



# Online Plug-in for Windows 11.2

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# Online Plug-in for Windows 11.2

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# Readme for Citrix Online Plug-in 11.2 for Windows

Readme Version: 1.0

## Notes:

- For *Issues Fixed in Online Plug-in 11.2 for Windows*, go to: [http://support.citrix.com/product/xa/v5.0\\_2003/topic/fixedisue/](http://support.citrix.com/product/xa/v5.0_2003/topic/fixedisue/).
- For information about new features and system requirements, see the product documentation.

## Citrix Online Plug-in and the Citrix Receiver

The Merchandising Server and Citrix Receiver simplify application delivery for administrators by eliminating the need to repeatedly install and update the online plug-in on user devices. Administrators use the web-based Citrix Merchandising Server Administrator Console to configure plug-ins and schedule their delivery to devices.

Instead of installing the Citrix online plug-in on the client device, the end user installs the Citrix Receiver, which then transparently installs and updates the online plug-in as scheduled by the administrator.

For more information, see the Citrix Receiver documentation.

## Changes to Citrix Online Plug-in

- Citrix recommends using the Merchandising Server and Citrix Receiver to deploy and update the plug-in to a client device.
- Program Neighborhood is no longer included in Citrix online plug-in.
- The plug-in now includes updated functionality for connections to virtual desktops.

## Installation Issues

- When installing the online plug-in on a computer running Windows Vista *without* SP2, an **Installation Failed** error message might appear. Click OK and the installation continues and successfully completes. [#216276]

- Before installing the online plug-in, remove any beta or trial release versions of the online plug-in or its components.

## Installation Issues - XenDesktop Connections

- If .NET Framework 2.0 or later is removed from a user device (before or after installing the plug-in), the Desktop Viewer fails to launch and the following error is displayed: "The application failed to initialize properly (0xc0000135). Click on OK to terminate the application." This occurs because removing .NET Framework 2.0 leaves the registry key HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\.NETFramework\v2.0.50727. To work around this issue, reinstall .NET Framework 2.0 or later, or delete the key if the Desktop Viewer is not required. [#211729]
- If you upgrade from the Desktop Receiver 11.1 to the online plug-in 11.2 on Windows Vista or Windows 7 and have User Access Control enabled, you may receive an error message about a failure to write to files and directories. The workaround for this issue is to remove the Desktop Receiver and then install the online plug-in. Alternatively, install the plug-in using an administrator account. This issue does not occur with XenApp Plugin for Hosted Apps 11.1 for Windows. [#218688]

## Other Known Issues

- After a clean online plug-in install with pass-through authentication enabled on the server and client, the online plug-in incorrectly prompts users for credentials until they log off and log back onto their devices. [#209570]
- Smart card pass-through authentication is unavailable if the online plug-in is running on a Windows 7 or Windows Vista client device. The user must provide a valid PIN to launch each application, unless session sharing is configured. [#216060]
- To use pass-through authentication through ICO, ensure that the session is launched from Internet Explorer and the site is in the trusted zone or the local intranet. [#210572]
- If the **Use Citrix (default)** option is not selected from the **Applications** tab in the Firefox **Options** menu when using the Web Interface, you might experience issues with pass-through authentication. [#216394]
- When upgrading to the online plug-in 11.2, shortcut and custom Start menu locations created by earlier versions of the plug-in might not be deleted; however, the upgrade creates a default location for the new plug-in. [#217168]



- When using the Web Interface with Firefox, you might experience failed connections. Workaround: Install the Visual C++ 2005 Redistributable Package or select **Use Citrix (default)** from the **Applications** tab in the Firefox **Options** menu. [#218728]
- The online plug-in 11.2 supports Active Sync with Windows Mobile 5 and earlier devices only. [#215111]
- Audio recording might not work properly when using a microphone in a session on a tablet PC. [#216836 and #203939]
- If a non-administrator installs CitrixOnlinePluginWeb.exe (per user) and then an administrator installs CitrixOnlinePluginFull.exe (per computer) on the same system, users might experience connection issues or issues when uninstalling the non-administrator installation. Workaround: Remove any per-user installations before installing CitrixOnlinePluginFull.exe per computer. [#217893 and #218525]
- You must specify the full pathname of the ICA file when using wfcrun32.exe at a command prompt to launch an ICA file. [#219012]

## Other Known Issues - XenDesktop Connections

- The Desktop Viewer does not read any settings stored in the Policies section of the registry. Settings can be stored in either HKLM\Software\Citrix or HKCU\Software\Citrix. [#216386]
- Icons are used on desktop buttons in the Desktop Viewer toolbar. The icons display the virtual desktop in miniature. In some circumstances, the icons may not update correctly. As a separate issue, multiple buttons may show the same icon. There is no workaround for these issues. [#214552, 213678, 218676]
- The Desktop Viewer menu is not compliant with the accessibility standards of Section 508. [#213373, 213375]

## Other Known Issues - HDX

- When an application developed with Adobe Air is installed while using a published desktop or published Internet browser, the Air application is installed on the user device, not the Virtual Desktop Agent or server. Therefore, Flash content associated with Air applications plays on user devices. [#209720]
- Cookie-like files called Local Shared Objects are created and left by Adobe Flash Player on the device on which it launched. When HDX MediaStream for Flash is used, the Flash Player is launched on the user device, resulting in the Local Shared Objects being placed there. If leaving these files on shared workstations or kiosks is an issue in your organization, disable HDX MediaStream for Flash. [#207669]
- A colored outline may appear when HDX MediaStream for Flash renders content from a Web site where HTML content containing transparent areas, such as a play icon, is layered on top of the Flash Player. This occurs because HDX MediaStream for Flash does not support Flash Player transparent mode. [#207970 and #214528]
- If HDX MediaStream for Flash is in use when an ICA session is disconnected, Adobe Flash playback does not resume upon reconnection. Flash playback restarts from the beginning when the user refreshes the affected Windows Internet Explorer window or tab. [#216090]
- In a multi-monitor setup, when using HDX MediaStream for Flash, users should include the primary monitor when expanding the session across two or more monitors. If the primary monitor is not included, the Adobe Flash content plays outside the Internet Explorer window, possibly on separate monitors. [#216436]
- The user device may stop responding if, while using Citrix HDX MediaStream for Flash, a Microsoft Office Outlook New Mail Desktop Alert appears. If this occurs, from the Outlook Advanced E-mail Options dialog box, disable Display a New Mail Desktop Alert, using one or more of the other new item notification methods as an alternative. [#218505]
- When playing a video clip using HDX MediaStream, if the session straddles two monitors, the video plays only on one screen; the remaining screen is black. [#218425]
- You may experience an issue where XenApp or XenDesktop sessions become unresponsive. The issue occurs if you have two or more sessions running at the same time and an HDX security dialog box is displayed in one of the sessions. If you are working in one of the other sessions, it locks up. For XenDesktop sessions, the issue is not observed for the USB insertion dialogs that may appear when you insert a USB device or when a virtual desktop is started. A related issue is where XenApp or XenDesktop sessions fail to start. This issue occurs if you try to start a published application or virtual desktop when an HDX security dialog box in another session is displayed but not completed. To workaroud these issues, simply switch to the session with the dialog box and complete it. [#216397, 219007]

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# System Requirements and Compatibility for the Citrix Online Plug-in

- **Supported Windows Operating Systems:**

- Windows 7 (Home Premium, Professional, Enterprise, and Ultimate editions), 32-bit and 64-bit editions
- Windows XP Professional, 32-bit and 64-bit editions
- Windows XP Embedded
- Windows Vista (Home Premium, Business, Enterprise, and Ultimate editions), 32-bit and 64-bit editions
- Windows Server 2008 R1, 32-bit and 64-bit editions (not supported by XenDesktop connections)
- Windows Server 2003, 32-bit and 64-bit editions (not supported by XenDesktop connections)

**Important:** For XenDesktop connections, be aware that the Desktop Viewer Embedded Edition is only supported on Windows XP Professional and Windows XP Embedded.

- **Citrix Receiver Support.** Citrix Receiver for Windows Version 1.1 is supported for the online plug-in.
- **Thinwire Support.** The online plug-in no longer supports Thinwire version 1 connections.
- **Upgrades.** Upgrades are supported only for Citrix Presentation Server Client 10.200, Citrix XenApp Plugin for Hosted Apps 11.0, Desktop Receiver 11.1, and Citrix online app plug-in 11.1 releases. You must remove any earlier versions before installing the online plug-in.
- **Supported Browsers:**
  - Internet Explorer Version 6.0 - 8.0
  - Mozilla Firefox Version 1.0 - 3.0
- **.NET Framework Requirements (XenDesktop Connections Only)**
  - In order to use the Desktop Viewer, .NET 2.0 Service Pack 1 or later is required. This version is required because, if Internet access is not available, certificate revocation checks slow down connection startup times. The checks can be turned off and startup times improved with this version of the Framework but not with .NET 2.0.

The Desktop Viewer Embedded Edition does not require the .NET Framework to be installed.

- **Hardware Requirements:**
  - VGA or SVGA video adapter with color monitor
  - Windows-compatible sound card for sound support (optional)
  - For network connections to the server farm, a network interface card (NIC) and the appropriate network transport software
- **Supported Connection Methods and Network Transports:**

Protocol	Citrix online plug-in	Citrix online plug-in web
TCP/IP+HTTP	X	X
SSL/TLS+HTTPS	X	X

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# Deciding Which Plug-in to Use

Different enterprises have different corporate needs, and your expectations and requirements for the way users access your published resources and virtual desktops can shift as your corporate needs evolve and grow.

The plug-ins and their internal features are:

- Citrix online plug-in (CitrixOnlinePluginFull.exe)
  - Web plug-in
  - PNA plug-in
  - Single sign-on/pass-through authentication
  - Generic USB (XenDesktop)
  - Desktop Viewer (XenDesktop)
  - HDX Media Stream for Flash
- Citrix online plug-in web ( CitrixOnlinePluginWeb.exe) - Smaller, more limited package that you can deploy from a Web page.
  - Web plug-in
  - Generic USB (XenDesktop)
  - Desktop Viewer (XenDesktop)
  - HDX Media Stream for Flash

**Note:** To use single sign-on, you must install CitrixOnlinePluginFull.exe.

See the specific product documentation for information about plug-ins for other user devices and operating systems.

The plug-ins differ in terms of:

- Access method by which published resources and virtual desktops are delivered to users. Resources and desktops can be delivered to users on the desktop or through a Web browser.
- Supported features. For a complete list of features, refer to the Plug-in Feature Matrix available from the plug-in Download page of the Citrix Web site (<http://citrix.com>) and [Overview of Plug-in Installation Packages](#).

To decide which plug-in best fits your needs, consider the way you want users to access your published resources and virtual desktops, the way you want to manage this access, and the feature set that your users will need.

## Deciding Which Plug-in to Use

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Plug-in	Access method	User involvement	Plug-in features
Citrix online plug-in	Transparent integration of published resources and virtual desktops into user's desktop.	Minimal user interaction during installation. Central administration of user settings.	Full online plug-in feature set.
Citrix online plug in web	Web browser-based access to published resources and virtual desktops.	Minimal user interaction during installation. Central administration of user settings.	Limited online plug-in feature set.

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# Deciding Which Desktop Viewer Version to Use

This topic applies to Desktop Viewer deployments only.

Different enterprises have different corporate needs, and your expectations and requirements for the way users access virtual desktops can shift as your corporate needs evolve and grow. This section summarizes the versions you can use.

The versions are:

- Desktop Viewer
- Desktop Viewer Embedded Edition

Each version differs in terms of:

- User experience when connecting to virtual desktops. Virtual desktops can be presented to users in two different ways—in full-screen-only mode, effectively replacing the local desktop, or in window view mode allowing users to switch between local and virtual desktops.
- Extent of user involvement in configuring, administering, and managing the Desktop Viewer.

To decide which version best suits your deployment, consider how you want users to access and interact with virtual desktops.

To understand the user experience of connecting to desktops created with XenDesktop, consult the planning topics in the [XenDesktop documentation](#).

## Desktop Viewer

Use this version when your users need to interact with their local desktop as well as the virtual one. This version installs toolbar functionality, allowing the user to open a virtual desktop in a window and pan and scale that desktop inside their local desktop. Users are able to connect to and work with more than one desktop using multiple XenDesktop connections on the same user device.

## Desktop Viewer Embedded Edition

Use this version when your users do not need to interact with the local desktop. This version allows users to access virtual desktops in full-screen-only mode. In full-screen-only-mode, the virtual desktop effectively replaces the local desktop, allowing the user to interact with the virtual desktop as if it is their local desktop. This provides the best user experience in a XenDesktop environment.





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# Citrix Online Plug-in Overview

Citrix online plug-in supports XenApp and XenDesktop connections. It also contains new features for XenApp and XenDesktop users.

## XenApp Connections

Citrix online plug-in supports the XenApp feature set. Using Citrix XenApp with the Web Interface, you can integrate published resources with users' desktops. Depending on the version of XenApp server you have installed, centrally administer and configure the plug-in in the Access Management Console or Delivery Services Console using an online plug-in site created in association with a site for the server running the Web Interface.

The online plug-in operates with the Citrix offline plug-in, to provide application streaming to the user desktop. Install the online plug-in on user devices running the offline plug-in to take advantage of the full set of application streaming features of the plug-in and Citrix XenApp. For more information about the streamed application feature, see the Application Streaming documentation.

The Desktop Viewer is not supported with XenApp connections.

**Important:** The online plug-in requires the Citrix Web Interface.

## XenDesktop Connections

Citrix online plug-in includes the Desktop Viewer (formerly the "Desktop Receiver"), the client-side software that supports XenDesktop. Users run the Desktop Viewer on their devices to access virtual desktops created with XenDesktop.

Users access their virtual desktops either in full-screen-only mode where they interact only with the virtual desktop or in window view mode where they interact with both their virtual and local desktops. The type of access available to users depends on which Desktop Viewer version is installed on their device.

## How Published Resources are Accessed with the Online Plug-in

The online plug-in allows your XenApp users to access all of their published resources from a familiar Windows desktop environment. Users work with published resources the same way they work with local applications and files. Published resources are represented throughout the user desktop, including the Start menu and the Windows notification area, by icons that behave just like local icons. Users can double-click, move, and copy icons, and create shortcuts in their locations of choice. The online plug-in works in the background. Except for a shortcut menu available from the notification area, the online plug-in does not have a user interface.

## Online Plug-in Management and Administration

You configure the plug-in at a site created in the consoles and associated with the site for the server running the Web Interface. By using the consoles in this way, you can manage and control your plug-in population dynamically throughout your network from a single location and in real time.

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# Web Plug-in Overview

The web plug-in is a smaller, more limited plug-in that is installed with the CitrixOnlinePluginWeb.exe installer file. Administrative rights are not required to install this package, enabling installation by standard users.

## How Published Resources are Accessed with the Web Plug-in

If you want users to access published resources and virtual desktops from within a familiar browser environment, use the web plug-in. Users access published resources and desktops by clicking links on a Web page you publish on your corporate intranet or the Internet. The published resource or desktop launches either in the same window or in a new, separate browser window. The web plug-in does not require user configuration and does not have a user interface.

## Web Plug-in Management and Administration

You can use this plug-in to access resources and desktops available from the Web Interface and for access to resources published with traditional Application Launching and Embedding (ALE). Publish links to your resources with the Web Interface or by using an HTML wizard.

