

# User To Do's to connect to UDOT's Project Development Business System:

November 19, 2007

- 1) At UDOT's Plan Sales Desk, Calvin Rampton Building, 4<sup>th</sup> floor:
  - a) Sign a UDOT license agreement.
  - b) Pay the appropriate fee for usage of UDOT's Citrix Windows Server 2003's Microsoft Client Access License (CAL). A CAL is required for each UserID requested.
  - c) If a Windows 95 or Windows 98 client is to be used to connect to UDOT's Citrix Windows Server 2003, pay an additional fee for upload and usage of UDOT's Microsoft Terminal Services Client Access License (TS-CAL). A TS-CAL is required for each Windows 95 or Windows 98 client.
  - d) UDOT will assign you a **UserID** and **Password** to be used to connect to Citrix and PDBS.
- 2) Download and Install the Citrix ICA Client from <http://www.udot.utah.gov/citrix/pdbs/pdbs.htm>.  
**NOTE:** This requires Internet Explorer 5 or higher. Netscape is NOT supported.
  - a) To download the Citrix Client, select **Full Citrix Client** from the above noted Utah Department of Transportation PDBS web page as shown in the graphic below.

**UDOT**  
GOING THE EXTRA MILE

Citrix Applications

This page provides access to UDOT apps. Please read instructions!

### PDBS

**NEW PRINTING PROCEDURES - We are now using a new Universal Print Client called UniPrint. This requires that the UniPrint client be installed on each pc as well as the full Citrix client. These clients are available below -**

- Download the [Full Citrix Client](#)
- Download the [UniPrint Client](#)

NOTE - If you do not install and configure UniPrint you will not be able to print!

Here are the installation instructions -

- [PDBS Citrix Installation Instructions](#)

NOTE - UniPrint client requires that .NET Framework 2.0 be installed on your computer. If you do not have it installed you will receive an error and the install will not complete. You will need to install .NET Framework either from Microsoft's website, windows updates or [here](#).

Click link to launch application:

-  [PDBS](#) (Production)
-  [PDBS\\_AT](#) (Test Data Only)
-  [PDBSvb](#) (Beta - Do not use)

Troubleshooting Tips:

- Try reinstalling the Citrix ICA client.
- Make sure your id and password was entered correctly, no caps lock, etc.

Problems?  
Contact [UDOT Technical Support](#)

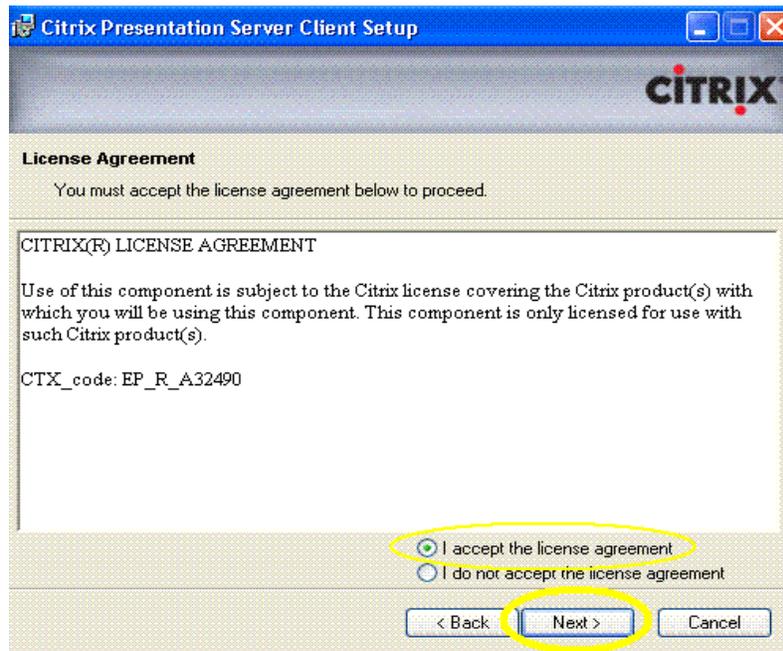
# Full Citrix Client Install Instructions

NOTE - This is a required install before you can install the UniPrint client. If you already have the full citrix client installed then you can skip this install and goto the UniPrint Client install. To check if you already have the full citrix client installed goto your Control Panel, Add/remove Programs and look for "Citrix Presentation Client". If it is there, proceed to the UniPrint Client install.

