


TROUBLESHOOTING GUIDE

Please review the guidance below to resolve your issue. If you continue to experience problems, please contact the WCBC ICT Service desk on 01978 292340.


Only a username option on login

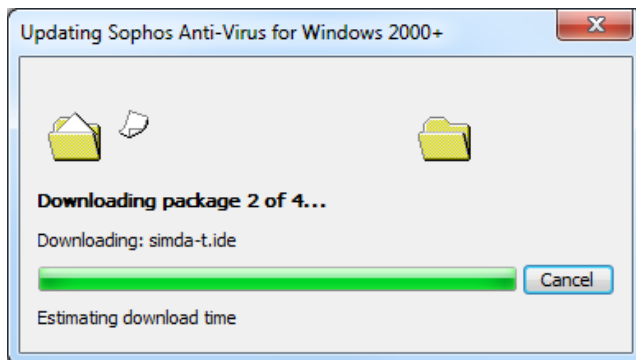
If you only see a username box and not username/password/safeword boxes again please press the F5 button to refresh the screen. You may need to press this a few times.

Using Internet Explorer 11 – page cannot be displayed

If you use Internet Explorer 11 you may have a “page cannot be displayed” message. This may require you to adjust the compatibility settings within Internet Explorer. Press on either the cog button  or Tools from the menu bar and select “Compatibility View Settings”. The web page should appear in the “Add this website” box so click the Add button and close the page. If the website does not appear please type in “Wrexham.gov.uk” (without the “ marks).

Not meeting the minimum requirements

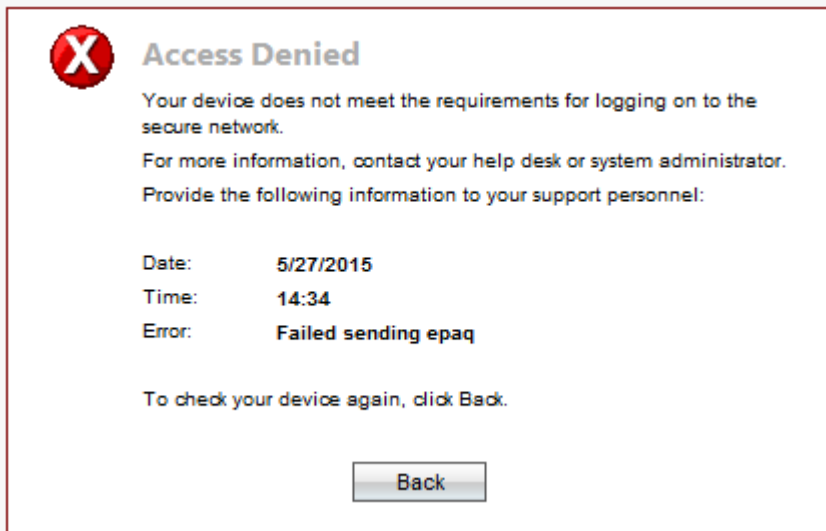
Check the antivirus on your laptop/device is up-to-date. Right click the sophos icon in your system tray (very bottom right of the screen)  and from the menu select “Update Now”. You should see a screen similar to that below as your pc updates the software. Wait a couple of minutes for the updating to finish and then try logging onto citrix again.




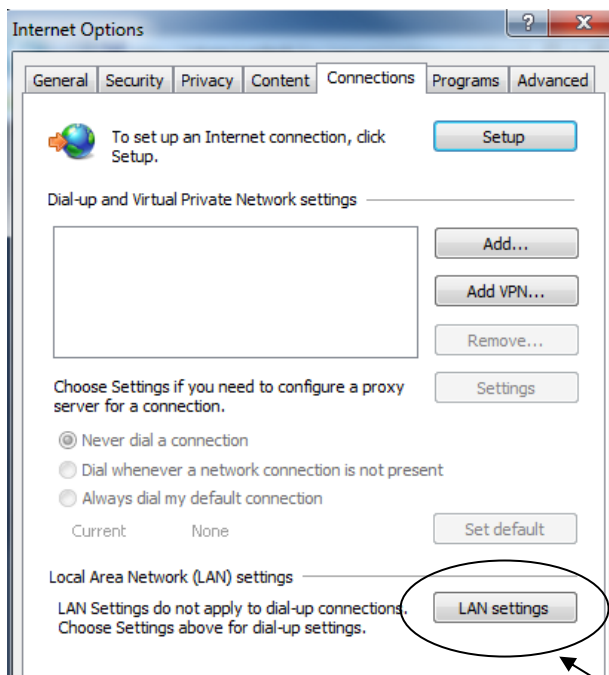
If you see a message “Cannot Connect to Server” please bring your laptop into the office and connect to the network and run the Update Now process. If you still receive the error you will need to notify the ICT Service desk.

