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## 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

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**Issue:** 1.0

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# 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 (OOO) -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

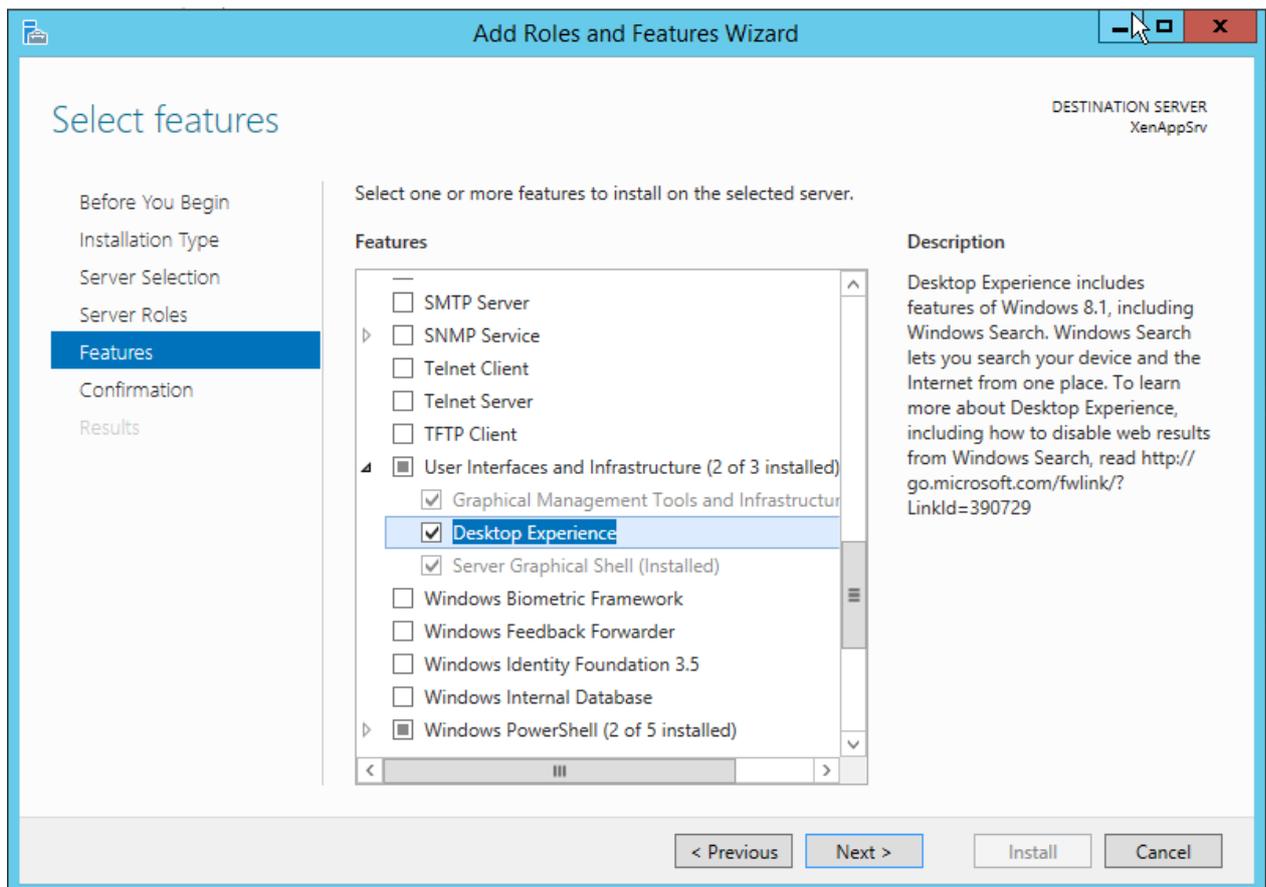
- Create a VM named **XenApp Server** with W2k12 R2 Standard (2 vCPU, 4 GB RAM, 50 GB HD).
- Install XenServer Tools (xs-tools.iso).
- Assign static IP address
- Add the VM to the domain (ctx.fr.icclab.com)
- Login with the domain administrator (ctx\Administrator)

#### 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.

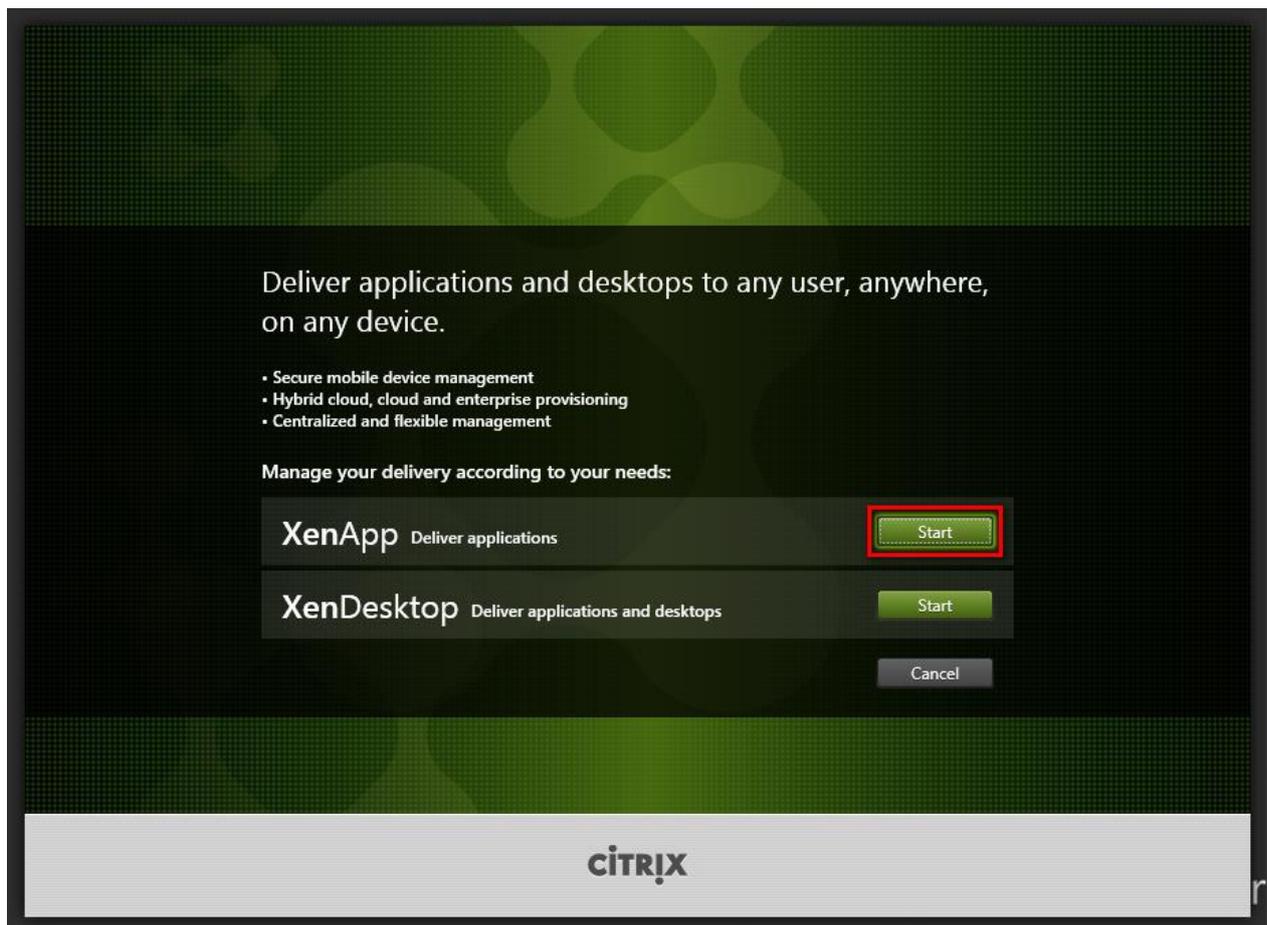
But in this test installation, all components of XenApp and the Citrix license server are installed on the same machine.

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).



Get Started

**Delivery Controller**

Start here. Select and install the Delivery Controller and other essential services like License Server and StoreFront.

Prepare Machines and Images

**Virtual Delivery Agent for Windows Server OS**

Install this agent to deliver applications and desktops from server-based VMs or physical machines.

**Virtual Delivery Agent for Windows Desktop OS**

Cannot be installed on this operating system.

Extend Deployment

**Citrix Director** [More Info](#)

**Citrix License Server** [More Info](#)

**Citrix StoreFront** [More Info](#)

**Citrix Studio** [More Info](#)

**Universal Print Server** [More Info](#)

Services and Support

[Product documentation](#) Access supporting content online.

[Knowledge Center](#) Access knowledge base articles, security bulletins, and troubleshooting guides.

Cancel

**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

<input checked="" type="checkbox"/>	Component (Select all)
<input checked="" type="checkbox"/>	<b>Delivery Controller</b> Distributes applications and desktops, manages user access, and optimizes connections.
<input checked="" type="checkbox"/>	<b>Studio</b> Create, configure, and manage infrastructure components, applications, and desktops.
<input checked="" type="checkbox"/>	<b>Director</b> Monitor performance and troubleshoot problems.
<input checked="" type="checkbox"/>	<b>License Server</b> Manages product licenses.
<input checked="" type="checkbox"/>	<b>StoreFront</b> 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

## Features

<input checked="" type="checkbox"/>	Feature (Select all)
<input checked="" type="checkbox"/>	<b>Install Microsoft SQL Server 2012 SP2 Express</b> This is an optional component. If you have an existing SQL Server for storing desktop and application configurations and settings, do not select this option.
<input checked="" type="checkbox"/>	<b>Install Windows Remote Assistance</b> Select this only if you need the shadowing feature of Director Server.

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

## XenApp 7.7

- ✓ Licensing Agreement
- ✓ Core Components
- ✓ Features
- ✓ Firewall

### Summary

Install

Finish

## Summary

Review the prerequisites and confirm the components you want to install.

<b>Installation directory</b> C:\Program Files\Citrix
<b>Prerequisites</b> Microsoft SQL Server 2012 SP2 Express Microsoft Visual x64 C++ 2008 Runtime Microsoft Internet Information Services Windows Remote Assistance Feature
<b>Core Components</b> Delivery Controller Studio Director License Server StoreFront
<b>Features</b> Install Windows Remote Assistance
<b>Firewall</b> TCP Ports: 80, 443, 80, 443, 7279, 27000, 8083, 8082

Back

Install

Cancel

## XenApp 7.7

- ✓ Licensing Agreement
- ✓ Core Components
- ✓ Features
- ✓ Firewall
- ✓ Summary
- Install**
- Finish

### Installing prerequisites and components

Installing...

About 12 minutes remaining...

#### Prerequisites

- Microsoft SQL Server 2012 SP2 Express
- Microsoft Visual x64 C++ 2008 Runtime
- Microsoft Internet Information Services
- Windows Remote Assistance Feature

Installing...

#### Core Components

- Delivery Controller
- Studio
- Director
- License Server
- StoreFront

#### Post Install

- Component Initialization

Back

Install

Cancel

## XenApp 7.7

- ✓ Licensing Agreement
- ✓ Core Components
- ✓ Features
- ✓ Firewall
- ✓ Summary
- ✓ Install
- Finish**

## Finish Installation

The installation completed successfully.

✓ Success

### Prerequisites

- ✓ Microsoft SQL Server 2012 SP2 Express Installed
- ✓ Microsoft Visual x64 C++ 2008 Runtime Installed
- ✓ Microsoft Internet Information Services Installed
- ✓ Windows Remote Assistance Feature Installed

### Core Components

- ✓ Delivery Controller Installed
- ✓ Studio Installed
- ✓ Director Installed
- ✓ License Server Installed
- ✓ StoreFront Installed

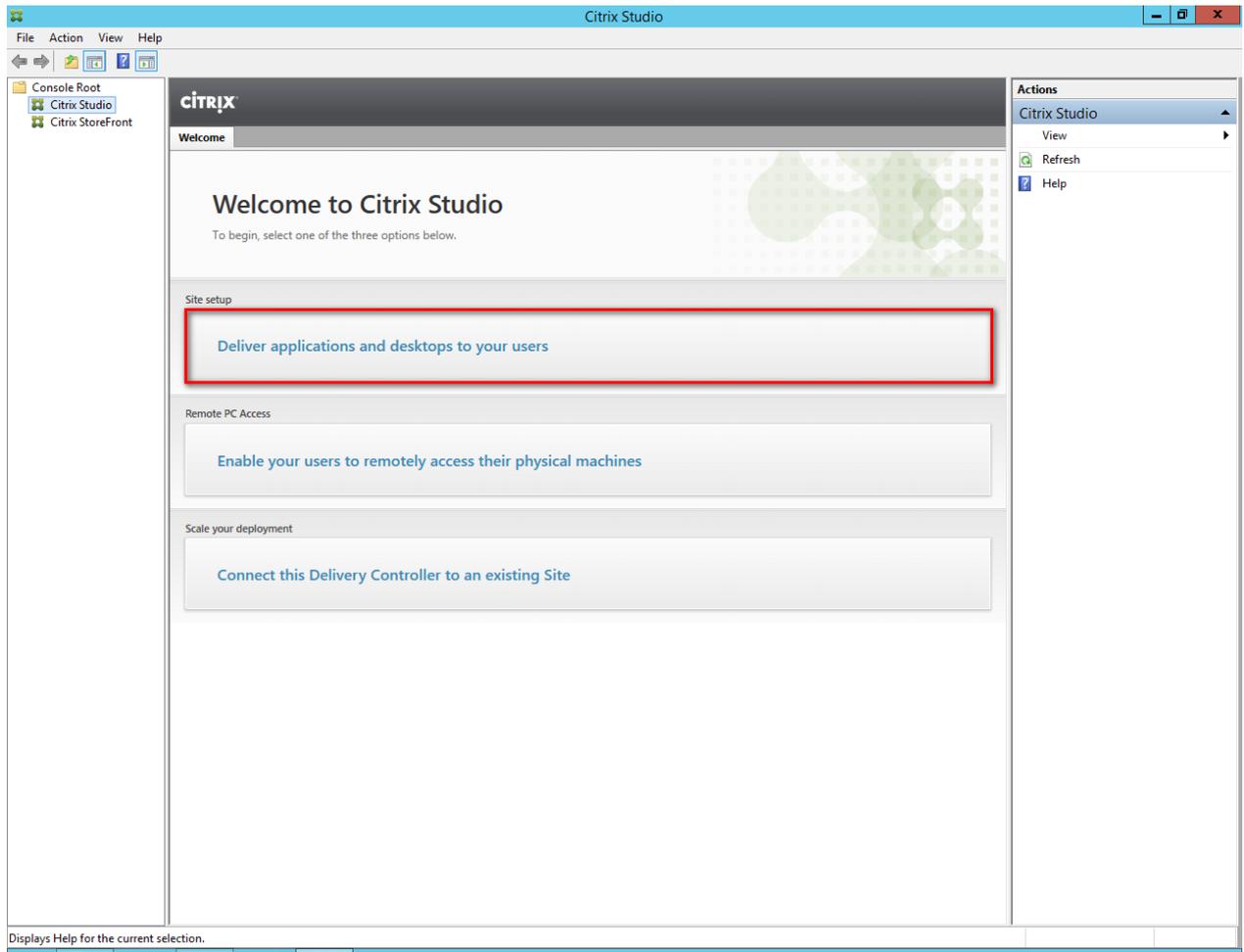
### Post Install

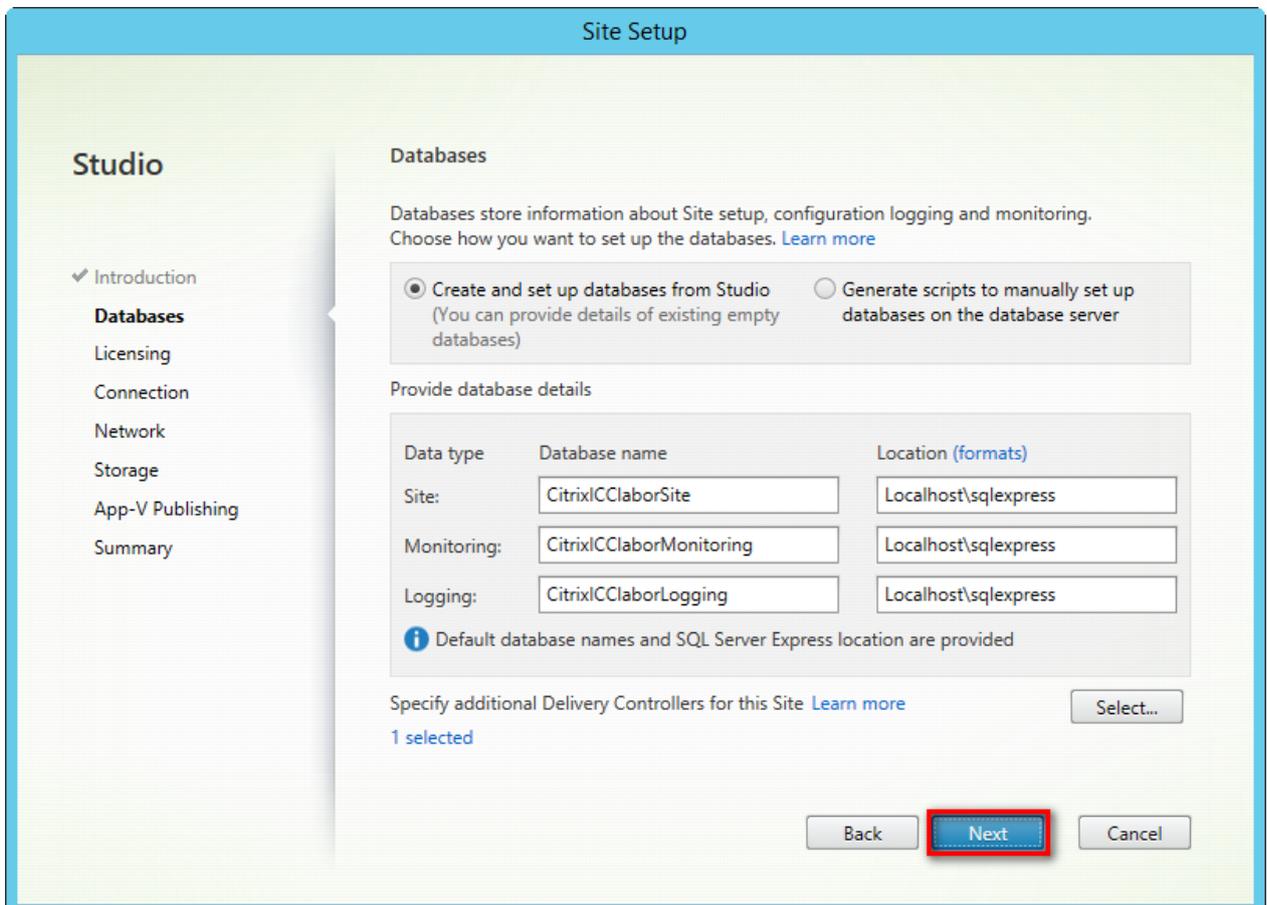
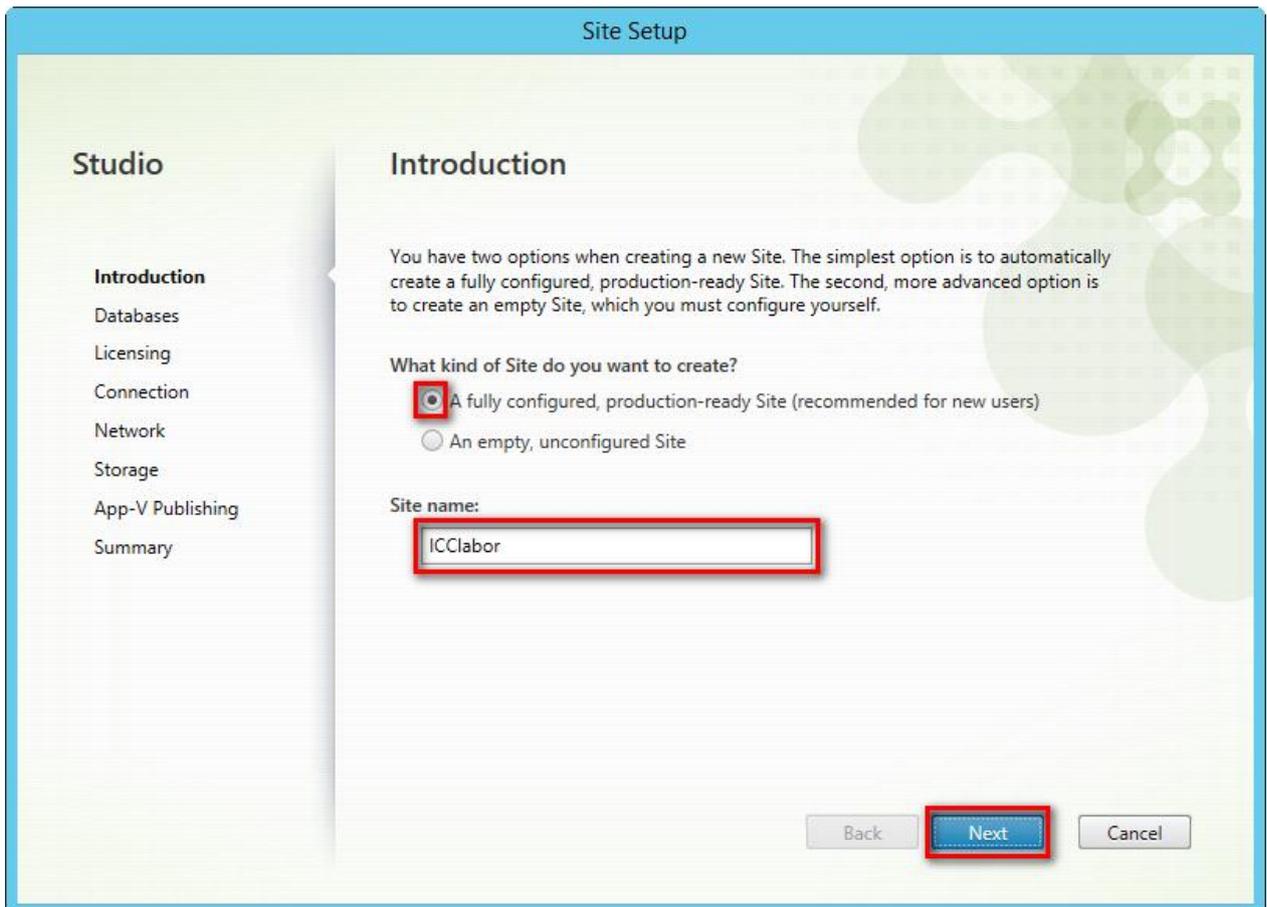
- ✓ Component Initialization Initialized

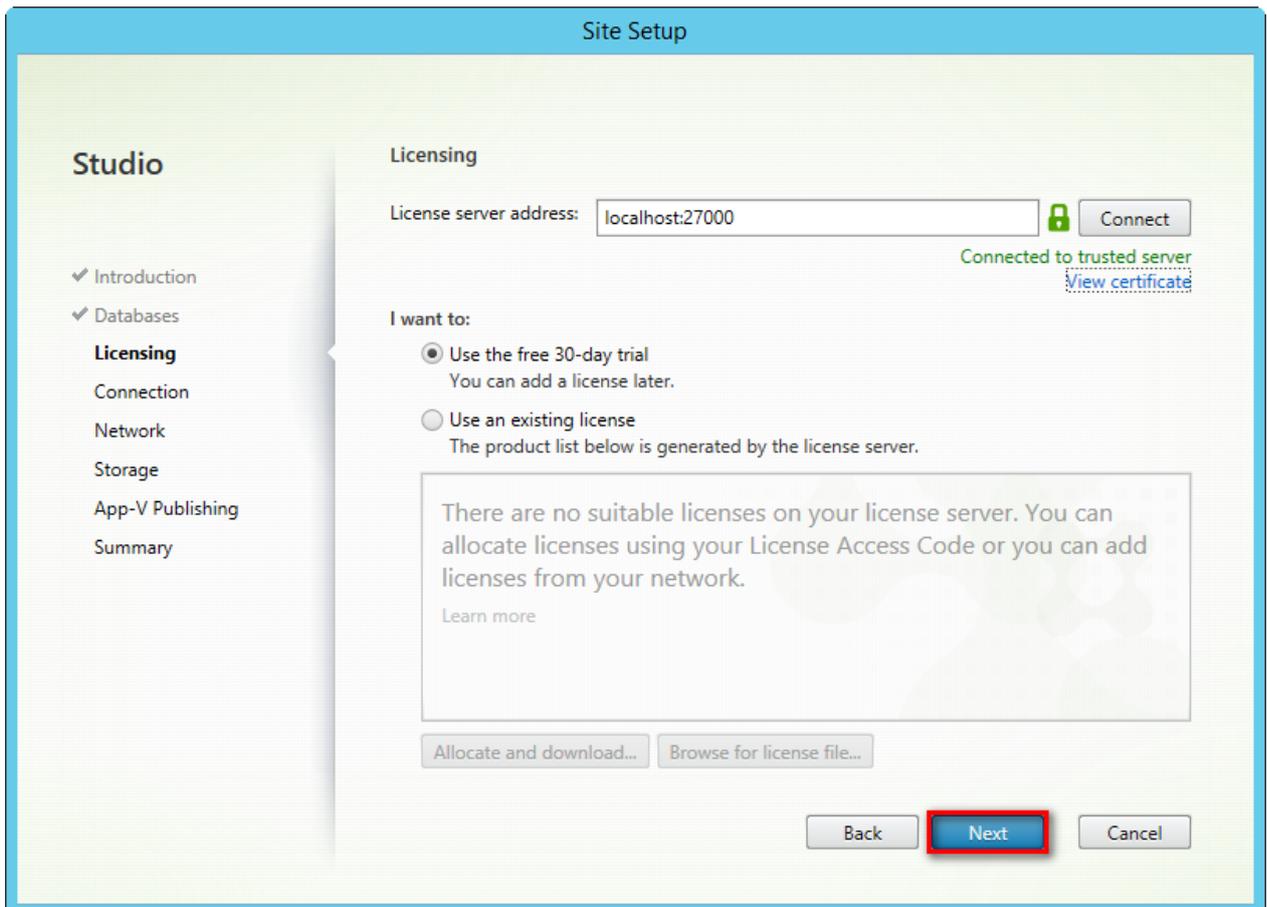
Launch Studio

Back

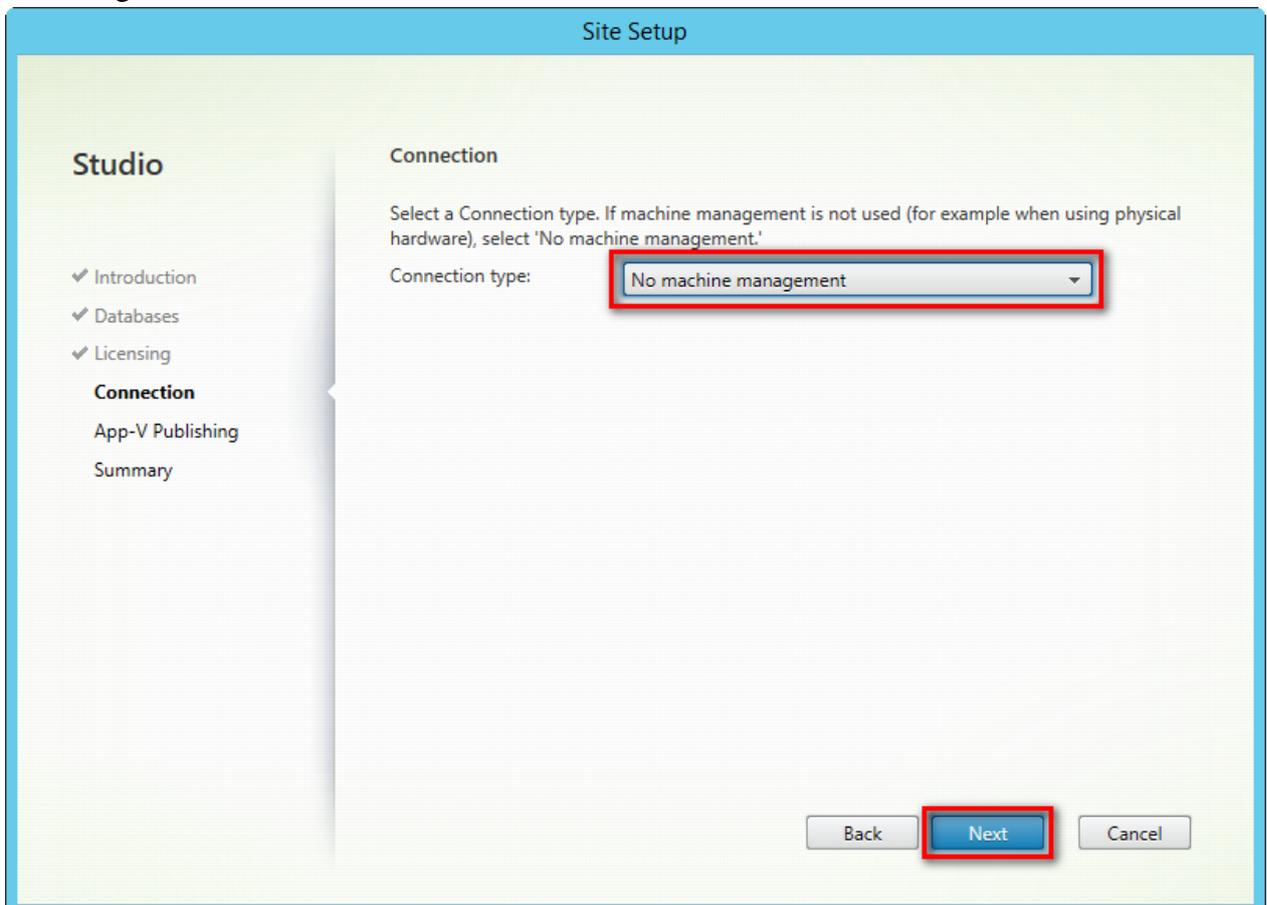
Finish







Licensing will be done later.



### 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:

App-V publishing server:

### Site Setup

#### Studio

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

#### Summary

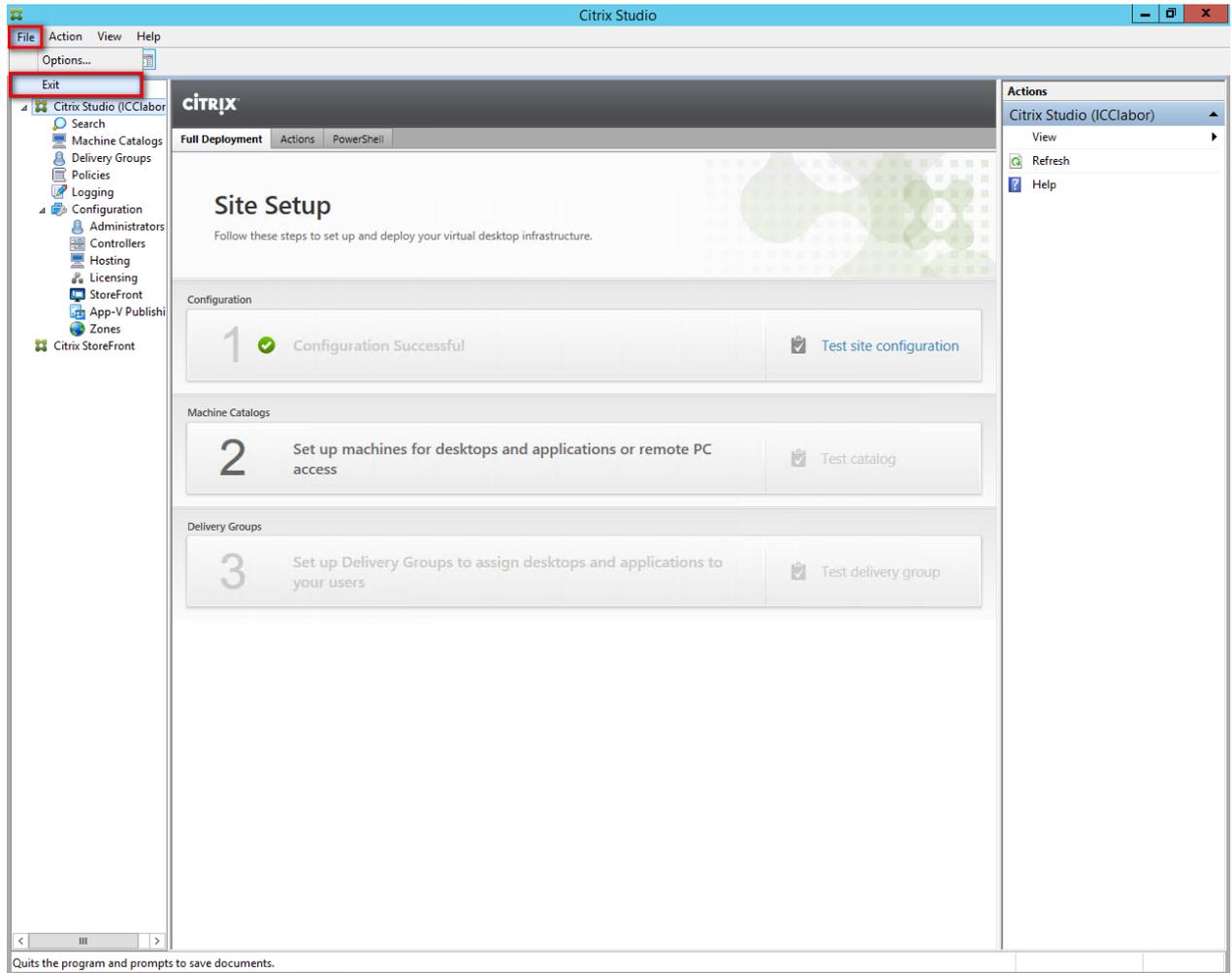
Site name:	ICClabor
Site database:	CitrixICClaborSite localhost\sqlexpress (no high availability)
Monitoring database:	CitrixICClaborMonitoring localhost\sqlexpress (no high availability)
Logging database:	CitrixICClaborLogging localhost\sqlexpress (no high availability)
Delivery Controllers:	XenAppSrv.CTX.fr.icclab.com
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.

