

SuperOffice AS

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CRM Online

Installing the Citrix Online Web plug-in

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## Revision history

Date	Version	Author	Comment
09.02.2010	1.0	Nils Bøhmer Sjøberg	Initial document
10.02.2010	1.1	Nils Bøhmer Sjøberg	Split into separate sections for WIN / Mac



## Introduction

This document describes how to install the Citrix Online Web Plug-In in order to access applications such as SuperOffice Administrator and Reporter Studio. The document also addresses common issues and ways of solving these issues.

## Prerequisites

This guide assumes that the operating system in question is either Windows XP/Vista/7 (both 32bit and 64bit) or Macintosh OS X v10.0 or newer.

## Considerations

The guide will do a complete walkthrough in how to download and install the correct plug-in from the official Citrix download site. However, the SuperOffice Administration Tools portal may also be used for downloading the plug-in, whereas the difference from this guide is that the correct plug-in for your system configuration (operating system) has already been chosen and published for download by our hosting partner.

The Citrix Online Web plug-in is sometimes referred to as the Citrix XenApp plug-in other publications.

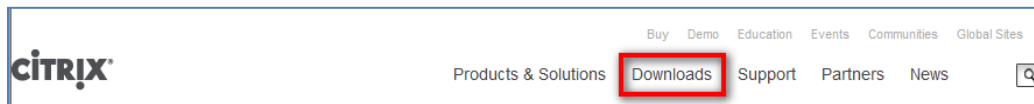


## FOR WINDOWS USERS:

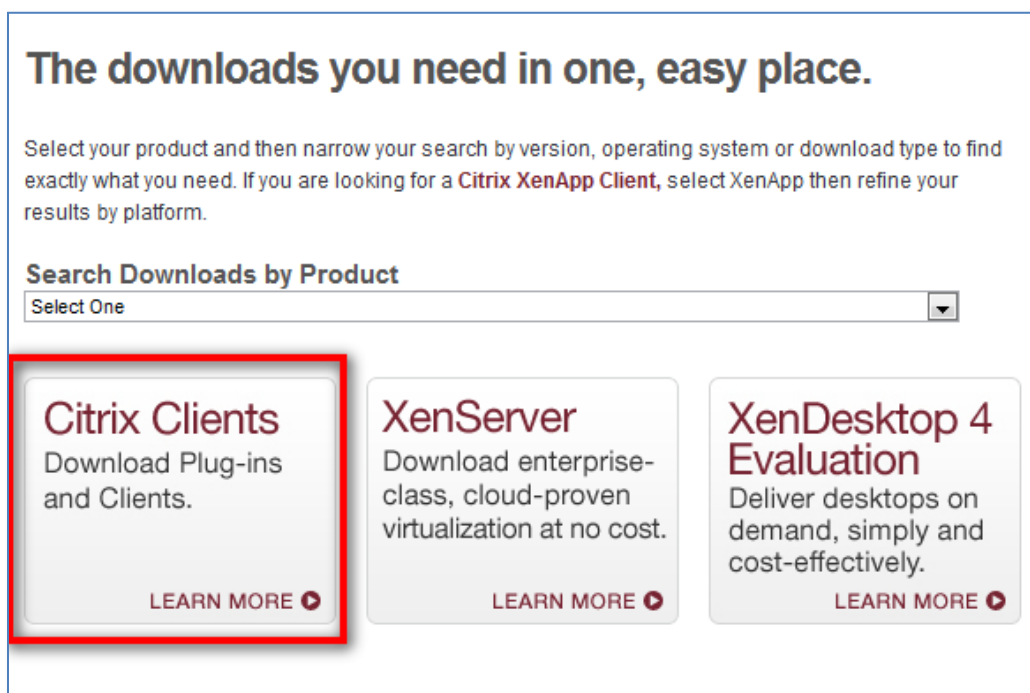
### Download the installation package

Log on to <http://www.Citrix.com>

Click the “Downloads” button on the top of the screen



On the next screen, choose “Citrix Clients”.



