Citrix Receiver for Windows Phone 8

Oct 09, 2015

What's new

System requirements

Configure

What's new

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What's new in 1.2

Receiver for Windows Phone 8 1.2 provides the following enhancements:

- **Text input editor for East Asian languages —** This feature provides support for the Windows Input Method Editor (IME). To enable the input editor, go to settings > preferences. To use the input editor: Tap the application window where typed text is to appear and then type the text in a composition window. To submit the text, tap the Enter key.
- **Localization —** Receiver is now available in French, German, International Spanish, Italian, and European Portuguese.
- **Support for direct connections to XenMobile App Controller —** App Controller, a component of XenMobile App Edition, securely delivers enterprise Web and Software-as-a-Service (SaaS) applications, native iOS applications, and integrated ShareFile-based data to Receiver users.
  If you use email-based account discovery, Receiver determines the App Controller associated with a user's email address. If you do not use email-based account discovery, provide users with a provisioning file that configures Receiver with the connection settings for App Controller. From the App Controller console, you can email a provisioning file (.cr) to users.

- **User experience improvements —**
  - Users can increase the Receiver screen size to make it easier to work with large windows. To change the screen size for a session, go to settings > Session resolution. You can then, for example, maximize a virtual desktop or application window and pan a work area that is larger than the phone display.
  - Receiver has on-screen assistance for gestures, available from settings > Help.
  - Through expanded support for the Mobile SDK for Windows Apps (previously Mobility Pack), Receiver automatically adjusts the display of virtual desktop and application windows when the phone is rotated.
  - Users can enable logging, upload a log file to their SkyDrive account, and then send the log to their help desk. To enable logging, go to settings > logging.

Fixed issues

Oct 09, 2015

Issues fixed in 1.2.x

- If the "Legacy graphics mode" policy is enabled, when users open an application in Windows Phone 8.1 and then switch to the WinLogon desktop, when rotating the phone the screen graphics become distorted.

  [#LC2746]

- When users open an application in Receiver for Windows Phone, if the phone is turned to the horizontal position, the application screen becomes distorted. This occurs when "Legacy graphics mode" is enabled and from Windows Server 2012 VDAs.

  [#LC2787]

- Apps can be randomly missing from StoreFront.

  [#LC1531]

- When you start the Receiver from WorxHome (through ICA file association), an HDX session starts. Then, when you press the Back button while in the HDX session, you return to the Receiver instead of WorxHome.

  With this fix, when you press the Back button, the Receiver closes and WorxHome resumes.

  [#LC0341]

- When Receiver for Windows Phone connects to a XenApp Services site through an Access Gateway, a user who selects Remember my password and then logs out of the account is unable to log on again. To work around this issue, restart Receiver.

  [#404190]

Known issues

Oct 09, 2015

Known issues in Citrix Receiver for Windows 8 1.2

- For unsupported features, refer to the Citrix Receiver feature matrix.

- Video playback performance may be degraded because not all graphic optimizations are implemented in this release.

- Graphics are corrupted if the Maximum allowed color depth policy is set to a value of 16 bits per pixel or lower. To work around this issue, increase the color depth value.

  [#435265]

- When Receiver for Windows Phone is deployed with StoreFront and Access Gateway 9.3, users cannot log on to Receiver if Access Gateway is configured with a SmartAccess logon point. To work around this issue, configure Access Gateway with a Basic logon point.

  [#401110]

- If StoreFront is configured to support XenApp Services URLs and a user does not enter their domain when logging in to Receiver, an empty My apps page appears instead of an error message. To work around this issue, log out of Receiver and enter your domain, user name, and password to log in.

  [#415874]

- An application dialog box that does not fit in the display cannot be panned. To work around this issue, go to settings > Session resolution and choose a screen size other than fit to screen.

  [#417532]

- While a virtual app is open, if you rotate the phone to landscape orientation, open the Receiver settings page, rotate to portrait orientation, and then tap the back button to return to the virtual app, the virtual app does not display properly. Rotate the phone again to correct the display.

