

**Children's Hospital
of PhiladelphiaSM**
Information Services

CITRIX TROUBLESHOOTING USER GUIDE

DATE
MAY 5, 2022

VERSION
6



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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+

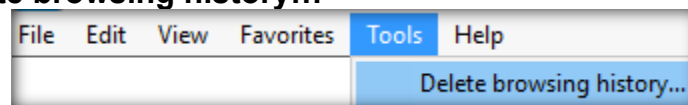
2.4 Citrix Workspace App

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

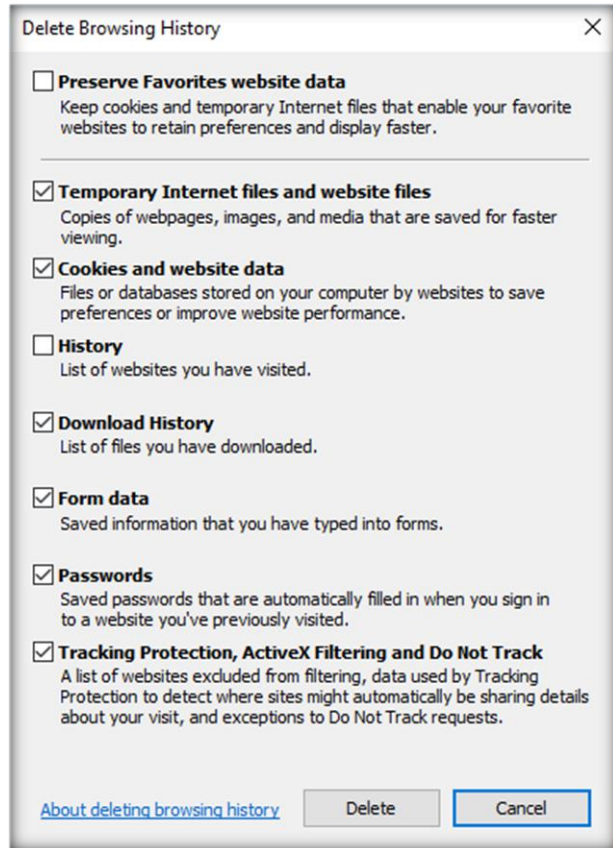
3 Windows Internet Explorer 11 Clean-Up

3.1 Clear Cookies / Internet Cache

- Select **Tools**
- Select **Delete browsing history...**

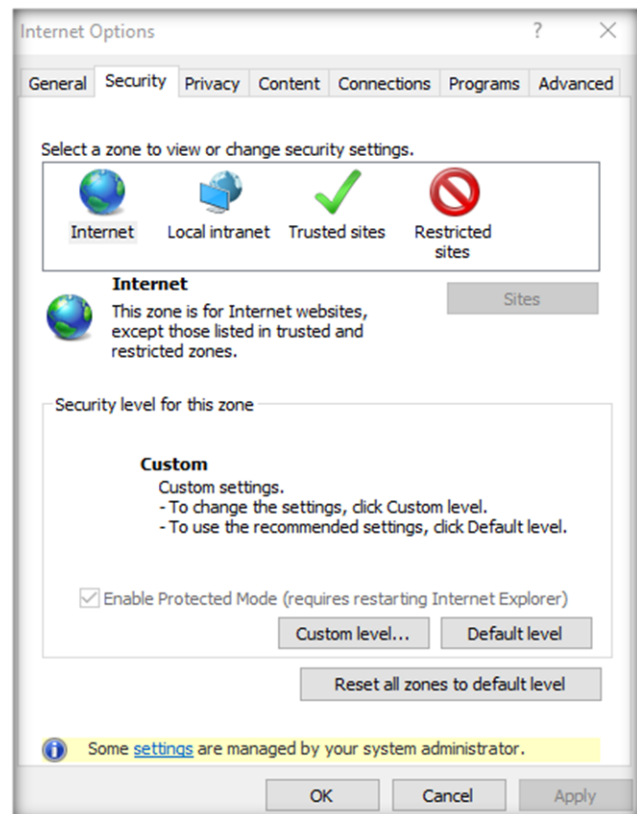


- Select **Delete**
- Select **Yes**
- Select **Close**
- Close all IE windows before trying to launch Citrix again.



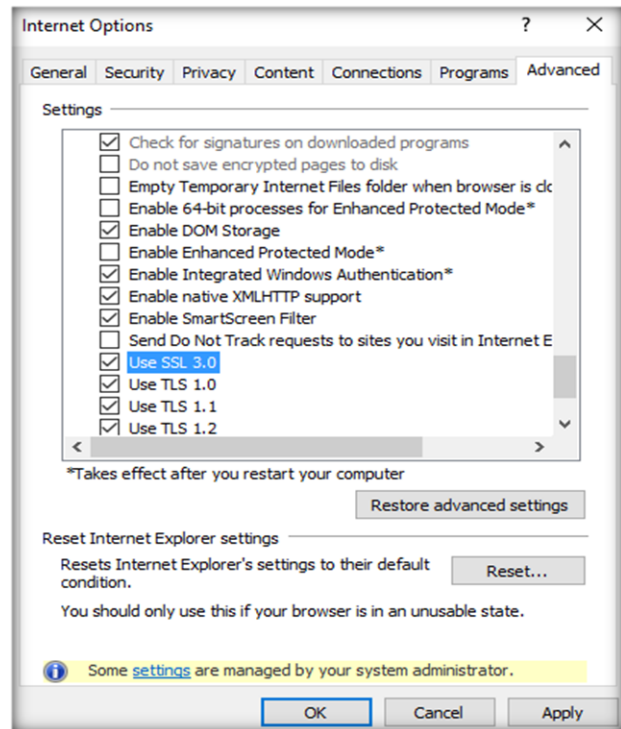
3.2 Reset Browser Options

- 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.



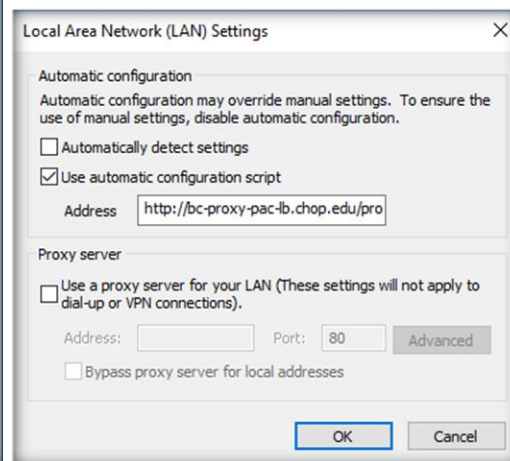
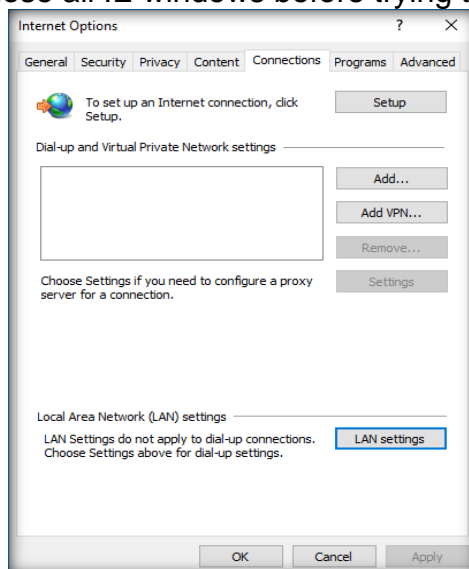
3.3 Reset Advanced Settings

- 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



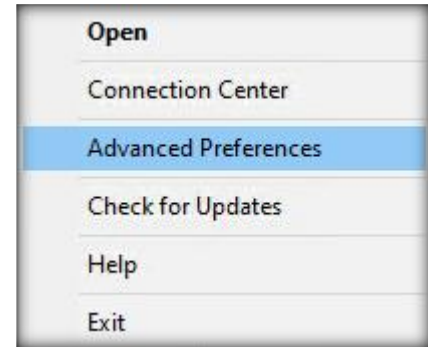
3.4 Disable Proxy Auto-Detect

- 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

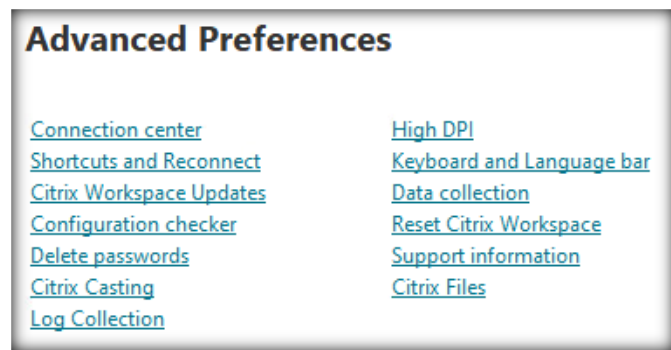


4 Reset Citrix Workspace App

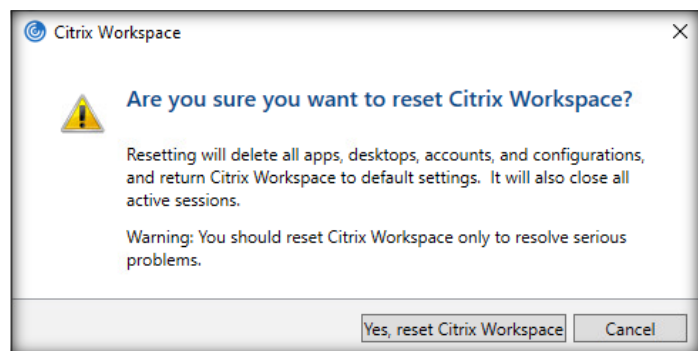
- Right-click the Citrix Workspace App in the lower right-hand corner
- Select Advanced Preferences



