

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

The full scope of recommendations can be found on our [website](#)

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 (DMS) [Fujitsu 5110c or Fujitsu 6130](#)

Browser: Internet Explorer 7.0 with 128-bit encryption

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\username\Local Setting\Application Data\Lacerte (2003) C:\Users\username\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 any 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	x:\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	x:\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	

Updates

Default Location	x:\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 from within Lacerte by using the F10 key > System information.

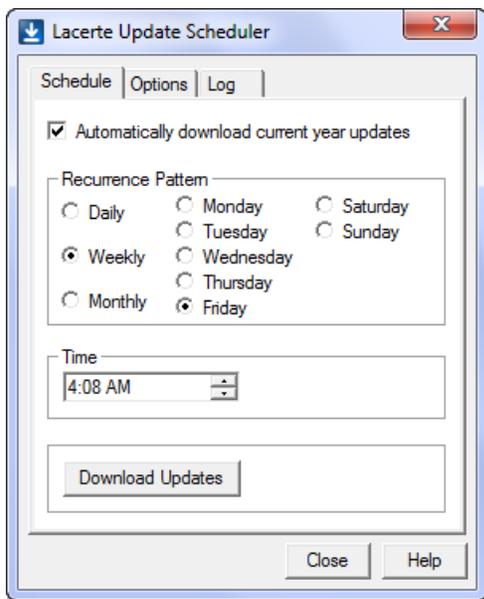
Page File size	4,294,967,295
Amount of page File unused	4,120,371,200
System file path	C:\Lacerte\09tax\
Option path	C:\Lacerte\09tax\OPTION09\
Data path	C:\LACERTE\09TAX\IDATA\
Data Drive ID	0U36V03
Data drive type	Fixed
Data drive space	34,800,676,864
Program path	C:\Lacerte\09tax\
Program drive type	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
Lacerte workstation number	001
User name	cryan
Number of seats licensed	100

Java

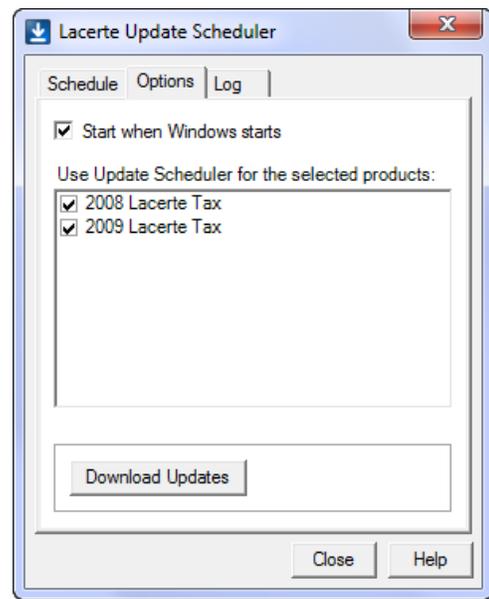
As previously mentioned, there is a Java Runtime version installed with Lacerte. The installation directory is C:\Program Files\Common Files\Intuit Shared\. The Lacerte instance of Java is installed to this unique location as to not interfere with other Java instances. You should not attempt to update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



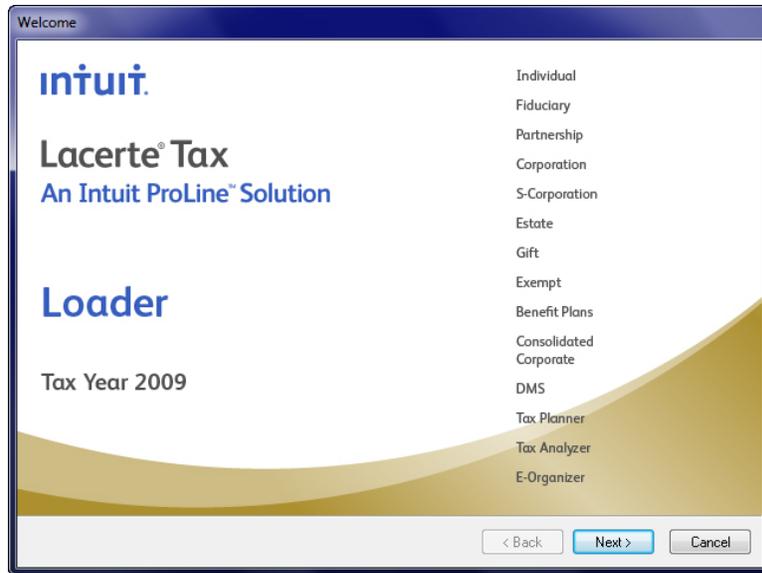
If “automatically download current year updates” is checked, Lacerte will download available updates at the specified time. The first user to launch Lacerte after they have been downloaded will be prompted to apply the updates.