  [#419838]

System requirements

Dec 22, 2016

You can download and install Receiver from the Windows Phone Store.

Minimum device requirements

- Windows Phone OS 8.0

Citrix server environments

- XenDesktop (any of the following products):
    - XenDesktop 7.6
    - XenDesktop 7.5
    - XenDesktop 7.1
    - XenDesktop 7
    - XenDesktop 5.6
- XenApp 6.5 for Windows Server 2008 R2
- Citrix VDI-in-a-Box:
    - VDI-in-a-Box 5.3
- For connections to virtual desktops and apps, Citrix Receiver supports StoreFront, App Controller, and Web Interface.
    - StoreFront 2.1 (recommended), StoreFront 2.0 or StoreFront 1.2:
      Provides direct access to StoreFront stores and to applications managed by XenMobile App Controller.

    - App Controller 2.9, 2.8, or 2.6:
      Provides access to Web and Software as a Service (SaaS) apps. Also provides ShareFile account provisioning and single sign-on. App Controller is a component of XenMobile App Edition.

    - Web Interface 5.4 for Windows with legacy XenApp Services or XenDesktop Services sites and the PNAgent plugin (not supported for XenDesktop 7 or 7.1 deployments):
      Provides access to virtual desktops and apps from a Web browser.

If you configure a Receiver for Web site, users can obtain a Receiver provisioning file from that site by clicking Activate in Receiver.

Connectivity

Receiver for Windows Phone supports HTTPS and ICA-over-SSL connections through the following configurations.

- For LAN connections:
    - StoreFront using StoreFront services
    - App Controller published Web and SaaS apps
    - Web Interface 5.4 for Windows with XenApp Services and XenDesktop Services sites (not supported for XenDesktop 7 deployments)
- For secure remote or local connections from StoreFront, App Controller, or from Web Interface 5.4 with XenApp Services and XenDesktop Services sites:
    - Citrix NetScaler Gateway 10.1
    - Citrix Access Gateway Enterprise Edition 10 (Maintenance build 69.6 is the minimum version supported)
    - Citrix Access Gateway Enterprise Edition 9.3

- Citrix Access Gateway VPX

About secure connections and SSL certificates

Important: Windows Phone 8 requires that the server hosting the CRL is accessible to the client device. If it is not, applications fail to launch.

The root certificate must be in the local keystore so the remote gateway's certificate can be verified upon connection. If Receiver cannot verify the certificate, it displays an untrusted certificate warning. If a user chooses to continue through the warning, a list of applications is displayed; however, applications fail to launch.

The device must be configured with the correct date and time because Windows checks the certificate date against the device date.

Receiver for Windows Phone does not validate certificates. Receiver allows an SSL connection only if the certificate is validated by the operating system and is trusted, as described in this section.

Private (self-signed) certificates

If a private certificate is installed on the remote gateway, the root certificate for the organization's certificate authority must be installed on the user device to successfully access Citrix resources using Receiver.

For information about installing a self-signed certificate, refer to the Microsoft document Windows Phone 8 Certificates.

Installing root certificates on user devices

For information about installing root certificates on user devices, refer to the Microsoft document Windows Phone 8 Certificates.

Wildcard certificates

Wildcard certificates are used in place of individual server certificates for any server within the same domain. Receiver for Windows Phone supports wildcard certificates.

Intermediate certificates and NetScaler Gateway or Access Gateway

If your certificate chain includes an intermediate certificate, the intermediate certificate must be appended to the NetScaler Gateway or Access Gateway server certificate. For information, refer to Configuring Intermediate Certificates.

Authentication

Receiver for Windows Phone, when used with StoreFront and NetScaler Gateway or Access Gateway Enterprise Edition, supports the following authentication methods:

- Domain
- Security token*
- Two-factor (domain plus security token)*

* Available only in deployments that include NetScaler Gateway or Access Gateway.

