



one-X Attendant with Citrix XenApp

Content: Installation and configuration of a Citrix XenApp 7.7 server to deliver Avaya one-X Attendant 4 as an on-demand, server-hosted application

Date: 06/10/16

Document: 1XA-4_XenApp-77.docx
Issue: 1.0

Table of Contents

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	Exchange Server	3
2.5	Avaya one-X Attendant Server	4
3	Installation and Configuration	5
3.1	Citrix XenApp Server	5
3.1.1	Windows Feature Installation.....	5
3.1.2	XenApp Installation	6
3.1.3	Product Licensing.....	55
3.2	Install Avaya one-X Attendant Client.....	59
3.3	Install Microsoft Outlook.....	61
4	Application Publishing and Launching.....	62
4.1	Publishing Avaya one-X Attendant and Microsoft Outlook.....	62
4.2	Launching Avaya one-X Attendant and Microsoft Outlook.....	71
4.2.1	First Launching of Avaya one-X Attendant.....	76
4.2.2	First Launching of Microsoft Outlook	86
5	Appendix.....	90
5.1	Software Versions	90

1 Introduction

The Citrix XenApp server is installed in a XenServer 6.5 virtual machine with Microsoft Windows 2012 R2 Standard.

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.

2 Prerequisites

2.1 Citrix XenServer

The XenServer has the Version 6.5 and is installed according to the instructions of the Citrix installation guide, available on the Citrix home page.

2.2 Citrix License Server

The Citrix License Server is installed on the XenApp Server. The installation will be done during the XenApp/XenDesktop installation process.

The allocation of the appropriate XenApp/XenDesktop licenses is described in chapter 3.1.

2.3 Active Directory Users

An Active Directory (domain CTX.fr.icclab.com) is installed in a XenServer VM named **DCCTX** with W2k12 R2 Standard.

Domain users **XAuser01 ... XAuser05** are created and added to the domain group **XA Users**. These users are needed for login into the XenApp web interface to launch the published applications.

2.4 Exchange Server

An Exchange Server 2013 is installed in a XenServer VM named **Exchange Server 2013** with W2k12R2 Standard to provide the out-of-office (OOF) -and the calendar information.

A mailbox for each user (XAuser01 ... XAuser05) with email address **XA.User01@ctx.fr.icclab.com ... XA.User05@ctx.fr.icclab.com** created.

2.5 Avaya one-X Attendant Server

The one-X Attendant Server (version 4.13.001) is installed in a XenServer VM named **1XA Server** with W2k12 R2 Standard.

The necessary configurations (Configuration Tools) are done.

3 Installation and Configuration

3.1 Citrix XenApp Server

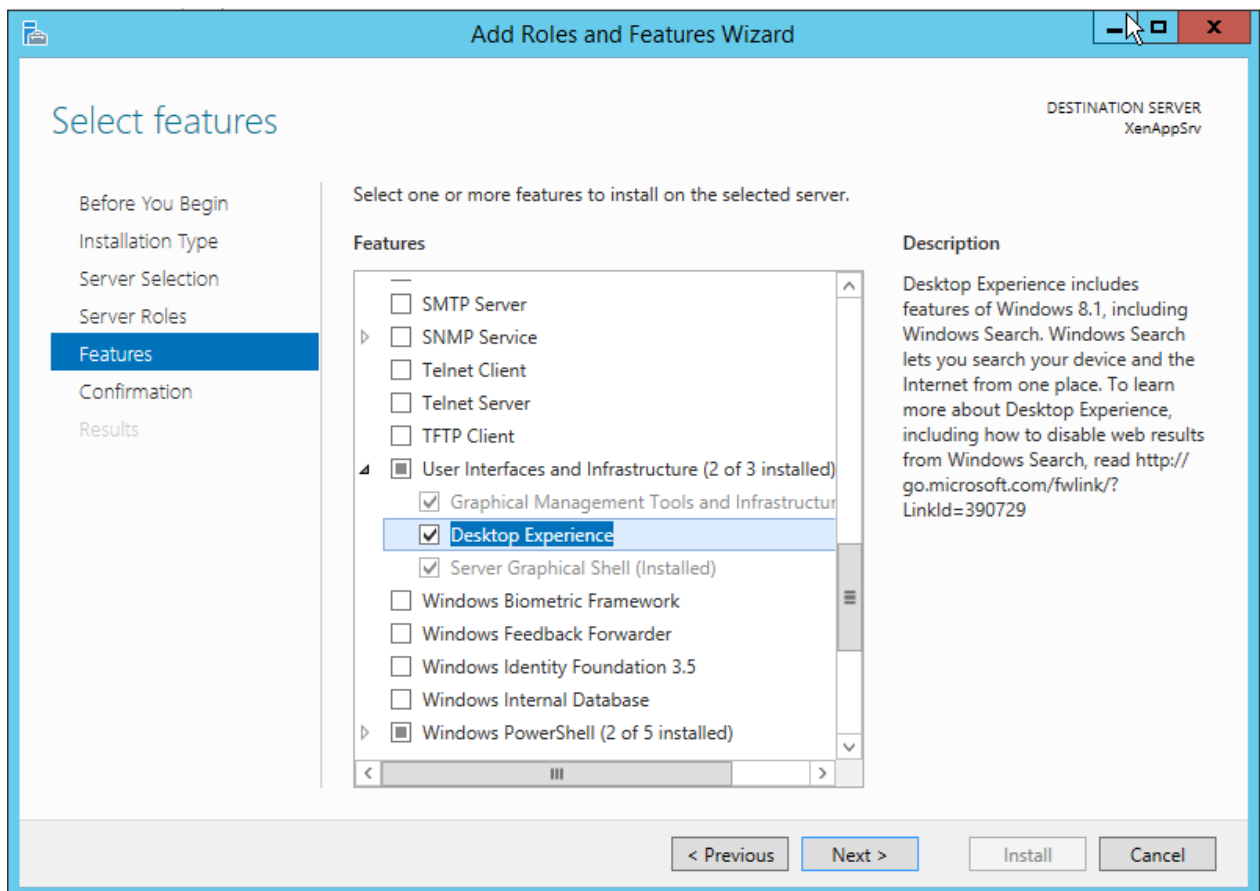
- Create a VM named **XenApp Server** with W2k12 R2 Standard (2 vCPU, 4 GB RAM, 50 GB HD).
- Install XenServer Tools (xs-tools.iso).
- Assign static IP address
- Add the VM to the domain (ctx.fr.icclab.com)
- Login with the domain administrator (ctx\Administrator)

3.1.1 Windows Feature Installation

As a prerequisite, the Windows feature **Desktop Experience** is needed.

In Server Manager select “Add Roles and Features”, click Next and select “Role-based or feature-based installation”.

Click Next, select the server and click Next twice.



Click Next and then Install.

-> A server restart is necessary to finish the installation.

3.1.2 XenApp Installation

Note: For scale and performance reasons Citrix recommends, to install Director (XenApp core component) and License Server on separate servers.

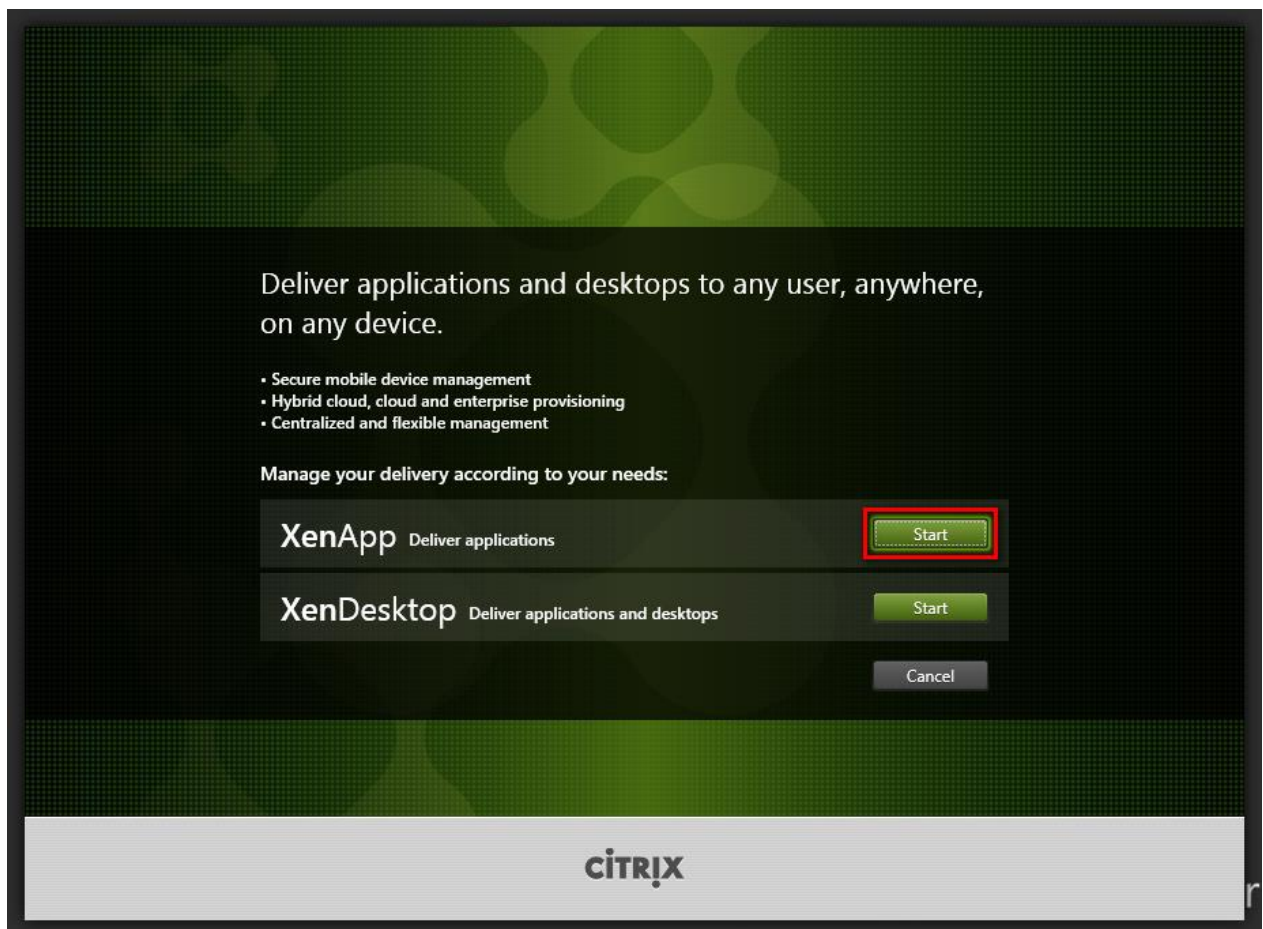
But in this test installation, all components of XenApp and the Citrix license server are installed on the same machine.

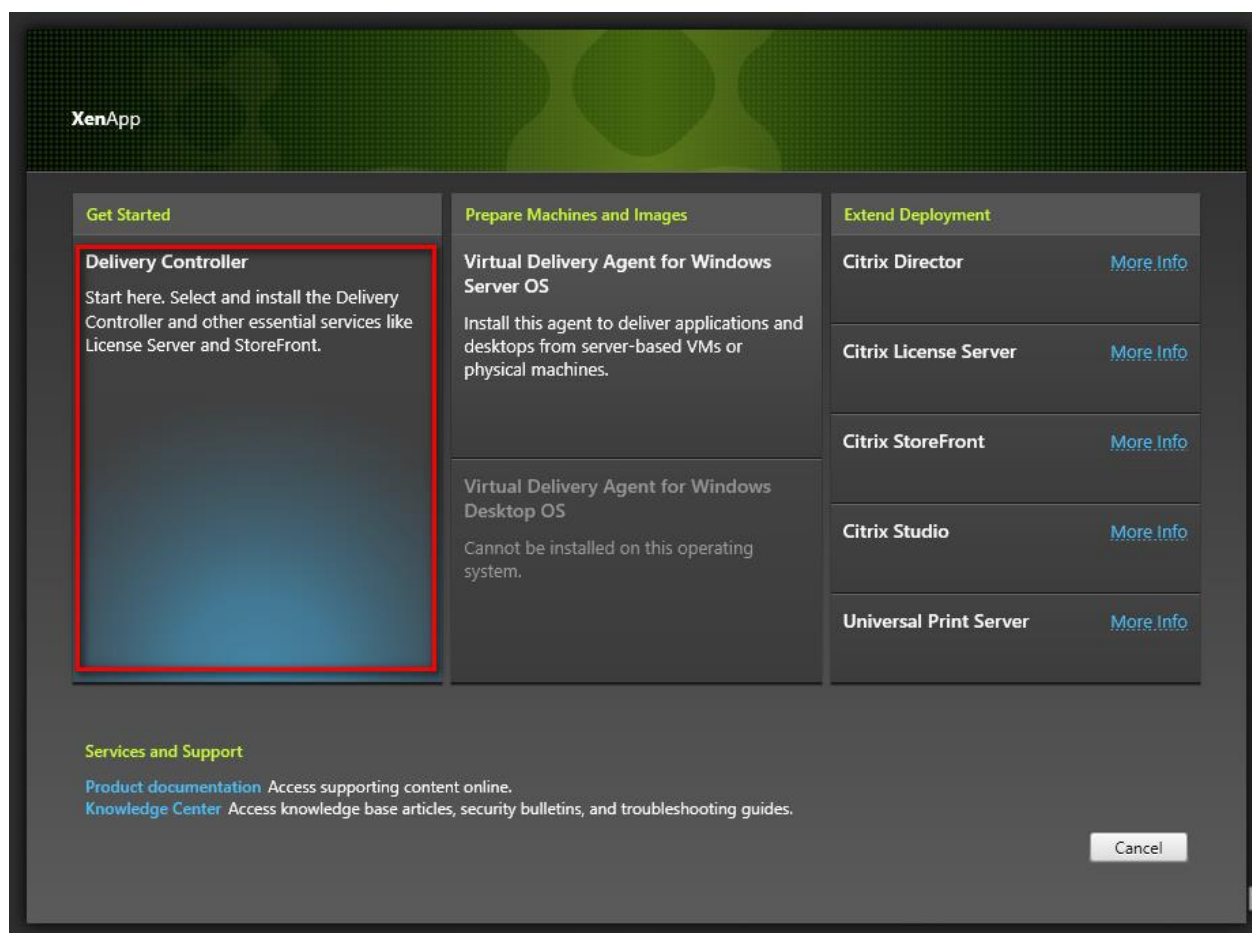
The installation screenshots are in chronological order. They are mostly self-explanatory and therefore no additional comment is necessary. The click buttons or/and other user inputs which differ from the default value are marked by a red edging.

Let's start ...

Download the XenApp product software (XenApp 7.7 Enterprise Edition) from the Citrix homepage. The downloaded installation image (XenApp_and_XenDesktop_7_7.iso) contains both, XenApp and XenDesktop. The choice which product should be installed will be done in the first installation window.

Insert the XenApp/XenDesktop installation image into the virtual DVD drive. The installation should start automatically. If the installation doesn't start automatically, open the DVD drive and run **AutoSelect.exe** (Run as administrator).





Licensing Agreement

Core Components

Features

Firewall

Summary

Install

Finish

CITRIX LICENSE AGREEMENT

This is a legal agreement ("AGREEMENT") between the end-user customer ("you"), and the providing Citrix entity (the applicable providing entity is hereinafter referred to as "CITRIX"). Your location of receipt of Citrix product (hereinafter "PRODUCT") and software maintenance (hereinafter "MAINTENANCE") determines the providing entity hereunder. Citrix Systems, Inc., a Delaware corporation, licenses the PRODUCT and provides MAINTENANCE in the Americas. Citrix Systems International GmbH, a Swiss company wholly owned by Citrix Systems, Inc., licenses the PRODUCT and provides MAINTENANCE in Europe, the Middle East, and Africa. Citrix Systems Asia Pacific Pty Ltd. licenses the PRODUCT and provides MAINTENANCE in Asia and the Pacific (excluding Japan). Citrix Systems Japan KK licenses the PRODUCT and provides MAINTENANCE in Japan. BY INSTALLING AND/OR USING THE PRODUCT, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT INSTALL AND/OR USE THE PRODUCT. Nothing contained in any purchase order or any other document submitted by you shall in any way modify or add to the terms and conditions contained in this AGREEMENT.

1. PRODUCT LICENSES.

- a. End User Licenses. The PRODUCT is made available by CITRIX



I have read, understand, and accept the terms of the license agreement.



I do not accept the terms of the license agreement

Back

Next

Cancel

XenApp 7.7

✓ Licensing Agreement

Core Components

Features

Firewall

Summary

Install

Finish

Core Components

For scale and performance reasons, it is recommended that Director and the License Server be installed on separate servers.

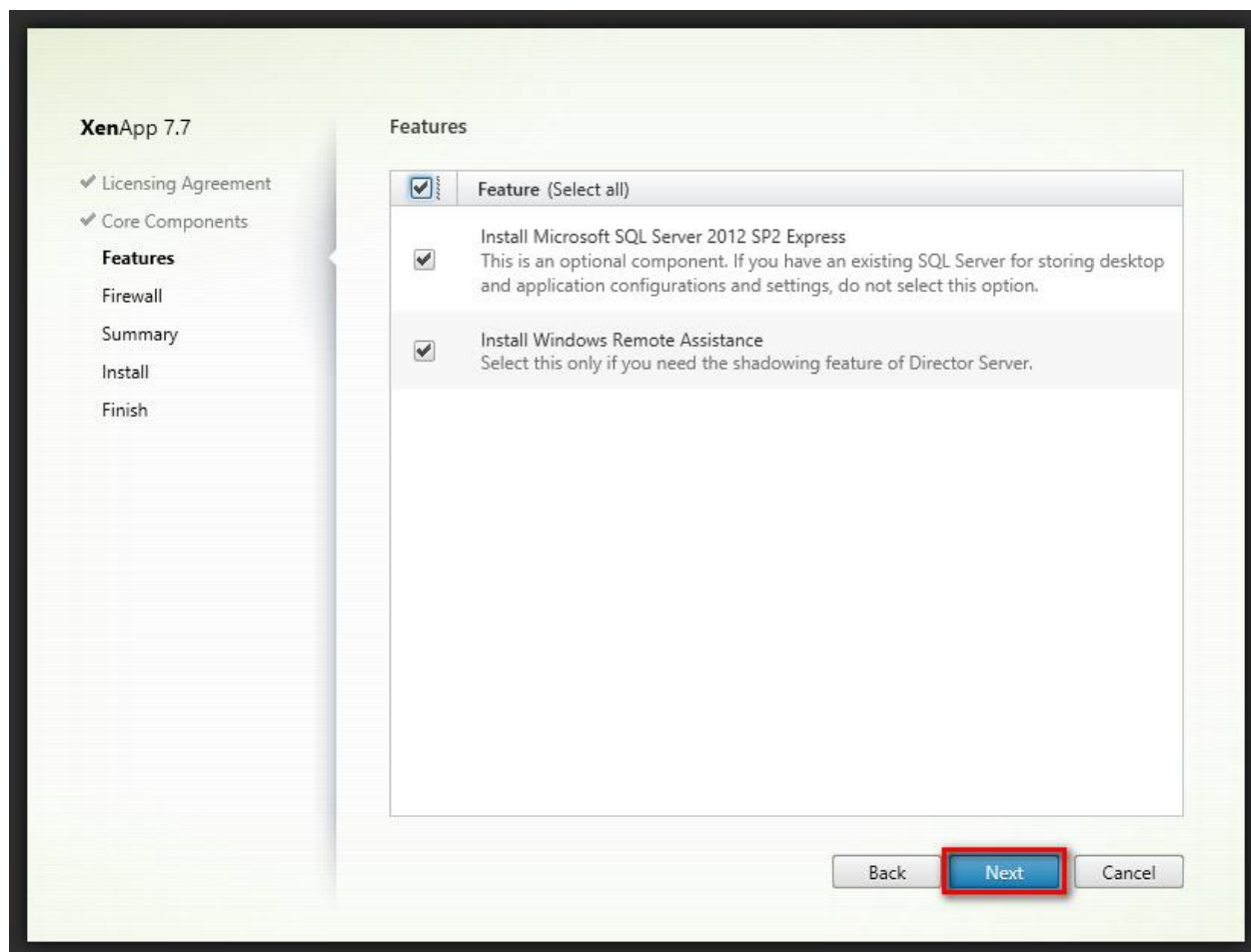
Location: C:\Program Files\Citrix [Change...](#)

<input checked="" type="checkbox"/>	Component (Select all)
<input checked="" type="checkbox"/>	Delivery Controller Distributes applications and desktops, manages user access, and optimizes connections.
<input checked="" type="checkbox"/>	Studio Create, configure, and manage infrastructure components, applications, and desktops.
<input checked="" type="checkbox"/>	Director Monitor performance and troubleshoot problems.
<input checked="" type="checkbox"/>	License Server Manages product licenses.
<input checked="" type="checkbox"/>	StoreFront Provides authentication and resource delivery services for Citrix Receiver, enabling you to create centralized enterprise stores to deliver applications, desktops, and other resources to users on any device, anywhere.

Back

Next

Cancel



XenApp 7.7

✓ Licensing Agreement

✓ Core Components

✓ Features

Firewall

Summary

Install

Finish

Firewall

The default ports are listed below.

[Printable version](#)

Delivery Controller	Director	License Server	StoreFront
80 TCP 443 TCP	80, 443 TCP	7279 TCP 27000 TCP 8083 TCP 8082 TCP	80, 443 TCP

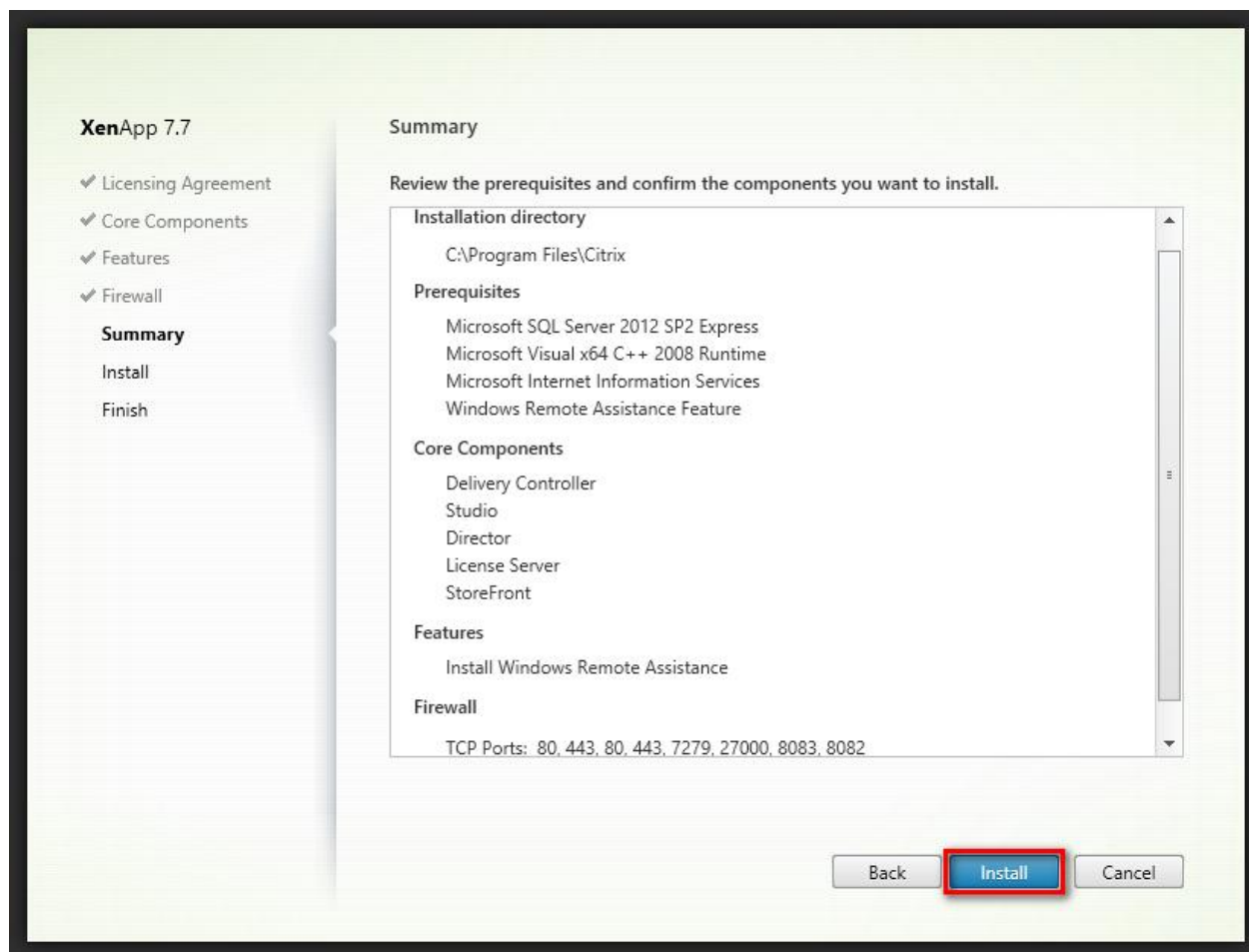
Configure firewall rules:

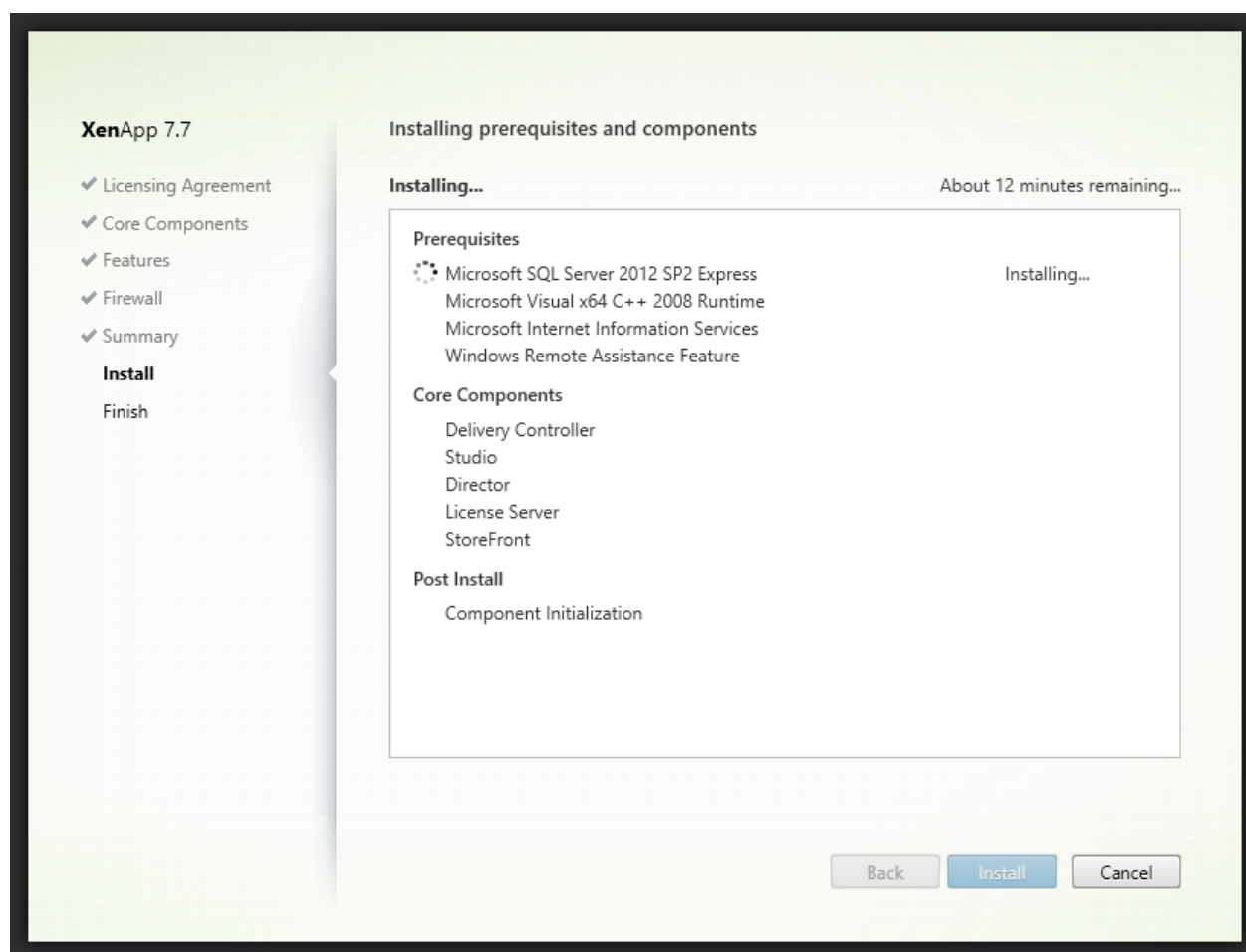
- ☒ Automatically
Select this option to automatically create the rules in the Windows Firewall. The rules will be created even if the Windows Firewall is turned off.
- ☐ Manually
Select this option if you are not using Windows Firewall or if you want to create the rules yourself.

