



FlexSIS Communication


The following is a procedure designed for users who experience a freeze of FlexSIS for over 1 minute or an error message while using the New Enrolment wizard.

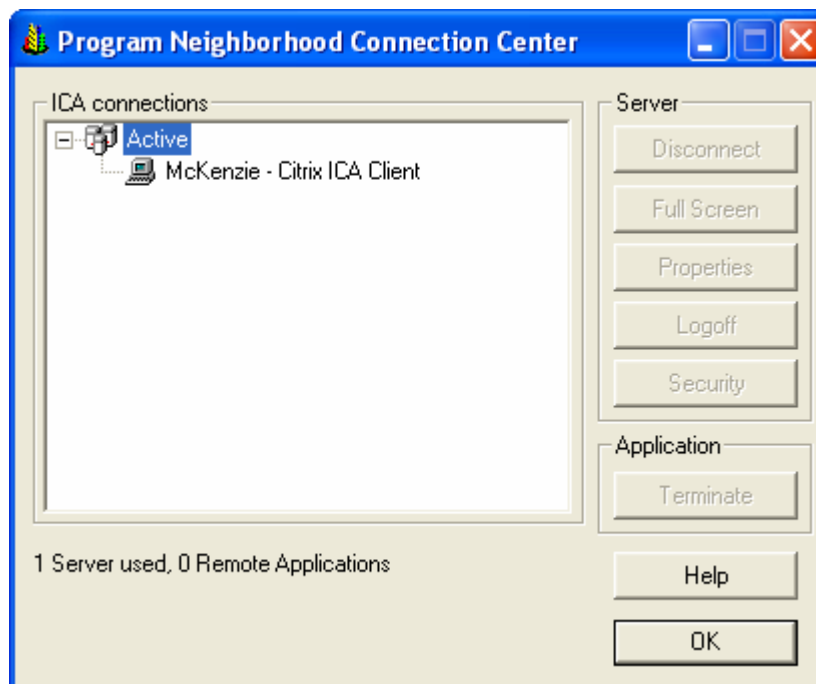
The FlexSIS team would like to apologise for any inconvenience these freezes have caused.


Should you be experiencing any other FlexSIS problems you should not hesitate to contact either Antony Talone on 0418 438 683 or The FlexSIS Support Team on X15445 or 0401 715 774.

Application freeze

Note: It is called a freeze when the application fails to respond for over a minute (please wait the entire minute before executing the following procedure).

1. Right Mouse Click to **Open the Citrix environment** (visible as  at the bottom right-hand corner of your screen) a dialog box will open (see below)
2. Note the name of machine that you are connected to (it will be something like MALIBU, PATONG, ARILIE, SQUEEKY, WHALE...).
3. Under **ICA connections** expand the machine tree view and select **Student Administration** system application; as shown in the following diagram:



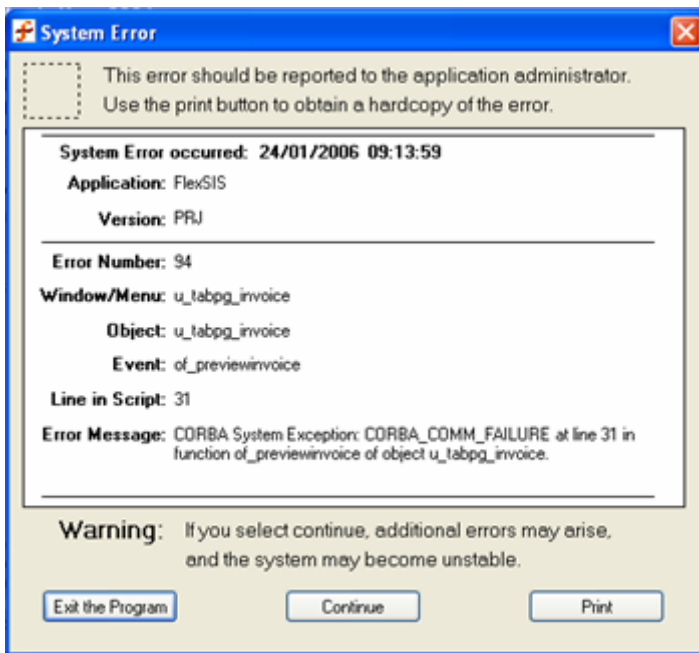
4. Terminate the application by clicking the  button.
 5. Logout using  button.
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6. Re-login into FlexSIS using Citrix NFuse.

Users may also experience a **Corba Error** – below is the way to remedy this error while you are in the middle of the New Enrolment wizard.

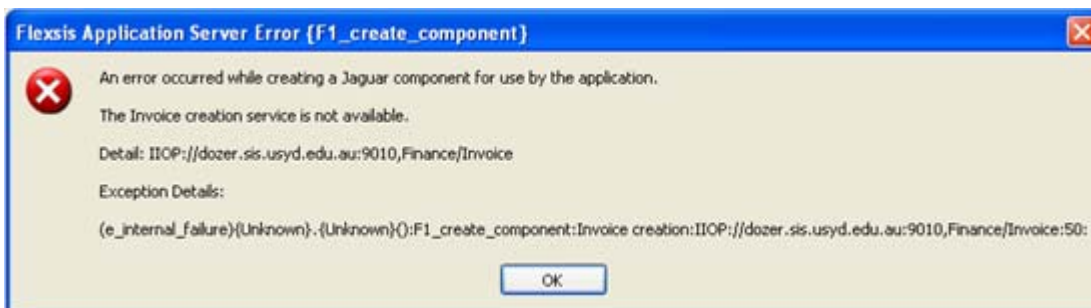
If you get an error like the one shown in the following diagram, follow the instructions below.



1. Click .
2. Wait for approximately 20 seconds.
3. Proceed with the enrolment.

Other Errors

If you get an error like the one shown in the following diagram, follow the instructions below.



4. Click .
 5. Wait for approximately 20 seconds.
 6. Proceed with the enrolment.
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