

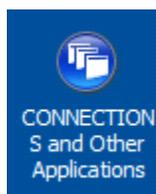
Citrix Client (PN Agent) Upgrade – Citrix Receiver 3.3

OCFS is in the process of upgrading the Citrix Server Environment, which requires an update to the Citrix Client (PN Agent). The Citrix PN Agent is a program that sits on your desktop and enables you to access the CONNECTIONS Application. The interface for this program will change. Below will show the difference between the current client (Citrix Online Plug-in 11.2) and the new one to be pushed out (Citrix Receiver 3.3).

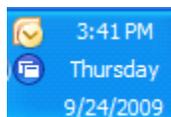
Icons:

Old

Old Icon on Desktop:

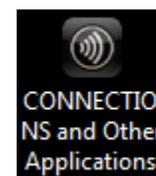


Old Icon in System Tray:



New

New Icon on Desktop:



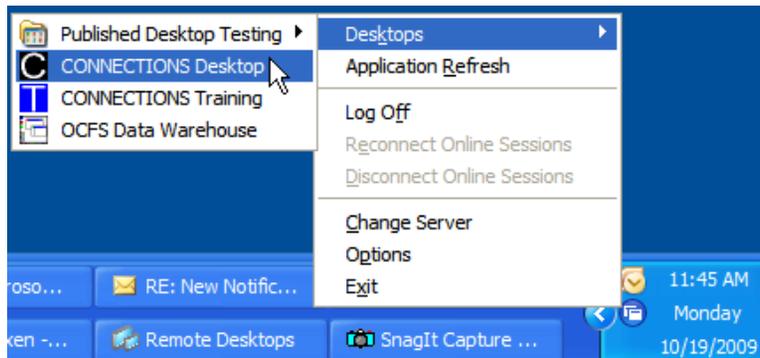
New Icon in System Tray:



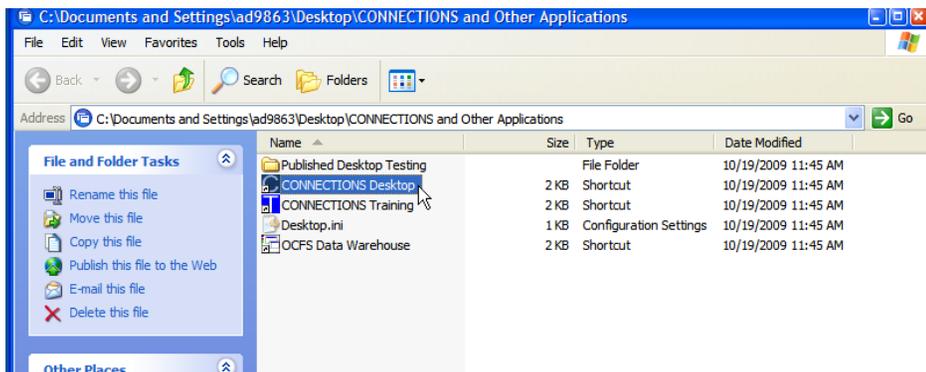
Accessing via PN Agent: Accessing your published applications has changed.

Old way of accessing

Right click the Citrix Online Plug-in in the system tray (lower right-hand corner), choose Desktops, select CONNECTIONS Desktop, and your CONNECTIONS session will begin.



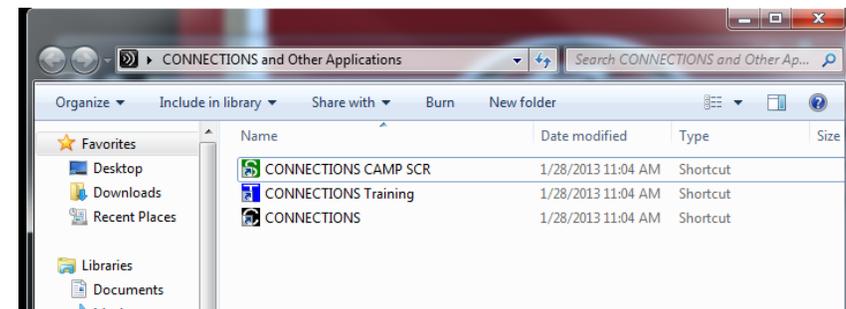
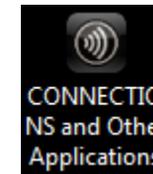
You can also go to your desktop and double click the CONNECTIONS and Other Applications icon. A folder will open with all of the applications you can access. Once you are in the folder, double click CONNECTIONS Desktop and your CONNECTIONS session will begin:



