March 5, 2021

Citrix OnDemand Login Page

Home Page

Citrix/ScrewDrivers/RemoteScan
Downloads

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Internet Explorer is the supported web browser for the Citrix SIS Hosting Environment

Windows 10 users click the following link:

ClientPackDownload/Citrix/ScrewDrivers/RemoteScan

MAC OS users click HERE for downloads.

iPad and Android Device users click HERE.

Open a PDF version of this Support Page click HERE.

IMPORTANT

- Please execute all client software installation outlined on this Support page as an Administrator.

- The RemoteScan Software is included in the OnDemand ClientPack, however the RemoteScan Software should only be installed on machines that will be performing scanning functions in the SIS Citrix Hosted Applications. license for RemoteScan is required for permannet use.

- Please create a shortcut or bookmark for the Account Self Service solution using the below URL. You will need to enroll to take advantage of the ability to reset and change your Citrix account password and unlock you Citrix account. Instructions are provide on the accountselfservice site.

  https://accountselfservice.sourcemed.net/showLogin.cc

- Please configue Internet Explorer to include https://ondemand.sourcemed.net as a trusted site and set the security level of trusted sites to at least medium-low.

1. OnDemand ClientPack Download Instructions

Create a new folder on your local C: drive and name it SISCitrix. Please download and save your "OnDemandClientPack.zip" file and all other client software related to SIS into this folder. Unzip the contents by right clicking the OnDemandClientPack.zip file and select "Extract All". The OnDemandClientPack zip file will contain the following files:

CitrixWorkspaceApp_19123000.exe, OnDemandReceiverConfig.cr, ScrewDriversClient_6.10.3.17781_x64.exe, RegisterTriceratIcaPerUser.bat, RegisterTriceratIcaPerMachine.bat, and RemoteScanEnterpriseASP_827.exe

OnDemandClientPack.zip

Once unzipped, proceed and follow the below instructions

2. Citrix Workspace App Long Term Service Release for Windows 19.12.3000 Installation Instructions

A. Log into the device as an Administrator and run the Command Prompt as Administrator. After uninstalling exsisting versions of the Citrix Client, use the below command line

CitrixWorkspaceApp_19123000.exe /forceinstall /AutoUpdateCheck=disabled EnablCEIP=false

to install the CitrixWorkspaceApp.exe_19123000.exe that was extracted in Step 1. Please reference the below screenshot for the command line install. Acknowledge any security messages and click the Start button on the Citrix Workspace Welcome window as shown below.

```
Administrator: Command Prompt

C:\SISCitrix>CitrixWorkspaceApp_19123000.exe /forceinstall /AutoUpdateCheck=disabled EnableCEIP=false

C:\SISCitrix>
```

B. Click Start

Citrix Workspace ☓

Welcome to Citrix Workspace

Citrix Workspace app installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.

Workspace

- Allow applications access to your webcam and microphone.
- Allow applications to use your location.
- Allow access to local applications authorized by your company.
- Save your credential to sign in automatically.

Click Start to set up and install Citrix Workspace app on your computer.

CITRIX

[Start]   [Cancel]

C. Check the box to accept the license agreement and click Next.

Citrix Workspace ☓

License Agreement

You must accept the license agreement below to proceed.

CITRIX LICENSE AGREEMENT

Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).

CTX_code EP_R_A10352779

☑ I accept the license agreement

[Next]   [Cancel]

