

MacOS – Remote Desktop License issue

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Purpose:

Follow this procedure when a MacOS user reports that when he launches a new Citrix session, he receives a message of “Remote Desktop License Issue”

Required Information to be documented in each Incident:

Contact Name:Contact Number:VDI Name:Screenshot of Issue (Full Desktop Screenshot) :Clinic / Facility Number:Detailed Description of the issue.

Details/Scenarios/Notes

User is using MacOS

User is trying to Launch a new Citrix Session and he receives a message “Remote Desktop License Issue” and got automatically logged off within 60 minutes of connecting.

The Citrix client on the Mac device has retained an old remote desktop user license (here called the CitrixID), and the client will not update the CitrixID with a newer version.

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Ask the user if this is a Deloitte or personal equipment. Desktop RDS/L1.5/L2 Team don't have access to Deloitte or personal Laptops so for any local Machine issues like Citrix Workspace application /Browser issue, users will have to contact the local IT first and confirm its not system related issue.

5.

On the Dock, click on Finder.

6.

Click Go >> Go to Folder...

7.

Type ~/Library/ and click Go.

8.

Double-click to open Application Support

9.

Double-click to open Citrix Receiver

10.

Rename, or delete, the file named CitrixID.

11.

Re-launch Citrix application. It should open without error.

12.

Verify a new copy of CitrixID file has been created

13.

Try to access again and see if the issue is resolved now. Follow the resolution process.

14.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop /Laptop /Citrix VDI Software

Service

Citrix XenDesktop /Xenapp

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop /Laptop /Citrix VDI Software

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Desktop - L1.5 / DTI-INF-CAPS Virtualization - L3 (For any P1 Issues)

Published by

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