New Way of accessing

You can no longer access your applications via the Citrix Online Plug-in in your System Tray. In order to access your applications, you will have to use the new CONNECTIONS and Other Applications icon on your desktop, as depicted below:

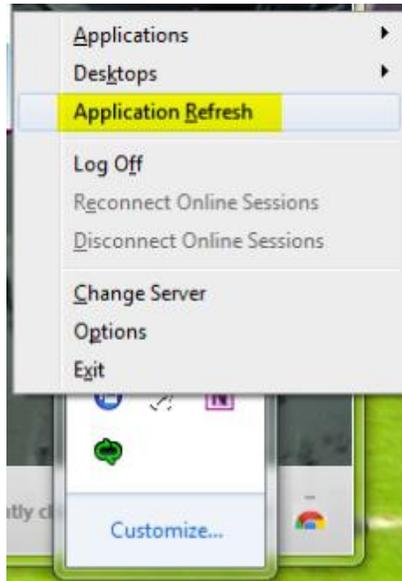
You can go to your desktop and double click the CONNECTIONS and Other Applications icon. A folder will open with all of the applications you can access. Once you are in the folder, double click CONNECTIONS Desktop and your CONNECTIONS session will begin:



Application Refresh: The process to do an Application Refresh has also changed. Below are the steps of how to do an application refresh:

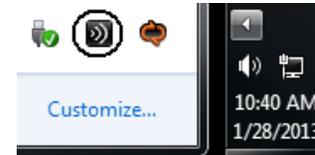
Old way of doing an Application Refresh

Right click the Citrix Online Plug-in in the system tray (lower right-hand corner), choose Application Refresh

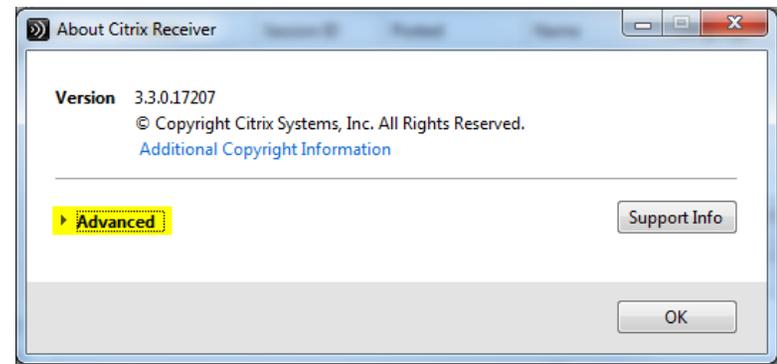


New way of doing an Application Refresh

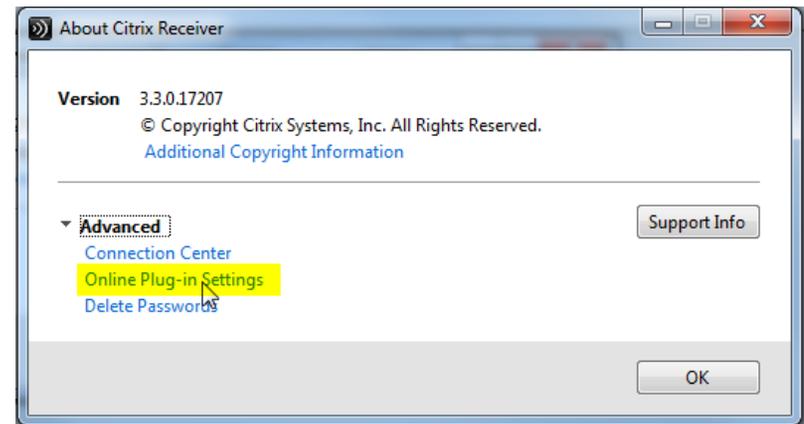
Double click the Citrix Receiver in the system tray (lower right-hand corner)



An "About Citrix Receiver" window will pop-up, and in that window Click on advanced

