

Citrix Receiver 14.3 Installation

Advice for schools using OASIS, EBS4 and SAP GUI

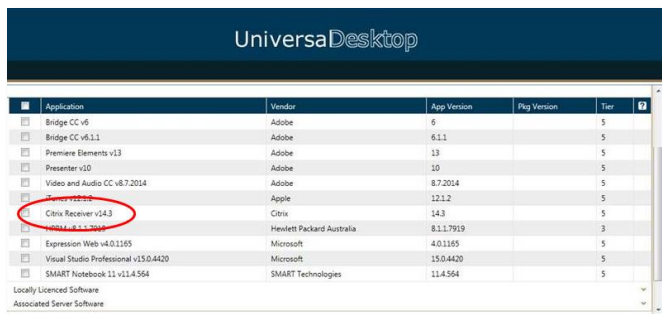
While OASIS, EBS4 and SAP GUI will continue to work with Citrix Online Plugin v12.3 on Windows 7 computers, those with new Win 7 or 8.1 devices will need to install the new client called Citrix Receiver v14.3.

The new client is now available for eT4L schools for easy deployment to eT4L desktops, laptops and tablets using the Universal Desktop Manager (UDM) tool.

Please note that Citrix clients are no longer available for download from the OASIS portal Downloads page.

Deployment via UDM in eT4L schools

It makes sense to standardise the version of Citrix client used across the school and to have the deployment managed via UDM. The new Citrix Receiver package can be found under **Enterprise Licenced Software** in UDM as shown below.



By following the normal UDM software deployment process, you can deploy Citrix Receiver 14.3 to selected computers. However, any PC that already has access to OASIS, EBS4 or SAP GUI via an older Citrix client must have that client removed. To assist with this, the Citrix Receiver package in UDM will **automatically run a clean-up process** as its first step.

In some cases, the Citrix Receiver deployment process will complete, but the Citrix Receiver does not install to the device. This is usually because the clean-up process requires a restart of the PC before installation can continue. Rather than attempting to deploy the software again, **first try restarting the PC** to allow the task to continue.

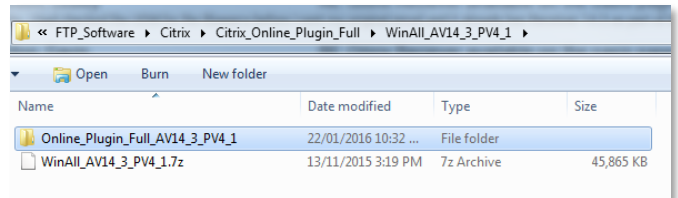
The new release of the Citrix client needed for OASIS, EBS4 and SAP GUI can now be installed via UDM or manually on Windows 7 and 8.1 computers

What about devices in non-eT4L schools?

For schools not yet migrated to eT4L Services, the UDM tool is not available, so installation of Citrix Receiver v14.3 must be performed manually at each PC where it is needed.

You will need to be logged on as a user with local administrator access. Typically, the school's ICT Coordinator or technical support person can do this. The deployment package for Citrix Receiver has been made available on **ITD's FTP Server** – *(copy/paste the following line into My Computer)*

`\\appmgmt.dtmangement.det.nsw.edu.au/FTP_Software\Citrix\Citrix_Online_Plugin_Full\WinAll_AV14_3_PV4_1`



Access to the FTP share is available to staff selected as members of the SWIM group in AMU. Copy the **Online_Plugin_Full_AV14_3_PV4_1** folder to a USB stick or an appropriate share on the school's server, then browse to that folder on the PC where Citrix Receiver needs to be installed and double-click the **setup.vbs** file. This installer will run the same clean-up process as the first step and may require a restart of the PC if installation fails, followed by running *setup.vbs* a second time.

