



# **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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# 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, server-hosted 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

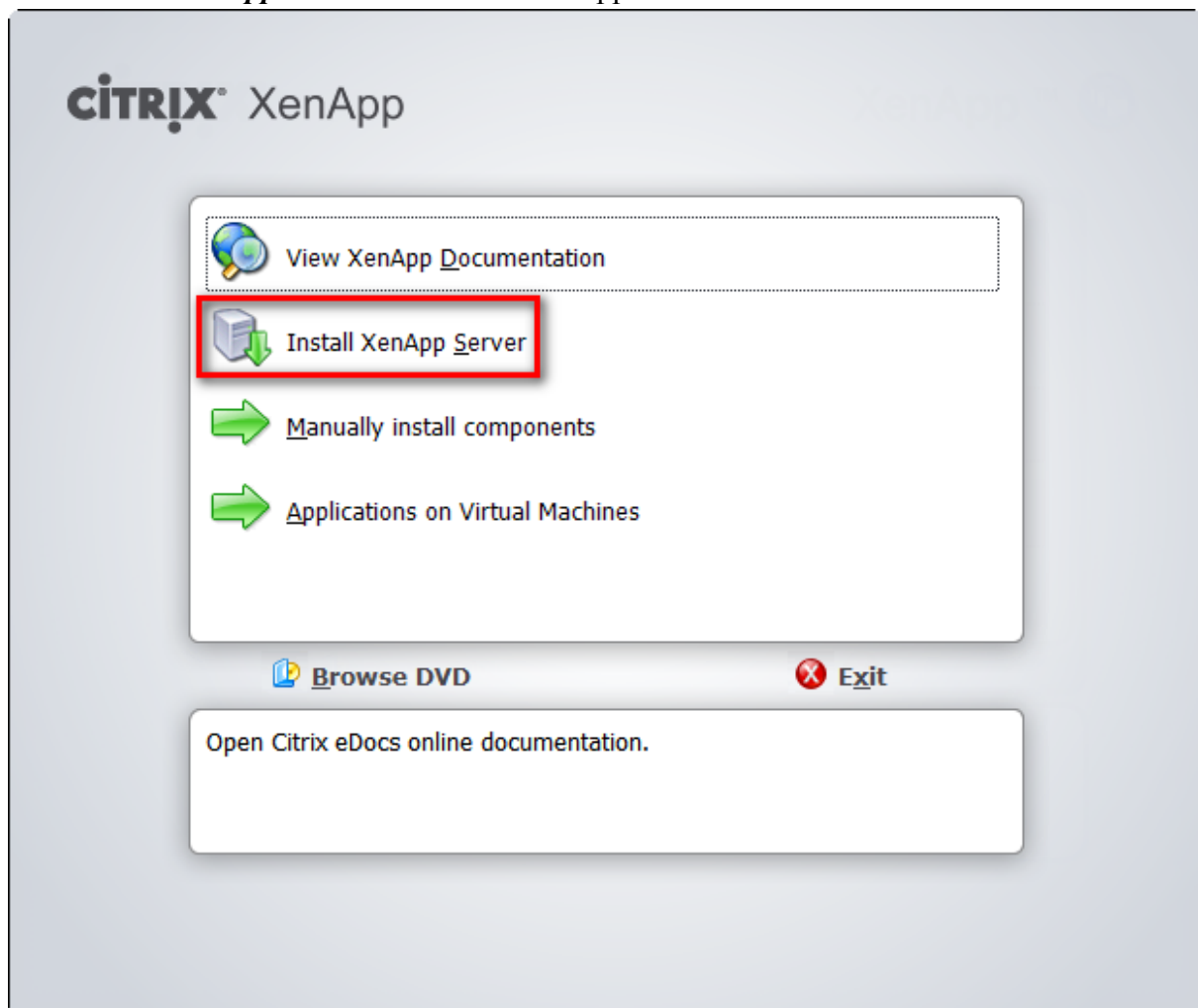
Please proceed through the steps below before going to point 3.1.1:

- 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)

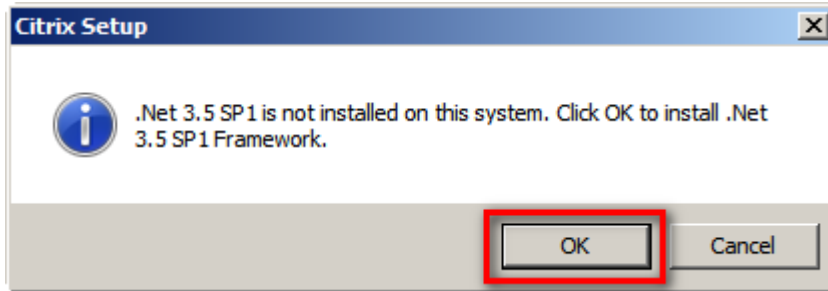
#### 3.1.1 Install Server Role XenApp Server

Insert the XenApp installation image (XA6.5\_2008R2\_ML\_1.iso) into the virtual DVD drive and run **autorun.exe**.

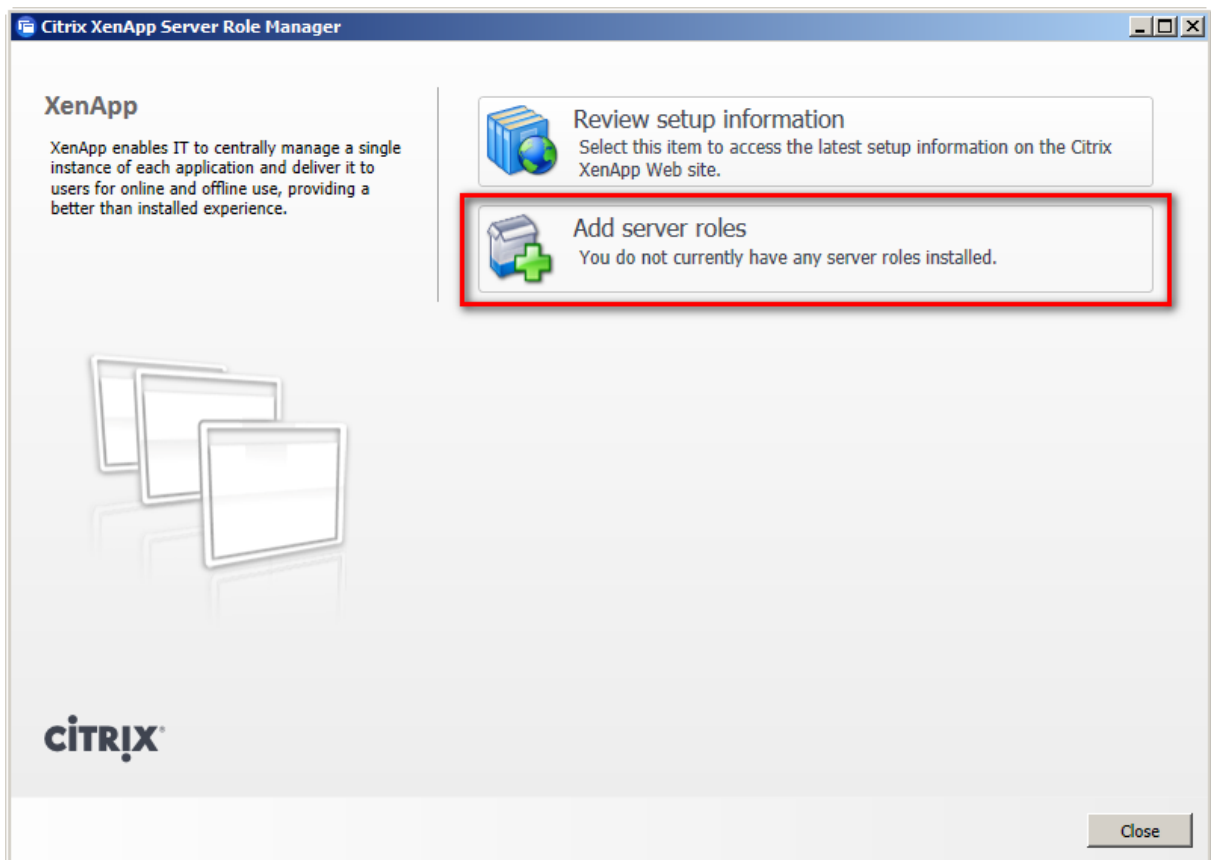
Click **Install XenApp Server** to start the XenApp server installation wizard.



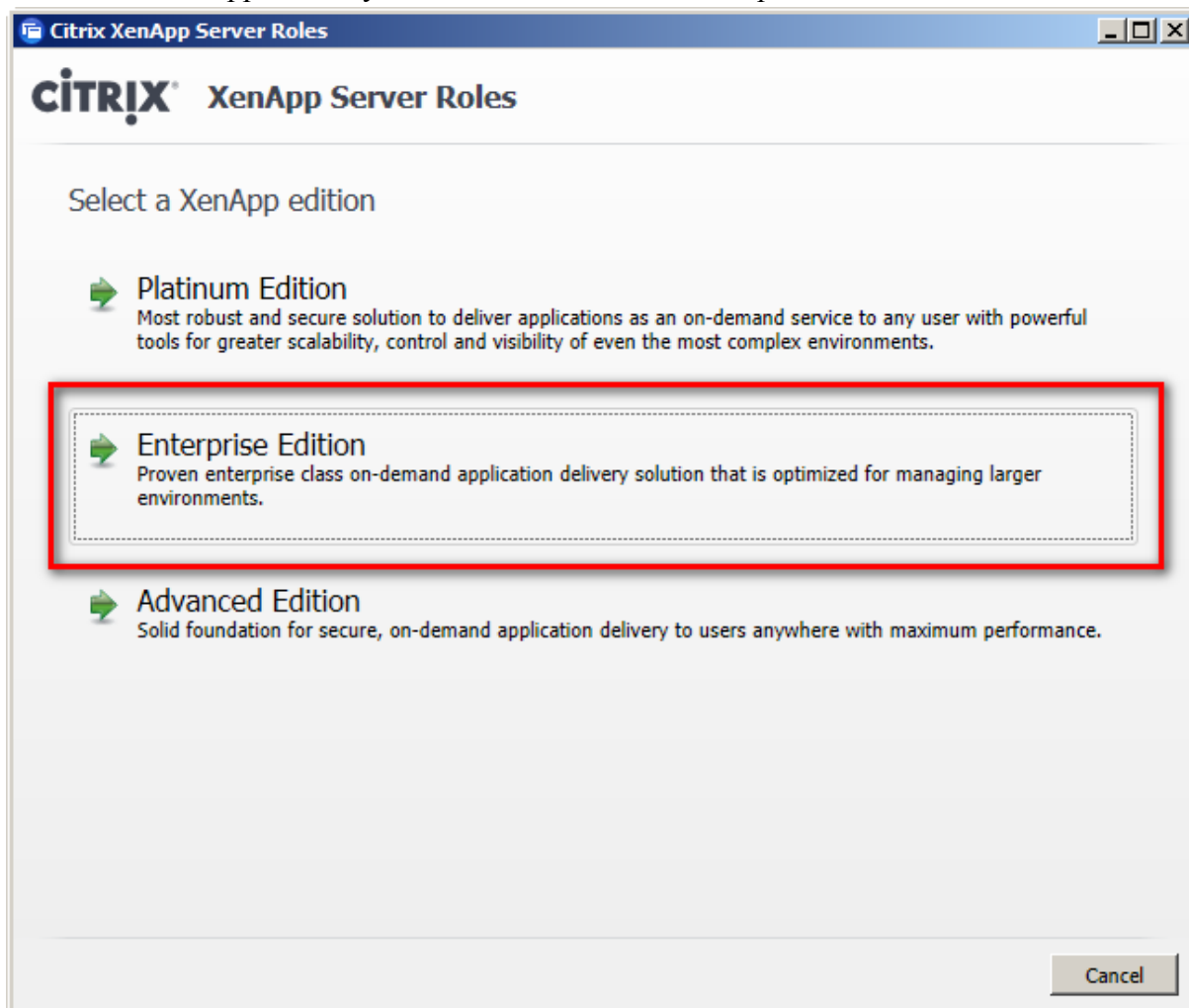
The installer detects, that .Net Framework 3.5 SP1 (server feature) is not available. With OK, the missing feature will be installed.



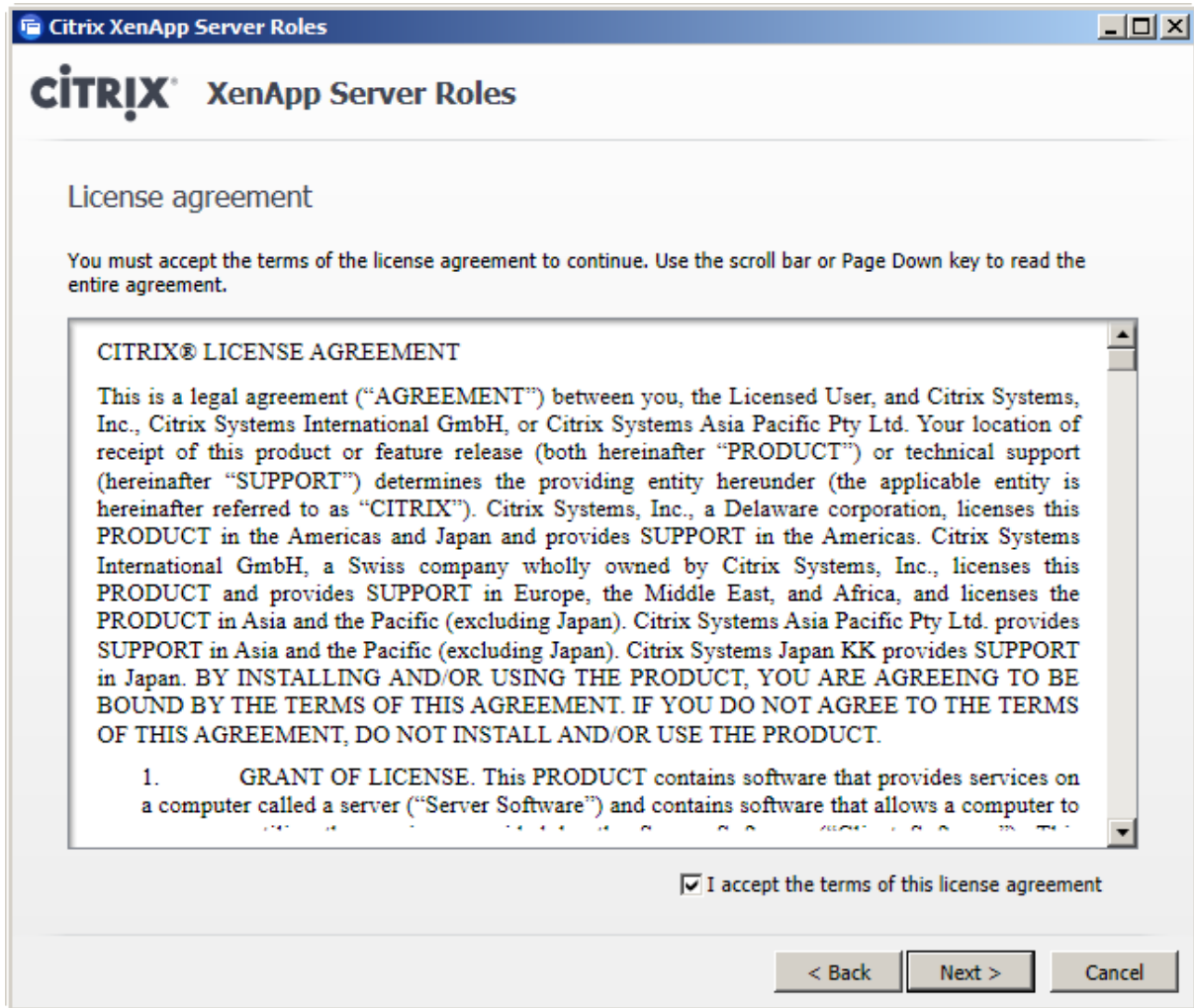
After successful installation of .Net 3.5 SP1, the XenApp installation continues. Click *Add server roles*.



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

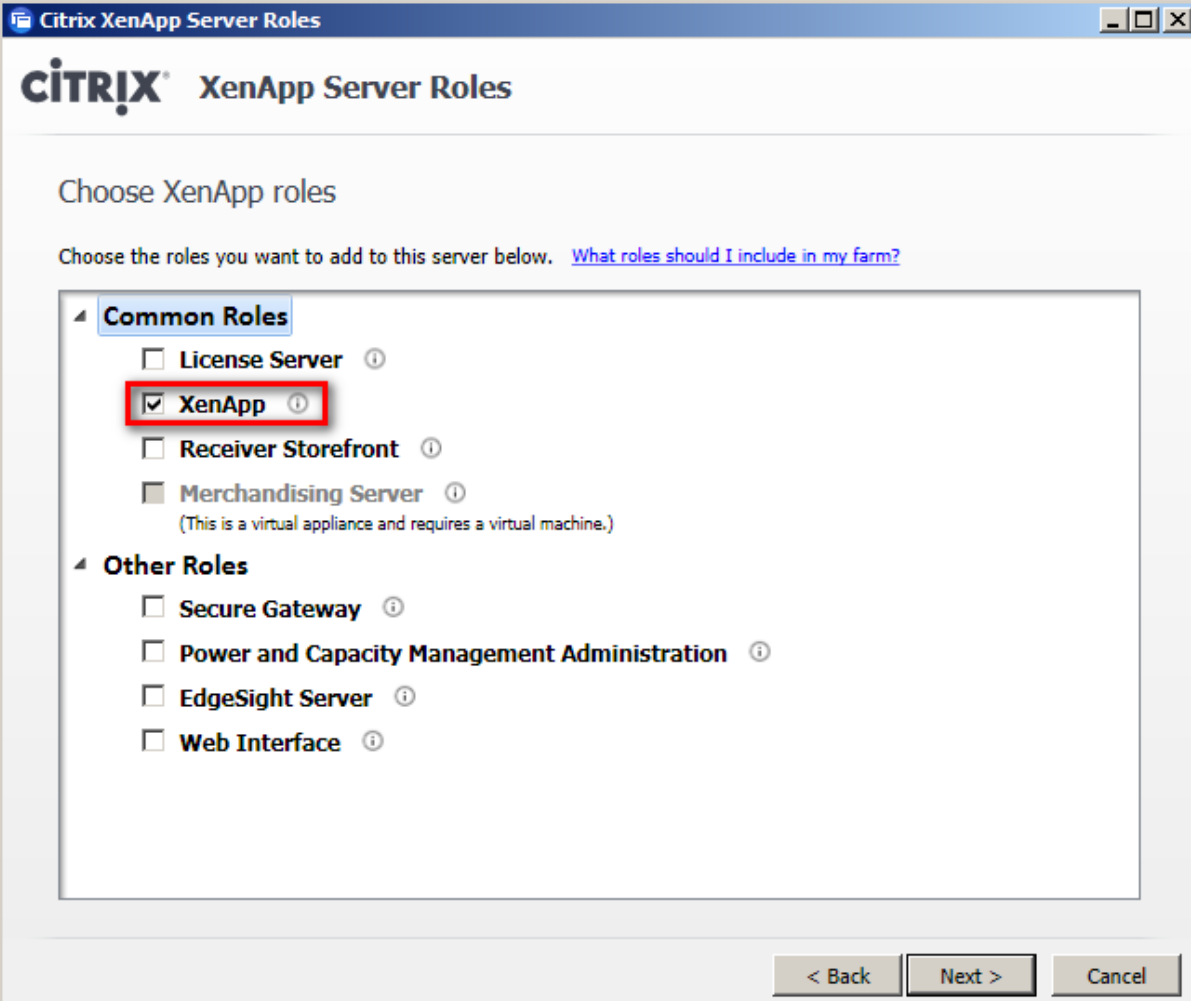


Accept the license agreement.





*XenApp* role only.



The image shows a screenshot of the 'Citrix XenApp Server Roles' configuration window. The window has a title bar with the text 'Citrix XenApp Server Roles'. Below the title bar, the Citrix logo is followed by the text 'XenApp Server Roles'. The main content area is titled 'Choose XenApp roles'. Below this title, there is a line of text: 'Choose the roles you want to add to this server below. [What roles should I include in my farm?](#)'. The roles are organized into two sections: 'Common Roles' and 'Other Roles'. In the 'Common Roles' section, there are four items: 'License Server' (unchecked), 'XenApp' (checked and highlighted with a red rectangle), 'Receiver Storefront' (unchecked), and 'Merchandising Server' (disabled with a greyed-out checkbox). Below 'Merchandising Server' is a note: '(This is a virtual appliance and requires a virtual machine.)'. In the 'Other Roles' section, there are four items: 'Secure Gateway' (unchecked), 'Power and Capacity Management Administration' (unchecked), 'EdgeSight Server' (unchecked), and 'Web Interface' (unchecked). At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Roles

**CITRIX** XenApp Server Roles

Choose XenApp roles

Choose the roles you want to add to this server below. [What roles should I include in my farm?](#)

**Common Roles**

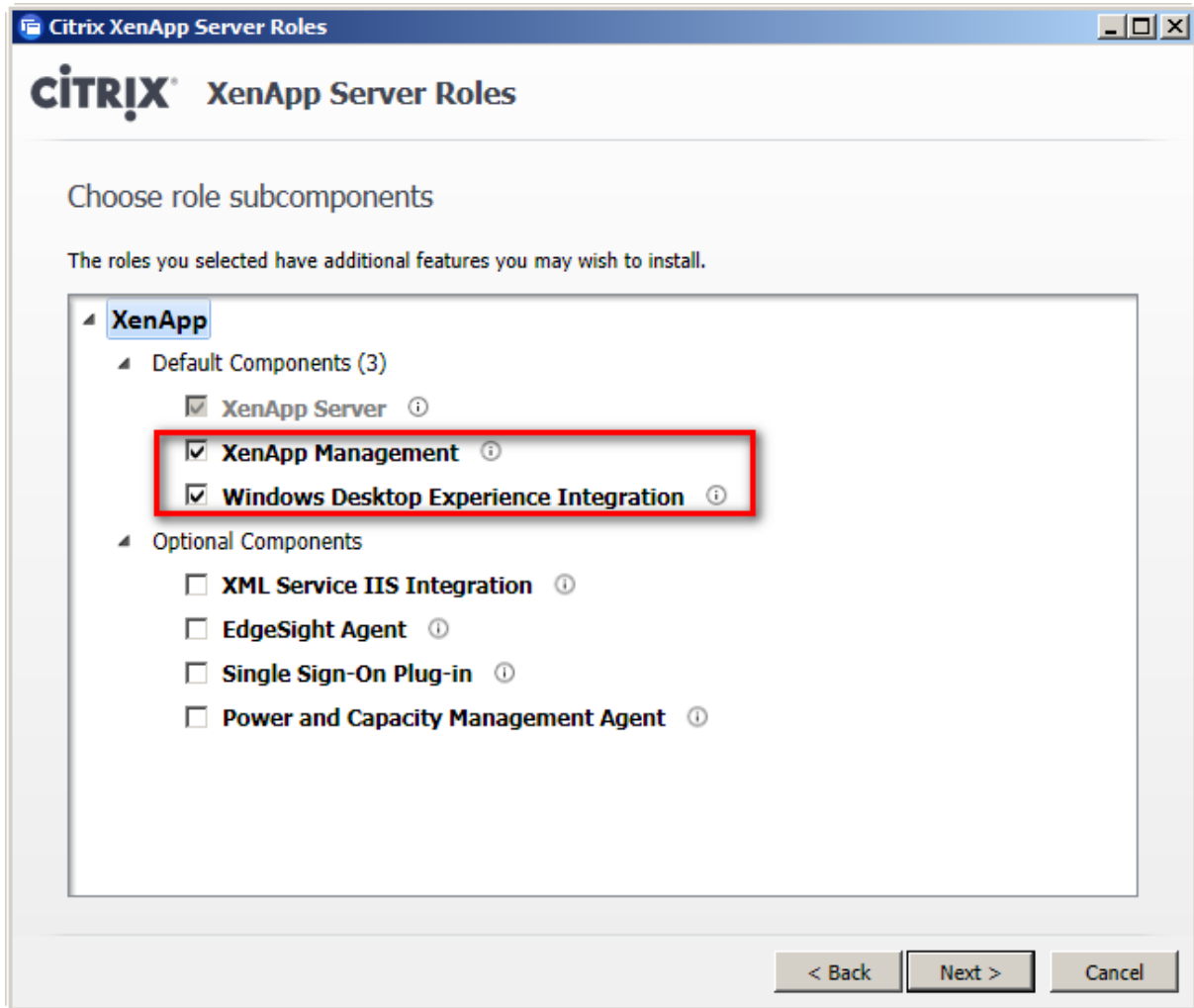
- ☐ License Server ⓘ
- ☒ XenApp ⓘ
- ☐ Receiver Storefront ⓘ
- ☐ Merchandising Server ⓘ  
(This is a virtual appliance and requires a virtual machine.)

