



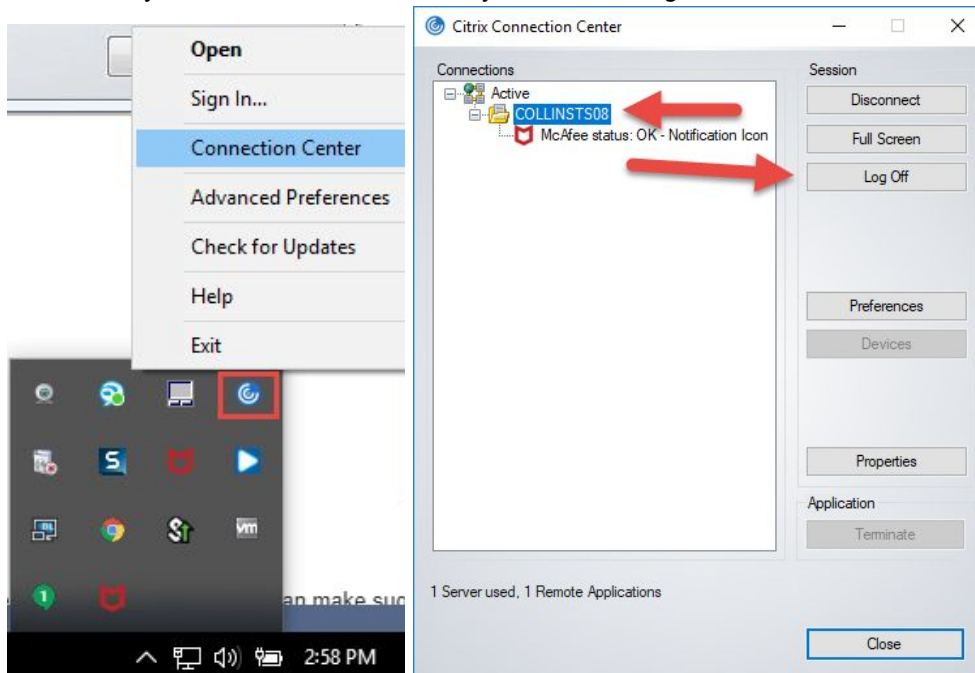
Support for Citrix issues

Project Exchange Portal: rpx.rockwellcollins.com
<https://rpx-us.ra.rockwellcollins.com/>

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1. Best Practices

- A. When you are done using CASE for the day, always perform a log-off of your Citrix Session, as just closing CASE does not automatically end the session.
- Right click on the Citrix icon in the windows system tray and select Connection Center. If this is not shown, the path to this application is:
 - "C:\Program Files (x86)\Citrix\ICA Client\concentr.exe"
 - From the Connection Center, select the COLLINSTS## shown, and use the Log Off button. This will ensure that your session is closed cleanly without leaving disconnection sessions running.



- This helps to prevent instances of when you click an icon, and nothing happens.

2. Invalid Primary Username/Password

- Certificate is missing. This would have been supplied along with the initial username and password provided by Collins. The certificate should be installed on the computer being used to access the Project Exchange portal.
- The customer can check this by going to Start->Run->certmgr.msc
- Ensure that the Collins certificate is present, and not expired.



3. Invalid/Disabled Secondary Username/Password

- A. Check that the correct username and password were used.
- B. If unsure or have forgotten the password:
 - a. Call the phone number from the portal site (highlighted below), and make sure to use the key phrase as indicated (highlighted below).
 - b. For resetting a password, the person will need to know the name of who submitted their access form. This is usually either Katie Deerberg (current), or Jessica Desotel (previous).

Collins Aerospace Project Exchange

USER NAME

PASSWORD

PRIMARY OFFICE OR NETWORK
Alliance ▼

Sign In

Welcome
Please sign in for access to Project Exchange (RCPX).
If you do not know your sign-in credentials or require assistance, please contact the help desk using the phrase **Rockwell Collins Project Exchange Remote Access**.

