



Receiver Updater for Windows 3.0

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Receiver Updater for Windows 3.0

Citrix Receiver for Windows provides secure, simple, high-performance, on-demand access to virtual desktops, enterprise applications, and IT services. It delivers a common user interface whether using only Receiver or using it with any other Citrix Plug-ins.

Citrix Receiver Updater for Windows is an optional software client for use with Citrix Receiver for Windows 3.0 and later (as well as with earlier versions known as the Citrix Online Plug-in). Citrix Receiver Updater works with Merchandising Server to deploy and automatically update Citrix Receiver and associated Plug-ins to user devices or on XenDesktops.

Under this node, you will find the following resources for Receiver Updater:

About Receiver Updater for Windows 3.0	Contains known issues, issues fixed in this release, and information about getting support.
System Requirements and Compatibility	Contains server requirements, system requirements and compatibility information.
Installing Receiver for Windows	Contains an overview of the different ways you can install Receiver Updater. The tasks and procedures can be viewed by expanding topic.
Software Development Kit	Contains information regarding the Software Development Kit.

For information on deploying Citrix Receiver Updater for Windows with other Citrix products, see [Merchandising Server](#).

About Receiver Updater for Windows 3.0

What's New

- Receiver Updater is now an optional client required only to provide updates and configuration management with Merchandising Server.

Known Issues

This section contains:

- Installation Issues
- General issues
- Third-party issues

Installation Issues

- To upgrade from earlier versions of Receiver for Windows to Receiver Updater for Windows 3.0, [create a delivery](#) in Merchandising Server.

General Issues

- Receiver Updater icon does not display in Vista system tray after rebooting. If a reboot is required due to a reinstallation delivery from Merchandising Server, occasionally the Receiver Updater icon may not appear even though Receiver.exe is running [#301].
- Security warning during installation. Although the publisher is Citrix Systems, Inc., a Security Warning for "Unknown Publisher" appears during installation from the Merchandising Server download page. When you see that warning, click **Run** to proceed [#470].
- User Principal Name (UPN) is not accepted as user name unless you configure the Merchandising Server to use Delivery Services authentication: Otherwise, the Receiver Updater log-in screen requires that you enter your user name as Domain\User. It does not accept a UPN [#1548].
- Add or Remove Programs list needs a refresh after Receiver Updater is uninstalled. On Windows XP Professional and Windows Server 2003: After you uninstall Receiver Updater using the **Add or Remove Programs** list, the Receiver Updater and plug-in icons remain until you refresh the list. On Windows Vista, Windows 7, and Windows Server 2008: After you uninstall Receiver Updater using the **Add or Remove Programs** list, the plug-in icons remain until you refresh the list [#1596].
- Interrupting download and installation of plug-ins may break Online plug-in installation. Exiting Receiver Updater while downloading may prevent plug-ins from installing. If Receiver Updater is subsequently restarted the installation of online plug-in may hang. Workaround: Reboot system. Let Receiver Updater download plug-ins and install them without exiting Receiver Updater [#2416].
- Uninstalling deliveries with Merchandising Server when an end-user has downloaded and installed Receiver Updater more than once (without uninstalling it) may result in incomplete removal of plug-ins. If a user downloads and installs Receiver Updater, and Receiver Updater has subsequently received deliveries and installed plug-ins, reinstalling Receiver Updater from the download page when an uninstall has been initiated by Merchandising Server may result in an incomplete uninstallation. Workaround: Remove plug-ins from desktop through **Start>Control Panel>Programs and Features/Add Remove Programs** [#2439].
- Receiver Updater may not start automatically when Windows 7 SSLF templates are applied. In user environments where Citrix Receiver Updater is installed and Microsoft Windows 7 Specialized Security Limited Functionality (SSLF) templates are applied, Citrix Receiver Updater might not run automatically. In addition, any installed Citrix plug-in and client software might not launch automatically. Workaround: Remove the CitrixReceiver Updater entry from the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run registry key. Start Receiver Updater through the Startup shortcut [#2710].
- Logging off from Delivery Services while changing network connection (Ethernet/WiFi) and running the Receiver Updater will lose VPN connection without notification to reconnect. Workaround: Attempt to re-establish connection immediately to minimize any data loss [#2856].
- Plug-in Status in Receiver Updater Preferences window is displayed in English. If the Microsoft .Net Language Pack is not installed, plug-in status messages are only displayed in English. Workaround: Download and install the .Net Language Pack from [Microsoft](#) [#2974].