D. If you receive a window to Enable single sign-on, leave the option unchecked and click Next.
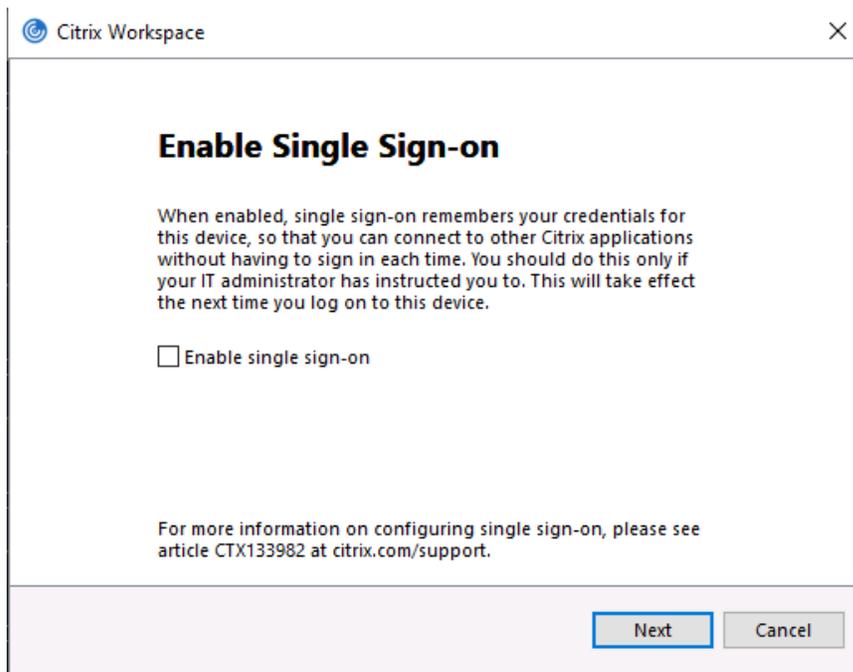
E. Make sure "Enable app protection" is unchecked. Click Install and the installation will begin.
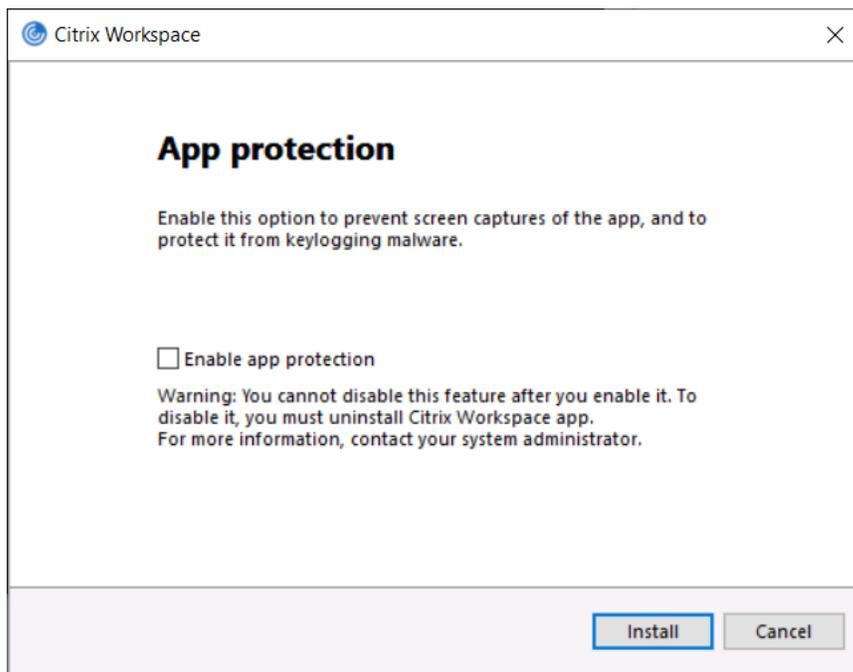
 F. Click Finish. If you are prompted to reboot your system, please reboot. After you log into your syste after rebooting, if you are presented with an "Add Account" window please click the Close button.
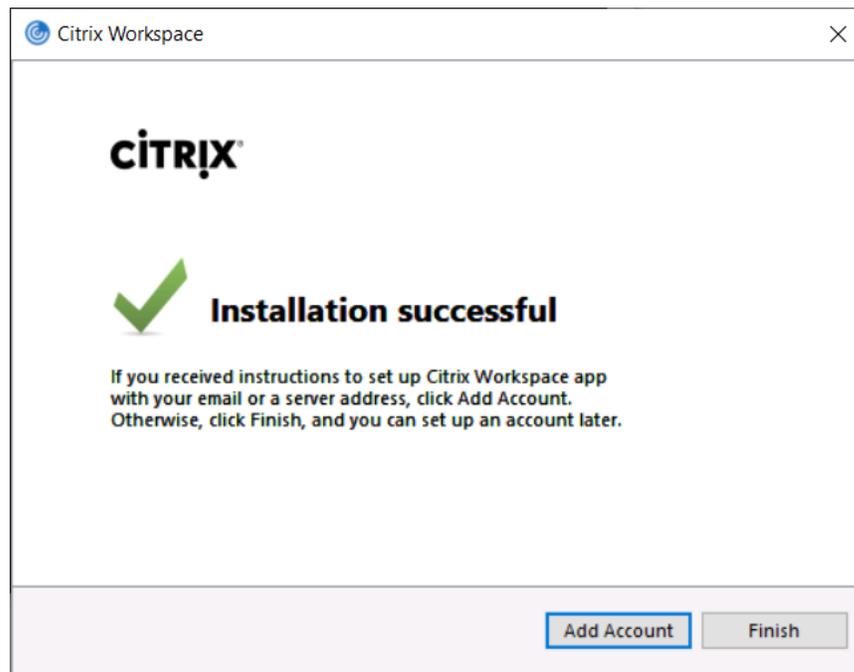
G. After clicking finish you may notice the Citrix Workspace App icon in the system tray (blue circle wit white curved lines) as shown in the below screenshot. (1) You may have to click the "up arrow" to expand the system tray icons. (2) Next, right click the Citrix