

User Document

Adobe® InDesign® & InCopy® CS4

Support for Citrix® Presentation Server 4.0



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Adobe InDesign® & InCopy® CS4 Support for Citrix® Presentation Server 4.0

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1. Product names

Adobe® InDesign & InCopy CS4® and Citrix® Presentation Server 4.0.

2. Document overview

This document explains how an IT manager can reliably install and host Adobe InDesign & InCopy CS4 on a Citrix Presentation Server 4.0 server and have the applications published to a Macintosh, Windows and/or Linux clients using the Citrix client software. This document assumes that you have a basic understanding of the Windows Server/Client operating system, Citrix® Presentation Server software, and Adobe InDesign & InCopy CS4 installer software.

A list of the Known Issues documented by Technical Support can be accessed by using the Citrix keyword via the Adobe Technical Support Knowledge Base.

Here is the URL for the Citrix home page

<http://www.citrix.com>

3. Product overview

Adobe has validated the installation procedures and the remote application launching and running of Adobe InDesign & InCopy CS4 using Citrix Presentation Server 4.0 Server.

Important Note: We do recommend you refer to the Adobe InDesign and/or InCopy CS4 Installer documentation in the User Guide as well as the Citrix document—“MetaFrame Presentation Server 4.0 Administrator’s Guide.”

3. 1. System requirements

You can find the system requirements for InDesign & InCopy CS4 products at the following locations:

3. 1.2 InDesign CS4

<http://www.adobe.com/products/indesign/systemreqs.html>

3. 1.3 InCopy CS4 Standard

<http://www.adobe.com/products/incopy/systemreqs.html>

3.2 The environments used for validation were set up in the following ways:

Host—An English Windows Server 2003 SP1 (Standard Edition) with Windows Terminal Server that is a member of an Active Directory domain.

Citrix—Citrix Presentation Server 4.0

- System Partition and Application partition moved from c: and d: to m: and o: respectively using the Citrix driveremap.exe utility.
- Applications were deployed via the Citrix Web Interface.

Important Note: Our validation environment did not include other Languages like Japanese or other Citrix technologies like Metaframe Server, Presentation Server 3.0 or Program Neighborhood, etc.

3.3 End-User Licensing Guidelines

You must have a valid license to the desktop version to respective InDesign or InCopy software (“Software”) for all users who have access to the Software on a Citrix Presentation Server 4.0 terminal server

-- not for the number concurrent users. All use is limited to users on your Internal Network, as defined in the Software End User License Agreement. This section is intended to provide some clarity of the terms of the EULA, but does not supercede the terms of the EULA. In the event of any conflict between the terms of this User Document and the EULA, the terms of the EULA shall control. (See Section 2.3 of the EULA)

4. Installing InDesign and InCopy

4.1 Install InDesign CS4 or InCopy CS4 on a Citrix Presentation Server 4.0 Server:

Important Note: If your Activated InDesign and InCopy CS4 licenses are not purchased through volume licensed program, then you must use a non-Activating versions of InDesign and InCopy CS4 for use in a Citrix environment. To learn more about Adobe's volume licensing program, please contact an Adobe reseller or Adobe sales representative.

These installations steps are based upon the specific environment indicated in the Environment section of this document.

4.1.1 Running the application installers

- 1) Double click the Installer setup file which is named 'ADBEIDSNCS4_LS1.exe'.
 - 2) Choose a location to extract the Installer and hit Next.
 - 3) Leave the "Launch Install Adobe InDesign CS4" option checked and click Finish
 - 5) The installer will launch
- You'll get a minimum system Requirements warning since you are using a server OS. Click Continue.
- 6) Enter your serial number.
 - 7) Click Next
 - 8) Click Install
 - 9) Once the install is done, click Exit

4.1.2 Publish the Application(s) via Citrix

1. Start the Management Console for Presentation Server 4.0

— To start from the Citrix toolbar, click the button that has a person's head, an app, and a server icon on it.

— To start if you don't have the toolbar, double-click ctxload.exe in Program Files\Citrix\Administration.

(replacing c: with the drive letter of your system drive if necessary)

Important Note: Once you start the Management console, you'll see a list of your farms on the left hand side. If needed, type your user ID and password, to authenticate to the farm.

2. Click + (plus) next to the farm to which you want to install the InDesign CS4 or InCopy CS4 applications.
3. Right click the Applications folder icon that is within the farm you just expanded and choose Publish

Application. The Citrix Application Publishing Wizard will start. All of the following steps take place within the

Citrix Application Publishing Wizard.

