

GSD. Citrix - Use Terminal Server Citrix with different Citrix client

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to use Terminal Server Citrix with different Citrix client.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

It may be that user's computer already has a Citrix client installed that was provided by their local IT department or a non-FNC service provider and this client is required to access a specific software. In this case user might lose access to this environment if they install the FNC-customized Citrix Workspace-App. If they Citrix client is sufficiently new they can use the Fresenius Citrix StoreFront Website to launch the applications provided by FNC without changing their Citrix client installation.

Access via Fresenius Global Network (LAN/WAN or VPN)

Advise user to open favorite browser and go to the URL <https://citrixsf.ads.fresenius.com/>

Depending on user's browser and Citrix client version the following screens may differ slightly. These examples are captured from Google Chrome.

User may receive this message if their Citrix client software is old or not correctly registered in their browser. Usually, user can still continue to use the StoreFront Webinterface. They must click on "Detect Receiver" to continue to the next screen.

Advise user to check the I agree box and to click on Already installed. They may receive an External Protocol Request popup at this step. If so, User must select the Remember my choice box before clicking Launch Application. If they have run through these steps once and the popup appeared, the next time their browser will directly take them to the logon prompt.

Guide user to log on with their global Active Directory account or the specific account information provided to them.

They will then see the same interface as within the Citrix Workspace-App client and can launch their applications normally.

User's browser does not know how to handle the Citrix links because it is not properly registered it will only download a small ICA file to their hard disk. User can run this file within a few minutes to still establish their Citrix connection.

External access

If user is accessing the Citrix environment not via the Fresenius Global Network, advise them to use the URL <https://fresenius.cloud.com/>

Before the Citrix StoreFront website is displayed user will see the Citrix Netscaler logon prompt. They must log on with their Active Directory credentials or the special account information provided to them. Then follow the steps described in the previous section.

NOTE: If user's account is not enabled for external access, they will not get a specific error message but just Incorrect username and password. User must make sure their logon information is correct.

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:

[https://fresenius.cloud.com/Add Fresenius ADS Store to existing Workspace-App installation](https://fresenius.cloud.com/Add_Fresenius_ADS_Store_to_existing_Workspace-App_installation)

https://fnc.service-now.com/sp?id=kb_article&sysparm_article=KB0012660