

ITS Resource Center Home

Launching Citrix Programs, Opening and Saving Files in Citrix Programs, and Printing from Citrix Programs

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Sa-Su Closed

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Launching Citrix Programs

Upon successfully logging into [Citrix](#), you will see a number of programs arranged in a matrix. Please click **ONCE** on the program you wish to launch.

NOTE: It might take up to a minute for a Citrix program to launch, during which a number of windows may appear and disappear. Do not try to interact with these windows by clicking them or closing them, as they are a part of the connection process.

When you begin using a Citrix-based program, your machine may download a file named **Launch.ica**. This file is only needed for the current session, and can be safely deleted once you are finished with the Citrix program. You will find it wherever you have directed your web browser to save downloaded files (most commonly on your machine's **Desktop** or in **Documents**). If the Citrix-based program does not launch automatically, double-click on the **Launch.ica** file to start the application.

A window entitled **Client File Security** may open and request access to local files on your computer. Please select **Full Access** and **Never Ask Me Again** and click **OK**.



Opening or Saving Files in Citrix-Served Applications

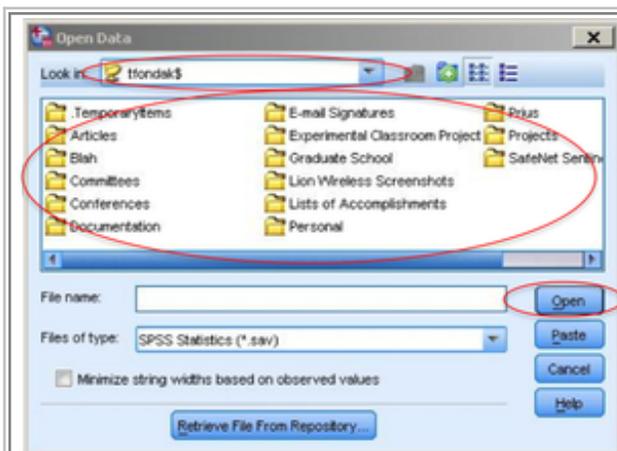
The Citrix-served applications will give you access to your SSS or ESS storage space and other commonly-used areas for file saving. To open or save a file while using an application in Citrix, click the **Open File** (or **Save File**) icon in the button bar or **File**, then **Open (File, then Save)** in the menu bar of the application. Click the drop-down arrow at the right end of the **Look in** field.

You will receive a list of locations available to you.

NOTE: The various icons you may be familiar with do not necessarily map to the same places as they do on your personal Windows machine. **Both the My Documents and the Desktop buttons and menu choices will take you to your SSS or ESS folder, depending on your user role (student vs faculty or employee).**

NOTE: Remember that you are running a client/server application, which means that the application you are using is actually running on the remote Citrix server. All file locations are specified from the point of view of the server: they are NOT on the computer you are using.

As you can see in the example images on the next few pages, the save screens differ dramatically from previous version of the Citrix client: they are now optimized to hide unavailable save locations and give you ready access both to your network storage folder and your local computer. Please refer to this guide as needed to ensure your data is properly saved in the desired location.



TYPE 1

When attempting to open or save a file, you will be automatically taken to your ESS/SSS user folder. Find the appropriate file and folder and click Open.

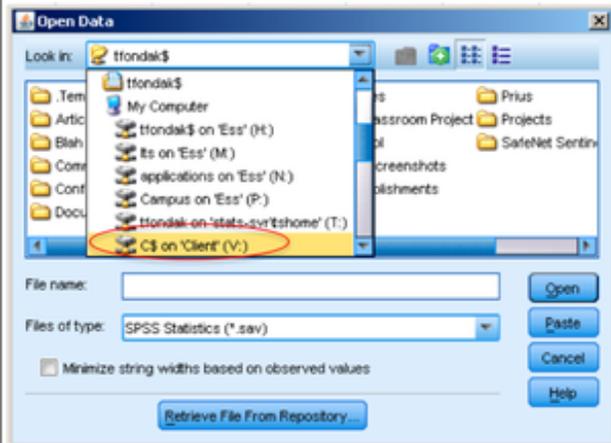
TYPE 1

To access and save to file repositories other than your ESS/SSS share, please click on the pull-down menu.

