GSD. Citrix - Logon Prompt or SSO not working in Citrix

General Information:

Possible symptoms/errors:

User wants to know how to fix if logon prompt/SSO not working in Citrix?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Running the SSO checker test

If SSO logon to the Citrix client is enabled on user's computer but they still receive the logon prompt after logon:

Advise user to right-click on the Citrix client icon in the system tray area and to choose the "Advanced Preferences" option:

User must click on the "Configuration Checker" option:

In the following windows inform them to mark the checkbox besides "SSONChecker" and to click on the "Run" button to start the tests.

Guide user to save the report from this test and attach it to ticket.

Reset Receiver Configuration

If there is an incorrect configuration which results in SSO not working, assign ticket to Ext_WW_Virtual-Workplace_SLS_Capgemini.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A