



## **Central Board of Excise and Customs (CBEC)**

### **Capture Snap-Shot through Citrix**

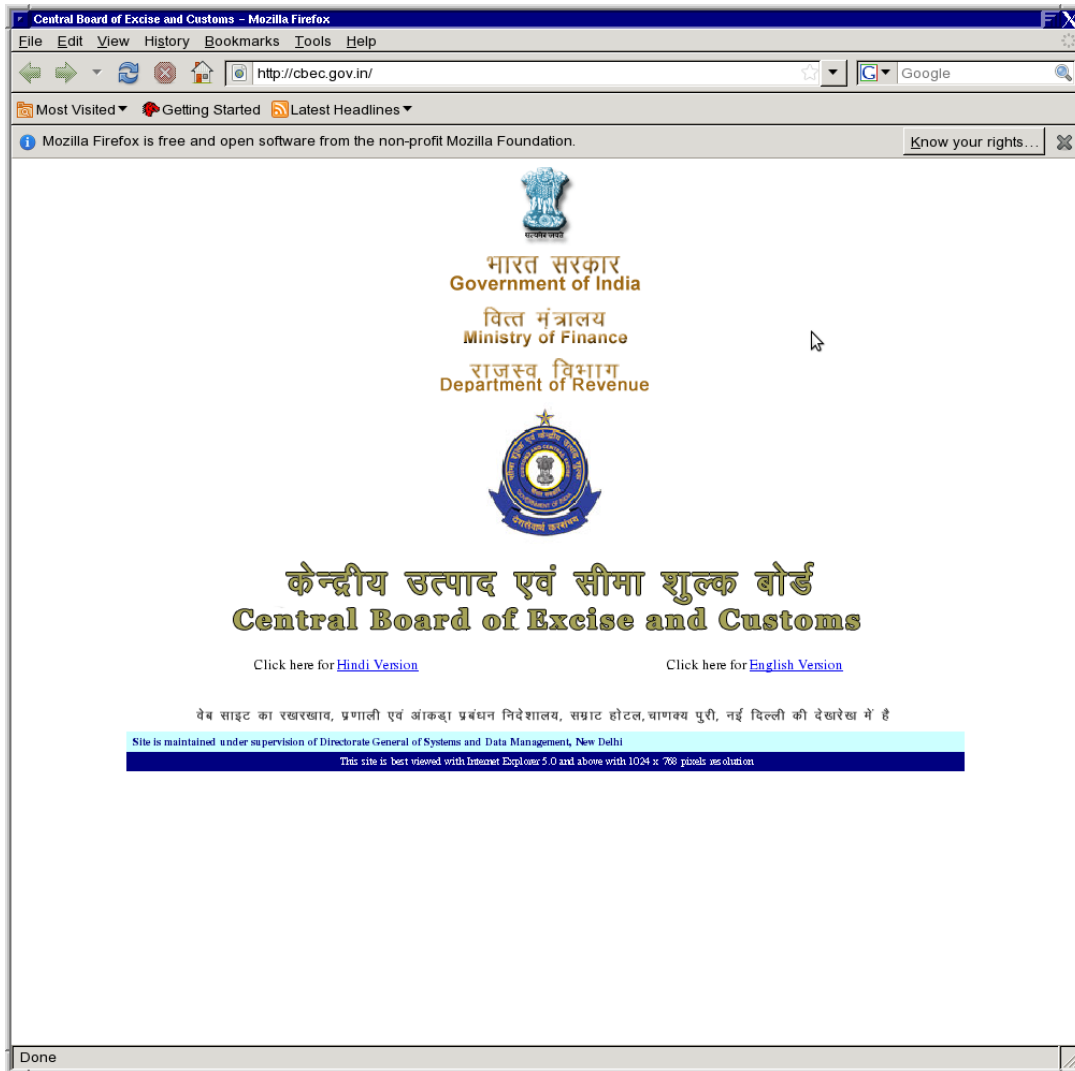
**Version 1.0**

**February 2011**

## To Capture a Snap-Shot of Application Error through Citrix

1) To capture a snap-shot of application error through Citrix:

To capture an Application Error through Citrix, it needs to open that error screen.  
Example: If you want to take a screen-shot of Firefox Window ( Published on Citrix )



- 2) For print screen just press **Alt + Print Screen** or **Print Screen**.

