

Technical Note N°3

How to install and run a Cerity Client on Windows 2000 Terminal Services and on Citrix Metaframe XP

Overview

Terminal Server Emulation (TSE) mode is supported by Cerity NDS for Pharmaceutical QA/QC with the introduction of the software revision A.01.03.

Cerity Review Clients, installed on terminal server hosts, can host remote terminals that have no Cerity software installed. These terminal server clients function through private session access to the Cerity review client.

This document describes the installation process and configuration of the Cerity Review Client on a Windows 2000 Server with Terminal Services and Citrix Metaframe XP.



Technical Note N°3

Content

1. INS	STALLATION PREREQUISITES	3
1.1 1.2	HARDWARE REQUIREMENTS	3 3
2. CO	ONFIGURATION OF THE WINDOWS TERMINAL SERVICES	4
2.1 2.2	INSTALLING TERMINAL SERVICES IN APPLICATION SERVER MODE INSTALLING TERMINAL SERVER CLIENT	4 5
3. TE	RMINAL SERVICES CLIENT LICENSES	6
4. AP	PPLICATION SOFTWARE INSTALLATION	6
4.1 4.2 4.3	INTRODUCTION ORACLE CLIENT SETUP CERITY CLIENT SETUP	
5. DE	EPLOYING CERITY REVIEW CLIENT	9
6. TE	RMINAL SERVER TUNING TIPS	13
6.1 6.2	RDP-PROTOCOL TUNING How often needs the Terminal Server to be rebooted?	13 16
7. CI1	TRIX METAFRAME	
7.1 7.2 7.3	INSTALLATION OF CITRIX METAFRAME XP Application Installation Publishing Cerity Review Client	
8. ME	ETAFRAME XP TUNING TIPS	21
9. TE	RMINAL SERVER CLIENT QUALIFICATION	21
10. <i>A</i>	ADDITIONAL INFORMATION	
10.1	REFRESHING THE PROGRAM NEIGHBORHOOD	
10.2	SELECTING A FEATURE RELEASE LEVELUSING TRACE	
10.4 10.5	BEING A LOCAL ADMINISTRATOR ON THE TERMINAL SERVER VIEWING REPORTS ON A "THIN CLIENT"	



Technical Note N°3

1.Installation Prerequisites

1.1 Hardware requirements

	< 10 concurrent clients	< 25 concurrent clients	
CPU	2 x Pentium IV, 1.4 GHz	2 x Xeon, 1.4 GHz	
Computer Type	Desktop Computer or Server	Server	
Memory	768 MB	2 GB	
Disk 18.2 GB Ultra3 SCSI; 10,000 rpm		18.2 GB Ultra3 SCSI; 10,000 rpm	
		(second disk might be added for redundancy)	

One or more Windows 2000 Servers with Terminal Services and Citrix Metaframe XP, can be configured to run the Cerity Review Client.

1.2 Software requirements

A complete Cerity cluster is already installed. A Cerity Database Server and Acquisition Controller(s) are already running without problems.

A Windows 2000 Server installed as member server of the same Domain as the Cerity Database Server and Acquisition Controller(s). For the installation a user with administrative rights on that Windows 2000 Server is needed.

The required Terminal Server Client Access licenses and a License Server (see <u>Chapter 3 - Terminal</u> <u>Services Client Licenses</u>)



Technical Note N°3

2. Configuration of the Windows Terminal Services

This chapter describes the steps needed to install the Windows Terminal Services on a Windows 2000 Server or Advanced Server system and on the client computers.

2.1 Installing Terminal Services in application server mode



 Windows Components Wizard
 Image: Components Wizard

 Ferminal Services Setup
 Image: Components Wizard

 You can run Terminal Services in one of two modes.
 Image: Components Wizard

 Select the mode you want to use:
 Image: Components Wizard

 C Benote administration mode
 Allows a limited number of administrators to remotely manage this server. This setting minimizes impact on server performance.

 C Explication server mode
 Allows users to remotely run one or more applications. This setting optimizes program response times.

 To use this option, you must set up a Terminal Services Licensing server in this domain or work/group within 90 days.

 Use Add/Remove Programs in Control Panel to install programs for use in application server mode.

 Reack
 Next>
 Cancel

Open Add/Remove Programs in Control Panel.

