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 Citrix Receiver website to download the newest version. There are instructions at the bottom of that web page for downloading and installing.
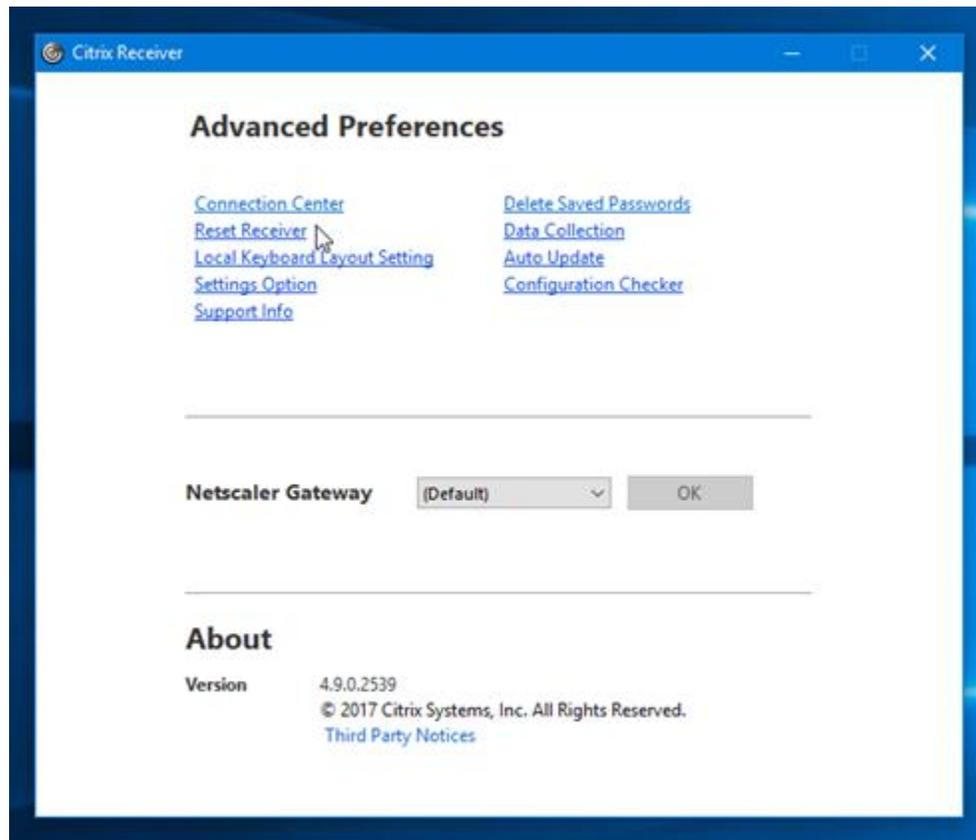
2. **Reset the Citrix Receiver.**
   This may help resolve connection errors to MyCloud resources, if rebooting your computer did not clear them up.

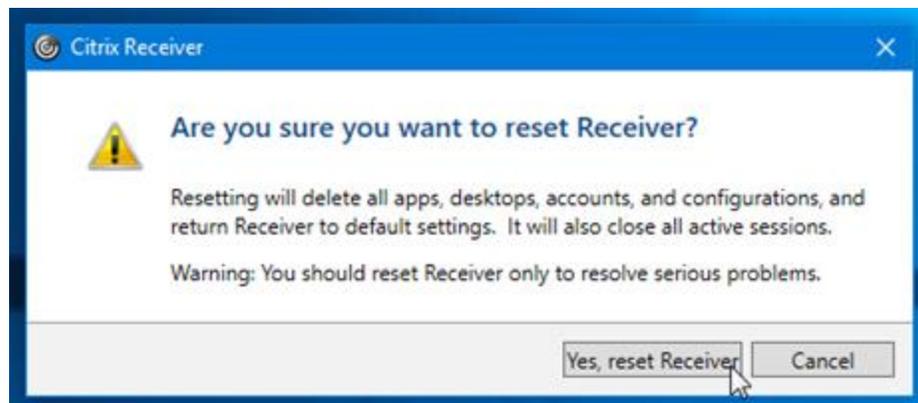3. **Reset the Citrix Receiver (Windows):**

