ILA-/ASP-Portal User Troubleshooting Guide

2024-07 English

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Warning

Some of the troubleshooting steps require to reset or to re-install the Citrix client software.

If you use your computer not only to connect to Evonik, but maybe to other organizations via Citrix, those other connections may not be possible any longer!

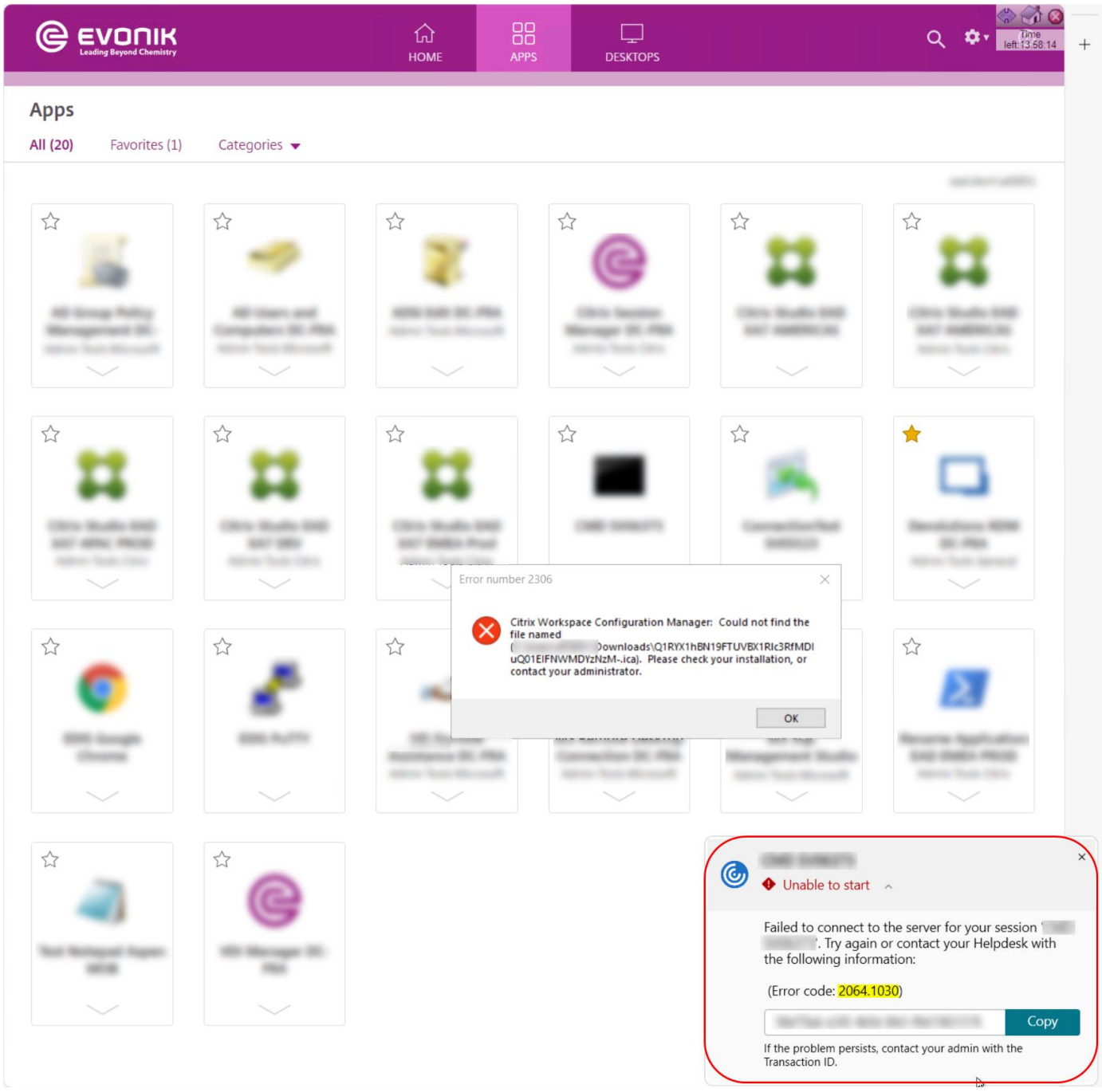
1 SSL Error 61 or SSL Error 2064.1030 when launching an Application

