



## How-To Guide

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

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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](#)

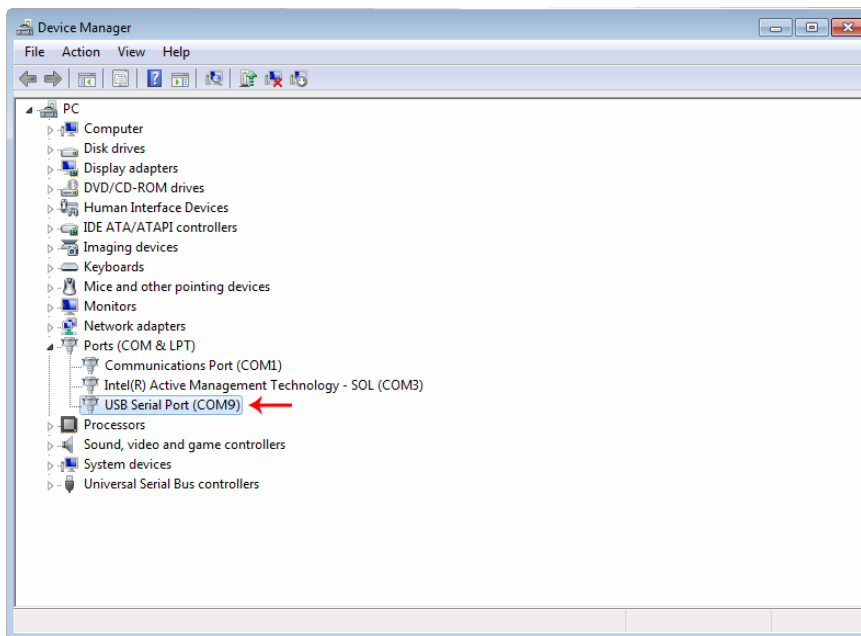
If your pad model suffix is not listed above, it may not be compatible with USB redirection. Contact our Epic Support Team at [epic\\_support@topazsystems.com](mailto:epic_support@topazsystems.com) for assistance.

## 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](http://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.



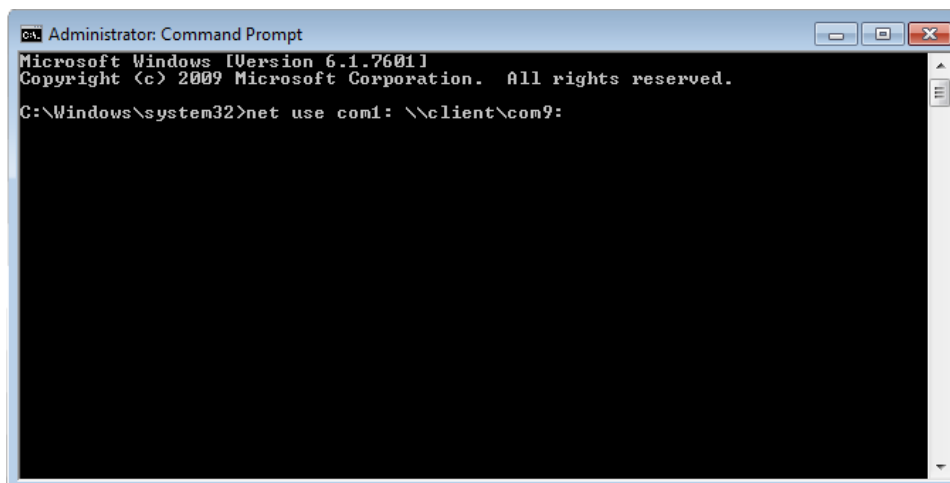
**Note what COM port was assigned to this device. This value will be required later in set-up. The default is COM9.**

## Part 2: Server-Side Installation

1. Log into the server using an RDC as Administrator or XenApp session.
2. 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](http://www.sigpluspro.com/epic-index.html).
3. 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.**

### If you using XenApp 6.5 or older, skip to step 7 below (do not follow Steps 4-6).

4. Log into XenApp 7.x. Open the RegEdit and add a key, “Deprecated”, under HKLM\Software\Citrix\GroupPolicy\Defaults, if the key does not exist.
5. At the Deprecated key, add a REG\_DWORD value “AllowComPortRedirection” and set it to 1.
6. Publish the Windows command line in XenApp. Reboot the system to enable COM Port Redirection Policy.
7. Log into Citrix XenApp; then, launch the command line program. To map the server-side serial port (as noted in step 3 on page 5) to the client-side port the pad is using (as noted in step 5 on page 4), run “Net Use” in a command prompt or BAT file on the server. For example, the following Net Use call would map COM1 on the server to COM9 on the client:



```

Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>net use com1: \\client\com9:
  
```

**NOTE:** The word “client” in the above command is not a variable; do not replace this with the name of your client.

8. Test your signature pad functionality by opening “DemoOCX.exe” (located in C:\Windows\SigPlus on the server), clicking “Start”, and signing on the pad.

