

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

What's NEW in Citrix XenApp 5?

Citrix XenApp is the new name for Citrix Presentation Server.

The new release of the Citrix flagship product, **XenApp™ 5**, breaks through performance and operating-cost barriers, making applications start up to **10 times** faster, dramatically improving user experience and, according to Citrix, lowering application management costs by more than 25 percent over previous versions.

XenApp 5 introduces more than **50 new** major enhancements and is the best solution for delivering all Windows applications to both connected and mobile users.

Maximised performance for virtual applications – hosted and local

- ❖ **10 times** faster application start-up for local virtual applications
- ❖ Ensures best hosted application performance for key users with Preferential Load Balancing
- ❖ Delivers virtual applications for local use **40 times** faster with Branch Repeater Support.

Lowers support and infrastructure costs

- ❖ Simplifies packaging and reduces application maintenance costs by 25% with Linked Profiles
- ❖ Reduces the number of servers by eliminating server silos with Preferential Load Balancing
- ❖ Reduces support costs by enabling IT to anticipate and prevent performance problems with Active Application Monitoring and Alerting

Better User experience

- ❖ Increases user productivity through an intuitive and compelling interface
- ❖ Enables faster introduction of new users

XenApp 5 leverages Microsoft Windows Server 2008 and supports Windows Server 2003. It provides smooth transition to Windows Server 2008

Upgrade to XenApp Platinum

Save 20 to 50% when you renew your Subscription Advantage. Thanks to Subscription Advantage, XenApp customers have discovered added value by upgrading to Platinum Edition. It's easy, smart, and you can do the same:

Simply use your Subscription Advantage renewal budget today to move-up to XenApp Platinum, save an average of 32% on upgrade costs and benefit from these features:

- ❖ Client-side application virtualisation
- ❖ Application performance monitoring
- ❖ Secure remote access with industry-leading SSL VPN and SmartAccess
- ❖ Strengthened application security with Single Sign-On
- ❖ Increased regulatory compliance and improved risk management with SmartAuditor
- ❖ Integrate communications into applications with EasyCall
- ❖ Accelerated movement of data across the WAN with WANScaler

XenApp is available in three editions:

- ❖ **Advanced Edition** – the application virtualization solution for delivering applications hosted in the data centre to user PCs.
- ❖ **Enterprise Edition** – the application virtualisation solution for hosting applications or streaming applications from the data centre and centrally managing their delivery to user PCs.
- ❖ **Platinum Edition** enables application hosting or streaming to users on-demand – even when offline. It ensures security, optimises performance of applications and user access.

Key Features	XenApp Advanced Edition	XenApp Enterprise Edition	XenApp Platinum Edition
Application virtualization (Hosted/streamed)	✓ (Hosted Only)	✓	✓
x64 Support	✓	✓	✓
SpeedScreen progressive display	✓	✓	✓
SmartAuditor session recording			✓
Single sign-on			✓
EasyCall click-to-call			✓
SmartAccess SSL VPN			✓
WAN optimization			✓
Application performance monitoring			✓
Preferential load balancing			✓

What is Citrix Branch Repeater?

Did you know it's possible to simplify and streamline your branch infrastructure while increasing application performance?

Citrix Branch Repeater™ is an appliance designed to deliver LAN-like application performance over the WAN, improve use of existing network bandwidth, and consolidate branch IT infrastructure. The Branch Repeater family consists of two products with each product available in three models to meet varying bandwidth requirements:

- ❖ **Citrix Branch Repeater™ with Windows Server®** for Windows services in the branch;
- ❖ **Citrix Branch Repeater** for optimising application delivery to branches.

Paired with Citrix WANScaler™, **Citrix Branch Repeater** appliances minimise the impact of latency on application performance and maximise WAN capacity. Citrix Branch Repeater automates all WAN acceleration mechanisms based on real-time application traffic and network conditions without complex manual or static configurations and without disruptive tunnelling techniques.



Citrix Branch Repeater with Windows Server delivers required branch IT infrastructure services such as file, print, authentication, and core network services such as DHCP and DNS, all provided by the industry's most reliable and interoperable operating system: Microsoft Windows Server. This can eliminate the need for additional servers in the branch and allows branch users to remain fully productive at all times, even during WAN outages.

Citrix Branch Repeater with Windows Server can pre-position applications streamed from Citrix XenApp™ in the branch, speeding application installation and maintenance. It can also cache Web content with optional Microsoft ISA Server to reduce page load times for branch users.

Contact Transam today to discuss how we can help you optimise your remote offices and WAN connectivity.

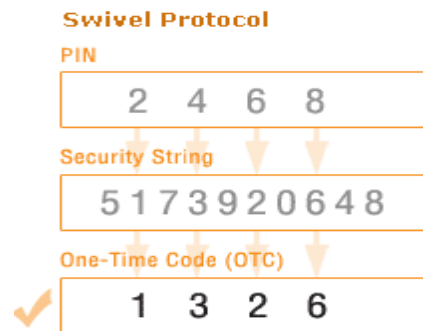
Simplicity, Security, Freedom with Swivel

Swivel offers a choice of single, multi-channel and multi-factor secure token-less authentication solutions designed around patented technology enabling firms to focus on their business and not on ongoing access security concerns.



