

Installing the Citrix XenApp Client

The Account Ability application as made available by Department of Enterprise Services requires that the user install the Citrix XenApp client. XenApp is a product that allows a PC-based application to work over an inter- or intranet connection, without having to install the application itself on the workstation. The XenApp client connects the user's workstation with the XenApp server and these components "channel" the Account Ability application to you as if it were running on your workstation.

The version of the XenApp client that is installed by the Citrix XenApp server for Account Ability is 11.2.

Installing the client is automatic only if you as the user have administrative rights on your workstation. If you are able to install other software products on your own initiative without the intervention of your workstation support department, then when you try to access the Account Ability product for the first time, the XenApp server will detect that you don't have the client already installed, and will work with you to install it. That is described in the Automatic Installation section below.

Please note: if the Account Ability user is currently a user of the Accounts Receivable system offered by DES (previously offered by OFM), a compatible version of the Citrix XenApp client is already installed on their workstation. The Account Ability XenApp server will recognize this and pass the user through without offering to install anything.

HOWEVER, if an Account Ability user who installed version 11.2 of the client becomes a user of the Accounts Receivable system, they will not be able to use the AR system. While the AR portal will pass the user through to the AR application, AR will not actually work with v11.2. It will be necessary to remove v11.2 and install v11.0 from the AR server. Account Ability will work fine with v11.0.

Non-Automatic Installation

If the user does not have administrative privileges on their own workstation, they will have to have assistance from someone in their agency's workstation support section who does have those privileges.

In this case, the administrator may use the following instructions, or may use the Automatic Installation instructions. This may require the administrator to log onto the workstation using his or her administrative user account, and perform the installation.

If you do not have an administrator present, you can save the installation file to your workstation, and have the administrator run the installation at a later date and time.

To save the installation file in Windows XP, click on **Save** in this dialog box:



To save the installation file in Windows 7 or Vista, click on Save on this dialog bar:



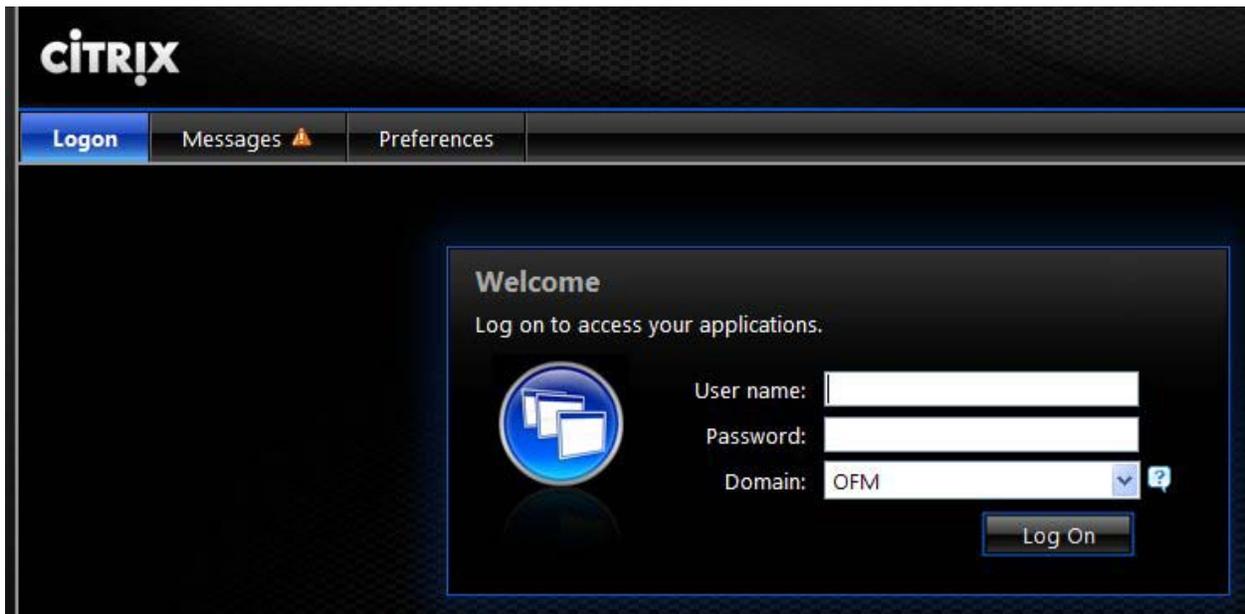
For both operating systems, make sure you save the file to a location on your workstation that you can find again late when the administrator is available to perform the installation. You might want to make a note and store it in a safe place.

