

# GSD. Citrix - Connection Problems with Citrix Apps

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to fix connection problems with Citrix apps  
User wants to know why they cannot log on to Citrix Workspace

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

There are a few common error messages that users might receive when they are unable to launch an app.

Cannot start app / application failed to start

This can have various causes. One might be that the XenApp server is currently too busy to accept new logons, or that the server is offline/in maintenance mode/rebooting. Another issue may be blocked network access to the server.

“Network issues are preventing your connection”

Unknown client error 0

This usually means that some component of the local Citrix Receiver installation is damaged. Follow Remove Citrix Receiver completely to reinstall the client.

There is no server configured on the specified address

This can be caused by network communication problems between the client and the Citrix server. Under specific circumstances an existing session can also cause this error of reconnection fails.

Protocol Driver error / Socket Error

This usually means that something is interfering with the network traffic between the client and the backend XenApp server or that some of the required ports (but not all) are blocked. This could be a network intrusion detection system, bandwidth optimization appliance or a virus scanner network filter driver. Because of this there is no one solution but all network related issues must be fixed for this error to disappear. Also make sure network communication is not blocked by firewalls.

The error 10060 usually means that something is corrupting traffic/communication between the Client and the required Citrix endpoints/ports on the terminal server and firewall must be adapted on the client side. Please contact your local IT network department asking them to configure the entire range of our Citrix server in Germany/Bad Homburg on their side.

There was a problem contacting (e.g., "Fresenius ADS")

This means that web traffic (https) to the StoreFront Webinterface was interrupted or not possible. Either the user is now unable to contact StoreFront at all (e.g., changed network location) or something is interfering with the traffic (see above). To verify general connectivity the user can use a browser to access the StoreFront website.

"You have not chosen to trust the issuer of the server security certificate"

If the user is using a non-Fresenius device error messages regarding untrusted certificates may appear.

Unknown client error 1110

This error 1110 can have various causes but a common one is that there is some kind of issue with the SSL communication between the client and the backend server. This may also relate to untrusted certificate chains, or high security settings on the clients that do not accept the certificates used by the server/service. It may also be that the client is configured to use SSL ciphers that are not supported by the server/service. If the user is connecting via NetScaler, the STA configuration between NetScaler and StoreFront must match. This is in general difficult to troubleshoot.

The connection failed with status 1030

The 1030 errors are unfortunately very difficult to troubleshoot. They literally are "unknown network error". Try changing LAN/WLAN.

Citrix protocol driver error 10060

That error means Citrix client cannot connect to backend server.

View content of ICA file (%Temp%) , check for servername/IP - if there are proper names - most likely it's local network issue and must be resolved by proper networking team.

Some source also hint , that EDT might be an issue.

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:

Certificate trust errors

[https://fnc.service-now.com/sp?id=kb\\_article&sysparm\\_article=KB0012672](https://fnc.service-now.com/sp?id=kb_article&sysparm_article=KB0012672)

Client error 0 or 1110 when using EDT

[https://fnc.service-now.com/sp?id=kb\\_article&sysparm\\_article=KB0012806](https://fnc.service-now.com/sp?id=kb_article&sysparm_article=KB0012806)

<https://support.citrix.com/article/CTX229748><https://support.microsoft.com/en-us/help/819124/windows-sockets-error-codes-values-and-meanings> network traffic between the client and the backend XenApp server

[https://fnc.service-now.com/sp?id=kb\\_article&sysparm\\_article=KB0012804](https://fnc.service-now.com/sp?id=kb_article&sysparm_article=KB0012804)

