# DHHS Citrix Workspace User Guide

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## 1 Introduction

This document provides a set of detailed setup instructions which need to be followed before accessing Citrix via the DHHS Workspace Portal for the first time. You will need to install Java Runtime and Citrix Receiver clients.

This document will instruct you on how to install both Java Runtime and Citrix Receiver clients. This guide will also show you how to clear your Internet Explorer cache and how to launch Citrix applications.

## 1.1 Portal Requirements

To access the Workspace Portal, you will need:

- Internet Explorer
- Java Runtime
- Citrix Receiver Client

Internet Explorer is the recommended browser. Higher versions of Internet Explorer have not been tested. Other browsers such as Microsoft Edge (Windows 10), Mozilla Firefox and Chrome have been shown to work with the Workspace Portal, however this configuration is not supported.

#### 1.1.1 Microsoft Windows

Please note the following minimum requirements to access <u>https://workspace.dhs.vic.gov.au</u> for Windows:

- Windows 10 / 8.1 / 8 / 7, (32-bit and 64-bit editions)
- Citrix Receiver for Windows 13.1, only available from: <u>https://workspace.dhs.vic.gov.au/troubleshooting.html</u>
- Internet Explorer

#### 1.1.2 Apple Mac

Minimum requirements for Mac users:

- Mac OS X 10.10 / 10.9 / 10.8 / 10.7
- Citrix Receiver for Mac 11.9, available from: <u>https://workspace.dhs.vic.gov.au/troubleshooting.html</u>
- Mozilla Firefox 22 or higher
- Google Chrome 28 or higher

The Mozilla Firefox browser is recommended to be used on Mac OS X when launching Citrix applications.



**Important:** Please note CenITex does not provide technical support for privately owned computers and devices.

If you encounter issues setting up your device or using Citrix, please refer to **Appendix A: Troubleshooting Tips.** 



# 2 Creating and launching desktop links

## 2.1 Creating a Desktop Link

Steps	Action
1	Open Internet Explorer and type in the Workspace URL ( <u>https://workspace.dhs.vic.gov.au</u> ) in the Address Bar
	Workspe ce login - Department of Human Services, Victoria, Australia - Internet Explorer
	Department of Human Services Intranet
	Login Conditions of use Troubleshooting
	DHSWorkspace login weekdays 7.30am - 6pm
	Usemame DHS employees Lisemame tel: 131 765 Passcode email: IT.ServiceCentre
	DEECD employees           Boutine monitoring and screening of computer services is conducted         tel: 1300 799 470           to identify security risk. By logging in you accept the conditions of use         tel: 1300 799 470
	Log in
	+ need Java or Citrix?
	For information relating to this page contact <u>If Service Centre</u> Authorised by: Director, Information Management and Technology, Corporate Services Division
	Copyright   Disclaimer   Privacy statement
	27 <b>Start</b> 📄 🖸 🎯 🐿 🎄 4:24 PM 🕿
2	Choose the Favorites menu then Select Add to Favorites.
	Add to favorites
	Favorites     Feeds     History       Favorites     Bar
	Microsoft Websites  MSN Websites
	Websites for United States



<text><complex-block><complex-block></complex-block></complex-block></text>	Steps	Action
<text></text>	3	Type in a name for the link in the Name Text Box or leave it as the default value. Click Add.
	4	<text></text>

5

## Right-Click on the DHHS Workspace Login link in the **Favorites** pane. Select **Copy**.





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Steps	Action	
7	Check to determine if the Short Cut Link to the DHHS Workspace Double-Clicking on the icon you created in Step 6.	e site on your Desktop works by
	File Edit Wew Favorites Tools Help         Department of Human Services Intranet         Image: Conditions of use Trouble shooting         Image: DHSWorkspace login         Username         Pass code         Pass code         Image: Department of Human Services Intranet	reed support? weekdays 7.30am - 6pm DHS employees ter: 131 765 emai: IT_ServiceCentre DEECD employees ter: 1300 799 470 emai: IT_ServiceCentre med Java or Citrix?
	Arstant 🚞 🖸 🧔	EN II:36 AM



## 2.2 Disabling Pop-up Blockers

In order for the DHHS Workspace Portal to operate properly, it is recommended that pop-ups are enabled for the DHHS Workspace site.