1.1 Symptom

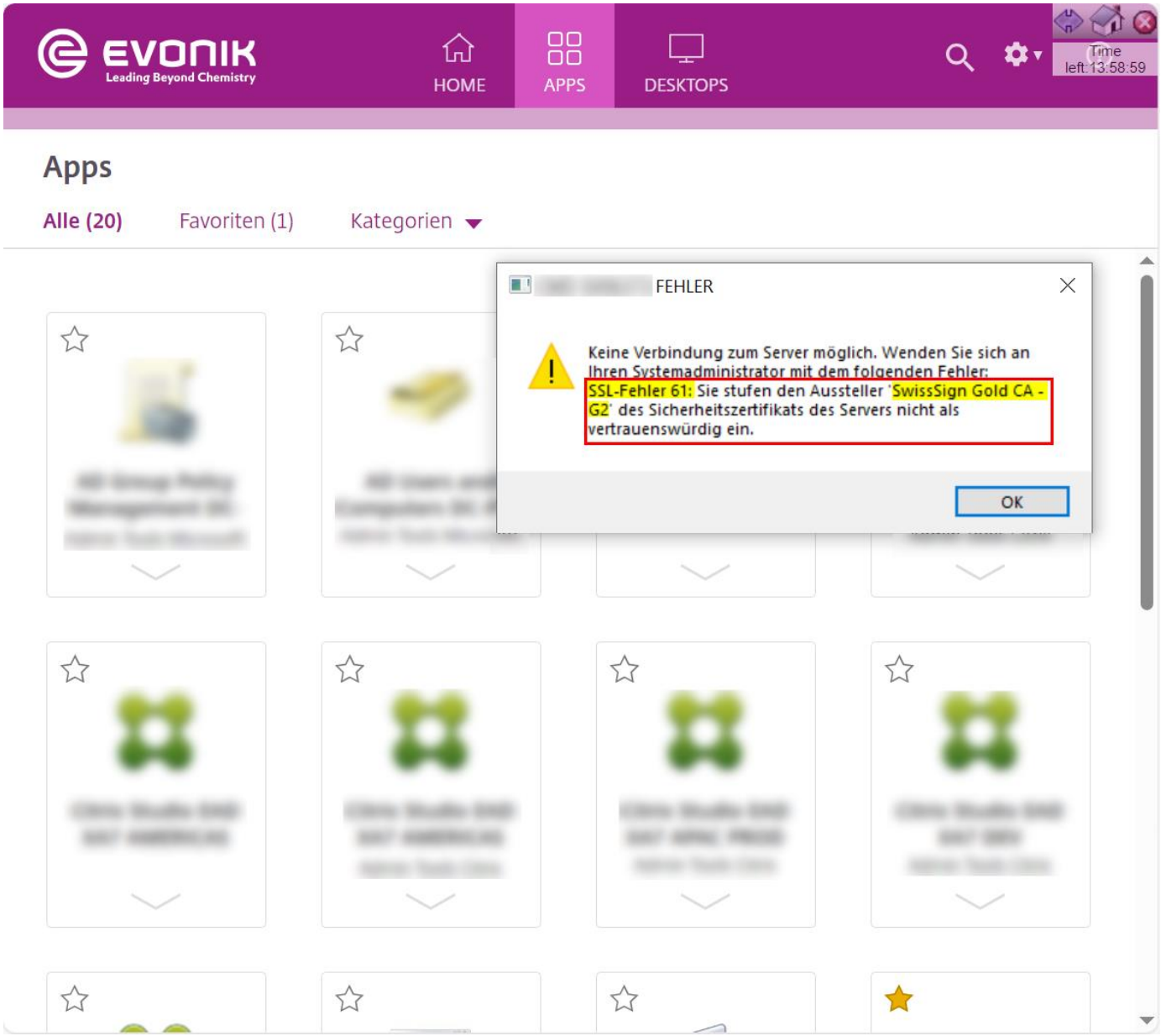
Login to ILA Portal was OK

ASP Portal shows list of application icons

ERROR: Citrix Receiver / Citrix Workspace App SSL Error 61 or 2064.1030 occurs when you click on an application icon



or



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.

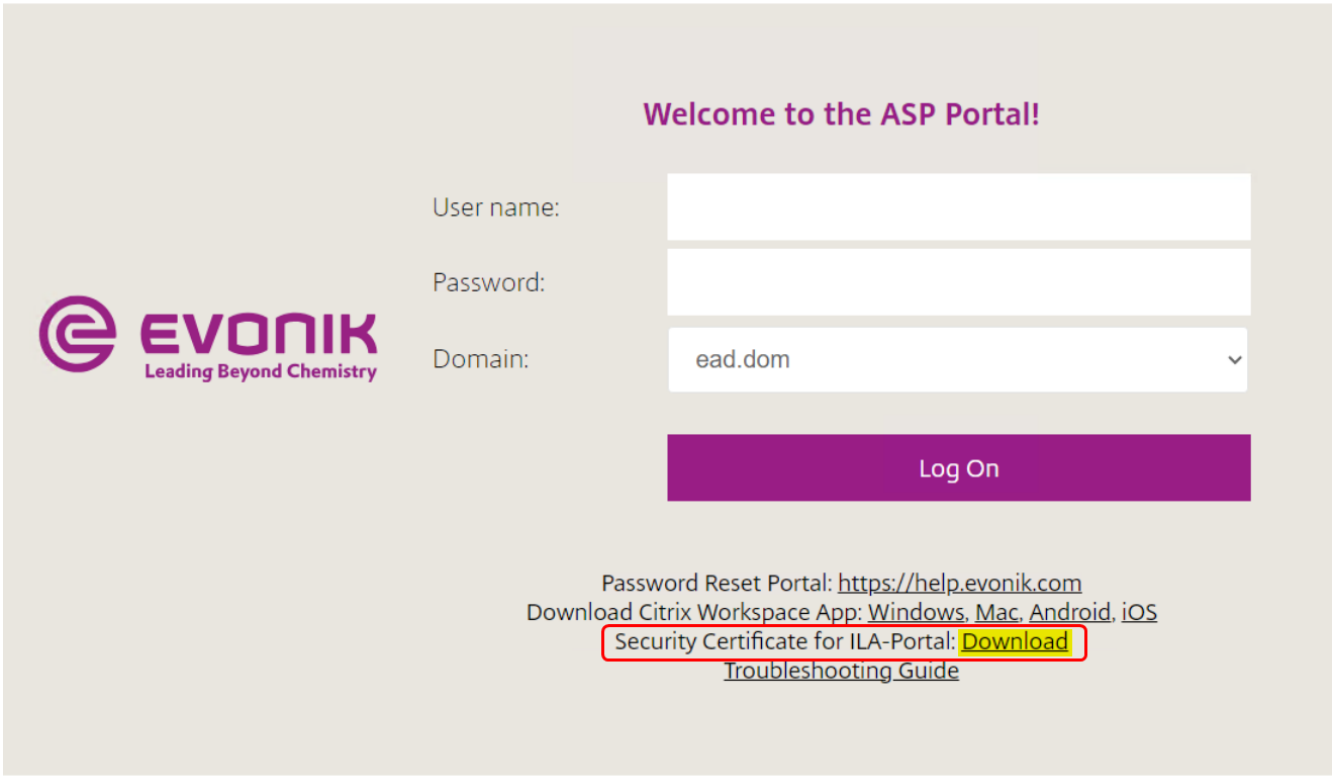
- SwissSign Gold CA– G2

1.3.1 Download

You can download the certificate files from *https://www.swisssign.com/en/support/ca-prod.html*

