

# Citrix & the CPR+ On-Demand System

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## Get Connected Quickly and Easily

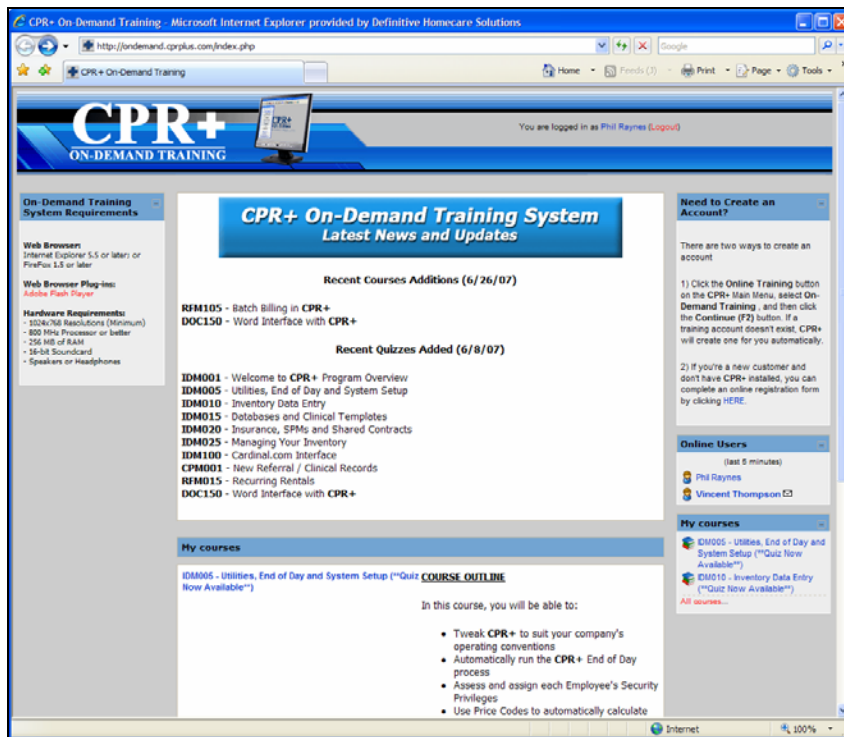


Figure 1) CPR+ On-Demand Training System Main Screen

Since **CPR+** v7.1c, we've provided a solution that allows all users to quickly and easily create an account on our **CPR+** On-Demand Training System. This document covers certain company setups that are based on a Citrix environment and, for whatever reason, can not get this feature to work properly. After reading this document, you will be able to:

- Know the proper steps in creating an On-Demand user account
- How to set up the Citrix server to allow **CPR+** to communicate with the On-Demand Training System and relay the audio back to the workstation.

### *Step-by-Steps Notes:*

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For additional **CPR+** documentation, please refer to the **CPR+** F1 Help or <http://www.cprplus.com>.

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<b>Document History</b>			
<b>Writer(s)</b>	<b>SMEs / Editors</b>	<b>Release Date</b>	<b>Version #</b>
Phil Raynes	James McNamee, Christian Dunn, Megan Usko	8/1/2007	1.0

**PRINTING NOTE FOR TWO-SIDED DOCUMENTS:**

This document is designed for two-sided printing. If you are printing the PDF version of this document on a printer that can only print on one side, there might be some blank pages throughout the final print job. This is normal for two-sided documents and no information is missing with your printed version. For additional printed manuals, please contact D.H.S.

Step-by-Step Information

Original Release Date: 8/01/2007

User Manual Template Version: 2.0  
Based on CPR+ Version: 7.1c or later

## Notes

## How Does the On-Demand Login Process Work?

There are four elements at play when connecting to our On-Demand Training System: **CPR+**, two basic PHP scripts, a web browser, and our Learning Management Software (LMS).

Simply put, **CPR+** “talks” to our LMS through our PHP scripts. It’s these scripts that pass certain user information from **CPR+**, creates a user account (if one is needed to be created), and then logs that individual into the LMS (using the web browser).

The steps below identify the procedures to make sure that a user account is created successfully.

