

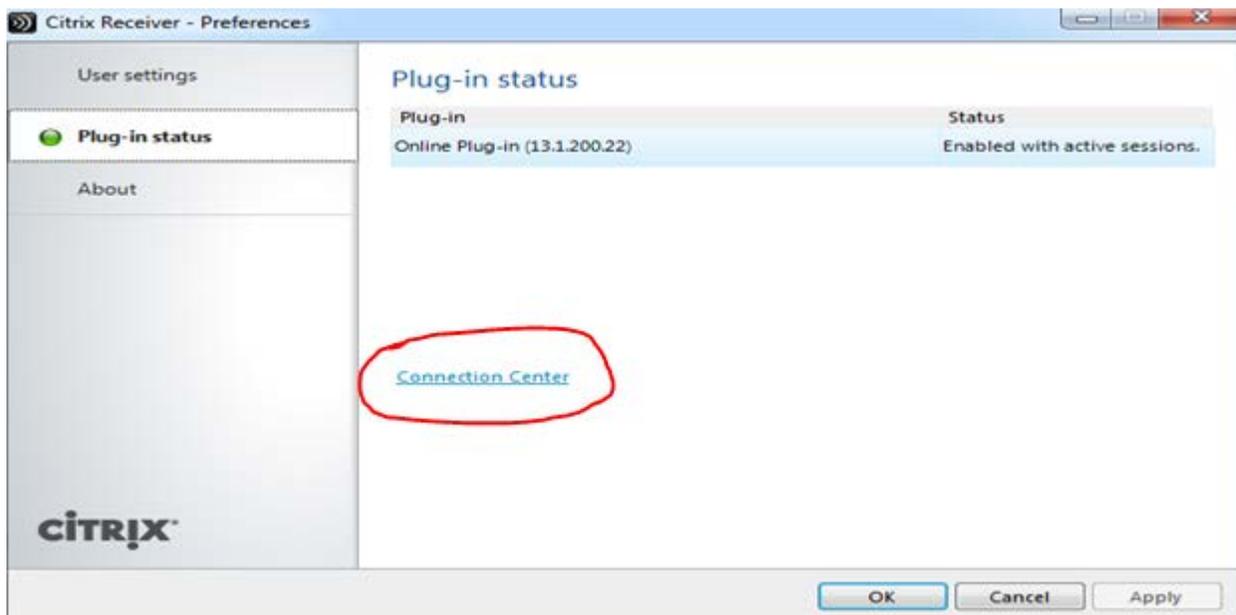
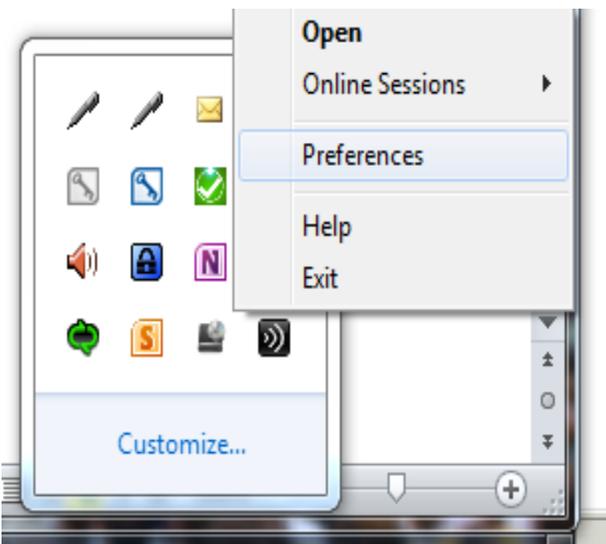
Connection Center User Guide

If you find that your app hangs or becomes unresponsive, you can try using the Citrix Connection Center. Follow the steps below to open the Connection Center. The steps vary depending on the installed version of the Citrix receiver.

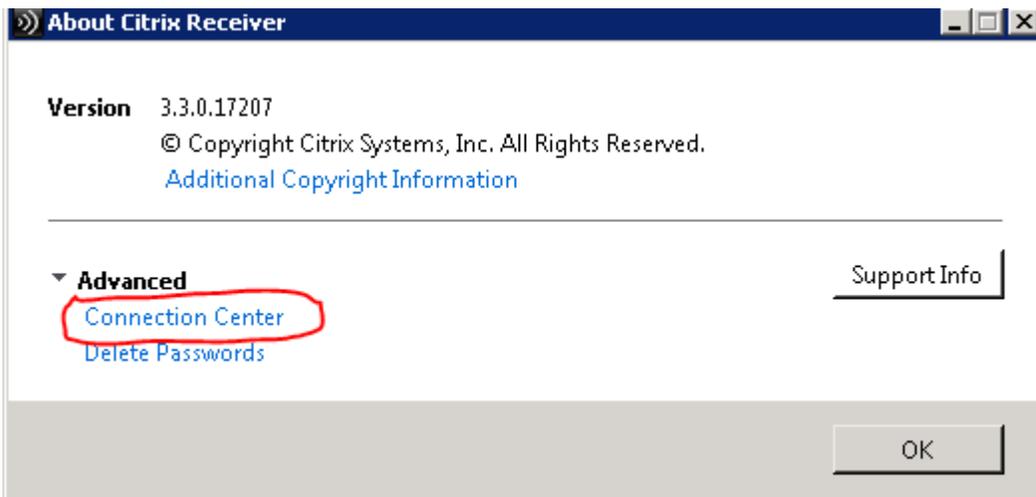
1. Right click on the Citrix receiver icon in your system tray.



