

Citrix Introduction and FAQs

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Introduction to Citrix

Why should I use this?

Use of this technology will allow shore based office workers to have the “look and feel” of a BC Ferries desktop including Microsoft applications such as Word, Outlook and Excel. Network drives will be available from your home computer and so will applications you normally have access to at your desk.

The Citrix environment is more secure than a current BCF laptop, since a laptop containing confidential files could be lost or stolen. In the Citrix environment, all the files you need are accessed from the BC Ferries network after logging in.

Note: Vessel based and other customers will have access to the Intranet and Employee Self Service. Once logged into the Citrix Web Interface, the **Applications** tab displays a **BC Ferries Intranet Link**.

What about Support?

BC Ferries is able to support Citrix access on your home computer, if you are using software that is consistent with BC Ferries standards and your PC is fully functional.

- The Operating System supported is Windows XP
- The Browser supported is Internet Explorer: Version 6.0 – 8.0
- If you are using an Operating System and Browser that are not supported by BC Ferries, we will provide you with our best effort assistance.

Due to the high number and range of customer calls, we can provide you with approximately 15 minutes of service. If the instructions and service support have not provided a solution for you, it is recommended you contact your external computer support company or internet service provider for further assistance.

What browser should I use?

Internet Explorer

Currently, Internet Explorer works in virtually all instances and this is the browser that Citrix tailors for the Plugin. Internet Explorer is supported and we encourage customers connecting to the BC Ferries Citrix Web Interface to use Internet Explorer from a Windows-based computer.

Safari

- For customers with a MAC computer, we recommend using the Safari browser.

FireFox

- For customers with a LINUX computer, we recommend using the Firefox browser

Known Issues

Firefox (Windows based computer)

At this time, Firefox does not work in all cases for customers with a Windows-based computer. We are working at resolving these issues; however, we do recommend customers use the Internet Explorer browser as this is supported by Citrix.

Note: There is a considerable difference between Firefox in Windows compared to Firefox in Linux.

System Requirements for Windows-based computers

Due to requirements of the Citrix Web Client, there are certain operating systems that this simply will not work on for Windows-based computers. Please refer details below:

System Requirements and Compatibility for the Citrix Online Plugin - Updated February 2010

Supported Windows Operating Systems:

- Windows 7 (Home Premium, Professional, Enterprise, and Ultimate editions), 32-bit and 64-bit editions
- Windows XP Professional, 32-bit and 64-bit editions
- Windows XP Embedded
- Windows Vista (Home Premium, Business, Enterprise, and Ultimate editions), 32-bit and 64-bit editions
- Windows Server 2008 R1, 32-bit and 64-bit editions (not supported by XenDesktop connections)
- Windows Server 2003, 32-bit and 64-bit editions (not supported by XenDesktop connections)

Supported Browsers:


- Internet Explorer Version 6.0 - 8.0
- Mozilla Firefox Version 1.0 – 3.0

.NET Framework Requirements

In order to use the Desktop Viewer, .NET 2.0 Service Pack 1 or later is required. This version is required because, if Internet access is not available, certificate revocation checks slow down connection startup times. The checks can be turned off and startup times improved with this version of the Framework but not with .NET 2.0.

The Desktop Viewer Embedded Edition does not require the .NET Framework to be installed.

