


Orbits Users:

We have had a long few weeks with various system issue, yesterday the Citrix server crash and during the repair some additional patching and updates were applied to the web servers occurred. So the website <https://inside.das.oregon.gov> might look a little different, but all is well and we are back up and running. However a few of you are having problems with BAMPROD launching when you would click on the Orbits Icon  and nothing happens or you get asked to where to save *launch.ica* file.

BAMPROD

ONLY if you are having problem launching BAMPROD visit the following Citrix website <http://receiver.citrix.com/Downloading.htm> for the latest Citrix client. Depending on your version of windows and IE you will see either a pop-up or message across the bottom of the page. You should be able to download and install the new receiver and then access Orbits. If you're not able to download the receiver or visit the website just let me know and we can work with your IS staff to get this installed. Additional information on installing Citrix client is located on the SABR website [Citrix Install Documentation](#)

CITRIX®

Downloading Citrix Receiver



1. Install
Click Run to install Receiver.



2. Allow access
Click Yes to allow User Account Changes.



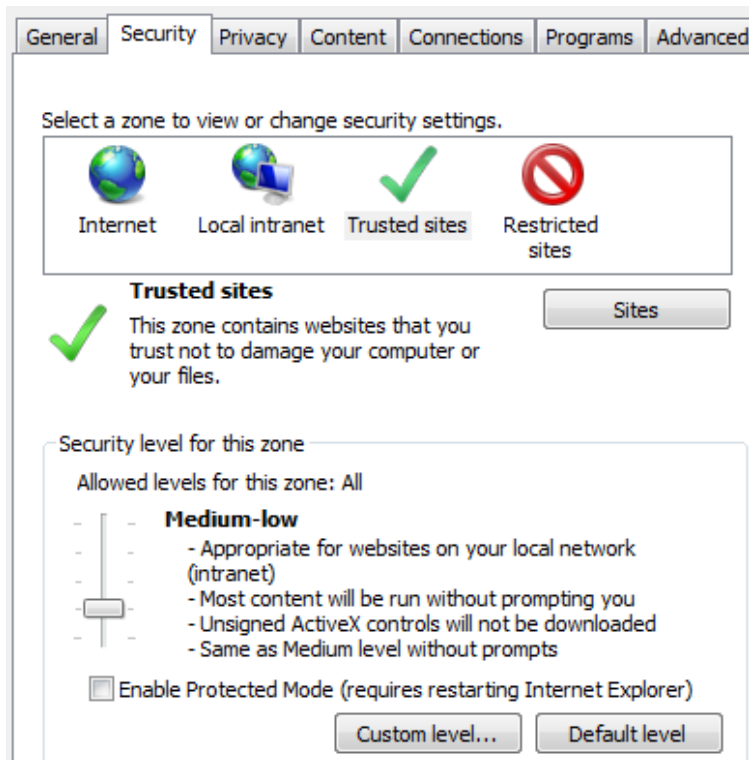
3. Set up
Follow the steps to set up Receiver and get your apps, data and desktops.



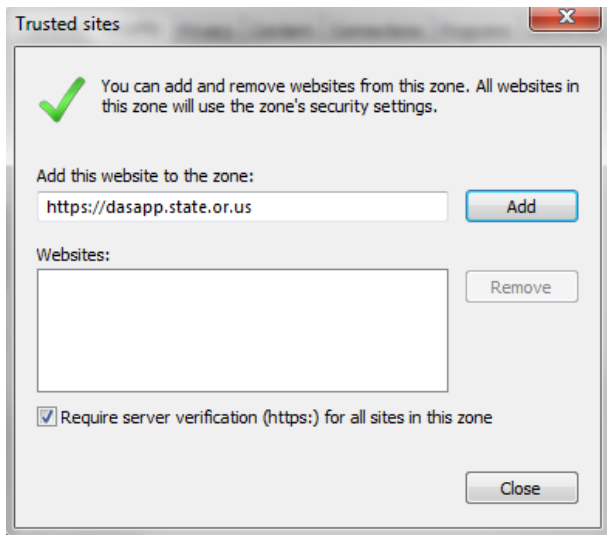
Next issue seems to be around Microsoft Internet Explorer 10 causing the Vacancy Saving and Citrix to misbehave. If you are running IE10 you will need to add <https://dasapp.state.or.us> and <https://inside.das.oregon.gov> to your Trusted Sites, you might also need to lower the trusted site security level.


Trusted Sites is located on the IE tool bar under Tools.

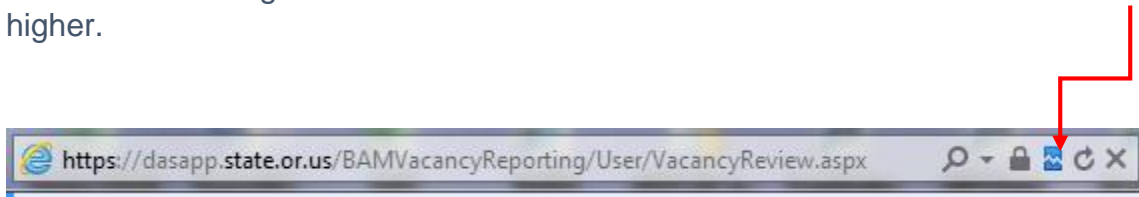
Tools → Internet options → Security



Click on Trusted Sites, then click on Sites and ADD <https://dasapp.state.or.us> and <https://inside.das.oregon.gov> to the list of trusted sites.



Another thing you can try is enable compatibility mode. To enable Compatibility Mode click this Icon →  it will turn light blue when it is enabled. You can find the icon on the address bar of IE9 and higher.



I hope this information is helpful, any question just let me know and I will assist anyway I can.

Thanks

Denver Peterson, Orbits/PICS System Analyst

DAS, Chief Financial Office

<http://www.oregon.gov/DAS/CFO/Pages/SABRSMMainPage.aspx>

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