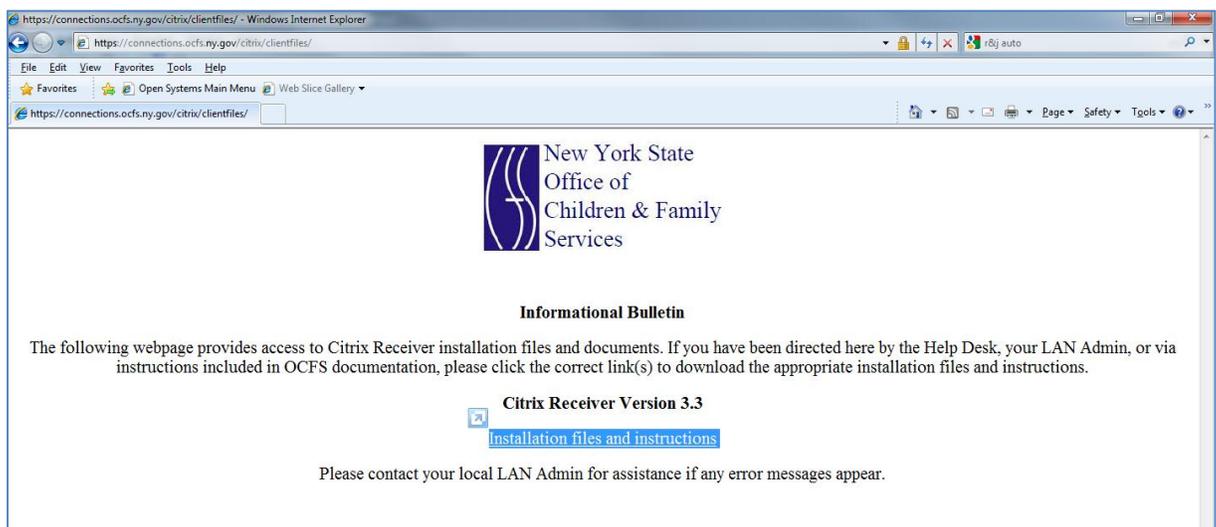


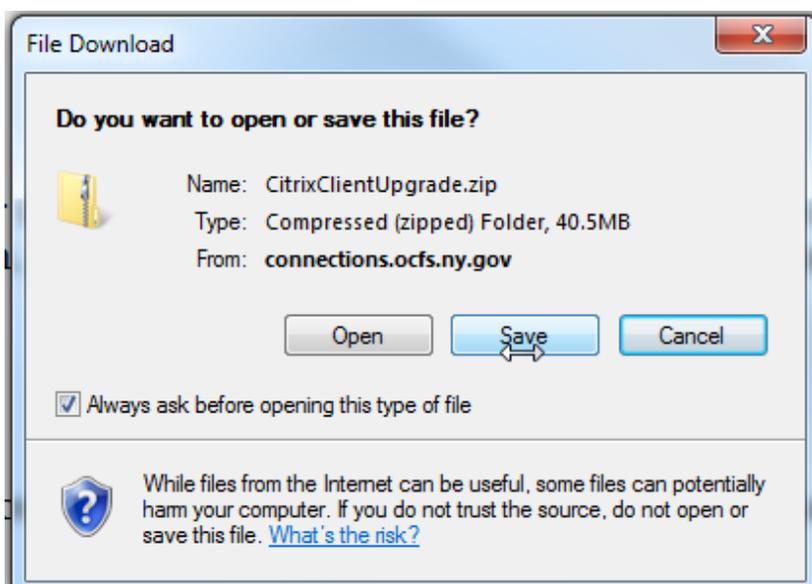


Installing the Citrix Citrix Receiver 3.3 from Citrix Web Interface for SSL VPN Users

- ❑ Log into your PC with an administrative account (**All Administrative accounts start with the first three letters ADM (i.e. ADMAD1234).** If you do not have an ADM account, please contact your LAN ADMIN.
- ❑ Go to the following URL, by clicking the link below, while holding Ctrl. You can also get there by clicking Start -> Run and copying this URL into the text box and click OK:
 - <https://connections.ocfs.ny.gov/Citrix/ClientFiles>
- ❑ Once the website has loaded, click on the **Installation files and instructions** link under the **Citrix Receiver Version 3.3**. The link is highlighted in the picture below.

