Viewing and Uploading Documents in TAS and the CSC Portal

Disclaimer: This user guide is for information purposes and might not exactly match the functionality and display of the Citrix XenApp Remote Desktop, the TLD Application System, and the CSC Portal (which are subject to change). This guide is not intended to modify the Applicant Guidebook or any other aspect of the ICANN New gTLD program. If any information provided here appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this information without confirmation or clarification from ICANN.

This version was updated on 21 November 2012.

Overview

The TLD Application System (TAS) and CSC Portal are run behind a Citrix XenApp Remote Desktop (Citrix), a virtualized instance of Microsoft Windows implemented to increase the level of security surrounding TAS and the CSC Portal. One of the security features of Citrix is to limit the software that can be run exclusively to the TAS and CSC Portal applications. This limitation presents a different approach to managing documents while working in TAS and the CSC Portal.

This document provides information to help you manage documents in TAS and the CSC Portal, including:

A. Granting permission to Citrix
B. Uploading files
C. Viewing files
D. Troubleshooting file upload/download problems

For information on logging into TAS and CSC Portal, see the Accessing TAS and the CSC Portal document at http://newgtlds.icann.org/en/applicants/tas.

A. Granting Permission to Citrix

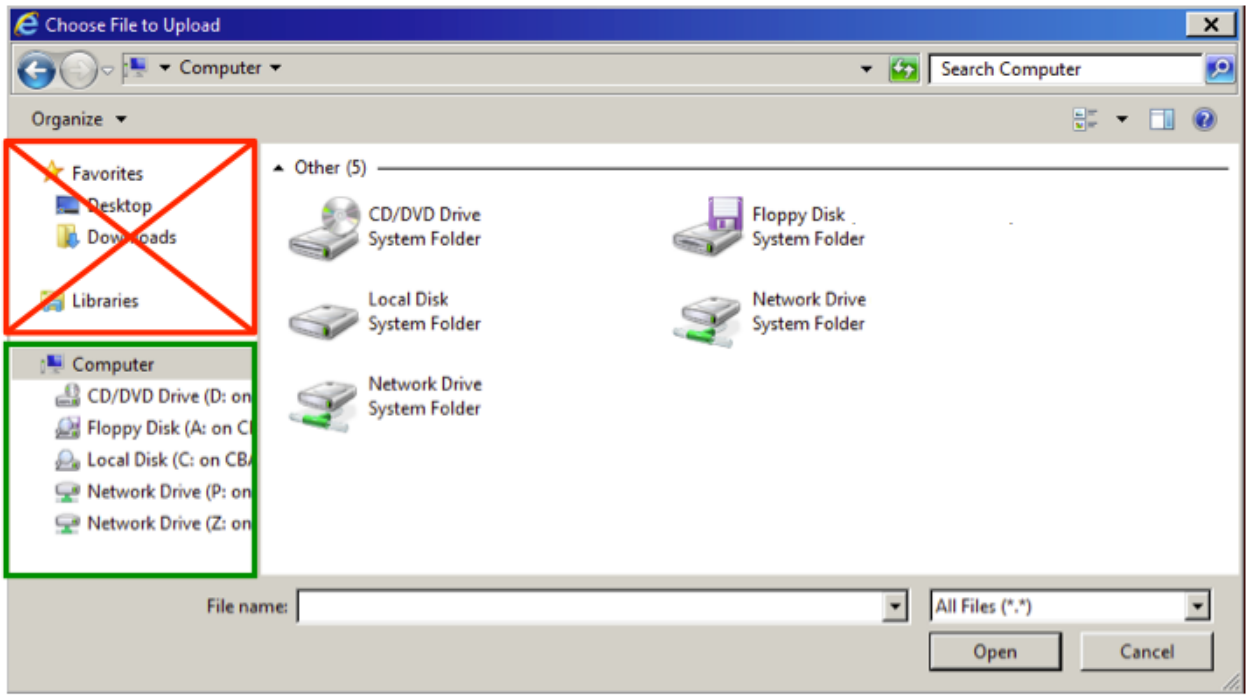
Before you can upload or download files for viewing in TAS, you must first grant permission to Citrix to access files on your computer.

The first time you attempt to upload or download a file, you will see the message below. You must click on the **Yes** or **Read & Write** button in order to allow Citrix to upload or download files to your computer.

Note: This dialog box varies by operating system and may look different on your computer.

B. Uploading Files

To upload a file, click the **Browse** button. The Choose File to Upload dialog box will open.