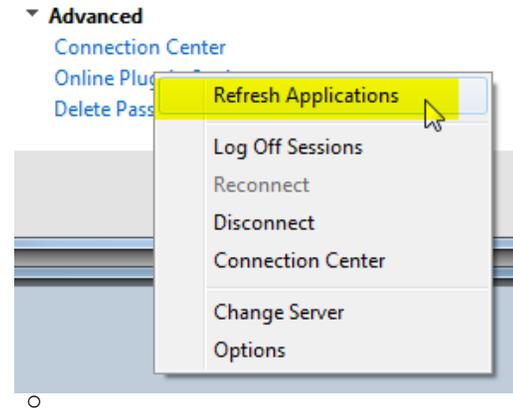


Under advanced, click on Online Plug-in Settings

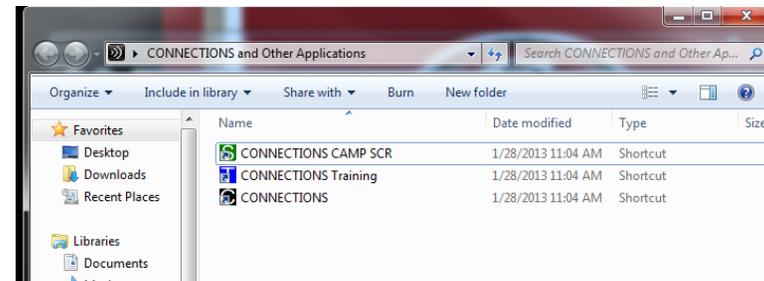
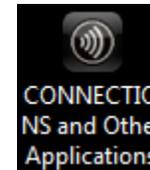


New way of doing an Application Refresh (Continued)

In the menu that pops up, click Refresh Applications

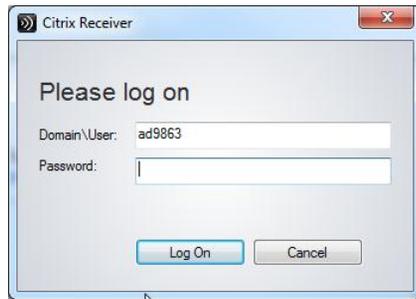


Your applications in your CONNECTIONS and Other Application folder have now been refreshed



Citrix Receiver 3.3 Trouble Shooting– Change to Pass Through

After receiving the update to the Citrix Receiver 3.3, some users are getting prompted to log on to the Citrix Receiver, with the pop-up shown below.

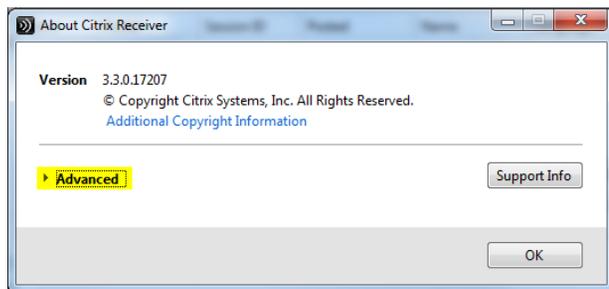


Rather than logging into that pop-up, users that are on HSEN devices should change their Citrix Receiver 3.3 Options from *Prompt User* to *Pass-Through Authentication*. Here are the steps to complete that.

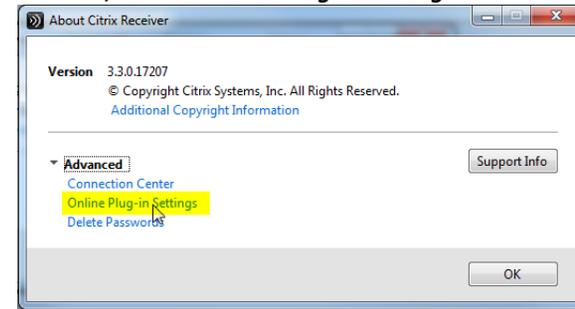
Double click the Citrix Receiver in the system tray (lower right- hand corner)



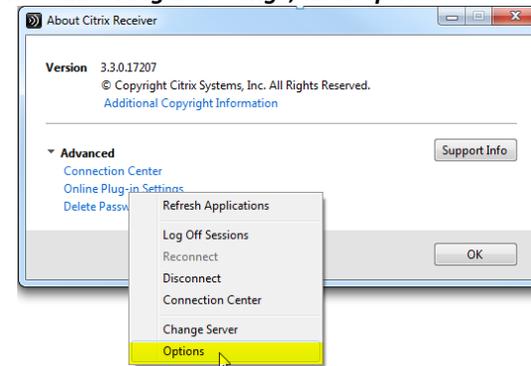
An "About Citrix Receiver" window will pop up, and in that window Click on **Advanced**