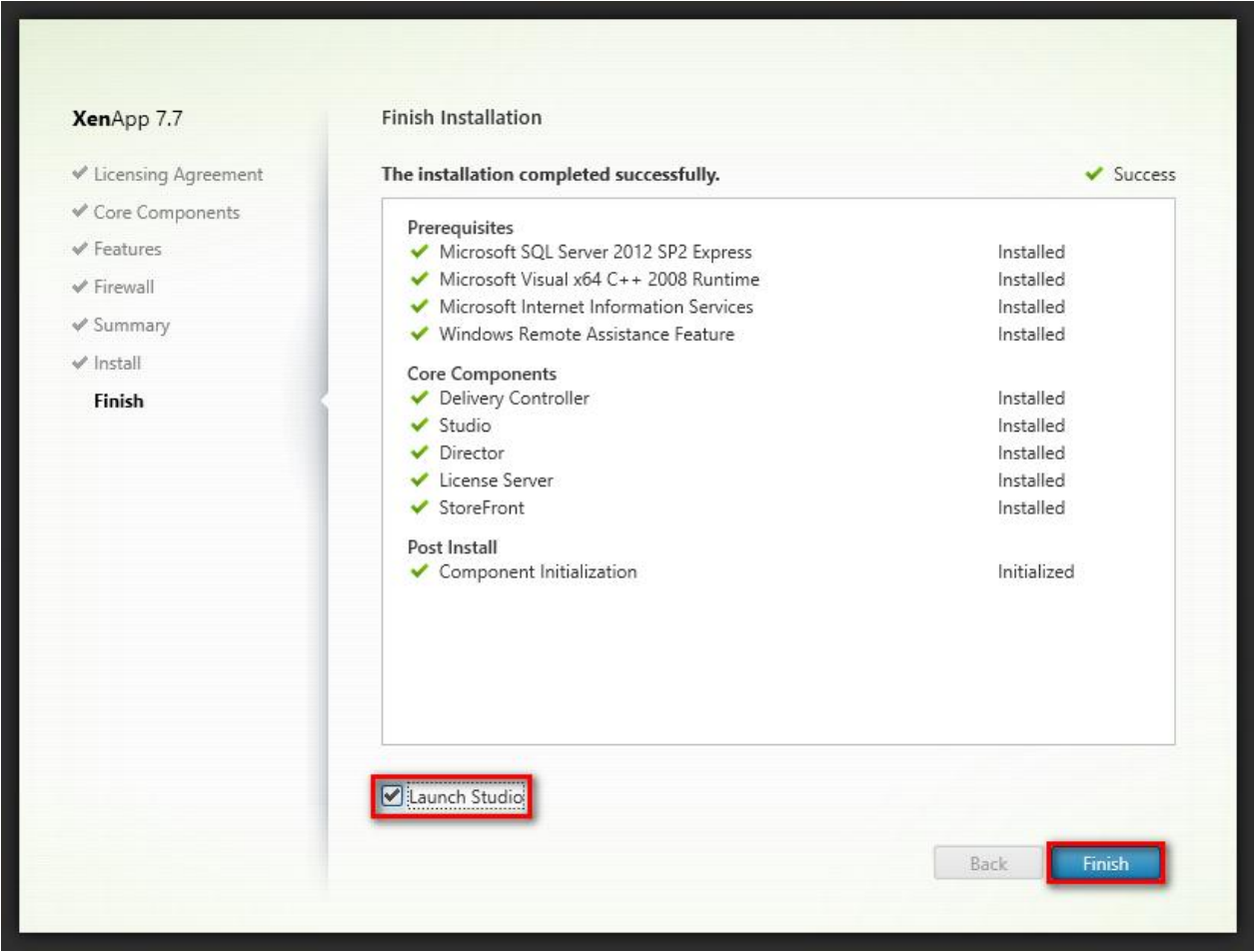
Back

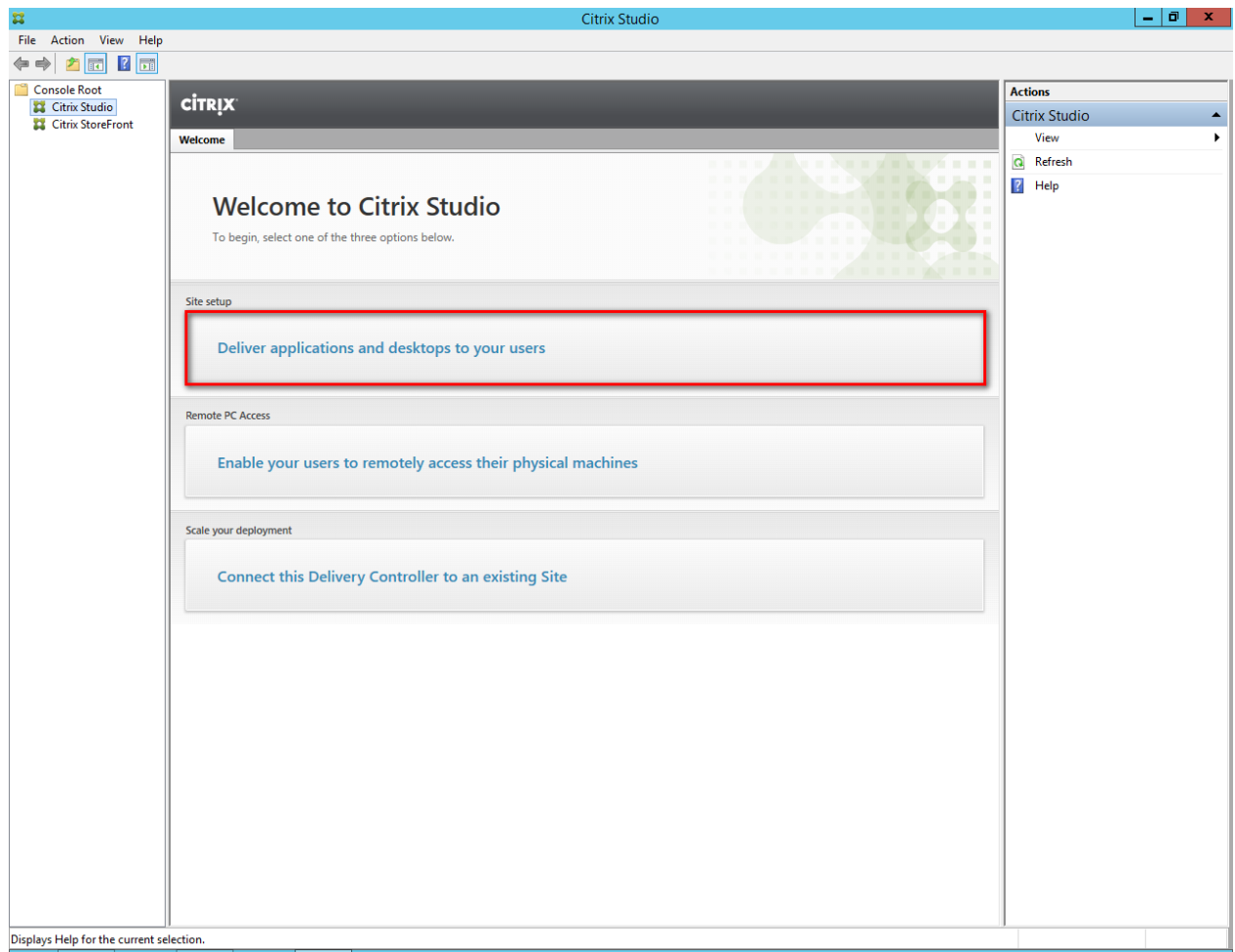
Next

Cancel









Site Setup

Studio

Introduction

Databases

Licensing

Connection

Network

Storage

App-V Publishing

Summary

Introduction

You have two options when creating a new Site. The simplest option is to automatically create a fully configured, production-ready Site. The second, more advanced option is to create an empty Site, which you must configure yourself.

What kind of Site do you want to create?

☒ A fully configured, production-ready Site (recommended for new users)

☐ An empty, unconfigured Site

Site name:

ICClabor

Back Next Cancel

Site Setup

Studio

✓ Introduction

Databases

Licensing

Connection

Network

Storage

App-V Publishing

Summary

Databases

Databases store information about Site setup, configuration logging and monitoring. Choose how you want to set up the databases. [Learn more](#)

☒ Create and set up databases from Studio (You can provide details of existing empty databases)

☐ Generate scripts to manually set up databases on the database server

Provide database details

Data type	Database name	Location (formats)
Site:	CitrixICClaborSite	localhost\sqlexpress
Monitoring:	CitrixICClaborMonitoring	localhost\sqlexpress
Logging:	CitrixICClaborLogging	localhost\sqlexpress

i Default database names and SQL Server Express location are provided

Specify additional Delivery Controllers for this Site [Learn more](#) Select...

1 selected


Back Next Cancel

Site Setup

Studio

- ✓ Introduction
- ✓ Databases
- Licensing**
- Connection
- Network
- Storage
- App-V Publishing
- Summary

Licensing

License server address: 

Connected to trusted server
[View certificate](#)

I want to:

- ☒ Use the free 30-day trial
You can add a license later.
- ☐ Use an existing license
The product list below is generated by the license server.

There are no suitable licenses on your license server. You can allocate licenses using your License Access Code or you can add licenses from your network.

[Learn more](#)

Licensing will be done later.

Site Setup

Studio

- ✓ Introduction
- ✓ Databases
- ✓ Licensing
- Connection**
- App-V Publishing
- Summary

Connection

Select a Connection type. If machine management is not used (for example when using physical hardware), select 'No machine management.'

Connection type:

Site Setup

Studio

✓ Introduction

✓ Databases

✓ Licensing

✓ Connection

App-V Publishing

Summary

App-V Publishing

Do you want to add an App-V publishing server to this deployment?

☒ No

☐ Yes

App-V management server:

http://MyManagementServer.example.com:81

App-V publishing server:

http://MyPublishingServer.example.com:82

Test connection...

Back

Next

Cancel

Site Setup

Studio

✓ Introduction

✓ Databases

✓ Licensing

✓ Connection

✓ App-V Publishing

Summary

Summary

Site name:	ICClabor
Site database:	Citrix\ICClaborSite localhost\squlexpress (no high availability)
Monitoring database:	Citrix\ICClaborMonitoring localhost\squlexpress (no high availability)
Logging database:	Citrix\ICClaborLogging localhost\squlexpress (no high availability)
Delivery Controllers:	XenAppSrv.CTX.fr.icclab.com
License server:	localhost:27000
App-V:	Not configured

Would you like to help make the product better by joining the Citrix Customer Experience Improvement Program? [Learn more](#)

☐ Yes. Send anonymous statistics and usage information.

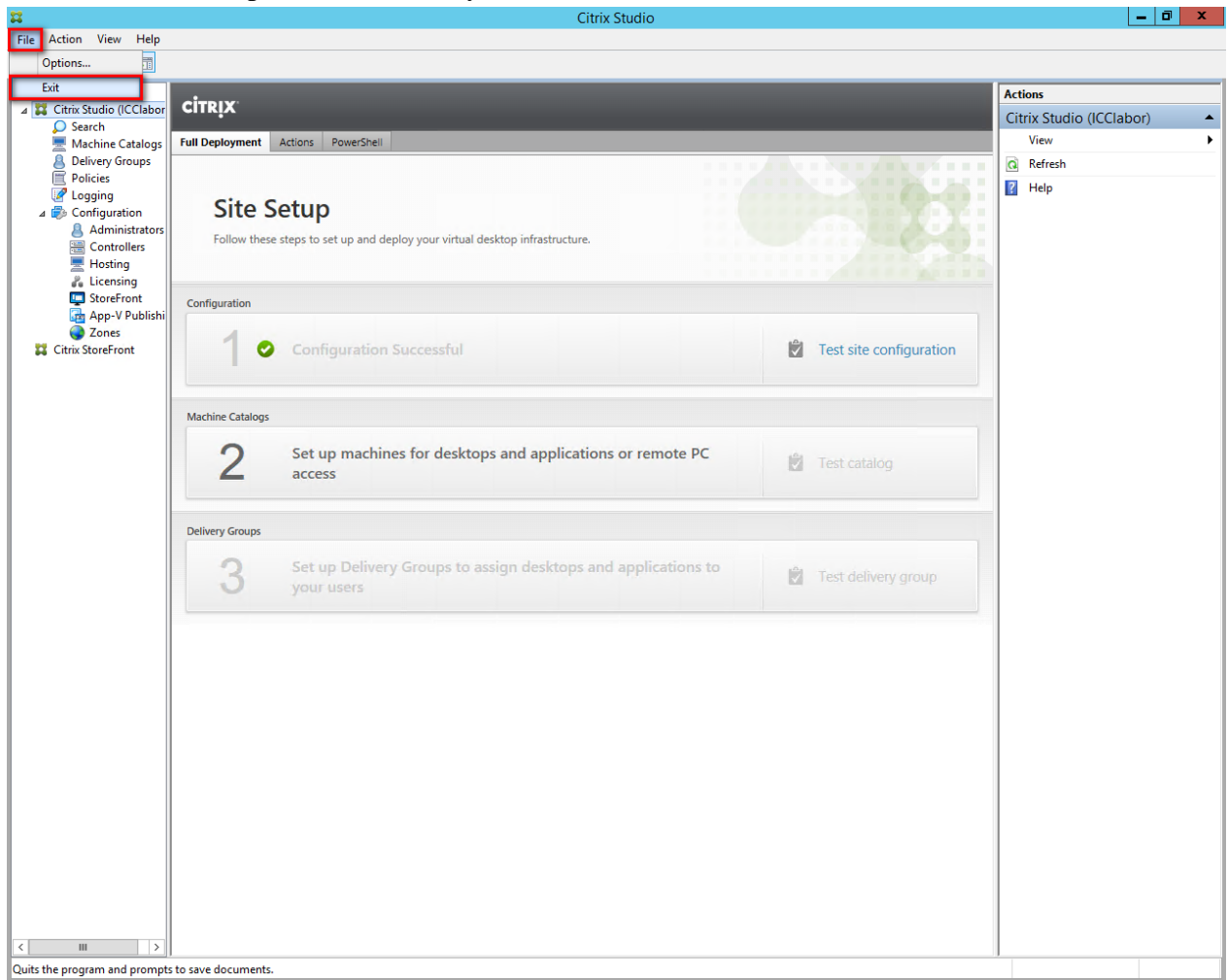
☒ No. You can join later.

Back

Finish

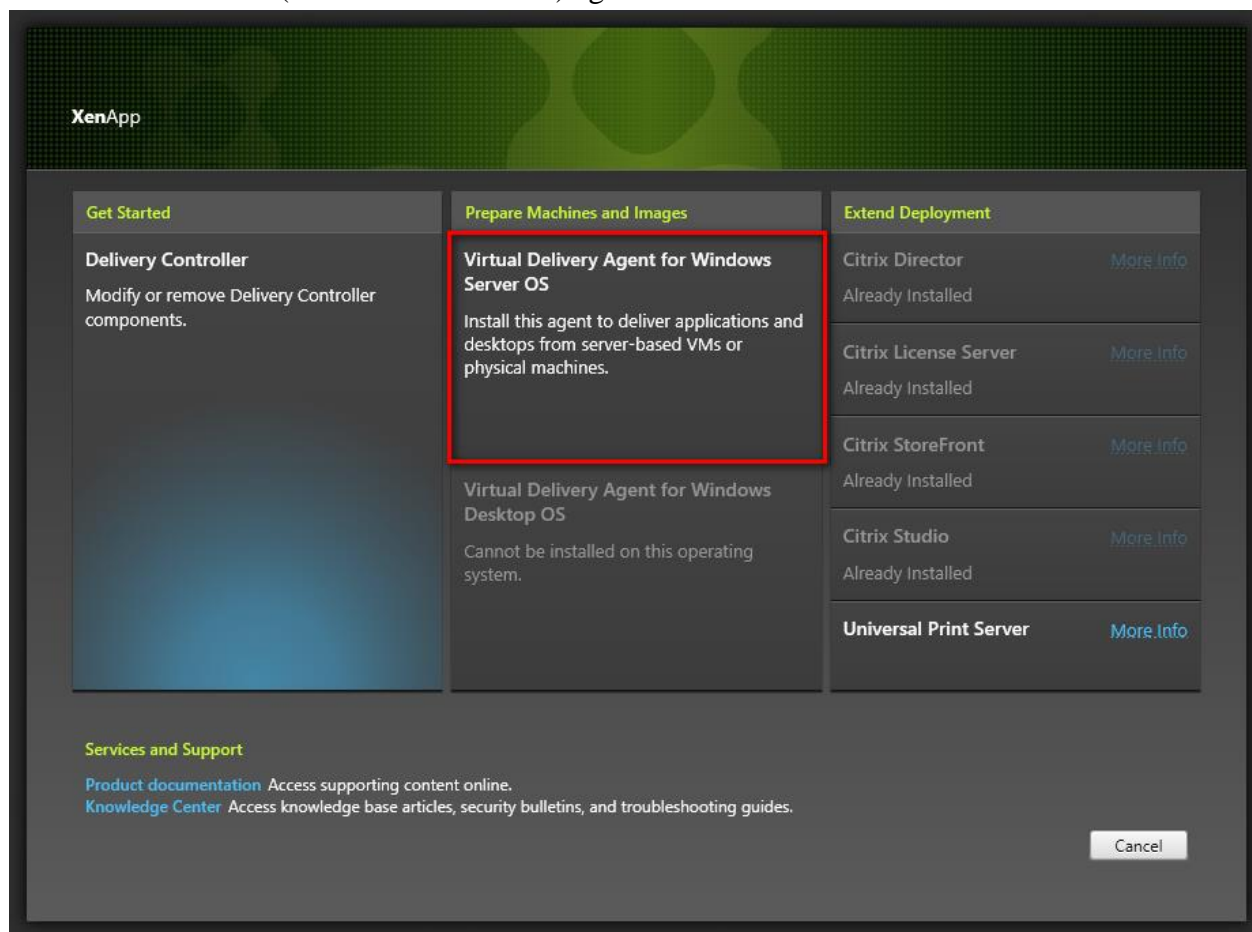
Cancel

The Citrix Studio opens automatically.



Exit Citrix Studio.

Run **AutoSelect.exe** (Run as administrator) again.



XenApp 7.7

Environment

Core Components

Delivery Controller

Features

Firewall

Summary

Install

Finish

Environment

Configuration

I want to:

☐ Create a Master Image

Select this option if you use Machine Creation Services or Provisioning Services to create servers from this master image.

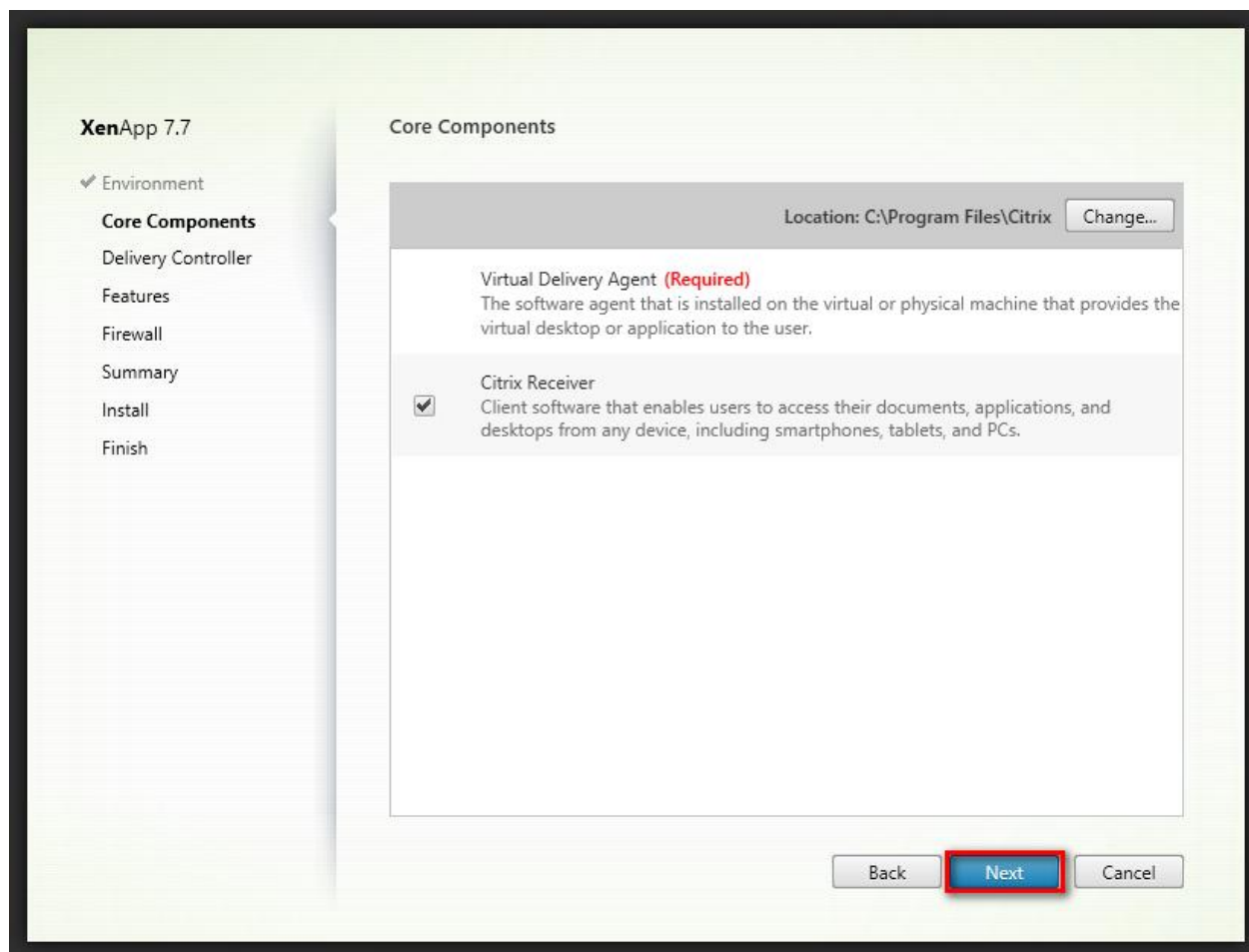
☒ Enable connections to a server machine

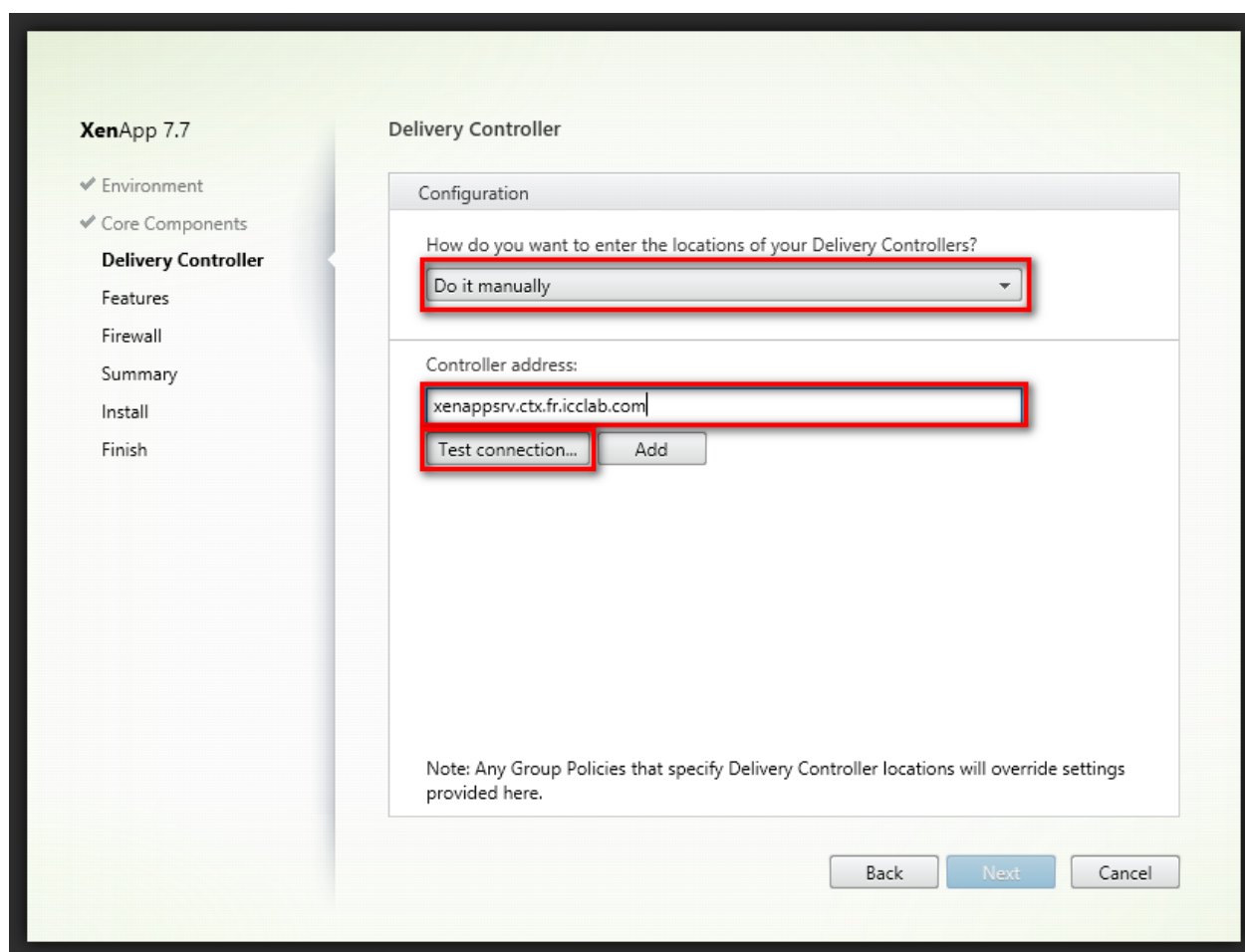
Select this option to install the Virtual Delivery Agent onto either a physical server or a virtual machine that has been provisioned without the VDA.

Back

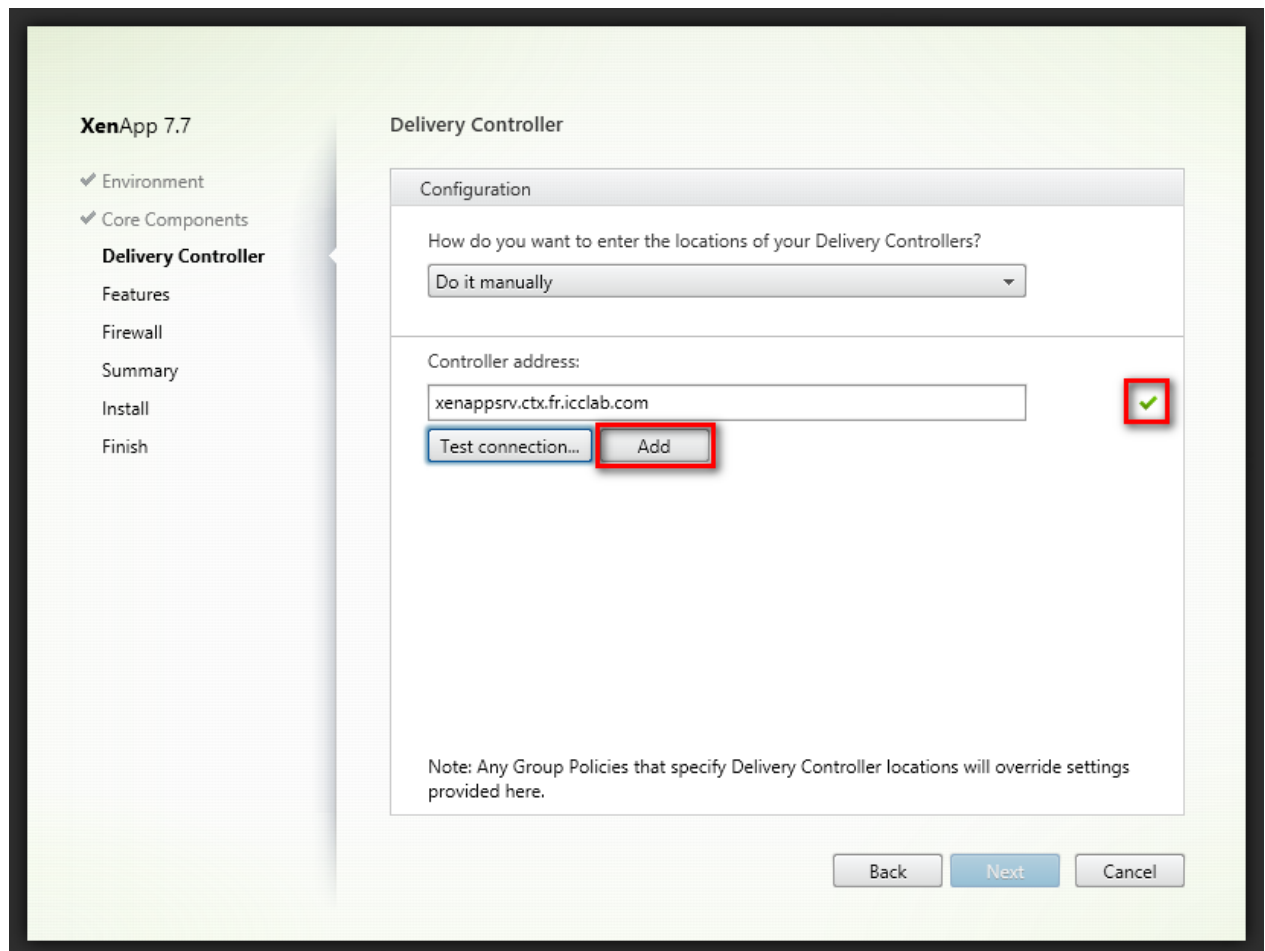
Next

Cancel





The accessibility of the Delivery Controller will be checked.



✓ A test connection to the Delivery Controller could be established.
Add the controller to the XenApp environment.

XenApp 7.7

✓ Environment

✓ Core Components

Delivery Controller

Features

Firewall

Summary

Install

Finish

Delivery Controller

Configuration

How do you want to enter the locations of your Delivery Controllers?

Do it manually

xenappsrv.ctx.fr.icclab.com

[Edit](#) [Delete](#)

Controller address:

Example: controller1.domain.com

[Test connection...](#)

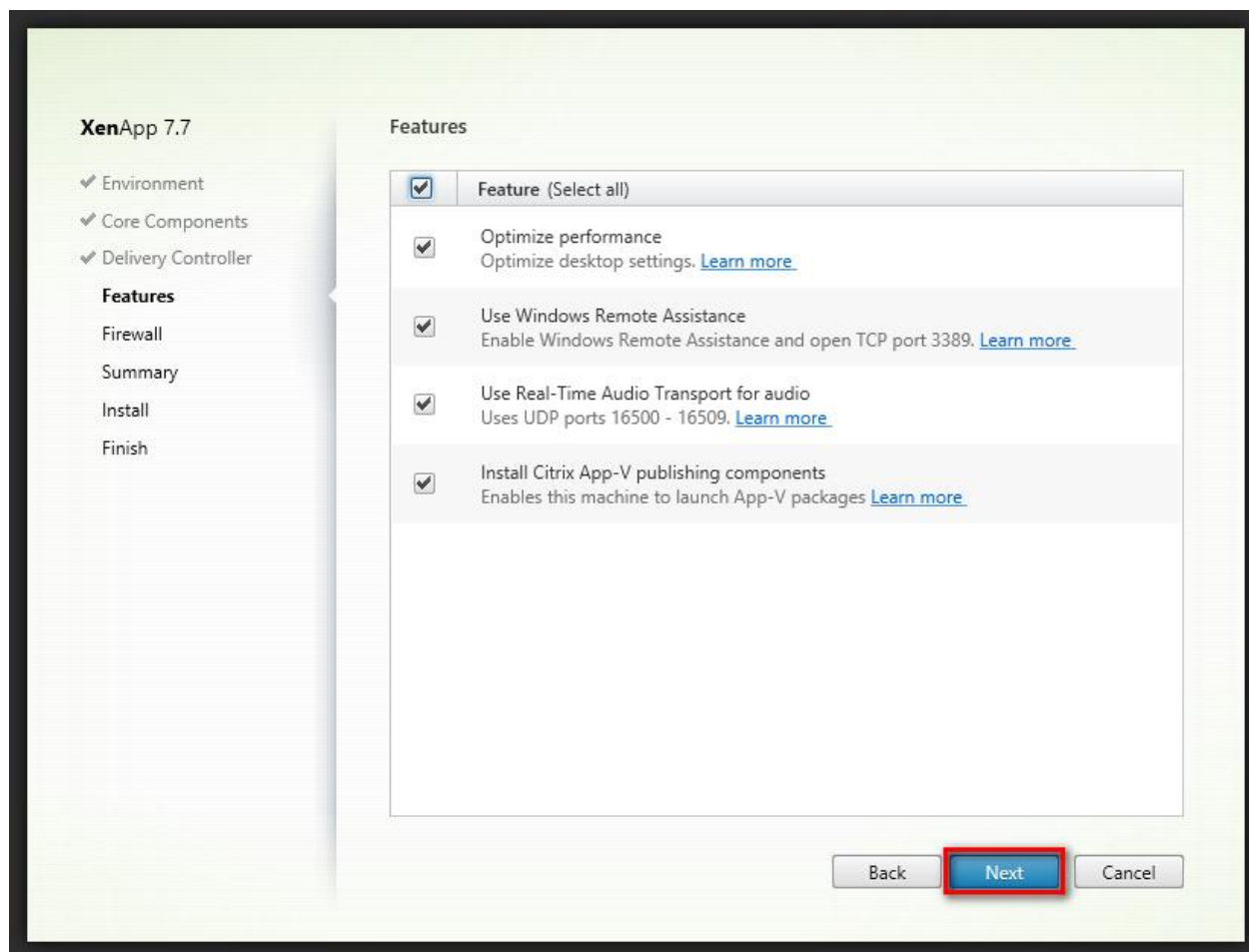
[Add](#)

Note: Any Group Policies that specify Delivery Controller locations will override settings provided here.

[Back](#)

[Next](#)

[Cancel](#)



XenApp 7.7

- ✓ Environment
- ✓ Core Components
- ✓ Delivery Controller
- ✓ Features
 - Firewall**
 - Summary
 - Install
 - Finish

Firewall

The default ports are listed below.