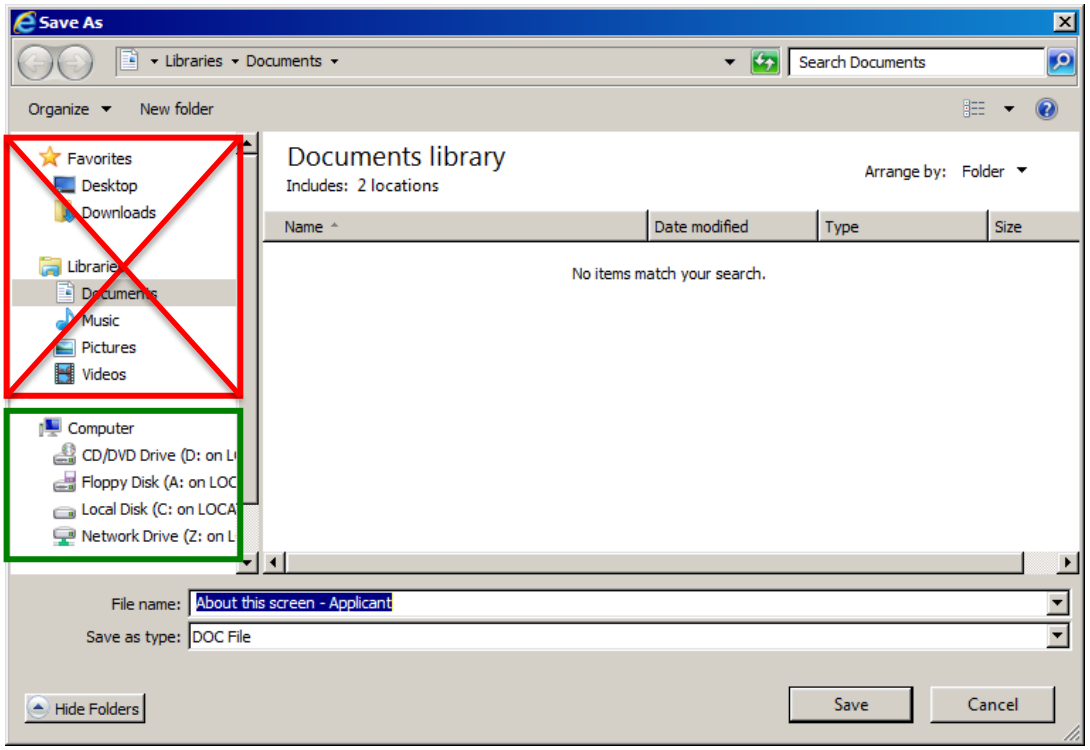
Navigate through your local computer folder structure to the desired file. Note that the file structure of Citrix, shown in red, should not be selected. Always navigate to your local computer folder structure (highlighted in green).

C. Viewing Files

Citrix does not have programs installed (e.g., Adobe Reader, Microsoft Excel) to allow you to view documents directly on it. To view documents, you must first download the files to your local computer.

To download a file, click on a filename. A dialog box will appear at the bottom of your screen.

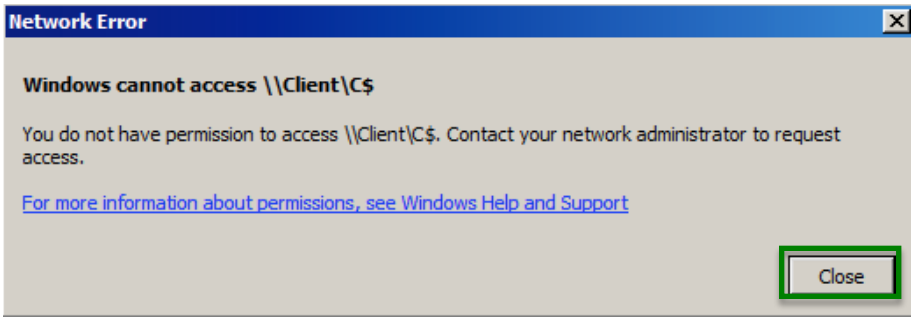
Click on the down arrow next to the **Save** button and select the "Save As" option. The Save As dialog box will open.



Navigate to the desired location on your local computer (highlighted in green) and click on the **Save** button to save the file.

D. Troubleshooting File Upload/Download Problems

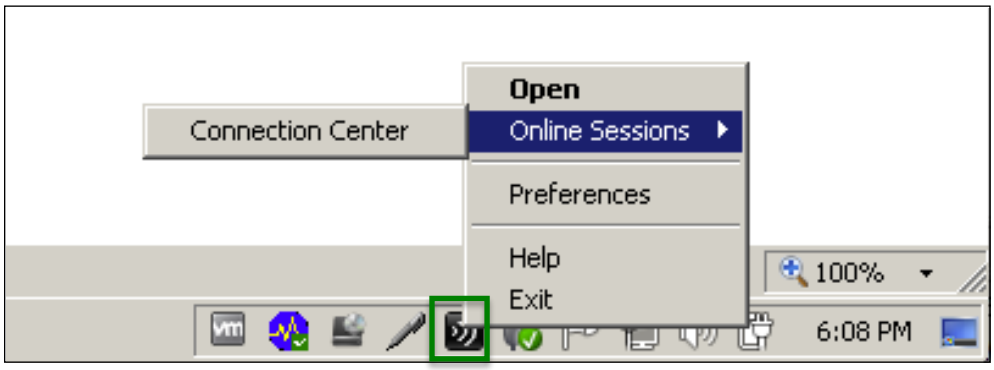
If the permissions for Citrix were not granted, you will see the following error message when attempting to download or upload a file.



