

# RSN Citrix Requirements

In order to access and use the RSN Citrix site, you must have a government issued CAC card, Citrix OnlinePluginweb Version or Citrix Receiver installed, and the up to date DOD Root Certificates installed.

## Citrix Receiver/Online Plugin Troubleshooting

(Admin rights are required)

1. Navigate to <http://support.citrix.com/article/CTX137494> and download the Citrix Receiver Cleanup Utility
2. Run Citrix Receiver Cleanup Utility
3. Once the utility has ran, reboot

## Root Certificates Update

(Admin rights are required)

Navigate to: <http://dodpki.c3pki.chamb.disa.mil/rootca.html> and follow the directions on the site to ensure your DoD Root Certificates are up to date.

## Installing the Citrix Receiver

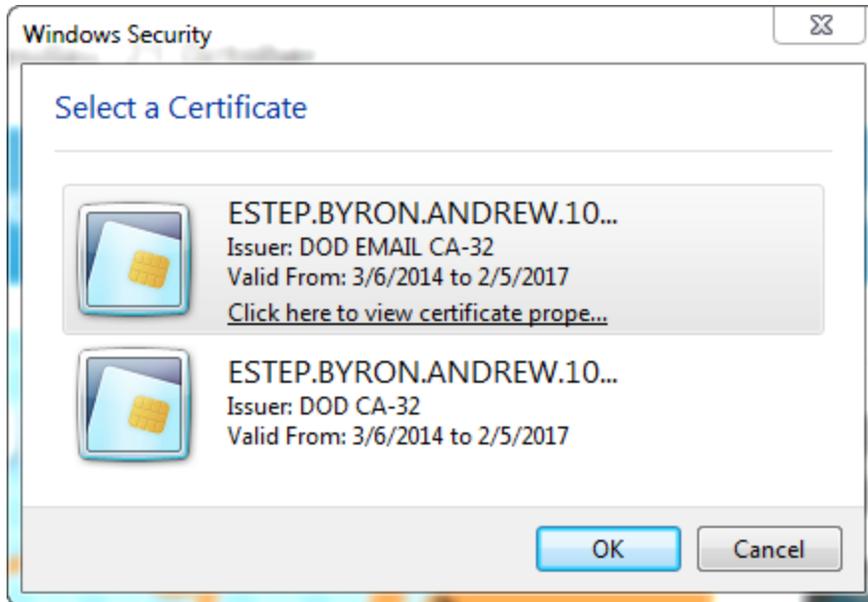
(Admin rights are required)

1. Navigate to: <http://www.citrix.com/go/receiver.html>
2. Accept the terms and conditions and follow the instructions to download and install Citrix Receiver for Windows 4.1.2

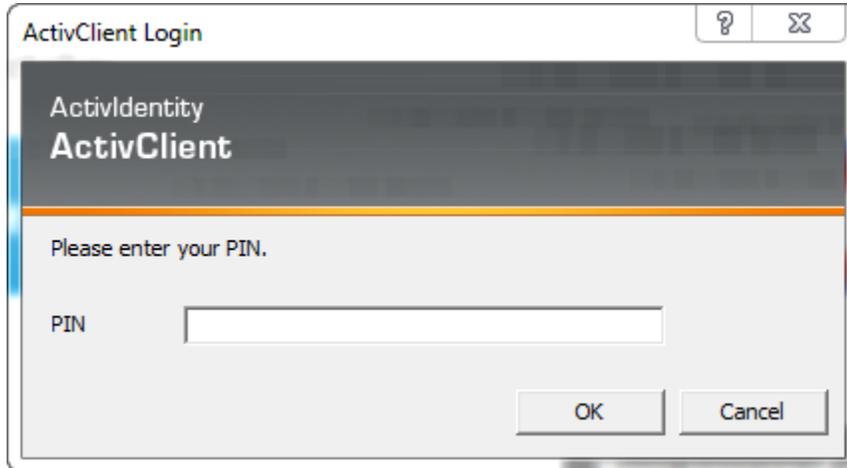
Log in to <https://cteamcaci.goarmy.com>

1. If you see that clicking the IKROme icon does nothing or presents launch.ica then most likely you need to install this plugin. First download listed on this page. Pluginweb.exe. You may need to have Admin access to your PC to install this plugin. Contact you System Administrator if necessary.  
<http://www.citrix.com/downloads/citrix-receiver/legacy-client-software/online-plug-in-123.html>

