

Citrix workflow

The following document serves as a guideline and documentation about the complete registration process, workflow and FAQ regarding the Citrix virtualization platform hosted by imos Service for serving our customers worldwide.

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1. General Introduction

The following document describes the Citrix platform used by imos Service under the “Infrastructure as a Service” model. We are offering our Citrix data center to our customers and partners in order to enable them to work remotely with their systems without the need of any special hardware.

The system is used from 2018 as a platform connecting our customers with our engineering department, developing imos data together in one system.

The infrastructure offers different imos CAD OEM versions starting from imos iX 2017 and up. We are offering different application versions and patches, as well as software languages. The data is stored on a server cluster hosted internally at imos Service. The cluster is highly secure and hosts the customer data as well as SQL databases.

1.1 Supported software products

- imos iX 2017
- imos iX 2019
- wood CAD CAM 2018

1.2 CAM Connectors

- PXM support only

1.3 SQL Server version

- Up to Microsoft SQL 2016¹

1.4 Software Languages

- English
- German
- Bulgarian
- *Other languages can be easily added by request*

1.5 Data languages

- English – North American
- English – Rest of the world
- German

1.6 Supported End-Point devices

- Microsoft Windows Based PCs or Servers
- Linux based PCs or Servers
- Apple iPhone²
- Apple iPad³
- Android based phones and tablets⁴

¹ Previous versions of SQL Server databases can be hosted and then manually downgraded before sending back to the customers.

² Application support needs to be checked in the Apple App Store

³ Application support needs to be checked in the Apple App Store

⁴ Application support needs to be checked in the Android App Store

2. Registration

The first step you need to do is going online in our registration portal:

www.imos-service.com

Each customer needs to add the following information:

2.1 Company

We require the customer data to register you in our system and create the following data and SQL structure under the name of your organization. Each organization is completely isolated from the rest of the organizations and the data is strictly protected through our NDA and GDPR agreements.

2.1.1 Company name

Legal name of your organization

2.1.2 Company alias

The alias used in our system. Please be aware that blanks, symbols, dots are not allowed due to automation processes.

2.1.3 Country

The country where your company is operating

2.1.4 City

The city where your company is operating

2.1.5 Address

The address where your company is operating

2.1.6 Tax number

The tax number of your company, VATID in Europe, GST in the USA and Canada

2.1.7 Responsible person

The CEO of the company

2.1.8 Preferred language of communication

The language you want us to contact you on. Our helpdesk teams currently support the following languages:

- Bulgarian
- English
- German

2.1.9 Legal form

The legal form of your company

2.1.10 Company size

The size of your company based on the employed personal. Required for statistical purposes and not shared with third parties. An approximate number is required.

2.1.11 State

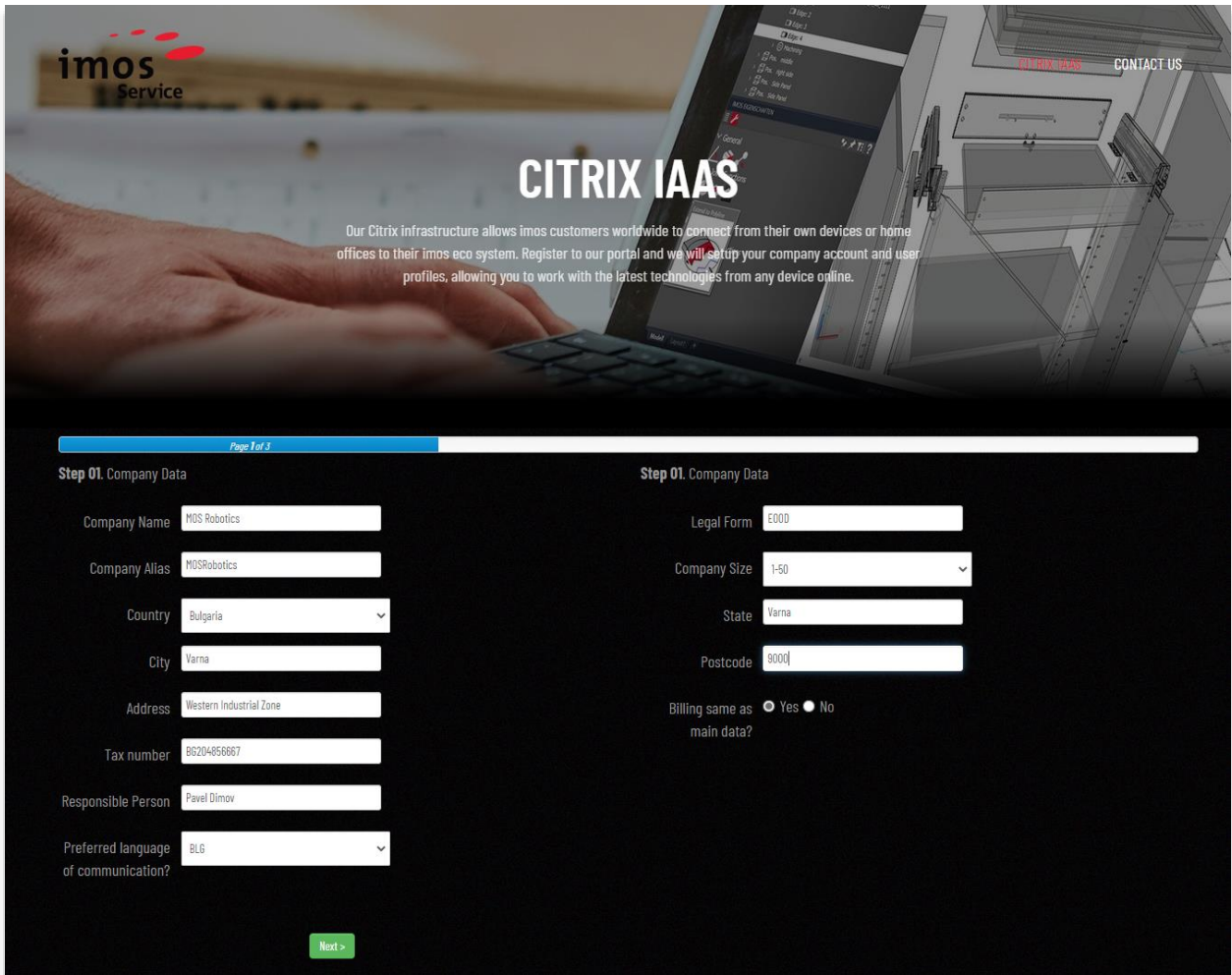
The state where your company is operating

