



Apporto – RSPH Virtual Desktop Environment “Tips and Tricks”

Cutting and pasting between Apporto and your local computer... For Windows...

1. Highlight the text as normal on either side using your right mouse button held down dragging over the text to copy – Let up on your mouse button.
2. Hold down the “Ctrl” key and the “C” keys together to copy the highlighted text
3. Shift your mouse cursor to the target computer/application and then hold down the “Ctrl” key and the “V” keys together to place the highlighted text.

For Apple (macOS)...

1. Highlight the text as normal on either side using your right mouse button held down dragging over the text to copy – Let up on your mouse button.
2. Copying text from the macOS (Apple) computer into Apporto, hold down the “Command” key and the “C” keys together to copy the highlighted text
3. Shift your mouse cursor to the target Apporto application and then hold down the “Ctrl” key and the “V” keys together to place the highlighted text. (Note the usage of the “Command” key vs the “Ctrl” key when moving between these environments!)
4. Moving text from Apporto to macOS (Apple) do the reverse of steps 1-3 and remember what keys to use on each side.

Moving files between a Local computer and Apporto...

There is a built-in Up/Download feature in Apporto allowing movement of an entire file between your local computer and the Apporto desktop.

Note at the top of the Apporto screen there are two little clouds with up and down arrows.



Use this feature to move files between your local computer and the Apporto system. You will be able to choose where the file come from and is placed on both sides. This is an option for moving files as well as using the H:, S:, O:, and L: drives to move files between environments.



Storage/Mapped Drives...

Apporto can connect to many cloud services and Emory network disk storage. There are advantages in having access to all of these resources but not all are efficient to run applications against. This section will give you more information on the storage areas and how to consider using them.

H:/S: - The Emory network storage...

The Emory network storage is available directly from your local machine when on the Emory network, from home through the VPN, inside of Citrix and also inside of Apporto. Your H: (Home drive) is the best way to store your work and know it is backed up and sharable across platforms. When accessing the H: drive through Apporto it has to go through firewalls and external networks such that it can be slow. Accessing data and program files directly from the H: drive may be unacceptably slow so it is recommended to only use these storage areas to move files from and to Apporto. See below for the recommended storage to use for processing data/files in the applications that live in Apporto. That is the U: drive! The H: and S: drives are automatically mapped with your login in credentials on start of a session.

U: - Apporto Storage...

The U: drive (DFS) is a very fast local storage that is dedicated to you and your sessions. It is persistent inside Apporto and the fastest storage to use for applications processing. Currently the storage available on the U: drive is 2GB and your desktop and windows personal file structures live here. It is recommended that you move your data, program, and other files to the U: drive to run against for applications in Apporto. Often just moving a file to the desktop is the easiest. Any files or products created from your work should then be saved back to the H: or O: drive so you know it is backed up at Emory or on OneDrive. The U: drive is available as soon as the session is started and no mapping action is required for this. If you get a prompt that your U: drive is almost full. Please move files no longer needed on the U: drive back to the H: drive to free up space. Also, check your U: drive "SAS Temporary Files" folder. The temporary sub-folders should be deleted to free up space.

O: - OneDrive Storage...

Emory provides Office 365 applications as part of your resources available as an Emory authorized user. One of the services is the OneDrive cloud storage. Your OneDrive area is specific to you only and has a capacity for 5TBs! You can access this storage from any other environment including your local machine. The performance accessing files from the Apporto applications from the O: drive is slower than using the U: drive but still acceptable in most cases. This is an option for your work where you have a very large data file. You can choose to map and access the O: drive through the Apporto Cloud Mounter. See the application in the picture below.



When you connect to OneDrive it will ask you for your Emory login credentials and then establish the mapping to O: Note you can click a box to automatically have that connection from that point on if you wish.

L: - Box Storage...

Emory also provides a Box cloud storage account with your authorized user access. Your Emory Box account can also be accessed by Apporto through the Apporto Cloud Mounter. It will map to the L: drive. In most cases it is recommended that you work with the Apporto applications from the U: drive and then the O: drive as an option for best outcomes and performance. The Box drive limit is 100GBs.

General Drive Connection advice...

If you are having a problem connecting to H: and S: and O: try these actions to fix the problem.

If you are unable to connect to the H and S drive because you have entered an incorrect password, please log off and on again and enter your NetID and password when prompted to map network drives.

If you are unable to connect to OneDrive.... On the Apporto Windows desktop, double click the ApportoCloudMounter icon, click remove to remove any existing connection. Next, double click OneDrive, check "connect at login" only if you prefer this option, then click Connect Now. Type in your Emory email address at the Microsoft Sign-in prompt. You will be redirected to the Emory Login page. Type in your password, you may be prompted for DUO authentication. After authentication, you should see your OneDrive data on the O drive."

Session Behaviors...

Timeouts and keeping a session alive...

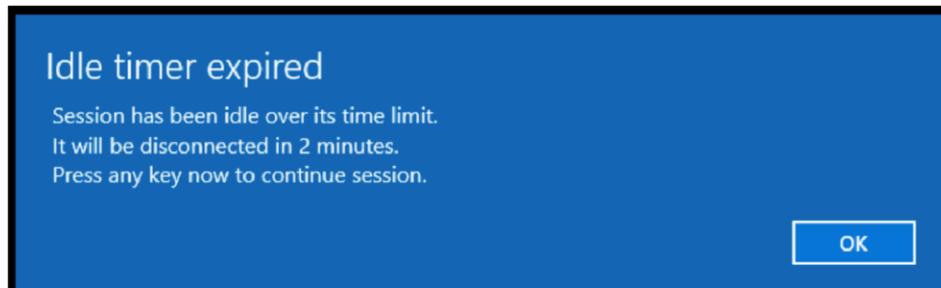
Apporto sessions use resources in the cloud that have a cost. You can use Apporto as much as you wish and as often as wanted, but when there is no activity detected it pays attention and drops sessions to not waste resources.

To keep your session alive and processing work from an application note the following things...

- It determines no activity after 30 minutes by seeing if there is any mouse movement in the session. To keep the session alive just move the mouse or click inside the Apporto window. We are listening to you to determine if this window is too short and will adjust it to a longer period so let us know what you experience. A SAS job running won't be detected and noted as an active session without mouse activity within the 30 min window for example.



- Just before it drops an inactive session you will see a warning that asks if you are still working.



- If you keep a session for up to 8 hours it will drop the session entirely so keep track of how long you keep a work session going. Save work and relog in if you really do have work going for longer than an 8 hour stretch.
- If you minimize a browser window with a session Apporto will drop the session so keep the windows open while you are working. Moving between tabs in the browser will not drop the session.
- Rule to live by... "Save your work often and keep that mouse activity going regularly and where you can turn on 'autosave'"
- When a session drops unexpectedly, you should go back to the App Store and click Launch on the appropriate desktop. Your session will resume if this is done within a 15-minute period.

How to get help and advice...

We need any and all feedback from your use of Apporto to continue to make it perfect. Always ask for help or just give us feedback to the helpdesk at RSPH. Write emails to Help@sph.emory.edu and tell us what you were running, what you experienced, and any information around error messages.