[Printable version](#)

Controller Communications	Remote Assistance	Real Time Audio
80 TCP 1494 TCP 2598 TCP 8008 TCP	3389 TCP	16500 - 16509 UDP

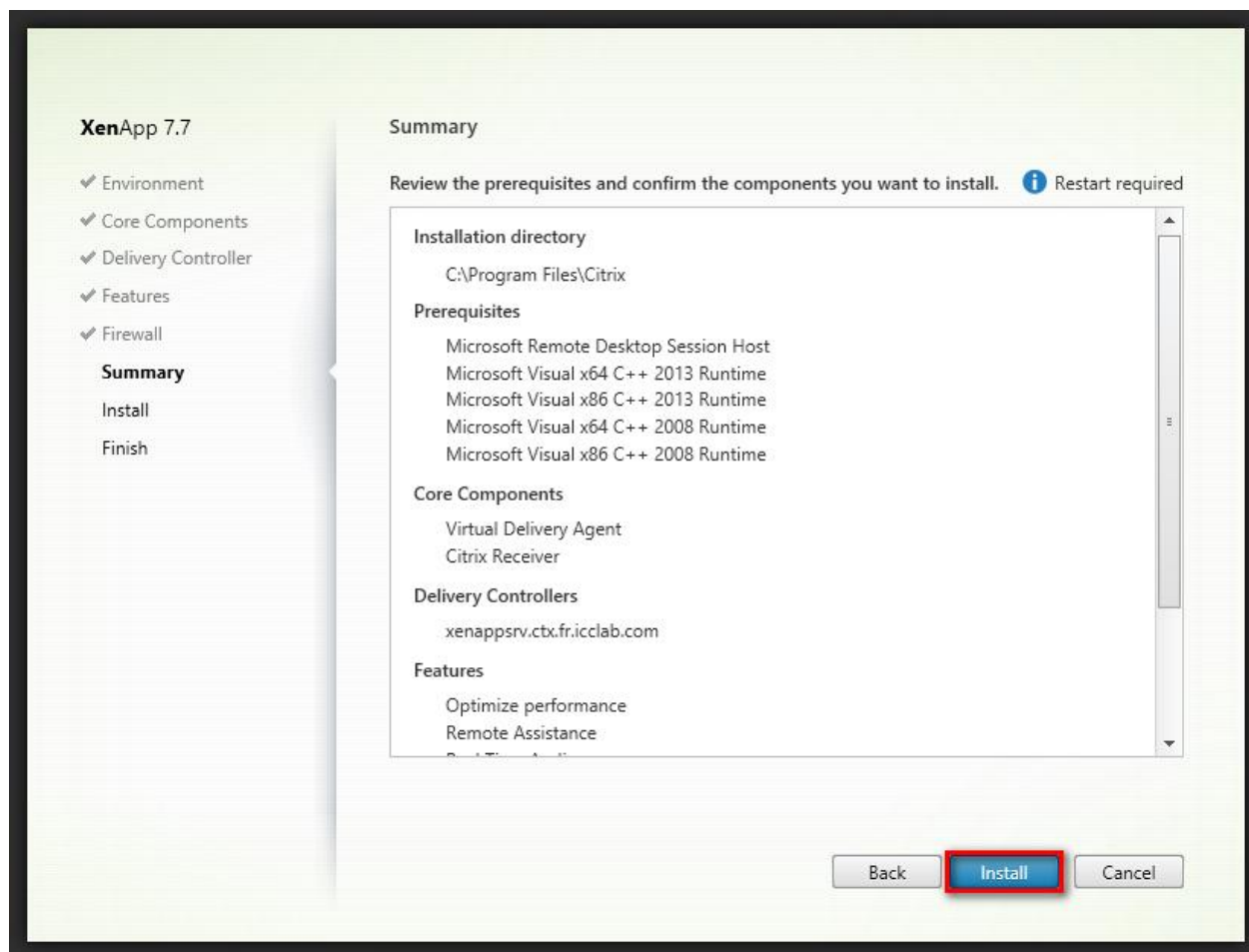
Configure firewall rules:

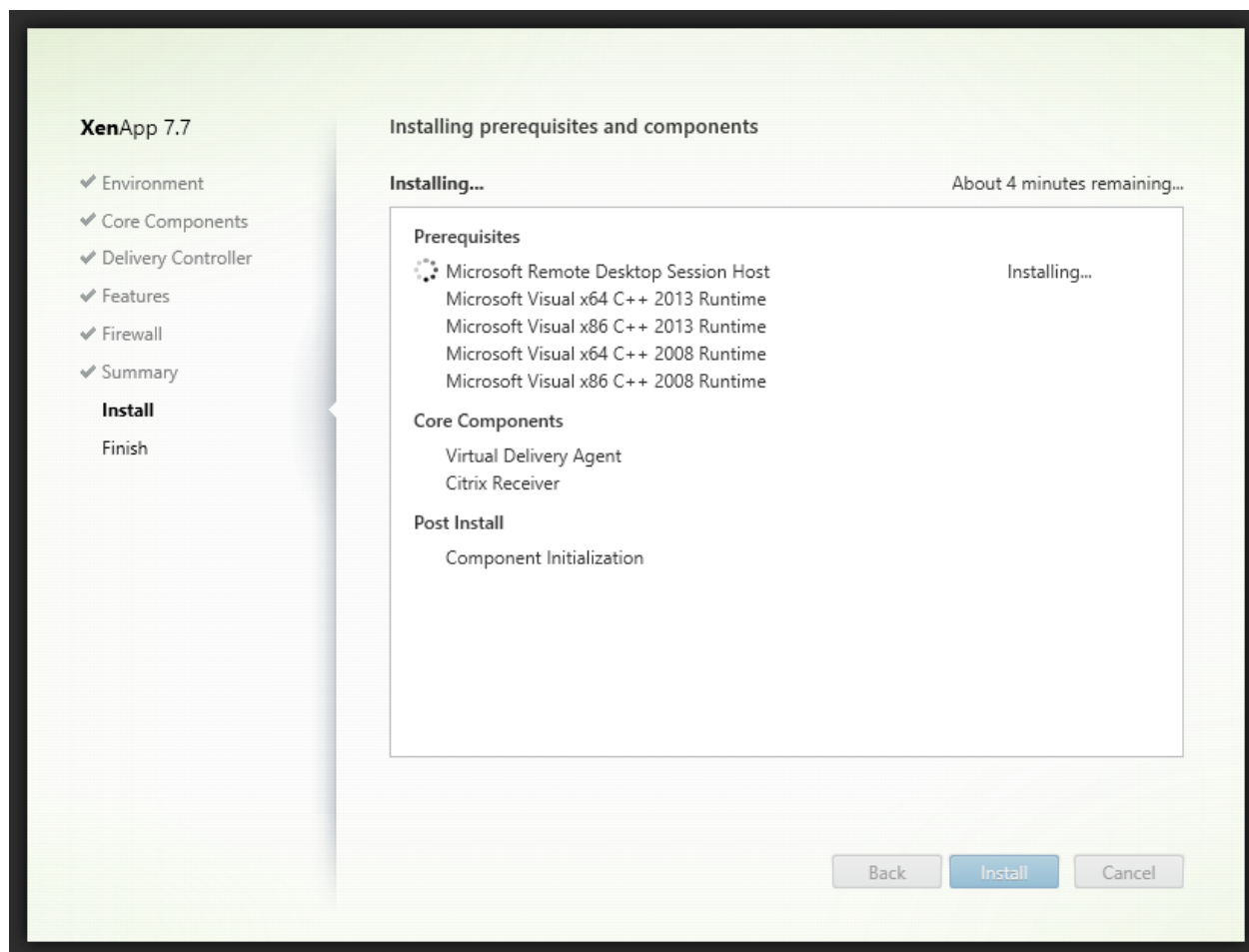
- ☒ Automatically
Select this option to automatically create the rules in the Windows Firewall. The rules will be created even if the Windows Firewall is turned off.
- ☐ Manually
Select this option if you are not using Windows Firewall or if you want to create the rules yourself.

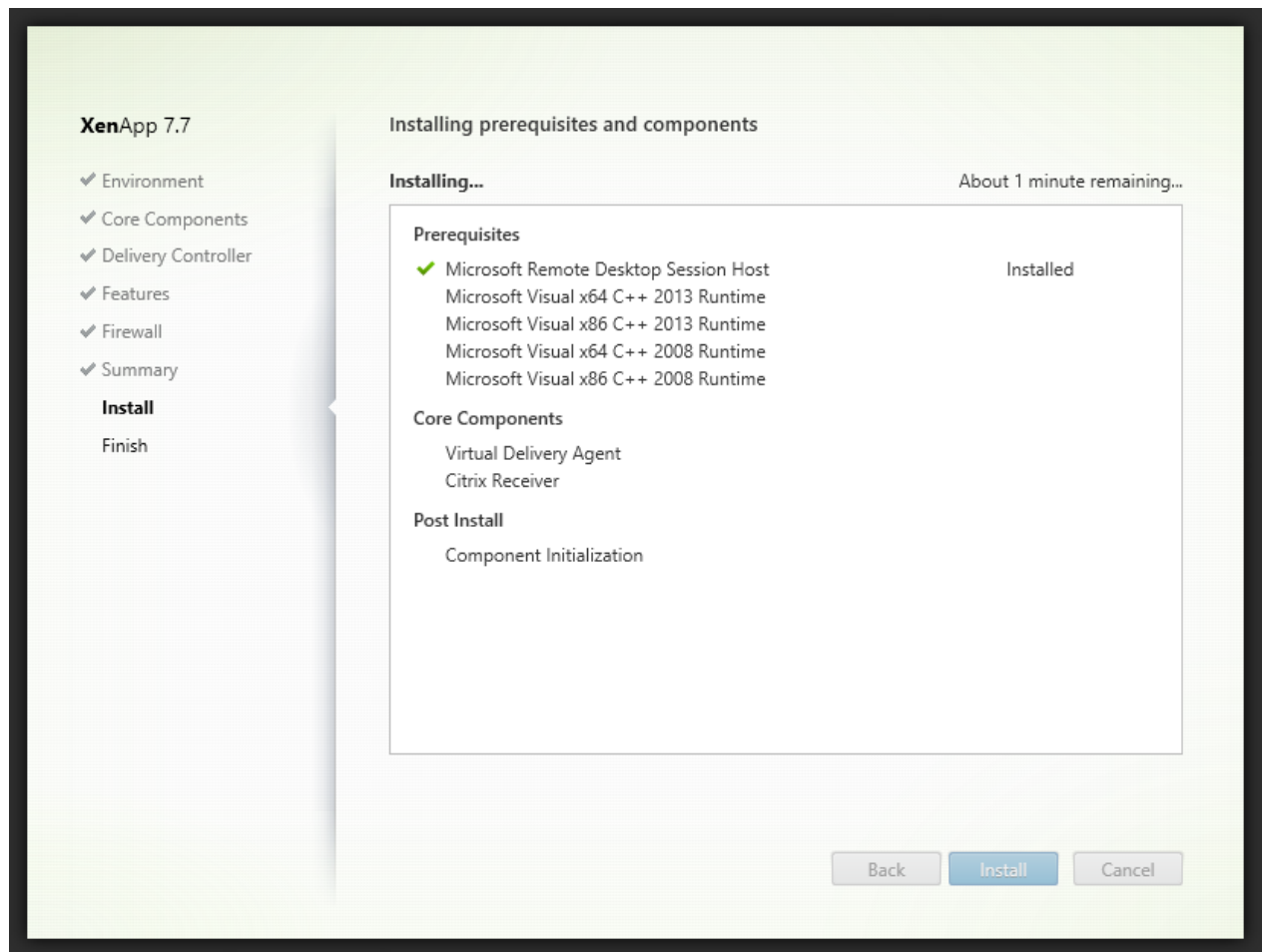
Back

Next

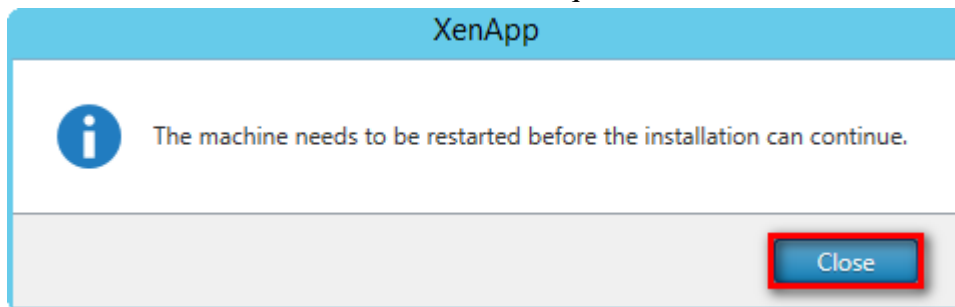
Cancel





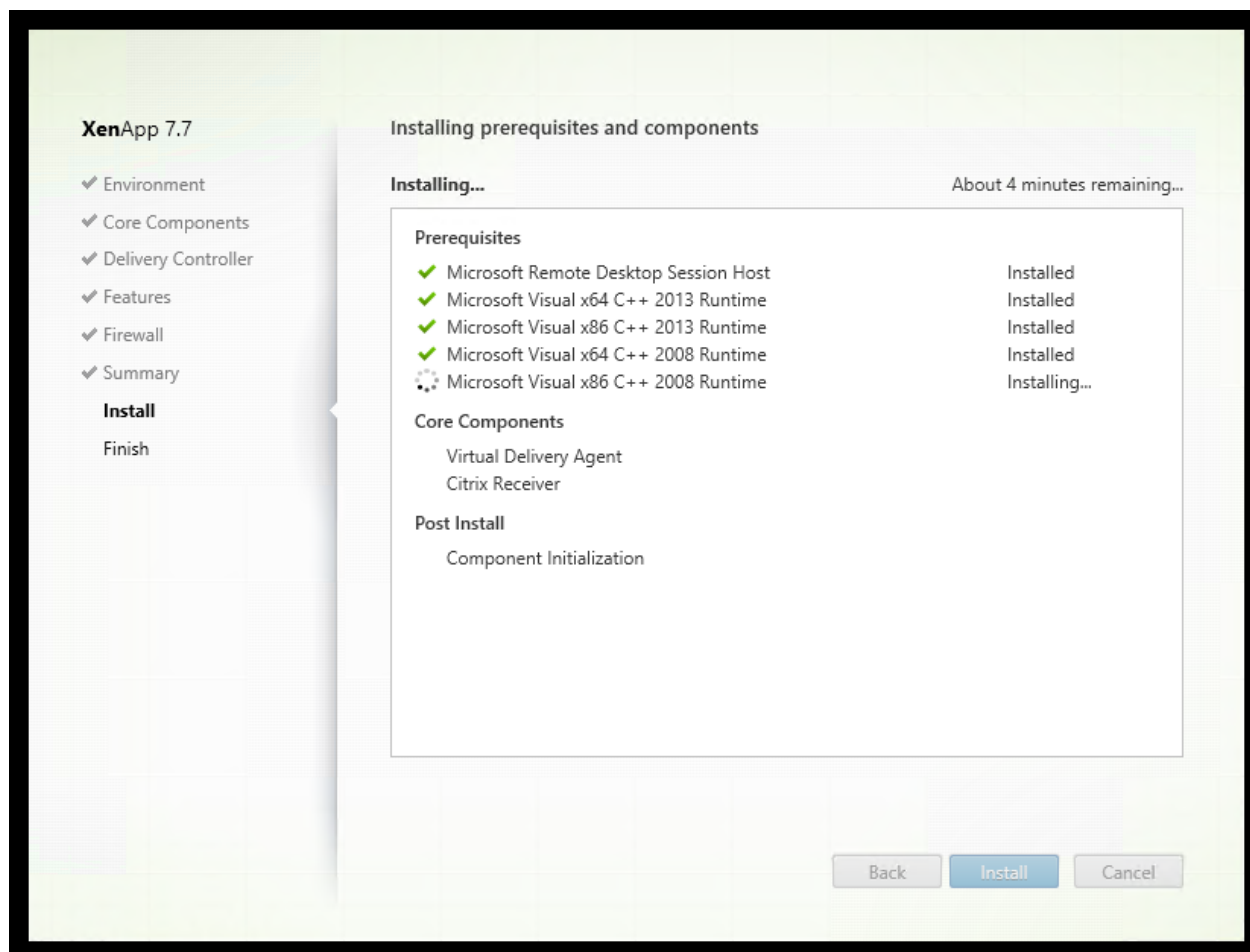


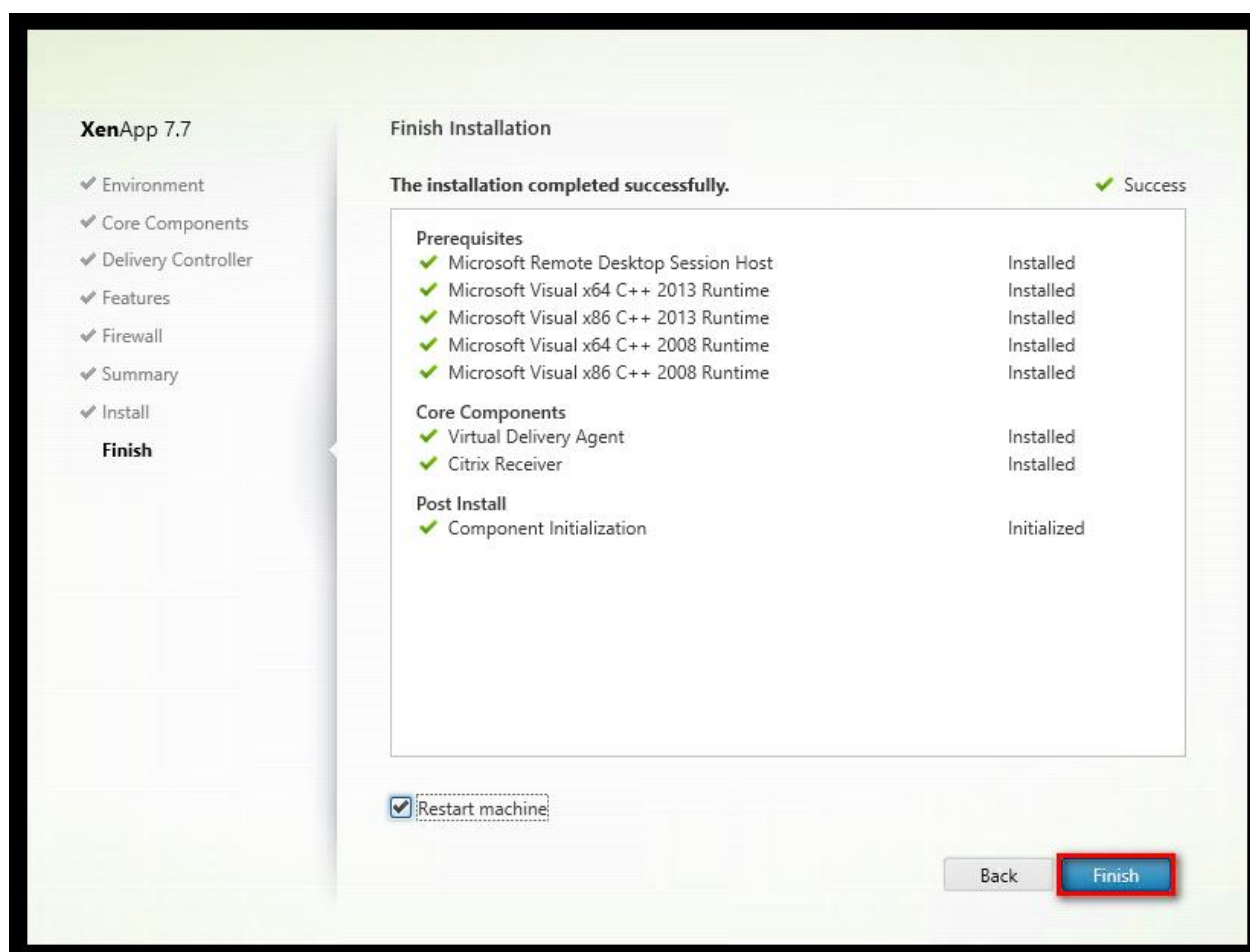
After the first item is installed, a restart is requested.



The machine restarts automatically.

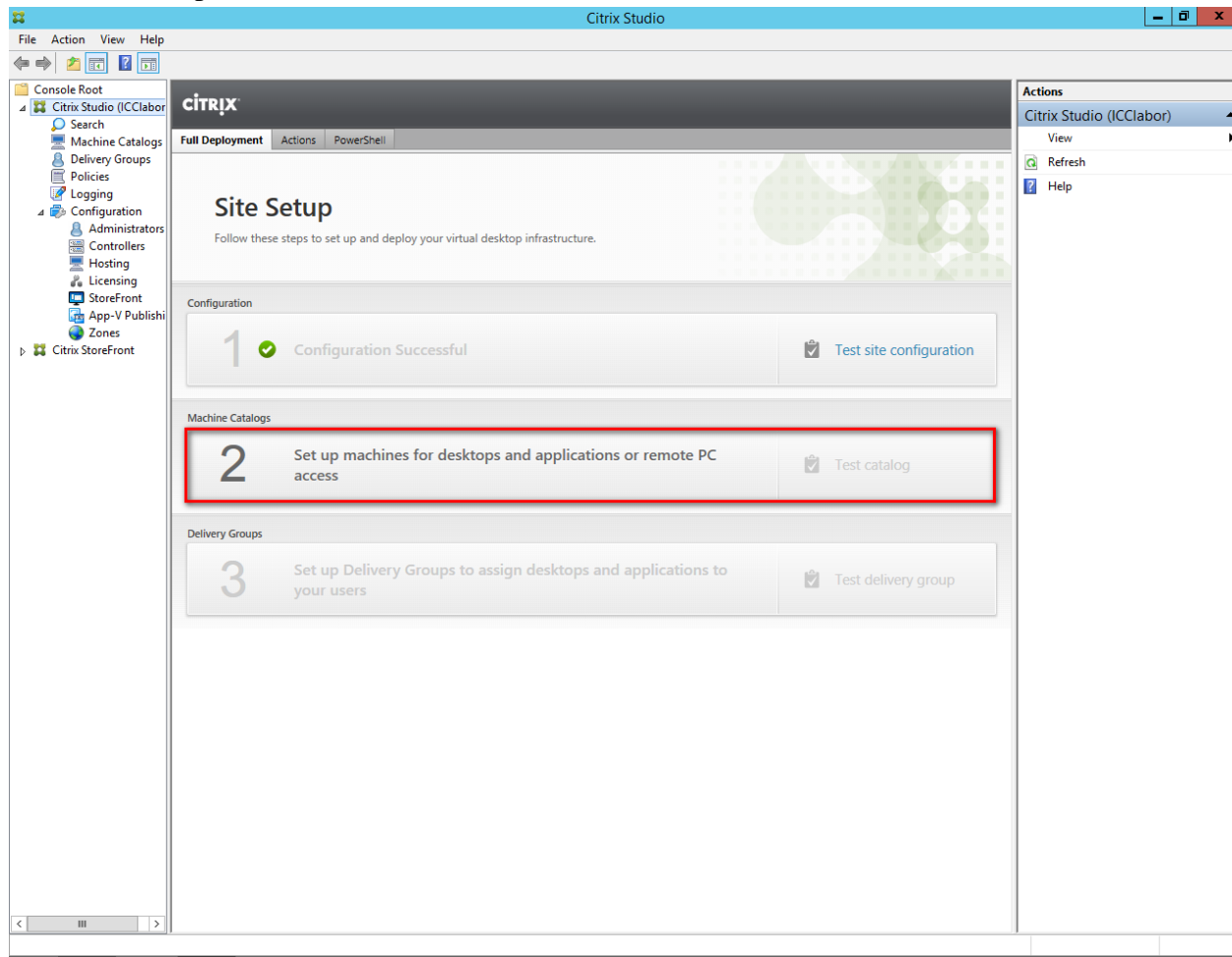
The installation continues after restart.

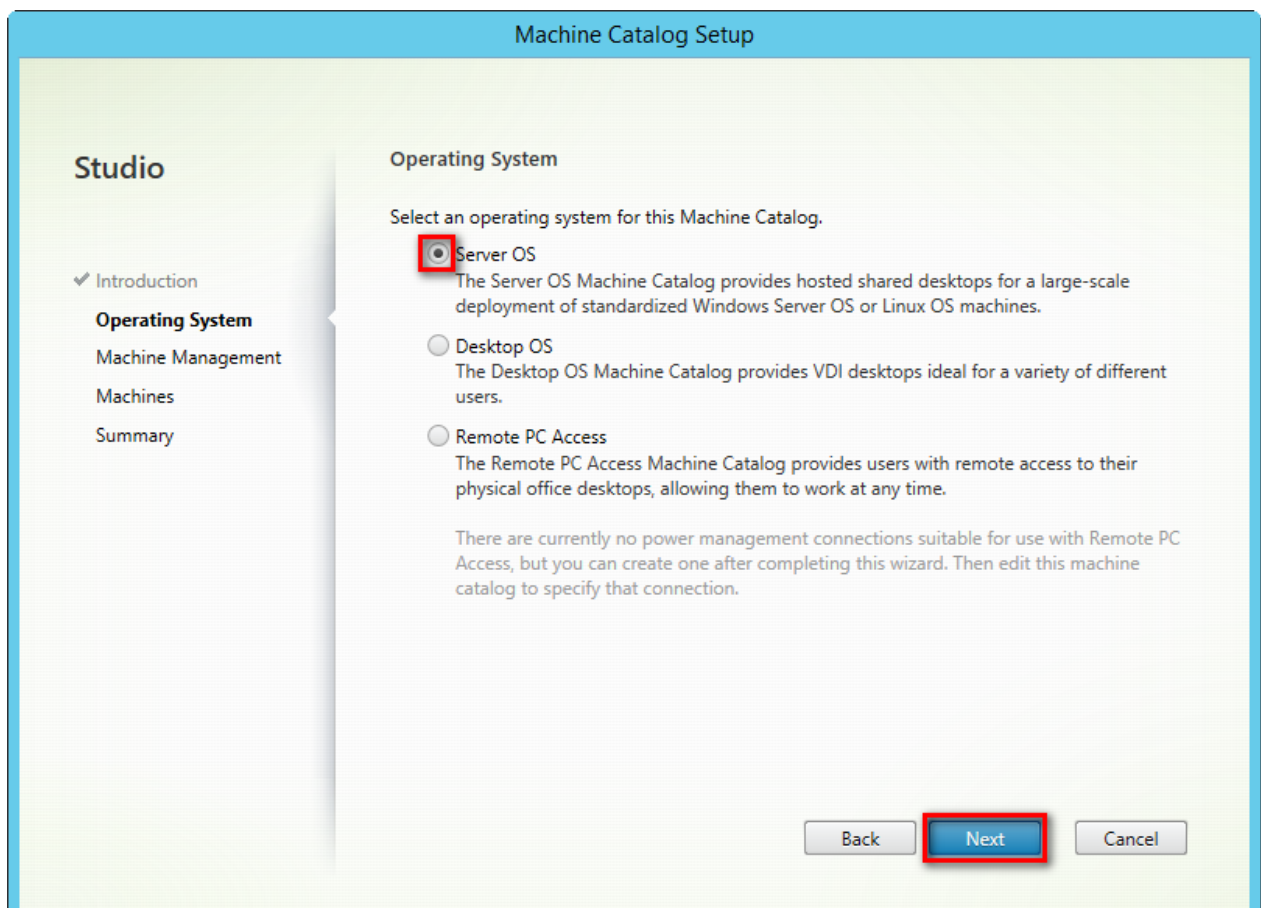
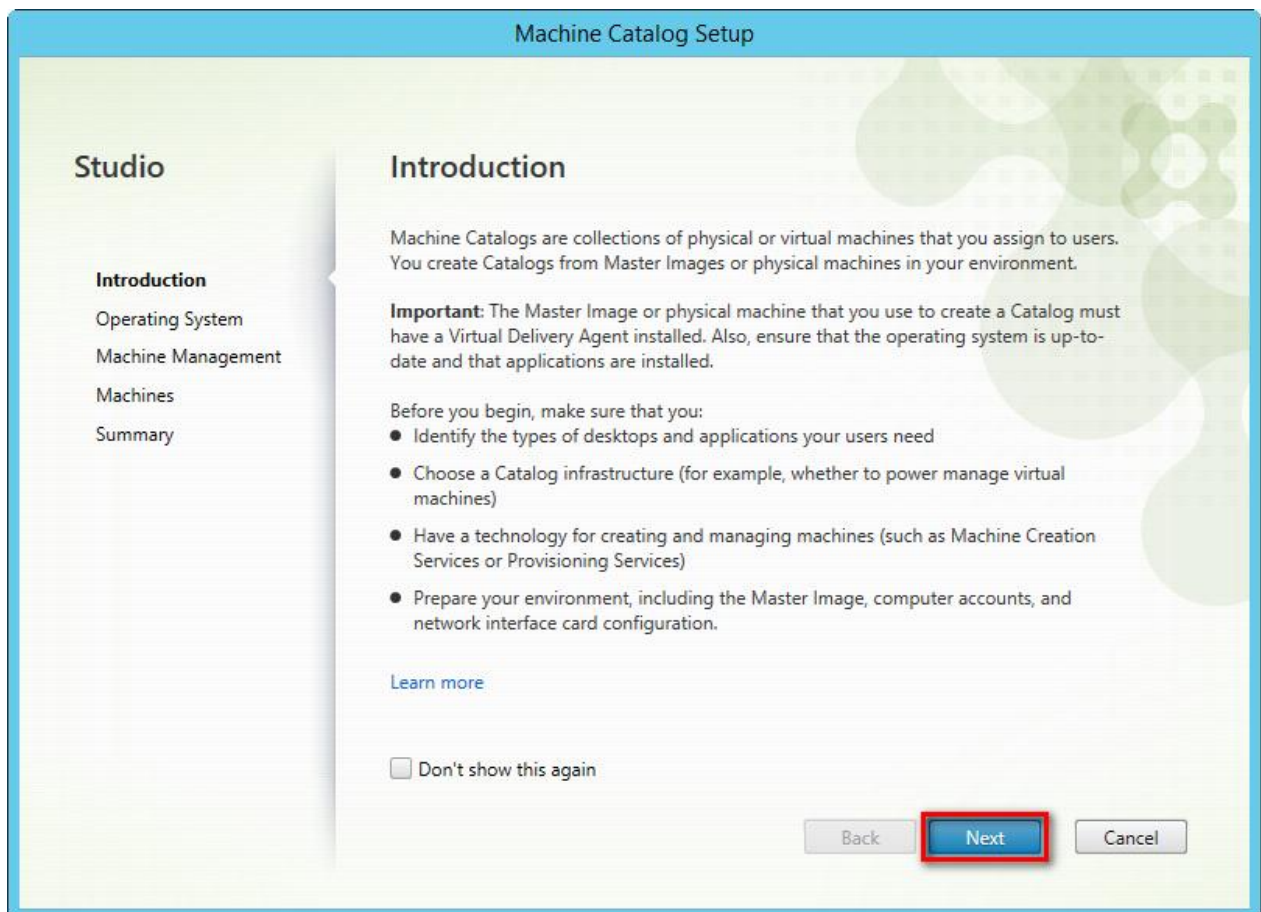




A further machine restart is necessary.

After reboot, open Citrix Studio





Machine Catalog Setup

Studio

✓ Introduction

✓ Operating System

Machine Management

Machines

Summary

Machine Management

This Machine Catalog will use:

☐ Machines that are power managed (for example, virtual machines or blade PCs)

Power management is not available when there are no host connections

☒ Machines that are not power managed (for example, physical machines)

Deploy machines using:

☐ Citrix Machine Creation Services (MCS)

MCS is not available when using physical hardware.

☐ Citrix Provisioning Services (PVS)

☒ Another service or technology

I am not using Citrix technology to manage my machines. I have existing machines already prepared.

Note: For Linux OS machines, consult the administrator documentation for guidance.

Back

Next

Cancel

Machine Catalog Setup

Studio

✓ Introduction

✓ Operating System

✓ Machine Management

Machines

Summary

Machines

Import or add machine accounts:

Computer AD account

Remove

Import list...

Export list...

Add computers...

Select the VDA version installed on these machines:

7.7 (recommended, to access the latest...)

Machines will require the selected VDA version (or newer) in order to register in Delivery Groups that reference this machine catalog. [Learn more](#)

Back

Next

Cancel

Page 35 of 90

Select Computers

Select this object type:
Computers Object Types...

From this location:
Entire Directory Locations...

Enter the object names to select (examples):
 Check Names

Advanced... OK Cancel

Select Computers

Select this object type:
Computers Object Types...

From this location:
Entire Directory Locations...

Common Queries

Name: Starts with


Description: Starts with

☐ Disabled accounts

☐ Non expiring password

Days since last logon:

Columns... Find Now Stop



OK Cancel

Search results:

Name	In Folder
1XASRV	CTX.friclab.com/Computers
AEM7-SERV-212	CTX.friclab.com/Computers
AVAYA-PC	CTX.friclab.com/Computers
C3000	CTX.friclab.com/Computers
DCCTX	CTX.friclab.com/Domain Controllers
EXCHNGSRV2K13	CTX.friclab.com/Computers
XENAPPSRV	CTX.friclab.com/Computers

Find Now -> select the XenApp Server -> OK

Select Computers [X]

Select this object type:
Computers [Object Types...]

From this location:
Entire Directory [Locations...]

