

Best Practices

Using Intralinks Designer with a Citrix Server

Revised April 2020

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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.

3 IntraLinks Designer Options	×		
General IntraLinks 5 Appearance			
Start IntraLinks Designer when Windows starts			
Show exchange list on start of IntraLinks Designer Show a specific exchange on start of IntraLinks Designer			
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Save Synchronization Reports in: C:\Users\ \AppData\Roaming\ILClient\ @intralinks.com\ILC-WSB			
Save Staged Exchanges in: C:\Users\ \AppData\Roaming\ILClient\ @intralinks.com\ILC-WSB			
Save Link Mapping temporary files in: C:\Intralinks			
Operate FileSplit in Image: Shared Mode Individual Mode			
FileSplit Shared Mode Path C:\Users\ \AppData\Roaming\ILClient\ @intralinks.com\ILC-FileSplit			
☐ I do not want to enter custom field values at time of new content creation. Do not show this dialog again.			
For exchanges that allow folder-level permissioning:			
✓ Alert me when permissions will be changed for folders that I am copying			
✓ Alert me when I create a folder that requires permissions to be set			
Alert me when permissions will be changed for a folder that I am moving			
Alert me when permissions will be changed for folders documents that I am moving			
☑ Alert me when permissions will be changed for documents that I am moving			
✓ Alert me when permissions will be changed for folder(s)that I am pasting			
Alert me when I am entering permissions for multiple documents that are located in a folder for which permissions have been set			
Alert me when permissions will be automatically assigned to the documents and folders that I add			
Restore defaults OK Cancel Appl	у		

The Intralinks Designer Options screen. Review the highlighted fields.

- If you are using Filesplit, select Shared Mode for the Operate Filesplit In prompt.
- 4. Click 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.
- 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.

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IntraLinks Designer Options		
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Save Staged Exchanges in: C:\Users\ \AppData\Roaming\ILClient\ @intralinks.com\ILC-WSB	•••	
Save Link Mapping temporary files in: C:\Intralinks		
Operate FileSplit in		
Shared Mode O Individual Mode		
FileSplit Shared Mode Path C:\Users\ \AppData\Roaming\ILClient\ @intralinks.com\ILC-FileSplit	•••	
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I Alert me when Iam entering permissions for multiple documents that are located in a folder for which permissions have been set		
Alert me when permissions will be automatically assigned to the documents and folders that I add		
Restore defaults OK Cancel	Apply	

The Intralinks Designer Options screen. Review the highlighted fields.

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