



# Google Chrome not Opening Launch.ica Files

CTX136578 | Created on Mar 26, 2014 | Updated on Sep 08, 2014

Article | Topic: Connectivity

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## Symptoms or Error

Google Chrome does not open Citrix launch.ica files.

## Solution

Important Note: Before making any Google Chrome changes stated in this article, it is important to have the latest version of Citrix Receiver installed on your operating system. Citrix Receiver 3.1 or higher is required for use with Google Chrome for windows. If you are experiencing issues with Citrix Receiver for Windows, complete the following three step procedure:

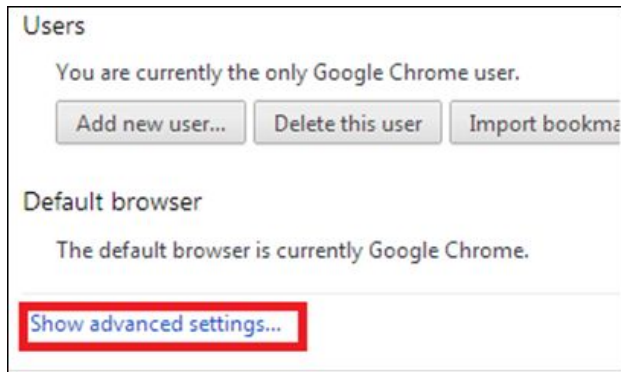
1. Run the tool (refer to [Receiver Clean-Up Utility](#)) to clean-up a corrupt or previous installation of Citrix Receiver.

Note: If using Windows, check in Control Panel > Programs and Features or Add/Remove Programs that the Citrix Receiver software is no longer present.

2. Restart your computer.
3. [Download and install the latest Citrix Receiver](#)

After completing the preceding procedure, complete the following steps:

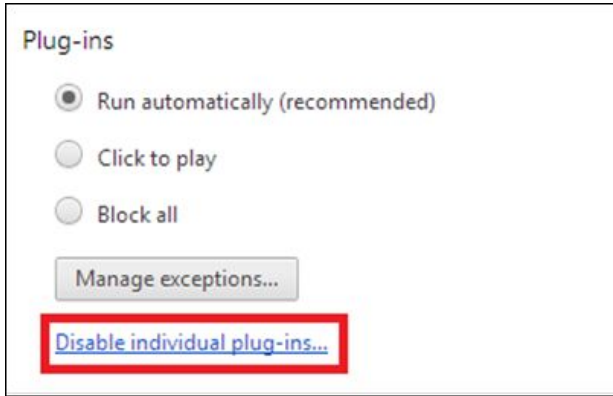
1. Open Settings on Google Chrome.
2. Click Show advanced settings...



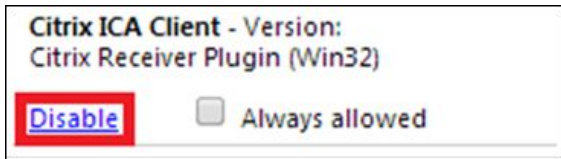
3. Under Privacy, click Content settings....



4. Under Plug-ins, click Disable individual plug-ins...



5. Click Disable for Citrix ICA Client.



Note: If Disable option is not available, confirm that the latest version of Citrix Receiver is installed for your operating system. For the latest version of Citrix Receiver, click [here](#).

In addition to this, enable Google Chrome to automatically launch the ICA files. When the launch.ica file downloads in Google Chrome, click the drop-down list for the file in the download bar and select Always Open Files of This Type.



## Problem Cause

The Citrix web plug-in for Google Chrome is enabled. From Google Chrome 13.x version, the Citrix web plug-in is enabled by default. In some cases, this can cause a failure of ICA files during launch. This feature is a part of Google Chrome and is independent of Citrix Receiver. This is not part of the Citrix Receiver installation and works in the same manner as Internet Explorer plug-ins, but does not automatically update (as by design with Google Chrome).

## Additional Resources

CTX131781 - [About Citrix Receiver for Windows 3.1](#)

## Applicable Products

- [Receiver for Mac](#)
- [Receiver for Windows](#)

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