

Citrix Frequently Asked Questions

The following document describes all frequently asked questions related to the Citrix Infrastructure as a Service platform. The issues and questions are related to the Virtual Desktops, Applications and Citrix itself.

Please note that the document is constantly updated and uploaded online.

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1. Windows related questions

1.1 Language bar - hidden

1.1.1 While using Citrix Apps there should be a Language Bar positioned on your screen (fig.1), from there you can Add/Change Language



Fig.1

If the Language Bar is missing, you can find it at the bottom left part of you screen as a Pen icon(fig.2).

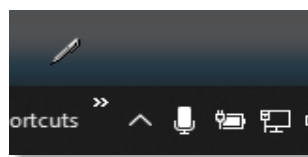


Fig.2

2. Microsoft Office related questions

2.1 Can't open files in Microsoft Office

2.1.1 While using Microsoft Excel as a Citrix Application you can get an error message saying 'The file is corrupt and cannot be opened'

- **Step 1.** Open Microsoft Excel/Word and go to File > Options.
- **Step 2.** Go to "Trust Center" > "Trust Center Settings...".
- **Step 3.** Go to "Protected View" and then uncheck all the boxes (fig.3). Click "OK".

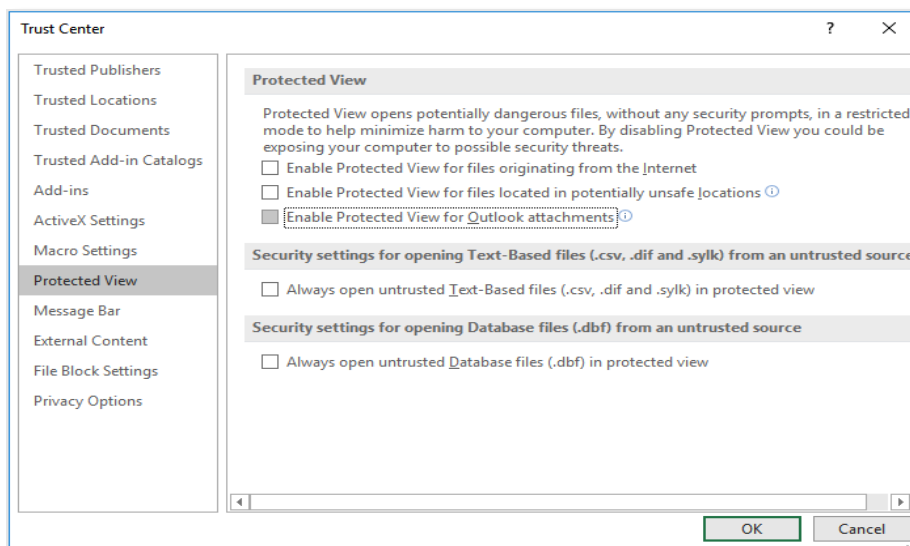


Fig.3

- **Step 4.** Restart Microsoft Excel/Word.

3. Imos related questions

3.1 Missing Ribbon

3.1.1 When starting the imos application the Ribbon isn't loaded (Fig.4).

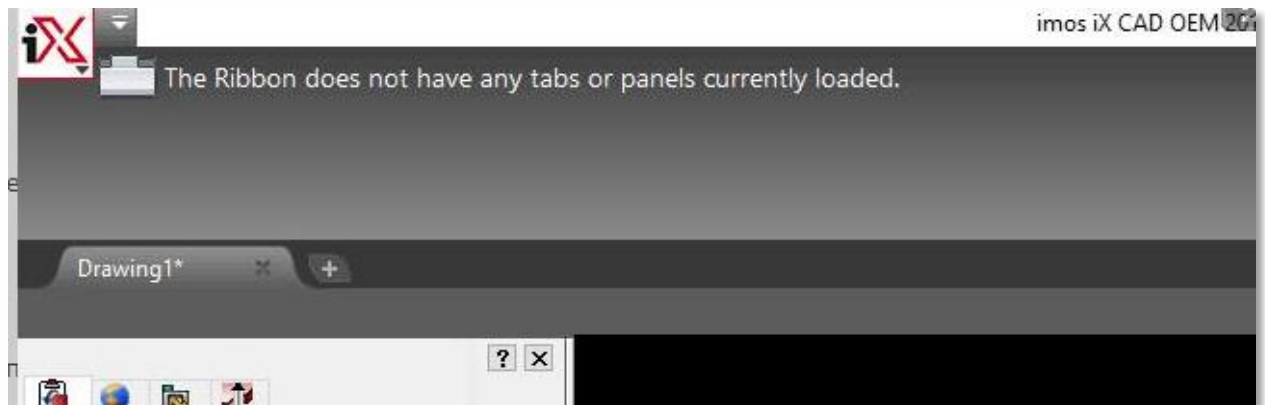


Fig.4

Solution 1:

From Workspace switching (Fig. 5) change to a different Workspace and then back to Innovation.

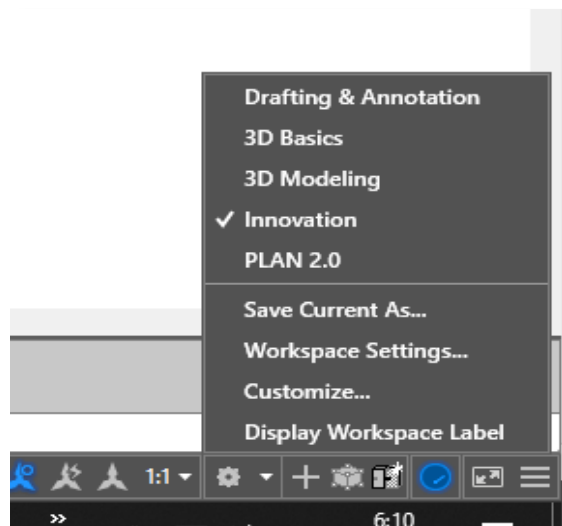


Fig.5

Solution 2:

Type IMOSLANGUAGE Command (Fig.6) after that you will have to press four times “Enter”. After that the workspace will refresh and you will be able to see the Ribbon.



Fig.6