

Desktop Anywhere Upgrade

The new Citrix Desktop Anywhere platform provides support for HTML5 which means that no Citrix receiver is required to be installed on the endpoint. If the full Receiver is detected on the endpoint dependant on the browser you are using at the time it will be utilised rather than HTML5.

HTML5

Using the full Receiver does provides more feature support and provides better performance in some circumstances, (particularly if Citrix is used for multi-media (voice / Video) but for general use HTML5 is also suitable.

The current Receiver feature matrix is available here –

https://www.citrix.com/content/dam/citrix/en_us/documents/products-solutions/citrix-receiver-feature-matrix.pdf

HTML5 Toolbar

When desktop or applications are launched they appear in a single tab on the browser.

The HTML toolbar is accesses by clicking the icon as highlighted below-



Note: Using HTML does not provide support for multiple monitors, the full Receiver is required for this.

For more information see this article here –

<https://www.citrix.com/blogs/2016/04/20/app-switching-made-easy-with-receiver-for-html5/>

HTML5 Mobile & Tablet Toolbar

Mobile & tablet HTML5 toolbar now provides remote app and desktop with full touch support that includes gestures, multi touch access and soft keyboard. It can be Chrome browser on Android, Safari on iPad/iPhone or MS Edge Windows 10 mobile.

More details are provided in the following article -

<https://www.citrix.com/blogs/2016/04/18/receiver-internals-new-mobile-experience-with-receiver-for-html5-2-0/>

Citrix Receiver

It is recommended that you install the latest version of the Citrix receiver from link below and also periodically (every 3 to 6 months) check the site again for updates from your Windows, MAC / Linux device:

<http://receiver.citrix.com>

For mobile devices (IOS, Android, Chrome Book etc.) the Citrix Receiver is available in the relevant App Store.

If you do not want to install the Receiver on your device use HTML5 Receiver.

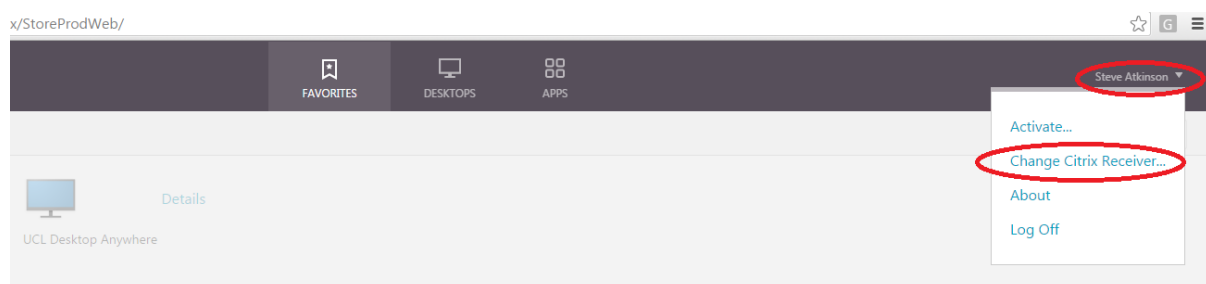
General Browser Support

IE, Win10 Edge, Chrome & Firefox browsers are all supported / tested by the new Citrix Desktop Anywhere platform, but should be up-to-date running latest versions as of April 2016.