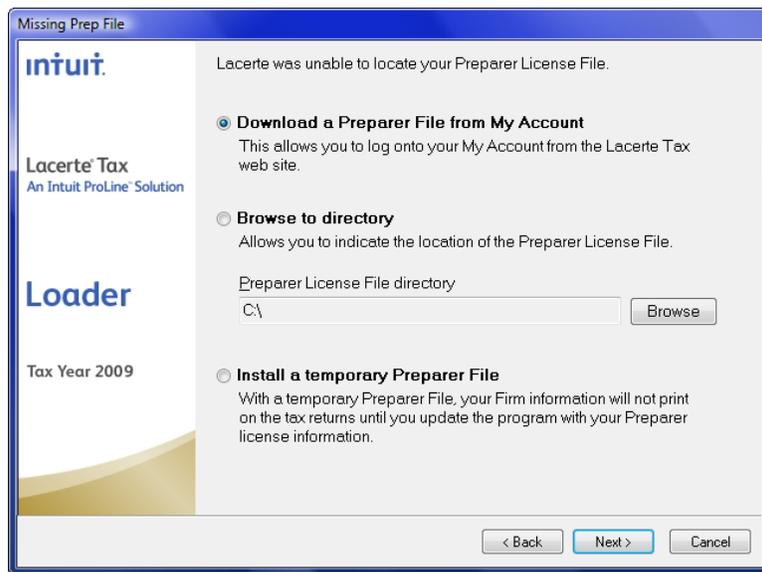
Allows you to auto start Update Scheduler, select what Tax Years to include and download updates manually.

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.