This plug-in requires the presence on user devices of Microsoft Internet Explorer 6.0, 7.0, or 8.0; or Mozilla Firefox 1.0 and later.

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# Citrix Connection Center Overview

The Citrix Connection Center displays all connections established from the online plug-in.

The **Connections** window displays a list of active sessions. Each server entry in the list represents a session. For each seamless session, below each server entry, a list of the published resources you are running on that server appears.

The Connection Center offers various options to view statistics and control sessions and applications:

- Disconnect a session
- Logoff a session
- Switch to full screen mode
- Show connection status details like frames sent and received
- Terminate an application
- Security settings

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# New Features in This Release

## New Online Plug-in Features

The following new features are available to online plug-in users:

- **Support for Citrix Receiver for Windows.** The Citrix Merchandising Server administrator console and Citrix Receiver for Windows simplify application delivery for administrators by eliminating the need to repeatedly install and update the online plug-in on user devices. Administrators use the web-based Citrix Receiver Merchandising Server Administrator Console to configure plug-ins and schedule their delivery to devices.

Instead of installing the Citrix online plug-in on the client device, the end user installs the Receiver, which then transparently installs and updates the online plug-in as scheduled by the administrator.

- **Self-extracting Installation Packages.** The online plug-in contains two self-extracting installer packages that require almost no user interaction, making installations easy and more efficient.
- **HDX User Experience.** Citrix HDX includes a broad set of technologies designed to enable a high-definition user experience in today's media-rich user environments. These technologies reside across the entire end-to-end delivery system. HDX at the device leverages the computing capacity of user devices to enhance and optimize the user experience. Some of these HDX technologies are discussed in more detail below.

## New XenApp Features

The following new feature is available to XenApp users of the plug-in:

- **HDX Plug-n-Play for USB Storage Devices.** HDX Plug-n-Play for USB storage devices enables users to interact with USB mass storage devices connected to their user devices when connected to a XenApp session. When HDX Plug-n-Play for USB storage devices is enabled, users can connect or disconnect a USB device from a session at anytime, regardless of whether the session was started before or after the drive connection.
- **HDX Plug-n-Play Multi-Monitor Support.** Multi-monitor support is now more flexible as it allows users' particular multiple monitor configurations to be reflected on their user devices. For example, users can configure their XenDesktop environment with L-shaped, T-shaped and U-shaped monitor configurations or with monitors of different sizes and resolutions.

## New XenDesktop Features

The following new features affect XenDesktop users of the plug-in (as well as XenDesktop administrators). Read about the complete set of new XenDesktop features in the [XenDesktop documentation](#):

- **HDX MediaStream.** A smooth, seamless experience with multimedia content is ensured. This feature also provides support for Media Foundation used by Windows Media Player.
- **HDX Plug-n-Play USB Support.** The range of USB devices that users can interact with during a XenDesktop session has been extended. Supported devices now include those requiring isochronous data transfer, such as Webcams, microphones, speakers, headsets and soundcards. Support for Bloomberg keyboard devices is also included.
- **HDX Plug-n-Play Multi-Monitor Support.** Multi-monitor support is now more flexible as it allows users' particular multiple monitor configurations to be reflected in their virtual desktop. For example, users can configure their XenDesktop environment with L-shaped, T-shaped and U-shaped monitor configurations or with monitors of different sizes and resolutions.
- **Smart Card Enhancements.** Smart card support is now available on user devices running Microsoft Vista x86 Service Pack 1. Smart card support is also available on Windows 7 desktops.
- **Desktop Viewer Modifications.** The visual appearance of the Desktop Viewer (formerly "Desktop Receiver") toolbar has been modernized and its functionality made more usable.

In addition, the following new features affect administrators who configure the plug-in for XenDesktop connections:

- In order to use the Desktop Viewer, .NET 2.0 or later is required. The Desktop Viewer Embedded Edition does not require the .NET Framework to be installed.
- Releases of the plug-in can now be managed using Citrix Receiver and Citrix Merchandising Server. For more information, read the [Citrix Receiver documentation](#).

Existing features designed for XenDesktop connections are described in the Desktop Receiver topics of the [XenDesktop 3.0 documentation](#).

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# Delivering the Plug-in Software to Your Users

The server installation media contains the installation files for Citrix online plug-in in the Clients directory.

These topics describe how to install, deliver, and remove your plug-in software. Topics include:

- Using the Merchandising Server and Citrix Receiver to deploy the plug-in
- Installing and Removing the online plug-in manually
- Installing the plug-in using the installer and command line parameters
- Extracting the .msi files from the installer package
- Delivering the plug-in using Active Directory
- Delivering the plug-in from a Web page

**Note:** Upgrades are supported only from the Citrix Presentation Server Client 10.200, Citrix XenApp Plugin for Hosted Apps 11.0, Desktop Receiver 11.1, and Citrix online app plug-in 11.1 versions of the plug-in. Remove any earlier versions before installing the online plug-in.



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# Overview of Plug-in Installation Packages

This release contains two installation packages and offers several options for installing the plug-in. You can install the two plug-in installer packages with almost no user interaction.

- **CitrixOnlinePluginFull.exe** - Complete package
- **CitrixOnlinePluginWeb.exe** - Smaller, more limited package that you can deploy from a Web page.

**Note:** Upgrades are supported only from the Citrix Presentation Server Client 10.200, Citrix XenApp Plugin for Hosted Apps 11.0, Desktop Receiver 11.1, and Citrix online app plug-in 11.1 versions of the plug-in. Remove any earlier versions before installing the online plug-in.

## How Installation Outcomes Differ Based on the Operating System, User Type, and Installation Package

The outcome of CitrixOnlinePluginFull.exe or CitrixOnlinePluginWeb.exe package plug-in installations differs based on the combination of the operating system on the user device, user type, whether User Account Control (UAC) is enabled or disabled on Windows Vista, Windows 7 and Windows 2008 computers, and which installation package is used.

Operating system and user type	CitrixOnlinePluginFull.exe	CitrixOnlinePluginWeb.exe
<b>OS:</b> Windows XP, and Windows Server 2003 <b>User:</b> Administrator	<b>Installation type:</b> per-computer	<b>Installation type:</b> per-computer
<b>OS:</b> Windows XP, and Windows Server 2003 <b>User:</b> Standard user	Not supported	<b>Installation type:</b> per-user
<b>OS:</b> Windows Vista, Windows 7, and Windows Server 2008 <b>User:</b> Administrator with UAC disabled	<b>Installation type:</b> per-computer	<b>Installation type:</b> per-computer

## Overview of Plug-in Installation Packages

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<b>OS:</b> Windows Vista, Windows 7, and Windows Server 2008 <b>User:</b> Administrator with UAC enabled	<b>Installation type:</b> per-computer	<b>Installation type:</b> per-computer
<b>OS:</b> Windows Vista, Windows 7, and Windows Server 2008 <b>User:</b> Standard user	Not supported	<b>Installation type:</b> per-user

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# Installing and Uninstalling the Online Plug-in Manually

Though Citrix recommends using the Citrix Receiver to install the online plug-in, users can install the online plug-in from the Web Interface, the installation media, a network share, Windows Explorer, or a command line by running the CitrixOnlinePluginFull.exe or CitrixOnlinePluginWeb.exe installer package. Because the installer packages are self-extracting installations that extract to the user's temp directory before launching the setup program, ensure that there is enough free space available in the %temp% directory.

When the user runs one of the online plug-in installation .exe files, a message box immediately appears displaying the progress of the installation.

When you cancel the plug-in installation before completion, some components might be installed. In that case, remove the online plug-in with 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).

**Note:** Upgrades are supported only from the Citrix Presentation Server Client 10.200, Citrix XenApp Plugin for Hosted Apps 11.0, Desktop Receiver 11.1, and Citrix online app plug-in 11.1 versions of the plug-in. Remove any earlier versions before installing the online plug-in.

For command line installation parameters, see [To configure and install the online plug-in using the plug-in installer and command-line parameters](#).

## Removing the Plug-in

Citrix recommends using the Citrix Receiver to install and uninstall the online plug-in. If Citrix 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).

If you delete plug-in related files and/or registry entries just before uninstalling the online plug-in with Add/Remove Programs or Programs and Features, uninstall might fail. The Microsoft Windows Installer (MSI) is trying to repair and uninstall at the same time. If this occurs, use the online plug-in to start an auto-repair. After the auto-repair completes, you can cleanly uninstall the online plug-in from Add/Remove Programs or Programs and Features.

Auto-repair occurs if there is a problem with the online plug-in; however, there is no Add/Remove Programs or Programs and Features Repair option.

### To remove the plug-in using the command line

You can also uninstall the plug-in from a command line by typing the appropriate command.

**CitrixOnlinePluginFull.exe /uninstall**

or

**CitrixOnlinePluginWeb.exe /uninstall**

After uninstalling the plug-in software from a user device, the custom plug-in-setting registry keys created by icaclient.adm remain in the Software\Policies\Citrix\ICA Client directory under HKEY\_LOCAL\_MACHINE and HKEY\_LOCAL\_USER. If you reinstall the plug-in, these policies might be enforced, possibly causing unexpected behavior. If you want to remove these customizations, delete them manually.

**Caution:** Using Registry Editor incorrectly can cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Make sure you back up the registry before you edit it.

---

# Upgrading the Desktop Receiver

To upgrade Desktop Receiver 11.1, run the installer to remove that component, reboot the computer, and run the installer again to install this version of the plug-in.

To upgrade Desktop Receiver Embedded Edition 11.1, [remove that component](#) and [install this version](#) of the plug-in.

---

# Install Desktop Viewer Embedded Edition

## - Stage One

1. Insert the Desktop Delivery Controller installation media in the appropriate drive, navigate to the Clients\ica32 folder, and double-click CitrixOnlinePluginFull.exe.
2. Enter the URL of the XenDesktop Services site where your virtual desktops are located. The URL must be in the format `http://servername` or `https://servername`. If you are using hardware or software for load balancing or failover, you can enter a load-balanced address.

**Important:** Check that the URL you enter is correct. If the URL is incorrectly typed, or you leave the field empty and the user does not enter a valid URL when prompted after installation, no virtual desktop or local desktop will be available.

---

# User Accounts Used to Install the Desktop Viewer Embedded Edition

Stage Two of installing the Desktop Viewer Embedded Edition uses a replacement shell to provide full-screen-only mode functionality. To allow administration of the user device after you complete the installation, the account used to install DesktopApplianceLock\_en.msi is excluded from the shell replacement stage. If the account used to install DesktopApplianceLock\_en.msi is later deleted, you will not be able to log on and administer the device.

Note that because a replacement shell is used in Stage Two of the installation, Citrix does not recommend the use of custom shells with full-screen-only desktops.

---

# To configure and install the online plug-in using the plug-in installer and command-line parameters

Your users can customize the plug-in installer by specifying command line options.

**Note:** Because the installer packages are self-extracting installations that extract to the user's temp directory before launching the setup program, ensure that there is enough free space available in the %temp% directory.

1. On the computer where you want to install the plug-in package, type the following at a command prompt:

**CitrixOnlinePluginFull.exe [Options]**

or

**CitrixOnlinePluginWeb.exe [Options]**

2. Set your options as needed.

- **/?** or **/help** displays usage information.
- **/noreboot** suppresses reboot during UI installations. This option is not necessary during silent installs.
- **/silent** disables the error and progress dialogs to execute a completely silent installation.
- **PROPERTY=Value**

Where PROPERTY is one of the following all-uppercase variables (keys) and Value is the value the user should specify.

- **INSTALLDIR=Installation directory**, where *Installation directory* is the location where the plug-in software is installed. The default value is **C:\Program Files\Citrix\ICA Client**.
- **CLIENT\_NAME=ClientName**, where *ClientName* is the name used to identify the user device to the server farm. The default value is **%COMPUTERNAME%**.
- **ENABLE\_DYNAMIC\_CLIENT\_NAME={Yes | No}** The dynamic client name feature allows the client name to be the same as the computer name. When users change their computer name, the client name changes to match. To enable dynamic client name support during silent installation, the value of the property **ENABLE\_DYNAMIC\_CLIENT\_NAME** in your installation file must be **Yes**.



To disable dynamic client name support, set this property to **No**.

- **ADDLOCAL=feature[,...]**. Install one or more of the specified plug-ins. When specifying multiple plug-in parameters, separate each parameter with a comma and without spaces. The names are case sensitive. If you do not specify this parameter, all plug-ins included in the CitrixOnlinePluginFull.exe or CitrixOnlinePluginWeb.exe are installed by default.

**Note:** ICA\_Client is a prerequisite for all other components and must be installed.

**ICA\_Client**. Installs the web plug-in.

**PN\_Agent**. Installs the online plug-in.

**SSON**. Installs single sign on plug-in. This value is not supported with CitrixOnlinePluginWeb.exe. For more information, see <http://support.citrix.com/article/CTX122676>.

**USB**. Installs USB plug-in.

**DesktopViewer**. Installs the Desktop Viewer.

**Flash**. Installs HDX media stream for flash plug-in.

- **ENABLE\_SSON={Yes | No}**. The default value is **Yes**. Note that users must log off and log back onto their devices after an installation with pass-through authentication enabled.

**Important:** If you disable single sign on pass-through authentication, users must reinstall the plug-in if you decide to use pass-through authentication at a later time.

- **ENABLE\_KERBEROS={Yes | No}**. The default value is **No**. Specifies that Kerberos should be used; applies only when pass-through authentication (SSON) is enabled.
- **DEFAULT\_NDSCONTEXT=Context1 [,...]**. Include this parameter to set a default context for Novell Directory Services (NDS). To include more than one context, place the entire value in quotation marks and separate the contexts by a comma. Examples of correct parameters:

```
DEFAULT_NDSCONTEXT="Context1"
```

```
DEFAULT_NDSCONTEXT="Context1,Context2"
```

- **SERVER\_LOCATION=Server\_URL**. The default value is blank. Provide the URL of the server running the Web Interface. The URL must be in the format `http://servername` or `https://servername`.

The plug-in appends the default path and file name of the configuration file to the server URL. If you change the default location of the configuration file, enter the entire new path in the **SERVER\_LOCATION** key.

If there is a problem with the installation, search in the user's %TEMP% directory for the logs with the prefix CtxInstall- or TrolleyExpress- . For example:

CtxInstall-ICAWebWrapper.log

TrolleyExpress-20090807-123456.log

### Example of a Command-Line Installation

```
CitrixOnlinePluginFull.exe /silent  
ADDLOCAL="ICA_Client,PN_Agent,SSON" ENABLE_SSON=no  
INSTALLDIR="c:\test" ENABLE_DYNAMIC_CLIENT_NAME=Yes  
DEFAULT_NDSCONTEXT="Context1,Context2"  
SERVER_LOCATION="http://testserver.net"
```

This example:

- Installs the online plug-in without visible progress dialog boxes
- Installs only the web plug-in (ICA\_Client), the online plug-in (PN\_Agent), and the single-sign on plug-in (SSON)
- Disables pass-through authentication even though SSON is installed with ADDLOCAL
- Specifies the location where the software is installed
- Enables dynamic client naming
- Specifies the default context for NDS
- Specifies the URL (http://testserver.net) of the server running the Web Interface, which the online plug-in will reference

---

# To extract, install, and remove the individual plug-in .msi files

Citrix does not recommend extracting the .msi files in place of running the installer packages. However, there might be times when you have to extract the plug-in .msi files from CitrixOnlinePluginFull.exe manually, rather than running the installer package (for example, company policy prohibits using the .exe file). If you use the extracted .msi files for your installation, using the .exe installer package to upgrade or uninstall and reinstall might not work properly.