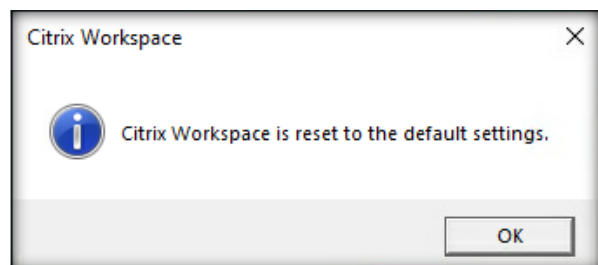
- Select Reset Citrix Workspace



- Hit Yes, reset Citrix Workspace



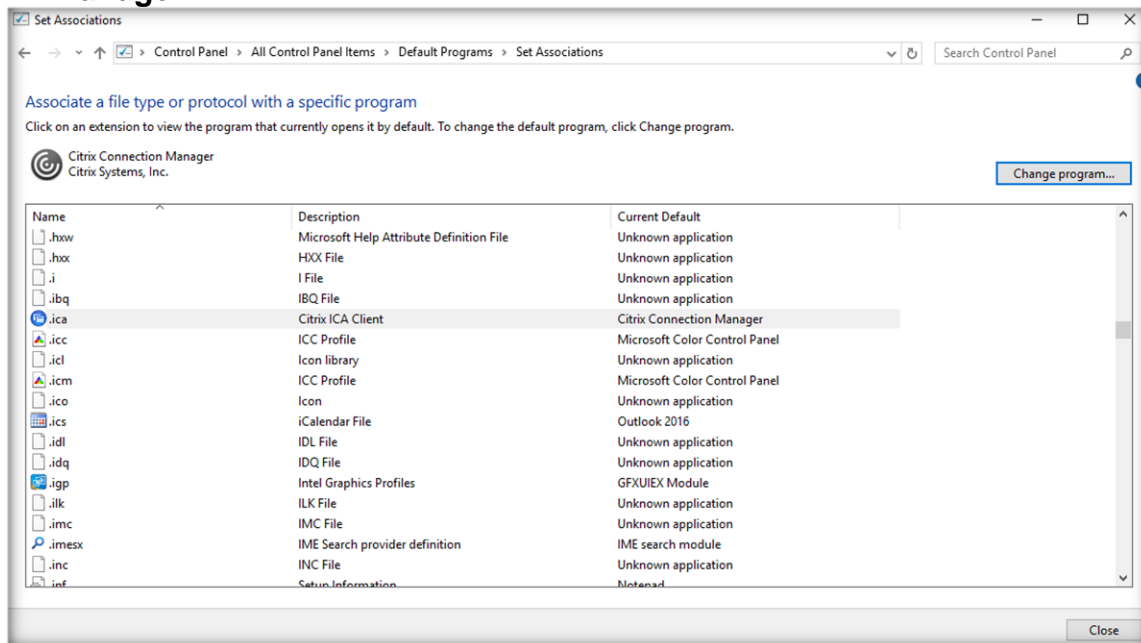
- Click OK




5 Check File Type Association

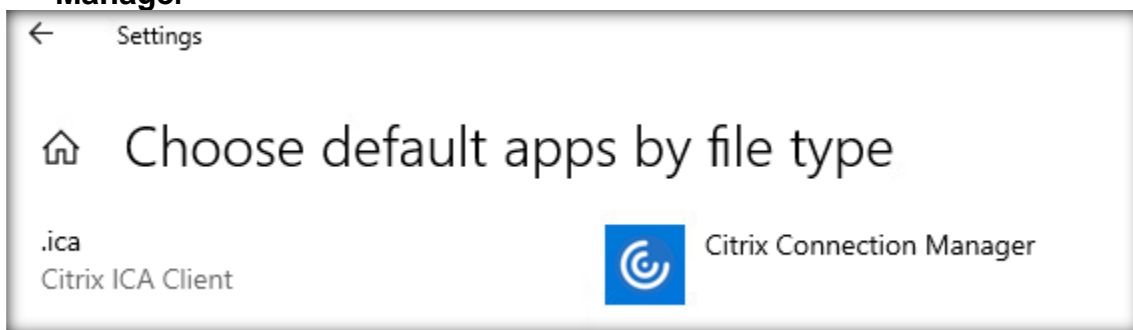
Windows 8.1

- 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**



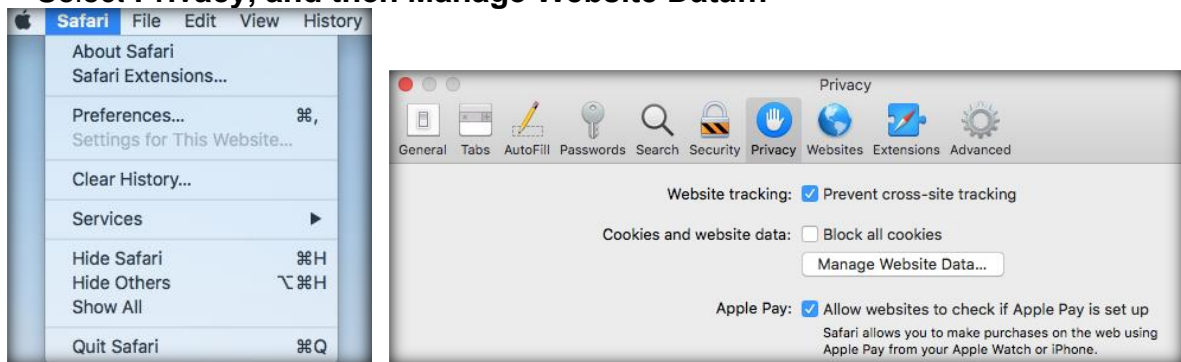
6 Provider Order

- 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

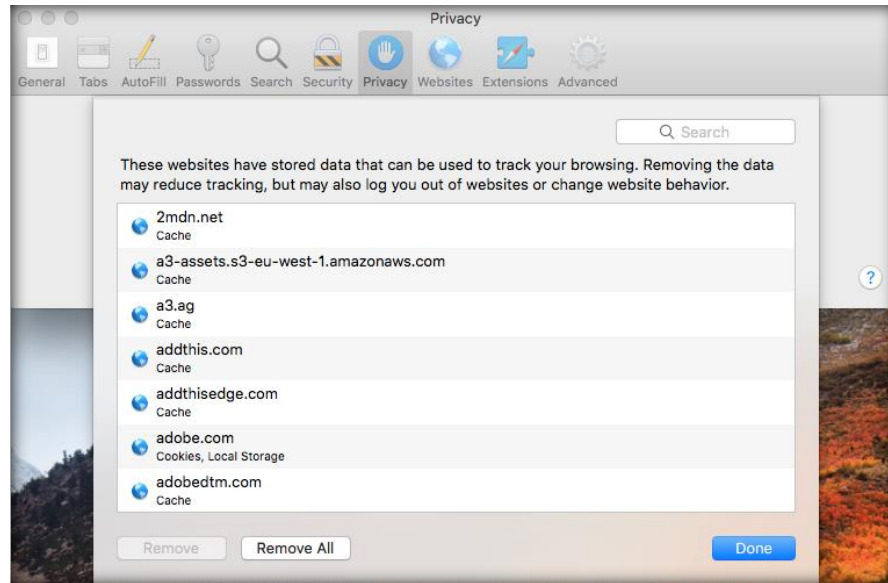
7 Apple Macintosh Safari Clean-Up

7.1 Clear Cookies

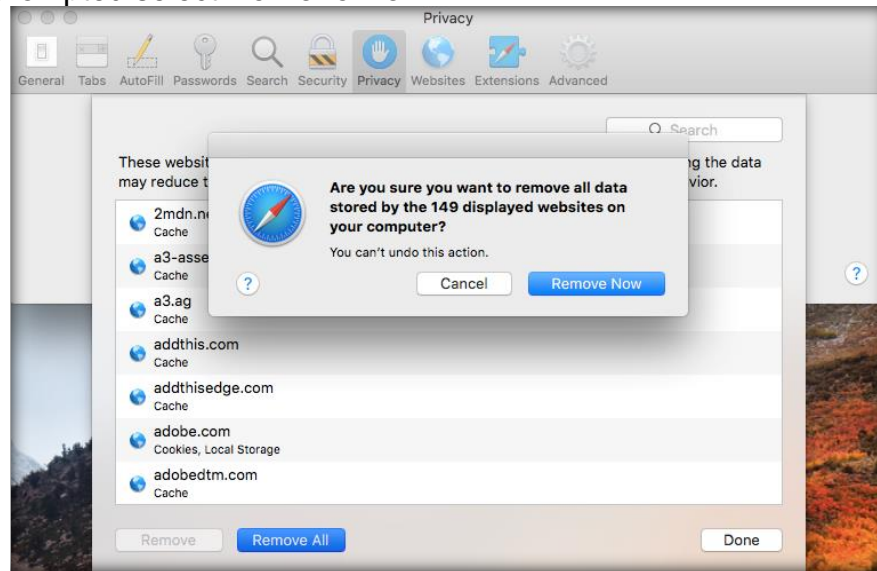
- With **Safari** open, click on **Safari** in the menu bar and select **Preferences**
- Select **Privacy, and then Manage Website Data...**



