

Technical Support Considerations

Before deploying ShoreWare® Call Manager in a XenApp environment, please be aware that while many customers have been using it within this environment very successfully, 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 effectively isolate the issue. Although accessing memory dumps can be disruptive in a production environment, often times this is 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 for 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 software on the XenApp server
- Run the XenApp and ShoreWare server on a Citrix qualified server platform
- Conduct frequent defragmentation of the XenApp server disk
- Co-locate the Citrix/WTS server with the HQ server or DVS servicing the ShoreWare Call Manager clients¹

Citrix XenApp Limited Configuration Support

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

ShoreTel 7.5

- Windows 2003 SP1 Terminal Server (32 bit)
- Citrix Presentation Server 4.0 (XenApp). Version 4.5 is not supported.
- Desktop mode or published/seamless mode
- Streaming mode is not supported
- Application Isolation Environment (AIE) is not supported

All features of Shoreware Call Manager are supported except for the following:

- Automatic import of Outlook Contacts
- Voicemail form in Outlook
- Call Handling Mode integrated into Outlook
- Conferencing Tab in Outlook
- Voicemail playback through the PC
- SoftPhone
- Application Isolation Environment (AIE) is not supported

ShoreTel 8

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- SoftPhone
- Video
- Voicemail playback through the PC

¹ There are two possible ways ShoreWare Call Manager could be deployed: Exclusive mode (ShoreWare client installation on an exclusive PC, in which the Call Manager has its own PC; and Shared Mode (ShoreWare Tsp and client installation on a Windows Terminal Server). This is the mode used by WTS/Citrix. In exclusive mode, Call Manager has to choose its configured line, from a handful of lines (at the most 2 to 10). Delay in networks will not manifest as a significant problem (as the number of lines to iterate is trivial). In shared mode, Call Manager has to wade through all server lines, until it finds the right line. Delay in networks will be amplified and will manifest in slower login. Assuming a 50 ms ping delay between WTS and HQ server, and assuming that TAPI has to iterate through at least 3000 of the 6000 lines (on average) to find the right line, we are looking at a delay in the order of $3000 \times 50 \text{ ms} = 150 \text{ seconds}$ in total. Then it takes up to 2 to 3 minutes on average to boot up a Call Manager. This is the reason why ShoreTel strongly recommends co-locating the WTS/XenApp server with the HQ server and DVS serving the user population. Please note that another side effect of shared mode is that each user will be able to see and use the TAPI line of other users on the system.

ShoreTel 8.1



- Windows 2003 SP2 Terminal Server (32 bit)
- Citrix XenApp 4.5²
- Desktop mode or published/seamless mode
- Streaming mode is not supported
- Application Isolation Environment (AIE) is not supported

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- Automatic import of Outlook Contacts
- Voicemail form in Outlook
- Call Handling Mode integrated into Outlook
- Conferencing Tab in Outlook
- SoftPhone
- Video

² A third party product which carries the Citrix Ready logo has been tested by the third party vendor for compatibility with a particular Citrix product(s) using a particular Citrix test(s). The third party vendor can provide the name(s) and version(s) of the test(s) used, as well as access to the test(s), for your review. Although a product may have passed the test(s), this does not mean that such product will necessarily work in your Citrix environment. You are responsible for reviewing the third party product and the relevant test(s) to ensure that they meet your requirements. *Citrix makes and you receive no representations or warranties of any kind with respect to the third party product, its functionality, the test(s), or the results therefrom, whether express, implied, statutory or otherwise, including without limitation those of fitness for a particular purpose, merchantability, non-infringement or title. To the extent permitted by applicable law, in no event shall Citrix be liable for any damages of any kind whatsoever arising out of your use of the third party product, whether direct, indirect, special, consequential, incidental, multiple, punitive or other damages.*