



GRUBB & ELLIS.

From Insight to Results

Citrix Installation Instructions

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Citrix Installation Instructions



To begin you will need to access the Grubb & Ellis Client Connection Online page at the web address listed below:

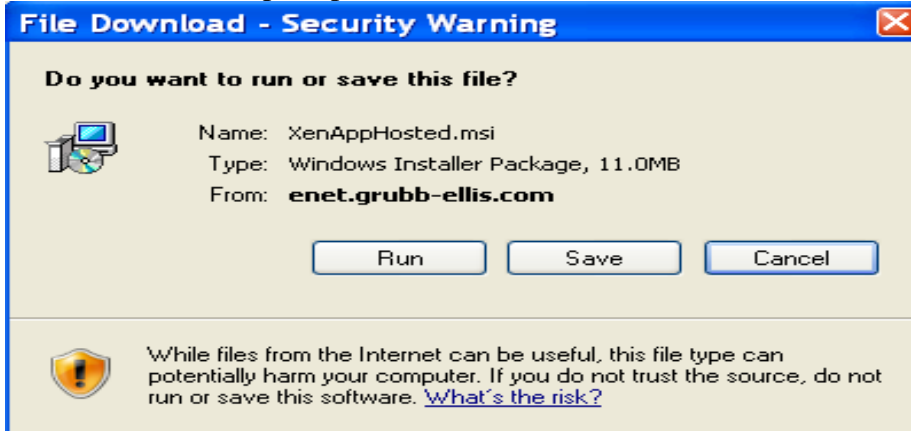
<http://www.grubb-ellis.com/Company/ClientsOfficesPeople.aspx>

On the Grubb & Ellis web page you will see a section entitled “**For Clients requiring the Citrix Client Software, please click below**”. Select the link for the “**Citrix Client Software Download**” and follow the listed prompts.

Step 1:

The link on the G&E web page will open the **XenAPPHosted.msi** file.

- Select “**Run**” when prompted to run or save this file.



- Select “**Next**” to continue when prompted with the Citrix Installation screen.



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- Select the radio button to “Accept the License Agreement”
- Then select “Next” to continue.



- 1st select the icon next to “Citrix XenAPP Web Plugin” and then select “Feature will be installed when required”.

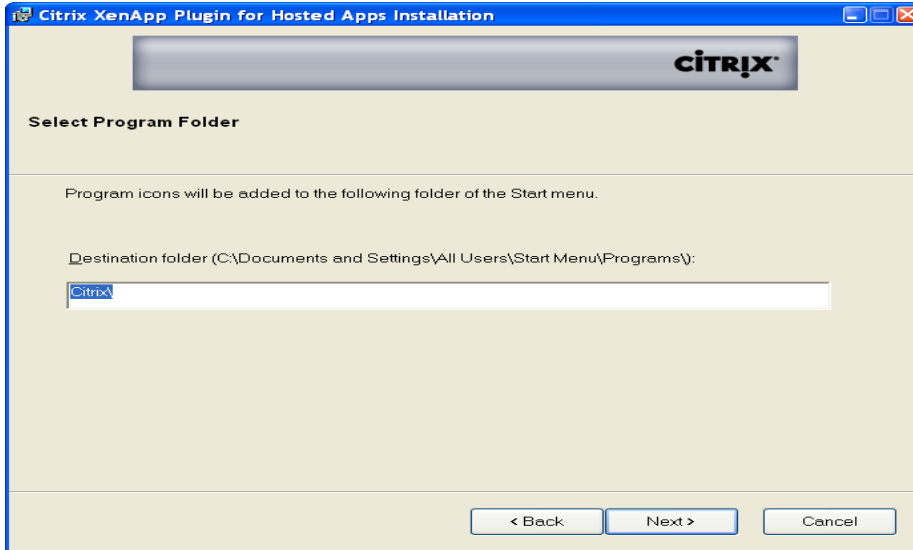


- 2nd select the icon next to “Citrix XenAPP Plugin” and then select “Entire Feature will not be installed”.
- 3rd select the icon next to “Program Neighborhood” and then select “Entire feature will be installed on local hard drive”.
- Click NEXT to continue.