1. From the **CPR+** Main Menu, click the **Databases (7)** button and then the **Employee Data / Security Setup (8)** button. *(This displays a list of employees stored in the HR table.)*

**NOTE:**

*In order to have access to the Employee Data / Security Setup option, you must have access privileges to that part of **CPR+**.*

2. Select a name in the list by highlighting it and then click the **Select (Enter)** button. *(The Employee Setup Information screen appears with that employee’s info displayed.)*

The screenshot shows a web-based form titled "Employee Setup for: Phil Raynes". The form has several tabs at the top: "Employee Info", "Options", "Dates", "Job Description (F3)", "Attendance Records (F4)", "Privileges", "Pay Info (F6)", and "Sites". The "Employee Info" tab is active. It contains three main sections: "Employee Info", "Logon Info", and "Position Data".

- Employee Info:**
  - First Name: Phil
  - Last Name: Raynes
  - Initials: PR
  - Address: 6665 Busch Blvd.
  - City, State, Zip: Columbus, OH, 43229
  - Phone: 614-543-8830
  - SSN: - -
  - Email: praynes@mac.com
- Logon Info:**
  - User Logon Name: PRaynes
  - User Account Status: Active
- Position Data:**
  - Position: Doc. Specialist
  - Supervisor: Jeff Johnston
  - Department: ADMIN
  - Exempt?:
  - Health Plan?:
  - Current Employee?:

At the bottom of the form, there are buttons for "Help (F1)", "Print Barcode Label (F7)", "Attendance Records (F4)", "Pay Info (F6)", and "Save (F2)".

Figure 2) Employee Setup Screen

3. In the *Email* field, make sure that this is a legitimate and unique email address. If this field is incorrectly completed, enter the correct data before continuing.

Notes

**NOTE:**  
*The email address is used as the username for the On-Demand Training System. Only unique email addresses will work. If this field is not correctly completed, the ability to create a user account with the **CPR+** On-Demand Training System will fail.*

- Click the **Options** tab to make sure that the On-Demand Training information is correct.

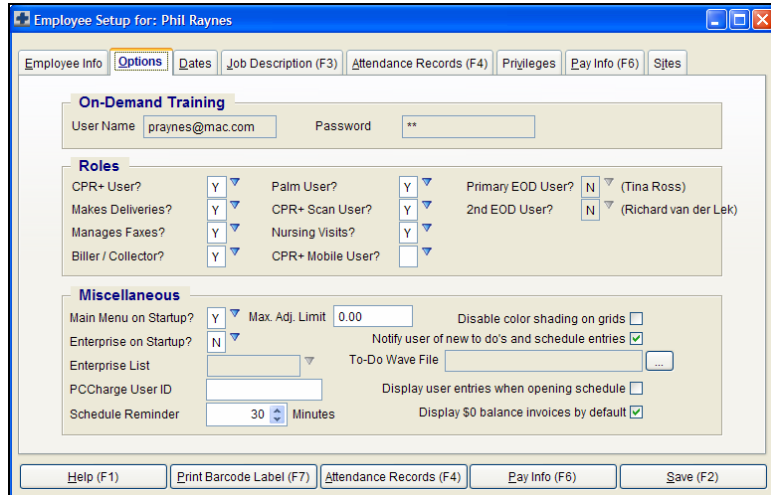


Figure 3) Employee Setup Screen with the Options Tab Selected

- If this user has not created an account before, the User Name field is left blank. If an account was previously created, the *User Name* field should contain the email address found on the Employee Info tab.

**NOTE:**  
*To fix an incorrect User Name on the Options tab, press the **<Ctrl+R>** keys to unlock the User Name and Password fields. Delete the incorrect data in the User Name field, enter the email address, and then click the **Save (F2)** button. You will need to log out of **CPR+** and log back into the program. Do not change the password field as this may cause problems with a later logon to the On-Demand Training System.*

- With the employee's information correct, return to the **CPR+** Main Menu and then click the **Online Training** button. (*The Online Training Options screen appears.*)

