

Citrix Integration

Applications presented in a Citrix Virtual Desktop Environment (VDE) can be natively automated using Blue Prism from this release. Users who are able to install Blue Prism directly into the Citrix VDE can take advantage of native spying techniques in addition to the previously available surface automation approach.

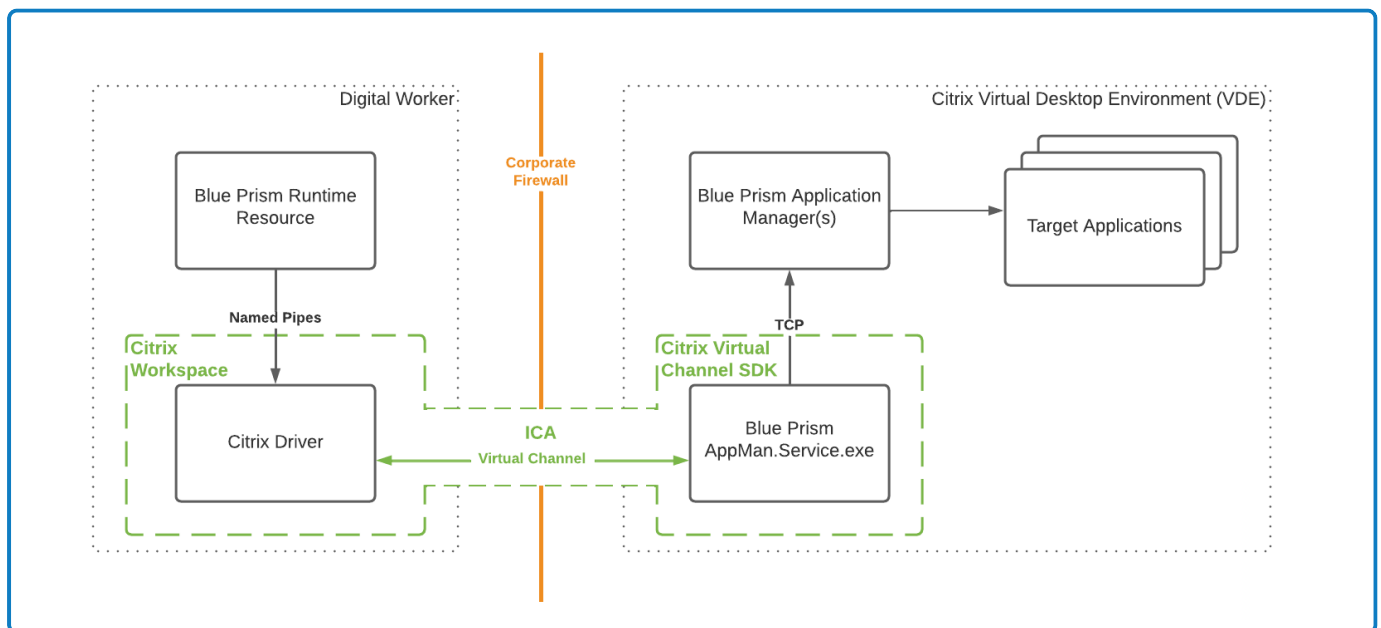
Prerequisites

The following prerequisites must be met before setting up Citrix automation:

- Blue Prism 7.2 must be installed on the user's local machine.
- The Citrix Workspace application must be installed on each runtime resource that will automate the Citrix VDE natively and on each interactive client used to build these processes.
- Ability to install Blue Prism on the Citrix VDE for the profile of the user account used to log into the VDE.

Setup overview

Blue Prism communicates with the Citrix VDE using the virtual channel driver which forwards the data over an ICA channel. The data is received by the Blue Prism AppMan.Service.exe and is forwarded to the Blue Prism Application Manager via internal communication.



The following steps must be completed to automate applications via a Citrix VDE:

1. Install Blue Prism on the Citrix VDE.
2. Install Blue Prism on the interactive clients used to build processes and on the runtime resources used to run the processes.
3. Automate applications via a Citrix VDE.

