

2010

Common Troubleshooting Tips

myUTSA Apps

v1.0



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Overview

myUTSA Apps allows students via a website to connect and use popular software programs from any Internet-connected device - including smart phones, iPads, laptops and desktop computers.

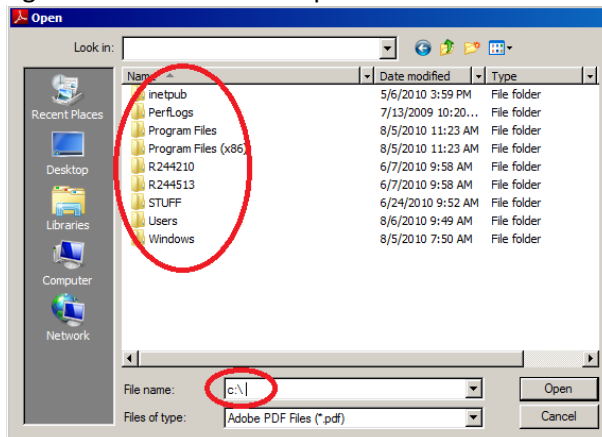
A small software application (a "plug-in") must be installed on the user's computer to allow access to the application as well as the setup of printers and files. The user will be prompted to install the plug-in when connecting to myUTSA Apps for the first time.

The user is given the choice to use available applications, and once launched; the application on myUTSA Apps will look like it is installed on a user's computer, just like any other locally-installed software application. However, myUTSA Apps only allows access to the software - students will not install a copy of the actual software on their computers.

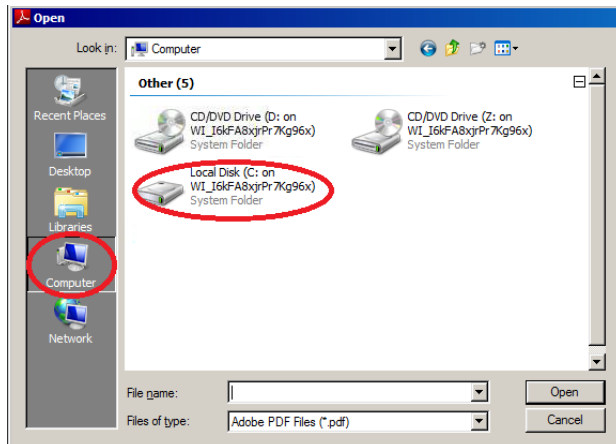
Common Troubleshooting Tips for myUTSA Apps

Q. When typing in C: in a File/Open window it doesn't show my local storage

A. Entering in C: into the filename path references the server hosting the applications hard drive e.g.

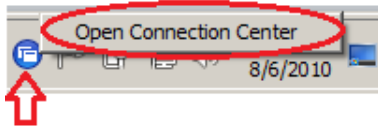


Browse to your local storage instead, the local drives will be identified as being "on WI_<random identifier>



Q. Cant access Local resources (Printers or USB memory sticks)

A. Right click on the XenApp connection center icon (located in the system tray)



Highlight the Server name (e.g. XenApp05) and change the Session Security settings are set to allow for Full Access

- "Files" refers PC's static storage, e.g. Hard drives and CD/DVD drives
- "USB/Other Devices" refers to removable storage e.g. USB Sticks or SD Cards

Once the amendment has been made it may take a few seconds for the drive to become appear as being available in the application.

Q. Advanced features of my printer aren't available

A. myUTSA Apps connections use a universal print driver which will facilitate printing however, may not be compatible with some of the advanced features you may have. These typically will be duplex, multiple trays or collation.

Q. My account displays as being locked out when attempting login to myUTSA Apps

A. Visit <https://idm.utsa.edu/> and unlock or reset your password and retry

Q. When logged into myUTSA Apps I don't see any applications available?

A. myUTSA Apps is only available to students (Fall 2010). Faculty can be granted access if required teach class using myUTSA Apps, if this is required please contact oitsupportservices@utsa.edu

Q. Why does opening a document take a long to in load/save?

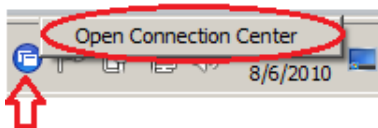
A. When loading/saving and printing from local resources they need to be uploaded to the myUTSA Apps servers before they can be used. Various factors can affect the speed this takes, primarily the size of the document and the speed of your internet connection.

Q. My application has stopped responding

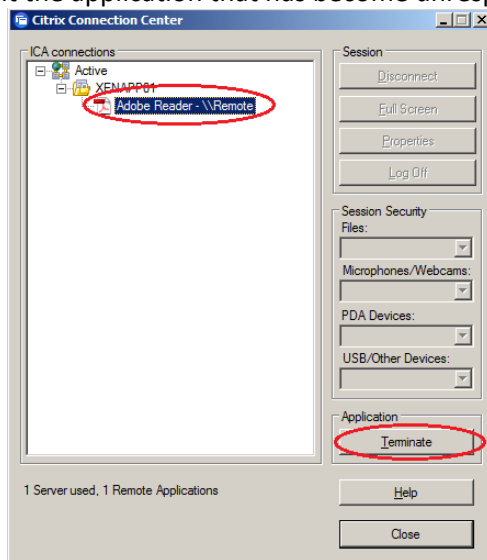
A. The most common cause is that your internet connection has either dropped or has slowed down to the point the XenApp client can't receive video data from the myUTSA Apps servers.

This may be resolved by disconnecting and reconnecting from the Internet or in the event it's an application that has hung:

Right click on the XenApp connection center icon (located in the system tray)



Highlight the application that has become unresponsive and select Terminate.



Re-launch the application

Q. XenApp applications won't launch from web interface?

A. Browser may not support ICA launch files, open up <https://myApps.utsa.edu> in a supported browser and launch

- Officially Supported Browsers for myUTSA Apps access
 - o Internet Explorer
 - o Mozilla Firefox
 - o Safari

Q. Can't save to an iPad/iPhone/iPod Touch

A. There is no facility to save to local storage the iPad or iPhone however, the "<Student Storage>" drive letter will be available to save to.