

# **Running TIBCO® Spotfire® DecisionSite® Client 9.1 on a Citrix Presentation Server™**

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**Installation and Troubleshooting Guide**

Revision date: 18 October 2007

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TIBCO Spotfire DecisionSite is covered by U.S. Patent No. 6,014,661 and U.S. Patent No. 7, 216,116. Other patent(s) pending.

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# 1 Installation Instructions

## 1.1 Prerequisites

The instructions below assume that you have a working Citrix Presentation Server™ in place.

You also need to have access to a running Spotfire Analytics Server, that the Spotfire DecisionSite Client will connect to.

The Spotfire Analytics Server must be a separate machine from the Citrix Presentation Server.

Some tools in DecisionSite Client require certain third-party applications to be installed on the Citrix server, for example Microsoft® Word, Microsoft PowerPoint®, etc.

DecisionSite Client 9.1 requires Microsoft .NET Framework version 1.1 SP1 or version 2.0. This must be installed separately before installing DecisionSite Client.

For more information on the system requirements of Spotfire DecisionSite Client, please see <http://www.spotfire.com/sr>.

For more information on the Spotfire Analytics Server and how it interacts with the DecisionSite Client clients, please see the “Spotfire Analytics Server - Installation, Upgrade and Configuration Manual”.

The following tools are not supported in a Citrix environment:

- DecisionSite Builder
- Computation Services

Spotfire does not support extending Chemistry Services with custom providers in a Citrix environment:

## 1.2 Roles

To complete the installation, a DecisionSite administrator and a Citrix Presentation Server™ administrator need to be present.

The DecisionSite administrator should have a good knowledge of the DecisionSite products, DecisionSite packages and how these are downloaded to DecisionSite users.

The Citrix Presentation Server administrator should have a good knowledge of the Citrix environment and the various settings that are involved.

The instructions below state whether they are to be performed by the DecisionSite administrator or the Citrix Presentation Server administrator.

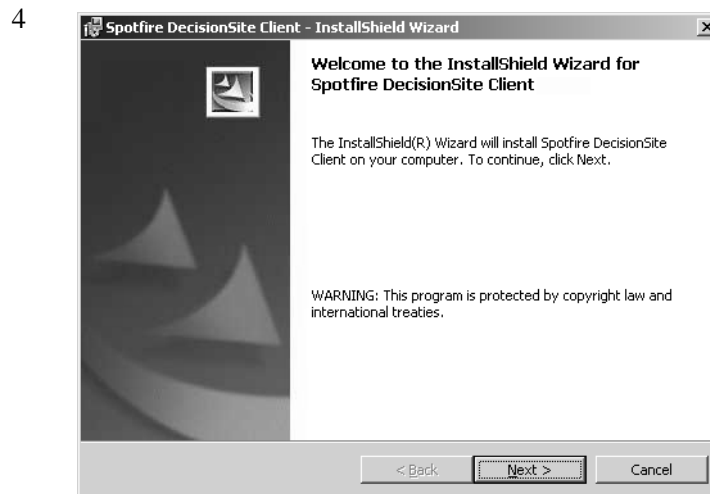
## 1.3 Installing DecisionSite Client

This chapter is intended for the Citrix Presentation Server™ administrator.

- 1 Select **Control Panel > Add/Remove Programs > Add New Programs**.
- 2 Click on the **CD or Floppy** button.
- 3 Browse to the installation media for DecisionSite Client, and select the **setup.exe** file. Click **Next**.

**Note:** If Microsoft .NET Framework has not been installed previously, you will be prompted to download and install this before continuing.

**Response:** The DecisionSite Client installer wizard starts.



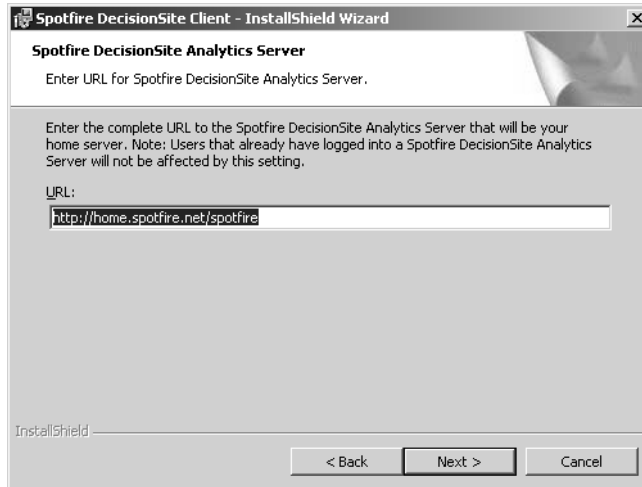
Click **Next**.



