

Advantage Cloud (Hosted Schools) prerequisite list

- If you are using Windows 7, make sure that the Operating System is completely patched. Citrix recommends this for the proper operation of the Citrix Receiver.

- Make sure your Windows machines are running the 3.3.0.17207 release of the Citrix Receiver. Mac users should be using 11.5.

NOTE: Newer releases for either platform have known problems with printing and exporting and should be avoided. You can get the supported versions at the following links:

Windows:

<http://www.citrix.com/downloads/citrix-receiver/legacy-client-software/receiver-for-windows-33.html>

Mac:

<http://www.citrix.com/English/ss/downloads/details.asp?downloadId=2323407&productId=1689163>

- It's strongly recommended that you use the latest release of Internet Explorer (32-bit ONLY), Firefox or Google Chrome.

- Make sure <http://www.senior-anywhere.com> AND <https://www.senior-anywhere.com> are listed as trusted sites in Internet Explorer, even if you are not actively using Internet Explorer.

- Clean the browser(s) cache on a regular basis.

- If you are using content filtering make sure <https://www.senior-anywhere.com> is in the exceptions list.

- Make sure IP 74.201.32.126 is listed in the network firewall and port 443 is open.

- Make sure there are no anti-virus programs or a local Microsoft Windows Firewall interfering with the data flow.

- ping -t 74.201.32.4 should be under 100ms on average. Anything well into triple digits is not good and any timeouts are very problematic.

- tracert 74.201.32.4 should follow the ping requirements.

- The Citrix Receiver cannot tolerate data packet loss. This can be checked with the freeware version of PingPlotter or WireShark. www.speedtest.net and www.pingtest.net can also be used, but may not be as accurate. Use IP address 74.201.32.4 and testing from an end user's workstation is ideal.

- For optimal performance use hardwired network connections whenever possible. If wireless must be used, make sure there is no interference from filtering or firewalls.

- Check your physical connections using cables, routers, port receptacles, NIC's, or a similar device.