Resolving (and avoiding) common problems in AppsAnywhere [myapps.ucy.ac.cy]

PREREQUISITES

Before attempting the troubleshooting steps mentioned in this guide, please make sure that you have checked that you meet the following prerequisites:

- **Up to date Operating System**
  Run Windows “Check for updates” on your computer, to ensure that your operating system is up to date.

- **AppsAnywhere Client and Cloudpaging Player installation**
  AppsAnywhere Client and Cloudpaging Player should already be installed on your computer before using AppsAnywhere [myapps.ucy.ac.cy] software hub. You will not be able to access any applications without installing these first! You may address the following installation guide for detailed instructions: [www.ucy.ac.cy/itis/services](http://www.ucy.ac.cy/itis/services) at section Εφαρμογές|Λογισμικά (AppsAnywhere)

  Should you need to perform a re-installation of AppsAnywhere on your computer, you may follow the instructions at section [How do I re-install AppsAnywhere](http://www.ucy.ac.cy/itis/services) in the current guide.

- **Check if the software is already installed via previous installations, other than AppsAnywhere**
  Do not attempt to run an application via myapps.ucy.ac.cy if this is already installed on your computer. Failing to comply with this prerequisite puts you at the risk of corrupting the local installation of the application, thus rendering it unusable.

- **Compliance with software system requirements**
  Does your computer comply with the application’s system requirements such as hardware, operating system, and others? Apps delivered through “myapps” run on your own computer using its own CPU, RAM, and other resources. This delivers a user experience equivalent to apps installed on your computer. You may check this by visiting the application’s official site and checking the requirements as specified by the vendor. Example: [SolidWorks system requirements](http://www.ucy.ac.cy/itis/services)

- **Internet connection/VPN**
  Running any application from AppsAnywhere requires an active internet connection. Applications that require a UCY licence to run will also require that you access the internet via VPN connection* ([https://my.ucy.ac.cy/apps/eservices/r/portal/manuals](https://my.ucy.ac.cy/apps/eservices/r/portal/manuals))

  *At the moment, undergraduate students do not have access to VPN connection*

Attempting to follow the troubleshooting steps in this guide without ensuring you have met the requirements above will result in failure to solve any issues you are having.
1. How do I re-install AppsAnywhere client on my (Windows) personal computer? (6 steps)
   1) Logout of the AppsAnywhere portal and uninstall the AppsAnywhere client and Cloudpaging Player
   2) Under "Add or remove programs", uninstall both the AppsAnywhere Client and Cloudpaging Player
   3) After the uninstall is complete, login to AppsAnywhere again
   4) In the top right corner, click the blue icon and from the drop-down menu, select "Download the client" to reinstall AppsAnywhere.

2. Validation - Why do I need to validate my session?

3. Resolving validation issues

4. Cloudpaging player

5. Application Issues
5) Run the AppsAnywhere installer (usually found in “Downloads” folder)

6) In the top right corner, click the blue icon and from the drop-down menu, select "Re-validate".
2. **Validation - Why do I need to validate my session?**

Validating your session allows AppsAnywhere portal to gather information on your UCY account, whether you are accessing from within the University’s network and your operating system type. This set of information is necessary for AppsAnywhere to present you with the applications you are entitled to launch.

Validating your session is done automatically, when the user successfully logs in to the portal.

**Important:** If your session fails to validate, no application via myapps will be able to run.

Successful validation is indicated via a green-circled arrow in the lower right corner of AppsAnywhere portal.

3. **Resolving Validation Issues**

The AppsAnywhere validation has failed, how do I fix this?

**If you are using a computer in a UCY Computer Lab:**

- Refresh the web browser.
- Click the blue icon located in the top right-hand corner (screenshot below) and from the drop-down menu select "Re-validate".

**If you are using a UCY-owned or personal device:**

- Refresh the web browser.
- Click the blue icon located in the top right-hand corner (screenshot) and from the drop-down menu select "Re-validate".
- Clear all cookies from the web browser and try again.
- Try using incognito or privacy mode in the web browser.
4. Cloudpaging Player

When I launch an application, nothing happens. What should I do?

The Cloudpaging player, must remain open, in order to continue running software that was launched using the on-demand service.

- Sometimes the application and the Cloudpaging Player may remain hidden behind the browser window. If so, the application can be accessed by minimizing the browser window,

  by double clicking the icon on the Desktop/Taskbar, or by searching for this within the “Start Menu”.