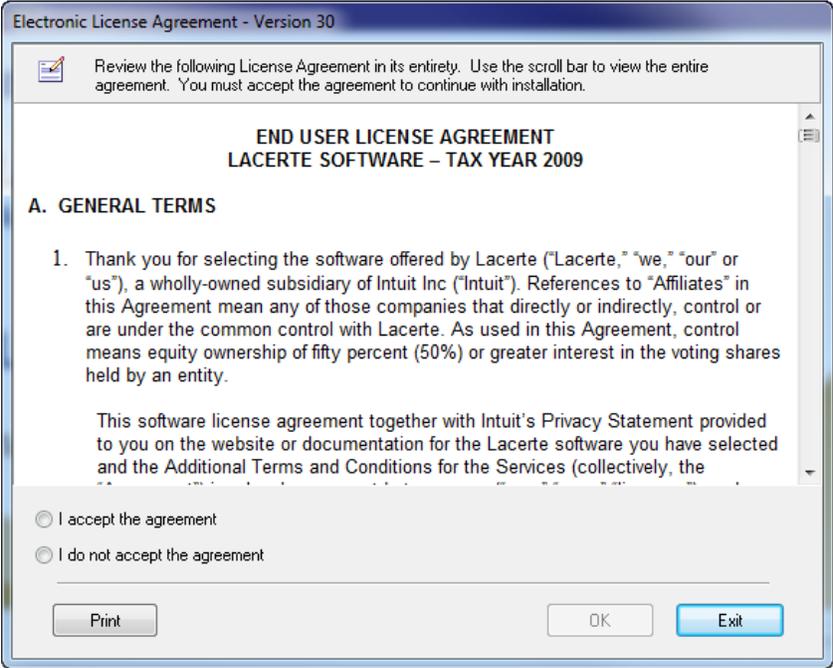
Lacerte Loader Welcome Screen



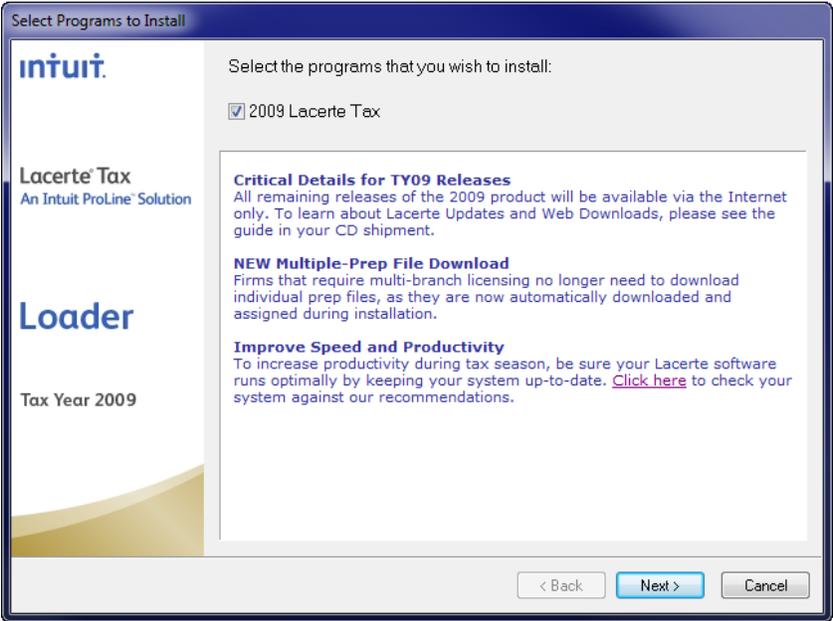
You may be asked to locate a preparer license file. You will most likely need to log-in to Lacerte's "My Account" in order to download the firms preparer file at this point.

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.

