

## How-To Manually “kill” your own Citrix user session STAR Technical User Document, updated 2/27/12

**Note:** If you don’t feel comfortable messing around with this, then please absolutely feel free to send STAR Admin an email and we’ll have your session ended ASAP from the server-side. The “kill-session” process described below is not something that STAR users need to actually know – this is only for those who feel comfortable with this level of computer interplay.

### Introduction

Occasionally, STAR gets “stuck” and no matter what you do, you can’t actually get it to stop being hung-up. The problem lies in the fact that you’re actually connected to Citrix and that even if you do a manual End Task via the Windows Task Manager, your Citrix session remains active on the back-server side. The easiest solution to this is to request a “kill session” by sending an email to [staradmin@asu.edu](mailto:staradmin@asu.edu), and we do advocate for that.

However, if you’re feeling adventurous, you can attempt to end your own user session in Citrix. It is somewhat technical and is not done via the Windows Task Manager, but end users can do it themselves. So, the next time you find yourself “stuck” in STAR, you can try these instructions:

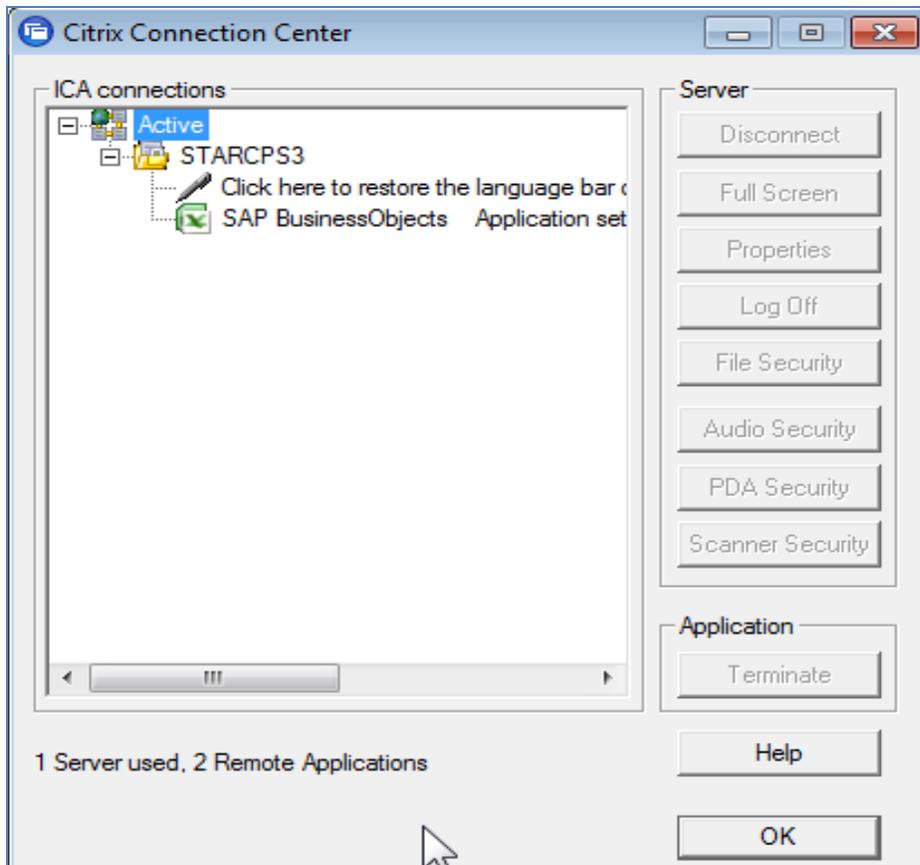
1. Locate the Windows System notification tray and your Citrix center icon within it. The Windows system notification tray is in the lower right hand corner of your Windows desktop next to the clock/date. Many of your processes are represented by icons that are hidden under a little up-ward pointing arrow. This is where your Citrix connection icon is located.

Your Citrix icon may be a big red dot, two windows in a blue circle or a black “receiver” icon. When you hover over any of these, it will say something to the effect of Citrix Program Neighborhood, Citrix Connection Center or something else having to do with Citrix connectivity.

