XIA Links Administrator's Guide

Version: 5.0

Table of contents

XIA Links Server 5
Installation 7
Client and Server Advanced Options 13
Configure SSL (HTTPS) 14
Server Requirements 21
Custom Actions Log Files 22
Installed Roles and Features 23
Server Migration 24
Server Upgrade 26
Server Uninstallation 27
Upgrading from Classic Versions 30
Files and Directories 32
Custom Icons Directory 34
Licensing 35
License Types 36
Enterprise License 37
Trial License 38
Server Diagnostics 39
Server Interface 40
Web Service SDK 42
Administration Web Service 43
Client Access Web Service 44
XIA Links Client 45
Installation 46
Client Requirements 50
Client Installation Files 51
Custom Actions Log File 52
Uninstallation 53
Unattended Uninstallation 56
Unattended Installation 57
Client Diagnostics 58
Connection Form 59
Client Settings Administration 60
Context Menu 61
Client Settings 63
Drag and Drop 64
Home Page 65
Menu 66
Localization 68
Offline 70
Permissions 71
Search 72
Shortcut Processor 73
Title 74
View 76
Window 78
Group Policy 80

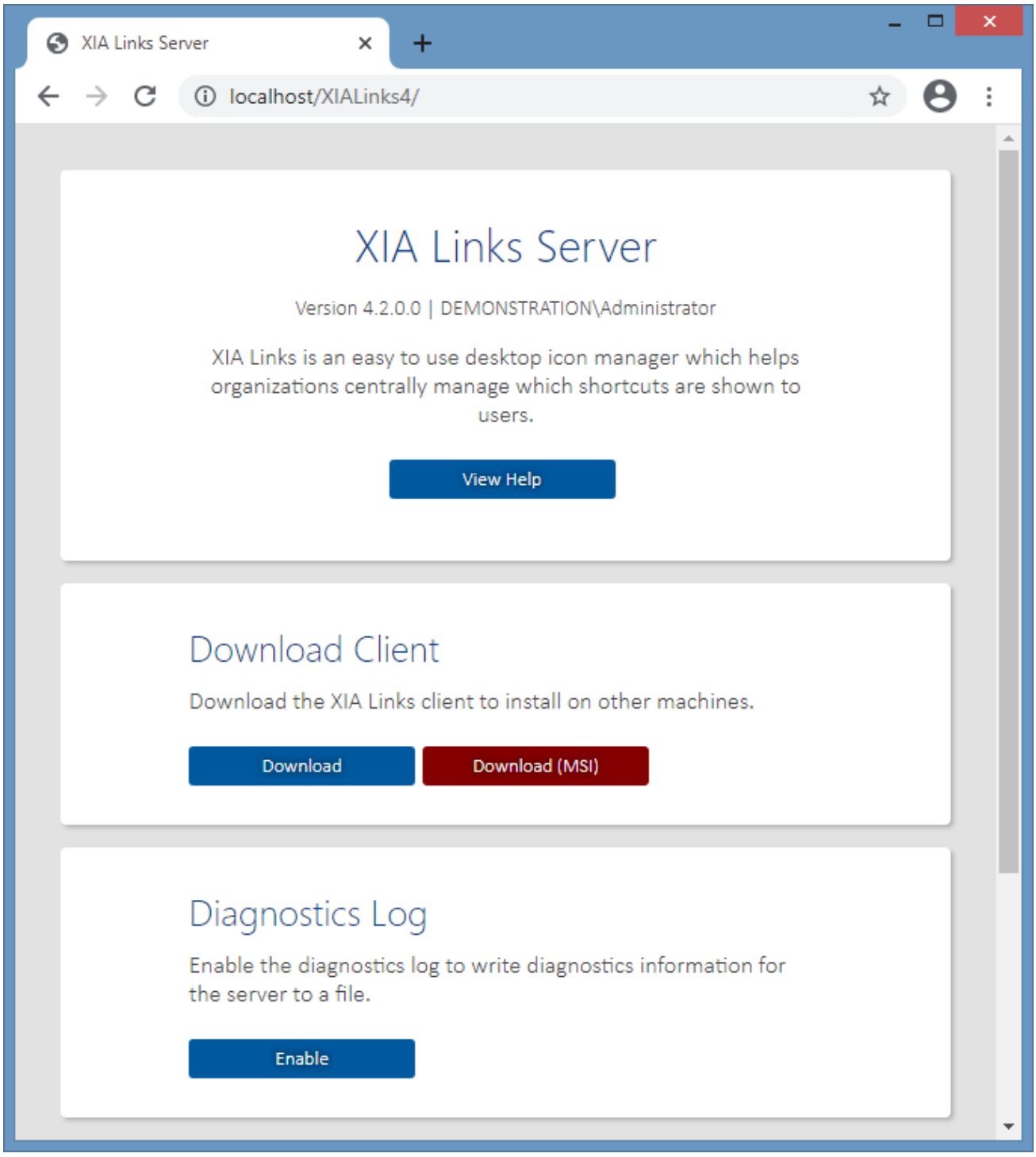
Group Policy Template Files ... 81
Group Policy Settings ... 82
Import Classic Configuration ... 84
Offline Mode ... 89
Offline Mode Storage ... 90
Registry Settings ... 92
User Registry Settings ... 93
Group Policy Registry Settings ... 95
Sections ... 96
Context Menu ... 97
Section Settings ... 98
Display ... 99
Security ... 100
Moving Sections ... 101
Server Settings ... 102
Licensing ... 103
Security ... 105
Default Shortcut Permissions ... 106
Server Diagnostics ... 107
Cache ... 108
Shortcut Usage Data ... 109
Shortcuts ... 110
Directory Shortcut ... 111
Directory Settings ... 112
File or Application Shortcut ... 113
File Settings ... 114
Repair Settings ... 116
Modern Applications ... 118
Web Shortcut ... 121
Web Settings ... 122
Using Specific Browsers ... 123
Shortcut Settings ... 125
Behavior ... 126
Computers ... 127
Drag and Drop ... 128
Icon ... 129
Networks ... 130
Requirements ... 131
Context Menu ... 132
Custom Requirements ... 133
File Requirement ... 134
File Settings ... 135
Registry Requirement ... 136
Registry Settings ... 137
Security ... 138
Moving Shortcuts ... 139
Shortcut Processor ... 140
Unavailable Shortcuts ... 141
Shortcut Usage Data ... 143
System Administrators ... 144

Troubleshooting 145
Maximum Message Size Exceeded 146
Slow Load Times 147
User Interface 149
About Dialog 151
Account Browser 153
All Shortcuts Section 155
Favorites 156
Home Page 157
Menu 158
File Menu 159
View Menu 160
Tools Menu 161
Administration Menu 162
Help Menu 163
Navigation 164
Search 165
Title Panel 166
Shortcut Viewer 167
Context Menu 168
View Mode 170
Unavailable Shortcuts 172
Status Strip 173
End User License Agreement (EULA) 174

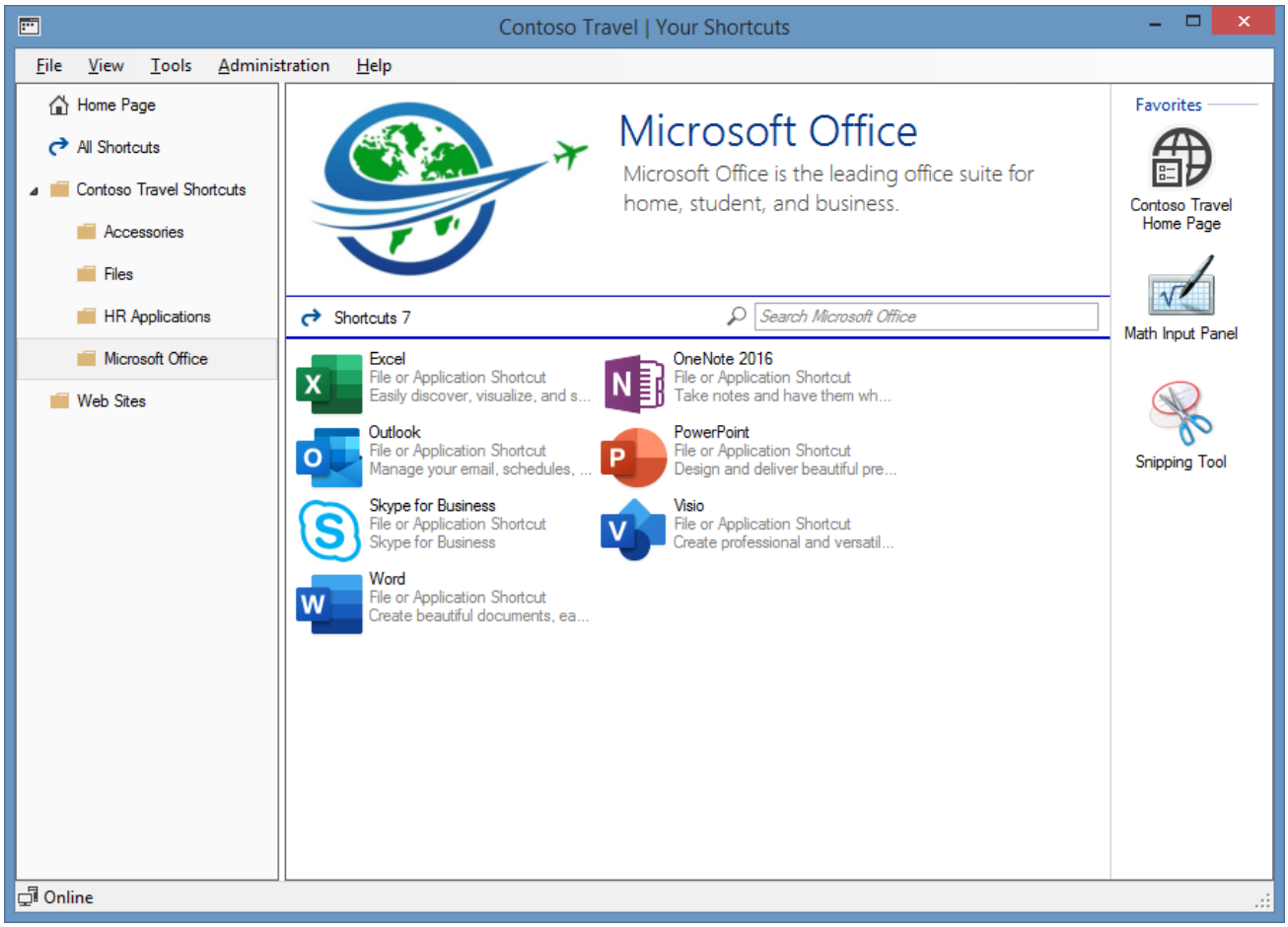
XIA Links Server

XIA Links is a desktop icon manager which helps organizations centrally manage which shortcuts are shown to users, including application targeting, network support and the ability to configure multiple possible application locations.

The XIA Links Server stores the configuration of the shortcuts and clients, and maintains security.



The XIA Links Client provides the user interface for both user access and administration.

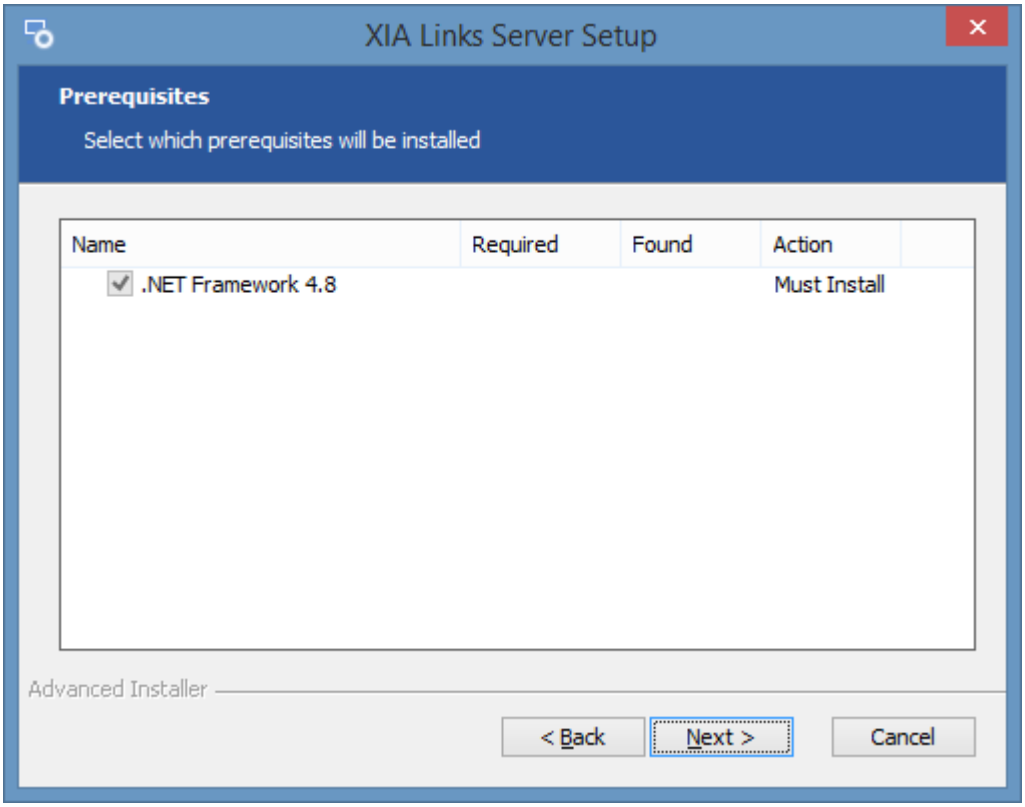

Contoso Travel | Your Shortcuts
File View Tools Administration Help
Home Page
All Shortcuts
Contoso Travel Shortcuts
Accessories
Files
HR Applications
Microsoft Office
Web Sites
Microsoft Office
Microsoft Office is the leading office suite for home, student, and business.
Shortcuts 7
Search Microsoft Office
Excel
File or Application Shortcut
Easily discover, visualize, and s...
OneNote 2016
File or Application Shortcut
Take notes and have them wh...
Outlook
File or Application Shortcut
Manage your email, schedules, ...
PowerPoint
File or Application Shortcut
Design and deliver beautiful pre...
Skype for Business
File or Application Shortcut
Skype for Business
Visio
File or Application Shortcut
Create professional and versatil...
Word
File or Application Shortcut
Create beautiful documents, ea...
Favorites
Contoso Travel Home Page
Math Input Panel
Snipping Tool
Online

Installation

This section describes the installation process of XIA Links Server. For information about the removal of the product, see the uninstallation section.

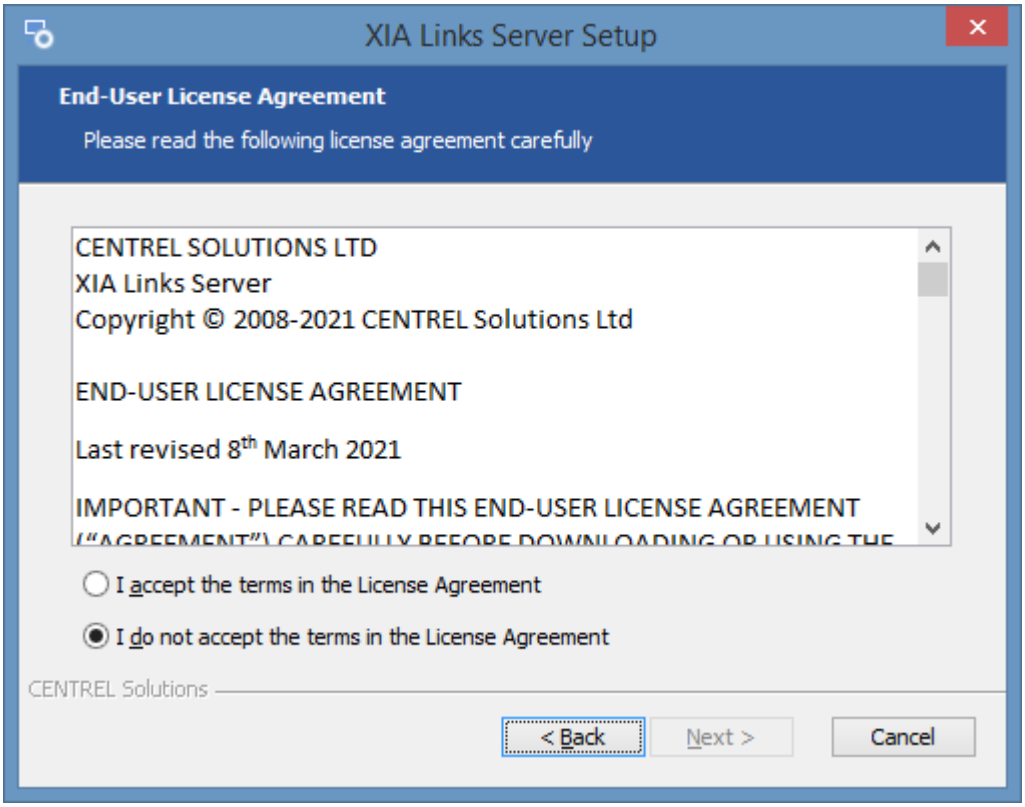
- Check that the system you are installing on meets the server requirements.
- Check that the system you are installing on has a full system backup.
- Download the latest installation package.
- Ensure you have an appropriate license file, or request a trial license.
- Review the roles and features that will be automatically installed.
- Start the installer.
- If the .NET Framework 4.8 is not installed and is not available as a Windows feature the *Prerequisites Setup Wizard* will be displayed.

- You will be prompted to install the .NET Framework 4.8 if required.

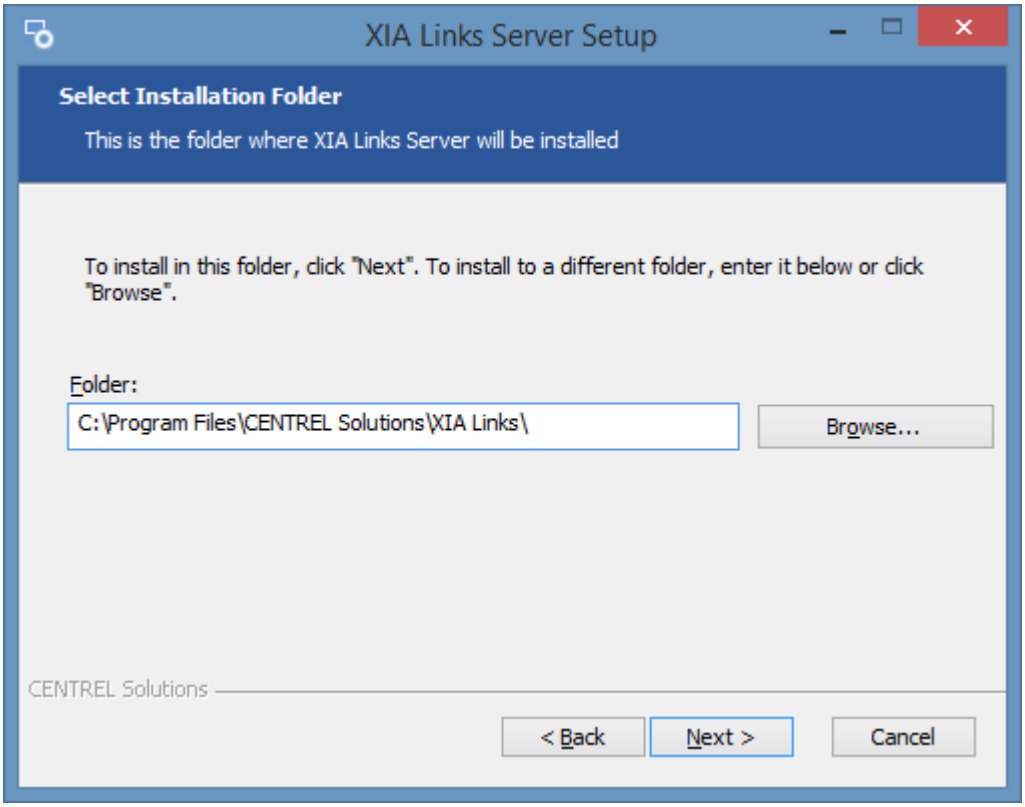


- If required the .NET Framework 4.8 will be installed and a log file created for the installation.
- The main installation screen will be displayed.

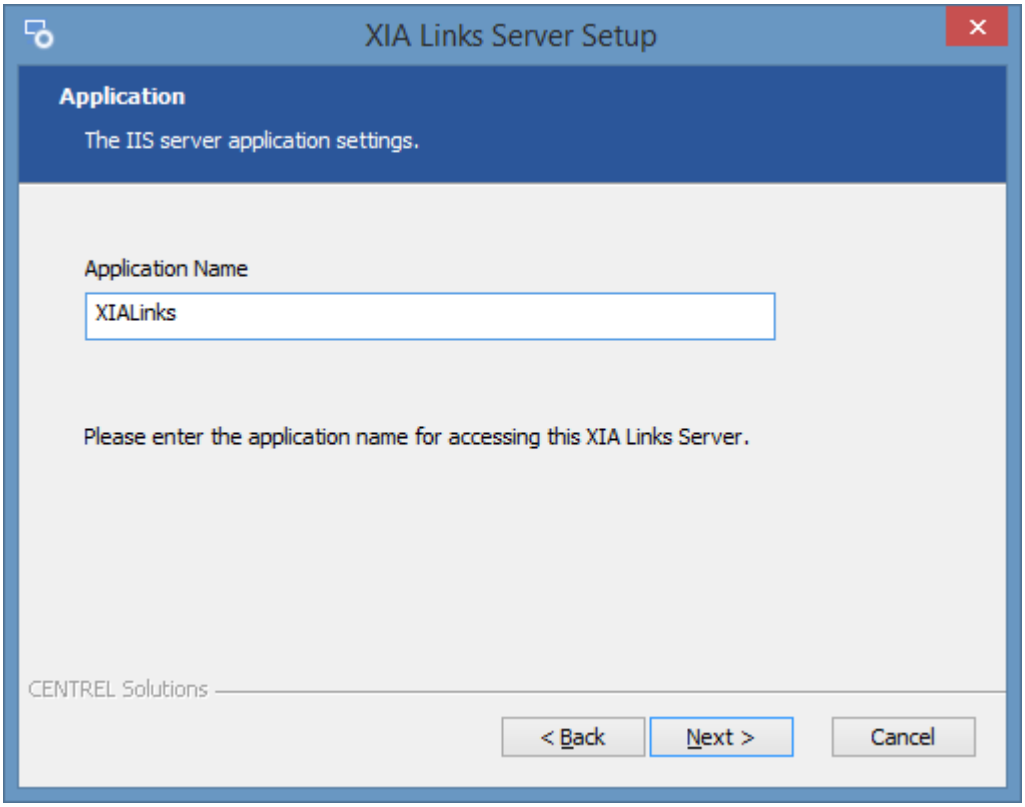
- Review the end user license agreement (EULA) and only accept if you agree to the terms. If you do not accept the terms of the agreement please cancel the installation.



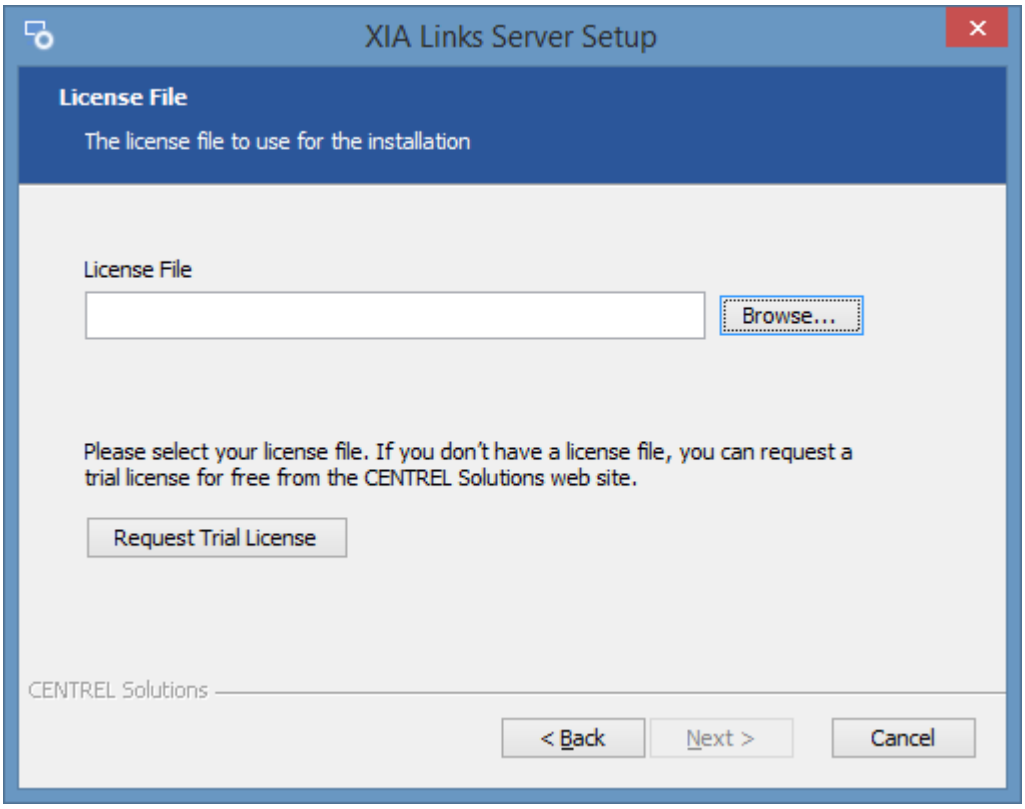
- Select the directory into which XIA Links Server should be installed and click *Next*.



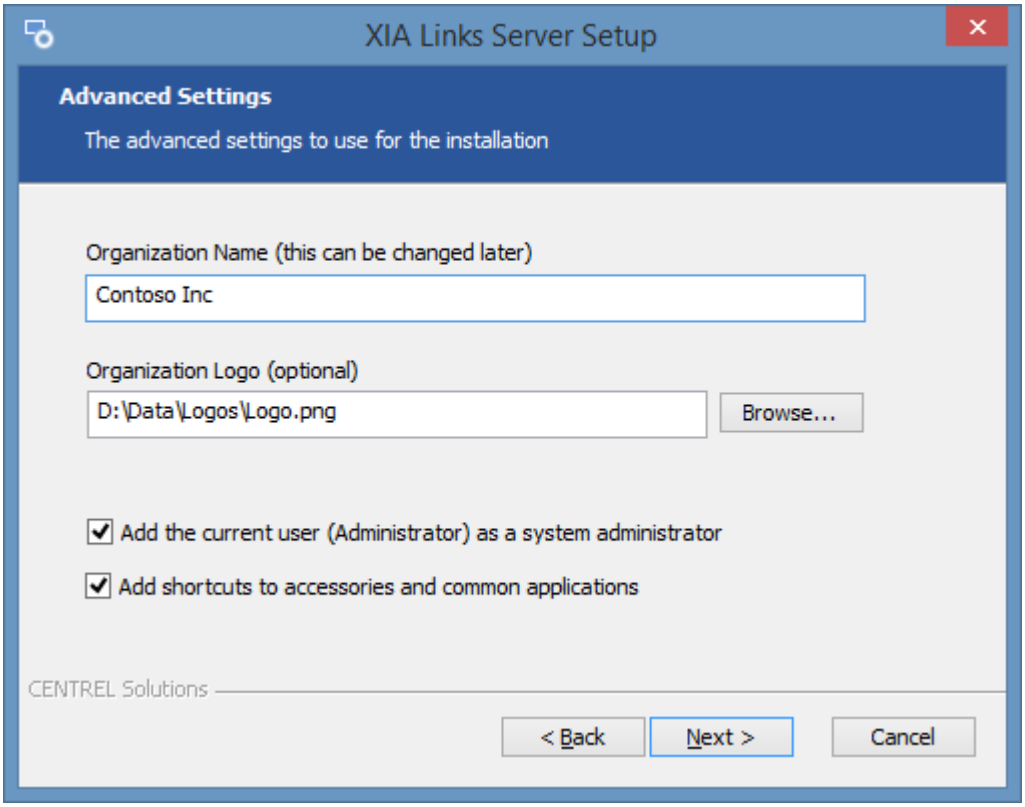
- Enter the application name, this is used to form the URL at which XIA Links Server can be accessed and click *Next*.



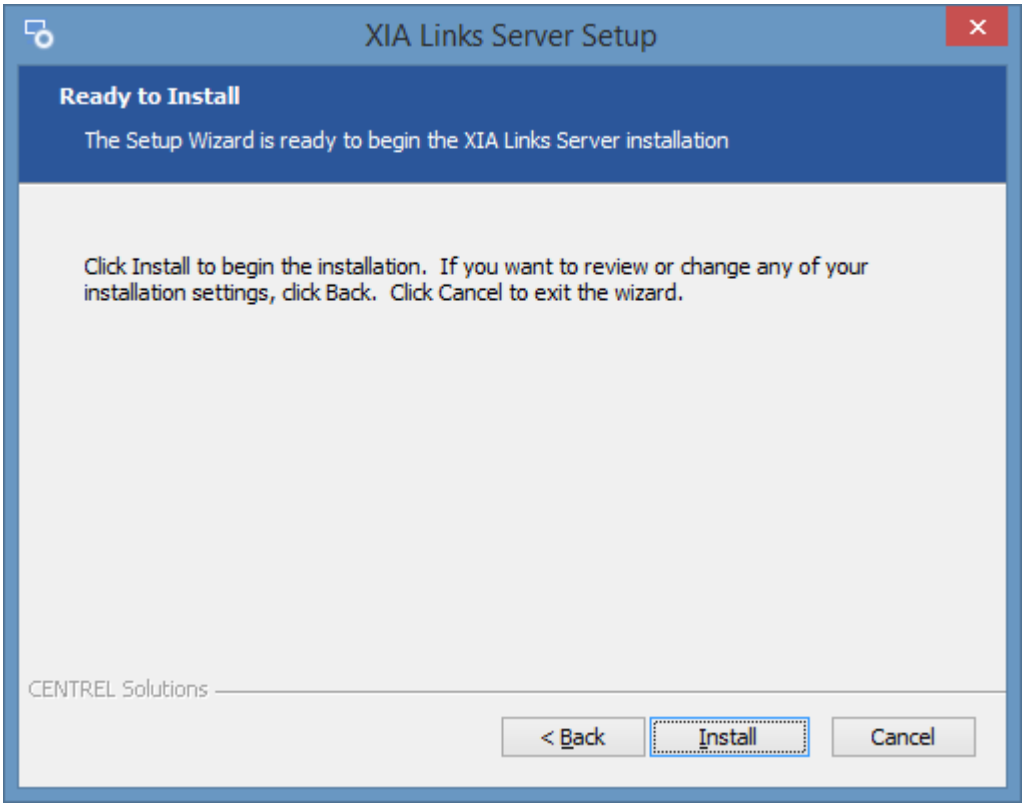
- Click *Browse* to browse for the trial or production license file you have been provided. If you do not have a license you can request a trial license.



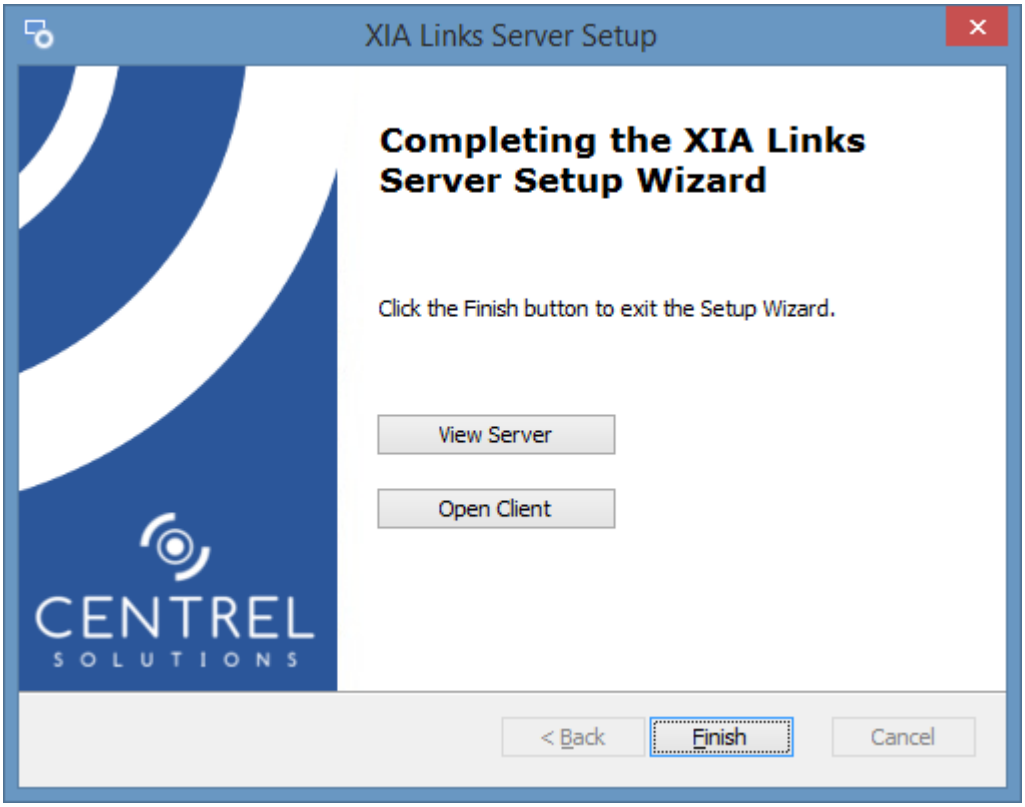
- Enter the appropriate client and server advanced options and click *Next*.



- Click *Install* to begin the installation.



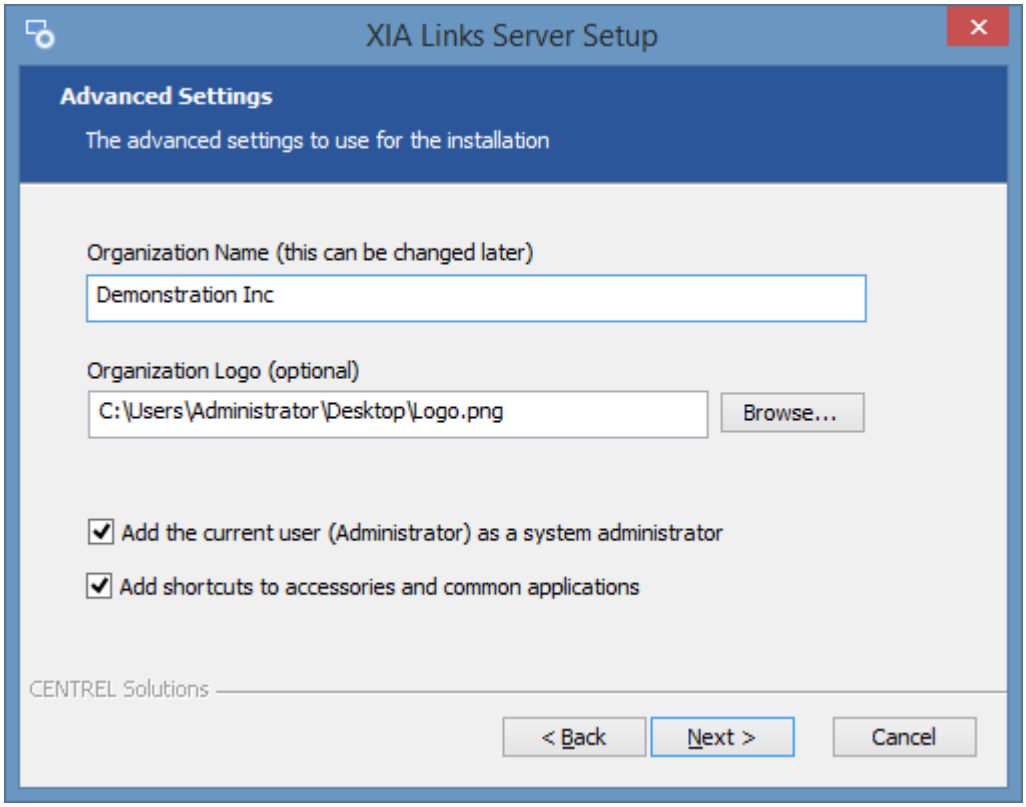
- When the installation is complete you will be prompted to View Server or Open Client. Click *Finish* to complete the installation.