**Note:** Due to enhancements to the online plug-in installation in this release, the Administrative installation option available in previous versions of the plug-in is not supported with this release. To customize the online plug-in installation, see [To configure and install the online plug-in using the plug-in installer and command-line parameters](#).

1. To extract the .msi files, type the following at a command prompt:

```
CitrixOnlinePluginFull.exe /extract [Destination_name]
```

where *Destination\_name* is the directory into which the the .msi files are extracted. This directory must exist already, because /extract does not create it.

2. To install the .msi files, double click each file.

**Note:** If User Access Control (UAC) is enabled, Citrix advises that you install the .msi files in elevated mode. The .msi files are supported per-machine and require administrator privileges to deploy them.

When installing the plug-ins, install ICAWebWrapper.msi first. The best practice is to run the .msi files in this order:

- a. ICAWebWrapper.msi
- b. SSONWrapper.msi
- c. GenericUSB.msi
- d. DesktopViewer.msi
- e. CitrixHDXMediaStreamForFlash-ClientInstall.msi
- f. PNAWrapper.msi

## To remove the plug-ins

## To extract, install, and remove the individual plug-in .msi files

---

When removing the plug-ins, remove ICAWebWrapper.msi last. The best practice is to remove the plug-ins in this order:

1. PNAWrapper.msi
2. CitrixHDXMediaStreamForFlash-ClientInstall.msi
3. DesktopViewer.msi
4. GenericUSB.msi
5. SSONWrapper.msi
6. ICAWebWrapper.msi

Each .msi file has an Add/Remove (Control Panel on Windows XP or Windows Server 2003) or Programs and Features (Control Panel on Windows Vista, Windows 7, and Windows Server 2008) entry in the following format:

Name of package	Name displayed in Add/Remove or Programs and Features
ICAWebWrapper.msi	Citrix online plug-in (Web)
PNAWrapper.msi	Citrix online plug-in (PNA)
SSONWrapper.msi	Citrix online plug-in (SSON)
CitrixHDXMediaStreamForFlash-ClientInstall.msi	Citrix online plug-in (HDX)
DesktopViewer.msi	Citrix online plug-in (DV)
GenericUSB.msi	Citrix online plug-in (USB)

---

# To remove the Desktop Viewer Embedded Edition

Because of its two-stage installation procedure, the Desktop Viewer Embedded Edition appears as two separate installed items. You must remove both installed components to complete the removal process.

1. Run the Add/Remove programs utility from the Control Panel.
2. Remove **Citrix Desktop Appliance Lock** to remove the lockdown components.
3. Remove **Citrix online plug-in**.

---

# Configuring Plug-in Software

After plug-in software is deployed to your users and they install it, there are configuration steps that can be performed for the plug-in. The web plug-in does not require configuration.

---

# Using the Group Policy Object Template to Customize Citrix XenApp

Citrix recommends using the Group Policy Object `icaclient.adm` template file to configure the online plug-in options and settings.

You can use the `icaclient.adm` template file with domain policies and local computer policies. For domain policies, import the template file using the Group Policy Management Console. This is especially useful for applying plug-in settings to a number of different user devices throughout the enterprise. To affect a single user device, import the template file using the local Group Policy Editor on the device.

For details about Group Policy management, see the Microsoft Group Policy documentation.

## To import the `icaclient` template using the Group Policy Management Console

To affect domain-based group policies, import the `icaclient.adm` file with the Group Policy Management Console.

1. As an administrator, open the Group Policy Management Console.
2. In the left pane, select a group policy and from the **Action** menu, choose **Edit**.
3. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
4. From the **Action** menu, choose **Add/Remove Templates**.
5. Choose **Add** and browse to the Configuration folder for the plug-ins (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
6. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.

## To import the `icaclient` template using the local Group Policy Editor

To affect the policies on a local computer, import the `icaclient.adm` file with the local Group Policy Editor.

1. As an administrator, open the Group Policy Editor by running `gpedit.msc` from the Start menu.
2. In the left pane, select the Administrative Templates folder.

3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the Configuration folder for the plug-ins (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.



---

# To customize user preferences for the online plug-in

Users can customize their preferences. For example, they can define window sizes for published applications, choose when to refresh the list of available published resources, and specify where the available published resources appear.

1. In the Windows notification area, right-click the **online plug-in** icon and choose **Options** from the menu that appears.
2. On the **Options - Citrix online plug-in** page, select a property and make the desired configuration changes.

If you configure seamless windows and set the task bar to Auto-hide, you cannot access the taskbar when you maximize published applications. To access the taskbar, resize the published application.

For more detailed information, see the online help for the plug-in.

## To change the server URL in the online plug-in

The online plug-in requires that you specify the location of a configuration file (Config.xml is the default configuration file) on the server running the Web Interface. You can ask your users to change the server URL as you create new configuration files or delete old ones.

**Note:** To prevent users from accidentally changing their server URL, disable the option.

1. In the Windows notification area, right-click the **online plug-in** icon and choose **Change Server**. The **Change Server** dialog box displays the currently configured URL.
2. Type or select the server URL in the format `http://servername` or, to encrypt the configuration data using SSL, `https://servername`.

---

# Configuring USB Support

USB support enables users to interact with a wide range of USB devices when connected to a virtual desktop. Users can plug a USB device into their computer and the device is remoted to their virtual desktop. USB devices available for remoting include flash drives, smartphones, PDAs, printers, scanners, MP3 players, security devices, and tablets. Desktop Viewer users can control whether USB devices are available on the virtual desktop using a preference in the toolbar or mini-bar.

Isochronous features in USB devices such as webcams, microphones, speakers, and headsets are supported in typical low latency/high speed LAN environments. This allows these devices to interact with packages such as Microsoft Office Communicator and Skype.

The following types of device are supported directly in a XenDesktop session, and so do not use USB support:

- Keyboards
- Mice
- Smart cards

**Note:** Specialist USB devices (for example, Bloomberg keyboards and 3D mice) can be configured to use USB support. For information on configuring Bloomberg keyboards, see [Configuring Bloomberg Keyboards](#). For information on configuring policy rules for other specialist USB devices, see <http://support.citrix.com/article/ctx119722>.

By default, certain types of USB device are not supported for remoting through XenDesktop. For example, a user may have a network interface card attached to the system board by internal USB. Remoting this would not be appropriate. The following types of USB device are not supported by default for use in a XenDesktop session:

- Bluetooth dongles
- Integrated network interface cards
- USB hubs

To update the default list of USB devices available for remoting, you must edit the Desktop Viewer registry.

To allow the remoting of USB devices to virtual desktops, you must enable the USB policy rule, which is located in the USB subfolder of the Client Devices Resources folder in the Presentation Server Console. For information on this, see the [XenDesktop documentation](#).

---

# How USB Support Works

When a user plugs in a USB device, it is checked against the USB policy, and, if allowed, remoted to the virtual desktop. If the device is denied by the default policy, it is available only to the local desktop.

The user experience depends upon the type of desktop to which users are connecting.

For full-screen-only desktops, when a user plugs in a USB device, that device is automatically remoted to the virtual desktop. No user interaction is required. The virtual desktop is responsible for controlling the USB device and displaying it in the user interface.

For desktops displayed in the Desktop Viewer window, when a user plugs in a USB device, a dialog box appears asking the user if they want that device remoted to the virtual desktop. The user can decide which USB devices are remoted to the virtual desktop by selecting devices from the list each time they connect. Alternatively, the user can configure USB support so that all USB devices plugged in both before and/or during a session are automatically remoted to the virtual desktop that is in focus.

---

# Mass Storage Devices

For mass storage devices only, in addition to USB support, remote access is available through client drive mapping, which you configure through the Citrix Mappings rule. When this rule is applied, the drives on the user device are automatically mapped to drive letters on the virtual desktop when users log on. The drives are displayed as shared folders with mapped drive letters. The Citrix Mappings rule is in the Drives subfolder of the Client Devices Resources folder in the Presentation Server Console.

The main differences between the two types of remoting policy are:

Feature	Client Drive Mapping	USB Rule
Enabled by default	Yes	No
Read-only access configurable	Yes	No
Safe to remove device during a session	No	Yes, if a user clicks <b>Safely Remove Hardware</b> in the <b>Notification Area</b> .

If both USB support and the Citrix Mappings rule are enabled and a mass storage device is inserted *before* a session starts, it will be redirected using client drive mapping first, before being considered for redirection through USB support. If it is inserted *after* a session has started, it will be considered for redirection using USB support before client drive mapping.

---

# USB Device Classes Allowed by Default

Different classes of USB device are allowed by the default USB policy rules:

- [Audio \(Class 01\)](#)
- [Physical Interface Devices\(Class 05\)](#)
- [Still Imaging \(Class 06\)](#)
- [Printers \(Class 07\)](#)
- [Mass Storage \(Class 08\)](#)
- [Content Security \(Class 0d\)](#)
- [Video \(Class 0e\)](#)
- [Personal Healthcare \(Class 0f\)](#)
- [Application and Vendor Specific \(Classes fe and ff\)](#)

---

# USB Device Classes Denied by Default

Different classes of USB device are denied by the default USB policy rules:

- [Communications and CDC Control \(Classes 02 and 0a\)](#)
- [Human Interface Devices \(Class 03\)](#)
- [USB Hubs \(Class 09\)](#)
- [Smart Card \(Class 0b\)](#)
- [Wireless Controller \(Class e0\)](#)

---

# Updating the List of USB Devices Available for Remoting

You can update the range of USB devices available for remoting to desktops by editing the ADM template provided on the XenDesktop installation media. This allows you to make changes to the online plug-in through Active Directory Group Policy. The file for the plug-in is:

`dvd root\os\lang\Support\Configuration\icaclient_usb.adm`

Alternatively, you can edit the registry on each user device, adding the following registry key:

`HKLM\SOFTWARE\Policies\Citrix\ICA Client\GenericUSB Type=String Name="DeviceRules" Value=`

**Caution:** Editing the Registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

The product default rules are stored in:

`HKLM\SOFTWARE\Citrix\ICA Client\GenericUSB Type=MultiSz Name="DeviceRules" Value=`

Do not edit the product default rules.

For details of the rules and their syntax, see <http://support.citrix.com/article/ctx119722/>.

---

# Configuring Bloomberg Keyboards

Bloomberg keyboards are supported by XenDesktop sessions (but not other USB keyboards). The required components are installed automatically when the plug-in is installed, but you must enable this feature either during the installation or later by changing a registry key.

On any one user device, multiple sessions to Bloomberg keyboards are not recommended. The keyboard only operates correctly in single-session environments.

## To turn Bloomberg keyboard support on or off

**Caution:** Editing the Registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

1. Locate the following key in the registry:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB**

2. Do one of the following:

- To turn on this feature, for the entry with Type **DWORD** and Name **EnableBloombergHID**, set Value to **1**.
- To turn off this feature, set the Value to **0**.



---

# Configuring User-Driven Desktop Restart

You can enable users to restart their desktops themselves. They may need to do this if a desktop fails to connect or becomes unresponsive.

This feature is disabled by default. You enable user-driven desktop restart for a desktop group in the Access Management Console. For information on this, see the [XenDesktop documentation](#).

The procedures for restarting desktops differ depending on whether users are connecting to full-screen-only desktops or desktops displayed in the Desktop Viewer window. For further details, see the instructions described in [Using the Desktop Viewer](#).

---

# To prevent the Desktop Viewer window from dimming

1. On the user device, create a REG\_DWORD entry called **DisableDimming** in one of the following keys, depending on whether you want to prevent dimming for the current user of the device or the device itself. An entry already exists if the Desktop Viewer has been used on the device:

- **HKCU\Software\Citrix\XenDesktop\DesktopViewer**

- **HKLM\Software\Citrix\XenDesktop\DesktopViewer**

Optionally, instead of controlling dimming with the above user or device settings, you can define a local policy by creating the same REG\_WORD entry in one of the following keys:

- **HKCU\Software\Policies\Citrix\XenDesktop\DesktopViewer**

- **HKLM\Software\Policies\Citrix\XenDesktop\DesktopViewer**

The use of these keys is optional because XenDesktop administrators, rather than plug-in administrators or users, typically control policy settings using Group Policy. So, before using these keys, check whether your XenDesktop administrator has set a policy for this feature

2. Set the entry to any non-zero value such as **1** or **true**.

If no entries are specified or the entry is set to **0**, the Desktop Viewer window is dimmed. If multiple entries are specified, the following precedence is used. The first entry that is located in this list, and its value, determine whether the window is dimmed:

1. HKCU\Software\Policies\Citrix\...
2. HKLM\Software\Policies\Citrix\...
3. HKCU\Software\Citrix\...
4. HKLM\Software\Citrix\...

---

# To configure the Desktop Viewer Embedded Edition

This topic contains instructions for configuring USB preferences, drive mappings, and microphones on a virtual desktop running the Desktop Viewer Embedded Edition. Typically, the Embedded Edition is used in non-domain-joined environments such as on a thin client. In this access scenario, no Desktop Viewer user interface is available, so only administrators (not users) can perform the configuration.

Two ADM files are provided that allow you to perform this task using policies:

- icaclient.adm. For information on obtaining this file, see [To configure settings for multiple users and devices](#).
- icaclient\_usb.adm. For information on obtaining this file, see the [XenDesktop documentation](#).

This topic assumes you have loaded both files into Group Policy, where the policies appear in **Computer Configuration** or **User Configuration > Administrative Templates > Citrix Components**.

## To configure USB preferences

As a prerequisite, you must turn on USB support in XenDesktop deployments by enabling the USB policy rule. For information on this, see the XenDesktop documentation.

1. In **Citrix Desktop Receiver**, enable and configure as desired the **Existing USB Devices** and **New USB Devices** policies.

## To configure drive mapping

1. In **Citrix online plug-in > Remoting client devices**, enable and configure as desired the **Client drive mapping** policy.

## To configure a microphone

1. In **Citrix online plug-in > Remoting client devices**, enable and configure as desired the **Client microphone** policy.

---

# To configure settings for multiple users and devices

In addition to the configuration options offered by the plug-in user interface, you can use the Group Policy Editor and the icaclient.adm template file to configure settings. Using the Group Policy Editor, you can:

- Extend the icaclient template to cover any plug-in setting by editing the icaclient.adm file. See the Microsoft Group Policy documentation for more information about editing .adm files and about applying settings to a particular computer.
- Make changes that apply only to either specific users or all users of a client device.
- Configure settings for multiple user devices

Citrix recommends using Group Policy to configure user devices remotely; however you can use any method, including the Registry Editor, which updates the relevant registry entries.

1. As an administrator, open the Group Policy Editor by either running gpedit.msc locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the icaclient template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the Configuration folder for the plug-ins (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. Under the **User Configuration** node or the **Computer Configuration** node, edit the relevant settings as required.

