



Receiver Updater for Windows 4.0 and 3.x

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Receiver Updater for Windows 4.0 and 3.x

Citrix Receiver Updater for Windows is an optional software client for use with Citrix Receiver for Windows. Receiver Updater works with Merchandising Server to deploy and automatically update Receiver for Windows and related plug-ins to user devices.

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

About Receiver Updater for Windows 4.0 and 3.x

Known issues

Note: The version number is the only change in Receiver Updater for Windows 4.0.

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].
- Uninstalling Receiver Updater may not uninstall the other plug-ins installed using Merchandising Server. [#302984]
- 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 theHKEY_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].
- 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>.

System requirements for Receiver Updater for Windows

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 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.

Minimum supported browser versions 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

Support for Windows XP ends April 8, 2014 when Microsoft ends extended support for Windows XP.

- 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

Receiver Updater for Windows supports Receiver for Windows 4.0 and 3.x, plus the plug-ins compatible with those releases.

Install 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 to user 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 deployed Citrix Access Gateway and your users have administrator rights but do not have access to your company's internal network, deploy the supplied download Web page template on an external site so your users can download the Receiver Updater and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see [Install Receiver Updater from outside your firewall](#).

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

Push Receiver Updater for Windows

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_...
```


Install 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.

Install Receiver Updater from outside your firewall

Users can install Citrix Receiver Updater remotely using the Citrix Access Gateway 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 ([Create the external download file with Receiver Updater Packager for Windows](#)) by wrapping the Access Gateway 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 ([Create the external Receiver Updater download Web page](#)).

Create the external download file with Receiver Updater Packager for Windows

The Citrix Receiver Updater Packager for Windows utility can be downloaded from citrix.com. This utility wraps the Citrix Access Gateway 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, the Access Gateway 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:

- Access Gateway plug-in – contains the configuration parameters for the Citrix Access Gateway 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 secure access plug-in section, click Browse to locate your Citrix Access Gateway plug-in.
4. Enter your 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 Authentication* in the Merchandising Server documentation in eDocs).
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.

Create the external Receiver Updater download Web page

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

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>.