



**FH**®

**FIREHOUSE Software**  
**Setup for Citrix or Terminal Services**



A **xerox**  Company

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# Introduction

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The **FIREHOUSE** Software *Setup for Citrix or Terminal Services* is designed to help you set up FH® Standard or Enterprise for use with Citrix or Terminal Services, using a local or roaming profile.

**WARNING:** The information in this document is provided to you to set up **FIREHOUSE** Software® on Citrix and Terminal Services on your own. The setup of Citrix or Terminal Services is not supported by FH technical support.

**Caution:** These instructions have not yet been tested by technical support on Windows Server 2008 R2.

**Note:** It is assumed that Citrix or Terminal Services is already installed and configured correctly on your server.

The setup for **FIREHOUSE** Software is the same whether your server is running Citrix or Terminal Services.

FH technical support staff is available to answer your questions by telephone or email. Technical support hours are from 7:00 A.M. to 7:00 P.M. Central time, Monday through Friday, and from 8:00 A.M. to 12:00 P.M. on Saturday. Call 800-921-5300, option 2, for support voicemail and leave a message as to when you are available for a return call. You can also send an email to [support@firehousesoftware.com](mailto:support@firehousesoftware.com).

## Place the server in installation mode

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**Note:** You only need to do the steps below if you are using Windows Server 2008. If you are not using Windows Server 2008, skip this topic and go to [Decide whether to use a local or roaming profile](#), on page 2.

Windows Server 2008 must be placed to installation mode before installing FH™, or users may encounter issues after the installation.

1. Log on to your server as an administrator.
2. Choose **Start** → **Run**.  
The **Run** dialog box appears.
3. In **Open**, type `cmd`.  
A Windows system dialog box appears with a command prompt.
4. At the prompt, type `change user /install`.  
A message appears confirming that the server is now set to installation mode.
5. Close the Windows system dialog box.
6. Continue with [Decide whether to use a local or roaming profile](#), on page 2.

# Decide whether to use a local or roaming profile

**WARNING:** Microsoft does not recommend the use of roaming profiles. While FH 6 or later supports the use of roaming profiles in Active Directory (AD), a better practice would be to use folder redirection.

When you are setting up **FIREHOUSE** Software to use Citrix or Terminal Services, you must decide whether you want to set up a local profile on a specific workstation, or whether you want to set up a roaming profile on your network. When a user has a home directory specified in AD, a Windows folder is created in the user's home directory, and that folder is used instead of the Windows folder in the user's profile on the Citrix or Terminal Services server. To use a roaming profile, you will set up an `FH.INF` file in the Windows folder in the user's home directory.

**Caution:** Do not place the `FH.INF` file in the profile on the Citrix or Terminal Services server, as it will be overwritten when the user logs into the server.

**Note:** (Windows Server 2008) If a user is a member of the Local Guest Group or the Domain Guest Group, the server creates a profile named `TEMP` instead of downloading the user's roaming profile. If this occurs, remove the user from all guest groups, and read the Microsoft KB article *Cannot Save Terminal Services Profile Locally If You Are a Member of a Guest Group on the Terminal Server* at <http://support.microsoft.com/kb/293660>.

1. Decide whether you want to use a local or roaming profile with FH.
2. Depending your decision, do one of the following:

To use this profile	Do this
Local profile	Continue with <b>Install FH and create the FH.INF file</b> , on page 7.
Roaming profile	Continue with <b>Check for the Windows folder</b> , on page 3.

## Check for the Windows folder

**Note:** If you are using a local profile, skip the steps below and go to [Install FH and create the FH.INF file](#), on page 7. The steps below are part of setting up a roaming profile.

FH checks for an `FH.INF` file first in the profile folder on the local workstation, then in the user's home folder on the network. If FH does not find the `FH.INF` file in these locations, it uses the default registry settings `.INI` file in the FH installation folder on the workstation.

