SCJB Citrix environment technical information

Contents:

## Microsoft Windows/Citrix Workspace Requirements and Installation

- Only currently supported by Microsoft versions of Windows 10 are supported by SCJB's Citrix environment.
- Only Google Chrome and Microsoft Edge are supported and are also required to access the environment.
- Citrix Workspace is installable software for Windows that is provided by Citrix.
- Citrix Workspace is required to access SCJB's current Citrix environment.
- Installation and maintenance/updates to Citrix Workspace is the responsibility of the users/user's IT staff.
- As of Sept 1, 2021, only Citrix Workspace version 1912 LTSR or later are supported.
- **Only install by direct download from (**Download Citrix Workspace App - Citrix**)**
- **Citrix Workspace should only be installed while logged into a LOCAL ADMINISTRATOR account. Failure to do so, or installing as multiple non-local-administrators will cause conflicts. Instructions to resolve this issue are below.**
- Workspace mass deployment guide (https://docs.citrix.com/en-us/citrix-workspace-app-for-windows/deploy.html). Note: Workspace for Web is not available for SCJB's Citrix environment and SCJB cannot assist with Workspace rollouts. This is a user/IT responsibility.
- On install, take all defaults and if after installation, you are prompted for an email address, click Cancel
- On install and first use, Workspace will prompt the user to allow access to local devices - tick the "Remember" checkbox and then "Allow". Scanners will not function without this setting configured.
- To be prompted again for devices and as a basic troubleshooting technique, you may reset Receiver/Workspace. Instructions for this are below.
- **Do not install Workspace if prompted to do so at login to the Citrix Gateway. Choose "Already Installed" or "Use Light Version" if prompted.**

Workspace reset information

1. Right click on the **Citrix Workspace** icon in Windows system tray.
2. Select Advanced Preferences.
3. Choose **Reset Workspace.**

4. Select "Yes", **reset Workspace.**
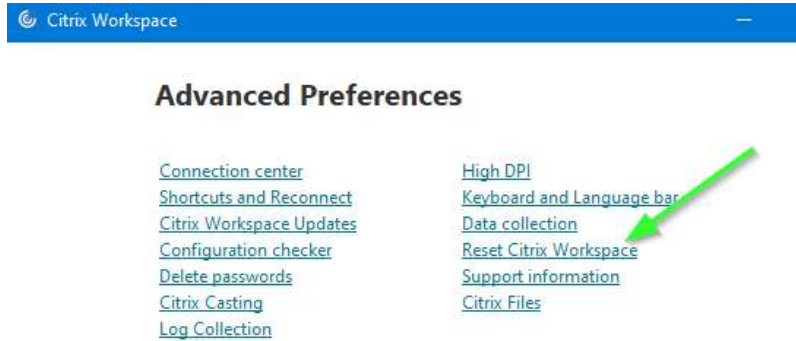
- Browse to C:\users\USERNAME\AppData\Local\Citrix and delete everything in this folder EXCEPT for the Receiver folder and its contents.

- - On next use, Receiver/Workspace will prompt the user to allow access to local devices - tick the "Remember" checkbox and then "Allow". Scanners will not function without this setting configured.

Workspace Troubleshooting

If a multi install conflict arises (The most common source of Workspace related issues), all instances must be removed and the installation corrected.

Installation:
Administrator vs non-administrator

· **Non-Local Administrator** – If a non-administrator installs Workspace app or Receiver, then each non-administrator that logs in to the same workstation will have to reinstall Workspace app or Receiver. This can cause conflicts.
- Non-administrator installations are installed to **%USERPROFILE%\AppData\Local\Citrix\ICA Client** for each user.

· **Local Administrator** – If **CitrixWorkspaceApp.exe** or **CitrixReceiver.exe** is installed using a local administrator account, then the Workspace app or Receiver only needs to be installed once. All users can use this instance and no conflict can occur.
- Administrator installations are installed to **C:\Program Files (x86)\Citrix\ICA Client**.
- Administrator installations cannot be upgraded by non-administrators.

· **Conflicts** – If an administrator install of Workspace app or Receiver is performed on a machine that has non-administrator install(s) of Workspace app or Receiver, then the two installations will conflict and ICA files will not launch. **Be sure to uninstall non-admin installed versions Workspace app and Receiver before installing admin Workspace app or Receiver**. Otherwise, the user's Windows profile may have to be reset before Workspace app or Receiver is functional again.

Steps to cleanup:
1. Log in to the workstation in question as a **LOCAL ADMINISTRATOR**. A domain administrator, super user or regular user should NOT be used to cleanup or install as above. Do NOT elevate from a standard account. Login as a **LOCAL ADMINISTRATOR**.
2. Uninstall Citrix Receiver/Workspace from Add/Remove Programs
3. Open C:\Users. You will need to check each user profile on the workstation in C:\Users\[USERNAME]\ **AppData\Local\ for a folder labeled "Citrix". If present, delete it**

4. Reboot the workstation and login again as a **LOCAL ADMINISTRATOR**
5. Download Receiver/Workspace at the link above and install accepting all defaults. Click "Cancel" on the add email address screen.
6. Log out of Windows and log in as a normal user and have them connect as normal
7. If prompted to install Workspace/Receiver, choose "Already installed" or "Use Light Version"
8. If prompted for an email address by Workspace, tick "Remember" and then click "Cancel"
9. If prompted for access to local devices, tick the "Remember" checkbox and then "Allow". Scanners will not function without this setting configured.

