

# Citrix Receiver 3.3 Troubleshooting Guide

## Overview

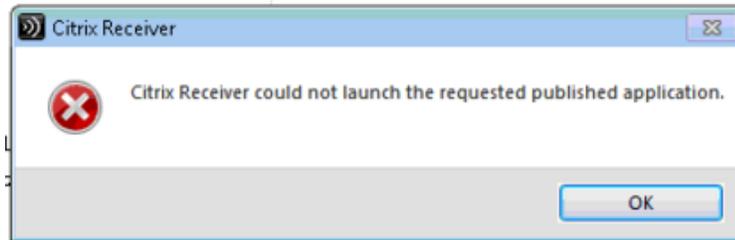
New York State Office of Children and Family Services (OCFS) is rolling out Citrix Receiver 3.3. In preparation for the deployment, the team has put together the following troubleshooting guide to highlight issues you may see and steps for resolution.

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## “Citrix Receiver Could Not Launch Requested Published Application”

**Error.** If the user has another version of the client, the following error will be seen: "Citrix Receiver could not launch the requested published application".

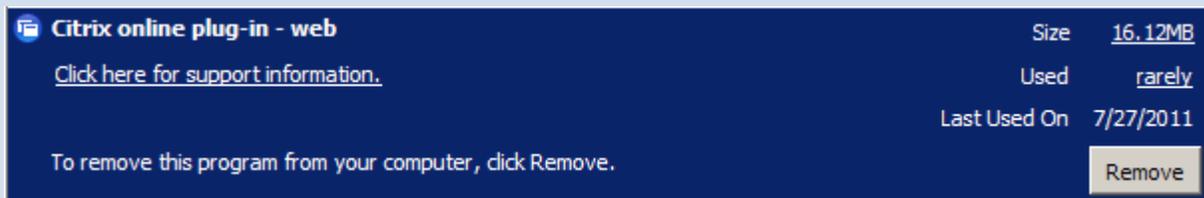


**Issue.** All previous versions of the Citrix client must be removed in order for Receiver 3.3 to install successfully. The deployment uninstalls Citrix Client 11.2; however, some users have other versions installed.

**Resolution.** Uninstall both the Web Client and the new Receiver client then reinstall the new Receiver client.

### Part I – Confirm Issue

- 1 Log in to the Computer with as the user and check Add/Remove Programs (*Note:* Do not un-install from here). If there is an entry for “Citrix Online Plug-in” then log off and log back on with administrative privileges.



