

one-X Attendant with Citrix XenApp

Installation and configuration of a Citrix XenApp 6.5 server to deliver Avaya one-X Attendant 4 as an on-demand, server-hosted application

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Table of Contents

one-X /	Attendant with Citrix XenApp	.1
1	Introduction	.3
2	Prerequisites	.3
2.1	Citrix XenServer	. 3
2.2	Citrix License Server	. 3
2.3	Active Directory Users	. 3
2.4	Citrix XenApp Web Interface	. 4
2.5	Avaya one-X Attendant Server	.4
3	Installation and Configuration	.5
3.1	Citrix XenApp Server	. 5
3.1.1	Install Server Role XenApp Server	. 5
3.1.2	Specify Licensing	18
3.1.3	Create Server Farm	21
3.2	Configure Citrix Receiver	35
3.3	Configure Citrix AppCenter	35
3.4	Install Avaya one-X Attendant Client.	42
3.5	Install Microsoft Outlook	42
4	Application Publishing and Launching	43
4.1	Citrix AppCenter	43
4.1.1	Publish Avaya one-X Attendant	44
4.1.2	Publish Microsoft Outlook	54
4.2	XenApp Web Interface	64
4.2.1	Install Citrix Online WebPlugin	64
4.2.2	Web Interface Logon	64
4.2.3	Launch Microsoft Outlook	66
4.2.4	Launch one-X Attendant	57
5	Appendix	70
5.1	Software Versions	70
5.2	Index	71

1 Introduction

The Citrix XenApp server is installed in a XenServer 6.1 virtual machine with Microsoft Windows 2008 R2 standard SP1.

Citrix XenApp is configured to deliver Avaya one-X Attendant as an on-demand, serverhosted application.

One-X Attendant needs an Outlook client for getting the absence and calendar information from an Exchange server. Therefore XenApp is configured to deliver Outlook as an on-demand, server-hosted application too.

The names of virtual machines, IP addresses, etc., as well as the dimensioning of the VMs (CPU, RAM, HD) are examples, and belong to a specific test installation. The host name must be administered to be identical with the name of the virtual machine.

2 Prerequisites

The following sections must be completed to install a system that works.

2.1 Citrix XenServer

Make sure that the XenServer version is 6.1.0 and install it according to the instructions of the Citrix installation guide, available on the Citrix home page.

The following hot fixes are installed:

XS61E001, XS61E003, XS61E004, XS61E006, XS61E009, XS61E010, XS61E012, XS61E013, XS61E014

2.2 Citrix License Server

The Citrix License Server is installed on a separate physical machine. XenApp Enterprise licenses are installed.

For details how to install and configure the License Server, refer to the corresponding manual on the Citrix home page.

2.3 Active Directory Users

An Active Directory (domain xd.icc) is installed in a XenServer VM named **vDmC** with Windows 2008 R2 standard SP1 (1 CPU, 1024 MB RAM, 25 GB HD).

Domain users **xauser1**, **xauser2**, **xauser3** are created and added to the domain group **xausers**.

These users are needed for login into the XenApp web interface to launch the published applications.

2.4 Citrix XenApp Web Interface

The XenApp server role "Web interface" is installed on a separate XenServer VM named **vController** with Windows 2008 R2 standard SP1 (1 CPU, 1024 MB RAM, 25 GB HD). For details how to install, configure and use the XenApp web interface, refer to the corresponding manuals on the Citrix home page.

2.5 Avaya one-X Attendant Server

The one-X Attendant Server (version 4.02.010) is installed in a XenServer VM named **1XAServer** with Windows 2008 R2 standard SP1 (1 CPU, 1024 MB RAM, 25 GB HD). The Absence Info Server (AIS) is also installed in this VM. The AIS has connection to an Exchange Server 2007. The Exchange Server is installed on a VMware virtual server machine.

The one-X Attendant Server and the AIS are installed as described in the corresponding one-X Attendant Installation and Administration Manual.

3 Installation and Configuration

3.1 Citrix XenApp Server

Please proceed through the steps below before going to point 3.1.1:

- Create a VM named **vAppS** with Windows 2008 R2 standard SP1 (1 CPU, 1024 MB RAM, 25 GB HD).
- Install XenServer Tools (xs-tools.iso)
- Assign static IP address
- Add the VM to the domain (xd.icc)
- Login with the domain administrator (xd\Administrator)

3.1.1 Install Server Role XenApp Server

Insert the XenApp installation image (XA6.5_2008R2_ML_1.iso) into the virtual DVD drive and run **autorun.exe**.

Click Install XenApp Server to start the XenApp server installation wizard.

TRIX ° XenApp	
View XenApp Documentation	
Install XenApp <u>S</u> erver	
Manually install components	
Applications on Virtual Machines	
Browse DVD	😣 E <u>x</u> it
Open Citrix eDocs online documentation.	

The installer detects, that .Net Framework 3.5 SP1 (server feature) is not available. With OK, the missing feature will be installed.



After successful installation of .Net 3.5 SP1, the XenApp installation continues. Click *Add server roles*.



Choose the XenApp edition you have. In this case the *Enterprise Edition* is selected.

💼 Citrix XenApp Server Roles	<u> </u>
CITRIX XenApp Server Roles	
Select a XenApp edition	
Platinum Edition Most robust and secure solution to deliver applications as an on-demand service to any user tools for greater scalability, control and visibility of even the most complex environments.	with powerful
Enterprise Edition Proven enterprise class on-demand application delivery solution that is optimized for managin environments.	ıg larger
Advanced Edition Solid foundation for secure, on-demand application delivery to users anywhere with maximum	n performance.
	Cancel

Accept the license agreement.

