

Citrix in a Nutshell

What is Citrix?

Citrix is a client-to-server-based enterprise application that provides secure, single point of access to other enterprise applications and information. The server is located at the American Arms Office Tower in Wiesbaden, Germany and is only accessible from the DoDDS-E network. Clients use the processing power of the Citrix server through a Citrix client-based connection that provides a consistent user experience anywhere, anytime, using any device, over any connection.

How has Citrix improved DoDDS-E Enterprise Applications and Information?

Citrix provides a new and improved way for DoDDS-E personnel to access applications and information that was inaccessible in the past due to geographical constraints and incompatible platforms. Citrix opens a whole new dimension for users by making these applications readily available, based on user permissions and rights, regardless of platform, which can be managed centrally and conveniently by IT personnel. MMS is but a first step in empowering employees to take control of their own district or school's data. In the future, more applications and other information will be made available using the Citrix vehicle.

How will Citrix impact my school/DSO?

Citrix will offer an efficient means of providing access to large database applications and information over the internet. There will be some preliminary steps that must be taken to ensure that Citrix runs trouble-free on your local workstation. The process will be explained in detail on this document. Since access to the Citrix server is in Wiesbaden, network traffic will increase slightly. However, the Citrix process has been optimized to perform effortlessly through connection of varying speeds.

How will Citrix benefit my school/DSO?

Users from the district and school levels will have the following benefits:

- Citrix will provide a new and improved way of deploying enterprise applications to any user in DoDDS-E over any connection, using any platform
- MMS will be accessible without any major software development, or special access installation procedures
- Future applications will be accessible using the same Citrix connection
- Access to enterprise applications is available using the user's existing Novell account
- Permissions and access to applications are centrally managed at the top level, allowing the local Administrative/Education Technologist to focus on supporting users at their locations.

Who do I contact if I have questions not answered in this Guide?

- Technical Questions for connection and password issues: Reference the "CITRIX Support Manual". If questions remain, contact your DSO AT (or IT Support at DSN 338-7941)
- Also, you may wish to review the Troubleshooting Access Guide at the end of this document.
- General MMS User Issues (Navigation, reports, roster population questions):
 - DSO: Contact Manpower Office at DSN 338-7349 (Greg) or 338-7726 (Don)
 - Schools: Contact your key DSO MMS contact.

Purpose of this Guide: To familiarize DoDDS-E personnel on the successful authentication and access to the Citrix server and the available applications.
This section will provide step-by-step instructions on how to access the Citrix server.

Connecting to Citrix:

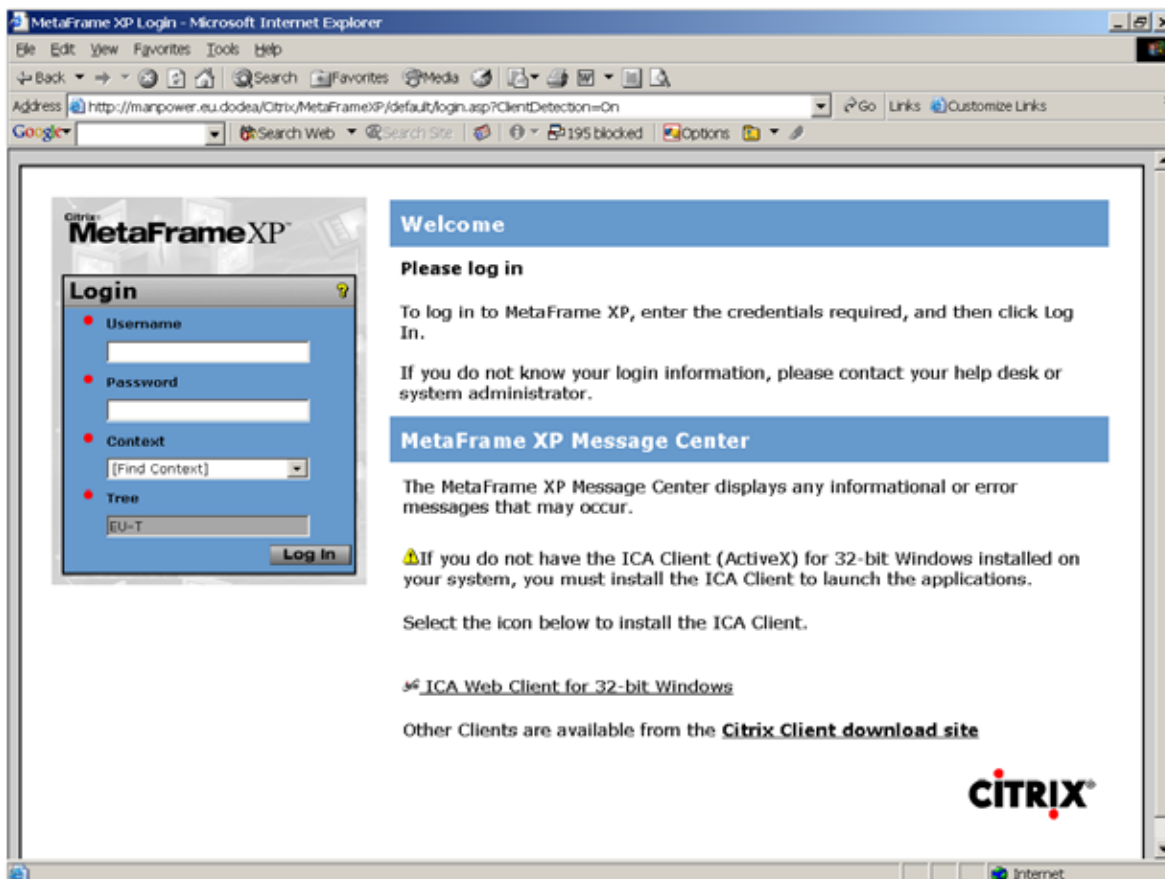
Users will connect to the Citrix server through an internet browser to access enterprise applications such as MMS. At the first attempt to connect, you must install the Citrix ICA Web Client, if you do not have it already. Other than that, there is nothing else needed to connect to the Citrix server and access the applications. For a selection of problems in establishing a connection, see the troubleshooting section.