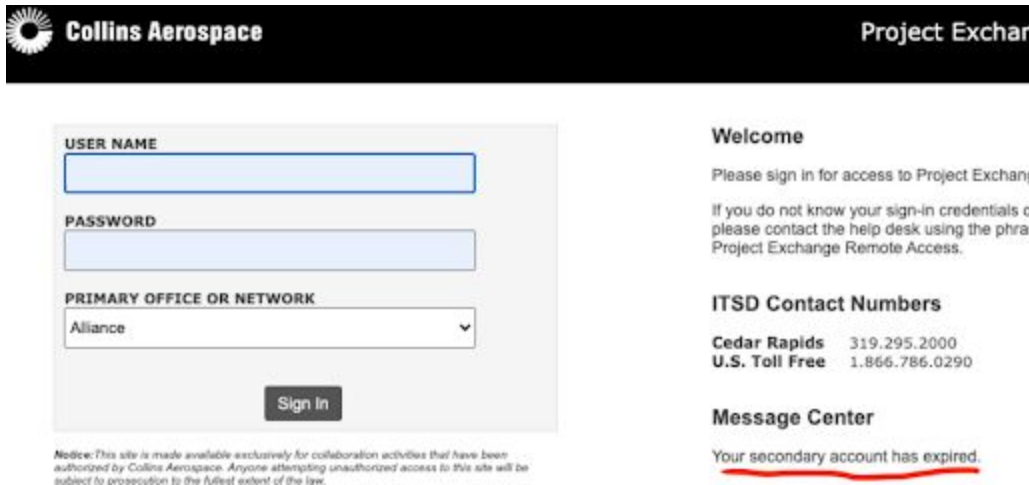
ITSD Contact Numbers
Cedar Rapids 319.295.2000
U.S. Toll Free 1.866.786.0290

Message Center

c.

- C. It is also possible the account was disabled. The portal account password must be changed at least once every 3 months. If not, then the account becomes disabled. A password reset is required.
- D. If the portal account has not been used for 6 months or greater, the account has been deleted. A new request form will need to be filled out and submitted. A new account can take three weeks, or greater, to obtain.
 - i. Please contact your Collins focal and request the latest version of the access form, as these sometimes change and access will not be granted for old forms.

4. Secondary account has expired



Collins Aerospace Project Exchange

USER NAME
[Input Field]

PASSWORD
[Input Field]

PRIMARY OFFICE OR NETWORK
Alliance

Sign In

Welcome
Please sign in for access to Project Exchange.
If you do not know your sign-in credentials or
please contact the help desk using the phra
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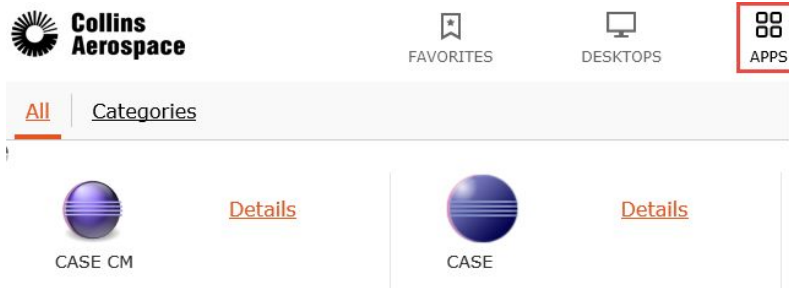
Message Center
Your secondary account has expired.

Notice: This site is made available exclusively for collaboration activities that have been authorized by Collins Aerospace. Anyone attempting unauthorized access to this site will be subject to prosecution to the fullest extent of the law.

- A.
- B. Account expiry is usually set based on the valid time period of the contract or agreement between Collins and the customer.
- C. If you are getting this message, please work with your Collins point of contact to ensure that the contract or agreement is in place for the needed time frame, and have them submit that in a help desk ticket to get the account updated accordingly.