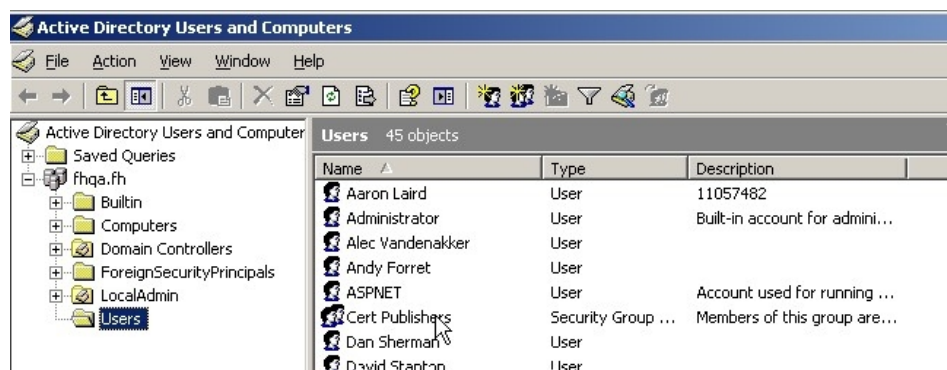
To use a roaming profile, you need to verify that the Windows folder exists as expected, or create a home folder if the Windows folder does not exist.

1. Navigate into a user's profile folder on their workstation.  
**Tip:** Profile folders are typically located in `C:\Documents and Settings`.
2. Check to see if there is **Windows** folder in the user's profile folder.
3. (If the **Windows** folder exists) Continue with [Install FH and create the FH.INF file](#), on page 7.
4. (If the **Windows** folder does not exist) Navigate to the user's home folder on the network server.
5. Check to see if there is **Windows** folder in the user's profile folder.
6. (If the **Windows** folder exists) Continue with [Install FH and create the FH.INF file](#), on page 7.
7. (If the **Windows** folder does not exist ) Continue with [Create a home folder for the user](#), on page 4.

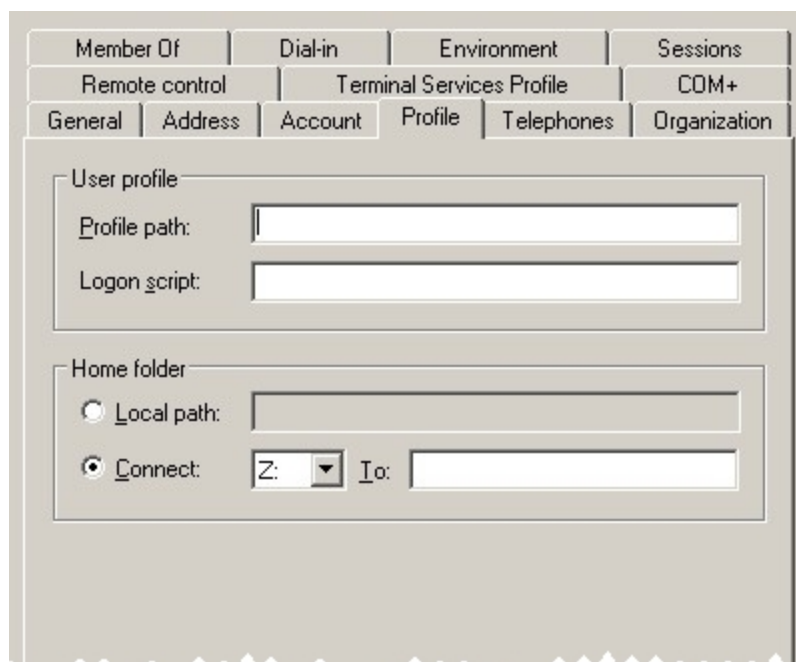
## Create a home folder for the user

**Note:** If you are using a local profile, skip the steps below and go to [Install FH and create the FH.INF file](#), on page 7. The steps below are part of setting up a roaming profile.

1. Choose **Start** → **Administrative Tools** → **Active Directory Users and Computers**.  
The **Active Directory Users and Computers** dialog box appears.
2. In the left pane, expand the domain name and then select **Users**.  
The contents of the **Users** folder appears in the right pane of the dialog box.



3. In the right pane, right-click the name of the user you want to create a home folder for, and then select **Properties** from the right-click menu.  
The **Properties** dialog box for that user appears.
4. Click the **Profile** tab.



5. Under **Home folder**, specify the location for the user's home folder as appropriate to your environment.

6. Click **OK**.
7. Contact the user and ask them to log out, and then to log in again.
8. Navigate to the user's home folder on the network server, and check to see if the **Windows** folder has appeared.
9. (If the **Windows** folder now exists) Continue with [Install FH and create the FH.INF file](#), on page 7.
10. (If the **Windows** folder does not exist) Continue with [Use regedit to set up a path statement for the FH.INF file](#), on page 6.