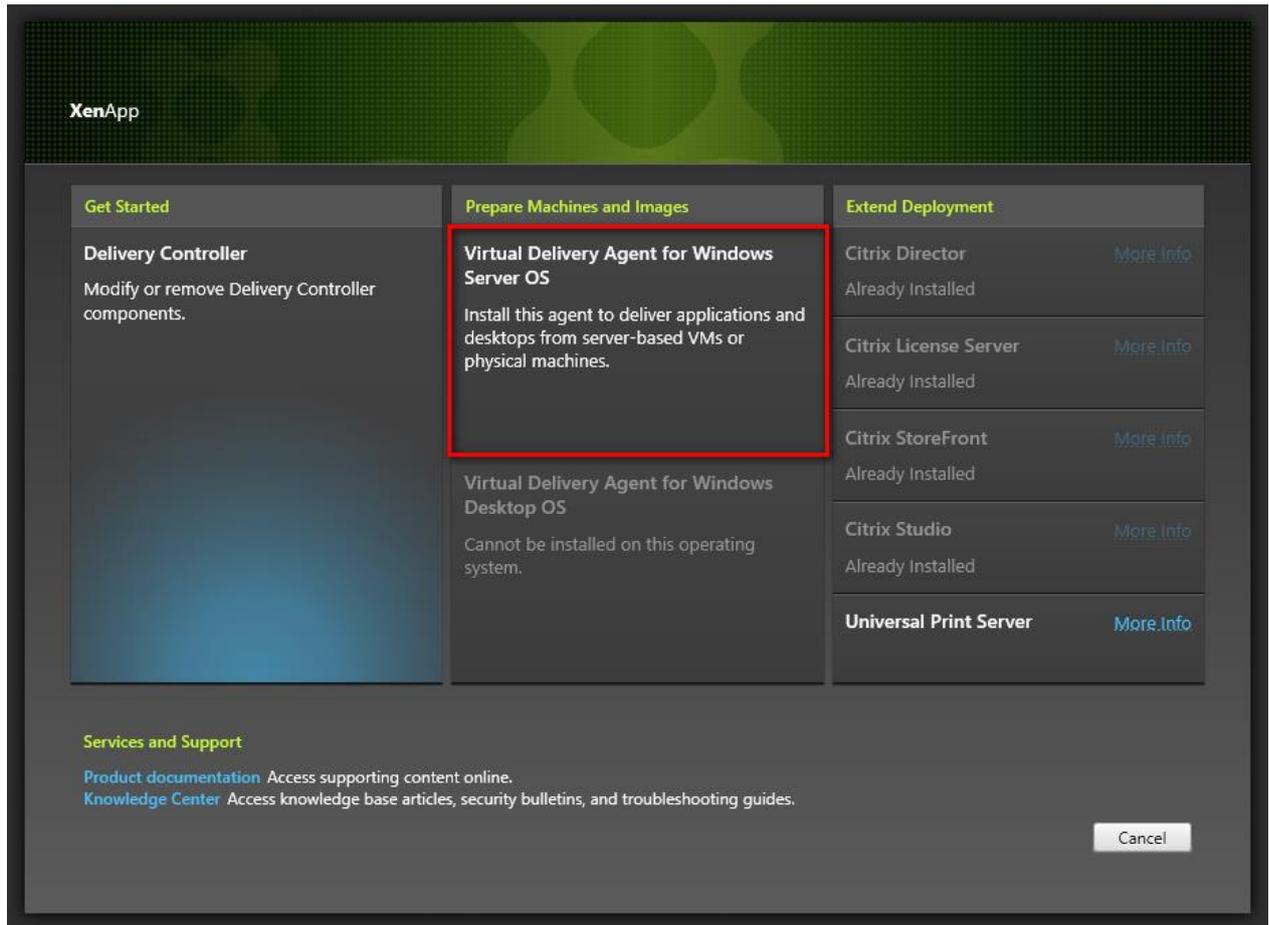
No. You can join later.

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

## XenApp 7.7

✓ Environment

### Core Components

Delivery Controller

Features

Firewall

Summary

Install

Finish

## Core Components

Location: C:\Program Files\Citrix

Change...

### Virtual Delivery Agent **(Required)**

The software agent that is installed on the virtual or physical machine that provides the virtual desktop or application to the user.



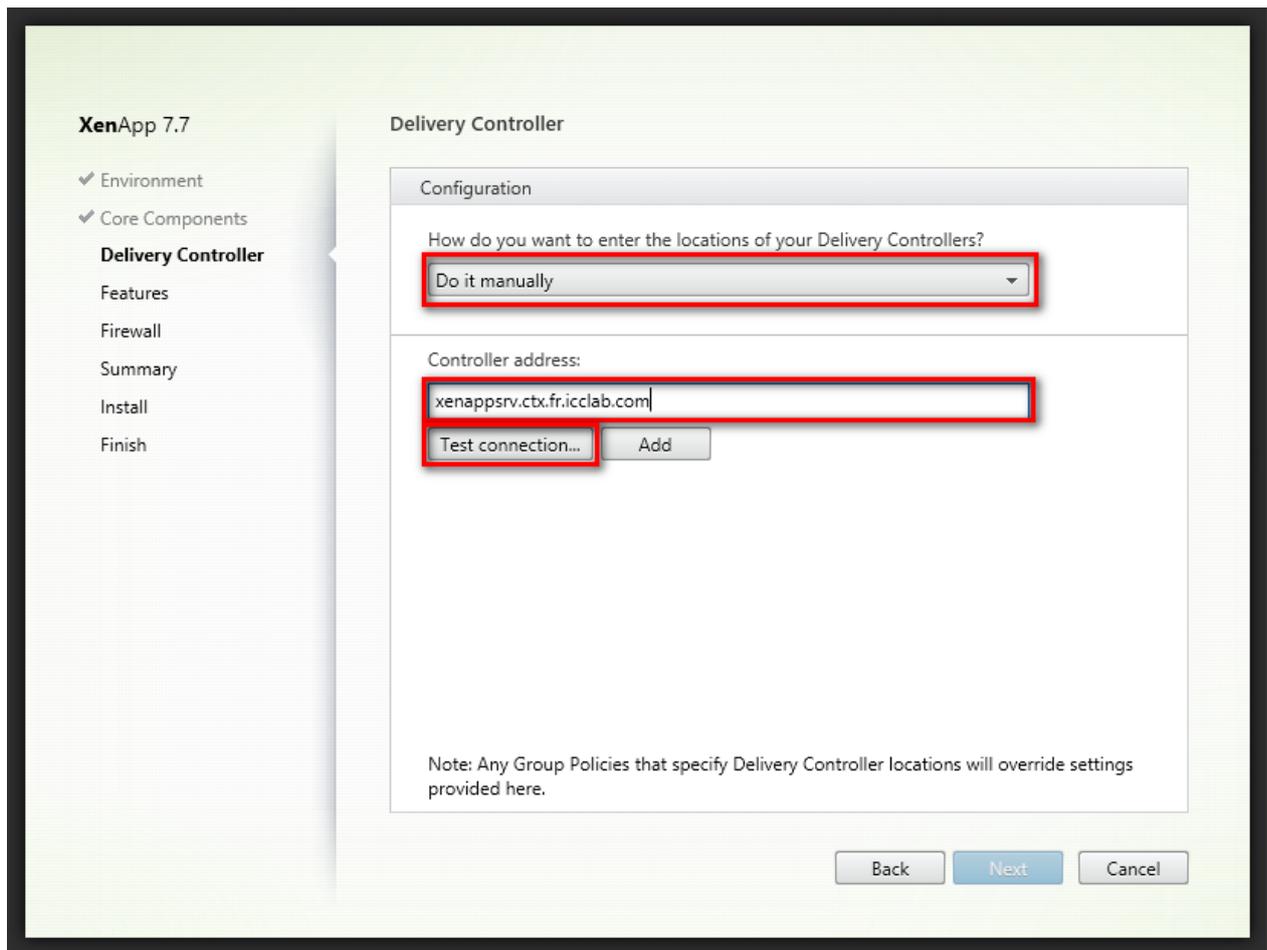
### Citrix Receiver

Client software that enables users to access their documents, applications, and desktops from any device, including smartphones, tablets, and PCs.

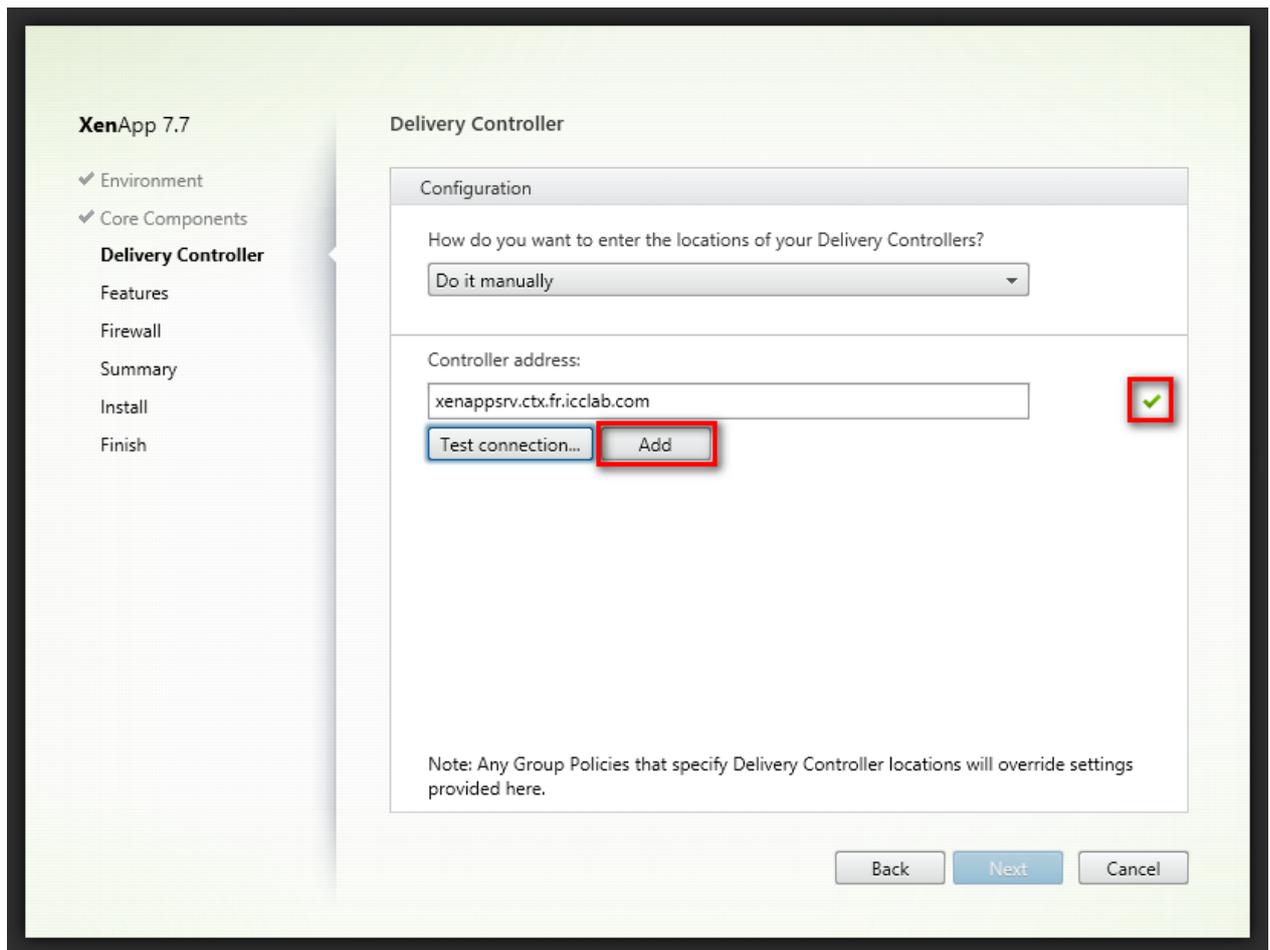
Back

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

xenappsvr.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

## Features

<input checked="" type="checkbox"/>	Feature (Select all)
<input checked="" type="checkbox"/>	Optimize performance Optimize desktop settings. <a href="#">Learn more</a>
<input checked="" type="checkbox"/>	Use Windows Remote Assistance Enable Windows Remote Assistance and open TCP port 3389. <a href="#">Learn more</a>
<input checked="" type="checkbox"/>	Use Real-Time Audio Transport for audio Uses UDP ports 16500 - 16509. <a href="#">Learn more</a>
<input checked="" type="checkbox"/>	Install Citrix App-V publishing components Enables this machine to launch App-V packages <a href="#">Learn more</a>

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

## XenApp 7.7

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

### Summary

Review the prerequisites and confirm the components you want to install. i Restart required

<b>Installation directory</b> C:\Program Files\Citrix
<b>Prerequisites</b> Microsoft Remote Desktop Session Host Microsoft Visual x64 C++ 2013 Runtime Microsoft Visual x86 C++ 2013 Runtime Microsoft Visual x64 C++ 2008 Runtime Microsoft Visual x86 C++ 2008 Runtime
<b>Core Components</b> Virtual Delivery Agent Citrix Receiver
<b>Delivery Controllers</b> xenappsrv.ctx.fr.icclab.com
<b>Features</b> Optimize performance Remote Assistance

Back **Install** Cancel

## XenApp 7.7

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

### Installing prerequisites and components

Installing...

About 4 minutes remaining...

#### Prerequisites

- Microsoft Remote Desktop Session Host
- Microsoft Visual x64 C++ 2013 Runtime
- Microsoft Visual x86 C++ 2013 Runtime
- Microsoft Visual x64 C++ 2008 Runtime
- Microsoft Visual x86 C++ 2008 Runtime

Installing...

#### Core Components

- Virtual Delivery Agent
- Citrix Receiver

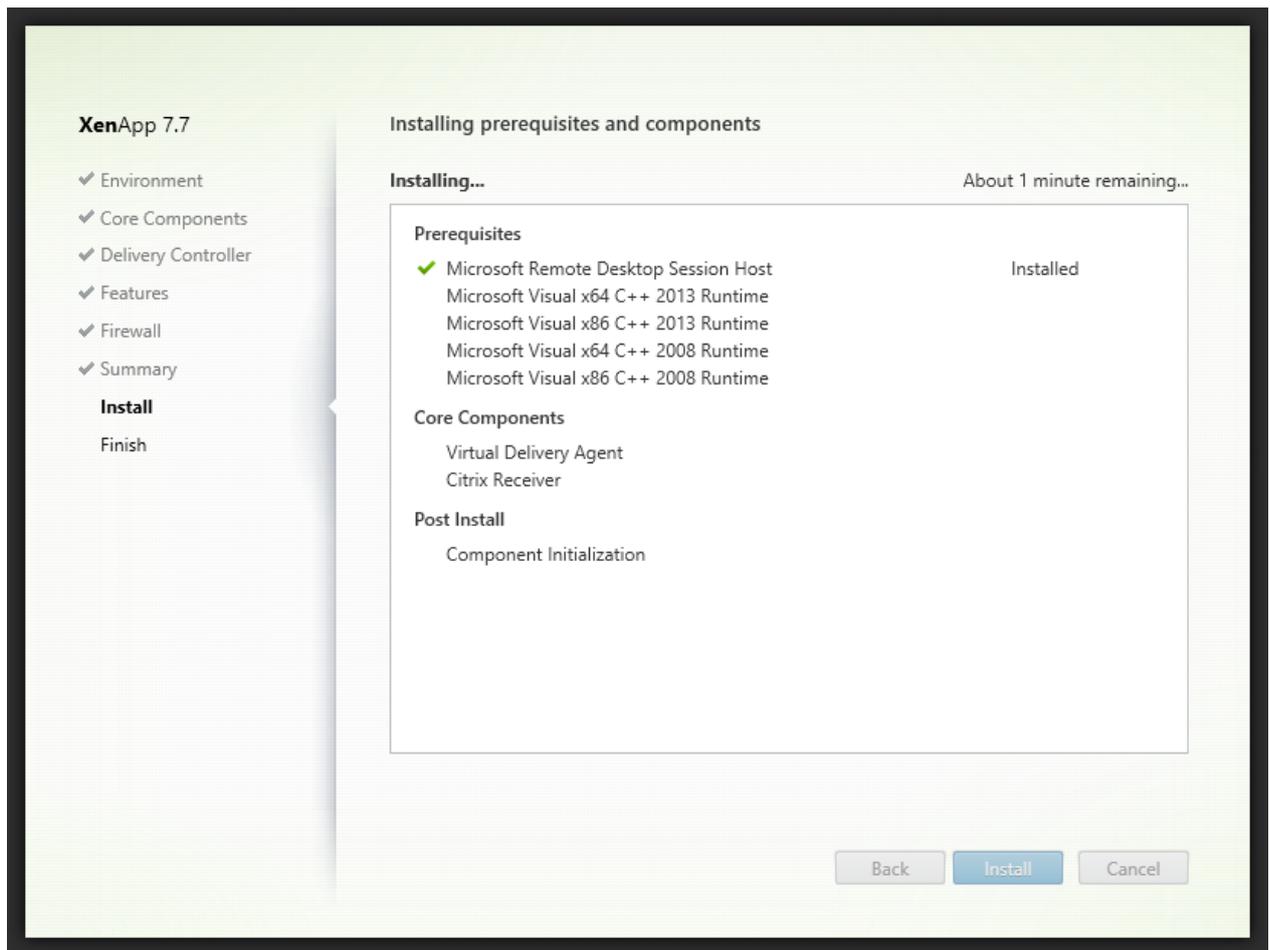
#### Post Install

- Component Initialization

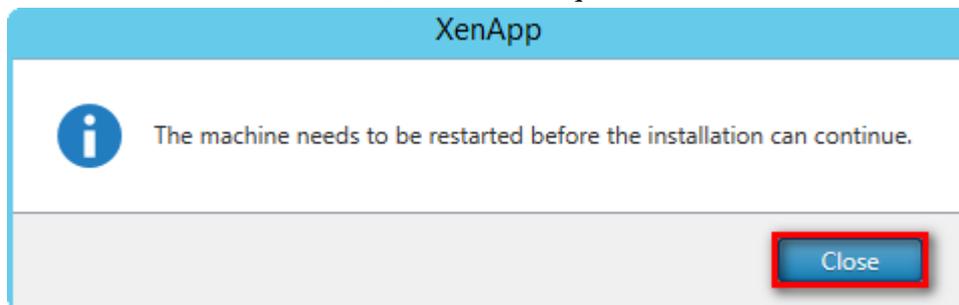
Back

Install

Cancel

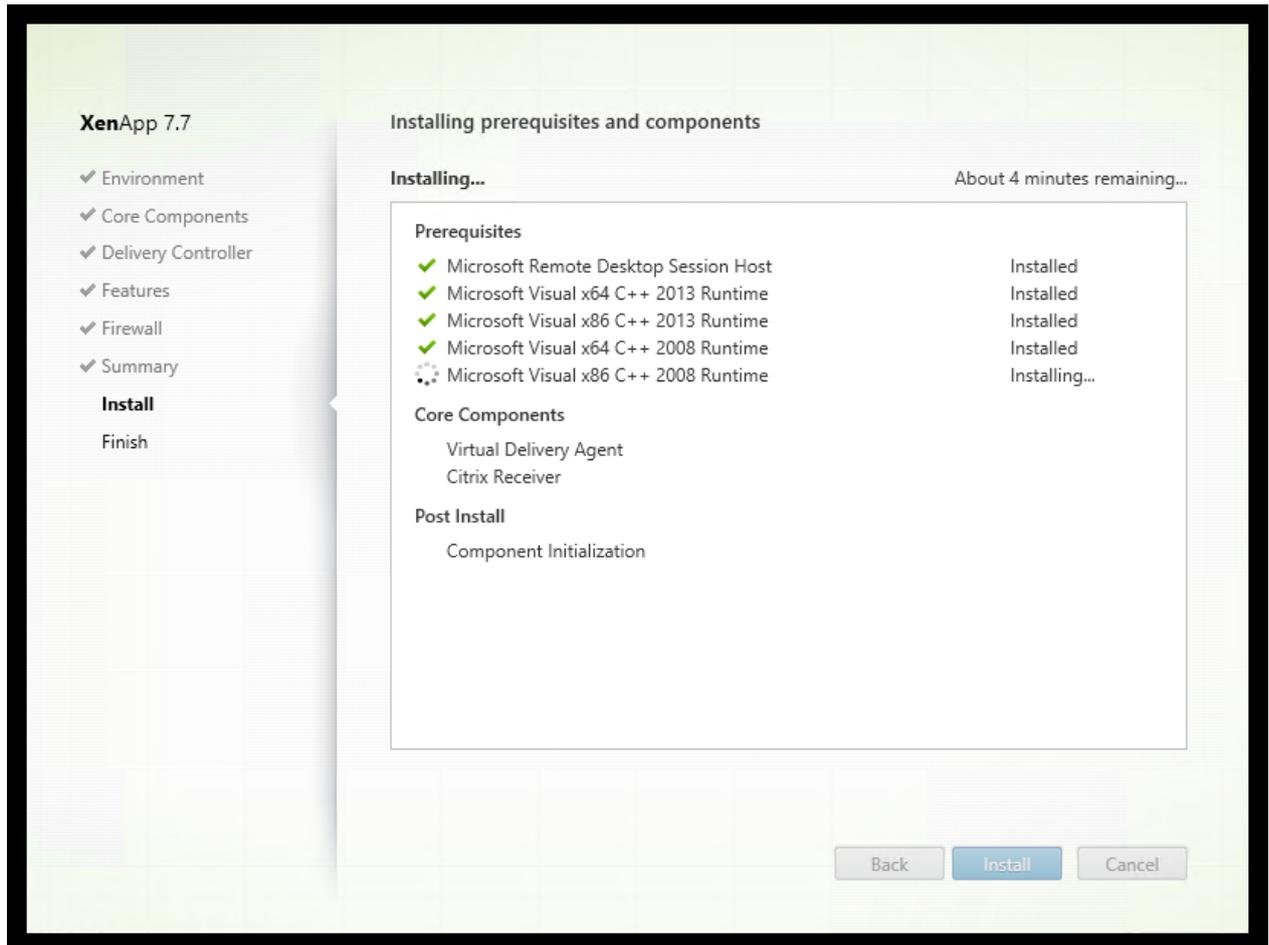


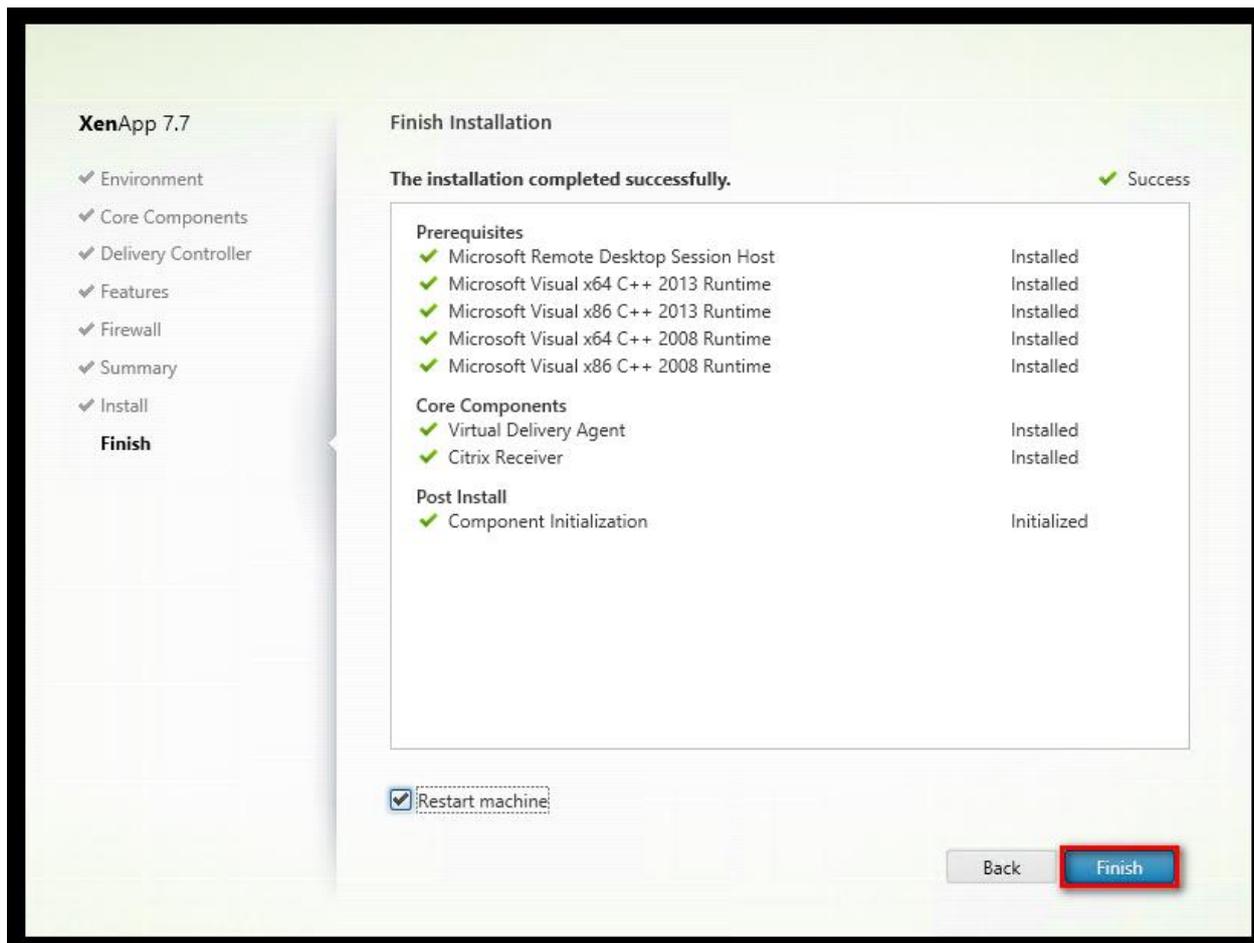
After the first item is installed, a restart is requested.



The machine restarts automatically.

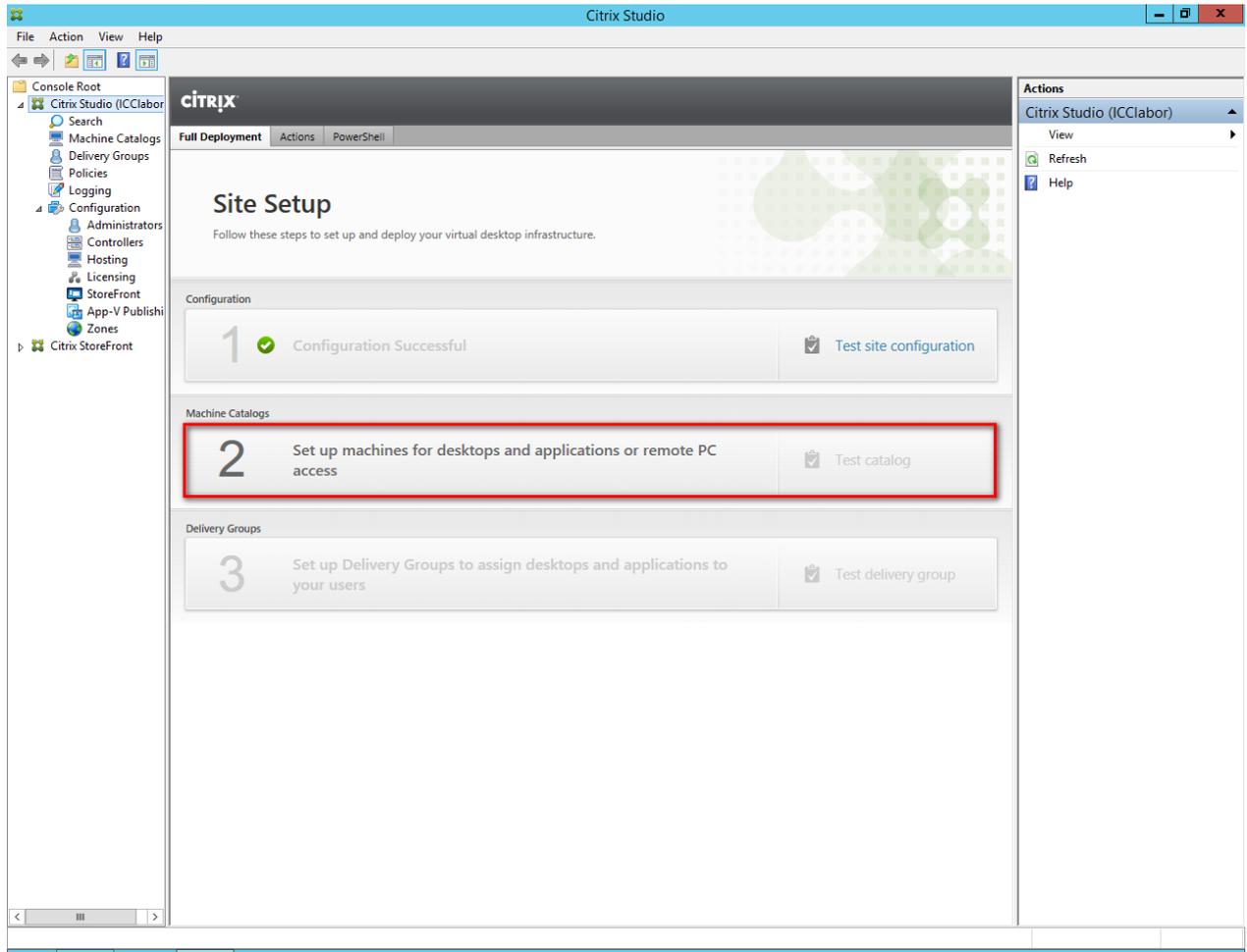
The installation continues after restart.





A further machine restart is necessary.

## After reboot, open Citrix Studio



**Machine Catalog Setup**

### Studio

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

## Introduction

Machine Catalogs are collections of physical or virtual machines that you assign to users. You create Catalogs from Master Images or physical machines in your environment.

**Important:** The Master Image or physical machine that you use to create a Catalog must have a Virtual Delivery Agent installed. Also, ensure that the operating system is up-to-date and that applications are installed.

Before you begin, make sure that you:

- Identify the types of desktops and applications your users need
- Choose a Catalog infrastructure (for example, whether to power manage virtual machines)
- Have a technology for creating and managing machines (such as Machine Creation Services or Provisioning Services)
- Prepare your environment, including the Master Image, computer accounts, and network interface card configuration.

[Learn more](#)

Don't show this again

**Machine Catalog Setup**

### Studio

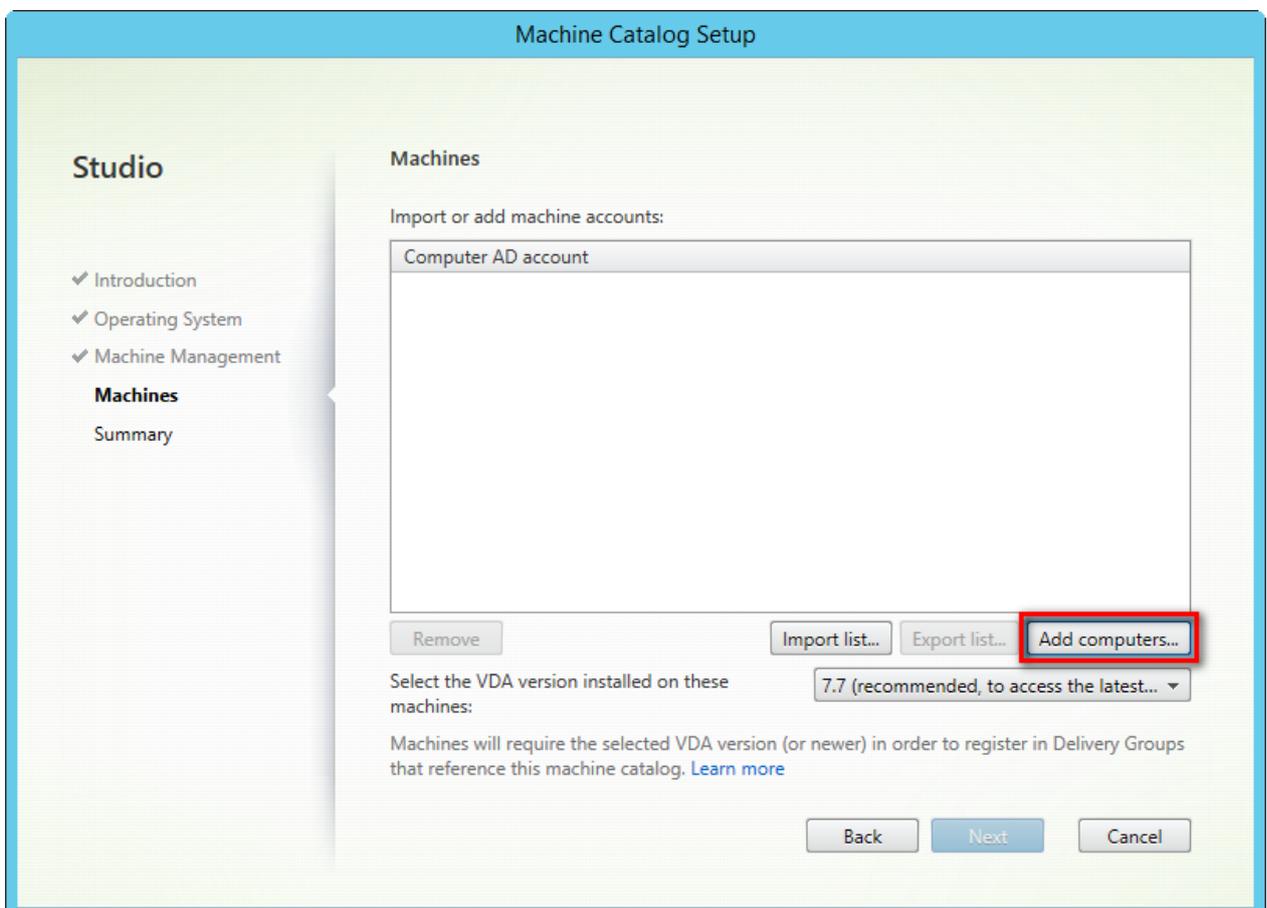
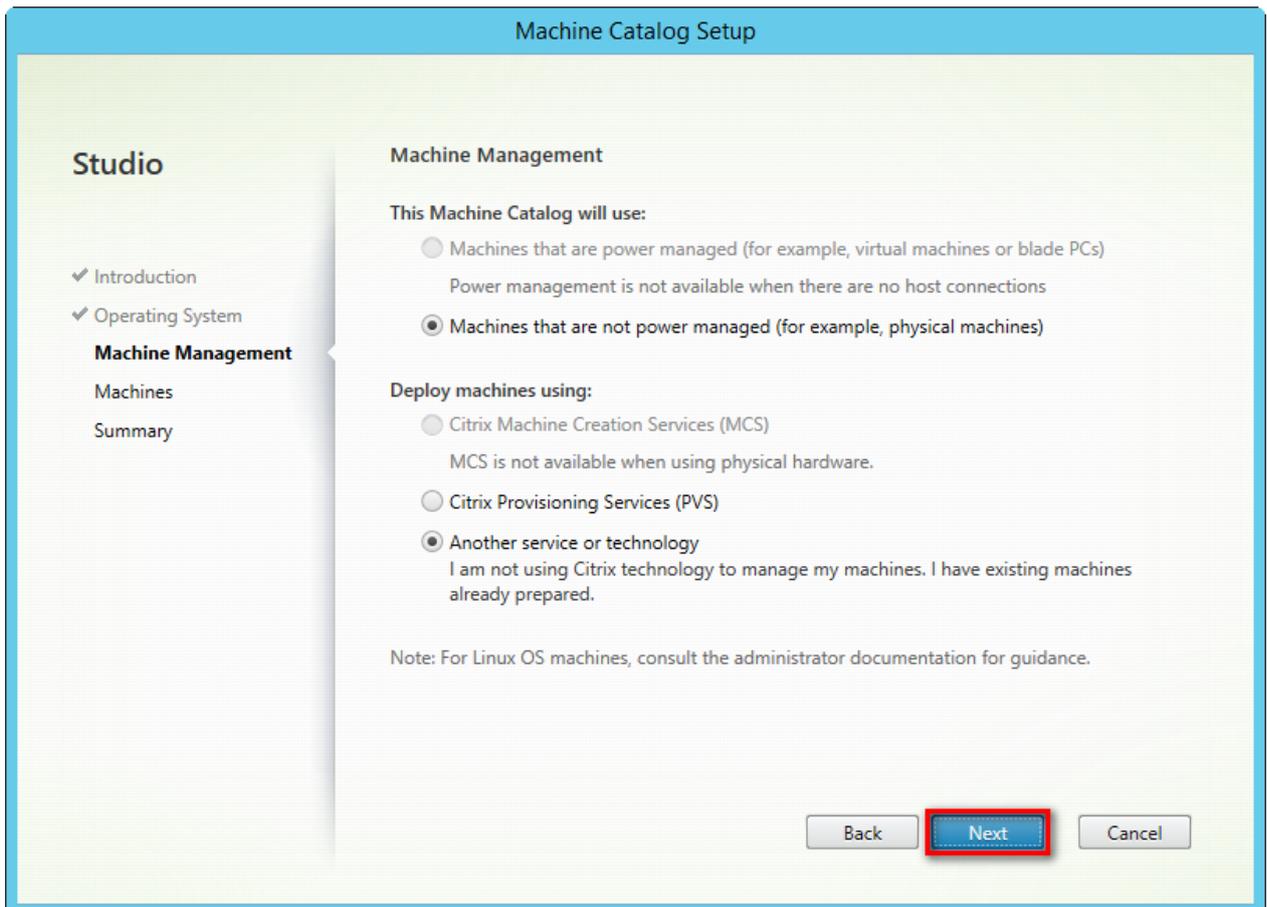
- ✓ Introduction
- Operating System**
- Machine Management
- Machines
- Summary