- Click on the **Remove All**



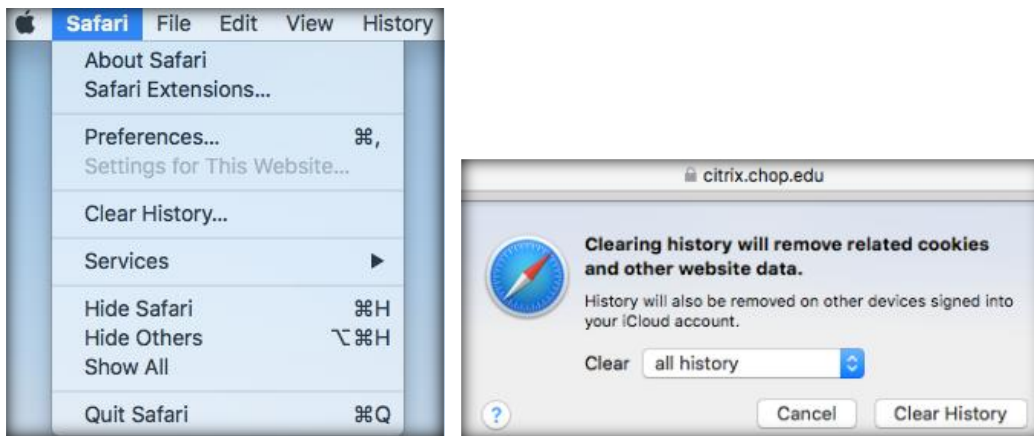
- When prompted select **Remove Now**



- Quit and restart Safari

7.2 Clear History

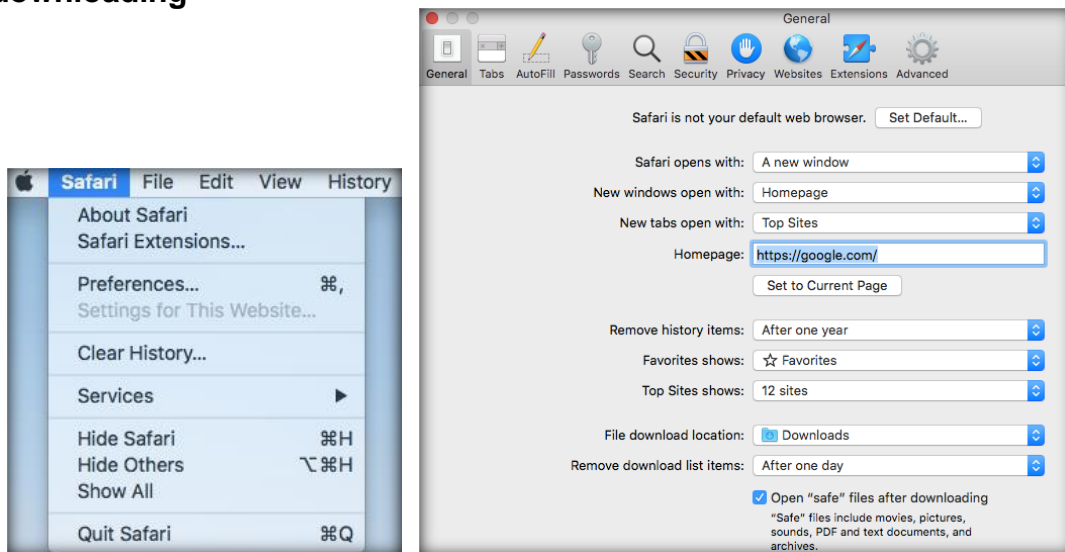
- With Safari open, click on **Safari** in the menu bar and select **Clear History**
- Select time frame from drop down
- Select **Clear History**



- 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

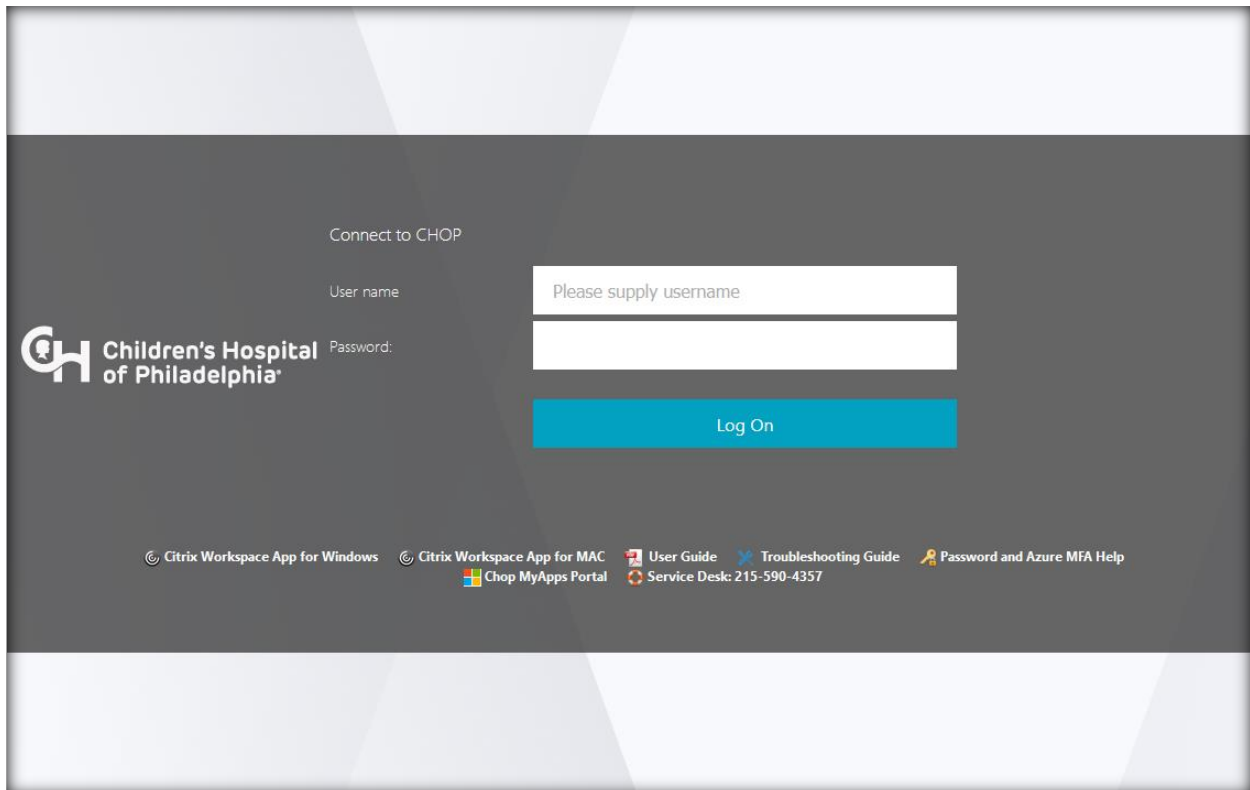
8.1.1 Citrix Workspace App for Windows Uninstall

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

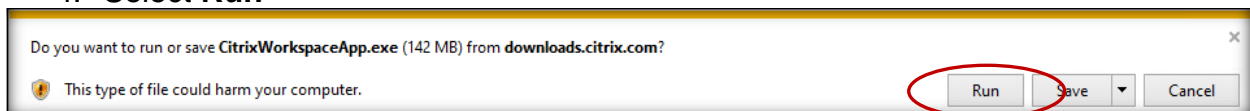
1. Launch a browser session with the following typed into the address field:
connect.chop.edu



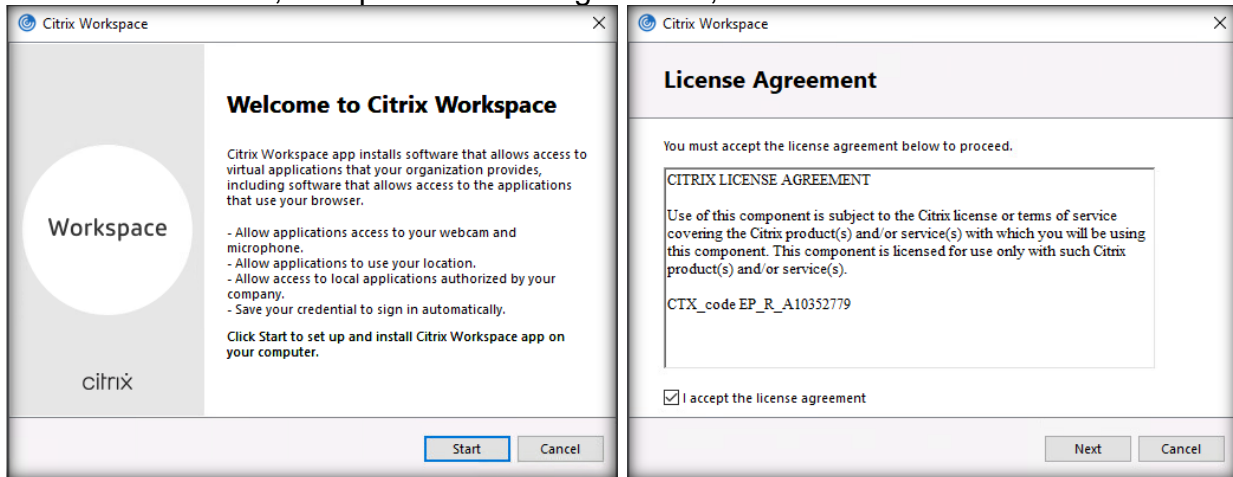
2. Click on the **Citrix Workspace App for Windows** link to download the client
3. Select **Download Citrix Workspace app for Windows**

[Download Citrix Workspace app for Windows](#)

