
Citrix Receiver

Configuration and User Guide

For Linux Users

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Introduction

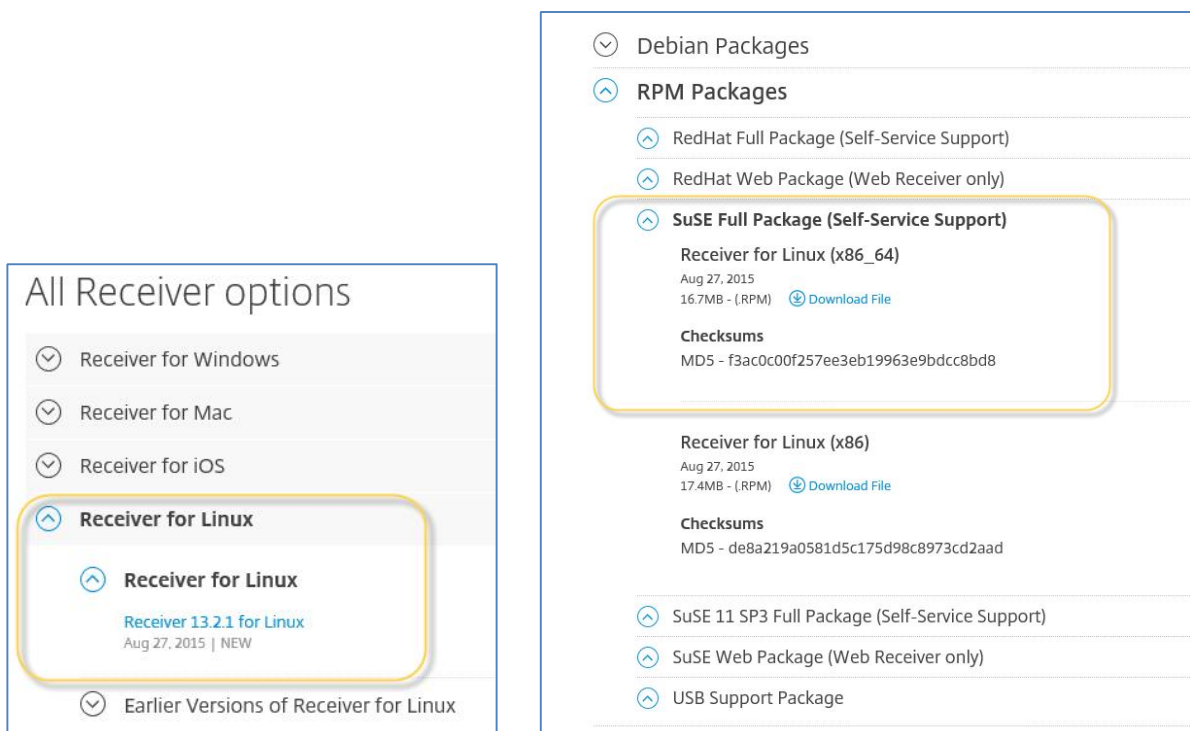
As a Linux user, you may find it necessary to run some Windows-based applications, e.g. Outlook, SAPGui, MS Office. With the WTS (Windows Terminal Services) and VDI (Virtual Desktop Infrastructure) services provided by the CTW Client Virtualization Team, you can now access the Windows-based applications and virtual desktops handily from your Linux machine.

This configuration guide gives instructions on how to enable your Linux machine to run VDI and WTS.

Citrix Receiver Installation

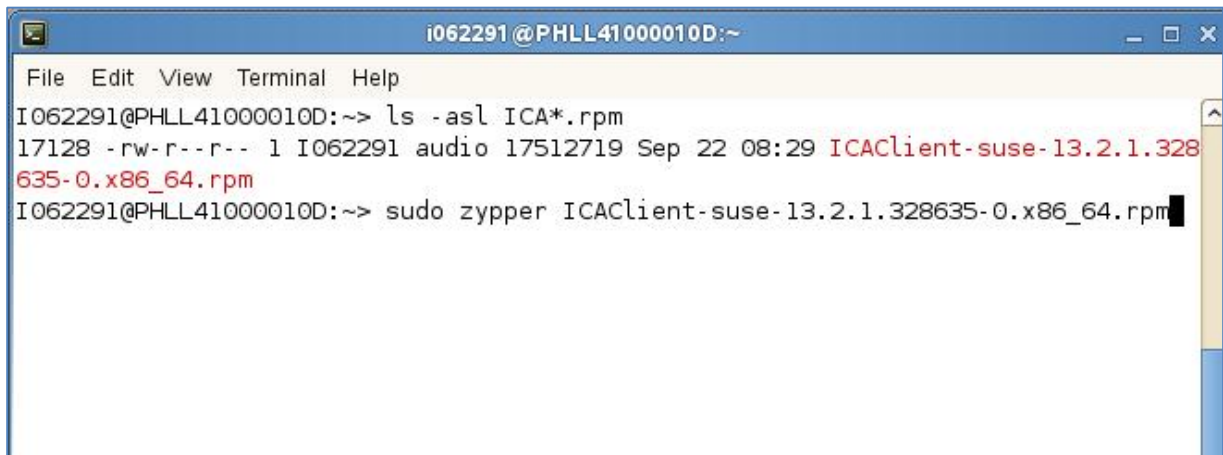
Like other platforms, accessing VDI or WTS from Linux needs Citrix Receiver.

