

RealLegal E-Transcript Manager Installing on Multiple Citrix Servers

Objective

Install E-Transcript Manager on multiple Citrix servers. Once users have registered on a server, they will not be required to register again on the other servers. They will have the ability to login to any server and find the same data (i.e., PTX files for transcripts).

Process

1. Uninstall E-Transcript Manager from the **Control Panel** (if E-Transcript Manager is already installed on the machine).
2. Open the **Registry Editor** on your machine and navigate to the below folder.
Computer\HKEY_CURRENT_USER\SOFTWARE\RealLegal\RealLegal E-Transcript 8.0
3. Select the **Themes** folder under the **RealLegal E-Transcript 8.0** folder.
4. Click **File > Export...** (see Figure 1). The **Export Registry File** window is displayed.

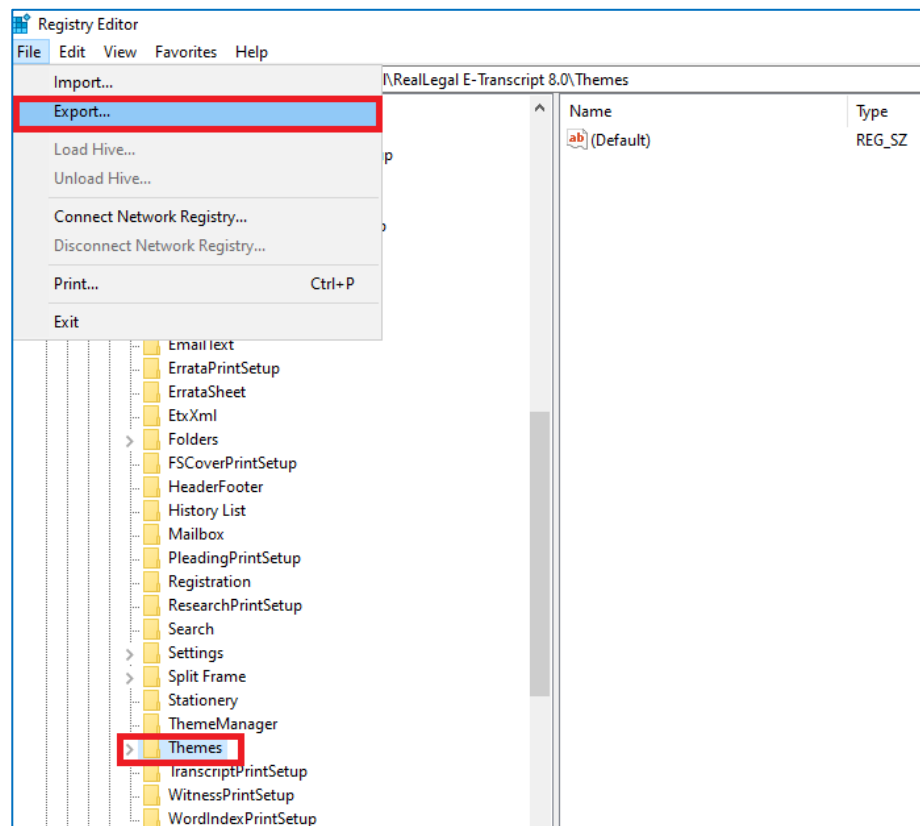


Figure 1

5. Save the **.reg** file with **themes** as the file name in any location on your machine (see Figure 2).

Note: The **themes.reg** file will be used to restore the themes in the registry (Step 19, 20, and 21) after the installation process is complete.

