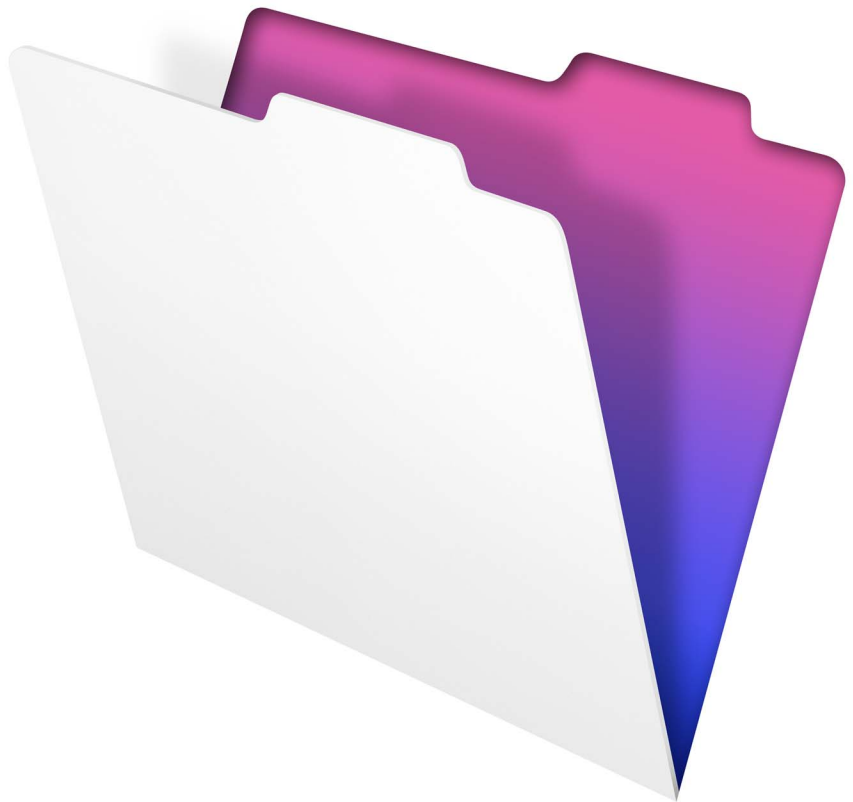


FileMaker® Pro 11

Running FileMaker Pro 11
on Citrix XenApp



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Chapter 1

Introduction to Citrix XenApp

About Citrix XenApp

Citrix XenApp 5.0 is a server-based application server that runs with Microsoft Terminal Services. Citrix XenApp extends the reach of Terminal Services by providing application access by a wider variety of platforms and clients and supporting a wider range of features such as application transparency, better bandwidth performance, enhanced security, load balancing, and much more. Citrix XenApp has three components similar to Terminal Services in Windows Server 2003 or 2008: the server, the client, and the Citrix Independent Computing Architecture protocol by which the server communicates with the client.

Application server

Similar to Terminal Services, when you are running Citrix XenApp, all applications are run on the server. Also like Terminal Services, the server sends only screen information to the client and receives input only from the client mouse and keyboard. Citrix XenApp allows administrators to take server-based application services to a new level by creating seamless applications for clients to access rather than providing an entire Windows Server 2003 or 2008 desktop environment.

Citrix Independent Computing Architecture (ICA) protocol

The Citrix Independent Computing Architecture (ICA) protocol is automatically installed when you install Citrix XenApp. The ICA protocol transmits data between the Citrix ICA client and Citrix XenApp and is designed for transparent support of Windows applications, low-bandwidth requirements, data compression, and encryption.

ICA connections have been tested and are supported with the TCP/IP protocol when FileMaker Pro runs on Citrix XenApp.

Note If you have any Terminal Services clients accessing Citrix XenApp via Remote Desktop Connection (RDP), you must enable the TCP/IP protocol on Citrix XenApp.

Citrix ICA client

The Citrix ICA client uses thin-client technology to provide a Windows desktop or a seamless application to users. Unlike with Terminal Services clients, when a seamless application is published for Citrix ICA clients, the application appears as if it is running locally on the client desktop. For Windows desktops and seamless applications, the client only needs to make a connection to the server; the server displays any needed visual information to the client, while the client sends back keyboard and mouse information to the server. All of the application processing is done on the server; the application is not actually loaded onto the client.

Benefits of using Citrix XenApp

- Organizations can deploy Windows applications in heterogeneous computing environments regardless of client hardware, operating system, or network connections.
- Users can continue to use their current operating system and applications.
- IT professionals can support specific Windows applications from a single location and manage application deployment, access, performance, security, and reliability.
- Administrators need to install and update only one copy of an application on a server machine and can create a variety of application environments, from complete Windows desktops to seamless application windows.
- Citrix Web Interface working with Citrix XenApp is supported in the FileMaker Pro configuration model and allows organizations to integrate applications into any standard Web browser.

