Citrix Receiver

Configuration and User Guide

For Windows Users

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Introduction

Citrix Receiver allows you to connect to SAP WTS (Windows Terminal Services) and VDI virtual desktops provided by the Client Virtualization Team.

The virtual desktops equipped with Microsoft Office, Outlook email and other standard SAP applications can be accessed via our new VDI / WTS Access Portal (https://access.sap.com) using a web browser on a Windows, Macintosh or mobile device that has the Citrix Receiver installed.

With the new Access Portal, you can now use one single URL (https://access.sap.com) to access your virtual desktop regardless of whether you are within SAP network or from outside Internet.

This document will guide you to configure Citrix Receiver on your device to access our new Access Portal.

Installation

The latest supported version of Citrix Receiver is available in either Software Corner (for SAP-imaged laptops) or Download Center (https://access.sap.com -> Downloads, for non-SAP equipment). Detailed download / install instructions can be found in the section “To install / upgrade Citrix Receiver”

Accessing our portal

To connect to our resources, just go to https://access.sap.com. It will detect whether you are from inside SAP network or from outside, and will direct you to Internal or External Access Portal respectively.

Accessing from SAP Internal Network
If it detects you are from SAP internal network, this shows the main entry page of the Internal Portal site.

1. From here, select the region you want to connect to.

   In this example we have chosen **EMEA**:

   ![Internal Virtual Desktop Access Menu](image)

   2. On the regional landscape menu page, select the landscape of service you want to access

      In this example, we selected **Office and Project WTS**

   3. The first time you log on to Internal portal site, the following prompt may appear asking you to use the account you used to sign on to your SAP computer. Just click **Log On** to proceed.

   ![Log On Button](image)

   4. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the icon to start the application.
Accessing from outside SAP network
If you are accessing from outside SAP network, the External Portal site will be launched to your browser.

1. From here, select the region you want to connect to.
In this example we have chosen EMEA:

2. On the regional landscape menu page, select the landscape of service you want to access
   In this example, we selected Office and Project WTS. It will expand into the logon prompt right under your choice of landscape, like below screen.

3. Enter your UserID in the User name field. There is no additional Domain information needed, regardless of which domain your user account belongs to.

4. Enter your Domain Password and a Passcode generated with your SecurID card.

5. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the application icon to start it.

**In Case You Can’t Find Any Applications**

If you do not see any applications after logging on to the Citrix Web Receiver Home screen, you can add them by clicking the + button on the left side of the home screen of the Web Receiver.
You will see then a folder structure that includes the different resources we provide.
In this example, we clicked on the folder Preview which shows the SAP Desktop – Preview, which you can add to your home screen by just clicking on it (indicated by a green checkmark).

You can also search for published resources in the Search field. Note that from here you can start it but not add it to your home screen. This is only possible via the above explained method.
Using the local installed Citrix Receiver

You can add the Store used above to your local Citrix Receiver for easier access. To do so:

1. Click on your Username in the Web Receiver and select **Activate…**

2. Click **Open** to open the file **receiverconfig.cr**. The file will be opened by your locally installed Citrix Receiver.
3. Click **Add**.

The local Citrix Receiver will open and connect to the Store you have added.

Now you will see the same published resources you have already added to your home screen on the Web Receiver.
Usability Features of the Citrix Receiver

Below you will find some useful information about using the local Citrix Receiver.

A very useful feature is that you don’t have to remember any URL to access the resources and you don’t need to launch any Internet browser in order to access the resources.

When your Laptop is connected to the corporate network, the Receiver will log you on automatically.

When you are working from outside SAP you will be prompted with a logon dialog to enter your credentials including a SecurID Passcode.

1. In the **User name** field enter your UserID. There is no additional Domain information needed, regardless which domain your user belongs to.

2. Enter your Domain **Password** and your **Passcode** you have generated with your SecurID card.
3. Click the SAP Desktop icon to start a session. (A spinning circle appears while the session loads.

The session window appears and you see the logon process.

You may be prompted with the following pop-up.