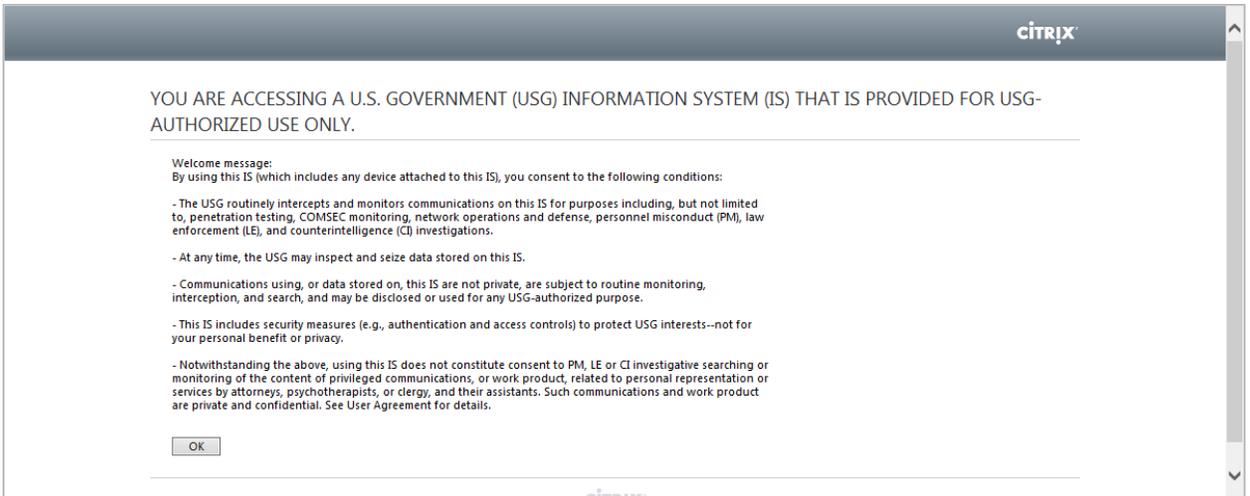
2. With only an internet connection or while connected to RSNI Access Citrix via url <https://cteamcaci.goarmy.com>
3. (use CAC **email certificate** and pin to access site )