2 Select the **Privacy Tab**. Under Pop-up Blocker section, Click on the **Settings** button.

Settings		
Select a setting for the	e Internet zone.	
-   - Medium		
- Blocks privacy Blocks Blocks - Blocks - Blocks	third-party cookies that do policy third-party cookies that sa to contact you without you ts first-party cookies that : used to contact you without	not have a compact ve information that can ur explicit consent save information that t your implicit consent
Sites	Import Advance	ed Default
Location		
Never allow websit physical location	tes to request your	Clear Sites
Pop-up Blocker		_
🔽 Turn on Pop-up Blo	ocker	Settings
InPrivate		
Disable toolbars and toolbars and toolbars	nd extensions when InPriva	te Browsing starts
	ОК	Cancel Appl







#### 5 Click **OK** to exit.

ternet Options						?)
General   Security	Privacy	Content	Connecti	ons   P	rograms	Advanced
Settings						
Select a setting fo	or the Inte	rnet zone.				
- [ - Med	ium					
	ocks third- vacy policy ocks third- used to co estricts firs be used t	party cook party cook ntact you v st-party co o contact y	ies that do ies that sa without yo okies that you withou	o not ha ive info ur expl save in it your	ave a com irmation th icit conser iformation implicit con	pact nat can nt that nsent
Sites	Imp	oort	Advan	ced	Def	ault
Never allow w physical locati	ebsites to ion	request yo	our		Clea	r Sites
Pop-up Blocker –						
✓ Turn on Pop-up Blocker Settings						
InPrivate						
☑ Disable toolba	irs and ext	ensions wh	nen InPriva	ate Bro	wsing star	ts
		ОК		Cano	el	Apply

# Centre for it excellence

# 3 Installing Java Runtime

If Java Runtime is not already installed on your PC, you will need to download it through the Workspace Troubleshooting page link on the DHHS Workspace Portal login Window.

Steps	Action				
1	If you an page. C	re not alread Click on the T Workspace login - De Tile Edit View Fav Department of Hui	y there, open Internet Explorer Froubleshooting link. partment of Human Services, Victoria, Australia - Internet vorkspace.dhs.vic.gov.au/ orites Tools Help man Services Intranet	r and go to the DHHS Work Explorer PT A fr Workspace login - D	space login
			Login Conditions of us Trouble shooting DHSWorkspace login Usemame Passcode Routine monitoring and screening of comp	puter services is conducted	
			to identify security risks. By logging in you	accept the <u>conditions of use</u> For information relating to this page contact: <u>IT Service Ce</u> y: Director, Information Management and Technology, Corpore	n <u>tre</u> te Services Division
				<u>Copyright   Disclaimer   Privacy statement</u>	
		Workspace login: Troubleshootin	y - Department of Human Services, Victoria, Australia - Internet Explorer s.vic.gov.au/troubleshooting.html	rkspace login: Troublesho ×	× । ■
	<u>_</u>	Department of Human Serv	rices Intranet		
		Login	Conditions of use Trouble shooting Troubleshooting	DHSWorkspace login Need support? weekdays 7.30am - 6pm	
			Accessing Workspace remotely Information to help you access Workspace from computers outside the I Accessing Workspace with RSA - Installing Java and Citrix (pdf. 1.82mb Help with installing Java - java.com	DH's employees tel: 137 765 semail: ( <u>T.SendecCentre</u> 2) DEECD employees tel: 1300 799 470 email: ( <u>T.SendecCentre</u>	
			Cet Java To run DHS Workspace, your web browser requires Sun Java Runti If you are unable to access Workspace, it may be because you do For assistance with installing Java, please contact: Support Downloads Java software	me Environment (JRE) not have Java installed.	
			Get Citrix Citrix is software that enables you to connect to applications that and Citrix, any application that you connect to looks and behaves as the you are using. It is like "remote controlling" the application from you	re installed on a remote server. Using ough it was installed on the computer ar own computer.	



3 A new Internet Explorer window will appear with the Java website. Click on the **Free Java Download** link.









Author: Rouieh Mizher

Steps	Action
6	A dialogue box will appear on your screen. Select Install.
7	Installation files will then download.           Downloading Java Installer         Image: Complexity of the sector of t
8	A dialogue box will appear on your screen. Uncheck the two options available.



