



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

Office of the Attorney General

**Citrix Configuration and Access
Procedures**

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1. General Information

This document will instruct you in how to install the software necessary to access the OAG network and corresponding applications away from the office. This software is called Citrix MetaFrame ("Citrix") and allows you to connect to the OAG Crime Victims' Compensation system remotely via the Internet.

The minimum requirements for your computer to install and use Citrix are:

- Internet Explorer version 6 or higher
- Microsoft Windows (XP Professional, XP Home, 2000 Professional or 2000 Server)

Please note that Citrix does not support other Web browsers such as:

- Mozilla Firefox
- Apple Safari

If you have any questions before, during or after installing Citrix, please contact the CVC Remote User line at (512) 936-1768 or CVCRemoteUsers@oag.state.tx.us for assistance.

2. Pre-Installation Information

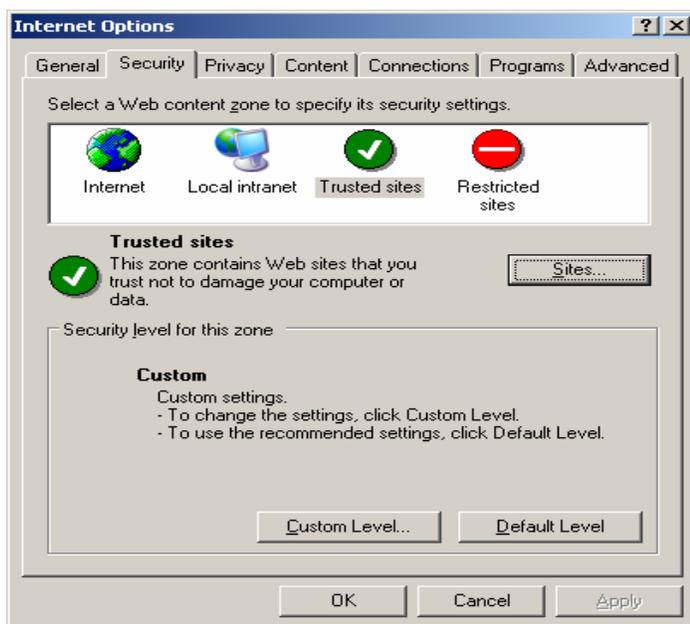
There are a few initial setup and configuration steps that you will need to do in order for this service to work properly. If your PC has been configured to NOT allow applications to be installed you will need to adjust the user policies or login as an Administrator. For more information on Administrator accounts see Appendix A.

You will need to modify your security options in Internet Explorer to identify the OAG Citrix addresses as trusted sites.

2.1 Internet Security Options

Internet Explorer will allow you to set trusted sites that you know are safe. You must enter these sites before you install Citrix, or you may have issues during the installation. You will add two addresses to your Internet Explorer trusted site list.

On your Internet Explorer task bar, select: **Tools** and scroll to **Internet Options**. Select the **Security** tab. Click on the **Trusted sites** icon and click the **Sites...** button (in the middle on the right side of the box).



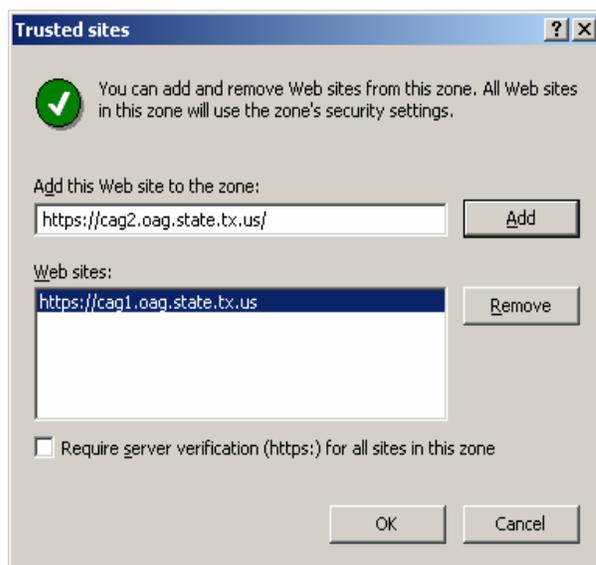
2.2 Trusted Sites

The **Trusted sites** box will display. Add the two OAG Citrix server addresses by doing the following:

- Type **https://cag1.oag.state.tx.us** in the box that says, "Add this Web site to the zone." Press **Add**.
- Type **https://cag2.oag.state.tx.us** in the box that says, "Add this Web site to the zone." Press **Add**.

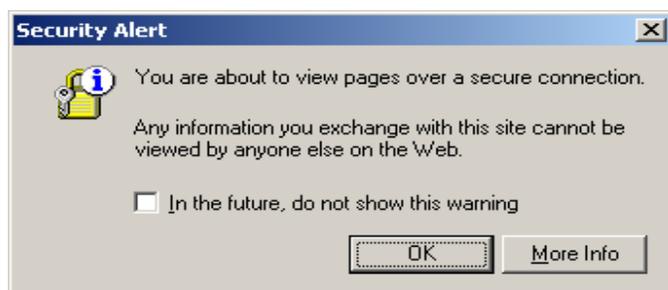
Citrix Configuration and Access Procedures

Each address should appear in the **Web sites** box after you click **Add**. When the two addresses are added and displayed in the Web sites box, click **OK** to exit the **Trusted sites** setup.



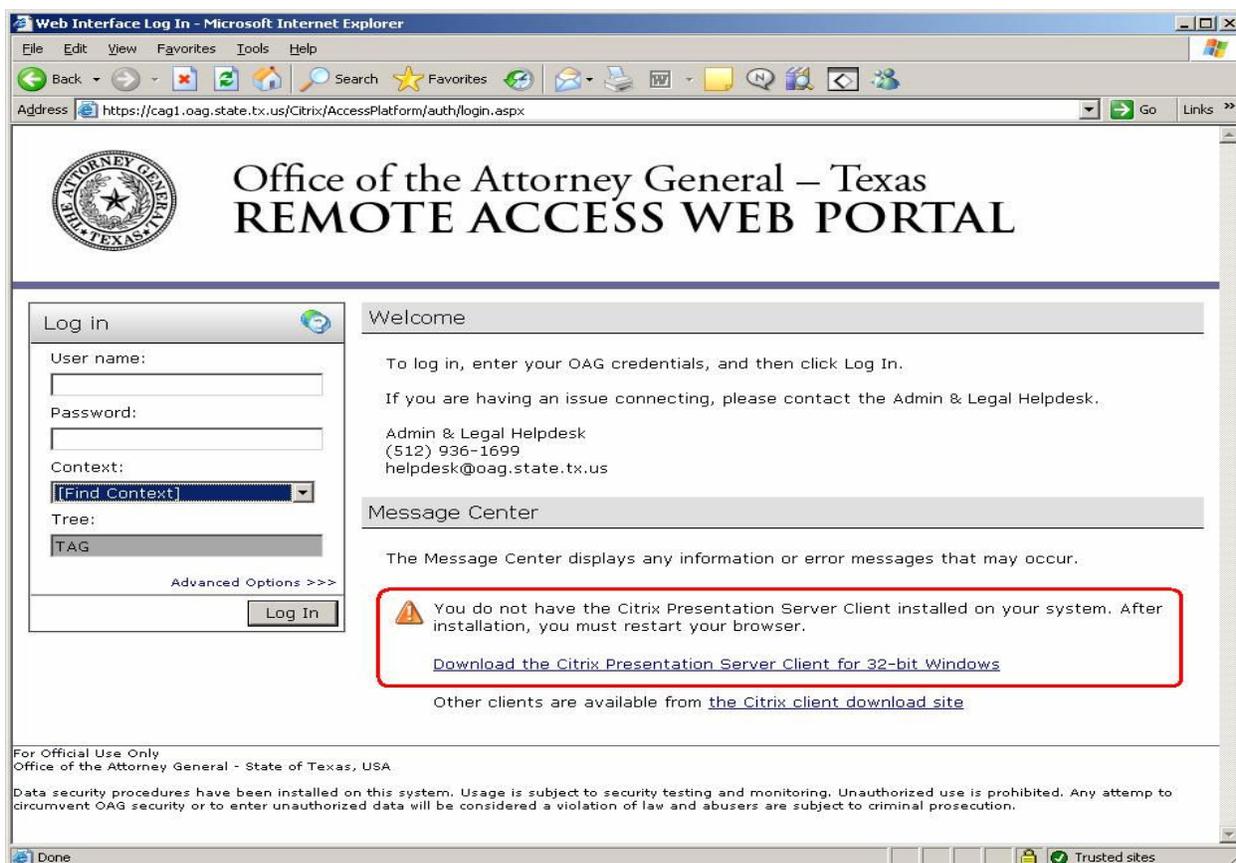
3. Citrix Installation

You are now ready to install Citrix. Each step in the installation process is provided in the following pages, including a screenshot and corresponding instructions. Make sure to follow the instructions exactly. You begin by launching your Internet Explorer browser and typing the following URL in the address bar: <https://cag1.oag.state.tx.us/>. Press **Enter**. This will take you to the Citrix Web Interface page. If you receive a Security Alert box, click **OK**.



3.1 Accessing Initial Citrix Web Interface Page

This screen will be displayed:



In the **Message Center**, you will see a message indicating: *“You do not have the Citrix Presentation Server Client installed on your system. After installation, you must restart your browser.”* Do not enter your user ID and password yet. You will first download the Citrix Presentation Server Client.

3.2 Citrix Presentation Server Client Download

Click on the underlined link in the **Message Center** to download the Citrix client:

[Download the Citrix Presentation Server Client for 32-bit Windows](#)

You may receive one of the following **File Download** pop-ups. Depending on which one comes up on your PC, click either **Run** (for figure #1) or **Open** (for figure #2).



Figure #1



Figure #2

3.2.1 Executing the File

Click on **Run** or **Open** once more.



3.3 Citrix Application Setup

When the download is complete, the Citrix Presentation Server Client Setup dialog will display. Click **Next>** when the install screen below displays.



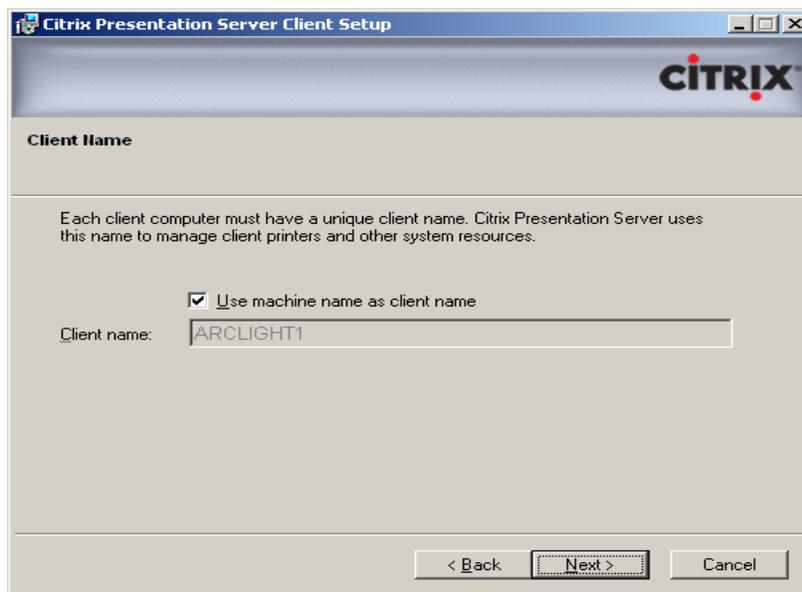
3.3.1 Accepting the License Agreement

Select the option **I accept the license agreement** by clicking in the button next to it. Click **Next>** .



