

# UMware Online

Installation Instructions for Mac Clients

<http://umware.memphis.edu>

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THE UNIVERSITY OF  
**MEMPHIS**<sup>®</sup>

Information Technology Division

# Requirements

## Mac OS X

OS X 10.4 or higher

## Microsoft Remote Desktop

Remote Desktop Connection Client 2.0 or higher

<http://www.microsoft.com/mac/remote-desktop-client>

## For Off-Campus Users

The VPN Client must be installed and connected to the University of Memphis network.

To access the VPN Installer and Instructions, please see

<http://securepoint.memphis.edu>



You must also have a high-speed internet connection to access these programs as well as opening and saving files.

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# Getting Started

UMware Online at <http://umware.memphis.edu> is a resource available to students and faculty across the University of Memphis that allows access to various applications that would normally only be available on-campus.

UMware Online can be accessed on-campus or off-campus as long as you have an internet connection. Off-campus users will need to connect to the University of Memphis network using the VPN.

Instructions and the installer for the VPN client are available at <http://securepoint.memphis.edu>

# Opening Applications

## Navigating the Website

To access a list of the applications the University of Memphis provides, click the 'Continue to Applications' link at the bottom of the website.

The next page will have a list of programs available to you. Click on the name of the program to download a file that will allow you to launch the selected program.

## Opening the Remote Desktop File

When the program name is clicked, the Remote Desktop file is downloaded that will allow access to the program.

Depending on your browser, it will either ask you to open/run or save it, or it will automatically download in the location specified in your browser. It is recommended that you open/run the file using the Microsoft Remote Desktop Connection client. If you do save the file, navigate to the save location and launch the file using the Microsoft Remote Desktop Connection client. Avoid using old locally saved Remote Desktop files for future sessions as these files may become outdated without notice.

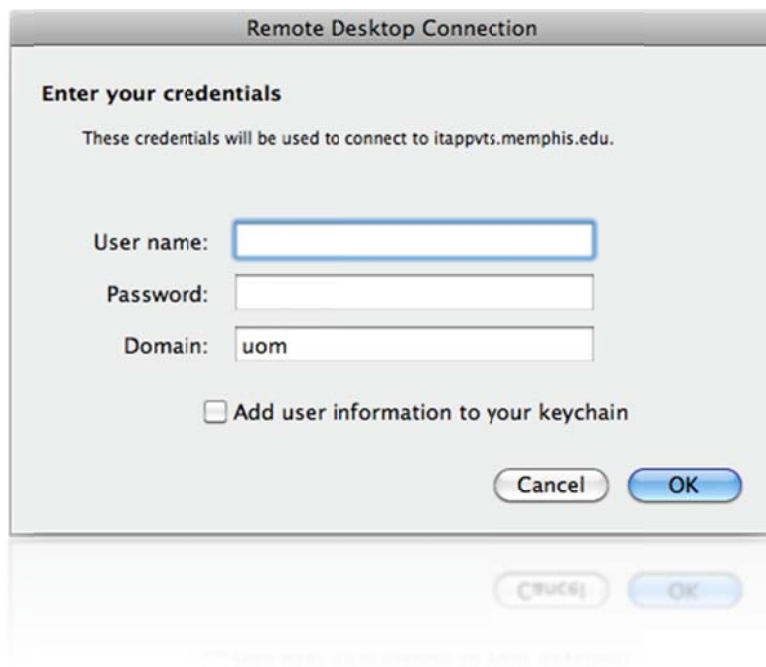
## Logging In and Opening the Application

After you download the Remote Desktop file, double-click the file to authenticate and run the program.

The first window that comes up is a security warning for sharing Mac hard drives with a Windows computer. If you do not wish to see this message, click the check box. To continue to the program, click 'Connect'.



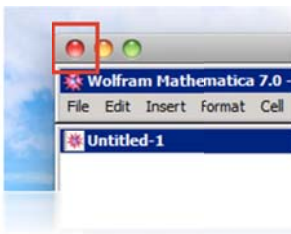
The second window is asks for your username and password. In the 'User name:' field, enter your UUID, you password in the 'Password:' field, and make sure UOM is in the 'Domain:' field.



Once you are logged in, a final 'OK' box will display for the University of Memphis Acceptable Use Policy.

It is best to close the RDC window and not the program window. This allows you 15 minutes to keep your work if you forgot to save or print a document.

Use Command-Q or:



Do not close the program inside the RDC window:



The program will launch within the window of the Remote Desktop Client.



If you close the program inside of the RDC window, you cannot open the program back. You will have to exit RDC wait at least 15 minutes before it will log you off and you can relaunch the program.

