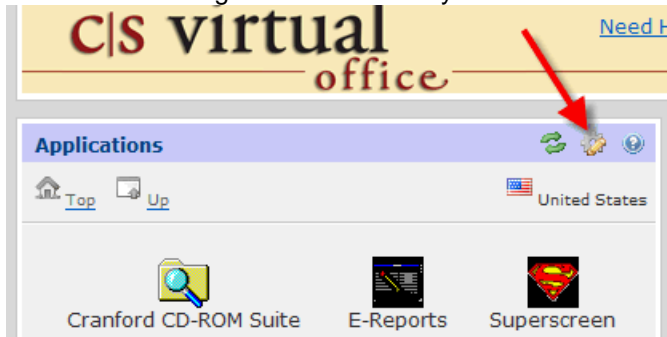
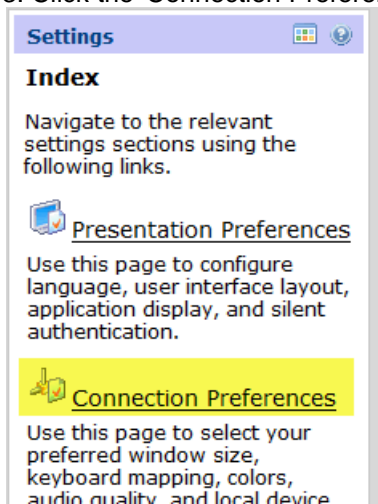


A setting in the Citrix Virtual Office could be the cause of your applications locking up randomly. The step by step instructions below will be a guide on how to correct this setting.

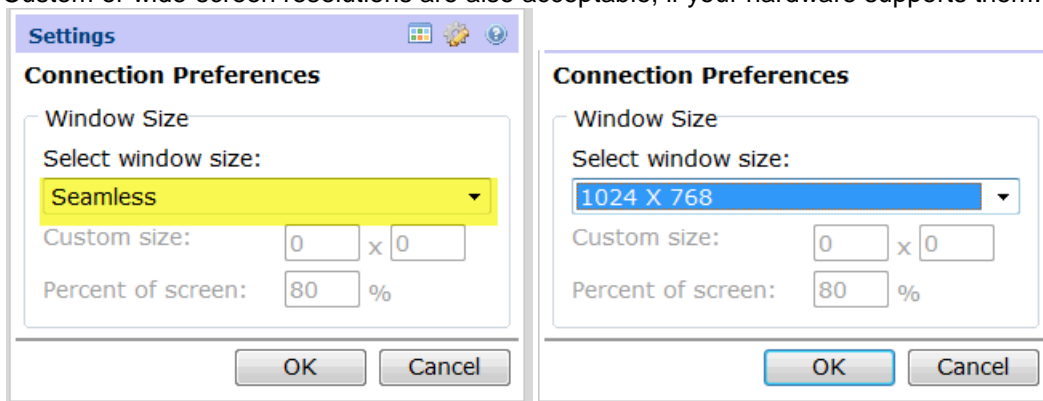
1. Sign on with your security fob. You will be taken to the Virtual Office screen, with all the icons.
2. Click the 'Settings' icon indicated by the red arrow. This will open the user settings window.



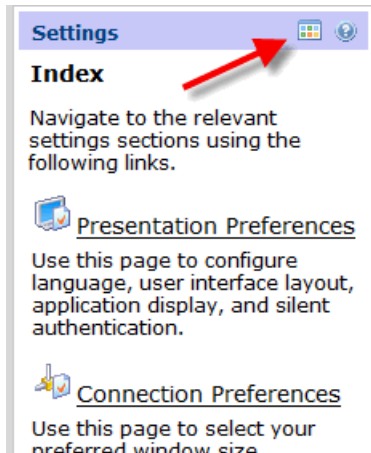
3. Click the 'Connection Preferences' link highlighted below. The Window Size screen will then open.



4. If the Selected Window Size is set to 'Seamless', it must be changed to '1024x768' as shown below. If your monitor supports high resolutions, you may select anything larger than '1024x768', if supported. Custom or wide-screen resolutions are also acceptable, if your hardware supports them.



5. Click 'OK' to save the new setting and you will be back to the settings screen. Click the 'Applications List' icon shown by the red arrow below to return to the Virtual Office icons list.



That is all. After changing this setting, your applications should no longer freeze.

IMPORTANT NOTE:

Your anti-malware program may periodically delete your browser cookies.

If that happens, the settings will revert to 'Seamless', in which case the procedure above must be repeated.

To avoid this change, please preserve the cookie for 'vo1.c-sgroup.com' or instruct your security application to keep it.

Need Assistance? Contact the C/S Group Technical Assistance Center at <http://tac.c-sgroup.com> or call 1.866.4.CSGROUP.