(In this screenshot, the Citrix icon shown is the windows-in-a-blue-circle icon):

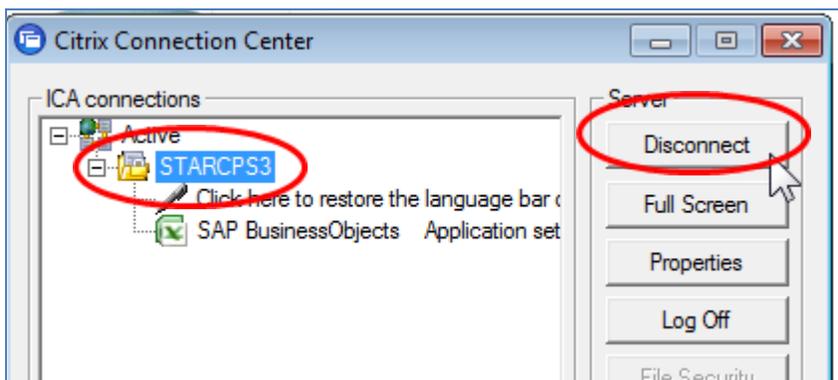
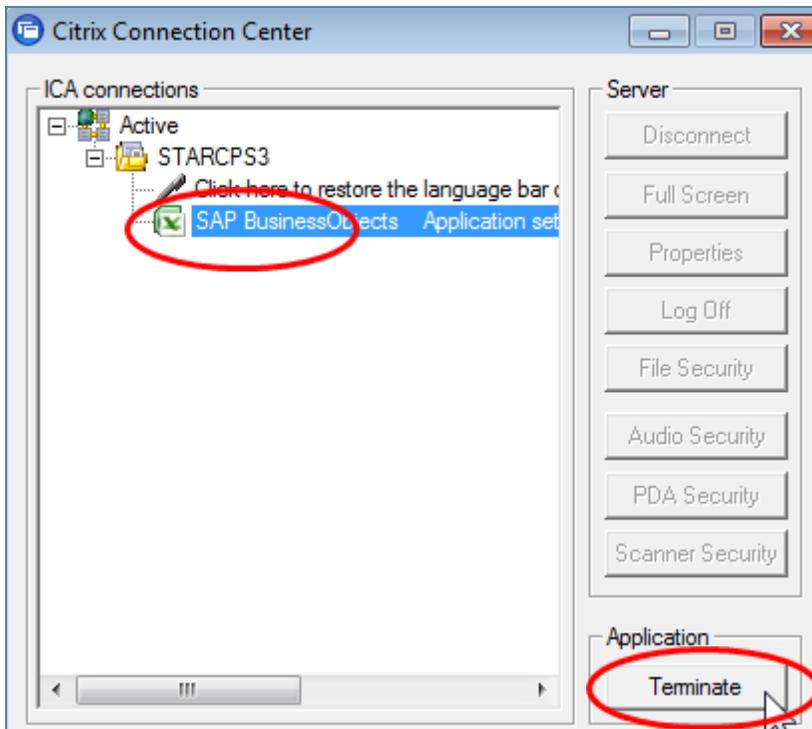


2. When the user right clicks on the Citrix Connection Center icon and opens it up, the Citrix connection can be seen. Here, the user is connected to STARCPS3:



Remember that there are three Citrix Presentation Servers. They are named: STARCPS2, STARCPS3, and STARCPS4. The name of the server that you're connected to isn't actually important. Just know that you may see one of the other servers in your own connection; you won't always see STARCPS3 like in the screenshot above.

3. Note that along the right side are buttons for Terminating the application and Disconnecting from the Server, depending upon which item you have selected from the left (the Application, SAP BusinessObjects, or the Server, STARCPS3). This is where you'd kill your own user session, if necessary, by terminating and disconnecting each of them (also, answer "Yes" to the confirmation prompts that will come up – not pictured here):



As a final note, this doesn't always disconnect you cleanly from Citrix server, depending upon what you were doing when the session hung. Most of the time, however, it works like a charm.