- **NOTE:** If the installation was run as a user who is a member of the Administrators group, but not the Administrator user account, you may need to log off for the group membership to be updated.

Client and Server Advanced Options

When installing XIA Links Server the following client and server advanced options are presented.



Organization Name
The name of your organization to display in the client. This can be changed later in the client settings.

Organization Logo
The logo of your organization to display in the client. This can be changed later in the client settings.

Add the current user (username) as a system administrator
Determines whether the user performing the installation should be automatically added as a system administrator.

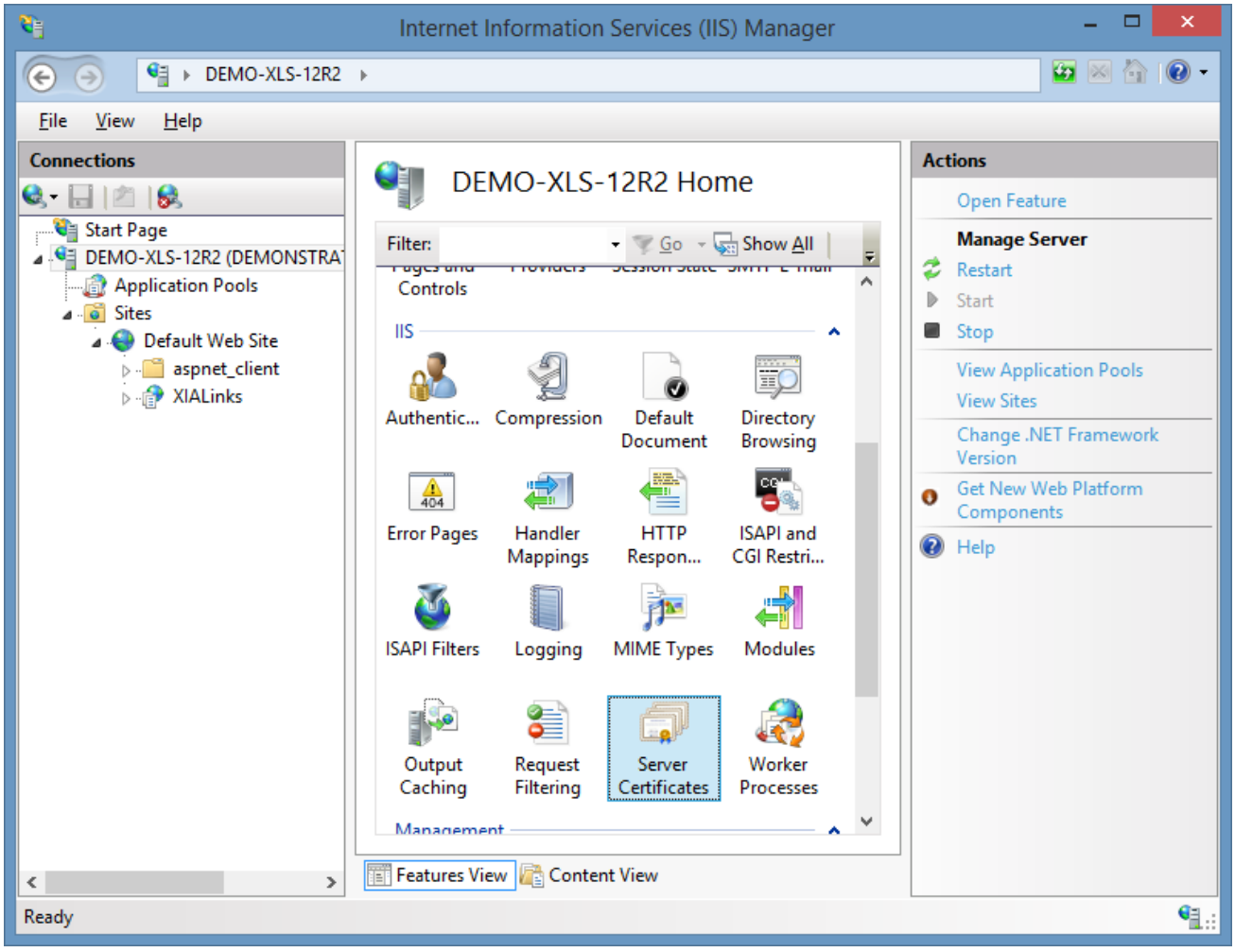
Add shortcuts to accessories and common applications
Determines whether the installation should create sections and shortcuts to common Microsoft applications and accessories such as Microsoft Office and Calculator.
This option may be helpful to first time users.

Configure SSL (HTTPS)

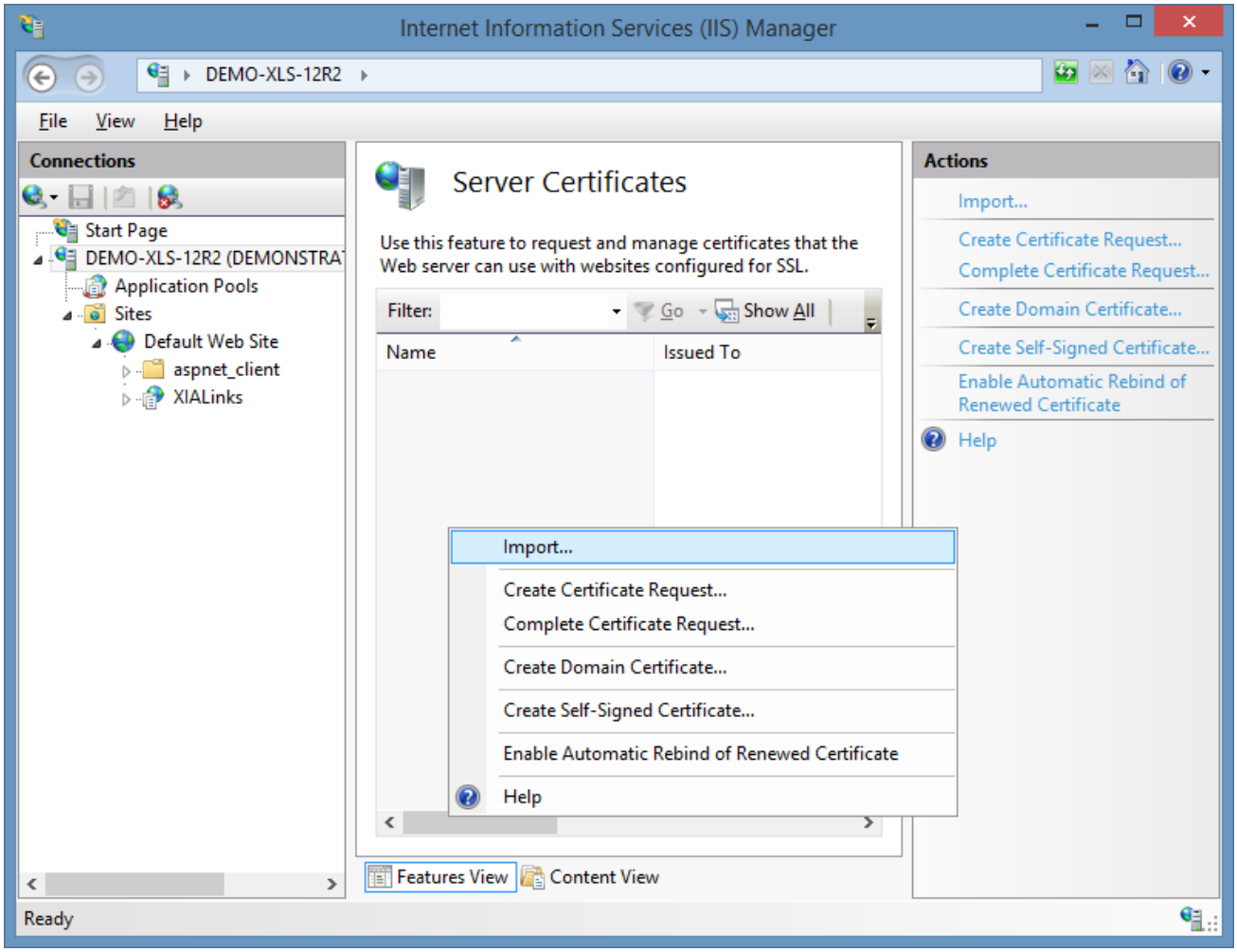
To configure XIA Links Server to use SSL (also known as TLS) complete the following steps.

NOTE: This section is for guidance only, for more information review the documentation for the version of Internet Information Server (IIS) in use.

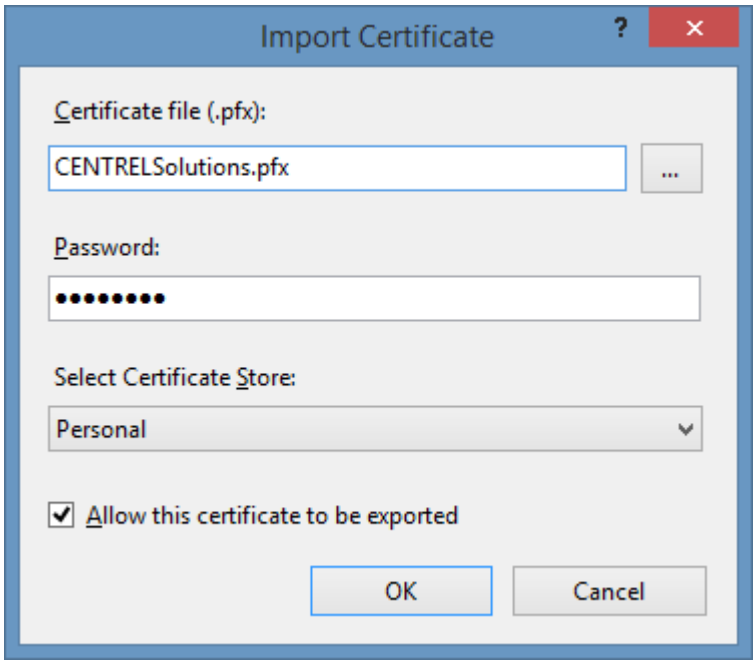
- An SSL certificate in .pfx format is required before proceeding - this can be generated by your network administrator or purchased from a 3rd party.
- Open the Internet Information Server (IIS) Manager tool.
- Select the server node, then double click *Server Certificates*.



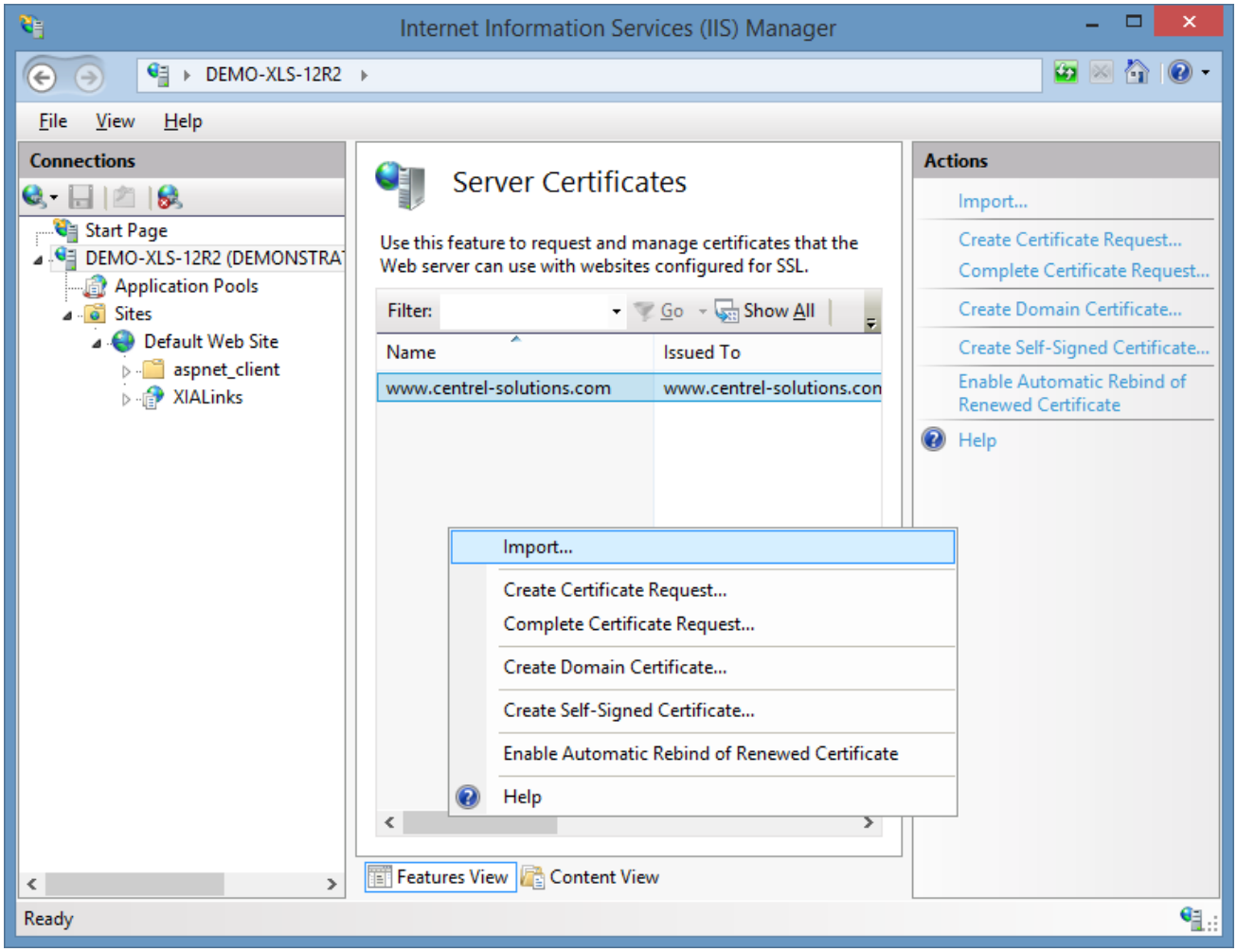
- Right click and select *Import*.



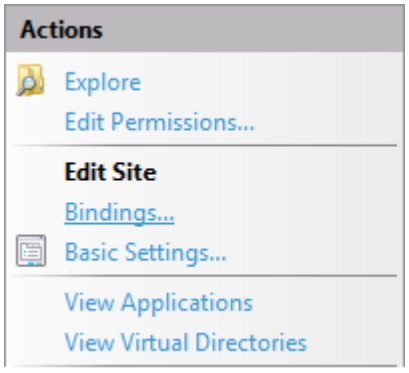
- Browse to the SSL certificate and enter the password.



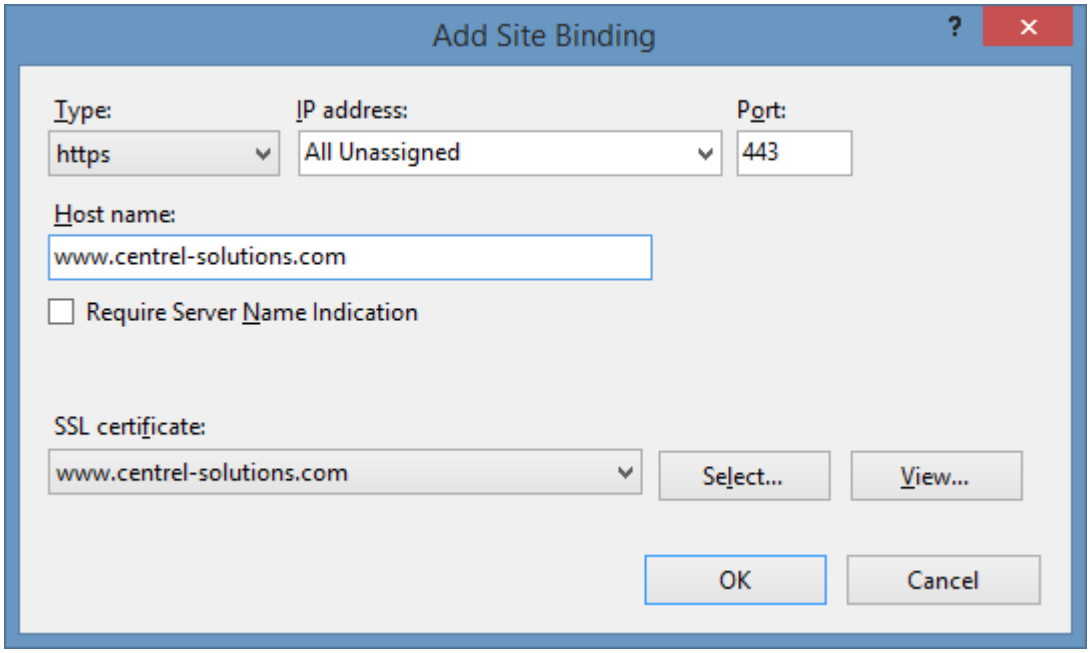
- Ensure that the certificate is installed.



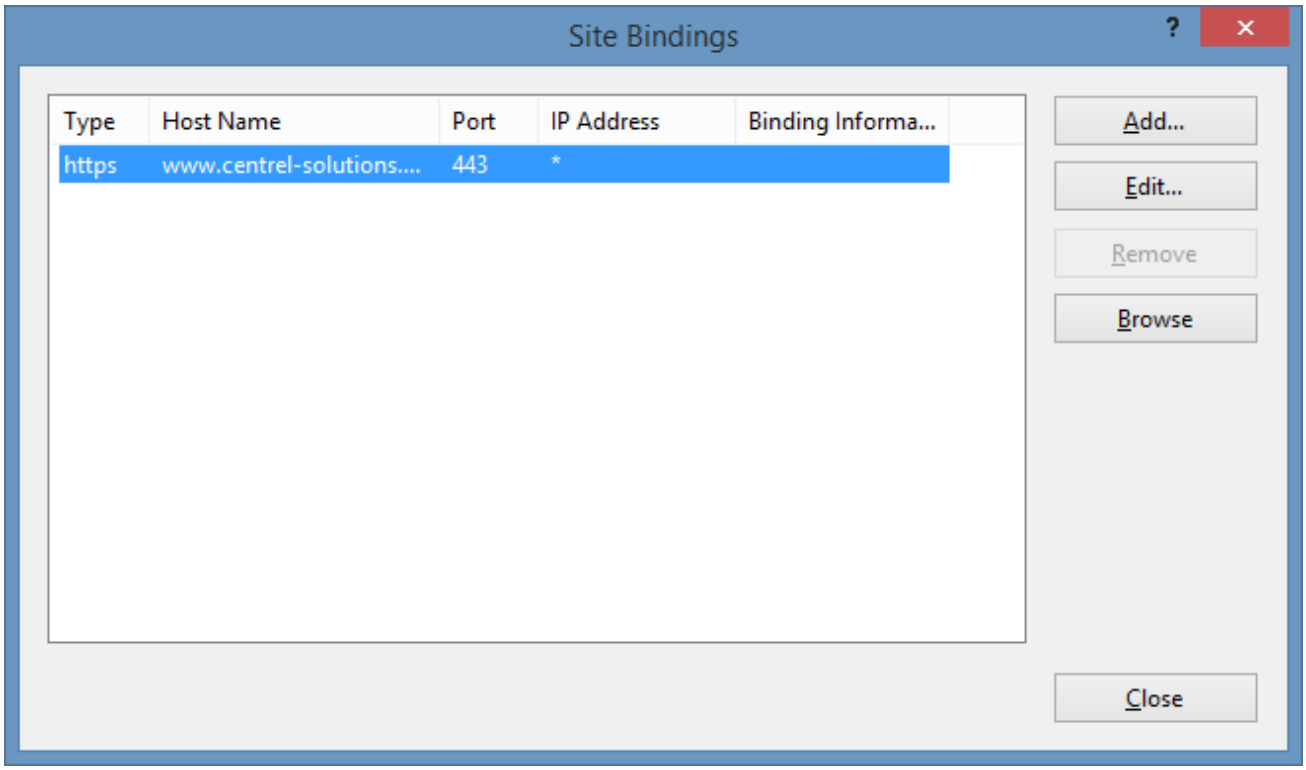
- Select the web site hosting XIA Links Server and click *Bindings*.



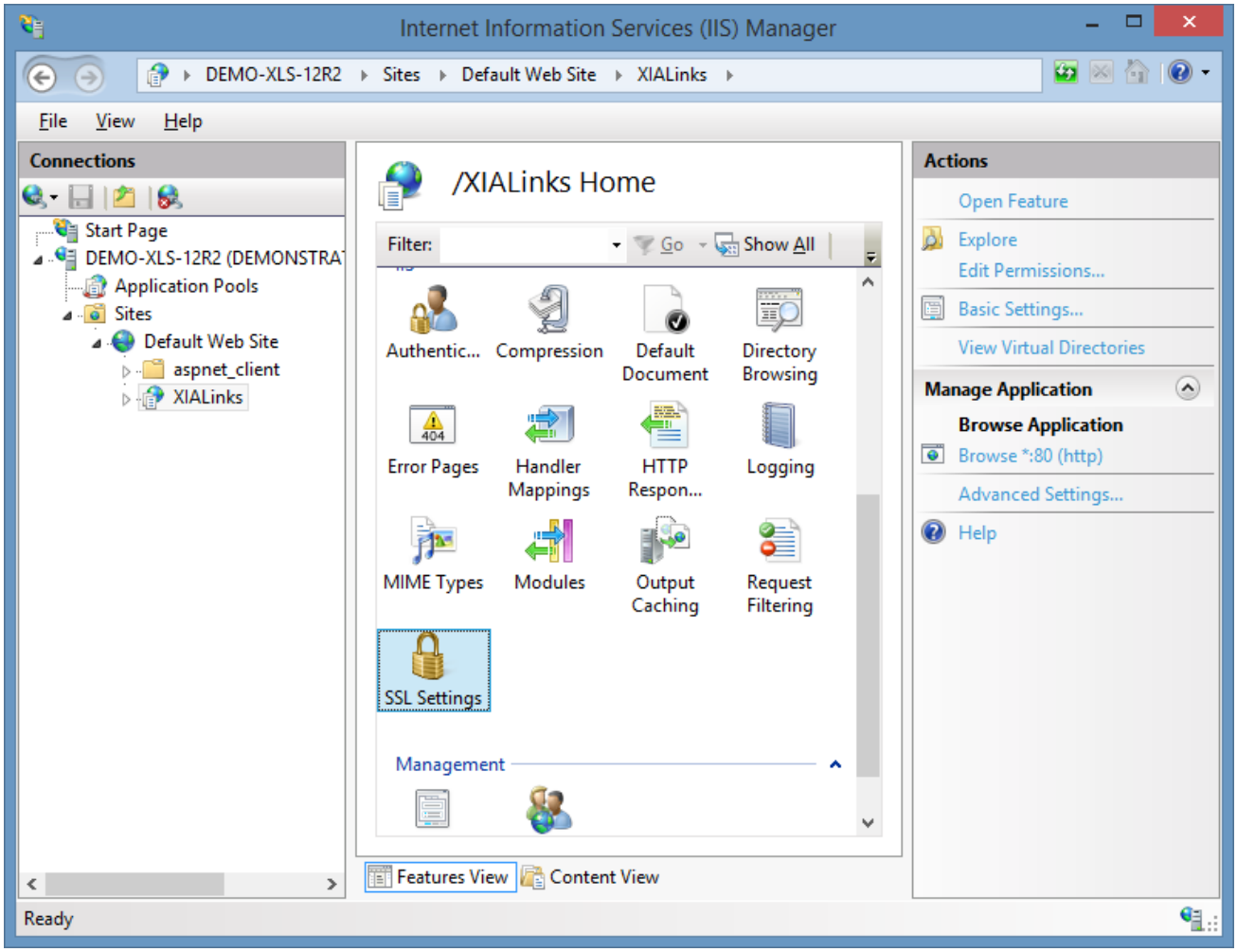
- Add a new binding selecting the certificate and assign the host name as required.



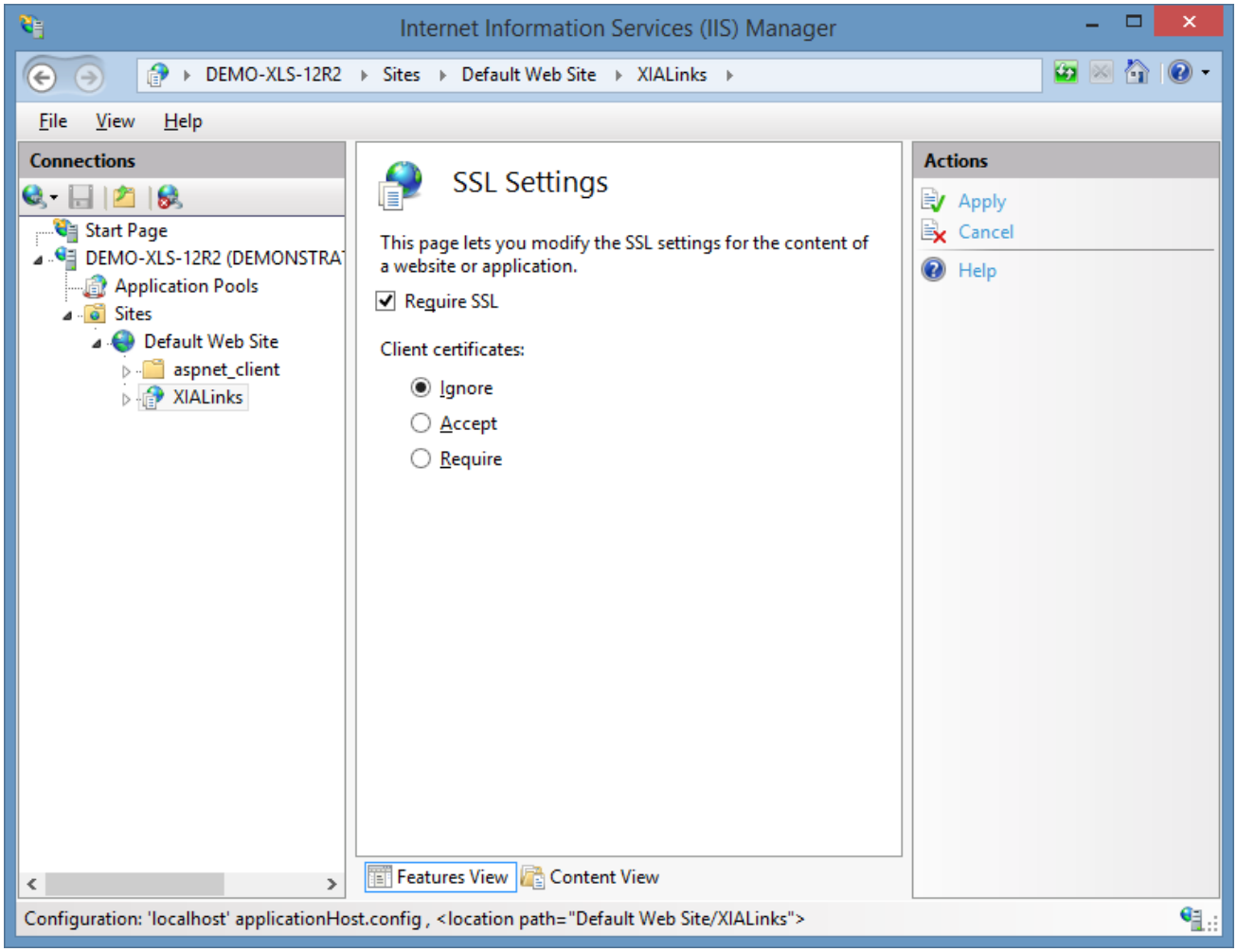
- Optionally remove the default HTTP binding if required.



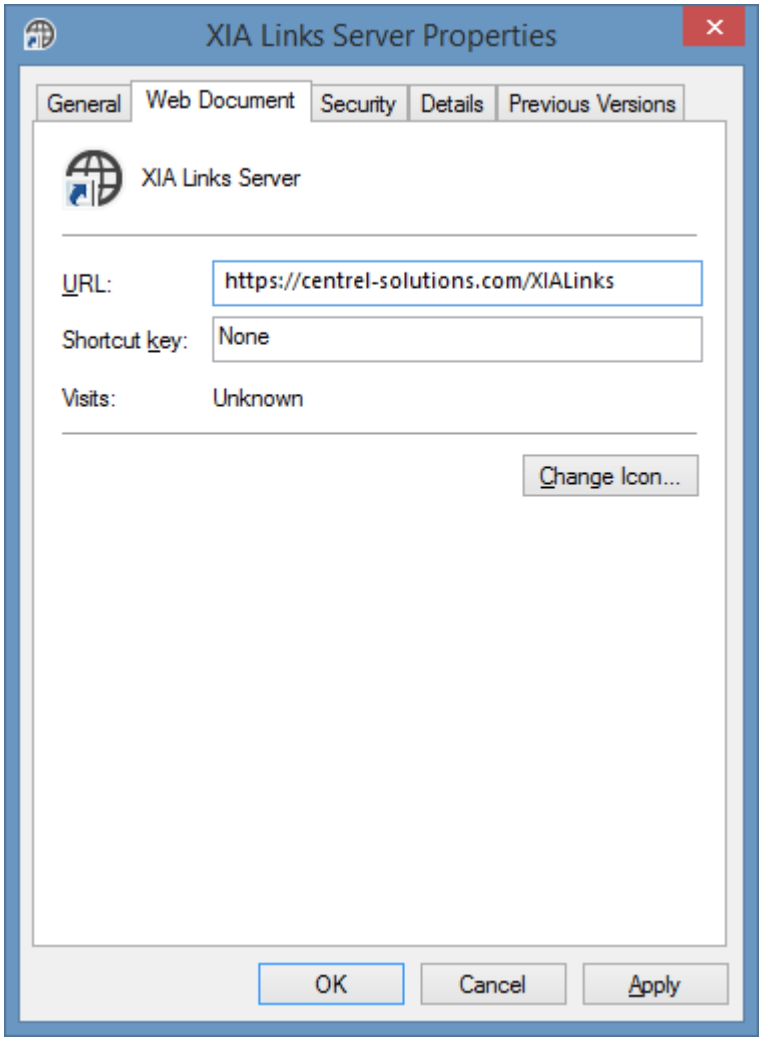
- Select the XIA Links Server application and double click *SSL Settings*.



- Select *Require SSL* if required.



- Ensure that the installation can be accessed from a web browser.
- Right click the XIA Links Server shortcut on the desktop, and click properties.
- Set the server address as required.



- Configure the XIA Links Client to use the new URL, typically this is done within the Group Policy settings.

Server Requirements

This section describes the requirements for the installation of XIA Links Server.

Operating Systems (Server)
The following operating systems are supported for installation of a production version of XIA Links Server:

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2

Desktop Operating Systems
The following desktop operating systems are supported for **testing and evaluation purposes** only:

- Windows 11 (64-bit)
- Windows 10 Pro Anniversary Edition (64-bit)

Prerequisites

- .NET Framework 4.8 (installed automatically) *

Internet Information Server

- Internet Information Server (installed automatically) **

** Please see the Microsoft .NET Framework 4.8 installation requirements for further information.*
*** This prerequisite is a shared component and not removed when the product is uninstalled.*

Custom Actions Log Files

NOTE: additional information related to the server installation may be logged to the custom actions log files which is stored in the following locations

%temp%\XIA Links Server Installation Actions.log

.NET Framework Installation Log File
If the .NET Framework is installed a log file will be created in the following location
%temp%\Microsoft .NET Framework 4.8 Setup_*xxxxxxxx_xxxxxxxxx*.html

Installed Roles and Features

During the installation of XIA Links Server, the following roles, features and other shared components will be automatically installed:

- Microsoft .NET Framework 4.8

Web Server (IIS)
The following Internet Information Server (IIS) roles and features are installed automatically.

- Application Development > .NET Extensibility 4.5
- Application Development > ASP.NET 4.5
- Application Development > ISAPI Extensions
- Application Development > ISAPI Filters
- Common HTTP Features > Default Document
- Common HTTP Features > HTTP Errors
- Common HTTP Features > Static Content
- Security > Request Filtering
- Security > Windows Authentication
- Management Tools > IIS Management Console

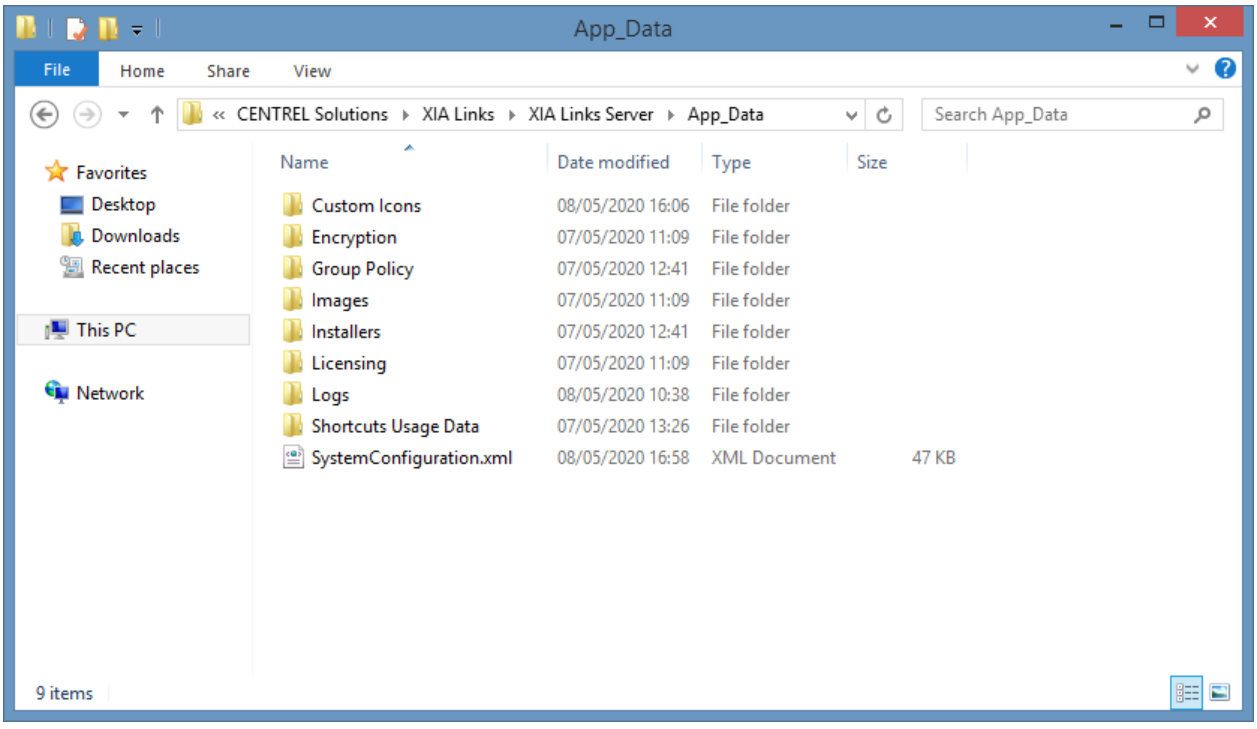
Server Migration

The following steps describe how to move the XIA Links Server installation to a different physical or virtual machine.

NOTE: This only applies to installations of XIA Links Server v4 and above. For previous versions please the upgrading from classic versions section.

- Ensure you have a full system backup of the existing and new server.
- Ensure that the new server meets the server requirements.
- If the new server is on a different Active Directory domain, or you have a named server license, you may need to contact CENTREL Solutions Support for an updated license file before proceeding.
- On the new server, install the same version of XIA Links Server as is installed on the existing server.

  If you wish to use a newer version of XIA Links Server, upgrade the existing server before performing the new installation.
  This may require you to obtain an updated license file from CENTREL Solutions Support.
- Ensure that you can access the installation of XIA Links Server on the new server and that it performs correctly.
- Copy the files from the App_Data folder on the existing server to the new server, overwriting any existing files.
  By default the files can be found here
  C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Server\App_Data



- If you have installed any SSL certificates on the existing server, these must be migrated manually to the new server. Please see the documentation from your SSL certificate provider for more information.

