

Using Citrix to Access ROSS - for non-FS users

DATE: 05/18/2010

VERSION 2.12

To log on to ROSS using Citrix

1 Start your Internet browser, and then type <https://ross.fs.fed.us/Citrix> in the Address bar.
*You must have an Active Directory account to use Citrix.
For more information contact the ROSS Citrix coordinator for your geographic area.*

2 On the Citrix Web Interface Login screen under **Login**, complete the following information and then click **Log In**

- Active Directory user name
- Active Directory password.

3 On the **Web Interface** screen, click  ROSS 2_12

If you are having trouble logging in for the first time see the task, "To manually install the Citrix plug-in" on this quick reference card.

4 On the **ROSSHome** screen, click 

5 Log in as usual, using your **ROSS username** and **ROSS password**.

To setup drive access for individual ROSS user's computer

Perform this task before attempting to save ROSS reports to your desktop for the first time!

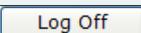
1 In **WordPad** or **NotePad**, type the following text

```
[Access]
GlobalSecurityAccess=405
```

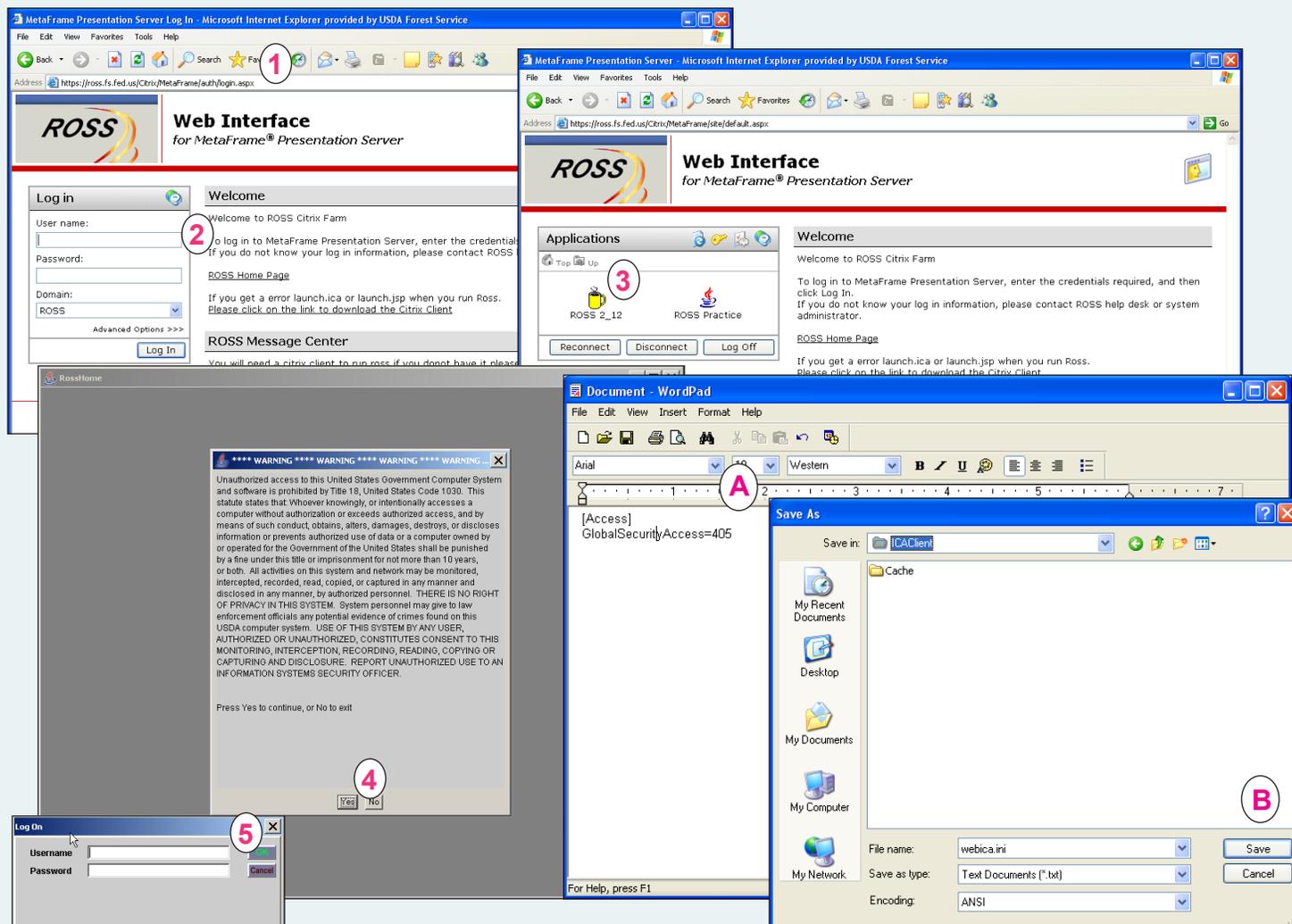
2 Save the file as ASCII text in the following folder

```
C:\Documents and Settings\\Application Data\
ICAClient\webica.ini.
```

To exit ROSS and the Citrix server

● Exit ROSS, click  on the **Citrix Web Interface Applications** screen, and then close your Internet browser.

If you are also in Cognos running ROSS Reports, exit Cognos, exit ROSS, and then log off Citrix!



