

Installing Communicator on Citrix and Windows Servers

This appendix describes how to install ShoreTel Communicator for Windows on Citrix and Windows servers. It contains the following information:



Note

In Windows Server 2008 and Windows Server 2008 R2, Windows Terminal Services is known as Remote Terminal Services.

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Overview

You can install ShoreTel Communicator for Windows on Citrix XenApp and Windows Terminal Servers to provide ShoreTel Communicator functionality to Terminal Services clients.

ShoreTel Communicator for Windows on Citrix XenApp supports desktop and published modes in standard environments, but does not support isolation environments.

For information on Citrix XenApp and Windows Terminal Services, refer to the documentation from the manufacturer.

The topics discussed in this appendix include:

- [XenApp Support Considerations](#) on page 378
- [Windows Server Support Considerations](#) on page 379
- [Installing ShoreTel Communicator on WTS or Citrix XenApp](#) on page 379
- [Using Third-Party Applications with ShoreTel Communicator on a Citrix or Terminal Server](#) on page 381

XenApp Support Considerations

This section provides information about best practices and restrictions when installing ShoreTel Communicator for Windows in a Citrix XenApp environment.

Citrix XenApp Environment Best Practices

ShoreTel recommends the following best practice guidelines for computers running ShoreTel on XenApp servers:

- Use only Citrix-ready anti-virus software on XenApp servers.
- Run XenApp and ShoreTel servers on a Citrix-qualified server platform.
- Perform frequent defragmentation of the XenApp server disk.
- Co-locate the Citrix/WTS server with the Headquarters server or the DVS servicing the ShoreTel Communicator clients.



Note

To prevent the user from receiving a warning message about enhanced security, ShoreTel recommends that you disable Enhanced Security on the Microsoft server running Citrix XenApp or Windows Terminal Services.

Citrix XenApp Restrictions

ShoreTel Communicator for Windows does not support the following XenApp operations:

- Streaming mode
- Application Isolation Environment (AIE)
- Virtual deployment
- XenDesktop

The following ShoreTel Communicator for Windows features are not supported in the Citrix XenApp environment:

- SoftPhone
- Video
- Docking in Seamless Mode (Docked Top, Docked Bottom, Docked Left, Docked Right)
- Presenter for Java must be used because ShoreTel does not support Presenter for Windows (ShoreTel Conferencing)

Windows Server Support Considerations

This section provides information about restrictions when installing ShoreTel Communicator for Windows in a Windows Server environment.

Windows Server Restrictions

The following ShoreTel Communicator for Windows features are not supported in the Windows Server environment:

- SoftPhone
- Video

Installing ShoreTel Communicator on WTS or Citrix XenApp

ShoreTel supports ShoreTel Communicator on the following platforms:

- Windows Server 2008 32-bit and 64 bit
- Windows Server 2008 R2

- Windows Server 2012 Standard and Data Center
- XenApp 6.0 on Windows Server 2008 R2
- XenApp 6.5 on Windows Server 2008 R2

Preliminary Steps for Upgrading ShoreTel Communicator on 64-bit Platforms

ShoreTel Communicator for Windows requires .NET Framework version 3.5 or higher on 64-bit Windows Terminal Services platforms.

ShoreTel does not ship the .NET Framework as part of the software package.

The first time the .NET Framework is required, Communicator prompts you to download and save it to a file on the ShoreTel server.



Note

If the .NET Framework is not installed on the target terminal server and the .NET Framework file in the ShoreTel folder is empty, the target terminal server must be able to access the Internet so that the .NET Framework can be downloaded during the Communicator installation process.

Installing Communicator on a Terminal Server



Note

Administrative rights on the terminal server are required in order to install ShoreTel Communicator for Windows.

1. Open a browser on the terminal server.
2. Enter the following URL:

`http://<ShoreTel_server_name>/ShoreWareresources/clientinstall`

ShoreTel_server_name is the name or IP address of the ShoreTel Headquarters server or DVS that manages the client software on the ShoreTel server.

