Citrix Receiver™ Installation

CITRIX®

A guide to installing and troubleshooting the Citrix Receiver™ for applications hosted by Maricopa County Education Service Agency.

Citrix Receiver™

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This Installation and Troubleshooting Guide covers the following topics:

Installation of Citrix Receiver™

Uninstalling All Citrix® Products

Before you install Citrix Receiver you must make sure that you UNINSTALL any previous versions of Citrix. This includes any Citrix clients or XenApp Web Plug-ins.

To do this, go into the Control Panel and uninstall any programs that start with "Citrix". If you do not have Administrative Rights on your computer then you will need to have your district's IT personnel log in and do the uninstall for you.

Once you have completed the uninstall you MUST REBOOT YOUR COMPUTER.
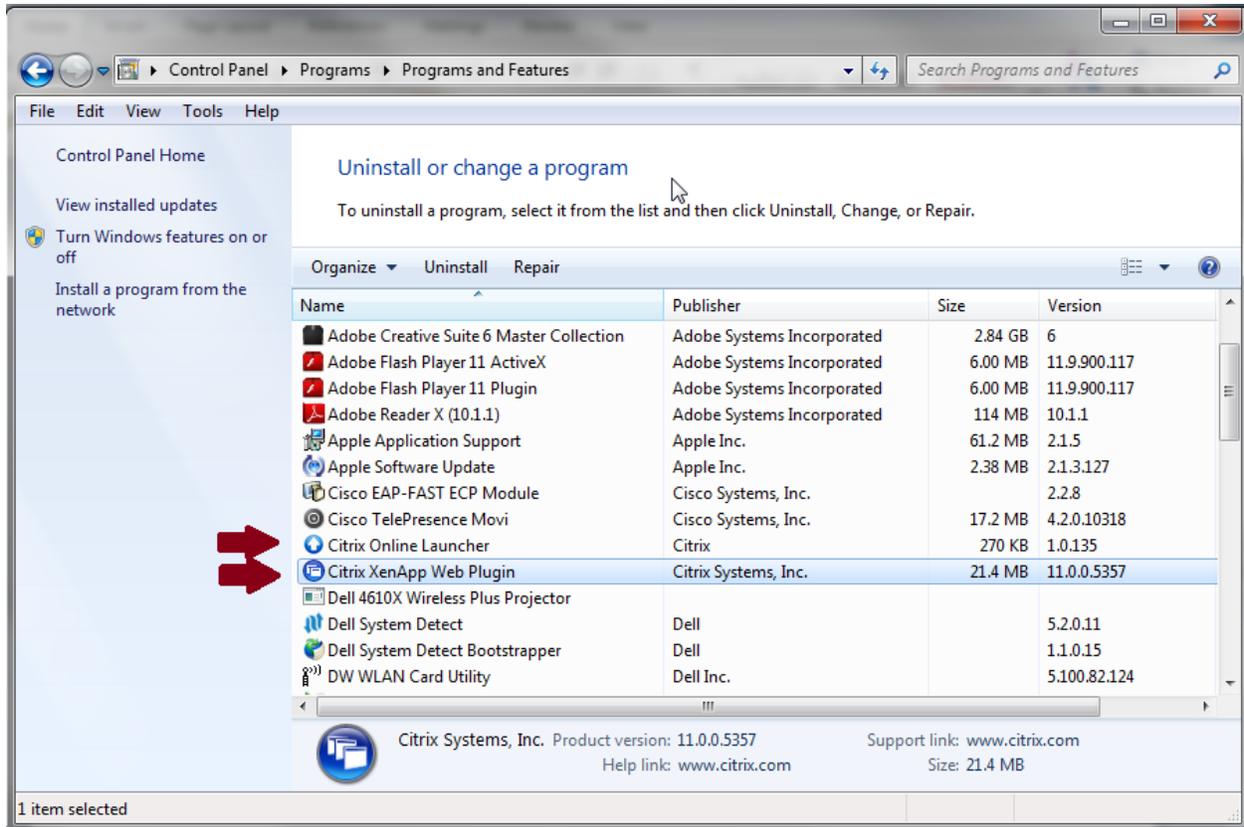
If while doing the uninstall, you get a message like the one below, make sure you have closed all your Infinite Visions sessions and also Internet Explorer sessions.
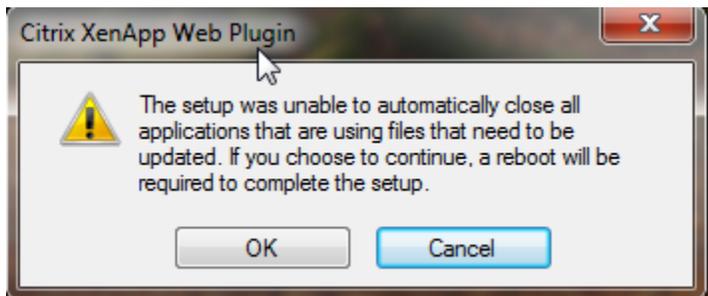
Downloading Citrix Receiver™

