

Toolwire Labs Class Prep

Overview

At least one week prior to your training, please check the following:

- 1) Update your [Trusted Sites](#) by adding "*.toolwire.com"
- 2) Install the [Citrix](#) client
- 3) Test your [ability to connect](#) using the Toolwire Connection Test
- 4) Test your location's [Bandwidth](#)

1) Update your Trusted Sites

- A. Go to Tools > Internet Options > Security tab
- B. Select the Trusted Sites icon and click on the Sites button
- C. When the new window comes up, make certain that "Requires Server Verification" is DESELECTED
- D. Type "*.toolwire.com" into the top entry field and click the Add button.
- E. After closing the Trusted Sites dialog window, make certain the "Security level for this zone (Trusted sites)" is set to Low
- F. Verify that "Enable Protected Mode" is disabled for Trusted sites – (for IE 6.0, see <http://www.microsoft.com/windows/ie/ie6/using/howto/security/settings.mspx>)
- G. Click Apply and click OK

2) Install the Citrix client

- A. Go to <https://dcm.toolwire.com/download/CitrixOnlinePluginWeb.exe>
- B. Click Run when the File Download window appears
- C. Click Run when the file finishes downloading
- D. Click OK when you see "Installation completed successfully"

3) Test your ability to connect

- A. Go to https://dcm.toolwire.com/training/jsp/ui/moat_readiness.jsp
- B. Select "Citrix XenApp Web Plug-in" under Client Options
- C. Select "Automatic Proxy Detection" under Proxy Discovery Options
- D. Click Launch Test

4) Test your location's Bandwidth

- A. Go to <https://dcm.toolwire.com/networktest>

B. Click Start Network Check

C. Understanding the results

- Click Re-Test to determine and average
- Results are specific to machine and location
- Bandwidth minimum is 50 Kbps per user at the location
- Ping results less than 250 ms is optimal; over 500 ms will be “laggy”
- “Unable to determine due to network difficulties” indicates the ability to Ping is blocked on your network for security reasons