## Use regedit to set up a path statement for the FH.INF file

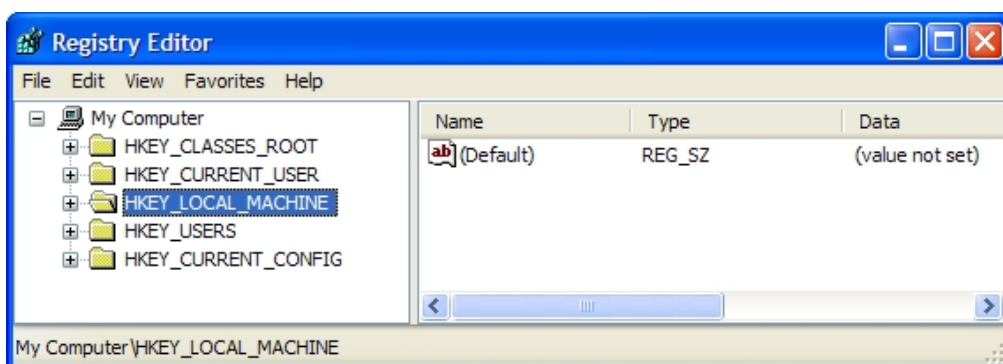
**Note:** If you are using a local profile, skip the steps below and go to [Install FH and create the FH.INF file](#), on page 7. The steps below are part of setting up a roaming profile.

1. Navigate into the user's profile folder on their workstation.
2. Create a new folder and name it **Windows**.
3. Choose **Start** → **Run**.

The **Run** dialog box appears.

4. In **Open**, type `regedit`, and then click **OK**.

The **Registry Editor** dialog box appears.



5. In the left pane, expand **HKEY\_CURRENT\_USER**.
6. Right-click **Environment**, and then select **New** → **String Value** from the right-click menu.  
In the right pane, **New Value #1** appears, highlighted to be renamed.
7. Rename the **New Value #1** to **Path**.
8. Right-click **Path**, and then select **Modify**.  
The **Edit String** dialog box appears.
9. In **Value data**, enter the path to the user's profile folder, and the Windows folder in it.

**Example:** (Windows Server 2003) `C:\Documents and Settings\Jane\Windows`

**Example:** (Windows Server 2008) `C:\Users\Jane\Windows`

10. Click **OK**.
11. Close the **Registry Editor** dialog box.
12. Contact the user and ask them to log out, and then to log in again.
13. Continue with [Install FH and create the FH.INF file](#), on page 7.

## Install FH and create the FH.INF file

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Each user must have their own `FH.INF` file to specify individual settings. When an `FH.INF` file exists in the user's profile, FH reads the settings from the `FH.INF` file instead of from the registry or INI installation of FH.

If multiple FH sessions use the single Windows registry entries for FH, the following problems may occur:

- The same workstation is defaulted to, regardless of who is connected through their own workstation.
- A user with files in the remote folder open for writing prevents another user from modifying the same file.
- Audit tracking problems from multiple users sharing the same remote folder.

**Note:** Depending on whether FH was installed as an INI installation or a registry installation, the process for creating and editing an `FH.INF` file for each user is different.

1. Install FH Standard or FH Enterprise according to their respective installation guides.

**WARNING:** (FH Enterprise) When you reach the **Configuration Location** screen of the **FIREHOUSE** Software installation wizard and you are prompted for the installation type, you must select **Registry**.

2. Grant the `Users` group modify rights for the **FIREHOUSE** Software installation folder and all its sub-folders.
3. Depending on how you installed FH, continue with one of the following.
  - [INI installation of FH](#), on page 8
  - [Registry installation of FH](#), on page 9

## INI installation of FH

1. Navigate into the FH installation folder.
2. Copy the `FH.INI` file.
3. Navigate into one of the following:
  - (Local profile) The user's profile folder on their workstation.  
**Tip:** Profile folders are typically located in `C:\Documents and Settings`.