Your ESS/SSS home folder is available under *H:*, (if applicable) your department share as *M:*, the Campus share as *P:*, and the Academic\Departments folder as *K:*.

Your local drives on the computer from which you are accessing Citrix are available and labeled with a letter followed by a dollar sign (e.g. *D\$ on Client*). On Windows machines, you will be able to access your local hard drive (typically *C\$*). On a Mac, you will be able to access your home folder (again, *C\$*).

Other drives may be available in addition to the ones displayed.

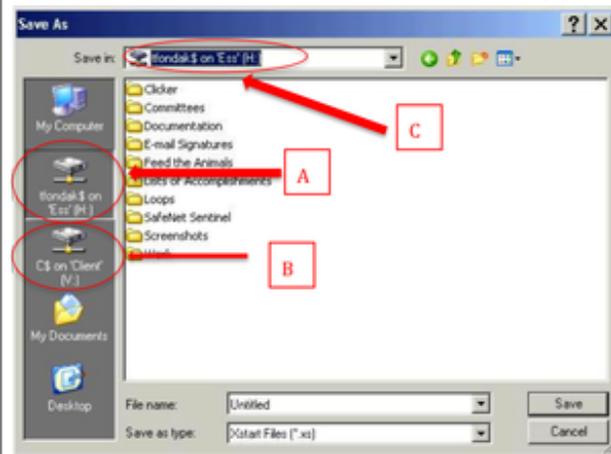


TYPE 2

Note the difference in save options on the left panel. The *tfondak\$ on 'Ess'* link (“A”) will take you to your home folder on network storage.

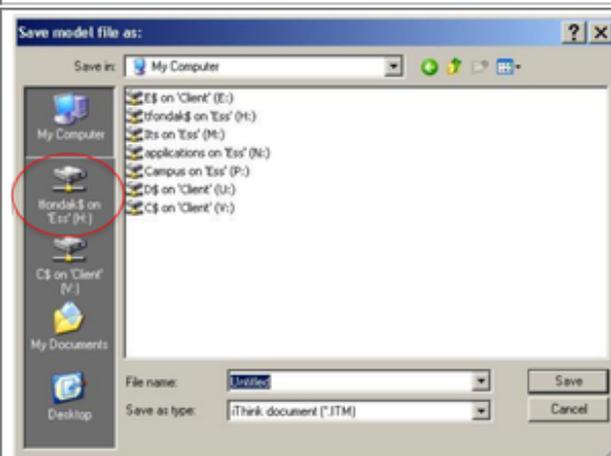
Similarly, the *C\$ on 'Client'* option (“B”) will take you to the C: drive on your Windows machine or your User Home folder on the Mac as before.

These and other options are also available via the pull-down menu (“C”) on top.



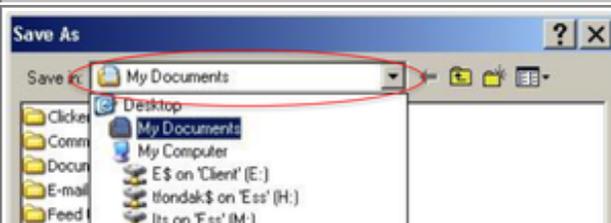
TYPE 2

The **My Computer** link here will take you to a list of the available mounted drives. As above, the *H:* drive will take you to your home folder on network storage (ESS/SSS), and *C\$* will take you to your hard drive on a PC and your user Home Folder on a Mac.