Steps	Action	
9	Both Options should	be <b>Unchecked</b> . Click <b>Next.</b>
		Java Setup 🔀
		<u> </u>
		E JAVA" ORACLE
		Offer to install the Search App by Ask
		Let Facebook status updates directly in your browser, listen to top radio stations, and get easy access to search and weather. The Search App by Ask installs in Internet Explorer.
		SEARCH APPLICATION END USER LICENSE AGREEMENT This Search Application End User License Agreement ("Agreement"), applies to web search applications (each a "Search Application") developed by or for APN, LLC ("APN", "we" or
		Set a d keep Ask as my default search provider
		Set and keep Ask.com as my browser home page and new tabs page By clicking "Next" and installing the Search App by Ask, your use is subject to the Ask.com
		Terms and Conditions and <u>Privacy Policy</u> . The Search App by Ask is a product of APN, LLC.
		with the rest of the install process.
		Cancel Next >
10	Java installation con	firmation screen is now displayed. Click <b>Close</b> to exit
		Java Setup - Complete
		<i>k</i>
		e Java ORACLE
		Vou have successfully installed Java
		You will be promoted when two undated are available. Always install
		updates to get the latest performance and security improvements.
		More about update settings
		When you click close, your browser will be opened so you can verify that
		Java is working.
		Close
11	Close all Internet E	xplorer windows.





13 Click on the Do I have Java? link. Search ( java ) الخQ Download Help JAVA + ree Java Download » What is Java? » Do I have Java? » eed Help? About Java ava Get it no 🔮 JavaOne Alice Blue Greenfoot Java Developer Conference Java + Alice Java + Greenfoot Java + BlueJ Oracle Academy Java Magazine Select Language | About Java | Developers Privacy | Terms of Use | Trademarks | Disclaimer ORACLE







Steps	Action		
16	The Java De	etection dialogu	ue box will appear on your screen. Click Run.
		الله المع العامة المع	Search Q
		Help Resources   What is Java?  Remove Older Versions  Disable Java  Error Messages  Travitieshapt Java	Verifying Installation Detecting Java on your computer
		» Other Help	° ° ° ©
		Mac OS X Chrome Why can't I use Chrom with Java 7 on my Mac	Do you want to run this application?
		All Java Downloads	Publisher: Oracle America, Inc. Location: https://java.com verification to
		Java for another comp or Operating System, c inf the link below. <u>All Java Downloads</u>	This application will run with unrestricted access which may put your computer and personal formation at risk. Run this application only if you trust the location and publisher above. Infiguration issue Do not show this again for apps from the publisher and location above
		T	More Information  Cancel  tart your browser vascript must also
		<u>Select Language</u>   <u>About J</u> Privacy   <u>Terms of Use</u>   ]	Java   Support   Developers Irademarks   Disclaimer
17	Java Runtim	ne has now bee	en installed sucessfully.
		لان پچ Java	<u>Search</u> ୍ର Download Help
		Help Resources	Verified Java Version
	<ul> <li>What is Java?</li> <li>Remove Older Ve</li> <li>Disable Java</li> <li>Error Messages</li> <li>Troubleshoot Java</li> <li>Other Help</li> </ul>	What is Java?     Remove Older Versions     Disable Java     Error Messages     Troubleshoot Java     Other Help	Congratulations! You have the recommended Java installed (Version 8 Update 25).
		Mac OS X Chrome	
		Why can't I use Chrome with Java 7 on my Mac?	
		All Java Downloads	
		If you want to download Java for another computer or Operating System, click the link below. <u>All Java Downloads</u>	
		<u>Select Language</u>   <u>About Ja</u> Privacy   <u>Terms of Use</u>   <u>Tr</u>	ava   Support   Developers Trademarks   Disclaimer



# 4 Installing Citrix Receiver Client

Once Java Runtime has been installed, you can proceed to install the Citrix Receiver Client on your computer. You will need to download the Citrix Receiver client via the DHHS Workspace Troubleshooting link.

