

Microsoft Vista, Citrix and the Off Campus Applications Service

The standard Meta-Frame Presentation Server for 32-bit Windows, commonly known as the Citrix client, that CIS provides a link to from the Off Campus Applications log in page is not compatible with Microsoft Vista.

The following instructions detail how to install a Vista compatible Citrix client.

Uninstalling the incorrect Citrix client on a Vista PC using Internet Explorer 7

Important if you have attempted to install the standard Citrix client provided by LJMU computer services you need to remove it as follows:

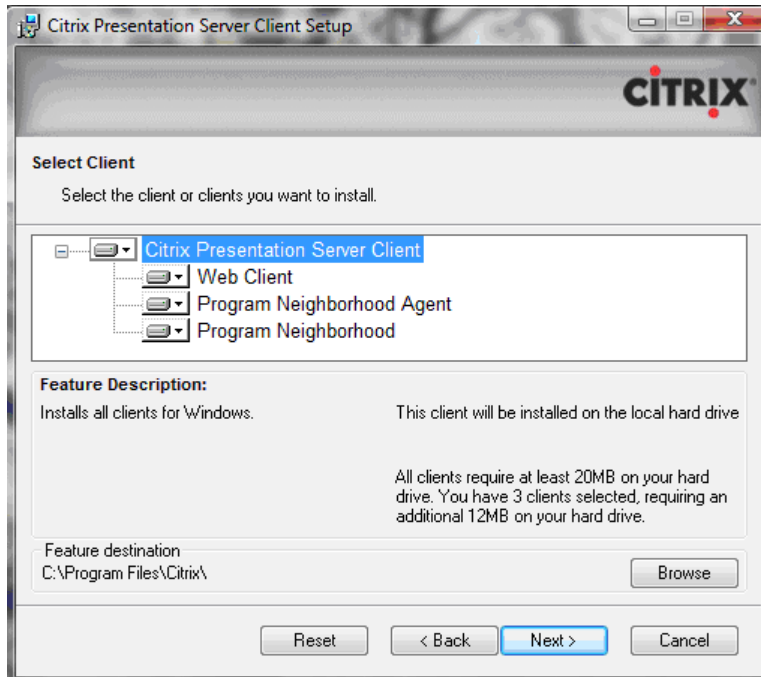
1. **Start > Control Panel > Programs > Uninstall a program.**
2. Select **MetaFrame Presentation Server Web Client for Win32** from the list of programs and then click the **Uninstall/Change** button.
3. Proceed with the uninstall as normal. Vista may inform you via a dialogue box that the program has known compatibility issues. You should select **Run program** or **Allow** and the uninstall will then proceed as normal.

Installing the correct Citrix client on a Vista PC using Internet Explorer 7

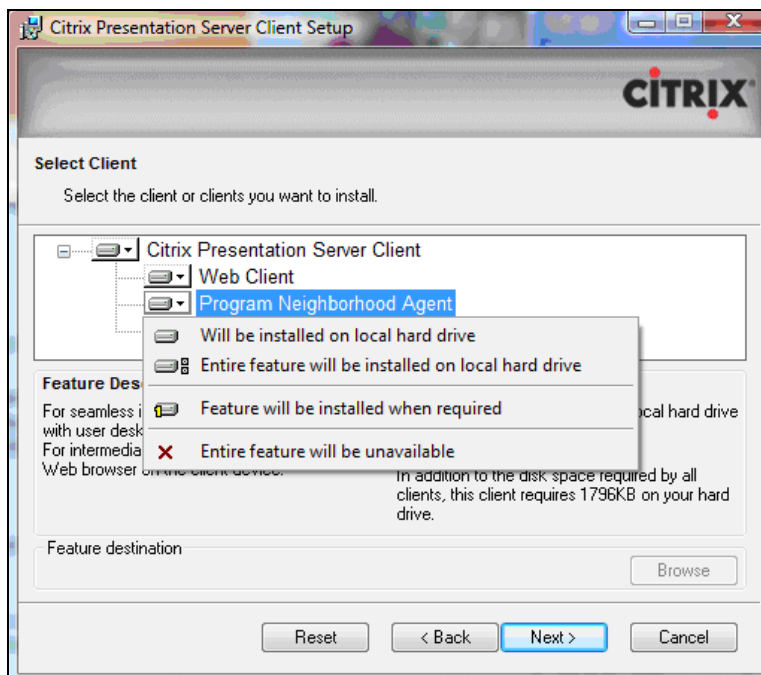
Starting from the Off-Campus support page on LJMU Web:

1. Select **Off Campus Applications Service**
2. Select **Login to the Off Campus Applications Service**
3. Select the link Other Clients are available from **the Citrix client download site**. This takes you to the Citrix web page.
4. Select the **Clients** link from the Citrix screen.
5. Under the heading **Citrix Presentation Server** select **Citrix Presentation Server Clients Version 10.150**
6. Scroll down the page and then select **Download** for **Client Package (msi)**. Do NOT select the Web client package options.
7. Select **Run** from the resultant dialogue box and any resultant security warnings. The Citrix client will begin to download. Even with a fast broadband connection this may take about 5 minutes.

