

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

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Table of Contents

1	Introduction	
2	Prerequisites	
2.1	Citrix XenServer	3
2.2	Citrix License Server	
2.3	Active Directory Users	
2.4	Exchange Server	
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	
4.1	Publishing Avaya one-X Attendant and Microsoft Outlook	
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	
5	Appendix	
5.1	Software Versions	

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, serverhosted application.

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

The names of virtual machines, IP addresses, etc., as well as the dimensioning of the VMs (CPU, RAM, HD) are examples, and belong to a specific test installation.

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.

L	Add Roles and Features Wizard	_ <u></u> _
ES Select features Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add Roles and Features Wizard Select one or more features to install on the selected server. Features SMTP Server SMTP Service Telnet Client Telnet Server TFTP Client User Interfaces and Infrastructure (2 of 3 installed) Graphical Management Tools and Infrastructur	DESTINATION SERVER XenAppSrv Description Desktop Experience includes features of Windows 8.1, including Windows Search. Windows Search lets you search your device and the Internet from one place. To learn more about Desktop Experience, including how to disable web results from Windows Search, read http:// go.microsoft.com/fwlink/? Linkld=390729
		· Install Cancel

Click Next and then Install.

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

3.1.2 XenApp Installation

<u>Note:</u> 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).

Deliver applications and desktops to any u on any device. • Secure mobile device management • Hybrid cloud, cloud and enterprise provisioning • Centralized and flexible management Manage your delivery according to your needs: XenApp Deliver applications XenDesktop Deliver applications and desktops	user, anywhere, Start Start
CİTRIX	

XenApp

Get Started	Prepare Machines and Images	Extend Deployment	
Delivery Controller Start here. Select and install the Delivery	Virtual Delivery Agent for Windows Server OS	Citrix Director	More Info
Controller and other essential services like License Server and StoreFront.	Install this agent to deliver applications and desktops from server-based VMs or physical machines.	Citrix License Server	More Info
		Citrix StoreFront	More Info
	Virtual Delivery Agent for Windows Desktop OS Cannot be installed on this operating system.	Citrix Studio	More Info
		Universal Print Server	More Info

Cancel

Product documentation Access supporting content online. Knowledge Center Access knowledge base articles, security bulletins, and troubleshooting guides.

Line in American	
Licensing Agreement	Printable versio
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 "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 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. a. End User Licenses. The PRODUCT is made available by CITRIX
	I do not accept the terms of the license agreement
	Reals Next Connel

KenApp 7.7	Core Components			
Licensing Agreement Core Components	For scale and performance reasons, it is recommended that Director and the License Server be installed on separate servers.			
Features	Location: C:\Program Files\Citrix Change			
Summany	Component (Select all)			
Summary Install Finish	Delivery Controller Distributes applications and desktops, manages user access, and optimizes connections.			
	Studio Create, configure, and manage infrastructure components, applications, and deskto	ps.		
	Director Monitor performance and troubleshoot problems.			
	License Server Manages product licenses.			
	StoreFront Provides authentication and resource delivery services for Citrix Receiver, enabling to create centralized enterprise stores to deliver applications, desktops, and other resources to users on any device, anywhere.	/ou		
	Back Next Cano			

ven App 7.7	reature	3
Licensing Agreement		Feature (Select all)
Core Components Features Firewall		Install Microsoft SQL Server 2012 SP2 Express 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.
Summary Install		Install Windows Remote Assistance Select this only if you need the shadowing feature of Director Server.
		Back Next Cancel

XenApp 7.7	Firewall			
 Licensing Agreement 	The default ports are li	sted below.		Printable version
 ✓ Core Components ✓ Features Firewall Summary Install Finish 	Delivery Controller 80 TCP 443 TCP	Director 80, 443 TCP	License Server 7279 TCP 27000 TCP 8083 TCP 8082 TCP	StoreFront 80, 443 TCP
	Configure firewall rules Automatically Select this option be created even Manually Select this option yourself.	: n to automatically cre if the Windows Firew n if you are not using	ate the rules in the Windo all is turned off. Windows Firewall or if you	ws Firewall. The rules will u want to create the rules
			Back	Next Cancel

Ken App 7.7	Summary	
Licensing Agreement	Review the prerequisites and confirm the components you want to install.	
Core Components	Installation directory	
✓ Features	C:\Program Files\Citrix	
✓ Firewall	Prerequisites	
Summary	Microsoft SQL Server 2012 SP2 Express Microsoft Visual x64 C++ 2008 Runtime	
Install	Microsoft Internet Information Services	
Finish	Windows Remote Assistance Feature	
	Core Components	
	Delivery Controller	=
	Studio	
	Director	
	License Server	
	StoreFront	
	Features	
	Install Windows Remote Assistance	
	Firewall	
	TCP Ports: 80, 443, 80, 443, 7279, 27000, 8083, 8082	•
	Back	Cancel

 Licensing Agreement 	Installing	About 12 minutes remaining
 Core Components Features Firewall Summary Install Finish 	Prerequisites Microsoft SQL Server 2012 SP2 Express Microsoft Visual x64 C++ 2008 Runtime Microsoft Internet Information Services Windows Remote Assistance Feature Core Components Delivery Controller Studio Director License Server StoreFront Post Install Component Initialization	Installing
		Back Install Cancel

xenApp /./	Finish installation	
 Licensing Agreement 	The installation completed successfully.	🗸 Success
 Core Components Features Firewall Summary Install Finish 	 Prerequisites Microsoft SQL Server 2012 SP2 Express Microsoft Visual x64 C++ 2008 Runtime Microsoft Internet Information Services Windows Remote Assistance Feature Core Components Delivery Controller Studio Director License Server StoreFront Post Install Component Initialization 	Installed Installed Installed Installed Installed Installed Installed Installed Installed
	Launch Studio	Back

11	Citrix Studio		_ 0 X
File Action View Help			
Console Root	CITRIX	Actions	
Citrix StoreFront		Citrix Studio	•
	Welcome	View	· · ·
	Welcome to Citrix Studio To begin, select one of the three options below.	 Refresh Help 	
	Site setup		
	Deliver applications and desktops to your users		
	Remote PC Access		
	Enable your users to remotely access their physical machines		
	Scale your deployment		
	Connect this Delivery Controller to an existing Site		
Displays Help for the current se	lection.		

