

# **Sun Ray Connector for Citrix XenDesktop**

## **Administration Guide, Version 1.1**

**ORACLE**

E36906-01  
November 2012

---

# Sun Ray Connector for Citrix XenDesktop: Administration Guide, Version 1.1

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Oracle Virtual Desktop Client software is an included component of Oracle's Sun Ray Software and Oracle Virtual Desktop Infrastructure software products that must be separately downloaded from Oracle Software Delivery Cloud (<https://edelivery.oracle.com>). Use of Oracle Virtual Desktop Client is subject to the Oracle software license agreement provided with and/or applying to Sun Ray Software and Oracle Virtual Desktop Infrastructure.

## Abstract

This guide describes how to configure and use the Sun Ray Connector for Citrix XenDesktop.

Document generated on: 2012-11-05 (revision: 1496)

---

---

# Table of Contents

Preface .....	v
1. Audience .....	v
2. Documentation Accessibility .....	v
3. Conventions .....	v
1. Overview and Requirements .....	1
1.1. Overview .....	1
1.2. Citrix XenDesktop Connector Requirements .....	1
1.3. Windows Virtual Desktop Requirements .....	1
1.4. Related Documentation .....	2
2. Installing .....	3
2.1. How to Install the Citrix XenDesktop Connector .....	3
2.2. How to Uninstall the Citrix XenDesktop Connector .....	3
3. Configuring the Citrix XenDesktop Environment .....	5
3.1. Enabling RDP Connections on the Virtual Desktops .....	5
3.2. Enabling Remote Access for Domain Users .....	6
3.3. Enabling RDP Access for Desktop Groups .....	6
3.4. Enabling RDP in the Citrix Web Interface Site .....	7
4. Configuring with Sun Ray Software .....	9
4.1. How to Configure the Citrix XenDesktop Connector with Sun Ray Software .....	9
4.1.1. Example Citrix XenDesktop Session Arguments for Sun Ray Software .....	11
4.1.2. Customizing the Citrix XenDesktop Connector Interface .....	11
4.1.3. Custom Service Menu .....	11
4.2. User Login Process with Sun Ray Software .....	12
5. Troubleshooting .....	15
5.1. Common Problems .....	15
A. Release Notes .....	17
A.1. What's New in Version 1.1 .....	17
A.2. Changelog .....	17



---

# Preface

## Table of Contents

1. Audience .....	V
2. Documentation Accessibility .....	V
3. Conventions .....	V

The *Sun Ray Connector for Citrix XenDesktop Administration Guide* provides instructions for managing and configuring the Citrix XenDesktop connector.

## 1. Audience

This document is intended for users with system administration experience. It is assumed that readers are familiar with Web technologies and have a general understanding of Windows and UNIX platforms.

## 2. Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

### Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

### Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

### Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/support/contact.html> or visit <http://www.oracle.com/accessibility/support.html> if you are hearing impaired.

## 3. Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

## Conventions

---

<b>Convention</b>	<b>Meaning</b>
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

---

# Chapter 1. Overview and Requirements

## Table of Contents

1.1. Overview .....	1
1.2. Citrix XenDesktop Connector Requirements .....	1
1.3. Windows Virtual Desktop Requirements .....	1
1.4. Related Documentation .....	2

This chapter provides an overview of the Sun Ray Connector for Citrix XenDesktop (or the Citrix XenDesktop connector) and the requirements needed to use it.

For details on any changes from the previous release, see [Appendix A, Release Notes](#).

### 1.1. Overview

Sun Ray Connector for Citrix XenDesktop enables users to leverage the benefits of Sun Ray technology with existing Citrix XenDesktop deployments. Citrix XenDesktop users can use highly secure Sun Ray Clients and Oracle Virtual Desktop Clients to access XenDesktop virtual machines (VMs).

Sun Ray Software provides a Citrix XenDesktop kiosk session type that communicates with the Citrix XenDesktop Web Interface Server for authenticating and brokering of XenDesktop VMs. Once a request is accepted, a RDP connection is established between the Sun Ray server and the XenDesktop Windows VM. There is no ICA connection to the XenDesktop VMs.

For an overview of the complete Citrix XenDesktop virtualization solution, refer to the Citrix XenDesktop documentation at <http://support.citrix.com/proddocs/index.jsp>.