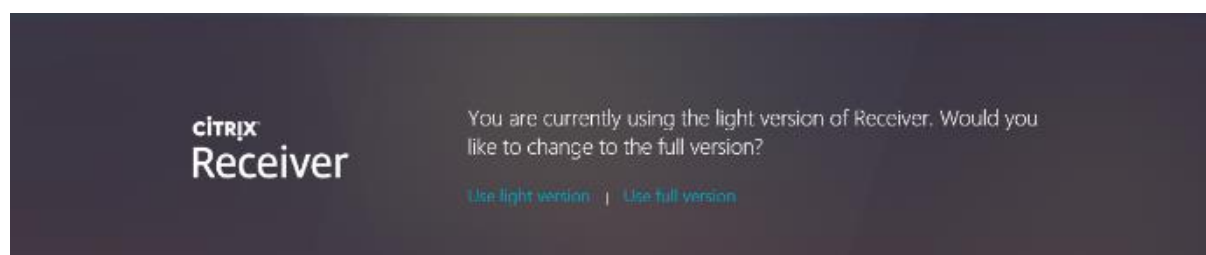
Older browser versions are not fully supported and you may find that the option to switch Receiver type and/or automatic launch of ICA files (desktops/apps) does not work and there may be other inconsistencies.

Changing Receiver Type

Once you log on to the Desktop Anywhere portal you can select Change Receiver you wish to use from the menu (toggle between full Receiver and HTML5):



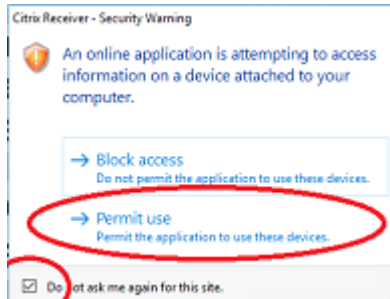
Receiver for Web will tell you what version of Receiver you are using and enable you to select which Receiver to use. Please note that Receiver for Windows is referred to as **“full version”** in the UI and Receiver for HTML5 is referred to as **“light version”**.



Note: the options above vary dependant on the browser in use (see following sections for individual browser experiences):

Security Warning

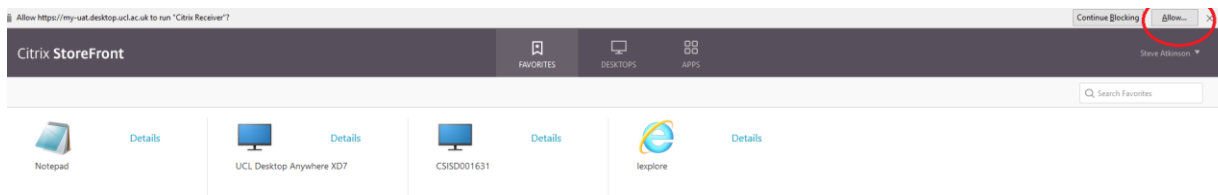
If you see the following Citrix dialog box appear after launching either a desktop or application choose check **“Do not ask me again for this site”** and select **“Permit Use”**;



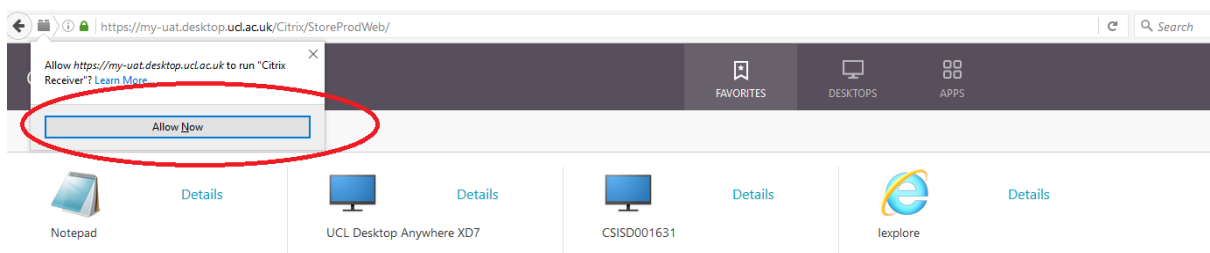
FireFox

It is recommended to use the latest version of Firefox if possible.

