



Citrix HDX RealTime Optimization Pack

User Documentation

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This document details the installation and use of the Citrix HDX RealTime Optimization Pack which is intended to provide increased audio/video performance while using Skype for Business in a Citrix session such as WTS or VDI.

1. SOFTWARE COMPONENTS

The Citrix HDX RealTime Optimization Pack consists of 2 components.

1.1 Media Engine

The **Media Engine** component is required on the endpoint devices which are typically the physical machines you are using to connect to the Citrix session. Windows, Mac and Linux clients are supported. The Media Engine can be downloaded and installed by either one of the following ways:

- via Download Center of Access Portal (for Windows and Mac clients):
 - Browse to <https://access.sap.com>
 - Click the **Downloads** link on the top right of the page
 - Find item **HDX RealTime Media Engine xxxxxxx** and click the installer link.

| | | |
|---|---|--|
| 7 | HDX RealTime Media Engine 2.9 for Windows ▾ | Media Engine 2.9 for Windows |
| 8 | HDX RealTime Media Engine 2.9 for Macintosh ▾ | Media Engine 2.9 for Macintosh |

Or

- via Citrix web site:

<https://www.citrix.com/en-in/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-29.html>

- Choose one of the Media Engine only installers according to your client OS type
- **Reminder:** Please DO NOT choose the Media Engine bundled with Citrix Receiver package, as the Citrix Receiver/Workspace app package version there may not have been tested by SAP IT. Please visit our Download Center (<https://access.sap.com> -> Downloads) if you are looking for Citrix Workspace app installer as well.

HDX RealTime Media Engine 2.9 for Windows

Mar 6, 2020

44.7 MB - (.exe) [Download File](#)

Checksums

SHA-256 - 2b2838b12e35ca707c86217345145b61d101c0d153dd531e057f53418de24eb4

HDX RealTime Media Engine 2.9 for Mac

Mar 6, 2020

16.1 MB - (.dmg) [Download File](#)

Checksums

SHA-256 - 98b1198ee12e083bb5ac3379048945420799a07539bf40d6e9195bfa083fa74b

For Detail Installation instructions, please go to:

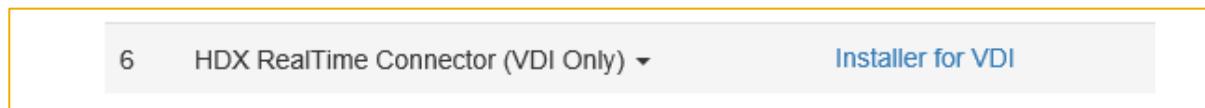
- **Section 4** media Engine installation procedure for Macintosh.
- **Section 5** media Engine installation procedure for Macintosh.

1.2 Connector

The **Connector** component is installed on the Citrix device to which you are connecting. In the case of a SAP Desktop - WTS, this has already been installed by the administrators and no user action is needed. If you would like to use Skype optimization on a VDI, you will need to install the Connector from the access portal download page.

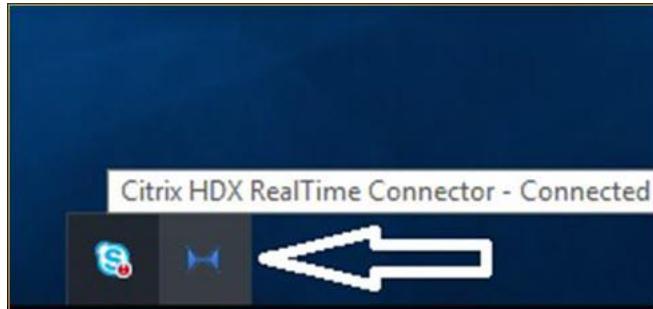
From your VDI.