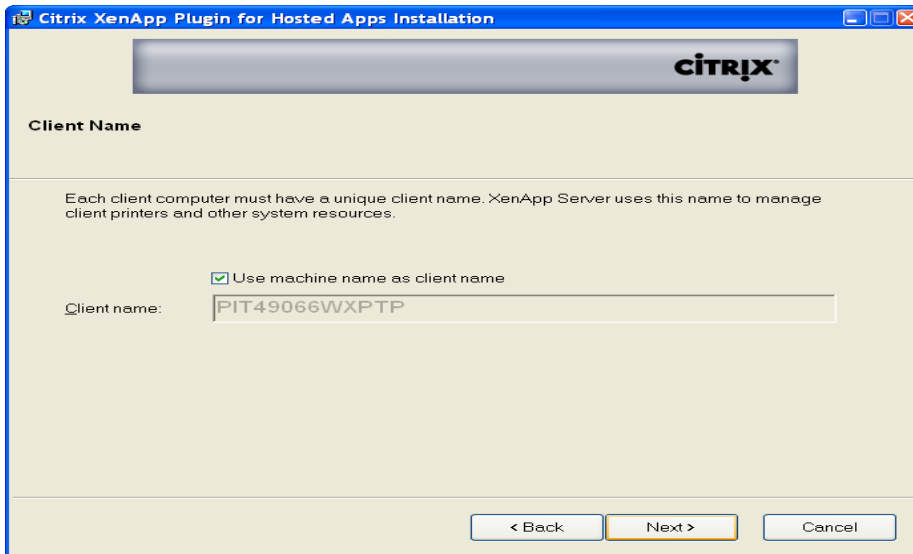
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- Make sure that Citrix is the destination folder and click “Next” to continue



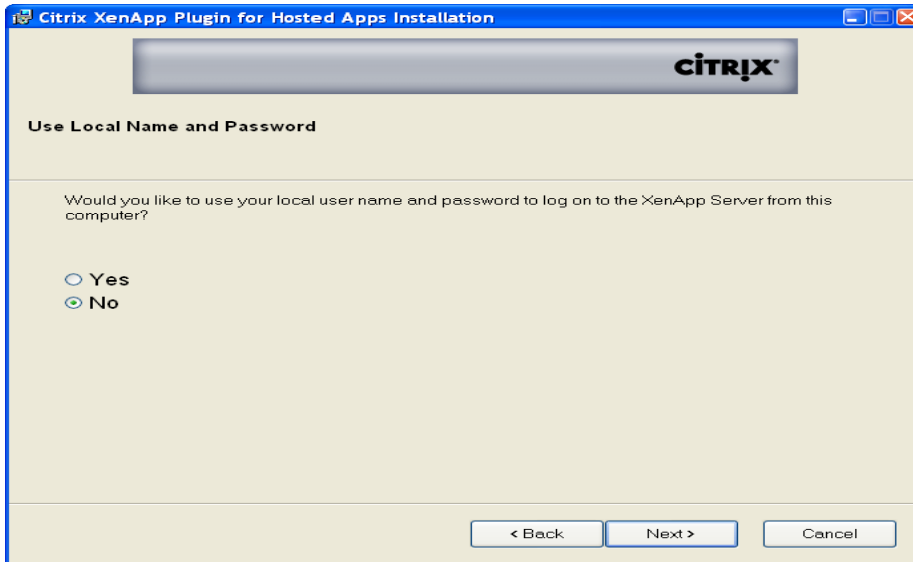
- Check the box “Use machine name as client name”.
- Click “Next” to continue



