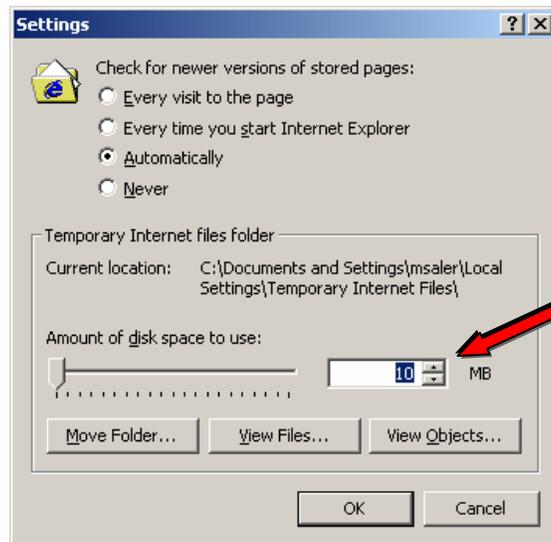


Items to check before logging onto the Citrx Server

- Make sure you are running the latest version of IE.
- Make sure you install all of the Critical Updates from the Windows Update site <http://www.windowsupdate.com>
- Delete all Temporary Internet files and set cache to a reasonable size, like 10MB. Click on Tools >Internet options>Security



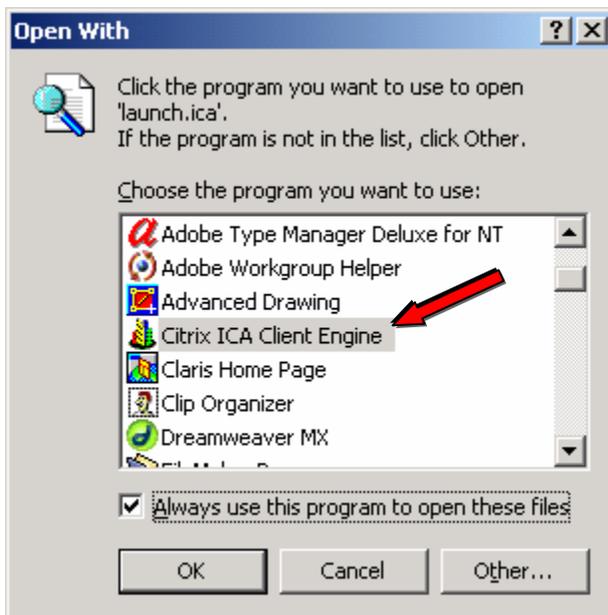
- If you have any programs running that monitor and or filter (IE popup-blocker, ect) Internet traffic you must disable them.
- If you have a personal firewall, try adding 167.206.128.231 as a trusted IP address.

Citrix Quick Trouble Shooting Q & A's

Question: After logging onto the Citrix Server, when I click on a program, I get a "File Download" window.

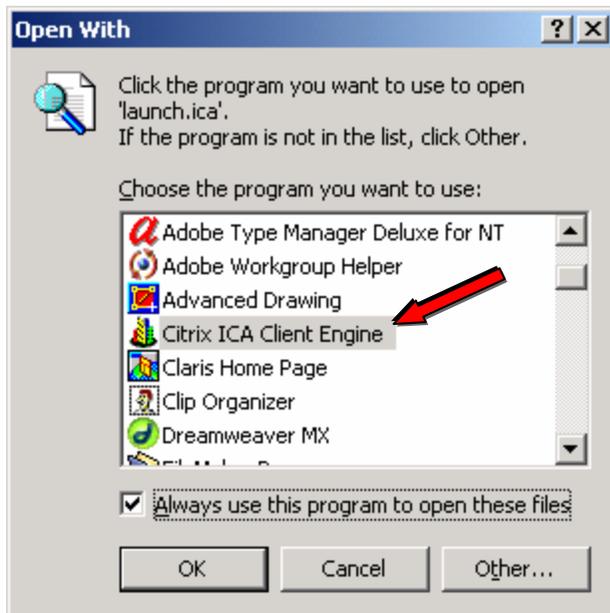


Answer: Choose "Save this file to disk" and save to your desktop. Right click the "launch.ica" icon on your desktop and select Open With -> Choose Program. The "Open With" window will appear. Choose Citrix ICA Client Engine. Make sure the check box is selected to "**Always use this program to open files**"



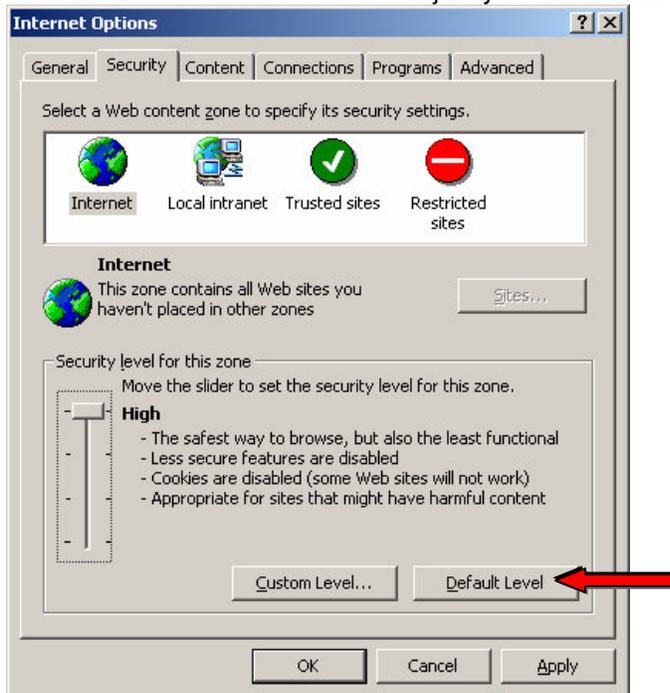
Question: I log into the Citrix server, click an application and get text that appears to look like code.

Answer: Right-click a program icon and select “Save target as...” and save to your desktop. Right click the “launch.ica” icon on your desktop and select Open With -> Choose Program. The “Open With” window will appear. Choose Citrix ICA Client Engine. Make sure the check box is selected to “**Always use this program to open files**”



Question: When I click on a program icon, I get a Security Alert Dialog box.

Answer: Click on "Tools" on your browser's toolbar > choose Internet Options > click on Security tab > Click on "Default Level". This will adjust your level to Medium.



Question: I don't see the **Citrix ICA Client Engine** in the "open with" dialog box.

Answer: Go to Start > Settings > Control Panel > Add/Remove Program and look for the **Citrix ICA Client Engine**. If you don't see it there you will have to reinstall the client. Close your browser and log back into the Citrix server. This action will automatically install the client. You must choose **Yes** on the Security Warning Dialog box for the client to install. If this dialogue box does not automatically download the client, try downloading the client via the web.

<https://citrix.jerichoschools.org/Citrix/icaweb/en/ica32/Ica32Web.msi>

