

## Application Support

### Accessing Customer Activities via Citrix Client

#### What is the Citrix Client?

This is also known as the **Citrix ICA Client plug-in** or **Citrix Presentation Server Client**. It is an application that provides the passing of data between a remote server and your local pc (client) in a secure environment. It is required to access NBPL's Customer Activities screens.

#### How to install:

- External Shippers and Customers:

[Click here](#) to download the recommended version 10.2 of the Citrix Presentation Server Client for Windows XP.

First save the file to your pc. When the save is complete, double-click the file name located where you designated it to be saved. Follow the installation screens, accepting the default values.

- Internal Users of NBPL Business Applications:

[Click here](#) to download the recommended Full Client version 10.2 of the Citrix Presentation Server Client for Windows XP.

First save the file to your pc. When the save is complete, double-click the file name located where you designated it to be saved. Follow the installation screens, accepting the default values.

### Capacity Release Rules per COFR 284.8 (FERC Orders 712 and 712-A)

We've created a flow chart on capacity release to make it easier to determine what contracts can or cannot exceed max rate and what capacity releases must be biddable per the recent FERC Orders 712 and 712-A. [Click here](#) to view and/or print that flow chart.