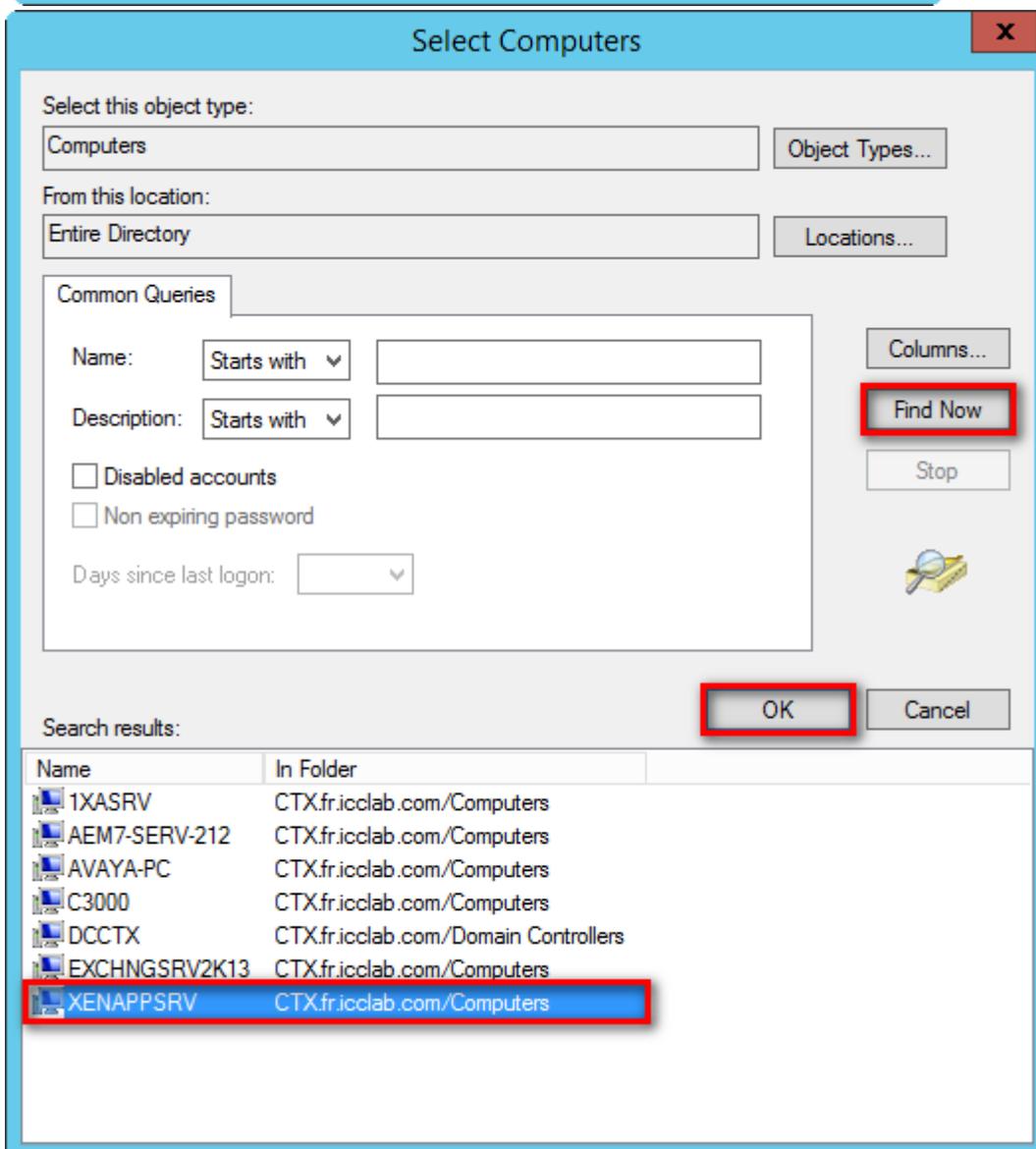
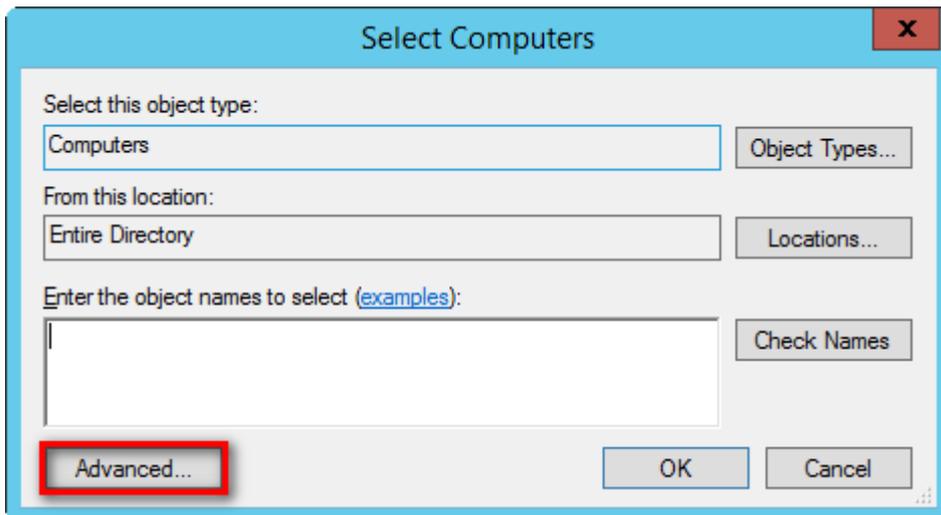
## Operating System

Select an operating system for this Machine Catalog.

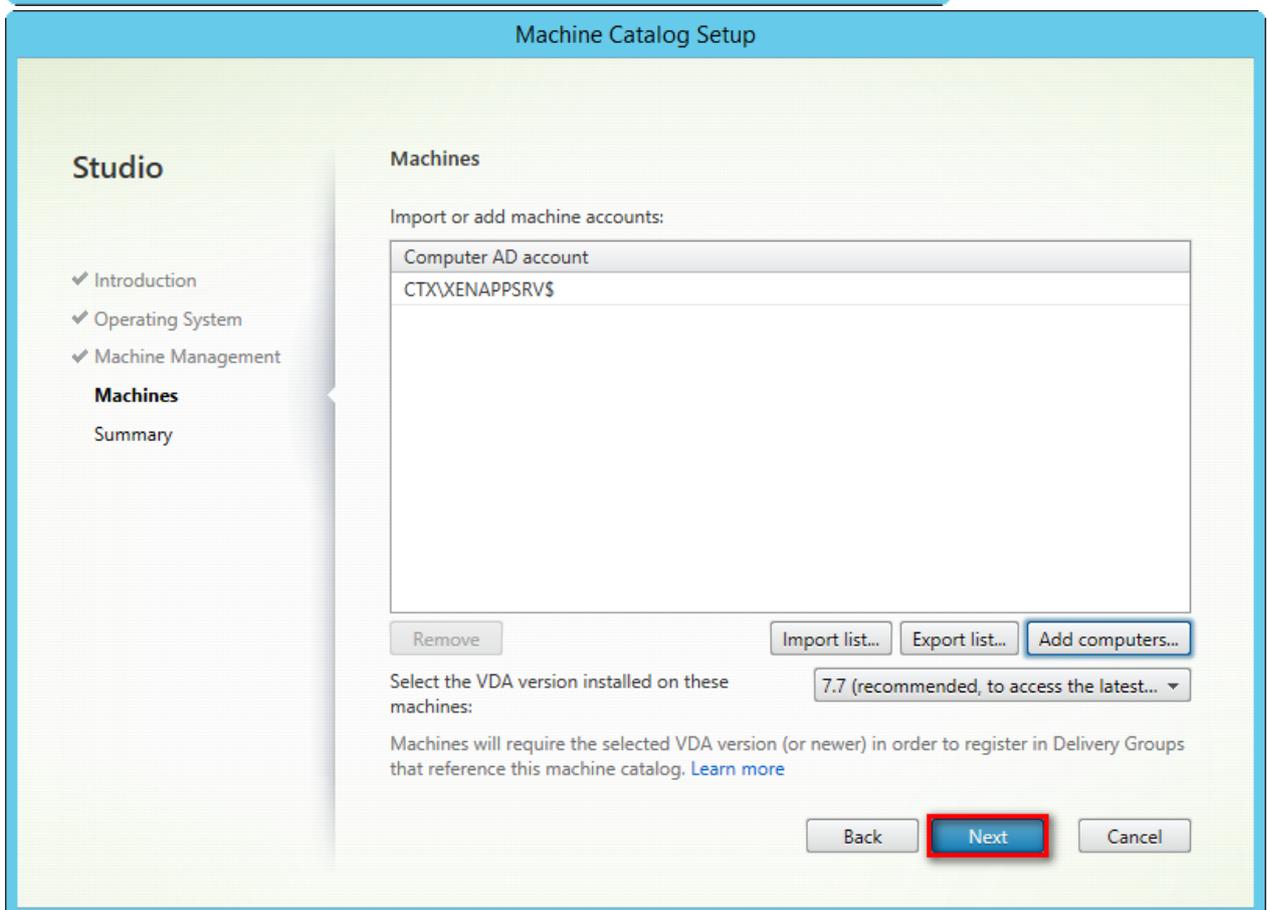
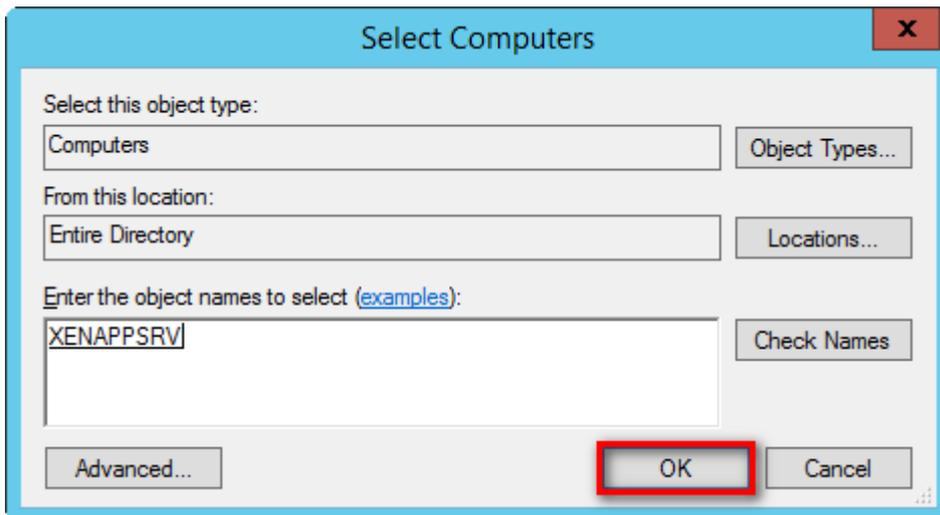
- Server OS**  
The Server OS Machine Catalog provides hosted shared desktops for a large-scale deployment of standardized Windows Server OS or Linux OS machines.
- Desktop OS**  
The Desktop OS Machine Catalog provides VDI desktops ideal for a variety of different users.
- Remote PC Access**  
The Remote PC Access Machine Catalog provides users with remote access to their physical office desktops, allowing them to work at any time.

There are currently no power management connections suitable for use with Remote PC Access, but you can create one after completing this wizard. Then edit this machine catalog to specify that connection.





Find Now -> select the XenApp Server -> OK



## 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:

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.

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

**Site Setup**

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

1

✓ Configuration Successful ✔ Test site configuration

2

✓ Catalog created successfully ✔ Test catalog

3

Set up Delivery Groups to assign desktops and applications to your users ✔ Test delivery group

Actions

- Citrix Studio (ICClabor)
  - View
  - Refresh
  - Help

### 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:  - +

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

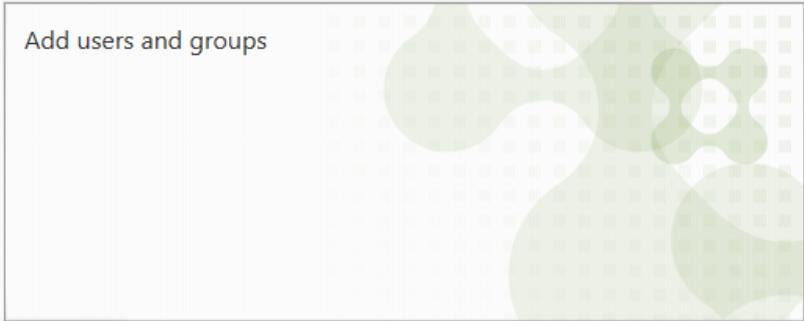
- ✓ Introduction
- ✓ Machines
- ✓ Delivery Type
- Users**
- Applications
- StoreFront
- Summary

#### 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.

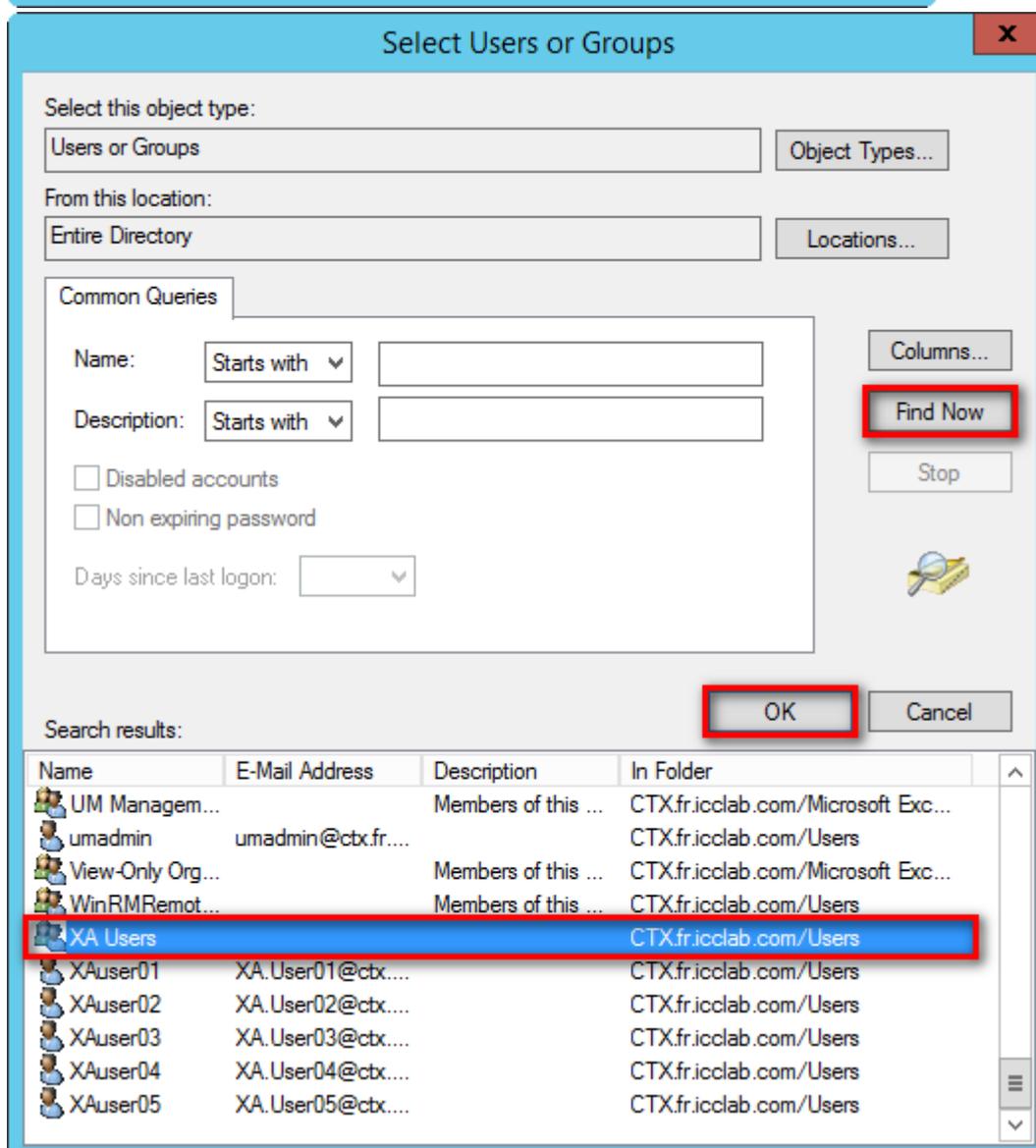
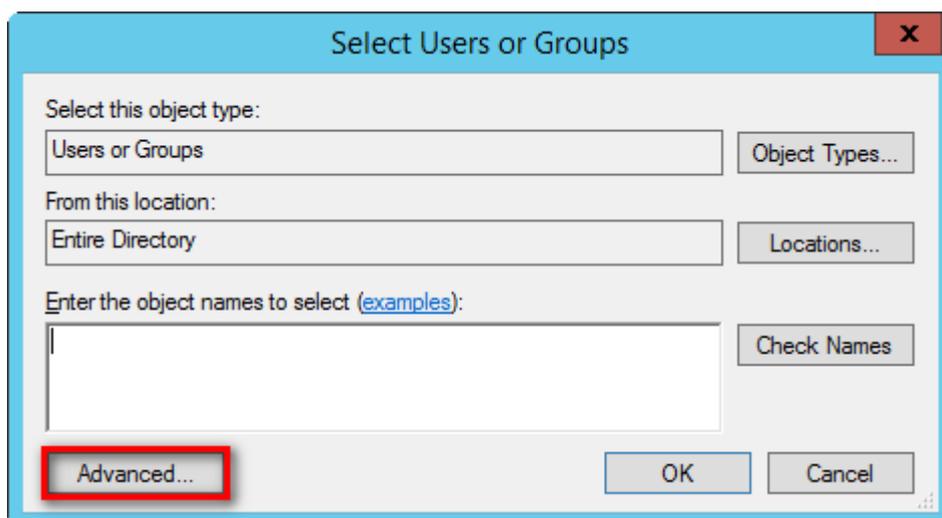
Assign users:

Add users and groups



Give access to unauthenticated (anonymous) users; no credentials are required to access StoreFront  
This feature requires a StoreFront store for unauthenticated users.

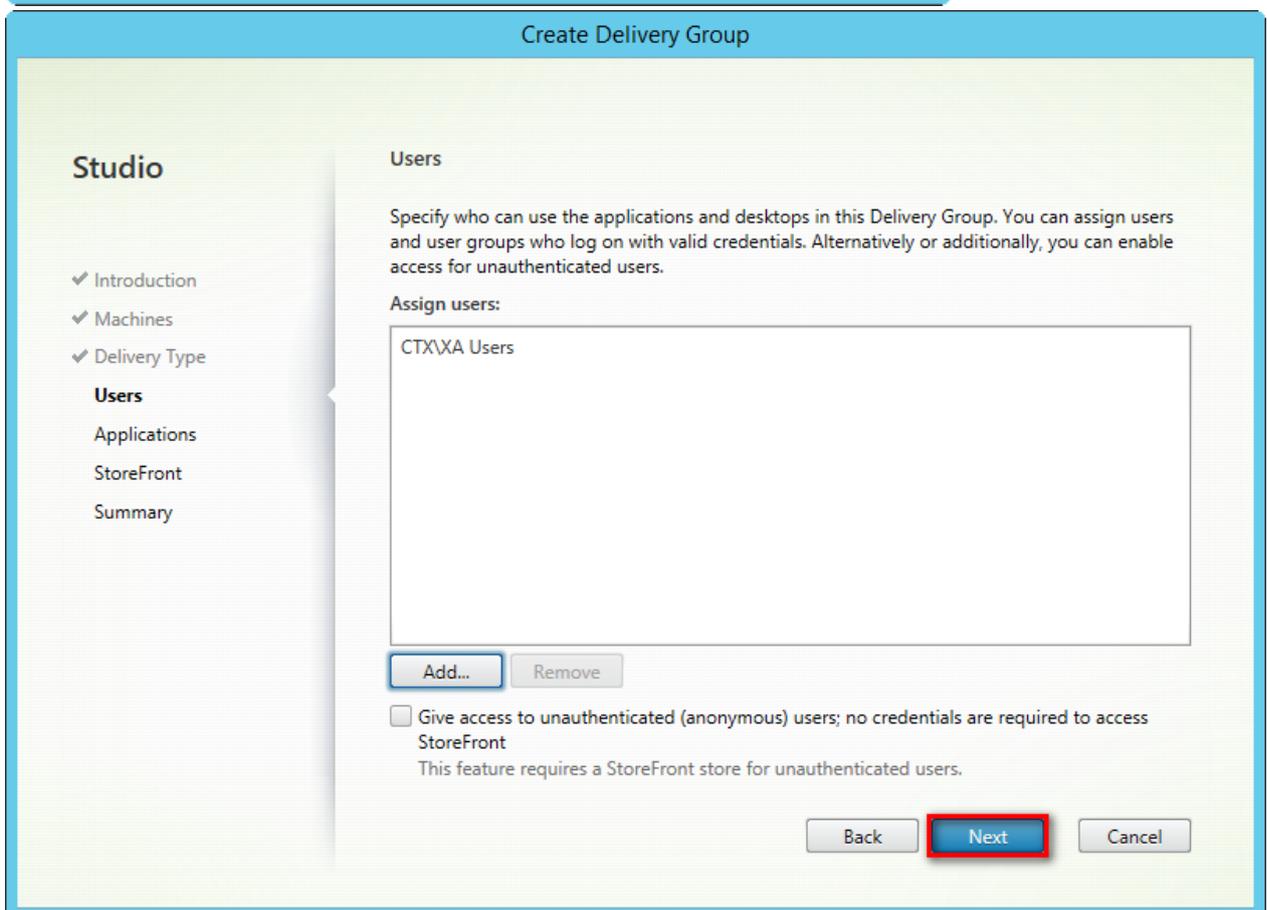
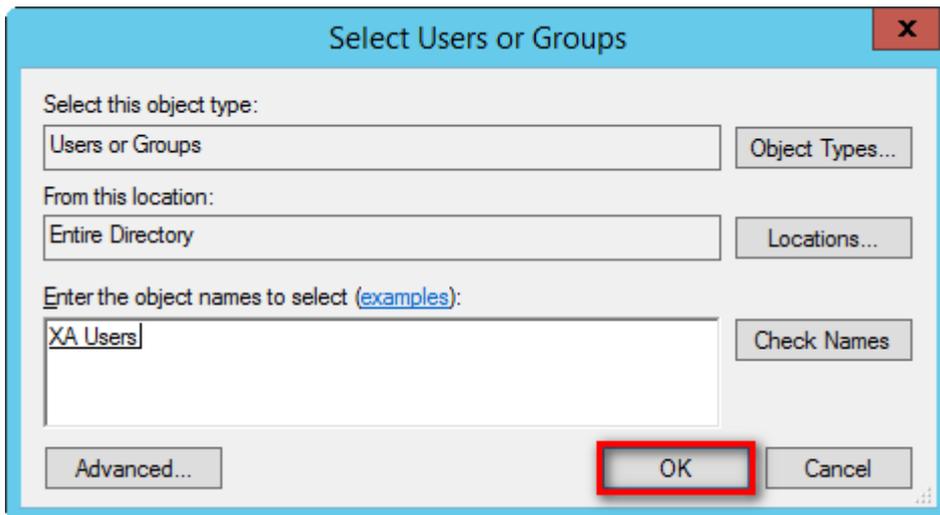
Back Next Cancel

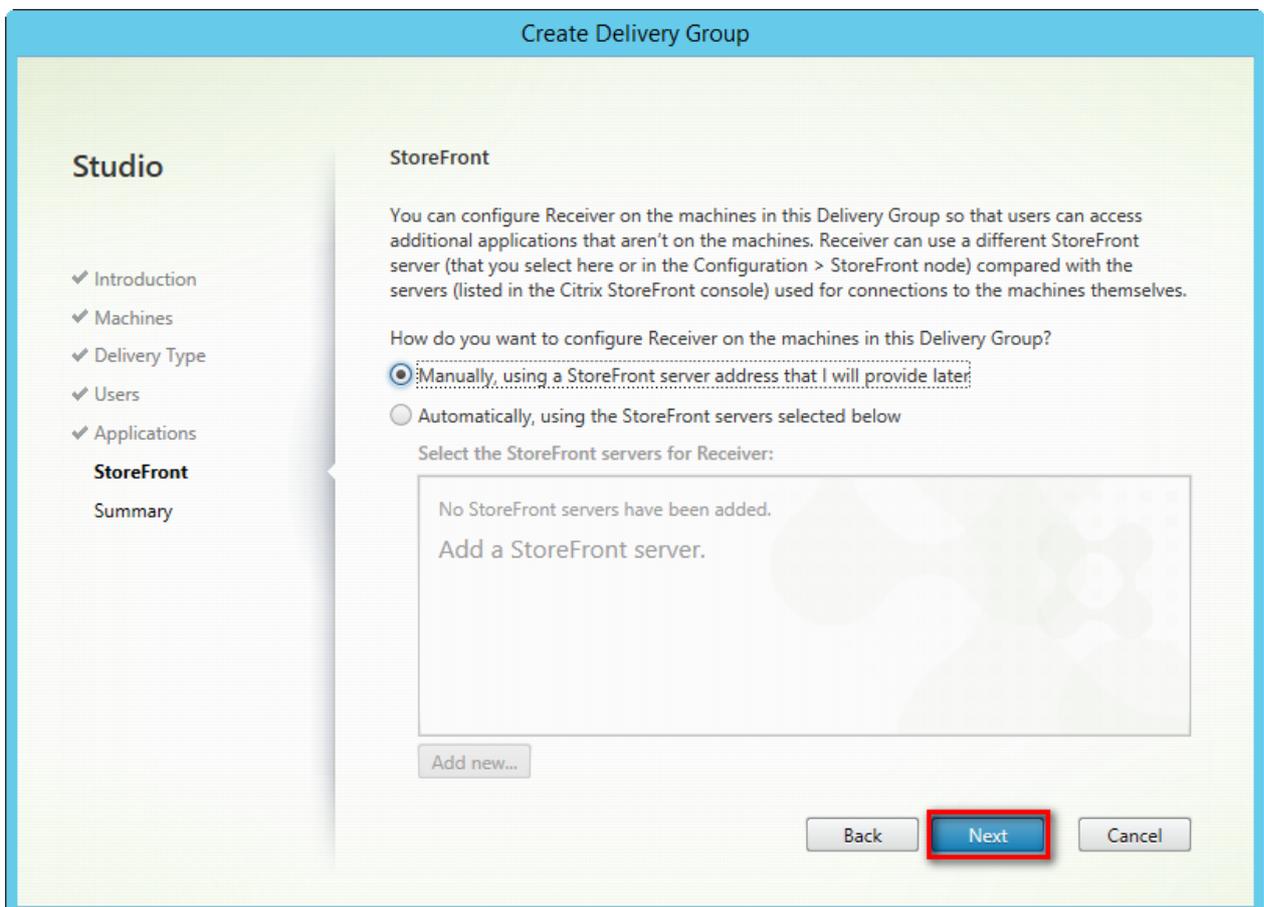
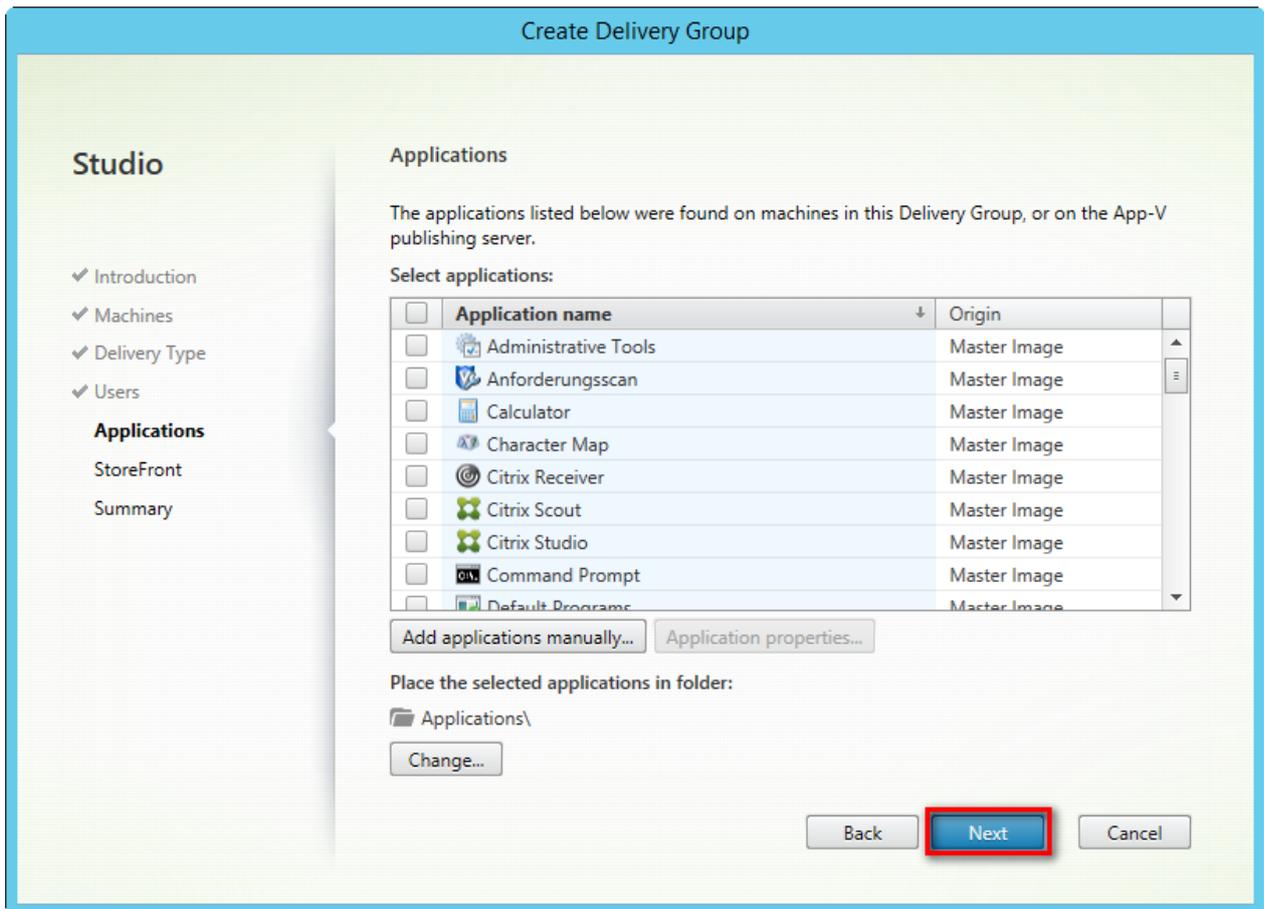