Installing Citrix

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The terminology and process for installing the Citrix plug-in has changed for the Citrix plug-in version 12.0. If you already have version 11.0 installed on your laptop or personal computer, you can skip this task!

To manually install the Citrix plug-in

If you are unable to connect to Citrix, you may need to open and install the Citrix plug-in onto your laptop or personal computer. You must have Administrator rights to install.

- 1 Start your Internet browser and then type <http://www.citrix.com> in the address bar.
- 2 On the **Support** menu, click **Downloads**.
- 3 Under **Featured Downloads**, click **XenApp Clients & Plug-ins**.
- 4 Under **General Documentation**, click **Download** to the right of **Citrix Online plug-in Web**.

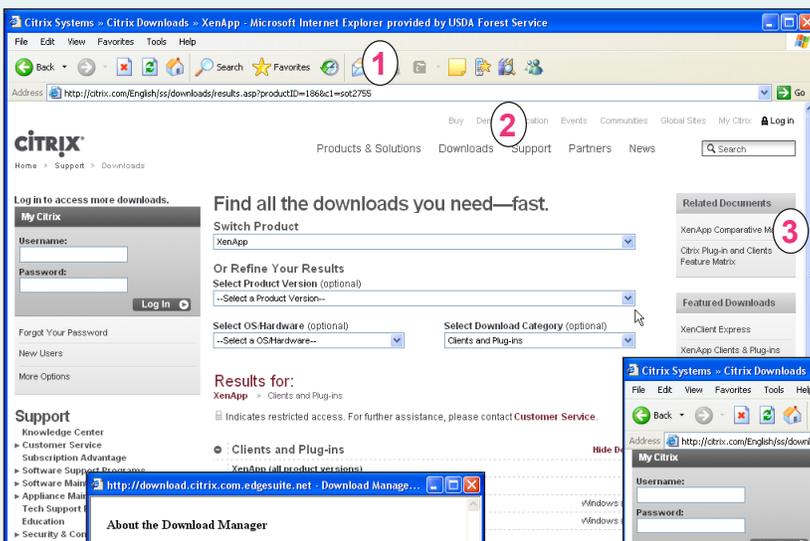
- 5 On the **About the Download Manager** dialog box, click the [click here](#) link.

This allows you to download the file without using the Download Manager.

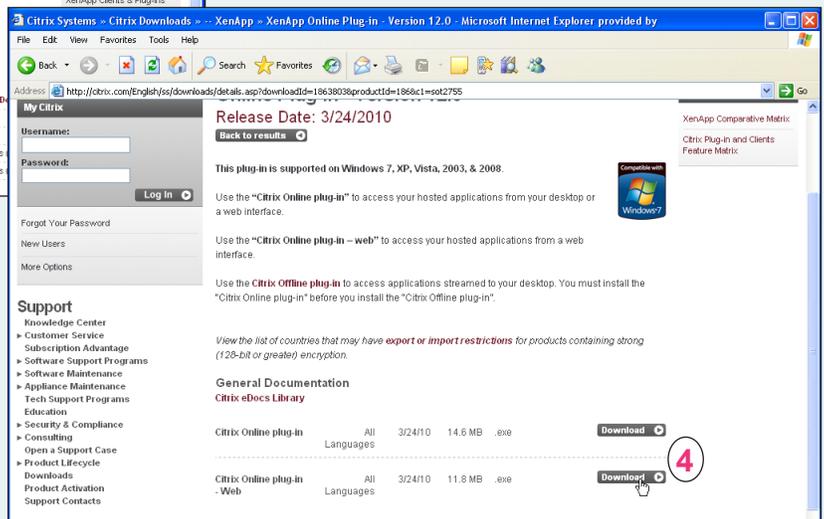
- 6 On the **File Download - Security Warning** dialog box, click

- 7 On the **Internet Explorer - Security Warning** dialog box, click

- 8 On the **Citrix online plug-in installation** dialog box, click



ROSS Helpdesk: 866-224-7677
helpdesk@dms.nwcg.gov



Saving User Community Reports for Citrix - for non-FS users only

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To save a User Community report in PDF when using Citrix to access ROSS

While using Citrix, you must first save any User Community reports to your desktop before you can view or print!

- 1 Create the **User Community** report of your choice.
- 2 Under **Menu**, click **Run Report**, and then click to select the **View in...** option of your choice.
- 3 On the **Cognos Viewer** toolbar, click **File**, and then click **Save As**.
- 4 On the **Save a Copy** dialog box, click the **Look in** drop-down arrow, and then click to select **C\$ on Client (V:)**.
- 5 Navigate to the **folder** of your choice, and then save the report to the folder and file location of your choice.

To print a saved User Community report when using Citrix to access ROSS

- A From your computer, click to open the **User Community** report of your choice.
- B On the **File** menu, click **Print**.
- C Complete the **Print** dialog box as appropriate.

Before printing a spreadsheet saved to your Citrix farm shortcut, you must save it in the CSV format. Saving it in XLS causes an error when you try to open it!

The collage illustrates the process of saving and printing a report. It shows the Query Studio interface where a report is run and viewed in PDF format. It then shows the Cognos Viewer interface where the report is saved as a PDF file to the local client drive (C\$ on Client (V:)). Finally, it shows the print dialog box where the report is printed to a local printer (Old Duffer).