

This document offers guidance for:

- IE browser settings to support Citrix (page 2). Do this for each computer.
- Installation of Citrix (page 11). Do this for each computer.
- A time-test of internet connectivity (page 16). You need to do this only once for your network.

To complete the Citrix install, you will also need the file named <ica32web.msi>, downloadable from the SCEIS website at

<http://www.sceis.sc.gov/content/implement/implementation-schedule.htm>

At the same location you will find the [Organization Technical Infrastructure Readiness Guide](#).

### **Purpose**

Use this procedure to adjust Internet Explorer's settings to accommodate full Citrix functionality.

### **Trigger**

Perform this procedure when installing a fresh copy of Citrix or adjusting Internet Explorer to accommodate an existing version of Citrix.

## Procedure

1. Start the transaction using the menu path or transaction code.

### Desktop



- 2.

Double-click Desktop control



**SCEIS > Home - Microsoft Internet Explorer**

**SCEIS > Home - Windows Internet Explorer**

http://www.sceis.sc.gov/

File Edit View Favorites Tools Help

SCEIS > Home Home - EC&C

**SCEIS**

Home | Projects | Background | Presentations | FAQ

Tuesday, January 27, 2009

**FIND A JOB with SCEIS**  
Current as of Jan 21

**Upcoming meetings** NEW

**Human Resources / Payroll Project**

**User Groups**  
Meetings schedule UPDATED Jan 21  
Subscribe for meeting notices

**Contact SCEIS**  
Contact Project Team members  
Email the SCEIS Team  
SCEIS Service Desk info  
Email the SCEIS Webmaster

**Preparation for Go-Live**  
Rollout schedules and information  
Agency Advocates and Agency Preparation  
Agency Support Teams NEW  
Agency Implementation Costs pdf 22 kb  
Data Preparation Guidelines  
Document Retention Guidelines  
Technical Infrastructure Readiness Guide

**The South Carolina Enterprise Information System**  
A project of the SC Budget and Control Board -  
Division of State Information Technology

**November 3 Go-Live touches all users**

When 13 additional agencies went live with the SCEIS system on November 3, 2008, their employees in finance and materials management areas saw big changes in their work lives. They've been preparing for this day a long time, and they have the support of the SCEIS Project Team as they begin using the new business system.

There are changes for the already-live SCEIS users, too, although those changes are much smaller. Keep in touch with system changes through the regular System Updates.

The November 3 implementation brought to 30 the number of agencies, plus the State's central purchasing offices, using the new system. Additional agencies will go live in Phase 3 one year later, on November 2, 2009. In Phase 4, on May 3, 2010, four more state agencies will go live, completing the single, statewide SCEIS system.

**Mission Statement** UPDATED Jan 13

*The South Carolina Enterprise Information System (SCEIS) will **standardize and streamline business processes** within the government of South Carolina, using best business practices to achieve cost-effective and efficient delivery of services.*

*Timely, accurate and complete information provided through SCEIS will empower decision-makers, insuring transparency and improving the way government works for the citizens of South Carolina.*

**Useful links**  
System messages UPDATED Jan 21  
Email a SCEIS Help Request  
SCEIS Service Desk info  
Driving directions for frequently-used meeting spaces  
Citrix entry page (login required)  
Online Vendor Registration  
SC Vendor Master files (login required)  
SCEIS SRM (login required)  
Forms to request Access Changes or Changes to the System  
Project Team MyFiles (login required)  
Project Team WebMail (login required)

**Training**  
Scheduling notes  
GeoLearning learning management system (login required for course registrations)  
Online Course Materials  
Training Practice System (login required)  
SCEIS uPerform Performance Mgt System

