

# ILA-/ASP-Portal User Troubleshooting Guide

2020-03 English

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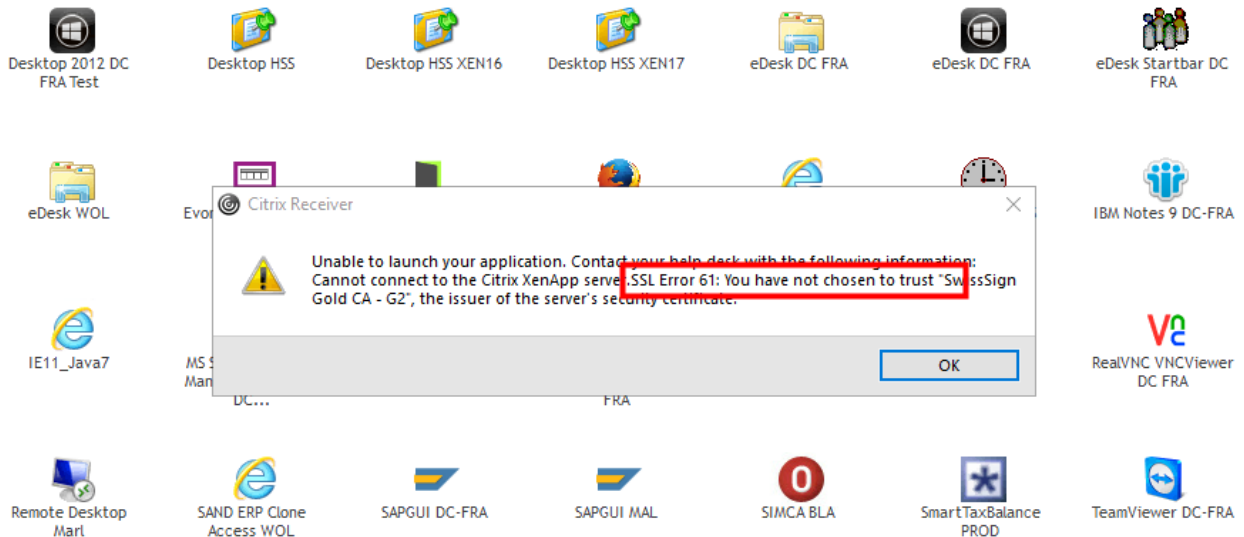
# 1 SSL Error 61 when launching an Application

## 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.

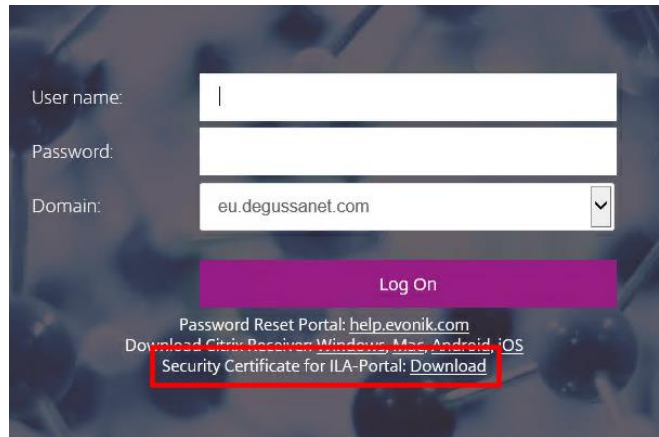
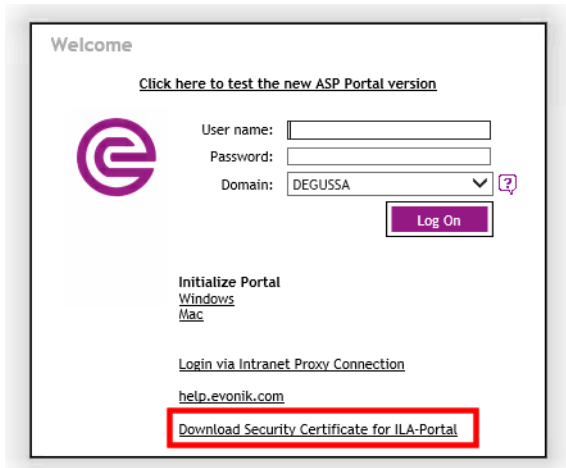
- SwissSign Gold CA- G2

### 1.3.1 Download

You can download the certificate files from <https://www.swissign.com/en/support/ca-prod.html>

