Children’s Hospital
of Philadelphia
Information Services

CITRIX TROUBLESHOOTING
USER GUIDE

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VERSION
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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 8.1, 10
- MacOS 10.15 (Catalina), 11.x (Big Sur), 12.0-12.3.1 (Monterey)

2.3 Web Browser
- Microsoft Internet Explorer 11
- Google Chrome 28+ (MacOS)
- Microsoft Edge
- Safari 10.1.2+

2.4 Citrix Workspace App
- Citrix Workspace App for Windows (CHOP standard: version 2112.1)
- Citrix Workspace App for Mac (CHOP Standard: version 2204)

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 Reset Citrix Workspace App

- Right-click the Citrix Workspace App in the lower right-hand corner
- Select Advanced Preferences

- Select Reset Citrix Workspace

- Hit Yes, reset Citrix Workspace

- Click OK
5 Check File Type Association

Windows 8.1

- Launch Control Panel (click on Start and type in 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 Connection Manager

Windows 10

- Launch Settings (click on Start and select the gear icon)
- Click on Apps and then select Default Apps on the left-hand side
- Select Choose default apps by file type at the bottom
- Scroll down and confirm that the ICA extension is set to Citrix Connection Manager
6 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 Network and Sharing Center
- Select Change adapter settings
- Hit the Alt key to unhide the Menu Bar
- Select Advanced
- Select Advanced Settings
- Select Citrix Single Sign-on and click on the up arrow to move it to the top of the list
- Click OK and reboot the device

7 Apple Macintosh Safari Clean-Up

7.1 Clear Cookies

- With Safari open, click on Safari in the menu bar and select Preferences
- Select Privacy, and then Manage Website Data…
  
- Click on the Remove All
• When prompted select **Remove Now**

• Quit and restart Safari

### 7.2 Clear History

• With Safari open, click on **Safari** in the menu bar and select **Clear History**
• Select time frame from drop down
• Select **Clear History**
• Quit and restart Safari

7.3 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

• Close the preferences window.

8 Citrix Workspace App Install/Upgrade

8.1 Citrix Workspace App for Windows

8.1.1 Citrix Workspace App for Windows Uninstall

1. Open Control Panel (click on Start and type in Control Panel)
2. Click on Programs and Features
3. Select **Citrix Receiver** or **Citrix Workspace**, and click on **Uninstall**
4. Follow the prompts to uninstall the old client
5. Once uninstalled, reboot the device. This is **required**

### 8.1.2 Citrix Workspace App for Windows Install/Upgrade

1. Launch a browser session with the following typed into the address field: **connect.chop.edu**

2. Click on the **Citrix Workspace App for Windows** link to download the client
3. Select **Download Citrix Workspace app for Windows**

4. Select **Run**
5. Select **Start**, accept the license agreement, and then select **Next**

6. Check **Enable single sign-on**, select **Next**, leave **Enable app protection unchecked**, and then select **Install**

7. Select **Finish** and reboot your device. If you are asked to add an account, select **Close**
8.2 Citrix Workspace App for Mac

8.2.1 Citrix Workspace App for Mac Uninstall

1. Close Workspace App

2. Go to Downloads

3. Select CitrixWorkspaceApp.dmg file

4. Select Uninstall Citrix Workspace

5. Select Open
6. Select **Continue**

![Uninstall Citrix Workspace](image1)

You are about to remove Citrix Workspace. Please close any online applications currently running and then click Continue.

- **Cancel**
- **Continue**

7. Select **Quit**

![Uninstall Citrix Workspace](image2)

Citrix Workspace was successfully uninstalled.

- **Quit**

### 8.2.2 Download Citrix Workspace App for Mac

1. Launch a browser session with the following typed in the address field: **connect.chop.edu**

2. Click on the **Citrix Workspace App for Mac** link to download the client
3. Select **Download Citrix Workspace app for Mac**

4. **8.2.3 Citrix Workspace App for Mac Install/Upgrade**
   1. Go to Downloads
   2. Select **CitrixWorkspaceApp.dmg** file
   3. Select **Install Citrix Workspace**

   ![Install Citrix Workspace and Uninstall Citrix Workspace](image)

   4. Select **Continue**, then select **Continue**

   ![Continue and Summary](image)
5. Select **Continue**, then select **Agree**

![Software License Agreement](image1)

![Agreement to terms and conditions](image2)

6. Select **Install**, the user will be prompted to enter Administrator Name and Password, then select **Install Software**

![Standard Install on Mac HD](image3)

![Installer is trying to install new software](image4)

7. Select **Continue**, then select **Close**. It is good practice to reboot after the install

![Add Account](image5)

![Installation was successful](image6)
8. After the device is rebooted, this message may display, select **Cancel**

9 Common Citrix Issues

9.1 Failure to launch any Citrix applications

1. When launching a Citrix application in **Microsoft Edge**, you are prompted to open Citrix Workspace Launcher

   ![Citrix Workspace Launcher prompt]

   2. Check the box for **Always allow...** and click **Open**; you will not be prompted to do this in the future

9.2 Failure to launch your Citrix Desktop

9. When launching your **Citrix Desktop** and the error below appears, the desktop is in a hung session. Please call into the Service Desk to have the Desktop restarted

   1. **Windows**: The connection to **Desktop** failed with status (1030)
   2. **Mac**: Cannot connect to server "; 40:STA0DE2D136078F; 2BB3C62CA204B8C3A66C". Please try again in a few minutes

