Citrix Browser Content Redirection with Rainbow Web Application

VDI environments allow virtualizing desktop applications on a server-side infrastructure. When it comes to virtualizing real-time communication applications, this leads to challenges with bandwidth and compute resources of backend servers, and consequently on User Experience quality.

Citrix Browser Content Redirection (BCR) allows IS/IT to offload some web applications from the VDI infrastructure. It is especially relevant for Rainbow Audio and Video flows, as BCR allows using local computer CPU/GPU, RAM and Network resources to manage multi-media flows directly between the client device and the remote party, i.e. other user for peer-to-peer communication, or Rainbow cloud servers for conferences.
The expected benefit of the BCR technology with Rainbow is to achieve a better quality of the multi-media experience, by removing possible contentions at the VDI infrastructure side.

This article describes the procedure to enable Citrix Browser Content Redirection for the **Rainbow Web application** and lists some known limitations.

BCR remains a pure Citrix feature, so please refer to your Citrix documentation for more general information on BCR and VDI technologies, for example at https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/multimedia/browser-content-redirection.html

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Browser Plugin Configuration

The Citrix documentation is the reference for Web browsers compatibility with BCR.

The following Web Browsers have been tested by ALE:

- Google Chrome Version 94.0.4606.81 (supported by Citrix)
- Edge Chromium Version 94.0.992.50 (for information, as it is not officially supported by Citrix yet. Please connect to your Citrix support contact if you aim at using this version with BCR in production)

BCR Extension for Google Chrome

Please refer to the information available on the Chrome Web Store:

- https://chrome.google.com/webstore/detail/browser-redirection-exten/hdppkjifljbdpckfajcmlblbchhledln

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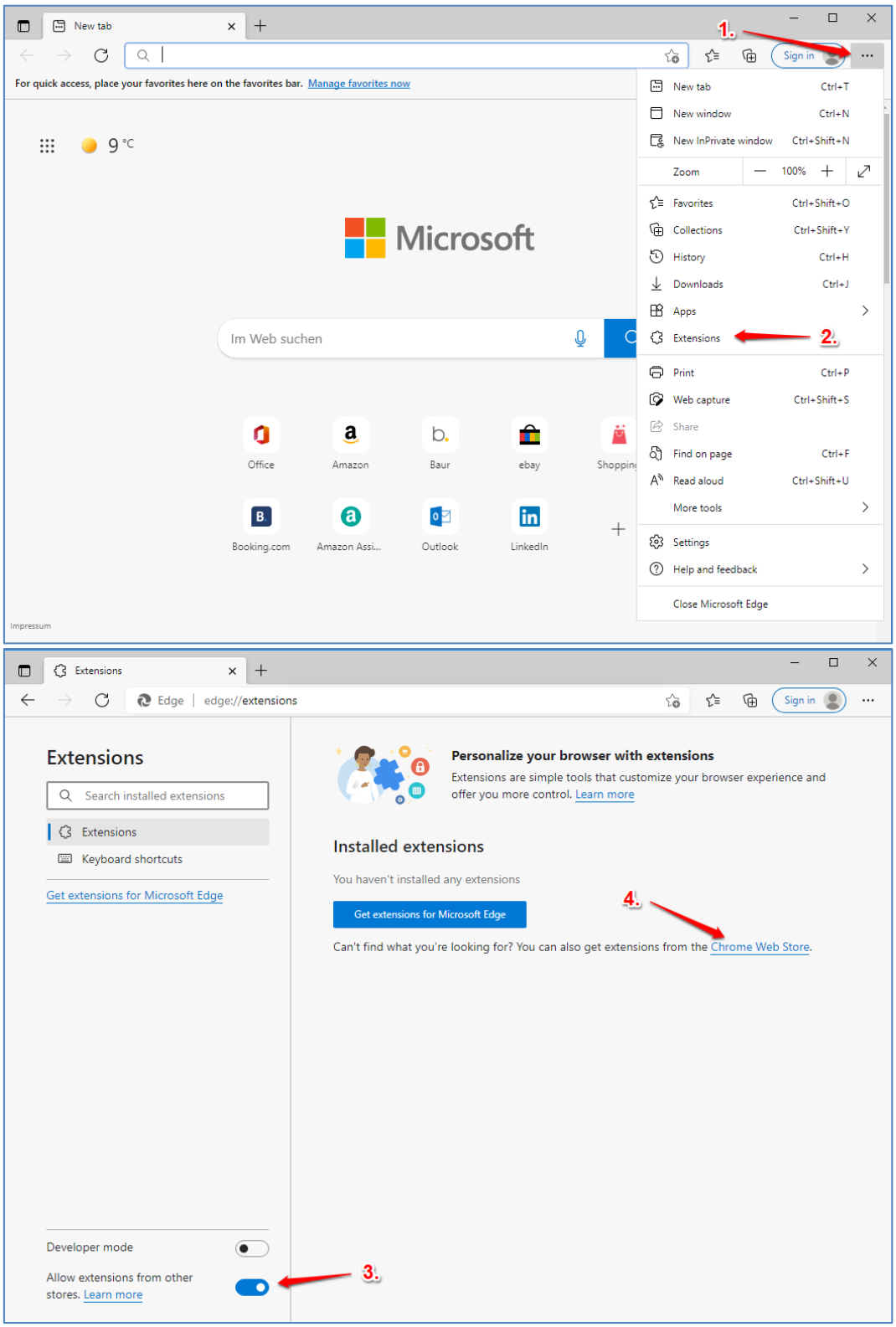
BCR Extension for Microsoft Edge Chromium