Click **Add/Remove Windows Components** to open the Windows Components wizard.

In Windows Components, select the Terminal Services check box, and then click Next.

In Terminal Services Setup, click Application server mode.

In **Terminal Services Setup**, you may see programs listed that will not work properly when Terminal Services is enabled. You need to reinstall these programs for multi-user access using **Add/Remove Programs** after Terminal Services are enabled.





Technical Note N°3



After rebooting the system, a Terminal Server has been established. To access the Terminal Server it is now necessary to install the Terminal Service Client on the desired client machines.

2.2 Installing Terminal Server Client

The Terminal Server Client installation can be found on the Terminal Server in the "%SystemRoot%\system32\clients" directory

TIP If you share the "%SystemRoot%\system32\clients" directory, you can directly access it from the client computers and you do not need to create installation floppy disks.

Cerity NDS for Pharmaceutical QA/QC



Cerity Review Client on Terminal Server

Technical Note N°3

3. Terminal Services Client Licenses

Each client requires one of these license tokens to gain access to the terminal server unless the server is configured to use the Terminal Services Internet Connector.

A **License Server** is required. A license server is a Windows 2000 Server or Advanced Server machine that has been configured with the Terminal Services Licensing service.

The **License Server** stores all Terminal Services license tokens that have been installed for a group of terminal servers and tracks the license tokens that have been issued.

CAUTION Without a License Server, connections to the Terminal Server will be denied after 90 days.

For more information on Terminal Server Licensing, please refer to Microsoft Windows 2000 Terminal Services Licensing Technology White Paper at the following URL:

http://www.microsoft.com/windows2000/techinfo/howitworks/terminal/TSLicensing.asp

4. Application Software installation

4.1 Introduction

The system detects installation processes to make sure, that all installed applications on the terminal server are installed multi-user and multi-session enabled.

Installing a software without being in the right terminal server mode can lead to the following dialog box on the terminal server screen:

Terminal	Server Install Failure	×
8	A terminal server must be in install mode before you can install a program. When you use <u>Add/Remove Programs</u> in the Control Panel to install a program, this automatically puts a terminal server in install mode.	
	ОК	

Use either of the following methods to install programs for multi-session application server access: Use **Add/Remove Programs** in Control Panel.

Use the **change user** command at the command prompt before and after installing the program. Before the program is installed, **change user /install** places the system in install mode. After the program is installed, **change user /execute** returns the system to execute mode.

NOTE Do not copy program files from one directory to another or manually edit the registry during installation. Install programs on the Terminal server local drive rather than on a file server. This improves program performance.

Install programs on NTFS file system formatted drives rather than on FAT formatted drives. You can only set file permissions on NTFS drives.



Technical Note N°3

4.2 Oracle Client Setup

Before the Cerity Review Client can be installed, the necessary Oracle software needs to be installed. Make sure to run the setup(s) from within the control panel as described above. The Oracle installation needs to be patched to Oracle 8i Version 8.1.7.2.1.

For more details on the Oracle Client installation, please see the Cerity Installation Guide. (Chapter 4: Install Cerity Review Client, Acquisition Controller and Reprocessing Server)



The installation path for the oracle product may differ depending on the drive letter of your CD-ROM drive.



Technical Note N°3

4.3 Cerity Client Setup

To start the Cerity Setup, use Add/Remove Programs in Control Panel, select CD of Floppy, insert the Cerity Software CD-Rom and press Next. Follow the instructions as described in the Cerity Installation Guide (*Chapter 4: Install Cerity Review Client, Acquisition Controller and Reprocessing Server*).

Add/Remove Programs		_ 🗆 X
Install Program From Flo	ppy Disk or CD-ROM 🛛 🗙	
	Insert the product's first installation floppy disk or CD-ROM, and then click Next.	y. CD or Eloppy
		es Windows Update
		sgory: All Categories 💌
	< <u>₿</u> ack <u>Next</u> > Cancel	
		*
		Cl <u>o</u> se

NOTE The Cerity installation will determine by itself that it is run on a Terminal Server and switch into the correct installation modes, even if the installation reboots during the setup process.