5. Able to login to portal, but unable to see the desired icon

- A. Make sure to view from the full APPS list



Collins Aerospace

FAVORITES DESKTOPS **APPS**

All Categories

CASE CM Details

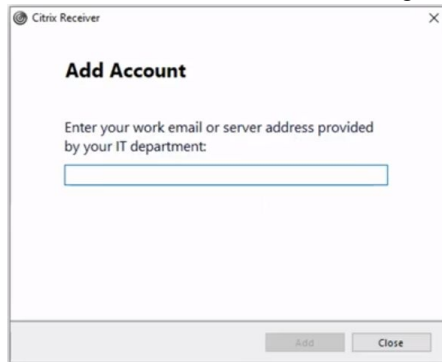
CASE Details

- B.
- C. If not visible, send a request to your Collins focal to have the GSM permission group updated.



6. Able to see icon, but clicking on it has no effect (nothing happens)

- A. Use Internet Explorer to access the portal.
 - a. Chrome, Firefox, and Microsoft Edge may work partially, however Internet Explorer is the best option and all the steps below are written with only this browser in mind.
- B. Ensure Citrix Receiver (or Citrix Workspace) is installed.
 - a. You should be able to find it in : C:\Program Files (x86)\Citrix\ICA Client
 - b. If not installed, when attempting to login to the RCPX portal you will be prompted to install Citrix.
 - i. Alternatively you may install the latest Citrix Workspace from :
<https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
 - c. If installing Citrix Workspace App manually, you may be prompted to Add Account or “sign in” when launching Citrix Workspace. Please close or cancel from this dialog, as this is not necessary. Running the Citrix Workspace manually is not required, provided that the Citrix ICA Client Internet Explorer add-on, and ICA file association, are configured properly.



i.

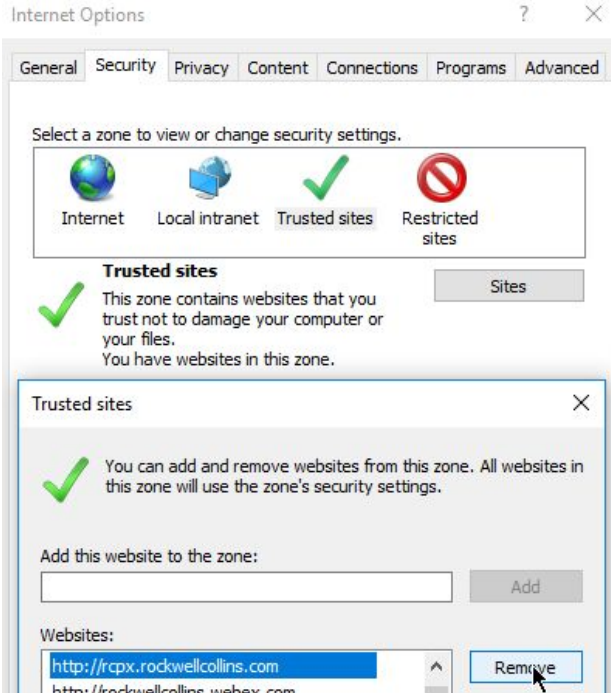
- C. Ensure that Citrix Receiver (or Citrix Workspace) is currently running.
 - a. The software needs to be running to receive the application launch command from the RCPX website
 - b. The Citrix Receiver should be visible in your Windows icon tray



- c.
- d. If the icon is not visible, you can start Citrix manually by executing:
"C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe"
 - i. Once loaded, you may be prompted to “Add Account” or to sign in, you should just Close or Cancel this.
 - ii. The application window can be closed by selecting the X in the upper right corner. The Citrix icon should remain visible in the Windows system tray.



