

# Frequently Asked Questions

## Why doesn't my web browser work as expected?

Each web browser behaves differently with the Citrix Receiver. These are the expected default behaviors for the popular web browsers.

- Google's Chrome browser will download the ICA file if the Receiver has not been registered in Chrome, or it will default to the HTML5 Receiver and launch all applications within the web browser.
- Microsoft's Edge browser will default to the HTML5 Receiver and launch all applications within the web browser, this behavior cannot be changed.
- Microsoft's Internet Explorer browser will recognize the Citrix Receiver as being installed and launch the application as expected using the Citrix Receiver.
- Mozilla's Firefox browser will ask you to activate the Citrix Receiver Plug-in, select Allow and Remember. If this does not appear you will need to go to the add-ons manager and change all Citrix plugins to Always Activate. Otherwise select logon instead of install to use the HTML5 Receiver and launch all applications within the web browser.

**NOTE:** These behaviors are expected with a correctly installed Citrix Receiver and with the default installation of the respective web browsers. Installed software, extensions and plugins may have adverse effects on these web browsers and may cause nonstandard behavior. If this occurs it is the client's responsibility to troubleshoot and correct those issues.

## How do I cleanup a corrupt Citrix Receiver Installation?

You can download the Citrix Cleanup Utility to force the removal of an old Citrix Receiver.

The utility can be accessed from Citrix's web site here:

<https://support.citrix.com/article/CTX137494>

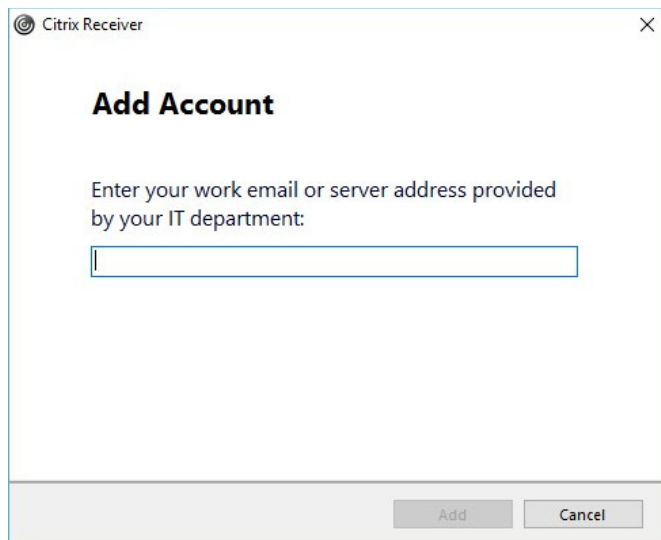
You will need to proceed as a guest by filling in the required fields to download this utility.

Extract the contents of the archive and right click on the "ReceiverCleanupUtility" icon and select **Run as administrator**. After cleanup is complete, reboot your machine and re-install the Citrix Receiver.

Download Version 4.5 of the Citrix Receiver for Windows from the Citrix Website.

<https://www.citrix.com/downloads/citrix-receiver.html>

## Why does the Add Account Window Re-Appear?



The Add Account window may re-appear at logon if you did not select the "Do not show this window automatically at login" checkbox during the installation of the Citrix Receiver. Also this window may appear if you access the Citrix Receiver from the system tray/notification area, for instance when you customize the Citrix Receiver options; if this occurs simply click on the Cancel/Close button.