



## Tips and Answers

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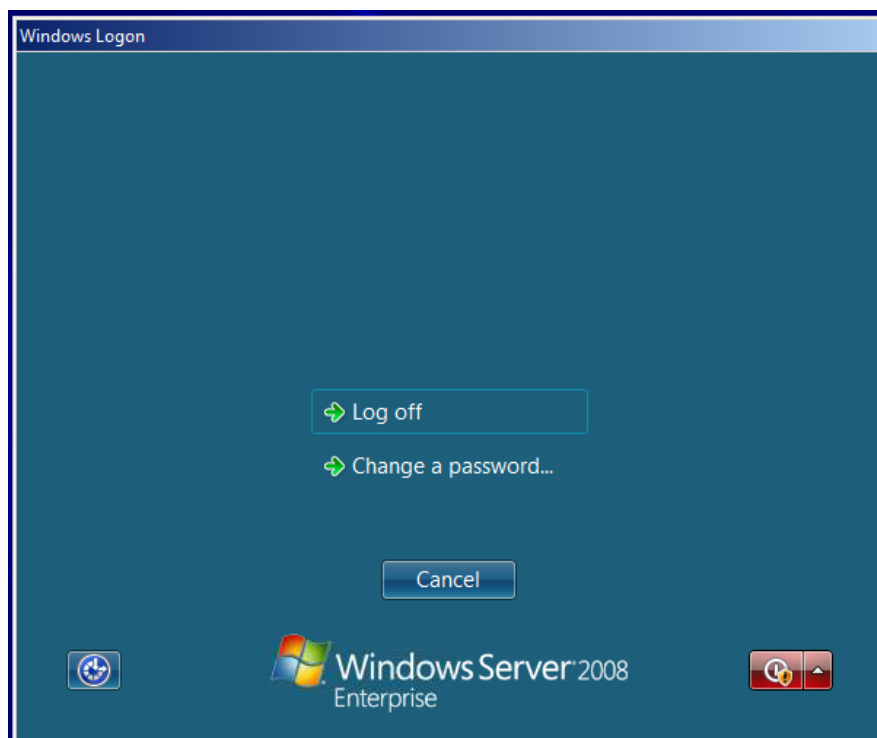
## General

### How to Install the Citrix Client on your PC or other Computing Device

[Please follow this link to the Customer Downloads folder for the latest instructions](#)

### How To Terminate an Application via the Windows Logon Page

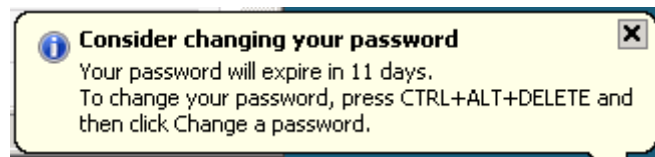
- 1) Try to close any other hosted applications, then select the window containing the application to terminate.
- 2) In the application, hold down the Ctrl key and press F1, to open the Windows Logon menu.
- 3) You can press Esc to exit this window again at any time.
- 4) Click the “Log off” link in the Windows Logon page to Log off.



## Passwords

### Message: Consider Changing Your Password

Microsoft's standard security policy ensures your password is changed every 6 weeks. Before the password expires you will start to see a balloon message prompting you to change it, as below



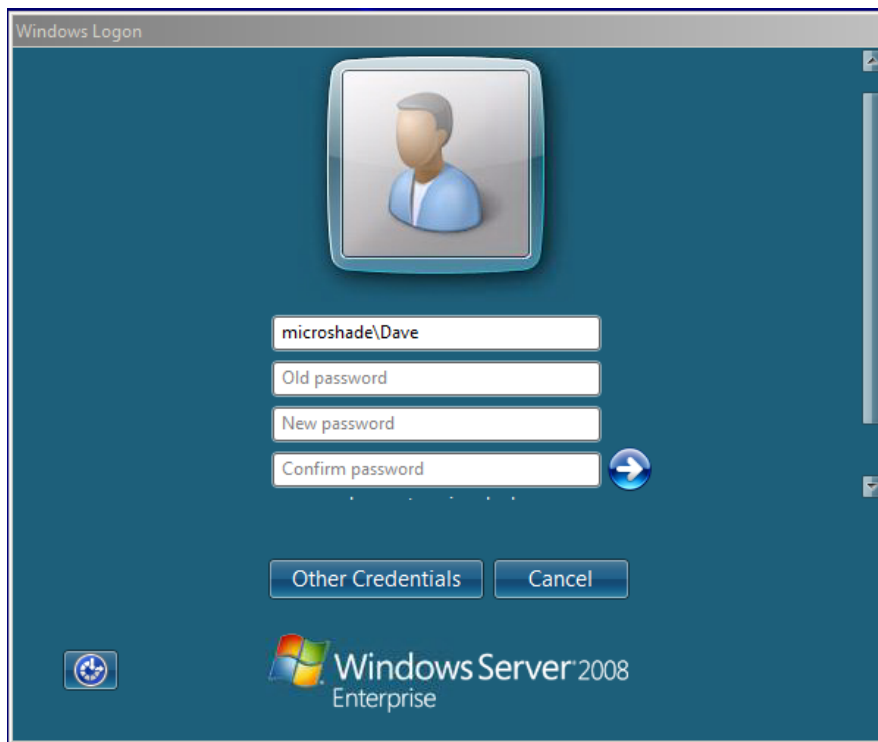
**Please do not press Ctrl-Alt-Del in response to the balloon tip!**

