



Citrix Receiver for iPhone Administration

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Requirements for Citrix Receiver for iPhone

To use Citrix Receiver, end users need an iPhone or iPod touch mobile device with iPhone Software Update installed (version 3.0 or 2.2.1).

For more information about software updates for iPhone and iPod touch, visit the Apple Web site.

To provide published resources to Citrix Receiver users, you need:

- ◆ A server farm running one of the following:
 - Citrix Presentation Server 4.0, with a Program Neighborhood Agent site configured
 - Citrix Presentation Server 4.5, with a Program Neighborhood Services site configured
 - Citrix XenApp 5.0, with a XenApp Services site configured
- ◆ The root certificate for the farm to which users will connect

For information about requirements for deploying Citrix Presentation Server or Citrix XenApp and publishing resources, refer to the *XenApp > Citrix XenApp Administration* section on the Citrix eDocs site (<http://support.citrix.com/proddocs/>). For information about deploying or configuring Program Neighborhood Services or XenApp Services sites, refer to the *Web Interface* section of eDocs.

Updating Citrix Receiver

If a previous version of Citrix Receiver 1.x is installed on your iPhone or iPod touch, the software updates automatically from the App Store.

SSL Certificates

To connect to a XenApp farm, users' iPhone or iPod touch devices require a Configuration Profile be installed that includes the certificate for the Web server hosting the farm's Program Neighborhood Services site or XenApp Services site. You can obtain this certificate from your browser's certificate store.

Note: Citrix Receiver does not support wildcard certificates.

For more information about creating Configuration Profiles and distributing them to users, visit the Apple Web site.

SSL VPN Connectivity

Citrix Receiver supports connecting to a XenApp server farm through the following products or components:

Requirements for Citrix Receiver for iPhone

- ◆ Citrix Access Gateway Standard Edition
- ◆ Citrix Access Gateway Enterprise Edition
- ◆ Citrix Secure Gateway when used in proxy mode

Connectivity through Citrix Access Gateway Advanced Edition is currently not supported.

Authentication through Access Gateway

Citrix Receiver supports authentication through Access Gateway using the following methods:

- ◆ Domain authentication
- ◆ RSA SecurID
- ◆ Domain authentication paired with RSA SecurID

For more information about using these authentication methods with Access Gateway, see the configuration topics in this section of Citrix eDocs, as well as the section for Access Gateway.

Configuring Access Gateway and Secure Gateway for Citrix Receiver for iPhone

Citrix Receiver for iPhone v1.x supports secure connections to an enterprise installation of Citrix Access Gateway (Standard Edition and Enterprise Edition) and Citrix Secure Gateway.

The process to enable connections from the Citrix Receiver for iPhone is very similar to configuring an Access Gateway or Secure Gateway to accept Citrix XenApp connections, but with small differences.

Traditionally, when configuring an Access Gateway or Secure Gateway for XenApp connections, a Web Interface site provides information about the published applications that a user has rights to and presents them with a Web page with icons to click.

The Citrix Receiver for iPhone uses a XenApp services site (previously known as a PNAgent site) to gather information and allow it to appear on the Citrix Receiver for iPhone's App list.

Both traditional Citrix XenApp connections (using Web Interface) and the Citrix Receiver for iPhone (using XenApp Services) can co-exist on the one Citrix Access Gateway installation or Citrix Secure Gateway installation.

For more information about configuring connections, including videos, blogs, and a support forum, refer to <http://community.citrix.com/iphone>.

To configure Access Gateway Standard Edition for Citrix Receiver for iPhone

Support for this configuration of Citrix Receiver for iPhone requires XenApp Service 5.0, which is supported in the following products:

- ◆ XenApp 4.5 (formerly Presentation Server 4.5)
- ◆ XenApp 4.5 with Feature Pack 1
- ◆ XenApp 5.0
- ◆ XenApp 5.0 with Feature Pack

1. Configure Authentication realms to authenticate users connecting to the Access Gateway using the Access Gateway Plug-in.