Configuring Citrix Receiver and getting help

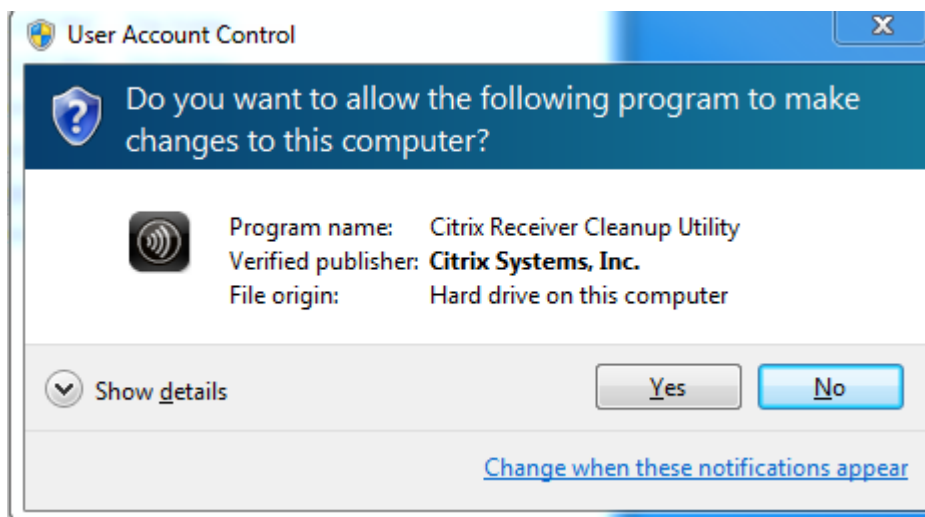
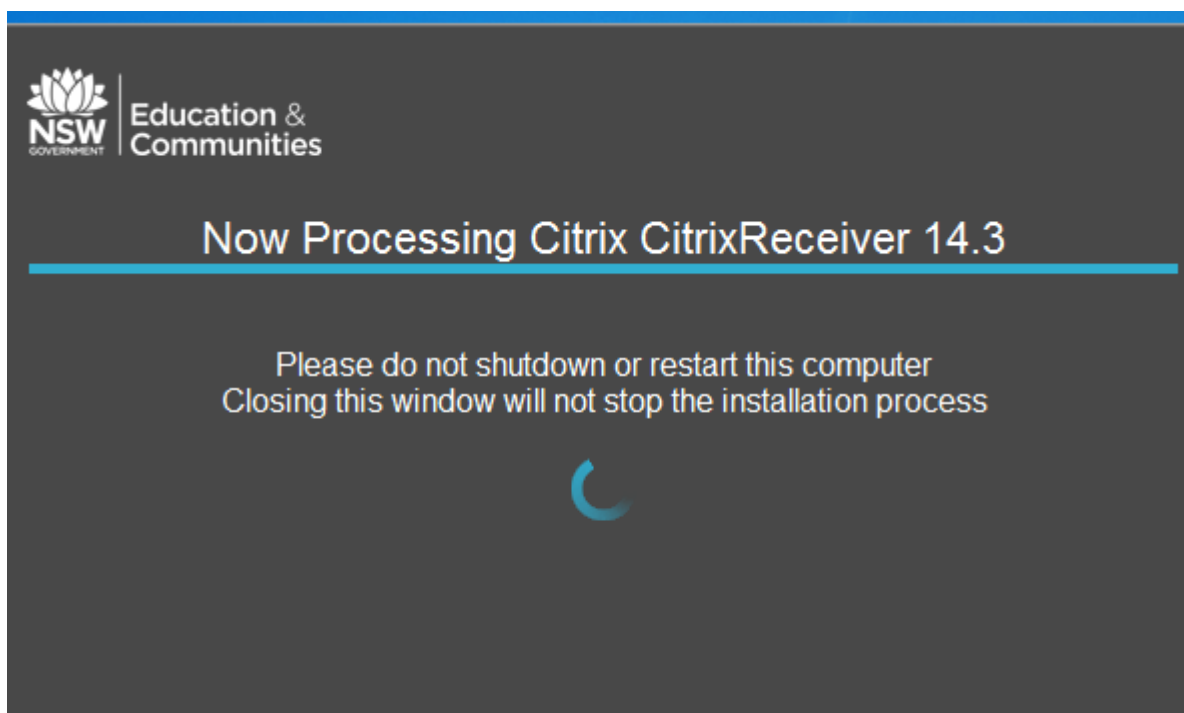
A guide for **manually installing Citrix Receiver and configuring Kiosk accounts** follows. If you require assistance with this process, please log a call with **EdConnect at 1300 32 32 32** option 3 for ICT support. Please supply the computer name/IP address of the PC and details of the problem you are experiencing.