Choose the appropriate version for your operating system.



**Results for:**  
-- XenApp > Clients / Plug-ins

Indicates restricted access. For further assistance, please contact **Customer Service**.

**Clients / Plug-ins** Log in for More Downloads Hide Downloads

-- XenApp (all product versions)

Citrix Online Plug-in - Version 11.2	Windows (32/64-bit)
Citrix Offline Plug-in 5.2 and Streaming Profiler 5.2	Windows (32/64-bit)
Citrix Online Plug-in for Mac - Version 11.0	Mac
WinCE/PocketPC Clients	WinCE/Windows Mobile
Java Clients - Version 9.7	Java
UNIX Clients	UNIX
Linux Clients	Linux

When clicking the “Citrix Online Plug-in – version 11.2” link, you will be presented with a new menu with two options. The download you need is “Citrix online plug-in - **Web**”

Citrix Online plug-in	All Languages	9/29/09	13.8 MB	.exe	Download
Citrix Online plug-in - Web	All Languages	9/29/09	11 MB	.exe	Download

When clicking the download link, a new frame opens:

**About the Download Manager**

The Download Manager provides for more effective, more efficient file downloads than you normally see with your browser, especially for large files or file sets. It can pause and restart downloads even if you turn your computer off and on again. You will be presented with a security warning and after you accept, the Download Manager will install and begin to download the requested file.

[Click to download your file now.](#)

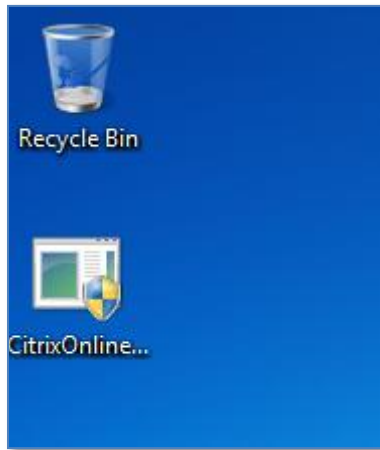
Should the Download Manager fail to start, or if you do not accept the security certificate, you can [click here](#) to download the file without using the download manager.

For Windows users, we recommend that you click the small link at the bottom of the text-frame, and save the installation package to your desktop. *The further instructions in this tutorial will assume that the installation package resides on the desktop.*

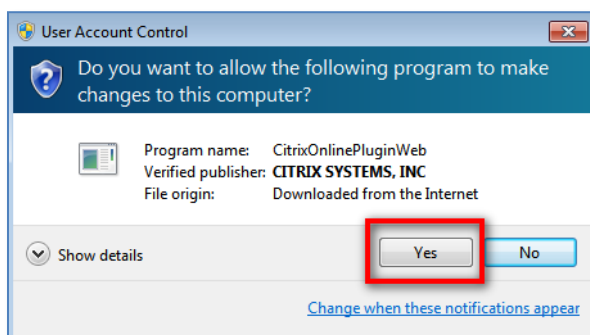


## Installing the software

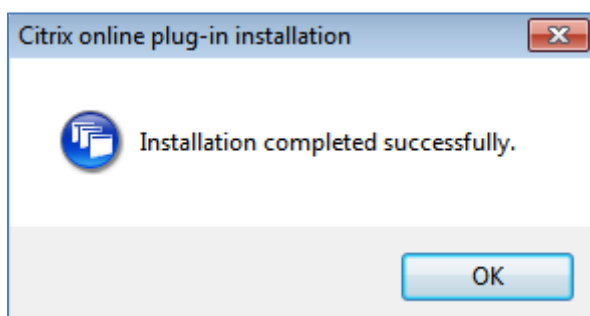
Locate the installation package on the desktop and double-click the icon.



If prompted to allow execution of the program (due to Windows UAC), click “Yes” and the installation will start.



