

Client Care Desktop

Remote Desktop Access



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CLIENT CARE

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Introduction

This document provides an overview of the requirements to implement Client Care Desktop (CCD) within a Citrix or Remote Desktop Services (RDS) environment.

The guide is not intended to be used as a manual to install CCD in these environments and assumes the reader has full technical knowledge of Citrix or Windows RDS.

Terminal Services

Terminal Services is a component of Microsoft Windows Server which allows you to remotely access installed applications from a wide range of terminals over most types of network connections.

Terminal Services has three components: the server, the client, and the protocol by which the server communicates with the client.

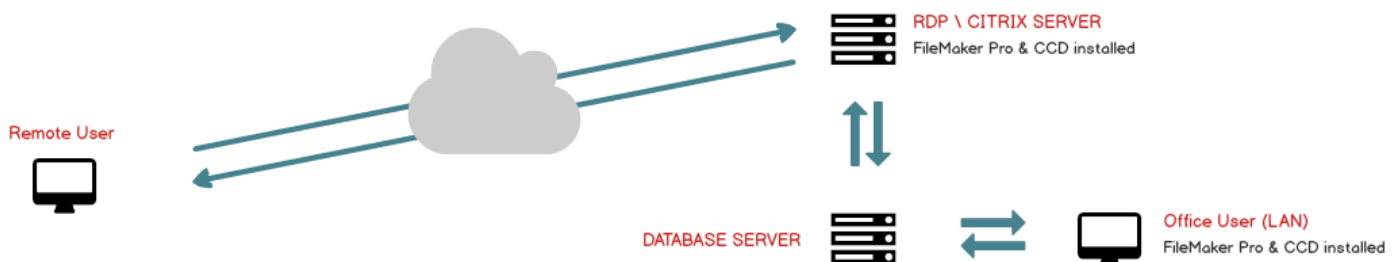
Remote Desktop Server

All of the installed applications are run from the server. The server sends only screen information to the client and receives input only from the mouse and keyboard.

Terminal Services client

The Terminal Services client, called Remote Desktop Connection (RDC), uses thin-client technology to provide the Windows Desktop to users. The client only needs to make a connection with the server and display the visual information that the server sends.

Using FileMaker with Citrix or RDS



It is recommended by FileMaker that FileMaker Server and FileMaker Pro should not reside on the same server.

Performance considerations

- For best performance, run FileMaker Server on a dedicated machine reserved for use as a database server. When FileMaker Server is hosting many clients or a large number of database files, it uses a high level of processor, hard disk, and network capacity. Other processor intensive software or heavy network traffic on the same machine will cause FileMaker Server to run more slowly and degrade the performance of FileMaker Pro on client machines.
- Avoid installing FileMaker Server on a machine that is a user's primary workstation.
- Avoid using the machine running FileMaker Server as an email, print, or network file server.
- Do not use system backup software to back up databases hosted by FileMaker Server. Instead use the FileMaker Server Admin Console to schedule backups of databases.
- Do not use anti-virus software to scan the folders that contain hosted database files.
- Disable screen savers and sleep (or hibernate and standby) mode on the server. These features reduce performance or suspend access to hosted databases.
- Use a fast hard disk, multiple-disk RAID system, or reliable Storage Area Network (SAN) for the hosted databases.
- Turn off Indexing Service or any other third-party file indexing software as this feature reduces performance.

Installing Client Care Desktop with Citrix/RDS

Client Care Desktop has a dependency on the C:\LINK directory which needs to be unique for each user without any file sharing.

Typically, this dependency would be managed via login scripts for each user which effectively maps a unique folder for each user as C:\LINK

An example login script may look like;

```
@echo off
Rem Create folder if it does not exist.

IF EXIST "\\<<SERVER>>\LinkFolders\%username%\Link" (
  Net use L: \\<<SERVER>>\LinkFolders\%username%\Link
  mklink /d C:\Link L:\
) ELSE (
  md "\\<<SERVER>>\LinkFolders\%username%\Link"
  Net use L: \\<<SERVER>>\LinkFolders\%username%\Link
  XCOPY /d /e C:\MasterLink\*. * L:*. *
  mklink /d C:\Link L:\
)
```

This scenario assumes the following directory structure and will copy the contents of MasterLink directory to a new LinkFolders directory for new users.

Directory structure prior to login



LOGON
➡

Directory structure after login



Each user gets a unique C:\Link directory

Installation and upgrade

CCD needs to be installed to C:\Link so the logon script would be suppressed at initial installation or upgrade to achieve this.

Then you would need to manually follow the following steps;

1. Copy contents of C:\Link to C:\MasterLink
2. Delete C:\Link
3. Delete LinkFolders directories from each user profile

Then allow users to log which will create LinkFolders and C:\Link with the updated files.

RDP / Citrix Server Farms

If you are running Client Care Desktop in a clustered Citrix or RDS environment, you will want to ensure that the virtual C:\link is consistent across each of the servers that your users can log into.

You therefore may need to adjust your login script to copy the contents of a central LinkFolders directory on each login and then copy the contents back to the central repository when the user logs out.



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