

Running TIBCO Spotfire® 7.11 on Citrix XenApp™

Installation Manual



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TIBCO Spotfire 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 Introduction

1.1 Prerequisites

The instructions below assume that you have a working installation of Citrix XenApp™ 5.0 or later. Earlier versions of Citrix Presentation Server™ are not supported. To run TIBCO Spotfire 7.10, you need to upgrade your Citrix environment.

You must also have access to a running TIBCO Spotfire Server, that TIBCO Spotfire will connect to. How to install a Spotfire Server is described in the “**TIBCO Spotfire Server and Environment - Installation and Administration Manual**”.

The Spotfire Server cannot be run on Citrix XenApp, and must run on a different machine.

Some tools in TIBCO Spotfire require certain third-party applications to be installed on the Citrix server, such as Microsoft PowerPoint.

TIBCO Spotfire 7.10 requires Microsoft .NET Framework version 4.5.2 or later. If this is not installed on the Citrix XenApp servers, you can either install it manually before you install TIBCO Spotfire, or have the TIBCO Spotfire installer do it for you. Note that you need the “full” version of .NET Framework 4.5.2. The “Client Profile” version will not work.

For more information on the system requirements of TIBCO Spotfire, please see <http://support.spotfire.com/sr.asp>.

1.2 Roles

Spotfire defines different roles for installing, configuring, and administering the different components of the system.

- **Spotfire Server Administrator.** This role is responsible for installing and configuring Spotfire servers and the Spotfire database. How to perform these tasks is described in the “**TIBCO Spotfire Server and Environment - Installation and Administration Manual**”.
- **Spotfire Administrator.** This role is responsible for setting up users and groups in the Spotfire system, assigning licenses and preferences to the Spotfire groups, setting up the Spotfire Library, and deploying Spotfire software packages to the Spotfire Server.
- **Citrix Administrator.** This role is responsible for installing the TIBCO Spotfire client on Citrix XenApp. How to perform these tasks is described in this manual.

These roles can be assigned to different persons or to the same person. It is important that the person or persons assuming the roles are familiar with each respective area of knowledge.

1.3 Restrictions

Running TIBCO Spotfire in a Citrix XenApp environment has a number of advantages, such as centralized management of Spotfire clients, but also some restrictions compared to running TIBCO Spotfire on a Windows PC.

- **Hardware acceleration.** Citrix XenApp does not support hardware acceleration such as Direct3D out of the box. This means that the TIBCO Spotfire visualization **3D Scatter Plot** will not work when run in a Citrix environment.
- **General performance.** Performance in a Citrix environment depends on the capacity of the Citrix XenApp server and the network. This should be taken into account when running TIBCO Spotfire on Citrix XenApp.
- **Offline support.** Without add-on software and licensing from Citrix, it is not possible to run TIBCO Spotfire when the local PC or thin client is not connected to the network.

2 Installing TIBCO Spotfire on Citrix XenApp

This chapter is intended for the **Citrix Administrator**.

This chapter assumes that the **Spotfire Server Administrator** has installed one or more Spotfire Servers. It also assumes that the **Spotfire Administrator** has deployed Spotfire packages to the Spotfire Servers.

Note: Even if Spotfire is run solely on Citrix XenApp, the **Spotfire Administrator** should always have an installation on his or her personal computer. This way, it is possible to test new deployments without affecting Spotfire users that run Spotfire via Citrix XenApp.

See the **TIBCO Spotfire Server and Environment - Installation and Administration Manual** for instructions on how to deploy Spotfire.

2.1 Installing TIBCO Spotfire on Citrix XenApp Servers

TIBCO Spotfire 7.10 requires .NET Framework 4.5.2 to run. If this is not installed on the machine where TIBCO Spotfire is installed, the TIBCO Spotfire installer will ask if it should install it automatically. If you install it manually, make sure to install the “full” version. The “Client Profile” version will not work.

Due to issues in the Citrix XenApp profiling technology in combination with .NET Framework 4.5.2, it may not be possible to use the Profiling method to install TIBCO Spotfire on Citrix XenApp. Therefore, you will need to install TIBCO Spotfire manually on all Citrix servers in the Farm.

Note: For TIBCO Spotfire 7.10 to work properly with Citrix XenApp 5.5 and later on a Windows Server 2008 R2, you need to add the Spotfire servers that Spotfire Analyst is to connect to, to the trusted or Intranet Zone of Internet Explorer. This needs to be done on the Citrix XenApp server (or a domain Policy affecting the Citrix XenApp server) using Group Policy:

Computer Configuration > Policies > Administrative Templates > Windows Components > Internet Explorer > Internet Control Panel > Security Page -> Site to zone assignment list

Enable that policy and add the exact server name used when logging onto the Spotfire server, and give it a value of 2 (2 = trusted zone, 1 = Intranet zone). Note that it is very important that the address added to the trusted zone is the exact same address as the one used in the TIBCO Spotfire login dialog. For instance, "http://spotfireserver:port" and "http://spotfireserver.domain.com:port" are not the same. When you have added the Spotfire server address to the trusted zone via Group Policy you need to restart the Citrix server.