The installer will use a few seconds copying all files, and no other dialogs will show. When it has finished setting up the plug-in, you will receive a receipt saying that it completed successfully.



Click OK and you're done.

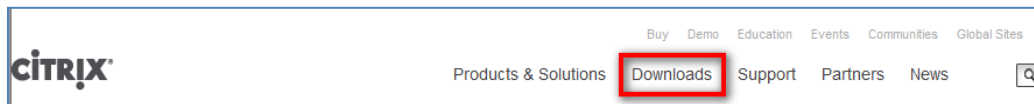


## FOR MAC USERS:

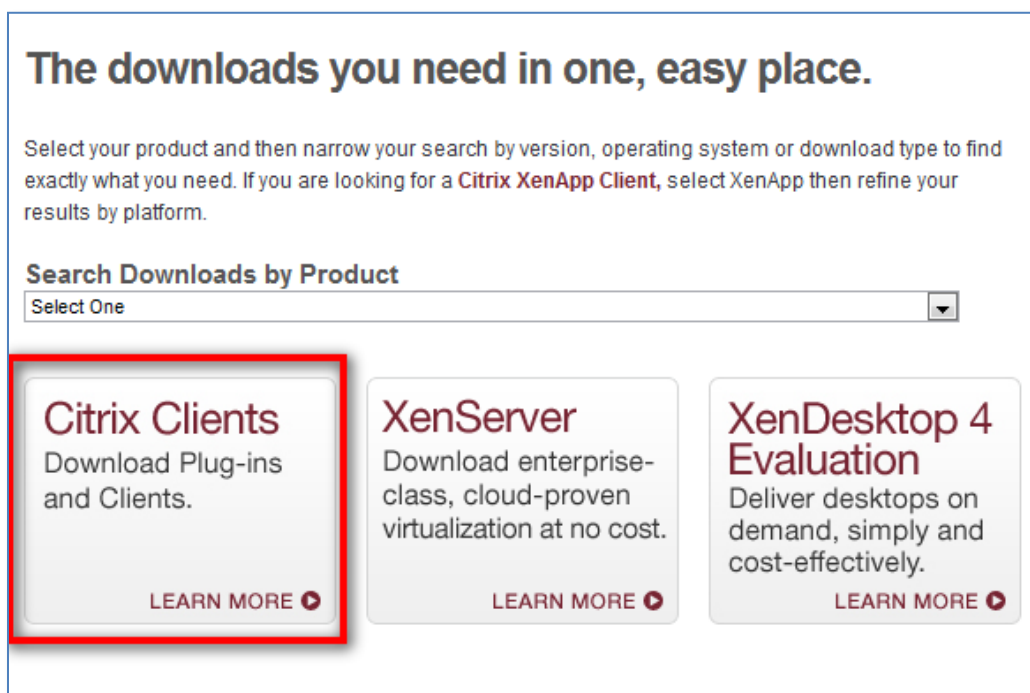
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Choose the appropriate version for your operating system.

**Results for:**  
-- XenApp > Clients / Plug-ins

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**Clients / Plug-ins** [Log in for More Downloads](#) [Hide Downloads](#)

-- XenApp (all product versions)

<b>Citrix Online Plug-in - Version 11.2</b>	Windows (32/64-bit)
<b>Citrix Offline Plug-in 5.2 and Streaming Profiler 5.2</b>	Windows (32/64-bit)
<b>Citrix Online Plug-in for Mac - Version 11.0</b>	Mac
<b>WinCE/PocketPC Clients</b>	WinCE/Windows Mobile
<b>Java Clients - Version 9.7</b>	Java
<b>UNIX Clients</b>	UNIX
<b>Linux Clients</b>	Linux

When clicking the “Citrix Online Plug-in for Mac – Version 11.0” link, you will be presented with a new menu with two options. The download you need is “Citrix online **web** plug-in – Version 11.0”

