



## **Integrating CAD with Thin Client and Virtual Desktop Environments**

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## Revision History

Revision Date	Description
20 June 2006	First release
07 Nov 2006	Updated for CAD 7.1(2)
11 Dec 2006	Updated for CAD 6.3(1)
11 July 2007	Updated for CAD 6.4(1), 7.2(1)
09 Aug 2007	Updated for CAD 6.5(1)
22 Aug 2007	Shortened document title
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12 Nov 2008	Corrected Table 4 with CAD 6.5(x) information
11 Feb 2010	Completely revised and updated with CAD 8.0 CCE/CCX information
13 Oct 2010	Completely revised and updated with CAD 8.5 CCE/CCX information
04 Jan 2011	Added XenApp 6.0 support
06 June 2011	Added CAD 7.6 CCE to Tables 1 and 2
02 May 2012	Removed support for CAD 6.6/CCX 7.0 SR2 from Tables 1 and 2 and added CAD 6.6/CCX 7.0 SR3+ in its place
15 June 2012	Added CAD 9.0 CCE/CCX and XenApp 6.5 to Tables 1 and 2
18 June 2012	Added a new section, "Configuration Required to Use Agent E-Mail"
26 Nov 2013	Updated for CAD 10.0 CCE and CCX
18 June 2014	Updated for CAD 10.5 CCX

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## Revision History

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# Integrating CAD with Thin Client and Virtual Desktop Environments

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## Introduction

This document describes which versions of CAD are supported in various thin client and virtual desktop environments.

### Important Deployment Note

Cisco's CAD solution consists of a number of Cisco products. These products are thoroughly tested and documented to ensure that the solution can provide high availability and be supported easily and quickly.

TAC will support Cisco products and documented third party applications and configurations that are part of your CAD deployment. Deploying platforms, configurations, or third party applications that are not explicitly identified in Cisco product documentation as supported might significantly impact the performance and capacity of the CAD solution. Using such non-standard components might contribute to operational outages that could seriously impact your business and your customers. It might also hinder the ability of the Cisco Technical Assistance Center (TAC) organization to diagnose and resolve issues, to the extent that resolution of issues might not be possible.

For these reasons, TAC cannot and will not guarantee the overall stability of platforms that use non-supported components or configurations. TAC will not be able to assist in troubleshooting any problems that exist for the agent desktops on unsupported platforms or configurations. In addition, TAC might be unable to provide assistance of any type if initial analysis suggests that unsupported platforms might be contributing to the issue. In such cases, TAC will provide best effort support and will only be able to troubleshoot the supported applications and components of your CAD solution, and not the overall solution environment.

For these reasons, Cisco strongly recommends that the CAD solution be deployed in accordance with Cisco's published solution design guidelines. If you have questions about these guidelines or about supported CAD solution components,

consult the hardware and software system specifications (bill of materials) and Cisco documentation set for your Unified CCE and Hosted or Unified CCX solution.

### **Sizing Considerations**

This document does not provide guidance regarding sizing and scalability of the thin client environment. Consult the documentation that comes with your thin client solution to determine sizing requirements.

For CAD-specific sizing information, see the Solution Reference Network Design (SRND) documentation for your version of CAD. The SRNDs are available on the Cisco website ([www.cisco.com](http://www.cisco.com)).



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## Limitations

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The following limitations apply to running CAD in a thin client and virtual desktop environment:

- Cisco Agent Desktop—Browser Edition (CAD-BE) and Cisco Work Flow Administrator are not supported.
- The automated update feature is disabled in a thin client environment. Since only one copy of Agent Desktop is installed on the thin client server, it is not required.
- Monitoring and recording limitations for Cisco Agent Desktop:
  - Desktop-based monitoring and recording is not supported.
  - Server-based (SPAN) monitoring and recording are supported.
  - In a Unified Contact Center Enterprise system, Unified Communications Manager-based monitoring with a third-party recording solution driven by CTI OS functions is supported.
- Monitoring and recording limitations for Cisco Supervisor Desktop:
  - Cisco Supervisor Desktop cannot monitor agents or play back recordings (all sound controls, such as monitor start/stop, volume control, and the menu item for Supervisor Record Viewer are disabled). However, the supervisor is able to start and stop recording an agent. To play back recordings, you must use an instance of Cisco Supervisor Desktop that is not located on a thin client.
- The agent login ID and extension (including Unified CCE mobile agent CTI route points and extensions) that appear in the login dialog box when Agent Desktop is started are those associated with the last login by *any* user, not necessarily the user who is currently logging in.
- Only one Citrix user name is supported per Agent Desktop login.
- CAD action limitations:
  - Keystroke Macro actions: Macros work only if they invoke applications running on the thin client server. Macros will not work if they invoke applications running on the client PC.
  - Launch External Application actions: The external application must be running on the thin client or virtual desktop server. Local applications running on the client PC cannot be executed.
  - IPC actions (external host): The IPC action is supported when the targeted UDP server is an externally-addressable IP address, such as a recording server receiving call metadata.

