

Citrix HDX / VDA Update and Install

January 2022

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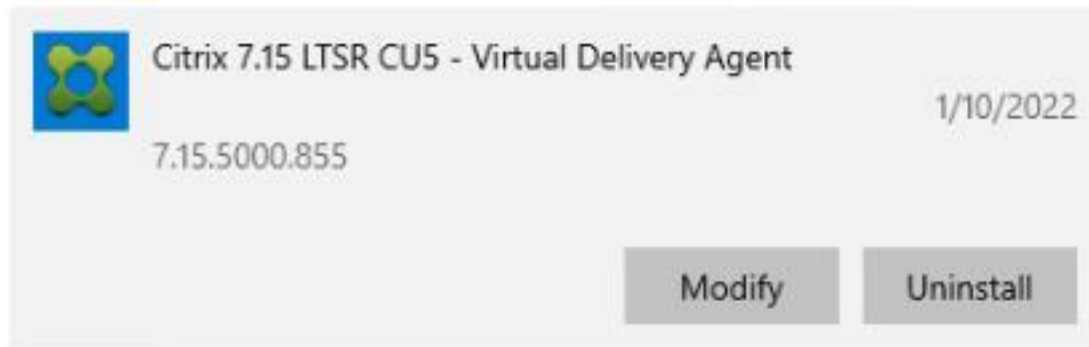
Known Caveats as of 1/12/22:

- Individual users must be added to individual machines for access. You cannot grant access to a predefined security group
- Much like RDP, HDX can only accommodate one user at a time
- If another user is logged into the machine, and the machine is active or locked, another user will receive an error when trying to connect via HDX
 - Workaround: If you cannot physically access the machine, you may be able to login via RDP and 'kick off' the other user, making the machine available
- In past versions of the VDA, the system may crash when logging in locally after an HDX session is complete. This was typically seen if the home user was running in resolutions higher than 1920x1080


Upgrading / Installing the VDA

If the system previously was enrolled in HDX, proceed with Step 1. If the system was not previously used with HDX, open a ticket with STP to have the machine added to 'SCCM – Citrix Remote PC' in order for the VDA to appear in Software Center

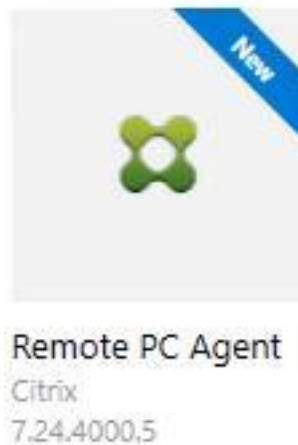
1. Open Programs & Features and make sure Citrix 7.15 LTSR CU5 - Virtual Delivery Agent is uninstalled / not present. If it is present, please uninstall.



- a. Via Add / Remove Programs:

 Citrix 7.15 LTSR CU5 - Virtual Delivery Agent	Citrix Systems, Inc.	12/15/2020	7.15.5000.855
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2. Once uninstalled, reboot
3. Log back in and open Software Center



4. Look for the New Remote PC Agent
5. Install the new Remote PC Agent (7.24.4000.5)
6. Once installed, open a ticket with STP to have the necessary users added for access.

If the previous VDA uninstall FAILS, you can use the VDA Cleanup Utility to remove, available here:

<https://sbgi.sharepoint.com/:u:/r/sites/MediaEORerebuild/Shared%20Documents/General/Avid/VDACleanupUtility.zip?csf=1&web=1&e=jtOF72>

Simply download and run the utility to uninstall. Please make sure you Unzip the executable to run properly.

Note: The cleanup takes a long time, be patient.

Granting Remote Access to the Machine

After the reinstall, you will need to open a Ticket with STP Helpdesk to have users granted access to the machine. Via ServiceNow, open a 'Help' ticket with the following:

- Title: 'Add users to Citrix HDX'
- Description:
 - o Machine Name: '{Machine Name}'
 - o Users: '{user1},{user2},{user3}'
 - Try to avoid adding more than a couple of users per machine. Only ONE user can connect at a time, and it is best if you assign machines to users
 - o Request that the users also be added to the CX-RemoteDesktop-Users AD group
 - o Category: My Account
 - o Business Unit: Corporate IT

See below example:

HELP
Create a support ticket to report a problem. Use this form when you believe that something is broken or not operating as expected.

* Summary ⓘ
Add users to Citrix HDX

* Description ⓘ
Machine Name: HQ-MC-XXXXXX
Users: user1, user2, user3

* Requested for ⓘ
Justin Strauber

* Category ⓘ
My Equipment My Connection My Applications **My Account** My Security Other

Business unit ⓘ
Corporate IT

Urgency ⓘ
3 - Low

Please attach any screenshot with an error message, error code, bad URL, or anything else to help the Support Desk diagnose and resolve your problem.

Submit Add attachments

You will also need to add the user to the 'Direct Access Users' group on the machines they need to access. This can be done via the 'Computer Management' panel on the computer itself.

Ensuring the user system has the correct Citrix Workspace

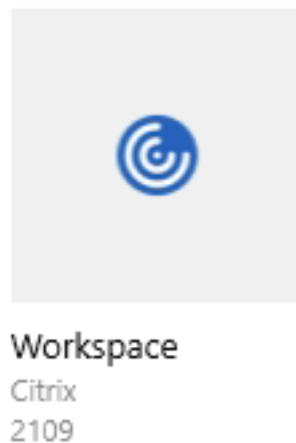
The End Users **MUST** have the latest Citrix Workspace installed. If they have previously used HDX for remote connections, they will need to uninstall Citrix Receiver and install Citrix Workspace. **The current version of Citrix Workspace is 21.12. Minimum version required is 21.09**

As Workspace will likely be installed on personally owned systems, the STP Helpdesk may not be able to assist with install for liability reasons.

To download the latest version of Citrix Workspace / Receiver, download from here:

<https://www.citrix.com/products/receiver.html>

If using Company Owned hardware, Citrix Receiver / Workspace can be uninstalled via the Control Panel, with the latest version installed via Software Center. Within Software Center they will see the following:



They can click on the icon, then choose 'Install' to install.

Once installed, they can use a web browser (Chrome / Edge / Safari) to browse to <https://sinclair.cloud.com> and login with their SBG credentials. **MFA is required**

Optionally, they can login via the Workspace application itself by entering 'sinclair.cloud.com' when initially asked for their Email or Cloud address. From there, they can login with their SBG Credentials.