

Smart-Builder

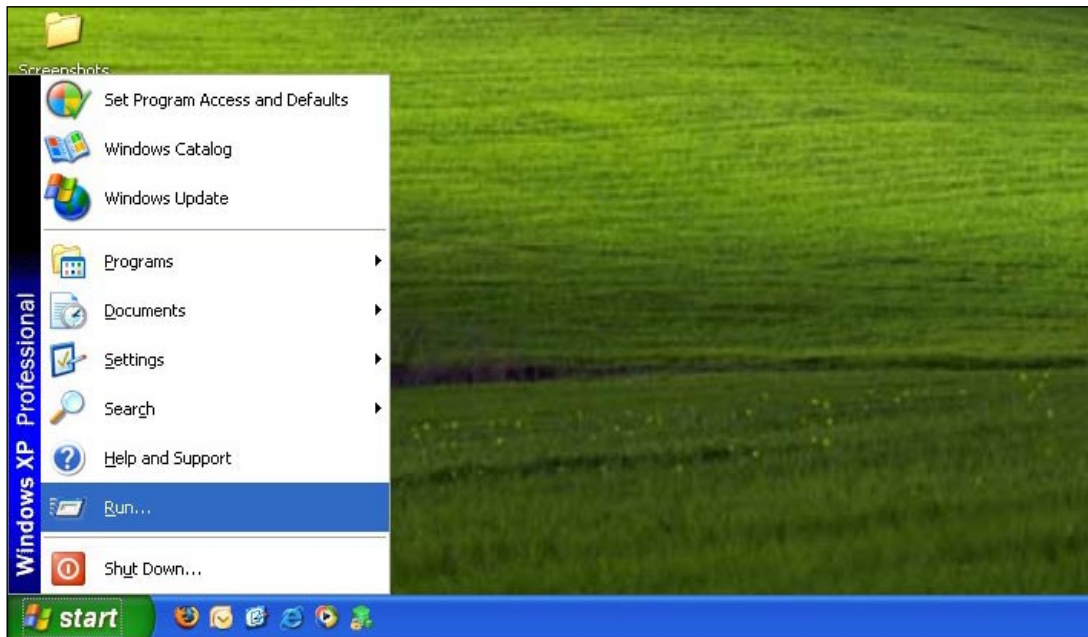
the world's leading glass design software



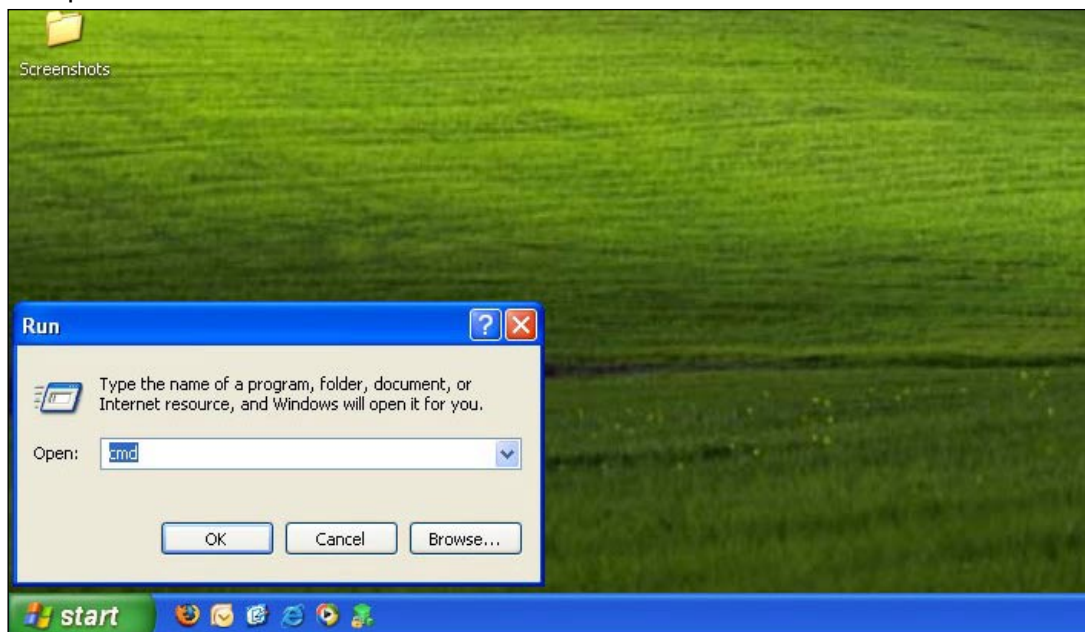
Citrix Connection Troubleshooting Guide

The following steps allow you or your IT support person to test whether your computer can connect to our Citrix server.

