

LIM Citrix i

User Guide

LIM Citrix

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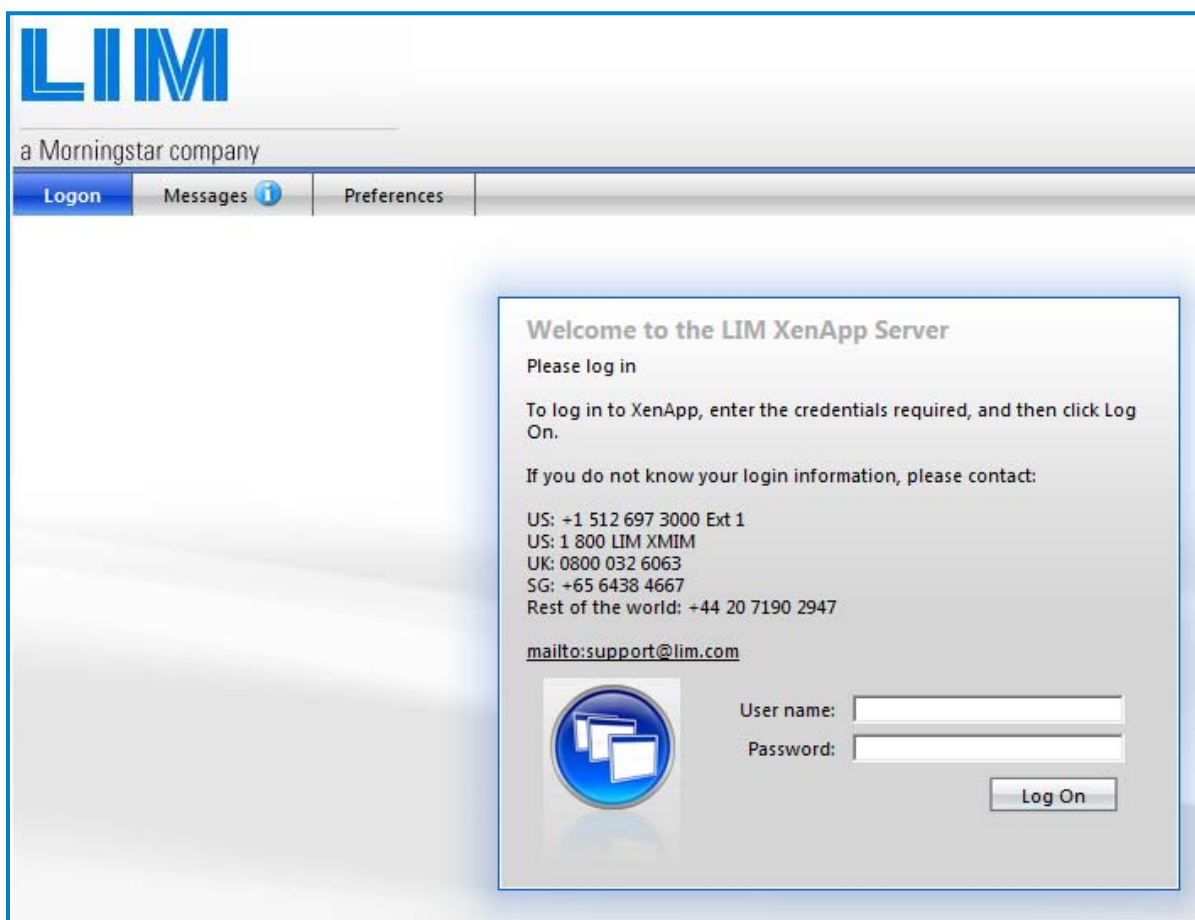
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Introduction

This document provides specific instruction on using the LIM Citrix environment.

