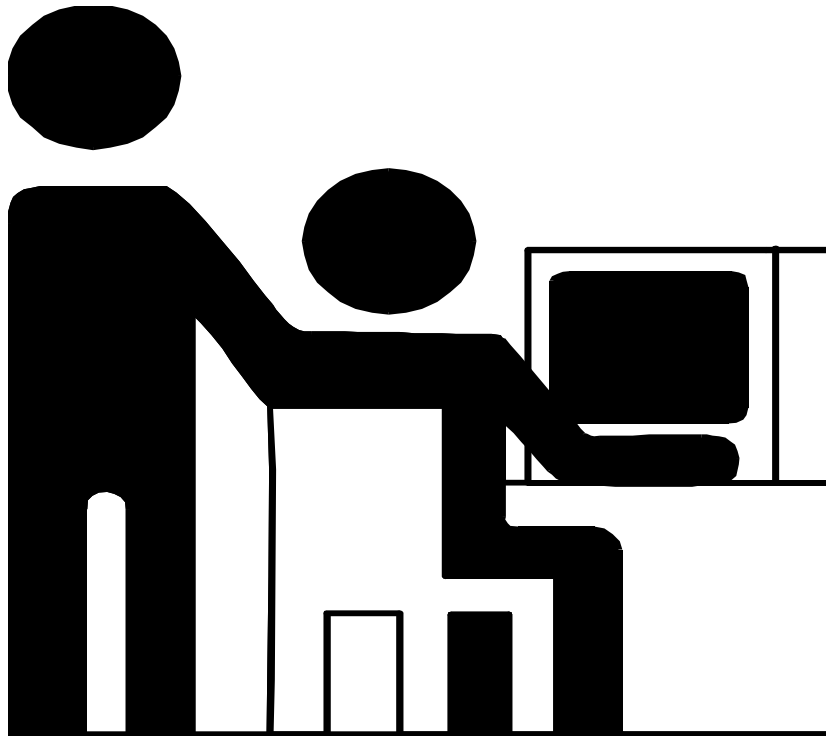


CITRIX USER GUIDE
CITRIX
USER GUIDE



***An overview of the Citrix Metaframe Operating
system implemented at Shenendehowa***

FALL 2000

CITRIX USER GUIDE

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INTRODUCTION

WHAT IS CITRIX?

Citrix Metaframe is a software solution that closely emulates mainframe technology, within a network environment. What this simply means is that you as an end user run your software programs, or applications, from Citrix servers and not from the hard drive of your desktop computer (PC).

WHAT ARE THE ADVANTAGES WITH CITRIX?

Speed

Applications run from Citrix servers perform at higher speeds than when loaded and run from your desktop computer (PC).

Hardware Upgrades

Constantly changing technology produces programs that require more powerful machines to run them, which means we buy newer, bigger PC's or purchase hardware to continually upgrade existing PC's. Citrix accommodates our budget limitations by allowing us to run these computer programs/applications on high-end servers, which have a surplus of memory and hard drive space. We maintain/upgrade a few servers as opposed to hundreds of PC's.

Software Upgrades

Within the industry, there are frequent software upgrades that affect computer programs/applications. Citrix negates the need for us to upgrade every district PC each time a different technical specification is required to run the programs/applications. Instead, the servers are upgraded and the new software is quickly available to the end users.

Hardware Retention

Since the Citrix servers absorb the increased hardware and software requirements and those upgrades necessary to run the computer programs/applications, the normal retention time for existing PC's is extended. (Citrix servers are the "work horses", not the PC's.)

PC Performance

By limiting what software needs to be installed onto a PC (applications are accessed from a Citrix server), we can optimize the PC's performance and still keep up with the demands of today's programming. (Less powerful PC's can run a multitude of sophisticated applications.)

Troubleshooting

With much of the application software centralized on the Citrix servers, the need for technicians to visit the end users' PC to correct problems is drastically reduced. This translates to less wait time for troubleshooting and problem resolution.

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WHAT DO I NEED TO DO AS A CITRIX USER?