Go to http://www.citrix.com/ and navigate to the Downloads area to get the latest version of Citrix Receiver. There are versions of the Receiver for Windows and Mac. Choose the appropriate one for you. [The screen may look different than this picture; use it as a guide to select the product listed here to download.]
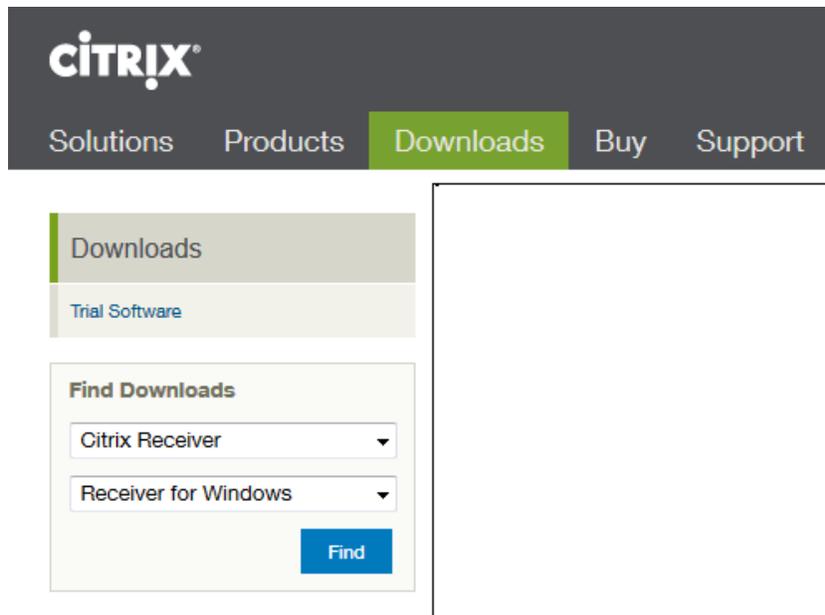
Installing Citrix Receiver™

Once Citrix Receiver is downloaded, run the installation program for the receiver.

When the installation is complete, click Finish. **Do not select the option to Add Account.**

Using the MCESA Citrix® Portal

The MCESA Citrix Portal is the login area where you will access any of the applications hosted by MCESA (Infinite Visions, Budget Visions, AFR, etc.). To login to the portal go to:

https://apps.mcazschools.org
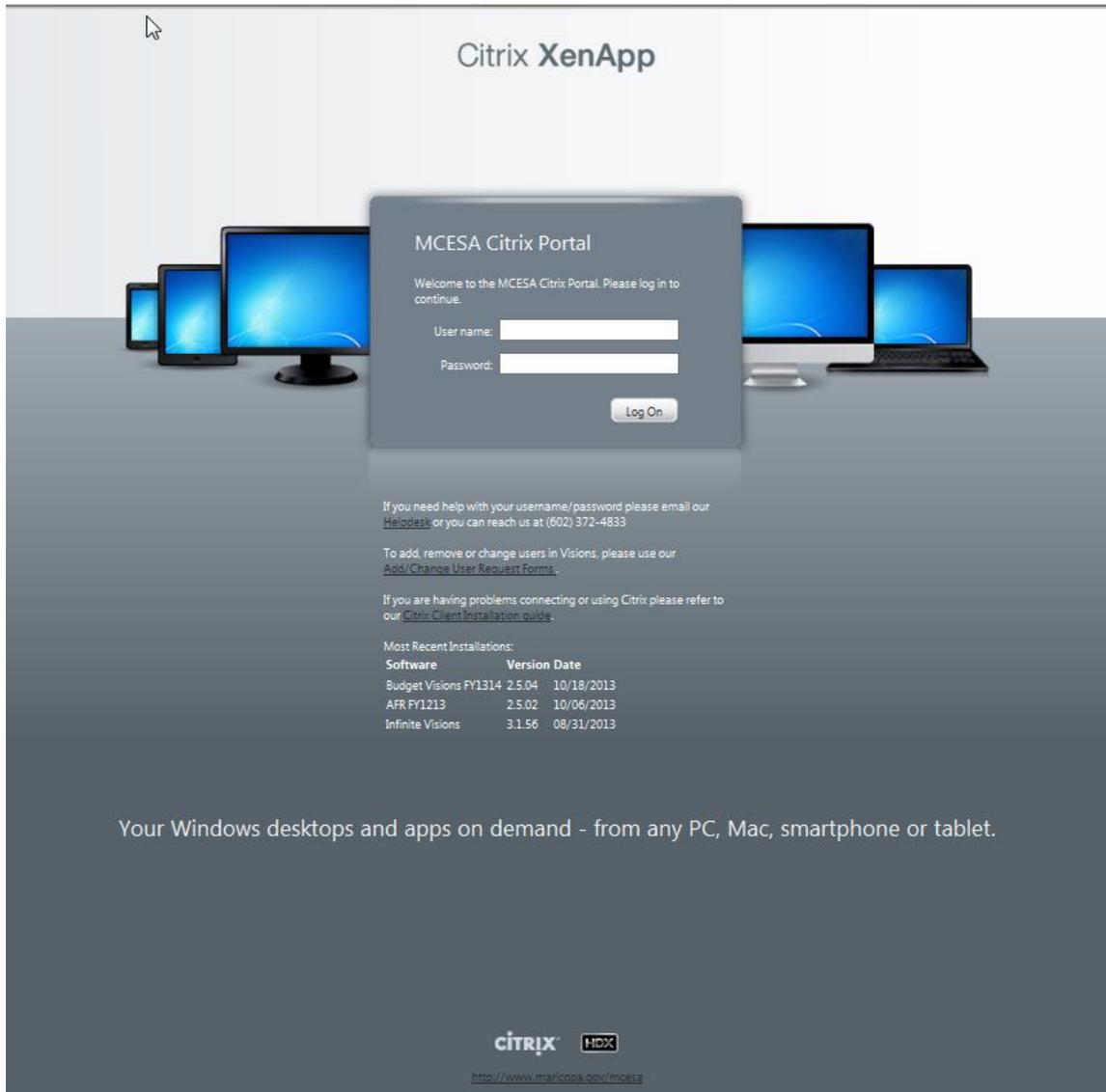
Usernames and Passwords

You will need to enter the Username and Password given to you by MCESA. If you do not have a Username then a representative (usually the Business Manager) from your district will need to request one in writing from MCESA.

If you forget your password or otherwise need it reset, you will need to contact MCESA to have your password reset. Passwords are sent via email and are not given out over the phone.

Do not tell anyone or share your password. Do not write it down and keep it near your computer.

If this is your first time logging in then you'll be prompted to choose a new password immediately after logging in. MCESA uses the following password restrictions:

- Passwords must be at least 7 characters long

- Passwords reset after 60 days

- You may not reuse any of your past 12 passwords

- Password may not contain either your first or last name

- Passwords must contain characters from three of the following categories
    - UPPERCASE letters
    - lowercase letters
    - numbers (0-9)
    - Non-alphanumeric character (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

Authorized Applications

Once you successfully login you will be able to see which applications you are authorized to use. You may see any combination of these applications. **_Single click_** on the icon you need to use.

Troubleshooting Common Citrix® Errors

The remainder of this document lists common Citrix errors and the steps you can take to get past them to connect to the application.

Error Message (s)	
Cannot connect to the Citrix Metaframe server. SSL error 61: You have not chosen to trust the issuer of the server's security certificate.	
SOLUTION:	
Root certificates need to be updated. Download the Microsoft patch from http://support.microsoft.com/kb/931125 . Retry the Citrix connection after installing the patch.	

