
DHHS Citrix Workspace User Guide

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1 Introduction

This document provides a set of detailed setup instructions which need to be followed before accessing Citrix via the DHHS Workspace Portal for the first time. You will need to install Java Runtime and Citrix Receiver clients.

This document will instruct you on how to install both Java Runtime and Citrix Receiver clients. This guide will also show you how to clear your Internet Explorer cache and how to launch Citrix applications.

1.1 Portal Requirements

To access the Workspace Portal, you will need:

- Internet Explorer
- Java Runtime
- Citrix Receiver Client

Internet Explorer is the recommended browser. Higher versions of Internet Explorer have not been tested. Other browsers such as Microsoft Edge (Windows 10), Mozilla Firefox and Chrome have been shown to work with the Workspace Portal, however this configuration is not supported.

1.1.1 Microsoft Windows

Please note the following minimum requirements to access <https://workspace.dhs.vic.gov.au> for Windows:

- Windows 10 / 8.1 / 8 / 7, (32-bit and 64-bit editions)
- Citrix Receiver for Windows 13.1, *only* available from: <https://workspace.dhs.vic.gov.au/troubleshooting.html>
- Internet Explorer

1.1.2 Apple Mac

Minimum requirements for Mac users:

- Mac OS X 10.10 / 10.9 / 10.8 / 10.7
- Citrix Receiver for Mac 11.9, available from: <https://workspace.dhs.vic.gov.au/troubleshooting.html>
- Mozilla Firefox 22 or higher
- Google Chrome 28 or higher

The Mozilla Firefox browser is recommended to be used on Mac OS X when launching Citrix applications.

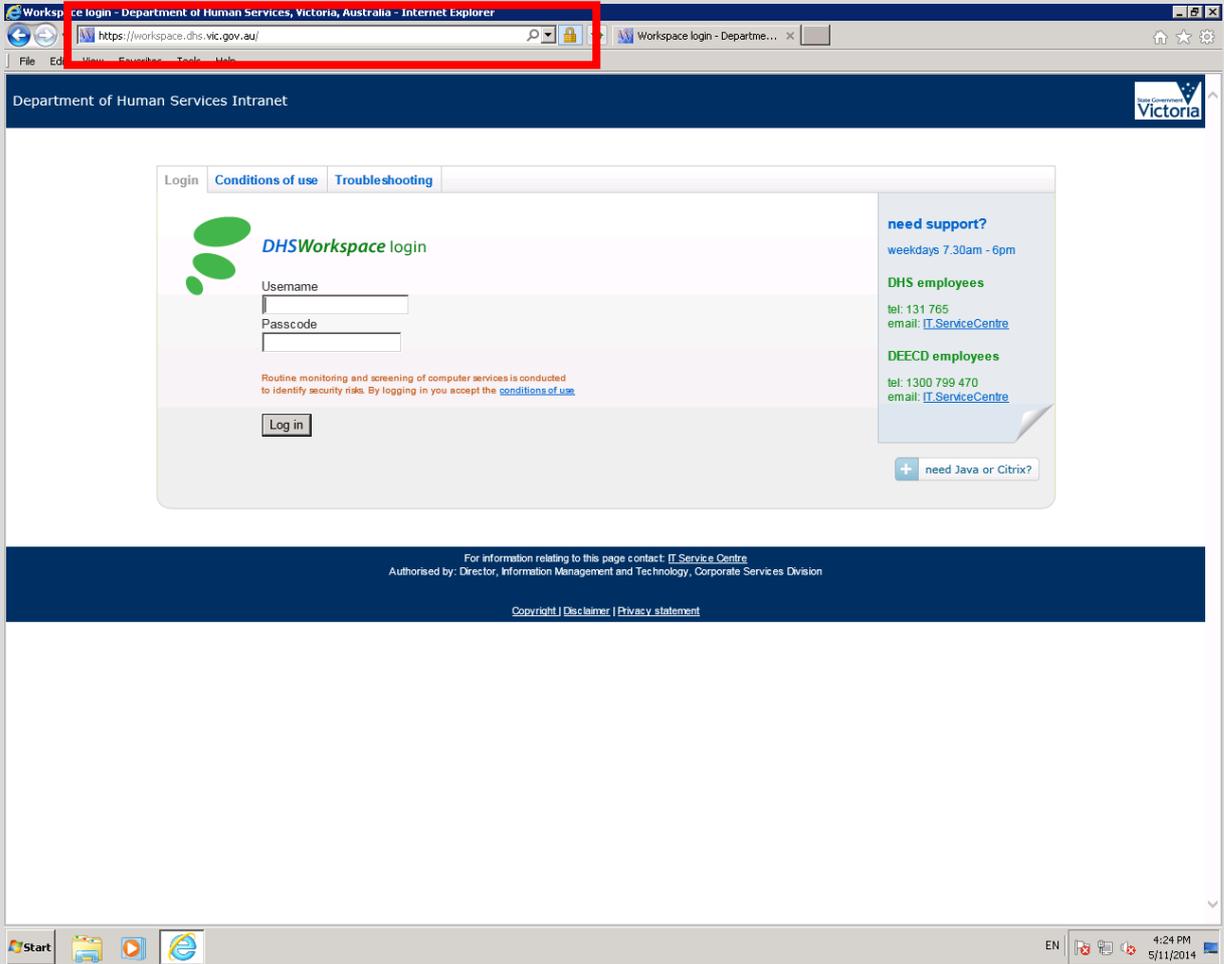


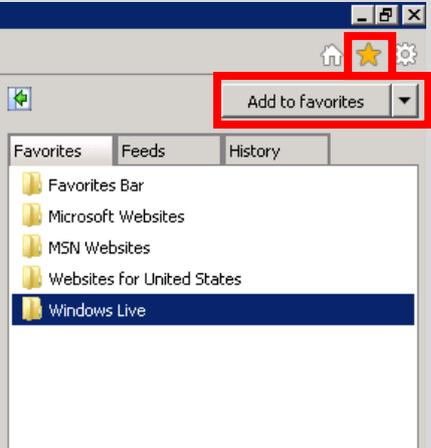
Important: Please note CenITex does not provide technical support for privately owned computers and devices.

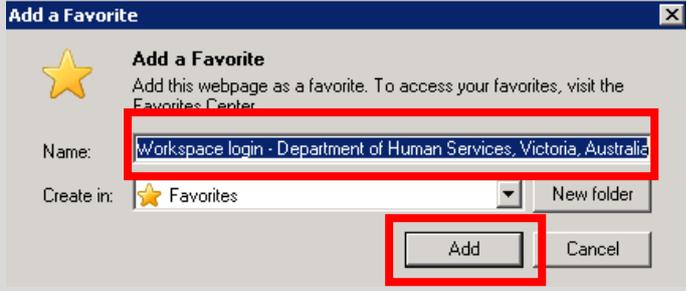
If you encounter issues setting up your device or using Citrix, please refer to **Appendix A: Troubleshooting Tips.**

2 Creating and launching desktop links

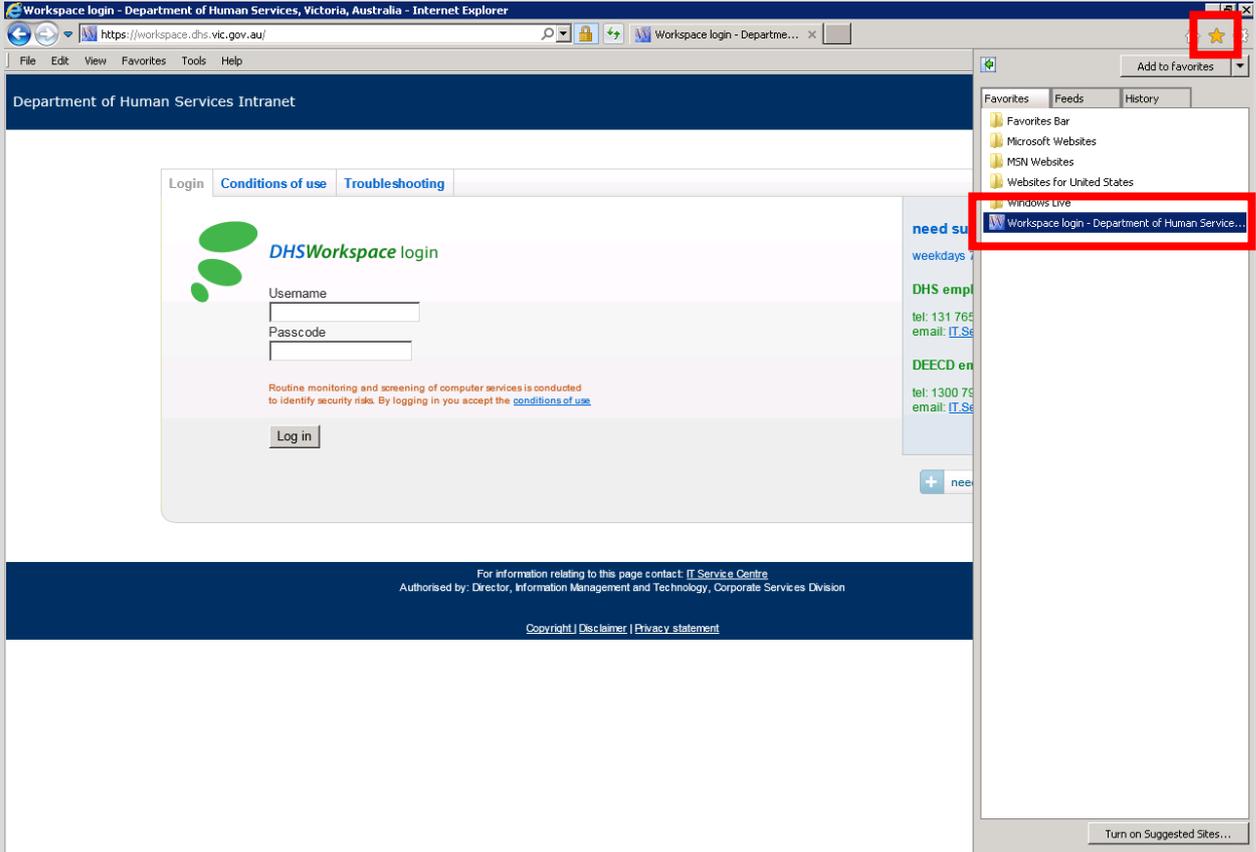
2.1 Creating a Desktop Link

Steps	Action
1	<p>Open Internet Explorer and type in the Workspace URL (https://workspace.dhs.vic.gov.au) in the Address Bar</p> 

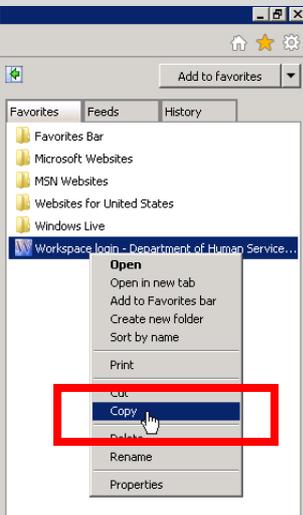
2	<p>Choose the Favorites menu then Select Add to Favorites.</p> 
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Steps	Action
3	Type in a name for the link in the Name Text Box or leave it as the default value. Click Add . 

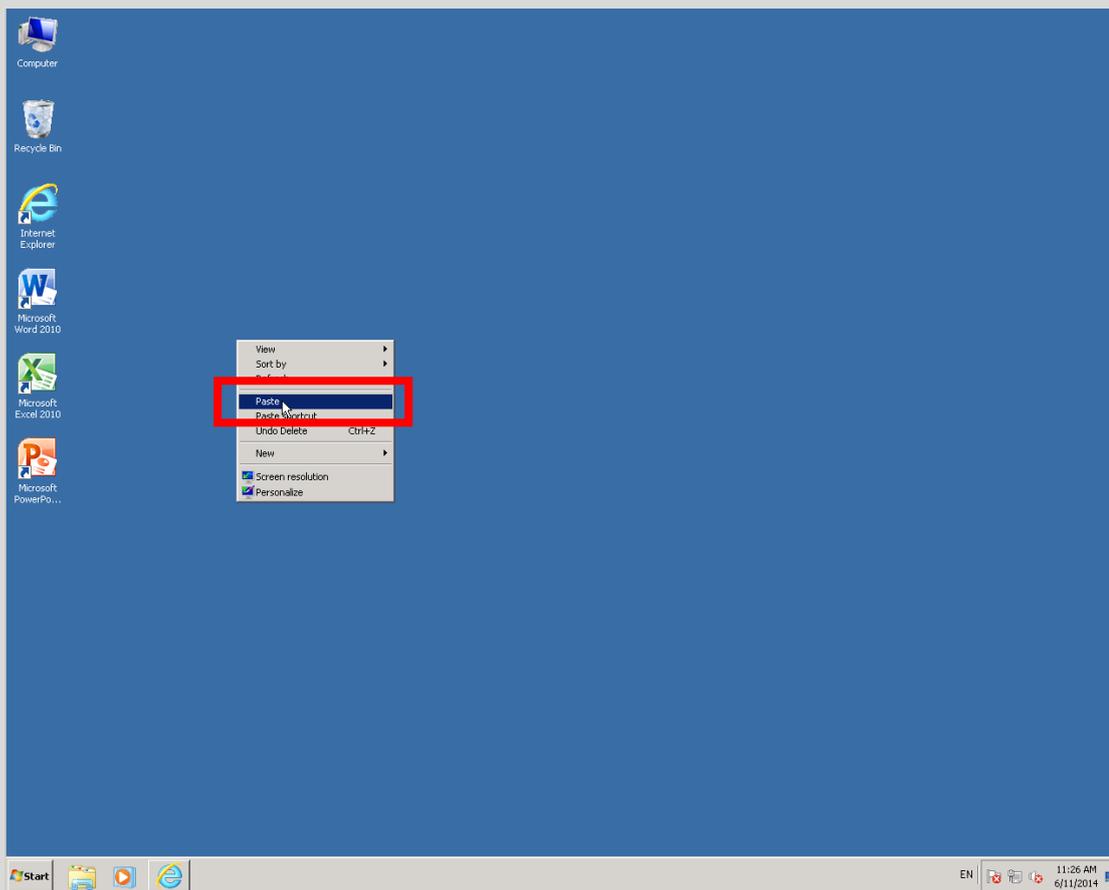
4 Choose the **Favorites** menu. You will see the Workspace site saved as a Favorite.