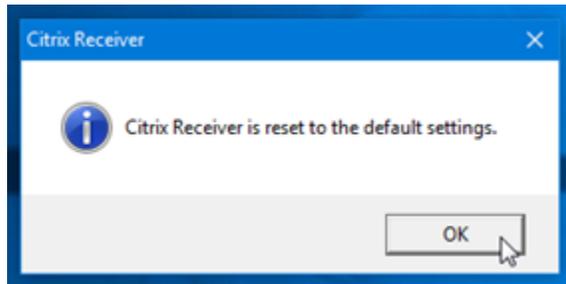   a. Right click on the **Citrix Receiver** icon in Windows system tray and select **Advanced Preferences**.
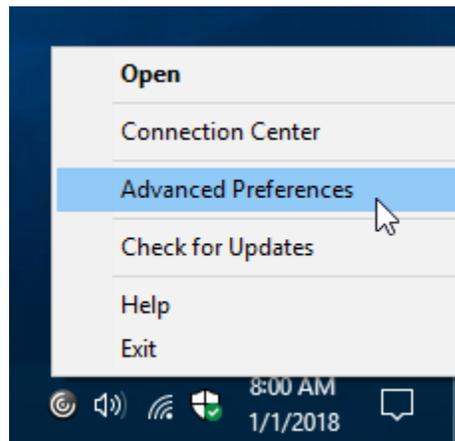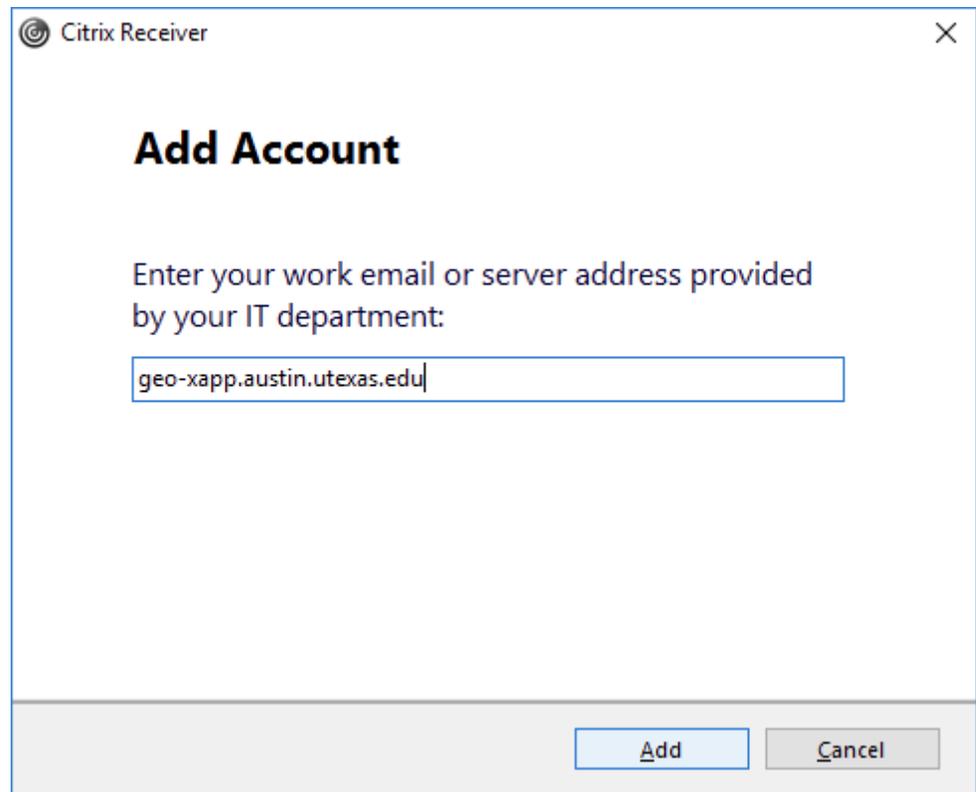

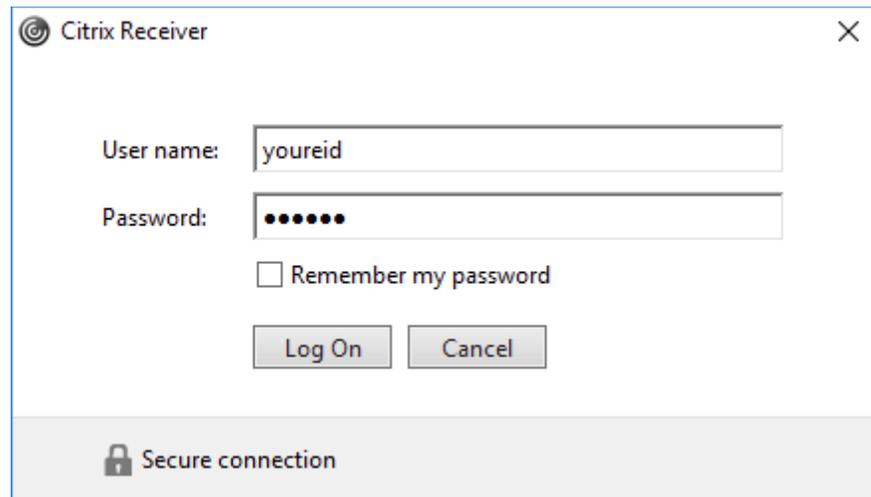b. Click **Reset Receiver**.

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.

f.

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

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

           OR Citrix Receiver Clean-Up Utility

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