

1. Terminal Server License Error

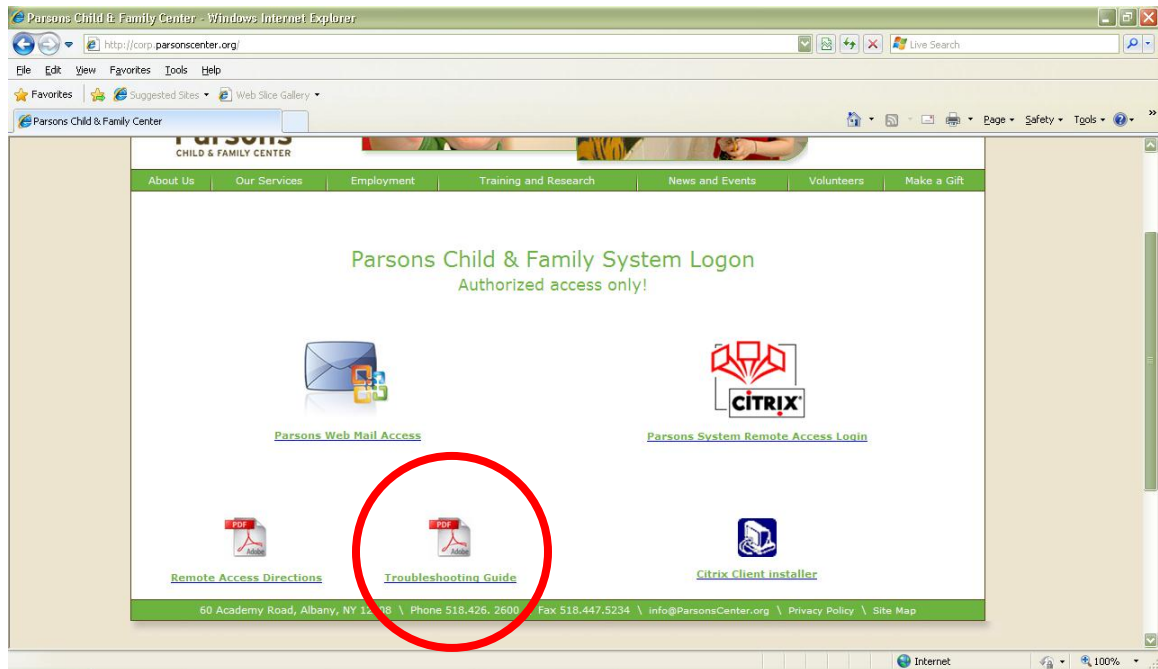
If you are reading this, you are probably getting the following error while trying to access the Parsons system remotely:



This is caused by an expired Citrix license on your computer. Luckily, this is very easy to correct.

2. Download fix

If you are not reading this document online, Go to corp.parsonscenter.org, and click on the Troubleshooting Guide.

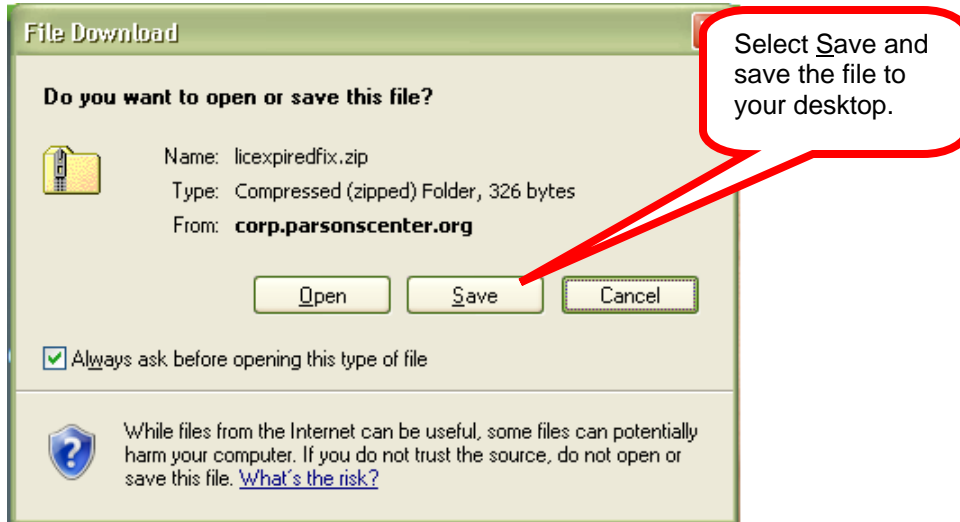


3. Locate and Save the file to your desktop

Press Ctrl+Click on this link <http://corp.parsonscenter.org/licexpiredfix.zip>

Click Here!