Below is the process on how to access the Citrix server.

Step 1: Start up your internet browser. Type: *manpower.eu.dodea* in the URL Address box.

In case this name does not get resolved, you do not have the DODDS-E internal DNS servers configured in your TCP/IP setup. (as administrator, open up TCP/IP properties of the Network Card, select the DNS tab, enter 10.7.18.14 as the first DNS server, and 10.7.49.18 as the secondary, this should resolve this problem)

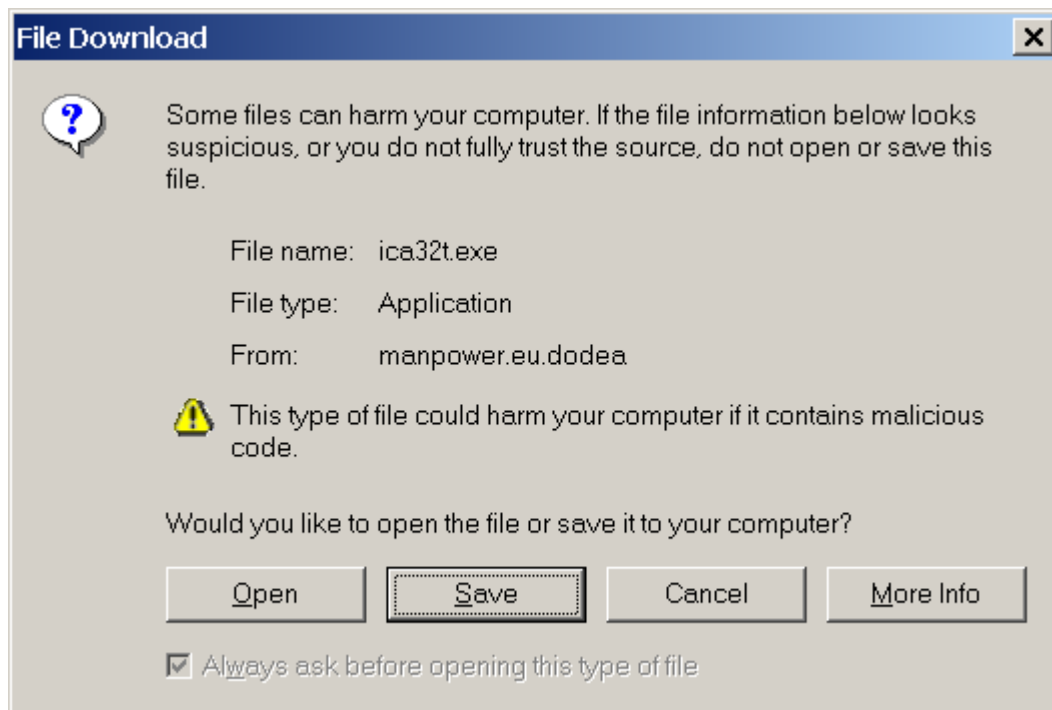
Now you will see the following screen:



Step 2: For new users, you must first click on the “ICA Web Client for 32-bit Windows” link.

If unsure, clicking this link will install the client again. Otherwise continue with Step 14.

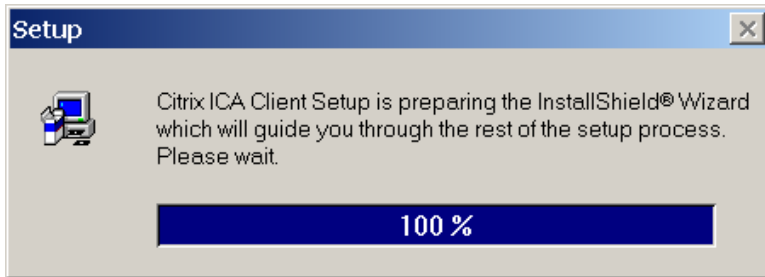
Step 3: The File Download window will appear. Please click on Open.



