



## Extentrix Gadget for Citrix

### Presentation Server



User's Manual

V 1.0.0

# Extentrix Gadget for Citrix Presentation Server

## Introduction

This Extentrix Gadget for Citrix Presentation Server provides access to your published applications on Citrix Presentation Server farms through the Vista sidebar engine.

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# 1. Installation

## 1.1 Requirements

- Operating systems:
  - Microsoft Windows VISTA.
- Browsers:
  - Internet Explorer 7.0 or higher. To download it, go to the following link <http://www.microsoft.com>.
- Others:
  - Java Virtual Machine 1.5 or higher. To download it, go to the following link <http://www.java.com/en/download/manual.jsp>.
  - MsXml 6.0 or higher. To download it, go to the following link <http://www.microsoft.com/downloads/details.aspx?FamilyID=993c0bcf-3bcf-4009-be21-27e85e1857b1&DisplayLang=en>
  - Citrix Web Client for seamless launching. To download it, go to the following link [http://www.citrix.com/English/SS/downloads/downloads.asp?DIID=2755&ntref=hp\\_nav\\_US](http://www.citrix.com/English/SS/downloads/downloads.asp?DIID=2755&ntref=hp_nav_US)

## 1.2 Installing MyCitrixAgent Gadget

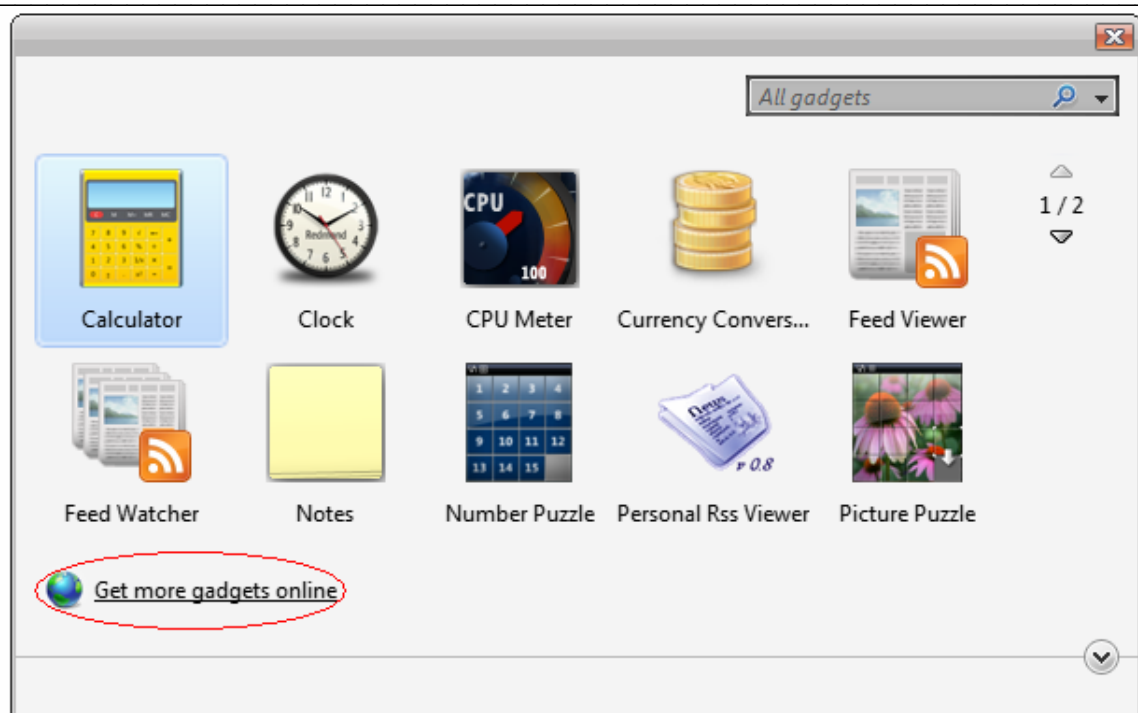
- Downloading the Gadget from Extentrix site (<http://www.extentrix.com>).

### 1. Open the Sidebar.

- a. Click the Start button, then click on All Programs. The Sidebar can be found under the "Accessories" folder.

### 2. Click the "+" symbol at the top of the Sidebar.





Click on **"Get more gadgets online"**. Under Browse section, click at **"Tools and Utilities"**. Look for MyCitrixAgent Gadget by Extentrix.

Click on **"Download to Sidebar"**, then click on **"install"**, **"open"** followed by **"run"**.

- Downloading the Gadget from Extentrix site:

1. Save it at c:\program files\Windows Sidebar\Gadgets
2. Double click on it and choose run.

It will open and ask for your credentials through a dialog box named **"Login Page"**. The default farm the Gadget will open is **Citrix**.



After typing your credentials, click **Login**. Otherwise, click **Cancel**.

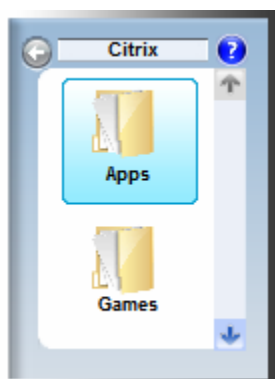
**For the purpose of this example, please use the following credentials:**

**User Name: citrixdesktop**

**Password: demo**

**Domain Name: testdrive**

MyCitrixAgent Gadget will appear on the sidebar.

