

How ControlUp Solves the Top Citrix Errors



A simple guide to quickly finding and fixing issues faster, and ensuring uptime availability.



Citrix errors included in this eBook.



The license server is down.



An unexpected exception occurred.



Failure to determine baseline settings.



Cannot enroll in Call Home.



Failure to obtain a list of controllers.



Lost connection with the database.



SMSTORE failed to respond to XML Services.



A connectivity check has failed.

What you'll learn...

While your Citrix environment provides your organization with the virtualization to support remote work, there are still issues that you can run into that make it difficult for employees to do their day job. For example, when a user cannot login to their desktop or a key application due to connectivity issues. In this eBook, we walk through the top Citrix errors, based on anonymized data and conversations with thousands of customers. We'll highlight these errors and show you ways that ControlUp can help.



The License Server Is Down



The Citrix Broker Service cannot contact the license server '%1'. Please ensure that the license server is functioning correctly and that the details identifying the license server are correct in the XenDesktop configuration.

In this case, ControlUp can ensure a quick resolution and you can bring the license server back to a functioning state. Here's how ControlUp can help.

Use [ControlUp Real-Time DX](#):

- To check the health of the License Server and identify where you're running low on available licenses
- To get your Citrix License Server up and running fast

Use [ControlUp Scoutbees](#):

- To test the availability of your licensing services, including Citrix License Server
- To set up alerts that indicate when services are unavailable or slow to respond

Focusing on 'AcmeOrg\VDI and SBC\Citrix\Citrix Mgmt'

← → ▾ Folders | Hosts | Machines | Sessions | Processes | Accounts | Applications | Storage ▾ | App. Delivery Controllers ▾

Name	Operating System	CPU Logical Processors (OS)	Memory	Uptime	Stress Level	CPU	Memory Utilization	Disk Queue	Disk Transf sec
CTXLIC	Windows Server 2016 St...	2	3 (GB)	18 days, 1:27 h...	Low	1%	52%	0	1.1

Sessions | Processes | Logical Disks | **Citrix Licenses** | Virtual Disks

Citrix Licenses Drag a column header here to group by that column.

Citrix Licenses: 3 Items

Product	License Type	License Count	Licenses in Use	Licenses in Use Percentage	Overdraft	License Pool - Available	PLD
Citrix Provisioning Server for Citrix Desktops - Concurrent	Not For Resale	300	0	0%	0	300	PVSD_STD_CCS
Citrix XenDesktop Platinum - Concurrent	Not For Resale	300	0	0%	0	300	XDT_PLT_CCS
Citrix XenDesktop Platinum - User/Device	Not For Resale	300	57	19%	0	243	XDT_PLT_UD



An Unexpected Exception Occurred



An unexpected exception occurred while the Citrix Broker Service processed an HTTP request.

Attempting to start a published application or desktop can lead to a generic “Cannot start” application error. The likely cause of this error are database connectivity problems due to a failover being unsuccessful. Luckily, ControlUp can help and here’s how.

Use ControlUp Real-Time DX:

- To reboot the Delivery Controllers and restore the services

Use [ControlUp Automate](#):

- To gather CDF traces immediately after the event occurs for further analysis by Citrix

Use Scoutbees:

- To monitor resource availability and alert you immediately once a resource becomes available

The screenshot shows the ControlUp console interface. The top navigation bar includes 'Folders', 'Hosts', 'Machines', 'Sessions', 'Processes', 'Accounts', 'Applications', and 'Storage'. The main content area displays a table titled 'Focusing on "/>

Name	Stress Level	Machines	CVAD Site Name	CVAD % Healthy Brokers
Brokers	None	2	Citrix Site	100%