Manual installation of Citrix Receiver v14.3

Screen shots after double clicking

Online_Plugin_Full_AV14_3_PV4_1 (setup.vbs file).

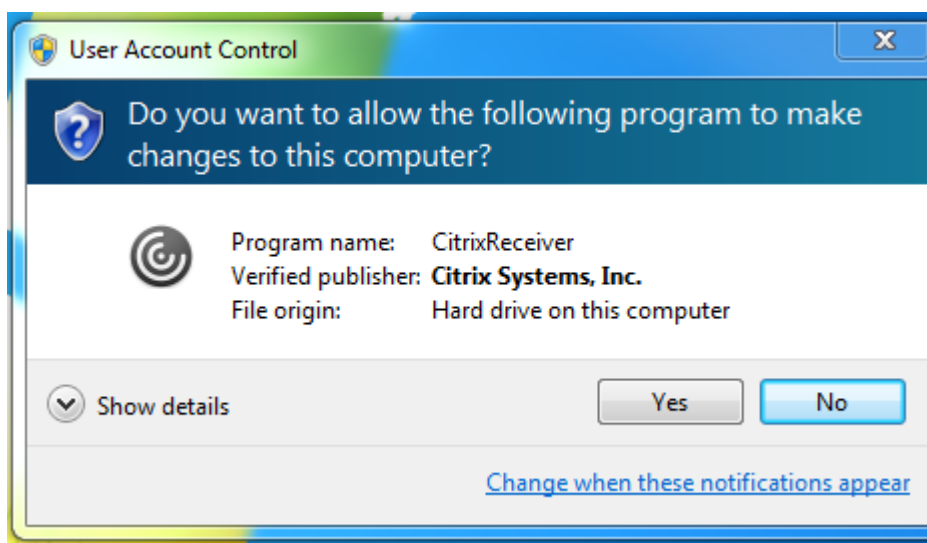
You will see following screen shots and follow steps described below.



Click **Yes** to proceed.

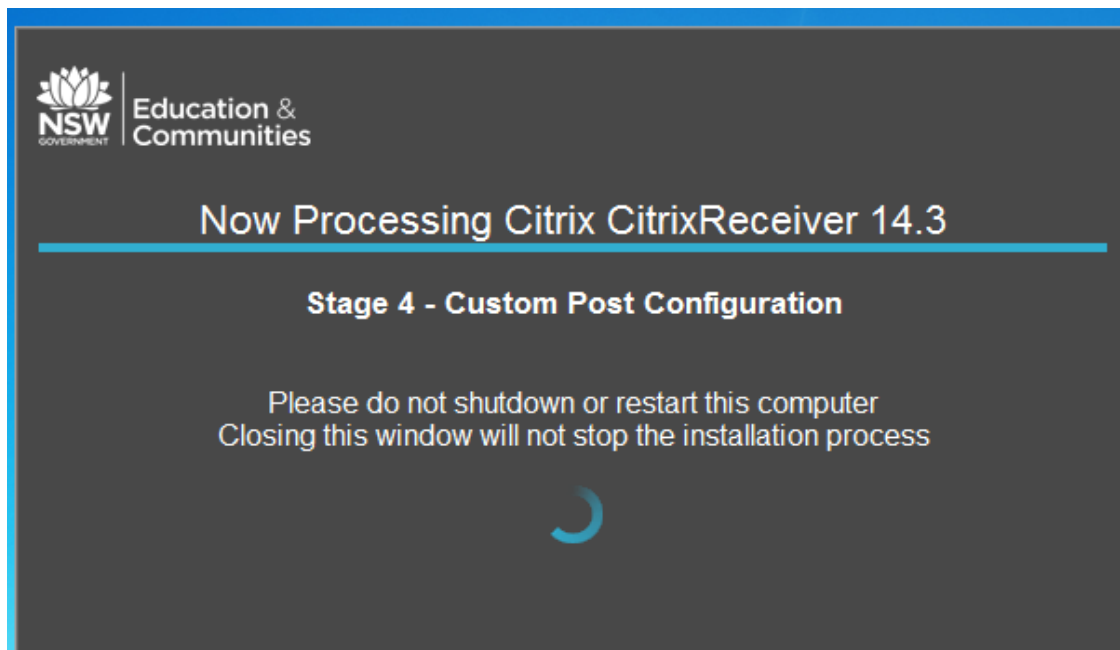


At Stage 1, **User Account Control** screen will appear (2nd time)