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## Notes

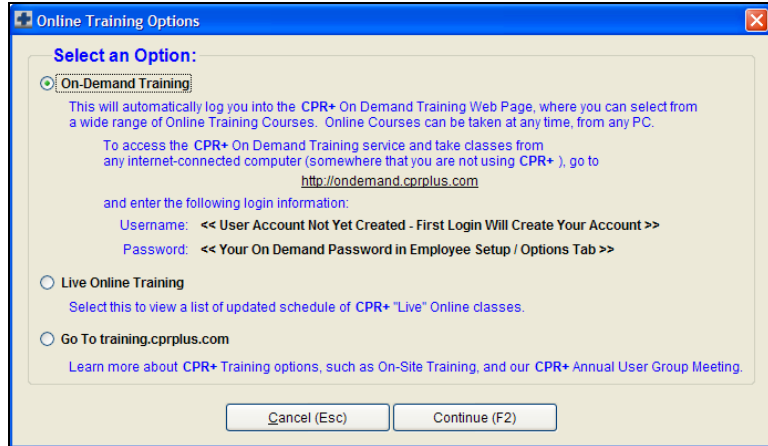


Figure 4) Online Training Options Screen

7. With the On-Demand Training radio button selected (which is the default for this screen), click the **Continue (F2)** button.
8. With [ondemand.cprplus.com](http://ondemand.cprplus.com) set as a trusted site (discussed later in this document), **CPR+** will talk to the PHP scripts, create or verify the user's account, and log the individual into his or her account by opening the web browser to the On-Demand website.

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## Using Citrix, **CPR+** and the On-Demand System

Within a Citrix environment, a user logs into a Citrix system to launch a **CPR+** session. As long as the user stays in **CPR+**, he or she will be able to use the application as created. But when a user tries to access the On-Demand Training System through **CPR+**, problems may occur with the communication between **CPR+**, the PHP scripts, and the web browser.

This part of the step-by-step explains what settings are needed to make sure that this feature of **CPR+** works as it was designed.

### Windows' Internet Security Settings

When a user clicks the **Continue (F2)** button on the Online Training Options screen, **CPR+** launches an On-Demand Training session within the default browser found on the Citrix server.

**NOTE:**

***CPR+** will NOT launch the web browser loaded on the local workstation of a user. It will only use the web browser loaded on the Citrix server.*

## Notes

It is at this point (specifically in those network environments that are locked down when it comes to Internet use) that **CPR+** may not talk to the browser and the PHP scripts successfully. So, how can this be fixed?

The first step in getting a successful connection with the **CPR+** On-Demand Training System is making sure that you have the web address as a trusted site.

1. From the Windows' Start Menu, select the **Control Panel** option. (*The Control Panel screen appears.*)

### NOTE:

*If you are using Windows XP, make sure to set the Control Panel to Classic View by clicking the Switch to Classic View link in the upper-left corner of the Control Panel screen in order to follow the next steps.*

2. Double-click the **Internet Options** icon. (*The Internet Properties screen appears.*)
3. Select the **Security** tab and then click the **Trusted Sites** icon (which is represented by the green check mark).

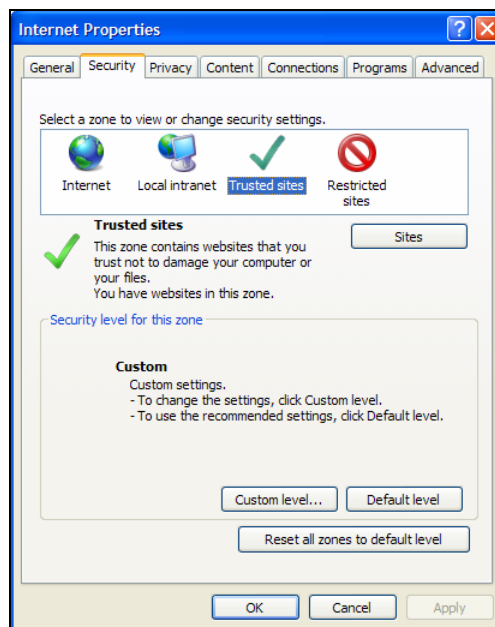


Figure 5) Internet Properties with Security Tab Selected

4. Click the **Sites** button. (*The Trusted sites screen appears.*)
5. Uncheck the *Require server verification (https://) for all sites in this zone* checkbox.

