

Please excuse the pun, but are you remotely aware of how Transam can help you with Remote Access technologies?

Welcome to the first issue of Transam's newsletter covering Remote Access technologies such as Citrix, Terminal Services and VPNs as well as Microsoft Exchange (OWA & OMA) and the BlackBerry.

What's Hot in NEW Presentation Server 4.5?

On 12th February 2007 Citrix announced a major new release, Citrix Presentation Server 4.5, which will ship in March. New Citrix PS 4.5 offers more than 100 new features that broaden application compatibility, simplify access, strengthen application security and enhance the end user experience.

- ❖ On-demand application streaming
- ❖ Centralised application provisioning
- ❖ Advanced graphics acceleration (20x faster)
- ❖ Up to 500 users per server
- ❖ End user experience monitoring with Citrix EdgeSight
- ❖ Secure access to all apps with Citrix Access Gateway
- ❖ Enhanced single sign-on.

Application Virtualisation

This is an important new feature of PS4.5. Presentation Server virtualises applications by separating where the application is used from where it runs. All components of applications are installed, maintained and secured in the data centre, while only screen displays, keyboard entry and mouse movements traverse the network. IT consolidates application management centrally, while enabling users the freedom to operate from any location, on any device, over any network.

Licensing Changes with Presentation Server 4.5

Standard Edition is no longer available. Advanced and Enterprise editions are available as before. There is a new Platinum Edition which is a software bundle and includes Password Manager, Citrix Access Gateway Advanced Edition and Citrix EdgeSight.

Major Law Firm Project

Transam recently completed a project for a major law firm where Citrix's Enterprise Edition features were used to provide complete resilience and redundancy between Citrix farms loaded at three

geographically dispersed offices. Should any Citrix farm fail or need to be taken off-line for maintenance purposes, users at all three locations are still able to obtain remote access to their applications.

Technical Tips

Citrix Technical Consultant, Gordon Fyfe, provides the following tips:

- Citrix can now be administered from another site and not from the Citrix server. Just publish (run) the Management Console to enable remote administration. The executable is located in C:\Program Files\Citrix\Administration\ctxload.exe;
- You no longer need to add each new user to the Remote Desktop Users group. Just add Domain Users when setting permissions on the ICA protocol in the Citrix Connection Configuration;
- To reduce processing overhead set Visual Effects to 'adjust for best performance' under Performance Options in System Properties, and you'll notice the difference.

New Citrix Licensing Academy

Transam will run its next half-day Citrix and Terminal Services Licensing Academy, straight after the Microsoft EVO 2007 Licensing workshop, on **Monday 23rd April** from 1.00 until 4.00pm. As well as covering the licensing and Subscription Advantage options on all major Citrix products, the workshop covers all relevant Microsoft licensing for Terminal Services, Office, other Applications and DR. It includes how to claim free Terminal Services CALs. See www.transam.co.uk/events.html

Transam's Remote Access Health Checks

- ❖ Citrix System
- ❖ Citrix Security
- ❖ Microsoft Exchange Outlook Web Access (OWA)

www.transam.co.uk/healthchecks.html

Citrix EdgeSight – Monitoring the End User Experience

Most companies use sophisticated system management tools for an enterprise view of their servers and networks. But these lack a similar view

of application performance and availability as experienced by the end-user. Citrix EdgeSight shifts the IT focus from technology and systems to the users to ensure that all IT resources are operating at peak efficiency – so that end-users may do the same.

Citrix WANScaler for Speedy Delivery

Citrix WANScaler accelerates application performance delivery to branch office users by an average of 5x to 30x, and up to 300x at peak compression efficiency. With WANScalers in the network, end-users in the branch office will experience LAN-line application performance over the WAN, which means less time waiting for slow applications and more time using the application.

Citrix Password Manager

Citrix Password Manager single sign-on can save a lot of time. Not only do IT professionals access many in-house applications but also many vendors' web sites to download new software versions, fixes and patches and technical information. Password Manager will automatically log you on to any application or web site. For more information see www.transam.co.uk/citrixpasswordmanager.html

Signify 2-Factor Strong Authentication

If a third party knew your single sign-on credentials, they would have access to all your systems. Signify prevents this.

Citrix Password Manager can be combined with Signify's Passcode OnDemand managed service to provide strong security to your single sign-on. See our website.



Something you know + something you have

Citrix EASY Licensing – Register for DR

EASY Licensing is Citrix's electronic licensing process. It's the quickest way to get additional licences should you need them for Business Continuity or Disaster Recovery purpose. You need to be registered and have a Registration Number. It's best practice and there's no downside. Contact us if we might help.

Outlook Mobile Access (OMA)

Transam has recently completed a project for a major Housing Association whereby we have enabled the email 'Push' technology in Microsoft Exchange Server 2003 SP1 to enable users to be automatically notified of new emails on their Orange SPV PDAs running Windows Mobile 5. This is an alternative to Blackberry technology. Let us know if you are interested in enabling this capability.

triCerat Solves Terminal Services and Citrix's Printing problems

ScrewDrivers from triCerat lets anyone print to any printer, using all printer functionality, from any

application hosted on a Terminal Server or Citrix Presentation Server by overcoming the limitations of universal print drivers and EMF-based print protocols. Ask yourself:

1. Do your users need to be able to print remotely?
2. Is printing slow, or are features limited?
3. How do users identify which printer is theirs?
4. Do you still install printer drivers on your Terminal Servers?

If you answered YES to any of the above questions, ScrewDrivers can help. In addition, Simplify Printing Bundle v4.5 is for administrators who support users with no client software and who want easier, more consistent print support for thin clients, Linux, UNIX, Mac clients and PCs. For more information go to www.transam.co.uk/tricerat.html

Interwoven Access for Blackberry Users

Users of Interwoven's Document Management System can now access their workspaces and search their document repository remotely from their Blackberry. For more information visit www.interwoven.com



Paying Too Much For Subscription Advantage?

It's easily done and you may not realise that you are doing so. Because the MyCitrix.com web portal contains a track of your licence history, Subscription Advantage renewal quotations often include renewals on licences that have been superseded – for example, if you upgraded to Advanced or Enterprise Edition at some point.

In order to ensure that customers do not pay more than necessary, Transam checks your currently activated licences before issuing renewal quotations. Please contact us if you would like a second opinion.

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 7549 3123.

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