Steps	Action	
1	If you are not already there, open Internet Explorer and go to the DHHS Workspace login page. Click on the <b>Troubleshooting</b> link.	
	Workspace login - Department of Human Services, Victoria, Australia - Internet Explorer	
	Department of Human Services Intranet	
	<form></form>	
	Copyright J Disclaimer   Privacy statement	
	Comparison of Human Services Intranet	
	Login         Conditions of use         Troubleshooting         DHSWorkspace login	
	Image: Need support?     weeddays 7.30am - 6pm       Accessing Workspace remotely     DHS employees       Information to help you access Workspace from computers outside the DHS network.     tei 131 765       Accessing Workspace with RSA - Installing Java and Citrix (pdf 1.82mb)     DEECD employees       Help with installing Java - java com     tei 1300 769 470       Edit 120 789 470     tei 1300 789 470       Edit 120 789 470     tei 1300 789 470       Edit 1300 789 470     tei 1300 789 470	
	To run DHS Workspace, your web browser requires Sun Java Runtime Environment (JRE). If you are unable to access Workspace, it may be because you do not have Java installed. For assistance with installing Java, please contact: Support Downloads Java software	
	Get Citrix      Citrix is software that enables you to connect to applications that are installed on a remote server. Using     Citrix, any application that you connect to looks and behaves as though it was installed on the computer     you are using. It is like "remote controlling" the application from your one computer.      When you have Citrix installed, you can log into Workspace and access your business applications using     the Citrix applications portiet.      If you want to access applications using Citrix and are receiving eerors, please download and install the     recommended Citrix clerists below. For assistance with installing or using Citrix, please contact: Support     Downloads      Windows	
	Windows	

CenITex



	Other browsers may also work but have not been tested.	top	_
	Do you want to run or save CitrixReceiver13.1_Windows.exe (30.0 MB) from dhs.vic.gov.au?	×	
	This type of file could harm your computer.	Run Save 🔻 Cancel	
🖉 Start 🚞 🚺	G	EN 😼 9	1:08 PM



Steps	Action		
4	A dialogue box will appear on your screen. The Citrix Receiver Client is installing.		
	<complex-block><complex-block><complex-block><form><complex-block><form><form><complex-block></complex-block></form></form></complex-block></form></complex-block></complex-block></complex-block>		
5	<image/> <complex-block></complex-block>		



# 5 Clearing your Internet Cache

Once you have installed both Java Runtime and Citrix Receiver client, it is recommended that you clear your Internet cache to remove any temporary internet files. Clearing cache also improves performance of the browser.

Steps	Action	
1	Within Internet Explorer, Select Tools -> Internet Options. The Internet Options of use Workspace login - Department of Human Services, Victoria, Australia - Internet Explorer  Workspace login - Department of Human Services Intranet  Legin Conditions of use Troubleshooting  Legin Conditions of use Troubleshooting  His Support?  Weekdaays 7.30am - Gor  His Support?  His Support?	Ad site to Start menu Yerné Safety Ad site to Start menu Yerné downloads Charles Compatbility View settings RED Evenipeer Tools Go to prime sites Compatbility View settings
	+ need Java or Citrix	?

2

Select the **General Tab**. Under Browsing History section, Click on the **Delete** button.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.           http://google.com.au/
Use current Use default Use new tab
Startup
Start with tabs from the last session
Start with home page
Tabs
Change how webpages are displayed in tabsTabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply



Steps	Action
3	<b>Check</b> the options as shown below. Once complete, click the <b>Delete</b> button. Internet Explorer will then begin to delete cache and Temporary Internet Files.
	Delete Browsing History
	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
	List of websites you have visited.
	Download History List of files you have downloaded.
	Form data Saved information that you have typed into forms.
	Passwords           Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
	Tracking Protection, ActiveX Filtering and Do Not Track     A list of websites excluded from filtering, data used by Tracking     Protection to detect where sites might automatically be sharing details     about your visit, and exceptions to Do Not Track requests.
	About deleting browsing history Delete Cancel
4	Internet Explorer will delete Cache, Cookies and Temporary Internet Files and may become unresponsive. Once the deletion process is complete, a dialogue box will appear to confirm the process has completed
	Click on <b>OK</b> to exit Internet Options window and <b>Close all instances of the browser</b> .
	Login Conditions of use Troubleshooting
	Internet Options
	DHSWorkspace     General Security Privacy Content Connections Programs Advanced     weekdays 7.30am - 6pm       Home page     Home page     DHS complexing on the security Privacy Content Connections Programs Advanced
	Username Use
	Use current Use default Use new tab DEECD employees
	Routine monitoring and son to identify security rids. By I     Startup     tel: 1300 799 470 email: IT.ServiceCentre       C     Start with tabs from the last session     tel: 1300 789 470
	Log in © Start with home page Tabs
	Browsing history
	Delete temporary lines, history, cookles, saved passwords, and web form information.  Delete browsing history on exit
	Delete Settings s Division
	Colors Languages Fonts Accessibility
	OK Cancel Apply
	Internet Explorer has finished deleting the selected browsing history. $ imes$



