



# Offline Plug-in for Windows 6.0

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# Offline Plug-in for Windows 6.0

The Offline Plug-in is the component of the application streaming feature that provides application virtualization on servers and user devices.

When you publish applications for streaming, the method you select determines the type of plug-ins your users need to access the applications. For more information, see [Deciding Which Plug-ins to Use for Application Streaming](#).

The Offline Plug-in runs as a service on the user device to invoke applications the user selects and applications enumerated by Citrix Receiver or the Web Interface site. The Offline Plug-in finds the correct target in the profile in the App Hub, sets up the isolation environment on the user device, and then streams the application from the profile location to the safety of the isolation environment set up on the user device.

The Offline Plug-in installer does not require any configuration during installation, so those users who have administrator privileges on their computers can install it themselves.

The Offline Plug-in is installed by default on a server when you install XenApp. This enables the server for further configuration of streaming to server and dual-mode streaming.

To authenticate profiles accessed by the user devices, install the Offline Plug-in with a digital certificate. The Offline Plug-in then streams applications only from profiles that match the digital certificate. See also [Specifying Trusted Servers for Streamed Services and Profiles](#).

The Offline Plug-in also checks the cache size of the user device. If the cache size exceeds a maximum limit, the Plug-in removes streamed application files from the cache until its size is smaller than the limit. The default cache size limit is 1000MB (1GB) or 5% of total disk space, whichever is larger. The Offline Plug-in removes streamed application files starting with the one that was not used for the longest time.

The Offline Plug-in was previously known as the Streaming Client.

## Finding the Version of the Offline Plug-in

To identify the version of your installed Plug-in, open the Windows program to add and remove programs and continue with the method for your operating system:

- For Windows Vista and Windows 2008, right-click a column heading and select More. In the Choose Details page, check to option to display the version.
- For earlier Windows operating systems, select Plug-in name, and click the link for support information.

To take advantage of the latest updates in application streaming, Citrix recommends installing the most current versions of the Offline and Citrix Receiver.

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# Deciding Which Plug-ins to Use for Application Streaming

The delivery method for streaming that you select for published applications determines the plug-ins users must install on their user devices.

**Streamed to client desktops.** With this method, you make available the full set of application streaming features. You can publish applications as "streamed to client" or any other method for streaming. When you stream applications directly to client desktops, some of the application files are cached locally and the application runs using the resources of the user device.

Install both the online and offline plug-ins on user devices: CitrixOnlinePluginFull.exe and CitrixOfflinePlugin.exe.

This plug-in combination enables you to:

- Enumerate published applications in the desktop Start menu and create shortcuts on the desktop.
- Provide dual-mode streaming. When you select "Streamed if possible, otherwise accessed from a server" and "Streamed to server," if streaming to the client desktop fails, applications automatically stream to a XenApp server and launch using the online plug-in.
- Configure the application and users for *offline access*. When this configuration is completed, the entire application is fully cached on the user device. Users can disconnect from the network and continue using the application for the time specified in the offline license.

**Accessed from a server.** The profile is streamed from the App Hub to the XenApp server, where the offline plug-in is installed by default. The application displays on the user devices using the online plug-in or Web plug-in; the offline plug-in is not required on the user device. When you publish applications as "Accessed from a server" and "Streamed to server," users access the applications using the online plug-in or Web plug-in. This method does not support desktop integration or offline access to applications.

Select the online plug-in package that fits your corporate needs:

- Install CitrixOnlinePluginFull.exe to stream applications to XenApp servers and launch them with the online plug-in, which provides transparent integration on desktops, or launch them from a Web browser using a Web Interface site you create. Users have the full online plug-in feature set.
- Install CitrixOnlinePluginWeb.exe to stream applications to XenApp servers and launch them from a Web browser using a Web Interface site you create. Users have a limited online plug-in feature set.

**Important:** For users to stream applications through a Web site using an Internet Explorer or Firefox browser, add the site to the Trusted sites list in Internet Explorer on the user

devices.

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# Using the Merchandising Server and Citrix Receiver to Deploy the Plug-ins

Citrix recommends using the Merchandising Server and Citrix Receiver for Windows to deploy and update the plug-in to a user device.