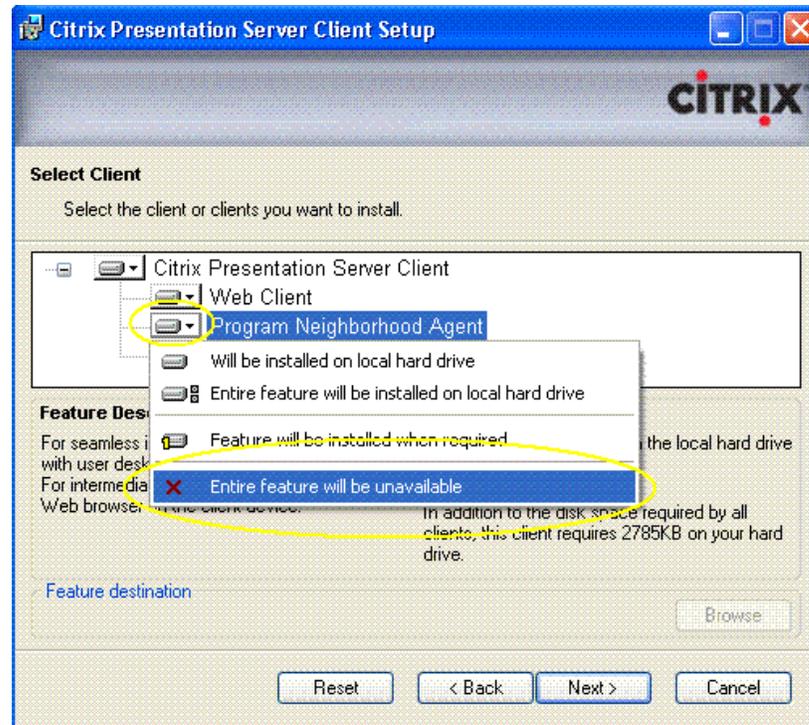
1. Click the "Full Citrix Client" link on the PDBS web page - <http://www.udot.utah.gov/citrix/pdbs/pdbs.htm> then click "run" if asked again, click "run" again.
2. At the "Welcome" click "Next".



3. At the "License Agreement" screen, select the "I accept the license agreement" button. Then click "next".



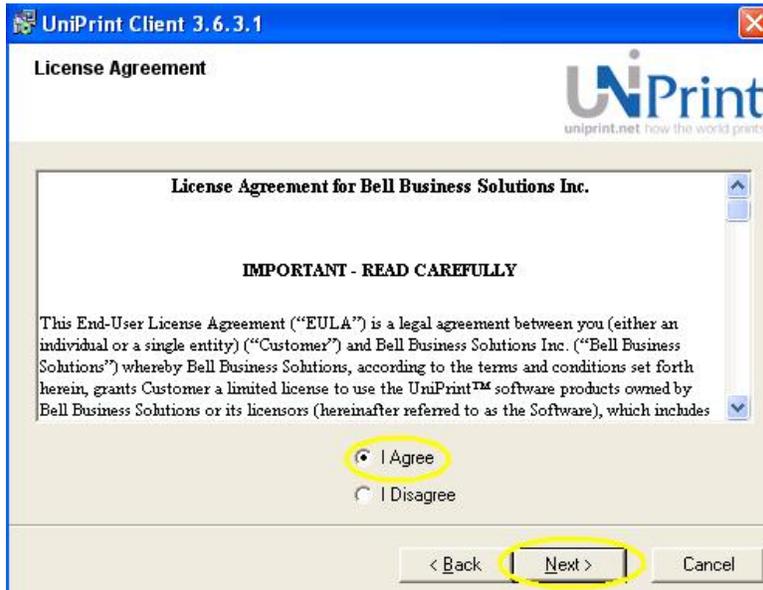
- At the “Select Client” screen, click on “Program Neighborhood Agent” and select “Entire feature will be unavailable”. Then click “next”.



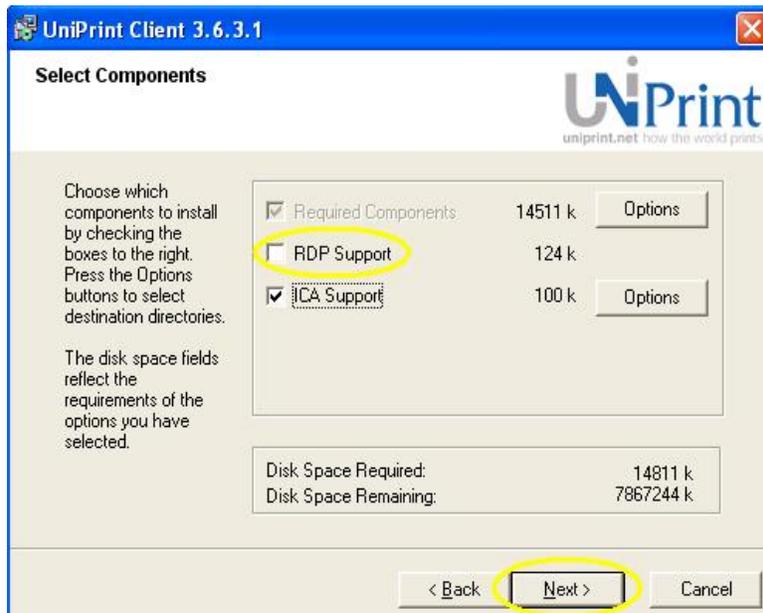
- At the “Select Program Folder” screen, click “next”.
- At the “Client Name” screen, click “next”.
- At the “Use Local Name and Password” screen, verify that “No” is selected then click “next”.
- At the “Program Neighborhood Options” screen, click “next”.
- At the “Ready to install” screen, click “next”.
- When it has finished installing, click “Finish”.