Error Message (s)	
Cannot connect to the Citrix XenApp server. The Citrix SSL server you have selected is not accepting connections.	
SOLUTION:	
Allow all internal hosts' access to IP: 72.44.197.180 (This must be done in the district's firewall)	

Error Message	
The system cannot find the path specified. This working directory is invalid: W:\. Please consult help for more information.	
SOLUTION:	
This problem means there is an issue with your Active Directory login onto the Citrix Server. Please contact MCESA if you get this error message. Financial Systems Support staff will need to check your login information and possibly make changes for you to log in again.	

Error Message
Your credentials are invalid. Try again or contact your system administrator.

SOLUTION:
This likely means you have miss-typed your username and password. Try again. If you keep getting this error message, contact MCESA. Financial Systems Support staff will need to check your login information and will likely reset your password.

Error Message (s)
The remote session disconnected because there are no Terminal Server Licenses available.
The remote session was disconnected because there are no Terminal Server License Servers available to provide a license. Please contact the server administrator.
OR You may experience the application starting and then disappearing from your screen. The Citrix pop-up screen will say the application is connecting and then the pop-up disappears and nothing happens.

SOLUTION:

The TS CAL must be physically removed. This involves making registry changes.   You may not have administrative privilege to do this, so contact your district's IT department for them to do it.

Please backup your registry before attempting the instructions below:

1. Click Start; click Run, type Regedit.exe, and then click OK.

2. Locate the following key in the registry:

    HKEY_LOCAL_MACHINE\Software\Microsoft\MSLicensing\Store\

3. Delete the TS CAL key, probably LICENSE001.

NOTE: Typically, LICENSE000 is the license for the operating system and LICENSE001 is the TS CAL. Most of the time all that is present is LICENSE000 – if this is the case, you will delete LICENSE000.

(When Citrix attempts to reconnect to the Terminal server, it will request a new TS CAL).

After making this change you will need to reboot and retry your Citrix connection.

Error Message (s)	
Cannot connect to Citrix XenApp Server. There is no Citrix SSL server configured on the specified address. Citrix SSL relay name could not be resolved (SSL Error 40).	
SSL Error 4: A network error occurred while connecting to "apps.mcazschools.org" Error number 183.	
SSL Error 4: The proxy denied access to (some name or string of numbers) port.	
SOLUTION:	

1. In Internet Explorer (or the Control Panel) open up Internet Options.
2. Go to the Connections Tab and click the LAN Settings button.
3. Make sure the option to "Automatically detect settings" is UNCHECKED. Uncheck the option if it is selected.
4. Click OK to close Internet Options.
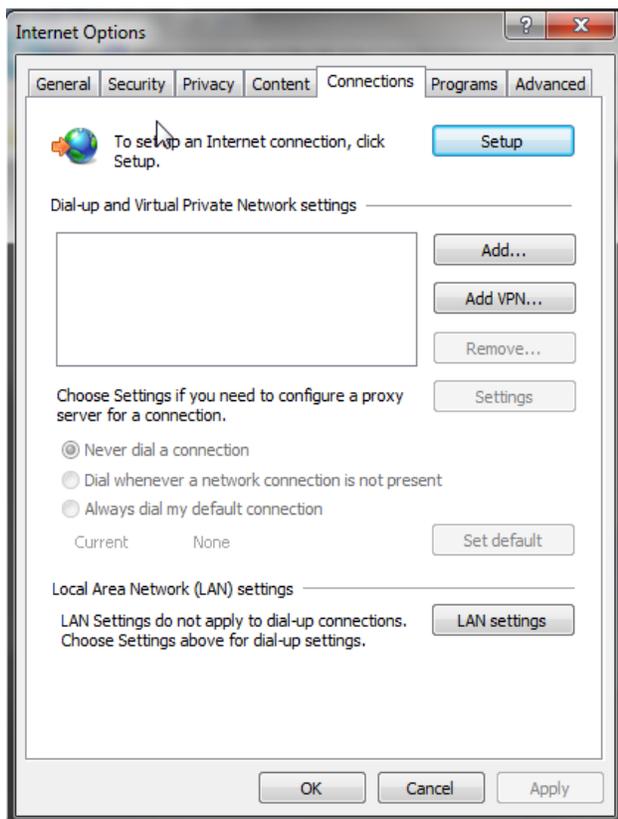
Error Message

Some of your published resources are available for reconnection, however current security configuration means that they cannot be reconnected.