сник ленир	o Server Roles	
itrix ,	XenApp Server Roles	
License a	greement	
You must ac entire agreer	cept the terms of the license agreement to continue. Use the scroll bar or Page Down key to read the nent.	
CITRIX	© LICENSE AGREEMENT	
This is a Inc., Cit receipt of (hereinaf PRODU Internati PRODU PRODU SUPPOI in Japan BOUND OF THIS 1. a co	legal agreement ("AGREEMENT") between you, the Licensed User, and Citrix Systems, rix Systems International GmbH, or Citrix Systems Asia Pacific Pty Ltd. Your location of of this product or feature release (both hereinafter "PRODUCT") or technical support fter "SUPPORT") determines the providing entity hereunder (the applicable entity is ther referred to as "CITRIX"). Citrix Systems, Inc., a Delaware corporation, licenses this CT in the Americas and Japan and provides SUPPORT in the Americas. Citrix Systems onal GmbH, a Swiss company wholly owned by Citrix Systems, Inc., licenses this CT and provides SUPPORT in Europe, the Middle East, and Africa, and licenses the CT in Asia and the Pacific (excluding Japan). Citrix Systems Asia Pacific Pty Ltd. provides CT in Asia and the Pacific (excluding Japan). Citrix Systems Japan KK provides SUPPORT . BY INSTALLING AND/OR USING THE PRODUCT, YOU ARE AGREEING TO BE BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AGREEMENT, DO NOT INSTALL AND/OR USE THE PRODUCT. GRANT OF LICENSE. This PRODUCT contains software that provides services on mputer called a server ("Server Software") and contains software that allows a computer to	
	☑ I accept the terms of this license agreemen	nt

XenApp role only.

🖻 Citrix XenApp Server Roles	
CITRIX XenApp Server Roles	
Choose XenApp roles	
Choose the roles you want to add to this server below. <u>What roles should I include in my farm?</u>	
Common Roles	
License Server ⁽¹⁾	
🗹 XenApp 🕕	
Receiver Storefront ①	
(This is a virtual appliance and requires a virtual machine.)	
✓ Other Roles	
Secure Gateway 🔅	
Power and Capacity Management Administration ③	
EdgeSight Server 🔅	
Web Interface ③	
< Back Next >	Cancel

All default components and no optional components.

🖻 Citrix XenApp Server Roles	
CITRIX XenApp Server Roles	
Choose role subcomponents	
The roles you selected have additional features you may wish to install.	
✓ XenApp	
 Default Components (3) 	
XenApp Server ①	
XenApp Management ③	
Windows Desktop Experience Integration ()	
 Optional Components 	
XML Service IIS Integration ()	
EdgeSight Agent ()	
Single Sign-On Plug-in	
< Back Next >	Cancel

The installation wizard shows all prerequisites, that will be installed and any related reboots if required.

Citrix XenApp Server Roles	<u> </u>
CITRIX XenApp Server Roles	
Review prerequisites	
The roles you selected require the below software before they will install or operate. Refresh	
Prerequisite requires restart A prerequisite will require a reboot and resume of the installation. Required by: XenApp Server	^
Prerequisite requires restart A prerequisite will require a reboot and resume of the installation. Required by: Windows Desktop Experience Integration	
Microsoft Primary Interoperability Assemblies 2005 This will be deployed automatically. Required by: XenApp Management	-
Microsoft Visual C++ 2005 SP1 Redistributable This will be deployed automatically. Required by: XenApp Management	
Desktop Experience Role Desktop Experience will be enabled for you. Required by: Windows Desktop Experience Integration	
Remote Desktop Services Role RDS will be enabled for you. Required by: XenApp Server	¥
< Back Next >	Cancel

Before the installation process starts, a simplified view is shown, displaying the prerequisites, sub-components and roles that will be installed.

🖻 Citrix XenApp Server Roles	
CITRIX' XenApp Server Roles	
Ready to install	
Setup is ready to install. Please review the notes and summary information below.	
Install now: Prerequisites Remote Desktop Services Role Application Server Role Microsoft Visual C++ 2005 SP1 Redistributable (x64) Microsoft Visual C++ 2008 SP1 Redistributable (x64) Microsoft Visual C++ 2008 SP1 Redistributable Group Policy Management Feature Microsoft Visual C++ 2005 SP1 Redistributable Microsoft Primary Interoperability Assemblies 2005 Desktop Experience Role Windows XPS-Viewer Role	
Install now: Roles and subcomponents XenApp XenApp Server XenApp Management Windows Desktop Experience Integration	
< Back Install	Cancel

A restart is required before the installation can continue.

🖻 Citrix XenApp Server Roles	
CITRIX XenApp Server Roles	
Prerequisite requires restart	
XenApp Enterprise Edition has been successfully installed.	
Remote Desktop Services Role installed successfully.	
Oesktop Experience Role installed successfully.	
XenApp was skipped due to a pending reboot.	
XenApp Server was skipped due to a pending reboot.	
🕖 XenApp Management was skipped due to a pending reboot.	
🕕 Windows Desktop Experience Integration was skipped due to a pending reboot.	
Note: A prerequisite requires a reboot before resuming the installation. Please close this wizard and restart your machine to resume.	5
	Finish

Reboot the server now.



After the server has booted up, the XenApp server role manager will load and shows, that the installation can continue.

