Lacerte® Tax Citrix Environment White Paper

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Scope and audience

This document is designed to assist Citrix administrators with proper installation and configuration of the Lacerte Tax program under a Citrix environment. It will cover system recommendations, proper installation procedure, user configuration (including user permissions and program options) and common troubleshooting tips.

System recommendations

System recommendations are certainly relative depending on many variables. To help assist with hardware assessment, we will provide some single user usage, Lacerte's standalone recommendations and refer you to some Citrix benchmark documentation. Additionally, this can be used to help determine scalability of existing infrastructure.

Single user specs

More recent years of Lacerte ('08 – current), run in a Java Runtime Environment (JRE); when Lacerte is launched a runtime environment is established and the user is allocated 256MB of memory to work with. Under normal program usage, the user will hover at around 100,000K memory usage, but can spike while doing calculation or print functions in the program.

Lacerte standalone recommendations

Processor:	2.4 GHz dual core processor
Memory (RAM):	Varies by operating system 2 GB RAM for 32-bit operating systems (ex., XP, Vista & Windows 7) 4 GB RAM for 64-bit operating systems (ex., Vista 64-bit & Windows 7 64-bit)
Hard Disk Space:	2 GB of hard disk space free
Monitor:	19" with screen resolution of 1024 x 768 or higher
Printer:	HP LaserJet 4000 Series 32 MB RAM
CD drive:	32X CD-ROM or faster
Internet Connection:	High-speed, such as T-1, DSL, or Cable/Broadband is required to license the software and download Web releases and Internet Updates.
Scanners (<u>DMS</u>)	Fujitsu 5110c or Fujitsu 6130
Browser:	Internet Explorer 7.0 with 128-bit encryption

The full scope of recommendations can be found on our website

Citrix benchmark and resources

Below is a list of Citrix benchmarks that may be useful when assessing hardware requirements.

Effects of Varying the Number of CPUs of a Citrix Presentation Server Benchmark results published by Citrix

Pre-Installation preparation

To ensure things go smoothly, it will help to understand a bit about the Lacerte folder structure before getting started.

Directory List

Lacerte has a handful of directories that you will want to be aware of:

Program Path

The program path is the "local" installation directory. The program is executed and runs from this location.

Default Location	C:\Lacerte\??tax\ (w??tax.exe)	This can be installed to any local drive and the path can be changed during installation.
User Permission	Read/Write/Modify	The program may call on files and .exe(s) in this location during program tasks.
Backup	It is not necessary to back up the program path. Custom settings are stored in the shared file path.	

User Profile Path

The profile path contains various .ini files that are essential to proper program functionality. The options section will better describe how this directory is instrumental in program functionality.

Default Location	C:\Documents and Settings\ <i>username</i> \Local Setting\Application Data\Lacerte (2003) C:\Users\ <i>username</i> \AppData\Local\Lacerte (2008)	This could vary depending on server settings (AD).
User Permission	Read/Write/Modify	
Backup	These files are quite small in size, but do not need to be backed up	

Lacerte Shared Path

Default Location	C:\Program Files\Common Files\Lacerte Shared	Contains .dll files required for communication such as e-fileand updating.
User Permission	Read/Write	Write permissions may be necessary if the user needs to update the program.
Backup	You do not need to back up this directory	

Intuit Shared Path

Default Location	C:\Program Files\Common Files\Intuit Shared	Contains Java version needed for running Lacerte.
User Permission	Read/Write	Write permissions may be necessary if the user needs to update the program.
Backup	You do not need to back up this directory	

Shared file path

The following paths are considered the "Shared File Path" (SFP). The shared file path will likely contain your user options, client data and program updates. The SFP can be ant network drive (Network License required) and can be shared among Citrix and non-Citrix users. For ease of use, backups can be made of the entire SFP. The most important directories are called out below.

Option path			
Default Location	<i>x</i> :\Lacerte\??tax\OPTION??	This folder contains most of the firm and user specific settings. Additionally most of the communication traffic such as E-Files and updates come through the Queue Folder (a sub directory of Option??).	
User Permission	Read/Write/Modify	Refer to the Options section for more information on how these are distributed.	
Backup	Back up this entire directory		

Data path

Default Location	<i>x</i> :\Lacerte\??tax\?DATA	There is a separate data path for each tax type (i.e. Individual, Corporate, Partnership, etc). Depending on the tax types used, there are 9 data folders in total.
User Permission	Read/Write/Modify	
Backup	Back up these directories	

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-	~	-	~	-	-	~

		•
Default Location	<i>x</i> :\Lacerte\??tax\Setup??	This is essentially an install directory containing the most recent version of the program that has been downloaded. This directory will be used to install major releases of the program to the program path. This directory also contains installation files for .NET and Java.
User Permission	Read/Write/Modify	This depends on how you are using the directory, users can update at any time if they have the rights (in-program <i>trustee rights</i>). It is essential that the program receives updates, but can be done by an administrator if user permissions are restricted.