**Other Roles**

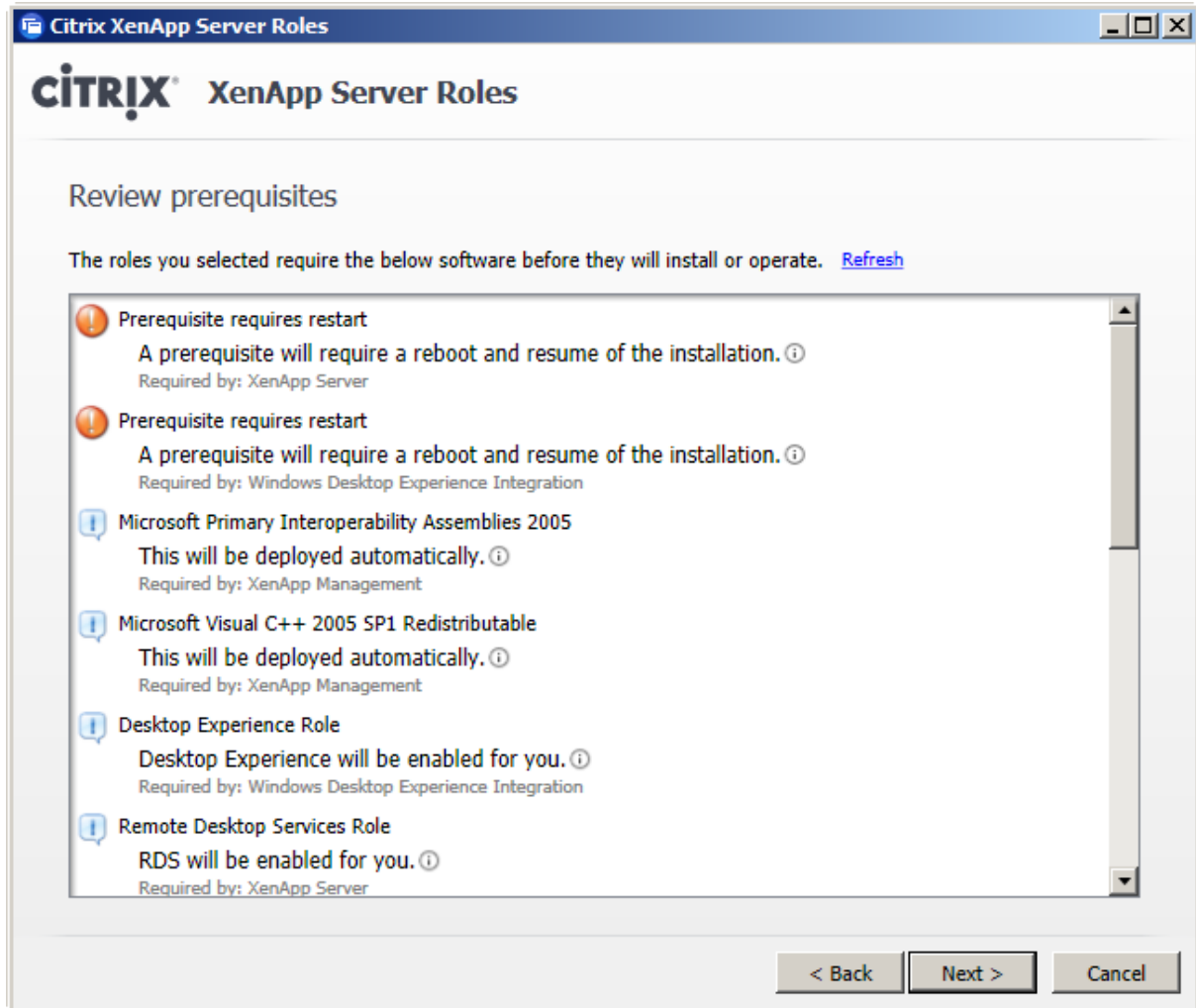
- ☐ Secure Gateway ⓘ
- ☐ Power and Capacity Management Administration ⓘ
- ☐ EdgeSight Server ⓘ
- ☐ Web Interface ⓘ

< Back Next > Cancel

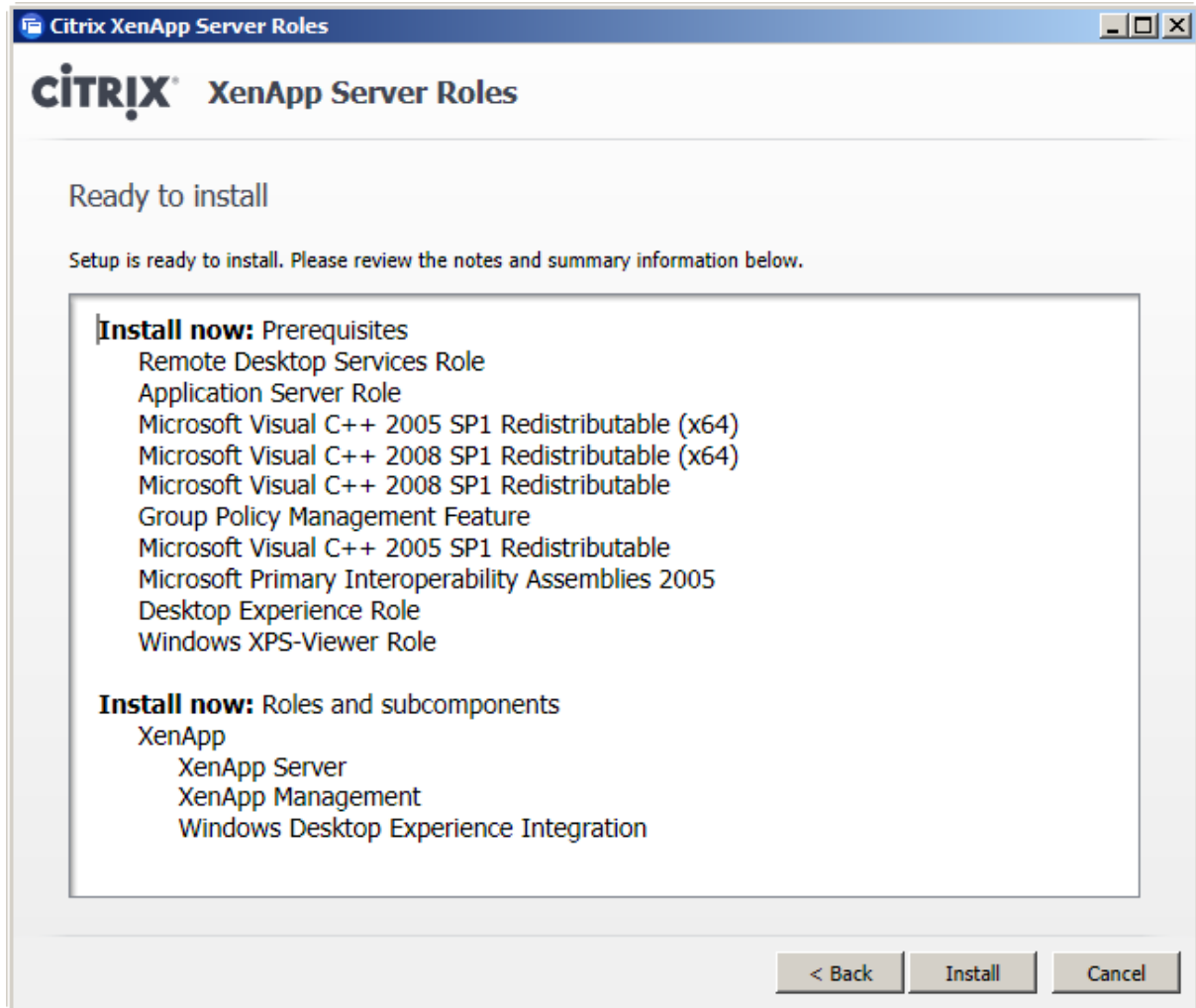
All default components and no optional components.



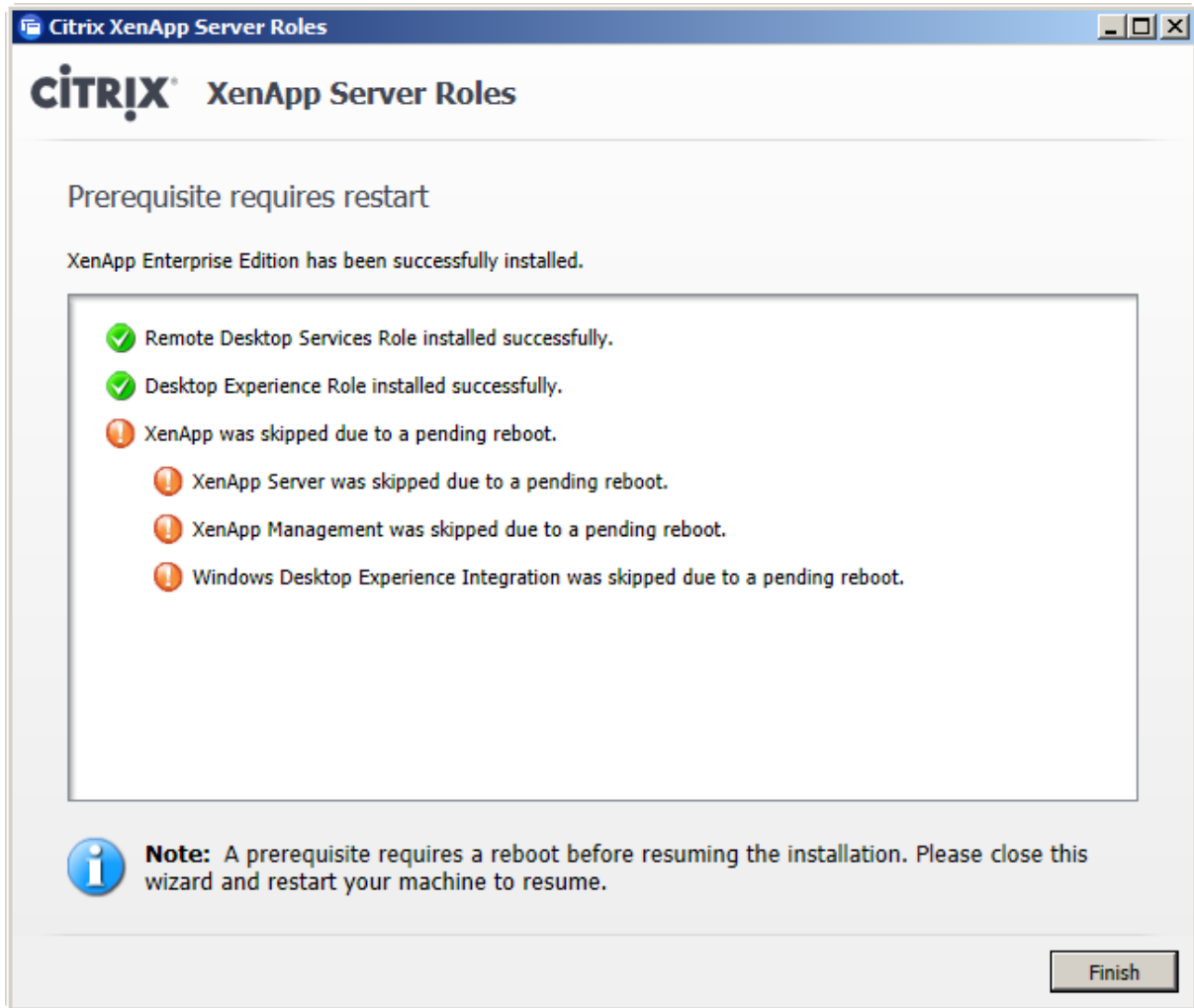
The installation wizard shows all prerequisites, that will be installed and any related reboots if required.



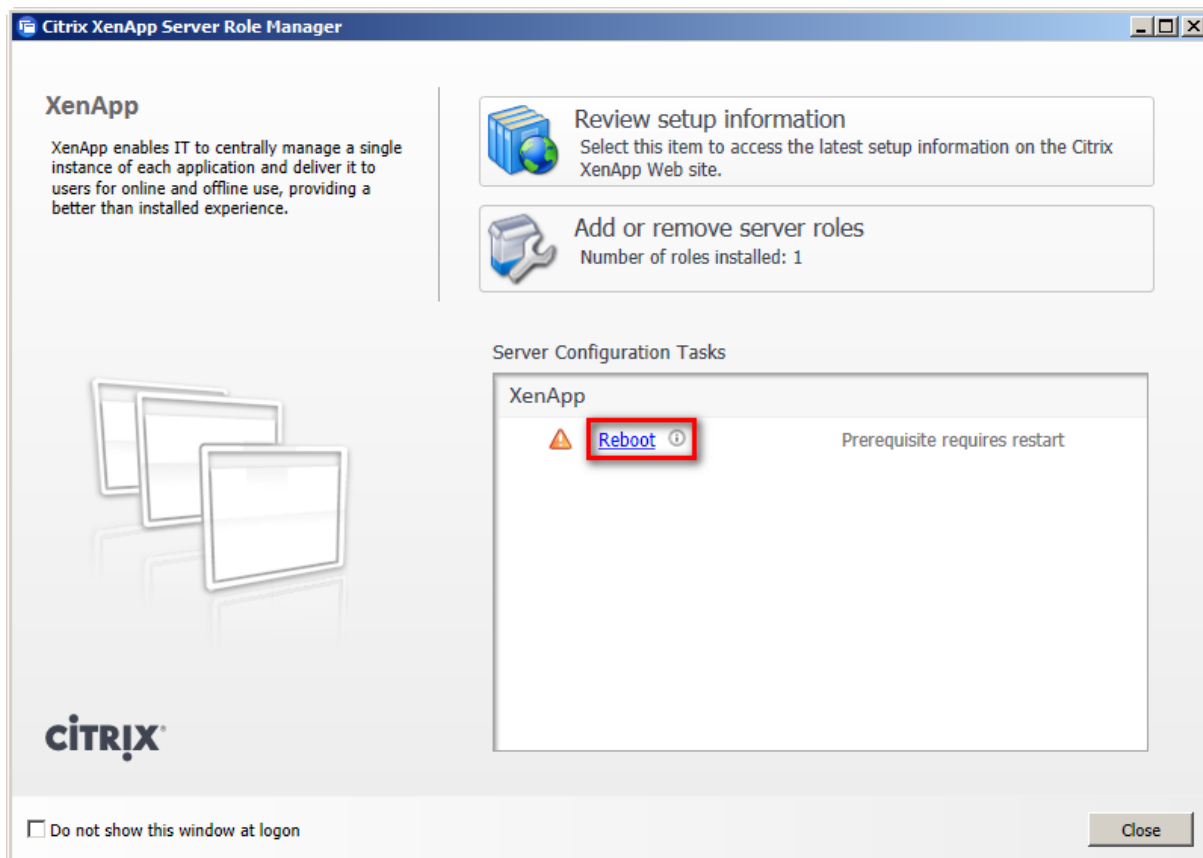
Before the installation process starts, a simplified view is shown, displaying the prerequisites, sub-components and roles that will be installed.



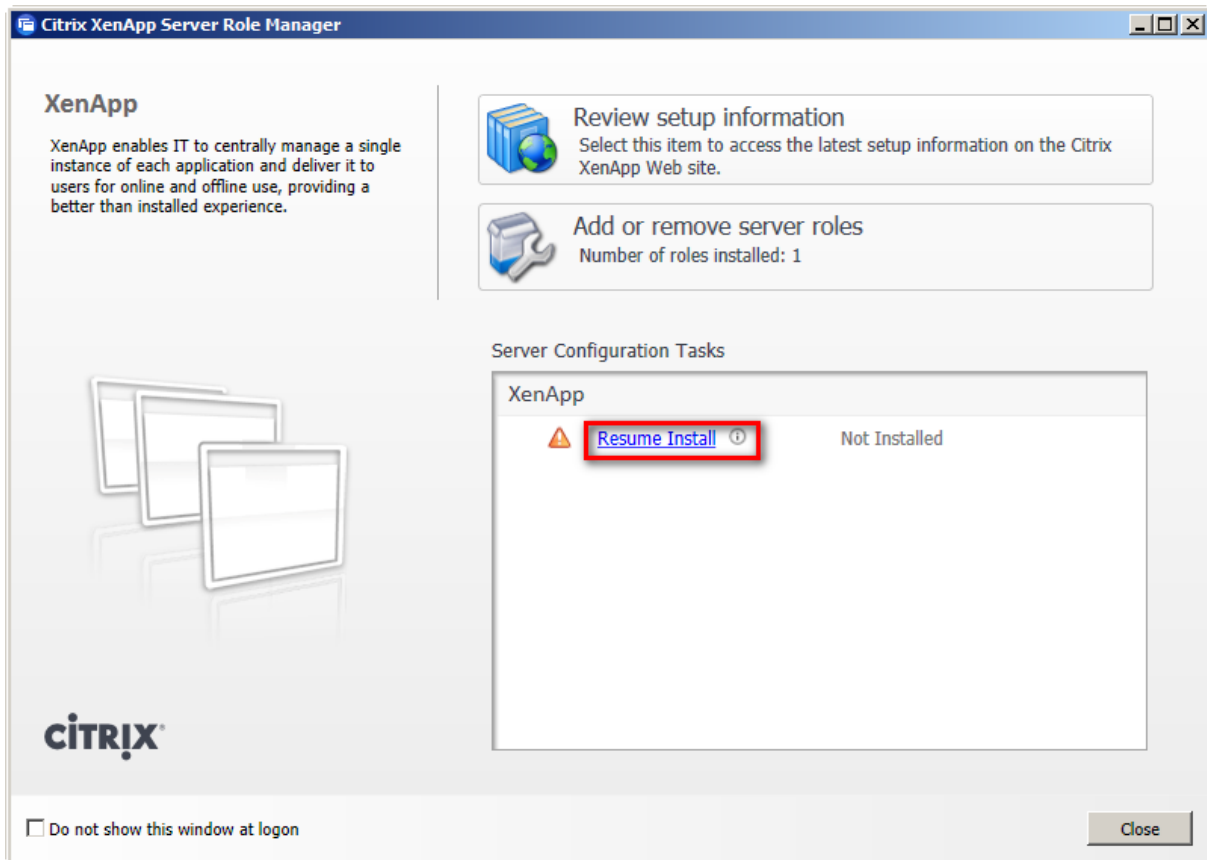
A restart is required before the installation can continue.



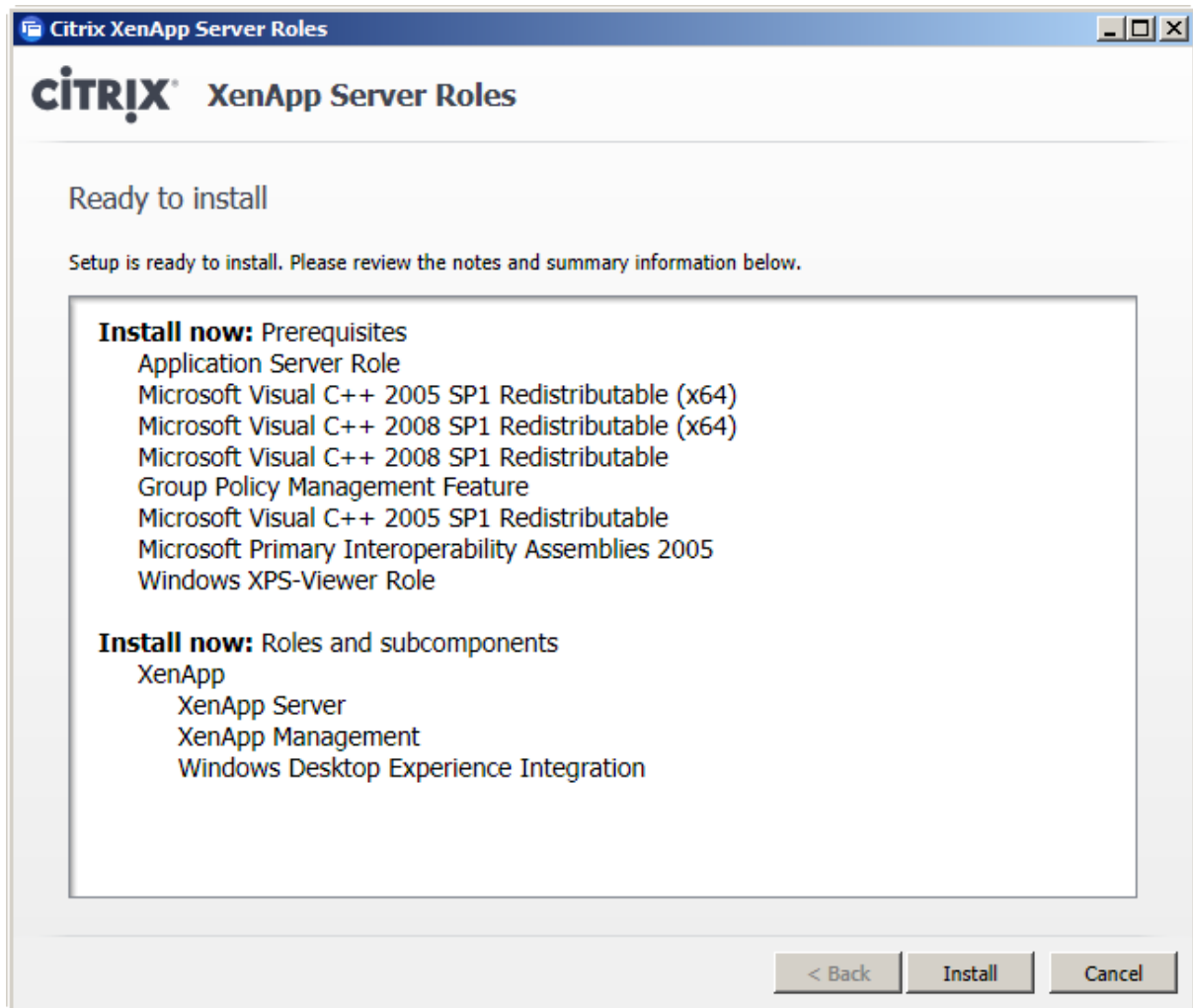
Reboot the server now.



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

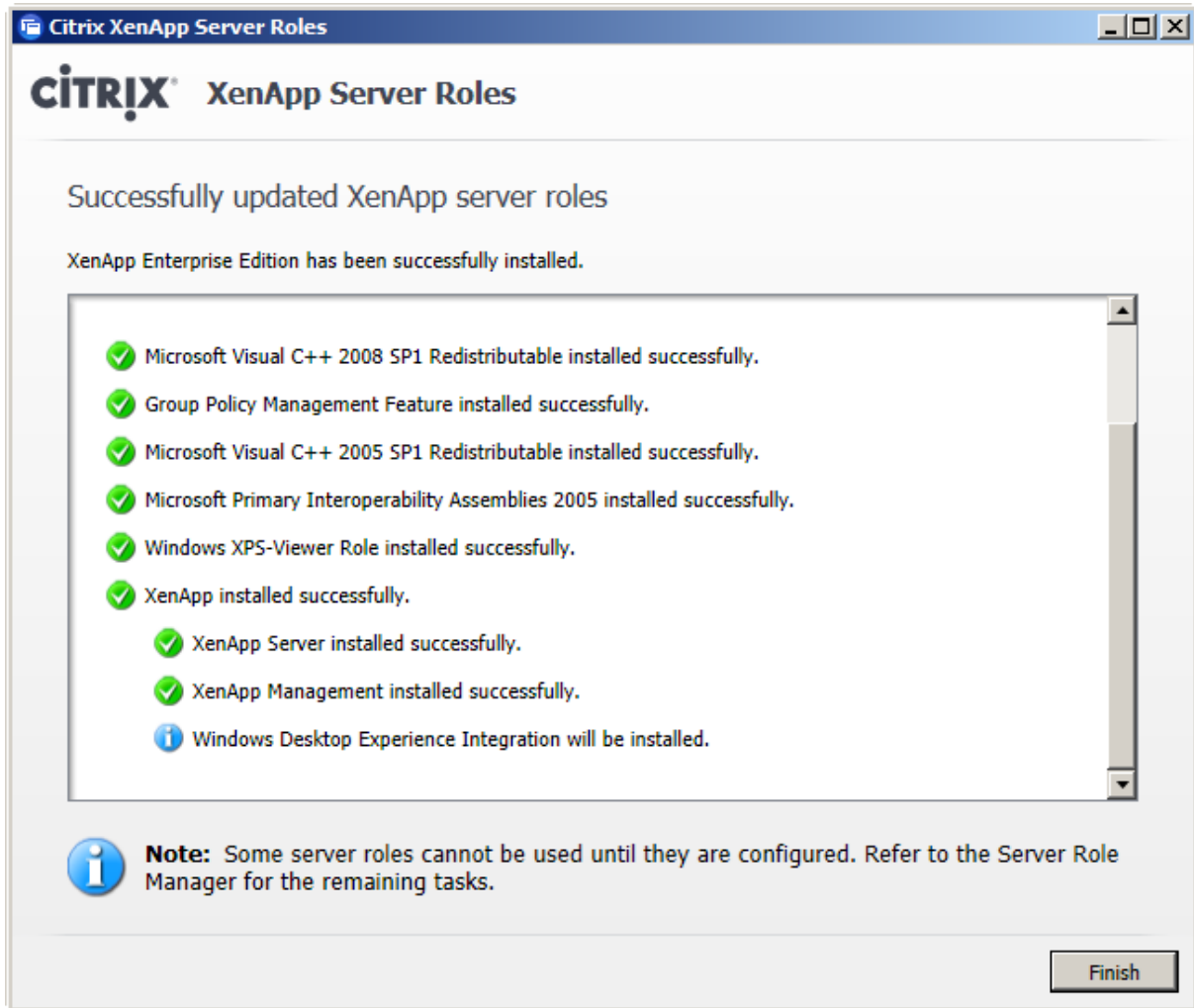


Again the components that will be installed are shown. The components that were installed before the reboot are not shown anymore.



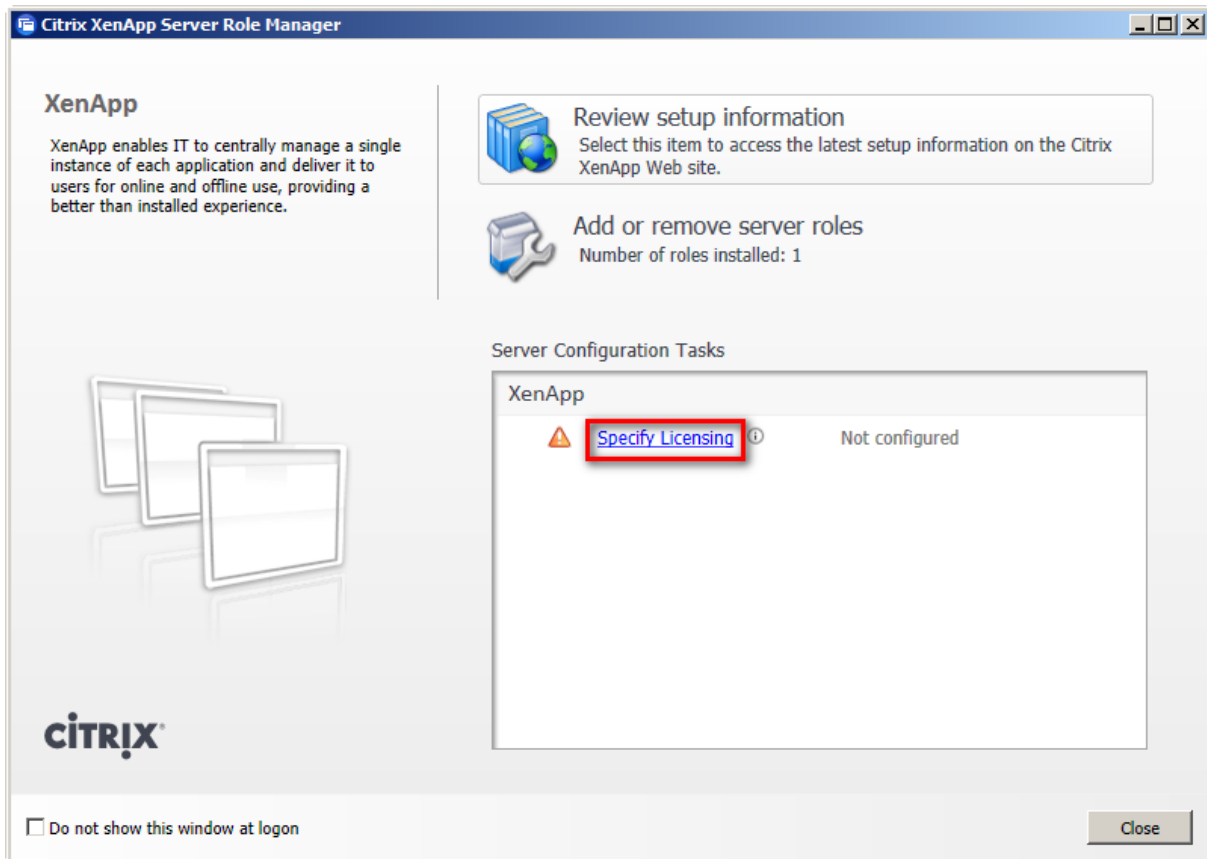


After a while all the components are installed.

