Best Practices

Using Intralinks Designer with a Citrix Server

Revised April 2020

Supported Citrix Configurations

Intralinks Designer supports the following Citrix configurations:

- XenDesktop in one of the following modes:

  - Persistent – Users have their own desktop image that they can customize and save for future use.

  - Non-persistent – There is a pool of uniform desktops that users access when needed. These desktops revert to their original state when the user logs out.

- XenApp with the following user level configuration:

  - Dedicated session – A new session is created for each connected user and the application runs in the context of that session. Each user's log and application data path is separate from other users. Processes from one user session are not visible to other user sessions.

Note: The shared session user configuration and/or any other configuration not listed above is not supported.

Introduction

Use the instructions in this document to optimize the performance of Intralinks Designer when it is used on a Citrix server. Complete each procedure below and then test Intralinks Designer's performance before continuing to the next procedure. It is necessary to complete multiple procedures only if the previous procedures did not adequately improve Intralinks Designer's performance.

Changing the location where log files are created

The first step to optimizing Intralinks Designer's performance on a Citrix server is to be sure that the log files generated by each user are created on the server, rather than individual users' computers. Follow the steps below to make this change.

1. Exit Intralinks Designer.

2. Using Task Manager, halt the **ILPlatform.exe** process.

3. Locate the WSB.Config configuration file and copy crcgenerator.exe to this location.

   WSB.Config file typically is located at C:\Intralinks\Intralinks Designer\Config\.

4. Open WSB.Config using Notepad or another text editor.

5. Locate the following properties:

   ```
   <add key="LogfilesPath" value="%APPDATA%\ILClient" />

   <add key="WSB_Storage_Path" value="" />
   ```

6. Change the value of the properties to a location on the Citrix server. For example:

   ```
   <add key="LogfilesPath" value="c:\ILCLIENT" />

   <add key="WSB_Storage_Path" value="c:\ILCLIENT" />
   ```

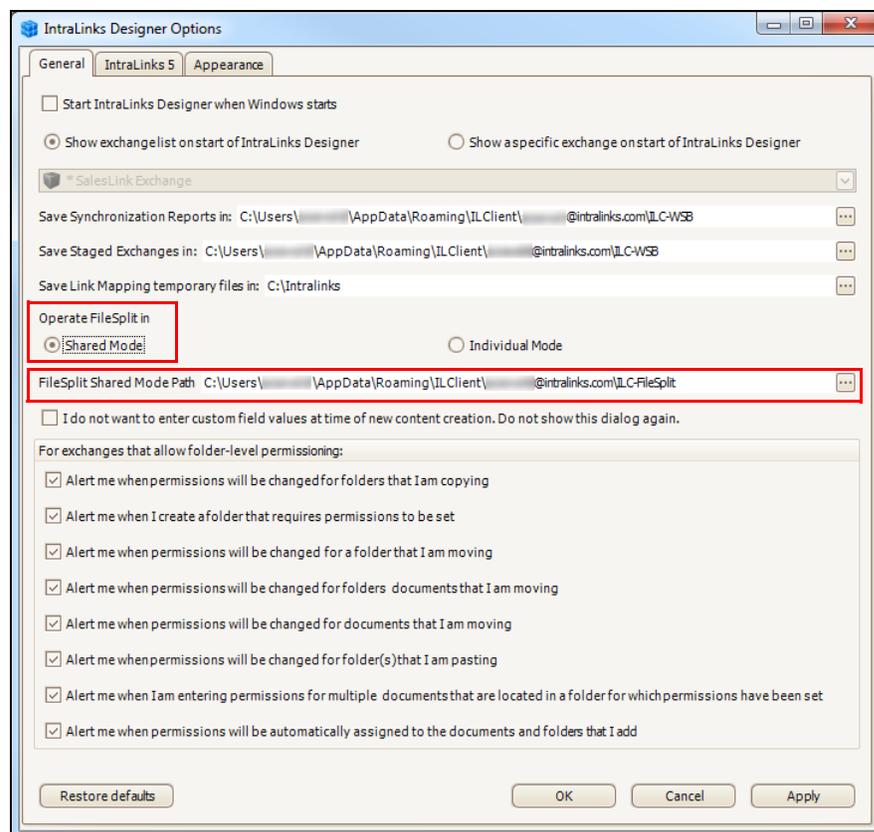**Note:** If the folder you specified does not exist, you must create it. It will not be created automatically for you.

7. Update the template.dat file using the CRCGenerator program. (This process is described in the *Intralinks Designer Installation Guide for IT Professionals*.)

Setting Filesplit options

Complete the following steps on each user's computer.

If you are not using Filesplit, skip to the next procedure, "Disabling Intralinks Designer's autosave function."