---

# Canadian Keyboard Layouts and Updating from Presentation Server Clients Version 10.200

The Canadian keyboard layouts are aligned with those supported by Microsoft. If users install the plug-ins without uninstalling the Presentation Server Clients Version 10.200 first, they must manually edit the module.ini file (usually in C:\Program Files\Citrix\ICA Client) to upgrade the keyboard layout settings:

Replace:

Canadian English (Multilingual)=0x00001009

Canadian French=0x00000C0C

Canadian French (Multilingual)=0x00010C0C

With:

Canadian French=0x00001009

Canadian French (Legacy)=0x00000C0C

Canadian Multilingual Standard=0x00011009

---

# Optimizing the Online Plug-in Environment

The ways you can optimize the environment in which your online plug-in operates for your users include:

- Securing your connections
- Improving performance
- Improving performance over low bandwidth
- Facilitating the connection of numerous types of client devices to published resources
- Improving the user experience
- Providing support for NDS users
- Using connections to Citrix XenApp for UNIX
- Supporting naming conventions
- Supporting DNS naming resolution

---

# Securing Your Connections

To maximize the security of your environment, the connections between the plug-in and the resources you publish must be secured. You can configure various types of authentication for your plug-in software, including enabling certificate revocation list checking, enabling smart card support, and using Security Support Provider Interface/Kerberos Pass-Through Authentication.

## Windows NT Challenge/Response (NTLM) Support for Improved Security

Windows NT Challenge/Response (NTLM) authentication is supported by default on computers running Windows NT, Windows 2000, Windows XP, Windows 7, Windows Vista, Windows Server 2003, and Windows Server 2008.

---

# To enable certificate revocation list checking for improved security with the Web plug-in

When certificate revocation list (CRL) checking is enabled, the plug-in checks whether or not the server's certificate is revoked. By forcing the plug-in to check this, you can improve the cryptographic authentication of the server and the overall security of the SSL/TLS connections between a user device and a server.

You can enable several levels of CRL checking. For example, you can configure the plug-in to check only its local certificate list or to check the local and network certificate lists. In addition, you can configure certificate checking to allow users to log on only if all CRLs are verified.

**Important:** This option is available only with the Web plug-in.

If you are making this change on a local computer, exit the plug-in if it is running. Make sure all plug-in components, including the Connection Center, are closed.

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the Configuration folder for the plug-ins (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties** and select **Enabled**.
8. From the **CRL verification** drop-down menu, select one of the options.
  - **Disabled.** No certificate revocation list checking is performed.
  - **Only check locally stored CRLs.** CRLs that were installed or downloaded previously are used in certificate validation. Connection fails if the certificate is revoked.



To enable certificate revocation list checking for improved security with the Web plug-in

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- **Require CRLs for connection.** CRLs locally and from relevant certificate issuers on the network are checked. Connection fails if the certificate is revoked or not found.
- **Retrieve CRLs from network.** CRLs from the relevant certificate issuers are checked. Connection fails if the certificate is revoked.

If you do not set **CRL verification**, it defaults to **Only check locally stored CRLs**.

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# Smart Card Support for Improved Security

Citrix online plug-in smart card support is based on Microsoft Personal Computer/Smart Card (PC/SC) standard specifications. The online plug-in supports only smart cards and smart card devices that are, themselves, supported by the underlying Windows operating system. A discussion of security issues related to PC/SC standards compliance is beyond the scope of this document.

Enabling smart card support for the online plug-in is done through the Web Interface. For more information, see the Web Interface Administrator's documentation.

**Note:** Microsoft strongly recommends that only smart card readers tested and approved by the Microsoft Windows Hardware Quality Lab (WHQL) be used on computers running qualifying Windows operating systems. See <http://www.microsoft.com> for additional information about hardware PC/SC compliance.

The online plug-in does not control smart card PIN management. PIN management is controlled by the cryptographic service provider for your cards.

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# Using Security Support Provider Interface/Kerberos Pass-Through Authentication for Improved Security

This topic does not apply to XenDesktop connections.

Rather than sending user passwords over the network, Kerberos pass-through authentication leverages Kerberos authentication in combination with Security Support Provider Interface (SSPI) security exchange mechanisms. Kerberos is an industry-standard network authentication protocol built into Microsoft Windows operating systems.

Kerberos logon offers security-minded users or administrators the convenience of pass-through authentication combined with secret-key cryptography and data integrity provided by industry-standard network security solutions. With Kerberos logon, the plug-in does not need to handle the password and thus prevents Trojan horse-style attacks on the user device to gain access to users' passwords.

Users can log on to the client device with any authentication method; for example, a biometric authenticator such as a fingerprint reader, and still access published resources without further authentication.

**System requirements.** Kerberos logon requires Citrix Presentation Server 3.0, 4.0, or 4.5, Citrix XenApp 5.0, and Citrix Presentation Server Clients for Windows 8.x, 9.x, 10.x or XenApp Hosted Plug-in 11.x. Kerberos works only between plug-ins and servers that belong to the same or to trusted Windows 2000, Windows Server 2003, or Windows Server 2008 domains. Servers must also be *trusted for delegation*, an option you configure through the Active Directory Users and Computers management tool.

Kerberos logon is not available in the following circumstances:

- Connections configured with any of the following options in Terminal Services Configuration:
  - **On the General tab**, the **Use standard Windows authentication** option
  - **On the Logon Settings tab**, the **Always use the following logon information** option or the **Always prompt for password** option
- Connections you route through the Secure Gateway
- If the server requires smart card logon
- If the authenticated user account requires a smart card for interactive logon

**Important:** SSPI requires XML Service DNS address resolution to be enabled for the server farm, or reverse DNS resolution to be enabled for the Active Directory domain. For more information, see the Citrix XenApp administrator documentation.

## Configuring Kerberos Authentication

The plug-in, by default, is not configured to use Kerberos authentication when logging on to the server. You can set the plug-in configuration to use Kerberos with pass-through authentication or Kerberos with smart card pass-through authentication.

To use Kerberos authentication for your connections, you can either specify Kerberos using a command line installation or configure the plug-in using the Group Policy Editor. See the Microsoft Group Policy documentation for more information about editing .adm files

---

# To configure Kerberos with pass-through authentication

This topic does not apply to XenDesktop connections.

You must use Kerberos with pass-through authentication if you want to use Kerberos with the online plug-in.

When online plug-in configurations are set to use Kerberos with pass-through authentication, the online plug-in attempts to use Kerberos authentication first and uses pass-through authentication if Kerberos fails.

**Note:** The user cannot disable this online plug-in configuration from the user interface.

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the online plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates**, navigate through **Citrix Components > Citrix online plug-in > User authentication**, double click **Kerberos authentication** and select **Enabled**.
7. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Classic Administrative Templates (ADM) > Citrix Components > Citrix online plug-in > User authentication > Local user name and password**.
8. From the **Action** menu, choose **Properties** and select **Enabled > Enable pass-through authentication**.

To apply the setting, close and restart the online plug-in on the user device.

---

# Improving Online Plug-in Performance

You can improve the performance of your online plug-in software by:

- [Enabling HDX 3D Browser Acceleration](#)
- [Enabling auto-plugin reconnections](#)
- [Providing session reliability](#)

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# To increase image download speed by enabling HDX 3D Browser Acceleration

For users running Internet Explorer 5.5 through 8.0, you can enhance the speed at which images are downloaded and displayed by using the HDX 3D Browser Acceleration feature.

You must enable HDX 3D Browser Acceleration on the server for it to be available on the user device. If HDX 3D Browser Acceleration is enabled on the user device but not the server, HDX 3D Browser Acceleration is effectively disabled.

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the online plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > User Experience > Client graphic settings**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and choose the desired options.

---

# Reconnecting Users Automatically

Users can be disconnected from their sessions because of unreliable networks, highly variable network latency, or range limitations of wireless devices. With the HDX Broadcast auto-client reconnection feature, the online plug-in can detect unintended disconnections of ICA sessions and reconnect users to the affected sessions automatically.

When this feature is enabled on the server, users do not have to reconnect manually to continue working. The online plug-in attempts to reconnect to the session until there is a successful reconnection or the user cancels the reconnection attempts. If user authentication is required, a dialog box requesting credentials appears to a user during automatic reconnection. Automatic reconnection does not occur if users exit applications without logging off. Users can reconnect only to disconnected sessions.

## To disable HDX Broadcast auto-client reconnect for a particular user

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the **Administrative Templates** folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the online plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network Routing > Session reliability and automatic reconnection**.
7. From the **Action** menu, choose **Properties** and select **Disabled**.



---

# Providing HDX Broadcast Session Reliability

With the HDX Broadcast Session Reliability feature, users continue to see a published application's window if the connection to the application experiences an interruption. For example, wireless users entering a tunnel may lose their connection when they enter the tunnel and regain it when they emerge on the other side. During such interruptions, the session reliability feature enables the session window to remain displayed while the connection is being restored.

You can configure your system to display a warning dialog box to users when the connection is unavailable.

Users of the online plug-in cannot override the server settings for HDX Broadcast Session Reliability.

**Important:** If HDX Broadcast Session Reliability is enabled, the default port used for session communication switches from 1494 to 2598.

---

# Improving Performance over Low-Bandwidth Connections

Citrix recommends that you use the latest version of XenApp on the server and the plug-ins. Citrix continually enhances and improves performance with each release. Many performance features require the latest online plug-in and server software to function.

If you are using a low-bandwidth connection, you can make a number of changes to your online plug-in configuration and the way you use the online plug-in to improve performance.

## Changing Your Online Plug-in Configuration

On devices with limited processing power or in circumstances where only limited bandwidth is available, there is a trade-off between performance and functionality. The online plug-in provides both user and administrator with the ability to choose an acceptable mixture of rich functionality and interactive performance. Making one or more of these changes can reduce the bandwidth your connection requires and improve performance:

- **Enable data compression.** Compression reduces the size of the data that is transferred over the ICA connection. Enable compression and specify the maximum compression parameter.
- **Enable the bitmap cache.** Bitmap caching stores commonly used bitmaps (images) locally on your user device so that they do not have to be transferred over the ICA connection every time they are needed.
- **Queue mouse movements and keystrokes.** When queuing is enabled, the online plug-in sends mouse and keyboard updates less frequently to the XenApp server. Enabling this option improves performance only if you are using a low-bandwidth connection.
- **Enable SpeedScreen Latency Reduction.** SpeedScreen Latency Reduction improves performance over high latency connections by providing instant feedback to the user in response to typed data or mouse clicks.
- **Reduce the window size.** Change the window size to the minimum size you can comfortably use.
- **Reduce the number of colors.** Reduce the number of colors to 256.
- **Reduce sound quality.** If online plug-in audio mapping is enabled, reduce the sound quality to the minimum setting.

## Changing Online Plug-in Use

ICA technology is highly optimized and typically does not have high CPU and bandwidth requirements. However, if you are using a very low-bandwidth connection, the following tasks can impact performance:

- **Accessing large files using client drive mapping.** When you access a large file with client drive mapping, the file is transferred over the ICA connection. On slow connections, this may take a long time.
- **Playing multimedia content.** Playing multimedia content uses a lot of bandwidth and can cause reduced performance.

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# Connecting Client Devices and Published Resources

You can facilitate sessions and optimize the connection of your user devices to resources published in the server farm by:

- [Using the workspace control feature](#)
- [Synchronizing to tethered PDA devices](#)
- [Enabling TWAIN redirection support](#)
- [Mapping client devices](#)
- [Understanding how your client drives and devices are mapped](#)

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# Configuring Workspace Control Settings to Provide Continuity for Roaming Users

The workspace control feature provides users with the ability to disconnect quickly from all running applications, reconnect to applications, or log off from all running applications. You can move among user devices and gain access to all of your applications when you log on. For example, health care workers in a hospital can move quickly among workstations and access the same set of applications each time they log on to XenApp. These users can disconnect from multiple applications at one user device and open all the same applications when they reconnect at a different user device.

Workspace control is available only to users connecting to published resources with Citrix XenApp or through the Web Interface.

Policies and client drive mappings change appropriately when you move to a new user device. Policies and mappings are applied according to the user device where you are currently logged on to the session. For example, if a health care worker logs off from a user device in the emergency room of a hospital and then logs on to a workstation in the hospital's X-ray laboratory, the policies, printer mappings, and client drive mappings appropriate for the session in the X-ray laboratory go into effect for the session as soon as the user logs on to the user device in the X-ray laboratory.

**Important:** Workspace control can be used only with Version 8.x and later of the client/plugin, and works only with sessions connected to computers running Citrix Presentation Server Version 3.0, 4.0, or 4.5 or Citrix XenApp 5.0.

If the workspace control configuration settings of the Web Interface are configured to allow users to override the server settings, users can configure workspace control in the **Account Settings** options of the Web Interface **Preference** menu or the **Reconnect Options** page of the online plug-in Options. The following options are available in the online plug-in Options on the **Reconnect Options** page:

- **Enable automatic reconnection at logon** allows users to reconnect to disconnected applications or both disconnected and active applications
- **Enable reconnection from the menu** allows users to reconnect to disconnected applications or both disconnected and active sessions

## To configure workspace control settings

For users launching applications through the Web Interface, similar options are available from the **Settings** page:

- **Enable automatic reconnection at logon** allows users to reconnect to disconnected applications or both disconnected and active applications

- **Enable automatic reconnection from Reconnect menu** allows users to reconnect to disconnected applications or both disconnected and active sessions
- **Customize Log Off button** allows users to configure whether or not the log off command will include logging them off from applications that are running in the session

If users log on with smart cards or smart cards with pass-through authentication, you must set up a trust relationship between the server running the Web Interface and any other server in the farm that the Web Interface accesses for published applications. For more information about workspace control requirements, see the Citrix XenApp and Web Interface Administrator documentation.

---

# Synchronizing PDAs with Tethered USB Connections

This topic does not apply to XenDesktop connections. The HDX Plug-n-Play USB Support feature allows XenDesktop users to synchronize their USB PDAs.

The online plug-in supports synchronizing a USB PDA device to a user device. This includes USB-tethered and Microsoft Windows powered PDAs that use ActiveSync as a synchronization agent.

Support for this feature is controlled in Citrix XenApp Advanced Configuration or the Presentation Server Console (depending on the version of XenApp server you have installed).

- **XenApp Advanced Configuration.** Set the policy Client Devices > HDX Plug-n-Play > Client Resources > PDA Devices > Turn on automatic virtual COM port mapping to **Enabled**.
- **Presentation Server Console.** Set the policy Client Devices > Resources > PDA Devices > Turn on automatic virtual COM port mapping to **Enabled**.

---

# Making Scanning Transparent for Users

This topic does not apply to XenDesktop connections. The HDX Plug-n-Play USB Support feature allows XenDesktop users to control their TWAIN imaging devices.

If you enable HDX Plug-n-Play TWAIN image scanning device support, users can control client-attached TWAIN imaging devices transparently with applications that reside on the server farm. To use this feature, a TWAIN device must be attached to the user device and the associated 32-bit TWAIN driver must also be installed on the user device.

Administrators can enable or disable this feature from a Client Device policy rule in XenApp Advanced Configuration or the Presentation Server Console (depending on the version of XenApp server you have installed).

- **XenApp Advanced Configuration.** Set the policy Client Devices > HDX Broadcast > Session Limits > TWAIN redirection.
- **Presentation Server Console.** Set the policy Client Devices > Resources > Other > Configure TWAIN redirection..