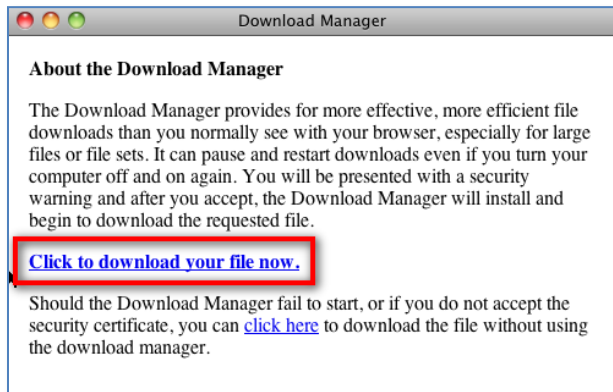
**General Documentation**  
[Administrators Guide](#) | [Readme](#)

**Clients**

Citrix online plug-in for Mac - Version 11.0	English	9/30/09	9.72 MB	.dmg	<a href="#">Download</a>
Citrix online web plug-in - Version 11.0	English	9/30/09	4.46 MB	.dmg	<a href="#">Download</a>



When clicking the download link, a new frame opens:

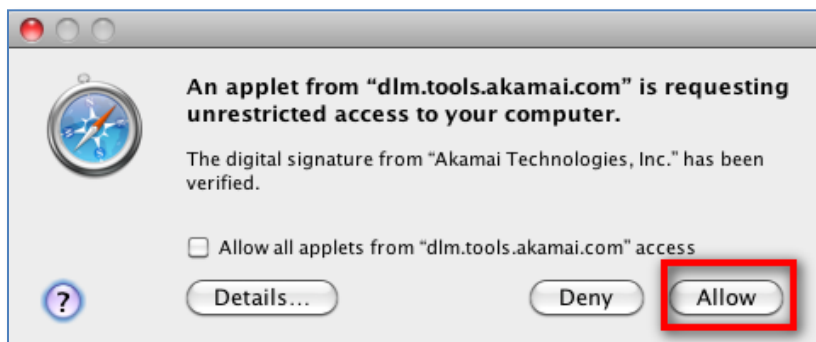


For Mac, we recommend that you click the main link “Click to download your file now”.

A download manager starts.

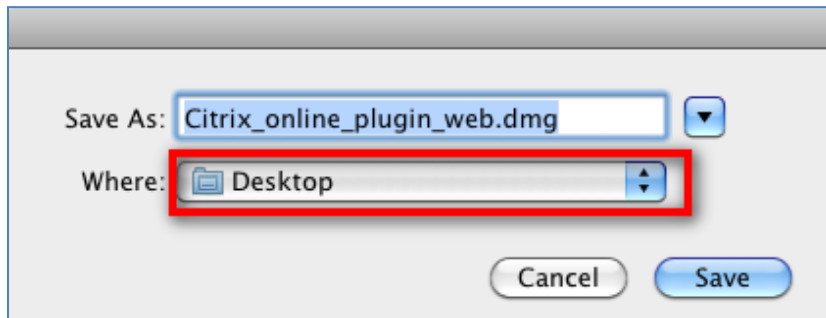


You might be prompted to allow the Download Manager applet to start. Click “Allow”, and for future situations, you may consider checking the box that says “Allow all applets from [URL] access”.



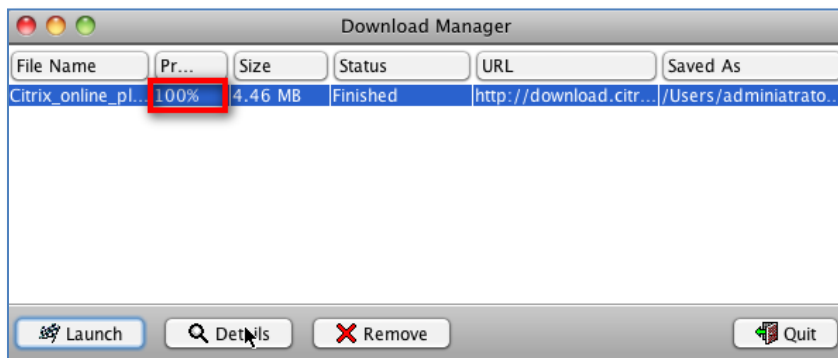


A new frame opens, asking you where you wish to save your file;



