




# Virtual Workspace

## Frequently Asked Questions (FAQs)

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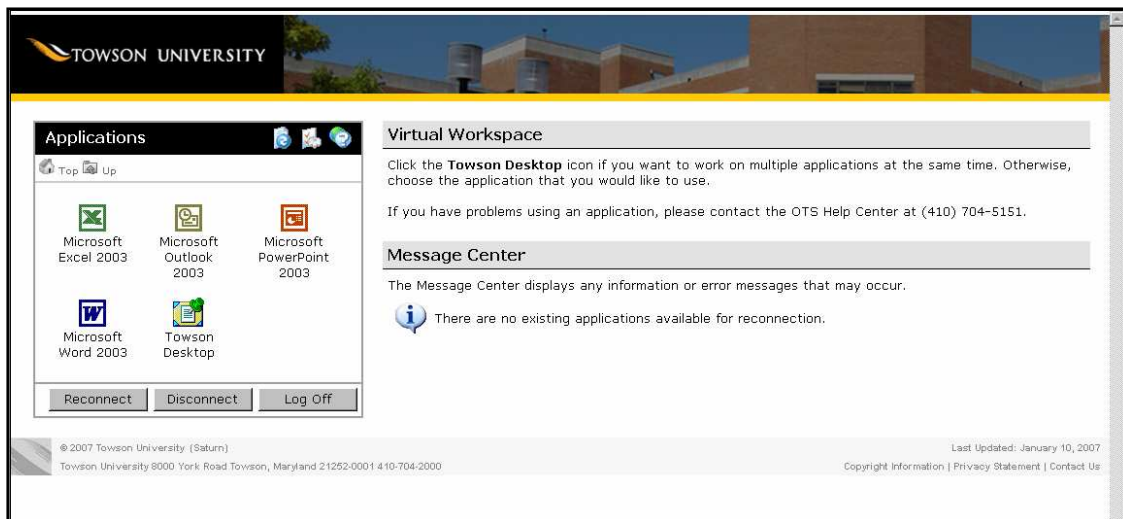
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### What is the Virtual Workspace?

The Virtual Workspace (Figure 1) is Towson University's new web-based remote access product that allows TU users to remotely access several software programs from virtually any computer anywhere with an Internet connection and a browser. You can be on campus or off, at home or in a hotel—it doesn't matter. In addition to having access to email and some of the more commonly used work programs in the Virtual Workspace you also have the ability to add new documents, and access and modify files on your network drives (H: and O:).

You can access the Virtual Workspace by typing the following URL in the browser's Address bar: <http://virtualworkspace.towson.edu> or <http://vw.towson.edu>

Figure 1



### Why is the Virtual Workspace Accessed Via a Web Page?

Towson University has chosen to implement the Virtual Workspace purely through the Web Interface in order to keep the experience consistent for all users, maximize security, and make access easy and simple. This implementation is the most secure model that is available and therefore the best for all TU computing needs.

### Can Students Access the Virtual Workspace?

As of February 2007 TU students can not access the Virtual Workspace. OTS is attempting to seek funding to allow students to access the Virtual Workspace and has hopes of eventually installing many of the software packages that students use in the campus computing labs. If you would like an update on this matter, please email Mark Addy at [maddy@towson.edu](mailto:maddy@towson.edu).

## How Do I Connect to the Virtual Workspace?

You can connect to the Virtual Workspace from any Internet connection using a Browser. In other words, you can access the Virtual Workspace from inside the Towson University network, from your computer at home using either dial-up or a broadband connection, or from a hotel or shared kiosk machine at a conference center or library. You can access the Virtual Workspace here:

<http://virtualworkspace.towson.edu> or <http://vw.towson.edu>

You may need to download and install an additional browser component. In this case, you will see a download software notification in the Message Center (the lower part of the Virtual Workspace Log In screen). The download is listed as **MetaFrame Presentation Server Client for 32-bit Windows**. Click the link to install the browser component.