- Cannot launch Access Gateway Advanced Edition with Receiver Updater running. This version of Access Gateway is not supported and integrated into Receiver. Workaround: None [#3209].
- Connect to Delivery Services and Check for Updates are grayed out in Receiver's menu if Receiver's proxy server network settings are incomplete and Windows' LAN Settings are configured for both automatic configuration and proxy server. In Receiver Updater **Preferences > Network Settings**, both **Connect via a proxy server** and **Override default proxy** settings must be selected (along with **Address** and **Port** entries) when Windows LAN Settings are configured to (1) **Automatically detect settings**, and (2) **Use a proxy server for your LAN**.. Failure to fully configure proxy settings results in **Connect to Delivery Services** and **Check for Updates** being grayed out on Receiver's menu [#3317].
- Advanced menu option does not display as selected after delivery of online plug-in. If the online plug-in was installed in a delivery where it was configured to display the advanced user menu items, and it is subsequently in another delivery configured not to display the advanced user menu, the advanced user menu will continue to be displayed unless the online plug-in from the first delivery has been removed. Workaround: From the **Control Panel** open **Add/Remove Programs** or **Programs and Features**, select **Citrix online plug-in** and click **Remove** [#3377].
- Citrix Access Gateway plug-in not uninstalled after Receiver Updater was uninstalled from Control Panel. If Receiver Updater and the Secure Access plug-in were bundled together with the Citrix Receiver Packager, removing Receiver Updater from the Control Panel will not remove the Secure Access plug-in. Workaround: From the **Control Panel** open **Add/Remove Programs** or **Programs and Features**, separately select **Citrix Access Gateway Plug-in** and click **Remove** [#3385].

Third-Party Issues

- Receiver Updater icon does not appear in notification area [#1056]. Sometimes the Receiver Updater icon will not appear in the notification area when Receiver Updater is started although the Windows Task Manager indicates that Receiver.exe is running. This issue results from application compatibility settings, a known Microsoft problem. To resolve this issue, you must edit the Registry, as described in <http://support.citrix.com/article/CTX122987>.

Fixed Issues

- Receiver Updater process causes excessive memory usage. [#255413, #256552]
- Internet Explorer 7 security option prevents download of Receiver Updater [#1733].
- Receiver Updater displays Microsoft .NET Framework "unhandled exception" error when Merchandising Server delivery completion text includes a URL without "http://" [#3359].
- Uninstalling Receiver Updater appears to fail on Windows 7 (64-bit only) when Receiver Updater and Citrix Access Gateway Enterprise Edition were both installed from the command line [#3393].

System and Compatibility Requirements for Receiver Updater for Windows 3.0

You must have the following to install Citrix Receiver Updater for Windows:

- .NET Framework version 2.0 or later
- Administrator privileges on the user's computer

Users must have administrator privileges on their user devices to install Receiver Updater for Windows software from the Download page. The administrator must either grant the users administrator privileges to perform the initial installation or push the Citrix Receiver Updater for Windows installation to their users' client devices. Administrator privileges on the user devices are not required after installation is completed.

After Receiver Updater for Windows is installed, users do not need Administrator privileges for Receiver Updater to install or update Citrix plug-ins.

- .NET Framework Language Pack from [Microsoft](#) is needed to support languages other than English.