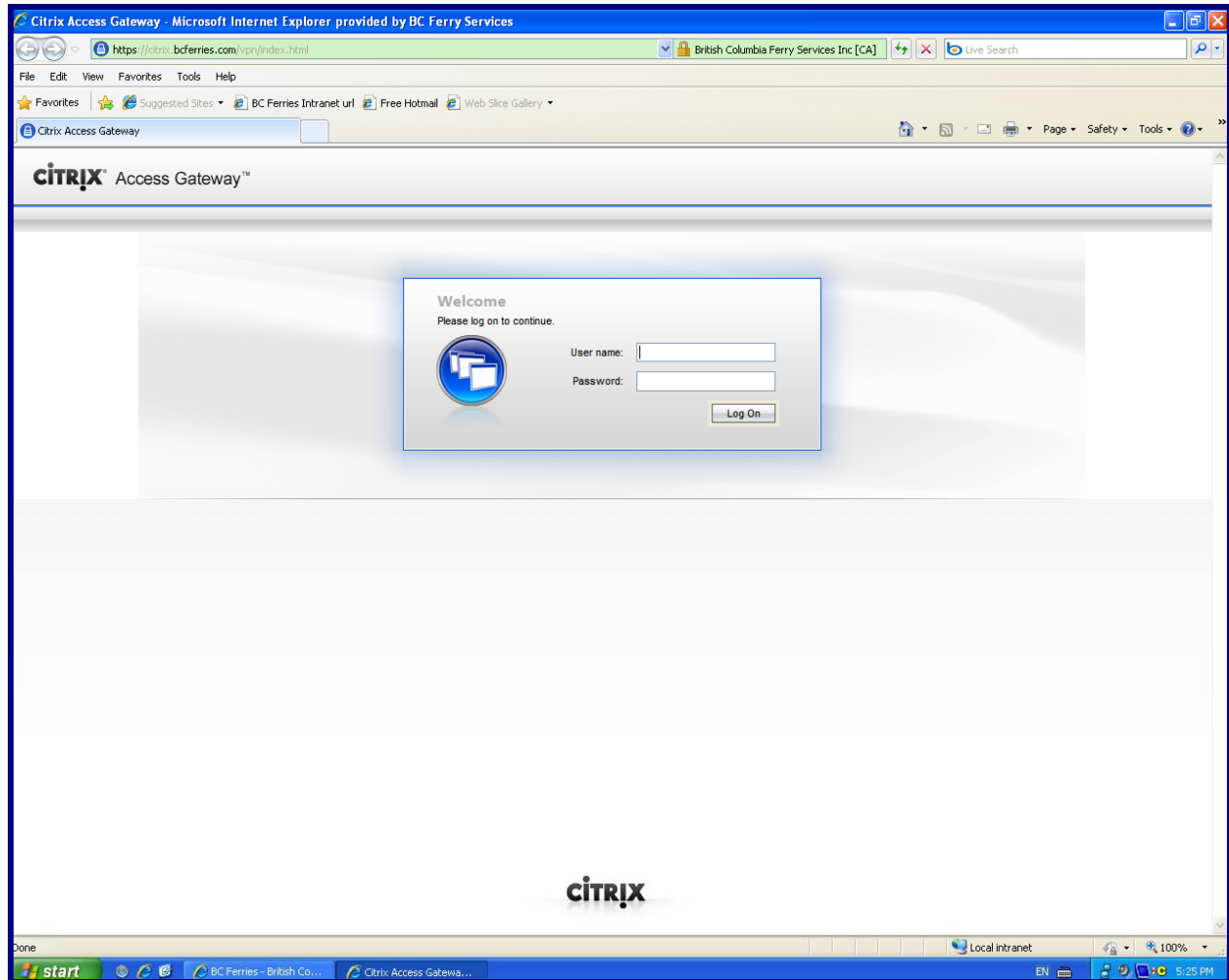
What should I be aware of once I log in?

- The look and feel of your desktop is “virtually” the same.
- To support quick response times, colours and menu graphics have been toned down, but the functionality remains.
- Build your Outlook signature once and it will remain for future Citrix sessions. This is the same for Macros and your Favorites/Bookmarks.
- If you are currently using eSSO  (Enterprise Single Sign On), you will be prompted to enter your credentials for first time application use. [Click here to find out more about using eSSO](#)
- Launching an application produces a “launching window”. The first time you open an application in your Citrix session, it will take about 30 seconds to load – subsequent applications will load much faster. This is normal behaviour each time you use Citrix.

Using Citrix

I'm excited to use Citrix – what do I do next?