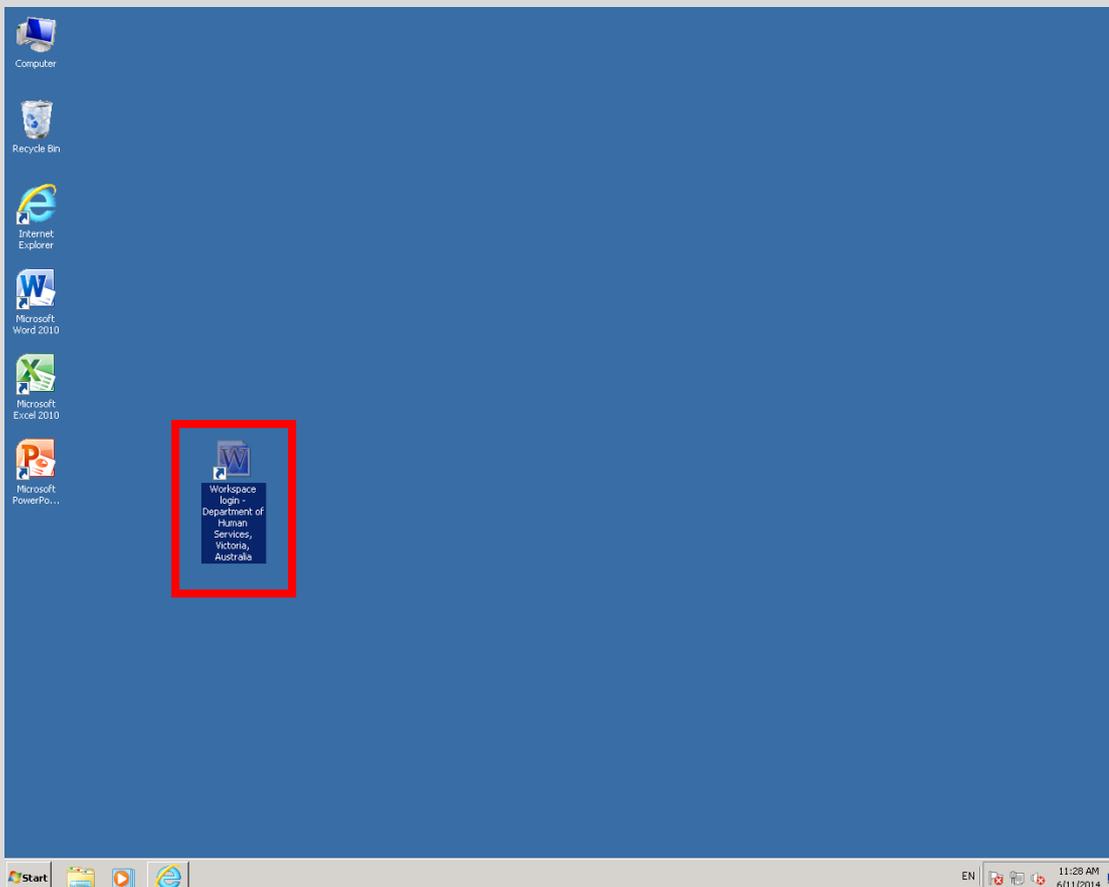
5 Right-Click on the DHHS Workspace Login link in the **Favorites** pane. Select **Copy**.



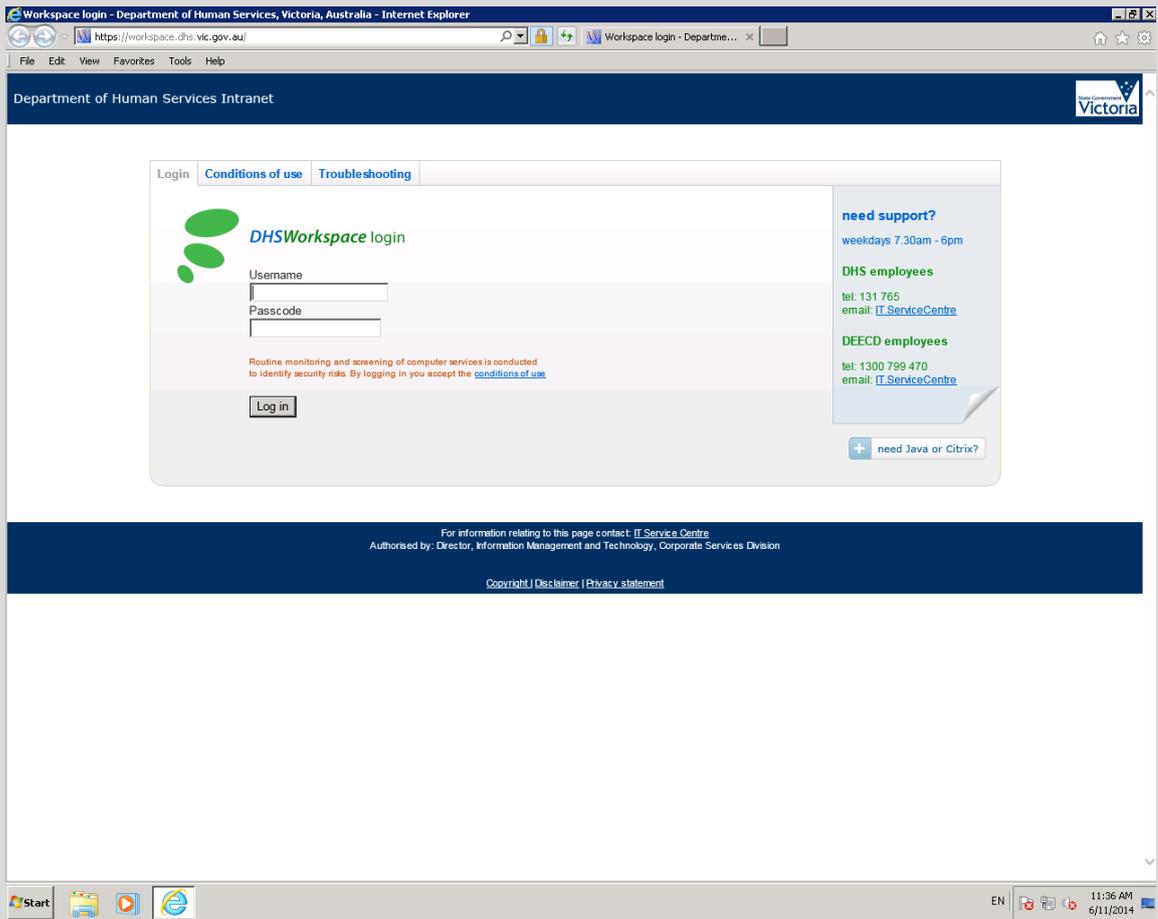
6 Minimise Internet Explorer to go to your Desktop. Right-Click on your Desktop and Select **Paste**.



You have just created a Short Cut Link to the DHHS Workspace site on your Desktop.



- 7 Check to determine if the Short Cut Link to the DHHS Workspace site on your Desktop works by Double-Clicking on the icon you created in Step 6.



The screenshot shows the 'Workspace login - Department of Human Services, Victoria, Australia' page in Internet Explorer. The browser's address bar displays 'https://workspace.dhs.vic.gov.au/'. The page header includes the 'Department of Human Services Intranet' and the 'Victoria' logo. The main content area features a login form with the following elements:

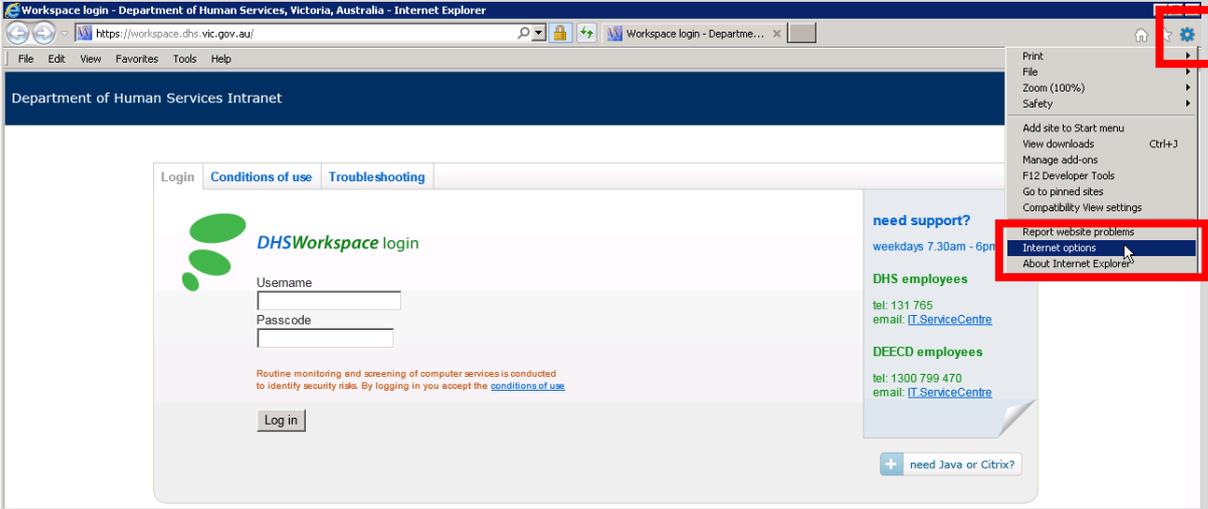
- Navigation tabs: 'Login', 'Conditions of use', and 'Troubleshooting'.
- DHSWorkspace logo.
- Username and Passcode input fields.
- A 'Log in' button.
- A security notice: 'Routine monitoring and screening of computer services is conducted to identify security risks. By logging in you accept the [conditions of use](#)'.
- Support information on the right side:
 - 'need support?' with contact hours: 'weekdays 7.30am - 6pm'.
 - 'DHS employees' contact: 'tel: 131 765', 'email: [IT.ServiceCentre](#)'.
 - 'DEECD employees' contact: 'tel: 1300 799 470', 'email: [IT.ServiceCentre](#)'.
 - A '+ need Java or Citrix?' button.

At the bottom of the page, there is a footer with contact information: 'For information relating to this page contact: [IT Service Centre](#). Authorised by: Director, Information Management and Technology, Corporate Services Division. Copyright | Disclaimer | Privacy statement'.

The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date '6/11/2014' and time '11:36 AM'.

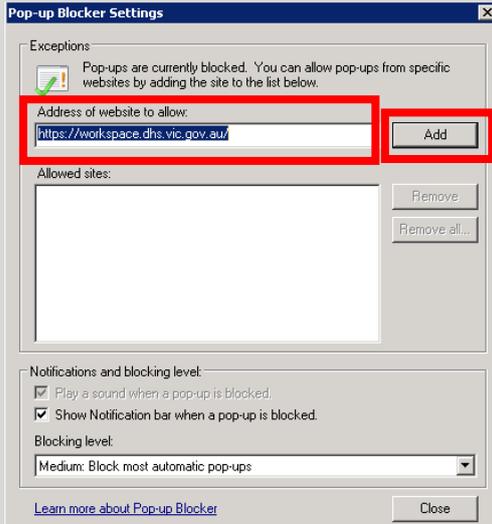
2.2 Disabling Pop-up Blockers

In order for the DHHS Workspace Portal to operate properly, it is recommended that pop-ups are enabled for the DHHS Workspace site.

Steps	Action
1	<p>Within Internet Explorer, Select Tools → Internet Options. The Internet Options window should appear.</p>  <p>The screenshot shows the Internet Explorer browser window. The 'Tools' menu is open, and 'Internet options' is highlighted. The background shows the 'DHSWorkspace login' page with fields for Username and Passcode.</p>
2	<p>Select the Privacy Tab. Under Pop-up Blocker section, Click on the Settings button.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'Privacy' tab selected. The 'Settings' button under the 'Pop-up Blocker' section is highlighted. The 'Turn on Pop-up Blocker' checkbox is checked.</p>

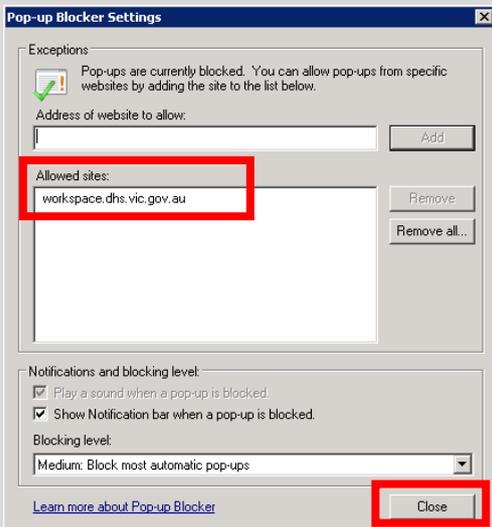
3

Enter the address <https://workspace.dhs.vic.gov.au> into the first text field as shown below. Once complete, Click **Add**.



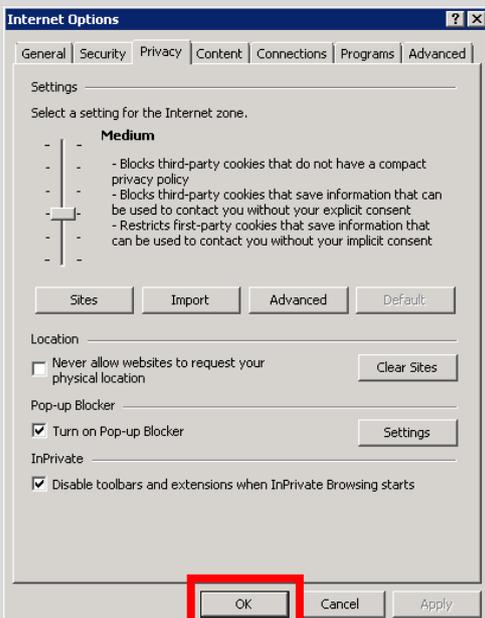
4

The Workspace site has now appeared under Allowed Sites. Click **Close**.