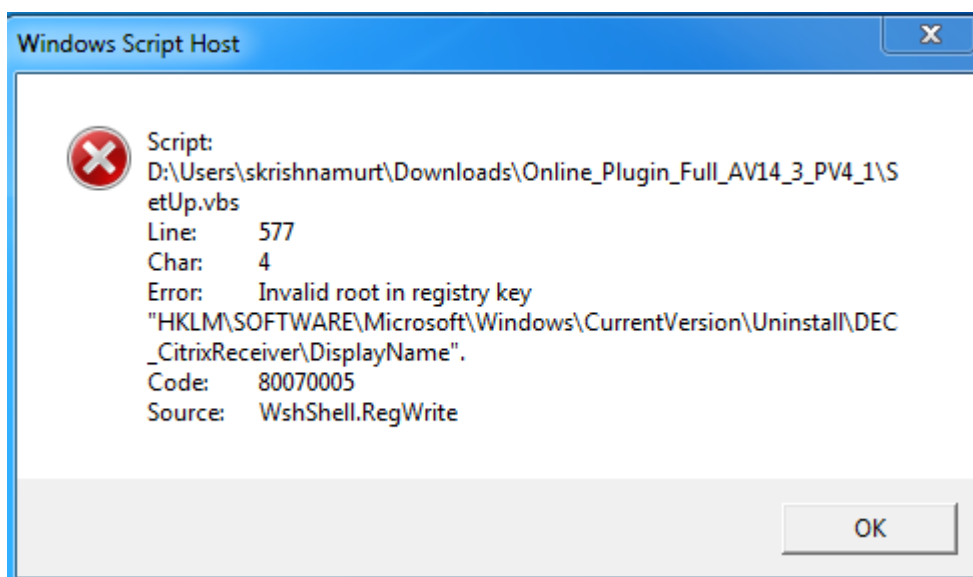


Click **Yes** to Continue.

Once you reached Stage 4, Citrix Receiver is installed at this point. **You only need to configure the receiver if you want to setup for KIOSK users.**



You will also receive following Windows script host error message.



Click **Ok**.

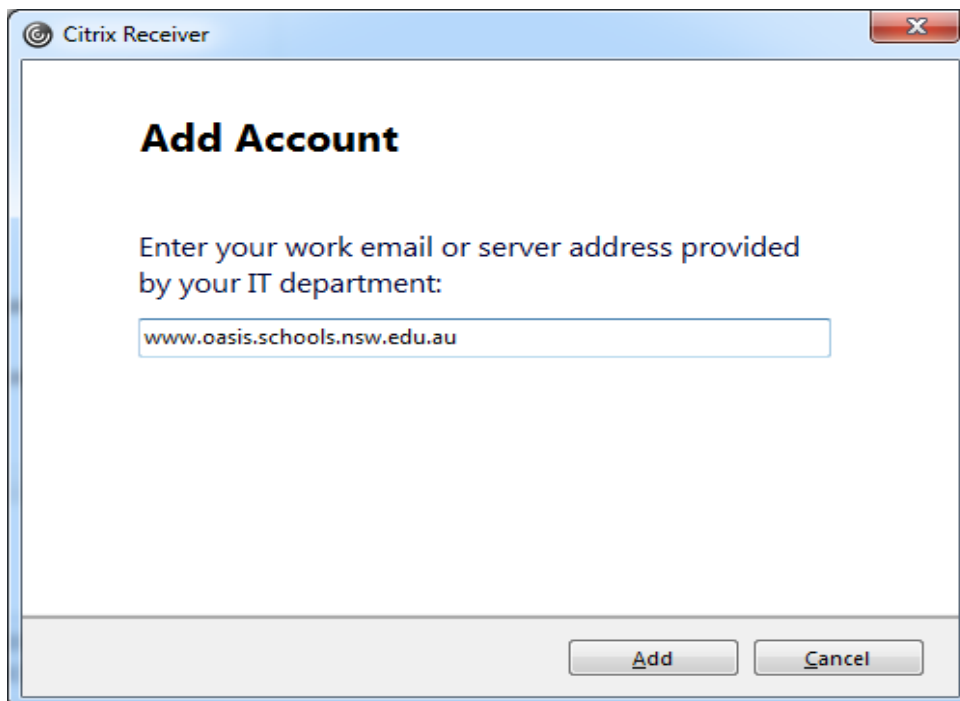
For standard desktops (excluding KIOSK PCs, admin & library) perform the following final steps:

- Restart the PC
- Login to DoE portal
- Start using OASIS.

