

Solving remote workplace problems in Windows

The Windows operating system and browsers like Chrome and Internet Explorer regularly receive updates, for instance to enhance security. Besides, antivirus or ad-blocking programs may change your PC's security settings.

Increased security might unintentionally block the servers and Citrix software used for your Remote workplace. If your 'Remote workplace' is not working correctly, you can often correct this by checking the Windows and browser settings described in this Quick Reference.

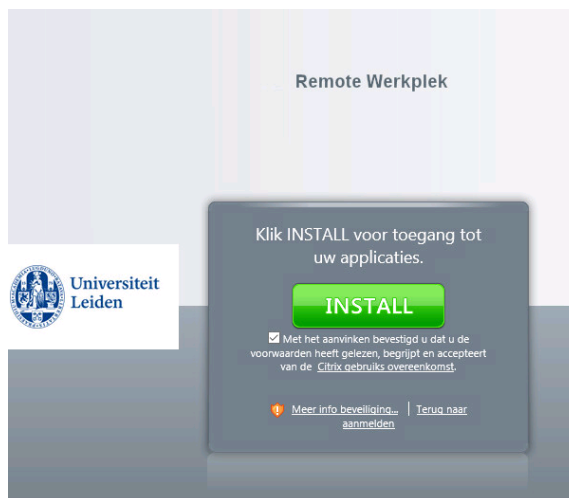
Check Windows settings

A Windows PC needs a dedicated version of the Citrix receiver program, that is distributed *directly* from the remote workplace server.

Make sure you installed the Citrix receiver software directly from our server: remote.campus.leidenuniv.nl.

Managed PCs at the university always contain the right version. On your self-managed PC you can install the right version by following these steps:

1. If you previously installed the Citrix receiver from the Citrix website or from the Windows Store, uninstall that version: Go to Control Panel > Programs and features. Then select Citrix receiver and click [Uninstall].
2. Go to <https://remote.campus.leidenuniv.nl>.



3. To install the right Citrix version, check the box below the [Install] button. Then click [Install] and follow the instructions. This process is described in full detail in [this manual](#).

Make sure the .ica file type is associated with Citrix Connection Manager

After (re)installing the right version of Citrix receiver, check the setting below:

1. Go to *Start >Control Panel > Programs > Default Programs > Associate a file type or protocol with a program*.
2. Find the .ica file type in the alphabetic list.
3. Ensure that the *Current default program* is set to Citrix Connection Manager. If not, click [Change program] and choose Citrix Connection Manager. If this option is not available, you can use the [Browse] button to find the right program:
 - in Windows10, browse to
C:\Program Files (x86)\Citrix\wfcrun32.exe
then click [Open] and then [OK];
 - in older Windows versions, browse to
C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe
then click [Open] and then [OK].

Check browser settings

In all browsers, the most important setting is to allow the browser to always automatically open .ica files. An .ica file is downloaded to your pc every time that you open an application (e.g. Outlook) from the remote workplace.

Google Chrome

Make sure .ica files are opened automatically

Start a program from your remote workplace. This will download an .ica file. After an .ica file is downloaded, enable Chrome to open similar files automatically:

- In the download bar, click the down-arrow next to the ica-download to open the drop-down list. Select *Always Open Files of This Type*.

Internet explorer (IE)

Add the remote workplace server to the Trusted sites list

To make Internet Explorer browser trust the remote workplace server, perform the following steps:

1. In the Explorer menu go to *Tools > Internet Options > Security tab* and click the [Sites] button.



2. Enter 'remote.campus.leidenuniv.nl' (without quotes) in the *Add this website to the zone* field, and click [Add].

Make sure the "Do not save encrypted data to disk" Option is cleared

The setting 'Do not save encrypted data to disk' may prevent .ica files from working correctly. In the Explorer menu, click *Tools > Internet Options > Advanced*. Find the option "Do not save encrypted data to disk" in the alphabetic list, uncheck it and confirm with [OK].

Make sure .ica files are opened automatically

Start a program from your remote workplace. This will download an .ica file. After an .ica file is downloaded, enable the Internet Explorer to open similar files automatically:

- Right click on the downloaded file and **uncheck** the option *Always ask before opening this type of file*.