### 1.2. Citrix XenDesktop Connector Requirements

The Citrix XenDesktop connector, version 1.1, requires Sun Ray Software 5.2 or later.

The Citrix XenDesktop connector, version 1.1, supports Citrix XenDesktop 4.0 or later with Citrix Web Interface 5.4.

### 1.3. Windows Virtual Desktop Requirements

The Citrix XenDesktop connector supports the following Windows virtual desktops:

- Windows 7 SP1 Enterprise Edition (32-bit and 64-bit)
- Windows XP Professional with SP3 (32-bit)
- Windows XP Professional with SP2 (64-bit)

To provide enhancements like USB redirection and video acceleration, the Windows connector components must be installed for some Windows platforms.



#### Note

Some Windows virtual desktops may not be supported by Citrix XenDesktop when used with a specific hypervisor.

## 1.4. Related Documentation

Refer to the following documentation libraries for more information about the Sun Ray Software product:

- <http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/index.html>



---

## Chapter 2. Installing

### Table of Contents

2.1. How to Install the Citrix XenDesktop Connector .....	3
2.2. How to Uninstall the Citrix XenDesktop Connector .....	3

This chapter describes how to install the Citrix XenDesktop connector on a Sun Ray server. Uninstall steps are also included.

### 2.1. How to Install the Citrix XenDesktop Connector

The following procedure describes how to install Citrix XenDesktop connector on a Sun Ray server.

1. Become superuser on the server.
2. Download and unzip the Sun Ray Connector for Citrix XenDesktop file from the Sun Ray Software media pack and make it accessible to the Sun Ray server.
  - Sun Ray Software download page - <http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/index.html>
3. Install the Citrix XenDesktop connector based on the operating system running on the server:

- Solaris

```
# pkgadd -d SUNWkio-srxc-1.1-nn.pkg
```

- Linux

```
# rpm -i SUNWkio-srxc-1.1-nn.noarch.rpm
```

### 2.2. How to Uninstall the Citrix XenDesktop Connector

The following procedure describes how to unconfigure the Citrix XenDesktop kiosk session type and uninstall the Citrix XenDesktop connector on a Sun Ray server.

1. Become superuser on the server.
2. Unconfigure the Citrix XenDesktop connector kiosk session type by using the Sun Ray Software Admin GUI.
  - a. Log in to the Admin GUI.
  - b. Click the Advanced tab and Kiosk Mode sub-tab.
  - c. Click [Delete](#).

A confirmation window for the deletion is displayed.
  - d. Click [OK](#).
3. Uninstall the Citrix XenDesktop connector based on the operating system running on the server:

- Solaris

```
# pkgrm SUNWkio-srxc
```

- Linux

```
# rpm -e SUNWkio-srxc
```

---

# Chapter 3. Configuring the Citrix XenDesktop Environment

## Table of Contents

3.1. Enabling RDP Connections on the Virtual Desktops .....	5
3.2. Enabling Remote Access for Domain Users .....	6
3.3. Enabling RDP Access for Desktop Groups .....	6
3.4. Enabling RDP in the Citrix Web Interface Site .....	7

This chapter describes the changes needed to the Citrix XenDesktop environment before configuring and using the Citrix XenDesktop connector.

