



Self-service Plug-in for Windows 2.0

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Citrix Self-service Plug-in for Windows 2.0

Integrated with Citrix Receiver, the Self-service Plug-in gives users on-demand access to Windows, Web, and SaaS resources. With a single logon, users gain simple and intuitive self-service access to a full catalog of desktops, applications, and business and IT services. The personalized enterprise storefront is accessible from any Windows computer, anywhere.

In This Section

This section of the library provides up-to-date product information about delivering, configuring, and managing the Self-service Plug-in. These task-based topics help you deploy the Self-service Plug-in to your users quickly and easily. Readers are assumed to have some knowledge of Citrix Receiver, Merchandising Server, XenDesktop, and XenApp.

What's New in the Citrix Self-service Plug-in for Windows 2.0	Deploying and Removing the Citrix Self-service Plug-in for Windows
Known Issues in the Citrix Self-service Plug-in for Windows 2.0	Managing the Citrix Self-service Plug-in for Windows
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About the Citrix Self-service Plug-in for Windows

The Citrix Self-service Plug-in gives your users self-service access to the enterprise computing resources and services that they need, whenever they need them. This user-driven on-demand approach to service delivery reduces help desk calls, lowers operational costs, and increases user productivity. Users only see the resources that you make available to them, which allows you greater control over service access and increases security.

The Self-service Plug-in is fully integrated with Citrix Receiver, so deploying it to your users is straightforward. Just download the Self-service Plug-in to Merchandising Server, schedule it for delivery, and the Self-service Plug-in will be offered to every user of Citrix Receiver in your organization. Alternatively, Citrix Receiver and the Self-service Plug-in can be delivered using third-party electronic software distribution tools.

The Self-service Plug-in puts users in control, allowing them easily to access resources. When users start Citrix Receiver, they have immediate access through the self-service view to stores containing all the resources that you have made available for them. The simple and intuitive user experience draws on familiar concepts such as stores and subscription that users will recognize from buying music and other products on the Internet. Once users have selected and subscribed to their resources, shortcuts are added to the Windows **Start** menu, just like locally installed applications. Users can organize their subscribed resources by creating folders and then dragging and dropping resources into those folders.

What's New in the Citrix Self-service Plug-in for Windows 2.0

Application synchronization. Subscribed resources now follow users from one Windows computer to the next, so that they do not need repeatedly to make the same changes each time they use a different Windows computer. When a user adds, removes, renames, or moves a resource in a store with application synchronization enabled, details of the change are recorded in the store. Subsequently, whenever the user accesses the store from a different device running Citrix Receiver with the Citrix Self-service Plug-in for Windows, the same changes are automatically applied to the new device.

Delivery Services. This release integrates with the new Delivery Services component, which provides services for user authentication and resource enumeration. The Authentication Service communicates with XenDesktop sites and XenApp farms to authenticate users. Once a user's credentials have been validated, the Authentication Service handles all subsequent interactions with the servers to ensure that users do not need to log on again. Delivery Services stores enumerate the resources available from the servers and send the results to the Citrix Receiver self-service view. Stores are also responsible for recording and retrieving users' application synchronization data, and passing this information to the self-service view so that any differences can be resolved.

Single authentication. Users no longer need to log on to each individual store to which they have access when Citrix Receiver starts. Now, users simply enter their credentials once and Citrix Receiver automatically authenticates them to all the available stores.

Integration with Citrix Online products. Users can subscribe to Citrix Online products, such as GoToMeeting, GoToWebinar, and GoToTraining, just as they do with their other resources. When users subscribe to a Citrix Online product, the associated client application is installed locally. Where Citrix Online accounts are not already available, users can be prompted to set up a trial account or to request an account from the IT department.

Search-based user interface. The self-service view integrated into Citrix Receiver enables users to find the resources they need quickly and easily without having to browse through hundreds of options. The user interface is completely streamlined with a search box on the main screen. From here, users can search for resource names, descriptions, categories, or keywords. The results are delivered in an easy to navigate list, ordered by relevance, from which users can quickly select the required resource.

