



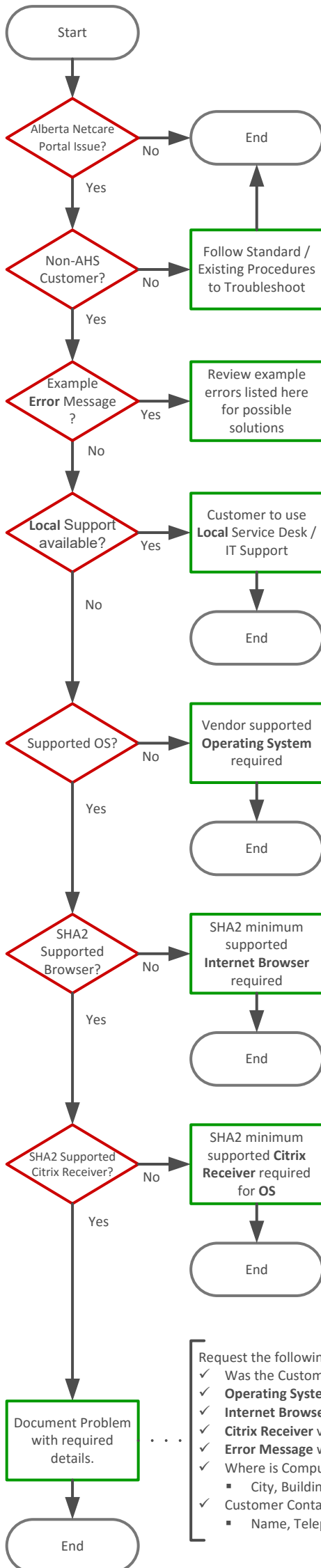
Take Note

- ✓ This troubleshooting flow is meant for non-AHS computers.
- ✓ The new SHA2 Certificate will be operational on July 8th, 2016



Related Documents

- ✓ **AHS-Alberta-Netcare-Portal-Citrix-Receiver.pdf**
How to download, install and configure Citrix Receiver for Apple Mac and Windows
- ✓ **AHS-Alberta-Netcare-Portal-Citrix-Receiver-Detection.pdf**
SHA2 Minimum Requirements and Citrix Receiver detection messages



Error Message: This version of Citrix Receiver does not support selected encryption. Please contact your administrator. [Error 1046: The Virtual Driver is not loaded]
Solution: <http://support.citrix.com/article/CTX133536>

Error Message: Cannot connect to the Citrix XenApp Server. **SSL Error 61:** You have not chosen to trust "Certificate Authority", the issuer to the server's security certificate.
Solution: <http://support.citrix.com/article/CTX101990>

Share the **SHA2 Minimum Requirement** Information from **below** or the **related** documents
For more general information about SHA2 Certificates:
Link: <https://www.digicert.com/sha-2-compatibility.htm>

Inform the Customer that they should upgrade to or purchase the latest version of:
Windows, Mac OS X, Apple iOS or Android Operating System

Minimum Supported Operating System

- Windows: 7, Vista, 8, RT, 8.1, RT 8.1 or 10
- Mac OS X: 10.9+
- Apple iOS: 3.0+
- Android: 2.3+

Inform the Customer that they should upgrade to or download the latest version of:
Internet Browser for their **Operating System**

SHA2 Minimum Supported Internet Browsers:

- Internet Explorer: 6+
- Google Chrome: 26+
- Firefox: 1.5+
- Safari: 3+

Inform the Customer that they should upgrade to or download the latest version of:
Citrix Receiver for their **Operating System**

SHA2 Minimum Supported Citrix Receiver Versions:

- Citrix Receiver for Windows: 13.3+ (or 3.3+)
- Citrix Receiver for Mac OS: 11.7+
- Citrix Receiver for iOS: 5.9+
- Citrix Receiver for Android: 3.5+

- Request the following Information from the Customer:
- ✓ Was the Customer aware of this change?
 - ✓ **Operating System** version and **Service Pack** Level
 - ✓ **Internet Browser** version and **Service Pack** Level
 - ✓ **Citrix Receiver** version
 - ✓ **Error Message** with **screenshot** if possible
 - ✓ Where is Computer Located?
 - City, Building, Room
 - ✓ Customer Contact Information:
 - Name, Telephone Number and Email Address

Service Desk Contact Details

Community Alberta Netcare users (outside AHS) can contact the **Provincial Helpdesk** at 1-877-931-1638
AHS employees please contact the applicable **AHS Service Desk** for your zone.