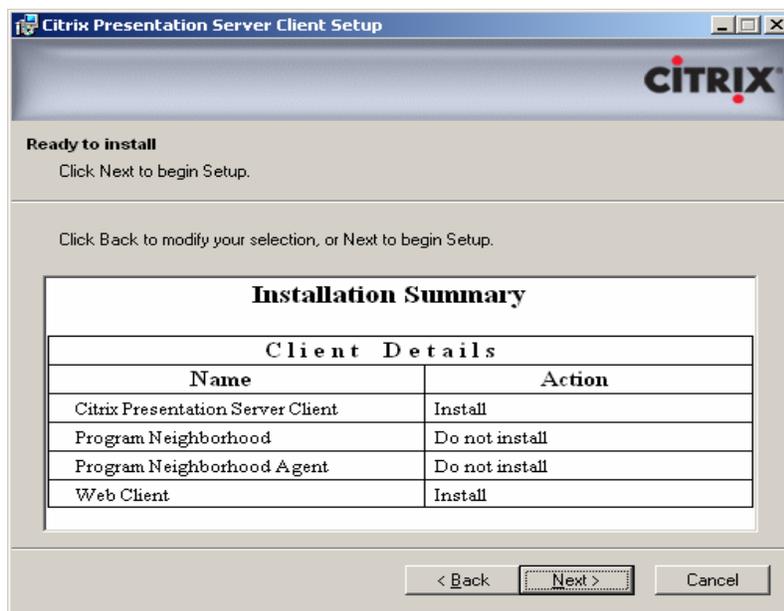
3.3.2 Selecting Machine Name

If not already checked, select **Use machine name as client name** by clicking in the box next to it. Click **Next>**.

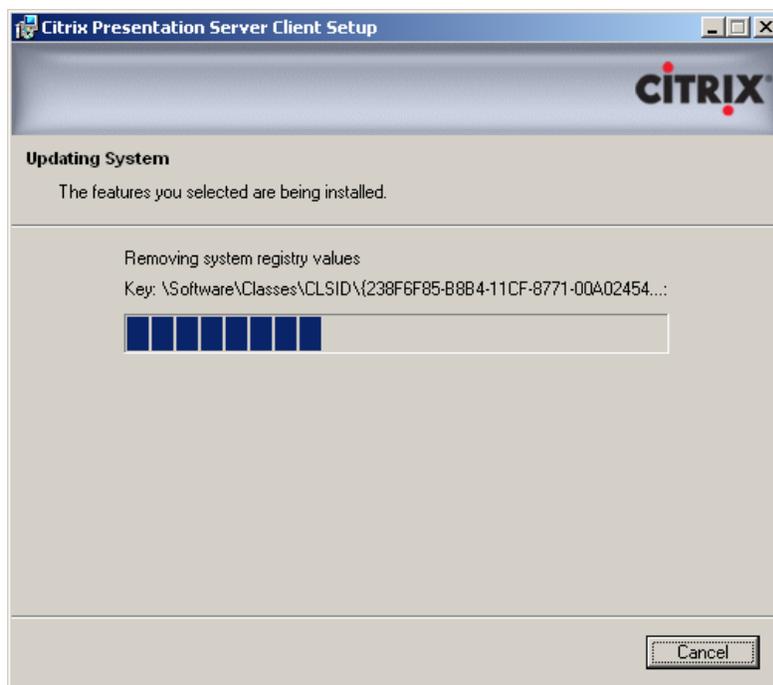


3.3.3 Installation Confirmation

Click **Next>** one final time to confirm installation.