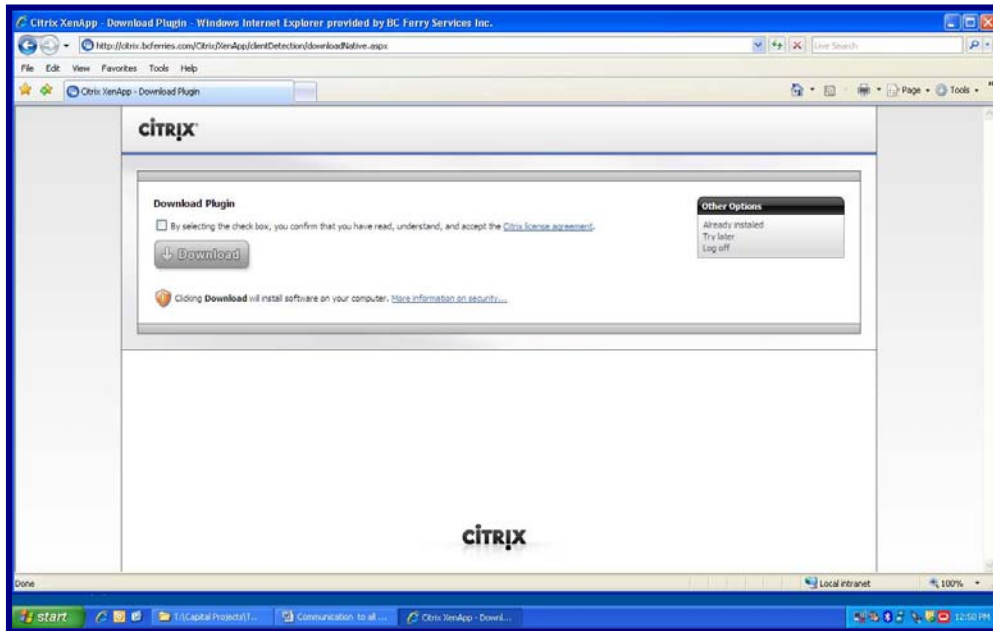
The first time you log into the Citrix Web Interface you may be required to add a Web Client. It should not be necessary after the first installation unless you change computers or browsers.



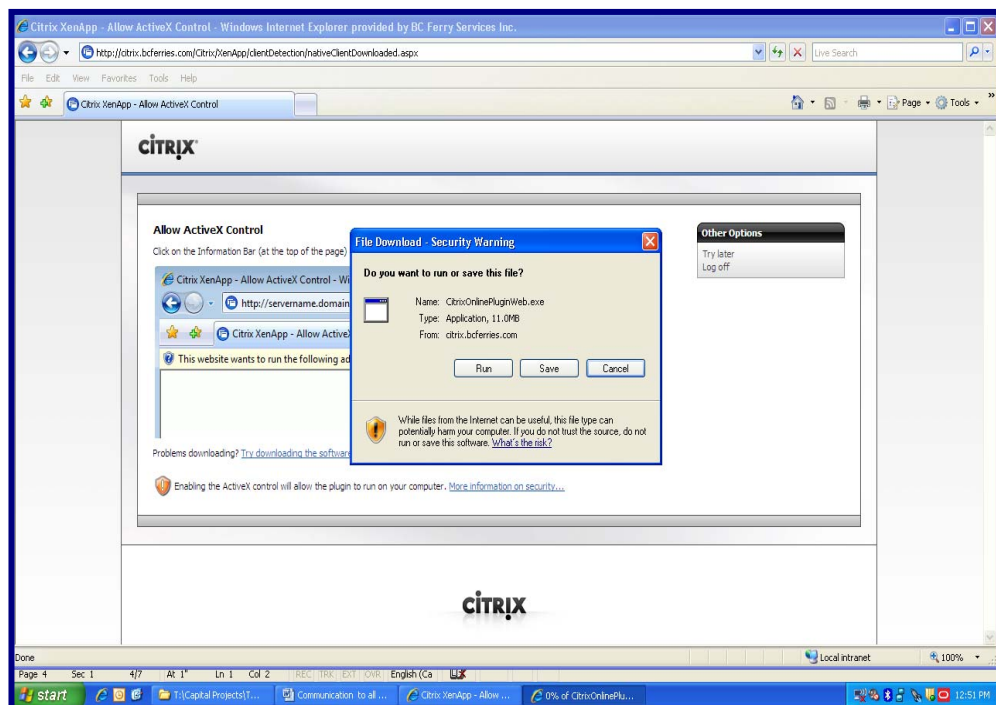
1. Once you are logged into the Citrix Web Interface, you will see three menus. If you are logging in for the first time or have not downloaded the PlugIn, select **Messages**.