2.1.12 Postcode

The postcode where your company is operating

2.1.13 Billing same as main data

Yes - in case the billing and address of operation are the same. In case they are different, please fill the remaining data.



imos Service

CITRIX IAAS

Our Citrix infrastructure allows imos customers worldwide to connect from their own devices or home offices to their imos eco system. Register to our portal and we will setup your company account and user profiles, allowing you to work with the latest technologies from any device online.

Page 1 of 3

Step 01. Company Data

Company Name	<input type="text" value="MOS Robotics"/>	Legal Form	<input type="text" value="E000"/>
Company Alias	<input type="text" value="MOSRobotics"/>	Company Size	<input type="text" value="1-50"/>
Country	<input type="text" value="Bulgaria"/>	State	<input type="text" value="Varna"/>
City	<input type="text" value="Varna"/>	Postcode	<input type="text" value="8000"/>
Address	<input type="text" value="Western Industrial Zone"/>	Billing same as main data?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Tax number	<input type="text" value="BG204856867"/>		
Responsible Person	<input type="text" value="Pavel Dimov"/>		
Preferred language of communication?	<input type="text" value="BLG"/>		

2.2 Users

On the next page, you need to register the users that need to be created in the system. The user accounts are unique, and every user needs to have unique email address and login data. Once we register the users, they will start logging in through our Citrix Portal and the imos Licensing portal with these accounts.

2.2.1 Licensing note

Please keep in mind that currently (*last update 2020-03-19*) each user needs to use his company email address. In case of imos licenses already assigned to the email address, ask your imos company Administrator to login to the imos licensing portal and remove your login account to avoid duplicating records.

imos License Portal

<https://license.imos3d.com/licenses>

Once done, we can register you in our system with the same email address and assign to you the proper imos licenses.

2.2.2 First name

User's first name

2.2.3 Last name

User's last name

2.2.4 Username

The username to login to the Citrix portal. Please keep in mind that blanks and symbols are not allowed due to automation processes.

2.2.5 Password

We are currently not setting any high requirements of your password strength, but advise using a combination of:

- Lowercase
- Uppercase
- Symbols
- Length between 8 and 20 symbols

Your password is automatically entered in our system and afterwards encrypted. Our operators do not have access to your password information.

2.2.6 User Role

We are granting different permissions to the users based on their roles in the organization. The administrators will be later on able to manage the users of their company.

The function is currently being developed - 2020-03-19.

2.2.7 Job Title

Required for statistical purposes and not shared with third parties.

2.2.8 Business phone

Contact for communication with the user and our helpdesk team.

2.2.9 Mobile phone

Contact for communication with the user and our helpdesk team.

2.2.10 Email

The following email address will be used for certain login functions. The imos license will be connected to the following email address. All user logins and warnings will be sent to this email address. Contact for communication with the user and our helpdesk team.



2.3 Software

The following registration tab is required for us to setup the proper file, database and software infrastructure in the background. We are currently supporting only the available options in the dropdown menus of the portal, but we can easily extend the support in case of high demand.

If you don't find the exact version of the required product, please write us at:

support@imos-service.com

2.3.1 Start Date

The date you want us to activate your subscription from.

2.3.2 End Date

The date you want us to end your subscription from.

2.3.3 Product

- imos iX 2017, PXM support only
- imos iX 2019
- wood CAD CAM 2018, PXM support only

2.3.4 Patch version

Available environments at the moment. Please keep in mind we are constantly expanding our resources and more versions are available every day.