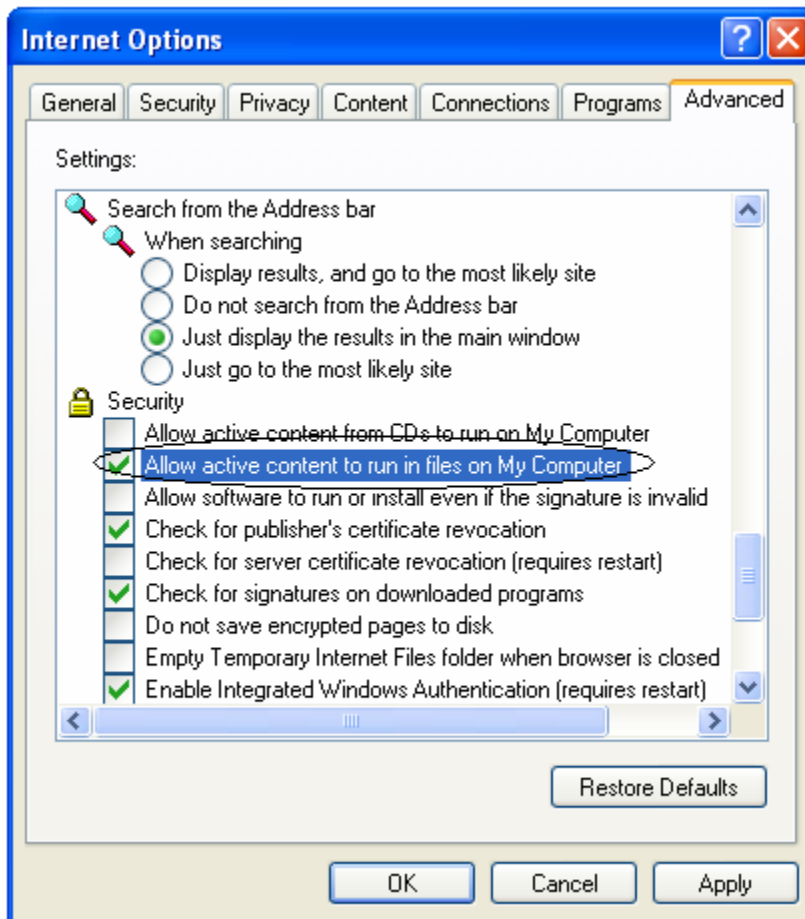


**Note:** Credentials information will be remembered in all login dialogs hereafter.

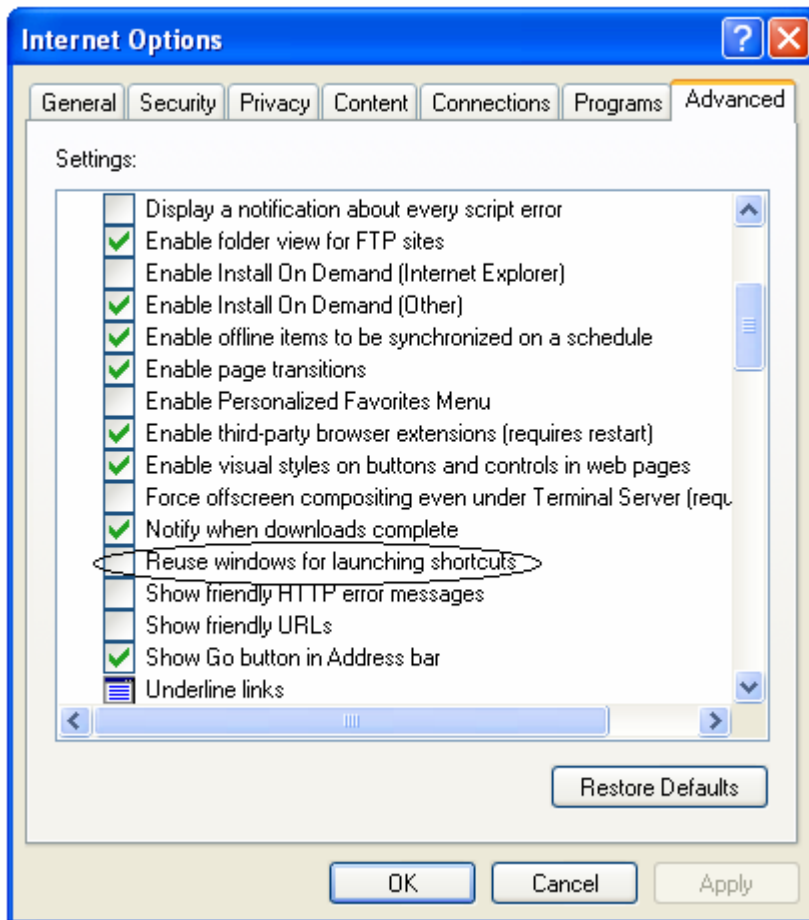


### 1.3 IE Requirements

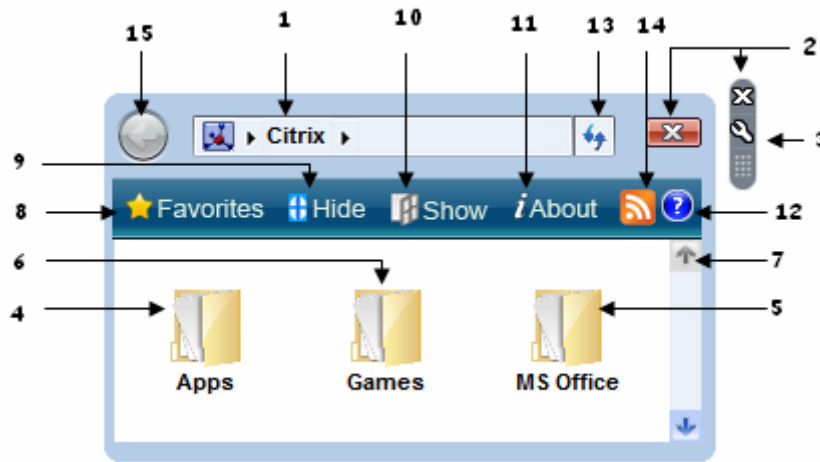
- The option “**Allow active content to run in files on My Computer**” must be checked. To check it, click on “**Tools**” -> **Internet Options** -> **Advanced** then check it.



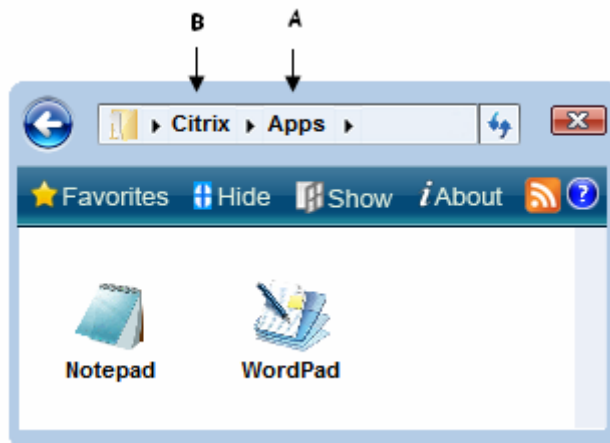
- The option “**Reuse windows for launching shortcuts**” must be unchecked. To uncheck it, click on “**Tools**” -> **Internet Options** -> **Advanced** then check it.



## 2. Overview



1. The name of the Citrix Presentation Farm.
2. Close button.
3. Settings Button. It appears when the mouse hovers over the Gadget.
4. Apps Icon. It points to a folder contains other published applications. In the example we have it will have the following applications:



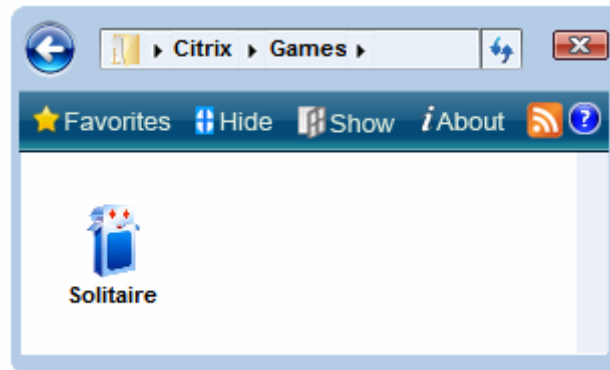
- A. Name of the current opened folder.
- B. Name of the farm that the opened folder belongs to.

**Note:** Clicking the name of a certain folder in the address bar , for example “Citrix”, will take you back to that farm.

5. MS Office Icon. It points to a folder contains other published applications. In this case, it will have the following applications:



6. Games Icon. It points to a folder contains other published applications. In this case, it will have the following applications.



7. Scrollbar. It is used to scroll through icons and applications existing in the Gadget frame.

8. Link Button. (Please refer to section 7)

9. Hide Button. (Please refer to section 8)

10. Show Button. (Please refer to section 9)

11. About Button. (Please refer to section 10)

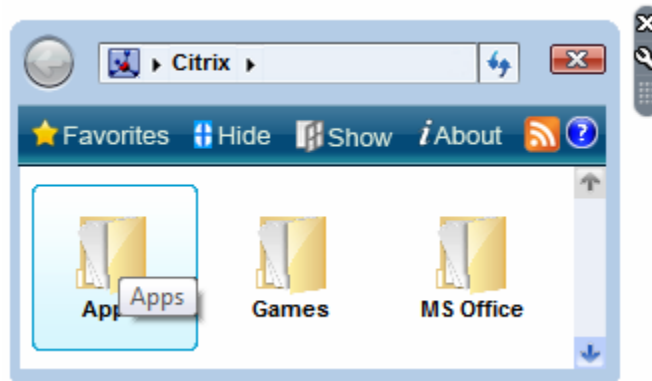
12. Help Button. (Please refer to section 11)

13. Refresh Button. Used to force a refresh of the applications.

14. RSS Feed Button. (Please refer to section 6)

15. Back Button. Used to take you back to the previous frame.


**Note:** A tool tip will appear on mouse hover over an icon showing the name of the icon. It will look like this:



## 3. Farms

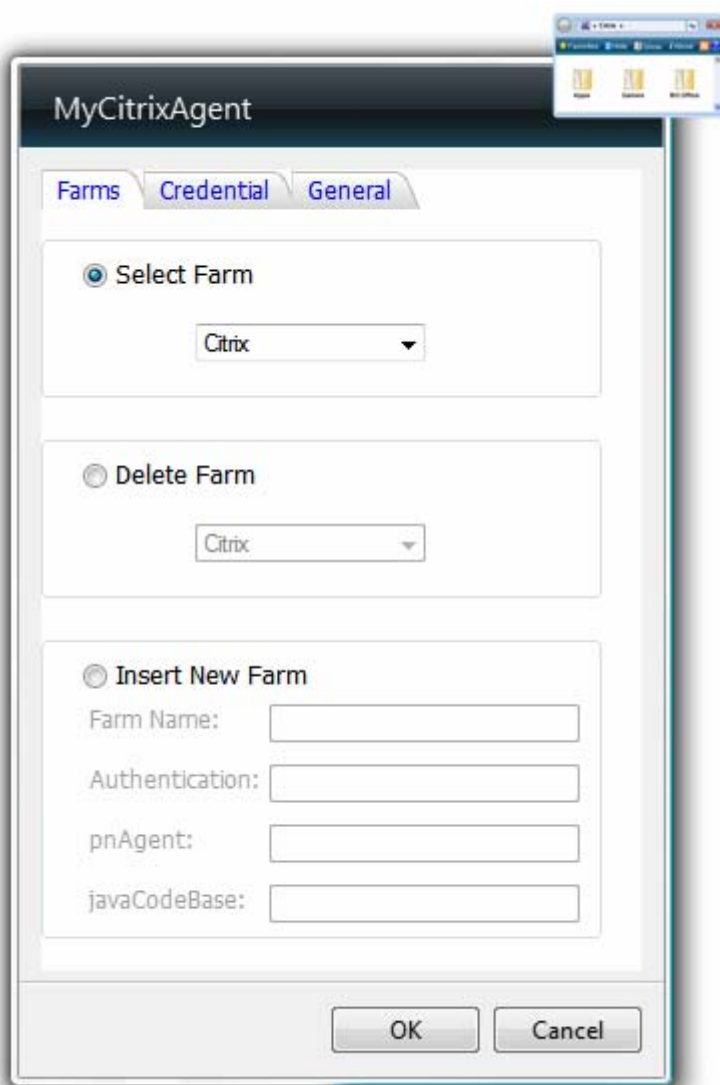
### 3.1 Select farm

To select a specific farm to work on:

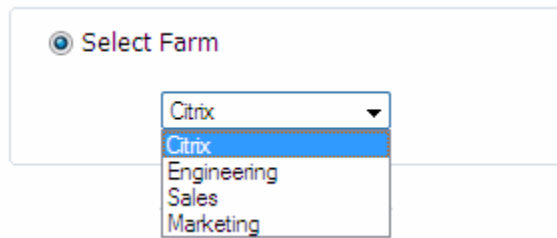
1. Hover your mouse over the Gadget and a small screwdriver will appear at the right top of the Gadget . It is called **Settings**. Click it.

A dialog box named “**MyCitrixAgent**” will open.

**Note:** The Gadget settings box will minimize the Gadget to a small icon at the right top of the dialog box.

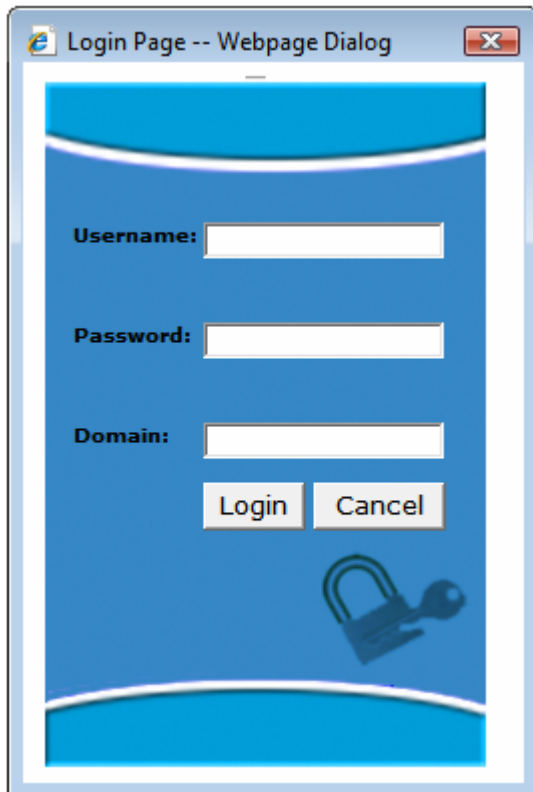


2. From the **Farms** tab, click the button next to **Select Farm** option then click the drop-down menu list. The available farms are listed in the menu list.