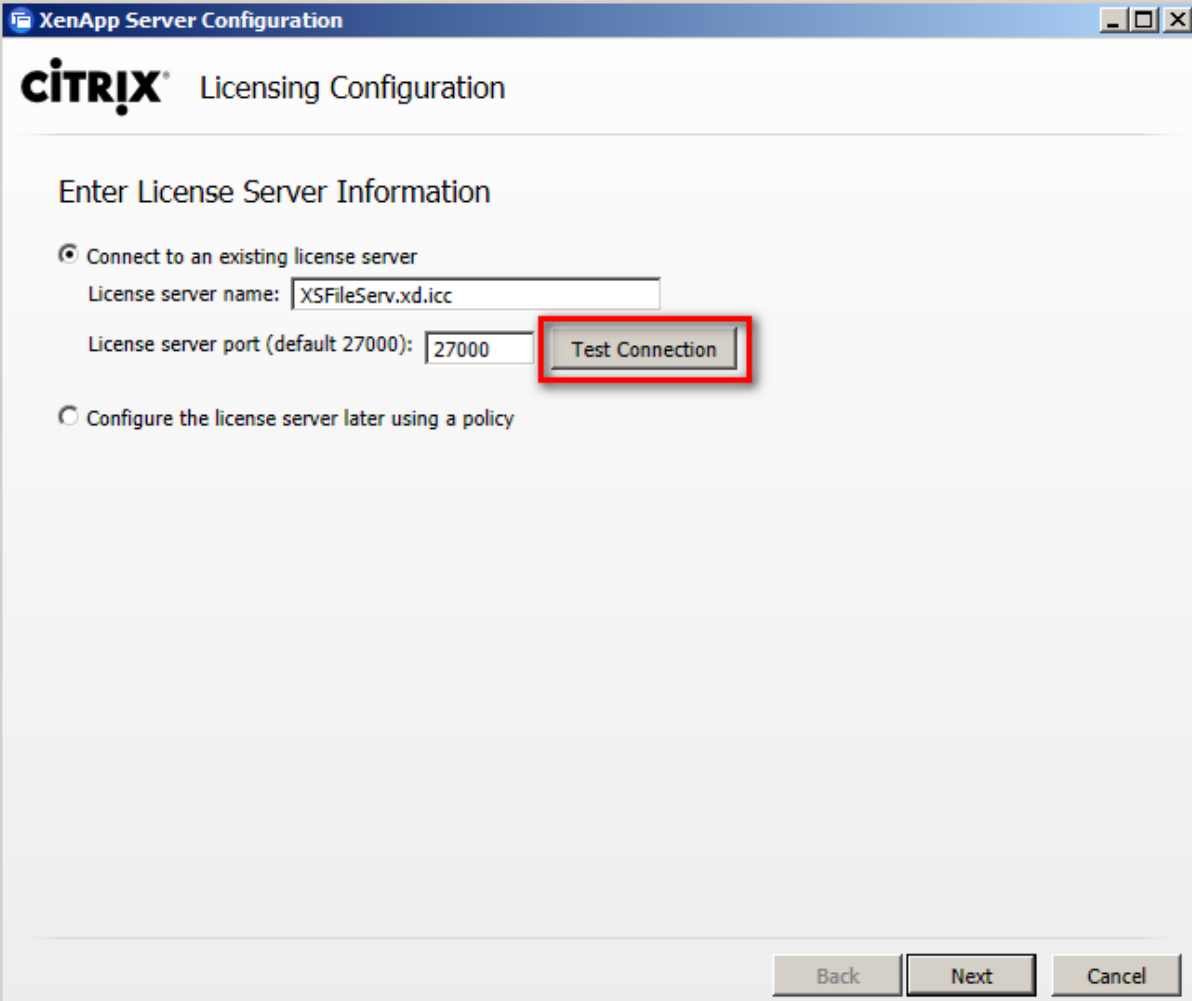


### 3.1.2 Specify Licensing

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.

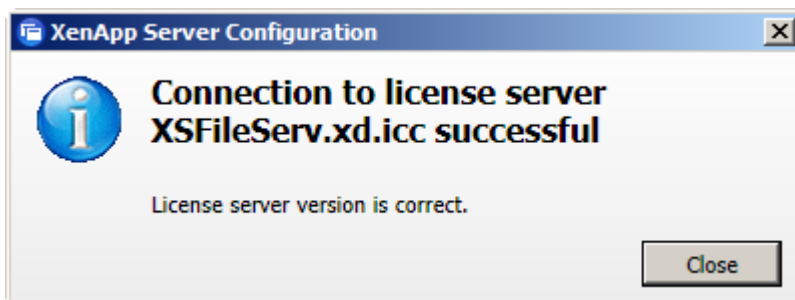


Enter the name of the license server and check the connection with *Test Connection*.



The image shows the 'XenApp Server Configuration' window, specifically the 'Licensing Configuration' tab. The window has a title bar with the Citrix logo and the text 'XenApp Server Configuration'. Below the title bar, the text 'Licensing Configuration' is displayed. The main area is titled 'Enter License Server Information'. There are two radio buttons: the first is selected and labeled 'Connect to an existing license server', and the second is labeled 'Configure the license server later using a policy'. Under the first option, there are two text boxes: 'License server name:' containing 'XSFileServ.xd.icc' and 'License server port (default 27000):' containing '27000'. To the right of the port box is a 'Test Connection' button, which is highlighted with a red rectangle. At the bottom right of the window are three buttons: 'Back', 'Next', and 'Cancel'.

Result of connection test.



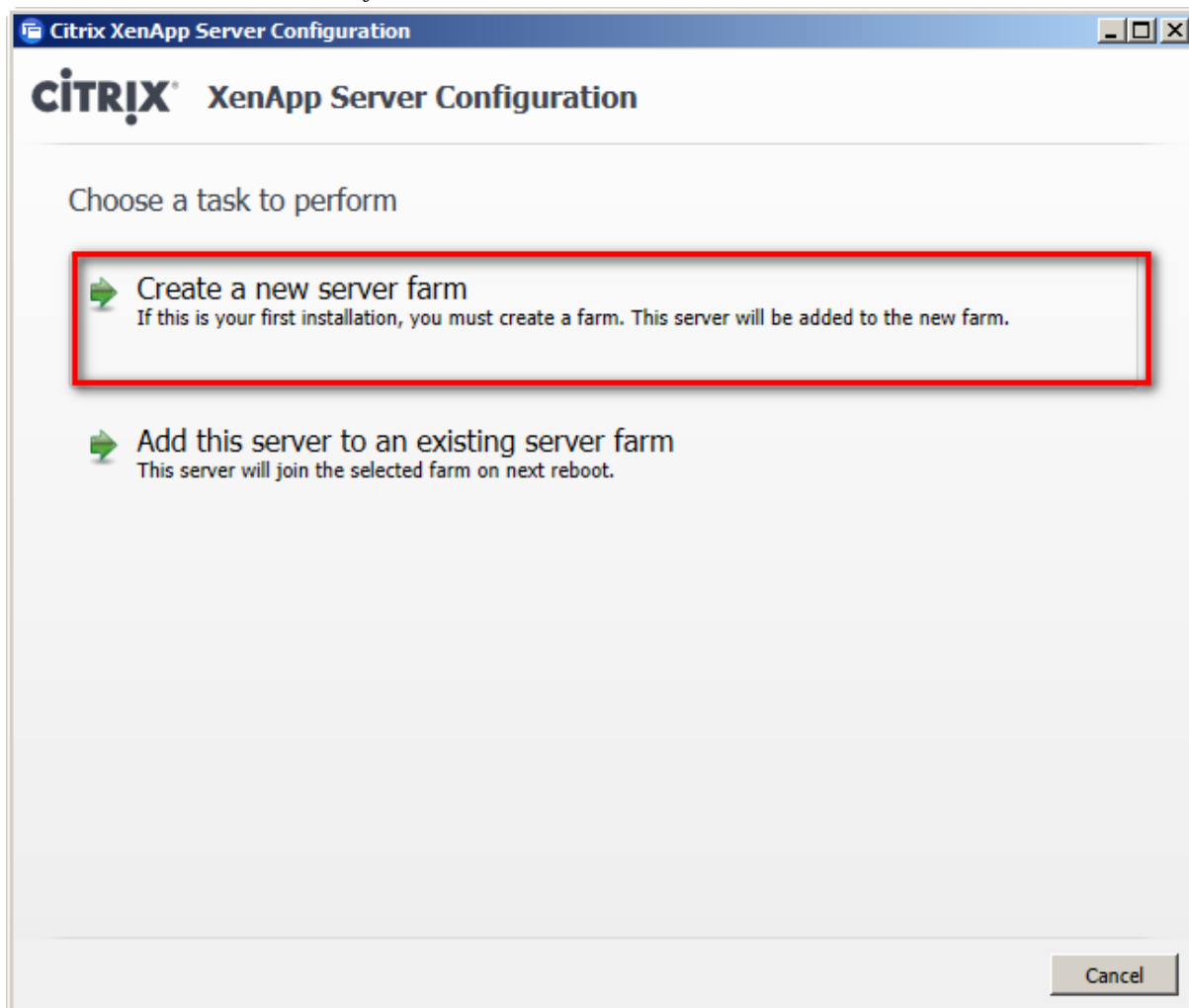
Enter the type of licensing. In this case the license *XenDesktop user/device* is used, but the choice depends on the licenses which were purchased. If a wrong radio button is selected an error message will be created.



Click **Configure** to start the XenApp server configuration wizard.

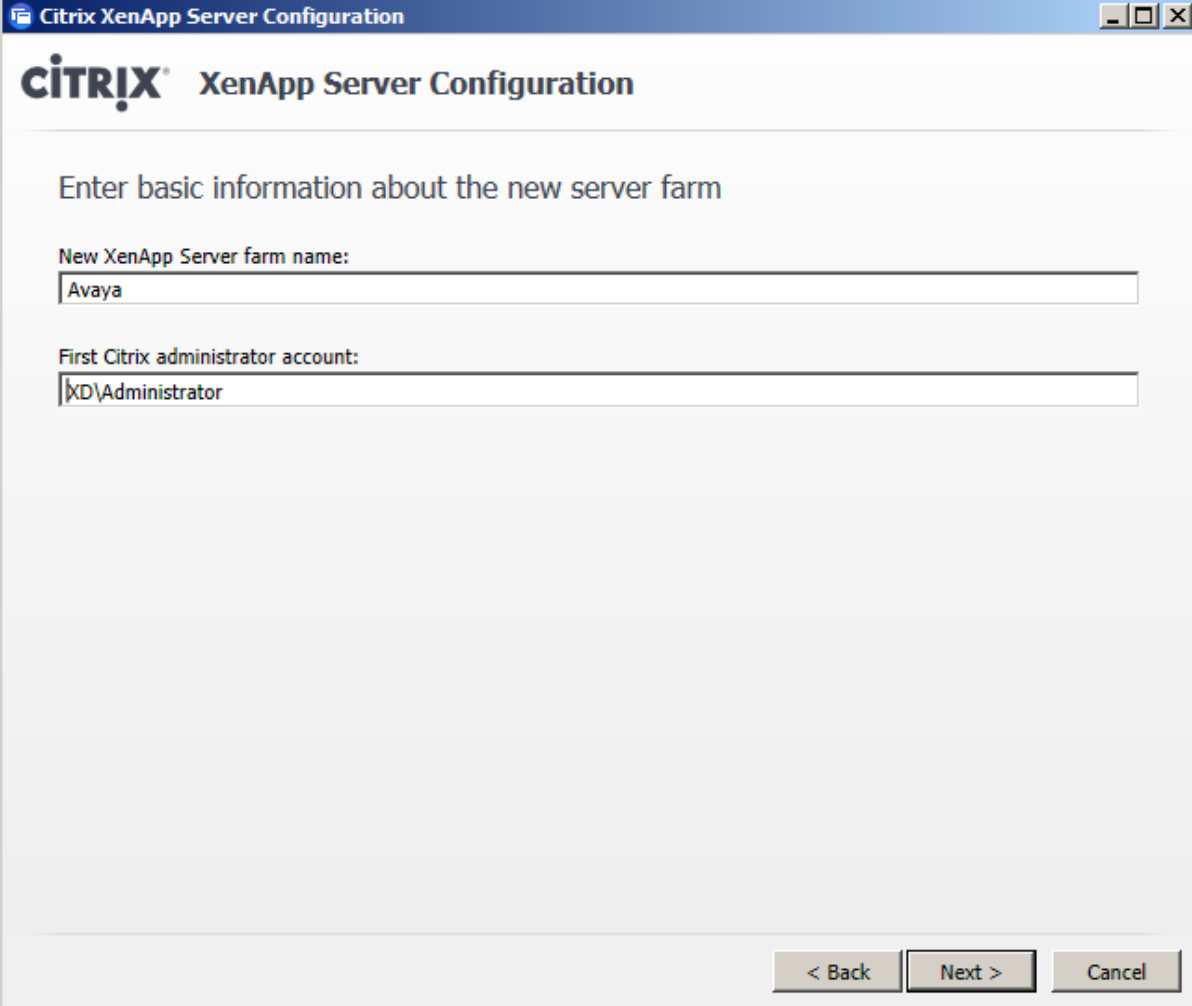


Choose *Create a new server farm*.



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.



The image shows a screenshot of the 'Citrix XenApp Server Configuration' wizard window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo and the text 'XenApp Server Configuration'. Below this, a section titled 'Enter basic information about the new server farm' contains two input fields. The first field is labeled 'New XenApp Server farm name:' and contains the text 'Avaya'. The second field is labeled 'First Citrix administrator account:' and contains the text 'KD\Administrator'. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp Server Configuration

Enter basic information about the new server farm

New XenApp Server farm name:

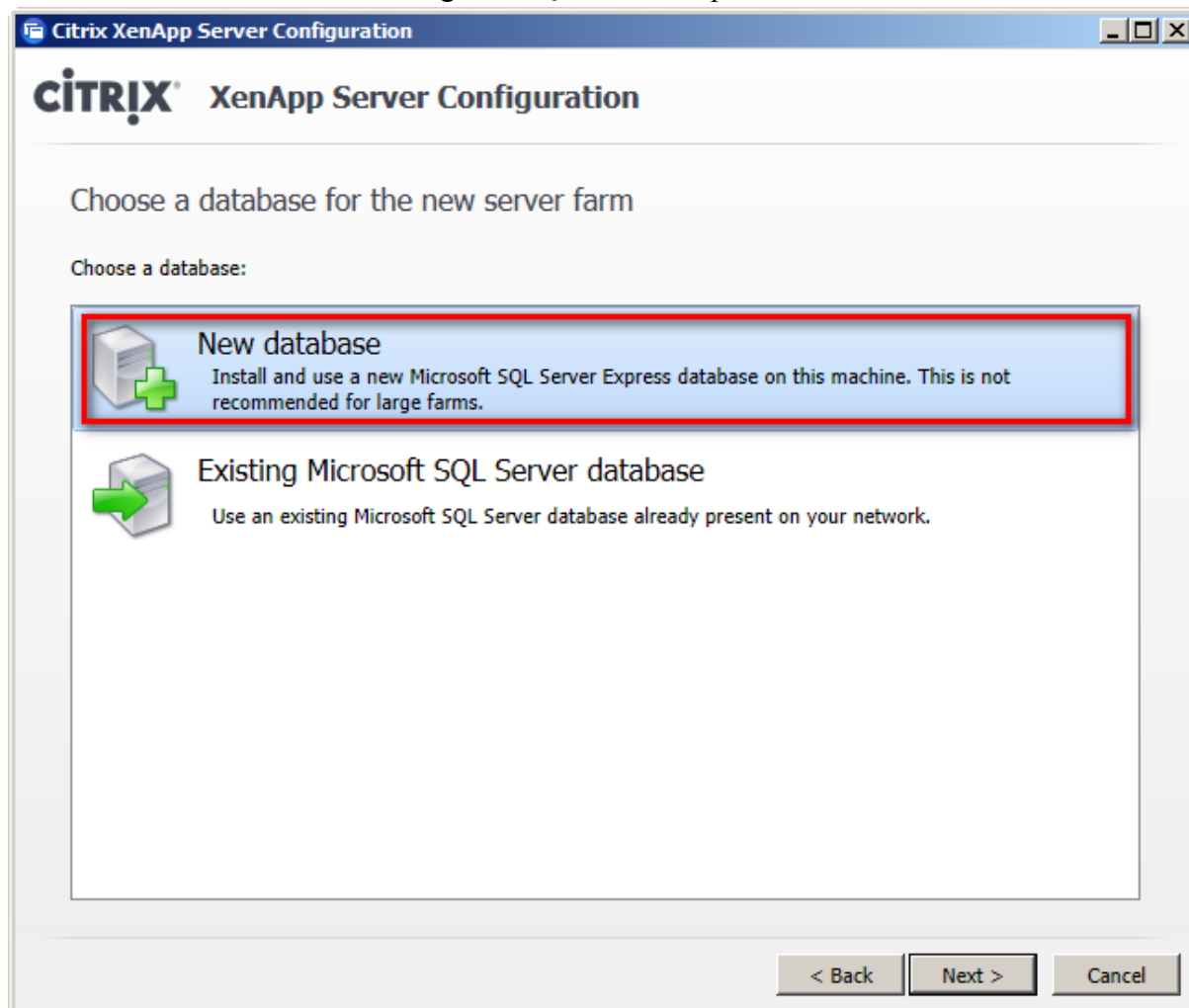
Avaya

First Citrix administrator account:

KD\Administrator

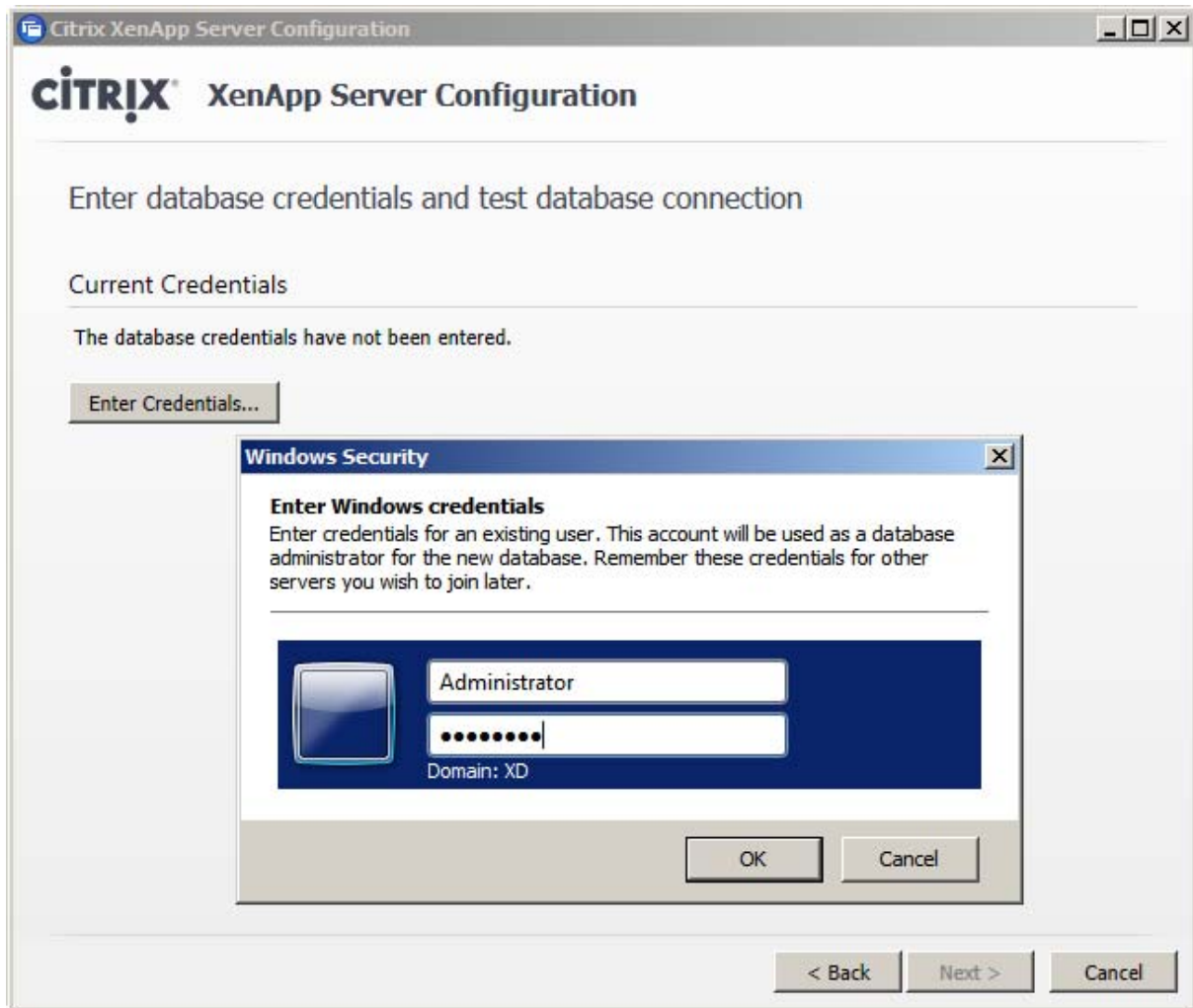
< Back Next > Cancel

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

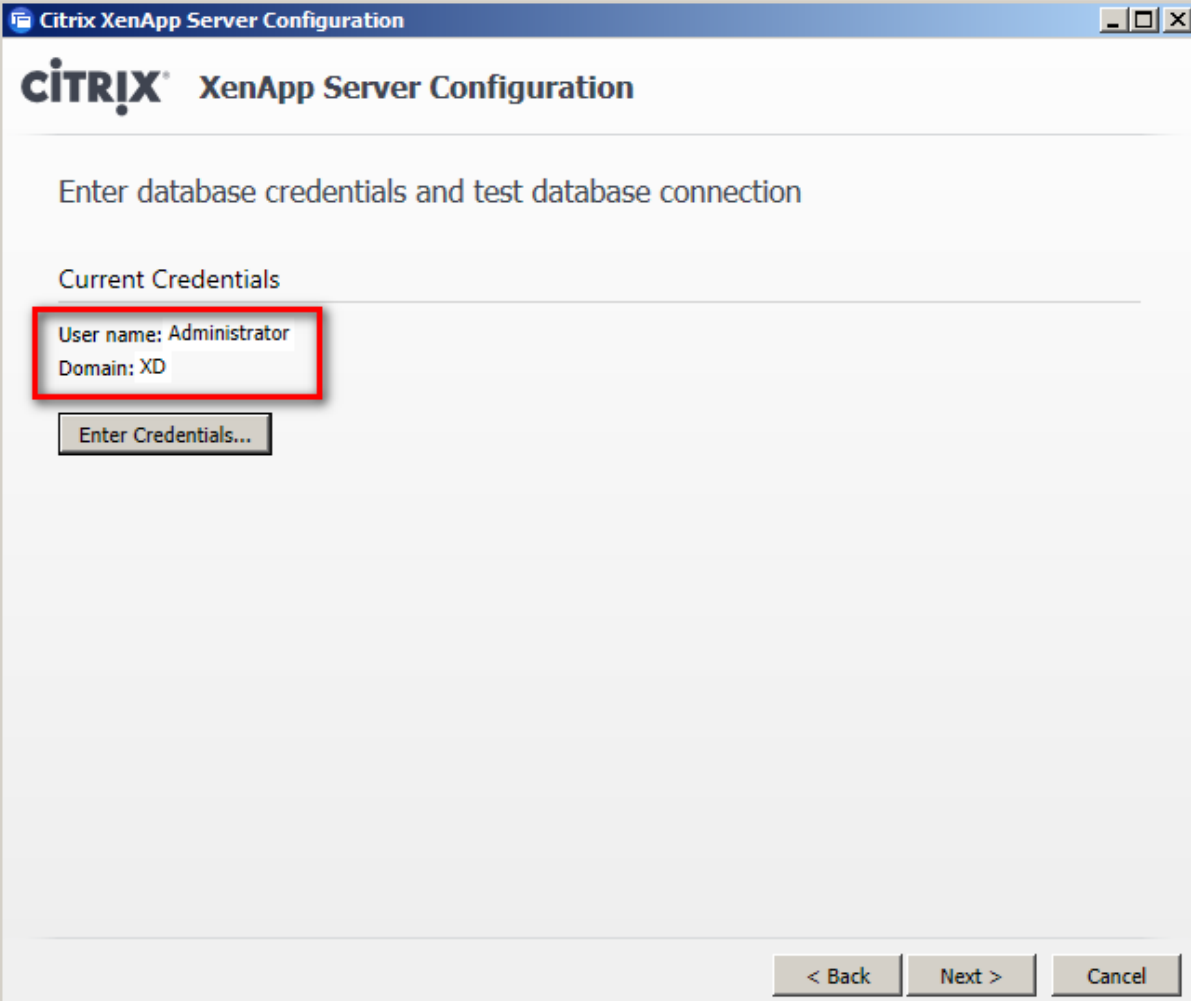




Enter credentials for the database administrator.



The entered credentials are stored.