- Restart IIS on the new server to load the new configuration.

- Configure the XIA Links Client to use the new XIA Links Server using Group Policy.

- Once complete, uninstall the existing XIA Links Server.

Server Upgrade

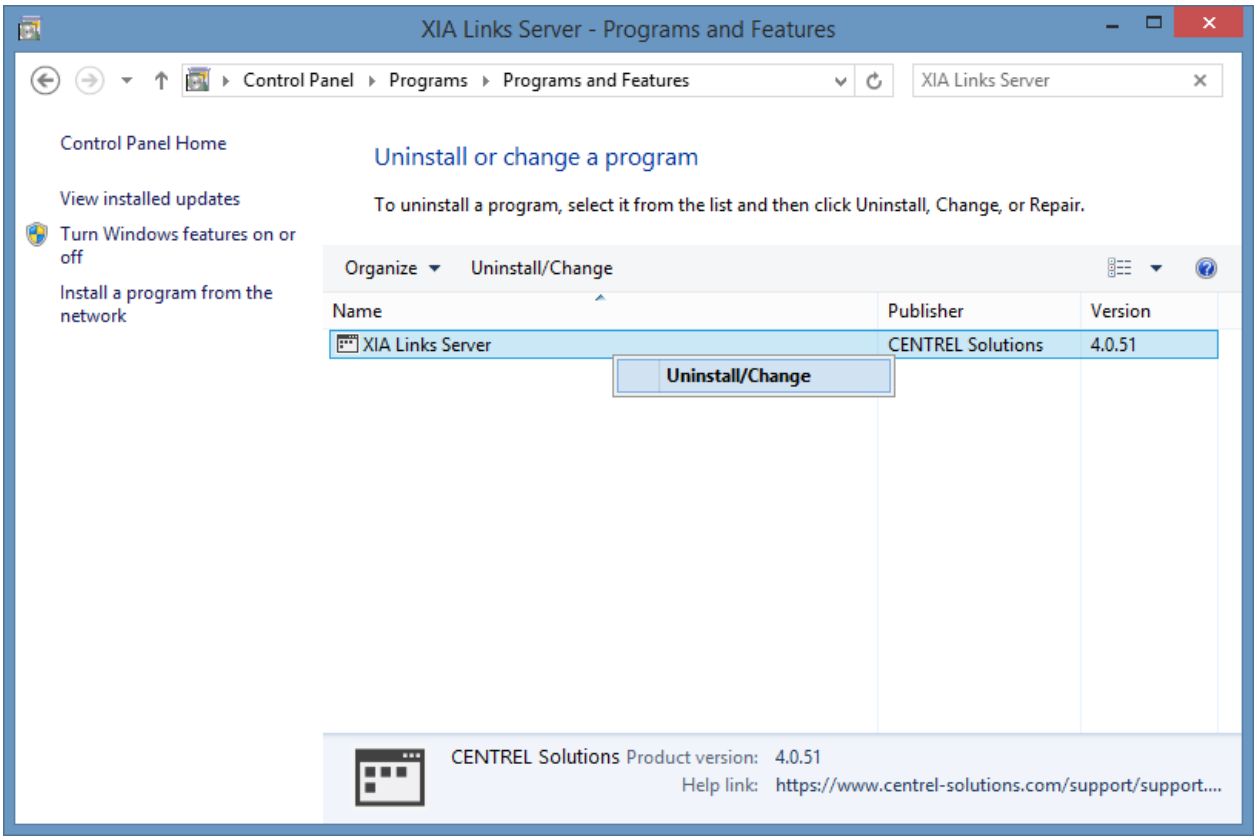
This section describes the upgrade process of XIA Links Server, for new installations please see the installation section.

- Ensure that you have a full system backup.
- Ensure that the support expiry date of your license file is still valid, or if support has expired, later than the release date of the upgrade.
- Review the upgrade notes for the version being installed.
- Check that the system you are installing on meets the current server requirements.
- Download the latest installation package.
- Start the installation, the system should report *Ready to Upgrade*, click *Next.*

Server Uninstallation

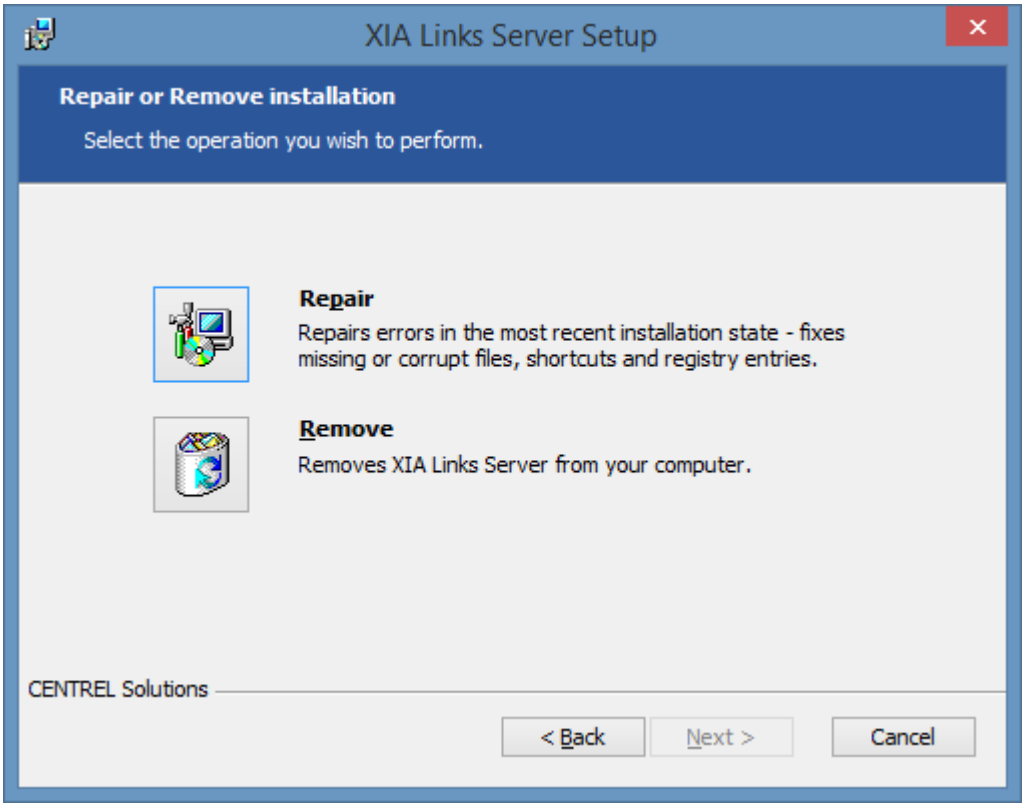
This section describes how to uninstall XIA Links Server.

- Go to Control Panel
- Select Programs
- Right click the XIA Links Server entry, and select *Uninstall/Change*.

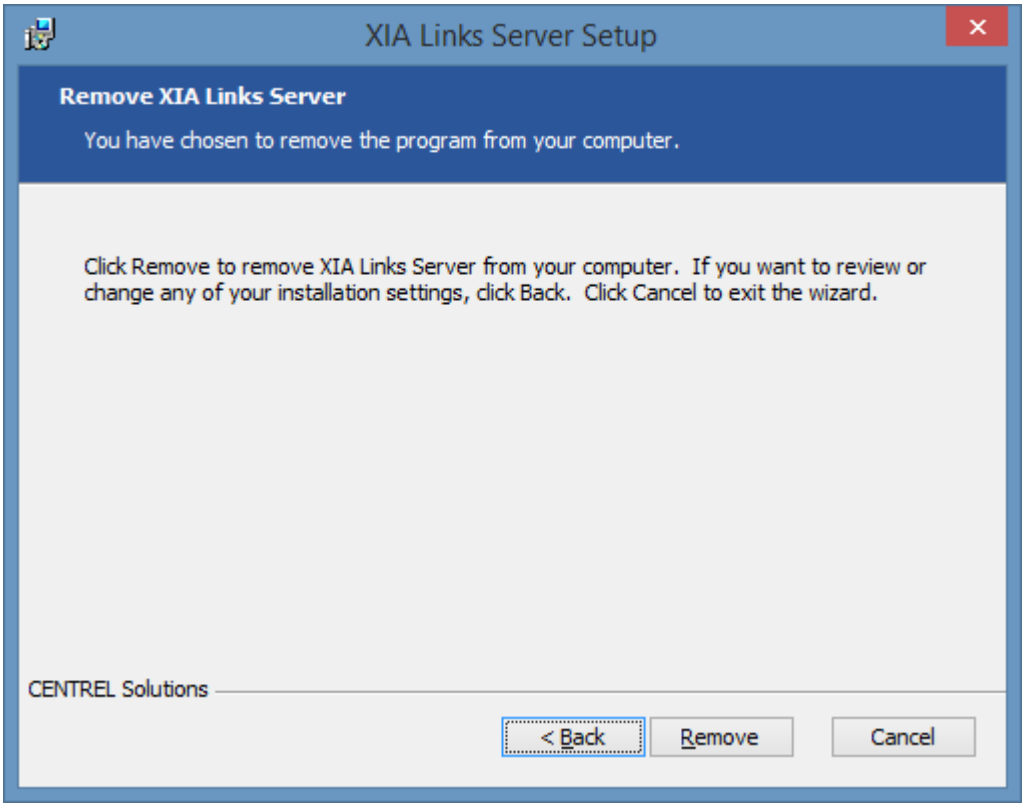


- The welcome screen will be displayed, click *Next* to continue.

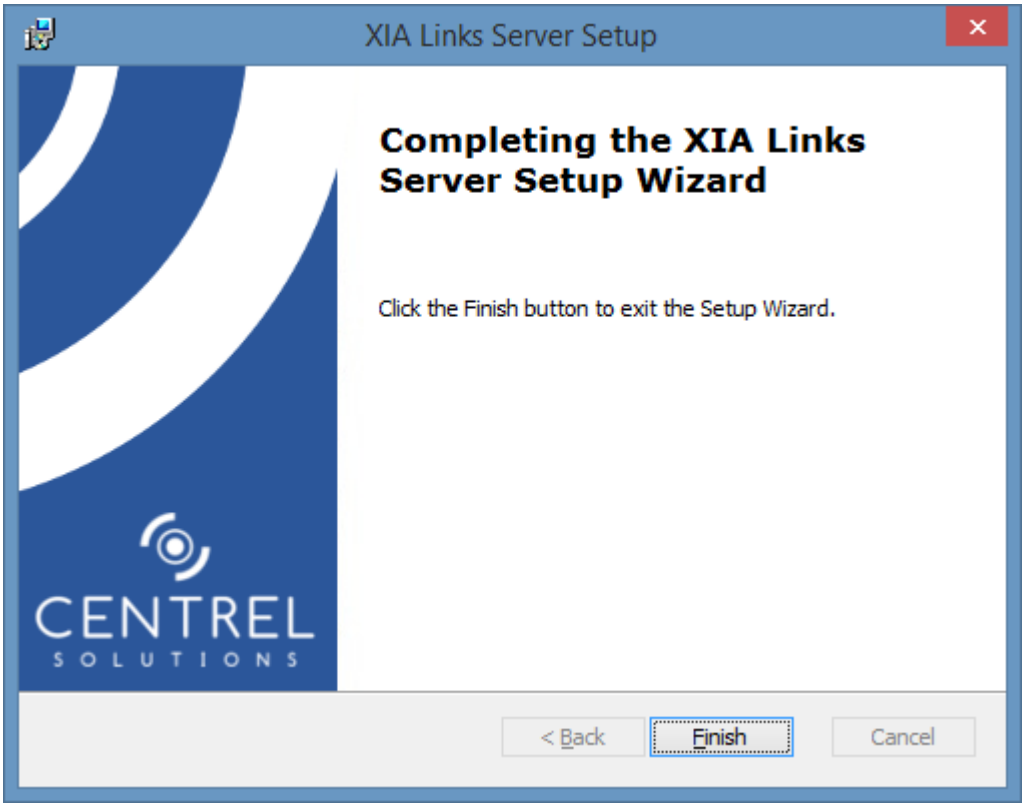
- The repair or remove installation screen will be displayed, click *Remove* to continue.



- Click *Remove* to commence the uninstallation.



- Once complete click *Finish* to complete the uninstallation.

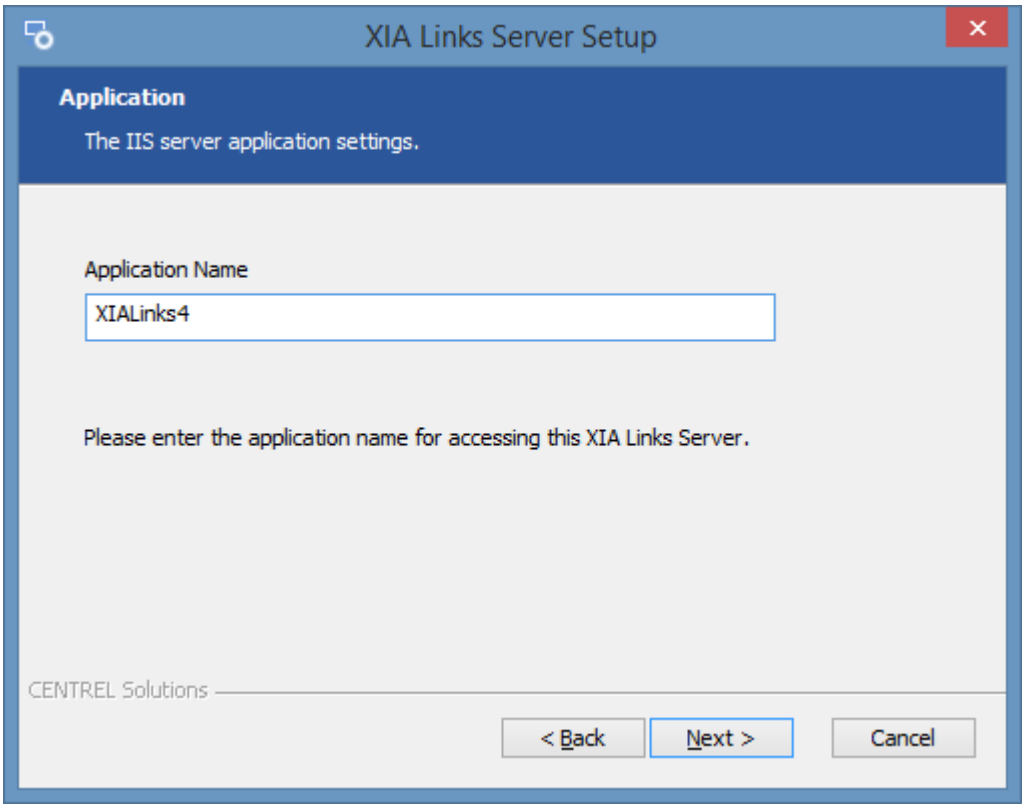


Upgrading from Classic Versions

Due to the nature of the changes to the product the upgrade from XIA Links Server version 3 or older (referred to in the documentation as classic versions) requires that the following steps be completed.

WARNING: Classic versions of the XIA Links Client cannot connect with the new XIA Links Server. The steps below include instructions for running two versions of the server together to support classic and current versions of the client.

- Ensure that the server running XIA Links Server meets the new server requirements.
- Ensure that the computers running the XIA Links Client meet the new client requirements.
- The license file format has changed, ensure that you have requested a new license file.
- Follow the installation guide.
  NOTE: If you need to continue to support existing classic clients then either install on a new server, **or** use a different application name when prompted.



- The installation now automatically installs the XIA Links Client so that the installation can be tested and configured locally without the need to run the separate XIA Links Client installation.
- When the installation is complete start the import classic configuration tool to import the classic configuration.
- Review the configuration and modify the configuration of the shortcuts, sections, and client settings as required.

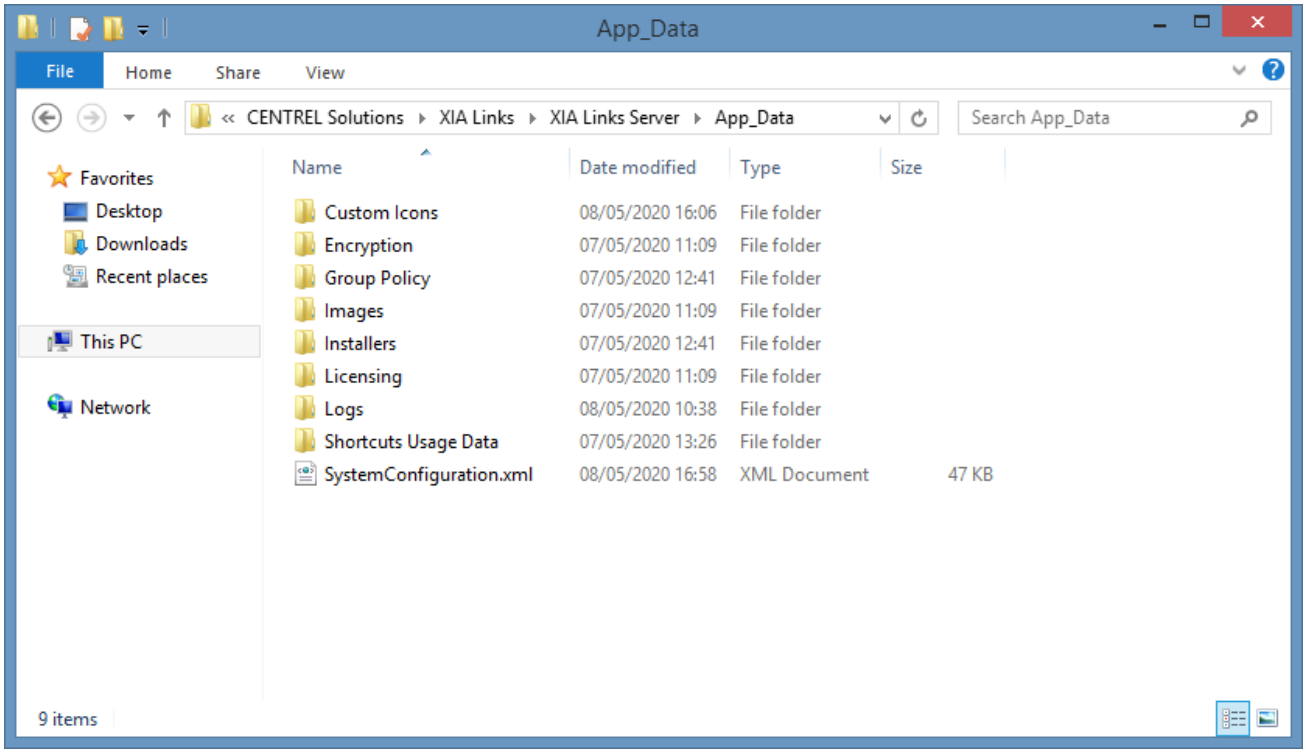
- Use the new Group Policy ADMX templates to prepare the configuration of the new XIA Links Client that is to be deployed to the computers on the network.
  NOTE: The new Group Policy ADMX templates have no effect on classic versions of the XIA Links Client, and both can be used concurrently.

- Install the new XIA Links Client on the computers on the network using the client installation files.
  WARNING: This will automatically remove classic versions of the XIA Links Client.
  NOTE: This can be done with the unattended installation process.

Files and Directories

This section describes the important files and directories managed by the XIA Links Server which are stored in the App_Data directory.

WARNING: The information in this section is provided for references purposes only. No files or directories should be modified or deleted directly.



Custom Icons
The custom icons directory stores custom icons that have been assigned to shortcuts by system administrators.

Encryption
The encryption directory stores the encryption keys for the server.

Group Policy
The Group Policy directory stores the Group Policy template files.

Images
The images directory stores the client title images.

Installers
The installers directory stores the client installation files.

Licensing
The licensing directory contains the current license file license.licx.

Logs
Stores the current server diagnostics log.

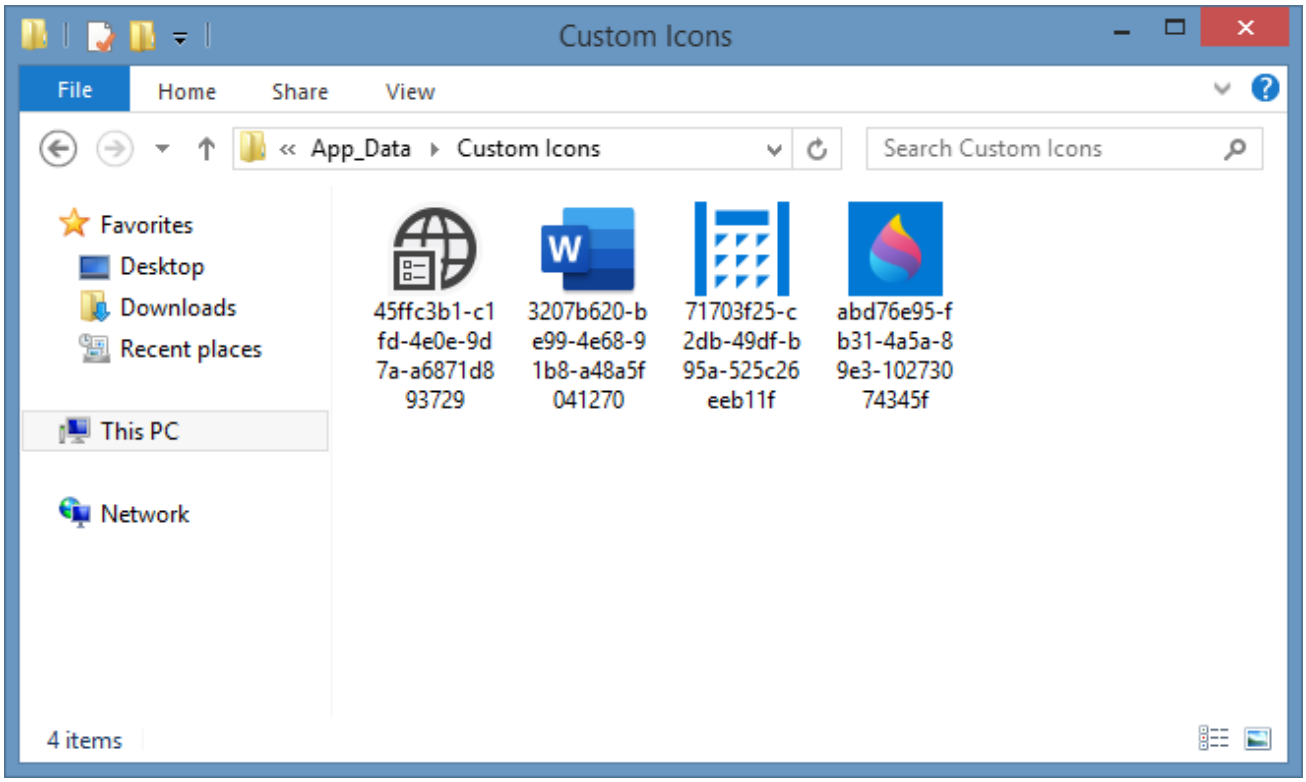
Shortcut Usage Data
Stores the shortcut usage data in a file that is named as the NetBIOS name of the server.

System Configuration
The SystemConfiguration.xml file stores the configuration of the server.

Custom Icons Directory

The custom icons directory stores custom icons that have been assigned to shortcuts by system administrators.

The default location of this folder is
C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Server\App_Data\Custom Icons



The icons are stored in .ico format and are named using the unique identifier of the corresponding shortcut, and contain the following icon sizes

- 16 x 16 pixels
- 48 x 48 pixels
- 256 x 256 pixels

NOTE: Whilst the XIA Links Client is capable of displaying 96 x 96 pixel icons these are generated from the 256 x 256 icon from within the .ico file.

Licensing

The licensing tab of the server settings allows you to view the current license configuration for the XIA Links Server, which must comply with the terms of the End User License Agreement (EULA).

For more information see the licensing types section.

License Types

This section provides a summary of the available license types, however for detailed information please review the End User License Agreement (EULA).

Enterprise License
The enterprise license is the production license for XIA Links Server.

Trial License
The trial license allows for the evaluation of XIA Links Server for a limited time period.

Enterprise License

The enterprise license allows you to install XIA Links Server on a single server within the organization named on the license, and optionally a second server for resilience purposes.

You may also install the XIA Links Client on any computer owned by the organization named on the license that meets the client requirements.

Trial License

The trial license is time limited and permitted for the evaluation of XIA Links Server only, and cannot be used in a production environment.

Server Diagnostics

The server diagnostics assists with troubleshooting the XIA Links Server by writing detailed diagnostics information to a log file.

The server diagnostics can be enabled from the server interface, or the server diagnostics tab of the server settings within the XIA Links Client.

The diagnostics log is written in UTF-8 encoding.

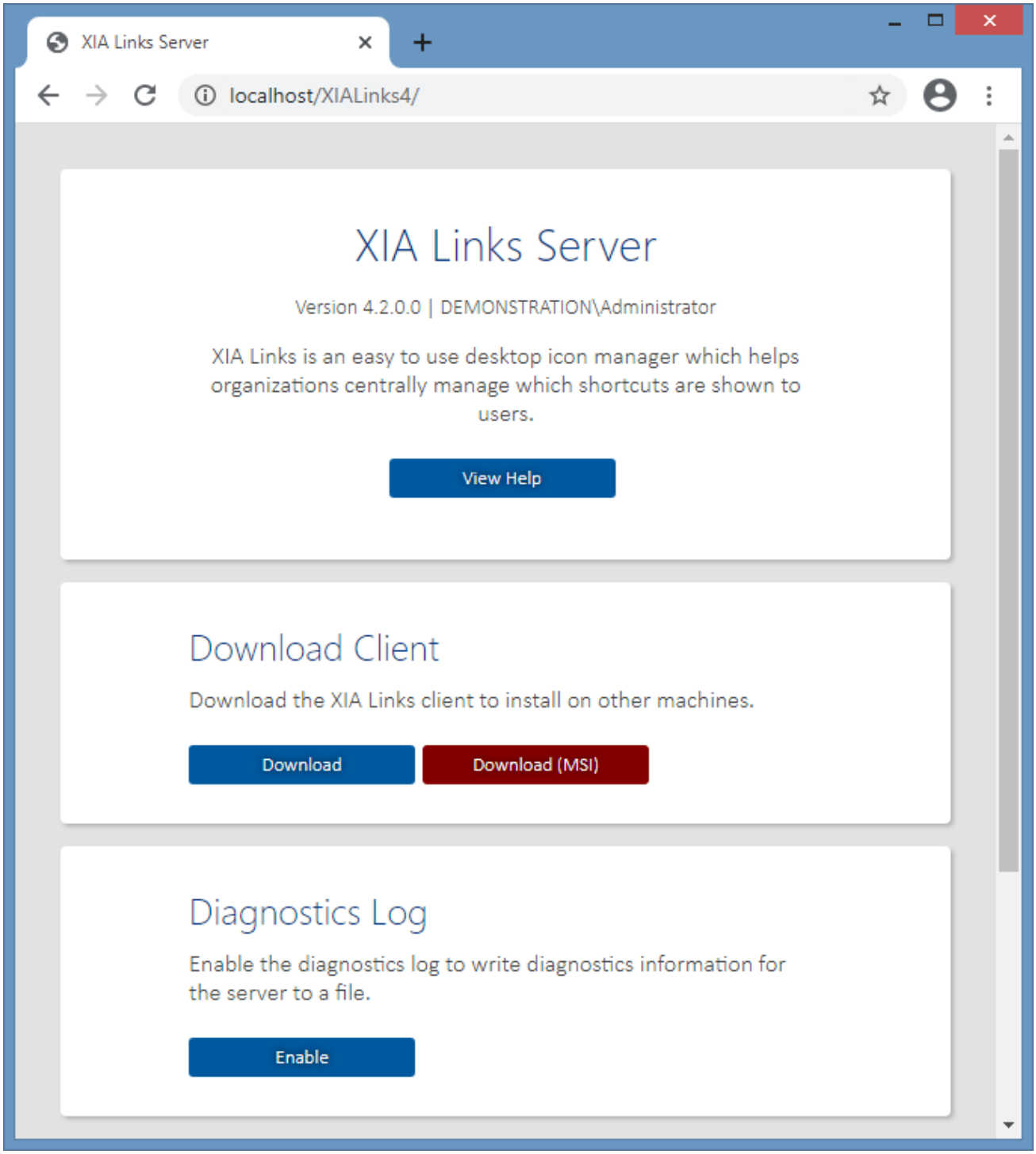
The server diagnostics log file is written to the following location
C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Server\App_Data\Logs\Trace

NOTE: For XIA Links Client diagnostics logging see the client diagnostics section.

Server Interface

The XIA Links Server provides a simplistic web interface to access the server.

The majority of the administration is performed using the XIA Links Client.



View Help
Displays the help in a web browser.

Download Client

Allows you to access the client installation files.

Download Client (MSI)
Allows you to access the MSI version of the client installation files.

Diagnostics Log
Allows you to enable or disable the server diagnostics log. This can also be enabled from the server diagnostics tab of the server settings within the XIA Links Client.

View API
Opens the Client Access Web Service or Administration Web Service in a new web browser window.

Web Service SDK

The web service SDK provides a way to programmatically access and manage the XIA Links Server.

Administration Web Service
The administration web service allows system administrators to configure the XIA Links Server.

Client Access Web Service
The client access web service is used by the XIA Links Client for user access.

Administration Web Service

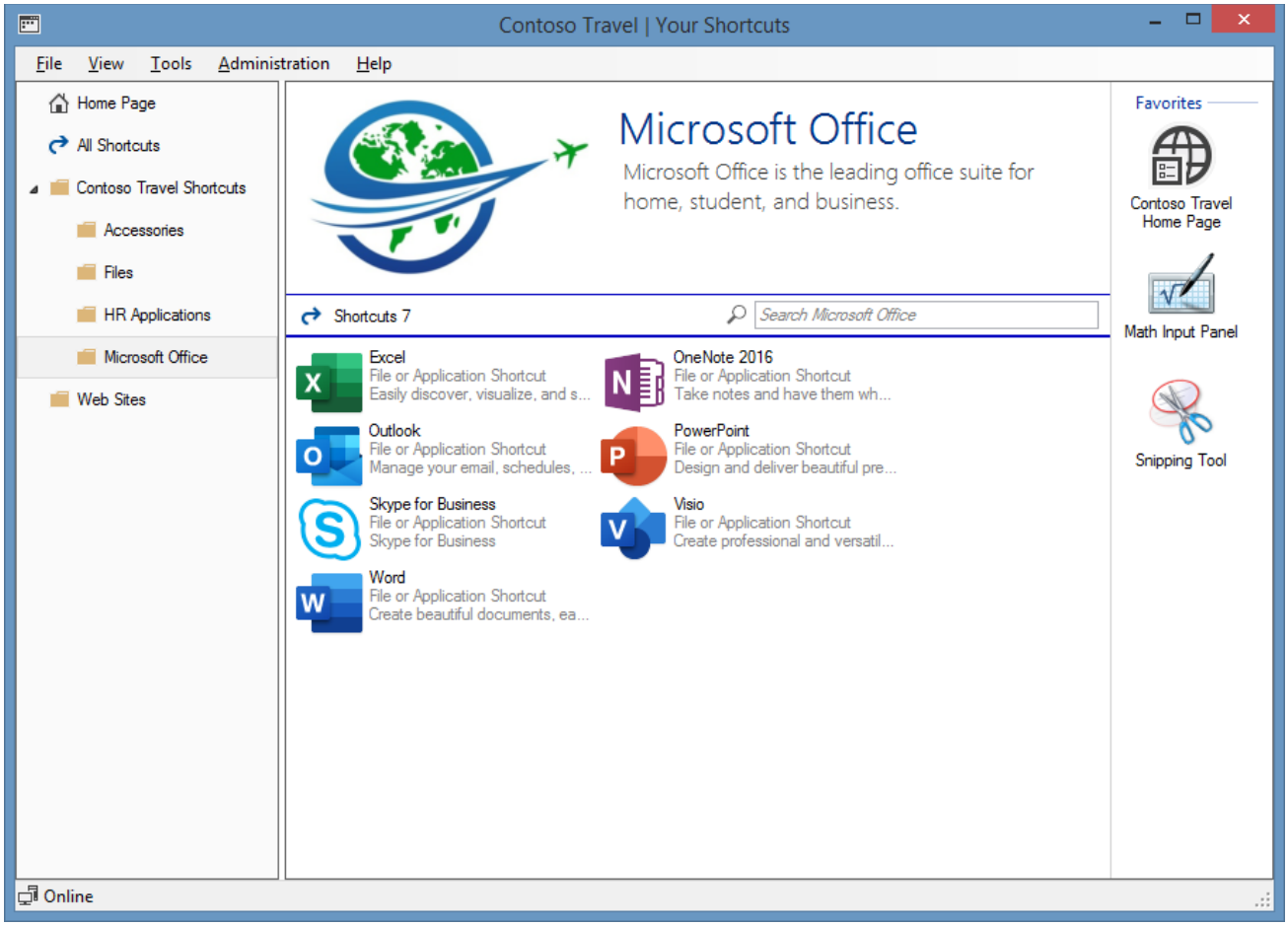
The administration web service allows system administrators to configure the XIA Links Server.

Client Access Web Service

The client access web service is used by the XIA Links Client for user access.

XIA Links Client

The XIA Links Client provides the user interface for both user access and administration.

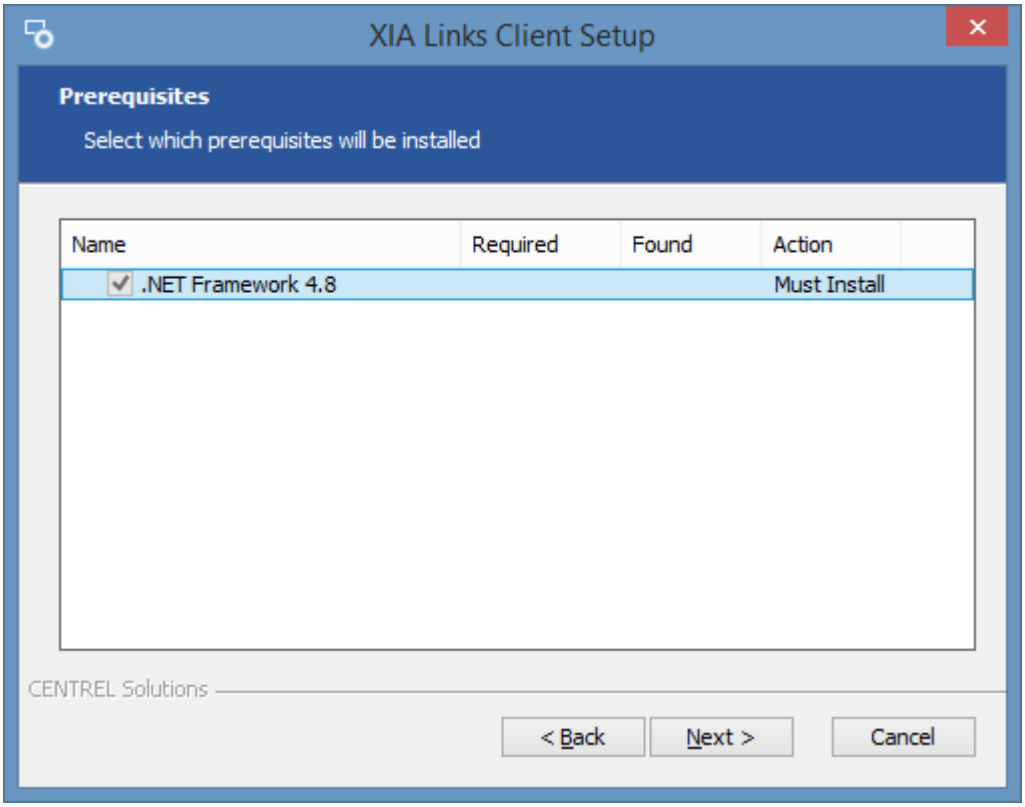


Installation

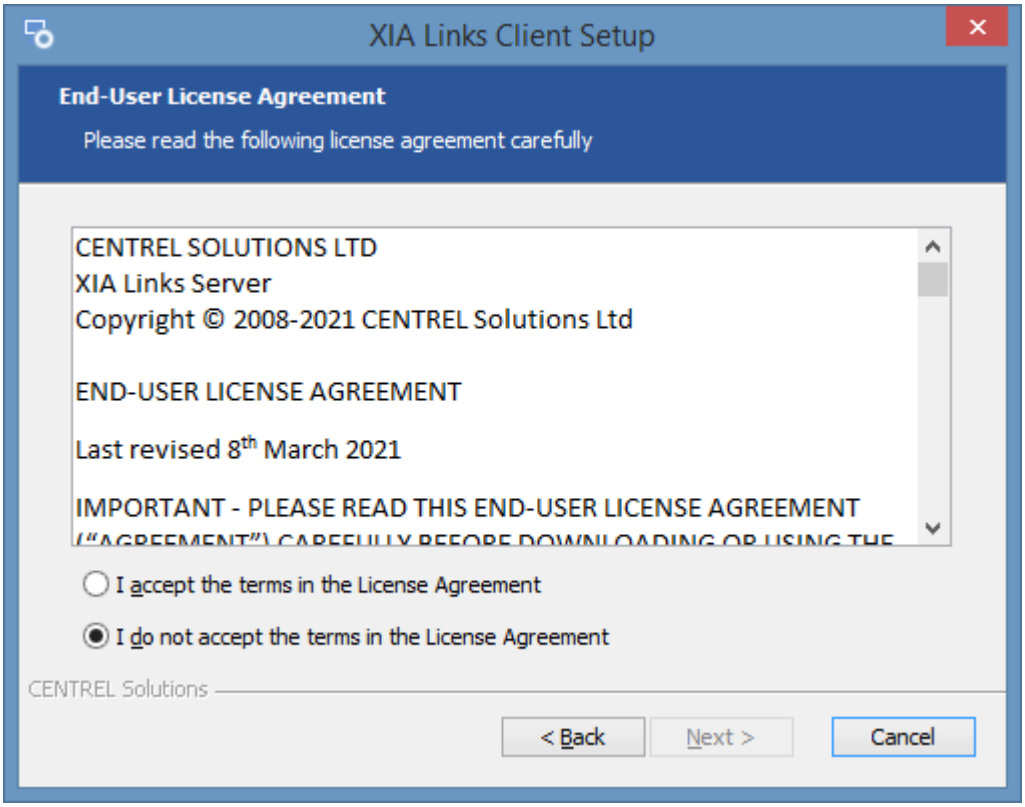
The XIA Links Client can be installed on machines using the following process

- Check that the system you are installing on meets the client requirements.
- Obtain the client installation files.
- Start the installer.
- If the .NET Framework 4.8 is not installed and is not available as a Windows feature the *Prerequisites Setup Wizard* will be displayed. (This does not apply to the MSI installer, for this installer the .NET Framework 4.8 must already be installed).