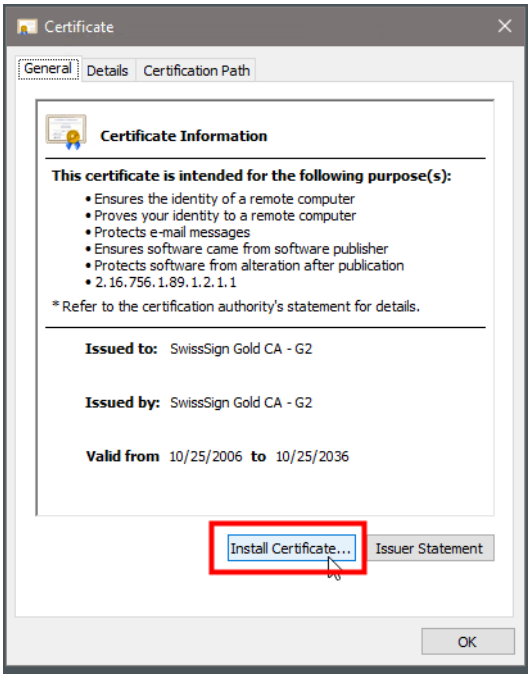
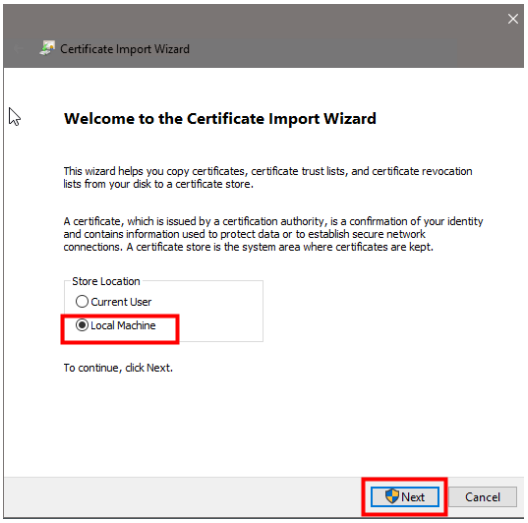
Direct link to SwissSign Gold CA - G2

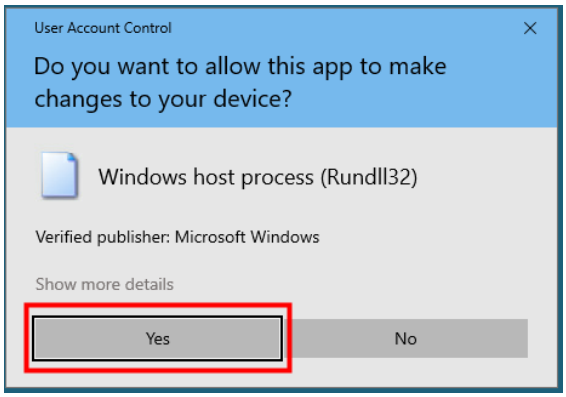
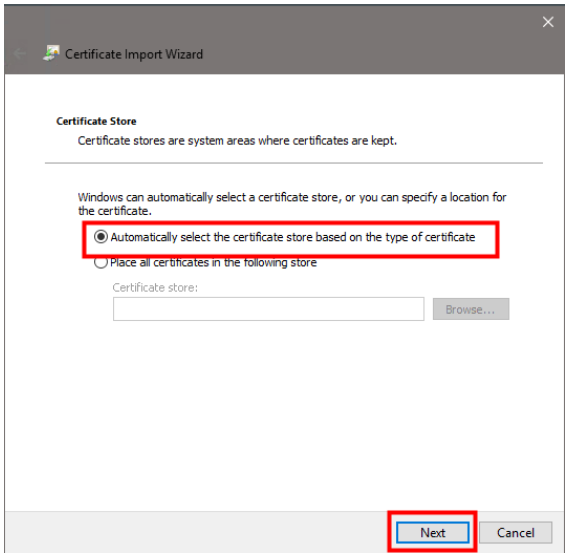
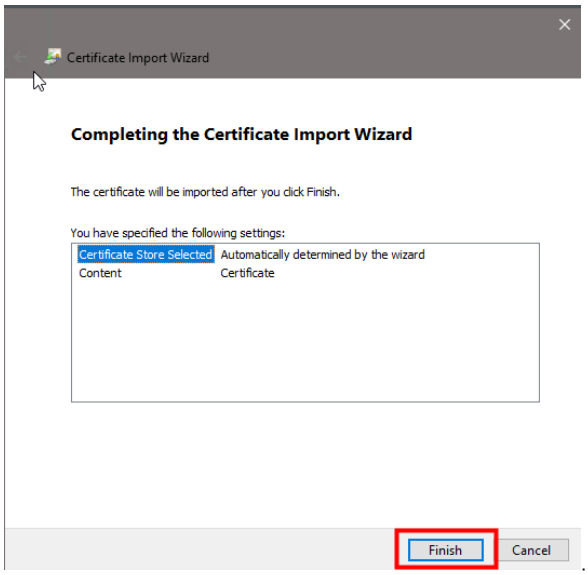
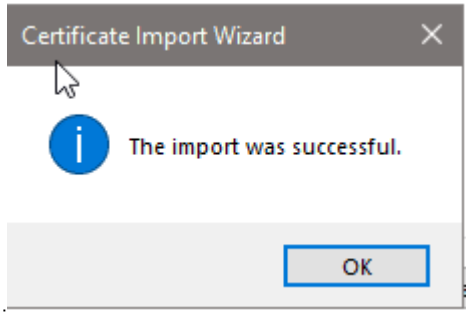
You can also download (and install) the certificate from the ASP portal:



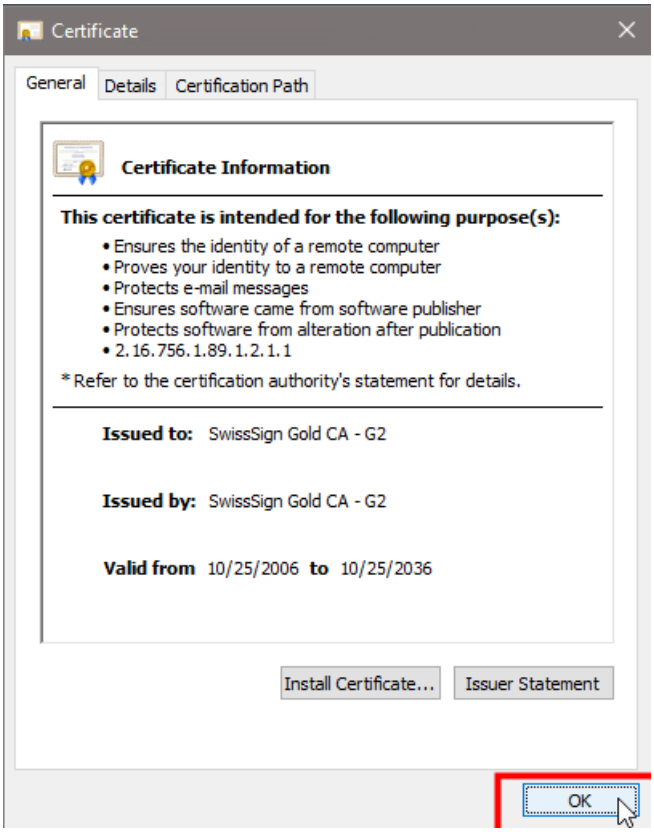
1.3.2 Installation

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	Click on 'Install Certificate' 
3	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'.