System requirements

The hardware requirements for Citrix XenApp depend on how many clients will be connecting at a time and the usage requirements of the clients.

Citrix ICA client minimum requirements

Note Only the following clients are supported by FileMaker, Inc. at this time. Other clients may work as expected but they have not been tested for use with FileMaker Pro and are not currently supported.

- Citrix XenApp Plug-in for Hosted Apps version 11.2 for Windows (32-bit and 64-bit)
- Citrix Online Plug-in version 11 for Mac OS X

Clients are available from the Citrix website at www.citrix.com.

Terminal Services and Citrix XenApp both share executable resources among users, so memory requirements for additional users running the same application are less than the requirements for the first user to load the application.

Before installing Citrix XenApp

Before installing Citrix XenApp, Terminal Services SP2 should be set to run in application server mode. For information about enabling Terminal Services, see www.microsoft.com.

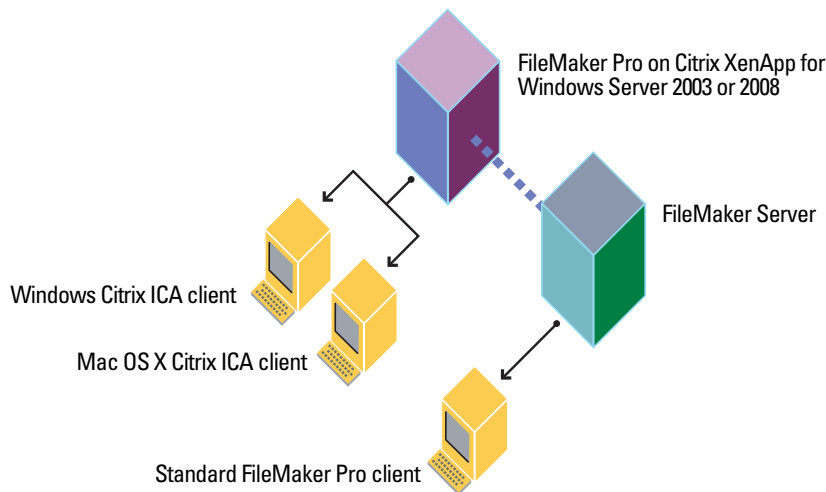
Before installing Citrix XenApp, consider carefully the number of users or clients that will be connecting, the types of applications you will be serving to clients, and how your users will be connecting to Citrix XenApp.

Installing Citrix ICA client software

Citrix ICA client software should be installed on every machine that needs to use Citrix XenApp. Terminal Services clients will be able to access the server but will not have the full feature set that Citrix ICA clients get. See your Citrix documentation for information on installing Citrix ICA clients.

Chapter 2

Using FileMaker Pro with Citrix XenApp



Installing FileMaker Pro on Citrix XenApp

Note This installation requires FileMaker Pro (Volume License or Site License). Single licensed copies of FileMaker Pro are not supported. FileMaker, Inc. has tested and certified the Worldwide English versions of FileMaker Pro and Citrix XenApp.

Installing FileMaker Pro on Citrix XenApp (Windows Server 2003)

1. Make sure Terminal Services is installed and configured on your Windows Server 2003 SP2 machine, Citrix XenApp 5.0 is installed, and you are logged on as administrator.
2. Do one of the following:
 - If you downloaded your software electronically, double-click the download file to unpack the files.
 - If you have a FileMaker Pro Volume License or Site License DVD, insert it into your DVD drive.
3. In the Control Panel, double-click Add/Remove Programs.

Note Do not directly access the Setup icon on your FileMaker Pro Volume License or Site License DVD.
4. Click Add New Programs.
5. Click CD or Floppy, then click Next.

If you purchased your software online, browse to Setup.exe.
6. Choose a setup language, then click OK.

The FileMaker Pro InstallShield Wizard appears.
7. When the License Agreement panel appears, read the Software License Agreement. If you accept the terms of the license agreement, click **I Accept**.

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8. Install FileMaker Pro by following the onscreen instructions.

For details about installation issues, see the *Installation and New Features Guide for FileMaker Pro and FileMaker Pro Advanced*.

9. When Add/Remove Programs has finished the installation, click Finish.

Installing FileMaker Pro on Citrix XenApp (Windows Server 2008)

1. Make sure Terminal Services is installed and configured on your Windows Server 2008 SP2 machine, Citrix XenApp 5.0 is installed, and you are logged on as administrator.