# UniPrint Client Installation Instructions

11. Click the “UniPrint Client” link on the PDBS web page - <http://www.udot.utah.gov/citrix/pdbs/pdbs.htm> then click “run” if you get the “publisher could not be verified” warning, click “run”.
12. At the “License Agreement” screen, select “I accept the license agreement”. Then click “next”.



13. At the “Select Components” screen, Deselect the “RDP Support” button and click “next”.



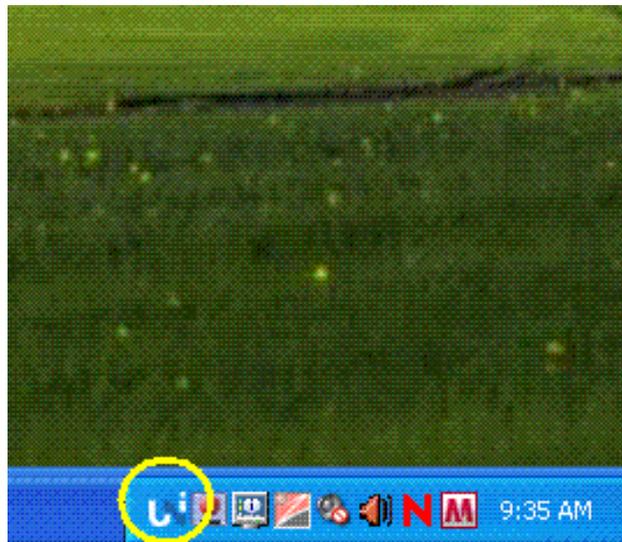
14. At the “Start Installation” Screen, click “next”.
15. After the install is finished, click “Finished”.
16. Please reboot your computer.

# UniPrint Client Configuration Instructions

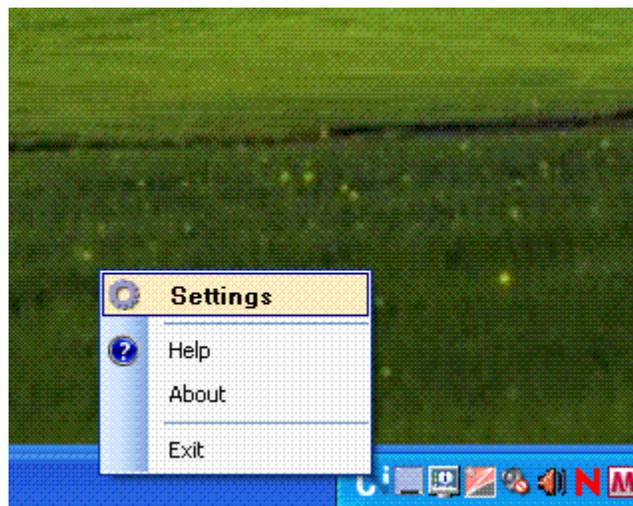
UniPrint Client monitors for incoming print jobs and then processes them in a variety of user configurable ways. Print jobs (PDF files) can be printed automatically, previewed or saved.

By default UniPrint prints directly to you default printer. You can change this to preview your document as a PDF at which point you can either save it directly to your hard drive as a PDF or print or both.

17. Locate the UniPrint client icon down in your system tray



18. Right click the UniPrint icon, click “settings”.



19. Under the “General” tab, select the “Preview with UniPrint” button.



Click “Apply” then click the “OK” to close.

## Login to PDBS - Launch Program

Note: The following may appear or it may not appear until you try to connect to PDBS (see “To connect to PDBS, ...” below). The Microsoft Windows Server 2003’s “Log On to Windows” window will appear but the following “ICA Connection Center” window will **also** appear. Before entering in your logon information, **uncheck** the “Always ask before disabling this feature” and click the ‘OK’ button.