- IPC actions (local host): Care should be taken if the UDP server is the local host operating on the thin client server, because the server will need to distinguish between CAD clients on the thin client server that will deliver UDP messages.

## Supported Thin Client Environments

CAD is supported in the thin client environments described below.

### Citrix/XenApp and MTS Environment

When Citrix/XenApp is installed, MTS is always required. [Table 1](#) describes the CAD versions that are supported in a Citrix/XenApp and MTS environment.

**NOTE:** CAD 8.0 or earlier is not supported with Cisco Unified Presence on Citrix/XenApp. If you attempt to launch CAD and Cisco Unified Presence together on Citrix/XenApp, either CAD or Cisco Unified Presence will work. In most cases, the instance that launched last works and the other instance might work partially or stop working.

**Table 1.** Supported Citrix/XenApp and MTS environments

Citrix/XenApp	MTS	CAD	ACD
Citrix 4.0	Windows 2000 Server Windows Server 2003 (32 bit) SP1, SP2	6.2	4.5 CCX
		6.3	4.1 CCX
		6.4(1)	5.0(1) CCX
		6.4(2)	5.0(2) CCX
		6.5	6.0 CCX
		7.0	7.0 CCE
		7.1	7.1 CCE
		7.2	7.2 CCE
Citrix 4.5	Windows Server 2003 (32 bit) SP1, SP2	6.4(2).	5.0(2) CCX
		6.6	7.0 CCX
		7.5	7.5 CCE
		7.6	7.6 CCE

Table 1. Supported Citrix/XenApp and MTS environments – (Cont'd)

Citrix/XenApp	MTS	CAD	ACD
XenApp 5.0	Windows Server 2008 (32 bit) SP1, SP2 (64 bit) R2	6.6 SR3+	7.0 SR3+ CCX
		7.5	7.5 CCE
		7.6	7.6 CCE
		8.0	8.0 CCX
		8.0	8.0 CCE
		8.5	8.5 CCX
		8.5	8.5 CCE
XenApp 6.0	Windows Server 2008 (64 bit) R2	8.5	8.5 CCX
		8.5	8.5 CCE
XenApp 6.5	Windows Server 2008 (64 bit) R2	8.5	8.5 CCX
		8.5	8.5 CCE
		9.0	9.0 CCX
		9.0	9.0 CCE
		10.0	10.0 CCX
		10.0	10.0 CCE
		10.5	10.5 CCX

## MTS-Only Environment

Table 2 describes the CAD versions that are supported in an MTS-only environment.

Table 2. Supported MTS-only environments

MTS	CAD	ACD
Windows Server 2003 (32 bit) SP1, SP2	6.3	4.1 CCX
	6.2	4.5 CCX
	6.4(1)	5.0(1) CCX
	6.4(2)	5.0(2) CCX
	6.5	6.0 CCX
	6.6	7.0 CCX
	7.0	7.0 CCE
	7.1	7.1 CCE
	7.2	7.2 CCE
	7.5	7.5 CCE
	7.6	7.6 CCE
Windows Server 2008 (32 bit) SP1, SP2	6.6 SR3+	7.0 SR3+ CCX
	7.5	7.5 CCE
	8.0	8.0 CCX
	8.0	8.0 CCE
Windows Server 2008 (64 bit) R2	8.0	8.0 CCX
	8.0	8.0 CCE
	8.5	8.5 CCX
	8.5	8.5 CCE
	9.0	9.0 CCX
	9.0	9.0 CCE
	10.0	10.0 CCX
	10.0	10.0 CCE
	10.5	10.5 CCX

## **Supported Citrix/XenApp Clients**

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CAD clients that are published in a Citrix/XenApp server can be accessed by Citrix/XenApp clients that provide full keystroke, screen, and mouse control. Consult your Citrix or XenApp documentation for a listing of available clients that provide this level of capability.

