# Troubleshooting

This page provides answers to common problems you may have encountered when using TENGRAPH® Online.

### Page Index

Re-associating .ica file extension on Vista/Windows 7 machines

Connection Problems

Printing Problems

Usage Suggestions and Tips

Macintosh Users

Further Assistance

# Re-associating .ica file extension on Vista/Windows 7 machines

There is a known issue that occurs with Vista/Windows 7 and Citrix on machines, .ica files are set to open with Internet Explorer/Adobe PDF/other application types.

#### **Problem:**

User logs in successfully to TENGRAPH but cannot open application and is prompted to save an .ica file.

### What we found:

The Citrix platform that TENGRAPH uses creates a download file called launch.ica.

Users can download and install Citrix from the TENGRAPH website.

On some Vista/Windows 7 machines, the default file association for .ica files is set to Internet Explorer.

This means whenever the computer is asked to open or execute an .ica file it is trying to open it using Internet Explorer.

	0			×
Sighttps://tgol.dmp.wa.gov.au/Citrix/AccessPlatfi D ~ 🗎 C × Sight Citrix Access Platform ×	{	อ ซ	3 8	205
File Edit View Favorites Tools Help				



#### **Resolution:**

Change the default file association for .ica files from Internet Explorer to the Citrix ICA Client remote desktop tool.

### Steps:

1. Goto Control Panel / Default Programs





2. Then select the "Associate a file type or protocol with a programs" option



3. From the "Associate a file type or protocol with a specific program" menu, scroll to find ".ica" on the left column and highlight it



adn.	Microsoft Office Access Blank Project Template	Microsoft Office Access	*
			Claus

- 4. Click ".ica" under the name section then click "change program" on the upper right section
- 5. Click "Browse"
- 6. Navigate to:

c:\Program Files\Citrix\ICA client\ Or it could be called:

Or it could be called:

c:\Program Files (x86)\Citrix\ICA client\

- 7. Select wfcrun32.exe
- 8. Select Citrix ICA Client Engine (Win 32)
- 9. Select OK and close the windows
- 10. Try the TENGRAPH link again you should now be able to load TENGRAPH.

#### Back to top

# **Connection Problems**

### **C.1 ICA Connection not found**

As TENGRAPH® Online is conducted using Internet Explorer; there are a number of settings that may cause difficulties when you try to connect to Citrix. If you are experiencing difficulties in accessing TENGRAPH, please try the following fixes:

Firstly:

- 1. Open Internet Explorer
- 2. Select the Tools Menu
- 3. Select Internet Options
- 4. Click the Advanced Tab
- 5. Ensure that ' Do not save encrypted pages to disk' is unmarked (see below).





Secondly:

If there are too many of Temporary Internet files, the read/write process takes too long and the Citrix connection times out.

- 1. Clear all Temporary Internet Files from the PC.
- 2. Open Internet Explorer
- 3. Select the Tools Menu
- 4. Select Internet Options
- 5. Click Delete Files (see below).

nternet O	ptions	
General	Security   Privacy   Content   Connections	Programs
Home	Page You can change which page to use for you Add <u>r</u> ess: http://infolink	r home page
	Use <u>C</u> urrent Use <u>D</u> efault	Use <u>B</u> la
	rary Internet files Pages you view on the Internet are stored ir for quick viewing later.	n a special fo
and the second	Delete Cookjes Delete <u>F</u> iles	<u>S</u> etting
- History	I <u></u>	

## **C.2 Proxy Connection Failed**



TENGRAPH@ On-line	TENGRAPHIE Do-line	folder icon to display its contents. If you contact your help desk or system
	Provy connection failed. The configured provy server cannot be f	or error messages that may occur.
Disco	nnect Log Off	
Disco	nnect Log Off	

# Apply the following pages

met upnone	112	·····································	
enseel] Security   Privacy   Content Connections   P	rograms Advanced		• (PG0 U
To set up an Internet connection, click. Setup. Dial-up and Virtual Private Network settings	Selup.		CITRIX
Connection to 0198331111	Add	ver	
(Se TOL_support (Detault)	Remove	(elcome	
Choose Settings if you need to conligure a proxy server for a connection. C Never duil a connection Dial whenever a retwork connection is not presen if Aways duiling details connection Current default TOL_support Local Area Network (LAN) settings LAN Settings do not apply to dui-up connections. Choose Settings above for dairup settings.	Settings	Interference       Presentation       Server Applications         Interference       Server Applications       Interference         Interference       Server Applications       Server Applications         Interference       Server Applications       Server Applications         Interference       Server Applications       Server Applications         Interference       Server Applications       Server Applicationserver         In	tion Server applications. at you can use. Click an oct applications. Click by its contents. If you b desk or system ages that may occur.
OK Care Disconnect	Log Off	Procy server Use a procy server for your LAN (These settings will not apply to dial-up or VEN connections). Address: [procy Fort: [80] [Advanced] [87] Decress procy server for local addresses OK Cancel	lection.

