
Troubleshoot: GoFiler on a server doesn't open or asks for the registration key on open and then immediately closes

Last Modified on 09/30/2020 1:41 pm EDT

If you attempt to open GoFiler and nothing happens or if you open GoFiler and the software asks for your registration key but immediately closes after you provide the key, you may have a configuration conflict with your Citrix server and GoFiler. Citrix's installation, regardless of whether it is actively running or being used in conjunction with GoFiler, may cause issues.

Uninstalling Citrix will solve the problem. If you need Citrix installed on your server, then you can follow the instructions below to correct the problem. Please note that these instructions involve making changes to the Windows Registry. Your IT department can also access information on this conflict via the following resources (note these are external links to the Citrix Support Knowledge Center): [How to Disable Citrix API Hooks on a Per-application Basis](#) and [Disable CTX Hooks Per-application based on when the excluded image doesn't work](#).

1. Open the Windows Registry Editor.
2. Windows will ask for confirmation opening the Registry Editor. Click Yes to open it.
3. Expand the HKEY_LOCAL_MACHINE item.
4. Expand the Software item.
5. Expand the Citrix item.
6. Right-click on the CtxHook folder.
7. On the menu, choose **New > String**.
8. In the CtxHook folder, a new item will be created. Name it: **ExcludedImageNames**. Note that the name must appear exactly as written here.
9. Double click on the new string or right-click on it and choose Edit.
10. Enter the name of the executable file for the product you are using in the *Value data* field. For example, if you are using GoFiler Complete, you would enter: **GoFiler.exe**
11. Click OK to save the string
12. Going back to the registry tree, locate the WOW6432Node item and expand it.
13. Expand the Citrix item.
14. Right-click on the CtxHook folder and repeat steps 7-11.
15. Close the Registry Editor.

GoFiler should now run normally. If this does not solve your issue or you have this problem and do not have Citrix installed on your computer, please contact support.