



Installing Print Audit 6 in a Citrix or Terminal Services Environment

Summary

This document explains how to install Print Audit 6 in a Citrix Metaframe or a Terminal Services environment. It also includes the best practices for each of these installations.

Installation Overview

When installing Print Audit 6 in either a Citrix or Terminal Services environment, there are a few things to keep in mind. The best practices are outlined below:

- The Database Communicator, Database and Administrative Tools can be installed on the Citrix or Terminal Services server or on another server/workstation. Please keep in mind that it is recommended that these components not be available to users when a session is opened.

Note: If you install the components on the Citrix or Terminal Services server, you can remove the Communicator Configuration program (pa6clcfg) from the Run key in the Registry or from MSCONFIG so that it does not load and display an icon in the System Tray for all users.

Note: If you install the components on the Citrix or Terminal Services server, you can also ensure that only certain users can access the Print Audit Administrator and Job Reporting Tools by changing the authentication to for the Print Audit Tools to PIN code on the Client Settings screen in the Print Audit Administrator. You will also want to ensure that only the users that require access to these tools are set to Print Audit Administrators in the User section of the Print Audit Administrator. All other users should be Print Audit Regular Users.

- Ensure only the Client or the components that you want to be available for each session are installed as part of the Citrix or Terminal Services session.
- Recommend installing on the physical server rather than connecting remotely and installing.
- Recommend installing using the 'Step by Step Walkthrough' setup type so that you can specify which components you want to install and specify the location for the database.
- Note that the Print Audit 6 Client may appear multiple times in the Task Manager on the Citrix or Terminal Services server as the Client will be loaded once for each concurrent session.
- The Print Audit 6 Client requires a license for each concurrent connection to Citrix or Terminal Services. If you want to track local printing on the workstation, you will have to install the Print Audit 6 Client on the local machine which will require an additional Client license.



Citrix Environment

There are specific instructions to install Print Audit 6 in a Citrix environment. There are two methods that can be used as outlined below. These methods may be used independently or in a mixed environment.

1. **Published Desktop:** This is where a user (via ICA) connects to a server by means of a published desktop. The user logs on to a Citrix Server and is presented with a complete desktop.
2. **Published Application:** This is where a user (via ICA) connects to a published application (published by the Citrix Administrator). These applications are launched off the users' standard Windows desktop but are run remotely by the Citrix Server.
3. **Mixed Environment:** Both Published Desktops and Published Applications are used.

Installation and configuration of Print Audit 6 in the Citrix Environment

1. Published Desktop

This is the simpler method of the two installations. Print Audit should be installed on each Citrix Server. Print Audit must be installed using the appropriate Citrix server drive letter. It is important to note that the servers may have reassigned network drive letters and therefore certain default settings cannot be assumed. For example, when Citrix is installed on Windows NT 4 Server Terminal Server Edition, the administrator is given the option to re-map the local drives (C: D: E: etc) to alternative letters such as K: L: M: etc., so that ICA client devices do not confuse their own local drives with that of the server when operating within the published desktop environment. In this case, Print Audit should be installed to either K: L: or M: drives.

Once Print Audit is installed, the setup program is placed into the 'all users' start up folder. You must manually delete this program from the folder. Once this has been removed, all remote ICA sessions will start and the Print Audit 6 Client will track all print jobs sent from the Published Desktop.

It is recommended that the database is created on a separate data partition and the drive is mapped to each user. We also recommend backing up Print Audit databases to prevent data loss.



2. Published Application

To ensure that the Print Audit 6 Client runs when a published application is launched, it is necessary to install the Print Audit 6 Client on the Citrix server. You must also include the Print Audit 6 Client executable within a simple script. There are a number of ways to achieve this, but the preferred solution is outlined below:

- 2.1 Create a script to run the Print Audit 6 Client using `UsrLogon.CMD` file (all users will execute this by default when logging on)

Edit `UsrLogon.CMD` in `\\servername\wtsrv\system32` to call the Print Audit 6 Client executable from another batch file. An example is included below.

```
@Echo off
K:
CD \program files\Print Audit Inc\Print Audit 6\
Call pa.bat
Rem
Rem etc etc
```

- 2.2 Create the command file (`pa.bat`)

