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1 **Overview**

This guide is to instruct users on how to perform basic troubleshooting steps when experiencing issues using Citrix Web or Connect to CHOP.

2 **Requirements**

2.1 **Device**
- CHOP Issued device
- Home Device

2.2 **Supported Operating Systems**
- Windows 7, 8, 10
- Mac OS 10.12

2.3 **Web Browser**
- Microsoft Internet Explorer 11
- Safari 10.1.2

2.4 **Citrix Receiver**
- Citrix Receiver for Windows (CHOP standard 4.4.3)
- Citrix Receiver for MAC (CHOP Standard 12.3)

3 **Windows Internet Explorer 11 Clean-Up**

3.1 **Clear Cookies / Internet Cache**
- Select **Tools**
- Select *Delete browsing history...*
• Select **Delete**
• Select **Yes**
• Select **Close**
• Close all IE windows before trying to launch Citrix again.

### 3.2 Reset Browser Options

• Select **Tools**
• Select **Internet Options**
• Select **Security Tab**
• Select **Reset all zones to default level**
• Select **OK**
• Close all IE windows before trying to launch Citrix again.
3.3 Reset Advanced Settings

- Select Tools
- Select Internet Options
- Select Advanced tab
- Select Restore advanced settings
- Make sure Do not save encrypted pages to disk is unchecked
- Make sure Use SSL 2.0 and Use SSL 3.0 is checked
- Select OK
- Select OK
- Close all IE windows before trying to launch Citrix again

3.4 Disable Proxy Auto-Detect

- Select Tools
- Select Internet Options
- Select Connections tab
- Select LAN settings
- Make sure Automatically detect settings is unchecked
- Select OK
- Select OK
- Close all IE windows before trying to launch Citrix again
4 Check File Type Association

**Windows 7 / 8 / 10**

- Launch Control Panel
- If **All Control Panel Items** does not appear, change View by: in the upper right hand corner to small icons
- Select Default Programs
- Select **Associate a file type or protocol with a program**
- Scroll down and confirm that the ICA extension is set to **Citrix ICA Client**

5 Provider Order

- Launch Control Panel
- If **All Control Panel Items** does not appear, change View by: in the upper right hand corner to small icons
- Select **Change adapter settings**
- Hit the **Alt** key to unhide the Menu Bar
- Select **Advanced**
- Select **Advanced Settings**
- Move **Citrix Single Sign-on** to top

6 Apple Macintosh Safari Clean-Up

6.1 Clear Cookies

- With **Safari** open, click on **Safari** in the menu bar and select **Preferences**
• Click on the **Security** icon, and then click on the **Show Cookies** button

![Security Icon]

• Select **Remove All**
• When prompted select **Remove All**

![Show Cookies]

• Quit Safari and restart Safari.

### 6.2 Empty Cache

• With Safari open, click on **Safari** in the menu bar and select **Empty Cache**
• Select **Empty**
• Quit Safari and restart Safari

6.3 Download Safe Files

• Open Safari
• Go to the top menu bar and select Safari, then select Preferences…
• Under the General tab, check the box next to Open “safe” files after downloading

![Safari Preferences](image)

• Close the preferences window.

7 Citrix Receiver Re-Install

7.1 Windows Receiver

7.1.1 Windows Receiver Un-install
1. Open Control Panel
2. Click on Programs and Features
3. Find Citrix Receiver, click on Uninstall
4. Reboot Device, reboot must be done in order for the re-install to be successful

7.1.2 Windows Receiver Install
1. Launch a browser session with the following typed in the address field: connect.chop.edu.
2. Click on the **Citrix Receiver** link to download. Citrix will automatically detect your OS.
3. Select **Download Receiver for Windows**

![Download Receiver for Windows](image)

4. Select **Run**

![Run option](image)

5. Select **Start**, then select **Next**

![Welcome to Citrix Receiver](image)

![License Agreement](image)

6. Select **Install**, then select **Finish**, it is good practice to reboot after the install.
7. After the device is rebooted, this message will display. Check the Do not show this window automatically at logon box, then select Close. Do not type an email address in.

7.2 MAC Receiver

7.2.1 MAC Receiver Un-install
1. From the Finder Bar, Select Go
2. Select Applications
3. Find Citrix Receiver, right-click to display menu, click Move to Trash

Note: Reboot Device, reboot must be done in order for the re-install to be successful

7.2.2 MAC Receiver Install
1. Launch a browser session with the following typed in the address field: connect.chop.edu.
2. Click on the link to download the Citrix Client. Citrix will automatically detect your OS. After the software is downloaded and the disk image is mounted, double click on the installer application.

3. Select **Install Citrix Receiver.pkg**, then select **Continue**.
4. Select **Continue**, then select **Continue**.

5. Select **Continue**, then select **Agree**.

6. Select **Install**, user will be prompted to enter Administrator Name and Password, then select **Install Software**.
7. Select **Continue**, then select **Close**, it is good practice to reboot after the install.

8. After the device is rebooted, this message may display, select **Cancel**.

8. **Citrix Desktop**

When launching the Citrix Knowledge Desktop or Dragon Desktop and this error below appears, the desktop is in a hung session. Please call into the Service Desk to have the Desktop restarted.

8.1 **Windows**
- The connection to **Knowledge Desktop** failed with status (1030) or
- The connection to **Dragon Desktop** failed with status (1030)

8.2 **MAC**
- Cannot connect to server "; 40;STA0DE2D136078F;2BB3C62CA204B8C3A66C". Please try again in a few minutes

9. **Service Desk Call**

When calling into the Service Desk for a Citrix issue, please have the following information ready:
• On-site at CHOP connected to the CHOP network or Offsite/Home office using VPN or Connect?
• Which application is the issue?
• Is there an error appearing? Screen shot the error if possible.
• CHOP Device or personal Device?
• Windows or MAC? Specify version
• Which Citrix Receiver version is installed on device
  o **Microsoft Windows**
    ▪ Right-click on the Citrix Receiver, select “Advanced Preferences”
    ▪ The Advanced Preferences window will open and display the version number
  o **MAC**
    ▪ Select “About” from the Citrix Receiver in the upper right hand corner
    ▪ The Citrix Receiver about window will open and display the version number
• Which Citrix Server user is connected to, when the application is launched and an error appears do not close the message before recording the server name
  o **Microsoft Windows**
    ▪ Right-click on the Citrix Receiver, select **Connection**
The Citrix Connection Center window will open and display the Citrix Server name, exp. CTXENTPW551

- MAC
  - Select Citrix Viewer, then select About Citrix Viewer
  - The about window will open and display the Citrix server name, exp. CTXENTPWT546

- Are other Citrix applications launching without issue?
- When did the issue start?
- Has there been any changes to the device?

10 Support References
Can be accessed from the Connect Log On page.
- User Guide: How-To Guide for getting connected to CHOP Anywhere
- Troubleshooting Guide: Basic Citrix troubleshooting steps
- Password and Entrust Help: Link to the https://ishelp.chop.edu web page for Password resetting and Entrust Support
- Service Desk: 215-590-4357