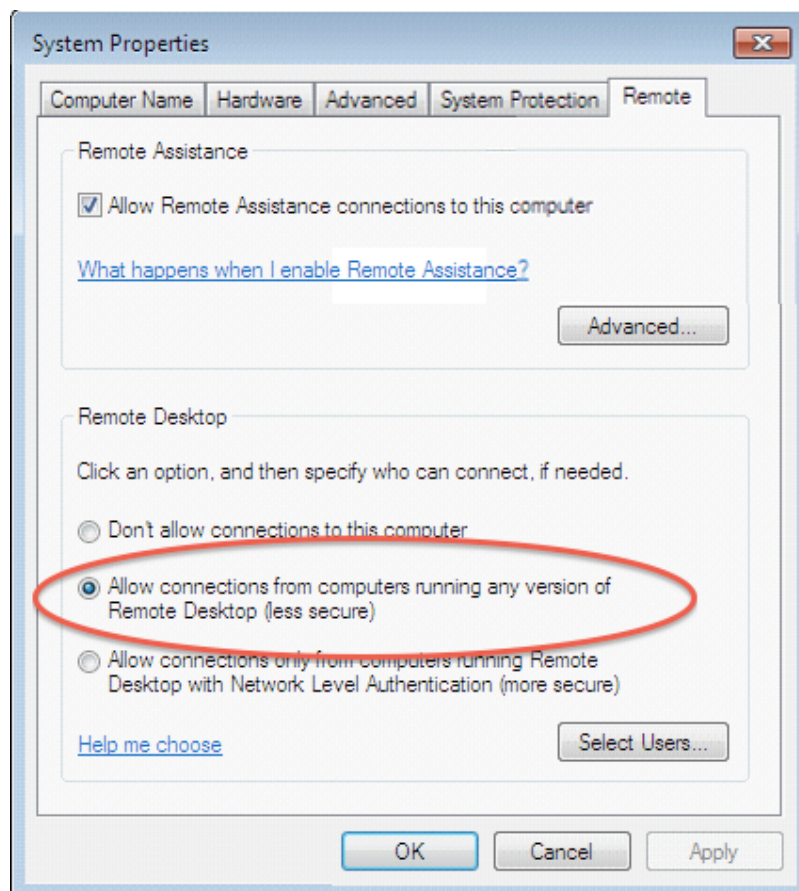
### 3.1. Enabling RDP Connections on the Virtual Desktops

You must enable the Remote Desktop Protocol (RDP) on the virtual desktops. The following information describes how to enable RDP in Windows 7 and Windows XP.

- Windows 7 - <http://technet.microsoft.com/en-us/magazine/ff404238.aspx>
- Windows XP - <http://technet.microsoft.com/en-us/library/bb457106.aspx#ECAA>

Figure 3.1, “Example for Enabling RDP Connections” shows how to enable RDP connections using the System Properties page.

**Figure 3.1. Example for Enabling RDP Connections**



## 3.2. Enabling Remote Access for Domain Users

In addition to enabling RDP connections on the virtual desktops, you must also specify the users in the domain that can connect to the virtual desktops.

To enable remote access for all virtual desktops by adding users to the active directory remote group, see <http://technet.microsoft.com/en-us/library/cc758036%28WS.10%29.aspx>.

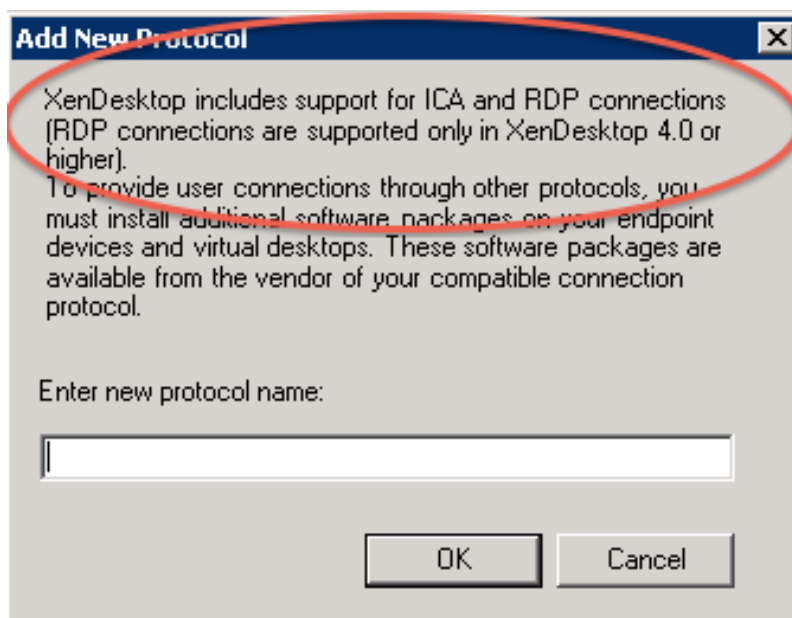
To enable remote access for a specific virtual desktop, see <http://technet.microsoft.com/en-us/library/bb457106.aspx#ECAA>.