Enter the object names to select (examples):
XENAPPSRV [Check Names]

[Advanced...] [OK] [Cancel]

Machine Catalog Setup

Studio

- ✓ Introduction
- ✓ Operating System
- ✓ Machine Management
- Machines**
- Summary

Machines

Import or add machine accounts:

Computer AD account
CTX\XENAPPSRV\$

[Remove] [Import list...] [Export list...] [Add computers...]

Select the VDA version installed on these machines: 7.7 (recommended, to access the latest... ▼)

Machines will require the selected VDA version (or newer) in order to register in Delivery Groups that reference this machine catalog. [Learn more](#)

[Back] [Next] [Cancel]

Machine Catalog Setup

Studio

- ✓ Introduction
- ✓ Operating System
- ✓ Machine Management
- ✓ Machines
- Summary**

Summary

Machine type:	Server OS
Machine management:	Physical
Provisioning method:	Another service or technology
Number of machines added:	1
VDA version:	7.7 (recommended, to access the latest features)
Scopes:	-
Zone:	Primary

Machine Catalog name:

ICCat

Machine Catalog description for administrators: (Optional)

To complete the deployment, assign this Machine Catalog to a Delivery Group by selecting Delivery Groups and then Create or Edit a Delivery Group.

Back

Finish

Cancel

FileActionViewHelp

Console Root

Citrix Studio (ICClabor)

Search

Machine Catalogs

Delivery Groups

Policies

Logging

Configuration

Administrators

Controllers

Hosting

Licensing

StoreFront

App-V Publishi

Zones

Citrix StoreFront

CITRIX

Full DeploymentActionsPowerShell

Site Setup

Follow these steps to set up and deploy your virtual desktop infrastructure.

Configuration

1

Configuration Successful

Test site configuration

Machine Catalogs

2

Catalog created successfully

Test catalog

Delivery Groups

3

Set up Delivery Groups to assign desktops and applications to your users

Test delivery group

Actions

Citrix Studio (ICClabor)

View

Refresh

Help

Page 38 of 90

Create Delivery Group

Studio

Introduction

Machines

Delivery Type

Users

StoreFront

Summary

Getting started with Delivery Groups

Delivery Groups are collections of desktops and applications that are created from Machine Catalogs. Create Delivery Groups for specific teams, departments, or types of users, and base them on either a desktop or a server operating system.

Make sure you have enough machines available in a suitable Catalog to create the Delivery Groups that you need.

☐ Don't show this again

Back

Next

Cancel

Create Delivery Group

Studio

✓ Introduction

Machines

Delivery Type

Users

StoreFront

Summary

Machines

Select a Machine Catalog.

Catalog	Type	Machines
<input checked="" type="radio"/> ICCcat	RDS Manual Random	1

Choose the number of machines for this Delivery Group:

1

-

+

Back

Next

Cancel

Create Delivery Group

Studio

✓ Introduction

✓ Machines

Delivery Type

Users

Applications

StoreFront

Summary

Delivery Type

You can use the machines in the Catalog to deliver desktops and applications to your users.

Use the machines to deliver:

☐ Desktops

☐ Desktops and applications

☒ Applications

Note: For Linux OS machines, consult the administrator documentation for guidance.

Back

Next

Cancel

Create Delivery Group

Studio

✓ Introduction

✓ Machines

✓ Delivery Type

Users

Applications

StoreFront

Summary

Users

Specify who can use the applications and desktops in this Delivery Group. You can assign users and user groups who log on with valid credentials. Alternatively or additionally, you can enable access for unauthenticated users.

Assign users:

Add users and groups

Add...

Remove

☐ Give access to unauthenticated (anonymous) users; no credentials are required to access StoreFront

This feature requires a StoreFront store for unauthenticated users.

Back

Next

Cancel

Select Users or Groups

Select this object type:
 Users or Groups Object Types...

From this location:
 Entire Directory Locations...

Enter the object names to select (examples):
 Check Names

Advanced... OK Cancel

Select Users or Groups

Select this object type:
 Users or Groups Object Types...

From this location:
 Entire Directory Locations...

Common Queries

Name: Starts with

Description: Starts with

☐ Disabled accounts
☐ Non expiring password

Days since last logon:

Columns...
Find Now
Stop

OK Cancel

Search results:

Name	E-Mail Address	Description	In Folder
UM Managem...		Members of this ...	CTX.fr.icclab.com/Microsoft Exc...
umadmin	umadmin@ctx.fr...		CTX.fr.icclab.com/Users
View-Only Org...		Members of this ...	CTX.fr.icclab.com/Microsoft Exc...
WinRMRemot...		Members of this ...	CTX.fr.icclab.com/Users
XA Users			CTX.fr.icclab.com/Users
XAuser01	XA.User01@ctx....		CTX.fr.icclab.com/Users
XAuser02	XA.User02@ctx....		CTX.fr.icclab.com/Users
XAuser03	XA.User03@ctx....		CTX.fr.icclab.com/Users
XAuser04	XA.User04@ctx....		CTX.fr.icclab.com/Users
XAuser05	XA.User05@ctx....		CTX.fr.icclab.com/Users

Find Now -> select Users -> OK

The group **XA Users** contains the user **XAuser01** ... **XAuser05**.

Instead of selecting the user group its also possible to select the users seperately.

Select Users or Groups

Select this object type:

Users or Groups

Object Types...

From this location:

Entire Directory

Locations...

Enter the object names to select (examples):

XA Users

Check Names

Advanced...

OK

Cancel

Create Delivery Group

Studio

✓ Introduction

✓ Machines

✓ Delivery Type

Users

Applications

StoreFront

Summary

Users

Specify who can use the applications and desktops in this Delivery Group. You can assign users and user groups who log on with valid credentials. Alternatively or additionally, you can enable access for unauthenticated users.

Assign users:

CTX\XA Users

Add...

Remove

☐

Give access to unauthenticated (anonymous) users; no credentials are required to access StoreFront

This feature requires a StoreFront store for unauthenticated users.

Back

Next

Cancel

Create Delivery Group

Studio

Introduction

Machines

Delivery Type

Users

Applications

StoreFront

Summary

Applications

The applications listed below were found on machines in this Delivery Group, or on the App-V publishing server.

Select applications:

<input type="checkbox"/>	Application name	Origin
<input type="checkbox"/>	Administrative Tools	Master Image
<input type="checkbox"/>	Anforderungsscan	Master Image
<input type="checkbox"/>	Calculator	Master Image
<input type="checkbox"/>	Character Map	Master Image
<input type="checkbox"/>	Citrix Receiver	Master Image
<input type="checkbox"/>	Citrix Scout	Master Image
<input type="checkbox"/>	Citrix Studio	Master Image
<input type="checkbox"/>	Command Prompt	Master Image
<input type="checkbox"/>	Default Programs	Master Image

Add applications manually...

Application properties...

Place the selected applications in folder:

Applications\

Change...

Back

Next

Cancel

Create Delivery Group

Studio

Introduction

Machines

Delivery Type

Users

Applications

StoreFront

Summary

StoreFront

You can configure Receiver on the machines in this Delivery Group so that users can access additional applications that aren't on the machines. Receiver can use a different StoreFront server (that you select here or in the Configuration > StoreFront node) compared with the servers (listed in the Citrix StoreFront console) used for connections to the machines themselves.

How do you want to configure Receiver on the machines in this Delivery Group?

☒ Manually, using a StoreFront server address that I will provide later.

☐ Automatically, using the StoreFront servers selected below

Select the StoreFront servers for Receiver:

No StoreFront servers have been added.

Add a StoreFront server.

Add new...

Back

Next

Cancel

Page 43 of 90

Create Delivery Group

Studio

- ✓ Introduction
- ✓ Machines
- ✓ Delivery Type
- ✓ Users
- ✓ Applications
- ✓ StoreFront
- Summary**

Summary

Machine Catalog: ICCat

Machine type: Server OS

Allocation type: Random

Machines added: 1 unassigned

Delivery type: Applications

Users: CTX\XA Users

Scopes: -

Delivery Group name:

ICCgrp

Delivery Group description, used as label in Receiver (optional):

Back
Finish
Cancel

Citrix Studio

⌵
⌶
✕

File Action View Help

- Console Root
 - Citrix Studio (ICClabor)
 - Search
 - Machine Catalogs
 - Delivery Groups**
 - Policies
 - Logging
 - Configuration
 - Administrators
 - Controllers
 - Hosting
 - Licensing
 - StoreFront
 - App-V Publishi
 - Zones
- Citrix StoreFront
 - Server Group
 - Authentication
 - Stores
 - Receiver for Web
 - NetScaler Gateway
 - Beacons

citrix

Delivery Groups

Applications (0)

Delivery Group	Machine type	No. of machines	Sessions in use	No. of applications
ICCgrp	Server OS	1	1	0
State: Enabled		Unregistered: 0	Disconnected: 0	

Details - ICCgrp

Applications

Machine Catalogs

Usage

Administrators

Delivery Group

Name: ICCgrp

Description: -

Type: Random Applications

Set to VDA version: 7.7 (recommended, to access the latest features)

Users: XA Users (CTX\XA Users)

Scopes: All

StoreFronts: http://xenappsrv.ctx.fr/icclab.com/Citrix/ICCstore

Session prelaunch: Off

Session lingering: Off

State

Enabled: Yes

Maintenance Mode: Off

Registered Machines: 1

Unregistered Machines: 0

Powered off Machines: 0

Total Machines: 1

Installed VDA version: 7.7.0.6111

Operating System: Windows 2012 R2

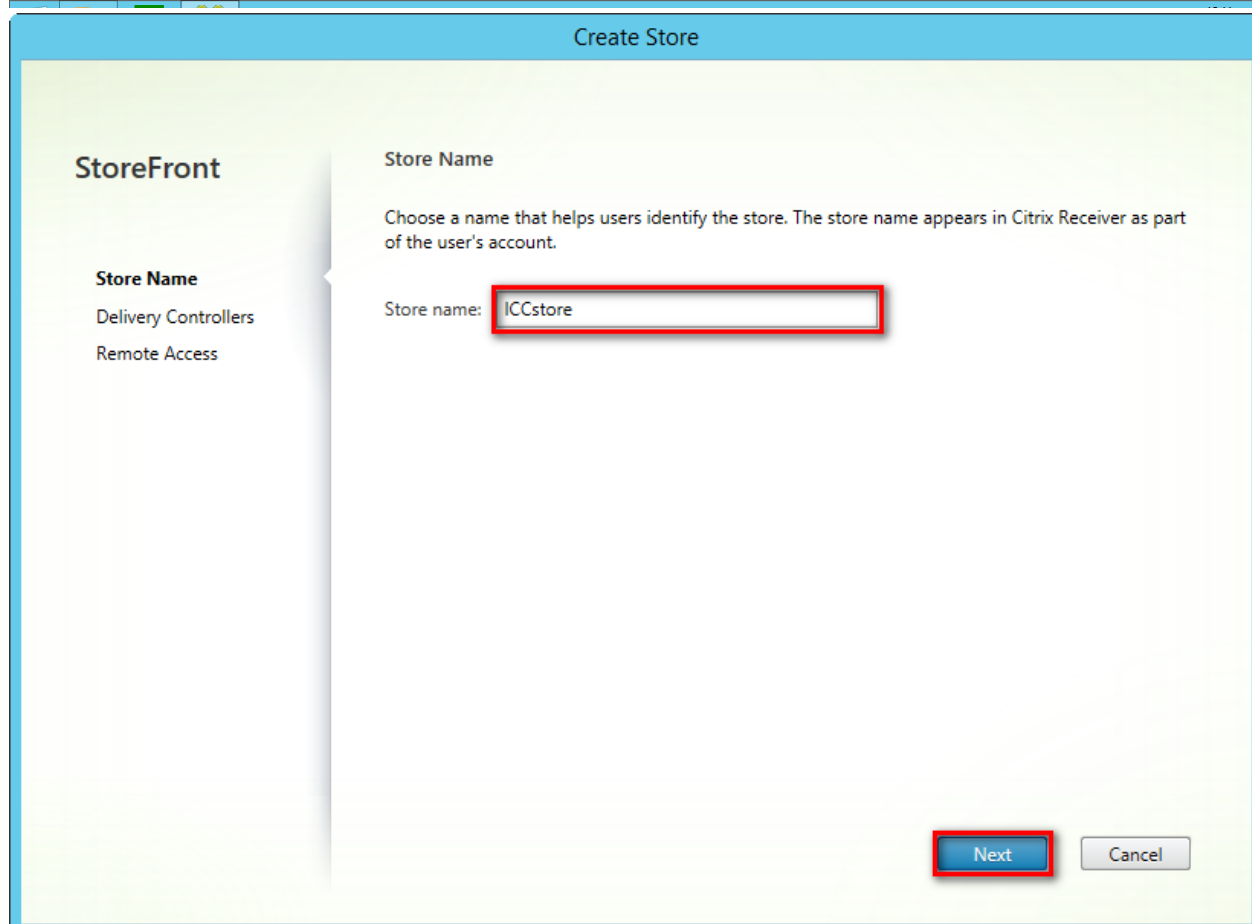
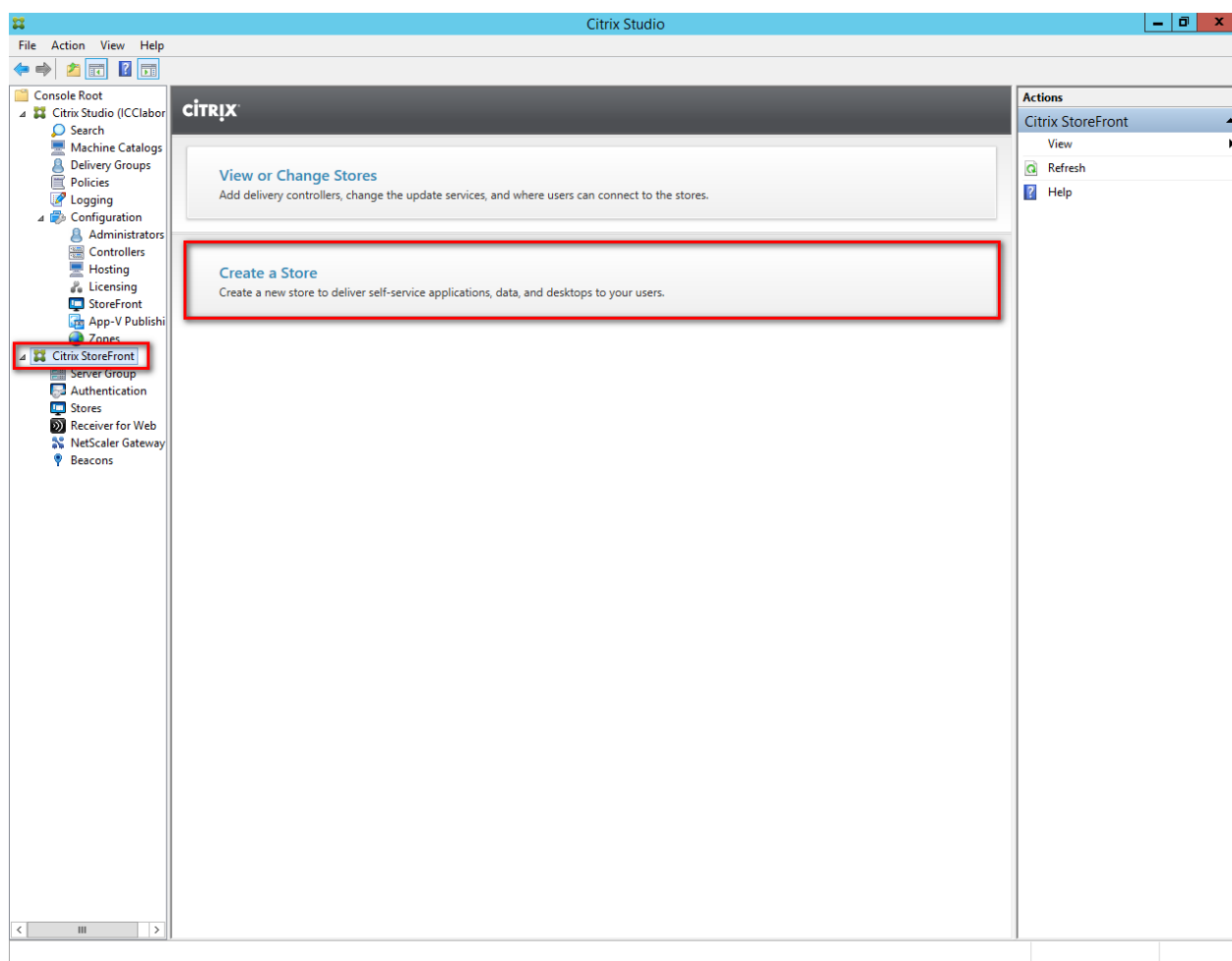
Actions

Delivery Groups

- Create Delivery Group
- View
- Refresh
- Help

ICCgrp

- Add Machines
- Add Applications
- Edit Delivery Group
- Turn On Maintenance Mode
- Rename Delivery Group
- Delete Delivery Group
- View Machines
- Test Delivery Group
- Help



Create Store

StoreFront

✓ Store Name

Delivery Controllers

Remote Access

Delivery Controllers

Specify the delivery controllers and servers for this store.

Delivery controllers:

Name	Type	Servers
------	------	---------

Add...

Edit...

Remove

Back

Next

Cancel

Add Delivery Controller

Display name:

Type:

☒ XenApp 7.5 (or later), or XenDesktop

☐ XenApp 6.5 (or earlier)

☐ AppController

☐ VDI-in-a-Box

Servers (load balanced):

▲

▼

Add...

Edit...

Remove

Transport type:

HTTPS ▼

Port:

OK

Cancel

Add Server

Server name:

Add Delivery Controller

Display name:

Type:

- ☒ XenApp 7.5 (or later), or XenDesktop
- ☐ XenApp 6.5 (or earlier)
- ☐ AppController
- ☐ VDI-in-a-Box

Servers (load balanced):

▲

▼

Transport type:

HTTP ▼

⚠

Port:

Create Store

StoreFront

✓ Store Name

Delivery Controllers

Remote Access

Delivery Controllers

Specify the delivery controllers and servers for this store.

Delivery controllers:

Name	Type	Servers
Controller	XenDesktop	xenappsrv.ctx.fr.icclab.c...

Add...

Edit...

Remove

Back

Next

Cancel

Create Store

StoreFront

✓ Store Name

✓ Delivery Controllers

Remote Access

Remote Access

Add NetScaler Gateway appliances to provide user access from external networks.

Remote access:

☒ None

☐ No VPN tunnel ⓘ

☐ Full VPN tunnel ⓘ

NetScaler Gateway appliances:

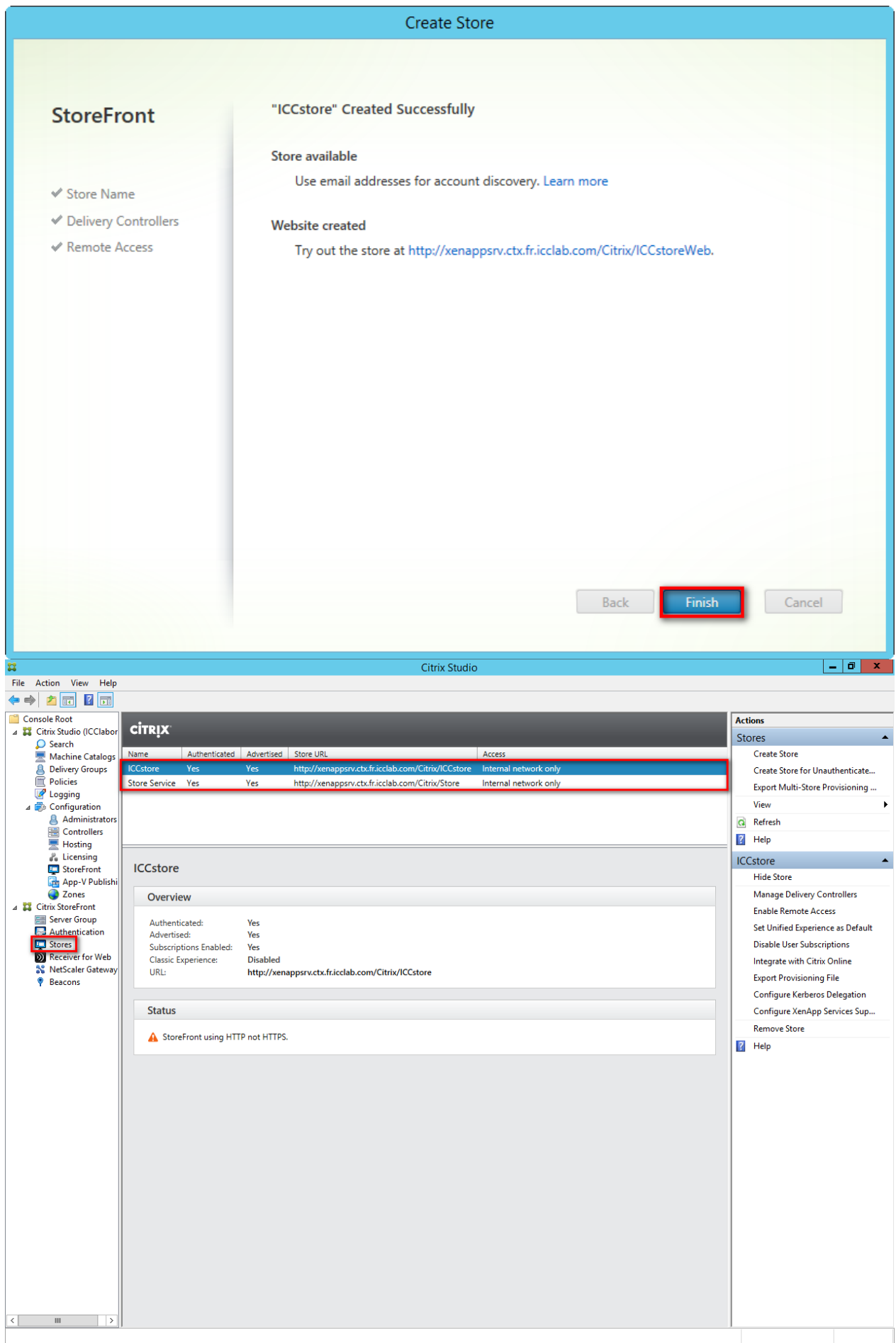
Add...

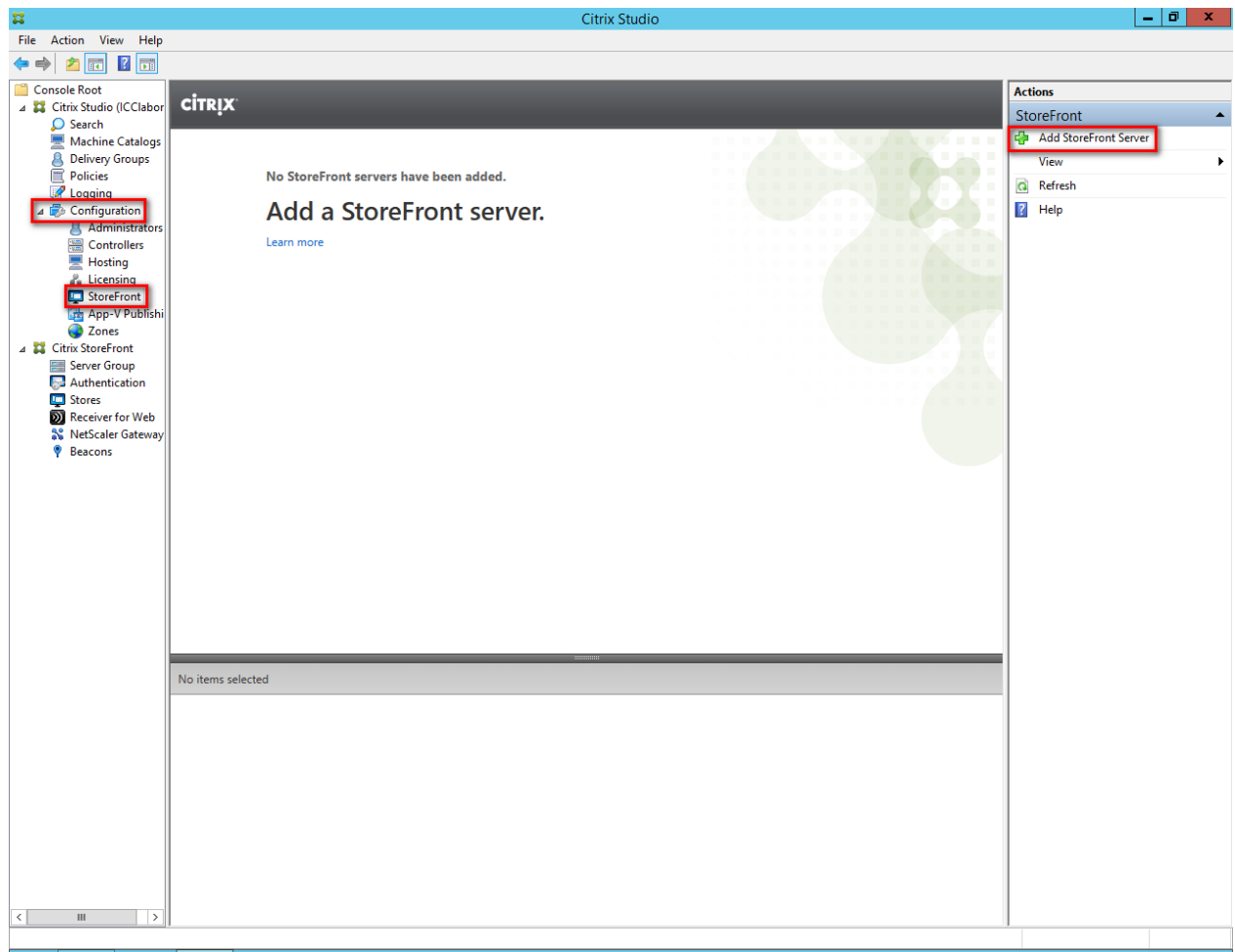
Default appliance:

Back

Create

Cancel





Add StoreFront Server

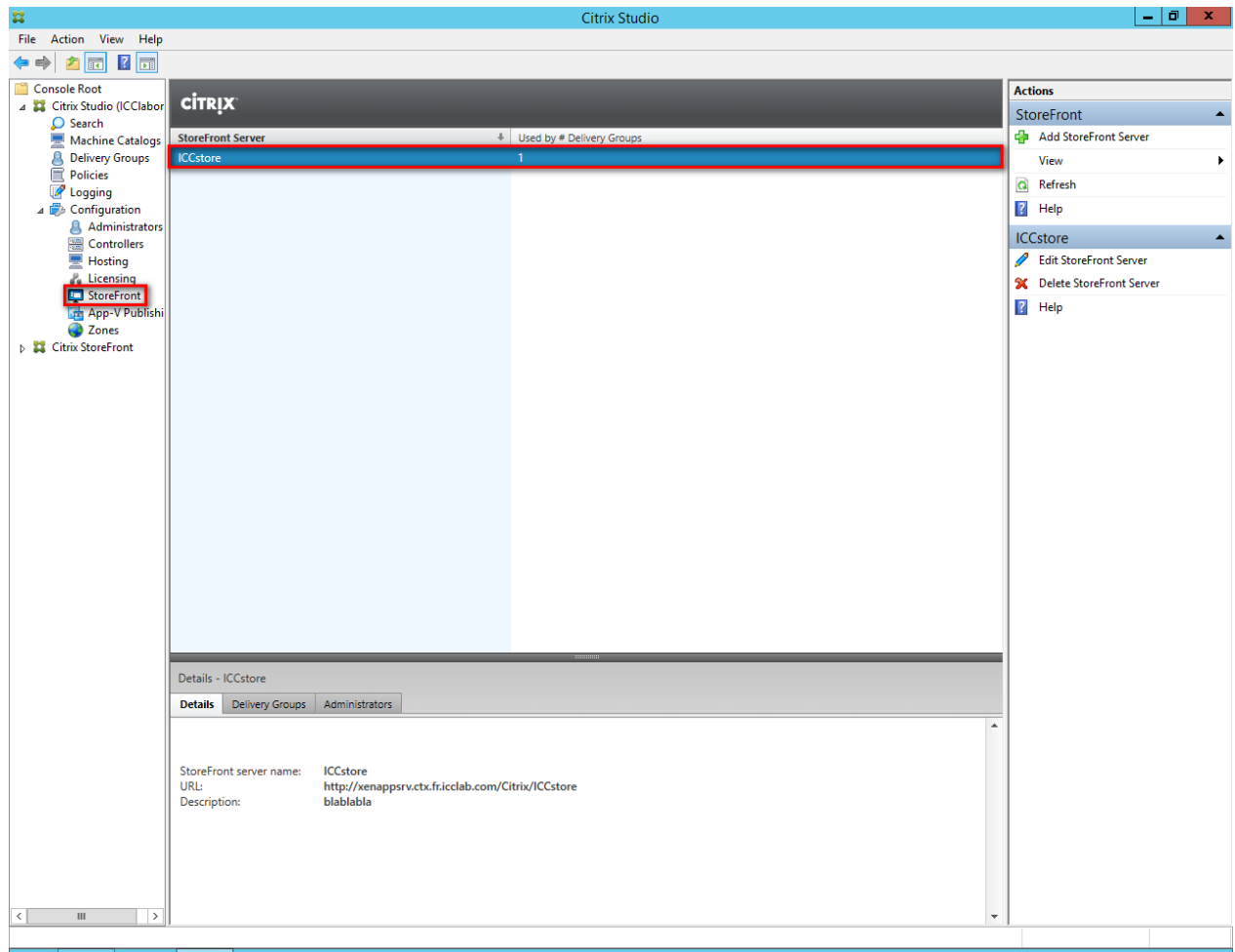
Enter the details of an existing StoreFront server that you want to be available from Receiver.

StoreFront server name:

Description:

URL:

The field **Description** must not be empty, otherwise the installation cannot continue.