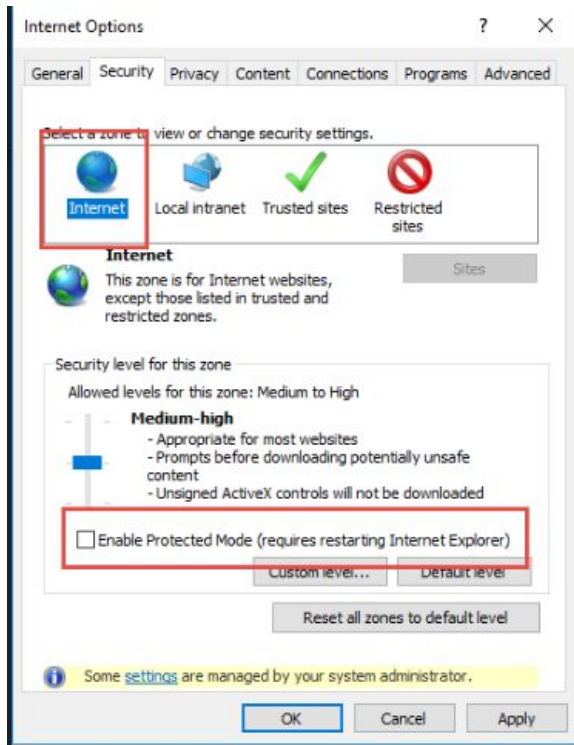
- D. Check if any *.rockwellcollins.com sites are present in the Trusted Sites list, and if so remove them.
- Remove the “rcpx.rockwellcollins.com”, “rcpx-us.ra.rockwellcollins.com”, or any other sites that end with “.rockwellcollins.com”
 - In Internet Explorer, go to Tools->Internet Options. Select the Security tab, then click on Trusted Sites, and select the Sites button.
 - Find and remove any “.rockwellcollins.com” sites from the list.



d.



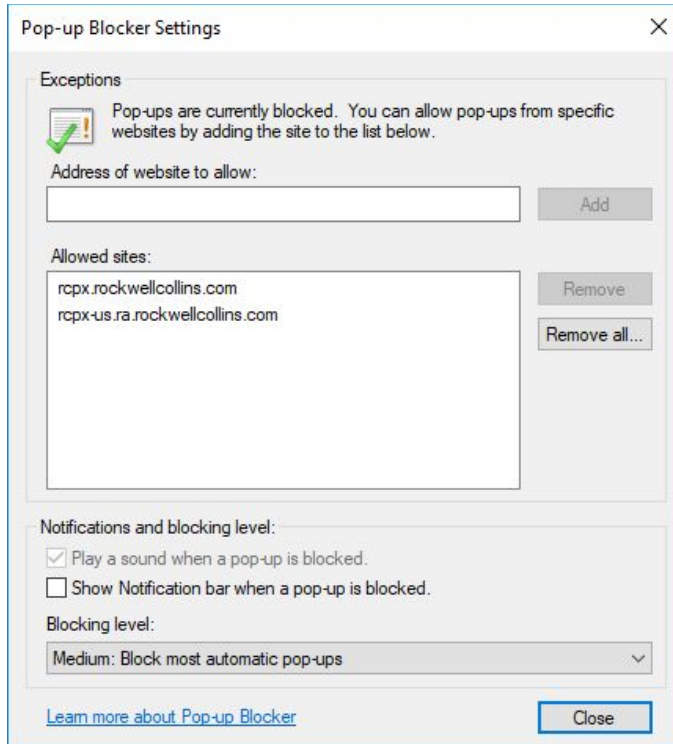
- E. Remove the “Enable Protected Mode” from the Internet zone in Internet Explorer.
- a. In Internet Explorer, go to Tools->Internet Options. Select the Security tab. Select the “Internet” icon. Ensure the checkbox is unchecked for the “Enable Protected Mode”.



b.



- F. Allow `rcpx.rockwellcollins.com` (and `rcpx-us.ra.rockwellcollins.com`) to the popup blocker exclusions. Or that the Pop-up blocker is disabled.
 - a. Go to Tools->Internet Options. Select the Privacy tab. If the Pop-up Blocker is enabled, select the Settings button. Add the sites to the allowed list.





G. Ensure the Citrix add-ons are enabled in Internet Explorer

- In Internet Explorer, go to Tools->Internet Options. Select the Programs tab, then select Manage add-ons. In the lower left, select to Show All add-ons.
- Ensure that the Citrix Systems add-ons are enabled.
- Also, right click on the add-on and select "More Information". Ensure that the entry is either allowed on all sites, or allowed for the "rcpx-us.ra.rockwellcollins.com" and "rcpx.rockwellcollins.com"

Manage Add-ons

[View and manage your Internet Explorer add-ons](#)