3. Select the farm you want and click **OK**.

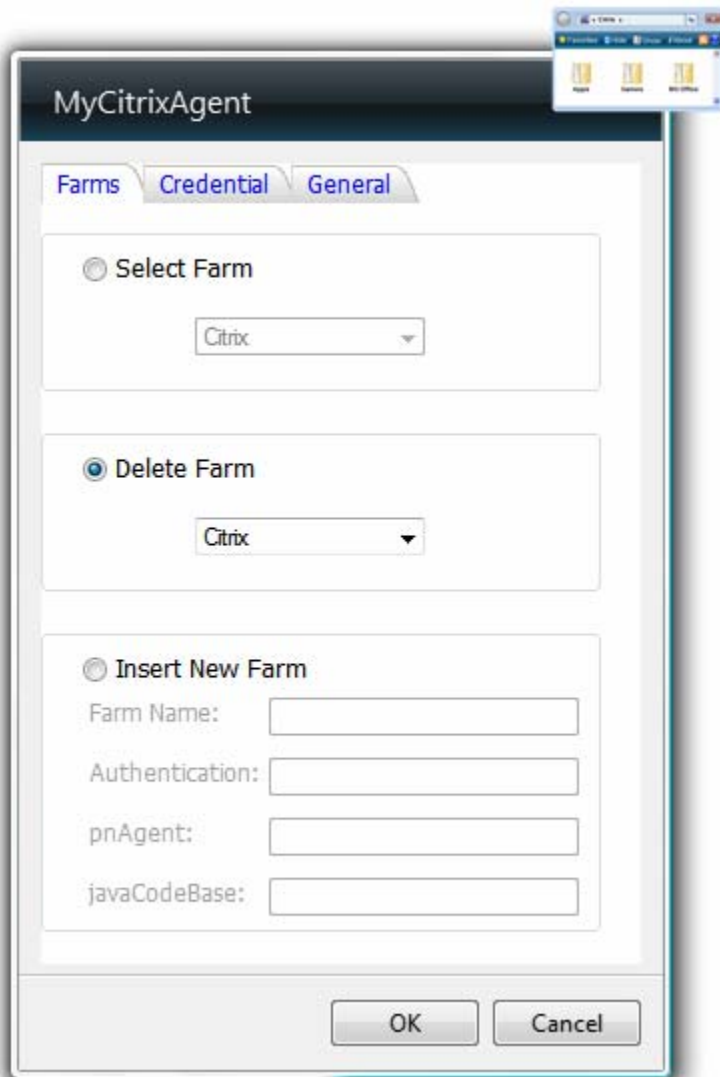
4. A dialog box named “**Login page**” will appear asking for your user name, password and the domain name. After you type your credentials, click **Login** to connect to the farm. Otherwise, click **Cancel**.



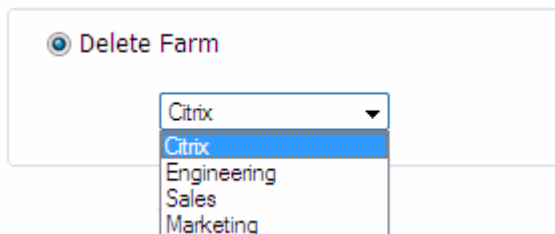
### 3.2 Delete farm

To delete a farm:

1. Hover your mouse over the Gadget and a small screwdriver will appear at the right top of the Gadget . It is called **Settings**. Click it. A dialog box named “**MyCitrixAgent**” will open.



2. From the **Farms** tab, click the button next to **Delete Farm** option then click the drop-down menu list. The available farms are listed in the menu list.




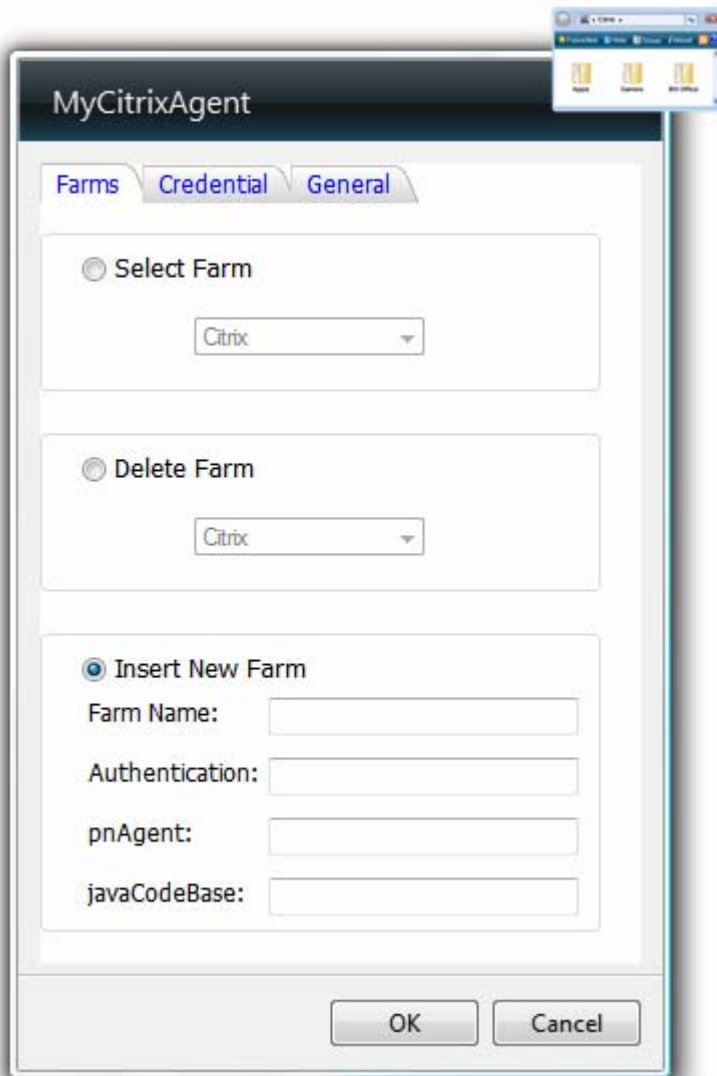
3. Select the farm you want to delete and click **OK**.

**Important Note:** You can't delete the current used farm.

### 3.3 Insert farm

To insert a new farm:

1. Hover your mouse over the Gadget and a small screwdriver will appear at the right top of the Gadget . It is called **Settings**. Click it. A dialog box named “**MyCitrixAgent**” will open.



2. From the **Farms** tab, click the button next to **Insert New Farm** option.
3. Type a name for your farm and fill the entire required information. Then click **OK**

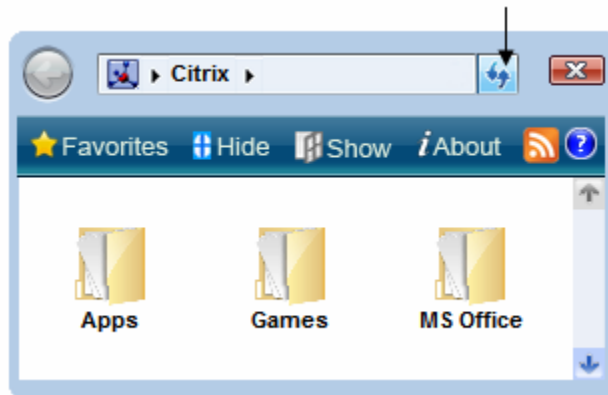
## Important Notes:

- The name of the farm must not be more than 32 characters.
- The authentication type is always Prompt
- PnAgent means the address of the remote server responsible of retrieval and launching of the applications published under the newly selected farm. For example, <http://207.36.209.153/Citrix/PNAgent/config.xml>
- JavaCodebase means the address where java client is stored. For example, <http://207.36.209.153/Citrix/Metaframe/ICAWEB/icajava>

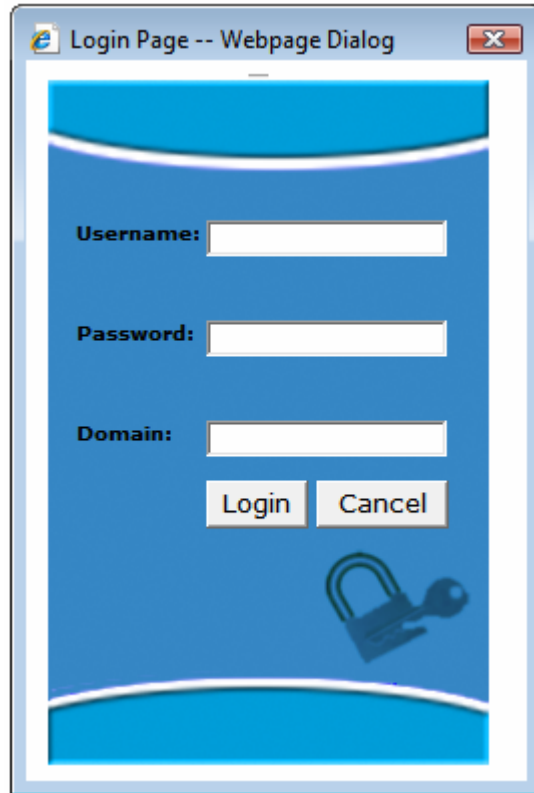
## 4. Applications

We are going to use the default farm that will appear just to demonstrate how the Gadget will work. In our example, the default farm is **Citrix**. The applications are only populated after a farm has been selected or refreshed. When a farm is selected, its applications are retrieved from the local cache if they are there. To force a refresh of the application list from the farm itself:

- Select **Refresh Published Applications List**  button at the top of the Gadget.



