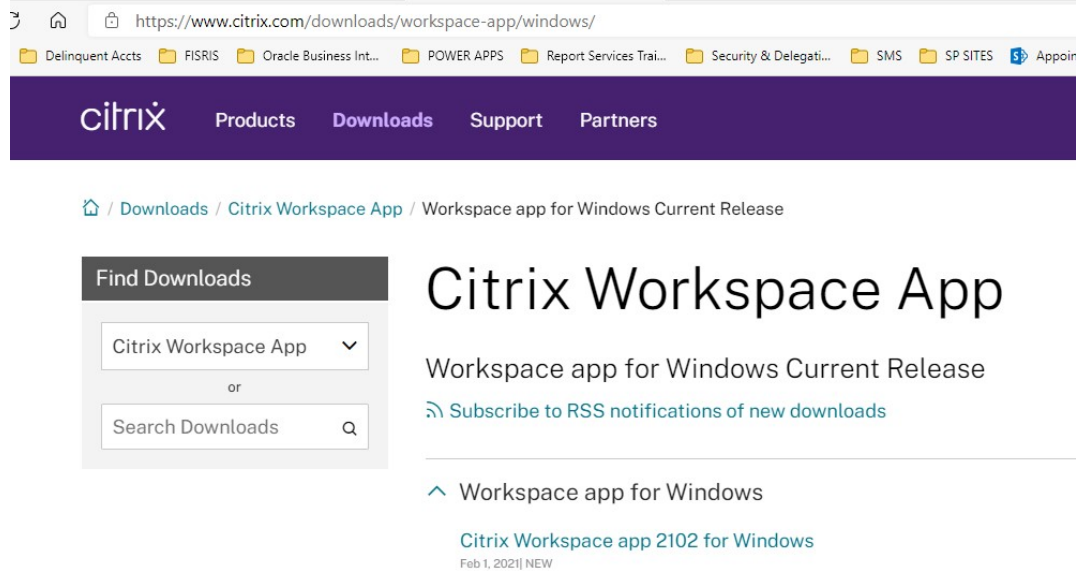


## ORBITS INSTALLATION INSTRUCTIONS/TROUBLESHOOTING

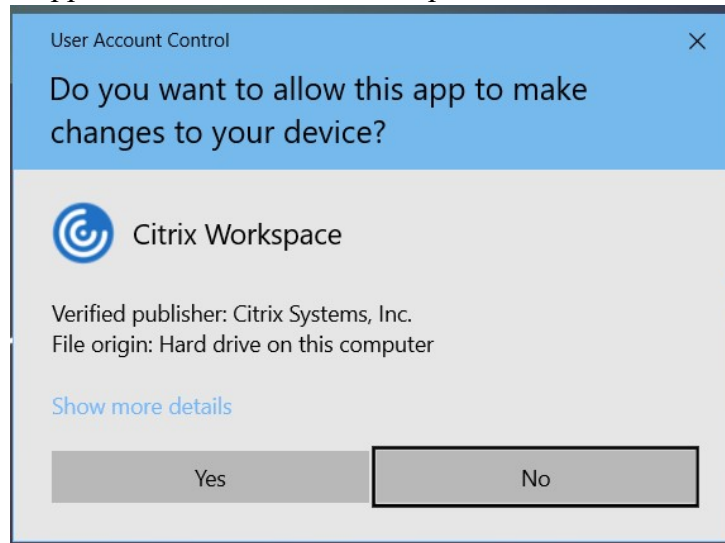
### INSTALL THE CITRIX WORKSPACE ON THE COMPUTER



