

Known Issue with Windows XP Service Pack 3

Symptoms: A user would click a desktop or Windows Terminal Server application and the resource would begin to initialize and then quit.

Cause: After upgrading to Windows XP Service Pack 3, or installing Windows XP Service Pack 3 on a new machine, the Remote Desktop Protocol is disabled by default. Internet Explorer Security Settings are also modified.

Resolution: Follow the steps below.

Option 1: Tools > Manage Addons > Enable or Disable Addons.
Click the drop down box and select Downloaded ActiveX Controls (32Bit)
Select 'Microsoft RDP Client Control or Microsoft Terminal Services' and click Enable
Click Ok.

In Internet Explorer select Tools > Internet Options > Security.
Select the Trusted Zone and select Sites.
Add your Application Portal's URL to the Trusted Sites and click Ok.
Select *Custom Level*
Enable *Initialize and Script ActiveX Controls not marked safe for scripting*.
Click Ok, and Ok once again.

There are cases where the 'Microsoft RDP Control or Microsoft Terminal Services' will not be listed in the addons section, in which case the user should perform the following procedure.

Option 2: Start, Run, Type in regedit and hit enter.
Navigate to, and delete the following registry keys.

```
HKCU\Software\Microsoft\Windows\CurrentVersion\Ext\Settings\{7390f3d8-0439-4c05-91e3-cf5cb290c3d0}  
HKCU\Software\Microsoft\Windows\CurrentVersion\Ext\Settings\{4eb89ff4-7f78-4a0f-8b8d-2bf02e94e4b2}
```

In Internet Explorer select Tools > Internet Options > Security.
Select the Trusted Zone and select Sites.
Add your Application Portal's URL to the Trusted Sites and click Ok.
Select *Custom Level*
Enable *Initialize and Script ActiveX Controls not marked safe for scripting*.
Click Ok, and Ok once again.

Following this you should be able to access your applications and desktops normally through your web portal.