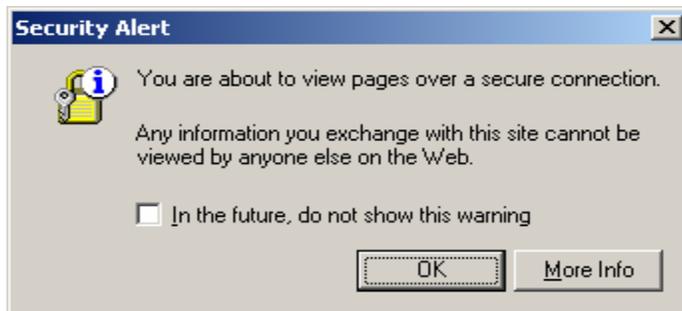


Wait for the dialog box to display **Citrix Presentation Server Client has been successfully installed** and press **Finish**.



3.3.4 Closing Browser after Initial Setup

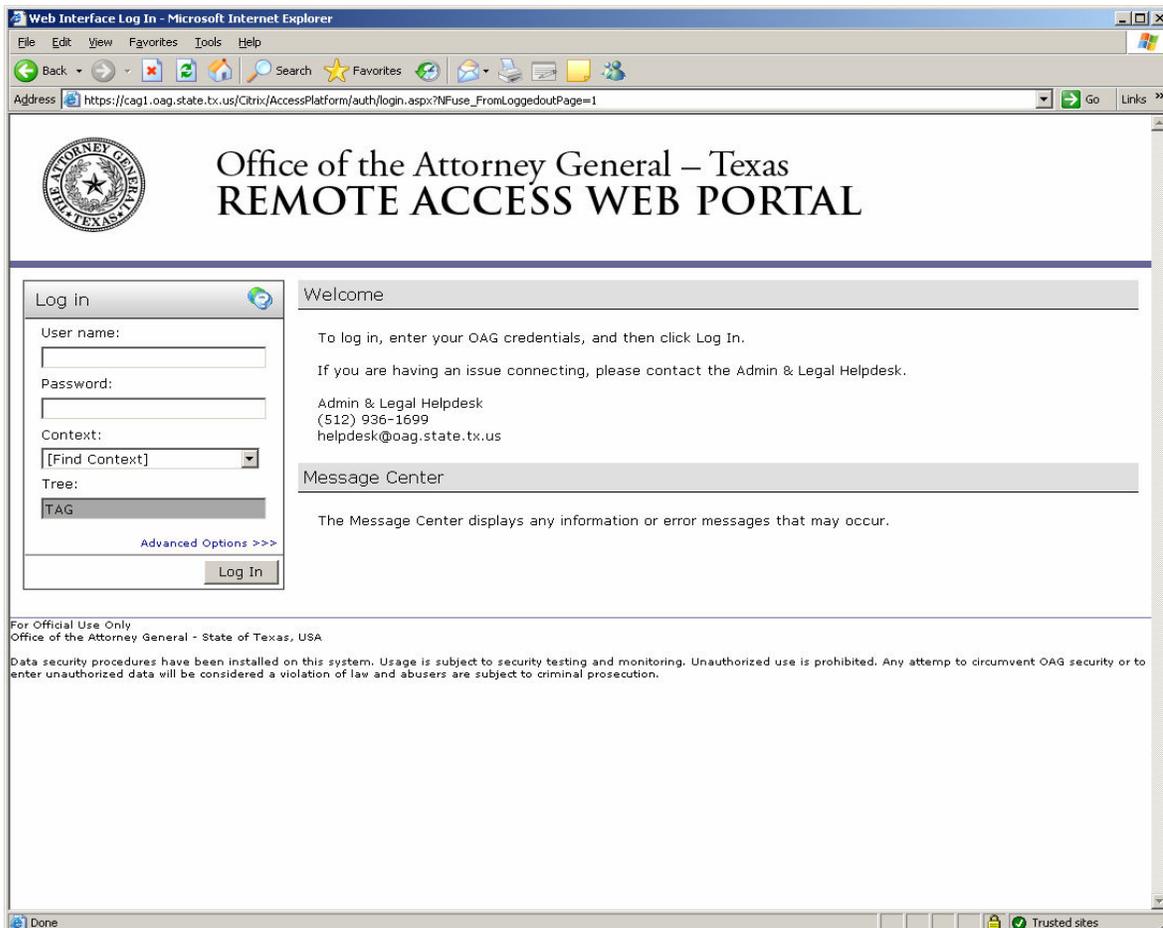
After the installation has finished, you must close your Internet Explorer browser and re-open it. Access the Citrix web page by typing **https://cag1.oag.state.tx.us/**. Press **Enter**. If you receive a **Security Alert** box, click **OK**.