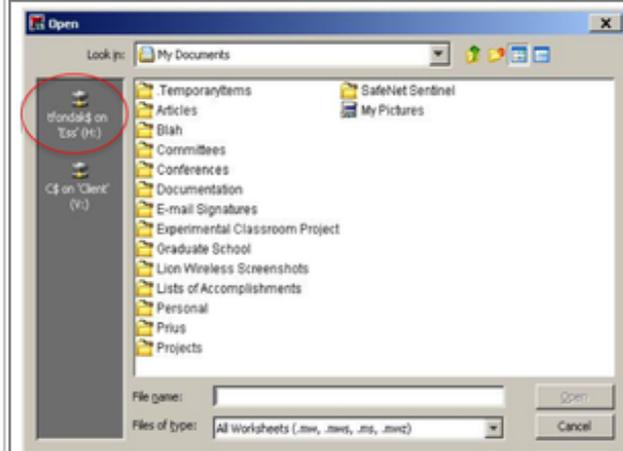
TYPE 3

Some save dialogs may not have icons available on the left side. Available save points are accessed via the pull-down menu at top.





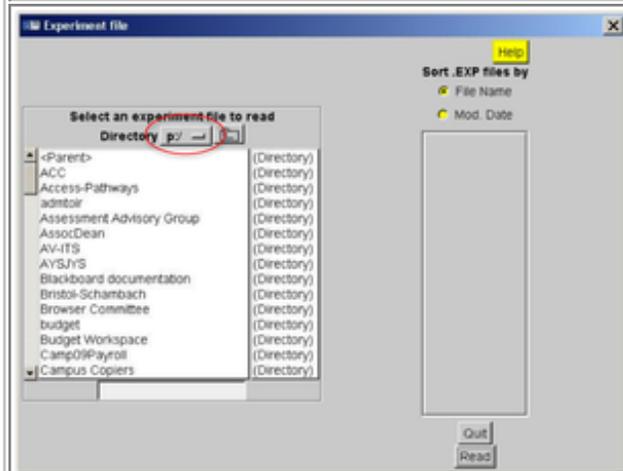
NOTE: the “My Documents” and “My Computer” links will connect you to your home folder on network storage (ESS/SSS). Others will behave as discussed above.



TYPE 4

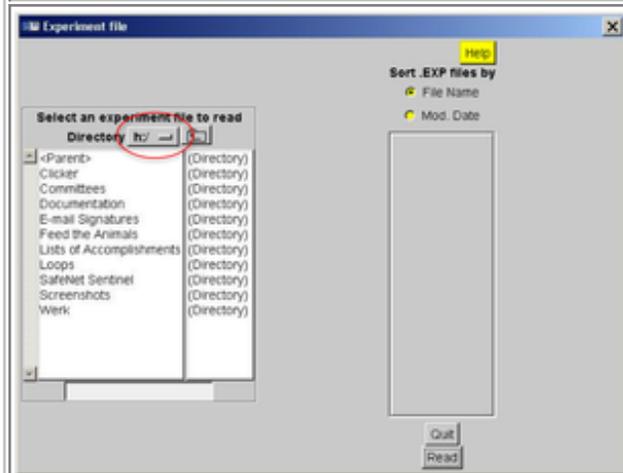
Though seemingly similar to the TYPE 2 save dialog, this dialog box only has two options on the left: your ESS/SSS share and your local drive.

Please choose the appropriate repository or find other options in the pull-down menu above.



TYPE 4 (Exceed)

This is a screenshot of a save dialog in **Exceed**. You can select your save location by clicking on the **Directory** pulldown list. Shown here is the *p:/* directory, a direct link to the ESS folder.



TYPE 4 (Exceed)

This is a screenshot of another save dialog in **Exceed**. Shown here is the *h:/* directory, a direct link to your home directory on either ESS or SSS.

Accessing Files

Located on your local hard drive

If you have a file on your local machine’s **Desktop** or **Documents**, you will need to navigate to them.