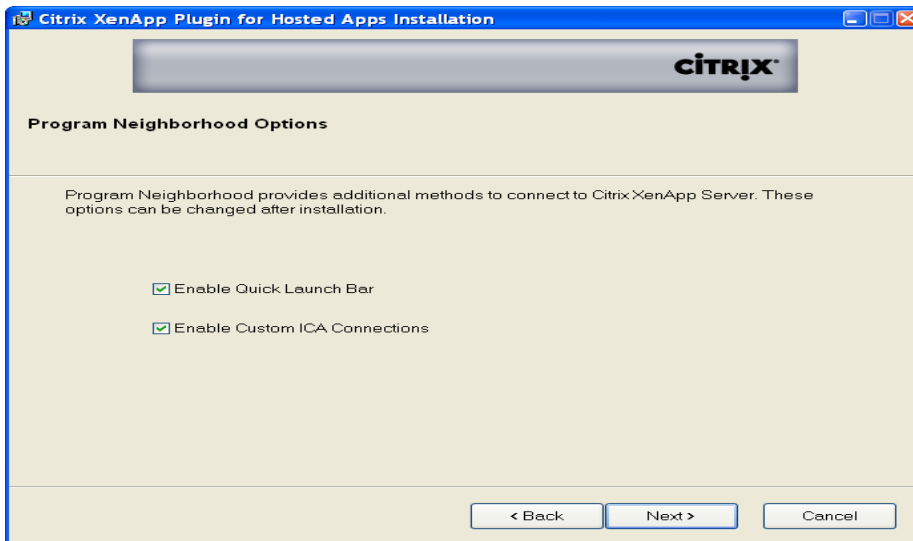
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- Keep the default “**NO**” and click “**Next**” to continue



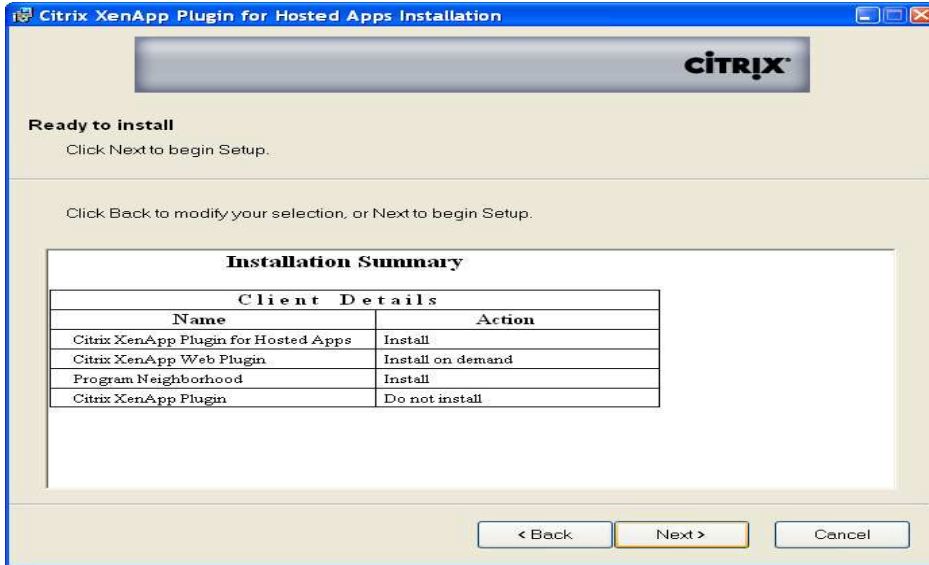
- Keep the defaulted boxes checked, click “**Next**” to continue



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- Click “Next” to continue.



- Click “Finish” and you have completed the first set of steps.



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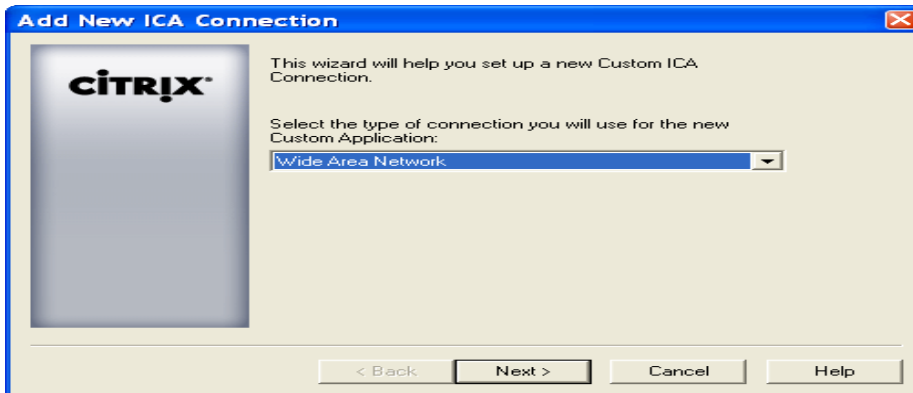