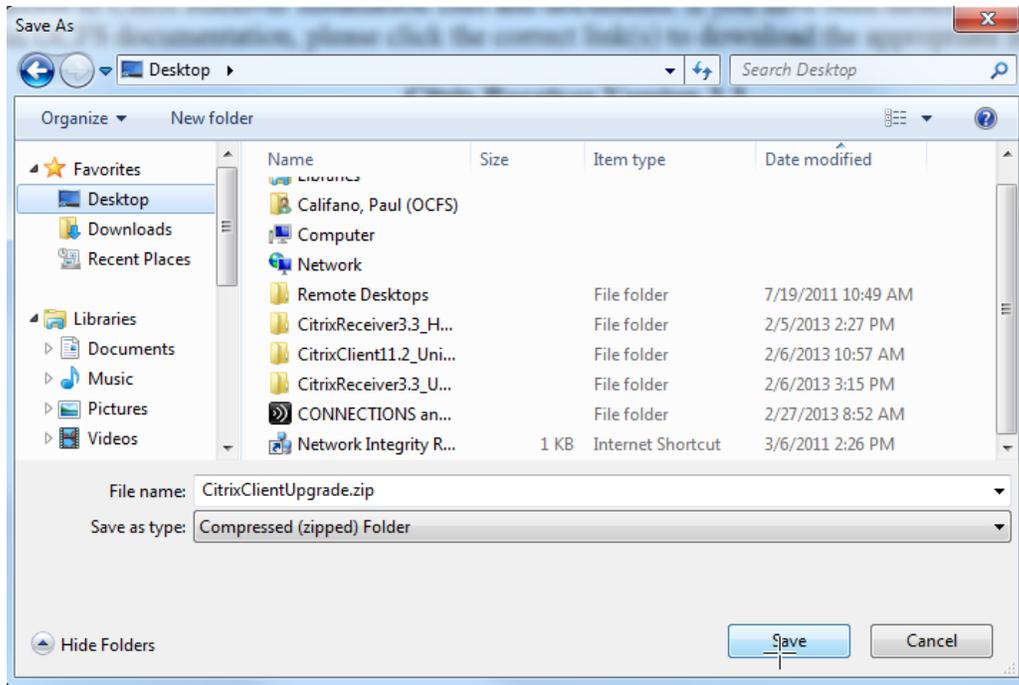


- ❑ A dialog box will open. Click **Save**.

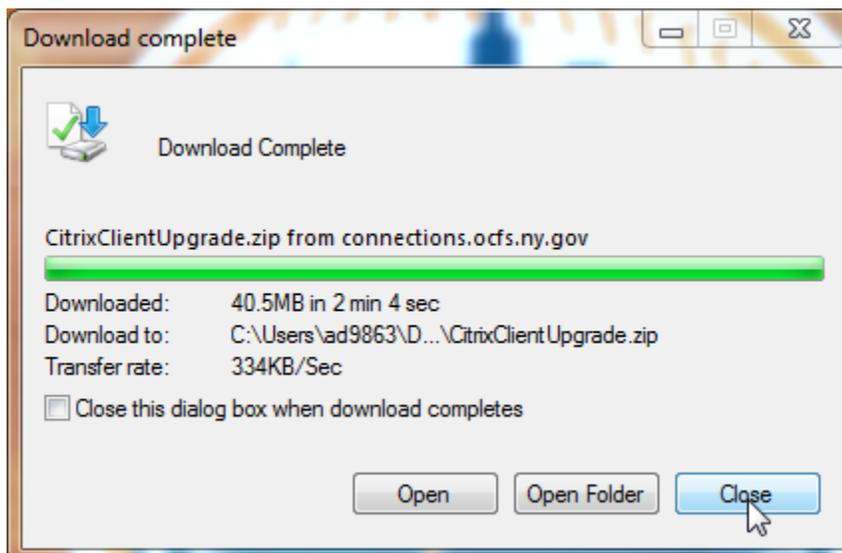




- ❑ Save the file on your **desktop**.