# Opening Files



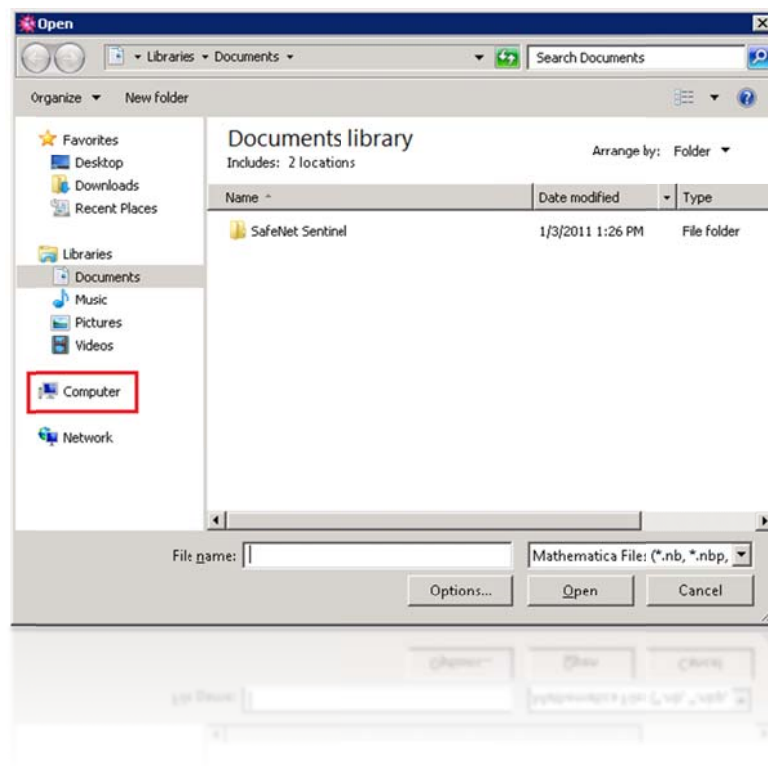
If you are off-campus, this process may be slow. It depends on the speed of your internet connection.

Opening files through UMware Online is a little different than opening them on your own computer. On your own computer, the application you are using and the file you are opening are on the same machine. However, with UMware Online applications, you are accessing a program on a computer at the University of Memphis. That means that the application is on one computer and your file is on another.

## Open a File

When you first go to open a file, you are looking on the computer on the University of Memphis. You need to go to 'Computer' to access the hard drive on your computer.

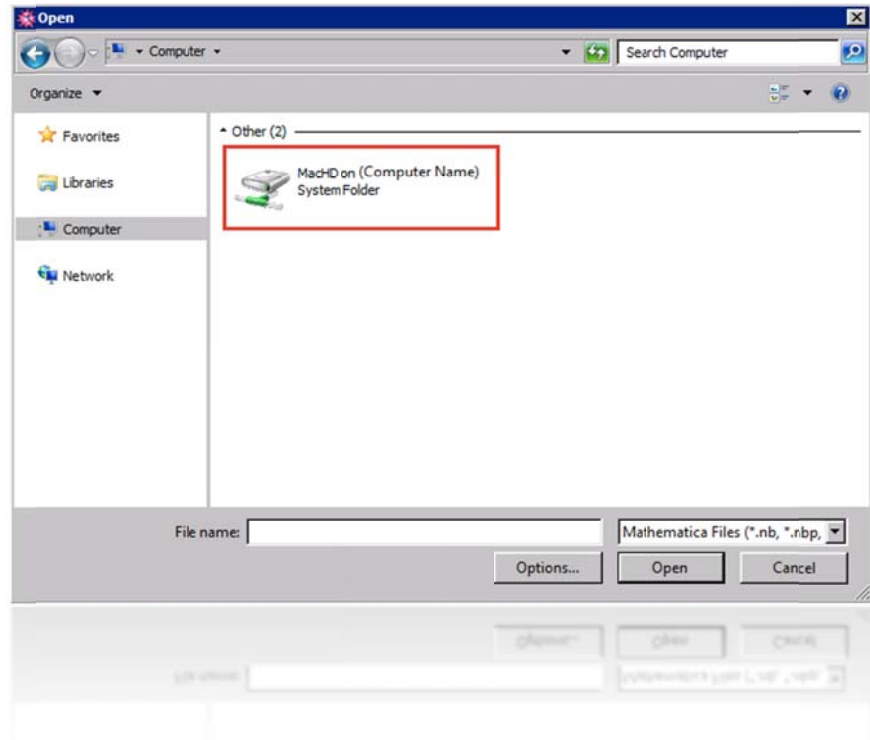
To open a file, use the Open function in the program itself just like you would in a normal program. It should look the same as a normal Open window. However you will go to 'Computer' instead of 'My Documents' or 'Desktop'.



When you click on 'Computer', you should see all the drives on your computer. Select the hard drive or flash drive that your file is on to navigate to your file. This will be unique to your computer.

When you share the drives from your Mac, it shares all the drives currently on your computer, the hard drives and any flash drives.

Just match the drive name with the one on your computer.



You can use this to navigate through your drives and find your file.