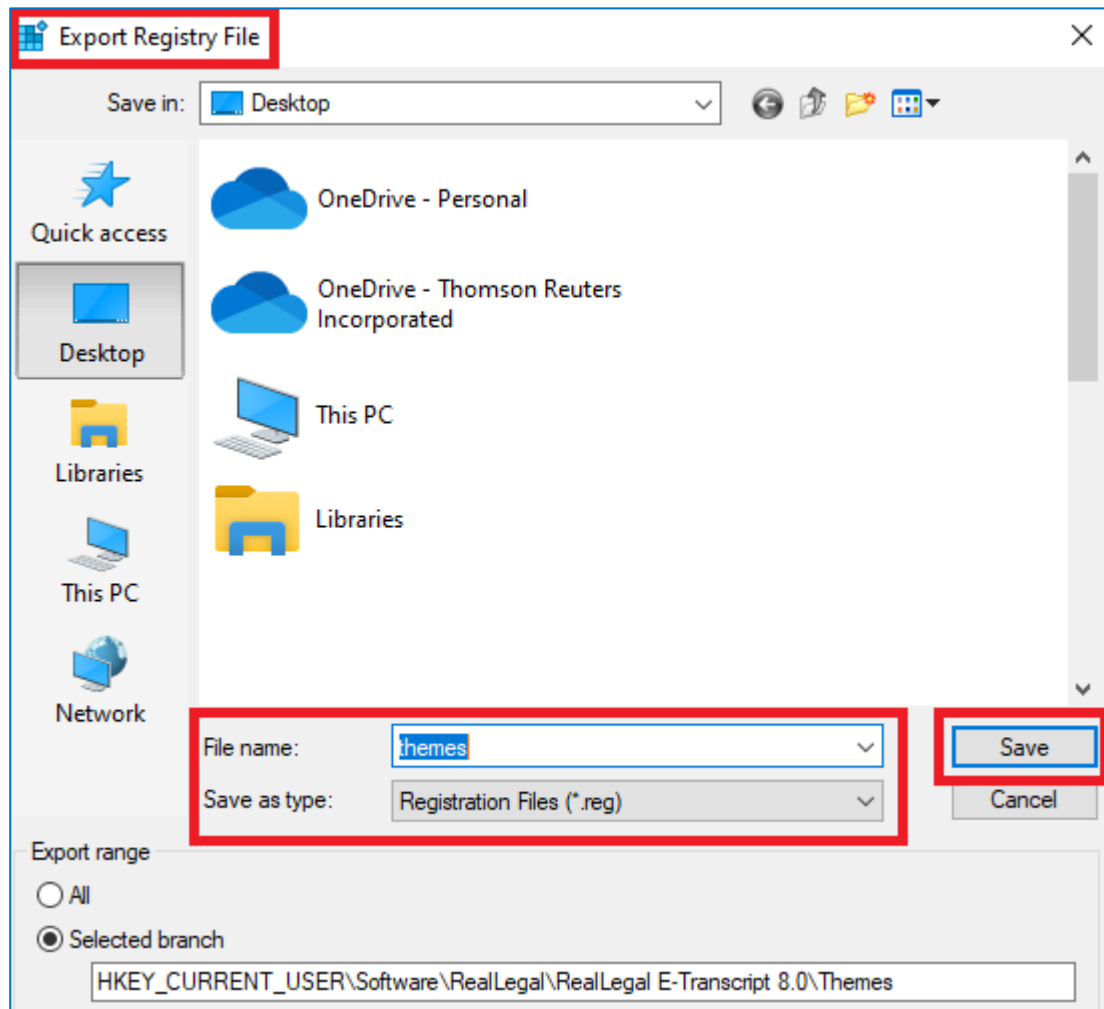


Figure 2

6. Delete the below registry key for E-Transcript Manager (see Figure 3).
Computer\HKEY_CURRENT_USER\SOFTWARE\RealLegal\RealLegal E-Transcript 8.0

Important! Deleting the RealLegal\RealLegal E-Transcript 8.0 registry key will also delete ALL sub-keys that are stored in the sub-folders underneath. It is strongly recommended that you backup all data before starting the delete process.