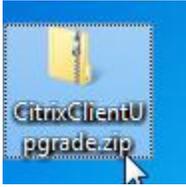


- ❑ Once the download is complete, **Click Close**

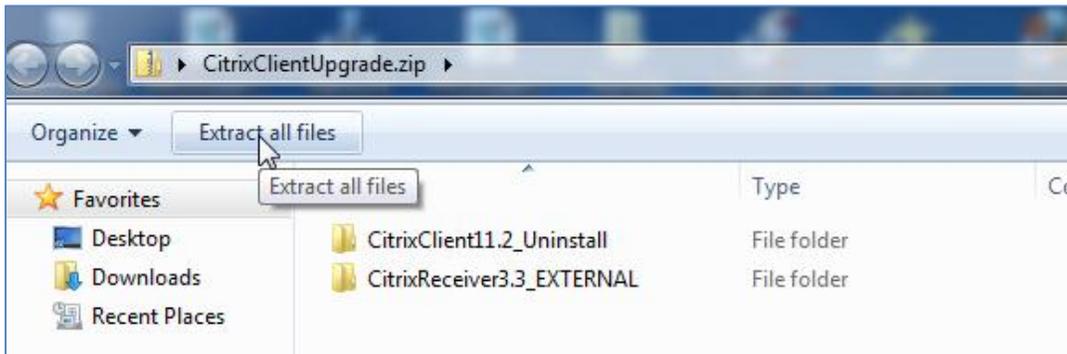




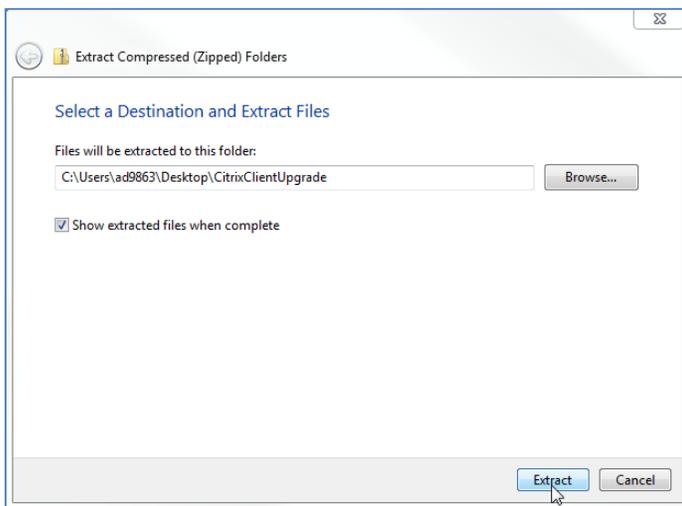
Go to your desktop and Double click **CitrixClientUpgrade Folder**.



- When the folder opens, **Click on Extract All Files**



- On the Extract Compressed (Zipped) Folders window, **Click Extract**





- ❑ The files will be extracted to a **CitrixClientUpgrade** folder on your desktop, which should open automatically after the extract is complete. (If not, go to your desktop and then open the CitrixClientUpgrade folder, shown below, to access the install files.)



Once you have these folders open, you are ready to upgrade to the Citrix Receiver 3.3. However, in order to install the Citrix Receiver 3.3 correctly, all older version of the Citrix Client must be uninstalled. The following steps should be taken to make sure that all old Citrix Clients are uninstalled, and then install the new Citrix Receiver 3.3.