Agilent Cerity NDS for Pharmaceutical QA/QC Setup	×
License Agreement Please read the following license agreement carefully. Agilent Technologies	5
Press the PAGE DOWN key to see the rest of the agreement.	
AGILENT SOFTWARE LICENSE TERMS	
I. [Information You are installing Cerity software in Terminal Server/Citrix evironment. Cerity Review Client will be installed on this system. Ope OK Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install Cerity Software, you must accept this agreement.	
InstallShield	

The installation will pop up a message box telling the installer that only the Cerity Review Client can be installed on a Terminal Server. After that message box the installation runs exactly as it would do on a thick client machine.

P/N G4000-90100

Cerity NDS for Pharmaceutical QA/QC



Cerity Review Client on Terminal Server

Technical Note N°3

5. Deploying Cerity Review Client

Generally there are two ways to deploy a software application that has been installed upon a Terminal Server:

Use the Terminal Server Client to allow the users to access virtual desktops on that Server and run the application via "normal" mechanisms (using the Start-Menu). This is trivial. Simply install the Terminal Server Client Software on the client machines and show the user how to start a terminal server session using the "Terminal Services Client".

Deploy a Terminal Server'ed application by using the Terminal Server Client Connection Manager. In this case you also have to install the Terminal Server Client Software on the client machines. In addition to that a configuration file can be created once and then be deployed on all client machines that allows access only to one application of the Terminal Server. To accomplish this, start the **Client Connection Manager** and follow the wizard to create a new custom connection.







Technical Note N°3

nt Connection Manager Wizard	Choose a meaningful name for the Terminal
Create a Connection The name you provide for your client connection identifies the shortcut you are creating.	Server Connection and add the name of your Terminal Server.
Type a short, descriptive name for the connection.	
Terminal Server Cerity	
Provide the name of IP address of the terminal server.	
Server name or IP address:	
WADH035E Browse	
< <u>B</u> ack <u>N</u> ext > Cancel	
nt Connection Manager Wizard	CAUTION If you enter a user name and
Automatic Logon You can have your user name and password supplied automatically.	password, they will be the default credentials fo any user who will use the deployed connection
To automatically log on when using this connection, select the following check box, and then type your user name and domain in the appropriate boxes	atterwards.
You do not have to provide your password here; however, if you do not, you will be promoted for your password each ime you log on	
Log on automatically with this information.	
User name:	
Pessword:	
Dgmain:	
< <u>B</u> ack Next> Cancel	
t Connection Manager Wizard	Minimum requirement is 1024x768 pixels (more
Sereen Options You can choose the screen area and type of window to be used for the client.	is better) or Full screen.
Select a screen area setting for the client window:	
C <u>6</u> 40 x 480 C <u>8</u> 00 x 600 € <u>1</u> 024 x 768	
C 1280 x 1024 C 1600 x 1200	
By default, the connection is displayed in a window. If you want the connection to be displayed on a full screen, select the following check box:	
☐ Eull screen	



Technical Note N°3

ent Connection Manager Wizard	To improve performances, select Enable data
Connection Properties You can select options that improve the performance of your connection.	compression and Cache bitmaps
If you are connecting by modem or over a slow network, select the following check box:	
If you want to save frequently used bitmaps to disk, select the following check box:	
Cache bitmaps	
< Back Next > Cancel	
nnection Manager Wizard	To automatically start the Cerity Review Client application when a Terminal Server Session is
ou can automatically start a program when you use your i eminal services	opened, specify the location of the Cerity client on the Terminal Server.
paradicity start a program, select the following checkbox, and then type the program imatically start a program.	
e program path and file name refer to the location of the program on the server.	Terminal Server by going to
Start the following program:	Start→Programs→Agilent Cerity and then
Program path and file name: C:\Agilent\Cerity\Common\Bin\hpclaunch.exe hpuicontainerapp.exe (489DED6E	right-click on
jart in: :\Agilent\Cerity\Common\Bin	Cerity for Pharmaceutical QA/QC
< <u>B</u> ack Next > Cancel	
onnection Manager Wizard	You can change the icon and choose a program
d Program Group can choose the icon and program group for your connection.	group where the new Terminal Server Connection will be located.
ne following icon is the default icon for a client connection. If you want to change the on, click Change Icon.	
Change Icon	
3y default, your connection is added to the Terminal Services Client group. To change he program group, select an alternate from the list. To create a new group, type a new program group name.	
gram group: minal Services Client	
<u> </u>	

October 2002

P/N G4000-90100



Technical Note N°3

Client Connection Manager Wizard				
	Completing the Client Connection Manager Wizard Manager wizard. You have created the following connection: Terminal Server Cerity When you close the wizard, your new connection will be saved in the Client Connection Manager list. To close this wizard, click Finish.			
	< <u>B</u> ack Finish Cancel			

Finish the Wizard.

