VDI - Connection Issues

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

Description

On occasion when trying to open a Citrix VDI session, the session might fail to open for different reasons.

Citrix Receiver

- Make sure you have the latest Citrix Receiver installed.



Clear Browser Cache

To clear cache and cookies when using Microsoft IE 11, Select Tools (via the Gear Icon) > Safety > Delete browsing history….Make sure to uncheck Preserve Favourites website data and check both Temporary Internet Files and Cookies then click Delete

To clear cache and cookies when using Microsoft Edge, Click on the menu button situated in the upper right corner then click settings. Under Clear browsing data, click on choose what to clear. Check the boxes net to cookies and saved website data and Cached data and files, click Clear.

To clear cache and cookies when using Google Chrome, At the top right click on the 3 dots menu, click on more tools then on Clear browsing data… Choose what to clean and click clear data.

To clear cache and cookies when using Mozilla Firefox, at the top right corner click on history menu, select History then clear recent history… Choose what components you wish to clean and click clear now.

To clear cache and cookies when using Safari, Click Safari in the upper left hand side of your screen. In the menu, click Preferences, click the Privacy tab. Click the button Remove All Website Data…. Click Remove Now.