4	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:



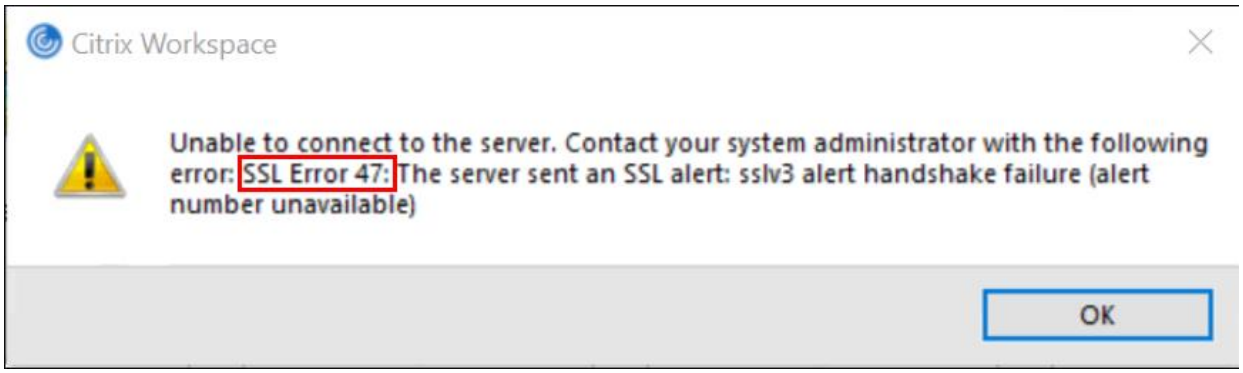
2 SSL Error 47 when launching an application

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

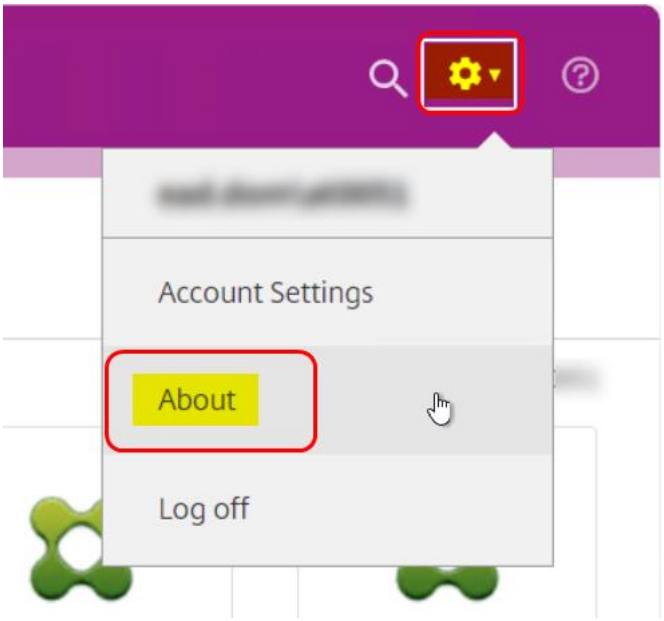
Clean-up any old Citrix Client installation, then install or reinstall an appropriate version of the Citrix Client.

2.3.1 Citrix Clean-Up utility

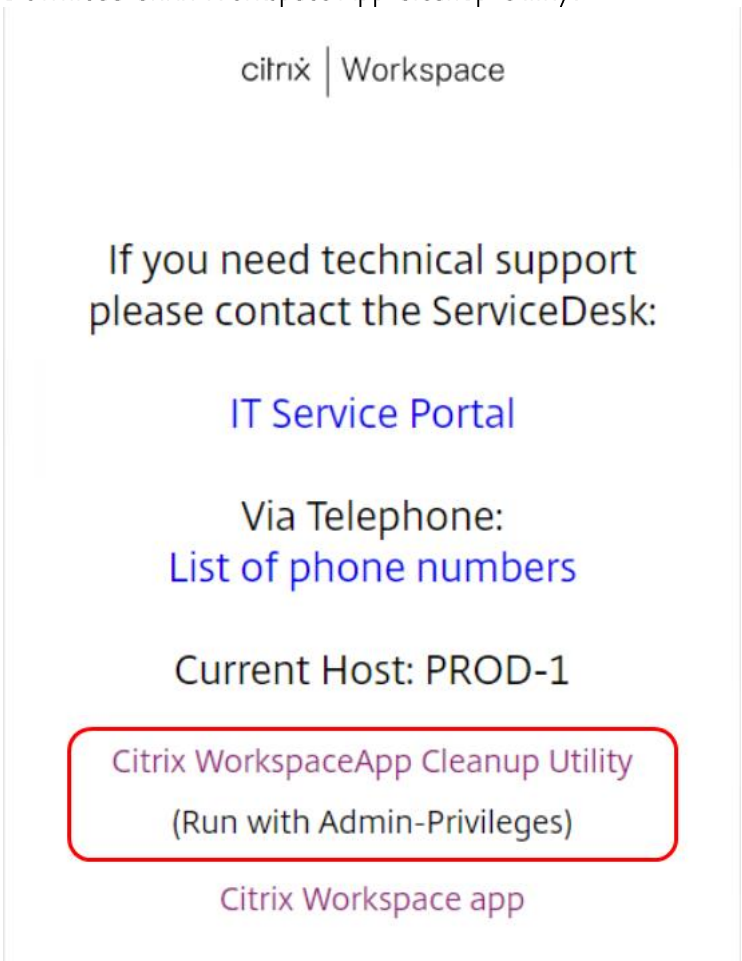
DOWNLOAD

Download the Citrix Receiver Cleanup utility from ILA-/ASP Portal:

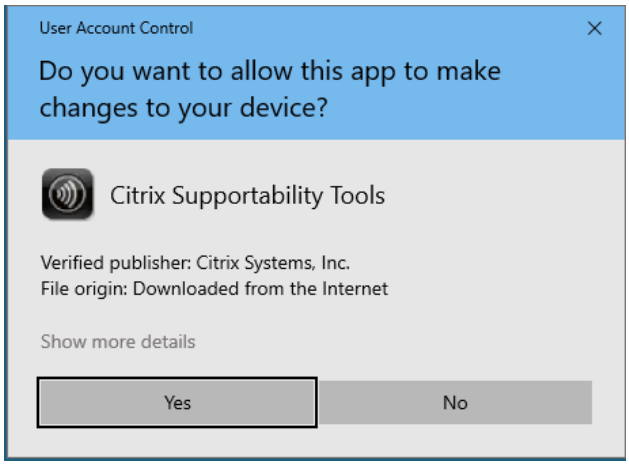
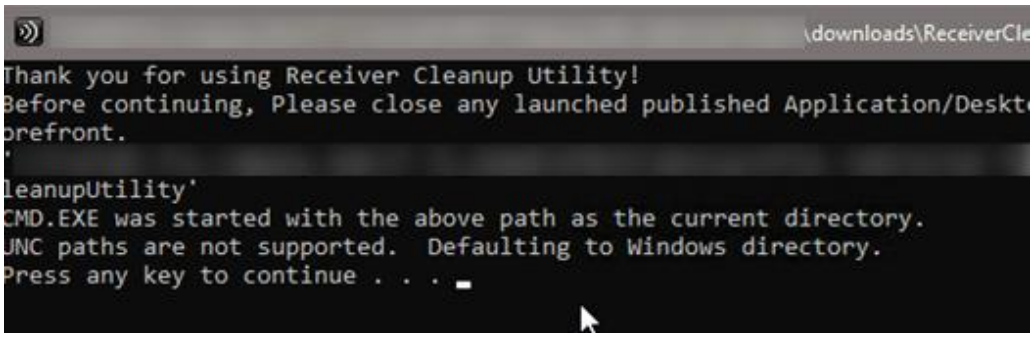
1. Logon to ASP Portal with your Standard Windows Account Credentials
2. Click on the Gear-Symbol on the top -> About



3. Download Citrix Workspace App Cleanup-Utility:



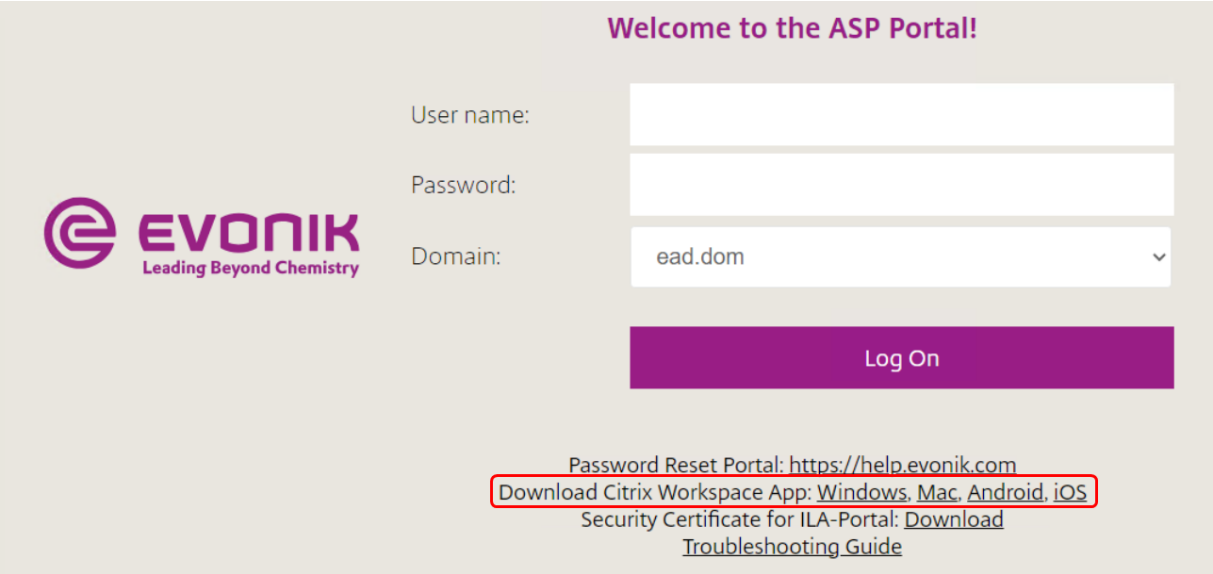
INSTALLATION / EXECUTION

Step	Details
1	Find and launch the ReceiverCleanupUtility appplication  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 
3	When prompted, press any key. This might be required several times 

2.3.2 Citrix Client Installation

Download

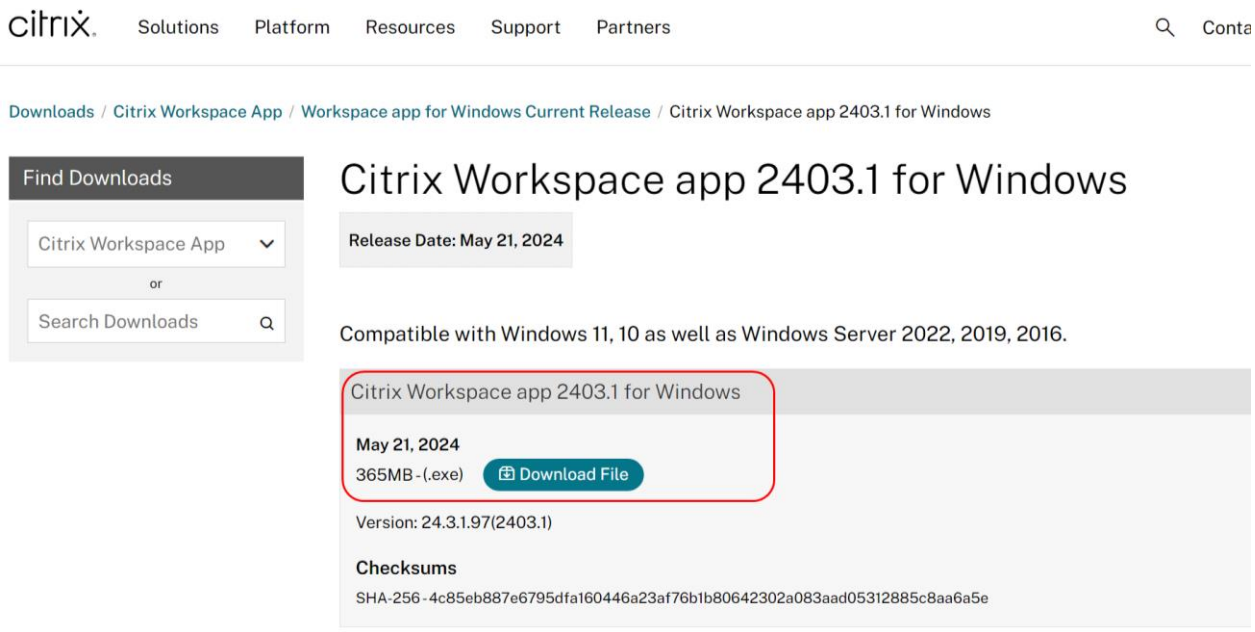
It is *RECOMMENDED* to download the Citrix Client from the ILA/ASP portal logon page. That version of the Citrix Client is not the very newest, but Evonik's preferred version.



