# Citrix FAQ

Updated July 10, 2014

## General Citrix FAQ

1. **Signing into Citrix for the First Time**DWD network credentials are required. There might be a black screen and a wait the first time users sign in. After that, signing in will be much quicker.
2. **\*Signing into MOSES**You must type your MOSES username every time you login to MOSES. The way things are currently set up, MOSES will prefill the username with the username of the last person anywhere in the state who used MOSES. Users must replace the prefilled username with their own username.
3. **MOSES Job Seeker/Employer Email Address**The ability to click the job seeker or employer email address in MOSES and launch an email will no longer be available in the Citrix environment. Please copy the email address by clicking once in the email field and Ctrl c (copy). Then open a new email and paste the address into the To field.
4. **\*MOSES Time Out/Screen Saver**The way things are currently set up, the MOSES screen saver will pop up after and cover the screen after 15 minutes of inactivity in MOSES, even though the user may be actively using the computer (in the process of typing email or a Word document, etc.)
5. **Citrix Log-off**Citrix will log out after a period of time but any open programs will still be available. For example you can continue to use MOSES if it is open even though Citrix has logged off.
6. **Timeout Periods caused by Inactivity**
   * Clicking in a window is activity.
   * 60 minutes of inactivity on the Citrix web homepage causes a Citrix timeout but open applications are still available.
   * Applications go into an idle state after 60 minutes of inactivity.
   * They then go into a disconnected state for 2 hours. Within those 2 hours, you can log back in to Citrix and it will bring the application back to where you left off.
   * After 2 hours of the disconnected state, it closes down.
7. **MOSES Barcode Template**The local career center templates are not available. All career centers must use the same, general purpose template. The general purpose template has been improved with a redesign using the Massachusetts One-Stop Career Center logo and fields that are customizable per career center, from MOSES's Career Center Management tab.
8. **MOSES Font/Display is Smaller**  
   The display looks like what you would see on an XP machine. The font size is smaller than what Windows 7 users are used to seeing.

## State Employee FAQ

1. **Saving Files**  
   Files can be saved to the Citrix environment’s Documents folder and to mapped local drives. Files cannot be saved to the Citrix environment’s Desktop. Files cannot be saved to USB drives.
2. **No Changing the Desktop in the Citrix Environment**

The user will not be able to save files to the desktop in the Citrix environment and will not be able to add/remove desktop icons

1. **No Adding or Removing Programs in the Citrix Environment**  
   The user will not be able to install or uninstall programs.
2. **Setting up Email for State Staff (one-time, initial setup)**If Autodiscovery isn’t working properly on the DWD Exchange Servers, then during initial setup, Citrix can still find the right server but it doesn’t follow through automatically. You get around this by deleting unwanted text preceding the Exchange server name that gets filled in, leaving just the actual exchange server name (There are 5 Exchange servers: DWD-EXCH-01 through 05).
3. **Scanners for State Staff (Vet Reps)**

The policy is set so that scanners are not allowed in the Citrix environment. However, you can use the local computer to scan a document, store the scan file on the local computer, and then access the file on the local computer from within Citrix.

## Database Report Pro and IT Admin Citrix FAQ

1. **Closing a Session**

If an app crashes in the Citrix environment, then the session might remain open, but you want it closed. It will close on its own after 3 hours. Also, sessions are closed on a schedule every night. Also, you can manually close a session yourself using the Advanced section in the Citrix Receiver Application’s “About” window, which you can pull up by right-clicking on the icon in your taskbar.

cid:image001.gif@01CF5EE6.730EC2F0

There’s the icon you need to right-click, circled in red in the picture. Right-click, then pick “About” from the menu, then Advanced, then Connection Center. Click near the top level of the tree and disconnect.

1. **Millet DataLink Viewer**

Be sure to select appropriate criteria. Every box needs to be filled or the report will crash. If a report crashes, follow instructions for closing the session. Another Millet issue: if you save a report with a filename that currently exists in the same folder, and choose to overwrite the report, the contents of the file will be overwritten but the date of the file does not update like it should.

1. **Crystal Reports Export to MS Access**

To export to a local MS Access database, click the Network button in the Select Database Window and map your network drive.

1. **HDX Errors caused by Faulty Printer Connections.**

If you have a complicated printer driver, it may stop Citrix from opening with an HDX error. The HDX error is not more specific – it doesn’t tell you that the printer is at fault. But the printer driver is probably the issue. See the printer trouble-shooting guide.

1. **Location of Reports**  
   To make reports run quickly, move reports from local drives to the Citrix environment and run them from the Hurley Building side of the firewall. For backup, keep a local copy of the report design/structure (does not have to include data).