You will find a new icon in the specified location and additionally inside the Terminal Server Connection Manager. It is now possible to export this new connection into a file using the Connection Manager and to deploy that connection to all machines that run the Terminal Services Client by importing them into the connection manager of the destination machines.

TIP To deploy other parts of the Cerity Review Client that way, make sure, that the program in the "Starting a program" page is an executable. If that is not the case, than you have to specify the executable that runs that program. For example, if you want to deploy the Cerity MMC Snap-In, the complete program path and file name is "mmc <install-drive>:\<install-dir>\Common\Configuration\configuration.msc" where install-drive is your installation drive (e.g. C) and <install-driv= is your Cerity installation directory.

CAUTION When running Cerity Review Client on the Terminal Server under the RDP protocol the number of colors is restricted to 256. This limitation does not comply with the minimum requirements of Cerity as described in the installation manual. The Review Client will run normally with the windows default color settings. Changing any color within Cerity can lead to unreadable user dialogs. So color changes should be done very carefully. To avoid color problems, Citrix Metaframe's protocol ICA could be used upon a Windows Terminal Server.



Technical Note N°3

6. Terminal Server Tuning Tips

There are several settings that can lead to a more stable system behavior because they restrict the access and set rules for the default session behavior.

6.1 RDP-Protocol tuning

These rules are related to Terminal Server's RDP protocol and can be found in the Start→Programs→Administrative Tools→ Terminal Services Configuration

Terminal Services Configuration					
$Action$ View $\leftarrow \rightarrow \models$ \blacksquare \blacksquare $\textcircled{2}$ \blacksquare					
Tree	Connection	Transport	Туре	Comment	
Terminal Services Configuration	₽RDP-Tcp	tcp	Microsoft RDP 5.0		
	,				

Right click the RDP-Tcp entry on the right side and choose **Properties**.



Technical Note N°3

RDP-Tcp Properties ? 🗙						
Remote Control Client Settings Network Adapter Permissions General Logon Settings Sessions Environment						
RDP-Tcp						
Type: Microsoft RDP 5.0						
Transport: top						
Comment:						
Encryption						
Encryption level: Medium						
All data sent between the client and the server is protected by encryption based on the server's standard key strength.						
Lese standard Windows authentication						
OK Cancel Apply						

? × RDP-Tcp Properties General Logon Settings Sessions Environment Remote Control Client Settings Network Adapter Permissions The following network adapters are compatible with the selected transport type. Select the network adapter you want to use. Network adapter: All network adapters configured with this protocol • O <u>U</u>nlimited connections 5 ÷ • Maximum connections: ÖK Cancel Apply

From the Properties Dialog, the Tabs for **Sessions** and **Network Adapters** are of special interest.

The number of connections can significantly impact the performances of the server.

You can limit the number of concurrent connections in the **Network Adapter** Tab.

The number of concurrent users depends on the amount of installed memory on the Terminal Server.



Technical Note N°3

tDP-Tcp Properties	? ×						
Remote Control Client Settings	Network Adapter Permissions Sessions Environment						
Use this tab to set Terminal Services ti	meout and reconnection settings.						
verride user settings							
End a disconnected session:	15 minutes						
Active session limit:	Never						
Idle session limit:	1 day 💌						
Override user settings							
When session limit is reached or co	onnection is broken:						
 Disconnect from session 							
End session Override user settings Allow reconnection: Erom any client From previous client							
OK	Cancel Apply						

? × RDP-Tcp Properties General Logon Settings Sessions Environment Remote Control | Client Settings Network Adapter Permissions Name Add. Adm <u>R</u>emove 🕵 SYSTEM 🕵 Users (WADH035E\Users) Default Permissions: Allow Deny Full Control 4 User Access ✓ ☑ Guest Access Ad<u>v</u>anced... ΟK Cancel

The **Sessions** Tab is very important to ensure, that hanging sessions are periodically removed and do not block the Terminal Server for too long. Reasonable values must be chosen. If the **"End a disconnected session"** value is set too high, that hanging sessions will block other users, if it is set to low, a reasonable user roaming is not possible any longer.