💼 Citrix XenApp Server Role Manager		-OX
XenApp XenApp enables IT to centrally manage a single instance of each application and deliver it to users for online and offline use, providing a better than installed experience.	Review setup information Select this item to access the latest setup information on the Citrix XenApp Web site. Add or remove server roles Number of roles installed: 1	
citrix	Server Configuration Tasks XenApp	
Do not show this window at logon		Close

Again the components that will be installed are shown. The components that were installed before the reboot are not shown anymore.

🖻 Citrix XenApp Server Roles	
CITRIX' XenApp Server Roles	
Ready to install	
Setup is ready to install. Please review the notes and summary information below.	
Install now: Prerequisites Application Server Role Microsoft Visual C++ 2005 SP1 Redistributable (x64) Microsoft Visual C++ 2008 SP1 Redistributable (x64) Microsoft Visual C++ 2008 SP1 Redistributable Group Policy Management Feature Microsoft Visual C++ 2005 SP1 Redistributable Microsoft Visual C++ 2005 SP1 Redistributable Microsoft Primary Interoperability Assemblies 2005 Windows XPS-Viewer Role	
Install now: Roles and subcomponents XenApp XenApp Server XenApp Management Windows Desktop Experience Integration	
< Back Install	Cancel

After a while all the components are installed.

🖻 Citrix XenApp Server Roles	
CITRIX* XenApp Server Roles	
Successfully updated XenApp server roles	
XenApp Enterprise Edition has been successfully installed.	
 Microsoft Visual C++ 2008 SP1 Redistributable installed successfully. Group Policy Management Feature installed successfully. 	*
 Microsoft Visual C++ 2005 SP1 Redistributable installed successfully. Microsoft Primary Interoperability Assemblies 2005 installed successfully. 	
 Windows XPS-Viewer Role installed successfully. XenApp installed successfully. 	
XenApp Server installed successfully. XenApp Management installed successfully. Windows Deckton Experience Integration will be installed	
	•
Note: Some server roles cannot be used until they are configured. Refer to the Server Manager for the remaining tasks.	Role
	Finish

3.1.2 Specify Licensing

The last step of the installation is specifying the license server. Independent of where the license server is installed, this section has to be passed through.



Enter the name of the license server and check the connection with *Test Connection*.

🖻 XenApp Server Configuration			- 🗆 ×
CITRIX* Licensing Configuration			
Enter License Server Information			
Connect to an existing license server License server name: XSFileServ.xd.icc			
License server port (default 27000): 27000 Test Connection			
C Configure the license server later using a policy			
	Back	Next	Cancel

Result of connection test.



Enter the type of licensing. In this case the license *XenDesktop user/device* is used, but the choice depends on the licenses which were purchased. If a wrong radio button is selected an error message will be created.

🖻 XenApp Server Configuration			
CITRIX* Licensing Configuration			
Select Licensing Model			
Select the model now			
C XenApp () C XenDesktop concurrent system () C XenDesktop user/device * ()			
*Recommended based on licenses found on the Citrix License Server			
C Select the model at a later time			
Visit the following web site for more information about licensing models: Licensing eDocs site			
Note: After clicking Apply, restart your system for the new settings to take effect	t		
	Back	Apply	Cancel

3.1.3 Create Server Farm

Click <i>Configure</i> to start the XenApp server configuration wizard.	
---	--

Citrix XenApp Server Role Manager	
XenApp XenApp enables IT to centrally manage a single instance of each application and deliver it to users for online and offline use, providing a better than installed experience.	Review setup information Select this item to access the latest setup information on the Citrix XenApp Web site. XenApp Web site. Add or remove server roles Number of roles installed: 1
	Server Configuration Tasks XenApp Icensing specified Edit Licensing Configure Not configured
CİTRIX	
Do not show this window at logon	Close

Choose Create a new server farm.

Citrix XenApp Server Configuration	
CITRIX' XenApp Server Configuration	
Choose a task to perform	
Create a new server farm If this is your first installation, you must create a farm. This server will be added to the new farm.	
Add this server to an existing server farm This server will join the selected farm on next reboot.	
	Cancel

Enter a name for the farm (e.g. Avaya).

By default, the field *First Citrix administrator account* is filled in automatically with the user who is logged in and started the wizard.

盲 Citrix XenApp S	erver Configuratio	n				
CİTR İX [®]	XenApp Serve	er Configurat	ion			
Enter basic	information at	pout the new se	erver farm			
New XenApp Se	rver farm name:					
Avaya						
First Citrix admi	nistrator account:					
XD\Administra	tor					
				< Back	Next >	Cancel

Choose New database for installing MS SQL Server Express and the new database.

🖻 Citrix XenApp) Server Configuration	
CITRIX	XenApp Server Configuration	
Choose a	database for the new server farm	
Choose a dat	abase:	
	New database Install and use a new Microsoft SQL Server Express database on this machine. This is not recommended for large farms.	
	Existing Microsoft SQL Server database	
	Use an existing Microsoft SQL Server database already present on your network.	
	< Back Next >	Cancel

Enter credentials for the database administrator.

🖻 Citrix XenApp	Server Configuration	_ 🗆 ×
CITRIX	XenApp Server Configuration	
Enter dat	abase credentials and test database connection	
Current Cre	dentials	
The database	credentials have not been entered.	
Enter Crede	ntials	
	Enter Windows credentials	
	Enter credentials for an existing user. This account will be used as a database administrator for the new database. Remember these credentials for other servers you wish to join later.	
	Administrator	
	Domain: XD	
	OK Cancel	
	< Back Next >	Cancel

The entered credentials are stored.