Workspace App icon in the system tray. (3 Click Advanced Preferences. (4) Click the High DPI link, select the option "No, use the native resolution", and click Save.
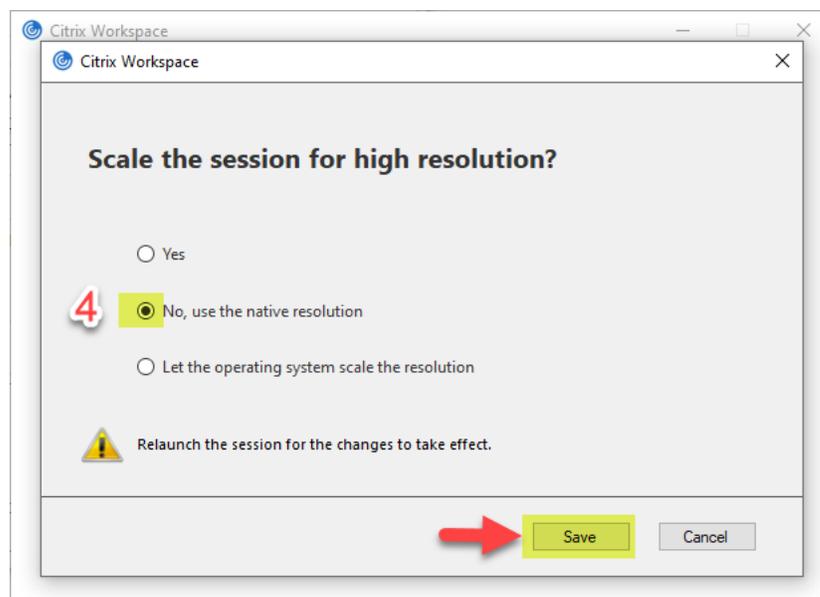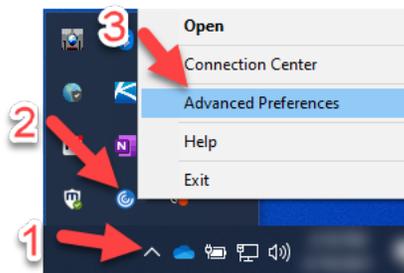
H. Double click the OnDemandReceiverConfig.cr file that was unzipped in Step 1 and wait for the below message to be presented and click Add.
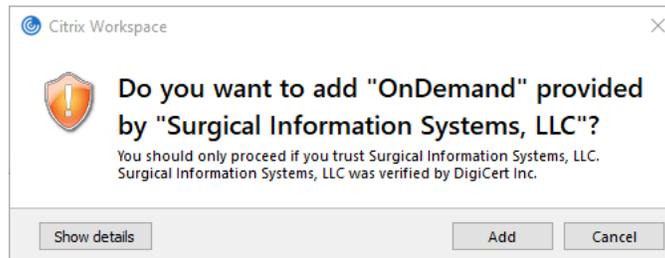
I. After clicking Add, wait to be presented with the below login window and enter your username and password and click Log On.
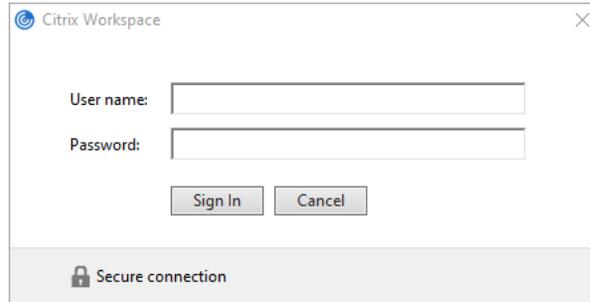
IMPORTANT - Please access your Citrix SIS Hosted Applications using Internet Explorer by browsing to https://ondemand.sourcemed.net. You will be provided with some additional password change options