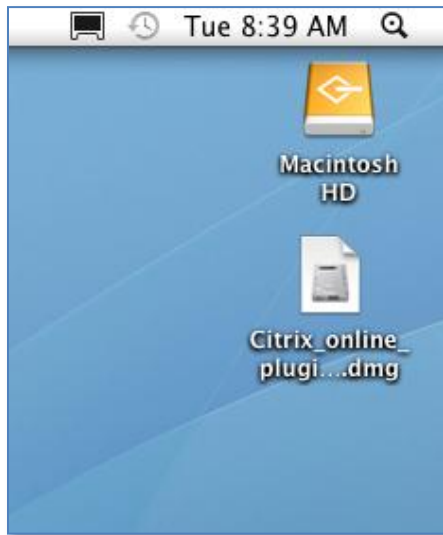
Choose to save it to somewhere where you can easily find the installation package for installing it, and click "Save".

When the Download Manager stops at 100%, the installation package has been fully downloaded, and you may close the window.



## Installing the plug-in

Locate the folder to which you downloaded the “Citrix\_online\_plugin\_web.dmg” file and double click it.



You'll notice that the Citrix Online Plug-in mounts itself as a drive, and places itself on the Desktop;

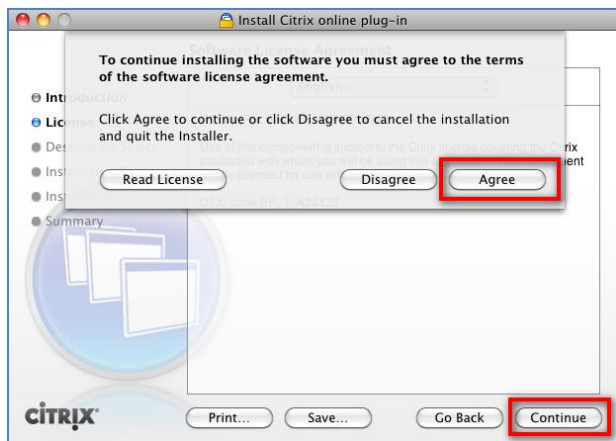




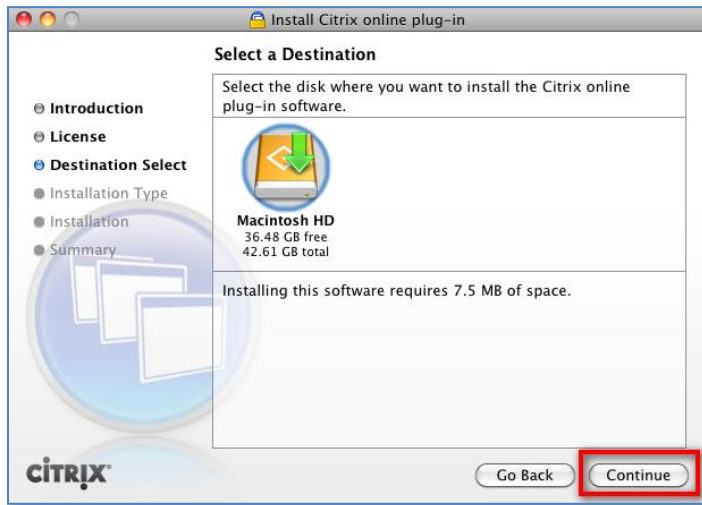
Double clicking the drive opens an installation window; double click the installation package in the middle;



