# **Citrix Receiver Troubleshooting**

If you are having a problems connecting with the Citrix Receiver (Windows) please see below:

#### 1. Reboot your machine.

If the problem persists, make sure you have the most recent version of the Citrix Receiver installed on your machine. Simply go to the <u>Citrix Receiver website</u> to download the newest version. There are instructions at the bottom of that web page for downloading and installing.

### 2. Reset the Citrix Receiver.

This may help resolve connection errors to MyCloud resources, if rebooting your computer did not clear them up.

### 3. Reset the Citrix Receiver (Windows):

a. Right click on the **Citrix Receiver** icon in Windows system tray and select **Advanced Preferences**.



b. Click Reset Receiver.

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Advand	ed Prefe	erence	s				
Connection Reset Receiv Local Keybo Settings Op Support Info	Center fer and Layout Sett tion 2	ting	<u>Delete Save</u> <u>Data Collec</u> <u>Auto Updat</u> <u>Configurati</u>	tion te ion Che	vords cker		
Netscaler	Gateway	(Default)	11 2	~	OK		
About							
	4.9.0.2539						

c. Click Yes, reset Receiver.



d. Click **OK** once the Citrix Receiver has been reset to the default settings.



e. You will now be prompted to reconfigure the Citrix Receiver.

Oitrix Receiver	×
Add Account	
Enter your work email or server address provided by your IT department:	
geo-xapp.austin.utexas.edu	
<u>A</u> dd <u>C</u> ancel	

Oitrix Receiver		×
User name:	youreid	
Password:	•••••	
	Remember my password	
	Log On Cancel	
🔒 Secure co	onnection	

## 3 IF ISSUE PERSISTS - Uninstall and reinstall the Citrix Receiver (download the below tool):

- f. Uninstall the Citrix Receiver. See: Uninstall or Change a Program (Windows).
- g. Download the Citrix Receiver Utility from

f.

https://utexas.box.com/shared/static/69rya1jx8n7xqy8u3ggayp9pzg2hxtvf.zip

OR Citrix Receiver Clean-Up Utility

h. Install the latest version of Citrix Receiver from the <u>Citrix Receiver website</u>. (use above steps e and f to complete)