2.3.5 Software language

The user interface language of the current company. All users will be automatically setup with the selected user interface language

2.3.6 Database and Files language

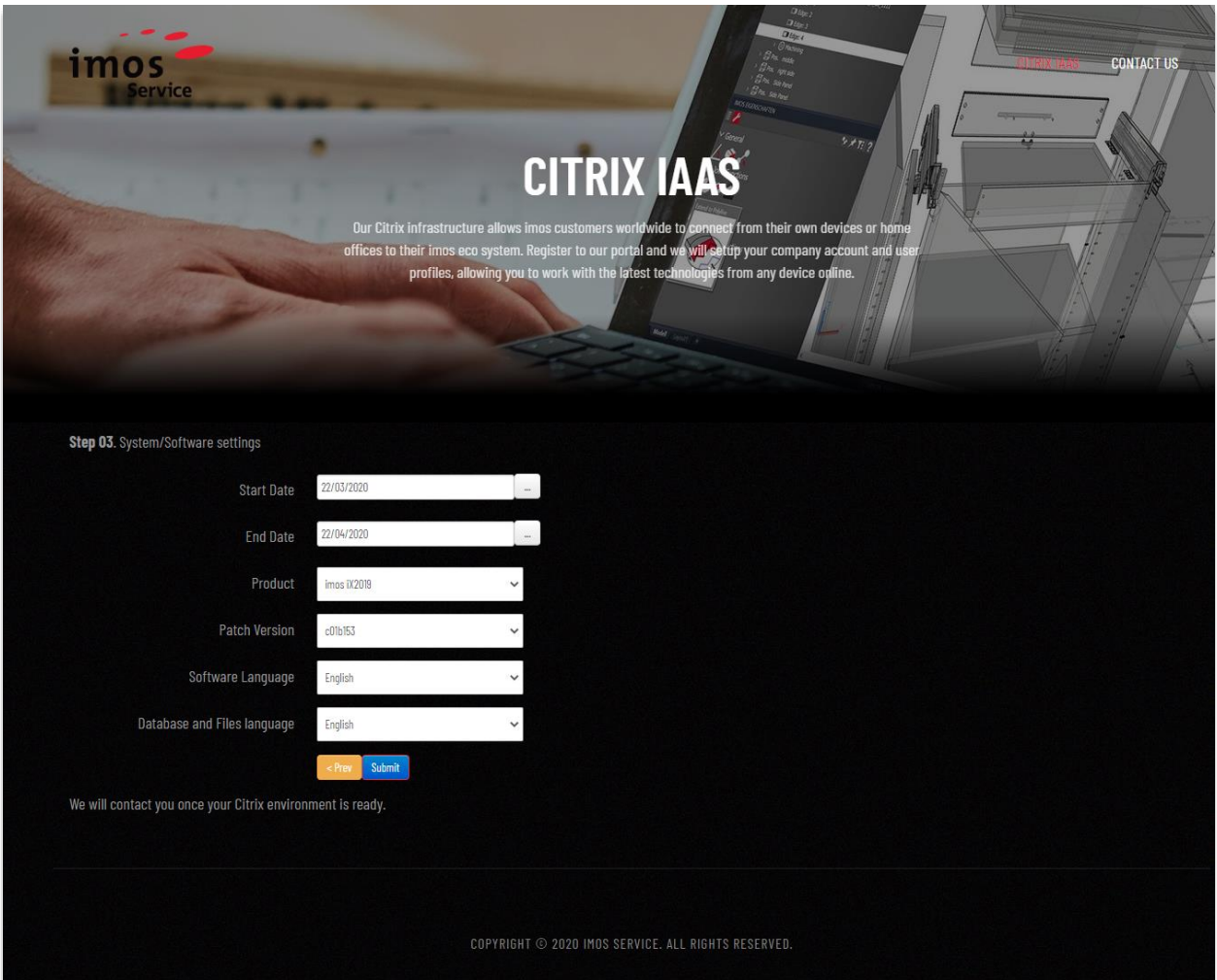
Your organization's data language. Once selected we are setting up the database and files in the language you have selected.

We are currently supporting the following languages:

- English – North American
- English – Rest of the world
- German

In case you need another language, please contact us at:

support@imos-service.com



imos Service

CITRIX IAAS

Our Citrix infrastructure allows imos customers worldwide to connect from their own devices or home offices to their imos eco system. Register to our portal and we will setup your company account and user profiles, allowing you to work with the latest technologies from any device online.

Step 03. System/Software settings

Start Date	<input type="text" value="22/03/2020"/>	...
End Date	<input type="text" value="22/04/2020"/>	...
Product	<input type="text" value="imos IX 2019"/>	▼
Patch Version	<input type="text" value="c01b153"/>	▼
Software Language	<input type="text" value="English"/>	▼
Database and Files language	<input type="text" value="English"/>	▼