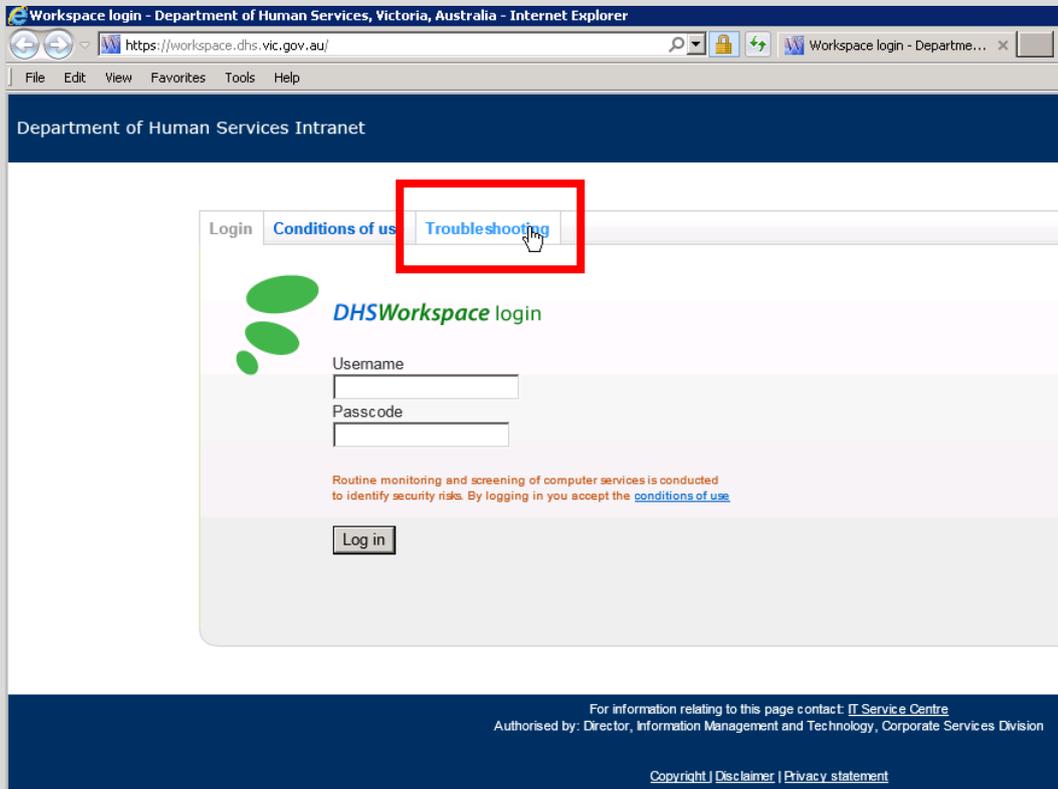
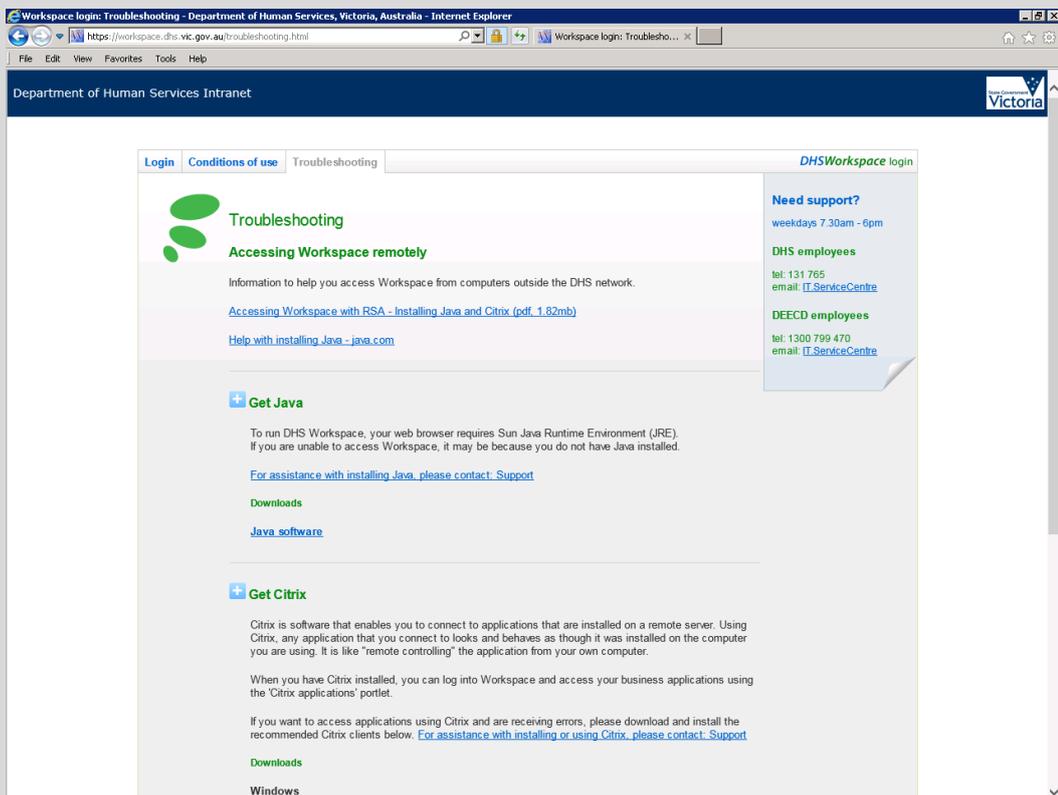
5

Click **OK** to exit.



3 Installing Java Runtime

If Java Runtime is not already installed on your PC, you will need to download it through the Workspace Troubleshooting page link on the DHHS Workspace Portal login Window.

Steps	Action
1	<p data-bbox="225 349 1390 421">If you are not already there, open Internet Explorer and go to the DHHS Workspace login page. Click on the Troubleshooting link.</p>  

- 2 On the Troubleshooting page, locate and Click on the **Java Software** link.

Login Conditions of use Troubleshooting DHSWorkspace login

Troubleshooting

Accessing Workspace remotely

Information to help you access Workspace from computers outside the DHS network.

[Accessing Workspace with RSA - Installing Java and Citrix \(pdf, 1.82mb\)](#)

[Help with installing Java - java.com](#)

+ Get Java

To run DHS Workspace, your web browser requires Sun Java Runtime Environment (JRE). If you are unable to access Workspace, it may be because you do not have Java installed.

[For assistance with installing Java, please contact: Support](#)

Downloads

Java software

Need support?
weekdays 7.30am - 6pm

DHS employees
tel: 131 765
email: [IT.ServiceCentre](#)

DEECD employees
tel: 1300 799 470
email: [IT.ServiceCentre](#)

- 3 A new Internet Explorer window will appear with the Java website. Click on the **Free Java Download** link.

Java.com: Java + You - Internet Explorer

http://java.com/en/

File Edit View Favorites Tools Help

Java Download Help

JAVA + YOU, DOWNLOAD TODAY!

Free Java Download

[What is Java?](#) [Do I have Java?](#) [Need Help?](#)

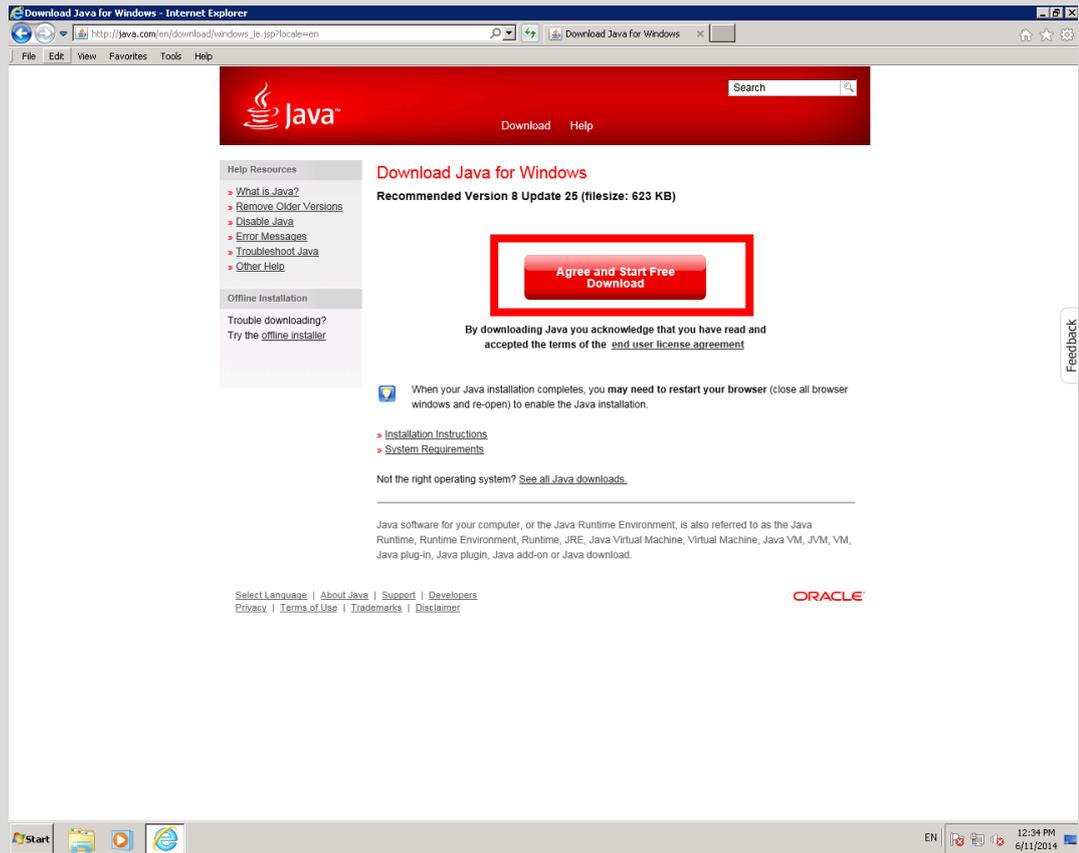
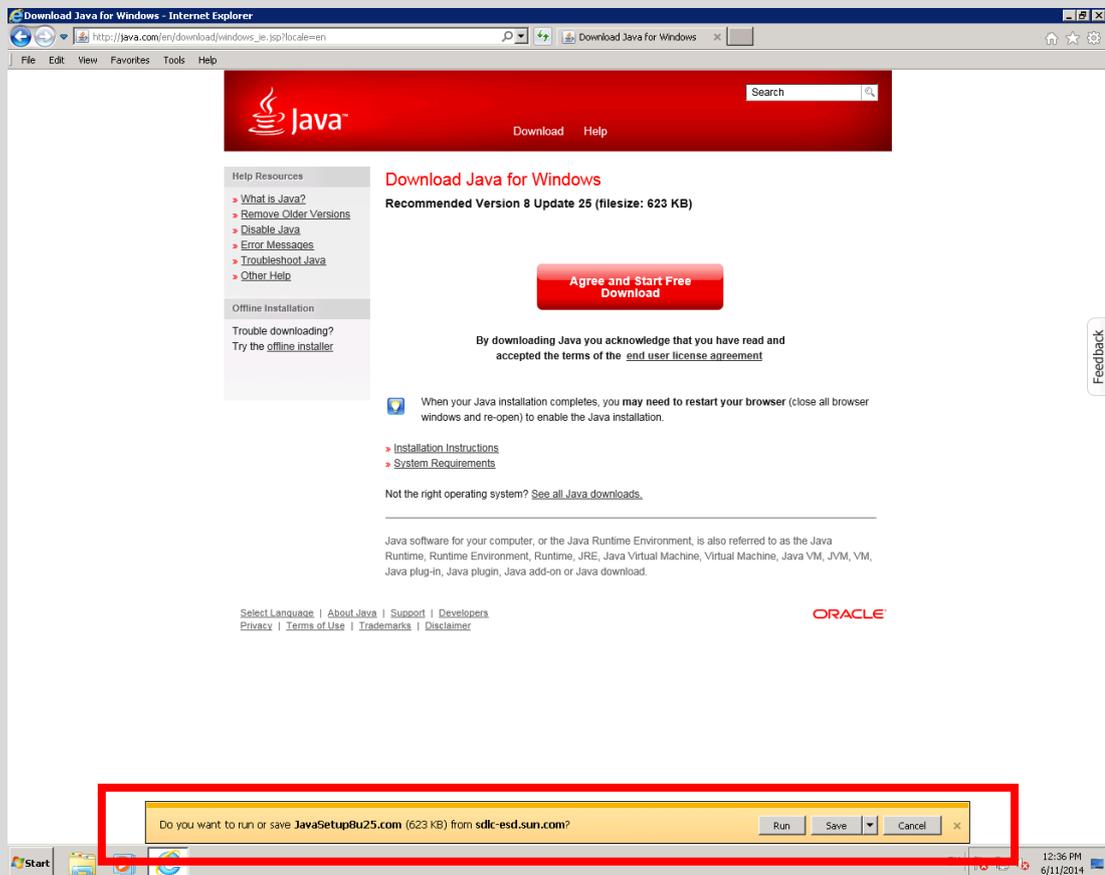
About Java

JavaOne Alice Greenfoot BlueJ Oracle Academy Java Magazine

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ORACLE

Start 12:31 PM 6/11/2014

4 Click on the **Agree and Start Free Download** link.5 A dialogue box will appear on the bottom of your screen. Select **Run**.

Steps	Action
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6 A dialogue box will appear on your screen. Select **Install**.

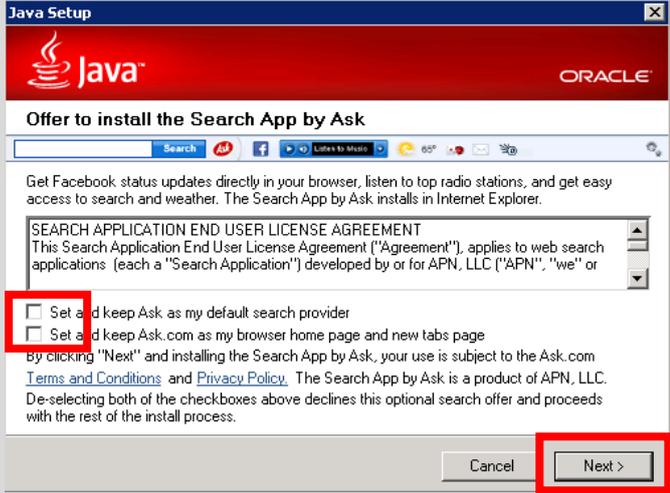


7 Installation files will then download.



8 A dialogue box will appear on your screen. **Uncheck** the two options available.



Steps	Action
9	<p>Both Options should be Unchecked. Click Next.</p>  <p>The screenshot shows the 'Java Setup' window with the 'Offer to install the Search App by Ask' section. Two checkboxes are highlighted with red boxes: 'Set and keep Ask as my default search provider' and 'Set and keep Ask.com as my browser home page and new tabs page'. The 'Next >' button is also highlighted with a red box.</p>
10	<p>Java installation confirmation screen is now displayed. Click Close to exit.</p>  <p>The screenshot shows the 'Java Setup - Complete' window. A green checkmark and the text 'You have successfully installed Java' are visible. The 'Close' button at the bottom right is highlighted with a red box.</p>
11	<p>Close all Internet Explorer windows.</p>

12

Repeat Steps 1, 2 and 3 in this section – which should bring you the screen below.