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:

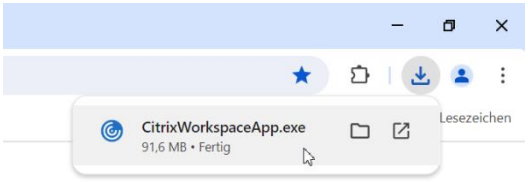
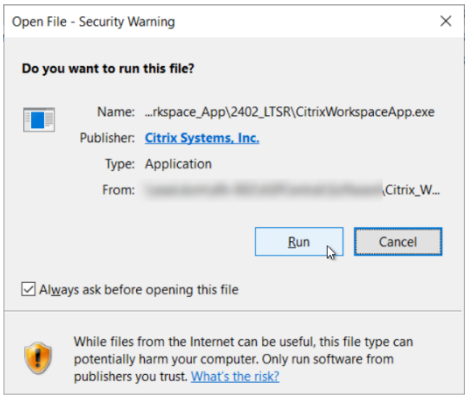
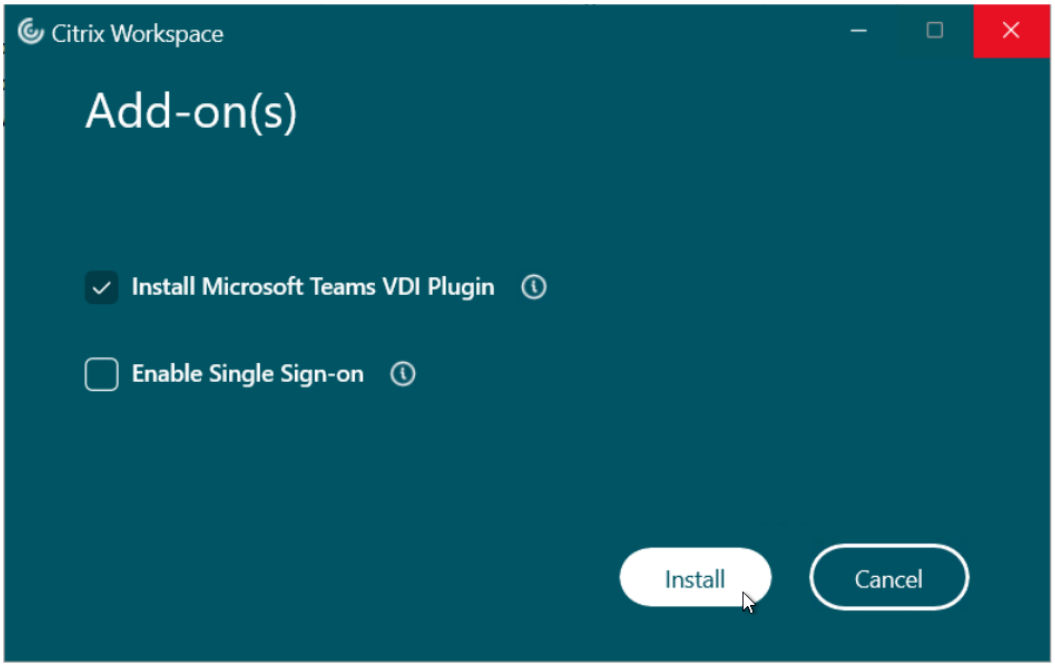
https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

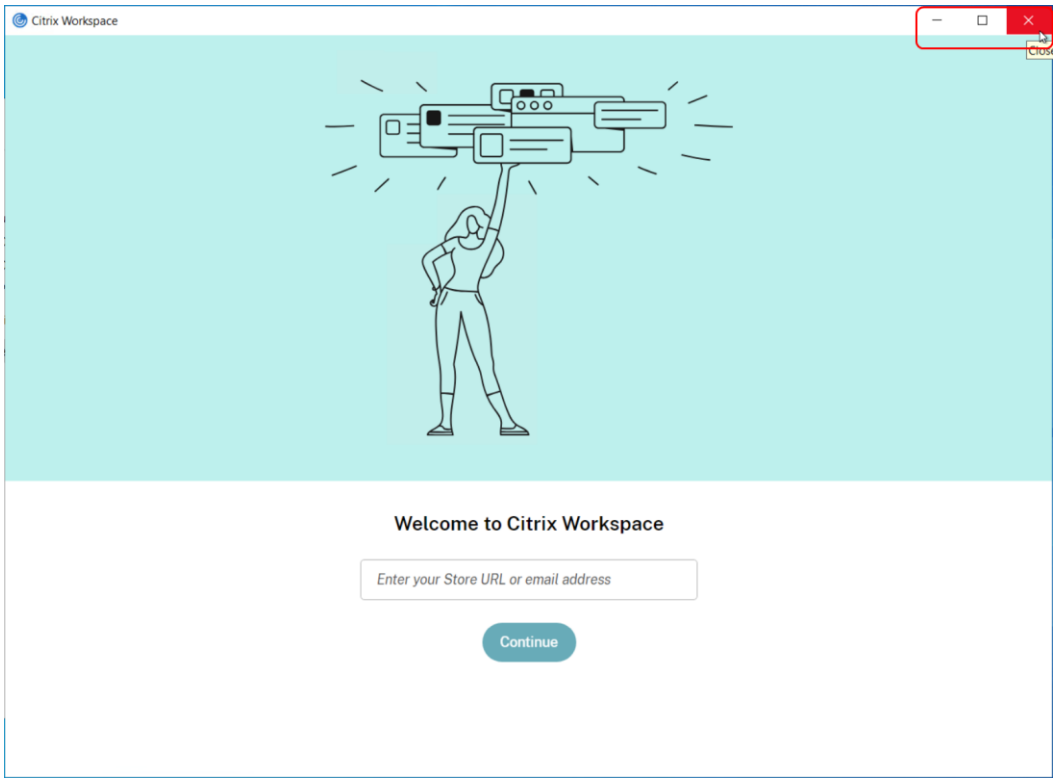


(WEBSITE APPEARANCE, ESPECIALLY VERSION NUMBERS, MIGHT BE DIFFERENT)