Preparation

You will be notified prior to the installation of Citrix on your PC, and provided instructions on how to save any files stored on your local hard drive. Your files should be saved to your network directory (F: drive).

To take full advantage of this new Citrix platform, you need to familiarize yourself with the procedures described in this handout.

Applications

Most of our common software applications will be loaded onto the Citrix servers (Word, Excel, WISDOM, etc.). This handout will describe applications running from the Citrix servers and any differences in use that you may encounter.

Any district-approved special program/application currently loaded onto district computers may or may not be added to the Citrix platform. Each of these special programs will be addressed individually, and the functional manager for each program will be notified of its status (whether it runs on the PC or runs on Citrix).

If a work related function requires that you install programs onto your local PC that are not available through Citrix, the performance of your PC could be reduced and the chances of a local machine failure become higher.

Problem Reporting

If you have any questions or problems with the program/applications running on Citrix that are not covered in this handout, please send a message to ShenHelp.

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LOGGING IN

Citrix Program Neighborhood

After your successful login to the network, all of the applications which run from the Citrix Server, will appear on your desktop, in a “Citrix Program Neighborhood” screen similar to the following: (You will also note that an “ica” icon will display in the lower taskbar, next to the time.)



(PROGRAM NEIGHBORHOOD WINDOW)

Citrix Login

With the implementation of Citrix, an **additional login** by you will be required. This Citrix login screen will appear when you attempt to open a program in the “Program Neighborhood” window. (Open an application as you normally would, i.e. “double click” on its associated icon, but please be patient until the “Citrix login screen”, shown below, appears. It may take several seconds.)



(CITRIX LOGIN SCREEN)

Domain

Before login, ensure that your User name is correct and that the Domain is **Shen_AD**. Type in the correct information or select Shen_AD from the “drop down” menu (at right of selection box).

User Name and Password

Your Citrix user name and password are synchronized to match your Novell network user name (or login ID) and password. This means you use the **same user name and password** for both your network and Citrix logins.

NOTE: Since the Citrix and network passwords are synchronized, the requirement to change your network password at mandated intervals has been removed.

You cannot manually change the Citrix password, and should not manually change your network password without notifying Information Services (IMS). If you wish to change your passwords, send your request to SHENHELP. We (IMS) will have to re-synchronize your (new) Citrix password to your (new) network password.

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Connection to Citrix Server

After your login information has been accepted, the system attempts to log you into a Citrix server (Windows 2000 Server) and connect to the program/application you selected.

The following screen appears as the process takes place. Please wait while you are being connected - - this screen will then disappear when your connection is complete, and the application you requested will appear.



OPENING PROGRAMS/APPLICATIONS:

Continuous Connection to Citrix

Once one Citrix application is running, you can open another without another login to Citrix. However, if ALL Citrix applications are closed, when you attempt to open one, you'll be prompted to login to a Citrix server first. Therefore, we recommend that you always leave one application open at all times.

This open application can be Word, Excel, Groupwise Notify, or any application available from the "Citrix Program Neighborhood". With an application open for input or running "in the background" (i.e. Notify), you will always have an active connection to Citrix, and not have to repeat your login after you close, then re-open other applications.

Program Applications Window

Applications running on Citrix are opened from the "Citrix Program Neighborhood" Window. As you normally would, "double click" on the application to open it.

The "Citrix Programs Applications" window contains all of the available applications running on Citrix. You can minimize the "Citrix Program Applications" window, but you should not close that window (and logout of Citrix) until you are ready to shut down your computer.

Using Applications

Most applications will run as they did (functionally) on your local PC. The few differences you may encounter and some tips when running your applications through Citrix, are listed on subsequent pages of this handout.