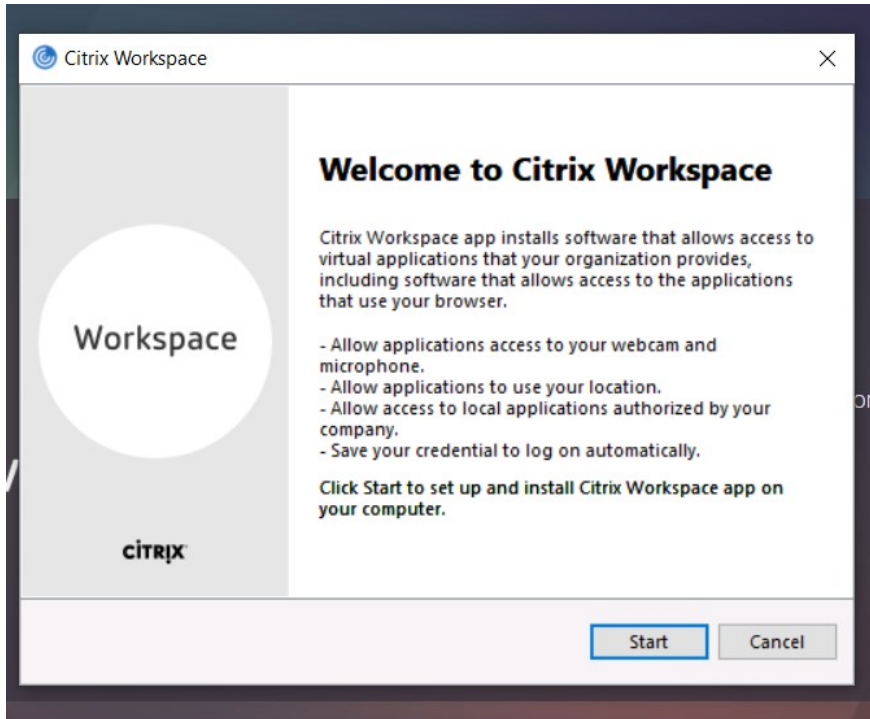
The screenshot shows the Citrix website's download page for the Citrix Workspace App on Windows. The browser address bar shows the URL: <https://www.citrix.com/downloads/workspace-app/windows/>. The page features a purple navigation bar with the Citrix logo and links for Products, Downloads, Support, and Partners. Below the navigation bar, the breadcrumb trail reads: / Downloads / Citrix Workspace App / Workspace app for Windows Current Release. A search box on the left is labeled "Find Downloads" and contains "Citrix Workspace App" in a dropdown menu and "Search Downloads" in the input field. The main heading is "Citrix Workspace App" with the subtitle "Workspace app for Windows Current Release". A link to "Subscribe to RSS notifications of new downloads" is present. Below this, a link for "Workspace app for Windows" is shown, followed by a link for "Citrix Workspace app 2102 for Windows" with a "NEW" badge and the date "Feb 1, 2021".

- Open your browser to <https://www.citrix.com/downloads/workspace-app/windows/>
- Download the latest version of the Citrix Workspace from Citrix website link above.

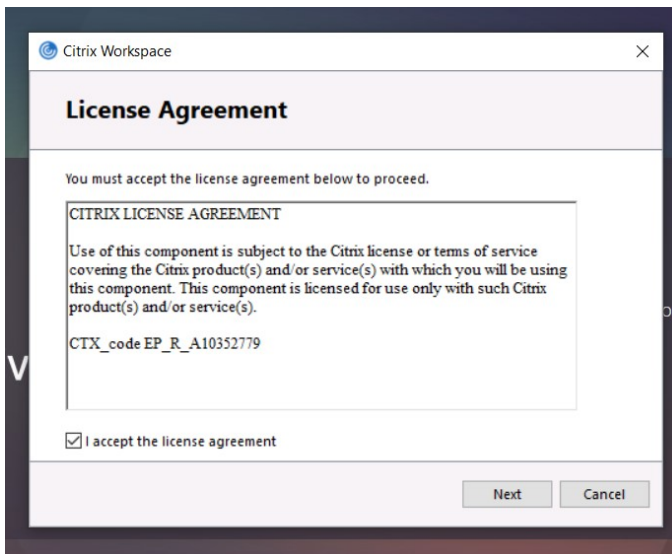
The CitrixWorkspaceApp.exe will be downloaded, open the file when the download is complete.



