

Welcome to the third issue of our popular newsletter on Remote Access.

Citrix: Unique End-to-End Application Delivery

As the only provider of end-to-end Application Delivery Infrastructure, Citrix provides a truly seamless access experience. Citrix offers a range of products to meet customers' needs:

Citrix NetScaler – delivers web applications;

Citrix Presentation Server – delivers Windows applications

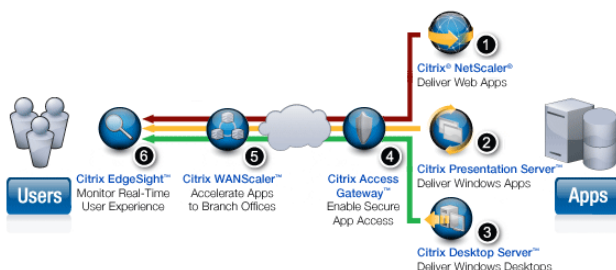
Citrix XenDesktop – delivers Windows desktops

Citrix Access Gateway – enables secure applications access

Citrix EdgeSight – monitors real-time user experience

Citrix WANScaler – accelerates applications across WANs.

The schema below shows the Citrix Application Delivery Infrastructure.



Citrix WANScaler

WANScaler accelerates application performance across wide area networks by 5-30 times – or up to 300 times at peak compression efficiency. With WANScaler, users can support hundreds of branch offices and WAN throughput up to 500 Mbps. Bandwidth requirements are reduced by up to 75%.

Cutting Edge Technology

The AutoOptimizer Engine – an industry first – is key to the WANScaler architecture. It offers software for remote users in home offices and on the move, as well as appliances to support users in larger branch offices.

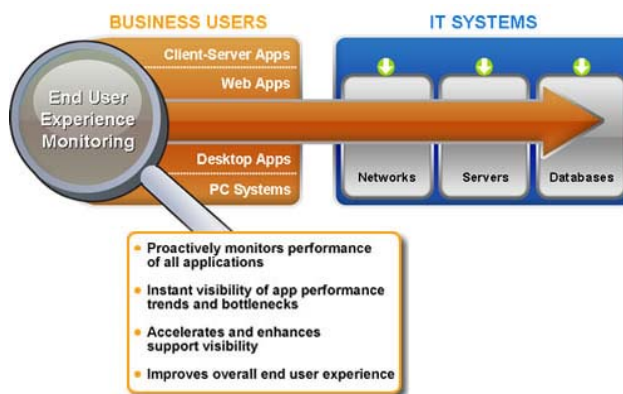
With WANScaler, there's no need for changes to current network management tools, firewalls, network services or applications – it's completely transparent. Appliances are auto-discovered, auto-configured and auto-tuned.

The Perfect Solution

WANScaler really is the perfect end-to-end solution for all IP-based WANs, from private leased lines, to public Internet VPNs, satellite and wireless networks.

Citrix EdgeSight

Most companies have sophisticated system management tools that provide an enterprise view of their servers and networks, but they lack a similar view of performance and availability of critical business applications as experienced by the end-user. By measuring performance and availability from the user's perspective, Citrix EdgeSight shifts the IT focus from technology and systems to end-users and achieving business goals. The result: organisations have the insight, data and tools they need to ensure that all IT resources are operating at peak efficiency so that end-users may do the same.



Transam's Use of Citrix

Transam is a significant Citrix user itself. We have recently upgraded our own system to Presentation Server 4.5 FR1 and have replaced the previous Citrix Secure Gateway software with a Citrix Access Gateway appliance with Advanced Access Control. The system is used to support home-based working, geographically dispersed members of our Sales team and for technical support.

Citrix Training Courses

We are experiencing significant demand for Citrix courses. Book early for the course and location you want. Popular courses include:

- ❖ Citrix Presentation Server 4.5: Administration CTX1259AI (5 days)
- ❖ Citrix Password Manager 4.5: Administration CTX1327 (2 days)
- ❖ Citrix Presentation Server 4.5: Skills Update(XP to 4.5) CTX-4100AI (3 days)

- ❖ Citrix Presentation Server 4.5 Skills Update (4 to 4.5) CTX-4100SU40 (1 day)
- ❖ Citrix EdgeSight 4.2: Application Performance Monitoring and Analysis CTX-1012 (1 day)
- ❖ Citrix Access Gateway 4.5 Advanced Edition: Administration CTX-1308 (2 days).