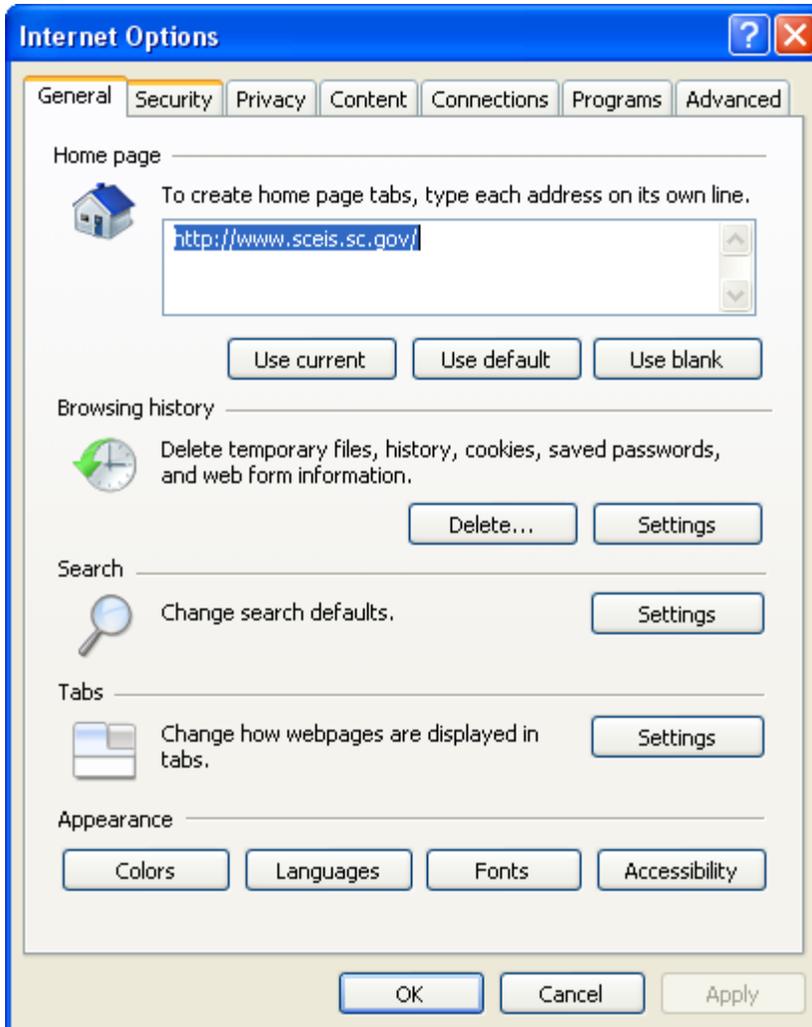
**Agency Support files**  
Finance

**FAQs**  
Conference call tips

3. Click Tools main menu **Tools**.

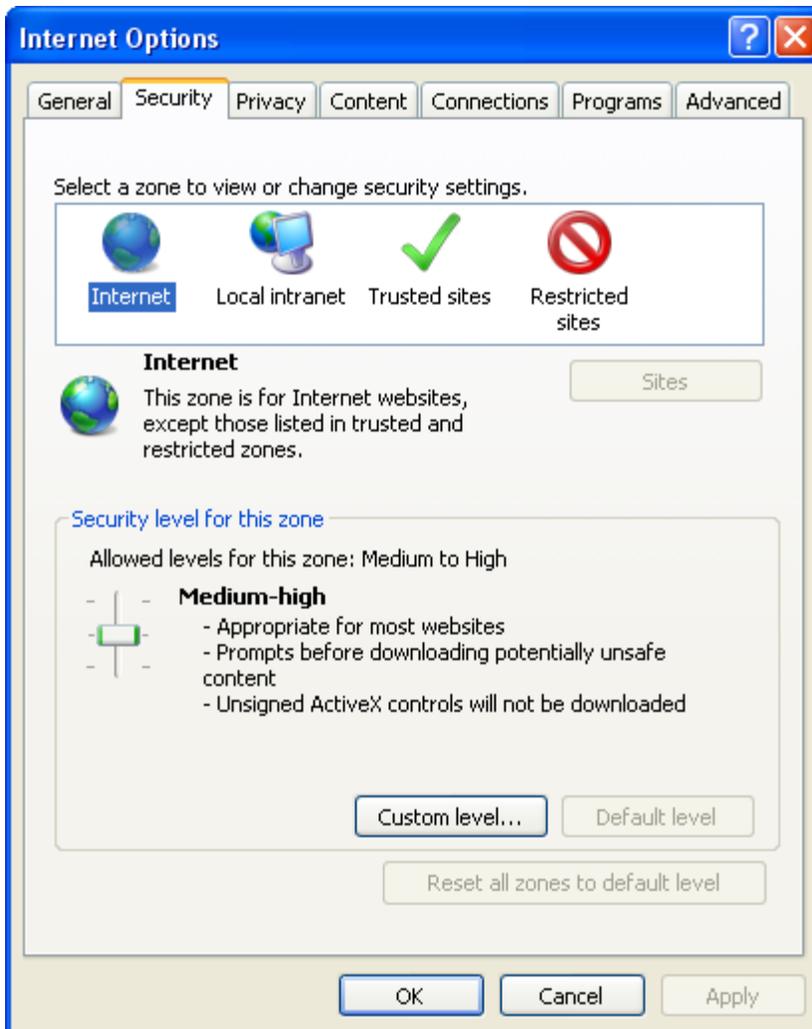
4. Click Internet Options menu item **Internet Options**.

