

The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2318. Or Setup cannot continue because this version of Receiver is incompatible with a previously-installed version.

Uninstall any and all older versions of the Citrix client such as “Citrix Xenapp Web Plugin”, “Citrix Online Launcher”, or “Citrix Xenapp Plugin for Hosted Apps”, reboot and then try installing receiver again.

When you try to save apps on your Receiver they don’t stick.

Exit and re-launch Citrix Receiver. To exit, right-click the icon in your System Tray (by the clock) and choose Exit then reopen by clicking Start > All Programs > Citrix > Receiver.

When you try to launch applications you are prompted to open or save launch.ica (test launching an application before continuing to the next step). Or SSL 61 errors or messages about not having accepted the Go Daddy certificate.

Double-check to make sure you have Citrix Receiver installed.

IE users please add akcitrrix.foundationhealth.org as a trusted site. In IE go Tools > Internet Options > Security tab > Trusted sites zone > Sites button. Enter the website and click Add.

Citrix provides a cleanup utility that removes residual files leftover from past citrix client installations that may help in this situation. Download the tool from <http://support.citrix.com/article/CTX137494>. Running the tool and then rebooting has resolved Go Daddy and SSL 61 errors for every person who has contacted the help desk so far.

You are able to sign in and see icons listed but when you double-click an icon nothing happens

Safari user? Check to see if the Citrix Receiver internet plugin is blocking akcitrrix.foundationhealth.org:

Safari > Preferences > Security tab

Make sure Allow Plug-ins is checked and click Manage Website Settings

Click Citrix Receiver plug-in. Change akcitrrix.foundationhealth.org to “Always Allow”

If none of the above apply to you, please try removing old citrix clients, rebooting and reinstalling receiver. If that doesn’t work then try the citrix cleanup utility above.

You get a message similar to: “Some of your resources are available for reconnection however the current security configuration of your browser means they cannot be reconnected. “ If you “click here” you are prompted to add an ip to your trusted sites.

This sometimes occurs for users who have disconnected sessions. Please add “akcitrrix.foundationhealth.org” to your trusted sites. For immediate access please give the helpdesk your username and ask them to reset any disconnected sessions for you then re-launch your browser.