Permissions can be set up using the corresponding Tab in "RDP-Tcp Properties".

On a Terminal Server that is not a Domain Controller users that are part of the local "Users" group are allowed to log on to the Terminal Server.

Normally the "Domain-Users" group of the Domain to which the Terminal Server belongs is part of the local "Users" group. This means, that there are lots of potential Terminal Server users.

To avoid confusion, remove the local "Users" group from the allowed list and add an own local group (e.g. Cerity-Users). This local group should then only hold users that are allowed to access the Terminal Server.



Technical Note N°3

6.2 How often needs the Terminal Server to be rebooted?

To ensure stability of the Terminal Services server, it is recommended to periodically reboot the server. A reasonable time period must be defined. To add as much stability to the system the time period should be as small as possible. The Terminal Server brings his own command line tool named **TSSHUTDN.EXE**.

🖾 Command Prompt	_ 🗆 ×			
C:∖>tsshutdn -? Shut down a server in a controlled manner.				
ISSHUIDN_Lwait_time]_L/SERVER:servername]_L/REBOOIJ_L/POWERDOWNJ [/DELAY:logoffdelay]_[/V]				
wait_time /SERVER:servername /REBOOT /POWERDOWN /DELAY:logoffdelay /U Server after user sessions (default is 60). Reboot the server after user sessions are termin /Powerpower after user powering off. Seconds to wait after logging off all connected sessions (default is current). Reboot the server after user powering off. Seconds to wait after logging off all connected sessions (default is current). /U Seconds to wait after user sessions are termin /DELAY:logoffdelay Display information about actions being performed C:\>_	nated. ed.			

All connected sessions are notified that they are going to be shut down. Sessions that have applications with open files prompt the user to save the files. After initiating the logoff command, **tsshutdn** waits a specified interval (the default is 30 seconds, which is set by **/delay**), before ending all processes. **Tsshutdn** does not reboot the terminal server unless the **/reboot** option is specified. users are notified that their sessions will end and the server is shut down in a controlled manner

To schedule a task like the TSSHUTDN the Windows 2000 Task Scheduler can be used. This can be found under **Start->Settings->Control Panel** and then "**Scheduled Tasks**". The following picture shows a daily shutdown of the Terminal Server

Scheduled Tasks						_ 🗆 ×
Eile Edit View Favorites Too	ols Adva <u>n</u> ced <u>H</u> elp					1
⇐ Back ▾ ⇔ ▾ 🔁 @ Search	🔁 Folders 🛛 🛞 History	- B B X 00	· · ·			
Address 间 Scheduled Tasks						
	Name 🔺	Schedule	Next Run Time	Last Run Time	Status	Last Result
	Add Scheduled Task					
Scheduled Tasks	🖲 tsshutdn	At 11:20 AM every	11:20:00 AM	11:20:00 AM		0×0
Scheduled Tasks						
This folder contains tasks you've scheduled for Windows. Windows automatically performs each task at						
the scheduled time.						
For example, you can schedule a time for Windows to clean up your hard disk by deleting unnecessary files.	ς.					
Select an item to view its description.						
	•					Þ
2 object(s)						



Technical Note N°3

7. Citrix Metaframe

7.1 Installation of Citrix Metaframe XP

Citrix Metaframe XP can be installed at any point in time after the Terminal Services were activated on the Windows 2000 Server. Unlike the Terminal Server installation, the Citrix Metaframe software does not change the install behavior of the Server.

Citrix Metaframe brings its own protocol named ICA. Any client that wants to access Applications published by a Citrix Metaframe system needs to run the appropriate Citrix ICA client. The installation of Citrix Metaframe XP, Citrix Metaframe Licenses and Citrix ICA clients are not discussed in this not. Please refer to the Citrix Metaframe XP documentation.

7.2 Application Installation

An application can be installed on a Citrix Metaframe XP Server in different ways. The easiest way is to install an application, as you would do in a pure Terminal Server environment. Another way is to use the install packager, this is useful if you want to deploy the complete software on multiple Citrix Metaframe XP Servers that reside in a Metaframe Farm.