**Example:** `C:\Documents and Settings\Jane`

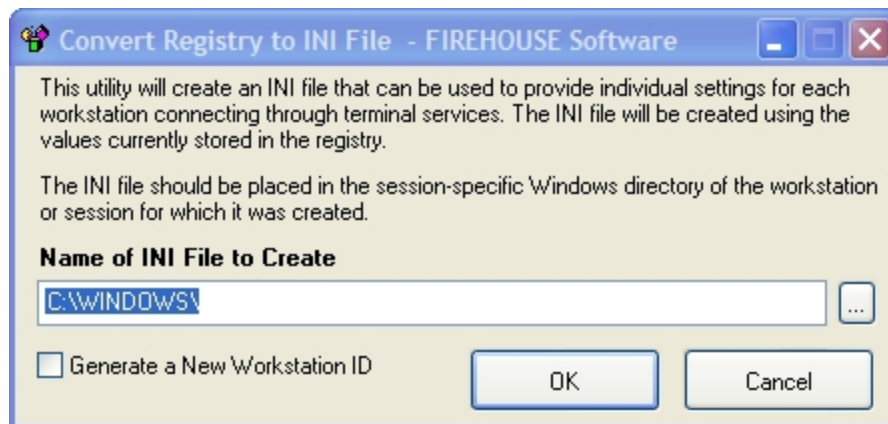
  - (Roaming profile) The *user's home folder*\Windows folder

**Example:** `\\server name\Jane\Windows`
4. Paste the `FH.INI` file.
5. Change the extension on the file to `.INF`, so that the file is named `FH.INF`.
6. In Notepad, open `FH.INF`.
7. Search the file for `[Workstation]` to find the correct set of options to edit.
8. For the `Default` variable, change the value to a unique 10-digit value for that user's workstation.
9. Save and close the file.
10. Repeat steps 1-9 for each user connecting to FH through a remote session.
11. Continue with [Verify your FH.INF changes in FH](#), on page 12.

## Registry installation of FH

1. Insert the FH Standard or FH Enterprise CD into your CD/DVD drive.
2. Open the CD and navigate into the `Tools` directory.
3. Double-click `Reg2INI.exe`.

The **Convert Registry to INI File** dialog box appears.



4. In **Name of INI File to Create**, enter the path to the user's profile, and the filename `FH.INF`.

- (Local profile) The user's profile folder on their workstation.

**Tip:** Profile folders are typically located in `C:\Documents and Settings`.

**Example:** `C:\Documents and Settings\Jane\FH.INF`

- (Roaming profile) The *user's home folder*\Windows folder

**Example:** `\\server name\Jane\Windows\FH.INF`

5. Select **Generate a New Workstation ID** and then click **OK**.

The `FH.INI` file is created with a unique 10-digit workstation ID, in the location you specified.

6. Repeat steps 4-5 for each user connecting to FH through a remote session.
7. Do one of the following:

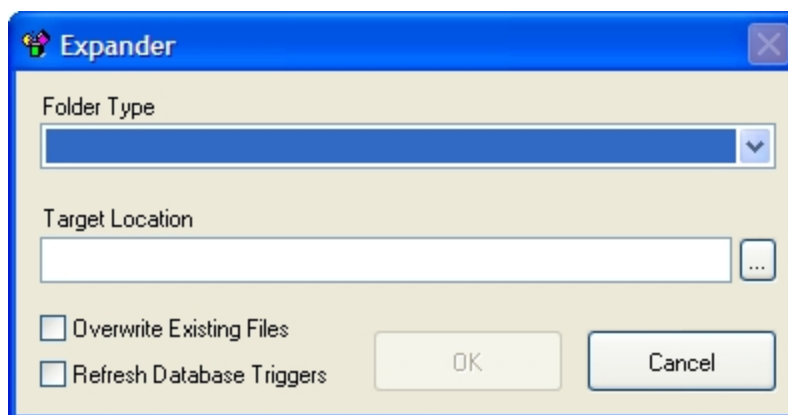
FH edition	Then do this
FH Standard	Continue with <a href="#">Verify your FH.INF changes in FH</a> , on page 12.
FH Enterprise	Continue with <a href="#">Create and populate a Remote folder</a> , on page 10.


## Create and populate a Remote folder

**Note:** If you installed FH Standard, skip the steps below and go to [Verify your FH.INF changes in FH](#), on page 12. The steps below are required for FH Enterprise.

**WARNING:** Before beginning, verify that all FH users are logged out, and that FH is not running.

1. Navigate into the folder where you installed FH.
2. Double-click `FHEXPAND.EXE`.  
The **Expander** dialog box appears.



3. From **Folder Type**, select **Remote Access Database**.
4. In **Target Location**, enter the path to the `Remote` folder in the FH installation folder.  
**Tip:** You can also browse to the profile folder by clicking the lookup  button and using the **Select Directory** dialog box that appears.
5. Select **Overwrite Existing Files**.
6. Select **Refresh Database Triggers**.
7. Click **OK**.  
FH Expander populates the `Remote` folder in the installation folder with clean files.
8. Copy the `Remote` folder.
9. Navigate into a user's profile folder.
  - (Local profile) The user's profile folder on their workstation.  
**Example:** `C:\Documents and Settings\Jane`
  - (Roaming profile) The *user's home folder*\Windows folder  
**Example:** `\\server name\Jane\Windows`
10. Paste the `Remote` folder into the user's profile folder.  
The `Remote` folder contains the FH license file, so you do not need to license the user's FH session.