For more information about authentication, refer to Configuring Authentication and Authorization in the NetScaler Gateway documentation and to the Manage topics in the StoreFront documentation.

When the authentication is enabled on the NetScaler Gateway Server, Receiver for Windows Phone is supported only on

PNAgent access using NetScaler Gateway.

Receiver for Windows Phone, when used with XenApp Services and XenDesktop Services sites and NetScaler or Access Gateway, supports the following authentication methods. (Web Interface uses the term "Explicit" for domain and security token authentication.)

- Domain
- Security token*
- Two-factor (domain plus security token)*

* Available only in deployments that include NetScaler Gateway or Access Gateway.

For more information about authentication and Web Interface, refer to Configuring Authentication for the Web Interface.
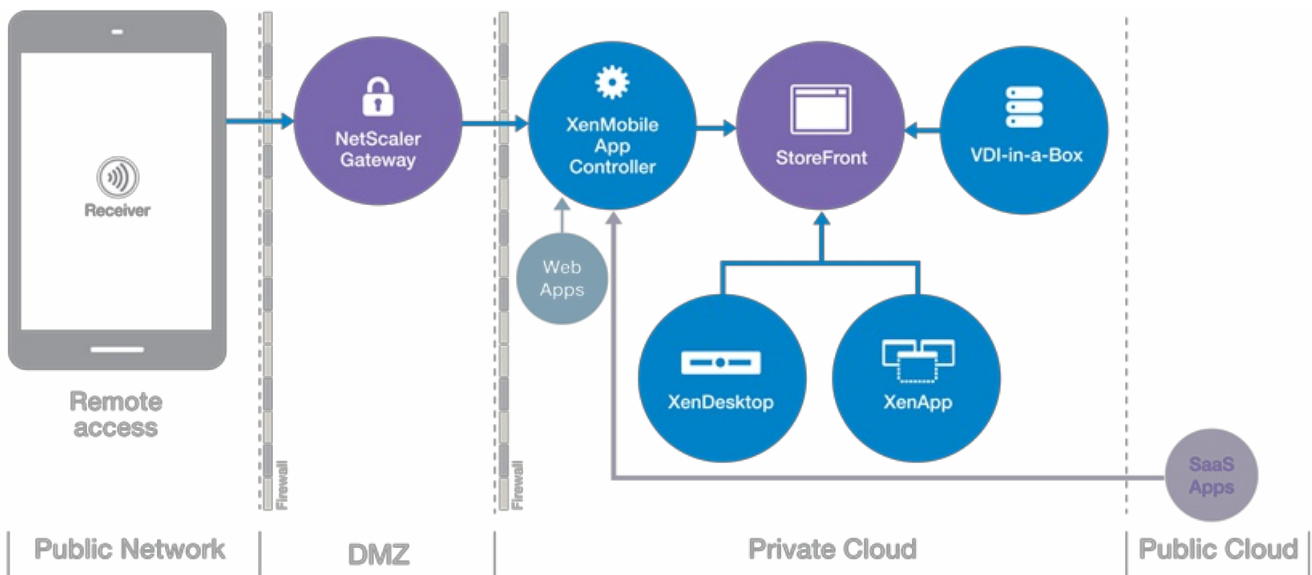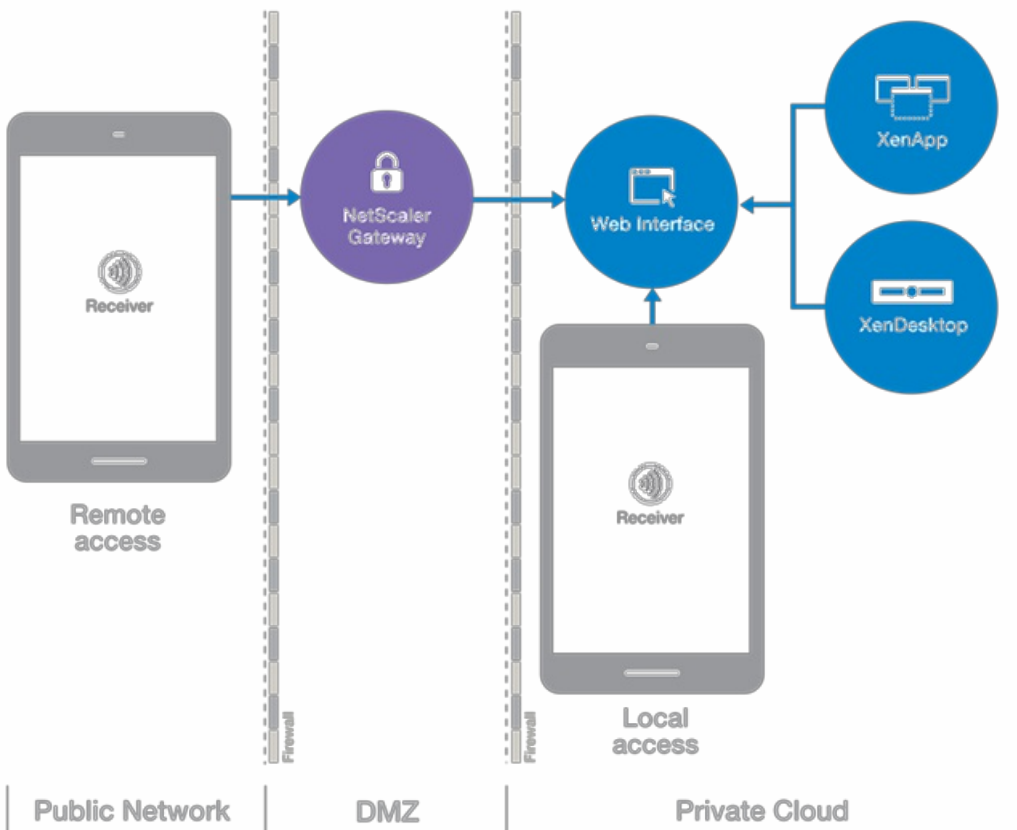
Configure