Please install the client after its download

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

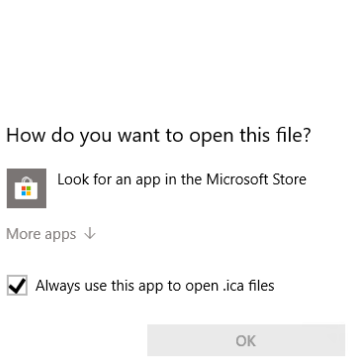
Step	Details
1	Start the installation by opening the downloaded file. The name might be different 
2	When prompted, confirm security messages like. You may be required to enter your local administrator password. Some dialogs may not appear, depending on the Citrix Client version. 
3	Follow the instructions of the Installer. If you're using Virtual eDesk ASP we recommend to also install the Microsoft Teams VDI Plugin: 

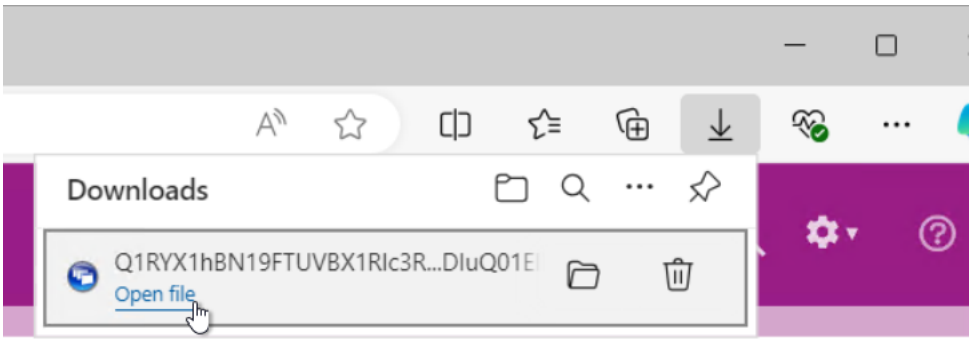
4	After installation you can ignore the "Enter your Store URL or email address" dialog. Close that dialog: 

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:





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

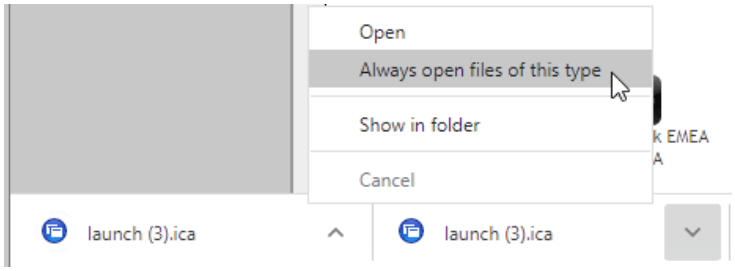
Please re-install the Citrix Client as described in section *2.3 Solution*

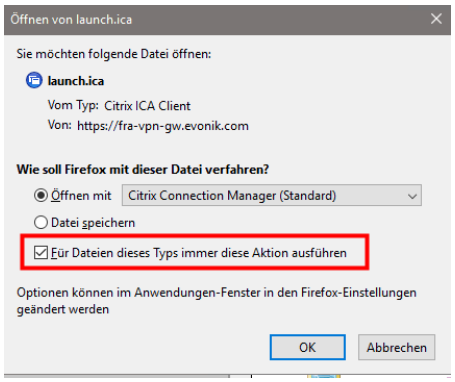
3.4 Verification

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)