The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo followed by 'XenApp Server Configuration'. Below this, the instruction 'Enter database credentials and test database connection' is shown. Under the heading 'Current Credentials', there is a text box containing 'User name: Administrator' and 'Domain: XD'. This text box is highlighted with a red rectangular border. Below the text box is a button labeled 'Enter Credentials...'. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp Server Configuration

Enter database credentials and test database connection

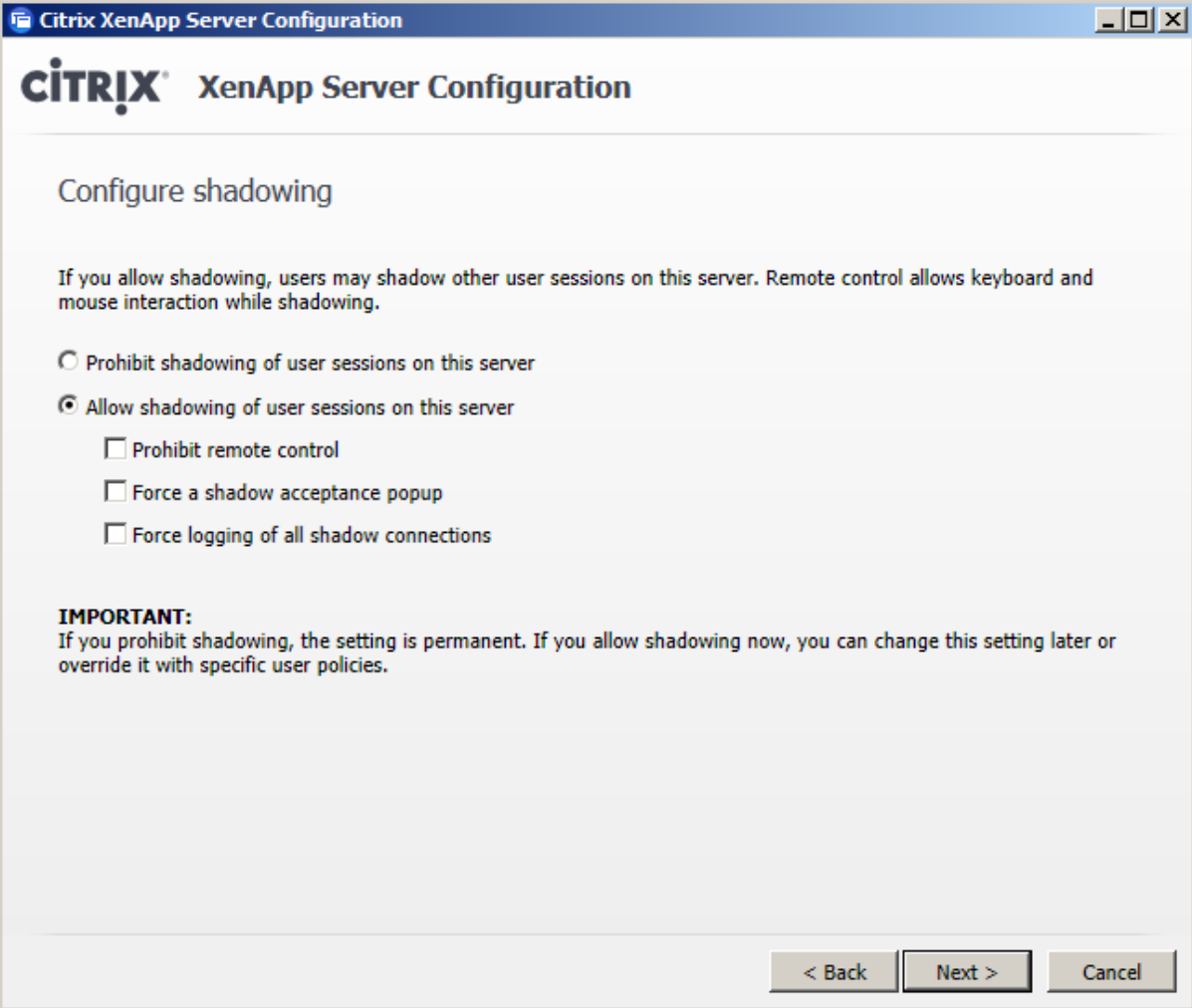
Current Credentials

User name: Administrator  
Domain: XD

Enter Credentials...

< Back   Next >   Cancel

Accept the default.



The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo followed by 'XenApp Server Configuration'. The section title is 'Configure shadowing'. Below this, a paragraph states: 'If you allow shadowing, users may shadow other user sessions on this server. Remote control allows keyboard and mouse interaction while shadowing.' There are two radio button options: 'Prohibit shadowing of user sessions on this server' (unselected) and 'Allow shadowing of user sessions on this server' (selected). Under the selected option, there are three unchecked checkboxes: 'Prohibit remote control', 'Force a shadow acceptance popup', and 'Force logging of all shadow connections'. An 'IMPORTANT:' section follows, stating: 'If you prohibit shadowing, the setting is permanent. If you allow shadowing now, you can change this setting later or override it with specific user policies.' At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

## CITRIX® XenApp Server Configuration

### Configure shadowing

If you allow shadowing, users may shadow other user sessions on this server. Remote control allows keyboard and mouse interaction while shadowing.

☐ Prohibit shadowing of user sessions on this server

☒ Allow shadowing of user sessions on this server

- ☐ Prohibit remote control
- ☐ Force a shadow acceptance popup
- ☐ Force logging of all shadow connections

**IMPORTANT:**  
If you prohibit shadowing, the setting is permanent. If you allow shadowing now, you can change this setting later or override it with specific user policies.

< Back   Next >   Cancel

Accept the default.

The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo followed by 'XenApp Server Configuration'. Below this, the section is titled 'Specify advanced server settings'. A note states: 'The settings shown below are optional. If you do not change them, smart defaults will be used.' On the left, there is a vertical list of settings: 'Data Collection' (highlighted), 'XML Service', 'Receiver', and 'Remote Desktop Users'. The main area on the right is titled 'Data Collection Options'. It contains two radio button options: 'Enable Controller and Session-host modes' (which is selected) and 'Enable Session-host mode only' (with an information icon). Below these is a checkbox labeled 'Use a custom zone name', which is currently unchecked. Under this checkbox is a text field labeled 'Zone name:' containing the text 'Default Zone'. At the bottom right of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp 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

Receiver

Remote Desktop Users

Data Collection Options

☒ Enable Controller and Session-host modes

☐ Enable Session-host mode only ⓘ

☐ Use a custom zone name

Zone name: Default Zone

< Back Next > Cancel

Accept the default

The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo and the text 'XenApp Server Configuration'. Below this, the section is titled 'Specify advanced server settings'. A note states: 'The settings shown below are optional. If you do not change them, smart defaults will be used.' On the left side, there is a vertical list of configuration categories: 'Data Collection', 'XML Service' (which is highlighted with a blue background), 'Receiver', and 'Remote Desktop Users'. The main content area is titled 'XML Service' and contains a checkbox labeled 'Use a custom XML Service TCP/IP port'. This checkbox is currently unchecked. Below the checkbox, there is a text label 'XML service TCP/IP port:' followed by a text input field containing the value '80'. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp 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  
Receiver  
Remote Desktop Users

XML Service

☐ Use a custom XML Service TCP/IP port

XML service TCP/IP port: 80

< Back Next > Cancel

Accept the default.

The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo and the text 'XenApp Server Configuration'. Below this, the section is titled 'Specify advanced server settings'. A note states: 'The settings shown below are optional. If you do not change them, smart defaults will be used.' On the left side, there is a vertical list of configuration categories: 'Data Collection', 'XML Service', 'Receiver' (which is highlighted with a blue background), and 'Remote Desktop Users'. The main content area on the right is titled 'Receiver' and contains a single text input field labeled 'Web Interface server name or URL: ⓘ'. At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp 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  
**Receiver**  
Remote Desktop Users

Receiver

Web Interface server name or URL: ⓘ

< Back   Next >   Cancel

Accept the default.

The image shows a screenshot of the 'Citrix XenApp Server Configuration' window. The title bar reads 'Citrix XenApp Server Configuration'. The main header area displays the Citrix logo and the text 'XenApp Server Configuration'. Below this, the section is titled 'Specify advanced server settings'. A note states: 'The settings shown below are optional. If you do not change them, smart defaults will be used.' On the left side, there is a vertical list of configuration categories: 'Data Collection', 'XML Service', 'Receiver', and 'Remote Desktop Users'. The 'Remote Desktop Users' category is currently selected and highlighted with a blue border. The main content area on the right is titled 'Remote Desktop Users' and contains three checkboxes: 'Add Anonymous users' (checked), 'Add the list of users from the Users group' (checked), and 'Add the Authenticated Users' (unchecked). At the bottom right of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Citrix XenApp Server Configuration

**CITRIX** XenApp Server Configuration

Specify advanced server settings

The settings shown below are optional. If you do not change them, smart defaults will be used.

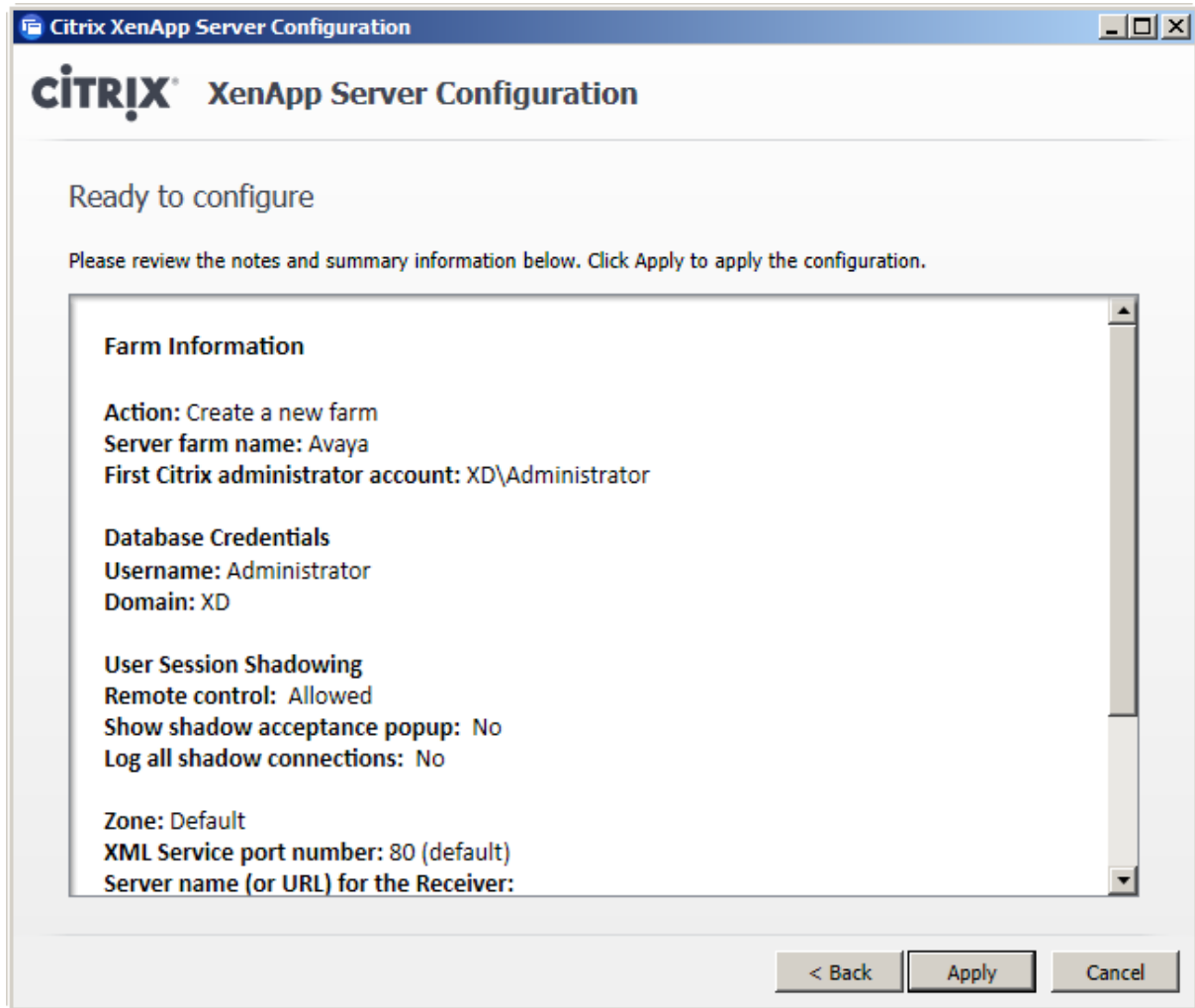
Data Collection  
XML Service  
Receiver  
Remote Desktop Users

Remote Desktop Users

- ☒ Add Anonymous users
- ☒ Add the list of users from the Users group
- ☐ Add the Authenticated Users

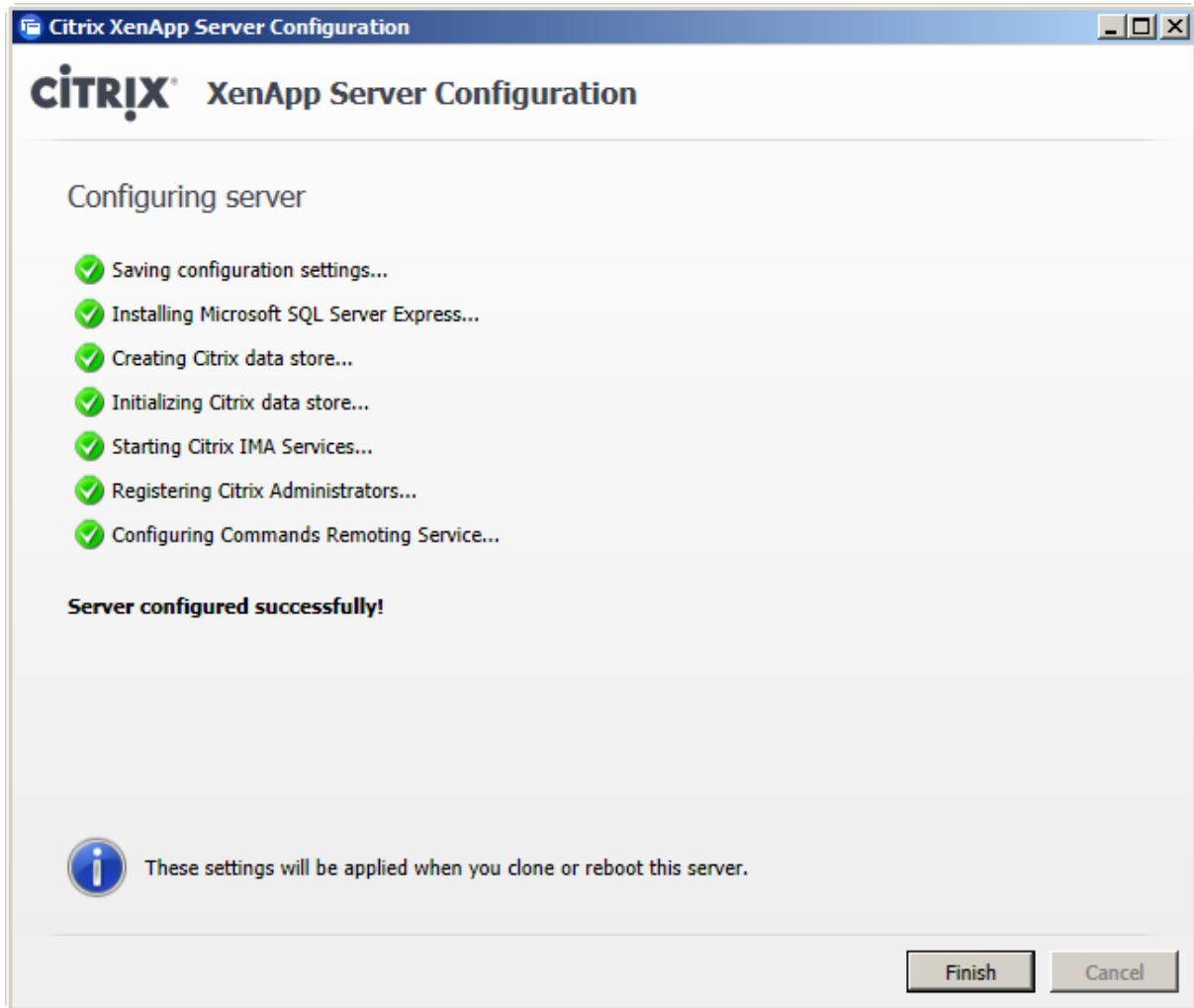
< Back   Next >   Cancel

The summary of configured settings is shown.

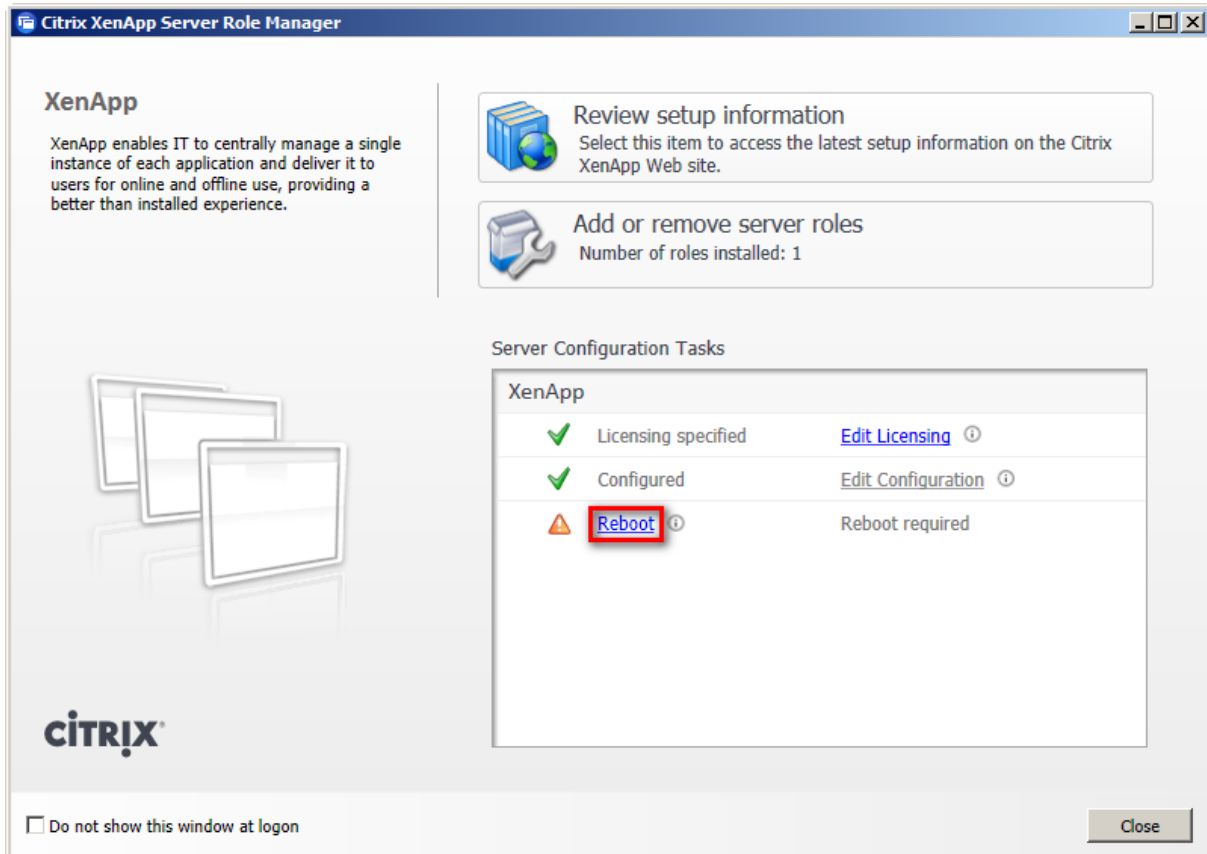




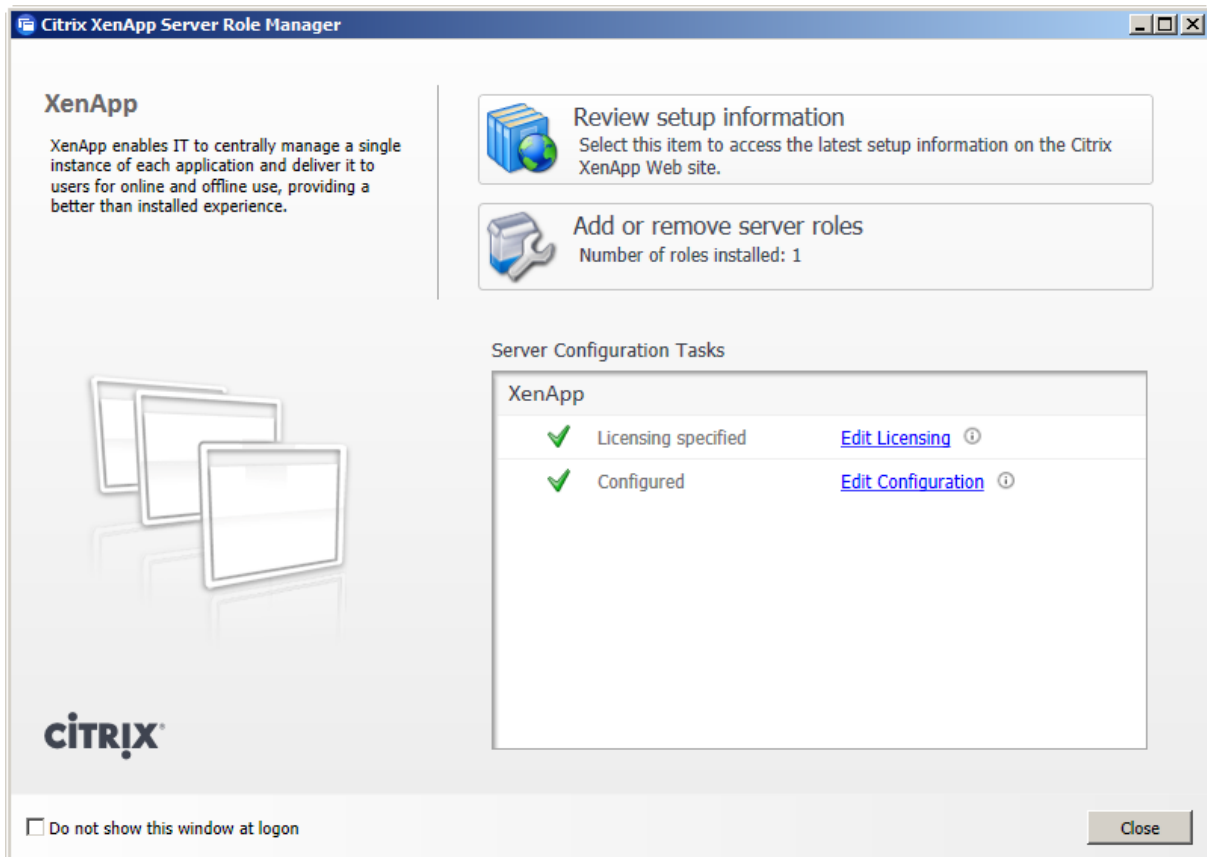
The server configuration process is finished.



Reboot the server.



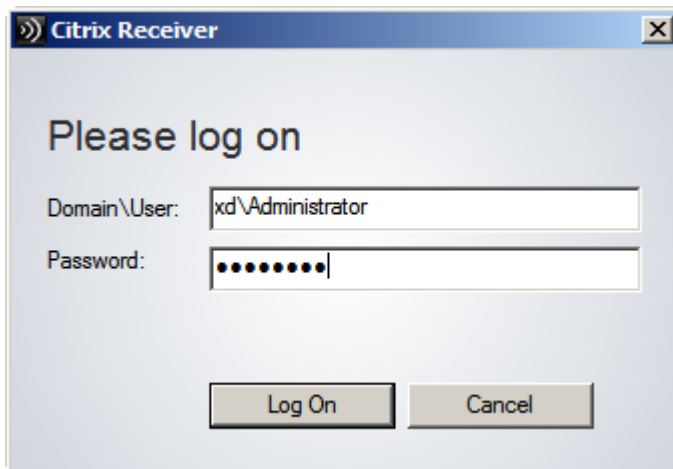
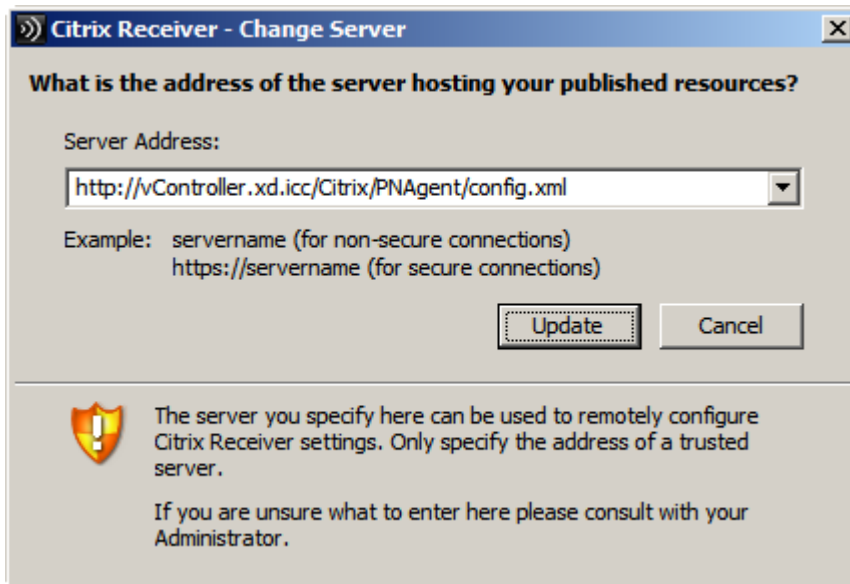
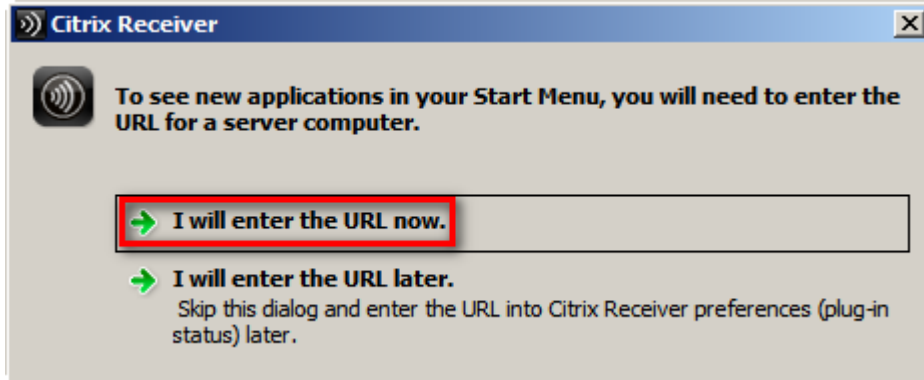
Each time the server has been restarted, the XenApp server role manager will be shown.