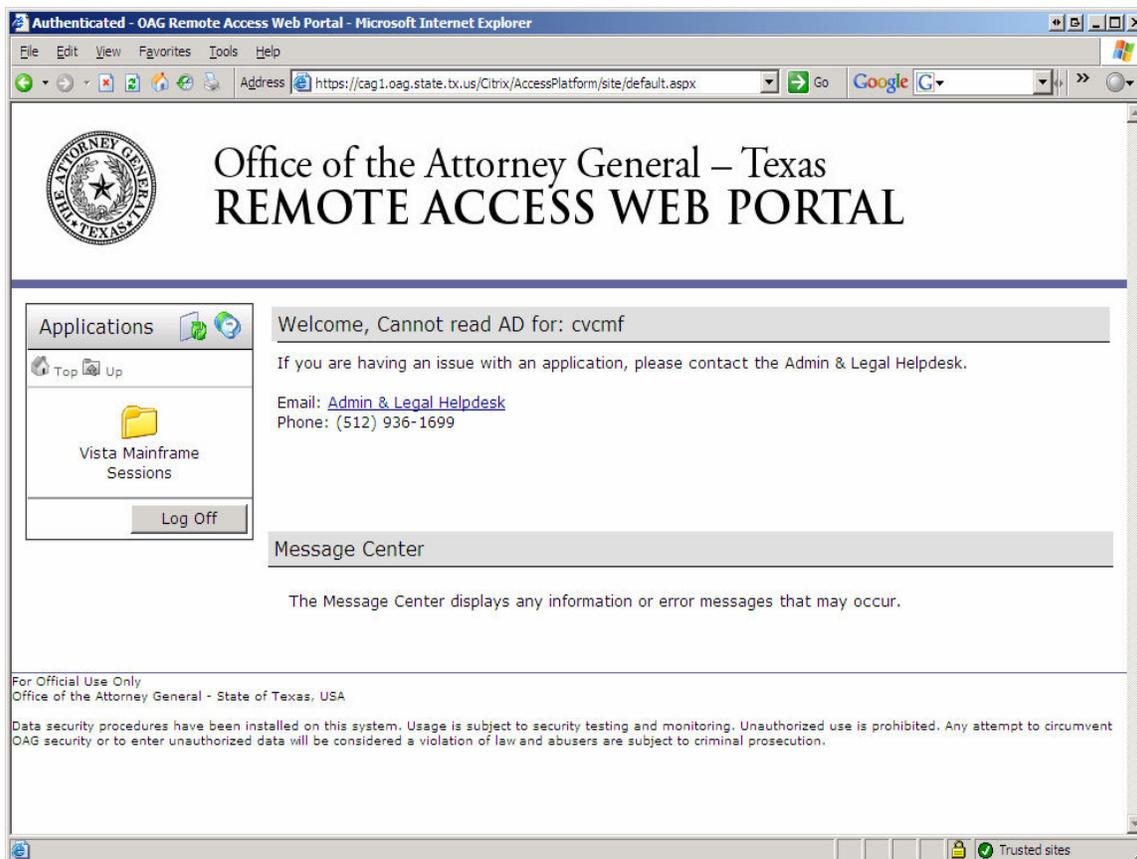
We recommend that you save this address either as a Shortcut on your desktop or add it to your Favorites in Internet Explorer. See Appendix B or C for instructions.