- Browse to <https://access.sap.com>
- Click the **Downloads** link on the top right of the page
- Find item **HDX RealTime Connector (VDI Only)** and click the **Installer for VDI** link



2. HOW TO USE

- Once the necessary installations are complete, launch SAP Desktop or your VDI as you normally would using <https://access.sap.com>. Full instructions can be found [here](#).
- If not already running, launch **Skype for Business**
- Check the system tray for the following icon:



- If the icon reports that it is **Connected**, then Skype Optimization is working properly and no further setup is needed. If you receive a message stating **Un-Optimized** or an icon different than the one above, review the NOTES section below. If your issue still cannot be resolved, please open an IT ticket for the WTS team to assist with troubleshooting.

3. TROUBLESHOOTING NOTES

Some issues can arise that prevent proper operation of the Citrix HDX RealTime Optimization Pack. Please review the notes below if having problems.

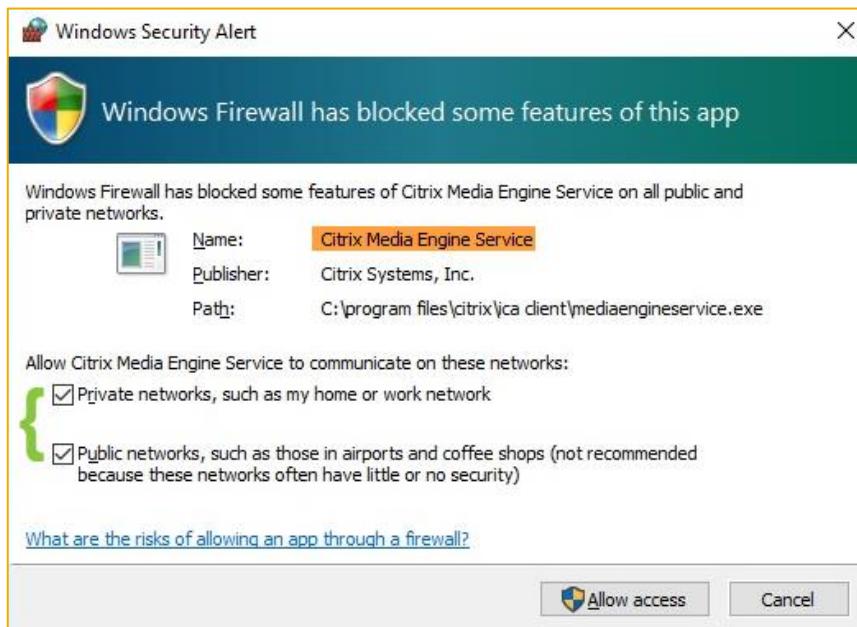
3.1 Connector reports “Un-Optimized”



If you receive a message that the connector is “Un-optimized” when you hover over the system tray icon, verify the following:

- Make sure that you have installed the Media Engine on your local computer successfully as explained in the Installation section above.
- If using Windows 10 on your local computer, please check that a firewall exception was added for the Citrix Media Engine. On use you should be prompted with a screen similar to the following:

In such a case, please accept to create the firewall exception.

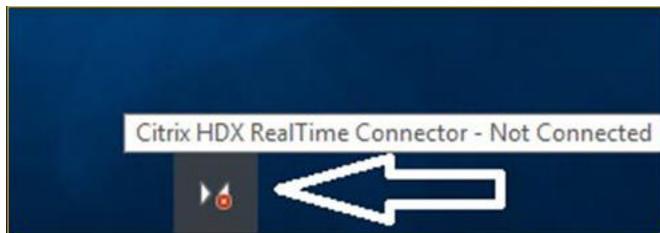


3.2 Connector reports “Not Connected”

If you receive a message that the connector is “Not Connected” when you hover over the system tray icon, verify the following:

- Make sure that you have installed the Media Engine on your local computer successfully as explained in the Installation section above.
- If you have already installed Media Engine but still see this message, it is worth de-installing and installing the Media Engine on your local computer.

This error has to be cleared otherwise it will prevent you from doing Skype calls on WTS.