Step 2

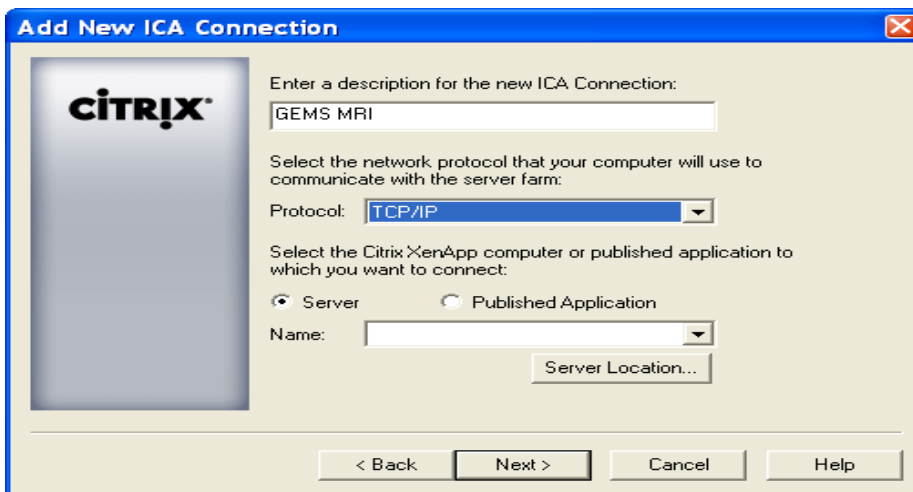
Required you to configure the connection:

Begin by selecting the Citrix Program Neighborhood on your computer.
Select the following:

- **START → PROGRAMS → CITRIX → PROGRAM NEIGHBORHOOD**
- Double click **“Add ICA Connection”**
- Select **“Wide Area Network”**, click **“Next”**



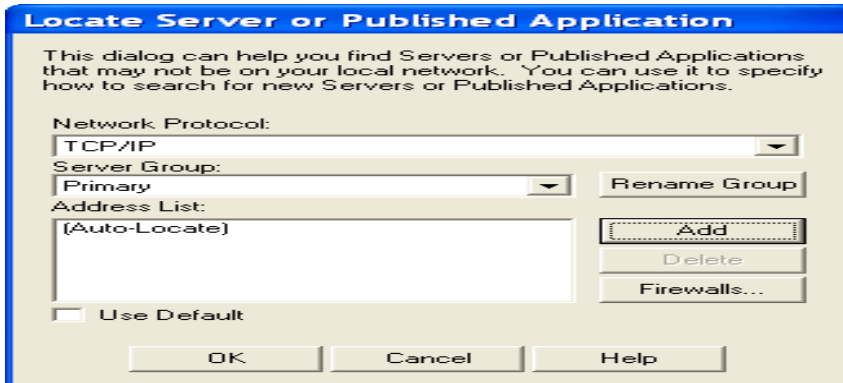
- Enter description **“GEMS MRI”**
- Protocol open list and select **“TCP/IP”**
- Click the **“Server Location”** button