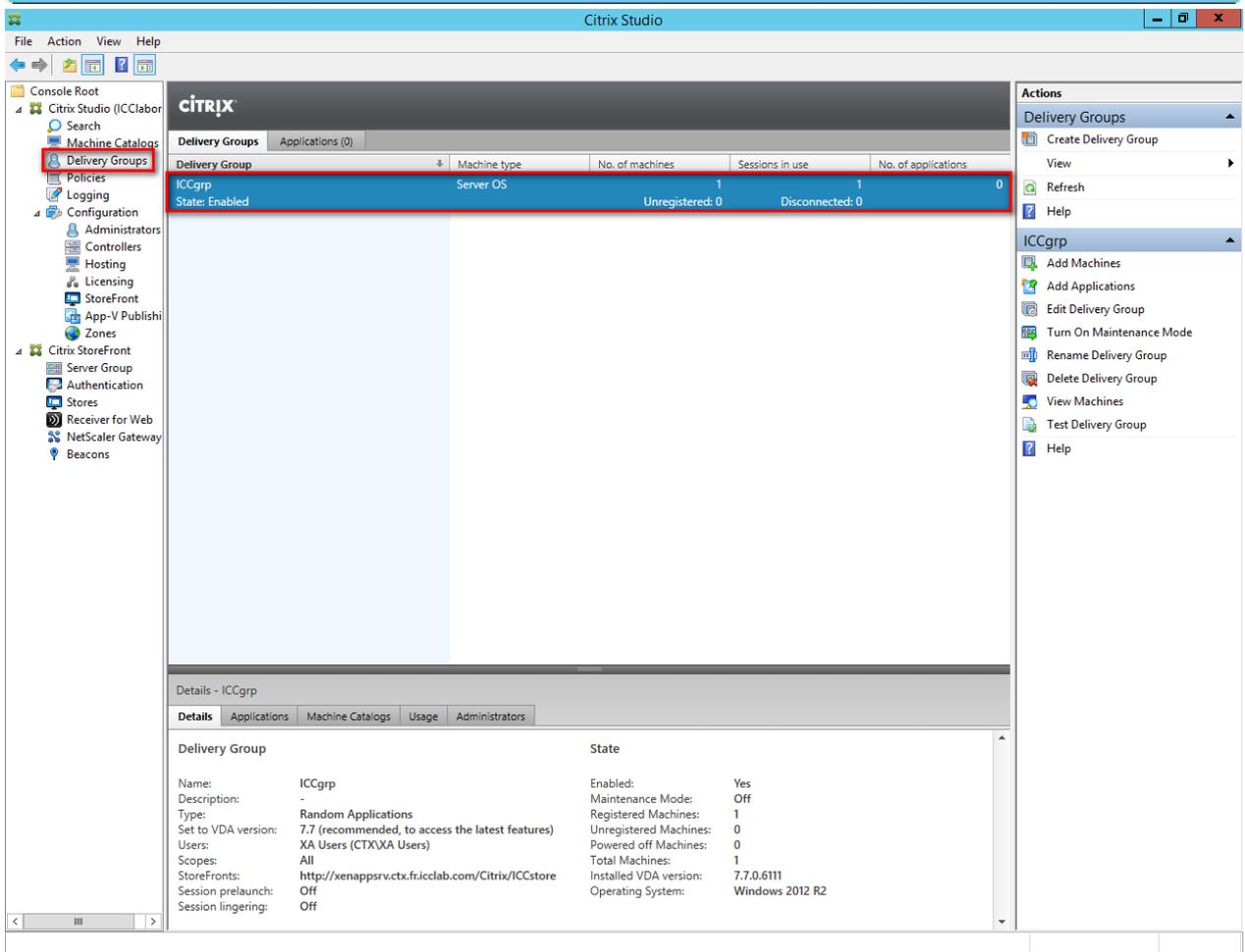
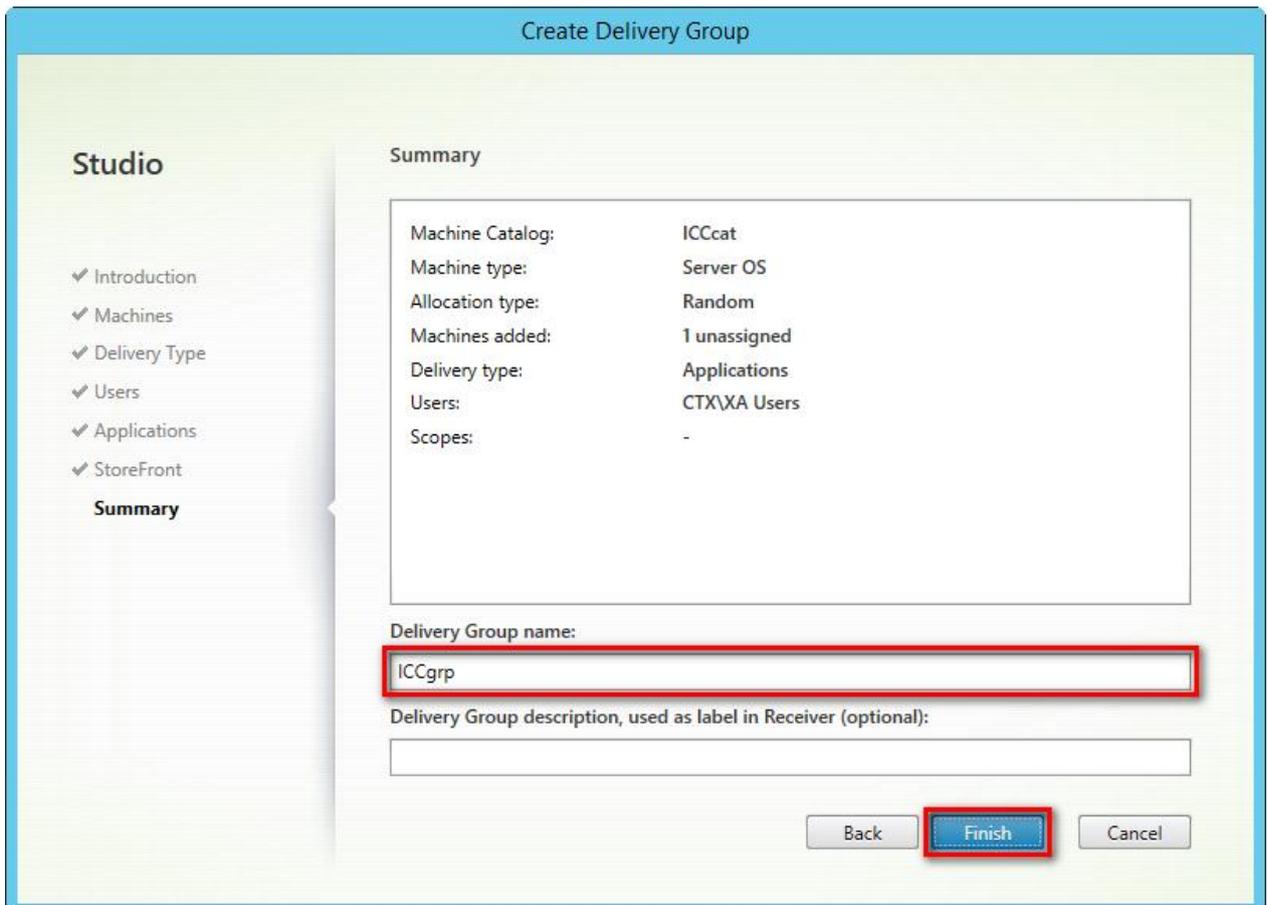
Find Now -> select Users -> OK

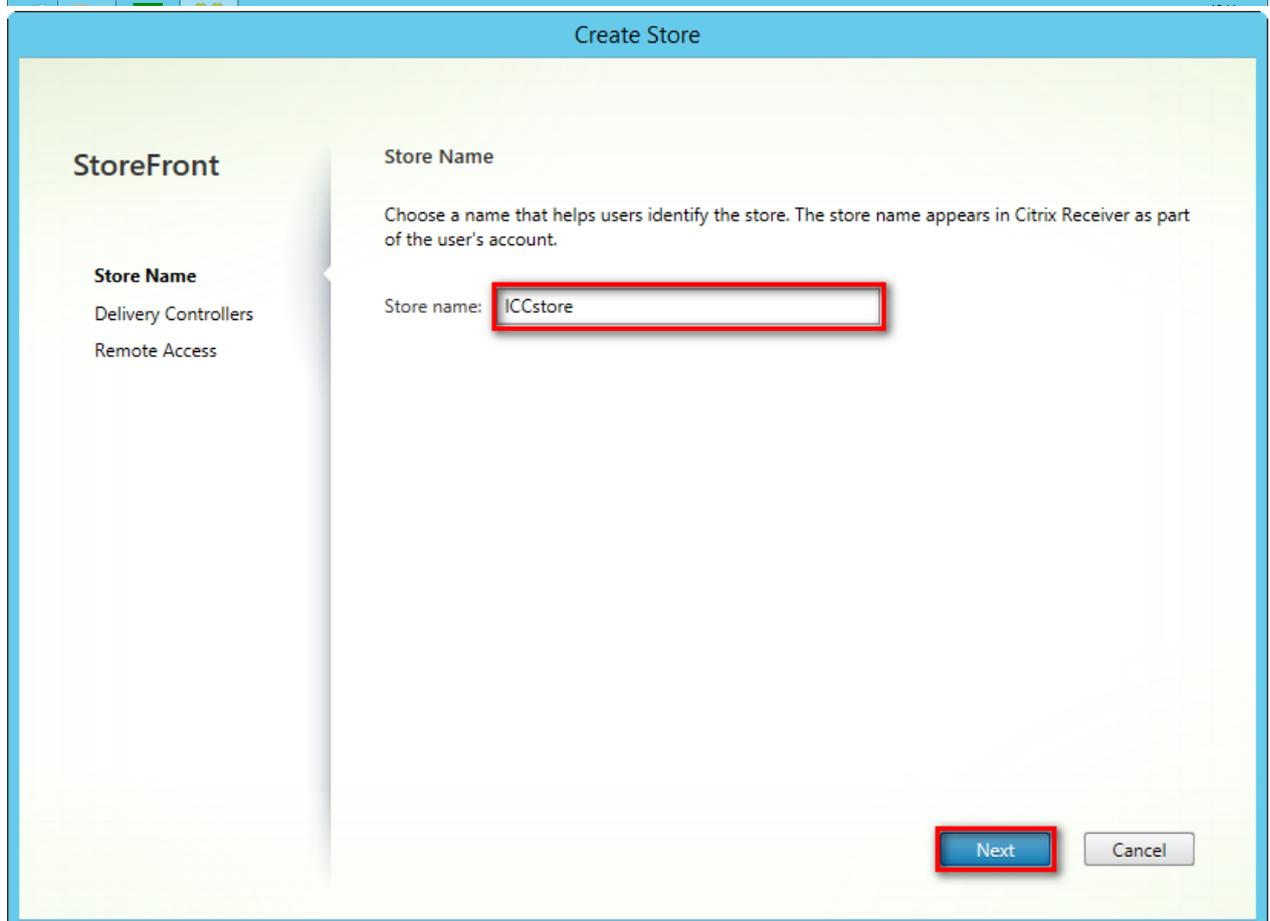
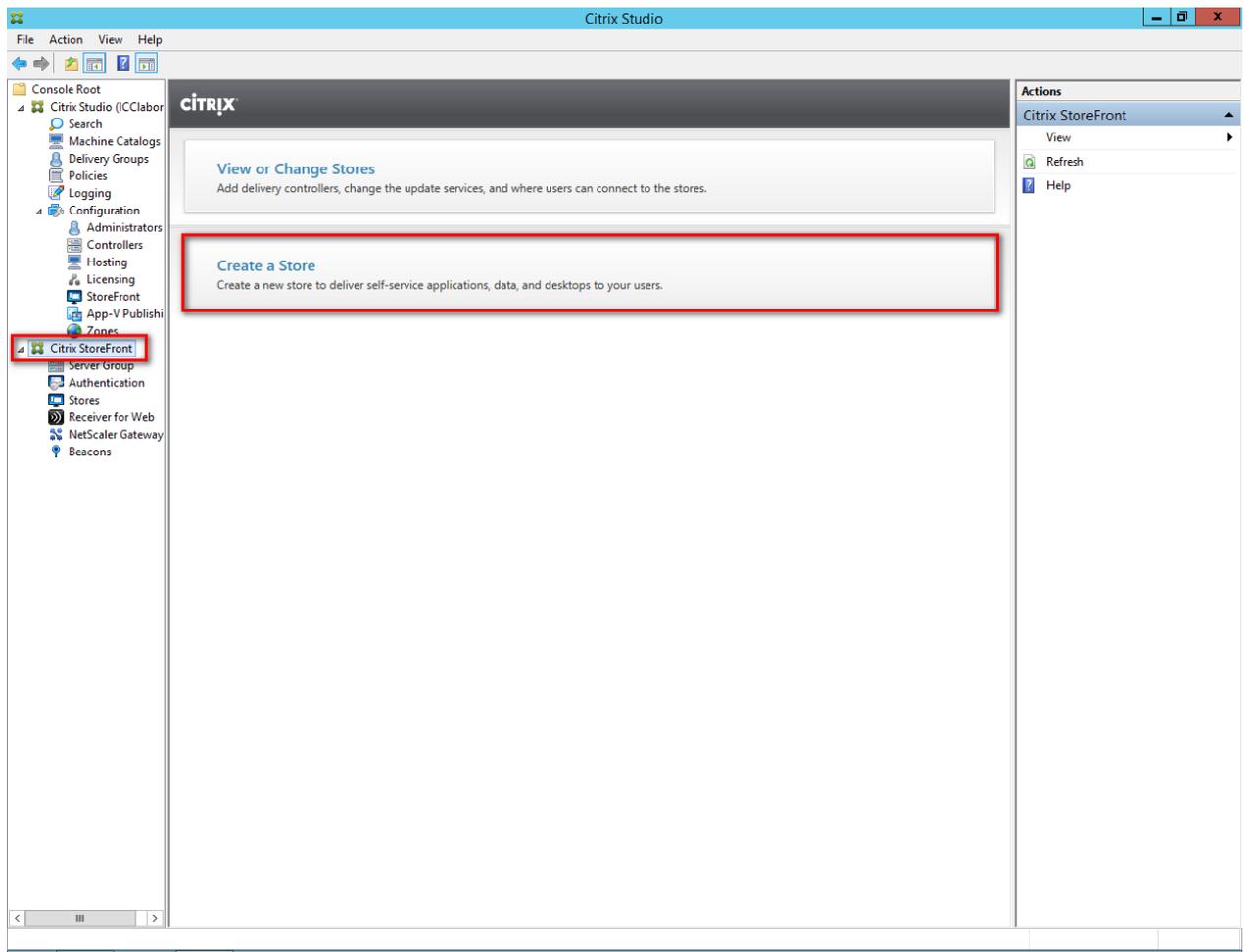
The group **XA Users** contains the user **XAuser01** ... **XAuser05**.

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









### 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:

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:  

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	xenappsvr.cbx.fr.icclab.c...

### Create Store

#### StoreFront

- ✓ Store Name
- ✓ Delivery Controllers
- Remote Access**

#### Remote Access

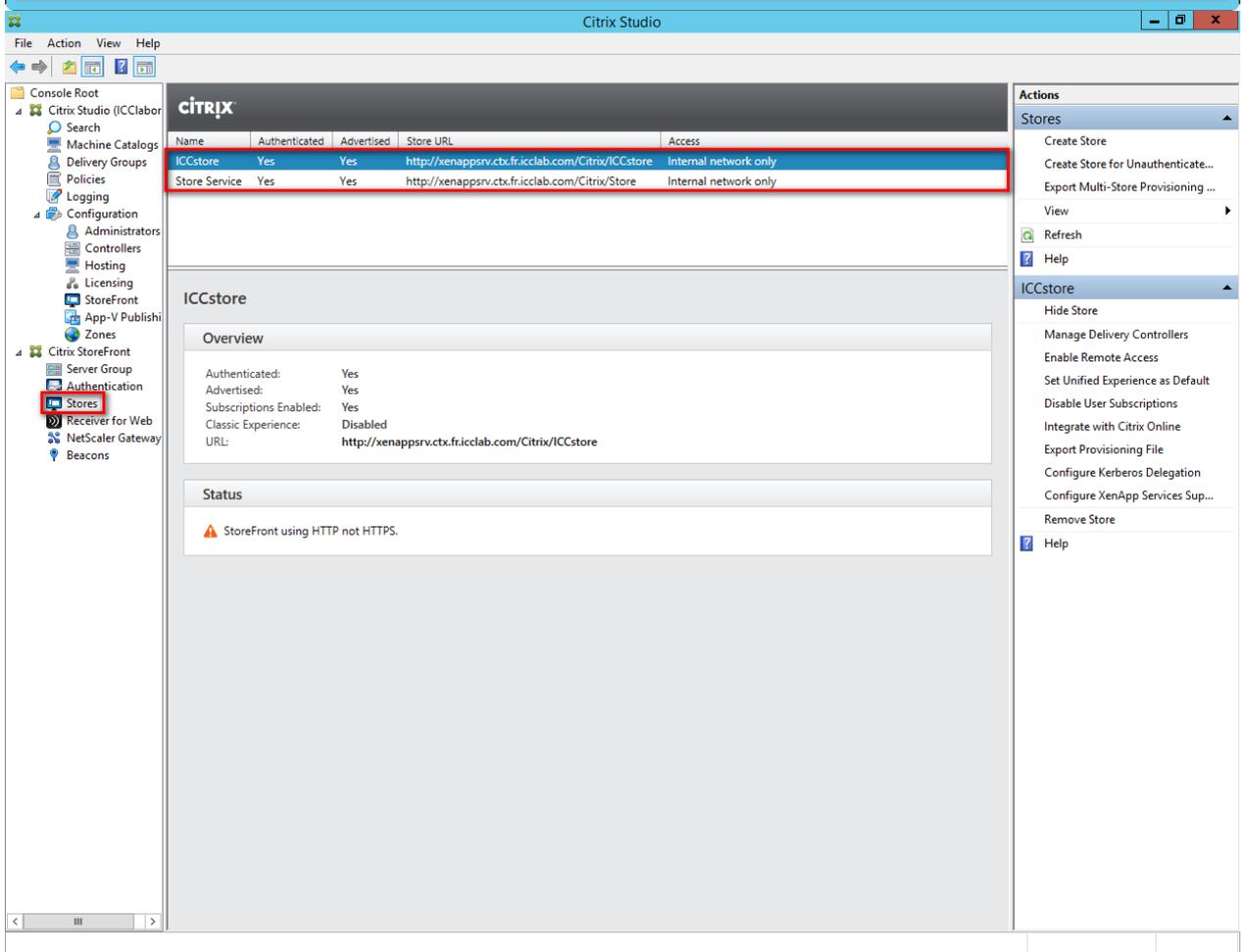
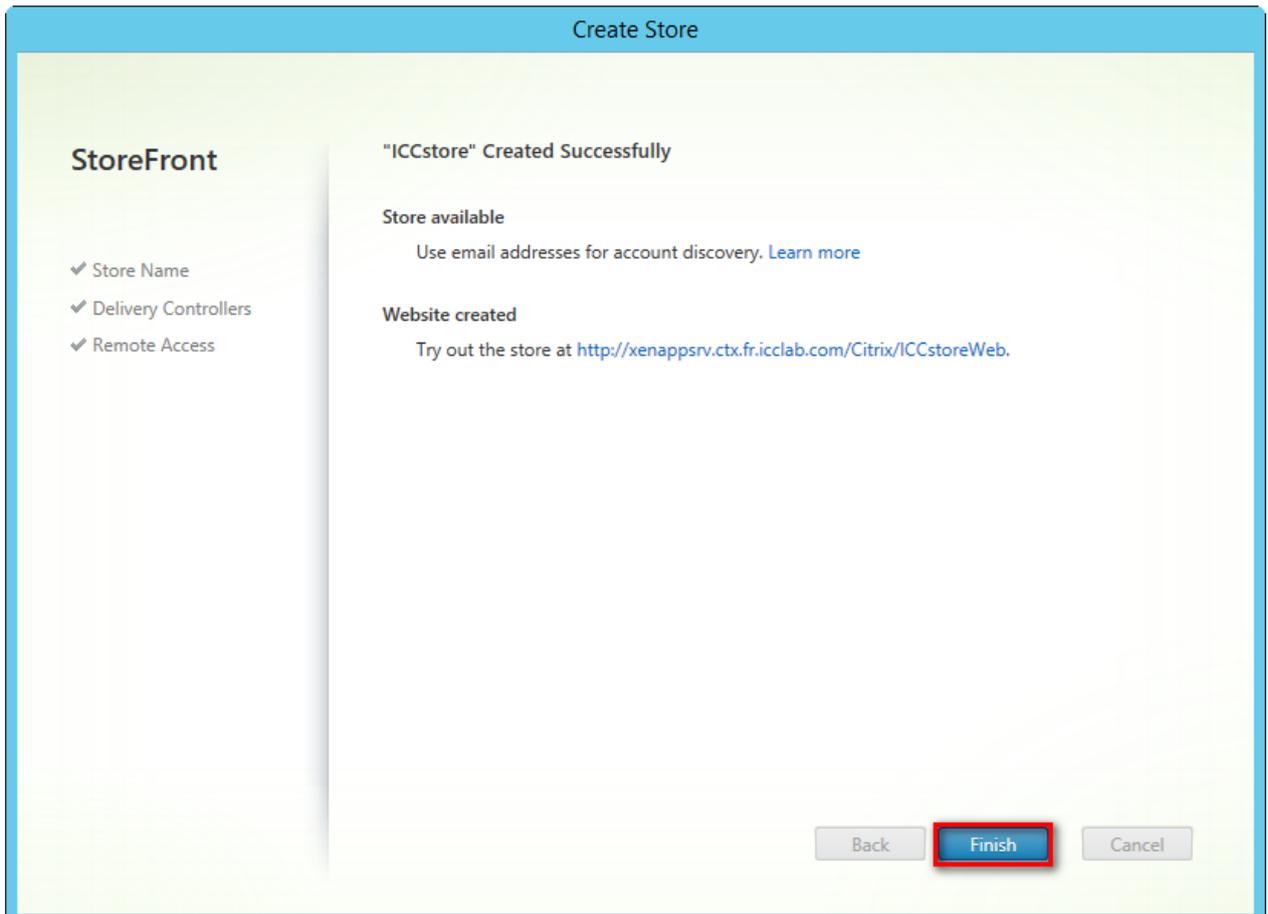
Add NetScaler Gateway appliances to provide user access from external networks.

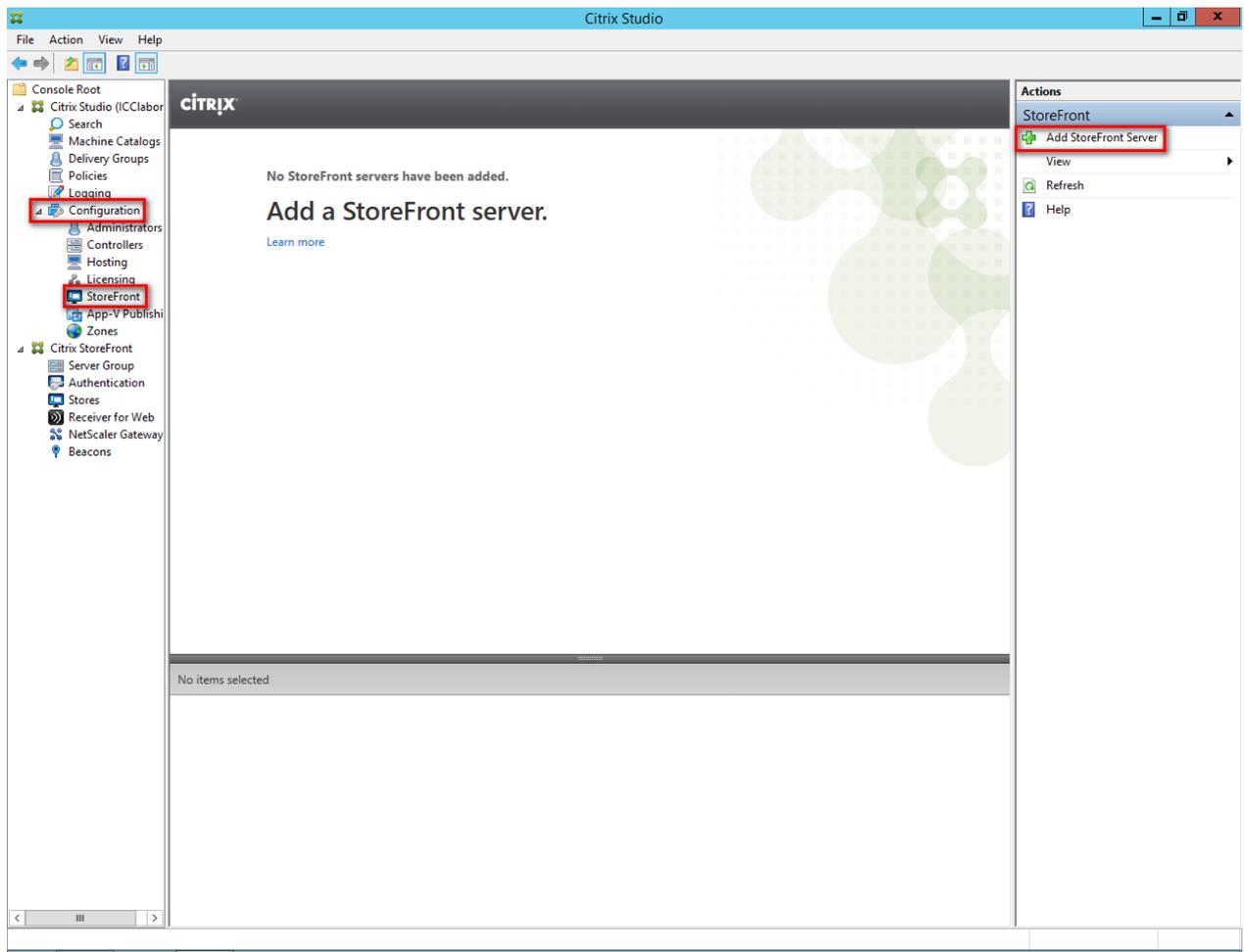
Remote access:

None  
 No VPN tunnel ⓘ  
 Full VPN tunnel ⓘ

NetScaler Gateway appliances:

Default appliance:





**Add StoreFront Server**

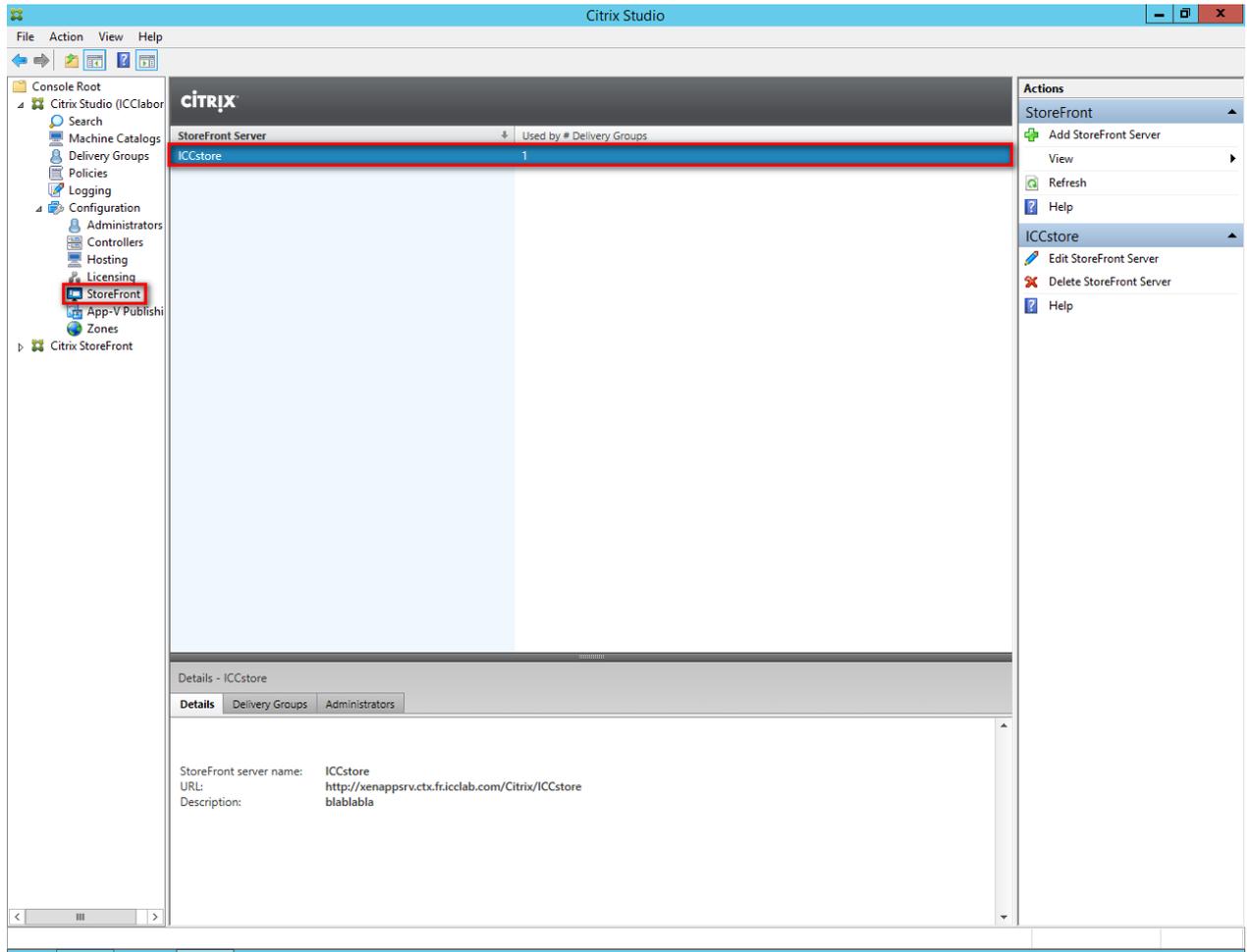
Enter the details of an existing StoreFront server that you want to be available from Receiver.

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	

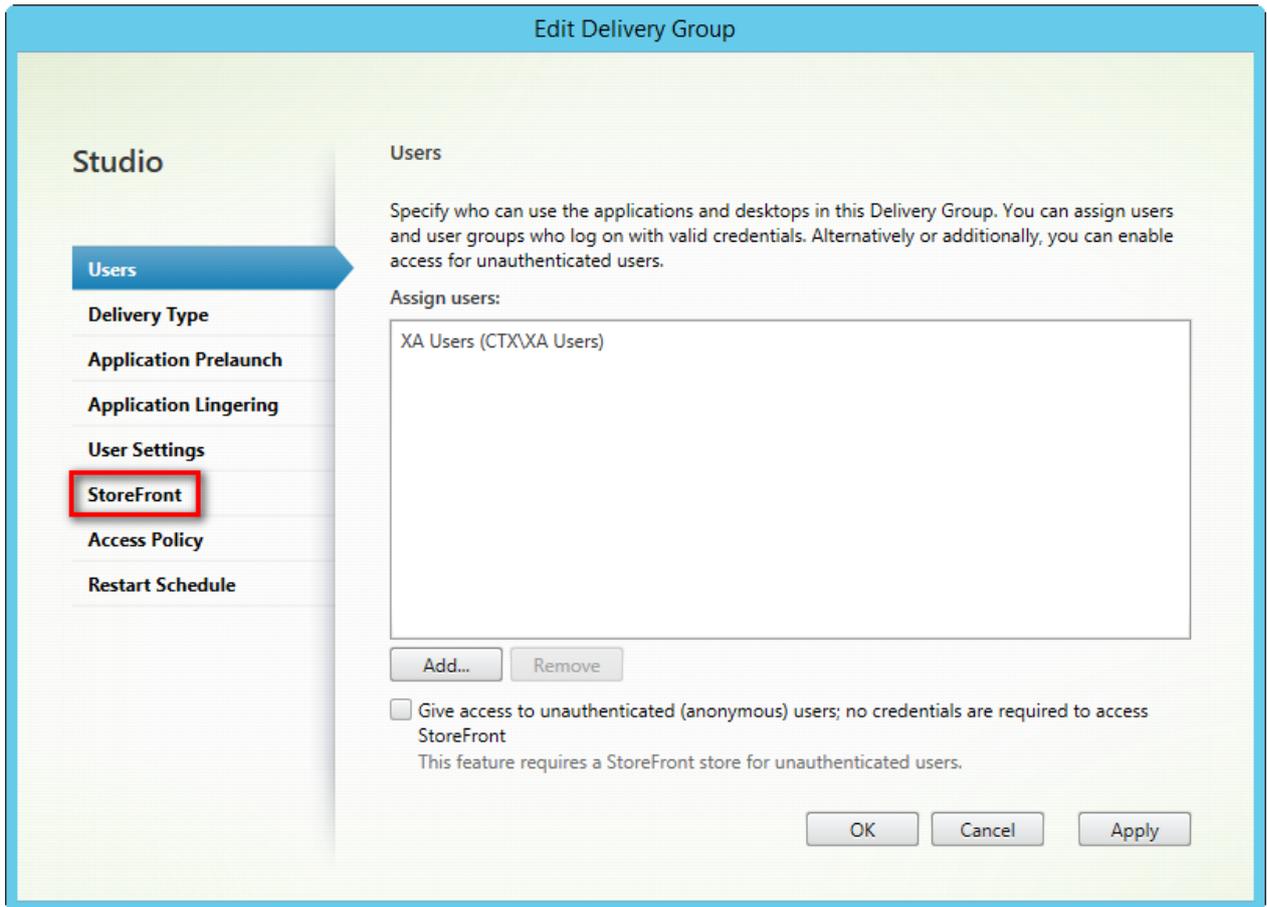
Details - ICCgrp

Details Applications Machine Catalogs Usage Administrators

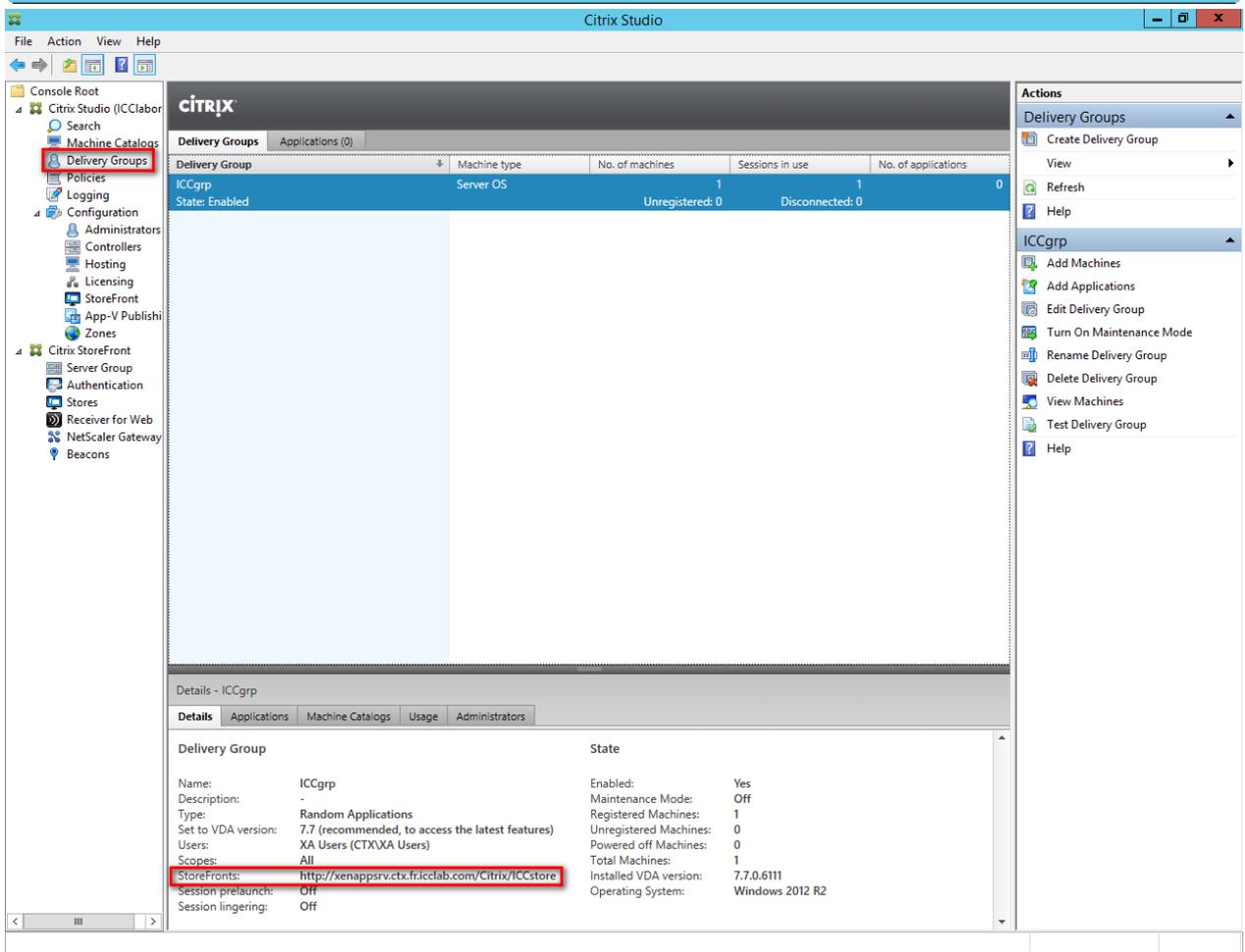
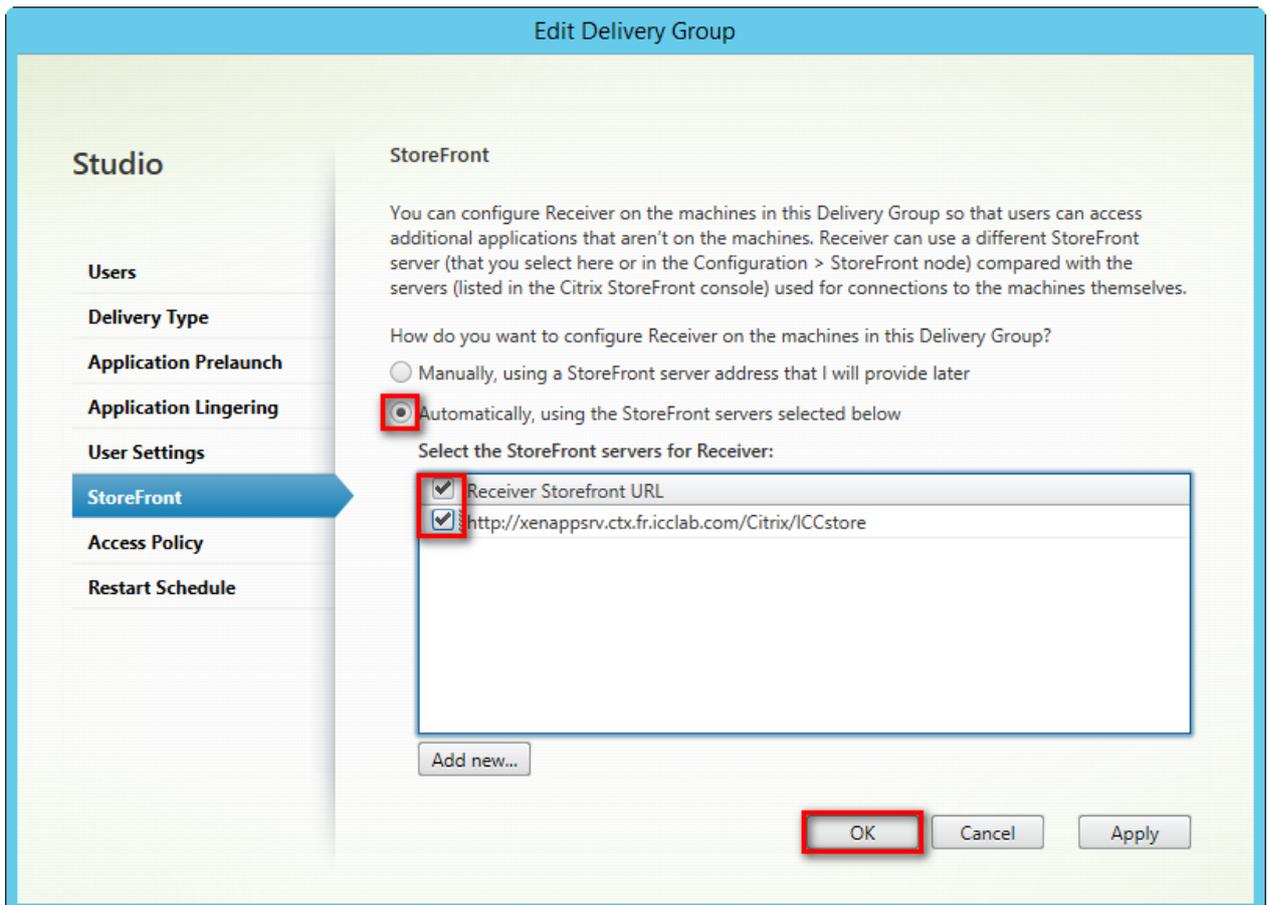
Delivery Group		State	
Name:	ICCgrp	Enabled:	Yes
Description:	-	Maintenance Mode:	Off
Type:	Random Applications	Registered Machines:	1
Set to VDA version:	7.7 (recommended, to access the latest features)	Unregistered Machines:	0
Users:	XA Users (CTX\XA Users)	Powered off Machines:	0
Scopes:	All	Total Machines:	1
StoreFronts:	-	Installed VDA version:	7.7.0.6111
Session prelaunch:	Off	Operating System:	Windows 2012 R2
Session lingering:	Off		