2. Download the **Plugin** by checkmarking the check box and clicking “Download”.



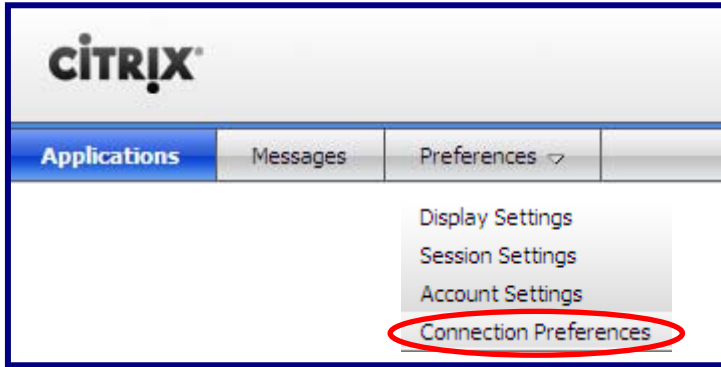
2. If prompted, click **Run** to run the ActiveX control and install it on your computer.



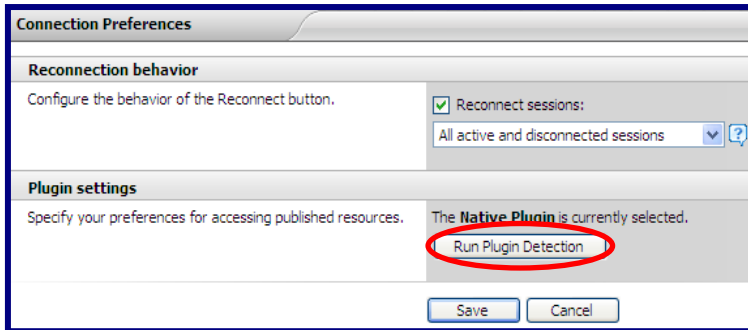
If you are unable to run the Plugin or having problems downloading, you can try one of two options:

Option 1

- a. On the Citrix Web Interface click on **Preferences** and select **Connection Preferences**.

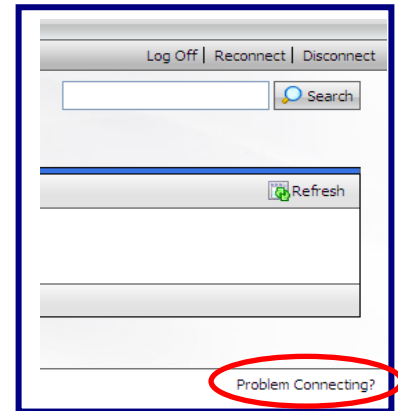


- b. Click the **Run Plugin Detection** button and follow the prompts.



Option 2

- a. Click the **Problem Connecting?** link located to the right of the Web Interface



If continue to have problems installing the Plugin, you may need to turn off your pop-up blockers and also add the Citrix Web Interface to your Trusted Sites in Internet Explorer.