Read the Licence Agreement, and click **Next**.

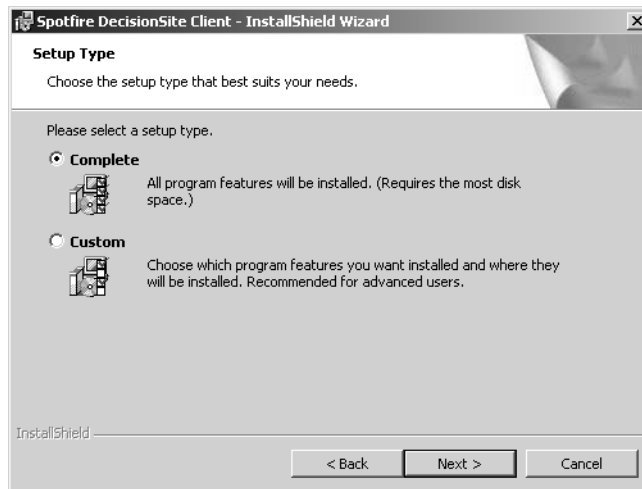
## 1 - Installation Instructions

6



Enter the URL to your Spotfire Analytics Server and click **Next**.

7

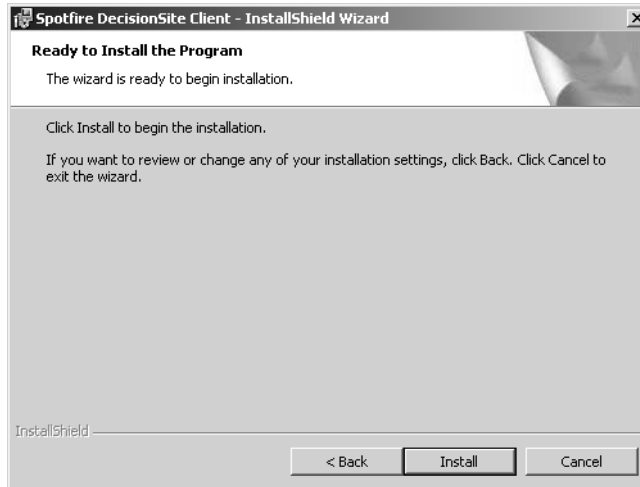


Select **Complete** setup type and select to install the application for **Anyone who uses this computer**.

**Note:** If you want to install DecisionSite Client in a directory other than the default one, select **Custom** instead.

Click **Next**.

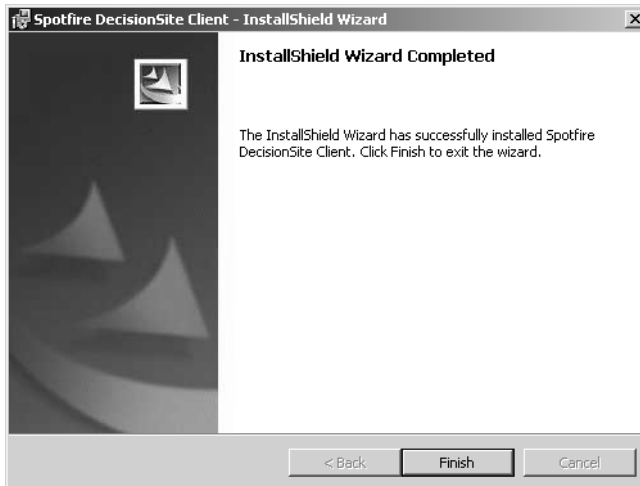
8



Click **Install**.

Response: The installer starts copying files and a progress bar appears.

9



Click **Finish**.

