Citrix Server
Run Book

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Note: The following is just a brief excerpt from a Perquest Manual that I wrote. The audience is internal IT personnel. This is not customer-facing material.

Synchronizing the Agent Compass Web Site

The Agent Compass sites must remain synchronized with the latest version of the Perquest software. You set several back-end checks to ensure that the sites remain synchronized.

Set up site synchronization by performing the following steps:

1. In the **Citrix Access Management Console** tree view, highlight the name (and path) of the Agent Compass site, right-click, and select **Manage application types and client deployment** > **Manage client deployment**.

2. In the **Manage client deployment** window, click **Client Updates**

3. In the Client Updates pane, select **Automatically update the Clients for Windows at logon**.

4. In the **Client version** field, enter *10.00.52110* and click **OK**.
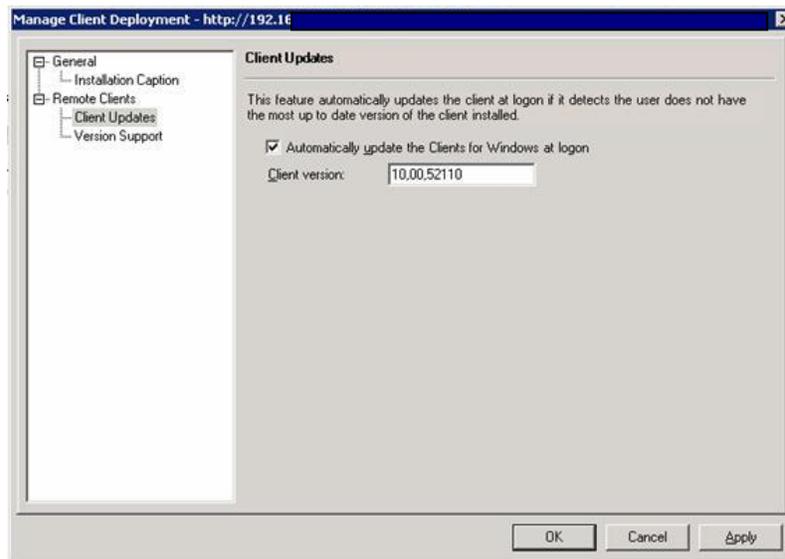
5. For servers being accessed from the outside, you must edit the DMZ settings and establish an alternate address for the Web site. In the **Citrix Access Management Console** tree view, highlight the name (and path) of the Agent Compass site, right-click, and select **Manage secure client access** > **Edit DMZ settings**.

6. In the **Edit DMZ Settings** window, click the **Edit** button and in the **Edit the Default Route for all Clients** window, use the **Access Mode** drop-down arrow to select **Alternate**.

7. Click **OK** to close the **Edit** window and **OK** again to close the **DMZ Settings** window.

8. Open a command prompt window and at the command prompt type `altaddr /set` *192.000.00.00 65.00.000.250*. Then, press **Enter**.

   Note: The IP addresses above are the public and private IP addresses for

the server and differs for each company site. Be sure to replace these numbers with each site's specific, public IP addresses.

9. Type `altaddr` to display and confirm the IP addresses.
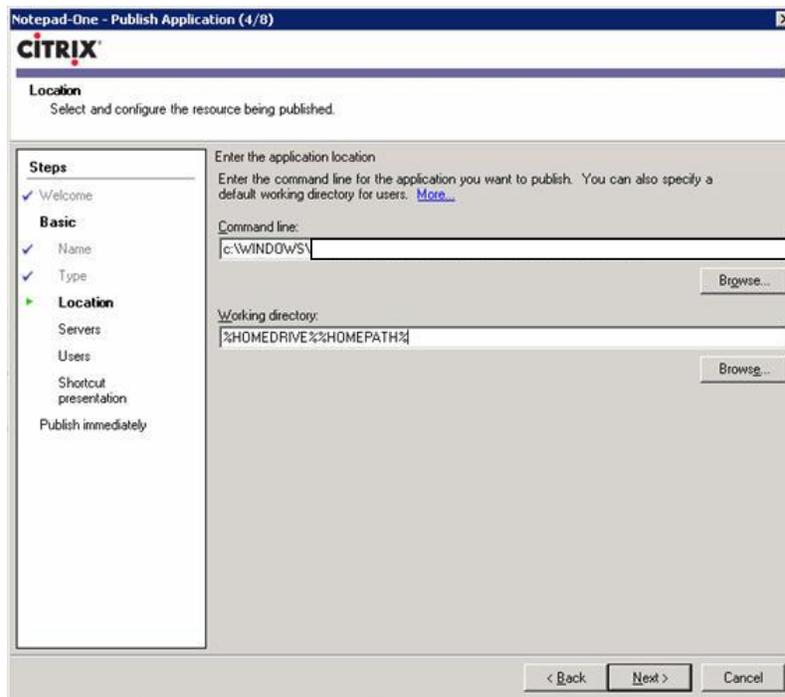
Publishing the Applications

Publishing the applications is the final step in setting up the Web sites. Be sure that the applications are installed on the Citirx server first, or the publishing process will fail.

Publish the applications by performing the following steps:

1. In the **Citrix Access Management Console** tree view, expand the **PQAfarm** folder.

2. Right-click the **Applications** folder and select **Create new folder**.

3. Name the folder **Admin**.

4. Repeat the process to create two more folders and name them **Agents Applications** and **CSR Applications**.

5. Right-click on the **Admin** folder and select **New > Publish Application**.

6. In the **Publish Application** window, click **Next**.

7. In the **Location** window under the **Command line** field, click the **Browse…** button to specify the location of the application's executable.

8. Under the **Working directory** field, click the **Browse…** button to specify the location of the temporary files. Then, click **Next**.

9. In the **Servers** window, highlight the server name and click **Add servers**.

   You can select multiple servers to add the application to by clicking the **Add all** button.

10. When you are done selecting the servers with which to populate with the application, click **Next**.

11. In the **Users** window, select the **Allow only configured users** option and click the **Add** button.

12. In the users list, highlight the name of a user and click **Login to domain**.

   The screen populates with your choices. **Note**: You can use this screen to add single users or multiple people and you can either double-click a name to add it or highlight a name and click the **Add** button.

13. Click **OK**.

   The Users screen reappears and displays all of the people with access to the system.

14. Click **Next** on each remaining page of the wizard to exit it.

   The Management Console refreshes and then displays the newly published application in the right-side window pane.

15. Repeat steps one through eleven for all of the applications that are required to publish on the server.