### 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.

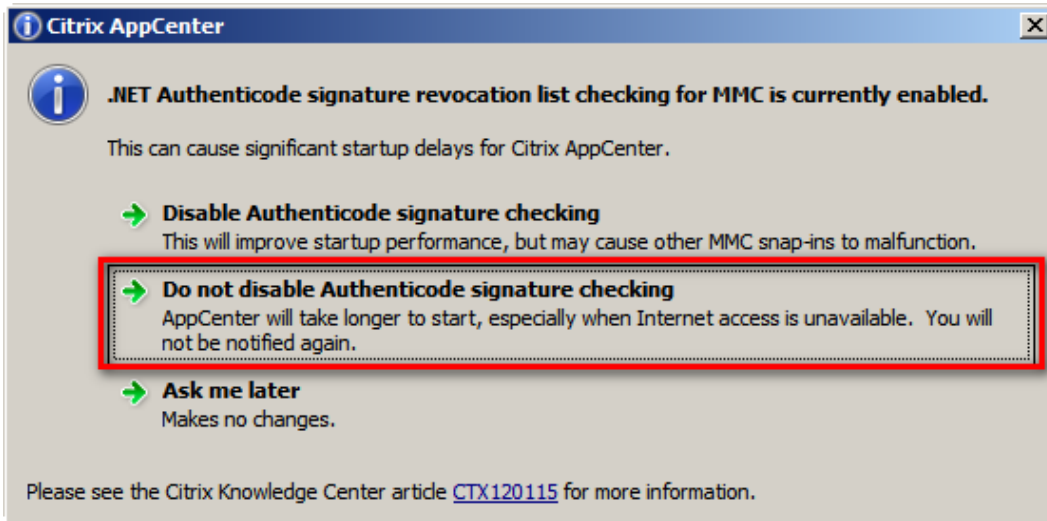


### 3.3 Configure Citrix AppCenter

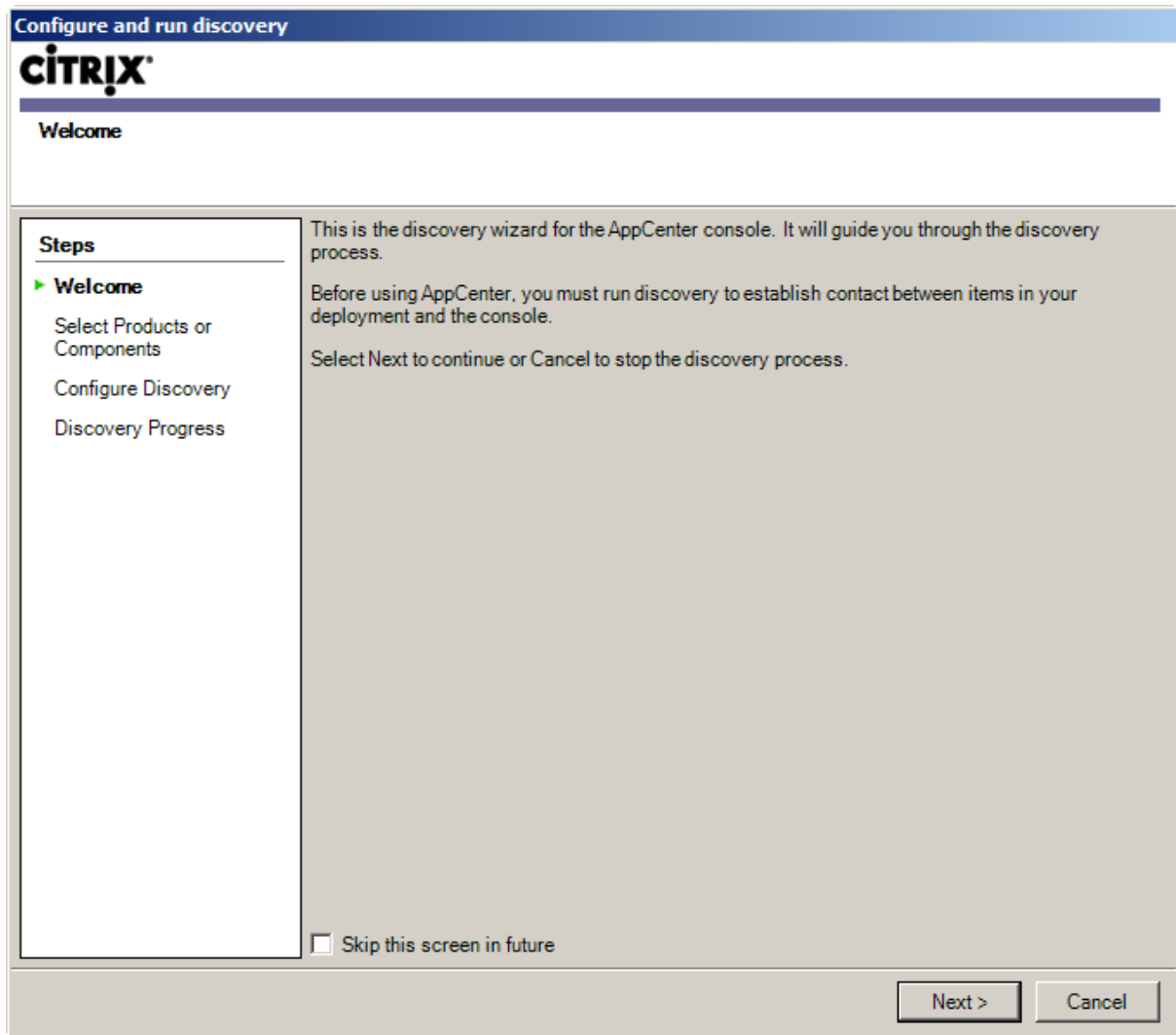
Before applications can be published an initial configuration of the AppCenter has to be done.

-> *All Programs / Administrative Tools / Citrix / Management Consoles / Citrix AppCenter*

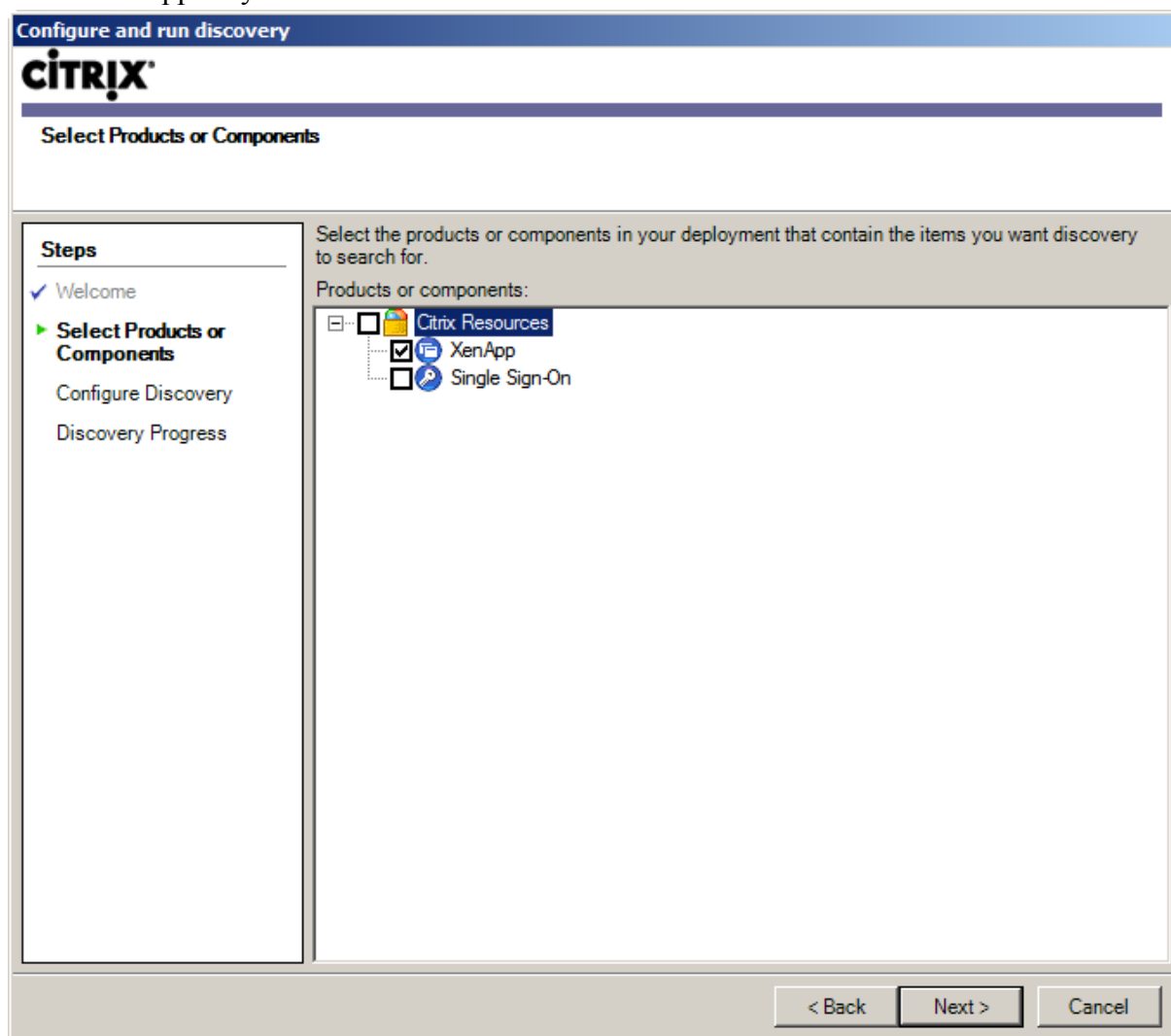
The following pop up window appears if .NET Authenticode signature for the MMC console is enabled. In the picture below the item *Do not disable ...* is selected.



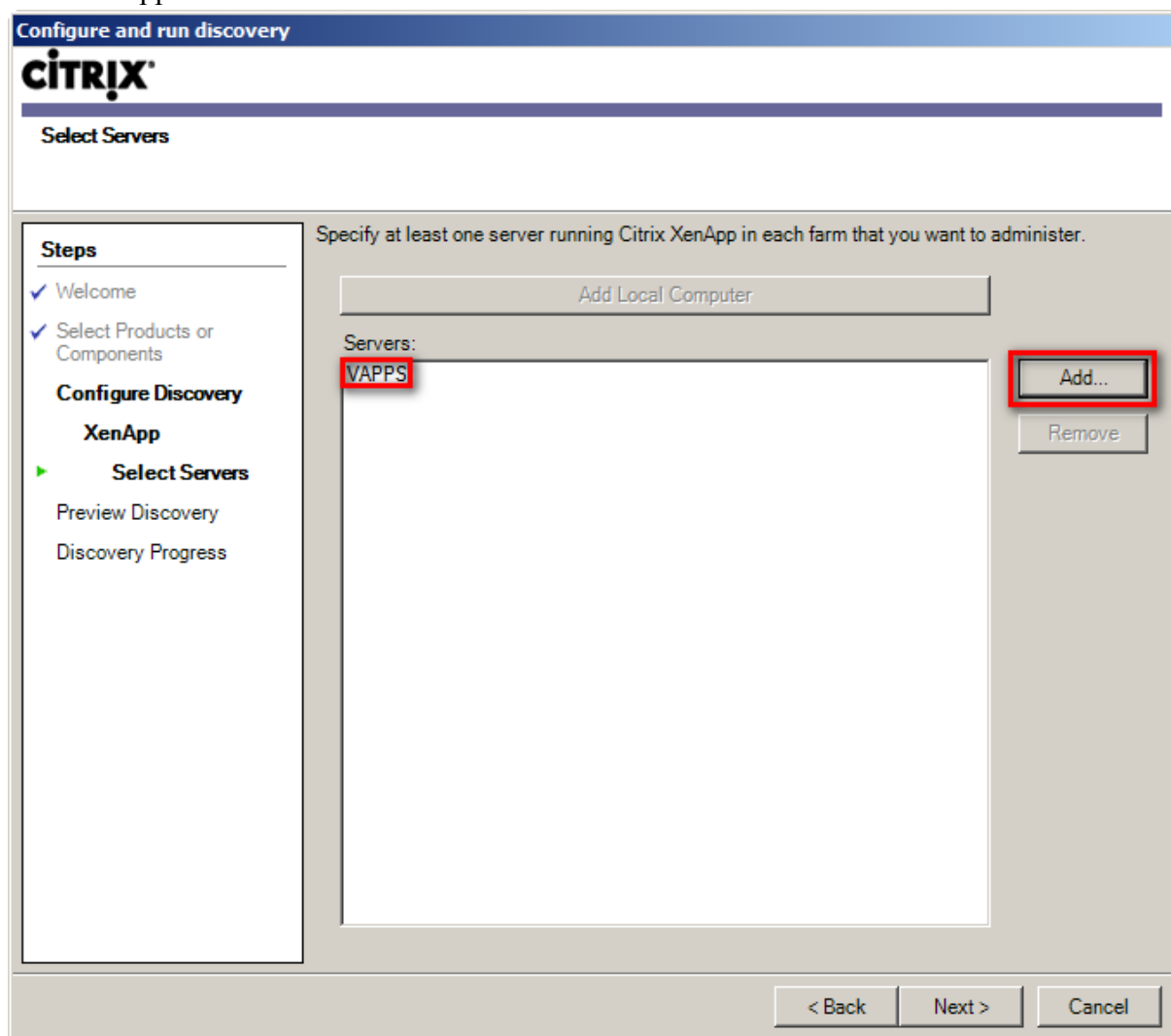
Then the initial configuration wizard is started automatically.



Select XenApp only.



Add XenApp server.



The image shows the 'Select Servers' dialog box in the Citrix configuration tool. The title bar reads 'Configure and run discovery' and the Citrix logo is in the top left. The main heading is 'Select Servers'. On the left, a 'Steps' pane shows a list of steps: 'Welcome' (checked), 'Select Products or Components' (checked), 'Configure Discovery' (expanded), 'XenApp' (expanded), 'Select Servers' (selected with a green arrow), 'Preview Discovery', and 'Discovery Progress'. The main area contains the instruction 'Specify at least one server running Citrix XenApp in each farm that you want to administer.' Below this is a text input field with the placeholder 'Add Local Computer'. A 'Servers:' label is above a large empty list box. The word 'VAPPS' is typed into the first line of this list box and is highlighted with a red rectangle. To the right of the list box are two buttons: 'Add...' (highlighted with a red rectangle) and 'Remove'. At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

Configure and run discovery

**CITRIX**

Select Servers

**Steps**

- ✓ Welcome
- ✓ Select Products or Components
- Configure Discovery**
  - XenApp**
    - ▶ **Select Servers**
    - Preview Discovery
    - Discovery Progress

Specify at least one server running Citrix XenApp in each farm that you want to administer.

Add Local Computer

Servers:

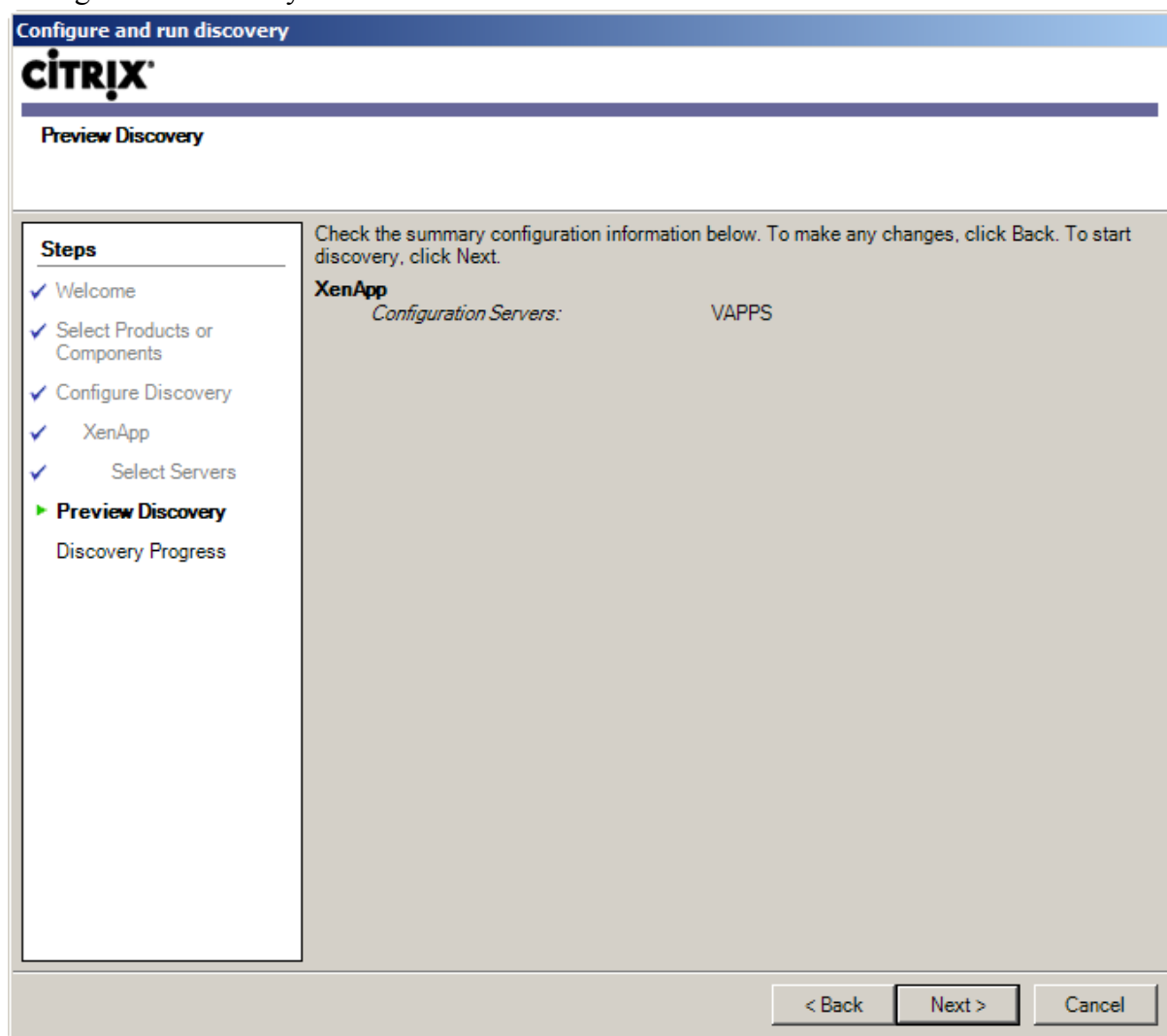
VAPPS

Add...

Remove

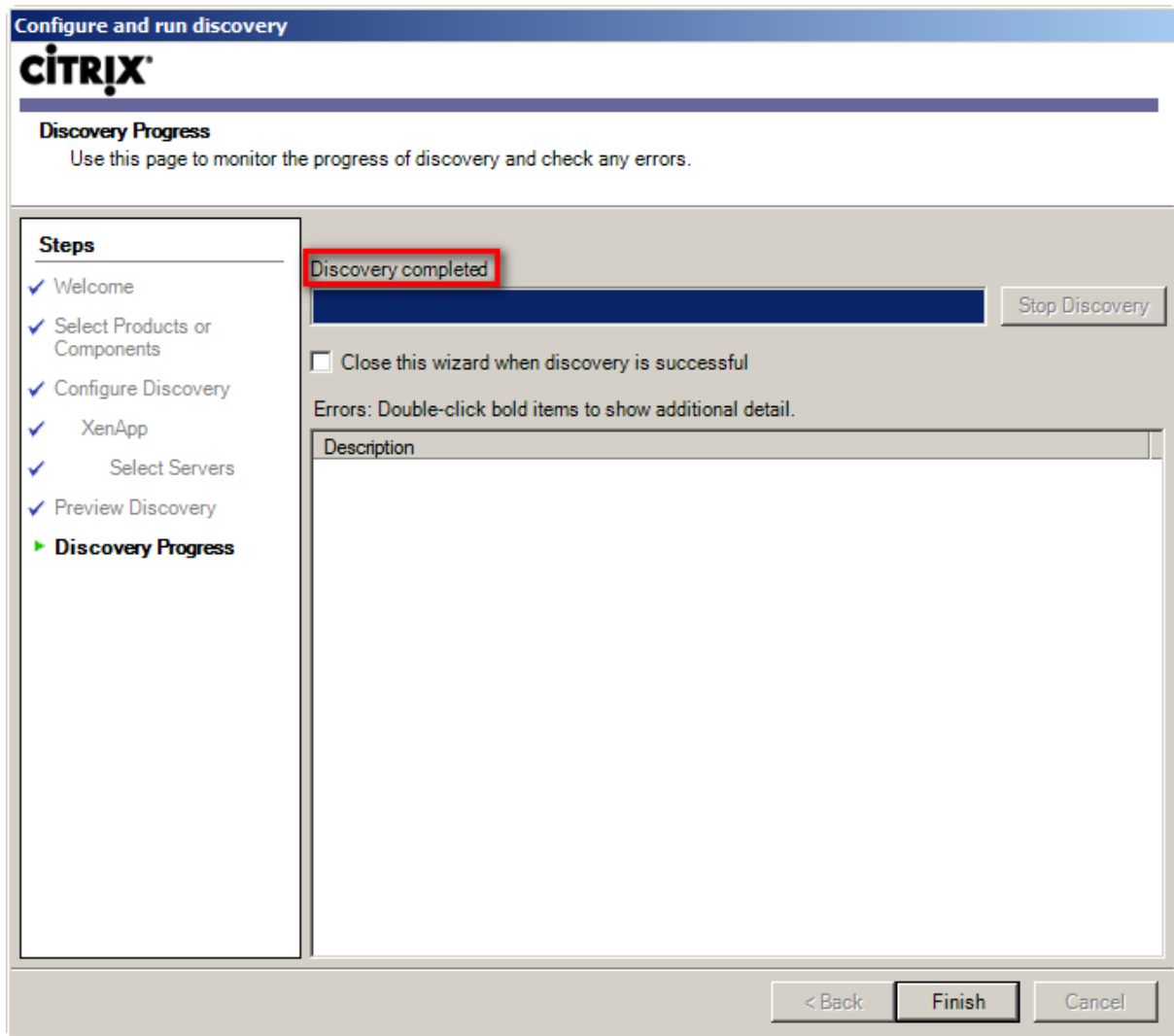
< Back Next > Cancel

## Configuration summary

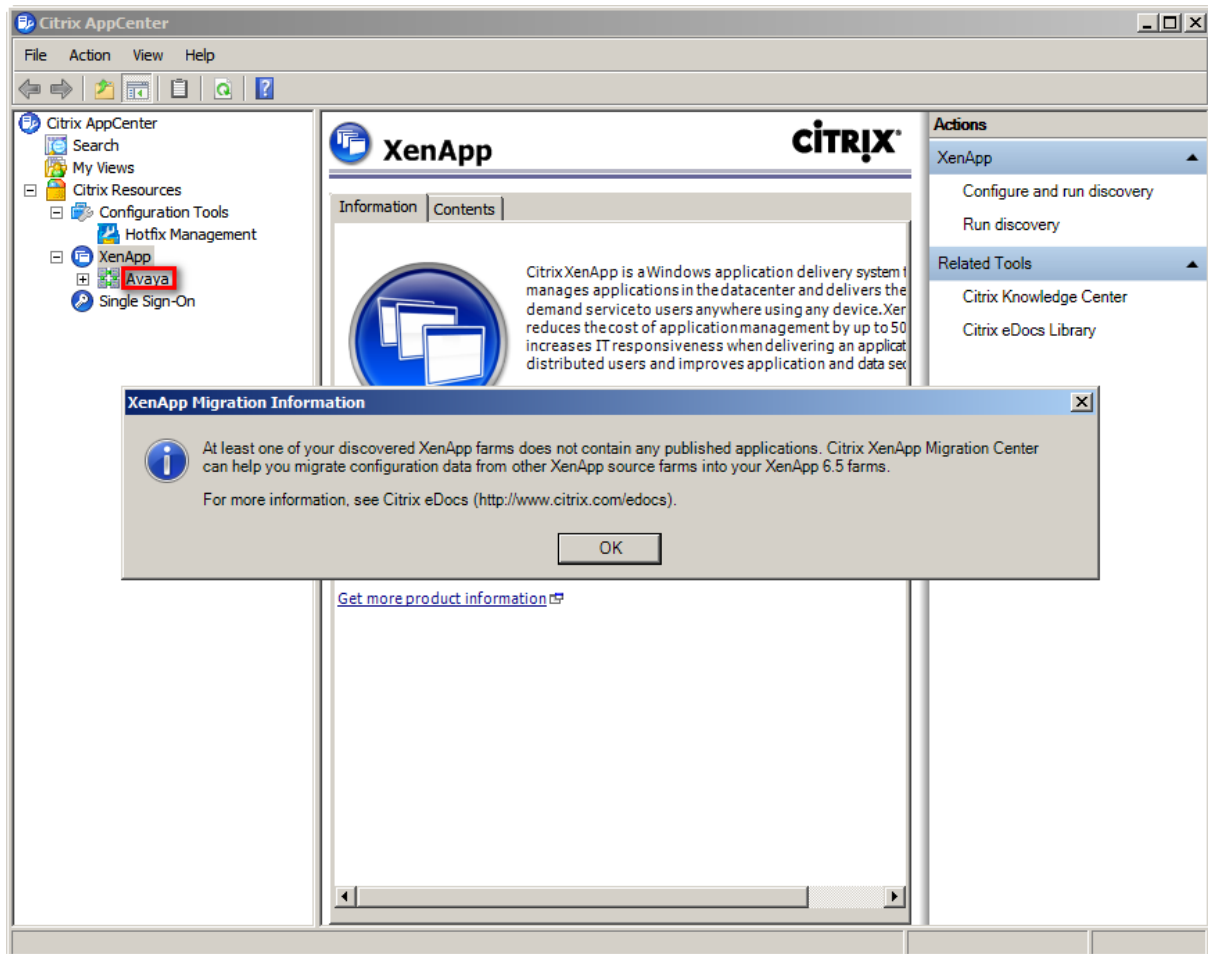




Wait until the discovery has completed.



