**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)