Turning off your Pop-up blockers

1. Open Internet Explorer
2. On the Menu bar, click **Tools**
3. Select **Pop-up Blocker** and highlight **Turn Off Pop-up Blocker**

If it displays Turn On Pop-up Blocker, your pop-up blockers are already turned off

Adding Citrix to your Trusted Sites

1. Open Internet Explorer and browse to the Citrix Web Interface
2. On the Menu bar, click **Tools**, then **Internet Options**
3. Click on the **Security** tab and highlight **Trusted Sites**, then click on the **Sites** button
4. The Web Interface URL should appear under "Add this website to the zone". Click **Add** to add the site into the **Trusted Sites** security zone
5. Click **OK** to close the window and initiate the changes

Once the Plugin is installed, select the link which displays for your profile.

This will either be the **BC Ferries Citrix Desktop** link or the **BC Ferries Intranet** link.

Windows Vista

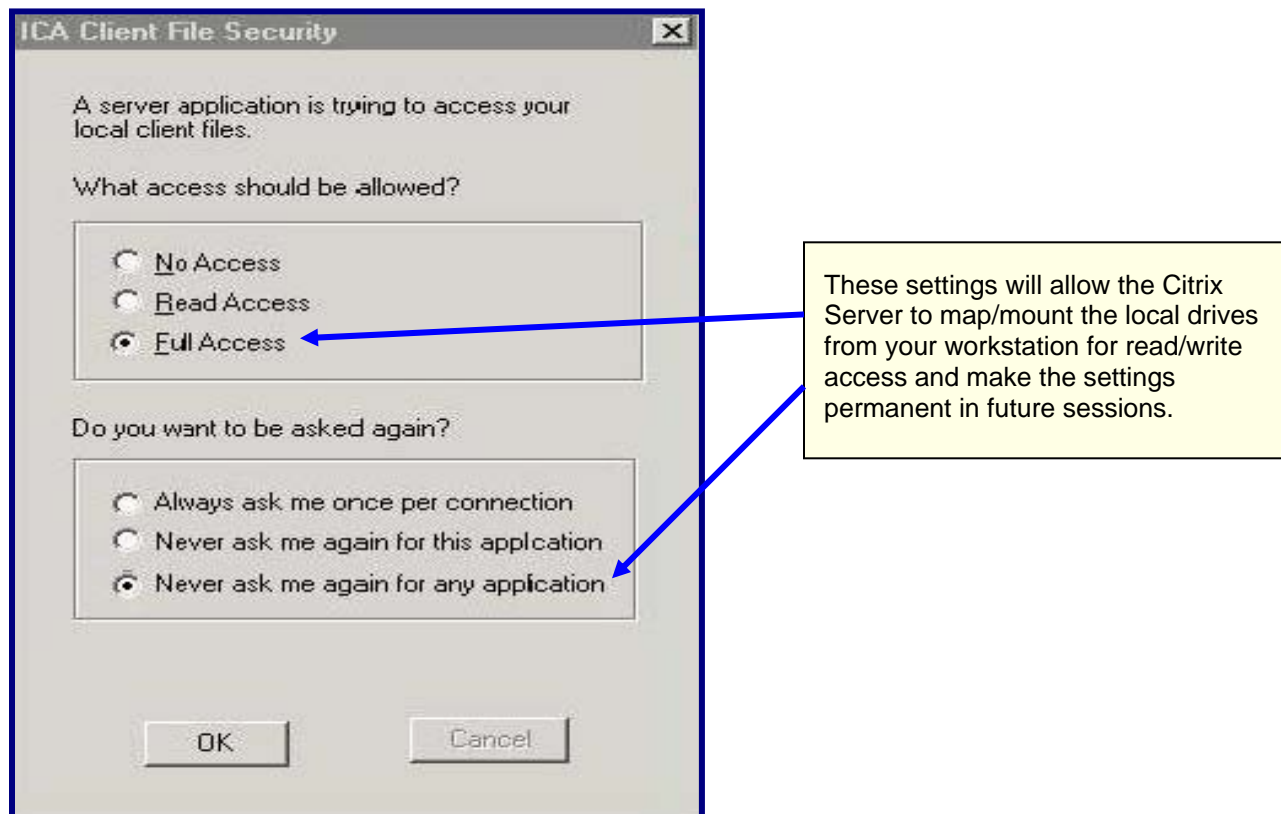
Windows Vista may prompt you to run the program after loading it once or twice. Click **Run**.