Further policy rules on the Presentation Server Console that facilitate the administration of this feature are:

- Bandwidth > Session Limits > TWAIN Redirection
- Bandwidth > Session Limits (%) > TWAIN Redirection

These policies allow the specification of a maximum amount of bandwidth (in kilobits/second or as a percentage) that can be used for TWAIN redirection.



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# Mapping Client Devices

The online plug-in supports mapping devices on user devices so they are available from within a session. Users can:

- Transparently access local drives, printers, and COM ports
- Cut and paste between the session and the local Windows clipboard
- Hear audio (system sounds and .wav files) played from the session

During logon, the plug-in informs the XenApp server of the available client drives, COM ports, and LPT ports. By default, client drives are mapped to server drive letters and server print queues are created for client printers so they appear to be directly connected to the XenApp server. These mappings are available only for the current user during the current session. They are deleted when the user logs off and recreated the next time the user logs on.

You can use the net use and **CHGCDM** commands to map client devices not automatically mapped at logon.

## Turning off Client Device Mappings

You can configure client device mapping including options for drives, printers, and ports, using the Terminal Services Configuration tool. For more information about the available options, see your Terminal Services documentation.

---

# Mapping Client Drives to XenApp Server Drive Letters

Client drive mapping allows drive letters on the XenApp server to be redirected to drives that exist on the user device. For example, drive H in a Citrix user session can be mapped to drive C of the local device running the plug-in.

Client drive mapping is built into the standard Citrix device redirection facilities transparently. To File Manager, Windows Explorer, and your applications, these mappings appear like any other network mappings.

Note that Client drive mapping is not supported when connecting to MetaFrame Server 1.0 for UNIX operating systems.

The XenApp server can be configured during installation to map client drives automatically to a given set of drive letters. The default installation mapping maps drive letters assigned to client drives starting with V and works backward, assigning a drive letter to each fixed drive and CD-ROM drive. (Floppy drives are assigned their existing drive letters.) This method yields the following drive mappings in a session:

Client drive letter	Is accessed by the XenApp server as:
A	A
B	B
C	V
D	U

The XenApp server can be configured so that the server drive letters do not conflict with the client drive letters; in this case the server drive letters are changed to higher drive letters. For example, changing server drives C to M and D to N allows client devices to access their C and D drives directly. This method yields the following drive mappings in a session:

Client drive letter	Is accessed by the XenApp server as:
A	A
B	B
C	C
D	D

The drive letter used to replace the server drive C is defined during Setup. All other fixed drive and CD-ROM drive letters are replaced with sequential drive letters (for example; C > M, D > N, E > O). These drive letters must not conflict with any existing network drive mappings. If a network drive is mapped to the same drive letter as a server drive letter, the network drive mapping is not valid.

When a client device connects to a XenApp server, client mappings are reestablished unless automatic client device mapping is disabled. You can use the Terminal Services Configuration tool to configure automatic client device mapping for ICA connections and users. You can also use policies to give you more control over how client device mapping is applied. For more information about policies, see the Citrix XenApp Administrator's documentation.

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# HDX Plug-n-Play for USB Storage Devices

HDX Plug-n-Play for USB storage devices enables users to interact with USB mass storage devices connected to their user devices when connected to a XenApp session. When HDX Plug-n-Play for USB storage devices is enabled, users can connect or disconnect a USB device from a session at anytime, regardless of whether the session was started before or after the drive connection.

HDX Plug-n-Play for USB storage devices is enabled by default and can be disabled or enabled by making a registry change on the server. For more details, see *Device Folder* in the XenApp documentation.

## Supported Mass Storage Devices with XenApp

Mass storage devices, including USB thumbdrives, USB-attached hard drives, CD-DVD drives, and SD card readers are supported.

**Not supported:**

- U3 smart drives and devices with similar autorun behavior
- Explorer.exe published as a seamless application

Mass storage devices can often be accessed through client drive mapping, and so USB support is not required.

**Important:** Some viruses are known to propagate actively using all types of mass storage. Carefully consider whether or not there is a business need to permit the use of mass storage devices, either through client drive mapping or USB support.

---

# Mapping Client Printers for More Efficiency

The plug-ins support printing to network printers and printers that are attached locally to user devices. By default, unless you create policies to change this, XenApp lets users:

- Print to all printing devices accessible from the user device
- Add printers (but it does not retain settings configured for these printers or save them for the next session)

However, these settings might not be the optimum in all environments. For example, the default setting that allows users to print to all printers accessible from the user device is the easiest to administer initially, but might create slower logon times in some environments.

Likewise, your organization's security policies might require that you prevent users from mapping local printing ports. To do so, use XenApp Advanced Configuration or the Presentation Server Console (depending on the version of XenApp server you have installed) to set these policy rules to **Enabled**:

- **XenApp Advanced Configuration.** Set the policy Client Devices > HDX Plug-n-Play > Client Resources > Ports > Turn off COM ports to **Enabled**.
- **Presentation Server Console.** Set the policy Client Devices > Resources > Ports > Turn off COM ports to **Enabled**.

To change default printing settings, see the “Managing Printers” topic in the Citrix XenApp Administrator's documentation for guidance.

---

# To view mapped client printers

While connected to the XenApp server, from the **Start** menu, choose **Control Panel > Printers**

The **Printers** window displays the local printers mapped to the session. When connecting to servers running Citrix Presentation Server 4.0 or 4.5 or Citrix XenApp 5.0, by default the name of the printer takes the form:

*printername (from clientname) in session x*

where *printername* is the name of the printer on the user device, *clientname* is the unique name given to the user device or the Web Interface, and *x* is the SessionID of the user's session on the server; for example, **printer01 (from computer01) in session 7**.

When connecting to servers running Presentation Server 3.0 or earlier, or when the Legacy client printers policy rule is enabled on the server, a different naming convention is used. The name of the printer takes the form:

*Client/clientname#/printername*

where *clientname* is the unique name given to the user device during client setup and *printername* is the Windows printer name. Because the Windows printer name is used and not the port name, multiple printers can share a printer port without conflict.

For more information about printing, and about managing printing using policies, see the Citrix XenApp Administrator's documentation.

---

# To map a client COM port to a server COM port

Client COM port mapping allows devices attached to the COM ports of the user device to be used during sessions on a XenApp server. These mappings can be used like any other network mappings.

**Note:** Client COM port mapping is not supported when connecting to MetaFrame Server 1.0 and 1.1 for UNIX Operating Systems.

You can map client COM ports at the command prompt. You can also control client COM port mapping from the Terminal Services Configuration tool or using policies. See the Citrix XenApp Administrator's documentation for more information about policies.

1. Start the plug-in and log on to the XenApp server.
2. At a command prompt, type: **net use comx: \\client\comz:** where x is the number of the COM port on the server (ports 1 through 9 are available for mapping) and z is the number of the client COM port you want to map.
3. To confirm the operation, type: **net use** at a command prompt. The list that appears contains mapped drives, LPT ports, and mapped COM ports. To use this COM port in a session on a XenApp server, install your device to the mapped name. For example, if you map COM1 on the client to COM5 on the server, install your COM port device on COM5 during the session on the server. Use this mapped COM port as you would a COM port on the user device.

**Note:** COM port mapping is not TAPI-compatible. TAPI devices cannot be mapped to client COM ports.

---

# Mapping Client Audio to Play Sound on the Client Device

Client audio mapping enables applications executing on the XenApp server to play sounds through a Windows-compatible sound device installed on the user device. You can set audio quality on a per-connection basis on the XenApp server and users can set it on their device. If the user device and server audio quality settings are different, the lower setting is used.

Client audio mapping can cause excessive load on servers and the network. The higher the audio quality, the more bandwidth is required to transfer the audio data. Higher quality audio also uses more server CPU to process.

**Note:** Client sound support mapping is not supported when connecting to Citrix XenApp for UNIX.



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# Associating User Device File Types with Published Applications

The online plug-in supports HDX Plug-n-Play content redirection. Functionally equivalent to extended parameter passing, content redirection allows you to enforce all underlying file type associations from the server, eliminating the need to configure extended parameter passing on individual user devices. If all users are running the plug-in and if you want to take advantage of the administrative ease of content redirection from user device to server, see the Citrix XenApp administrator's documentation for more information.

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# Improving the Plug-in User Experience

You can improve your users' experiences with the following supported features:

- [ClearType font smoothing](#)
- [Client-side microphone input for digital dictation](#)
- [Multiple monitor support](#)
- [Printing performance enhancements](#)
- [To set keyboard shortcuts](#)
- [32-bit color icons](#)

---

# ClearType Font Smoothing in Sessions

This topic does not apply to XenDesktop connections.

XenApp server supports ClearType font smoothing with the online plug-in for users on computers running Windows XP, Windows 7, and Windows Vista. Font smoothing is enabled by default in Windows 7 and Windows Vista, but not in Windows XP.

If you enable ClearType font smoothing on the plug-in, you are not forcing the user devices to use ClearType font smoothing. You are enabling the server to support ClearType font smoothing on user devices that have it enabled and are using the online plug-in.

The plug-in automatically detects the user device's font smoothing setting and sends it to the server. The session connects using this setting. When the session is disconnected or terminated, the server's setting reverts to its original setting.

An older plug-in connects using the font smoothing setting configured in that user's profile on the server.

When ClearType font smoothing is enabled, three times more data is sent across the virtual channel, which might cause a decrease in performance.

Font smoothing must be enabled on users' operating systems, the online plug-in, the Web Interface site, and the server farm.

## To enable or disable ClearType font smoothing in the online plug-in

1. On the Windows **Start** menu, click **All Programs > Citrix > Management Consoles > Citrix Web Interface Management**.
2. In the left pane of the Web Interface Management console, select **XenApp Services Sites** and select your site in the results pane.
3. In the **Action** pane, select **Session Options**.
4. Click **Display** and select the **Allow font smoothing** check box to enable ClearType font smoothing or clear the box to disable it. This setting takes effect for new connections. Current sessions retain the previous setting.

## To enable or disable ClearType font smoothing in the Web Interface

1. On the Windows **Start** menu, click **All Programs > Citrix > Management Consoles > Citrix Web Interface Management**.
2. In the left pane of the Web Interface Management console, select **XenApp Web Sites** and select your site in the results pane.
3. In the **Action** pane, select **Session Preferences**.
4. Click **Display** and select the **Allow font smoothing** check box to enable ClearType font smoothing or clear the box to disable it. This setting takes effect for new connections. Current sessions retain the previous setting.

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# Client-Side Microphone Input for Digital Dictation

The online plug-in supports client-side microphone input. This allows you to publish dictation software for use in sessions. Using local microphones, including a number of Philips SpeechMike speech processing devices, users can record dictations with applications running on the server.

For example, a plug-in user away from the office can establish a session to record notes using a laptop. Later in the day the user can retrieve the notes for review or transcription from the desktop device back at the office.

Digital dictation support is available with the plug-in. For information about configuring this feature, see the Citrix XenApp Administrator's documentation.

Users of the plug-in can disable their microphones by selecting **No** in the **Audio Security** dialog box available from the Citrix Connection Center, or from the plug-in's system menu (for non-seamless connections). Citrix online plug-in web users are presented with the same dialog box automatically at the beginning of their sessions.

On the user device, users control audio input and output in a single step—by selecting an audio quality level from the **Options** dialog box.

**Important:** When using the Winscribe software with a Philips foot pedal device, you do not need to configure the Winscribe software to use a foot pedal; it works automatically.

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# Configuring HDX Plug-n-Play Multi-monitor Support

This topic does not apply to XenDesktop connections.

Multiple monitors are fully supported when the plug-in is configured to connect to seamless applications.

To enable multi-monitor support, ensure the following:

- The user device must have a single video board that can support connections to more than one monitor or multiple video boards compatible with the online plug-in on the appropriate Windows platform.
- The user device operating system must be able to detect each of the monitors. To verify that this detection occurs, on the user device, view the **Settings** tab in the **Display Properties** dialog box and confirm that each monitor appears separately.
- After your monitors are detected, depending on the version of the XenApp server you have installed, in the left pane of the Delivery Services Console or Access Management Console, select the farm and in the task pane, select **Modify Server Properties > Modify all properties > Server Default > HDX Broadcast > Display** (or **Modify Server Properties > Modify all properties > Server Default > ICA > Display**). Set the **Maximum memory to use for each session's graphics** setting to a large enough size (in kilobytes) to incorporate the entire virtual desktop. If this setting is not high enough, the seamless application is restricted to the subset of the monitors that fits within the size specified.

For information about calculating the session's graphics size, see [ctx115637](#).

---

# Enhancing Printing Performance

Printing performance can play a vital role in your users' experiences. The printing configuration you create affects these aspects of the user's experience:

- User ease and comfort level
- Logon times
- Ability to print to a nearby printer when traveling or when moving between client devices in a building

## User Ease and Comfort Level

In environments with novice users, consider changing the following potentially confusing default printing behaviors:

- **Printer names change at the start of each session.** When, by default, client printers are auto-created, the printer name is appended with the name of the user device and session. For example, auto-created client printers appear in the Print dialog box with a name like **HP LaserJet 1018 (from *clientname*) in session 35**.

To resolve this problem, you can either reduce the number of printers auto-created or provision printers using another method. To control printer auto-creation, use XenApp Advanced Configuration or the Presentation Server Console (depending on the version of XenApp server you have installed) to enable the Printing > Client Printers > Auto-creation policy rule and select one of the following in the **When connecting** list box:

- **Do not auto-create client printers**
- **Auto-create the client's default printer only**
- **Auto-create local (non-network) client printers only**
- If many printers are installed by default on user devices, your users might be confused by the large number of available printers. You can limit the printers that appear to them in sessions.
- **HDX Plug-n-Play Universal Printer uses a nonstandard printing dialog box.** If your users have trouble learning new features on their own, you might not want to use the Universal Printer as the default printer in a session. The user interface for this printer is slightly different from the standard Windows print dialog box.

## Logon Times

The printing configuration you select can impact how long it takes users to start a session. When the plug-in is configured to provision printers by creating them automatically at the beginning of each session, it increases the amount of time to build the session environment. In this case, the plug-in has to rebuild every printer found on the user device. You can decrease logon time by specifying any of the following on the XenApp server:

- Auto-create only the the Universal Printer. This is done automatically when you configure the the Universal Printer.
- Auto-create only the default printer for the client device by using the Printing > Client Printers > Auto-creation policy rule.
- Do not auto-create any client printers through the **Auto-creation** policy rule and route print jobs to network printers by configuring the Session printers policy rule.

## Configuring Printers for Mobile Workers

If you have users who move among workstations in the same building (for example, in a hospital setting) or move among different offices, you might want to configure Proximity Printing. The Proximity Printing solution ensures that the closest printer is presented to the users in their sessions, even when they change user devices during a session.

For more information about setting printing policies, see the Citrix XenApp Administrator's documentation.



---

# To set keyboard shortcuts

You can configure combinations of keys that the online plug-in interprets as having special functionality. When the keyboard shortcuts policy is enabled, you can specify Citrix Hotkey mappings, behavior of Windows hotkeys, and keyboard layout for sessions.

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the **Administrative Templates** folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the online plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > User Experience > Keyboard shortcuts**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and choose the desired options.