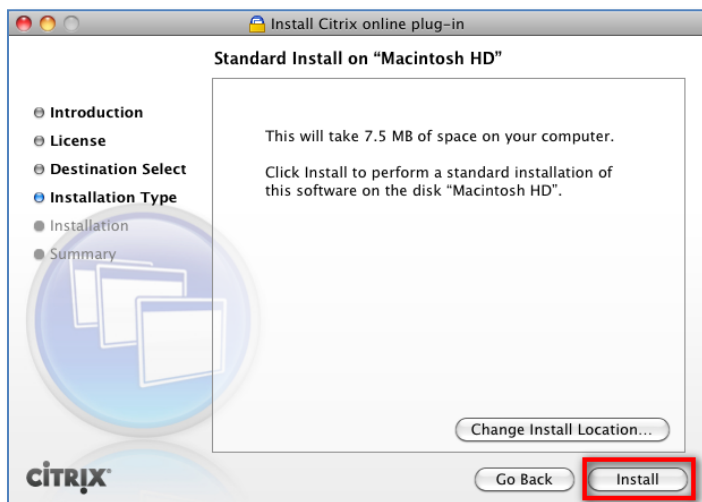
On the first dialog that pops up, click “Continue”. The next dialog that shows relates to the license agreement. Clicking “Continue” will prompt you to agree or disagree to the terms of the software license agreement. Click “Agree”.



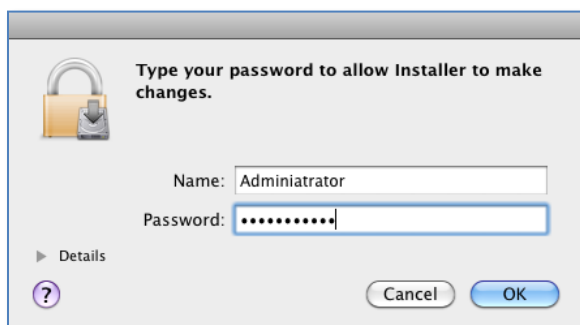
Choose where to install the software (click “Continue”)



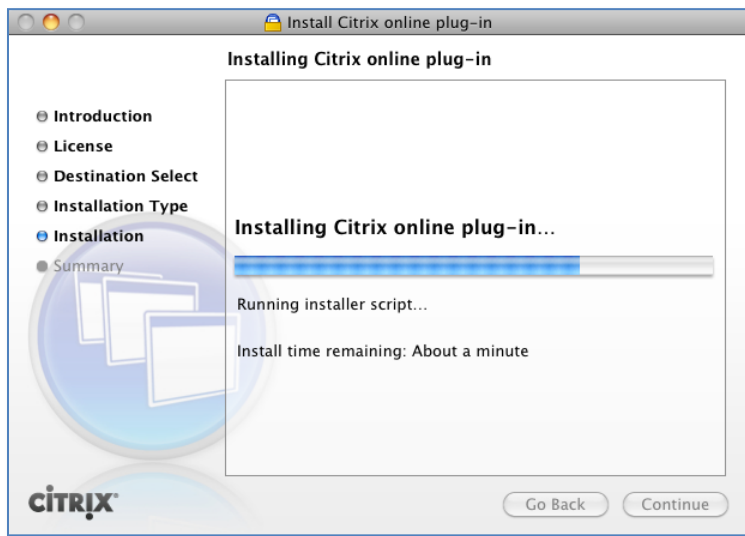
Finally, click the “Install”-button.



