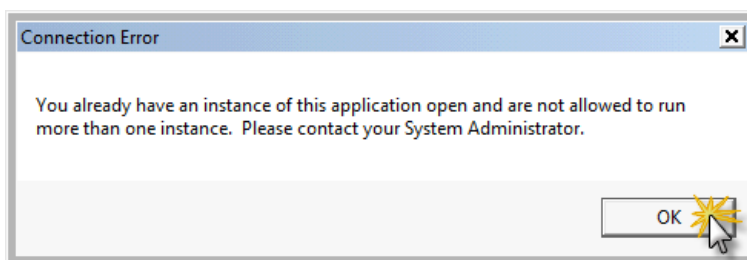


CITRIX CONNECTION ERROR: YOU ALREADY HAVE AN INSTANCE OF THIS APPLICATION OPEN

You're trying to open agrē, and you receive this error:



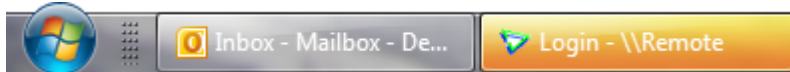
First, you'll need to click **OK** before you can continue. Then, follow the troubleshooting suggestions in this document to get agrē up and running. If none of the scenarios below apply to your situation, please contact your CSC.

What you'll find:

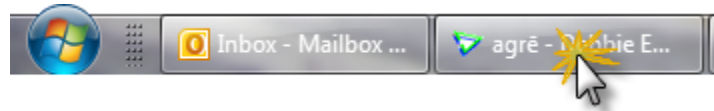
Is agrē already running?	2
Did you Double-Click?	2
Are you already logged in to Citrix?	3
Are you already logged in on a different computer?	4
Is your laptop 'sleeping'?	4
Was your session dropped?	4
None of the Above	4

Is agrē already running?

If agrē really is already running, you'll see an open session in your task bar:



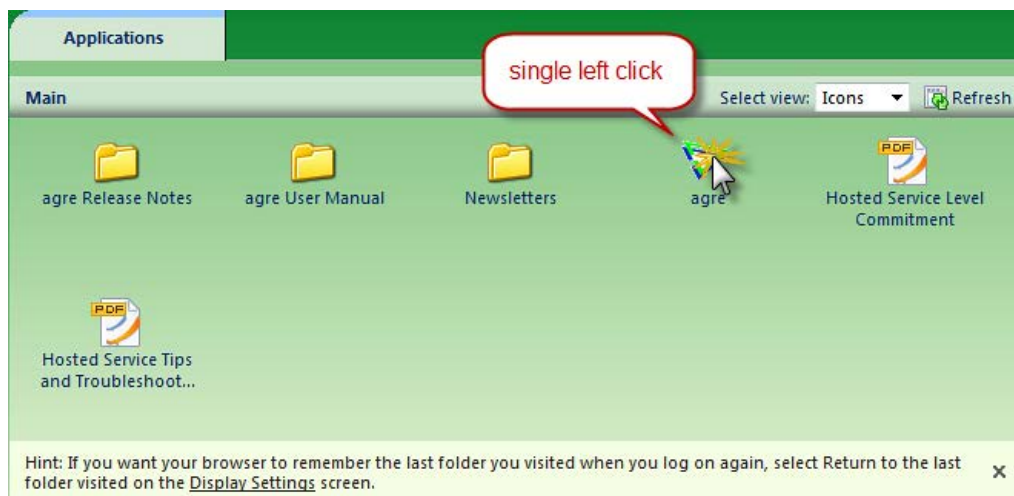
or



Click the taskbar icon and you should see the regular agrē screen.

Did you Double-Click?

Unlike *Windows Explorer*, which requires you to double-click a program icon to open it, *Internet Explorer* requires only a *single-click*.



If you double-click (click twice) you're asking to start two sessions – one for each click. Since you're allowed to have only one active session Citrix will start the first session, then give you an error when it tries to start a second session. The first session continues on its merry way but the error message may have caused the first session window to be 'hiding' behind another window.

You may not have initially double-clicked, but sometimes the agrē login box or progress bar may hide behind another browser window or another application. Or perhaps after a single-click you didn't see anything immediately appear on the screen due to an internet delay, or maybe the progress bar was behind the browser window and you weren't able to see that another session was already starting to launch, so you thought that nothing was happening and clicked again.