Enhanced file type association. Citrix Receiver and the Self-service Plug-in provide full support for file type association, allowing users to access applications by double-clicking files or right-clicking and selecting an application from the **Open With** submenu. For file types associated with applications that are available in the Citrix Receiver self-service view, the option to select an application from the self-service view with which to open the file is also available from the **Open With** submenu.

Other Features of the Citrix Self-service Plug-in for Windows

The Self-service Plug-in offers the following features.

Self-service stores. The Self-service Plug-in provides a central location in Citrix Receiver for users to access enterprise resources and services packaged in an intuitive, easy-to-use store experience. Self-service puts users in control, allowing them easily to subscribe or unsubscribe to resources. Users can search, sort, and browse resources based upon name, description, and service genre.

Familiar and intuitive user experience. Subscribed resources appear in users' Windows Start menus and the **Programs and Features** dialog box, just like locally installed applications. Resource shortcuts can be moved, copied, or pinned.

Centralized installation and configuration. The Self-service Plug-in is integrated with Citrix Receiver, enabling you to deliver the Self-service Plug-in to your users through Merchandising Server. You can configure user access to stores when the Self-service Plug-in is delivered and, subsequently, through configuration updates sent from Merchandising Server.

Defined service categories. The Self-service Plug-in gives you greater control over resource usage by allowing you to highlight particular featured resources for your users, thereby improving service access and information security. Because users choose what they want when they want it, you can concentrate on making services available rather than on deploying them to users. Consequently, adding, updating, and removing resources takes minutes, not weeks or months.

Leverage existing Citrix infrastructure. The Self-service Plug-in supports online applications, offline applications, and Web-based applications delivered by XenApp, as well as third-party application sources such as the cloud. In addition, users can subscribe to XenApp published content, XenApp server desktops, and XenDesktop virtual desktops. Resources from multiple XenDesktop sites and XenApp farms are aggregated and presented to users, allowing them to browse and search all available resources simultaneously.

How the Citrix Self-service Plug-in for Windows Works

The Self-service Plug-in integrates with Citrix Receiver and your existing XenDesktop and XenApp infrastructure. An example of a typical deployment is shown below. This environment consists of the following components.

Self-service Plug-in—presents the resources and services available across the configured stores. Enables users to subscribe to and organize their resources. Integrated into and managed by Citrix Receiver.

Online Plug-in/Offline Plug-in—enable users to access their subscribed resources. Integrated into and managed by Citrix Receiver.

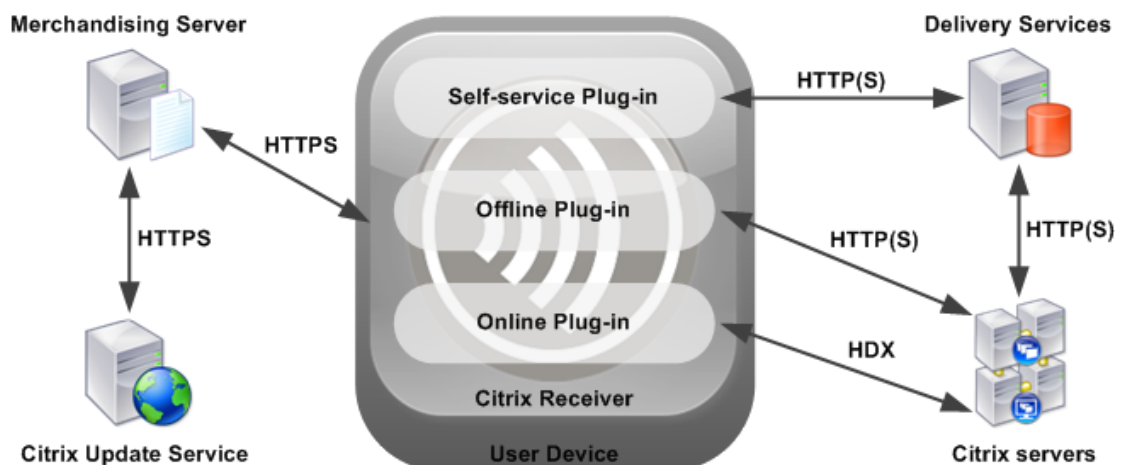
Citrix Receiver—manages plug-ins, including the Self-service Plug-in, on the user device.

