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To: Technical Managers / Service Technicians

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Product / **Data management**

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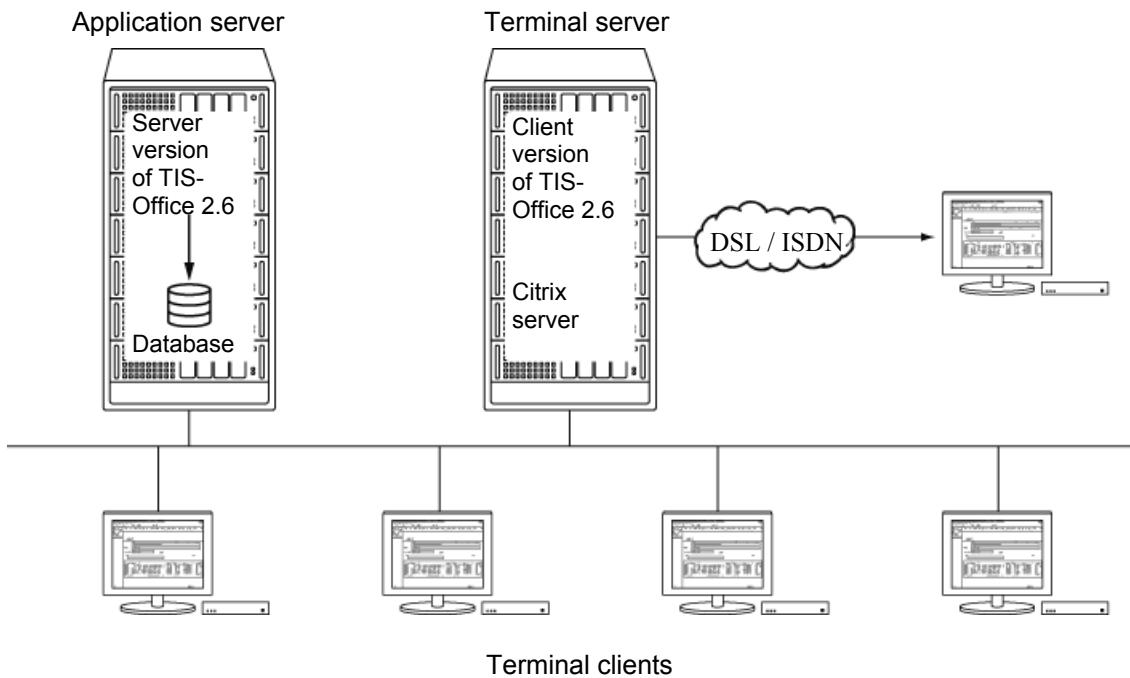
Belonging to: **TIS-Office**

<http://www.fleet-solutions.info/faq/>

SI No.: 630 033

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Installing of TIS-Office 2.6 under CITRIX



As previously announced in the SI 630031, TIS-Office 2.6 now supports use in a terminal environment, taking into account the following system requirements and settings:

Important

It should be noted that the settings described below result from a test installation that was set up to check whether TIS-Office 2.6 can be used in a terminal environment.

Application server for server version of TIS-Office 2.6

Operating system	Windows 2003 Server (Standard Edition)
	Service Pack 2 (minimum requirement)
	Patch level 12.07.2007 (minimum requirement)
Mode	Terminal services
Domains and Workgroup allocation	e.g. Workgroup
Database	Microsoft® SQL Server 2005 Express (Basic installation together with TIS-Office)/ Microsoft® SQL Server 2005 (or other)
TIS-Office 2.6	Server version
Dongle	Safenet USB dongle

