

Here is a list of information and troubleshooting items that may help you with your migration from 2x to Citrix. If you have any questions, please do not hesitate to open a ticket with the RAMP team.

- If you are using **multiple monitors** – please make sure all monitors are set to the same scaling percent in windows display settings
- Computers with **older video cards** may need to have the video card driver updated. If you are using an NVIDIA video card and see anything strange with Citrix or Tessitura display please open a RAMP ticket.
- If you have **printers** installed on your machine that are no longer setup in your environment please uninstall them from your machine, Citrix will take longer loading because they try to connect to all printers first and will attempt to connect to those missing printers several times.
- You may need to add some exclusions to your **Anti-Virus software** if you see BOCA printers or your Citrix connection disconnect while in use. Below are some basic exclusions but you may need to contact your anti-virus company for further details

The recommended exclusions for the Receiver itself are:

```
%programfiles(x86)%\Citrix\ICA Client\CDViewer.exe  
%programfiles(x86)%\Citrix\ICA Client\concentr.exe  
%programfiles(x86)%\Citrix\ICA Client\MediaEngineService.exe  
%programfiles(x86)%\Citrix\ICA Client\wfica32.exe  
%programfiles(x86)%\Citrix\ICA Client\AuthManager\AuthManSvr.exe  
%programfiles(x86)%\Citrix\ICA Client\SelfServicePlugin\SelfService.exe  
%programfiles(x86)%\Citrix\ICA Client\SelfServicePlugin\SelfServicePlugin.exe
```

- If **Tessitura seems to freeze** while you are working in it there could be a pop-up message behind the screen you are working in that needs attention, try Alt-Tab to see if you can view that pop-up then open a RAMP ticket to request Hotfix43
- If you are seeing **credit card swipes** where the number is not making its way to the card screen and a pop-up error that may be hiding as mentioned above, please open a RAMP ticket for Hotfix 43.
- If you are not seeing **seat map lines** turn off ClearType in windows. You can do this by going to the Display screen in the Control Panel, adjust ClearType text and uncheck Turn on ClearType
- **Timeouts in 2x and Citrix** are the same and the maximum we can make them for PCI compliance. Your Citrix website connection may timeout while you are working in Tessitura, this will not affect any apps you are working in.
- **Connection center** allows you to view and manage your Citrix connection, you can read more about [connection center here](#).
- If you did not allow **Citrix read/write access** you will not be able to print or manage efiles in FileSaver/FileMover, you can change this in Connection center under file access.
- When you **reset your RAMP password** in Citrix you may see the message “Incorrect token” after entering your password the second time but before you were asked to enter your token, this means your password does not meet the minimum requirements or the same new password was not entered both times.
- The first troubleshooting step you should take is **to uninstall and re-install Citrix Receiver**. You should be able to uninstall through windows and install again but there is an [uninstall/cleanup tool](#) available that will need to be run as admin and you need to reboot after running this tool and before installing again.
- We are compiling these suggestions and more in a **RAMP KB**, [you can find the KB here](#).