

Gemini Project – Citrix Client Accompanying Notes

The Gemini project's Entry Capacity release uses the Citrix ICA web client. Several clarifications have been requested on the use of this software. These are brought together in this document and presented a list of Frequently Asked Questions (FAQs).

Question 1. What are the configuration details for my Citrix client? For example, in my Citrix program neighbourhood I have two options, a dedicated ICA connection or a new application group.

Answer You are referring to the Program Neighbourhood Client. Gemini uses the Citrix Web Client, which replaces the Program Neighbourhood Client.

This Citrix Web Client allows users to access Citrix Servers via a browser login page as opposed to the "Program Neighbourhood".

The Citrix NFuse/Web interface requires no configuration, other than the presence of the software at an appropriate version (see Question 2) and your choice of the access rights that the Citrix server has to your C: drive (see Question 3).

Question 2. What version of the Citrix Web Client should I use?

Answer Our primary testing is conducted using version 7.1. We would therefore recommend that you use this version. It can be downloaded from the Gemini Citrix login pages.

We are not aware of any problems with using version 6.3 or above of the Citrix web client. However, we do not warranty that no problems with versions earlier than 7.1 exist. By contrast, there are known problems in using versions of the Citrix web client below this level.

It makes no difference whether you use a Citrix client that's been downloaded from the Gemini Citrix login pages or one that's been pre-installed on your workstation from another source. You should bear in mind the comments made above about versions though.

Question 3. When I first use the Citrix client I'm being asked what permissions to grant it to my local files. How should I respond?

Answer Our Citrix server is configured with the setting to "Map Client Drives" turned on. This is to allow you to seamlessly save Adobe PDF report files to your workstation.

When you display these reports within the Citrix client they're generated within Adobe Acrobat Reader running on the Citrix server. Should you open the "File Save" dialogue from within Adobe Acrobat Reader, your own C:\ drive is mapped and appears in the list of available drives that are visible to the application.

In order to facilitate this feature, we would recommend that when prompted you specify, "Full Access" and "Never ask me again". If you do not do this, then you will be unable to save PDF files locally.

Question 4. What types of printers can I use for printing directly from the Citrix client?

Answer When you request a print within the Citrix client it interrogates the printers and associated drivers installed on your workstation. This is to determine which driver to use for the printer that you have requested.

However, the print job is created on the Citrix server using one of the drivers installed there. The most appropriate driver on the server is chosen based on the driver associated with the printer on your workstation.

The Citrix server has installed on it a base of twenty or so typical HP printers along with the generic PCL4 driver, which will be used for printers found outside of this list.

If you are using non-standard printers, then it may be that some of the printer features that you're used to do not work. To remedy this we could install an appropriate driver for your printer on our Citrix server.

Obviously, we must balance the demand for particular printer drivers against the cost, effort and potential impact of installing and maintaining it on the Citrix server.

An alternative approach would be for you to save the report locally (see Question 3). You will then be able to print it using the printer drivers on your workstation. The presence or otherwise of a suitable printer driver on the Citrix server becomes an irrelevance.

Question 5. How do I navigate between windows within the Citrix desktop and between the Citrix desktop and my main Windows desktop?

Answer The following notes should help:

- The Citrix desktop operates in full-screen mode. While in this mode, to access the task bar of the local desktop the Citrix desktop window must be minimized. This can be achieved by pressing the "Shift" and "F2" keys together and then the Citrix window minimize button [▢].
- Pressing the "Windows¹" and "M" keys together cannot be used to minimize the windows within the Citrix session.
- Pressing the "Alt" and "Tab" keys together cannot be used to tab between windows within the Citrix session, e.g., between a web browser window and a report window. Pressing the "Alt" and "+" keys together or the "Alt" and "-" keys can be used instead.
- Pressing "Prt Sc" (i.e., Print Screen) on the keyboard hides the mouse cursor for a while. The cursor is displayed shortly after the mouse is moved.
- All windows within the Citrix session must be closed to automatically logout of Citrix. That is, logging out from Gemini with child windows open does not end the Citrix session.
- Keyboard shortcuts such as pressing the "Shift" and "F2" keys together (enable toggle between Citrix full-screen and windowing

¹ This is commonly identified by the "Flying Windows" icon.

modes) and the “Shift” and ”F3” keys together (to log out of Citrix) can be used for navigation within the Citrix desktop².

Question 6. When I first try to use my Citrix client I’m being prompted with a “save” dialogue relating to the file “launch.ica” (“Citrix ICA Connection” type). What should I do?

Answer You will see this if you either haven’t installed the Citrix client or have not successfully completed the installation. If you believe that you have installed the Citrix client successfully, then you should review your Internet explorer options. In particular, have you ensured that “Do not save encrypted pages to disk” is **not** checked for access to our site.

We are believe that this save dialogue can appear when your desktop server is Windows 2003. If this is the case then you should opening the “lauch.ica” file when prompted.

² If these key combinations don’t work it may be that you need to click an area within the Citrix desktop or its windows in order to put focus on to Citrix.