**Note:** The user must have full rights to the `Remote` folder to be able to add, delete and modify files in this folder.

11. Repeat steps 9-10 for each user connecting to FH through a remote session.
12. Continue with [Edit the FH Enterprise FH.INF file](#), on page 11.

## Edit the FH Enterprise `FH.INF` file

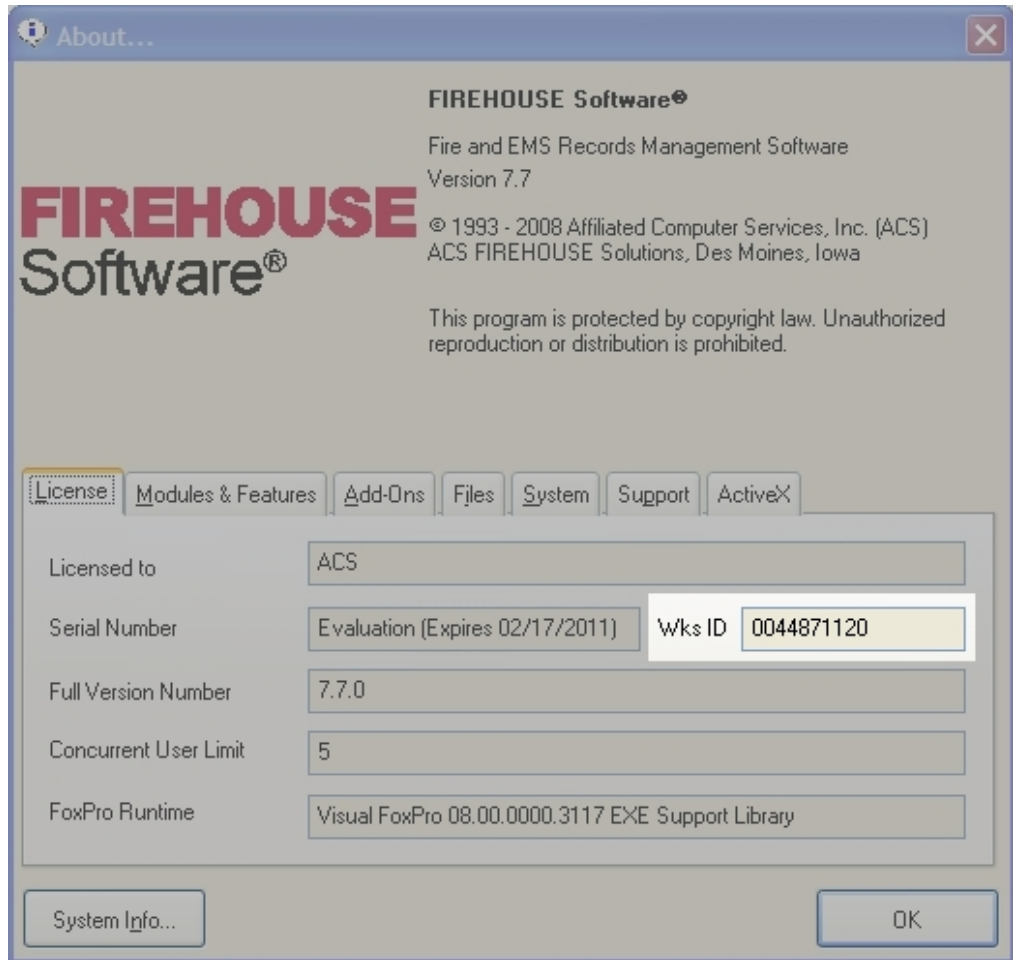
**Note:** If you installed FH Standard, skip the steps below and go to [Verify your FH.INF changes in FH](#), on page 12. The steps below are required for FH Enterprise.