10 Spotfire DecisionSite Client is now installed.

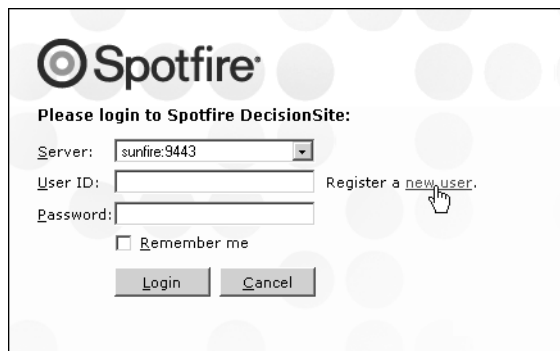
## 1.4 Downloading Packages

The first time a DecisionSite Client connects to a Spotfire Analytics Server, a number of software packages are downloaded. To avoid these being downloaded to each Citrix user account, you need to start DecisionSite Client on the Citrix Presentation Server™ and log onto the Spotfire Analytics Server first.

This chapter is intended for the DecisionSite administrator.

### ► To Download Packages:

- 1 Start DecisionSite Client on the Citrix server machine.
- 2 Click on the **Register a new user** link in the login dialog that appears.



Comment: If you are using NT Domain Authentication, you do not have to perform step 2 and 3. Instead use the NT administrator user to log in.

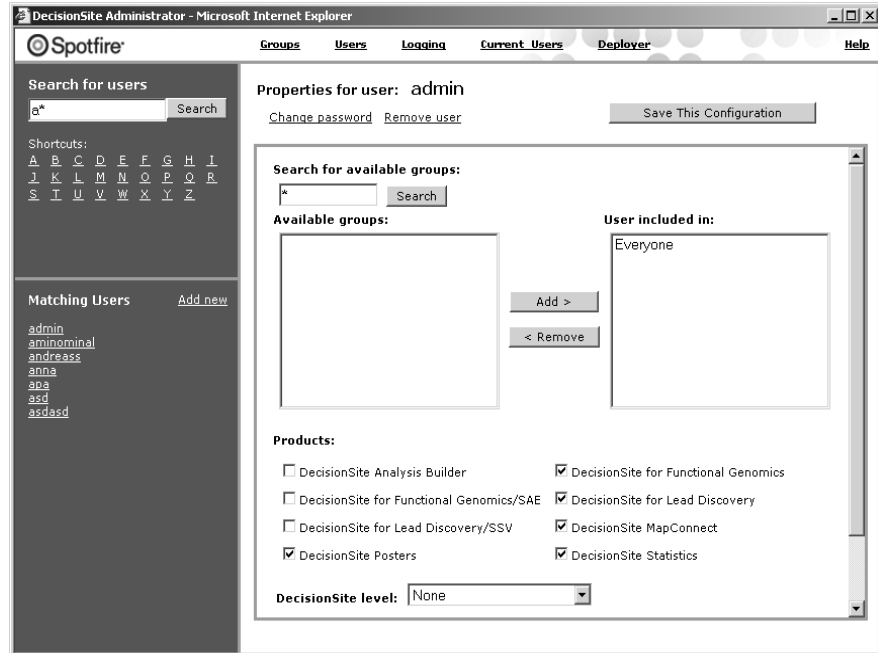
- 3 Register a new user called **admin**.
- 4 Continue and log into your Spotfire Analytics Server with the user you just created.

Comment: If you are using NT Domain Authentication, use the NT administrator user to log in.

- 5 When DecisionSite Client has started, select **File > DecisionSite Login > Unlock New License....**
- 6 Select **DecisionSite Administrator** from the drop-down list and click **Go**.
- 7 Unlock DecisionSite Administrator using the unlock code provided in the **codes.txt** file in the root directory of the installation media or CD distribution.
- 8 When it is unlocked, start DecisionSite Administrator by selecting **Tools > Administration > DecisionSite Administrator**.

Response: DecisionSite Administrator is launched in a separate Internet Explorer window.

- 9 Select the **admin** user and check all Products that you want your users to be able to access.



- 10 Click on the **Save This Configuration** button.
- 11 Close DecisionSite Administrator.
- 12 Close DecisionSite Client.
- 13 Start DecisionSite Client again and login as the **admin** user.
- Response: All software packages are downloaded.
- 14 Verify that DecisionSite Client starts without problems.
- 15 Finished.