File Association:

ICA Files

Citrix Workspace functions using files with a .ICA file extension. The ICA file downloaded when launching an application MUST be configured to launch using Citrix Connection Manager which is installed as a part of Workspace. If this file association is correct, the file downloaded when the app is clicked will look like:


Note the blue icon.

If your icon looks like anything else, file associations must be updated. Usually when installing as a local administrator, this will be set for all users automatically, but in some cases, we have observed other applications assume this association.
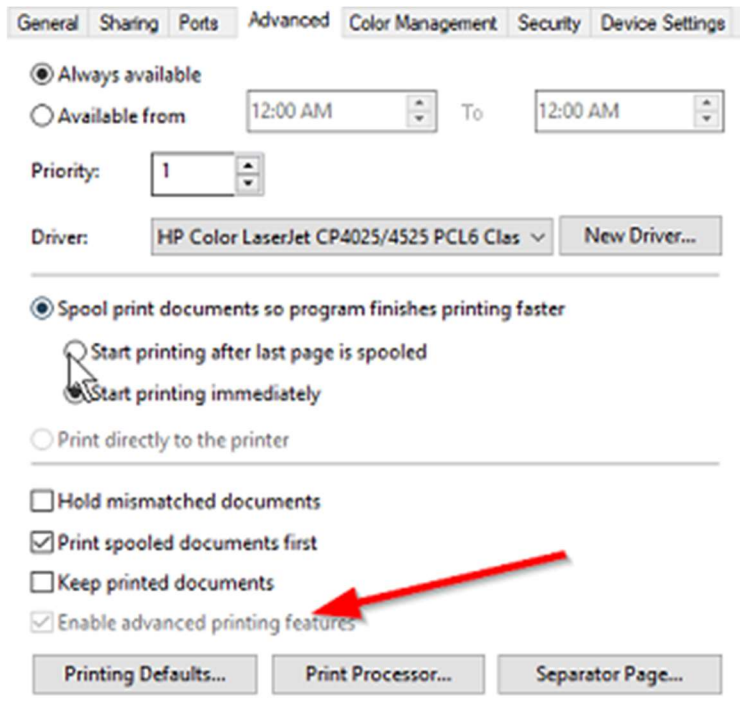
To resolve this issue, login to the Windows account of the user that is experiencing the issue. Click Start and type File Associations. You will see a setting for "Choose a default app for each type of file". Select this option. This will open a screen that lists all file extensions on the left. Scroll down until you find ". ica". This should be set to "Citrix Connection Manager".
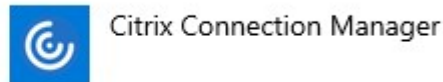
Printer and Scanner Information

- Scanners and printers should only be purchased if listed on the compatibility list for XenApp 7.15 - https://citrixready.citrix.com/info/printers-and-scanners.html
- In 2022 SCJB will be upgrading to Citrix Apps and Desktops 7_1912. All Scanner and printer purchases should consider this future upgrade. SCJB recommends that devices are selected that support both the current and future version.
- All scanners must be installed in Windows with ONLY TWAIN compliant drivers. Allowing USB plug and play scanners to install WIA drivers can cause conflicts.
- Requirement for configuring Receiver/Workspace for Scanner Redirection (https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/devices/twain-devices.html)
- Printers should always use the manufacturers UNIVERSAL PCL5 compatible driver IF available for the model you are using, and should have ENABLE ADVANCED PRINTING FEATURES UNCHECKED. This is a very common source of print driver issues. In most cases, an administrator must perform this function.

General | Sharing | Ports | Advanced | Color Management | Security | Device Settings

○ Always available
○ Available from [12:00 AM] To [12:00 AM]

Priority: [1]

Driver: [HP Color LaserJet CP4025/4525 PCL6 Clas ∨] [New Driver...]

○ Spool print documents so program finishes printing faster
  ○ Start printing after last page is spooled
  ○ Start printing immediately
○ Print directly to the printer

☐ Hold mismatched documents
☑ Print spooled documents first
☐ Keep printed documents
☑ Enable advanced printing features

[Printing Defaults...] [Print Processor...] [Separator Page...]

Windows 10 Monitor Scaling Issue

Symptoms: Mouse clicks appear not to work in Citrix windows and seem to "flicker" while using Citrix

Configuration: User is using a computer with Windows 8, 8.1 or 10 and an external monitor in "Extended Desktop" mode.

Reproducible behavior: Change Extended Desktop view to Clone Display. If the issue goes away in cloned display mode this applies. Disconnecting the external monitor also causes this to go away.

Fix:
1. Logout out of all Citrix sessions
2. Open the users display properties.
3. Select Display 1 and scroll down to "Scale and Layout" and set this value to 100%
4. Repeat this process for Display 2

Webroot Known Issue

WEBROOT security software has known issues with device redirection in Citrix. This can affect scanner access if you use Webroot. SEE: (https://community.webroot.com/endpoint-protection-and-gsm-20/print-jobs-blocked-from-citrix-receiver-252970#M3493 - and - https://community.webroot.com/got-a-question-10/we-are-seeing-issues-with-windows-7-desktops-connecting-to-a-citrix-session-with-their-printers-237983)