Nov 21, 2013

Receiver for Windows Phone supports StoreFront, App Controller, or Web Interface connections to virtual desktops and applications. The following diagram shows local connections from Receiver to StoreFront.
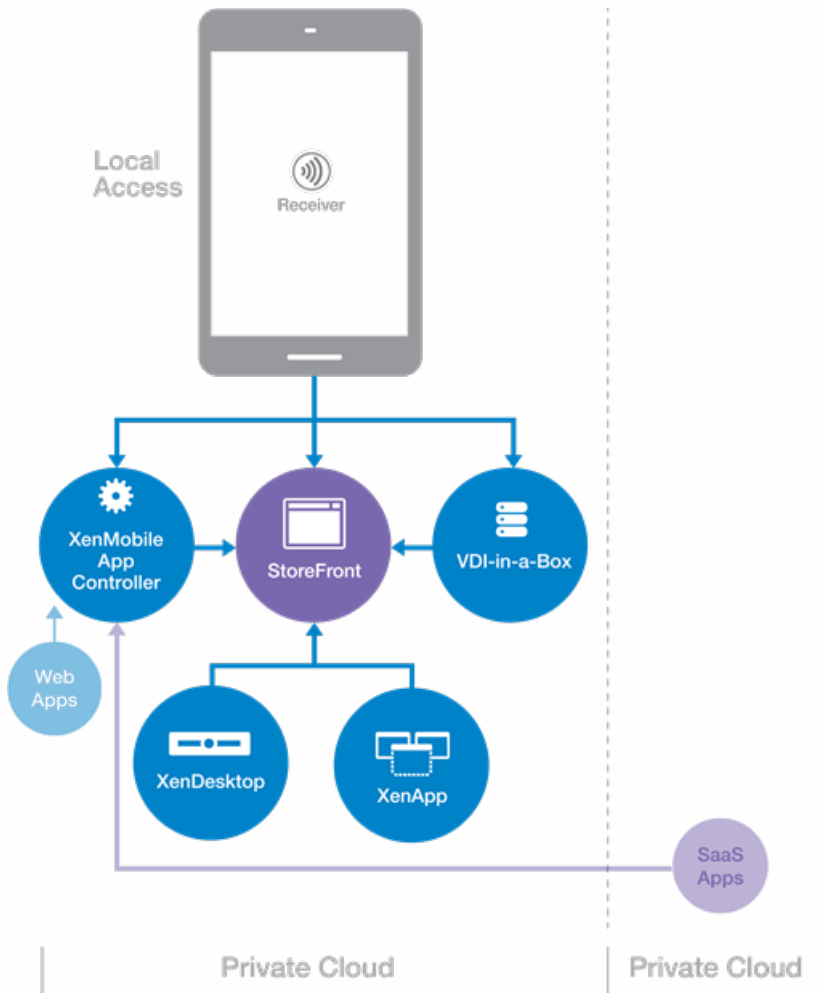
The following diagram shows remote connections from Receiver to NetScaler Gateway, which connects to StoreFront.