- ! Note: You will need Administrative rights to install software on your work computer. Please call the Help Center at 410-704-5151 to get temporary admin rights if installing software on a TU machine.
- ! Note: Mac Users will need to select the "**Citrix Client download site**, select Clients downloads, and then scroll down to Macintosh and select OS X or PowerMac.

## Which Browsers are Recommended to Access the Virtual Workspace?

- For Windows Users: Internet Explorer 6.0 or higher.
- For Mac Users: Mozilla FireFox 1.5.0.7 or higher (Note: Safari will not work)

Mozilla is available for download at: <http://www.mozilla.com/en-US/firefox/>

Select the "Other Systems & Languages" link and scroll down to the English MAC version

## What Do I Need In Order to Access the Virtual Workspace From Home or An Off-Campus Computer?

A one-time installation of a small browser component ("Citrix Web client") is needed before you can use Virtual Workspace. To install it, you will need to be an Administrator on the computer. If you are not an Administrator, the installation will not work. You will need to either log into Windows using another account (one that has Administrator rights), then select "Run As Administrator" if prompted, or get help from the person who manages your computer system.

If you are trying to use Virtual Workspace on a computer that is not yours (e.g. a PC in someone else's home or office, at a library, airport, or an Internet cafe) please keep in mind that you probably will not have Administrator rights and so you will not be able to install the software component needed to use Virtual Workspace.

- ★ Note: You are still able to get to your faculty/staff e-mail account through a web browser, provided the computer has an Internet connection: <http://outlook.towson.edu>

## What Programs are Available?

The Applications page gives you quick access to Excel, Outlook, PowerPoint, Word and the towson Desktop. From the Towson Desktop you can access all the programs listed below.

- Microsoft Office 2003 which includes Outlook, Word, Excel, PowerPoint, FrontPage, Access, and Publisher.
- Internet Explorer 7.
- Adobe Reader 8.
- Secure Shell Client.
- PowerTerm Telnet Client.
- AutoDesk DWG Reader.
- PDFCreator

## Where Are All My Other Programs?

You may not see all of your applications from your PC on the Virtual Workspace. Included in your Virtual Workspace are the main programs you typically need when you are away from the office. Please see the **What Programs are Available? FAQ** on page 2 for the complete list of applications that are available through the Virtual Workspace.

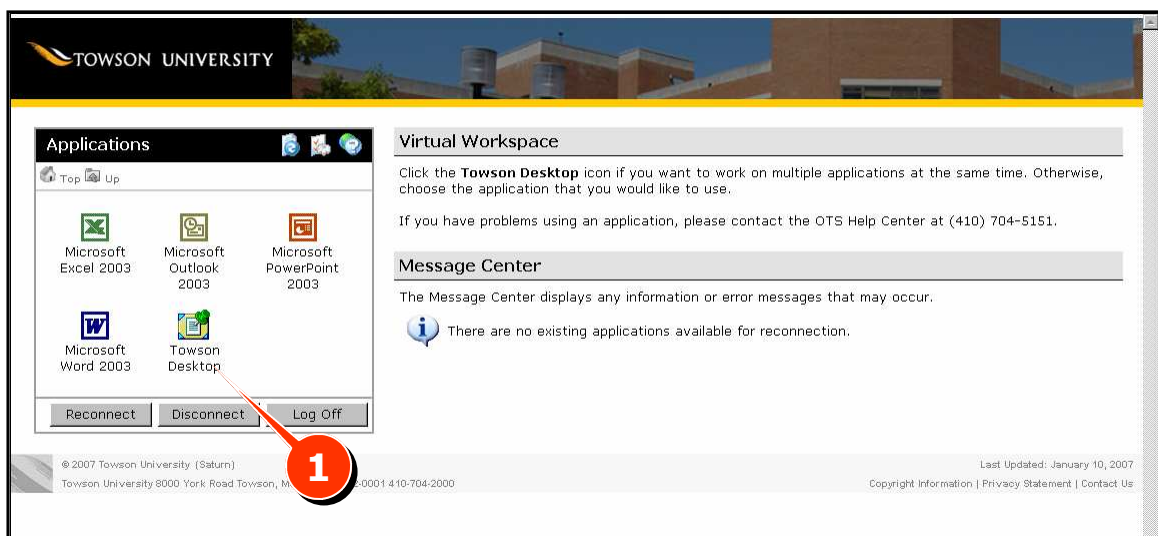
## Why is the Start Menu Different in the Virtual Workspace?