One of the following browser versions is required to download Receiver Updater for Windows:

- Internet Explorer 7.x, Internet Explorer 8.x
- Firefox version 2.x and 5.x

Supported Windows Operating Systems

- Windows XP Professional 32- and 64-bit SP3
- Vista 32- and 64-bit SP2
- Windows 7 32- and 64-bit
- Windows Server 2003 32- and 64-bit SP2
- Windows Server 2008 32- and 64-bit SP2

Supported Citrix Plug-ins

The following table lists the plug-ins that are compatible with Merchandising Server, as well as the operating systems supported by those plug-ins:

Plug-in (Minimum Version)	Compatible Operating Systems	Minimum Receiver Updater Version
Windows		
Acceleration plug-in 5.5.4.26	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Acceleration plug-in 5.5.2.24	Windows XP Professional (32-bit), Windows Vista (32-bit)	1.2
Citrix Receiver (Updater) for Windows 2.0.38007	Windows XP Professional SP3 (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 SP2 (32- and 64-bit), and Windows Server 2008 (32- and 64-bit)	2.0
Citrix Receiver for Windows 3.0	Windows 7 (32- and 64-bit, including Embedded Edition), Windows XP Professional (32- and 64-bit) , Windows XP Embedded, Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit, not supported with XenDesktop connections)	2.0
Citrix Self-service plug-in 2.0.0.27090	Windows XP Professional (32-and 64-bit), Windows 7 (32- and 64-bit)	2.0
Dazzle plug-in 1.1.2.18299	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.2
EasyCall 3.0.1.985	Windows XP Professional (32- and 64-bit), Windows Server 2003 (32- and 64-bit), Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.1

System Requirements

EasyCall 2.2.1.872	Windows XP Professional (32- and 64-bit), Windows Server 2003 (32- and 64-bit), Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit)	1.1
Offline plug-in 5.1	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit), Windows 7 (32- and 64-bit)	1.2
Online plug-in 11.1 or Citrix Receiver 13.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Profile management plug-in 2.0.0 *	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Secure access plug-in 4.6.2.0600 (Standard and Advanced)	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Secure access plug-in 9.1 (Enterprise)	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Single sign-on plug-in 5.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	3.0
Service monitoring plug-in 3.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.1
Mac		
Citrix Receiver for Mac 2.0.169145	Mac OSX 10.5, 10.6 (32- and 64-bit)	2.0
Citrix Receiver for Mac 11.4	Mac OSX 10.6, 10.7 **(32- and 64-bit)	2.2
Communications plug-in for Mac 3.0.1.1077	Mac OSX 10.5, 10.6 (32- and 64-bit)	1.1

System Requirements

Online plug-in 11.2.0.169077	Mac OSX 10.5, 10.6 (32- and 64-bit)	1.2
Secure access plug-in 1.2.0.58	Mac OSX 10.5, 10.6 (32- and 64-bit)	1.2

*The Profile management plug-in must be downloaded from <http://mycitrix.com>.

** If you have Mac OS X 10.7 users, you must add the string `MacOS10.7` to the platform list in the plug-in metadata file. For details about the metadata files, see [Modifying Plug-in Metadata](#).

Documentation for the Citrix components supported by Merchandising Server is available at <http://support.citrix.com/proddocs/index.jsp> and through the **Plug-ins > Get New** page in the Merchandising Server Administrator Console.

Installing Receiver Updater for Windows

There are several methods for installing Receiver Updater for Windows:

- If your users do not have administrator rights on their computers, follow the process documented in [Pushing Receiver Updater for Windows](#) to push Receiver Updater for Windows installation down to client devices.
- If your users have administrator rights and have access to your company's internal network, they can install Receiver Updater for Windows through the download page on Merchandising Server.
- If you have deployed Citrix Access Gateway and your users have administrator rights but do not have access to your company's internal network, you can deploy the supplied download Web page template on an external site for your users to download the Receiver Updater and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see [Installing Receiver Updater for Windows from Outside Your Firewall](#).
- You can deploy Receiver Updater without a Merchandising Server if you use electronic software delivery (ESD) solutions. Plug-ins will not be updated, but multiple Citrix plug-ins are contained within the Receiver Updater interface. See [Delivering Receiver Updater without Merchandising Server](#) for additional information.

For information on deploying Citrix Receiver Updater for Windows with other Citrix products, see [Merchandising Server](#).

Pushing Citrix Receiver Updater

Use the following installation options to push Receiver Updater for Windows to your users:

AUTOUPDATE

— Determines whether Receiver Updater checks Merchandising Server for updates automatically or not. Set to "true" or "false".