3.3 Connector reports “Connected” but Version Mismatch



Version mismatch - Same as Connected but the version match is not exact (different major or minor numbers). All functionality observed in lower version will be available and the Skype calls will be optimized only newer features will not work without upgrading to the same newer version.

3.4 No icon is present in the system tray

If you do not see an icon similar to the ones in the screenshots above, verify the following:

- Make sure that you are looking at the system tray in the WTS/VDI session – not your local system
- Make sure that Skype is running in the WTS/VDI session
- If connecting to a WTS desktop other than SAP Desktop, this behavior is expected. Upon special request, the connector may be installed on Project WTS desktop as well at the discretion of the WTS Team.
- If connecting to a VDI, verify that you have installed the Connector from Software Corner as explained in the Installation section above.

3.5 More Troubleshooting tips from Citrix web site

More troubleshooting tips are available from [Citrix Web Site](#).

3.6 Known issues

There are some known issues of the HDX RealTime Optimization Pack – See [here](#)

3.7 Seek IT Help

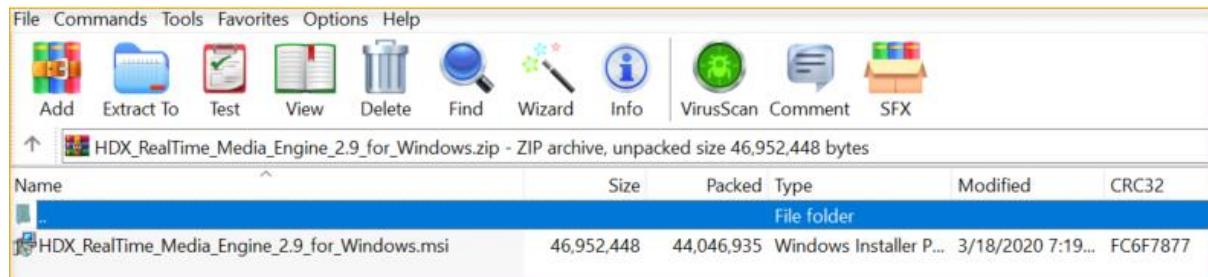
Should you have encountered any technical issues that you cannot resolve by following this guide, please log a [ticket in ITdirect](#).

4. MEDIA ENGINE INSTALLATION PROCEDURE FOR WINDOWS

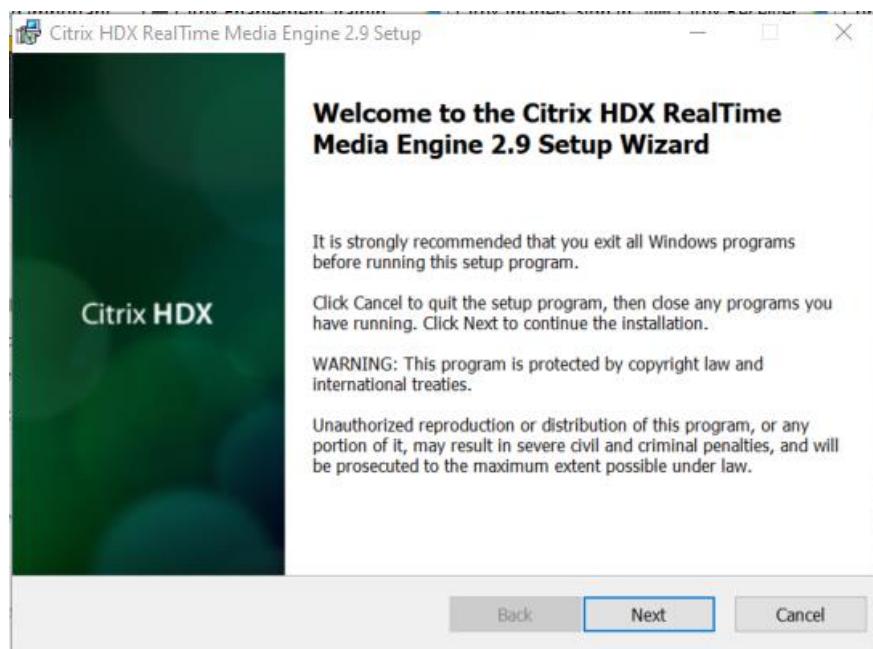
This section documents more step-by-step installation instructions as well as some Windows-specific notes for your reference.

