Citrix Frequently Asked Questions

1. What's the process to log on to SAP through Citrix?

   The URL for Citrix is https://remote.services.ncdot.gov
   See the startup guide at http://www.ncbussafety.org/BSIPconnection.html if you are
   a new user.

2. Why do I have to use Citrix to get to BSIP?

   Due to security concerns, the SAP Logon pad is no longer able to access the internal
   DOT network directly.

3. Do I need to use a particular browser to use Citrix?

   Most web browsers will launch Citrix successfully. IE 11 (or the Edge web browser)
   may need to be in compatibility mode. You can add the site to compatibility view
   settings using the tools menu in IE.

4. What do I do if I get an ICA file not found error when clicking on the NCDOT BSIP
   icon?

   Most likely your temporary internet files folder has too many files in it. Clear your
   temporary internet files and try again. [In Internet Explorer go to Tools/Internet
   Options and then choose to delete the temporary internet files.]

5. Can I connect to Citrix from somewhere other than my office?

   Yes, you may connect to Citrix from any computer, tablet, or smart phone with an
   appropriate web browser. You just have to install the Citrix receiver per the startup
   guide. Though we do not support it directly, there are version of the Citrix receiver
   for Linux, MAC OS X, as well as Android, Blackberry, iPhone, IPad, and Windows
   Mobile operating systems.

6. The Hard Copy print feature prints the drop-down box. How do I fix this?

   To Print a Hard Copy without the drop-down box:
   - Press CTRL+Shift+P
   OR
   - Click the same icon that you would to select 'Hard Copy' and press H instead of
     clicking

7. When I log out of SAP, why does my SAP logon pad disappear?

    This is the intended behavior to free server resources. Return to the Citrix webpage to log in again.

8. When downloading a file, where will it be saved and can I change the default location?

    When saving make sure you select a location local to your computer or one of your network drives. Citrix currently will map all drives mapped to letters on your computer.

    Do not use "Documents" "Downloads" or anything under "Favorites" because these places are on the Citrix Server itself and not accessible from your computer.

9. Why do my color settings disappear?

    Settings made under 'Customizing of Local Layout' such as color, screen size, insert/overwrite are specific to the Citrix server you're logged into. Since there are multiple servers currently you may need to change these settings multiple times.

10. Why can't I print out of SAP any more?

    If you're having trouble printing while using Citrix, please consult the Printing Problems and Printer Name Guidelines document at http://www.ncbussafety.org/BSIPconnection.html . You must log out of SAP and Citrix, and then log back in before any changes will take effect. If you continue to have problems printing, email the helpdesk.