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



### 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

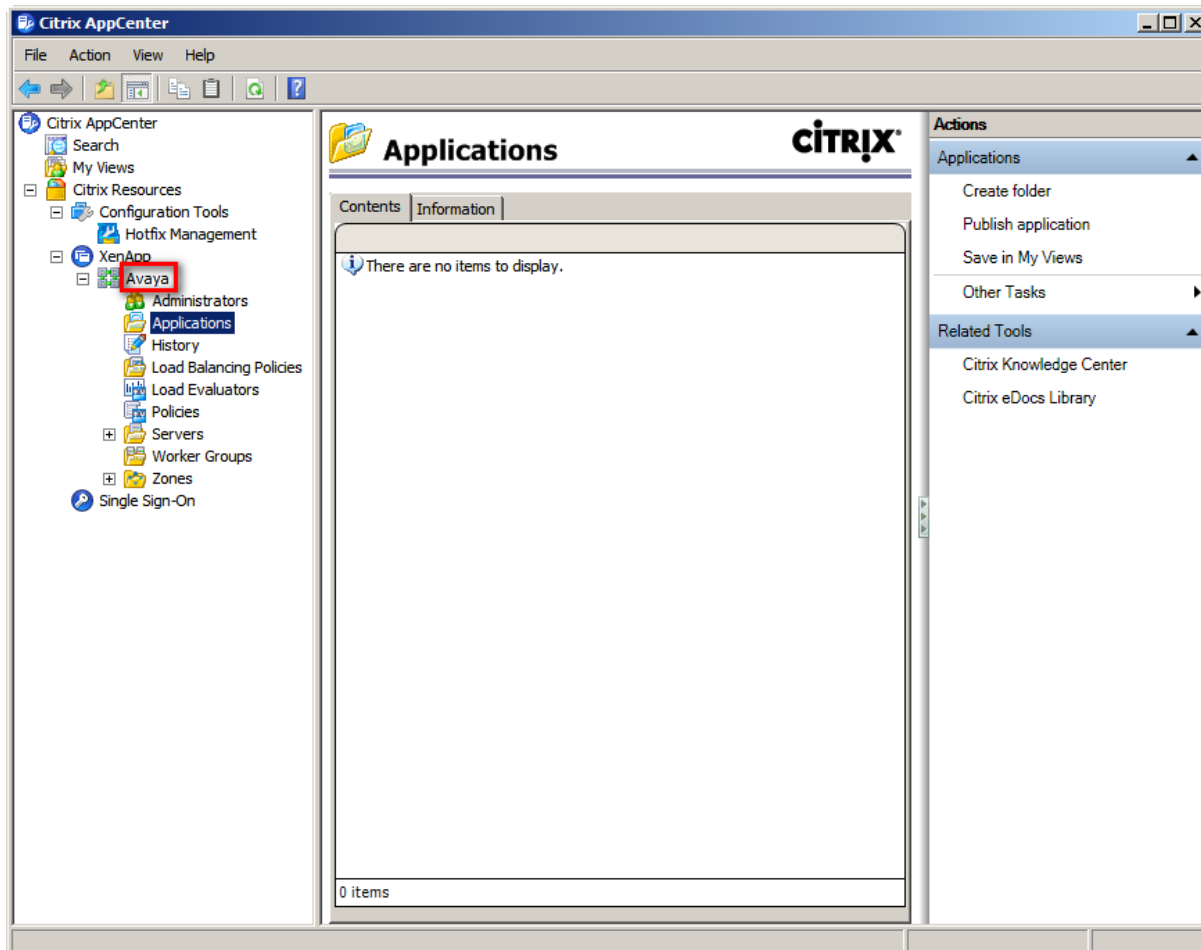
Install Outlook on the XenApp server machine. No configuration is necessary here, just install the application.

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

## 4 Application Publishing and Launching

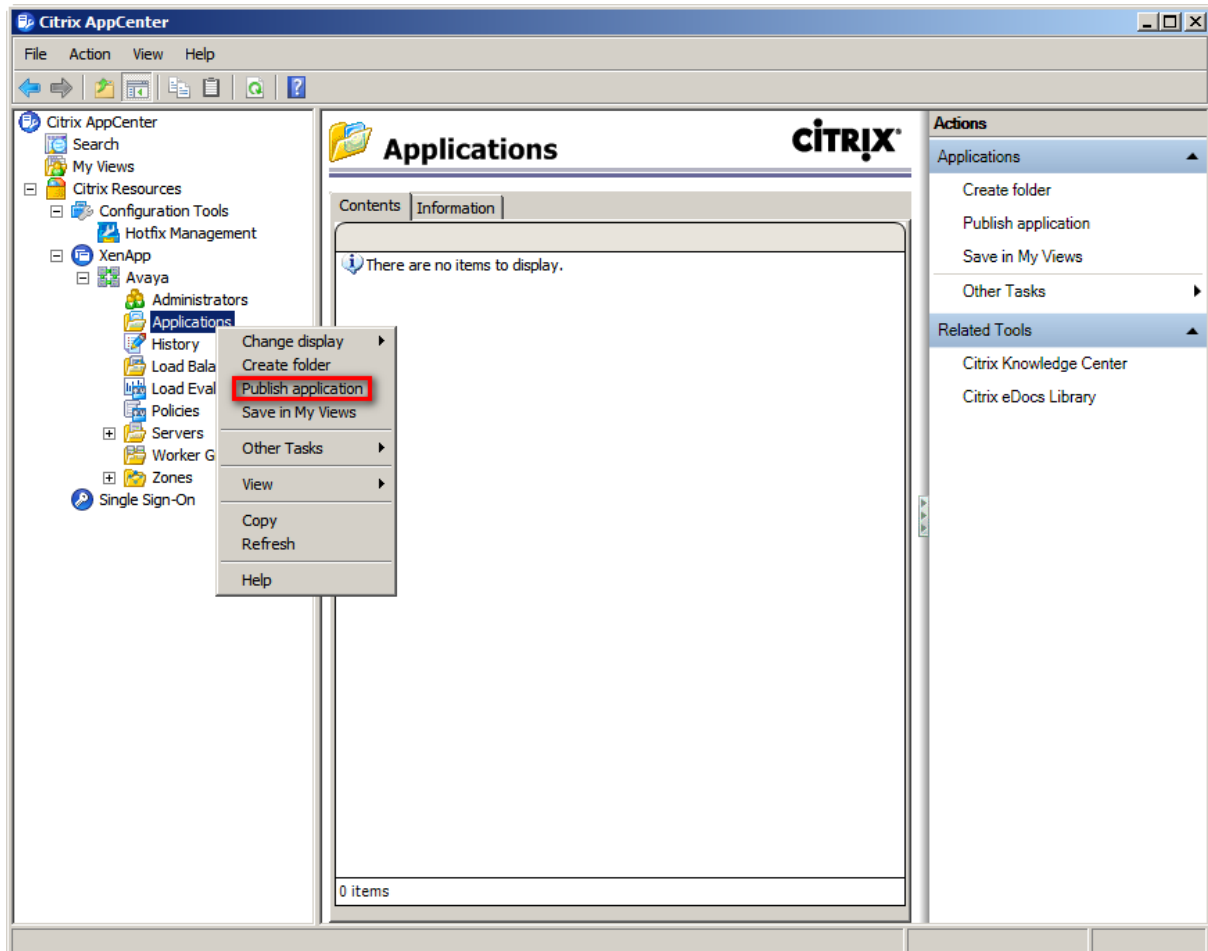
### 4.1 Citrix AppCenter

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

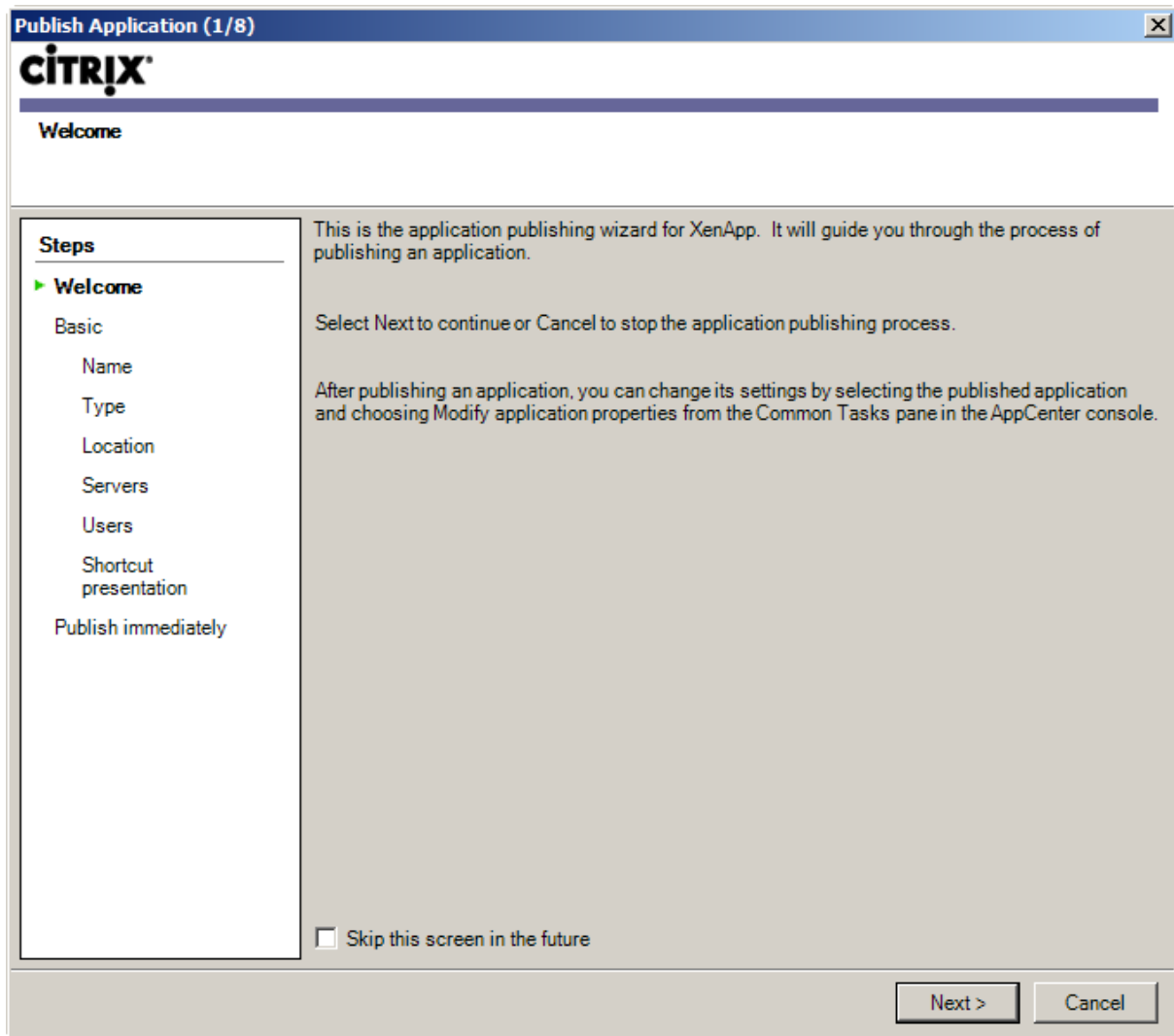


#### 4.1.1 Publish Avaya one-X Attendant

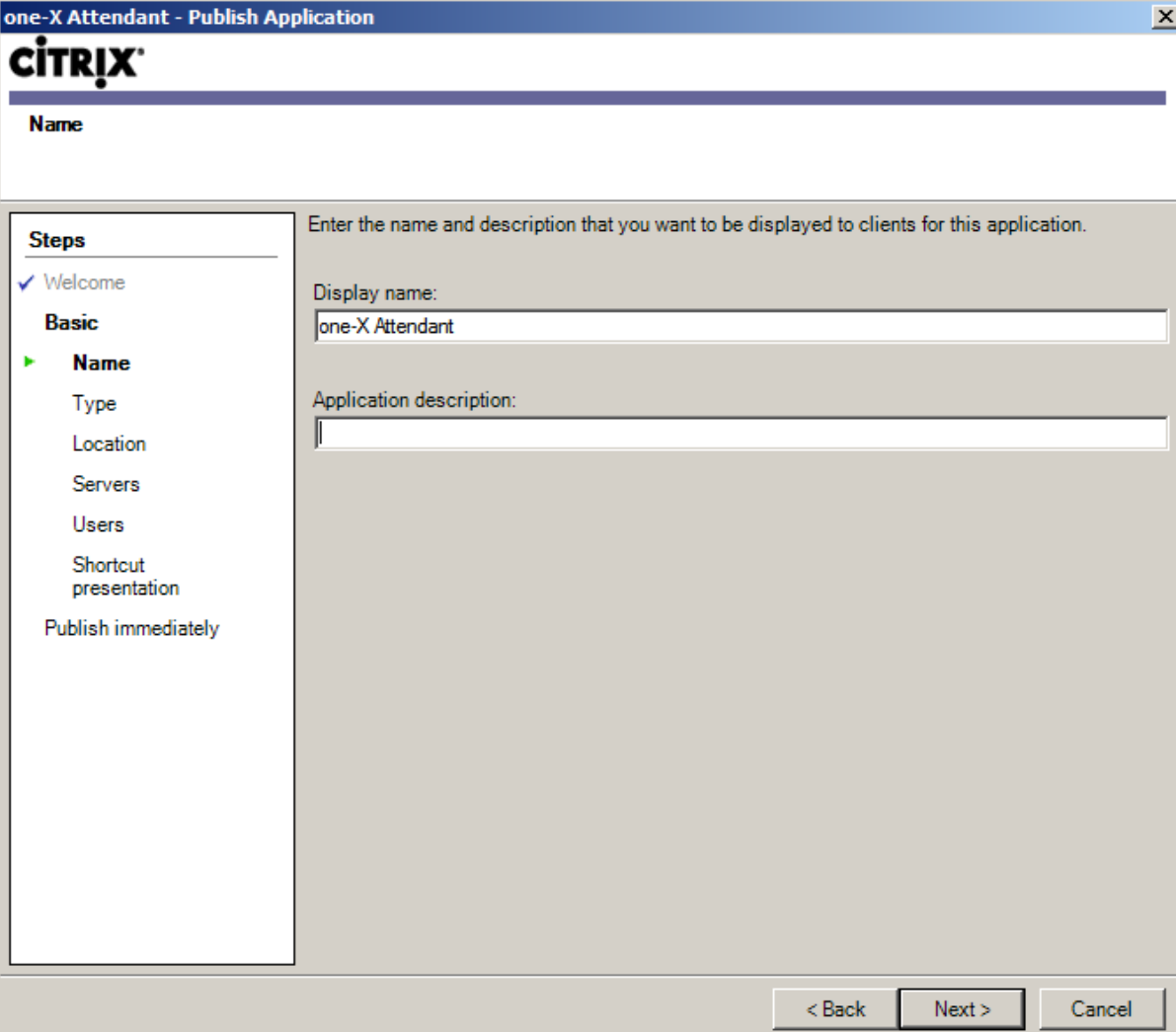
In the Applications context menu select *Publish Application*.



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



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



The image shows a Citrix one-X Attendant - Publish Application dialog box. The title bar reads "one-X Attendant - Publish Application". The Citrix logo is in the top left. Below the logo is a section labeled "Name". The main area is divided into two parts: a left sidebar and a main content area. The sidebar, titled "Steps", contains a list of steps: "Welcome" (checked), "Basic", "Name" (selected with a green arrow), "Type", "Location", "Servers", "Users", "Shortcut presentation", and "Publish immediately". The main content area has a heading "Enter the name and description that you want to be displayed to clients for this application." Below this heading are two text input fields. The first field is labeled "Display name:" and contains the text "one-X Attendant". The second field is labeled "Application description:" and is empty. At the bottom right of the dialog are three buttons: "< Back", "Next >", and "Cancel".

one-X Attendant - Publish Application

**CITRIX**

**Name**

**Steps**

- ✓ Welcome
- Basic**
- ▶ **Name**
- Type
- Location
- Servers
- Users
- Shortcut presentation
- Publish immediately

Enter the name and description that you want to be displayed to clients for this application.

Display name:  
one-X Attendant

Application description:

< Back   Next >   Cancel

one-X Attendant - Publish Application (3/8)

**CITRIX**

**Type**  
View the application type. To change the type, use the Change application type task.

**Steps**

- ✓ Welcome
- Basic**
- ✓ Name
- ▶ **Type**
- Location
- Servers
- Users
- Shortcut presentation
- Publish immediately

Choose the type of application to publish.

☐ Server desktop

☐ Content

☒ Application

Application type

☒ Accessed from a server

☐ Streamed if possible, otherwise accessed from a server

Server application type:

Installed application

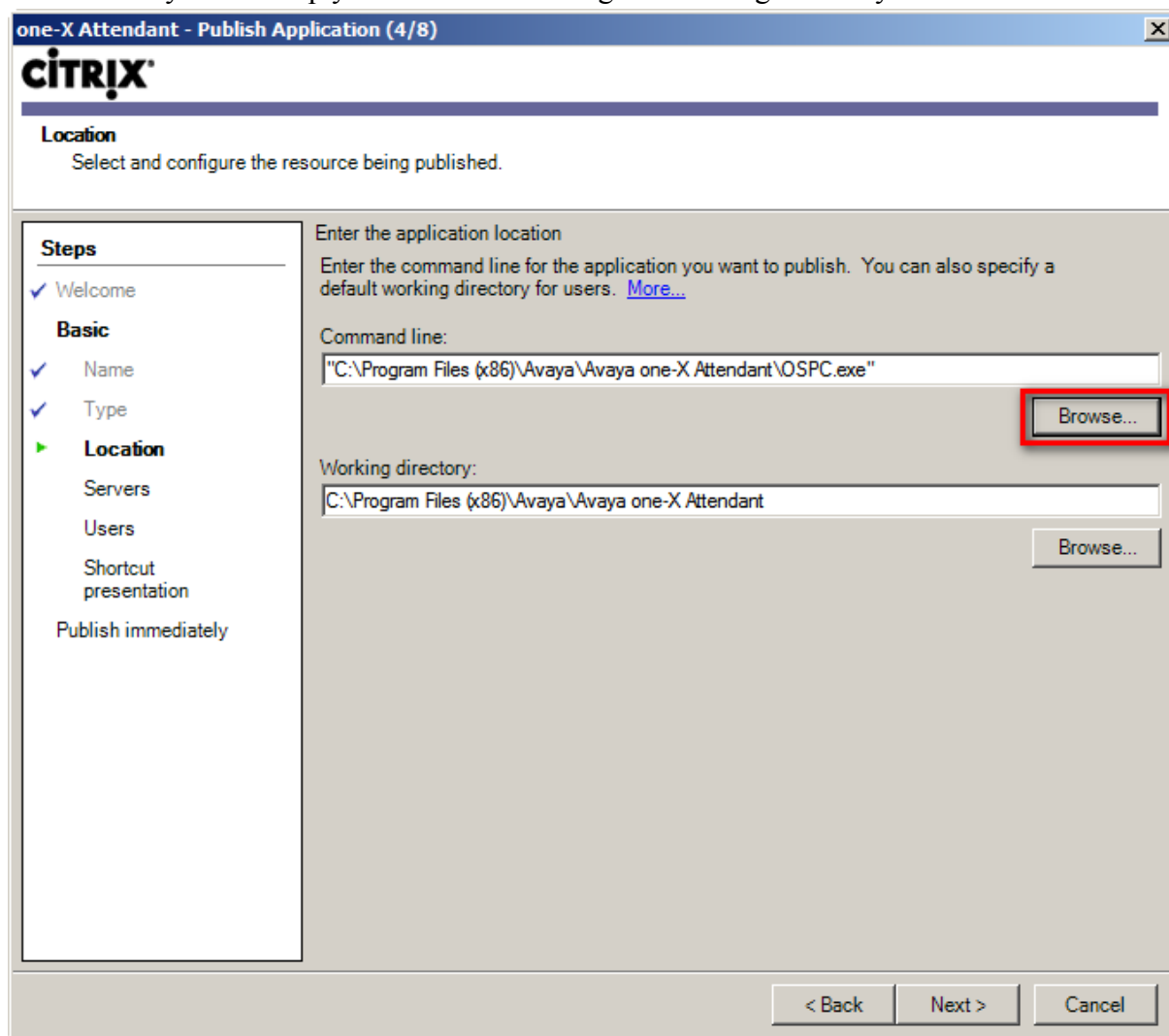
☐ Streamed to client

**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

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

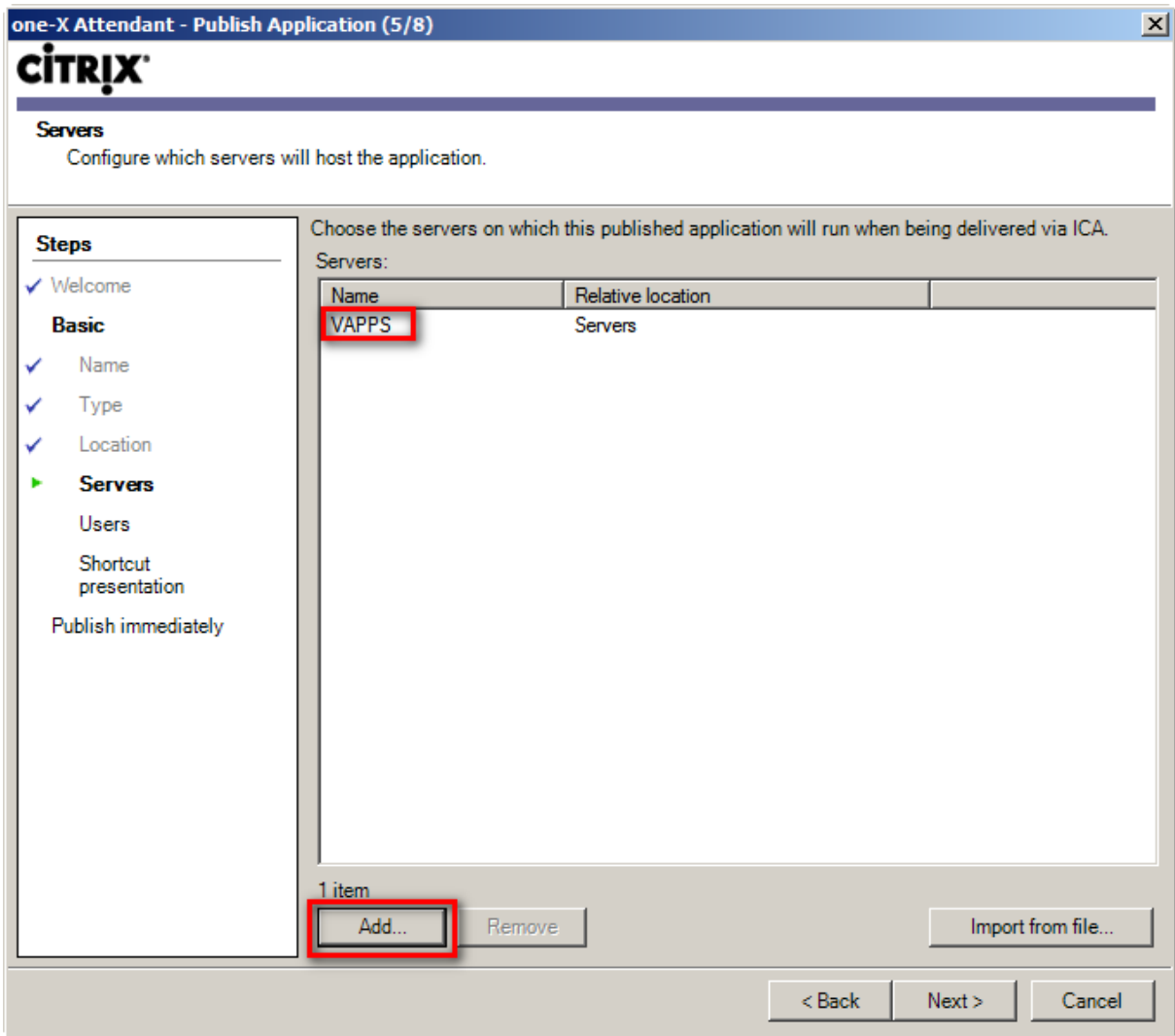


The image shows a Citrix one-X Attendant window titled "one-X Attendant - Publish Application (4/8)". The window has a Citrix logo at the top left. Below the logo, the section is titled "Location" with the instruction "Select and configure the resource being published." On the left side, there is a "Steps" pane with a list of steps: "Welcome", "Basic", "Location", "Servers", "Users", "Shortcut presentation", and "Publish immediately". The "Basic" step is currently selected, and its sub-steps are "Name", "Type", and "Location". The "Location" sub-step is highlighted with a green arrow. The main area of the window is for configuring the application location. It contains the following fields and buttons:

- Enter the application location**: A text box containing the command line: "C:\Program Files (x86)\Avaya\Avaya one-X Attendant\OSPC.exe". To the right of this text box is a "Browse..." button, which is highlighted with a red rectangle.
- Enter the command line for the application you want to publish. You can also specify a default working directory for users. [More...](#)**: A text box containing the working directory: "C:\Program Files (x86)\Avaya\Avaya one-X Attendant". To the right of this text box is a "Browse..." button.

At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".





one-X Attendant - Publish Application (6/8)

**CITRIX**

### Users

Configure the users who may access the application.