💼 Citrix XenApp Server Configuration	-OX
CITRIX' XenApp Server Configuration	
Enter database credentials and test database connection	
Current Credentials	
Domain: XD	
< Back Next >	Cancel

Accept the default.

喧 Citrix XenApp	Server Configuration	-OX
CITRIX	XenApp Server Configuration	
Configure	shadowing	
If you allow s mouse interac	hadowing, users may shadow other user sessions on this server. Remote control allows keyboard and tion while shadowing.	d
C Prohibit sh	adowing of user sessions on this server	
Allow shad	owing of user sessions on this server	
🗌 Prohil	pit remote control	
Force	a shadow acceptance popup	
Force	logging of all shadow connections	
IMPORTANT If you prohibit override it wit	: shadowing, the setting is permanent. If you allow shadowing now, you can change this setting late h specific user policies.	r or
	< Back Next >	Cancel

Accept the default.

🖻 Citrix XenApp Server Con	figuration	
CITRIX [®] XenApp	p Server Configuration	
Specify advanced s	server settings	
The settings shown below a	are optional. If you do not change them, smart defaults will be used.	
Data Collection	Data Collection Options	
XML Service		
Receiver	Enable Controller and Session-host modes	
Remote Desktop Users	C Enable Session-host mode only ()	
	Use a custom zone name	
	Zone name: Default Zone	
	< Back Next >	Cancel

Accept the default

🖻 Citrix XenApp Server Con	figuration	- D ×
CITRIX' XenAp	p Server Configuration	
Specify advanced	server settings	
The settings shown below	are optional. If you do not change them, smart defaults will be used.	
Data Collection	XML Service	
XML Service		
Receiver	Use a custom XML Service TCP/IP port	
Remote Desktop Users	AME Service TCP/IP port: 100	
	< Back Next >	Cancel

Accept the default.

Citrix XenApp Server Cor	figuration	- D ×
CITRIX' XenAp	p Server Configuration	
Specify advanced	server settings	
The settings shown below	are optional. If you do not change them, smart defaults will be used.	
Data Collection	Receiver	
XML Service		
Remote Desktop Users	Web Interface server name or URL: ①	
	< Back Next >	Cancel

Accept the default.

💼 Citrix XenApp Server Con	figuration	
CITRIX XenAp	p Server Configuration	
Specify advanced s	Server settings are optional. If you do not change them, smart defaults will be used.	
Data Collection XML Service	Remote Desktop Users	
Receiver	Add Anonymous users	
Remote Desktop Users	Add the list of users from the Users group	
	Add the Authenticated Users	
	< Back Next >	Cancel

The summary of configured settings is shown.

🖻 Citrix XenApp Server Configuration	-O×
CITRIX XenApp Server Configuration	
Ready to configure	
Please review the notes and summary information below. Click Apply to apply the configuration.	
Farm Information	1
Action: Create a new farm	
Server farm name: Avaya	
First Citrix administrator account: XD\Administrator	
Database Credentials	
Username: Administrator	
Domain: XD	
User Session Shadowing	
Remote control: Allowed	
Show shadow acceptance popup: No	
Log all shadow connections: No	
Zono: Default	
XMI Service nort number: 80 (default)	
Server name (or URL) for the Receiver:	•
< Back Apply	Cancel

The server configuration process is finished.

🖻 Citrix XenApp	Server Configuration	
CITRIX	XenApp Server Configuration	
Configuri	ng server	
🤣 Saving c	onfiguration settings	
🥑 Installing	g Microsoft SQL Server Express	
🤣 Creating	Citrix data store	
🥑 Initializin	ng Citrix data store	
🤣 Starting	Citrix IMA Services	
🤣 Registeri	ing Citrix Administrators	
🧭 Configur	ing Commands Remoting Service	
Server confi	igured successfully!	
Thes	e settings will be applied when you clone or reboot this server.	Finish Cancel

Reboot the server.



3.2 Configure Citrix Receiver

With the installation of the XenApp server, the Citrix receiver has been installed too. The receiver will be started at server start automatically. At its first start, the credentials are requested.

Enter the URL of the XenApp web interface and login with the appropriate user.

🔊 Citrix Receiver
To see new applications in your Start Menu, you will need to enter the URL for a server computer.
I will enter the URL now.
I will enter the URL later. Skip this dialog and enter the URL into Citrix Receiver preferences (plug-in status) later.
Citrix Receiver - Change Server
What is the address of the server hosting your published resources?
Server Address:
http://vController.xd.icc/Citrix/PNAgent/config.xml
Example: servername (for non-secure connections) https://servername (for secure connections)
Update Cancel
The server you specify here can be used to remotely configure Citrix Receiver settings. Only specify the address of a trusted server.
If you are unsure what to enter here please consult with your Administrator.
Citrix Receiver
Please log on
Domain\User: xd\Administrator
Password:
Log On Cancel

3.3 Configure Citrix AppCenter

Before applications can be published an initial configuration of the AppCenter has to be done.

-> All Programs / Administrative Tools / Citrix / Management Consoles / Citrix AppCenter The following pop up window appears if .NET Authenticode signature for the MMC console is enabled. In the picture below the item *Do not disable* ... is selected.



Then the initial configuration wizard is started automatically.