## 3.3. Enabling RDP Access for Desktop Groups

You must enable RDP access for Desktop Groups in the Citrix XenDesktop environment. To enable RDP access for Desktop Groups, use the following procedure to modify the Desktop Group Properties:

1. Open the Citrix Delivery Services Console.
2. Expand [Desktop Delivery Controller](#).
3. Select the appropriate Farm.
4. Expand [Desktop Groups](#).
5. Right click on the appropriate Desktop Group and choose [Modify Desktop Group Properties](#) and then [Modify All Properties](#).
6. On the [Desktop Group Properties](#) screen, expand [Advanced](#).
7. Choose [Client Options](#).
8. In the Connection Protocols section, click [Add...](#), and the following Add New Protocol screen is displayed:

**Figure 3.2. Add New Protocol Screen**



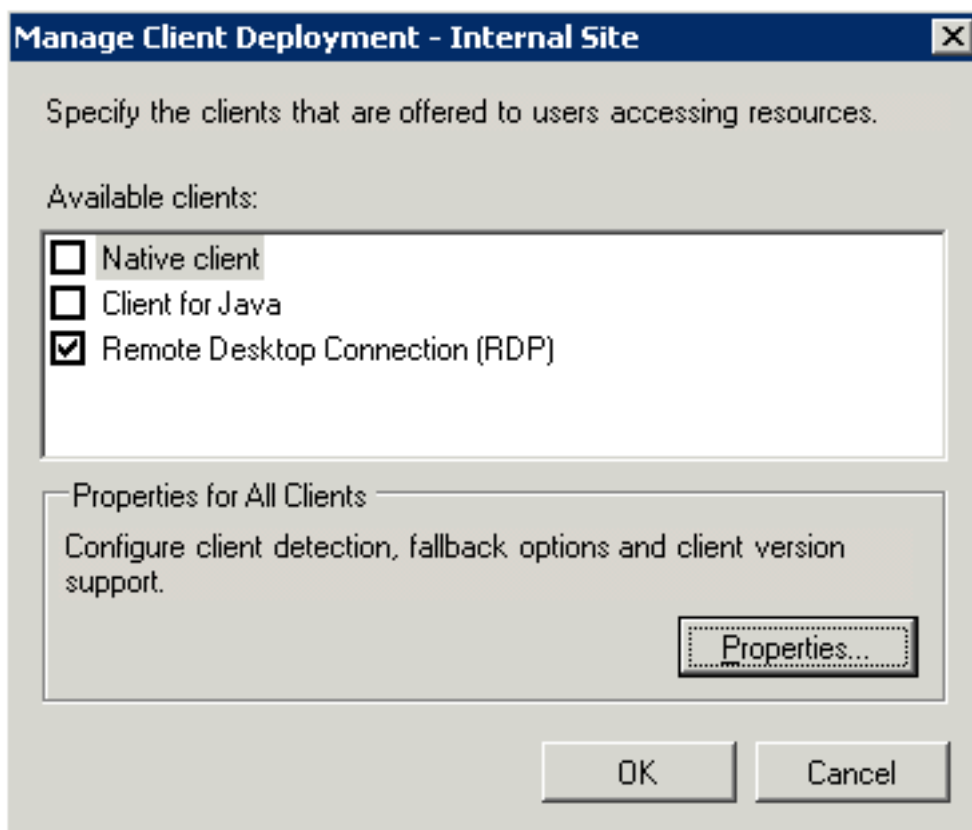
9. For the `Enter new protocol name` field, enter `RDP` and click `OK`.
10. In the Connection Protocols section, select `RDP` and click the up button until `RDP` is at the top of the list.
11. Click `OK`.

### 3.4. Enabling RDP in the Citrix Web Interface Site

You must enable RDP in the Citrix Web Interface site.

1. Choose `Start > All Programs > Citrix > Management Consoles > Citrix Web Interface Management` to access the Citrix Web Interface Management console.
2. Select the Web Interface site and click `Client Deployment` from the Edit Settings pane on the right-hand side.
3. On the Manage Client Deployment screen, select `Remote Desktop Connection (RDP)`, as shown below:

**Figure 3.3. Manage Client Deployment Screen**



4. Click `OK`.



---

## Chapter 4. Configuring with Sun Ray Software

### Table of Contents

4.1. How to Configure the Citrix XenDesktop Connector with Sun Ray Software .....	9
4.1.1. Example Citrix XenDesktop Session Arguments for Sun Ray Software .....	11
4.1.2. Customizing the Citrix XenDesktop Connector Interface .....	11
4.1.3. Custom Service Menu .....	11
4.2. User Login Process with Sun Ray Software .....	12

This chapter describes how to configure the Citrix XenDesktop connector with Sun Ray Software and provides an example of the user login process.