SOLUTION:

1. In Internet Explorer (or the Control Panel) open up Internet Options.
2. Go to the Security Tab and click on the Trusted Sites zone.
3. Click the Sites button and add the following to your trusted sites:
   https://apps.mcazschools.org
4. Click Close and OK when you are done.
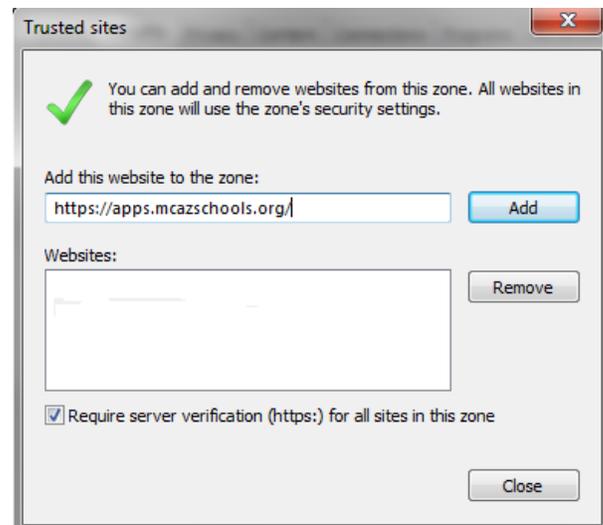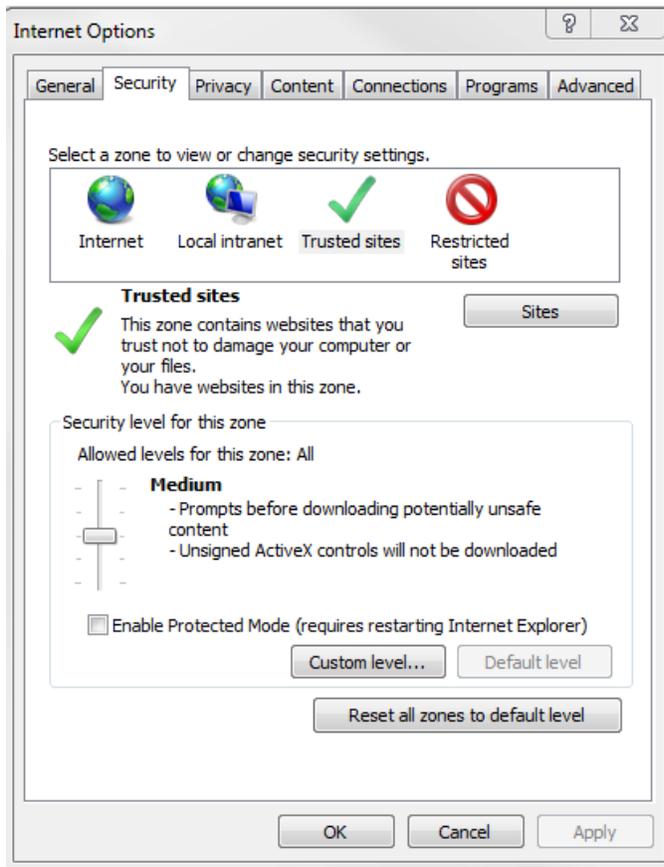
If "No Access, Never ask me again" for file client security was accidentally chosen.

OR

Error Message
Cannot access "V" Drive. Permission is denied.
SOLUTION:

1.   Log into the Citrix Portal and then locate the Citrix Receiver icon [icon] in the Systray (by the clock in your PC's taskbar.)

Note: If you do not have the [icon] icon, you may see the [icon] icon. This means you have an older version of Citrix Receiver. You may want to install the latest version. See pages 3-4 for installation instructions. If you have the older version, the following instructions do not match but you can ultimately get to where you can change the access.

2.   Right click on the icon and choose "About".
3.   Click on "Advanced" and select the Connection Center.
4.   In the Connection Center, under Session Security, change the Files to "Full Access."
5.   Click Close and OK when you are done.