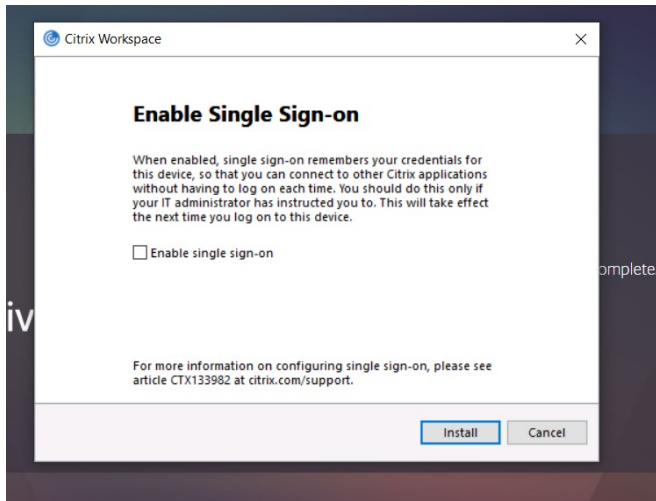
The popup above will open, click the "Yes" button



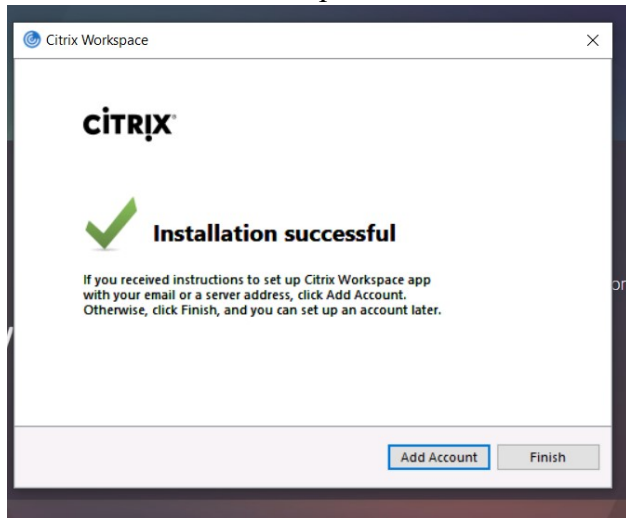
- Click "Start" button



- Click the "I accept the license agreement" checkbox
- Click the "Next" button.



- Click "Install" button.
- The Citrix Workspace will Initialize and install



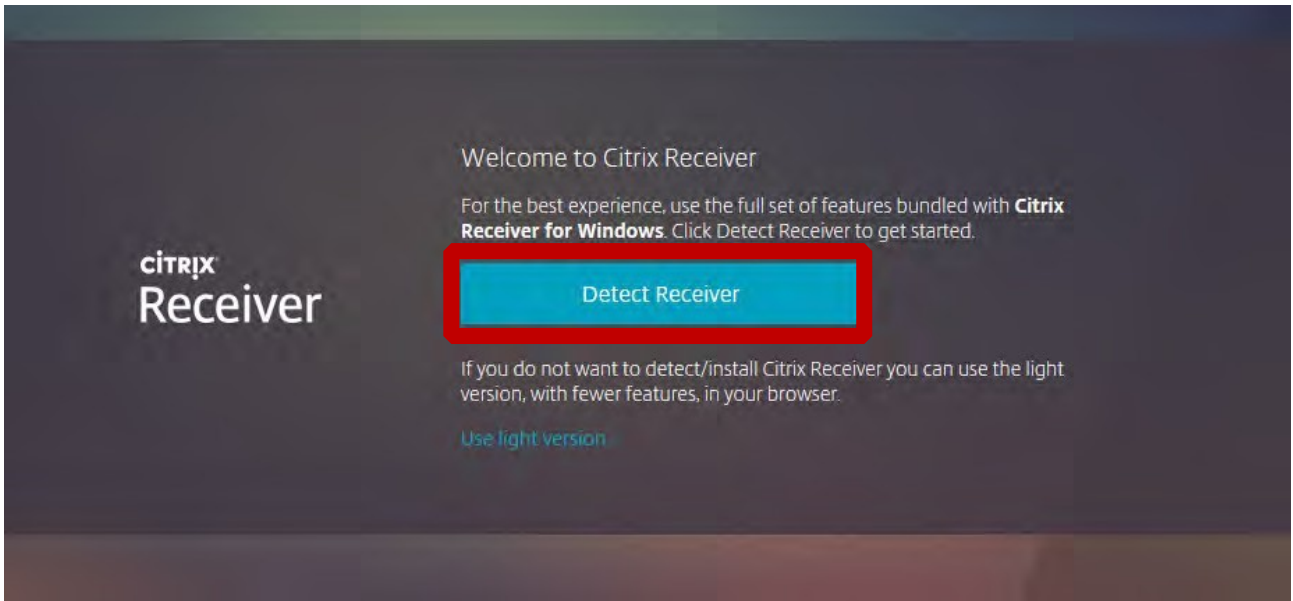
- Click the "Finish" button.