Configure and run discove	ry
CİTRIX'	
Welcome	
Steps Velcome Select Products or Components Configure Discovery Discovery Progress	This is the discovery wizard for the AppCenter console. It will guide you through the discovery process. Before using AppCenter, you must run discovery to establish contact between items in your deployment and the console. Select Next to continue or Cancel to stop the discovery process.
	Skip this screen in future
	Next > Cancel

Select XenApp only.

Configure and run discovery				
•				
Select Products or Componen	ts			
Steps	Select the products or components in your deployment that contain the items you want discovery to search for.			
✓ Welcome	Products or components:			
 Select Products or Components 	⊡ ··· □ 🔂 Citrix Resources			
Configure Discovery	Single Sign-On			
Discovery Progress				
	< Back Next > Cancel			

Add XenApp server.

Configure and run discovery	
Calast Canaan	
Select Servers	
Steps	Specify at least one server running Citrix XenApp in each farm that you want to administer.
✓ Welcome	Add Local Computer
 Select Products or Components 	Servers:
Configure Discovery	VAPPS Add
XenApp	Remove
 Select Servers 	
Preview Discovery	
Discovery Progress	
	< Back Next > Cancel

Configuration summary

Configure and run discover	γ
CİTRIX '	
Preview Discovery	
Steps	Check the summary configuration information below. To make any changes, click Back. To start discovery, click Next.
✔ Welcome	XenApp
✓ Select Products or Components	Configuration Servers: VAPPS
✓ Configure Discovery	
✓ XenApp	
 Select Servers 	
Preview Discovery	
Discovery Progress	
	< back ivext > Cancel

Wait until the discovery has completed.

Configure and run discovery		
CİTRIX '		
Discovery Progress		
Use this page to monitor the	progress of discovery and check any errors.	
Steps		
✓ Welcome	Discovery completed	Circo Diagonaria
✓ Select Products or		Stop Discovery
Components	Close this wizard when discovery is successful	
✓ Xen∆nn	Errors: Double-click bold items to show additional detail.	
Select Servers	Description	
Preview Discovery		
Discovery Progress		
	I	
	<back finish<="" th=""><th>Cancel</th></back>	Cancel

After the discovery process has completed, the Citrix AppCenter console opens. An information window appears, because no published application exists at that time.

📴 Citrix AppCenter				
File Action View Help				
🗇 🔿 📶 🖬 🙆 👔				
Citrix AppCenter		citoux.	Actions	
C Search	🙂 XenApp	CIIRÌN	XenApp	•
E Citrix Resources	Information Contacts		Configure and run discover	у
 Configuration Tools Hotfix Management 	Linomatori Contents		Run discovery	
🖃 🕞 XenApp		Citrix XenApp is a Windows application delivery system (Related Tools	
🕒 👬 Avaya 🔊 Single Sign-On		manages applications in the datacenter and delivers the	Citrix Knowledge Center	
		reduces the cost of application management by up to 50 increases IT responsiveness when delivering an applicat	Citrix eDocs Library	
		distributed users and improves application and data sec		
XenApp Migration Inform	nation		×	
At least one of yo	our discovered XenApp farms	s does not contain any published applications. Citrix XenApp	Migration Center	
can help you mig	grate configuration data from	other XenApp source farms into your XenApp 6.5 farms.		
For more information	ation, see Citrix eDocs (http:/	//www.citrix.com/edocs).		
		ОК		
	Get more product inform	ation P		
			1	

3.4 Install Avaya one-X Attendant Client

Install the one-X Attendant client on the XenApp server machine. No configuration is necessary here, just install the application.

3.5 Install Microsoft Outlook

Install Outlook on the XenApp server machine. No configuration is necessary here, just install the application.

Note: Make sure that a terminal server license key for Outlook is used.

4 Application Publishing and Launching

4.1 Citrix AppCenter

All Programs / Administrative Tools / Citrix / Management Consoles / Citrix AppCenter



4.1.1 Publish Avaya one-X Attendant

File Action Citra AppCenter Citra AppCenter Search Applications We views Contents Information Contents Information Create folder Publich application Save in My Views Advana Center are no items to display. Related Tools Protice Save in My Views Other Tasks Related Tools Bit Dood Bale Views Other Tasks Views Other Tasks Views Other Tasks View Bit Dood Bale Copy Refersh Help Help	🕏 Citrix AppCenter	_ 🗆 ×
Image: Control AppCenter Search Applications Applications Applications Applications Applications Create folder Public happlication Create folder Public happlication Save in My Views Create folder Public happlication Save in My Views Other Tasks Image: Create folder Create folder Public happlication Save in My Views Other Tasks Image: Create folder C	File Action View Help	
Citrix AppCenter Search Chrise AppLications Citrix Resources Configuration Tools Contents Information Contents Information Waya Administrators Administrators Administrators Create folder Publish application Sever May Create folder Publish application Sever May Views Other Tasks Worker G Servers Sorres View Copy Refresh Heip It is		
Applications	Citrix AppCenter	Actions
Create folder Publish application Notific Management Contents Information Contents Information Contents Information Create folder Publish application Save in My Views Other Tasks Administrators Save in My Views Other Tasks Create folder Publish application Save in My Views Other Tasks Create folder Publish application Save in My Views Other Tasks Create folder Publish application Save in My Views Other Tasks Publish application Create folder Publish application Save in My Views Other Tasks Create folder Publish application Save in My Views Other Tasks Wiew Create folder Publish application Save in My Views Other Tasks Wiew Create folder Publish application Save in My Views Other Tasks Wiew Copy Refresh Help	Search Applications	Applications
	My Views Citrix Resources Configuration Tools Contents Contents Information Information Inform	Applications
	J	

In the Applications context menu select Publish Application.