1. Start Intralinks Designer.

2. From the **Tools** menu, select **Customize**, and then select **Intralinks Designer Options**. The **Intralinks Designer Options** screen appears.

The Intralinks Designer Options screen. Review the highlighted fields.

3. If you are using Filesplit, select **Shared Mode** for the **Operate Filesplit In** prompt.

4. Click the ⋯ button next to the **Filesplit Shared Mode Path** field. In the window that appears, select a location on the Citrix server where Intralinks Designer is installed. This location will be used to store the Filesplit information, such as postings, that is shared among users.

5. Click **OK**. You must restart Intralinks Designer in order for your changes to take effect.

Disabling Intralinks Designer's autosave function

If the previous procedure did not resolve the performance issue, you can disable Intralinks Designer's autosave function. Note, however, that users will not be able to recover changes that have not been uploaded to the Intralinks primary service if the applications stops unexpectedly (for example, because of a power failure).

1. Exit Intralinks Designer.

2. Using Task Manager, halt the **ILPlatform.exe** process.

3. Locate the WSB.Config configuration file and copy crcgenerator.exe to this location.

   In a local installation, WSB.Config file typically is located at C:\Intralinks\Intralinks Designer\Config\.

4. Open WSB.Config using Notepad or another text editor.

5. Locate the following properties:

   ```
   <add key="AutoResume" value="true" />
   <add key="SaveWorkspaceWhileSync" value="true"/>
   ```

6. Change the properties' values to false:
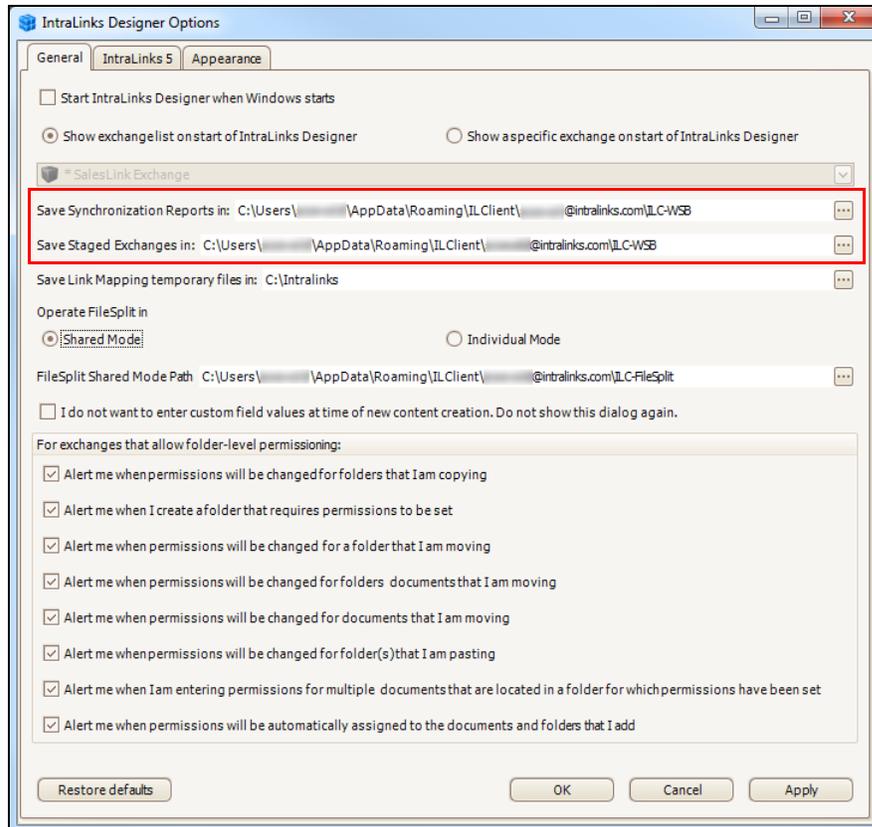
   ```
   <add key="AutoResume" value="false" />
   <add key="SaveWorkspaceWhileSync" value="false"/>
   ```

7. Update the template.dat file using the CRCGenerator program. (This process is described in the *Intralinks Designer Installation Guide for IT Professionals*.)

Creating personal folders for users

If performance problems persist, complete the following step. These steps must be performed for each user who will run Intralinks Designer from the Citrix server.

1. On the Citrix server, create a personal folder for each user.

2. On each user's computer, return to the **Intralinks Designer Options** screen that you used in the *Setting Filesplit options* procedure on page 2.

3. For the **Save Synchronization Reports in** and **Save Staged Exchanges in** fields, change the selections to the personal folder created for the user on the Citrix server.

The Intralinks Designer Options screen. Review the highlighted fields.

4. Click **OK**. Exit and restart Intralinks Designer to apply your changes.