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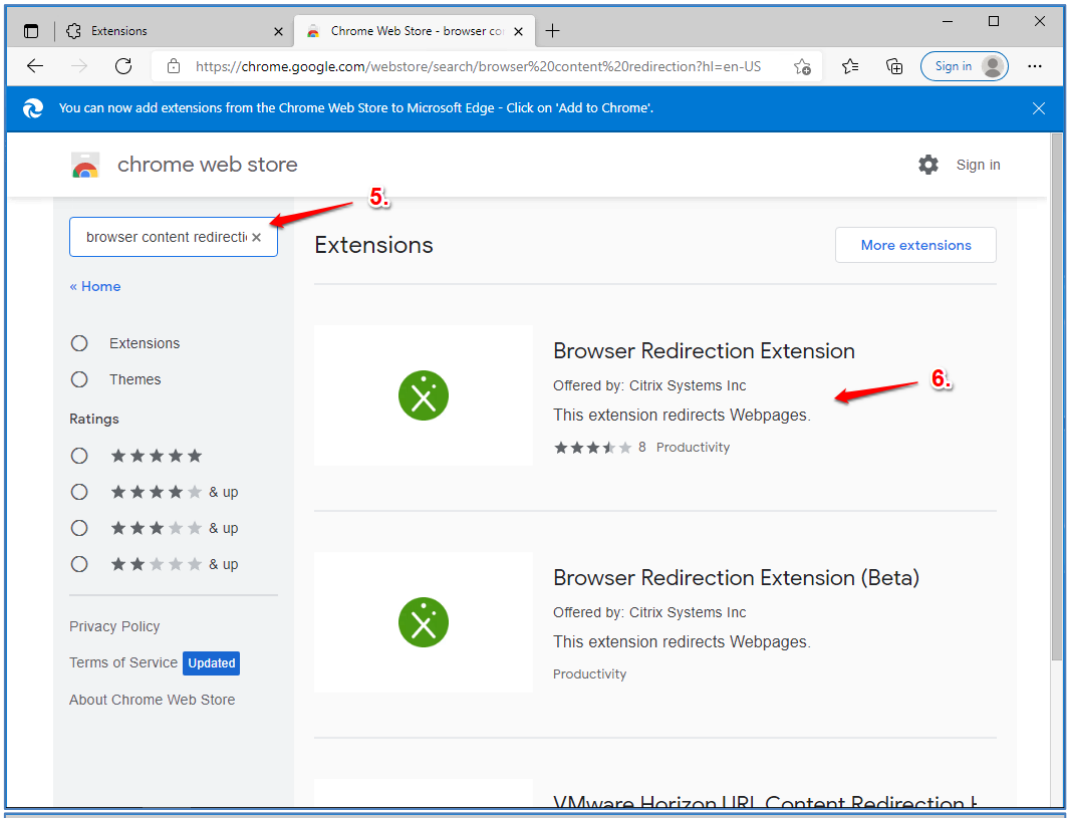