Configuration settings for KIOSK PCs:

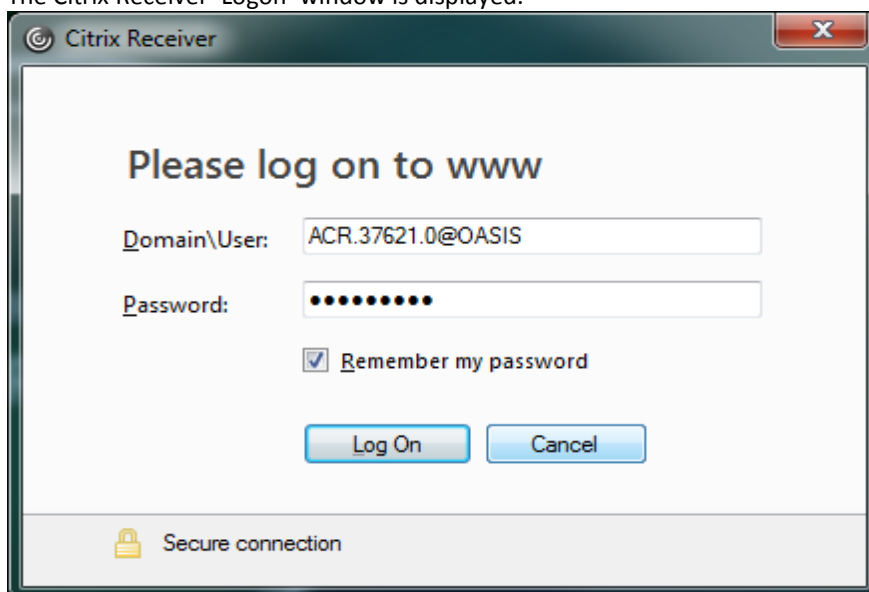
Select **Start** → **All Programs** → and double click **Citrix Receiver**.

Citrix Receiver 'Add Account' screen is displayed.