You can either

- 1) wait until your password expires, when you will be prompted to change the password, or
- 2) change your password following the instructions "How to Change Your Password" below

### How to Change Your Password

- 1) Refer to "Microsoft Password Requirements" section, below, to select a valid password.
- 2) Launch any application from the Citrix Online plug-in, and select the application window when it opens.
- 3) Hold down the Ctrl key and press F1, to open the Windows Logon menu.
- 4) You can press Esc to exit this window at any time.
- 5) Click the "Change a password..." link in the Windows Logon page.
- 6) Enter your old password and your new password in the boxes provided, and press Return or click on the arrow. Wait for a few moments until you get a confirmation that your password has been changed.



### Microsoft Password Requirements

Microsoft requires your password to meet the following criteria:

- You may not re-use a password
- The password is at least six characters long.
- The password contains characters from three of the following four categories:
  - English uppercase characters (from A through Z)
  - English lowercase characters (from a through z)
  - Base 10 digits (from 0 through 9)
  - Non-alphanumeric characters (for example: !, \$, #, or %)
- The password does not contain three or more characters from the user's account name.

## Printing

### How to Print Large Documents or Multiple Copies

Printing large documents or multiple copies directly from Citrix can take a long time, because print files must be transferred over the internet to your PC before printing.

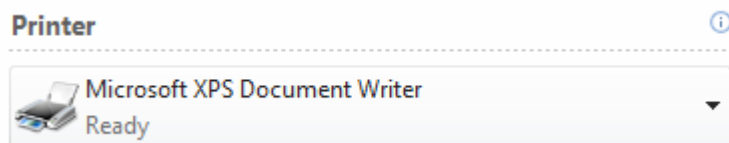
#### Solution 1

If your document includes large picture files, you can often reduce the resolution of the picture files quite considerably without degrading the picture quality – this results in much smaller file size which will print more quickly.

#### Solution 2

To avoid sending large/multiple print files via the (slow) printer mechanism, you can print to a file using the Microsoft XPS Document Writer, transfer the output to your PC, and print locally. This can save considerable time over direct printing.

1. When printing your document, select the Microsoft XPS Document Writer as your printer. Avoid the one with a name like XPS Document Writer (from PCName) in session X.



2. When you press Print you will be prompted for a file name. Save the file in a place you will be able to find it e.g. Documents and with a name you will recognise
3. Copy the print file to your PC using the Folders application (there is a document which shows how to do this)
4. Open the file on your PC and print to your printer

## Outlook

**Message: "This file cannot be previewed because of an error with the following previewer: Microsoft Application\_name Previewer"**

This message sometimes appears on opening an email with an attachment in Outlook 2010.

Microsoft has confirmed that this is a problem in some Microsoft products. For more information please refer to <http://support.microsoft.com/kb/983064>

Please open the attached Office document instead of previewing it. To open an attachment, right-click the attachment in the email message, and then click Open. The document will open in the appropriate Office application.

