

## SCJB Citrix Troubleshooting Information

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### -----Citrix Workspace App and SCJB Environment Information-----

#### **Details:**

- Citrix Workspace is an installable software application for Windows that is provided by Citrix.
- Citrix Workspace is required to access SCJB's current Citrix environment.
- Only Google Chrome and Microsoft Edge are supported and are also required to access the environment.
- As of Sept 1, 2023 only Citrix Workspace version 2203 LTSR or later are supported.
- On install and first use, Workspace will prompt the user to allow access to local devices - tick the "Remember" checkbox and then "Allow". Scanners will not function without this setting configured.
- To be prompted again for devices and as a basic troubleshooting technique, you may reset Workspace. Instructions are included within this document.
- **Do not install Workspace if prompted to do so at login.**
- **Only install by direct download from ([Download Citrix Workspace App - Citrix](#)).** SCJB suggests using a Long Term Service Release (LTSR) version.
- **Citrix Workspace should only be installed while logged on as a LOCAL ADMINISTRATOR. Failure to do so, or installing as multiple non-local-administrators will cause conflicts. Instructions to resolve this issue are included in this document.**
- **Do not install Workspace if prompted to do so at login to the Citrix Gateway. Choose "Already Installed" or "Use Light Version" if prompted.**

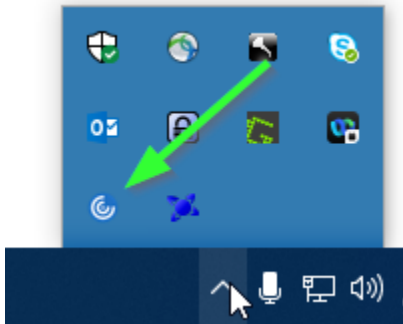
## -----SCJB Citrix Troubleshooting List of Operations-----

### Details:

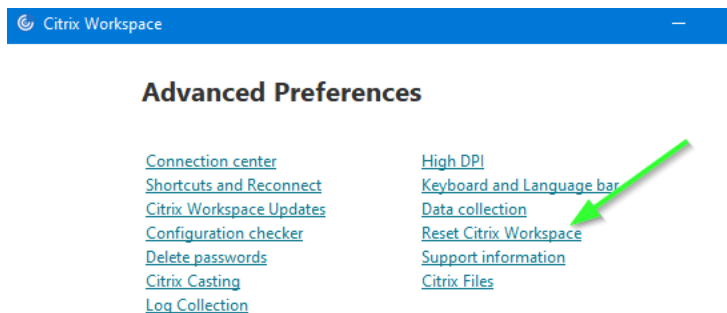
1. Verify if there is an error code from CMS or PLEX
2. Clear browser download history
3. Clear user browsing data
4. Verify .ICA file association to Citrix Workspace App (See Other Common Issues)
5. Reset Citrix Workspace settings (See Citrix Workspace Reset Information)
6. Update Citrix Workspace to the latest version by County IT
7. Uninstall and Reinstall Citrix Workspace by County IT
8. Reset Citrix User Profile via Director by SCJB Application Support
9. Escalate User Profile Reset to Networking Team
10. Elevated Investigation by SCJB Networking Team

## -----Citrix Workspace Reset Information-----

### Detail:



1. Right click on the **Citrix Workspace** icon in Windows system tray.
2. Select **Advanced Preferences**.
3. Choose **Reset Citrix Workspace**.
4. Select "**Yes, Reset Citrix Workspace**".



Browse to C:\Users\”USERNAME”\AppData\Local\Citrix and delete everything in this folder EXCEPT for the Receiver folder and its contents.

**Note:**

On next use, Citrix Workspace will prompt the user to allow access to local devices - tick the "Remember" checkbox and then "Allow". Scanners will not function without this setting configured.

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**Citrix Workspace Conflict Details and Reinstall information**

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**Details:**

If a multi-install conflict arises (The most common source of Workspace related issues), all instances must be removed and the installation corrected.

**Administrator vs Non-administrator**

- **Non-Local Administrator** – If a non-administrator installs Workspace app or Receiver, then each non-administrator that logs in to the same workstation will have to reinstall Workspace app or Receiver. This can cause conflicts.
  - Non-administrator installations are installed to **%USERPROFILE%\AppData\Local\Citrix\ICA Client** for each user.
- **Local Administrator** – If **CitrixWorkspaceApp.exe** is installed using a local administrator account, then the Workspace App only needs to be installed once. All users can use this instance and no conflict will occur.
  - Administrator installs are located at **C:\Program Files (x86)\Citrix\ICA Client**.
  - Administrator installations cannot be upgraded by non-administrators.

**Conflicts** – If an administrator install of the Citrix Workspace App is performed on a machine that has non-administrator install(s) of Workspace App, then the two installations will conflict and ICA files will not launch. **Be sure to uninstall non-admin installed versions Workspace App before installing admin-level Citrix Workspace App.** Otherwise, the user's Windows profile may have to be reset before Workspace App is functional again.