Create a file called '`pa.bat`' in `K:\Program Files\Print Audit Inc\Print Audit 6\`. An example is included below.

```
cd \progra~1\printa~1\printa~1\client
start pa6clint.exe
exit
```

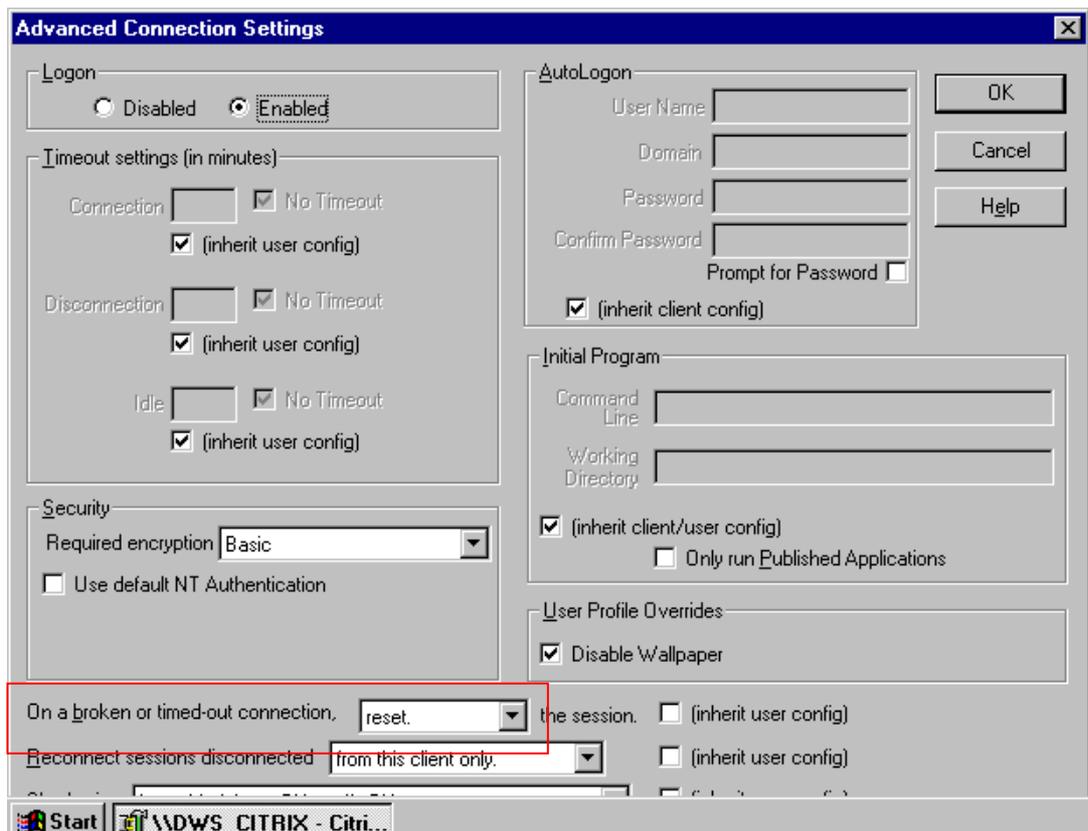
IMPORTANT NOTE: The DOS short names must be defined in order to run successfully.

- 2.3 Logon as any user to a given published application and ensure that the script files are running correctly



2.4 Setting the ICA disconnect/reset option

You must set the ICA configuration to reset disconnected or broken sessions automatically, so when the user terminates the Published Application the Print Audit 6 session will also end.





3. Mixed Environments

This method is recommended if there is a mix of Citrix and non Citrix users, or Published Desktop and Published Application users within the environment. The method is to define a batch file for each Citrix user within the users' profile.

Follow steps 2.1 through 2.3 above and then assign the batch file as shown below. Once this is done, you must complete step 2.4.

User Environment Profile

User: kevin.page (Kevin Page)

User Profiles

User Profile Path:

Terminal Server Profile Path:

Logon Script Name: pa.bat

Home Directory

Local Path:

Connect To

Terminal Server Home Directory

Local Path:

Connect To

Map Root (Netware Home Dir Only)

OK
Cancel
Help

Terminal Services Environment

There are no specialized instructions to install Print Audit 6 in a Terminal Services environment. Refer to the Overview above for the best practices.