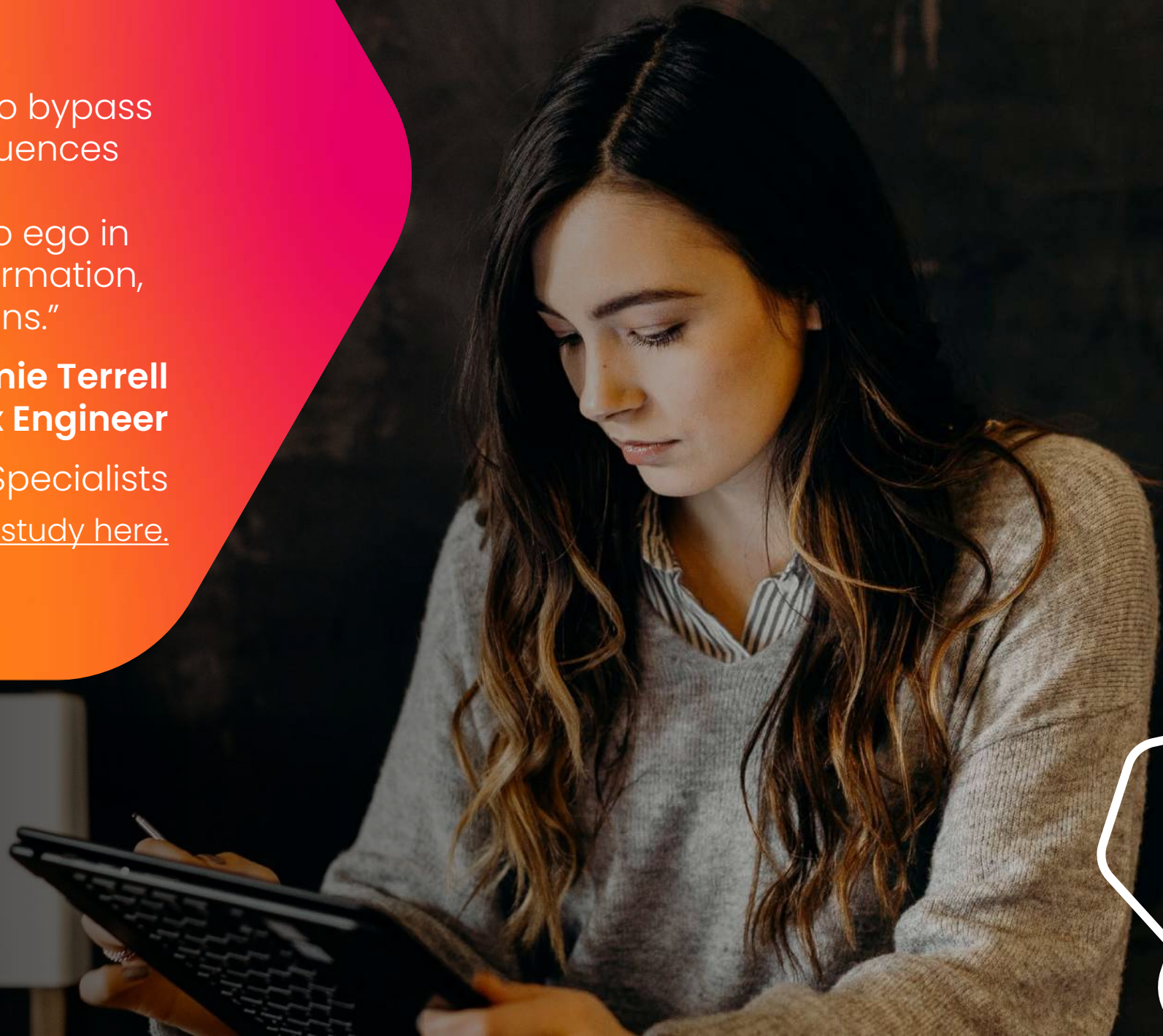
Name	Stress Level	CVAD Site Name	CVAD Registered Des	CVAD Broker Health	CVAD % Available Hyper	CVAD Broker Service	CVAD Site Database	CVAD Monitor Database	CVAD Configuration Logging Database	CVAD Central Configuration S	CVAD Delegated Adm	Cont
DDC01	Medium	Citrix Site	0	100%	87%	OK	Connected	Connected	Connected	OK	OK	OK
DDC02.ACME.LOCAL	Medium	Citrix Site	2	100%	87%	OK	Connected	Connected	Connected	OK	OK	OK



“ControlUp allows us to bypass egos and external influences and just see the raw information. There’s no ego in ControlUp; it’s just information, unvarnished by humans.”

Jamie Terrell
Lead Citrix Engineer

Florida Cancer Specialists
[Read the full case study here.](#)



Failed to Determine the Base Settings

The Citrix Broker Service failed to determine the base settings needed for virtual desktop agent of machine '%1'.

This error predominantly occurs when the virtual desktop agent (VDA) was not added to the Delivery Group. In such a case, after adding the VDA to the Machine Catalog, here's how ControlUp can help.

Use ControlUp Real-Time DX:

- To set the registry values for all your Delivery Controllers at once using the Controllers feature

Use ControlUp Automate:

- To run CDF traces that automatically identify where a delay is occurring in your environment

Use ControlUp Scoutbees Scout:

- To test the network performance to your Delivery Controllers using a Custom Hive on the same IP subnet as your VDAs

Machine	Value Type	Data
Cbx-PVS191	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Cbx-PVS193	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Cbx-PVS195	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Win10MCS01	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Win10MCS02	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Win10MCS03	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Win10MCS04	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net
Win10MCS05	REG_SZ	ctx-dc01.acmeorg.net ctx-dc02.acmeorg.net

Cannot Enroll In Call Home

We cannot start the Citrix service that enables you to enroll in Call Home.