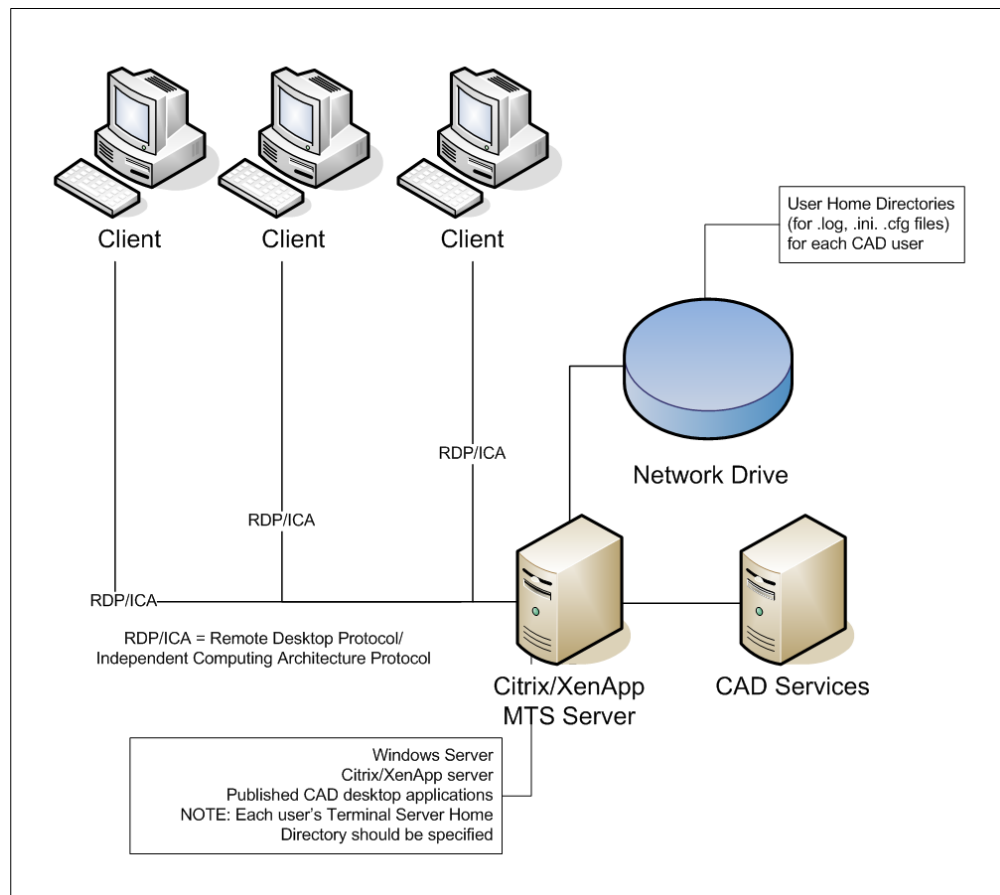
## Configuration

The supported configuration is shown in [Figure 1](#).

### Configuration Notes

- Designing your implementation should be done in consultation with the guidance of a professional (Microsoft Certified Engineer or Citrix Certified Enterprise Administrator). This is essential to determine how many agents can be accommodated in your chosen configuration.
- CAD can be run in mixed mode—that is, a configuration in which some agents use Agent Desktop in the thin client environment and some agents use Agent Desktop on a PC, with both agent setups pointing to the same CAD services.

**Figure 1.** Configuration of CAD in a Citrix/XenApp and MTS environment



## Configuration Required to Use Agent E-Mail

Agent E-Mail runs in the CAD integrated browser, which uses the XenApp/MTS server's local Internet Explorer runtime libraries. Since by default Internet Explorer Enhanced Security Configuration (IE ESC) is enabled in Windows Server environments, the web page hosting the Agent E-Mail web applet will be blocked.

If you intend to use Agent E-Mail, configure your server's IE ESC to allow access to the Unified CCX server hosting Agent E-Mail (as well as any other sites needed by your contact center).

For more information about configuring IE ESC, see the Microsoft TechNet topic, "Internet Explorer: Enhanced Security Configuration", available at:

[http://technet.microsoft.com/en-us/library/dd883248\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd883248(v=ws.10).aspx)



## Installation

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Install CAD in your selected thin client environment according to the thin client documentation.

