VDI - Browser Issues

This guide describes How to resolve browser issues in VDI sessions.

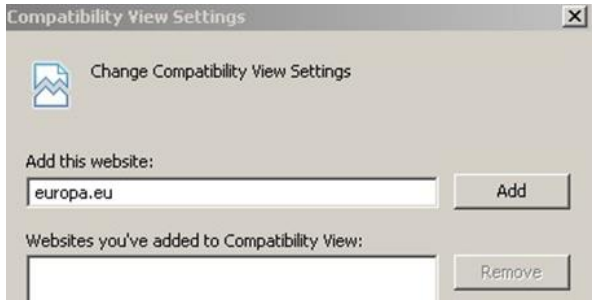
Description

Opening a VDI session from different browsers can bring some issues in some cases, in this guide you can find the workaround for these issues.

Browser Troubleshooting

When connected to a VDI portal, clicking the VDI on the portal page might show a black screen. The site needs to be added to the compatibility view settings. Once added, a refresh should show the correct page.

- **Workaround:** Type **ALT-T**, select **Compatibility View settings** and click **Add**



As of the 15/04, Google Chrome does not start automatically the Citrix receiver, but proposed to download the "launch.ica" file. This is due to a security update which will not be saved.

- **Workaround:** Download the file, right click on the downloaded file and open.

When the latest Citrix receiver is installed, you might need to accept the use of the plug-in to run in the browser. After clicking on the VDI desktop, nothing might happen.

- **Workaround:** To allow the plug-in, click on the icon that looks like a "LEGO block" in the upper left side corner of the address bar.



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- **Workaround:** Go to Safari > **Preferences…** click on **Security** tab, check **Allow Plug-ins** if not already checked and then click on, **Plug-in Settings…** button, in the new window, check **Citrix Reciver** if needed (in the left side panel), to finish (in the right side panel), select **On** for each website that needs the Citrix Receiver plug-in.