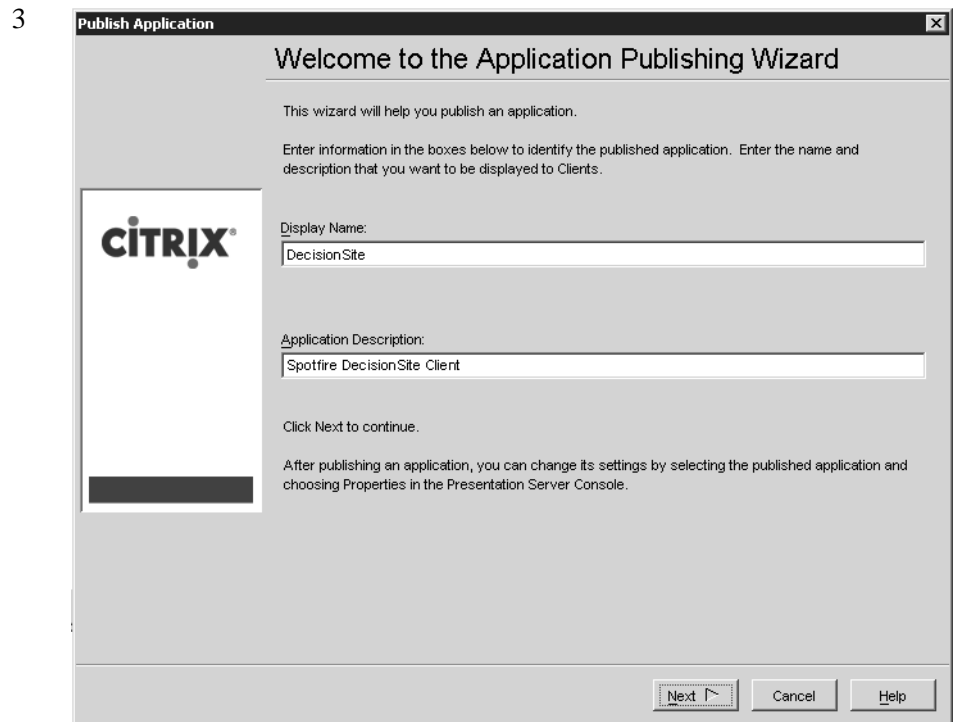
## 1.5 Publishing the Applications

After DecisionSite Client has been installed on the Citrix Presentation Server™, you need to deploy them so that the users can access them from their clients.

This chapter is intended for the Citrix Presentation Server administrator.

► **To Publish DecisionSite Client:**

- 1 Open the Citrix Presentation Server Console.
- 2 Right-click on **Application** and select **Publish Application** from the menu.



Enter **DecisionSite** as the Display Name and **Spotfire DecisionSite Client** as the Application Description, and click **Next**.

4

**Specify What to Publish**

Application Type

Application

Desktop

Content

This application type grants users access to a single application installed on your servers.

Enter the command line for the application you want to publish. You can also specify a default working directory for users.

Command Line:

"C:\Program Files\Spotfire\DecisionSite\Program\Spotfire.exe"

Browse...

Working Directory:

C:\Program Files\Spotfire\DecisionSite\Program

Back Next Cancel Help

Select the **Application** radio button. Browse to the **Spotfire.exe** for the Command Line. The Working Directory should automatically be set when doing this.

Click **Next**.

5

**Program Neighborhood Settings**

These settings control application launching in Program Neighborhood. You can specify a folder to contain the application's icon, and push application shortcuts to Start menus and desktops of clients.

Program Neighborhood Folder:

Application Shortcut Placement

Add to the client's Start Menu

Place under Programs folder (Program Neighborhood Agent only)

Start Menu Folder (Program Neighborhood Agent only):