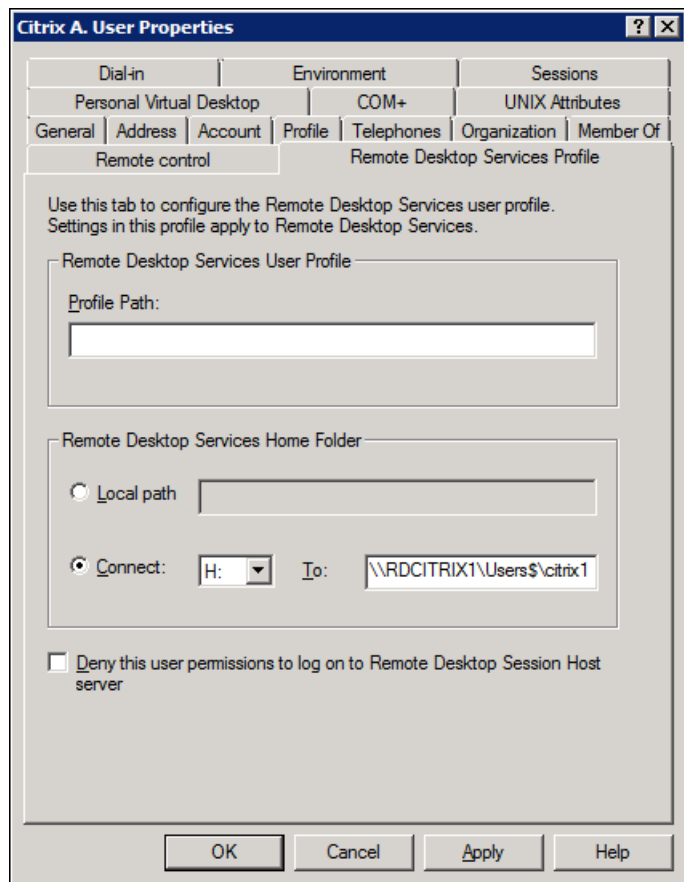
**NOTE:** If you are not able to install CAD applications in a Windows Server 2008 R2 thin client environment, launch the CAD Windows installer file in compatibility mode (refer to the troubleshooting solution steps on [page 21](#)).

### Citrix/XenApp/MTS Installation Notes

In a Citrix/XenApp or MTS environment, CAD requires user-specific home folder mappings so that logs and configuration files for each user can be created and modified as needed. CAD automatically creates subfolders “log” and “config” in this location. Configure the mappings so the user is connected to the home folder on a network server other than the Citrix/XenApp or MTS server.

For example, in a Microsoft computing environment, the Remote Desktop Services Profile tab of the User Properties dialog box (Figure 2) must contain the drive mapping \\servername\sharename\%username%.

Figure 2. User Properties dialog box



**NOTE:** Agent Desktop ctiosclient log files are stored in the ...\\Cisco\Desktop\log folder on the Citrix server.

**NOTE:** Agent Desktop DesktopInteractive log files are stored in the ...\\Cisco\Desktop\sessions\\_SessionID>\log folder on the Citrix server.

### Enabling CAD to Run in a Thin Client Environment

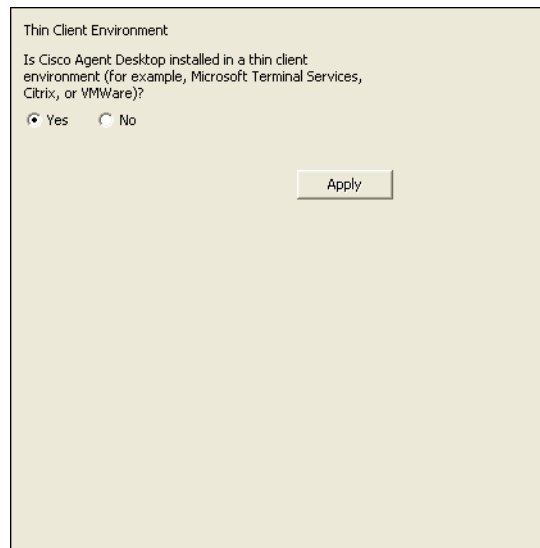
CAD must be enabled to run in a thin client environment. This is done in the CAD Configuration Setup utility, which must be manually launched after the initial installation to edit your configuration settings.

Run CAD Configuration Setup by double-clicking PostInstall.exe. This executable is located in the following folder on the Citrix server:

...\Cisco\Desktop\bin

In CAD Configuration Setup, navigate to the Thin Client Environment node (Figure 3), and select the Yes option.