**Steps**

- ✓ Welcome
- Basic**
- ✓ Name
- ✓ Type
- ✓ Location
- ✓ Servers
- **Users**
- Shortcut presentation
- Publish immediately

Specify the users who can access this application.  
To add users, choose a directory type at the bottom and select Add. [More...](#)

☐ Allow anonymous users  
☒ Allow only configured users

Configured users:

 XD\xausers
----------------------------------------------------------------------------------------------

Select directory type: Citrix User Selector

**Add...** Remove

< Back Next > Cancel

one-X Attendant - Publish Application (7/8)

**CITRIX**

**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:**

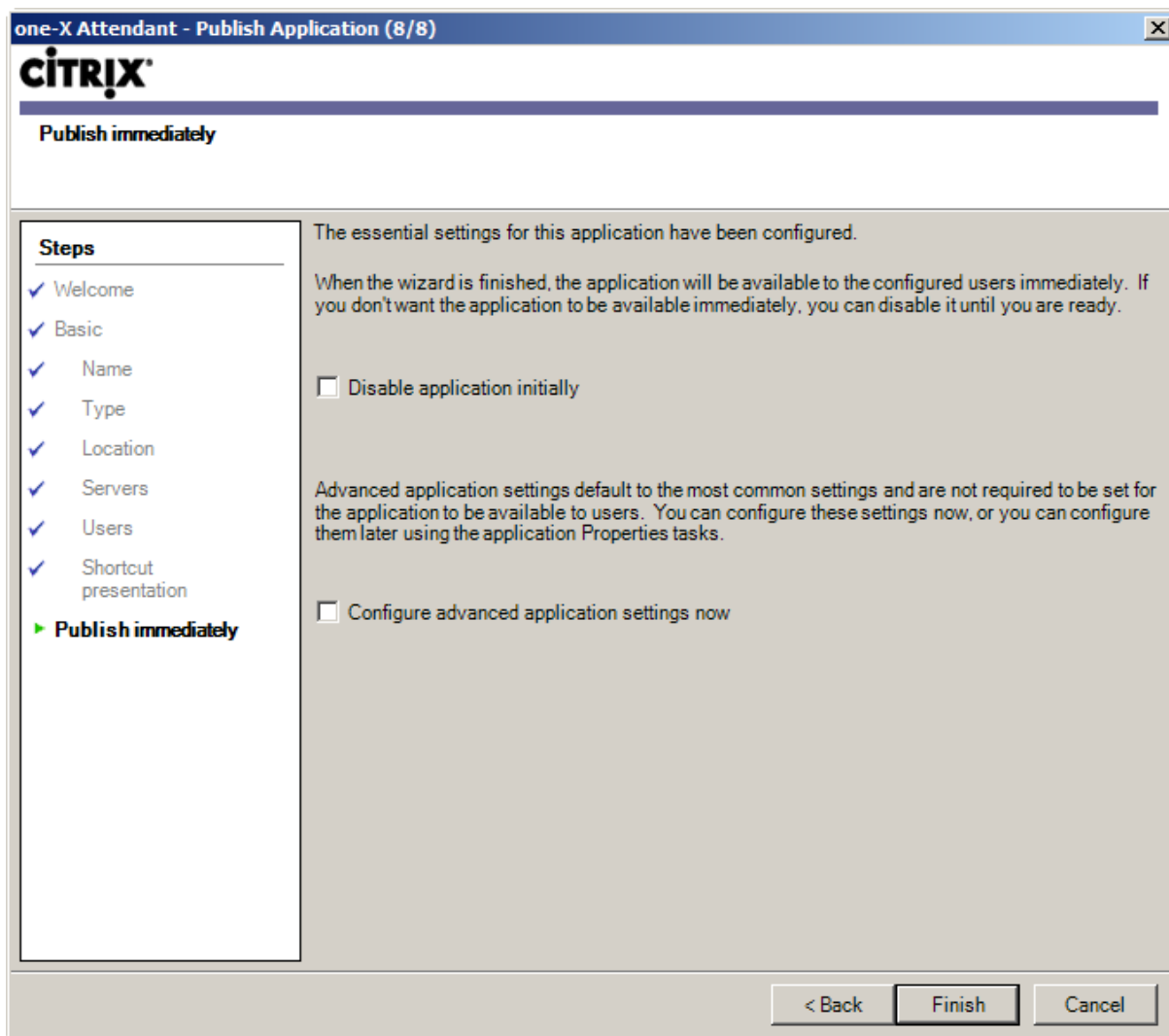
**Application shortcut placement**

☐ Add to the client's Start menu

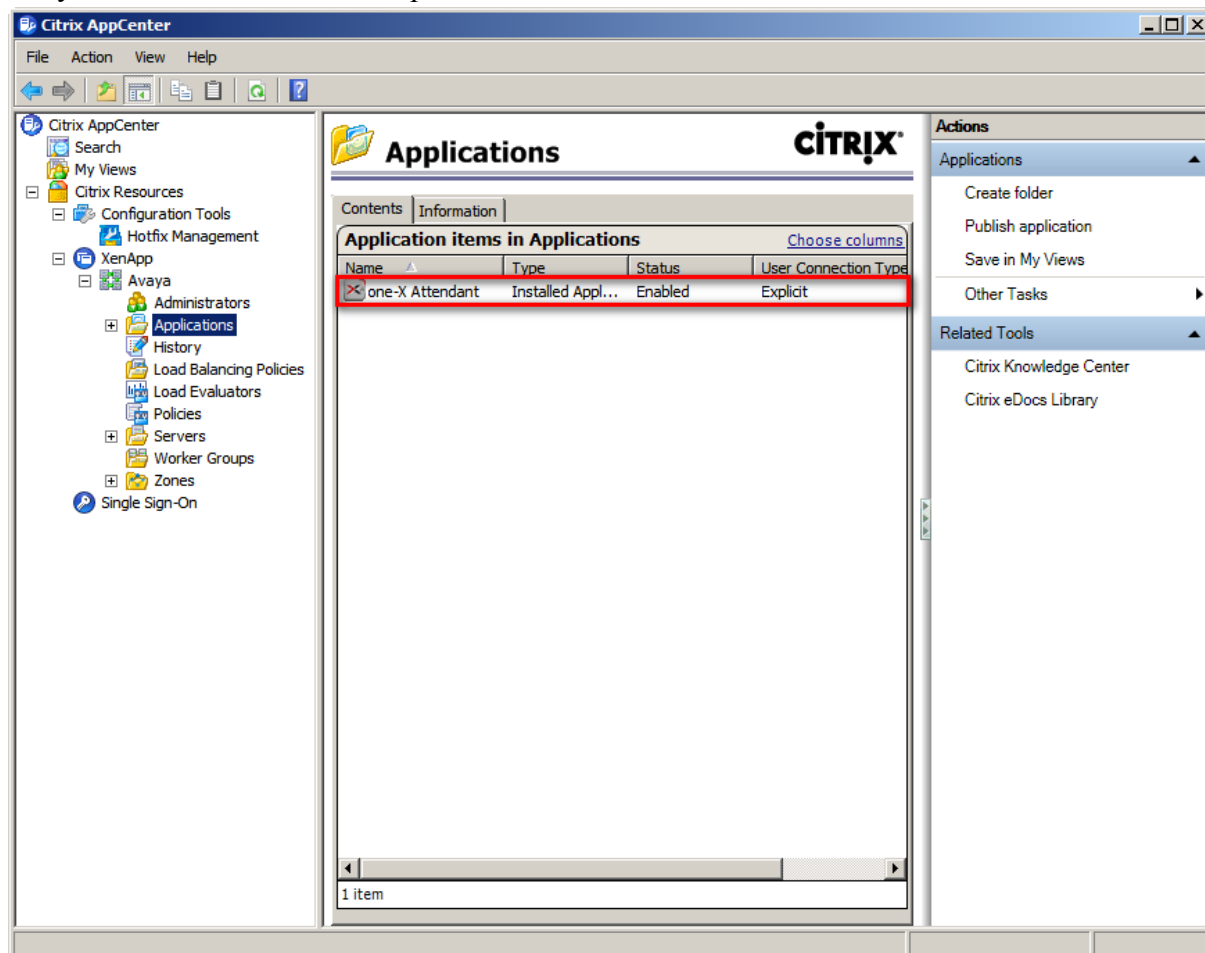
Start menu folder (Citrix XenApp plugin only):

☐ Add shortcut to the client's desktop

< Back   Next >   Cancel

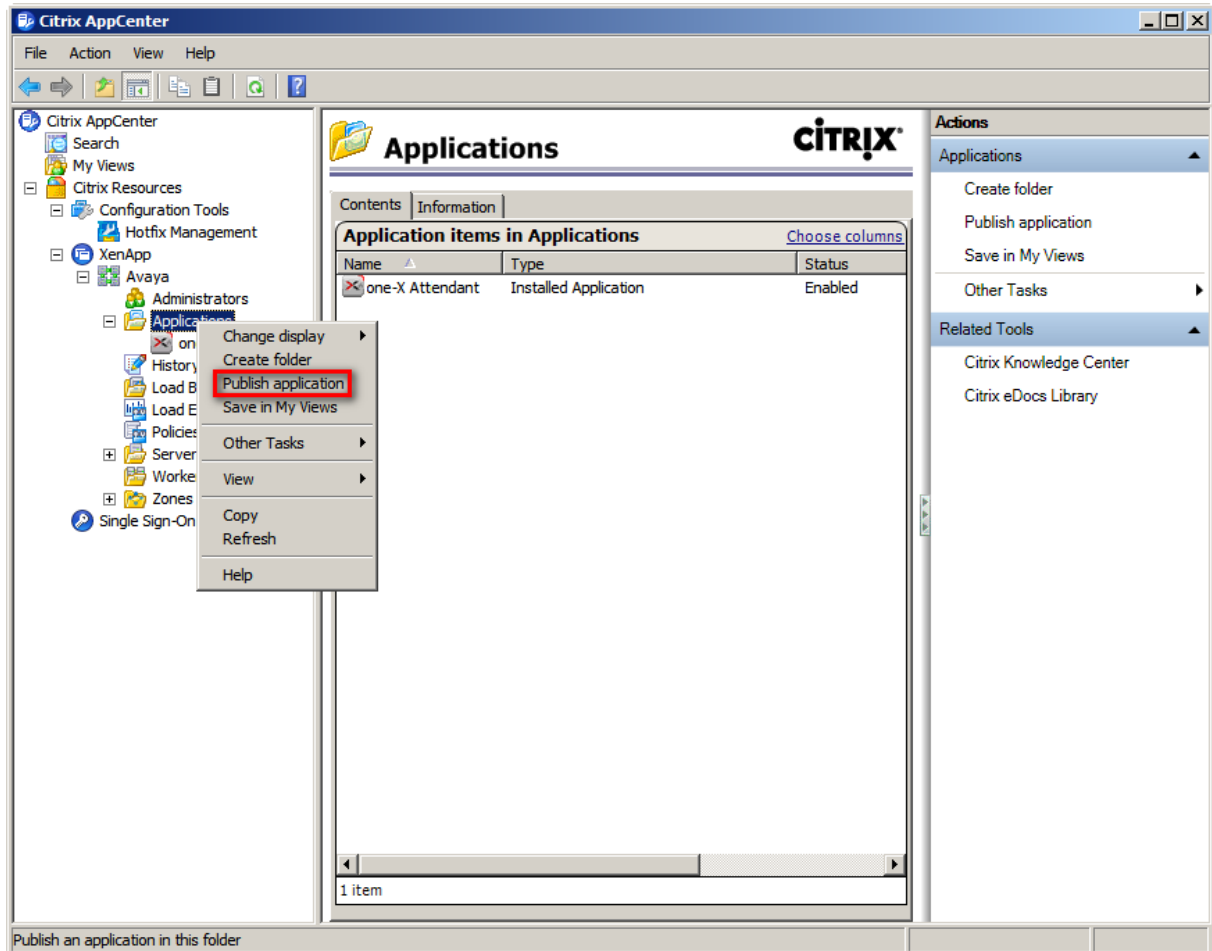


Avaya one-X Attendant is now published.

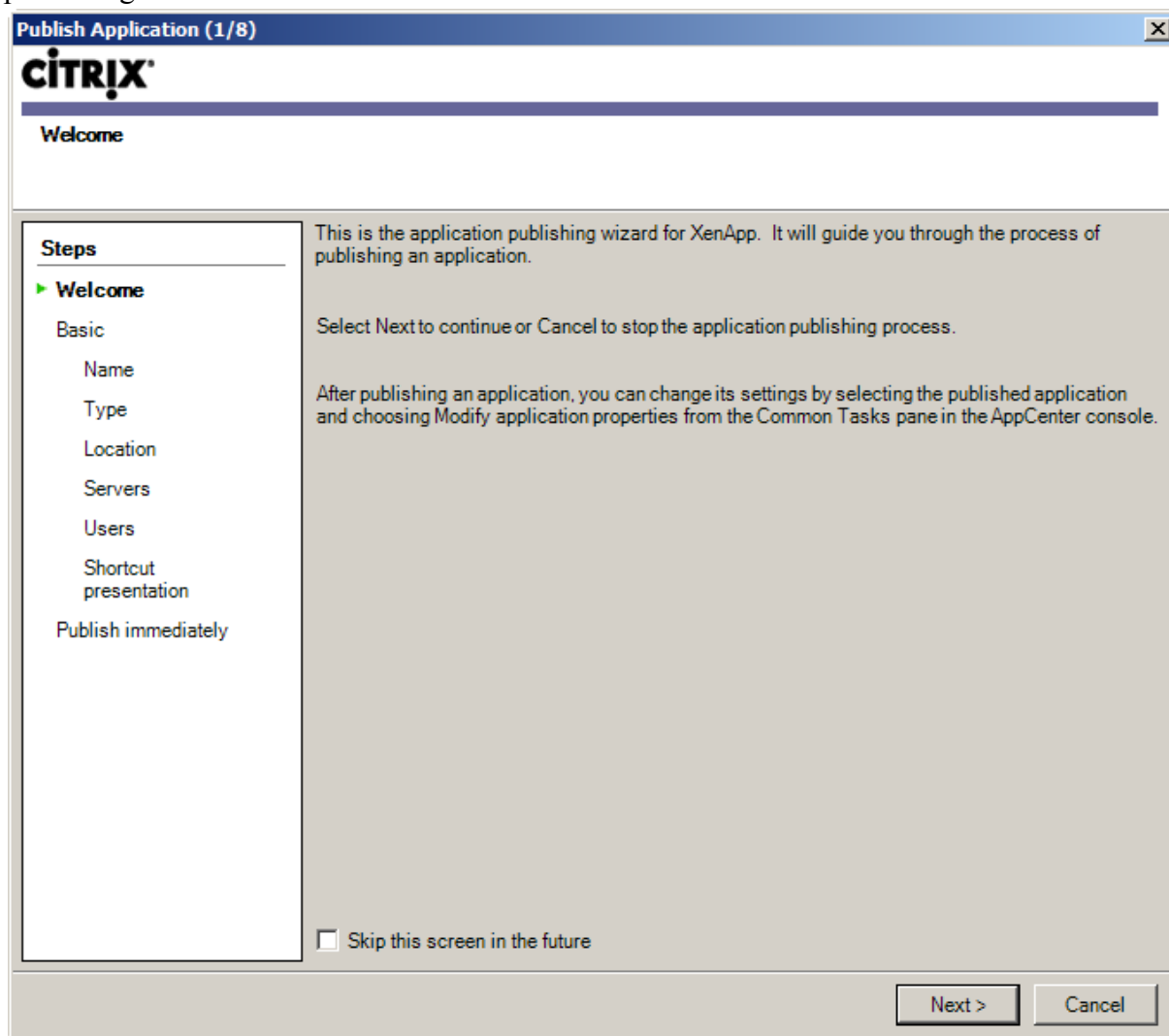


## 4.1.2 Publish Microsoft Outlook

In the Applications context menu select *Publish Application*.



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



Outlook 2007 - Publish Application

**CITRIX**

**Name**

Enter the name and description that you want to be displayed to clients for this application.

Display name:  
Outlook 2007

Application description:

**Steps**

- ✓ Welcome
- Basic**
  - ▶ **Name**
  - Type
  - Location
  - Servers
  - Users
  - Shortcut presentation
  - Publish immediately

< Back   Next >   Cancel



Outlook 2007 - Publish Application (3/8)

**CITRIX**

**Type**  
View the application type. To change the type, use the Change application type task.

**Steps**

- ✓ Welcome
- Basic**
- ✓ Name
- ▶ **Type**
- Location
- Servers
- Users
- Shortcut presentation
- Publish immediately

Choose the type of application to publish.

☐ Server desktop

☐ Content

☒ Application

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

Outlook 2007 - Publish Application (4/8)

**CITRIX**

**Location**  
Select and configure the resource being published.

**Steps**

- ✓ Welcome
- Basic**
- ✓ Name
- ✓ Type
- ▶ **Location**
- Servers
- Users
- Shortcut presentation
- Publish immediately

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:

"C:\Program Files (x86)\Microsoft Office\Office12\OUTLOOK.EXE"

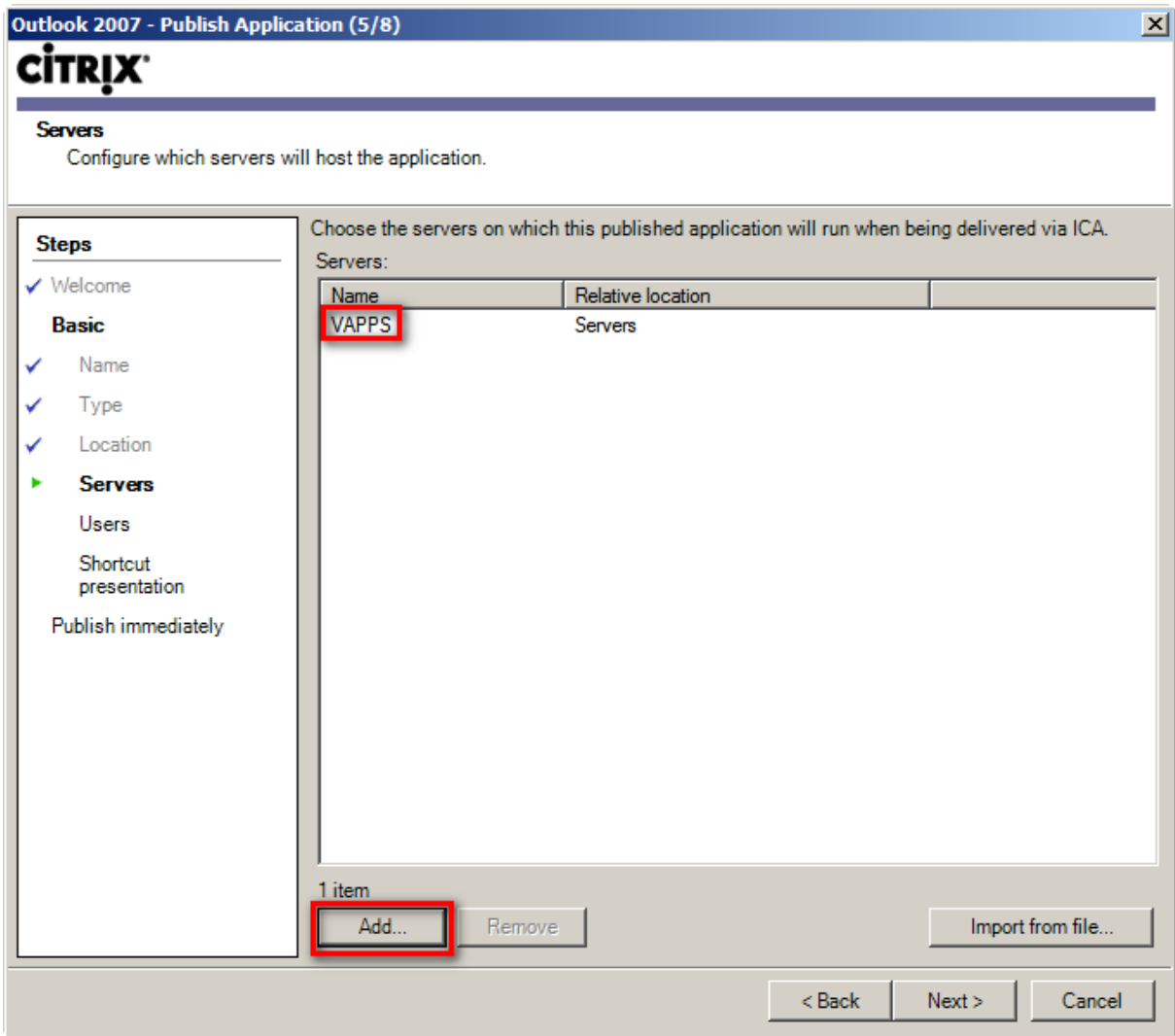
Browse...

Working directory:

C:\Program Files (x86)\Microsoft Office\Office12

Browse...

< Back   Next >   Cancel



Outlook 2007 - Publish Application (6/8)

---

**CITRIX**

---

**Users**  
Configure the users who may access the application.


**Steps**

- ✓ Welcome
- Basic**
- ✓ Name
- ✓ Type
- ✓ Location
- ✓ Servers
- **Users**
- Shortcut presentation
- Publish immediately

Specify the users who can access this application.  
To add users, choose a directory type at the bottom and select Add. [More...](#)

☐ Allow anonymous users  
☒ Allow only configured users

Configured users:

 XD\xausers

Select directory type: Citrix User Selector

**Add...** Remove

< Back Next > Cancel

Outlook 2007 - Publish Application (7/8)

**CITRIX**

**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:**

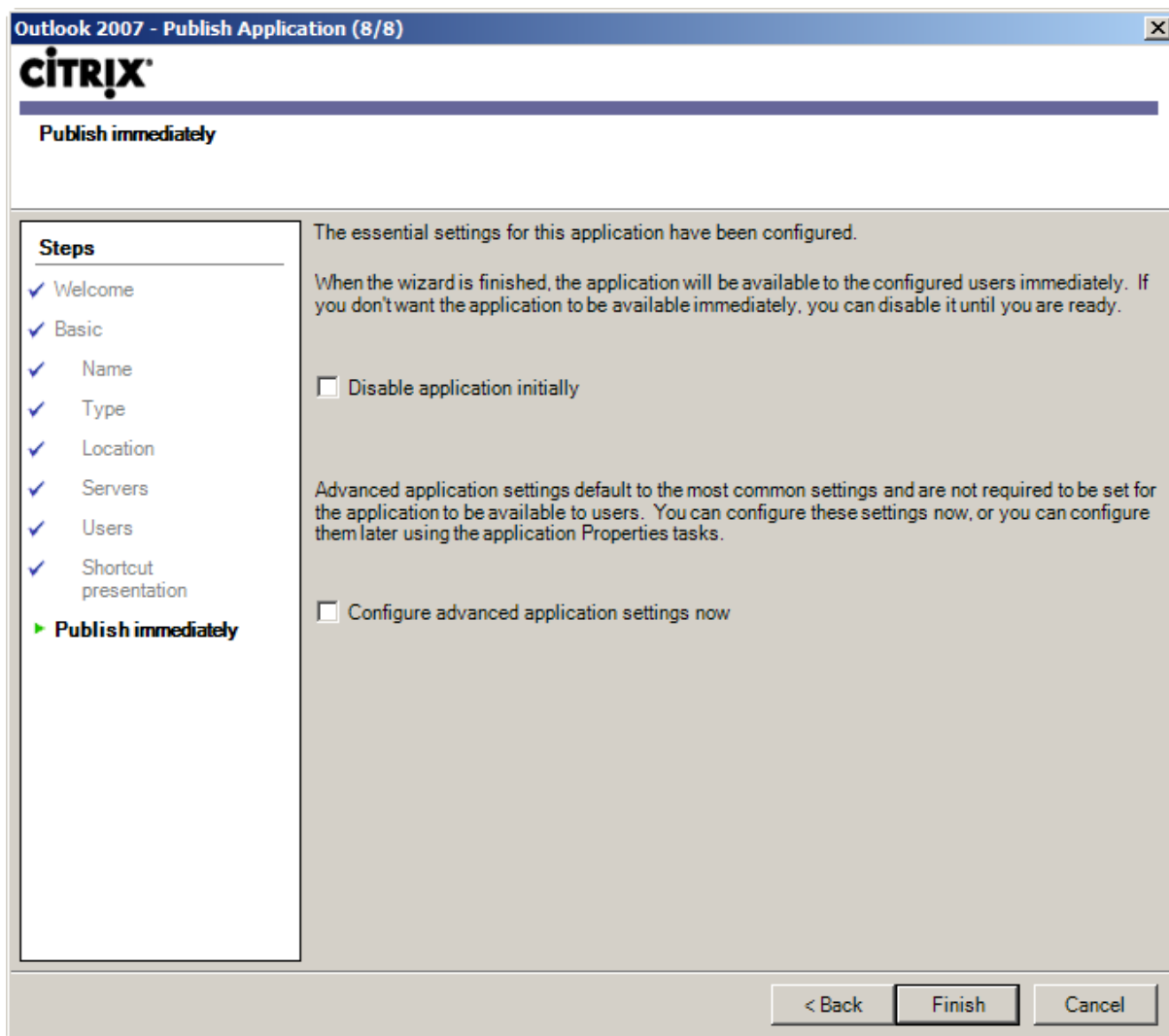
**Application shortcut placement**

☐ Add to the client's Start menu

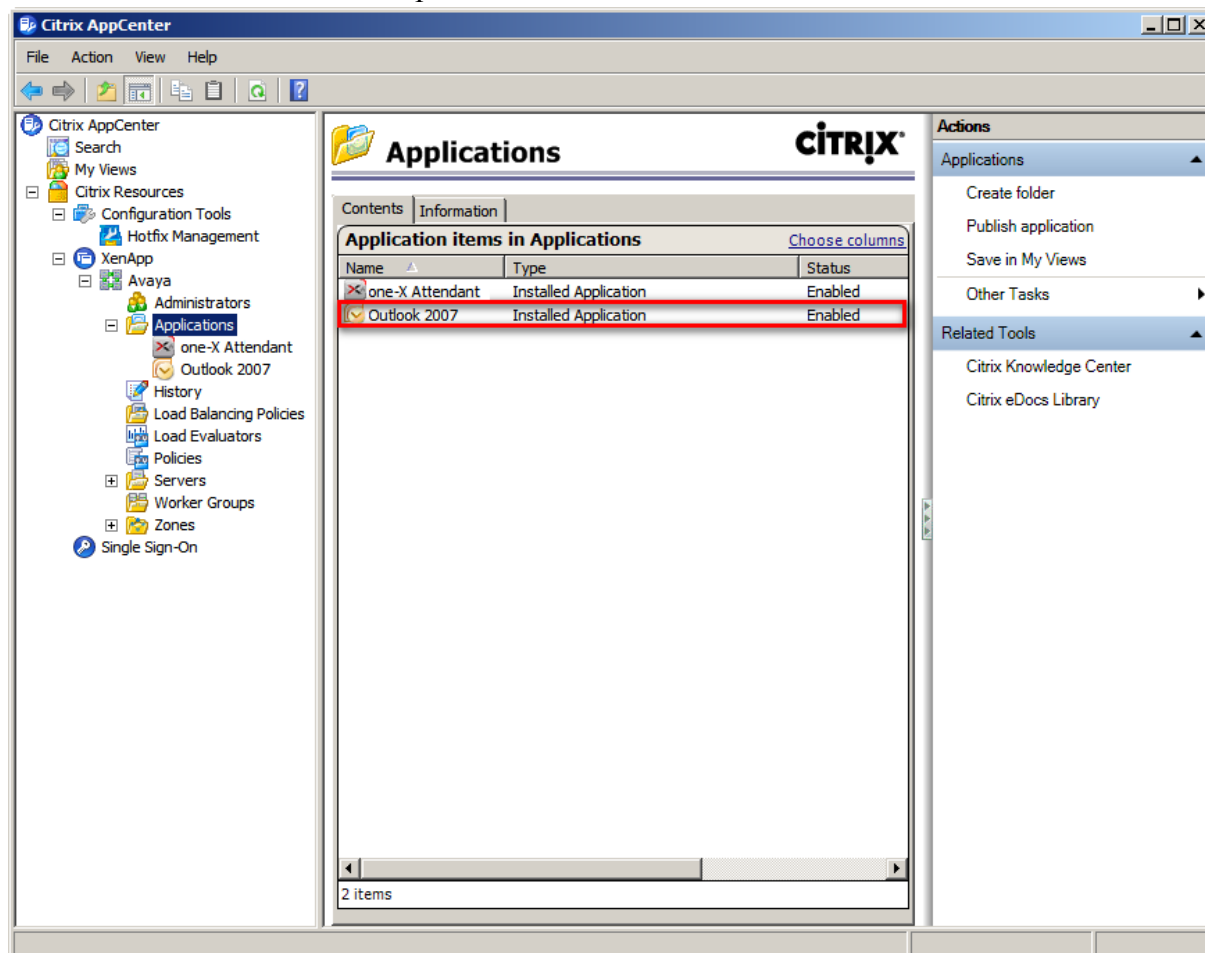
Start menu folder (Citrix XenApp plugin only):

☐ Add shortcut to the client's desktop

< Back   Next >   Cancel



Microsoft Outlook 2007 is now published.