Add-on Types	Name	Publisher	Status	Architecture	Load time
Toolbars and Extensions	SteelCentral Aternity Agent Ad...	Aternity Information Sys...	Enabled	32-bit and ...	0.03 s
Search Providers	BeyondTrust Software Inc	BeyondTrust Software Inc	Enabled	32-bit and ...	0.03 s
Accelerators	PowerBroker Desktops Browser ...	BeyondTrust Software Inc	Enabled	32-bit and ...	0.03 s
Tracking Protection	Cisco WebEx LLC	Cisco WebEx LLC	Enabled	32-bit	
	GpcContainer Class	Cisco WebEx LLC	Enabled	32-bit	
	Citrix Systems, Inc	Citrix Systems, Inc	Enabled	32-bit	
	CSMPProviderEnv Class	Citrix Systems, Inc	Enabled	32-bit	
	Citrix Systems, Inc.	Citrix Systems, Inc.	Enabled	32-bit	
	Citrix ICA Client	Citrix Systems, Inc.	Enabled	32-bit	
	Google Inc	Google Inc	Enabled	32-bit and ...	0.01 s
	Legacy Browser Support	Google Inc	Enabled	32-bit and ...	0.01 s
	Hewlett Packard Enterprise Company	Hewlett Packard Enterpr...	Enabled	32-bit	
	ALM Platform Loader v12.5x	Hewlett Packard Enterpr...	Enabled	32-bit	

- If prompted to run the add-on for Citrix, select to allow for all websites

following add-on: 'Citrix Systems, Inc' from 'Citrix Systems, Inc'. [What's the risk?](#)

Allow

Allow for all websites

f.

H. Check that the ICA file type is associated with the Citrix Connection Manager.

- Select the Settings cog from the Windows 10 start menu. Then search for "Choose a default app for each file type" and select the suggestion in the drop down. Then find the entry for .ica file type.
- If an ".ica" entry is not found, or is not associated with the Citrix Connection Manager as seen below, then it is suggested to reinstall the Citrix Workspace software. Refer to item below.

Settings

Choose default apps by file type

.ica
Citrix ICA Client



Citrix Connection Manager

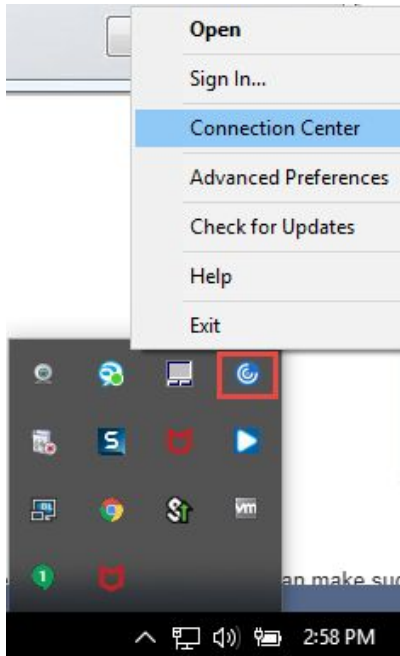
c.



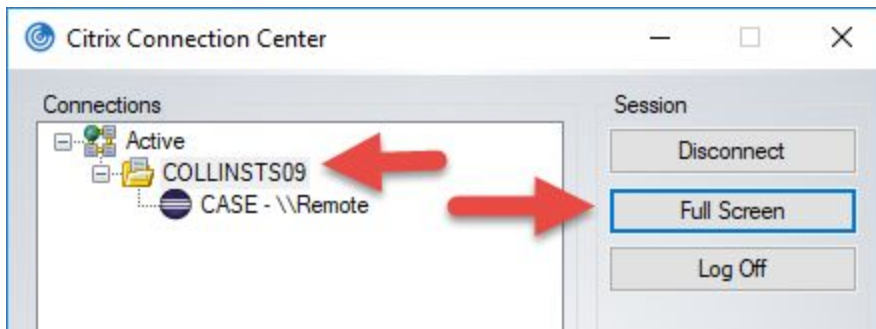
- I. Clean up previous portal software and reinstall.
 - a. Uninstall Citrix Receiver and/or Citrix Workspace
 - b. Uninstall any software for Pulse Secure, or Juniper
 - c. Go to the Settings cog in the Windows 10 start menu and select Apps. Search the list for anything with Juniper, or Pulse in the name.
 - d. Next, go to the following paths:
 - C:\Users\[YourUsername]\AppData\Local\
 - C:\Users\[YourUsername]\AppData\Roaming
 - C:\Program Files (x86)\
 - i. Delete any folders named Juniper or Pulse Secure
 - ii. You may need local administrator, or local IT support for this.
 - e. Open Internet Explorer and go to Tools->Manage Add-ons
 - i. Select All add-ons from the drop down in the lower left corner.
 - ii. Remove any Citrix, Juniper, or Pulse Secure add-ons.
 - f. Install the latest Citrix Workspace
 - i. <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
 - g. Log in to the RCPX portal and select to launch CASE. If you are prompted to install components, accept these and continue.
 - i. If you are prevented from installing these additional components, seek help from your local IT support.