The following screenshots show the steps and the relevant configurations and inputs for publishing one-X Attendant.

Publish Application (1/8)	×
CİTRIX'	
Welcome	
Steps	This is the application publishing wizard for XenApp. It will guide you through the process of publishing an application.
▶ Welcome	
Basic	Select Next to continue or Cancel to stop the application publishing process.
Name Type Location Servers Users Shortcut presentation Publish immediately	After publishing an application, you can change its settings by selecting the published application and choosing Modify application properties from the Common Tasks pane in the AppCenter console.
	Skip this screen in the future Next > Cancel

The field "Application description" may stay empty in the mask below.

one-X Attendant - Publish	Application	×
CİTRIX '		
Name		
Steps ✓ Welcome	Enter the name and description that you want to be displayed to clients for this application. — Display name:	
Basic	one-X Attendant	
Name		
Туре	Application description:	
Location		
Servers		
Users		
Shortcut presentation		
Publish immediately		
	< Back Next > Cance	

one-X Attendant - Publish A	pplication (3/8)
View the application type	. To change the type, use the Change application type task.
Steps	Choose the type of application to publish.
✔ Welcome	O Server desktop
Basic	C Content
✓ Name	Application
Location	 Accessed from a server
Servers	C Streamed if possible, otherwise accessed from a server
Users	Server application type:
Shortcut presentation	Installed application
Publish immediately	C Streamed to client
	Note: To change the application type after publishing it, you must use the Change Application Type task.
	Quick Help Grants users access to a single application already installed on your servers.
	< Back Next > Cancel
	Code Hours

If the path leading to OSPC.exe is not known you can browse by pressing the 2browse" button. Also you can help yourself for the setting the working directory:

one-X Attendant - Publish Ap	plication (4/8)
CiTRIX: Location Select and configure the re Steps Velcome Basic	source being published. Enter the application location Enter the command line for the application you want to publish. You can also specify a default working directory for users. More Command line:
✓ Name	"C:\Program Files (x86)\Avaya\Avaya one-X Attendant\OSPC.exe"
 Type Location Servers Users Shortcut presentation Publish immediately 	Working directory: C:\Program Files (x86)\Avaya\Avaya one-X Attendant Browse
	< Back Next > Cancel

one-X Attendant - Publish Ap	plication (5/8)			×
CİTRIX '				
• Convers				
Configure which servers w	ill host the application			
Steps	Choose the servers	on which this published applica	tion will run when being	delivered via ICA.
✓ Welcome	Name	Relative location		
Basic	VAPPS	Servers		
✓ Name				
🗸 Туре				
✓ Location				
Servers				
Users				
Shortcut presentation				
Publish immediately				
	1 item			
	Add	Remove		Import from file
			< Back Ne	xt > Cancel

one-X Attendant - Publish Ap	plication (6/8)	X
CITRIX [.]		_
Users		
Configure the users who m	ay access the application.	
Steps	Specify the users who can access this application.	
✓ Welcome	I o add users, choose a directory type at the bottom and select Add. More	
Basic		
✓ Name		
🗸 Туре	Allow anonymous users Allow only configured users	
✓ Location		
✓ Servers	Configured users:	-
Shortcut presentation Publish immediately	Select directory type: Citrix User Selector	Ī
	Add Hemove Add Hemove < Back Next > Cancel	

one-X Attendant - Publish /	Application (7/8)
Shortcut presentation	
Steps Velcome Basic Name Type Location Servers Users Shortcut presentation Publish immediately	Configure the appearance and location of the application shortcut. These settings function differently on different clients. More Application icon loon: Client application folder: Application shortcut placement Add to the client's Start menu Start menu folder (Citrix XenApp plugin only): Add shortcut to the client's desktop
	< Back Next > Cancel

one-X Attendant - Publish Application (8	/8)
--	-----

citrix.

Publish immediately

Steps	The essential settings for this application have been configured.
✓ Welcome	When the wizard is finished, the application will be available to the configured users immediately. If you don't want the application to be available immediately, you can disable it until you are ready
✓ Basic	you don't want the application to be available infinediatory, you can also be it anality ou are ready.
✓ Name	Disable application initially
🗸 Туре	
 Location 	
✓ Servers	Advanced application settings default to the most common settings and are not required to be set for
✓ Users	them later using the application Properties tasks.
✓ Shortcut presentation	
Publish immediately	Configure advanced application settings now
	<back cancel<="" finish="" th=""></back>

×

Avaya one-X Attendant is now published.



4.1.2 Publish Microsoft Outlook

😼 Citrix AppCenter File Action View Help 🗢 🔿 | 🖄 📆 🖬 🖬 🖉 | Citrix AppCenter Actions **CITRIX**. [Search Applications Applications My Views Contents Information 🖃 🎲 Configuration Tools 💾 Hotfix Management Application items in Applications Choose columns 🖃 🕝 XenApp Status Name Туре 🖃 🔡 Avaya Sone-X Attendant Installed Application Enabled Administrators
 Applications
 Change display
 On
 Change display
 On Create folder History

In the Applications context menu select Publish Application.



The following screenshots show the steps and the relevant configurations and inputs for publishing Outlook.