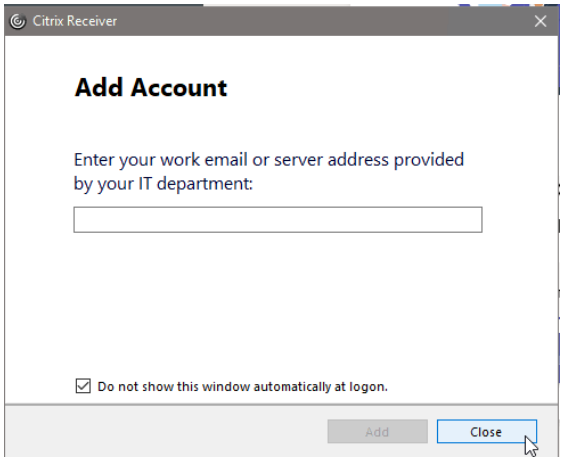


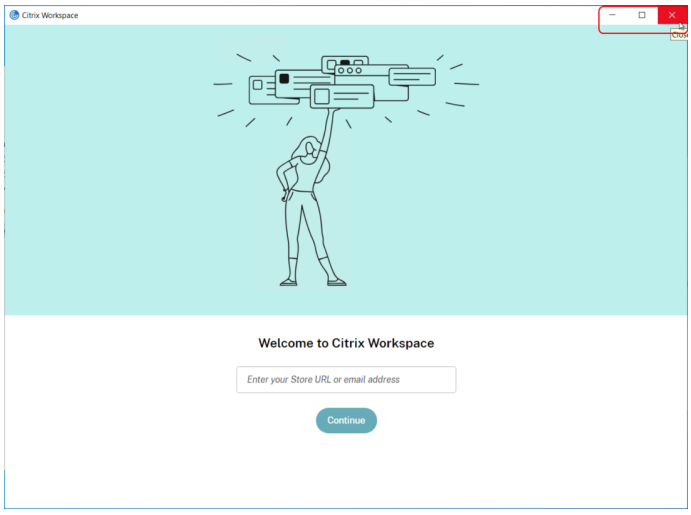


4 Citrix Client Add Account Message

4.1 Symptom

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



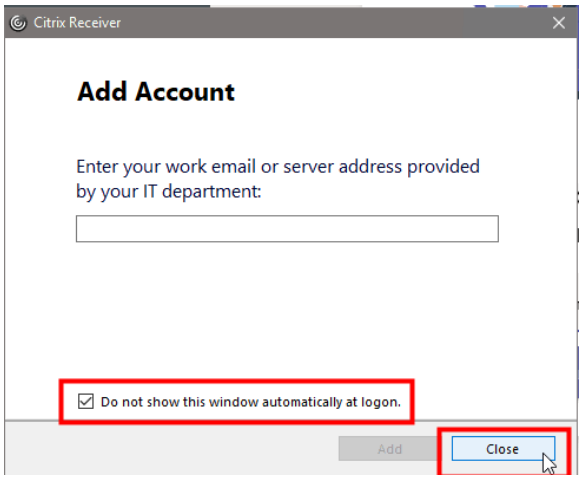


4.2 Cause

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 specifiy subscription account information

4.3 Solution

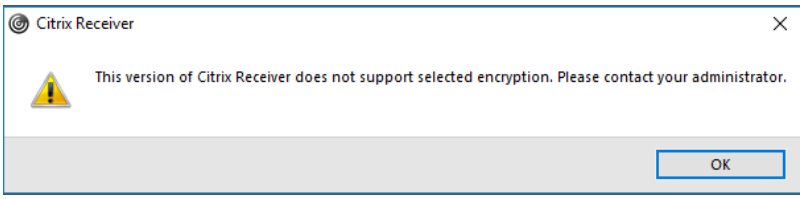
Do not enter your Evonik email address or Company ID into that window. It would not harm if you did so, but it would also not work. Just leave the address field empty, select the checkbox to prevent that window from showing up again, and close the window.



5 Selected Encryption Error

5.1 Symptom

ERROR: 'This version of Citrix Receiver does not support selected encryption…' appears when you click on an icon.



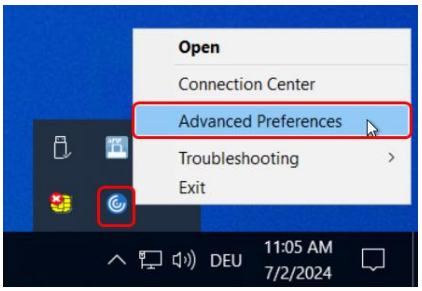
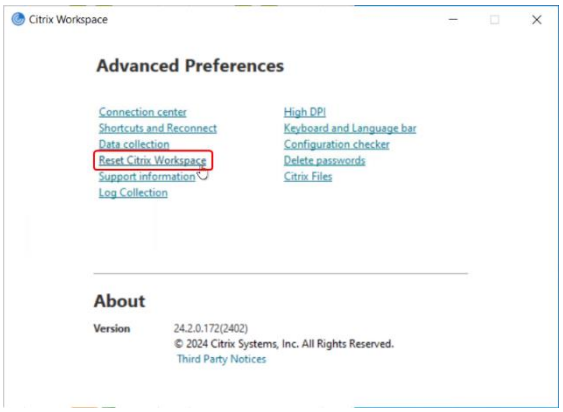
5.2 Cause

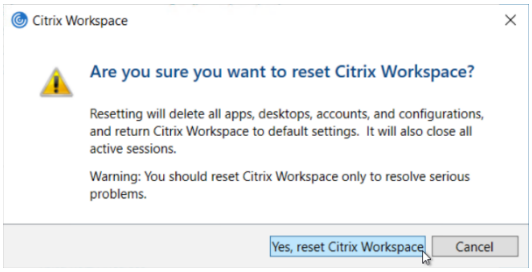
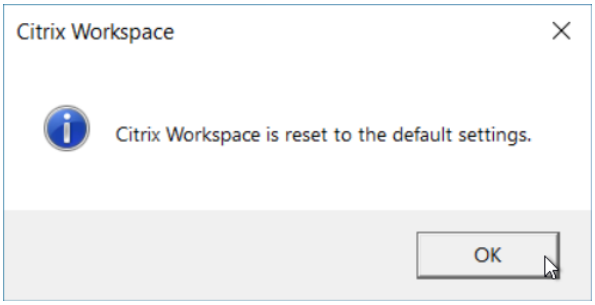
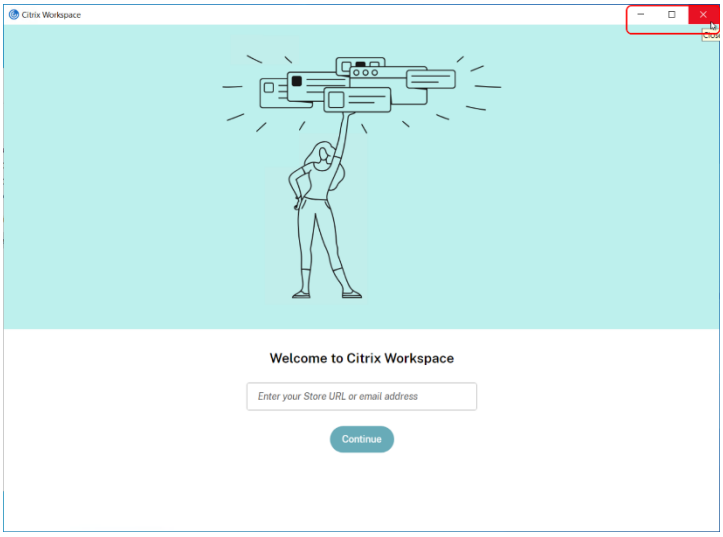
Some Citrix client settings might be corrupt, this happens from time to time

5.3 Solution

Please reset the Citrix client setting (Receiver/Workspace settings).

Note that the term 'receiver' might be replaced by 'client' or 'workspace' in other Citrix client versions

Step	Details
1	Right Click the Workspace App icon in the system tray and choose ***Advanced Preferences*** 
2	Then, choose ***Reset Citrix Workspace*** 

3	Confirm: 
4	Click OK on the following two windows as they appear  

5.4 Verification

The application should launch without error.

It might be that the client computer has to be rebooted.

6 Helpline

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