CITRIX®

Receiver (Updater) for Windows 2.0

Contents

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Citrix Receiver is a lightweight software client that makes accessing virtual applications and desktops on any device as easy as turning on your TV.

Much like a satellite or cable TV receiver in a broadcast media service, Citrix Receiver allows IT organizations to deliver desktops and applications as an on-demand service to any device in any location with a rich "high definition" experience.

As long as employees have Citrix Receiver installed, IT no longer has to worry about whether they are delivering to a PC in the office, a Mac at home, or an iPhone on the road. This approach radically simplifies desktop management for IT and gives end users far more flexibility and independence in how and where they work.

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

New Features in this Release	Contains a listing of new features released in this version.
Citrix Receiver Plug-in Compatibility	Contains information regarding plug-in compatibility.
Readme for Citrix Receiver for Windows 2.0	Contains known issues and issues fixed in this release.
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. 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 for Windows with other Citrix products, see the Merchandising Server.

Readme for Citrix Receiver for Windows 2.0

Download File Name: Receiver.exe (from the Merchandising Server download page) or Receiver.msi (from the citrix.com download page or the Update Service).

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- **Upgrading to Receiver for Windows 2.0**
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- **Getting Support**
- **Known Issues**

Upgrading to Receiver for Windows 2.0

To upgrade from earlier versions of Receiver for Windows to Receiver for Windows 2.0, create a delivery in Merchandising Server. For more information, see Creating Deliveries.

Finding Documentation

To access complete and up-to-date product information, go to Citrix eDocs located at http://support.citrix.com/proddocs/index.jsp and expand **Receiver and Plug-ins** > **Receiver for Windows**.

To view the Receiver online help, right-click the Receiver icon in the notification tray and click **Help**.

Supported Citrix Components

To access complete and up-to-date product information, go to Citrix eDocs located at http://support.citrix.com/proddocs/index.jsp and expand the topics for your product. The readme files for the supported components are available through the **Plug-ins** > **Get New** page in the Merchandising Server Administrator Console.

Getting Support

Citrix provides an online user forum for technical support. This forum can be accessed at http://forums.citrix.com/category.jspa?categoryID=169. The Web site includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Citrix provides technical support primarily through Citrix Solutions Advisor. Contact your supplier for first-line support or use Citrix Online Technical Support to find the nearest Citrix Solutions Advisor.

Citrix offers online technical support services on the Citrix Support Web site. The Support page includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Known Issues

Receiver icon does not display in Vista system tray after rebooting [301].

If a reboot is required due to a reinstallation delivery from Merchandising Server, occasionally the Receiver icon may not appear even though Receiver.exe is running.

Security warning during installation [470].

Although the publisher is Citrix Systems, Inc., a Security Warning for "Unknown Publisher" appears during installation. When you see that warning, click **Run** to proceed.

Receiver icon does not appear in notification area [1056].

Sometimes the Receiver icon will not appear in the notification area when Receiver 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.

User Principal Name (UPN) is not accepted as user name [1548].

The Receiver log-in screen requires that you enter your user name as Domain\User. It does not accept a UPN.

Add or Remove Programs list needs a refresh after Receiver is uninstalled [1596].

On Windows XP Professional and Windows Server 2003: After you uninstall Receiver using the **Add or Remove Programs** list, the Receiver and plug-in icons remain until you refresh the list.

On Windows Vista, Windows 7, and Windows Server 2008: After you uninstall Receiver using the **Add or Remove Programs** list, the plug-in icons remain until you refresh the list.

Internet Explorer 7 security option prevents download of Receiver [1733].

You cannot download Receiver using Internet Explorer 7 if the "Do not save encrypted pages to disk" option is enabled. To disable that option, open Internet Explorer 7, navigate to **Tools** > **Internet Options** > **Advanced** > **Security**, and clear the **Do not save encrypted pages to disk** checkbox. Close the Internet Explorer window, open a new one, and download Receiver.

Interrupting download and installation of plug-ins may break Online plug-in installation [2416].

Exiting Receiver while downloading may prevent plug-ins from installing. If Receiver is subsequently restarted the installation of online plug-in may hang.

Workaround: Reboot system. Let Receiver download plug-ins and install them without exiting Receiver.

Uninstalling deliveries with Merchandising Server when an end-user has downloaded and installed Receiver more than once (without uninstalling it) may result in incomplete removal of plug-ins [2439].

If a user downloads and installs Receiver, and Receiver has subsequently received deliveries and installed plug-ins, reinstalling Receiver 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.

