

# Citrix Frequently Asked Questions

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## 1) I installed the Tempo Citrix client and now I can't access Winforms OR Tempo. What do I do?

If you have installed the Tempo client after installing the Winforms Citrix client, you may find that neither application will work correctly. To fix this, you need to first uninstall the Tempo version of Citrix. Go into the Applications folder and find the Citrix folder. Take this folder to the trash and empty the trash. Reinstall the Winforms version of Citrix according to their instructions. The configuration file that you downloaded to your desktop in step three of the installation instructions will work with the Winforms Citrix client. After you install the Winforms version of Citrix, all you need to do is double-click the **Sandicor-T5.ica** file and the Tempo session will start.

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## 2) When I click on the Sandicor-T5.ica file nothing happens or a text file opens. How do I fix this?

When this happens, it means that the configuration file has become disassociated with the application.

- a. Control-Click (or right click) on the **Sandicor-T5.ica** file
- b. Click on the **Get Info** menu item

**Note: Depending on your OS version you may see Show Info instead of Get Info.**

- c. Find the section of the Get Info dialog box that says **Open With**
- d. Use the pull-down menu to find **Citrix ICA client**

- e. Close the Get Info box. The file should be correctly associated at this point.

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### 3) I close out of the browser and get a gray screen. How do I close the application?

If you get a gray screen, it means that you have closed the browser window inside Citrix without actually closing Citrix itself. To close Citrix, go to the top of your screen and find **Citrix ICA Client** in the menu bar. Select **Citrix ICA Client** and click on **Quit Citrix ICA Client**. This will shut down the application and end your session.

Note: If you do not see Citrix ICA Client at the top of your screen click on the gray screen to bring it into the foreground.

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### 4) I try to quit the application using Option-Q (Apple Key-Q), but it won't close. What am I doing wrong?

The Option-Q key combination will not close the Citrix client. You will need to select "Citrix ICA Client" in the menu bar and then click on "Quit Citrix ICA client" to close out your session

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### 5) How do I resize the Citrix window?

a) Open the **Sandicor-T5.ica** file on your Desktop with a text editor. To do this, right-click on the .ica file (or control-clicking) and select **Get Info** then choose **TextEdit**.

**Note: Depending on your OS version you may see Show Info instead of Get Info.**

b) Find the following lines in the opened file:

```
DesiredHRES=1024
```

```
DesiredVRES=768
```

c) Change the numbers to the desired resolution. For example, 1280x960 would be

```
DesiredHRES=1280
```

```
DesiredVRES=960
```

d) Save the changes made.

e) Double-click on the **Sandicor-T5.ica** file and it should open in a window with the new resolution.

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### 6) I tried to download an attachment and it disappeared. Where did it go, and how do I get it?

When you click to download an attachment, you will get a dialog box asking you where to save the file.

a) Click **My Computer** (Left side of the window) . When the right side of the window refreshes double-click on **C\$ on 'Client'**.

b) The following prompt should appear: "A program requires READ access to the 'C' drive. Do you want to allow or deny READ access to this folder for the rest of this session?". Click **ALLOW**.

c) Open the folder where you want to save the attachment and click **Save**.

d) You will now see a dialog box similar to the earlier one that reads "A program requires WRITE access to the 'C' drive. Do you want to allow or deny WRITE access to this folder for the rest of this session?" Click **ALLOW**.

The attachment will now download to your Macintosh.

**NOTE: If you do NOT see any of the warning dialogs regarding READ or WRITE access, your download will not succeed. You will need to exit the session and log back in to the system to try again.**

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#### 7) **I see an error message after I have logged into the MLS system. What should I do?**

If you are asked to install a file or see the following message once you are logged into the MLS system, please contact technical support.

"A newer version of the enhanced printing / report generation ActiveX control could not be installed. Please contact your system administrator for assistance. The system will default to basic printing and view generation for this session."

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#### 8) **Why did it disconnect me?**

The system will log you out after a specified amount of idle time (generally an hour).

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