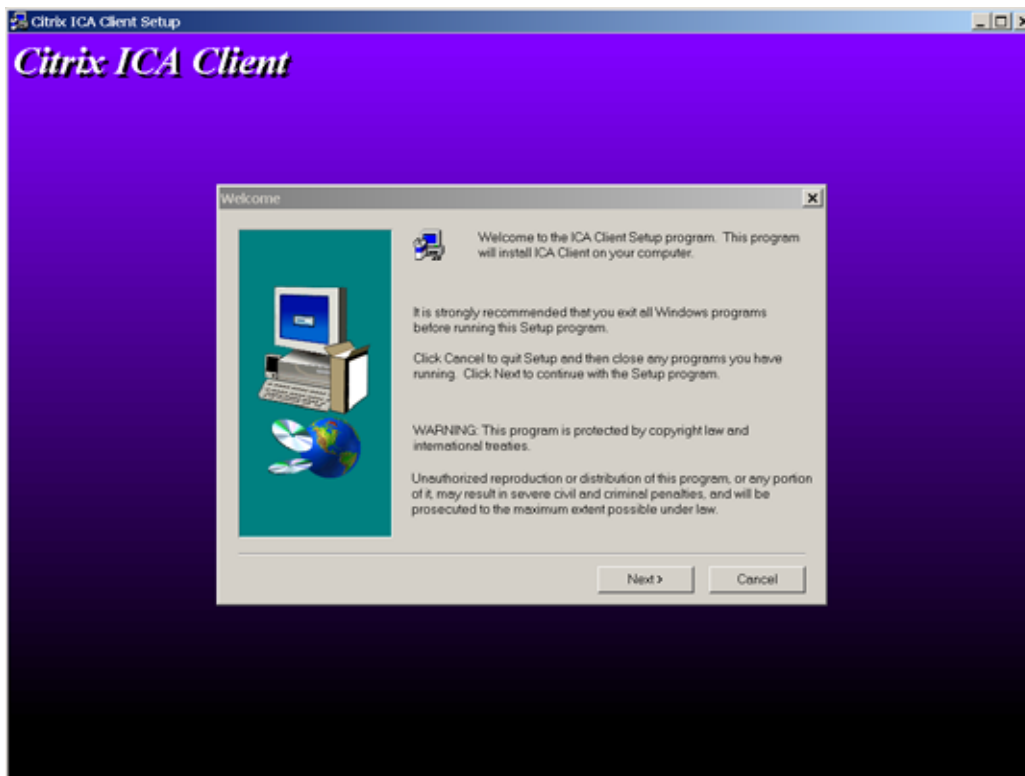
Step 4: The InstallShield Wizard will guide you through the installation. Please click on Next.



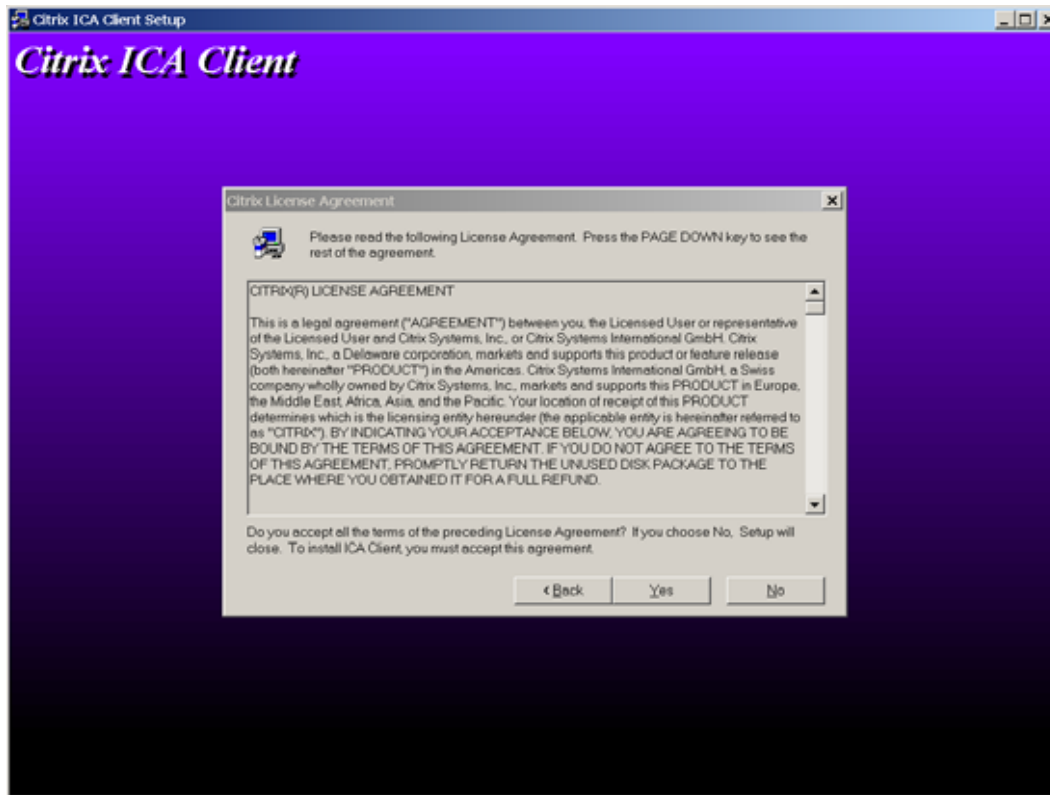
Step 5: You will see a few windows flash momentarily including the Setup window below.