**Figure 3. Thin Client Environment window**



For more general information on using CAD Configuration Setup, see the *Cisco CAD Installation Guide*.

### Agent E-Mail Logging in a Thin Client Environment

In Cisco Agent Desktop for Unified Contact Center Express, Agent E-Mail logging is disabled by default. To enable Agent E-Mail logging for all Citrix agents, you must move the EemUi.properties file from C:\Program Files (x86)\Cisco\Desktop\EEM-config to C:\Program Files (x86)\Cisco\Desktop\default-config to propagate the config file for all Citrix agents.

## Troubleshooting Check List

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Follow these steps when investigating problems with CAD in a thin client environment.

1. Document the steps that led up to the problem.
2. Document the call flow that led to the problem.
3. Set the appropriate debugging level in debugging logs.
4. Test to see if the problem is reproducible.
5. Ensure that your system is configured in accordance with the documentation.
6. Collect all relevant logs, including:
  - CAD
  - Cisco Unified CCX
  - Cisco Unified CCE
  - Cisco Unified Communications Manager

## Problems and Solutions

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### No Citrix Licenses Available at Agent Desktop Login

**Problem** When a user attempts to log into Agent Desktop, the user receives the error message that there are no Citrix licenses available.

**Solution** If a user makes two connections, one through ICA and one through Microsoft Remote Desktop Connection, two concurrent Citrix licenses are consumed. The user must log out of one of the connections to free up a license.

More information on this issue is available in the Citrix 4.0 release notes in the section titled “Microsoft Remote Desktop Connections Consume Licenses,” and also in article CTX104605, “RDP Connections Will Consume a Connection License on MetaFrame Presentation Server” in the Citrix Knowledge Center at <http://support.citrix.com>.

### Cannot Install CAD Applications in a Windows Server 2008 R2 Thin Client Environment

**Problem** CAD applications cannot be installed in a Windows Server 2008 R2 thin client environment.

**Solution** Launch the CAD Windows installer file in compatibility mode. Perform the following steps to change the compatibility settings for the CAD desktop client MSI file:

1. Right-click the MSI file and choose Properties from the popup menu. The Properties dialog box appears.
2. Select the Compatibility tab.
3. Select the Run this program in compatibility mode for check box and then choose the Previous version of Windows option from the drop-down menu.
4. Click OK to save the settings.

## Cisco Agent Desktop 8.0 or Earlier Does Not Work with Cisco Unified Presence on Citrix/XenApp

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<b>Problem</b>	Cisco Agent Desktop 8.0 or earlier launched on Citrix/XenApp with Cisco Unified Presence does not work.
<b>Solution</b>	Cisco Agent Desktop 8.0 or earlier is not supported with Cisco Unified Presence on Citrix/XenApp. This is because both Cisco Agent Desktop and Cisco Unified Presence use the same fixed port for call activity. If both applications are launched on the same computer, either Agent Desktop or Unified Presence will work. In most cases, the application that was launched last works, while the application that was launched first works only partially or stops altogether. To correct this issue, upgrade CAD to CAD 8.5 or later.

## Cannot Find Agent Desktop Logs for Individual Users

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<b>Problem</b>	The Agent Desktop logs for an individual user cannot be found.
<b>Solution</b>	You must map a network share home drive for each agent in order to have logs for individual Agent Desktop users. For more information, see <a href="#">"Citrix/XenApp/MTS Installation Notes" on page 17</a> . Agent Desktop ctiosclient log files are stored in the ...\\Cisco\\Desktop\\log folder on the Citrix server.

## Agents Disappear from Supervisor Desktop Tree Control

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<b>Problem</b>	Agents are displayed one at a time in the Supervisor Desktop's tree control. For instance, Agent A appears in the tree control when logging in, and then when Agent B logs in, Agent A disappears. Only one agent can be seen at a time.
<b>Solution</b>	The CAD Configuration Setup utility (postinstall.exe) has not been run on the Citrix server on which Agent Desktop is installed.

Run CAD Configuration Setup by double-clicking PostInstall.exe (located at ...\\Cisco\\Desktop\\bin) on the Citrix server.

In CAD Configuration Setup, select Thin Client Environment in the navigation tree, and make sure that Yes is selected in the right pane.

See the *Cisco CAD Installation Guide* for more information on using CAD Configuration Setup.