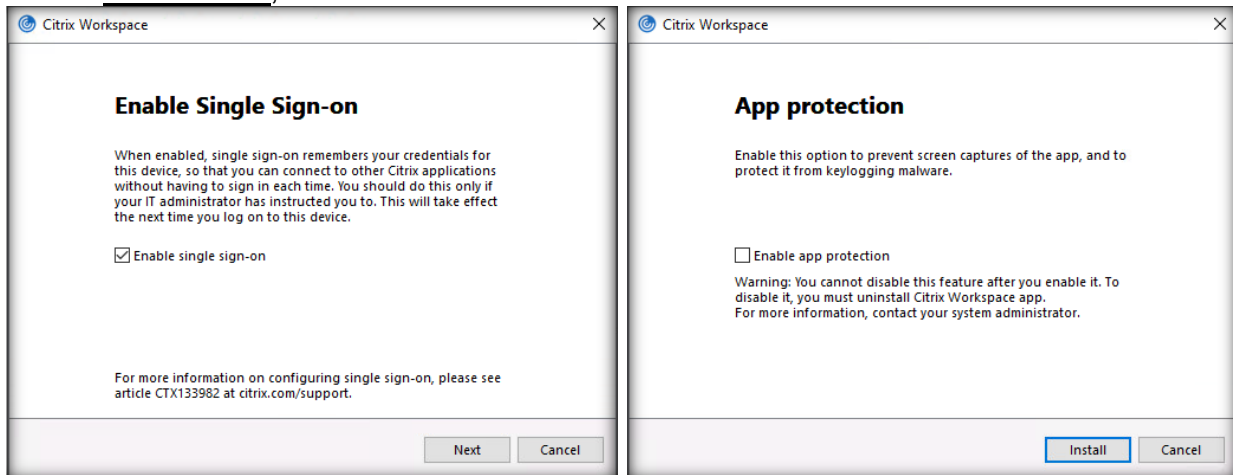
4. Select **Run**



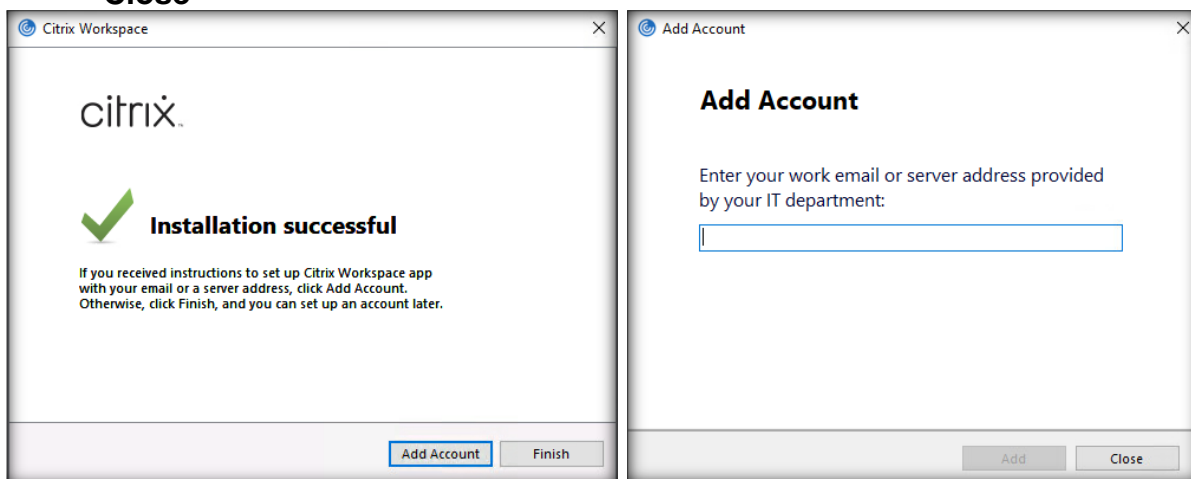
5. Select **Start**, accept the license agreement, and then select **Next**



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



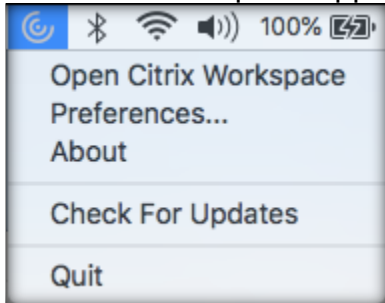
7. Select **Finish** and reboot your device. If you are asked to add an account, select **Close**



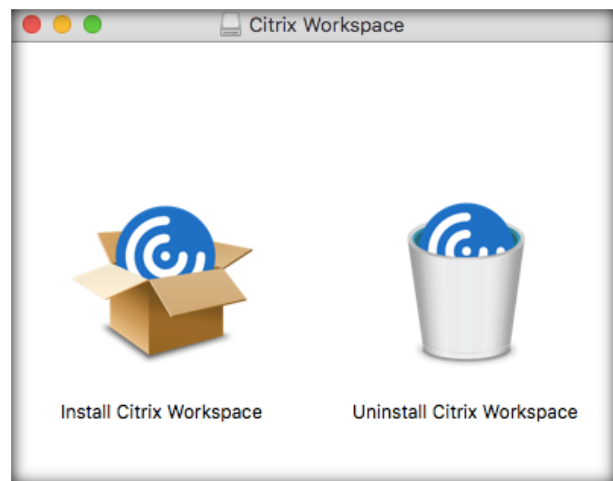
8.2 Citrix Workspace App for Mac

8.2.1 Citrix Workspace App for Mac Uninstall

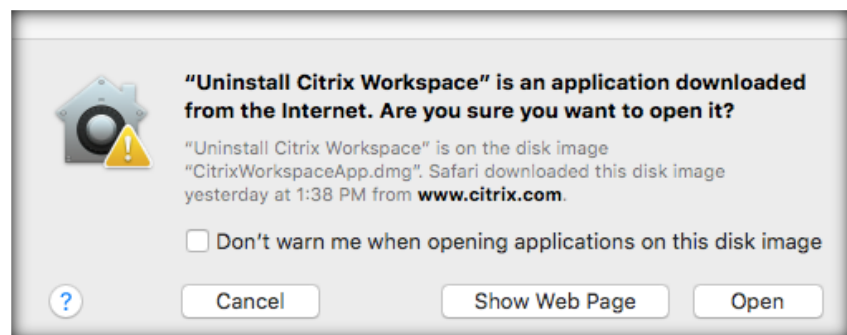
1. Close Workspace App



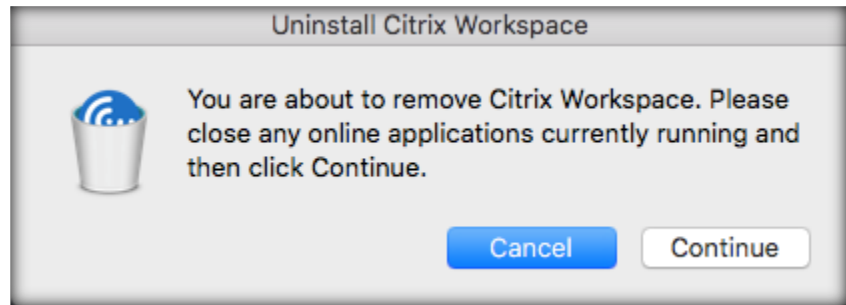
2. Go to Downloads
3. Select **CitrixWorkspaceApp.dmg** file
4. Select **Uninstall Citrix Workspace**