Receiver may not start automatically when Windows 7 SSLF tempates are applied [2710].

In user environments where Citrix Receiver is installed and Microsoft Windows 7 Specialized Security Limited Functionaliy (SSLF) templates are applied, Citrix Receiver might not run automatically. In addition, any installed Citrix plug-in and client software might not launch automatically.

Workaround: Remove the CitrixReceiver entry from theHKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run registry key. Start Receiver through the Startup shortcut.

Disconnecting from Delivery Services while changing network connection (Ethernet/WiFi) and running the online plug-in will lose VPN connection without notification to reconnect [2856].

Workaround: Attempt to re-establish connection immediately to minimize any data loss.

Plug-in Status in Receiver Preferences window is displayed in English [2974].

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.

Cannot launch Access Gateway Advanced Edition with Receiver running [3209].

This version of Access Gateway is not supported and integrated into Receiver.

Workaround: None.

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 [3317].

In Receiver **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.

Receiver displays Microsoft .NET Framework "unhandled exception" error when Merchandising Server delivery completion text includes a URL without "http://" [3359].

When Receiver receives a delivery with completion text including a URL that excludes "http://", Microsoft .NET Framework will display an unhandled exception error message.

Workaround: Correct the completion text in the Merchandising Server delivery and redeploy the delivery..

Advanced menu option does not display as selected after delivery of online plug-in [3377].

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**.

Citrix Access Gateway plug-in not uninstalled after Receiver was uninstalled from Control Panel [3385].

If Receiver and the Secure Access plug-in were bundled together with the Citrix Receiver Packager, removing Receiver 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**.

Uninstalling Receiver appears to fail on Windows 7 (64-bit only) when Receiver and Citrix Access Gateway Enterprise Edition were both installed from the command line [3393].

http://www.citrix.com

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Citrix Receiver Plug-in Compatibility

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	Compatible Operating Systems	Minimum Receiver Version
Windows		
Microsoft Application Virtualization Desktop Client 4.5	Windows 7 (32- and 64-bit), Vista, XP and Professional (32-bit)	1.2
Acceleration plug-in 5.5.2.24	Windows XP Professional, Vista (32-bit)	1.2
Citrix Receiver 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
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 2.2.1.872	Windows XP Professional, Windows Server 2003, Windows Server 2008 (32- and 64-bit), Vista (32- and 64-bit),	1.1
EasyCall 3.0.1.985	Windows XP Professional, Windows Server 2003, Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit), WIndows 7 (32- and 64-bit)	1.1
Offline plug-in 6.0.0.1304	Windows 7, XP Professional, Vista, Windows Server 2003 and 2008 (32- and 64-bit)	1.2

Online plug-in 12.1.0.30	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 2.0.1.48 *	Windows XP Professional, Vista, Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Secure access plug-in 4.6.3.0800	Windows XP Professional, Windows Vista (32- and 64-bit), Windows 7(32- and 64-bit)	1.1
Secure access plug-in 4.6.2.0600	Windows XP Professional, Windows Vista (32- and 64-bit), Windows 7(32- and 64-bit)	1.1
Secure access plug-in 9.2.45.7	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.2.45.7	Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Secure access plug-in 9.1.104.5	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.1.104.5	Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Secure access plug-in 9.1.103.9	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.1.103.9	Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Secure access plug-in 9.0.68.6	Windows XP Professional, Windows Vista	1.1
Service monitoring plug-in 5.3.4101	Windows XP Professional, Windows Vista, Windows 7	1.1
Service monitoring plug-in 5.3.4101	Windows XP Professional (64-bit), Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Mac		
Citrix Receiver for Mac 2.0.169145	Mac OSX 10.5-10.6 (32- and 64-bit)	2.0
Communication plug-in for Mac 3.0.1.1077	Mac OSX 10.5-10.6 (32- and 64-bit)	1.1
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.

Documentation for the Citrix components supported by Citrix 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.

System Requirements and Compatibility

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

- .NET Framework version 2.0 or later

- Administrator privileges on the user's computer

  Users must have administrator privileges on their client devices to install Receiver 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 for Windows installation to their users' client devices. Administrator privileges on the users' client devices are not required after installation is completed.