- ❑ In the **CitrixClientUpgrade**, Double click the **CitrixClient11.2Uninstall** folder

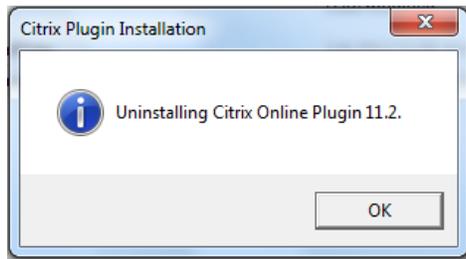
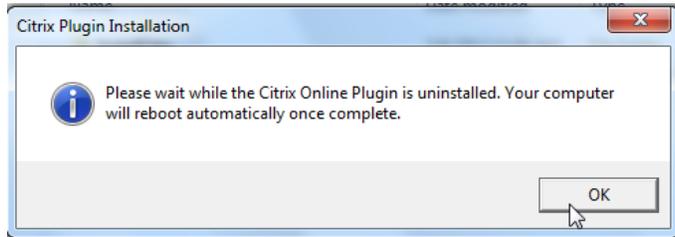


- ❑ Double Click the on **UnInstallPNAgent.vbs** to start the uninstallation process.

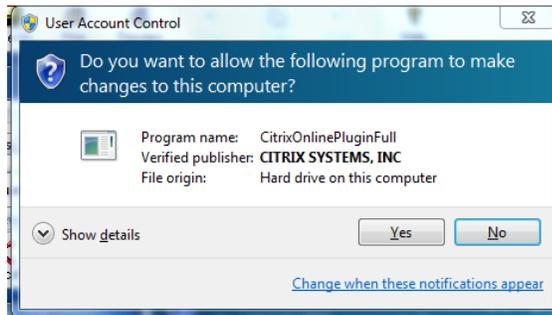




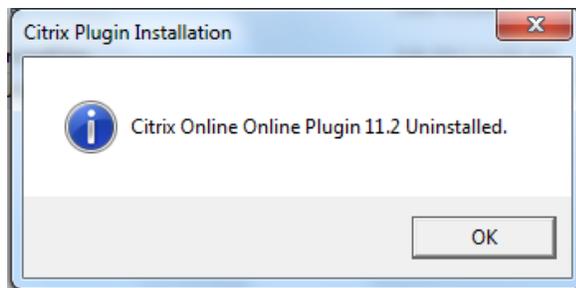
- ❑ It will give you two warnings that the installation is starting on your PC. Each pop up will stay up for 5 seconds and disappear. Do not touch your PC until the installation has completed



- ❑ If you are installing on a Windows Vista or a Windows 7 machine, you will see the following pop-up, asking if you want to allow the following program to make changes to your computer, **Click Yes.**



- ❑ Once the installation has completed, there will be a pop-up telling you the installation is complete. The pop-up will stay up for 5 seconds and disappear.



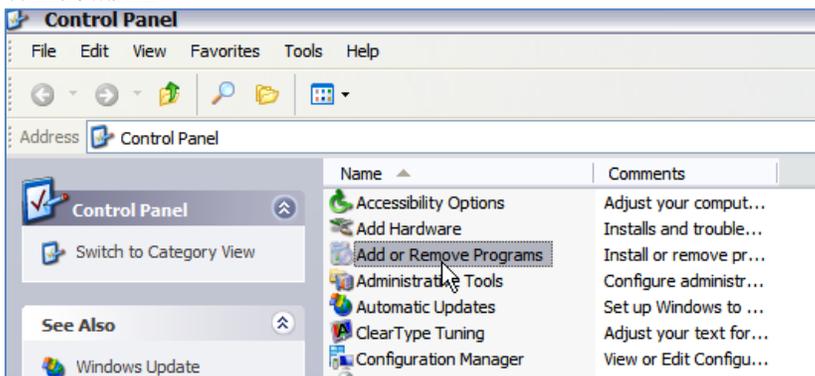


- ❑ Once the Uninstall of Citrix Online Plug-in 11.2 is complete, go to Start -> Control Panel
- ❑ Once in control panel, if you are on Windows 7, **click on Uninstall a program**. If you are on Windows XP, **Click on Add/Remove Programs**

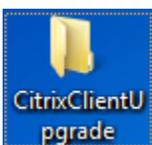
Windows 7



Windows XP



- ❑ If there are any Web Clients in the list of programs, **Right click it, and select Uninstall**.
- ❑ Once you uninstall any Web Clients installed on the PC, **Restart the computer**.
- ❑ Once your PC is restarted, log back in with the same ADM account you used for the uninstall, and **double click the CitrixClientUpgrade folder on your desktop**.