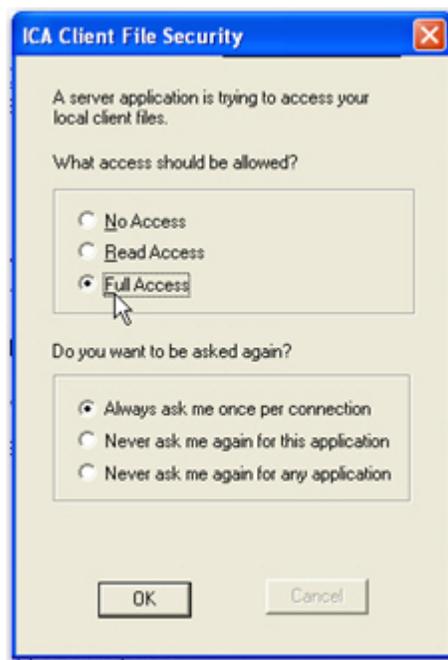
### 20. To connect to PDBS, go to UDOT’s web page:

<http://www.udot.utah.gov/citrix/pdbs/pdbs.htm> and click on PDBS. Enter on the Microsoft Windows Server 2003’s “Log On to Windows” window, in lower case, your UDOT-assigned UserID in ‘User name’ and your UDOT-assigned Password in ‘Password’. ‘Log on to’ should already be set to COUDOT. Now click on ‘OK’. This will connect you to UDOT’s Citrix server and automatically connect you to PDBS. If you are a contractor, change the ‘Log on to’ to “UTSTSRCOTS04 (this computer)”. To logon to PDBS enter you PDBS ‘User ID’ and ‘Password’.

Note: Enter on the Microsoft Windows Server 2003’s “Log On to Windows” window, in lower case, your UDOT-assigned UserID in ‘User name’ and your UDOT-assigned Password in ‘Password’. ‘Log on to’ should already be set to “COUDOT”. Now click on ‘OK’. If you are a contractor, change the ‘Log on to’ to “UTSTSRCOTS04 (this computer)”. This will connect you to UDOT’s Citrix server and automatically connect you to PDBS. To logon to PDBS enter your PDBS ‘User ID’ and ‘Password’. Note: Your Citrix and your PDBS userid or password might be different.



Note: When the user attempts to connect to PDBS via Citrix the following popup window (“ICA Client File Security”) may display. **Always change the radio button from “No Access” to “Full Access”.** Also, optionally, click on the “Never ask me again for this application” so that this popup window will not appear the next time a logon is attempted. Click on “OK” to continue with the Citrix logon:



**NOTE:** If your company or organization uses a **firewall**, your network’s firewall may have to be opened for **TCP** port address **1494** ICA (UDOT’s Citrix server), **UDP** port **1604** ICA browser, and possibly the Citrix server’s IP address of 168.178.120.72.

21. **If you are having problems, please contact your system administrator.** Also see the next page.

## Troubleshooting:

**Problem:** Your printer is not in the list of printers to select for printing PDBS output or your printer is in the list of printers to select for printing PDBS output but the output does not appear on the printer.

Verify that UniPrint is installed and configured per the instructions. When you click print, your print job will preview as a PDF at which time you can click save and save the PDF to a location on your local computer that you select.

**Problem:** You want to print to a PDF file but it is not working.

Possible Solution: "Full Access" was not set and needs to be reset. This can be done by deleting the webica.ini file in your PC's C:\Windows folder. The next time you try to print you may get a "ICA Client File Security" popup window asking about access, select the "Full Access" radio button and, optionally, also select "Never ask again for this application".

**Problem:** UDOT's Citrix server cannot be found or unable to connect to the server.

Possible Problem: An incorrect IP address was specified, if the Citrix ICA Client is being used, or your network has a firewall and is blocking the UDOT Citrix server port address.

Possible Solution: If you entered an IP address for UDOT's Citrix server, check to see if 168.178.120.72 was entered (previously the IP address had been 168.178.120.51 or 168.178.120.59). If your network has a firewall, make sure that it is opened for TCP port address 1494 ICA (UDOT's Citrix server) and UDP port 1604 ICABrowser.

Possible Solution: If you created a shortcut on your computer to the application from the PDBS web page, please delete the shortcut and try running it directly from the web page - <http://www.udot.utah.gov/citrix/pdbs/pdbs.htm>

**Problem:** Connection to UDOT's Citrix server no longer works correctly or login window flashes and disappears.

Possible Problem: A problem has occurred with your PC's Registry relating to the connection, an error has occurred with the network, or a change has been made to the server.

Possible Solution 1: Uninstall the Citrix Client and then reinstall the client from the UDOT web page (<http://www.udot.utah.gov/citrix/pdbs/pdbs.htm>).

Possible Solution 2: The fix is to delete the license key out of Windows' Registry and then run Citrix again. Editing Windows' Registry using Regedit could cause serious system problems if the user is not careful and it is suggested that your tech support personnel edit the registry. To edit the registry, delete the key "LICENSE000" from HKey\_Local\_Machine\Software\Microsoft\MSLicensing\Store. If they exist, also delete any other LICENSE001, LICENSE002, etc.