Logon to Desktop Anywhere then Click **“Allow”** to use Citrix Receiver if prompted



Click **“Allow Now”** if prompted

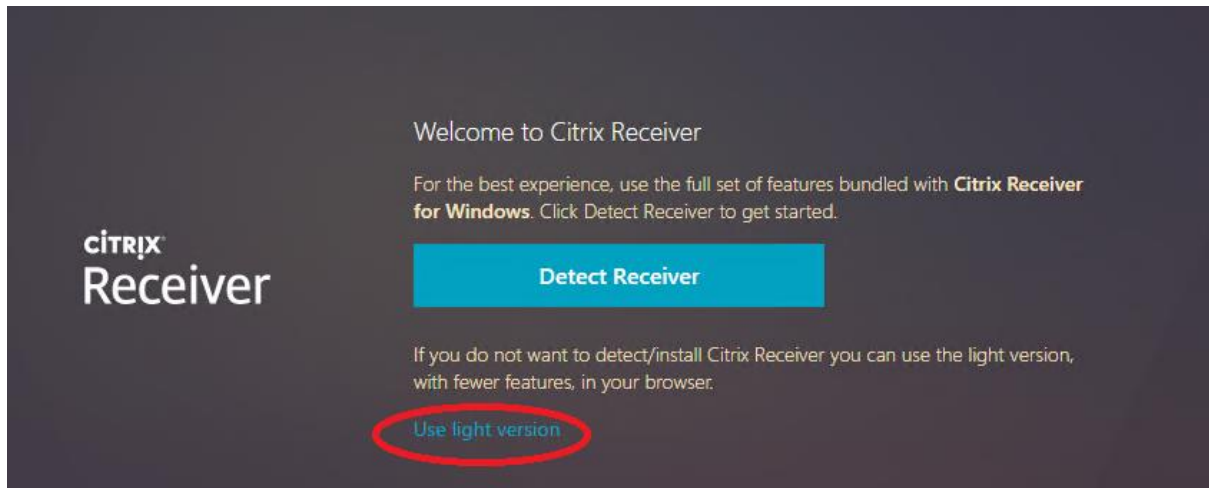


Chrome

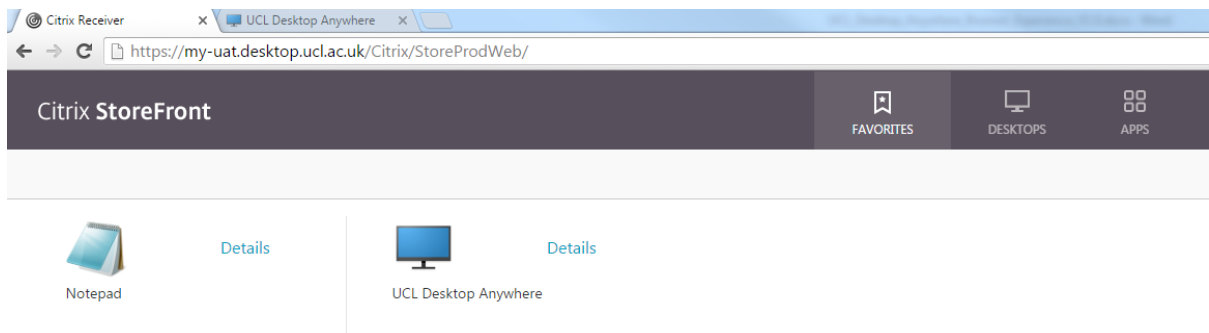
It is recommended to use the latest version of chrome if possible.

If you have a recent version of Citrix receiver installed you can choose to either use this or the HTML5 (use light version) option which does not require any installation.