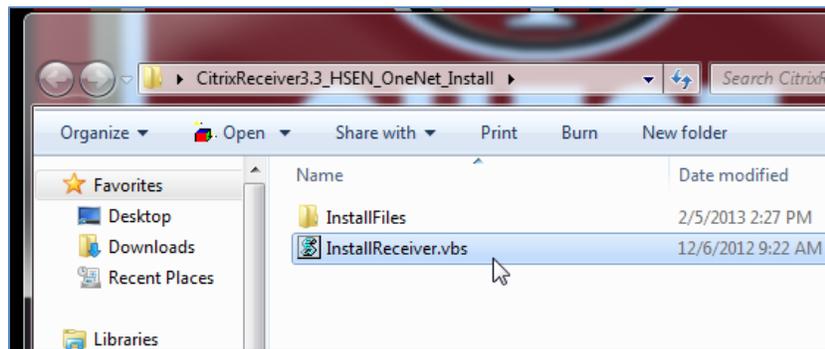




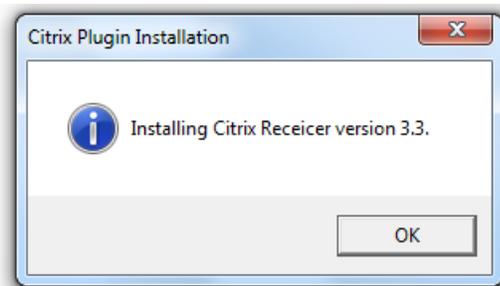
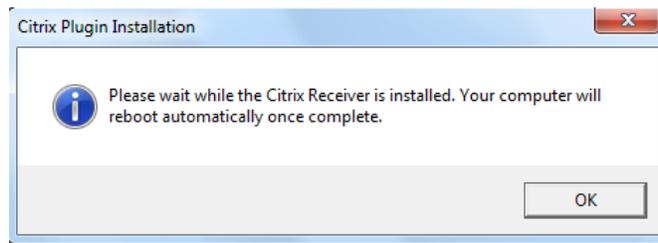
- ❑ In the **CitrixClientUpgrade**, Double click the **CitrixReceiver3.3_EXTERNAL** folder



- ❑ Once you are in the folder, double click the **InstallReceiver.vbs** to install the new client

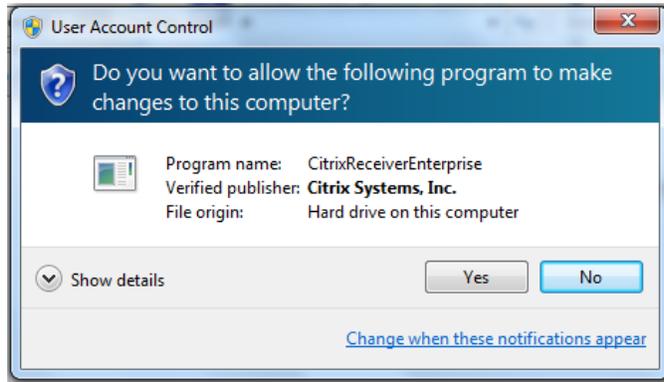


- ❑ It will give you two warnings that the installation is starting on your PC. Each pop up will stay up for 5 seconds and disappear. Do not touch your PC until the installation has completed.





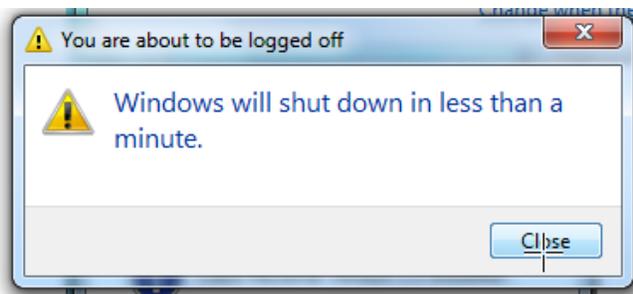
- ❑ If you are installing on a Windows Vista or a Windows 7 machine, you will see the following pop-up, asking if you want to allow the following program to make changes to your computer, **Click Yes**.