VERBOSE

— Affects the level of debug information produced by Citrix Receiver Updater. Set to "true" or "false".

SERVER_LOCATION

— The location of Merchandising Server. This can be just the server address, with or without an http prefix. If the full address is given (for example, "https://10.30.1.1/appliance/services/applianceService"), be aware that this is case sensitive.

TOKEN

— The value from the **Token Value** field in the Merchandising Server Administrator Console (**Configurations > Authentication**). For additional information, see [Configuring Token for Anonymous Deliveries](#).

NORUNRECEIVERAFTERINSTALL=TRUE

— Determines whether the installer launches Receiver Updater after installation. A "true" value keeps Receiver Updater from starting immediately after installation.

An example of installer command for unattended installs and installation log file is:

```
msiexec /l*v install.log /I CitrixReceiverUpdater.msi /qn SERVER_LOCATION=https://merchandising_server.
```

Delivering Receiver Updater without Merchandising Server

If you use electronic software delivery (ESD) solutions to manage delivery of software (including Citrix plug-ins and Receiver Updater), it is possible to deploy Citrix Receiver Updater in a standalone mode without using Merchandising Server. While the plug-ins will not be automatically updated, the user will still receive the improved end user experience that Receiver Updater offers by housing multiple Citrix plug-ins within the same interface.

By downloading the installation file from <http://www.citrix.com>, and IT administrator can install and deploy Citrix Receiver Updater for Windows in the standalone mode. This should be done by using ESD technology or other customer-specific process. When deploying Citrix Receiver Updater for Windows in a standalone mode, the administrator is also responsible for installing the Citrix Receiver Updater for Windows managed components, such as the Citrix Online, Offline, Secure Access, and Communications plug-ins.


Installing Receiver Updater from Inside Your Firewall

End users can install Receiver Updater for Windows from an internal or external Receiver Updater download page. The internal download page can be accessed from Merchandising Server. To create an external download page, you deploy the download Web page template on an external server and create a bundled installer file using the packager utility. For a complete description, see [Enabling Remote Installation](#)

To access and run the Receiver Updater setup from the Download page, user devices must meet the following minimum requirements.

- .NET Framework version 2.0 or later
- Administrator permissions
- Supported Browsers – Internet Explorer 7.x, Internet Explorer 8.x, Firefox 2.x, and Firefox 3.x

To install from a Merchandising Server download page:

1. Enter the Receiver Updater Download URL in the Web browser address field. The URL is provided to the users by the Merchandising Server administrator. The internal download page URL is similar to `https://[serverAddress]/appliance/download`, where `[serverAddress]` is your Merchandising Server address or host name.
2. Click the **Terms of Use** link to read the full document and select the checkbox to accept.
3. Click the **Download Receiver** button to start the download. When installation is complete, Receiver Updater for Windows prompts for authentication.
4. When prompted to log on, enter all of the requested information and then click **Log On**.
5.  Receiver Updater for Windows fetches the initial delivery from Merchandising Server and installs it. Depending on the plug-ins installed, the user might be asked to restart their user device. The Receiver Updater icon is present in the notification area and is accessible to the users through their Windows or Vista **Start > Programs > Citrix** folder. On Windows 7 you can access the Receiver Updater icon by clicking the arrow next to the notification area.

Installing Receiver Updater for Windows from Outside Your Firewall

Users can install Citrix Receiver Updater remotely using Citrix Secure Access (Standard or Enterprise Edition) plug-in. If your company uses a different product to provide access to remote users, this solution does not apply.

For your users to install Receiver Updater for Windows remotely, you need to:

- Create an external download file ([Creating the External Download File with Citrix Receiver Updater Packager for Windows](#)) by wrapping the Citrix Secure Access (Standard or Enterprise Edition) plug-in and the Citrix Receiver Updater application into a single file using the Citrix Receiver Updater Packager utility, and move the output file to your external web server. (The Citrix Receiver Updater Packager utility and support files can be downloaded from citrix.com.)
- Create your download web page from the supplied template, link it to the output file created by the Receiver Updater Packager utility, and deploy the external web page on your web server ([Creating the External Citrix Receiver Updater Download Web Page](#)).