Add shortcut to the client's desktop

Application Icon

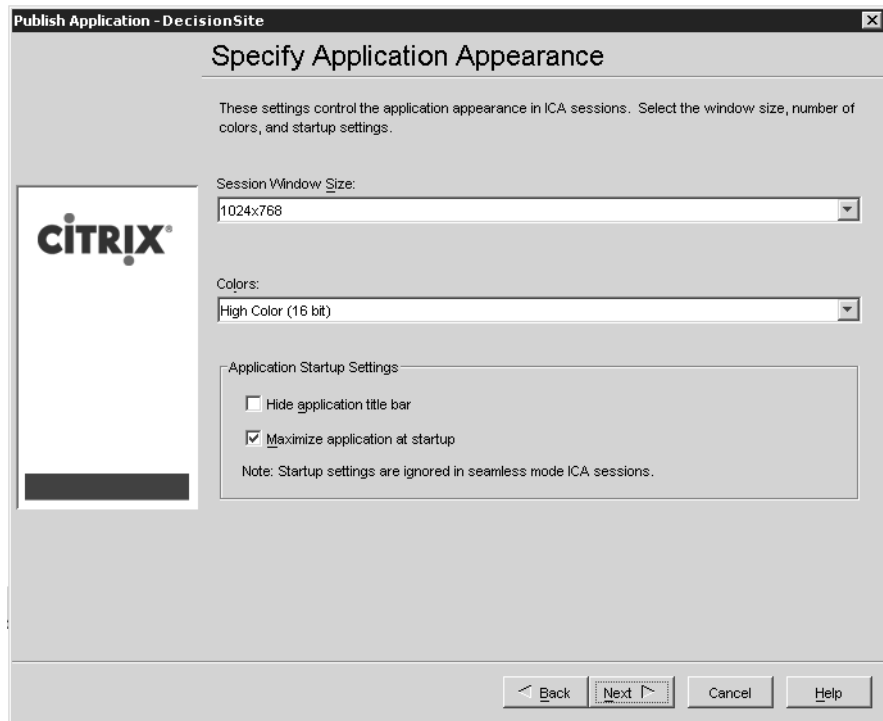
Icon:  Change Icon...

Back Next Cancel Help

Set the Program Neighborhood Settings you want, and click **Next**.

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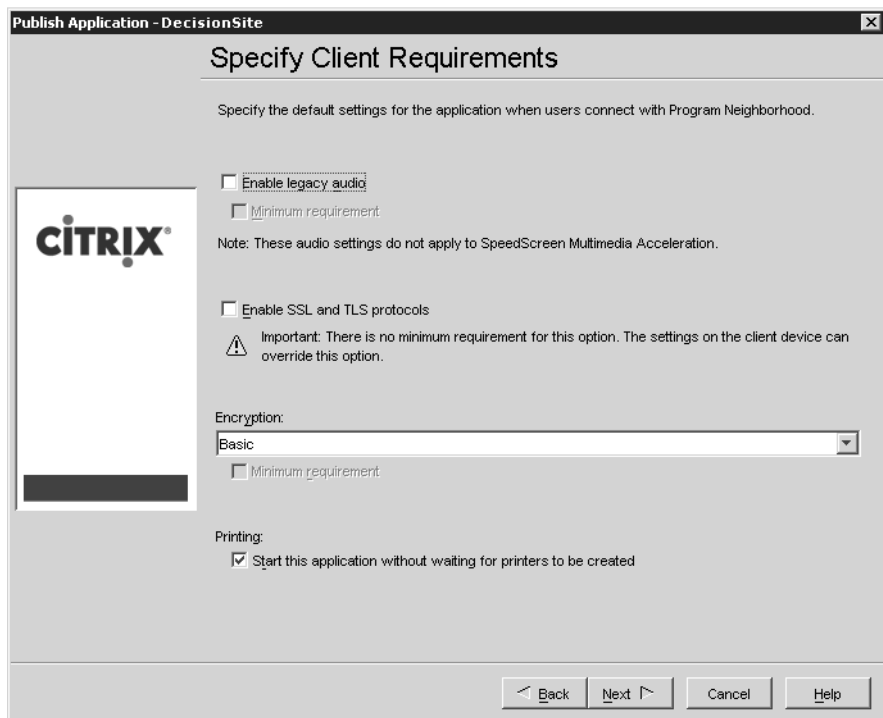


The screenshot shows the 'Specify Application Appearance' dialog box. The title bar reads 'Publish Application - DecisionSite'. The main heading is 'Specify Application Appearance'. Below the heading, there is a paragraph: 'These settings control the application appearance in ICA sessions. Select the window size, number of colors, and startup settings.' The dialog contains three main sections: 'Session Window Size' with a dropdown menu set to '1024x768'; 'Colors' with a dropdown menu set to 'High Color (16 bit)'; and 'Application Startup Settings' which includes two checkboxes: 'Hide application title bar' (unchecked) and 'Maximize application at startup' (checked). A note below these settings states: 'Note: Startup settings are ignored in seamless mode ICA sessions.' At the bottom right, there are four buttons: 'Back', 'Next', 'Cancel', and 'Help'.