The following diagram shows remote connections from Receiver to NetScaler Gateway, which connects to Web Interface.

These configuration steps allow users to access their virtual desktops and applications:

- Configure application delivery to enhance the experience for users when they access their applications through StoreFront stores.
  Supported versions of XenDesktop require no special configuration to allow connections through Receiver for Windows Phone.

- Configure StoreFront to make virtual desktops and applications available to users, as described in the StoreFront

documentation.

Supported versions of Web Interface require no special configuration to allow connections through Receiver for Windows Phone.

- Connect with NetScaler Gateway to configure secure access.
- Connect through a firewall.
- Provide users with account information.

Configure application delivery

Jun 22, 2013

When delivering applications with XenDesktop or XenApp, consider the following options to enhance the experience for users when they access their applications through StoreFront stores. For information about delivering applications using XenDesktop 7, refer to Create a Delivery Group application in the XenDesktop 7 documentation.

- Include meaningful descriptions for applications in a Delivery Group. Descriptions are visible to Receiver users.
- To automatically subscribe all users of a store to an application, append the string KEYWORDS:Auto to the application description. When users log on to the store, the application is automatically provisioned so that users do not have to manually subscribe to it.
- To provide the same automatic subscription feature as the Auto keyword and also prevent users from using Receiver to remove the application, append the string KEYWORDS:Mandatory to the application description.
- To advertise applications to users or make commonly used applications easier to find by listing them in Receiver Featured list, append the string KEYWORDS:Featured to the application description.

Connect with NetScaler Gateway

Jun 22, 2013

Note: The Access Gateway is now referred to as the NetScaler Gateway. This topic applies to supported versions of both products.

To enable remote users to connect through NetScaler Gateway, configure it to work with StoreFront .

For StoreFront deployments, allow connections from internal or remote users to StoreFront through NetScaler Gateway by integrating NetScaler Gateway and StoreFront. This deployment allows users to connect to StoreFront to access virtual desktops and applications. Users connect through Receiver.

For information about configuring these connections, refer to Integrating NetScaler Gateway with XenMobile App Edition and its sub-topics in eDocs. Information about the settings required for Receiver for Windows Phone 8 are in the following topics:

- Configuring Session Policies and Profiles for XenMobile App Edition
- Creating the Session Profile for Receiver for XenMobile App Edition
- Configuring Custom Clientless Access Policies for Receiver

To enable remote users to connect through NetScaler Gateway to your Web Interface deployment, configure NetScaler Gateway to work with Web Interface, as described in Providing Access to Published Applications and Virtual Desktops Through the Web Interface and its sub-topics in eDocs.

