

ILA-/ASP-Portal User Troubleshooting Guide

2020-03 English

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1 SSL Error 61 when launching an Application

1.1 Symptom

Login to ILA Portal was OK

ASP Portal shows list of application icons

ERROR: Citrix Receiver / Citrix Workspace App SSL Error 61 occurs when you click on an application icon



1.2 Cause

Your computer does not trust SwissSign, which is the issuer of Evonik's security certificate.

1.3 Solution

Please install the appropriate SwissSign certificate on your computer.

- SwissSign Gold CA- G2

1.3.1 Download

You can download the certificate files from <u>https://www.swisssign.com/en/support/ca-prod.html</u> <u>Direct link to SwissSign Gold CA - G2</u>

You can also download (and install) the certificate from the ASP portal:

Welcome <u>Click here to test the new ASP Portal version</u>	-6	
User name: Password:	User name:	1
Domain: DEGUSSA V (2)	Password: Domain:	eu.degussanet.com
Initialize Portal <u>Windows</u> <u>Mac</u>	. 6	Log On
Login via Intranet Proxy Connection help.evonik.com Download Security Certificate for ILA-Portal	Dov	Password Reset Portal: <u>help.evonik.com</u> nload <u>Citvir Receiven Windows Mass Android</u> , <u>iOS</u> Security Certificate for ILA-Portal: <u>Download</u>

1.3.2 Installation

This guide explains the installation on a Windows computer. Installation on a MacOS device appears to be similar (*Description of the University of HongKong*).



6	Confirm subsequent messages
	×
	Certificate Import Wizard
	Completing the Certificate Import Wizard
	The certificate will be imported after you click Finish.
	You have specified the following settings: Certificate Store Selected Automatically determined by the wizard
	Content Certificate Certificate Import Wizard X
	The import was successful.
	Finish Cancel
7	Then close the Certificate information window:
	General Details Certification Path
	Certificate Information
	This certificate is intended for the following purpose(s):
	Ensures the identity of a remote computer Proves your identity to a remote computer
	Protects e-mail messages Ensures software came from software publisher
	Protects software from alteration after publication 2.16.756.1.89.1.2.1.1
	* Refer to the certification authority's statement for details.
	Issued to: SwissSign Gold CA - G2
	Issued by: SwissSign Gold CA - G2
	Valid from 10/25/2006 to 10/25/2036
	Install Certificate Issuer Statement

2 SSL Error 47 when launching an application

2.1 Symptom

Login to ILA Portal was OK

ASP Portal shows list of application icons

ERROR: Citrix Receiver / Citrix Workspace App SSL Error 47 occurs when you click on an application icon

Citrix 🕼	Receiver	×
<u> </u>	Unable to launch your application. Contact your help desk with the following information: Cannot connect to the Citrix XenApp serve SSL Error 47: The server sent an SSL sslv3 alert handshake failure (alert number)	alert:
	ОК	

There might be other error messages that mention incorrect Cipher Suite or issues with the selected encryption that indicate the same reason

2.2 Cause

Several encryption methods were and are removed by software vendors from their products when these methods are not secure enough any longer. Other, newer, methods get added to updated software version. This may lead to a mismatch of supported encryption methods between clients and servers.

2.3 Solution

Clean-up any old Citrix Client installation, then install or reinstall an appropriate version of the Citrix Client.

2.3.1 Citrix Clean-Up utility

DOWNLOAD

Download (and extract) the Citrix Receiver Clean-up utility from <u>https://support.citrix.com/article/CTX137494</u>

This download comes as a ZIP archive. Depending on your computer setting you may have to extract the content of that archive first, or you can open files from it directly