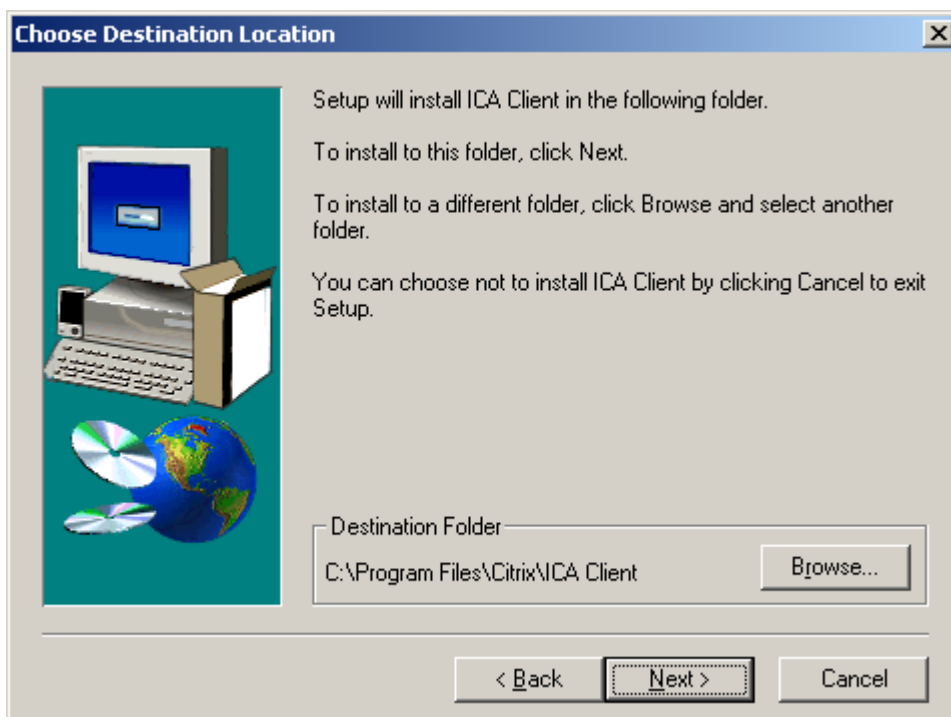
Step 6: The welcome window will appear next. Please click on Next.



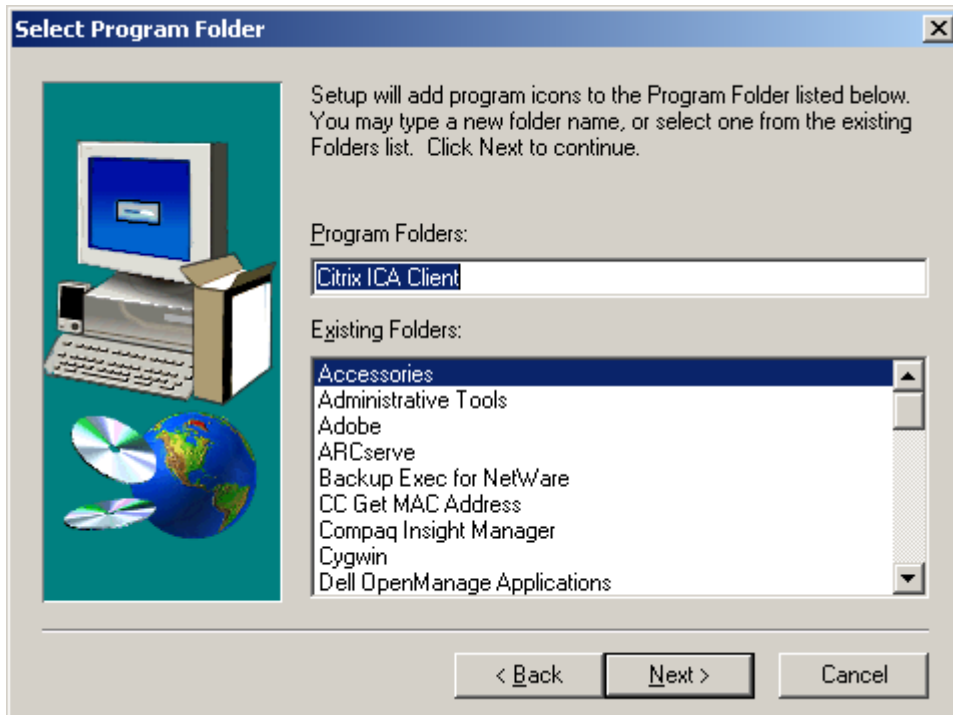
Step 7: The “Citrix License Agreement” window will appear. Please click on Next.