	Site Setup
Studio	Introduction
Introduction Databases Licensing Connection Network Storage App-V Publishing Summary	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) A n empty, unconfigured Site
	Back Cancel

Studio	Databases				
	Databases store Choose how yo	information about Site setup, config u want to set up the databases. Learn	guration logging and monitoring. n more		
 Introduction Databases Licensing 	 Create and (You can p databases) 	set up databases from Studio (rovide details of existing empty	Generate scripts to manually set up databases on the database server		
Connection	Provide database details				
Network Storage App-V Publishing Summary	Data type Site: Monitoring:	Database name CitrixICClaborSite CitrixICClaborMonitoring	Location (formats) Localhost\sqlexpress Localhost\sqlexpress		
	Logging:	CitrixlCClaborLogging	Localhost\sqlexpress		
	🚹 Default da	tabase names and SQL Server Expres	ss location are provided		
	Specify addition 1 selected	al Delivery Controllers for this Site L	earn more Select		

Licensing License server address: localhost:27000 Connect Connected to trusted server View certificate I want to: Use the free 30-day trial You can add a license later.
License server address: localhost:27000 Connect Connected to trusted server View certificate I want to: Use the free 30-day trial You can add a license later.
Connected to trusted server View certificate I want to: Use the free 30-day trial You can add a license later.
View certificate I want to: O Use the free 30-day trial You can add a license later. Use an existing license
I want to: Use the free 30-day trial You can add a license later.
Voe the free so-day that You can add a license later.
Ilse an existing license
O ose an existing lettise
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
Allocate and download Browse for license file
л. Site Setup
Connection
Select a Connection type. If machine management is not used (for example when using physical
Connection type:
No machine management



S	it	te	S	e	tu	р
---	----	----	---	---	----	---

Studio

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

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

Back

Finish

Cancel

Improvement Program? Learn more Ves. Send anonymous statistics and usage information.

Page 18 of 90



Summary

The Citrix Studio opens automatically.



Exit Citrix Studio.

Run AutoSelect.exe (Run as administrator) again.

Get Started	Prepare Machines and Images	Extend Deployment	
Delivery Controller Modify or remove Delivery Controller	Virtual Delivery Agent for Windows Server OS	Citrix Director Already Installed	
components.	Install this agent to deliver applications and desktops from server-based VMs or physical machines.	Citrix License Server Already Installed	
	Virtual Delivery Agent for Windows	Citrix StoreFront Already Installed	
	Desktop OS Cannot be installed on this operating system.	Citrix Studio Already Installed	
		Universal Print Server	More.Infc
		ð	
		Universal Print Server	More.

XenApp 7.7	Environment
Environment	Configuration
Core Components Delivery Controller Features Firewall Summary Install Finish	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 Cancel



Xen App 7.7	Delivery Controller
✓ Environment	Configuration
✓ Core Components	
Delivery Controller	How do you want to enter the locations of your Delivery Controllers:
Features	Do it manually
Firewall	
Summary	Controller address:
Install	xenappsrv.ctx.fr.icclab.com
Finish	Test connection Add
	Note: Any Group Policies that specify Delivery Controller locations will override settings provided here.
	Back Next Cancel

The accessibility of the Delivery Controller will be checked.

Xen App 7.7	Delivery Controller
✓ Environment	Configuration
✓ Core Components	How do you want to onter the locations of your Delivery Controller?
Delivery Controller	now do you want to enter the locations of your Delivery Controllers?
Features	Do it manually
Firewall	
Summary	Controller address:
Install	xenappsrv.ctx.fr.icclab.com
Finish	Test connection Add
	Note: Any Group Policies that specify Delivery Controller locations will override settings provided here.
	Back Next Cancel

 \checkmark A test connection to the Delivery Controller could be established.

Add the controller to the XenApp environment.

/ Environment		
environment	Configuration	
Core Components	How do you want to enter the locations of your Delivery Controller	s?
Controller	Do it manually	•
Features		
rirewall	xenappsrv.ctx.fr.icclab.com	Edit Delete
Install	Controller address:	
Finish	Example: controller1.domain.com	
	Test connection Add	
	Note: Any Group Policies that specify Delivery Controller locations provided here.	will override settings



XenApp 7.7	Firewall			
 Environment 	The default ports are listed belo	ow.	Printable	version
 ✓ Core Components ✓ Delivery Controller ✓ Features Firewall Summary Install Finish 	Controller Communications 80 TCP 1494 TCP 2598 TCP 8008 TCP	Remote Assistance 3389 TCP	Real Time Audio 16500 - 16509 UDP	
	Configure firewall rules: Automatically Select this option to auto be created even if the Wi Manually Select this option if you a yourself.	matically create the rules in t ndows Firewall is turned off. are not using Windows Firewa	the Windows Firewall. The rule all or if you want to create the	rs will
		В	ack Next Ca	ncel

Xen App 7.7	Summary	
 Environment 	Review the prerequisites and confirm the components you want to install. (1) Restart re	quired
 Core Components Delivery Controller Features Firewall Summary Install Finish 	Installation directory C:\Program Files\Citrix Prerequisites Microsoft Remote Desktop Session Host Microsoft Visual x64 C++ 2013 Runtime Microsoft Visual x86 C++ 2013 Runtime Microsoft Visual x86 C++ 2008 Runtime Microsoft Visual x86 C++ 2008 Runtime Core Components Virtual Delivery Agent Citrix Receiver Delivery Controllers	
	Features Optimize performance Remote Assistance Back Install Can	cel

45	1	
 Environment Core Components Delivery Controller Features Firewall Summary Install Finish 	Installing Prerequisites Microsoft Remote Desktop Session Host Microsoft Visual x64 C++ 2013 Runtime Microsoft Visual x86 C++ 2013 Runtime Microsoft Visual x86 C++ 2008 Runtime Microsoft Visual x86 C++ 2008 Runtime Core Components Virtual Delivery Agent Citrix Receiver Post Install Component Initialization	About 4 minutes remaining Installing
		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 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. Introduction Important: The Master Image or physical machine that you use to create a Catalog must **Operating System** have a Virtual Delivery Agent installed. Also, ensure that the operating system is up-to-Machine Management date and that applications are installed. Machines Before you begin, make sure that you: Summary · 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 Back Cancel

Machine Catalog Setup				
Studio	Operating System			
 Introduction Operating System Machine Management 	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			
Machines Summary	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. 			
	Back Next Cancel			

Machine Catalog Setup

Studio

Machine Management

✓ Introduction

✓ Operating System

Machine Management

- Machines
- Summary

wachine wanagement

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
	Back	Back Next

	Machine Catalog Setup
Studio	Machines
	Import or add machine accounts:
	Computer AD account
✓ Introduction	
Operating System	
Machine Management	
Machines	
Summary	
	Remove Import list Export list Add computers
	Select the VDA version installed on these 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

	Select Computers			x	
Select this object type:					
Computers			Object	Types	
From this location:					
Entire Directory			Locat	ions	
,			20000	0110	
Enter the object names	s to select (<u>examples</u>):				
P			Check	Names	
			_		
Advanced		OK	Ci	ancel	
	Calact Comput				x
	Select Comput	ers			
Select this object type:					
Computers			Ob	ject Types]
From this location:					1
Entire Directory			L	ocations]
]
Common Queries					
Name: Starts	with V			Colum	ins
Description: Starts	with 🗸			Find	Now
Disabled accoun	ts			Sto	p
Non expiring pas	sword				
Days since last logo	n: 🔍			R	
Search results:			OK	Can	cel
Name	In Folder				
1XASRV	CTX.fr.icclab.com/Computers				
AEM7-SERV-212	CTX.fr.icclab.com/Computers				
E C3000	CTX fricclab.com/Computers				
DCCTX	CTX.fr.icclab.com/Domain Controlle	ers			
EXCHNGSRV2K13	CTX.fr.icclab.com/Computers	_			
XENAPPSRV	CTX.fr.icclab.com/Computers				

