ISW Education

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.

UniversaDesktop						
	(Lucas-	Tr. we	1.0.0	1-	
11	Reider CC v6	Adobe	6	Pig version	5	
10	Bridge CC v6.1.1	Adobe	6.1.1		5	1000
10	Premiere Elements v13	Adobe	13		5	
EI.	Presenter v10	Adobe	10		5	100
83	Video and Audio CC v8.7.2014	Adobe	8.7.2014		5	
1	Jecolta	Apple	12.1.2		5	
21	Citrix Receiver v14.3	Citrix	14.3		5	
10	140014-02 1 1 2010	Hewlett Packard Australia	8.1.1.7919		3	
83	Expression Web v4.0.1165	Microsoft	4.0.1165		5	
凹	Visual Studio Professional v15.0.4420	Microsoft	15.0.4420		5	
E	SMART Notebook 11 v11.4.564	SMART Technologies	11.4.564		5	
ocally ssocia	Licenced Software ited Server Software					* *

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 cleanup 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.dtmanagement.det.nsw.edu.au\FT	P_Software\Citrix\Citrix_Onl	line_Plugin_Full\\	VinAll_AV14_3_PV4_1	
↓ ≪ FTP_Software → Citrix → Citrix_Onl	ine_Plugin_Full ► WinAll_	AV14_3_PV4_1 🕨		
🔻 浸 Open Burn New folder				
Name	Date modified	Туре	Size	
Online_Plugin_Full_AV14_3_PV4_1	22/01/2016 10:32	File folder		
WinAll_AV14_3_PV4_1.7z	13/11/2015 3:19 PM	7z Archive	45,865 KB	

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.

Education & Communities	
Now Processing Citrix CitrixReceiver 14.3	
Please do not shutdown or restart this computer Closing this window will not stop the installation process	

😗 User Account Control	x		
Do you want to allow the following program to r changes to this computer?			
Program nat Verified pub File origin:	ne: Citrix Receiver Cleanup Utility isher: Citrix Systems, Inc. Hard drive on this computer		
Show <u>d</u> etails	Yes No		
	Change when these notifications appear		

Click Yes to proceed.



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

ſ	🌒 User Account	Control		x
	Do you want to allow the following program to make changes to this computer?			
	©	Program name: Verified publisher: File origin:	CitrixReceiver Citrix Systems, Inc. Hard drive on this computer	
	Show details		Yes No	
			Change when these notifications ap	<u>pear</u>

Click Yes to Continue.

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



You will also receive following Windows script host error message.

Windows Script Host	X
Script: D:\Users\skrishnamurt\Downloads\Online_Plugin_Full_AV14_3_PV4_; etUp.vbs Line: 577 Char: 4 Error: Invalid root in registry key "HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\D _CitrixReceiver\DisplayName". Code: 80070005 Source: WshShell.RegWrite	I/S EC
C	к

Click Ok.

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

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

Configuration settings for KIOSK PCs:

Select Start \rightarrow All Programs \rightarrow and double click Citrix Receiver.

Citrix Receiver 'Add Account' screen is displayed.

③ Citrix Receiver				
Add Account				
Enter your work email or server address provided by your IT department:				
www.oasis.schools.nsw.edu.au				
Add	<u>C</u> ancel			

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

Citrix Receiver		×		
Please log on to www				
<u>D</u> omain\User:	ACR.37621.0@OASIS			
Password:	•••••			
	Remember my password			
	Log On Cancel			
A Secure conne	ection			

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.

CITRIX RECEIVER V14.3 - MANUAL INSTALLATION AND KIOSK CONFIGURATION GUIDE



Click the "+" sign to add the favourite apps.



Final steps for Kiosk PC configuration and accessing OASIS:

- o Restart the PC
- o Start Citrix Receiver

Method 1:



Locate Receiver icon in the System Tray.

Right Click the icon and select **Open**

Method 2:

Select Start \rightarrow All Programs \rightarrow 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.