

Landonline freezes during certify and sign.

A number of users have reported issues with Landonline freezing during certifying and signing of dealings. We are aware of two issues that may be causing this and the current workarounds are documented below.

Landonline Application Support is actively working on resolving both of these issues and this article will be updated as more information becomes available.

Note: All examples and Screen shots provided are from a Windows 7 desktop - these may differ under Windows 8; however the workarounds will be similar.

Issue 1 – The response window advising that signing is complete may disappear behind other windows, making it inaccessible.



Note: It is not recommended to press enter at this point as it may cause Landonline to crash.

Recommended workarounds:

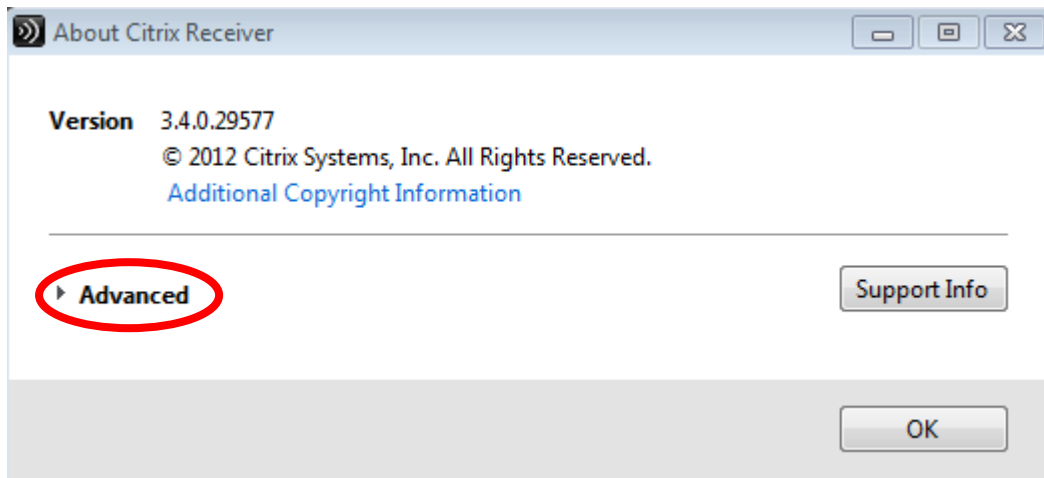
The window may appear if you wait a few minutes, however if it doesn't, or you do not wish to wait, please follow the steps below to disconnect from Landonline.

Note: Do not use Ctrl+Alt+Del to disconnect.

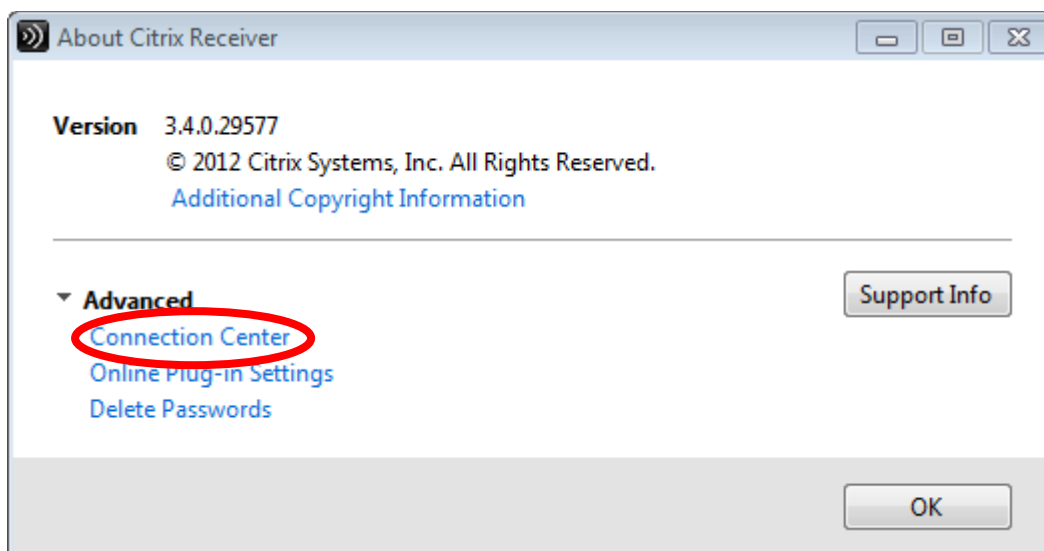
Double click on the Citrix Receiver icon in your system tray.