**Citrix Merchandising Server administrator console.** With the administrator console, you can upload the plug-in installation and metadata files, create reusable rules to define the delivery recipients, and create deliveries.

**Citrix Receiver client (Receiver for Windows).** After users install Receiver for Windows on their user devices, Receiver installs, updates, and starts the plug-in without user interaction.

Users having the correct permissions to manage their plug-in can change the Citrix XenApp server that hosts their published resources using the Receiver Preference panel Advanced tab.

**Important:** For Firefox to work correctly with the online plug-in, ensure that you or the user install Firefox before installing the plug-in. If the plug-in is already installed, uninstall it, install Firefox, and reinstall the plug-in. Also ensure that the whitelists of trusted and untrusted servers contain the XenApp and Web Interface server names.

## Upgrading the Plug-in with Receiver

Updates are, by default, automatically installed on the user device. When an update is available, the Receiver downloads and installs the updated plug-in.

## Uninstalling the Plug-in with Receiver

Receiver upgrades the plug-in when a newer plug-in is available. When users remove the Receiver manually from the Add/Remove Programs utility (or Programs and Features for Windows Vista or Windows 7), the plug-in is also removed. Additionally, the administrator can remove the Receiver and all of its managed plug-ins through the Administrator Console.

For more information, see the Receiver for Windows documentation.

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# Installing the Offline Plug-in

The Citrix installation media contains installation files for Citrix plug-ins in the Citrix Receiver and Plug-ins directory of the installation media. The latest plug-ins are also available from the Citrix download site.

- **Installing using the Receiver.** Citrix recommends using the Receiver to install plug-ins, which lets you deliver and update plug-ins automatically with the Merchandising Server. The Receiver upgrades plug-ins when a newer plug-in is available.
- **Installing manually.** The offline plug-in installer deploys drivers and requires administrator privileges on the user devices. For users who have administrator privileges, you can make the plug-in installer CitrixOfflinePlugin.exe available, and they can install it themselves. The plug-in installer does not require any configuration during installation.

To take advantage of continuing improvements in the profiler, when you upgrade to the latest offline plug-in, also upgrade to the latest *Streaming Profiler* and either update your existing applications or re-profile the applications in the new profiler.

In addition, Citrix provides command-line utilities and transforms with the offline plug-in to perform actions on user devices.

## Removing the Plug-in

Citrix recommends using the Receiver to install and uninstall the online plug-in. If Receiver was not used to install the online plug-in, you can uninstall the plug-in by running the Add/Remove Programs utility from the Control Panel on Windows XP or Windows Server 2003 (Programs and Features utility from the Control Panel on Windows Vista, Windows 7, and Windows Server 2008).

When users remove the Receiver manually from the Add/Remove Programs utility (or Programs and Features for Windows Vista or Windows 7), the plug-in is also removed. Additionally, the administrator can remove the Receiver and all of its managed plug-ins through the Administrator Console.

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# To install the Citrix offline plug-in

Citrix recommends delivering the offline plug-in to user devices through the Receiver. If users install the Receiver, they should update or remove plug-ins only using the Receiver (instead of the Windows uninstall program). However, you can install the plug-in manually using these steps.

The CitrixOfflinePlugin.exe installer (formerly an .msi file) includes the Microsoft Visual C++ 2005 Redistributable Package and improvements for Microsoft Office applications.

**Important:** Before you install the plug-in, refer to the *System Requirements* for the supported platforms and system prerequisites. Also, use the Windows uninstall program to remove any previous version of the streaming plug-in. Close all running programs before starting the installer.

Note that on Microsoft Windows Server 2003 or 2008, Active Directory manages resources across the domain. These computers can handle only .msi files, not .exe files.

1. To install the plug-in manually, from the installation media or Citrix download site, navigate to Citrix Receiver and Plug-ins > Windows > Offline Plug-in and run CitrixOfflinePlugin.exe.
2. If the installer detects an installed version, the installer can upgrade or repair the installation.
3. Choose the language in which you want the plug-in installer to run. In this step, you are choosing the language for the installer, not the language of the plug-in.
4. After the Welcome screen, accept the license agreement and continue with the installation wizard.
5. After you finish the installation, restart the computer.

