

R.O.W.S Software Requirements



Section I. - R.O.W.S Software Requirements (If your unfamiliar with this terminology, please consult your Information Systems Coordinator)

[Requirement 1 - Microsoft Windows 95, 98, ME, NT, 2000, XP with the latest Windows Service Pack](#)

- To verify the latest Windows Service Pack click on the following link and select Windows.
<http://support.microsoft.com/default.aspx?scid=fh;EN-US;sp>
- You can check to see what service packs you are running by clicking on Start -> Run -> type *winver* then click Ok. This represents Windows Version (*winver*).
- The current Service Pack should be after the Build Number.
- You should see a screen similar to this example.



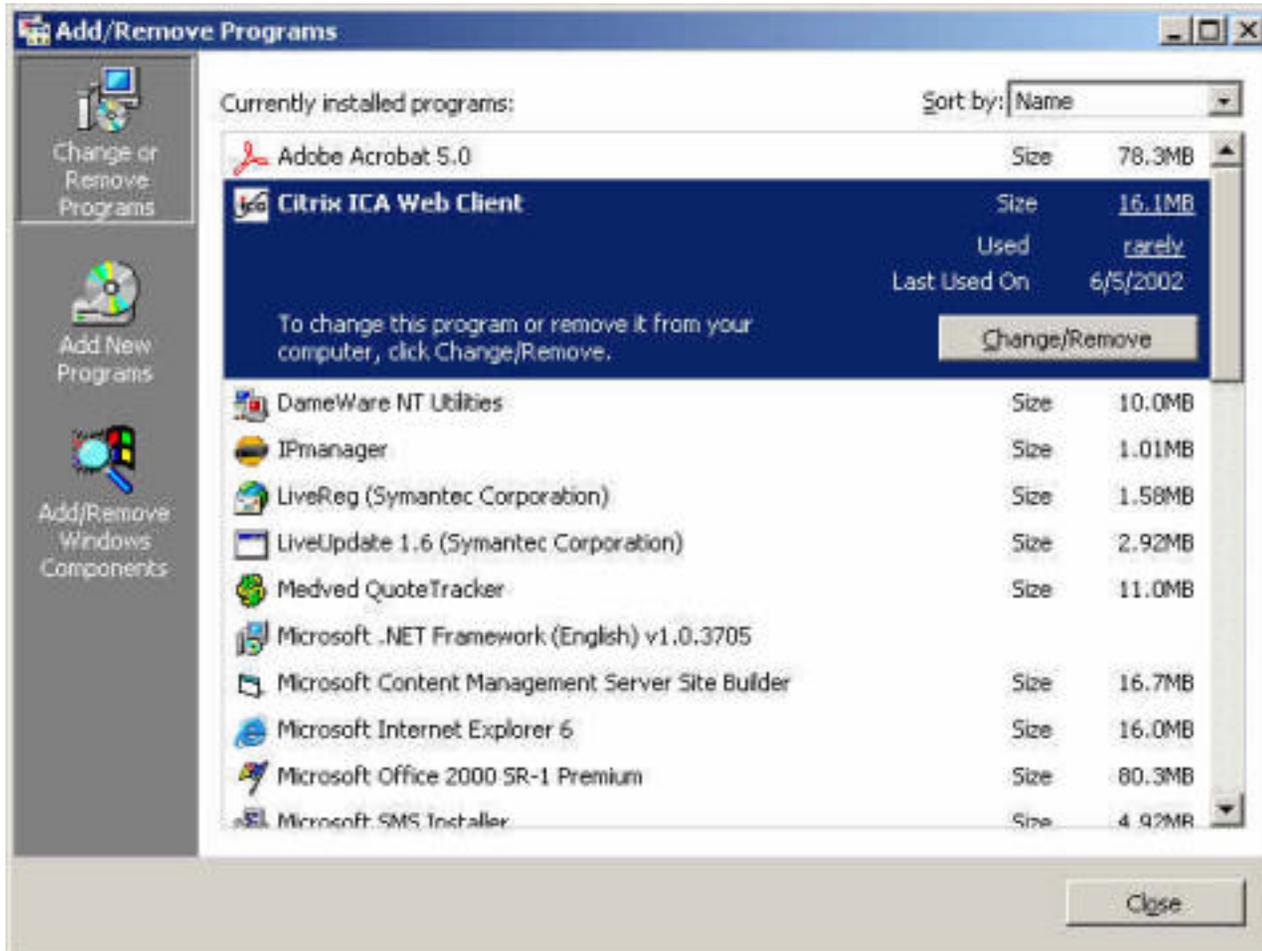
[Requirement 2 - Microsoft Internet Explorer 5.5 SP2 or greater](#)

