Olympus DSSPlayer Pro R5
- Citrix & Terminal Service Installation Guide -
For R5.0.11

Ver.1.30

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OLYMPUS IMAGING CORP.
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1. Introduction

This installation guide describes the requirements and setup procedure for operating DSS Player Pro R5 in virtual environment using Citrix Presentation Server or Windows Terminal Service platform.

1.1. System Overview


Generally, in virtual environment, system administrator installs software application on a serverPC, such as Dictation Module / Transcription Module. On client PCs, remote login client software must be installed or enabled such as “Remote Desktop Connection” and “Citrix Program Neighborhood” in order to support client connection to the network and virtual access to applications. In the case of DSS Player Pro R5, the Olympus “Client Virtual Driver” is required to be installed on the client PC to assists network communications and support Olympus hardware connected and other DSS Player Pro R5 related features.
1.2. Client Virtual Driver

1.2.1. The Role of Client Virtual Driver

The Olympus “Client Virtual Driver” support communications between Olympus devices connected to client PCs and the applications on the server PC. In addition, it supports audio streaming over Terminal Service sessions as well.

“Client Virtual Driver” is required in the following cases:
- Control Olympus devices connected to a client PC (includes download/upload sounds, update device configurations.)
- Support audio playback at the client PC over Terminal Service session

The table below shows whether you need to install Client Virtual Driver on your client PCs or not when you operate DSS Player Pro R5 over those virtual sessions.

<table>
<thead>
<tr>
<th>Programs on Server</th>
<th>Client Virtual Driver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dictation Module</td>
<td>○</td>
</tr>
<tr>
<td>Transcription Module</td>
<td>○</td>
</tr>
<tr>
<td>Device Configuration Program</td>
<td>○</td>
</tr>
<tr>
<td>DirectRec Configuration Tool</td>
<td>○</td>
</tr>
<tr>
<td>License Manager</td>
<td>×</td>
</tr>
<tr>
<td>System Configuration Program</td>
<td>×</td>
</tr>
</tbody>
</table>

○:Need ×:Not Need

1.2.2. Client PC Supported OS

The table below shows that Client PC Supported OSs:

<table>
<thead>
<tr>
<th>Name</th>
<th>Support Client OS</th>
<th>Client PC Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Client Virtual Driver</td>
<td>[For Fat Clients]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Windows 2000 Professional SP4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Windows XP Professional/Home Edition SP2,3</td>
<td></td>
</tr>
<tr>
<td>Terminal Service Client Virtual Driver</td>
<td>- Windows Vista Ultimate / Enterprise / Business / Home Premium / Home Basic SP1,2</td>
<td>32/64 bit.</td>
</tr>
<tr>
<td></td>
<td>- Windows 7 Ultimate / Professional / Home Premium</td>
<td></td>
</tr>
<tr>
<td></td>
<td>[For Thin Clients]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Windows XP Embedded</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Windows Embedded 2009</td>
<td></td>
</tr>
</tbody>
</table>

Note: Client Virtual Driver is NOT supported officially in any other OS environment not described above, such as Unix/Linux, Windows CE, and others.
1.2.3. Installation

The Client Virtual Driver installer can be found in the following folder on the R5 software CD:

<table>
<thead>
<tr>
<th>Client Type</th>
<th>Folder Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Client Virtual Driver (32/64bit)</td>
<td>CDRoot\Citrix\setup.exe</td>
</tr>
<tr>
<td>Terminal Service Client Virtual Driver (64bit)</td>
<td>CDRoot\TerminalService(x64)\setup.exe</td>
</tr>
<tr>
<td>Terminal Service Client Virtual Driver (32bit)</td>
<td>CDRoot\TerminalService\setup.exe</td>
</tr>
</tbody>
</table>

**Note:**

1. Client Virtual Driver can not be installed on a PC that has DSS Player application already installed. Before installing Client Virtual Driver, you have to uninstall the DSS Player application software.

2. The same version of Client Virtual Driver must be used on client PCs to match the DSS Player Pro R5 version installed on the server PC.

1.3. Supported Devices

DSS Player Pro R5 supports these Olympus devices in remote login session below:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Models</th>
</tr>
</thead>
<tbody>
<tr>
<td>DirectRec</td>
<td>DR-2000/1000</td>
</tr>
<tr>
<td>Foot Switch</td>
<td>RS-27/28</td>
</tr>
</tbody>
</table>

1.4. Sound Device Requirements

In order to playback audio on the client PCs, sound device (compatible with Windows) on client PCs must be functional and setup correctly. Since audio playback take place at the client PC, sound device is not required on server PC. More importantly, the Citrix or TS client software must be setup to support audio on the client PC.