The ShoreTel Communicator Install page for Windows computers appears. Refer to [Figure 73](#) for an example.

3. Review the information on this page, then click **Click Here to Install ShoreTel Communicator**.

The download process starts, and the InstallShield Wizard is launched.

4. Follow the prompts to install Communicator.

**Note**

On 64-bit systems, the installation process places files in this folder by default:

```
C:\Program Files (x86)\Shoreline Communications\ShoreWare Client
```

On 32-bit systems, the installation process places files in this folder by default:

```
C:\Program Files\Shoreline Communications\ShoreWare Client
```

 **ShoreTel Communicator Install**

[Click Here to install ShoreTel Communicator](#)

Did you know that **ShoreTel Communicator** is the easiest way to communicate efficiently with your colleagues and work partners? **ShoreTel Communicator** offers a set of productivity tools for better communication whether you are a standard user, an operator, whether you are working from home, on the road or based in an office.

ShoreTel Communicator will allow you to:

- Revolutionize and optimize the way you make calls with the intuitive call control buttons so you may handle multiple calls faster and more efficiently.
- Catalog and listen to your voicemails directly from **Outlook** or from the integrated **Voice Mail Viewer**.
- Engage in top-notch video call sessions with little or no configuration on your computer.
- Communicate with work partners via **Instant Messaging** and find the best method of contacting your work partners based on their **Presence Information**.
- Control phones, including external phones outside of the **ShoreTel Pure IP Unified Communications System**, with the **Extension Assignment** functionality.
- Turn your PC into a phone with the **SoftPhone** feature.
- Adjust the ShoreTel Communicator **user interface** according to your needs.

Compatible with most of today's business PCs, **ShoreTel Communicator** applications are compatible with today's business PC platforms running 32-bit or 64-bit OS. To run **ShoreTel Communicator** applications, the following are required:

Figure 73: ShoreTel Communicator Install Page for Windows

Using Third-Party Applications with ShoreTel Communicator on a Citrix or Terminal Server

Third-party applications can interact with ShoreTel Communicator for Windows on a Citrix/Terminal Server only if the terminal server is running the ShoreTel Telephony Interface (STI).

This section describes how to set up the Citrix/Terminal Server to use third-party applications with ShoreTel Communicator for Windows.

Installing the Microsoft Office 2007/2010/2013 Outlook Add-in

WTS/Citrix XenApp supports the Microsoft Office 2007/2010/2013 Outlook add-in for ShoreTel Communicator.

This feature supports contact import, voice mail, conference scheduling, call handling mode, and Outlook presence.

**Note**

You must install Microsoft Outlook prior to installing ShoreTel Communicator.

1. Log on to the Citrix XenApp server for the desired individual user.

**Note**

ShoreTel supports Citrix XenApp 6.0 and 6.5. For more information, refer to [Installing ShoreTel Communicator on WTS or Citrix XenApp](#) on page 379.

2. Start Communicator.
3. To install the Microsoft Office 2007/2010/2013 Outlook add-in for ShoreTel Communicator, open **Tools > Options > Outlook**, and click **Install** for the options you want to install. For more information about installing the add-in, refer to the *ShoreTel Communicator for Windows User Guide*.

Installing ShoreTel Telephony Interface (STI) on a Citrix or Terminal Server

1. Install or upgrade ShoreTel Communicator.
2. Install ShoreTel Telephony Interface:
 - a. Launch Windows Explorer.
 - b. Enter the following URL:

```
http://serverIP/shorewareresources/shoreteltelephonyinterface
```

The ShoreTel Telephony Interface Install site appears.
 - c. Click the link to install the ShoreTel Telephony Interface. Download and install the interface on the Citrix/Terminal Server.
3. Reboot the terminal server.
4. Launch the Control Panel.
5. Select **Phone and Modem Options**.

The Phone and Modem Options dialog appears.

**Note**

If this is the first time this option is activated, another dialog box is opened first, requiring outbound dialing information.