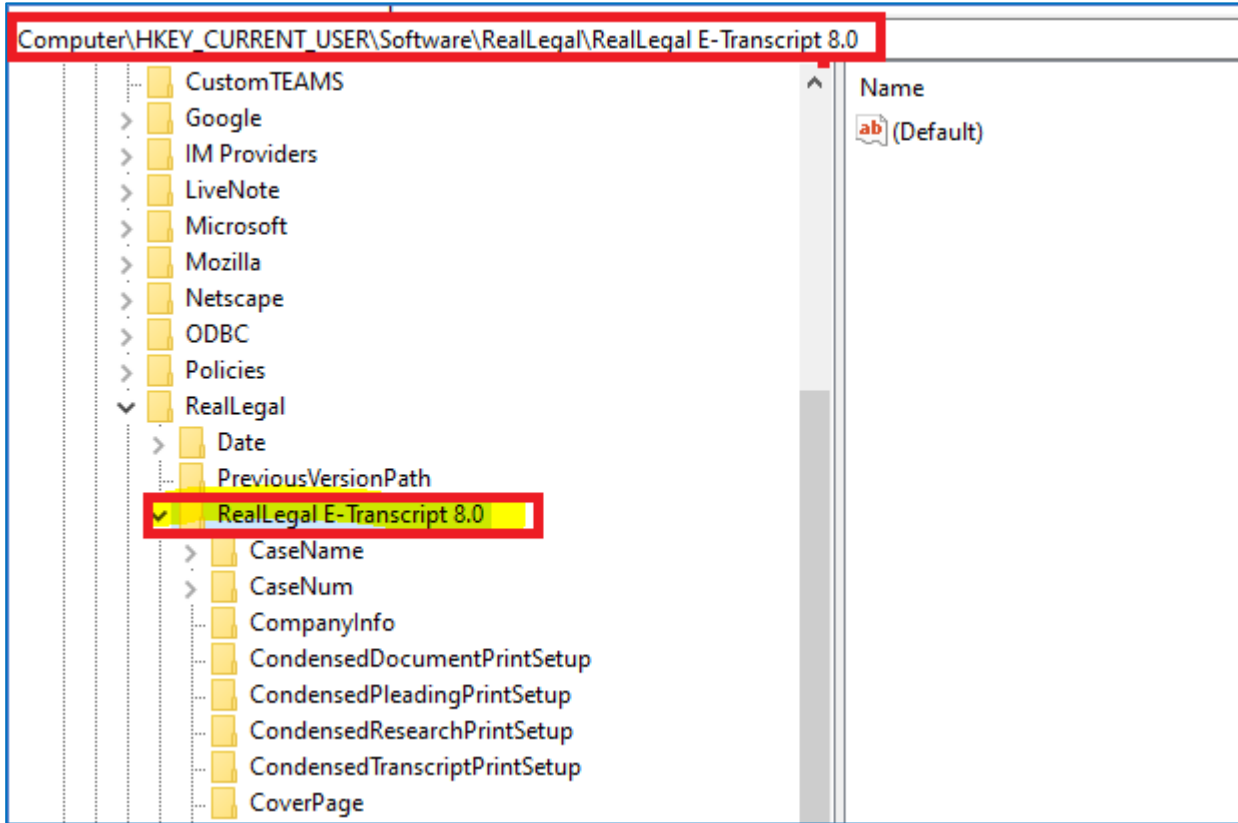


Figure 3

7. Delete the below folder (see Figure 4) to remove E-Transcript Manager registration data from the machine.
C:\ProgramData\RealLegal\ETXMgr

Important! It is strongly recommended that you backup all data before starting the delete process.

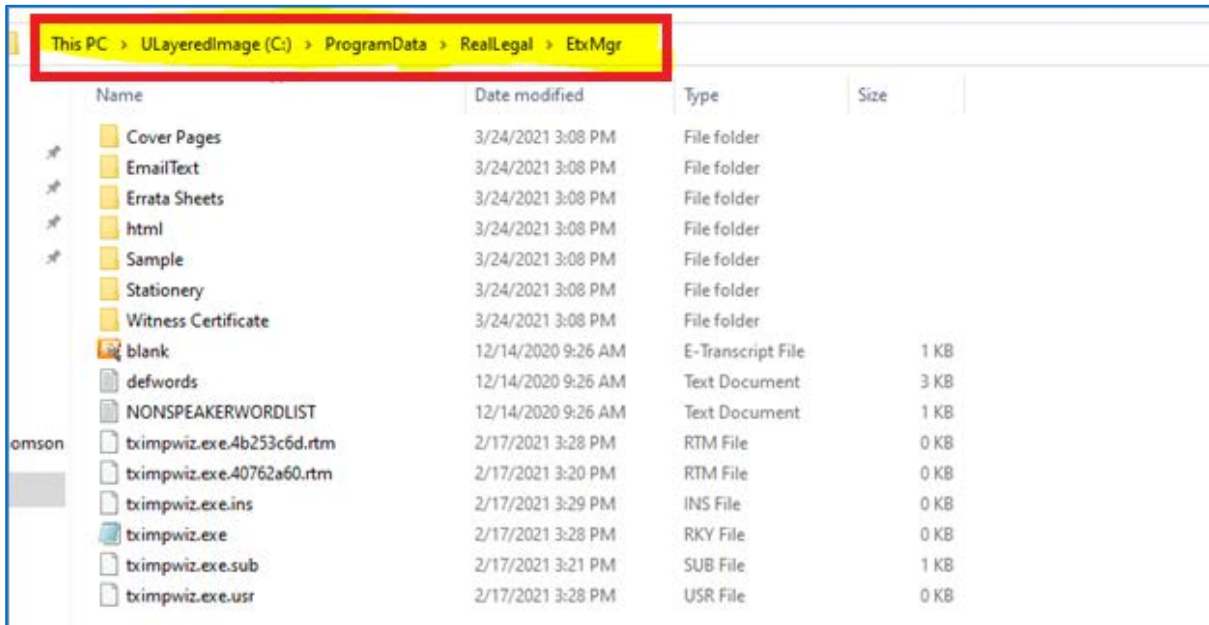


Figure 4

8. Delete the below folder (see Figure 5) to remove the data in the mailbox and database.
C:\Users\Public\Documents\RealLegal\ETXMgr

Important! It is strongly recommended that you backup all data before starting the delete process.

