

Citrix – Self Help Troubleshooting

- I. Error: "Your apps are not available at this time. Please try again in a few minutes..."

Fix: Delete the UsrClass.dat from the User's Profile

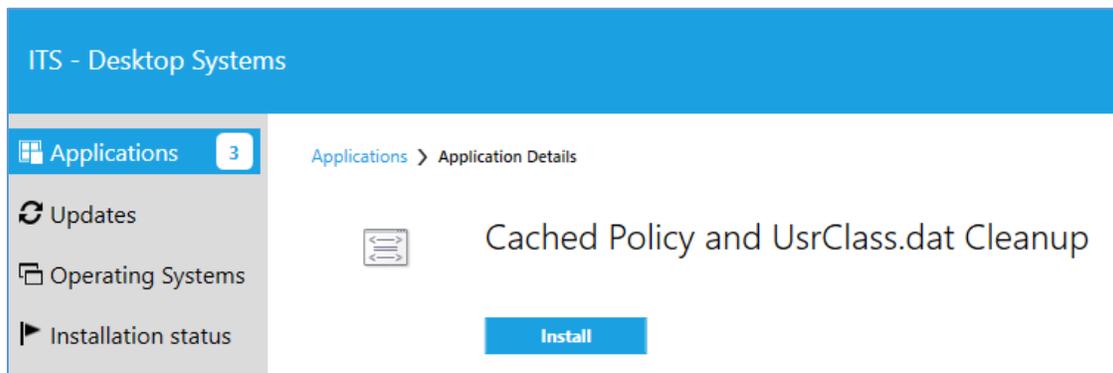
<https://support.citrix.com/article/CTX215990>

Off-Site Computer (Private or Personal)

- a. Log off Windows.
UsrClass.dat is used by the profile and will be locked, the User must log out.
- b. Log on as a user account with Administrator privileges.
- c. Open an Administrator command prompt.
Click Start > type cmd > Right click the Command Prompt > Click Run as Administrator
- d. Delete the hidden file from the affected User's profile using the following command line
Del /a:h C:\Users\{userid}\AppData\Local\Microsoft\Windows\UsrClass.dat
- e. Log off the Administrator account.
- f. Log in the User.

SRS Computers

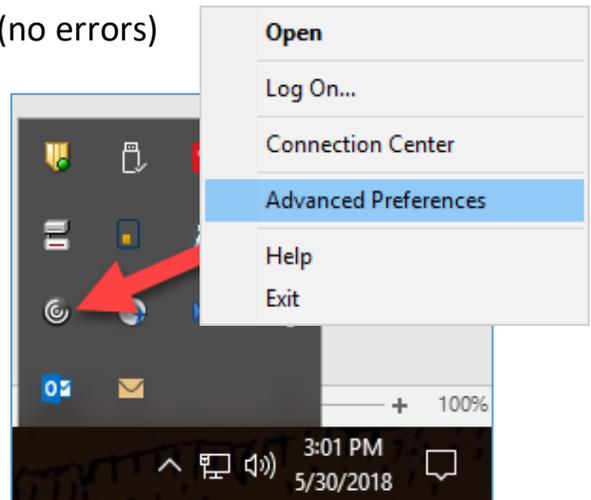
- a. Click Start.
- b. Open Software Center
- c. Search for UsrClass.dat
- d. Select Cached Policy and UsrClass.dat Cleanup.
- e. Click Install.
User will be logged off automatically. The UsrClass.dat removal takes approximately 45 seconds. DO NOT log on with ANY user for 45 seconds.
- f. Log in the User.



II. Citrix Apps will not Refresh or Launch (no errors)

All Computers

- a. Right-click the Receiver icon in the system tray.
- b. Click Advanced Preferences.
- c. Click Reset Receiver. Be aware that you may lose all favorites configured on this device, and you will lose all settings configured on Citrix Receiver.
- d. Insert your Smart Card.
- e. Click “Yes, Reset Receiver”. Then click “OK”.



Off-Site Computer (Private or Personal)

- f. If the "Add Account" prompt appears, type: <https://ctxhome.srs.gov>
- g. Click “Add”.
- h. If prompted, select your Smart Card certificate and enter your PIN.

III. General Citrix Receiver failure: Crashing, Won't Start, ETC

SRS Computers

- a. Click Start.
- b. Open Software Center
- c. Search for Citrix
- d. Select Citrix Receiver
- e. Click Uninstall. (This may take several minutes. Citrix Receiver Clean-Up is running.)
- f. Reboot if prompted.
- g. Log into Windows.
- h. Reopen Software Center
- i. Search for Citrix
- j. Select Citrix Receiver
- k. Click Install. (This may take several minutes.)
- l. Reboot if prompted.

Off-Site Computer (Private or Personal)

- a. Download the Citrix Receiver Clean-Up Utility from <http://ra.srs.gov>
- b. Right click the Citrix Receiver Clean-Up Utility and click Run as Administrator.
- c. Follow the prompts to completely remove Citrix Receiver products.
- d. Reinstall Citrix Receiver per the instructions in the guide “Citrix User Access” on InSite.