The procedure on how to configure sound support in each applicable environment is described in the relevant section later in this document.

1.5. Installing DSS Player R5 on the server

DSS Player Pro R5 must be installed as a Workgroup system to function properly in Citrix Presentation Server and Terminal Service environment. Standalone system is not supported. Please refer to the R5 Install Guide for details.
1.6. Supported network connections

R5 operating in Citrix and Terminal Service support network connection over a Local Area Network (LAN) or Wide Area Network (WAN). Virtual Private Network (VPN) support has been introduced as of R5.06 and onward.
2. Citrix Presentation Server Requirements

This section describes Citrix Presentation Server supported environment.

2.1. Overview

DSS Player Pro R5 is supported in the following Citrix Presentation Server below:

- **Citrix XenApp 6**
  - OS: Windows 2003/2008 Server (32/64bit)  
    (Each editions supported by Citrix XenApp 6)  
  - Client Software: Citrix Online Plug-in 12.0 or later

- **Citrix XenApp 5**
  - OS: Windows 2003 Server (32/64bit)  
    (Each editions supported by Citrix XenApp 5)  
  - Client Software: Citrix Online Plug-in 12.0 or later

- **Citrix Presentation Server 4.5**
  - OS: Windows 2003 Server (32/64bit)  
    (Each editions supported by Citrix Presentation Server 4.5)  
  - Client Software: Citrix Client neighborhood version 10.0  
    Citrix XenApp Plugin 11.0  
    Citrix Online Plug-in 11.2 / 12.0

Note: DSS Player Pro R5 is not supported in Citrix Presentation Server 3.0 / 4.0 or earlier versions. In addition, DSS Player Pro R5 is not supported in Citrix XenDesktop / XenServer officially as of the date of publication of this document.

DSS Player Pro R5 is supported in the following publication modes of Citrix server:

- Published Desktop
- Published Application

Note: DSS Player Pro R5 is not supported in “Web Interface”. 
2.2. Server Setup

This section describes how to setup the DSS Player Pro R5 on the server and publish the application.

2.2.1. Install DSS Player Pro R5 as Workgroup System

Install DSS Player Pro R5 in WorkGroup mode on the server PC. Please check DSS Player R5 Installation Guide for detailed procedure on how to install DSS Player Pro R5 in WorkGroup mode.

After installation is complete, launch DSS Player Pro R5 on the server to verify installation is successful before you move on to the next section.
2.2.2. Publishing Application Software

To publish the DSS Player Pro R5, you can easily do so by following the steps illustrated below:

In this section, “Citrix Access Management Console (included in Presentation server 4.5)” is used.

**Step.1** Launch “Citrix Access Management Console”


“Citrix Access Management Console” will launch.

**Step.2** Start “Publish application” wizard

Open the server name node (In this example below, server name is “cpsfarm” as shown) and right-click “Applications”. On the context menu, select [New] – [Publish application].

“Publish application” wizard will start.
**Step.3** Configure display name and description.

After welcome message, you will see [Name] screen. Please set display name and description in ①. In this example, “DSS Player Pro R5 – Dictation Module” is set. Then, click [Next] button.

**Step.4** Configure publishing style.

Select “Installed application”, then click [Next] button.
Step.5 Configure command line parameter.

1. Click [Browse] button and select application executable, “.exe” file, which you want to publish. Command line parameter will be shown in the “Command line” textbox. You don’t need to modify it. Then click [Next] button.
Step.6 Configure execution server

① The list of servers under “Servers” will appear blank at first. Click [Add] button. Server selection dialog will appear.

① Please select the server which the published application will run on and click [Add](①→②) button. The server will be displayed in the Selected items list. Click [OK] button to return to the Servers screen and note that the selected server is displayed in the Servers right pane.

② Click [Next] button.
Step.7 Configure users’ permission to access the application

① Select type of user access to the application.
② If you select “Allow only configured users”, you need to select individual users and/or groups who can access the application.

Click [Add] button.

② -① Select users and/or groups and click [Add] (②-②) button. Selected users accounts will appear in the “Configured Accounts” list box below. Click [OK] button to return to the Users screen. Click [Next] ② button.
Step.8 Configure shortcut icon settings

Personalize shortcut icon according to your preferences. Then click [Next] button.

![Image of Citrix window showing shortcut icon settings]

Step.9 Finished the “Publish Application” configuration

Configure the application availability to users immediately or not and then click [Finish] button.