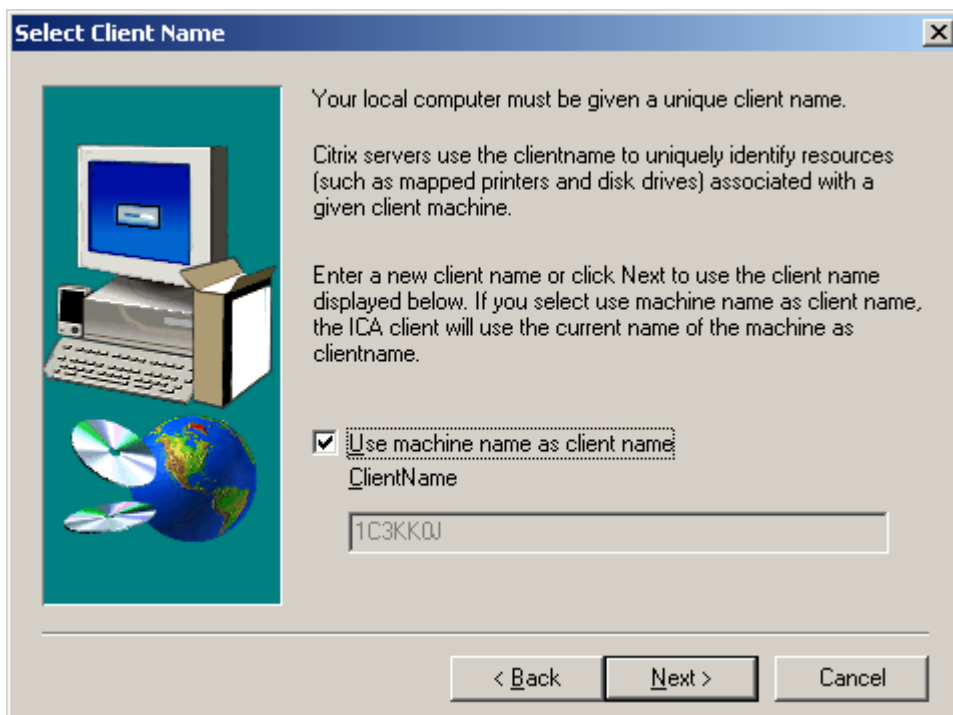
Step 8: The “Choose Destination Location” window will appear. Accept the default destination folder and click on Next.



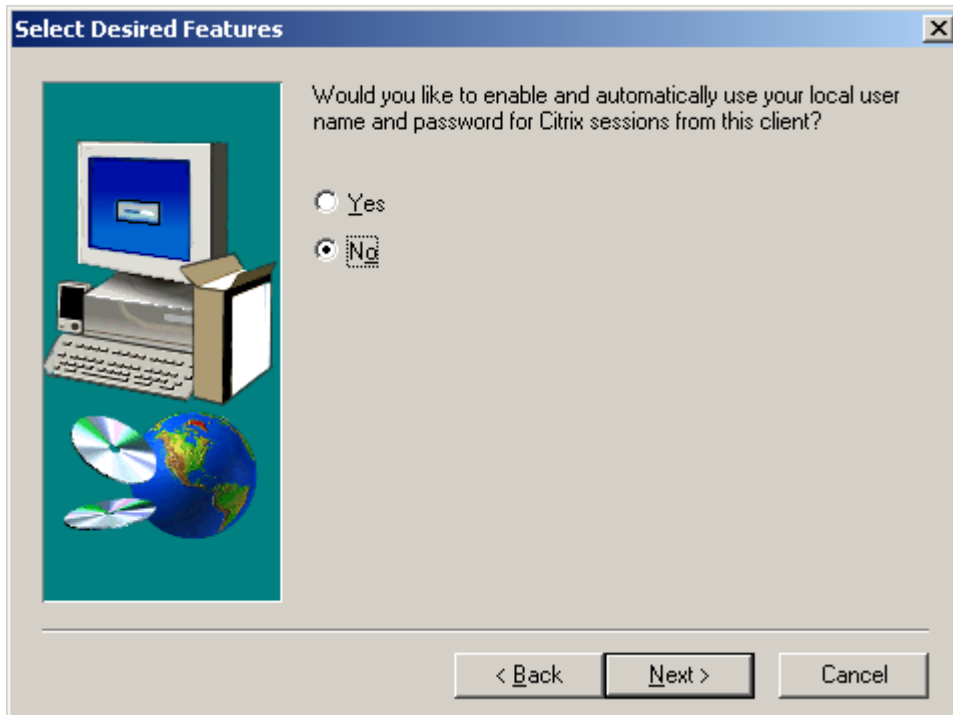
Step 9: The Citrix installation will create a Program Folder. Please click on Next.



