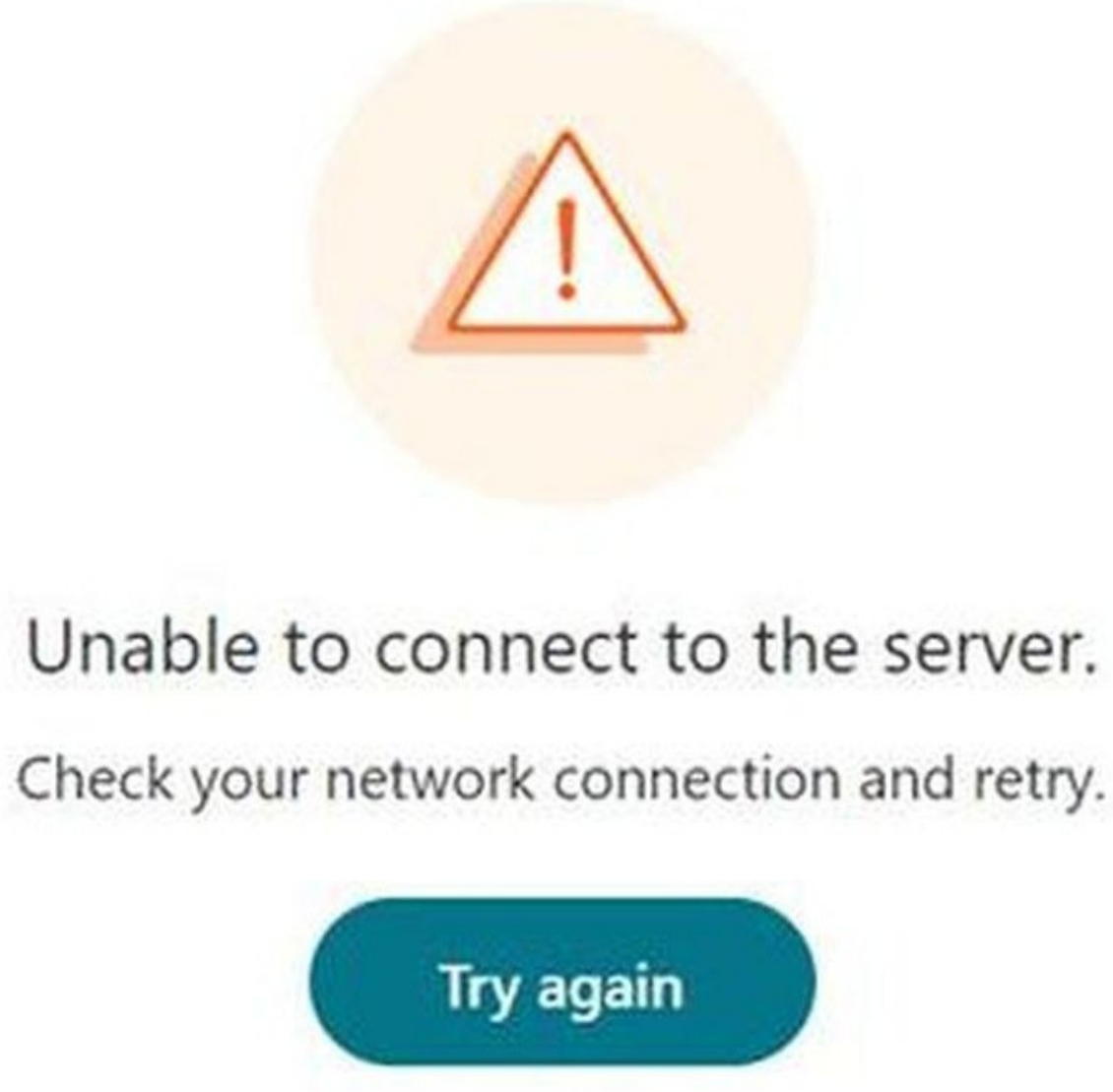
Solutions: Fix "Unable to connect to the server"

This guide explains how you can fix the error state "Unable to connect to the server" in the Citrix Workspace app.

