



Solutions: UPC as internet provider

this guide explains what to do if you have UPC as internet provider at home and you can not connect to VMs

Written By: Jannic Debus



Step 1 — Introduction



- UPC uses a network technology which might interfere with Citrix default connection method. Follow the next steps if you encounter issues when connecting to our VMs when using UPC as internet provider at home.
- To reconfigure Citrix with Windows follow Step 2.
- To reconfigure Citrix with MacOS follow Step 3.

Step 2 — Windows



- Download and run this [file](#).
- Accept the security warnings.
- Enter your administrative credentials if necessary and restart your Citrix Workspace app.
- ❗ After this you should be able to connect again to the VMs.
- Another workaround would be to use the VMs directly over the web browser as explained in another guide.

Step 3 — MacOS



- Open the terminal application
 - enter "defaults write com.citrix.receiver.nomas HDXOverUDPAAllowed -bool NO"
 - restart your Citrix Workspace app
- i** After this you should be able to connect again to the VMs.
- Another workaround would be to use the VMs directly over the web browser as explained in another guide.

Step 4



- alternatively it is also possible to connect directly via browser, as described [here](#)