Troubleshooting RemoteApps

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RemoteApp Sessions

Although RemoteApp applications may seem that they are running locally on your computer, the application is actually running remotely on a server in the CIT datacenter. This enables us to keep the application up-to-date and conserve computing resources when they are not in use.

If you leave your RemoteApp session open for more than two hours without mouse or keyboard input, you may be logged out of your RemoteApp session. However, if you have a short disconnection, you should be able to log back in and re-connect to your session - picking up right where you left off - even if you switch computers.

Troubleshooting

If you are on Windows, and an app does not launch, check to see if you have a previous connection still running in the background. Press CTRL-ALT-DEL, open Task Manager, and end any tasks for "Remote Desktop Connection" or, click "More Details, go to the "details" tab, and End Task for any instances of mstsc.exe.

If you do not see the RemoteApp icon for the application that you want to run, or clicking on the application's icon does not open the application, try updating RemoteApp on your computer:

1. Navigate to Control Panel
2. Choose RemoteApp and Desktop Connections
3. Choose Properties
4. Click on "Update now." This will update your RemoteApp icons.

If you are experiencing issues using the Microsoft Remote Desktop app on macOS, follow troubleshooting steps detailed in the Connect to Brown's RemoteApp Service on macOS article.

If you are experiencing another issue such as: the application you are running is displaying errors, the application crashes, you are not able to open the application, or you are not able to log back onto RemoteApp after disconnection, try the following:

- If you close RemoteApp and wait over two hours, your current RemoteApp session should timeout and close. After your current session closes, the next time you login, you will log into a new RemoteApp session.
- Log off RemoteApp. Inform the IT Service Center of your issue, and ask them to kill

your RemoteApp session. After the current RemoteApp session is stopped, you will be able to log into a new RemoteApp session.
- Try logging into RemoteApp from another computer. You can use lab computers in Barus & Holley 191.

If RemoteApp is not working for you, inform the IT Service Center.

If you have trouble with Solidworks PDM:

If Solidworks crashes while trying to submit homework via PDM:
Log off of RemoteApp, and ask the IT Service Center to kill your current RemoteApp session.

If you cannot log into the Solidworks PDM vault (username or password issue):
Please contact your Professor, as they administer their PDM Vault.