A dialog box named “**Login Page**” will appear asking for your credentials. Type them, and then click **Login**.



During this process, the flash button will start circling and a status indicator will appear on the Gadget frame as **Connecting** word and flashing dots ... to indicate that the Gadget is connecting to the server presentation farm.




Population of the application is not complete until the status indicator has disappeared.

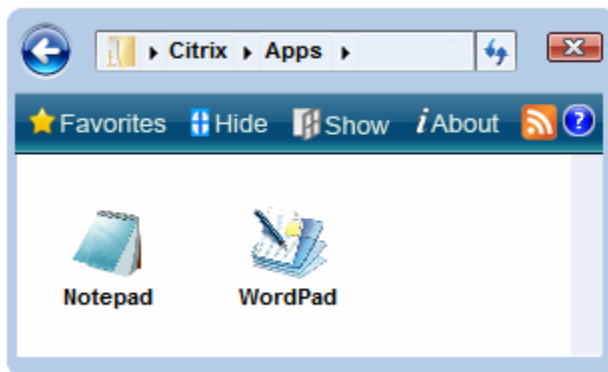
Application icons are provided by the farm, not the Gadget. The following applications are only viewed if you were using this server and using **Citrix** farm:

## 4.1 Apps Folder

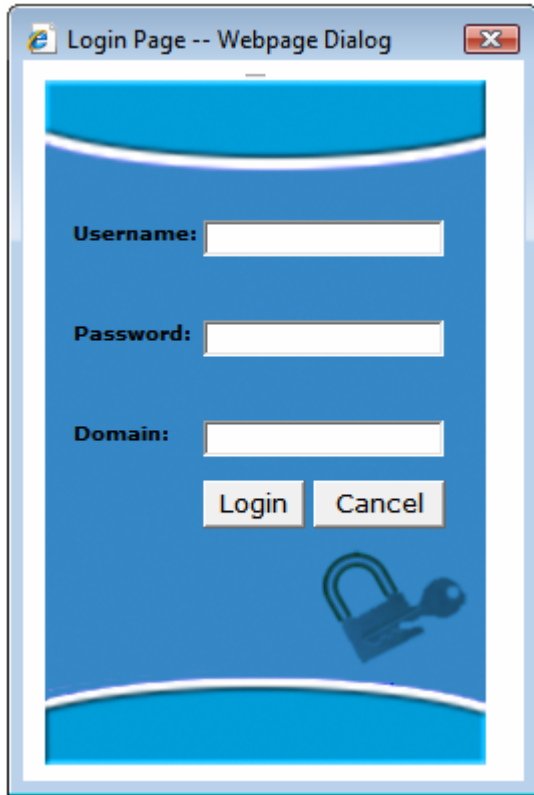
After launching the Gadget and connecting to **Citrix**, many applications will be displayed on the frame.


Clicking certain icon in the frame will launch it. Double clicking the Apps icon  will open a new frame for more applications inside it. This frame includes the Notepad

 and WordPad  applications.




To launch any of them double click it, then write your credentials in the **Login Page** dialog box and click **Login**. Otherwise click **Cancel**.



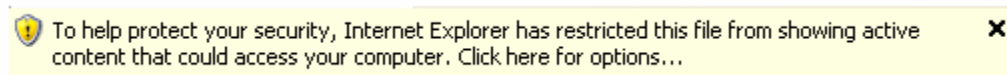
Launching of the application is not complete until the ball  has stopped circulating. This process applies to the other applications when launching them.

After the launching process is finished, the application will open seamlessly without a browser window. If you want to launch an application within a browser window, right click it instead of double clicking.

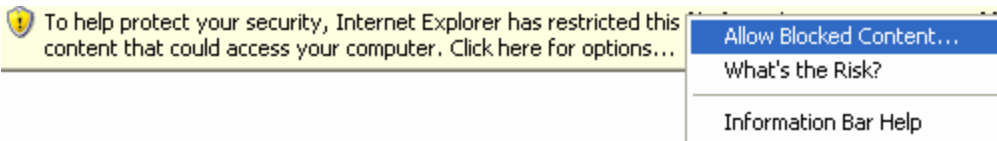
This process applies to all applications.

Clicking on the back arrow  in the left side of the frame will take you back to the previous frame. It has the same functionality of clicking any name in the address bar.

**Note:** When launching an application you may get a popup window warning you that Internet Explorer has restricted this file from showing active content.

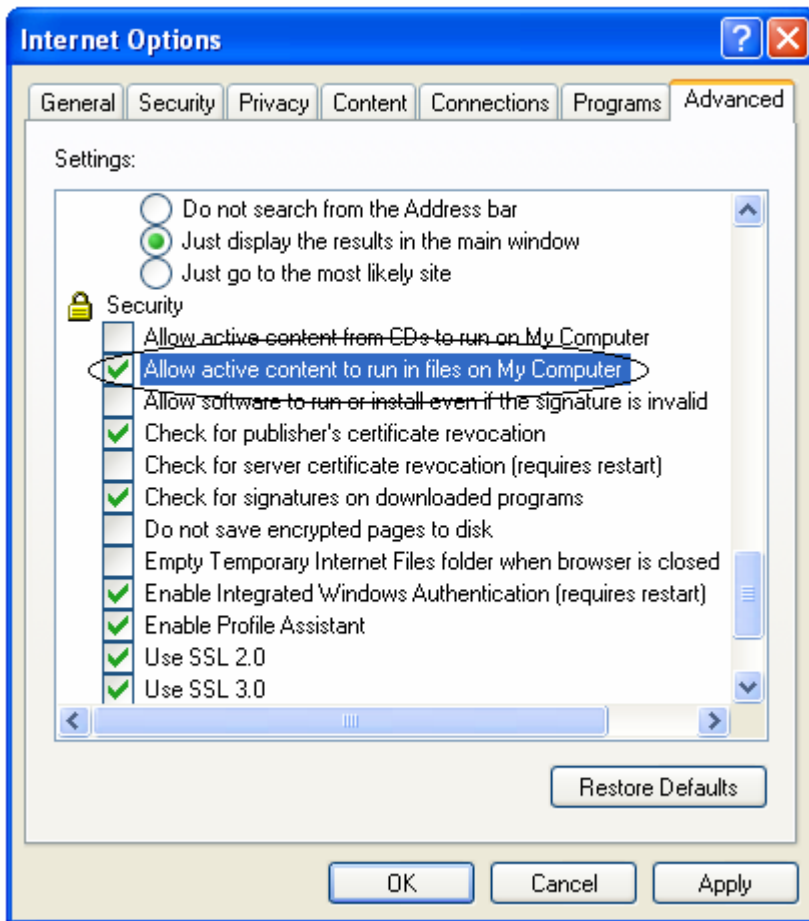


To allow the application to launch, you need to right mouse click on the popup and choose **Allow Blocked Content...**



To prevent this popup window from appearing, please make the following change to IE settings:

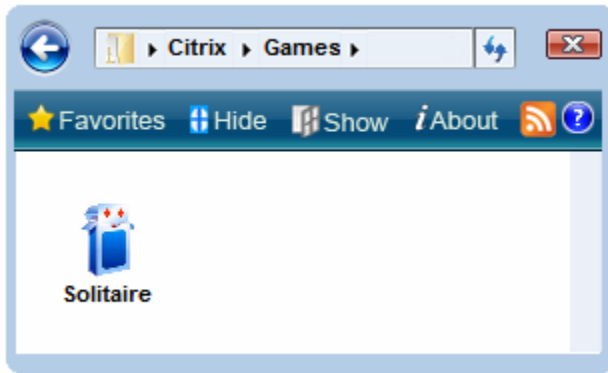
- Go to **Tools** and select **Internet Options...**
- From the dialog box named **“Internet Options”** choose **Advanced**.
- Check the option **Allow active content to run in files on My Computer** then click **Ok**.



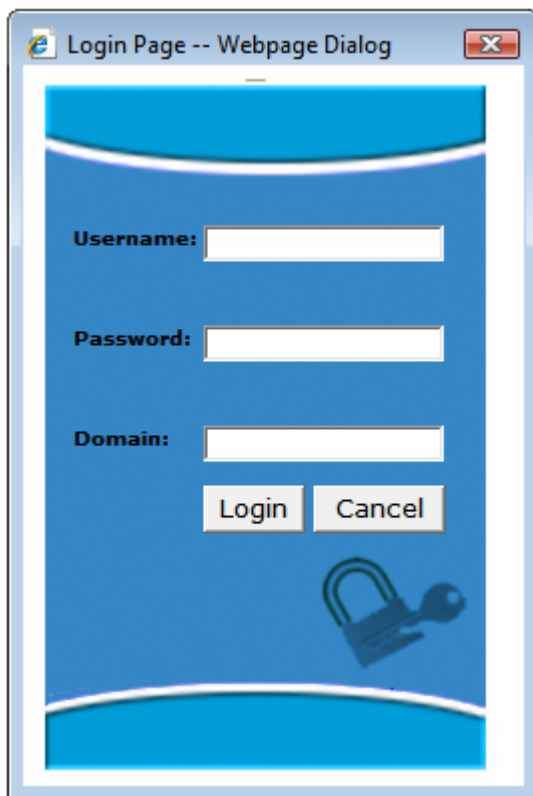
## 4.2 Games Folder

Double clicking the Games icon  will open a frame which contains games like



Solitaire  .

