

GSD. Citrix - Order and Install Terminal Server (Citrix)?

Article ID: KB0039754

Created: 2024-12-19 14:03:32

Updated: 2024-12-19 14:03:32

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/a9925c08c38a1a100acd3300150131f8',

'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

User wants to know how to order and install Terminal Server (Citrix)

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Fresenius Digital Technology provides multiple Citrix environments which allow access to various applications and virtual desktops.

An Active Directory account in the global ADS is required to access all Citrix environments. If the user does not have such an account yet, they can request one via our service IT Service Portal.

Access to these applications/environments is enabled by the Citrix Client software that needs to be installed on user's device. The Citrix Client software may be provided to them via a software deployment tool or as a download link for manual installation. If the client is deployed to user's client automatically it should already be preconfigured, so they do not need to change any configuration options.

This guide will provide additional information on how to install the software manually if required.

NOTE: Users must be aware that full functionality and best user experience may only be available with the newest client version, and we cannot give support for versions that are no longer supported by Citrix.

The Citrix support teams provide support for installing and using the Citrix Client on Windows based PC devices running:

Windows 10 Windows 11 Server 2016 Server 2019

Installation options

If user receives the Citrix client via a Software Center they should not do any manual configuration steps.

There are two types of manual installation :

Installation on a computer that is connected to the Fresenius Global Network (either via LAN/WLAN (Fresenius Int) or via Fresenius VPN services. This does not apply to Guest WLAN etc.) Installation on a computer that is not connected to the FGN and will access the Citrix environment via the Internet or Fresenius SDE WLAN

NOTE: While the Citrix Client can be installed in user-mode without local administrative rights on user's client computer the full functionality will only be available if it is installed under administrative access.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A