13

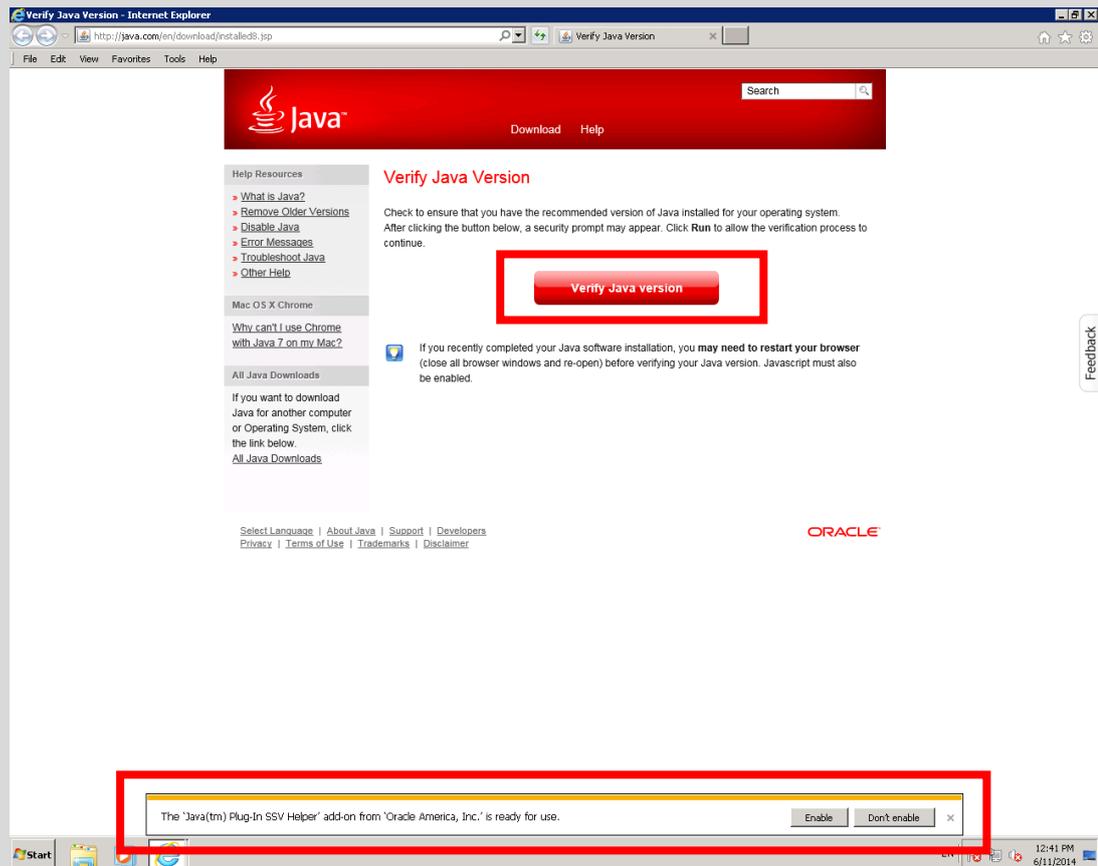
Click on the **Do I have Java?** link.



14

Click on the **Verify Java Version** link.

A dialogue box will appear on the bottom of your screen. Select **Enable**.



15

The screen below will be shown.



16

The Java Detection dialogue box will appear on your screen. Click **Run**.

The screenshot shows the Java website's 'Verifying Installation' page. The main heading is 'Verifying Installation' with the sub-heading 'Detecting Java on your computer'. A progress indicator is visible. A system dialog box titled 'Do you want to run this application?' is open in the foreground. The dialog box contains the following information:

- Name:** Java Detection
- Publisher:** Oracle America, Inc.
- Location:** https://java.com

The dialog box also includes a warning: 'This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.' There is a checkbox for 'Do not show this again for apps from the publisher and location above' which is currently unchecked. The 'Run' button is highlighted with a red rectangle.

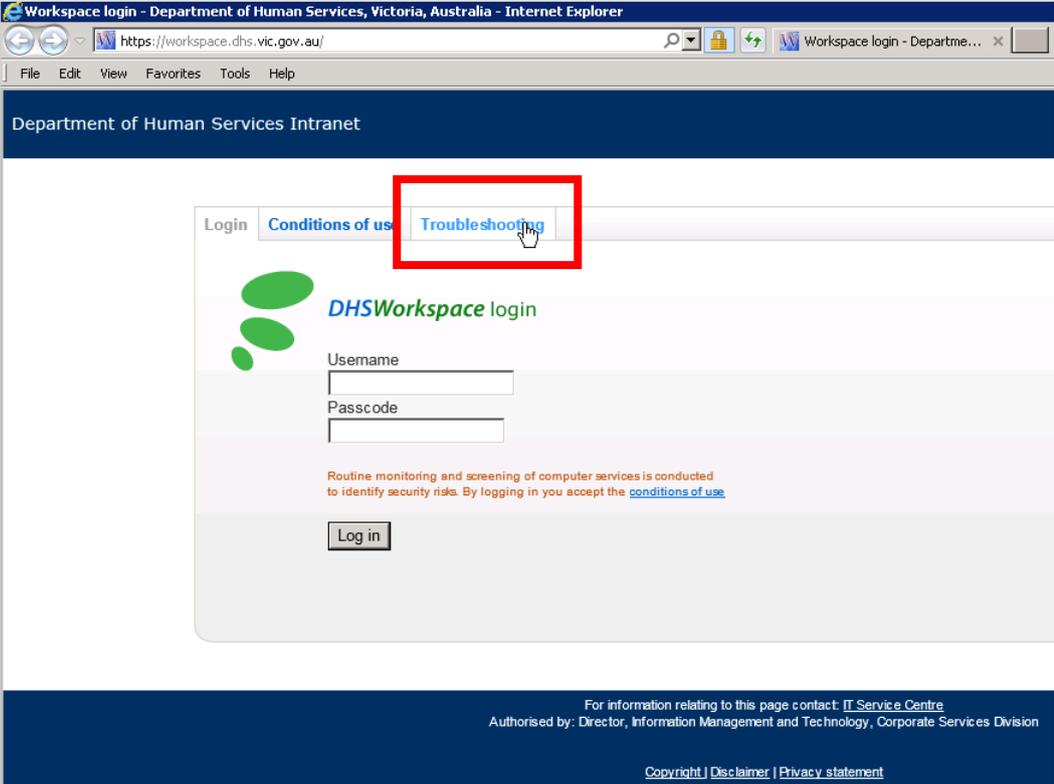
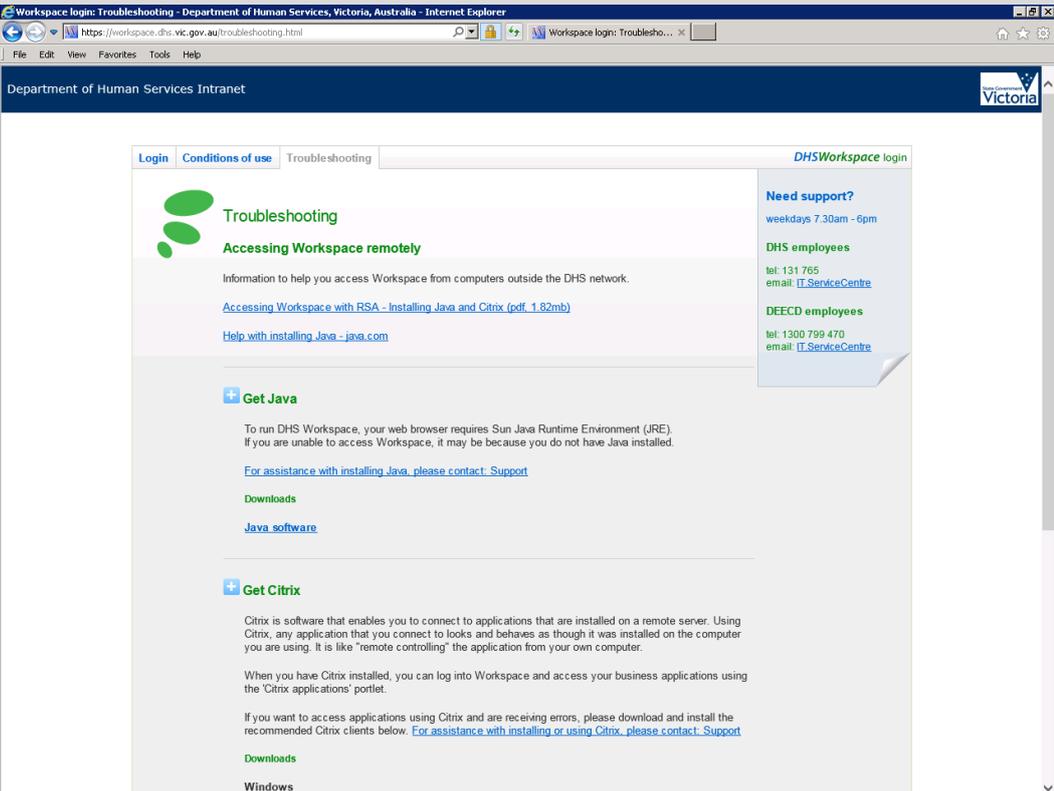
17

Java Runtime has now been installed successfully.

The screenshot shows the Java website's 'Verified Java Version' page. The main heading is 'Verified Java Version' with the sub-heading 'Congratulations! You have the recommended Java installed (Version 8 Update 25)'. A green checkmark icon is displayed next to the text.

4 Installing Citrix Receiver Client

Once Java Runtime has been installed, you can proceed to install the Citrix Receiver Client on your computer. You will need to download the Citrix Receiver client via the DHHS Workspace Troubleshooting link.

Steps	Action
1	<p>If you are not already there, open Internet Explorer and go to the DHHS Workspace login page. Click on the Troubleshooting link.</p>  <p>The screenshot shows the 'Workspace login - Department of Human Services, Victoria, Australia' page. The navigation menu includes 'Login', 'Conditions of use', and 'Troubleshooting'. The 'Troubleshooting' link is highlighted with a red box. Below the navigation menu is the 'DHSWorkspace login' form with fields for 'Username' and 'Passcode', and a 'Log in' button. A disclaimer states: 'Routine monitoring and screening of computer services is conducted to identify security risks. By logging in you accept the conditions of use'.</p>  <p>The screenshot shows the 'Workspace login: Troubleshooting - Department of Human Services, Victoria, Australia' page. The navigation menu includes 'Login', 'Conditions of use', and 'Troubleshooting'. The 'Troubleshooting' link is selected. The page content includes a 'Troubleshooting' section with the heading 'Accessing Workspace remotely' and information about accessing Workspace from outside the DHS network. It provides links for 'Accessing Workspace with RSA - Installing Java and Citrix (pdf, 1.82mb)' and 'Help with installing Java - java.com'. There are also sections for 'Get Java' and 'Get Citrix' with instructions on how to run DHS Workspace and access applications using Citrix. A 'Need support?' sidebar provides contact information for DHS employees (tel: 131 765, email: IT.ServiceCentre) and DEECD employees (tel: 1900 799 470, email: IT.ServiceCentre).</p>

2 On the Troubleshooting page, locate and Click on the **Citrix Receiver 13.1 for Windows (Private Release)** link.

Note: Only install the Citrix Receiver Client from the Workspace site. Do not attempt to install newer versions on the Citrix Receiver Client as you will encounter performance issues.

+ Get Citrix

Citrix is software that enables you to connect to applications that are installed on a remote server. Using Citrix, any application that you connect to looks and behaves as though it was installed on the computer you are using. It is like "remote controlling" the application from your own computer.

When you have Citrix installed, you can log into Workspace and access your business applications using the 'Citrix applications' portlet.

If you want to access applications using Citrix and are receiving errors, please download and install the recommended Citrix clients below. [For assistance with installing or using Citrix, please contact: Support](#)

Downloads

Windows

Citrix Receiver 13.1 for Windows (Private Release) (30.7 MB | Released 01/06/2012 | .exe)
This Receiver client is supported on Windows 8.1, 8, 7, Vista and XP.

Macintosh

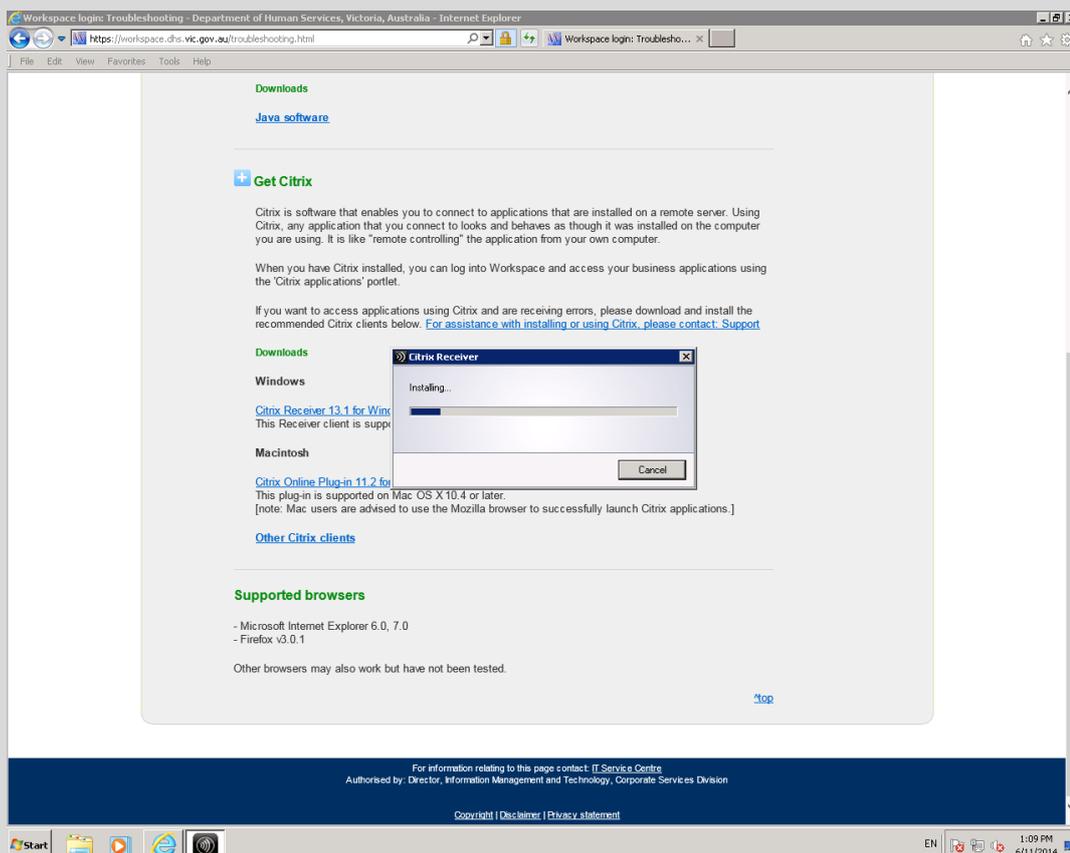
[Citrix Online Plug-in 11.2 for Mac](#) (18.6 MB | Released 16/08/2010 | .dmg)
This plug-in is supported on Mac OS X 10.4 or later.
[note: Mac users are advised to use the Mozilla browser to successfully launch Citrix applications.]