After installing the plug-in and restarting the user device, the Citrix Streaming Service starts automatically and runs in the background as the user Ctx\_StreamingSvc.

Restarting the user device also ensures that other applications and plug-ins detect the offline plug-in.



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# To configure the cache size of the offline plug-in

When you run a streamed application either through Citrix offline plug-in or from a Web page created through the Web Interface, by default, the plug-in caches application files on the primary, local drive of the user device at the following location:

`%PROGRAMFILES%\Citrix\RadeCache`

Before caching files, the plug-in checks the size of this cache. If the cache size exceeds a maximum limit, the plug-in removes streamed application files from the cache until its size is smaller than the limit. The plug-in removes streamed application files starting with the one that was least recently used.

The default cache size limit is 1000MB (1GB) or 5% of total disk space, whichever is larger.

To change the default cache location or the default maximum cache size, use the ClientCache tool that you run on the user device where the plug-in is installed.

To start the tool, run the following program:

`%PROGRAMFILES%\Citrix\Streaming Client\ClientCache.exe`

Running ClientCache.exe on the computer on which the Citrix offline plug-in is installed enables you to change the location of the cache and the maximum cache size. Entries you make using ClientCache.exe are stored in the registry and become the new defaults.

The following are some guidelines for changing these defaults:

**Client cache directory.** The cache location you specify must be on a local drive and can be on a volume other than the main volume.

**Maximum client cache size.** When specifying a cache size, use an integer representing the cache size in megabytes. For example, the following represents two gigabytes: 2000.

The maximum size of the cache is restricted to the size of the local drive.

Changes you make using this tool take effect the next time you start the plug-in or restart the Citrix Streaming Service.

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# To deploy the Citrix offline plug-in

To deploy the offline plug-in to user devices, use Microsoft System Management Server (SMS) or Microsoft Active Directory Services.

See <http://www.microsoft.com> for instructions about how to use these products to deploy applications.

To deploy the plug-in using command-line parameters, use the following steps:

1. On the computer where you want to install the plug-in package, type the following at a command prompt to open the Citrix offline plug-in file and extract the CitrixOfflinePlugin.msi file:

```
"[path]/CitrixOfflinePlugin.exe" /C:"setup [Options]"
```

where *path* is the location of the .exe file.

2. Set the options. [Options] can be any of the traditional MSI command-line parameters. Set your extraction options as needed. Examples of parameters that are supported:

- /Q suppresses the extraction dialog box.
- /T: *full path* specifies the temporary working folder in which to extract the files.
- /C extracts files only to the folder when used also with /T. Use this only if you are not including a command-line.
- /C:[*Cmd* ] overrides the install command, where *Cmd* is the command-line that runs after extracting the files to the temporary folder.

For *Cmd*, set command-line properties as needed. The following properties are supported to set the user interface level and other options:

- /qn executes a completely silent installation; no user interface.
- /qb shows simple progress and error handling; a basic user interface.
- /qf shows a full user interface (default).
- /qz shows a reduced user interface.
- /l ""[*logfile*]"" creates a verbose install log where *logfile* is the path and filename for where to save the log. Use double double-quotes for a path with spaces.
- /norestart prevents restarting of the user device following the installation.
- /restart initiates a restart automatically (without prompting) upon successful completion of the installation.

Locations with spaces must be enclosed with quotes; however, only single sets of double quotes are allowed, and nested double quotes causes the command to fail. In cases where a nested quote is required inside the double quotes, use double double-quotes on each end of the expression.

Type the following at a command prompt, where `package` is the name of the Windows Installer installation package and `TransformList` is the list of the transforms that you want to apply:

```
CitrixOfflinePlugin /I package TRANSFORMS=[TransformList].mst
```

If you are applying multiple transforms, separate each transform with a semicolon.