Have user login to the Citrix site with their credentials:

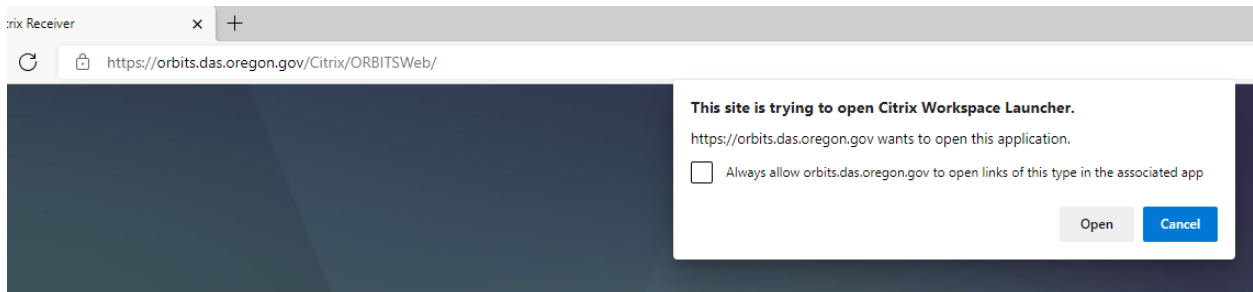
- <https://orbits.das.oregon.gov>

A screenshot of a Citrix Gateway login page. The background is dark grey. On the left, the text "Citrix Gateway" is displayed in white. On the right, there is a login form. At the top right of the form area, it says "Please log on. For assistance contact DAS-IT 503-378-2135". Below this, there are two input fields: "User name" and "Password". At the bottom right of the form area, there is a blue button labeled "Log On".

Enter your username and your new password you entered above.



- Click Detect Receiver
- If you don't get the "Detect Receiver" Screen
  - Choose the Gear Icon in the upper right
  - Choose Account Settings
  - Choose Change Citrix Receiver
  - Choose the Detect Receiver Button