1. Just launch a web browser (such as Mozilla Firefox) from your Linux machine. Go to the [Citrix Official Download site](http://www.citrix.com/downloads/citrix-receiver.html) (<http://www.citrix.com/downloads/citrix-receiver.html>).
2. Go to **Receiver for Linux** option and choose the latest version.
3. You will then be brought to the next page, near the bottom of which you will be able to select the types of packages to download. Choose **RPM** type



4. Click **Download File** and choose the destination folder to **Save** the file.

- Once the download is complete, launch a command line terminal (e.g. Gnome Terminal), and go to the folder where the Receiver was just saved.



```

i062291@PHLL41000010D:~
File Edit View Terminal Help
I062291@PHLL41000010D:~> ls -asl ICA*.rpm
17128 -rw-r--r-- 1 I062291 audio 17512719 Sep 22 08:29 ICAClient-suse-13.2.1.328635-0.x86_64.rpm
I062291@PHLL41000010D:~> sudo zypper ICAClient-suse-13.2.1.328635-0.x86_64.rpm

```

- Use either **zypper** or **rpm** utility to install the rpm package. Make sure you are either logging on as **root** or **sudo**'ing to super user to run the command.

In this example, **sudo** is used.

```
sudo zypper ICAClient-suse-13.2.1.328635-0.x86_64.rpm
```

- The installation may be paused due to some missing dependencies. Here below is an example:

```

I062291@PHLL41000010D:~> sudo zypper install ICAClient-suse-13.2.1.328635-0.x86_64.rpm
Retrieving repository 'SLES11-SP3-Updates' metadata [done]
Building repository 'SLES11-SP3-Updates' cache [done]
Retrieving repository 'ldt_infra' metadata [done]
Building repository 'ldt_infra' cache [done]
Loading repository data...
Reading installed packages...
Resolving package dependencies...

Problem: nothing provides libwebkitgtk-1_0-0 needed by ICAClient-13.2.1.328635-0.x86_64
Solution 1: do not install ICAClient-13.2.1.328635-0.x86_64
Solution 2: break ICAClient-13.2.1.328635-0.x86_64 by ignoring some of its dependencies

Choose from above solutions by number or cancel [1/2/c] (c): c

```

You may have to resolve the dependency issue by first downloading the missing library or package. You can launch **Software Management** in **YaST** to see if the missing package can be installed back if you are using Suse Linux. Make sure you have mounted the installer kit of your Linux release. If not, you will have to download the package manually from the Internet sites. (**Note:** Contact ITSD to get Linux support if you have difficulty in dealing with this dependency issue.)

- Once you have resolved the dependency issue, try installing the Citrix Receiver again. Upon successful installation, you can start launching VDI / WTS service via our Access Portal.

