

Client Care Desktop

Remote Desktop Access



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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.

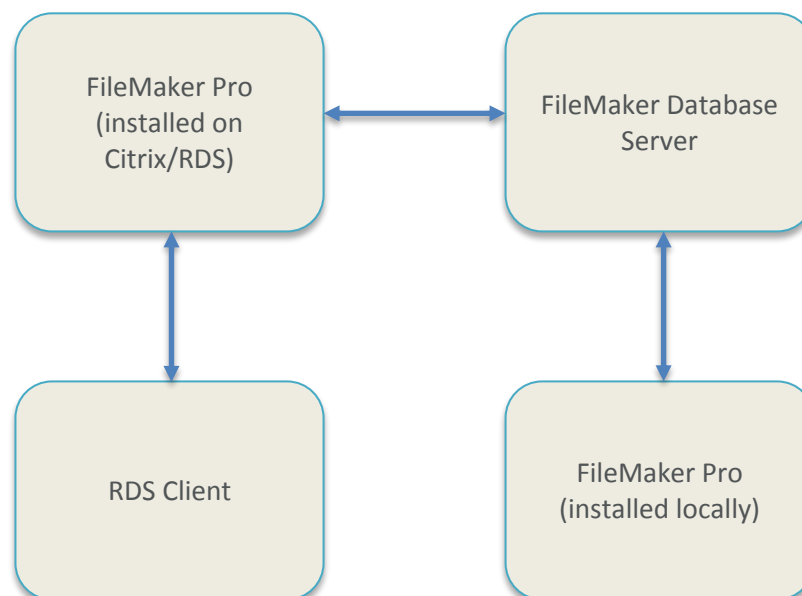
Remote Desktop Server

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 currently has a dependency on the C:\LINK directory on a per user basis, meaning it needs to be unique for each user without any file sharing. Allowances need to be made for this during the implementation of the server.

Included in Server 2008 and onwards there is a command called "Mklink", which is used to map the c:\link folder to a Drive letter, i.e.

MKLINK /d C:\link L:

Then in the Logon script we can use

Net use L: [\\citrix01\c\\$\users\%username%\link](#)

```
MKLINK [[/D] | [/H] | [/J]] Link Target
/D      Creates a directory symbolic link. Default is a file
        symbolic link.
/H      Creates a hard link instead of a symbolic link.
/J      Creates a Directory Junction.
Link    specifies the new symbolic link name.
Target  specifies the path (relative or absolute) that the new link
        refers to.
```

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 and that your users can log into.



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