- If the Cloudpaging player is closed and you need to re-open it, you can click on "Launch" from the website again.
5. Application Issues

Why aren't all the applications available off campus?
Some applications won't run on my personal device, why?
No apps are found. Where are my apps?
I cannot stop and remove an application from my Cloudpaging player.
Some of my applications are not working properly. How to address odd application behavior issues?
How do I remove an application from the Cloudpaging Player?
An application I have in the Cloudpaging Player has stopped responding.
Do I need to access my software from the portal/website every time?
I get an error code when launching an application through AppsAnywhere portal
Slow performance
Caching delays
Insufficient cache

Why aren't all the applications available off campus?

Some applications on AppsAnywhere portal (myapps) are only available to run on-campus due to vendor licensing restrictions. Location restrictions may also apply.

Some applications won't run on my personal device, why?

Some applications on AppsAnywhere portal (myapps) are restricted by licensing, location, and the type of operating system/computer you are using.

Certain software packages have license restrictions which only allow for on campus use or University-owned computer use, as shown in the following screenshot:

![App screenshot](image-url)
No apps are found. Where are my apps?

Click on "View all apps" or in the search box, type in the name of the application.

An application I have in the Cloudpaging Player has stopped responding

Simply stop and remove the application from the Cloudpaging Player, then download it again.

How do I remove an application from the Cloudpaging Player?

Click on the application you want to remove. If the application is currently running, make sure you have saved your work and click Stop. Once stopped, select the application and click on the "Remove" button. The application will be removed.
I cannot stop and remove an application from my Cloudpaging player.

On rare occasions, an application may seem to be ‘stuck’ in the Cloudpaging player and it won’t let you stop or remove it. If this happens, save your work and restart your computer. The application should now allow you to stop it and then remove it.

Some of my applications are not working properly. How to address odd application behavior issues?

If an application has started behaving oddly, you can clear the Cloudpaging Player cache.

Open the Cloudpaging Player. Click File > Options. Click the Cache tab, then “Clear Cache” button.

Do I need to access my software from the portal/website every time?

No. If you have already downloaded the software to your Cloudpaging Player, you should be able to just click the Launch button within the Player. You can also use the Start menu shortcut to run the application. However, please note that an active internet connection and/or a vpn connection is required.

I get an error code when launching an application through AppsAnywhere portal (https://myapps.ucy.ac.cy/)

- Make sure that you have checked and meet the prerequisites mentioned at the beginning of this guide
- Does the application run smoothly for other users/computers, but not for a specific user/computer? If yes, then it is not an issue caused by AppsAnywhere. Please continue reading below.
- If none of the applications run, there is a possibility that your antivirus/firewall is blocking AppsAnywhere or Cloudpaging Player from running. You may try to temporarily disable your antivirus/firewall or white-list these applications.
- If disabling your antivirus/firewall does not fix the problem, you will need to uninstall your firewall/antivirus software, restart your computer and try running the application again.

Slow performance

AppsAnywhere uses local resources and networking to run. If performance is slow, this may be because your computer is running other resource-intensive applications or there is other activity in your network. In particular, downloading, installing, or caching software is dependent on your internet connection speed and your internet connection may be affected by downloads, video streaming, or other loads on your ISP.

To find applications that are running and consuming large amounts of resources on your computer, open your Task Manager, go to the Processes tab, and sort by CPU.
To see the current activity on your network connection, open your Task Manager, click on the Performance Tab, then click on Ethernet or WiFi.
Caching delays

100% of the application's payload are not installed at launch. Efforts have been made to prefetch common use-cases for published software for a smooth first run experience, but caching delays may still occur when additional features of the software are used.

Slowdowns in loading should not persist after the second use of an application as the features used will be downloaded, cached and available. Please be patient when running any application or using a new feature of the application for the first time – new features need to be downloaded and installed.

Once you have used features of the software, those features have been ‘fetched’ and will be available locally with better performance. ‘First run’ of features in an application may take additional time, but subsequent launches should be very responsive.

Insufficient cache

AppsAnywhere cache operates on FIFO model (first in, first out) if cache is not set to grow as needed, and this will only be a problem if cache size is NOT set to automatically increase.

If you have the Cloudpaging Player installed, you will see the client in the system tray.

Right click on the Cloudpaging icon and then click Options to view and modify the cache settings, and to verify that the cache size is set to automatically increase.

![Cloudpaging Player Options](image)

Default cache settings for size and location are visible in the screen capture above. You should not need to modify these settings, except to redirect the cache location if you don’t have enough available space on your C:\ drive in your computer.