Note: these paths can be checked form within Lacerte by using the F10 key > System information.

Page File size	4,294,967,295
Amount of page File unused	4,120,371,200
System file path	C:\Lacerte\09tax\
Option path	C:\Lacerte\09tax\OPTION09\
Data path	C:\LACERTE\09TAX\IDATA\
Data Drive ID	0U36V03
Data drive type	Fixed
Data drive space	34,800,676,864
Program path	C:\Lacerte\09tax\
Program drive type	Fixed
Program drive space	34,800,676,864
Shared K1 path	C:\LACERTE\09TAX\SHARED\K1
Shared K1 drive type	Fixed
Shared K1 drive space	34,800,676,864
Lacerte CD-ROM drive	None
To company the base of the same base	001
Lacerte workstation number	001
User name	cryan 100
Number of seats licensed	100

Java

As previously mentioned, there is a Java Runtime version installed with Lacerte. The installation directory is C:\Program Files\Common Files\Intuit Shared\. The Lacerte instance of Java is installed to this unique location as to not interfere with other Java instances. You should not attempt to update or alter this Java instance, all updates to Java will be handled through in product updates.

Lacerte Updates

Product updates are a frequent, necessary part of tax season. Lacerte needs to add modules, forms, and features as they become available. Firms must obtain both major and minor releases of the program through in-product updates or via Web Downloads from Lacerte's My Account. Updates are downloaded and saved to the SFP\Setup?? directory. To help minimize the impact of updating Lacerte has an Update Scheduler (C:\Program Files\Common File\Lacerte Shared\update scheduler\updsched.exe) that will download any available program updates at a more convenient time, such as off hours. Lacerte version number can be checked using F10 > Versions tab in the Lacerte Program.

Lacerte Update Scheduler
Schedule Options Log
Automatically download current year updates
Recurrence Pattern
C Daily C Monday C Saturday C Tuesday C Sunday
Weekly O Wednesday O Thursday
C Monthly © Friday
Time 4:08 AM
Download Updates
Close Help

If "automatically download current year updates" is checked, Lacerte will download available updates at the specified time. The first user to launch Lacerte after they have been downloaded will be prompted to apply the updates.

Lacerte Update Scheduler
Schedule Options Log
✓ Start when Windows starts
Use Update Scheduler for the selected products:
 ✓ 2005 Lacerte Tax ✓ 2009 Lacerte Tax
I
Download Updates
Close Help

Allows you to auto start Update Scheduler, select what Tax Years to include and download updates manually.

Installation

Once you have established the shared file path, the installation is relatively simple, with only a couple more decisions to make during the installation wizard. This section will take you through each installation screen.

Welcome	
Intuit	Individual
	Fiduciary
Lange when Trank	Partnership
Lacerte lax	Corporation
An Intuit ProLine [®] Solution	S-Corporation
	Estate
	Gift
Landan	Exempt
Loader	Benefit Plans
	Consolidated Corporate
Tax Year 2009	DMS
	Tax Planner
	Tax Analyzer
	E-Organizer
	< Back Next > Cancel

Lacerte Loader Welcome Screen



You may be asked to locate a preparer license file. You will most likely need to log-in to Lacerte's "My Account" in order to download the firms preparer file at this point.

If the prior year has already been installed and licensed, the preparer file will be automatically downloaded for any current year license that has been renewed.

Installation continued

Electr	ronic License Agreement - Version 30	
E	Review the following License Agreement in its entirety. Use the scroll bar to view the entire agreement. You must accept the agreement to continue with installation.	
	END USER LICENSE AGREEMENT LACERTE SOFTWARE – TAX YEAR 2009	Ê
Α.	GENERAL TERMS	
	 Thank you for selecting the software offered by Lacerte ("Lacerte," "we," "our" or "us"), a wholly-owned subsidiary of Intuit Inc ("Intuit"). References to "Affiliates" in this Agreement mean any of those companies that directly or indirectly, control or are under the common control with Lacerte. As used in this Agreement, control means equity ownership of fifty percent (50%) or greater interest in the voting shares held by an entity. 	
	This software license agreement together with Intuit's Privacy Statement provided to you on the website or documentation for the Lacerte software you have selected and the Additional Terms and Conditions for the Services (collectively, the	Ŧ
0	I accept the agreement	
0	I do not accept the agreement	
	Print OK Exit	