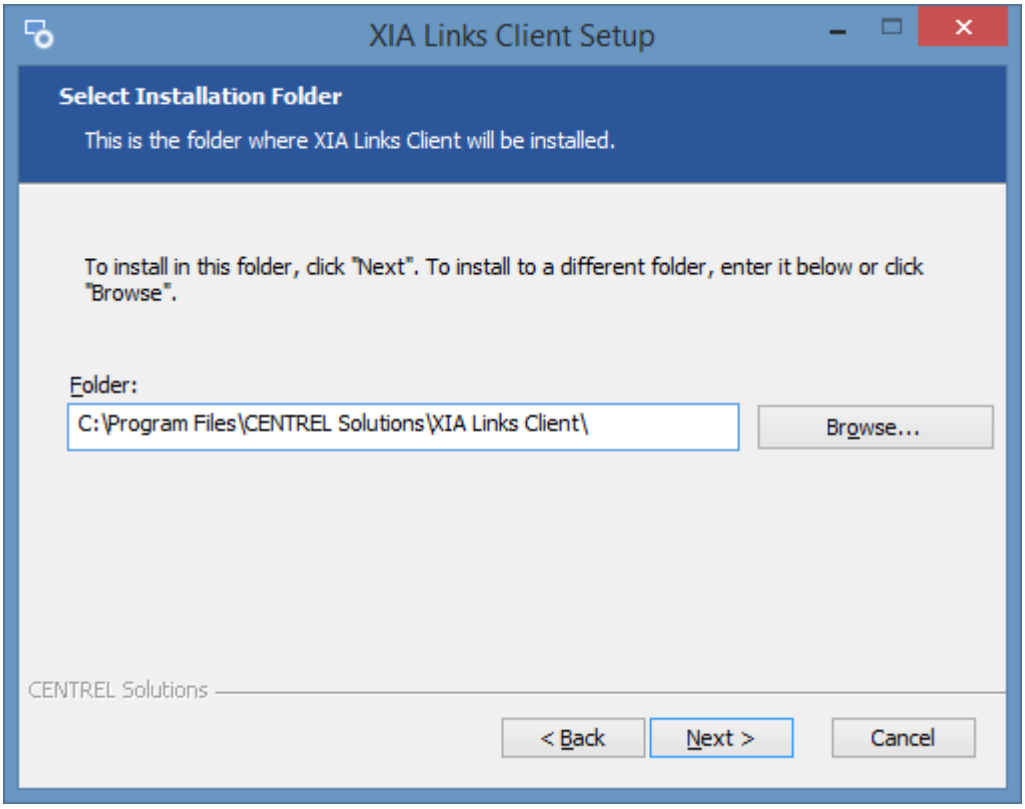
- You will be prompted to install the .NET Framework 4.8 if required.



- If required the .NET Framework 4.8 will be installed and a log file created for the installation.
- The main installation screen will be displayed.
- Review the end user license agreement (EULA) and only accept if you agree to the terms.
  If you do not accept the terms of the agreement please cancel the installation.

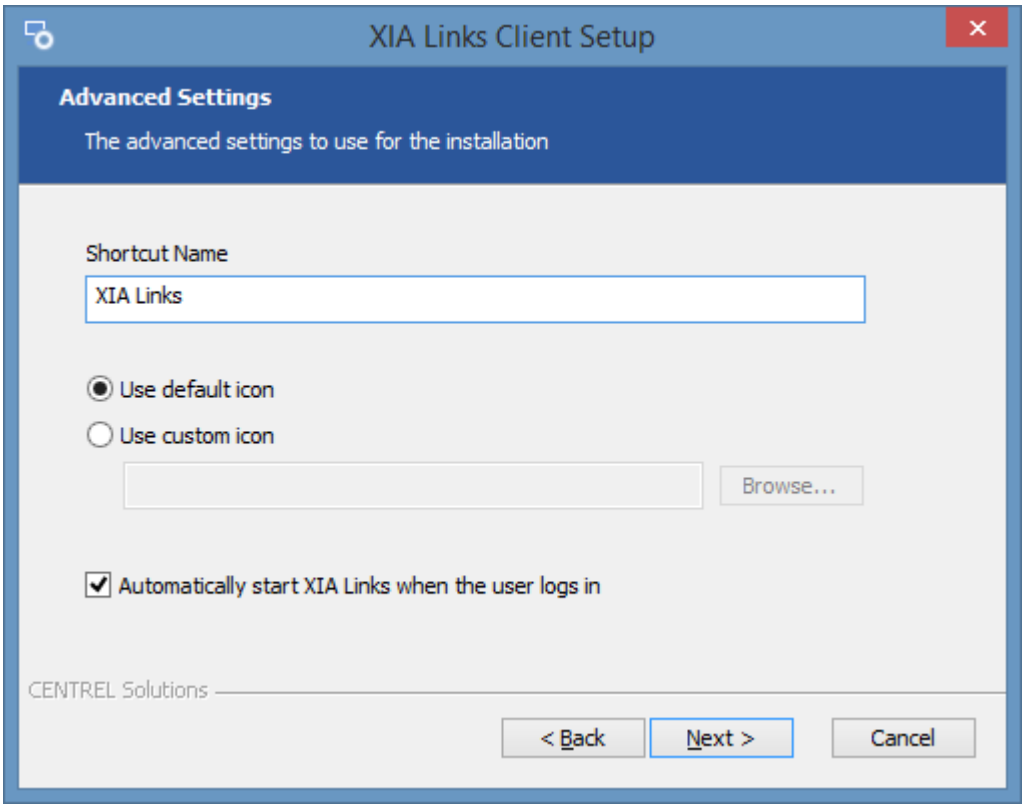


- Select the directory into which the XIA Links Client should be installed and click *Next*.

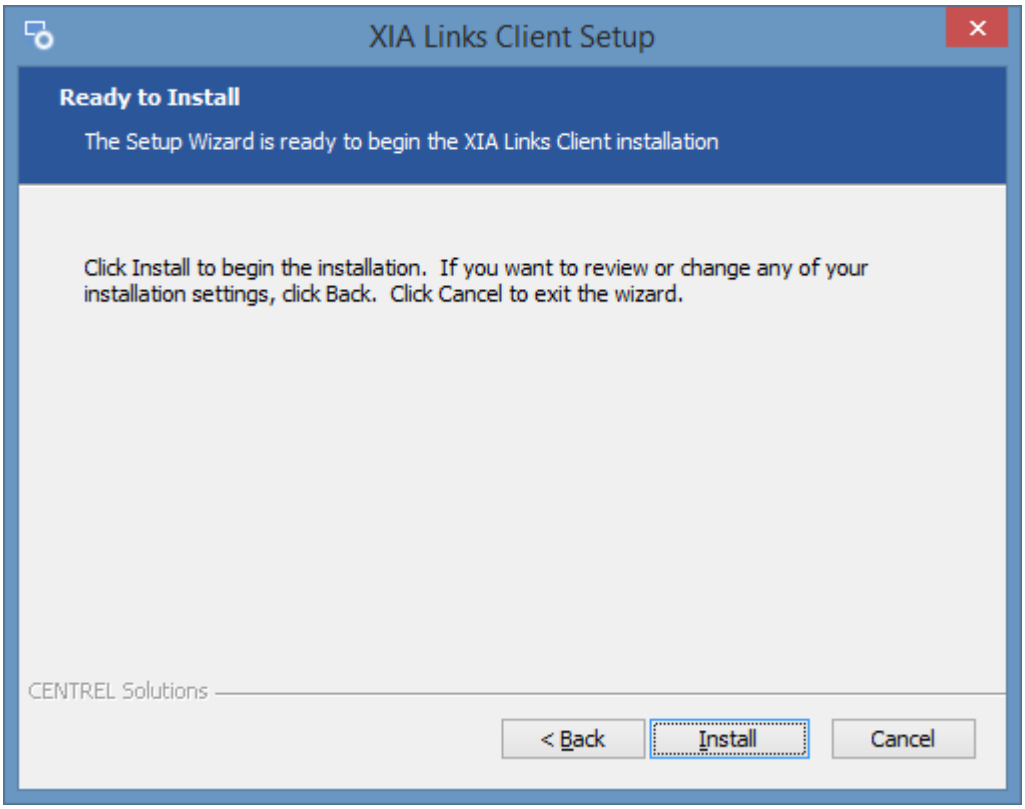


- Enter the name of the Desktop and Start Menu shortcut to create, and assign a custom icon file if required.
  Optionally, the application can be configured to start automatically when the user logs in.

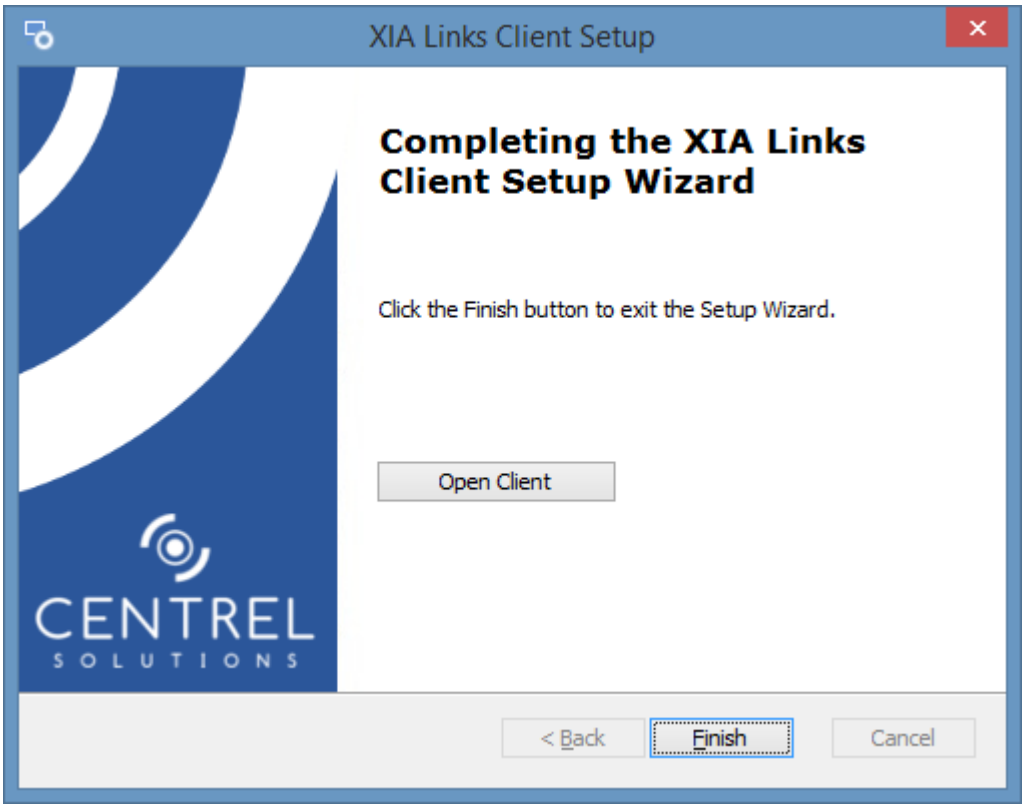
  Click *Next* to continue.



- Click *Install* to begin the installation.



- When the installation is complete you will be prompted to Open Client. Click *Finish* to complete the installation.



Client Requirements

This section describes the requirements for the installation of XIA Links Client.

Operating Systems (Server)
The following server operating systems are supported

- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2

Desktop Operating Systems
The following desktop operating systems are supported

- Windows 11 (64-bit)
- Windows 10 (64-bit)
- Windows 8.1 (64-bit)
- Windows 7 SP1 (64-bit)
- Windows 10 (32-bit)
- Windows 8.1 (32-bit)
- Windows 7 SP1 (32-bit)

Prerequisites

- .NET Framework 4.8 (installed automatically) *

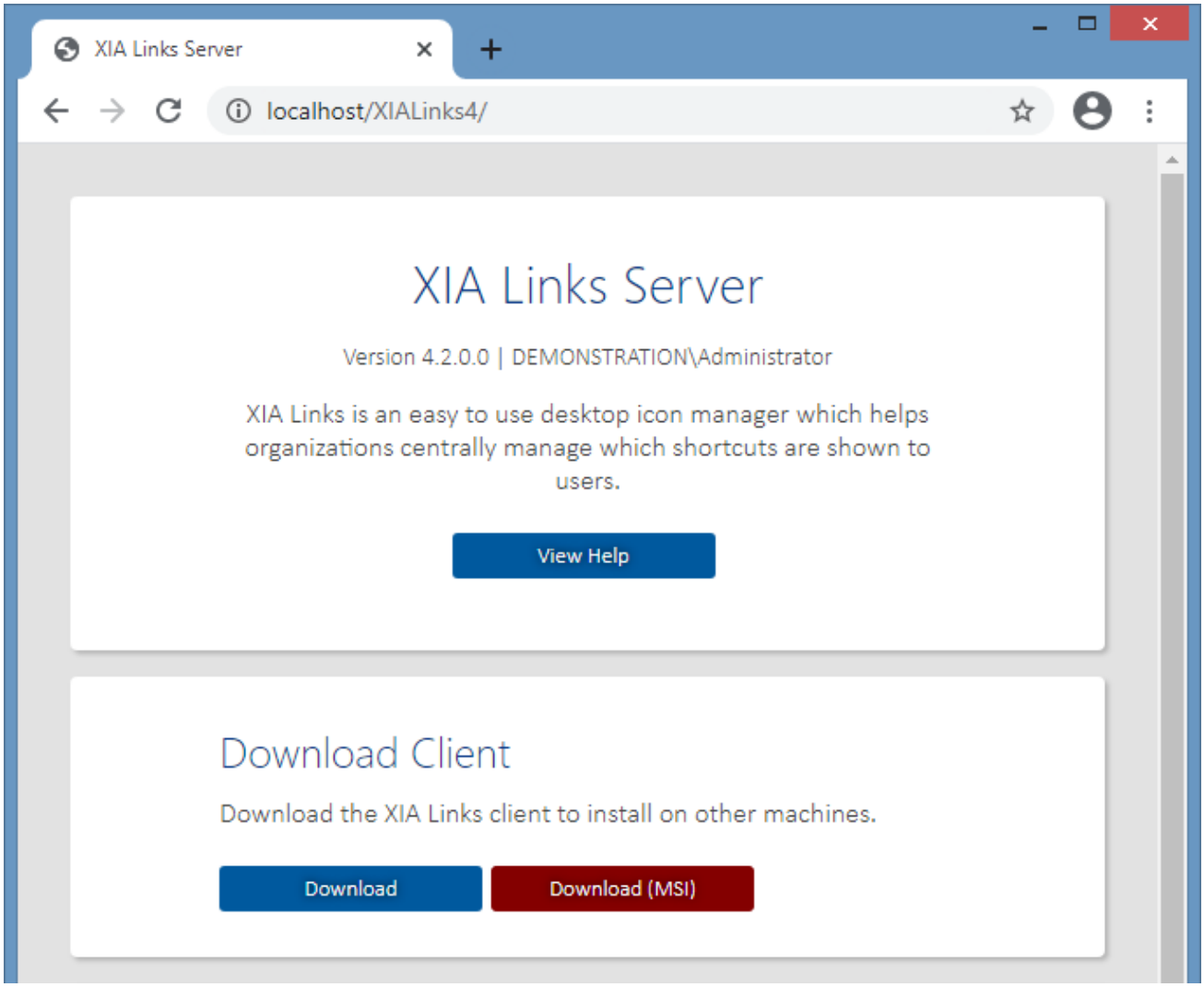
** Please see the Microsoft .NET Framework 4.8 installation requirements for further information.*

Client Installation Files

The installation files for the XIA Links Client are installed with the XIA Links Server.

NOTE: The standard download (.exe) automatically installs the .NET Framework 4.8, however the MSI version does not.

NOTE: The MSI version supports only 64-bit operating systems.



The files can be accessed either by:

- Accessing the XIA Links Server in a web browser, and clicking the download or download (MSI) buttons in the download client section.

- or -

- Accessing the installation directory of the XIA Links Server directory, by default C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Server\App_Data\Installers\Client

Custom Actions Log File

Please note additional information related to the client installation may be logged to the custom actions log file which is stored in the following location

%temp%\XIA Links Client Installation Actions.log

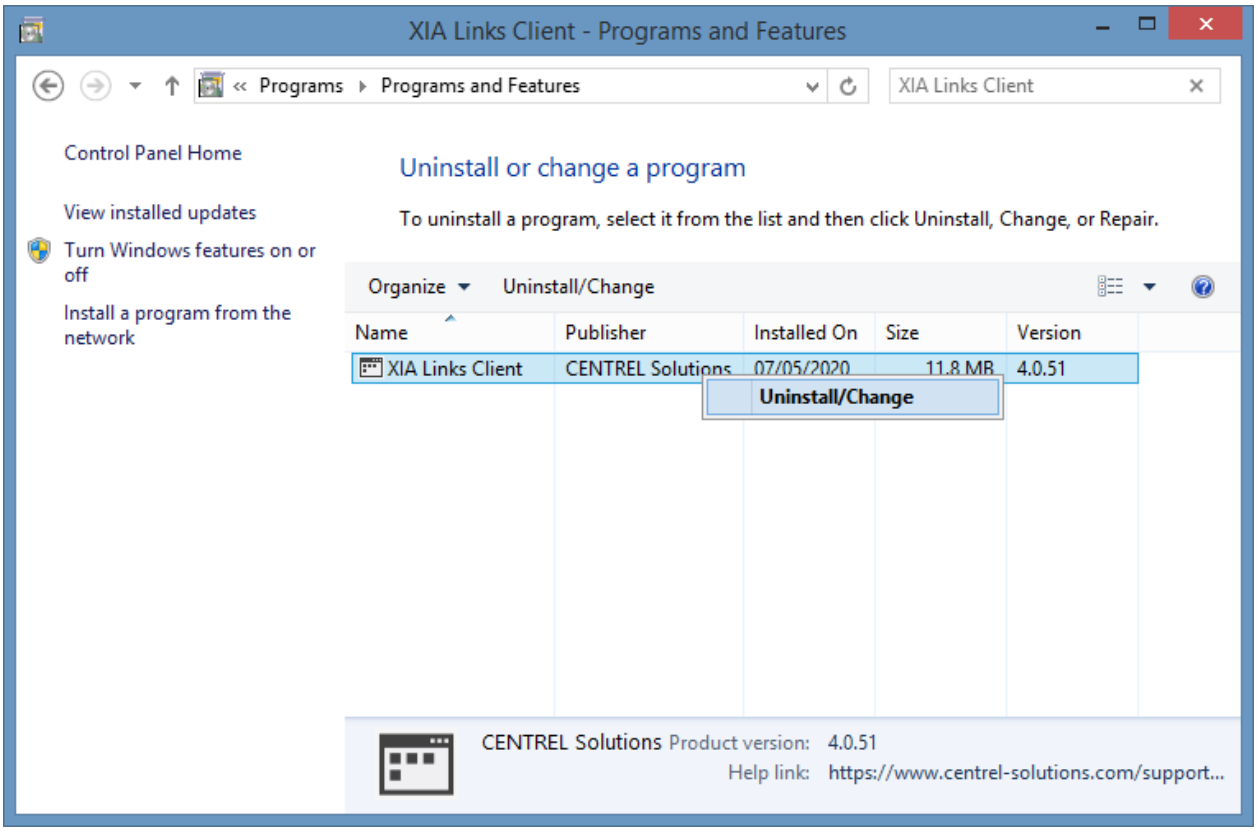
.NET Framework Installation Log File
If the .NET Framework is installed a log file will be created in the following location
%temp%\Microsoft .NET Framework 4.8 Setup_*xxxxxxxx*_*xxxxxxxxx*.html

Uninstallation

When installed as part of the XIA Links Server please follow the server uninstallation section.

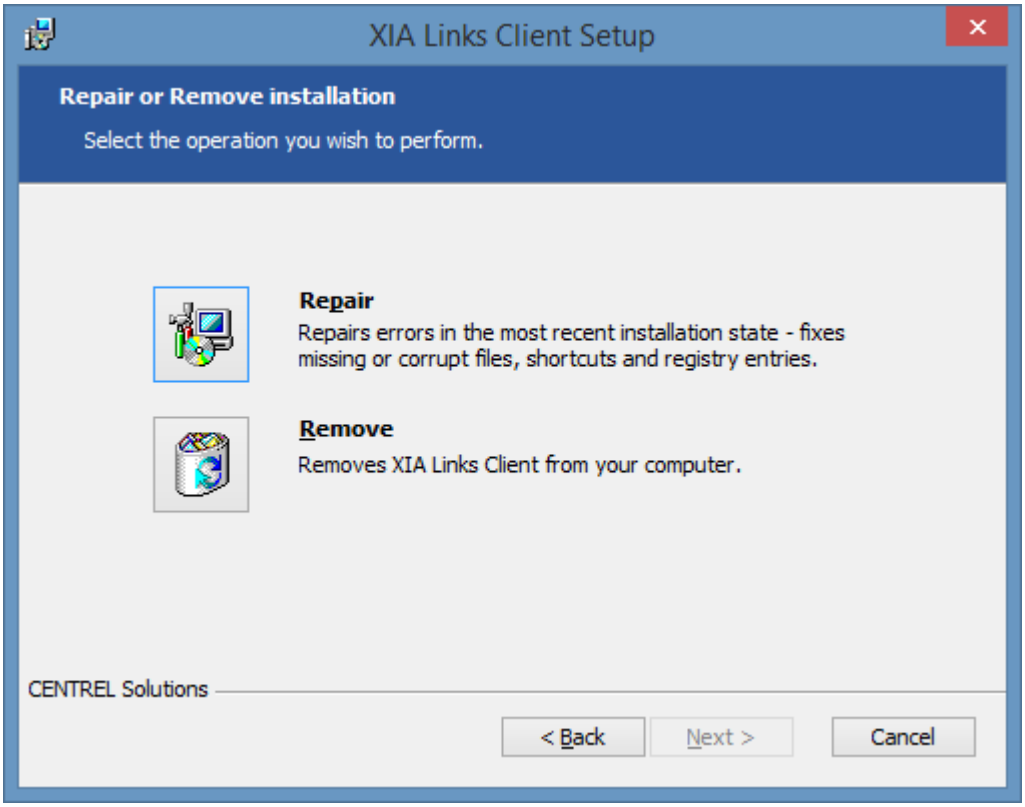
To uninstall a stand-alone installation of the XIA Links Client simply

- Go to Control Panel
- Select Programs
- Right click the XIA Links Client entry, and select *Uninstall/Change*.

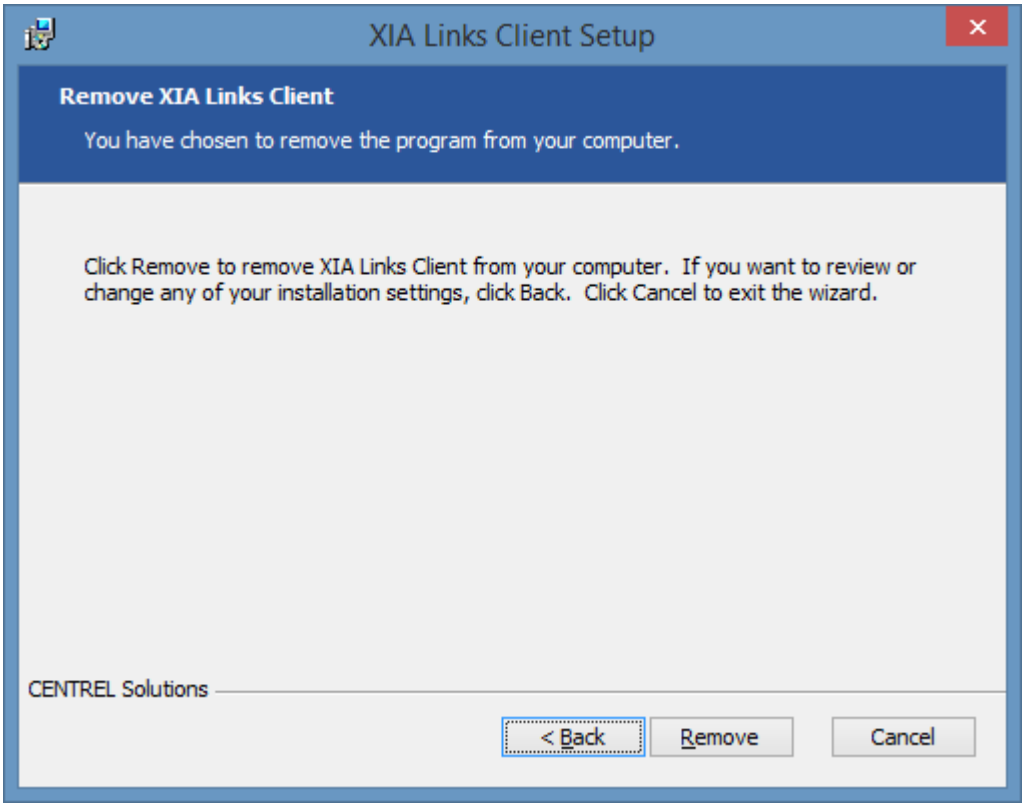


- The welcome screen will be displayed, click *Next* to continue.

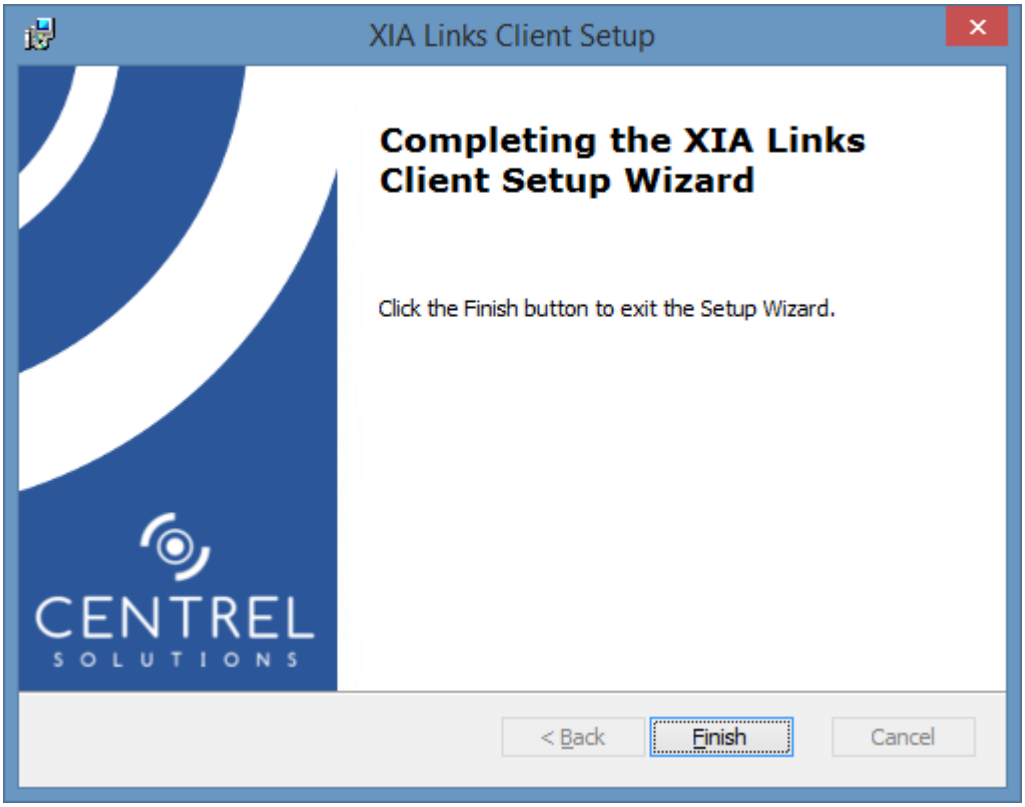
- The repair or remove installation screen will be displayed, click *Remove* to continue.



- Click *Remove* to commence the uninstallation.



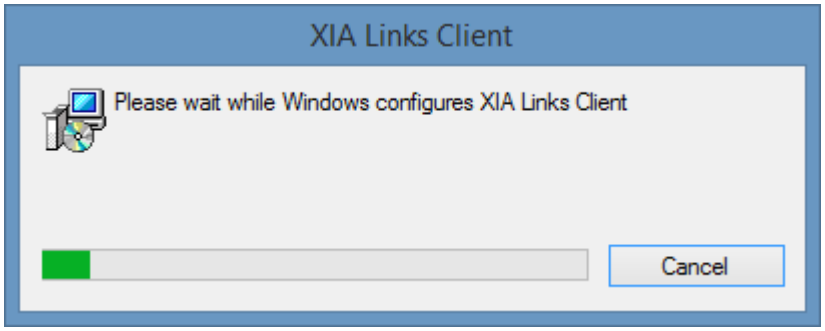
- Once complete click *Finish* to complete the uninstallation.



Unattended Uninstallation

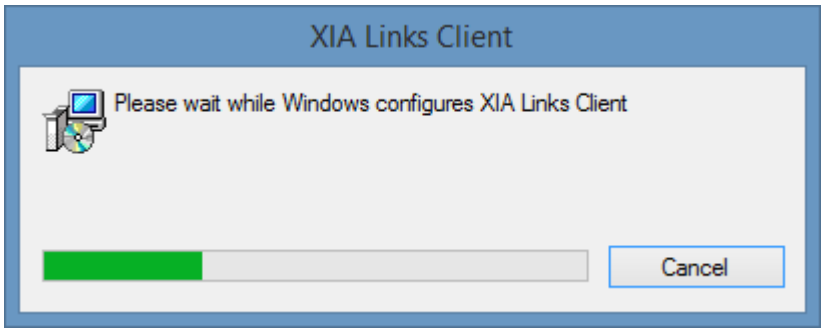
The XIA Links Client product can be uninstalled silently with a basic user interface using the following command line.

msiexec /qb /uninstall {112C95C2-F9CD-4F59-8488-8A368DF75B2E}



Unattended Installation

It is possible to deploy the XIA Links Client without any user intervention using the following command line parameters.



path_to_setup.exe /qb /norestart /l *logfile*.txt SHORTCUT_NAME="*XIALinks*" ICON_FILE_PATH="*path_to_icon_file.ico*" APPDIR="*path*"

RUN_AT_STARTUP
The optional property determines whether the XIA Links Client should start automatically when the user logs in. By default this is true.

SHORTCUT_NAME
The optional name of the shortcut to create on the client machine. By default the shortcut name XIA Links will be used.

ICON_FILE_PATH
The optional absolute path to an icon (.ico) file to use for the shortcut created to the XIA Links Client on the client machine. By default the built-in icon will be used.

APPDIR
The optional alternative installation directory. By default the installation will use "C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Client".

Logfile Path
Logfile.txt is the path to the log file to create by the installer.
Please note additional logging information may be found in the client custom actions log file.

Client Diagnostics

The client diagnostics assists with troubleshooting the XIA Links Client by writing detailed diagnostics information to a log file.

The client diagnostics can be enabled and accessed from the tools menu within the XIA Links Client, or by setting the appropriate user registry setting.

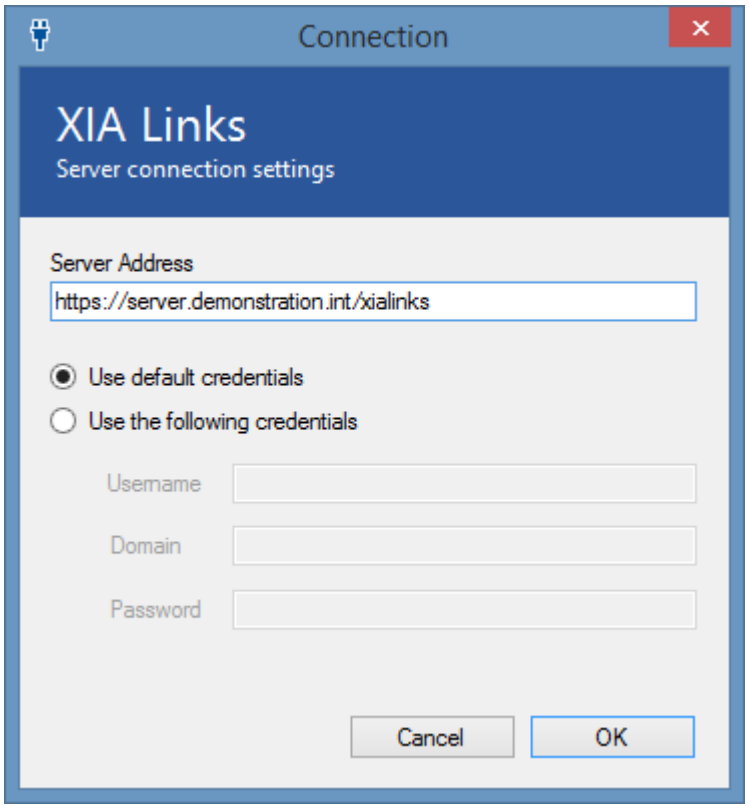
The diagnostics log is written in UTF-8 encoding.

The client diagnostics log file is written to the following location
%AppData%\CENTREL Solutions\XIA Links Client\Logs\Trace\trace.log

NOTE: For XIA Links Server diagnostics logging see the server diagnostics.

Connection Form

The connection form allows users to manually connect to the XIA Links Server if this option is enabled in the Group Policy settings.