Limitations

The following are current limitations when connecting a runtime resource to a Citrix VDE:

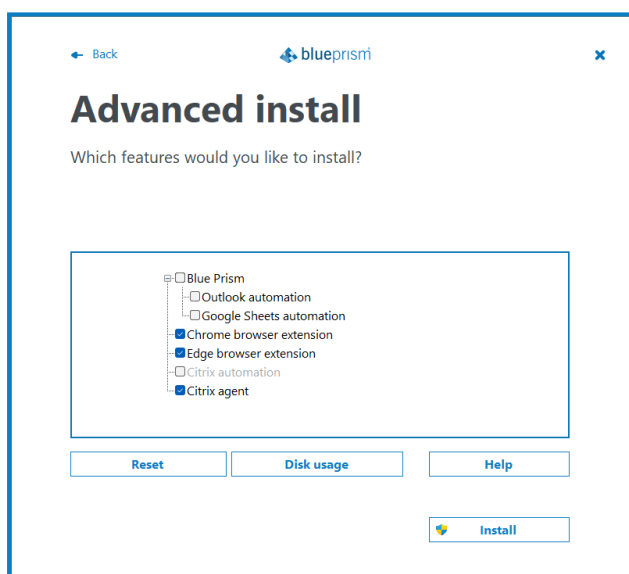
- Only one Citrix VDE can be automated from a single Blue Prism runtime resource.
- Only one digital worker can be connected to one Citrix VDE.

Citrix installation

The instructions below describe how to install and configure Blue Prism on a Citrix VDE via an already installed Citrix Workspace application, as well as on the interactive clients used to build processes and on the runtime resources used to run these processes.

Install Blue Prism on the Citrix VDE

1. Log into the Citrix Workspace application and start the installation of Blue Prism on the Citrix VDE.
2. On the Advanced install screen:
 - a. Select the Chrome, Edge, and Firefox browser extensions if you are planning to automate browser-based applications via the Citrix VDE.
 - b. Select the Chrome and Edge browser extensions if you are planning to automate browser-based applications via the Citrix VDE.
 - c. Leave the **Citrix automation** option unselected, or clear it if it is already selected.
 - d. Select the **Citrix agent** option. If the **Blue Prism** option was previously selected, it will be automatically cleared.



This installs the Citrix DLL files necessary to automate applications on a Citrix VDE, and adds an AppMan.Service shortcut on the desktop.

3. Carry out this step for each user that will be used by the runtime resource to access the Citrix VDE.
4. Start the AppMan.Service.exe and check it is running in the system tray.
5. Log out from the VDE, then log back in and check that the AppMan.Service is running.




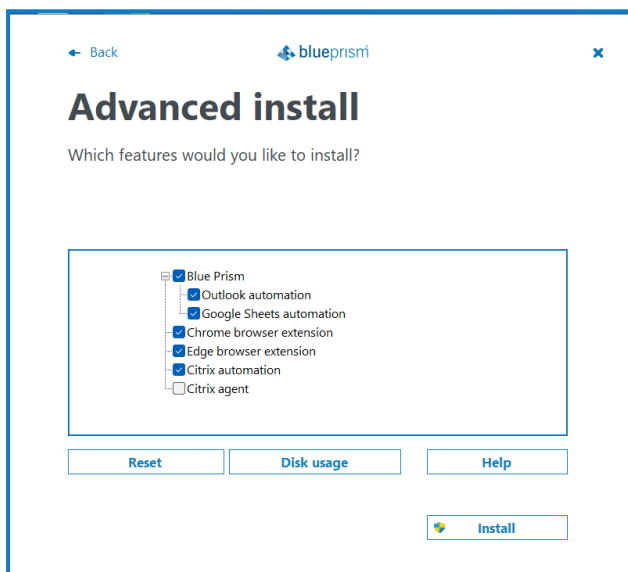
The Blue Prism interactive client must always be run locally, and not within the Citrix VDE.

Install Blue Prism on the required interactive clients and runtime resources

Blue Prism should be installed on all the interactive clients used to build processes and on all the runtime resources used to run the processes.


1. Log out of any virtual desktop environments (VDE) including Citrix, and Blue Prism if already installed.
2. Install Blue Prism on the interactive clients used to build processes and on the runtime resources used to run the processes.
3. On the Advanced install screen, select the **Citrix automation** option.

 If you have not installed the Citrix Workspace application on your local machine, the Citrix automation option will not be available for selection on the Advanced Install screen.




A Citrix DLL file is installed in the Citrix install directory and the relevant registry keys are created.