- .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 for Windows:

- Internet Explorer 7.x, Internet Explorer 8.x

- Firefox version 2.x and 3.x

The following operating systems and versions are supported by Citrix Receiver for Windows 2.0:

- 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

For a listing of plug-ins supported by Receiver for Windows, see Citrix Receiver Plug-in Compatibility

New Features in this Release

Features	Description
Anonymous Deliveries	Through the use of tokens created with Merchandising Server and the Citrix Receiver Packager, deliveries can be deployed without user authentication. See Configuring Tokens for Anonymous Deliveries for additional information about generating a token in Merchandising Server.
Enhanced Roaming	By determining the nature of available connections while roaming, Receiver only prompts users when VPN services are required. See Configuring Beacon Websites for Enhanced Roaming for additional information about implementing this feature in Merchandising Server.
Improved Usability	Upgrading avoids the double-install cycle. More seamless authentication process. Improved first-time installation experience.

Installing Receiver for Windows

There are several methods for installing Receiver for Windows.

- If your users do not have administrative rights on their computers, follow the process documented in Pushing Receiver for Windows to push the Receiver 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 for Windows through the Download page on the Merchandising Server, see Installing from the Download Page.

- 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 to an external site for your users to download the Receiver and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see Installing Receiver for Windows from Outside Your Firewall.

- You can deploy Receiver 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 interface. See Deploying Receiver without Merchandising Server for additional information.

For information on deploying Citrix Receiver for Windows with other Citrix products, see the Merchandising Server.

Pushing Citrix Receiver

Use the following installation options if you wish to push the Receiver installation to your users:

AUTOUPDATE

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

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

— The location of the 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 > Token Management**). For additional information, see Configuring Token for Anonymous Deliveries.
NORUNRECEIVERAFTERINSTALL=TRUE

— Determines whether the installer launches Receiver after installation. A "true" value keeps Receiver from starting immediately after installation.
An example of installer command for unattended installs and installation log file is:

msiexec /l*v install.log /I CitrixReceiver.msi /qn SERVER_LOCATION=https://**merchandising_server_addres**

Installing Receiver from Inside Your Firewall

End users can install Receiver for Windows from an internal or external Receiver download page. The internal download page can be accessed from the 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 setup from the Download page, client 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 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 for Windows prompts for authentication.

4. When prompted to log on, enter all of the requested information and then click **Log On**.

5. Receiver for Windows fetches the initial delivery from the Merchandising Server and installs it. Depending on the plug-ins installed, the user may be asked to reboot their client device. The Receiver 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 icon by clicking the arrow next to the notification area.

Want More Information?

- Pushing Citrix Receiver

- Enabling Remote Installation

- Enabling Remote Installation

Installing Receiver for Windows from Outside Your Firewall

Users can install Citrix Receiver 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 for Windows remotely, you need to:

- Create an external download file by wrapping the Citrix Secure Access (Standard or Enterprise Edition) plug-in and the Citrix Receiver application into a single file using the Citrix Receiver Packager utility, and move the output file to your external web server. (The Citrix Receiver 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 Packager utility, and deploy the external web page on your web server.

Want More Information?

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

- Creating the External Citrix Receiver Download Web Page

Creating the External Download File with Citrix Receiver Packager for Windows

The Citrix Receiver Packager for Windows utility and can be downloaded from citrix.com. This utility wraps the Citrix secure access plug-in and Receiver 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 Packager. The Access Gateway appliance authenticates the user, establishes a secure connection, and forwards the user credentials to the Merchandising Server. Receiver for Windows starts and installs the scheduled updates from Merchandising Server. If you configure **Anonymous Deliveries**, users will not need to authenticate when deliveries are installed.

The Citrix Receiver Packager for Windows contains three sections:

- Citrix Secure Access plug-in — contains the configuration parameters for the Citrix Secure Access plug-in.

- Citrix Receiver — contains the configuration parameters for the Receiver 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 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 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 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.

Want More Information?

- Creating the External Citrix Receiver Download Web Page

Creating the External Citrix Receiver Download Web Page

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

1. Go to the location where you created the external download file with the Citrix Receiver 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 for Windows Packager output file name in the `downloadLocation` parameter.

   - Enter the relative path or URL to Citrix Receiver 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.

Want More Information?

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

- Creating the External Download File with Citrix Receiver Packager for Mac

Deploying Receiver without Merchandising Server

If you use electronic software delivery (ESD) solutions to manage deployment of software (including Citrix plug-ins and Receiver), it is possible to deploy Citrix Receiver in a standalone mode without using a Merchandising Server. While the plug-ins will not be automatically updated, the user will still receive the improved end user experience that Receiver 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 for Windows in the standalone mode. This should be done by using ESD technology or other customer-specific process. When deploying Citrix Receiver for Windows in a standalone mode, the administrator is also responsible for installing the Citrix Receiver for Windows managed components, such as the Citrix Online, Offline, Secure Access, and Communications plug-ins.

Software Development Kit

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