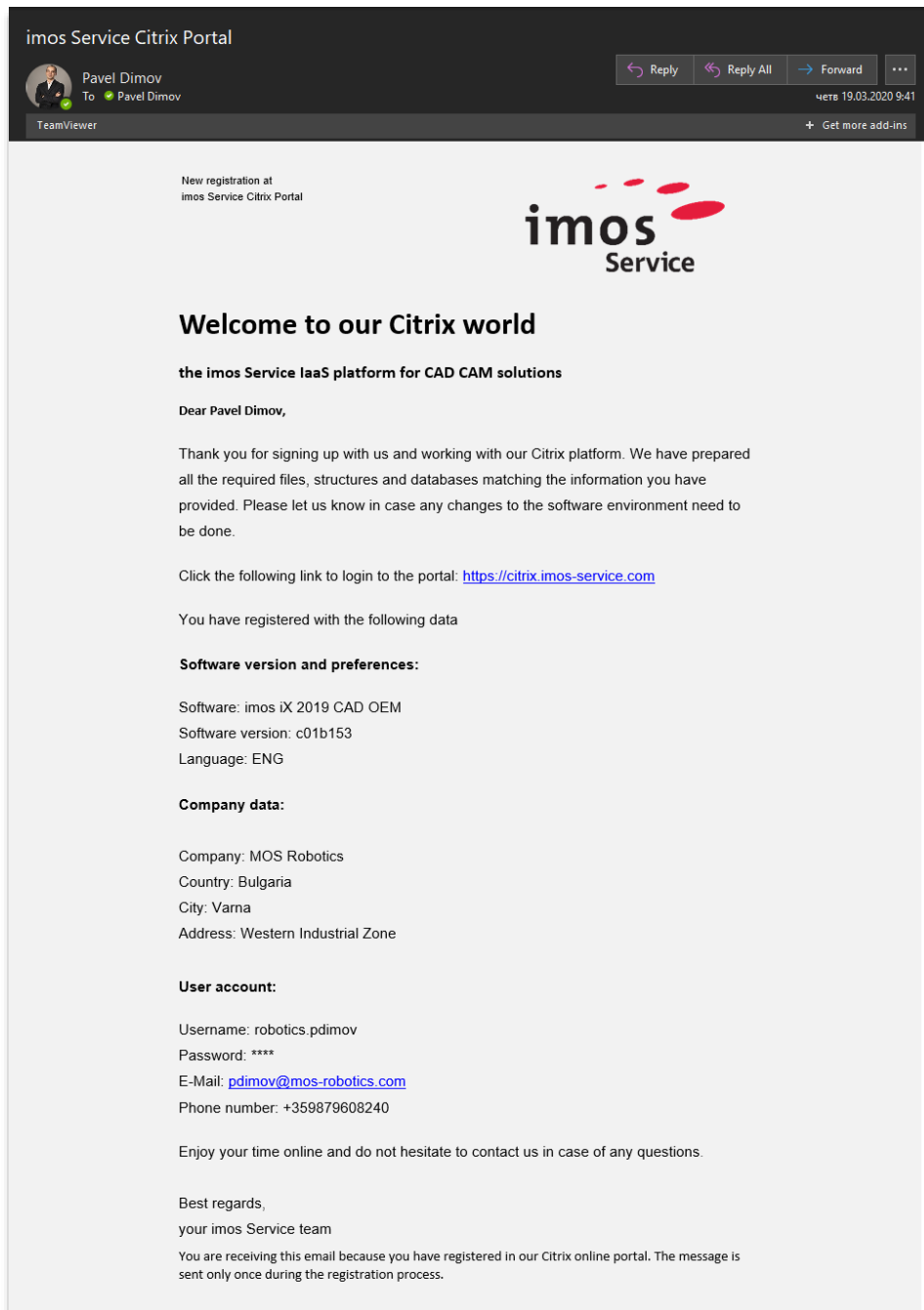
We will contact you once your Citrix environment is ready.

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2.4 Registration Validation

Once you register your company and the user accounts, our internal automation processes will be initiated and we will automatically generate your organization, database and file structures, as well as user accounts.

When the process finishes, each of your users will receive a confirmation email in the following form:



In case you do not receive the confirmation Email, please contact our helpdesk team at support@imos-service.com

3. Citrix Customer Portal

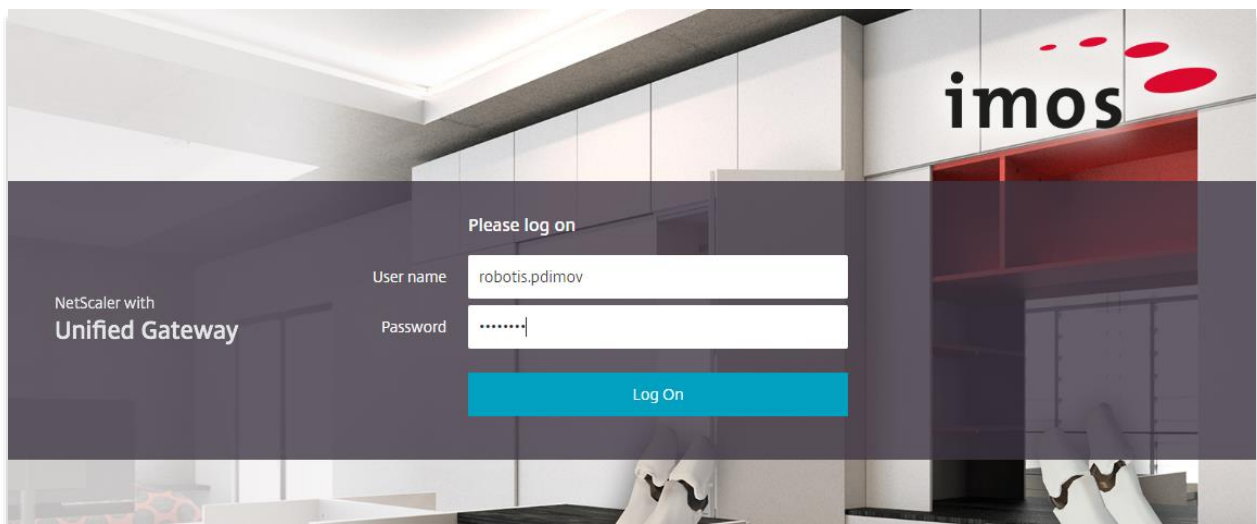
The Citrix Customer Portal works as an application hub, where the users are stating their applications. The portal is secured with SSL certificates to ensure high standards of security, which might block some networks, users or web browsers. We always recommend working with the Citrix Workspace App. Further steps for the installation of the app can be found in the next steps.