Citrix Studio

File Action View Help

Console Root

- Citrix Studio (ICClabor)
- Search
- Machine Catalogs
- Delivery Groups**
- Policies
- Logging
- Configuration
 - Administrators
 - Controllers
 - Hosting
 - Licensing
 - StoreFront
 - App-V Publishi
 - Zones
- Citrix StoreFront
 - Server Group
 - Authentication
 - Stores
 - Receiver for Web
 - NetScaler Gateway
 - Beacons

Delivery Groups Applications (0)

Delivery Group	Machine type	No. of machines	Sessions in use	No. of applications
ICCgrp	Server OS	1	1	0
State: Enabled		Unregistered: 0	Disconnected: 0	

Actions

Delivery Groups

- Create Delivery Group
- View
- Refresh
- Help

ICCgrp

- Add Machines
- Add Applications
- Edit Delivery Group**
- Turn On Maintenance Mode
- Rename Delivery Group
- Delete Delivery Group
- View Machines
- Test Delivery Group
- Help

Details - ICCgrp

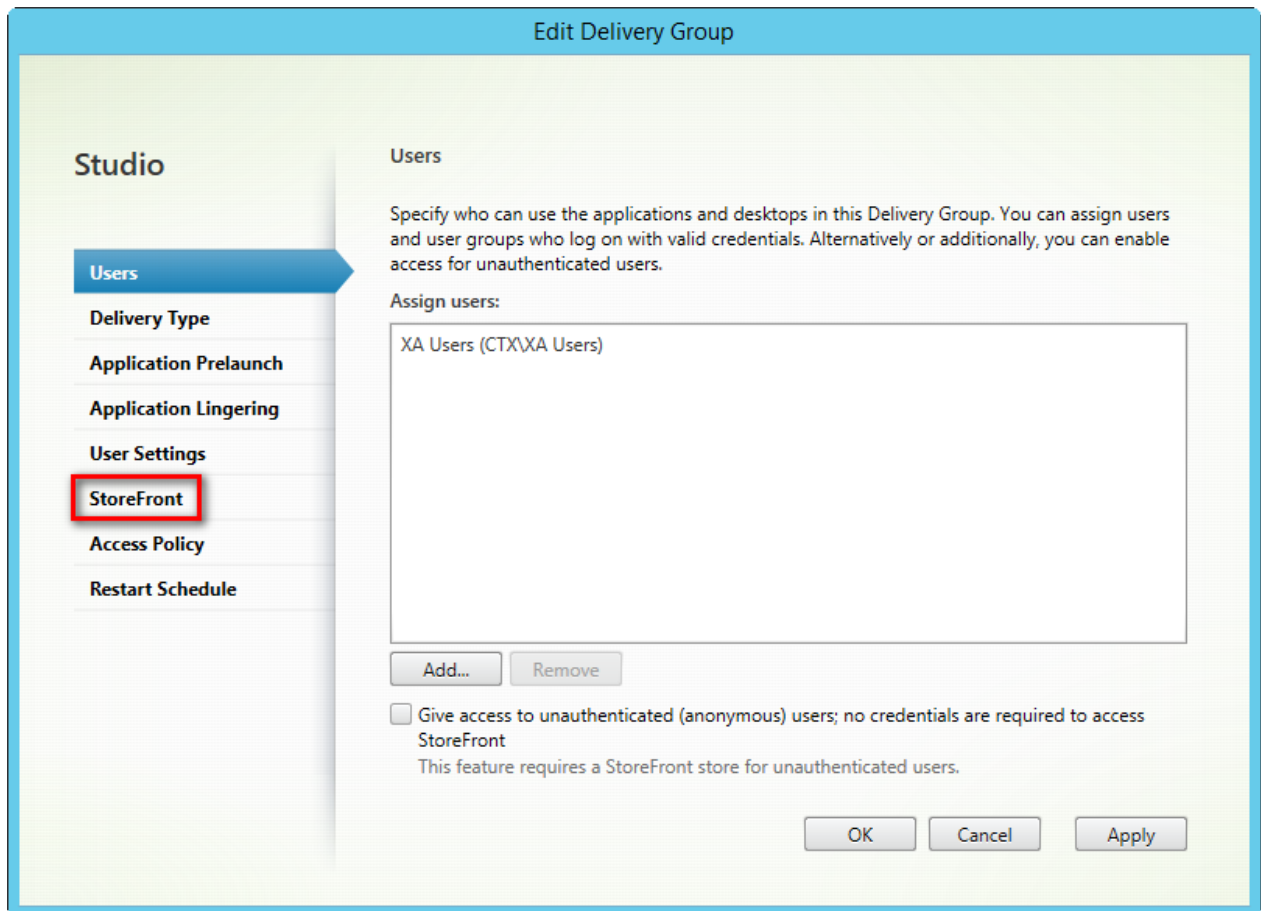
Details Applications Machine Catalogs Usage Administrators

Delivery Group

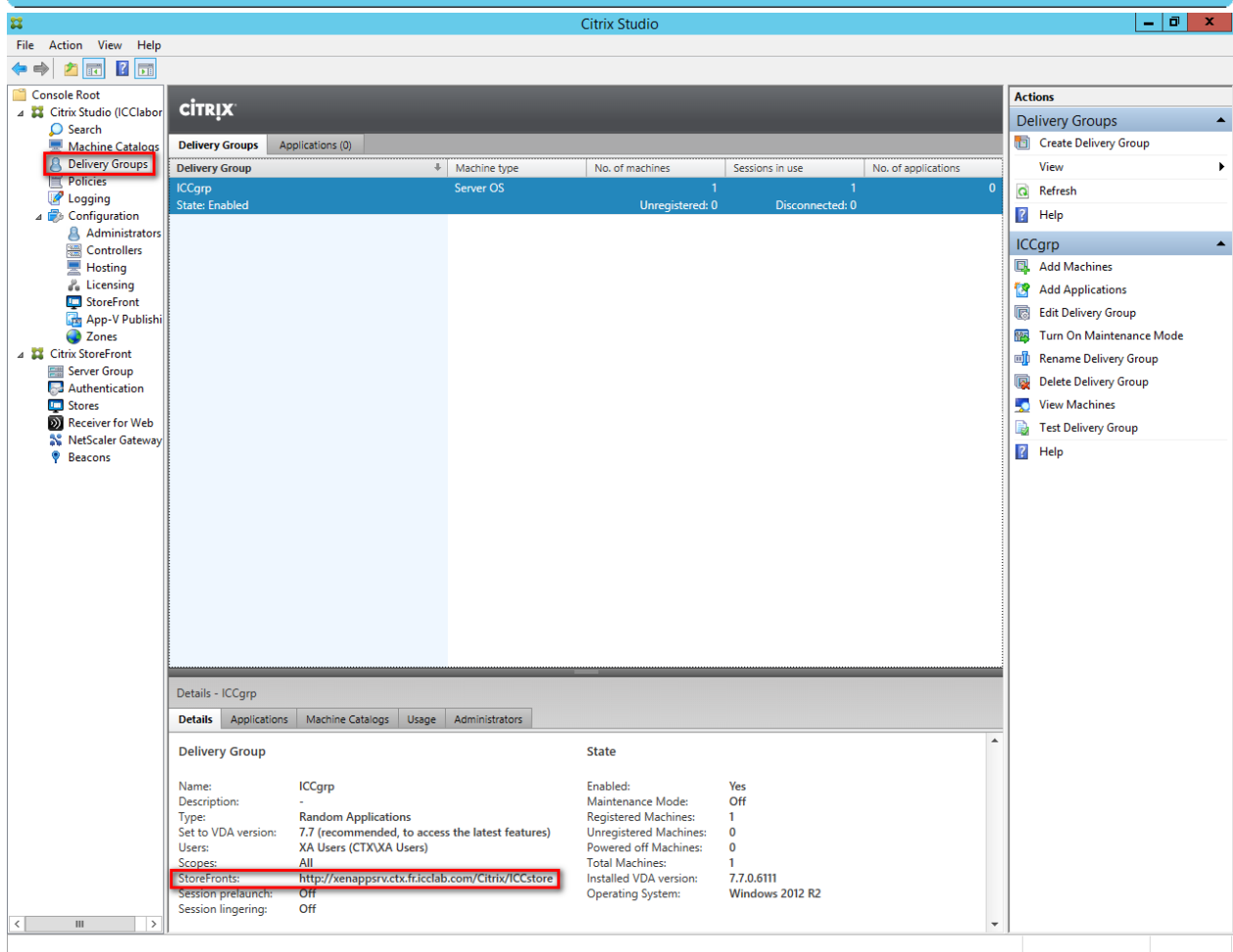
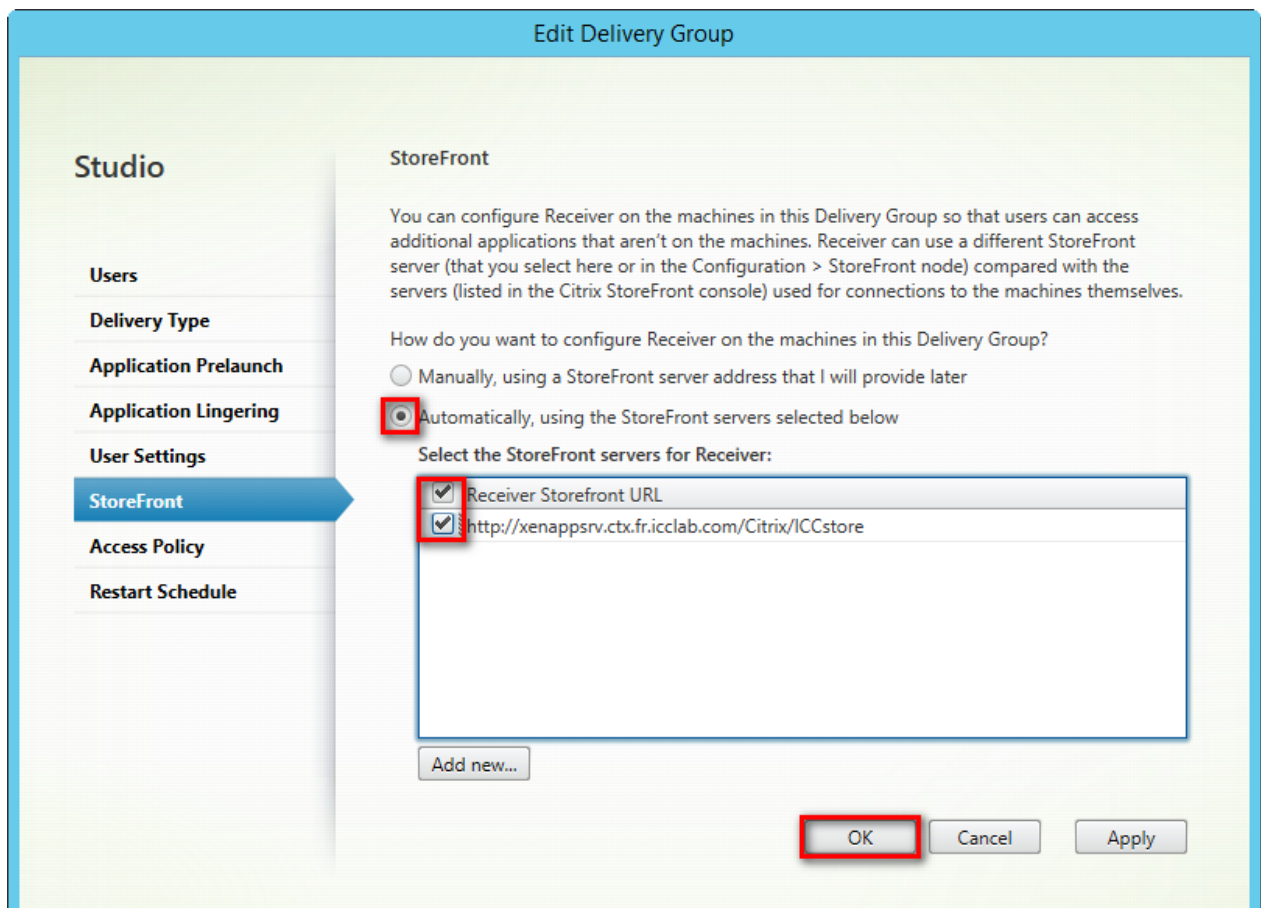
Name: ICCgrp
 Description: -
 Type: Random Applications
 Set to VDA version: 7.7 (recommended, to access the latest features)
 Users: XA Users (CTX\XA Users)
 Scopes: All
 StoreFronts: -
 Session prelaunch: Off
 Session lingering: Off

State

Enabled: Yes
 Maintenance Mode: Off
 Registered Machines: 1
 Unregistered Machines: 0
 Powered off Machines: 0
 Total Machines: 1
 Installed VDA version: 7.7.0.6111
 Operating System: Windows 2012 R2



Skip to **StoreFront**

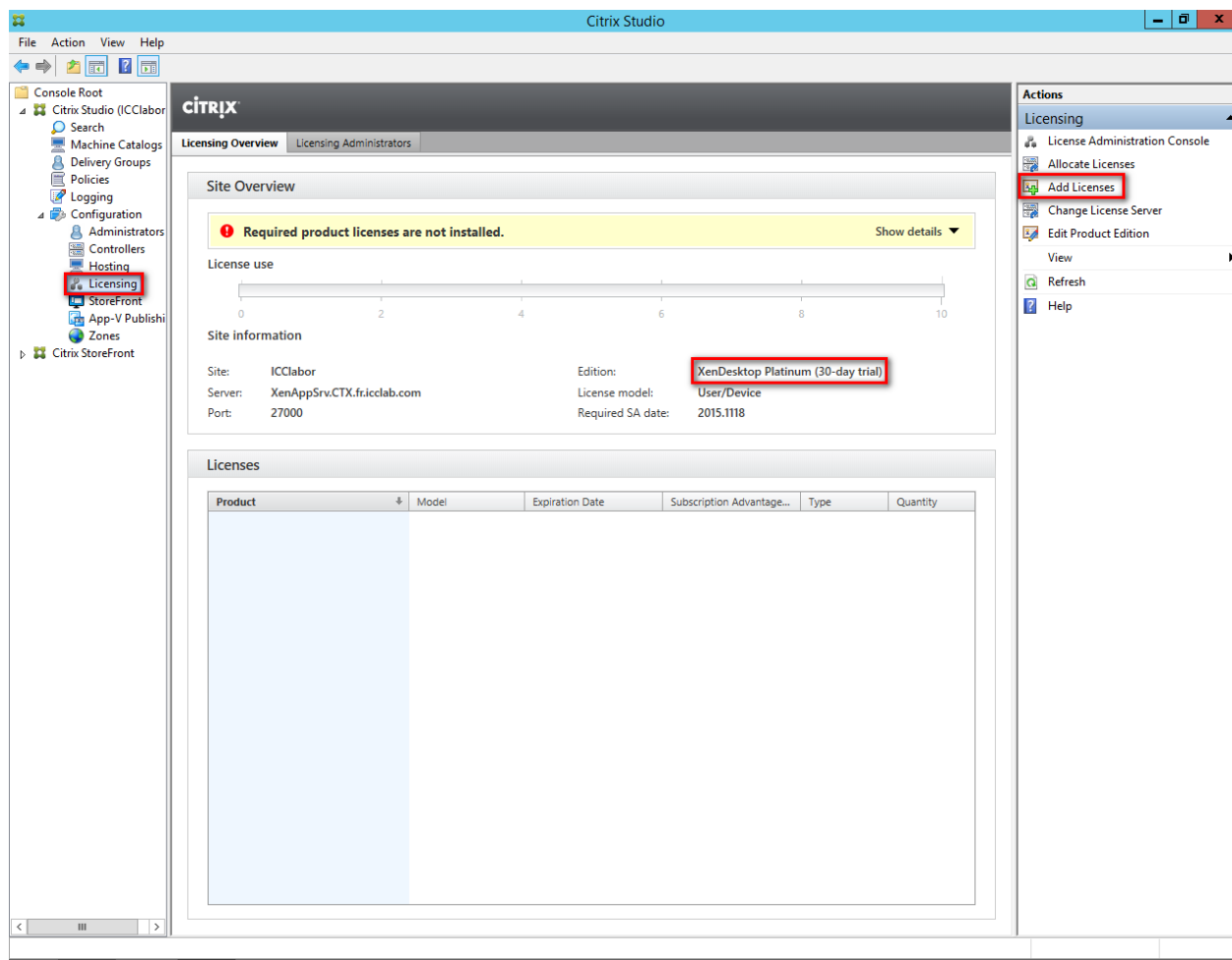


3.1.3 Product Licensing

The screenshots show the allocation of a XenApp/XenDesktop Enterprise license.

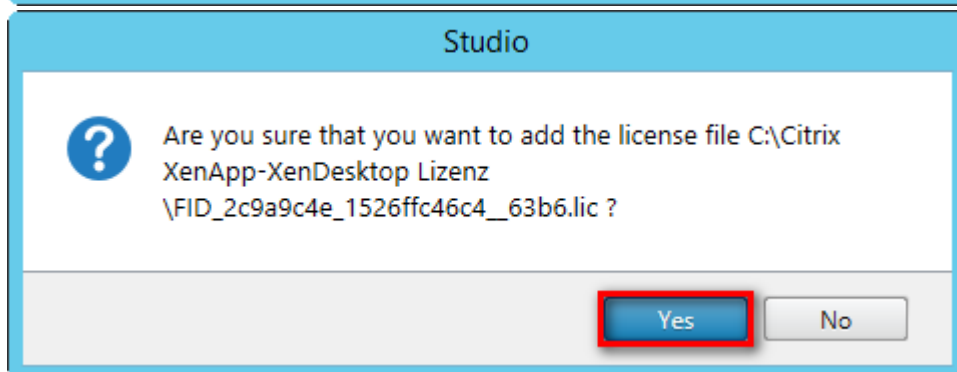
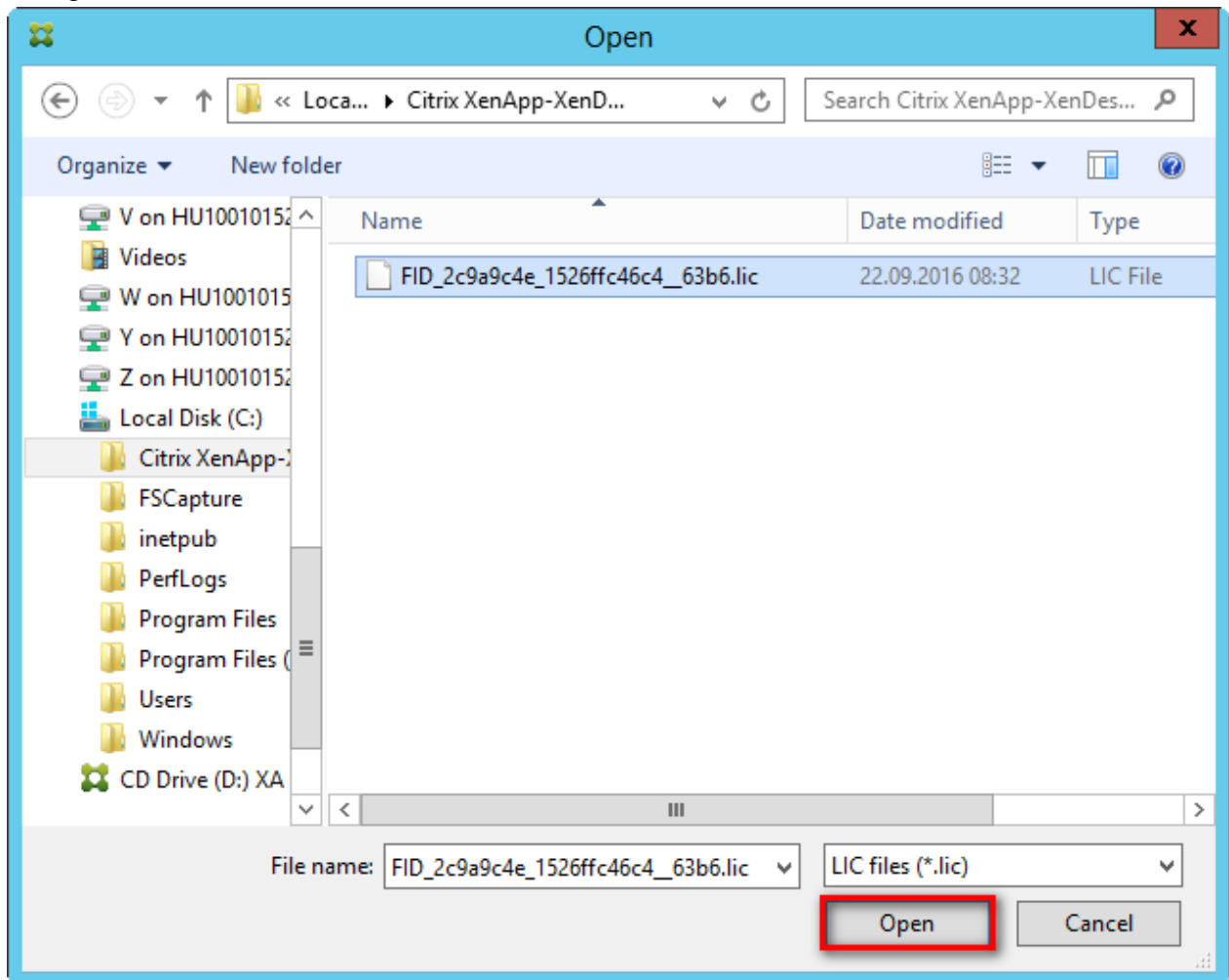
Prerequisite: An appropriate license file is available on the computer.

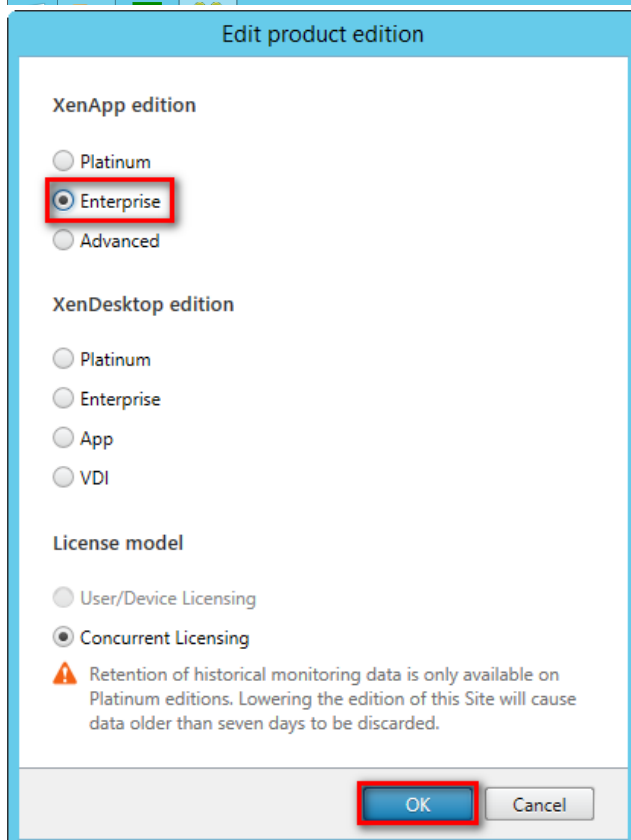
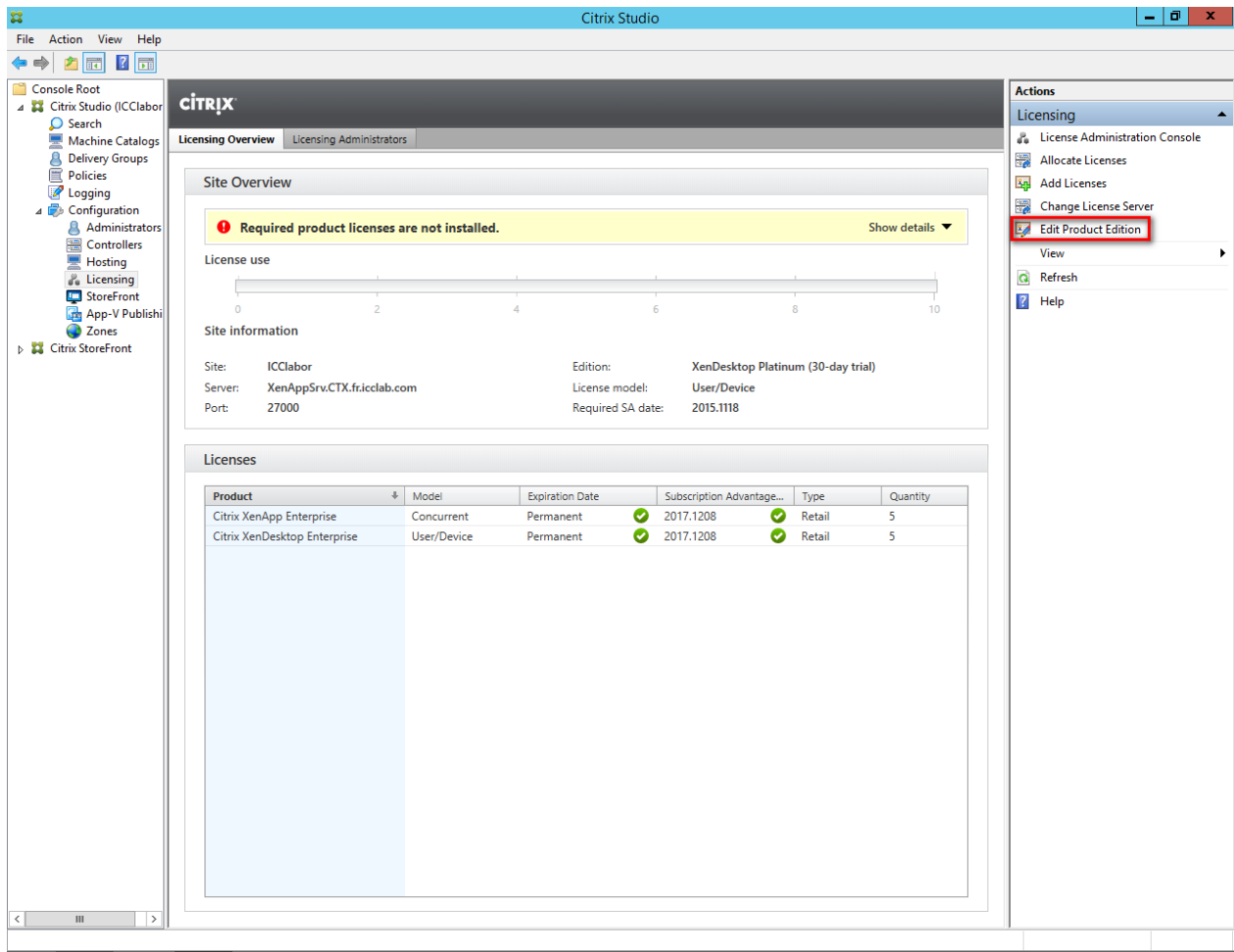
The procedure how to get such a file is not described here. For that, refer to the corresponding chapter at the Citrix home page.

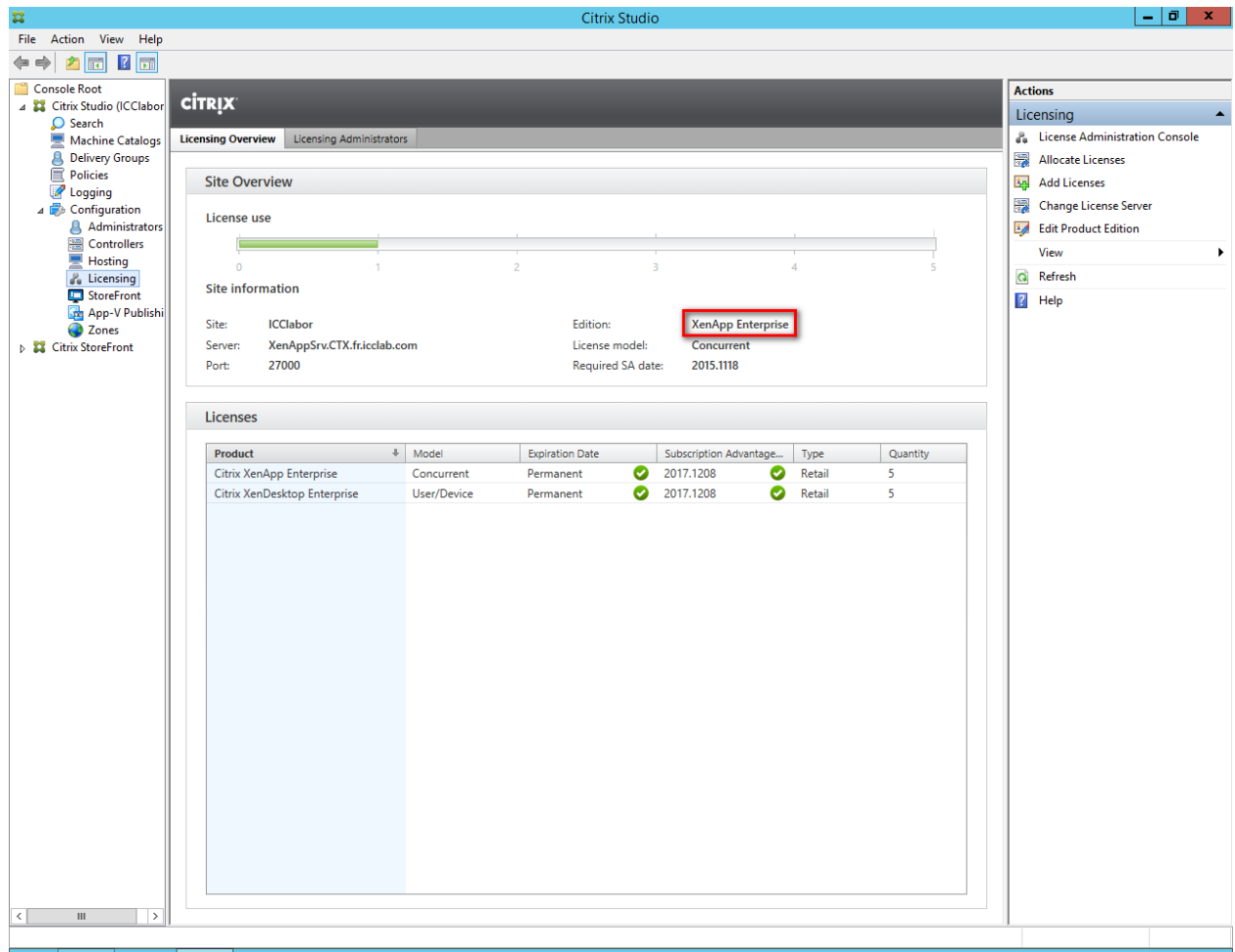


A XenDesktop Platinum (30-day-trial) License is installed by default.

Navigate to the license file location and select the file.





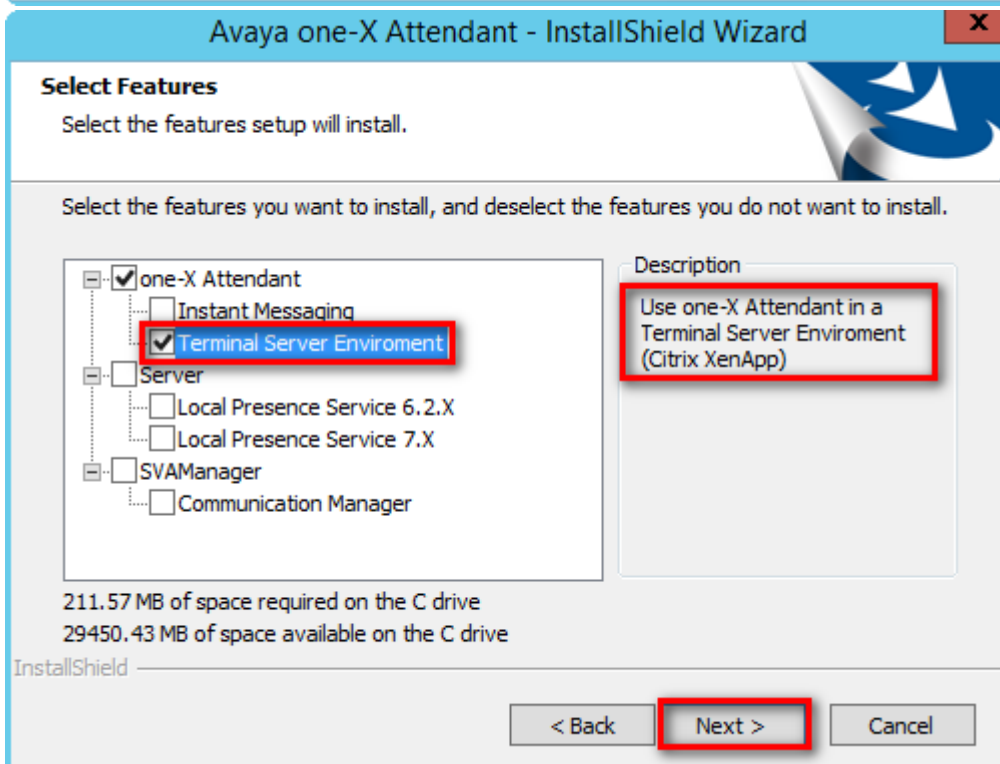
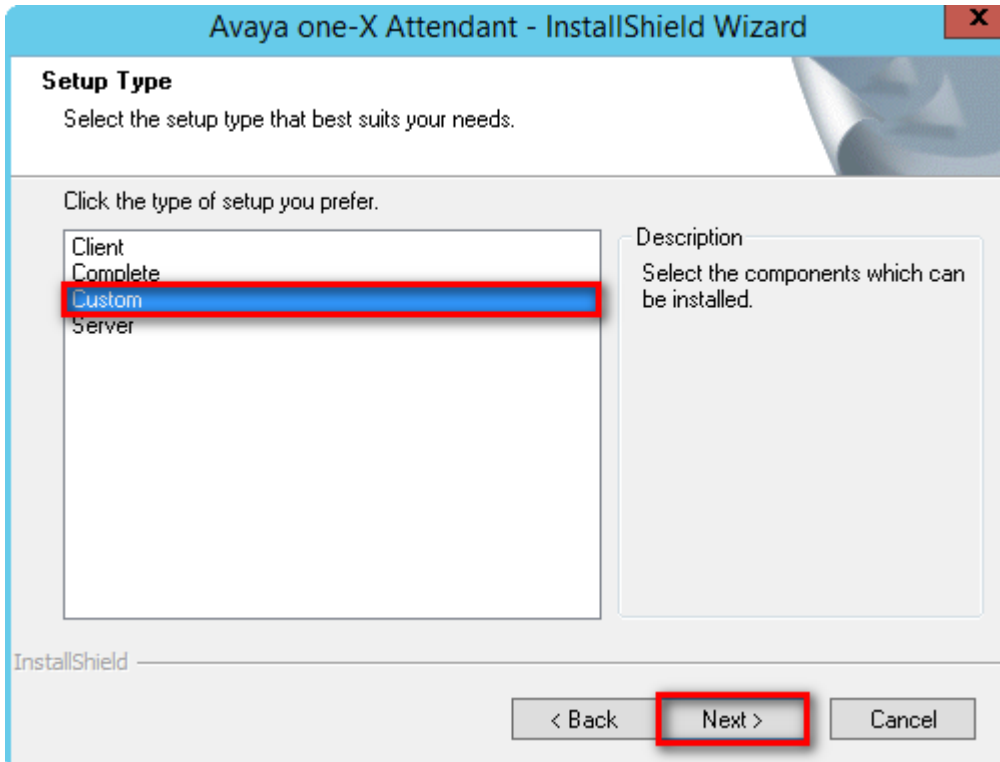


XenApp Environment is now complete. Close Citrix Studio.