- http://download.microsoft.com/download/ie55sp2/install/5.5_sp2/win98me/en-us/ie5setup.exe
- To verify the version of Internet Explorer you are using, double-click Internet Explorer to open, click on the Help Menu -> About Internet Explorer.
- You should see a screen similar to this example.



[Requirement 3 - Citrix ICA Web Client Software](#)

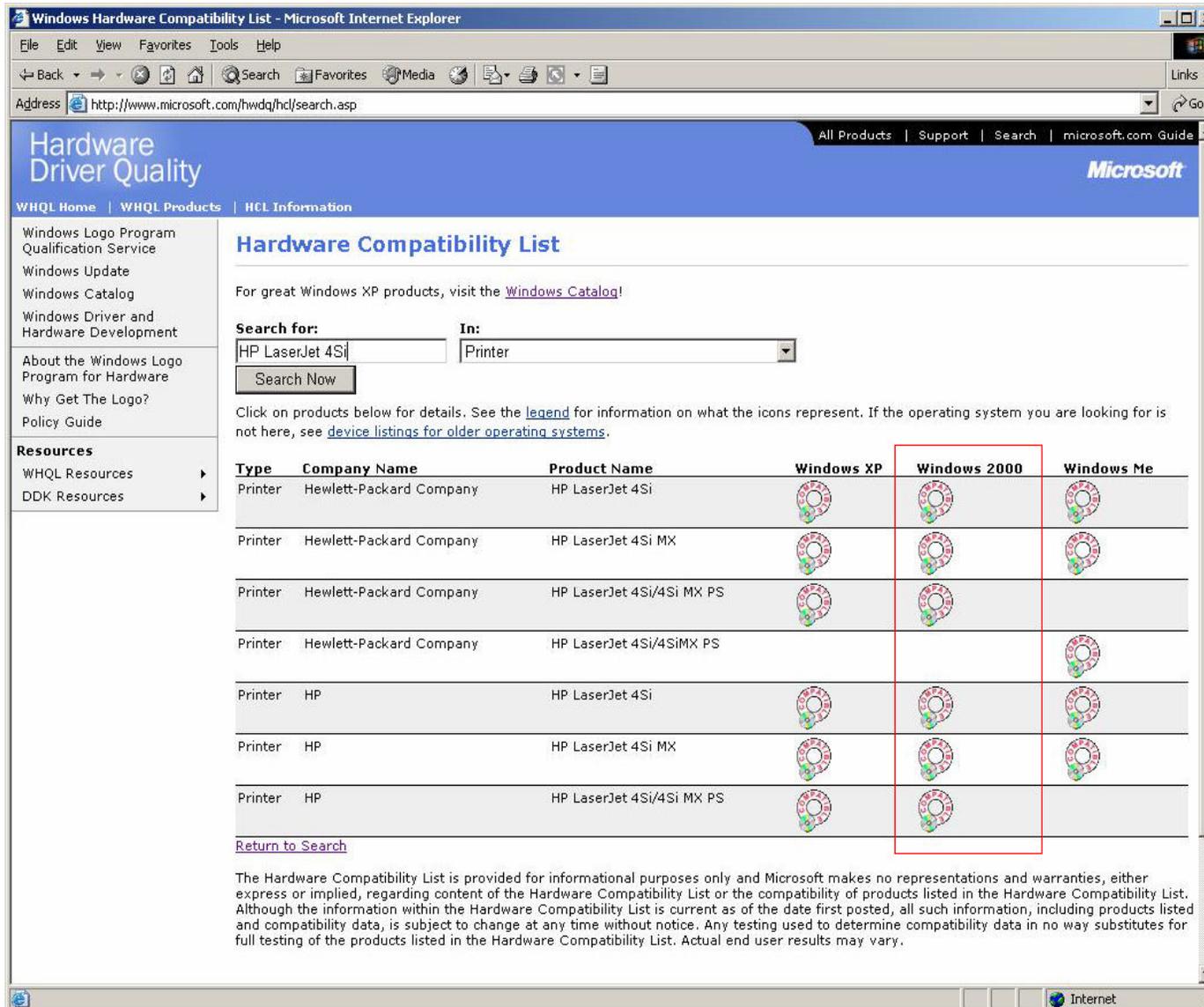
- <https://rows.mfr.usmc.mil/rows>
- To check to see if you have the Citrix ICA Web Client Software installed on your workstation. Click on Start -> Settings -> Control Panel -> Add/Remove Programs. You should see Citrix ICA Web Client in the list of applications installed on your computer.
- You should see a screen similar to this example.



