Citrix FAQ

Citrix is a virtualization system. It allows you to view and interact with software applications on the desktop or other personal computing devices while these applications run on servers located in a data centre. You'll be able to access these applications from anywhere and from non-Windows machines, including mobile devices. Here's a list of the most frequently asked questions.

> **ATTENTION!** Save your work to a flash drive or the desktop of your Citrix session. If you save your data anywhere else, you may lose it.
> **NOTE:** The C drive has been hidden for users to see.

WHAT SHOULD I DO IF…

➡ **I see my flash drive on the client desktop computer (lab computer), but not in Citrix?**

1. Remove the flash drive from the computer.
2. Plug it back in and try again.

➡ **After the previous steps, Citrix still can't find my flash drive?**

1. Click the **Citrix toolbar** at the top *(image 1).*
2. Click **Disconnect** *(image 2).*
   NOTE: The session will close.
   Now you should have a Citrix Receiver window open on your desktop.
3. Click desired **desktop**
   NOTE: The session will begin with your flash drive connected.
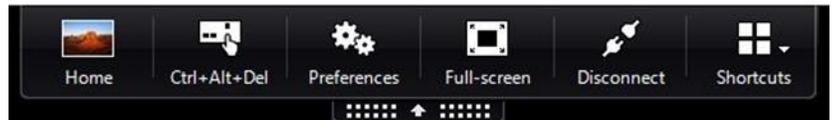

Image 1

Image 2

➡ **A Citrix session freezes up?**

1. Go to the **client desktop computer.**
2. Right-click the taskbar.
3. Select **Start Task Manager.**
4. In the applications tab, end **CDviewer (32bit)**
   NOTE: The session will close. Now you should have a Citrix Receiver window open.
5. Click on desired **desktop** once more.
   NOTE: The session will begin again.

➡ **I have issues with my Citrix session?**

Please report the problem to the CEIT Service Desk. Have your student number, computer lab room number, and computer number ready (i.e. B12345, look for a sticker with a 'B-number' on top of your machine).

> **ATTENTION!** If it seems like you're unable to recover your session, remember there's a five-minute time limit for reconnecting. If you close the session and are under these five minutes, you can reconnect to it and see the desktop you were working on. But if the disconnection lasts more than five minutes, you'll lose your data.

If you need assistance, please contact the CEIT Service Desk at
helpdesk@douglascollege.ca or 604 527 5330.