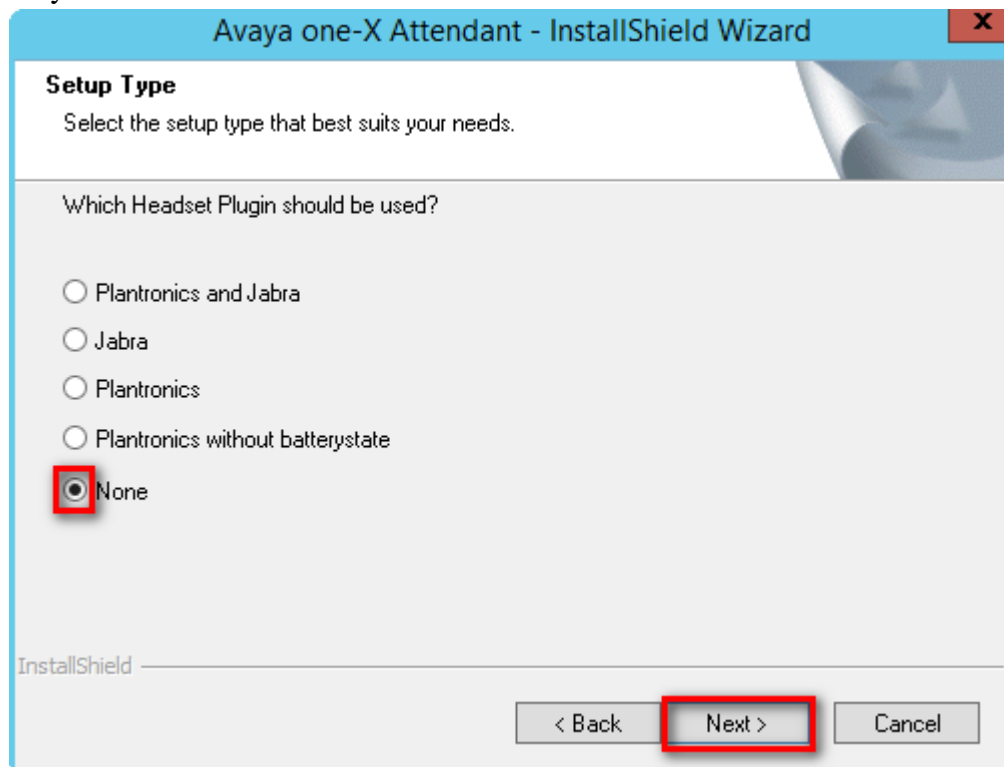
3.2 Install Avaya one-X Attendant Client

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

Select “Custom” as Setup Type and make sure that the option “Terminal Server Environment” is checked.



No headset plugin, because in a XenApp environment, the one-X Attendant only works in Telcommuter Mode.



3.3 Install Microsoft Outlook

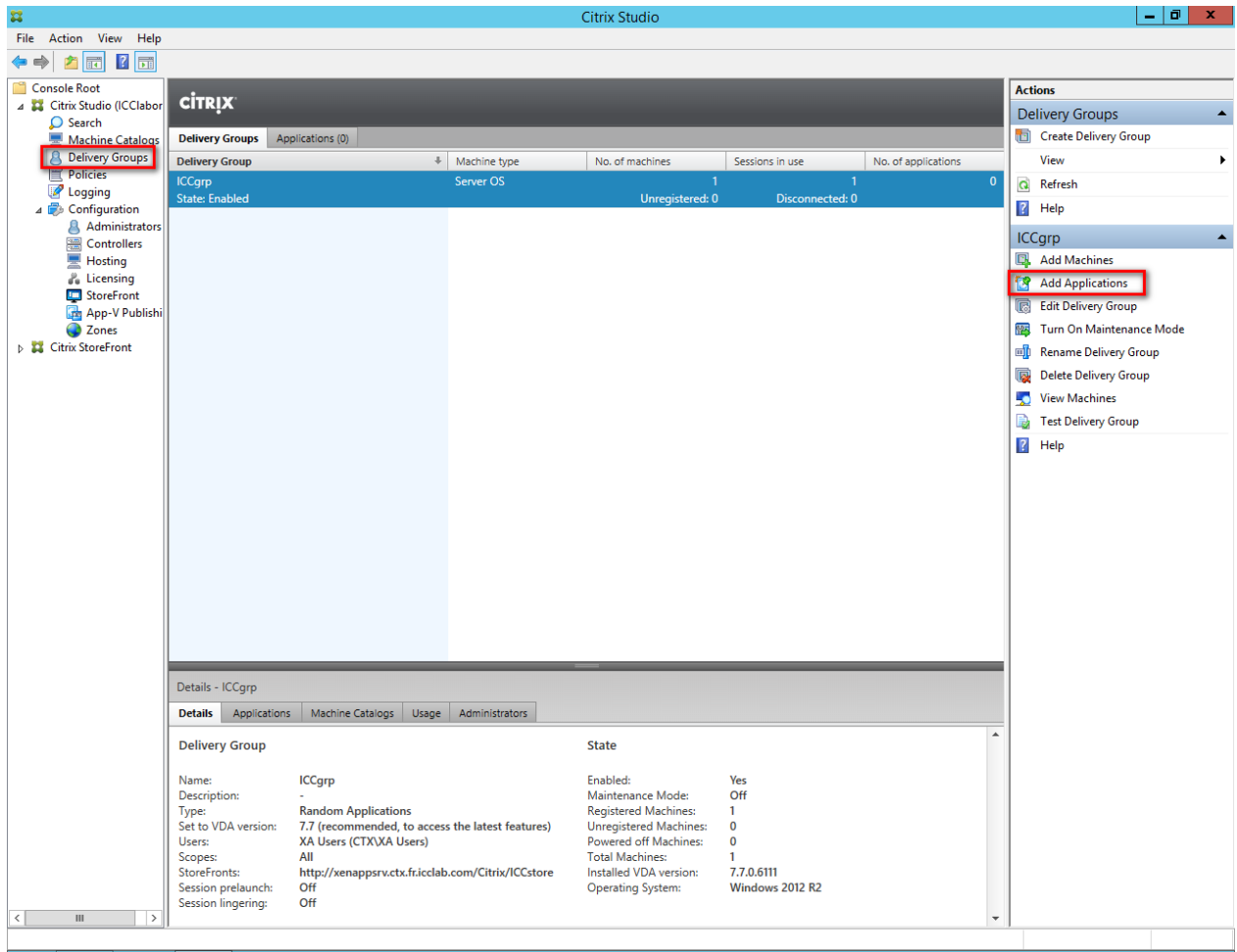
Install Outlook on the XenApp server machine. No configuration is necessary here, just install the application.

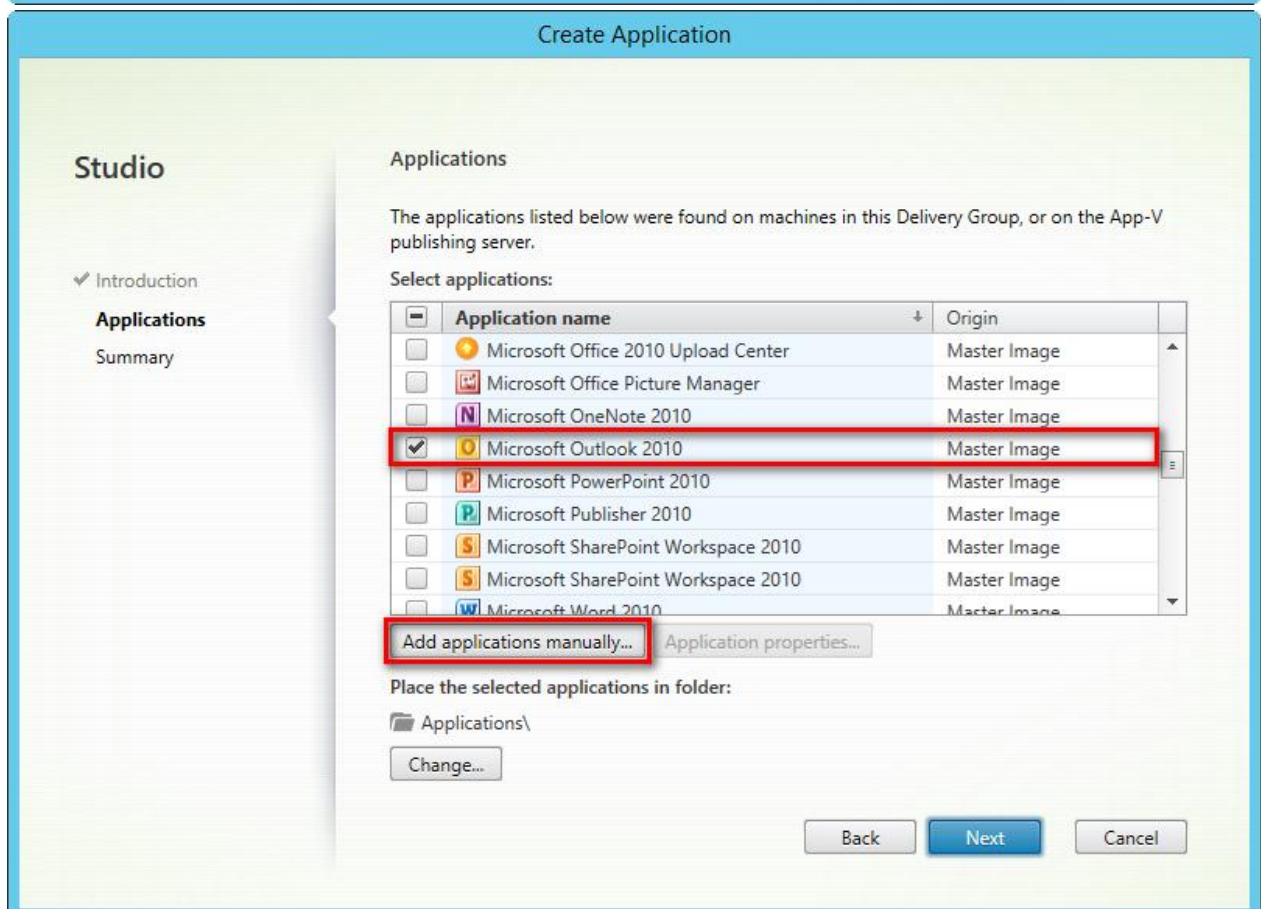
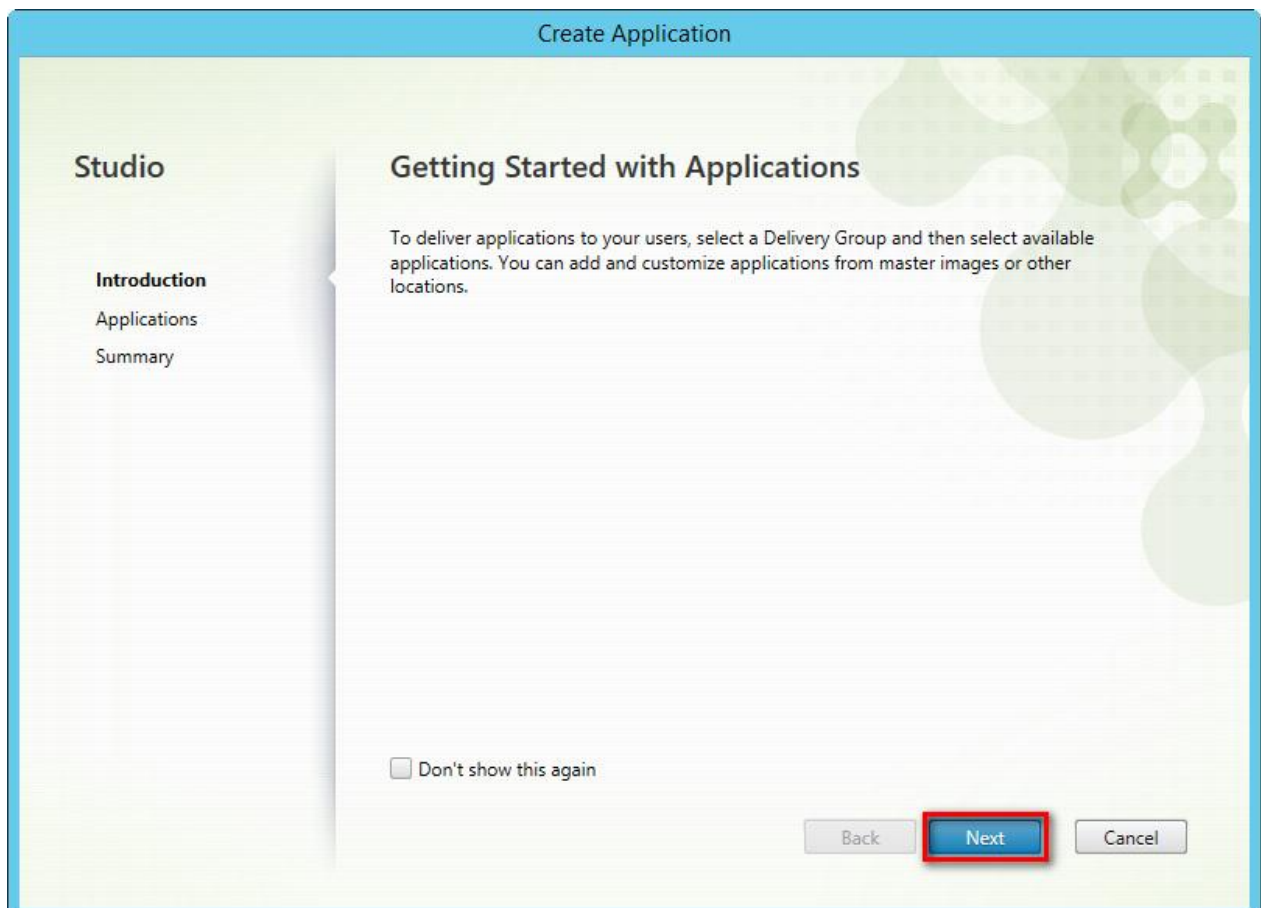
Note: Make sure that a terminal server license key for Outlook is used.

4 Application Publishing and Launching

4.1 Publishing Avaya one-X Attendant and Microsoft Outlook

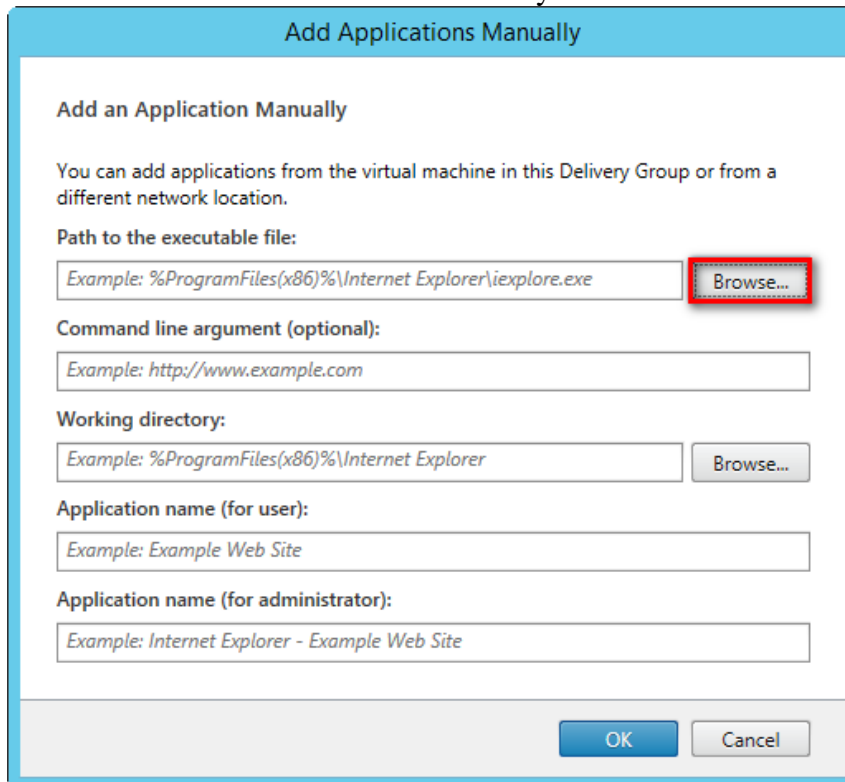
Open Citrix Studio



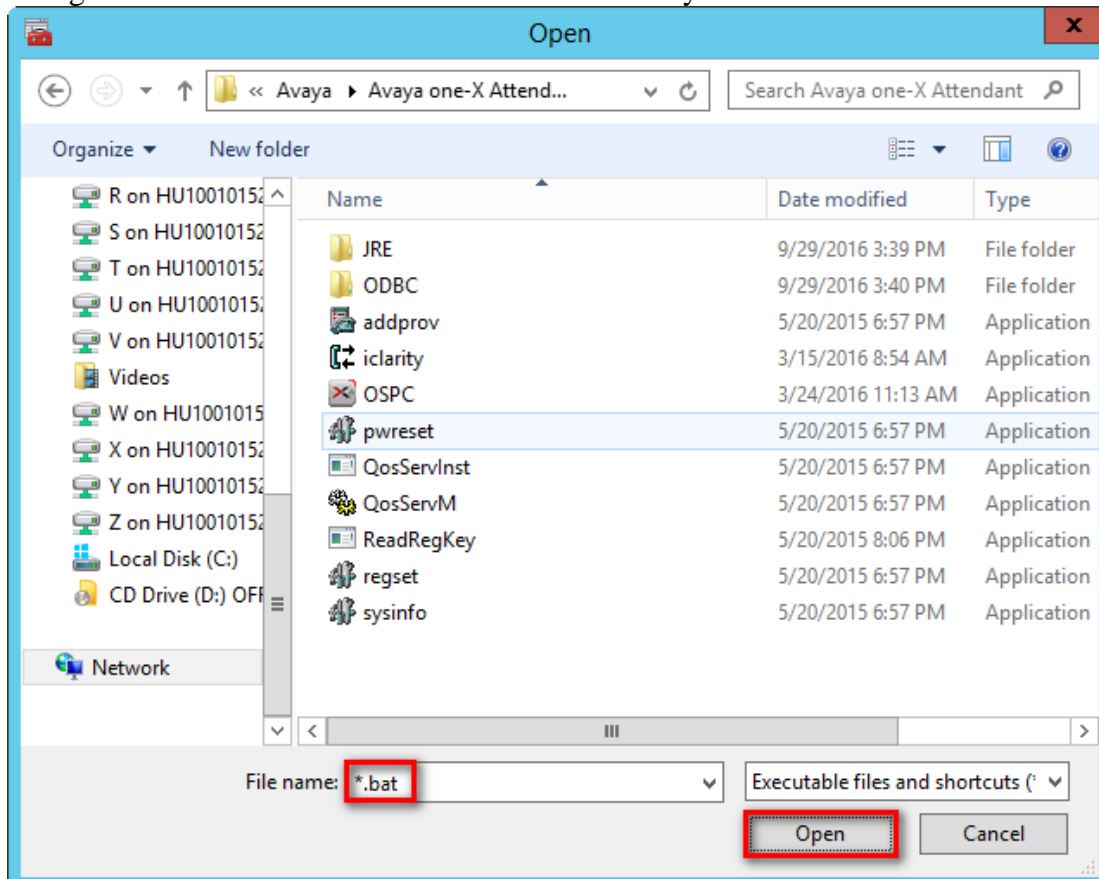


Avaya one-X Attendant is not listed automatically, because the attendant will be started out of a batch file.

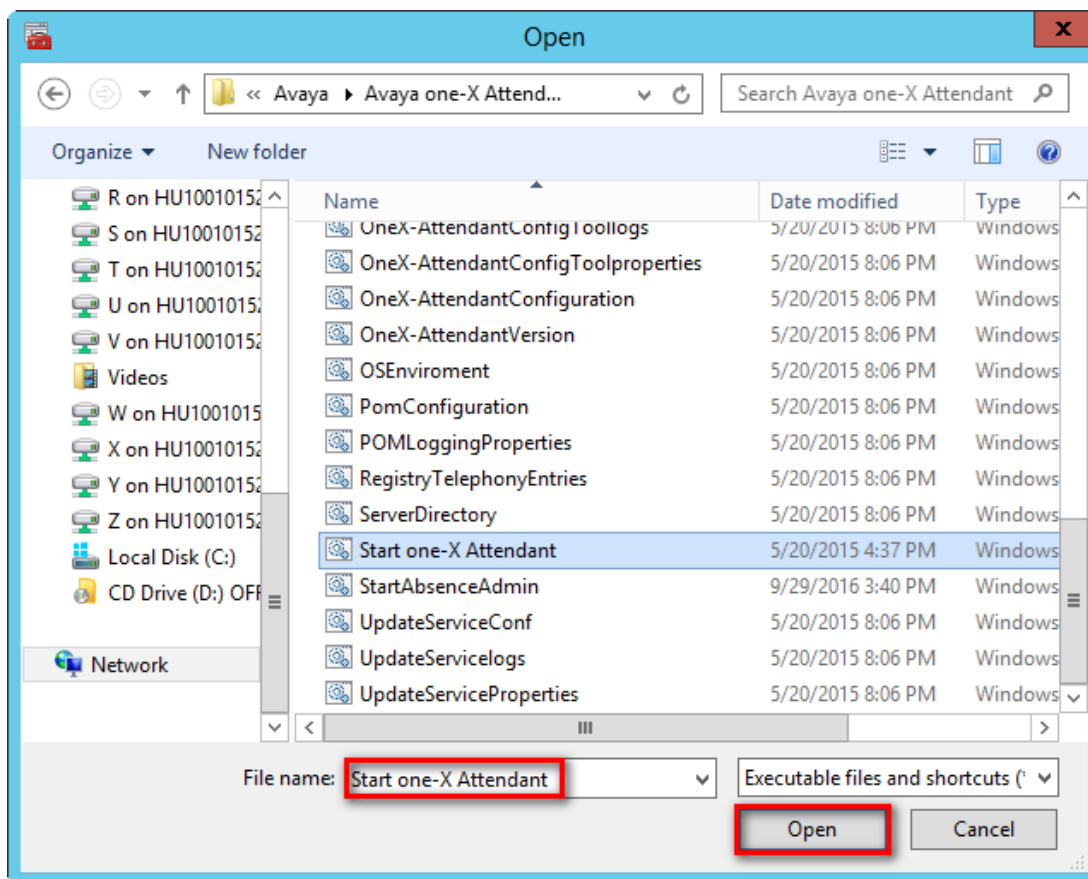
This batch file has to be selected manually.



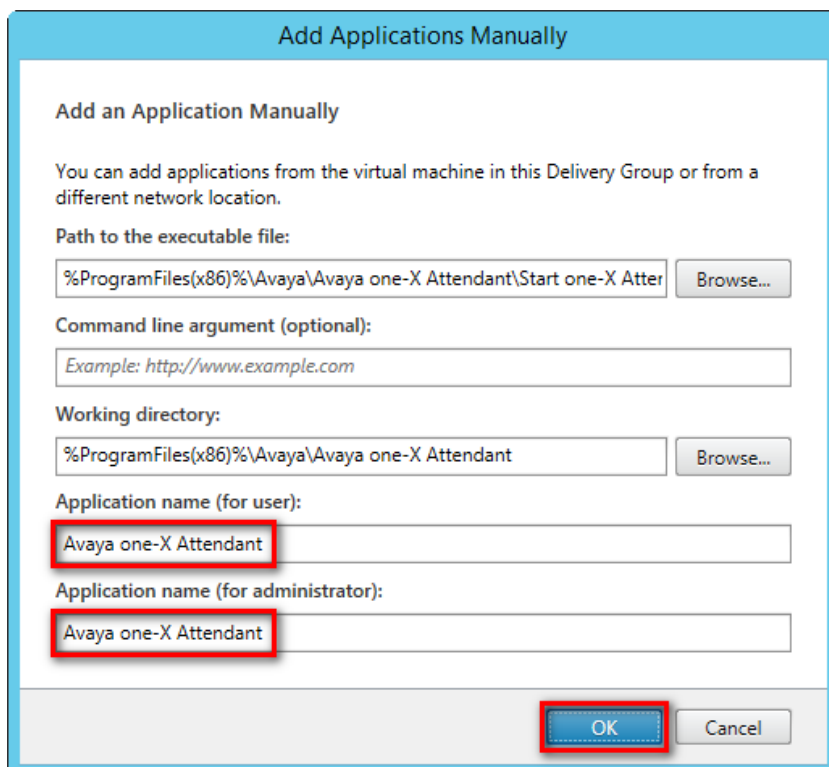
Navigate to the one-X Attendant installation directory.



Enter *.bat and click *Open* to list all available batch files.



Select the batch file and click *Open*.

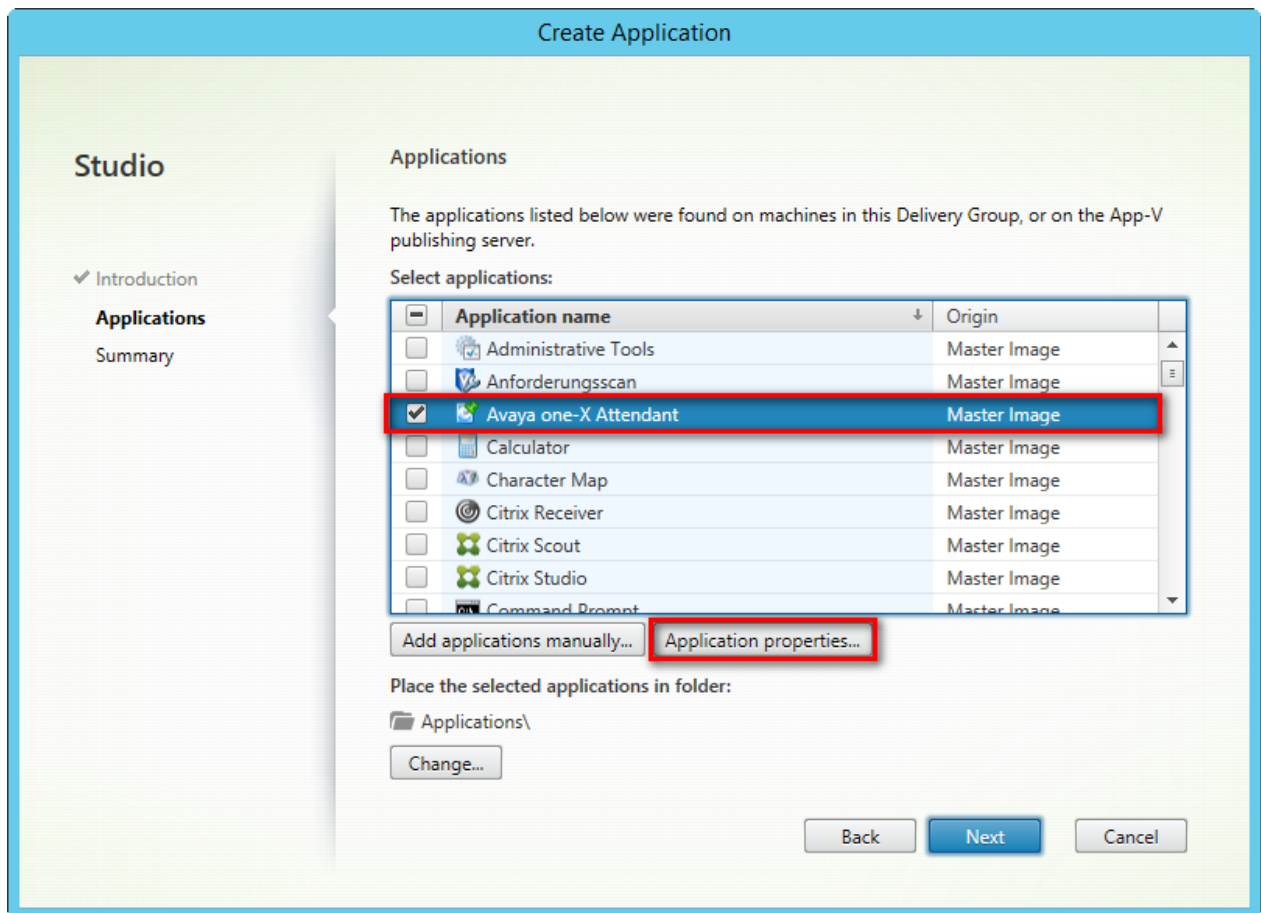


Enter the text that should be displayed with the Application icon in the XenApp Web UI.

The icon of one-X Attendant which will be shown later in the XenApp Web UI is the default one for .bat files.

The following steps describe the change of the icon from the default to the well-known one.

Note: The icon change is optional and has no functional influence. If the change is not wanted, the steps followed by the click on *Application properties* can be skipped. For that click on button *Next*.



Application Settings


Studio

- Identification
- Delivery**
- Location
- Limit Visibility

Delivery

Specify how this application will be delivered to users.

Application icon:

 **Change...**

Application category (optional):

Example: ApplicationCategory\SubCategory\SubCategory

The Category in Receiver where the application appears.

☐ Add shortcut to user's desktop

How do you want to control the use of this application?

