GSD. Citrix - Launch Applications in Citrix

General Information:

Possible symptoms/errors:

User wants to know how to launch applications in Citrix.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Starting the Citrix Client:

After user has installed the Citrix Client software on their computer they can run it from the start menu, or if auto start is enabled they can double-click the icon in their system tray area:

Starting applications via Citrix Client:

After the user has successfully logged on they will see the applications and desktops available to their account.

If the user does not see any applications or desktops it means that they are not available for them.If the user has access to the applications they may switch to the Categories view to make the application access easier.The drop down menu allows users to access additional options:

Starting applications via StoreFront website:

Alternatively, SD agent may advise user to use any browser to access the website of the Citrix StoreFront server to launch the applications.

NOTE: Citrix Client must be installed on user's PC to access the apps.

After launching https://fresenius.cloud.com user will be connected to the StoreFront website where they need to provide their credentials:

After a successful logon, user will see a page very similar to the Citrix Client UI:

Logon process for Citrix applications:

When the user clicks on the application shortcut the user wants to use in the Apps tab the logon process will start.

After the logon process is finished user will see the application opened onto their local desktop.

NOTE: Advise user that they can move and resize it like any standard window.

Logon process for virtual desktops:

After clicking on a virtual desktop shortcut the Citrix Desktop Viewer will start.

After the user will see their virtual desktop it can be moved and scaled.

Possible prompts during logon:

When the user connects to a Citrix application or virtual desktop for the first time they may receive one or more security prompts.

In case of using a different device user may be asked again for confirming logon prompts.

Local file (and printer) access:

If user's account is enabled to share files between your local device and the server users must acknowledge this access by permitting read & write access.

This setting also affects if you can use the printers configured on your local device inside the session.

Camera and microphone access:

In case you want to use camera and microphone you can Permit use of these devices. If no - you may Block access.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

For more information on how to use the Desktop Viewer

https://fnc.service-now.com/sp?id=kb_article&sysparm;_article=KB0013581

External access(only if permitted)

https://sde.fresenius.com/

FGN internal access

https://citrixsf.ads.fresenius.com/