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



Skip to **StoreFront**

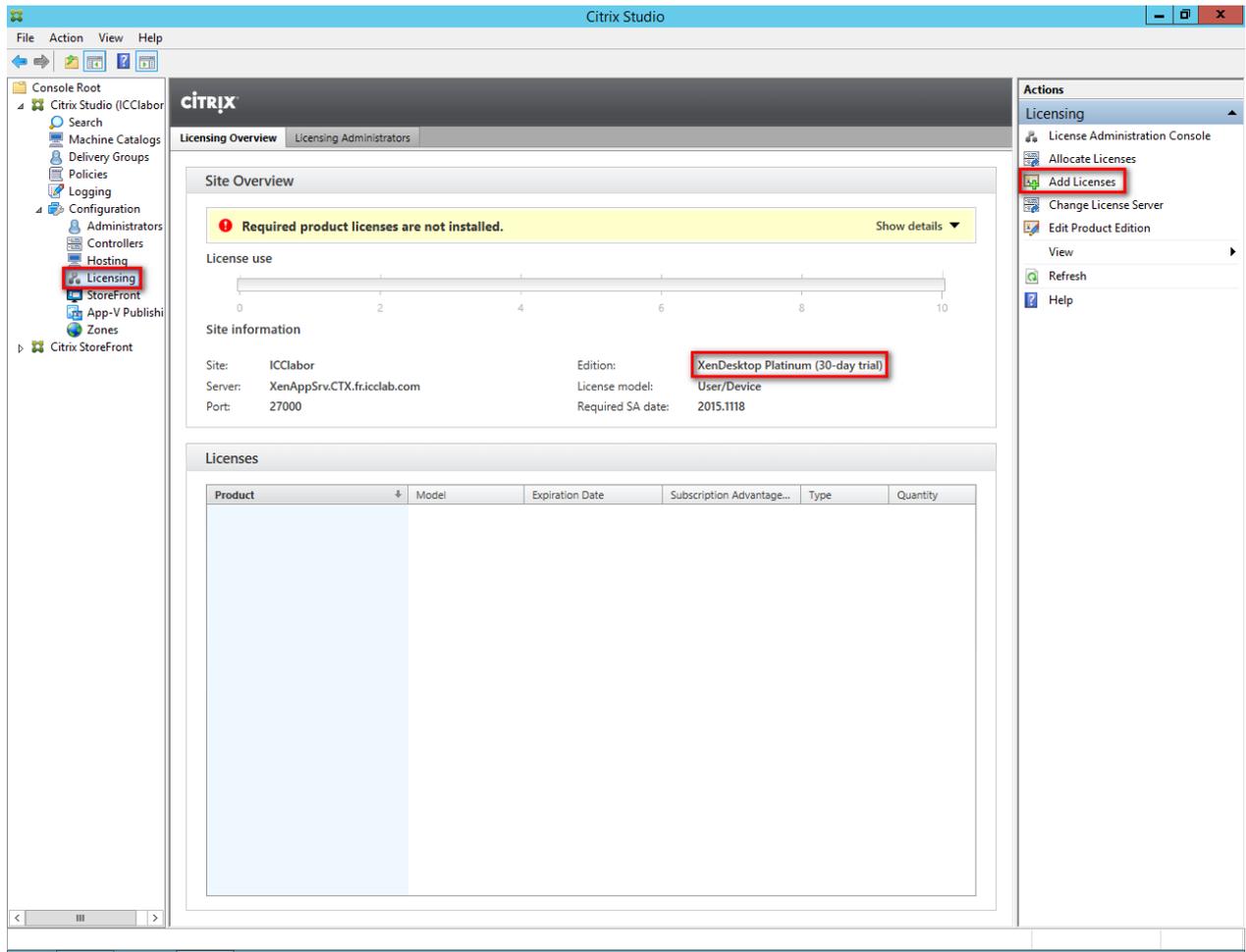


### 3.1.3 Product Licensing

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

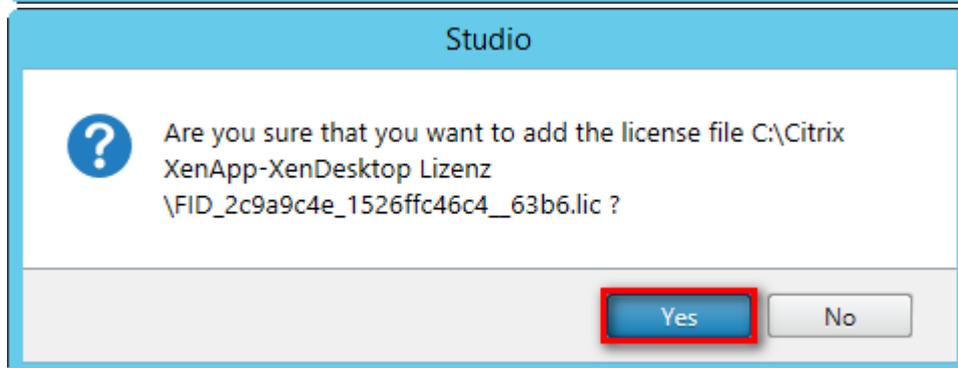
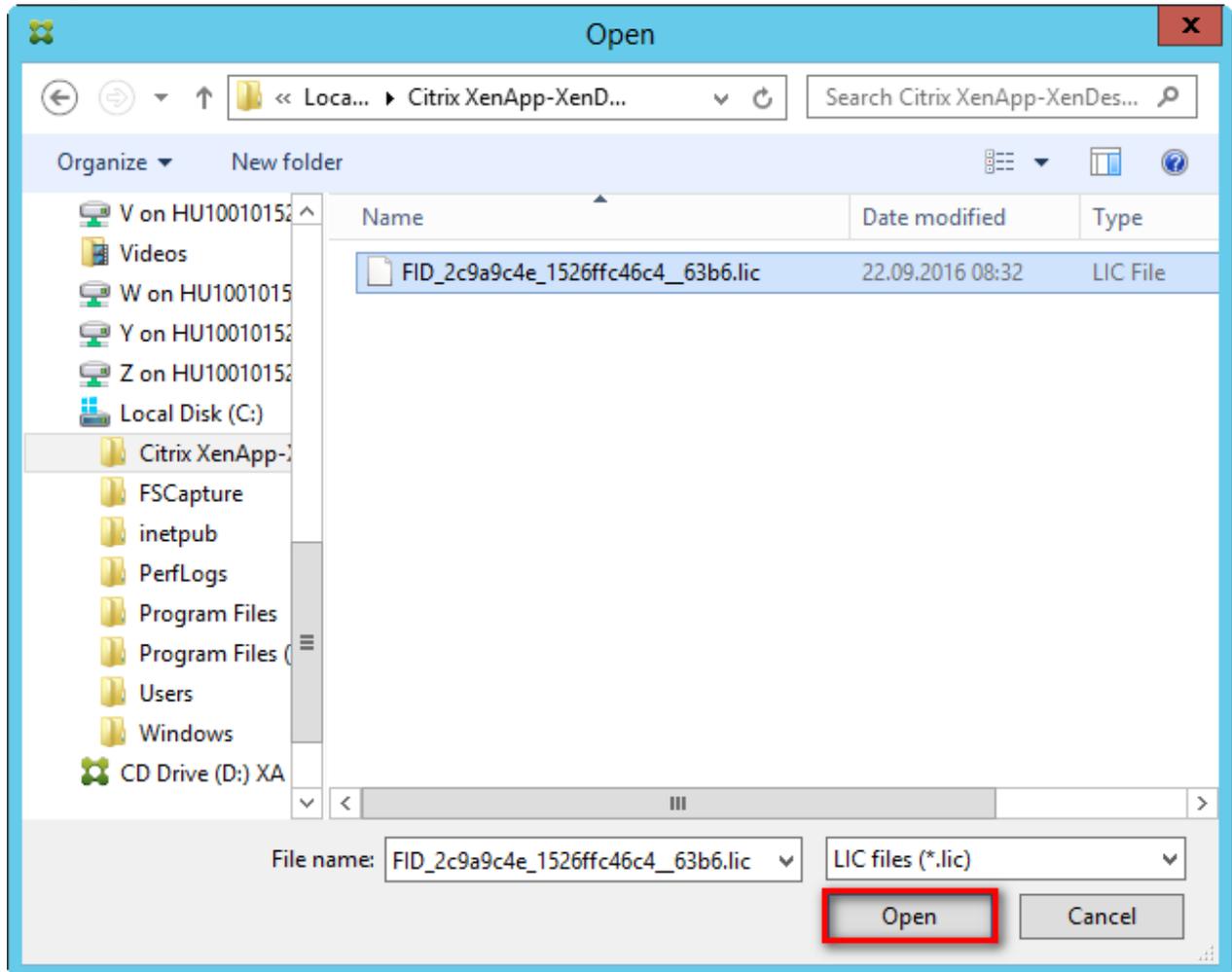
Prerequisite: An appropriate license file is available on the computer.

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.



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

**CITRIX**

Licensing Overview Licensing Administrators

Site Overview

**Required product licenses are not installed.** Show details

License use

0 2 4 6 8 10

Site information

Site: ICClabor Edition: XenDesktop Platinum (30-day trial)  
 Server: XenAppSrv.CTX.friclab.com License model: User/Device  
 Port: 27000 Required SA date: 2015.1118

Licenses

Product	Model	Expiration Date	Subscription Advantage...	Type	Quantity
Citrix XenApp Enterprise	Concurrent	Permanent	2017.1208	Retail	5
Citrix XenDesktop Enterprise	User/Device	Permanent	2017.1208	Retail	5

Actions

- Licensing
  - License Administration Console
  - Allocate Licenses
  - Add Licenses
  - Change License Server
  - Edit Product Edition**
- View
  - Refresh
  - Help

**Edit product edition**

**XenApp edition**

- Platinum
- Enterprise
- Advanced

**XenDesktop edition**

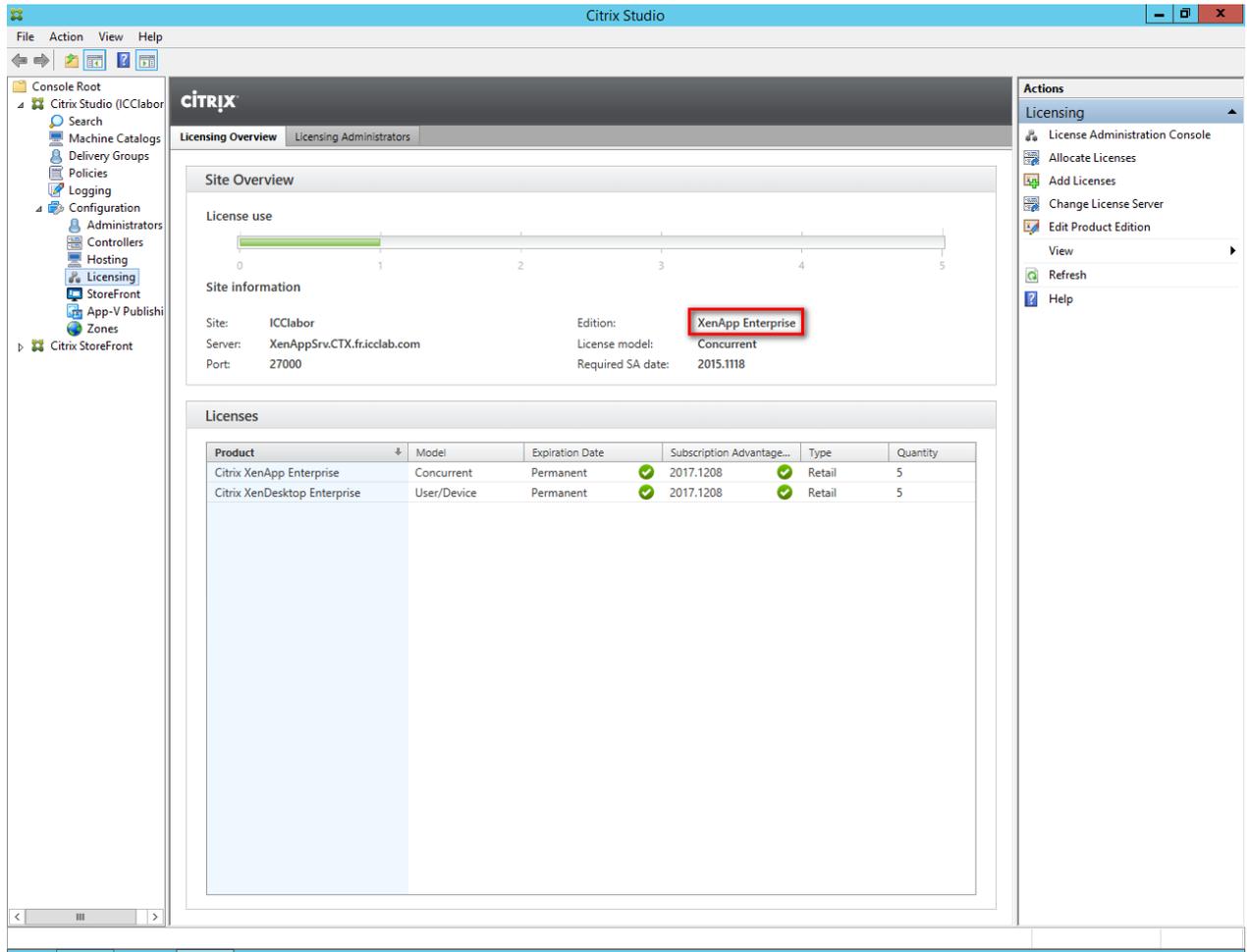
- Platinum
- Enterprise
- App
- VDI

**License model**

- User/Device Licensing
- Concurrent Licensing

**Retention of historical monitoring data is only available on Platinum editions. Lowering the edition of this Site will cause data older than seven days to be discarded.**

**OK** Cancel

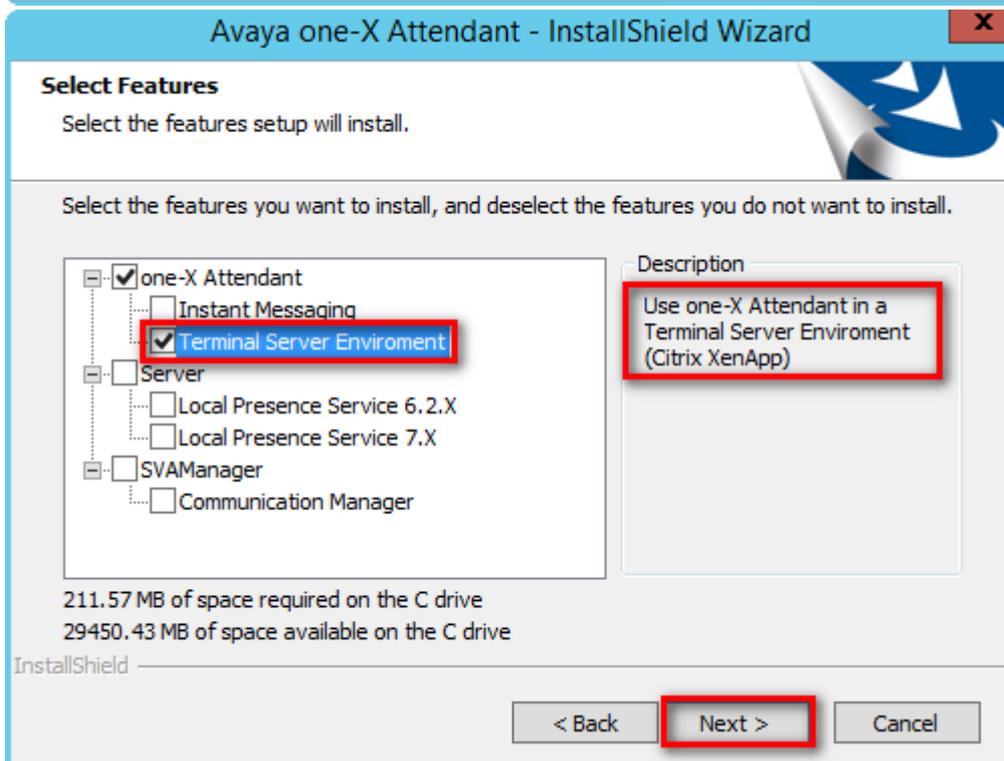
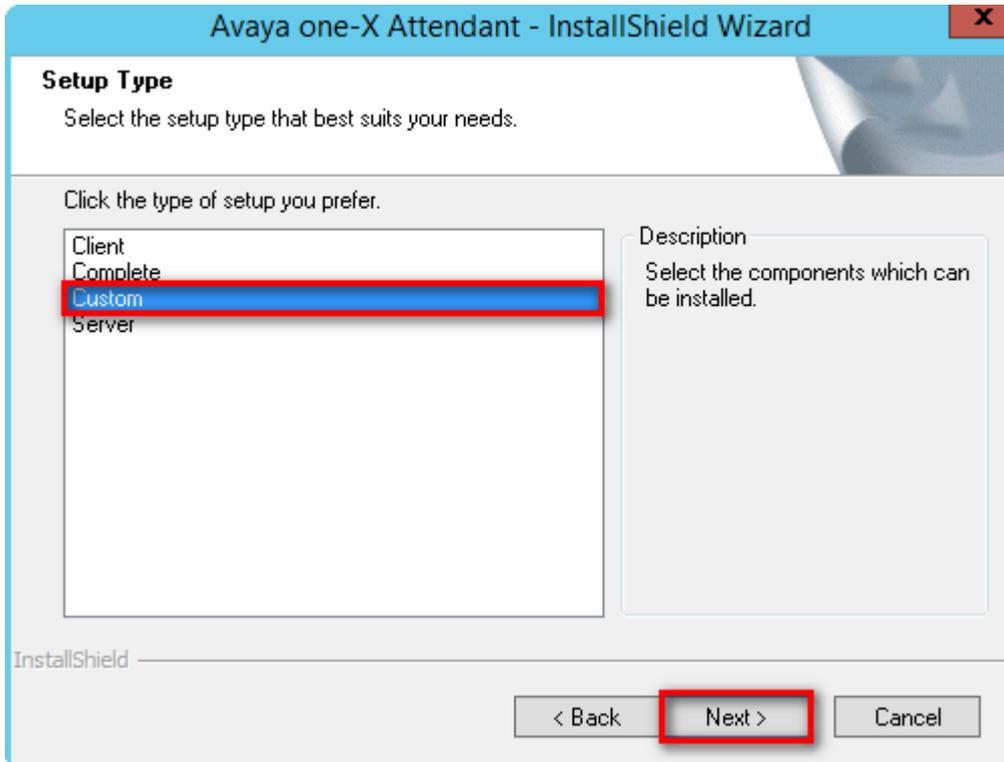


XenApp Environment is now complete. Close Citrix Studio.

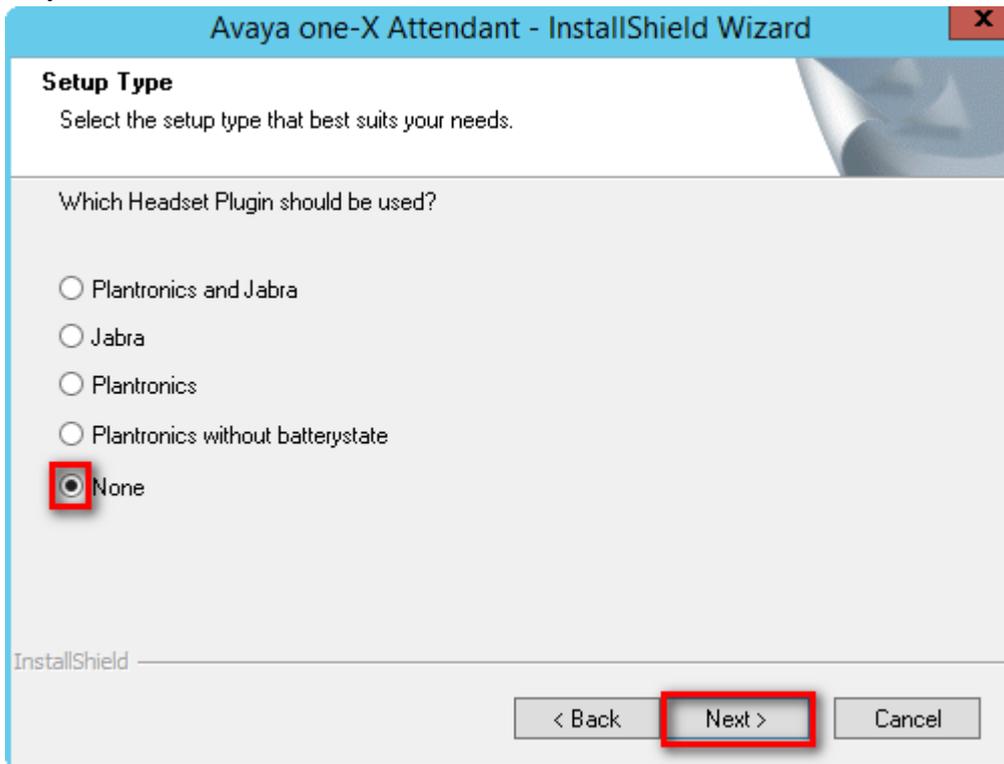
### 3.2 Install Avaya one-X Attendant Client

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

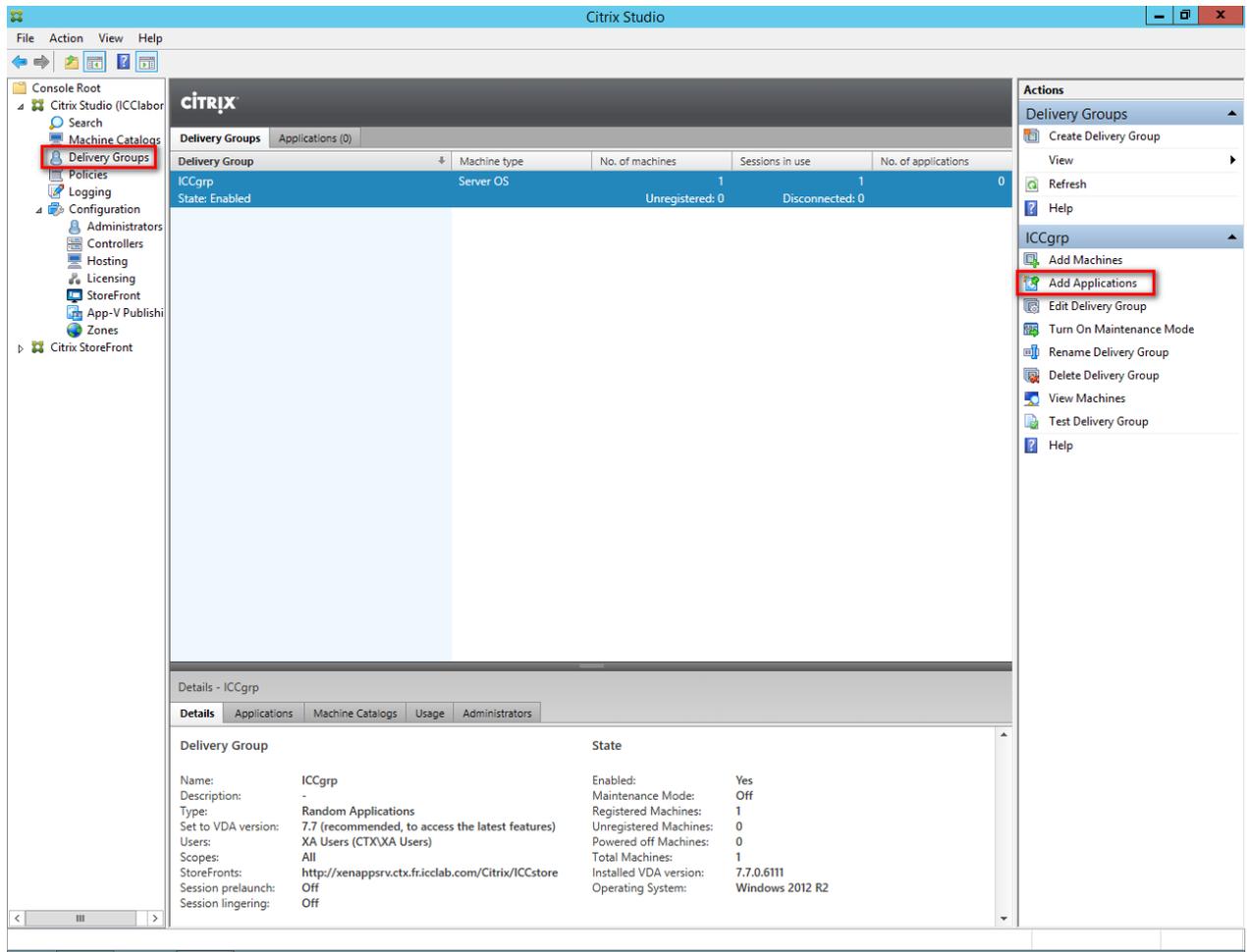
Install Outlook on the XenApp server machine. No configuration is necessary here, just install the application.

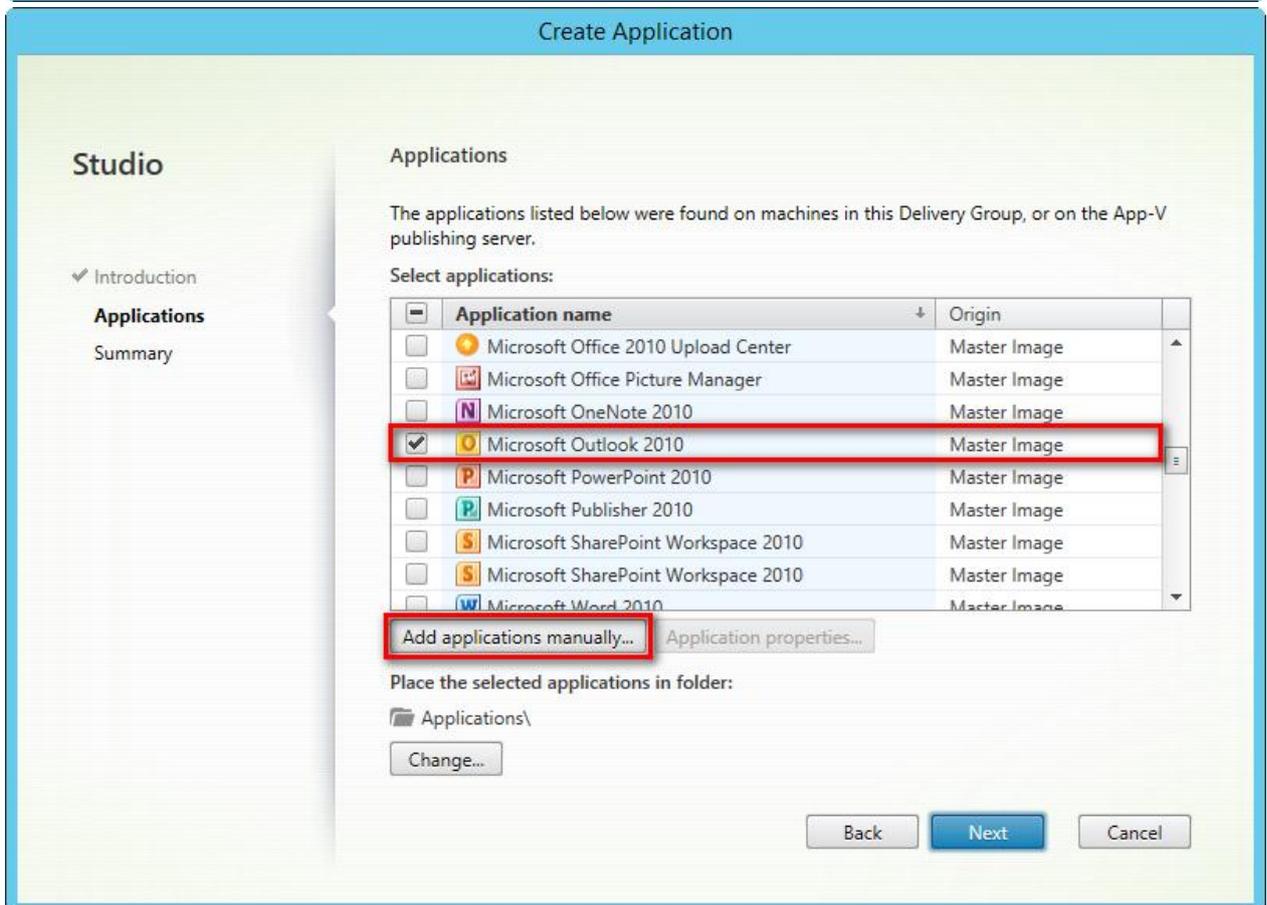
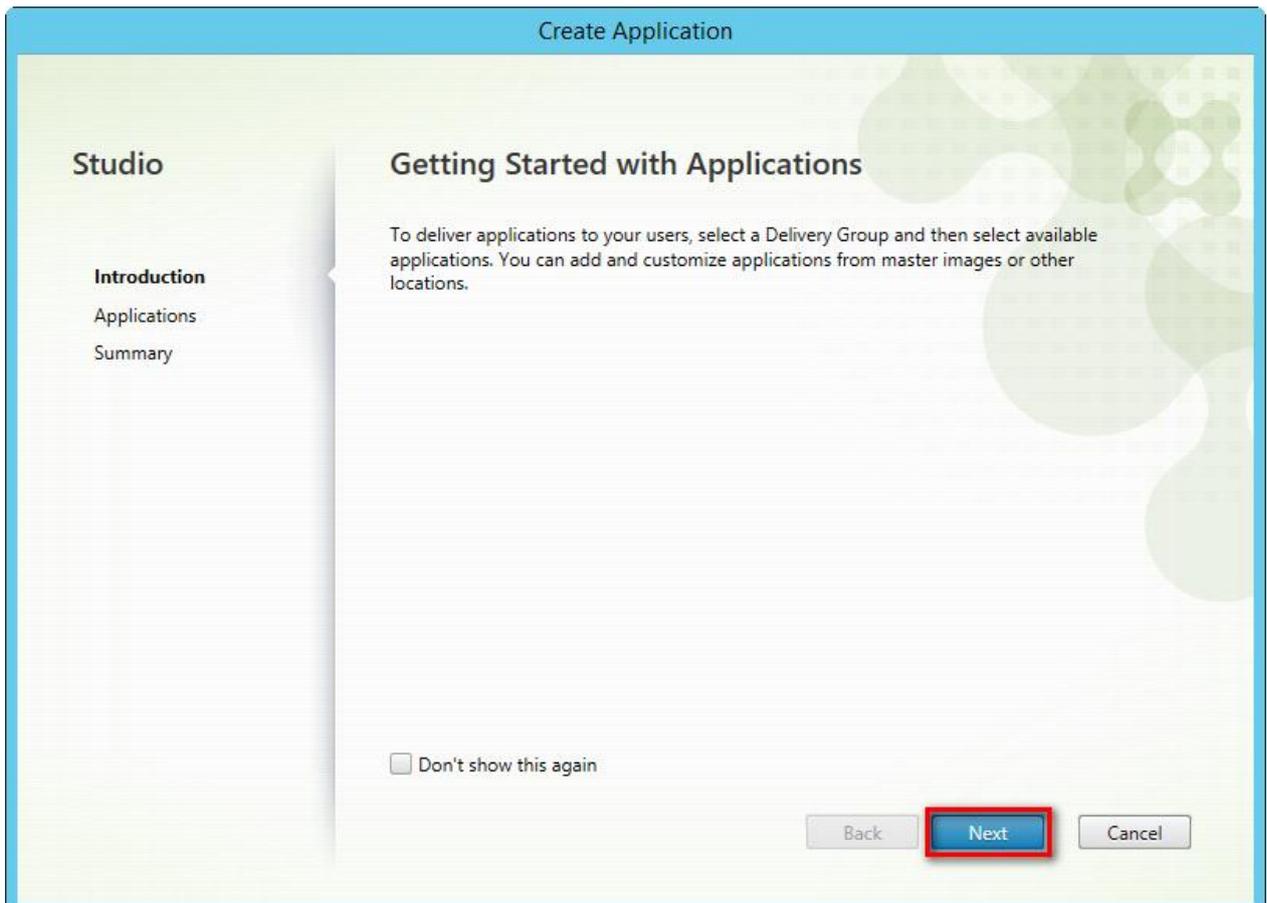
**Note:** Make sure that a terminal server license key for Outlook is used.

