Citrix Receiver

Configuration and User Guide

For Mobile Devices

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Introduction

Citrix Receiver allows you to connect to SAP WTS (Windows Terminal Services) and VDI (Virtual Desktop Infrastructure) virtual desktops provided by the E2E Desktop Virtualization Team.

The virtual desktops are web-based Windows virtual PCs equipped with Microsoft Office, Outlook email and other standard SAP applications. You can access your virtual desktop via our new WTS/VDI Access Portal (https://access.sap.com) using an internet browser on a Windows, Macintosh or mobile device that has the Citrix Receiver installed

With the new Access Portal, you can now use one single URL (https://access.sap.com) to access your virtual desktop regardless of whether you are within SAP network or from outside Internet.

This document will guide you to configure Citrix Receiver on your mobile device to access our new Access Portal.

You can access the WTS and VDI resources from your mobile device by using the *Citrix Receiver* app. The following access variants are available:

- **Preconfigured Access** --- A recommended way for you if you use WTS or VDI on a regular basis. It preconfigures your access profile in your locally installed Citrix Receiver app so you can easily launch the app from the Receiver app at any time anywhere.

- **Ad-hoc access** --- You should use this access if you want to use WTS or VDI quickly on an ad-hoc basis.

Installation

Install Citrix Receiver from the iTunes store/Google Play (or update it to the most current version)

Ad-hoc Access

You can now use the one-URL access portal https://access.sap.com to access WTS (and VDI) resources regardless of whether you are in SAP network or in Internet.

1. Open an Internet browser and browse to https://access.sap.com (applicable for both internal and external access scenarios)
2. Select your region in the world map, then the Landscape (for example: *Office and Project WTS*).
3. Log in on this page as usual with your user ID, password, and SecurID passcode (required for external access)
4. You should see the Web browser screen with icons of published applications (for example, *SAP Desktop*)
5. Choose the published resource, for example *SAP Desktop.*
6. You are prompted where to open an *.ica* file, choose *Open in Receiver* to launch the Citrix session.
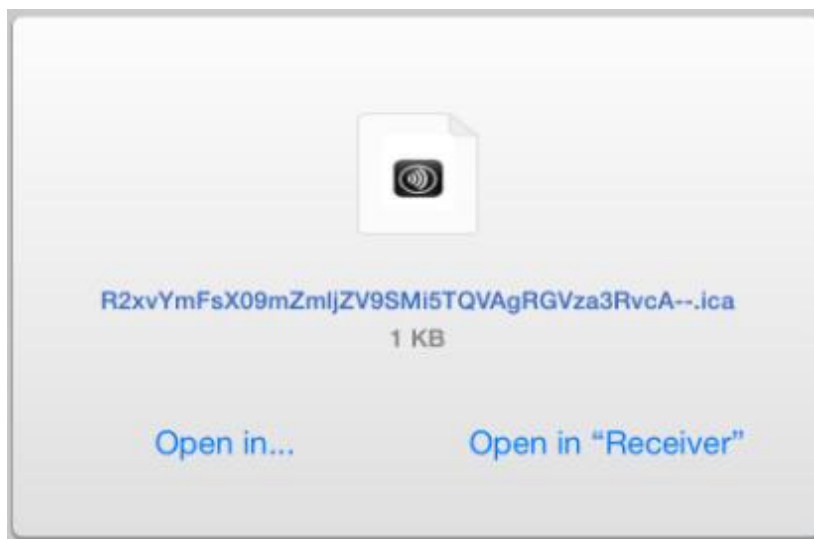
7. The Citrix virtual desktop session is launched and you are ready to work on it.

Preconfigured Access

If you access WTS or VDI on a regularly basis, you can set up the preconfigured access of WTS and VDI resources in your local Citrix Receiver so that you can launch the virtual desktop directly from your local receiver (without having to launch the Internet browser first).