Automatic Installation

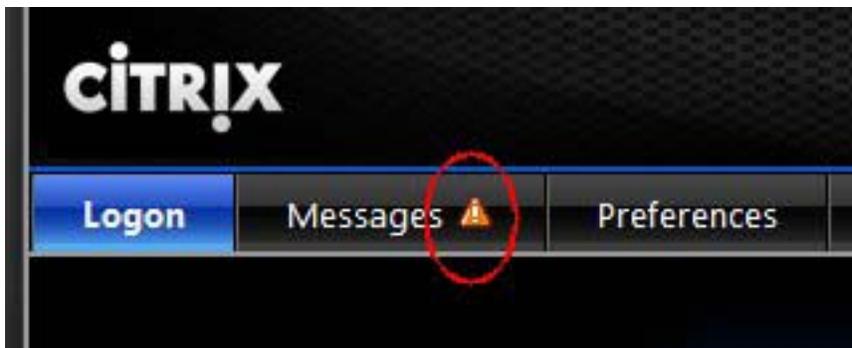
Navigate to the Account Ability XenApp server, at

<http://ofmapalc764/Citrix/Internal/auth/login.aspx?>

You will be presented with the following:



You will notice the Messages tab on the menu board, between Logon and Preferences, and that it is displaying a little triangular “attention” icon.



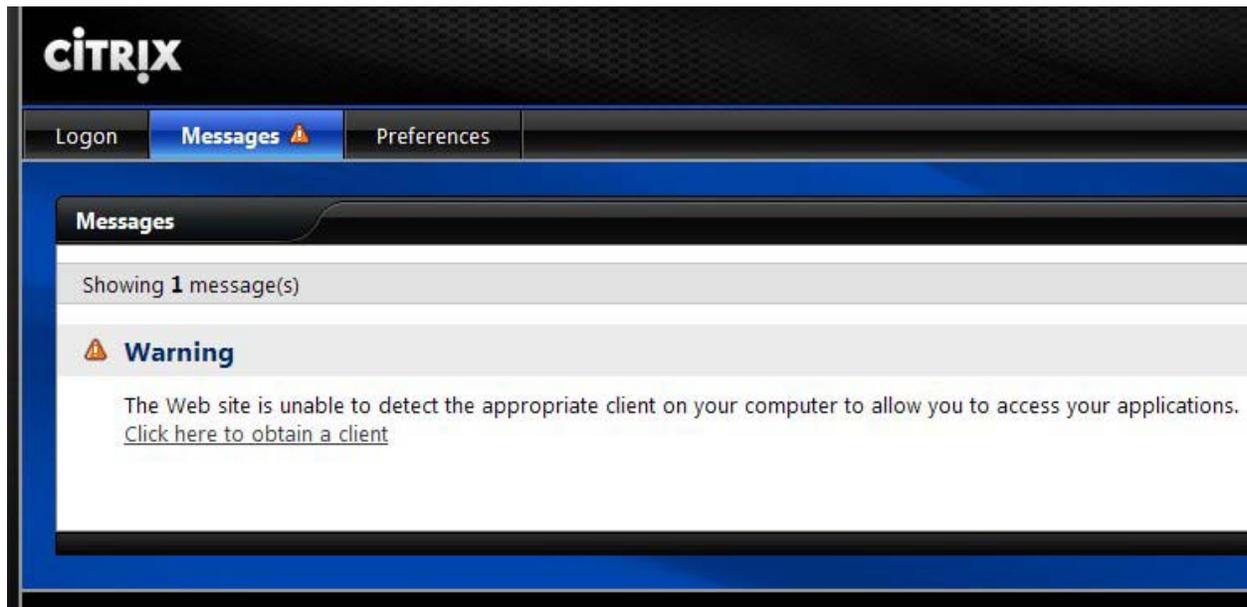
If you use your mouse cursor and hover over the Messages tab you will see a summary version of the message,

Messages 

Preferences

- The Web site is unable to detect the app...