- ❑ Once the installation has completed, there will be a pop-up telling you the installation is complete. The pop-up will stay up for 5 seconds and disappear.



- ❑ Once the installation is complete, a warning will pop-up, stating your PC will reboot. The pop-up will start at 30 seconds, and count down until reboot.
 - **Windows Vista/Windows 7 Pop-up**



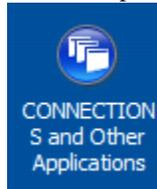
- **Windows XP Pop-up**



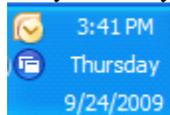


- ❑ Once your PC is back up, log into your PC. You will see a new Citrix Online Plug-in icon on the desktop and in the system tray, by the clock in the lower right hand corner of your screen:

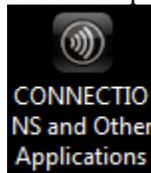
Old Icon on Desktop:



Old Icon in System Tray:



New Icon on Desktop:



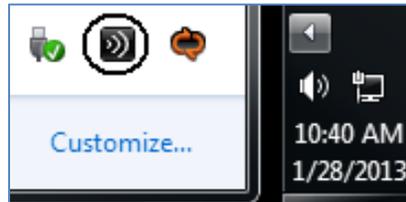
New Icon in System Tray:



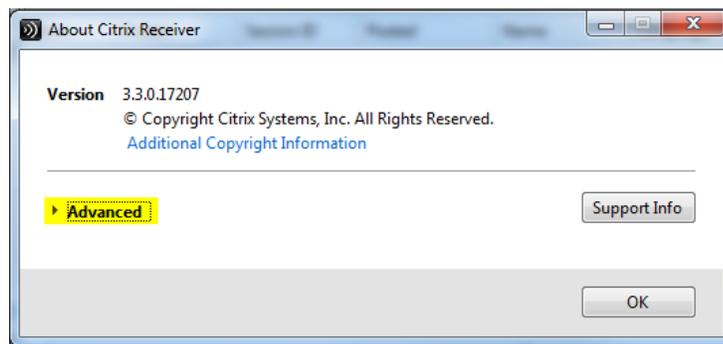


ACCESSING CONNECTION WITH CITRIX RECEIVER 3.3

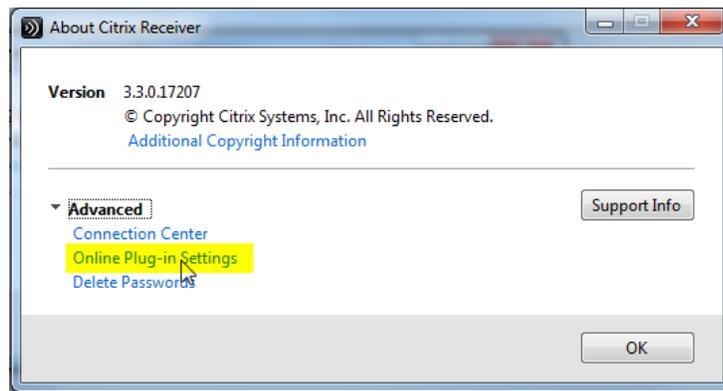
- In order to access CONNECTIONS, you will need to make a one-time change to your Citrix Receiver 3.3 configuration. **Double click the Citrix Receiver in the system tray (lower right hand corner)**



- An “About Citrix Receiver” window will pop-up, and in that window **Click on advanced**