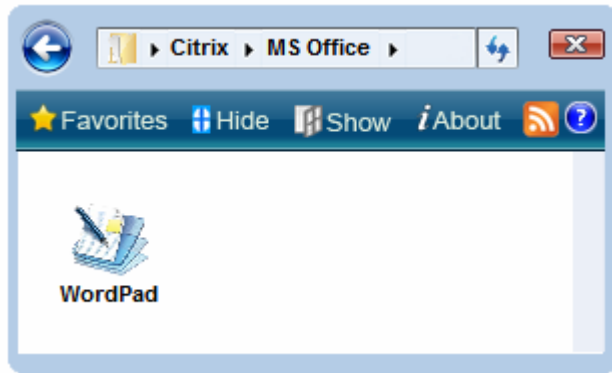


To launch these games you have to double click them, write the credentials in the **Login Page** dialog box and then click **Login**. Otherwise click **Cancel**.




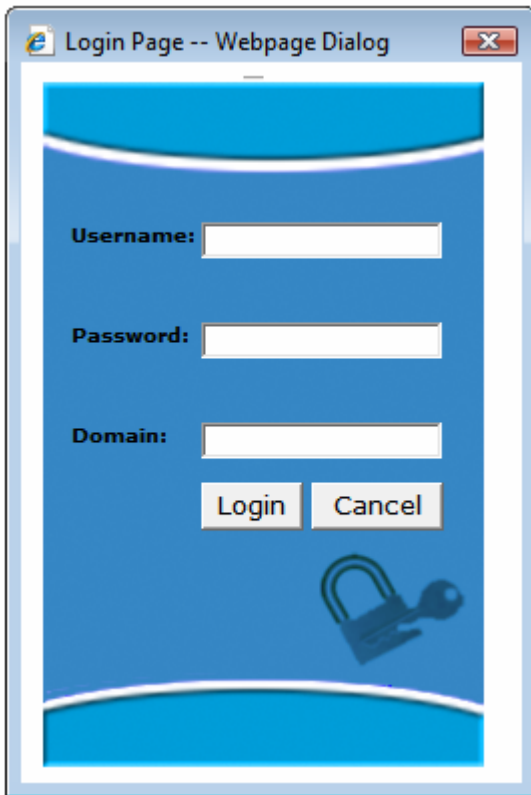
### 4.3 MS Office Folder

Double clicking the MS Office icon  will open a new frame which contains applications related to MS Office like WordPadB7B0 .




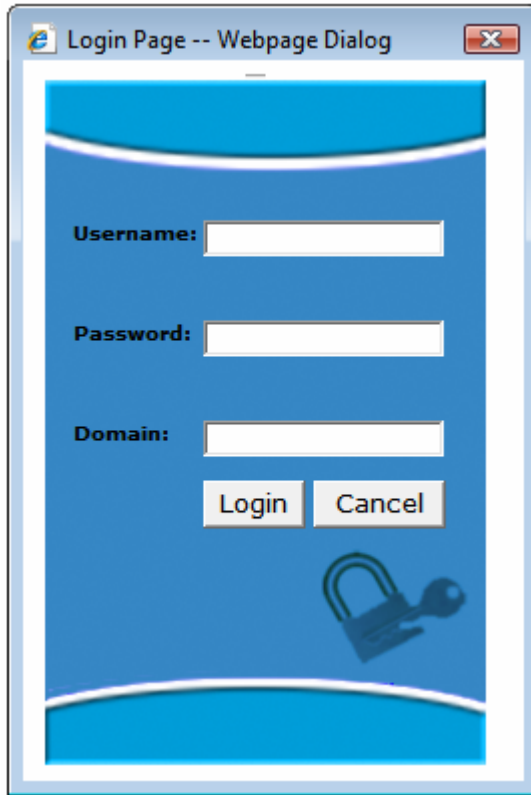
## 4.4 DDI

To launch DDI , double click it. A dialog box named “**Login Page**” will open asking for your credentials. Write them and then click **Login**. Otherwise click **Cancel**.




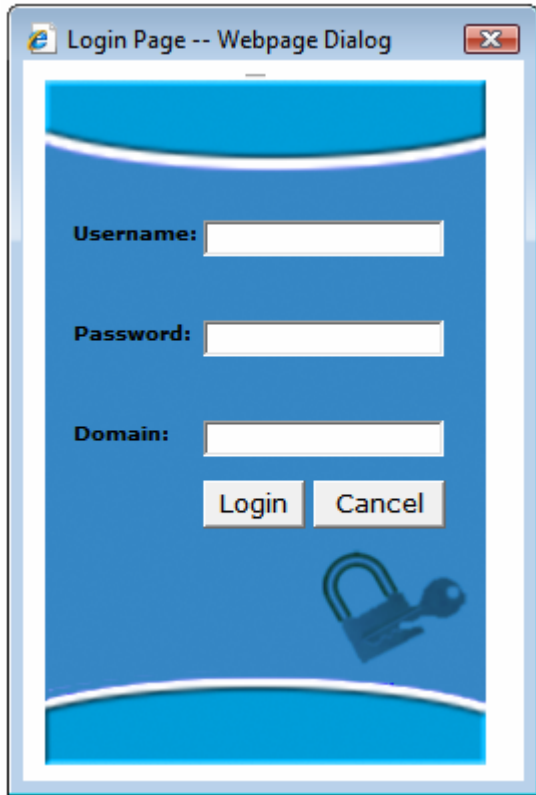
## 4.5 Internet Explorer

To launch Internet Explorer , double click it. A dialog box named “**Login Page**” will open asking for your credentials. Write them and then click **Login**. Otherwise click **Cancel**.



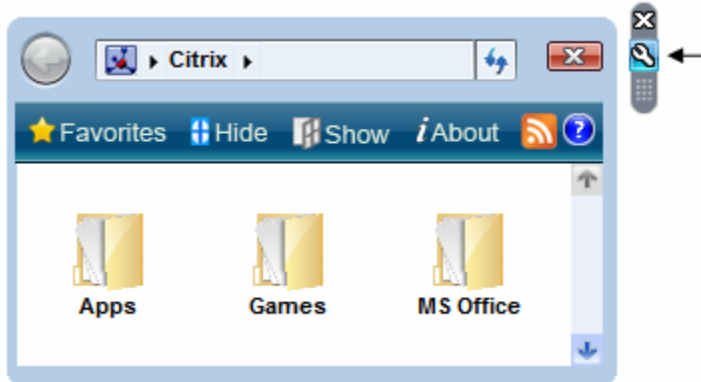
## 4.6 GoToMeeting

To launch the GoToMeeting , double click it. A dialog box named **“Login Page”** will open asking for your credentials. Write them and then click **Login**. Otherwise click **Cancel**.



## 5. Settings Button

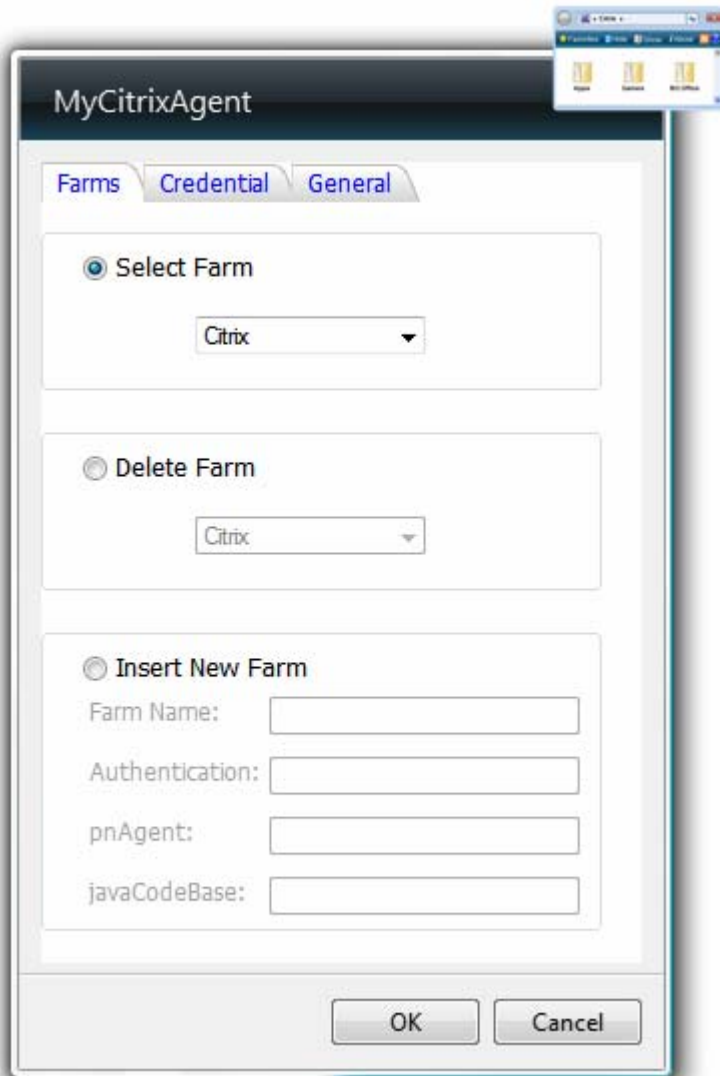
Settings Button appears whenever you hover your mouse over the Gadget frame. It takes the form of small screwdriver. It appears along with the close button.



The settings button displays many tabs through which the user can perform many functionalities.