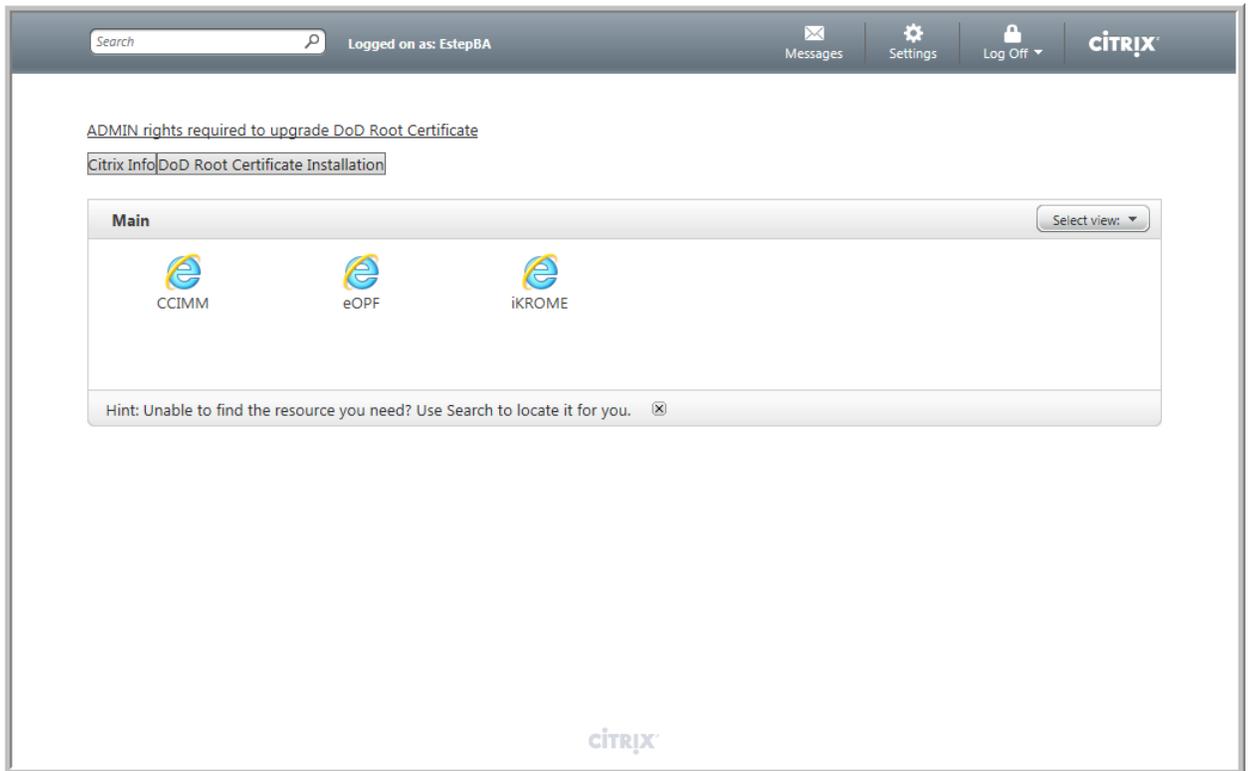
4. Answer Ok



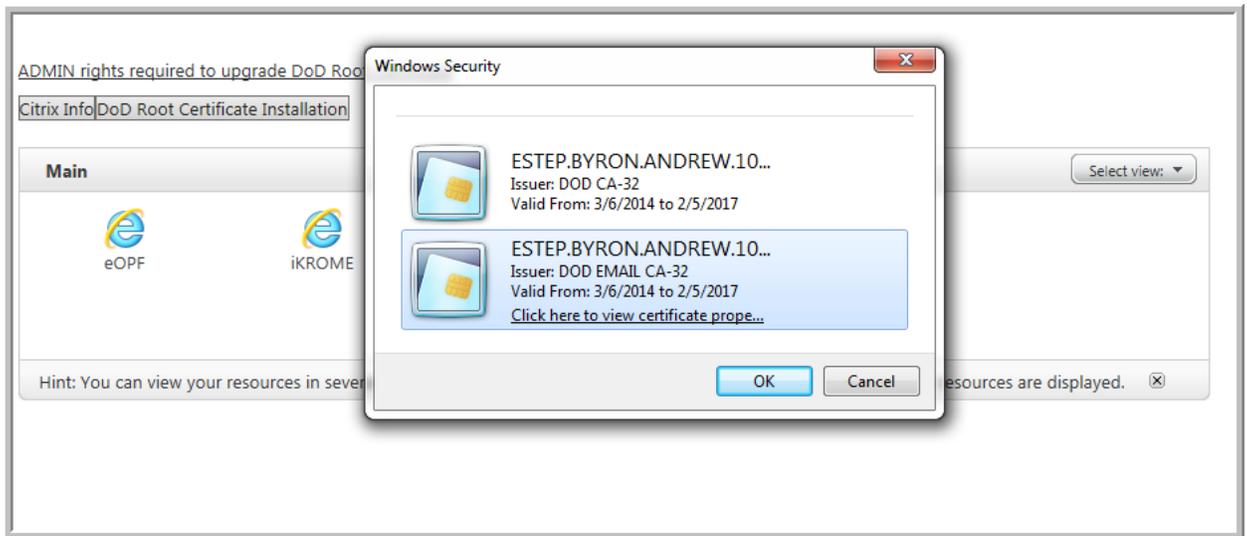
5. Enter PIN



6. Answer OK
7. Citrix Screen with available icons – Click CCIMM icon
8. (use CAC mail certificate to access site )

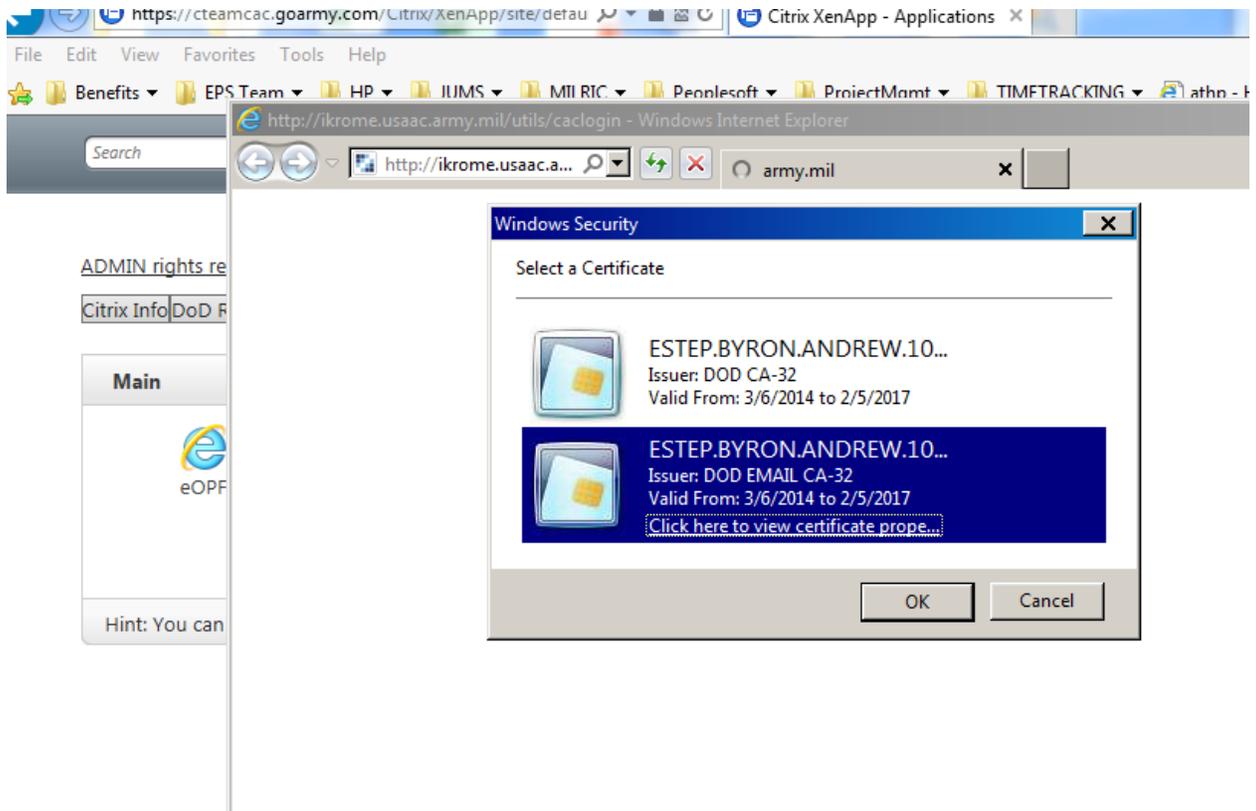


9. Click CCIMM
10. IKrome Logon Screen



