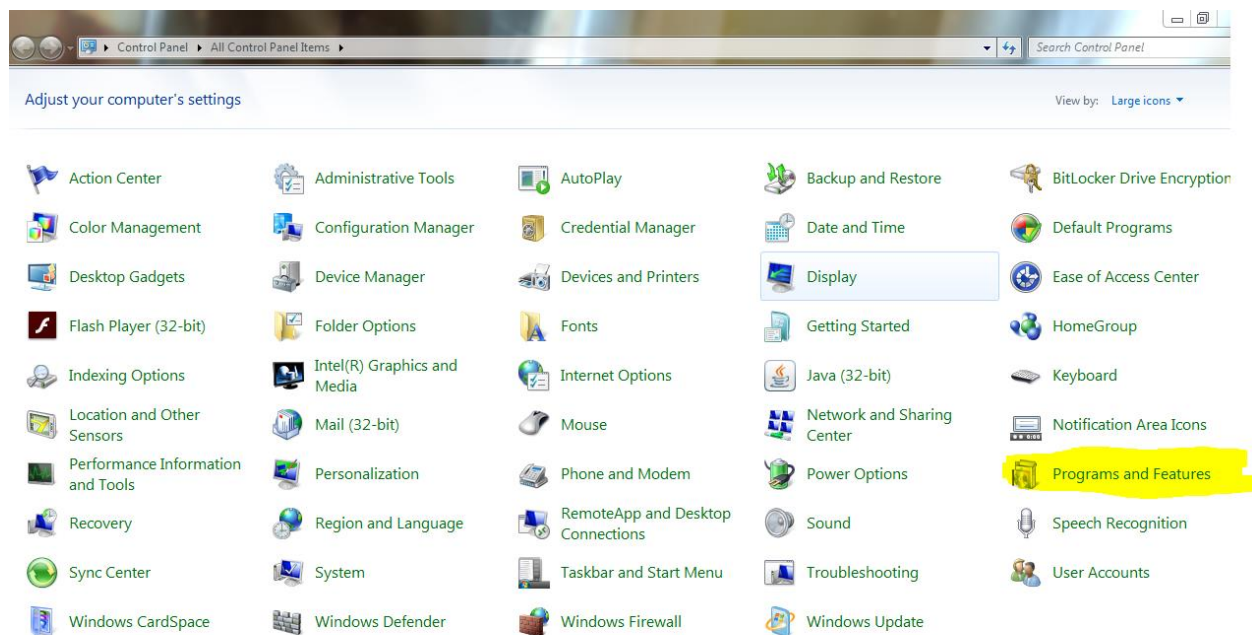


Citrix Client Installation Troubleshooting Guide

Uninstall Citrix/Xenapp applications

Open the Control Panel from you start menu

Select Programs and Features



Uninstall all Citrix Software (Citrix Receiver, Xen App Web Plugin, Citrix Web Plugin, etc..)

Reboot your machine after all Citrix Software is uninstalled. Try the login process again in order to re-load the Citrix client.

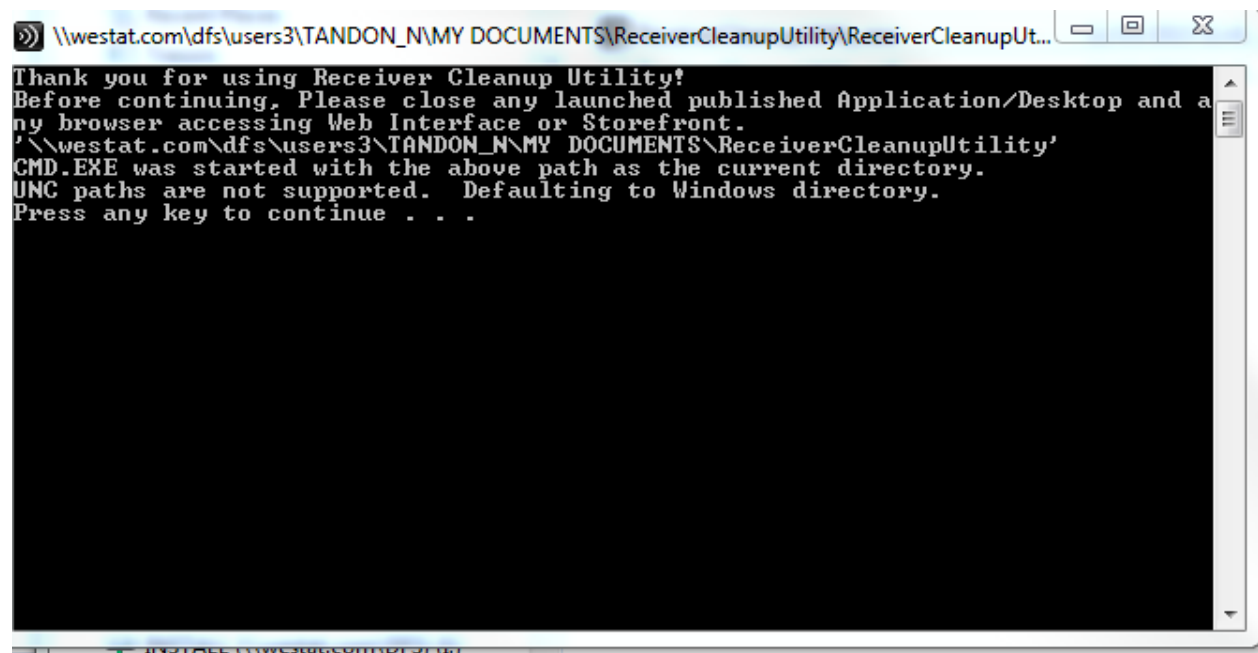
If you get errors uninstalling the software, please run the cleanup tool which can be downloaded at - <https://www.westraining.us/training/TRC/CITRIX/ReceiverCleanupUtility.zip>. Instructions on using the utility are listed below.