3. Tricerat ScrewDrivers v6.10.3.17781 Installation Instructions

A. Right click the ScrewDriversClient_6.10.3.17781_x64.exe file that was unzipped in Step 1 and select Run as Administrator. Click Next and check the "I agree.." box. Click the Install Button. After the installation is complete click the Finish Button

B. Right click the files RegisterTriceratIcaPerUser.bat and RegisterTriceratIcaPerMachine.bat that were unzipped in Step 1 and click Run as adminstrator. The command prompt window will quickly open and close.

C. Search for ScrewDrivers Client v6 x64 from Windows Search or Control Panel. Open the ScrewDriver Client v6 x64 software and click the "Printers" tab and allow access to the printers that you will use while logged into your Citrix applications by sliding the bar to show green. All other printers, in which the slide bar is NOT green will not be presented in the Citrix application. Use the below screenshots as reference .

 Next, click the General Tab, toggle the Session Options to green as shown below, and click the Query Printers button. Click Apply and close the window to save changes.
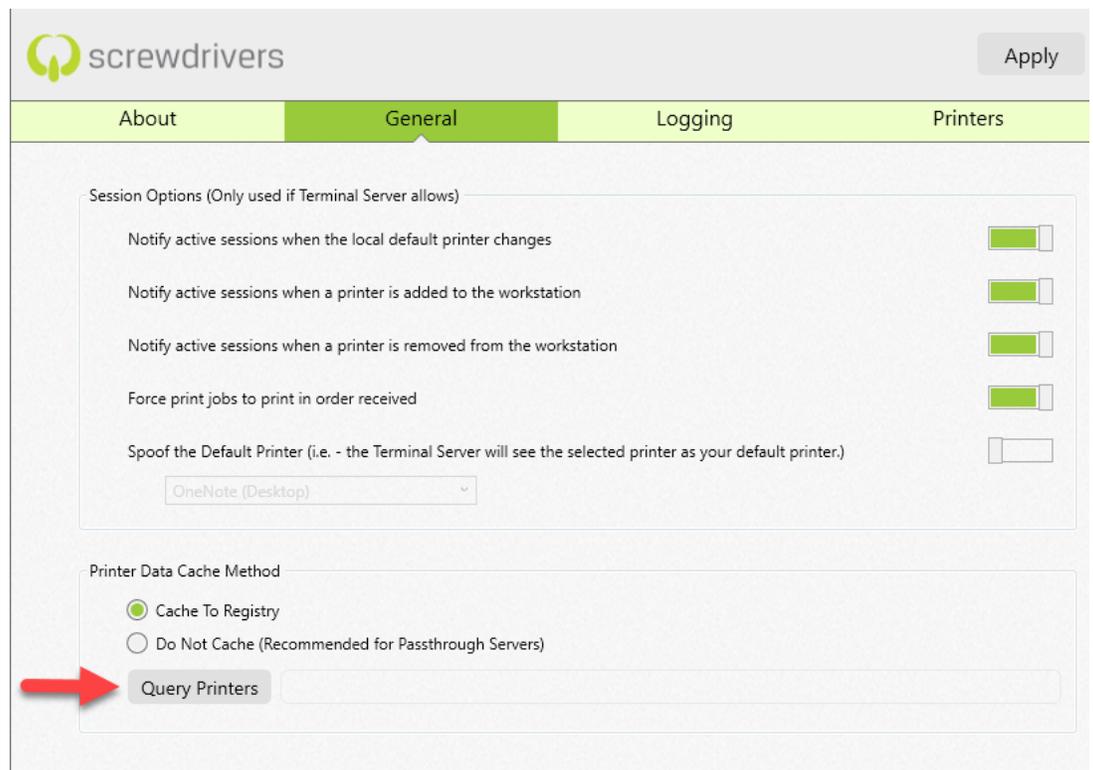
4. RemoteScan Installation Instructions

Please Note: The RemoteScan software is now included in the OnDemand ClientPack zip file.