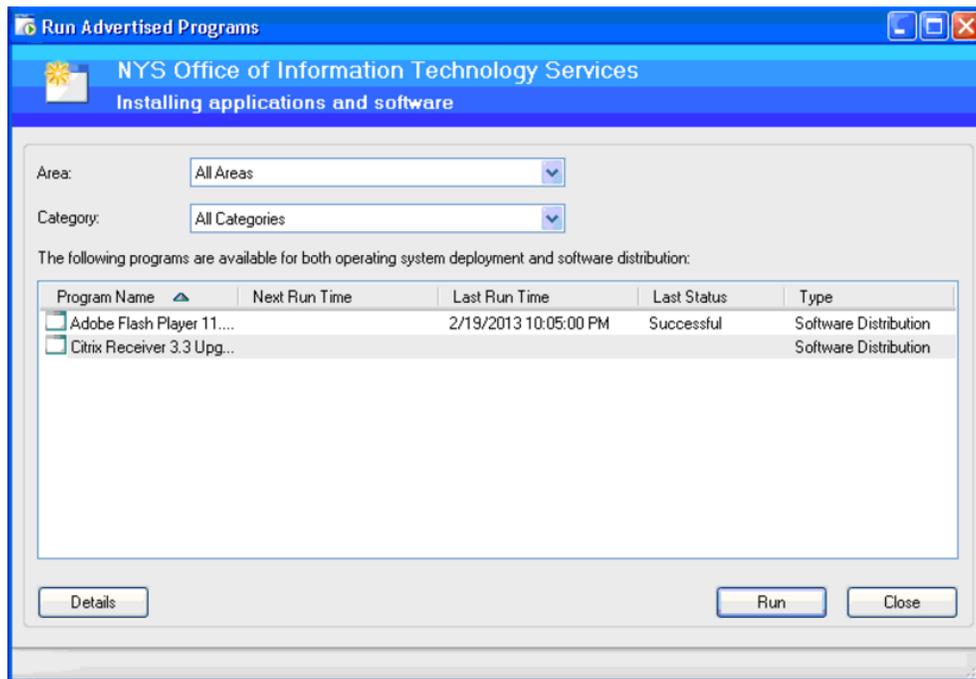
### Part II – Steps to Resolve

- 2 **With an administrative account**, check Add/Remove Programs for “Citrix Online Plug-in”. If the entry exists then follow the instructions in Option a. If there is no entry for “Citrix Online Plug-in”, then follow the instructions in Option b.
  - a. Using your administrative account run the **UninstallWebAgent.vbs** located in: [\\fnpcfs0a1adv\OCFSShare\CitrixClient11.2WEB\\_Uninstall](\\fnpcfs0a1adv\OCFSShare\CitrixClient11.2WEB_Uninstall)
  - b. Log back onto the machine as the user with the Web Client and run the **NonAdminWebUninstall.bat** located at: [\\fnpcfs0a1adv\OCFSShare\CitrixClient11.2WEB\\_Uninstall](\\fnpcfs0a1adv\OCFSShare\CitrixClient11.2WEB_Uninstall)
- 3 Restart the computer once the Uninstall is complete.
- 4 Log in with the administrative account Uninstall the new Receiver 3.3 client by running **UninstallReceiver.vbs** located in: [\\fnpcfs0a1adv\OCFSShare\CitrixReceiver3.3\\_Uninstall](\\fnpcfs0a1adv\OCFSShare\CitrixReceiver3.3_Uninstall)  
*Note:* This will restart the computer upon completion
- 5 Once the computer finishes rebooting, log in with administrative credentials and run **InstallReceiver.vbs** located in: [\\fnpcfs0a1adv\OCFSShare\CitrixReceiver3.3\\_HSEN\\_OneNet\\_Install](\\fnpcfs0a1adv\OCFSShare\CitrixReceiver3.3_HSEN_OneNet_Install)  
*Note:* This will restart the computer upon completion
- 6 Once the reboot is finished, have the user login, change the setting to pass-through authentication and have them test Connections.

## Citrix Client Does Not Exist

**Error.** There is no Citrix Client after update push for upgrade from Citrix Plug-in 11.2 to Citrix Receiver 3.3.

**Issue.** SCCM successfully uninstalled Citrix Plug-in 11.2, but the install of Citrix Receiver 3.3 did not process.



**Resolution.** Run the "Citrix Receiver 3.3 Upgrade" package from Advertised Programs.

### Steps to Resolve

- 1 Navigate to **Advertised Programs** in the Control Panel
- 2 Run the **"Citrix Receiver 3.3 Upgrade"** program

Note: This will require a reboot upon completion

## Applications Fail to Launch

**Issue.** After the Citrix client updates to Receiver 3.3, user is able to open the **CONNECTIONS and Other Applications** folder on their desktop; however, users are unable to launch applications.

**Resolution.** Delete the shortcut and restart the Citrix Receiver.

### Steps to Resolve

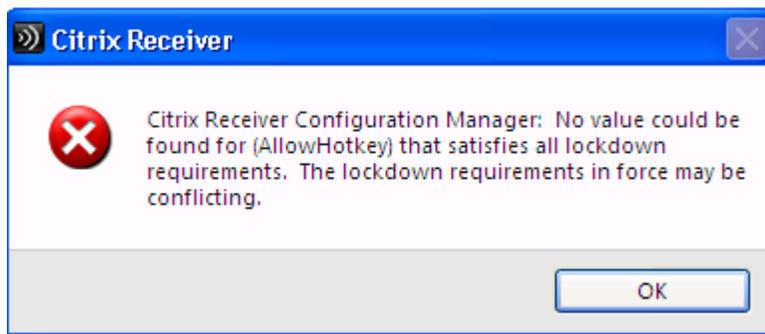
- 1 Exit the Citrix Receiver by right-clicking the black icon receiver icon in the system and select "Exit"