4.1 Installation Steps

Launch the downloaded **HDX_RealTime_Media_Engine_for_Windows** package (.zip) from your Windows computer, and extract and run the installer (.msi).



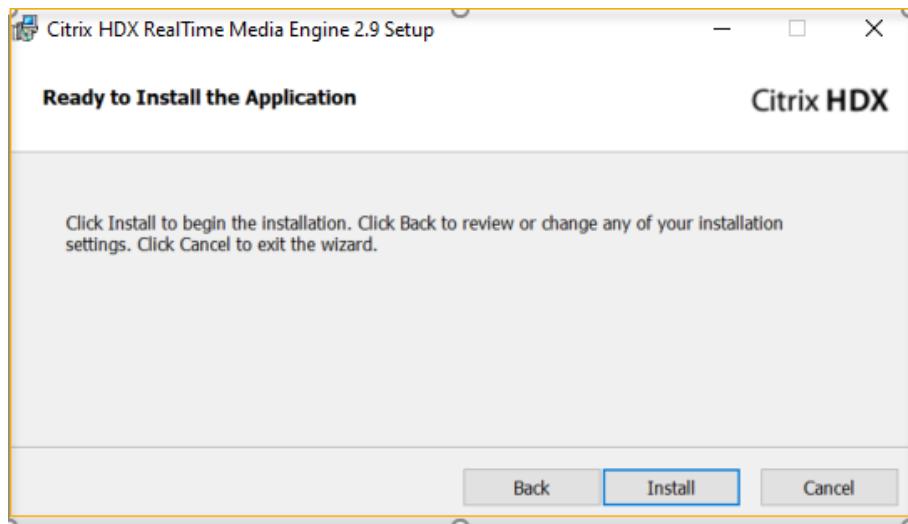
Note: Make sure you log out from all WTS / VDI sessions before installing the Media Engine or you will receive the following message.



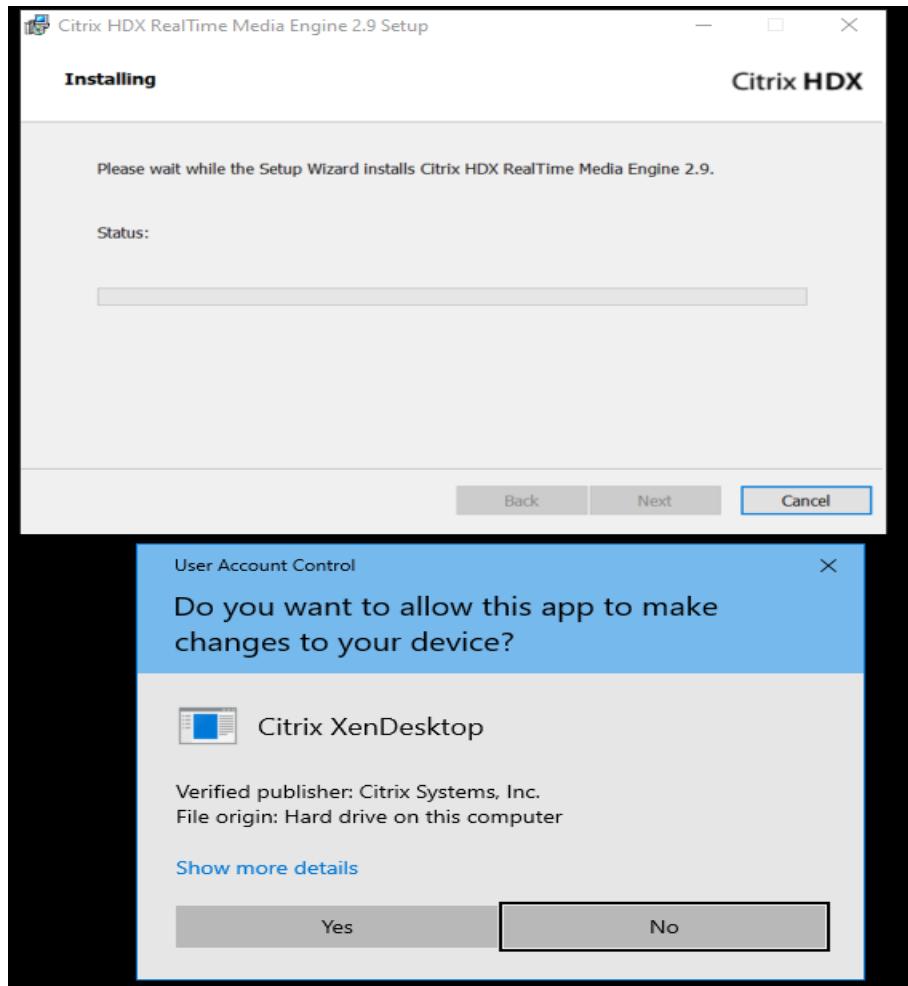
Click **Next** at the Welcome screen.