![Image of Citrix window showing publish immediately settings]

▶ The application will be available to users immediately if you have not selected “Disable application initially”. The icon will appear in the tree of “Access Management Console” window.

![Image of Access Management Console window showing applications]

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Step.10 Configure the application's properties

Right-click on the DSS Player Pro R5 application and select “Properties” from the context menu. The application properties dialog will appear.

Step.11 Configure “Client options”.

Select “Client Options” in the Properties [Advanced] tree as shown in the screen below. To support audio playback on client PC, you need to check this option.

Step.12 Server configuration is complete!

For client PC setup, go to section “2.3 Client PC Setup”
2.2.3. Publishing Desktop

To publish the DSS Player Pro R5 as part of the published desktop, you easily do so by following the steps illustrated below:

In this section, “Citrix Access Management Console (included in Presentation server 4.5)” is used for illustration.

**Step.1** Launch “Citrix Access Management Console”


“Citrix Access Management Console” will launch.

**Step.2** Start “Publish application” wizard

Open the server name node (In this example below, server name is “cpsfarm” as shown) and right-click “Applications”. On the context menu, select [New] – [Publish application].

“Publish application” wizard will start.
Step.3 Configure display name and description.

After welcome message, you will see [Name] screen. Please set display name and description in ①. In this example, “MyDesktop” is set. Then, click [Next] button.

Step.4 Configure publishing style.

① Select “Server desktop”. Then click [Next] button.
Step.4 Configure servers.

① The list of servers will appear blank at first. Click [Add] button. The “Select Servers” dialog will appear.

①–① Select the server name where the published application will run and click [Add] (①–②) button. The selected server will display in the selected item below. Click [OK] button.

② Click [Next] button.
Step.5 Configure users’ permission to access the application

① Select the type of access for the application.
② If you select “Allow only configured users”, you need to select who can access the application. Click [Add] button.

Select users and group (②-①) permitted to use the application and click [Add] (②-②) button. Selected users and group will appear in the “Selected Account” list box. Click [OK] button to return to the Users screen.

Click [Next] button.
Step.6 Configure shortcut icon settings.

Configure shortcut icon according to user preferences. Click [Next] button.

Step.7 Finishing the “Publish Application” configuration.

Configure the application availability to users and then click [Finish] button.

Your desktop will be published immediately if “Disable application initially” is not selected. The icon will appear in the tree in “Access Management Console” window.
Step.8 Configure the application properties.

Right-click your published desktop icon and select “Properties” from the context menu.

The application properties dialog will appear.

Step.9 Configure “Client options”.

Select “Client Options” in the Properties [Advanced] tree as shown in the screen below.

To support audio playback on client PC, you need to check this option.

Step.12 Server configuration is complete!

For client PC setup, go to section “2.3 Client PC Setup”
2.3. Client PC Setup (Citrix)

This section describes how to setup the client PC.
Citrix client software must be already installed before proceeding.

2.3.1. Setup a sound device on client PC

Make sure that a sound device is available and operational on the client PC.

2.3.2. Install Citrix Client Software

Install the latest version of Citrix client software on the client PC. Check Citrix corp. website for the latest available Citrix client software.

2.3.3. Install Citrix Client Virtual Driver

After installing Citrix client software, please install Olympus “Citrix Client Virtual Driver”.
Since Olympus “Citrix Client Virtual Driver” will be installed to the same folder as Citrix client software, the Citrix client software must be installed prior to installing Olympus “Citrix Client Virtual Driver”.

Note: If you cannot install “Citrix Client Virtual Driver”, the Citrix client software has not been installed correctly, or Olympus Citrix Client Virtual Driver does not support the installed version of Citrix client software.
For details please check “4.2 FAQ”.
2.3.4. Configure Citrix Client software

■ Using “Citrix Online Plugin 11.2” (Windows 7)

“Published Applications” and/or “Published Desktops” icons will be available in the Task tray. Selecting the published application or desktop icons, Citrix session will be established and the application launched.

“Citrix Online Plugin 11.2” default settings enable audio playback without any special configuration on client PC (Server must be configured to support sound, see “2.2 Server Setup” for details). However, for sound quality adjustment, you can make changes in the “Options” dialog of Citrix Online Plugin. Right-click the icon in the System tray and select “Options”. The “Audio Quality” option is available in the “Session Options” page. Select appropriate “Audio Quality” setting that suite the network environment.
Using “Citrix Program Neighborhood 10.0”
If you use “Citrix Program Neighborhood 10.0”, you need to configure the sound setting.

