

GSD. Citrix - How to Map a New Network Drive in Citrix

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General Information:

Possible symptoms/errors:

User wants to know how to map a new network drive in Citrix.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user wants to map a new network drive in their Citrix desktop, advise them to do the following:

1. Advise user to open File explorer.
2. Click on This PC icon, which corresponds to the server name in Citrix.
3. Ask user to right click on the empty space and choose Add a network location.
4. Click Next.
5. Click Choose a custom network location and click Next.
6. User should specify the full path to the network drive and click Next.

An example of the drive path: \\ads\deek1

7. Then user may specify a display name for this network drive and click Next.
8. Click Finish to complete the process.
9. Drive is added to your This PC icon.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A