I receive an "ICA Client File Security" dialogue box. What settings do I use?

When I first successfully log into a Citrix Desktop Server, I receive an "ICA Client File Security" dialogue box. What settings do I use?

The settings should be as follows:



How do I get the MAC Citrix client?

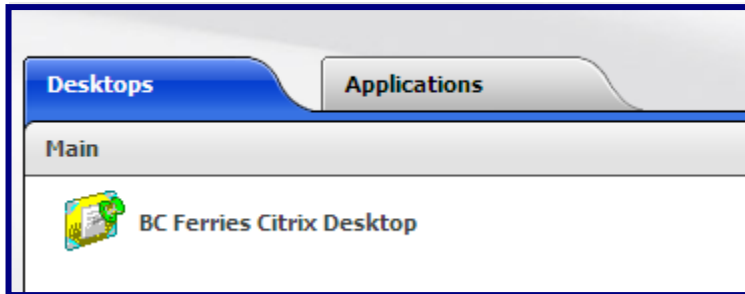
Click on the link below and download the latest **Citrix online web plug-in** for your operating system and version. Once installed, you should be able to access everything as any other client.

<http://www.citrix.com/English/ss/downloads/details.asp?downloadId=2315306&productId=1689163&ntref=clientcenter>

How do I access my Citrix Desktop?

Once the client has loaded, depending on your network profile, you will see one of two screens on the Citrix Web Interface:

1. Screen with two tabs - **Desktops** and **Applications**

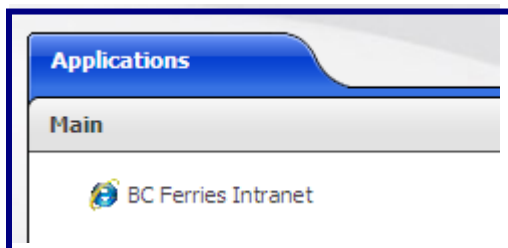


The **Desktops** tab has the full BC Ferries desktop (Operating System, Microsoft Office including Word & Outlook, and other standard BCF applications). It will not display icons you have personally added to your workplace desktop.

The **Applications** tab will have the standard applications listed individually.

Once selected, it normally takes approximately 30 seconds to launch the webpage.

2. Screen with one tab – **Applications** (**Vessel based and other employees**)






Customers with the **Applications** tab only and the **BC Ferries Intranet** link will have access to the Employee Home Page and links within the Intranet. For example: Employee Self Service

Once selected, it normally takes approximately 30 seconds to launch the webpage.

How do I end my Citrix session?

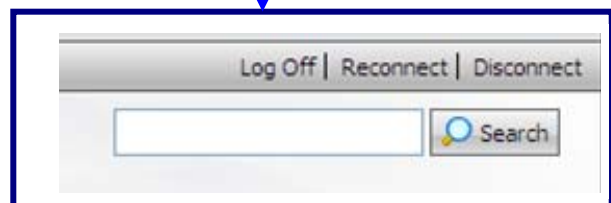
When you have finished your session, it is important you do a proper log off:

Step 1

- If you are connected via the **BC Ferries Intranet** link, close the application by clicking the  on the top right corner of the screen.
OR
- If you are connected via the **BC Ferries Citrix Desktop** link, click **Start** then **Log off** and select **Log Off** again.
OR
- If you have accessed any applications under the  tab, close the application by clicking the  on the top right corner of the screen.

Step 2

Once you are back on the Citrix Web Interface main screen, click **Log Off** (located to the right of your screen).
If you **Disconnect** for any reason, your session will remain active until you log on again. No data should be lost.



What about Drive Mappings/USB Device?

Any network drive or local USB device will show as a drive letter in your Citrix published desktop. Your local drives from your Windows workstation are automatically mapped by Citrix.