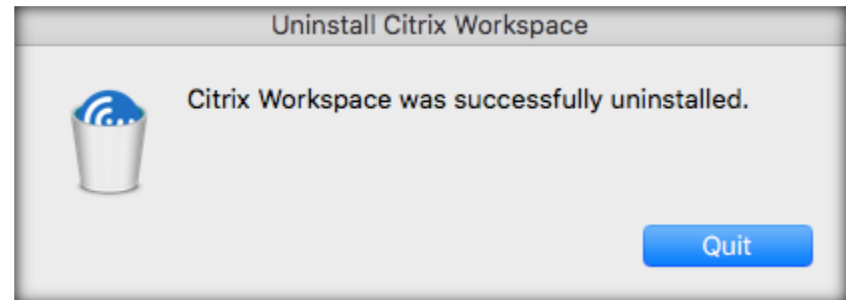
5. Select **Open**



6. Select **Continue**

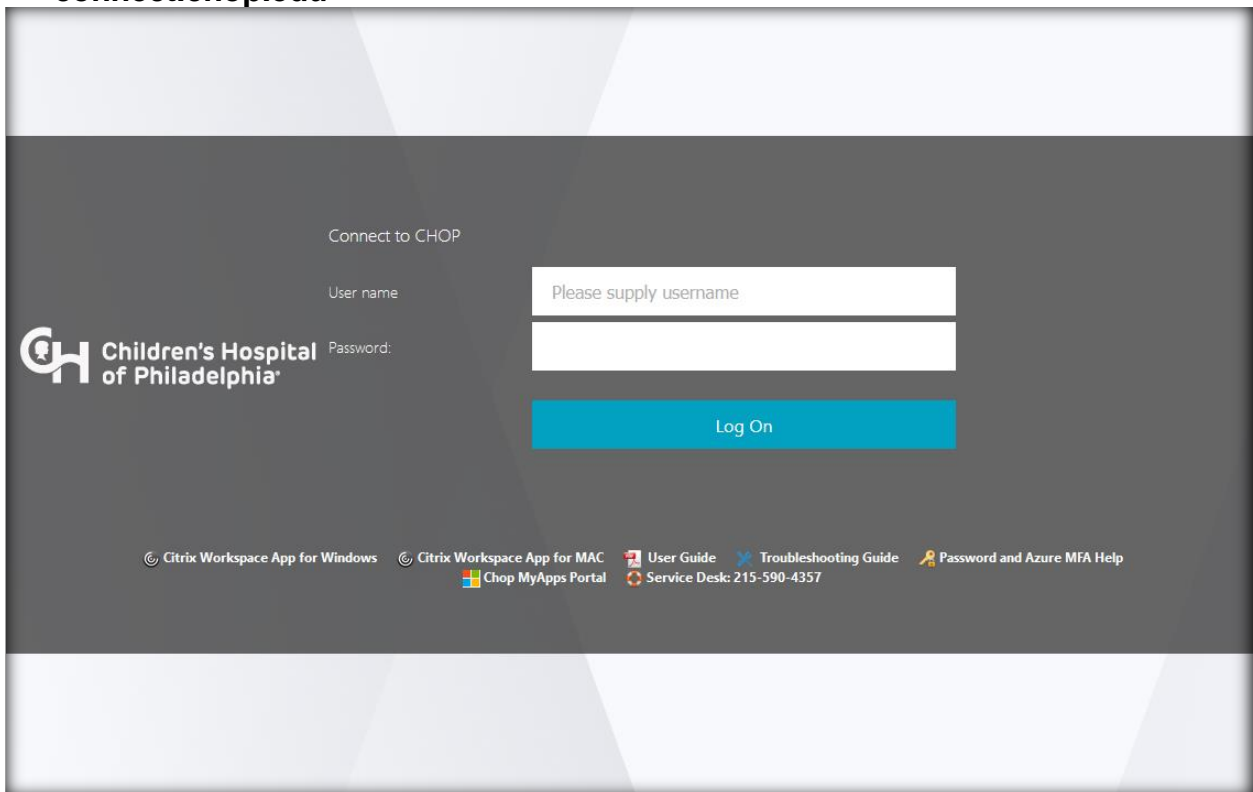


7. Select **Quit**



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



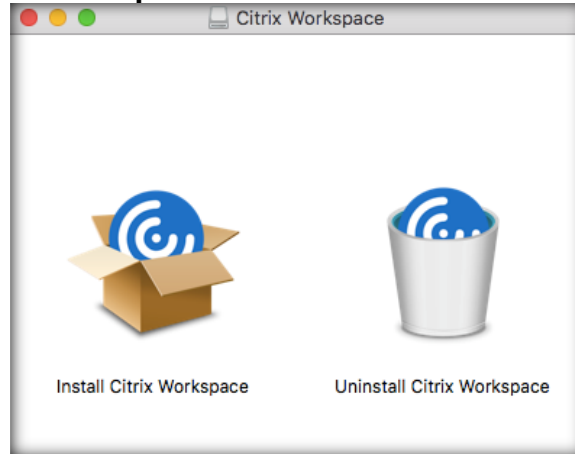
2. Click on the **Citrix Workspace App for Mac** link to download the client

3. Select **Download Citrix Workspace app for Mac**

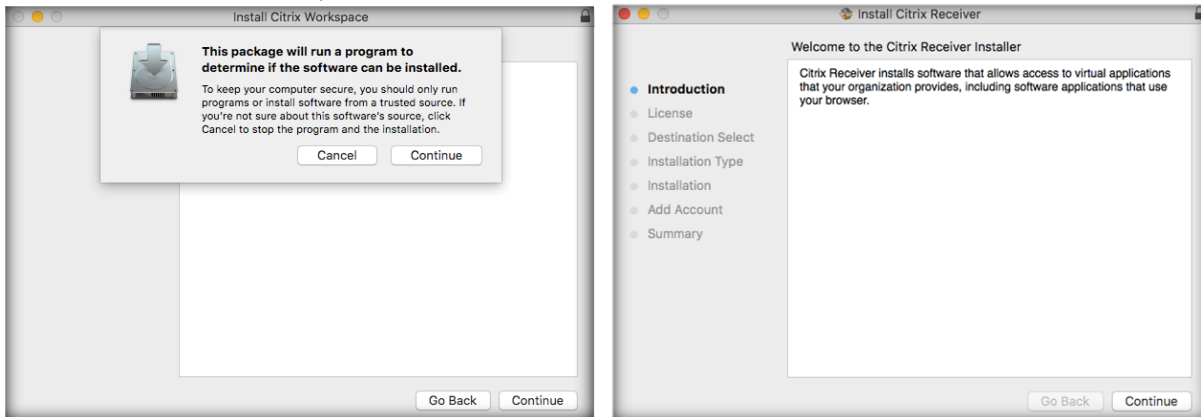


8.2.3 Citrix Workspace App for Mac Install/Upgrade

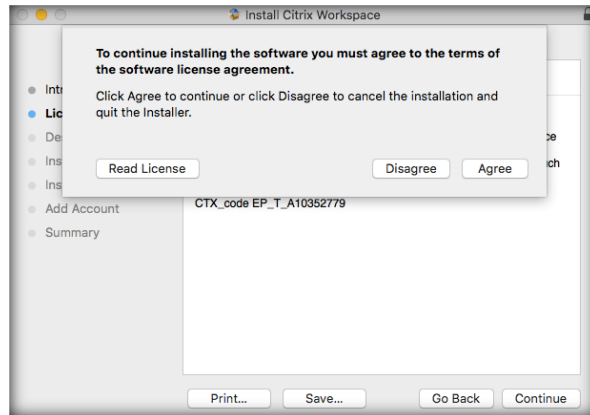
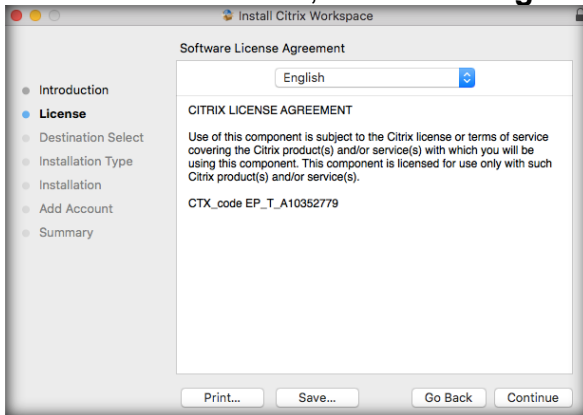
1. Go to Downloads
2. Select **CitrixWorkspaceApp.dmg** file
3. Select **Install Citrix Workspace**



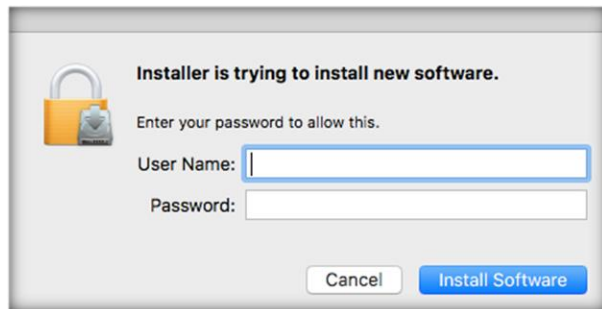
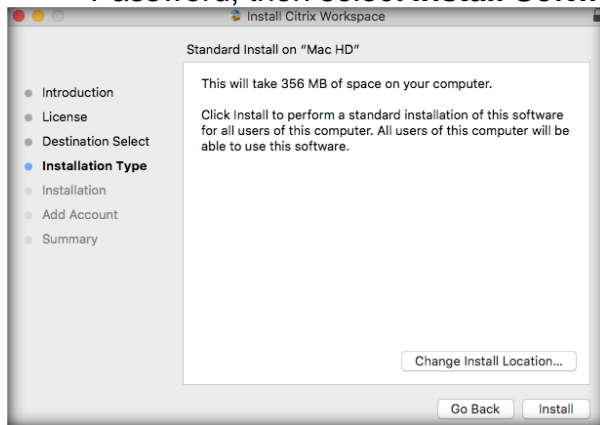
4. Select **Continue**, then select **Continue**



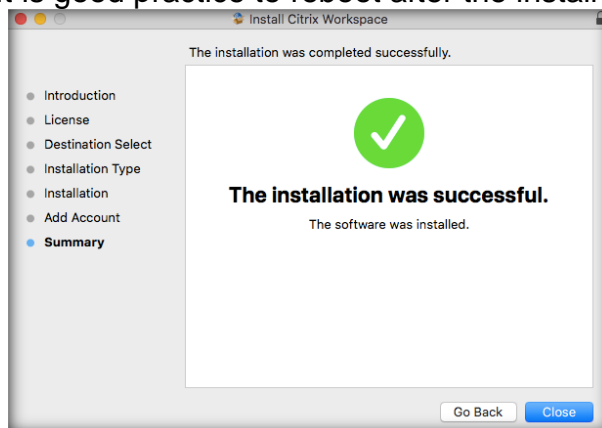
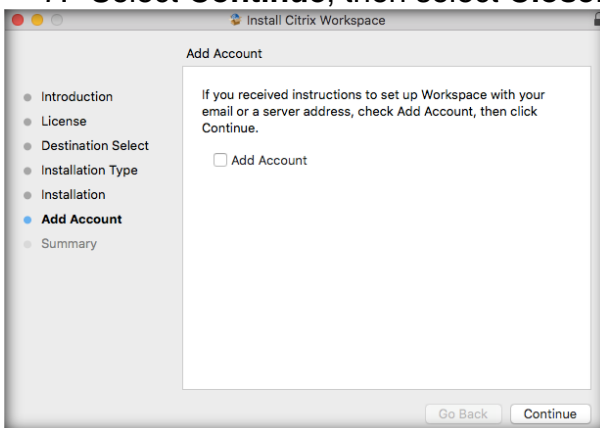
5. Select **Continue**, then select **Agree**



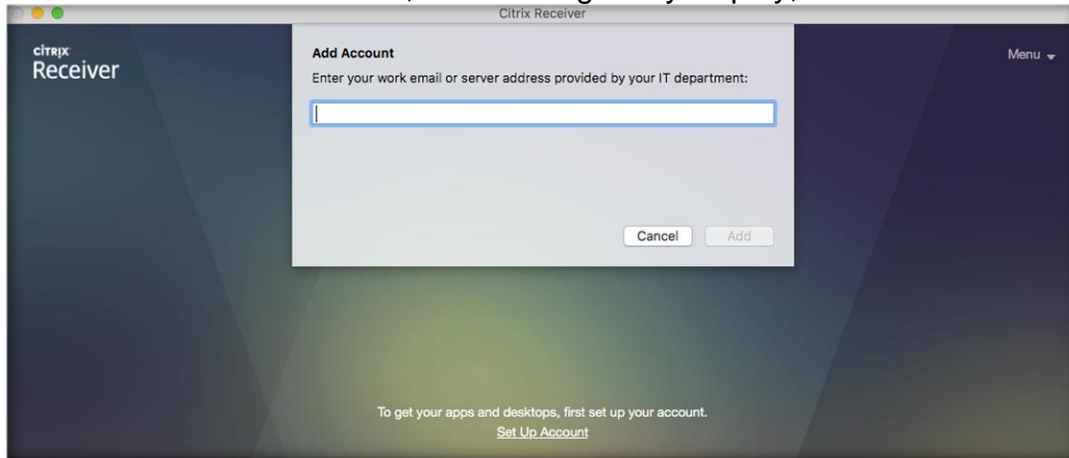
6. Select **Install**, the user will be prompted to enter Administrator Name and Password, then select **Install Software**