### Action Steps 1 Open Internet Explorer and go to the DHHS Workspace login page. C Workspace login - Department of Human Services, Victoria, Australia - Internet Explorer \_ 8 × 오호 🔒 😚 💹 Workspace login - Departme... 🗙 📃 File Edit View Favorites Tools Help Department of Human Services Intranet Victoria Login Conditions of use Troubleshooting need support? DHSWorkspace login tays 7.30am - 6 DHS employees tel: 131 765 email: IT.ServiceCentre asscode DEECD employees Routine monitoring and screening of computer services is conducted to identify security risks. By logging in you accept the <u>conditions of u</u> tel: 1300 799 470 email: IT.ServiceCer Log in + need Java or Citrix For information relating to this page contact: <u>IT Service Centre</u> ed by: Director, Information Management and Technology, Corporate Services Div Copyright | Disclaimer | Privacy statemen 🌆 🚺 🦉 EN 😼 🐑 🍈 11:36 AM 💻 2 Login using your HSNet username in the Username Box. 'Passcode' is your 4 digit RSA PIN combined with the 6 numbers which are displayed on the token. Passcode should be 10 digits in total. Note: The 4 digit RSA PIN remains the same (unless you request a PIN reset), but the 6 numbers on the RSA token change every 60 seconds. With every failed login attempt you will need to wait for new token numbers. Department of Human Services Intranet Victoria Login Conditions of use Troubleshooting need support? DHSWorkspace login weekdays 7.30am - 6pm DHS employees Jsemame rmiz1008



Passcode

Log in

Routine monitoring and screening of computer services is conducted to identify security risks. By logging in you accept the <u>conditions of u</u>

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tel: 131 765 email: IT.ServiceCentre

DEECD employees

tel: 1300 799 470 email: IT.ServiceCentre

+ need Java or Citrix?

Steps	Action
3	The DHHS Workspace Home screen appears. A dialogue box may appear on the bottom of the page. Click <b>Show all Content</b> . The page will then refresh. Click on <b>Applications &amp; Tools</b> tab.
	C DIS Workspace 8 2 Pilot - Internet Explorer  C C C C C C C C C C C C C C C C C C C
	Home Mail & Calend 7 Applications & Tools 1 7 pages
	B     Work     August on the server with all bars users to when the last, service with and the server with all bars users to when the service with all bars the server with all bars the s
	Error     RSS Feeds     ABS@vigov       Burnarisible.     Elit Feeds     Case=Vic@ov       Human Services Spotlight     Elit Feeds     Completions       Sandhurst Residential Services provider amounced     Sandhurst Residential Employee Set Service yearble     Elit Feeds
	21 Odober 2014     2014
	In the Media - DHS Neve notes - Health
	Confly secure content is displayed. What's the risk?
4	The Applications & Tools tab screen appears. A dialogue box may appear on the bottom of the page. Click <b>Show all Content</b> . The page will then refresh. My Citrix Applications portlet contains links to common and Business layer applications such as Lotus Notes, eMinisterials, TRIM as well as Windows Explorer which provides access to files and folders contained on your H:/ and F:/ drives.
	EdDIS Workspace R3 Pilot - Internet Explorer E 6 X ② ② ② ② W Rttps://workspace.dbs.wtc.gov.au/workspace/3/dowgov3/myportal/ut/pic1/04_S00x5atLth P 2 金 20 KS Workspace R3 Pilot ×  File Edit Vew Favories Tools Help
	DHSWorkspace     Destant     Applications & Tools     My pages     Applications & Tools     My pages
	Web applications     Citrix applications       Edit Application List     My Citrix Applications       Image: Comparison of the system
	About Workspace   Workspace eLearning For assistance with Workspace email: IT Service Centre Authorised by: Director, Information Management and Technology, Corporate Services Division
	Confly secure content is displayed. What's the risk?
C	

Steps	Action
5	To launch Windows Explorer, Click on the <b>Windows Explorer</b> icon under your <b>My Citrix Applications</b> list.
	Chts Workspace R3 Plut - Internet Explorer     Image: Split - Internet Explicit - Internet Explit - Internet Explicit -
	About Workspace   Workspace eLearning For assistance with Workspace mail: 11 Service Centre Authoning by: Director, Information Management and Technology, Corporate Services Division
6	Once Windows Explorer icon is clicked, the Citrix Reciever Client is invoked and is preparing to connect to the DHHS Citrix environment to launch Windows Explorer          Starting         More information
7	The Citrix Metaframe box will appear, this runs a series of scripts to log you into the DHHS Citrix environment.



