ASM ⬡ <u>Pacific Technology.</u>

How to access our Citrix Virtual Apps System MF-HK.asmpt.com

Dear colleagues,

As per your request to use our Terminal Server, please follow attached user guide to login.

How to access our Citrix virtual Apps System

If you do not want to detect/install Citrix receiver, you can use the light version, with few features, in your browser.

Web Browsers: Microsoft Edge or Google Chrome

Website**:** https://mf2-sg.asmpt.com

a) **Web browsing access** for Microsoft Windows10 or 7 platform
b) **Web browsing access - use light version** for Microsoft Windows10 or 7, iOS & Android platform
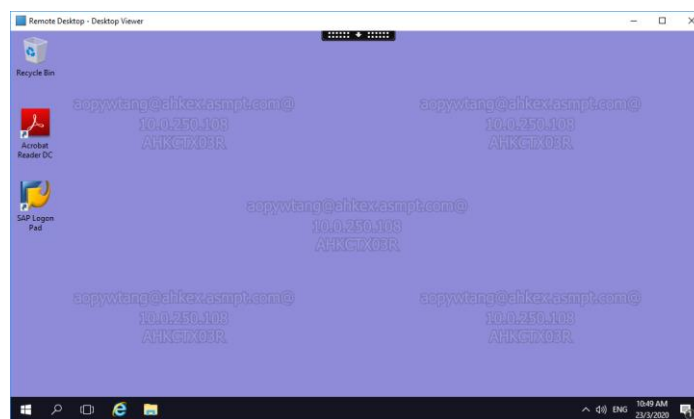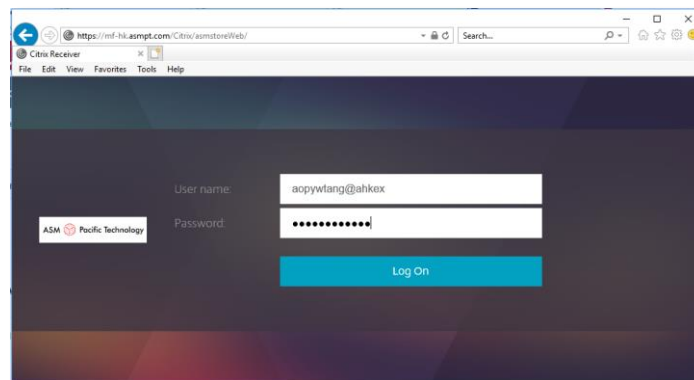c) **Citrix workspace app** for Microsoft Windows10 or 7, Mac, iOS & Android platform

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a) **Web Browsing access**

Open your Web browsers to access**:** https://mf2-sg.asmpt.com
Install Citrix add-on and Login with your windows domain account.

