



THE UNIVERSITY  
of ADELAIDE

# Information Technology & Digital Services

# Installing Citrix Workspace

# Ubuntu

## Introduction

This guide will assist you in setting up the required software for ADAPTSTAFF. This will only need to be done once per computer.

This guide applies to Ubuntu 14. Other Linux versions may vary for configuration and setup.

## Requirements

The Citrix Workspace client install must be completed.

## Procedure

### Pre-Requisites (64-bit only) Enable i386 Multiarch

Citrix Receiver for 64-bit systems has a lot of dependencies on packages from the i386 architecture. If you are using 64-bit Ubuntu and have not already configured i386 multiarch, you must configure it by running:

- `sudo dpkg --add-architecture i386`
- `sudo apt-get update`

## Receiver Download

1. Open Firefox and visit

<https://www.citrix.com/downloads/citrix-receiver/linux/receiver-for-linux-131.html>

- Near the bottom of the page, select either "For 64-bit Systems" or "For 32-bit Systems" as appropriate.

The screenshot shows a list of download options for Citrix Receiver on Linux systems. It is divided into two sections: "For 32-bit Systems" and "For 64-bit Systems".

**For 32-bit Systems:**

- USB Support Package (ARMEL Package) [MD5] 3A2965FB7F56C7494F007DE7C94F3576, File Size: 50KB, File Type: .deb
- Receiver for Linux (ARMHF Package) [MD5] 2502E2A3D15A946381D99D7C7C6A3016, File Size: 11.9MB, File Type: .deb
- USB Support Package (ARMHF Package) [MD5] 742191B86CE164F3976F6F6E771638C7, File Size: 49KB, File Type: .deb

**For 64-bit Systems:**

- Receiver for Linux [MD5] 9B54EBBF93AF8F858721F343F578FC11, File Size: 14.5MB, File Type: .deb
- USB Support Package [MD5] 5B1094E616C69DD4D0EAB638773E8381, File Size: 51KB, File Type: .deb
- Receiver for Linux [MD5] AFA8D0BA96E38F92709C483B54698E12, File Size: 14.7MB, File Type: .tar.gz

At the bottom, there is a link for "Additional Components".

- Look for "File Type: .deb" under the Download buttons.
- Download the "Receiver for Linux" package.
- Optionally download the "USB Support Package". This package provides support for passing USB devices from your local Ubuntu machine into the remote Windows session (if your Citrix server is configured to allow that).

## Install the package(s) and dependencies

- `sudo dpkg -i icaclient-*.deb ctxusb-*.deb`
- `sudo apt-get -f install` # Install dependencies and finish configuring the package(s)

## Add SSL certificates

By default, Citrix Receiver only trusts a few root CA certificates, which causes connections to many Citrix servers to fail with an SSL error. The 'ca-certificates' package (already installed on most Ubuntu systems) provides additional CA certificates in `/usr/share/ca-certificates/mozilla/` that can be conveniently added to Citrix Receiver to avoid these errors:

- `sudo ln -s /usr/share/ca-certificates/mozilla/* /opt/Citrix/ICAClient/keystore/cacerts/`
- `sudo c_rehash /opt/Citrix/ICAClient/keystore/cacerts/`

## Configure Citrix Receiver

- `/opt/Citrix/ICAClient/util/configmgr &`

To map drives (to allow access to files on your local Ubuntu machine via a share drive in the remote Windows session), see the "File Access" tab.

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## (64-bit only) Fix Firefox plugin installation

11. `sudo rm -f /usr/lib/mozilla/plugins/npwrapper.npica.so /usr/lib/firefox/plugins/npwrapper.npica.so`
12. `sudo rm -f /usr/lib/mozilla/plugins/npica.so`
13. `sudo ln -s /opt/Citrix/ICAClient/npica.so /usr/lib/mozilla/plugins/npica.so`

With Citrix Receiver 13.1, the 64-bit version of Citrix Receiver switched from a 32-bit plugin (using `nspluginwrapper` to allow it to run within a 64-bit browser) to a native 64-bit plugin. However, the install script still configures the plugin to run within `nspluginwrapper`, which doesn't work with a 64-bit plugin. The above will reconfigure the plugin to run without `nspluginwrapper`.

## Configure Firefox

14. In Firefox, go to Tools -> Add-ons -> Plugins, and make sure the "Citrix Receiver for Linux" plugin is set to "Always Activate".

Starting in Firefox 32, plugins are set to "Ask to Activate" by default, but for some reason the activation prompt is never displayed for the Citrix Receiver plugin, so the plugin will not work unless it is set to "Always Activate".

