

Citrix OnDemand Login Page

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Citrix/ScrewDrivers/RemoteScan Downloads

Contact Us

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 <u>HERE</u>.</u>



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	×
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. - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow applications to use your location. - Allow applications to use your location. - Allow applications 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	
	<u>S</u> tart <u>C</u> ancel

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 □ 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.

Citrix Workspace	×
App protection	
Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.	
Enable app protection	
Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator.	
Install	Cancel

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.

Citrix Workspace	×
CİTRIX Installation successful	
If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.	
Add Account Fi	nish

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.

🌀 Citrix W	orkspace	×
Û	Do you want to add "On by "Surgical Information You should only proceed if you trust Surgic Surgical Information Systems, LLC was verif	Demand" provided Systems, LLC"? cal Information Systems, LLC. ied by DigiCert Inc.
Show d	etails	Add Cancel

I. After clicking Add, wait to be presented with the below login window and enter your username and password and click Log On.

log Citrix Workspace	\times
User name:	
Password:	
Sign In Cancel	
A Secure connection	

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.

About	General	Logging	Printers
ag and drop printers to set th	e priority of the printer. The higher th	ne printer is in the list the higher the pri	ority.
Allowed		Printer Name	
OneNote (Desk	top)		
Snagit 2019			
OneNote for W	indows 10		
Microsoft XPS E	ocument Writer		
Microsoft Print	to PDF		
Fax			
Adobe PDF			
rinter Specific Settings			
Extended Options - Print Jo	b Settings		

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.

G screwdrivers			Apply
About	General	Logging	Printers
Session Options (Only used Notify active sessions v Notify active sessions v Notify active sessions v Force print jobs to prin Spoof the Default Print OneNote (Deskt	if Terminal Server allows) when the local default printer changes when a printer is added to the worksta when a printer is removed from the wo t in order received ter (i.e the Terminal Server will see th	tion vrkstation e selected printer as your default printer.)	
Printer Data Cache Method Cache To Registry Do Not Cache (Rec Query Printers	ommended for Passthrough Servers)		

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.

Welcome

Welcome to the RemoteScan Enterprise ASP setup program.

It is strongly recommended that you exit all Windows programs before running Setup. Click Cancel to quit Setup and close any programs you have running.



WARNING: This program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program may result is severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.

Click Next to continue with the setup.



B. Select "I agree to the terms..." and click "Next".

License Agreement Please read the license agreement	below	K	KACE Quest	
USE OF THIS SOFTWARE IS GC CONDITIONS OF THE END USE http://quest.com/legal/sta.aspx A TRANSFERS THAT ARE INCLUC CAREFULLY READ THE END US TRANSFER TERMS BELOW BEF SOFTWARE. BY CLUSING THE INSTALLING OF USING THIS SC AND AGREE TO THE TERMS AN AGREEMENT AND THE TRANS TO THESE TERMS, ON ONT INS	VERNED SOLEY BY THE TERM R LICENSE AGREEMENT LOCA ND THE ADDITIONAL TERMS F IED BELOW. PLEASE FULLY AL ER LICENSE AGREEMENT AN ORE INSTALLING AND USING ACCEPTANCE BUTTON BELOV FTWARE, YOU INDICATE ACC ID CONDITIONS OF THE END (TER TERMS BELOW. IF YOU DI TALL OR USE THIS SOFTWAR	IS AND TED AT TEGARDING VD D THE THIS V AND EPTANCE OF JSER LICENSE D NOT AGREE E.		
TRANSFERS: Customer understands and agrees that, except as otherwise set I agree to the terms of this license agreement. I do not agree to the terms of this license agreement.				
	< Back Next >	Ca	ncel	

C. Click "Next".

Install Information	KACE Quest
* The Client Software is installed on all computers that do not have access to a scanner. This is typically the Terminal or Citrix Server (or with Azure, the virtual machine). It allows you to access the shared scanner from any TWAIN compatible application like Adobe Acrobat or Nuance Paperport * The Server Software is installed on the computer that has the scanner connecte to it via a USB/Parallel/SCSI connector or Network TWAIN driver	÷.
< Back Next > (Cancel

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.		
O 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.	K	ACE Quest
Check the box below if you are connecting to your Server with a Citrix Clien	ıt	
Update your Citrix Client to allow scanning		
< Back Next >	Cance	!

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

Installation Folder Select the installation folder below and	I click Next to continue.	KACE Quest
Setup will install the RemoteScan Ente in the box below. To install to a differe Browse to select another directory.	erprise ASP Server software to nt directory, either type in the	o the directory listed new path or click
Install files to this location:		
C:\Program Files (x86)\RemoteScan \$	Gerver	Browse
Space required on drive: Space available on selected drive:	3.4 MB 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".

Select Options Select your options below and click	Next to continue		KACE Quest
If you are running Windows XP or W RemoteScan Enterprise ASP can m Windows 2003 to allow your comput not modify any other firewall software	findows 2003 odify the persona ters to use Remo e like Norton, Syg	l firewall that is part teScan Enterprise A jate or others.	of XP or SP. This will
Modify my computer's personal fir 🗹	rewall to allow Re	emoteScan.	
	< Back	Next >	Cancel

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

Ready to Install You are now ready to install RemoteScan Enterprise ASP. Click Next to continue
Setup now has enough information to start installing the software. If you would like to make any changes before continuing, click Back. To abort the installation, click Cancel.
When you are ready to start installing the software, click on the Install button.
< Back Install Cancel

J. Click Finish

Installation Complete Installation complete. Click Finish to quit.
Setup is complete and your software is now installed. Thank you for choosing RemoteScan Enterprise ASP.
Visit https://www.quest.com/remotescan for technical documentation and information on how to purchase.
If you are installing a purchased copy of RemoteScan, please make sure to register your software today.
Click Finish to end the Setup.
< Back Finish Cancel

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 Registration 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.

© 2021	RemoteScan Enterprise Ser Quest Software Inc. All Right	ver s Reserved	
NOT Registered T	o:		
1	Unregistered (13 days remain	ning)	
* 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	2 Intel(R) Ethernet Connection	(10) 1219	
Step 1: Press		+	
	Unlock Key:		