

GSD. Citrix - How to Troubleshoot Account not configured error in Citrix Workspace

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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Category: {'link':

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General Information:

Possible symptoms/errors:

Account not configured error in Citrix Workspace.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

1. In the system tray (bottom right hand corner of your screen), advise user to right-click on the Citrix Workspace icon.

Note: User may have to expand the system tray completely to see the icon.

2. From the menu, ask user to select Advanced Preferences.

3. Then, to Select Reset Citrix Workspace and to confirm that they want to reset in the pop-up window.

4. After the reset, user will see the Add Account window. Advise user to enter <https://sde.fresenius.com> in here and to check the box to have the window not show up on subsequent logins.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A