1. Open an Internet browser and browse to https://access.sap.com (applicable for both internal and external access scenarios)
2. Select your region in the world map, then the Landscape (for example: *Office and Project WTS*).
3. Log in on this page as usual with your user ID, password, domain (please key in "*global*"), and SecurID passcode (required if you are from outside SAP network)
4. You should see the Web screen with icons of published applications (for example, *SAP Desktop*)
5. Click your Username near the top right of the Web screen and choose *Activate…*
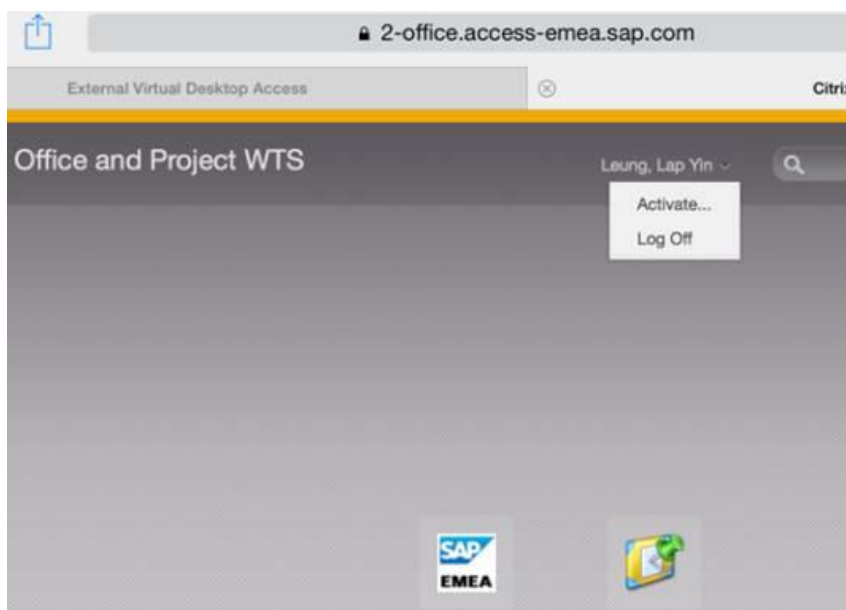
6. Click *Open in Receiver* in the next screen that asks you where to open the *receiverconfig.cr* file.
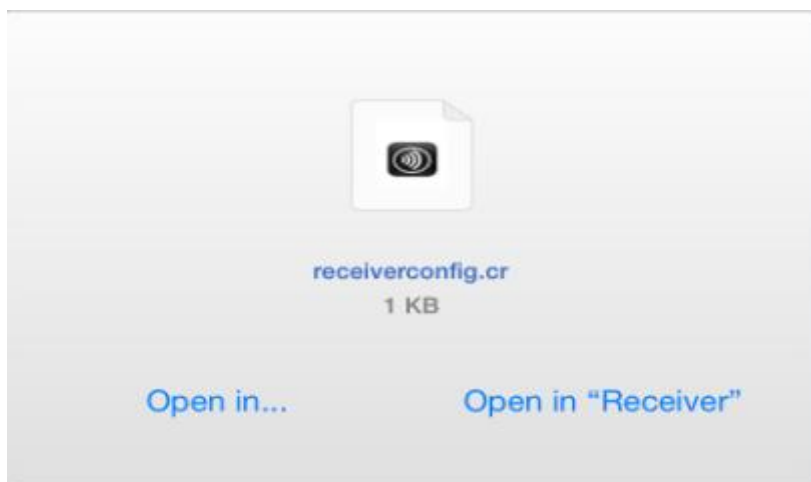
7. If you do this preconfiguration inside SAP network, a warning message *"Certificate Not Trusted"* may appear. You can click "*Setup"* to Choose *"Ignore Certificate warnings" and "*Save".
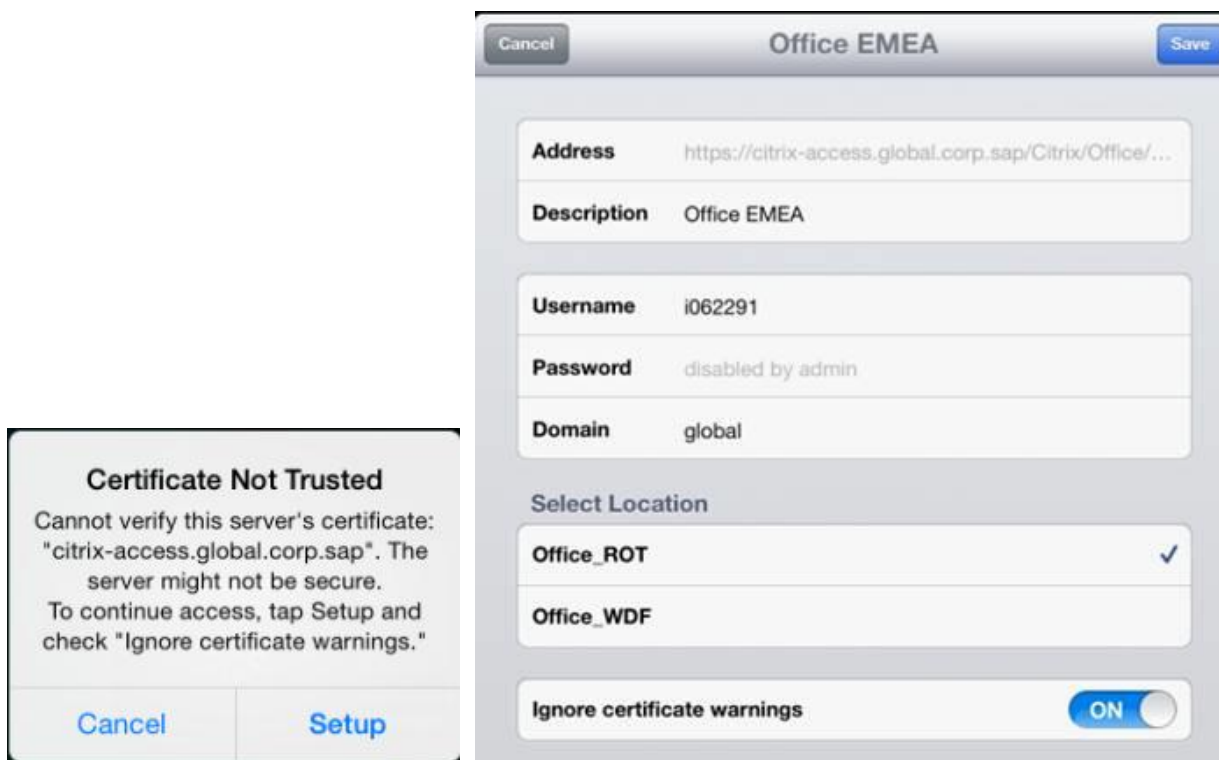