1. Click the Start button.



2. Select Run... from the start menu and then type in cmd (or "command" on some older operating systems) and press the OK button.



The Smart-Builder software suite.

www.smart-builder.com

e: info@smart-builder.com

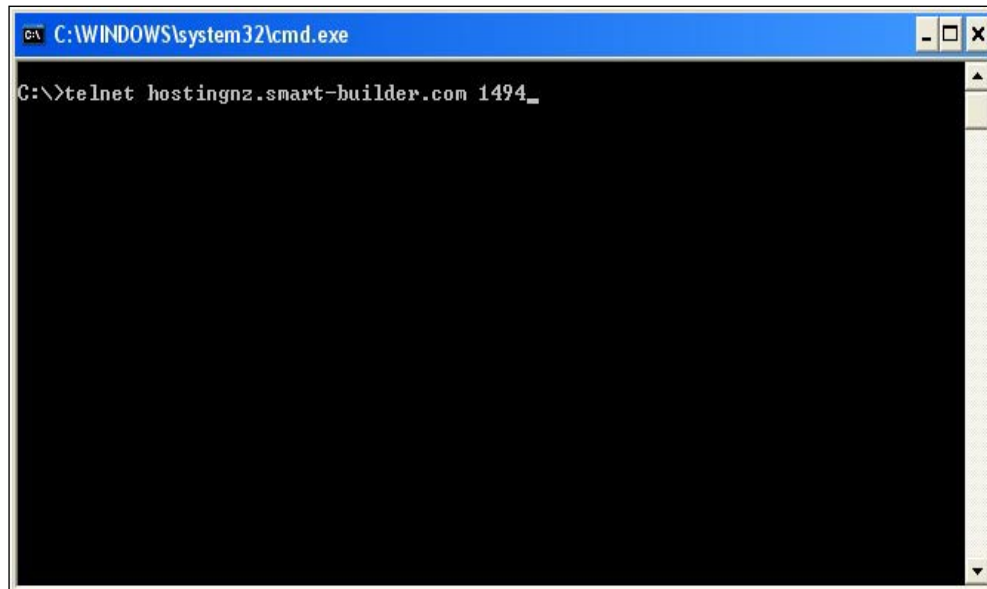
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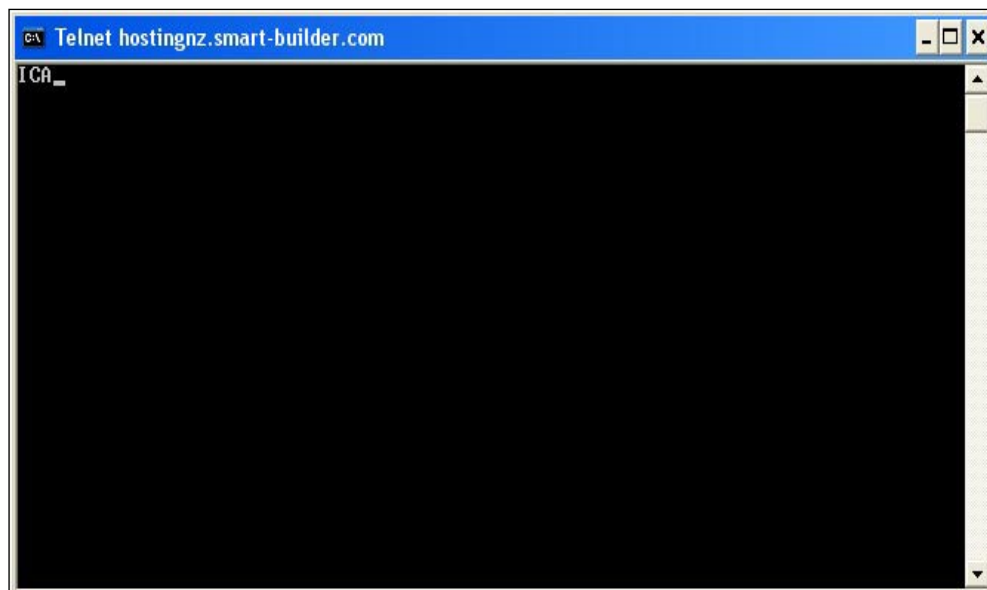


3. In the black DOS window which appears type the command exactly as shown:
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4. Press the Enter key.

The text in the DOS command window should disappear and instead you should see the text "ICA" in the top left corner. Every 5 seconds or so another ICA should appear after the first. If you see this then the test is successful and you should be able to connect to our demonstration. Use the top right close button to close the DOS window.



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