Merchandising Server—delivers plug-ins and updates to Citrix Receiver. Obtains updated plug-ins from the Citrix Update Service. Advertises new resources and services to users.

Delivery Services—hosts stores, which enumerate the resources currently available from the configured Citrix servers and send the details to the Self-service Plug-in. Authenticates users to the servers. Includes or has access to a database containing details of user subscriptions plus associated shortcut names and locations.

Citrix servers—provide desktops, content, and online and offline applications.

The figure shows a typical environment for Citrix Receiver users subscribing to resources.



The interactions that take place between the components in the environment shown above are described below.

- A user logs on to a device; Citrix Receiver starts automatically.
- Merchandising Server sends to Citrix Receiver any new or updated plug-ins that the administrator has downloaded from the Citrix Update Service and scheduled for

delivery. Any configuration updates specified by the administrator are also delivered to Citrix Receiver.

- Citrix Receiver installs the plug-ins and applies the configuration updates.
- If the user has not yet subscribed to any resources or if the user opens Citrix Receiver, the self-service view is displayed.
- The user logs on to the stores that the Self-service Plug-in is configured to contact.
- The Self-service Plug-in sends the user's credentials to Delivery Services.
- Delivery Services authenticates the user to the Citrix servers that provide the resources in the stores, obtains details of the available resources, and sends this information to the Self-service Plug-in.
- The Self-service Plug-in aggregates the resources from all the stores, but only those resources that the administrator has made available for this particular user are displayed in Citrix Receiver.
- When application synchronization is enabled for a store, Delivery Services queries the database and send details of the user's subscribed resources and associated shortcuts to the Self-service Plug-in as part of the resource enumeration process.
- The Self-service Plug-in compares the configuration received from Delivery Services with the configuration of the current device to determine whether the user has subscribed or unsubscribed from any resources, or modified any shortcuts on any other devices.
- If any differences are detected between the user's subscriptions on the current device and the configuration stored in the database, the Self-service Plug-in automatically adds and removes resources and moves or renames shortcuts to resolve the differences.
- The user subscribes to and organizes resources in the self-service view of Citrix Receiver.
- Shortcuts to the subscribed resources are added to the user's Windows **Start** menu.
- Any offline applications to which the user subscribes are downloaded from the XenApp farm to the user device by the Offline Plug-in. Once downloading is complete, the applications are available for use.
- If the user subscribes to a Citrix Online product, the associated client application is installed locally on the device. If configured by the administrator, the user may also be prompted to create a Citrix Online account or request an account from the IT department.
- When application synchronization is enabled for a store, the Self-service Plug-in notifies Delivery Services of any changes to the user's subscribed resources and associated shortcuts. Delivery Services updates the database with the new configuration.
- The user navigates to a subscribed resource in the Windows **Start** menu and clicks on a shortcut.
- For offline applications, the application starts and runs locally within an isolation environment.

For desktops, content, and online applications, the Online Plug-in initiates a session with a XenDesktop or XenApp server providing the selected resource.

