Close CUApps Connections

703 Sam Beckler February 23, 2022 Connection Issues

If you have an issue where your CUApps connection is frozen or not functioning properly, here are some steps to try.

- If the app is open and either frozen or all black you can press CTRL + F3 to pull up Windows Task Manager of the remote system.
 - From there you can end task on the program or process causing issues. You can also initiate a remote logoff.
- You can try restarting your computer
- You can disconnect from Citrix
- You can log off from Citrix

Here are the steps to disconnect or log off:

1. To get to connection manager right click on Citrix Receiver or Citrix Workspaces systray icon



2. Then choose Connection Center.

Open
Log Off
Connection Center
Advanced Preferences
Check for Updates
Help
Exit

3. First click on the server hosting the active connection. You can either force a disconnect of your session or logoff from the server

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4. Wait about one minute and launch the app again.

If you have more questions about this, email <u>ITHELP@clemson.edu</u> or call 864-545-3494.

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