Specify the Application Appearance. Spotfire requires at least **800x600** (recommended is 1024 x 728) and **High Color (16 bit)**.

Click **Next**.

7



The screenshot shows the 'Specify Client Requirements' dialog box. The title bar reads 'Publish Application - DecisionSite'. The main heading is 'Specify Client Requirements'. Below the heading, there is a paragraph: 'Specify the default settings for the application when users connect with Program Neighborhood.' The dialog contains several sections: 'Enable legacy audio' with an unchecked checkbox and a 'Minimum requirement' checkbox; 'Enable SSL and TLS protocols' with an unchecked checkbox and a warning icon followed by the text: 'Important: There is no minimum requirement for this option. The settings on the client device can override this option.'; 'Encryption' with a dropdown menu set to 'Basic' and a 'Minimum requirement' checkbox; and 'Printing' with a checked checkbox labeled 'Start this application without waiting for printers to be created'. At the bottom right, there are four buttons: 'Back', 'Next', 'Cancel', and 'Help'.

Specify the Client Requirements you want, and click **Next**.

8

**Specify Application Limits**

These settings control the number of instances and CPU priority for the published application.

**Concurrent Instances**

Limit instances allowed to run in server farm  
Maximum instances:

Allow only one instance of application for each user

**CPU priority level:**  
Normal

Back Next Cancel Help

Specify the Application Limits you want, and click **Next**.

9

**Configure Access Control**

Allow connections made through Access Gateway

Any connection

Any connection that meets any of the following filters

Farm Name	Filter
-----------	--------

Add... Edit... Remove

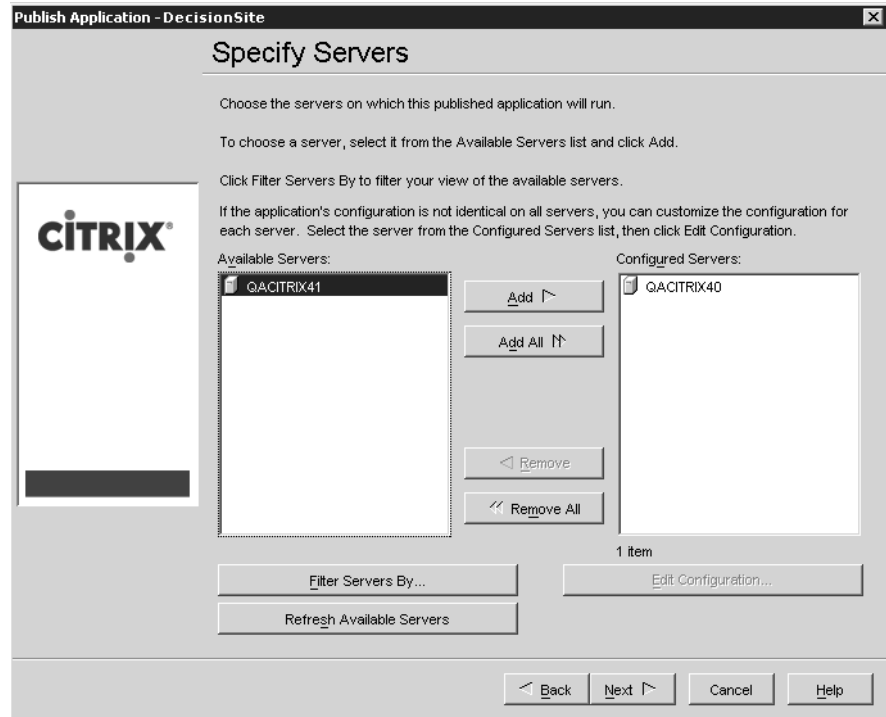
Allow all other connections

Back Next Cancel Help

Configure the Access Control you want, and click **Next**.