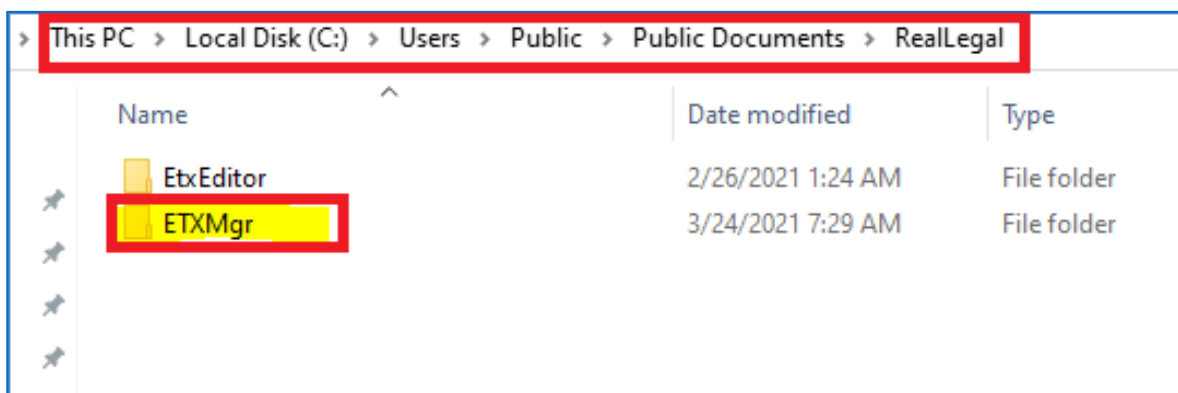


Figure 5

9. Create a shared folder on the network location with **Read/Write** permissions (see Figure 6 and Figure 7). The path of the shared folder should be accessible to all machines where E-Transcript Manager will be installed.

Note: This is one-time activity. It is required only if a network share of E-Transcript Manager does not already exist.

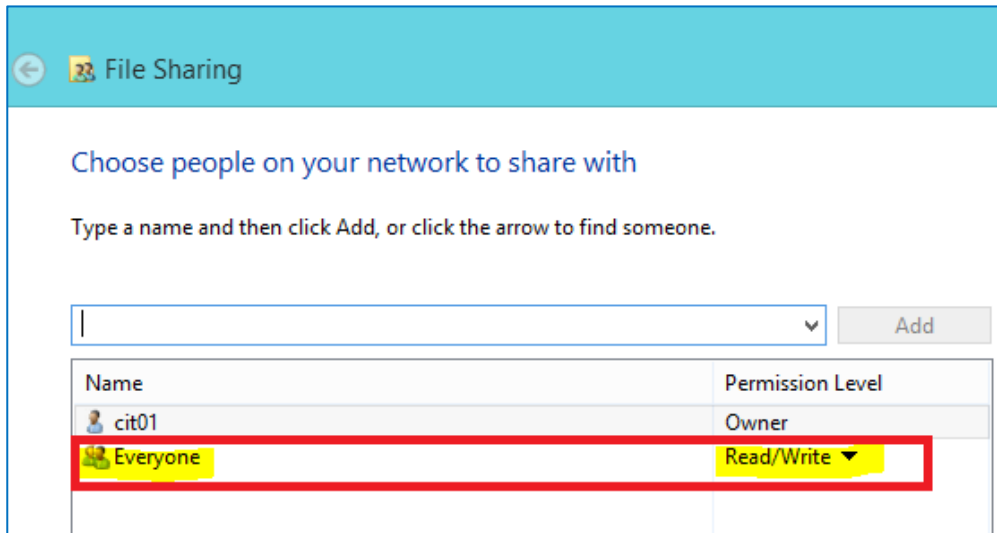


Figure 6

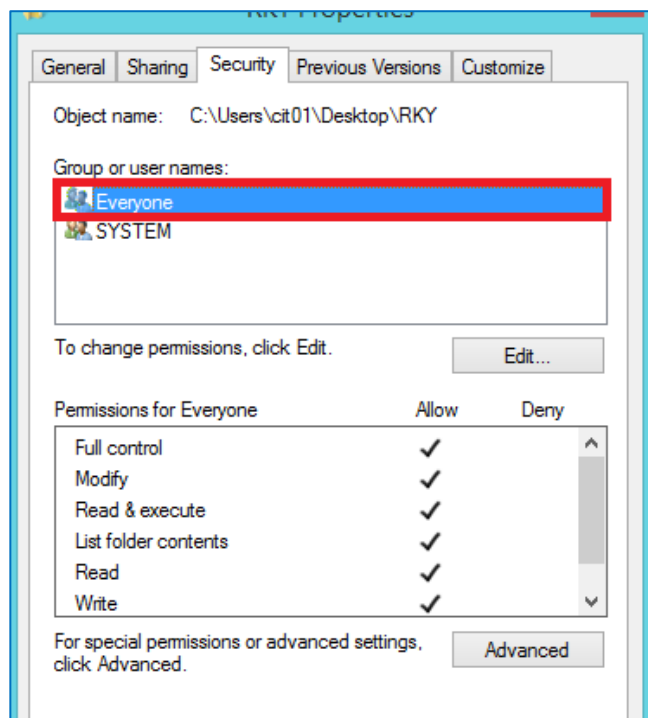


Figure 7

10. In the Regedit, go to Computer\HKEY_CURRENT_USER\Software\ and create a new key with the name **ETM-Citrix** in the following Registry Key Path: **Computer\HKEY_CURRENT_USER\Software\ETM-Citrix**. See Figure 8.