ReceiverCleanupUtility 3/16/2020 2:07 PM Compressed (zipped) Folder

INSTALLATION / EXECUTION

Step	Details
1	Find and launch the ReceiverCleanupUtility appplication
	ReceiverCleanupUtility Application
	This file might be stored inside a .zip archive
2	When prompted, allow the Citrix Supportability Tool to run.
	You may be asked for your computer's local administrator password
	User Account Control
	Do you want to allow this app to make
	changes to your device?
	Citrix Supportability Tools Verified publisher: Citrix Systems, Inc. File origin: Downloaded from the Internet Show more details Yes No
3	When prompted, press any key. This might be required several times
	\\frafs03.fra.company.dom\IT-IS_Home\$\AF0215\data\profile redirected folders\downloads\ReceiverCle
	Thank you for using Receiver Cleanup Utility! Before continuing, Please close any launched published Application/Deskto prefront. '\\frafs03.fra.company.dom\IT-IS_Home\$\AF0215\data\profile redirected fo leanupUtility' CMD.EXE was started with the above path as the current directory. JNC paths are not supported. Defaulting to Windows directory. Press any key to continue

2.3.2 Citrix Client Installation

Download

It is *RECOMMENDED* to download the Citrix Client from the ILA/ASP portal logon page. That version of the Citrix Client is not the very newest, but Evonik's preferred version.

Application Portal			
Logon	Messages	Preferences	
			Welcome Lick here to test the new ASP Portal version Image: Description of the post of

As an *ALTERNATIVE*, you can download a Citrix Client directly from the vendor web site. Citrix currently calls it 'Citrix Workspace app'. That download might be faster, and it contains the newest version of the client. It may, however, appear or work slightly different than the version downloaded from Evonik.

Link:

https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

CITRIX	Products	Downloads	Support & Services	Partners	Si
谷 / Downlo	oads / Citrix Wo	orkspace App /	Workspace app for Windo	ws / Citrix Workspace app 1911 for Windows	
Find Dow	nloads		Citrix Works	pace app 1911 for Windows	
Citrix W	orkspace App	~	Release Date: Dec 3, 202	9	
	or		Compatible with		
Search I	Downloads	٩	Windows 10, 8.1, 7, 200	8R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019.	
Support I	Resources		Download Citrix Wo	kspace app for Windows	
FAQs 🖄			(129 MBexe)	L.M.	
Product	Documentatio	on 🗗	Version: 19.11.0.50 (191	1)	
(WEE	SITE APPEAR	ANCE, ESPEC	IALLY VERSION NUMBE	RS, MIGHT BE DIFFERENT)	

Please install the client after its download

Depending on the actual version of Citrix Client, file names and installation windows might be slightly different

Step	Details
1	Start the installation by opening the downloaded file. The name might be different
	CitrixOnlinePluginexe CitrixReceiver.exe Canceled
	Show in folder Cancel
2	When prompted, confirm security messages like.
	You may be required to enter your local administrator password. Some dialogs may not appear, depending on the Citrix Client version.
	User Account Control X User Account Control X
	Do you want to allow this app to make changes to your device? Do you want to allow this app from an unknown publisher to make changes to your device?
	CitrixReceiver Z:\AF0215\data\profile redirected folders \downloads\Citrix_Receiver_inkl_HDX Verified publisher: Citrix Systems, Inc. \Citrix_HDX_RealTime_Media_Engine.msi
	File origin: Network drive Publisher: Unknown
	Show more details Show more details
	Yes No Yes No
3	When prompted, CANCEL requests to modify your firewall settings.
9	Citrix applications should work just fine even when some features are blocked by Windows Firewall
	Windows Security Alert X
	Windows Defender Firewall has blocked some features of this app
	Windows Defender Firewall has blocked some features of Citrix HDX Engine on all public, private and domain networks.
	Publisher: Citrix Systems, Inc.
	Pat <u>h</u> : C: \program files (x86) \citrix \ica client \wfica32.exe
	Allow Citrix HDV Engine to communicate on these networks:
	Domain networks, such as a workplace network
	\Box P <u>r</u> ivate networks, such as my home or work network
	Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)
	What are the risks of allowing an app through a firewall?
	Sallow access Cancel