If you actually click on the Messages tab, you will see the full version of the message:

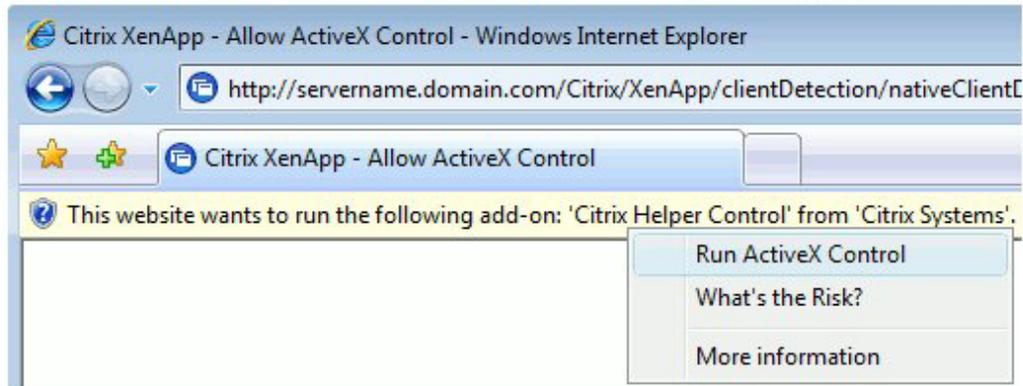


At the point you have the choice of clicking on the Click here to obtain a client, or going back to the Logon page (click the Logon tab) and log in using the credentials you were supplied with. In the first case, the XenApp server will begin to serve you with the installation process for the XenApp client; in the second, the server will detect that you don't have the client and will begin the process.

There will be some differences between doing this on Windows XP and Windows Vista or 7. But in both cases the following page will display:

Allow ActiveX Control

Click on the Information Bar (at the top of the page) and select **Run ActiveX Control** from the me



Problems downloading? [Try downloading the software again.](#)

 Enabling the ActiveX control will allow the client to run on your computer. [More information c](#)

This screen will appear, but it does not describe what actually happens in most cases. It is expecting that a dialog bar will show up with the words "This website wants to run the following add-on: 'Citrix...'" with the menu bar as shown. Unless you have a different setup (such as an earlier version of Internet Explorer), you will not actually see this.

Once you have completed this setup you will be able to run Account Ability by logging into the Citrix XenApp server, and you will see this screen (or something very much like it) when you are "in".

Logged on as: **michaelc**



An appropriate client is available on your computer.