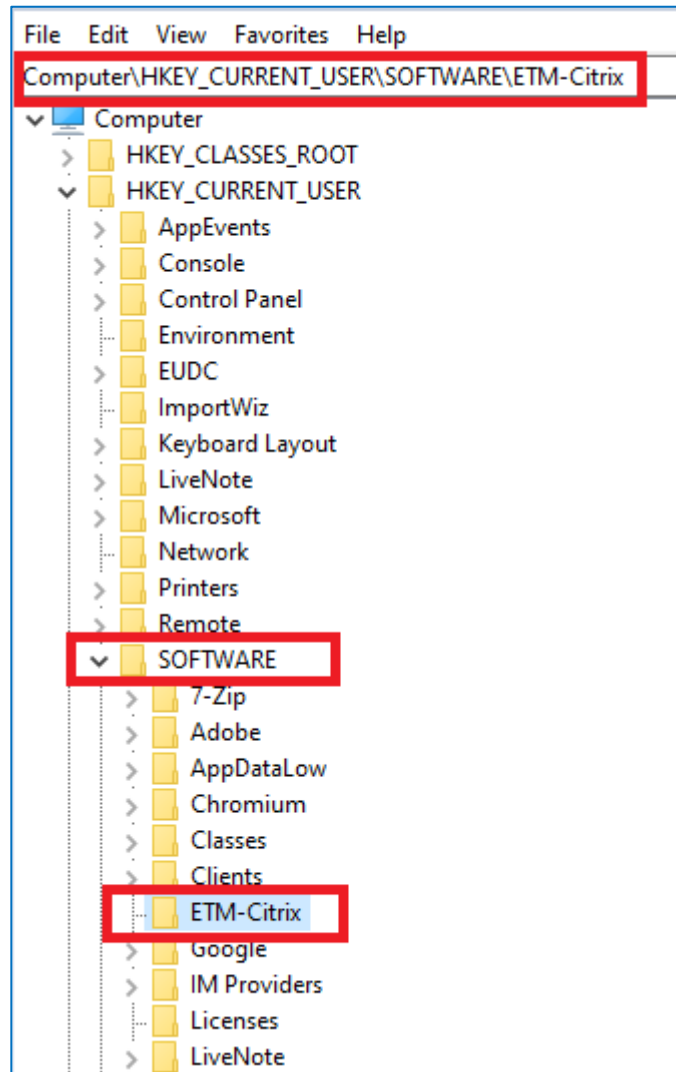


Figure 8

- For ETM-Citrix key, create a string value with the name **SharedFilesPathForCitrix** (see Figure 9 and Figure 10).

