

- Troubleshooting your Toolwire Workspace -

If these steps do not work - or you need help with any of these steps, please call the FLVS help desk at [1.866.322.8324](tel:1.866.322.8324), option 2.

1

Make sure the latest version of Java is installed on your machine:

<https://www.java.com/en/download/installed.jsp>

If your java is up-to-date, skip to step #4

NOTE: you need to have the latest version of Java 7 with an odd number version. Do not update if you have Java 8.

2

If your java is not current – Uninstall any existing java clients

- Go to Start > Control Panel > Programs and Features (XP - Add/Remove Programs).
- Remove anything labeled Java.
- Open Windows Explorer (My Computer).
- Navigate to C:\Program Files (x86) and delete the Java folder if it still exists.

3

How to install the latest version of Java

- Go to Java <http://www.java.com>
- Select the “Free Java Download” button.
- Follow the steps to install the latest Java client.

4

Check for old versions of the Citrix receiver

It is best to uninstall any old versions of the Citrix client.

- Go to Start > Control Panel > Programs and Features (XP - Add/Remove Programs).
- Remove anything labeled Citrix.
- Open Windows Explorer (My Computer).
- Navigate to C:\Program Files (x86) and delete the Citrix folder if it still exists.

5

Install the latest version of Citrix Receiver:

- Go to <http://receiver.citrix.com/>
- Follow the steps to install the Citrix Receiver

6

If these steps do not work - or you need help with any of these steps, please call the FLVS help desk at [1.866.322.8324](tel:1.866.322.8324) option 2.

Remember to ask for the ticket number and email/text that to your teacher.