4. Enter a Display Name for the application. If you're not sure what to enter then use the name of the

application (InDesign CS4 or InCopy CS4). The Application Description text field is optional.

5. Click "Next".

6. Click Browse under the Command Line text field.

7. Navigate to where the InDesign CS4 or InCopy CS4 Application is installed and select the InDesign.exe or InCopy.exe file. If you performed a standard install of InDesign this path will be c:\Program Files\Adobe\Adobe InDesign CS4\InDesign.exe. [The standard install path for InCopy is the same, only with InCopy CS\InCopy.exe at the of the path.]

8. Click "OK".

9. Leave the default values for the Working Directory text fields, and click Next.

10. Leave the default values on the Program Neighborhood Settings screen, and click Next.

11. Set the Specify Application Appearance values so they meet the minimum requirements for InDesign or InCopy. If you are unsure what values to set, select Fullscreen for Session Window Size, and True Color for Colors.

12. Click "Next"

13. Choose settings on the Specify The ICA Client Requirements screen based on your security and deployment requirements. If you are unsure what settings to choose, leave everything at the default setting, and click Next.

14. Specify the servers to which you will publish the application. Choose a server on the left and click Add to list it on the

right hand side; this indicates the application will run on that server.

15. Click Next.

16. Specify the Users who can use the published application. You can use any of the following scenarios:

—If there is a specific group that you wish to give usage privileges to, you can drill down through the domain tree and locate that group. To add the group, click Add and it will be listed in the box on the bottom of the window.

—If you want to let anyone on your network use the application, select Allow Anonymous Connections.

17. Click Finish to publish the application and make it available for network use via Citrix.

18. If you need to install another application (InDesign CS4 or InCopy CS4) then return to step 2.

Important Note: After you install InDesign or InCopy, the application installer may prompt you to restart the server. If you receive this prompt, Adobe strongly recommends that you restart the system.

4. 2 Access InDesign & InCopy CS4 from a client compatible computer

Important Note: These access instructions are specific to the environment as documented in section 3.2

1. Start your Web browser and enter the URL specified by the IT Manager for Web Access to the Citrix Presentation Server 4.0 Server

2. Enter your specified Username & Password when the Citrix Presentation Server 4.0 Login main window displays and then click Log-in.

Note: IT Managers can set up the server to allow users to select the option, "Desktop Credential Pass-through" or they may require users to select the option, "Explicit User."

3. Double-click the icon to start InDesign or InCopy in the Citrix Presentation Server 4.0 Applications window.

Important Note: The IT Manager may grant application access rights on a user-by-user basis

5. Basic acceptance tests for InDesign and InCopy

5.1 After you complete the installation of InDesign or InCopy, test the application on a target computer. This section details tests you can perform to ensure that you installed InDesign & InCopy CS4 successfully.

To verify that InDesign and InCopy plug-ins installed:

1. Start InDesign or InCopy, and then verify that no error messages appear on the startup screen.
2. Choose Help > Configure Plug-ins and in the Sets Popup Menu select the option All Plug-ins.
3. In the Display section, deselct Enabled and make sure that Disabled is selected. Verify that there are no Disabled plug-ins listed in the Scrollable Window.

Important Note: You can also select plug-ins individually in the window, and then click Show Info to get more information about the plug-in, including confirmation that the plug-in is loaded and enabled.

5.2 Check that basic file actions and commands work correctly

To check that basic file actions and command work correctly, do the following basic file actions and commands on the target computer after you successfully start the applications and verify all plug-ins are loaded and properly enabled:

1. Choose File > New > Document and click OK with the application defaults
2. Choose File > Save As (InDesign) or File > Save Content As (InCopy) and choose a local or server directory and name the file, and then click OK.
3. Choose File > Open and navigate to a directory that contains either an existing InDesign document (INDD) or an existing InCopy document (INCD or INCX), select the document, and then click Open.
4. Make some modifications to the document, select File > Save a Copy (InDesign) or File > Save Content Copy (InCopy), and then click OK.
5. Perform InDesign specific acceptance testing:
 - a. Choose File > Place and navigate to a directory containing file types that InDesign uses and confirm that you can place all of the following file types successfully: JPG, PSD, TIFF, EPS, AI, PDF, DOC, RTF, XLS, and XML.
 - b. Confirm that you can edit the text files in both Layout and Story views
 - c. Confirm that you can apply all transformations supported by InDesign to the Placed graphic files in step 5.
 - d. Confirm you can Print and Export a PDF file.