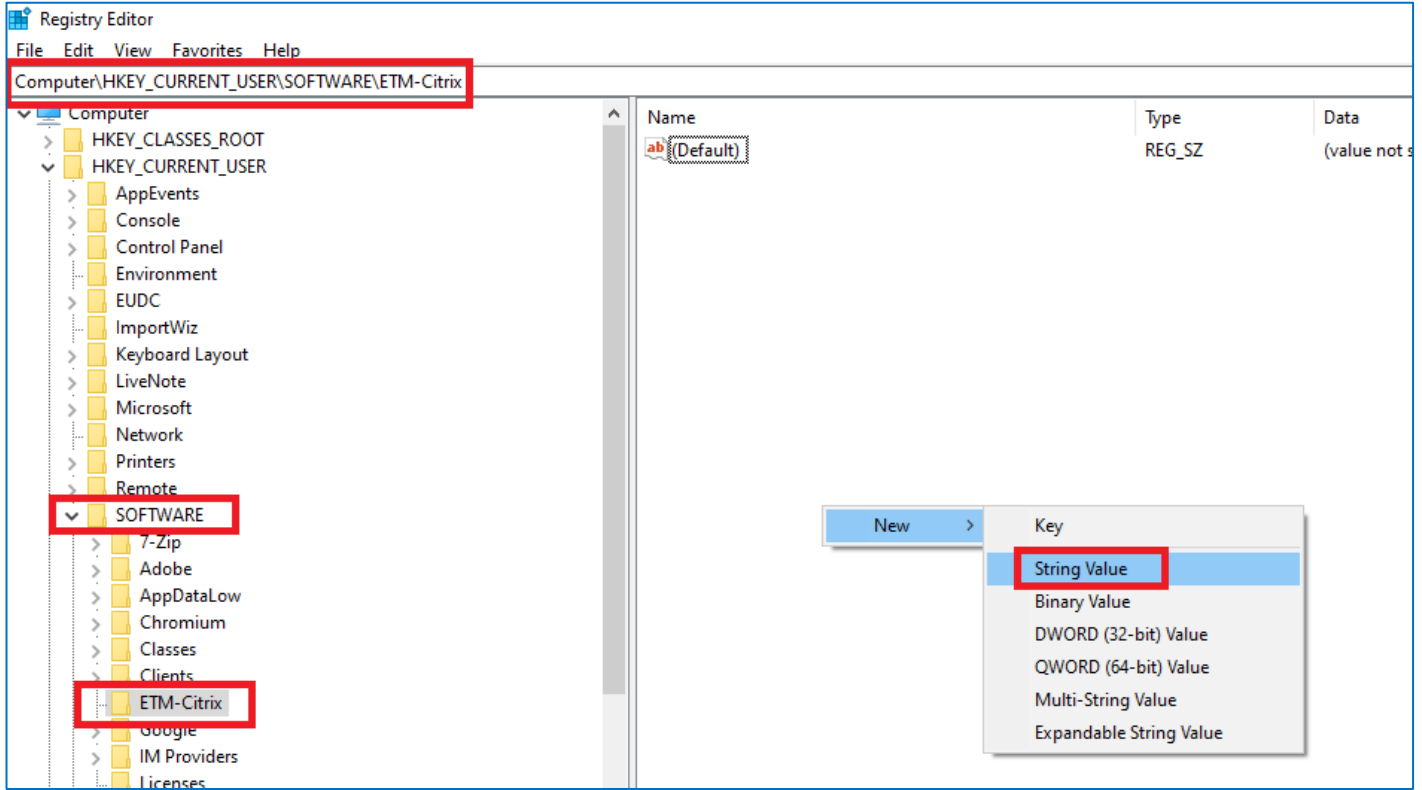


Figure 9

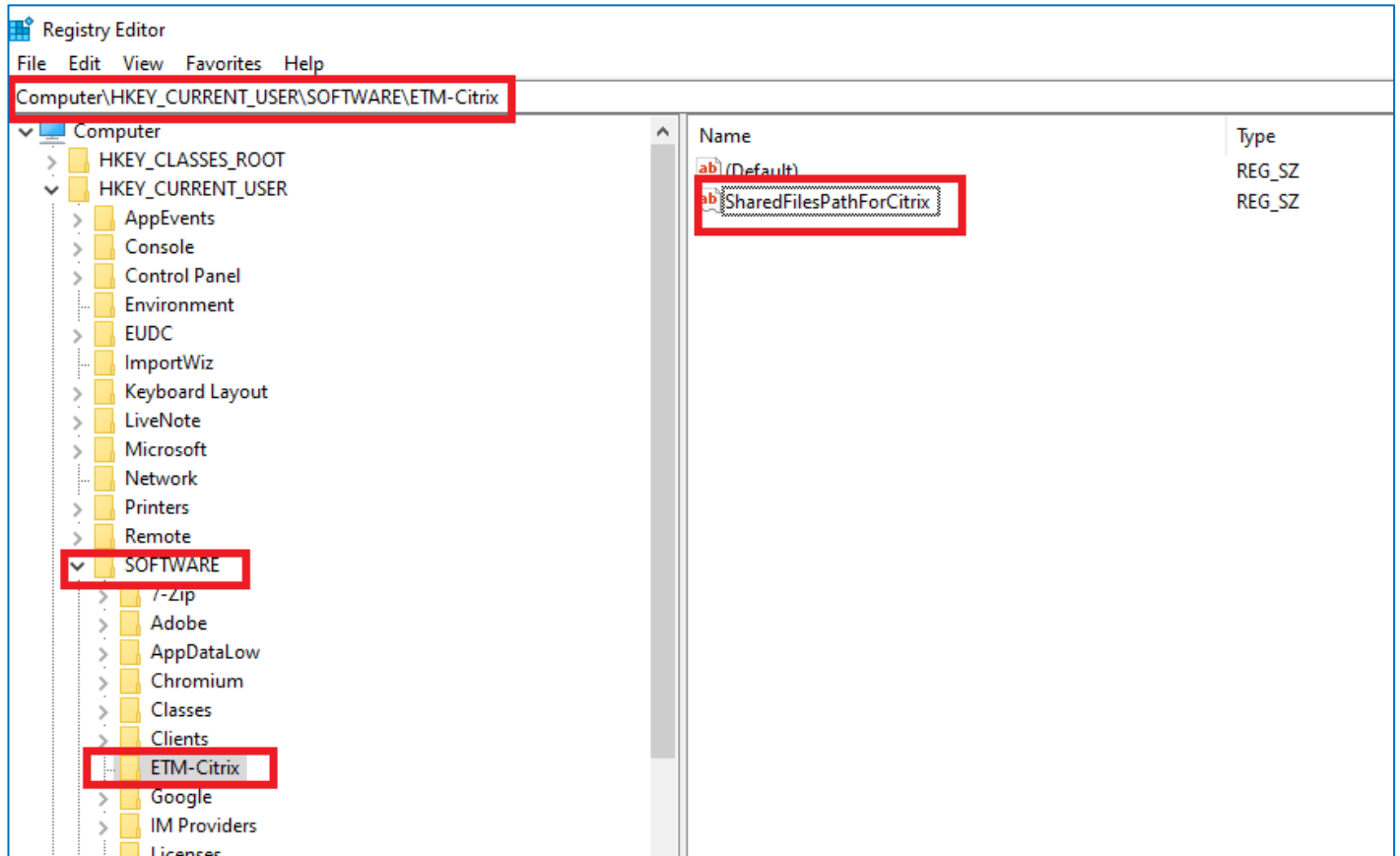


Figure 10

12. Right-click the `SharedFilesPathForCitrix` string value (see Figure 11).