## 5.1 Farms

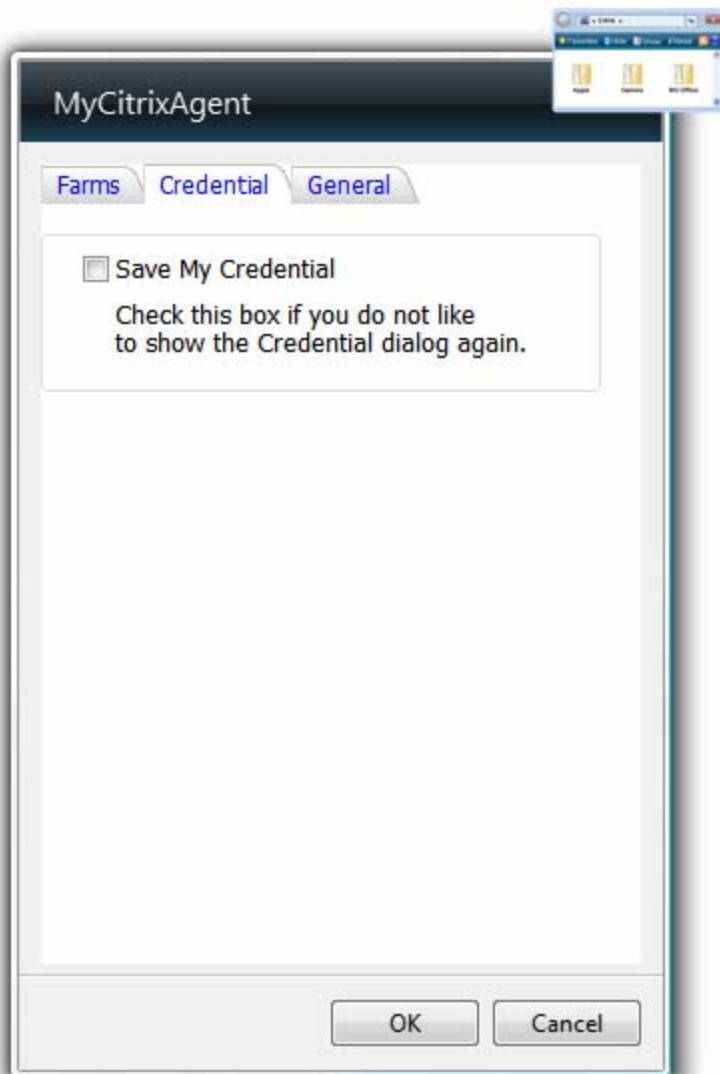
Clicking the settings button displays a dialog box named “**MyCitrixAgent**” with three tabs.



From the **Farm** tab you can select, delete, or insert a farm.

## 5.2 Credential

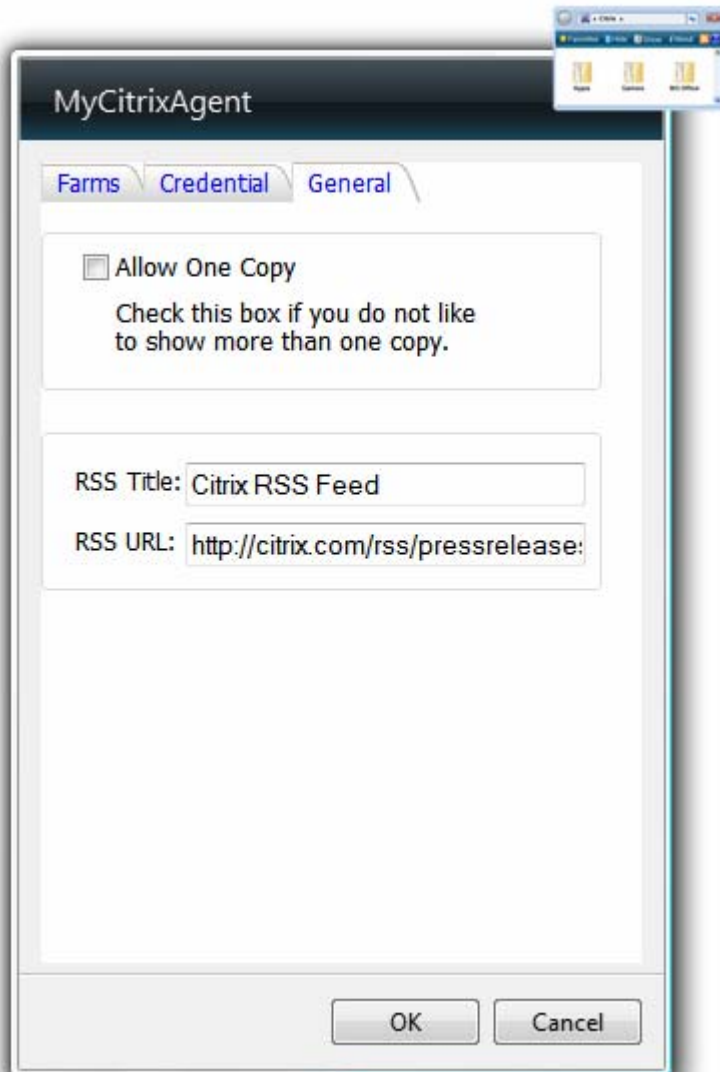
From the **Credential** tab you can control the appearance of the credential dialog.



Clicking **Save My Credential** will save your credentials so that you will not need to type your credentials every time you enter an application, change a farm or refresh your applications. The Log in page will not appear hereafter.

### 5.3 General


From the **General** tab you can control the appearance of many copies of the Gadgets.



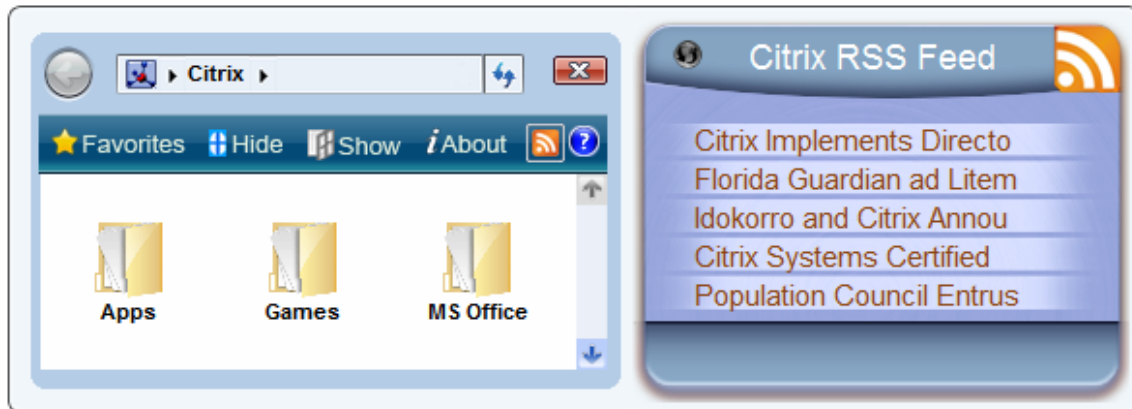
Clicking **Allow One Copy** restricts the user to use only one Gadget. If this option is disabled the user can open more than one gadget in the same Vista sidebar.

From the **RSS Title** and **RSS URL** fields, you can change the name of the RSS box and the Access Portal Page URL that you want to be called on clicking RSS Feed Button.

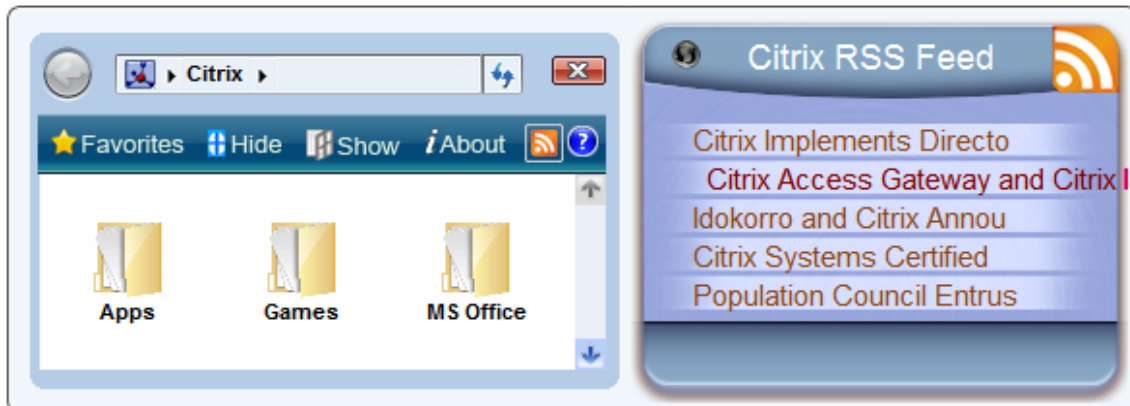
## 6. RSS Feed Button

Citrix RSS Feed  enables the user to get the latest news of Citrix. Clicking it will open a new box named "**Citrix RSS Feed**".