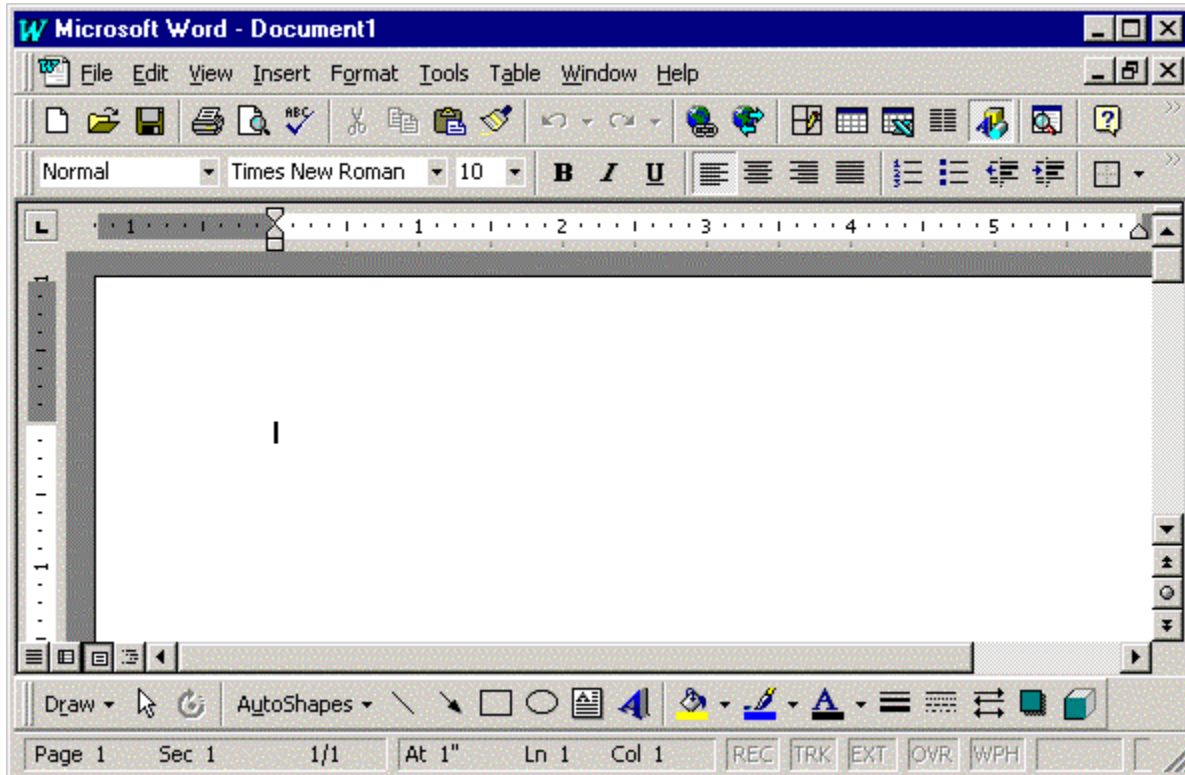
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OPENING FILES/DOCUMENTS

First Open the Application

With Citrix, you must first open the application (Word, Excel, etc.), then open the file from within the application.

For example, in Word, “click” on the “open folder” icon or select File, then Open from the main tool bar:



Do not open from Desktop

You cannot open files for applications that run on Citrix by “double clicking” the files in your shortcut to the F: drive, nor by selecting the files from “My Computer” or “Windows Explorer”.

Why? When you “double click” directly on the file, there is not an associated application (Word, Excel, etc.) loaded on your PC to correspond to the document. This association now takes place within Citrix, because the applications are loaded on the Citrix servers.

OPENING GROUPWISE ATTACHMENTS

You may “double click” on an attached document in GroupWise, and it will launch the application and open the file, as long as that application is one that is loaded on the Citrix servers. For example, you should have no problems opening any Word or Excel attached documents.

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USING THE APPLICATIONS ON CITRIX

GROUPWISE NOTIFY

We recommend that the first program you open in Citrix is GroupWise Notify, and keep it “running in the background” of all your applications. If you wish to disable the **Notify popup screen** that appears every time you have new e-mail, do the following.

To disable the popup:

- “right click” on the “GW Globe” (on taskbar at the bottom right of your screen)
- select Options
- choose Notify tab, and select or de-select your options
- select Apply, then OK

GROUPWISE

The Groupwise application itself has not changed, but the procedure for performing some tasks must be handled differently and are stated below.

