



File #138

Platform: ASP

Solving ASP Connection Problems



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What It Does

Your web browser uses a Citrix browser plug-in program to connect to your ASP software system.

If the plug-in becomes corrupt, it may cause connection problems. Usually, the result is an error message that you are unable to connect to the Citrix Server. Or you may see a blank screen with a red X in the upper left corner of the screen, similar to a missing graphic.

You can usually resolve this by installing the desktop version of the Citrix Client.

How to Install the Windows Client

Follow these steps:

- 1 Download the Citrix Client program for Windows, called Program Neighborhood Version 8.x.
 - Go to www.citrix.com/site/SS/downloads/details.asp?dID=2755&downloadID=13020&pID=186

- Under the heading Available Versions, click the **Get Software** link for the English version.
- In the download dialog box, click **Save**.
- Browse to a folder where you wish to save the program, and click **Save**.

- 2 Once the download is complete, click **Open Folder**.
- 3 Double-click the file **ica32.exe**.
- 4 In the Citrix Program Neighborhood Installshield Wizard, click **Next**.
- 5 Follow all setup wizard default settings to install the client program.
- 6 Reconnect to your ASP system through your browser.

If you still are unable to connect, contact ECI² Technical Support for additional help.