Information Technology

myCSUNsoftware - FREQUENTLY ASKED QUESTIONS

FAQs

1. **Q. What do I do when I see a white screen, java error or .ica error once I attempt to launch software after I log in?**

   A: Log in to myCSUNsoftware. From the main menu, select the **Settings** link located in the grey bar at top right. In the **Settings** window under the **General** heading, select the **Run Client Detection** link. Next, when prompted, install the Citrix client plug-in, close the browser, save all work and restart your computer. Log in to myCSUNsoftware, return to the **Settings** window under the **General** heading and confirm that it says, "**The Native Client is currently selected**". You should now be ready to launch software in myCSUNsoftware.

2. **Q: When I'm using the virtual application, how do I see my computer drives such as C, F, etc. to locate my files?**

   A: Check the Citrix profile settings:

   a) On a **Mac:** Select **System Preferences** (the Apple menu). In the **Other** heading, select the **Citrix Online Plug-in** menu. From the Citrix Online Plug-in dialog box, select the **Devices** tab. Under the Mapped Drives section, select the drive you are accessing and change the **Read** and **Write** columns to **Always** or **Ask me first**.

   b) On a **PC**: With the myCSUNsoftware program running, select the **Citrix** icon in the bottom right corner of your Windows **Task** Bar. The **Citrix Connection Center dialog** box opens. Under the **Session Security** section, change the **Files** field and **USB/Other Devices** field to **Always** or **Ask Permission**.

3. **Q: Where do I save my work?**

   A: myCSUNsoftware provides a high speed storage option. The recommended storage option is the network share drive: ZDrive or (Z:). The ZDrive is also identified with a short description such as \\vslfiles. You also have the ability to save to your local computer, portable flash drive or WebDrive.

4. **Q: Is there something I can do if myCSUNsoftware is running slowly?**

   A: To improve the performance, check the following:

   - Ensure you are accessing your saved file from the myCSUNsoftware high speed file storage. If your saved file resides in a place other than the myCSUNsoftware high speed file storage, try saving your file to the myCSUNsoftware storage and open it within the myCSUNsoftware environment. (Indicate that it is the Z: or it will be labeled as 'vsfiles')

   - Verify the Citrix client plug-in is installed and running. (For instructions on how to install the plug-in see Question 1.)

   - Verify your Internet connection is DSL or greater. The recommended minimum speed for accessing myCSUNsoftware is 100kbps or .1mbps. To check your connection speed, go to http://www.speakeasy.net/speedtest/.

5. **Q: When I try to launch an application, how do I get past the prompt that tells me to save or open an .ica file, even though I am I logged in and have the Citrix client plug-in installed?**

   A: The Citrix client plug-in may have been downloaded to your computer, but not installed. Find the Downloaded file and **Run** the installation process. You may need to re-download the plug-in. If so, log in to http://mycsunsoftware.csun.edu, choose **settings** and select **native client check**. Follow the prompts to re-download the client, find the file downloaded, and run through the installation process. Once complete, re-visit the log in page and you should be able to access applications.

6. **Q: When is myCSUNsoftware available?**

   A: It is available 24 hours a day 7 days a week. To keep myCSUNsoftware running optimally, scheduled maintenance will take place Saturday mornings 12:01AM to 6:00 AM. During this time users may experience interruptions.

7. **Q: Does the session time out if there is inactivity?**

   A: When using myCSUNsoftware, be aware that there are two different timeouts; one is the webpage timeout and the other is the program or application timeout. Without activity, the webpage times out after 15 minutes and will prompt you to log back in. Even if the webpage times out, the application will continue to run for up to 90 minutes without any activity, and then it will close. Within that 90 minute period, you can log in to the webpage, launch the same applications and you will still be able to save your work. If the application is inactive for 120 minutes, it will disconnect and work will be lost. Remember to save your work often.

8. **Q: Can anyone access myCSUNSoftware?**

   A: All enrolled students have access to myCSUNsoftware but some available applications vary by department or college. A list of software available to *all* students can be found on the following webpage: http://www.csun.edu/it/mycsunsoftware.

9. **Q: Can myCSUNsoftware be accessed from Mac, PC or Linux platforms?**

   A: Yes. Download the Citrix plug-in client. The system will prompt you for the download if the computer you are using does not have it.

10. **Q: Where do I log in to myCSUNsoftware?**

    A: In a browser go to the following webpage: http://mycsunsoftware.csun.edu. Log in with your *CSUN User ID* (Ex. jd12345) and password.

11. **Q: Can I run software in the myCSUNsoftware environment from multiple systems at the same time?**

    A: Yes. You can run myCSUNsoftware on a Windows, Mac and Linux operating system and these can run concurrently.

12. **Q: Can I use my iPad, iPhone, or android device to access myCSUNsoftware?**

    A: Yes. These mobile devices can be used to access myCSUNsoftware. You will need to download a Citrix Receiver app. Visit http://www.csun.edu/it/mycsunsoftware for user guides and details.

13. Q: Can I access the myCSUNsoftware storage drive when I'm not in the myCSUNsoftware environment:

A: Yes. The myCSUNsoftware storage drive can be accessed outside of the myCSUNsoftware environment so you have access to your files. Accessing these files is done by mapping to the myCSUNsoftware storage much like you do for your WebDrive and Udrive. For instructions, visit http://www.csun.edu/it/mycsunsoftware for more information.

14. Q: Can I print within the application?

A: Yes. Printing within the virtual application is the same as printing in any other application locally installed on your system.

15. Q: Why can't I print?

A: You may be using a printer that cannot be detected or has an outdated printer driver.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, Room 33).