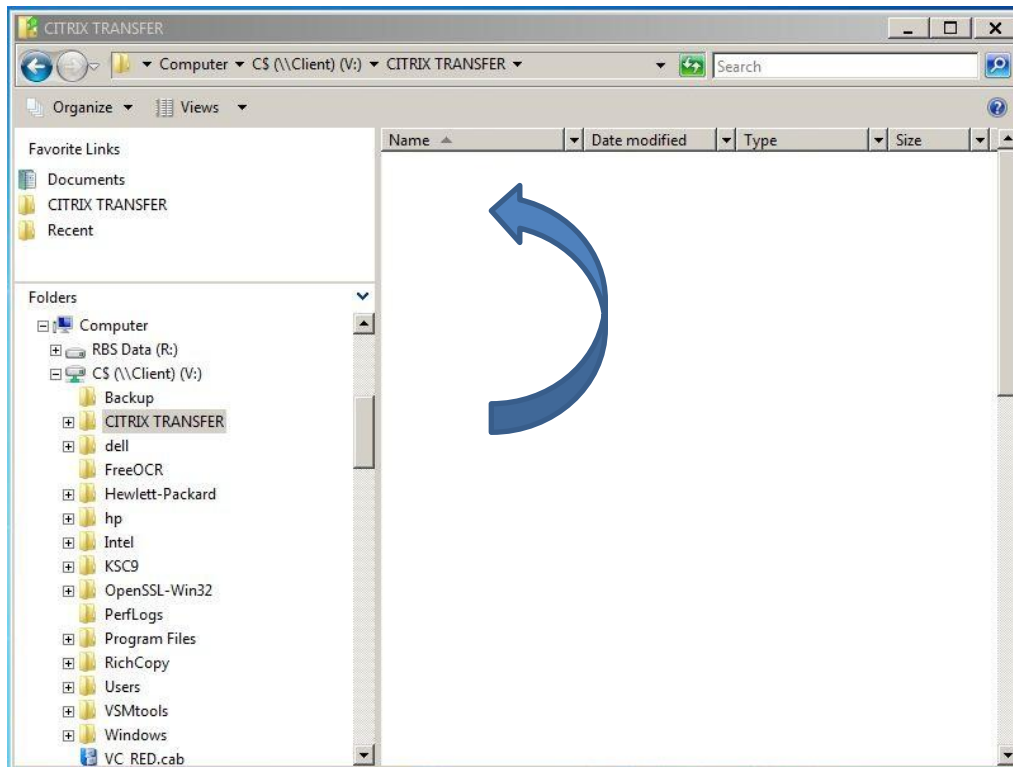
## Citrix Transfer

### Create a Citrix Transfer Folder on Your PC

- On your PC, open My Computer, then open Local disk C:\
- Create a new folder called Citrix Transfer

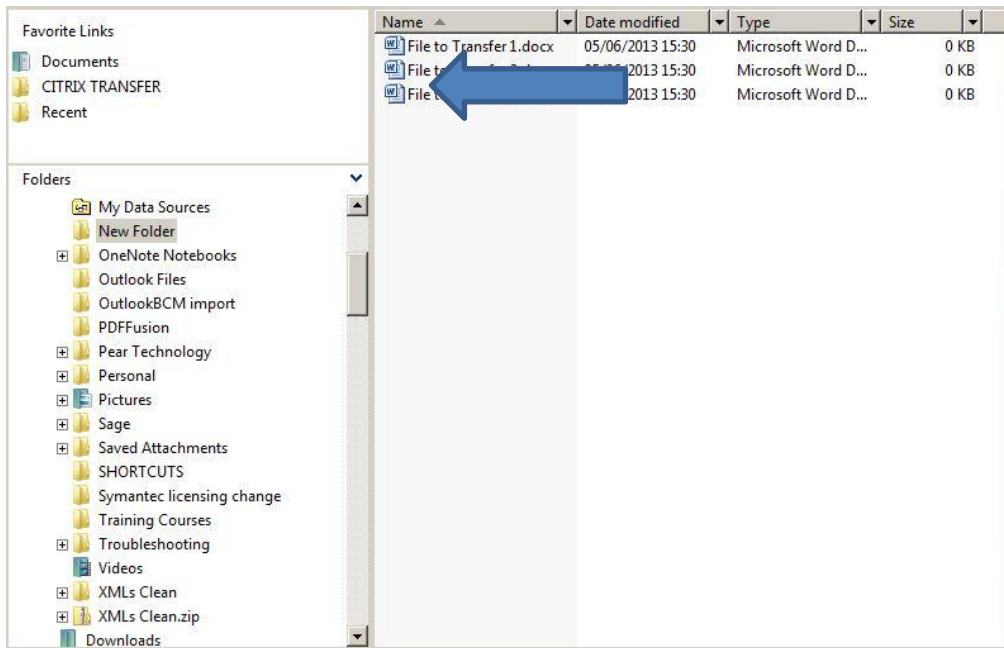
### Create a Shortcut to Citrix Transfer in Citrix

- Start the Folder Application from your Citrix menu
- In the left pane, if you can't see your folders, click "Folders" at the bottom of the pane
- Under Folders in the left pane, scroll up and click "+" by Computer, C\$, and select Citrix Transfer
- Click and hold down the right hand mouse button on Citrix Transfer, and drag the folder to the pane labelled "favourite Links". Release the mouse button then select "Create Shortcut"



### To Copy Files from Citrix to your PC

- First create a Citrix Transfer Folder on your PC, and a shortcut to it in Citrix, as described above.
- Start the Folder Application.
- Locate and compress your files if they are large (select the files, right click the selected files, choose “send to” and “compressed folder”)
- Select and drag your files or compressed folder from the right hand pane to Citrix Transfer in the left hand pane.
- Open the files on your PC by clicking Start, My Computer, Local Drive (C:\), and open Citrix Transfer
- Please allow a few minutes for the files to copy



### To Copy Files from your PC to Citrix

- First create a Citrix Transfer Folder on your PC, and a shortcut to it in Citrix, as described above.
- Copy the files to the Citrix Transfer folder under My Computer, Local Drive (C:\)
- Compress the files if they are many or large
- Start the Folder application from your Citrix menu. Select the Citrix Transfer shortcut so that you can see the files on your PC
- Select the files you wish to transfer, and drag them to the Document folder
- Please allow a few minutes for the files to copy

### Microshade VSM Support

For help and support, please email [Support@MicroshadeVSM.co.uk](mailto:Support@MicroshadeVSM.co.uk) or call 01752 869052