6. Perform InCopy specific acceptance testing:

- a. In a new InCopy document, choose Type > Fill with Placeholder Text.
- b. Switch to Story or Galley View and choose Changes > Track Changes in Current Story.
- c. Select the first paragraph and press Delete .

- d. Select a sentence in the second paragraph and choose Notes > Convert to Note.
- e. Choose Notes > Expand/Collapse Notes In Story.
- f. In the second paragraph, type a new sentence.
- g. Switch to Layout View. place a text insertion point in the beginning of the third paragraph, press F8 to display up the Notes palette, and then enter a note and press F8 again.
- h. Choose File > Save Content As, and then close the document.
- i. Choose File > Open, select the document saved in step h, and then verify that all edits were preserved..

6. Removing InDesign and InCopy

6.1 Removal instructions

6.1.2 Removing InDesign or InCopy from a Citrix Server consists of deleting the published application from the Citrix Management Console, then removing the application using the standard Add/Remove Programs Control Panel.

6.1.3 Delete the published application from the Citrix Management Console

1. Start the Management Console For Presentation Server 4.0 in one of the following ways:
 - Click the button on the Citrix tool bar which has a person's head, an app, and a server icon on it.
 - Run it from Program Files\Citrix\Administration\ctxload.exe.

Important Note: Once the Management console has launched, you'll see a list of your farms on the left hand side.

2. Expand the farm object where the InDesign/InCopy application is installed.
3. Click on the Applications folder to display your InDesign and InCopy applications should be shown in the main pane of the window.
- 4 Right click on InDesign CS4 or InCopy CS4, and choose Delete Published Application.
5. Click Yes on the confirming dialog.
6. Repeat step 4 if necessary to remove the other InDesign CS4 or InCopy CS4 application.
7. Close the "Management Console for Presentation Server 4.0"

6.1.4 To remove the application using Add/Remove Programs

1. Choose Start > Settings > Control Panel > Add/Remove Programs
2. Select either InDesign CS4 or InCopy CS4 by clicking on it's name in the list of currently installed programs.
3. Click Change/Remove beside the application you want to remove to start the Adobe's Installer, then click Next.
4. Select Remove, and then click Next.
5. Click Uninstall

6. Click Exit on the verification screen to leave the uninstaller.
7. Repeat steps 2-6 to remove the other application.

7. Troubleshooting

Contacting Adobe Technical Support

If you need to contact Adobe Technical Support, please prepare answers to the following questions so that we can better assist you:

1. Which Server Operating system and version number is the Citrix Presentation Server 4.0-based server running? Which Service Pack (if any) has been applied to the server operating system?
2. Which version of the Windows client operating system is the client computer? Which Service Pack (if any) has been applied to the client operating system? Do these programs meet the environment requirements listed in Environments section in this document?
3. Which version of the Citrix Presentation Server 4.0 Server software are you currently running? Which Citrix Hotfixes and Service Packs have you installed?
4. What is the problem statement (for example, "When I do X with Y, Z happens")? If the problem produces an error message, what is the exact wording of the message?
5. Which user profile is logged into the server (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged into the server?
6. Which user profile is logged into the client computer (for example, Administrator or Power User)? Does the problem occur when an Administrator profile is logged into the client computer?
7. Can you reproduce the problem when you test the problem on the server? If so, what steps reproduce the problem?
8. What goal are you trying to achieve? Have you been able to achieve this goal in the past? If so, did anything change recently in your environment that might be related to the problem?

8. Known Issues

As of October 2008, there are no known issues with installation procedures and the remote application execution of Adobe InDesign CS4 and InCopy CS4 using Citrix Presentation Server 4.0 Server

9. Support Statement for Windows Terminal Services

Adobe InDesign and InCopy CS4 supports Windows Terminal Services and Citrix Server/Client configurations. Citrix Presentation Server 4.0 Server implementations leverage core Microsoft Windows Terminal Services. Adobe has performed limited testing with standard Microsoft Windows Terminal Services for Windows 2003 Server. Our testing coverage focused on basic file actions consisting of the following:

1. Remote Launching of the applications

2. Creating and Saving new documents
3. Opening existing documents