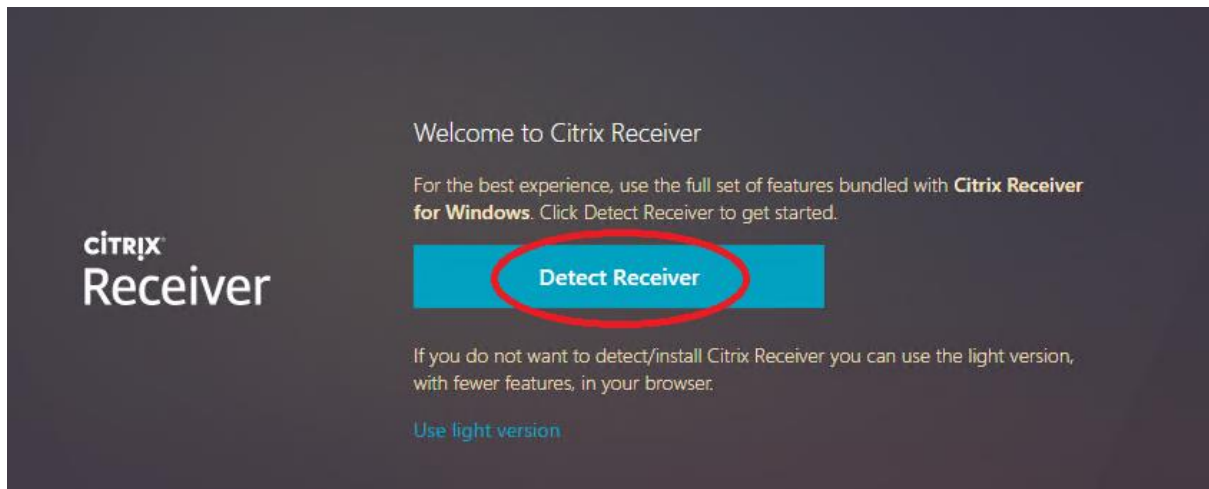
To Use HTML5 Receiver click **“Use Light Version”**



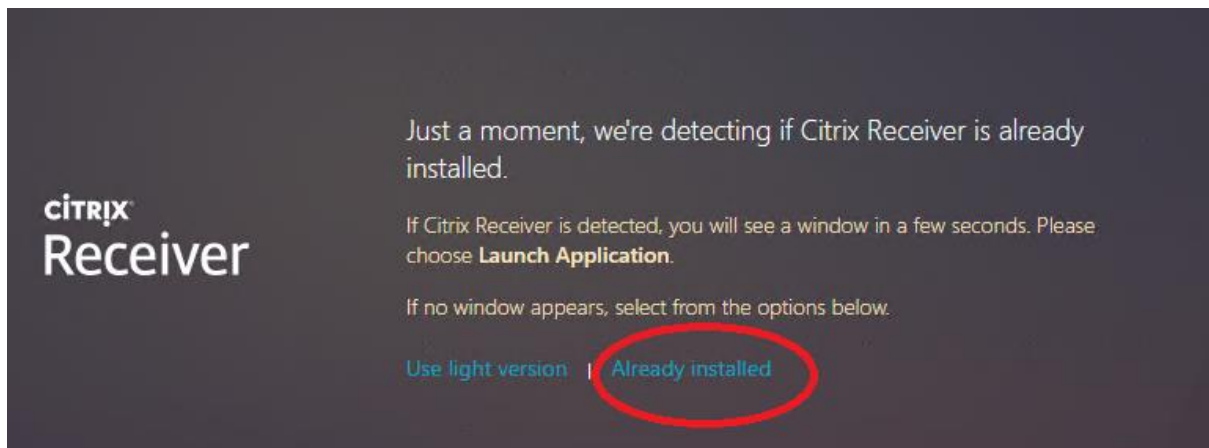
You will then see the Storefront page -



To use the Installed (Full) Citrix Receiver click **“Detect Receiver”**

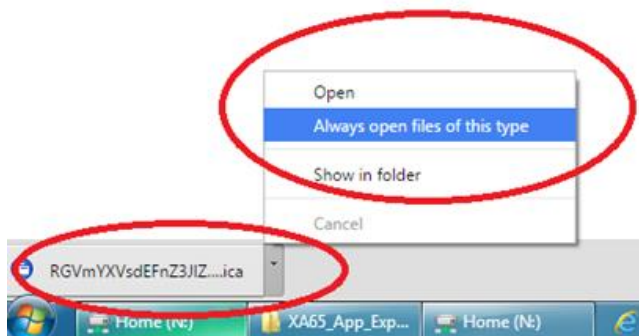


Then click **"Already Installed"** (if the Receiver is not installed you will be prompted to download and install the receiver).