3 ICA File Type is not associated with an Application

3.1 Symptom

When you click on an Icon, a file with the .ica file type should be downloaded, or the operating systems ask what to do with the file:

	Citrix XenApp - A	pplications ×	New Tab								
		🗎 fra-vpn-gw	.evonik.com/+	CSCO+107567	6763663A2F2F6E63	637976706E67766261	662E72696261767	/82E70627A++/Intern	et/metaframe/site/de 😭	20	Θ:
	🔛 Apps 🕒 Vorge	schlagene Sites	Aus Internet E	xplor							
		Applic	ation Po	rtal							(*************************************
		Applications	Messages	Preferences					1.000		
		Logged on as: 19794		_						1	
		Click here to tes	t the new ASP Por	rtal version	Destal				Jearch		
		lo order new app	incations, please o	be the <u>II service</u>	-orten						
How do you want to open this file?		Applications						Falact	ulaua Ironz V Defeath		
How do you want to open this me		Main		-				Jelect	New Cons - Devenesa		
Look for an app in the Microsoft Store		Admin To	ols Ac	dmin Tools General	Admin Tools Microsoft	Citrix Tools	Comos DSO	Debug	HAM Produktiv		
More apps \downarrow		HAM Tes	t OMP E	Business Suite	Rapid Deployment	TCPOS	Test	Test Desktops	W2016 Test		
Always use this app to open .ica files											
		6		6	6	6	2	2	4		
OK		AMC Evonik XA Farm	APAC AMCI	EVONIK_Farm XA60	AMC EVONIK_Farm XA60 EU APAC	AMC EVONIK Farm X460 NAFTA	Arbis NET DE	Arbis NET EN	Aspen Startbar MOB HP		
	launch (2).ica	^								S	how all X

3.2 Cause

The Citrix Client (also called ICA Client, Receiver or Workspace App is either not properly installed on your computer. In some cases the web browser does not know what to do with .ica files, although the Citrix Client was installed before.

3.3 Solution

Please re-install the Citrix Client as described in section 2.3 Solution

3.4 Verification

After a Citrix Client was installed properly, your browser should automatically try to attempt to launch .ica files with a Citrix component (like Citrix Connection Manager, Citrix Receiver, Citrix Workspace app or similar).

When prompted you can allow the browser to 'always' open .ica files with the Citrix component.

(The message in the German screenshot translates to 'Always perform this action for this file type)

			Öffnen von launch.ica X
			Sie möchten folgende Datei öffnen:
			🖻 launch.ica
			Vom Typ: Citrix ICA Client
	Open		Von: https://fra-vpn-gw.evonik.com
	Always open files of this type		Wie soll Firefox mit dieser Datei verfahren?
			● <u>Ö</u> ffnen mit Citrix Connection Manager (Standard) ∨
	Show in folder	,	O Datei <u>s</u> peichern
	Show in folder	k EMEA	<u> </u>
	Cancel	<u> </u>	Optionen können im Anwendungen-Fenster in den Firefox-Einstellungen
launch (3).ica	∧ 🕞 launch (3).ica	~	geandert werden OK Abbrechen

4 Citrix Client Add Account Message

4.1 Symptom

Citrix Client (Receiver, Workspace app) shows an 'Add Acount' window.

🕲 Citrix Receiver	×
Add Account	
Enter your work email or server address provided by your IT department:	
Do not show this window automatically at logon.	
Add	ose

4.2 Cause

Citrix offers a feature to 'subscribe' to corporate applications. This feature isn't used at Evonik, and it won't work from non-Evonik devices anyway. That window would allow to specifiy subscription account information

4.3 Solution

Do not enter your Evonik email address or Company ID into that window. It would not harm if you did so, but it would also not work. Just leave the address field empty, select the checkbox to prevent that window from showing up again, and close the window.

Citri	k Receiver
	Add Account
	Enter your work email or server address provided by your IT department:
	☑ Do not show this window automatically at logon.
	Add Close