All users have reduced ability within the Windows XP desktop when using the Virtual Workspace. This is to avoid problems that might affect the whole Virtual Workspace environment.

## What is the Towson Desktop?

The Towson Desktop (Figure 2, 1) is your connection to the Virtual Workspace. This connection provides a Windows XP desktop where you can access your email, create and modify documents and spreadsheets. This Windows desktop is NOT the same desktop you see when you are working on your TU office computer.

*Figure 2*



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## Can I Add Other Programs to the Virtual Workspace?

No you cannot add other programs to the Virtual Workspace desktop. Security restrictions do not allow users to add programs in order to curtail unknown application issues. If you would like to request a new application installed on the Virtual Workspace, please contact Mark Addy at [maddy@towson.edu](mailto:maddy@towson.edu). Please include the application name, system requirements, number of users that will be using the application and what type of licensing the application uses.

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## Can I Access or Save Files to My personal Hard Drive?

Yes you can. You can access or save files such as documents, spreadsheets, or pictures to your local hard drive. To do so, either double-click the **My Computer** and navigate to the desired file location or open one of the applications, such as, Word or Excel, then click **File > Open**, select the hard drive from the top of the window and navigate to the desired file location.

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## Can I Access My H: and O: Drives?

Yes, you can. Your H: and O: drive access is the same through the Virtual Workspace as when you are in the office. Use the same procedure as above except select the desired drive letter in the **My Computer** or from the top of the **Open** dialog box.

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## Can I Access My Cross Departmental Drives or Other Mapped Drives?

Yes, you can. However, you must first create a shortcut on your H: drive that points to the location of your cross departmental drive or any other network drive you need to access. Follow the below instructions on how to create a shortcut:

1. Log into the **Towson Desktop** in the Virtual Workspace
2. Double-click the **My Computer**.
3. Double-click the **H: drive**.
4. Select **File > New > Shortcut** from the menu bar.
5. Type the **network path** of the mapped drive and click on **Next**. Example: [\\gold\ots\\$](#)
6. Type a desired **shortcut name** and click on **Finish**.
7. A shortcut in your H: drive displays. Double-click the shortcut to access that location.

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## How do I Map a Local Drive in the Virtual Workspace?

Your local drives from can be automatically mapped in the Virtual Workspace. This is accomplished the first time you logon to the Virtual Workspace where you are prompted for access to local client files. The settings described below, will allow the Virtual Workspace to map your local drives for read/write access and make the settings permanent in future sessions.

1. In the ICA Client File Security dialog box, select **Full Access** (Figure 3, 1) and **Never ask me again for any application** (Figure 3, 2).
2. When ready, click **OK** (Figure 3, 3) to apply the new settings and close the dialog box.

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## What Are My Printing Options?

You will be able to print from the Virtual Workspace to any locally attached printer, e.g. your printer at home.

## Why Does the My Computer Icon have a Planet Name in the Title?

The planet name is the server name to which you are connected. The planet name has been added to help expedite any troubleshooting issues or problems you might have on the Virtual Workspace. You can give this information to the Help Center while reporting issues which will help the Engineers solve the problem in a more timely fashion.

## Why is the Virtual Workspace Not Responding (Freezing Up)?

The possible cause for a program delivered by the Virtual Workspace is freezing up can be one of many causes. The most likely cause is that you lost your internet connection or the connection speed was reduced so the Virtual Workspace can not receive video data from the server. The best course of action is to disconnect and reconnect to the internet.