Requirements

- ▶ The PC must have access to <https://citrix.lim.com> on port 443. The server will present a certificate signed by Thawte.
- ▶ The PC must have a Java (<http://www.java.com/en/>) runtime environment installed, or else the Citrix Online Plug-in or Citrix Online Plug-in – web <http://www.citrix.com/English/ss/downloads/results.asp?productID=186&c1=sot2755> must be installed.
- ▶ Pointing a web browser at <https://citrix.lim.com> should look like this:



Once you reach this screen, and on subsequent screens, most common problems will show up in the "Messages" section along with steps to resolve them, if they occur.

Basic Usage

First Use:

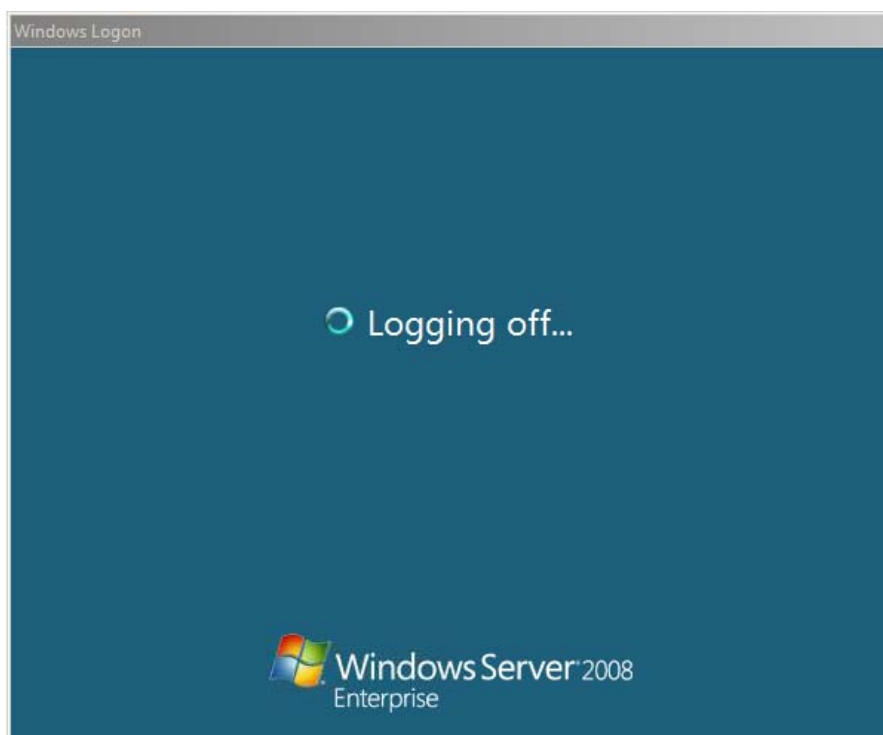
You should receive a username and initial password via email. The first time you log in at <https://citrix.lim.com>, you will be asked to change this password. Passwords should be easy for you to remember, but difficult for another person to guess. All passwords expire and must be changed every 12 months.

The first time you connect to <https://citrix.lim.com>, you may see this icon:  RunOnce

*If you do not see this icon you can disregard the following instructions and skip to "Choice of Client Programs".

Running this application helps resolve some common problems which can be caused by the migration of your user account from the old <https://imim.lim.com> Citrix servers. We suggest that you run this first, before doing anything else, the first time you log into <https://citrix.lim.com>, and that you do not run it with other Citrix applications already running.

The following screen will appear any time you close out of all Citrix applications; so when it appears you will know that "RunOnce" has finished working and that you can launch your applications as normal. The next time you log into the website, you should no longer see the RunOnce icon. In addition, while it is still visible you won't be able to launch it again.