3.1 First login

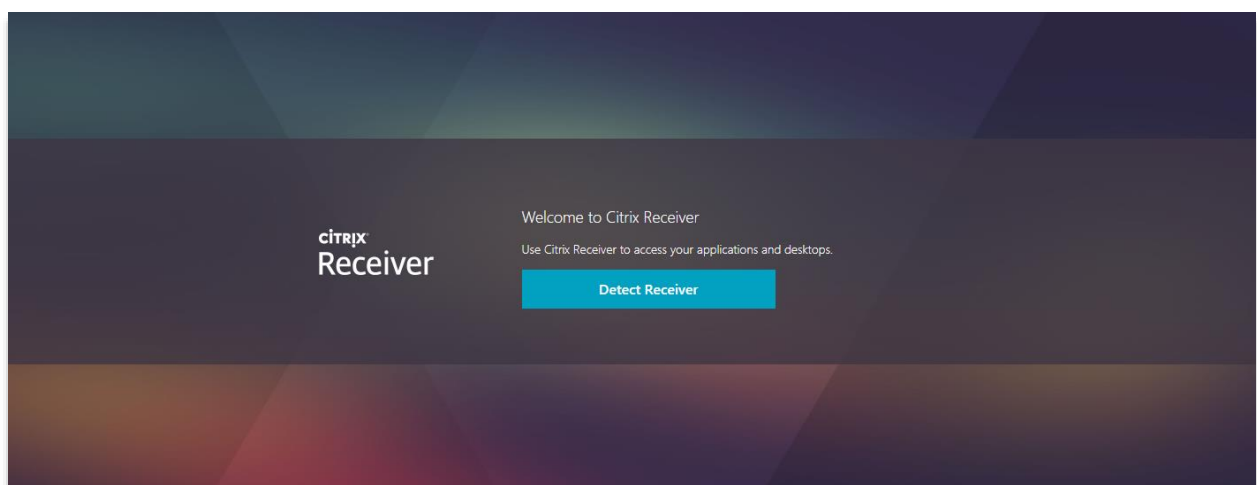
After receiving the confirmation email about your registration, you will get the portal link and login data in the email.

Citrix Portal – <https://citrix.imos-service.com>

When you login for the first time you will need to add the provided user account (or email address) and the password you have entered.

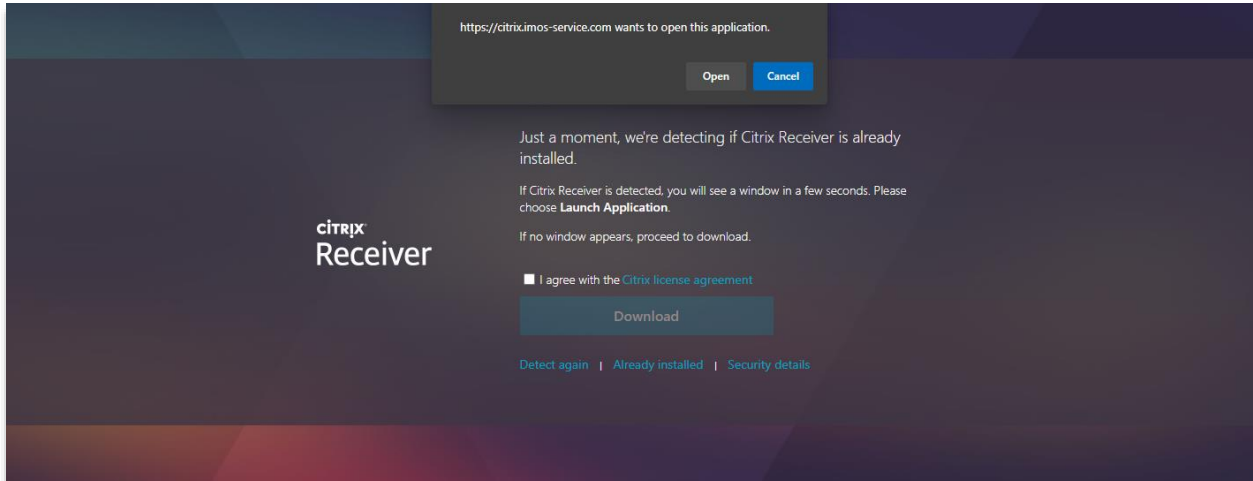


The portal will then ask you to detect the Citrix Workspace App installed on your computer.



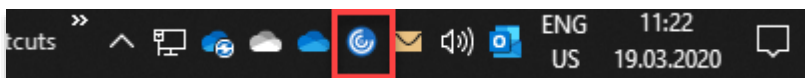
By clicking Detect Receiver you will start the Workspace App with the provided credentials.

Since this is your first time login, the application is still not installed. The next page will ask you to install the latest version of the Citrix Workspace App.



You can either install from our portal or go directly to the [Citrix Download Portal](#) and download manually.