Connect through a firewall

Jun 05, 2013

Network firewalls can allow or block packets based on the destination address and port. If you are using a firewall in your deployment, Receiver must be able to communicate through the firewall as follows:

- The firewall must permit HTTP traffic over HTTP port 80 or HTTPS port 443 for communication from user devices to the Web server.
- The firewall must permit inbound ICA traffic on ports 1494 and 2598 for communication from Receiver to Citrix components in the server-side network.

Provide users with account information

Dec 02, 2013

Instruct your users to download and install Citrix Receiver from the Windows Phone Store. To upgrade from the previous release, users must install the new version from the Windows Phone Store and then follow on-screen instructions to set up an account. This version of Receiver supports one account. To use apps or desktops from a different StoreFront store, users must remove the current account and add another one.

Provide users with the account information they need to connect to virtual apps and desktops. To provide this information, use any of the following methods:

- Configure email-based account discovery
- Provide users with provisioning files
- Provide users with account information to enter manually

Configure email-based account discovery

Note: Email-based account discovery is not supported if Receiver is connecting to a Web Interface deployment.
When you configure Receiver for email-based account discovery, users enter their email address rather than a server URL the first time that they install Receiver on a Windows Phone. Receiver determines the NetScaler Gateway, StoreFront server, or App Controller virtual appliance associated with the email address based on Domain Name System (DNS) Service (SRV) records and then prompts the user to log on to their virtual applications and desktops.

To configure your DNS server to support email-based discovery, see Configure email-based account discovery in the StoreFront documentation.

To configure NetScaler Gateway, see Connecting to StoreFront by using email-based discovery in the NetScaler Gateway documentation.

Provide users with provisioning files

Note: Provisioning files are not supported if Receiver is connecting to a Web Interface deployment.
StoreFront and App Controller provide provisioning files that users can open to connect to stores and App Controller.
- A provisioning file contains connection details for accounts. To provide a provisioning file to your users, either attach it to an email or make it available as a website download. After installing Receiver, users simply open the file to configure Receiver. If you configure Receiver for Web sites, users can also obtain Receiver provisioning files from those sites. For more information, see To export store provisioning files for users in the StoreFront documentation.

- You can configure App Controller 2.8 or 2.5 to send to Receiver users an email that has a provisioning file attached. The provisioning file contains the settings that Receiver needs to connect to App Controller. For more information, see the App Controller documentation in eDocs.

Provide users with account information to enter manually

If providing users with account details to enter manually, ensure you distribute the following information to enable them to connect to virtual apps and desktops successfully:
- The URL for the StoreFront store, App Controller, or, for Web Interface deployments, the XenApp or XenDesktop Services site hosting resources ; for example: https://servername.company.com
  If the site has a default store, the full URL is not required.

- The NetScaler Gateway or Access Gateway address (for remote access)

After a user enters the account details, Receiver verifies the connection and prompts the user to log on to the account.

When a user navigates to a Receiver for Web site, the user is prompted to install or log on. Inform users to proceed as follows:

1. When prompted to install or log on, tap Log on. (Receiver for Windows 8 Phone is already installed, so the user needs to log on.)
   The Receiver for Web window lists available apps.

2. From the Receiver for Web window, start an app.
3. When prompted to open or save, tap Open.
   The app starts.

When a user starts a virtual app, the user is prompted to open or save a file. After the user taps Open, the app starts.

Authentication

Receiver automatically detects authentication requirements (password or password + passcode) and shows authentication prompts accordingly. If protocols require another method of authentication, Receiver by default requests a password.

Note: For users who enter a passcode from a soft token app: To return to the Receiver log on screen from a soft token app, long-press the back button and tap Receiver in the app switcher.
A user can choose to have Receiver remember their password. If you have Web Interface deployed, you can remove that prompt from Receiver. For information, see To configure password settings for prompt authentication.

After authenticating a user, Receiver saves user account details.

Receiver for Windows Phone supports the storage of one account. Users can go to the settings page in the Receiver app bar to edit their account, remove it, or delete a saved password.