

Unable to log in

If you are a new user, you cannot log in via Citrix until you have logged on to the school network using a school computer and changed your password.

If not timetabled to be taught in an IT room, pupils may use the library IT resources to log onto the school network.

Error 61

If you can login to the website but get error 61 when trying to start the desktop, you are using an old Citrix client that does not support the latest security certificate (support for the previous type of certificate is being withdrawn by all major browsers).

If this is the case, you should be prompted to install or upgrade your client. If this does not happen, please see the following section

Alternatively, you can download the latest client directly from Citrix - <http://www.citrix.com/go/receiver.html>

Issues Detecting Citrix Client

If you have not installed a Citrix Client, you should have been prompted to install one when you first accessed the desktop.stockportgrammar.co.uk website. If you have a version prior to 4.3.100 you should be offered the chance to upgrade to this version.

If this does not happen you will need to make some changes to your browser settings:

Internet Explorer

The browser needs to be set to use compatibility view for the Citrix desktop site 'desktop.stockportgrammar.co.uk'. Unfortunately, trying to set this via the browser will affect all stockportgrammar.co.uk websites so you must update the registry.

The settings can be added by installing the IE11 fix from the login page:

- Save the IEfix.zip file to your computer
- Double click the IEfix.zip – a new window should open showing the file IEfix.reg
- Double click IEfix.reg and accept any security messages
- You can delete the IEfix.zip file from your computer.

Firefox

You need to allow the Citrix add-ons to always run:

- Open Firefox
- Press Ctrl-Shift-A
- Find any Citrix Plugin and set to "Always Activate"
- Restart Firefox

You can login to the website but cannot launch the desktops

Internet Explorer

Newer versions of Windows/Internet Explorer do not launch the desktop application automatically – you receive a yellow box asking if you wish to save or open the .ica file - you should select Open. Unfortunately, it will prompt you to do this every time to try to access Citrix.

In order to stop being prompted you must add the website to the Trusted Sites list in Internet Explorer:

- 1) Open Internet Options – either from the Tools Menu in Internet Explorer or via Control Panel
- 2) Click the Security Tab
- 3) Click the Trusted Sites Icon – A green Tick
- 4) Click the Sites Button
- 5) Add <https://desktop.stockportgrammar.co.uk> to the list
- 6) Click Close
- 7) Restart Internet Explorer

Alternatively, install the IE fix covered in the previous section

Firefox

You need to allow the Citrix add-ons to run:

- Open Firefox
- Press Ctrl-Shift-A
- Find any Citrix Plugin and set to "Always Activate"
- Restart Firefox

Problems using the updated Citrix Interface

The majority of issues with accessing Citrix appear to revolve around the existing client not being properly detected and the user being asked to install the new version. Unfortunately, this leads to a conflict which causes Citrix to stop working (in most cases it crashes Internet Explorer or you receive a Citrix Receiver Configuration Manager error message)

The old client should continue to work – **if you are prompted to install the new client and you know the old one is installed then you must uninstall the old client first.** If you have already installed the new client then the only current fix is to uninstall all Citrix clients.

- 1) Go to Control Panel/Add Remove Programs (Windows)
- 2) Remove any Citrix applications (e.g. Citrix Receiver, XenApp – unfortunately they keep changing the client application name)
- 3) Reboot the computer
- 4) Go to <https://desktop.stockportgrammar.co.uk> and reinstall via the green button