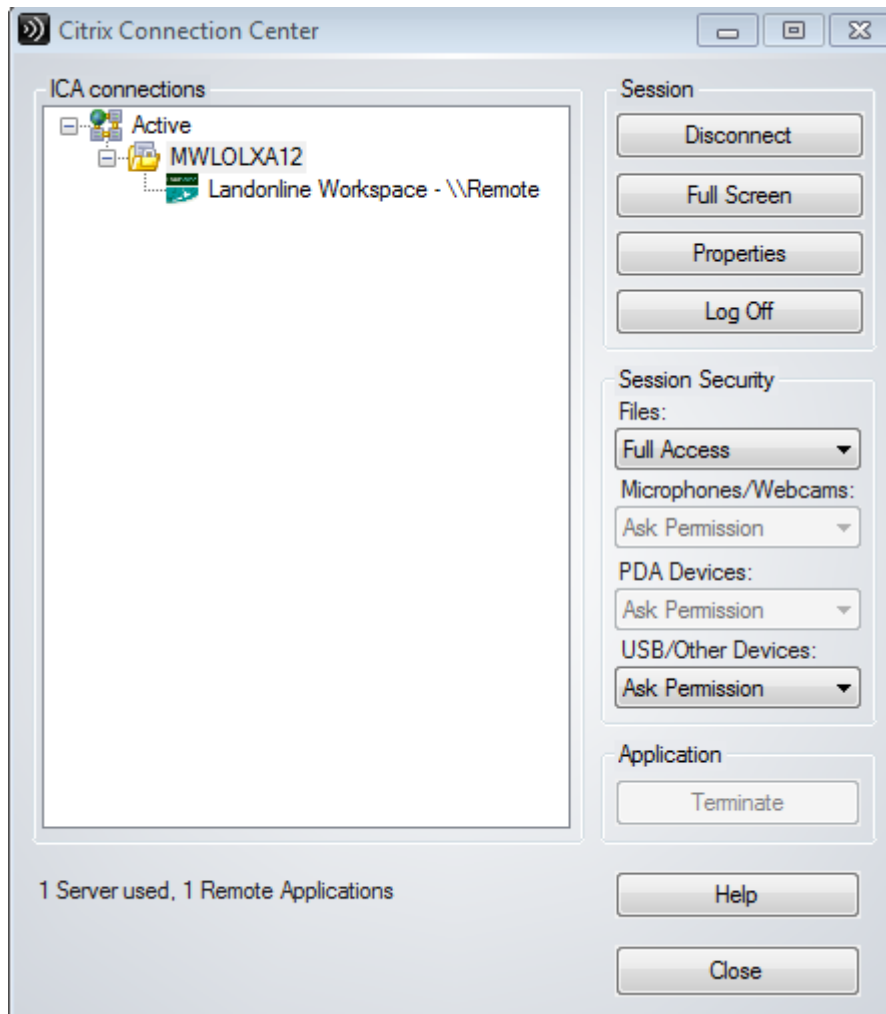
The following window will display, click on Advanced.