## 4 Application Publishing and Launching

### 4.1 Publishing Avaya one-X Attendant and Microsoft Outlook

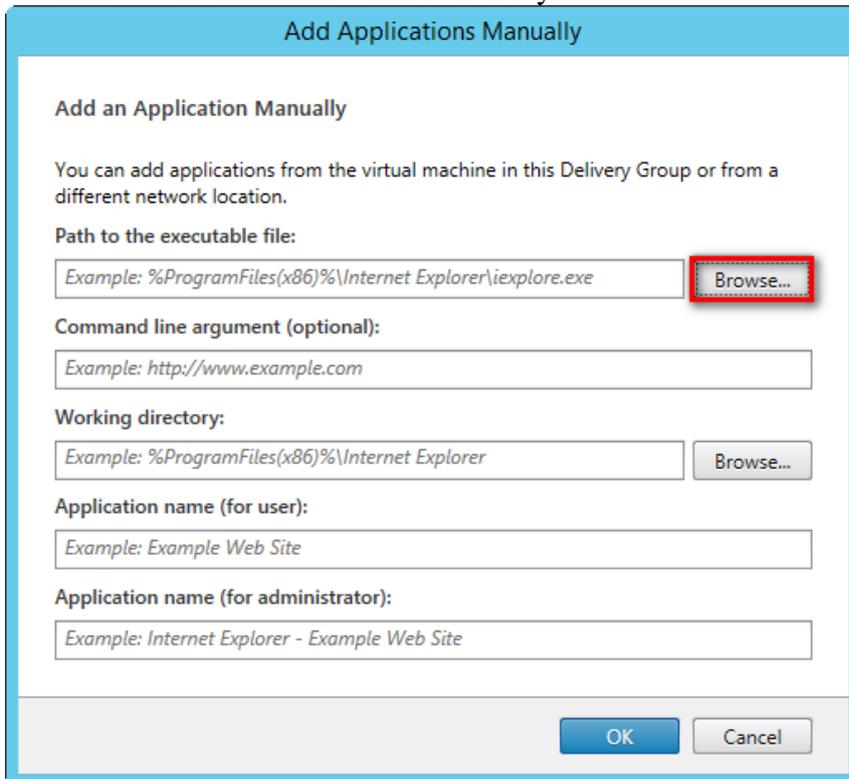
Open Citrix Studio



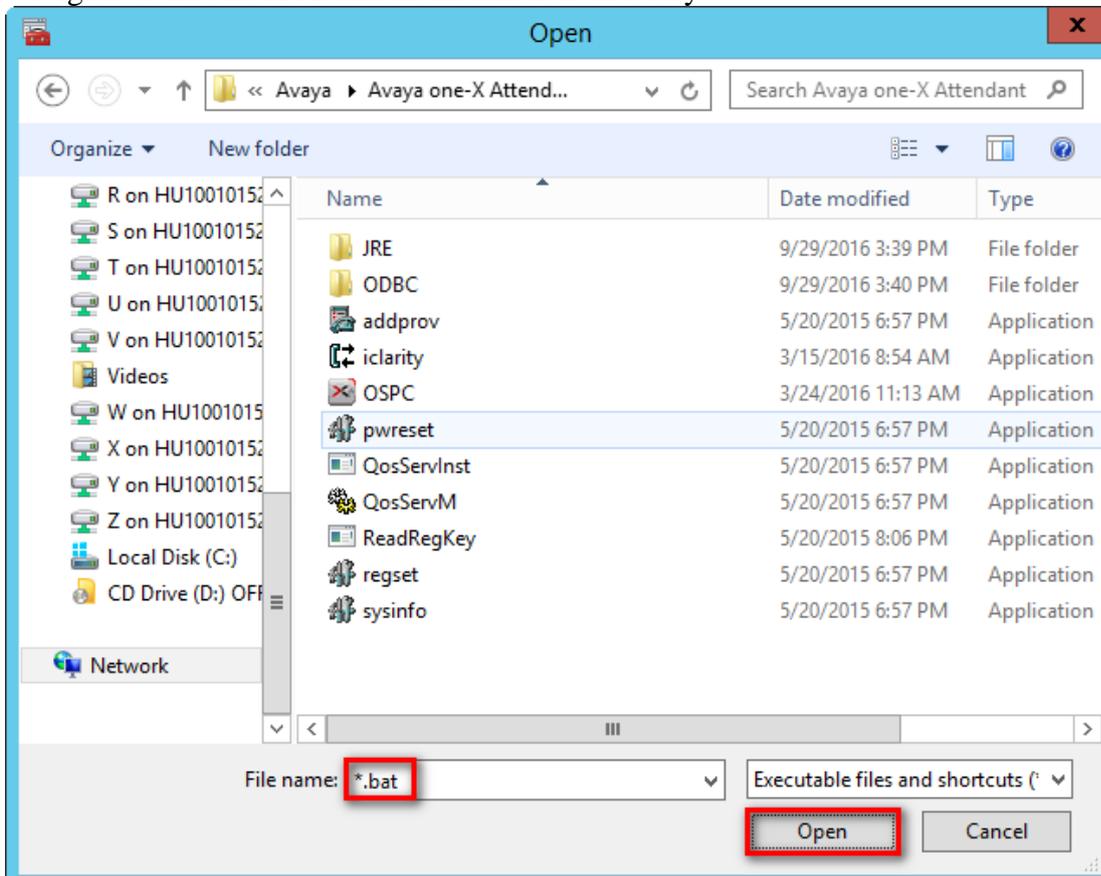


Avaya one-X Attendant is not listed automatically, because the attendant will be started out of a batch file.

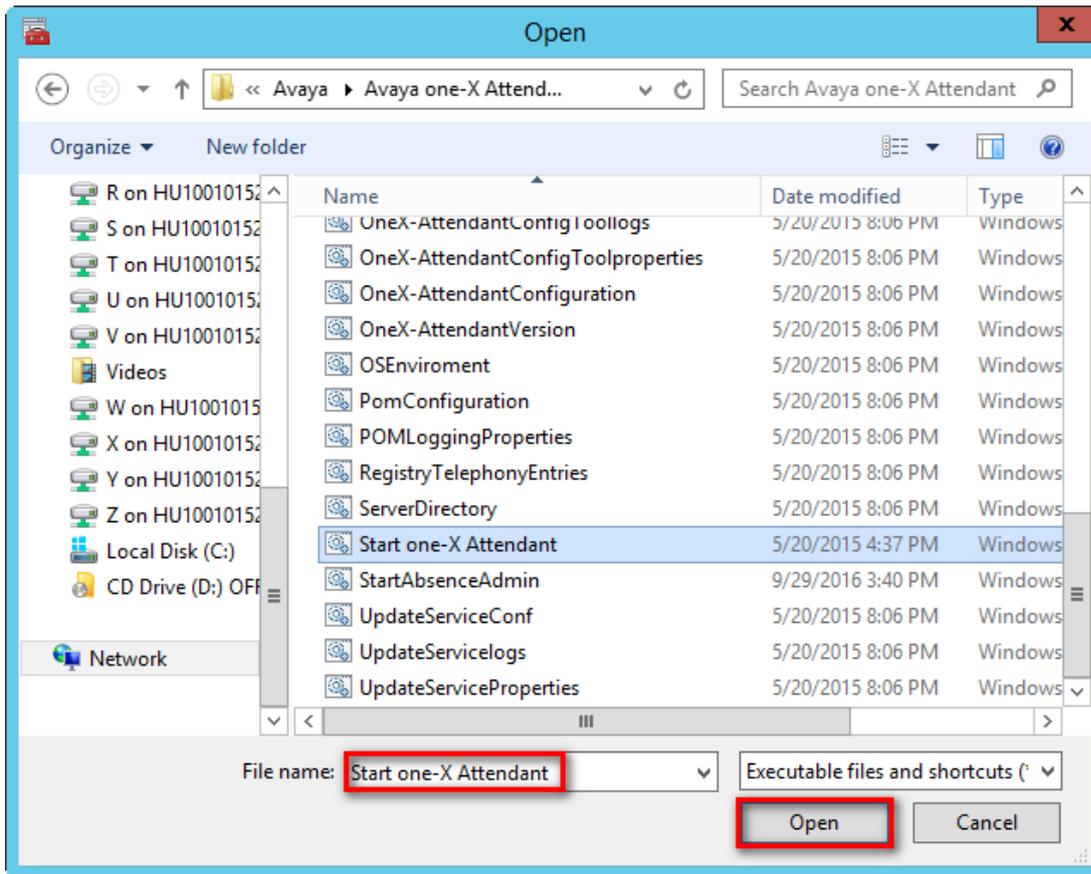
This batch file has to be selected manually.



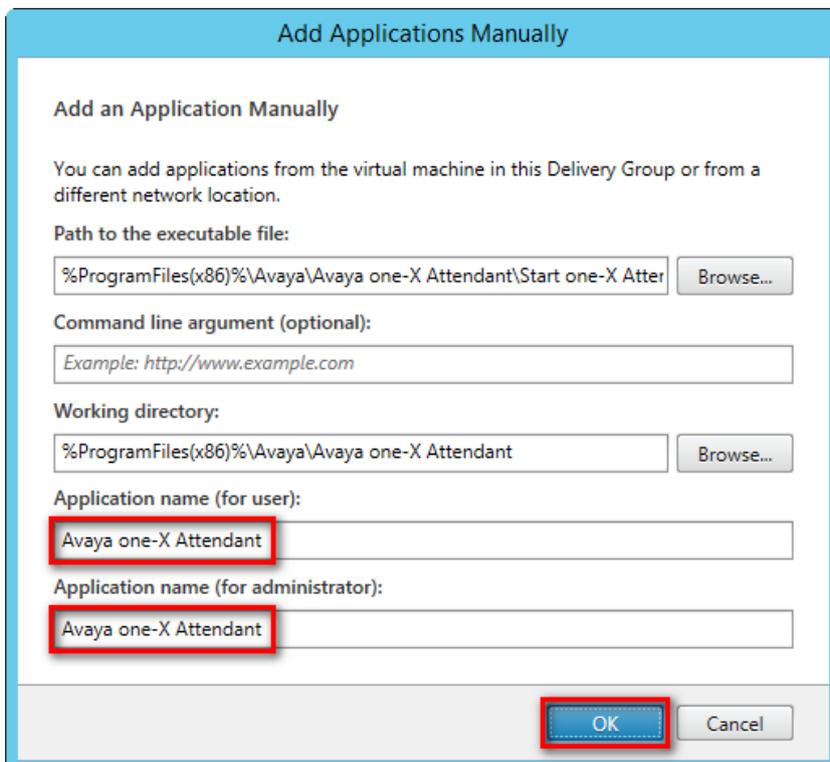
Navigate to the one-X Attendant installation directory.



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



Select the batch file and click *Open*.

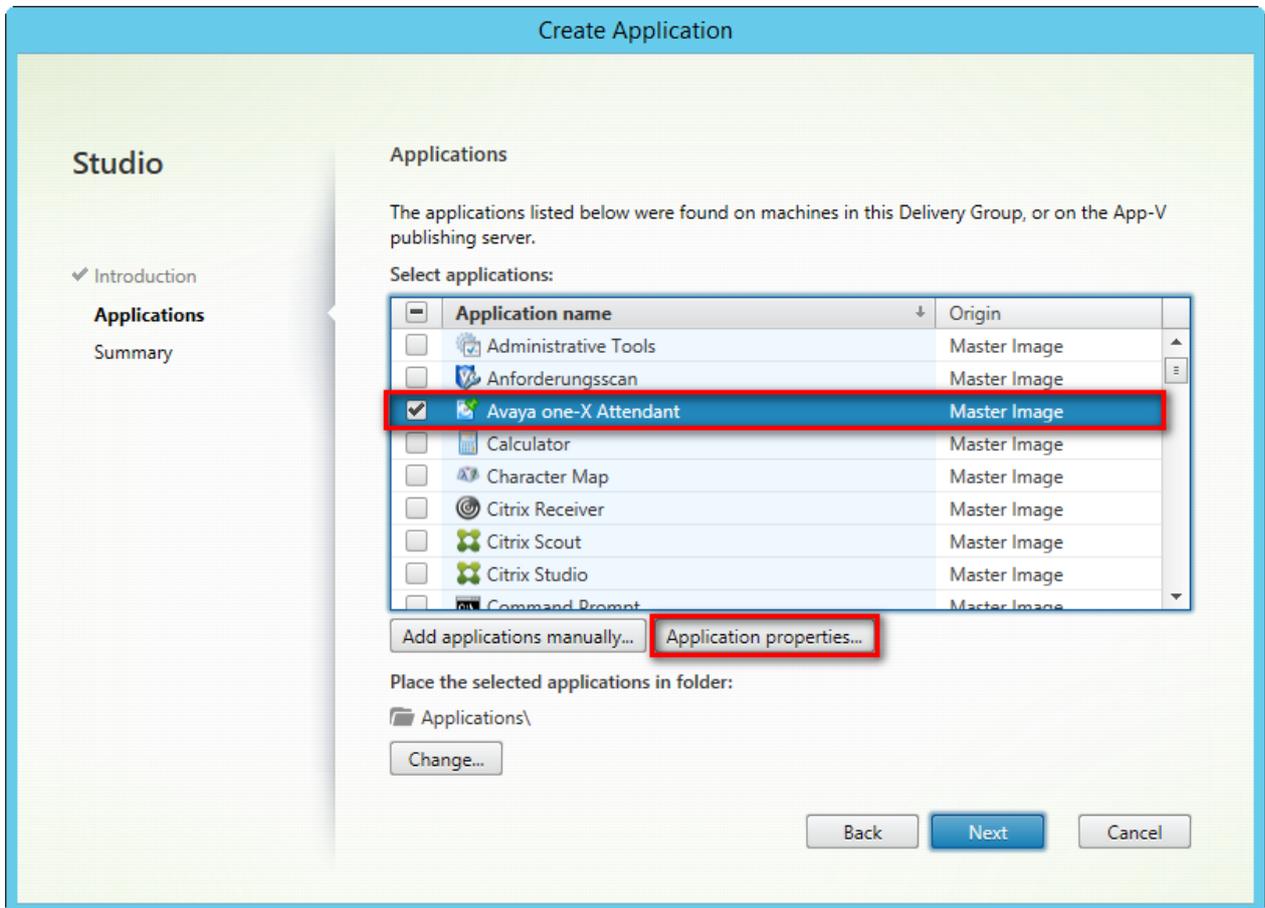


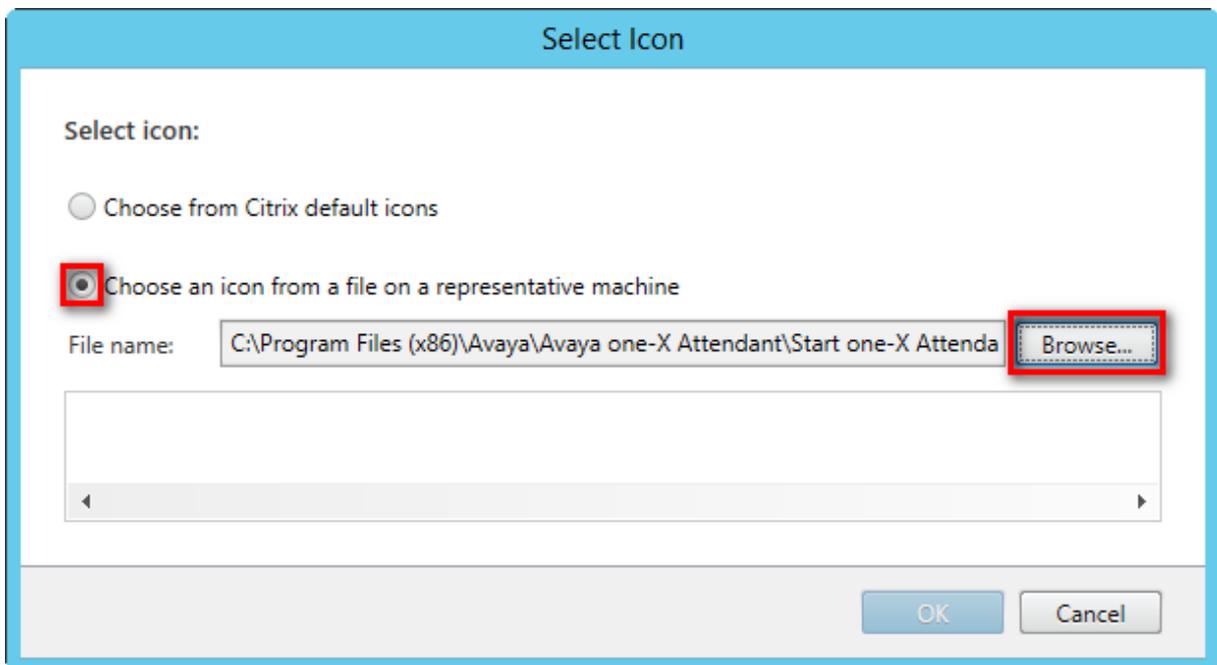
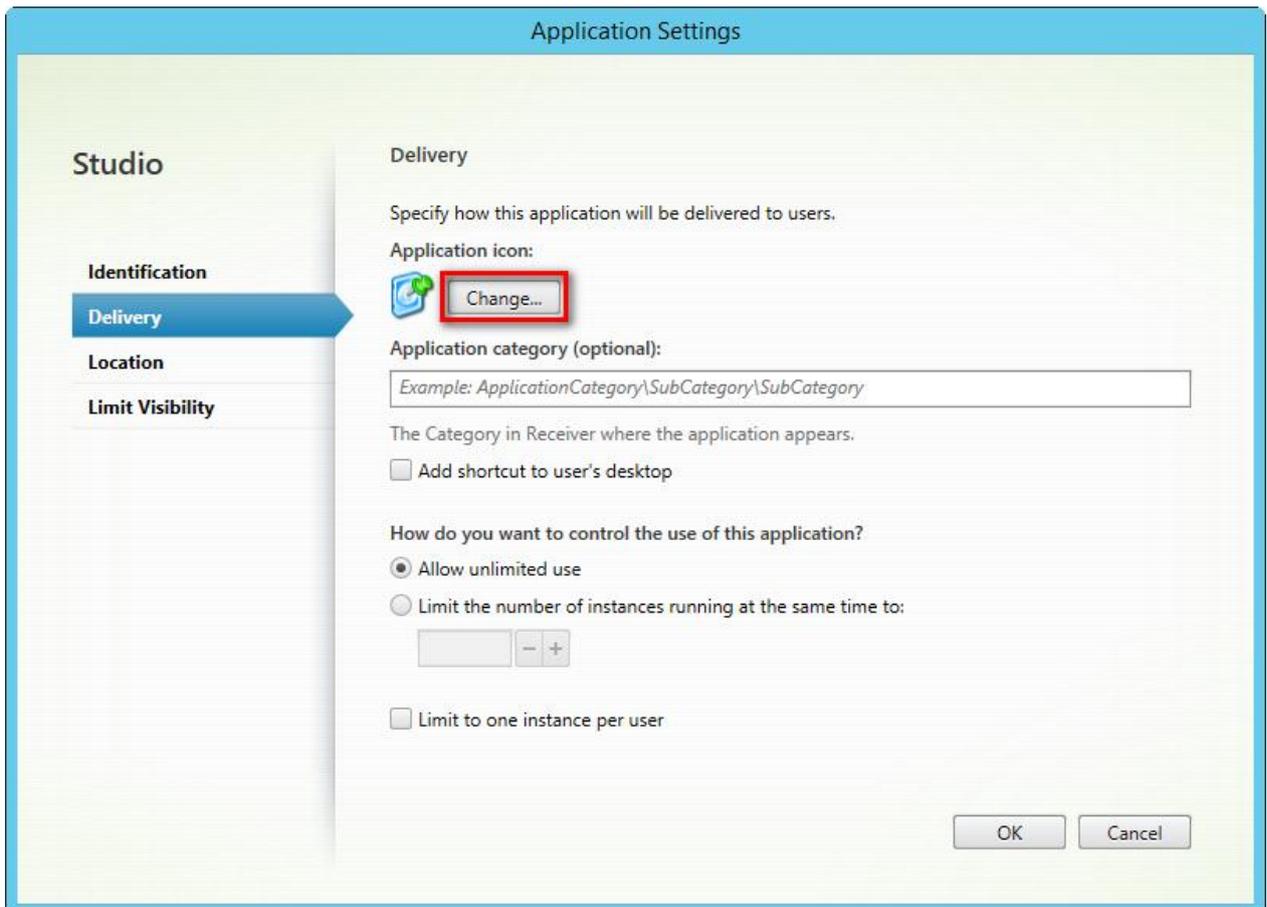
Enter the text that should be displayed with the Application icon in the XenApp Web UI.

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

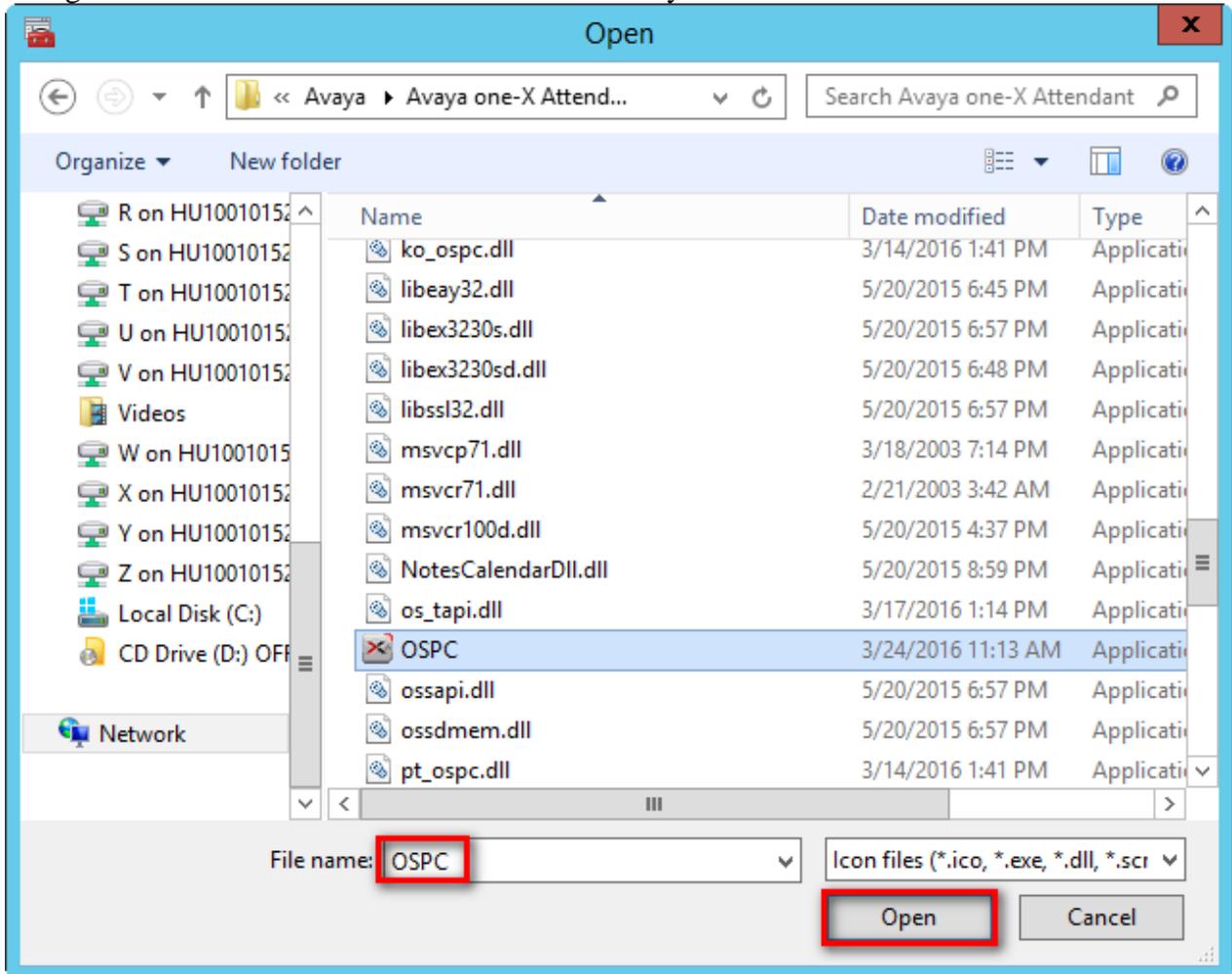
The following steps describe the change of the icon from the default to the well-known one.

**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*.



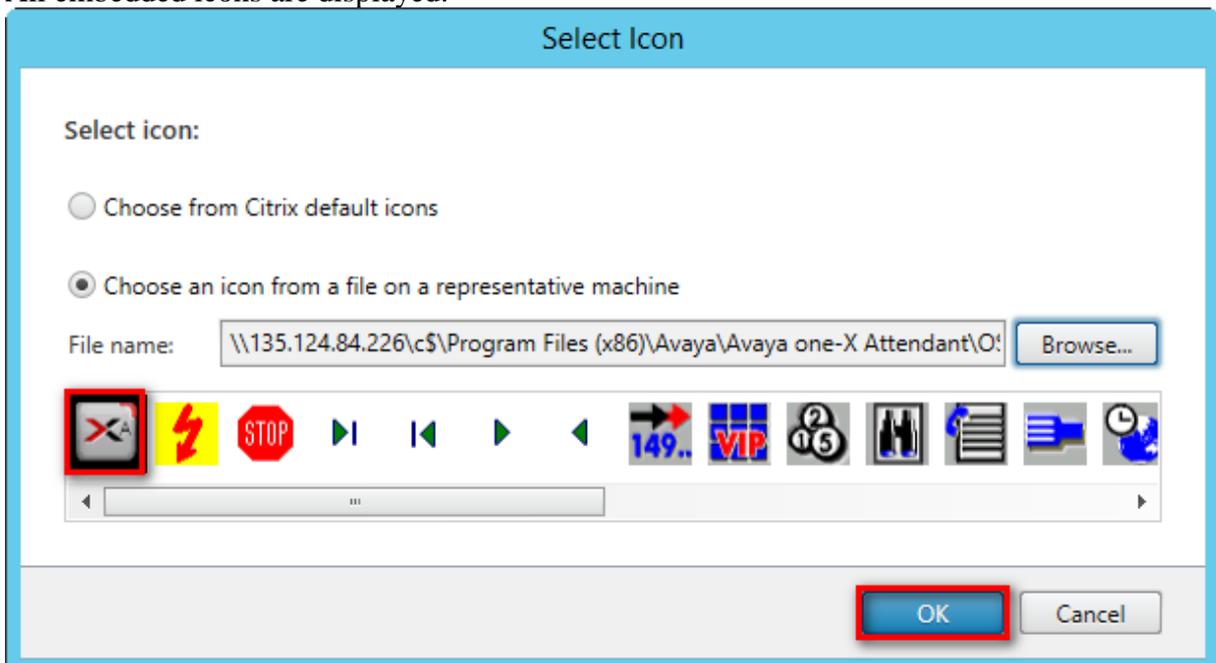


Navigate to the one-X Attendant installation directory.

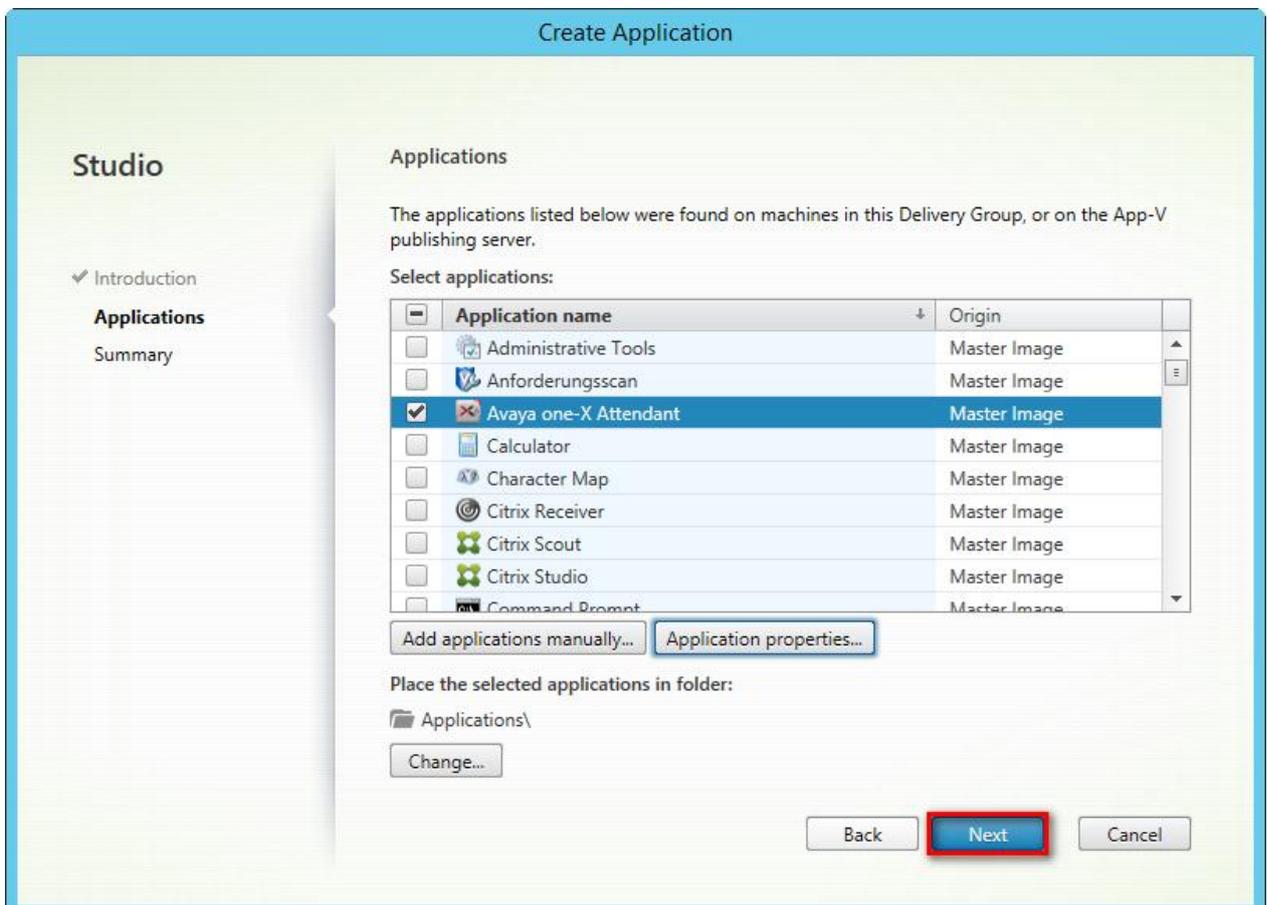
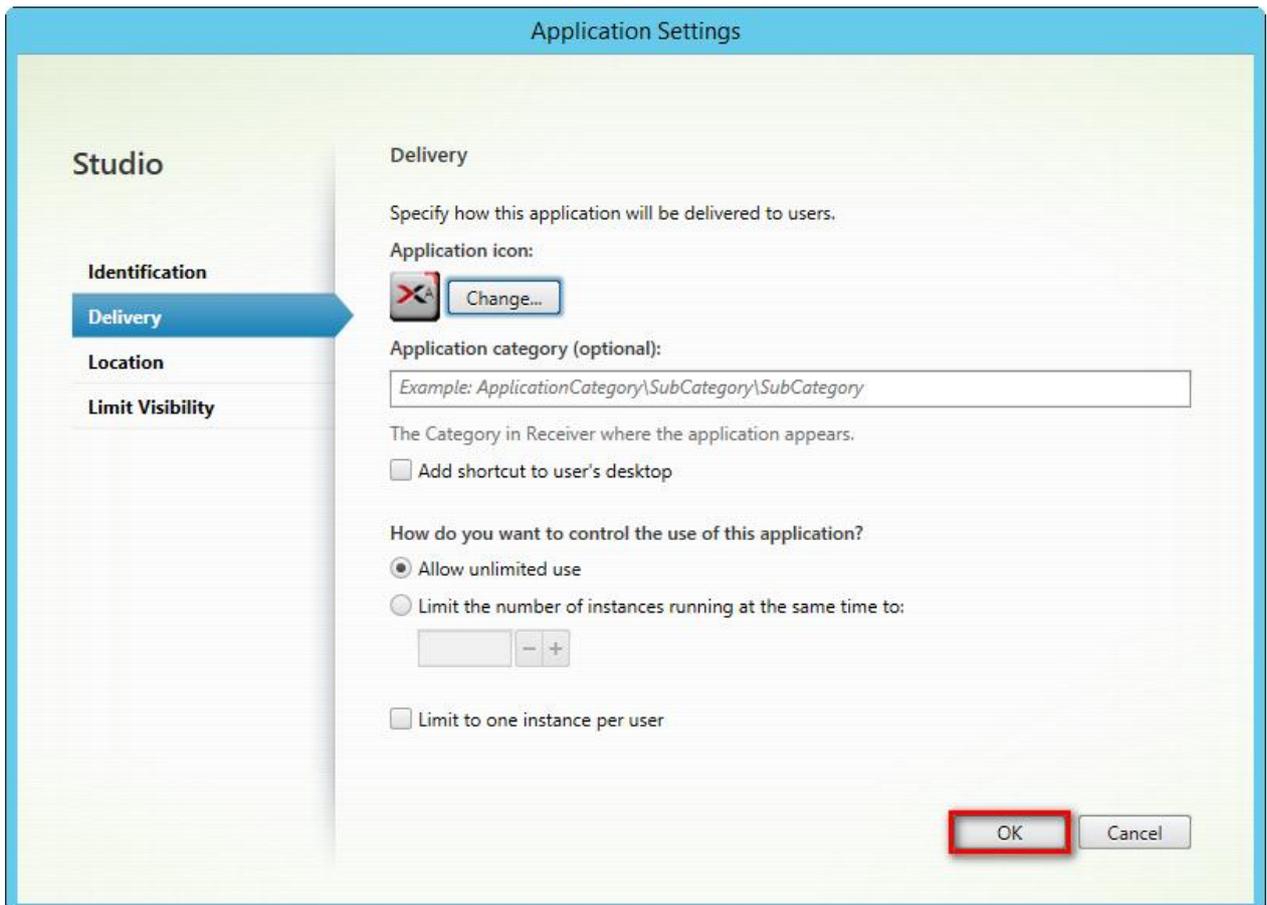


