

Getting Started with the Harvard CambridgeSoft E-Notebook  
(rev. 06/11)

CONTENTS:

- Logging into the software.
- Obtaining the required login and password information.
- Installing and Uninstalling the Citrix client (troubleshooting).
- Accessing your shared drive.
- Reporting issues and obtaining support.
- Known issues.

1. Logging into the software.

You will need two pieces of information to login to E-Notebook: a) your RC domain login/password; and b) your E-Notebook login/password.

Open a browser, and navigate to <https://rcapps.fas.harvard.edu>. Log in with your RC domain login/password (type "rc" in the domain field).

You should see an application icon called E-Notebook. Click this icon. If this is your first time accessing the application, you will be prompted to authorize the installation of the Citrix client appropriate for your computer. Please allow this installation.

A login window will appear for the E-Notebook. Enter your E-Notebook login/password here.

2. Obtaining the required login and password information.

All CCB researchers have been given an E-Notebook login and password. This will be the same as your login/password for the CambridgeSoft Inventory program. If you do not know your login/password, Nicole Dalton ([dalton@chemistry.harvard.edu](mailto:dalton@chemistry.harvard.edu)) can provide it for you.

Your CCB domain name and password is obtained through Research Computing (RC). This is the same account that you use for your @chemistry email. If your account was created when the E-Notebook system came online, you received an email from [rhelp@fas.harvard.edu](mailto:rhelp@fas.harvard.edu) with your account info. If you cannot find this email and you believe you were never given an account, your group administrator can request one for you. The FAS Computing Help Desk (5-9000, [help@fas.harvard.edu](mailto:help@fas.harvard.edu)) can reset your account for you if you do not have your password.

### 3. Installing and Uninstalling the Citrix client (troubleshooting).

You may need to reinstall the client if you are having difficulties with launching the application. On [rcapps.fas.harvard.edu](http://rcapps.fas.harvard.edu), click Preferences: Connection Preferences. There you will find options to detect and/or install the client. On a Windows machine, you can uninstall your client through the Add/Remove Software utility. On a MacOS machine, you can uninstall your client by searching for and deleting all files containing the word "Citrix."

### 4. Accessing your shared drive.

Data can be opened from and saved to your group shared drive (Z:\) from within the E-Notebook application. Your shared drive will be shown as Z:\ in all open and save dialog boxes. For info on accessing this shared drive and mapping it on your local computer, see the RC knowledge base article at:

[https://www.rc.fas.harvard.edu/Storage\\_and\\_Fileystems/RCFS\\_123](https://www.rc.fas.harvard.edu/Storage_and_Fileystems/RCFS_123)

### 5. Reporting issues and obtaining support.

The designated admin users in each research group should serve as the first point of contact for issues experienced by users of the E-Notebook software. These admin users can report issues to Cambridgesoft E-Support ([esupport@cambridgesoft.com](mailto:esupport@cambridgesoft.com)) 24 hours a day, seven days a week. Any user that experiences a complete outage of the system should immediately report it to E-Support with Outage in the subject heading, and action will take place immediately. When reporting an issue or outage, please cc Ryan Spoering ([spoering@fas.harvard.edu](mailto:spoering@fas.harvard.edu)).

### 6. Known issues.

- The "Add Solvent" function in the reaction pane currently results in a database error.
- Chemdraw data is not properly transferred via copy/paste into the Citrix client. Workaround: Chemdraw files can be opened from your group shared drive and imported into the Reaction pane of E-Notebook.
- Export to PDF sometimes results in an error message. If you experience this, please send a screenshot of your error to [spoering@fas.harvard.edu](mailto:spoering@fas.harvard.edu) and [esupport@cambridgesoft.com](mailto:esupport@cambridgesoft.com).