## Internet Options



5. Click Security tab control **Security**.

## Internet Options



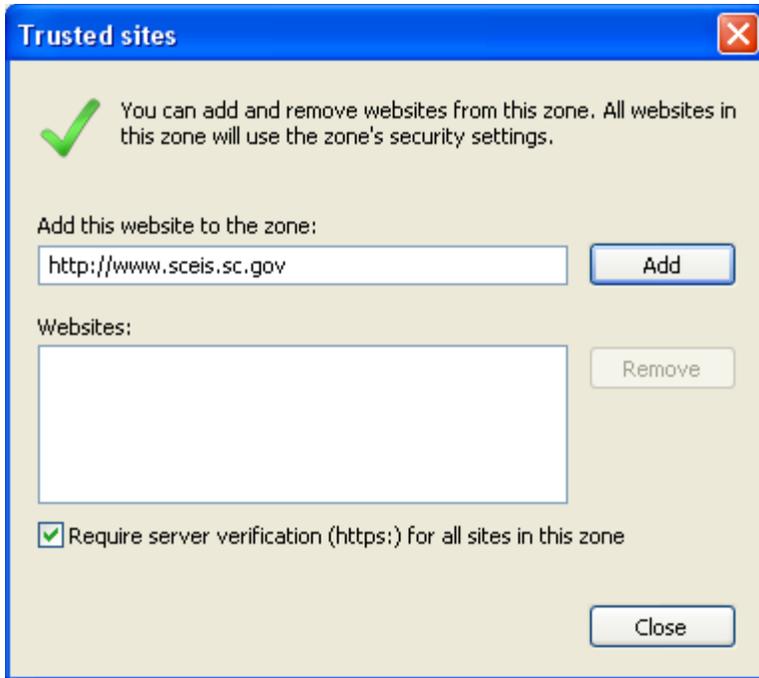
6.

Click Select a zone to view or change security settings. control Trusted sites .

7.

Click Sites button  .

**Trusted sites**



8. As required, complete/review the following fields:

Field	R/O/C	Description
Add this website to the zone:	R	<b>Example:</b> https://sceisgateway.sc.gov

9. Click Add button .

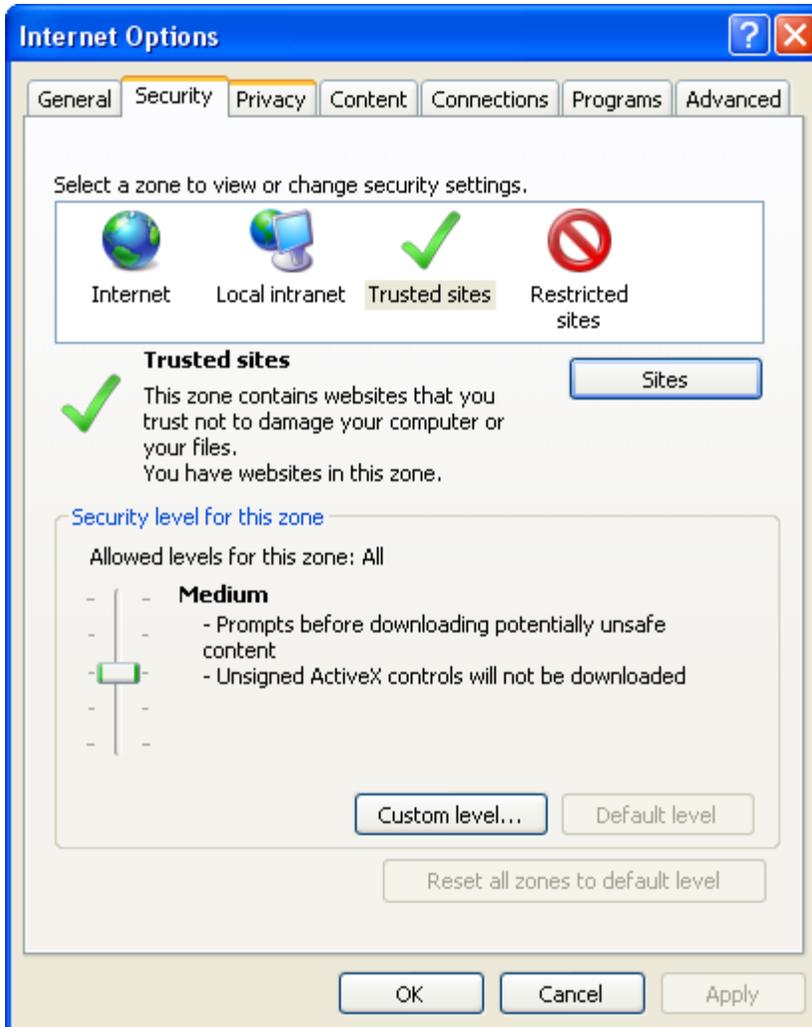
10. As required, complete/review the following fields:

Field	R/O/C	Description
Add this website to the zone:	R	<b>Example:</b> https://srmwebgui.sc.gov

11. Click Add button .

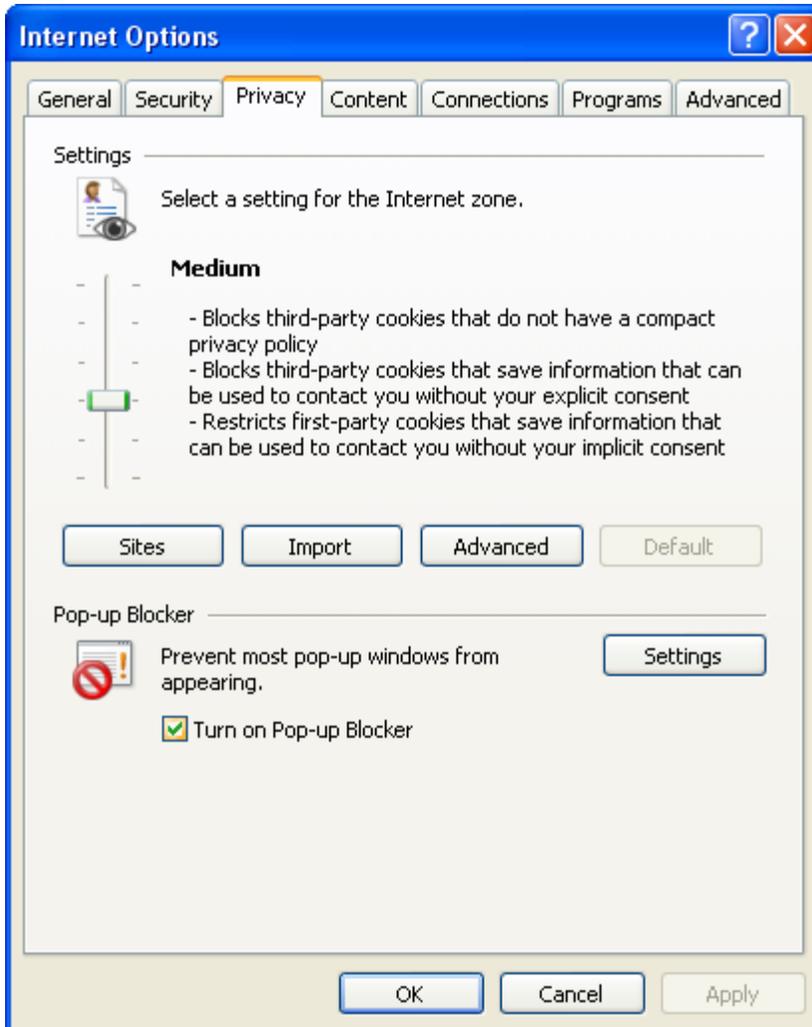
12. Click Close button .

## Internet Options



13. Click Privacy tab control **Privacy**.

## Internet Options



14. Clear the Pop-up Blocker check box  Turn on Pop-up Blocker

15. Click Apply button

16. Click OK button

**Result**

You have now added <https://sceisgateway.sc.gov> and <https://srmwebgui.sc.gov> as trusted sites and successfully turned **OFF** the Internet Explorer pop-up blocker.

