Hello Everyone,

The Citrix service is now available to faculty and staff at Cypress College.

The Citrix product will allow you to run Microsoft Windows applications through the web as if you were running them on your local computer. At this time we are offering the GroupWise e-mail application and access to your Novell network drives (such as the J: drive) through Citrix. In the future, we will be adding other applications based on user feedback.

Technical support will be available during normal weekday hours, 8am - 5pm, Monday through Friday. If you experience a problem while using the Citrix service outside these hours, please record what you were doing and any error messages you saw and give this information to the help desk. The help desk can be contacted by phone (714) 484-7157 during normal office hours, or by e-mail: ikahlon@cypresscollege.edu or phamblin@cypresscollege.edu.

Training for Citrix will be available during the e-mail classes. To register for this training, please contact Beverly Harrington at (714) 484-7109 or by e-mail at bharrington@cypresscollege.edu.

To use the Citrix service, you will need satisfy the following requirements:

- To access the Citrix server, you will need to have a Novell user ID and password. Note that your Novell password may be different from your GroupWise password. If you need help with your Novell account, please contact the help desk.
- A personal computer running Microsoft Windows 9x or later, or Macintosh OS 9.x or OS 10.x.
- Have access to the Internet. Broadband connections, such as DSL or cable, are recommended, but dial-up connections will also work although of course more slowly.
- Make sure you have access to your home drive (the H: drive). To test access, login to a computer on campus with your Novell user ID and password. Open up the My Computer folder and look for the H: drive. If it is not present, contact the help desk for assistance. You will need the H: drive later for GroupWise archives and for central storage of files.

The Cypress College Citrix web site provides information about Citrix and has a link to this document and to instructions about how to access the service:

http://www.cypresscollege.edu/~ac/citrix.php
The following pages describe how to access and run an application using the Citrix server.

Step 1: Login to the Citrix server

1a.) To access the Citrix server, start Internet Explorer and go to the following address:

- [http://citrix.cypresscollege.edu](http://citrix.cypresscollege.edu) (for off campus access, i.e. your home)
- [http://citrix1.cypresscollege.edu](http://citrix1.cypresscollege.edu) (for on campus access only)

You should eventually see the following screen:
1b.) Checking to see if you have the Citrix software installed:

(Note: Before installing any software, make sure you are authorized to do so. If you are not authorized or are unsure, consult your local system administrator.)

If this is the first time that you will access the Citrix server from your computer, you will need to install the Citrix client software. Look at the web browser screen as shown above. You should see a section called the Message Center. In this section there is a link to download the client software, which appears whenever Citrix detects that your computer does not have that software installed. Click on the link to download and install the Citrix client software. Note this process will occur on any computer that does not have the client software installed.

The window above may appear when you try to install software from another computer on the Internet. Press the Yes button to allow the installation.
At this screen, press the Open button to run the installation program.

Press the Yes button to continue with the installation of the Citrix client.
After you read the license agreement, and presumably agree with it, press the Yes button to continue.

If all goes well, you should see this window indicating the successful installation of the software. Even though the message says that you may need to restart your computer, you normally do not need to do so. Press OK to continue.
1c.) Logging In

In the web browser window for Citrix, you should see in the upper left quarter of the screen, a section titled “Login”. There are four fields:

- **Username (Required)**
  This is your Novell username that you normally use to login on your office computer to access things like your home drive or the J: drive.

- **Password (Required)**
  This is the password associated with your Novell username

- **Context**
  The context is a way of organizing usernames by groups, organizations or divisions. When you login, make sure that it says “[Find Context]” so that it finds the right context for you. If you have more that one context associated with your Novell username, then you will have to select one. For most users, there will be only one context, and it will be selected automatically for you.

- **Tree**
  The tree contains all of the groups, organizations and divisions for Cypress College. It has the default value of “NOCCCD_TREE” and you won’t need to change this as it is the same for everyone.

Now enter your Username and Password into their respective fields, select “[Find Context]” in the Context list, and finally press the “Log In” button.

**Go to Step 2: Launch an application**
Step 2: Launch an application

2a.) By now, if you were able to successfully login, you should see this screen:
2b.) To launch an application, click once on the icon. It is a hyperlink that will launch the application on the Citrix server and display it on your computer. So to start, click on the GroupWise icon to start GroupWise.