A. Right click the RemoteScanEnterpriseASP_819.exe file that was unzipped in Step 1 and click Run as administrator. Acknowledge any security messages and click Next on the Welcome window.
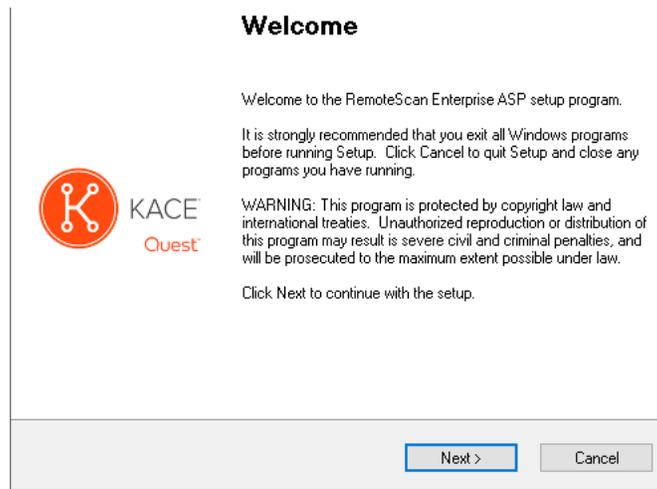
B. Select "I agree to the terms..." and click "Next".
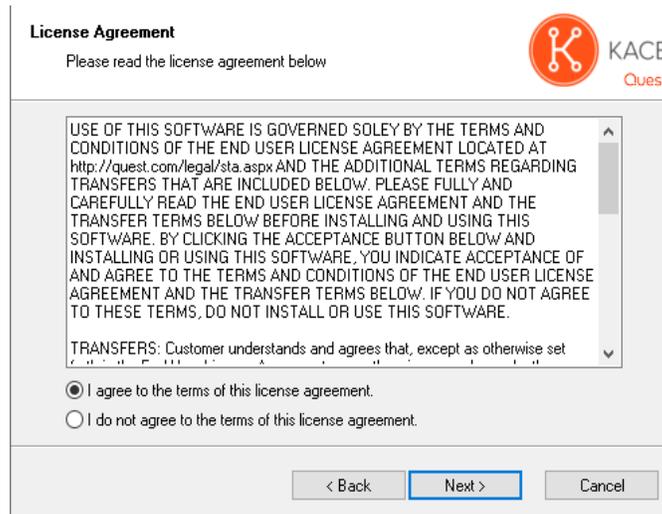
C. Click "Next".
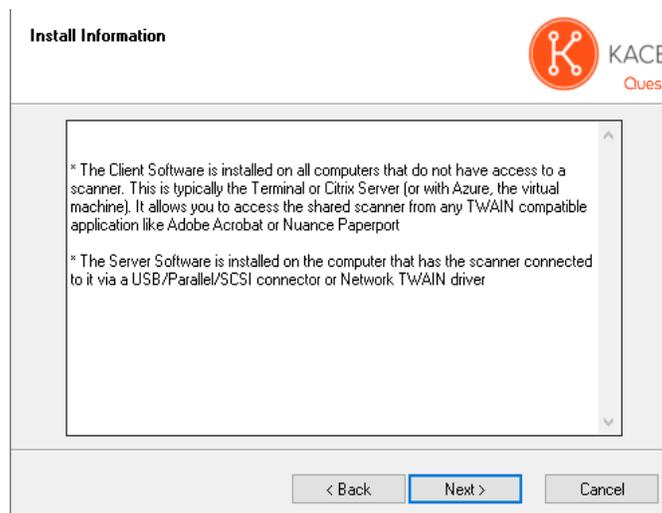
D. Select the "Install the Server Software" option and click "Next".

RemoteScan Enterprise ASP Product Components
Select an option below that best describes where you are installing
RemoteScan Enterprise ASP

Click on the products you want to install on this computer.

○ Install the Client Software on the Terminal / Citrix Server

◉ Install the Server Software on the Workstation with the Scanner/TWAIN-driver

[< Back]   [Next >]   [Cancel]

E. Select the "Update your Citrix Client to allow scanning" option and click "Next".

Citrix Users Read Below
Select your options below and click Next to continue.