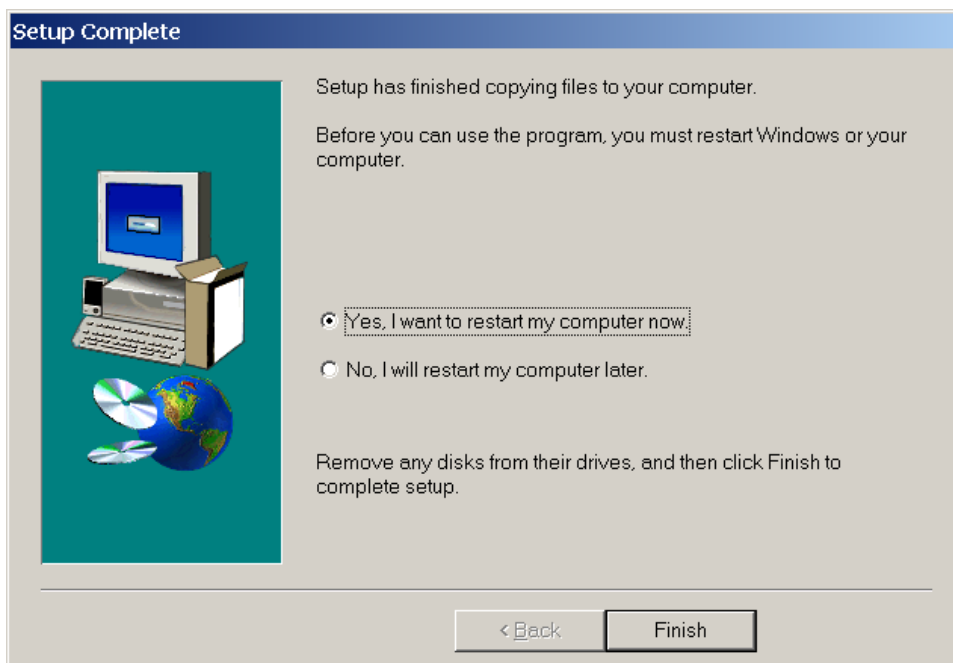
Step 10: Make sure the 'Use machine name as client name' box is checked and click on Next.



Step 11: Make sure that No is selected in the Select Desired Features window, and click Next.



Step 12: The installation will continue to run. Please ensure that the “Yes, I want to restart my computer now.” button is selected and click Finish to complete the installation.



Step 13: Once the set up is completed, return to the Internet Explorer browser window and type in the URL box “manpower.eu.dodea.”

Step 14: Users at the area office in Wiesbaden, login using your standard desktop account User Name ID and password.

IMPORTANT: DSO/School users must use a pre-assigned User Name ID and password in order to successfully print MMS reports via Citrix. Please request the password through your contact. Once you have the proper credentials, authentication should not take long at this point.

MetaFrame XP Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://manpower.eu.dodea/Citrix/MetaFrameXP/default/login.asp?ClientDetection=On>

Google Search Web PageRank 15 blocked AutoFill Options

Citrix® MetaFrameXP™

Login ?

• **Username**

• **Password**

Log In

Welcome to the DoDDS-E Citrix Server!

Please log in

To log in to the application portal, enter your credentials and click Log In.

If you do not know your login information, please contact your AT or ET.


MetaFrame XP Message Center

The MetaFrame XP Message Center displays any informational or error messages that may occur.

Please report any errors, along with the error message, to your AT or ET.

⚠ If you do not have the ICA Client (ActiveX) for 32-bit Windows installed on your system, you must install the ICA Client to launch the applications.

Select the icon below to install the ICA Client.

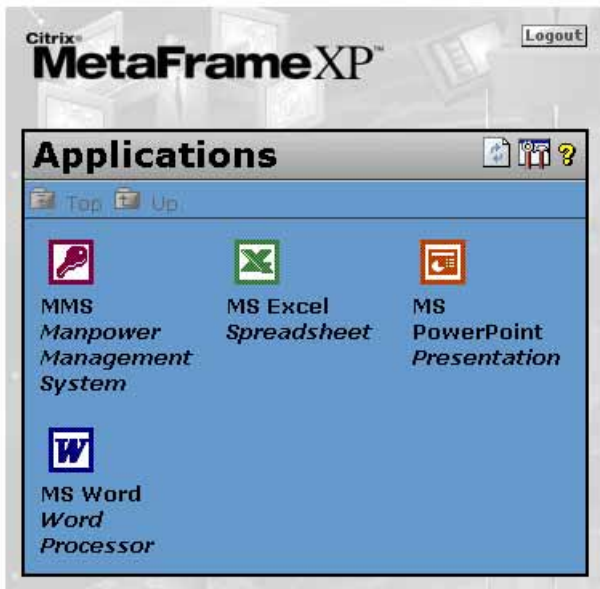
 [ICA Web Client for 32-bit Windows](#)