---

# Plug-in Support for 32-Bit Color Icons

The plug-in now supports high color icons (32x32 bit) and automatically selects the color depth for applications visible in the Citrix Connection Center dialog box and Windows notification area and task bar to provide for seamless applications.

**Important:** Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk

To set a preferred depth, you can add a string registry key named `TWIDesiredIconColor` to `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Preferences` and set it to the desired value. The possible color depths for icons are 4, 8, 16, 24, and 32 bits-per-pixel. The user can select a lower color depth for icons if the network connection is slow.

---

# Providing Support for NDS Users

This topic does not apply to XenDesktop connections.

When launching plug-in software, users can log on and be authenticated using their Novell Directory Services (NDS) credentials. Supported NDS credentials are user name (or distinguished name), password, directory tree, and context.

NDS support is integrated into the following:

- **Citrix Online Plug-in.** If NDS is enabled in the server farm, NDS users enter their credentials on an NDS tab on the plug-in logon screen. If users have the Novell Client (Version 4.8) installed, they can browse the NDS tree to choose their context.
- **Pass-Through Authentication.** If users have the Novell Client (Version 4.8) installed, you can pass their credentials to the XenApp server, eliminating the need for multiple system and application authentications.

To enable pass-through authentication, configure the following policy options in the User Package in ZENworks for Desktops:

- Enable the **Dynamic Local User** policy option
- Set the **Use NetWare Credentials** value to **On**
- **The Citrix Web Interface.** NDS users enter their credentials on an NDS logon screen provided by the Web Interface. See the Web Interface Administrator's documentation for information about configuring your server for NDS.

**Note:** To use NDS logon information with earlier versions of the clients, enter the NDS tree name in the **Domain** field and a distinguished name in the **User** field on the client logon screen.

## Setting a Default Context for NDS

You can set a default context for NDS for the plug-in. To set a default context for NDS, you must configure the particular installer file you are using to deploy the plug-in.

---

# Specifying Windows Credentials with the Novell Client and Pass-Through Authentication

This topic does not apply to XenDesktop connections.

If the Novell client is installed and you want the online plug-in to use the user's Windows credentials with pass-through authentication rather than the Novell Directory Server (NDS) credentials, use the Group Policy Editor to enable pass-through authentication without NDS credentials.

## To configure individual plug-ins after installation

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.  
  
**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.
2. In the left pane of the Group Policy Editor, select the **Administrative Templates** folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates**, navigate through **Citrix Components > Citrix online plug-in > User authentication**, double click **Local user name and password** and select **Enabled > Enable pass-through authentication**.

Do not select **Use Novell Directory Server credentials**.

---

# Using the Window Manager when Connecting to Citrix XenApp for UNIX

This topic does not apply to XenDesktop connections.

You can use the window manager to change the session display when connecting to published resources on XenApp servers for UNIX. With the window manager, users can minimize, resize, position, and close windows, as well as access full screen mode.

## About Seamless Windows

In seamless window mode, published applications and desktops are not contained within a session window. Each published application and desktop appears in its own resizable window, as if it is physically installed on the user device. Users can switch between published applications and the local desktop.

You can also display seamless windows in “full screen” mode, which places the published application in a full screen-sized desktop. This mode lets you access the *ctxwm* menu system.

### To switch between seamless and full screen modes

Press SHIFT+F2 to switch between seamless and full screen modes.

## Minimizing, Resizing, Positioning, and Closing Windows

When users connect to published resources, window manager provides buttons to minimize, resize, position, and close windows. Windows are minimized as buttons on the taskbar.

When the user closes the last application in a session, the session is logged off automatically after twenty seconds.

---

# Terminating and Disconnecting Sessions

This topic does not apply to XenDesktop connections.

In remote desktop and seamless full screen windows, you can use the ctxwm menu system to log off, disconnect, and exit from published applications and connection sessions.

## To access the ctxwm menu system

1. On a blank area of the remote desktop window, click and hold down the left mouse button. The ctxwm menu appears.
2. Drag the mouse pointer over **Shutdown** to display the shutdown options.

## To choose an option from the ctxwm menu

Drag the pointer over the required option to select it. Release the mouse button to select the option.

To	Choose
Terminate the connection and all running applications	Logoff
Disconnect the session but leave the application running	Disconnect
Disconnect the session and terminate the application	Exit

**Note:** The server can be configured to terminate any applications that are running if a session is disconnected.

---

# Using ctxgrab and ctxcapture to Cut and Paste Graphics When Connected to XenApp for UNIX

If you are connected to an application published on a XenApp server for UNIX, use `ctxgrab` or `ctxcapture` to cut and paste graphics between the session and the local desktop. These utilities are configured and deployed from the server.

**Important:** You might need to deploy UNIX applications that are designed for use with a 3-button mouse. Use `ctx3bmouse` on the XenApp for UNIX server to configure 3-button mouse emulation. For more information, see the XenApp for UNIX administration documentation.

- [ctxgrab](#)
- [ctxcapture](#)

---

# Using the ctxgrab Utility to Cut and Paste Graphics

This topic does not apply to XenDesktop connections.

The ctxgrab utility is a simple tool you use to cut and paste graphics from published applications to applications running on the local user device. This utility is available from a command prompt or, if you are using a published application, from the ctxwm window manager.

**Important:** Use ctx3bmouse on the XenApp for UNIX server to configure 3-button mouse emulation. For more information, see the XenApp for UNIX administration documentation.

## To access the ctxgrab utility from the window manager

- In seamless mode, right-click the **ctxgrab** button in the top, left-hand corner of the screen to display a menu and choose the **grab** option
- In full screen mode, left-click to display the **ctxwm** menu and choose the **grab** option

## To copy from an application in a plug-in window to a local application

1. From the **ctxgrab** dialog box, click **From screen**.
2. To select a window, move the cursor over the window you want to copy and click the middle mouse button. To select a region, hold down the left mouse button and drag the cursor to select the area you want to copy. To cancel the selection, click the right mouse button. While dragging, click the right mouse button before releasing the left button.
3. Use the appropriate command in the local application to paste the object.



---

# Using the ctxcapture Utility to Cut and Paste Graphics

This topic does not apply to XenDesktop connections.

The ctxcapture utility is a more fully-featured utility for cutting and pasting graphics between published applications and applications running on the local user device.

With ctxcapture you can:

- Grab dialog boxes or screen areas and copy them between an application in a plug-in window and an application running on the local user device, including non-ICCCM-compliant applications
- Copy graphics between the plug-in and the X graphics manipulation utility xvf

If you are connected to a published desktop, ctxcapture is available from a command prompt. If you are connected to a published application and the administrator makes it available, you can access ctxcapture through the ctxwm window manager.

**Important:** Use ctx3bmouse on the XenApp for UNIX server to configure 3-button mouse emulation. For more information, see the XenApp for UNIX administration documentation.

## To access the ctxcapture utility from the window manager

Left-click to display the `ctxwm` menu and choose the `screengrab` option.

## To copy from a local application to an application in a plug-in window

1. From the **ctxcapture** dialog box, click **From screen**.
2. To select a window, move the cursor over the window you want to copy and click the middle mouse button. To select a region, hold down the left mouse button and drag the cursor to select the area you want to copy. To cancel the selection: click the right mouse button. While dragging, click the right mouse button before releasing the left button.
3. From the **ctxcapture** dialog box, click **To ICA**. The **xcapture** button changes color to indicate that it is processing the information.
4. When the transfer is complete, use the appropriate command in the published application window to paste the information.

## To copy from an application in a plug-in window to a local application

1. From the application in the plug-in window, copy the graphic.
2. From the **ctxcapture** dialog box, click **From ICA**.
3. When the transfer is complete, use the appropriate command in the local application to paste the information.

## To copy from xv to an application in a plug-in window or local application

1. From **xv**, copy the graphic.
2. From the **ctxcapture** dialog box, click **From xv** and **To ICA**.
3. When the transfer is complete, use the appropriate command in the plug-in window to paste the information.

## To copy from an application in a plug-in window to xv

1. From the application in the plug-in window, copy the graphic.
2. From the **ctxcapture** dialog box, click **From ICA** and **To xv**.
3. When the transfer is complete, use the paste command in **xv**.

---

# Matching Client Names and Computer Names

The dynamic client name feature allows the client name to be the same as the computer name. When users change their computer name, the client name changes to match. This allows you to name computers to suit your naming scheme and find connections more easily when managing your server farm.

If the client name is not set to match the computer name during installation, the client name does not change when the computer name is changed.

Users enable dynamic client name support by selecting **Enable Dynamic Client Name** during plug-in installation.

To enable dynamic client name support during silent command line installation, the value of the property `ENABLE_DYNAMIC_CLIENT_NAME` must be Yes. Set the property to No to disable dynamic client name support.

---

# DNS Name Resolution

You can configure plug-ins that use the Citrix XML Service to request a Domain Name Service (DNS) name for a server instead of an IP address.

**Important:** Unless your DNS environment is configured specifically to use this feature, Citrix recommends that you do not enable DNS name resolution in the server farm.

A plug-in connecting to published applications through the Web Interface uses the Citrix XML Service. For a plug-in connecting through the Web Interface, the Web server resolves the DNS name on behalf of the plug-in.

DNS name resolution is disabled by default in the server farm and enabled by default on the plug-ins. When DNS name resolution is disabled in the farm, any plug-in request for a DNS name returns an IP address. There is no need to disable DNS name resolution on the plug-in.

## To disable DNS name resolution for specific client devices

If you are using DNS name resolution in the server farm and are having problems with specific user devices, you can disable DNS name resolution for those devices.

**Caution:** Using Registry Editor incorrectly can cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Make sure you back up the registry before you edit it.

1. Add a string registry key `xmlAddressResolutionType` to `HKEY_LOCAL_MACHINE\Software\Wow6432Node\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Lockdown\Application Browsing`.
2. Set the value to `IPv4-Port`.
3. Repeat for each user of the user devices.

---

# Securing Online Plug-in Communication

To secure the communication between your server farm and the online plug-in, you can integrate your plug-in connections to the server farm with a range of security technologies, including:

- A SOCKS proxy server or secure proxy server (also known as *security proxy server*, HTTPS proxy server, or SSL tunneling proxy server). You can use proxy servers to limit access to and from your network and to handle connections between the online plug-in and servers. The online plug-in supports SOCKS and secure proxy protocols.
- Secure Gateway for Citrix XenApp or SSL Relay solutions with Secure Sockets Layer (SSL) and Transport Layer Security (TLS) protocols.
- A firewall. Network firewalls can allow or block packets based on the destination address and port. If you are using the plug-ins through a network firewall that maps the server's internal network IP address to an external Internet address (that is, network address translation, or NAT), configure the external address.
- Trusted server configuration.

**Note:** For information about increasing security in application streaming for desktops, see the Citrix Knowledge Base article *Enhancing Security in Application Streaming for Desktops*.

The online plug-in is compatible with and functions in environments where the Microsoft Specialized Security - Limited Functionality (SSLF) desktop security template is used. These templates are supported on the Microsoft Windows XP and Vista platforms. Refer to the Windows XP and Windows Vista security guides available at <http://technet.microsoft.com> for more information about the template and related settings.

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# Support for Microsoft Security Templates

The Citrix online plug-in is compatible with and functions in environments where the Microsoft Specialized Security - Limited Functionality (SSLF) desktop security template is used. These templates are supported on the Microsoft Windows XP and Vista platforms. Refer to the Windows XP and Windows Vista security guides available at <http://technet.microsoft.com> for more information about the template and related settings.

---

# Connecting the Citrix Online Plug-in through a Proxy Server

Proxy servers are used to limit access to and from your network, and to handle connections between plug-ins and servers. The plug-in supports SOCKS and secure proxy protocols.

When communicating with the server farm, the online plug-in uses proxy server settings that are configured remotely on the server running the Web Interface. See the topics for *Web Interface* for information about configuring proxy server settings.

In communicating with the Web server, the online plug-in uses the proxy server settings that are configured through the Internet settings of the default Web browser on the user device. You must configure the Internet settings of the default Web browser on the user device accordingly.

---

# Connecting with the Secure Gateway or Citrix Secure Sockets Layer Relay

You can integrate the online plug-in with the Secure Gateway or Secure Sockets Layer (SSL) Relay service. The online plug-in supports both SSL and TLS protocols.

- SSL provides strong encryption to increase the privacy of your ICA connections and certificate-based server authentication to ensure the server you are connecting to is a genuine server.
- TLS (Transport Layer Security) is the latest, standardized version of the SSL protocol. The Internet Engineering Taskforce (IETF) renamed it TLS when it took over responsibility for the development of SSL as an open standard. TLS secures data communications by providing server authentication, encryption of the data stream, and message integrity checks. Because there are only minor technical differences between SSL Version 3.0 and TLS Version 1.0, the certificates you use for SSL in your software installation will also work with TLS. Some organizations, including U.S. government organizations, require the use of TLS to secure data communications. These organizations may also require the use of validated cryptography, such as FIPS 140 (Federal Information Processing Standard). FIPS 140 is a standard for cryptography.



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# Connecting with the Secure Gateway

You can use the Secure Gateway in either *Normal* mode or *Relay* mode to provide a secure channel for communication between the Citrix online plug-in and the server. No plug-in configuration is required if you are using the Secure Gateway in Normal mode and users are connecting through the Web Interface.

The online plug-in uses settings that are configured remotely on the server running the Web Interface to connect to servers running the Secure Gateway. See the topics for the Web Interface for information about configuring proxy server settings for the plug-in.

If the Secure Gateway Proxy is installed on a server in the secure network, you can use the Secure Gateway Proxy in Relay mode. See the topics for the Secure Gateway for more information about Relay mode.

If you are using Relay mode, the Secure Gateway server functions as a proxy and you must configure the plug-in to use:

- The fully qualified domain name (FQDN) of the Secure Gateway server.
- The port number of the Secure Gateway server. Note that Relay mode is not supported by Secure Gateway Version 2.0.

The FQDN must list, in sequence, the following three components:

- Host name
- Intermediate domain
- Top-level domain

For example: *my\_computer.my\_company.com* is an FQDN, because it lists, in sequence, a host name (*my\_computer*), an intermediate domain (*my\_company*), and a top-level domain (*com*). The combination of intermediate and top-level domain (*my\_company.com*) is generally referred to as the *domain name*.

---

# Connecting with Citrix SSL Relay

By default, Citrix SSL Relay uses TCP port 443 on the XenApp server for SSL/TLS-secured communication. When the SSL Relay receives an SSL/TLS connection, it decrypts the data before redirecting it to the server, or, if the user selects SSL/TLS+HTTPS browsing, to the Citrix XML Service.

If you configure SSL Relay to listen on a port other than 443, you must specify the nonstandard listening port number to the plug-in.

You can use Citrix SSL Relay to secure communications:

- Between an SSL/TLS-enabled client and a server. Connections using SSL/TLS encryption are marked with a padlock icon in the Citrix Connection Center.
- With a server running the Web Interface, between the XenApp server and the Web server.

For information about configuring and using SSL Relay to secure your installation, see the Citrix XenApp administrator's documentation. For information about configuring the server running the Web Interface to use SSL/TLS encryption, see the Web Interface administrator's documentation.