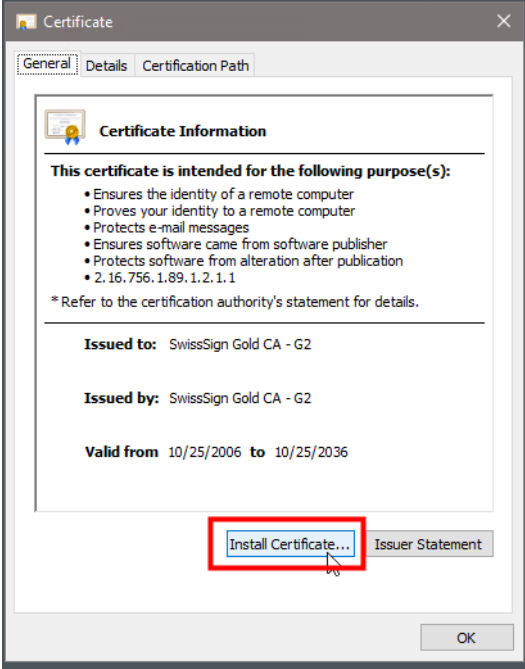
[Direct link to SwissSign Gold CA - G2](#)

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



### 1.3.2 Installation

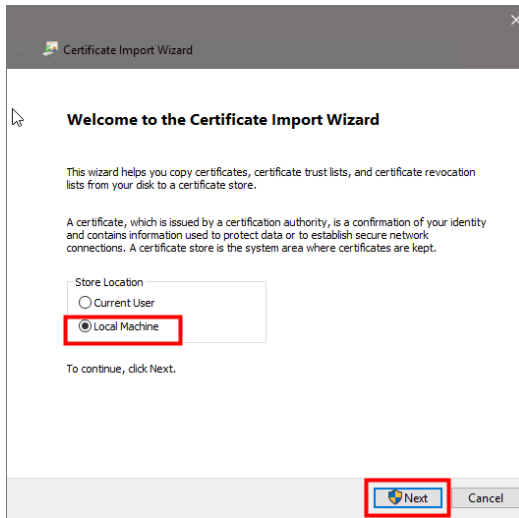
This guide explains the installation on a Windows computer. Installation on a MacOS device appears to be similar ([Description of the University of HongKong](#)).

| Step | Details   |
|------|---|
| 1    | Navigate to the download location of the certificate files, double-click on one of them                                   |
| 2    | <p>Click on 'Install Certificate'</p>  |

!Table Index Cannot be Zero

If you know your local Administrator password or if you are the local administrator on your computer, select 'Local machine'.

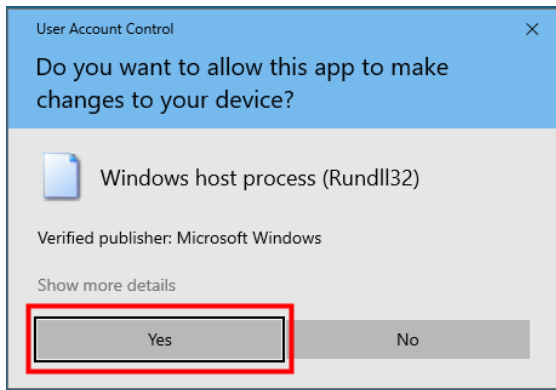
Then click next.



If you aren't a local Administrator, it is save to choose 'Current user'.

1

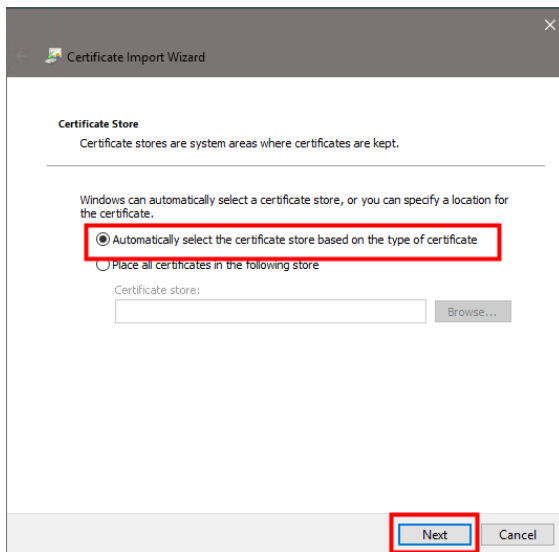
When prompted, Click 'yes' to allow Windows to install the certificate:



5

Choose 'Automatically select...'

Click Next.