On a PC: Double-click on **C\$ on Client** (your local hard drive), double-click **Documents and Settings**; open the folder with your user id; and then **Desktop** or **Documents** as appropriate.

On a Mac: Double-click on **C\$ on Client** (it being your User Home Folder). Once there, double-click on either **Desktop** or **Documents** as appropriate.

Citrix may prompt for permission read and/or write access the local computer – you should click **Allow**.

Located in your ESS or SSS folder

If you downloaded a file to your ESS or SSS space, that location is available in the “Look in:” input box by default as “*userid\$*”. For example, if your user ID is bscott, you will see “*bscott\$*” in the input box. It is also available in the dropdown menu under “*My Computer*” as “*userid\$ on ‘SSS’ (H:)*” All mapped network drives are distinguished from others by the shared-drive icon, which indicates that, although the storage area is actually located on another server, it is treated as though it were another drive on your computer. Your home folder on ESS/SSS is universally mapped as the H: drive.

Accessing files on the Academic Server

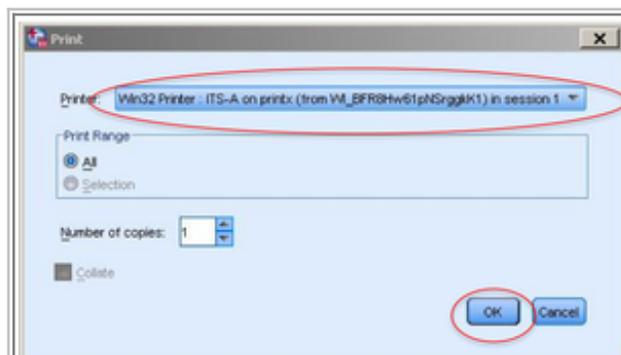
If the file you need is in the Departments folder on the Academic server, you can access your files via the K: drive or place your cursor in the **File Name** field, type \\Academic\Departments, and press enter or return on your keyboard. You should see all the folders in the Departments share. Select a file and folder by double-clicking.

A NOTE on Best Practices

If you are downloading a file from Blackboard, or using a file from the Academic Server, first drag and drop that file into your SSS or ESS space. Then open the folder from within your Citrix-served program from that storage space. Every time you save the file, it will save into that space, and you won’t ever lose it. If you save your work periodically during your session, you can always recover to the “most recent saved” version, and you can do that recovery from any computer on the Hamilton College network.

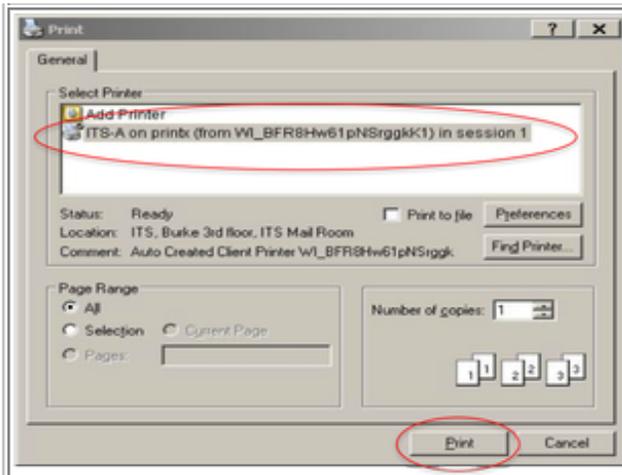
Printing from Citrix Programs

A complete list of printers known to the local machine will appear in the drop-down Printer Name menu. If you would like to print to a networked Hamilton printer not available in the menu, please contact the ITS Help Desk.