**Step.1** Open “Citrix Program Neighborhood 10.0”, and then log in.

“Citrix Program Neighborhood” main window will appear.
Step.2 Open “Application Set Setting” dialog.

Right-click the DSS Player Pro R5 icon and select “Application Set Settings” from the context menu. For “Published Desktop” created in section “2.2.3 Publishing Desktop”, you can open the dialog in the same way.

Note: “Application set setting” dialog will appear.

Step.3 Configure client sound settings

Select the [Default Options] tab.
Check the “Enable Sound” option, and change sound quality option as required. Click [OK] to save settings.

Note: Checking the “Sound Server Default” box is OK because it enable sound support automatically.
Step.4 Verifying client sound settings

Open the Published Application or the Published Desktop from Citrix Program Neighborhood. Playback sound on the client PC to verify sound quality and operation.
3. Windows Terminal Service Requirements

This section describes Windows Terminal Service supported environment.

3.1. Overview

DSS Player Pro R5 is supported on the following Windows Server OS.

- Windows Server 2008
  - Editions: Windows Server 2008 family all editions
  - Platform: Both of 32/64 bit

- Windows Server 2003
  - Editions: Windows Server 2003 family all editions
  - Platform: Both of 32/64 bit

Note:
- Windows Server 2000 family is not supported.
- DSS Player Pro R5 supports just the simply Terminal Service function. It does not support any Terminal service function over another remote login service, such as “Remote Web Workplace” on Small Business Server.

Regarding support information of client PCs, see “1.2.2 Client PC Supported OS”.
3.2. Server Setup

This section describes how to setup the server using Windows Server 2003 for illustration.

3.2.1. Terminal Service Setup

First, you need to add “Terminal Server” role to the Server. If the server already had “Terminal Server” role, please skip this section.

From The “Manage Your Server” control on Windows Server 2003, you can select to add the “Terminal Server” role as shown below. Please consult Windows online help for additional details.

3.2.2. Install DSS Player Pro R5 as Workgroup System

Install DSS Player Pro R5 in WorkGroup mode on the server PC.
Please check DSS Player R5 Installation Guide for detailed procedure on how to install DSS Player Pro R5 in Workgroup mode.

After installation is complete, launch DSS Player Pro R5 on the server to verify installation is successful before you move on to the next section.
3.3. Client PC Setup (Terminal Services)

This section describes how to setup the client PCs.

3.3.1. Setup a sound device on client PC

Make sure that a sound device is available and operational on the client PC.

3.3.2. Installing Olympus Terminal Service Client Virtual Driver

To install Olympus “Terminal Service Client Virtual Driver”, deploy the terminal service msi installer available on the R5 CD. Refer to section “1.2.3 Installation” regarding notes about installation.

3.3.3. Configuration of “Remote Desktop Connection”

Check the configuration of “Remote Desktop Connection” software. Start “Remote Desktop Connection” on the client PC and select the [Local Resources] tab. In the “Remote computer sound” section, make sure to select “Bring to this computer”.

Connect remotely using the “Remote Desktop Connection” and verify sound support.
## 4. Appendix

### 4.1. Restrictions

#### 4.1.1. For both Citrix/Terminal session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1   | Can not playback/control sounds on DVRs | On both of Citrix/Terminal Service session, there are some limitations on playing back and editing sounds on DVRs below.  
- Can not playback sounds on DVRs  
- Can not edit sounds, includes insert/delete index marks, Edit job data, Edit Dictation, Change Status, change priority, etc. |
| 2   | Can not upload sounds into DVRs       | On both of Citrix/Terminal Service session, you can not upload any sound files into DVRs connected to client PC. Of course, you can download sounds from DVRs. |

#### 4.1.2. For Citrix session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1   | Noise on sound | When using Citrix Presentation Server 4.0 x64 Edition, playback may be interrupted periodically.  
For solutions, please refer to the Citrix Presentation Server/Client manuals. |

