

Troubleshooting steps:

Installation/Reinstallation of the Citrix Web Client

- 1) Go to Start > Settings > Control Panel > Add/Remove Programs (Vista - Programs and Features)
- 2) Remove anything labeled Citrix
- 3) Open Windows Explorer (My Computer)
- 4) Navigate to C:/Program Files and delete the Citrix folder if it still exists
- 5) Go to the URL:
<http://www.citrix.com/English/ss/downloads/details.asp?downloadId=2304987&productId=186&c1=sot2755>
- 6) Select Download, for the "Citrix Online Plug-in - Web" (.exe)
- 7) Save it to your desktop and run it when the download completes

Reset terminal services license in registry

- 1) Go to Start > Run and type "regedit" (Registry Editor)
- 2) Go to HKEY-LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensing
- 3) Create a backup for MSLicensing (right-click > Export > save to your desktop)
- 4) Delete MSLicensing from your Registry (right-click > Delete)
- 5) Restart your computer
- 6) Logging in with the Citrix client will create a new MSLicensing

Trusted Sites / Unable to Type

- 1) Go to Tools > Internet Options > Security tab.
- 2) Select the Trusted Sites icon and click on the Sites button.
- 3) When the new window comes up, make certain that "Requires Server Verification" is DESELECTED
- 4) Type "*.toolwire.com" into the top entry field and click the Add button.
- 5) After closing the Trusted Sites dialog window, make certain the "Security level for this zone (Trusted sites)" is set to Low.
- 6) Verify that "Enable Protected Mode" is disabled for Trusted sites.
- 7) Click Apply, click OK, and close all open browsers before opening a new one to try again.

Cookie Settings

- 1) Open Internet Explorer
- 2) Go to Tools > Internet Options > Privacy tab and click on Sites
- 3) Type *.toolwire.com in the entry field and click Allow
- 4) Click OK to exit the Per Site Privacy Actions
- 5) Click Apply and then OK to exit out of Internet Options
- 6) Close all open browsers and launch a new browser to access your lab

Ticket Information

- 1) What Partner are you trying to access Toolwire through?
- 2) What is the full name on the account you are trying to access?
- 3) What training are you trying access? (course/lab)
- 4) What Operating System and Browser are you using?
- 5) How far are you able to get in your login and access attempt?
- 6) Are you getting any errors?