- J. If you have Citrix successfully running, such that you are able to see entries for COLLINSTS## in the Connection Center, check that a session is not already established and running.
 - a. After having clicked on the CASE icon, open the Citrix Connection Center



- b.
 - c. If you see a COLLINSTS##, and an instance of CASE application beneath it, but nothing is appearing on your display. Try selecting the COLLINSTS## and using the Full Screen button. This will usually show a window with the CASE application inside it. Move the CASE application around until it is completely visible. You can either interact with the tool from this window, or you can press Shift+F2 keys to return back to a “seamless” CASE window, with the hope that the CASE application is visible now where it wasn’t before.



- d.
- K. If you are using a home computer and remoting into a work computer, and running the portal from the work computer. There are occasional intermittent issues with connecting to the portal through a Remote Desktop. This should be avoided if possible, and the preference is to always log in to the portal from the local computer (ie the home computer).
 - a. If Remote Desktop cannot be avoided, this issue will sometimes clear up with future attempts after a couple hours. The problem is typically intermittent.
- L. If you have successfully used CASE within that past 24 hours, but now the icon is not loading. Hidden/Old/Disconnected Citrix Sessions can also cause issues. These are previous sessions of CASE which were not closed properly and have lost connection between the Collins server and the local PC. Sometimes when attempting to start a new instance of CASE, it will instead re-connect to the old session, and attempt to

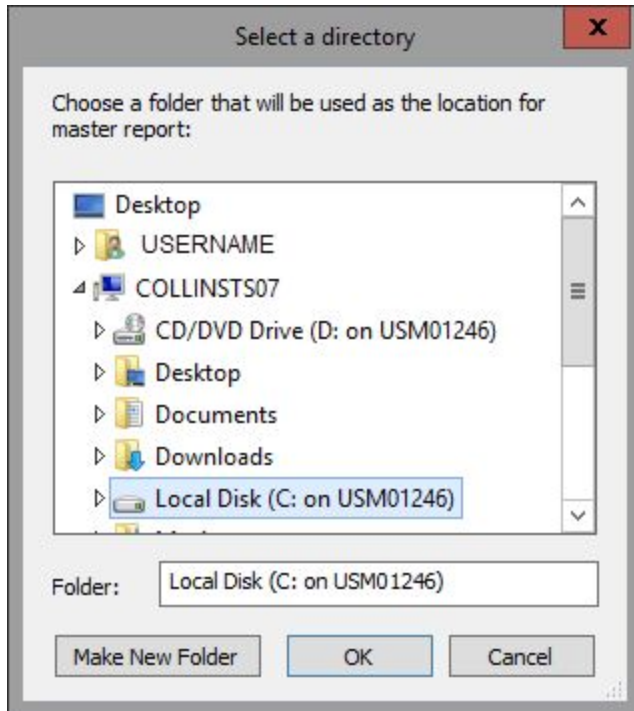


show the previous session instead of starting a new one. Old sessions will normally clear automatically after about 24 hours, so if you think this might be happening, try again tomorrow.

- a. Also, please refer to the Best Practices section at the top, for tips on how to prevent this from happening.