#### 4.1.3. For Terminal Service session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Playback volume control</td>
<td>DSS Player Pro R5, control playback volume without using Microsoft RDP Audio Driver. Playback volume is controlled via volume control and wave control of client playback mixer device using volume slider of DM/TM. Therefore, you have to set the client playback mixer device to appropriate volume.</td>
</tr>
<tr>
<td>2</td>
<td>Playback of stereo sound file</td>
<td>Stereo sound files are played as mono sound to eliminate or reduce CPU overload</td>
</tr>
</tbody>
</table>
| 3   | Operating in Workgroup type network (no Domain) | To operate the DSS Player Pro R5 in virtual environment in a Workgroup network, the Guest account must be enabled and the “Simple file sharing” activated.  
To activate Simple file sharing, open “My Computer”(or Windows Explorer window). From the menu, select [Tools] -> [Folder Options…] to open the Folder Options window.  
From the Folder Options window, select the [View] tab and from the “Advanced settings” list, select the check box “Use simple file sharing(Recommended)” and then click OK.  
To enable Guest account, check the Users group on the PC and make sure the Guest account is enabled (Disabled is unchecked). |
## 4.2. FAQ

### 4.2.1. For both Citrix/Terminal session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Sound Issues</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>No sounds on “Edit Job Data” dialog</td>
<td>When you use DM/TM on Citrix/TS session, you can not use preview function on “Edit Job Data” dialog during downloading from DVRs. This is a restriction of DSS Player Pro R5. As mentioned in “4.1 Restrictions”, you can not playback any sounds on DVRs. In this case, the sound file is still on the DVR connected to the client PC. Therefore, you can not review it.</td>
</tr>
<tr>
<td>2</td>
<td>Can not change Speaker/Mic device from DM/TM</td>
<td>If you use Windows Vista or later, you can not change speaker and mic device from DM/TM's menus. This is a limitation of Windows OS. To solve this problem, you need to set the speaker/mic device as the default device on the system. Please open &quot;Sound&quot; property dialog from &quot;Control Panel&quot; and configure it as the default.</td>
</tr>
<tr>
<td>3</td>
<td>Can not playback any sounds and its playback time is shown as “00:00:00” on the indicator</td>
<td>Some sound filters have not been registered correctly. Please reinstall both of DM/TM and the Client Virtual Driver. If you use Windows Server 2008, Windows Media Player may have not been installed. Please install WMP and try again.</td>
</tr>
</tbody>
</table>

### 2. On Logging in to the remote session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DCT or DD4 does not start</td>
<td>The Client Virtual Driver may not be loaded correctly. Once log off the remote session, and reinstall the Client Virtual Driver. Then, try again.</td>
</tr>
<tr>
<td>2</td>
<td>A runtime error happens in DCT or DD4</td>
<td>If you connect multiple devices to the PC, such as recorders and Directrecs, please disconnect all of them and login again.</td>
</tr>
</tbody>
</table>

### 3. On starting software up

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1 | DM or TM does not start (without the splash window) | - DM or TM does not work with the other Olympus Audio software, such as “Olympus sonority” and “DSSPlayer Standard”. Please close them and try again.  
- An old process themselves may still have been left. Once log off the remote session, login, then try again. |
| 2 | An error message appears on starting up | 1. “The device detection and play/record functions for audio files are not available because the driver for Citrix/TerminalService is not installed on the client PC”  
The Client Virtual Driver may not be loaded correctly. Once log off the remote session, and reinstall the Client Virtual Driver. Then, try again.  
2. “The dictation cannot be played. The audio device to play the dictation cannot be found.”  
DM/TM can not find any available audio devices on the CLIENT PC. Please confirm the audio device driver is available and works fine on your client PC. |
| 3 | A user authentication dialog appears | If you see a user authentication dialog during its startup,  
1. If you use R5.0.5 or earlier:  
Please update both of DM/TM and the Client Virtual Driver to the latest version.  
2. If you use R5.0.6 or later:  
Your manager configures DM/TM to work as “Old connection mode” (see “1.6 Support VPN connection”), used in R5.0.5 or earlier. Please contact your IT manager. |