### 4.1. How to Configure the Citrix XenDesktop Connector with Sun Ray Software

The following procedure describes how to configure a Sun Ray server using the Sun Ray Software Admin GUI to automatically provide users direct access to their Windows desktops through the Citrix XenDesktop connector. This configuration is done through the kiosk mode feature and the Citrix XenDesktop session type.

This Citrix XenDesktop connector session type is provided through the following files:

- `/etc/opt/SUNWkio/sessions/srxc.conf` - Session descriptor file
- `/opt/SUNWsrxc/bin/srxc` - Session script file
- `/opt/SUNWsrxc/etc/services.csv` - Sample file for the custom service menu
- `/opt/SUNWsrxc/lib/srxc.jar` - Sun Ray Connector for Citrix XenDesktop Java archive

For more details about configuring Sun Ray Software, refer to the [Sun Ray Software Administration Guide](#).

#### Steps

1. Install the Citrix XenDesktop connector on all the Sun Ray servers in the failover group.  
See [Section 2.1, “How to Install the Citrix XenDesktop Connector”](#).
2. Configure the Citrix XenDesktop environment for the Citrix XenDesktop connector.  
See [Chapter 3, \*Configuring the Citrix XenDesktop Environment\*](#)
3. Log in to the Admin GUI.
4. Click the Advanced tab and Kiosk Mode sub-tab. Then click `Edit`.
5. Choose `Citrix XenDesktop Session` from the `Session` (Session Type) menu.
6. (Optional) Modify the session parameters.
7. Add the required and any optional session type arguments to the `Arguments` field as follows:

```
session-type-arguments [-- uttsc-arguments]
```

For a list of examples, see [Section 4.1.1, “Example Citrix XenDesktop Session Arguments for Sun Ray Software”](#).

Table 4.1, “Required Kiosk Session Arguments for Citrix XenDesktop Connector” lists the required session arguments:

**Table 4.1. Required Kiosk Session Arguments for Citrix XenDesktop Connector**

Argument	Description
<code>-d domain-name</code>	Specifies the Windows domain of the virtual desktops, which is preselected in the login screen. You can provide a comma separated list, which displays a pull-down menu to the user.
<code>-s server-url</code>	The URL of the Citrix XenDesktop Web Interface Server, either the IP address or hostname. For example, <code>http://192.168.10.1</code> .

Table 4.2, “Optional Kiosk Session Arguments for Citrix XenDesktop Connector” lists the optional session arguments:

**Table 4.2. Optional Kiosk Session Arguments for Citrix XenDesktop Connector**

Argument	Description
<code>-B banner-image-url</code>	A URL to an image file used as the background for the Available Desktops and Desktop Login dialog screens. Supported file formats are <code>png</code> , <code>gif</code> , and <code>jpg</code> . The URL can be either <code>http://</code> or <code>file://</code> . Shortened URLs, such as from <code>bitly</code> , are supported.
<code>-g background-color</code>	Background color (RGB value) for the Citrix XenDesktop connector screen. When this option is used with the <code>-G</code> option, it defines the top color of the gradient background. Example value is <code>225,225,225</code> .  The default background color is a gradient from 143,158,170 to 95,108,120.
<code>-G bottom-gradient-color</code>	Bottom color of background gradient (RGB value) for the Citrix XenDesktop connector screen. This option requires the <code>-g</code> option, which becomes the top color of the background gradient. Example value is <code>225,225,225</code> .
<code>-M</code>	Enable the custom service menu. See <a href="#">Section 4.1.3, “Custom Service Menu”</a> for more information.
<code>-p proxy-port</code>	Proxy port number. Default value is <code>80</code> .
<code>-P proxy-host</code>	Proxy host. The value can be either a host name or an IP address, without the <code>http://</code> prefix. This may be needed when using an external URL with the <code>-B</code> or <code>-W</code> option.
<code>-r screen-resolutions</code>	Screen resolution options for the Options menu. Format is <code>width1xheight1[,width2xheight2...]</code> . Example value is <code>1024x768,1280x800</code> .
<code>-T text-color</code>	Text color (RGB value). Example value is <code>225,225,225</code> .
<code>-u alt-base</code>	An alternative for the Citrix Web Interface base URL. The default is <code>/Citrix/DesktopWeb/</code> . The path must be enclosed in slashes. Example value is <code>/path1/path2/</code> .
<code>-W wallpaper-url</code>	A URL to an image file used as the wallpaper for the Citrix XenDesktop connector screen. Supported file formats are <code>png</code> , <code>gif</code> , and <code>jpg</code> . The URL can be either <code>http://</code> or <code>file://</code> . Shortened URLs, such as from <code>bitly</code> , are supported.