3.4 Installation Completion

You have now completed the Citrix installation (you will only have to complete the installation once). Log in using **cvcmf** for the userID and **CvCm7** for the password. Notice the **Message Center** does not tell you that you need to install the client.



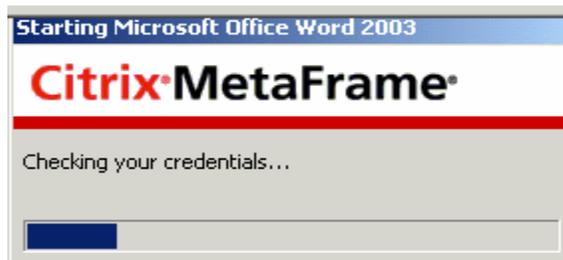
After typing in the userID and password, you will be able to access the CVC Remote system from the Applications window such as the one displayed below:



If you do not see the Vista Mainframe Sessions icon, contact the CVC Remote User line at (512) 936-1768 or CVCRemoteUsers@oag.state.tx.us for assistance.

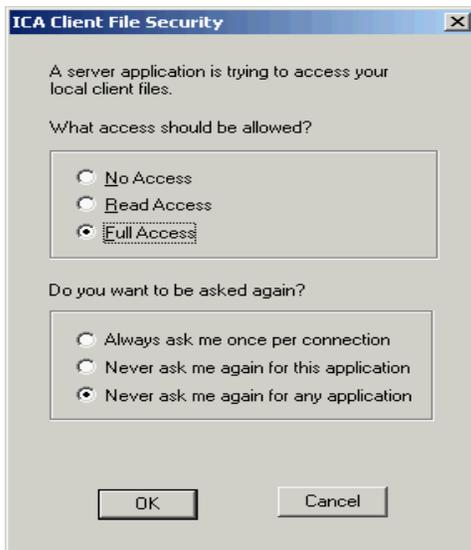
3.5 Launching an Application

Access the CVC Remote system from the Citrix Applications window displayed on the left side of the Citrix Access screen. When you click an application to launch it, the following box will display:



3.5.1 Setting the ICA File Security to Launch Applications

One final initial setup screen may be displayed. Since Citrix is a trusted and a secured application, we recommend you select **Full Access** and choose **Never ask me again for any application**. Click **OK**.



4. Additional Information

4.1 Internet Service Provider

Although you can access this site through a modem dial-up connection of 28.8kbps or more, we recommend that you use a Digital Subscriber Line (DSL) or Cable Modem connection with a local service provider in your area.

4.2 Technical Support

If you have any questions, please contact the CVC Remote User line at (512) 936-1768 or CVCRemoteUsers@oag.state.tx.us for assistance.