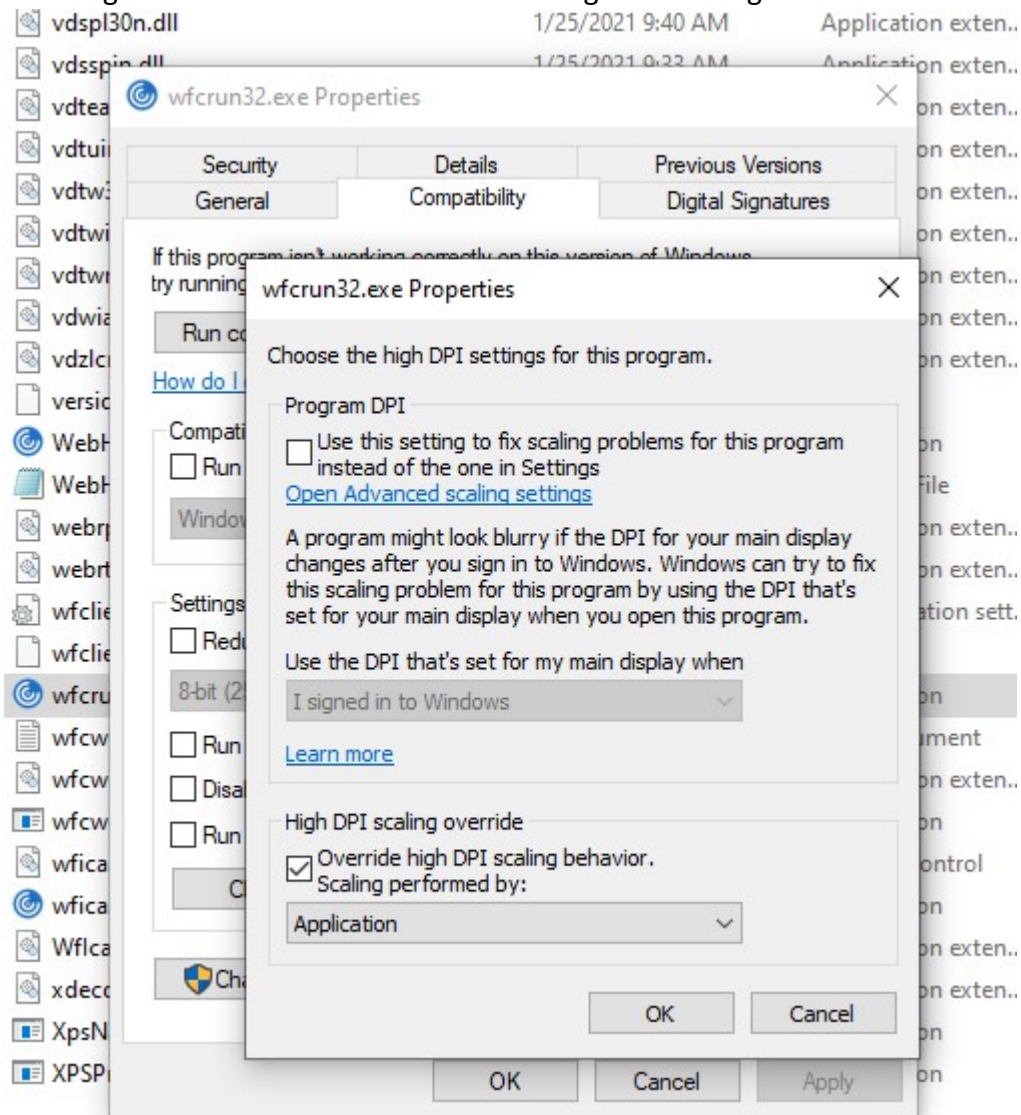


- Popup opens - Check the checkbox "Always allow anywhere.das.oregon.gov to open links of this type in the associated app."
- Click the "Open" button.
- The screen will open to the Orbits application.

### Troubleshooting

- **User has two monitors of different size and ORBITS Windows look funny and mouse doesn't work right. Turn Off High DPI Scaling Behavior**

- Go to C:\Program Files (x86)\Citrix\ICA Client
- Scroll to the bottom and there are two exe's you will need to modify.
- Right click on **wfcrun32.exe** -> click Properties->click Compatibility->Click Chang High DPI Settings -> then check the box "Override high DPI scaling behavior".



- Click OK and then do the same for the **wfica32.exe**

	vdtwn.dll	12/8/2020 1:55 AM	Appl
	vdwia.dll	12/8/2020 2:07 AM	Appl
es	vdzlc.dll	12/8/2020 1:57 AM	Appl
	version.dat	12/8/2020 2:01 AM	DAT
	WebHelper.exe	12/16/2020 11:36 AM	Appl
	WebHelper.exe.config	12/16/2020 11:09 AM	CONI
	webrpc.dll	12/8/2020 1:42 AM	Appl
TESTI	webrtc_codec.dll	12/8/2020 1:41 AM	Appl
	wfclient.ini	1/21/2021 1:37 PM	Conf
	wfclient.src	12/8/2020 1:35 AM	SRC I
	wfcrun32.exe	12/8/2020 2:09 AM	Appl
	wfcwin32.log	1/21/2021 1:37 PM	Text I
	wfcwinn.dll	12/8/2020 1:57 AM	Appl
	wfcwow64.exe	12/8/2020 2:12 AM	Appl
	wfica.ocx	12/8/2020 2:07 AM	Activ
	wfica32.exe	12/8/2020 2:09 AM	Appl
	WflcaLib.dll	12/8/2020 1:35 AM	Appl
	xdecode.dll	12/8/2020 1:53 AM	Appl
	XpsNativePrintHelper.exe	12/8/2020 2:02 AM	Appl
	XPSPrintHelper.exe	12/8/2020 2:12 AM	Appl

- Login into Orbits fresh and make sure his printers are displaying
- Click on File-> Printer Setup all the user's printers should display.