Minimized messages

If you minimize an open email message, you cannot “double click” on it to restore it to your screen. You must “right click” (use right mouse button) on the minimized message, and from the displayed menu, select Restore.

Saving Attachments

Attachments received with e-mail messages cannot be “dragged” to the desktop. You must Open, then Save (or Save As) the document (or “right click” and Save As). We recommend you save files to your network F: drive.

Address Book

The address book within Groupwise will still exist, however customizing the column preferences may have some limitations. Some of the column settings, such as how they are displayed and how they are sorted, are not always saved for future use/logins.

WISDIM

Help Screen

One potential difference identified with running WISDIM with Citrix, is that the Help Screen menu (Shift+F1) would not display. This problem was corrected and will be implemented during Citrix installation. However, if you find you still cannot use the Help Screen, submit a ShenHelp request for resolution.

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INTERNET EXPLORER 6.0

Bookmarks

Your Internet bookmarks will not automatically “carry over” with the Citrix implementation. You should save your bookmarks to a location on your F: drive or to a floppy diskette, and inform the technician doing your Citrix installation that you want to copy over your bookmarks. (Else, you will have to manually re-create your bookmarks after the install).

Plug-ins

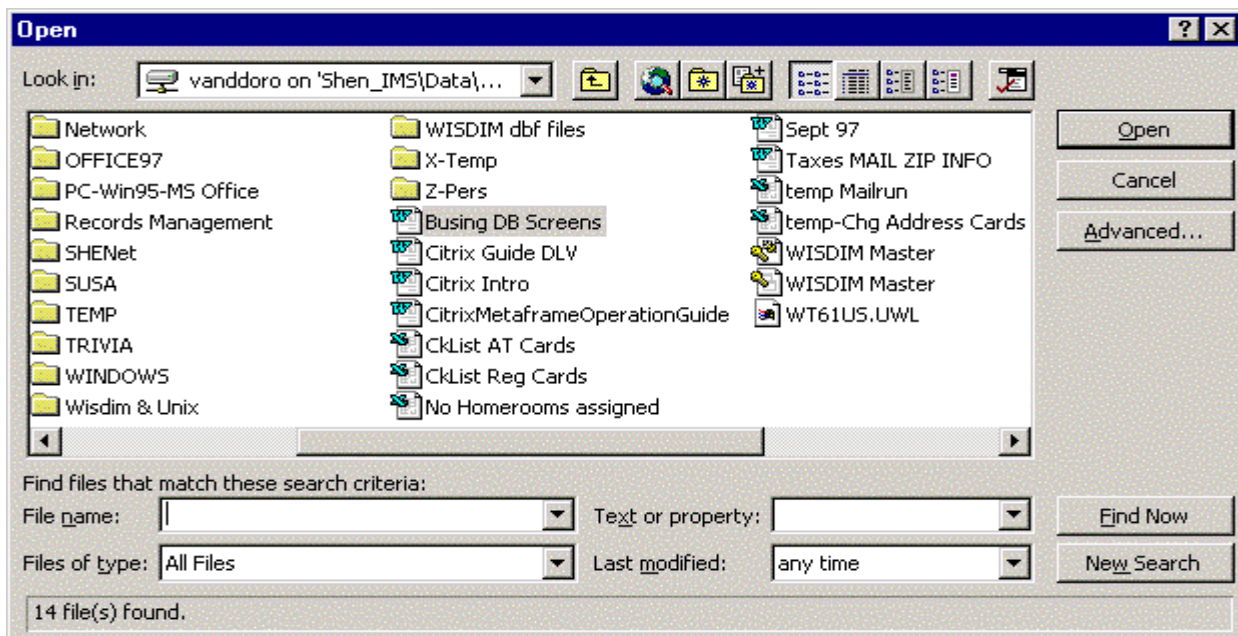
Some of the plug-ins you currently use may not be loaded into the Citrix program shell (and not available to you). If you require a certain plug-in that is not available through Citrix, send your request to “have that plug-in loaded” to ShenHelp for evaluation.