Launching desktop / Applications

When launching desktop or applications from the Storefront portal if instead of launching the .ica file downloads then select the options in the task bar to **"Always launch this file type"** as shown in the image below:



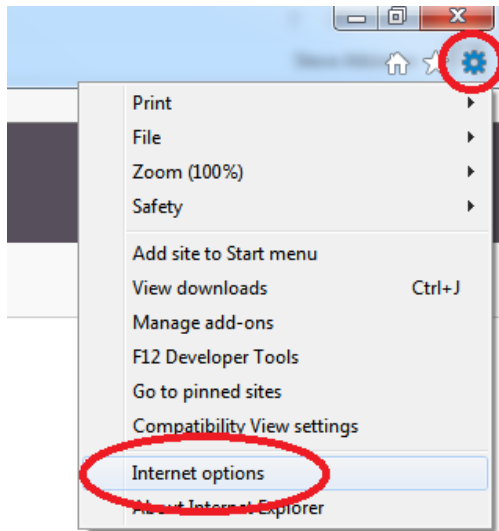
Internet Explorer

It is recommended that the Desktop Anywhere URL is added to the browser's trusted Sites list:

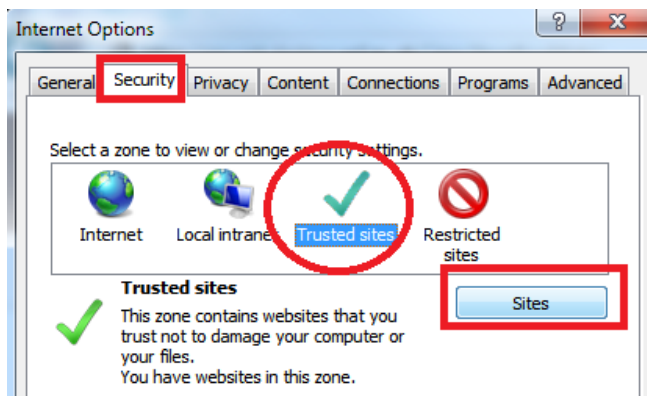
Note: for UAT testing the URL to add is <https://my-uat.desktop.ucl.ac.uk>

Add <https://my.desktop.ucl.ac.uk> to the trusted sites list

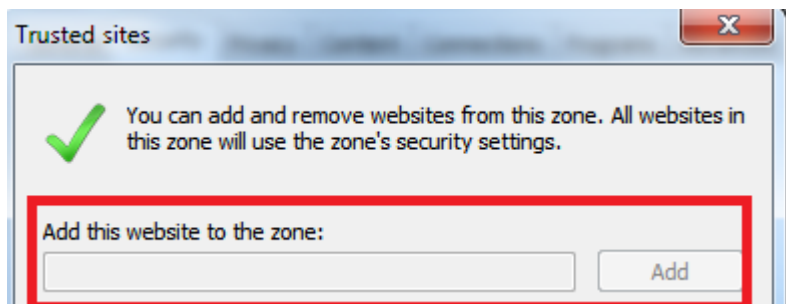
Open IE, then click the **icon on right of screen** the select **"Internet Options"** as shown below:



Click **"Security"** tab then click **"Sites"**



Enter the URL then click **"Add"**



Click **"Close"** then click **"OK"**

Microsoft Edge Browser

To use Microsoft Edge Browser with Desktop Anywhere follow instructions in this article -

<https://www.citrix.com/blogs/2015/08/10/storefront-3-0-and-windows-10-edge-browser/>