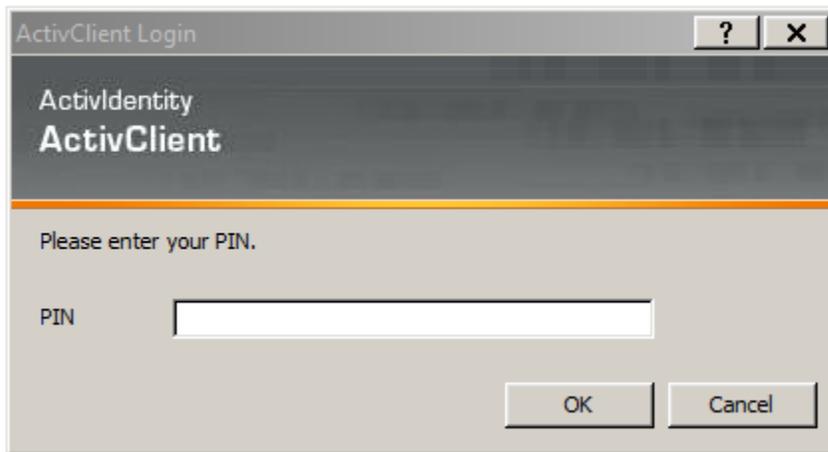
11. Choose **DOD Email** Certificate

12.



13. Select **DOD Email** Certificate

14.



15. Enter PIN
16. Answer OK to the IKROme acceptable user prompt.
17. The launcher window has the list of applications that you have access to enter. Select CCIMM and you will be placed into the first screen of CCIMM 2.0.