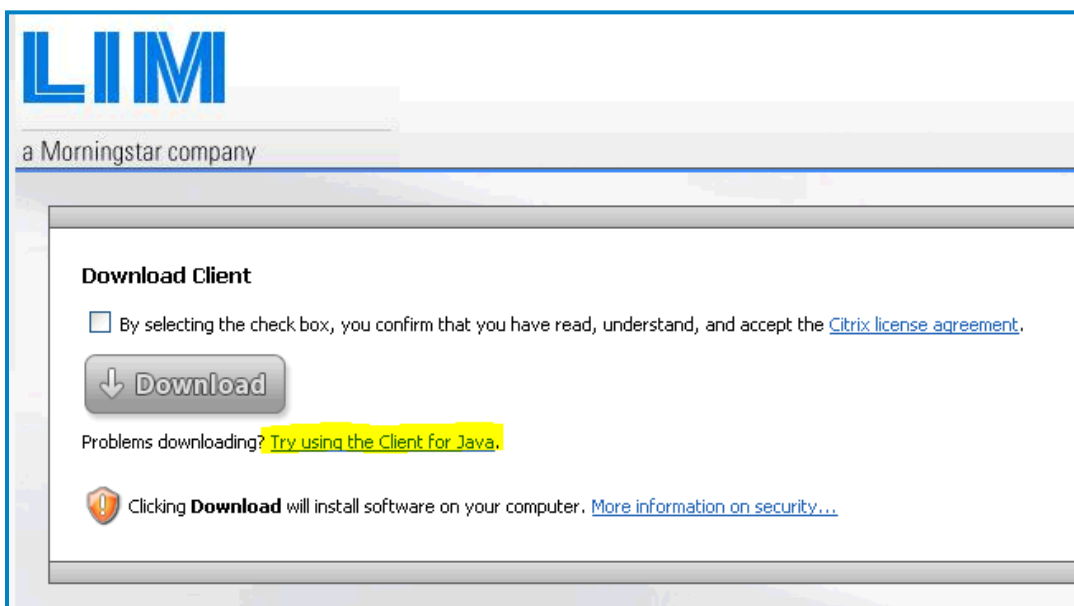
Choice of client programs:

A client for Citrix is a small program that runs on your computer and provides a way for the Citrix server to display information on your screen. You must have a client running before you will be able to launch any applications via Citrix.

There are three types of client available for use with LIM's Citrix server. The Java and Citrix Online plug-in – web clients are the most commonly used. Information on the third type, the Citrix Online plug-in client, is available upon request.

The Client for Java runs on most systems without the need to install additional software. This client is slightly slower and less feature-rich than the Citrix Online plug-in - web client, but is compatible with more systems and usually requires no setup at all. To use the client for Java, simply log into the website.

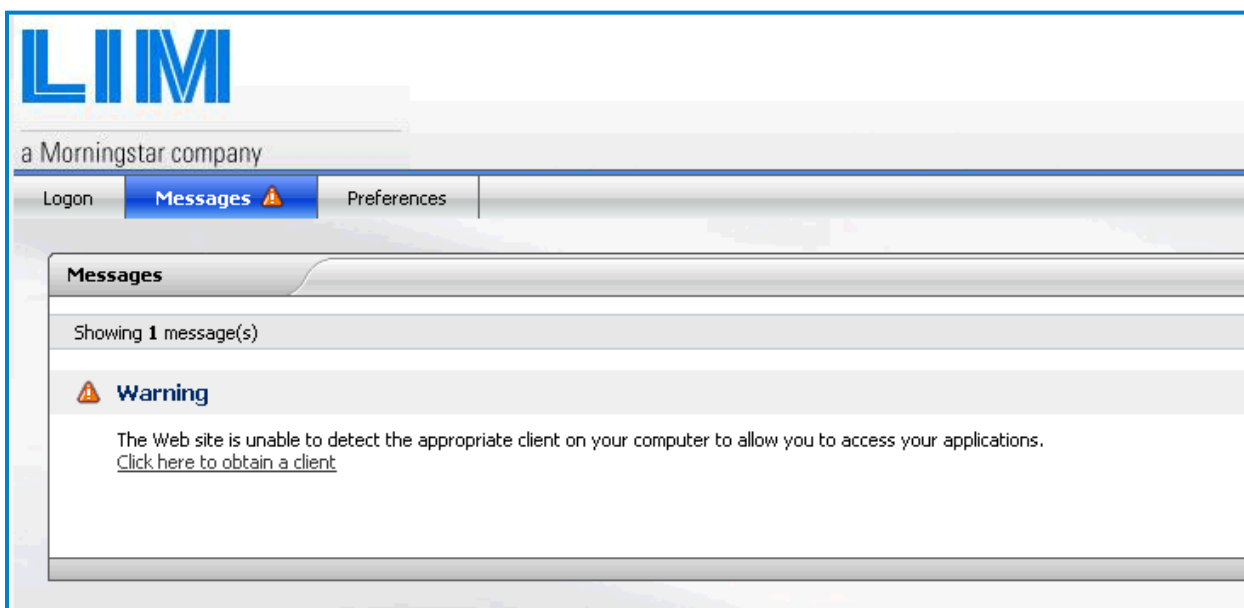
If your system supports the Java client, you will see the following screen (if this is the first time you have logged in, you will be asked to change your password first):