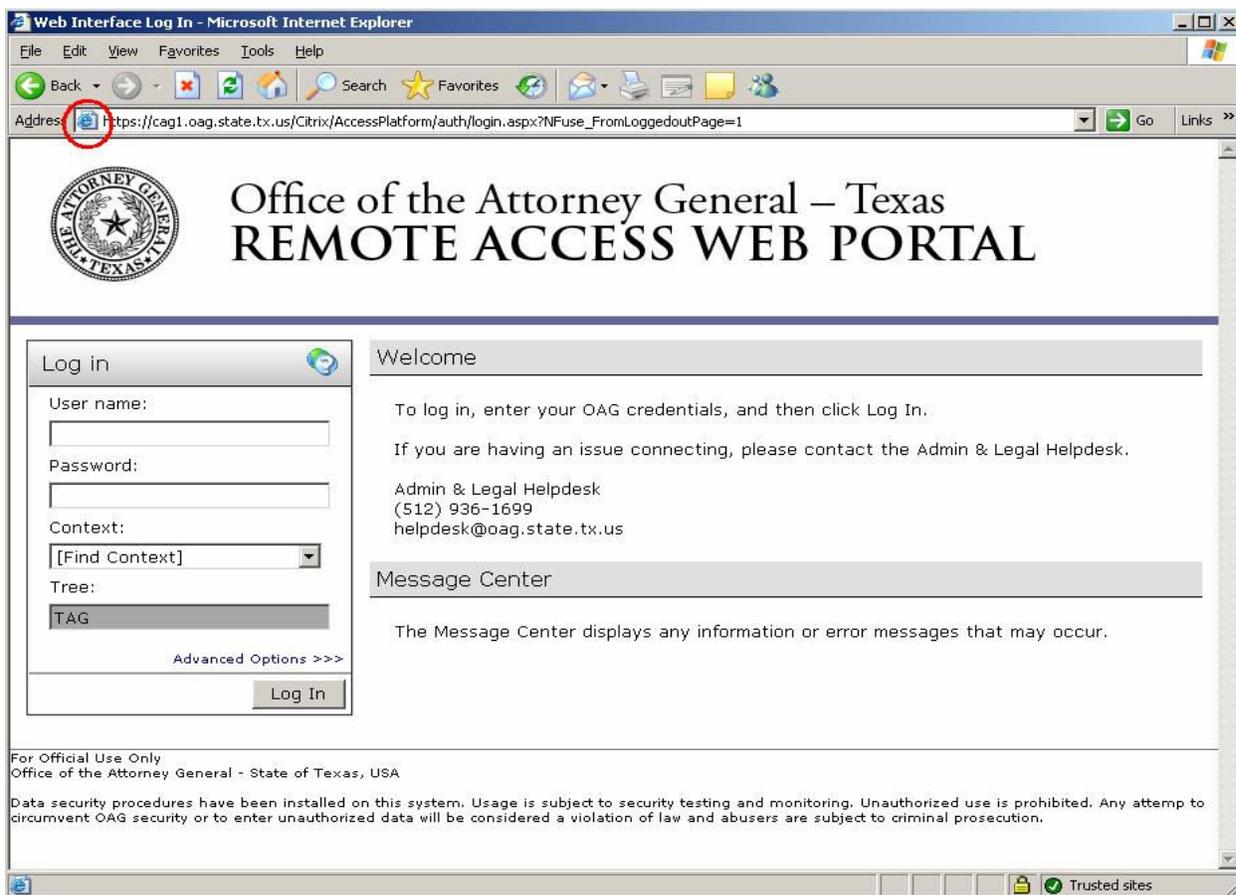
Appendices

Appendix A – Information on Restricted User Accounts in Windows XP

Restricted accounts, such as user-level accounts, can use the computer, but they can't make any significant changes. If you are unable to install Citrix you probably have a restricted user account and will need to login as an Administrator; or get whomever configured your computer to change your access level so you can install Citrix.

Appendix B – Adding a Desktop Shortcut

To add a Citrix desktop shortcut, you have two options. The first option is to select **File, Send, Shortcut to desktop**, from the Internet Explorer menu and it will automatically create the icon on your desktop. The second option is to scroll your mouse over the area circled below on your Internet Explorer browser. When the cursor switches into an arrow icon, click and **hold** your left mouse button. Drag your mouse to the Task Bar at the bottom of your screen (your desktop will display), and while continuing to hold your left mouse button, drag the icon to your desktop and release the mouse button. The shortcut will be created.



Appendix C – Adding an Internet Favorite

To add the Citrix web page to your favorites, select **Favorites** from the Internet Explorer menu bar, and then select **Add to Favorites...** from the drop down menu. A box will pop up that will allow you save the page to your favorites. Click **OK**.