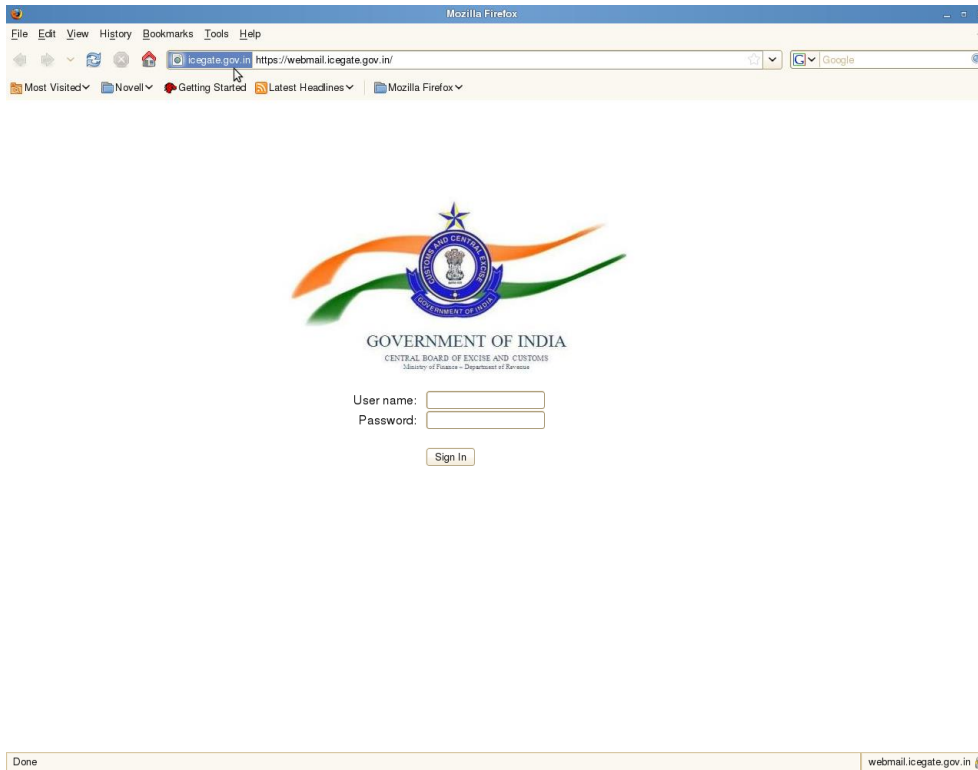


It prompts a window to save your screen shot on a specified folder. Save it on desktop (by default option).



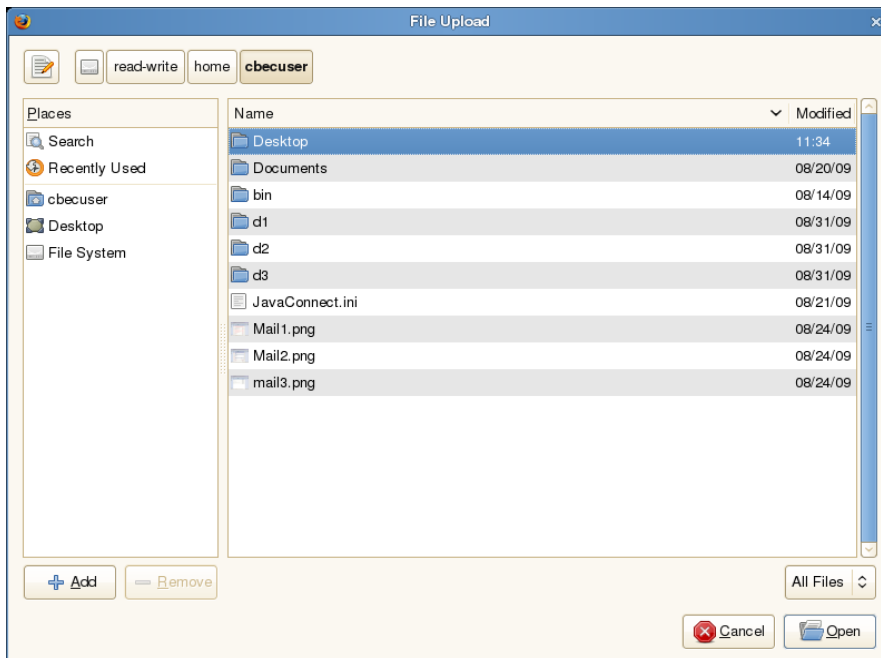
- 3) Open your Webmail <https://webmail.icegate.gov.in> through firefox (available on thin client **Computer -> Firefox**).

**Caution: Do not open your mailbox through Citrix Firefox.**

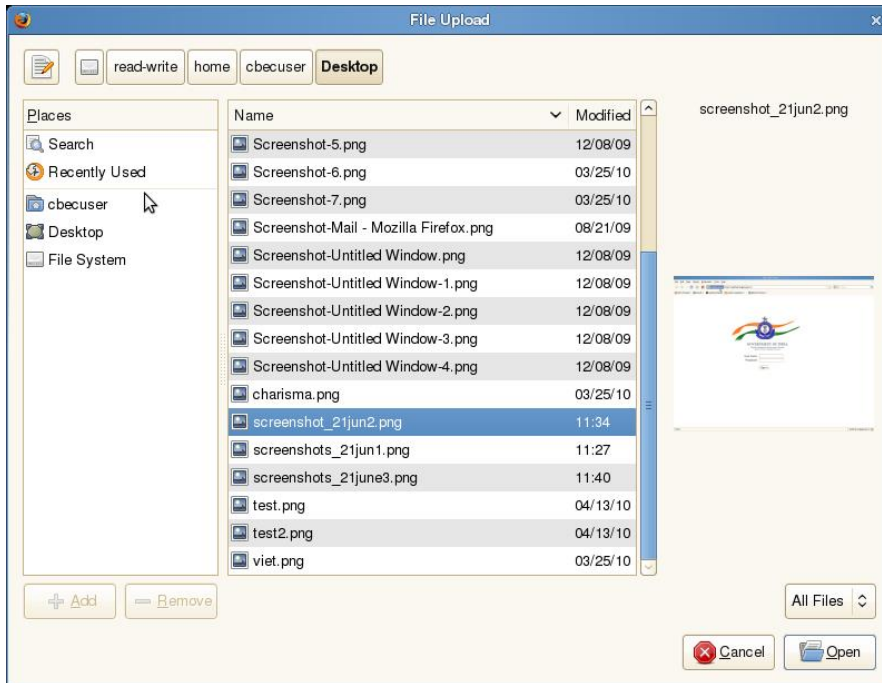


4) To Attach a document on mail :

Click on **New** to compose a new mail. After clicking on **Add Attachments** (Click on **Select File**) -> it will prompt a window **File Upload**. Double click on **Desktop** or after selecting **Desktop** just click on **Open**.



- 5) Select a file you want to upload. Click on "Open" to attach it on your mail. Then send this mail to the concerned person.



- 6) **Please ensure that after sending the snap-shot, please remove the snap-shot image saved on your Thin Client Computer and from the Trash folder also. As due to the limited space available on the Thin Client the performance might be impacted.**