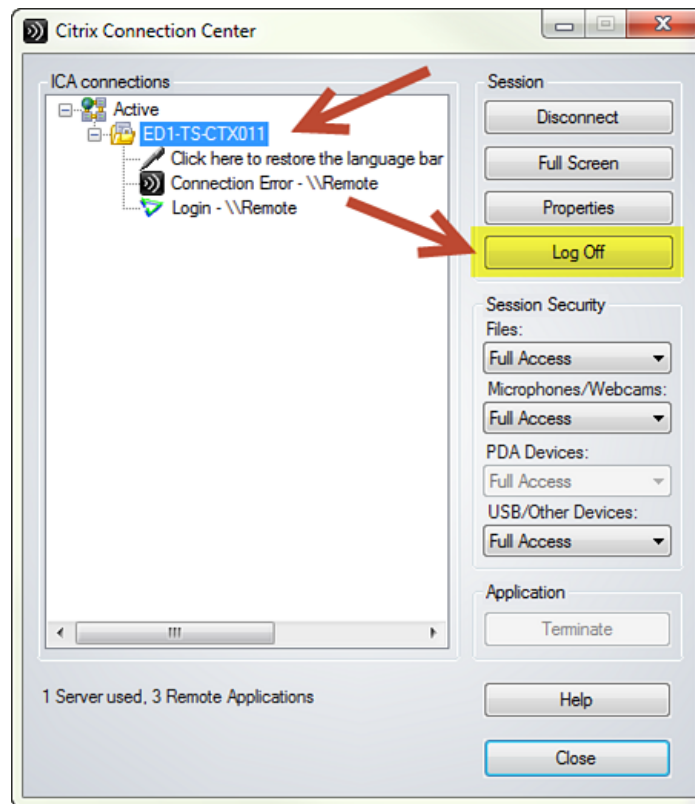
In either case, Citrix would try to start two sessions. You should be able to click OK to clear the error message; then look on the taskbar, or minimize your program windows one at a time, or use ALT+TAB, to find the 'first session' agrē login.

Are you already logged in to Citrix?

If you still can't find the agrē login window open anywhere on your machine but you can see the **Citrix Connection Center** icon in the lower-right corner of your screen, then you do have an active connection that will need to be closed before you can start new session with agrē.



Double-click the icon to open the **Citrix Connection Center**, then click the folder with the server name (which always starts with ED1-TS-) and then click the **Log Off** button:



Once all connections have ended, the ICA Connections list should be blank and the Connection Center should close automatically. Now you can try launching agrē again.

Are you already logged in on a different computer?

This is more common than you might think. There may be an active session started on another machine either because someone else is using the same Citrix ID as you are trying to use, or you *were* logged in on another machine earlier and have now moved to a different machine without logging off the first one. In this case, you need to make sure you close your session before moving to another machine or device, and also communicate with your co-workers to make sure no one else is using that Citrix user ID.

Is your laptop 'sleeping'?

If you were using a laptop or other mobile device (tablet or smart phone) and closed the lid while a session was running, you may have triggered the device to 'go to sleep', hibernate, or shut down while your session was still active. You'll need to get into the habit of closing a device and making sure you are logged off *before* you put your machine to sleep or shut it down.

Was your session dropped?

Sometimes due to a network interruption or other communication issue the session will drop and disappear from your screen. The Connection Center icon will also disappear, so it looks as if you have no active session running on your workstation. The problem is that the Citrix servers are a bit confused and still think your connection is active. In theory Citrix would always know when there is a break in communication and would log off the session automatically just a minute or two after being disconnected, but no software is perfect.

Wait about 5 minutes (no need to wait for 10 or 30), then try connecting again. If that is still unsuccessful, you'll need to make a call to your CSC and have them force a log off your session. This happens to us too on occasion; nobody's network is perfect.

If the Citrix client itself crashes - or your whole computer crashes - it can cause connection confusion, and you will likely need to call us to force a log off.

None of the Above

These are the most common reasons why you would receive this error message, but there are many more possibilities. That makes it difficult to know the exact cause for each case. If none of the above scenarios are causing your error, please give us a call so we can continue troubleshooting.

Note: If you have any questions or require further assistance with **Open Instances**, please contact your CSC at support@tronia.com.