"**Citrix RSS Feed**" box will view headlines for the news. It will look like this:





Once you place your mouse over a headline, the color will change and it will view a description for that headline. It will look like this:

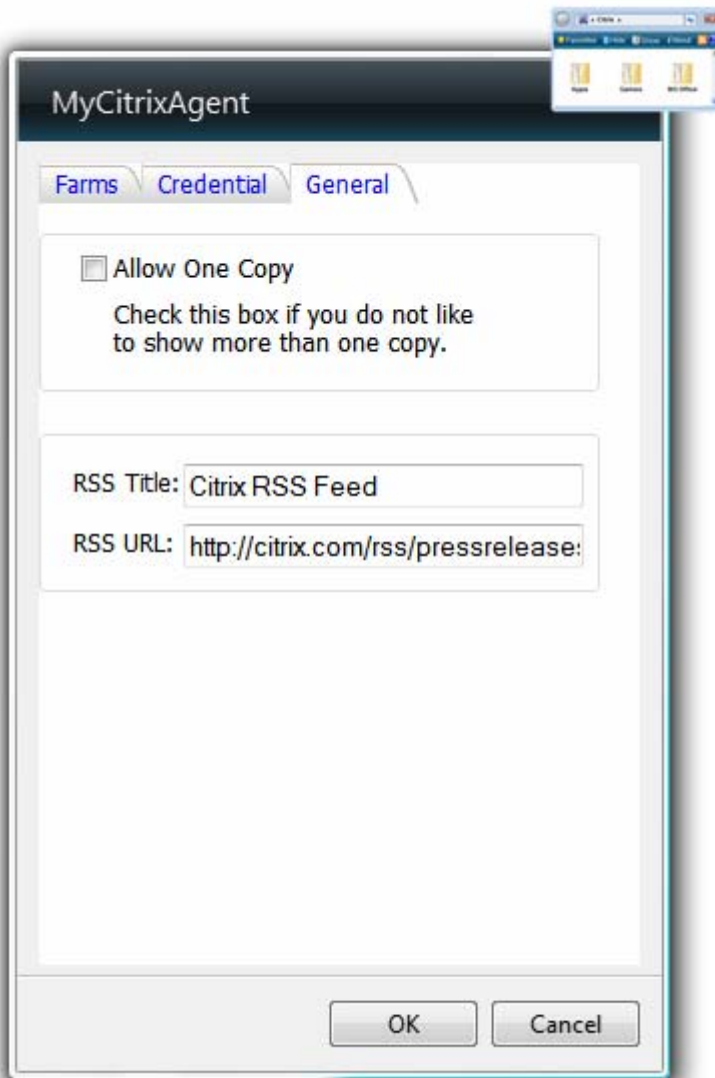


If you want to read the full headline, click it and it will take you to the headline page on Citrix news website.

Clicking the refresh button  will bring you any new news available on Citrix website.


**Note:** the refresh button  will turn to  on clicking it indicating that it is bringing the latest news.

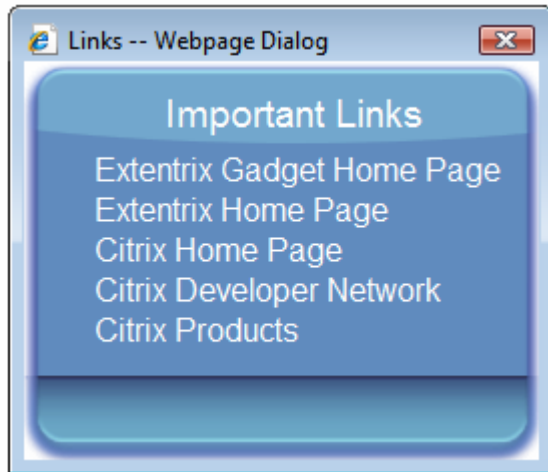
To change the Access Portal Page URL that you want to be called on clicking Citrix RSS Feed icon, click the **Setting** button and from the **General** tab, type the URL you want in the **RSS URL** field, and then click **Ok**.



In the **RSS Title** field, you can also change the title of the RSS Feed Box.

## 7. Favorites Button

Favorites button  allows you to get to important links that you may need. By clicking this button, a box named **“Favorites Button”** will appear.




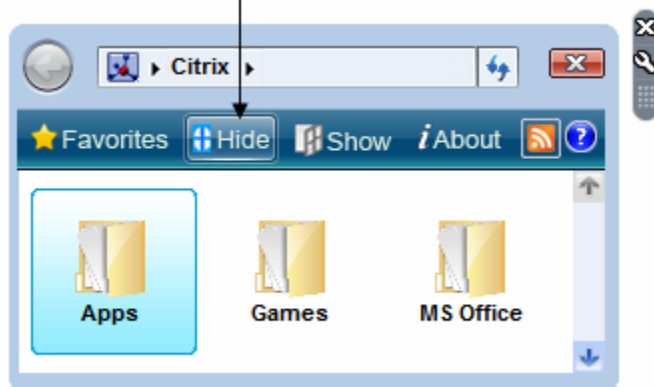
After you click on a certain link, a new window will open with the site of that link.

To close the box, click close button  .

## 8. Hide Button

To hide any published folder or application, select the item you want to hide then click

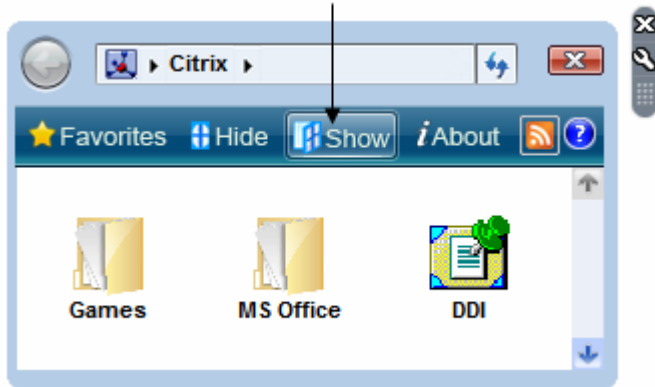
**Hide**  Button at the tool bar of the Gadget. The selected item will be highlighted.



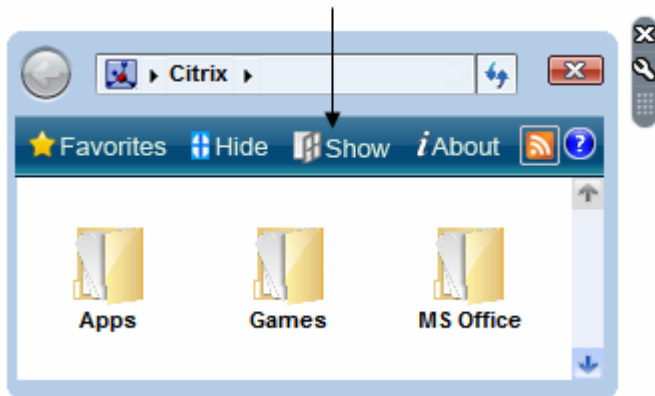
**Note:** This process is applicable to the applications inside published folders. When there are no applications to be hidden, the Hide button will be disabled.

## 9. Show Hidden Applications Button


To show any hidden application, click **Show Hidden Applications**  Button at the tool bar of the Gadget.

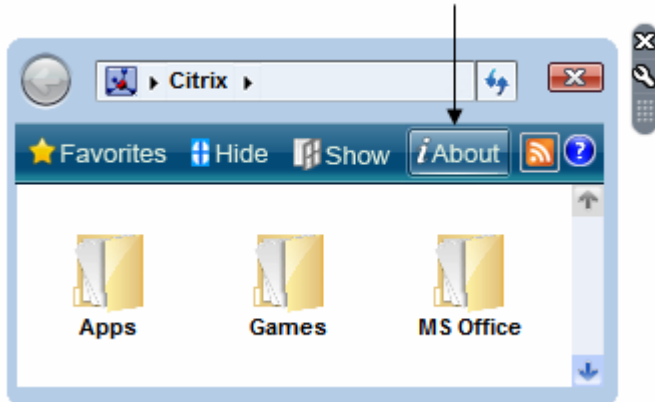


**Note:** If there are no hidden applications, the button will be disabled.

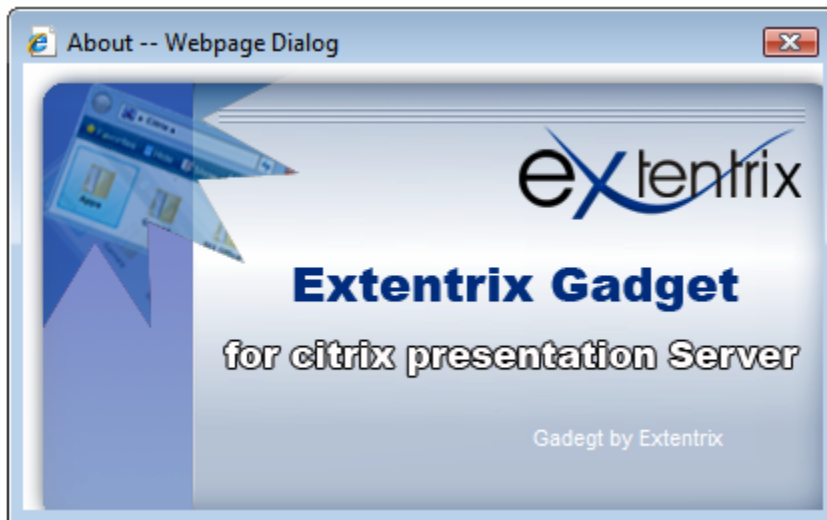



## 10. About Button

For more information about the Gadget, click **About Extentrix Gadget for Citrix Presentation Server**  button at the tool bar of the Gadget.




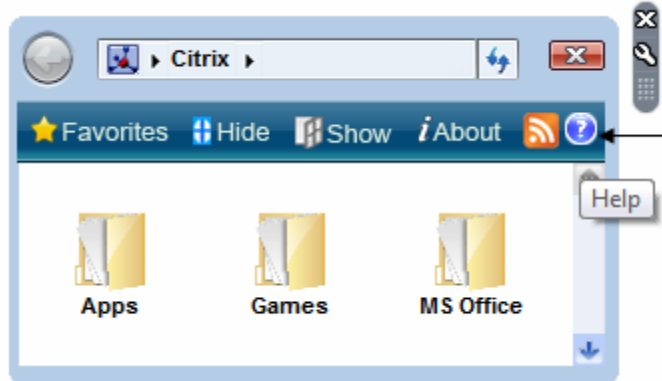
A box will appear containing a link to the website of the developer of the Gadget.



To close the box, click close button  .