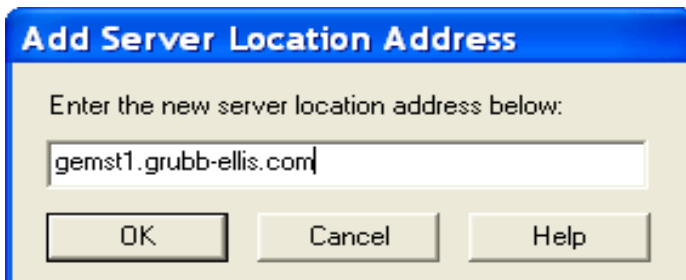
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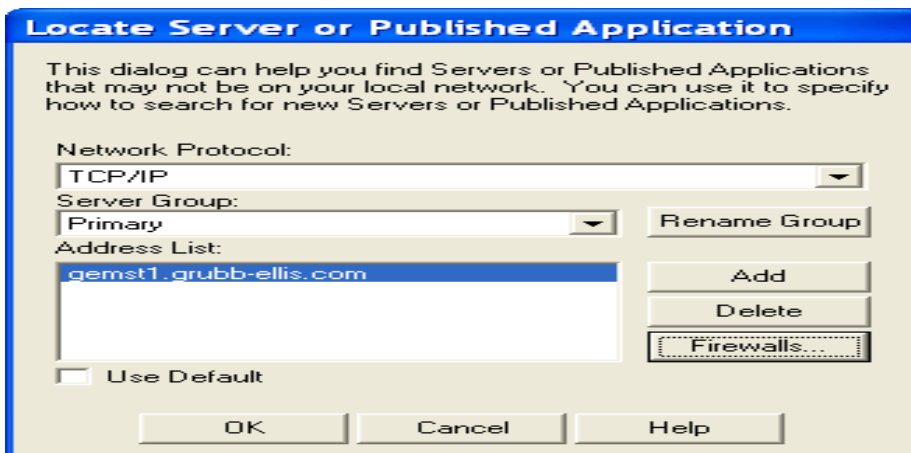
- Uncheck the “Use Default” box
- Network Protocol, open list and select “TCP/IP”
- Click “Add”



- Enter “gemst1.grubb-ellis.com”
- Click “OK”



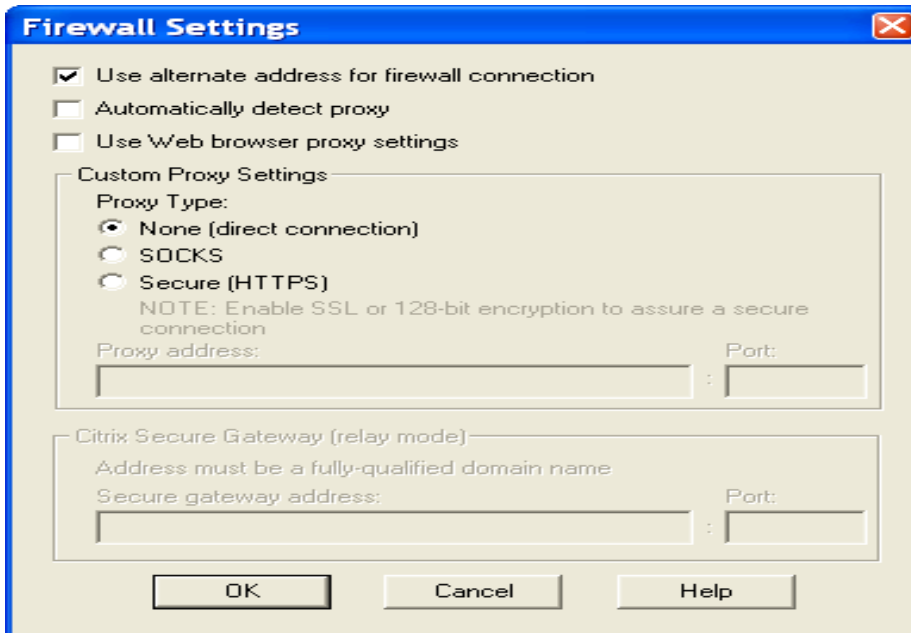
- Click the Firewalls button.