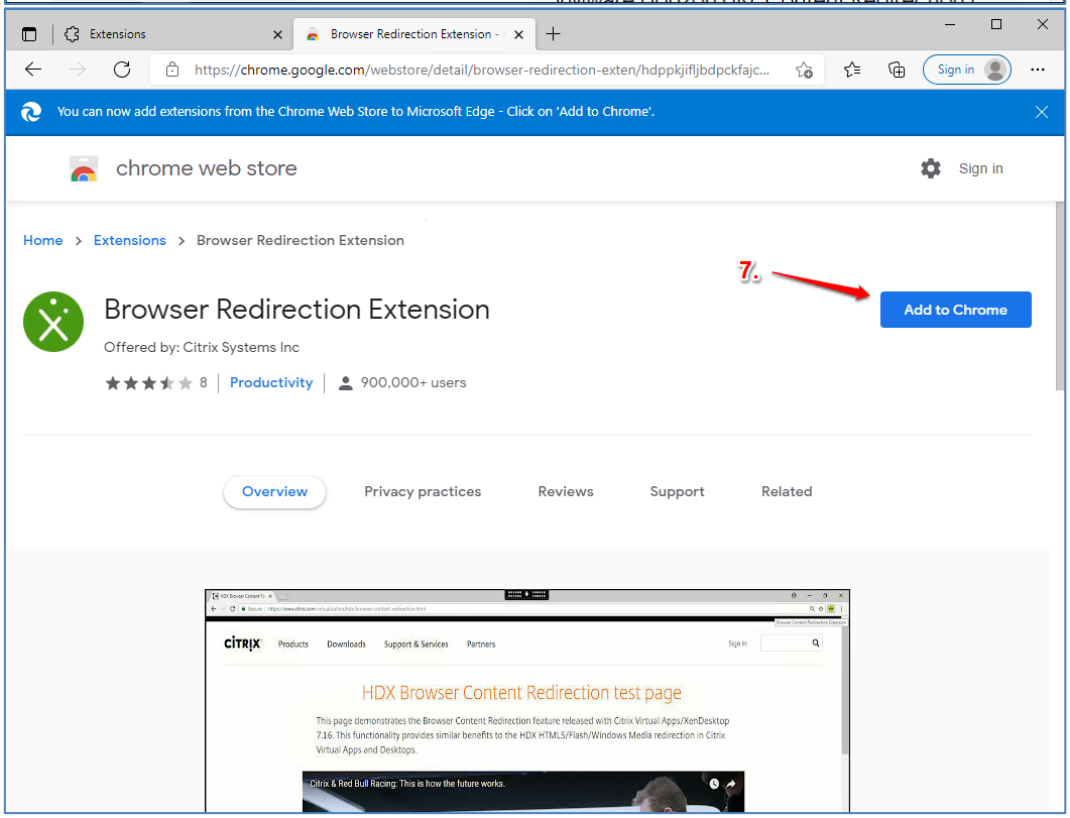

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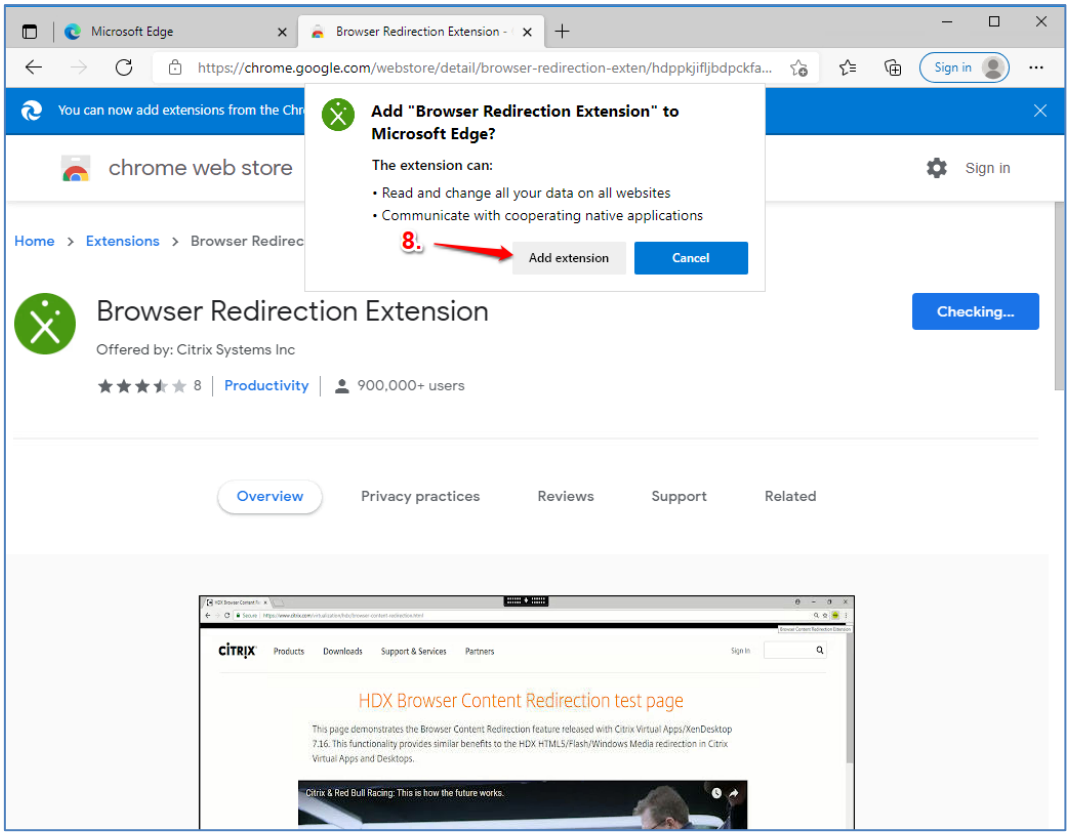

