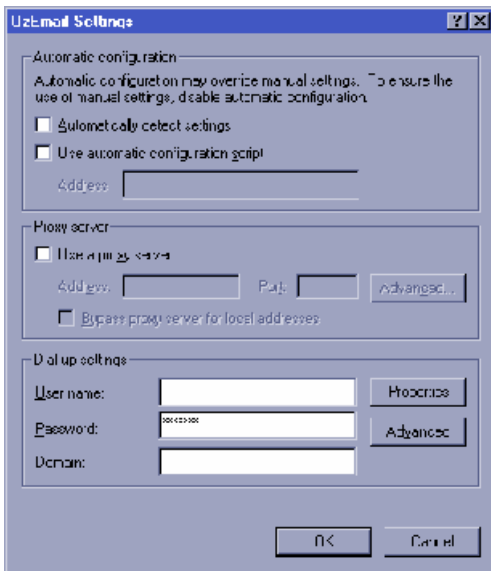
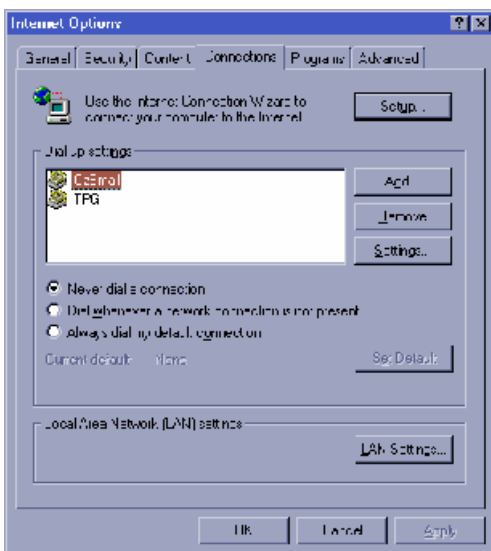


Trouble Shooting Tips for Accessing OBТ via an Internet Browser



1. The authentication with OBТ through the web browser does not work or I have authenticated but I get an error – “Citrix server unavailable” when I try to connect to OBТ?

- a) Try the following: In Internet Explorer go to **Tools - Internet Options** and Click on the **Connections** Tab.
- b) Select your **Dial-Up Internet Connection** and click on **Settings**. See one the left.
- c) (sometimes you may need to select **LAN Settings** if you are connecting through a corporate network)



- d) Make sure that the **Use a proxy server** tick box is unchecked.
- e) Click **OK** to exit the Internet Settings and try to connect again.

Traffic in Internet Café’s is often restricted and under heavy security watches, some of which do not allow Citrix Sessions to be run. The most common problem is a Proxy Server that is in your way. Please see Question 1 for a resolution on this issue.



There are another few things you can try to change in the settings of Internet Explorer (if the local security settings allow you to make these changes). Try the following:

- a) In Internet Explorer go to Tools – Options and then select the Security Tab. In that Tab, go to Custom Levels on the bottom left corner. In the Window that opens, enable the download of all Active X controls. Try logging on again.
- b) In Internet Explorer go to Tools – Options and then select the Advanced Tab and look for “Enable Download on Demand (Internet Explorer): and also “Enable Download on Demand (Other) and make sure that both of those boxes are ticked.

If after disabling the proxy server, enabling Active X and the Download on Demand you can still not log on, it is time to find a different Internet Café. We have had clients log on from Rome, San Francisco, Madrid, even Lima, but some Internet Café’s or hotels have Internet Services that you will not be able to use. Keep trying until you find one that works.

2. After authenticating I click on one of the links at on the OBT Desktop Login Screen. Nothing happens and then I get a white screen with a weird square in the top left corner. What do I do?



This problem is caused by a security setting in Internet Explorer 5.5 (Service Pack 2) and higher. It is not something that you can change within the settings of the program, but there is two workarounds:

a) Use the “Browser Access” link as shown on the left

or

b) Download one of the access icons from <http://ftp.obt.com.au> in the Desktop 2000 folder and place the icon on your desktop. Instead of clicking on a link the

Desktop Login Page after authenticating with your token, simply close the Desktop Login Window and double click on the icon you downloaded. This will bring up the network login screen.