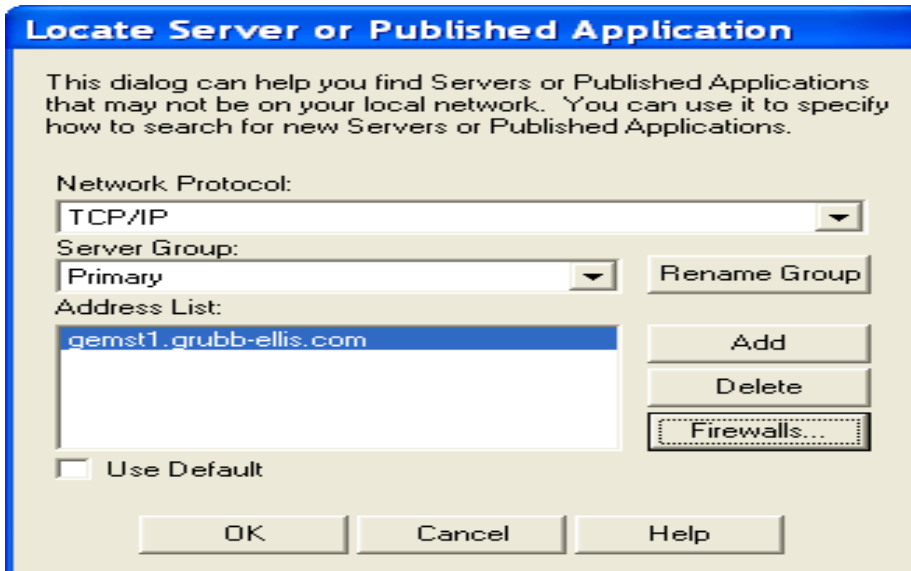
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- Select the Checkbox “**Use alternate address for firewall connection**”.
(If connecting from within the G&E wide area network leave this Unchecked.)
- Click “**OK**” to continue.

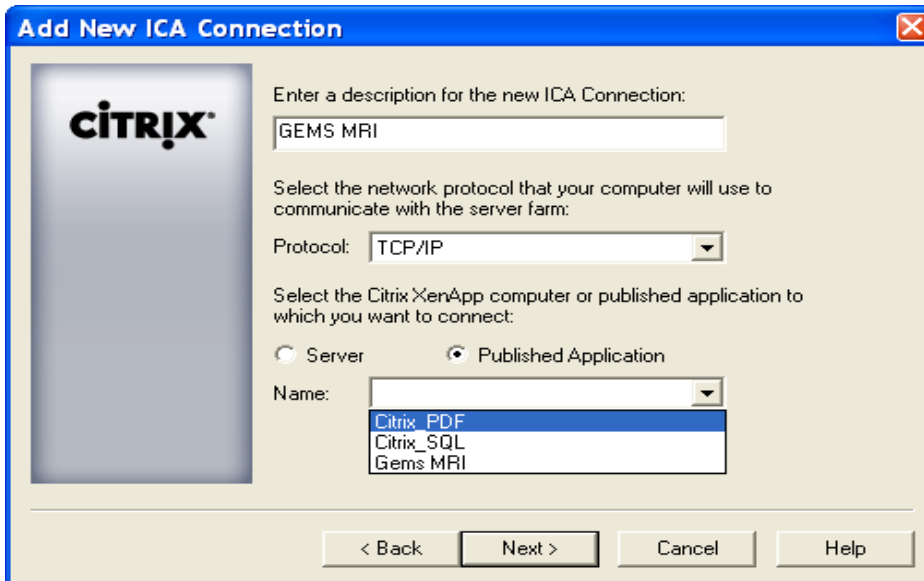


- Click “**OK**”

