Resolving common Citrix issues with Windows 7 and IE9

Client installation issues

The latest Citrix client software can be downloaded from http://www.citrix.com/site/SS/downloads/index.asp.

Go to Clients and select Citrix Receiver then "for desktops" windows. Download Receiver

The wrong client software has been installed

Opening Citrix you get to the point through school desktop where it says, "Allow", it won't load to the next step which is the "welcome" and just goes in a continuous loop

Uninstall and reinstall the Citrix client.

Error messages to do with 'invalid credentials'

This error is typically caused by an incorrectly typed password or user name. Enter Username = ssmith Password = password you do not need to enter crsd before your username

Client software not detected

Before the user authenticates at the Citrix login page, the following warning is displayed in the Message Center:

We are unable to detect the appropriate client software on your computer to allow you to launch your applications. Click here to obtain the client software

If the IE yellow warning bar is visible, click on it to install the Citrix Helper Control (an Active X control). Otherwise, if the software has been installed, click on the "Click here to obtain the client software" link, then click on either the Allow button or yellow bar to install the Citrix Helper Control, or click on the "Already Installed" link.

Adding the Beyond site to the Trusted Sites list in IE should allow the Active X control to run without prompting (see below).

Issues after successfully authenticating at the Citrix login web page

IE Trusted Sites

The user is able to authenticate at the Citrix login page and the applications are available, but the user sees the following warning in the Message Center:

Current browser security restrictions may prevent you from launching applications, or may require your explicit permission to proceed. To launch an application successfully, save the launch file if prompted and double-click the file to start the application.

This message appears only in Internet Explorer. Firefox and Chrome do not produce the warning. If the user is able to connect to the applications, the message can be ignored.

If the user is unable to connect, the resolution is to add the site to the Trusted Sites list in Internet Explorer:

In Internet Explorer, navigate to **https://desktop.crsd.org**
Click Tools -> Internet Options -> Security tab.
Click the Trusted Sites checkmark icon, then click the Sites button.
Confirm that the URL **https://desktop.crsd.org** appears in the top box, and click the Add button. Click Close and OK to return to the login screen.
Log in.

Client software not detected

The user is able to authenticate at the Citrix login page. Instead of a page displaying the available applications, the user sees a page displaying with the following warning:

Download Client Software
We are unable to detect the appropriate client software on your computer to allow you to launch your applications.
If you wish to download and deploy the client software to allow you to launch your applications, click Download.

If the IE yellow warning bar is visible, click on it to install the Citrix Helper Control (an Active X control). Otherwise, click on the 'Already Installed' link under Troubleshooting Options at the right-hand side of the page.

Temporary internet files

The user is prompted to save the launch.ica file. If the user saves the file and double-clicks it, Citrix opens but then displays an error:

The Citrix SSL server is not accepting connections.

Try clearing the browser's temporary internet files. If this doesn't resolve the issue, follow the instructions for adding the site to IE's Trusted Sites, above. (Strangely, the resolution in a few tickets is to reboot the router.)

Client installation

The user is able to authenticate at the Citrix login page. After clicking on an application, the user receives the error:

Connecting through Citrix secured gateway. Error reading from proxy server.

Uninstall and reinstall the Citrix client. Only the web plugin component should be installed.

Session reconnection

The user is able to authenticate at the Citrix login page. After clicking on an application, the user receives the error:

There are no existing applications available for reconnection.

This is simply an informational message stating there are no pre-existing apps to reconnect to. It can be ignored if the user is not having an issue launching applications.