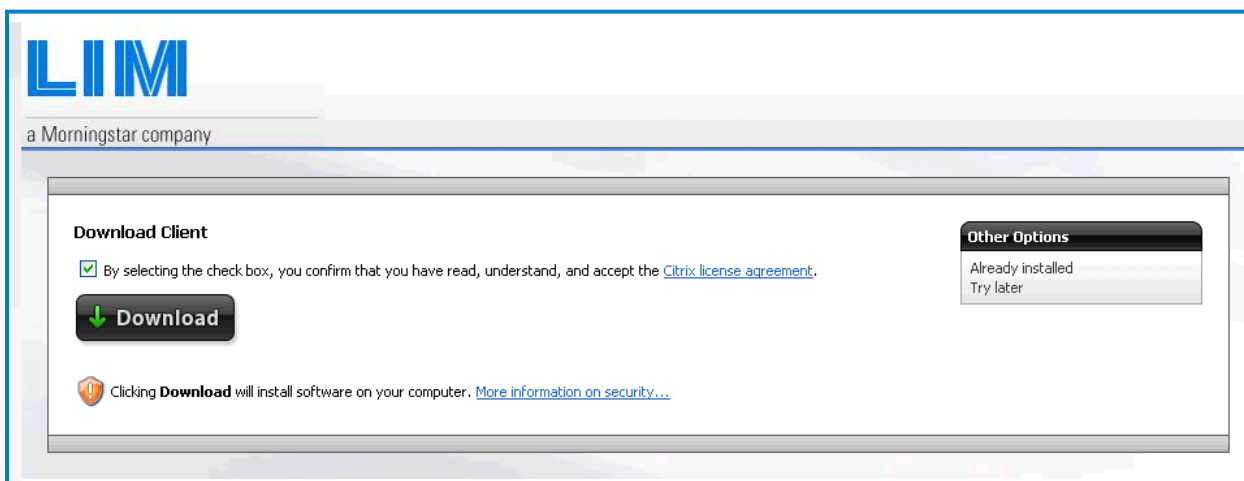
Click "Try using the Client for Java" and you will be ready to use your applications (you may have to allow popups from citrix.lim.com first).

Citrix Online plug-in – web client is a standalone program that runs in on your computer, mostly in the background. Because it runs directly on your computer, rather than in Java, it will look slightly cleaner and perform a bit faster. It also will blend in better with your particular Operating System for example, in Windows, it displays an icon in the notification area rather than opening up a new window.

To use the Citrix Online plug-in - web Client, you must first install it. To do so, first log in. If you see the following screen click “Click here to obtain a client.”