Find Now -> select the XenApp Server -> OK
	Select Computers
Select this object type:	
Computers	Object Types
From this location:	
Entire Directory	Locations
Enter the chiest names to cale	et (overselee):
XENAPPSRVI	Check Names
	Cilcux ivalles
Advanced	OK Cancel
	Machine Catalog Setup
Studio	Machines
	Import or add machine accounts:
	Computer AD account
✓ Introduction	CTX\XENAPPSRV\$
 Operating System 	
✓ Machine Management	
Machines	
Summary	
	Remove Import list Export list Add computers
	Remove Import list Export list Add computers Select the VDA version installed on these machines: 7.7 (recommended, to access the latest ▼
	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
	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



	Create Delivery Grou	dr	
Studio	Getting started with Del	ivery Groups	
	Delivery Groups are collections of deskto	ps and applications that are created	from
Introduction	Machine Catalogs. Create Delivery Group users, and base them on either a desktop	s for specific teams, departments, c or a server operating system.	or types of
Machines	Males sure was have account and t	nilable in a cuitable Cristian to	to the Deliver
Delivery Type	Groups that you need.	allable in a suitable Catalog to crea	te the Delivery
Users			
StoreFront			
Summary			
	Don't show this again		
		Real	Carral
		DBCK NEXL	Cancel
		_	
	Create Delivery Grou	10	-
	Create Delivery Grou	qı	_
	Create Delivery Grou	q	
	Create Delivery Grou	qı	
Studio	Create Delivery Grou Machines	qı	
Studio	Create Delivery Grou Machines Select a Machine Catalog.	dı	
Studio	Create Delivery Grou Machines Select a Machine Catalog.	јр Туре	Machines
Studio V Introduction	Create Delivery Grou Machines Select a Machine Catalog.	Jp Type RDS Manual Random	Machines 1
Studio Introduction Machines	Create Delivery Grou Machines Select a Machine Catalog.	up Type RDS Manual Random	Machines 1
Studio Introduction Machines Delivery Type	Create Delivery Grou Machines Select a Machine Catalog. Catalog ICCcat	Jp Type RDS Manual Random	Machines 1
Studio ✓ Introduction Machines Delivery Type Users	Create Delivery Grou Machines Select a Machine Catalog. Catalog O ICCcat	Jp Type RDS Manual Random	Machines 1
Studio Introduction Machines Delivery Type Users StoreFront	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog	Jp Type RDS Manual Random	Machines 1
Stucio ✓ Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog	ıр Туре RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog ICCcat	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog	Jр Туре RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog CCcat	Jp Type RDS Manual Random	Machines 1
Stucio ✓ Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog CCcat	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Create Delivery Grou Machines Select a Machine Catalog. Catalog Catalog CCcat	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Machines Select a Machine Catalog. Catalog Catalog Coccat Choose the number of machines for this	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Machines Select a Machine Catalog. Catalog Catalog Coccat Choose the number of machines for this	Jp Type RDS Manual Random	Machines 1
Stucio Introduction Machines Delivery Type Users StoreFront Summary	Machines Select a Machine Catalog. Catalog Catalog Catalog Coccat Choose the number of machines for this	Jp Type RDS Manual Random	Machines 1

Studio	Delivery Type
	You can use the machines in the Catalog to deliver desktops and applications to your users.
	Use the machines to deliver:
✓ Introduction	Desktops
✓ Machines	Desktops and applications
Delivery Type	Applications
Applications	Note: For Linux OS machines, consult the administrator documentation for guidance.
StoreFront	
Summary	
Samuary	
	Back Next Cancel
	Back Next Cancel
	Back Next Cancel
Studio	Back Next Cancel Create Delivery Group Users
Studio	Back Next Cancel Create Delivery Group Users Specify who can use the applications and desktops in this Delivery Group. You can assign users
Studio	Back Next Cancel Create Delivery Group 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 present from the other back does
Studio ✓ Introduction	Back Next Cancel Create Delivery Group 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.
Studio ✓ Introduction ✓ Machines	Back Next Cancel Create Delivery Group 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:
✓ Introduction ✓ Machines ✓ Delivery Type	Back Next Cancel Create Delivery Group 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. Add users and groups
Studio Introduction Machines Delivery Type Users	Back Next Cancel Create Delivery Group 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. Add users and groups
Studio Introduction Machines Delivery Type Users Applications	Back Next Cancel Create Delivery Group 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. Add users and groups
Stucio Introduction Machines Delivery Type Users Applications StoreFront	Back Next Cancel Back Cancel Create Delivery Group 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. Add users and groups
Studio Introduction Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Back Cancel Create Delivery Group 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. Add users and groups
Stucio Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Create Delivery Group 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. Add users and groups
Stucio Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Back Cancel Create Delivery Group 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. Add users and groups
Stucio Introduction Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Cancel Back Cancel Create Delivery Group 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. Add users and groups
Studio Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Create Delivery Group 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
Stucio Introduction Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Create Delivery Group 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
Stucio Introduction Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Create Delivery Group 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. Add users and groups Add Remore Give access to unauthenticated (anonymous) users; no credentials are required to access for unauthenticated (anonymous) users; no credentials are required to access
Studio Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Back Cancel
Stucio Introduction Machines Delivery Type Users Applications StoreFront Summary	Back Next Cancel Create Delivery Group 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. Asign users: Add users and groups Add users and groups Cheater enable Chea

	Select U	Jsers or Groups	;		x	
Select this object t	type:					
Users or Groups				Object T	ypes	
From this location:						
Entire Directory				Locatio	ons	
Enter the object na	ames to select (<u>exampl</u>	<u>es</u>):				
				Check N	lames	
-			_			
Advanced	1		ОК	Ca	ncel	
	Sel	ect Users or Gr	oups			x
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-						
Search results:			- 6	ОК	Cancel	
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WinRMRemot.		Members of this	CTX.fr.iccl	ab.com/U	sers	
XA Users	XA User01@ctv		CTX.fr.iccl	ab.com/U ab.com/U	sers	
XAuser02	XA.User02@ctx		CTX.fr.iccl	ab.com/U	lsers	
XAuser03	XA.User03@ctx		CTX.fr.iccl	ab.com/U	sers	
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	M.086100@0K		CTAILICO	ab.com/ 0	0010	~

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	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.
Machines	Assign users:
✓ Delivery Type	CTX\XA Users
Users	
Applications	
StoreFront	
Summary	
	Add Remove
	Give access to unauthenticated (anonymous) users; no credentials are required to access
	This feature requires a StoreFront store for unauthenticated users.
	Back Next Cancel

	Applications			
	publishing server.	very croup, or on the	hpp v	
✓ Introduction	Select applications:			
Machines	Application name	Origin		
✓ Delivery Type	🔲 🍓 Administrative Tools	Master Image		
✓ Lisers	Anforderungsscan	Master Image	=	
• 03cl3	Calculator	Master Image		
Applications	Character Map	Master Image		
StoreFront	Citrix Receiver	Master Image		
Summary	Citrix Scout	Master Image		
	Citrix Studio	Master Image		
	Command Prompt	Master Image		
	Default Programs	Master Image	•	
	Add applications manually Application properties			
	Place the selected applications in folder:			
	Applications)			

up so that users can access use a different StoreFront node) compared with the ons to the machines themselves. Delivery Group?
up so that users can access use a different StoreFront node) compared with the ons to the machines themselves. Delivery Group?
e later