Check the box below if you are connecting to your Server with a Citrix Client

☑ Update your Citrix Client to allow scanning

[< Back]   [Next >]   [Cancel]

F. Keep the default location and click "Next".

Installation Folder
Select the installation folder below and click Next to continue.

Setup will install the RemoteScan Enterprise ASP Server software to the directory listed
in the box below. To install to a different directory, either type in the new path or click
Browse to select another directory.

Install files to this location:

C:\Program Files (x86)\RemoteScan Server   [Browse...]

Space required on drive: 3.4 MB
Space available on selected drive: 172328 MB

[< Back]   [Next >]   [Cancel]

G. Place a check mark in the box, as shown in the screenshot below, and click "Next".

H. Select the option to "Modify my computer's ..." and Click "Next".

I. Make sure you have no open connections to Citrix or Terminal Services and click "Install" to begin the installation process.

J. Click Finish
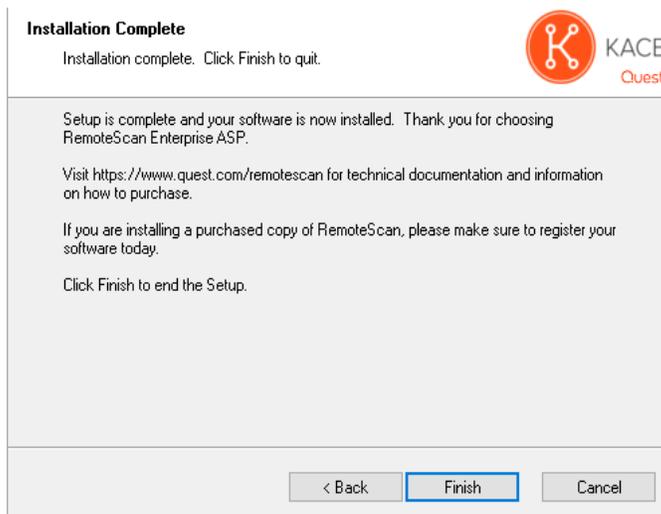
K. You will notice a scanner icon (RemoteScan icon) in your system tray as shown in the screenshot below. Right click the RemoteScan icon, select "Chose a TWAIN Scanner", and select the scanner you will be using in your Citrix SIS Hosted Application. The RemoteScan icon will now appear without the re line.
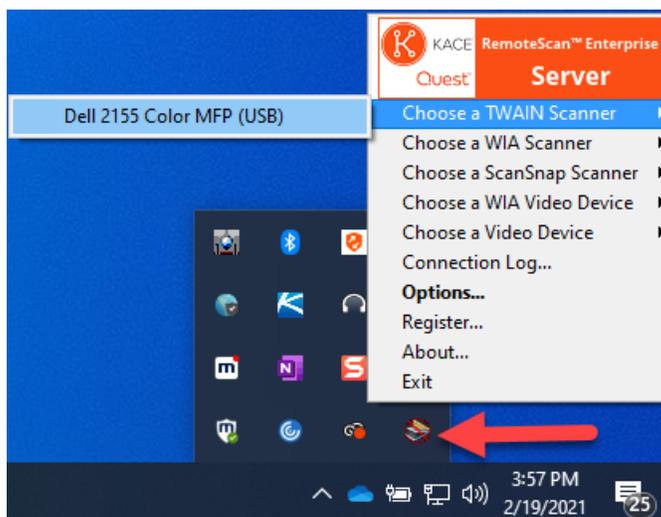
L. Right click the RemoteScan icon again and select Register. You will be presented with the Registrati window as shown below. Be sure to chose an ethernet adpater and NOT a wireless or bluetooth adpater when obtaining the MAC address for product registration. Take a screenshot your RemoteScan registration window and email it to SIS Support. A SIS Client Services Team member will contact with a Unlock Key. Enter the Unlock Key provided and click save to complete the registration process of the RemoteScan software. The images directories for the product will be set to save to the Z:\ on the server.

RemoteScan Enterprise Server
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NOT Registered To: ▓▓▓▓▓▓▓▓

Unregistered (13 days remaining)

* Note: Once you register you can not get a refund of this product.

Registration Key / Customer Information:
* Note: Please DO NOT select wireless/VPN network cards for registration

| CC-48-3A-64-2F-F2 Intel(R) Ethernet Connection (10) I219 ▾ |

Step 1: Press | + |

Unlock Key: [   ]

| Save | Cancel | Help |