



How-To Guide

Citrix XenApp & COM Port Forwarding For Epic Users with Topaz Pads

Revised February 5, 2019

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Overview

For Epic users with Topaz signature pads and Citrix XenApp wishing to use COM port forwarding, please ***select your compatible pad model suffix below*** to jump to the proper section in this document:

[BSB-R](#)

[BBSB-R](#)

[BT2-R](#)

[B-R](#)

If your pad model suffix is not listed above, it may not be compatible with COM port forwarding, and it might be better for you to consider USB redirection.

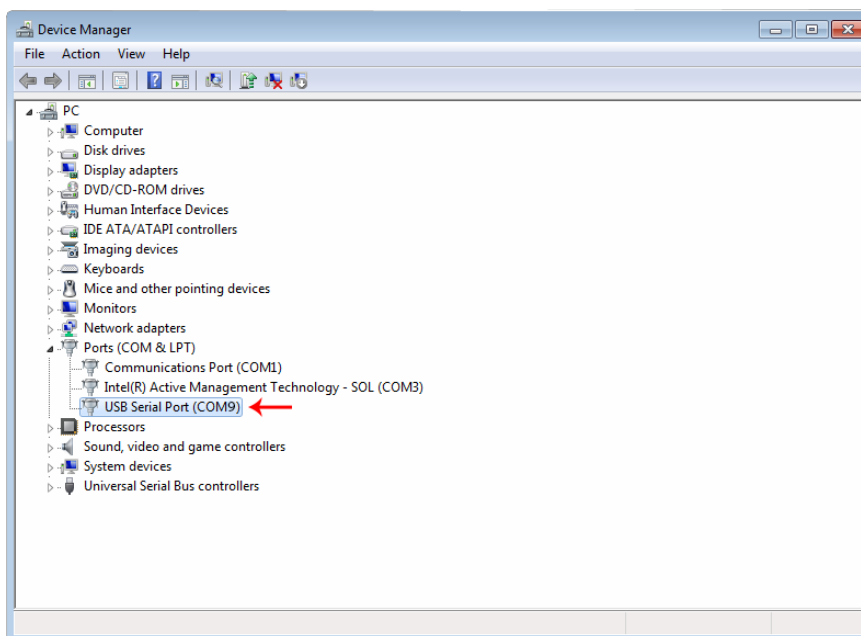
To use Epic with USB redirection, see the corresponding Topaz Guide (www.topazsystems.com/Software/usb-epic.pdf), or contact our Epic Support Team at epic_support@topazsystems.com for assistance.

Detailed Steps for Setting up BSB Pads in Epic with COM Port Forwarding

For Citrix XenApp

Part 1: Client-Side Installation

1. Download/save SigPlus BSB to your local client computer/terminal:
www.topazsystems.com/Software/sigplusbsb.exe.
2. Right-click the “sigplusbsb.exe”, and choose “Run as Administrator”.
3. Follow the installer through, choosing the appropriate tablet model during install.
4. Click “Start”, right-click on “Computer”, and choose “Properties”. Click “Device Manager” from the menu on the left.
5. Expand the “Ports” section and locate the “USB Serial Port” entry.



Take note of which COM port was assigned to this device. The default is COM9.

NOTE: It is preferable to standardize on a common client COM port number – preferably the same number for both client and server. To change the assigned client COM port number, edit using the “Advanced Properties” button of the “USB Serial Port Properties”.

Part 2: Server-Side Installation

1. Log into the server using an RDC as Administrator or an equivalent account.
2. Please refer to this document from Citrix for COM port redirection procedures: <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/devices/serial-devices.html>

NOTE: If you go the route of manually mapping your COM port with the Net Use command, you will need to know the COM port the pad was assigned in Part 1.

3. If you have not already done so, download SigToolESI to your server for your version of Epic from the Topaz software site: www.sigpluspro.com/epic-index.html.
4. Refer to the text file within the SigToolESI .zip file (found on the page linked above) for installation instructions. **During installation, note the COM port you select. This value will be required later in set-up.**

You may test your signature pad functionality by opening "DemoOCX.exe" (located in C:\Windows\SigPlus on the server), clicking "Start", and signing on the pad.

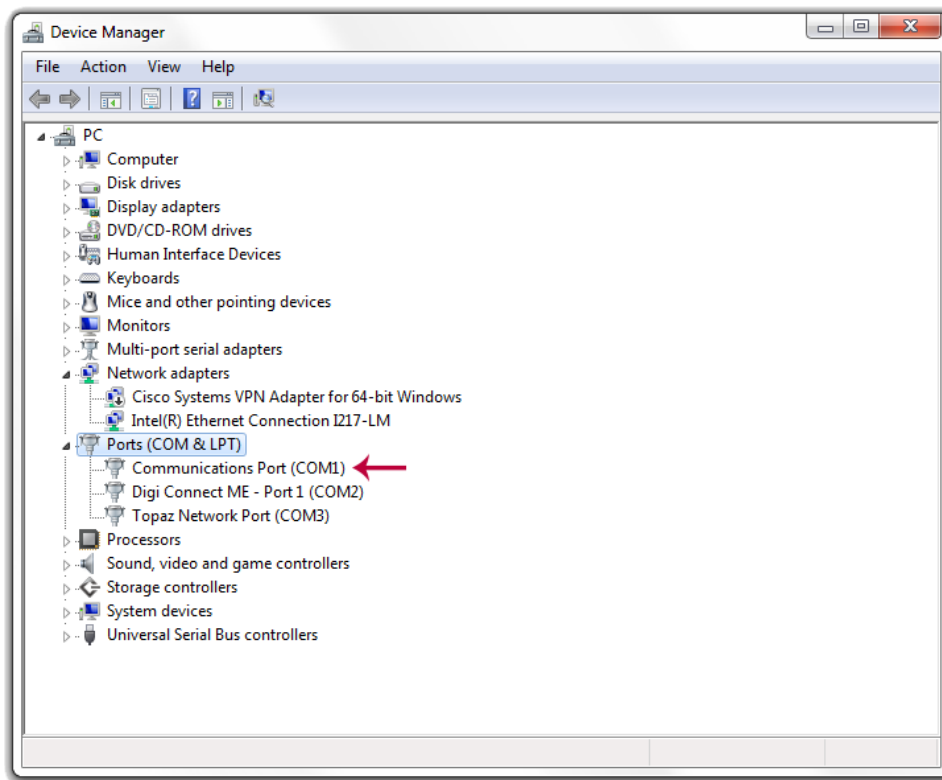
Detailed Steps for Setting up B or BT2 Pads in Epic with COM Port Forwarding

For Citrix XenApp

Part 1: Client-Side Installation

1. Click “Start”, right-click on “Computer”, and choose “Properties”. Click “Device Manager” from the menu on the left.
2. Expand the “Ports” section and locate the entry for your signature pad (testing may be required to determine the port).

Note: For B pads (model number ending in B-R), the port will be described as “Communications Port (COM#)”. For BT2 pads (model number ending in BT2-R), the port will be described as “Standard Serial Over Bluetooth (COM#)”.



Take note of which COM port was assigned to the signature pad (testing may be required to determine the port). This value will be required later in setup. In our example, we have a B pad, and our assigned COM port is COM1.

Part 2: Server-Side Installation

1. Log into the server using an RDC as Administrator or an equivalent account.
2. Please refer to this document from Citrix for COM port redirection procedures: <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/devices/serial-devices.html>

NOTE: If you go the route of manually mapping your COM port with the Net Use command, you will need to know the COM port the pad was assigned in Part 1.

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