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Studio		Summary Machine Catalog:			
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Junna	,	Delivery Group name:			
		ICCgrp			
		Delivery Group description	n, used as label in Receiver (optional):	_
		· · · · · · · · · · · · · · · ·			
Action View Help	citrix.	Cit	rix Studio	Actio	ns very Groups
Search Machine Catalogs Belivery Groups	Delivery Groups Applications Delivery Group	(0) Machine type	No. of machines Sessions in use	No. of applications	Create Delivery Group
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 Administrators Controllers Hosting Licensing StoreFront Server Group Authentication Stores Receiver for Web NetScaler Gateway Beacons 					grp Add Machines Add Applications Edit Delivery Group Turn On Maintenance Mode Rename Delivery Group Delete Delivery Group View Machines Test Delivery Group Help
1					
	Details - ICCgrp Details Applications Machin	e Catalogs Usage Administrators			

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File Action View Help		
Console Root		Actions
∠ Console Root ∠ Citrix Studio (ICClabor	citrix	Citrix StoreFront
D Search		View 🕨
Delivery Groups Policies	View or Change Stores	Q Refresh
Logging	Add delivery controllers, change the update services, and where users can connect to the stores.	? Help
Administrators		
🚟 Controllers 💻 Hosting	Create a Store	
Licensing	Create a new store to deliver self-service applications, data, and desktops to your users.	
App-V Publishi		
Citrix StoreFront		
Server Group		
Stores		
NetScaler Gateway		
P Beacons		
<		
		·-··
	Create Store	
StoreFr	ont Store Name	
	Choose a name that helps users identify the store. The store name appears in Citi	rix Receiver as part
	of the user's account.	
Store Na	ne	
Delivery O	ontrollers Store name: ICCstore	
Remote A		
Keniote A		
	Next	Cancel

	Create Store
StoreFront	Delivery Controllers
Storentont	Specify the delivery controllers and servers for this store.
✓ Store Name	Delivery controllers:
Delivery Controllers	Name Type Servers
Remote Access	
	Add Edit Remove
	Back Next Cancel
	Add Delivery Controller
	riad bennery conditioner
Display name: Con	troller
Display name: Con Type: ①)	troller KenApp 7.5 (or later), or XenDesktop
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Display name: Con Type: Type: Servers (load balanced): Transport type: HTT Port: 443	troller KenApp 7.5 (or later), or XenDesktop KenApp 6.5 (or earlier) AppController /DI-in-a-Box

	Add Server
Server name:	enappsrv.ctx.fr.icclab.com
	OK Cancel
	Add Delivery Controller
Display name:	Controller
Туре:	 XenApp 7.5 (or later), or XenDesktop
	XenApp 6.5 (or earlier)
	AppController
	◯ VDI-in-a-Box
Servers	xenappsrv.ctx.fr.icclab.com
(load balanced):	
	Add Edit Remove
Transport type:	
Port	80
	OK Cancel

		Create Store	
StoreFront	Delivery Contro	llers	
	Specify the delive	ry controllers and servers for t	his store.
✔ Store Name	Delivery controlle	ers:	
Delivery Controllers	Name	Туре	Servers
Remote Access	Controller	XenDesktop	xenappsrv.ctx.fr.icclab.c
	Add	Edit Remove	
			Back Next Cancel

	Create	Store	
StoreFront	Remote Access		
	Add NetScaler Gateway appliar	ices to provide user access from external networks.	
 ✓ Store Name ✓ Delivery Controllers 	Remote access:		
Remote Access	Full VPN tunnel		
	NetScaler Gateway appliances:		
	Default appliance:	Add	
		Back Create Cancel	

	Create Store	
StoreFre	ont "ICCstore" Created Successfully Store available	
 ✓ Store Nam ✓ Delivery C ✓ Remote A 	Try out the store at http://xenappsrv.ctx.fr.icclab.com/Citrix/ICCstoreWo	eb.
	Back	Cancel
File Action View Help	Citrix Studio	_ 0 <mark>×</mark>
 Receiver for Web Console Root Console Root Console Root Machine Catalogs Delivery Groups Policies Configuration Administrators Controllers Hosting StoreFront StoreFront Server Group Authentication Stores Receiver for Web Receiver for Web Beacons 	Name Authenticates Advertised Store URL Access KCcstore Yes Yes http://xenappsrv.ctx.fr.icclab.com/Citrix/ICCstore Internal network only Store Service Yes Yes http://xenappsrv.ctx.fr.icclab.com/Citrix/Store Internal network only CCStore Yes Yes http://xenappsrv.ctx.fr.icclab.com/Citrix/Store Internal network only CCStore Verview Verview Verview Verview Advertised: Yes Subscriptions Enabled: Yes Subscriptions Enabled: Yes Yes Subscriptions Enabled: Yes Store Front using HTTP not HTTPS.	Actions Create Store Create Store for Unauthenticate Export Multi-Store Provisioning View Refresh Help ICCstore Hange Delivery Controllers Enable Remote Access Set Unified Experience as Default Disable User Subscriptions Integrate with Citrix Online Export Provisioning File Configure Kerberos Delegation Configure Kerberos Sup Remove Store Help



Add StoreFront Server		
Enter the details of an existing StoreFront server that you want to be available from Receiver.		
StoreFront server name:		
ICCstore		
Description:		
Store description		
URL:		
http://xenappsrv.ctx.fr.icclab.com/Citrix/ICCstore		
OK Cancel		

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

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File Action View Help		
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Console Root	CITRIX	Actions
A Search Citrix Studio (ICClabor Search	CIRIX	StoreFront
Machine Catalogs	StoreFront Server Used by # Delivery Groups	reprint Server
Belivery Groups	ICCstore 1	View 🕨
Policies		Q Refresh
⊿ is Configuration		🕜 Help
Administrators		ICCstore
Hosting		🥖 Edit StoreFront Server
🔏 Licensing		X Delete StoreFront Server
StoreFront		Help
Zones		
Citrix StoreFront		
	Details - ICCstore	
	Details Delivery Groups Administrators	
	StoreFront server name: ICCstore	
	URL: http://xenappsrv.ctx.fr.icclab.com/Citrix/ICCstore	
	Descriptions biobranie	
< III >	•	



Studio	Users
	Specify who can use the applications and desktops in this Delivery Group. You can assign users
Users	and user groups who log on with valid credentials. Alternatively or additionally, you can enable access for unauthenticated users.
Delivery Type	Assign users:
Application Brolaunch	XA Users (CTX\XA Users)
Application Linguring	
User Settings	
StoreFront	
Access Policy	
Restart Schedule	
	Add Remove
	Give access to unauthenticated (anonymous) users; no credentials are required to access
	StoreFront This feature requires a StoreFront store for unauthenticated users.