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# User Device Requirements

In addition to the requirements contained in the [System Requirements and Compatibility for Online Plug-in 12.0 for Windows](#), you also must ensure that:

- The user device supports 128-bit encryption
- The user device has a root certificate installed that can verify the signature of the Certificate Authority on the server certificate
- The plug-in is aware of the TCP listening port number used by the SSL Relay service in the server farm
- Any service packs or upgrades that Microsoft recommends are applied

If you are using Internet Explorer and you are not certain about the encryption level of your system, visit the Microsoft Web site at <http://www.microsoft.com> to install a service pack that provides 128-bit encryption.

**Note:** The online plug-in supports certificate key lengths of up to 4096 bits. Ensure that the bit lengths of your Certificate Authority root and intermediate certificates, and those of your server certificates, do not exceed the bit length your plug-in supports or connection might fail.

---

# To apply a different listening port number for all connections

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

1. As an administrator, open the Group Policy Editor by either running gpedit.msc locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the icaclient template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plugin Configuration folder (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and type a new port number in the **Allowed SSL servers** text box in the following format: *server:SSL relay port number* where *SSL relay port number* is the number of the listening port. You can use a wildcard to specify multiple servers. For example, *\*.Test.com:SSL relay port number* matches all connections to **Test.com** through the specified port.

---

# To apply a different listening port number to particular connections only

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

1. As an administrator, open the Group Policy Editor by either running gpedit.msc locally from the **Start** menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already added the icaclient template to the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plugin Configuration folder (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and type a comma-separated list of trusted servers and the new port number in the **Allowed SSL servers** text box in the following format: *servername:SSL relay port number,servername:SSL relay port number* where *SSL relay port number* is the number of the listening port. You can specify a comma-separated list of specific *trusted* SSL servers similar to this example:

```
csghq.Test.com:443,fred.Test.com:443,csghq.Test.com:444
```

which translates into the following in an example appsrv.ini file: [Word]  
SSLProxyHost=csghq.Test.com:443

[Excel]

```
SSLProxyHost=csghq.Test.com:444
```

[Notepad]

```
SSLProxyHost=fred.Test.com:443
```

---

# Configuring and Enabling Plug-ins for SSL and TLS

SSL and TLS are configured in the same way, use the same certificates, and are enabled simultaneously.

When SSL and TLS are enabled, each time you initiate a connection, the online plug-in tries to use TLS first and then tries SSL. If it cannot connect with SSL, the connection fails and an error message appears.

To force the plug-in to connect with TLS, you must specify TLS on the Secure Gateway server or SSL Relay service. See the topics for the Secure Gateway or your SSL Relay service documentation for more information.

In addition, make sure the user device meets all system requirements outlined in *System Requirements for the Citrix Online Plug-in 11.2 for Windows*.

To use SSL/TLS encryption for all plug-in communications, configure the user device, the online plug-in, and the server running the Web Interface.

---

# Installing Root Certificates on the Client Devices

To use SSL/TLS to secure communications between a SSL/TLS-enabled online plug-in and the server farm, you need a root certificate on the user device that can verify the signature of the Certificate Authority on the server certificate.

The online plug-in supports the Certificate Authorities that are supported by the Windows operating system. The root certificates for these Certificate Authorities are installed with Windows and managed using Windows utilities. They are the same root certificates that are used by Microsoft Internet Explorer.

If you use your own Certificate Authority, you must obtain a root certificate from that Certificate Authority and install it on each user device. This root certificate is then used and trusted by both Microsoft Internet Explorer and the online plug-in.

Depending on your organization's policies and procedures, you might want to install the root certificate on each user device instead of directing users to install it. If you are using Windows 2000 with Active Directory on all user devices, you can deploy and install root certificates using Windows 2000 Group Policy. See your Microsoft Windows 2000 documentation for more information.

Alternatively, you may be able to install the root certificate using other administration or deployment methods, such as:

- Using the Microsoft Internet Explorer Administration Kit (IEAK) Configuration Wizard and Profile Manager
- Using third-party deployment tools

Make sure that the certificates installed by your Windows operating system meet the security requirements for your organization or use the certificates issued by your organization's Certificate Authority.

---

# To configure the Online Plug-in to use SSL/TLS

1. Make sure the user device meets all requirements outlined in the *System Requirements for Citrix Online Plug-in 11.2 for Windows*.
2. To use SSL/TLS to encrypt application enumeration and launch data passed between the online plug-in and the server running the Web Interface, configure the appropriate settings using the Web Interface. You must include the computer name of the XenApp server that is hosting the SSL certificate.
3. To use secure HTTP (HTTPS) to encrypt the configuration information passed between the online plug-in and the server running the Web Interface, enter the server URL in the format `https://servername` by right clicking the online plug-in icon in the Notification Area and choosing **Change Server**.



---

# To configure TLS support

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

1. As an administrator, open the Group Policy Editor by running `gpedit.msc` locally from the **Start** menu when applying this to a single computer or by using the Group Policy Management Console when using Active Directory.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and from the drop-down menus, select the TLS settings.
  - Set SSL/TLS Version to **TLS** or **Detect all** to enable TLS. If **Detect all** is selected, the plug-in connects using TLS encryption. If a connection using TLS fails, the plug-in connects using SSL.
  - Set SSL ciphersuite to **Detect version** to have the plug-in negotiate a suitable ciphersuite from the Government and Commercial ciphersuits. You can restrict the ciphersuites to either Government or Commercial.
  - Set CRL verification to **Require CRLs for connection** requiring the plug-in to try to retrieve Certificate Revocation Lists (CRLs) from the relevant certificate issuers.

---

# To use the Group Policy template to meet FIPS 140 security requirements

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

To meet FIPS 140 security requirements, use the Group Policy template to configure the parameters or include the parameters in the Default.ica file on the server running the Web Interface. See the information about Web Interface for additional information about the Default.ica file.

1. As an administrator, open the Group Policy Editor by either running gpedit.msc locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the icaclient template into the Group Policy Editor, you can omit Steps 3 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plug-in Configuration folder (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and from the drop-down menus, select the correct settings.
  - Set SSL/TLS Version to **TLS** or **Detect all** to enable TLS. If **Detect all** is selected, the plug-in tries to connect using TLS encryption. If a connection using TLS fails, the plug-in tries to connect using SSL.
  - Set SSL ciphersuite to **Government**.
  - Set CRL verification to **Require CRLs for connection**.

---

# To configure the Web Interface to use SSL/TLS when communicating with the plug-in

When using the Web Interface, specify the computer name of the server hosting the SSL certificate. See the information about Web Interface for more details about using SSL/TLS to secure communications between the online plug-in and the Web server.

1. From the **Configuration settings** menu, select **Server Settings**.
2. Select **Use SSL/TLS for communications between clients and the Web server**.
3. Save your changes.

Selecting SSL/TLS changes all URLs to use HTTPS protocol.

---

# To configure Citrix XenApp to use SSL/TLS when communicating with the online plug-in

You can configure the XenApp server to use SSL/TLS to secure the communications between the the online plug-in and the server.

1. Depending on the version of the XenApp server you have installed, in the Access Management Console or Delivery Services Console, open the **Properties** dialog box for the application you want to secure.
2. Select **Advanced > Client options** and ensure that you select **Enable SSL and TLS protocols**.
3. Repeat these steps for each application you want to secure.

When using the Web Interface, specify the computer name of the server hosting the SSL certificate. See the information about Web Interface for more details about using SSL/TLS to secure communications between the online plug-in and the Web server.

---

# To configure the online plug-in to use SSL/TLS when communicating with the server running the Web Interface

You can configure the online plug-in to use SSL/TLS to secure the communications between the plug-in and the server running the Web Interface.

**Note:** This procedure assumes that a valid root certificate is installed on the user device. For more information, see the information about installing root certificates on user devices.

1. In the Windows notification area, right-click the online plug-in icon and choose **Change Server**.
2. The **Change Server** screen displays the currently configured URL. Enter the server URL in the text box in the format `https://servername` to encrypt the configuration data using SSL/TLS.
3. Click **Update** to apply the change.
4. Enable SSL/TLS in the client device browser. For more information about enabling SSL/TLS in the browser, see the online Help for the browser.

---

# To apply a different listening port number for all connections

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

1. As an administrator, open the Group Policy Editor by either running gpedit.msc locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the icaclient template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the Administrative Templates folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plug-in Configuration folder (usually C:\Program Files\Citrix\ICA Client\Configuration) and select icaclient.adm.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network routing > TLS/SSL data encryption and server identification**.
7. From the **Action** menu, choose **Properties**, select **Enabled**, and type a new port number in the **Allowed SSL servers** text box in the following format: *server:SSL relay port number* where *SSL relay port number* is the number of the listening port. You can use a wildcard to specify multiple servers. For example, *\*.Test.com:SSL relay port number* matches all connections to **Test.com** through the specified port.

---

# Selecting and Distributing a Digital Signature Certificate

When selecting a digital signature certificate, Citrix recommends you choose from this prioritized list:

1. Buy a code-signing certificate or SSL signing certificate from a public Certificate Authority (CA).
2. If your enterprise has a private CA, create a code-signing certificate or SSL signing certificate using the private CA.
3. Use an existing SSL certificate, such as the Web Interface or Self-service Plug-in server certificate.
4. Create a new root CA certificate and distribute it to user devices using GPO or manual installation.

---

# Configuring a Web Browser and ICA File to Enable Single Sign-on and Manage Secure Connections to Trusted Servers

To use Single sign-on (SSO) and to manage secure connections to trusted servers, add the Citrix server's site address to the **Local intranet** or **Trusted sites** zones in Internet Explorer under **Tools > Internet Options > Security** on the user device. The address can include the wildcard (\*) formats supported by the Internet Security Manager (ISM) or be as specific as *protocol://URL[:port]*.

The same format must be used in both the ICA file and the sites entries. For example, if you use a fully qualified domain name (FQDN) in the ICA file, you must use an FQDN in the sites zone entry. XenDesktop connections use only a desktop group name format.

## Supported Formats (Including Wildcards)

`http[s]://10.2.3.4`

`http[s]://10.2.3.*`

`http[s]://hostname`

`http[s]://fqdn.example.com`

`http[s]://*.example.com`

`http[s]://cname.*.example.com`

`http[s]://*.example.co.uk`

`desktop://group-20name`

`ica[s]://xaserver1`

`ica[s]://xaserver1.example.com`

## Launching SSO or Using Secure Connections with Web Interface

Add the exact address of the Web Interface site in the sites zone.

**Example Web Interface Site Addresses**

`https://my.company.com`



http://10.20.30.40

http://server-hostname:8080

https://SSL-relay:444

## XenDesktop Connections with Desktop Viewer

Add the address in the form *desktop://Desktop Group Name*. If the desktop group name contains spaces, replace each space with **-20**.

## Custom ICA Entry Formats

Use one of the following formats in the ICA file for the Citrix server site address. Use the same format to add it to the **Local intranet** or **Trusted sites** zones in Internet Explorer under **Tools > Internet Options > Security** on the user device:

### Example of ICA File HttpBrowserAddress Entry

HttpBrowserAddress=XMLBroker.XenappServer.example.com:8080

### Examples of ICA File XenApp Server Address Entry

If the ICA file contains only the XenApp server **Address** field, use one of the following entry formats:

icas://10.20.30.40:1494

icas://my.xenapp-server.company.com

ica://10.20.30.40

---

# To extract, install, and remove the individual plug-in .msi files

Citrix does not recommend extracting the .msi files in place of running the installer packages. However, there might be times when you have to extract the plug-in .msi files from CitrixOnlinePluginFull.exe manually, rather than running the installer package (for example, company policy prohibits using the .exe file). If you use the extracted .msi files for your installation, using the .exe installer package to upgrade or uninstall and reinstall might not work properly.

**Note:** Due to enhancements to the online plug-in installation in this release, the Administrative installation option available in previous versions of the plug-in is not supported with this release. To customize the online plug-in installation, see [To configure and install the online plug-in using the plug-in installer and command-line parameters](#).

1. To extract the .msi files, type the following at a command prompt:

```
CitrixOnlinePluginFull.exe /extract [Destination_name]
```

where *Destination\_name* is the directory into which the the .msi files are extracted. This directory must exist already, because /extract does not create it.

2. To install the .msi files, double click each file.

**Note:** If User Access Control (UAC) is enabled, Citrix advises that you install the .msi files in elevated mode. The .msi files are supported per-machine and require administrator privileges to deploy them.

When installing the plug-ins, install ICAWebWrapper.msi first. The best practice is to run the .msi files in this order:

- a. ICAWebWrapper.msi
- b. SSONWrapper.msi
- c. GenericUSB.msi
- d. DesktopViewer.msi
- e. CitrixHDXMediaStreamForFlash-ClientInstall.msi
- f. PNAWrapper.msi

## To remove the plug-ins

## To extract, install, and remove the individual plug-in .msi files

---

When removing the plug-ins, remove ICAWebWrapper.msi last. The best practice is to remove the plug-ins in this order:

1. PNAWrapper.msi
2. CitrixHDXMediaStreamForFlash-ClientInstall.msi
3. DesktopViewer.msi
4. GenericUSB.msi
5. SSONWrapper.msi
6. ICAWebWrapper.msi

Each .msi file has an Add/Remove (Control Panel on Windows XP or Windows Server 2003) or Programs and Features (Control Panel on Windows Vista, Windows 7, and Windows Server 2008) entry in the following format:

Name of package	Name displayed in Add/Remove or Programs and Features
ICAWebWrapper.msi	Citrix online plug-in (Web)
PNAWrapper.msi	Citrix online plug-in (PNA)
SSONWrapper.msi	Citrix online plug-in (SSON)
CitrixHDXMediaStreamForFlash-ClientInstall.msi	Citrix online plug-in (HDX)
DesktopViewer.msi	Citrix online plug-in (DV)
GenericUSB.msi	Citrix online plug-in (USB)

---

# Enabling Smart Card Logon

Enabling smart card logon allows users to use smart cards instead of passwords to authenticate to XenApp servers. You can use smart card logon either with or without pass-through authentication.

You must enable smart card support on the server and set up and configure the user device properly with third-party smart card hardware and software. Refer to the documentation that came with your smart card equipment for instructions about deploying smart cards within your network.

The smart card removal policy set on XenApp determines what happens if you remove the smart card from the reader during an ICA session. The smart card removal policy is configured through and handled by the Windows operating system.

- Kerberos pass-through authentication requires a smart card inserted in the smart card reader at logon time only. With this logon mode selected, the plug-in prompts the user for a smart card PIN (Personal Identification Number) when it starts up. Kerberos pass-through authentication then caches the PIN and passes it to the server every time the user requests a published resource. The user does not have to subsequently reenter a PIN to access published resources or have the smart card continuously inserted. If authentication based on the cached PIN fails or if a published resource itself requires user authentication, the user continues to be prompted for a PIN.
- Disabling pass-through authentication requires a smart card to be present in the smart card reader whenever the user accesses a server. With pass-through disabled, the plug-in prompts the user for a smart card PIN when it starts up and every time the user requests a published resource.

---

# To enable trusted server configuration

If you are changing this on a local computer, close all plug-in components, including the Connection Center.

1. As an administrator, open the Group Policy Editor by either running `gpedit.msc` locally from the Start menu when applying policies to a single computer or by using the Group Policy Management Console when applying domain policies.