The first time that you start an application on the Citrix server from any computer, you may see the following window:

![Windows Workstation](image)

This window is prompting you for your Windows password on the Citrix server. All the test users have a default password of “cb2004” (without the quotes). You must enter this password in the Password field in the window as shown above. You must also make sure to click on the checkbox titled “Change your Windows password to match your NetWare password after a successful login.” Now you can press the OK button to continue. Now the Windows password on the Citrix server is the same as your Novell password, and you should not have to do this again, unless you change your Novell password sometime later. If you do not see this window, you won’t need to do anything.

While starting the application, you will see this Citrix status window indicating that a connection with the server is being made:

![Connecting to GroupWise](image)
2c.) The GroupWise login window will then appear:

![Novell GroupWise Startup]

Enter your GroupWise User ID and Password, just as you would if you were on campus. (Your GroupWise User ID and Password may be different from your Novell User ID and Password that you used earlier to login to Citrix.)

(or possibly this one)
2d.) You may get a window that looks like the following. It is used to tell the Citrix server whether you will allow the application, in this case GroupWise, to access any files on your local computer.

For the first question “What access should be allowed?” select the “Full Access” option.

For the second question “Do you want to be asked again”, select the “Never ask me again for this server” option.
Now you should see the GroupWise window if your login was successful:

![Novell GroupWise - Mailbox](image)

**Note:** After you start an application, like GroupWise, it may time out and log you off of the Citrix server after a period of inactivity. If you are composing messages, make sure to save it as a draft, especially for long messages, to avoid losing any of your work.
Step 3: Accessing Local Files from the application.

3a.) If I’m in GroupWise and I want to send or save an attachment in a message to my local hard drive:
If you right click once on the attachment, and select “Save As…” from the menu. You can browse the file system to determine into which folder to save the attachment. When you are browsing the file system while running a Citrix application, you actually see folders and drives from the Citrix server and from the computer you are using to access the server. Any drive letter that has a $ (dollar sign) next to it, indicates that is a drive on your local computer and any drive letter without the $ is located on the server.

Notice that the drives A$, C$, D$, E$ and F$ are all located on the local computer. It even uses the word ‘Client’ to give you hint that it really is local. The other drives, M: and N: are actually on the server and not on your local computer.

So if I want to save an attachment on my local C: drive, then I select C$ for the drive and navigate from there to put the attachment in a folder of my choosing.

Now you can use GroupWise just like you were at the campus. If you’re done, you can close GroupWise and logout, which is Step 4: Logging Out. Otherwise, you can go to the next section 3b.) Accessing your Archives from within GroupWise.
3b.) Accessing your Archives from within GroupWise

You can only access your archived messages if you have them stored on a Novell network drive, such as your home drive H:. If this is the case then your archive files will be available. If you store your archived messages on a local computer, such the computer in your office or your notebook, then those messages will only be available when you are using that device. If you use a network drive, such as your home drive, then you can access your archived messages from any computer on campus that has GroupWise installed or via Citrix.

If you need to setup your archive to use the network drive, please contact the Help Desk for assistance.

3c.) Accessing the J Drive

You can access the J Drive, as well as your other Novell and local drives, by clicking on the J Drive icon in the Citrix Web window, as shown below:
Now you should see the following screen:

![Screen Shot](image.png)

In this window, all of your local drives (A$, C$, etc.) are available, as well as all of your network drives such as your home drive “H:” and the “J:” drive.

**Note About Storing Files:**
You should try to store any files on either your home drive (the Novell network drive H) or on your local computer. **Do not store** files on the M: or N: drives, since these drives belong to the Citrix server and Citrix needs these drives to perform its functions. Also, the folders called “My Documents” and “Desktop” represent folders on the Citrix server and not on your local computer, which you can tell because there is not a dollar sign ($) next to the folder or drive name. You should not store files in these folders for the same reason.

Unless you have reasons of security or confidentiality, you should try to store all of your files on your home drive. Your files will then have maximum accessibility and are backed up regularly.

To summarize, store your files on your local drives (the ones with the dollar sign next to them) or on your home drive. If you don’t have access to your home drive, please contact the help desk for assistance. All other drives or folders should not be used.
Step 4: Logging Out

4a.) When you are done using GroupWise, you can exit the application by going to the File menu selecting exit, or by clicking on the “X” in the upper right corner of the application window.

4b.) When you are done with Citrix, you should log out to free up computer resources for other users. In your web browser window that you used to login to Citrix, click on the “Log Off” button.
4c.) After you log off, the browser will return to the login window:

You can close the browser window or log in again later.

Well, that’s all there is to it. Have fun and good luck!