Active Directory authentication and RSA SecurID are the two supported authentication methods for v1.0 of the Citrix Receiver for iPhone:

Configuring Access Gateway and Secure Gateway for Citrix Receiver for iPhone

- If double source authentication is required (such as RSA SecurID and Active Directory), RSA SecurID authentication must be the primary authentication type. Active Directory authentication must be the secondary authentication type.
- RSA SecurID can use either RADIUS or an `sdconf.rec` file to enable token authentication.
- Active Directory authentication can use either LDAP or RADIUS.

Test a connection from a user device to guarantee that the Access Gateway is configured correctly in terms of networking and certificate allocation.

2. In the Access Management Console, create a XenApp Services site (such as `http://ServerName/Citrix/PNAgent` or `http://iphone.citrix.com/CustomPath/config.xml`) for iPhone users.

The Citrix Receiver for iPhone uses a XenApp Services site (formally PNAgent site) to get information about the applications a user has rights to and present them to the Citrix Receiver running on the iPhone.

This is similar to the way you use the Web Interface for traditional SSL-based XenApp connections for which an Access Gateway can be configured.

XenApp 5.0 XenApp Services sites have this configuration ability built in. Refer to the Citrix forums (<http://forums.citrix.com/thread.jspa?threadID=88658&tstart=0>) for further information regarding configuring previous versions.

To create a XenApp Services site for Citrix Receiver for iPhone to use:

- a. Citrix recommends using the Citrix default path for this site (`http://ServerName/Citrix/PNAgent`). The default path enables your users to specify the FQDN of the Access Gateway they are connecting to instead of the full path to the `config.xml` file that resides on the XenApp Services site (such as `http://iphone.citrix.com/CustomPath/config.xml`).
- b. Configure the XenApp Services site to support connections from an Access Gateway connection.
- c. In the XenApp Services site, select **Manage secure client access > Edit secure client access settings**.
- d. Change the Access Method to **Gateway Direct**.
- e. Enter the FQDN of the Access Gateway appliance.
- f. Enter the Secure Ticket Authority (STA) information.

Note: The configuration of this site is similar to the Web Interface site.

3. Configure the Access Gateway to allow incoming XenApp connections from the Citrix Receiver and specify the location of your newly created XenApp Services site.
 - a. On the **Access Policy Manager** tab, right-click a user group, select **Properties**, and enter the XenApp Services server address in the **Web server (IP or FQDN)** field.

Note:

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- ◆ The check box **Single sign-on to the Web Interface** is specifically for Web Interface and does not affect connections using Citrix Receiver for iPhone. If you configured the Access Gateway to use a Web Interface site for other users, continue to maintain and use it for the Web Interface.
 - ◆ To enable Citrix XenApp connections on an Access Gateway that has previously been configured to accept connections using the Access Gateway Plug-in, select **Use the multiple logon option page**. For more information, refer to *Configuring a Portal Page with Multiple Logon Options* in the *Citrix Access Gateway Standard Edition Administrator's Guide*. Product documentation is available in the Citrix Knowledge Center at: <http://support.citrix.com/pages/docs/>.
 - ◆ In the Access Gateway Administration Tool, on the **Authentication** tab, click the **Secure Ticket Authority** tab and add the STA details. Make sure the STA information is the same as the XenApp Services site.

b. On the **Global Cluster Policies** tab, select **Enable logon page authentication**.

An important note about the use of certificates:

If the server certificate used on the Access Gateway is part of a certificate chain (with an intermediate certificate), make sure that the intermediate certificates are also installed correctly on the Access Gateway. For information about installing certificates, see *Citrix Access Gateway Standard Edition Administrator's Guide*.

To configure Access Gateway Enterprise Edition for Citrix Receiver for iPhone

Support for this configuration of Citrix Receiver for iPhone requires XenApp Service 5.0, which is supported in the following products:

- ◆ XenApp 4.5 (formerly Presentation Server 4.5)
- ◆ XenApp 4.5 with Feature Pack 1
- ◆ XenApp 5.0
- ◆ XenApp 5.0 with Feature Pack

1. Configure authentication policies to authenticate users connecting to the Access Gateway using the Access Gateway Plug-in. Bind each authentication policy to a virtual server.

Active Directory authentication and RSA SecurID are the two supported authentication methods for v1.0.1 of the Citrix Receiver for iPhone:

- If double source authentication is required (such as RSA SecurID and Active Directory), RSA SecurID authentication must be the primary authentication type. Active Directory authentication must be the secondary authentication type.
- RSA SecurID uses a RADIUS server to enable token authentication.