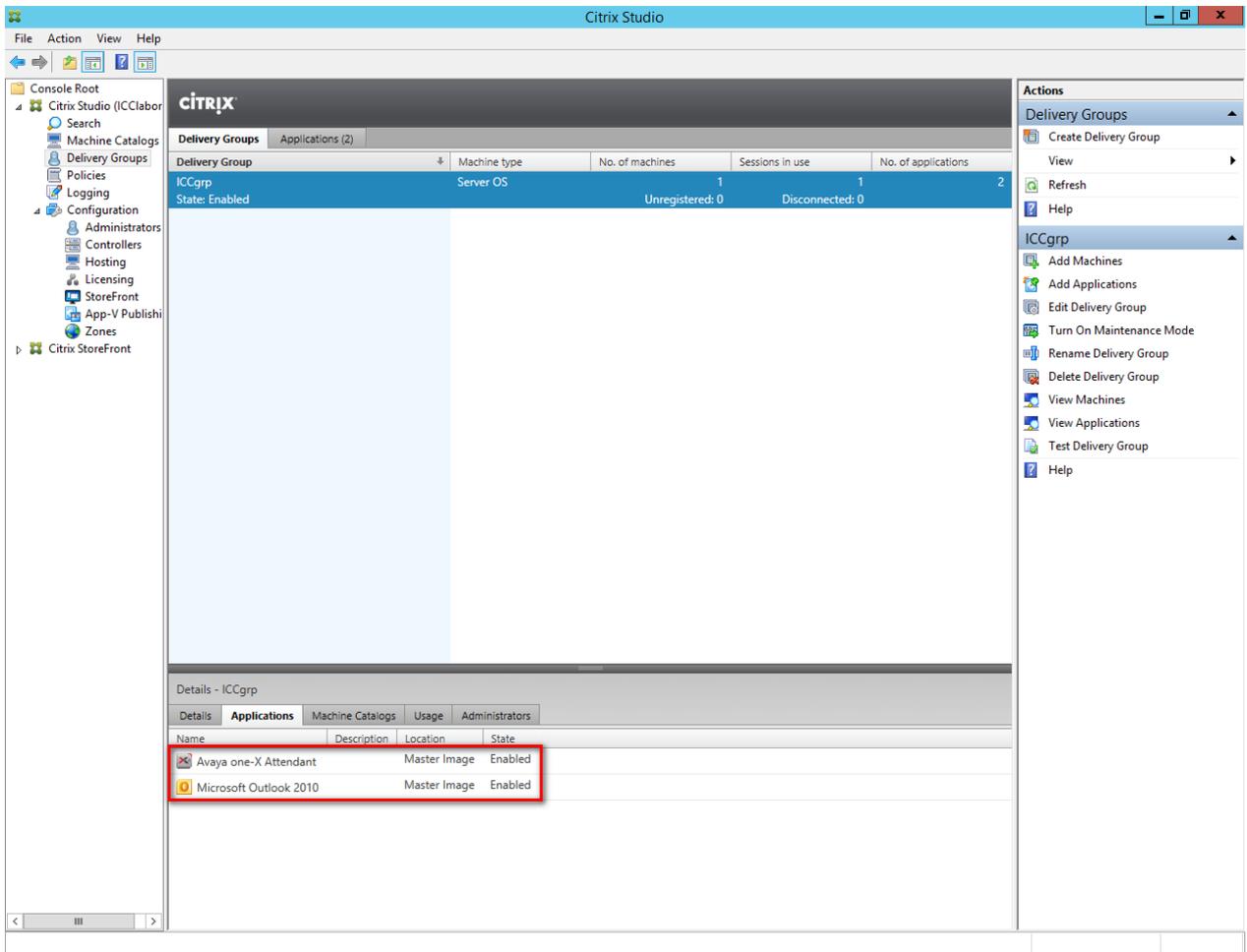
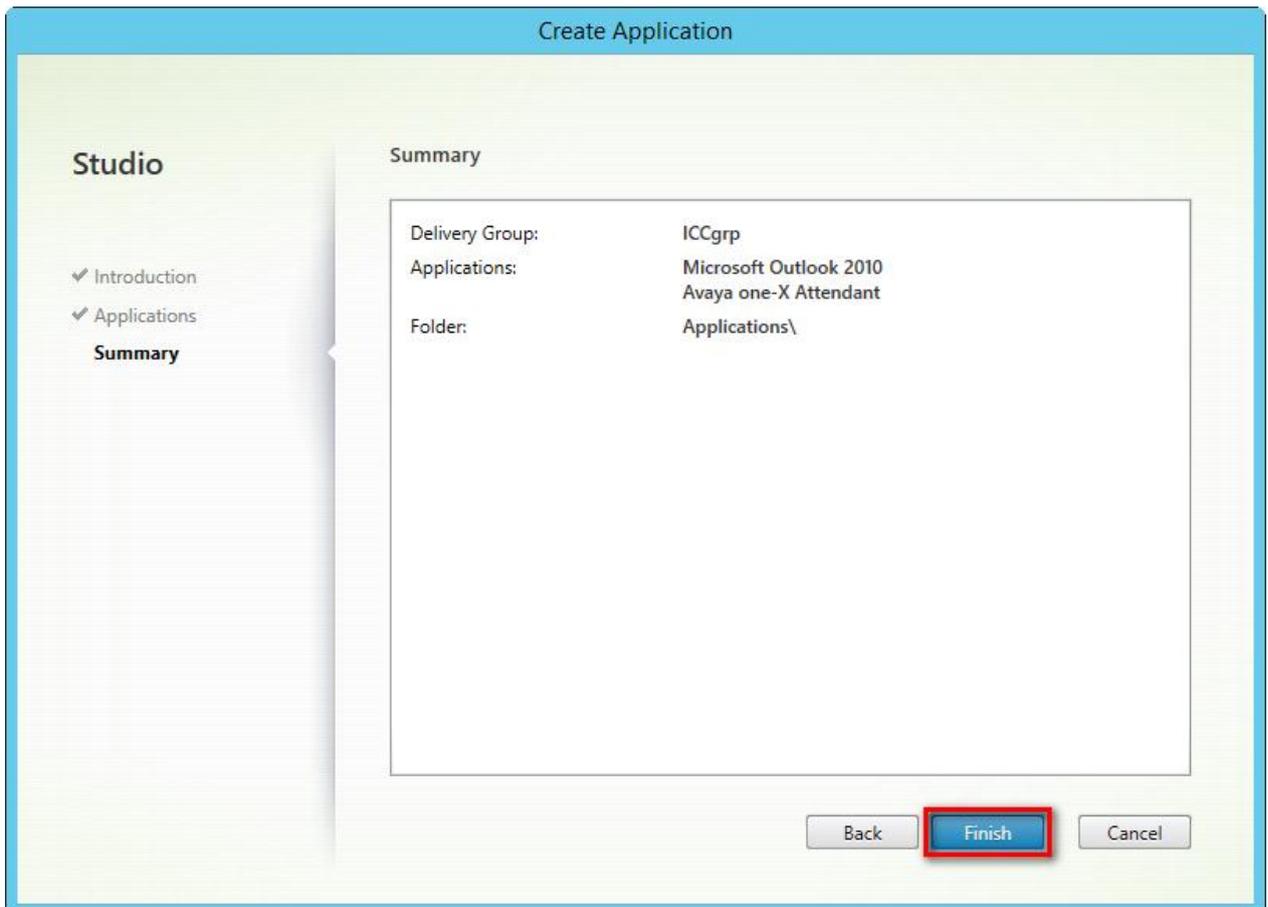
Select OSPC[.exe] and click *Open*.

All embedded icons are displayed.



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

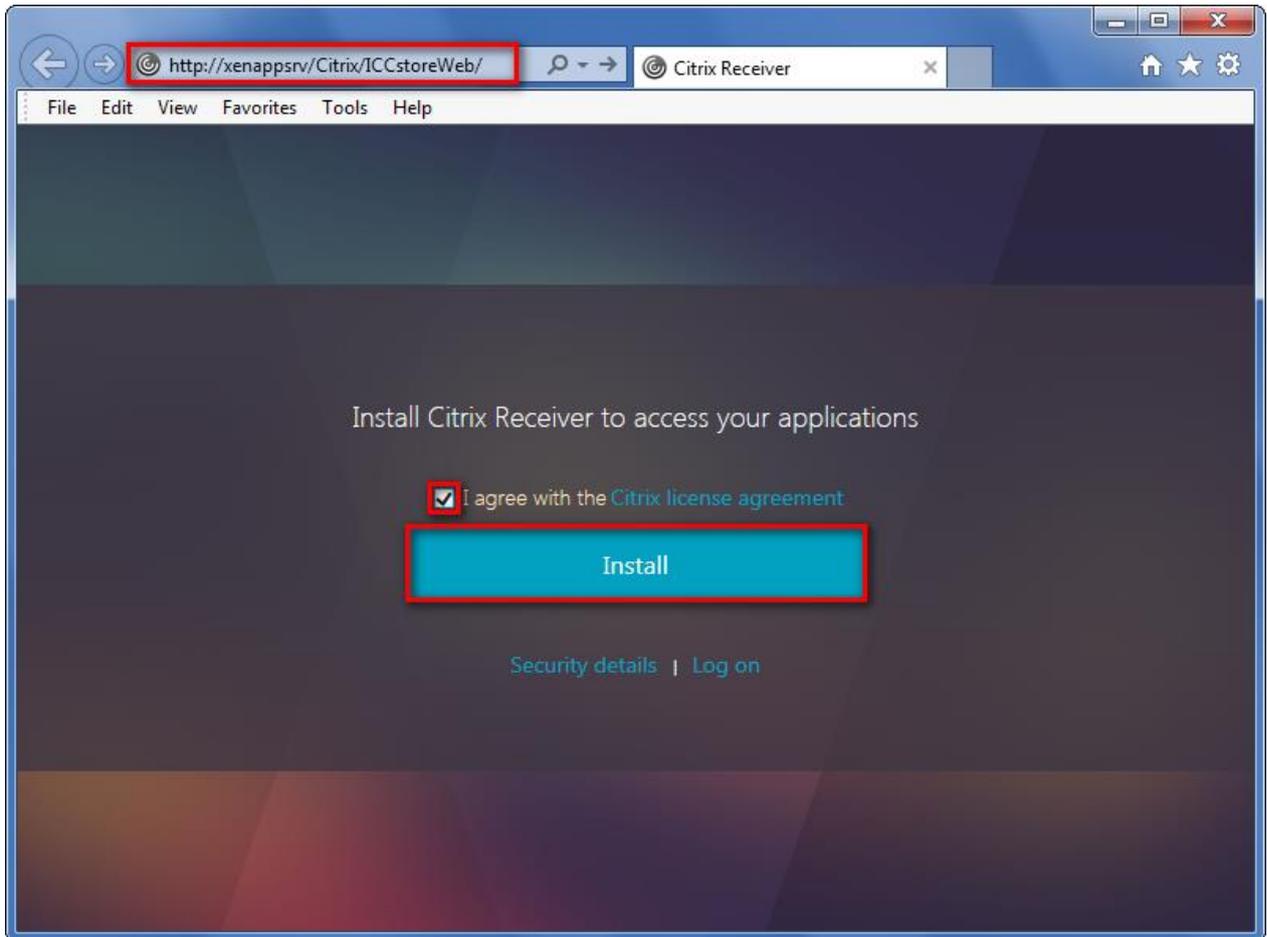


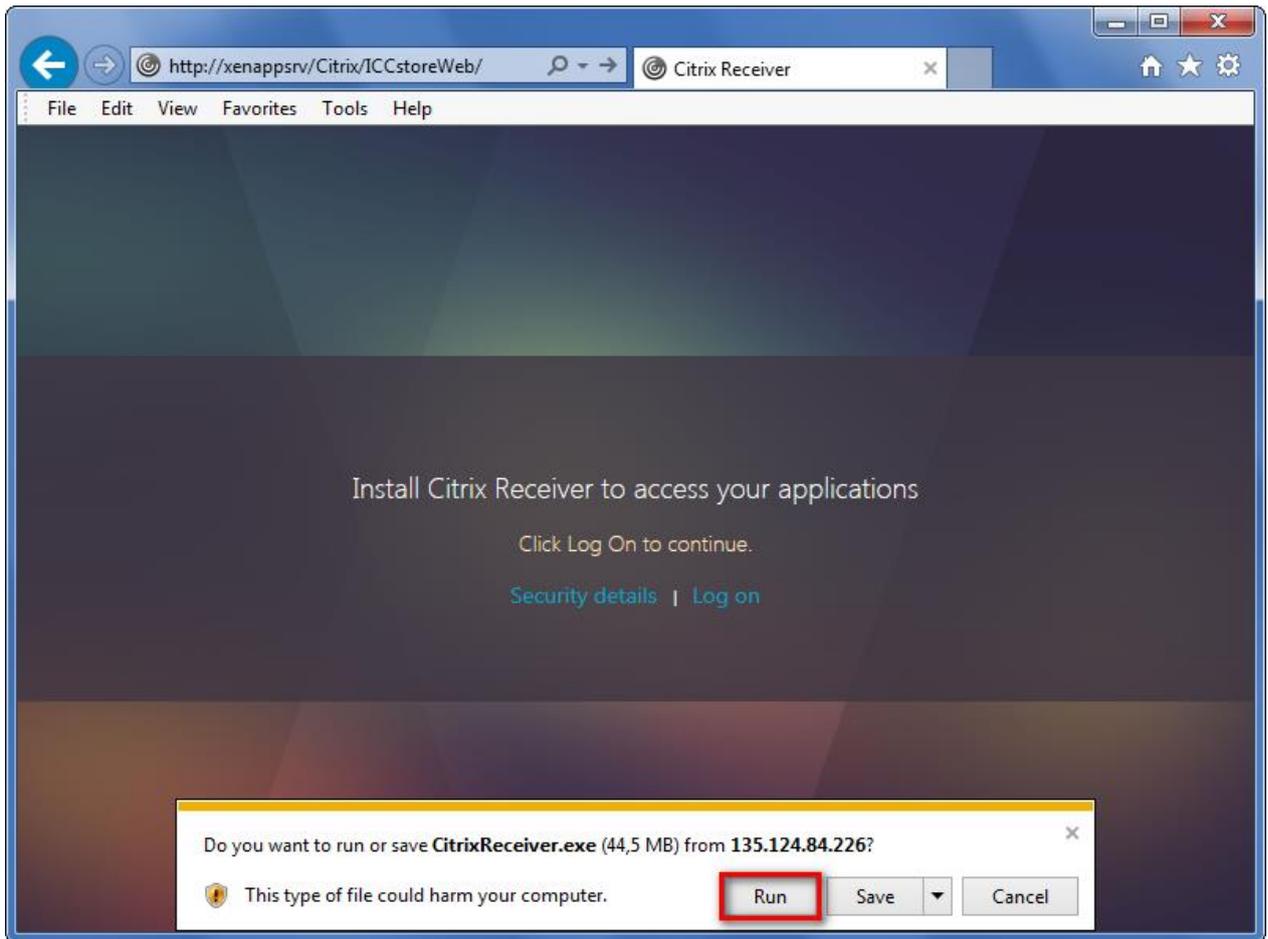


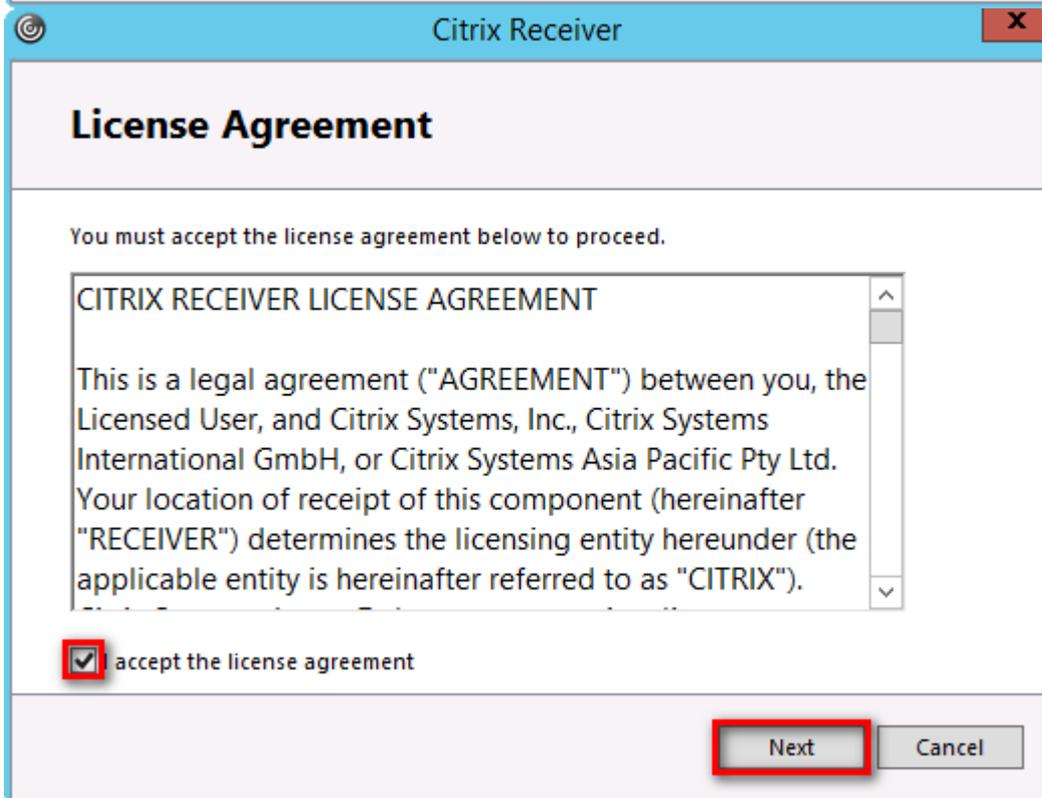
## 4.2 Launching Avaya one-X Attendant and Microsoft Outlook

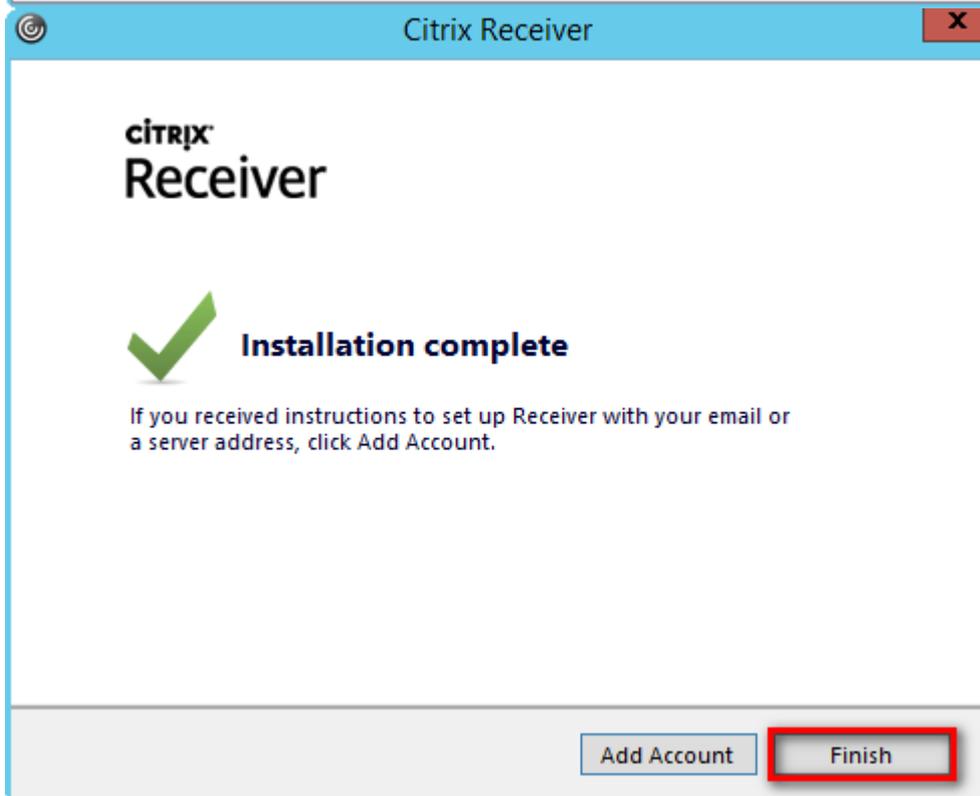
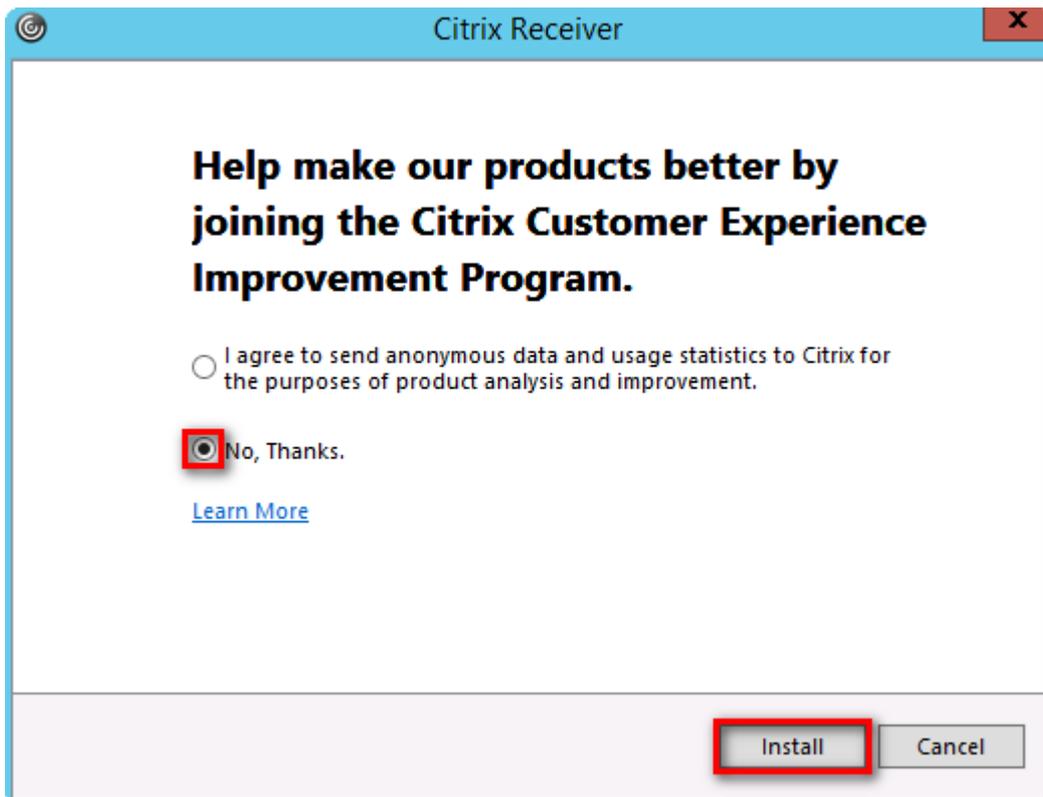
The following steps are executed on a user's (client) PC.

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

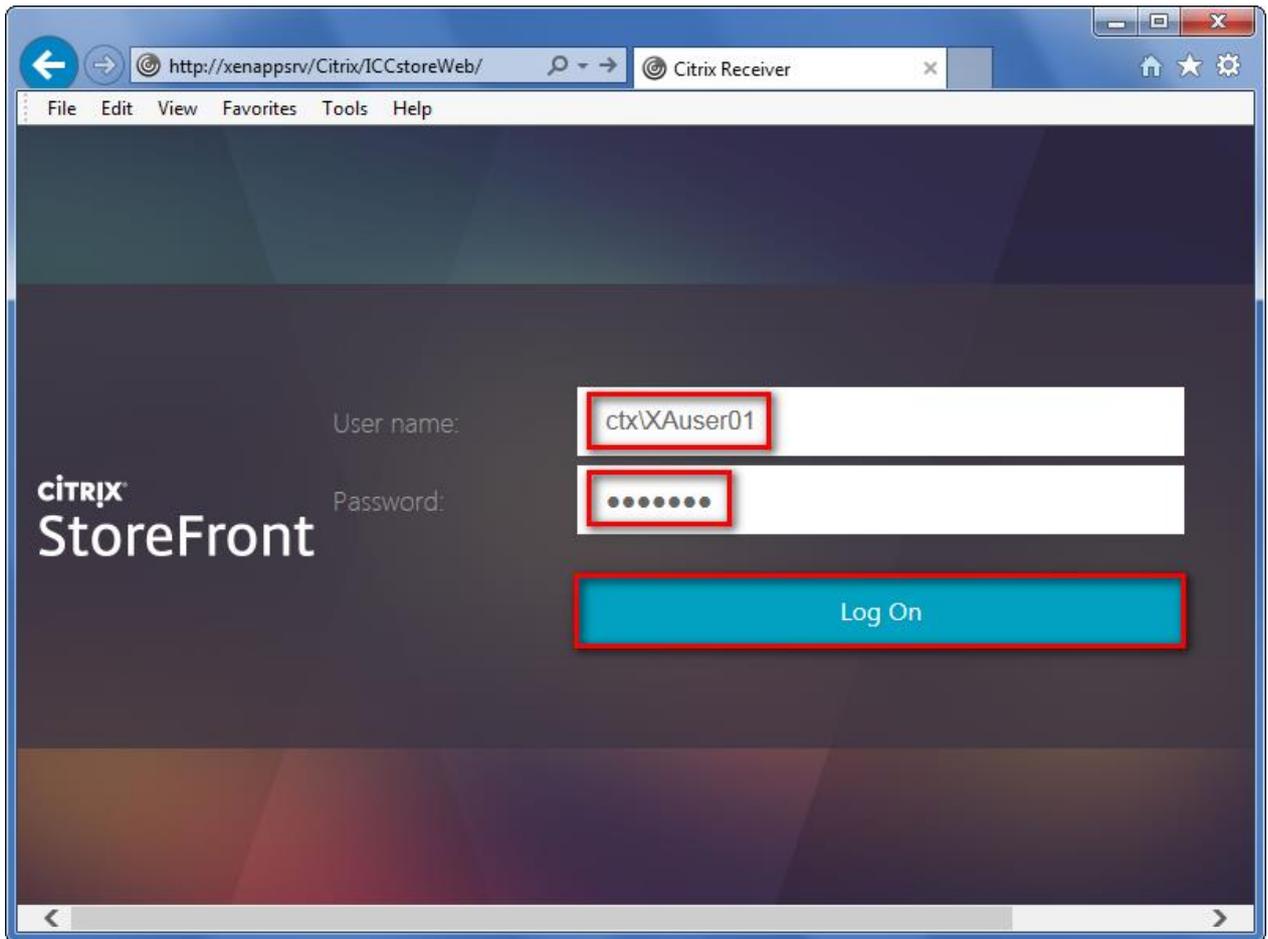


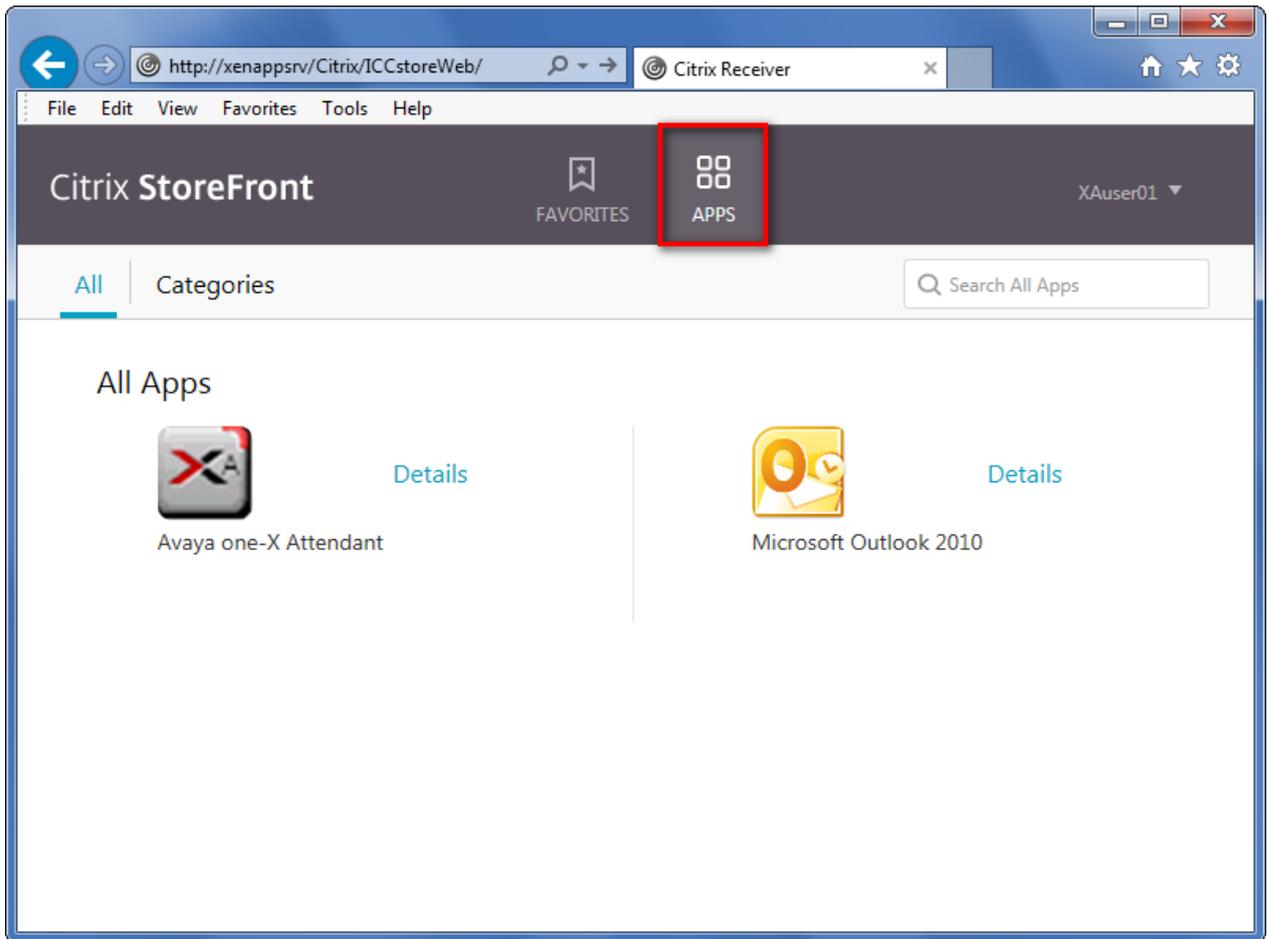






No account necessary.