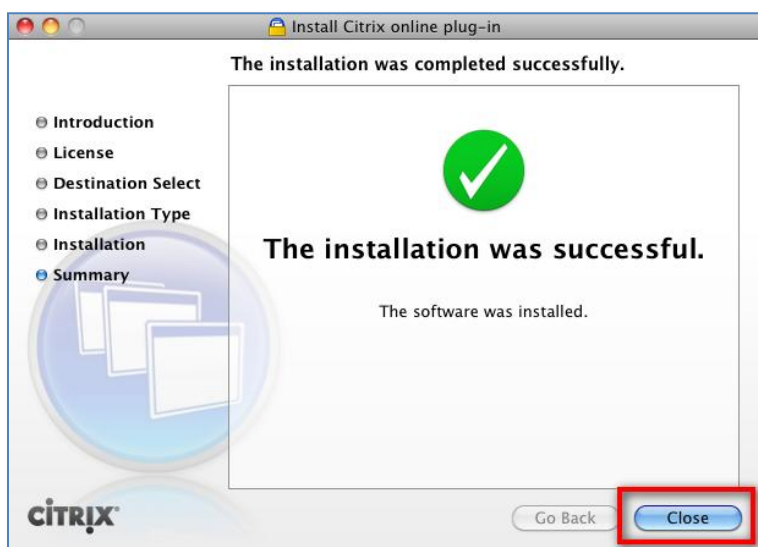
You need to provide the installer with credentials of a user with permissions to install software on the computer. When prompted, enter the password for your user;



Assuming that the password was entered correctly, the installer will commence;



When the installer has finished, click "Close".



When the window closes, exit the installation package windows, and you should be all set to start using Citrix Web applications.

**NOTE:** Mac OS X Snow Leopard users need to follow these additional steps due to a small "bug" in the Citrix installer for Mac;

*"When launching a published Citrix application through a Citrix portal, users may find that nothing happens, though the installation seemed to complete successfully".*

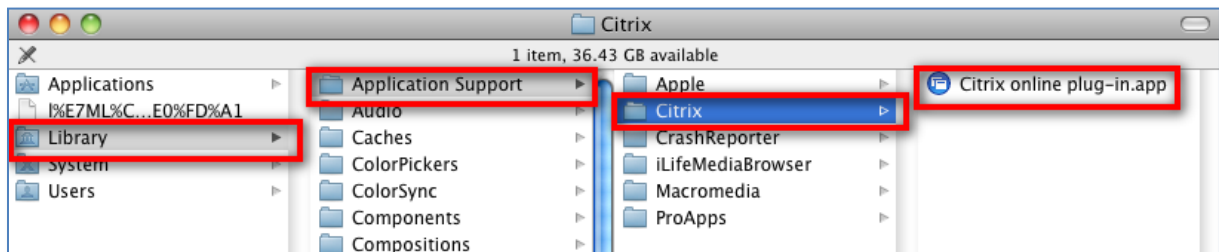
The solution to this problem is to start the plug-in manually the first time it is used, after that everything should run as normal. See the following procedure on how to go about.



### Additional procedure for Mac OS X Snow Leopard

Close (not minimize) all browser windows.

Go to <HD>\Library\Application Support\Citrix and locate the web-plug-in icon.



Double click it, and observe that it opens in the Dock.



Close the Citrix plug-in, and start using Citrix applications through your browser.