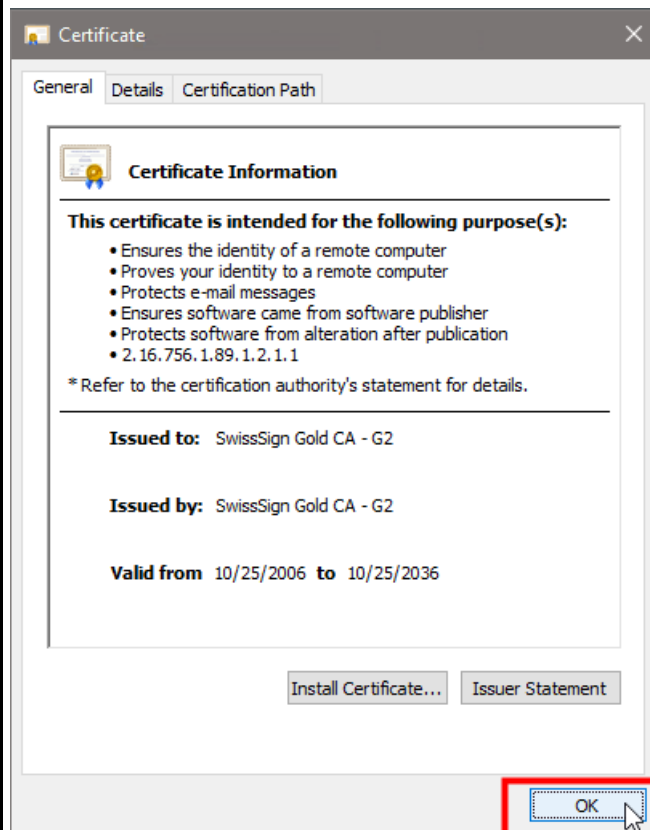
6

Confirm subsequent messages



7

Then close the Certificate information window:



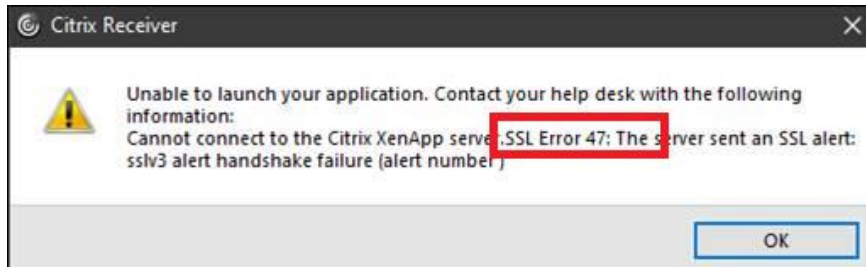
## 2 SSL Error 47 when launching an application

### 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**



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

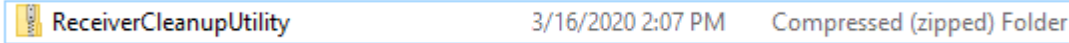
Clean-up any old Citrix Client installation, then install or reinstall an appropriate version of the Citrix Client.

### 2.3.1 Citrix Clean-Up utility


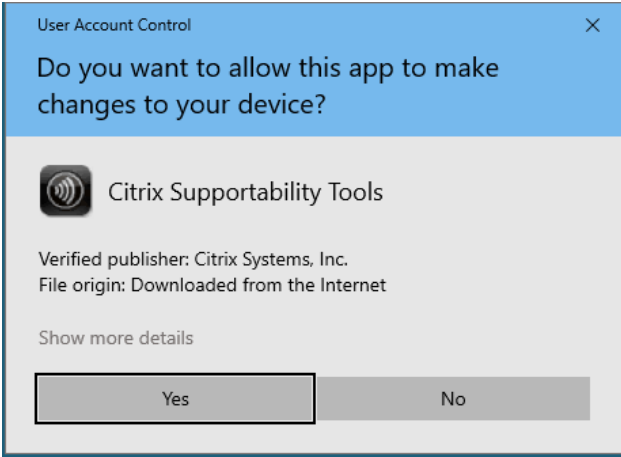
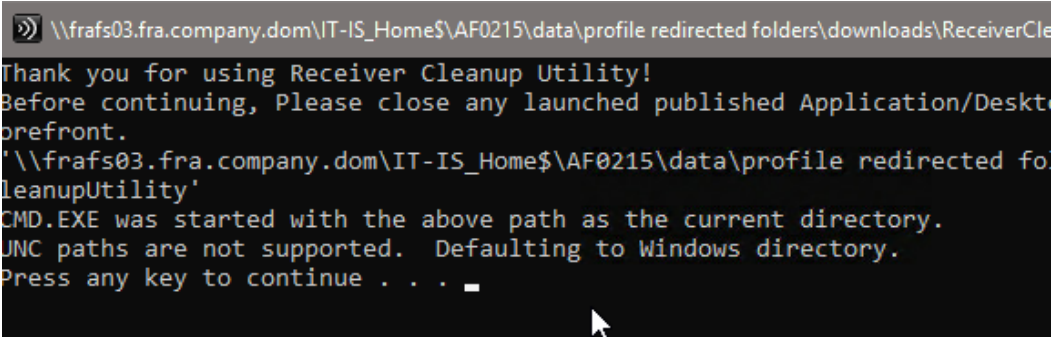
#### DOWNLOAD