The two reasons users see this error are: 1) being on an older version of Citrix Virtual Apps and Desktops (version 7.15 or earlier), and 2) their Citrix Telemetry Service account doesn't have Logon-as-a-Service permissions. Here are the steps to help with this issue.

1. Use the Controllers feature in ControlUp Real-Time DX to quickly view the Citrix Telemetry Service on the affected VDA.
2. Grant the account the right "Logon-as-a-Service."
3. Then force a group policy update.
4. Lastly, perform a service restart from the Controllers feature.

The screenshot displays the ControlUp interface with two main panels. The top panel, titled 'Machines', shows a list of machines with columns for Name, Operating System, and CPU Logical Processors (OS). A context menu is open over the 'IIS-WS16-04' machine, with 'Group Policy' selected and 'Refresh Machine Group Policy' highlighted. The bottom panel, titled 'Controllers', shows a list of services on the left and a table of instances on the right.

Machine	OS	Service Name	Exists	Status
Ctx-PVS191	Windows Server 2019 Standard	Citrix Telemetry Service	Yes	Running
Ctx-PVS192	Windows Server 2019 Standard	Citrix Telemetry Service	Yes	Running
Ctx-PVS193	Windows Server 2019 Standard	Citrix Telemetry Service	Yes	Running
Ctx-PVS195	Windows Server 2019 Standard	Citrix Telemetry Service	Yes	Running

Failure to Obtain a List of Controllers



The Citrix Desktop Service failed to obtain a list of delivery controllers with which to register. Please ensure that the Active Directory configuration for the farm is correct, that this machine is in the appropriate Active Directory domain and that one or more delivery controllers have been fully initialized. Refer to Citrix Knowledge Base article CTX117248 for further information.

According to Citrix, this error occurs when the VDA can't access a Domain Controller on port 3268 (Microsoft Global Catalog). In this case, here's where ControlUp steps in.

Use ControlUp Scoutbees:

- To perform tests on any Domain Controller on the corporate network over port 3286 to alert the user when the service is unavailable or when degradation is present that can lead it to become unavailable

Use the [Show Network Connections](#) script action:

- For troubleshooting-point-in-time to list the current connections from a selected Citrix VDA and identify inactive network connections

Use the Registry Controllers feature:

- To manually set the "ListOfDDCs" registry value to your Citrix Delivery Controllers

The screenshot shows the 'Add New Scout' configuration window. It has two tabs: 'EUC' and 'Network'. The 'Network' tab is active. The 'Type' dropdown is set to 'Traceroute' and the 'Hive' dropdown is set to '1 Hive'. The 'IP / FQDN / Hostname' field contains 'CTXDDCDB01.Lemfur.com'. The 'Name' field contains 'Primary DDC 3268' with a green checkmark. The 'Run Every' field is set to '5 mins'. There is an 'Add Label' button. A 'Hide additional parameters' dropdown is expanded. The 'Protocol' section has 'ICMP', 'TCP', and 'UDP' buttons, with 'TCP' selected. The 'Port' field contains '3268' with a green checkmark. The 'Timeout' field is '3600' and the unit is 'ms'. The 'Max number of paths to find' field is '1'. The 'Min Time to Live (TTL)' field is '1' and the 'Max Time to Live (TTL)' field is '30'. A progress bar at the bottom shows 'The scout will use 200 credits' out of 1,000. At the bottom right, there are buttons for 'Choose location', 'Test Now', 'Cancel', and 'Next: Alert Policy'.





"Working in IT for 20+ years, I have been through A LOT of monitoring, alerting, and historical data reporting tools and I have seen none that can be as complete, ability to have custom scripting, and as thorough [as] ControlUp."

Systems Specialist

[Read more reviews.](#)

Lost Connection with the Database

The connection between the Citrix Broker Service and the database has been lost.

This warning message becomes troublesome when a connection drops and re-establishes itself in a continuous loop. This prevents the Local Cache Host mode from ensuring that connectivity is not disrupted, which can hinder users from launching applications. In this case, here's what you can do.