9.3 Microphone/webcam is not available in Citrix Desktop

   - If your webcam is not available in Citrix Desktop (Teams meeting, etc.), make sure that you are allowing microphone/webcam redirection:
     1. **Windows**:
        a) Click on the black toolbar with an arrow on it at the top/center of your Citrix Desktop window, and then select **Preferences**
b) On the **Connections** tab, make the following changes:

- Under **Microphones and webcams**, change **Session Settings** to **Connect automatically**
- Under **Global Settings**, select your webcam from the drop-down list
- Click **OK** to save the changes

### Mac:

1. Click on the black toolbar with an arrow on it at the top/center of your Citrix Desktop window, and then select **Preferences**

2. It will open **Mic & Webcam**
3. Select **Use my microphone and webcam**
4. Check and make sure that **Citrix Viewer** has access to the microphone and webcam by going to **System Preferences, Security & Privacy** and clicking on the **Privacy** tab. Make sure the box is checked next to **Citrix Viewer** for **Microphone** and **Camera**
Click the lock to make changes.
If you experience one of the following issues, follow the instructions below:

- **Outlook**: Your mailbox is not updating
- **Teams**: Teams will not open
- **Outlook**: You receive the following error message:

1. Click on the **Start** menu
2. Expand **CHOP Self-Service**
   a) To repair Outlook, select **Repair Outlook**
b) To repair Teams, select **Repair Teams**
c) The process should only take a few seconds to complete, and the app will re-launch automatically once complete

9.5 BlueJeans/Webex Issues
If you experience issues with either of these applications (i.e., can’t join a meeting, etc.), follow the instructions below:

1. Click on the **Start** menu
2. Expand **CHOP Self-Service**
   a) To repair BlueJeans, select **Repair BlueJeans**
   b) To repair Webex, select **Repair Webex**
   c) The process should only take a few seconds to complete, and you will need to manually re-launch the application

9.6 Display Issues in a multi-monitor configuration
If you have multiple monitors, all of different resolutions/scaling settings, you may run into the following issue:

- When you drag a Citrix application or desktop across the monitors, the Citrix app or desktop will appear larger or smaller on the other monitors
- Mouse clicks can be misaligned to the left of the mouse cursor
- The mouse cursor will move at a different rate of speed across monitors
Follow the instructions below to set Citrix Workspace App to use the native resolution for scaling:

3. Right-click on **Citrix Workspace App** (●) in the system tray and select **Advanced Preferences**
4. Click on **High DPI**
5. Select **No, use the native resolution** and then click **Save**

6. Restart your device for the changes to take effect

### 9.7 Text, icons, etc. are too large or small in Citrix Desktop

If everything – text, icons, etc. – is either too large or too small in Citrix Desktop, follow the instructions below to change the DPI scaling that suits your needs:

1. Launch your **Citrix Desktop**
2. Right-click on your desktop wallpaper and select **Display settings**

3. Under **Change the size of text, apps, and other items**, choose **100%** from the drop-down menu
a. You can also select one of the other preset scaling percentages to suit your need to make the text, icons, etc. larger or smaller
b. To set a custom scaling percentage, click on **Custom scaling**
c. Enter a value between 100 – 500 and click **Apply**
i. The higher the number, the larger everything will appear in your Citrix Desktop

4. Your desktop should automatically resize
5. Close the window by clicking on the X at the top right-hand corner of the **Settings** window

### 9.8 Maximizing Citrix Desktop across multiple monitors

Follow the instructions below to maximize Citrix Desktop across 2 or more monitors:

1. Launch your **Citrix Desktop**
2. For 2-monitor configurations:
   i. Drag the Citrix Desktop window so that it spans across your two monitors
3. For 3+ monitor configurations:
   i. Expand the Citrix Desktop window so that it spans across all of your monitors, overlapping a part of each screen you wish to include
4. Click on the **Maximize** button in the top right-hand corner of Citrix Desktop

![Maximize button](image)

5. Alternatively, instead of clicking on the Maximize button in step 4, you can click on the black toolbar with an arrow on it at the top/center of your Citrix Desktop window, and then select **Full-screen**

![Full-screen button](image)

6. Citrix Desktop will now be in Full-screen mode

### 10 Service Desk Calls

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 Workspace App version is installed on the device?
  - **Microsoft Windows**
    - Right-click on **Citrix Workspace App ()** in the system tray and select **Advanced Preferences**
    - The Advanced Preferences window will open and display the version number

![Advanced Preferences](image)

  - **Mac**
    - Select **About** from **Citrix Workspace** in the upper right-hand corner
    - The **Citrix Workspace** about window will open and display the version number

![About](image)
• Which Citrix server are you connected to? When the application is launched and an error appears, do not close the message before recording the server name:
  o **Windows**
    ▪ Right-click on **Citrix Workspace App (©)** in the system tray and select **Connection Center**
    ▪ The Citrix Connection Center window will open and display the Citrix server name (i.e., VAWEBPW024)
  
  o **Mac**
    ▪ Select **Citrix Viewer**, then select **About Citrix Viewer**
    ▪ The about window will open and display the Citrix server name (i.e., VAWEBPWV002)
Are other Citrix applications launching without issue?
When did the issue start?
Have there been any changes to the device?

11 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 Help: https://forgotpassword.chop.edu
- Service Desk: 215-590-4357