Creating the External Download File with Citrix Receiver Updater Packager for Windows

The Citrix Receiver Updater Packager for Windows utility and can be downloaded from citrix.com. This utility wraps the Citrix secure access plug-in and Receiver Updater for Windows application files into a single file that when linked to your external download page installs and configures both applications on your remote client devices. When the file installs, Citrix secure access plug-in prompts the remote users for credentials based on the authentication parameters you configured with the Citrix Receiver Updater Packager. The Access Gateway appliance authenticates the user, establishes a secure connection, and forwards the user credentials to Merchandising Server. Receiver Updater for Windows starts and installs the scheduled updates from Merchandising Server. If you configure **Anonymous Deliveries**, users do not need to authenticate when deliveries are installed.

The Citrix Receiver Updater Packager for Windows contains three sections:

- Citrix Secure Access plug-in – contains the configuration parameters for the Citrix Secure Access plug-in.
- Citrix Receiver Updater – contains the configuration parameters for the Receiver Updater for Windows application.
- Self Extracting Package – contains the location of the conversion application and the location and name for the external executable. The default name for the executable created as a result of this process is **ReceiverInstaller.exe**.

You can download the latest Citrix secure access plug-in and Receiver Updater application from **Plug-ins > Get New** in the Administrator Console.

To create the external download page executable:

1. Download the remote installation zip file to your computer and extract the files.
2. Double-click or run the `AGCRPackager.exe` file.
3. In the Citrix secure access plug-in section, click **Browse** to locate your Citrix secure access plug-in.
4. Enter you Access Gateway Appliance URL in the **VPN URL** field.
5. The next three fields define user authentication. If two way authentication is required, select **Enable Two Factor Auth** and **Input Hidden** checkboxes to the right of Prompt 3. Additionally, you can modify the text that displays in the log on screen for **Username**, **Password**, and **RSA Token**.

6. In the **Citrix Receiver > Installer** field, click **Browse** and locate your Citrix Receiver Updater application.
7. In the **Merchandising Server** field, enter your Merchandising Server address or domain name.
8. The **Arguments** field contains the default values for silent installation.
9. For **Anonymous Deliveries**, check **Enabled** and enter the Merchandising Server token value in the **Token** field (see [Configuring Tokens for Anonymous Deliveries](#) for additional information).
10. Click **Browse** to the right of the **Package** field to define the location and enter the filename for the file. The default file name is **ReceiverInstaller.exe**. If you rename this file, make sure to change the name in the **resources.js** file also, see [Creating the External Citrix Receiver Updater Download Web Page](#).
11. Click **Build** to complete the process. The new executable file is created and available at the location you specified in the **Package** field.
12. Move the output file to a location on your web server that can be accessed by your download page.

Creating the External Citrix Receiver Updater Download Web Page

The sample download page and support files are contained in the Citrix Receiver Updater Packager download available from citrix.com.

(See [Creating the External Download File with Citrix Receiver Updater Packager for Windows](#) and [Creating the External Download File with Citrix Receiver Updater Packager for Mac](#).)

1. Go to the location where you created the external download file with the Citrix Receiver Updater Packager. The file names for the sample download page and support files are in the ExternalReceiverDownload folder:
 - img (images folder)
 - download.js
 - index.html
 - main.css
 - resources.js
2. Edit the `resources.js` file and add the following data:
 - Enter the relative path or URL to the Citrix Receiver Updater for Windows Packager output file name in the `downloadLocation` parameter.
 - Enter the relative path or URL to Citrix Receiver Updater for Mac Packager output file name in the `macdownloadLocation` parameter.
3. Make any other changes to the page styles or other information that is appropriate.
4. Post these files to a web server and email the URL to your users.

Software Development Kit

The Software Development Kit used to develop software components that Receiver Updater for Windows can deploy is available through the Citrix Developer Network at <http://community.citrix.com/display/xa/Citrix+Receiver+for+Windows>