



Product: "Citrix"/XenApp support Notice

System version: 7, 7.5, 8

Tech Support Considerations

Before deploying ShoreWare Call Manager in an XenApp environment, please be aware that, despite the fact that many customers have been using it within this environment with success, some customers have had issues that proved very challenging to troubleshoot and resolve. In many cases, Tech Support had to request access to the core memory dump of the server hosting XenApp to efficiently isolate the issue. Although the memory dumps can be disruptive in a production environment, often times they are the only way to troubleshoot these types of complex issues. **Therefore, be aware that if a customer encounters an issue with XenApp, he may be required to provide this type of data in order for the troubleshooting to move forward.**

Citrix XenApp Environment Best Practices

ShoreTel strongly recommends that customers follow these best practice guidelines:

- Use only Citrix-ready anti-virus on their XenApp server
- Run the XenApp and ShoreWare server on a Citrix qualified server platform

Citrix XenApp Limited Configuration Support

The following are known limitations of Call Manager with XenApp in the following releases:

ShoreTel 6.1

- Windows 2003 SP1 Terminal Server
- Citrix Presentation Server 4.0 and 4.1 (XenApp). Version 4.5 is not supported.
- Desktop mode or published/seamless mode

All features of Call Manager are supported except the SoftPhone and the Outlook Integration features. Recording via PC microphone is not supported in the Citrix environment.

ShoreTel 7.5

- Windows 2003 SP1 Terminal Server
- Citrix Presentation Server 4.0 and 4.1 (XenApp). Version 4.5 is not supported.
- Desktop mode or published/seamless mode

All features of Call Manager are supported except the SoftPhone and the Outlook Integration features. Recording via PC microphone is not supported in the Citrix environment.

ShoreTel 8

- Windows 2003 SP1 Terminal Server
- Citrix Presentation Server 4.0 and 4.1 (XenApp). Version 4.5 is not supported.
- Desktop mode or published/seamless mode

All features of Call Manager are supported except the SoftPhone, the video and Outlook Integration features. Recording via PC microphone is not supported in the Citrix environment.



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