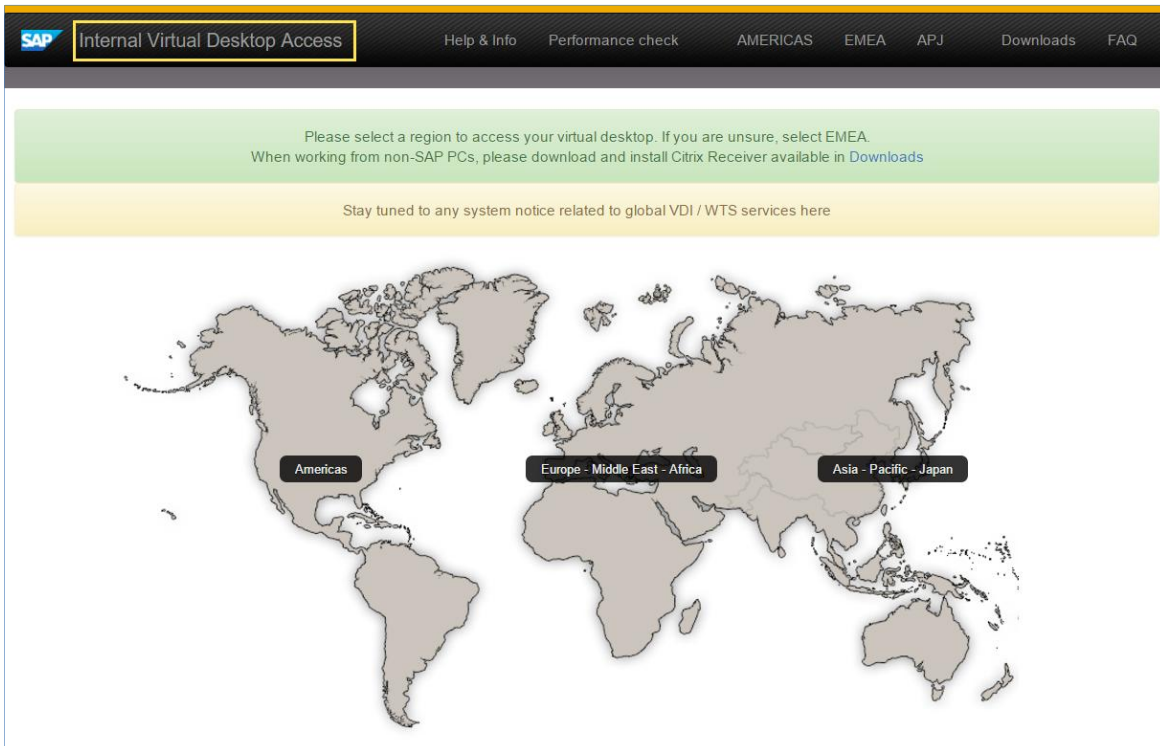
Accessing our portal

To connect to our resources, just go to <https://access.sap.com>.

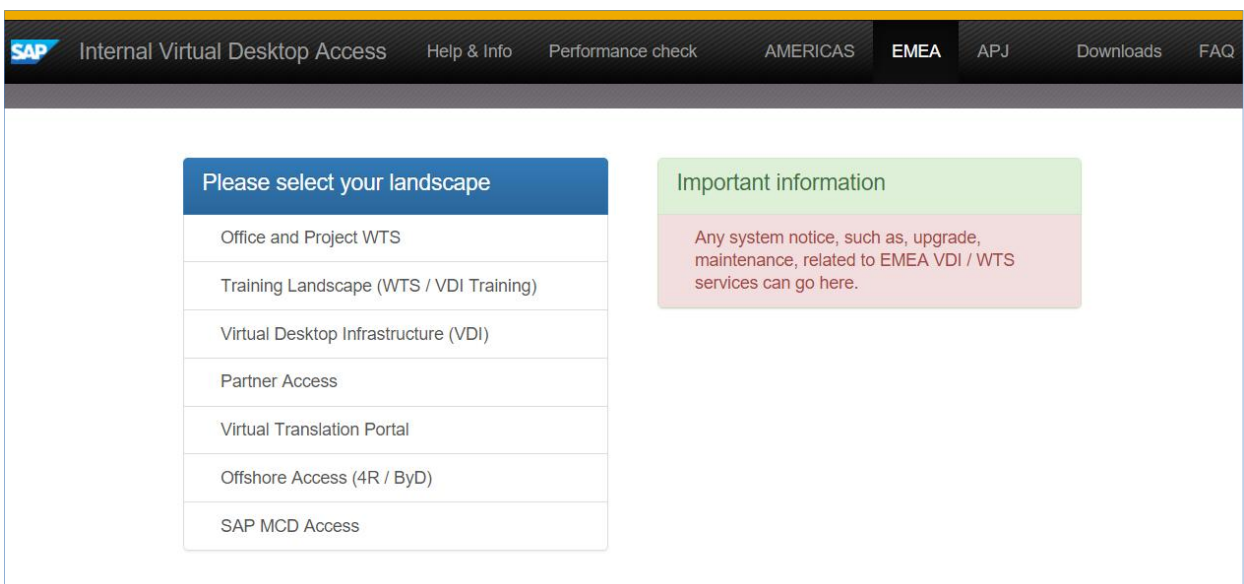
It will detect whether you are from inside SAP network or from outside, and will direct you to Internal or External Access Portal respectively. The following steps should mostly apply to both internal and external access scenarios unless otherwise specified.