User License Agreement

Select Programs to Install	
intuit.	Select the programs that you wish to install:
	☑ 2009 Lacerte Tax
Lacerte [®] Tax An Intuit ProLine [®] Solution	Critical Details for TY09 Releases All remaining releases of the 2009 product will be available via the Internet only. To learn about Lacerte Updates and Web Downloads, please see the guide in your CD shipment.
Loader	NEW Multiple-Prep File Download Firms that require multi-branch licensing no longer need to download individual prep files, as they are now automatically downloaded and assigned during installation. Tmprove Speed and Productivity
Tax Year 2009	To increase productivity during tax season, be sure your Lacerte software runs optimally by keeping your system up-to-date. <u>Click here</u> to check your system against our recommendations.
	< Back Next > Cancel

This screen may allow you to install some Lacerte add-ons such as DMS and Tax Planner.

Installation continued

Destination Location								
intuit.	We install your network and this workstation at the same time saving you the extra work. For additional workstations, this will allow you to access the Lacerte setup files directly on your server.							
Lacerte Tax An Intuit ProLine Solution	Do you want to share your master options and updates with others in your office? (What is this?)							
Loader	● Yes							
Tax Year 2009	C:\Lacerte\09tax\ Browse							
	< Back Next > Cancel							

Choose the Shared File Path Location. This screen also indicates the "workstation" will be installed as well. This will be the local application that will ultimately become the shared app.

Destination Location	
intuit.	To install to the directory listed below, click Next. To install to a different directory, enter the path below, or click Browse and select another directory. Note: The path must end in 09tax.
Lacerte' Tax An Intuit ProLine ⁻ Solution	Local Workstation Path: C:\Lacerte\09tax Browse
Loader	
Tax Year 2009	
	< Back Next > Cancel

Choose the local installation path. This is the Program Path mentioned previously. This can be any local drive on the computer.

Installation continued

IND PAR COR SCO FID EXM EST GFT BFT IND PAR COR SCO FID EXM EST GFT BFT 1040 1065 1120 11205 1140 990 706 709 5500 MT Ø	TAX PROGRAM - Select States Select the check boxes for the states you want to install. Any licensed states are automatically checked. For the latest release schedule go to www.lacertesoftware.com. Legend: Previously installed states States not available in this release Federal/State Selections States not available in this release																		
	US ALK AZ R A CA CO CT DE C L A H D L N A KS K LA M D K S K LA M M M N S L	ND PAR 1055 1055 105 105 105	COR 1120 V V V V V V V V V V V V V V V V V V V	SCO 11205 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	FD41	EXM 990 9	EST 706 7	GFT 709 V	BFT 5500 ₹	25222222222222222222222222222222222222	ID40 90 90 90 90 90 90 90 90 90 90 90 90 90	PAR 1065 V V V V V V V V V V V V V V V V V V V	COR 1120 V V V V V V V V V V V V V V V V V V V	SCO 11205 V V V V V V V V V V V V V V V V V V V	FID41 V V V V V V V V V V V V V V V V V V V	EXM 990	EST 706	GFT 709	BFT 5500

The State Selection screen is where you choose what tax types and states to install. It is a good idea to know what selections your firm intends to make when installing. Updates to Lacerte are frequent during tax season. To save time when updating, it is best to only choose the states you intend to use rather than selecting all. It is quick and simple to install states later if needed.



The review screen allows you to double check you installation settings before proceeding with installation.

Installation continued

Installing Lacerte Tax	
Please wait while Lacerte Setup finishes installing Lacerte Tax.	
Intuit ProLine [®] Save Time Across Your Entire Tax and Accounting Workflow With the Full Suite of Intuit ProLine Products Reduce prep time and duplicative data entry Cut down on back and forth between you and your clients Learn more at www.accountant.intuit.com	
Tax Engine (Globals)	
Time Left (Estimated): 5 mins, 6 Secs <	K Next > Cancel

The installation progress may take a few minutes depending on the selections made at the State Selection Screen.



You may see a Workstation Setup guide at the end of the installation. This can be used to setup other workstations out of the same "Shared File Path" if you intend to have local installations on any workstations in the firm.

Installation continued



Installation completes

Citrix - publish application

Once the installation is complete, you are ready to publish the application to users. Depending on the version of Citrix you are using, the steps may vary slightly, but for the most part the wizards should be similar.

