

Installing Citrix Client

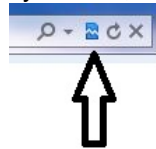
The State Aid applications are deployed through our web page using Citrix technology. This enables your workstation browser to connect to our database servers and open our applications in a virtual window.

To enable your browser to connect to our servers and access the applications on our web pages, you will need a piece of software called the Citrix Client. What follows are step-by-step instructions for installing the Citrix Client for Internet Explorer browser:

1. If you are unsure or do not have sufficient rights on your computer, please have your local IT staff help you.
2. Uninstall any old Citrix Clients (they will have Citrix or Metaframe or XenApp in the name)
3. Click [here](#) to get the client. This file may take a while to download.
4. At this point you will be presented with a window to save or run the file.
5. SELECT SAVE (and remember where you saved it).
6. Go to where you saved the file (it is called citrixonlinepluginweb.exe) and install the Citrix ActiveX client.
7. At the end of installation, restart your browser.
8. Try the application, it should work now.
9. ISSUES.. Contact SaltIRHelp (651-366-3838) or saltirhelp.dot@state.mn.us

Extra info for IE9...

1. Some people have had to enable "Compatibility mode" to get the application that is delivered thru Citrix to work. IE9 has changed the way it handles security inside the browser. To enable "Compatibility mode", click on the double wavy line to the right of the URL.



2. You can also find "Compatibility mode" off the Tools menu.