7.3 Publishing Cerity Review Client

Application publishing on Citrix Metaframe extends the features of the Terminal Services. With Citrix it is possible to fulfill the software requirements of Cerity Review Client in terms of color depth

👫 Citrix Management Console - ME	AFARM - agilent\thovogel		
Actions View Help			
	🗟 📲 🕵 🖣 🖷 🧐	♥♥₽₽₩+&	X 🗘 🔛
METAFARM Applications Dev Studio	Load Manager Monitor Users Sessions	Printers P Processes	rinter Drivers Licenses
ICA Cerity	User ∆ Sessi	on Session ID	State
Notepad XML Notepad XML Notepad MINFOLDER Licenses Load Evaluators Policies Policies Printer Management WaDI1154 WADI1154	▲ Auto Refresh: off		•

Applications are published on Citrix Metaframe using the Citrix Management Console.

Right click on the **Applications** icon and select **Publish Application**.

P/N G4000-90100



Technical Note N°3

		_		
	Welcome to the Application Publishing Wizard			
	This wizard will help you publish an application on Citrix servers.			
X	Enter information in the boxes below to identify the published application. Enter the name and description that you want to be displayed to ICA clients.			
	Display Name:			
	joeniy wekanalite			
.0	Application Description: Run Cerity client without having it installed on your local machine			
CITRIX	Click Next to continue.			
	After publishing an application, you can change its settings by selecting the published application and choosing Properties in the Citrix Management Console.			
	Next IN Cannel Heln	1		
		-		
Publish Application - Cerit	yMetarane ≥ Specify What to Publish			
	Enter the command line for the application you want to publish. You can also specify a default working directory for users.			
	Select Publish Desktop to publish the entire desktop instead of a single application.			
X L: D	Publish Application Command Line:			
	C:\Agilent\Cerity\Common\Bin\hpclaunch.exe hpuicontainerapp.exe (4B9DED6E-9401-1			
	Browse			
	C:AgilentiCerityCommon\Bin			
lice	C Publish Package			
CITRIX	Packaged Application:			
	C Publish Desktop			

In the first page of the wizard, you can enter the Display Name and text to describe the application.

For more information about how to find the correct settings for publishing the Cerity Client see Terminal Server documentation above.

You can publish the complete desktop,Cerity will be started via Start→Programs.



Technical Note N°3

Publish Application - Cerity Metaframe			
	Program Neighborhood Settings		
×	These options control application launching in Program Neighborhood. You can specify a folder to contain the application's icon, and push application shortcuts to Start menus and desktops of clients.		
	Program Neighborhood <u>F</u> older:	-	
	Application Shortcut Placement		
	Add to the client's Start Menu (Win32 ICA Clients)		
icc.	Add <u>s</u> hortcut to the client's desktop		
	Application Icon		
	Icon: Change Icon		
		ľ	
	<u> </u>		

Citrix Neighborhood can show the published application in different ways. It supports adding the published Application to the Start Menu of the Client. (not published desktop) and to add a shortcut on the clients desktop.

Publish Application - Cer	ity Metaframe
	Specify Application Appearance
	These settings control the application appearance in ICA sessions. Select the window size, number of colors, and startup settings.
	Session Window Size:
	1024x768
	Colors:
	High Color (16 bit)
	Application Startup Settings
lice	☐ Hide application title bar
CITRIX	☑ Maximize application at startup
	Note: Startup settings are ignored in seamless mode ICA sessions.
	Back Next Cancel Hein

If you hide the application title bar, you can run the published application "seamless" which means, that a user will have the same look and feel as if the application is run locally.



Technical Note N°3

Publish Application - Cer	ity Metaframe	×
	Specify ICA Client Requirements	
	Specify the default settings for the application when users connect with Program Neighborhood. Audio: Audio On Minimum Requirement	
icca citrix	Encryption: Basic Im Minimum Requirement	Y
	⊲ <u>B</u> ack <u>N</u> ext I≻ <u>C</u> ancel	Help

ublish Application - Ce	rity Metaframe		×
	Specify Servers		
	Choose the Citrix servers on which	this published application will run.	
	To choose a server, select it from t	ne Available Servers list and click Add.	
	Click Filter Servers By to filter your	iew of the available servers.	
×	If the application's configuration is configuration for each server. Sele Edit Configuration.	not identical on all servers, you can cust of the server from the Configured Server	omize the s list, then click
	Click Refresh Available servers to Available Servers:	Configured Server Information.	re:
	WADI1155	Add C	
		A <u>d</u> d All №	
CITRIX			
		< Remove	
		≪ Remove All	
	Filter Servers By	Edit Configu	ration
	Refresh Available Servers		
			el <u>H</u> elp

The Audio can be switched Off.