## Only One Agent at a Time Can Log Into Agent Desktop

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<b>Problem</b>	Only one agent can log into Agent Desktop at a time. The only way another agent can log in is to forcibly log the first agent out.
<b>Solution</b>	<p>A thin client environment has not been enabled in the CAD Configuration Setup utility during CAD installation. This must be done in order to allow multiple logins to Agent Desktop in a Citrix/MTS environment.</p> <p>Run CAD Configuration Setup by double-clicking PostInstall.exe (located at ...\\Cisco\\Desktop\\bin) on the Citrix server.</p> <p>In CAD Configuration Setup, select Thin Client Environment in the navigation tree and make sure that Yes is selected in the right pane.</p> <p>See the <i>Cisco CAD Installation Guide</i> for more information on using CAD Configuration Setup.</p>

## Agent's Login Persists in Terminal Services

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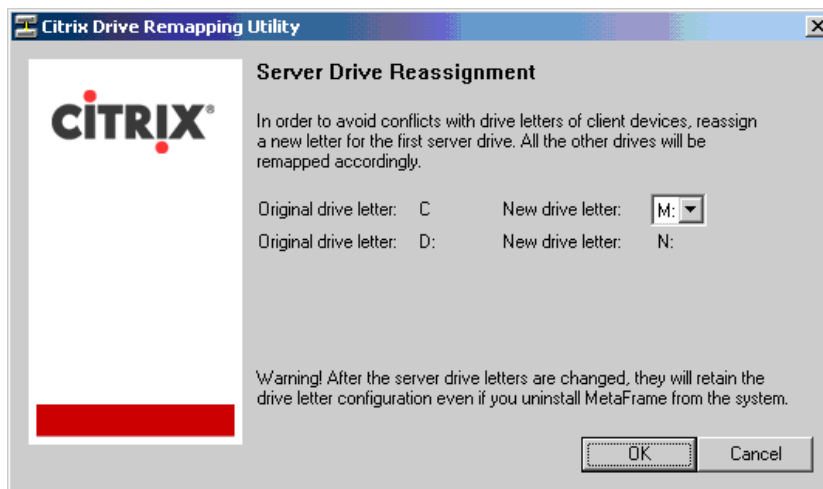
<b>Problem</b>	An agent using Agent Desktop with Terminal Services logs out, closes Agent Desktop, and then later attempts to log back in. The agent receives the message, "Cisco Agent Desktop is already running for Terminal Services user '<agent's user name>'. Only one instance per user is allowed."
<b>Solution</b>	The OS variable SESSIONNAME was not updated when the agent logged out. If this variable is set to RDP-<session number> or ICA-<session number>, the system looks at the HOMESHARE variable for the agent's home directory, where that agent's logs and

configuration files are stored. If the SESSIONNAME variable is not cleared, then Terminal Services sees the agent as logged in. This can happen if the agent does not log off of Terminal Services cleanly after logging out of Agent Desktop. To log out cleanly, the agent must select Log Out from the Terminal Services dialog box drop-down list and then click OK.

## Uninstall of CAD for Unified CCX Not Complete

- Problem** CAD for Unified CCX could not be completely uninstalled from the Citrix/MTS server using the Windows Add or Remove Programs utility.
- Solution** Citrix recommends that you reassign server drive letters to avoid conflicts with the drive letters on client devices. This reassignment is done using the Citrix Drive Remapping Utility ([Figure 4](#)).

Figure 4. Citrix Drive Remapping Utility window



The uninstall program for versions of CAD for Unified CCX looks for a C drive as the location on which CAD was installed, despite the installation of CAD on another drive. As a result, the uninstall does not completely remove all files. This occurs only in versions of CAD for Unified CCX.

To prevent this from happening, ensure that the Citrix server creates a C drive on installation. Otherwise, CAD can be manually uninstalled. For the procedure for manual installation, see the *Cisco CAD Troubleshooting Guide*.



## Enable Agent E-Mail Logging for Certain Citrix Agents

**Problem** In CAD for Unified CCX, I want to enable Agent E-Mail logging for certain Citrix agents, not all of them.

**Solution** If you want to enable logging for a specific sub-set of Citrix agents, then follow these steps:

1. Copy the EemUi.properties file from the folder  
C:\Program Files (x86)\Cisco\Desktop\EEM-config  
to the folder C:\Program Files (x86)\Cisco\Desktop\default-config.
2. Start the desktop client for each Citrix agent for whom logging is to be enabled. This creates a config file for each Citrix agent.
3. Remove the EemUi.properties file from the folder  
C:\Program Files (x86)\Cisco\Desktop\default-config.