Wallpaper

Customizing Desktop Wallpaper cannot be directly done from Internet Explorer. This means that when you search and select a bitmap or similar file on the Internet, you cannot use the “Set as Wallpaper” option. It will not work within Citrix.

File Storage

The “F” drive is where all documents should be stored, for increased security and reliability. The default directory (for file access and file storage) is set to the user’s “F” drive, which is a network location. Both the “Open File” and the “Save” or “Save As” commands will default to your F: drive location:



SAVING FILES/DOCUMENTS

We strongly recommend you save all of your documents to your network “F:” drive for increased security and reliability. During the Citrix installation for your PC, all of your data files will be moved from your local C: drive to you network F: drive, and the designated default location for file searches and saves will point to your F: drive.

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CLOSING PROGRAMS/APPLICATIONS

How you close your applications affects how they will re-appear on your screen when re-opened. (Citrix saves these settings.) For instance, if you close your program while it is minimized (by using “right click”, then Close from lower taskbar), the next time you open that application it will appear minimized (small box on bottom taskbar), and you will have to manually “Restore” it to proper size.

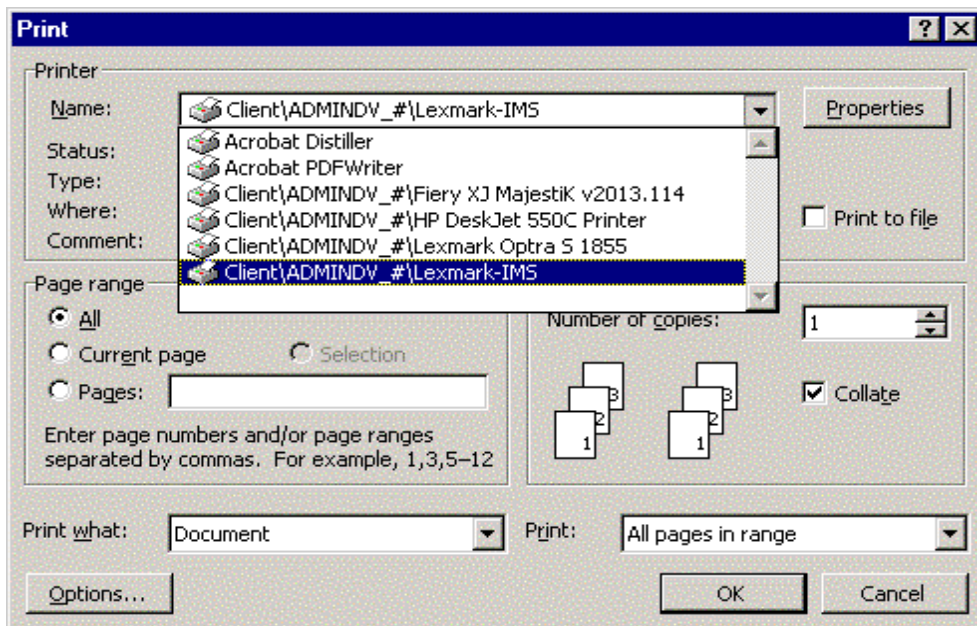
Therefore, we recommend that you close each application from its main toolbar while the application is maximized or as an open window visibly displayed on your screen.

To close the file, select “File, Close” or “click” on the X in the upper right hand corner of the main program window.

PRINTING

Your access to printers will not change, and your default printer will remain the same.

However, the “path” to the printers will display differently, as each printer name will be prefaced with “Client\your userid_#”. See examples below:



Printing Problems

Most problems we’ve encountered so far are the result of a user submitting a print job, and when it does not print the first time, they repeatedly re-submit the job to the printer. This has the potential to “lock up” the print queue, which cannot be resolved by the user.

However, if you submit a job to a printer and it does not print, you should first verify the status of your request, and follow these steps to correct common problems:

- Select START

- Select SETTINGS

- Select PRINTERS

- Select your particular printer, and verify status of your request.

 - If your job is not displayed, you may have sent it to another printer – check other printers.

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Printing Problems (cont)

If your job is present, but not printing, physically check the printer for error messages.

