



# How-To Guide

## Citrix XenApp & USB Redirection for Epic Users with Topaz Pads

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## Table of Contents

<b>Overview.....</b>	<b>3</b>
Combining pad types in standard and remote-server environments	
<b>Detailed Steps for Setting Up BSB Pads in Epic with USB Redirection .....</b>	<b>4</b>
Requirements.....	4
For Citrix XenApp.....	4
Testing Your BSB Signature Pad.....	4
<b>Detailed Steps for Setting Up HSX Pads in Epic with USB Redirection .....</b>	<b>5</b>
Requirements.....	5
For Citrix XenApp.....	5
Testing Your HSX Signature Pad.....	5

## Overview

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

[BSB-R](#)

[BBSB-R](#)

[HSX-R](#)

[BHSX-R](#)

With a wide-variety of pads and interface types developed specifically for Epic and healthcare applications, Topaz provides for seamless and versatile configurations to suit most every need.

BSB and BBSB pads are generally compatible with remote server environments that support USB Redirection, Com-Port forwarding, or both.

HSX, BHSX and in some cases HSB and BHSB pads generally support USB Redirection in remote server environments, and may provide for a simpler setup.

Topaz supports combining pad types in the same remote-server environment. If you are interested in this, if your pad type is not listed above, or if you wish to take advantage of discounted Topaz programs to migrate, or standardize your pad types, please 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 USB Redirection

### Requirements

Before proceeding, confirm that you meet the following requirements:

1. Citrix XenApp Version 7.6 (or newer)
2. Windows Server 2012 R2 (or newer)

If you meet these requirements, continue below.

### For Citrix XenApp or XenDesktop

1. Configure Citrix XenApp or XenDesktop to specifically allow Topaz BSB devices to be redirected. Follow instructions at: <https://support.citrix.com/article/CTX137939>.

**Note:** Although written by Citrix for XenDesktop, this article also applies to XenApp 7.6 and newer (sample screenshots may not be an exact match). The VID and PID to use for the Topaz BSB signature pad are: VID 0x0403 and PID 0x6001. These devices should be white-listed.

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).

**Server Install Mode Note:** Your server may require the installer to be run in “Install Mode”. After installation, return to “Execute Mode”.

**Client Driver Note:** Windows clients may expect a placeholder driver. If the USB serial port driver is not automatically installed on the client via Windows update, you may use the following installer: [www.topazsystems.com/Software/sigplusbsb.exe](http://www.topazsystems.com/Software/sigplusbsb.exe).

### Testing Your BSB Signature Pad

Open “DemoOCX.exe” (in C:\Windows\SigPlus on the server), click "Start", and sign on the pad.

## Detailed Steps for Setting up HSX Pads in Epic with USB Redirection

### Requirements

Before proceeding, confirm that you meet the following requirements:

1. Citrix XenApp Version 7.6 (or newer)
2. Windows Server 2012 R2 (or newer)

If you meet these requirements, continue below.

### For Citrix XenApp or XenDesktop

1. Configure Citrix XenApp or XenDesktop to specifically allow Topaz HSX devices to be redirected. Follow instructions at: <https://support.citrix.com/article/CTX137939>.

**Note:** Although written by Citrix for XenDesktop, this article also applies to XenApp 7.6 and newer (sample screenshots may not be an exact match). The VID and PID to use for the Topaz HSX signature pad are: VID 0x06A8 and PID 0x0043 **or** VID 0x06A8 and PID 0x0057. These devices should be white-listed.

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).

**Note:** Your server may require the installer to be run in “Install Mode”. After installation, return to “Execute Mode”.

### Testing Your HSX Signature Pad

Open “DemoOCX.exe” (in C:\Windows\SigPlus on the server), click “Start”, and sign on the pad.

Topaz supports combining pad types in the same remote-server environment. If you are interested in this, if your pad type is not listed above, or if you wish to take advantage of discounted Topaz programs to migrate, or standardize your pad types, please contact our Epic Support Team at [epic\\_support@topazsystems.com](mailto:epic_support@topazsystems.com) for assistance.