8. Add any Windows connector (`uttsc`) arguments after the double dash (`--`) to the `Arguments` field.



```
session-type-arguments [-- uttsc-arguments]
```

All options located after the double dash (--) are passed to the Windows connector (`uttsc` command). Some `uttsc` options are sent automatically and should not be specified. Do not include the following `uttsc` options: `-i`, `-u`, `-d`, `-p`, and `-m`.

9. Click **OK**.
10. Configure the server to use kiosk mode for card and non-card users.
  - a. Click the System Policy sub-tab on the Advanced menu.
  - b. Enable **Kiosk Mode** for both card and non-card users.
  - c. Make sure to disable the **Mobile Sessions (NCSM)** policy.
11. Click **Save**.
12. If you configured the server to use kiosk mode in the System Policy page, perform a cold restart of the Sun Ray server.

All new or restarted sessions matching the policy configuration to use kiosk mode will access the new session type.

### 4.1.1. Example Citrix XenDesktop Session Arguments for Sun Ray Software

This example connects to a Citrix XenDesktop Web Interface Server with an IP address of `192.168.10.1` located in the `desktop.local` domain:

```
-d desktop.local -s http://192.168.10.1
```

This example enables the audio input and USB redirection features of the Windows connector:

```
-d desktop.local -s http://192.168.10.1 -- -r soundin:high -r usb:on
```

### 4.1.2. Customizing the Citrix XenDesktop Connector Interface

Here are some additional notes about using graphics to customize the Citrix XenDesktop connector screen:

- Instead of specifying the `-B` or `-W` options, you can place images in the server's `/opt/SUNWsrxc/custom` directory. The image files must be named `banner.png` or `logo.png`, respectively. Using the `-B` or `-W` options overrides these defaults.
- Graphics do not autoscale. You must provide graphics with the correct sizes.
- Using graphics for the background and wallpaper may increase the load time of the Citrix XenDesktop connector interface.

### 4.1.3. Custom Service Menu

When configuring the Citrix XenDesktop connector, you can use the `-M` option to add menu items to the existing Options menu. New menu items can provide users access to important applications, such as a web browser or a support tool.

You can customize the service menu through the server's `/opt/SUNWsrxc/etc/services.csv` file, where you need to provide a single line of three arguments for each additional menu items. An example for providing a Firefox menu item is show below:

```
# "App Name", "App Exec", "App Icon"  
"Firefox", "/opt/firefox/firefox", "file:///opt/firefox/chrome/icon/default/default16.png"
```

Here are descriptions for the three arguments. All arguments must be enclosed in parentheses and separated by a comma.

- "*App Name*" - The name of the menu item.
- "*App Exec*" - The absolute path to the executable file on the Sun Ray server.
- "*App Icon*" - (Optional) The URL to an image file used as an icon for the menu item. The supported file format is `png` and the image size must have a resolution of 16x16. The URL can be either `http://` or `file://`. You may need to set a proxy for the kiosk session (using the `-P` option) if you specify an external URL.