Turning Internet Explorer Proxy off

If you see an Access Denied message after you have logged in similar to the one below:

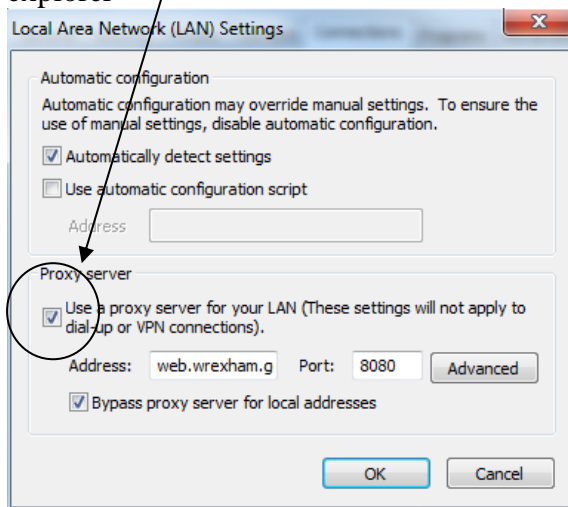


Click on cog in top right hand corner in Internet Explorer to go to settings 
Then click on internet options



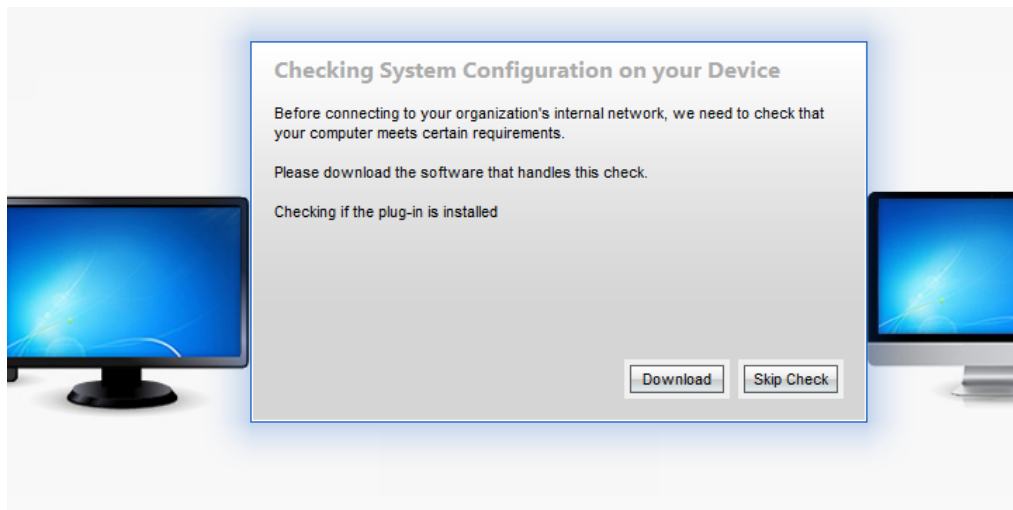
On the connections tab click on LAN Settings

And remove the tick “Use a proxy server for your LAN” and then close and reopen internet explorer



Can't move passed the Download screen

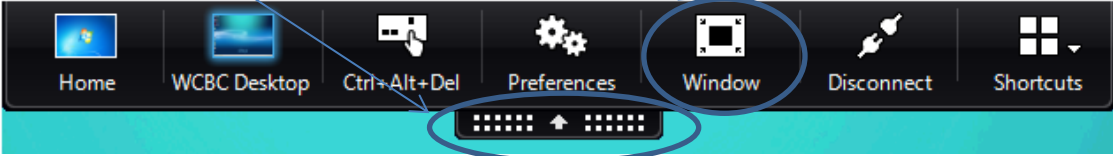
If you see the screen below but you have already installed the clients/updated the client you will need to check what programs are installed on your laptop.

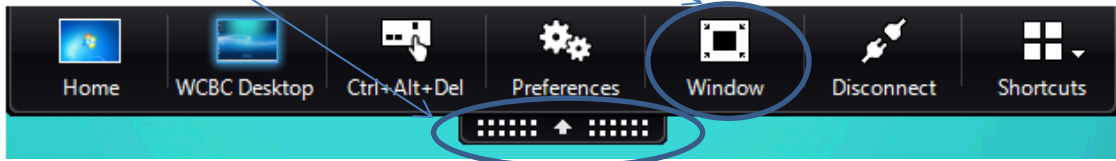


Click the start menu and select Control Panel from the right hand side of the menu. Open “Programs and Features” and search in the list for Citrix Access Gateway Endpoint Analysis and/or Netscaler Gateway Endpoint Analysis. If you have both then select each in turn and click the uninstall button. Restart your laptop and then login to the system and allow the system to automatically download the software as you login.

If you only have the Netscaler Gateway Endpoint Analysis check the version is 10.5.54.9. If you still have problems uninstall this program and again follow the process to login to citrix and allow the system to automatically download the software.

Citrix desktop takes entire screen – unable to use normal desktop

The update to citrix now gives users the option of extending the screen over the entire desktop or shrinking the citrix screen into a window (the default prior to the upgrade). To shrink the citrix screen into a window click dots located in the centre at the top of the screen on the  below and select window.



You will then need to adjust the size of the screen by re-sizing the window – move the mouse over a corner of the window until you see a double arrow the click with the left button and resize. When you are happy with the size, release the left mouse button.

Note: If you are used to using 2 screens you no longer need to use the Dual Screen Desktop option.