Swivel's solutions simply deliver freedom from

- ❖ Identity theft and phishing dangers
- ❖ Fobs, ID cards, tokens
- ❖ Ineffective complicated solutions and upgrades
- ❖ Hidden charges
- ❖ The cost of a security breach.



Contact Transam today for more information on how the Swivel two-factor authentication solution can help you make your business more secure.

Microsoft Office Communications Server 2007

Office Communications Server 2007 manages all real-time (synchronous) communications including instant messaging, VoIP, audio and video conferencing. It works with existing telecommunications systems so that businesses can deploy advanced VoIP and conferencing without tearing out their legacy phone networks.

Microsoft Office Communications Server 2007 also powers **Presence**, a key benefit of Microsoft's Unified Communications (UC) that unites all the contact information stored in Active Directory with the ways people communicate.

With **Presence** you can see at a glance if someone is available and contact them with a click using instant messaging, a phone call or a video conference. Contact Transam for more information.

Microsoft Intelligent Application Gateway

Microsoft's **Intelligent Application Gateway (IAG)** is a remote access gateway that gives mobile and remote workers flexible and secure access to virtually any application from a broad range of devices and locations. It uses a combination of SSL VPN (secure socket layer virtual private network), a Web application firewall, and endpoint security management. Compliance is enforced through a customised remote access policy based on device, user, application or other business criteria.

At the heart of IAG is a highly granular and intelligent web-application firewall that improves the security, functionality, and performance of most applications, including SharePoint, Exchange, Terminal Services and third party business applications.

IAG includes an endpoint security engine to detect a connecting device's security and configuration state, thus enabling restricted access to unmanaged machines. Information leakage is prevented using IAG's Attachment Wiper. Policies are built-in and

simple to manage. When implemented in a Citrix environment IAG offers very similar functionality to that available from a Citrix access Gateway (CAG) SSL VPN appliance. For more information contact Transam.

Eurodata and Riverbed

Between Transam and Eurodata we offer two options for the improvement and acceleration of application performance across the wide-area network (WAN): **Citrix WANScaler** and **Riverbed**. Typical problems which these best-of-breed technologies resolve include:



- ❖ Poor application performance
- ❖ Insufficient, expensive or congested network bandwidth into remote offices
- ❖ Difficulties in IT consolidation
- ❖ Challenges with slow remote data backup and replication
- ❖ Increasing demands of the mobile workforce.

We can help you choose the solution that fits you best. Contact Transam today.

Citrix Training Courses

We are experiencing significant demand for Citrix courses. Popular courses include:

- ❖ Citrix XenApp (Presentation Server 4.5) Admin – CTX-1259AI (5 days): London (16/3);
- ❖ Citrix Access Gateway 4.5 Advanced Edition – CTX-1308AI (2 days): Reading (5/2);
- ❖ Citrix Access Gateway 4.5 Enterprise Edition – CTX-1310AI (2 days): Reading (2/2);

£50 Citrix Training Vouchers

For a voucher please contact Syed Malik on **020 7549 3128**.

A Date for your Diary: Citrix Update Briefing

Join us on **Thursday 2nd April 2009** to hear about:

1. the benefits of XenApp 5 release and the reasons for upgrading to Platinum edition;
2. Citrix Branch Repeater and the recent update to the WANScaler product line.

To register and/or for more information on this and other Transam Eurodata events please visit our schedule: <http://www.transam.co.uk/events.html>.

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.

Citrix Technical Tips by Gerald Reimann

1) *Special Folder redirection. In XenApp5, "special folders" (such as My Documents, My Computer, or Desktop) may be redirected with this new feature, allowing users to transparently access data in their locally stored profiles. The feature requires XenApp5 running on Windows Server 2008, and XenApp Plugin (client) version 11.*

<http://www.brianmadden.com/blogs/gabeknuth/archive/2008/11/17/xenapp-5-feature-profile-special-folder-redirection.aspx>

2) *Virtualisation. Both VMware and Citrix implement optimisations in their Virtualisation products for running Citrix Terminal servers in VMs. With a few additional settings, using either product will yield good performance. Recommendations: use one vCPU, disable VMware Tools' vmmemctl driver, scale out instead of up.*

(VMware ESX)

<http://www.virtualizeplanet.com/Citrix%20in%20a%20VM%20WhitePaper.pdf>

(Citrix XenServer)

<http://support.citrix.com/servlet/KbServlet/download/17401-102-19364/ctx117921.pdf>

3) *"Citrix Ready Community Verified" database. Citrix has created this new compatibility database, the emphasis of which is on the community aspect since entries are user-supplied. It is therefore a welcome addition to similar vendor-supplied databases.*

<http://community.citrix.com/citrixready>

Gerald Reimann is one of Transam's Citrix and VMware Technical Consultants.

Transam is part of Eurodata Systems

Transam is now part of Eurodata Systems Group, an award-winning IT solutions provider. Customers will now benefit from a combined portfolio of products, services and solutions including Unified Communications (UC) telephony and convergence, fully managed services, proactive VIP and out-of-hours monitoring and support.

Please email roger.okelly@transam.co.uk if you would like to receive future issues.

For help with your Citrix Terminal Services and other remote access requirements, call Transam on 020 7549 3123.

From 1st February 2009 our new address will be:

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Shepherdess Walk,
London N1 7BQ**

CITRIX partner
Solution Advisor