Some applications require a window manager to operate properly, which means you must create an additional script to run the application. You then need to point the "*App Name*" field to the script instead of the application executable. The following example shows a script to run Firefox in a window manager, which enables the user to enter text into the browser:

```
#!/bin/sh  
  
# Start a window manager  
metacity &  
  
# Start Firefox  
/opt/firefox/firefox  
  
# Kill window manager once Firefox exits  
pkill -9 -u $USER metacity
```

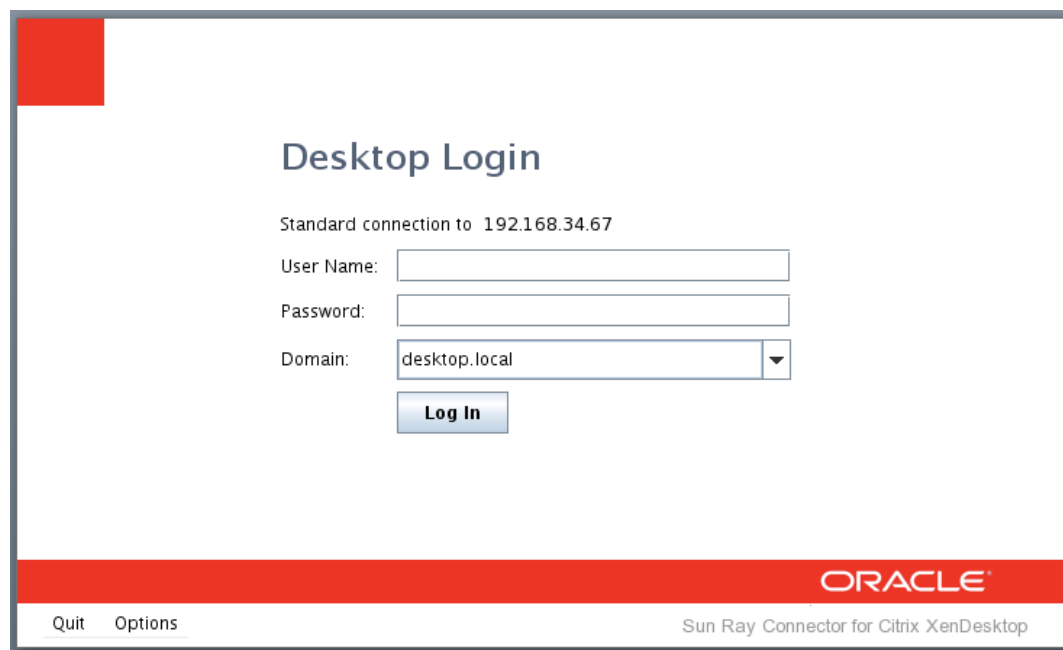
## 4.2. User Login Process with Sun Ray Software

The following procedure describes the user login process when the Citrix XenDesktop connector is configured with Sun Ray Software.

1. Log in to a Sun Ray Client or Oracle Virtual Desktop Client.

The Desktop Login screen is displayed requesting credentials for the Citrix XenDesktop Web Interface Server.

**Figure 4.1. Desktop Login Screen**



The Options menu enables you to specify the following settings:

- Screen Resolution - Sets the screen resolution for the session.
- Language - Sets the language displayed for the Desktop Login screen and the Available Desktops screen.

2. Enter your login information and click [Log In](#).

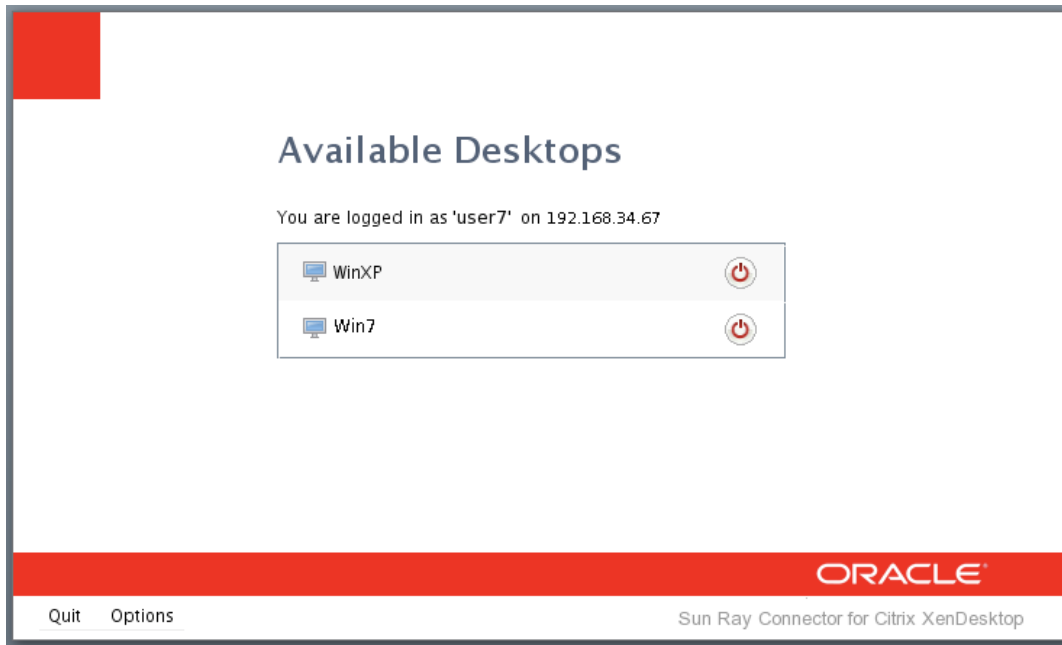
The Available Desktops screen is displayed.