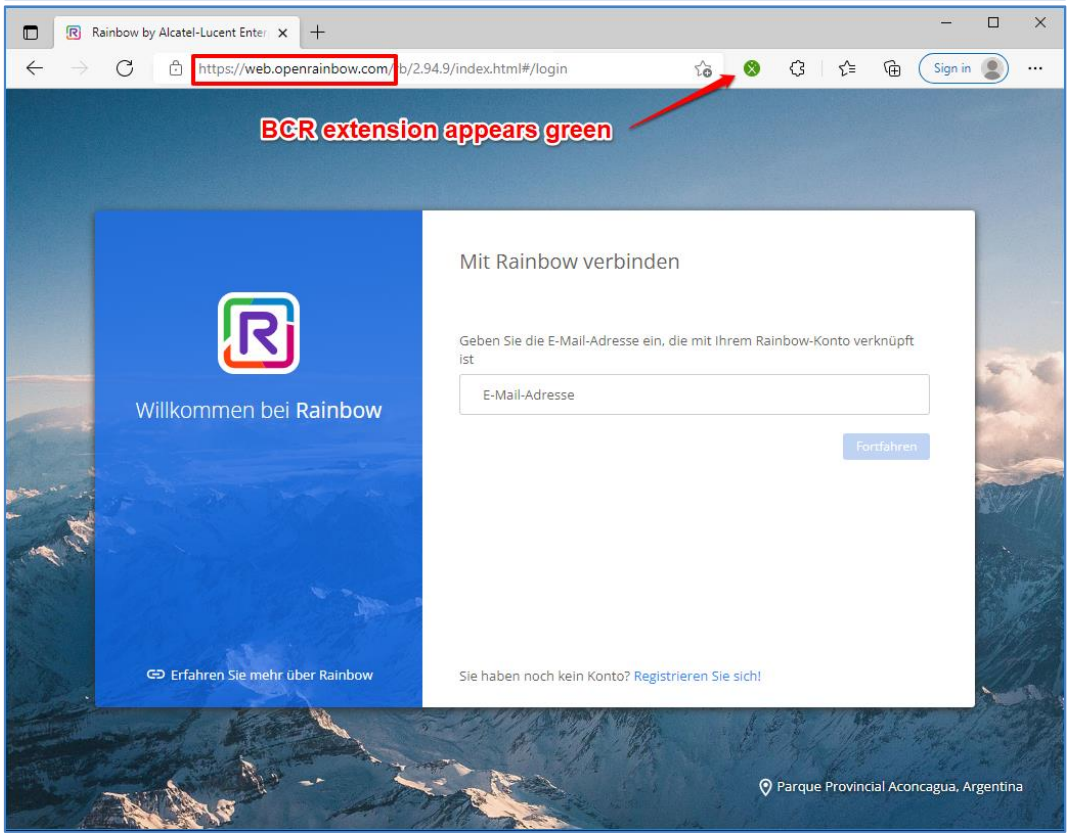

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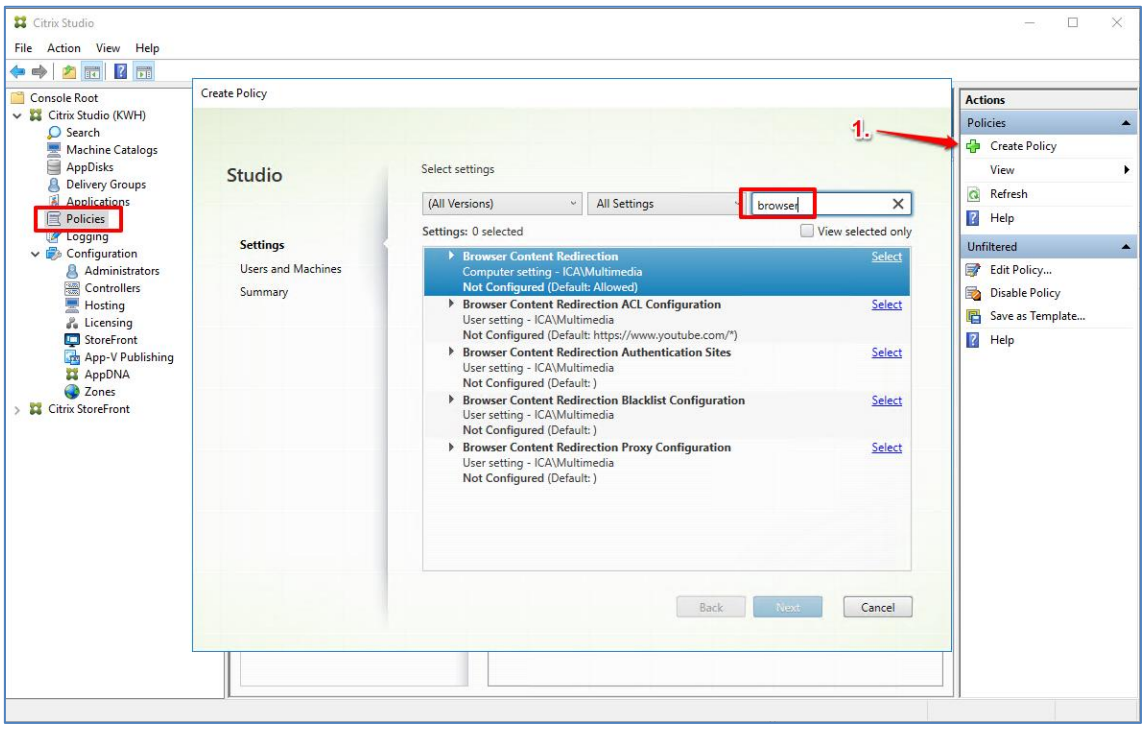
Citrix Setup

This section describes the way to enable a policy that enables optimizing the rainbow Web application with BCR, as seen with Citrix Virtual Apps and Desktops version 2103.
This is based on the Citrix documentation, typically https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/policies/reference/ica-policy-settings/browser-content-redirection-policy-settings.html

Option 1 - Setup Citrix Studio:



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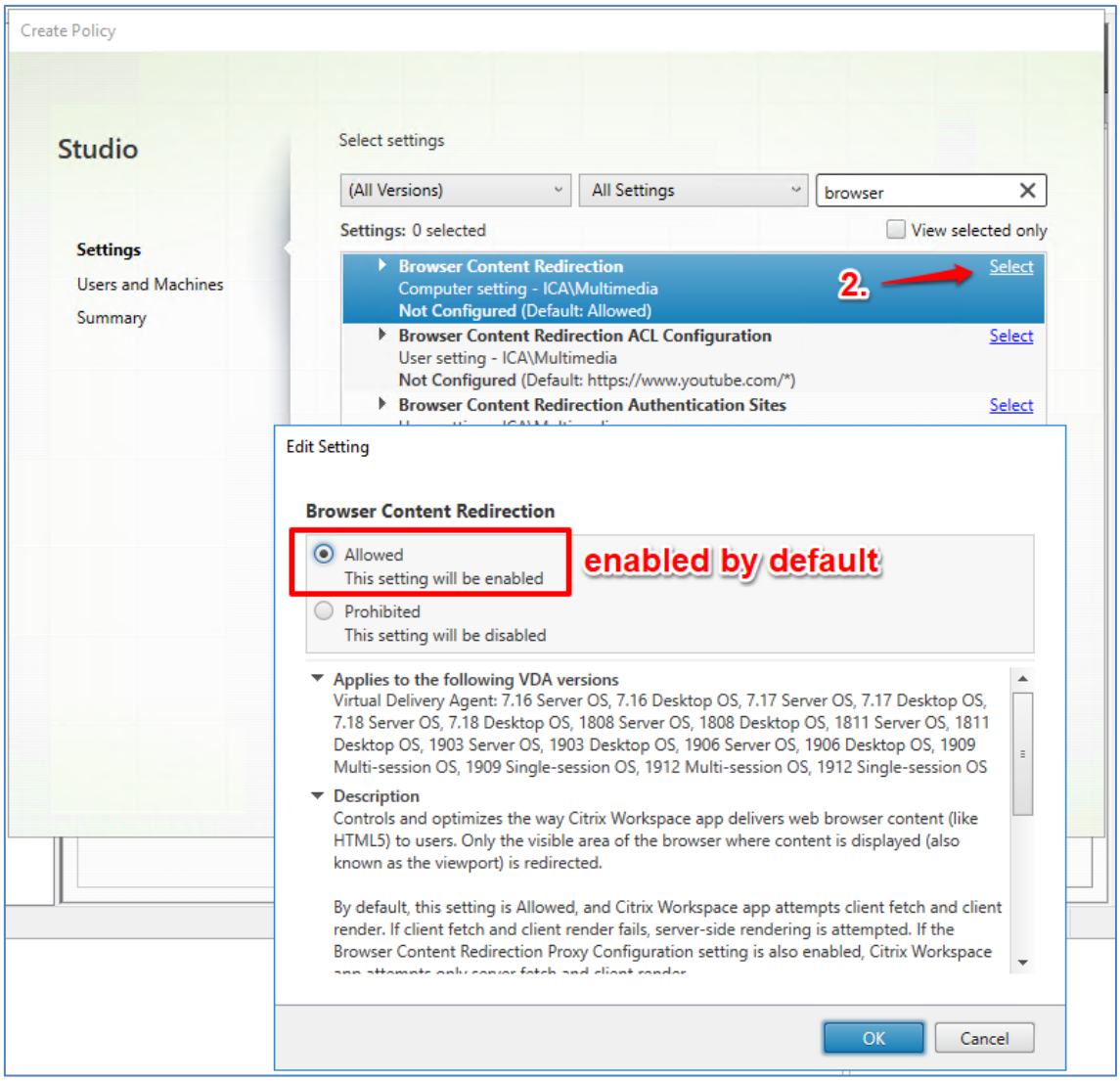