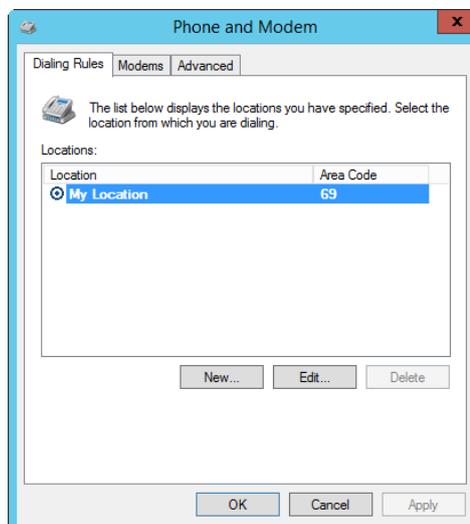
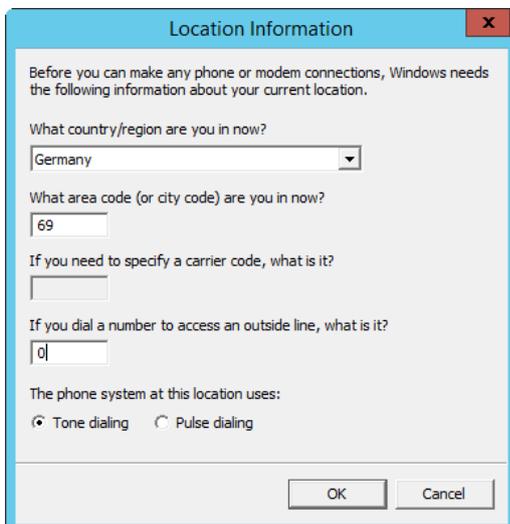


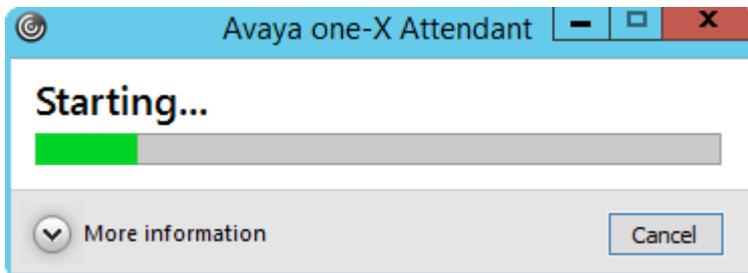
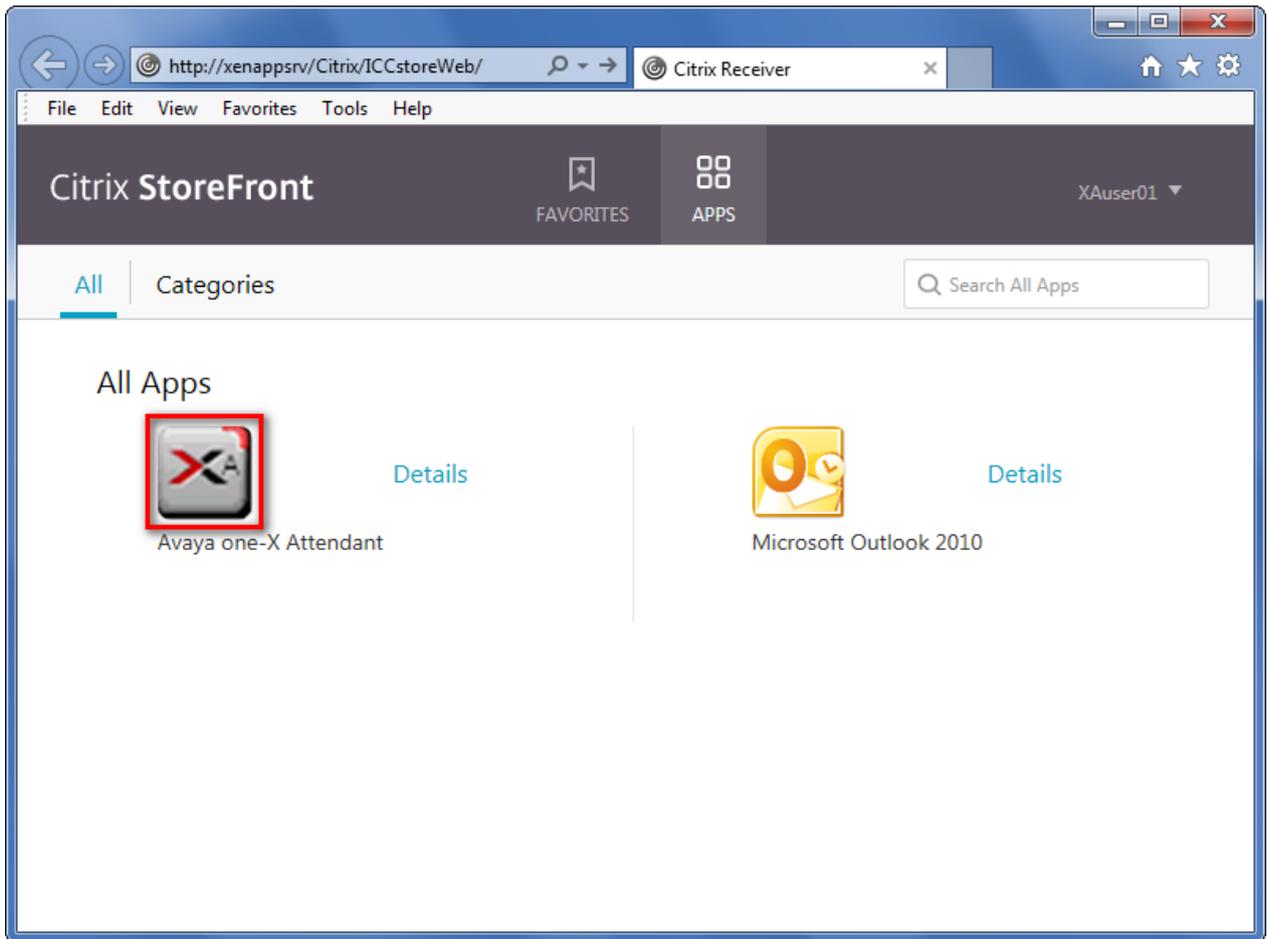
#### 4.2.1 First Launching of Avaya one-X Attendant

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

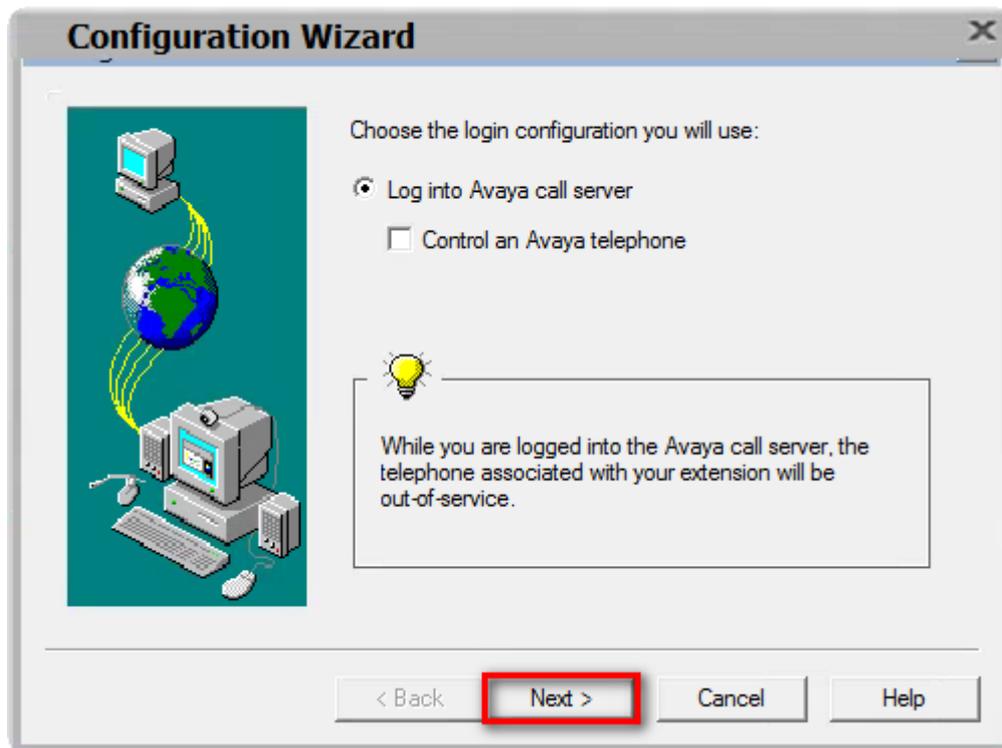
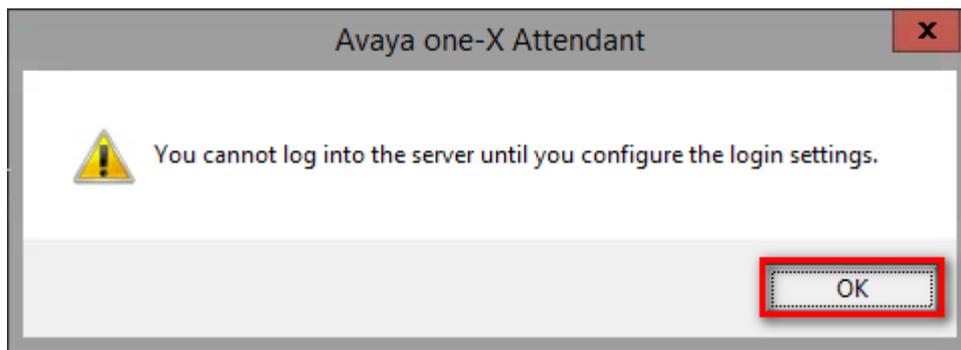
-> *Control Panel / Phone and Modem*

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

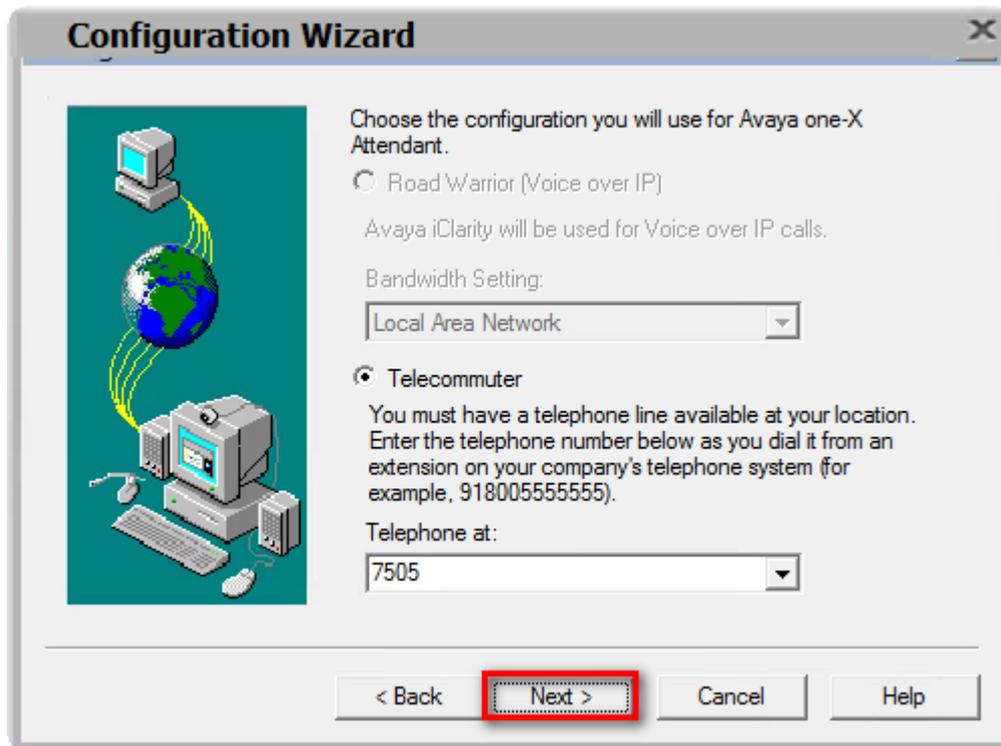
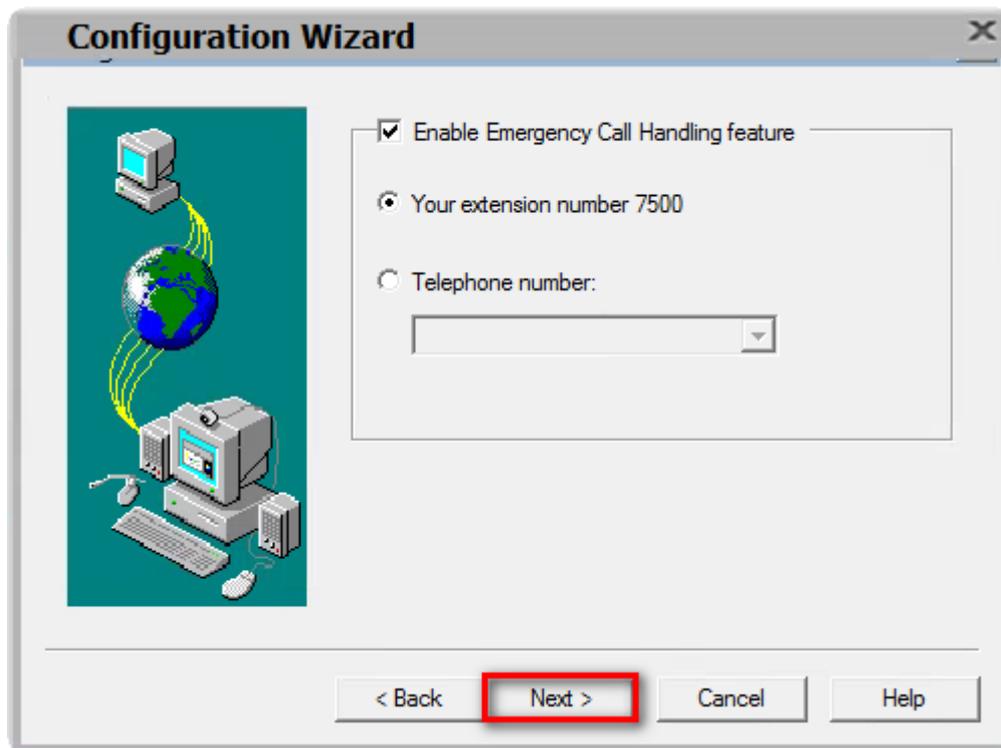


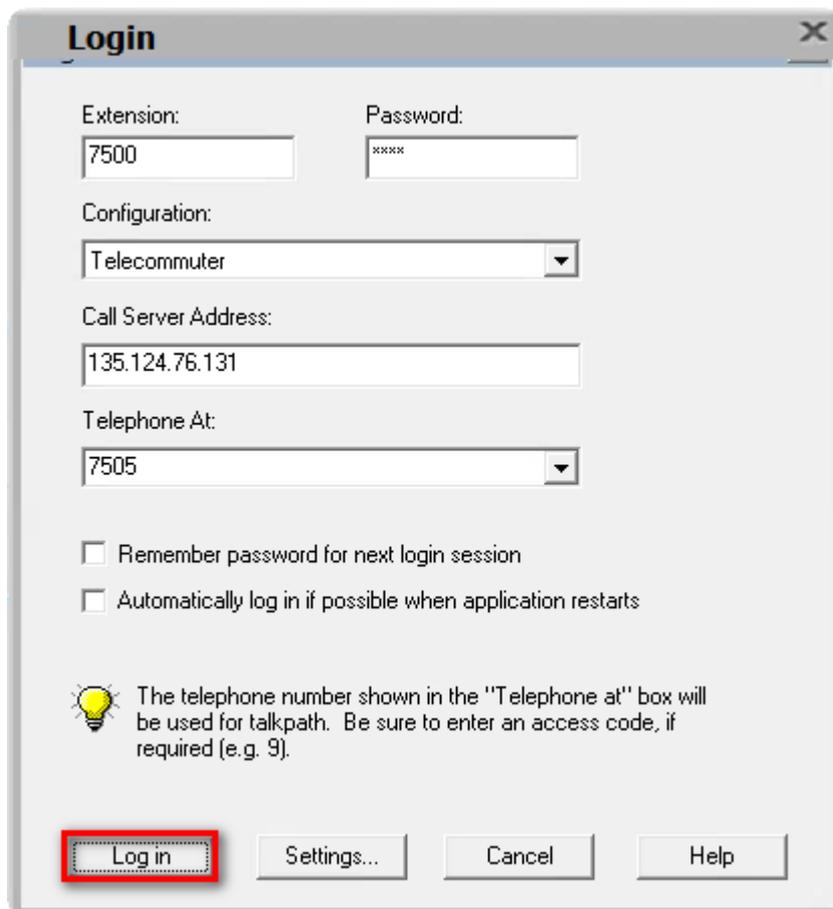
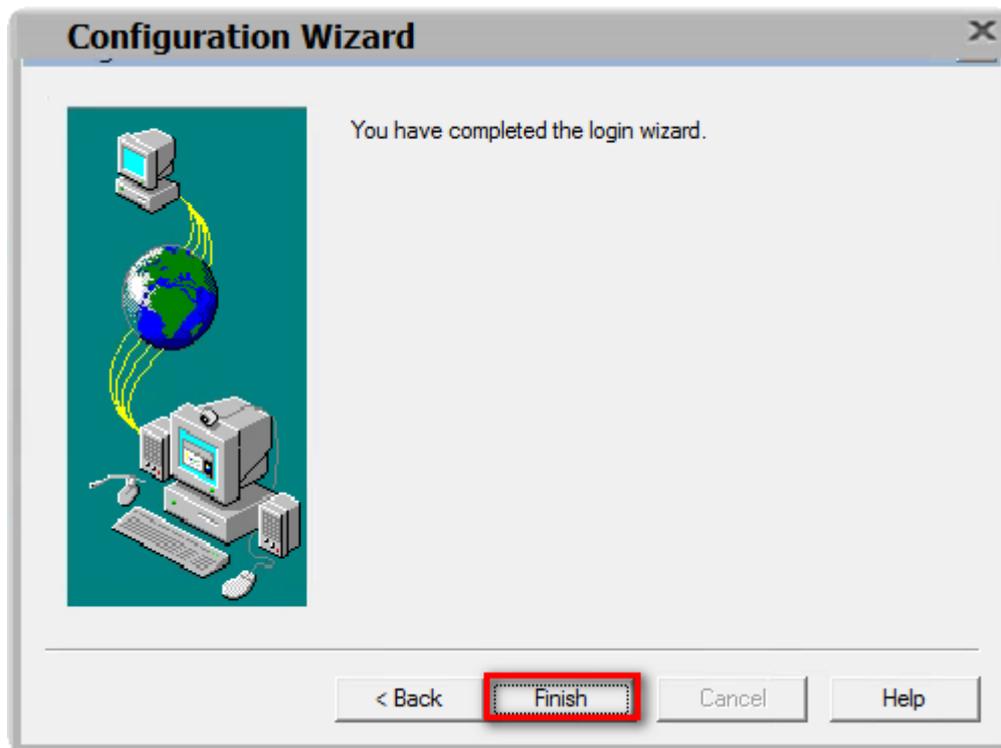
You are about to configure the Emergency Call Handling feature.

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

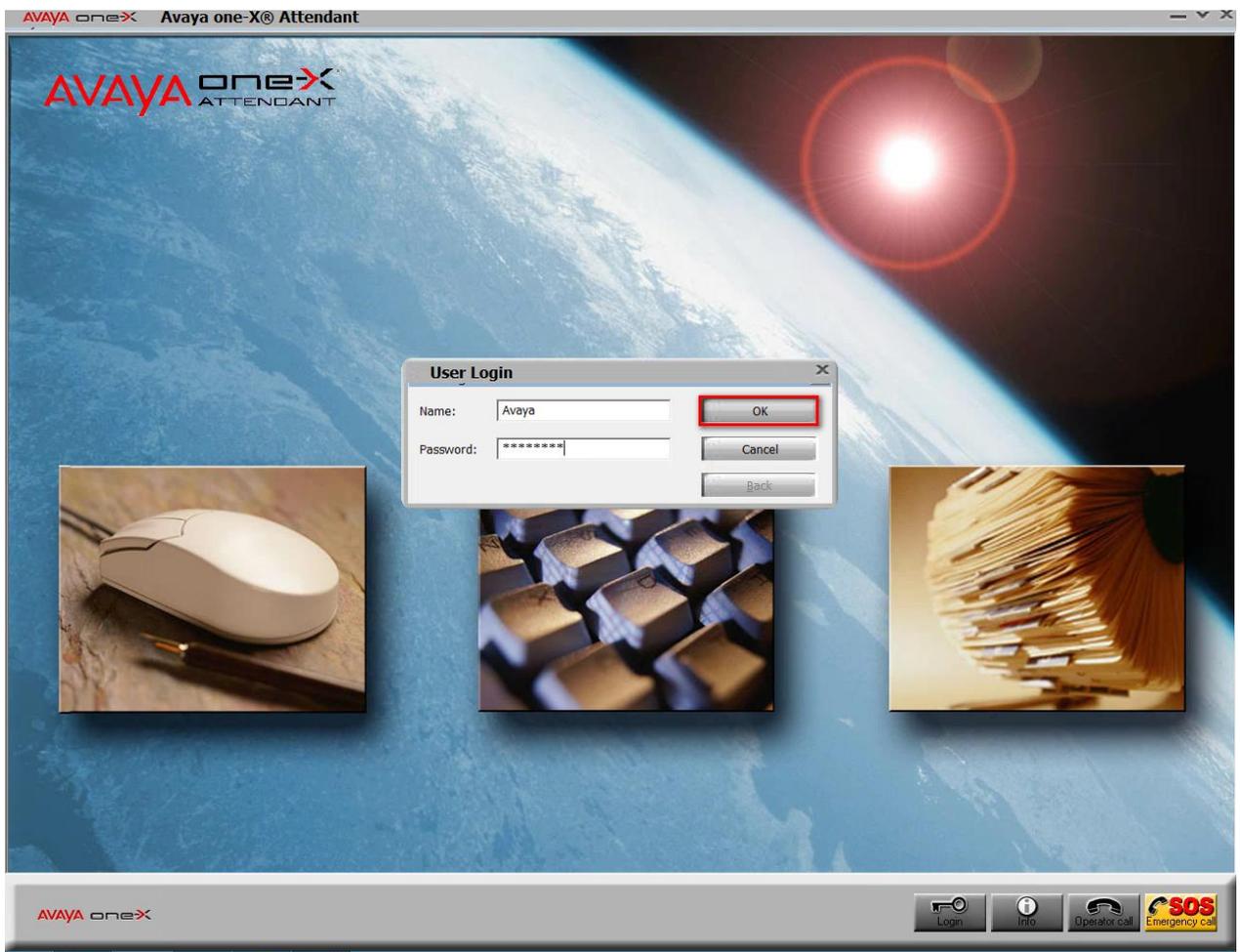




Login ...



... enter Name and Password ...



... and Avaya one-X Attendant works!

**Operator**

Call number or name

**Subscriber Properties**

Subscriber Properties

Connections | Person | Location | Notes

Business 1: Substitutes:

Mobile 1:

Home 1:

Fax:

E-mail 1:

New Delete Edit Destinations

**Busy display ...**

Integrated telephone book Busy display

7501	7502	7503	7504	7505	7506	7507	7508	Becker
7511	7512	7513	7514	Dummy	7516	7517	7518	7519
7521	7522	7523	7524	7525	7526	7527	7528	7529
7531	7532	7533	7534	7535	7536	7537	7538	7539
7541	7542	7543	7544	7545	7546	7547	7548	7549
7551	7552	7553	7554	7555	7556	7557	7558	7559
7561	7562	7563	7564	7565	7566	7567	7568	7569
7571	7572	7573	7574	7575	7576	7577	7578	7579
7581	7582	7583	7584	7585	7586	7587	7588	7589
7591	7592	7593	7594	7595	7596	7597	7598	7599

**Caller identification**

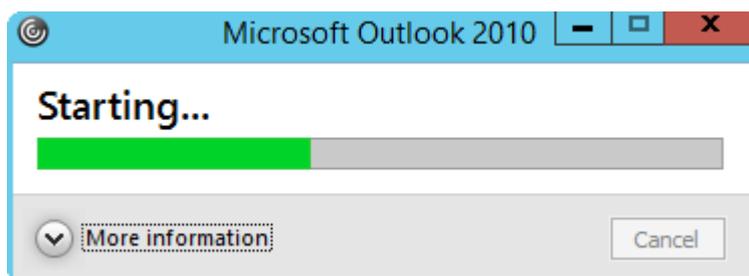
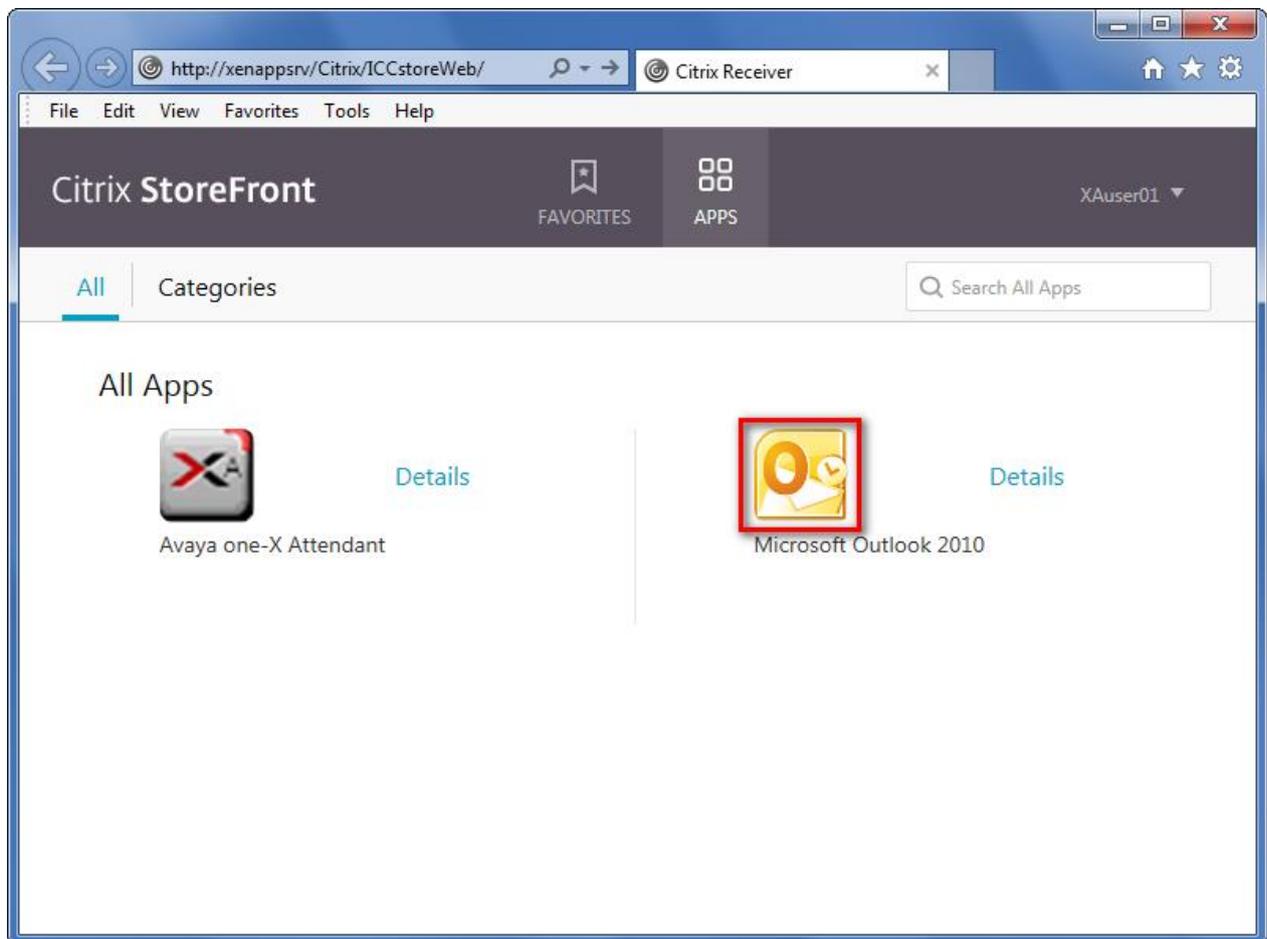
Preview

F1 Help F2 Night serv F3 F4 F5 F6 F7 F8 F9 F10 Menu F11 F12

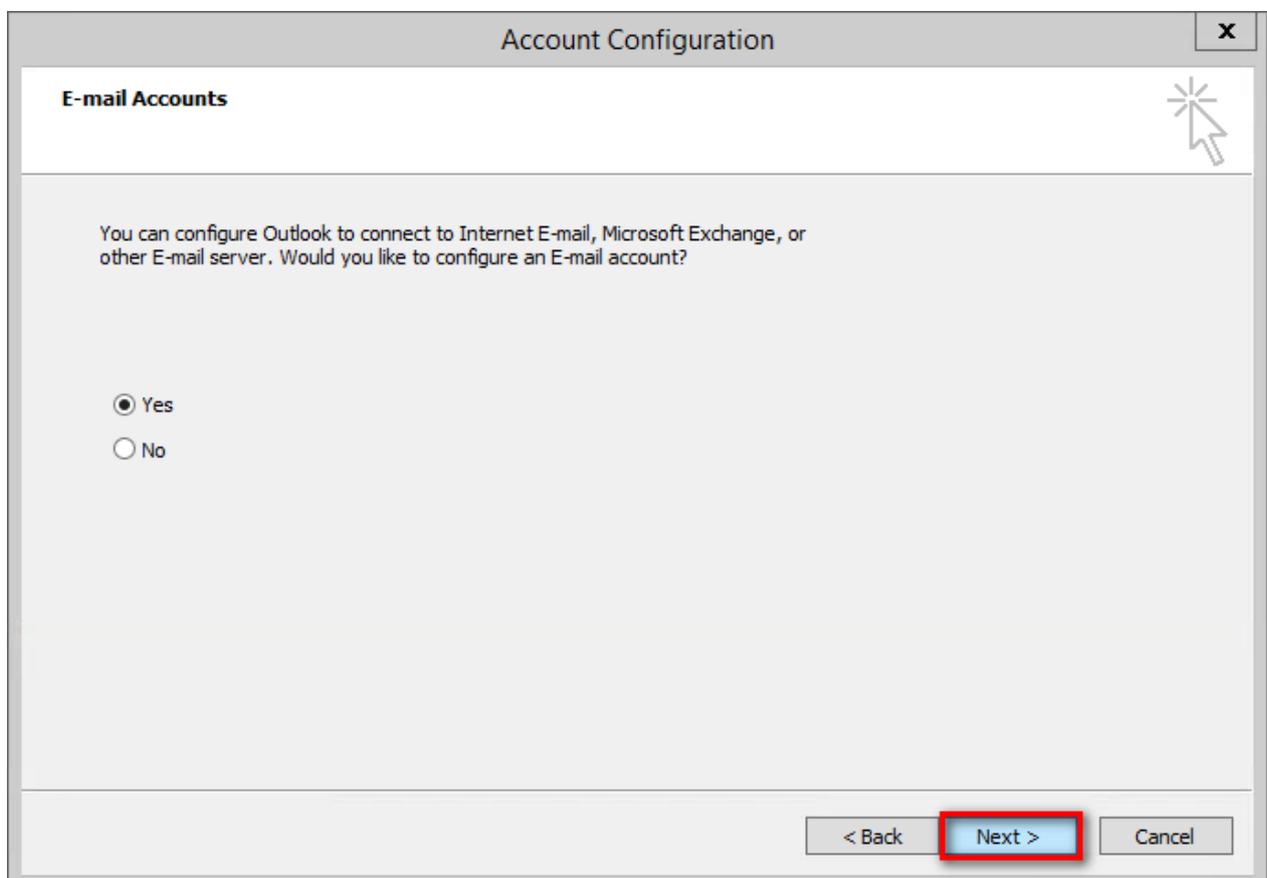
Queue: longest wait time: 0

Avaya one-X Attendant 9/30/2016 1:21 PM

## 4.2.2 First Launching of Microsoft Outlook



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



**x**

### 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:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

**Text Messaging (SMS)**

**Manually configure server settings or additional server types**

**x**

### Add New Account

---

**Online search for your server settings...**

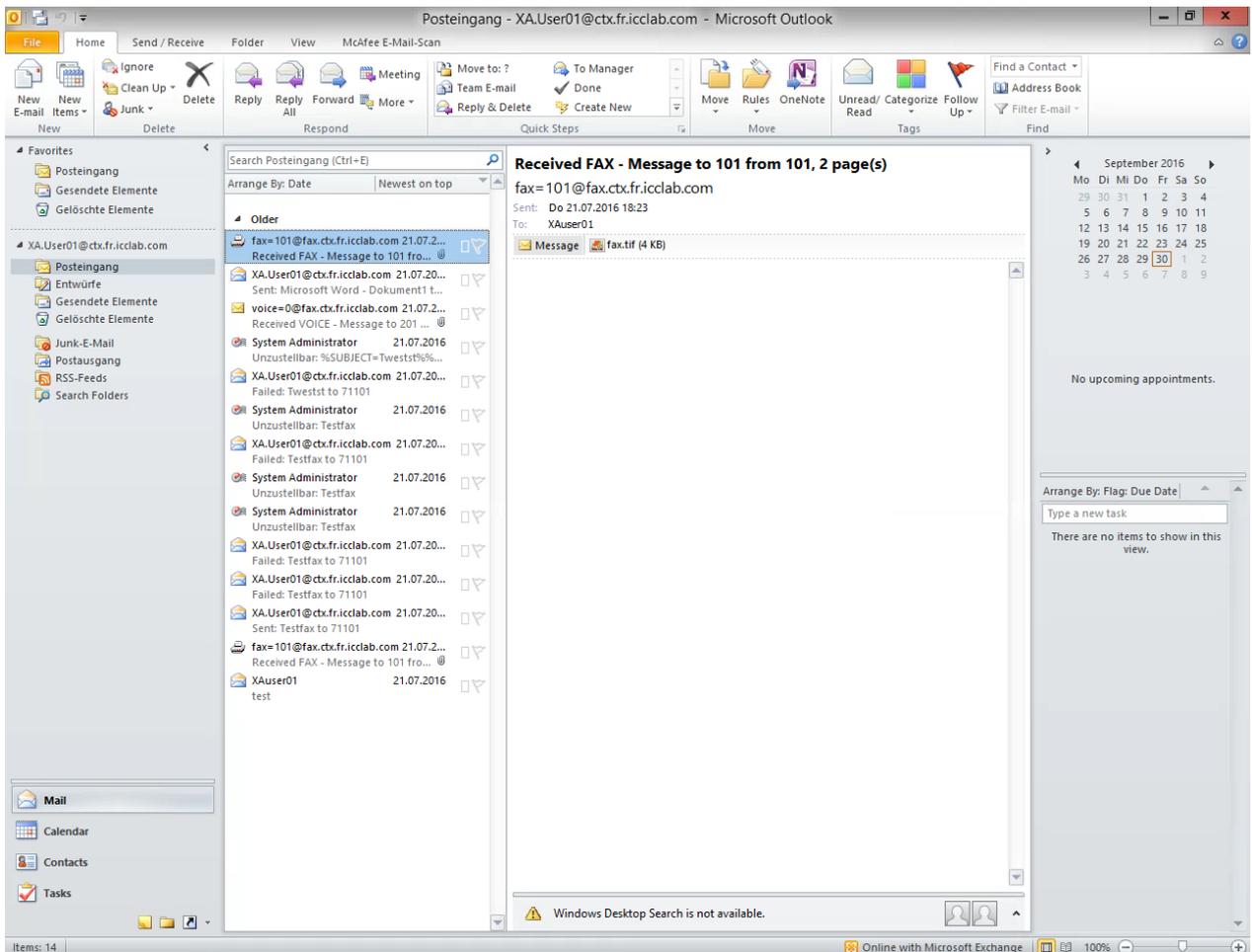
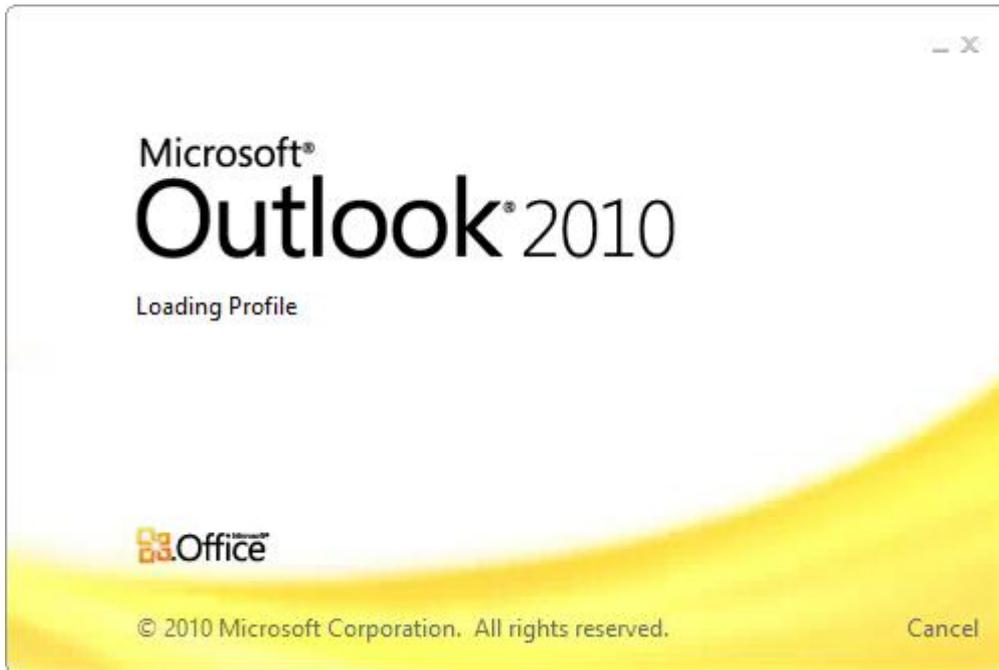
**Configuring**

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



## 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