# Saving Your Work

Saving your work is much like the process of opening a file.



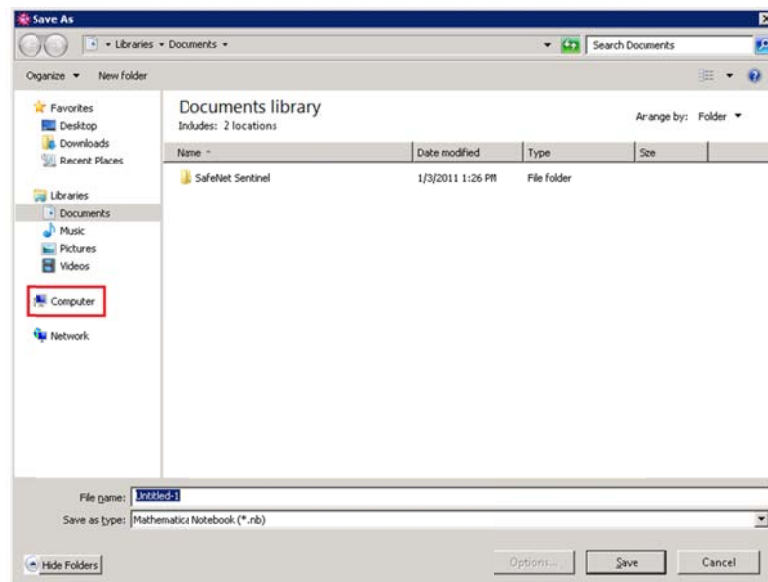
If you are off-campus, this process may be slow. It depends on the speed of your internet connection.

Saving files through UMware Online is a little different than saving them on your own computer. On your own computer, the application you are using and the file you are saving are on the same machine. However, with UMware Online applications, you are accessing a program on a computer at the University of Memphis. That means that the application is on one computer and your file will be on another.

## Save a File

When you first go to save a file, you are saving to the computer on the University of Memphis. You need to go to 'Computer' to access the hard drive on your computer.

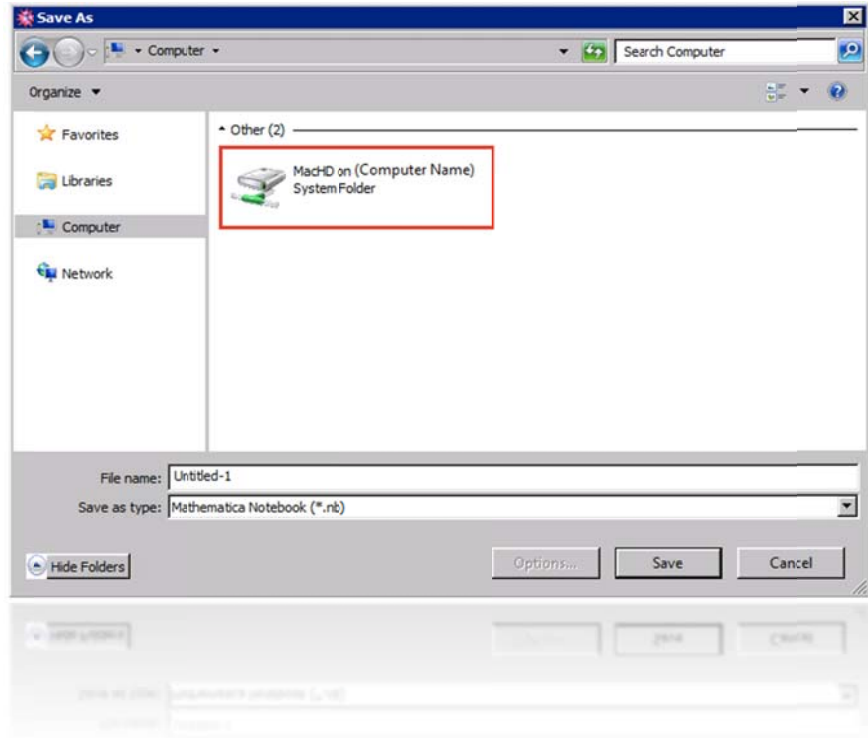
To save a file, use the Save As function in the program itself just like you would in a normal program. It should look the same as a normal Save window. However you will go to 'Computer' instead of 'My Documents' or 'Desktop'.



When you click on 'Computer', you should see all the drives on your computer. Select the hard drive or flash drive that you want to save your file to. This will be unique to your computer.

When you share the drives from your Mac, it shares all the drives currently on your computer, the hard drives and any flash drives.

Just match the drive name with the one on your computer.



You can use this to navigate through your drives and save your file.

# Printing Your Work

You can also print your work if you have a printer connected to the computer you are using.

## Printing a File

Printing your work is exactly like printing normally at your own computer. When you go to print, select the printer – usually from a dropdown box – and print as you would normally.

The printers will have the same name as it would on your computer except with a '(Redirected #)' at the end.