## Configure Chrome/Chromium

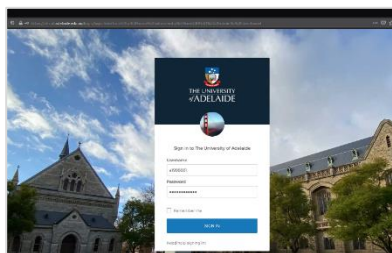
To use Citrix Receiver in Chrome and/or Chromium, run:

15. `xdg-mime default wfica.desktop application/x-ica`

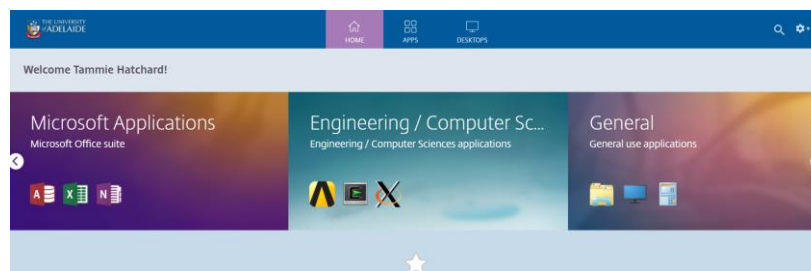
## Access to ADAPT post Citrix receiver install:

1. Navigate to <https://adaptstaff.adelaide.edu.au>, add this page to your favourites
2. You will automatically be taken to the Multi-Factor Authentication (MFA) Okta to log in and authenticate. If you have not yet registered for MFA, registration instructions are available in the [MFA guide](#) or on the [MFA Webpage](#)

Enter your university Username eg: a1234567, your Password and click Sign in



3. After authenticating, you will return to the ADAPT desktop page where you can access University systems, data and your desktop

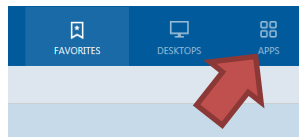


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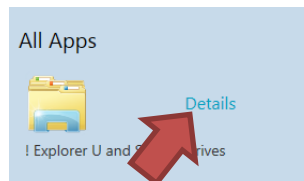
## Adding applications

Method # 1:

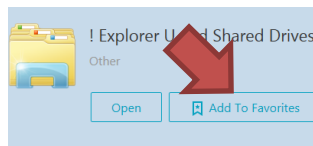
- Click on the “Apps” tab to add applications



- Click Details on the application you would like to add to your Favorites

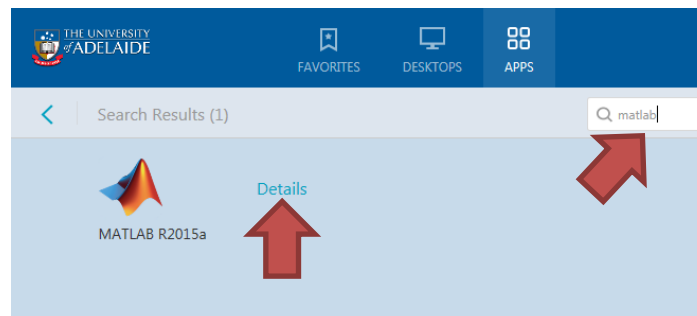


- Click Add to your Favorites

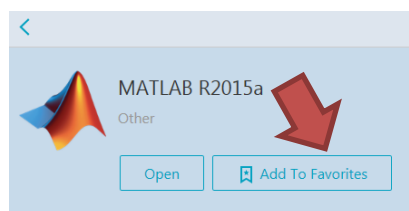


Method #2: You can search for the apps you want. In this example, we add “Matlab” as a favourite app.

- Enter “matlab” in the search box as shown below, click on the Details of Matlab icon.



- Add to Favorites



For future access to ADAPTSTAFF, now Citrix receiver is installed and configured  
Open Firefox or Chrome and navigate to the following link <https://adaptstaff.adelaide.edu.au>

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## Alternative Citrix receiver download

Citrix provide the Citrix receiver client via <http://receiver.citrix.com/>

## Contact Us

For further support or questions, please contact the Service Desk on +61 8 8313 3000 or [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au)

<http://www.adelaide.edu.au/technology/yourservices/learning-teaching/adapt/>

## Credit

[Thankyou Ubuntu support community wiki](#)

## Known Issues / Workarounds

- If you are running KDE 4.10 or later: In System Settings, make sure GTK is set to a theme other than **Oxygen**. The Oxygen theme seems to cause the Citrix Receiver to constantly crash when trying to launch full screen applications (such as Terminal Servers or VDI).
- Some people have experienced problems with Citrix Receiver 13.0 showing only random fragments of windows. It is not clear if this is a bug in the graphics library that Citrix has adopted with this version and/or its interaction with certain Citrix server configurations. If you experience this, you are likely to have better success with version 12.1, see [Citrix|ICAClientHowToOlderVersions](#). The behavior of Citrix Receiver 13.1 for the affected people has not yet been determined.
- There is a bug in Citrix Receiver 13.1.0.285639, that the receiver cannot be started from unity. The problem is a missing hash in a parameter, as a workaround it can be fixed by executing the following command. The problem and and solution are also described here: <http://discussions.citrix.com/topic/358076-deb-package-uses-icaroot-instead-of-icaroot-spelling-error/#entry1844542>
  - In the file /usr/share/applications/selfservice.desktop it reads:
  - Exec=/opt/Citrix/ICAClient/selfservice -icaroot /opt/Citrix/ICAClient
  - This is wrong. Try yourself when you start from terminal:
  - /opt/Citrix/ICAClient/selfservice: invalid option -- 'i'
  - Usage: /opt/Citrix/ICAClient/selfservice [options]
  - -?, --help this message
  - -r, --icaroot the root of the receiver installation
  - So changing the '-' to '--' double hash makes it work.

```
sudo perl -pi -e 's/ -ica/ --ica/g' /usr/share/applications/selfservice.desktop
```

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For further support or questions, please contact the ITDS Service Desk on +61 8 8313 3000 or [servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au)

<http://www.adelaide.edu.au/technology/yourservices/learning-teaching/adapt/>