Once installed, you will find the application in your system tray:



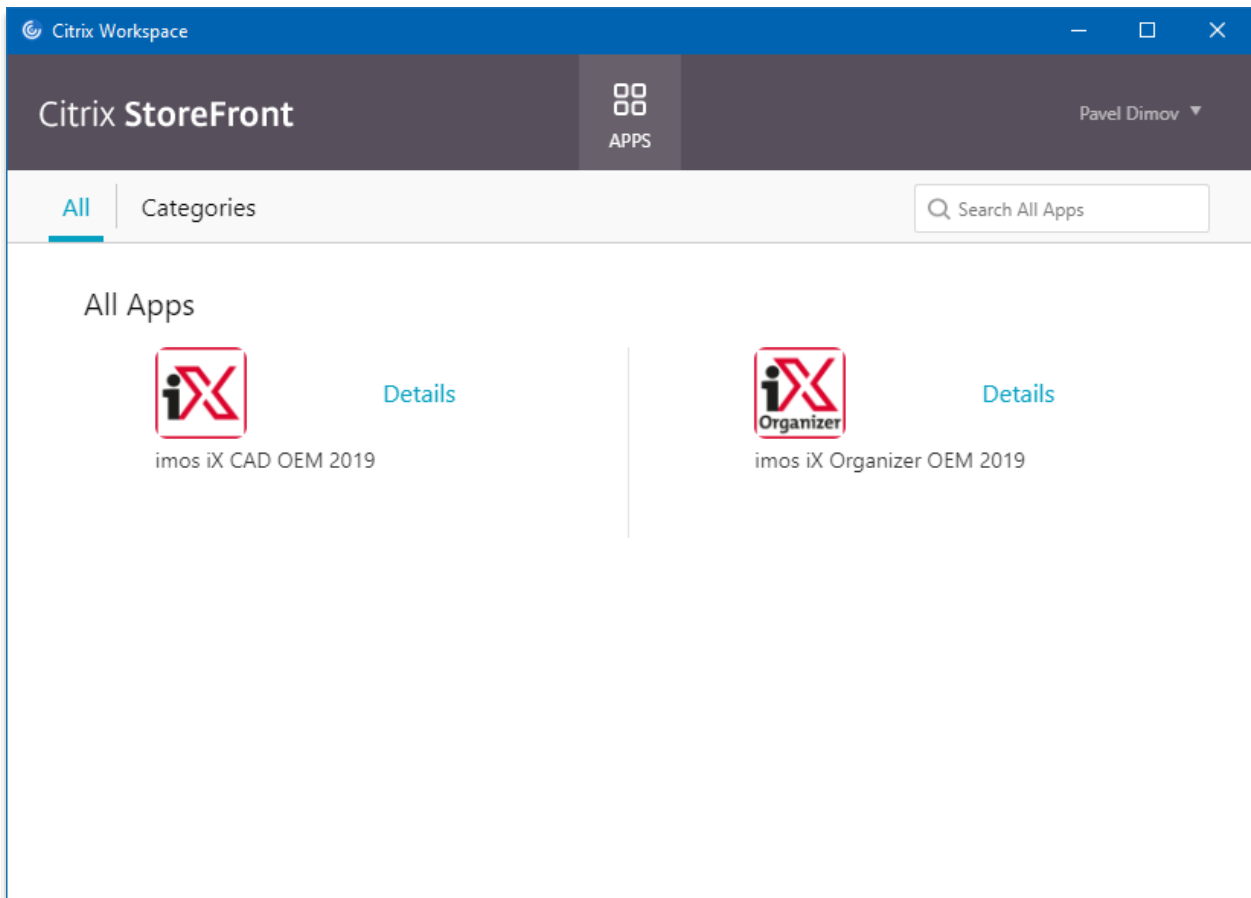
Open the Citrix Workspace app⁵ and add your credentials.⁶

⁵ In case of server address requests – enter <https://citrix.imos-service.com>

⁶ In case of user domain requests – enter imos-service

3.2 Working with Citrix Apps

Once logged in the Workspace Application, you will be able to see all your activated applications, such as imos CAD OEM or imos Organizer.



By clicking any of the icons, your imos version will be opened through our Citrix Infrastructure and streamed to your device.

3.3 Supported devices

- Microsoft Windows Based PCs or Servers
- Linux based PCs or Servers
- Apple iPhone⁷
- Apple iPad⁸
- Android based phones and tablets⁹