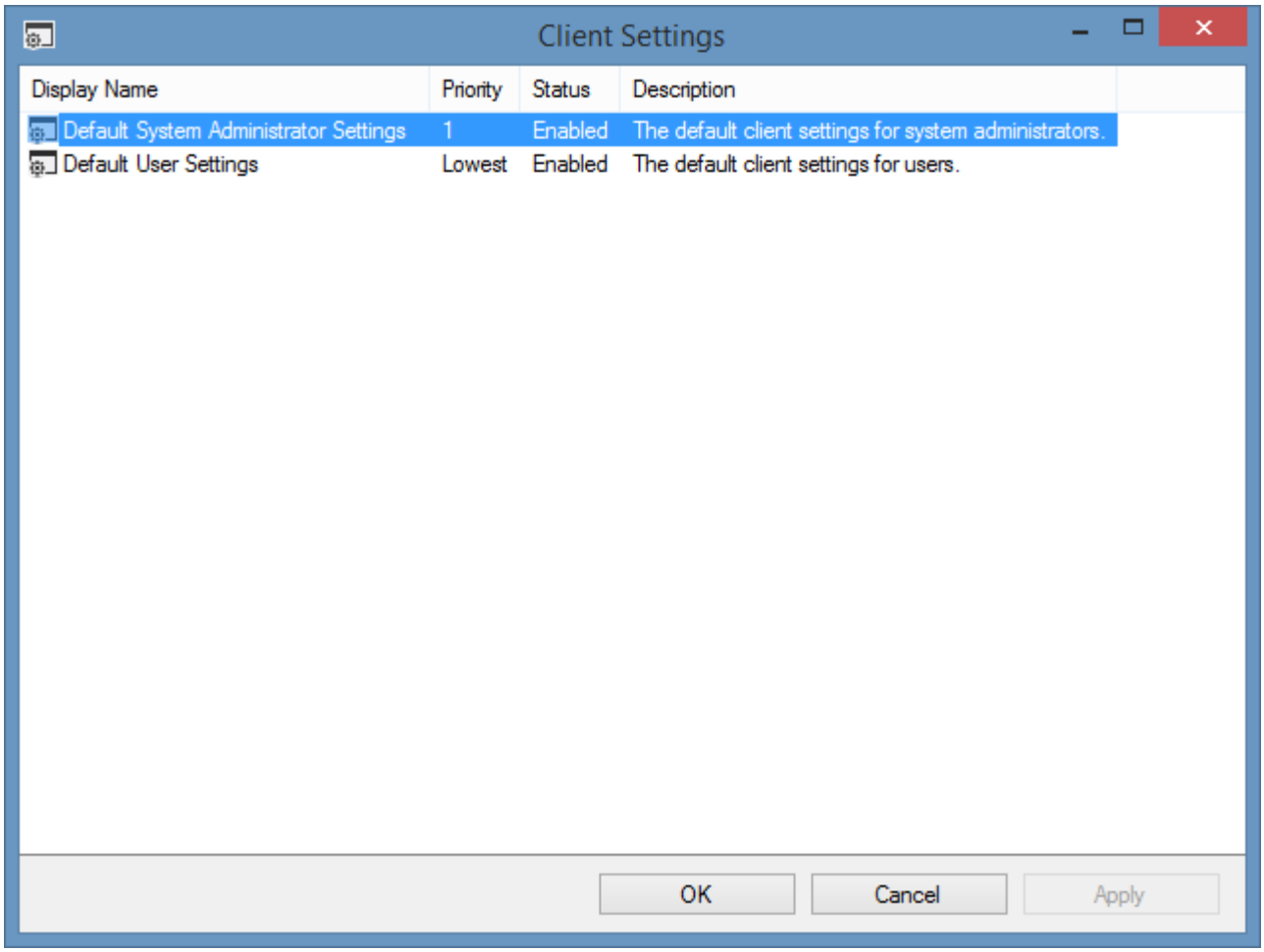
Server Address
The address of the XIA Links server.

Use default credentials
Connects using the credentials of the currently logged in user.

Use the following credentials
Uses the specified credentials.

Client Settings Administration

Client settings allow system administrators to configure the multiple aspects of the XIA Links Client from a central location.



Display Name
The display name of the client settings.

Priority
When a user has permissions to use multiple client settings the client settings with the highest priority is applied.

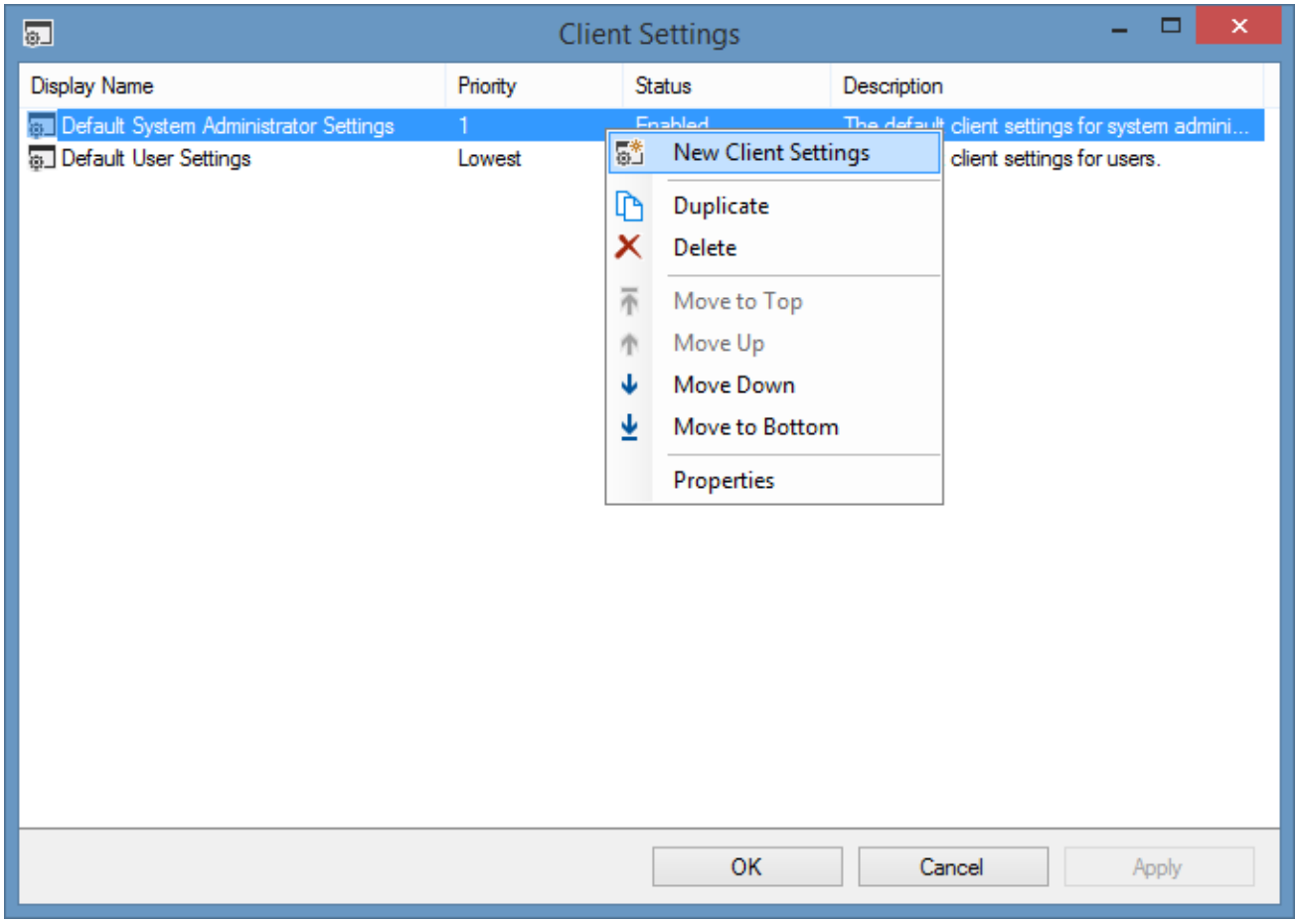
Status
The status of the client settings.

Description
The description of the client settings.

Right clicking the client settings displays the client settings administration context menu.

Context Menu

The context menu is displayed when right clicking the client settings administration screen.



New Client Settings
Displays a new client settings dialog.

Duplicate
Duplicates the currently selected client settings.

Delete
Deletes the currently selected client settings.

Move to Top
Moves the currently selected client settings to the top of the priority list.

Move Up
Moves the currently selected client settings up the priority list.

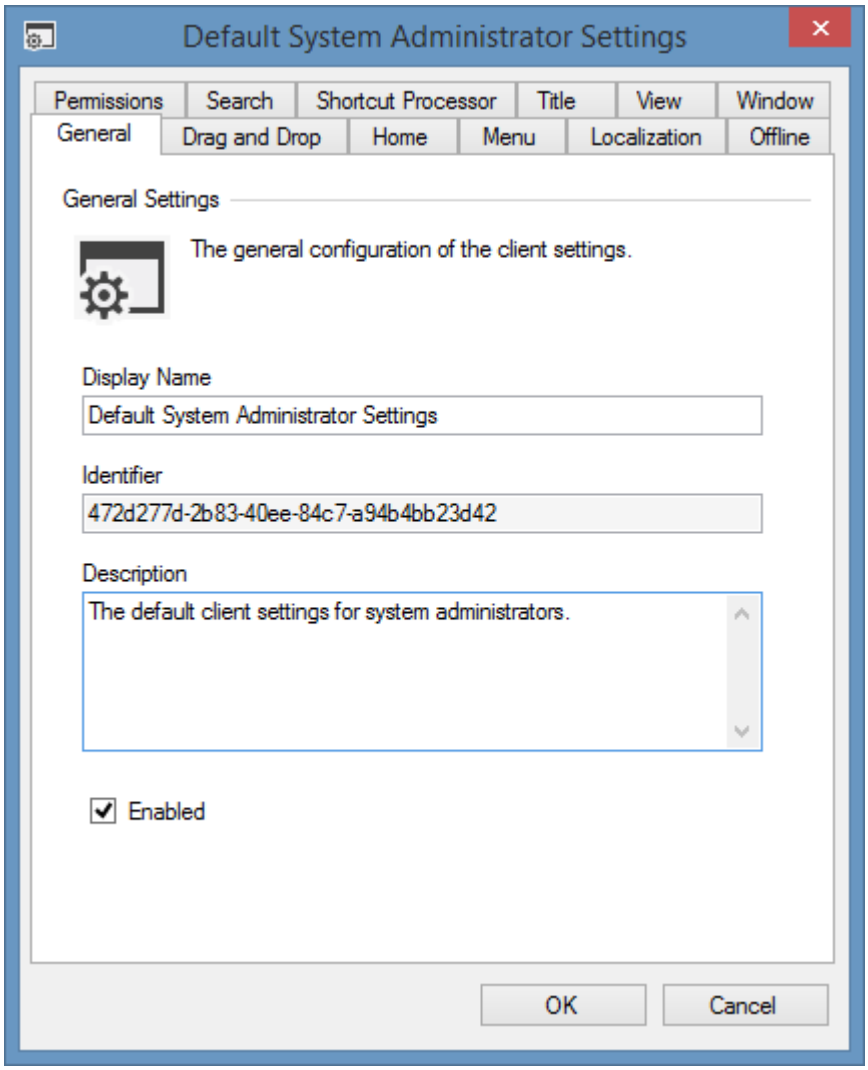
Move Down
Moves the currently selected client settings down the priority list.

Move to Bottom
Moves the currently selected client settings to the bottom of the priority list.

Properties
Displays the currently selected client settings.

Client Settings

The client settings provides the ability to configure a group of client machines based on the users accessing the client machine.



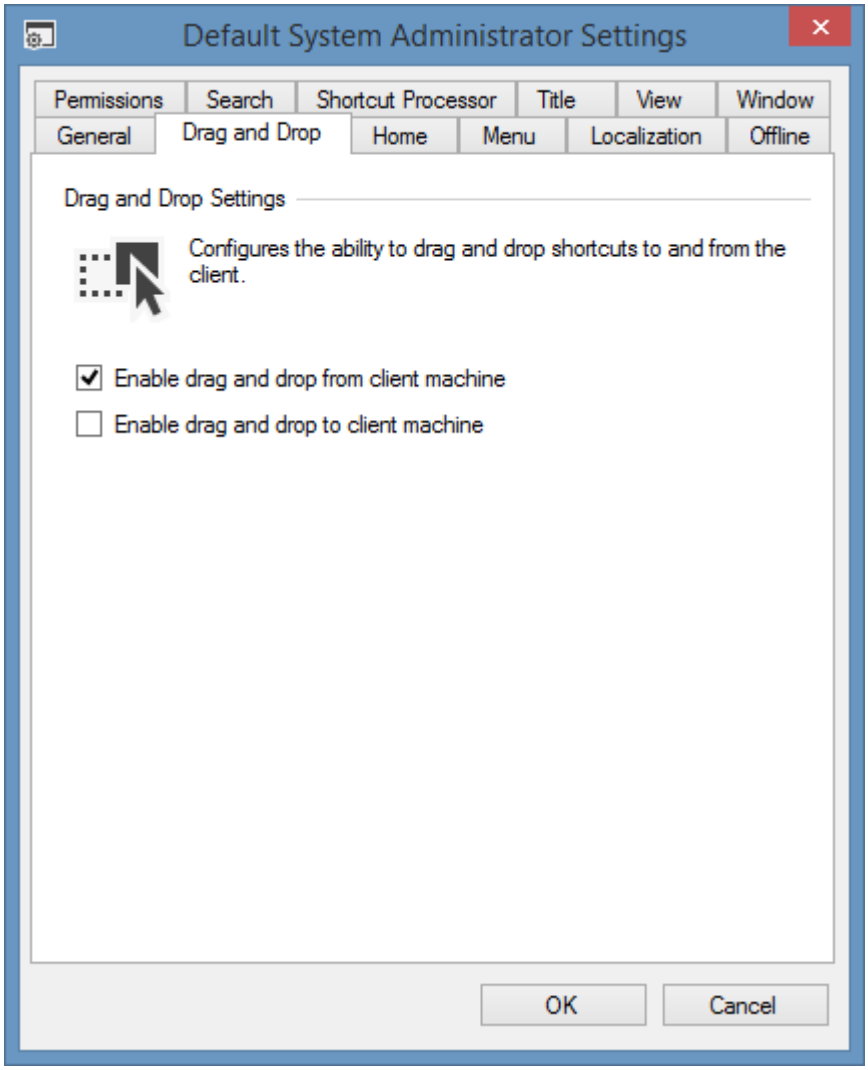
Display Name
The display name of the client settings.

Identifier
The unique identifier of the client settings.

Description
The description of the client settings.

Enabled
Determines whether the client settings are enabled.

Drag and Drop

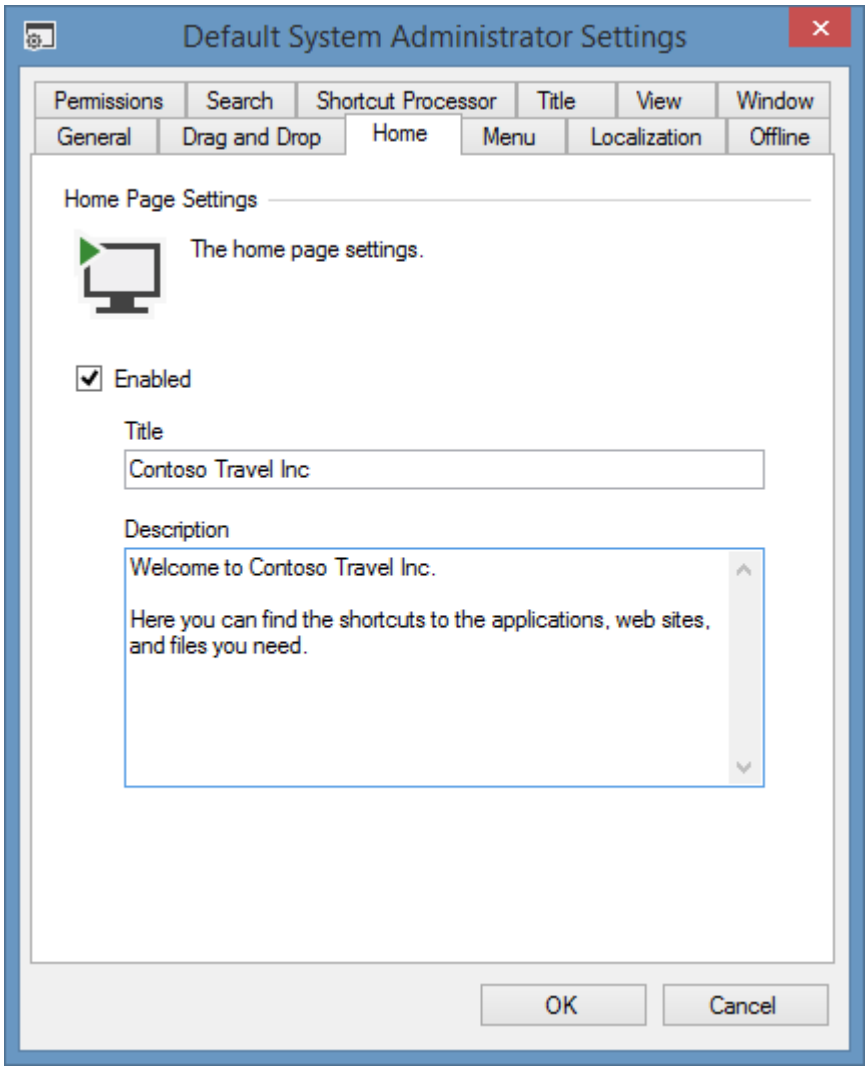


Enable drag and drop from client machine
Determines whether system administrators can import shortcuts by dragging items from the client machine to the XIA Links Client.

Enable drag and drop to client machine
Determines whether users can drag and drop shortcuts from the XIA Links Client to the client machine.

Home Page

The home page provides users with a simple start point for the XIA Links Client and a welcome message.



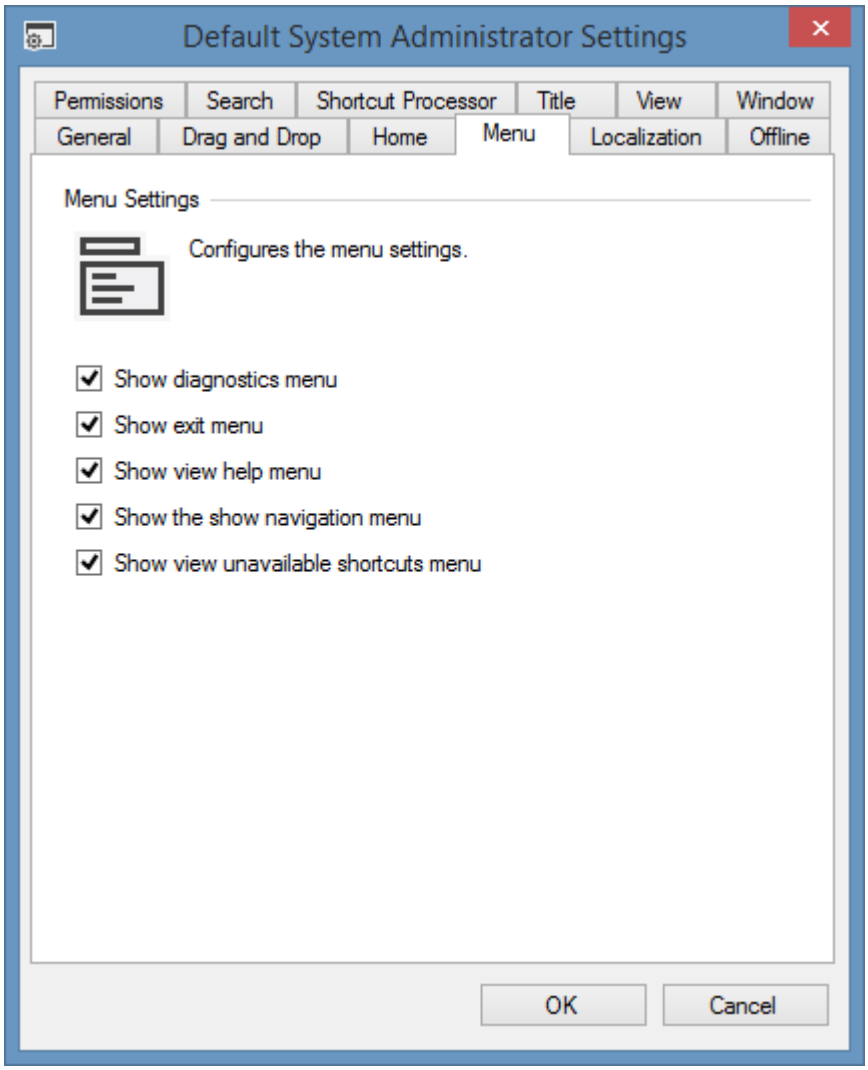
Enabled
Determines whether the home page is enabled.

Title
The title to display on the home page.

Description
The description to display on the home page.

Menu

The menu settings allow system administrators to determine what menus are enabled within the XIA Links Client.



Show diagnostics menu
Determines whether the diagnostics menu should be enabled.

Show exit menu
Determines whether the exit menu should be enabled. This setting can be used in conjunction with the *Show the close button* option in the window settings.

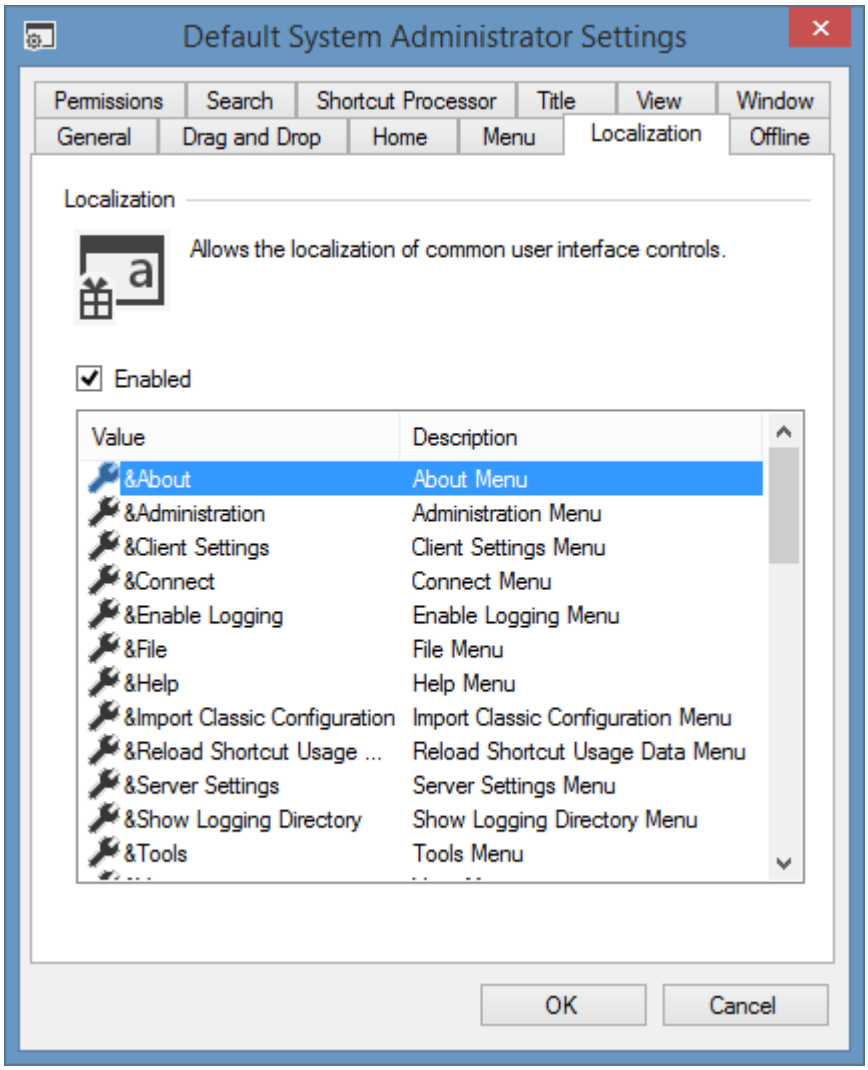
Show view help menu
Determines whether the view help menu should be enabled. This option also disables the ability to use the F1 key to display help.

Show the show navigation menu
Determines whether the show navigation menu should be enabled.

Show view unavailable shortcuts menu
Determines whether the show unavailable shortcuts menu should be enabled, which allows users to display shortcuts that are unavailable.

Localization

The localization settings allows users to specify custom text to display for common user interface items.

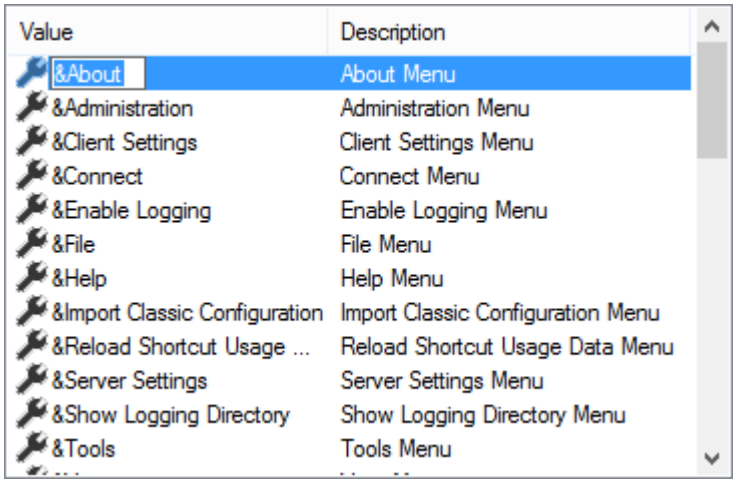


Enabled
Determines whether localization is enabled. When unchecked the default values are used.

Value
The text value to assign to the user interface.

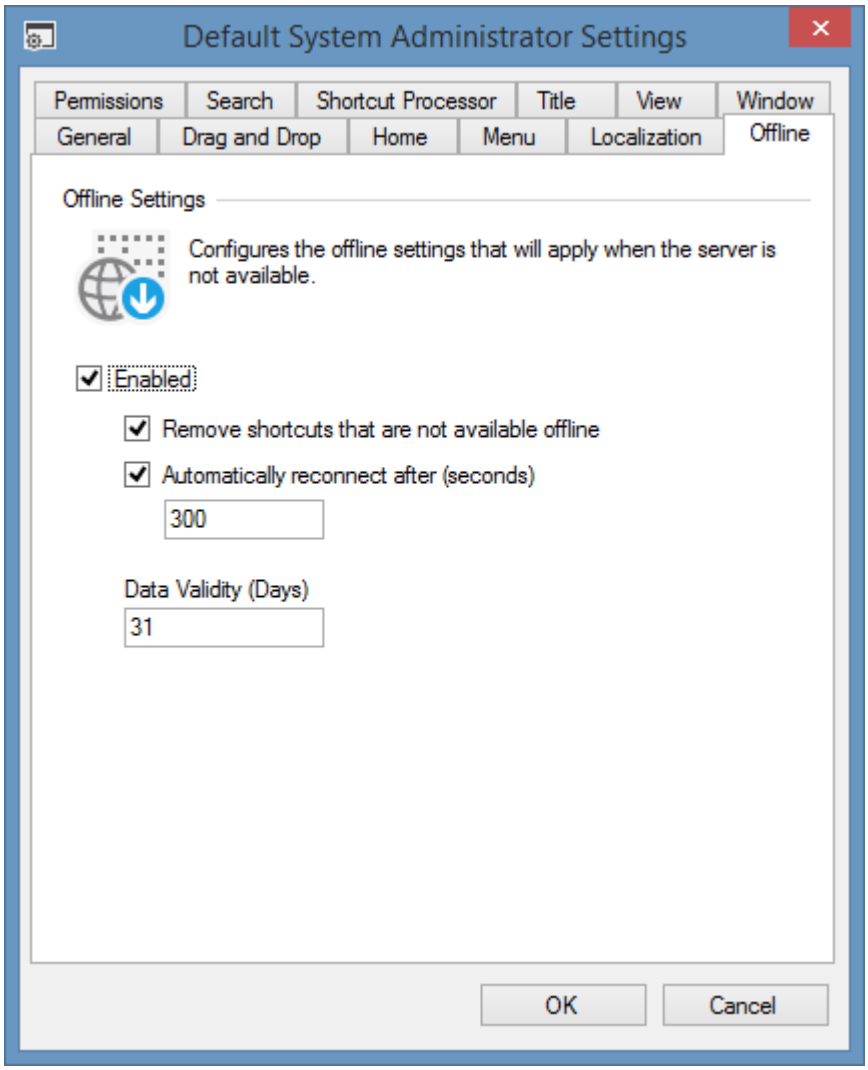
Description
The description of the user interface item to which the text is to be specified.

Double clicking an item allows a new value to be assigned. An ampersand & signifies the letter to underline and assign as a keyboard shortcut.


Value
Description
&About
About Menu
&Administration
Administration Menu
&Client Settings
Client Settings Menu
&Connect
Connect Menu
&Enable Logging
Enable Logging Menu
&File
File Menu
&Help
Help Menu
&Import Classic Configuration
Import Classic Configuration Menu
&Reload Shortcut Usage ...
Reload Shortcut Usage Data Menu
&Server Settings
Server Settings Menu
&Show Logging Directory
Show Logging Directory Menu
&Tools
Tools Menu

Offline

Offline mode allows users to use the XIA Links Client when the XIA Links Server connection is not available.



Enabled
Determines whether offline mode is enabled.

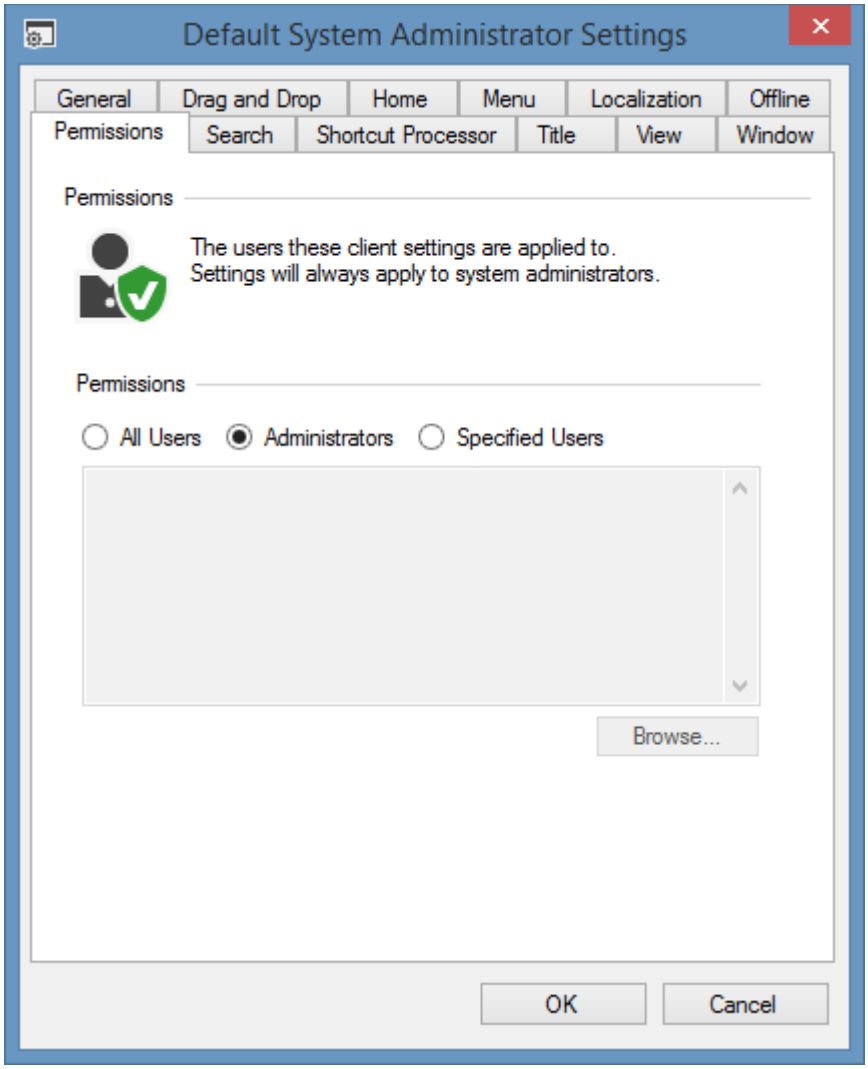
Remove shortcuts that are not available offline
Determines whether configuration information for shortcuts that are not available offline should be removed from the offline data.

Automatically reconnect after (seconds)
Determines whether the system should attempt to automatically reconnect to the server after the specified number of seconds. This setting only applies when the client is using *current credentials* for authentication.

Data Validity (Days)
Determines the maximum age of the offline data that can be successfully loaded by the XIA Links Client.

Permissions

The permissions determines which users and groups receive the client settings.



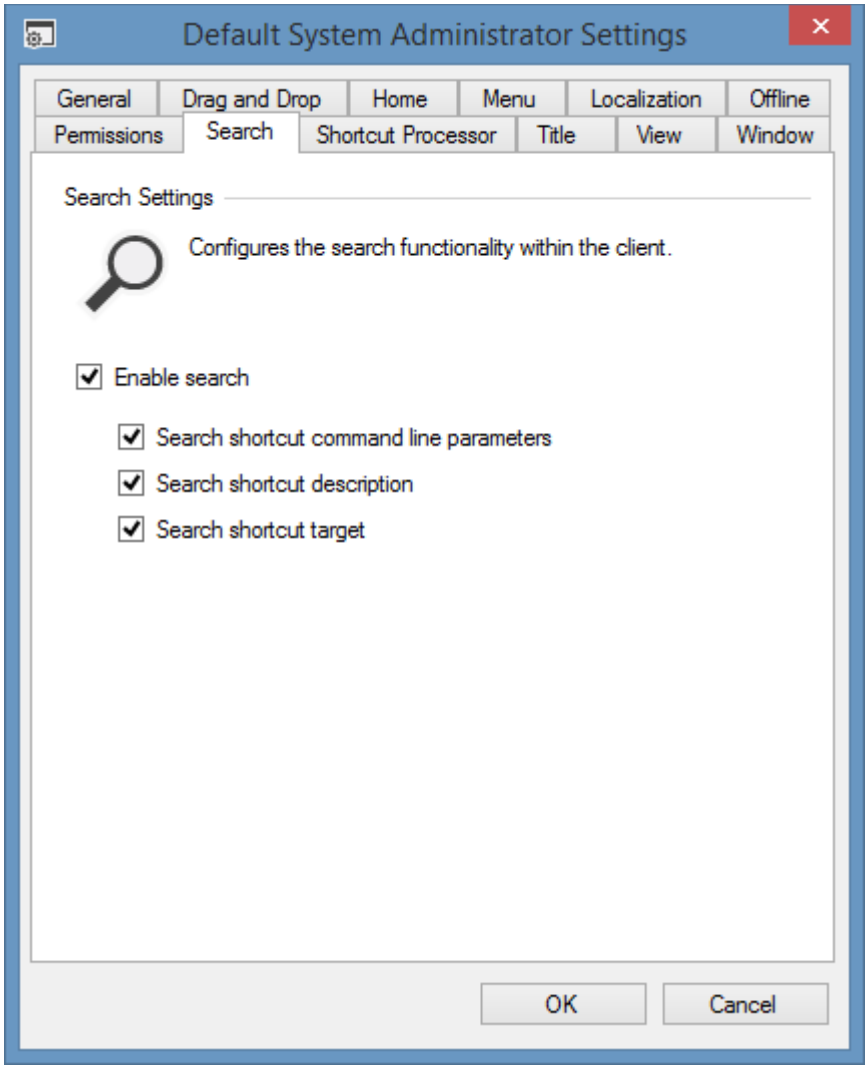
All Users
All users receive these client settings.

Administrators
Only system administrators receive these client settings.

Specified Users
Only system administrators and the specified users and groups receive these client settings.
Clicking browse displays the account browser.

Search

Search allows users to search for shortcuts in the XIA Links Client.



Enable search
Determines whether search functionality is enabled in the XIA Links Client. This automatically allows the user to search the shortcuts by their display name and unique identifier.