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



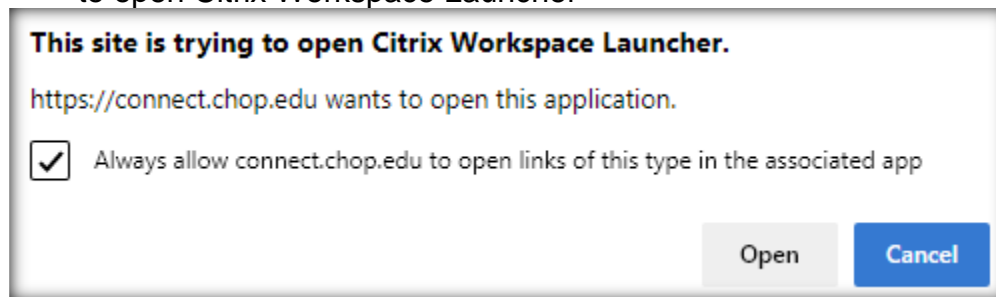
- After the device is rebooted, this message may display, select **Cancel**



9 Common Citrix Issues

9.1 Failure to launch any Citrix applications

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



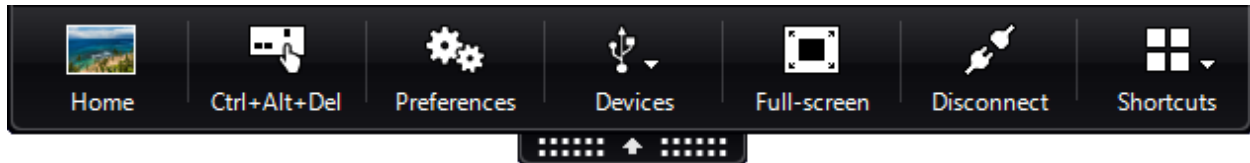
- Check the box for **Always allow...** and click **Open**; you will not be prompted to do this in the future

9.2 Failure to launch your Citrix Desktop

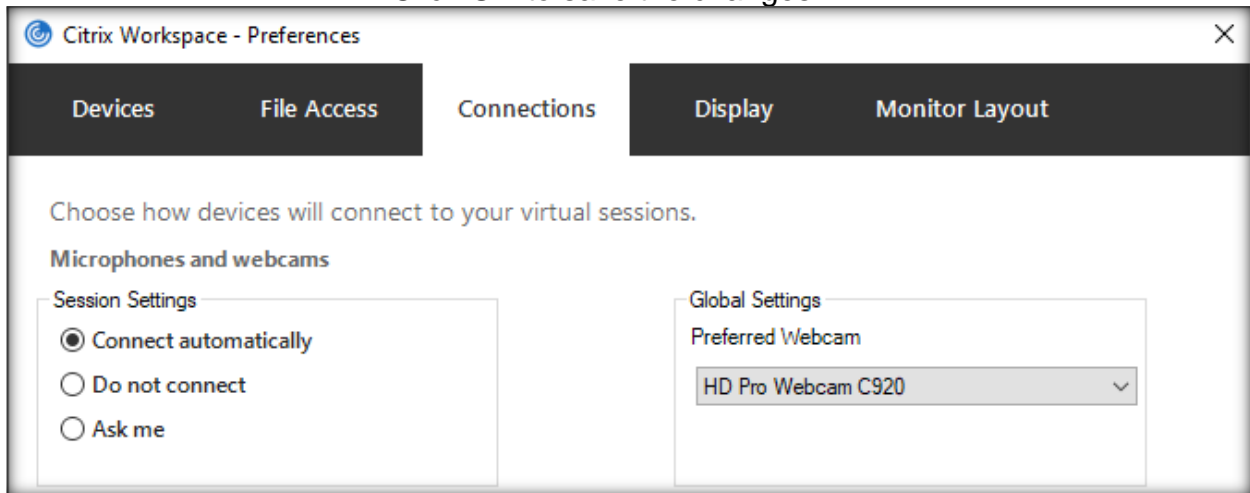
- When launching your **Citrix Desktop** and the error below appears, the desktop is in a hung session. Please call into the Service Desk to have the Desktop restarted
 - Windows:** The connection to **Desktop** failed with status (1030)
 - Mac:** Cannot connect to server "; 40;STA0DE2D136078F; 2BB3C62CA204B8C3A66C". 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:
 - Windows:**
 - 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



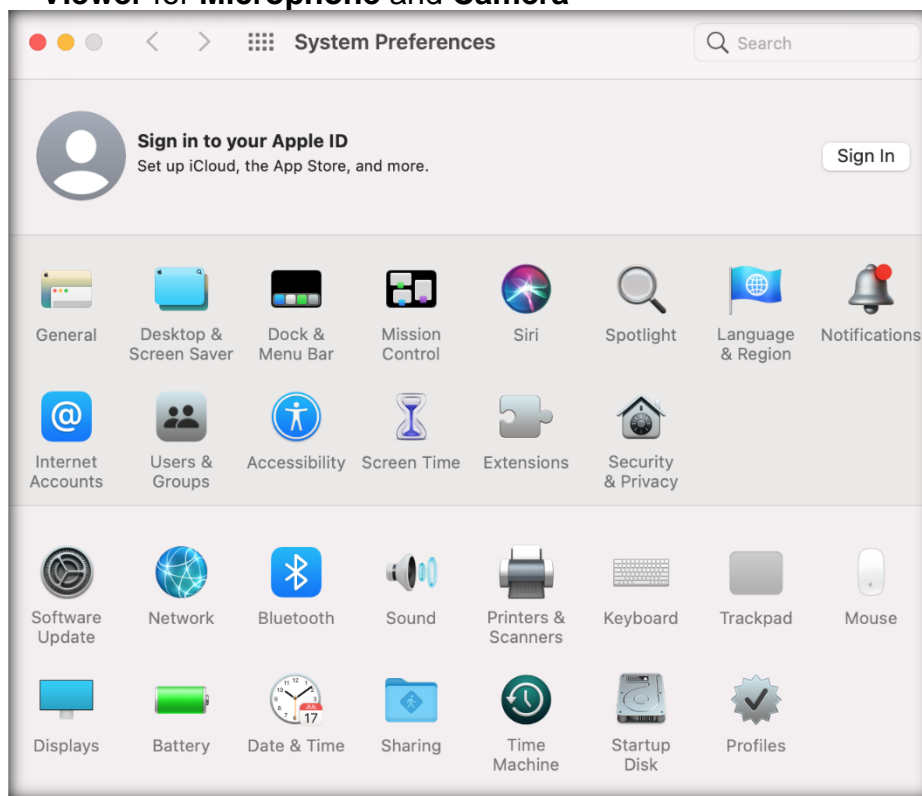
- **Mac:**
 1. Click on the black toolbar with an arrow on it at the top/center of your Citrix Desktop window, and then select **Preferences**

