

# Quick Reference Guide - CITRIX Setup

---

## **Required Activities**

To enable satisfactory participation in the hands-on activities included during virtual live classroom delivery, you must complete the 3 PC preparation activities listed below before the start of course delivery.

1. Install the Citrix ICA Client or Receiver (depending on your operating system) on your PC if not installed previously (approximately 10 minutes to complete).
2. Install the required Certificates (approximately 5 minutes to complete).
3. Perform a Network Connection Test (approximately 5 minutes to complete).

Note: The Network Connection Test must all be carried out on the PC that will be used to take the course from the location you will be taking the virtual course. In other words, if taking the course from your office, the tests should be carried out from your office.

## Internet Access

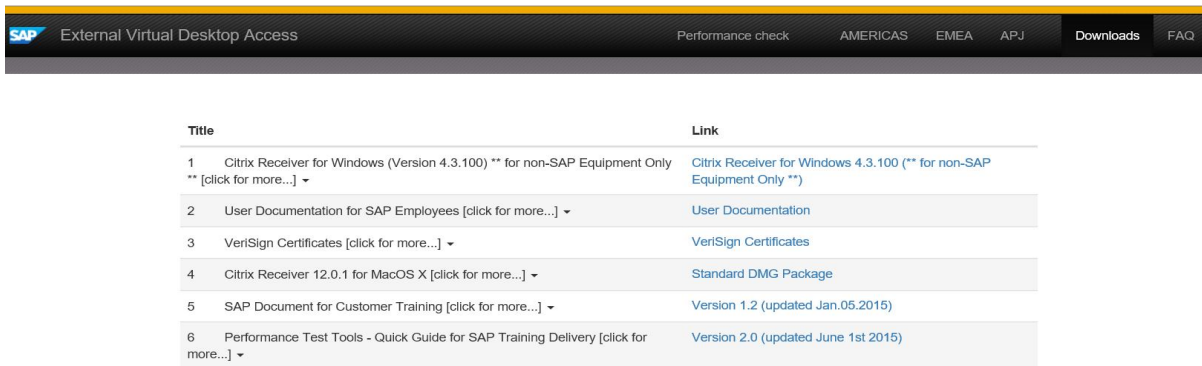
Please be sure that the location where the student is taking their virtual classroom training has adequate internet access.

This is critical to a satisfactory “Hands-On” training experience.

# Quick Reference Guide - CITRIX Setup

1. Install the Citrix Application and Security Certificates below.

**Go to link:** <https://access.sap.com/Home/Downloads>



Title	Link
1 Citrix Receiver for Windows (Version 4.3.100) ** for non-SAP Equipment Only ** [click for more...] ▼	<a href="#">Citrix Receiver for Windows 4.3.100 (** for non-SAP Equipment Only **)</a>
2 User Documentation for SAP Employees [click for more...] ▼	<a href="#">User Documentation</a>
3 VeriSign Certificates [click for more...] ▼	<a href="#">VeriSign Certificates</a>
4 Citrix Receiver 12.0.1 for MacOS X [click for more...] ▼	<a href="#">Standard DMG Package</a>
5 SAP Document for Customer Training [click for more...] ▼	<a href="#">Version 1.2 (updated Jan.05.2015)</a>
6 Performance Test Tools - Quick Guide for SAP Training Delivery [click for more...] ▼	<a href="#">Version 2.0 (updated June 1st 2015)</a>

**Download and install the applicable Citrix Receiver.**

You may be asked to allow CITRIX to run please click “Yes” or “Ok”

# Quick Reference Guide - CITRIX Setup

## 2. Install the VeriSign Certificates

Each one of these certificates needs to be installed on your PC/laptop

Title	Link
Citrix Receiver (latest Version) - for non-SAP Computer Only	<a href="#">Official Citrix Download Page (for non-SAP computer Only !!)</a>
User Documentation	<a href="#">User Documentation</a>
VeriSign Certificates	<a href="#">VeriSign Certificates</a>
Citrix Receiver 11.9 for MacOS X	<a href="#">Standard DMG Package</a>
SAP Document for Customer On-Site Training	<a href="#">Version 1.2 (updated Jan.05.2015)</a>
Citrix Receiver 4.1 (for non-SAP computer with older Windows platforms)	<a href="#">Citrix Receiver 4.1 (for non-SAP computer Only !!)</a>

Simply click on the certificate link and choose “Open” an automatic installer will open. Follow the prompts and accept the default save location.

# Quick Reference Guide - CITRIX Setup

---

## 3. Perform a Network Connection Test

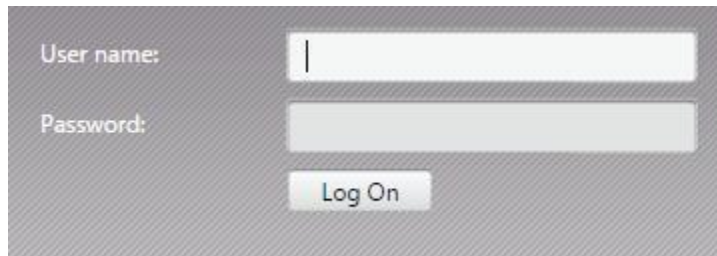
Go to: [access.sap.com](http://access.sap.com)

Click on your Region:

Click on Training Landscape:

Enter Username: testconnection

Enter Password: Te5tConnect!on



The image shows a login form with a grey background. It contains two input fields: 'User name:' and 'Password:'. The 'User name:' field has a vertical cursor. Below the fields is a 'Log On' button.

Click Log On

# Quick Reference Guide - CITRIX Setup

---

Click on Test Connection



You should see the countdown timer. This will run for 2 hours to make sure there is nothing on your firewall to kick you off when you are idle. You do not have to let it run for two hours.

As long as you see the countdown timer, you are able to connect to Citrix for class.

## **TROUBLESHOOTING**

Please refer to the

[SAP Education\\_TechnicalManual\\_CustomerTraining](#)