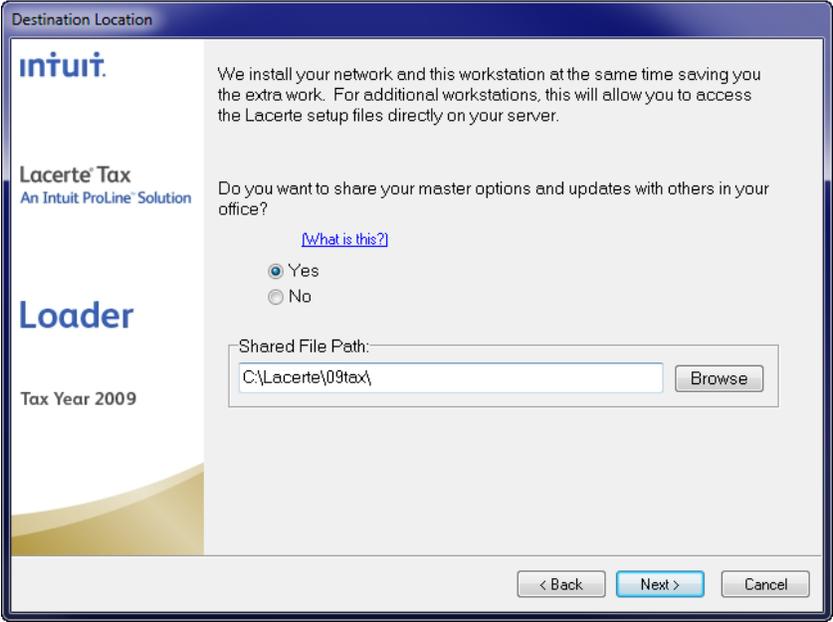
Installation continued



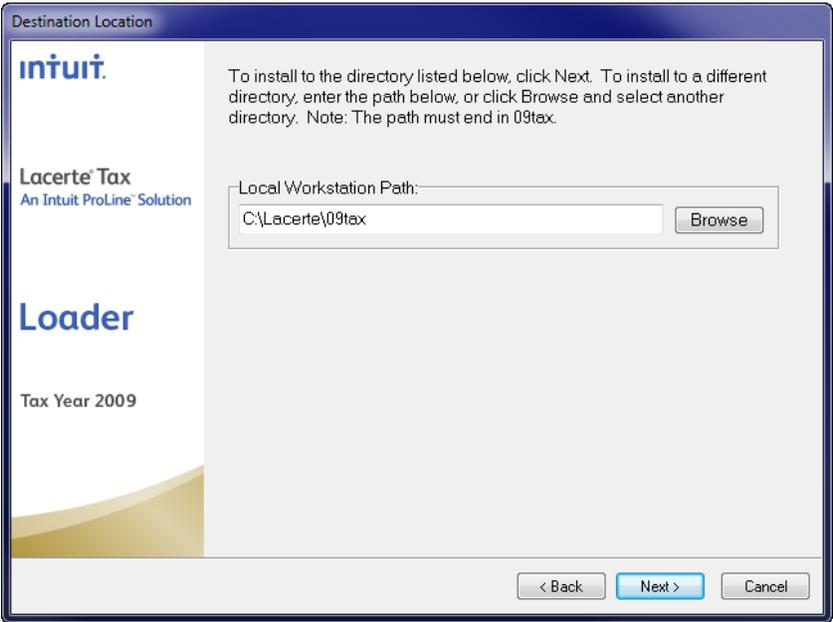
User License Agreement



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

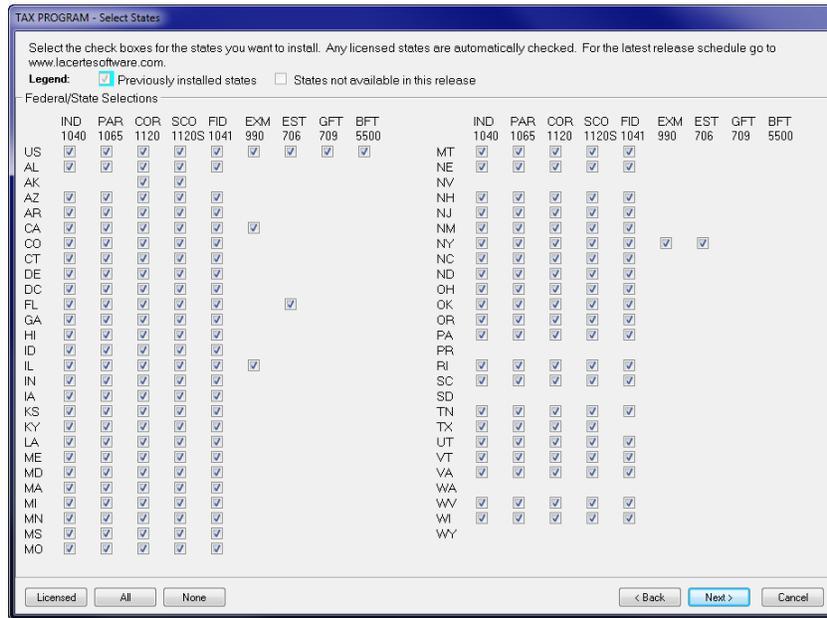


Choose the Shared File Path Location. This screen also indicates the “workstation” will be installed as well. This will be the local application that will ultimately become the shared app.

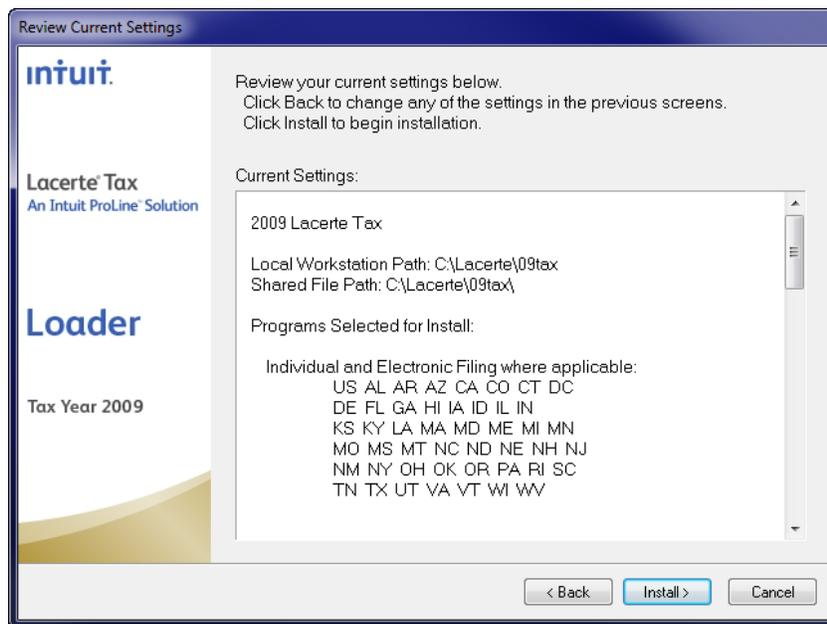


Choose the local installation path. This is the Program Path mentioned previously. This can be any local drive on the computer.

