

## Citrix Receiver Un-install Instructions

1. Download and run the Citrix Receiver Cleanup Utility
2. A command prompt will appear asking you to "Press any key to continue..." Press any key to continue.

A screenshot of a Windows command prompt window. The title bar shows the file path: C:\Users\Dane\Desktop\ReceiverCleanupUtility.exe. The text in the window is: Thank you for using Receiver Cleanup Utility! Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront. Press any key to continue . . .

3. The cleanup utility will uninstall the Citrix Receiver software. It may take a few minutes.
4. When it is done it will ask if you want to send diagnostic logs to Citrix. Press 'n' and then enter.

A screenshot of a Windows command prompt window. The title bar shows the file path: C:\Users\Dane\Desktop\ReceiverCleanupUtility.exe. The text in the window is: Thank you for using Receiver Cleanup Utility! Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront. Press any key to continue . . . Receiver Cleanup Utility is running, please wait... Uninstalling Citrix Receiver... Uninstalling Msi Products... Terminating processes... Removing services... Deleting files... Removing Registry entries... Receiver Cleanup Utility has finished uninstalling and removing Citrix Receiver components. The Diagnostic Logs are stored under ReceiverLogs/ folder. In order to improve the Citrix Receiver experience would you like to send this data to Citrix (y/n)? :

5. Press any key to exit.
6. Restart your computer.