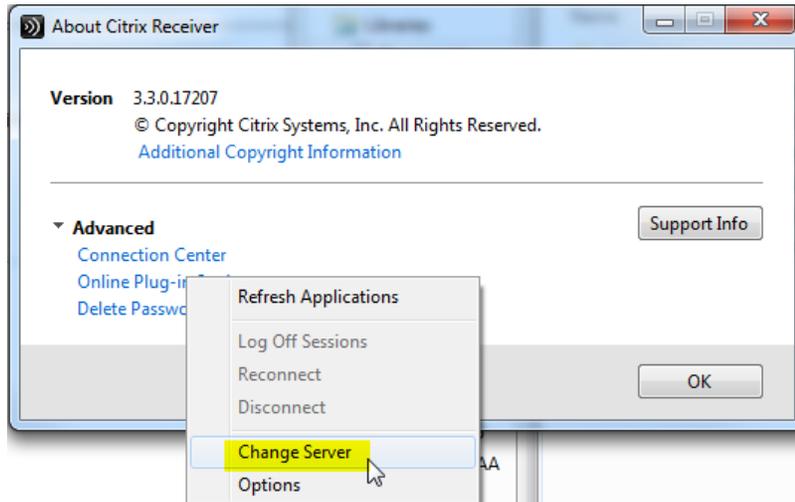


- Under advanced, click on **Online Plug-in Settings**

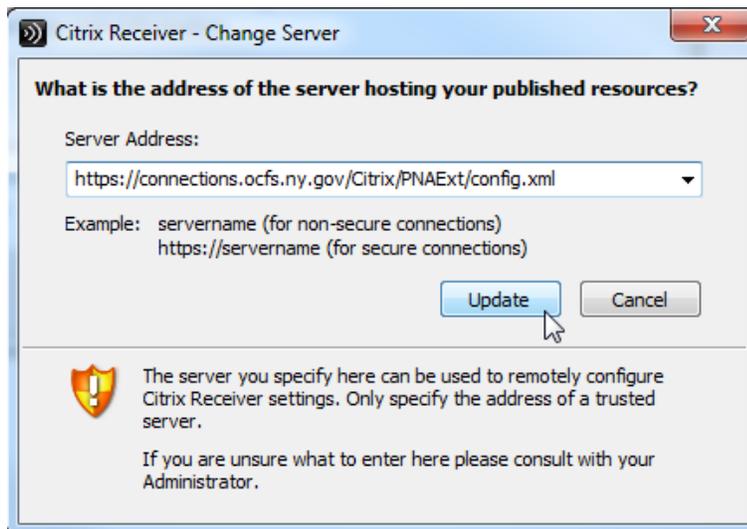




- In the menu that pops up, click Change Server

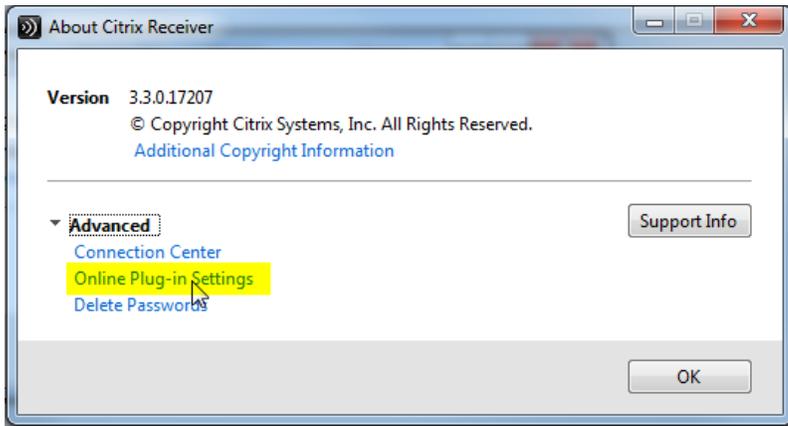


- Change the Server Address field to the following website and **click Update**:
<https://connections.ocfs.ny.gov/Citrix/PNAExt/config.xml>