2. Do one of the following:

- If you downloaded your software electronically, double-click the download file to unpack the files.
- If you have a FileMaker Pro Volume License or Site License DVD, insert it into your DVD drive.

3. In the Control Panel, double-click Install Application on Terminal Server.

If you purchased your software online, browse to Setup.exe.

4. Click **Next** to locate your installation program.

5. Click **Next** to begin the installation.

6. Choose a setup language, then click **OK**.

The FileMaker Pro InstallShield Wizard appears.

7. When the License Agreement panel appears, read the Software License Agreement. If you accept the terms of the license agreement, click **I Accept**.

8. Install FileMaker Pro by following the onscreen instructions.

For details about installation issues, see the *Installation and New Features Guide for FileMaker Pro and FileMaker Pro Advanced*.

9. When the installation is finished, click Finish.

Deployment recommendations

Use a fast Pentium processor, preferably an Intel Core 2 Duo or Intel Pentium Dual Core.

FileMaker supports deployment and development of FileMaker Pro solutions running on Citrix XenApp clients. Some aspects of development may not function as expected when developing on Citrix XenApp clients. For more information on known technical issues when developing FileMaker Pro solutions on Citrix XenApp clients, visit www.filemaker.com/support.

Environments for deploying FileMaker Pro files

Non-shared files

Citrix XenApp clients can access FileMaker Pro files that are not shared over a network. Non-shared files can be developed and deployed by Citrix XenApp clients just like any non-shared FileMaker Pro file. Shared files and peer-to-peer hosting are not supported on Citrix XenApp clients.

Note To turn off sharing for a specific file, choose File menu > Sharing > FileMaker Network, select the file, then select No users.

Connecting to FileMaker Server

You can use FileMaker Server (or FileMaker Server Advanced) to host files to the Citrix XenApp server. FileMaker Server will host FileMaker Pro files to ICA clients via Citrix XenApp deploying FileMaker Pro and will continue to host files to standalone FileMaker Pro clients. When a user opens FileMaker Pro running on Citrix XenApp, accessing FileMaker Pro files hosted by FileMaker Server is done in the same way as accessing FileMaker Server under normal networking conditions. For more information, see “Opening shared files as a client” in chapter 5 of the *FileMaker Pro User’s Guide*.

Note FileMaker Server should not be installed on the same machine with Citrix XenApp and Terminal Services. FileMaker, Inc. does not support FileMaker Server running on the same machine with Citrix XenApp and Terminal Services.

Mac OS Citrix ICA clients

When a Mac OS ICA client accesses FileMaker Pro through Citrix XenApp, remember that the client will be accessing a Windows application. The shortcut keys used on the Mac OS client will be Windows shortcut keys, and the look and feel of the application will be that of a Windows application.

FileMaker Pro feature issues

Features not supported for Citrix XenApp clients:

- Peer-to-peer hosting
- Web hosting
- JDBC drivers
- xDBC plug-in
- Third-party plug-ins. Plug-in developers must test and certify their support for the plug-ins they supply to run under Citrix XenApp.

Note Only the ICA clients listed in “System requirements” on page 6 are supported at this time. Other clients may work as expected but have not been tested by FileMaker and are not currently supported.

FileMaker Knowledge Base articles

Check the FileMaker Knowledge Base for articles regarding running FileMaker Pro on Citrix XenApp. You can access the FileMaker Knowledge Base from www.filemaker.com/kb.

Appendix A

Standard requirements

FileMaker, Inc. standard requirements

In order to use FileMaker Pro via Citrix XenApp, you must purchase a Volume License Agreement (VLA) or a Site License Agreement (SLA) license. Retail packages of FileMaker Pro cannot be used with Citrix XenApp.

Volume License Agreement (VLA)

The FileMaker VLA is a transactional agreement that grants you the right to use the software on as many computers as are listed on your License Agreement.

For information about the VLA, visit www.filemaker.com.

Site License Agreement (SLA)

The FileMaker SLA allows for any combination of FileMaker Pro, FileMaker Pro Advanced, FileMaker Server, and FileMaker Server Advanced to be installed anywhere in your organization of 50 or more employees or computers.

For more information on licenses, please call 1-800-725-2747 (weekends and holidays excluded). Visit www.filemaker.com for details.

Windows Server 2003 or 2008 and Terminal Services license requirements

For information about licensing requirements for Windows Server 2003 or 2008 and Terminal Services, see www.microsoft.com.

Citrix license requirements

Citrix XenApp must be licensed to activate its features and to allow clients to connect to the server. For more information, see www.citrix.com.