Publish Application (1/8)	2
CİTRIX '	
Welcome	
Steps	This is the application publishing wizard for XenApp. It will guide you through the process of publishing an application.
▶ Welcome	
Basic	Select Next to continue or Cancel to stop the application publishing process.
Name Type Location Servers	After publishing an application, you can change its settings by selecting the published application and choosing Modify application properties from the Common Tasks pane in the AppCenter console.
Users Shortcut presentation	
Publish immediately	
	Skip this screen in the future
	Next > Cancel

Outlook 2007 - Publish App	plication
CİTRIX '	
Name	
Steps	Enter the name and description that you want to be displayed to clients for this application.
✓ Welcome	Display name:
Basic	Outlook 2007
Name	
Туре	Application description:
Location	
Servers	
Users	
Shortcut presentation	
Publish immediately	
-	< Back Next > Cancel

Outlook 2007 - Publish Applic	ation (3/8)
CİTRIX '	
• Type View the application type.	To change the type, use the Change application type task.
Steps	Choose the type of application to publish.
✓ Welcome	O Server desktop
Basic	C Content
✓ Name	C Application
 Type Location Servers Users Shortcut presentation Publish immediately 	Application type Accessed from a server Streamed if possible, otherwise accessed from a server Server application type: Installed application Streamed to client Note: To change the application type after publishing it, you must use the Change Application Type task. Quick Help Grants users access to a single application already installed on your servers.
	< Back Next > Cancel

CİTRİX'

Location

Select and configure the resource being published.

Steps	Enter the application location
✓ Welcome	 Enter the command line for the application you want to publish. You can also specify a default working directory for users. <u>More</u>
Basic	Command line:
✓ Name	"C:\Program Files (x86)\Microsoft Office\Office12\OUTLOOK.EXE"
🗸 Туре	Browse
Location	Working directory:
Servers	C:\Program Files (x86)\Microsoft Office\Office12
Users	Browse
Shortcut presentation	
Publish immediately	
	< Back Next > Cancel

×

Outlook 2007 - Publish Applic	ation (5/8)			×
CİTRIX'				
Servers				
Configure which servers w	ill host the applicatio	n.		
	1			
Steps	Choose the servers	s on which this published app	lication will run when be	ing delivered via ICA.
✓ Welcome	Name	Relative location		
Basic	VAPPS	Servers		
✓ Name				
🗸 Туре				
✓ Location				
Servers				
Users				
Shortcut presentation				
Publish immediately				
	1 item			
	Add	Remove		Import from file
			< Back	Next > Cancel

Outlook 2007 - Publish Applic	cation (6/8)	×
CİTRIX'		
Users Configure the users who m	nay access the application.	
Steps	Specify the users who can access this application. To add users, choose a directory type at the bottom and select Add. <u>More</u>	
✓ Welcome		
 Name Type Location Servers Users Shortcut presentation Publish immediately 	 Allow anonymous users Allow only configured users Configured users: XD\xausers 	
	Select directory type: Citrix User Selector	[
	< Back Next > Cancel	

Outlook 2007 - Publish Appl	ication (7/8)
Shortcut presentation	
Steps ✓ Welcome Basic ✓ Name ✓ Type ✓ Location ✓ Servers ✓ Users Shortcut presentation Publish immediately	Configure the appearance and location of the application shortcut. These settings function differently on different clients. More Application icon Icon: Change icon Client application folder: Application shortcut placement Add to the client's Start menu Start menu folder (Citrix XenApp plugin only): Change icon
	< Back Next > Cancel

Outlook 2007 - Publish Application (8/	8)
--	----

citrix.

Publish immediately

Steps The essential settings for this application have been configured. Velcome Welcome Basic When the wizard is finished, the application will be available to the configured users immediately. Just of the application to be available immediately, you can disable it until you are ready. Name Disable application initially Location Advanced application settings default to the most common settings and are not required to be set for the application to be available to users. You can configure these settings now, or you can configure them later using the application Properties tasks. Shortcut presentation Configure advanced application settings now Publish immediately Configure advanced application settings now			
 Welcome Basic Name Type Location Servers Users Shortcut presentation Publish immediately Configure advanced application settings now 	St	eps	The essential settings for this application have been configured.
 Basic Name Type Location Servers Users Shortcut presentation Publish immediately 	✓ V	Velcome	When the wizard is finished, the application will be available to the configured users immediately. If you don't want the application to be available immediately, you can disable it until you are ready.
 Type Location Servers Users Shortcut presentation Publish immediately Configure advanced application settings now 	✓ Basic ✓ Name		
 Location Servers Users Shortcut presentation Publish immediately 	1	Туре	Disable application initially
 Servers Users Advanced application settings default to the most common settings and are not required to be set for the application to be available to users. You can configure these settings now, or you can configure them later using the application Properties tasks. Shortcut presentation Publish immediately 	×	Location	
 Users Shortcut presentation Publish immediately 	×	Servers	Advanced application settings default to the most common settings and are not required to be set for
 Shortcut presentation Publish immediately Configure advanced application settings now 	× .	Users	them later using the application Properties tasks.
Publish immediately Configure advanced application settings now	1	Shortcut presentation	
	► F	Publishimmediately	Configure advanced application settings now
<back cancel<="" finish="" td=""><td></td><td></td><td>< Back Finish Cancel</td></back>			< Back Finish Cancel

×

Microsoft Outlook 2007 is now published.