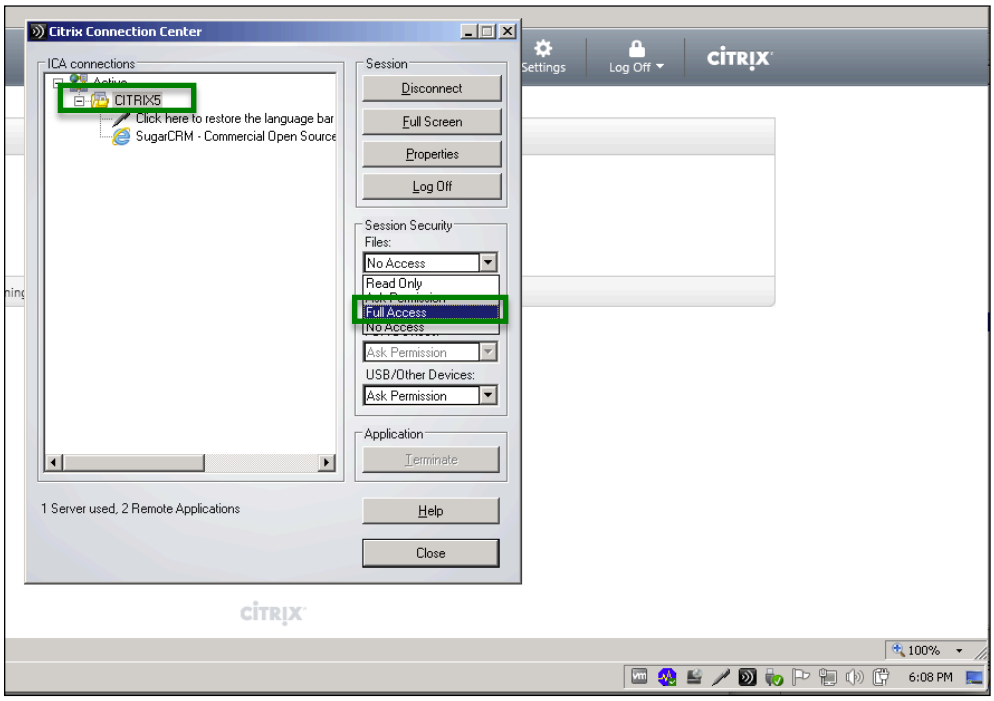
If you get this error message, click on the **Close** button and follow the instructions below for Windows and Mac operating systems.

Fixing Citrix File Permissions for Windows Operating Systems

Right-click on the Citrix icon in the system tray and select Online Sessions > Connection Center.

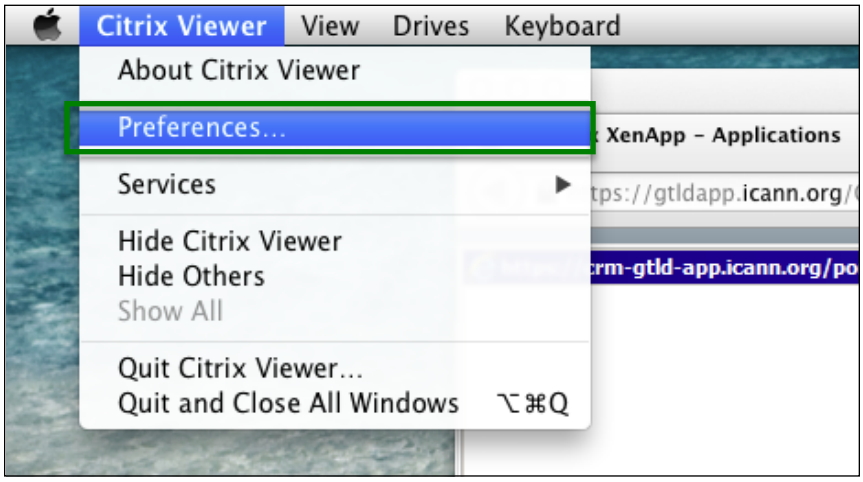


The Citrix Connection Center dialog box will display. Select the active (listed) Citrix server. From the Files drop-down menu, select the “Full Access” option.



Fixing Citrix File Permissions for Mac Operating Systems

Select Citrix Viewer from the dock. From the menu bar, go to the Citrix Viewer drop-down menu and select “Preferences.”



The Preferences window will display. Select “Devices” and navigate to your local drive, which is usually displayed as “/Users/<YourHomeDir>.” Select the “Always” option from both the Read and Write drop-down menus.

Devices
Devices
Microphone
Keyboard
Stores
Make the following Mac disk drives and devices available to the applications hosted by Citrix.
Mapped Drives
On
Drive
Read
Write
Removable Storage (A:)
Always
Always
CD/DVD (B:)
Never
/Users/YourHomeDir
Always
Always