Requirement 4 - Microsoft Windows 2000 Compatible Printer

You must meet this requirement to guarantee that printing orders can be dependable and reliable. The ROWS Servers use the Microsoft Windows 2000 Platform even though your workstation may or may not be running that Operating System. **Your printer must be on the Microsoft Hardware Compatibility list for Windows 2000 to print from ROWS.**

- To verify compatibility of your printer with ROWS which uses the Microsoft Windows 2000 Platform click on the following link and select Printers. <http://www.microsoft.com/hwdq/hcl/search.asp>



Hardware Compatibility List

For great Windows XP products, visit the [Windows Catalog!](#)

Search for: In:

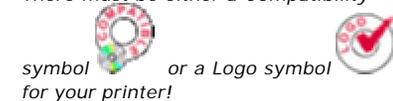
Click on products below for details. See the [legend](#) for information on what the icons represent. If the operating system you are looking for is not here, see [device listings for older operating systems](#).

Type	Company Name	Product Name	Windows XP	Windows 2000	Windows Me
Printer	Hewlett-Packard Company	HP LaserJet 4Si			
Printer	Hewlett-Packard Company	HP LaserJet 4Si MX			
Printer	Hewlett-Packard Company	HP LaserJet 4Si/4Si MX PS			
Printer	Hewlett-Packard Company	HP LaserJet 4Si/4SiMX PS			
Printer	HP	HP LaserJet 4Si			
Printer	HP	HP LaserJet 4Si MX			
Printer	HP	HP LaserJet 4Si/4Si MX PS			

[Return to Search](#)

The Hardware Compatibility List is provided for informational purposes only and Microsoft makes no representations and warranties, either express or implied, regarding content of the Hardware Compatibility List or the compatibility of products listed in the Hardware Compatibility List. Although the information within the Hardware Compatibility List is current as of the date first posted, all such information, including products listed and compatibility data, is subject to change at any time without notice. Any testing used to determine compatibility data in no way substitutes for full testing of the products listed in the Hardware Compatibility List. Actual end user results may vary.

There must be either a Compatibility



Compatibility means the printer is compatible and the logo mean the printer is certified for the Microsoft Platform.

This graphic is a search to verify the compatibility of the HP LaserJet 4Si. As you can see the HP LaserJet 4Si printer is compatible with Windows 2000, therefore will operate with ROWS. The HP LaserJet 4Si/4SiMX PS is NOT, therefore that printer will not operate with ROWS.

If you have a variety of printers at your site to choose from, choose a compatible printer even though it may be more inconvenient such as walking across to the other cubicle to get a hard copy of your orders. If you do not have any compatible printers in your immediate vicinity or site, you should purchase a printer using the justifications in this document!

If your client workstation IS on the Marine Forces RNET, proceed to Section III. - Installing the Citrix ICA Client Software.

If your workstation IS NOT on the Marine Forces RNET and behind a Firewall, be sure you also meet the R.O.W.S TCP/IP Port Requirements in Section II. - R.O.W.S TCP/IP port requirements.

Section II. - R.O.W.S TCP/IP Port requirements (If you are unfamiliar with this terminology, please consult your Information Systems Coordinator)

Requirement 5 - Port TCP 443 Protocol (SSL) Direction - Outbound

- To verify that you can access the 443 port from your Local Area Network, double-click on your Microsoft Internet Explorer 5.5 SP1 Web Browser to open and type <https://rows.mfr.usmc.mil/> on the Address Bar.
- If you do not see the Address Bar select View -> Toolbars -> Address Bar. This item should be have a check to the left of it.