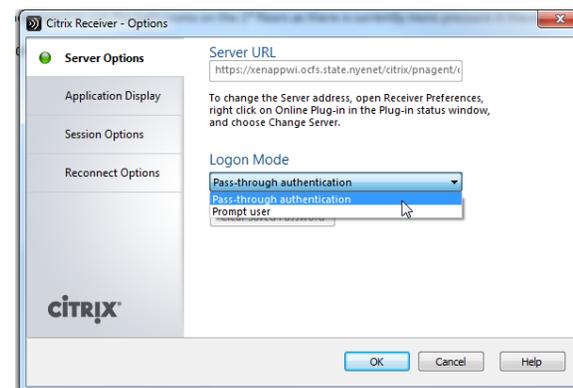
Under **Advanced**, click on **Online Plug-in Settings**



Under the **Online Plug-in Settings**, Click **Options**



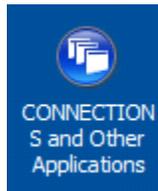
In the **Options Window**, click on the dropdown under **Logon Mode**, change the option to **Pass-Through Authentication**, and Click **OK**. You also have to click **OK** on the **About Citrix Receiver Window**.



Citrix Receiver 3.3 Trouble Shooting– Icon on Desktop Still old Blue Icon

After the update to Citrix Receiver 3.3, the icon in the system tray (Lower right-hand corner) is updated to the new Black Icon, but the icon on the desktop is still the old Blue Icon.

Old Icon on Desktop (Blue):



New Icon in System Tray (Black):

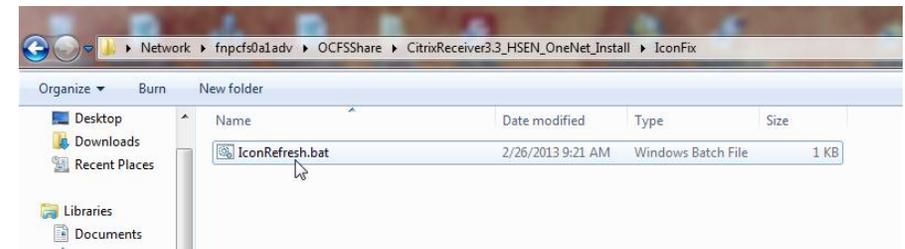


The following steps will fix the icon on your desktop to be the new Black Icon:

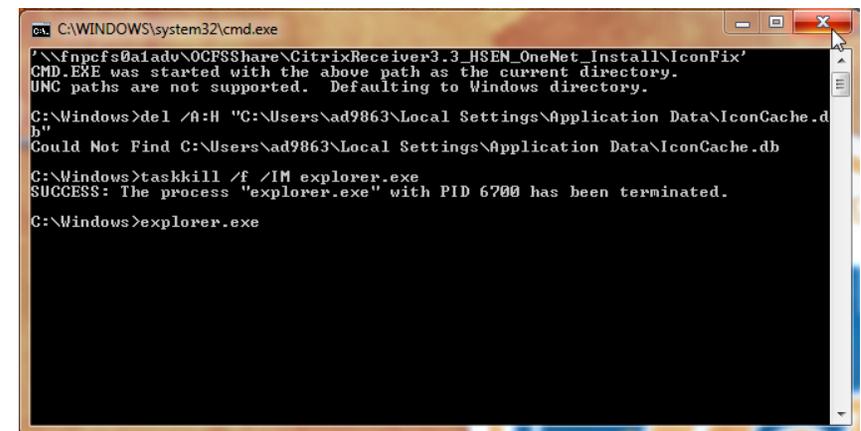
Go to the following share, by clicking the link below, while holding Ctrl. You can also get there by clicking Start -> Run and copying this URL into the text box and click OK:

- o \\fnpdfs0a1adv\OCFSShare\CitrixReceiver3.3_HSEN_OneNet_Install\IconFix

Once you are in that folder, double click *IconRefresh.bat*



After you double click *IconRefresh.bat*, a black command box will appear. Click the "X" to close the black box



Once you go back to your desktop, your icon will now be the new Black Icon.

New Icon on Desktop (Black):



New Icon in System Tray (Black):



If users experience any issues, please contact your LAN Administrator or send an email to:
ocfs.sm.it.pnaupgrade@nysemail.nyenet.