7. Unable to save files

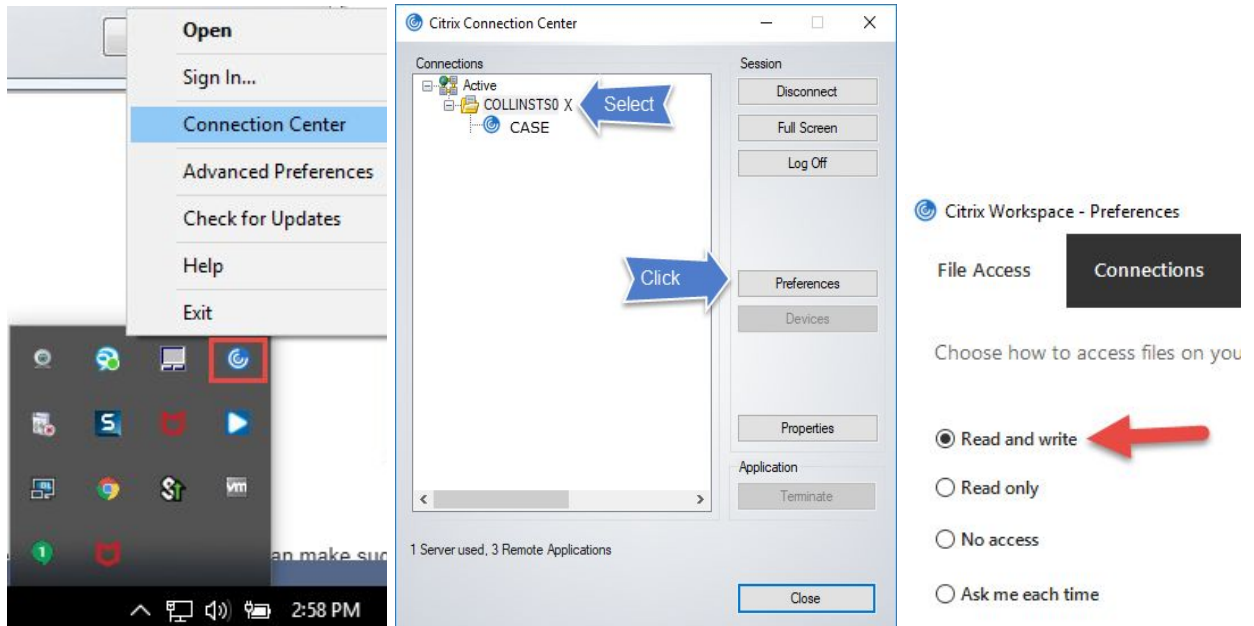
- A. When prompted to save a file, you may be defaulted to a folder for your username, and shown an error that this location is not valid. Please find and expand an option under the COLLINSTS##, for Local Disk C, which is mapped to your local PC. Continue to expand the Local Disk C to show the folders from your local computer. If you do not find a Local Disk C, then continue to items B/C/D/etc below.



- a.

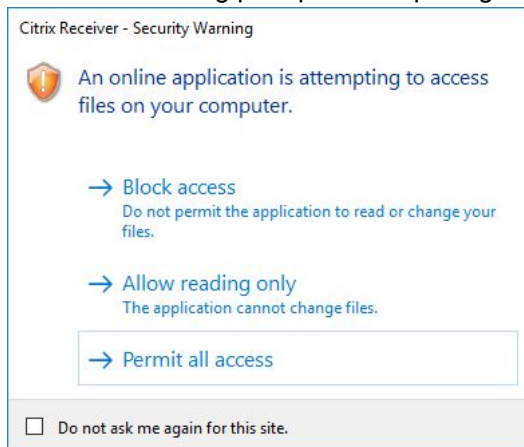


- B. Ensure that the Citrix preferences are set to Read/Write. Find the Citrix icon in the windows system tray, right click and select Connection Center. Then find and select the COLLINSTS##. Click the Preferences button, and ensure that “Read and write” is selected in the File Access tab.