Known Issues in the Citrix Self-service Plug-in for Windows 2.0

The following is a list of known issues in this release. **Read it carefully before installing the product.**

The Self-service Plug-in does not inform users when some offline applications are not available for their operating system

When a user attempts to subscribe to an offline application that has been published for online access only and has not been profiled for the user's operating system, the application shortcut is added to the Windows **Start** menu. However, when the user attempts to start the application, the Citrix Offline Plug-in displays the following error message: "This Application is not profiled for <operating system>." [#222234]

Segoe UI typeface and ClearType recommended for optimum user experience

The Citrix Self-service Plug-in for Windows has been designed to use the Microsoft Segoe UI typeface, which is included with Windows 7, Windows Vista, and Microsoft Office 2007, but not with Windows XP. Segoe UI is optimized for ClearType and includes white space that allows text to be positioned within user interface controls. The default typefaces included with Windows XP do not include this white space so users without Segoe UI may see poorly aligned text on the Self-service Plug-in user interface. For the best user experience, Citrix recommends that Windows XP users install the Segoe UI typeface and enable ClearType font smoothing. [#222242]

System Requirements for the Citrix Self-service Plug-in for Windows 2.0

This topic describes the user device requirements for the Self-service Plug-in. It is assumed that your users' computers meet the minimum hardware requirements for the installed operating system.

You can deliver the Self-service Plug-in to computers running the following versions of Windows.

- Windows 7 64-bit Editions
- Windows 7 32-bit Editions
- Windows XP Professional x64 Edition with Service Pack 2
- Windows XP Professional with Service Pack 3

At minimum, the following components are required on the user device.

- Citrix Receiver for Windows 2.1
- A supported version of the Online Plug-in:
 - Citrix Online Plug-in 12.1 for Windows
 - Citrix Online Plug-in 11.2 for Windows
- Microsoft .NET Framework 3.5 with Service Pack 1

If you plan to deliver offline applications to users, the Citrix Offline Plug-in 6.0 is required.

If you want to deliver Microsoft Application Virtualization (App-V) sequences, a supported version of the Microsoft Application Virtualization Desktop Client is required.

- Microsoft Application Virtualization 4.6 Desktop Client
- Microsoft Application Virtualization 4.5 Desktop Client

If you plan to use Merchandising Server to deliver and manage the Self-service Plug-in, Citrix Merchandising Server 2.1 is required.

The Self-service Plug-in requires that resources are delivered from stores hosted on Delivery Services.

Planning Your the Citrix Self-service Plug-in for Windows Deployment

To use the Self-service Plug-in to deliver resources from XenDesktop and XenApp servers, you need to deploy Delivery Services to enumerate resources and authenticate users to the servers. For more information about requirements for deploying Delivery Services, see [Planning Your Delivery Services Deployment](#).

In addition to the Self-service Plug-in, users need, at minimum Citrix Receiver and the Citrix Online Plug-in installed on their devices to access their resources. If you plan to deliver offline applications to your users, the Offline Plug-in is also required. If you want to deliver Microsoft Application Virtualization (App-V) sequences to your users, they will also need the Microsoft Application Virtualization Desktop Client. Citrix recommends delivering Citrix Receiver, the plug-ins, and the Microsoft Application Virtualization Desktop Client to users through Merchandising Server. For more information about using Merchandising Server to streamline the installation and management of clients on users' computers, see the [Merchandising Server documentation](#).

Deploying and Removing the Citrix Self-service Plug-in for Windows

The Self-service Plug-in is designed to be delivered to user devices through Citrix Receiver in conjunction with Merchandising Server. For more information, see the [Merchandising Server documentation](#). Alternatively, you can use your existing electronic software distribution (ESD) tools to install Citrix Receiver and the Self-service Plug-in.

To deliver the Citrix Self-service Plug-in for Windows using Merchandising Server

1. Ensure that Citrix Receiver is installed on your users' devices. For more information, see [Installing Receiver for Windows](#).
2. Using the Citrix Merchandising Server Administrator Console, download the latest plug-ins from the Citrix Update Service. For more information, see [Preparing Updates](#).

If you plan to deliver Microsoft Application Virtualization (App-V) sequences to your users, obtain the Microsoft Application Virtualization Desktop Client (available with the Microsoft Desktop Optimization Pack) and download the Citrix App-V Integration Kit from the [Citrix Downloads Web site](#). For more information, see [To publish App-V sequences](#).

