

**Subject: Citrix Chicago Install Notes -
v.12.1**

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 "Citrix Metaframe"
- You should go ahead and reboot your PC to confirm a clean uninstall

2. PreRequisite - Microsoft .NET Framework 3.5 sp1

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.3.5 by clicking on the following link. V.3.5 contains the v.2.0 which is the minimum version required. If you already have v.3.5, you'll get a notice that you already have the current version. If you don't pre-install at least v.2.0, Citrix will alert you when you launch the client.

- [MS .Net Framework v.3.5 sp1](#)

Though not mandatory, you should download and install updates for MS .Net Framework v.3.5.

Note : MS .NET Framework v.4.0 does NOT contain the required v.2.0 client. Windows 7 has v.3.5 sp1 built in.

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 optionally save the citrix client to your local drive if you want :

- [Citrix Windows client v.12.1](#)

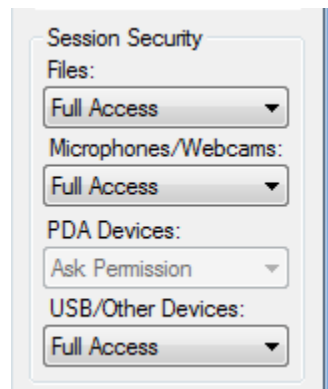
MAC - If you're using a MAC, just click on the following link to begin the installation of the citrix MAC client and take all the defaults. You can optionally save the citrix MAC client to your local drive if you want :

- [Citrix MAC client v.11.2](#)

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.

On the bottom right of your taskbar, note the citrix icon (Citrix Connection Center - blue square). Right-click and open this Citrix Connection Center. Highlight the server, CHIVM... Confirm that you have Full Access under the Session Security tab. See picture below or contact NeoSystems Technical Support.



You should now be able to login to application and print.

Troubleshooting: When accessing a Citrix application, you may occasionally not be able to connect - the application does not launch :

- Try closing the window and opening a new browser session. Use Internet Explorer v.7 or v.8.
- Sometimes, this is where the application did not properly terminate the last time and it's created a "disconnected" session. After exiting and trying again, you may be able to terminate your 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. Unload & re-load the citrix client.
- Unload & re-load the citrix client.

Contact NeoSystems Corp I/T support with any questions :
p/ 571-234-5027 or e/ support@neosystemscorp.com

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