GSD. Citrix - Requests and Common Issues

General Information:

Possible symptoms/errors:

Citrix related issues and requests.How to troubleshoot common Citrix issues.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. How to request new Citrix license:

Advise user to Navigate to the Service Catalog in the Service Portal https://fmcna.service-now.com/sp and then to select:

Home > Service Catalog > Client Software > Terminal Server (Citrix) > Order -> Submit

2. How to request hosted applications in Citrix:

Access to the Citrix environment can be requested via the Service Portal: https://fmcna.service-now.com/sp

Advise user to navigate to the Service Catalog and then to select.

Home -> Service Catalog -> End User Services ->Secure Desktop Environment (SDE) -> Order -> Submit

3. How to install the Citrix Workspace App:

It can be also downloaded from: https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

4. Citrix Login Issue:

Advise user to perform the following steps:

1. Close Citrix workspace app

2. Re-boot laptop (REQUIRED)

3. Try login to Citrix workspace App / Citrix Portal

4. if this does not work, advise user to try the url in the browser https://fmeone.cloud.com

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Citrix Workspace App download:
https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
 Citrix Web: https://fmeone.cloud.com Service Portal: https://fnc.service-now.com/sp