- a.
- b. If no such icon is visible in the windows tray, you can run the Citrix Connection Center manually from:
C:\Program Files (x86)\Citrix\ICA Client\concentr.exe
- c. If a COLLINSTS## is not available (the Connection Center is blank), then the link from the portal website is not properly connecting to the local Citrix software. Refer to the suggestions under suggestions from Section 6 above, “Able to see icon, but clicking on it has no effect (nothing happens)”, to try and resolve this issue.

- C. If you observe the following prompt when opening a link/icon from the portal, you must select “Permit all access”.



- a.
- D. Using the RCPX portal from a remote computer. For example, if you are using a home computer to remote into a work computer, and then running the RCPX website from the work computer.
- a. When attempting to select an output folder, you are not able to see the Local Disk C, and instead see an option for “Save to My Device”.
 - i.
 - b. In this situation it is best to login to the RCPX portal from the physical PC you are operating, and not from the remote PC.

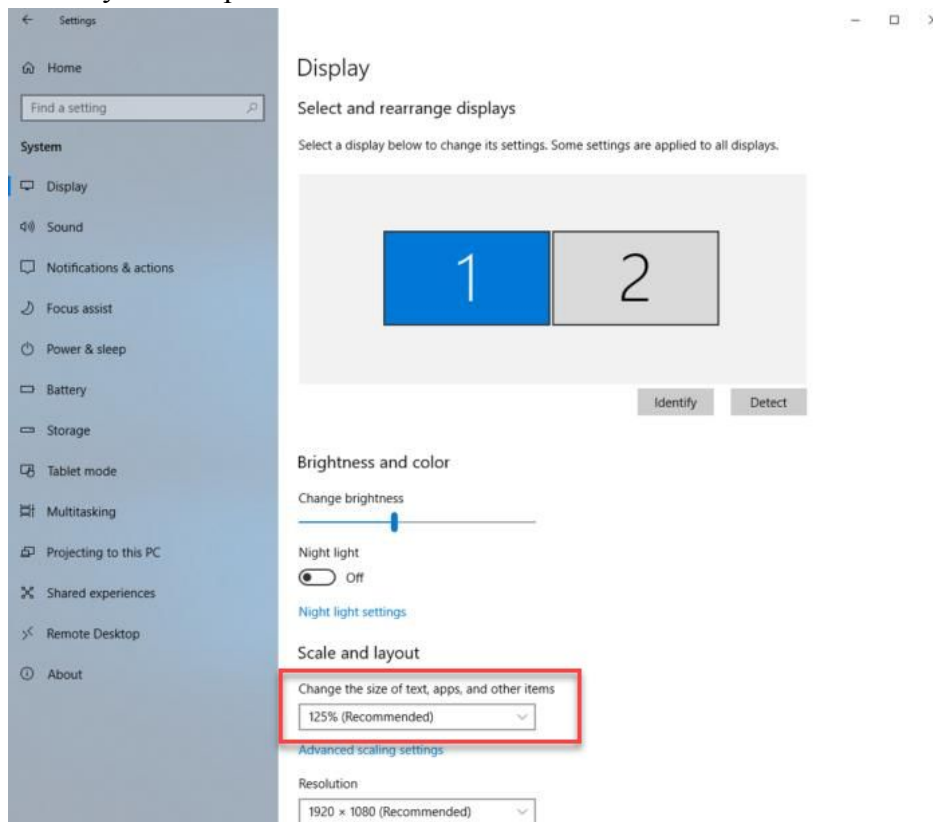


8. Screen is offset, shifted, or partially hidden

- A. This is often a result of having multiple monitors with different scaling settings. Refer to the Citrix support article to resolve it.
- B. <https://support.citrix.com/article/CTX230017>

9. Text seems over-sized for the tool and fields are missing

- A. Adjust your Windows Display settings to 100% scaling
- B. If the drop down selection doesn't work, try setting a Custom scaling to 100.
- C. Restart your computer.



D.

10. If all else fails...

- A. Call the Support Desk phone number (1.866.786.0290) indicated on the portal login page, and use the key phrase as given. Refer to the image under item 2 above.
- B. All of the issues above are not problems with the CASE tool, but are issues with Portal access or your local machine.