☒ Allow unlimited use

☐ Limit the number of instances running at the same time to:

- +

☐ Limit to one instance per user

OK Cancel

Select Icon

Select icon:

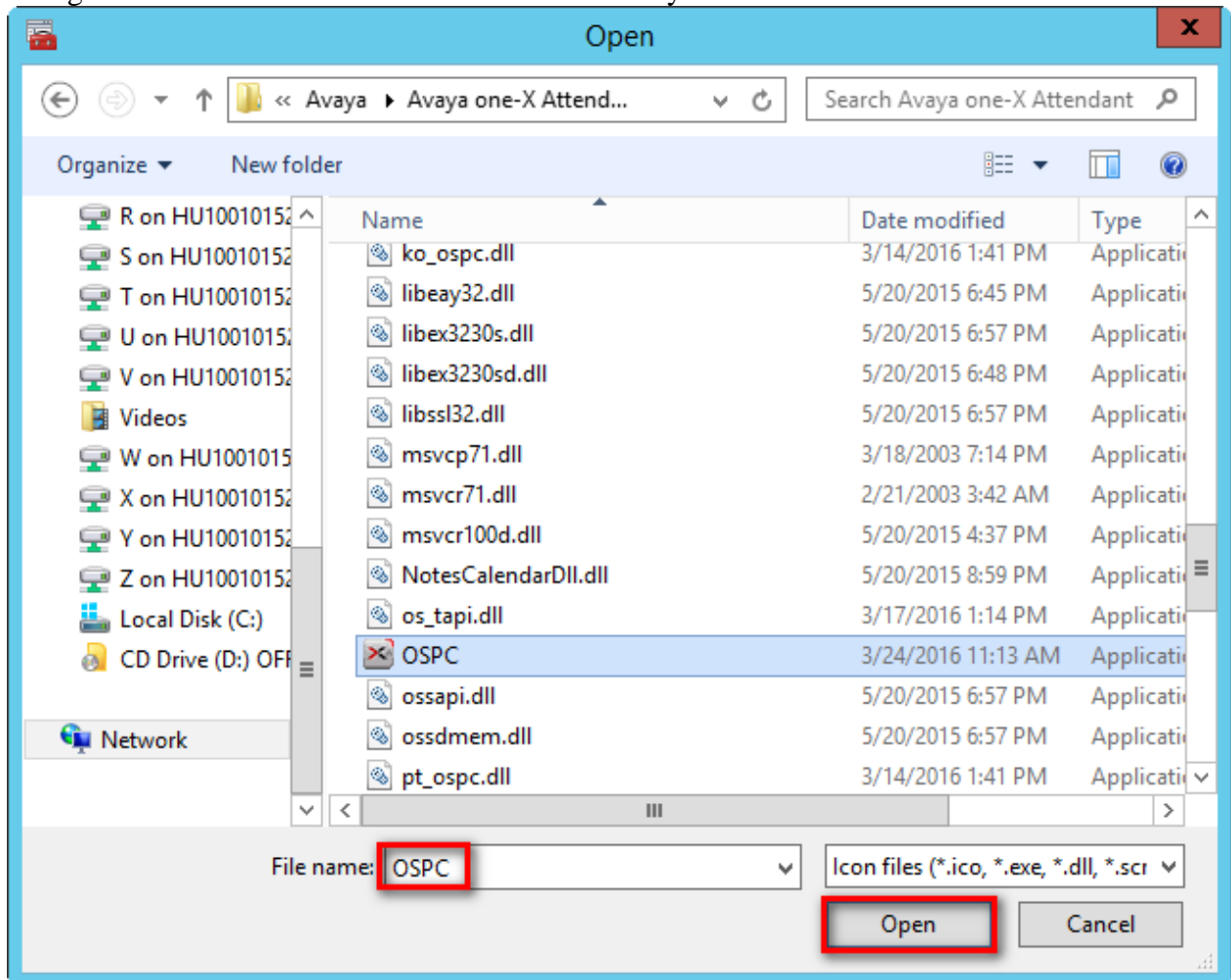
☐ Choose from Citrix default icons

☒ Choose an icon from a file on a representative machine

File name: C:\Program Files (x86)\Avaya\Avaya one-X Attendant\Start one-X Attenda **Browse...**

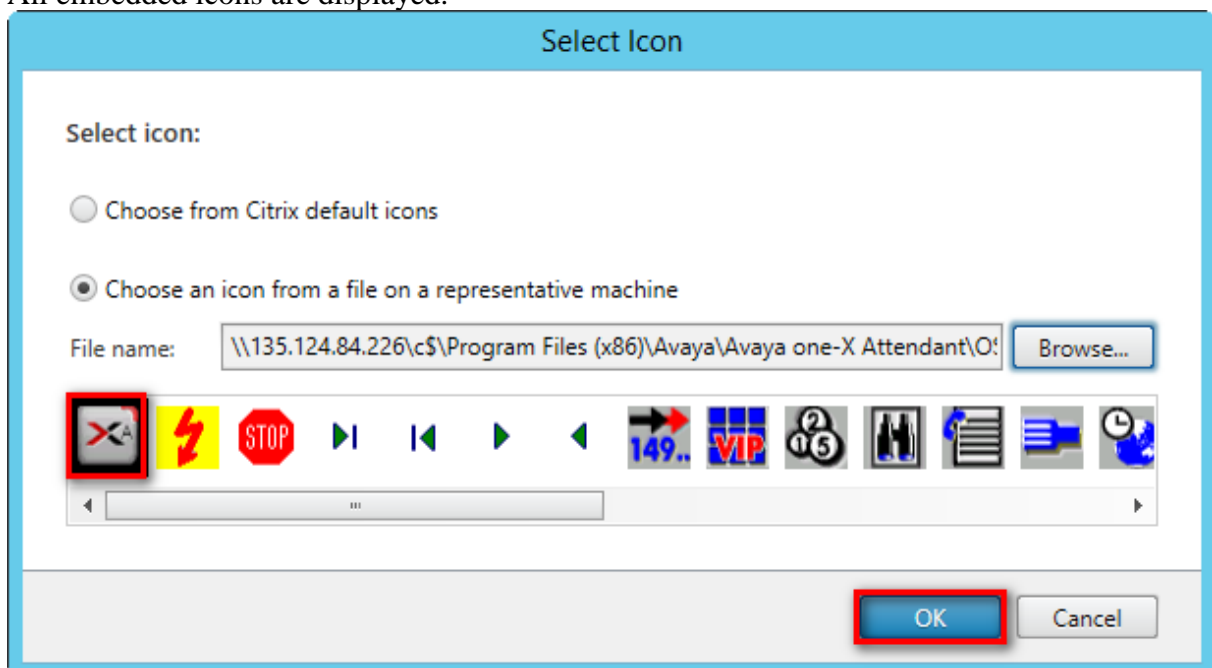
OK Cancel

Navigate to the one-X Attendant installation directory.



Select OSPC[.exe] and click *Open*.

All embedded icons are displayed.



Select the well-known icon for one-X Attendant and click *OK*.

Application Settings

Studio

- Identification
- Delivery**
- Location
- Limit Visibility

Delivery

Specify how this application will be delivered to users.

Application icon:

Application category (optional):

Example: ApplicationCategory\SubCategory\SubCategory

The Category in Receiver where the application appears.

☐ Add shortcut to user's desktop

How do you want to control the use of this application?

☒ Allow unlimited use

☐ Limit the number of instances running at the same time to:

☐ Limit to one instance per user

Create Application

Studio

- ✓ Introduction
- Applications**
- Summary

Applications

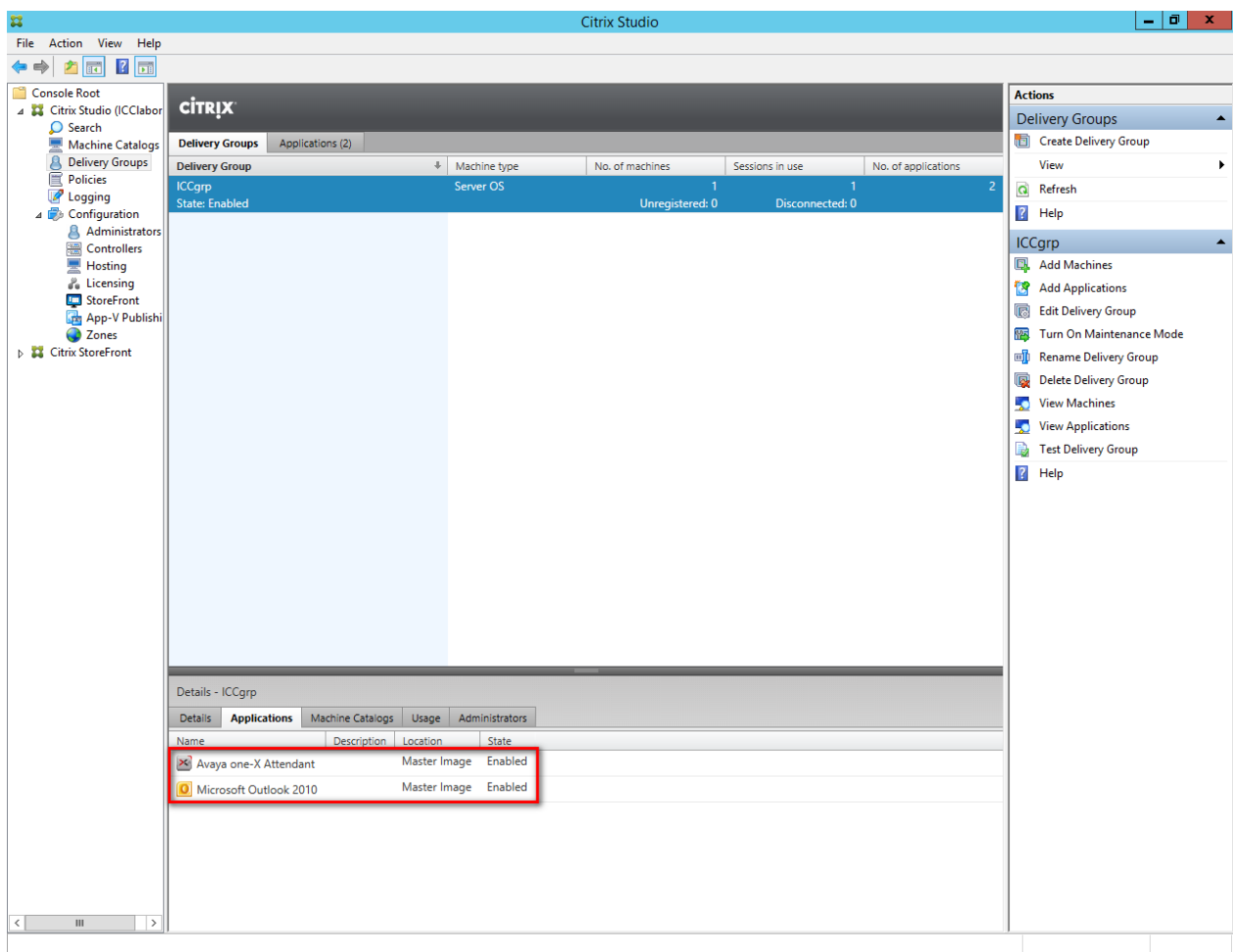
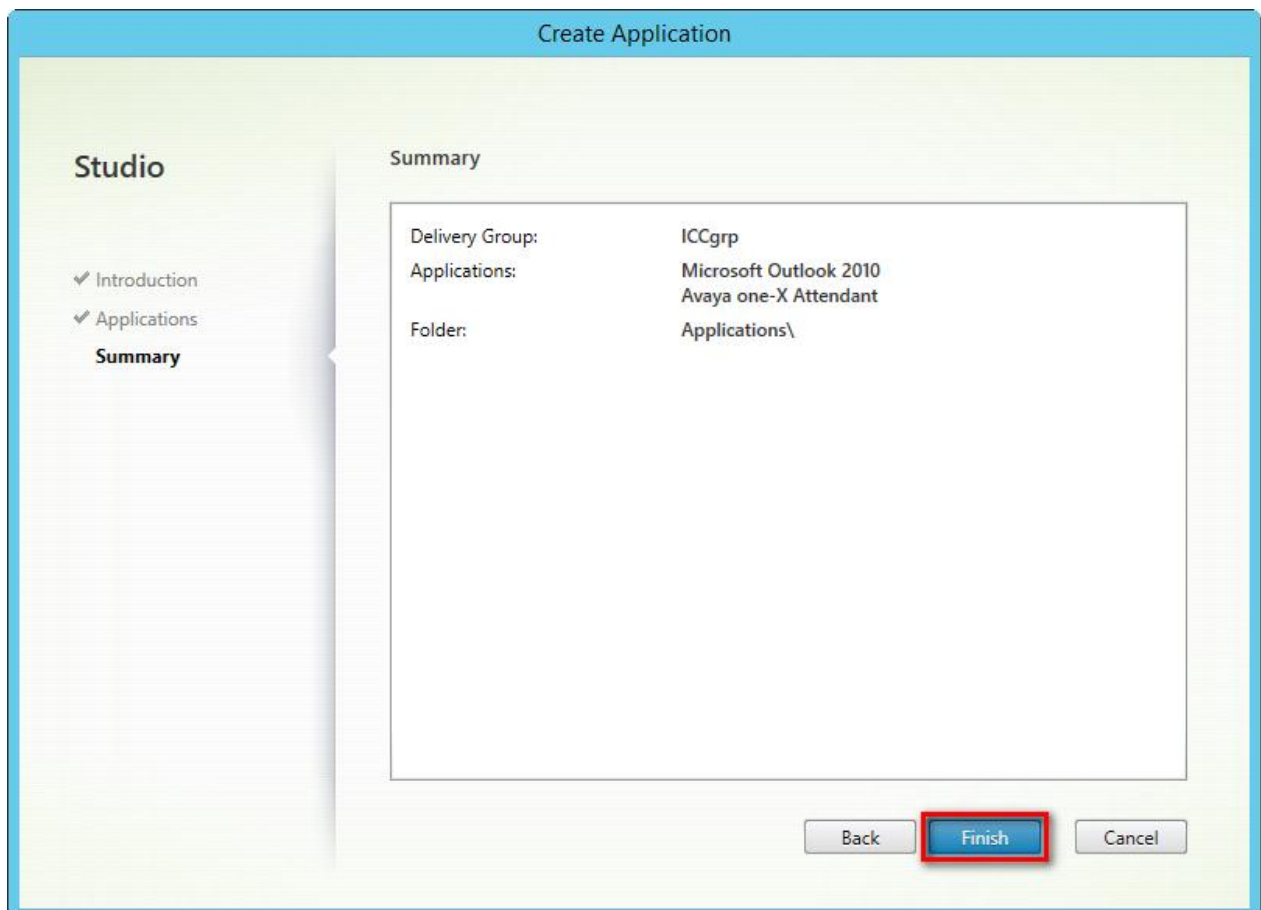
The applications listed below were found on machines in this Delivery Group, or on the App-V publishing server.

Select applications:

	Application name	Origin
<input type="checkbox"/>	Administrative Tools	Master Image
<input type="checkbox"/>	Anforderungsscan	Master Image
<input checked="" type="checkbox"/>	Avaya one-X Attendant	Master Image
<input type="checkbox"/>	Calculator	Master Image
<input type="checkbox"/>	Character Map	Master Image
<input type="checkbox"/>	Citrix Receiver	Master Image
<input type="checkbox"/>	Citrix Scout	Master Image
<input type="checkbox"/>	Citrix Studio	Master Image
<input type="checkbox"/>	Command Prompt	Master Image

Place the selected applications in folder:

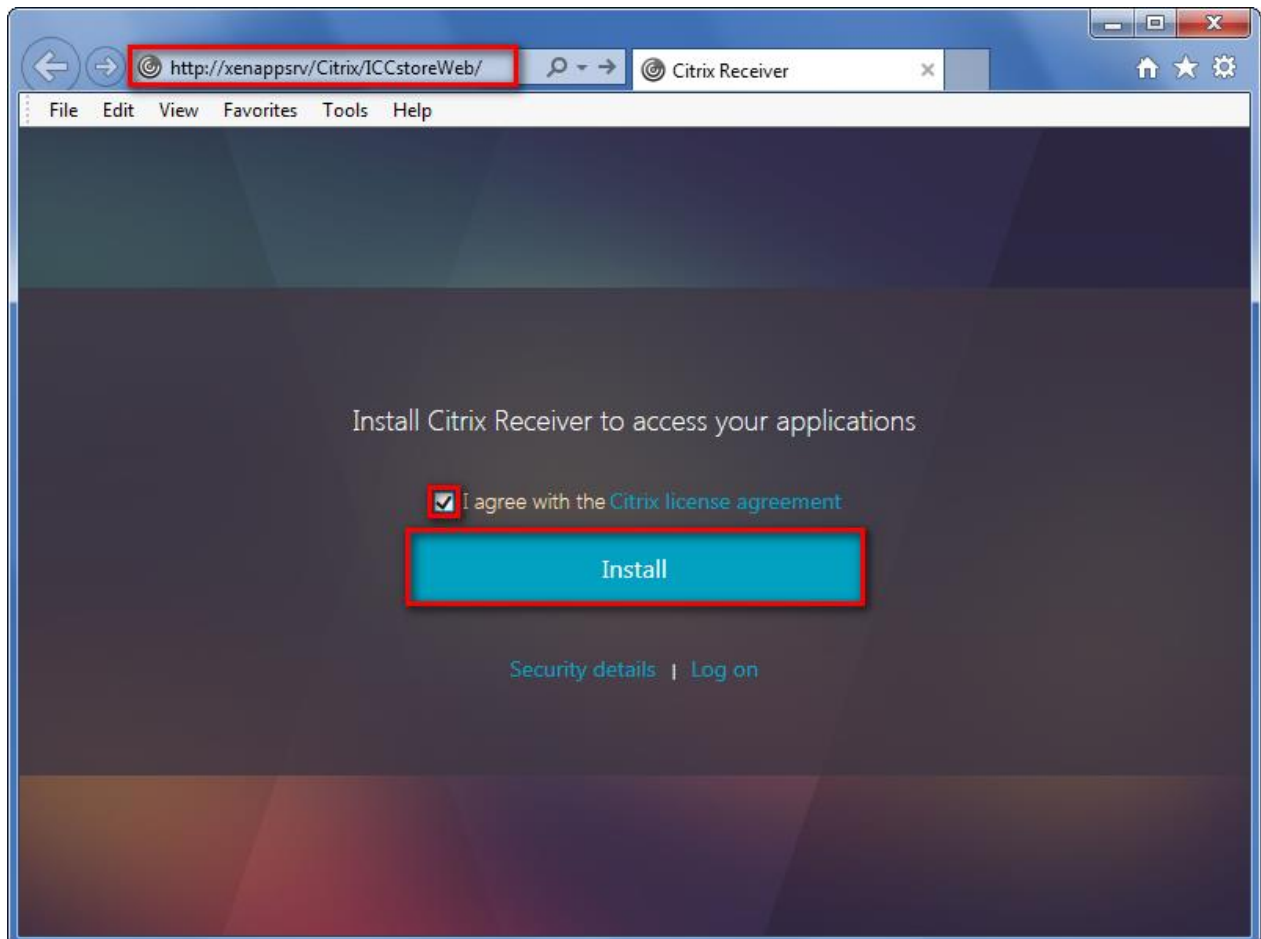
Applications\

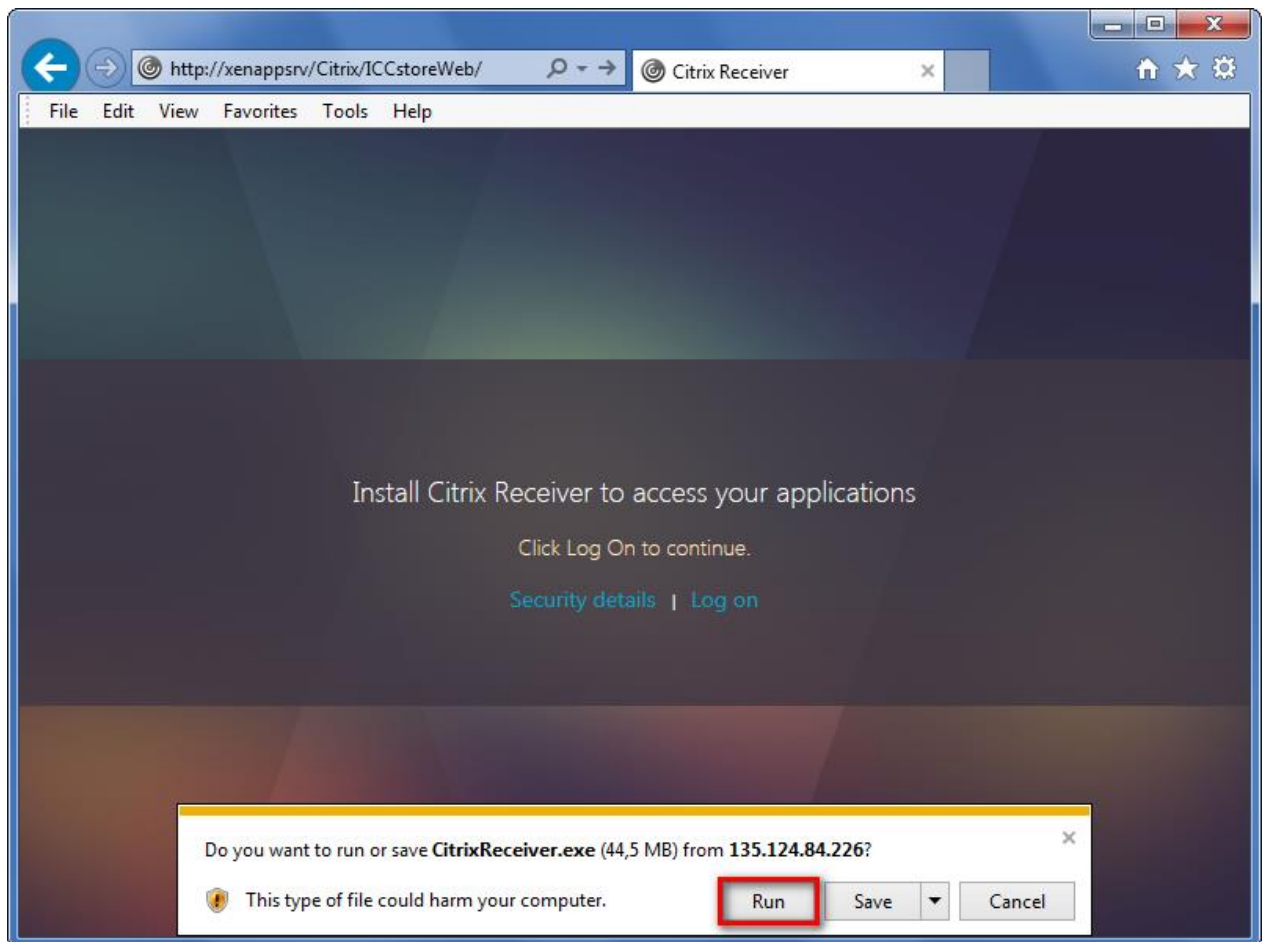


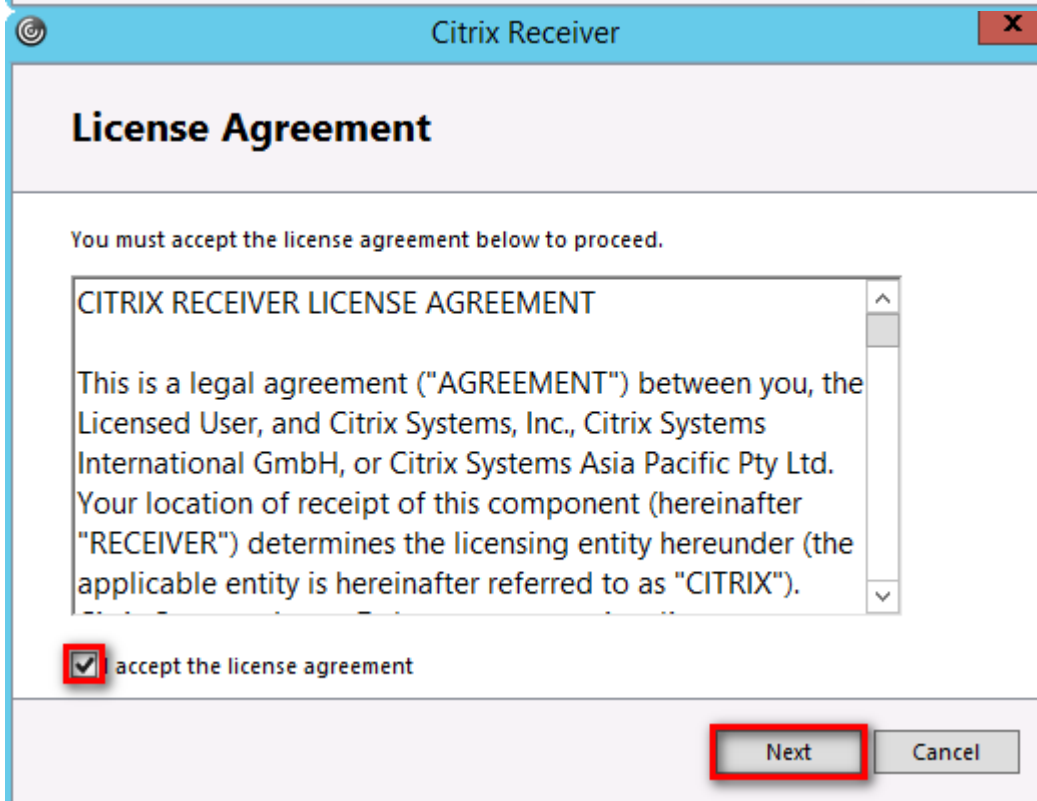
4.2 Launching Avaya one-X Attendant and Microsoft Outlook

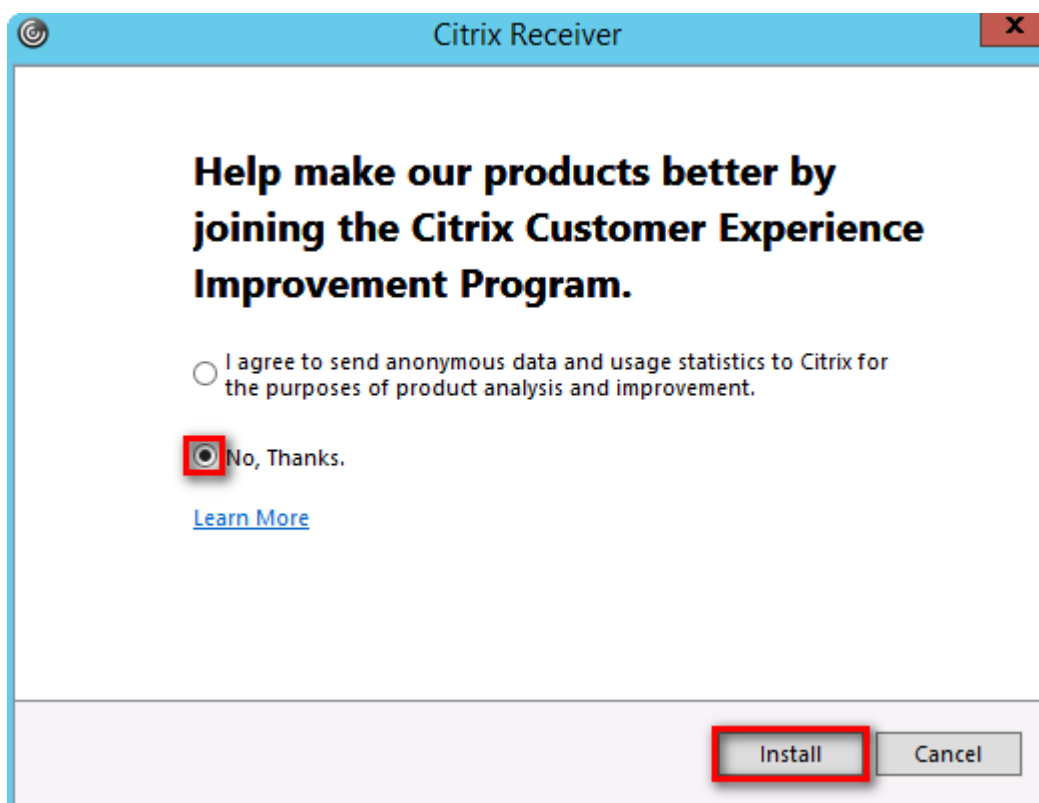
The following steps are executed on a user's (client) PC.

The screenshots were captured on a Windows 7 PC and Internet Explorer 11.

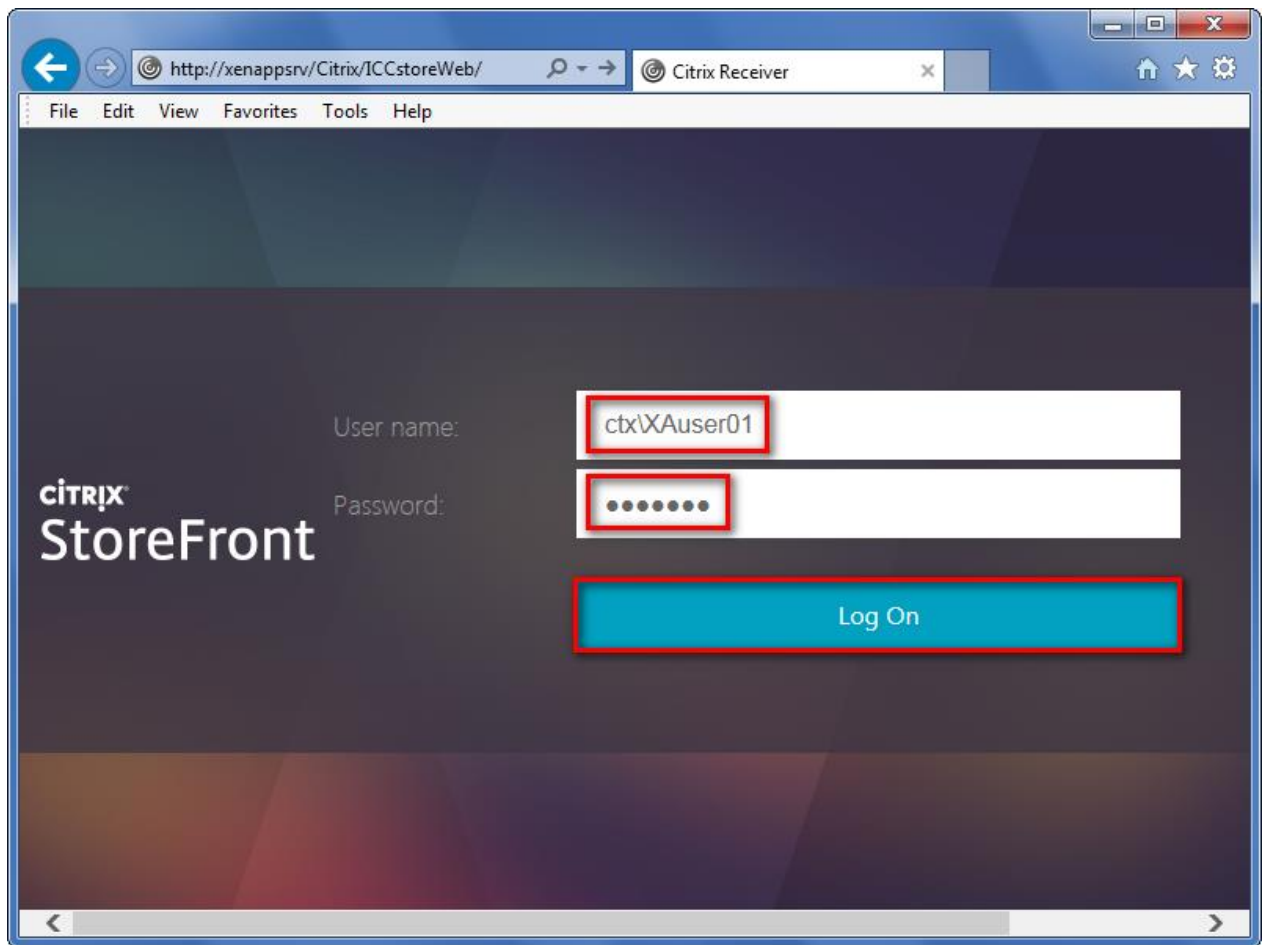


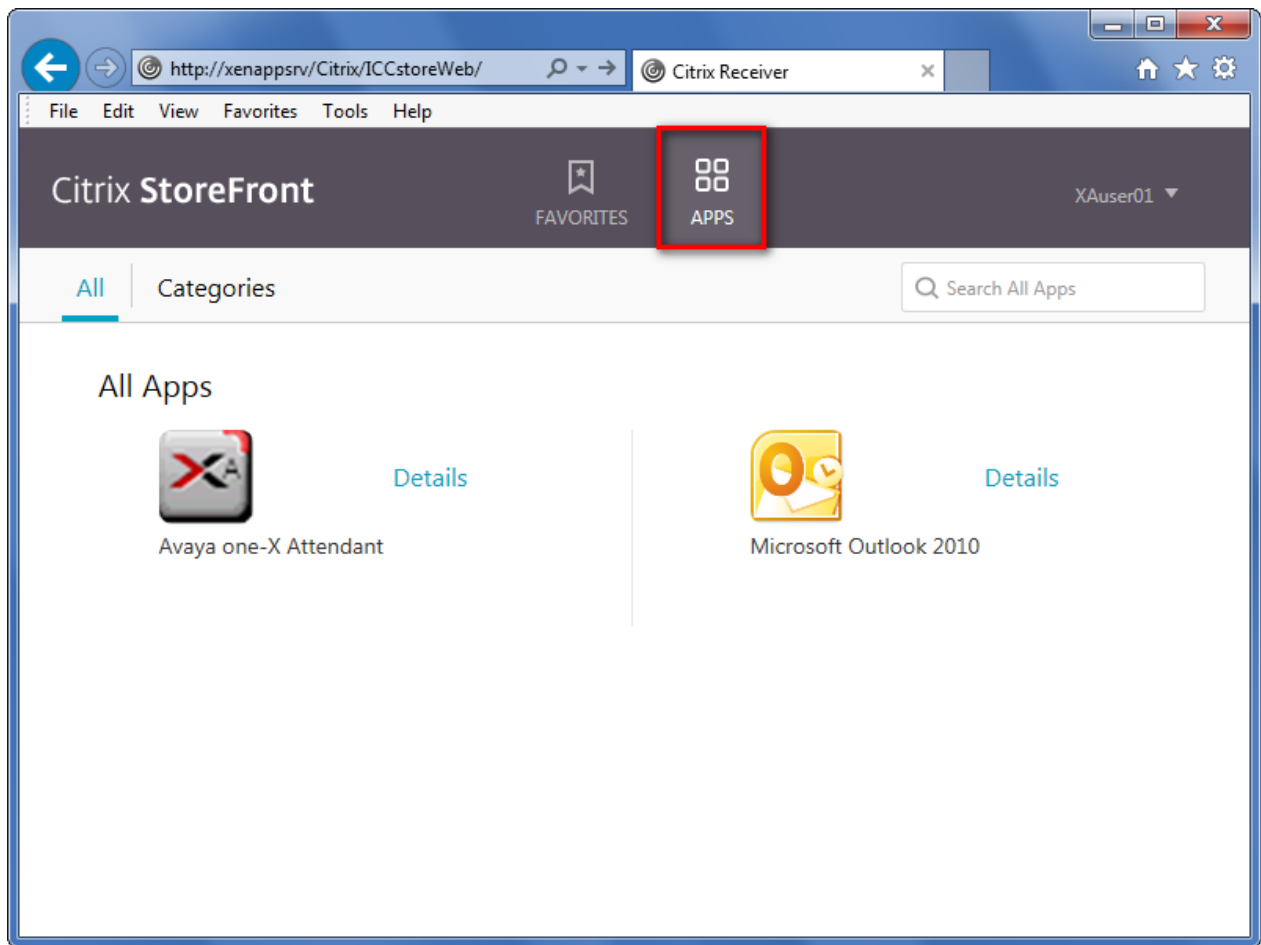






No account necessary.