8. If asked, select **Run** from any dialogue boxes.
9. The **Citrix Presentation Server Client Setup** application will start. Close your Internet Explorer7 windows and any other applications that may be running and then click on **Next>**
10. Accept the licence agreement and click on **Next>**
11. The following information is shown:

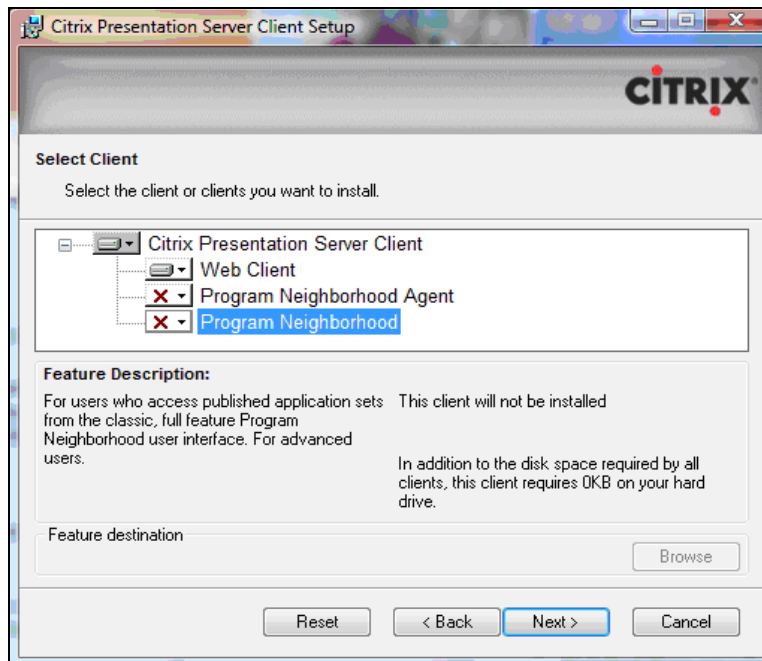


12. Using the small triangle next to **Program Neighbourhood Agent** drop down the options list as below:

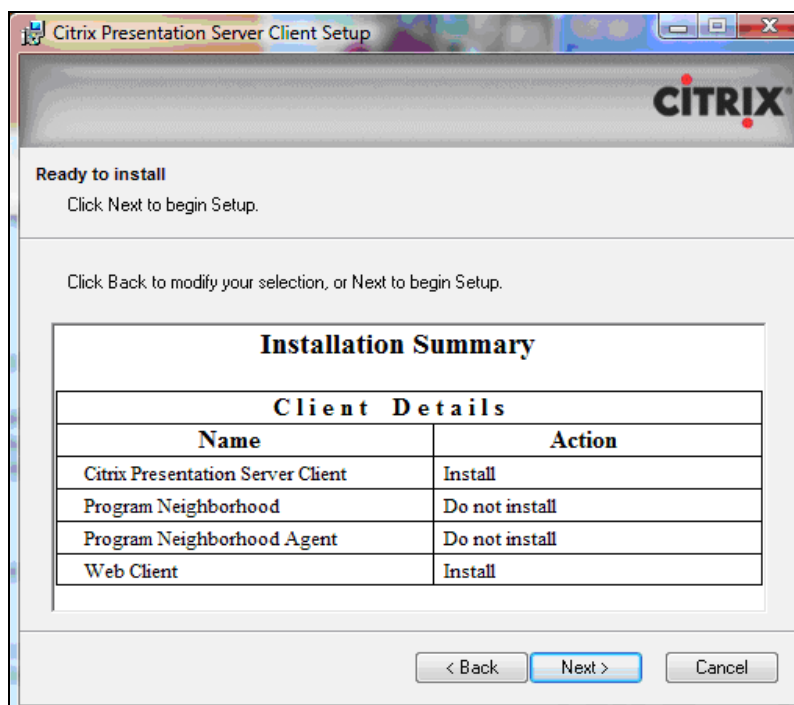


13. Select the last option, **Entire feature will be unavailable**

14. Carry out actions **12 & 13** for the section **Program Neighbourhood**
15. The dialogue box should now look as below:



16. Select **Next>**
17. Accept the suggested client name by selecting **Next>**
18. Ensure that the **Use Local Name and Password** is set to **No** and then select **Next>**
19. The following summary details should be shown, select **Install>**. If not retrace your steps using the **<Back** button to change settings



20. You may be told that a program is trying to access your computer. Click on **Continue**
21. The client is installed. Select **Finish**
22. Start Internet Explorer7 and then go to the LJMU web site
23. Select **off-campus support**
24. Select **Off Campus Applications Service**
25. Select **Login to the Off Campus Applications Service**
26. The login page should now appear without any messages regarding the Citrix client appearing below the Message Centre. This confirms that the Citrix client has been installed correctly and you can now log in to off campus applications.

Installing the Citrix client on a Vista PC using Mozilla Firefox

Installation via Firefox follows the same procedure as for Internet Explorer 7 although there may be some difference in dialogue boxes etc.

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