

## Citrix Frequently Asked Questions

1. What's the process to log on to SAP through Citrix?

The URL for Citrix is <https://gateway.dot.state.nc.us>

See the startup guide at <http://www.ncbussafety.org/BSIPconnection.html> if you are a new user.

2. Why do I have to use Citrix to get to BSIP?

Due to security concerns, the SAP Logon pad is no longer able to access the internal BSIP network servers.

3. Do I need to use a particular browser to use Citrix?

Yes. The browser has to be IE 6.0 or higher. Mozilla Firefox is also supported by Citrix. Other web browsers which function with ActiveX plugins may also work.

4. What do I do if I get an ICA file not found error when clicking on the NCDOT BSIP icon?

Most likely your temporary internet files folder has too many files in it. Clear your temporary internet files and try again. [In Internet Explorer go to Tools/Internet Options and then choose to delete the temporary internet files.]

5. Can I connect to Citrix from somewhere other than my office?

Yes, you may connect to Citrix from any computer, tablet, or smart phone with an appropriate web browser. You just have to install the Citrix receiver per the startup guide. Though we do not support it directly, there are version of the Citrix receiver for Linux, MAC OS X, as well as Android, Blackberry, iPhone, IPad, and Windows Mobile operating systems.

6. The Hard Copy print feature prints the drop-down box. How do I fix this?

To Print a Hard Copy without the drop-down box:

- Press CTRL+Shift+P

**OR**

- Click the same icon that you would to select 'Hard Copy' and press H instead of clicking

7. When I log out of SAP, why does my SAP logon pad disappear?

This is the intended behavior to free server resources. Return to the Citrix webpage to log in again.

8. When downloading a file, where will it be saved and can I change the default location?

The default now is for files to be saved to a mapped V:\ drive which is usually called C\$ or C\$ on client (That is the root directory on your computer). You may navigate through your computers' folders but **do not** use the Windows icons (Recent, Desktop, My Documents etc.) because these point to the Citrix server, not your computer. If you need to save the file to a network location you must manually move the file after saving it somewhere on your local computer.

9. Why do my color settings disappear?

Settings made under 'Customizing of Local Layout' such as color, screen size, insert/overwrite are specific to the Citrix server you're logged into. Since there are four such servers currently you may need to change these settings multiple times.

10. Why can't I print out of SAP any more?

If you're having trouble printing while using Citrix, please consult the Printing Problems and Printer Name Guidelines document at <http://www.ncbussafety.org/BSIPconnection.html> . You must log out of SAP and Citrix, and then log back in before any changes will take effect. If you continue to have problems printing, email the helpdesk.