As shown in the screen grab above, follow these steps:

- In your Internet Explorer browser, open the Tools Menu and select Internet Options
- Click the Connections Tab
- Click LAN Settings
- Tick only the box "Automatically Detect Settings"

To set up an Internet connection, click       Setup.         Diak up and Vitual Private Network: sating:       Add         Choose Sating: if you meed to configure a proxy server for this connection (These satings will not apply to click an applications. and preventions and preventions connections;       Address: proxy server for this connection (These satings will not apply to click an applications.         Lawar Network [LAN] sating:       Diak up satings       Diak up satings       Addresses         LAN Settings above for daily promections.       LAN Settings       Met anne:       TOL_support       Properties         Data       Addresses	eneral Security Privacy Content Connections	Programs Advanced	TO _ support Californ	2 v v
	To set up an Internet connection, click     Setup     Setup     Connection to 0199331111     Connection to 0199331111     Connection to 0199331111     Connection to 0199331111     Choose Settings I you need to configure a provy server for a connection.     C Never dail a connection.     C Local Area Network. [LAN] settings     Dix on tappi to dailup connections.     Choose Settings above for dailup settings.     Dix Dix Dix Dix Dix Dix Dix Dix Dix	Add  Personance   Add  Personance   SetUrgs  rd  SetUrfred  rd  Cel Appy	TDL_support Settings         Automatic configuration         Automatic configuration may override namual settings. To ensure to use of namual settings, disable automatic configuration.         If Automatically detect settings         Use automatic configuration script         Address         Phasy server         Use a proxy server for this connection (These settings will not apply to other connections).         Address         Dial-up settings         User name:         TOL_support         Properties         Password:         Advanced         Domain:	n Server applications. you can use. Click an applications. Click y its contents. If you desk or system ges that may occur. action.

As shown in the screen grab above, follow these steps:

- 1. In your Internet Explorer Browser, open Internet Options from the Tools Menu.
- 2. Click on Connections Tab
- 3. Click on Settings
- 4. Only tick the box "Automatically Detect Settings

## C.3 TENGRAPH® Session Terminating.

Firewalls with a low timeout setting for the Transmission Control Protocol (TCP) connections will experience automatic disconnections from TENGRAPH with varied timeframes depending on their usage. The timeout setting on the firewall for TCP connections should be set to 1800 seconds or higher. If a proxy server is being used then the timeout setting for firewall/proxy connections should also be increased to 1800 seconds or higher.

#### C.4 Unable to View TENGRAPH® Online login page.

Ensure your firewall allows the HTTPS protocol (http over TLS/SSL) through, which runs on port 443. This port is used to ensure a high level of security and for the encryption of all data. Previously DMP had run Citrix over its default ICA protocol port 1494.

The initial connection to Citrix is made with a web browser on port 443 via the following URL:

#### URL: https://tgol.dmp.wa.gov.au/Citrix/AccessPlatform/site/default.aspx

A window will open which uses an ICA client type connection which runs over port 443 for the connection and the data again is encrypted.

It is recommended that you download version 8 or above of the Citrix client which fully supports the HTTPS protocol.

### C.5 TENGRAPH® Screen Not Displaying.

After Citrix Web Interface logon, when attempting to access TENGRAPH from the 'green/truck' icon and the ICA box flashes momentarily on the screen then disappears. Assuming that the Citrix software has been successfully installed, the problem is likely to be the connection launch not finding the Citrix program.

To associate the Citrix program with the ICA Launch, follow these steps:

- 1. Right click on Start at the bottom of your screen.
- 2. Left click on Explore.
- 3. Click on Tools from the menu bar.
- 4. Click on Folder Options.
- 5. Select the File Types tab.
- 6. Scroll down to 'ICA Citrix ICA Connection' and left click it.
- 7. In the details section, this connection should open with 'Citrix ICA Client Engine (Win32)'.
- 8. If some other program is displayed here, click Change to bring up the 'Open With' dialog box.
- 9. Select 'Citrix ICA Client Engine (Win32)' from the list and click OK.
- 10. Click OK or Close on the Folder Options box.

#### Back to top

# **Printing Problems**

- 1. TENGRAPH® map not printed to scale
  - In the PDF print setup dialog select "None" from the Page Scaling options.
- 2. I have not received my PDF
- First check that your current email address has been registered in Single sign on. Update new email address as required.
- There is a problem with DMP's printer server. Contact the department's IT Service Desk.

# **Usage Suggestions and Tips**

Blank screen when using TENGRAPH® On-line.

Occasionally the main TENGRAPH® window may go completely blank (i.e. black). If this happens refresh the screen by pressing F5 (or by selecting 'Refresh screen' from the 'View' menu.

#### Back to top

# **Macintosh Users**

#### Frequently asked questions

Macintosh users are advised to remove all previous Citrix clients and download the latest Citrix web client for their Mac Operating System.

This download is installed by following the prompts. Once installed TENGRAPH® can be accessed through Internet Explorer in the normal manner. Depending on the level of security you have on your browser, you may get some security messages to which you should answer "Continue."

The Department of Mines and Petroleum provides only limited support for users of Macintosh computers and the associated Internet browsers running on them.

#### Back to top

# **Further Assistance**

If you have any problems, questions or bug reports related to DMP's computer systems please contact our IT Service Desk.

#### Back to top

Page last modified: 11-Jul-2013 <u>PDF</u> | <u>Print</u> | <u>Share</u>