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

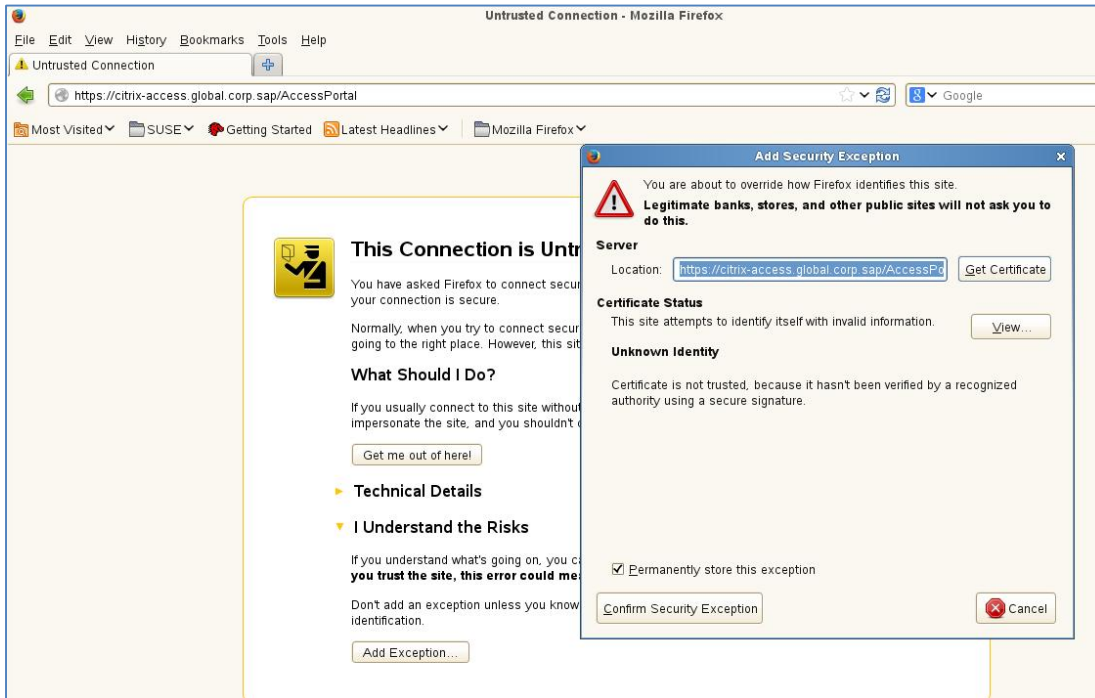
In this example we have chosen **EMEA**:



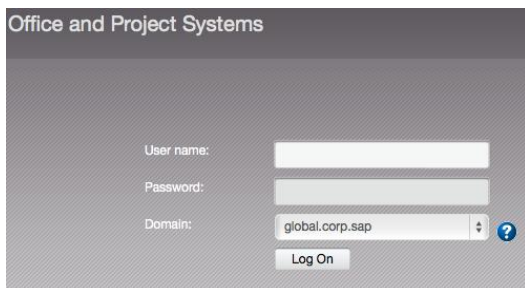
2. On the regional landscape menu page, select the landscape of service you want to access
In this example, we selected **Office and Project WTS**



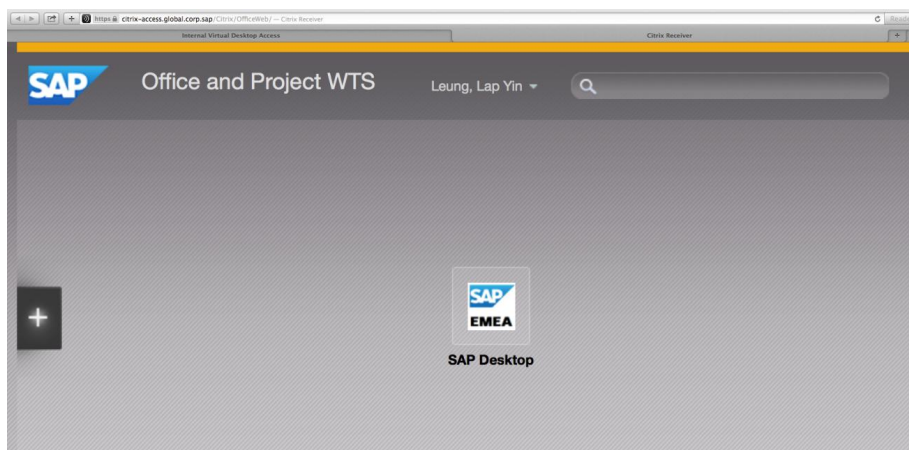
- The first time you log on to Internal portal site, the following security warning may appear asking you to trust the site to use the Citrix Receiver Plug-in. Just click **Add Exception** to proceed and click **Confirm Security Exception** in the pop-up window.



