

IT LOGIK

USER GUIDES

PROGRAMS CRASHED IN VDESKONLINE

INTRODUCTION: Sometimes programs crash, it's just one of those things that can happen. Here's what you can do to get yourself up and running as quickly as possible.

SYSTEM REQUIREMENTS: NA

WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- NA

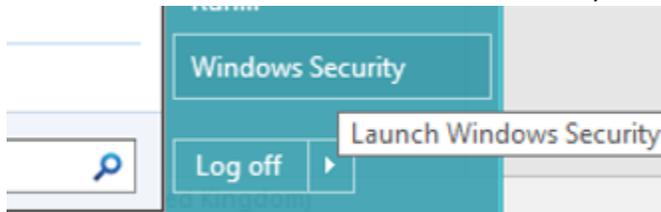
STEP ONE

The best thing to do is to try to close the program. Sometimes you'll get lucky and be able to close it simply by clicking on the "X" in the top right corner or "Close [all] window/s". If that works, you should generally be okay to reopen the program.

STEP TWO

If manually closing it fails, you can try to close it through Task Manager. Task Manager is essentially the "enforcer" for programs. There are a few different ways to open it:

- Click the Start button and then "Windows Security"



- o From here, select "Task Manager"
- Click on the black drop down box at the top of your vDeskOnline and select "Ctrl + Alt + Del"
 - o From here, select "Task Manager"
- Click the Start button and search for "Task Manager" or "taskmgr"

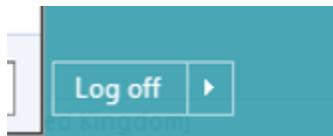
When you find the problematic program, click on it and select "End task". Sometimes, under the "Status" column, it will say "Not responding" which generally means the program has crashed.

If it closes, simply reopen the program and test.

STEP THREE

If you've gotten really unlucky and all the above fail, one good thing to do is to log off your vDeskOnline. This will refresh all the services and start your vDeskOnline afresh which can solve many issues. There are two main ways to do this:

- Within your vDeskOnline
 - o Click on the Start button and select "Log off"



- From the Citrix portal
 - o Log in and find your vDeskOnline
 - o Once you have it, select "Details"



Details

- You will then get a few different options. Please select “Restart”

Open

Restart

Remove

After logging off/restarting, we recommend giving it a few seconds to do what it needs to do and then try reconnecting. If you have any issues after that, do not hesitate to contact us.