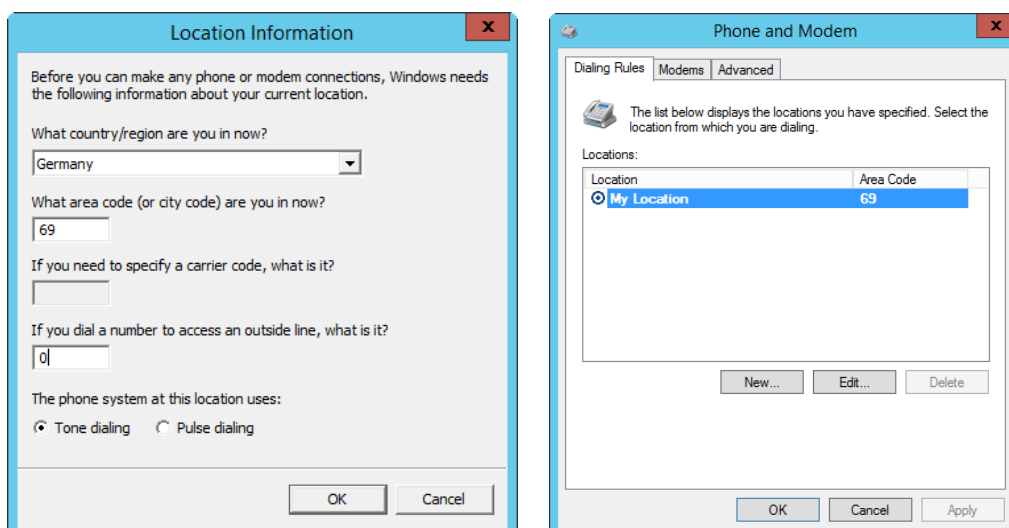


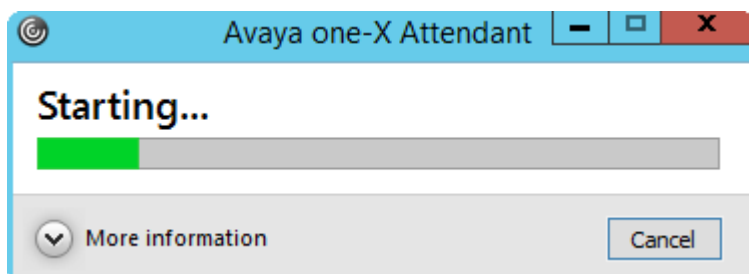
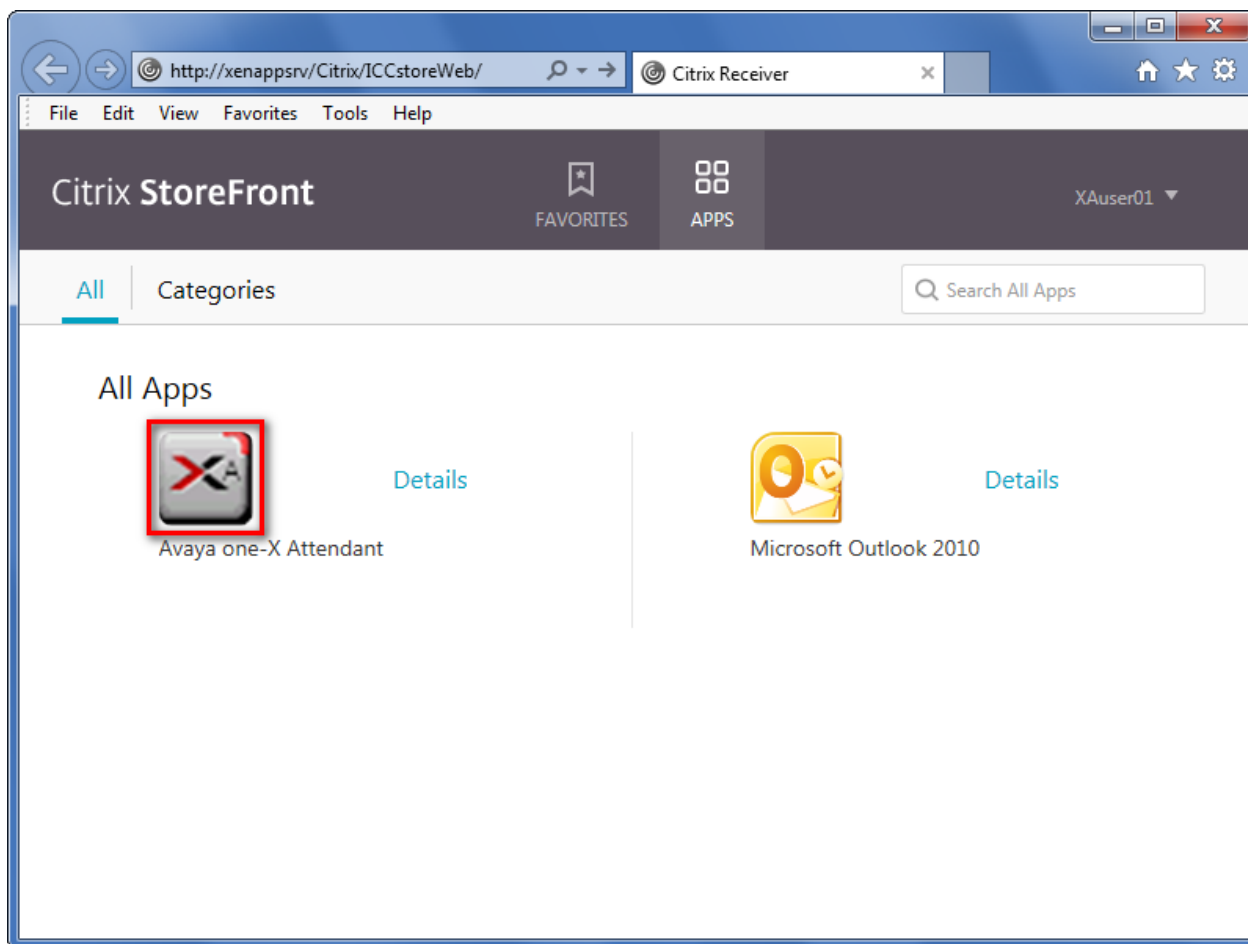
4.2.1 First Launching of Avaya one-X Attendant

Make sure that Windows Location Information is configured on the **XenApp Server** before first start of one-X Attendant.

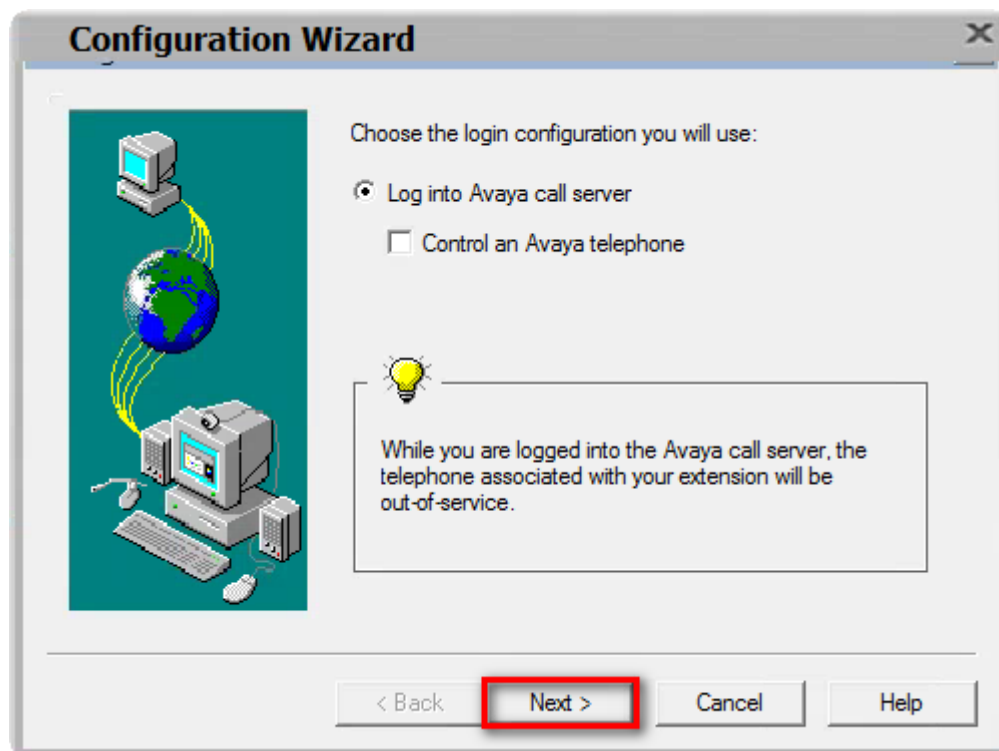
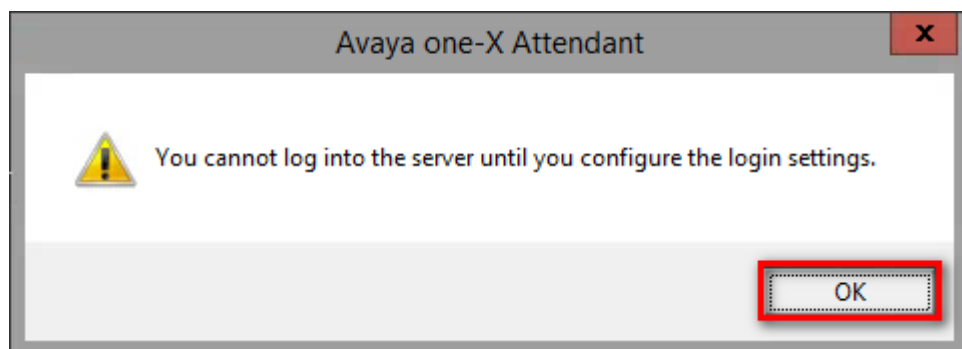
-> *Control Panel / Phone and Modem*

Example:






From this point on, it's the normal configuration process.



Configuration Wizard



Enter your extension and password to log into the server.


Extension:

Password:

☐ Remember password for next login session

< Back **Next >** Cancel Help

Configuration Wizard



Enter the IP address or domain name of the Avaya call server.
If multiple servers are configured for reliability, enter the addresses of the alternate servers.


Primary Server Address:

Alternate Server Addresses:

Add Remove

< Back **Next >** Cancel Help

Configuration Wizard



Dialing Rules

Your country code:

Your area code:

What number do you dial to access an outside line?

What number do you dial for long distance?

What number do you dial for international calls?


Area Code Rules

When you make a local call, it is necessary to

- ☒ Dial your area code
- ☐ Dial
- ☐ Dial number as is

< Back **Next >** Cancel Help

Avaya one-X Attendant




You are about to configure the Emergency Call Handling feature.

This feature determines how the telephone system will place the emergency calls you make.

Your use of this product indicates that you have read the information for configuring this feature in the online help and that Avaya Inc. is not responsible for mishandled calls.

I Agree I Disagree Help

Configuration Wizard




☒ Enable Emergency Call Handling feature

☒ Your extension number 7500

☐ Telephone number:

< Back **Next >** Cancel Help

Configuration Wizard



Choose the configuration you will use for Avaya one-X Attendant.

☐ Road Warrior (Voice over IP)

Avaya iClarity will be used for Voice over IP calls.

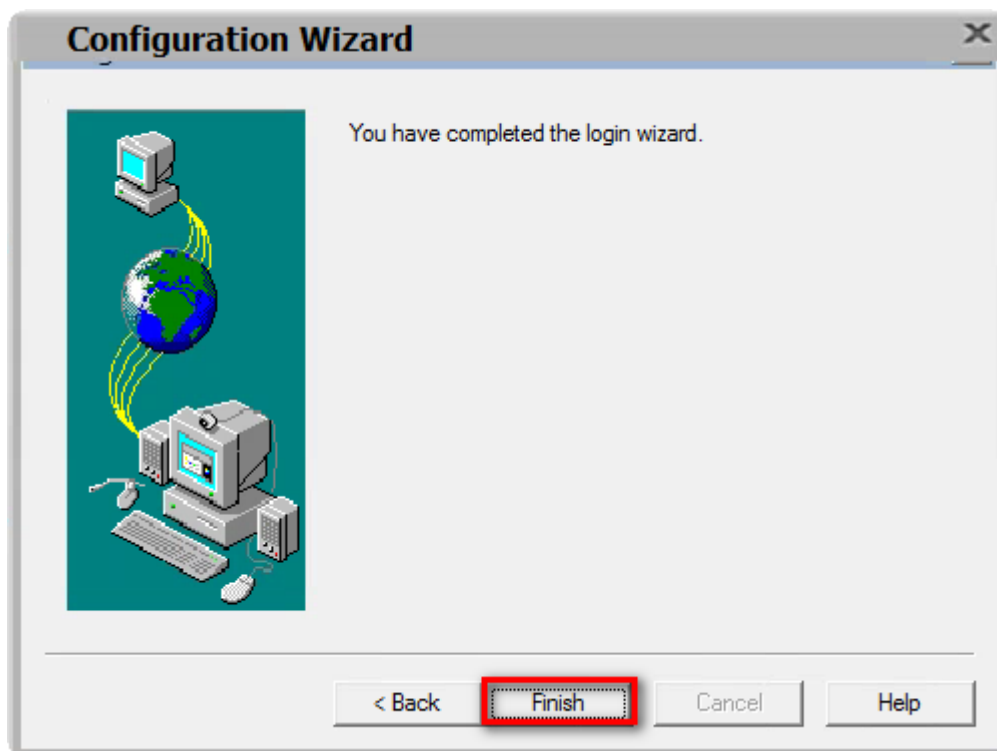
Bandwidth Setting:

☒ Telecommuter

You must have a telephone line available at your location. Enter the telephone number below as you dial it from an extension on your company's telephone system (for example, 918005555555).

Telephone at:

< Back **Next >** Cancel Help



Login

Extension: Password:


Configuration:

Call Server Address:

Telephone At:

☐ Remember password for next login session

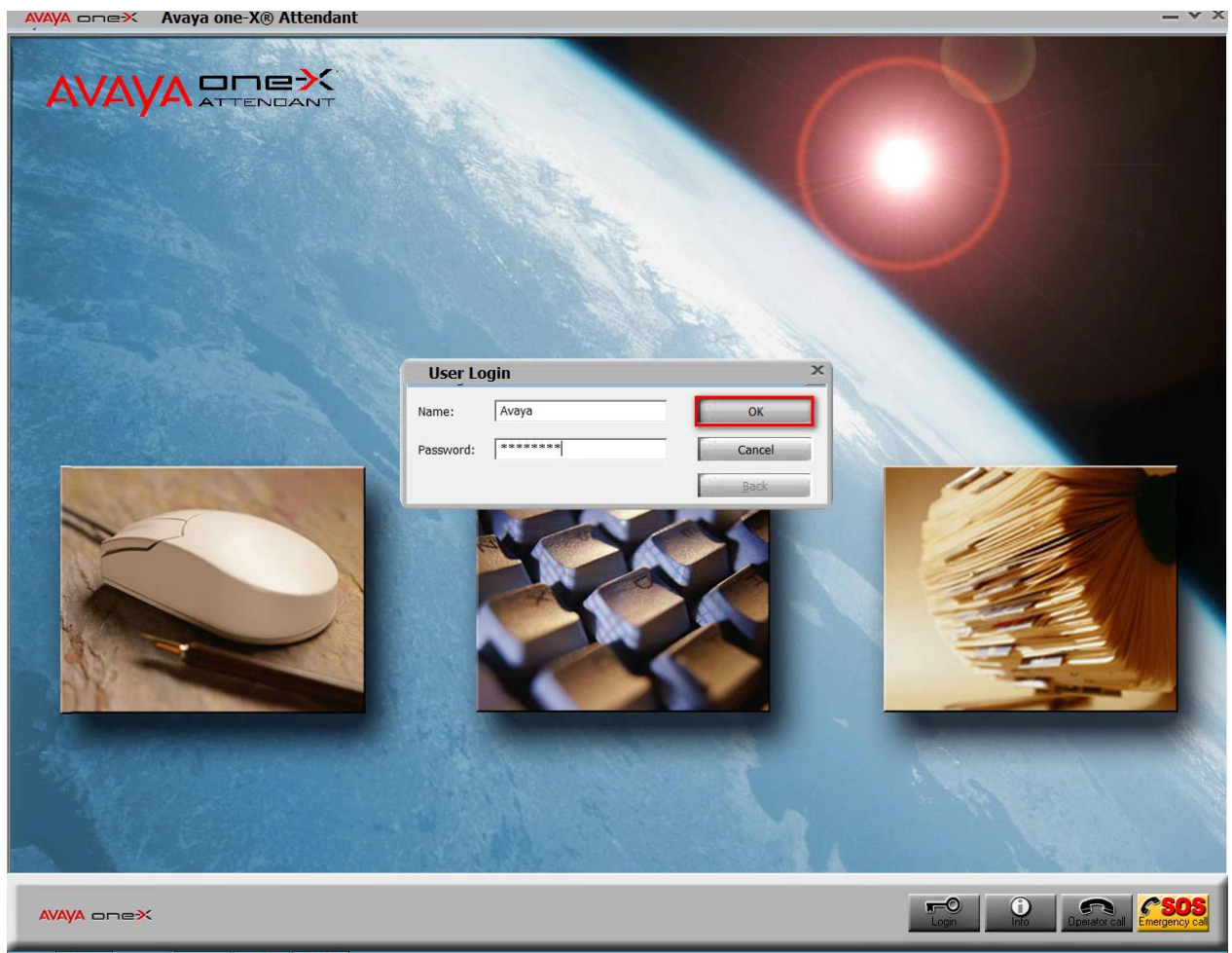
☐ Automatically log in if possible when application restarts

 The telephone number shown in the "Telephone at" box will be used for talkpath. Be sure to enter an access code, if required (e.g. 9).

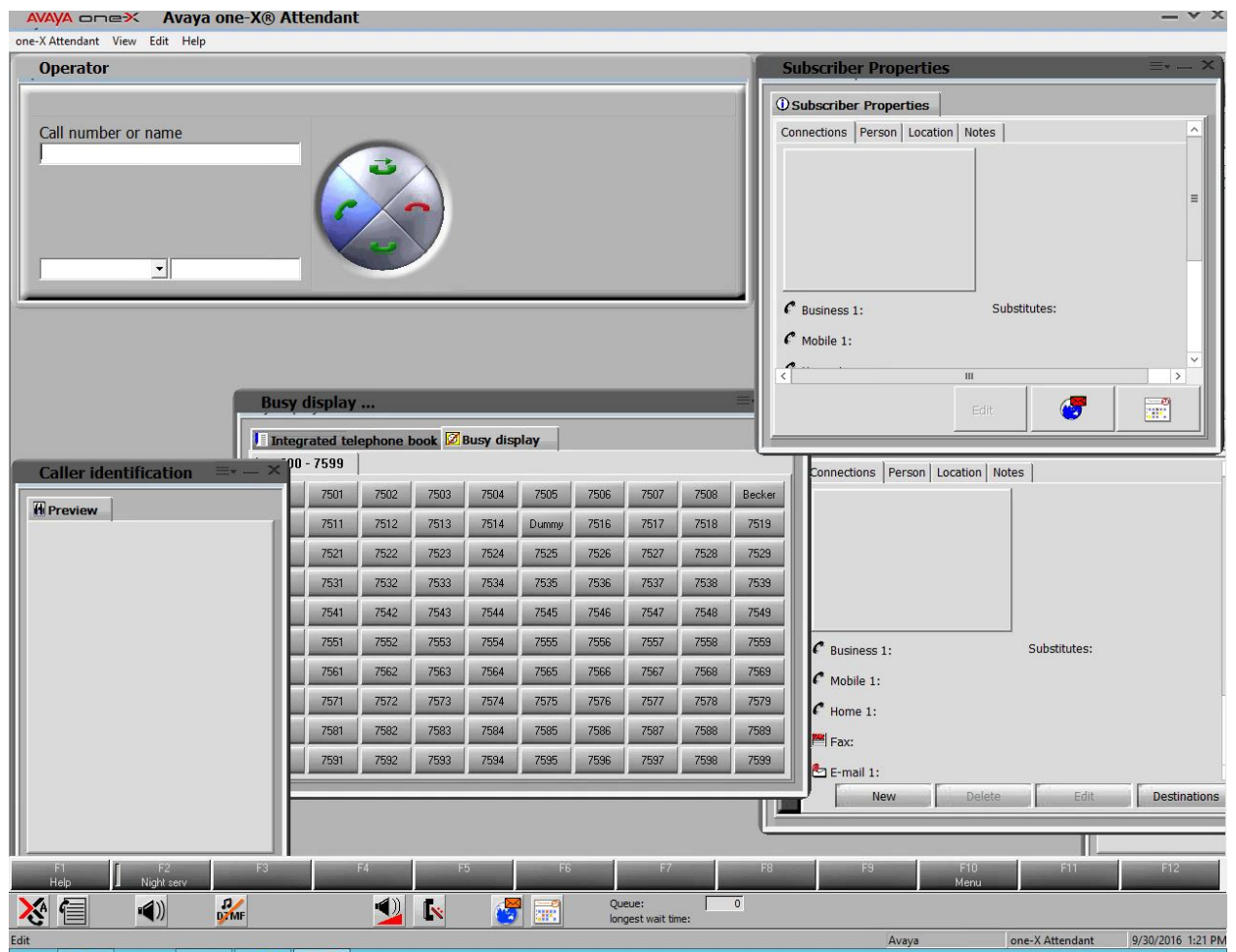
Login ...



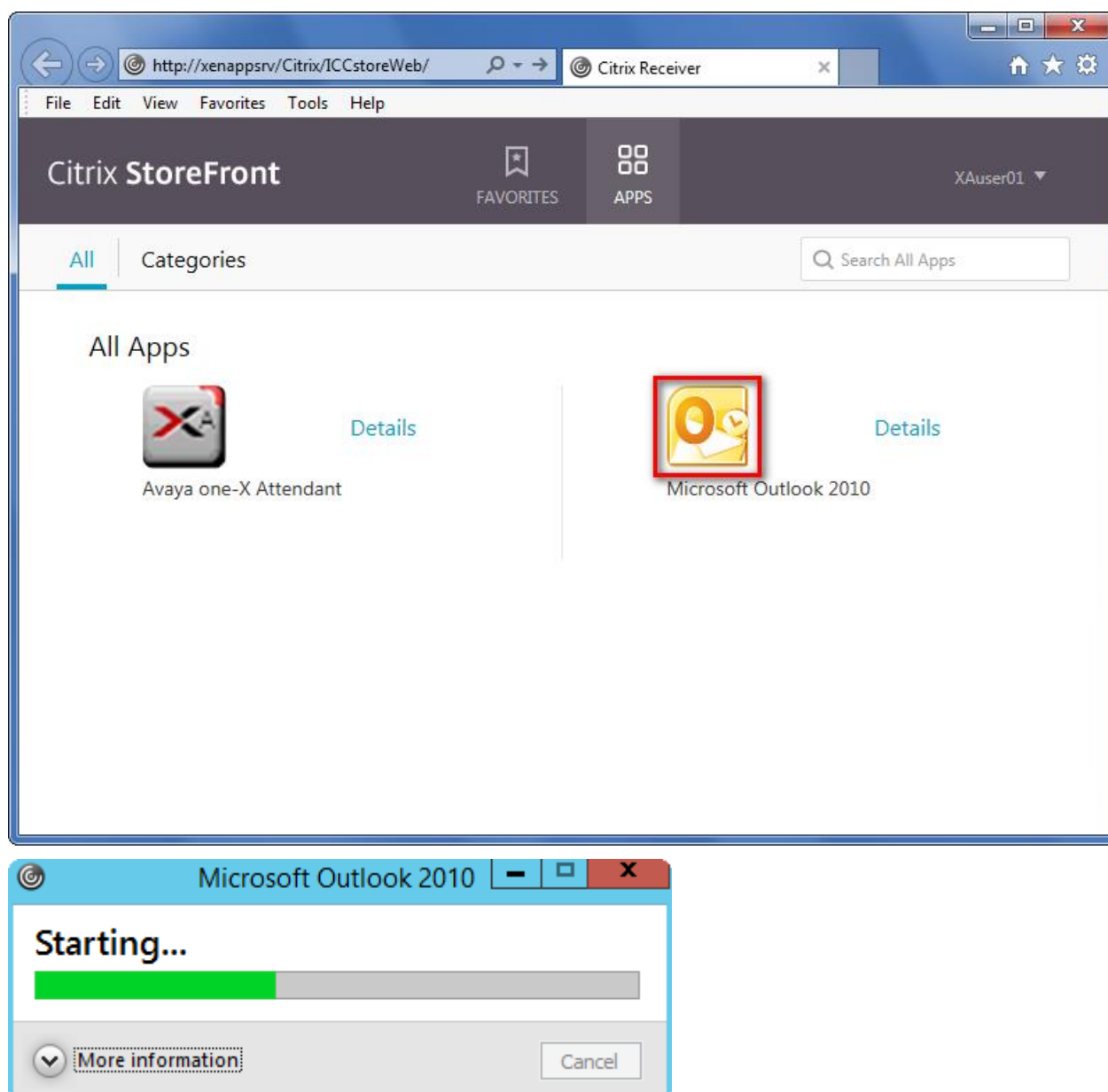
... enter Name and Password ...



... and Avaya one-X Attendant works!



4.2.2 First Launching of Microsoft Outlook



If the user starts Outlook the first time, the configuration process takes place.

The image displays two sequential windows from the Microsoft Outlook 2010 Setup Wizard.

The first window, titled "Microsoft Outlook 2010 Startup", features a decorative orange and yellow background on the left with three envelope icons. The main text reads: "Welcome to the Microsoft Outlook 2010 Startup Wizard, which will guide you through the process of configuring Microsoft Outlook 2010." At the bottom right, there are three buttons: "< Back", "Next >" (highlighted with a red box), and "Cancel".

The second window, titled "Account Configuration", has a white background. The section header is "E-mail Accounts". Below it, the text asks: "You can configure Outlook to connect to Internet E-mail, Microsoft Exchange, or other E-mail server. Would you like to configure an E-mail account?". There are two radio buttons: "Yes" (selected) and "No". At the bottom right, there are three buttons: "< Back", "Next >" (highlighted with a red box), and "Cancel".

Add New Account

Auto Account Setup

Click Next to connect to the mail server and automatically configure your account settings.

☒ E-mail Account

Your Name: XAuser01
Example: Ellen Adams

E-mail Address: XA.User01@ctx.fr.icclab.com
Example: ellen@contoso.com

☐ Text Messaging (SMS)

☐ Manually configure server settings or additional server types

< Back

Next >

Cancel

Add New Account

Online search for your server settings...

Configuring

Configuring e-mail server settings. This might take several minutes:

✓ Establish network connection

✓ Search for XA.User01@ctx.fr.icclab.com server settings

✓ Log on to server

Your e-mail account is successfully configured.

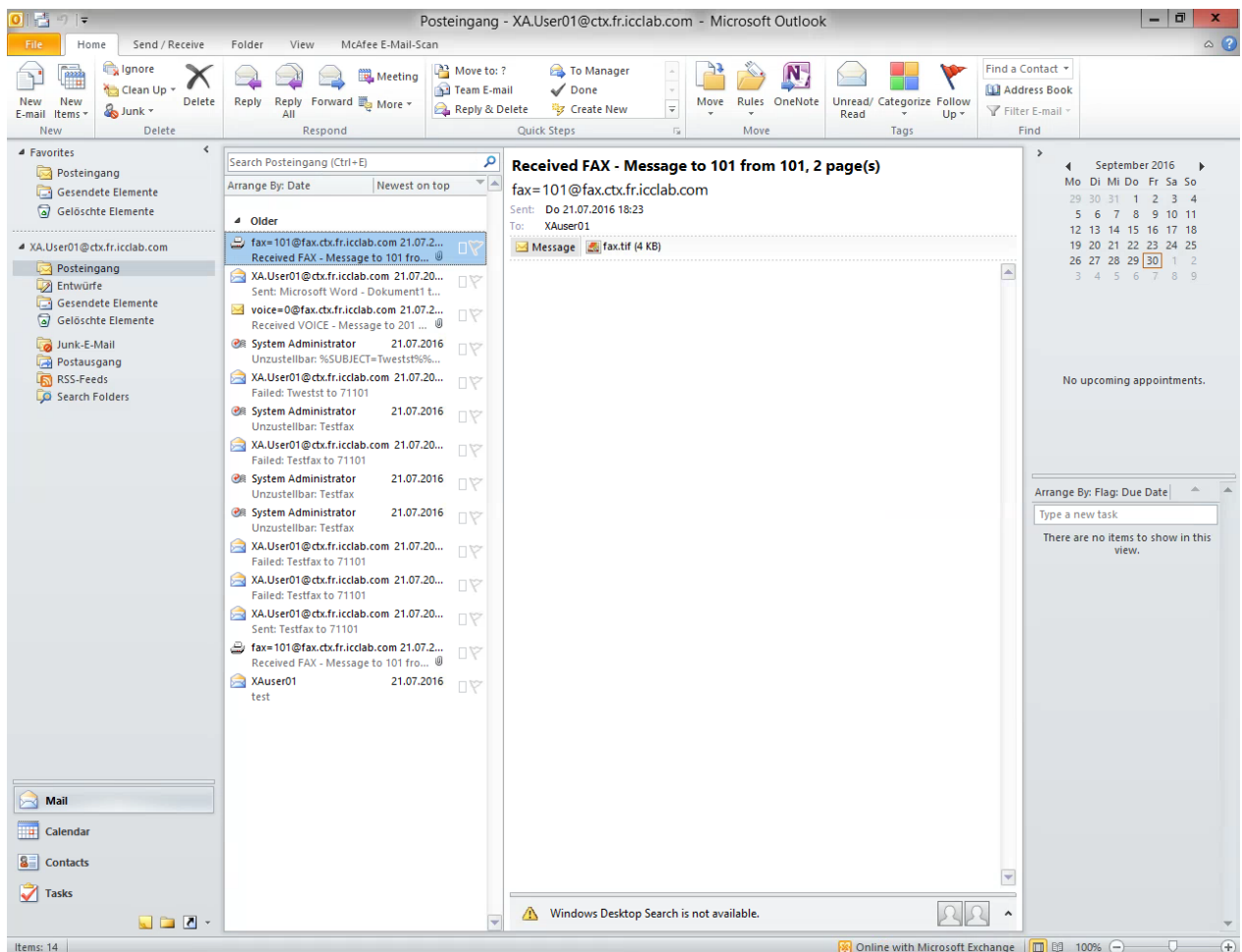
☐ Manually configure server settings

Add another account...

< Back

Finish

Cancel



5 Appendix

5.1 Software Versions

<u>Product</u>	<u>Version</u>
XenServer	6.5.0
Citrix XenApp	7.5
Avaya one-X Attendant Server	4.13.001
Avaya one-X Attendant Client	4.13.001
Microsoft Outlook	2010
Microsoft Exchange Server	2013