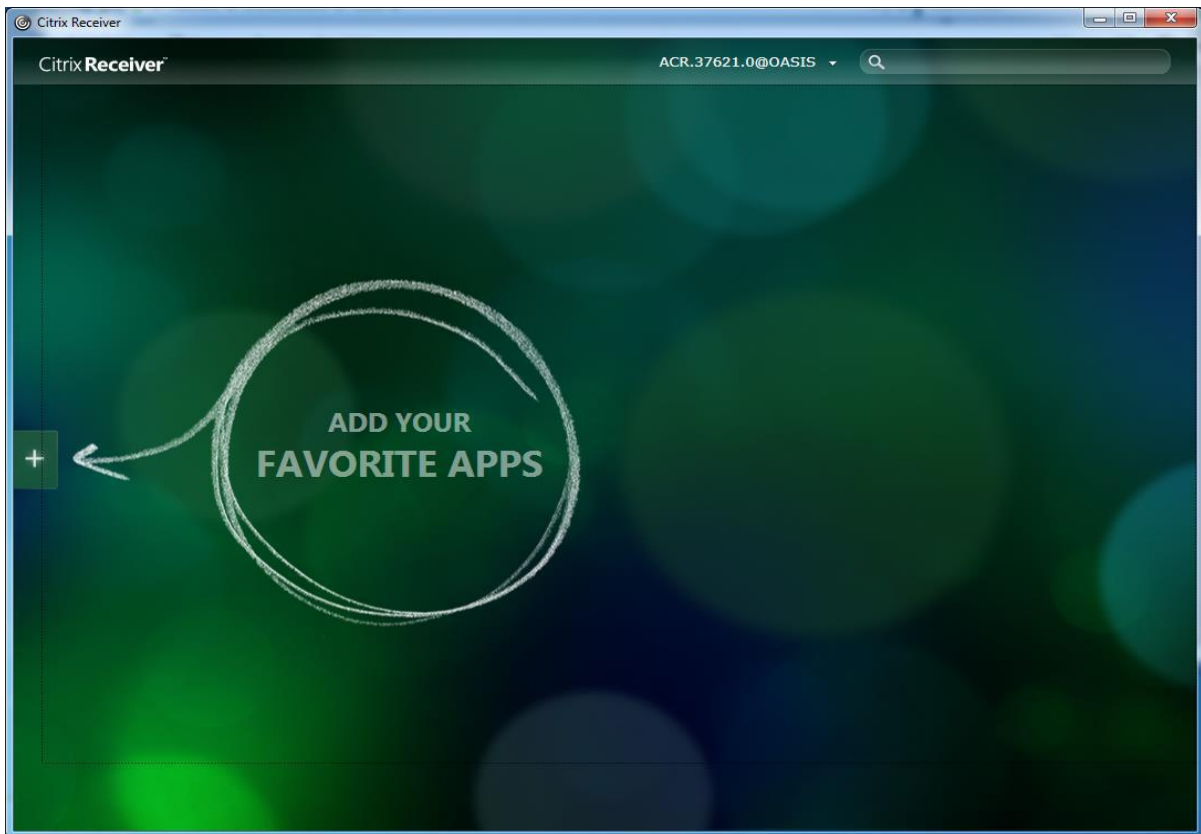


Type **www.oasis.schools.nsw.edu.au** in the server address box, and then click **Add**.

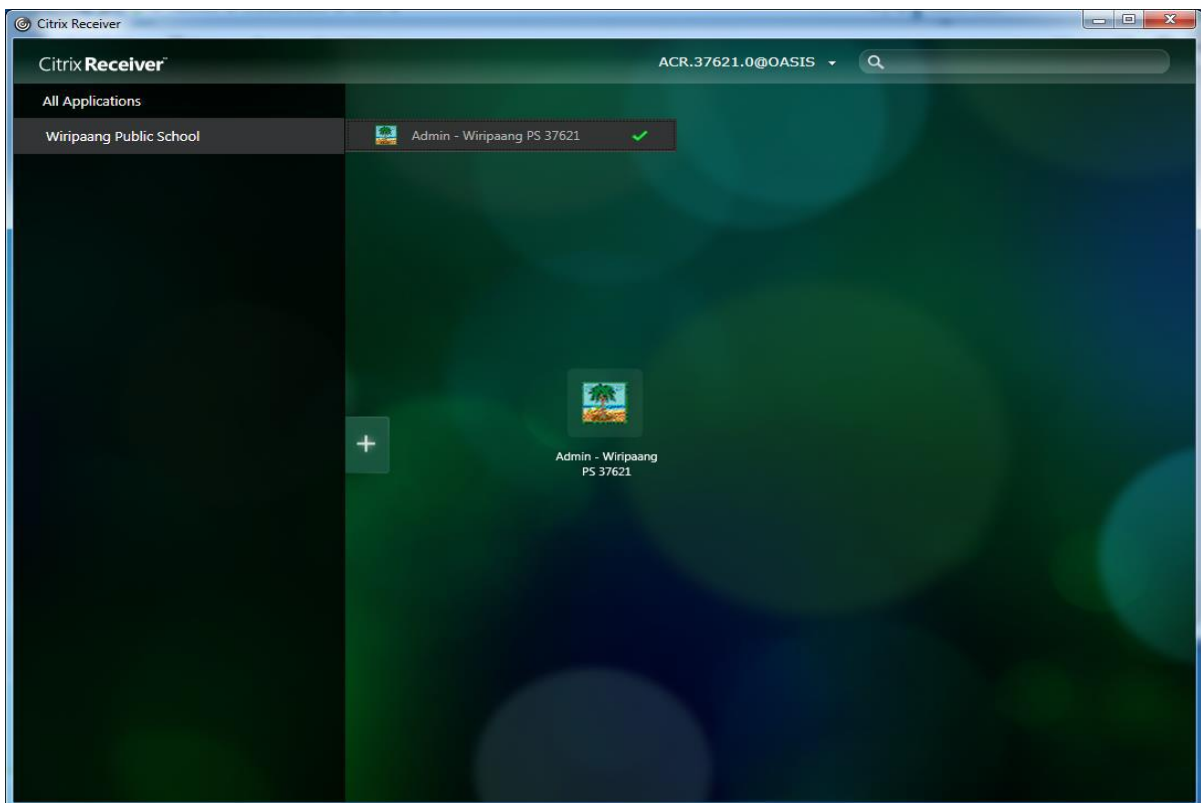
The Citrix Receiver 'Logon' window is displayed.



