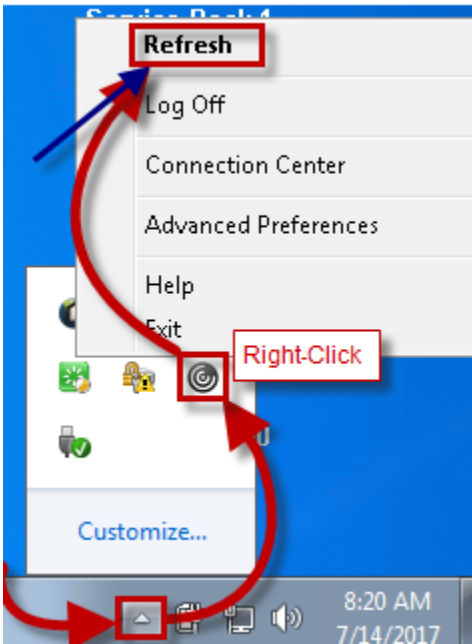


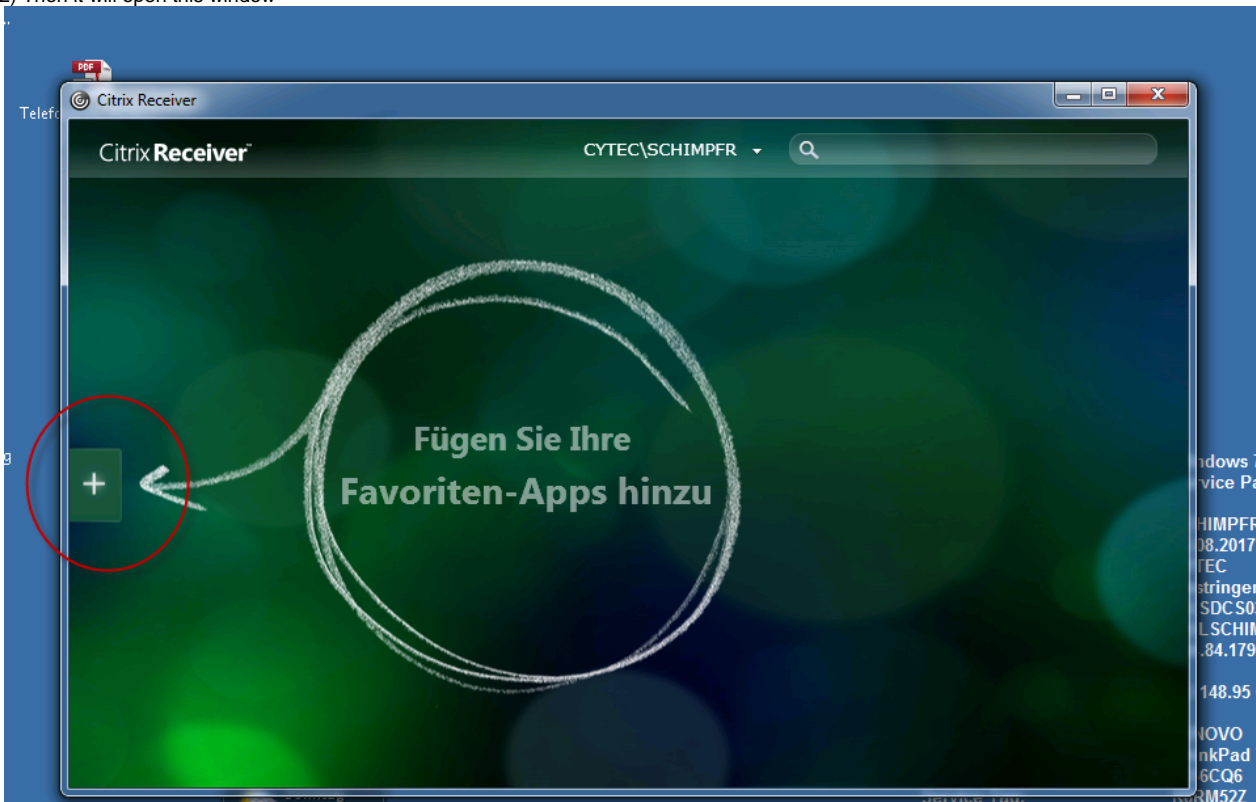
CEM LIMS - LIMS shortcuts missing

If client reports LIMS shortcuts (and folder) is missing from Desktop and/or Start menu either Citrix Receiver is running. Please follow the following steps:

- 1) Right click on Citrix icon – choose **Refresh**



- 2) Then it will open this window



- 3) If you click the +, it'll open a menu with Citrix applications, you can then drag them to the main part of that screen.

- 4) Install **CYT- Citrix Receiver 14.5 - S24-Cytec Citrix Client SelfService -Disable** from Software Center - it will create folder LIMS with shortcuts to all Citrix apps on the desktop and Start menu.

blocked URL