You will get this message:



4. Unzip and execute the file

When you save the file, the following folder will appear on your desktop.



Double click on this .zip file to open the folder, which will appear on your desktop and look like this.

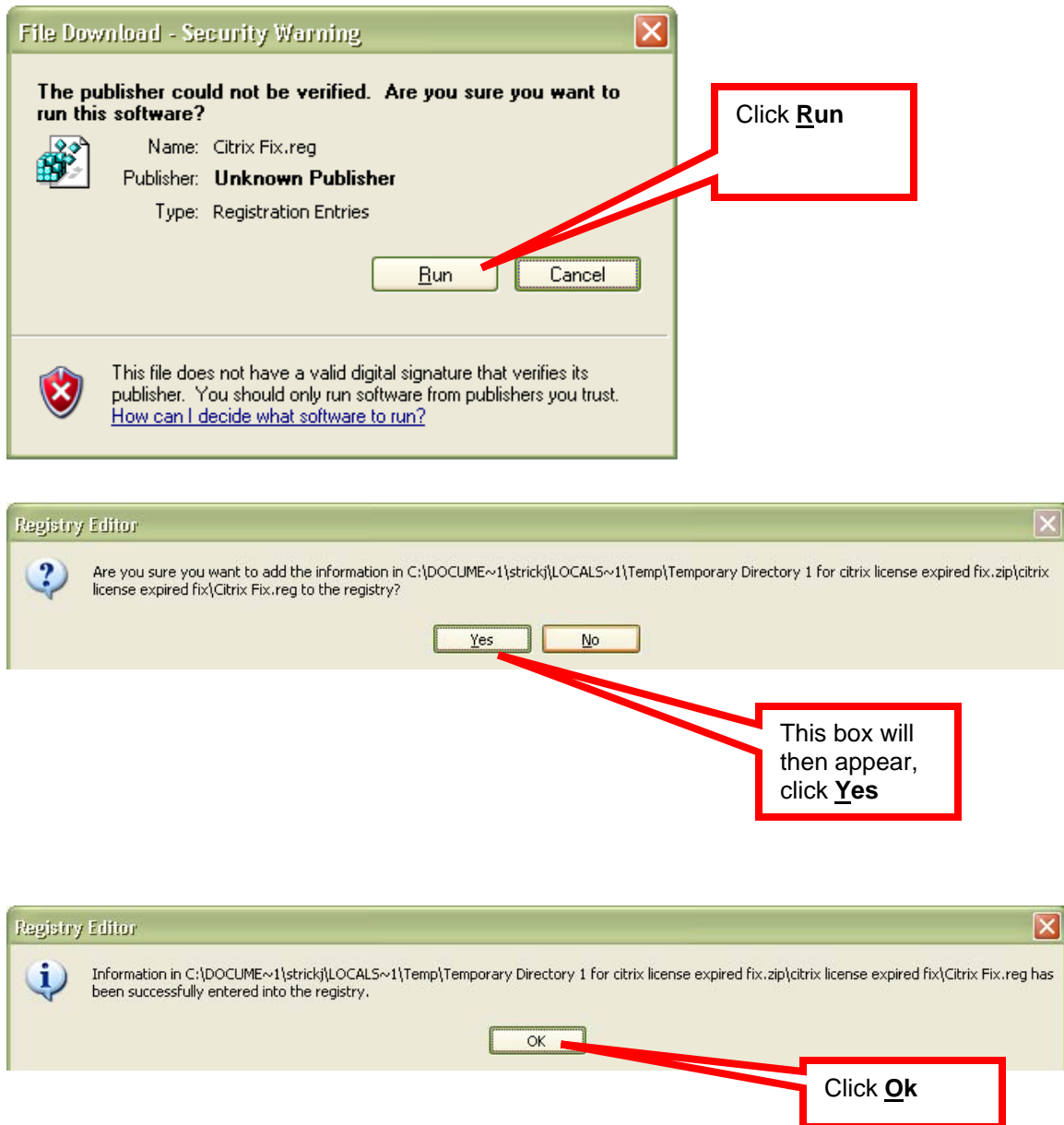


Double click on this folder, and the Citrix Fix.reg will display. Double click on this icon.



5. Executing the Citrix Fix

After you double-click, this message will appear:



Your fix is now complete – try logging into your remote access and you should be all set. Please call 292 5555 during normal business hours to reach the IT department if you have any further questions.