**Purpose**

Use this procedure to install the ica32web.msi file. This file is needed in order to access SAP through Citrix.

**Trigger**

Perform this procedure when the Citrix ica32web.msi file is not installed or not working properly.

**Prerequisites**

- Ensure that <https://sceisgateway.sc.gov> is a trusted site.
- Ensure that <https://srmwebgui.sc.gov> is a trusted site.
- Ensure that the Internet Explorer pop-up blocker is turned **OFF**.

## Procedure

1. Start the transaction using the menu path or transaction code.

### Desktop



- 2.

Double-click Desktop control



**Open File - Security Warning**

3. Click Run button .

**Citrix Presentation Server Client Setup**

4. Click Next > button .
5. Click I accept the license agreement radio button  I accept the license agreement .
6. Click Next > button .
7. Click Next > button .
8. Click Next > button .
9. Click Finish button .

## Result

You have now successfully installed the ica32web.msi file. You should now be able to login to the <https://sceisgateway.sc.gov> and access SAP.



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# Citrix Connectivity Test

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# Purpose

- Tests Agency firewall/network configuration to ensure stability of the Citrix connection.

From Internet Explorer, navigate to <https://mywts.sap.com>

WTS@SAP - Windows Internet Explorer

https://mywts.sap.com/Citrix/MetaFrame/

File Edit View Favorites Tools Help

WTS@SAP

SAP | WTS@SAP

Log in

User name:

Domain Pwd (SAP\_ALL):

PASSCODE:

Advanced Options <<<<

Client type  
Local Client

Log In

Copyright/Trademark | Privacy | Impressum

Done

Internet

100%

WTS@SAP | EMEA | API | Download Center | FAQ

**Welcome**

**Please log in**

To log in to MetaFrame Presentation Server, enter the credentials required, and then click Log In.

If you do not know your log in information, please contact your help desk or system administrator.

**Message Center**

The Message Center displays information or error messages that may occur.

There is no need to log in. Just click here



WTS@SAP

### Philadelphia

- [Office](#)  
For standard Office Usage
- [Training](#)  
For standard Training Usage

### Palo Alto

- [Office](#)  
For standard Office Usage

### Business Objects

- [Business Objects @ SAP](#)  
WTS Farm for Business Objects user, only available from Business Objects network

### Test Connection

- [Test Connection](#)  
Test if your firewall holds the connection for up to 2 hours.
- [Latency Test Philadelphia](#)  
Provides a snapshot of the round trip time it takes in mill seconds for a packet to travel from your Internet connection directly to each hop between you and SAP's Network.
- [Bandwidth Philadelphia](#)  
Provides a snapshot reading of the downstream available bandwidth from your Internet connection to SAP.
- [Latency Test Palo Alto](#)  
Provides a snapshot of the round trip time it takes in mill seconds for a packet to travel from your Internet connection

Click here

Applications 

Top Up

Click here to start Test Connection

Log Out

Welcome

MetaFrame Presentation Server Applications

Welcome to your personalized view of your MetaFrame Presentation Server applications. The Applications box contains icons for the applications that you can use. Click an icon to launch an application. Click Refresh to view the latest applications. Click Settings to change your settings. Click a folder icon to display its contents. If you have problems using an application, please contact your help desk or system administrator for more information.

Message Center

The Message Center displays any information or error messages that may occur.

Click here



**SAP**

SAP IT

Test Page



## CSG Test Environment

You have successfully logged in to the CSG test environment. This page tests the stability of your connection over a period of time. We recommend that you stay connected thru the duration of the test. The clock will count down and display "Successfully Finished!" after 2 hours.

If the connection is lost during this period, please check your enterprise proxy settings, to allow https streaming.

**DO NOT MINIMIZE THIS WINDOW !**

# 01:59:46



# Notes

- You may be prompted by IE to allow “wfica,” an ActiveX control.
- To have a stable Citrix session, https (port 443) streaming must be allowed
- Please allow the test to run for the full 2 hours.
- If there are issues with the test, do not contact technical support for this website. Contact Richard Wicker, [richard.wicker@sceis.sc.gov](mailto:richard.wicker@sceis.sc.gov), 803-734-3868.
- Please notify Richard Wicker upon successful completion.