8. Click "*OK*" to bypass the certificate security.   You will again be asked for *Username*, *Password*, and SecurID passcode (required if you are outside SAP network) to logon to the Citrix Receiver.
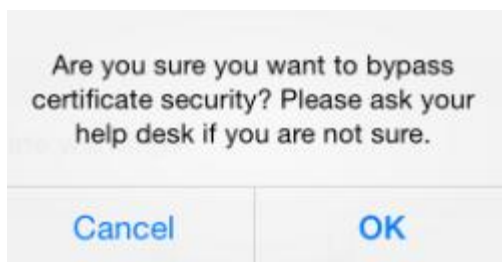
9. You should then see the local Citrix Receiver screen that contains the same icons of published apps as on the Web screen.   Click the People icon on the top right and you will see a new Account (for example, *Office EMEA*) is configured.
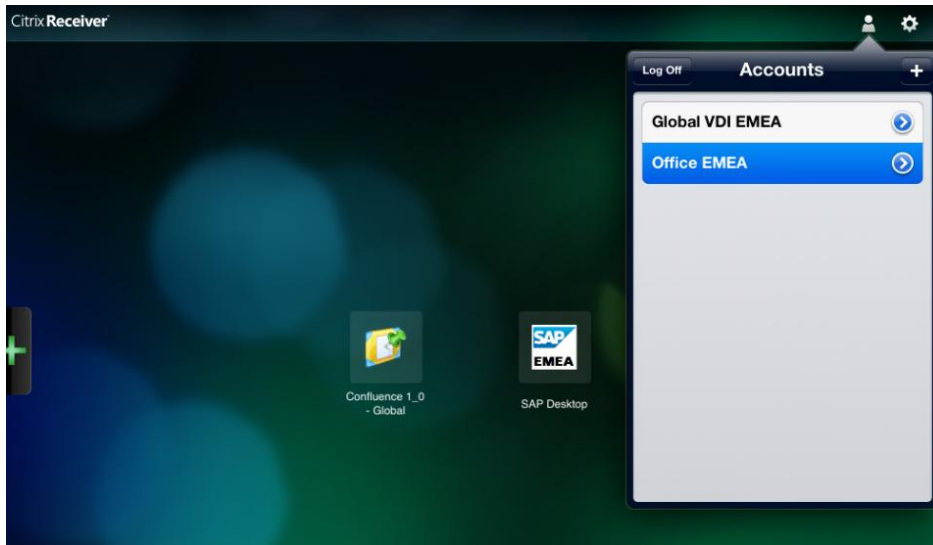
10. **Pre-configuration is done!!**   From now on, you can access our WTS/VDI resources by just launching Citrix Receiver app in your mobile device and then launch any apps from any local preconfigured profiles at any time anywhere (inside or outside SAP network)

11. You will be prompted for SAP User, Password and Domain (please type "*global*"), and will be prompted for SecurID passcode if you access from outside SAP network. An "*App Ready Alert*" will be popped up and you can click "*Show App"* to starting work in the Citrix session.
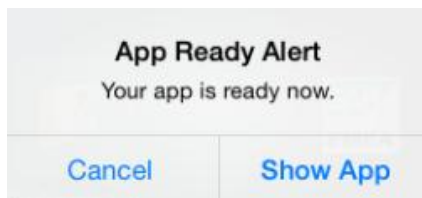
12. You can use the same above steps to configure for other landscapes (such as VDI)

More Information

For more information about WTS and VDI services, visit WTS/VDI Jam room. There is also a One-pager quick user guide available for mobile users in our Jam room.

For any technical issues, you may open an ITdirect ticket with category IMIS_ACCSS_CITRX.