

## Subject: Citrix Chicago Install Notes – v.11.2

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Many of NeoSystems' applications (GCS, CostPoint, MS Office, ...) are available remotely via the company's Citrix servers. On the PC, you'll need to install a small program in order to use our Citrix infrastructure. The *Citrix ICA* client software creates a secure connection between your PC and our servers. Before accessing "**Productivity Tools – Chicago**" from your Client Tools page, you'll need to have installed this Citrix client. Installation notes are below.

**Note** : You'll need to be signed in as the local admin on the PC during the install.

If a prior installation gets corrupted, or you need to re-install your citrix drivers, you'll need to uninstall the installed citrix client first.

If installing on a new PC or if you had installed your citrix client since March 2009, just proceed to step (2) below.

### 1. Uninstalling Citrix Client Software (if required) :

At the PC :

- select Start-Settings-Control Panel-Add/Remove Programs
- Select the applicable citrix client to uninstall and remove it –  
"Metaframe Presentation Server Client" or "Metaframe Presentation Server Web Client for Win32" or "Citrix MetaFrame"
- You should go ahead and reboot your PC to confirm a clean uninstall

### 2. PreRequisite - Microsoft .NET Framework v.2.0

You'll need to have .Net Framework v.2.0 or higher in order to use the citrix client. You can verify what version under *Start-Control Panel-Add/Remove Programs*. Or you can go ahead and download and install v.2.0 by clicking on the following link. If you already have a more current version, you'll get a notice and you can just cancel – it won't let you install an older version.

(If you don't pre-install .Net Framework v.2 and have version 1.1, Citrix will alert you when you launch the client.)

- [MS .Net Framework v.2.0](#)

### 3. Installing Citrix Client Software :

On the PC, you'll need to install a small Citrix client to secure a connection between your PC and the servers.

**Windows 7, XP or VISTA** - If you're running Windows 7, XP or VISTA on your PC, just click on the following link to begin the installation of the citrix client and take all the defaults. You can also save the citrix client to your local drive if you want :

- [Citrix client v.11.2](#)

**MAC** - If you're using a MAC, just click on the following link to begin the installation of the citrix client and take all the defaults. You can also save the citrix client to your local drive if you want :

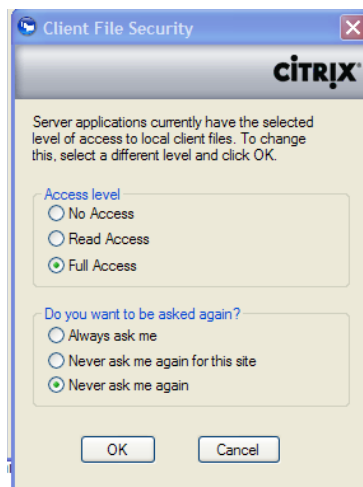
- [Citrix MAC client v.11.0](#)

### 4. Accessing NeoSystems' Citrix Applications :

Once you have installed the client software, use a web browser to go back to your client tools page and sign into "*Productivity Tools - Chicago*" and sign into Citrix with your *citrix* account. Open a folder and launch the desired application.

The first time you launch citrix on your PC, you may be asked to accept an Active X control. You also will be prompted for permissions.

Select FULL ACCESS and NEVER ASK ME AGAIN and OK :



On the bottom right of your taskbar, note the citrix icon (Citrix Connection Center - blue square). You should now be able to login and print.

Note : When accessing a Citrix application, you may occasionally not be able to connect – the application does not come up :

- Try closing any open citrix sessions and the browser and open a new browser session.
- Sometimes this is where the application did not properly terminate the last time you were in Citrix and it's created a "disconnected" session. After exiting and trying again, you may be able to terminate your prior session by opening up the Citrix icon on your taskbar, highlighting the server that the application is on, and selecting LOGOFF.
- If unable to clear your own session or open the application, contact NeoSystems I/T support.

**Contact NeoSystems Corp I/T support with any questions :**  
p/ 571-234-5027 or e/ [support@neosystemscorp.com](mailto:support@neosystemscorp.com)

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