**Troubleshooting for HYSYS on Local Storage and Citrix**

1. While running HYSYS on a local system you receive a license error:
	1. Make sure that you are connected to TTUnet VPN
		1. If not: connect to TTUnet VPN
		2. If you do not have TTUnet VPN setup:
			* Visit askit.ttu.edu and search: **set up ttunet vpn windows**
		3. If your TTUnet VPN connection continues to disconnect randomly:
			* The problem could be network related.
			* Contact Engineering IT Services (806-742-3453)
		4. If you are connected to TTUnet VPN and you still receive a license error:
			* The problem could be on the license server or on the network
			* Contact Engineering IT Services (806-742-3453)
2. While running HYSYS on Citrix you receive a license error:
	1. Contact Engineering IT Services (806-742-3453)
3. While trying to run HYSYS on Citrix, you receive an error indicating you do not have access:
	1. The problem could be network related.
	2. Contact Engineering IT Services (806-742-3453)
4. While trying to log in to Citrix, you receive an error indicating your credentials are incorrect
	1. The problem could be network related.
	2. Contact Engineering IT Services (806-742-3453)