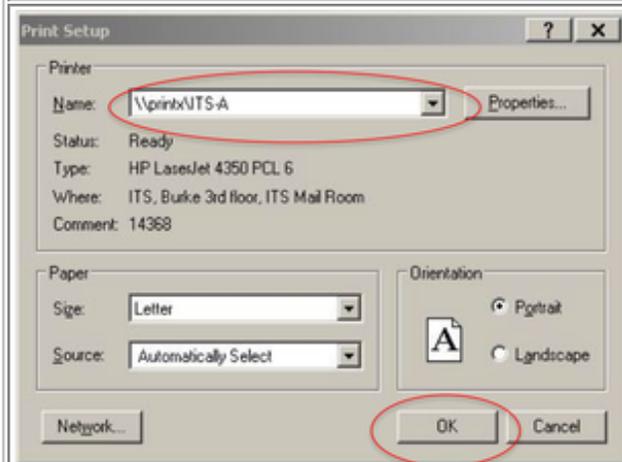
PRINT A

To print in this dialog box, simply choose the printer to which you wish to print from the pull-down list and select **OK**.



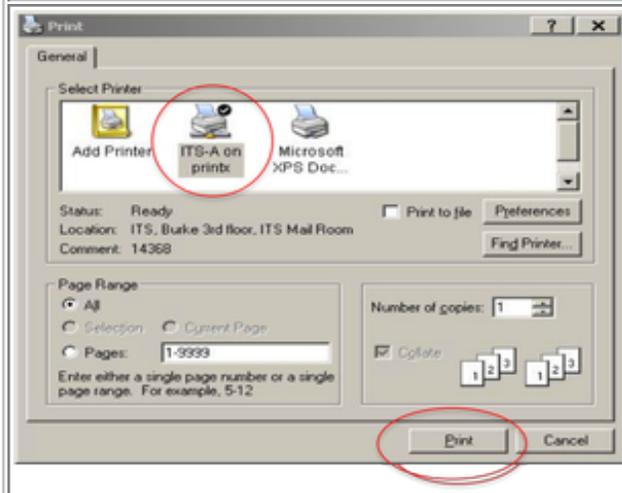
PRINT B

To print in this dialog box, choose a printer from the options offered in the *Select Printer* field (you will probably have more printers than you see in this example,) and then click **Print**.



PRINT C

To print in this dialog box, choose a printer from the options offered in the *Name* pull-down menu and then click **Print**.

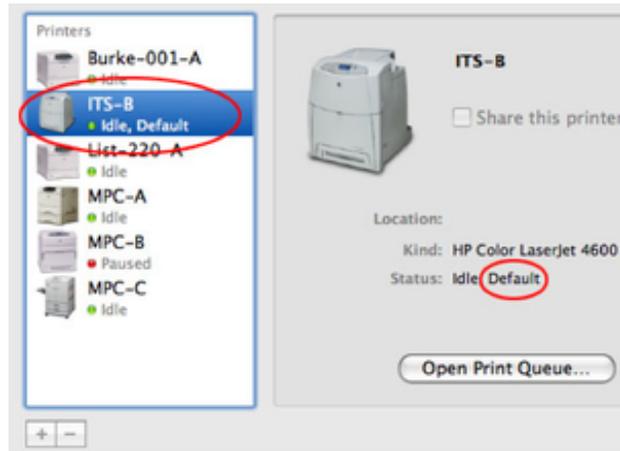


PRINT D

To print in this dialog box, choose a printer from the options offered in the *Select Printer* field (you will probably have more printers than you see in this example,) and then click **Print**.

Printing on a Mac

Printing is handled differently on **OS X** machines. The Citrix program will print from the default printer on the local computer. You can identify this by the phrase “*from Mac-xxxxx*” in the drop-down menu. The default printer can be set by clicking on the **Apple Menu**, then **System Preferences**, and then **Print & Fax (on OS 10.5)** or by opening the **Print Utility program** located in the **Utilities** folder (within the **Applications** folder) on OS 10.4.



Other Locations

Printing from Citrix in the labs and classrooms is fully supported by ITS. You may print from Citrix from other locations, but due to the variability of printers and drivers for privately owned machines, ITS is unable to provide technical support.

Last Updated: August 16, 2012