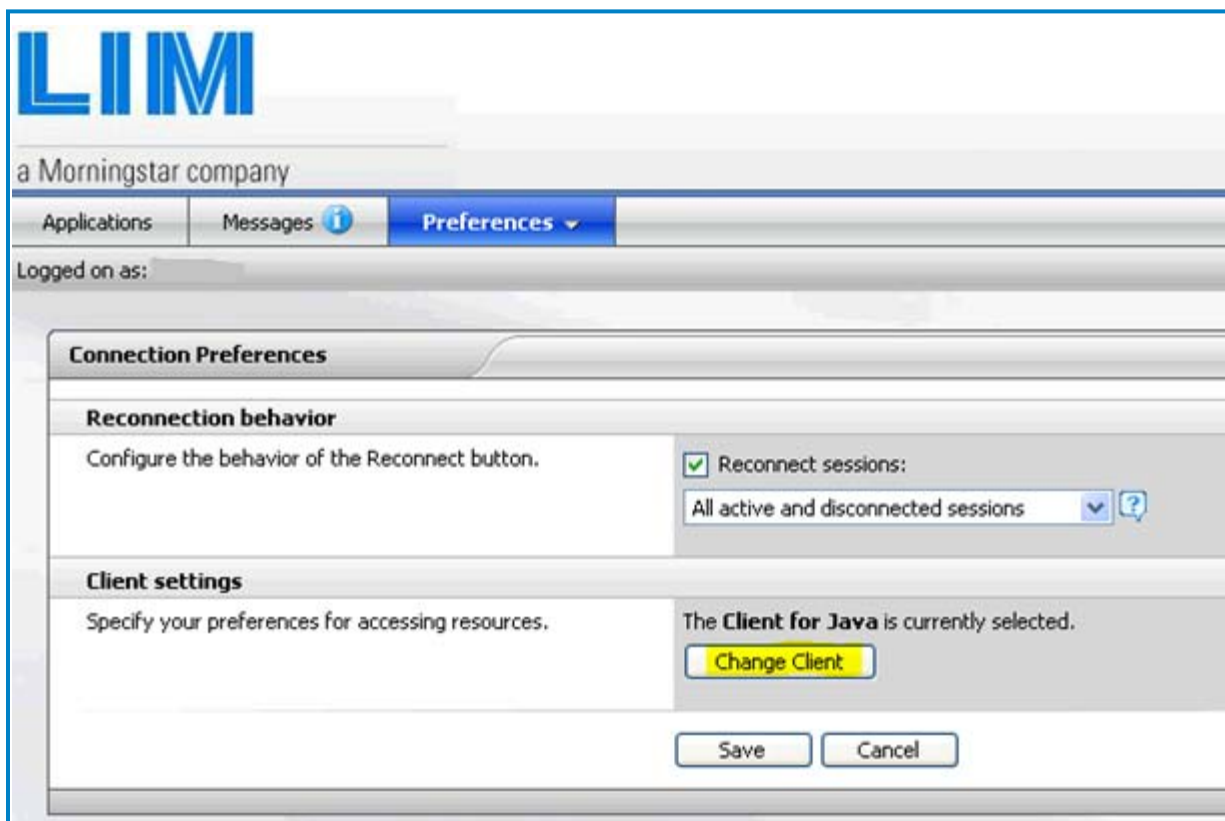


When you see the following page, check the box to accept the license agreement and click “Download.” You must have access to download and install applications on your computer for this to work. If you do not, please use the Java client.