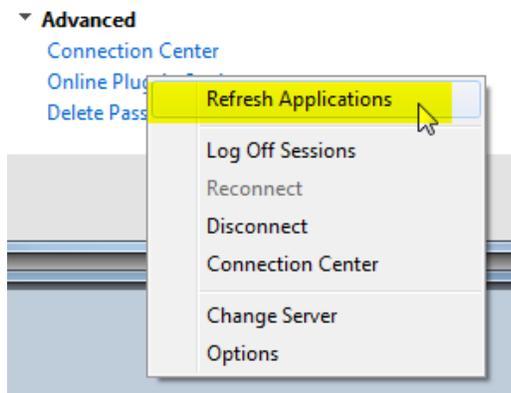




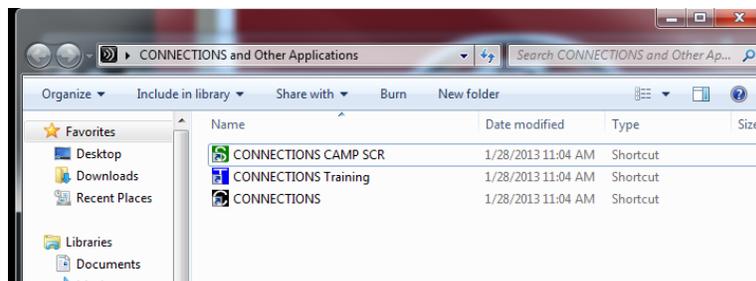
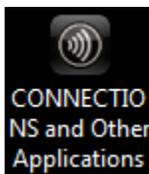
- Once the Server Address has been changed, **You need to do an Application Refresh. To do this, go back to the About Citrix Receiver window, and under advanced, click on Online Plug-in Settings**



- **In the menu that pops up, click Refresh Applications**

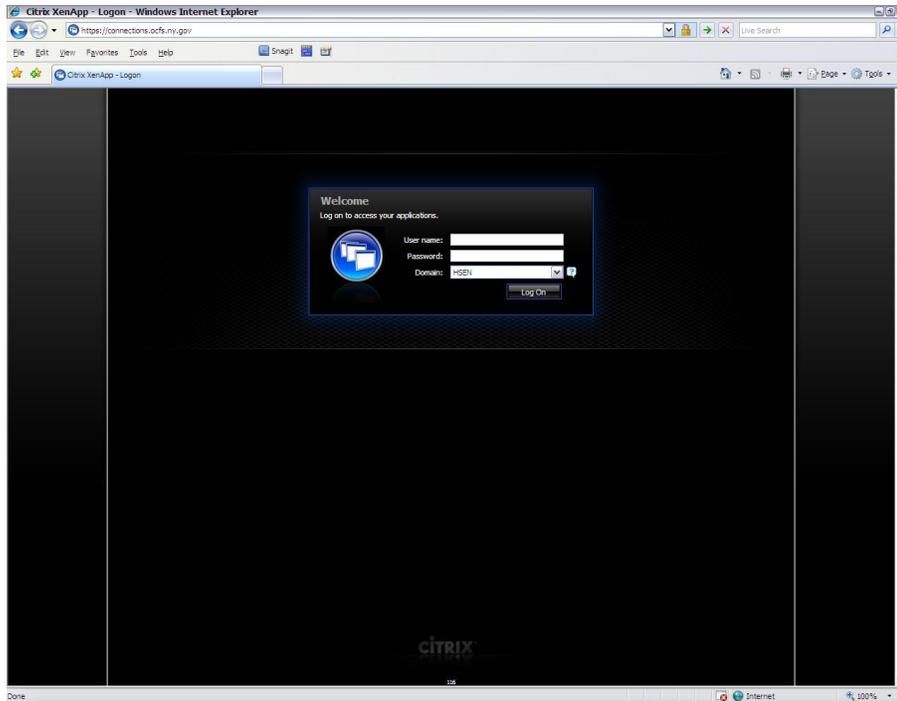


- **Your applications in your CONNECTIONS and Other Application folder have now been refreshed**





- To access CONNECTIONS directly from your browser as opposed to via the Citrix Receiver on your Desktop, enter <https://connections.ocfs.ny.gov> in your web browser



If users experience any issues installing or using the upgraded Citrix Online Plug-in version 11.2, please contact your LAN admin or the NYS Customer Care Center at 1-800-697-1323.