

RamCloud on PC FAQs

Where do I go to access RamCloud applications?

Go to RamCloud.wcupa.edu from any browser

What is my User name and Password?

Your user name and password are the same as your WCU network credentials.

I've logged in on my PC and it wants to install the Citrix Receiver. What do I do?

You will need to install the Citrix Receiver on each device you use to access RamCloud applications. If you are on a PC, your browser will ask you to "Run" or "Save" the CitrixReceiverWeb.exe file. Select "**Run**". Depending on your browser, you may need to right-click on the file for the "**Run**" option.

After you select "**Run**", a Citrix window will ask you to click "**Install**". After you click, "Install", it will take a few moments for the receiver to install. This will only happen the first time you connect on a new device.

I've installed the Citrix Receiver on my PC and I still cannot access the Store Front.

Click on the Citrix icon in your taskbar at the bottom of your screen. You will see a message that says, "*An online application is attempting to access information on a device attached to your computer.*" Check the box "**Do not ask me again for this site**" and click "**Permit Use.**"

I've logged in and installed the Citrix Receiver but I can't see any applications. What do I do?

Click the + on the left side of the screen. This will open a menu. Click "All Apps". Click to the right of each application you wish to use to put that application on your Store Front desktop.

The screen is blank/black after I go to RamCloud.wcupa.edu

If you are using Internet Explorer, enable Compatibility mode. In IE, click Tools, Compatibility View Settings, and add the RamCloud.wcupa.edu URL to the list of compatibility website.

I've opened an application, but my screen appears to be frozen. I can see the mouse, but cannot do anything in the application.

Look in your system bar for a Citrix icon and click on it. You should see a screen saying "*An online application is attempting to access information on a device attached to your computer.*" Check the box "**Do not ask me again for this site**" and click "**Permit Use.**" You will need to do this from each device you use to connect. You can now go back to the application and will be able to proceed.

I've clicked on an application on the Store Front, but nothing has happened.

There may be a delay at the first launch of an application. Subsequent launches will be much quicker once the user profile has been established.

I'm working in an application and want to save a file. Where should I save the file?

Select the "Save As" option in the application. Browse to "Computer" and then select either your local "Documents" or a USB storage drive below that. Do not save files in the default Libraries or Favorites folders (network storage).

I'm working in an application and I'm trying to access a local file or save a file locally. The application appears to be frozen.

The first time you try to access your local Computer to save or retrieve a file you will get this Security warning: "An online application is attempting to access files on your computer." Check, "**Do not ask me again for this site**" and click "**Permit all access**". You will need to do this from each device you use to connect. You can now go back to the application and will be able to proceed.

I received an error that I've been logged out of the Store Front for inactivity.

You will be automatically logged out of Store Front after a short period of time. However, you will not be logged out of any applications that you have launched. You can continue to work in that application. If you need to go back into the Store Front to launch a new application, or re-launch the same application, you can do so by re-entering your user name and password.

I can't open an APP in the Store Front using IE on a Windows 8 computer.

The Citrix Receiver must be installed in the Windows 8 Desktop Internet Explorer environment. Go to the Windows IE Desktop and launch the Citrix Receiver and login. The Citrix Receiver should not be installed in the Internet Explorer APP environment as the APPs will not launch after logging in. Try uninstalling through the Control Panel, reboot the computer, and reinstall the Citrix Receiver from the Windows 8 Desktop Internet Explorer environment.

I accidentally saved my files in the network environment. How do I save them locally?

Open the local File Explorer window and navigate to the folder where you wish to save the file(s). Login to the Storefront and launch the APP for the file type you wish to save locally. Click File, Open and from the list of files, copy/paste from the network location to the local folder.

Why was I was logged out of the Store Front?

A user's session expires after 15 minutes of inactivity within the StoreFront, and users need to log back in to access a different application. It does not log users off of using a particular APP after 15 minutes of inactivity, so no data will be lost.