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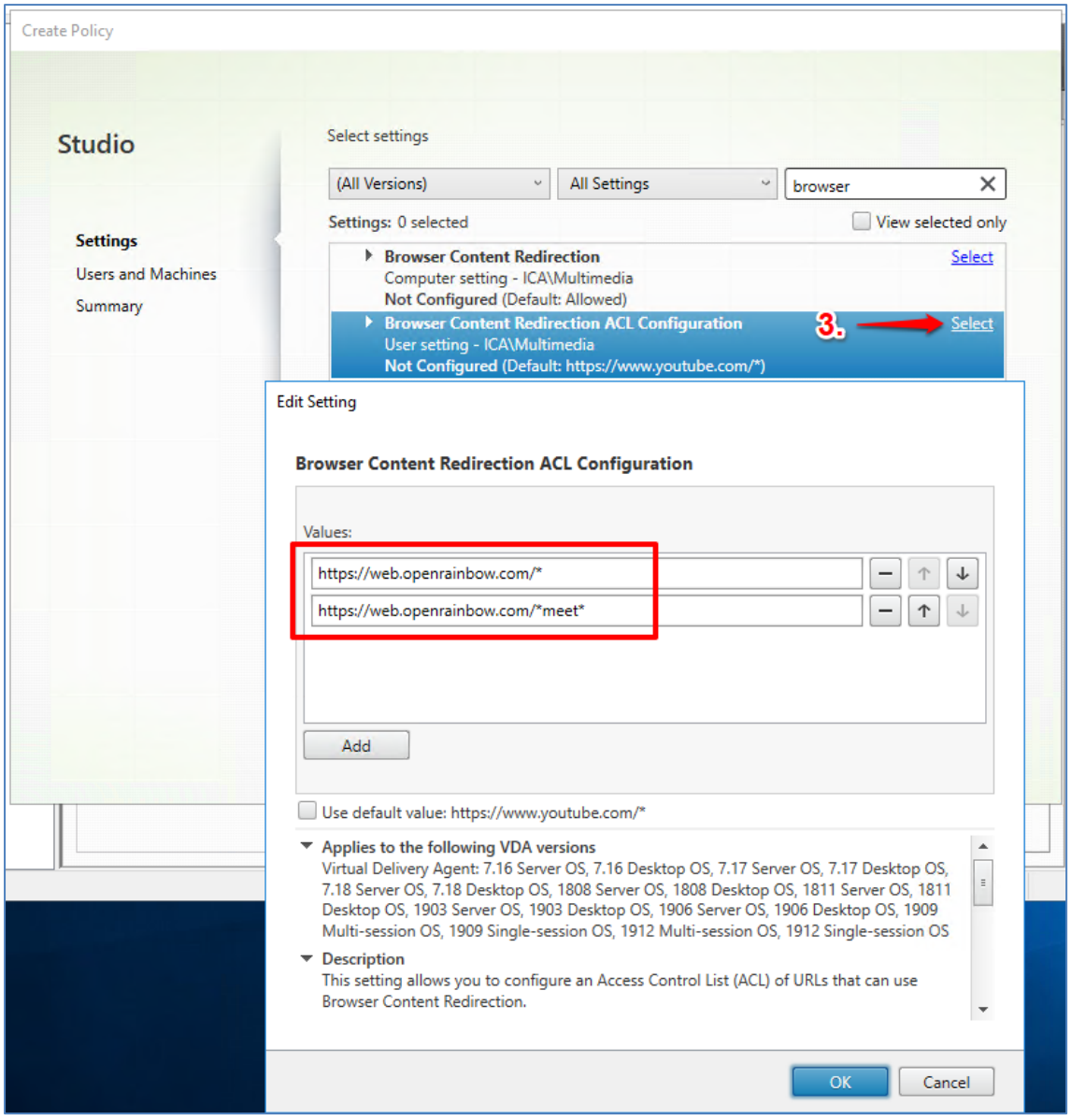