3. Create a recipient rule that defines the set of users to whom you are going to deliver the Self-service Plug-in. For more information, see [Creating Delivery Recipient Rules](#).
4. Create a delivery and schedule, at minimum, the Self-service Plug-in and the Online Plug-in for delivery to users. For more information, see [Creating Deliveries](#).

If you plan to deliver offline applications to your users, add the Offline Plug-in to the delivery.

If you want to deliver App-V sequences to your users, include the Microsoft Application Virtualization Desktop Client components in the delivery. For more information, see [Deploying the Microsoft Application Virtualization \(APP-V\) Plug-in with Receiver](#).

5. In the configuration information accompanying the Self-service Plug-in delivery, specify the names, URLs, and, optionally, the status and descriptions of one or more stores. For more information, see [Configuring Plug-in Parameters](#).

Store configurations are given in the form `storename;http[s]://servername.domain/IISlocation/resources/v1;[On | Off];[storedescription]`, where *servername.domain* is the fully qualified domain name of the Delivery Services server hosting the store and *IISlocation* is the path to the store within IIS. The optional Off configuration setting enables you to deliver disabled stores, giving users the choice of whether or not they access them. When the store status is not specified, the default setting is On.

After delivering the Self-service Plug-in, you can use configuration updates to add additional stores, change store URLs, and remove stores. Users can enable or disable the stores that you configure for them, but they cannot remove these stores or change the names or the URLs.

6. Optionally, specify additional Self-service Plug-in configuration options to be applied for recipients of the delivery:
 - Specify whether or not users can add stores themselves and then subsequently remove these stores. Setting this configuration option to N (the default value) prevents users from adding and subsequently removing stores. If the option is set to S, users can only add and subsequently remove stores accessed through HTTPS connections. Selecting A allows users to add and subsequently remove stores accessed through both HTTP and HTTPS connections.

- Specify whether or not application icons are displayed for documents that have file type associations with subscribed applications. When the check box is cleared (the default option), Windows generates icons for documents that do not have a specific icon assigned to them. The icons generated by Windows consist of a generic document icon overlaid with a smaller version of the application icon. Citrix recommends enabling this option if you plan on delivering Microsoft Office applications to users running Windows 7.
- Specify the name of a default folder that you want the Self-service Plug-in to add under **Start > All Programs** on users' devices to hold the shortcuts to their subscribed resources. Users can change the folder name, move the folder, or delete the folder at any time. When a name is not specified, no folder is created and, by default, subscribed resources are added directly to the **All Programs** menu. Users can create their own folders and change the default location for their subscribed resources at any time.

Note: After the Self-service Plug-in has been delivered to users, you cannot change the settings listed above through configuration updates. To change these settings, you must configure a Merchandising Server delivery either to upgrade or to remove and redeploy the Self-service Plug-in.

To remove the Citrix Self-service Plug-in for Windows using Merchandising Server

1. Ensure that your users unsubscribe from all their resources before you remove the Self-service Plug-in from their computers.
2. Using the Citrix Merchandising Server Administrator Console, either create a new delivery or edit an existing delivery to remove the Self-service Plug-in from the appropriate user devices. For more information, see [Adding Plug-ins to a Delivery](#).
3. If the Self-service Plug-in is included in any other active deliveries, either modify the recipient rules to exclude the appropriate users and/or user devices, or remove the Self-service Plug-in from all your deliveries. For more information, see [Adding Rules to the Delivery](#).

Deploying and Removing the Citrix Self-service Plug-in for Windows using ESD tools

If you want to deliver the Self-service Plug-in using your existing ESD tools, ensure that, at minimum, Citrix Receiver and the Online Plug-in are installed on your users' devices. If you plan to deliver offline applications to your users, the Offline Plug-in is also required. For more information on installing these components, see [Receiver and Plug-ins](#).