Terminal server for client version of TIS-Office 2.6

Operating system	Windows 2003 Server (Standard Edition)
	Service Pack 2 (minimum requirement)
	Patch level 12.07.2007 (minimum requirement)
Mode	Terminal services
Terminal server authorisation compatability	High
Citrix version	Citrix Presentation Server 4.5 Advanced Edition with NFR licence
Citrix Hotfixlevel	PSG450W2K3015
Published application	Desktop Publishing (Options for role administration)
Domains and Workgroup allocation	e.g. Workgroup
Local user accounts	e.g. demo1, demo2, demo3 ...
User passwords	e.g. like user account
Group membership of all users	Main user, remote desktop user, VDO
TIS-Office 2.6	Client version
SmartCard Reader Driver	Version 4.40.01

Terminal computer or FAT clients

Operating system	Windows XP Professional
	Service Pack 2
	Patch level 12.07.2007
Domains and Workgroup allocation	e.g. local1 to localx
Citrix Client	Citrix Programme Neighborhood 10.1
Smart Card Reader Type	SCR 3311
SmartCard Reader Driver	Version 4.40.01

Limitation

In combination with the Citrix Presentation Server 4.5, TIS-Office 2.6 can only process digital tachograph data, e.g. from a card reader or from a Downloadkey. Digitalisation of analogue data using a scanner (USB port) or the VDO Tachograph Chart Analyser (COM port) is not supported in combination with Citrix terminal computers.

Requirements

1. Knowledge of installation, of configuration and of the user administration of a Citrix Presentation Server 4.5 and the Citrix Client is required. In addition, knowledge of how to set up and store user profiles on Citrix servers (Server Farm) is absolutely imperative.
2. Since the installations of the Client/Server versions of TIS-Office 2.6 in a terminal environment do not differ in principle from installations in a Client/Server environment, please refer to the Installation Guide (pdf file). You'll find this file on the product CD in the folder containing the respective language, e.g. D:\English\Installation Guide.pdf.

This is why only lesser (but nevertheless important) details on the installations are described below:

Installation of TIS-Office Server 2.6 on the application server

The installation of TIS-Office 2.6 corresponds to the procedures described in detail in the Installation Guide. The same preparations must also be carefully observed and carried out, e.g. for the database environment, for sharing and security settings and for follow-up procedures after a server version installation, e.g. when accessing copy protection.

It should be noted that the database, e.g. Microsoft® SQL Server 2005, can by all means be set up on a separate database server, as long as the relevant guidelines for connecting TIS-Office 2.6 to this database and the access rights to this database are observed.

Installation of the client version of TIS-Office on the terminal server (Citrix environment)

The installation of the client version on the terminal server also corresponds in principle to the procedures fully described in the Installation Guide and can be completed in a few minutes if the following steps are carefully observed:

1. Inform users about the intended time of installation, since terminal/user access to the terminal server must be disabled during software installation.
2. Before disabling the terminal server, check whether users are logged on (e.g. with the help of the Task Manager) and ask these persons to log off properly.
3. Disable the terminal server to install the client version of TIS-Office 2.6 (e.g. by means of the change logon\disable console command).
4. Switch the system mode from Citrix to Installation (e.g. by means of the change user\install console command).
5. Close all active applications.
6. As described in the Installation Guide, install TIS-Office 2.6 Client, without, however, immediately restarting the computer.
7. **Before** restarting the computer as normal, first switch the system mode from Citrix to Application (e.g. using the change user\execute console command).
8. Now restart the computer.
9. Complete the installation by starting the TIS-Office 2.6 Client.
10. Enable access to the terminal server (e.g. by means of the change logon\enable console command).
11. Check and complete the allocation of the software for the intended terminals/users (Software connection).
12. On one of the terminals, check user access on the TIS-Office 2.6 Client.

Please note:

We strongly advise against installing the server version on the terminal server - the reasons for this include the distribution/expected load on computer resources.

Remember to enable and allocate the intended drives (e.g. to the database of TIS-Office) and the interfaces e.g. USB ports) in the Citrix environment.

Please note that for enabling access from the terminal computer to the TIS-Office 2.6 Client, the number of simultaneously logged on users (terminals) is dependent on the used licence of the module **Company** (software key) and the connected **dongle**.