[Other Citrix clients](#)

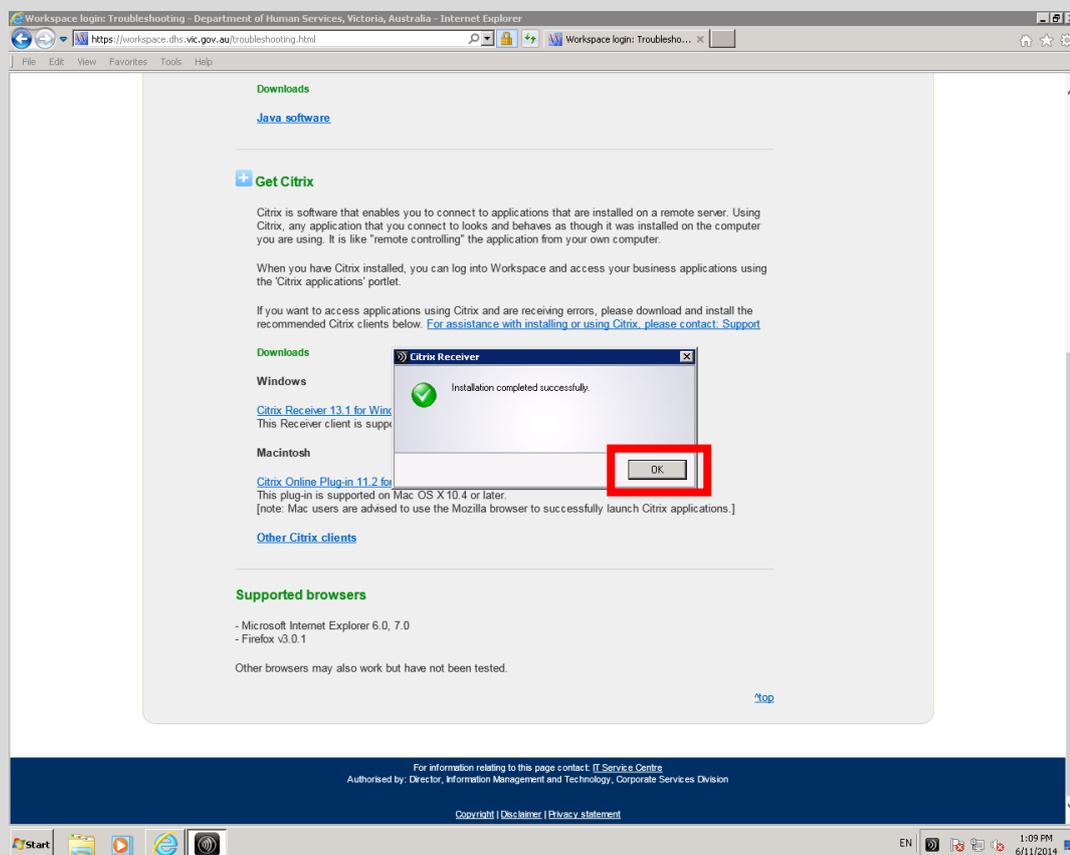
3 A dialogue box will appear on the bottom of your screen. Select **Run**.

The screenshot shows an Internet Explorer browser window displaying the Citrix download page. At the bottom of the browser, a yellow Windows security warning dialog box is open, asking: "Do you want to run or save CitrixReceiver13.1_Windows.exe (30.0 MB) from dhs.vic.gov.au?". The dialog box includes a warning icon and the text "This type of file could harm your computer." Below the warning are three buttons: "Run", "Save", and "Cancel". The "Run" button is highlighted with a red box in the original image.

4 A dialogue box will appear on your screen. The Citrix Receiver Client is installing.

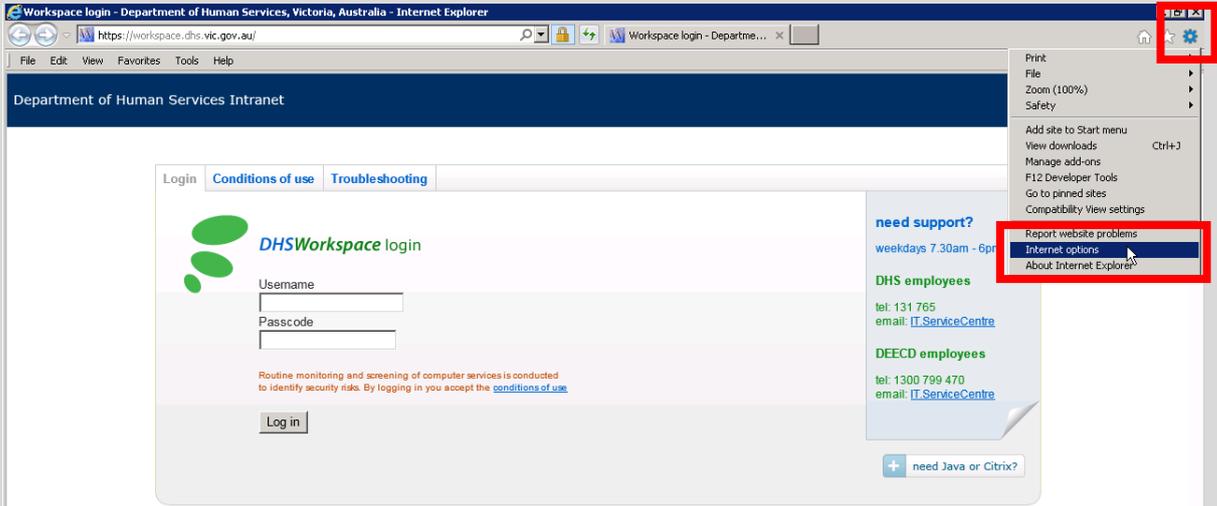
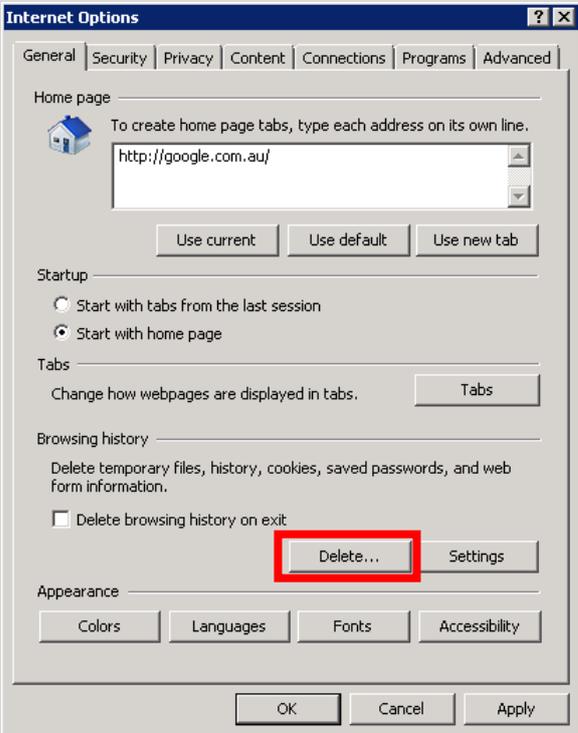


5 Citrix Receiver 13.1 has now been installed successfully. Click **OK**.



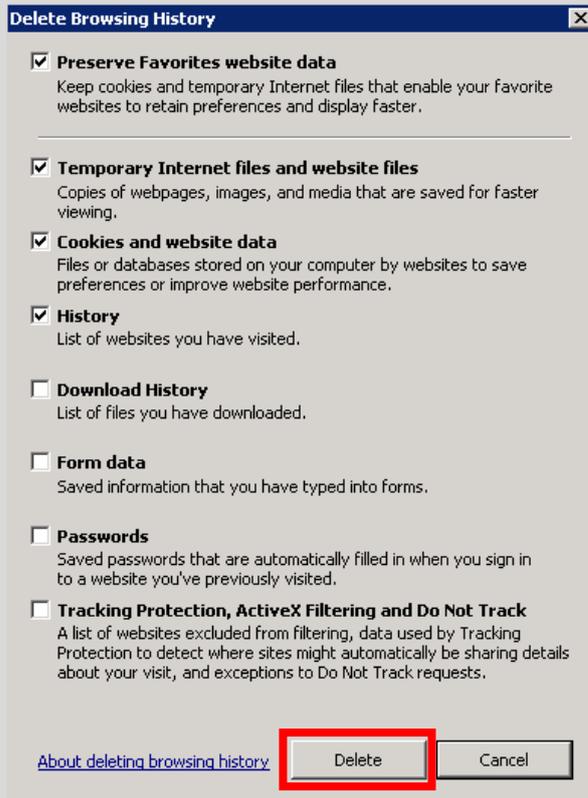
5 Clearing your Internet Cache

Once you have installed both Java Runtime and Citrix Receiver client, it is recommended that you clear your Internet cache to remove any temporary internet files. Clearing cache also improves performance of the browser.

Steps	Action
1	<p>Within Internet Explorer, Select Tools → Internet Options. The Internet Options window should appear.</p>  <p>The screenshot shows the Internet Explorer browser window. The address bar displays 'https://workspace.dhs.vic.gov.au/'. The 'Tools' menu is open, and 'Internet options' is highlighted with a red box. The background shows the 'DHSWorkspace login' page with fields for Username and Passcode.</p>
2	<p>Select the General Tab. Under Browsing History section, Click on the Delete button.</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'General' tab selected. Under the 'Browsing history' section, the 'Delete...' button is highlighted with a red box. The 'Delete...' button is located next to the 'Settings' button.</p>

3

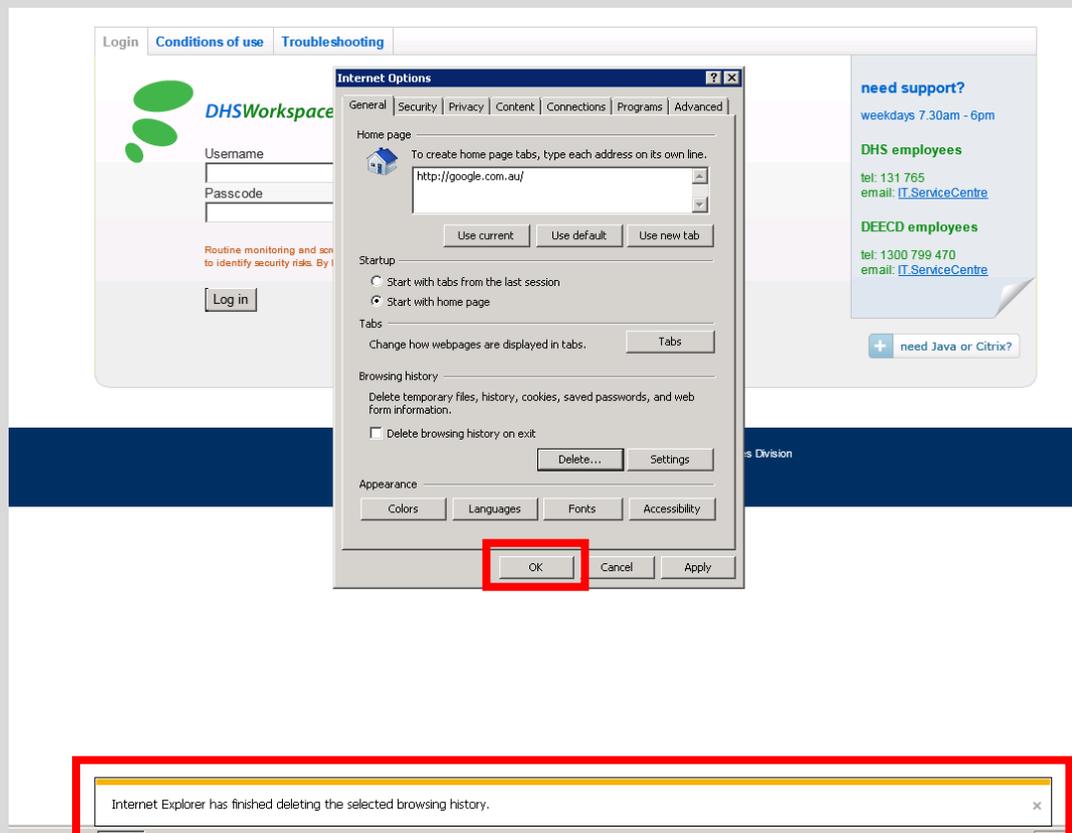
Check the options as shown below. Once complete, click the **Delete** button. Internet Explorer will then begin to delete cache and Temporary Internet Files.



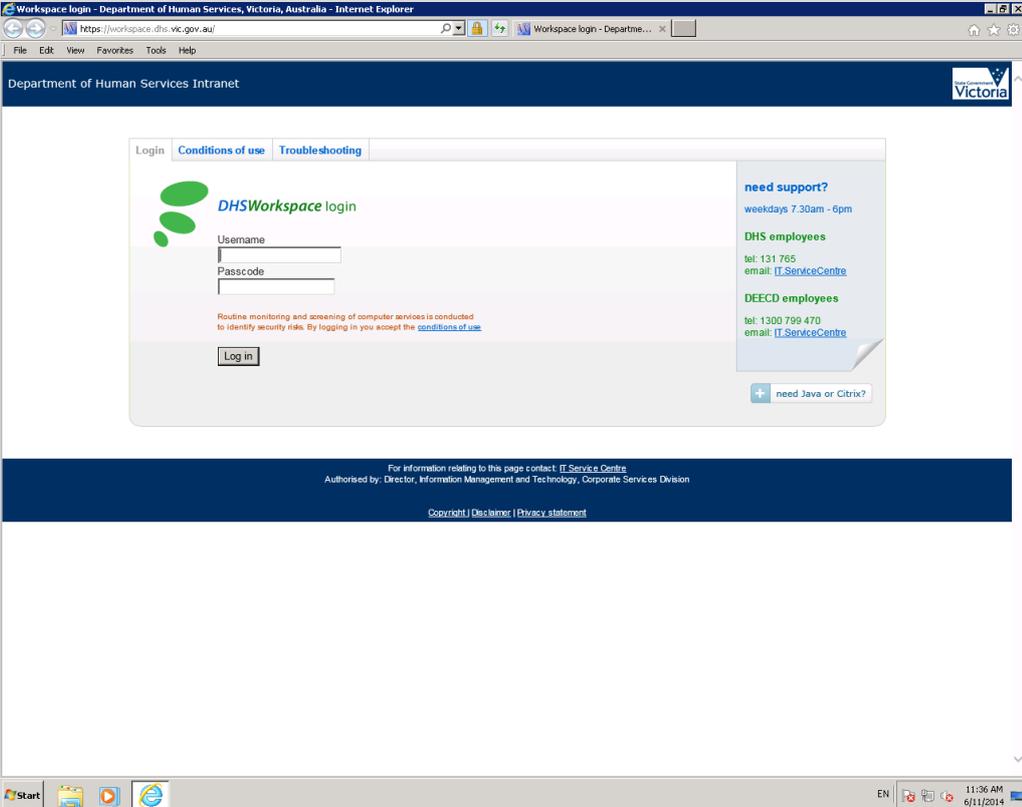
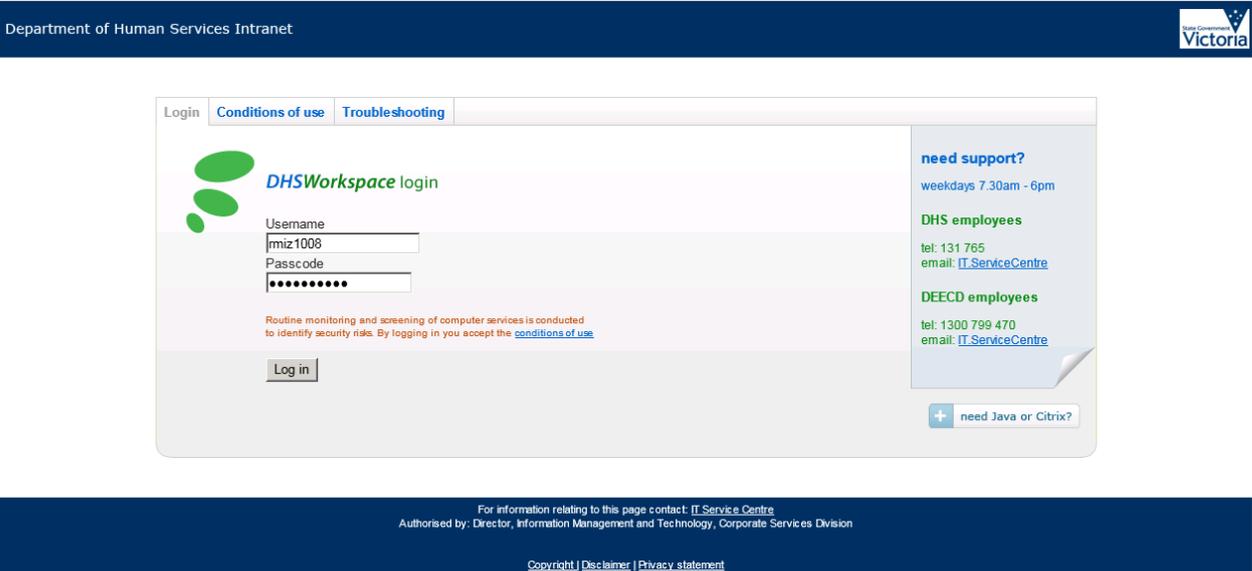
4

Internet Explorer will delete Cache, Cookies and Temporary Internet Files and may become unresponsive. Once the deletion process is complete, a dialogue box will appear to confirm the process has completed.