Click **Next** to accept the terms in the License Agreement.

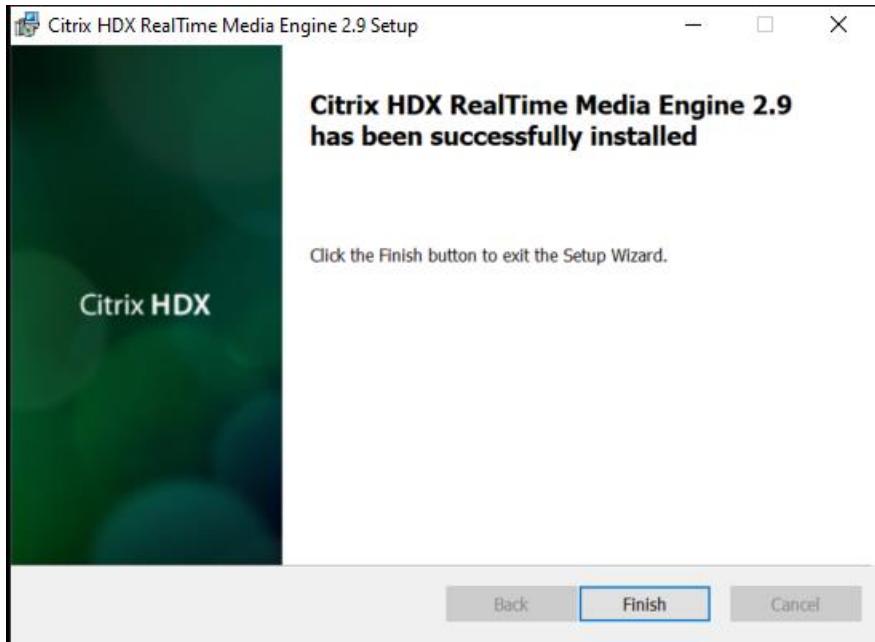
Click **Install** to confirm the installation.



Click **Yes** to allow this app to install software on your PC.



The installation will go on and complete successfully.