Written By: Jannic Debus

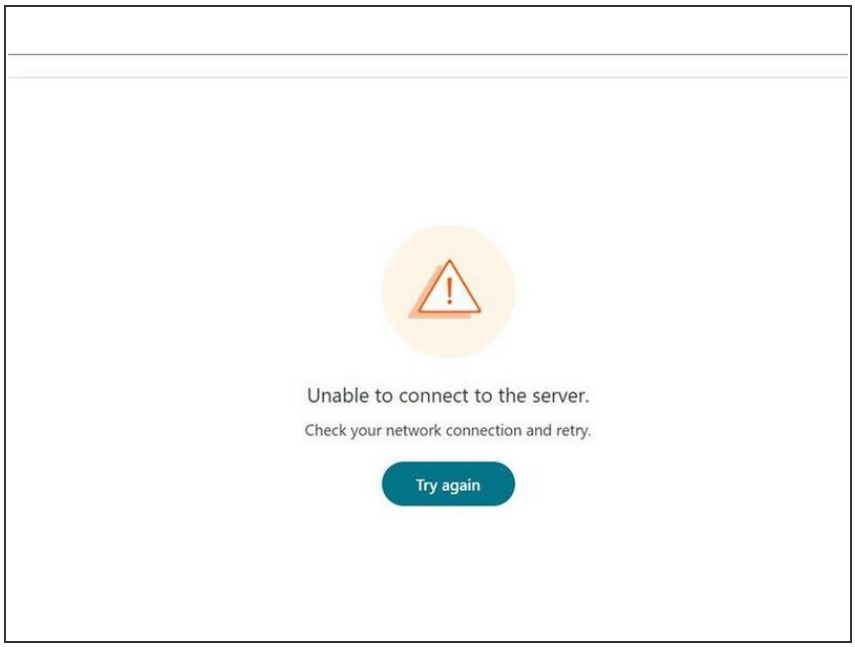


INTRODUCTION

This guide explains how you can fix the error state "Unable to connect to the server" in the Citrix Workspace app and the "Try again" button does not help.

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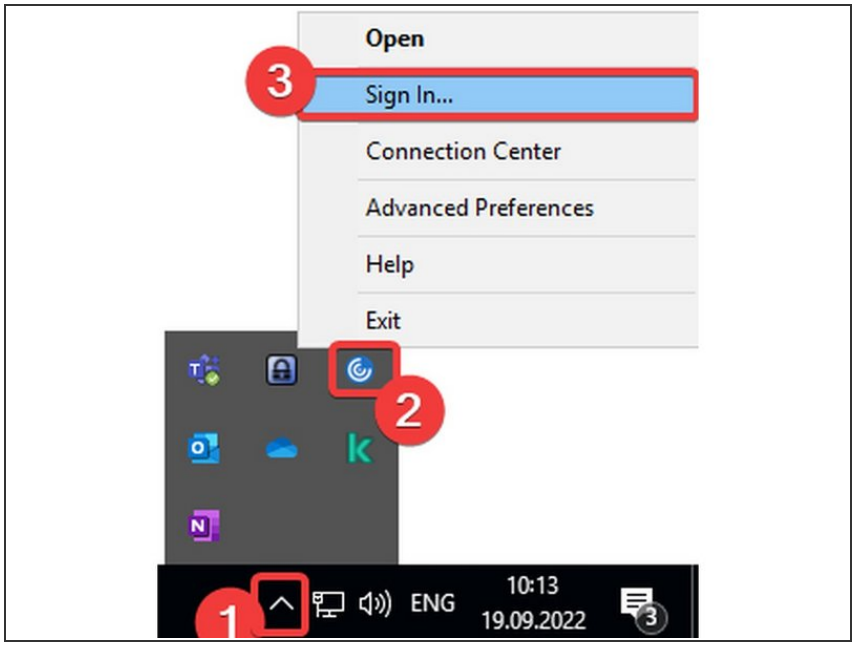
Step 1 — Introduction



This guide only applies to Windows systems where the error "Unable to connect to the server" occurs in Citrix Workspace app and the button "Try again" does not solve the problem.

If this issue should also occur on Mac or Linux please report it to us

Step 2 — Fix



- on the Windows taskbar, in the lower right corner, near the clock, select the up arrow.
- Right-click on the Citrix Workspace app icon

If Citrix Workspace app is not launched, the Citrix Workspace app icon will not be visible, start Citrix Workspace app first via start menu

- Select "Sign In..."
- A logon window will appear, login with your CORE account. Problem should be solved.