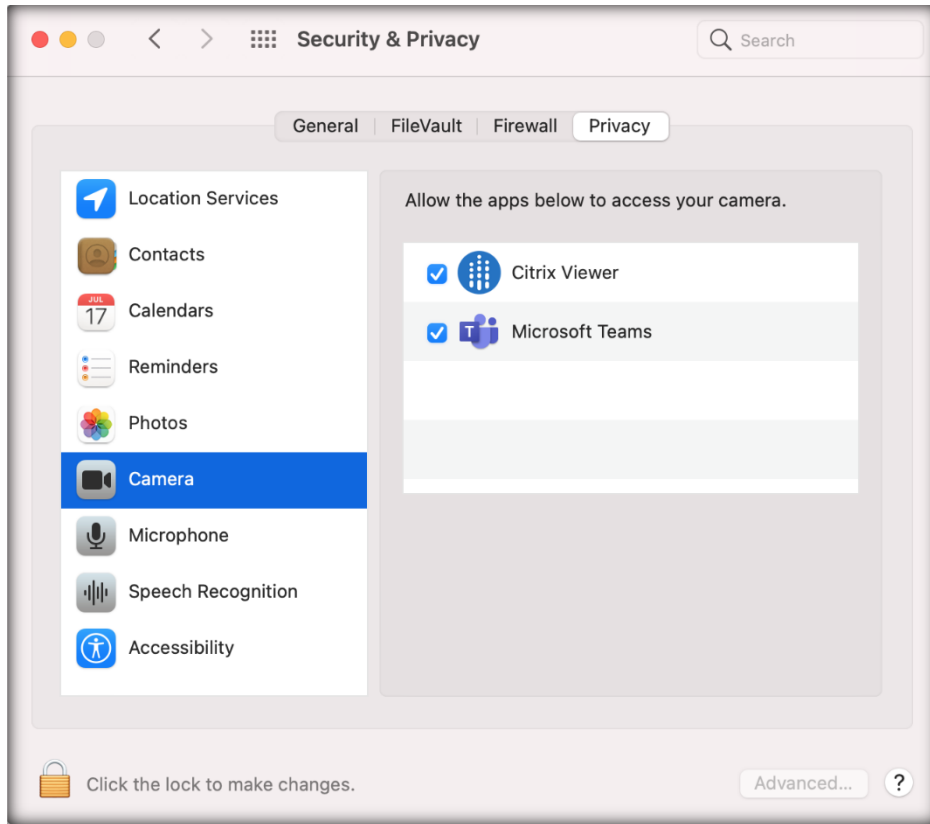


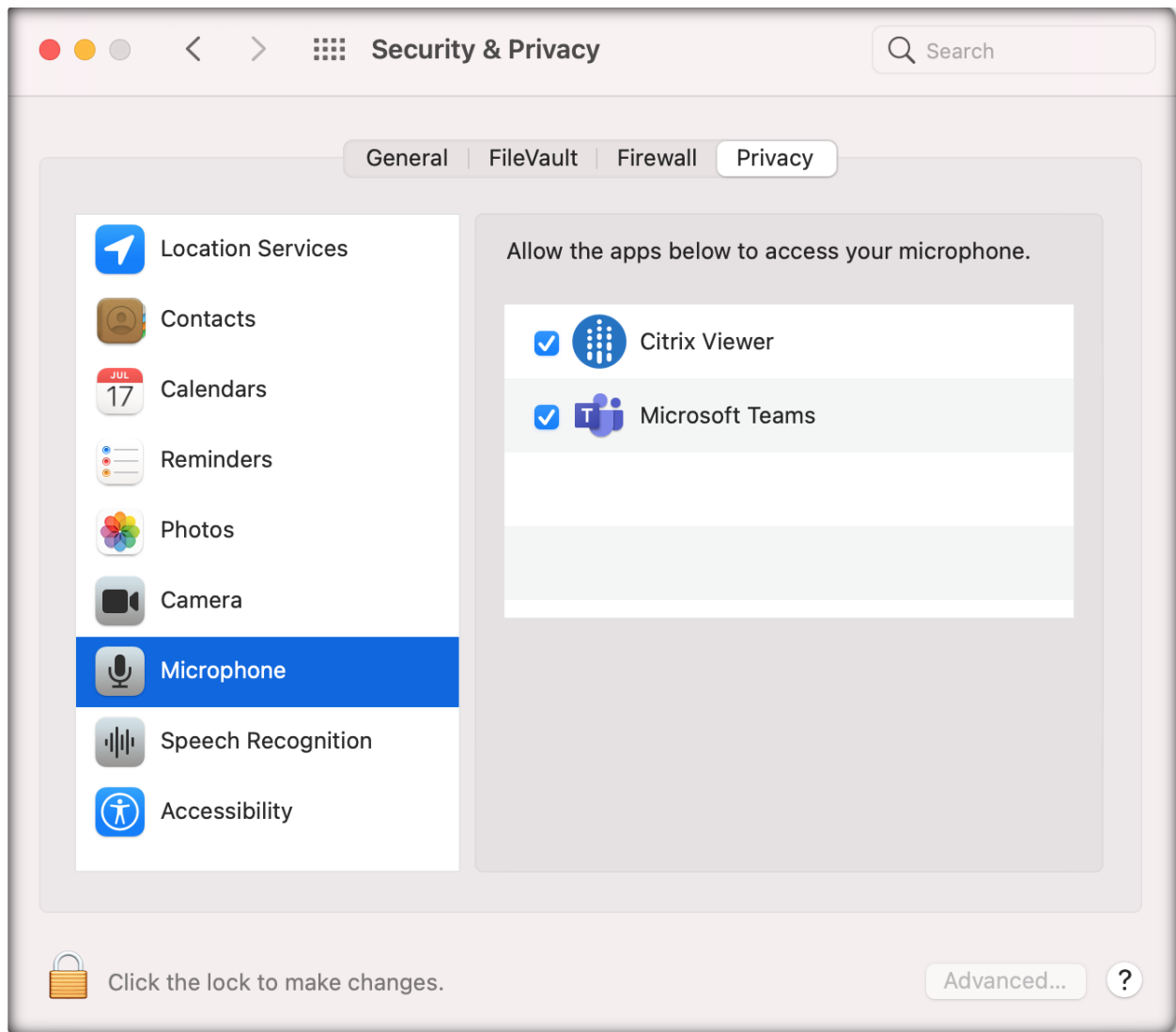
2. It will open **Mic & Webcam**



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**



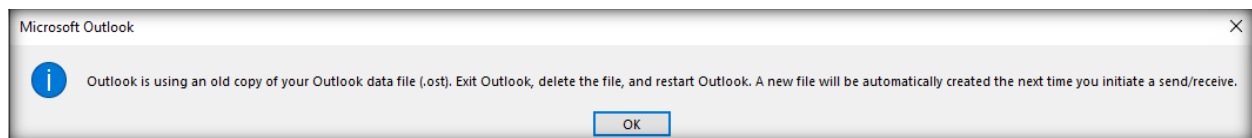




9.4 Microsoft Outlook/Teams Issues

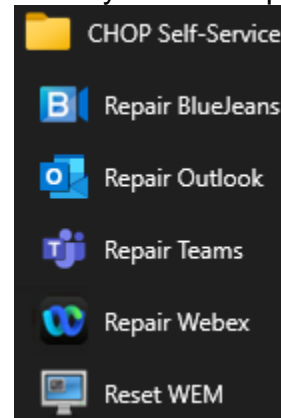
If you experience one of the following issues, follow the instructions below:

- 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**

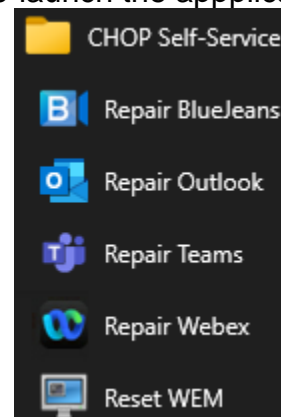
- b) To repair Teams, select **Repair Teams**
- c) The process should only take a few seconds to complete, and the app will re-launch automatically once complete



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



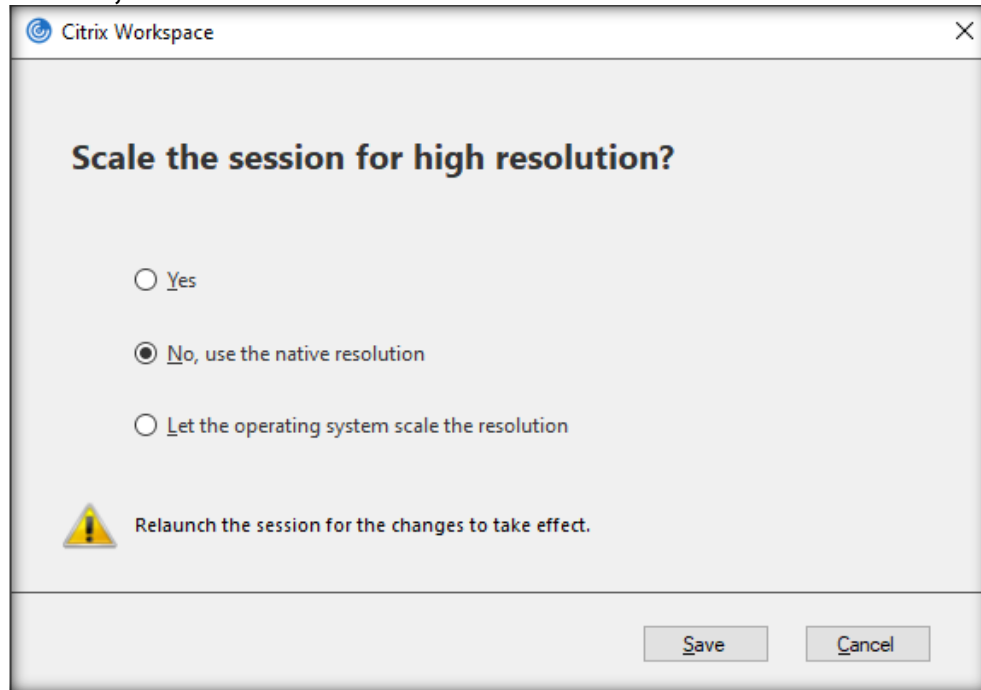
9.6 Display Issues in a multi-monitor configuration