If job is present, printer is OK, but still not printing, delete job from the Queue and resubmit.

If still not printing, close all Citrix applications, reboot your PC (shutdown, power off, then on), and try again.

If none of the above suggestions correct the problem, send a request to ShenHelp for resolution.

LOGGING OFF

Close all programs

Prior to shutting down (powering off) your computer, you must ensure you are completely “logged out” of Citrix. (This ensures that all work and settings are properly saved.)

To log out of Citrix and all applications:

Close GroupWise Notify (if open).

(“right click” the Globe on right side of bottom taskbar; then select Exit.)

Close all applications.

(maximize each one, then close via **X** in upper right corner of the application window.)

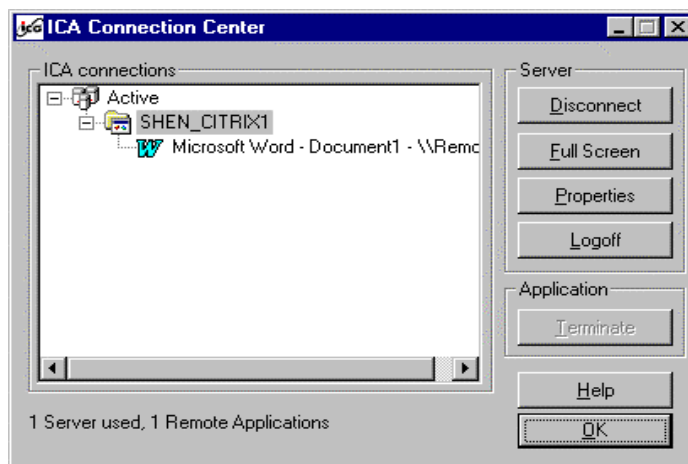
Close “Citrix Program Neighborhood” window.

(maximize, then close via **X** in upper right corner of the application window.)

Disconnect from Citrix

After closing all applications and the “Citrix Program Neighborhood”, you will automatically disconnect from the Citrix server, and the “ica” should disappear from the (lower, right) taskbar.

If you close all applications and the “ica” **still appears** in the taskbar, you need to manually logoff. To do this, “double click” on the “ica” icon, and the screen below appears. Select **Logoff**.



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SHUTDOWN YOUR COMPUTER

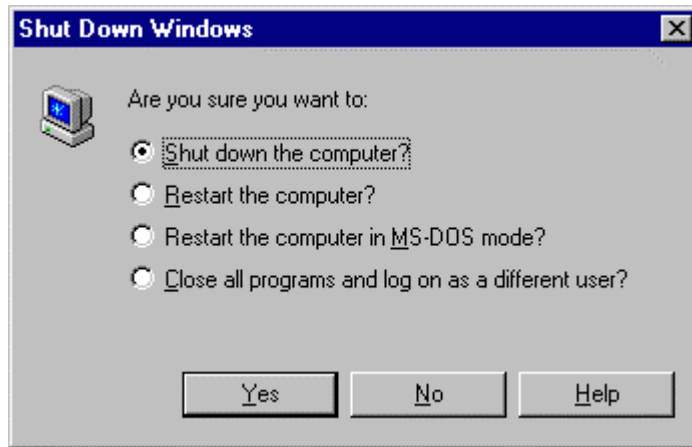
Once all applications are closed (Citrix and local), you can perform the PC Shutdown:

Select START (lower left on bottom taskbar)

Select SHUTDOWN

Select “Shut down the computer?”

Select Yes



SUMMARY

The Citrix Metaframe software solution is a new technology we have chosen to implement at Shenendehowa. Users should experience faster access to their applications, and the district will see overall cost savings in hardware and software expenditures.

Implementation of Citrix should have minimum impact to the end-user and the use of our common applications should see very little changes. We hope to add additional computer programs/applications that are used in the District to the Citrix platform, as compatibility and functionality permit.

Any problems or concerns with the use of Citrix or any computer related issue should be addressed to the Information Services department by sending an e-mail message to ShenHelp. (Note: Be sure to place only the word **help** in the subject of the message.)