Skip to **StoreFront**

		Edit I	Delivery Group		
Studio		StoreFront			
		You can configure Rece additional applications t	iver on the machir that aren't on the	nes in this Delivery Grou machines. Receiver can	p so that users can access use a different StoreFront
Users		servers (listed in the Cite	rix StoreFront con	iguration > StoreFront r sole) used for connectio	node) compared with the ns to the machines themselves.
Delivery	Туре	How do you want to co	nfigure Receiver o	n the machines in this D	elivery Group?
Applicati	ion Prelaunch	Manually, using a St	oreFront server ad	dress that I will provide	later
Applicati	ion Lingering	Automatically, using	the StoreFront se	rvers selected below	
User Sett	tings	Select the StoreFrom	nt servers for Rece	iver:	
StoreFro	nt	Receiver Store	front URL	100 1 1000 1	
Access Po	olicy	http://xenapps	srv.ctx.fr.icclab.con	n/Citrix/ICCstore	
Restart S	chedule				
		Add now			
		Add new			
				ОК	Cancel Apply
			Citrix Studio		
File Action View Help					
rile Action View Help					Actions
Action View Help Action Image: Console Root Image: Console Root Citrix Studio (ICClabor Search	CITRIX	_		_	Actions Delivery Groups
Pile Action View Help Image: Second state Image: Second state Image: Second state Image: Second state Image: Seco	CİTRİX Delivery Groups Applic Delivery Group	stions (0)	No. of machines	Sessions in use No. of	Actions Delivery Groups
rie Action View Help Image: State of the state of t	CİTRIX Delivery Groups Applic Delivery Group ICCorp State: Enabled	ations (0) Machine type Server OS	No. of machines	Sessions in use No. of i 1 Disconnected: 0	Actions Delivery Groups
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rue Action View Help Action View Help Console Root Console Root Console Root Console Root Console Root Console Root Policies Policies Configuration Administrators Controllers Hosting TotorFront Server Group Cones Stores Stores Receiver for Web Receiver Group Authentication Stores Receiver Group Receiver Group Cones NetScaler Gateway Beacons	CiTRIX Delivery Groups Applic Delivery Group ICCgrp State: Enabled Details - ICCgrp Details - ICCgrp Details Applications M Delivery Group Name: IC Description: - Type: Re Sector VDA version: - Type: Re Sector VDA version: - Type: Re Sector State S	Atoms (0)	No. of machines Unregistered: (State Enabled: Maintenance Mode: Registered Machines: Dowered off Machines: Total Machines: Dowered Machines: Dowered Machines: Dowered State	Yes Off 1 0 1 7.7.0.6111 Windows 2012 P2	Actions Delivery Groups Create Delivery Group View CRefresh Help ICCgrp Add Applications CE Edit Delivery Group Turn On Maintenance Mode CRename Delivery Group CU View Machines CU Delete Delivery Group View Test Delivery Group Help

3.1.3 Product Licensing

The screenshots show the allocation of a XenApp/XenDesktop Enterprise license. <u>Prerequisite:</u> 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.

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Console Root	citoly.	Actions
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Belivery Groups		Allocate Licenses
Z Logging	Site Overview	Add Licenses
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Controllers		View
Hosting	License use	Refrech
StoreFront		Z Help
👍 App-V Publishi	0 2 4 6 8 10	
Citrix StoreFront		
	Site: ICClabor Edition: XenDesktop Platinum (30-day trial)	
	Server: XenAppSrv.CTX.fr.icclab.com License model: User/Device	
	Port: 2/000 Required SA date: 2015.1118	
	Licenses	
	Product Model Expiration Date Subscription Advantage Type Quantity	
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A XenDesktop Platinum (30-day-trial) License is installed by default.



Navigate to the license file location and select the file.

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Console Root		Actions
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Machine Catalogs	Licensing Overview Licensing Administrators	🗸 License Administration Console
B Delivery Groups		Allocate Licenses
Policies	Site Overview	Add Licenses
⊿ 🐉 Configuration		Change License Server
Administrators	Required product licenses are not installed. Show details	Edit Product Edition
Hosting	License use	View 🕨
🔏 Licensing		Refresh
StoreFront	0 2 4 6 8 10	🕐 Help
App-v Publishi Zones	Site information	
Citrix StoreFront		
	Site: ICClabor Edition: XenDesktop Platinum (30-day trial)	
	Server: XenAppSrv.CTX.fr.icclab.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	
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	Edit product edition	

XenApp edition
 Platinum Enterprise Advanced
XenDesktop edition
O Platinum
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О Арр
O VDI
License model
User/Device Licensing
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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

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File Action View Help		
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Search	Licensing Overview Licensing Administrators	License Administration Console
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🔏 Licensing	Site information	G Refresh
StoreFront		P Help
Zones	Site: ICClabor Edition: XenApp Enterprise	
Citrix StoreFront	Server: XenAppSrv.CTX.fr.icclab.com License model: Concurrent	
	Port: 27000 Required SA date: 2013.1116	
	Licenses	
	Product 4 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	
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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.

Avaya one-X Attendan	t - InstallShield Wizard
Setup Type Select the setup type that best suits your needs	
Click the type of setup you prefer. Client Complete Custom Server	Description Select the components which can be installed.
	<pre>< Back Next > Cancel</pre>
Select Features Select the features setup will install.	
Select the features you want to install, and der Select the features you want to install, and der Instant Messaging Terminal Server Enviroment Server Local Presence Service 6.2.X Local Presence Service 7.X SVAManager Communication Manager 211.57 MB of space required on the C drive 29450.43 MB of space available on the C drive InstallShield	select the features you do not want to install. Description Use one-X Attendant in a Terminal Server Enviroment (Citrix XenApp)
	< Back Next > Cancel

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

Avaya one-X Attendant - InstallShield Wizard
Setup Type Select the setup type that best suits your needs.
Which Headset Plugin should be used?
O Plantronics and Jabra
O Jabra
O Plantronics
O Plantronics without batterystate
None
InstallShield
< Back Next > Cancel

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

#				Citrix Studio			_ 0 ×
File Action View Help							
🗢 🔿 🙍 🖬 🚺							
Console Root							Actions
Citrix Studio (ICClabor Search)	CIIRÍX						Delivery Groups
Machine Catalogs	Delivery Groups Ap	plications (0)					1 Create Delivery Group
Belivery Groups	Delivery Group	↓ Ma	achine type	No. of machines	Sessions in use	No. of applications	View 🕨
Logging	ICCgrp	Ser	rver OS	1	1	0	Q Refresh
⊿ B Configuration	Stater Enabled			Unregistered: U	Disconnected: 0		👔 Help
Administrators Controllers							ICCgrp 🔺
Hosting							🖳 Add Machines
Licensing							😭 Add Applications
🛃 App-V Publishi							Edit Delivery Group
Zones							🕎 Turn On Maintenance Mode
Citrix StoreFront							Rename Delivery Group
							Delete Delivery Group
							5 View Machines
							Test Delivery Group
							P Help
	Details - ICCgrp						
	Details Applications	Machine Catalogs Usage Ad	dministrators				
	Delivery Group			State		*	
	Name:	ICCgrp		Enabled:	Yes		
	Description: Type:	- Random Applications		Maintenance Mode: Registered Machines:	Off 1		
	Set to VDA version:	7.7 (recommended, to access the	e latest features)	Unregistered Machines:	0		
	Users: Scopes:	XA Users (CTX\XA Users) All		Powered off Machines: Total Machines:	0		
	StoreFronts:	http://xenappsrv.ctx.fr.icclab.com	n/Citrix/ICCstore	Installed VDA version:	7.7.0.6111		
	Session prelaunch: Session lingering:	Off		Operating System:	Windows 2012 R2		
< III >						-	