Using the Citrix Receiver Clean-Up Utility

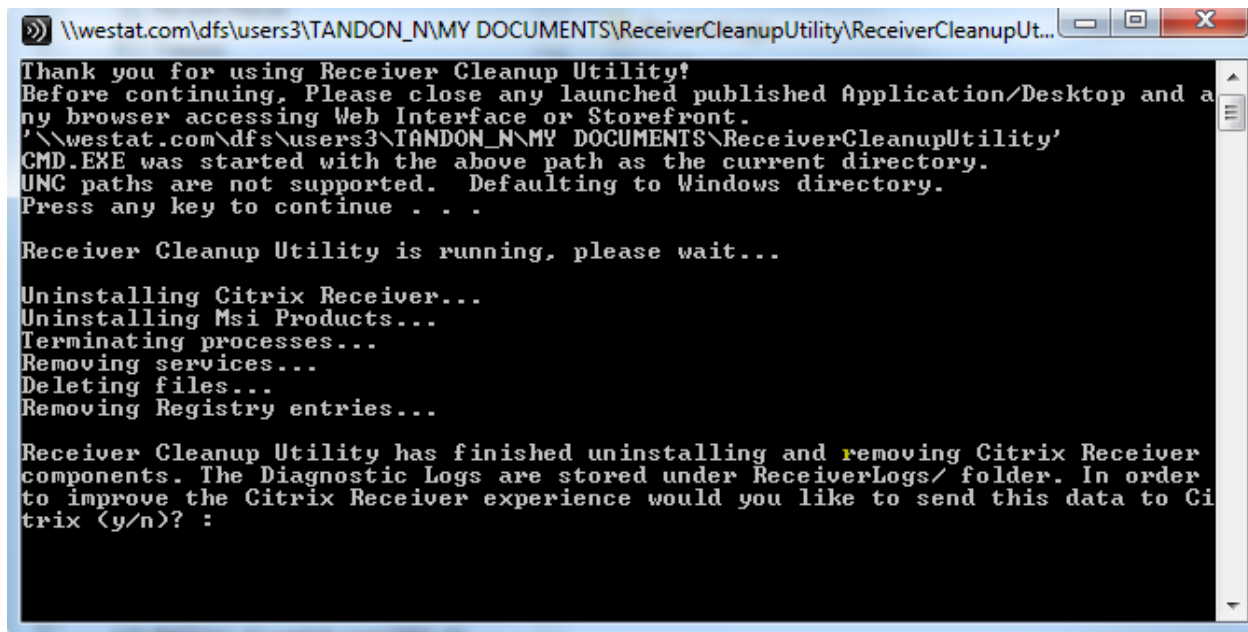
<https://www.westtraining.us/training/TRC/CITRIX/ReceiverCleanupUtility.zip>

Save and Open the File, extract files. Close all browsers and run ReceiverCleanupUtility.exe

Select yes to the user access control prompt. A command prompt will open, press any key to continue.



This will remove legacy/corrupted versions of the client, when done type n to decline sending information to Citrix.



```
\\westat.com\dfs\users3\TANDON_N\MY DOCUMENTS\ReceiverCleanupUtility\ReceiverCleanupUt...
Thank you for using Receiver Cleanup Utility!
Before continuing, Please close any launched published Application/Desktop and a
ny browser accessing Web Interface or Storefront.
'\\westat.com\dfs\users3\TANDON_N\MY DOCUMENTS\ReceiverCleanupUtility'
CMD.EXE was started with the above path as the current directory.
UNC paths are not supported. Defaulting to Windows directory.
Press any key to continue . . .

Receiver Cleanup Utility is running, please wait...

Uninstalling Citrix Receiver...
Uninstalling Msi Products...
Terminating processes...
Removing services...
Deleting files...
Removing Registry entries...

Receiver Cleanup Utility has finished uninstalling and removing Citrix Receiver
components. The Diagnostic Logs are stored under ReceiverLogs/ folder. In order
to improve the Citrix Receiver experience would you like to send this data to Ci
trix (y/n)? :
```

Press any key to Exit. Reboot your machine and try the setup instructions again.