Citrix AppCenter			
File Action View Help			
🗢 🔿 🙍 🖬 🖬 🙆 🔽			
Citrix AppCenter		CITDIX'	Actions
Search	Applications	CIIRİN	Applications
Citrix Resources			Create folder
🖃 👘 Configuration Tools	Contents Information		Publish application
Hotfix Management	Application items in Applications	Choose columns	
E E XenApp	Name 🛆 Type	Status	Save in My Views
Administrators	one-X Attendant Installed Application	Enabled	Other Tasks
Applications	Cutlook 2007 Installed Application	Enabled	Related Tools
Outlook 2007			Citrix Knowledge Center
History			Citrix eDocs Library
Load Balancing Policies			Clark ebocs Library
Load Evaluators			
E Servers			
😕 Worker Groups		l l	
🕀 🔁 Zones			Þ
Single Sign-On			
	2 items	P	

4.2 XenApp Web Interface

4.2.1 Install Citrix Online WebPlugin

Install the WebPlugin on the client from which the published applications will be launched. The installation source CitrixOnlinePluginWeb.exe can be downloaded from the Citrix download page.

Call CitrixOnlinePluginWeb.exe to install the WebPlugin. No user input during installation is necessary.



4.2.2 Web Interface Logon

Start an internet browser and enter the URL of the XenApp web interface. Allow the add-on to run.



Log on with User name, Password and Domain.

Citrix XenApp - Logon - Windows Inte	net Explorer		
COC V http://vController.xd.icc/Ci	rix/XenApp 🔎 💌 🄿 🗙 🎅 Citrix XenApp - Logon	×	☆ 🛠
	Citrix XenApp		*
	Log on User name: xauser1 Password: Domain: xd ✓ An appropriate client is available on your computer. Log On		

The published applications are displayed.

Citrix XenApp - Applications - Windows Internet Explorer			
Core the http://vController.xd.icc/Citrix/XenApp ♀▼ 🖄 → 🗙 🕞 Citrix XenApp - Applications	×		₼ ☆ 🌣
Search P Logged on as: xauser1	<mark>⊠</mark> Messages	🔅 Settings	Log Off 🗸
Main			
one-X Attendant Outlook 2007			
Hint: Click Reconnect to resume any paused resources.			
CITRIX			• •

4.2.3 Launch Microsoft Outlook

|--|

Citrix XenApp - Applications - Windows Internet Explorer			_ 🗆 ×
Core the http://vController.xd.icc/Citrix/XenApp ♀ < Regional Citrix XenApp - Applications	×		☆☆ 🕸
Search P Logged on as: xauser1	<mark>⊠</mark> Messages	🔅 Settings	Log Off V
Main			C
one-X Attendant Outlook 2007			
Hint: Click Reconnect to resume any paused resources.			
CİTRIX			

When the user calls Outlook the first time, the Outlook 2007 Startup Wizard will be launched to configure Outlook 2007. Follow the instructions for connecting with the Exchange server to add an email account.



4.2.4 Launch one-X Attendant

Click on the	icon	one-X	Attendant
--------------	------	-------	-----------

Citrix XenApp - Applications - Windows Internet Explorer			
Corrections Controller.xd.icc/Citrix/XenApp <a> 	×		ስ 🖈 🔅
Search P Logged on as: xauser1	<mark>⊠</mark> Messages	¢ Settings	Log Off V
Main			(
one-X Attendant Outlook 2007			
Hint: Click Reconnect to resume any paused resources.			
CITRIX			_

When the user calls one-X Attendant the first time, the login settings have to be configured.



Login	ttendant		_ ~ X
	X ANT		0
	User Login	×	
Maria Maria	Name:	ОК	
	Password:	Cancel	
		Back	
	<u>199499</u>		
AVAYA oneX			Operator call

... and one-X Attendant works.

AVAYA CIREX Avaya one-X® Attendant	_ ~ ×
Operator	Call lis=- ^ ×
Call number or name	Phone=- ~ × Subscriber Properties = × O Subscriber Properties
Extend = $- \times$ Busy display = $- \times$ K	Connections Person Location Notes
★ Extended re ▲ ▶ ✓ Busy display > N ★ 80200 - 80299 > N N N Sc1 1×4 802 802 802 802 802 802 802 802 802 802	ey block ght
F1 F2 F3 F4 F5 F6 F7 Help	F8 F9 F10 F11 F12 Menu
🕺 🚺 📣 ይ 🔛 📰 🔙	Atd-Qcalls: 0 longest wait time:
Edit	Avava one-V Attendant 12.03.2013 15:30

5 Appendix

5.1 Software Versions

Product	Version	Hotfixes installed
XenServer	6.1.0	XS61E001
		XS61E003
		XS61E004
		XS61E006
		XS61E009
		XS61E010
		XS61E012
		XS61E013
		XS61E014
XenApp	6.5	none
one-X Attendant Server	4.02.010	
one-X Attendant Client	4.02.010	
Outlook	2007	

5.2 Index

Α

Active Directory User	3
Add Server Roles	6
AppCenter	35
Application	
Launching	
Publishing	

С

Citrix AppCenter	35, 43
Citrix License Server	3
Citrix Receiver	
Citrix XenApp Server	5

D

Database Administrator	

I

Install	
Citrix Online WebPlugin	64
Microsoft Outlook	
one-X Attendant Client	
Server Role XenApp Server	5
XenApp Server	5
Installation Wizard	11

L

Launch	
Microsoft Outlook	
one-X Attendant	67
License Agreement	8

Μ

Microsoft Outlook	42
MS SQL	24

0

one-X Attendant Client 4	12
one-X Attendant Server	4

Ρ

Publish	
Application	44
Microsoft Outlook	54
one-X Attendant	

S

Т

Test Connection 19

W

Web Interface	4, 64
Web Interface Logon	64

Х

XenApp Edition	7
XenApp Server	5
XenApp Web Interface	4, 64