Use ControlUp Real-Time DX:

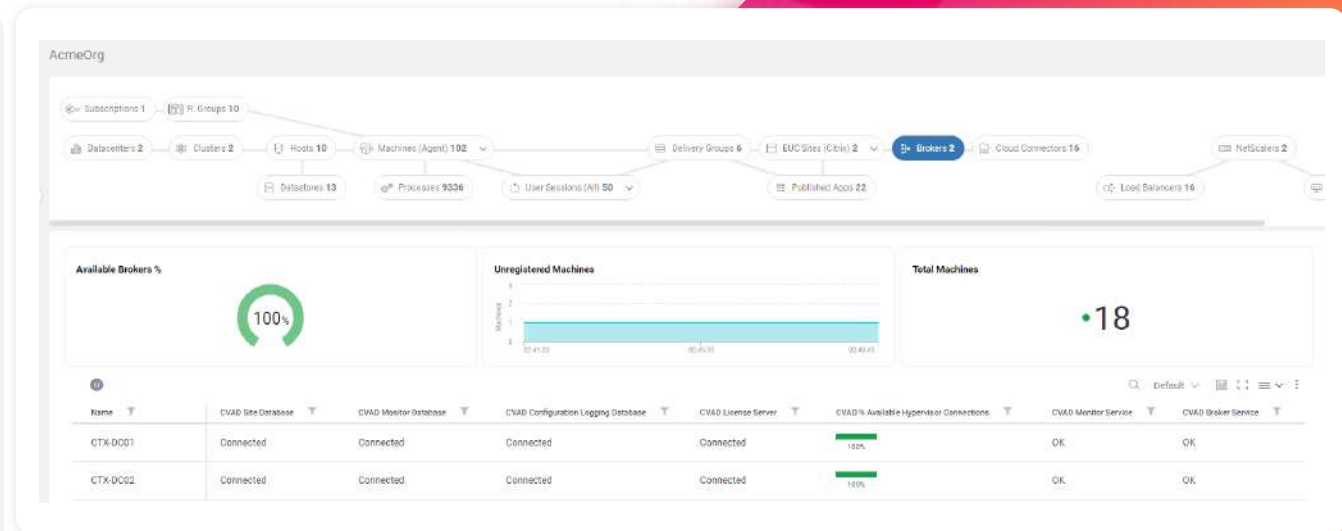
- To view the database connectivity status for your Delivery Controllers

Use ControlUp Scoutbees:

- To pinpoint when the database becomes unavailable

Add a [script action](#):

- To change the registry value on your primary Delivery Controller and force the use of the Local Host Cache after a quick validation that the cache is in a healthy state



SMSTORE Failed to Respond to XML Services



All the Citrix XML Services configured for farm SMSTORE failed to respond to this XML Service transaction.

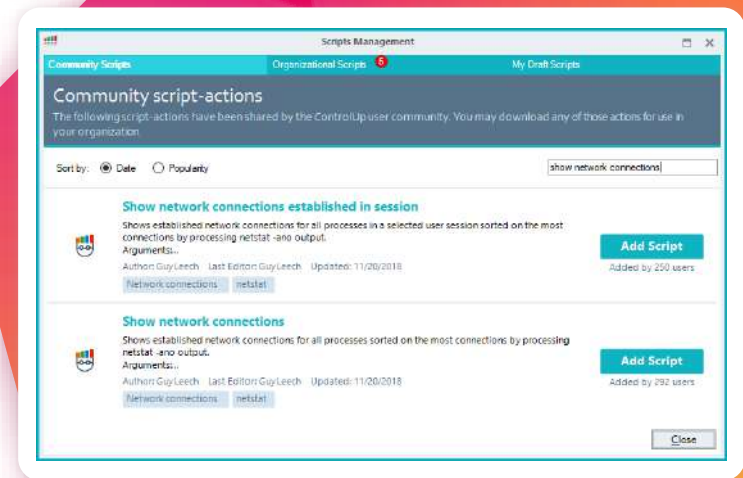
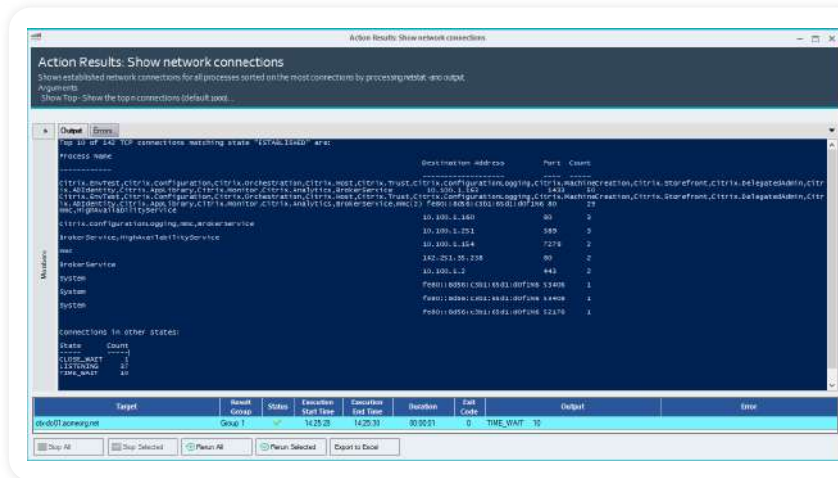
This error is mainly caused by one of the following:

1. A firewall is blocking traffic.
2. A timeout has been reached.
3. The port becomes unavailable.

With ControlUp, you get a library of helpful scripts at your disposal.