Above is an example of credential used. Appropriate credentials can be obtained from the **Admin Manager** or **Librarian** of the school. Ensure the '**Remember my password**' box is checked, before clicking **Logon** button.



Click the “+” sign to add the favourite apps.



Final steps for Kiosk PC configuration and accessing OASIS:

- Restart the PC
- Start **Citrix Receiver**

Method 1:



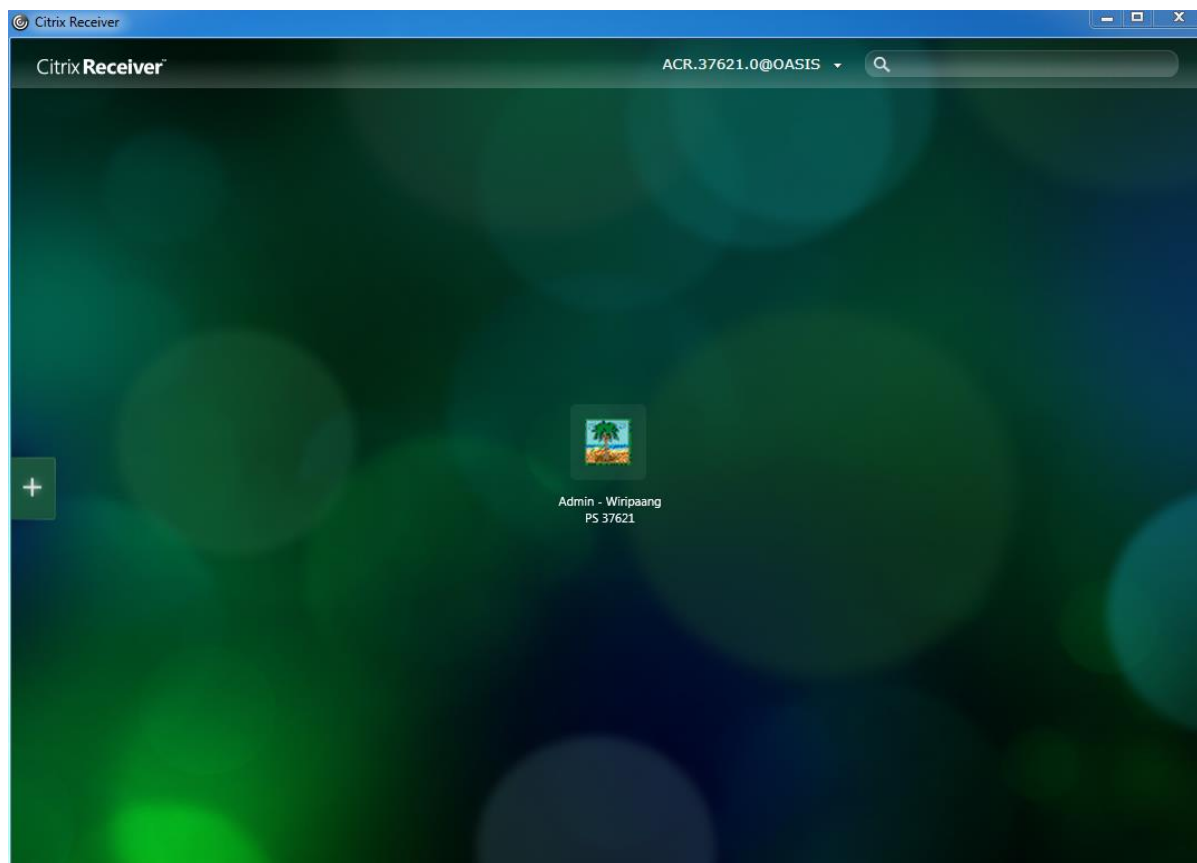
Locate Receiver icon in the System Tray.

Right Click the icon and select **Open**

Method 2:

Select **Start** → **All Programs** → and double click **Citrix Receiver**.

Following screen will appear.



To access OASIS, click the displayed OASIS icon. You can also rearrange the icons as required.