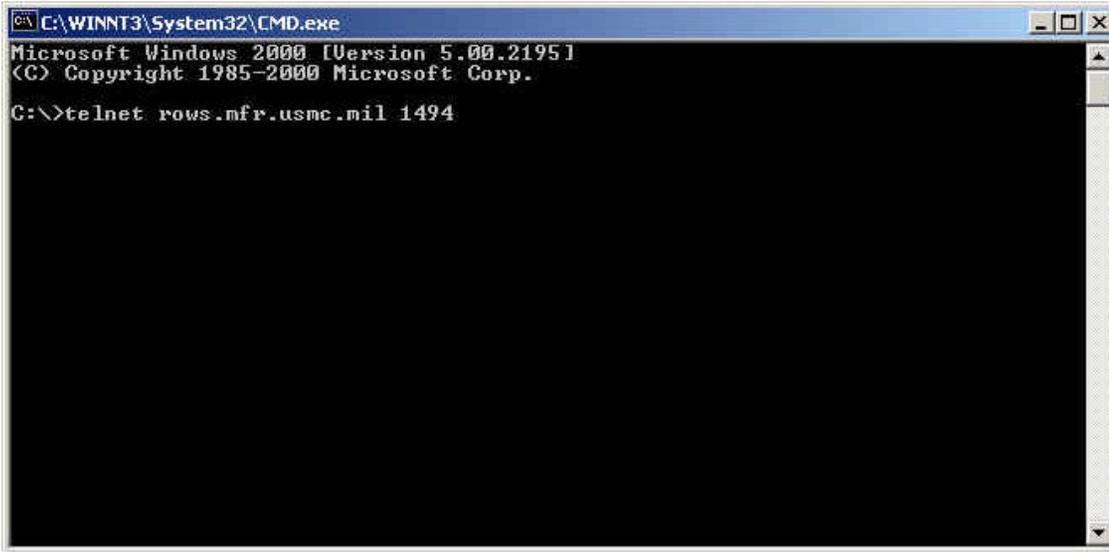


You should see a web page similar to this example with a picture of a lock at the bottom right hand corner.

If you cannot access this page check please verify if you have specific Proxy Settings at your site or consult with you Information Systems Coordinator, LAN Administrator, or Security Personnel.

Requirement 6 - Port TCP 1494 Protocol (ICA) Direction – Outbound

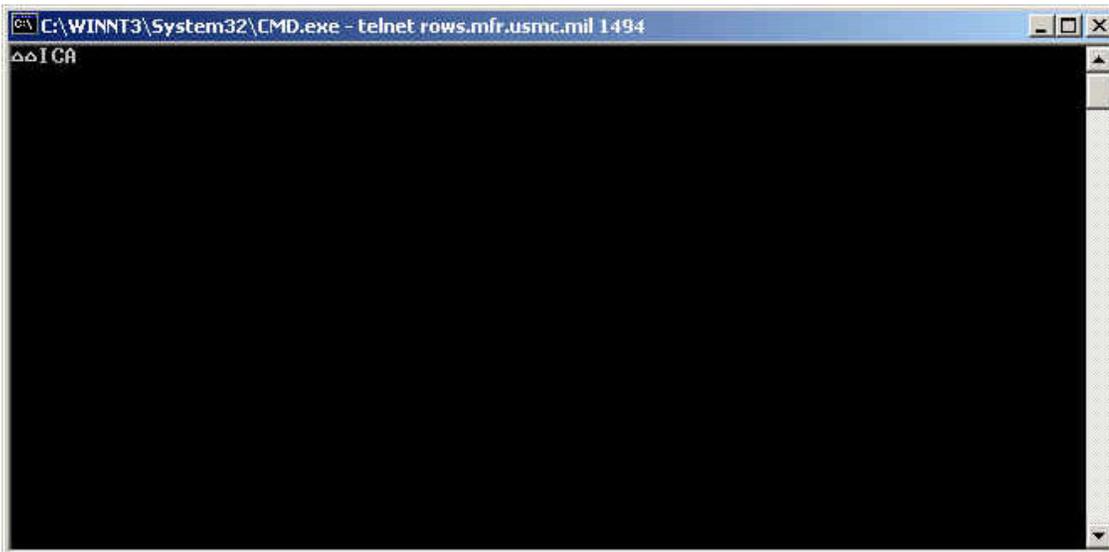
- To verify that you can access the 1494 port from your Local Area Network, go to a command prompt and use the telnet command.
- To get to a command prompt if you are using Windows NT/2000/XP click on Start -> Run -> type *CMD*.
- To get to a command prompt if you are using Windows 95/98/ME click on Start -> Run -> type *COMMAND*
- Type *telnet rows.mfr.usmc.mil 1494* as shown then hit the Enter Key.



```
C:\WINNT3\System32\CMD.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>telnet rows.mfr.usmc.mil 1494
```