## Does the Virtual Workspace Session Time-out?

Yes, your Virtual Workspace session will time-out or get disconnected after 3 hours of no activity.

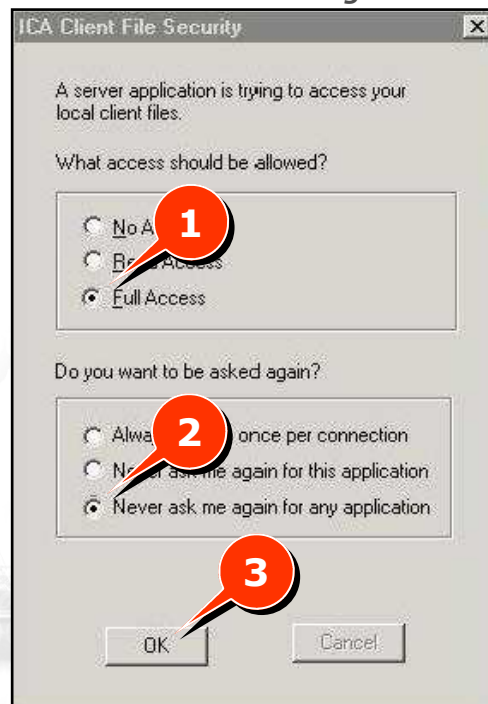
## What Does the Error "There is not enough free disk space" Mean?

Users of the Virtual Workspace has 15 MB of available disk space. This does not include the H: or O: drives. Remember, the Virtual Workspace is not your office computer, so all important data should be saved to either your H: drive or O: drive and not the desktop.

## An "ICA Client File Security" Dialog Box Displays When I logon to the Virtual Workspace. What Do I Do?

In order to allow the Virtual Workspace to map to your local drives with full read/write access and make the settings permanent in future sessions, the settings should be set as shown in Figure 3.

Figure 3



## What Do I Do If I Experience Issues With the Virtual Workspace?

If you experience installation or software functionality issues within the Virtual Workspace, please do not try to fix the issue yourself. Instead, please contact the Help Center at 410-704-5151 during business hours. When calling the Help Center, please provide the following information which will help the support staff diagnose the issue:

1. The name of the server you are accessing. Each server will have its server name listed as part of the name of the My Computer icon located on the desktop. If you run into issues please make note of this name.
2. The name of the application, if any, that is causing you the issue and a short description of what happened when you experienced the problem.
3. A screen shot of the problem, if possible. To create a screen shot, press the **Print Screen** on the keyboard (typically located to the right of the F12 key), then open Word and select **Edit > Paste** from the menu bar. Once the screen shot has been pasted in the Word document, your Help Center representative will provide the email address to which you need to send it.

## Why I Don't See My Outlook Personal Folder in the Virtual Workspace

To see your Outlook Personal Folders when using the Virtual Workspace, do the following:

1. Click the **Microsoft Outlook 2003** icon on the Applications page in the Virtual Workspace.
2. If prompted by a **Client File Security** dialog box, please select **Full Access** and **Never Ask Me Again**.
3. In Outlook, select **File > Open > Outlook Data File...** from the menu bar.
4. Browse to your **H: drive** and locate your **Personal Folder File (\*.PST)**. If your file is stored in a different location, navigate to that location.
5. Select the desired **Personal Folders File (.pst)** and click **OK**.
6. You should now see your Personal Folder in the **Folder List** with the rest of your folders. Note: you may need to switch to the Folder List view and you may also need to expand the Personal folder to see any sub folders within.

## Auto-Reboot Maintenance Schedule

To keep the Virtual Workspace servers better maintained, the servers are scheduled to automatically restart once daily between 2:30 a.m. and 4:30 a.m.. If you are logged on to the Virtual Workspace during this time, your session will be terminated. You can log back in and will be connected to another Virtual Workspace server.