1. (If you are not there already) Navigate into a user's profile folder.
  - (Local profile) The user's profile folder on their workstation.  
**Example:** `C:\Documents and Settings\Jane\FH.INF`
  - (Roaming profile) The *user's home folder*\Windows folder  
**Example:** `\\server name\Jane\Windows\FH.INF`
2. In Notepad, open `FH.INF`.
3. Search the file for `[System]`.
4. For the `Default` variable, change the value of the path to the user's `Remote` folder.
5. For the `[Database]`, `[Queries]`, `[Reports]`, and `[Remote]` sections of the file, change the value of the `Default` variable to the path to the user's `Remote` folder.
6. Search the file for `[Workstation]`
7. For the `Default` variable, change the value to a unique 10-digit value for that user's workstation.
8. Save and close the file.
9. Repeat steps 1-9 for each user connecting to FH through a remote session.
10. Continue with [Verify your FH.INF changes in FH](#), on page 12.

## Verify your FH . INF changes in FH

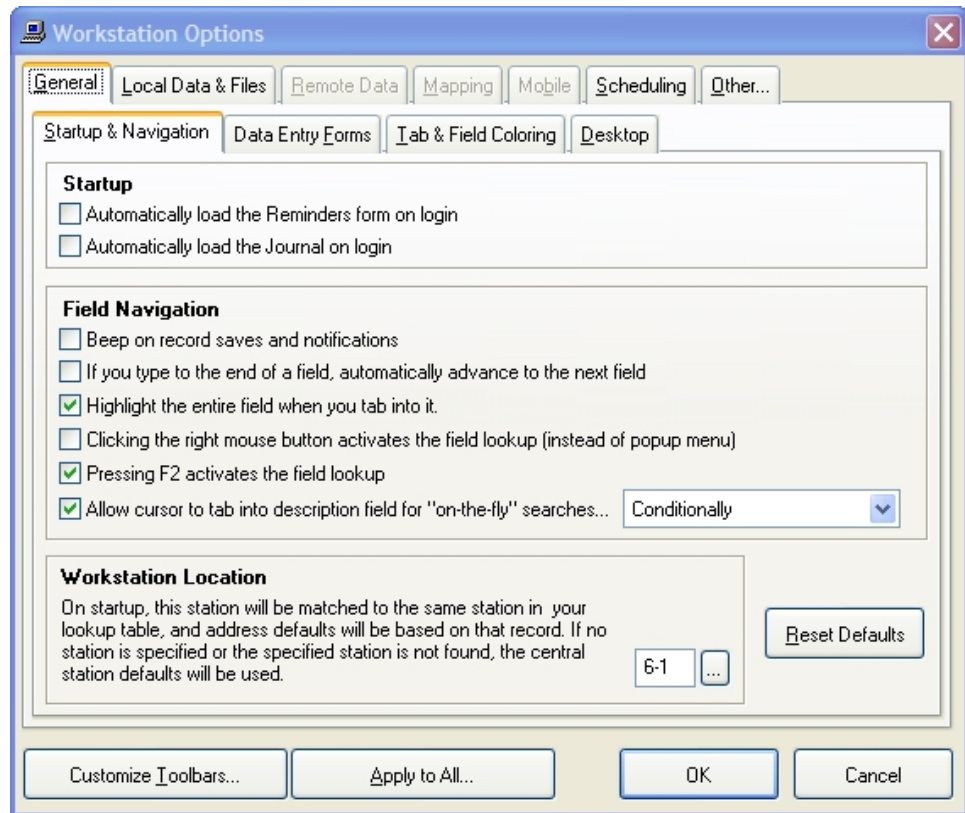
Once you have specified the path for a remote login, you need to verify that the new path you specified in the FH . INF file is correct.

1. Log into FH as one of the users you have set up an FH . INF file for.
2. Choose **Help** → **About FIREHOUSE Software**.  
The **About** dialog box appears.
3. In **Wks ID**, verify that the unique 10-digit number you specified in the FH . INF file under [Workstation] is displayed.



4. Click **OK**
5. (FH Enterprise) Do the following.
  - a. Choose **Tools** → **Workstation Options**.

The **Workstation Options** dialog box appears.



- b. Click the **Local Data & Files** tab.
  - c. Verify that the paths displayed on this tab are the same as the one(s) you specified in the user's `FH.INF` file.
  - d. Close the dialog box.
6. Continue with [Return the server to application mode](#), on page 13.

## Return the server to application mode

**Note:** You only need to do the steps below if you are using Windows Server 2008.

The server must be returned to application mode after installing FH.

1. Choose **Start** → **Run**.  
The **Run** dialog box appears.
2. In **Open**, type `cmd`.  
A Windows system dialog box appears with a command prompt.
3. At the prompt, type `change user /execute`.  
A message appears confirming that the server is now set to user mode.
4. Close the Windows system dialog box.