**Note**

If there is only one virtual desktop configured for you, the Available Desktops screen does not display and you are automatically logged into your desktop.

Figure 4.2. Available Desktops Screen



3. Click the name of the desktop to access the desktop.

You are logged in to the virtual Windows desktop.



**Note**

You can restart the desktop by clicking the restart button on the right side of the desktop entry.



**Note**

If the connection to the virtual desktop fails after a disconnection just occurred on the virtual desktop, try again. It takes a few minutes for a virtual desktop to become available after disconnecting from the Citrix XenDesktop connector, even though the Available Desktops screen shows that the virtual desktop is available. Do not restart the virtual machine because of this problem, because you may lose unsaved data.

---

# Chapter 5. Troubleshooting

## Table of Contents

5.1. Common Problems ..... 15

Status and error messages for the Citrix XenDesktop connector are provided in the `/var/opt/SUNWut/log/message` log file.

You can ignore the error message `Your virtual desktop $$1-1 => null` listed in the log file. This message is logged when a user is trying to connect to a virtual desktop (shown as available in the Available Desktops screen) that is still disconnecting from a previous session.

## 5.1. Common Problems

Here is a list of common problems with some proposed solutions.

- **Client is cycling.**
  - A Citrix XenDesktop connector kiosk argument is wrong, which is an argument before the double dashes (--). See [Table 4.1, “Required Kiosk Session Arguments for Citrix XenDesktop Connector”](#) and [Table 4.2, “Optional Kiosk Session Arguments for Citrix XenDesktop Connector”](#) for more details.
- **Client cannot connect to Citrix Web Interface.**
  - SSL is configured on the Citrix Web Interface, but it is not configured on the Citrix XenDesktop connector.
  - The URL to the Citrix Web Interface or the alternate Citrix Web Interface URL is wrong or not provided in the kiosk arguments.
- **Nothing happens after clicking a virtual machine on the Available Desktops screen.**
  - A Windows connector kiosk argument is wrong, which is an argument after the double dashes (--).
  - The virtual machine is not registered with the Citrix Farm, but it is assigned to the user. Or, the Citrix XenDesktop Agent is not installed or is pointed at the wrong Farm.
  - The Desktop Group is not enabled for RDP access. See [Section 3.3, “Enabling RDP Access for Desktop Groups”](#) for details.
  - RDP is not enabled on the virtual machine. See [Section 3.1, “Enabling RDP Connections on the Virtual Desktops”](#) for details.



---

## Appendix A. Release Notes

### Table of Contents

A.1. What's New in Version 1.1 .....	17
A.2. Changelog .....	17

This appendix provides the list of changes, including bug fixes, between Sun Ray Connector for Citrix XenDesktop version 1.0 and version 1.1.

#### A.1. What's New in Version 1.1

Here is the list of overall changes for the Sun Ray Connector for Citrix XenDesktop 1.1 release:

- Disabling automatic client detection on the Citrix XenDesktop Web Interface Server is no longer required for the Citrix XenDesktop connector.

#### A.2. Changelog

Here is the list of bugs fixed for the Sun Ray Connector for Citrix XenDesktop 1.1 release:

- 13867551 - Assigned desktops are unbrokered and become available in 2 min.