If you want to deliver Microsoft Application Virtualization (App-V) sequences to your users, ensure that users install the Microsoft Application Virtualization Desktop Client. For more information, see [To publish App-V sequences](#).

Run the following command from a command prompt to install the Self-service Plug-in for all users of a computer. You must include the details of at least one store in the installation command.

```
msiexec.exe /i SelfServicePlugin.msi STOREx="storename;http[s]://servername.domain/IISlocation/resource
```

where *x* and *y* are different integers from 0 to 9, *servername.domain* is the fully qualified domain name of the Delivery Services server hosting the store, and *IISlocation* is the path to the store within IIS. The optional *Off* configuration setting enables you to deliver disabled stores, giving users the choice of whether or not they access them. When the store status is not specified, the default setting is *On*.

Additional command line arguments are available to enable you to configure the Self-service Plug-in for users when installing the plug-in from a command prompt. For more information, see [Citrix Self-service Plug-in for Windows Command Reference](#). Where an optional argument is not specified in the installation command, the default value is used by the installer.

Use the following command to remove the Self-service Plug-in. Additional arguments are available that allow you to leave users' subscribed resources and configuration intact when removing the Self-service Plug-in; for example, when removing the plug-in to upgrade to a newer version. For more information, see [Citrix Self-service Plug-in for Windows Command Reference](#).

```
msiexec.exe /x SelfServicePlugin.msi
```

Upgrading the Citrix Self-service Plug-in for Windows

The Self-service Plug-in does not support in-place upgrades from previous versions. To upgrade the Self-service Plug-in, remove the previous version and then deliver the new version using Merchandising Server. Alternatively, you can use your existing electronic software distribution tools to remove and redeploy the Self-service Plug-in. For more information, see [Deploying and Removing the Citrix Self-service Plug-in for Windows](#).

All users' subscribed resources are removed when the Self-service Plug-in is removed and redeployed. Configure the application synchronization feature in Delivery Services so that users' subscribed resources are automatically restored for them and they do not have to resubscribe to each one in turn.

Managing the Citrix Self-service Plug-in for Windows

You can use Merchandising Server to deliver the Self-service Plug-in to users. Deliver configuration updates to add additional stores, change store URLs, and remove stores. Users can enable or disable the stores that you configure for them, but they cannot remove these stores or change the names or the URLs. You can allow users to add and subsequently remove stores themselves by setting a configuration option when you configure the Self-service Plug-in delivery. For more information, see [Deploying and Removing the Citrix Self-service Plug-in for Windows](#).

Apart from adding, updating, and removing stores, you cannot update any other configuration settings using Merchandising Server. To change the plug-in configuration, you must configure deliveries to remove and redeploy the Self-service Plug-in with the updated settings. For more information, see [Deploying and Removing the Citrix Self-service Plug-in for Windows](#).

Securing the Citrix Self-service Plug-in for Windows

The Self-service Plug-in is designed to provide the optimum experience for users by putting them in control. However, depending on your environment, allowing users access to certain features may have an impact on system security.

Save password. Users have the option of saving credentials for their stores locally on their computers. This makes it quicker and easier for them to log on, especially to multiple stores. Users can clear saved credentials from the device by clicking the **Delete Passwords** button on the Citrix Receiver **Preferences** dialog box. Although Citrix Receiver encrypts passwords that are stored locally, if an attacker gained access to the computer, they could potentially also log on to the stores. For this reason, Citrix recommends that you instruct users not to check the **Save password** box when logging on to shared computers.

Session token caching. Citrix Receiver temporarily caches tokens in memory during a session. This is so that users do not need to enter their credentials every time they subscribe to or access a resource. If temporary caching of tokens is a concern, users should exit Citrix Receiver or log off from their computer when they have finished using their subscribed resources to ensure that their credentials are cleared from the cache.