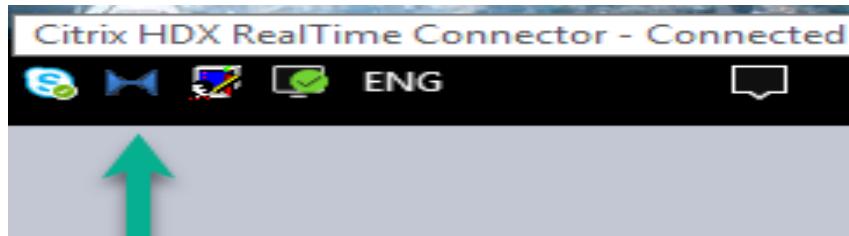
4.2 Verification of Media Engine

Now you can launch your virtual desktop WTS or VDI to get a real run of the Skype Optimization.

On WTS or VDI, launch **Skype for Business**. Check both **Private** and **Public** network buttons when you receive the **Windows Firewall** dialogue window, and then click "**Allow Access**" to add Media Engine Service to the firewall exception



Verify the HDX icon on the taskbar and it should display **Connected** status.



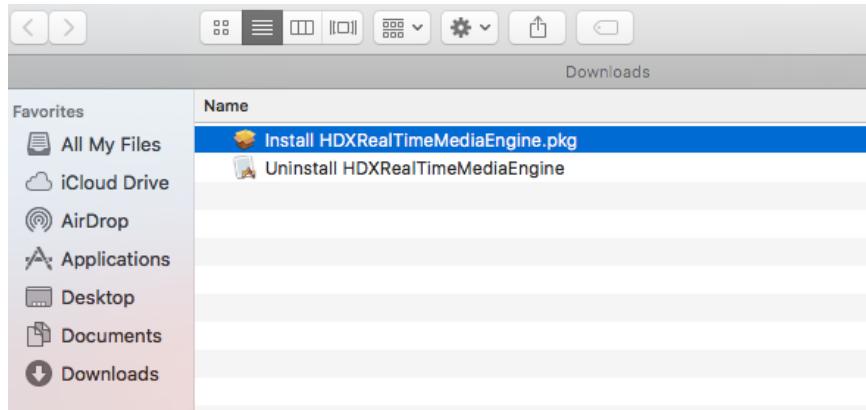
Please refer to **Section 3 Notes** if you encounter any technical issue in installing Media Engine and verifying the HDX status.

5. MEDIA ENGINE INSTALLATION PROCEDURE FOR MACINTOSH

This section documents more step-by-step installation instructions as well as some Macintosh-specific notes for your reference.

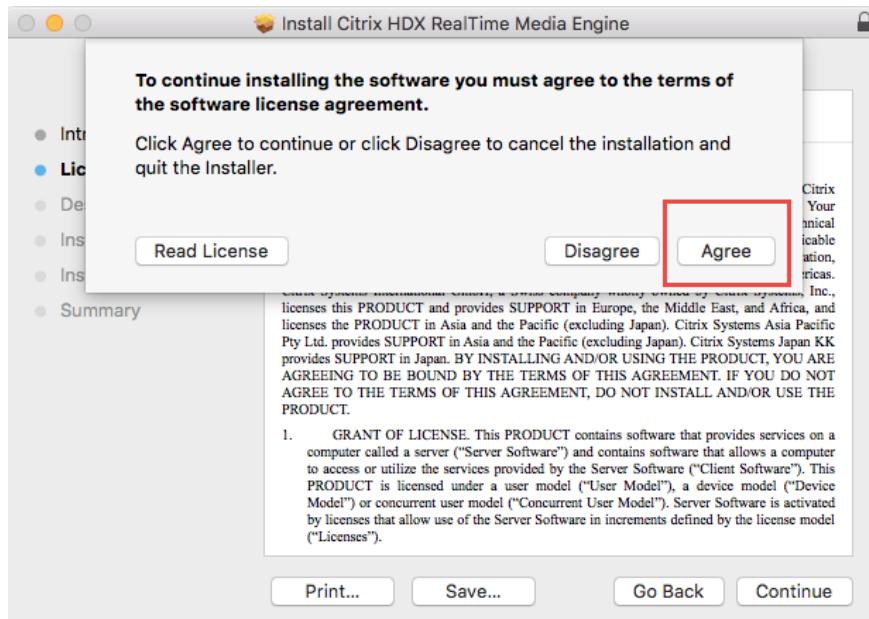
5.1 Installation Steps

Launch the downloaded HDXRealTimeMediaEngine package (.dmg) from your Macintosh computer, choose **Install HDXRealTimeMediaEngine** and launch it.