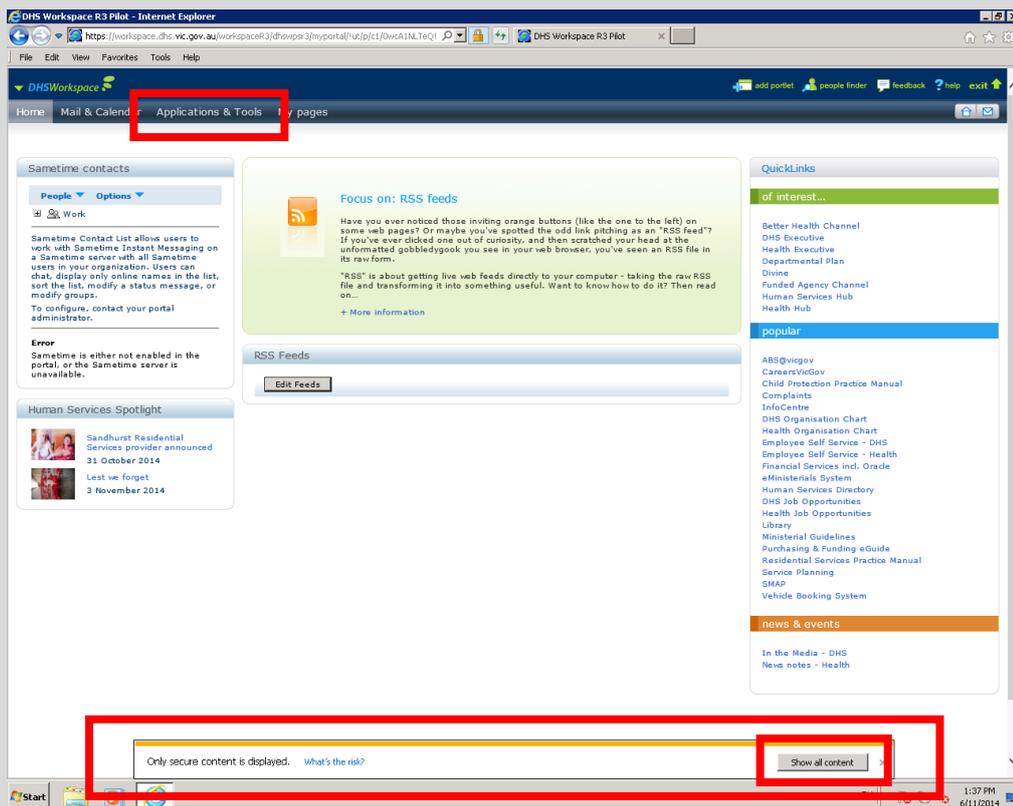
Click on **OK** to exit Internet Options window and **Close all instances of the browser**.



6 Using DHHS Workspace and Citrix

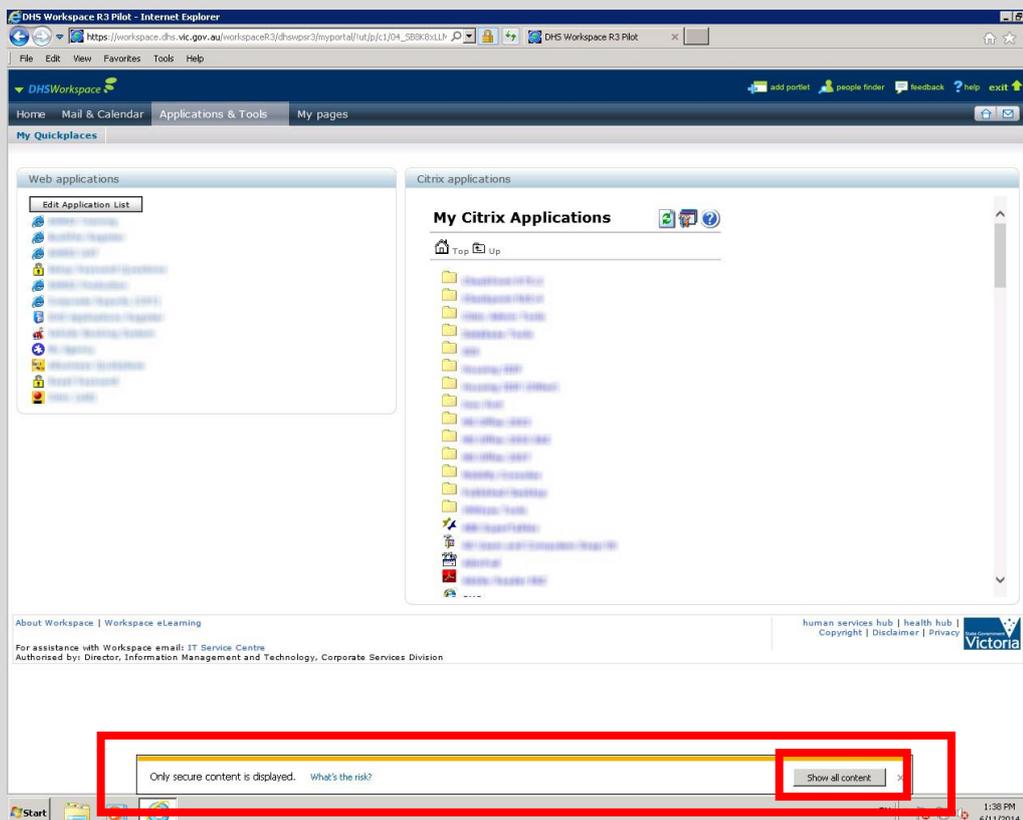
Steps	Action
1	<p>Open Internet Explorer and go to the DHHS Workspace login page.</p> 
2	<p>Login using your HSNNet username in the Username Box.</p> <p>'Passcode' is your 4 digit RSA PIN combined with the 6 numbers which are displayed on the token. Passcode should be 10 digits in total.</p> <p>Note: The 4 digit RSA PIN remains the same (unless you request a PIN reset), but the 6 numbers on the RSA token change every 60 seconds. With every failed login attempt you will need to wait for new token numbers.</p> 

- 3 The DHHS Workspace Home screen appears. A dialogue box may appear on the bottom of the page. Click **Show all Content**. The page will then refresh. Click on **Applications & Tools** tab.



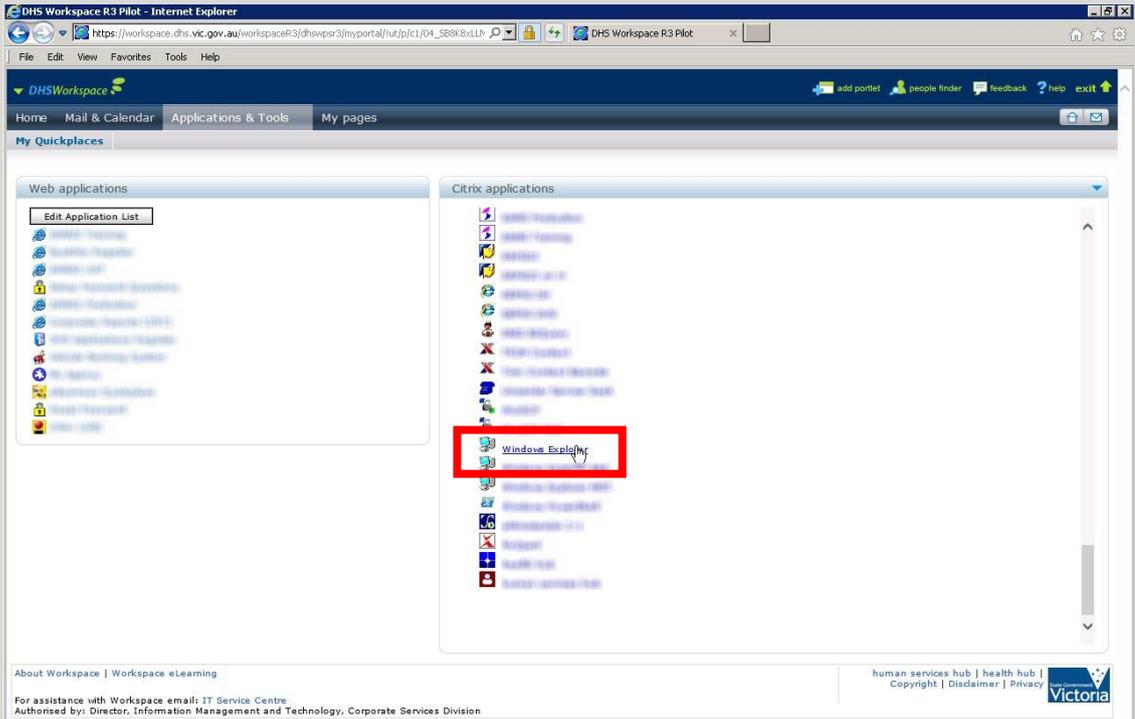
- 4 The Applications & Tools tab screen appears. A dialogue box may appear on the bottom of the page. Click **Show all Content**. The page will then refresh.

My Citrix Applications portlet contains links to common and Business layer applications such as Lotus Notes, eMinisterials, TRIM as well as Windows Explorer which provides access to files and folders contained on your H:/ and F:/ drives.



Steps	Action
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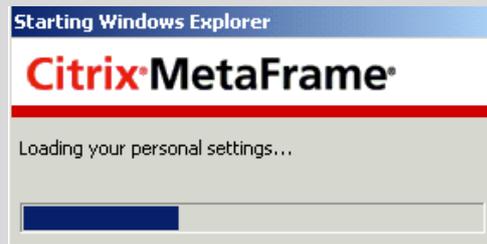
5 To launch Windows Explorer, Click on the **Windows Explorer** icon under your **My Citrix Applications** list.



6 Once Windows Explorer icon is clicked, the Citrix Reciever Client is invoked and is preparing to connect to the DHHS Citrix environment to launch Windows Explorer



7 The Citrix Metaframe box will appear, this runs a series of scripts to log you into the DHHS Citrix environment.



Steps	Action
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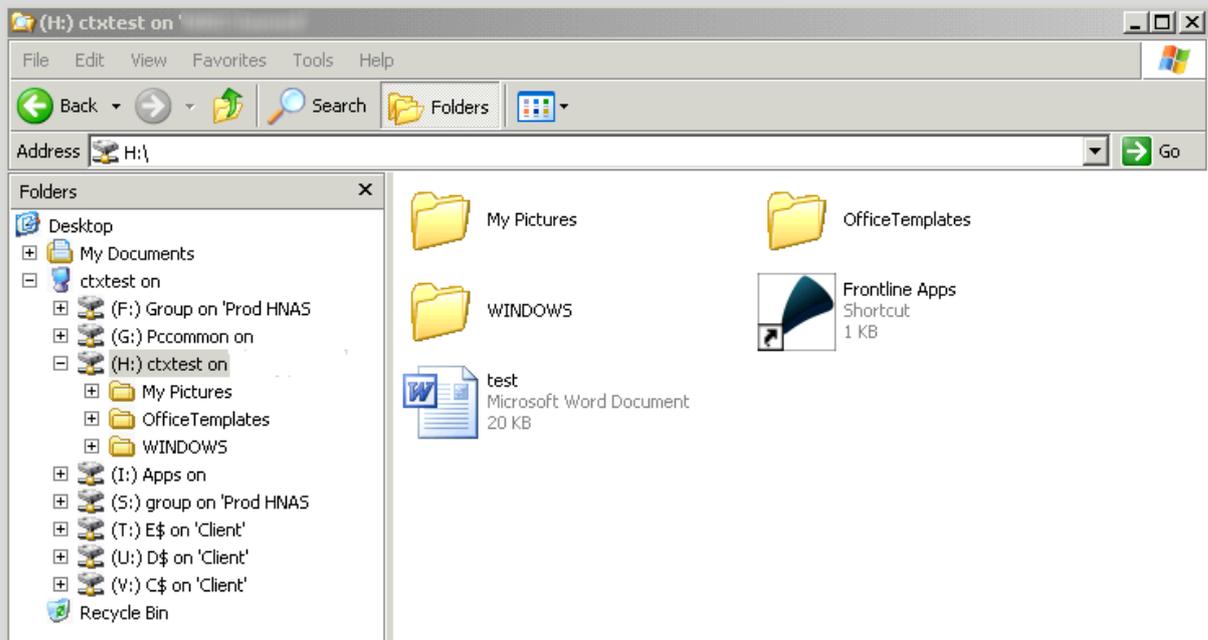
8 Once the login scripts complete, you will be prompted with a Security Warning as shown.