User-configured stores. If this feature is enabled in the Self-service Plug-in delivery, users have the option of adding stores. (Users can enable or disable any stores that you configure for them in the delivery or through subsequent configuration updates, but they cannot remove these stores or change the names or the URLs.) The user-configured stores feature enables users to manage their access to resources without needing to request assistance from an administrator.

Allowing users to add stores means that there is a possibility that a user could add an unauthorized store or a malicious URL that might damage their computer. If the user-configured stores feature is not enabled in the delivery (the default option), users are prevented from adding stores. However, if you want to ameliorate the risk of user misconfiguration while still giving your users access to this functionality, you can permit users to add only stores that are accessed through secure HTTPS connections.

Integrating the Citrix Self-service Plug-in for Windows into Your Environment

Implement the following recommendations to provide the optimum self-service experience for your users.

- Ensure that you assign specific application icons to all the applications published on your XenApp farms. Although it is common practice to publish applications using a document icon because the same icon is also used for file types associated with the application, the Self-service Plug-in uses a different approach to the presentation of icons. Accordingly, Citrix recommends that you assign application icons to all your applications. For more information about assigning icons when publishing applications, see [To publish a resource using the Publish Application wizard](#).

If you choose to follow this recommendation, enable the option to display application icons for documents that have file type associations with subscribed applications when you configure the Self-service Plug-in delivery. In particular, Citrix recommends enabling this option if you plan on delivering Microsoft Office applications to users running Windows 7.

- Ensure that you associate file types with all the applications published on your XenApp farms. This enables users to access hosted content using applications delivered by the Self-service Plug-in. Note that the Self-service Plug-in supports deployments where multiple applications, both hosted and locally installed, are associated with the same file type. For more information about associating applications with file types, see [To associate published applications with file types](#).
- Ensure that you include a meaningful description for each resource published on your XenApp farms as these descriptions are displayed in the self-service view of Citrix Receiver. For more information about including descriptions when publishing resources, see [To publish a resource using the Publish Application wizard](#).
- To advertise XenApp resources to users, add the string **KEYWORDS:Featured** at the end of the resource description field. This will increase the visibility of the resource to users by adding it to the **Featured Apps** list in the left pane of the Citrix Receiver self-service view.
- To make it easier for users to find what they need when browsing through the available resources, consider organizing XenApp resources into folders. The folders you create in XenApp appear as resource categories in the self-service view of Citrix Receiver. You could, for example, group resources according to type or, alternatively, create folders for different user roles in your organization. For more information about resource folders, see [To move a published application to another folder](#).

Troubleshooting the Citrix Self-service Plug-in for Windows

The Self-service Plug-in supports Windows event logging. Events generated by the Self-service Plug-in are written to the application log and can be viewed using Event Viewer.

The Self-service Plug-in provides a tracing facility, which is disabled by default. You can also enable tracing of secondary instances of the Self-service Plug-in. When a user accesses a resource, a secondary instance of the Self-service Plug-in is created to provide access to the resource. This secondary instance is short-lived and does not generate any tracing by default.

Tracing of authentication events involving the Self-service Plug-in is also available, but is enabled separately.

Caution: 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 enable tracing for the Citrix Self-service Plug-in for Windows

1. To enable tracing for a particular user, navigate to one of the following locations in the system registry, as appropriate for the user device.
 - HKEY_CURRENT_USER\SOFTWARE\Citrix\Dazzle\ on 32-bit devices
 - HKEY_CURRENT_USER\SOFTWARE\Wow6432Node\Citrix\Dazzle\ on 64-bit devicesAlternatively, to enable tracing for all users of the device, navigate to:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Dazzle\ on 32-bit devices
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\Dazzle\ on 64-bit devicesWhere both the HKEY_CURRENT_USER and HKEY_LOCAL_MACHINE settings are present, the value of the former overrides that of the latter.
2. To enable tracing for the Self-service Plug-in, create a new string named Tracing. To enable tracing for secondary instances of the Self-service Plug-in, create a new string named AuxTracing.
3. To enable tracing of authentication events, navigate to the appropriate registry location below and create new strings named TracingEnabled and SDKTracingEnabled.
 - HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\AuthManager\ on 32-bit devices
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\AuthManager\ on 64-bit devices
4. Set the values of all the new strings you created to true and restart the Self-service Plug-in.