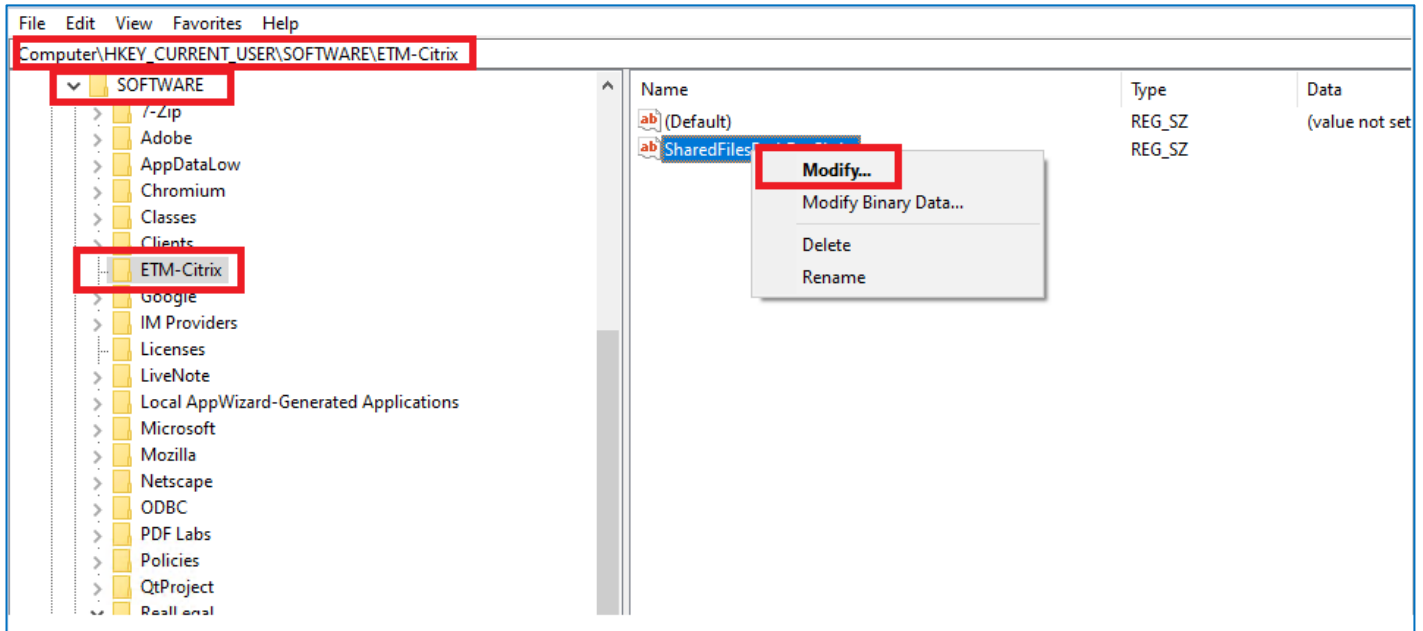


Figure 11

13. Select **Modify** and enter the shared folder path (see Figure 12), for example, [\\C952MYM\Users\qatest\Desktop\ETM](#). Refer to Step 9 for the shared folder path.

