XenApp & XenDesktop Documentation
Help Desk (202) 994-8096
www.columbian.gwu.edu/ots

Columbian College
Office of Technology Services
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Important Note:

• All servers reboot at 7:00 PM on Monday of each week. Any information, calculations, or applications that remain open will be lost and unable to be retrieved.

• Instructions are valid for Mac OS X 10.8 and Windows 7.

• Google Chrome is not supported by Citrix Receiver for Mac OS X or Windows 7.
IA. Installing the Citrix Receiver for Windows

1. Open your browser (IE, Firefox, or Chrome) and go to http://access.ccas.gwu.edu

2. Once the page loads, you will see:

3. Click on the green INSTALL button, don’t forget to check the button agreeing to the terms and conditions.

4. Click Run in the pop up box that appears:
5. The computer will ask *Do You Want To Allow The Following Program To Make Changes To This Computer?* Click *Yes*

6. An Installing progress bar will appear

7. A green check mark and the words “Installation completed successfully” will appear

8. An Internet Explorer Security box may pop up asking you to allow Citrix Systems, Inc access. **Check the box** “Do not show me the warning for this program again” and Click **Allow**
9. You will then be redirected to http://access.ccas.gwu.edu and request a Username & Password. **These credentials are the same as your CLOUD account**

10. If this is shown, installation is 100% complete

The steps to install the receiver will only need to be done one time for each computer you may use.
IB. Installing the Citrix Receiver for Macintosh

1. Open your browser (Safari, Firefox, or Chrome) and go to http://access.ccas.gwu.edu

2. Once the page loads, you will see:

3. Click on the green **INSTALL** button

4. This will open a new window on CITRIX.COM
5. Select **Download now**

Looking for Citrix Receiver?
Download the free client software to access your apps and desktops.

[Download now](#)

6. Click **Download Receiver 12 for Mac**
7. On the downloads page click **Download File**

8. The installer will automatically download to your downloads folder
9. Double click on CitrixReceiver.dmg to open

10. Click Install Citrix Online Plug-in.pkg
11. Click Continue, Continue, Agree, Install. It may prompt you for your computer password.

12. After entering your password, you will be prompted to add an account. Leave this box empty and click continue.
13. Click close once the green completed arrow is displayed.

14. Close your browser and reopen it. Then, browse to http://access.ccas.gwu.edu

13. If this is shown, installation is 100% complete.
II. Logging in to the Access Gateway

1. Navigate to http://access.ccas.gwu.edu

2. Log in to the access gateway using your cloud username and password. Then, click log on

3. Once logged in, a list of applications will display. Click on the application you wish to launch. Otherwise, click the tab for Desktops and click on the appropriate desktop.
4. The application will launch after a few seconds. You may see the XenApp Icon

or appear in the taskbar/dock as the program opens. Once open, you will see the application's icon in the taskbar.
III. Opening and Using a XenApp Application

Once an application is open, there are multiple options for saving and accessing files. For example, within Microsoft Office products, the options will show:

1: **Group:** The group drive is the shared folder accessed across a user’s particular department. This will include the department’s finance and administrative folders.

   **NOTE:** Whereas the department folder is visible to all members of the department, the Department Finance folder will be limited in visibility to only the Department Chair and the senior administrative staff member. The Department Administrative folder will be visible only to the Department Chair and all administrative staff.

2: **UserHome:** This drive will house all files from your GWU Computer that has been joined to the Columbian College Cloud Infrastructure. When clicking on a username, you will then see the users’ documents, desktop, downloads, etc. The following breakdown describes user storage quotas:

   **Faculty** - All full-time faculty receive a 100GB quota for their personal home folder. This storage is intended for general University use in the areas of administration, instruction, and research.

   **Staff** - All staff receive a 10GB quota for their personal home folder. This storage is intended for general University administration and support of faculty instruction and research.

   **Students** - Students receive ColumbianIDs on an as-needed basis depending on their course enrollment. Quotas are established on a per-course basis.

   Users will be notified if their storage quota has been reached or is near the limit. Users may request additional storage space on a cost-per-gigabyte basis.

3: **CD/DVD Drive:** This drive will load any physical disks that may be inserted in the computer the user is accessing the XenApp/XenDesktop Session from. This is a local drive to the actual computer.