BC Ferries has a script in place that will map most of your custom drives for you when connecting from work. When you connect from home, Citrix will map your local client drives for you.

Potentially, your Local C: drive and other drives will be re-mapped.

For example:

- Your C: drive may not display as C: but may display as E:
- Your USB device will be mapped to an available single drive letter

Note: Drive mappings will not display if your profile only has the **BC Ferries Intranet** link

How do I print in my Citrix session?


By default, your locally configured printers are automatically re-created for you when your Citrix session is established.

For example:

If you have a locally connected or networked printer, it will display in your Citrix session under Printers and Faxes.

Note: Any printer not connected to your computer will not display in your Citrix session and you will be unable to add it to your Printers and Faxes.

Citrix Best Practices

- For customers with the **BC Ferries Citrix Desktop** link, please ensure you completely log off your Citrix session once you have finished. To properly log off, click the **Start** menu, then **Log Off** and select **Log Off** once again. If you disconnect for any reason, your session is still idled, using systems resources. For example, any opened files you have not closed. Once you are back on the Citrix Web Interface main screen, click **Log Off** (located to the right of your screen).
- For customers with the **BC Ferries Intranet** link, simply close the Citrix session by clicking the  on the top right corner of the screen. Once you are back on the Citrix Web Interface main screen, click **Log Off** (located to the right of your screen).
- To enhance your Citrix experience, if you currently have an F: drive, we recommend you save your data on your F: drive and have a shortcut on the Citrix desktop pointing to that data (Select the **F:** drive, right click and select **Create Shortcut**).

Citrix FAQs

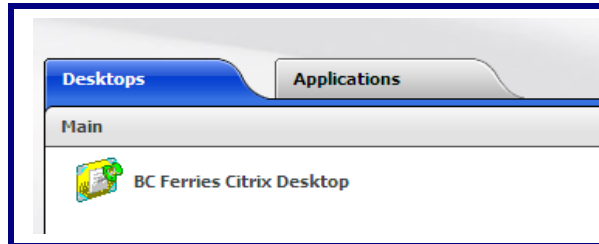
How long before an inactive Citrix session is terminated?

Your session will be terminated after 3 hours of idled time (no activity).

What applications are being hosted on the current Citrix farm?

Standard applications for general Citrix access are included in the **BC Ferries Citrix Desktop** link. These are:

- MS Word
- MS Excel
- MS Outlook
- MS PowerPoint
- Adobe Reader
- Internet Explorer



You will only see those applications for which you have access. All other applications require approval before access can be granted.

What browsers are supported by Citrix?

Internet Explorer Version 6.0 - 8.0 on Windows and Mozilla Firefox Version 1.0 – 3.0 on Windows are supported by Citrix. In addition, Citrix has increased support of browsers such as:

- Firefox on Linux and some MAC versions
- Safari on MAC
- Netscape on Windows and MAC

We encourage customers connecting to the BC Ferries Web Interface to use **Internet Explorer** for Windows operating systems and Safari for MAC operating systems. Google Chrome on Windows is not officially supported by Citrix.

I receive a Certificate error when trying to log into my Citrix session

If you receive the error **You have chosen not to trust the 'VeriSign Premium Server CA' the issuer of the server security certificate** – could also be **Thawte** or any other Certificate issuer, when accessing from home or from an external site (outside of a BC Ferries office), then you may need to upgrade your Root Certificate Updates from Microsoft.

Do a Google search on "Windows Root Certificate Update" and download the latest Update available. This is a free download from Microsoft and will not affect your computer at all. This should only be an issue from home, not from a BC Ferries office or Desktop asset.

I still have questions / require further assistance?

If you require further information or assistance, the Service Desk is available 7 days a week.

Hours of Operation

- Monday to Friday: 07:00 – 19:00
- Saturday, Sunday and Statutory Holidays: 08:00 – 18:00

Contact Phone: 250-978-1234

Toll Free: 1-866-515-1234

Email: sos@bcferries.com

Fax: 1-866-280-0172