- 2 Delete the **CONNECTIONS and Other Applications** folder shortcut from the desktop by right-clicking on the folder and selecting "Delete"
- 3 Restart the Citrix Receiver by going to the start menu > All Programs > Citrix > Receiver

## No Value Found for AllowHotkey

**Issue.** After the Citrix client updates to Receiver 3.3, user receives the following error message:



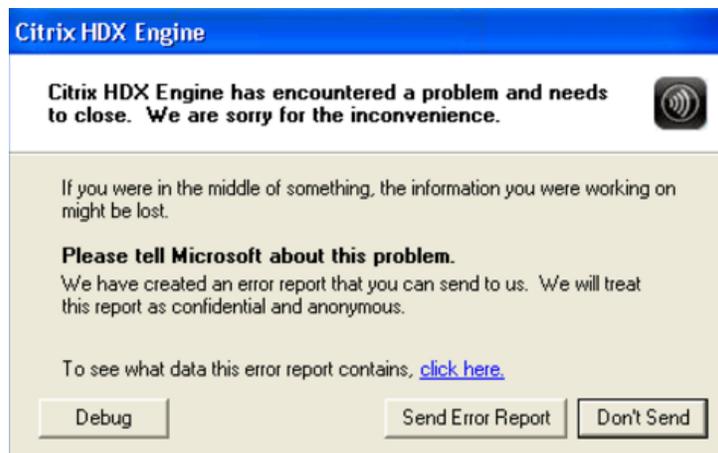
**Resolution.** Change the AllowHotkey Registry Key

### Steps to Resolve

- 1 If the issue is occurring on Windows XP, follow instructions in option a. If the issue is occurring on Windows 7, follow instructions in option b.
  - a. Using your administrative account run the **XPEnableLockdown.reg** located in [\\fnpdfs0a1adv\OCFSShare\CitrixReceiver3.3\\_HSEN\\_OneNet\\_Install\AllowHotkeyFix](\\fnpdfs0a1adv\OCFSShare\CitrixReceiver3.3_HSEN_OneNet_Install\AllowHotkeyFix)
  - b. Using your administrative account run the **7EnableLockdown.reg** located in [\\fnpdfs0a1adv\OCFSShare\CitrixReceiver3.3\\_HSEN\\_OneNet\\_Install\AllowHotkeyFix](\\fnpdfs0a1adv\OCFSShare\CitrixReceiver3.3_HSEN_OneNet_Install\AllowHotkeyFix)
- 2 Log off, log back in, and test connections

## Citrix HDX Engine

**Error.** Citrix HDX Engine has encountered a problem and needs to close. We are sorry for the inconvenience.



**Issue.** This error message is caused by the Client Device being unable to connect to its mapped printers.

**Resolution.** Delete the problematic printers.

### Steps to Resolve

- 1 On the error message click "Don't Send". If open, close **CONNECTIONS**.
- 2 Navigate to Start > Printers and Faxes. Open "Printers and Faxes".

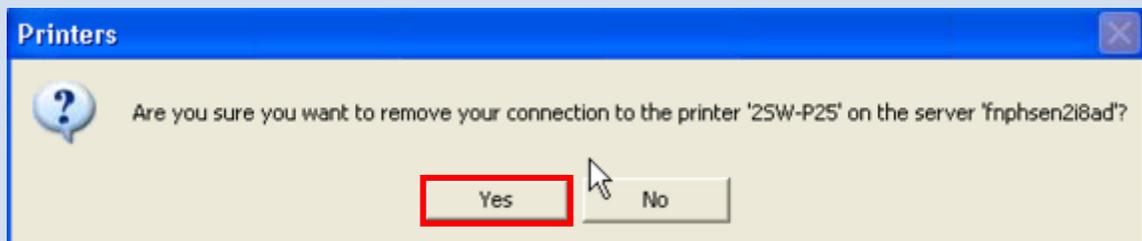
- 3 Examine the printers. Check to see if any are in a state of “Unable to connect” or “Printer cannot be found”



- 4 Right click printer with issue and select “Delete”



- 5 When prompted, confirm you want to remove the connection to the printer by clicking “Yes”



- 6 Launch **CONNECTIONS** and confirm that can print successfully

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