4: **Local Disk (C):** This drive is the local hard drive of the computer used to access the XenApp/Desktop Session. When clicking this, user’s will be required to grant Read & Write Access permission. This will show all files that are saved to the physical hard drive and will allow users to open local files in a XenApp/Desktop Session. Once opened, users can choose to Save As.. and choose a Cloud-based location (1 or 2 above). This will ensure the file is accessible from any location that the user logs on from.
IV. Printing from a XenDesktop/XenApp Session

**Note**: In a XenDesktop/XenApp Session, users will have the option to print to their local printer installed on the physical computer or the GWU Printers that are mapped to users from the Columbian College Print Servers.

1. In an application, choose **File > Print**

2. The list of printers will appear similar to the following:

   1 & 2: **Name of Printer on PRT-001.cloud.ccas.gwu.edu** - These printers will be printers mapped to users based on their group membership. Printers ending in “on PRT-001.cloud.ccas.gwu.edu” will be printers located in GW offices and buildings.

   3: **Adobe PDF** – Printing to this printer will allow users to save the current file as an Adobe PDF document. The user will be prompted with a location to save their document and may choose from any location found in Section III.

   4: **Name of Printer (from ComputerName)** – Printers that include a users local computer name as the suffix are printers locally installed on the users machine. This should be used to print a document to home printers or those printers that are not shared on the GW Network.
V. Disconnecting from a Windows XenApp Session

Note: Disconnecting from a XenApp Session allows the application to remain open on the server. This should be used to ensure that the programs run when your computer is logged off or turned off. This is most often used when running calculations overnight.

1. While running a XenApp session, the Citrix Connection Center is running in your taskbar. To access the Citrix Connection Center, click on the arrow in the bottom right of the taskbar.
2. Then, click on the Citrix **Connection Center icon**

3. This will display a specific server (such as XA6-001) with a list of open programs below it. Click on the **program** you wish to leave open (For example, click on 2-Sata/MP 112). If you would like to **leave all programs open**, click on the actual server (For example, click on XA6-001 as shown in Step 2).
4. Next, choose **Disconnect** on the right side. This will disconnect the session, but remain open on the server.
5. The Citrix Connection Center will ask you to confirm that you would like to disconnect. Choose **yes**.

![Citrix Connection Center](image)

6. You have successfully disconnected from the server or application and will be able to reconnect at any time.

   a. Note: The server reboots at 7pm on Monday nights. Any sessions that remain open will be logged off when the server reboots. Ensure all sessions are completed and saved by 7:00 PM on Monday.
VI. Disconnecting from a Macintosh XenApp Session

Note: Disconnecting from a XenApp Session allows the application to remain open on the server. This should be used to ensure that the programs run when your computer is logged off or turned off. This is most often used when running calculations overnight.

1. Right-Click the Citrix Viewer Icon in the dock.

2. Click **Quit**
VII. Logging off a Session

Note: Logging off of a session shuts down any applications that are open. These sessions are unable to be reconnected.

1. To log off of a session, you may close the program by hitting the "X" on the application you have open. Remember, this should be used only if you are completely done with the application and do not need to save any work or run any calculations.
VIII. Reconnecting Previous Session(s)

1. Browse to [http://access.ccas.gwu.edu](http://access.ccas.gwu.edu) from Internet Explorer or Safari (Do not use any other browser)

2. Log in to the gateway using your cloud username and password.

3. After login, hover your mouse over the Log Off button. *Do Not Click*

4. Then click on Reconnect

5. This will reconnect any sessions that have been previously disconnected.
IX. Configuring iOS Citrix Receiver (Optional)


2. After installing, click on **Add Account**

3. In the **Address** field, enter: [https://access.ccas.gwu.edu](https://access.ccas.gwu.edu)

4. Tap **Next**
5. The description field will auto-populate to say “Gwu Virtual Apps”

![Image of the verified screen with fields filled in: Address, Description, Username, Password, Domain.]

6. Enter your *Columbian ID* and *Password* and then enter in: *Cloud* for the domain.

7. You will then see a list of your applications. Tap on the desired XenApplication or XenDesktop to launch.

![Image of a Citrix Receiver screen showing a list of applications.]