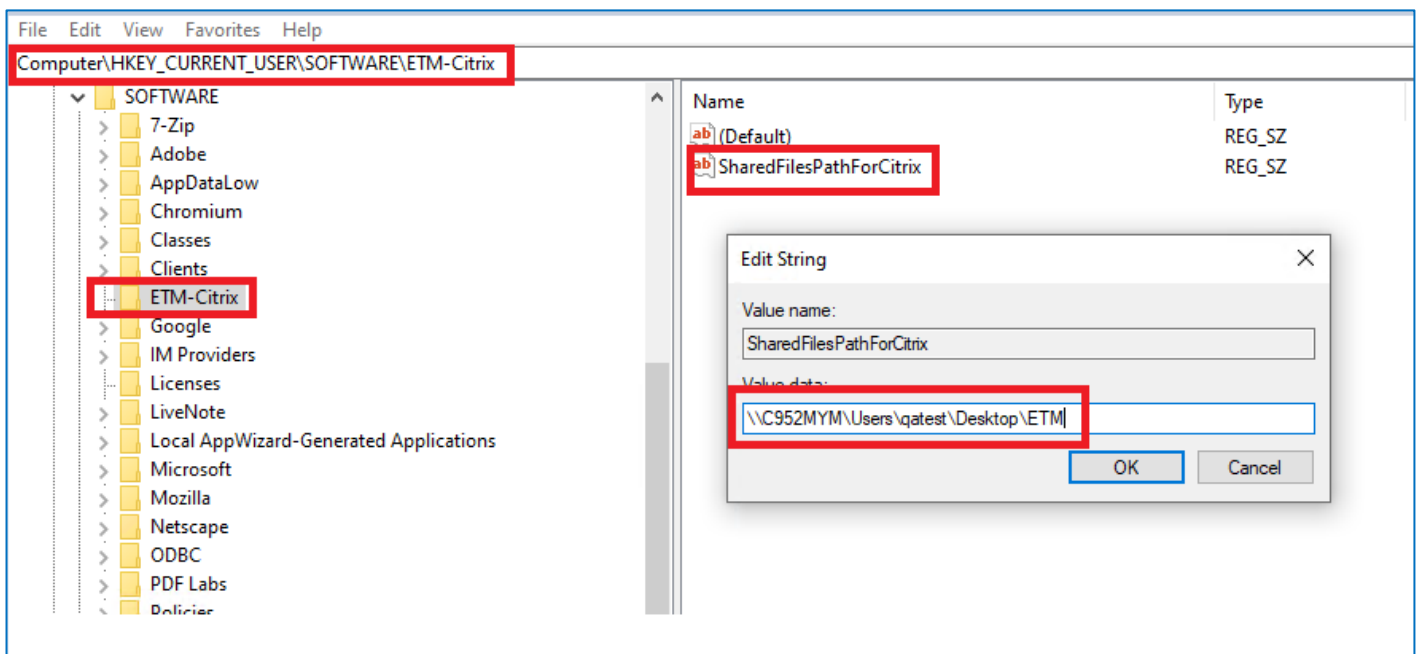


Figure 12

Important! The **SharedFilePathForCitrix** key should only contain the shared folder path, for example, [\\C952MYM\Users\gatest\Desktop\ETM](#). Once a user activates their registration, the shared folder stores the user-specific registration files and a common database. All users are connected to this common database that is located in the shared folder.

14. Install E-Transcript Manager on the machine.
15. Verify that the **SharedFilePathForCitrix** key is available on the machine and contains the shared folder path.
16. Login to the first Citrix server. For demonstration purpose, let us assume that the Citrix username is 'cit01'.
17. Launch E-Transcript Manager.
18. Click the **Activate** button to do the registration for username 'cit01'.
19. Verify that the registration and database data is available in the shared folder. A folder with the Citrix username i.e., **cit01**, is automatically created and stores the registration and database data.
Note: As per the requirement, an already registered Citrix user can be routed to any Citrix server. Make sure that E-Transcript Manager is installed on all servers to which Citrix users may be routed. Steps 10,11, 12, and 13, i.e., creating a **SharedFilePathForCitrix** key in registry key i.e., **Computer\HKEY_CURRENT_USER\SOFTWARE\ETM-Citrix**, of all machines where E-Transcript Manager will be installed, should be done before the routing happens.
20. Navigate to the folder where the **themes.reg** file was saved in Step 5.
21. Double-click the **themes.reg** file. The **Registry Editor** dialog is displayed (see Figure 13).
22. Click **Yes**. Themes are restored in the registry.

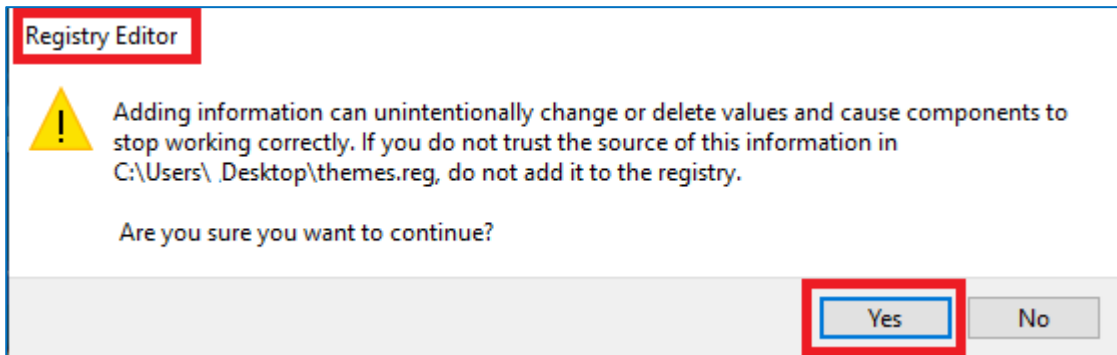


Figure 13