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**

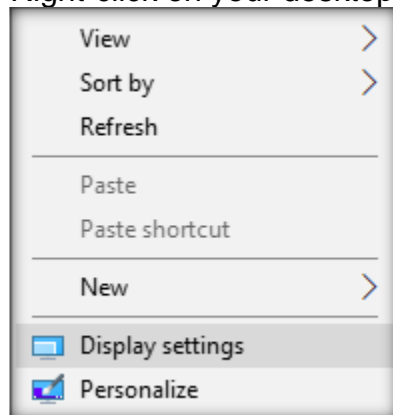


6. Restart your device for the changes to take effect

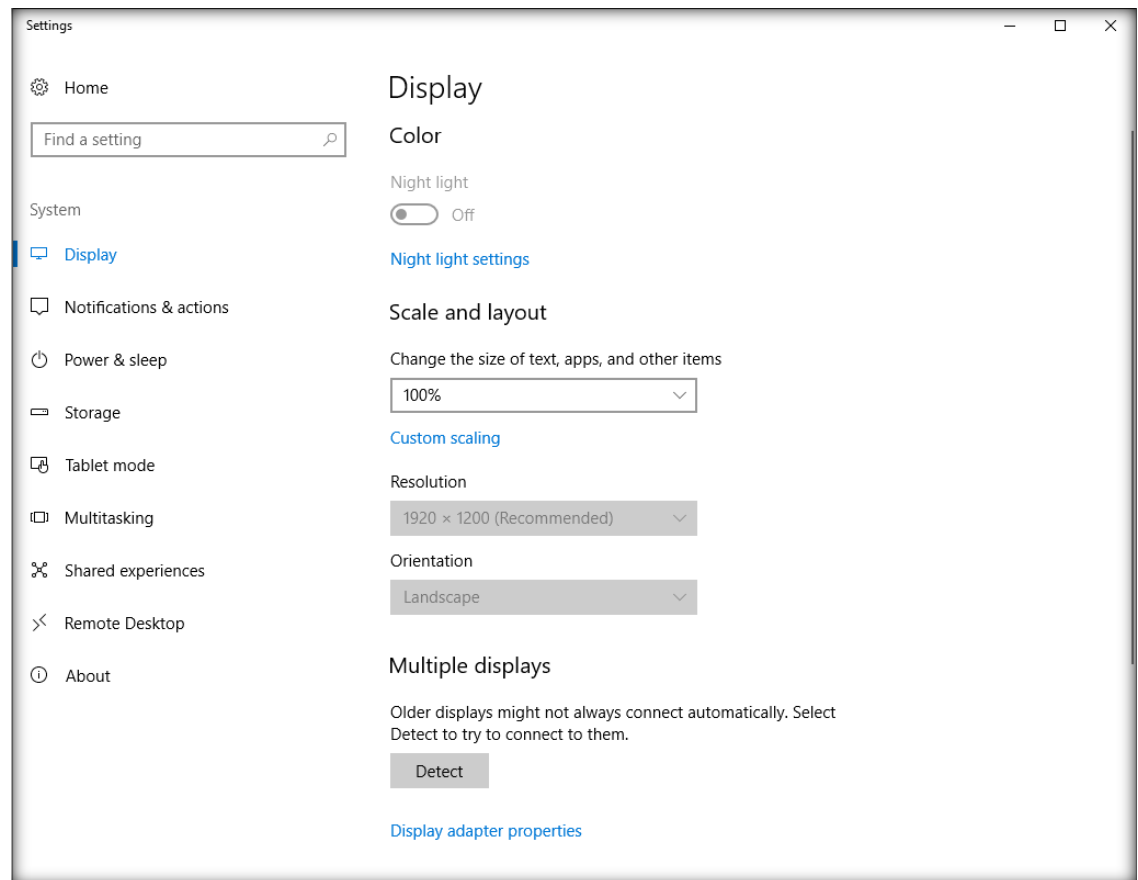
9.7 Text, icons, etc. are too large or small in Citrix Desktop

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

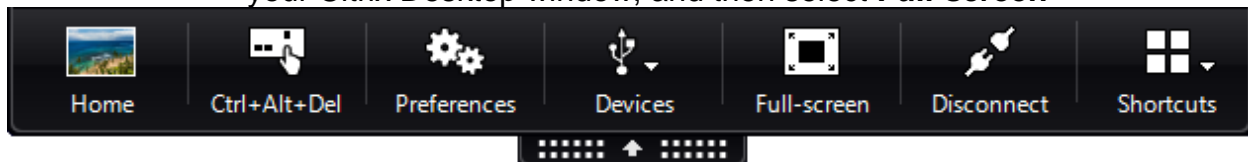
Follow the instructions below to maximize Citrix Desktop across 2 or more monitors:

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

- Click on the **Maximize** button in the top right-hand corner of Citrix Desktop



- 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**

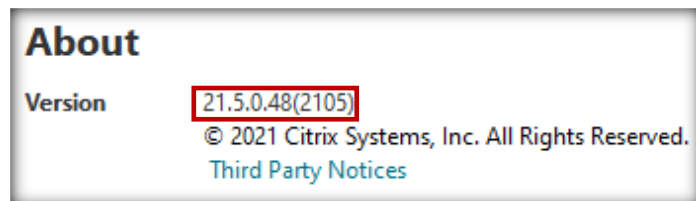
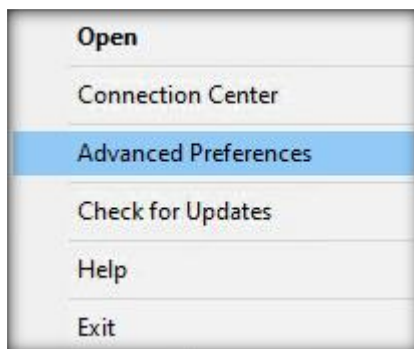


- Citrix Desktop will now be in Full-screen mode

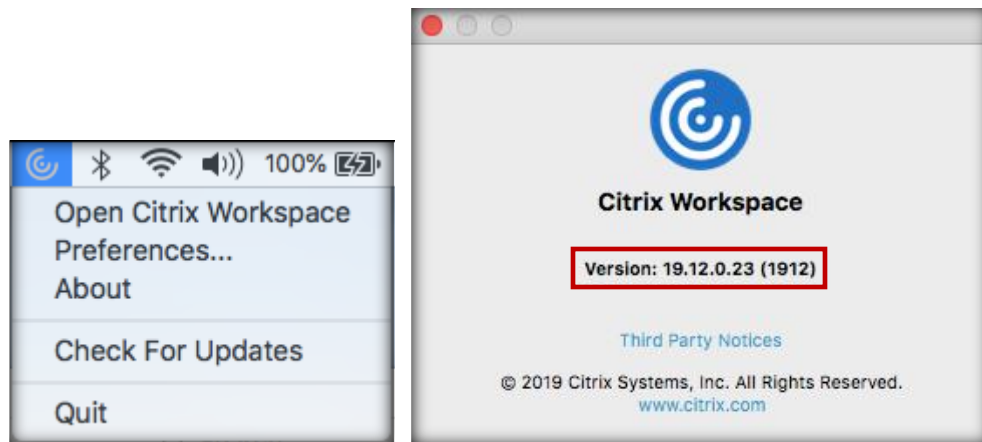
10 Service Desk Calls

When calling into the Service Desk for a Citrix issue, please have the following information ready:

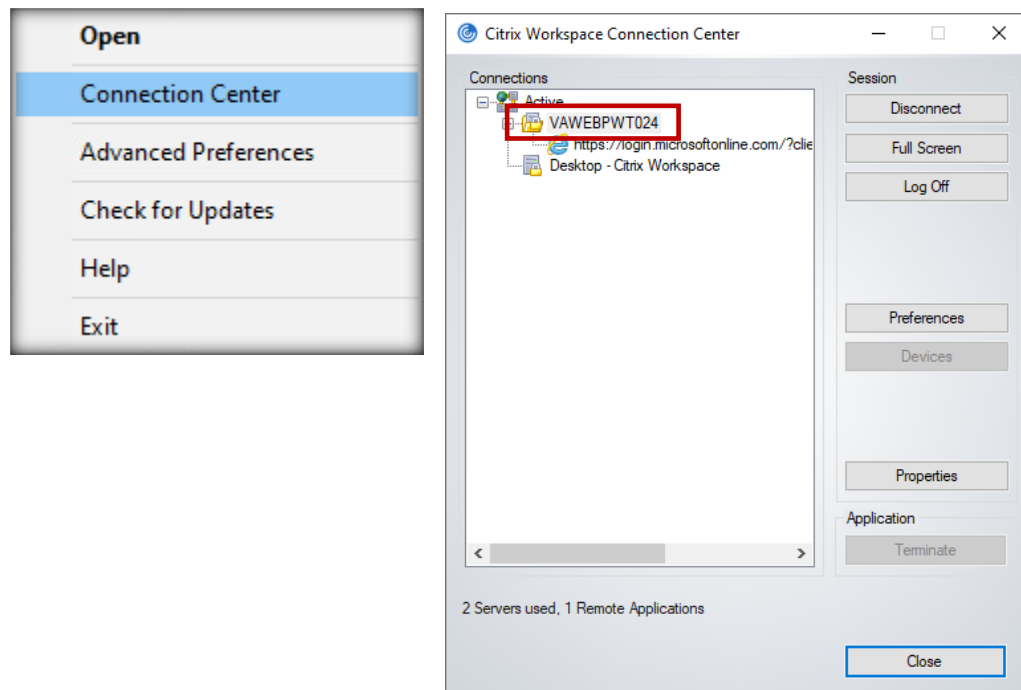
- On-site at CHOP connected to the CHOP network or offsite/home office using VPN or Connect?
- Which application is the issue?
- Is there an error appearing? Screen shot the error if possible
- CHOP Device or personal Device?
- Windows or Mac? Specify version
- Which Citrix Workspace App version is installed 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



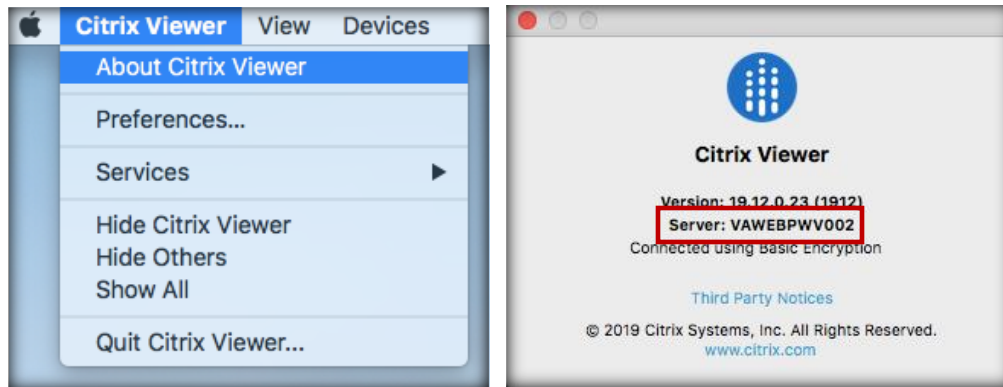
- Mac**
 - Select **About** from **Citrix Workspace** in the upper right-hand corner
 - The **Citrix Workspace** about window will open and display the version number



- 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:
 - **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., VAWEBPWT024)



- **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