

Common errors when trying to launch IDEA:

1. I have pressed the launch/Create a contract using IDEA button, but nothing happens.

In most cases this is because the Citrix receiver is not installed on the device. It Can be downloaded [here](#).

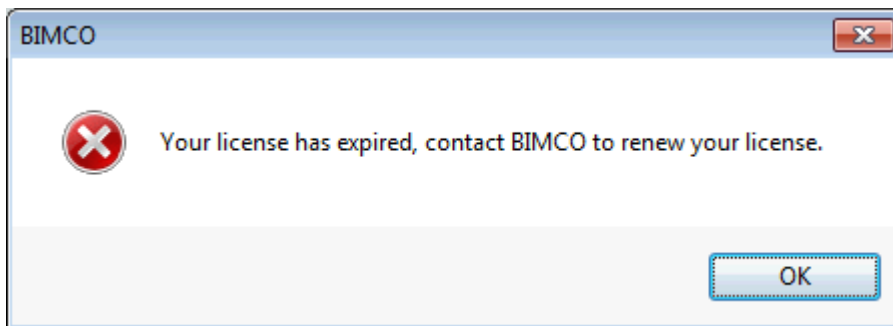
If you have installed the Citrix receiver but the device can't recognize the launch.ICA file, please follow the guide in the [requirements to launch](#) section.

2. Cannot connect to Citrix Xen-app server

This message indicates that your firewall is blocking, first try to switch Citrix port between "Default" and "Legacy". This is done from "My Account", under "BIMCO's IDEA" and "User settings".

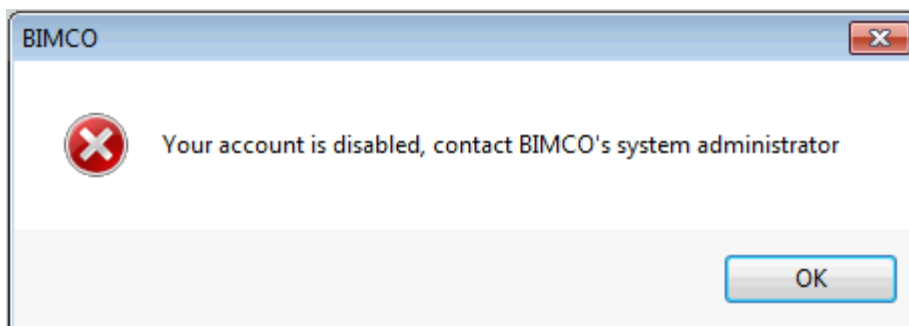
If that doesn't work, please ask your IT administrator to make sure that your firewall allows access through port 443 (Default) or 1494 (Legacy) for the following IP-range: 93.180.81.75 - 93.180.81.85.

3. License has expired



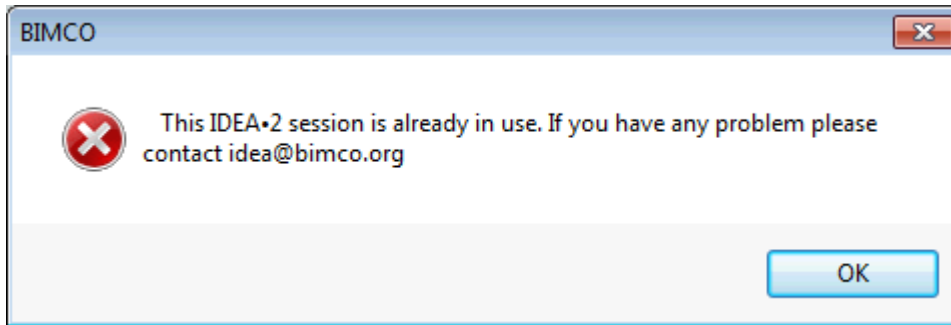
If you receive this message your annual subscription fee hasn't been paid (or your trial has expired, then see [Activation](#)). Please go to "My Account", under "Invoices" for an open subscription invoice (200 EUR for members and 500 EUR for non-members). If you have a VISA or MasterCard, the subscription invoice can be paid there and it will update your account automatically. Otherwise the invoice can be paid by bank transfer, but note that it will normally take 2-3 working days before we receive the payment.

4. Account has been disabled

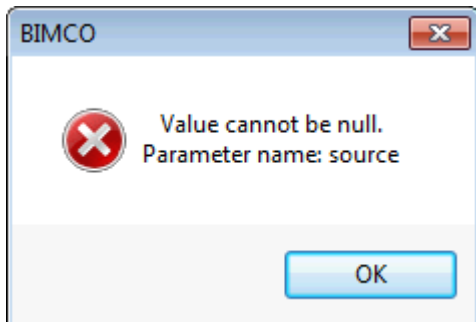


This message is due to an outstanding invoice that is more than 3 months old, and we have tried to send 3 reminders. If you settle the outstanding invoices you have in the "Invoices" section, we will then open the account when we get a notification that the outstanding invoice has been paid.

5. IDEA already in use:



This message will be followed by the message below and indicates that your previous IDEA session wasn't closed the correct way.



There are 2 ways of closing down IDEA when this happens, in order to get back in.

1. The simple way is to re-start your computer.
2. You can close down IDEA, by ending the process of IDEA in your task manager.