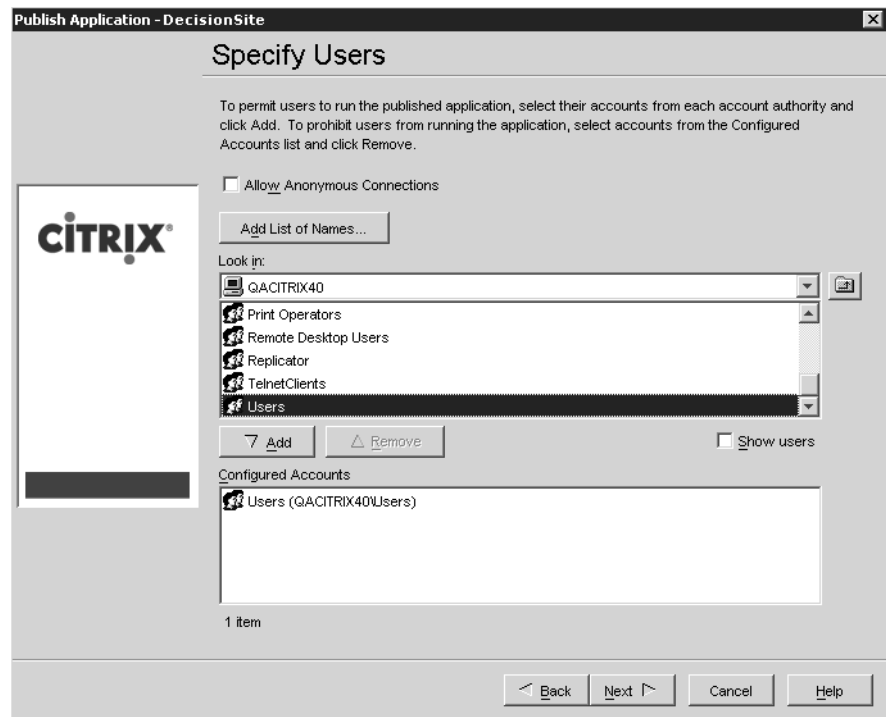
## 1 - Installation Instructions

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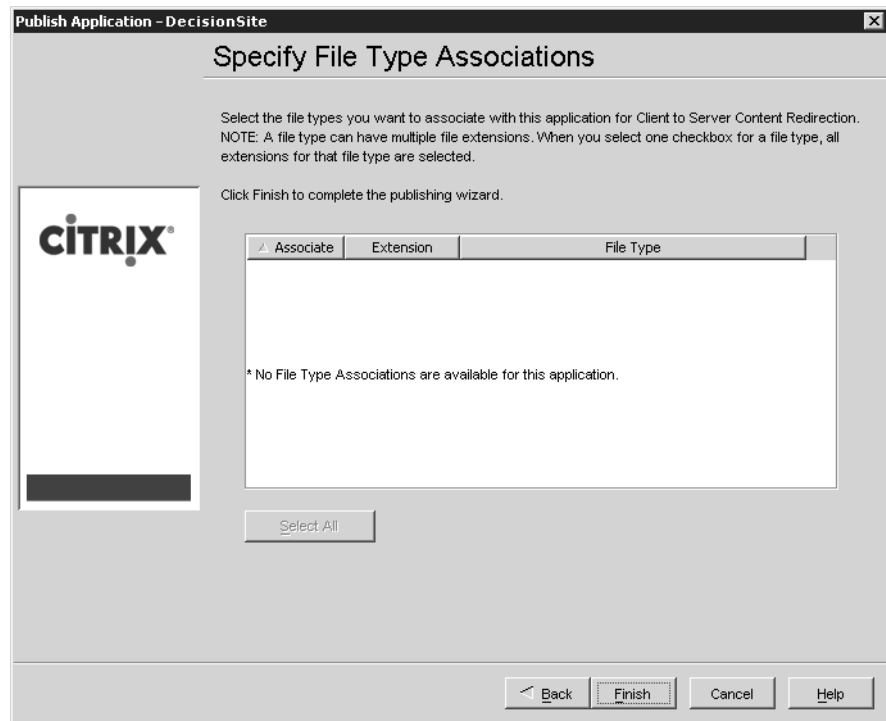
Choose the Citrix servers on which DecisionSite Client will run, and click **Next**.

11



Specify which users should have access to DecisionSite Client, and click **Next**.

12



Click **Finish**.

13 Spotfire DecisionSite Client has now been published.

## 1.6 Setting up the Clients

The application should now be available on the Citrix clients from the **Program Neighborhood**.

Spotfire recommends that the **Window Size** be set to **Seamless**, and that the **Window Color** is set to **High Color (16 bit)**.