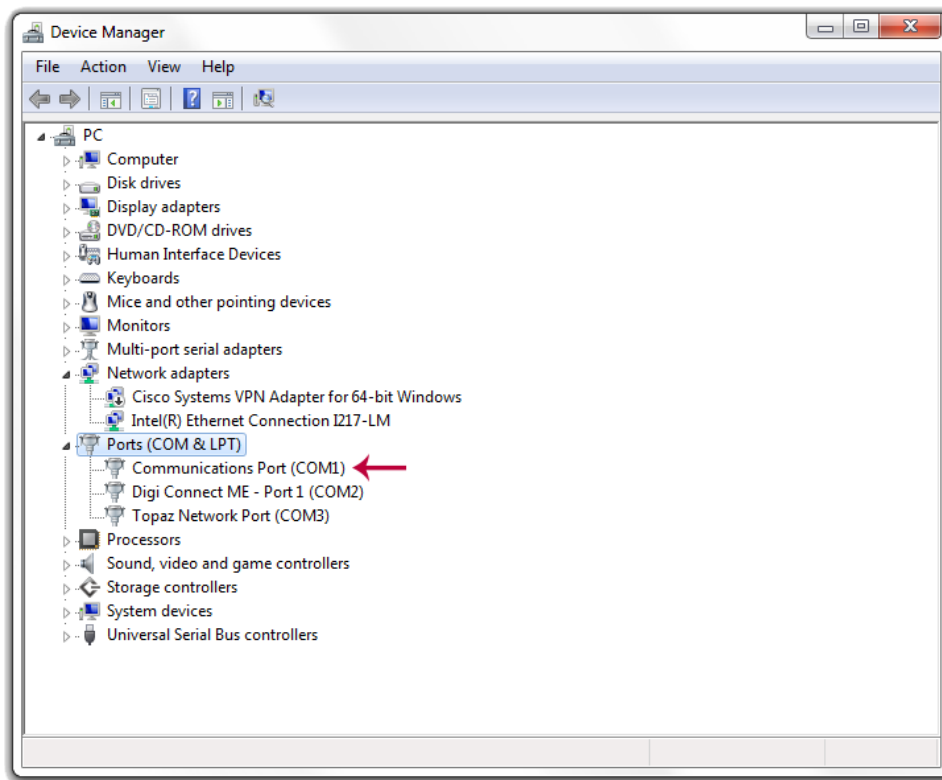
## Detailed Steps for Setting Up B or BT2 Pads in Epic with COM Port Forwarding

### 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#)”.



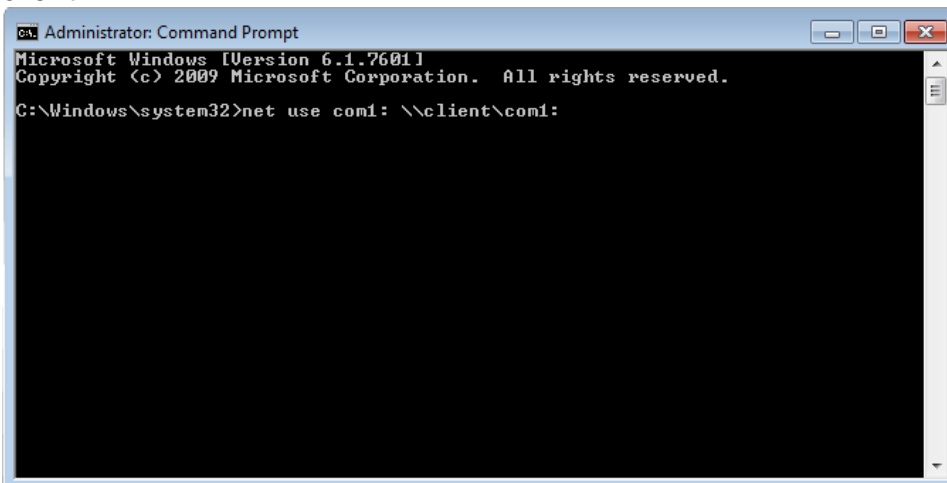
**Note** what COM port was assigned to the signature pad (testing may be required to determine the port). This value will be required later in setup. In our example, we have a B pad, and our assigned COM port is COM1.

## Part 2: Server-Side Installation

1. Log into the server using an RDC as Administrator or XenApp session.
2. 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](http://www.sigpluspro.com/epic-index.html).
3. 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.**

**If you using XenApp 6.5 or older, skip to step 7 below (do not follow Steps 4-6).**

4. Log into XenApp 7.x. Open the RegEdit and add a key, “Deprecated”, under HKLM\Software\Citrix\GroupPolicy\Defaults, if the key does not exist.
5. At the Deprecated key, add a REG\_DWORD value “AllowComPortRedirection” and set it to 1.
6. Publish the Windows command line in XenApp. Reboot the system to enable COM Port Redirection Policy.
7. Log into Citrix XenApp; then, launch the command line program. To map the server-side serial port (as noted in step 3 on page 7) to the client-side port the pad is using (as noted in step 2 on page 6), run “Net Use” in a command prompt or BAT file on the server. For example, the following Net Use call would map COM1 on the server to COM1 on the client:



```

Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>net use com1: \\client\com1:
  
```

**NOTE:** The word “client” in the above command is not a variable; do not replace this with the name of your client.

8. Test your signature pad functionality by opening “DemoOCX.exe” (located in C:\Windows\SigPlus on the server), clicking “Start”, and signing on the pad.