Configuring Access Gateway and Secure Gateway for Citrix Receiver for iPhone

- Active Directory authentication can use either LDAP or RADIUS.

Test a connection from a user device to guarantee that the Access Gateway is configured correctly in terms of networking and certificate allocation.

2. Configure a XenApp Services site for the Citrix Receiver for iPhone to use.

The Citrix Receiver for iPhone uses a XenApp Services site (formally PNAgent site) to get information about the applications a user has rights to and present them to the Citrix Receiver running on the iPhone.

Note that this is similar to the way you use the Web Interface for traditional SSL-based XenApp connections for which an Access Gateway can be configured.

- a. In the Access Management Console, create a XenApp Services site (such as `http://ServerName/Citrix/PNAgent` or `http://iphone.citrix.com/CustomPath/config.xml`) for iPhone users. For this procedure, see the *Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop*.
- b. Configure the XenApp Services site to support connections from an Access Gateway connection.
- c. In the XenApp Services site, select **Manage secure client access > Edit secure client access settings**.
- d. Change the Access Method to **Gateway Direct**.
- e. Enter the FQDN of the Access Gateway appliance.
- f. Enter the Secure Ticket Authority (STA) information.

Note: The configuration of this site is similar to the Web Interface site.

3. Create a session policy on the Access Gateway to allow incoming XenApp connections from the Citrix Receiver, and specify the location of your newly created XenApp Services site.

- Create a new session policy to identify that the connection is from Citrix Receiver for iPhone. When you create the session policy, configure the following expressions:

REQ.HTTP.HEADER User-Agent CONTAINS CitrixReceiver

REQ.HTTP.HEADER User-Agent CONTAINS CFNetwork

REQ.HTTP.HEADER User-Agent CONTAINS Darwin

- In the associated profile configuration for the session policy, if this is not a global setting (you checked the **Override Global** check box), ensure the ICA Proxy field is **ON**.

In the Web Interface Address field, enter the URL including the config.xml for the XenApp Services site that the iPhone users use, such as `http://ServerName/Citrix/PNAgent` or `http://iphone.citrix.com/CustomPath/config.xml`.

- Bind the session policy to a virtual server.
- Create authentication policies for RADIUS and Active Directory.

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- Bind the authentication policies to the virtual server.

For more information about creating policies for the Access Gateway and XenApp, see the *Citrix Access Gateway Enterprise Edition Administrator's Guide* and the *Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop*.

Product documentation is available in the Citrix Knowledge Center at: <http://support.citrix.com/pages/docs/>.

An important note about the use of certificates:

If the server certificate used on the Access Gateway is part of a certificate chain (with an intermediate certificate), make sure that the intermediate certificates are also installed correctly on the Access Gateway. For information about installing certificates, see *Citrix Access Gateway Enterprise Edition Administrator's Guide*.

To configure the Secure Gateway for Citrix Receiver for iPhone

Before beginning this configuration, install and configure the Secure Gateway with Web Interface on the same server. You can adapt these instructions to fit your specific environment.

Citrix Receiver for iPhone supports only version 3.0 for the Secure Gateway. If you are using a Secure Gateway connection, do not configure Citrix Access Gateway settings on the Receiver.

Support for this configuration of Citrix Receiver for iPhone requires XenApp Service 5.0, which is supported in the following products:

- ◆ XenApp 4.5 (formerly Presentation Server 4.5)
- ◆ XenApp 4.5 with Feature Pack 1
- ◆ XenApp 5.0
- ◆ XenApp 5.0 with Feature Pack

Complete this configuration on the XenApp 5.0 server:

1. Open the Access Management Console. Create a XenApp Services site and configure it to point to your XenApp farm.
2. After creating the site, highlight it in the console and select **Manage Secure Access** and then **Edit Secure Access Settings**.
3. On the **Specify Access Methods** page, change the default access method to `Gateway direct`.
4. On the **Specify Gateway Settings** page, enter the FQDN of your Secure Gateway Server, which matches the FQDN on the SSL Certificate, such as:
`csg.company.com`