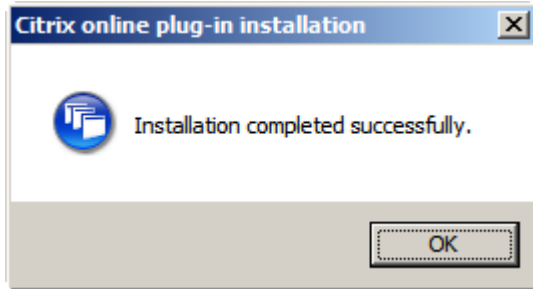


## 4.2 XenApp Web Interface

### 4.2.1 Install Citrix Online WebPlugin

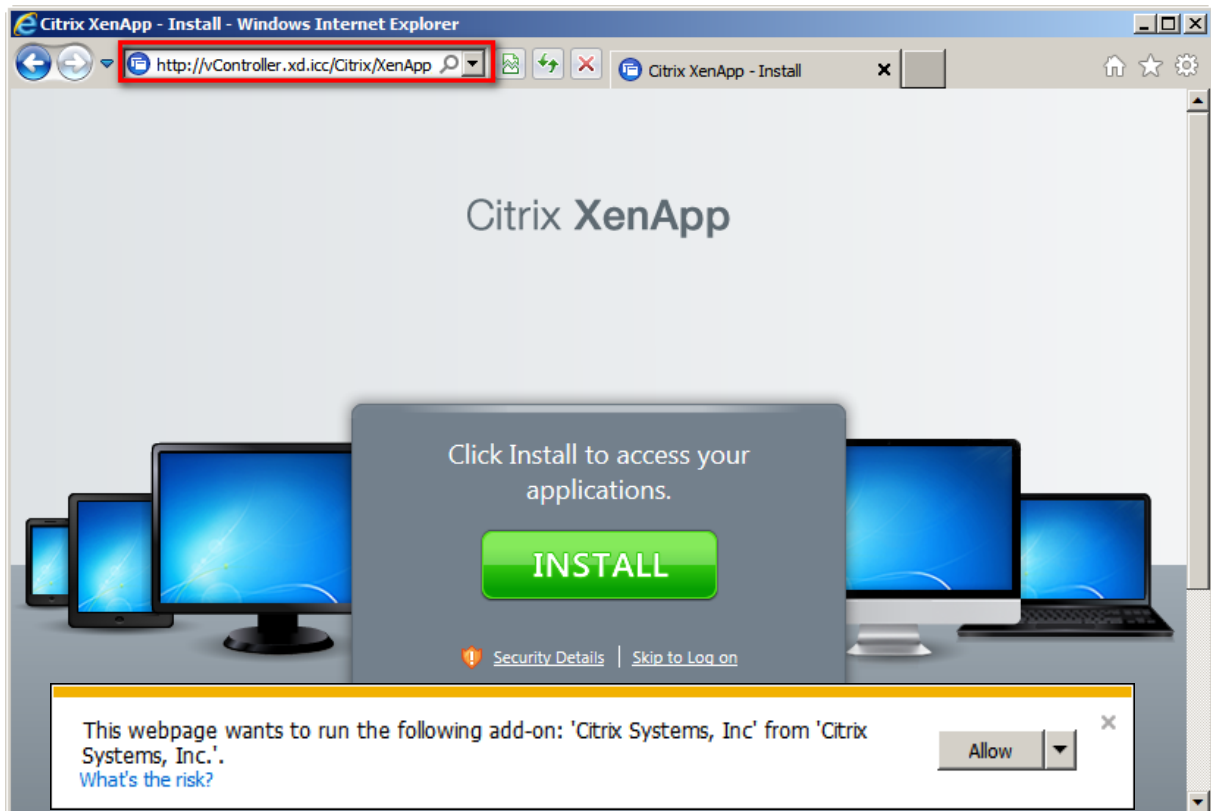
Install the WebPlugin on the client from which the published applications will be launched. The installation source CitrixOnlinePluginWeb.exe can be downloaded from the Citrix download page.

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



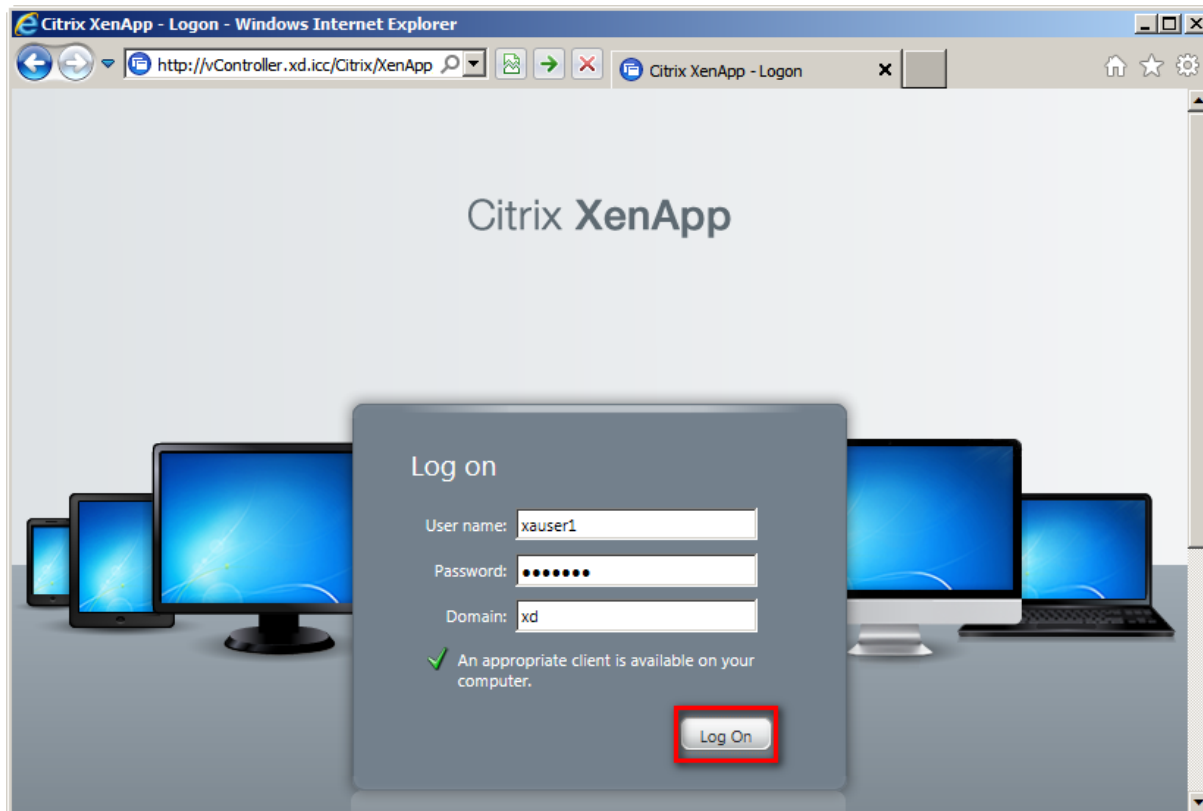
### 4.2.2 Web Interface Logon

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

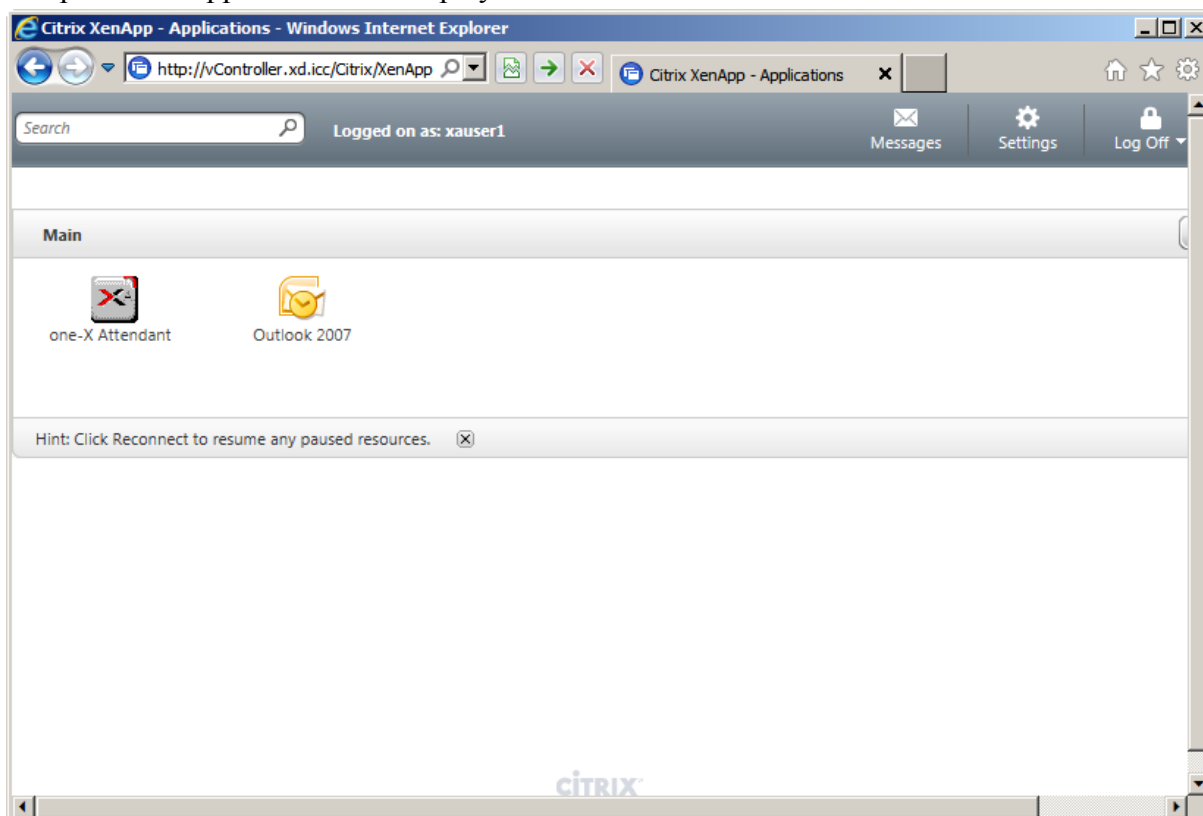




Log on with *User name*, *Password* and *Domain*.

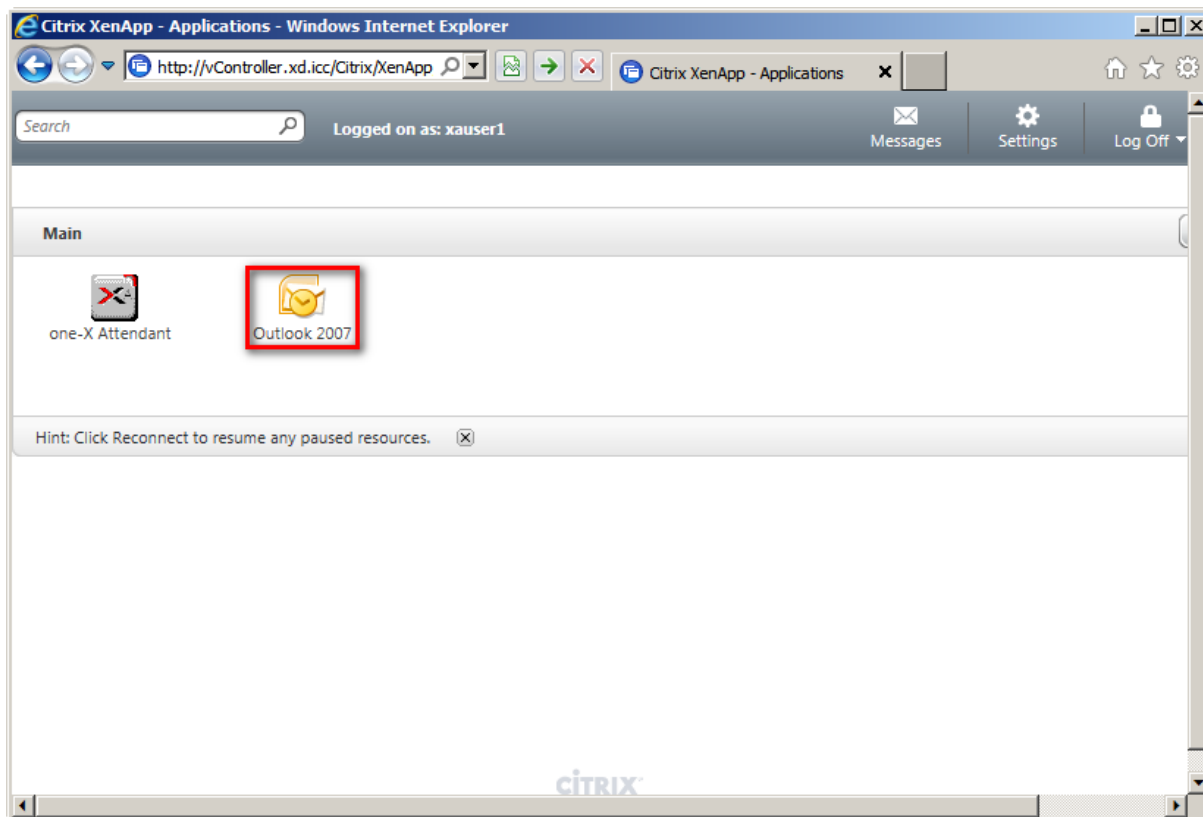


The published applications are displayed.



### 4.2.3 Launch Microsoft Outlook

Click on the icon *Outlook 2007*

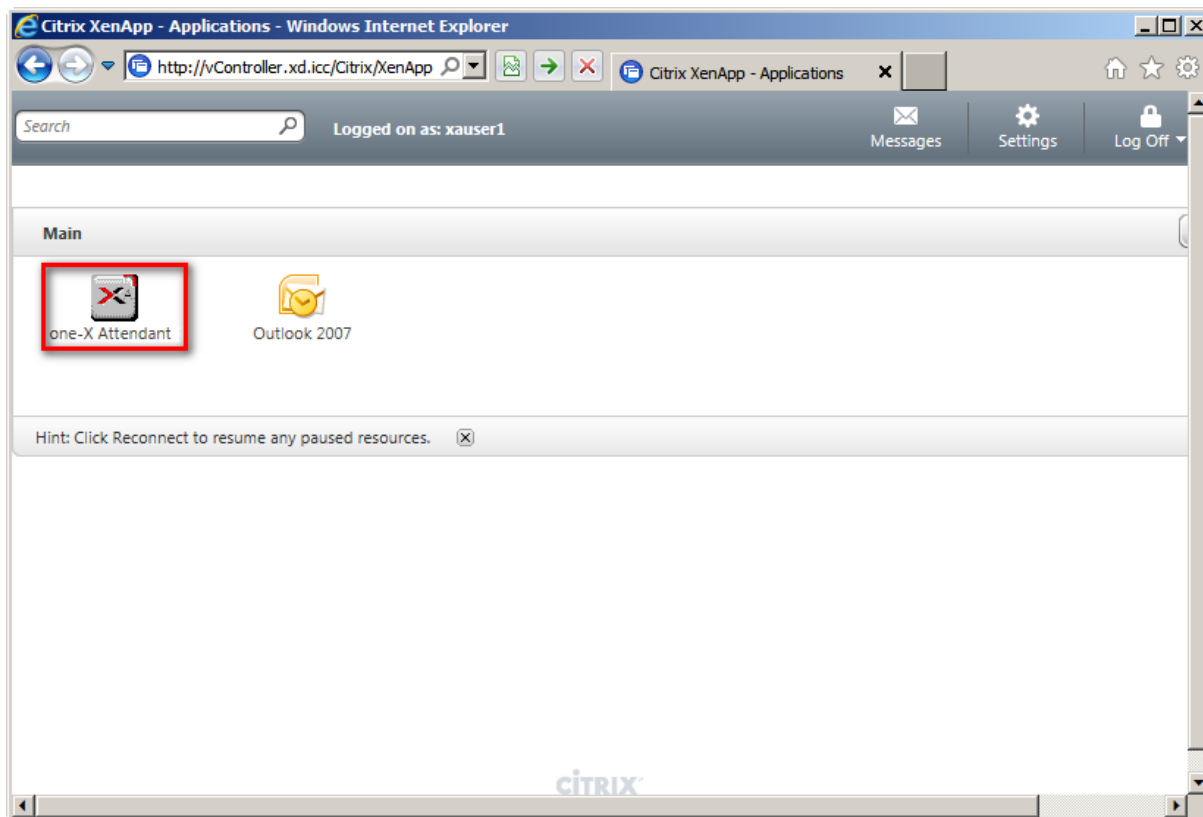


When the user calls Outlook the first time, the Outlook 2007 Startup Wizard will be launched to configure Outlook 2007. Follow the instructions for connecting with the Exchange server to add an email account.

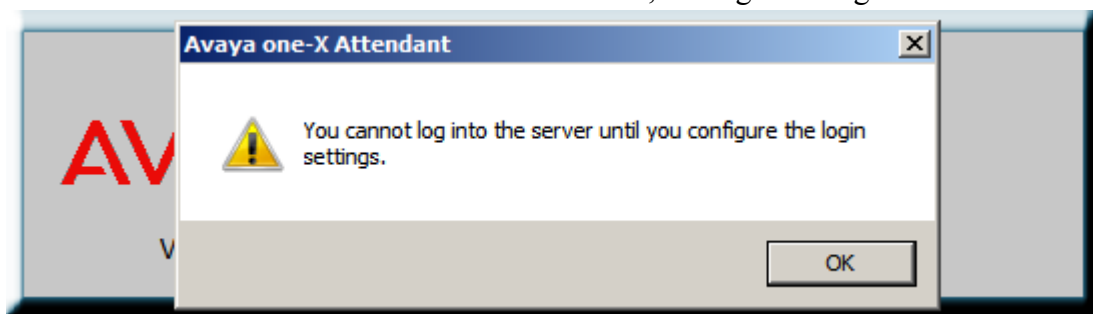


## 4.2.4 Launch one-X Attendant

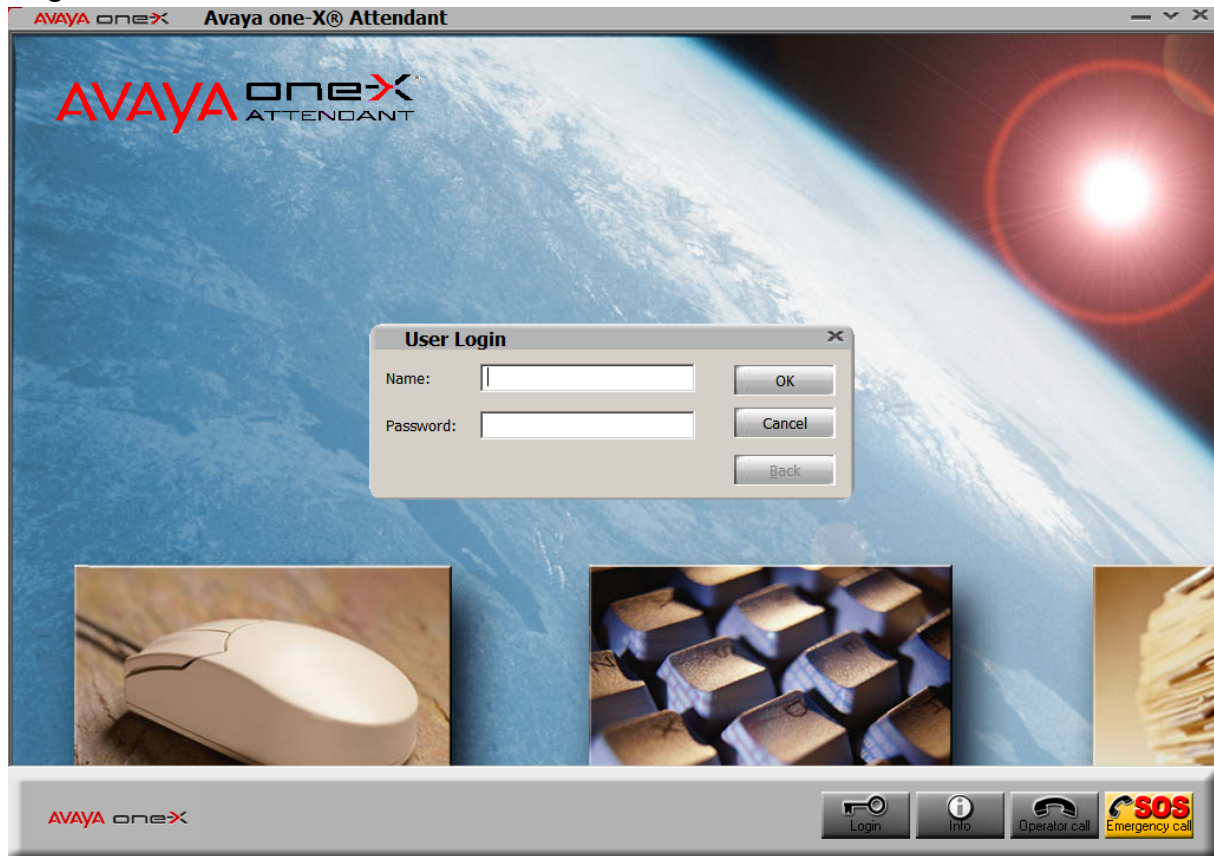
Click on the icon *one-X Attendant*.



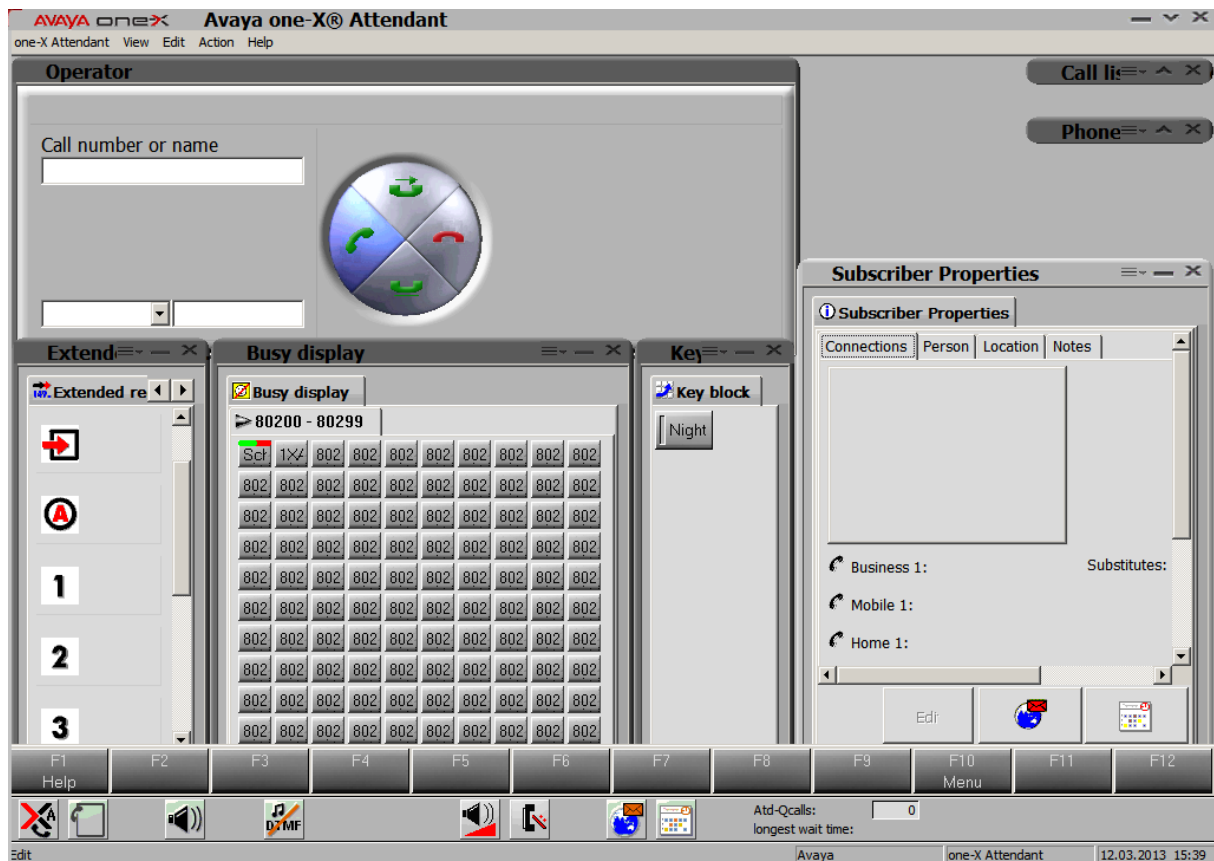
When the user calls one-X Attendant the first time, the login settings have to be configured.



Login ...



... and one-X Attendant works.





## 5 Appendix

### 5.1 Software Versions

<u>Product</u>	<u>Version</u>	<u>Hotfixes installed</u>
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	--

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