► **To Install TIBCO Spotfire:**

- 1 Launch the TIBCO Spotfire installer and go through all the dialogs.
- 2 Repeat the previous step on all Citrix XenApp servers in the Farm. Make sure you install the application in the same place on all servers.

TIBCO Spotfire is now installed. The next step is to publish it to users.

2.2 Publishing TIBCO Spotfire

Publishing is a Citrix XenApp technology that makes the installed or profiled application available to users. You can select which users or groups that will be able to use the application and also set features like color depth and resolution, if the users can use the application when offline, and so forth.

The instructions below assume that you have profiled TIBCO Spotfire, and that you do not intend to stream TIBCO Spotfire to the client. To stream software to the client, and enabling to run the software “offline”, you need additional software and licensing from Citrix.

► **To Publish TIBCO Spotfire:**

- 1 Start the Citrix Access Management Console (Citrix XenApp 5) or Citrix Delivery Services Console (Citrix XenApp 6). This is normally accessed by opening the **Start Menu > All Programs > Citrix > Management Consoles > Access Management Console** (Citrix XenApp 5) or **Start Menu > All Programs > Citrix > Management Consoles > Citrix Delivery Services Console** (Citrix XenApp 6).
- 2 Navigate to the XenApp Farm to install TIBCO Spotfire in and right click Applications and select **New > Publish** application (Citrix XenApp 5) or **Publish Application** (Citrix XenApp 6).
- 3 On the Welcome panel, click **Next**.
- 4 On the *Name* panel, enter a Display name and an Application description for TIBCO Spotfire, for instance TIBCO Spotfire and TIBCO Spotfire 7.10. Click **Next**.

Comment: The Display name cannot contain special characters like “.”.

- 5 On the *Type* panel, select to publish an Application that is Accessed from a Server as the type **Installed application**. Click **Next**.
- 6 On the *Location* panel, specify the path to where TIBCO Spotfire is installed, for instance
 "C:\Program Files\TIBCO\Spotfire\<version number>\Spotfire.Dxp.exe"
 Working directory will be automatically set to the folder where the Spotfire.Dxp.exe is located. You do not need to change this.
- 7 On the *Servers* panel, select the servers in your XenApp farm that will run TIBCO Spotfire by clicking the Add button and selecting servers. Click **Next**.

- 8 On the *Users* panel, select which users that will be able to run TIBCO Spotfire by clicking the Add button and selecting users or groups. For instance, this can be Domain Users or a special Spotfire group that you create in your Windows Active Directory. Click **Next**.
- 9 On the *Shortcut presentation* panel, configure the TIBCO Spotfire shortcut on clients. You can add shortcuts to the Start Menu and/or the desktop. Click **Next**.
- 10 On the *Publish immediately* panel, click **Finish** to publish TIBCO Spotfire.

TIBCO Spotfire is now published to the users you have selected.

2.3 Configure Application Settings

The TIBCO Spotfire window must run in a resolution of at least **1024x768** and with **16-bit (High)** colors or more. The default setting when you publish an application is **1024x768** and **24-bit (True)** colors. If you need to change this settings, right click the Spotfire application in the Citrix Access Management Console and select **Properties**. Click **Advanced** > **Appearance** and change the settings.

If you add more Citrix XenApp servers to your farm, and you wish to run TIBCO Spotfire on these servers, you can add the new servers to the list of servers running TIBCO Spotfire. Right click the Spotfire application in the Citrix Access Management Console and select **Properties**. Click **Basic** > **Servers** and add the new servers using the **Add** button. Note that you have to install TIBCO Spotfire on these servers first.

TIBCO Spotfire has a feature called Collaboration. This is a panel in the TIBCO Spotfire application that shows a web page or a html snippet, such as a tibbr® subject. The Collaboration panel uses the html engine of the Internet Explorer installed on the Citrix XenApp server where TIBCO Spotfire is running. In order for it to be able to log into a tibbr® server, or any other server, cookies must be enabled for the Citrix XenApp user running TIBCO Spotfire. This can be set using Internet Explorer, by selecting **Tools** > **Internet Options** > **Privacy**.

3 Upgrading TIBCO Spotfire

This chapter is intended for the **Spotfire Administrator**.

When there are updates available to Spotfire, either from TIBCO or from a third party, the Spotfire Administrator needs to deploy these packages to the Spotfire Server in order for the users to be able to use them.

When packages are deployed to the server, each installed Spotfire client needs to be restarted. Upon login, the program will ask you if you wish to download the new packages to the client.

In a Citrix XenApp environment, this needs to be done once by the **Spotfire Administrator** to ensure that all users are able to use the new packages.

- 1 Start TIBCO Spotfire from the Citrix XenApp farm.

Comment: You need to log into the Spotfire Server with a Spotfire Administrator account. If there are Spotfire clients published on the Citrix XenApp farm that do not prompt for username and password, you must start one that will always ask for username and password.

- 2 Log in as a **Spotfire Administrator**.
- 3 When prompted, accept the new packages that are deployed to the server.
- 4 If the packages contained new features to TIBCO Spotfire, verify that these features are now present. You should also restart TIBCO Spotfire and log in as a user without **Spotfire Administrator** privileges to verify the new features.