Steps	Action
8	Once the login scripts complete, you will be prompted with a Security Warning as shown.          Citrix Receiver - Security Warning         Image: Citrix Receiver - Security
9	Select Permit All Access and Check the Do not ask me again for this site box.
10	Windows Explorer has now launched on your PC.





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human services hub | health hub | Copyright | Disclaimer | Privacy Victoria

Steps	Action
13	Once the Lotus Notes icon is clicked, the Citrix Reciever Client is invoked and is preparing to connect to the DHHS Citrix environment to launch Lotus Notes          Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the DHHS Citrix environment to launch Lotus Notes         Image: Connect to the
14	The Citrix Metaframe box will appear, this runs a series of scripts to log you into the DHHS Citrix environment.
15	<image/>



Eile Edit Vie New Gose	us Notes session w <u>Create</u> <u>A</u> ctions Tgols <u>Window</u> Ctrl+W i <u>2</u>	Help ●●● 圖 為 Q 2 局 	a III & D 🛱 🔉 🕊 🔽		
Application Replication Locations Instant Mess Import Export Page Setup Print Previe Brint Preference: Progritics Security	iaging ibject       	oly to All ▼ 🕞 Forwa 🗘 ⊻ View All ^ Date ∨	Click here for Home Page option	IS V Calendar New Entry M	Contacts New Contact New To Do
	v State Barres Malas a mala andar - Thursday, 6 November ▼ More ▼ Filter by ▼ ↓ 20 Week ▼ 10 Month	<ul> <li>Contraction of any sector of a sector of</li></ul>	× • • • •	Search  Notes Applic for Search Search Select the item yo	u want to search.
	Monday November 2014	Tuesday November 2014	5 Wednesday November 2014	6 Thursday November 2014	7 Friday November 2014
9 am					



## 7.1 Using the Citrix Receiver Clean Up Tool

Step	Description	Illustration
1	If you are experiencing connectivity issues from your home device, the recommended first step is to ensure that you have the recommended version of the Citrix Receiver installed Un-install your current Citrix client from Programs and Features. Look for Citrix online plugin/receiver or similar and select uninstall. Once the client has been uninstalled it is recommended to restart your machine	Image: Sector Panel + All Control Panel Items + Programs and Features       Control Panel + All Control Panel Items + Programs and Features       Control Panel + All Control Panel Items + Programs and Features       Control Panel Home         Control Panel Home       Unistall or change a program       Unistall or change a program       To unistall or change a program         To winds a program from the network       Organic       To unistall or change a program       To unistall or change a program         To winds a program from the network       Organic       To unistall or change a program       To unistall or change a program         To winds a program from the network       Organic       Dimitall       To unistall or change a program       To unistall or change a program         To winds a program from the network       Organic       Dimitall       To unistall or change a program       To unistall or change a program         To a program from the network       Organic       Adote System incorporatel       2001/025       223.Mell 10.06         Adote System in to a program in to a program in the Dist and then click binnet all change system in the issue and then the System in the issue and the system
2	Once the Citrix client has been uninstalled, it is recommended to run the Receiver Clean Up Tool to ensure that all previous components have been completely removed In Internet Explorer, navigate to: http://support.citrix.com/article/CTX137494 OR Google Search 'Receiver Clean up Tool' Click on the Download button to download the Clean-up Utility	Image: Search for answers   CTX137494   Receiver Clean-Up Utility   Total 364 fored the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Curked the begind   Context: 0.24033 Modified: 19 Aug 2015   Languages   Martin   Martin   Martin   Martin   Martin   Context: 0.24033 Modified: 19 Aug 2015   Martin   Martin  <
3	When prompted, Select <b>Open</b>	Download       Receiver Clean-Up Utility.zp         Receiver Clean-Up Utility.       Was this helpful?         Updated Date: August 2014       • Yes       No         Open       ve       Cancel ×       100%         Search the web and Windows       • Wes       • Wes       • Wes