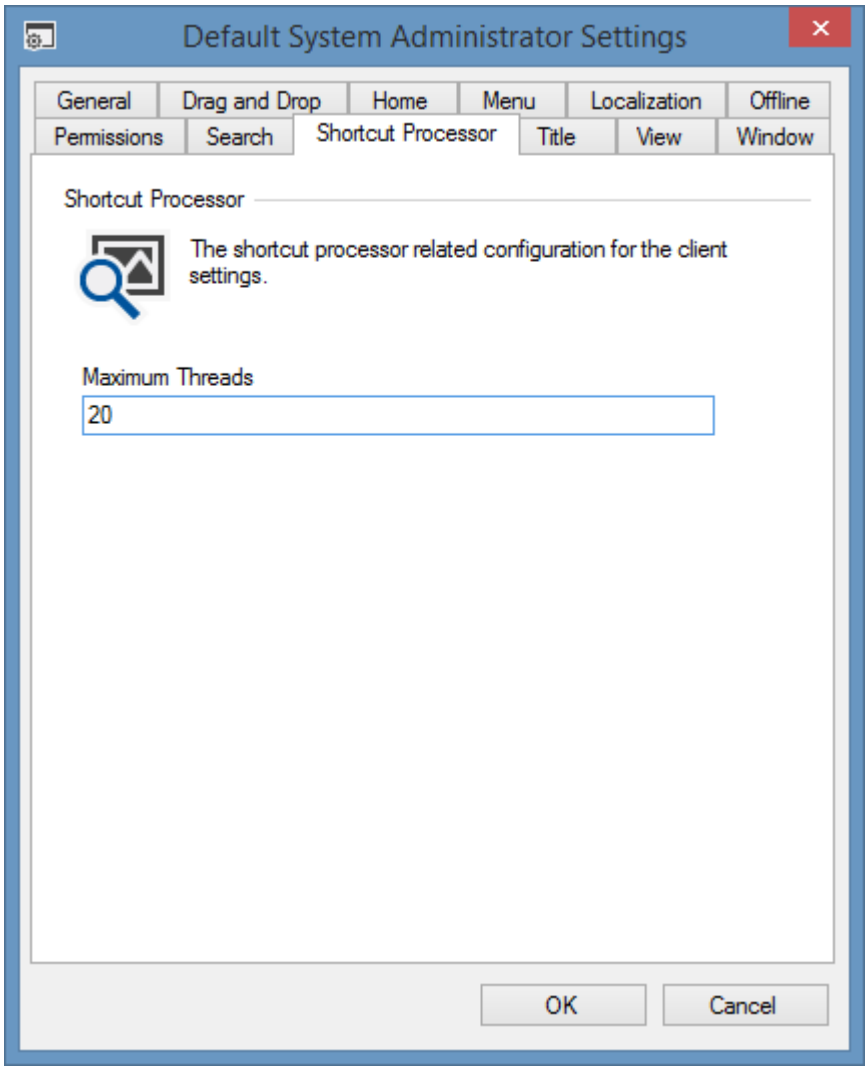
Search shortcut command line parameters
Determines whether the user can search the shortcut's command line parameters.

Search shortcut description
Determines whether the user can search the shortcut's description.

Search shortcut target
Determines whether the user can search the shortcuts target - for example the file path, directory path, or URL.

Shortcut Processor

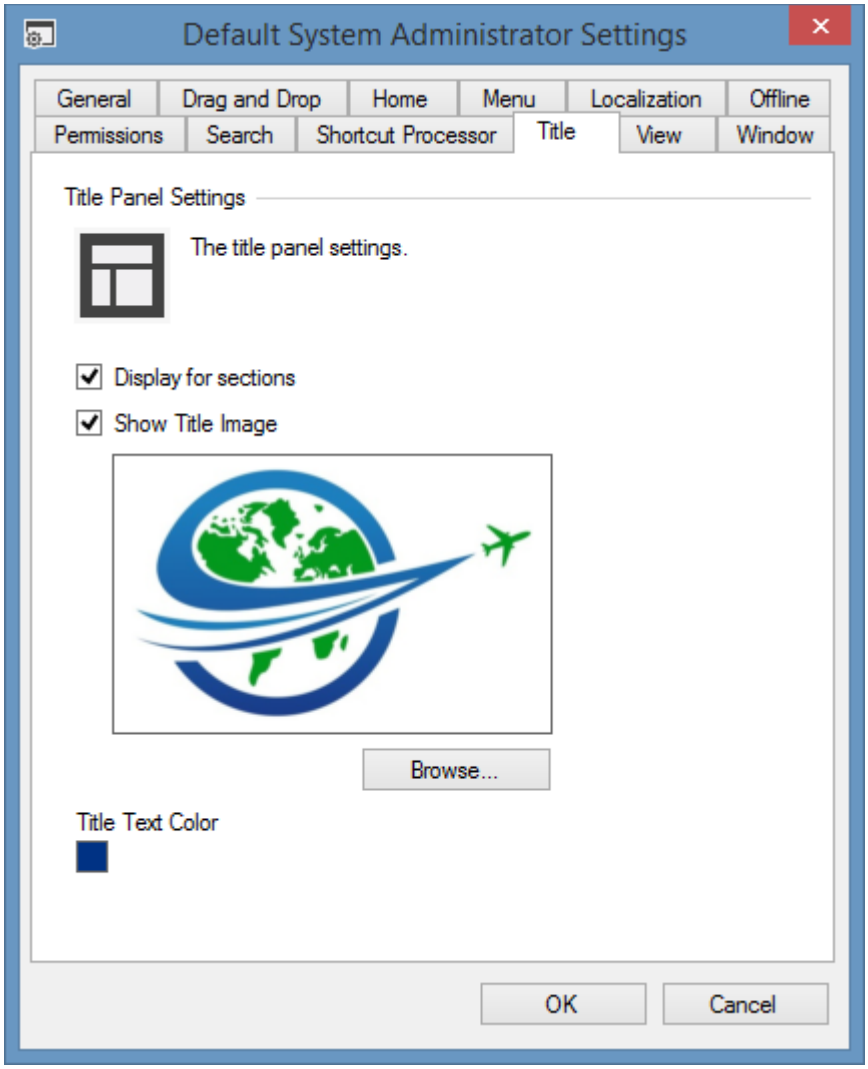
The shortcut processor performs the analysis of shortcuts and determines configuration such as the shortcut target, icon, and shortcut availability.



Maximum Threads
The maximum number of worker threads that the shortcut processor can use concurrently to analyse shortcuts.

Title

The title panel is displayed for sections and the home page.

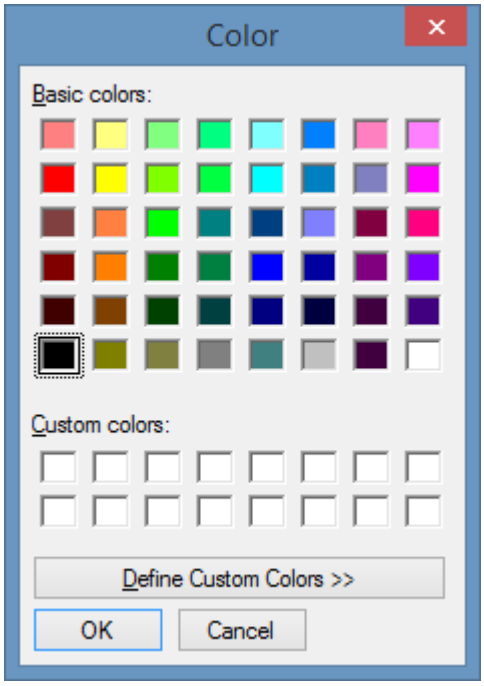


Display For Sections
Determines whether the title panel should be displayed when viewing sections. When unchecked the title panel is still displayed for the home page if enabled.

Show Title Image
Determines whether an image is displayed in the title panel.

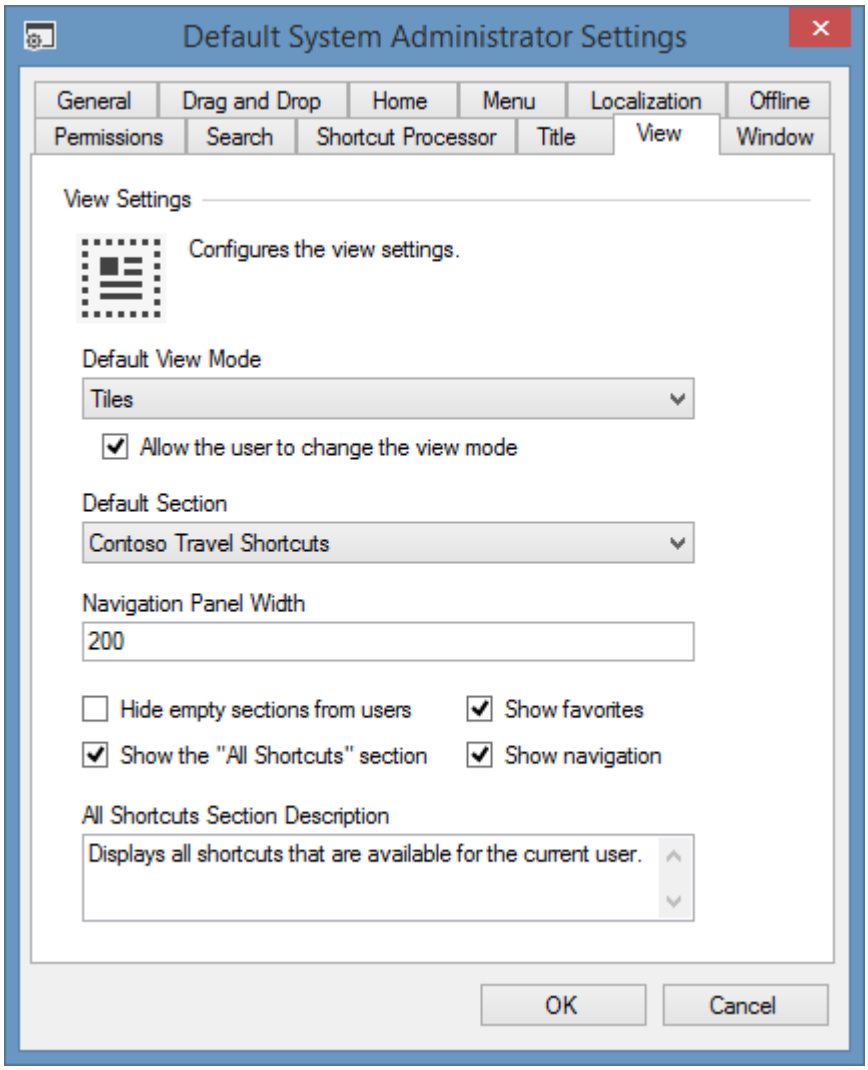
Browse
Allows the user to browse for an image file to display as the title image. The image file must be in JPEG, PNG, or BMP format.

Title Text Color
Displays a preview of the color that will be assigned to the title text. Clicking the color preview allows the user to select the color of the title text.


Color
Basic colors:
Custom colors:
Define Custom Colors >>
OK
Cancel

View

The view setting allows system administrators to assign view related configuration settings to the XIA Links Client.



Default View Mode
Determines the default view mode.

Allow the user to change the view mode
Determines whether the user is allowed to change the view mode.

Default Section
Determines which section should be displayed when the XIA Links Client is opened. This can be any user defined section or the built in all shortcuts section, or the home page.

Navigation Panel Width
Determines the width of the navigation panel at start-up.

Hide empty sections from the user
Determines whether empty sections should be hidden from the user within the navigation panel. This setting does not apply to system administrators.

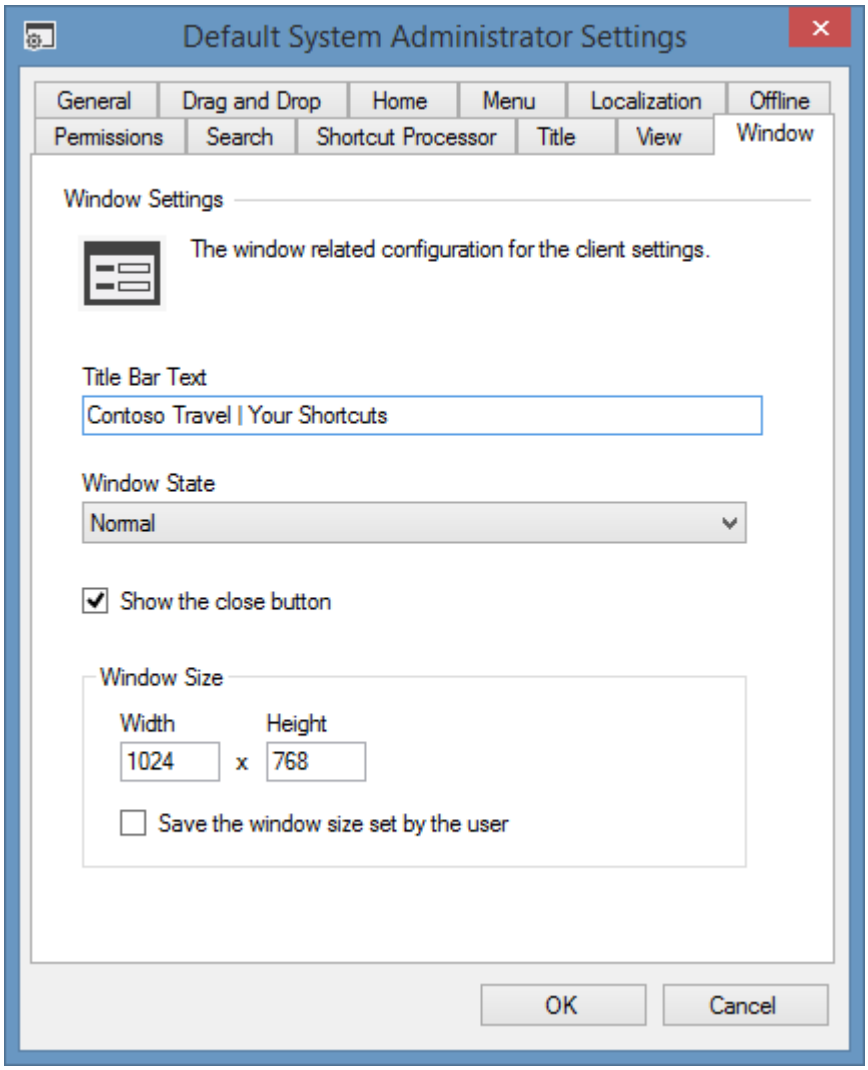
Show Favorites
Determines whether favorites are displayed to the user.

Show Navigation
Determines whether the navigation panel is displayed to the user at start-up.
The visibility of the navigation panel can be toggled by the user if enabled in the menu settings.

All Shortcuts Section Description
The description to display for the built-in all shortcuts section if enabled.

Window

The window setting allows system administrators to assign window related configuration settings to the XIA Links Client.



Title Bar Text
The text to display in the title bar of the window.
This may include the %AccountName% variable which will display the name of connected user, or not connected if offline.

Window State
Determines the state of the window when the XIA Links Client is opened. This can be normal, minimized, or maximized.

Show the close button
Determines whether the close button should be displayed. This can be used in conjunction with the *show exit menu* option in the menu settings.

Window Size
The default size of the window when the XIA Links Client is opened in pixels.

Save the window size set by the user

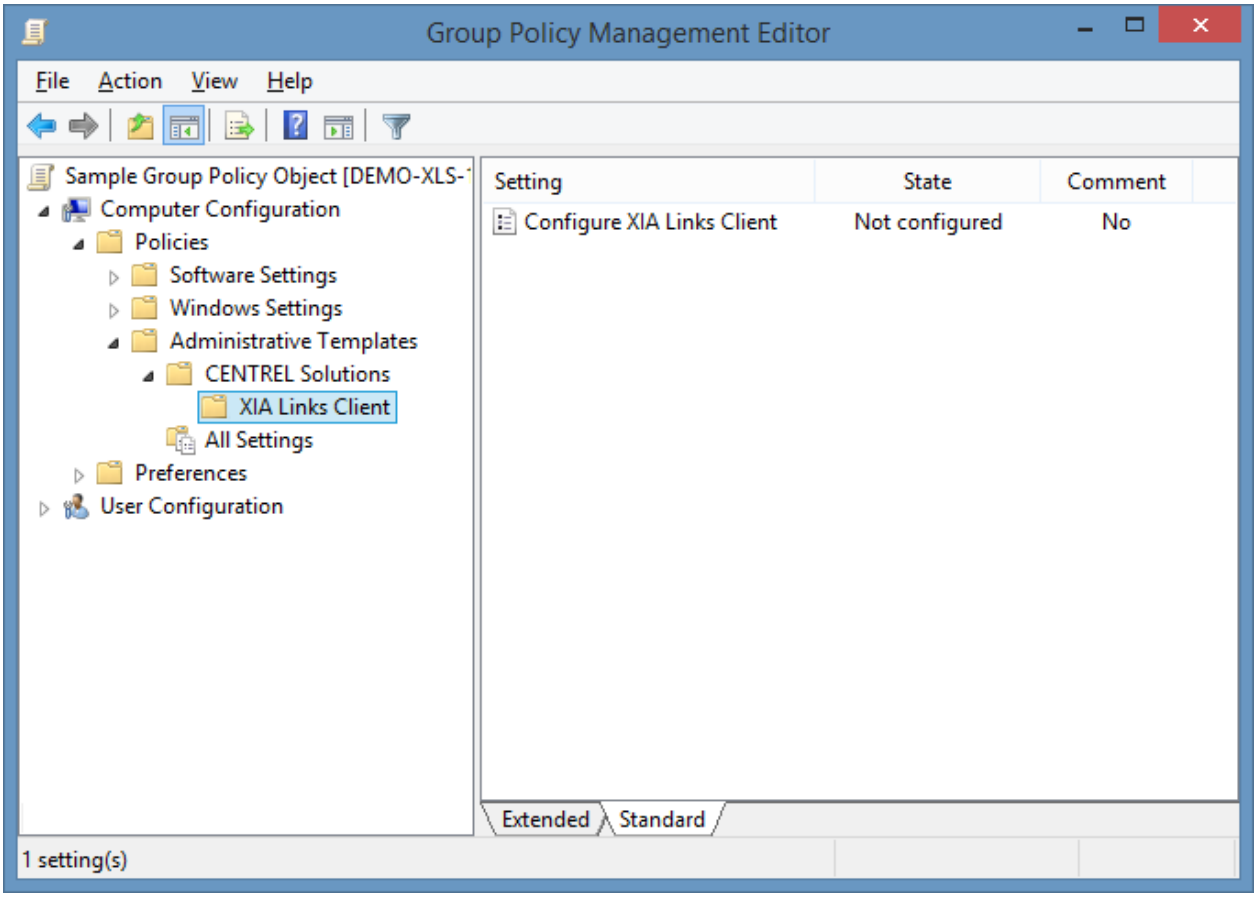
Determines whether the size of the window set by the user should be saved to the user registry settings when the user closes the XIA Links Client application.

Group Policy

The client can be easily configured using Microsoft Group Policy and the provided Administrative Template ADMX file.

NOTE: For more information on Active Directory and Group Policy best practices please refer to the Microsoft documentation for your version of Windows.

- Firstly access the Group Policy template files, these include the ADMX, and ADML files.
- The files can be installed into the Central Store for Group Policy Administrative Templates.
- The settings can be found within the Computer Configuration > Policies > Administrative Templates > CENTREL Solutions > XIA Links Client.



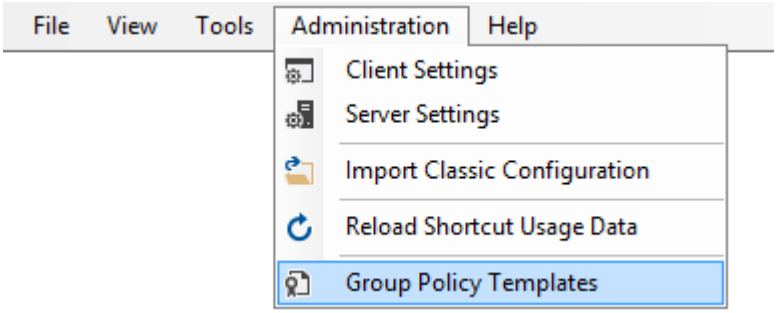
- The Group Policy settings can be configured as required.

Group Policy Template Files

The Group Policy Administrative Template can be found in the following locations

- In the server installation directory, by default C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Server\App_Data\Group Policy

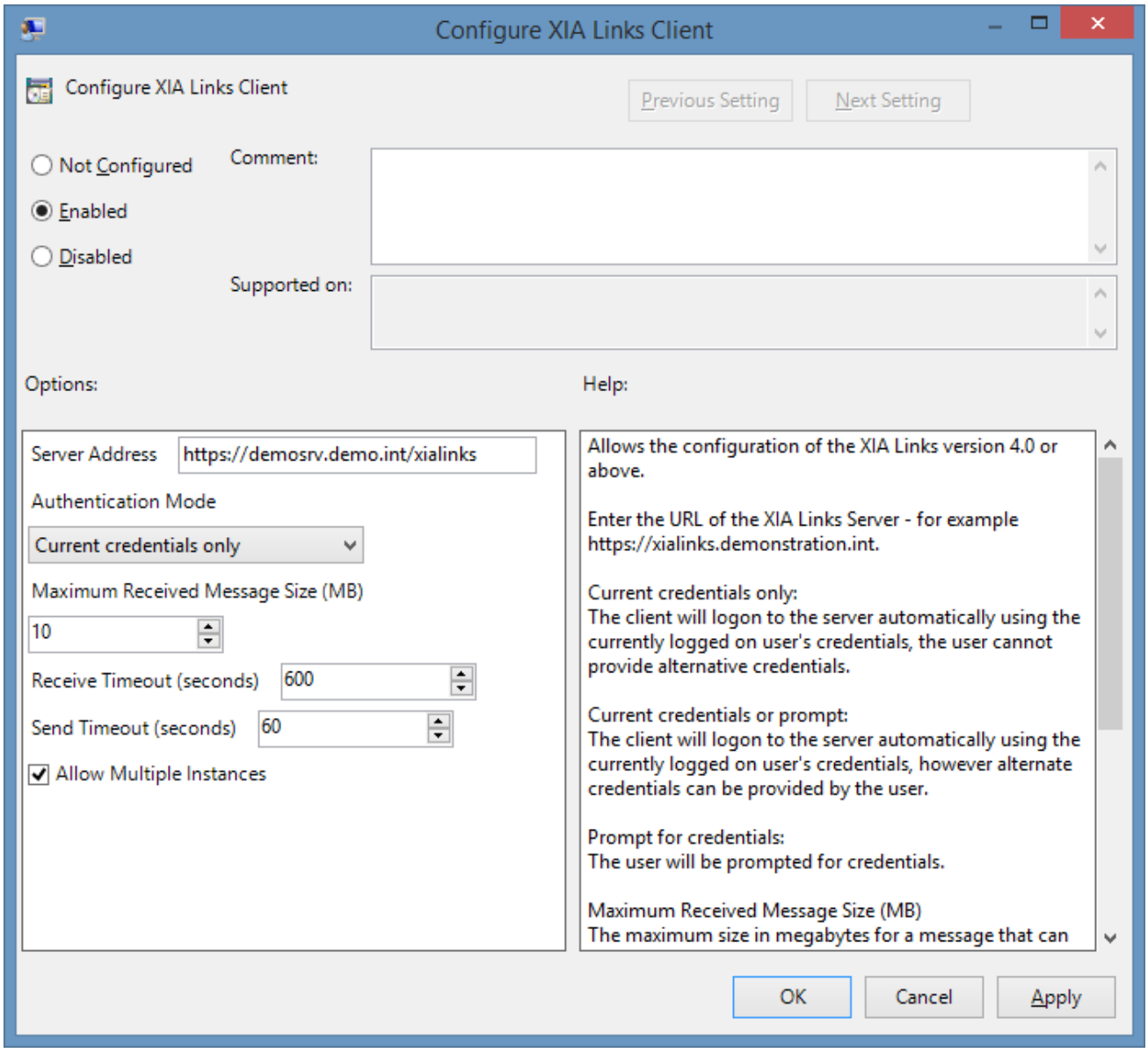
- Within the client from the administration menu.



- Within the client installation directory, by default C:\Program Files\CENTREL Solutions\XIA Links\XIA Links Client\Group Policy Templates

Group Policy Settings

The Group Policy settings allows for the configuration of the client to allow it to connect to the server.



Server Address
Enter the URL of the server - for example https://demosrv.demo.int/xialinks.

Authentication Mode
Determines the authentication mode to use, which can be one of the following values

Current credentials only
The client will logon to the server automatically using the currently logged on user's credentials, the user cannot provide alternative credentials.

Current credentials or prompt
The client will logon to the server automatically using the currently logged on user's credentials, however alternate credentials can be provided by the user.

Prompt for credentials
The user will be prompted for credentials to connect to the server.

Maximum Received Message Size (MB)
The maximum size in megabytes for a message that can be received.

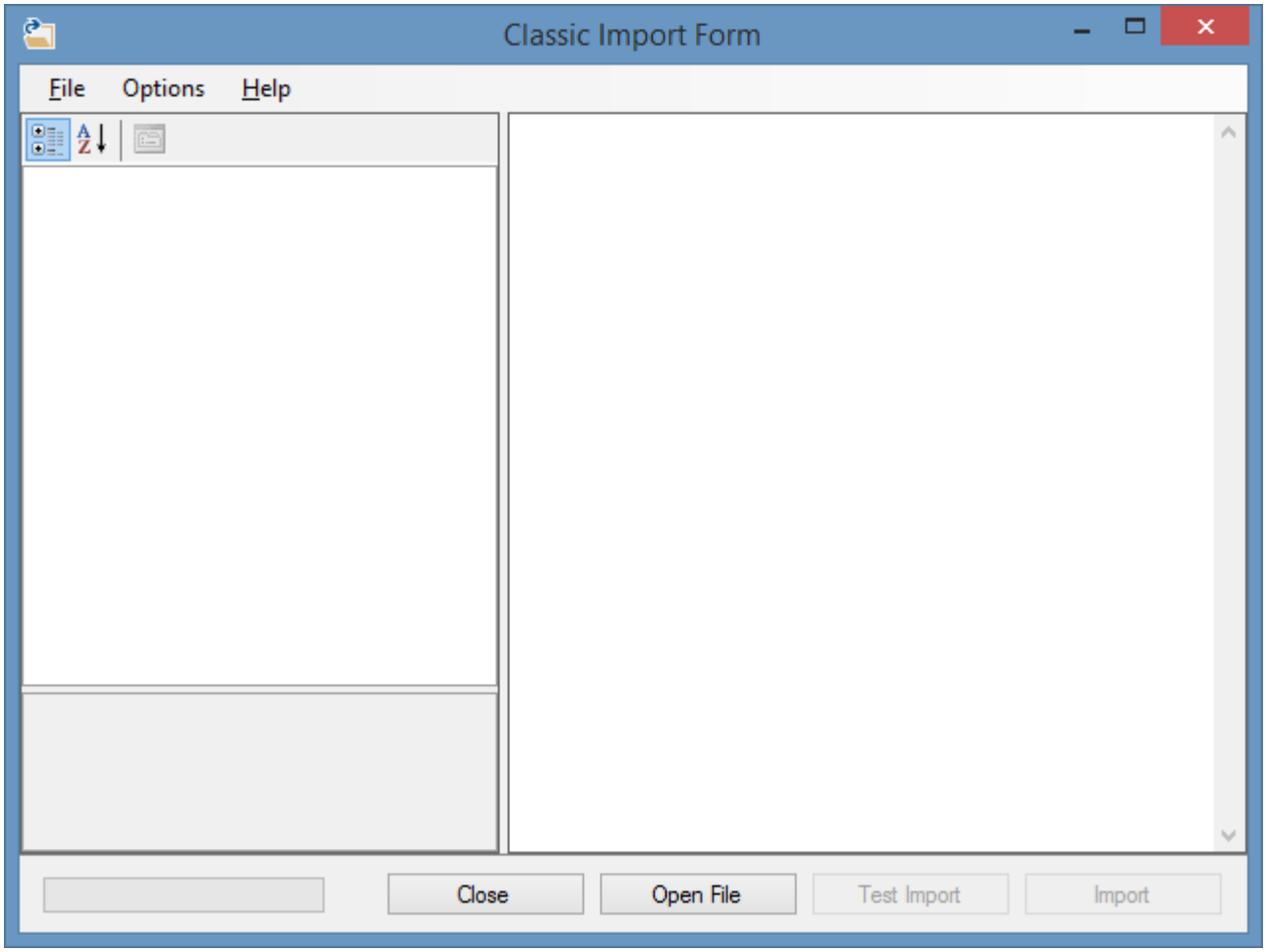
Receive Timeout (seconds)
The timeout in seconds that the system will wait to receive data.

Send Timeout (seconds)
The timeout in seconds that the system will wait to send data.

Allow Multiple Instances
Determines whether multiple instances of the client can be started concurrently.

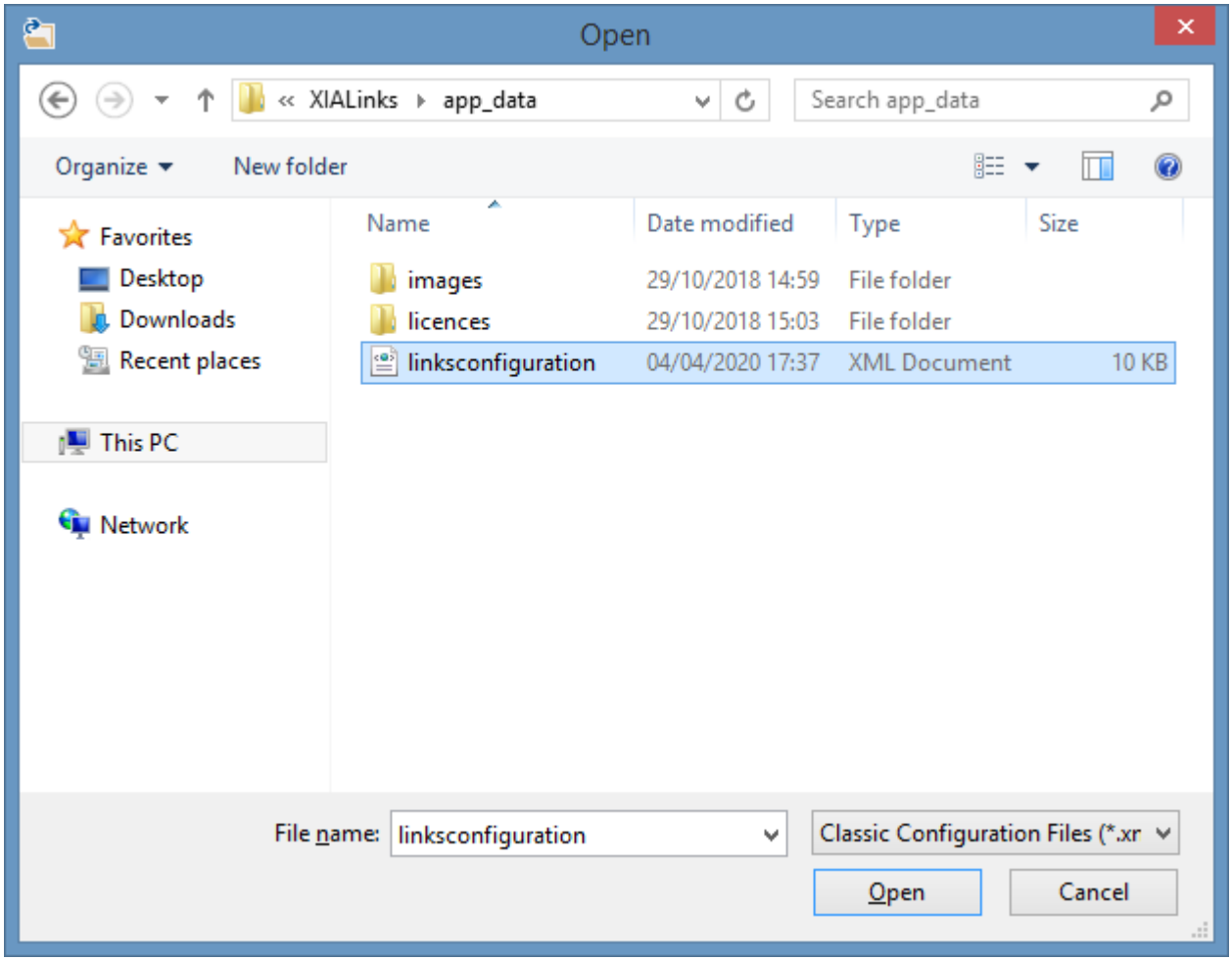
Import Classic Configuration

System administrators can use the import classic configuration screen to import data from classic versions of XIA Links Server (versions prior to version 4.0), and can be found on the administration menu.

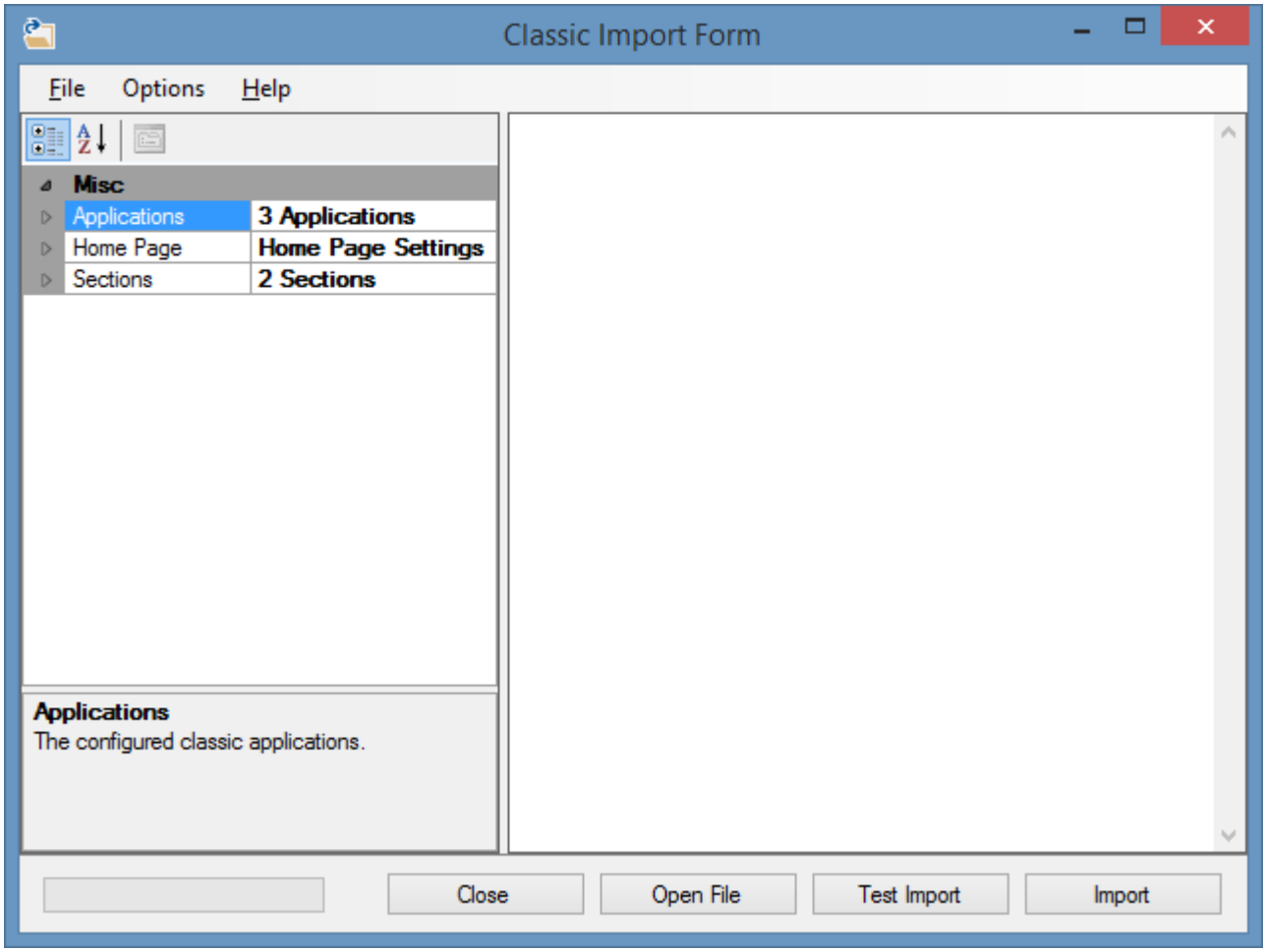


NOTE: Ensure that you have a full system backup before attempting to use the import classic configuration screen.