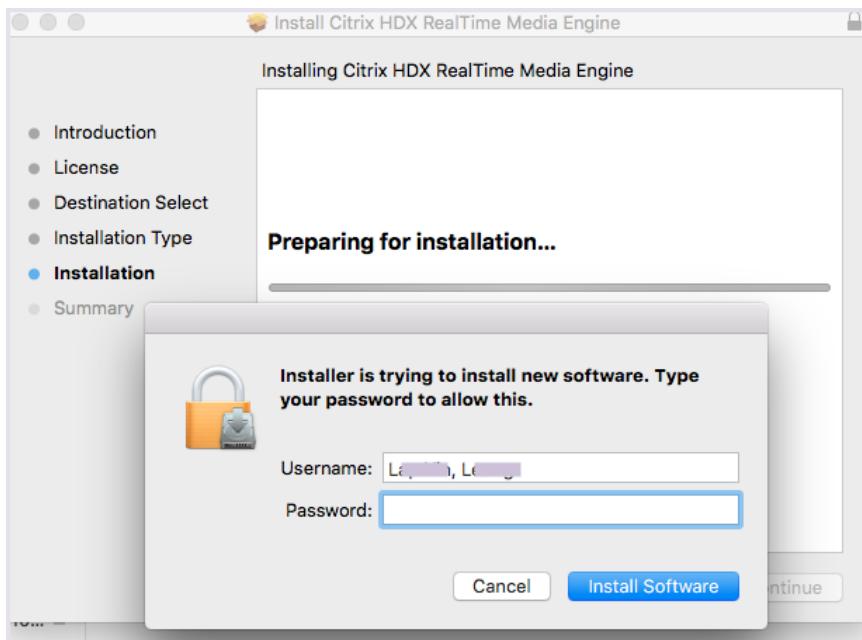


Click **Continue** in the Welcome screen.

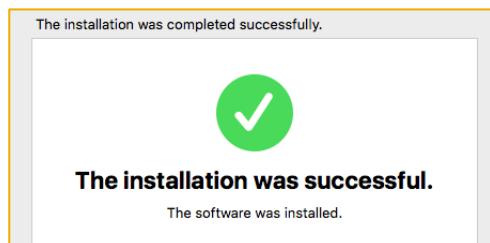
Click **Continue** in the Software License Agreement dialogue window. Click **Agree** to proceed.



Click **Install** in the Install dialogue window to kick off the installation process. Input your credentials when prompted and then click **Install Software**.



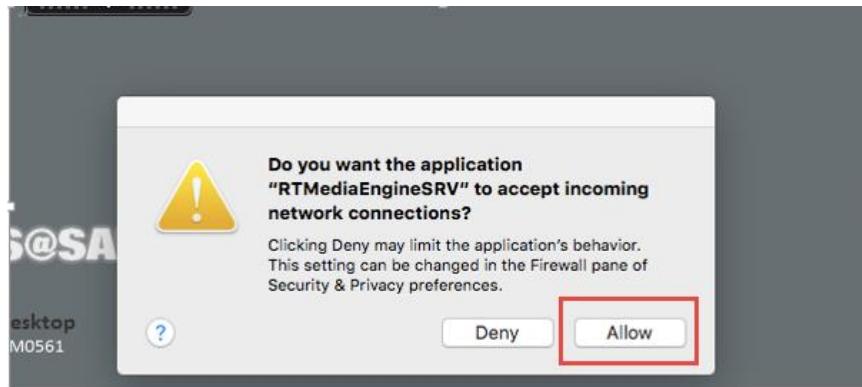
The installation will continue and complete successfully.



