

LogTag Analyzer can be deployed and used in a Citrix environment if certain conditions are being observed.

It is possible to install and run LogTag Analyzer on a thin client running XP. The installation itself is relatively straight forward. It is possible to script the installation, in any case the installation mode needs to be invoked before the installation can be successful.

Note: Although installation is possible, LogTag Analyzer is not designed for operation in a Citrix environment and it is not possible to test its complete functionality. Use of LogTag Analyzer in a Citrix environment is therefore not warranted by LogTag Recorders.

1. Download the LogTag Installation executable from <http://www.logtagrecorders.com/software.html>.
2. Use a logon script and create the folder “%appdata%\LogTag”. A file called “User Profile.dat” is generated by the LogTag Analyzer Installshield program for all languages other than English, and is also created by the LogTag Analyzer program when exiting after program is run for the first time. Both programs can create the file, but not the folder in which it resides, hence the logon script needs to create the folder. You cannot use a Group Policy Setting for this.
3. Run the ‘Change user /install’ command.
4. Install the LogTag Software on the Citrix server
5. Run the ‘Change user /execute’ command once the install has completed.
6. If desired a “Master” (preconfigured) “User Profile.dat” can be copied to the “%appdata%\LogTag” location for each user to set common parameters such as file storage locations and Upload parameters.
7. The RS232 parameters need to be explicitly set; LogTag interfaces work at 9600,8,1,N with no RTS/CTS and no XON/XOFF, i.e. no flow control.
8. Configure the relevant Citrix Policy to allow the required users to map com ports within their Citrix session
9. After connection to the server the COM port needs to be redirected via the command "net use comX \\client\comX:" which needs to be loaded into the user's logon script once the application is made available through the Citrix system.

Limitations:

- Analyzer software cannot be made to run on a Linux machine or a thin client which does not use XP as the client Operating System. The Citrix Program Neighbourhood cannot be used.
- Although it seems possible to use a USB interface it is thought to be quite difficult and does not warrant the added effort.