

DART Access and Firewall Rules

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Correcting Printing and Saving Problems in DART

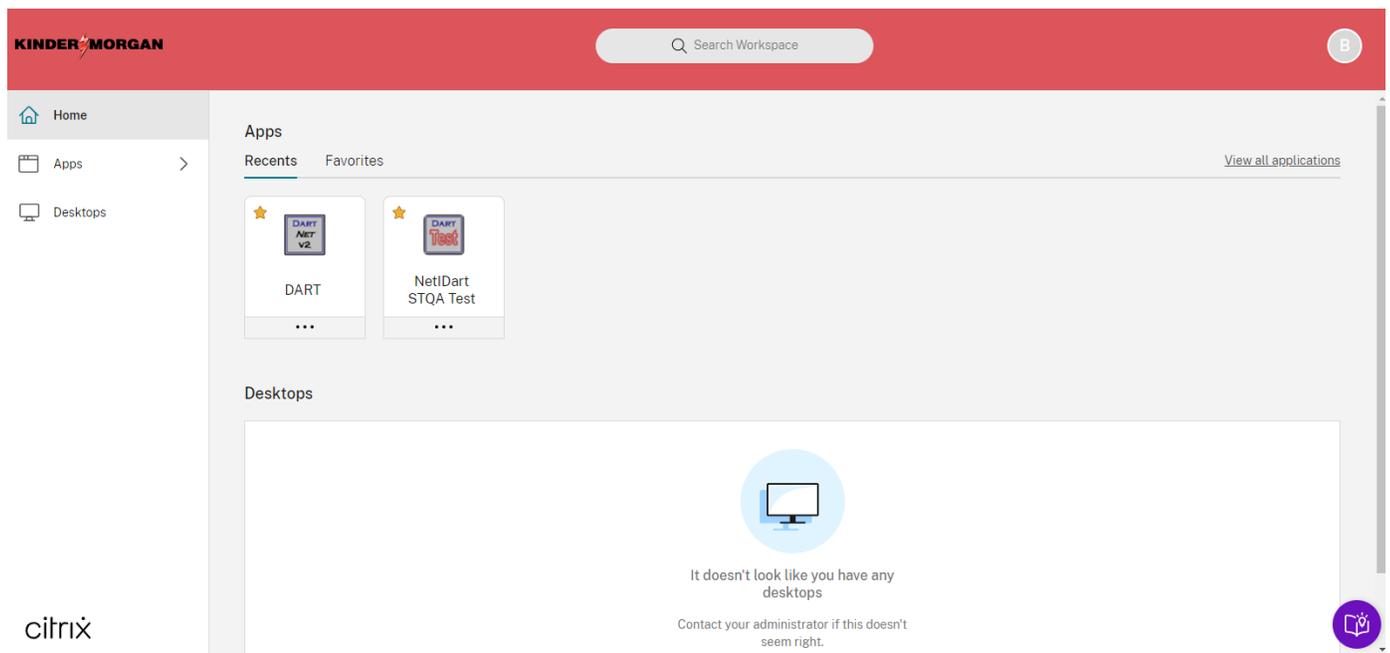
The biggest cause of DART printing and saving problems is using the Lite version of Citrix rather than the full version. The Lite version of Citrix doesn't allow print and save functionality. The following steps will assist with determining which version is being used and switching to the full version if needed. If a DART user continues to experience issues after following these instructions, they may reply to DART System Security to be put in touch with a technical expert who may assist further.

Use the following link to begin the process: kmapps.cloud.com

One of two screens may display, depending on their individual PC/network setups. Follow instructions based on the screen that displays.

1. If the screen below displays then click the gear in upper right hand corner for settings. From there select "Account Settings".

If a different screen displays, skip to #2 below.



After selecting “Account Settings” the screen below will display. Check Advanced. If it says “Apps and desktops will launch in your Citrix Workspace app” then you are using the full version of Citrix. If still unable to print or save then contact DART System Security to be put in touch with a technical expert who can assist further.

Edit Profile

Regional Settings

Tools

Advanced

Integrations

Advanced

Apps and Desktops Launch Preference

Launch your apps and desktops with the app or with your web browser.

Current Method:

Apps and desktops will launch in your Citrix Workspace app on your device (Recommended).

[Verify connection](#)

[Use Web Browser](#)

If the Current Status says “Apps and desktop launch in your web browser” then you are using the Lite version of Citrix and this is most likely the cause of being unable to print or save. Click on “Use Citrix Workspace App” and follow the prompts in #2 below.

Advanced

Apps and Desktops Launch Preference

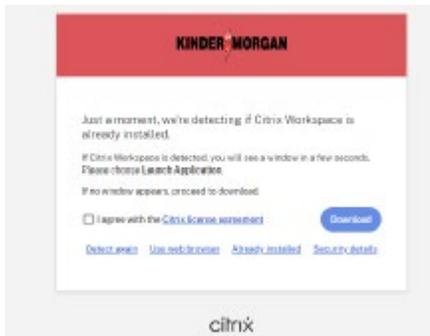
Launch your apps and desktops with the app or with your web browser.

Current Method:

Apps and desktops will launch in your web browser.

[Use Citrix Workspace App](#)

2. A Local Citrix version will be detected. If none is found please agree to Citrix's EULA and click download for the most recent version or click Already Installed if you already have it installed.



3. Once you have logged into DART with the full Citrix App, you should be able to save or print from your local machine without issue.

DART Firewall Rules

DART Customer Activities Addresses that will need to be permitted through a firewall are:

https://*.kindermorgan.com

https://*.cloud.com

https://*.citrixdata.com

<https://citrix-cloud-content.customer.pendo.io/>

*.nssvc.net (including all sub-domains)

Please ensure all Citrix Points-of-Presence (Pops) are also available as found here:

<https://support.citrix.com/article/CTX270584/citrix-gateway-service-pointsofpresence-pops>

For questions concerning firewall configuration, please contact James "Skip" Stallings at (713) 369-9067 or james_stallings@kindermorgan.com