Cisco CTI OS in a Citrix XenApp environment

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Introduction

CTI OS Release 10.0(x) supports the running of CTI OS Desktop applications within a Citrix Xenapp 6.5 environment. Citrix XenApp permits hosting of several concurrent client applications simultaneously. This hosted environment reduces the deployment and software maintenance burden on CTI OS administrators and corporate information technology (IT) teams.

This document is intended to guide a Citrix administrator through the installation and configuration of Cisco CTI OS Release 10.0(x) in a Citrix XenApp 6.5 environment.

CTI OS Release 10.0(x) supports CTI OS Clients on Win2k8 R2 with Citrix Xenapp 6.5 64-bit.

Supported platforms

The supported server platform is win2k8 R2 with XenApp.

CTI OS installation and configuration under Citrix XenApp Service

The process of installing and configuring CTI OS for use with a Citrix XenApp environment involves the following procedures:

• Installing Cisco CTI OS
• Publishing CTI OS clients in Citrix XenApp 6.5
Install Cisco CTI OS

To install Cisco CTI OS software, perform the following steps.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Insert the CTI OS software CD.</td>
</tr>
<tr>
<td>Step 2</td>
<td>From the Start menu select Control Panel.</td>
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<tr>
<td>Step 3</td>
<td>On the Control Panel, select Add/Remove Programs.</td>
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<tr>
<td>Step 4</td>
<td>On the Add/Remove Programs screen, double click on the icon marked Add New Programs.</td>
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<tr>
<td>Step 5</td>
<td>On the Add New Programs screen, click on the button marked CD or Floppy.</td>
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<tr>
<td>Step 6</td>
<td>Click Next on the Install From Floppy Disk or CD-ROM screen.</td>
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<tr>
<td>Step 7</td>
<td>Click Browse and locate the CTI OS Toolkit Install program. For CTI OS major releases, this program is named Setup.exe. For Maintenance Releases and Engineering Specials, this program name is in a format that identifies the release number (for example, CTIOS8[17].0(1)_SR1_39.exe).</td>
</tr>
<tr>
<td>Step 8</td>
<td>For CTI OS major and minor releases, follow the directions in the CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise &amp; Hosted to install Cisco CTI OS on the Citrix MetaFrame Presentation Server. Accept the default location provided by the CTI OS Setup program. For Service Releases and Engineering Specials, follow the installation instructions for that particular package.</td>
</tr>
<tr>
<td>Step 9</td>
<td>If the CTI OS installation program does not reboot the system automatically, click Finish.</td>
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</tbody>
</table>

Tracing configuration

The CTI OS Tracing configuration is classified in two categories: Global Machine Settings and Per User Settings.

Global Machine settings are those settings that apply to all the CTI OS trace services that are running on the computer. For detail on the settings that apply, refer to the CTI OS System Manager’s Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted.

Per User Settings are settings that only apply to the CTI OS trace service running under the current user session. The only setting that applies is TraceMask. See Appendix A for details.

TraceFileName

This setting contains the system variable %HOMEPATH% prepended to the log file name, as shown in the following example:

"%HOMEPATH%\CtiosClientLog"

Note

Specifying the home path may add excessive tracing overhead that will affect the performance of Citrix XenApp Server. For more details, refer to http://support.citrix.com/docs/. In addition, this directory must have read, write, and execute access for the members of the CTIOSCitrixUsers Windows user group.
TraceMask

TraceMask is both a global and a per user setting that controls the tracing level for CTI OS Desktops running on the host.

Note

Tracing should be enabled for troubleshooting purposes only. If it is necessary to enable tracing, the recommended setting for a Citrix environment is 0x0000007 rather than the standard CTI OS default of 0x40000307.

Publish CTI OS clients in Citrix XenApp 6.5

The settings indicated in the following steps were selected carefully to ensure the correct functioning of the CTI OS clients. Combinations other than those mentioned in these steps are not supported by Cisco.
**Procedure**

**Step 1** Launch the Citrix AppCenter.

**Step 2** From the tree on the left, select the **Farm** on which you want to publish the CTI OS clients, and select the **Applications** branch.

**Step 3** Right click **Applications**, and select **Publish Application**.
Cisco CTI OS in a Citrix XenApp environment

Publish CTI OS clients in Citrix XenApp 6.5

This is the application publishing wizard for XenApp. It will guide you through the process of publishing an application.

Select Next to continue or Cancel to stop the application publishing process.

After publishing an application, you can change its settings by selecting the published application and choosing Modify application properties from the Common Tasks pane in the AppCenter console.

Steps:
- Welcome
- Basic
  - Name
  - Type
  - Location
  - Servers
  - Users
  - Shortcut presentation
- Publish immediately

Skip this screen in the future

Next > Cancel
The Publish Application wizard appears. Click **Next**.

**Step 4**
Enter the display name and application description to be displayed to clients, and then click **Next**.

![Publish Application wizard screenshot](image)

**Step 5**
Select the options as specified in the image below, and then click **Next**.
Step 6  In the **Command line** and **Working directory** fields, specify the respective paths of the CTI OS client, and then click **Next**.
Step 7  Configure the servers that will host the published CTI OS application, and then click Next.
Step 8  You have to configure the users that will access the published CTI OS application. Select the Allow only configured users, and then click Add.
Step 9  Add the user names that you want to allow access to the published CTI OS application. When done, click Next.
Step 10  Optionally, configure the appearance and location, and then click **Next**.
Step 11 Click Finish to publish the CTI OS application.

After the CTI OS application is published, it will be listed under Applications in the Citrix AppCenter.

**Citrix Web Client**

At each agent workstation, the user should access the XenApp web interface associated with the published CTI OS application.