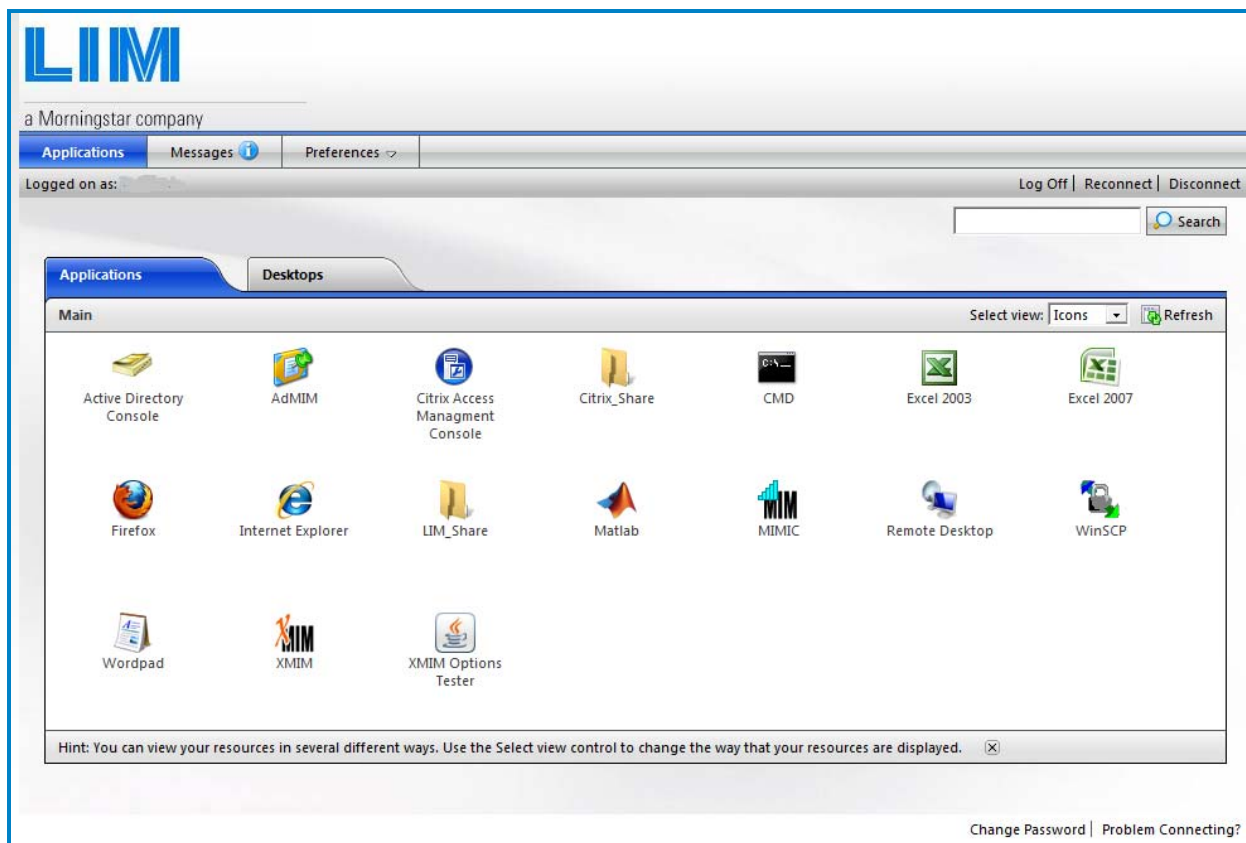
Changing your client preferences:

If you decide later that you want to use a different client, click "Preferences" and then "Connection Preferences." Click the "Change Client" button to modify your selection.



Using your applications:

Once you have logged in and selected a client, you should see a screen like the following:



The specific applications shown will vary by account.

To launch an application, click on its icon **once**. Double-clicking may launch the application twice. Your application should launch and behave just like any other program that you would run on your computer. If you close every running Citrix application, you may briefly see a blue Windows Server logoff window. This is normal; but you will need to wait for this window to close before launching any other applications.

Log Off vs. Disconnect:

If you click the Log Off link in the upper-right, all of your applications will close and you will be logged off of the website. Alternatively, if you would like to have your applications continue to run so that you can pick up where you left off the next time you log in, click Disconnect. This will still log you off of the website; but the next time you log in, your applications will re-appear the way you left them. Note that if you are disconnected for a long time, your session may be automatically logged off, so please save your work even if you plan on using "Disconnect."

You may need to add citrix.lim.com to your browser's trusted sites in order for Disconnect/Reconnect to work properly. The website will automatically notify you if this is the case.

To contact LIM Support:

If you encounter any problems logging into the site, or running your applications, please contact LIM Client Support at support@lim.com or:

US: 1 800 LIM XMIM (select option 1)

UK: 0800 032 6063

Europe: +44 20 7190 2947

Singapore: +65 6438 4667