	Create Application	
Studio	Getting Started with Applications	
	To deliver applications to your users, select a Delivery Group and then select availab	ole
Introduction	locations.	
Applications		
Summary		
	Don't show this again	
	Back	Cancel
	Back Next	Cancel
	Greate Application	Cancel
	Back Next Create Application	Cancel
	Back Next Create Application	Cancel
	Back Next Create Application	Cancel
Studio	Back Next Create Application Applications	Cancel
Studio	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on	Cancel
Studio	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server.	Cancel
Studio V Introduction	Back Next Create Application Applications Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications:	Cancel the App-V
Studio Introduction Applications	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications: Image: Colspan="2">Application name	Cancel
Studio ✓ Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications: 	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Image: Image in the image in the	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Image: Image Colspan="2">Application name + Origin Image Colspan="2">Microsoft Office 2010 Upload Center Image Colspan="2">Microsoft Office Picture Manager Image Colspan="2">Microsoft OneNote 2010	Cancel
Studio ✓ Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications: Application name Origin Microsoft Office 2010 Upload Center Master Image Microsoft OneNote 2010 Master Image Microsoft Outlook 2010 Master Image Microsoft Outlook 2010 	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Image: Image Ima	Cancel
Studio ✓ Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications: Application name Origin Microsoft Office 2010 Upload Center Microsoft Office Picture Manager Master Image Microsoft Outlook 2010 Master Image Microsoft PowerPoint 2010 Master Image Microsoft Publisher 2010 Master Image Microsoft Publisher 2010 	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Application name Origin Microsoft Office 2010 Upload Center Master Image Microsoft OneNote 2010 Master Image Microsoft PowerPoint 2010 Master Image Microsoft Publisher 2010 Master Image Microsoft Publisher 2010 Master Image Microsoft SharePoint Workspace 2010 	Cancel
Stucio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Application name Origin Microsoft Office 2010 Upload Center Master Image Microsoft OneNote 2010 Master Image Microsoft Outlook 2010 Master Image Microsoft Publisher 2010 Master Image Microsoft Publisher 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications: Application name Origin Microsoft Office 2010 Upload Center Microsoft Office Picture Manager Master Image Microsoft Outlook 2010 Master Image Microsoft PowerPoint 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft Workspace 2010	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications Description of the applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications • Application name • Origin • Microsoft Office 2010 Upload Center • Master Image • Microsoft Office Picture Manager • Microsoft OneNote 2010 • Master Image • Microsoft Outlook 2010 • Master Image • Microsoft Publisher 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft Morel 2010 • Master Image • Microsoft Morel 2010 • Master Image • Microsoft SharePoint Workspace 2010 • Master Image • Microsoft Morel 2010 • Master Image • Microsoft Workspace 2010 • Master Image • Microsoft Workspace 2010 • Master Image • Master Image • Microsoft Workspace 2010 • Master Image • Master Image • Microsoft Workspace 2010 • Master Image • Microsoft Workspace 2010 • Master Image • Master Image • Microsoft Workspace 2010 • Master Image • Master Image • Microsoft Workspace 2010 • Master Image • Master Image • Master Image • Master Image • Master Image • Master Image • Master I	Cancel
Stucio Introduction Applications Summary	Back Next Create Application Applications Applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Image: Image	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications Market Applications Applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Output Outp	Cancel
Studio Introduction Applications Summary	Back Next Create Application Applications Applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Output of the properties of the properties. Select application name	Cancel
Stucio Introduction Applications Summary	Back Next Create Application Applications The applications listed below were found on machines in this Delivery Group, or on publishing server. Select applications Select application name Microsoft Office 2010 Upload Center Mister Image Microsoft OneNote 2010 Mister Image Microsoft Outlook 2010 Master Image Microsoft PowerPoint 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Borkspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Image Microsoft SharePoint Workspace 2010 Master Ima	Cancel

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.

Add Applications Manually
Add an Application Manually
You can add applications from the virtual machine in this Delivery Group or from a different network location.
Path to the executable file:
Example: %ProgramFiles(x86)%\Internet Explorer\iexplore.exe Browse
Command line argument (optional):
Example: http://www.example.com
Working directory:
Example: %ProgramFiles(x86)%\Internet Explorer Browse
Application name (for user):
Example: Example Web Site
Application name (for administrator):
Example: Internet Explorer - Example Web Site
OK Cancel

Navigate to the one-X Attendant installation directory.

	Open		x
🔄 🍥 🔻 🕇 퉲 « Ava	aya 🕨 Avaya one-X Attend 🔍 🗸 🖒	Search Avaya one-X Attendant	P
Organize 🔻 New folde	r	i 🕂 🔻 🔟	0
🖵 R on HU10010152 ^	Name	Date modified Type	
 S on HU10010152 T on HU10010152 U on HU10010152 V on HU10010152 Videos Videos V on HU10010152 X on HU10010152 Y on HU10010152 Y on HU10010152 Z on HU10010152 C on HU10010152 	 JRE ODBC addprov iclarity OSPC wreset QosServInst QosServM ReadRegKey regset 	9/29/2016 3:39 PM File fol 9/29/2016 3:40 PM File fol 9/20/2015 6:57 PM Applica 3/15/2016 8:54 AM Applica 3/24/2016 11:13 AM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 6:57 PM Applica 5/20/2015 8:06 PM Applica 5/20/2015 6:57 PM Applica	der der ation ation ation ation ation ation
Network	∰ sysinfo	5/20/2015 6:57 PM Applic	ation
~	< 111		>
File na	me: *.bat	Executable files and shortcuts (' Open Cancel	 ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓

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

-	Open		×
🔄 🔄 🔹 🕈 🌗 « 4	Avaya 🕨 Avaya one-X Attend 🗸 🗸 🖒	Search Avaya one-X Atte	endant 🔎
Organize 🔻 New fol	der		
♀ R on HU10010152 ♀ S on HU10010152 ♀ T on HU10010152 ♀ U on HU10010152 ♀ V on HU10010152 ♀ V on HU10010152 ♀ V on HU10010152 ♀ V on HU10010152 ♀ V on HU10010152 ♀ Y on HU10010152 ♀ Y on HU10010152 ♀ Y on HU10010152 ♀ Z on HU10010152 ♀ CD Drive (D:) OFF ♀ Network	Name Image: Start One-X AttendantConfigToolproperties Image: OneX-AttendantConfigUration Image: OneX-AttendantConfigUration Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-AttendantVersion Image: OneX-Attendant Image: OneX-Attendant Image: Start One-X Attendant Image: StartAbsenceAdmin Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf Image: UpdateServiceOnf <th>Date modified 5/20/2015 8:06 PM</th> <th>Type ^ Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows</th>	Date modified 5/20/2015 8:06 PM	Type ^ Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows Windows
~	< III	5/20/2015 0.001 M	>
File	name: Start one-X Attendant 🗸 🗸 🗸	Executable files and sho	Cancel

Select the batch file and click Open.