9 Select **Permit All Access** and Check the **Do not ask me again for this site** box.



10 Windows Explorer has now launched on your PC.

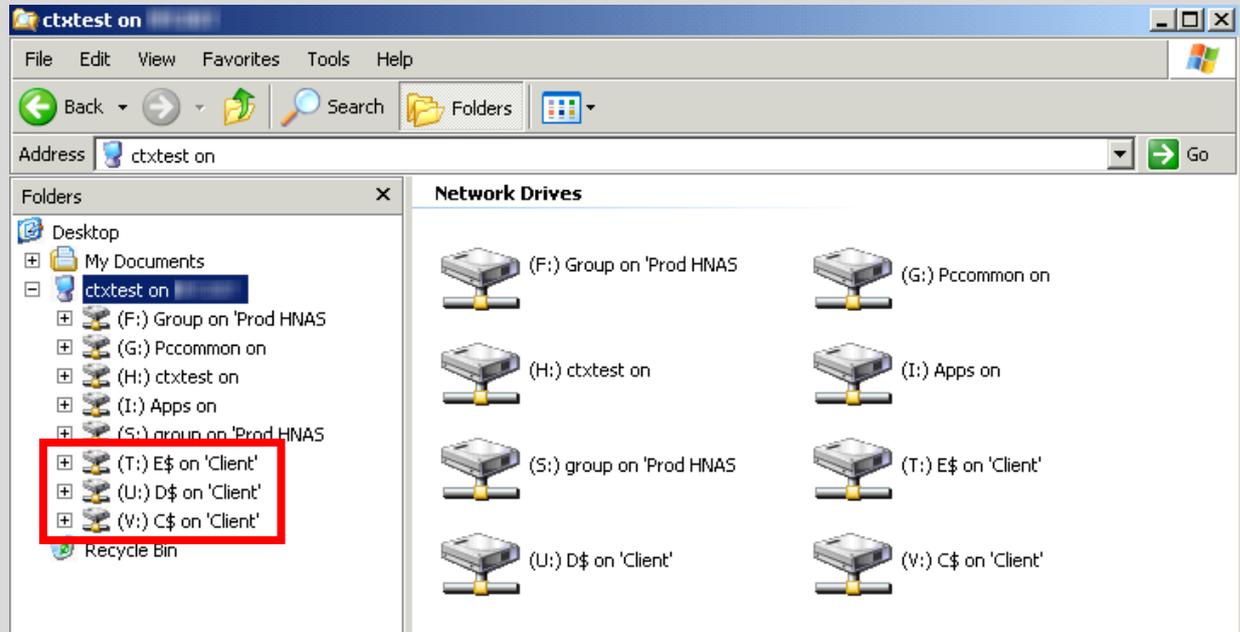


11

Within your Windows Explorer session, you will see a list of drives. You can access your H:/ and F:/ drive documents from your Windows Explorer session. The drives labelled T:/, U:/ and V:/ are called mapped drives.

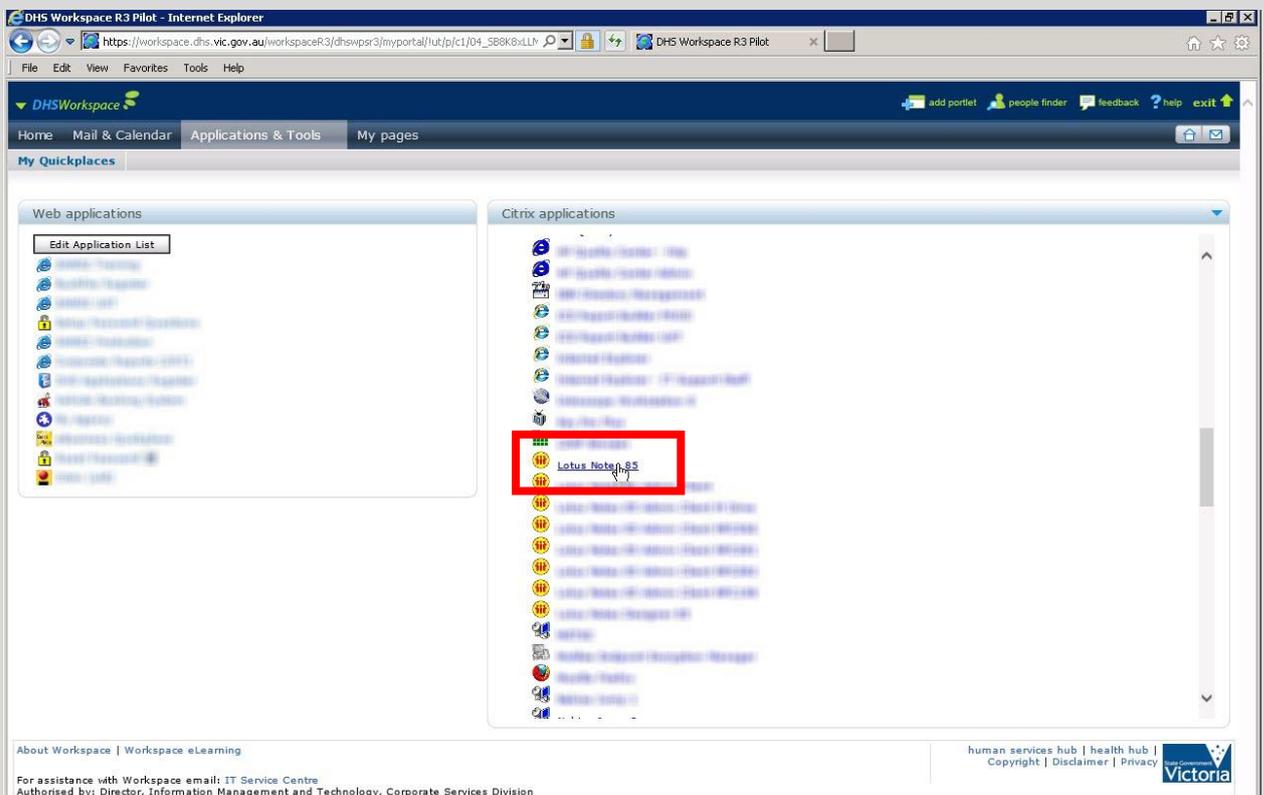
These are the local drives on your PC that are automatically mapped, where you can transfer files between drives. V:/ is usually the C:/ drive of your PC, T:/ is usually the DVD drive of your PC and U:/ drive is usually a Removable Storage Device connected to your PC.

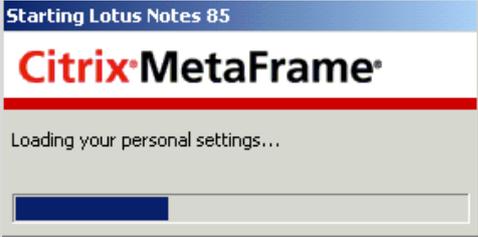
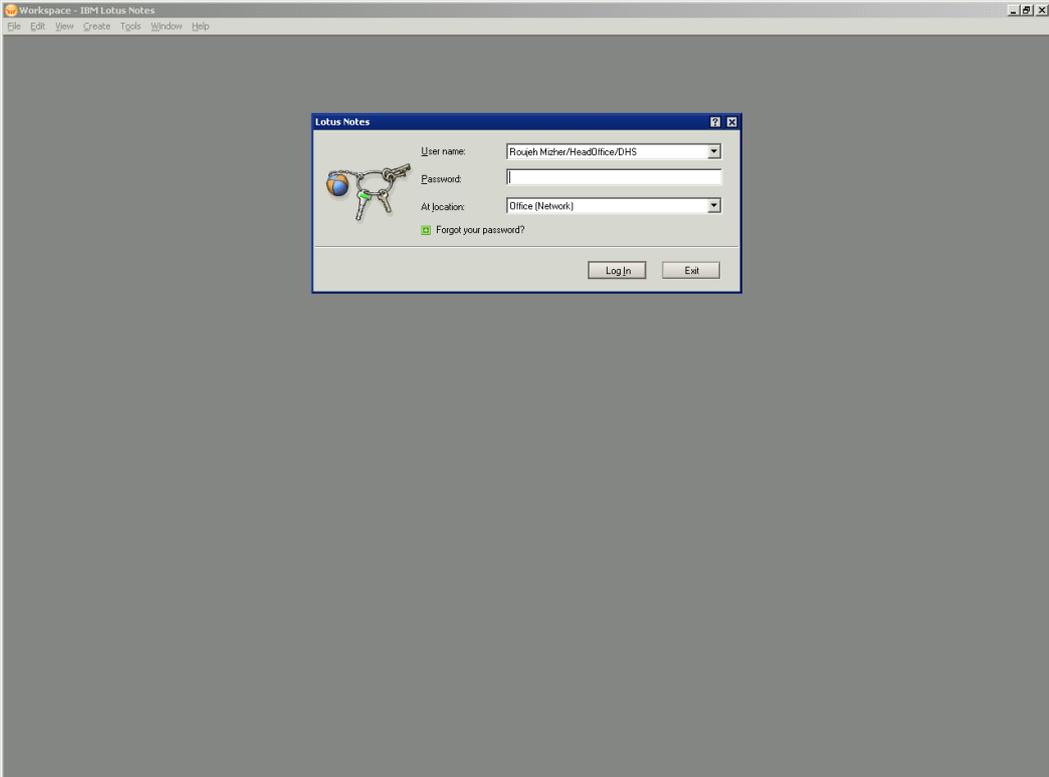
Note: Caution is to be taken when transferring files to and from mapped drives in order not to breach data security and confidentiality. Departmental documents are not to remain on non-departmental PC's for any reason.



12

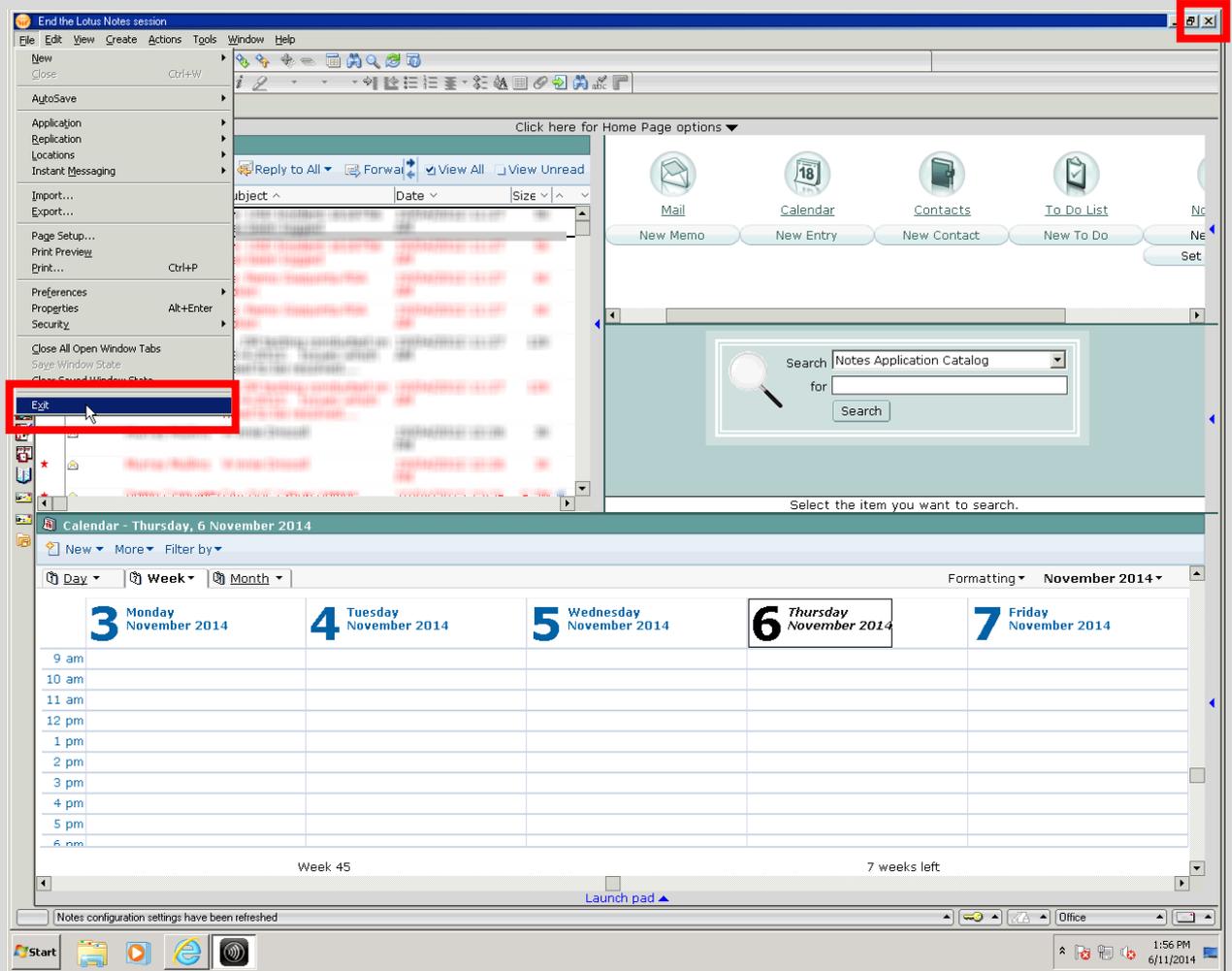
To launch Lotus Notes, Click on the **Lotus Notes** icon under your **My Citrix Applications** list.



Steps	Action
13	<p>Once the Lotus Notes icon is clicked, the Citrix Receiver Client is invoked and is preparing to connect to the DHHS Citrix environment to launch Lotus Notes</p> 
14	<p>The Citrix Metaframe box will appear, this runs a series of scripts to log you into the DHHS Citrix environment.</p> 
15	<p>Lotus Notes has now launched on your PC. Input your Lotus Notes password when prompted.</p> 

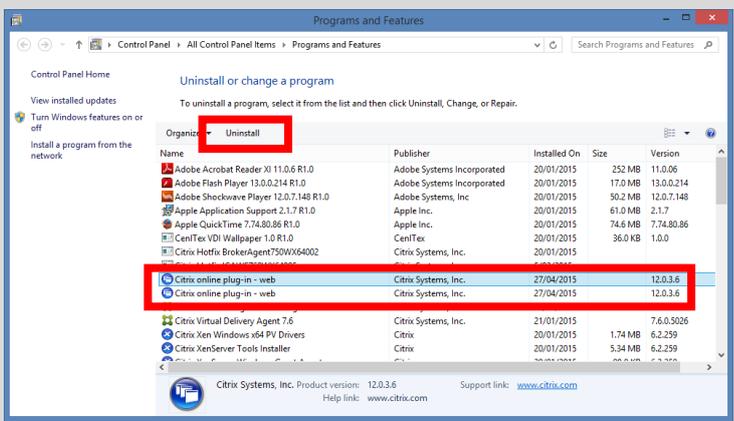
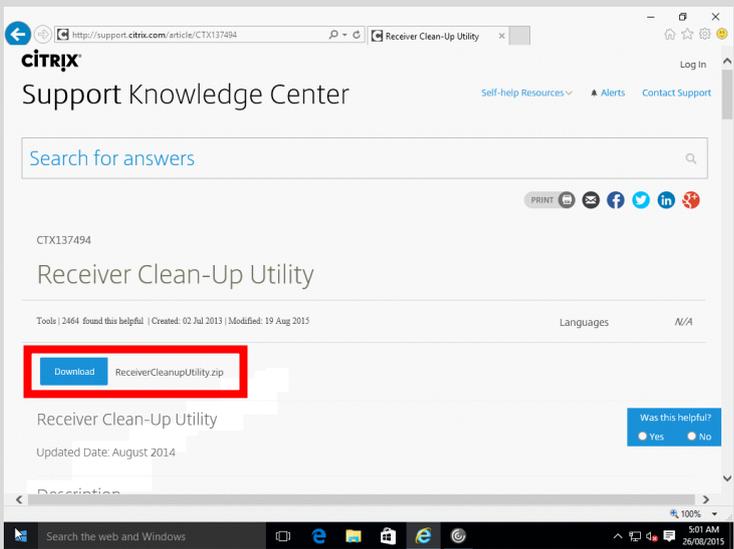
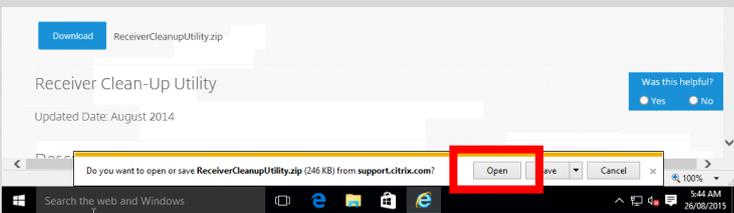
16