- If you log on to the Internal portal site, you will be prompted for the SAP credentials. Just supply your **SAP ID** and **password**. (For external portal, **RSA passcode** is needed as well)



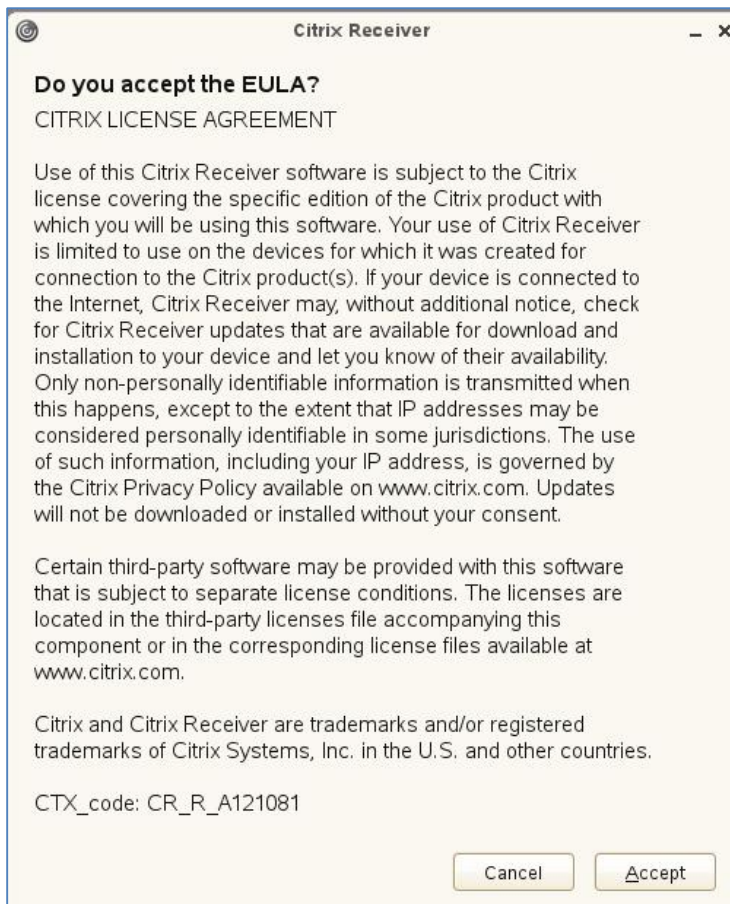
- You will see the Citrix Web Receiver Home Screen with the icons of resources that you have already subscribed to. Just click the icon to launch.



- It may be possible that there is no response when you tries to launch WTS or VDI apps. If it happens, check whether the Citrix Receiver plug-in is already loaded or activated in your browser. For **Firefox**, go to **Tools -> Add-ons** and make sure **“Always Activate”** is chosen for Citrix.



- Click **Accept** to accept the End User License Agreement, mostly prompted at the first time of launching any VDI or WTS apps.



- You are ready to launch now,

Resources

There are some other nice features about our VDI / WTS access portal, such as, Search and Subscription of Applications, which are documented in other user guides, for example, Citrix Receiver Guide for Macintosh Users. Please refer to our [JAM user document page](#) for more information.

To get more information about our VDI / WTS services, visit the following resources:

Corporate Portal — Quick Link: [/go/wts](#) (or [/go/vdi](#))

JAM Room — Link: <https://jam4.sapjam.com/groups/5tfoyeln8kY7N99oHhZBjP>

FAQs — Link: <https://access.sap.com> -> [FAQs](#)

Support

If you encounter any issues accessing VDI or WTS, seek IT help from either of the following channels:

- Call the Global IT helpdesk
- Create an ITdirect ticket in category [IMIS_ACCSS_CITRX](#)