



Access Gateway 9.3, Enterprise Edition

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Access Gateway 9.3, Enterprise Edition

The Access Gateway is a network appliance that securely delivers any application with policy-based SmartAccess control - anywhere. Users can obtain easy-to-use secure access to all of the enterprise applications and data they need to be productive. IT organizations can cost-effectively extend access to applications outside the data center while maintaining strict control through SmartAccess application-level policies. IT organizations are empowered to cost-effectively meet the demands of all workers, deliver flexible working options, and implement business continuity while ensuring the highest-level of information security and reducing support calls.

What's New

Access Gateway 9.3, Enterprise Edition does not contain new features. To configure this version of Access Gateway, use the [Access Gateway 9.2, Enterprise Edition](#) documentation.

In This Section

This section of eDocs contains information about known issues in Access Gateway 9.3, Enterprise Edition.

Known Issues	Contains information about known issues in the release.
Access Gateway Enterprise Edition Compatibility with Citrix Products	Lists the Citrix products and versions with which Access Gateway 9.3, Enterprise Edition is compatible.

Known Issues

Version: 1.0

New Features in This Release

Access Gateway 9.3, Enterprise Edition does not contain new features. To configure this version of Access Gateway, use the documentation for [Access Gateway 9.2, Enterprise Edition](#).

Finding Documentation

To access complete and up-to-date product information, in the Citrix eDocs library, expand the topics for [Access Gateway 9.2, Enterprise Edition](#).

Licensing Documentation

To access licensing documentation for Access Gateway Enterprise Edition, see [Installing Licenses on Access Gateway](#).

Enhancement

1. If users log on with the Access Gateway Plug-in for Java and you configure an idle time-out on Access Gateway, the session does not end if the plug-in does not detect mouse or keyboard activity within the specified time limit. [#84543]

Known Issues in This Release

The following is a list of known issues in this release. Read the list carefully before installing the product.

1. If users access a Distributed File Share on a computer running Windows Server 2008 64-bit, a blank folder appears in the directory path. [#81494]
2. When users log on using clientless access, a JavaScript error might appear when the logon page opens. [#83492]
3. If you configure a load balancing virtual server and the destination port is 21, when users log on with the Access Gateway Plug-in, logon is successful but data connections do not go through. When you configure a load balancing virtual server, do not use port 21. [#83819]
4. When users log off from the Access Gateway Plug-in and then clear the cache in Internet Explorer and Firefox, users might receive an error message that says "Error. Not a privileged user." Access Gateway records an HTTP/1.1 403 Access Forbidden error

message in the logs. [#84894]

5. If users attempt to open and edit a Microsoft Office file from Outlook Web Access, users might receive an error and the file takes a long time to open. To allow users to edit files from Outlook Web Access, do the following:
 - a. Create a clientless access Outlook Web Access Profile and enable persistent cookies.
 - b. Bind the Outlook Web Outlook regular expression to this profile.
 - c. Bind the profile so that it assumes the highest priority.
[#84915]
6. If you enable ICA Proxy on Access Gateway, when users log on and attempt to open a virtual application, the connection to the Web Interface through Access Gateway times out and closes. [#85861]
7. When users log on with an earlier version of the Access Gateway Plug-in, users do not receive the upgrade prompt and the user device receives a session ID. However, the session is not established and the Web browser trying to load the file services.html and upgrading the plug-in both fail. [#85906]
8. If you configure the user device to enable users to log on only using the Access Gateway Plug-in and then change the plug-in Web address to an unresolvable address, when users try to log on through the logon dialog box, an authentication error appears. Then, if users try to log on using the plug-in, the logon dialog box does not appear and users cannot change the Web address. Users should exit and then restart the plug-in to subsequently change the Web address. [#86022]
9. If you disable transparent interception and set the force time-out setting, when users log on with the Access Gateway Plug-in for Java, when the time-out period expires, a session time-out message appears on the user device, however the session is not terminated on Access Gateway. [#86122]
10. If users log on with clientless access in the Firefox Web browser, when users click a link for a virtual application, the tab closes and the application does not start. If users right-click the virtual application and attempt to open it in a new window, the Web Interface appears and users receive the warning "Published resource shortcuts are currently disabled." Users can open the virtual application in Internet Explorer. [#86123]
11. If you configure single sign-on with Windows and configure the user name with special characters, when users log on to Windows 7 Professional, single sign-on fails. Users receive the error message "Invalid username or password. Please try again." This issue does not occur if users log on to Windows XP. [#86323]
12. When users log on with the Access Gateway Plug-in for Windows using Internet Explorer 9, a delay may occur in establishing the connection. The Access Interface, or a custom home page, might take a long time to appear when users log on using Internet Explorer 9. [#86470, #86787]
13. When users log on with the Access Gateway Plug-in by using a Web browser, users might see a delay during logon. [#86471]

14. When users log on with clientless access using Internet Explorer 9 and connect to SharePoint 2007, some images might not appear correctly. [#86722]

Known Issues

Version: 1.0

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6. If you enable ICA Proxy on Access Gateway, when users log on and attempt to open a virtual application, the connection to the Web Interface through Access Gateway times out and closes. [#85861]
7. When users log on with an earlier version of the Access Gateway Plug-in, users do not receive the upgrade prompt and the user device receives a session ID. However, the session is not established and the Web browser trying to load the file services.html and upgrading the plug-in both fail. [#85906]
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14. When users log on with clientless access using Internet Explorer 9 and connect to SharePoint 2007, some images might not appear correctly. [#86722]

Access Gateway Enterprise Edition Compatibility with Citrix Products

The following table provides the Citrix product names and versions that Access Gateway Enterprise Edition is compatible with.

Note: Access Gateway features are available on NetScaler VPX.

Citrix product	Release version
Branch Repeater	4.3.27, 5.0, 5.5, and 5.7
NetScaler	8.1, 9.0, 9.1, 9.2, and 9.3
NetScaler VPX	9.1, 9.2 , and 9.3
Receiver	1.2, 2.0, and 2.1
Web Interface	4.5, 5.0.1, 5.1, 5.2, 5.3, and 5.4
XenApp	4.5 (Windows Server 2003) 5.0 (Windows Server 2003 and 2008) XenApp 5 Feature Pack 2 for Windows Server 2003 6.0 (Windows Server 2008) 6.5 for Windows Server 2008 R2
XenDesktop	2.1, 3.0, 4.0, 5.0, and 5.5