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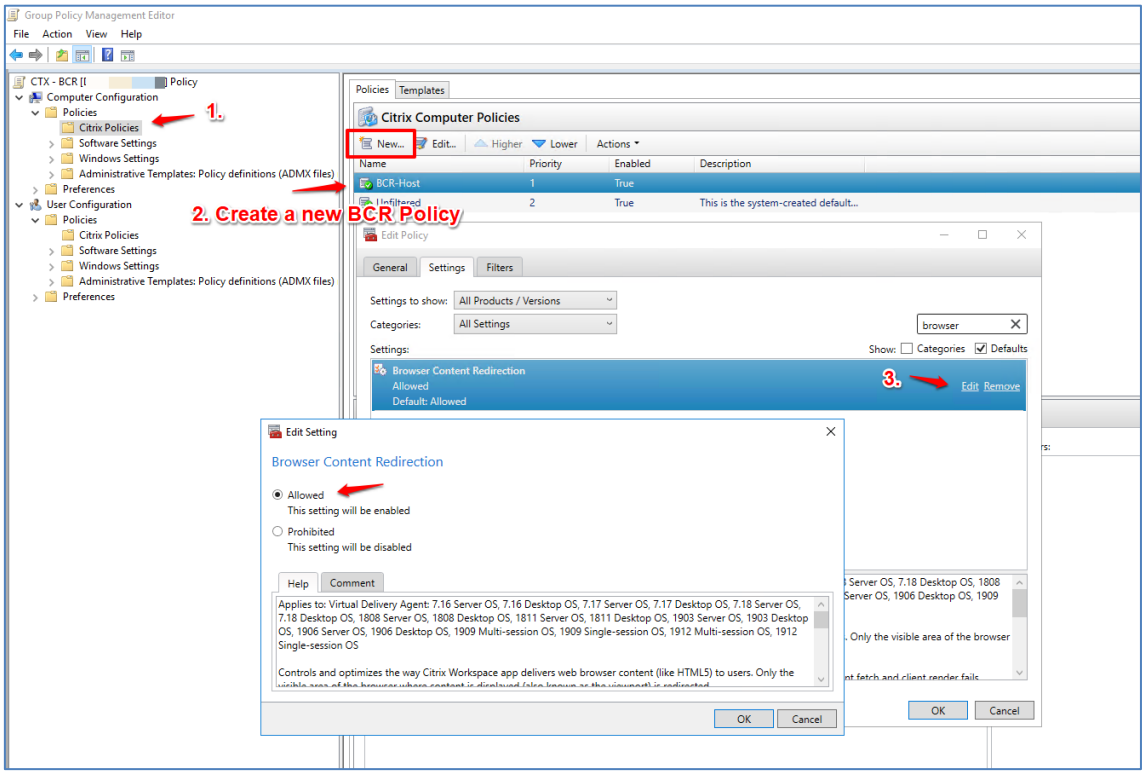
Option 2 - MS AD GPO Integration on Citrix Studio Server:



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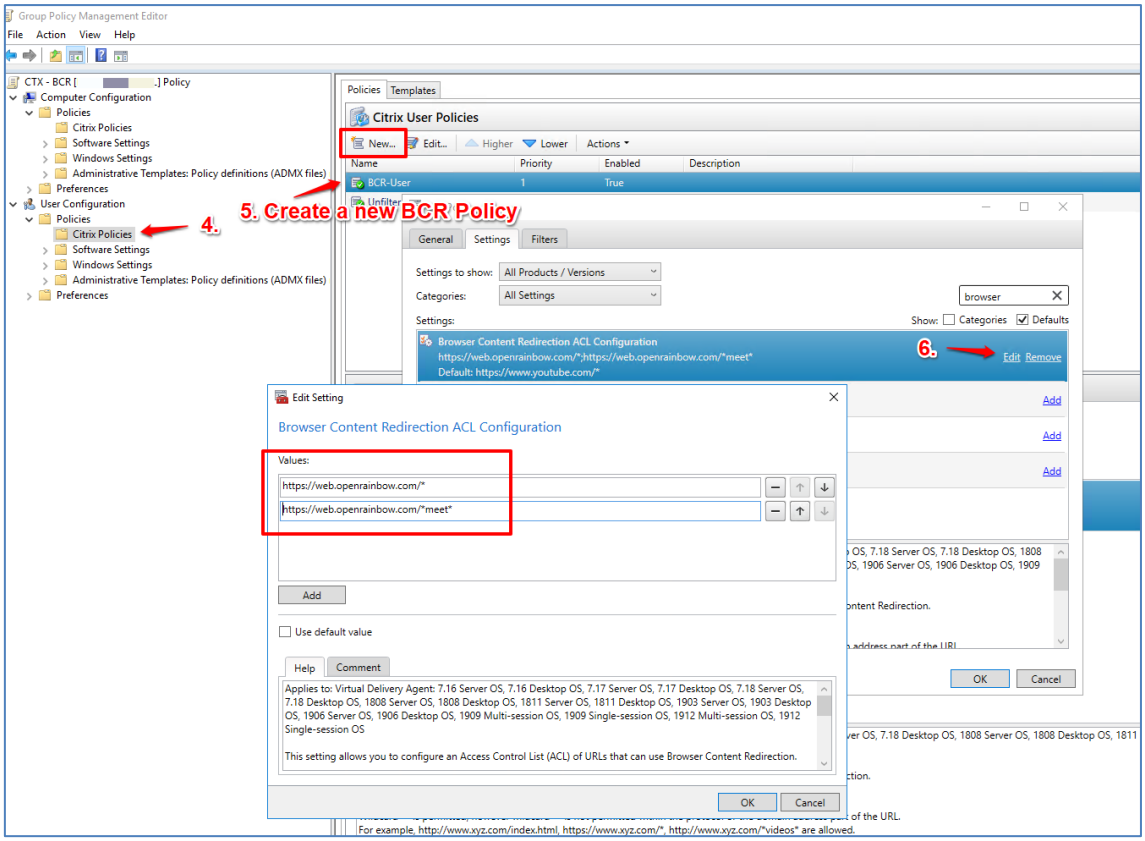

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BCR known limitations

Most Rainbow features are properly working in a BCR configuration, in full collaboration or in pure softphone modes, and especially including audio in pure WebRTC Rainbow calls or in Softphone calls, video, and screen sharing.

Some limitations have however been observed, due to Citrix limitations holding on the tested Citrix Virtual Apps and Desktops version 2103 :

- File Download is not possible: The Rainbow Web application is unable to download a shared file on the endpoint. Uploading files to Rainbow application is working.
    - This issue is mentioned as BCR restriction by Citrix, see https://support.citrix.com/article/CTX230052
    - As a reminder, it is possible to restrict the File Sharing capability for Rainbow users, via Rainbow feature profiles. Please refer to the following Rainbow Help Center article for details
- Screen-sharing of VDI applications is not possible: it is however possible to share the full remote desktop via screen sharing, or to share a local non-virtualized application via application sharing
- Conference pop-out is not supported, preventing the capability to display an ongoing conference on a secondary screen

These limitations are related to Citrix technology and cannot be addressed by the Rainbow app in BCR mode. Please reach your Citrix support for assistance on possible resolutions of these restrictions.

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