If this occurs, you can choose to block or permit the session access to your local resources. You can change this later as well via the Citrix Toolbar.
Citrix Toolbar
At the top of the session window you will see a toolbar. You can show/hide this toolbar by clicking on the small bar with the arrow:

Hide Toolbar:

Show Toolbar:

Toolbar Settings

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home</strong></td>
<td>Returns to the Citrix Receiver home screen.</td>
</tr>
<tr>
<td><strong>Ctrl+Alt+Del</strong></td>
<td>Sends this key combination to the session.</td>
</tr>
<tr>
<td><strong>Preferences</strong></td>
<td>See next chapter for details on the Preferences.</td>
</tr>
<tr>
<td><strong>Full-screen</strong></td>
<td>Switches the session window to full screen mode. In full screen mode your local key combinations will be sent to the session (except Ctrl+Alt+Del). In addition, if you have multiple sessions open you will see them in the Toolbar as shown in the example below.</td>
</tr>
<tr>
<td><strong>Window</strong></td>
<td>Switches the full screen session to Window mode. In Window mode you can resize the session window to any size you want.</td>
</tr>
<tr>
<td><strong>Disconnect</strong></td>
<td>The session will be disconnected (which will be held for 10 minutes, then it will be logged off!)</td>
</tr>
</tbody>
</table>
Preferences
If you select the **Preferences** menu, you can do multiple settings to fit your needs. The screenshots below show the recommended settings, but you are free to set different ones.
Add additional resources
You can search for a specific resource by typing keywords in the Search field at the top of the screen.

In this example it shows all available resources where the term "sap desktop" is either in the name or the description.

From the local Receiver you can also add the resource to your home screen.
From here you can browse the folders and look for the resource you want to add.

A small arrow indicates that there are subfolders in this group. If you click on the arrow the subfolders will be shown, as well as all resources available to you in the Projects main folder.

In the example below we have chosen the folder “Development” from the subfolder menu to show the resources in this folder.

If you now click on one of these resources it will be added to your home screen in Receiver, as indicated by a green checkmark.
To remove a resource, right-click on it and select “remove”. Alternatively, move your mouse to the left top corner of the icon which will then show an X. Click the X to remove the resource.

You can also change the order of the apps on your home screen in Receiver by simply dragging the icon to another location and then dropping it. This is very useful to get a better overview if you have multiple resources subscribed.

**Easy Access**

To make connecting to WTS easier, you are not required to start the Citrix Receiver to connect to your SAP Desktop or other resources you have subscribed.

Once you have installed and configured the Citrix Receiver, you can simply start the application from the Start Menu. Selecting any application from there will first launch Citrix Receiver for you. Just click on the link in the Start Menu and the session will be started.

The first session will take some time, because the receiver will be started in the background and check the store to verify if any new apps have been added. Therefore, we recommend patience during the first launch.
To install / upgrade Citrix Receiver
For SAP-imaged laptops

1. Connect your SAP laptop to SAP Corporate network (either through wired/wifi, VPN or DirectAccess), then go to Software Corner https://softwarecorner.wdf.sap.corp.

2. In My Software view, and locate Citrix Receiver for Windows from the list.

3. If the Status shows it is Installed, you are all set.

4. If the Status shows "Available" or "Required", click Install to install it to your SAP laptop.

5. The IT Software Installer window will pop up. Note: if you have any existing Citrix Receiver installation in your machine and you have any active Citrix program running, you will be prompted for closing the programs before proceeding with the upgrade.

6. Click Continue to proceed with the installation. No more questions need to be answered. Just make sure you see the message that tells the installation is completed successfully.
For non-SAP Windows machines

1. Citrix Receiver can be downloaded to your non-SAP Windows machines via the Download Center of our Access Portal https://access.sap.com -> Downloads (near the right top corner).

2. Choose the entry **Citrix Receiver for Windows**. (Note: this is for non-SAP Windows machines only. For SAP-imaged machines, please follow the steps in the previous “For SAP laptops” section.).

3. Click the **Link** to download the installer (.zip), extract it and launch the **CitrixReceiverWeb.exe**. Click **Yes** to allow this app to make changes to your PC.

4. Click **Start** to start the installation process.

5. **Accept** the license agreement. **Do not Enable Single Sign-on** when prompted.

6. Say **“No, Thanks”** when asked to join the Citrix Customer Experience Improvement Program. Installation should go on until it is successfully completed.

**Note:** Non-SAP Windows users can also download Receiver software from Citrix Web site (https://receiver.citrix.com). However, the Receiver version there may not have been tested by SAP IT, so we recommend users to go to the Download Center of our Access Portal instead.