£50 Citrix Training Vouchers

We are offering £50 Training Vouchers to our customers. Please contact Shrikar Shah or Syed Malik on 020 7427 2550 to claim a voucher.

Transam Attends Citrix Summit 08

One of our Citrix Certified Sales Professionals (CCSP), Brian Emmerson, attended the annual global partner conference in Orlando from January 29th – 31st 2008. Summit 08 served as the official launch of Citrix XenServer, the newest member of the Citrix product portfolio, a dynamic infrastructure for both virtual and physical servers. By attending events such as this, we can continue to give customers advice that is based on fully up-to-date knowledge of where our software vendor partners are today and where they are going in the future.

New Strong Passwords needed for MyCitrix.com

If you haven't visited your www.MyCitrix.com portal recently, now is a good time to do so to check that it will still accept your previous login password. If you have a weak password the portal will insist that you replace it with a stronger one containing at least one capital letter, one number, and one symbol. It's best to change your password now rather than have to bother with this in urgent circumstances.

Citrix Editions

Edition Comparison			
	Advanced	Enterprise	Platinum
Server-side Application Virtualization	✓	✓	✓
Application-based Load Management	✓	✓	✓
SpeedScreen Progressive Display	✓	✓	✓
Client-side Application Virtualization		✓	✓
Application Performance Optimization		✓	✓
Application Compatibility Optimization		✓	✓
System Monitoring and Analysis		✓	✓
Application Performance Monitoring			✓
Universal SSL VPN with SmartAccess			✓
Single Sign-On			✓
Application Password Policy Control			✓
SmartAuditor session recording			✓
EasyCall click-to-call technology			✓

Citrix & Microsoft Licensing compatibility

Remember that Citrix and Microsoft license their products very differently. Citrix Presentation Server is licensed per concurrent user. Microsoft licenses per actual user or device. We find that many customers are incorrectly licensed when it comes to Terminal Services CALS and Microsoft applications such as Office, Visio, etc. If you'd like to check that you're licensed correctly, please contact us.

Virtualising Citrix Systems

There are advantages to virtualising components of Citrix Presentation Server within a VMware Virtual Infrastructure. They can be made easier to deploy, move, restart and managed generally. You can also

create a new Citrix farm on a Disaster Recovery (DR) site much easier & quicker at short notice. However, there is a compromise in ensuring that you do not create too many Virtual Machines each requiring Microsoft Windows Server licenses. If you use both Citrix & VMware and are interested in how to best mix the two, then please contact us.

Citrix & Microsoft Operations Manager (MOM)

Citrix Presentation Server has a MOM plug-in that enables you to manage your Citrix farm under MOM. However, the plug-in is only available with the Enterprise & Platinum Editions of Presentation Server.

Citrix Renews Transam's Solutions Partner Accreditation

Every year our Sales & Technical Teams have to re-sit a range of Citrix examinations covering the latest products and releases to retain our Citrix Solutions Partner Accreditation. Even if you have several years Citrix experience it still takes hours of study to pass a minimum of 6 modules. Once again, our teams passed all their exams first time (no retakes) with marks well above the required pass marks.

Citrix Technical Tips by Robert Trzyna

How to Issue an Alert to Users on Logins

The following registry tweak displays a legal notice popup dialog box to all users before they log in:
 HKEY_LOCAL_MACHINE\Software\Microsoft\WindowsNT\CurrentVersion\Winlogon
 LegalNoticeCaption="Warning:"
 LegalNoticeText="Access to this computer is restricted to those authorized by YourCompany."

Speeding Up Application Load Times

To speed up application load time, the following registry tweak has the ability to preload commonly used files. This requires additional memory. So it might not be a good tip for memory starved systems.
 HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Session\Manager\Memory\Management\PrefetchParameters
 Data name: EnablePrefetcher
 Value Data: 3=application and boot prefetching

Robert Trzyna is one of Transam's Citrix Technical Consultants.

Please email roger.okelly@transam.co.uk if you would like to receive future issues of our Remotely Aware Newsletter.

For advice or help with your Citrix or Terminal Services, call Transam on 020 7427 2550.

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