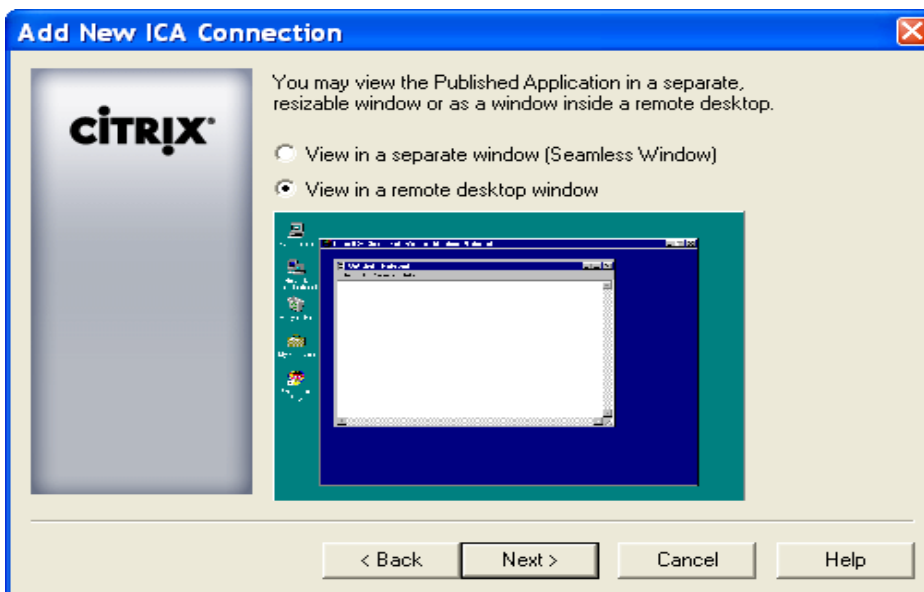


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- Select the radio button for next to “**Published Application**” then open list and select “**Citrix PDF**”
- Click “**Next**”



- Select the radio button next to “**View in a Remote Desktop Window**”
- Click “**Next**”



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- Uncheck the box next to “Use Default Encryption” then open list and select “128 Bit”
- Click “Next”

The screenshot shows the 'Add New ICA Connection' dialog box. On the left is the Citrix logo. The main text reads: 'Select the desired encryption level and whether or not to use session reliability for this connection.' Below this, there is a section for 'Encryption Level:' with an unchecked checkbox for 'Use Default Encryption' and a dropdown menu currently showing '128 Bit'. Below that is a checked checkbox for 'Enable session reliability'. At the bottom are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

- Click “Next”

The screenshot shows the 'Add New ICA Connection' dialog box. On the left is the Citrix logo. The main text reads: 'Enter a User name, Password, and Domain, to use with this Connection. If you leave these fields blank, you will be prompted for this information when you connect.' Below this are two unchecked checkboxes: 'Use local User name and Password' and 'Save password'. There are three text input fields labeled 'User name:', 'Password:', and 'Domain:'. At the bottom are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

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- Uncheck “**Use Default Window Size**” and then select from the dropdown “**800x600**”
- Click “**Next**”
- Click “**Finish**”



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Logging into Citrix

Citrix Login On your local PC select the following,
Start → All Programs → Citrix → Program Neighborhood
Click the icon to connect to GEMS Pittsburgh Citrix

MRI Login Once you have logged into Pittsburgh Citrix, select the following,
Citrix Start → Programs → MRI Real Estate Solutions → MRI Login
Next enter your MRI Username and Password (Domain should remain GBEPITT)

Note: In order to log into Pittsburgh citrix and GEMS MRI two separate accounts are established for each user. These accounts are not linked or synchronized; therefore if one account password is changed the other account password is not automatically changed. You must manually change each account password (Citrix & MRI)

Password change Citrix

Select the Start button in Citrix, and then select the following,
Settings → Windows Security → Change Password

Password change MRI

In MRI select Utilities → Change User Preferences → Change MRI Password
Enter your old password → Click OK → Enter a New Password → Click OK →
Enter the new password again → Click OK, and OK to return to the main menu

To Save MRI Reports to a PDF file:

- Run the MRI report with Output to Video.
- When the report is displayed on screen in the Print Spooler, select file → Export to PDF.
- The report will open in Adobe Reader, select File → Save a Copy.
- A message May display “This document does not allow you to save any changes”, click Ok.
- At the Save a Copy, Filename box, key in U:\ and click Save.
- This will redirect to your local PC “C” drive.
- Select the folder where you would like to save the file, then key in the file name and click Save.
- The PDF file can be opened and printed from your local PC.

**If there are any problems or questions please contact the G&E helpdesk at helpdesk@grubb-ellis.com or by calling 877-481-0106.