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Introduction

Citrix Workspace 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 Workspace 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 Workspace on your Macintosh computer to access our new Access Portal. It also introduce some useful features of both Web and Local Citrix Web Workspaces for your easier access of our virtual desktop resources.

Installation

The latest supported version of Citrix Workspace for Macintosh is available through either SelfService App (for SAP-imaged device) or Downloads Center of our Access Portal (for non-SAP device). Detailed download / install instructions can be found in the section “To install / upgrade Citrix Workspace”.

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 direct you to Internal or External Portal respectively.

CITRIX WORKSPACE USER GUIDE FOR MACINTOSH
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:

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 trust the site to use the Citrix Workspace Plug-in. Just click Trust to proceed.

4. The first time you log on to the Internal portal site, you may also be prompted for the SAP credentials. Just supply your SAP ID and password.
5. You will see the Citrix Web Workspace Home Screen with the icons of resources that you have already subscribed to. Just click the icon to launch.

6. The following window displays when the selected virtual desktop resource (for example, SAPDesktop) is being launched.

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 token.

5. The first time you log on to External portal site, the following prompt may appear asking you to trust the site to use the Citrix Workspace Plug-in. Just click Trust to proceed.

6. You will see the Citrix Web Workspace Home Screen with the icons of the resources that you have already subscribed to. Just click the application icon to start it.
7. The following window displays when the selected virtual desktop resource (for example, SAPDesktop) is being launched.

Some Useful Features of Citrix Web Workspace

To Add your Favourite Resources
If you do not see any applications or desktops after logging on to the Citrix Web Workspace Home screen, or you wish to add further resources to the home screen, you can add them by clicking on the Apps or Desktops tab at the top.

You will see all desktops and apps we provide and you have access to.
In the following example, we clicked on the Details button next to the required Desktop and after this clicking on Add To Favorites will add this specific desktop to your Home Screen. You can add applications the same way to your Home Screen.

To Search for other Resources

You can also search for other published resources in the Search field. Just click on Apps or Desktops and in the top right enter the keyword into the search field and you can add the resource as shown before.
Using the local installed Citrix Workspace
You can bring the Store used above to your local Citrix Workspace for ease of future access.

1. Click on your Username in the Web Workspace and select Activate…
2. Click Agree when the following prompt displays asking you if you trust the source “SAP-AG”.
3. The Citrix Workspace screen is launched. For the first time it is launched, you will be asked to log on to get your apps and desktops
4. The local Citrix Workspace will open and connect to the Store you have added.
5. Now in the Local Workspace menu you see the same published resources you have previously added to your Web Workspace menu.

**Usability Features of the Local Citrix Workspace**
Below you will find some useful information about using the Local Citrix Workspace.

A very useful feature is that you can directly launch the virtual desktop resources from your Local Workspace, without the need of launching the internet browser first.

If your Macintosh computer is connected to the corporate network, the Workspace will ask for your SAP log on credentials.

If you are working from outside SAP network, you will be prompted with a logon dialog for your SAP log on credentials as well as the SecurID Passcode generated by your SecurID token.
Click your desired resource icon to launch.

The message window appears when the resource is being launched.

Add additional resources

Similar to what you can do on the Citrix Web Workspace home screen, you can search for a specific resource by typing keywords in the Search field at the top of the Local Workspace 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 Workspace you can also add your favourite resources to your home screen.

You can also change the order of the subscribed resources on your home screen in Workspace 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.
More Tips of using Citrix Virtual Desktop

To Toggle between Full Screen and Windowed Mode

By default, Citrix Virtual Desktop session is launched in Windowed mode appearing as one of the application windows on Macintosh desktop. If you want the session to occupy the entire Macintosh screen, just click View from the Citrix Viewer menu bar and click Full Screen.

To switch from the Full Screen session to the Macintosh screen so that you can access other concurrent applications on your Macintosh computer, go to the center top of your virtual desktop session, click the Down arrow to expand the Citrix Toolbar, you can click either of the two options:

1) Click Home, or
2) Click Windowed
Citrix Toolbar
You can also use the Citrix Toolbar to do other functions than toggle the Windowed/Full screen modes.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
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<tbody>
<tr>
<td>Home</td>
<td>Returns to the Citrix Workspace home screen.</td>
</tr>
<tr>
<td>Ctrl+Alt+Del</td>
<td>Sends this key combination to the session.</td>
</tr>
<tr>
<td>Preferences</td>
<td>See next chapter for details on the Preferences.</td>
</tr>
<tr>
<td>Windowed</td>
<td>Switches the full screen session to Windowed mode. In Windowed mode you can resize the session window to any size you want.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>The session will be disconnected (which will be held for 10 minutes, then it will be logged off!)</td>
</tr>
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Preferences
You can access the Preferences menu to view the current Virtual Desktop settings or customize to fit your needs. To access the menu, you can go by either one of the following two ways:

1) in Full Screen mode, access the Citrix Toolbar from the center top of your session window and choose Preferences

Or

2) in Windowed mode, access the Citrix Viewer menu and choose Preferences

The screenshots below show the recommended settings, but you are free to set different ones.
App access across devices:
- Reconnect apps when I log on to Receiver
- Reconnect apps when I start or refresh apps
- Menu bar: Show Receiver in menu bar

Choose how to use your microphone and webcam with your applications:
- Use my microphone and webcam
- Don't use my microphone and webcam
- Ask me each time

Choose how to access files and drives on your computer from your applications:
- Read and write
- Read only
- No access
- Ask me each time

Mapped COM Ports

<table>
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<th>Device</th>
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<tbody>
<tr>
<td>COM1</td>
<td>None</td>
</tr>
<tr>
<td>COM2</td>
<td>None</td>
</tr>
<tr>
<td>COM3</td>
<td>None</td>
</tr>
<tr>
<td>COM4</td>
<td>None</td>
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To install / upgrade Citrix Workspace

The latest supported version of Citrix Workspace for Macintosh is available through either SelfService App (for SAP-imaged device) or Downloads Center of our Access Portal (for non-SAP device). You can first check the current Workspace version in your Macintosh and then compare it with the latest support version to determine if there is a need to upgrade.

To check the current Workspace version

Go to the Applications folder, locate the Citrix Workspace icon, and choose Get Info from the task dropdown list.

Take note of the version shown in the Citrix Workspace Info Window.
For SAP-imaged Macintosh machines

1. If your Macintosh is an SAP-imaged one, you can launch Self-Service app and look for Citrix Workspace
2. Click Install to install it onto your computer if the version available there is higher than your current one.

For non-SAP Macintosh machines

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

2. Choose the entry with the name like Citrix Workspace for MacOS and compare its version with the one in your machine if you have an existing Workspace installation. To start upgrade/install, click the Link to download the installer (.zip).
3. Extract the .zip file and launch the .dmg file.

4. Choose Install Citrix Workspace
5. Accept the License agreement.
6. Use the default location and click Install
7. Supply your password (Mac user) when asked
8. The installation will go on. Just wait until you get the message “The installation was successful”

Note: Non-SAP Macintosh users can also download Workspace software from Citrix Web site (https://Workspace.citrix.com). However, the Workspace 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.