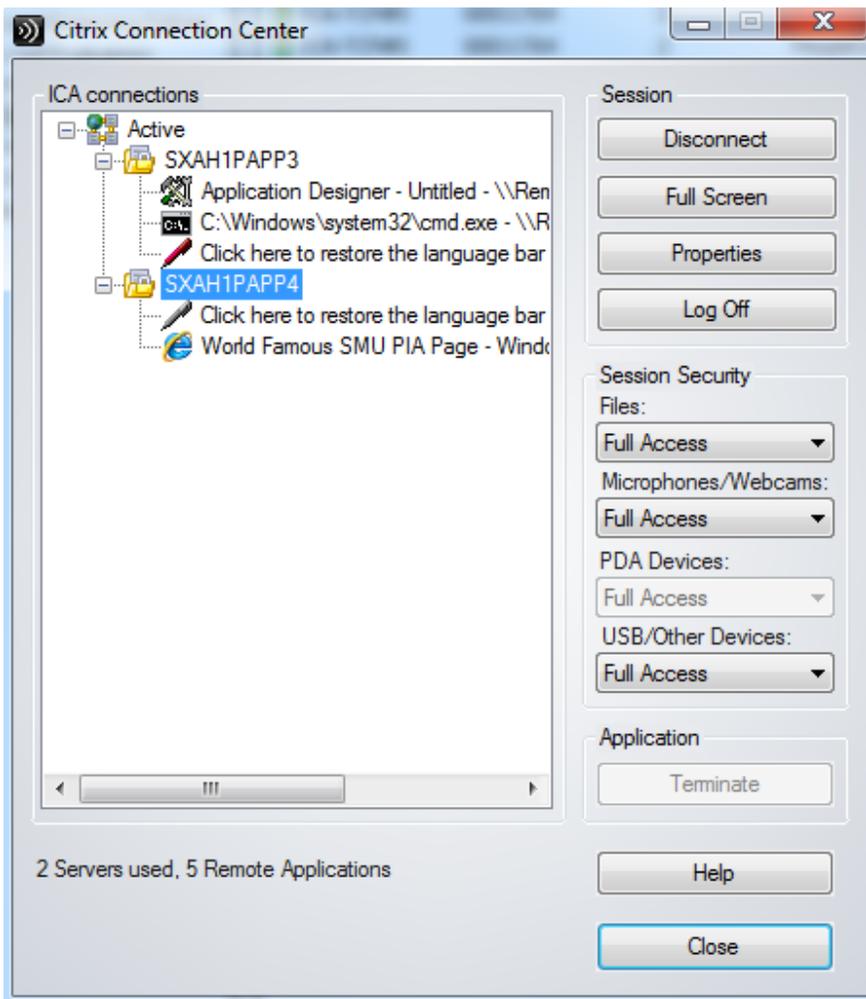
2. Click on Preferences, Plug-in status, and then the Connection Center link.



3. If you do not see Preferences when you right click on the Citrix receiver icon, you should have the option to choose, About. After clicking About, click the arrow next to Advanced, and the Connection Center link will be available.



4. Once in the Citrix Connection Center, you will see active connections on 1 or more servers. You can expand each server to see the individual applications running on that server.



From here you have a couple of options. For an app that is hanging, first attempt to terminate the app. When you select the app in the connection center, the Terminate button becomes active. If that does not work, you can select the server, and click the Log Off button to completely log off your session on the server. Note that doing this will close all apps you have open on that server, so you should save your work, where possible, before clicking the button.

Another way the connection center is useful is for determining if your app has been disconnected. If your app becomes unresponsive, or disappears without you closing it or being idle for 8 hours, your server session may be disconnected. If you open the connection center, and do not see your app, then it has either closed or been disconnected. To reconnect your disconnected apps you may need to log off and log back onto the apps.smu.edu site. Different browsers may reconnect in different ways. Internet Explorer includes a drop down next to the Log Off button with a reconnect option. On Chrome, you can reconnect a disconnected app session by re-clicking the appropriate icon in your list of apps.