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

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



#### INSTALLATION / EXECUTION

| Step | Details   |
|------|---|
| 1    | <p>Find and launch the ReceiverCleanupUtility application</p>  <p>This file might be stored inside a .zip archive</p>                     |
| 2    | <p>When prompted, allow the Citrix Supportability Tool to run.<br/>You may be asked for your computer's local administrator password</p>  |
| 3    | <p>When prompted, press any key. This might be required several times</p>   |

## 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.



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.

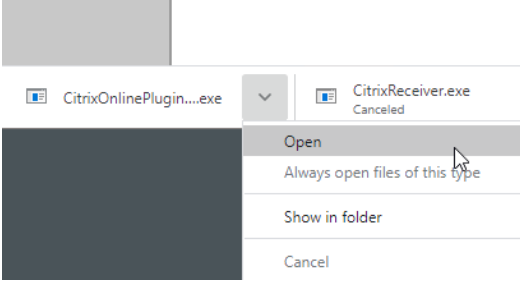
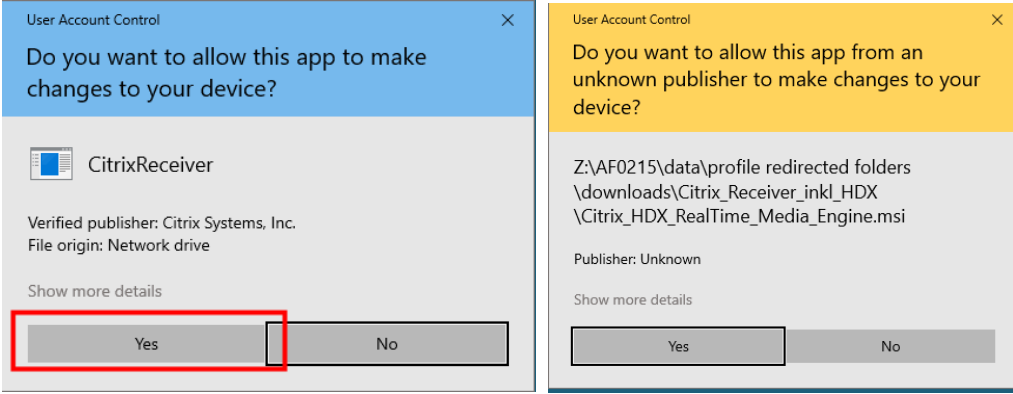
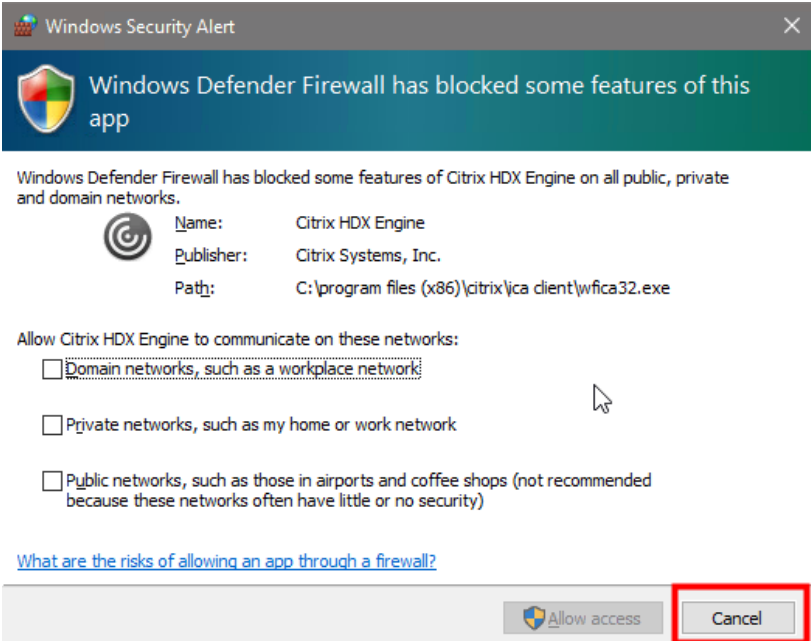
Link:

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

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    | <p>Start the installation by opening the downloaded file. The name might be different</p>    |
| 2    | <p>When prompted, confirm security messages like.</p> <p>You may be required to enter your local administrator password. Some dialogs may not appear, depending on the Citrix Client version.</p>  |
| 3    | <p>When prompted, <i>CANCEL</i> requests to modify your firewall settings.</p> <p>Citrix applications should work just fine even when some features are blocked by Windows Firewall</p>           |

### 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:

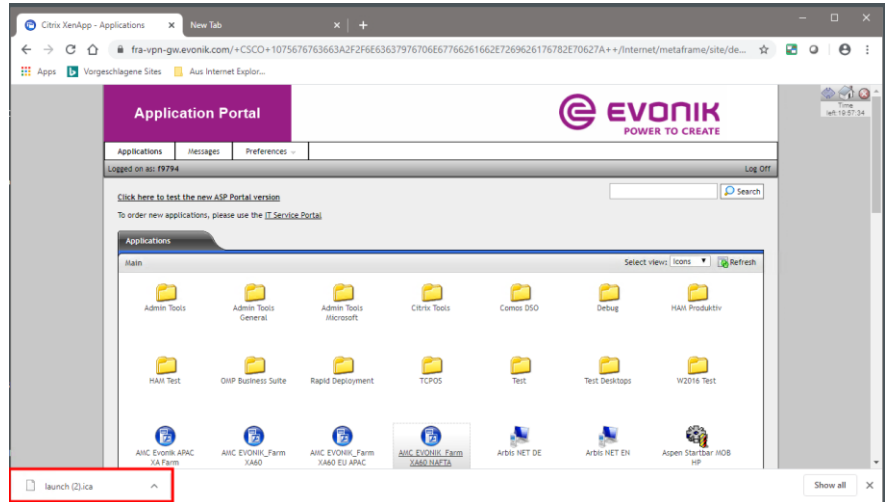
How do you want to open this file?

Look for an app in the Microsoft Store

More apps ↓

Always use this app to open .ica files

OK



#### 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

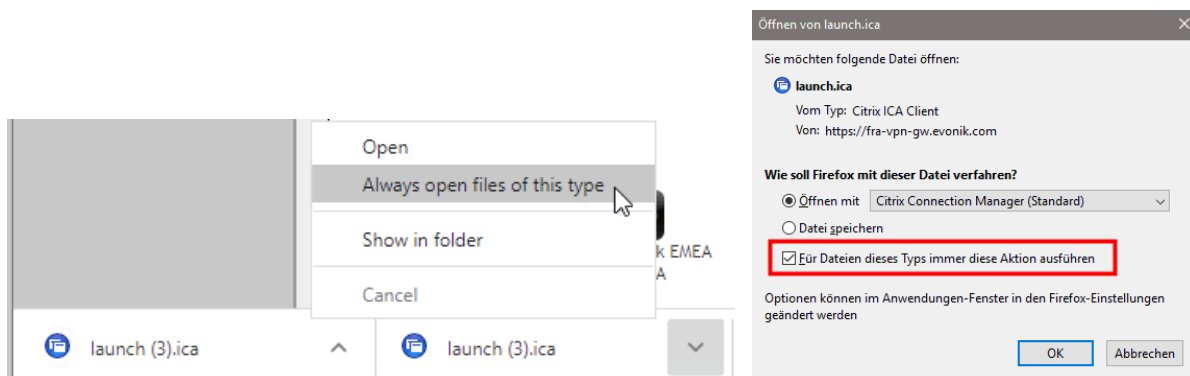
Please re-install the Citrix Client as described in section [2.3 Solution](#)

#### 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.

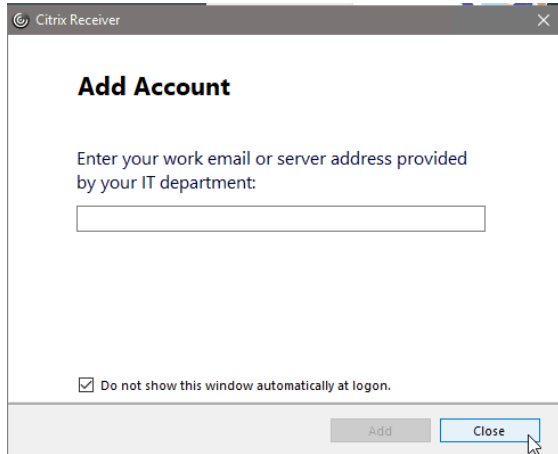
(The message in the German screenshot translates to ‘Always perform this action for this file type’)



## 4 Citrix Client Add Account Message

### 4.1 Symptom

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



### 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 specify 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.