  e.g. Account: atsex\xxxxx **or** xxxxx@atsex "domain\user **or** user@domain"
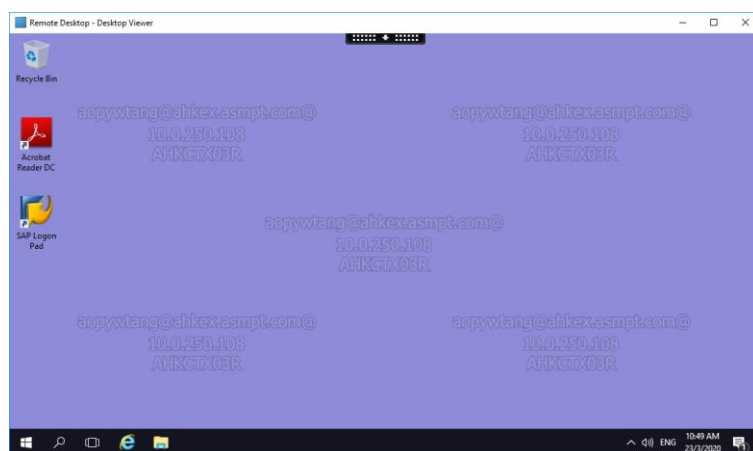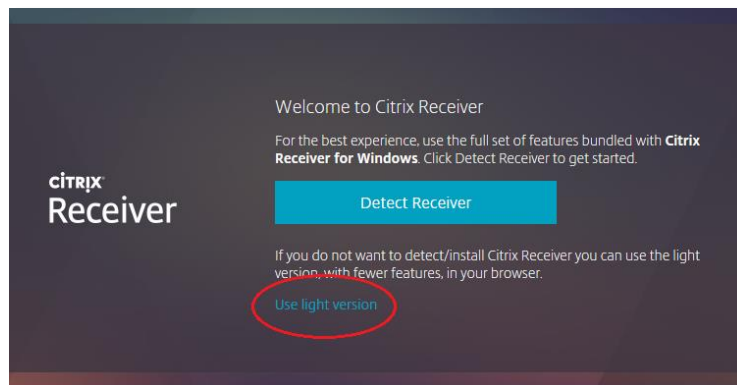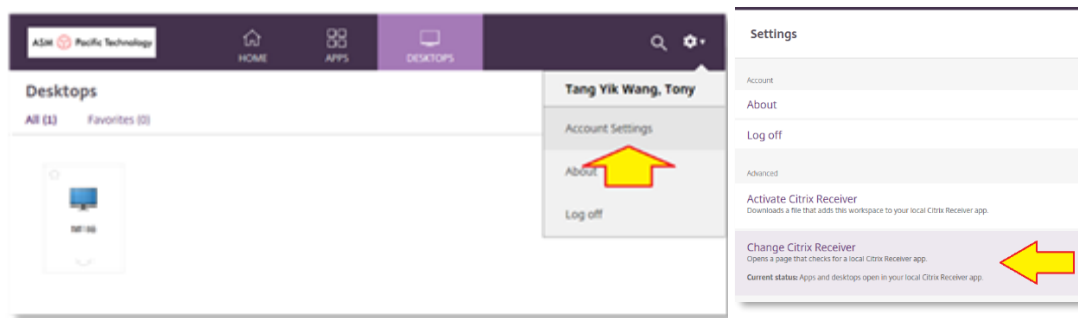
![ASM Pacific Technology logo]

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b) **Web browsing access - use light version:**

Open your Web browsers to access**:** https://mf2-sg.asmpt.com

1. Select "Account Settings" on Top-Right corner.

2. Select "Change Citrix Receiver" and choice "Use light version"
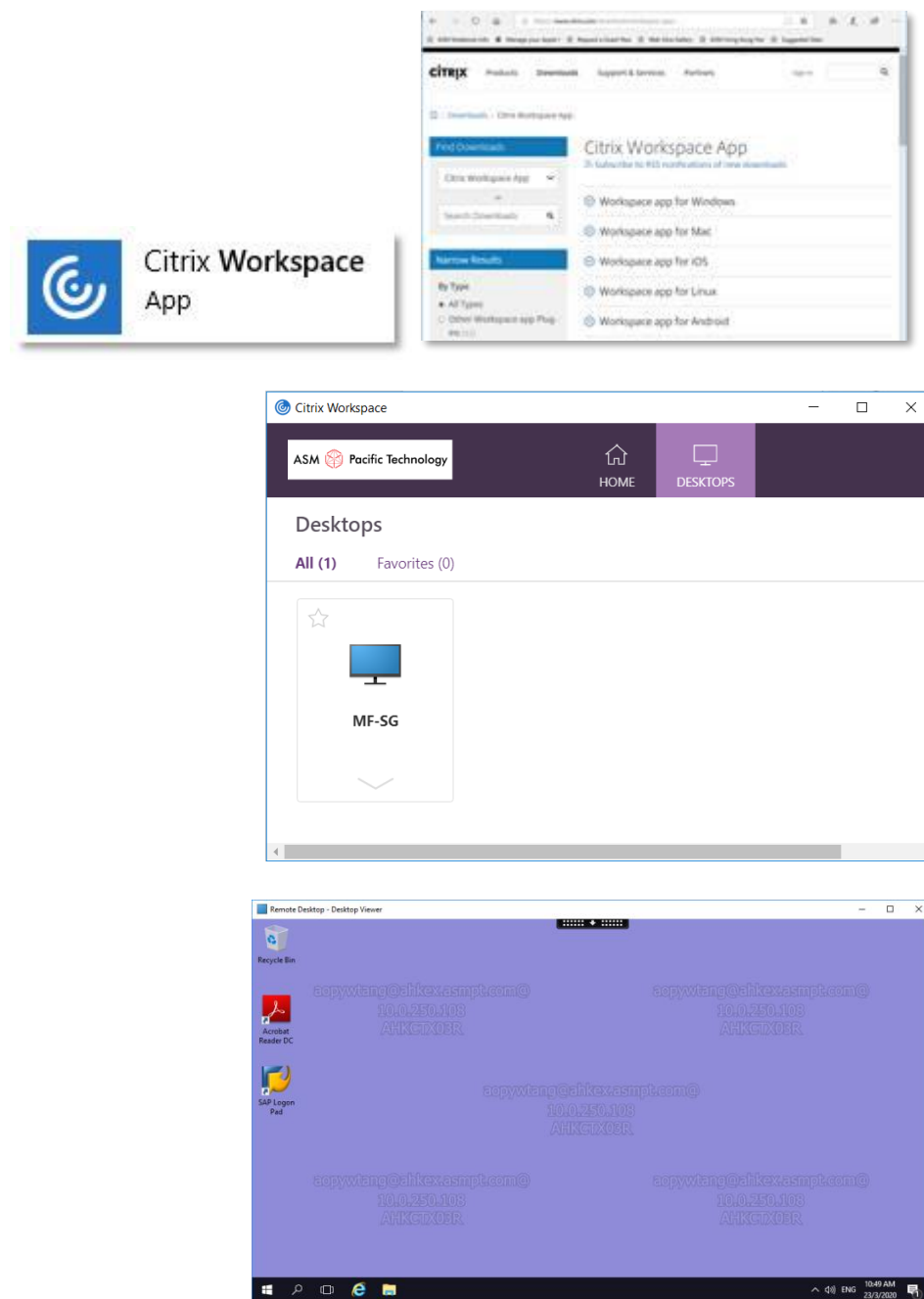
3. Open "MF-SG" in Desktops tap.