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5. On the **Specify Secure Ticket Authority Settings** page, enter your Secure Ticket Authority URL and click **Finish**.. The URL must match the STA list in your Secure Gateway Diagnostics for Authority Servers, such as:

`http://10.xxx.xxx.xxx/scripts/ctxsta.dll`

On the iPhone, open **Account Settings**, and in the Address field, enter the matching FQDN of your Secure Gateway server:

- ♦ If you created the XenApp Services site using the default path (/Citrix/PNAgent), provide a simple URL such as:

`https://csg.company.com`

- ♦ If you customized the path, enter the full URL to the config.xml file, such as:

`https://csg.company.com/Citrix/iPhone/config.xml`

Providing Access Information to End Users

When users launch Citrix Receiver for the first time, they are required to enter information about the XenApp farm hosting the resources they want to access. To ensure users can connect successfully to the XenApp farm, distribute the following information:

- ◆ The location of the XenApp Services site or Program Neighborhood Services site hosting resources; for example:
`https://servername/Citrix/PNAgent/config.xml`
- ◆ Domain name
- ◆ The product edition and authentication method, if using Access Gateway

For specific details about configuring the Citrix Access Gateway (Standard Edition or Enterprise Edition) for Citrix Receiver for the iPhone v1.x, refer to <http://community.citrix.com/iphone>.

Users can turn on the **Sign In Automatically** option so this information is remembered the next time they start Citrix Receiver.

If the **Sign In Automatically** option is turned on, users cannot access the Account Settings screen. To access the Account Settings screen, users can turn off this option by tapping **Settings > Citrix**. Then, they restart the Citrix Receiver to view the Account Settings screen.

Troubleshooting Citrix Receiver for iPhone

Disconnected Sessions

Users can disconnect from a Citrix Receiver session in the following ways:

- ◆ Pressing the home button on their iPhone or iPod touch device
- ◆ Tapping the **Back to Apps** button in Citrix Receiver

If this happens, the session remains in a disconnected state. Although the user can reconnect at a later time, you can ensure disconnected sessions are rendered inactive after a specific interval. To do this, configure a session timeout for the **ICA-tcp** connection in Terminal Services Configuration. For more information about configuring Terminal Services, refer to the Microsoft Windows Server product documentation.

Connectivity Failure

Users who continue to have connectivity issues can create a temporary user account at the Citrix Cloud at <http://community.citrix.com/display/xa/Citrix+Receiver+Demos+in+the+Citrix+Cloud>.

The Citrix Cloud offers users the ability to experience the power of Citrix solutions without having to set up and configure their own environment. The Citrix Cloud demo environment uses a number of key Citrix solutions including Citrix XenServer, Citrix XenApp, Citrix NetScaler, and Citrix Access Gateway.

Known Issues for Citrix Receiver

Applications published with 128-bit encryption

When using Citrix Receiver to access an application published with 128-bit encryption, the application does not open or operate as expected. This is due to a limitation with the iPhone operating system. Applications published with basic encryption open and operate normally when accessed with Citrix Receiver.

Using non-ASCII characters with published applications

When using Citrix Receiver to access a published application, the following limitations exist:

- ◆ If the application is published with a name containing non-ASCII characters, the application does not open
- ◆ Entering non-ASCII characters, such as Korean characters, in published applications does not work as expected

To mitigate these limitations, ensure that:

- ◆ Your farm consists of one of the following configurations:
 - Citrix Presentation Server 4.5 with a Program Neighborhood Services site configured on a non-English operating system
 - Citrix XenApp 5.0 with a XenApp Services site configured on a non-English operating system
- ◆ The Microsoft IME toolbar is not minimized in the published application

To enter non-ASCII characters in a published application using the iPhone's QWERTY/Pinyin keyboard, instruct users to perform the following steps:

1. Using Citrix Receiver, connect to the published application.
2. Tap the Microsoft IME toolbar and select the language you want to use; for example, JP.
3. Select the language mode in which to enter non-ASCII characters; for example, Hiragana mode.

Setting screen the resolution for published applications

Do not publish applications with a screen resolution of 1024 x 1024 pixels or more due to restrictions on the Apple operating system. Citrix recommends publishing applications at 1024 x 768 pixels or less.