

Using Citrix to distribute data to a class

How do I share data with my students during a class which uses statistics?

The computers in public labs are now set up to deliver statistical software via Citrix – a client/server configuration which makes software more broadly available to students and faculty, but which requires more network awareness than the previous model in which the software was loaded on individual desktop systems.

One of the important advantages of the Citrix server for teaching and learning is the ability of the students to access the software from their dormitory rooms. They may do so via the web at <http://citrixweb.hamilton.edu/>. It is also possible for faculty to use this URL to reach the statistics software from home. However, be aware that you must remain connected through your ISP for your entire Citrix work session.

What software is on Citrix?

Currently we have Statview 5, SPSS 11.5, Stata 8, Maple 8, Microcase 4.8 and NuCalc 3.2 (the Windows version of Graphing Calculator). These applications are available to anyone connected to the Hamilton network. Even though Citrix is a Windows server (and these are Windows versions of the applications), they are available to both Mac and Windows users through the virtual Windows desktop delivered via the Citrix plug-in for web browsers.

How do I access Citrix?

Computers in public labs are set up to access the selected applications through Citrix simply by clicking the application shortcut (Start → Programs on Windows, Applications folder on Macs). Users will need to log in to Citrix separately from logging in to the local machine. The user name and password which you need are the Hamilton Windows network user name and password. These are for the hamilton-d or hamilton-s domain, as used for accessing ESS or SSS, and not the e-mail or WebAdvisor user name or password. The network user name and password can be obtained by contacting the Help Desk (4181), Network Services (ns@hamilton.edu) or by clicking the following link: http://onthehill.hamilton.edu/college/its/network_services/service_request.html.

Faculty computers in offices and students' personal computers connect to the Citrix server via the web site <http://citrixweb.hamilton.edu>. You will need to log in to Citrix first and then select the application you wish to use. Please remember to set the correct Domain on the login screen: Hamilton-d for faculty, Hamilton-s for students.

Tip: If you would rather not have an extra password to remember, you may synchronize your network password to your e-mail password through the Hamilton portal: <http://my.hamilton.edu/myhamilton/config/passwords.cfm>

How do students or faculty get the Citrix web client for their personal (home or office) computers?

Installation instructions for the Citrix web clients are available from the ITS Documentation Center. Choose the type of installation which fits your operating system. The Windows client uses a plug-in for your browser and can be set up in just two clicks; the Macintosh client

requires the installation and partial configuration of the full client. You are welcome to try these installations yourself or you may call the Help Desk (4181) or ITSS (4877).

Where do I put data to share with my students?

You basically have two options: your Blackboard course space and the Software server. Any file may be uploaded to the Course Documents or Assignments area of the Blackboard course space for your course just like a syllabus or article. In the Add Item page, you may want to add a note to the effect that this file is an SPSS data set, etc.

You may also arrange to copy files to a folder on the Academic share of the Software server. Your department may already have a folder there; a folder for your class can be created within the department folder and set up to allow access to you and your students. This may be arranged by contacting Network Services (5NET or ns@hamilton.edu).

How do my students get the data sets?

If the data set is in your Blackboard course space, the student would click on the link to the file (just as with a syllabus or other document) and the file would download to the location which the user specifies. Unlike the case of downloading Word or Excel documents (where the appropriate application opens automatically), you will first save the file, open the appropriate application through Citrix, and then open the file. You will need to be aware of all the possible locations where you could save the file and how to find it again, i.e. what "downloads" folder has been defined for your system.

Downloading on a Windows system: you will be asked if you want to open the file or save it; you will choose to save it. You will then be presented with a dialog box which is asking you where you want to put it. You could choose: the desktop or My Documents (which are really just folders); somewhere else on My Computer (the local machine); somewhere in My Network Places (if you happen to have access to network folders).

You may be tempted to just put the file on the desktop, since that seems easy to access. You should, however, seriously consider using your ESS or SSS storage space; it is secure, private, backed up regularly by ITS, can be accessed anywhere and, once you get into the Citrix-delivered application, is actually easier to use than the desktop. When you click the icon for My Computer, you will see, among other things, a drive labeled "userid\$ on ESS (H:)" (where userid is the user name you used to log in, ESS for faculty and SSS for students). Double-click this drive to select it and then click Save.