### 4. On connecting devices

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Does not recognize any devices</td>
<td>The Client Virtual Driver may not be loaded correctly. Once log off the remote session, and reinstall the Client Virtual Driver. Then, try again.</td>
</tr>
<tr>
<td>2</td>
<td>Can not see any files on the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DVRs</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>A user authentication dialog appears</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If you see a user authentication dialog whenever you connect DVRs to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>your PC,</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>1. If you use R5.0.5 or earlier:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Please update both of DM/TM and the Client Virtual Driver to the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>latest version.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>2. If you use R5.0.6 or later:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Your manager configures DM/TM to work as “Old connection mode” (see</td>
<td></td>
</tr>
<tr>
<td></td>
<td>“1.6Support VPN connection”), used in R5.0.5 or earlier. Please</td>
<td></td>
</tr>
<tr>
<td></td>
<td>contact your IT manager.</td>
<td></td>
</tr>
</tbody>
</table>
### 4.2.2. For Citrix session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1   | Can not install Citrix Client VD | - No Citrix client software has been installed  
- Citrix Client software must be installed before installing our Citrix Client Virtual Driver. Please install Citrix client software, and then try again.  
- "Citrix Online Plugin 11.2" or later has been installed  
When Olympus Citrix Client Virtual Driver is installed, its installer checks a registry key to find out Citrix client software, but the key location has been changed for “Citrix Online Plugin 11.2”. Therefore, our Citrix Client Virtual Driver (R5.0.8 or earlier) can not find Citrix Client Software. To solve this problem, you can use a patch module. Please contact Olympus dealers.  
**- Note: This issue was solved in R5.0.9.**  
If the patch can not solve, please check the registry key is described correctly.  
- HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Install\ICA Client  
  - [InstallFolder]  
If it does not exist here, please create manually and input correct install path of Citrix client software.  
- "Citrix Client 11.0" or earlier version has been installed  
When Olympus Citrix Client Virtual Driver is installed, its installer checks a registry key below to find out Citrix client software.  
- HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client - [MsiInstallDir]  
Please check the registry key exists correctly.  
If it does not exist, create manually and input correct install path of Citrix client software. |
### 4.2.3. For Terminal Service session

<table>
<thead>
<tr>
<th>No.</th>
<th>Summary</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1   | Can not playback an sounds           | ■ Access from 64bit client PCs  
Please check your client PCs platform. Olympus Terminal Service Client Virtual Driver may not support 64 bit platform client PC.  
- TS 64bit client has been supported starting from R5.0.10.  

■ Failed to register some sound filters in installation TS Client VD(1)  
Our TS Client VD intermediates sounds between the Server and the Client PC. When the installation of TS Client VD fails, some sound filters aren't registered correctly to the client PC and you can't hear any sounds on the client PC in this situation. Please check you installed our client VD using Administrative permission and try reinstallation. Sometimes it solves this problem.  
(This solution is applied only to TS. On Citrix session, ClientVD does not intermediate any sounds.)  

■ Failed to register some sound filters in installation TS Client VD(2)  
If you install TS Client VD using administrative permission, check your registry on the client PC. If you can not find those keys below in your registry, sound filters may not be installed on the client PC.  
{379D73EE-F1EE-4edd-A8D0-FF95C9A80F85}  
{9F1642AE-1C3B-4400-9AA4-AD140A44E836}  
If you encountered this situation, please contact Olympus for solution.
### 4.2.4. Helpful Information required when requesting support...

Please contact Olympus dealer.
At that time, please send us some information below:

<table>
<thead>
<tr>
<th><strong>About the Server PC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The server’s model name (Maker and model name)</td>
</tr>
<tr>
<td>OS (Version, x86/64, Service Packs)</td>
</tr>
<tr>
<td>Citrix server version (if applicable)</td>
</tr>
<tr>
<td>DSS Player Pro version</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>About the Client PC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The PC’s model name (Maker and model name)</td>
</tr>
<tr>
<td>- Thin or Fat Client?</td>
</tr>
<tr>
<td>OS (Version, x86/64, Service Packs)</td>
</tr>
<tr>
<td>Citrix Client name and version (If you use)</td>
</tr>
<tr>
<td>Olympus Client Virtual Driver version</td>
</tr>
<tr>
<td>Another Olympus software is installed or not</td>
</tr>
<tr>
<td>(If something is installed, please describe its name and its version)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>About the Network environment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>LAN? Or VPN?</td>
</tr>
<tr>
<td>On Citrix session? Or on Terminal Service Session?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Error messages</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the message below shown on starting up?</td>
</tr>
<tr>
<td>“The device detection and play/record functions for audio files are not available because the driver for Citrix/TerminalService is not installed on the client PC.”  Yes / No</td>
</tr>
<tr>
<td>Is the message below shown on starting up?</td>
</tr>
<tr>
<td>“The dictation cannot be played. The audio device to play the dictation cannot be found. Please confirm that the audio output device is enabled.”  Yes / No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Others</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there the “ServerVirtualDriver.exe” on the Task Manager – [Process] tab on your Remote Desktop window? It shows what processes are working in the server on the remote session.  Yes / No</td>
</tr>
</tbody>
</table>

Please explain **your operation and all connecting devices** when the problem happened as detail as you can.

Please obtain debug logs about:
- Dictation Module or Transcription Module
- Device manager
- Device Detector
- Audio Procedure