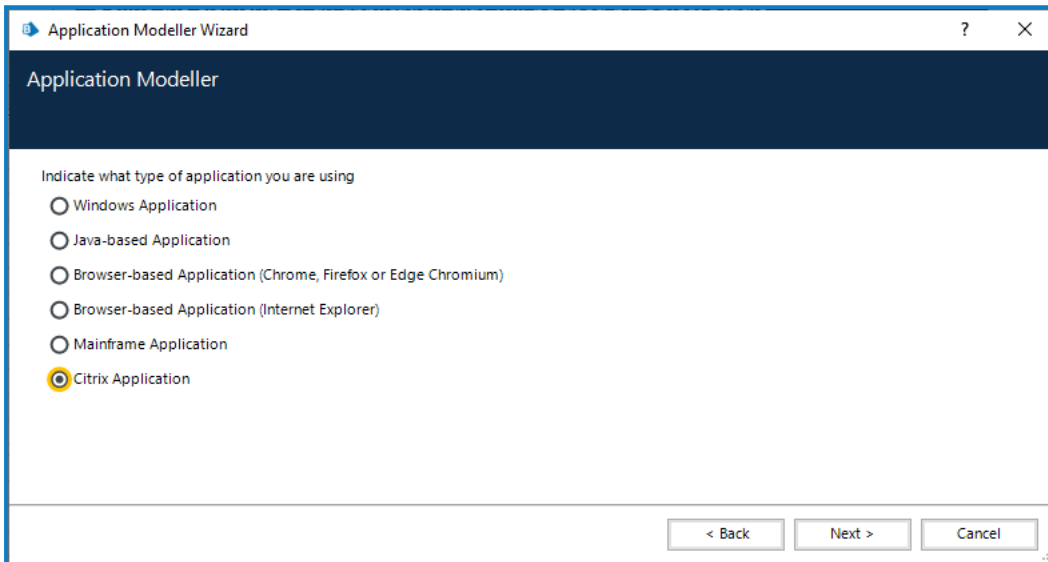
4. Restart Blue Prism and the Citrix VDE.

 If you have already installed Blue Prism without Citrix and want to add it later, you can run the installer again and modify the installation.

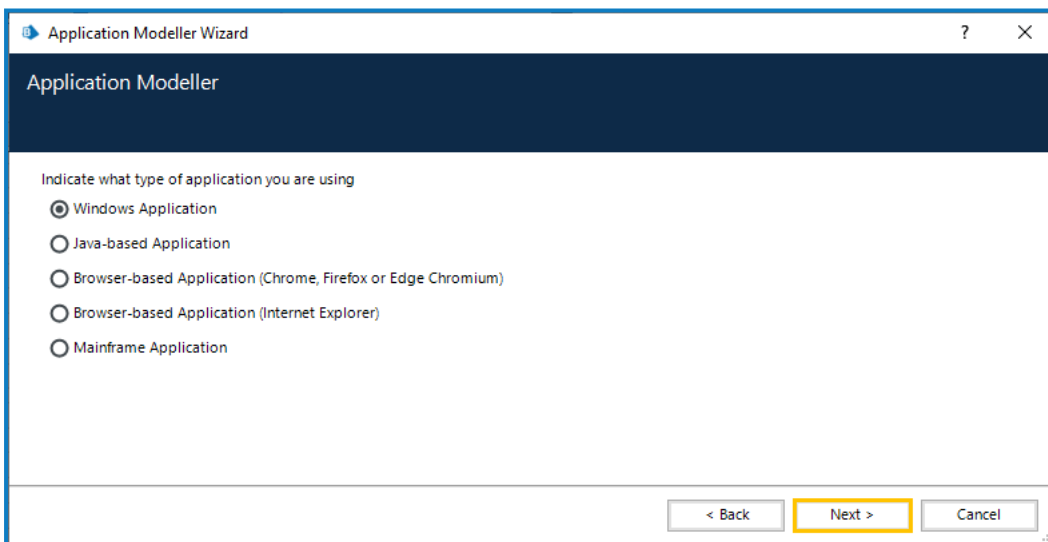
Automate applications via a Citrix VDE


 To automate applications via a Citrix VDE, you must be using an already configured Blue Prism interactive client. The Blue Prism interactive client must always be run locally, and not within the Citrix VDE.

1. To automate applications via a Citrix VDE, select the **Citrix Application** option in the Application Modeller wizard in Object Studio and click **Next**.



2. Select the type of application to automate and click **Next**.



 The Firefox browser extension is not available for installation with Blue Prism 7.2. The latest Blue Prism version that includes the Firefox extension is Blue Prism 7.1.2. For more information, see the [Upgrade notices](#).

3. Continue through the Application Modeller wizard and complete all required fields based on your selection.



The available automation modes in the Application Modeller are the external Citrix 32-bit and 64-bit modes.