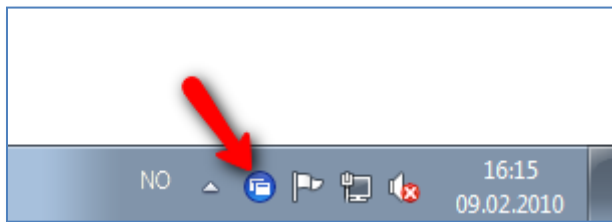
## Important additional information

### Why can't I access my local disks through Windows Explorer in Citrix??

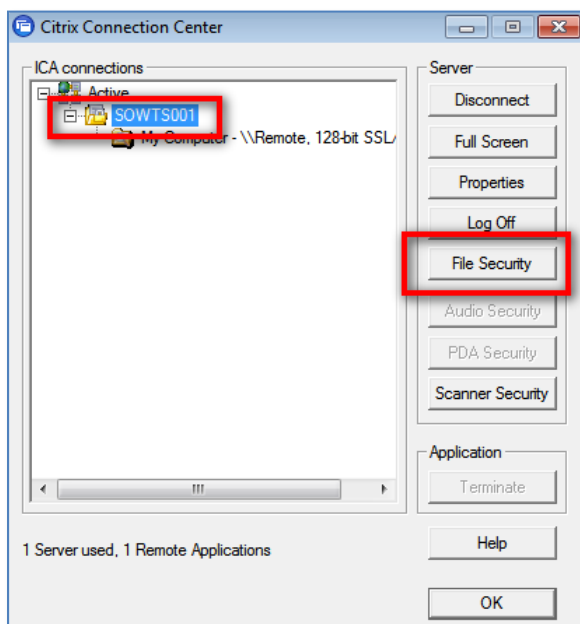
Most likely, it is because you haven't allowed the plug-in access to your local machine. It's quite easy to fix.

#### FOR WINDOWS USERS:

Right click the Citrix Online plug-in icon in the system tray, and choose "Open connection center".



Click the server you are connected to, and then click "File Security".



In the next dialog that opens up, choose "Full access" under Access level and click OK. Click OK in the Connection Center Window as well.

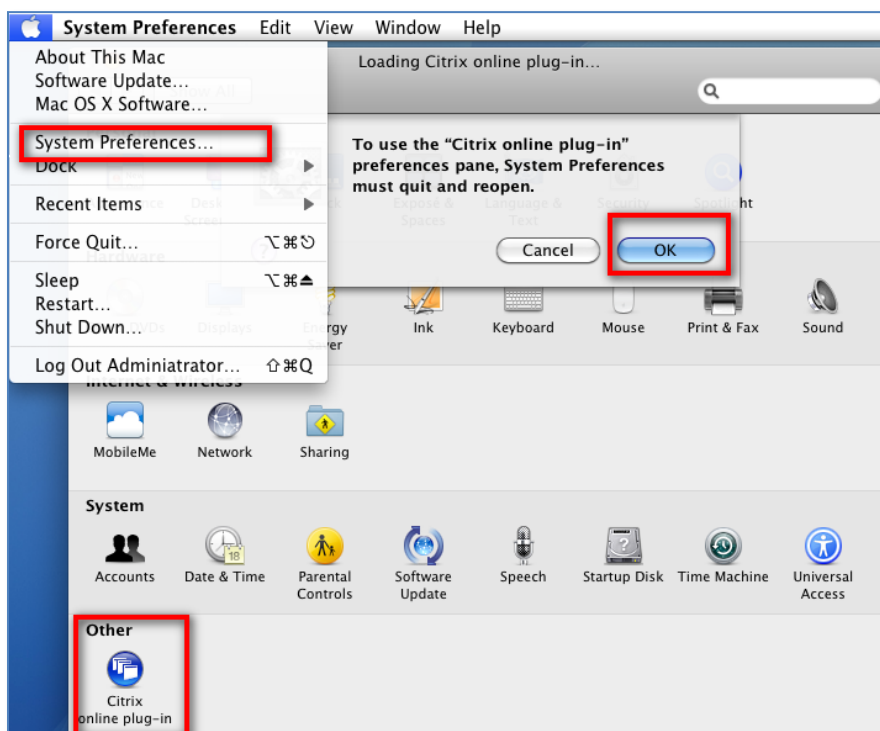




Quit any applications you may have opened (SoAdmin, SoReporterStudio, Windows Explorer), restart the browser and try again.

#### FOR MAC USERS:

Click the Apple icon, choose System Preferences and then double click the Citrix Online plug-in:





Click “OK” in the dialog that opens to close System Preferences and open the Citrix Online plug-in preferences pane.

In the pane that opens next, choose the “Devices” tab. Verify that the box related to your local disk drive is checked. Set the appropriate permissions for accessing the local disk. “Ask me first” is a good option for both ‘read’ and ‘write’ operations.