⁷ Application support needs to be checked in the Apple App Store

⁸ Application support needs to be checked in the Apple App Store

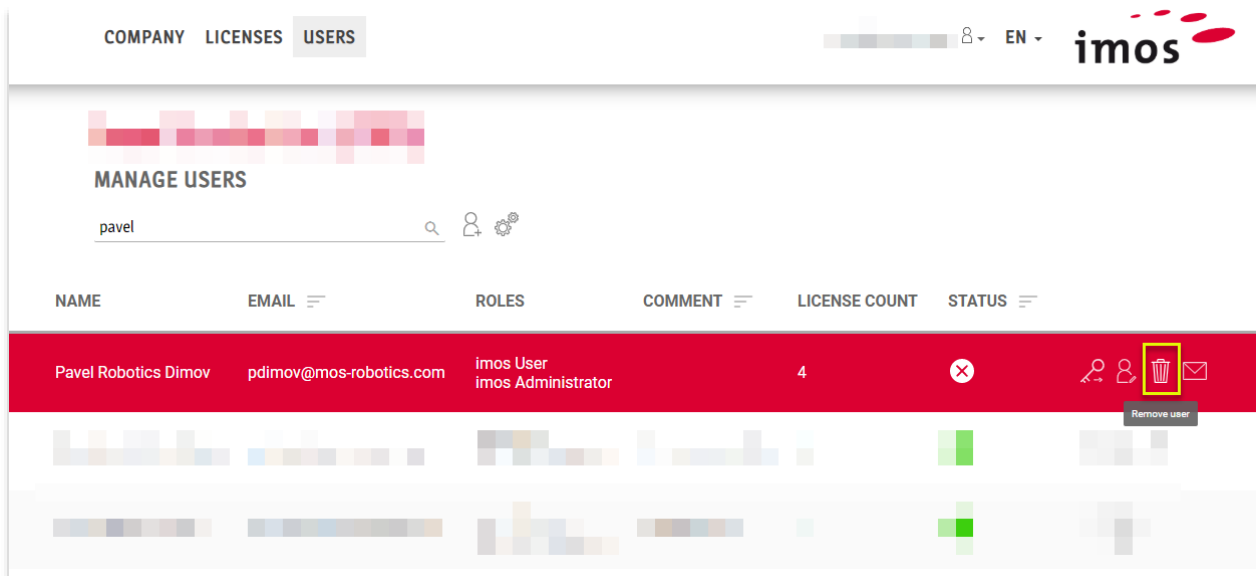
⁹ Application support needs to be checked in the Android App Store

4. imos user accounts – licensing

The provided user accounts need to get licenses in our system to work with the imos software products. In case of using the same user accounts and emails as internally in your organization, the imos Administrator of your company must delete your account from your imos company portal.

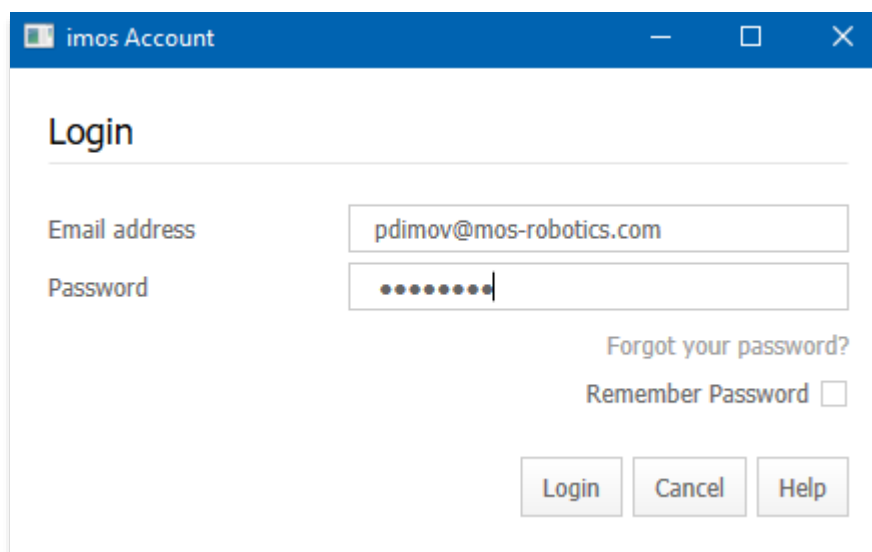
imos License Portal

<https://license.imos3d.com/licenses>



This step is required, otherwise we won't be able to create your user account with the same email address in our system.

A workaround is to provide us with a second valid email address, and we will register you under another email address. In this case, when logging to our system and imos products hosted on Citrix you will have to provide the alternative email address:



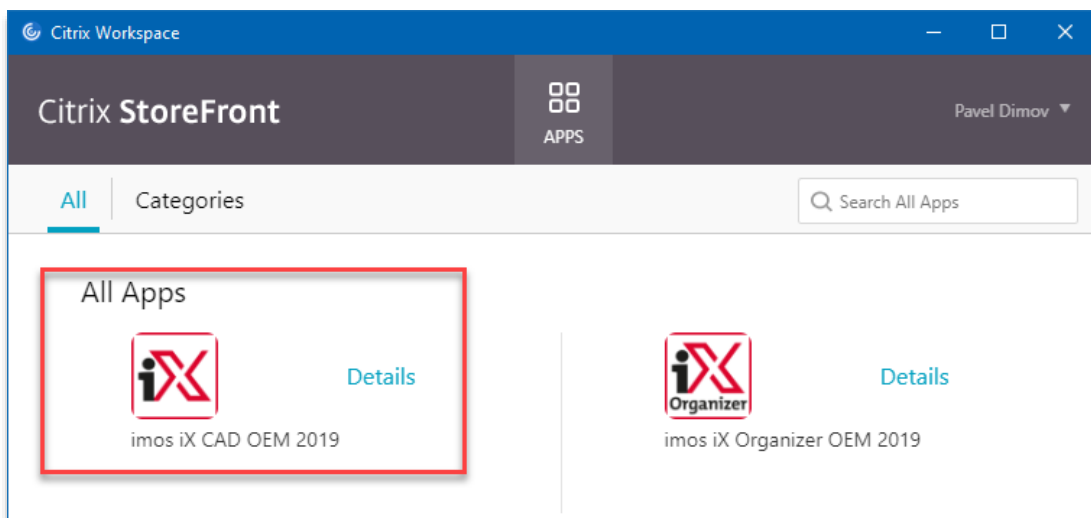
5. imos on Citrix

imos applications are installed as in a standard environment, in the background we are running a file server structure, SQL server cluster and user management systems.