You should see a screen similar to this example referencing a response from the R.O.W.S system with ICA if you are using Windows NT/2000/XP.



```
C:\WINNT3\System32\CMD.exe - telnet rows.mfr.usmc.mil 1494
△△ICA
```

You should see a screen similar to this example referencing a response from the R.O.W.S system with ICA if you are using Windows 95/98/ME.



**If see a message that the connection failed, Requirement 6 *IS NOT* met and you will not be able to connect to the R.O.W.S system. You must consult with your Information Systems Coordinator, LAN Administrator, or Security Personnel to justify security modifications to the security Firewall system you are governed by using your chain of command.

Section III. - Installing the Citrix ICA Client Software

- 1) You access R.O.W.S using your opening your Internet Explorer Browser by typing <https://rows.mfr.usmc.mil/rows> in the address bar. Netscape Products are not supported.
- 2) You should get a Security Alert message regarding a digital certificate or viewing pages over a securing connection. Select View Certificate and then Install Certificate -> Next -> Next -> Finish. (You may be asked this multiple times if you have never installed the digital certificate). You should get a message stating that the certificate import was successful.
- 3) A Web Pop-Up message comes up if you do not have the Citrix ICA Client Software installed on your client computer. Click on the hyperlink "Install Citrix ICA Client Software."
- 4) An Application Pop-Up Authenticode message comes up, "You have chosen to download a file from this location, or do you wish to install and run... Ica32t.exe from rows..mfr.usmc.mil. What would you like to do with this file? Select Run the program from its current location and click YES or Ok.
- 5) You will see a File Download window, opening Ica32t.exe from rows.mfr.usmc.mil. Please wait while the client software is being retrieved...
- 6) A Security Warning Dialog box comes up, Do you want to install and run the "Citrix ICA 32-bit Windows Client signed on..., and distributed by Citrix Systems, Inc.". Select the checkbox "Always trust content from Citrix Systems, Inc." and click YES to continue.
- 7) An installation box shows the client software installing and is called the Citrix ICA 32-bit Windows Client - InstallShield Wizard in a blue color. "This will install the Citrix ICA Web Client. Do you wish to continue?" Click Yes. Also select Yes to the License Agreement. Copying files...
- 8) A Pop-Up should state "Citrix ICA Web Client - Setup completed successfully. You may need to restart your web browser to activate changes." Select Ok, and close out your web browser.

Section IV. - Connecting to R.O.W.S

- 1) You access R.O.W.S using your opening your Internet Explorer Browser by typing <https://rows.mfr.usmc.mil/rows> in the address bar.
- 2) You should see the R.O.W.S Home Page with a picture icon on the screen next to the word underlined Marine Forces Reserve Order Writing System. You should also see two buttons called Refresh Apps and Install Client. Click on the Marine Forces Reserve Order Writing System.
- 3) Connecting to R.O.W.S, ICA initializing... connection in progress and a red pulsing banner move from left to right within the window. You are connecting to the R.O.W.S system... You will also see a login process with the word Windows 2000 Advanced Server.
- 4) The R.O.W.S banner page should then be displayed and a R.O.W.S username , password, and domain login. Enter your R.O.W.S username, password, and domain.
You are now connected to the R.O.W.S System using RC5 128-bit encryption.

Section V. – Troubleshooting

- If you can't connect to R.O.W.S
 - Please determine whether your site meets the TCP/IP Port requirements with your Firewall Administrator, Security Group or Network Section.

- If you meet the ROWS Software Requirements and R.O.W.S TCP/IP port requirements, it is possible you may get the following error depending on your client configuration and additional software that may be installed on your computer:

"ROWS ERROR - Error in connection. The Citrix Server is not available. Please try again later."

If you encounter this error then you must make a manual change inside the windows registry. If your are unfamiliar with accessing this utility, please ask your Information Systems Coordinator to perform the following operation.