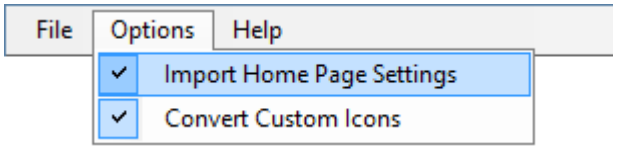
To import the configuration click the *Open File* button, and browse to the classic configuration file which is by default found C:\inetpub\wwwroot\XIALinks\app_data\linksconfiguration.xml



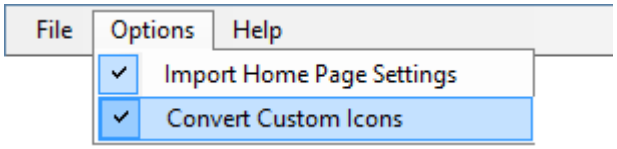
The detected shortcuts and sections can be found in the property grid.



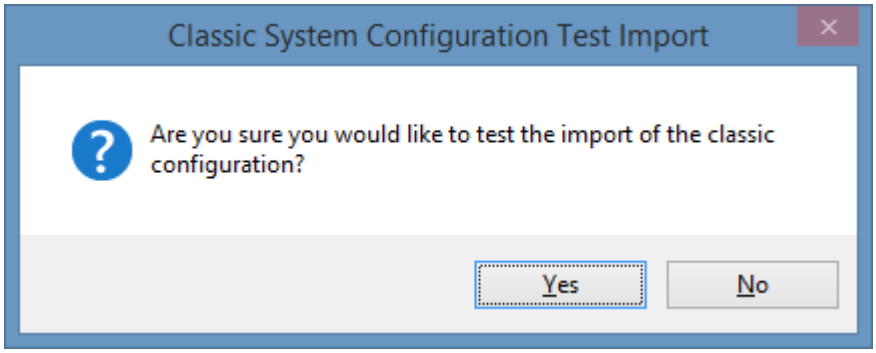
Determine whether the home page settings should be imported.



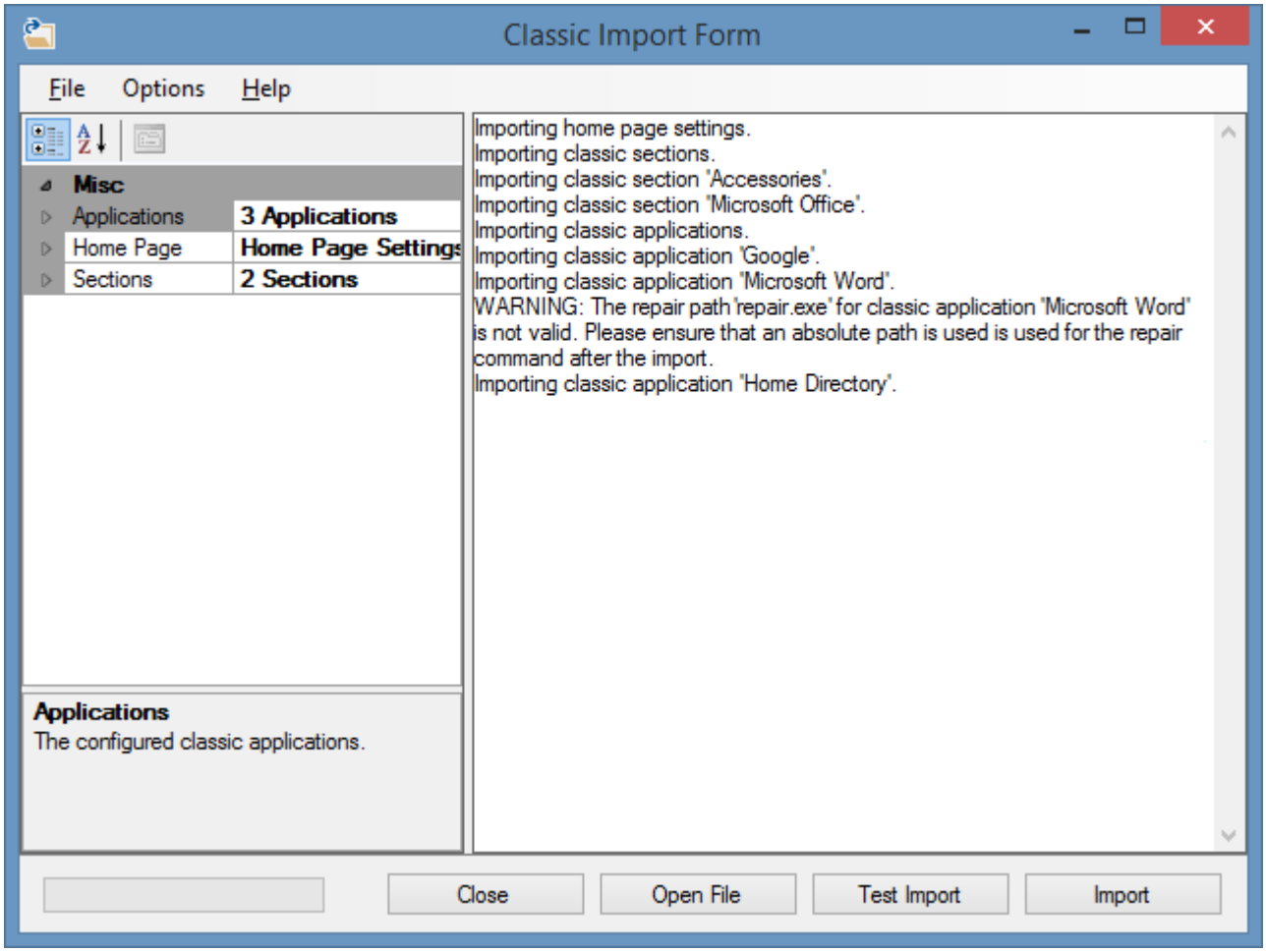
Determine whether to convert any specific icon to custom icons, or whether to retain them as unmanaged icon files.



Clicking the *Test Import* button will perform a test import.

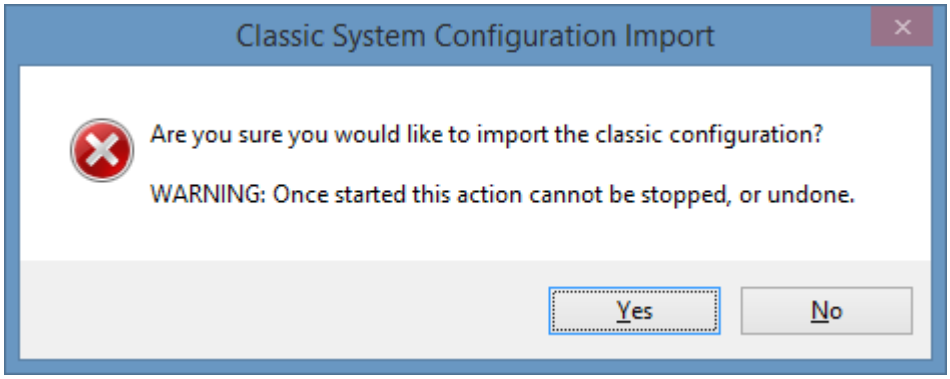


Any potential issues will be highlighted with warnings and can be corrected within the user interface of the classic version of XIA Links.



Once any issues are corrected, **reopen** the configuration file, and run the test import again.

Once the issues are confirmed as being resolved click the *Import* button.



Once complete click the *Close* button, the shortcut processor will automatically update all of the shortcuts.

Offline Mode

Offline mode allows users to use the XIA Links Client when the XIA Links Server connection is not available by storing the required configuration files in the offline mode storage.

System administrators can configure offline mode in the offline tab of the client settings.

Status
The online / offline status can be determined by viewing the status strip of the user interface.

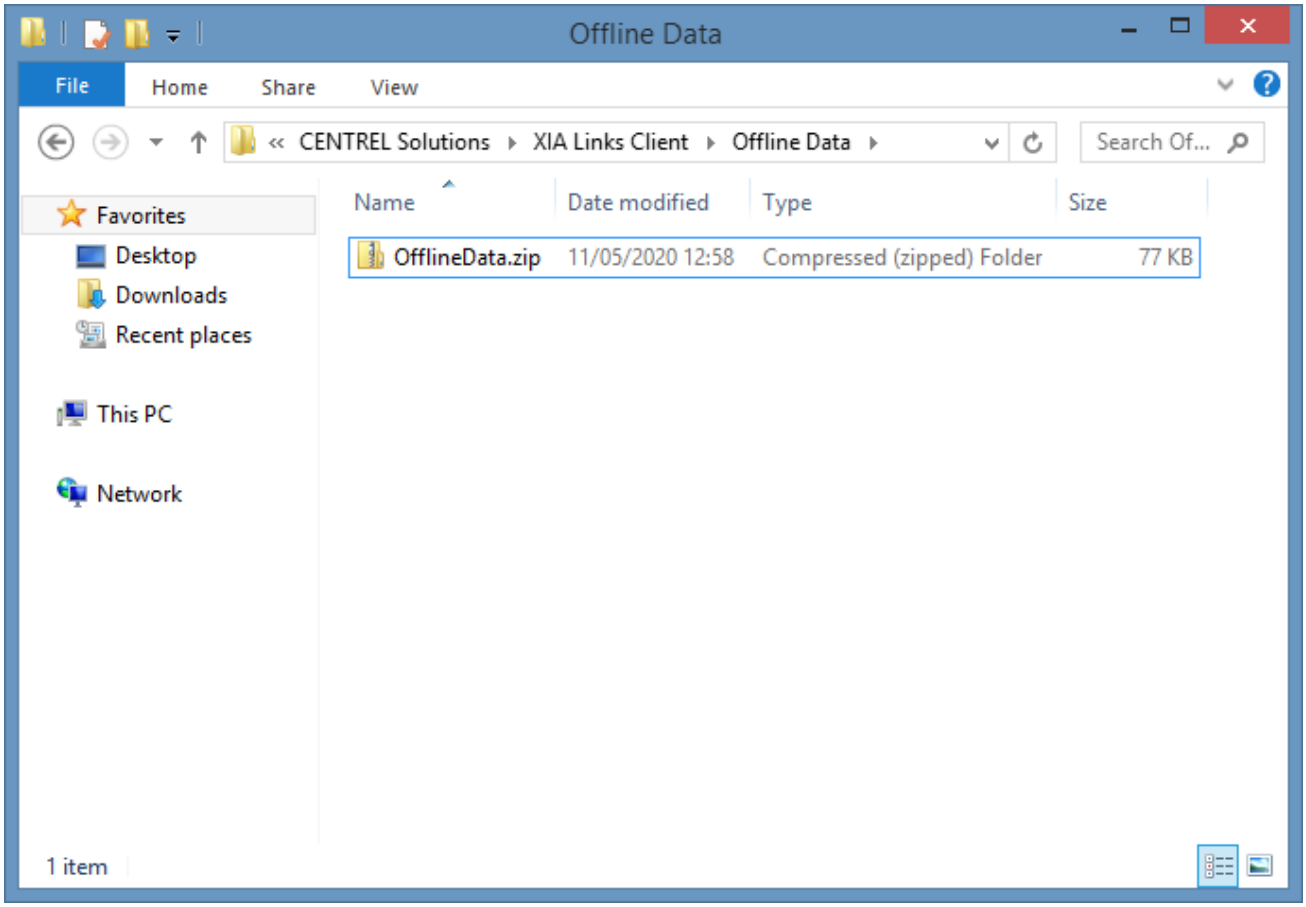
Reconnecting
The XIA Links Client can reconnect to the XIA Links Server using one of the following methods

- Automatically if configured in the offline tab of the client settings.
- Clicking the refresh command in the view menu or pressing the F5 key.
- Connecting using the connect command in the file menu if enabled.

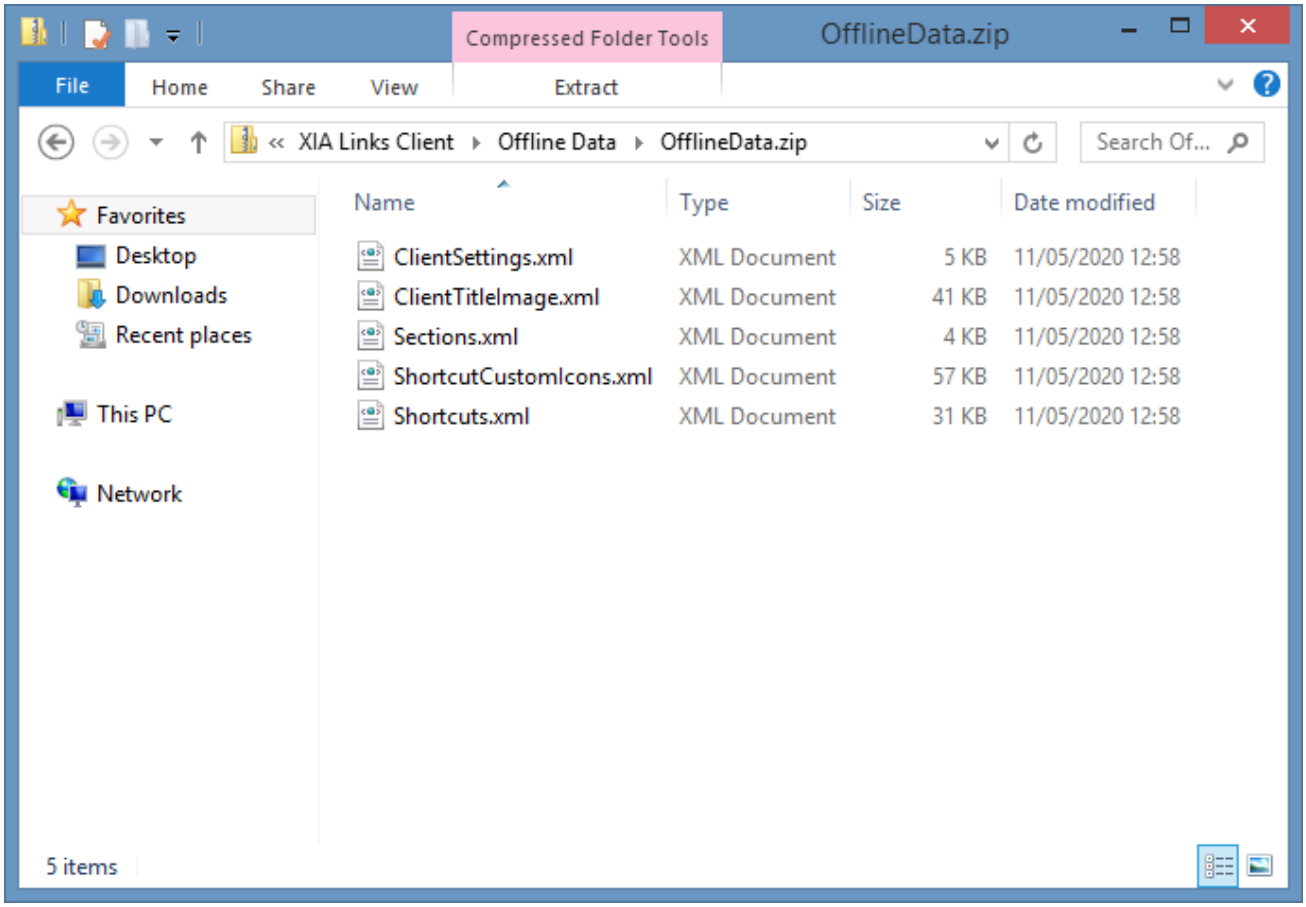
Offline Mode Storage

The offline mode data is stored in the following location on the machine running the client

%AppData%\CENTREL Solutions\XIA Links Client\Offline Data\OfflineData.zip



The ZIP file contains the following files in XML format which are digitally signed to prevent them from being modified.


Compressed Folder Tools
OfflineData.zip
File
Home
Share
View
Extract
« XIA Links Client ▸ Offline Data ▸ OfflineData.zip
Search Of...
Favorites
Desktop
Downloads
Recent places
This PC
Network
Name
Type
Size
Date modified
ClientSettings.xml XML Document 5 KB 11/05/2020 12:58
ClientTitleImage.xml XML Document 41 KB 11/05/2020 12:58
Sections.xml XML Document 4 KB 11/05/2020 12:58
ShortcutCustomIcons.xml XML Document 57 KB 11/05/2020 12:58
Shortcuts.xml XML Document 31 KB 11/05/2020 12:58
5 items

Registry Settings

WARNING: Information in this section is provided for reference only. Direct modification of these or other settings may make your system unusable.
The recommended method of configuration for the XIA Links Client is the use of the Group Policy administrative templates provided with the product.

User Registry Settings

WARNING: Information in this section is provided for reference only. Direct modification of these or other settings may make your system unusable.
The recommended method of configuration for the XIA Links Client is the use of the Group Policy administrative templates provided with the product.

The user registry settings stores user related settings.
HKEY_CURRENT_USER\Software\CENTREL Solutions\XIA Links\XIA Links Client

AuthenticationMode
REG_DWORD
CurrentCredentials = 0
CurrentCredentialsOptional = 1
Prompt = 2

Domain
REG_SZ
The name of the Active Directory domain last used for the connection.
This setting only applies when using custom credentials on the connection form.

EnableTrace
REG_DWORD
Enables the diagnostics trace on startup.
Disabled = 0
Enabled = 1 or greater

MaxMessageSize
REG_DWORD
The maximum size in megabytes for a message that can be received.

ReceiveTimeout
REG_DWORD
The timeout in seconds that the system will wait to receive data.

SendTimeout
REG_DWORD
The timeout in seconds that the system will wait to send data.

Url
REG_SZ
The URL to use for the connection.

Username
REG_SZ
The username last used for the connection.
This setting only applies when using custom credentials on the connection form.

Group Policy Registry Settings

WARNING: Information in this section is provided for reference only. Direct modification of these or other settings may make your system unusable.
The recommended method of configuration for the XIA Links Client is the use of the Group Policy administrative templates provided with the product.

The group policy settings stores machine level settings.
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\CENTREL Solutions\XIA Links\XIA Links Client

AllowMultipleInstances
REG_DWORD
Determines whether the user can start multiple instances of the XIA Links Client.
True = 1
False = 0

AuthenticationMode
REG_DWORD
CurrentCredentials = 0
CurrentCredentialsOptional = 1
Prompt = 2

MaxMessageSize
REG_DWORD
The maximum size in megabytes for a message that can be received.

ReceiveTimeout
REG_DWORD
The timeout in seconds that the system will wait to receive data.

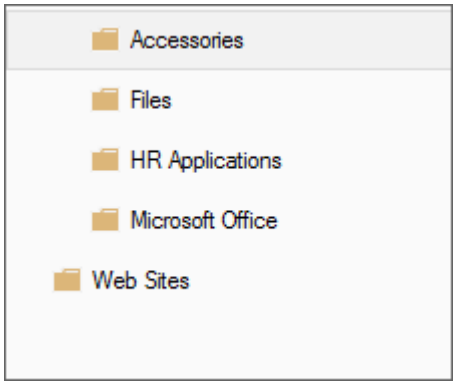
SendTimeout
REG_DWORD
The timeout in seconds that the system will wait to send data.

Url
REG_SZ
The URL to use for the connection.

Sections

Sections are used to group shortcuts together, and can contain child sections.

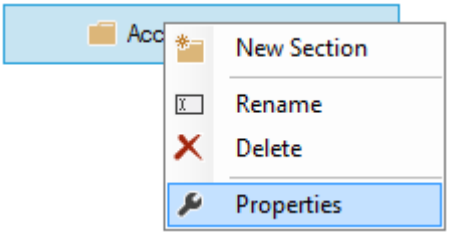
Sections are displayed in the navigation.



Right clicking a section displays the sections context menu.

Context Menu

The sections context menu is displayed when right clicking a section.



New Section
Displays the section settings for a new section.

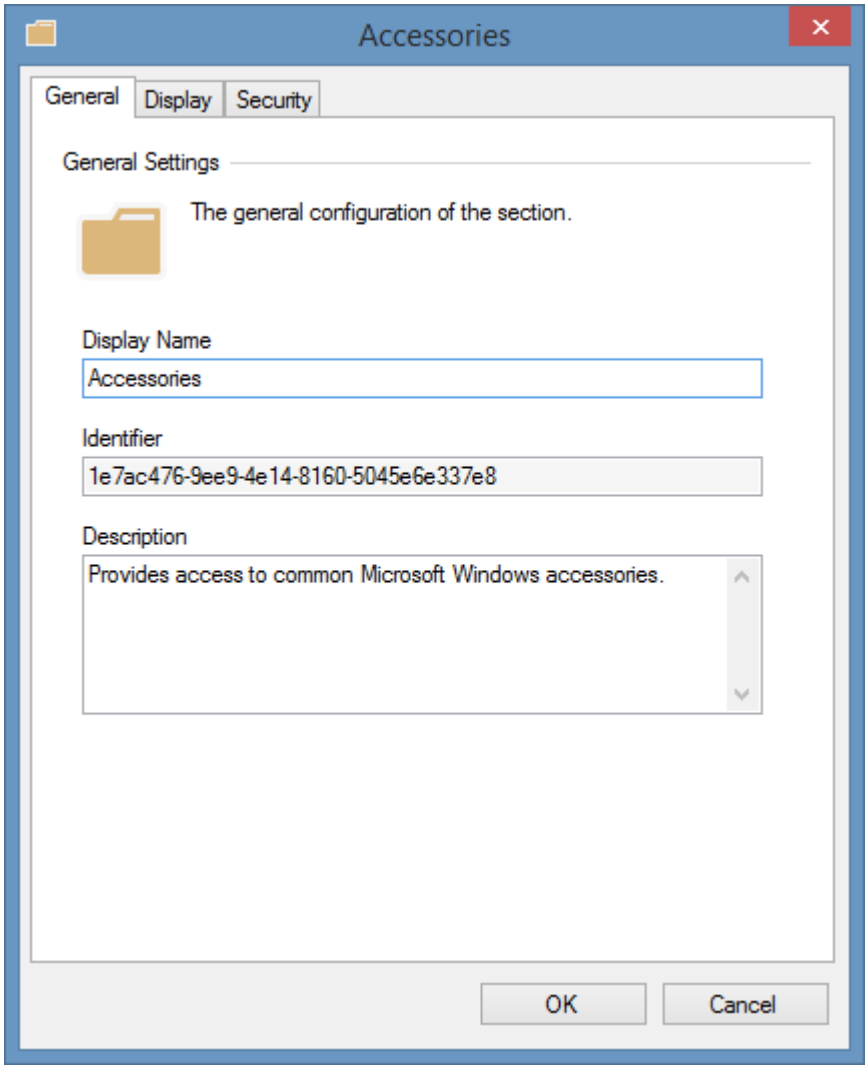
Rename
Allows the currently selected section to be renamed.

Delete
Deletes the currently selected section.

Properties
Displays the section settings of the currently selected section, or the default shortcut permissions if no section is currently selected.

Section Settings

The general settings of a section.



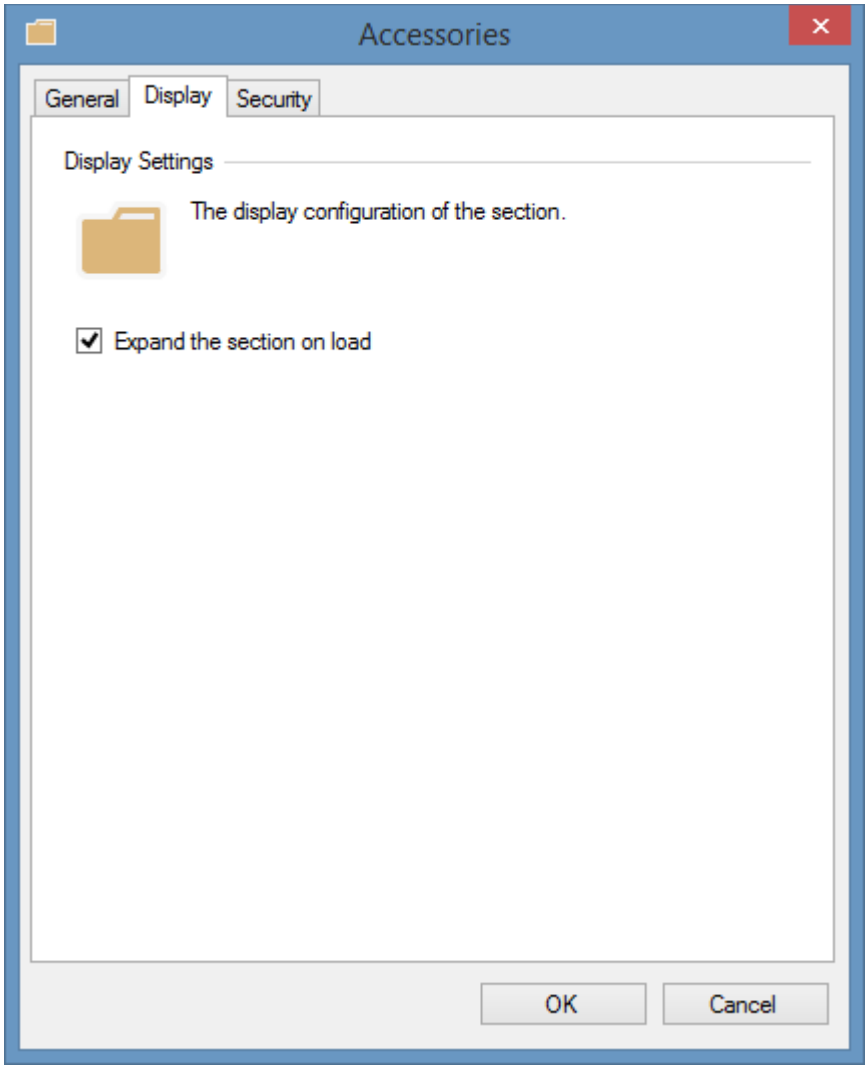
Display Name
The display name of the section.

Identifier
The unique identifier of the section in GUID format.

Description
The description of the section that is displayed in the title panel if enabled.

Display

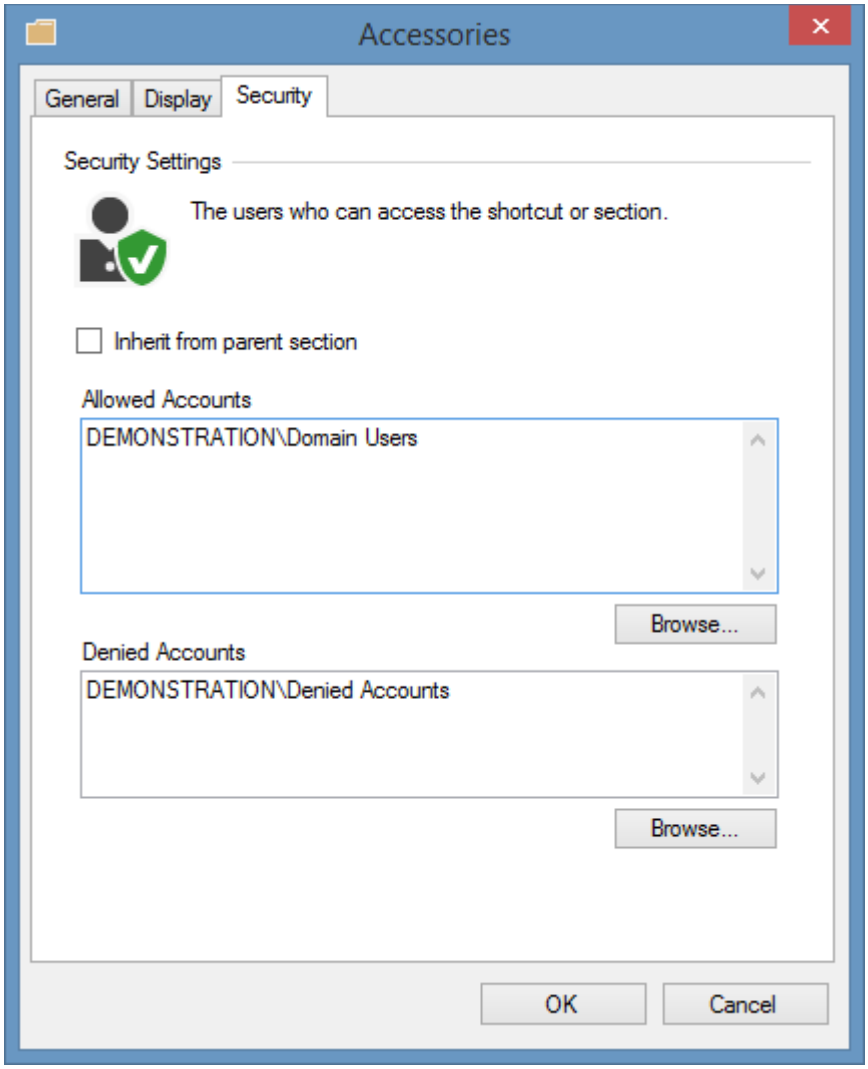
The display settings of the section.



Expand the section on load
Determines whether the section is expanded in the navigation when the XIA Links Client is opened.

Security

The security settings of the section.



Inherit from parent section
Determines whether the security should be inherited from the parent section, or if the section does not have a parent section the default shortcut permissions.

Allowed Accounts
The user or group accounts* that have permissions to access this section.
Clicking browse displays the account browser.

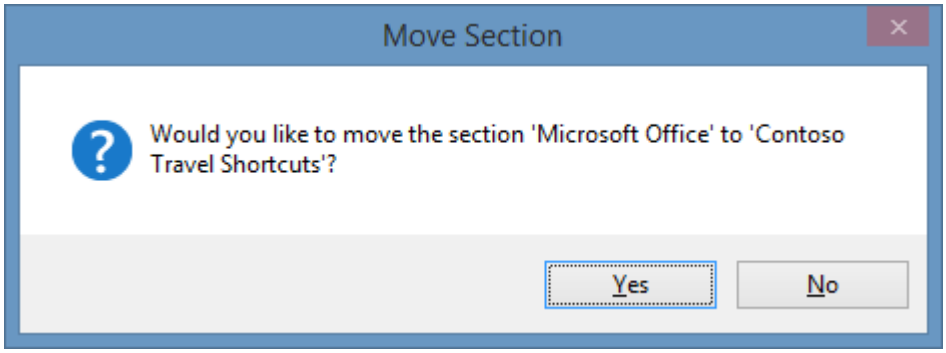
Denied Accounts
The user or group accounts that are denied permissions to access this section. Deny permissions override allow permissions.
Clicking browse displays the account browser.

* System administrators are automatically given permissions.

Moving Sections

System administrators can drag and drop sections to other sections or to the root section.

The following confirmation will be displayed.

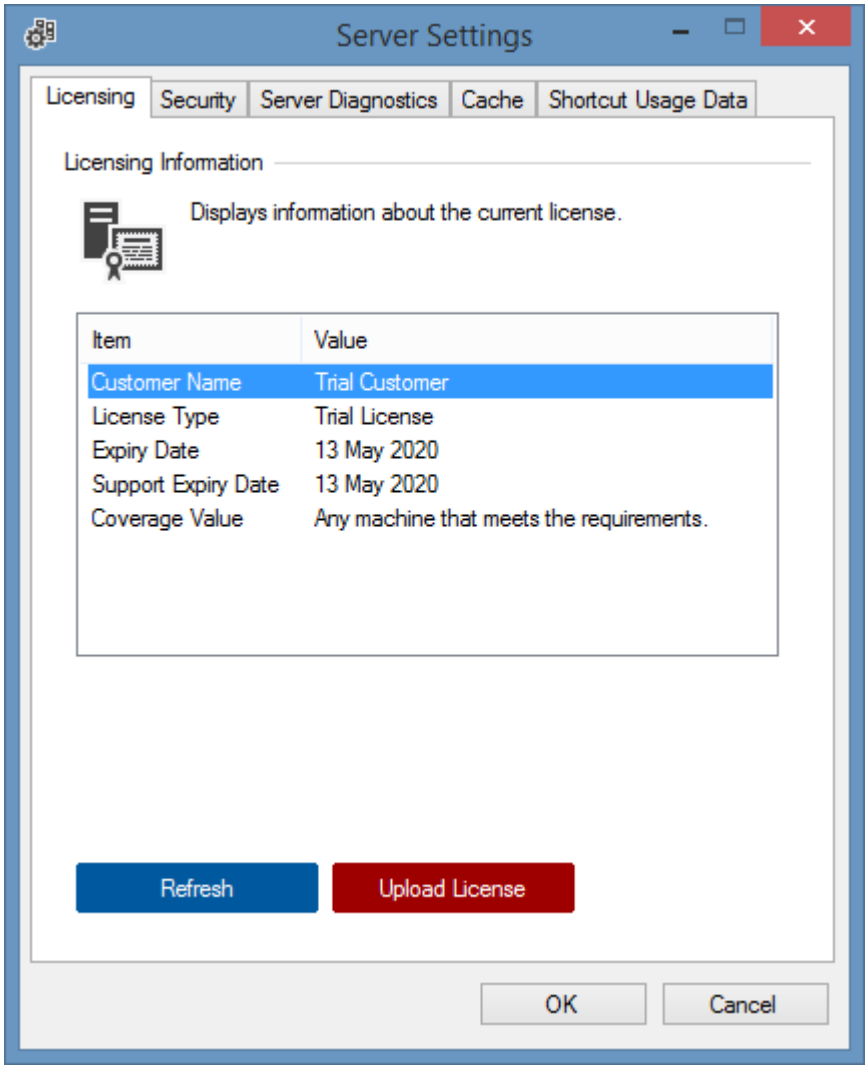


Server Settings

The server settings allows system administrators to configure the settings relating to the XIA Links Server.

Licensing

The licensing tab displays information about the licensing of the XIA Links Server.



Customer Name
The name of the customer to which the license is assigned.

License Type
The type of license installed.

Expiry Date
The date on which the license expires and can no longer be used.

Support Expiry Date
The date on which the support of the license expires.

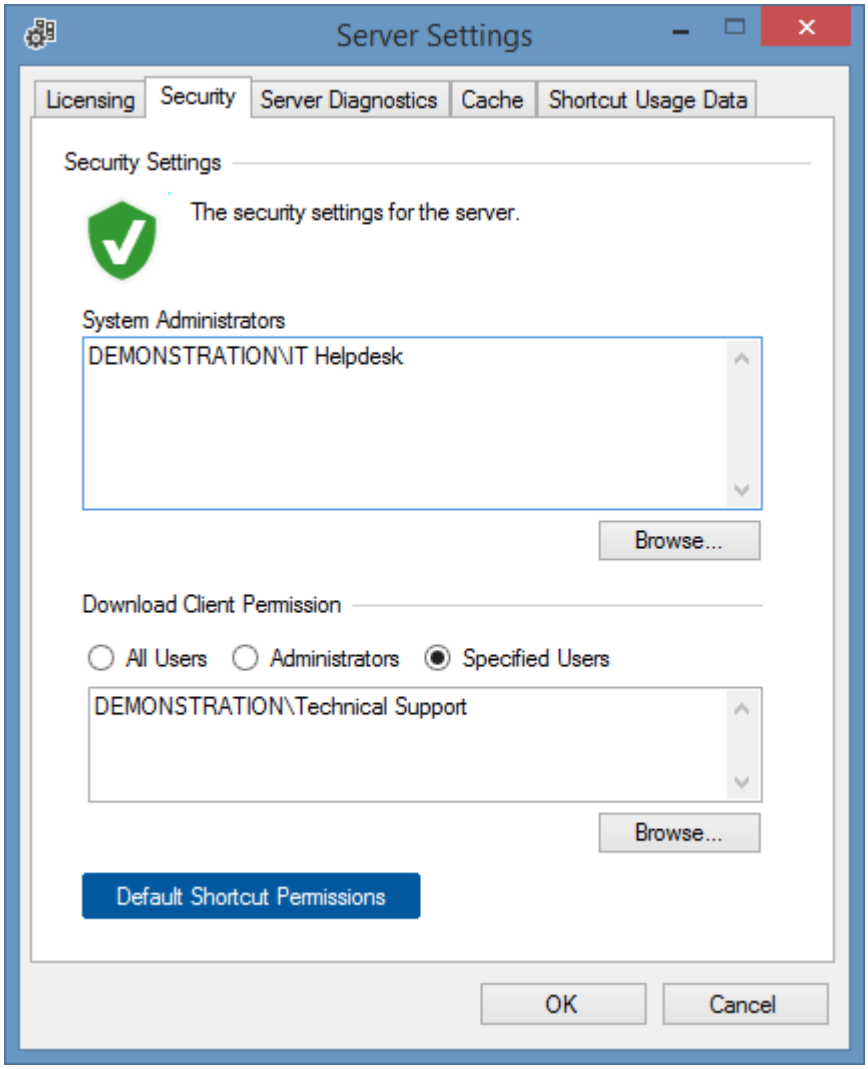
Coverage Value
Information about the Active Directory domain name, computer NetBIOS name, or other value to which the license applies.