## 1.7 Upgrading the Spotfire Analytics Server

If you want to upgrade the Spotfire Analytics Server, when the DecisionSite Client is installed on a Citrix Presentation Server™, perform the following instructions.

This chapter is intended for the DecisionSite administrator, possibly with the help of the Citrix Presentation Server administrator.

- 1 Upgrade the Spotfire Analytics Server according to the instructions in the “Spotfire Analytics Server - Installation, Upgrade and Configuration Manual”.
- 2 On the Citrix Presentation Server machine, start DecisionSite Client.

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- 3 Connect to the upgraded Spotfire Analytics Server as admin. This will download all new packages to the Citrix Presentation Server machine so that end users will not have to individually download these to their client machines.
- 4 Close DecisionSite Client on the Citrix Presentation Server.
- 5 Start DecisionSite Client on a client machine via Citrix. Verify that no new packages are downloaded.

## 1.8 Custom Applications

If custom applications such as new Guides or Tools are deployed on the Spotfire Analytics Server, these must to be downloaded to the DecisionSite Client installation on the Citrix Presentation Server™.

Just as the case when upgrading, all new packages need to be downloaded to the Citrix Presentation Server machine so that end users will not have to individually download these to their client machines.

- 1 Deploy the custom applications on the Spotfire Analytics Server.
- 2 On the Citrix Presentation Server machine, start DecisionSite Client.
- 3 Connect to the Spotfire Analytics Server as **admin**. This will download all new packages to the Citrix Presentation Server machine, so that end users will not have to individually download these to their client machines.
- 4 Close DecisionSite Client on the Citrix Presentation Server.
- 5 Start DecisionSite Client on a client machine via Citrix. Verify that no new packages are downloaded.

## 2 Troubleshooting

### ISIS – Structure Search, Structure Viewer, Structures in Table

If a Citrix user experiences trouble using Structures in Table or Edit Structure, the Admin of the Citrix Presentation Server™ must:

1. Run ISIS Draw on the Citrix Presentation Server.
2. Run ISIS Base on the Citrix Presentation Server.

### Roaming Profiles

Do not use roaming profiles on the Citrix Presentation Server™. If a user is logged on to more than one machine simultaneously (client and Citrix Presentation Server) there will be problems concerning the packages that are downloaded.

### Colors

The typical color depth used for terminal services is 8 bit (256 colors). There are parts of DecisionSite Client that need at least 16 bits according to system requirements. To resolve this you should make sure that DecisionSite Client is run in 16 bits color mode.

### Non-Modal Dialog and Message Boxes

If you set Full Screen mode for Window Size in Default Options, this will sometimes cause the dialog boxes and message boxes to disappear behind DecisionSite Client. Configure DecisionSite Client to use Seamless Window mode and you will not experience these problems.

### Using Anonymous Logon

If Spotfire DecisionSite is configured to be used with anonymous logon, no user settings will be saved for next session. This also includes packages that are newer than the ones stored at machine level. This means that updated packages on the server will be downloaded over and over again, each time a user connects to the server instead of just once. It is not recommended to use "anonymous logon".

### Nfuse Default Window Size

If Nfuse Classic is used, the default screen resolution is 640\*480. Some dialogs in Spotfire DecisionSite are larger than this, so higher resolution should be used.

Spotfire DecisionSite requires at least 800\*600 as screen resolution.

## 3 Frequently Asked Questions

**Question:**

How much memory does the Citrix Presentation Server™ running DecisionSite Client require per user?

**Answer:**

The Citrix Presentation Server running DecisionSite Client requires approximately 100MB of RAM per simultaneous user.

Power users that perform heavy calculations or use large data sets require approximately 300MB on the Citrix server.

However, Power users are recommended to install and use DecisionSite Client on a local machine instead of using the Citrix Presentation Server.

**Question:**

Does Spotfire DecisionSite Client require a dedicated Citrix Presentation Server?

**Answer:**

It is possible to have several applications on the Citrix Presentation Server. But it is recommended to have only Spotfire DecisionSite, since the software is graphic and memory intensive.

**Question:**

What is typical memory consumption?

**Answer:**

It depends on the size of the data set. 50 MB for 1000 records 20 columns.

When heavy calculations are performed, a lot of memory is consumed.