Add Applications Manually
Add an Application Manually
You can add applications from the virtual machine in this Delivery Group or from a different network location.
Path to the executable file:
%ProgramFiles(x86)%\Avaya\Avaya one-X Attendant\Start one-X Atter
Command line argument (optional):
Example: http://www.example.com
Working directory:
%ProgramFiles(x86)%\Avaya\Avaya one-X Attendant Browse
Application name (for user):
Avaya one-X Attendant
Application name (for administrator):
Avaya one-X Attendant
OK Cancel

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. <u>Note:</u> 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*.

	Create Application	
Studio	Applications	
	The applications listed below were found on machines in this publishing server.	Delivery Group, or on the App-V
Introduction	Select applications:	
Applications	Application name	+ Origin
Summary	Administrative Tools	Master Image
·	Anforderungsscan	Master Image
	🗹 📓 Avaya one-X Attendant	Master Image
	Calculator	Master Image
	Character Map	Master Image
	Citrix Receiver	Master Image
	Citrix Scout	Master Image
	Citrix Studio	Master Image
	Command Bromnt	Master Image
	Add applications manually Application properties	
	Place the selected applications in folder:	
	Applications\	
	Change	
	Change	
	Back	Next Cancel

	Application Settings
Studio	Delivery
Identification Delivery Location Limit Visibility	Specify how this application will be delivered to users. Application icon: Image: Change: Application category (optional): Example: ApplicationCategory\SubCategory\SubCategory The Category in Receiver where the application appears. Image: Application control the use of this application? Image: Application option
	OK Cancel
	Select Icon
Select icon:	default icons
Choose an icon from	n a file on a representative machine
File name: C:\Prog	ram Files (x86)\Avaya\Avaya one-X Attendant\Start one-X Attenda
4	
	OK Cancel

	Open	×	:
€ ⊚ - ↑ 퉺 «	Avaya 🕨 Avaya one-X Attend 🗸 🗸 Search Ava	aya one-X Attendant 🛛 🔎]
Organize 🔻 New fo	lder	:= • 🔟 🔞	
🖵 R on HU10010152	^ Name Date m	nodified Type	~
坖 S on HU10010152	S/14/20	016 1:41 PM Applicatio	
🚍 T on HU10010152	S/20/20	015 6:45 PM Applicatio	
🖵 U on HU1001015	S/20/20	015 6:57 PM Applicatio	
🖵 V on HU10010152	S/20/20	015 6:48 PM Applicatio	
🛃 Videos	S/20/20	015 6:57 PM Applicatio	
👾 W on HU1001015	S msvcp71.dll 3/18/20	003 7:14 PM Applicatio	
🚍 X on HU10010152	S msvcr71.dll 2/21/20	003 3:42 AM Applicatio	
🖵 Y on HU10010152	S/20/20	015 4:37 PM Applicatio	
🖵 Z on HU10010152	NotesCalendarDII.dll 5/20/20	015 8:59 PM Applicatie	=
📥 Local Disk (C:)	S os_tapi.dll 3/17/20	016 1:14 PM Applicatio	
👌 CD Drive (D:) OFf	SPC 3/24/20	016 11:13 AM Applicatio	
	S/20/20	015 6:57 PM Applicatio	
👊 Network	S/20/20	015 6:57 PM Applicatio	
	S pt_ospc.dll 3/14/20	016 1:41 PM Application	~
[✓ ✓ 	>	
File	e name: OSPC v Icon files ((*.ico, *.exe, *.dll, *.scr 🗸	
	Open	n Cancel	.H

Navigate to the one-X Attendant installation directory.

Select OSPC[.exe] and click Open.

All embedded icons are displayed.

Select Icon
Select icon:
Choose from Citrix default icons
Ochoose an icon from a file on a representative machine
File name: \\135.124.84.226\c\$\Program Files (x86)\Avaya\Avaya one-X Attendant\O! Browse
🖂 🛃 💷 🛌 🔺 🔺 📸 🖬 🚳 🖪 🔚 🚍 😪
OK Cancel

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

	Application Settings		
Studio	Delivery		
Studio			
	Specify how this application will be delivered to users.		
Identification	Application icon:		
D	Change		
Delivery	Application category (optional):		
Location	Example: ApplicationCategory\SubCategory\SubCategory		
Limit Visibility	The Category in Paralyses where the application appears		
	Add shortcut to user's decitor		
	How do you want to control the use of this application?		
	 Allow unlimited use 		
	\bigcirc Limit the number of instances running at the same time to:		
	- +		
	Limit to one instance per user		
		ок с	ancel
	Create Application	ок	ancel
	Create Application	ОК	ancel
	Create Application	ок	ancel
Studio	Create Application Applications	ОКС	ancel
Studio	Create Application Applications	OK C	ancel
Studio	Create Application Applications The applications listed below were found on machines in this Delivery nublishing server.	OK C	ancel
Studio	Create Application Applications The applications listed below were found on machines in this Delivery publishing server.	OK C	App-V
Studio V Introduction	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications:	OK C	App-V
Studio Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: Application name C Administrative Tools	OK C y Group, or on the A Drigin Aster Image	App-V
Studio Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: Application name Application name Application name Administrative Tools Machine And Administrative Tools	OK C y Group, or on the A Drigin Aaster Image Aaster Image	App-V
Studio Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • Co • Administrative Tools • Model on the second on the seco	OK C y Group, or on the A Drigin Aaster Image Aaster Image Aaster Image	App-V
Studio ✓ Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • C • Application name • C • Anforderungsscan • N • Anforderungsscan • N • Calculator • N • Calculator • N • Calculator • N • Calculator • N • Calculator • N • Calculator	OK C y Group, or on the A Drigin Aaster Image Aaster Image Aaster Image Aaster Image	App-V
Studio Introduction Applications Summary	Applications Applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • C • Application name • C • Application name • C • Anforderungsscan • N • Calculator • Character Map • N • Character Map • N • Construction • Construction • Construction • Character Map • Construction	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image	App-V
Studio Introduction Applications Summary	Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • Colored Administrative Tools • Anforderungsscan • Mole Administrative Tools • Anforderungsscan • Mole Administrative Tools • Colored Administrative Tools • Colored Administrative Tools • Mole Calculator • Mole Calculator • Mole Calculator • Mole Citrix Receiver • Mole Citrix Receiver • Mole Colored Administrative Tools • Mole Colored Administrative Tools • Mole Citrix Receiver • Mole Colored Administrative Tools • Mole Citrix Receiver • Mole Colored Administrative Tools • Mole Colored Administrative Too	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image	App-V
Studio Introduction Applications Summary	Applications Applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • C • Application name • C • Application name • C • Anforderungsscan N • Calculator N • Calculator N • Character Map N • Citrix Scout • Citrix Scout • Citrix Scou	OK C Drigin Vaster Image	App-V
Studio Introduction Applications Summary	Applications Applications listed below were found on machines in this Delivery publishing server. Select applications: Application name Application name Application name Administrative Tools Administrative Tools Anforderungsscan Anforderungsscan Character Map Character Map Character Map Citrix Scout Citrix Studio	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image	App-V
Studio Introduction Applications Summary	Applications Applications listed below were found on machines in this Delivery publishing server. Select applications listed below were found on machines in this Delivery publishing server. Select application name • Application name • Application name • Application name • Application name • Application name • Application name • Class Administrative Tools • Anforderungsscan • Claracter Map • Character Map • Character Map • Citrix Scout • Citrix Studio • Citrix Studio • Citrix Studio • Citrix Studio	OK C OK C Drigin Vaster Image Vaster Ima	App-V
Studio Introduction Applications Summary	Applications Applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • C • Application name • C • Administrative Tools • M • Character Map • Character Map • Character Map • Citrix Scout • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Citrix Studio • M • Command Bromet • M • Add applications manually • Application properties	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image	App-V
Studio Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: Application name Collaboration Administrative Tools Anforderungsscan Character Map Character Map Citrix Scout Citrix Scout Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio Citrix Studio<td>OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image</td><td>App-V</td>	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image	App-V
Studio Introduction Applications Summary	Create Application Applications The applications listed below were found on machines in this Delivery publishing server. Select applications: • Application name • Colored application name • Colored application name • Colored application • Anforderungsscan • Mole Character Map • Charact	OK C y Group, or on the A Drigin Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image Master Image	App-V