Installation continued



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.

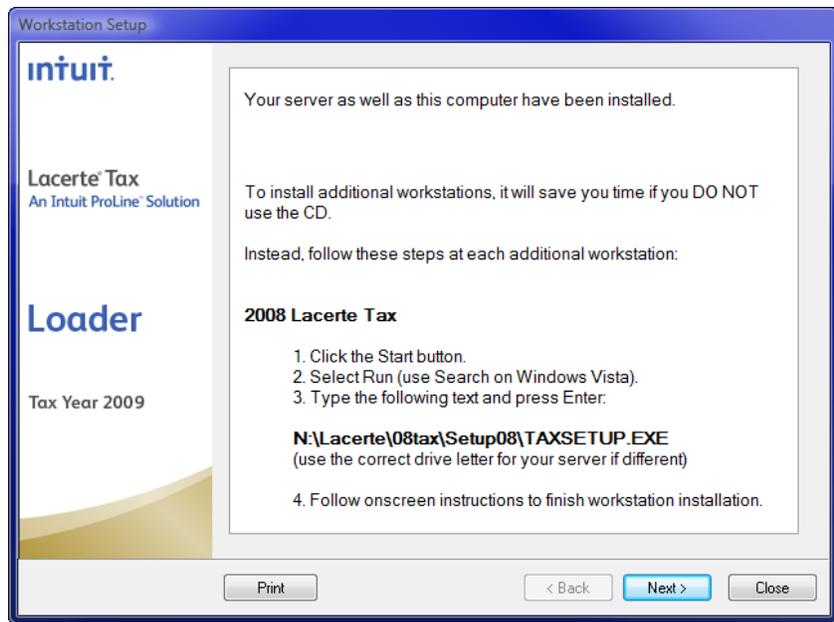


The review screen allows you to double check you installation settings before proceeding with installation.

Installation continued

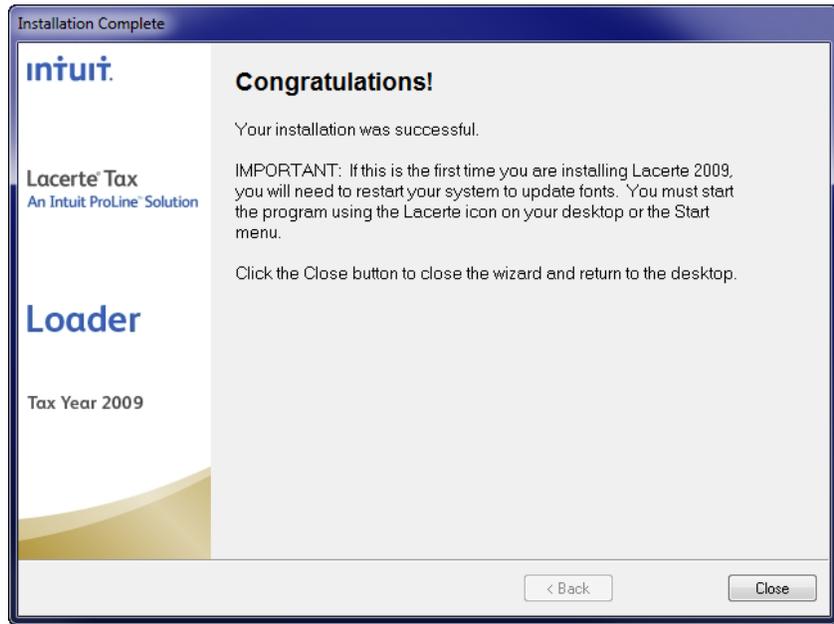


The installation progress may take a few minutes depending on the selections made at the State Selection Screen.



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.