The following examples demonstrate valid command-lines:

- To simply extract files: `"path\CitrixOfflinePlugin.exe" /C /T:"c:\Documents and Settings\Administrator\Desktop\Streaming Client"`
- To run a silent install with no options: `"path\CitrixOfflinePlugin.exe" /C:"setup /qr"`
- To add some options: `"path\CitrixOfflinePlugin.exe" /C:"setup /qr INSTALLDIR=""C:\Program Files\Citrix\Streaming Client"" /norestart /l ""c:\Log Files\streaming.log"""`
- With some options and a transform: `"path\CitrixOfflinePlugin.exe" /C:"setup /qr INSTALLDIR=""C:\Program Files\Citrix\Streaming Client"" /norestart /l ""c:\Log Files\streaming.log"" TRANSFORMS=""C:\some_transform.mst"""`

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# To deliver the AppHubWhiteList to user devices

If you create an AppHubWhiteList to specify trusted servers for streamed services and profiles, beginning with the Offline Plug-in 6.0.2, use these methods to deliver the AppHubWhiteList along with the offline plug-in to user devices:

- If you manually install the offline plug-in 6.0.2 using command line parameters, during the installation, add the parameter CTX\_APPHUB\_WHITELIST and the IP address or FQDN of the share drive, and HTTP/HTTPS server path.

For example:

```
"[path]/CitrixOfflinePlugin.exe" /C:"setup /qr  
CTX_APPHUB_WHITELIST=" "10.105.68.11; webshare.organization.com;htt  
p://www.webshare.organization.com;https://www.webshare.organizatio  
n.com" " "
```

- To deploy the AppHubWhiteList when users install the offline plug-in using Receiver, configure the AppHubWhiteList (optional parameter) in Citrix Merchandising Server.

For more information, see:

- *To deploy the Citrix offline plug-in*
- *Specifying Trusted Servers for Streamed Services and Profiles*
- *Configuring Plug-in Parameters in Merchandising Server*

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# To configure an .MSI package for the offline plug-in using transforms

Transforms manipulate the installation process by making changes to the installation database contained within a Windows Installer package. The following procedure should be attempted only by those familiar with transforms and their impact upon these settings.

1. After extracting the CitrixOfflinePlugin.msi file in a temporary folder, use Orca or your preferred tool for editing Windows Installer packages to open the .msi package.
2. Enter new values for the properties you want to change in the Property table.
3. Generate the transform file and save it with an .mst file extension.
4. To install the MSI package and use the transform you just created, follow the same steps as outlined above in the procedure dealing with command-line installations; that is, add the properties to the command-line. Additionally, however, you must add the following

```
PROPERTY=value
```

Here is an example:

```
TRANSFORMS="path\my.mst"
```

where *path* is the location of the transform and *my.mst* is its file name.

The following example demonstrates a valid command-line:

```
PROPERTY=Value | ANOTHER_PROPERTY="“a value with spaces””
```

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# To deploy the offline plug-in to user devices through Active Directory

On Microsoft Windows Server 2003 or 2008, Active Directory manages resources across the domain. These computers can handle only .msi files, not .exe files.

To install the Citrix offline plug-in on these user devices with an equivalent installation as with the .exe installation, use the following steps to apply a transform contained in the self-extracting package. You must be a domain administrator.

1. To extract the installation files to a file share, run:

```
CitrixOfflinePlugin.exe /C /T:"[fileshareDirectory]"
```

where the *fileshareDirectory* is the UNC path to a shared folder that is accessible to all the domain user devices on which you will install the offline plug-in.

2. From a computer in the domain:
  - On Windows Server 2003, from Administrative Tools, open Active Directory Users and Computers, right-click the organizational unit, and select Properties. From the Group Policy tab, click New.
  - On Windows Server 2008, open Group Policy Management, right-click Group Policy Objects, and select New.
3. Name the policy and click Edit.
4. In the Group Policy Object (or Management) Editor, under Computer Configuration > Software Settings, right-click Software installation.  
  
**Note:** Assigning the package to a User Configuration is not supported.
5. Select New and then select Package.
6. In the Open dialog box, browse to the file share location and select XenAppStreaming.msi.
7. After selecting Open, select the Advanced deployment method.
8. After the properties dialog box opens, from the Modifications tab, click Add and then double-click streaming\_client\_ad.mst to open the transform.

This installation performs the equivalent installation of CitrixOfflinePlugin.exe, including installing the offline plug-in, starting the Citrix Streaming Service, and adding the Microsoft Visual C++ 2005 Redistributable Package on all user devices in the domain.