	Create Application
Studio	Summary
 Introduction Applications Summary 	Delivery Group: ICCgrp Applications: Microsoft Outlook 2010 Avaya one-X Attendant Folder: Applications\
	Back Finish Cancel



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.

(⇐) ⇐) ⓓ http://xenappsrv/Citrix/ICCstoreWeb/ ♀ - → ⓓ Citrix Receiver	× ↑ ★ Ø
File Edit View Favorites Tools Help	
Install Citrix Receiver to access your applications	
I agree with the Citrix license agreement	
Install	
Security details Log on	






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:

Location Information	🥔 Phone and Modem 🗾
Before you can make any phone or modem connections, Windows needs the following information about your current location. What country/region are you in now? Germany	Dialing Rules Modems Advanced Image: Second Secon
	Location Area Code
What area code (or city code) are you in now? 69	O My Location 69
If you need to specify a carrier code, what is it?	
If you dial a number to access an outside line, what is it?	
o	
The phone system at this location uses:	New Edit Delete
Tone dialing C Pulse dialing	
OK Cancel	OK Cancel Apply



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



Configuration W	/izard ×
	Enter your extension and password to log into the server. Extension: 7500 Password: ••••• Remember password for next login session
Configuration V	< Back Next > Cancel Help
	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: 135.124.76.131 Alternate Server Addresses: Add Remove

Configuration Wizard			×
		Dialing Rules Your country code: 49 Your area code: 69 What number do you dial to access an outside line? 0 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		
Ava	iya une-x Al		
	You are about to c	onfigure the Emergency Call Handling feature.	
This feature determines how the telephone system will place the emergency calls you make.			L
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.			L
	I Agree	I Disagree Help	

Configuration W	izard	×
	 Enable Emergency Call Handling feature Your extension number 7500 Telephone number: 	
	< Back Next > Cancel Help	
Configuration W	izard	×
	Choose the configuration you will use for Avaya one-X Attendant. C Road Warrior (Voice over IP) Avaya iClarity will be used for Voice over IP calls. Bandwidth Setting: Local Area Network C 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:

Next >

7505

< Back

-

Help

Cancel

Configuration Wizard	×
You have completed the login wizard.	
< Back Finish Cancel Help	,
Login ×	
Extension: Password: 7500 Final Action: Configuration: Call Server Address: FOR 104 70 101	
135.124.76.131 T. I. J	
7505	
 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). 	
Log in Settings Cancel Help	

Login ...



... enter Name and Password

AVAVA DDEX Avaya one-X® Attendant

AVAYA ATTENDANT		
	User Login Name: Avaya Password: ******** Cancel Back	
		Logn Destator call Energency cal

_ v ×

... and Avaya one-X Attendant works!

AVAVA onex	Avava one-X® Attendant
	ring a one no necondance



4.2.2 First Launching of Microsoft Outlook

() (http://xenappsrv/Citrix/ICCstoreWeb/	,	trix Receiver	× în ★ 🕸
File Edit View Favorites Tools Help			
Citrix StoreFront	FAVORITES	APPS	XAuser01 ▼
All Categories			Q Search All Apps
All Apps Details Avaya one-X Attendant		Microsoft Outl	Details ook 2010
Microsoft Outlook 2010	o 🗕 🗖	x	
Starting	Cance	4	

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



Auto Account Setup Image: Configure of the mail server and automatically configure your account settings. • E-mail Account Your Name: Example: Ellen Adams Example: ellen@contoso.com • Text Hessaging (SHS) Manually configure server settings or additional server types Cancel Add new Account Add New Account Cancel Configuring Configuring e-mail server settings Configuring Configuring e-mail server settings Configuring Configuring e-mail server settings Viour e-mail account is successfully configured. Vour e-mail account is successfully configured. Manually configure server settings 		Add New Account			x
• E-mail Account Your Name: Example: Ellen Adams E-mail Address: KALUser01@ctx.fn.icdab.com Cample: ellen@contoso.com • Text Messaging (5M5) • Manually configure server settings or additional server types www.additional server types Cancel Configuring e-mail server settings Configuring e-mail server settings Configuring e-mail server settings Configuring e-mail server settings Configuring e-mail server settings Manually configure server settings Your e-mail account is successfully configured. Manually configure server settings	Auto Account Set Click Next to con	up inect to the mail server and automatically configure your ac	count settings.		× K
Your Name: KAuser01 Example: Ellen Adams: Ermal Address: XA.User01@ctx.fi.kcdab.com Cancel Image: ellen@contoso.com Text Messaging (SMS) Image: ellen@contoso.com Manually configure server settings or additional server types Image: ellen@contoso.com Add New Account Image: ellen@contoso.com Add New Account Image: ellen@contoso.com Configuring Image: ellen@contoso.com Configuring e-mail server settings Image: ellen@contoso.com Configuring Image: ellen@contoso.com Configuring e-mail server settings Image: ellen@contoso.com Configuring e-mail server settings Image: ellen@contoso.com Configuring e-mail server settings Image: ellen@contoso.com Manually configure server settings Image: ellen@contoso.com Vour e-mail account is successfully configured. Add another account Manually configure server settings Add another account	• E-mail Account				
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Manually configure server settings Add another account	Online search for y Configuring Configuring e-mail se Configuring e-mail se Search Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se Configuring e-mail se	Add New Account your server settings erver settings. This might take several minutes: lish network connection h for XA.User01@ctx.fr.icclab.com server settings n to server	< Back	Next >	Cancel
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5 Appendix

5.1 Software Versions

Product	Version
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