Encryption level must be set according to the IT requirements.

If you have more than one Citrix Server you can specify the servers publishing the application.



Technical Note N°3

Publish Application - Ceri	ity Metaframe		×
	Specify Users		
	To permit users to run the published applicatio Accounts list and click Add. To prohibit users fr from the Configured Accounts list and click Rer	n, select users accounts from the Available rom running the application, select accounts nove.	
\mathbf{X}	When you are done, click Finish to complete the	e publishing process.	
	☐ Allo <u>w</u> Anonymous Connections		
	Domain:		
	🗊 Please choose a domain	•	
	Available Accounts:	Config <u>u</u> red Accounts:	
ica citrix	<u>A</u> do I	>	
		love	
	Enow mamauai user accounts	< <u>Finish C</u> ancel <u>H</u> elp	

Enter the users that will get the application published. Other users will not see the published application.

8. Metaframe XP tuning tips

The Citrix Metaframe Client offers per default a number of "features" that make the system behave very different from a Terminal Server client.

For instance, the ability to map the local drives of the client machine into the Metaframe Client's directory tree and to the same with locally installed printers.

This has for effect that running a Metaframe Client on different machines with different locally installed printers offers another set of printers to the published applications it hosts.

Installing printers has therefore to be done very carefully. And this is also true for drive mappings

9. Terminal Server Client Qualification

Agilent Technologies recommends that an interactive connection test be performed to verify the terminal/server relationship. Further qualification is at the customer's discretion. The Qualification Protocol can be found in the Cerity Compliance CD ROM or in the Cerity Software CD under <CD Drive>\Support\Compliance\TerminalServerClientQualification.pdf

P/N G4000-90100





Technical Note N°3

10. Additional information

10.1 Refreshing the Program Neighborhood

After an application has been published, the ICA client will not immediately work with this application. Instead, the user has to use the "**Refresh**"-button of the **Citrix Program Neighborhood** to gain access to the newly published application.

10.2 Selecting a feature release level

A feature release level can be set inside Citrix Metaframe XP/e at any time. Feature releases enable new functionalities in the software. If you encounter problems with the highest feature release level, then try to switch to a lower feature release level.

When testing Cerity on Citrix Metaframe, some instability was encountered using "feature release 2". After switching to "feature release 1" the problems disappeared.

10.3 Using Trace

Setting up a trace key activates tracing for all Cerity components on the Terminal Server. This can lead to a very bad system performance! If you have to trace then make sure you are the only user on that Terminal Server. You can find out if you are by using the **"Terminal Server Manager"** that is part of the **"Administrative Tools"** on that Server.

10.4 Being a Local Administrator on the Terminal Server

A user with local Administrator privilegescan Add or Remove a Database in the Cerity Software Administration tool (MMC).

In a Terminal Server environment, running the MMC from the Terminal Server and removing the Database will prevent any Terminal Server session to connect to the database.

The connection parameters to the Database server are stored in the Review Client register.

In a Terminal Server (TS) environment, all TS sessions will use the same settings.

Removing the Database from the MMC, will clear the register entries and all new connection will not be able to connect to the database.

To solve the problem, simply add the Database in the MMC and restart the Terminal Server cleint session.

10.5 Viewing Reports on a "Thin Client"

When you connect to the report share on database-server from a computer where cerity is not installed. Open a Single Injection Sample folder and double click on the file default.htm, Internet Explorer starts and displays the results of that run but the chromatogram is only displayed as an empty frame.

The chromatogram picture is stored as a WMF file. An ActiveX Control is required to show the WMF files in the HTML report and this ActiveX control is present on systems where Cerity is installed (i.e. DB-Server, Acq-Controller, Review Client and Terminal-Server) but not on system where Cerity has not been installed (e.g. TSE-clients).

To display the chromatogram, only use computers where Cerity is installed.

In a Terminal Server environment, make sure you are reviewing reports within the Terminal Server Session. Or create an application which starts IE on Terminal Server and give the user the right to start this application.



Technical Note N°3