## 11. Help Button

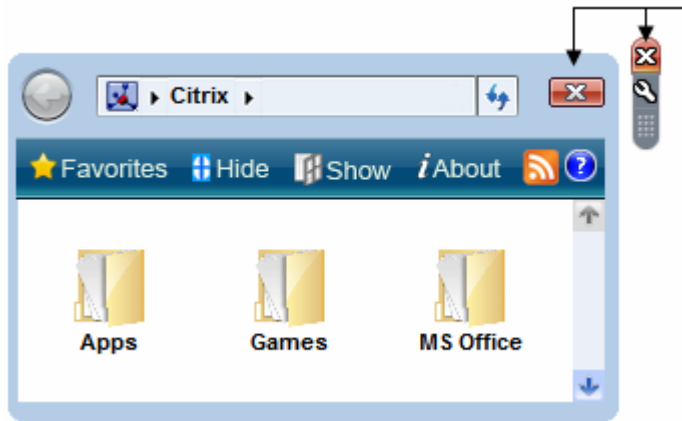
If you want help about how to use Extentrix Gadget for Citrix Presentation Server, click **Help**  button at the tool bar of the Gadget.



A window will open within the browser containing Online Help about how to use Extentrix Gadget for Citrix Presentation Server step by step.

## 12. Close Gadget

To close the Gadget, click the button that exists on the main frame  or hover your mouse over the Gadget. A small buttons will appear at the right top of the Gadget. Click the above button .



## 13. Trouble Shooting

You might face problems while using Extentrix Gadget for Citrix Presentation Server. Trouble shooting gives you some examples of the problems and suggested solutions as the following:

1. When you launch MyCitrixAgent Application, it may give you this error message:

“ActiveX component can't create object: 'ADODB.Stream'”

### Suggested Solutions:

- A. Set your Internet Explorer browser security to high. Follow these steps:
  1. In Internet Explorer, click **Internet Options** on the **Tools** menu.
  2. Click the **Security** tab. Under **Select a Web content zone to specify its security settings**, click **Internet**.
  3. Click **Default Level**, and then move the slider to **High**.
  4. Click **Apply**, and then click **OK** to close the **Internet Options** dialog box.
- B. Clear the compatibility flag of the **ADODB.Stream** object for Internet Explorer by setting the value to zero (0x0). Setting the value to zero (0x0) disables the key and restores functionality. To manually set the compatibility flag to zero, follow these steps:
  1. Click **Start**, and then click **Run**.
  2. In the **Open** box, type **Regedit**, and then click **OK**.
  3. In Registry Editor, locate the following registry key:
  4. HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\ActiveX Compatibility\{00000566-0000-0010-8000-00AA006D2EA4}
  5. In the right pane, double-click **Compatibility Flags**.
  6. In the **Edit DWORD Value** dialog box, make sure that the **Hexadecimal** option is selected, type **0** in the **Value data** box, and then click **OK**.
  7. Close Registry Editor.

**Note** You must restart Internet Explorer for your changes to take effect.

2. If you connect to a new farm, MyCitrixAgent may give you this error message: “doHttpRequest Exception occurred”

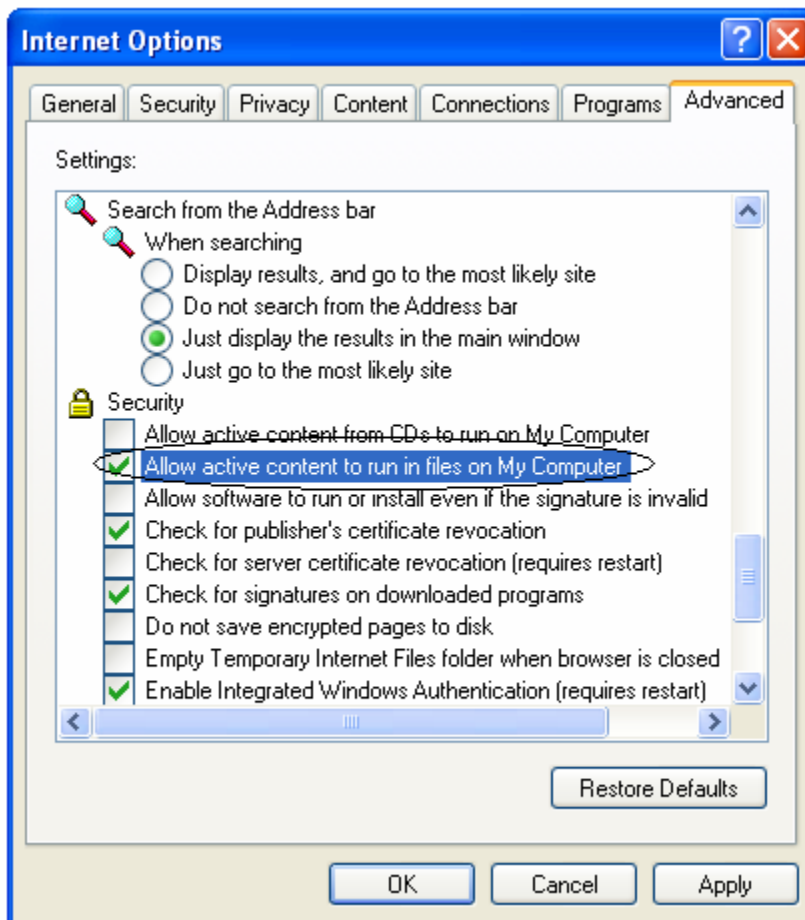
### Suggested Solutions:

- A. Make sure you have installed MSXML 6.0. Please refer Requirements section in the online help or the Gadget's manual to find out where to download it from.
- B. If you try to connect to secure site using https, then you would be required to have the proper certificate installed on your client machine.

3. If you launch an application, you may get this error from the browser: “To help protect your security, Internet explorer has restricted the files from showing active content that could access your computer, Click here for options...”

### Suggested Solutions:

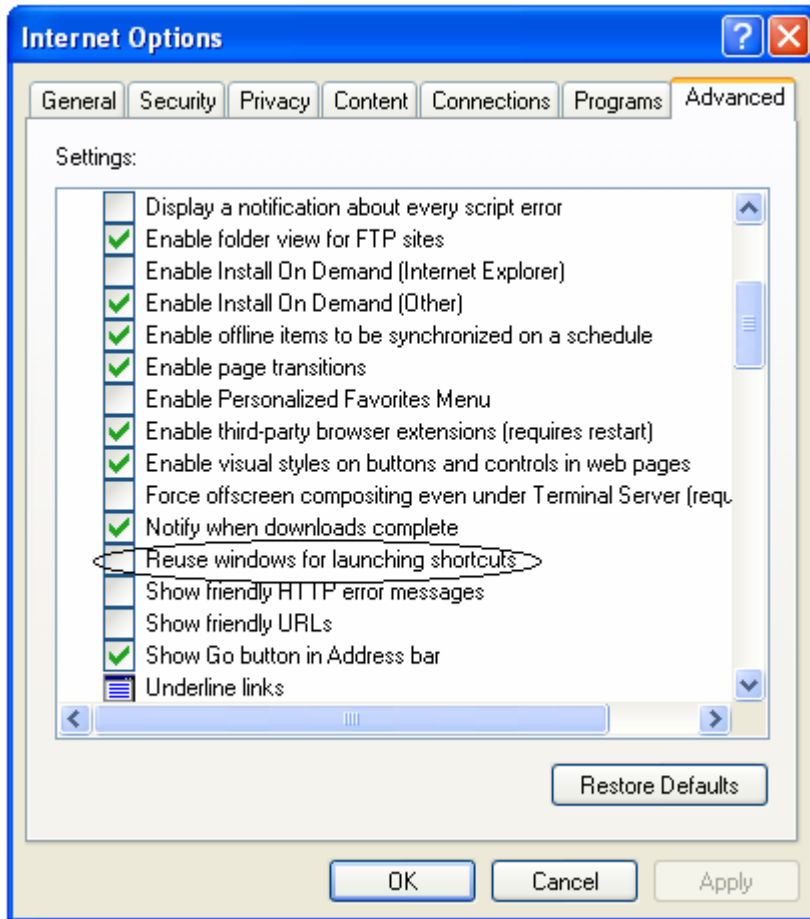
- A. Click on “Tools” -> **Internet Options** -> **Advanced** then make sure to check the option “**Allow active content to run in files on My Computer**”



4. If you launch an application, IE may start and close right away.

**Suggested Solutions:**

- A. Click on “Tools” -> **Internet Options** -> **Advanced** then make sure to uncheck the option “**Reuse windows for launching shortcuts**”



## **14. Support**

For any support issues, please email your questions or problems to:

[support@extentrix.com](mailto:support@extentrix.com)

## 15. Glossary

**Published application** An application installed on a server or server farm that is configured for multi-user access from MetaFrame Presentation Server Clients. With Load Manager, you can manage the load for published applications among servers in the farm. With Program Neighborhood and the Web Interface, you can push a published application to your users' client desktops.

**Published Folder** A group of logically related applications within a user's application set. You can assign an application to a specific neighborhood folder when you publish it.

**Server Farm** A group of computers running MetaFrame Presentation Server and managed as a single entity, with some form of physical connection between servers and a database used for the farm's data store.

## 16. About Extentrix

Extentrix is a consulting firm specializing in software development for the Citrix product family. It has been established by former employees of Citrix's software development department to serve customers who want to optimize their Citrix solutions. Extentrix offers a variety of services that span the project lifecycle. Extentrix can develop custom or command line utilities for application deployment automation of Citrix Presentation Server and/or system monitoring tools to ensure proper system operation.

For additional support in writing new Gadgets or customizing the current Gadget, please contact Extentrix at [info@extentrix.com](mailto:info@extentrix.com) or by visiting the company's home page at <http://www.extentrix.com/>.

Extentrix provides one full year of support for any custom project development