Here you'd use our [Show Network Connections](#) script:

- To identify what took the XML port over and then modify that service to return Storefront to a working state



A Connectivity Check Has Failed



A connectivity check has failed.

Here you have a possible issue with network connectivity on your Citrix Cloud Connector. In this case, ControlUp can easily help in one step.

- Once adding Citrix Cloud as a monitored resource, use ControlUp Real-Time DX to quickly check the health and status of your Citrix Cloud Connectors.

You can also use ControlUp Real-Time DX:

- To ensure the correct Citrix services are running and, if not, quickly start them with Controllers
- To identify whether a cloud connector is up-to-date, out-of-date, disconnected and can monitor resource consumption in real time

Name	Stress Level	Location	Status	Cloud Connector Status	Cloud Connector Version Status	CPU
CTXCLOUDCON1	None	ACMEORG	Ready	Connected	Updated	1%
CTXCLOUDCON2	Low	ACMEORG	Ready	Connected	Updated	1%
solveautocc3.controlup.demo	None	CU-Test Resources	Install Agent	Connected	Updated	—
solveautocc1.controlup.demo	None	CU-Test Resources	Install Agent	Connected	Updated	—
ctxclid01.bottheory.local	High	TheoryPC	Install Agent	Disconnected	Outdated	—
nogencloudctr.controlup.demo	High	CU-Test Resources	Install Agent	Disconnected	Outdated	—
qacloudconnector.qa.controlup.local	None	CitrixCloudAzure	Install Agent	Connected	Updated	—
ctxclid02.bottheory.local	High	TheoryPC	Install Agent	Disconnected	Outdated	—
citrixcloud.controlup.demo	High	CU-Test Resources	Install Agent	Disconnected	Outdated	—



There's much more ControlUp can do to help.

Analyze Logon Duration

Whether employees can't log in to their desktops or their applications are slow to logon, companies don't want to waste precious time and lose momentum in their work. The ControlUp [Analyze Logon Duration](#) script, found in the ControlUp Console, ensures companies stay available and productive. Here are 5 key capabilities that are included.

1. Breakdown of logon phases
2. Native Windows and 3rd party technology reports
3. Reports on external impactors
4. Citrix / VMware / AVD analysis
5. Broker and local client processing times

Learn more about ControlUp's Analyze Logon Duration script in the eBook.

Read more



ControlUp Automate

[ControlUp Automate](#) provides customers with the capabilities to help reduce resource consumption, augment your troubleshooting ability and reduce time-to-resolution of your tickets. This ensures that desktops are up and running and employees can do their jobs.

A classic automatic remediation example is when the desktop is either not available or cannot be started. In this case, we have a script that can restart your Citrix Desktop Service remotely. The [Restart Citrix Desktop Service](#) script, coupled with a trigger that detects whether the VDA is on, out of maintenance mode, or has unregistered for several minutes, will force the service to restart and the VDA to re-register.

Learn more about how to automatically remediate common issues in your Citrix environment with ControlUp Automate.

Read more





In summary

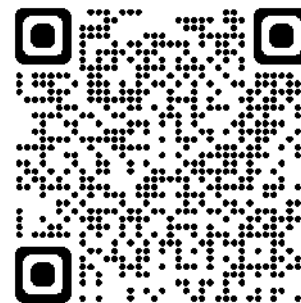
Our goal at ControlUp is to power the work from anywhere world. We hope this guide helps improve your remote work experience by using ControlUp to pick up on the top Citrix errors as they happen, fix them quickly and automatically.

Read the blog, "How to Use ControlUp to Solve the Top 10 Citrix Errors," for more on this topic.

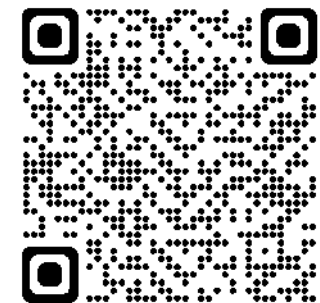
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