Running Advance on Citrix

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Overview

The Advance desktop application is available on the Citrix servers hosted by the MALTS group in Administrative Information Systems (AIS). This document describes the preliminary configuration steps required in order to take advantage of this feature.

Some Q & A Regarding Advance on Citrix

Some questions and answers regarding Advance on Citrix:

Q. What’s meant by “Advance on Citrix?”
A. Running Advance on Citrix will allow a user to access the Advance desktop application via the web, without installing the Advance application on the user’s desktop PC.

Q. Is this the same as Advance Web Access?
A. No. Advance Web Access (AWA) is a separate application which is entirely web-based. Advance on Citrix is the same Advance application installed on your desktop machine, except that you’ll run a copy of it installed on a central server located in Columbia’s Computer Center.

Q. I use a Mac. Will this work for me?
A. Yes. One of the great advantages of running Advance on Citrix is that it’s compatible with nearly every kind of operating system, not just Windows. That includes Macs (PowerPC, OS X and 64k versions); IBM OS/2; most flavors of UNIX, including Linux; and even on old versions of Windows, like Windows 95.

Q. Do I need to install anything on my PC?
A. Yes. Just a tiny little widget called ICA Client. It’s an easy, one-time installation and is described below.

Q. When should I run Advance on Citrix instead of the copy of Advance installed on my desktop PC?
A. When you’re on campus at Columbia or CUMC, you should always prefer to use the copy of Advance installed on your PC and available from your Start menu. It will run faster than Advance on Citrix, and you will allow others to use the limited Citrix licenses we have. Advance on Citrix is principally intended for use when you at a non-Columbia location, for example when you are at home or traveling. Since you are not at a trusted Columbia site, you will not be able to contact the Advance database, which is located behind the campus’ firewall. Advance on Citrix does not impose this restriction.
First-Time Set-Up
Follow these steps for a first-time set-up for running Advance on Citrix:

1. Open a web browser and go to www.remac1.ais.columbia.edu.

   [Tech note: the entry point will be changed to www.advance.columbia.edu once we have that site set up.]

   You should see a page that looks roughly like the following:

   ![Welcome page screenshot]

2. You will probably see a ![error icon] and a message that says “You do not have the ICA Client installed.”

   - If your PC is running a 32-bit Windows OS (Windows 2000 or XP, for example) then click on the “ICA Web Client for 32-bit Windows” link. → Continue with Step 3.
   - If your PC is running a different operating system (16-bit Windows; Mac; Linux; etc) then click on the “Citrix Client download site” link. → Continue with Step [not yet written].

   If you do not see the ![error icon] and this message, you can immediately log in. → Continue with Step 9.
3. The download of the ICA Client installation (ica32t.exe) will begin. You will see this dialog box. Click “Open” to run the installation program.

4. You’ll be asked whether you want to install the ICA Client. Answer Yes.

5. Answer Yes to the terms of the License Agreement.
6. When installation of the ICA Client is complete, you be prompted to close and re-open your web browser.

7. Open your web browser again and go to the same URL: www.remac1.ais.columbia.edu

[Tech note: this will be available through www.advance.columbia.edu in future]

8. This time the page will look slightly different, since the web browser will recognize that you have already installed the ICA Client.

9. At this point, you might want to bookmark this page, making it easier to find it again in future.

[Tech note: we might not want to encourage this. In near future we'll have www.advance.columbia.edu defined as the main page for all Advance-related web applications. We'll want to encourage bookmarking that page instead.]
10. Enter the following in the Login box:

```
   Login
   • Username  
     advuser  
   • Password  
     **********  
   • Domain  
     alpha  

Log In
```

The username is "advuser" and the domain is "alpha". Contact the Advance Help Desk (advhelp@columbia.edu) for the password. The username, password and domain are shared by all users accessing Advance on Citrix. Do not use your Advance username here!

11. After successfully logging in, you'll see the following page:

```
Welcome

MetaFrame XP Applications
Welcome to your personalized view of MetaFrame XP applications. The Applications box contains icons for the applications that you can use. Click an icon to launch an application. Click Refresh to view the latest applications. Click Settings to change your settings. Click a folder icon to display its contents. If you have problems using an application, please contact your help desk or system administrator for more information.

MetaFrame XP Message Center
The MetaFrame XP Message Center displays any informational or error messages that may occur.
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12. To run Advance, click on the word Advance below the familiar Advance blue-triangle icon on the left side of the window.
13. You’ll see this message while the connection is being established:

![Connecting to Advance](image)

14. After this you should shortly see the familiar Advance login window.

![Advance Login Window](image)

Because this copy of Advance is shared with other users, be careful to enter your personal username (Columbia UNI) in the Username box.

15. [more…]

**Troubleshooting Tips**

Some troubleshooting tips, in case you encounter problems:

- Note that unlike the Advance desktop application, there is a time-out on Advance on Citrix. If you leave your session idle for xx minutes, you will be disconnected. You will receive a 3-minute warning before being disconnected.

- If the user gets an error message reading “ICA Client not found” after clicking the Advance icon, try emptying the Internet temporary files cache. On MSIE, this option is available on the General tab of the Internet Options dialog box available from the Tools menu.

- You should allow encrypted pages to be saved to disk. On MSIE, go to the Advanced tab on the Internet Options dialog box available from the Tools menu. In
the Security section, ensure that the “Do not save encrypted pages to disk” option is unchecked.

**Whom to Contact**

If you have questions about Advance on Citrix, or encounter problems with this set up, please contact the Advance Help Desk at advhelp@columbia.edu.