Click on Connection Center

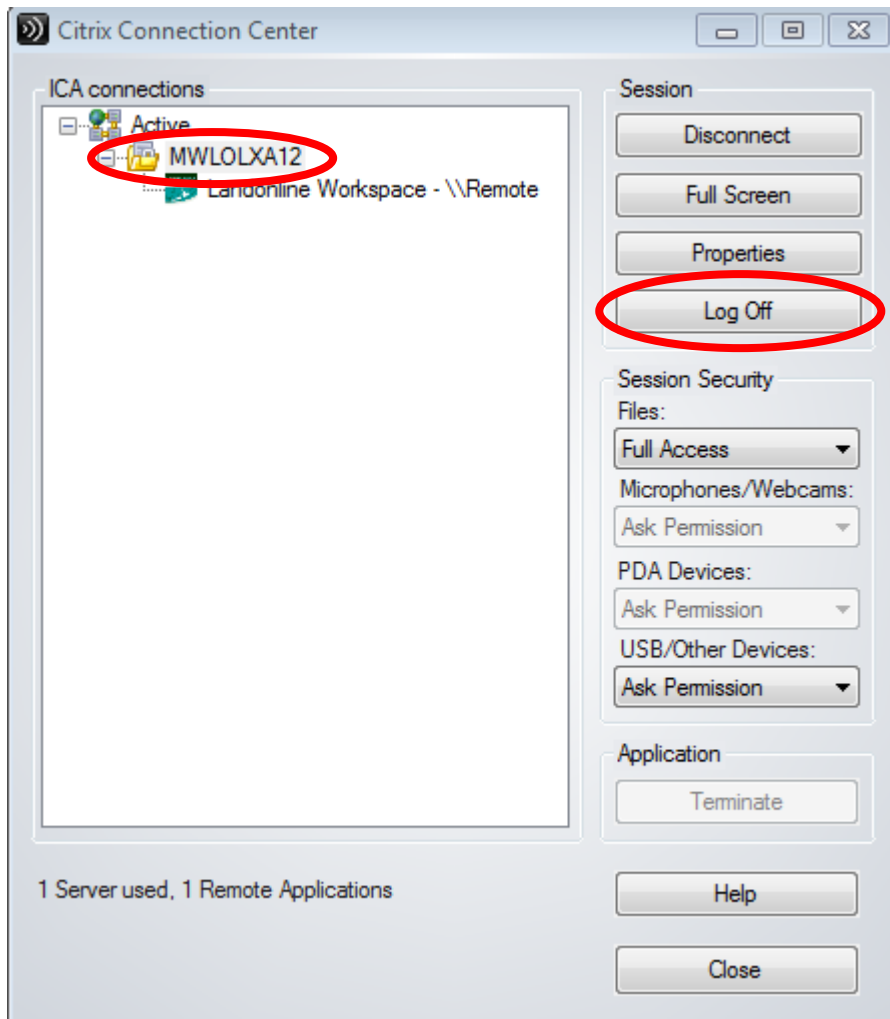


A new window will display showing your connected Landonline session.



Click on the folder MWLOLXaxx (the xx is the server number and will be different each time in most cases) and select Log Off (Do not use Disconnect as this will still leave you logged in on the server)

Note: There may be other Citrix sessions listed, please make sure you select the one with Landonline Workspace below it.



You will be logged off Landonline and will be able to log back in. The dealing should now display as signed.

Issue 2 – Sometimes a Landonline response window may disappear completely.

Some users on dual monitors or with very large resolutions may experience some Landonline windows not displaying. The most common cause for this is where users have dual monitors and have their primary monitor (with the Windows start button) as the right hand monitor, or a high screen resolution (e.g. greater than 1680x1050)

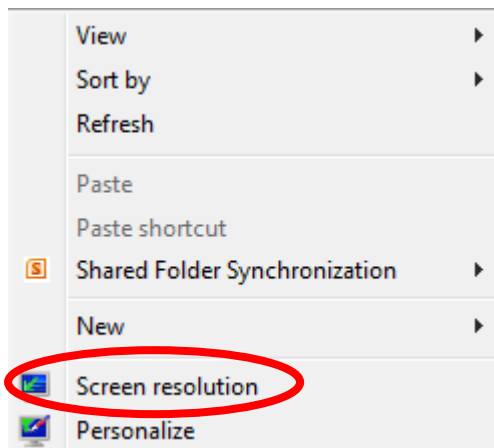
This issue is most frequently observed in the Change Password, Choose a Firm and Licence and Enter your Password (during certify and sign) windows.

Two current workarounds exist:

The user can reduce their screen resolution(s). This is the only option for a single very high resolution monitor.

Users with dual screens can change the configuration of the monitors to be side by side, with the primary monitor as the left hand monitor to resolve this problem.

To change monitor layout in Windows 7, right click on a blank area of your desktop, and select Screen Resolution



Select the monitor displayed at the left and click on the box next to 'Make this my main display'. If one monitor appears above the other, select the top monitor.

Change the appearance of your displays



Make this my main display

On monitors with large resolutions you may need to reduce the resolution to be able to see the window.

Resolution: 1600 × 1200 ▼