Downloading on a Macintosh system: when a student clicks the link to the data set, you will see the same open/save dialog box followed by the "where do you want it" box (remember, OSX scrolls horizontally). Please be aware that, while the Windows systems will map all known drives to which you have access if you have logged in to the machine with your user name and password, the Macintosh will not automatically show the drives, but will only map them after you have explicitly mounted them. To do so, click Go (in the Finder menu bar), then Connect to Server, select the server, then click Connect and enter the network user name and password. The round network icon then appears on the desktop. You must do this before attempting to save or open files.

If you have put the data sets on the Software server, then students will access them through the application (see next item).

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How do I open files within the applications served by Citrix?

Log in to Citrix and select the application you wish to use. Click the Open File icon in the button bar or File → Open in the menu bar of the application. Click the drop-down arrow at the right end of the Look in field.

Note: If a Windows user receives a message window entitled, "ICA Client File Security," stating, "A server application is trying to access your local client files," this is because the Citrix server is, in fact, trying to access the user's files through a client/server application. Users should select "full access" for the "what access should be allowed" option and set the "do you want to be asked again" parameter to whatever they would like (for example, if a faculty member is on their own office computer, they may wish to set it to "never ask again"; if a student is in a lab, they may wish to set it to "always ask me once per application"). Then click OK. Macintosh users will receive a message stating, "A program requires READ access to the 'C' drive ... do you want to allow or deny READ access?" Users should click Allow.

You will receive a list of locations available to you. Please note that, within the Citrix-served application, the Desktop and My Documents folders *do not refer to your local machine*; these locations refer to the Desktop and My Documents folder *of the Citrix server*. Remember, you are running a client/server application, which means that the application you are using is actually running on the Citrix server. All file locations are specified *from the point of view of the server*, not from your local machine's point of view. Users do not have access to the Citrix server's Desktop or My Documents folder.

If you have downloaded a file to your local machine's Desktop, you will need to navigate to the Desktop folder. On a Windows machine, first double-click on "C\$ on Client" (this is your local hard drive). Then click on Documents and Settings; then the folder with your user id; and then Desktop or My Documents. On a Macintosh, follow the same procedure for finding the Desktop. If you downloaded the file to the default download location, that is "C\$ on Client," Documents, Downloads.

If you downloaded a file to your ESS or SSS space, that is listed in the folder location drop-down list as "userid\$ on ESS/SSS (H:)" . All mapped network drives are symbolized with 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. The ESS/SSS is always mapped as the H: drive, no matter where you are.

If the file you need is on the Software server, you may place your cursor in the File Name field, type [\\Software\Academic](#), press the Return key, and you should see all the folders in the Academic share. Pick a file and folder by double-clicking.

How do I save data to the ESS/SSS or another location?

Be sure to select File → Save As (not Save) which will once again give you a file-location selection dialog box. Macintosh users may see a message requesting permission to access the local computer and should click Allow. Click the drop-down arrow to select the ESS/SSS, local hard drive location or a peripheral (zip disk, CD, etc.).

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I saved my file to my Macintosh desktop, but I can't access it through any of my Macintosh software, although I should be able to. What happened?

You have saved your file in Windows format. This would normally be desirable, if you were intending to continue using the data with a Citrix served application. However, since you wish to use your data in a Macintosh application, you need to use a two step "save and copy" process to have the file format converted from Windows to Macintosh.

First, save the file to ESS, SSS or the Academic share on the Software Server. Next, use the "Go" menu in Mac OS X to connect to the server where you saved the file. Then "drag and drop" the file from the server to your Macintosh. The software that manages the connection between the Windows file server and your Macintosh translates the file format from Windows to Macintosh.

For standard file types, like Excel, you can just double click the file to open. For less common file types, such as the SPSS tab-delimited text format, you may need to set the "open with" application in the "Get Info" dialog box for the file. To do this, click once on the file to highlight it, press the Applekey-I key combination, and click on the triangle next to "open with" in the dialog box that appears. You can navigate to the application you wish to use.