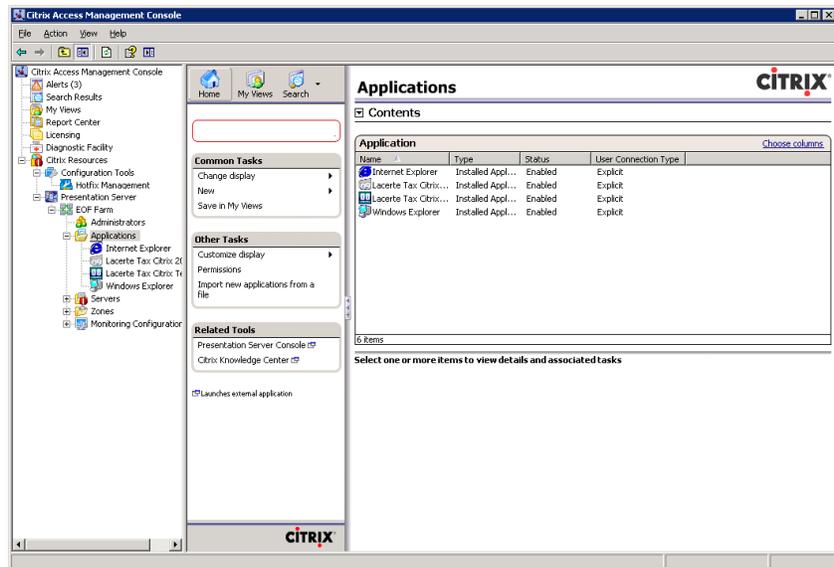
Installation continued



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.



In the Citrix Access Management Console, Publish a new Application using the [Program Path](#), 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.

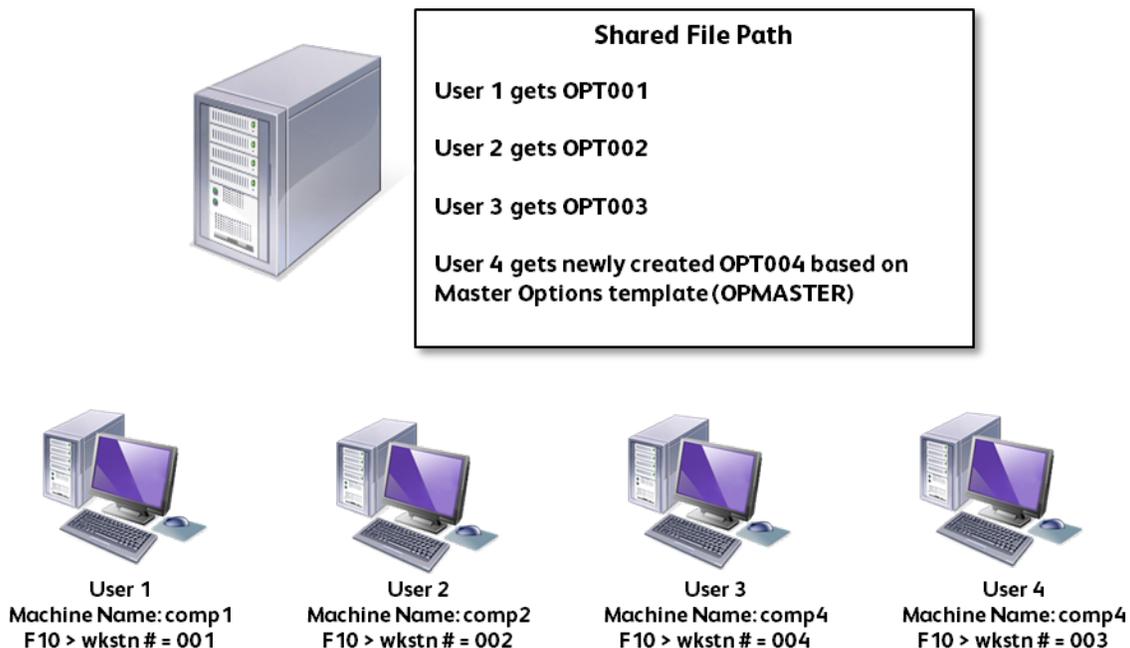
User options

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 local computer name is checked in order to establish unique options. The computer name is recorded in the [Profile path](#) in a *LacerteHostName.ini* file. That computer name is then passed on to the [Option path](#) 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...).

Lacerte workstation number	001	←
User name	cryan	

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
 - 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.

Support Resources



lacerte.intuit.com/support

Lacerte Community 

[Lacerte Live Community](#)

Live Support

Chat support is available from the Lacerte support site

Or call 800-933-9999