5.2 Verification of Media Engine

Now you can launch your virtual desktop WTS or VDI to get a real run of the Skype Optimization.

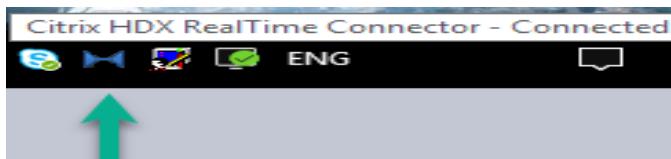
On WTS or VDI, launch Skype for Business. Click **Allow** to add **RTMediaEngineSRV** to the firewall exception when you receive the Firewall dialogue window.



Whenever you are prompted whether to use your microphone and webcam with this virtual desktop, click **Yes..**

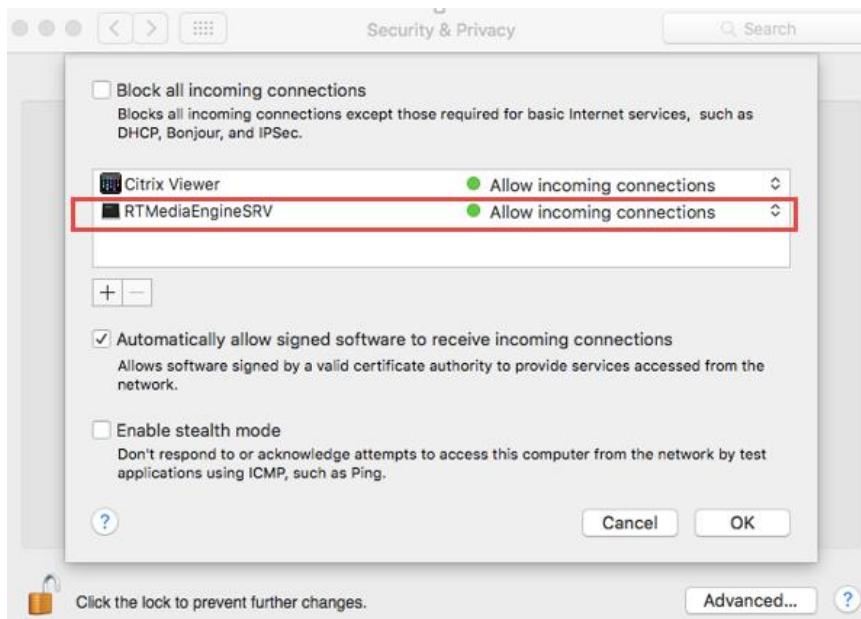


Verify the HDX icon on the taskbar and it should display **Connected** status.



5.3 Troubleshooting / Checking on Mac

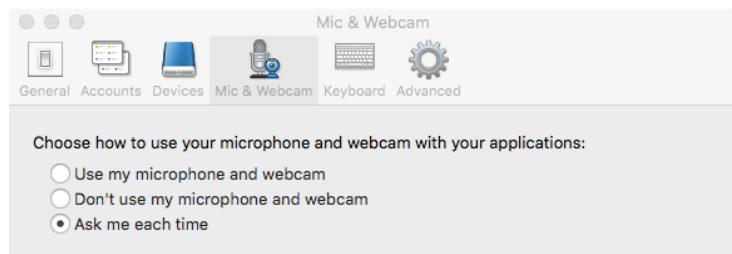
- Verify **RTMediaEngineSrv** is in the firewall exception with status “**Allowed Incoming connections**”



- Click the Citrix Toolbar at the center top of your virtual desktop window, choose **Preferences**.



- Choose “**Mic & Webcam**”, and check either “**Use my microphone and webcam**” or “**Ask me each time**” button.



More troubleshooting tips are available in **Section 3 Notes**.