**Note:** If you already imported the `icaclient` template into the Group Policy Editor, you can omit Steps 2 to 5.

2. In the left pane of the Group Policy Editor, select the **Administrative Templates** folder.
3. From the **Action** menu, choose **Add/Remove Templates**.
4. Choose **Add** and browse to the plug-in Configuration folder (usually `C:\Program Files\Citrix\ICA Client\Configuration`) and select `icaclient.adm`.
5. Select **Open** to add the template and then **Close** to return to the Group Policy Editor.
6. Expand the **Administrative Templates** folder under the **User Configuration** node.
7. From the Group Policy Editor, expand **Administrative Templates** and navigate through **Citrix Components > Citrix online plug-in > Network Routing > Configure trusted server configuration**.
8. From the **Action** menu, choose **Properties** and select **Enabled**.

---

# Elevation Level and wfcrun32.exe

When User Access Control (UAC) is enabled on devices running Windows Vista or later, only processes at the same elevation/integrity level as wfcrun32.exe can launch published applications.

**Example 1:**

When wfcrun32.exe is running as a normal user (un-elevated), other processes such as the plug-in must be running as a normal user to launch applications through wfcrun32.

**Example 2:**

When wfcrun32.exe is running in elevated mode, other processes such as Connection Center, the online plug-in, and third party applications using the ICA Client Object that are running in non-elevated mode cannot communicate with wfcrun32.exe.

---

# Using the Plug-in with XenDesktop Connections

Users access virtual desktops through the Desktop Appliance Lock (formerly "full-screen-only mode") by logging on to their local computer and following the on-screen prompts. Users access other types of virtual desktop using the Desktop Viewer (formerly, "window-view mode"), which they install either when they need it, from a XenDesktop Web site that you make available, or, if preferred, as a separate installation. Typical user access scenarios are described in the [XenDesktop documentation](#).

Note that virtual desktops cannot be accessed if they are already in use locally or by another user remotely.

If you do not use proxy servers in your environment, correct the Internet Explorer proxy settings on any user devices running Internet Explorer 7.0 on Windows XP. By default, this configuration automatically detects proxy settings. If proxy servers are not used, users will experience unnecessary delays during the detection process. For instructions on changing the proxy settings, consult your Internet Explorer documentation. Alternatively, you can change proxy settings using the Web Interface. For more information, consult the [Web Interface documentation](#).

---

# Viewing Virtual Desktops in Window View Mode

When using virtual desktops in window view mode, you can work with the Desktop Viewer through buttons on the Desktop Viewer toolbar. The toolbar menu provides an alternative, accessible way of performing tasks. The toolbar menu is the drop-down menu that is activated by clicking the XenDesktop icon on the Desktop Viewer window's title bar or by pressing **CTRL+ALT+BREAK**.



---

# Changing the Appearance of Virtual Desktops

Depending on their preferences, users can change how their virtual desktops are displayed when using window view mode. Users can:

- Scale the virtual desktop to fit the window
- Change the resolution of the virtual desktop
- Display the virtual desktop at its actual size

Resizing changes are saved to the user device or roaming profile (if set up), and are used the next time the user connects to the virtual desktop.

When used with multiple monitors, note that the window maximizes to any monitor it overlaps, so to maximize it across two monitors, drag the window across both monitors and then click the **Maximize** button on the window.

Users can right-click to view a virtual desktop's properties and, if the XenDesktop administrator allows it, change some properties such as font size, but users cannot change the desktop's size this way or specify that their local desktop color scheme is adopted by the virtual desktop.

## To change the resolution of a virtual desktop so it fits in a window

Once you have the window positioned and sized correctly, changing the resolution sharpens the desktop image and displays the entire desktop. Changing the resolution of a virtual desktop removes scroll bars and any blurring, but the position of desktop icons may change and the desktop's background graphic may appear distorted.

1. On the toolbar, click **Preferences** and on the **Display** tab, select **Changing Resolution**.
2. Click **OK** to confirm the change.

## To scale a virtual desktop so it fits in a window

Scaling a virtual desktop this way allows you to quickly see the entire desktop. This can be useful when you are working on your local desktop but want to monitor the virtual desktop using a small window (for example, to watch the progress of an installation on the remote computer).

On the toolbar, click **Preferences** and on the **Display** tab, select **Scale to Fit**. If the virtual desktop resolution does not match your local desktop (for example, if you logged on from a

computer with a bigger monitor), you are prompted to resize the virtual desktop.

After clicking **Scale to Fit**, the shape of the Desktop Viewer window is fixed.

## To display a virtual desktop in actual size on the remote computer

Viewing a desktop in actual size on the remote computer reproduces the exact display of the desktop in the Desktop Viewer window. This can be useful when examining content such as detailed graphics. Desktop scaling and the position of icons on the virtual desktop do not change relative to the remote desktop, but if the window is smaller than the remote desktop, you have to use scroll bars to view the entire desktop.

On the toolbar, click **Preferences** and on the **Display** tab select **Actual Size**.

---

# Working with the Desktop Viewer Window

Depending on their preferences, users can maximize the Desktop Viewer window or display their virtual desktops in windows.

When the Desktop Viewer window is maximized, the small toolbar grip is displayed at the top of the screen. Hovering over the grip displays the toolbar.

When the Desktop Viewer is used in window mode, the mini-bar is displayed. This occupies less screen space than the toolbar.

## To move the toolbar or mini-bar to another position on the screen

You can move the toolbar or mini-bar to a convenient position that does not obscure other windows' content or controls.

Depending on whether you are using the larger toolbar or the smaller mini-bar, do one of the following:

- **Toolbar.** Hover over the toolbar grip that appears at the top of the screen and move it left or right. You cannot move the toolbar to a vertical or bottom edge of a full-screen Desktop Viewer window.
- **Mini-bar.** Click the mini-bar grip and move it to any vertical or horizontal edge of the Desktop Viewer window. You can position the mini-bar to the inside or outside edge.

## To control how local files are accessed

A virtual desktop may need to access files that are located on the user device. You can control the extent to which this happens.

On the toolbar or mini-bar, click **Preferences** and on the **HDX** tab of the **Preferences** dialog box select an option under **File Access**:

Option	Description
<b>Disabled</b>	Do not allow the virtual desktop to access local files.
<b>Read only</b>	Allow the virtual desktop to read but not write to local files.
<b>Read/Write</b>	Allow the virtual desktop to read and write to local files.
<b>Prompt</b>	Ask me each time the virtual desktop needs to access local files.

## To access USB devices

You can access on a virtual desktop any supported USB devices that are connected to a local desktop.

To allow the remoting of USB devices to virtual desktops, USB support must be enabled when the online plug-in is installed, and administrators must enable the USB policy rule. For information on this, see the [XenDesktop documentation](#).

On the toolbar or mini-bar, click **USB** and click the USB device you want to access.

## To set up a microphone

Follow this procedure if you want to use a local microphone on a virtual desktop accessed through the Desktop Viewer.

On the toolbar or mini-bar, click **Preferences** and on the **HDX** tab of the **Preferences** dialog box select an option under **Microphone**:

Option	Description
<b>Disabled</b>	Do not allow the microphone to be used on the virtual desktop.
<b>Enabled</b>	Allow the microphone to be used on the virtual desktop.
<b>Prompt</b>	Ask me each time the virtual desktop needs to access the microphone.

---

# To enable and disable HDX MediaStream for Flash in the Desktop Viewer

With HDX MediaStream for Flash you can play Adobe Flash content on your device, rather than on the server to which you are connected. This provides you with smoother performance and a higher quality image.

1. In the Desktop Viewer, select **Preferences**.
2. Under **Flash Acceleration** on the **HDX** tab, select **Enabled**, **Prompt**, or **Disabled**.

**Note:** Selecting **Prompt** results in a dialog box requesting you to confirm usage of HDX MediaStream for Flash each time you access Flash content.

---

# Switching Between Virtual Desktops

If users have been set up with more than one virtual desktop, they can switch between those desktops using the toolbar.

In the Desktop Viewer:

- To switch to another active virtual desktop, click the name of the virtual desktop on the toolbar.
- To switch to the local desktop, click **Home Desktop**.

---

# Logging Off and Disconnecting From Virtual Desktops

The actions that users can take on the virtual desktop depend on how their access rights were set up by the XenDesktop administrator.

## To log off from a virtual desktop, shut it down, or lock its screen

1. On the toolbar or mini-bar, click **Ctrl+Alt+Del**.
2. Choose the action that you want to perform and follow the on-screen prompts.

## To disconnect from a virtual desktop

1. Save your work on the virtual desktop.
2. Safely remove any USB devices that are used by the virtual desktop.
3. Close the Desktop Viewer window.
4. Click **Yes** when prompted.

---

# Restarting Virtual Desktops

If user-driven desktop restart is enabled, users can restart their virtual desktops both during session startup and from within an existing session.

## To restart a virtual desktop during startup

1. If a virtual desktop fails to start or you are presented with an error message during startup, on the **Desktop** tab in the browser window, select the **Restart** button for the virtual desktop you want to restart.
2. Click **OK** to confirm you want to restart the virtual desktop. The virtual desktop restarts automatically and appears in a new window.

## To restart a virtual desktop during a session

1. If a virtual desktop becomes unresponsive during a session, on the **Desktop** tab in the browser window, select the **Restart** button for the desktop you want to restart.
2. Click **OK** to confirm you want to restart the virtual desktop. The desktop restarts automatically and appears in a new window.

**Important:** Any unsaved data is lost during the restart operation.



---

# To customize USB preferences

If USB support is enabled, users are presented with a list of USB devices available for remoting each time a virtual desktop starts. To prevent this list from appearing, users can customize their USB preferences using the **USB** tab of the **Desktop Viewer Preferences** dialog box. Users can configure their preferences so that all USB devices plugged in before or during a session are automatically remoted to the virtual desktop that is in focus.

1. On the toolbar or mini-bar, click **Preferences** and click the **USB** tab.
2. In the **When desktop starts** area, choose one of the following:
  - **Connect all available USB devices.** Makes all local USB devices available on the virtual desktop.
  - **Display the list of available USB devices and let me choose.** Displays a list of local USB devices and allows you to select which are available on the virtual desktop.
  - **Do nothing.** Leaves all local USB devices available on the local desktop but unavailable on the virtual desktop.
3. In the **When a USB Device is inserted while using desktop** area, choose one of the following:
  - **Connect the USB device.** Makes the new USB device available on the virtual desktop.
  - **Display a message and let me choose.** Displays a message and allows you to select whether the new USB device is available on the virtual desktop.
  - **Do nothing.** Makes the new USB device available on the local desktop but not the virtual desktop.

---

# Using Virtual Desktops in Full-Screen-Only Mode

Administrators should note the following concerning virtual desktops running in full-screen-only mode:

- After client installation, no user device configuration is required
- You should grant access to only one virtual desktop per user
- Multiple virtual desktops running on one device are not supported
- Virtual desktops have the same size and resolution as the monitor or monitors that display them

There is little user interface associated with virtual desktops running in full-screen-only mode. Messages are displayed keeping the user informed while connections to virtual desktops are in progress and for other state changes; for example, while the desktop is closing down. When users complete their work, their closedown actions have varying effects depending on the configuration applied by their XenDesktop administrator (whether logging off, shutting down, and so on are allowed).

For security reasons, screensavers that automatically lock either local or virtual desktops should not be used. If a screensaver is activated on a virtual desktop, for example, it may give the false impression that the local desktop is locked.

The effects of closedown and lock actions initiated on the virtual desktop are as follows.

User action	Result
Logoff	Logs the user off the virtual desktop and local computer and returns them to the local logon dialog box.
Shutdown	Shuts down the virtual desktop and local computer.
Restart	Restarts the virtual desktop and local computer, and returns the user to the local logon dialog box.
Standby	Puts the virtual desktop in the standby state. The Resume action returns the user to the local logon dialog box.
Lock computer	Locks the virtual desktop and returns the user to the local Computer Locked dialog box.

Standby and lock actions on the local computer do not affect the virtual desktop, but its behavior in response to a local logoff is configurable by XenDesktop administrators, as is the effect of the idle state on local computers. For details about configuring logoff behavior for virtual desktops, see the [XenDesktop documentation](#).

**Important:** You should not allow users to hibernate virtual desktops. Use Active Directory policies appropriately to prevent users from hibernating virtual desktops.

If user-driven desktop restart is enabled, users can restart their virtual desktops both during session startup and from within an existing session.

### To restart a virtual desktop during startup

1. If a virtual desktop fails to start or you are presented with an error message during startup, on the **Desktop** tab in the browser window, select the **Restart** button for the virtual desktop you want to restart.
2. Click **OK** to confirm you want to restart the virtual desktop. The virtual desktop restarts automatically and appears in a new window.

### To restart a virtual desktop during a session

1. If a virtual desktop becomes unresponsive during a session, on the **Desktop** tab in the browser window, select the **Restart** button for the desktop you want to restart.
2. Click **OK** to confirm you want to restart the virtual desktop. The desktop restarts automatically and appears in a new window.

**Important:** Any unsaved data is lost during the restart operation.

---

# Other Factors Affecting the User Experience

Connections to virtual desktops created with XenDesktop support workspace control. This feature (not enabled by default) allows users to *roam*. That is, they can disconnect from a virtual desktop accessed through one user device and reconnect to the same desktop through another. If the user is connected through the first device when they connect through the second, the same session is used for the new connection. After the user connects through the second device, they are disconnected from the first device.

From within a desktop session, users cannot connect to the same virtual desktop. Attempting to do so will disconnect the existing desktop session. Therefore, Citrix recommends:

- Administrators should not configure the clients on a desktop to point to a site that publishes the same desktop
- Users should not browse to a site that hosts the same desktop if the site is configured to automatically reconnect users to existing sessions
- Users should not browse to a site that hosts the same desktop and try to launch it

Be aware that a user who logs on locally to a computer that is acting as a virtual desktop blocks connections to that desktop.

If your users connect to virtual applications (published with XenApp) from within a virtual desktop and your organization has a separate XenApp administrator, Citrix recommends working with them to define device mapping such that desktop devices are mapped consistently within desktop and application sessions. Because local drives are displayed as network drives in desktop sessions, the XenApp administrator needs to change the drive mapping policy to include network drives.

Drives mapped on user devices are unmapped when XenDesktop sessions are disconnected.

---

# Understanding Keyboard Input in Virtual Desktops

When you use a virtual desktop, all key presses are directed to the virtual desktop (not the local computer) with the following exceptions:

When you use a virtual desktop in full-screen-only mode, certain key combinations; for example, CTRL+ALT+DELETE or Windows logo key+L, are not directed to the virtual desktop.

The CTRL+ALT+BREAK keyboard shortcut opens the Desktop Viewer toolbar menu, if you are viewing the virtual desktop in full screen.

Key presses that activate StickyKeys, FilterKeys, and ToggleKeys (Microsoft accessibility features) are always sent to the local computer. You can turn off these features, but only by disabling all accessibility options in Windows using a Group Policy Object.

---

# Printing in Virtual Desktops

On a Windows computer, the Printers and Faxes window displays a list of configured printers. The printer names used in desktop sessions do not include any session identifier.

The Universal Printer Driver used in XenDesktop reinstates a user's default printer when they disconnect from a virtual desktop. This improves usability if the user later logs on to the computer locally.

Printer drivers can be replicated (using the Presentation Server Console) between servers, but not between desktops in a XenDesktop deployment.