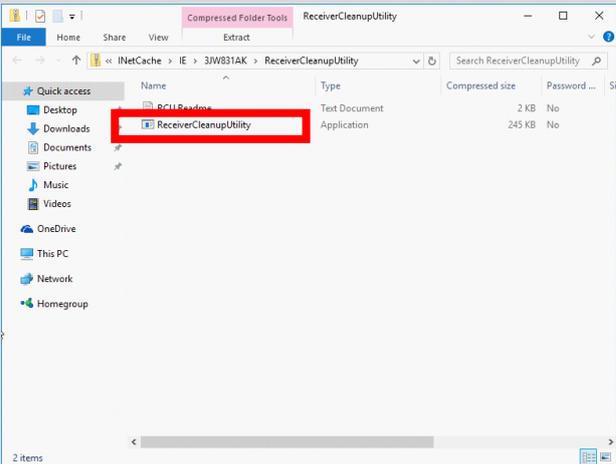
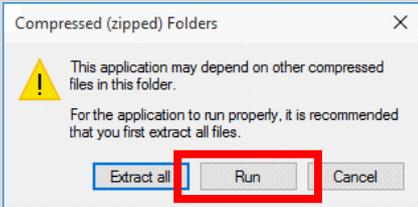
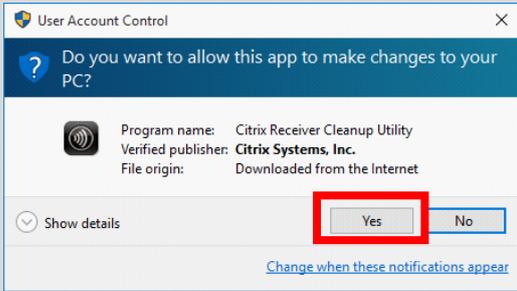
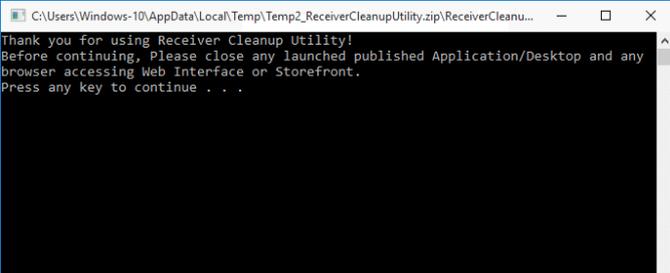
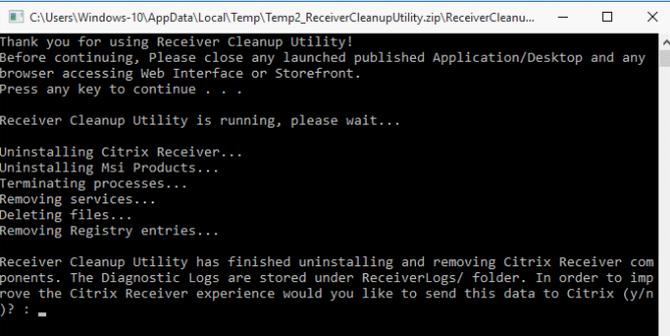
To end your Lotus Notes Citrix session, close Lotus Notes by going to **File->Exit** or use the 'X' on the top right hand side to exit your Citrix session cleanly.

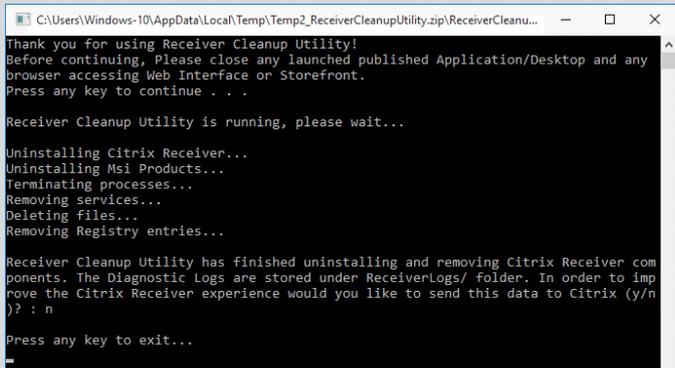
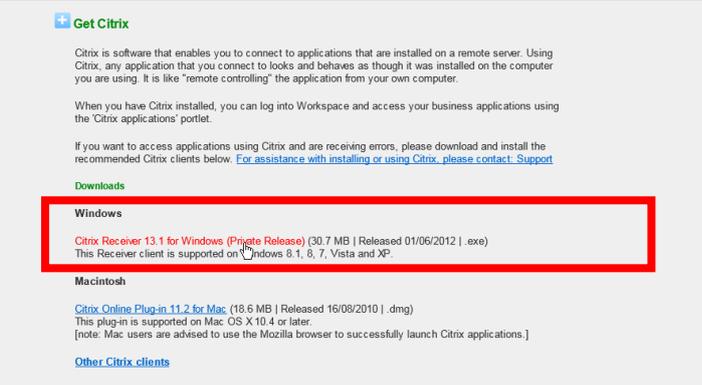


7 Appendix A – Troubleshooting Tips

7.1 Using the Citrix Receiver Clean Up Tool

Step	Description	Illustration
1	<p>If you are experiencing connectivity issues from your home device, the recommended first step is to ensure that you have the recommended version of the Citrix Receiver installed</p> <p>Un-install your current Citrix client from Programs and Features. Look for Citrix online plugin/receiver or similar and select uninstall.</p> <p>Once the client has been uninstalled it is recommended to restart your machine</p>	
2	<p>Once the Citrix client has been uninstalled, it is recommended to run the Receiver Clean Up Tool to ensure that all previous components have been completely removed</p> <p>In Internet Explorer, navigate to: http://support.citrix.com/article/CTX137494</p> <p>OR</p> <p>Google Search 'Receiver Clean up Tool'</p> <p>Click on the Download button to download the Clean-up Utility</p>	
3	<p>When prompted, Select Open</p>	

Step	Description	Illustration
4	<p>You can see that the Clean Up Tool files have downloaded and located in a temporary directory</p> <p>Double Click on ReceiverCleanupUtility</p>	
5	<p>By Double Clicking on ReceiverCleanupUtility, you are then prompted to Extract all, Run or Cancel.</p> <p>Select Run</p>	
6	<p>If you are prompted by Windows 'User Account Control' to allow the installer to run, Click Yes to continue the installation</p>	
7	<p>The Receiver Clean Up Tool will launch in a black command box</p> <p>Press any key on the keyboard to continue</p>	
8	<p>The Clean Up Utility will initiate its clean up processes.</p> <p>Select 'n' on your keyboard and press the Enter key</p>	

Step	Description	Illustration
9	<p>The Clean Up Utility has completed its clean up tasks</p> <p>Press any key to exit the utility</p> <p>Once complete, please complete Section 5: <i>Clearing your Internet Cache</i> on Page 20</p> <p>It is then recommended to Restart your machine</p>	
10	<p>After restarting your machine, please follow the steps outlined in Section 4: <i>Installing Citrix Receiver Client</i> on Page 17</p>	

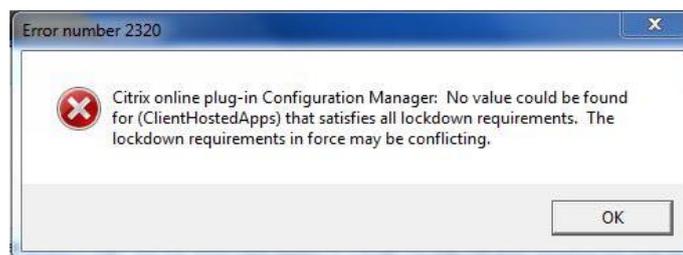
7.2 Citrix Receiver Installation Errors

There are some known issues when running the Citrix Receiver installer when a legacy Citrix client is already installed. In many cases, the installer just upgrades the legacy client without issue. However, Citrix has released many different clients with many different names, in many versions over the years.

Occasionally, the Citrix Receiver installer cannot complete the upgrade because it doesn't recognise a legacy client. Remnants of the legacy client can cause conflicts when the Citrix Receiver installer runs. Best practice is to uninstall any previous Citrix clients on your Windows machine before running the Citrix Receiver installer.

Some of the installation errors some users have reported have been documented in this section, along with resolutions of how to fix these issues and prevent them from reoccurring.

7.2.1 Error 2320



Symptoms or Error

The Error number 2320 occurs on the Citrix Receiver client computer after removing Citrix Receiver 3.x and reinstalling another Receiver client.

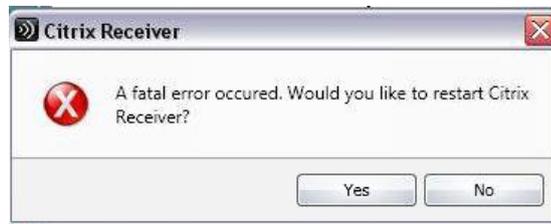
“Citrix online plug-in Configuration Manager: No value could be found for (ClientHostedApps) that satisfies all lockdown requirements. The lockdown requirements in force may be conflicting.”

Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Article CTX132875 <http://support.citrix.com/article/CTX132875>

7.2.2 A Fatal error occurred. Would you like to restart Citrix Receiver?



Symptoms or Error

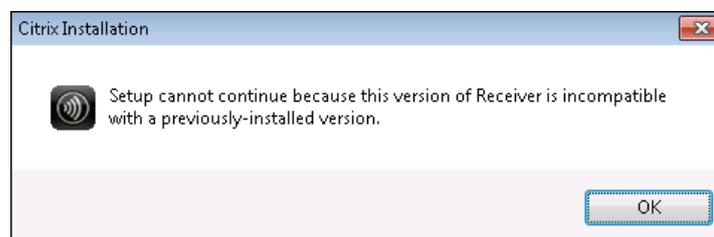
Users receive a Citrix Receiver error popup window requesting restart of the Citrix client.

Solution:

Locate the following registry entry and delete:

```
HKEY_CURRENT_USER\Software\Citrix\Dazzle\Sites  
"LastAppliedADMTemplate"
```

7.2.3 Setup cannot continue because this version of Receiver is incompatible with a previously-installed version



Symptoms or Error

The installation of a new version of Citrix Receiver failed and the following error is displayed on the Citrix Installation console:

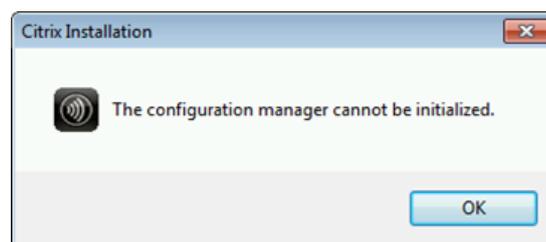
"Setup cannot continue because this version of Receiver is incompatible with a previously-installed version"

Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Article CTX136410 <http://support.citrix.com/article/CTX136410>

7.2.4 Configuration manager cannot be initialised



Symptoms or Error

The installation of a new version of Citrix Receiver failed and the following error is displayed on the Citrix Installation console:

"Configuration manager cannot be initialized."

Solution:

Please follow the steps outlined in Section 7.1: Using the Citrix Receiver Clean-Up Tool.

Further Information please see Citrix Discussion Article <http://discussions.citrix.com/topic/302264-receiver-for-windows-31-will-not-install-the-configuration-manager-cannot-be-initialized/>

7.3 Advanced Troubleshooting – Citrix Receiver

You may encounter a variety of installation errors or general performance errors as a result from the Citrix Receiver. There may be a software conflict on your machine, as privately owned PC's will be in various states with different configurations and software installed.

Please see below instructions on how to resolve the most troublesome Citrix Receiver errors or if you are experiencing strange behavior when trying to launch your Citrix applications.

7.3.1 Preliminary troubleshooting:

1. Remove all versions of Citrix Clients/Receiver
2. Delete all browser cache and cookies on default browser
3. Download and Run Receiver Clean-Up Utility: <http://support.citrix.com/article/CTX137494>
4. Reboot the machine
5. Download and Install the Citrix Receiver client from here: <https://workspace.dhs.vic.gov.au/troubleshooting.html>
6. Reboot the machine
7. Test to determine if your Citrix applications can be launched

7.3.2 Further troubleshooting:

1. Remove the Citrix Receiver you just installed.
2. Run the Receiver Clean-Up Utility: <http://support.citrix.com/article/CTX137494>
3. Remove all versions of Mozilla Firefox from your machine (if present)
4. Delete the following registry keys (if present):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Mozilla
 - HKEY_LOCAL_MACHINE\SOFTWARE\mozilla.org
 - HKEY_LOCAL_MACHINE\SOFTWARE\MozillaPlugins
5. Follow the instructions in this article carefully: <http://support.citrix.com/article/CTX325140>
6. Reboot the machine
7. Re-install the latest Citrix Receiver client you downloaded earlier from here: <https://workspace.dhs.vic.gov.au/troubleshooting.html>
8. Test to determine if your Citrix applications can be launched

7.3.3 More troubleshooting:

1. Check the file association ".ica" - ensure that the Citrix Client is the default program to open .ica files.

To set/check file association:

- i) Go to Control Panel -> Change 'View by' option to 'Small icons' -> Select Default Programs -> Select 'Associate a file type or protocol with a program'.
- ii) Find '.ica' extension -> Highlight '.ica' and Click 'Change Program'.
- iii) Click 'Browse' and Navigate to 'C:\Program Files\Citrix\ICA Client' (for 32 bit OS) or 'C:\Program Files (x86)\Citrix\ICA Client' (for 64 bit OS)
- iv) Highlight 'wfcrun32.exe' and Click 'Open'.
- v) Click 'OK' and Click 'Close' to exit.

If launch.ica file saved to workstation

- i) Find 'launch.ica' file and then right click on 'launch.ica' file.
- ii) Choose 'Open With' -> Select 'Choose Default Program'.
- iii) Click 'Browse' and Navigate to 'C:\Program Files\Citrix\ICA Client' (for 32 bit OS) or 'C:\Program Files (x86)\Citrix\ICA Client' (for 64 bit OS)
- iv) Highlight 'wfcrun32.exe' and Click 'Open'.
- v) Enable checkbox 'Always use the selected program to open this kind of file'.
- vi) Click 'OK' to launch the file.

2. Create a new user on the machine with a fresh profile and test.