

Technical Bulletin #26

This technical bulletin describes configuration considerations when using Citrix to connect remotely to an Astoria CMS server from an Astoria Windows Client application.

Issue

If you're running Astoria CMS 4.6.2 or later, you may wish to access your Astoria Windows Client applications remotely, across a Wide Area Network (WAN). Astoria Windows Client applications including the Navigator, Search, User Administration, and Database Administration are designed to run on a Local Area Network (LAN) only. Citrix is a third-party application that allows remote users to connect to the Astoria Windows Client across a WAN, with each user maintaining a unique Windows desktop.

The main consideration is that users may need to modify the **astoria.ini** file to customize their editors, directories, etc. This doesn't work if all users share the same INI file in the **c:\astoria** directory. The following steps help a Windows administrator set up separate Astoria Client configurations for each user accessing the Astoria CMS through Citrix.

Note: Because all Astoria Communication Server (ACS) applications run over the WAN, Citrix is not a requirement for ACS applications.

Before You Begin

- Astoria recommends a dedicated Windows Server to run Citrix. This machine should be a high-end machine (including, for example, fast AMD Opteron multiprocessors with 1 GB RAM per concurrent user). This server must be installed on the same LAN as the Astoria CMS server. Please consult with your internal IT department for recommended setup, installation and configuration of Citrix.
- An Astoria Windows Client, 4.6.2 or greater and not running a CMS server or ACS, must be installed on the Citrix Server. This server must then be configured for access by multiple Astoria users using the steps on the next page.
- Each Astoria Windows Client user accessing the Astoria CMS Server via Citrix uses one "ConcurrentUserCount" of the "AstoriaClientLicense" application in your license file. If you need to increase your Concurrent User Count, please contact sales@astoriasoftware.com.

Resolution

Note: You must be logged on as an administrator on the Citrix server to perform these steps.

On the machine running the Astoria Client and Citrix, do the following:

- 1 From a command shell, create a template Astoria directory.

```
mkdir c:\Documents and Settings\Default User\astoria
mkdir c:\Documents and Settings\Default User\astoria\editexp
mkdir c:\Documents and Settings\Default User\astoria\temp
mkdir c:\Documents and Settings\Default User\astoria\view
copy c:\astoria\astoria.ini c:\Documents and Settings\Default User\astoria
```

- 2 Using a text editor, edit the **c:\Documents and Settings\Default User\astoria\astoria.ini** file to use a temp drive letter, U:

```
[Database]
EditExpDirectory=U:\astoria\editexp
TempDirectory=U:\astoria\temp
ViewDirectory=U:\astoria\view

[APPLICATIONS]
ErrorFile=U:\astoria\temp\error.txt
```

- 3 Create a batch file, with the following commands, to run whenever a user logs on to Citrix.

```
subst /d U:
subst U: "%USERPROFILE%"
```

Note: Citrix provides a method to have batch files run automatically at user logon.

- 4 Add Astoria users to the "Create Global Objects" local policy as follows:

Go to Control Panel->Administrative Tools->Local Security Policy->Local Policies->User Rights Assignment->Create Global Objects. Click Add to choose individual Astoria users or simply choose a single group containing the Astoria users. Click Add. Click OK.

Cautions

- Do not try this on machines running an Astoria Service, including Astoria Server, ACS services, or Task Manager service.
- Before running Astoria Setup (upgrade or reinstall, for example), make a backup copy of **c:\astoria\astoria.ini**. Afterwards, inspect the differences between the backup copy of **astoria.ini** and the new copy. Any new/modified/deleted entries should be merged with all the users' **astoria.ini** files.
- Because each Citrix user has a separate **astoria.ini** file stored in their personal **%USER-PROFILE%\astoria** directory, any customization to that file should be performed in that location as opposed to the global **c:\astoria** directory.
- If a site uses roaming profiles and users connect both locally and remotely via the Citrix server, then you must update the local machine settings. This is done by implementing the batch file, described in the above Resolution steps, on the local machine.