Other Clients are available from the [Citrix Client download site](#)

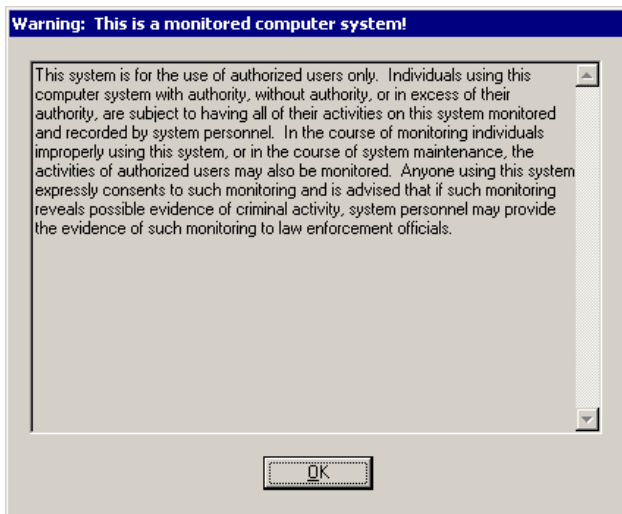
CITRIX®

Done Internet

Step 15: Once you are successfully authenticated, you will have choice of available applications. To start the Manpower Management System (MMS), please click on the MMS icon.

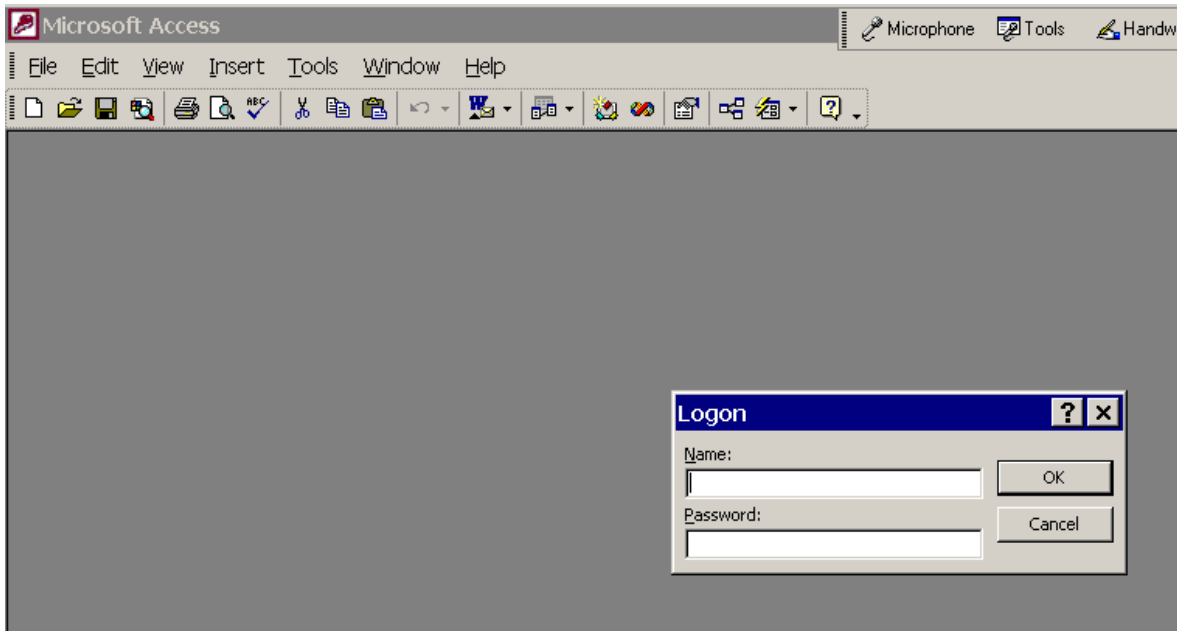


Step 16: A few windows will start flashing to set up Citrix access and configure the application to run on your system. Please click OK on the Disclaimer dialogue box.