6. Click **Advanced**.
7. Remove all ShoreTel providers.
8. Click **OK**.

The changes are saved and the dialog closes.

9. On the terminal server, click **Start > Run**.
10. Type `cmd`, then click **OK**.

The Command Prompt appears, as shown in [Figure 74](#).

11. Navigate to the directory where the ShoreTel Telephony Interface is installed: `\Program Files\ShoreTel\ShoreTel 3rd Party`.
12. At the prompt, type the following:

```
TSPinstall -i StServer HQ servername
```

HQ servername is the hostname or IP address of your ShoreTel Headquarters server.

The TSPinstall utility is launched.

13. Close the cmd prompt and reboot the server.
14. Verify that multiple lines are provided for the ShoreTel Telephony Interface:
 - a. On the terminal server, navigate to the Phone and Modem Options **Advanced** tab.
 - b. In the Provider list, select the ShoreTel provider, then click **Configure**.

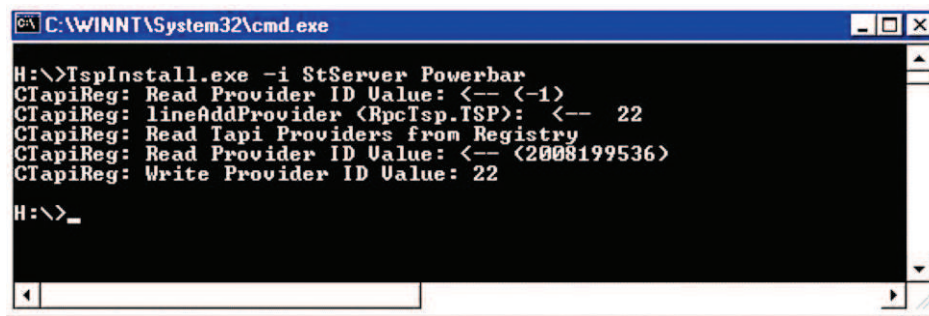
The ShoreTel Remote TSP dialog appears, as shown in [Figure 75](#).

If the ShoreTel Remote TAPI Service Provider is connected to the ShoreTel Server, the fields are populated automatically.

If an error message is posted in **Provider Status** and **Server Name** and **Login** are blank, the ShoreTel Remote TAPI Service Provider must be removed.

Complete the following steps to remove the provider:

1. Go to the Control Panel and open Phone and Modem Options Advanced.
2. Click **ShoreTel Remote TAPI Service Provider**.
3. Click **Remove**.



```
C:\WINNT\System32\cmd.exe
H:\>TspInstall.exe -i StServer Powerbar
CTapiReg: Read Provider ID Value: <-- <-1>
CTapiReg: lineAddProvider <RpcTsp.TSP>: <-- 22
CTapiReg: Read Tapi Providers from Registry
CTapiReg: Read Provider ID Value: <-- <2008199536>
CTapiReg: Write Provider ID Value: 22
H:\>_
```

Figure 74: TSPInstall Command Line

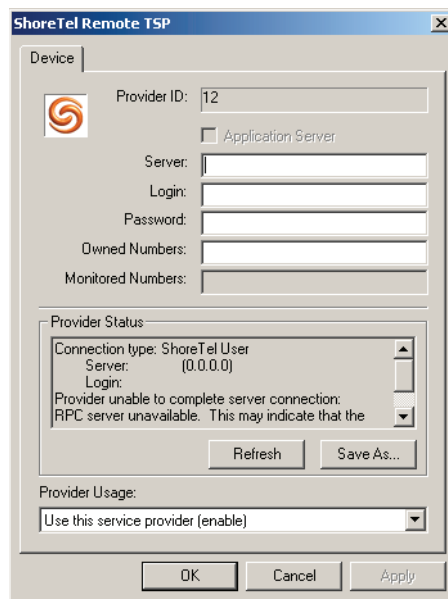


Figure 75: ShoreTel Remote TSP Dialog Box