c)   **Citrix workspace app**

You can download App by Microsoft Store, Google Play Store (Android) or Apple App Store (iOS) or download by here:

https://www.citrix.com/downloads/workspace-app/

Please login by your domain account and select your server type.

Q & A

1. **Sync your old MF profiles data:**

Please click for desktop icon "Sync Profiles.bat", it will sync your Profiles data to all MF server, Please Select "Y".

When finished, Press any key to continue.
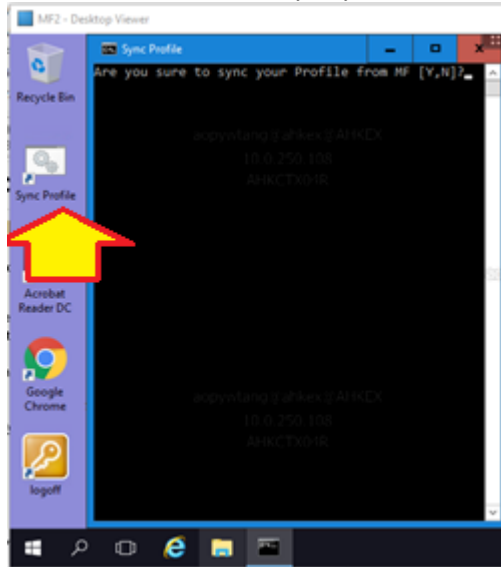
2. **Failed to install Citrix add on.**
Please uninstall all Citrix receiver, Citrix workspace app and add-on, then try to install again.
You can using below utility to clean up.

Receiver Clean-Up Utility
https://support.citrix.com/article/CTX137494

Description:
The Receiver Clean-Up utility is designed to assist with the following scenarios:

- When errors occur during upgrade from an earlier version of Receiver or Online Plug-in
- When unexpected behavior or performance is experienced after upgrade from an earlier Receiver or Online Plug-in
- If Receiver upgrade is not possible due to feature incompatibility and/or a clean uninstall is required
- The Receiver Clean-Up Utility removes components, files, and registry values of Online Plug-in 11.x, 12.x, and Receiver for Windows 3.x, 4.x (Online Plugin-in 13.x, 14.x). This includes the Offline Plug-in component if installed and HDX RealTime Media Engine if installed.