Step	Description	Illustration
4	You can see that the Clean Up Tool files have downloaded and located in a temporary directory Double Click on <b>ReceiverCleanupUtility</b>	Image: State       Compressed Tolder Tool       ReceiverCleanupUbility       -       ×         File       Home       Share       If and the converce of the converce o
5	By Double Clicking on ReceiverCleanupUtility, you are then prompted to Extract all, Run or Cancel. Select <b>Run</b>	Compressed (zipped) Folders × This application may depend on other compressed files in this folder. For the application to run properly, it is recommended that you first extract all files. Extract all Run Cancel
6	If you are prompted by Windows 'User Account Control' to allow the installer to run, Click <b>Yes</b> to continue the installation	User Account Control       ×         Image: Control of the second sec
7	The Receiver Clean Up Tool will launch in a black command box Press any key on the keyboard to continue	C:\Users\Windows-10\AppData\LocalTemp\Temp2_ReceiverCleanupUtility.zip\ReceiverCleanu \X 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
8	The Clean Up Utility will initiate its clean up processes. Select <b>'n'</b> on your keyboard and press the Enter key	<pre>C:\Users\Windows-10\AppData\Local\Temp\Temp2_ReceiverCleanupUtility.zip\ReceiverCleanu</pre>



Step	Description	Illustration
9	The Clean Up Utility has completed its clean up tasks Press any key to exit the utility Once complete, please complete Section 5: <i>Clearing your Internet Cache</i> on Page 20 It is then recommended to Restart your machine	C:User:\Windows-10\AppData\Local\Temp\Temp2_ReceiverCleanupUtility.zip\ReceiverCleanu  Thank you for using Receiver Cleanup Utility! Refore 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 Mis Products Removing services Removing Registry entries Receiver Cleanup Utility has finished uninstalling and removing Citrix Receiver com prove the Citrix Receiver experience would you like to send this data to Citrix (y/n )? : n Press any key to exit
10	After restarting your machine, please follow the steps out lined in Section 4: <i>Installing Citrix Receiver Client</i> on Page 17	Cert Citrix      Citrix is software that enables you to connect to applications that are installed on a remote server. Using     Citrix, any application that you connect to looks and behaves as though it was installed on the computer     you are using. It is like "memory explications from your own computer.      When you have Citrix installed, you can log into Workspace and access your business applications using     the 'Citrix applications' portiet.      When you have Citrix installed, you can log into Workspace and access your business applications using     the 'Citrix applications' portiet.      Work want to access applications using Citrix and are receiving errors, please download and install the     recommended Citrix clients below. For assistance with installing or using Citrix, please contact: Support      Download      Mindows      Citrix Contine Diagonal 1.2 for Max: (18.6 MB1 [Released 10/06/2012].exe)     This Receiver client is supported on 'Ondows 8.1.8.7, Vista and XP.      Macintoal      Macintoal      Macintoal      Macintoal      Mindows      Citrix Chine Diagonal 1.2 for Max: (18.6 MB1 [Released 10/08/2010].dmg)     The plays in supported on two (S X 10.4 or Lient:     Inder Wat: Support on two (S X 10.4 or Lient:     Inder Wat: Support on two (S X 10.4 or Lient:     The Diagonal access and access fully launch Citrix applications.)

## 7.2 Citrix Receiver Installation Errors

There are some known issues when running the Citrix Receiver installer when a legacy Citrix client is already installed. In many cases, the installer just upgrades the legacy client without issue. However, Citrix has released many different clients with many different names, in many versions over the years.

Occasionally, the Citrix Receiver installer cannot complete the upgrade because it doesn't recognise a legacy client. Remnants of the legacy client can causes conflicts when the Citrix Receiver installer runs. Best practice is to uninstall any previous Citrix clients on your Windows machine before running the Citrix Receiver installer.

Some of the installation errors some users have reported have been documented in this section, along with resolutions of how to fix these issues and prevent them from reoccurring.

#### 7.2.1 Error 2320



#### Symptoms or Error

The Error number 2320 occurs on the Citrix Receiver client computer after removing Citrix Receiver 3.x and reinstalling another Receiver client.

"Citrix online plug-in Configuration Manager: No value could be found for (ClientHostedApps) that satisfies all lockdown requirements. The lockdown requirements in force may be conflicting."

#### Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Article CTX132875 http://support.citrix.com/article/CTX132875



#### 7.2.2 A Fatal error occurred. Would you like to restart Citrix Receiver?



#### Symptoms or Error

Users receive a Citrix Receiver error popup window requesting restart of the Citrix client.

#### Solution:

Locate the following registry entry and delete:

HKEY	CURRENT	USER	\Software	\Citrix <sup>\</sup>	\Dazzle`	Sites
_		_				

"LastAppliedADMTemplate"

#### 7.2.3 Setup cannot continue because this version of Receiver is incompatible with a previouslyinstalled version



#### Symptoms or Error

The installation of a new version of Citrix Receiver failed and the following error is displayed on the Citrix Installation console:

"Setup cannot continue because this version of Receiver is incompatible with a previously-installed version"

#### Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Article CTX136410 http://support.citrix.com/article/CTX136410

#### 7.2.4 Configuration manager cannot be initialised



#### Symptoms or Error

The installation of a new version of Citrix Receiver failed and the following error is displayed on the Citrix Installation console:

"Configuration manager cannot be initialized."

#### Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Discussion Article <u>http://discussions.citrix.com/topic/302264-receiver-for-windows-31-will-not-install-the-configuration-manager-cannot-be-initialized/</u>



## 7.3 Advanced Troubleshooting – Citrix Receiver

You may encounter a variety of installation errors or general performance errors as a result from the Citrix Receiver. There may be a software conflict on your machine, as privately owned PC's will be in various states with different configurations and software installed.

Please see below instructions on how to resolve the most troublesome Citrix Receiver errors or if you are experiencing strange behavior when trying to launch your Citrix applications.

#### 7.3.1 Preliminary troubleshooting:

- 1. Remove all versions of Citrix Clients/Receiver
- 2. Delete all browser cache and cookies on default browser
- 3. Download and Run Receiver Clean-Up Utility: <u>http://support.citrix.com/article/CTX137494</u>
- 4. Reboot the machine
- 5. Download and Install the Citrix Receiver client from here: https://workspace.dhs.vic.gov.au/troubleshooting.html
- 6. Reboot the machine
- 7. Test to determine if your Citrix applications can be launched

#### 7.3.2 Further troubleshooting:

- 1. Remove the Citrix Receiver you just installed.
- 2. Run the Receiver Clean-Up Utility: http://support.citrix.com/article/CTX137494
- 3. Remove all versions of Mozilla Firefox from your machine (if present)
- 4. Delete the following registry keys (if present):
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Mozilla HKEY\_LOCAL\_MACHINE\SOFTWARE\mozilla.org HKEY\_LOCAL\_MACHINE\SOFTWARE\MozillaPlugins
- 5. Follow the instructions in this article carefully: http://support.citrix.com/article/CTX325140
- 6. Reboot the machine
- 7. Re-install the latest Citrix Receiver client you downloaded earlier from here: https://workspace.dhs.vic.gov.au/troubleshooting.html
- 8. Test to determine if your Citrix applications can be launched

#### 7.3.3 More troubleshooting:

1. Check the file association ".ica" - ensure that the Citrix Client is the default program to open .ica files.

To set/check file association:

- i) Go to Control Panel -> Change 'View by' option to 'Small icons' -> Select Default Programs -> Select 'Associate a file type or protocol with a program'.
- ii) Find '.ica' extension -> Highlight '.ica' and Click 'Change Program'.
- iii) Click 'Browse' and Navigate to 'C:\Program Files\Citrix\ICA Client' (for 32 bit OS) or 'C:\Program Files (x86)\Citrix\ICA Client' (for 64 bit OS)
- iv) Highlight 'wfcrun32.exe' and Click 'Open'.
- v) Click 'OK' and Click 'Close' to exit.

If launch.ica file saved to workstation

- i) Find 'launch.ica' file and then right click on 'launch.ica' file.
- ii) Choose 'Open With'->Select 'Choose Default Program'.
- iii) Click 'Browse' and Navigate to 'C:\Program Files\Čitrix\ICA Client' (for 32 bit OS) or 'C:\Program Files (x86)\Citrix\ICA Client' (for 64 bit OS)
- iv) Highlight 'wfcrun32.exe' and Click 'Open'.
- v) Enable checkbox 'Always use the selected program to open this kind of file'.
- vi) Click 'OK' to launch the file.
- 2. Create a new user on the machine with a fresh profile and test.