There are several customer specific settings, which are described in the next steps and should be taken into consideration.

5.1 Starting imos for the first time

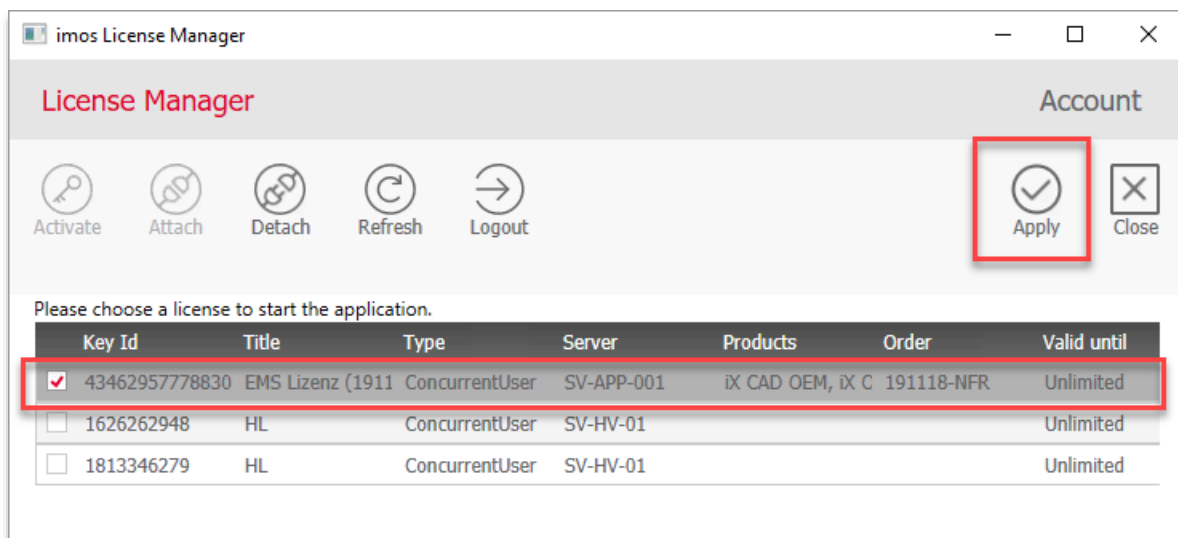
We recommend starting the imos CAD OEM app and not Organizer when logging for the first time. The imos CAD OEM app will create all necessary user folders connected to the AutoCAD environment. Once completed Organizer can also be started.



5.2 Network license assignment

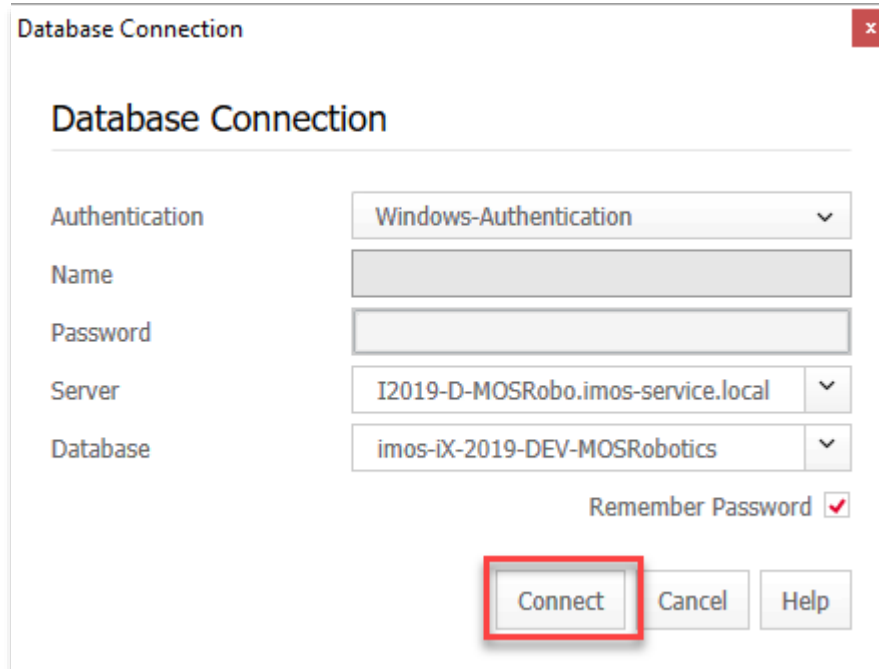
When starting imos applications, you be requested to provide your user credentials. Once you are logged in your user account, you must select a user license.

Please mark the following license and click Apply.



5.3 Database login

By default, we are leaving the database selection window for all users, in case a user has multiple environments or databases. Your login data is already automatically filled, and you can simply continue with this screen.



The screenshot shows a 'Database Connection' dialog box with the following fields and controls:

- Authentication:** A dropdown menu set to 'Windows-Authentication'.
- Name:** An empty text input field.
- Password:** An empty password input field.
- Server:** A dropdown menu set to 'I2019-D-MOSRobo.imos-service.local'.
- Database:** A dropdown menu set to 'imos-iX-2019-DEV-MOSRobotics'.
- Remember Password:** A checked checkbox.
- Buttons:** 'Connect', 'Cancel', and 'Help'. The 'Connect' button is highlighted with a red rectangular border.