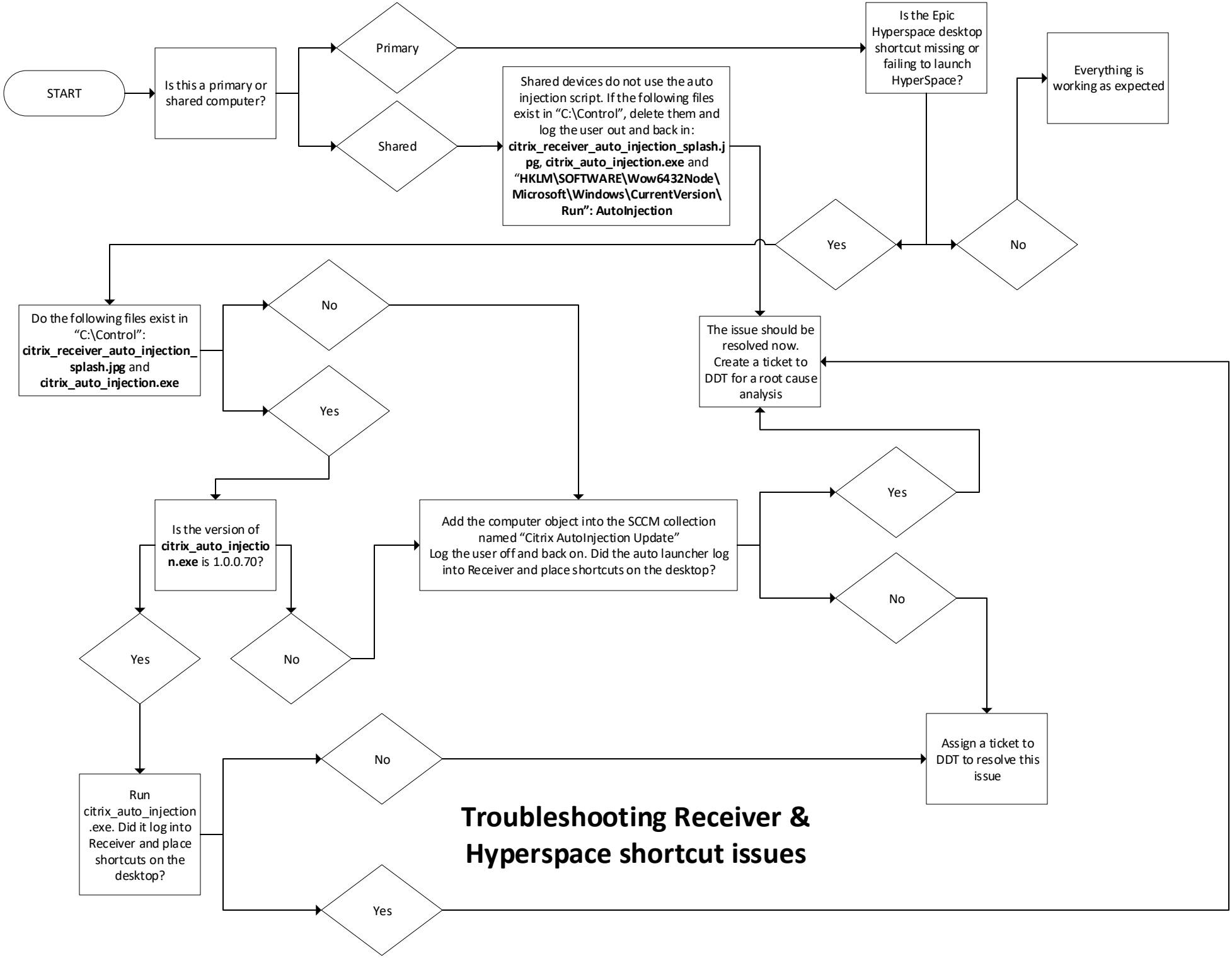
START
Is this a primary or shared computer?
Primary
Shared
Is the Epic Hyperspace desktop shortcut missing or failing to launch HyperSpace?
Shared devices do not use the auto injection script. If the following files exist in "C:\Control", delete them and log the user out and back in: citrix_receiver_auto_injection_splash.jpg, citrix_auto_injection.exe and "HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Run": AutoInjection
Everything is working as expected
Yes
No
Do the following files exist in "C:\Control": citrix_receiver_auto_injection_splash.jpg and citrix_auto_injection.exe
No
Yes
The issue should be resolved now. Create a ticket to DDT for a root cause analysis
Is the version of citrix_auto_injection.exe is 1.0.0.70?
Add the computer object into the SCCM collection named "Citrix AutoInjection Update" Log the user off and back on. Did the auto launcher log into Receiver and place shortcuts on the desktop?
Yes
No
Yes
No
Assign a ticket to DDT to resolve this issue
Run citrix_auto_injection.exe. Did it log into Receiver and place shortcuts on the desktop?
No
Yes
Troubleshooting Receiver & Hyperspace shortcut issues