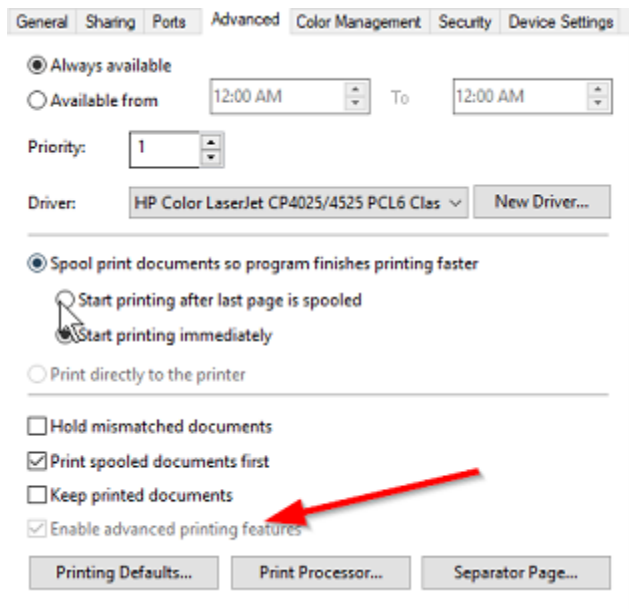
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**Printer and Scanner Information**

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**Details:**

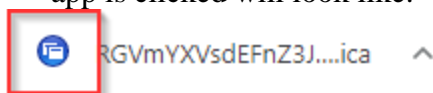
- Scanners and printers should only be purchased if listed on the compatibility list for Citrix Virtual Apps and Desktops - <https://citrixready.citrix.com/category-results.html>
- All scanners must be installed in Windows with ONLY TWAIN compliant drivers. Allowing USB plug and play scanners to install WIA drivers can cause conflicts.
- Printers should always use the manufacturers UNIVERSAL PCL5 compatible driver IF available for the model you are using, and should have ENABLE ADVANCED PRINTING FEATURES UNCHECKED. This is a very common source of print driver issues.



## -----Other Common Issues-----

### Details:

- **File Association:**
  - **ICA Files**
    - Citrix Workspace functions using files with a .ICA file extension. The ICA file downloaded when launching an application MUST be configured to launch using Citrix Connection Manager which is installed as a part of Workspace. If this file association is correct, the file downloaded when the app is clicked will look like:



Note the blue icon.

If your icon looks like anything else, file associations must be updated. Usually when installing as a local administrator, this will be set for all users automatically, but in some cases, we have observed other applications assume this association.

To resolve this issue, login to the Windows account of the user that is experiencing the issue. Click Start and type “File Associations”. You will see a setting for “Choose a default app for each type of file”. Select this option. This will open a screen that lists all file extensions on the left. Scroll down until you find “.ica”. This should be set to “Citrix Connection Manager”.



- **Windows 10 Monitor Scaling Issue**

- Symptoms: Mouse clicks appear not to work in Citrix windows and seem to "flicker" while using Citrix

Configuration: User is using a computer with Windows 8, 8.1 or 10 and an external monitor in "Extended Desktop" mode.

Reproducible behavior: Change Extended Desktop view to Clone Display. If the issue goes away in cloned display mode this applies. Disconnecting the external monitor also causes this to go away.

Fix:

1. Logout out of all Citrix sessions
2. Open the users display properties.
3. Select Display 1 and scroll down to "Scale and Layout" and set this value to 100%
4. Repeat this process for Display 2

- **Webroot Known Issue**

- WEBROOT security software has known issues with device redirection in Citrix. This can affect scanner access if you use Webroot. SEE:  
(<https://community.webroot.com/endpoint-protection-and-gsm-20/print-jobs-blocked-from-citrix-receiver-252970#M3493> - and -  
<https://community.webroot.com/got-a-question-10/we-are-seeing-issues-with-windows-7-desktops-connecting-to-a-citrix-session-with-their-printers-237983>)

-----SCJB Citrix Environment Technical Notes for County IT Staff-----

**Details:**

- Citrix Workspace App Detailed Installation Information (<https://docs.citrix.com/en-us/citrix-workspace-app-for-windows/install.html>)
- Citrix Workspace App Download (<https://www.citrix.com/downloads/workspace-app/>)
- Approved Hardware List for Printers and Scanners (<https://citrixready.citrix.com/info/printers-and-scanners.html>)
- Requirement for configuring Citrix Workspace for Scanner Redirection (<https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/devices/twain-devices.html>)
- Only Google Chrome and Microsoft Edge are supported.
- WEBROOT security software has known issues with device redirection in Citrix. SEE: (<https://community.webroot.com/endpoint-protection-and-gsm-20/print-jobs-blocked-from-citrix-receiver-252970#M3493> - and - <https://community.webroot.com/got-a-question-10/we-are-seeing-issues-with-windows-7-desktops-connecting-to-a-citrix-session-with-their-printers-237983>)