**Notes**

6. Type `ondemand.cprplus.com` in the *Add this website to the zone* field and then click the **Add** button. (*The site address is added to the field below.*)

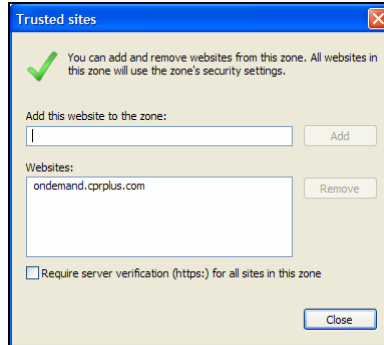


Figure 6) Trusted Sites Screen

7. Click the **Close** button and the **CPR+ On-Demand Training System** is now set as a trusted site.

**Enabling Legacy Audio**

Now that the website is set to trusted, the next step is to make sure that the legacy audio is configured correctly on the Citrix server. This allows the user to hear the audio associated with on-demand training sessions.

1. Access the Management Console for the Citrix server.
2. Locate the Applications folder from the menu tree on the left side of the screen.
3. Right-click on the application being accessed by the workstations and then select the **Properties** option. (*This will open the Properties window for the application.*)

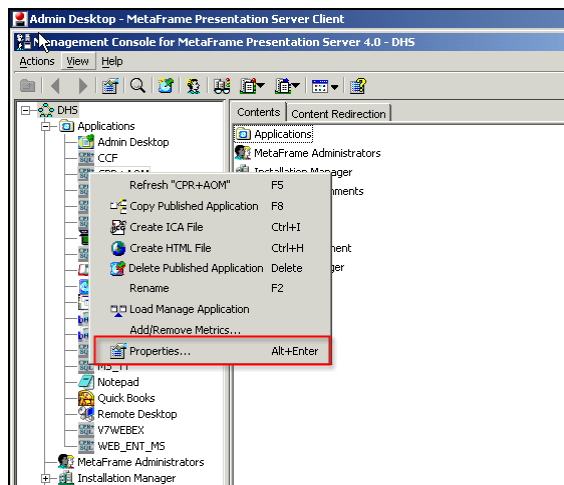


Figure 7) Management Console for MetaFrame Presentation Server

## Notes

4. Select the **Client Options** from the menu on the left.

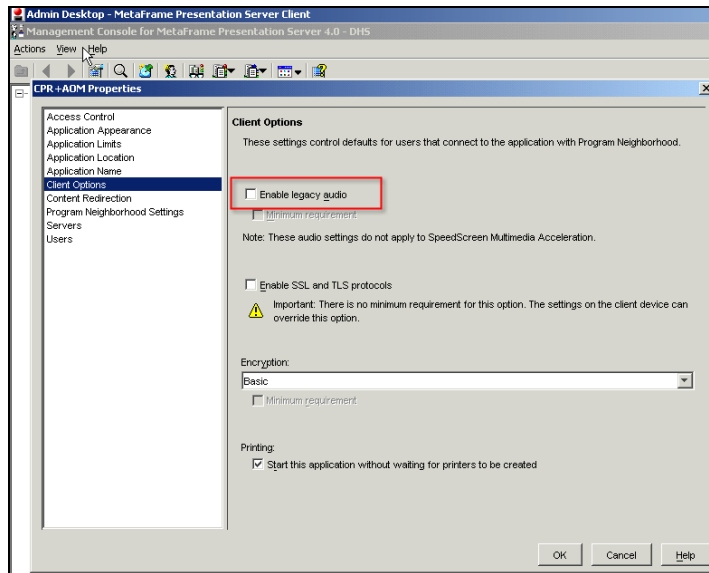


Figure 8) Application Properties Screen (Client Options Selected)

5. Click the **Enable legacy audio** checkbox and then click the **OK** button to finish the audio settings.

Now that the **CPR+ On-Demand Training System** website is trusted and the legacy audio option is selected, this should allow a **CPR+** user to access the website and hear the audio associated with the courses that are online.

**NOTE:**

*It is also important to make sure that the latest Adobe Flash player browser plug-in is installed on the Citrix server. For the latest Flash player, visit <http://www.adobe.com> and click the following icon on the website:*