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# To deploy applications to user devices

Citrix recommends that administrators deploy the applications used most frequently by end users. Deployment pushes new or updated application files to user devices and helps avoid overloading the file servers or network. The utility enables administrators to schedule deployment overnight or during off hours. The Citrix offline plug-in located on the installation media includes the deployment utility called RadeDeploy.exe. After you install the plug-in, locate the utility in \Program Files\Citrix\ directory.

1. On the user device that has the Citrix offline plug-in installed, open a command prompt. Enter the path to locate the manifest file (.profile) on the network file share or Web server, using the following examples:

```
radedeploy /deploy:\\2003Server\packages\adobe\adobe.profile
```

```
radedeploy  
/deploy:"https://2003server/webpackages/office/office.profile"
```

The utility automatically selects the correct target for the user device and deploys the necessary files.

2. Set any additional commands. The following additional commands are available:

```
radedeploy /enum
```

```
radedeploy [-m] /deploy:profilename
```

```
radedeploy [-p] /delete:appname
```

where *appname* is the name of the application and *profilename* is the name of the profile as listed using the `radedeploy /enum` command, either a .profile or .rad file. Profile names with embedded spaces should be quoted, such as `deploy:"my profile"`.

3. Set your options as needed, including the following parameters:

- `/enum` enumerates the applications currently deployed on the user device.
- `/deploy` adds the profiled application on the user device.
- `/delete` removes the profiled application from the user device.
- `-m` monitors the deployment until complete.
- `-p` deletes the application profile from the user device. Note that this command also removes any other applications deployed on the user device from this application profile.

4. Repeat for other applications, as needed.

Alternatively, run the command-line in third-party software, such as Microsoft System Management Server (SMS) or Microsoft Active Directory Services (ADS) to deploy applications.





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# To clear the streamed application cache on user devices

Use the RadeCache command-line utility to clear the streamed application cache on user devices. For example, free space in the application cache or start with an empty cache while troubleshooting streaming issues. The RadeCache utility is included in the CitrixStreamingProfiler.exe and is installed automatically on the user device in Program Files > Citrix.

**Note:** Before using the RadeCache command, make sure that the application programs and processes are terminated on the user device. For large applications such as Microsoft Office, this can take up to 10 minutes.

1. On the computer where you want to clear the cache, type the following at a command prompt:

```
radecache [-i] [-if] [-ir] [-u] [-uf] [-ur]
```

```
[/flush:GUID]
```

```
radecache [/flushall]
```

```
radecache [/?]
```

where *GUID* is the unique GUID for the application streamed to user devices. GUIDs must not include spaces.

2. Set your options as needed, including the following parameters:

- `/?` displays the syntax for the utility and information about the options of the utility
- `-i` clears the registry and files in the install root
- `-if` clears only files in the install root
- `-ir` clears only the registry in the install root
- `-u` clears the registry and files in the user root
- `-uf` clears only the files in the user root
- `-ur` clears only the registry in the user root
- `/flushall` clears the registry and files in both the install root and user root for all streamed applications

3. Repeat for other applications, as needed.

This method affects only the local user device.

---

# To clear merged rules for linked profiles on user devices

The RadeStore folder contains the repository of registry hives, registry tab files, fonts, scripts, and merged rules of inter-isolation communication (IIC) profiles. If any of the execution targets of the IIC profile is updated, the merged rules are invalidated and then rebuilt automatically. Fonts are registered for each session from the RadeStore location.

The RadeStore location is created when you install the CitrixOfflinePlugin.exe on user devices. Clear the RadeStore location manually, as needed, such as when troubleshooting application issues for users.

To clear the RadeStore location:

1. On the computer where you want to clear the storage location, type the following at a command prompt:

```
radecache /flushstore:{all|rules|hives|tabs|fonts|scripts}
```

2. Set your options as needed, including the following parameters:

- `rules` clears the merged rules in the RadeStore location
- `hives` clears the registry hives in the RadeStore location
- `tabs` clears the registry tab files in the RadeStore location
- `fonts` clears fonts in the RadeStore location
- `scripts` clears scripts in the RadeStore location
- `/all` clears the merged rules, registry hives, registry tab files, fonts, and scripts in the RadeStore location

3. Repeat for other RadeStore locations, as needed.

This method affects only the local user device.