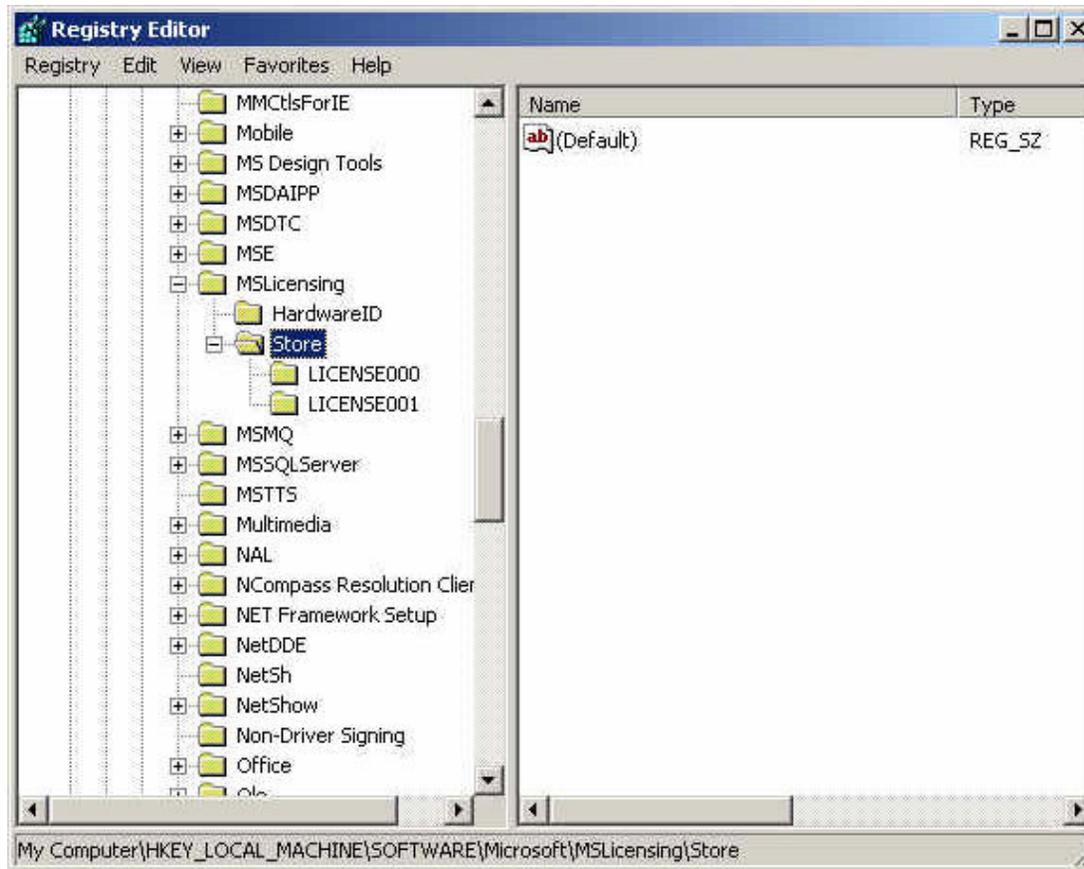
Possible Causes:

Unable to access your Microsoft Terminal Server Client Access License or network connectivity from your site to R.O.W.S may be down.

SOLUTIONS ON NEXT PAGE

Solution1:

- 1) Access the Regedit utility by going to Start -> Run -> *Regedit*
- 2) Go to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensing and delete the Store Key.



- 3) Close the Windows Registry.
- 4) Try and reconnect to the system.

Solution2:

Call NOLA Network Operation Center Help Desk at commercial (504) 678-5623 or DSN 678-5623 to gain specific information on network outages. If you are within the RNET you can submit an online trouble ticket using the [MFR G-6 Online Support Center Remedy Help Desk System.](#)

- To remove the Citrix ICA Web Client Software automatically from your computer use the Add/Remove applet in the Control Panel. Select Citrix ICA Web Client to Remove. You can then reinstall the Citrix ICA Web Client software again if needed.
- To remove the Citrix ICA Web Client Software manually from your computer use the search or find files or folder feature in windows searching for wfica. Delete any Wfica files and the C:\Program Files\Citrix\IcaWeb32 directory. You can then reinstall the Citrix ICA Web Client software again if you experienced initial installation issues.

End Document