Welcome to the DES Application Website

Applications

Main



Account Ability



AccountAbilityDEV



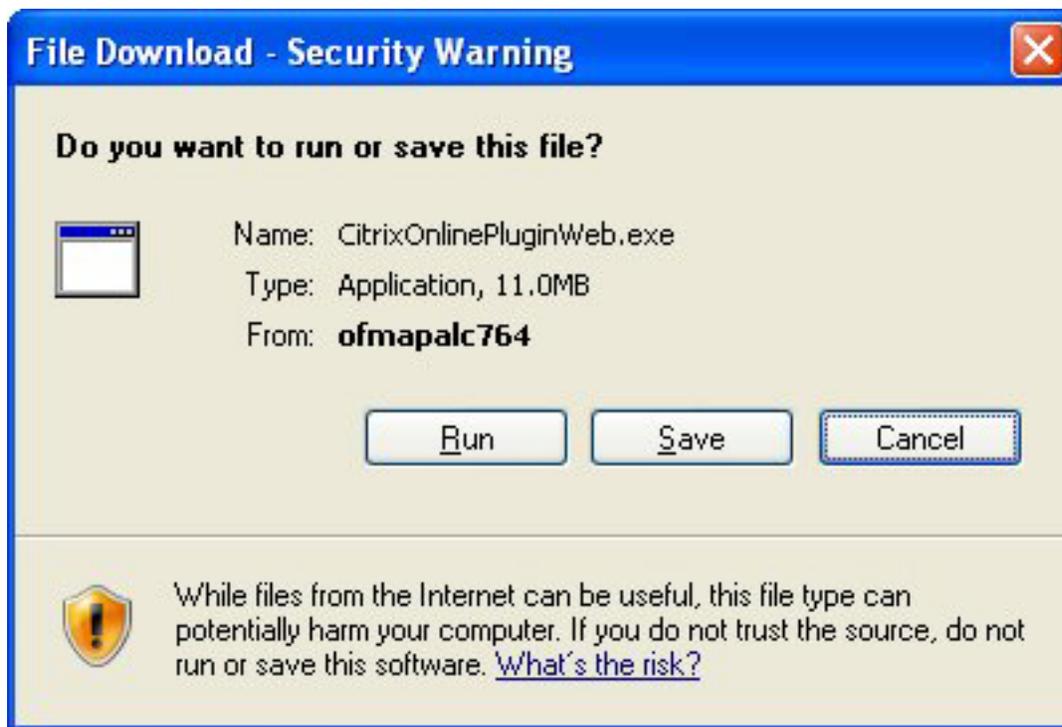
NotePad-
Accountability-DEV



notepad-
Accountability-
PROD

For Windows XP workstations

If you are using Windows XP and Internet Explorer 8, you will be presented with this dialog box:



In this case, just click the Run button and follow the prompts, including this one:



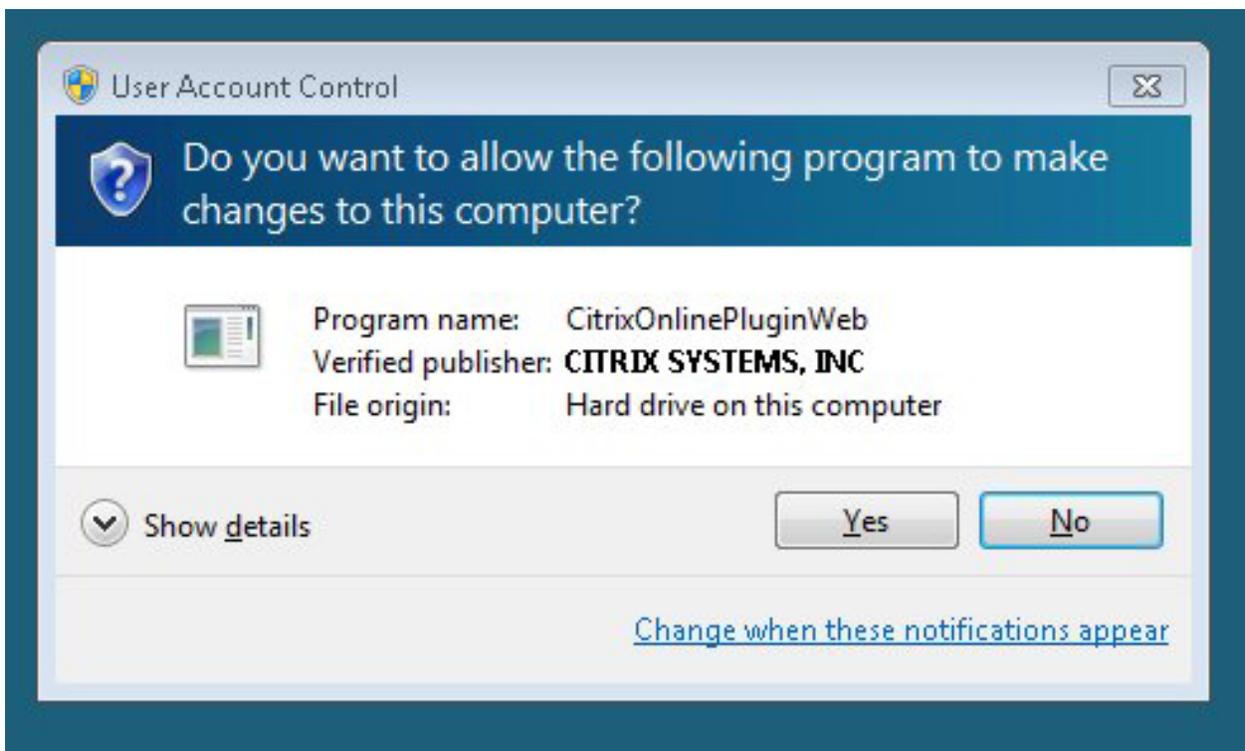
Completing the installation should take just a few minutes, depending upon your workstation.

For Windows Vista & Windows 7

If you are using Windows Vista or 7 and Internet Explorer 9, you will be presented with this dialog bar at the bottom of your browser:



Just click the Run button and follow the prompts, including this one:



Completing the installation should take just a few minutes, depending upon your workstation.