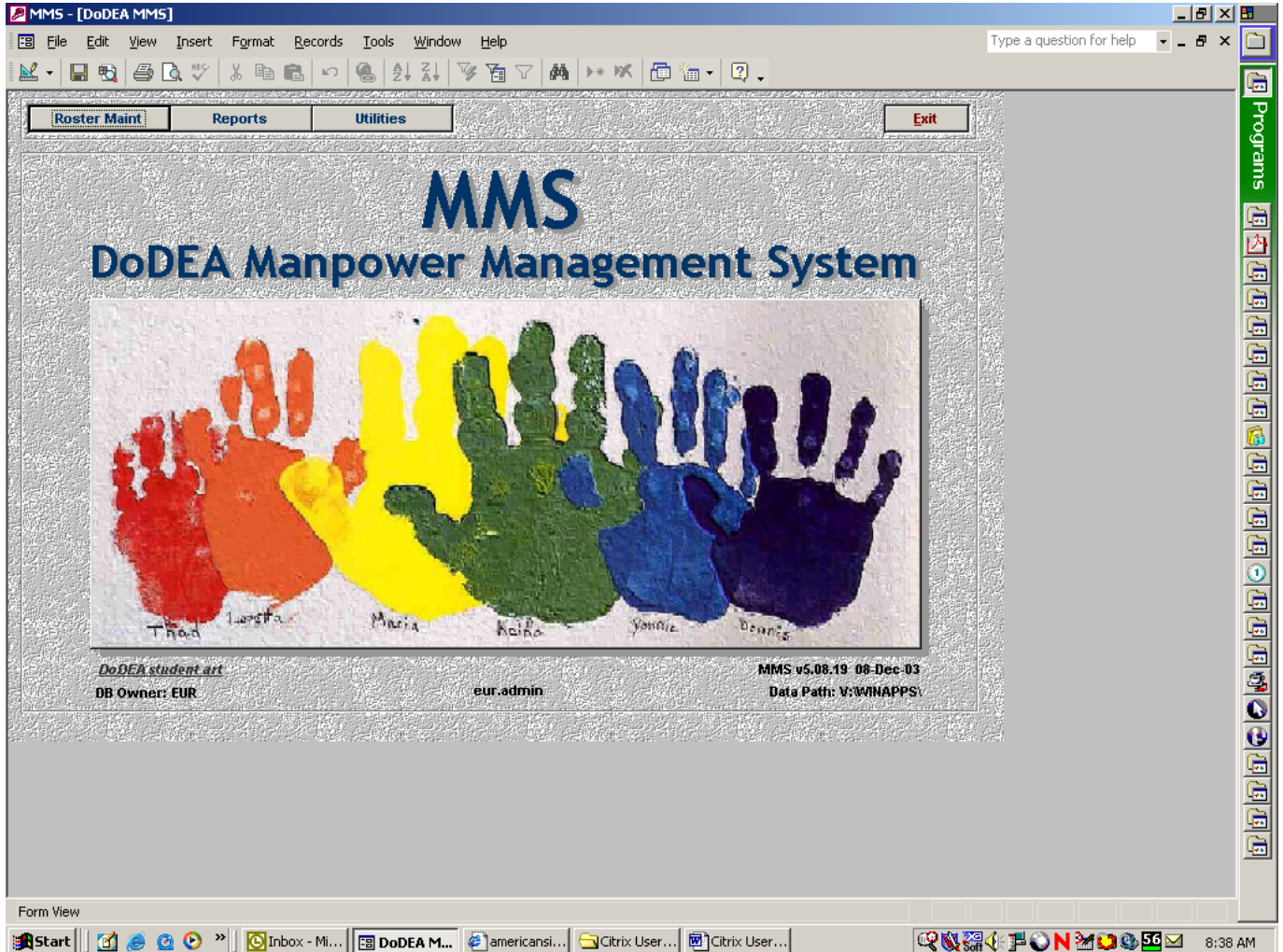


Step 17:

MMS will now start, asking for your MMS credentials, which will be provided through your DSO contact by the RMO Manpower Administrator.



STEP 18: Once you have successfully connected into MMS, the home screen for MMS will appear.



Troubleshooting Access Problems

PLEASE NOTE: These are technical issues best resolved by the DSO AT and DoDDS-E IT specialists. If you have any of the following occur, please contact your DSO AT for further assistance.

- 1) **“ICA file not found”**
In case you receive this message when trying to connect to citrix with the internet explorer, please click tools>internet options on the menu-bar. In the temporary internet files section of the general tab, click “delete files”. This will delete all temporary internet files on your system, and after that, the connection will most likely be established.

- 2) **In case you cannot resolve the internal names “manpower” or “manpower.eu.dodea”,**
you have an internal name resolution problem. This is most easily resolved, in adding the two internal dns server addresses, 10.7.18.14 and 10.7.49.14 to the top of the list of DNS servers to be searched in the TCP/IP properties panel.

- 3) **There is a known issue between the Citrix client for Modern and the Citrix Web client for MMS.** *If you must use a machine for MMS which already has a Citrix connection to Modern established, uninstall that Citrix client! Then, connect to the manpower machine and install the Citrix Client through the link as described earlier. This client should also allow you to connect to Modern.*

- 4) **In case an error message like “cannot find data path f:\winapps....” appears within MMS,** *rerun the attachment manager as MMS administrator and specify “v:\winapps” as data path again. The reason is that some MMS tables may have been updated with references to the old path “f:\winapps\....”!*