Kitrix Access Management Console			
Eile Action View Help			
⇔ → 🗈 📧 🖸 😭 🖬			
Crist Access Management Console Crist Access Management Console Crist Access Management Console Search Results My Views Search Results My Views Report Center Licensing Crist Resources Crist Resources	Other Other Change diplay + Here + Change diplay + Here + Other Tasks - Cutomice diplay + Permissionic - Inpert new applications from a file -	Applications Contents Con	Citrıx"
Monitoring Configuration	Related Tools	6 deme	
	Presentation Server Console 19	6 Rems	
	Cftrix Knowledge Center 19	Select one or more items to view details and associated tasks	
	CÎTPIX		
<u> </u>	CIIKIA		

In the Citrix Access Management Console, Publish a new Application using the <u>Program Path</u>, typically C:\Lacerte\??tax\w??tax.exe for the "command line". The "working directory" will need to be the installation directory as well. Lacerte may use other executables in that directory depending on features being used. Complete the wizard by adding necessary users. Test functionality on a client machine.

Program options

Understanding user options can help in administration and troubleshooting user issues with Lacerte. This section will describe how options are obtained and how to properly administer common options to each user.

User options

User options contain most of the custom settings in the Lacerte Program. Some settings are global type settings such as the "Preparers" and "Tax Return" options, while some settings are more user specific such as "Display Settings." For the most part, a majority of the user options should be administered through the *Master Options*, however, by design, the user options will supersede the Master Options. This keeps each user as flexible as possible. The Master Options allows you to control what changes can be made at the user level through Trustee Rights, which will be explained later. User options will automatically transfer year over year provided their local machine name does not change.

User options are established when a user joins a Shared File Path (launches Lacerte). When a user launches Lacerte, the <u>local computer name</u> is checked in order to establish unique options. The computer name is recorded in the <u>Profile</u> <u>path</u> in a*LacerteHostName.ini* file. That computer name is then passed on to the <u>Option path</u> and compared against the OPINDEX file in that directory. If the OPINDEX file recognizes that user, they are given their workstation specific OPTxxx (Options) file. The workstation number can be found by pressing F10 for System Information in the Lacerte program and locating the Lacerte workstation number (ex, 001, 002, etc...).



If the user is NOT recognized, a new OPTxxx file is created using the Master Options as a template (OPMASTER). In the example below, Users 1-3 have previously established options, while User 4 is joining the shared file path (opening Lacerte) for the first time.



Master Options

Master options enable you to set global or common options that will be applied to all users. Master options also become the default options for any new user that launches Lacerte using the SFP. It is a good idea to establish firm settings in the Master Options. They will propagate to all users and will continue to transfer year over year, therefore users will spend less time, if any, establishing their user options.

Depending on the dynamics of the firm, you may want to use Trustee Rights to protect certain aspects of program functionality. The table shows the Rights that can be adjusted through Trustee Rights. To assign default right, simply adjust the default user. To adjust specific users, you must select the user from the list. Unless previously established, users must first enter the program before displaying in Trustee Rights. Program Access Add/Adjust Clients Client Maintenance Adjust Client Status Process/Print Returns Print Reports/Labels Adjust User Options E-Filing Remote Entry Processing Invoice Setup Proforma/Organizer Client Password Protection Lock/Unlock Return Lacerte Updates

Troubleshooting

Most Citrix/Terminal Server issues tend to be related to user permissions. This section will take you through several troubleshooting tips in the event an issue may arise.

Installation

If you encounter an installation error:

- Check network connectivity to the internet and to your Shared File Path.
- Ensure you have the correct credentials for Lacerte's My Account.

Attempt to reinstall via Web Downloads from My Account.

Program Navigation

If you encounter errors upon entering the program or during navigation:

- Try another user(s) with the same permission and possibly an admin user
 - \circ $\;$ If the issue persists for both user type more troubleshooting may be necessary
 - If the issue does not occur with one of the other users, this could be Windows permissions or trustee rights in the program
- Try it at the server.

PDF printing

Printing to PDF from the host computer only becomes a problem if the user has Lacerte installed locally on the workstation as well and has enabled local devices and resources (namely printer). If Lacerte attempts to print to its Lacerte PDF Printer and sees multiple instances, it may not function properly. While there may be several ways to resolve this issue, it may be necessary to disable local printer sharing for sessions where you intend to print to PDF.

Lacerte[®] Tax An Intuit ProLine[®] Solution

Support Resources



Live Support

Chat support is available from the Lacerte support site

Or call 800-933-9999