When the Self-service Plug-in restarts with tracing enabled, tracing is recorded in a file named Dazzle.txt in the user's Self-service Plug-in application data folder, typically located at C:\Users*username*\AppData\Local\Citrix\Dazzle on Windows 7 devices. When secondary instance tracing is enabled, each time the user accesses a resource, a new trace file is generated in the \auxtrace subfolder of the user's Self-service Plug-in application data folder and named according to the process ID of the Self-service Plug-in process.

Authentication trace files are stored in the Self-service Plug-in authentication tracing folder for each user, typically located at C:\Users*username*\AppData\Local\Citrix\AuthManager\Tracing on Windows 7 devices.

Citrix Self-service Plug-in for Windows

Command Reference

This topic describes the parameters that can be used when invoking the Citrix Self-service Plug-in for Windows installer (SelfServicePlugin.msi) from a command prompt; for example, when delivering or removing the Self-service Plug-in using third-party electronic software distribution tools.

Installation Parameters

The following arguments can be used to configure the Self-service Plug-in for users when installing the plug-in from a command prompt. Default values are shown in **bold text**. If an argument is not specified, the default value is used.

Argument	Type	Values	Description
STORE<x>	Required	<storename>; http://servername/ resources/v1>;[On Off];[<storedescription>]	Specifies the configuration for IIS location. Delivery Services stores preconfigured for users. Here x is an integer from 0 to 9, <i>servername.domain</i> is the fully qualified domain name of the Delivery Services server hosting the store, and <i>IISlocation</i> is the path to the store within IIS. The optional Off configuration setting enables you to deliver disabled stores, giving users the choice of whether or not they access them. When the store status is not specified, the default setting is On. The optional store description is displayed to users on the Manage Stores dialog of Citrix Receiver.

ALLOWADDSTORES	Optional	N S A	Specifies whether or not users can add and remove stores not configured through Merchandising Server deliveries. (Users can enable or disable stores configured through Merchandising Server deliveries, but they cannot remove these stores or change the names or the URLs.) Setting this argument to N prevents users from adding and subsequently removing stores. If the argument is set to S, users can only add and subsequently remove stores accessed through HTTPS connections. Using the value A allows users to add and subsequently remove stores accessed through both HTTP and HTTPS connections. If the Self-service Plug-in is installed from a command prompt and no stores are configured during installation, the default value for this argument is S.
LEGACYFTAICONS	Optional	false true	Specifies whether or not application icons are displayed for documents that have file type associations with subscribed applications. When the argument is set to false, Windows generates icons for documents that do not have a specific icon assigned to them. The icons generated by Windows consist of a generic document icon overlaid with a smaller version of the application icon. Citrix recommends enabling this option if you plan on delivering Microsoft Office applications to users running Windows 7.
STARTMENUDIR	Optional	Text string	Specifies the name of a default folder that the Self-service Plug-in can add to users' Start menus to hold the shortcuts to their subscribed resources. When a name is not specified, shortcuts are added directly to the All Programs menu. Users can change the default location for shortcuts to their subscribed resources at any time.

Uninstallation Parameters

The following arguments can be used to reconfigure users' devices when removing the Self-service Plug-in from a command prompt. Default values are shown in **bold text**. If an argument is not specified, the default value is used.

Argument	Type	Values	Description
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Reference

LEAVESUBSCRIPTIONS	Optional	n y	Specifies whether or not users' subscribed resource shortcuts are left intact when the Self-service Plug-in is removed from users' devices.
SKIPCLEANUP	Optional	n y	Specifies whether or not the Self-service Plug-in configuration options are deleted from the user profile when the plug-in is removed from the users' devices.