Refresh
Reloads the licensing information.

Upload License
Allows the user to select and upload a new license in .licx format.

Security

The security settings to apply to the XIA Links Server.



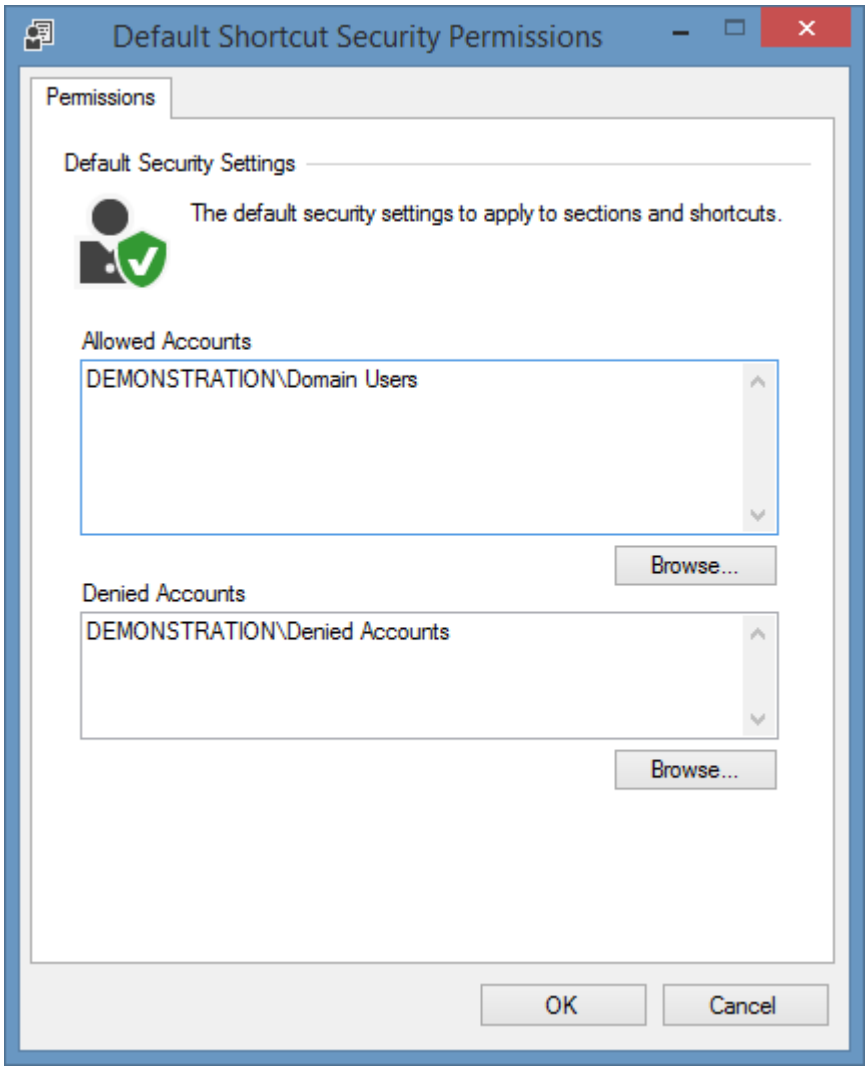
System Administrators
Determines the users that are system administrators and have full access to use and manage XIA Links Server.
Clicking browse displays the account browser.

Download Client Permissions
Determines the users who have the ability to download the client installation files.
Clicking browse displays the account browser.

Default Shortcut Permissions
Displays the default shortcut permissions.

Default Shortcut Permissions

The default shortcut permissions are the permissions that are applied to sections and shortcuts that do not have permissions applied themselves, nor inherit them from a parent section.



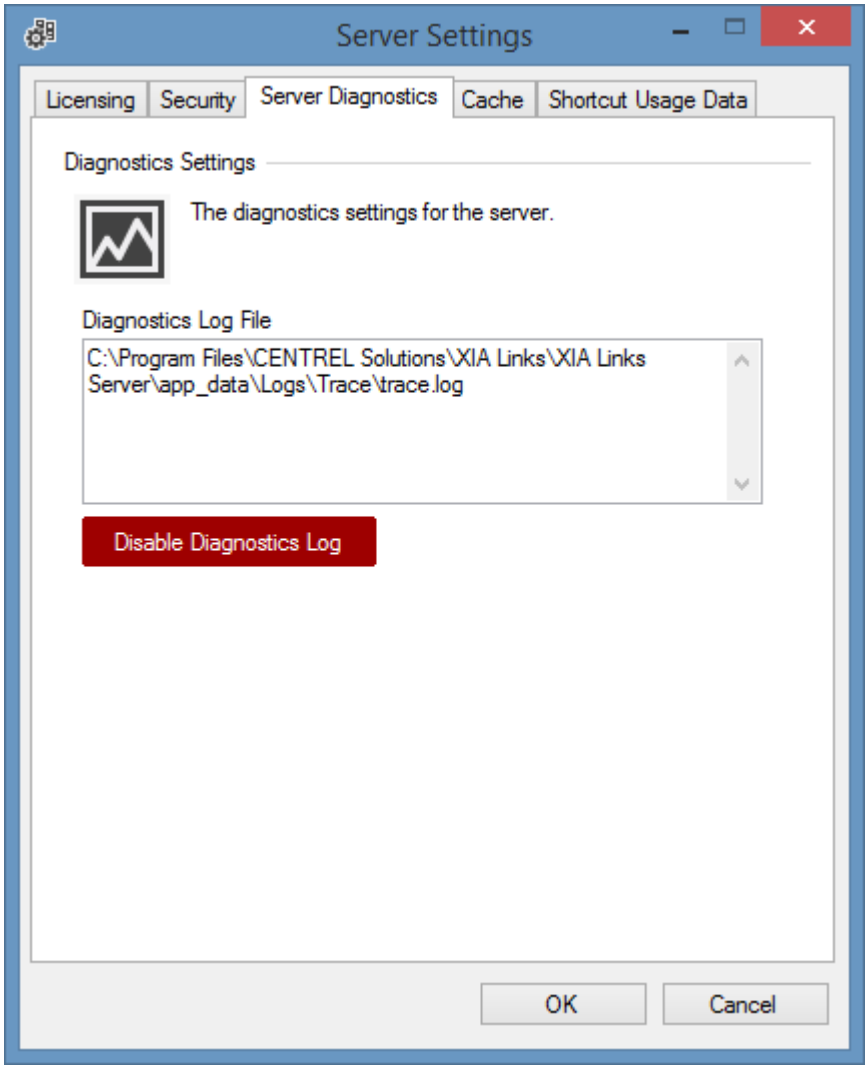
Allowed Accounts
The user or group accounts* that have default permissions.
Clicking browse displays the account browser.

Denied Accounts
The user or group accounts that have are denied default permissions. Deny permissions override allow permissions.
Clicking browse displays the account browser.

* System administrators are automatically given permissions.

Server Diagnostics

The server diagnostics allows server diagnostics information generated by the XIA Links Server to be written to a diagnostics log file.
NOTE: This is separate from the information generated by the client diagnostics.



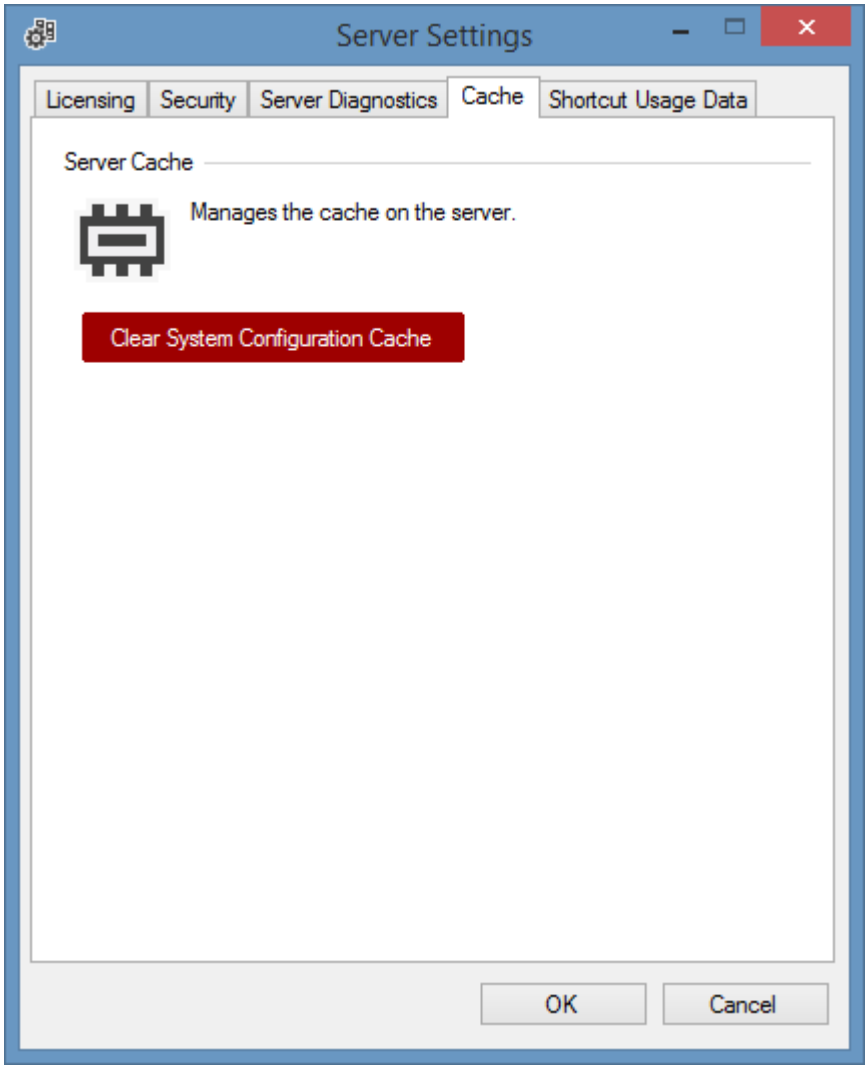
Diagnostics Log File
The absolute local path on the XIA Links Server of the diagnostics log file.

Enable Diagnostics Log
Enables the server diagnostics log.

Disable Diagnostics Log
Disables the server diagnostics log.

Cache

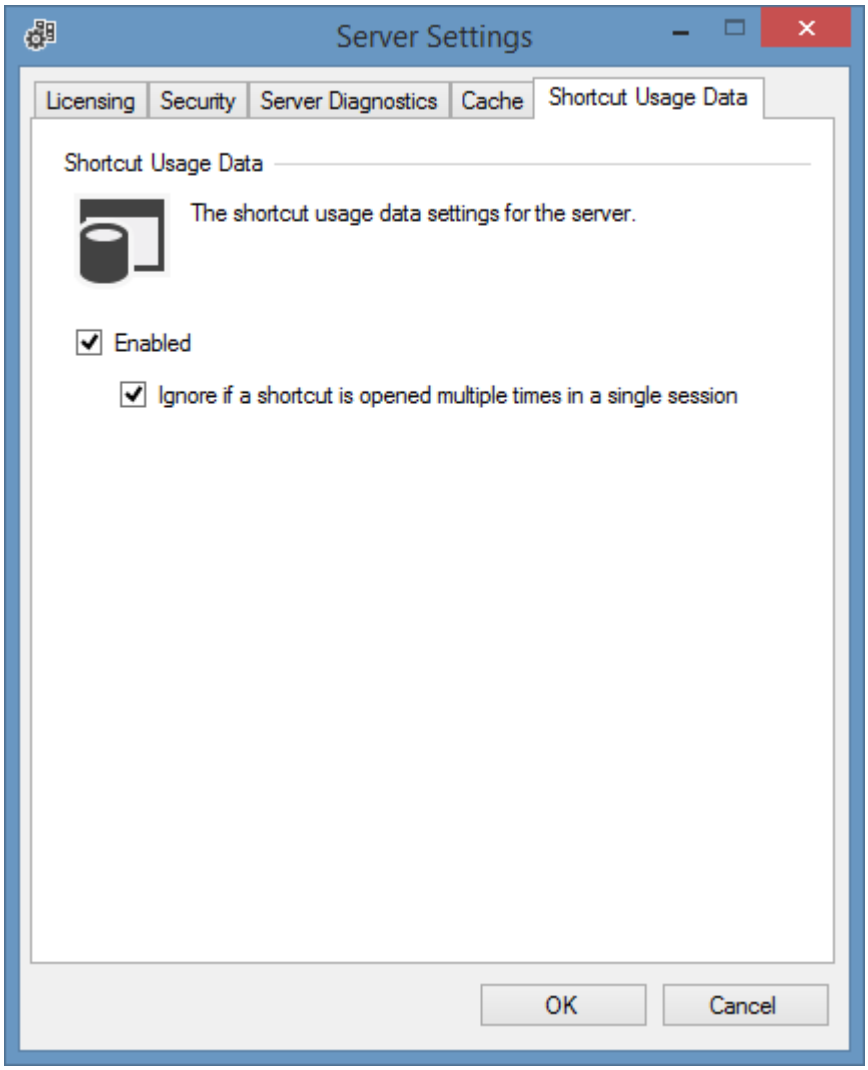
The cache tab allows the management of the cache on the XIA Links Server.



Clear System Configuration Cache
Clears the cache of the system configuration on the XIA Links Server and reloads the configuration from the configuration file.

Shortcut Usage Data

Shortcut usage data provides the ability for system administrators to see how often a shortcut has been opened by users of the server.



Enabled
Determines whether shortcut usage data is enabled.

Ignore if a shortcut is opened multiple times in a single session
Determines whether or not the shortcut usage data should be incremented each time a shortcut is opened by a user within the same session.

Shortcuts

Shortcuts are created within XIA Links to allow users to access their files, directories, web sites, and applications.
They are visible within the shortcut viewer of the XIA Links Client.

There are three types of shortcut within XIA Links:

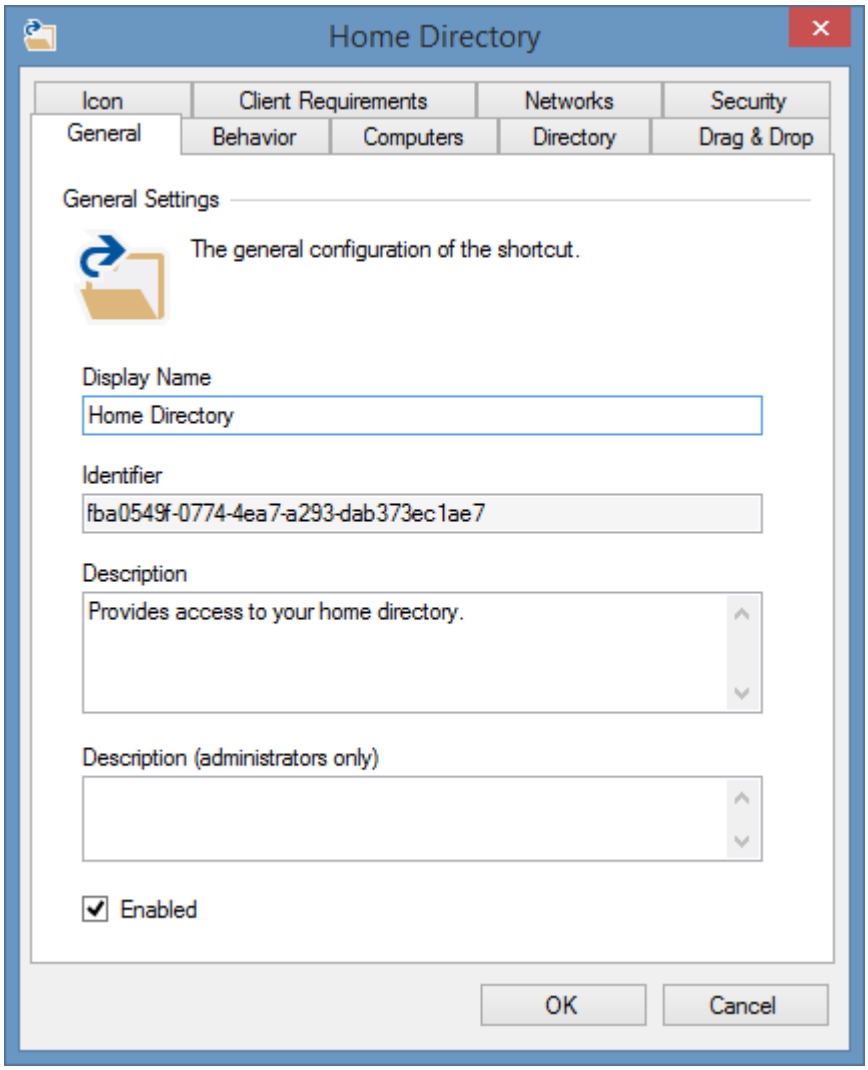
Directory Shortcut
The directory shortcut provides the ability for users to access a Windows drive, directory, or file share.

File or Application Shortcut
The file or application shortcut provides the ability for users to access a file or application.

Web Shortcut
The web shortcut provides the ability for users to access a web site URL.

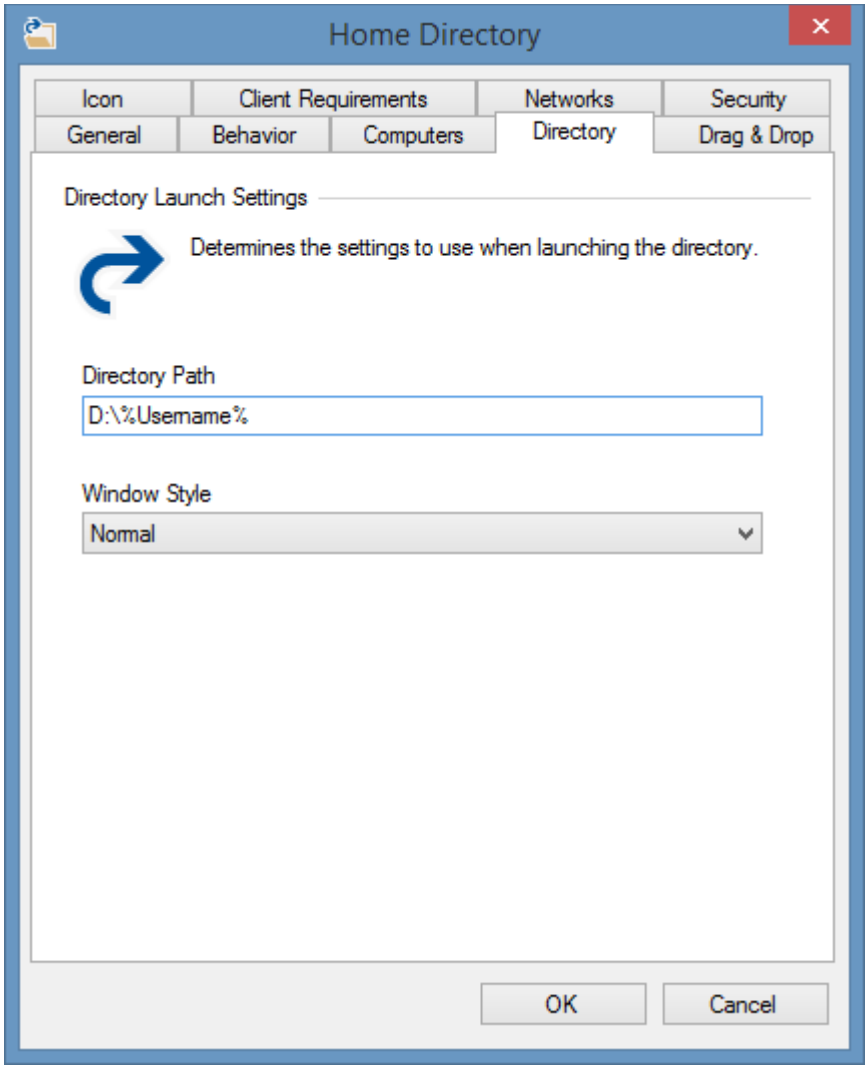
Directory Shortcut

The directory shortcut provides the ability for users to access a local directory, local drive, mapped drive, or UNC path.



Directory Settings

The directory tab specifies directory related settings for the directory shortcut.



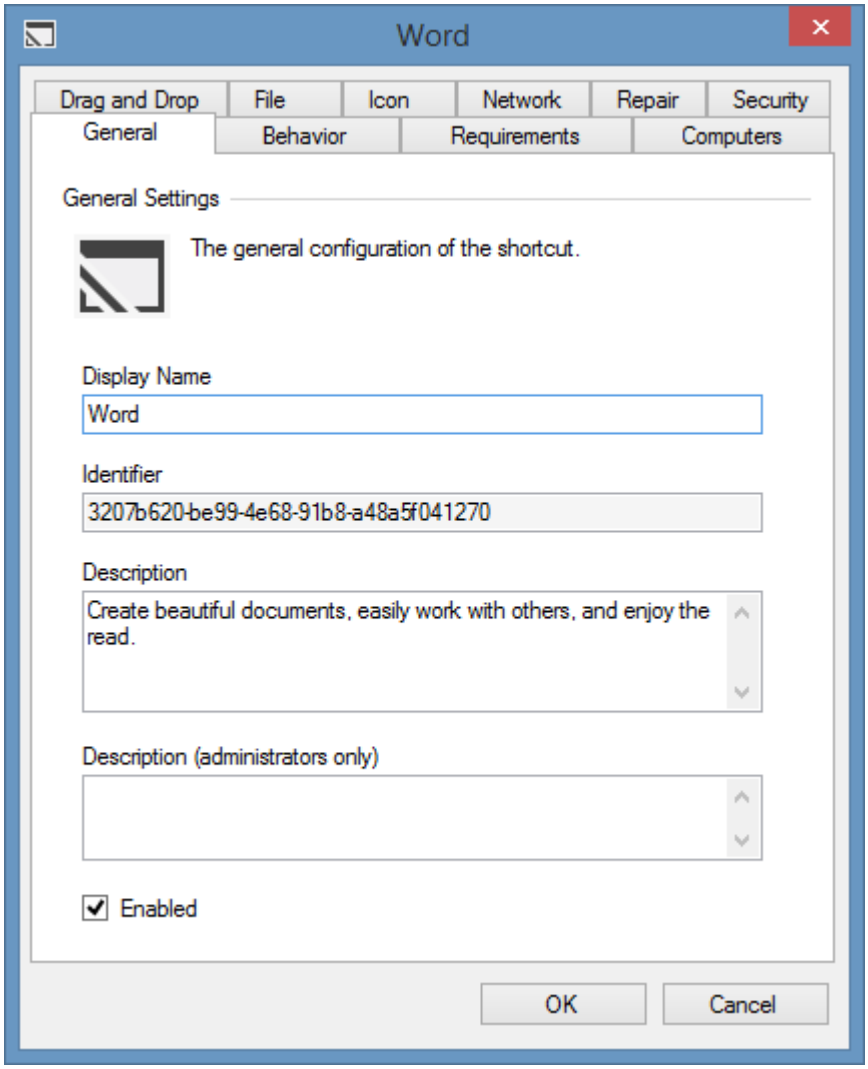
Directory Path
The absolute path to the directory, drive, or UNC path to open. The path can include environment variables.

Window Style
The window style in which to open the directory.

- Normal
- Minimized
- Maximized

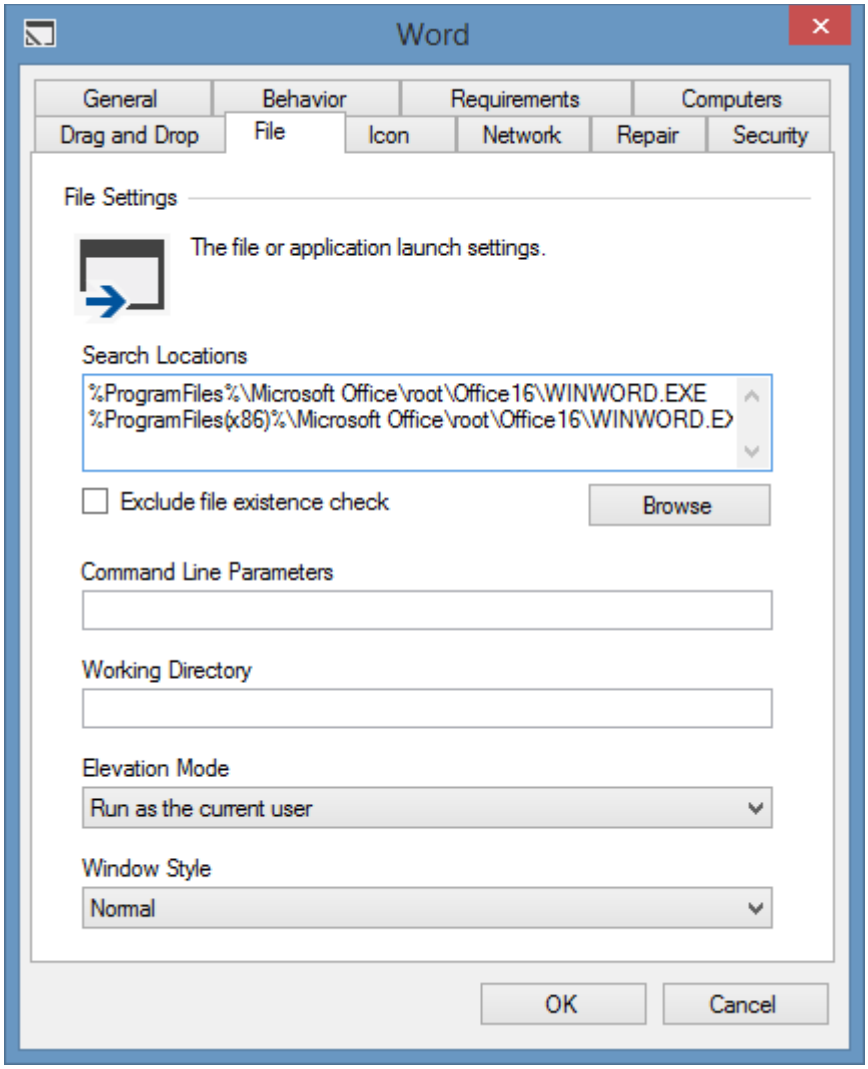
File or Application Shortcut

The file or application shortcut provides the ability for users to access a file or application.



File Settings

The file tab specifies file related settings for the file or application shortcut.



Search Locations
The possible locations of the file* in order of preference. The path can include environment variables, and may use a network drive or UNC.

Exclude file existence check
Determines whether the shortcut processor should attempt to determine if the file exists. Enabling this option may reduce the load time of the XIA Links Client, however prevents the use of multiple search locations, and may lead to shortcuts being displayed that are not available to the user. When enabled a system managed icon must be selected.

Command Line Parameters
The command line parameters to use. This only applies when the search location contains an executable file.

Working Directory
The working directory to use. This only applies when the search location contains an executable file.

Elevation Mode
Determines the elevation mode to use when user access control is enabled on the client machine. This only applies when the search location contains an executable file.

- Run as the current user
- Run as administrator
- Prompt for credentials

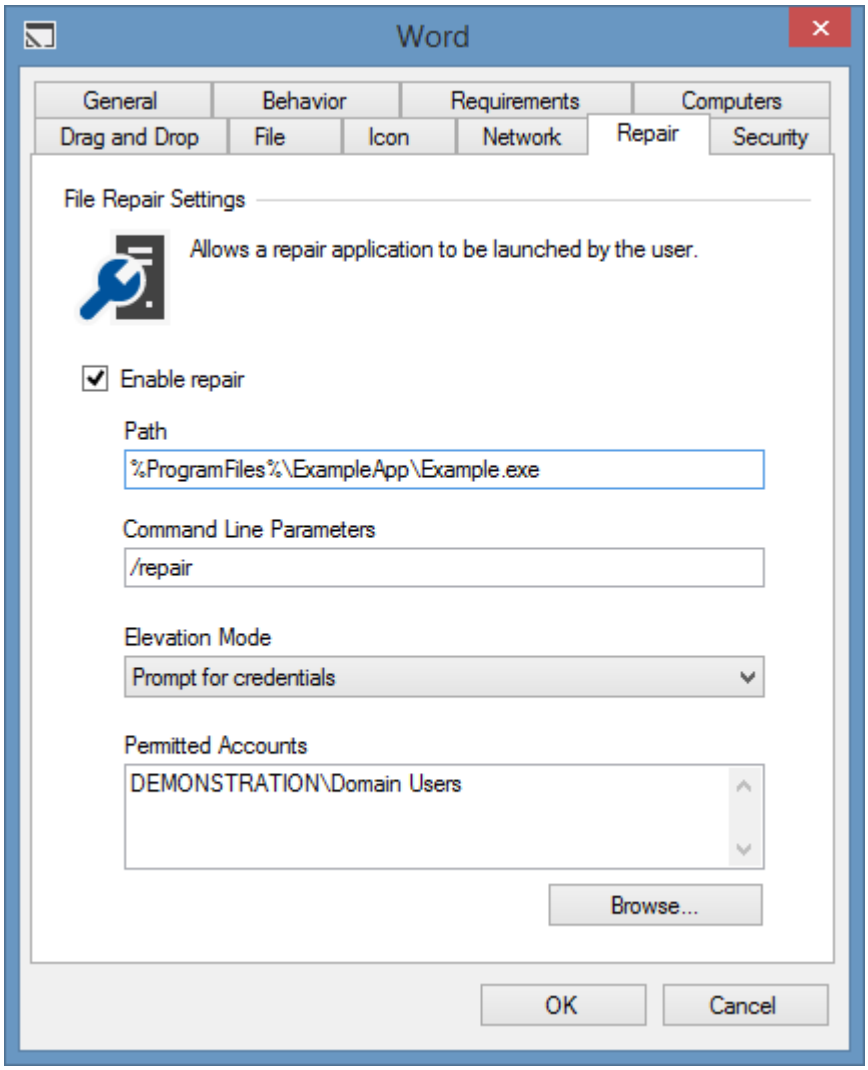
Window Style
The window style in which to open the file. This does not apply to modern applications.

- Normal
- Minimized
- Maximized

* For modern applications the search location should be set to %SystemRoot%\Explorer.exe.

Repair Settings

The repair tab allows a command to be executed to repair the application specified by the file or application shortcut.



Enable repair
Determines whether the repair function should be enabled for the file or application shortcut.

Path
The absolute path to the repair application. The path can include environment variables, and may use a network drive or UNC.

Command Line Parameters
The command line parameters to use for the repair.

Elevation Mode
Determines the elevation mode to use when user access control is enabled on the client machine.

- Run as the current user
- Run as administrator
- Prompt for credentials

Permitted Accounts
The user or group accounts* that are permitted to run the repair. When running in an elevation mode of *Run as the current user,* the user must also have permissions to execute the repair on the client machine.

Clicking browse displays the account browser.

NOTE: The permitted accounts permission is evaluated by the XIA Links Client, therefore this information is presented to the client computer over the client access web service.

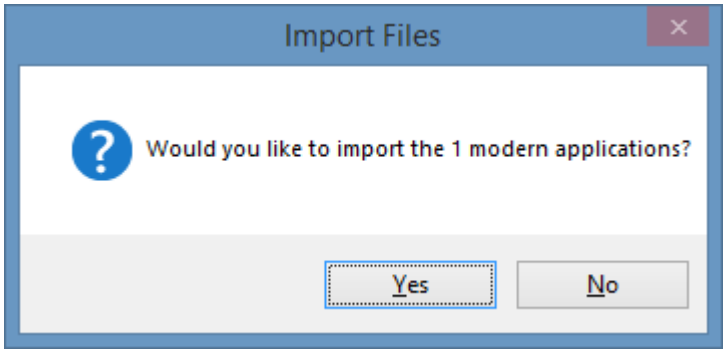
* System administrators are automatically given permissions.

Modern Applications

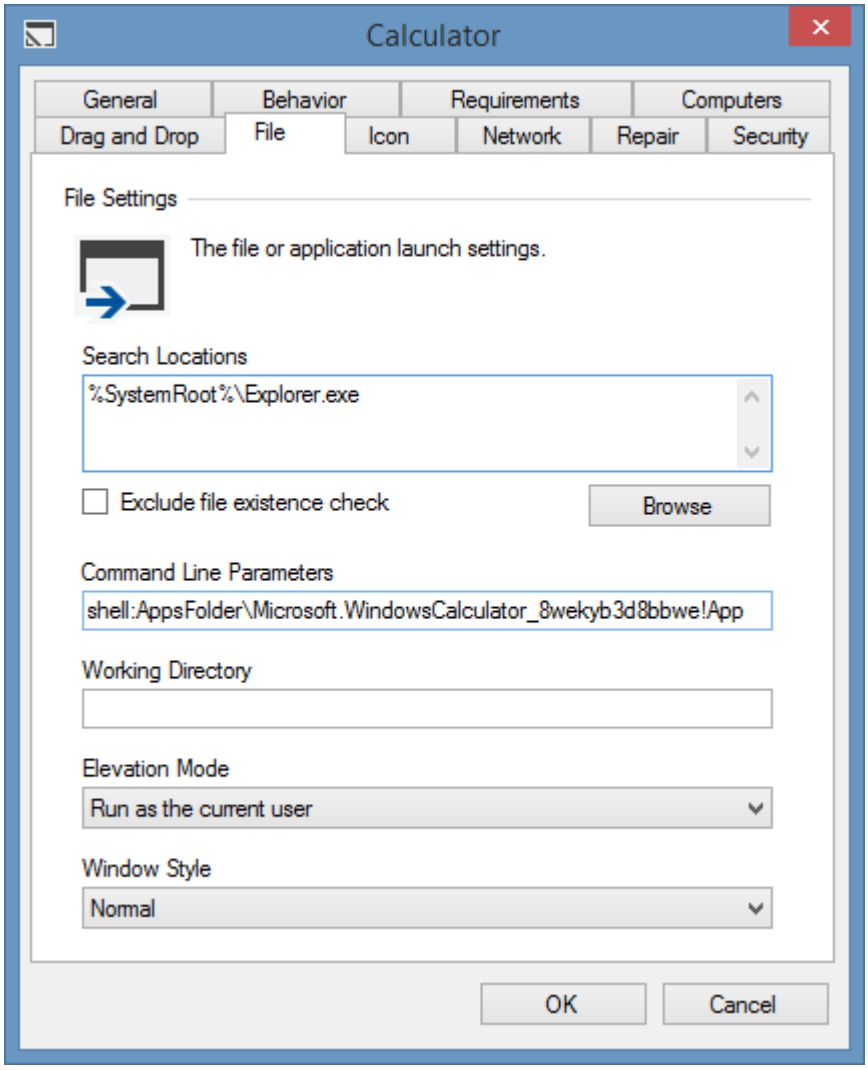
The XIA Links Client makes it easy to create shortcuts to modern applications.

As a system administrator, simply drag the modern application to the shortcut viewer.

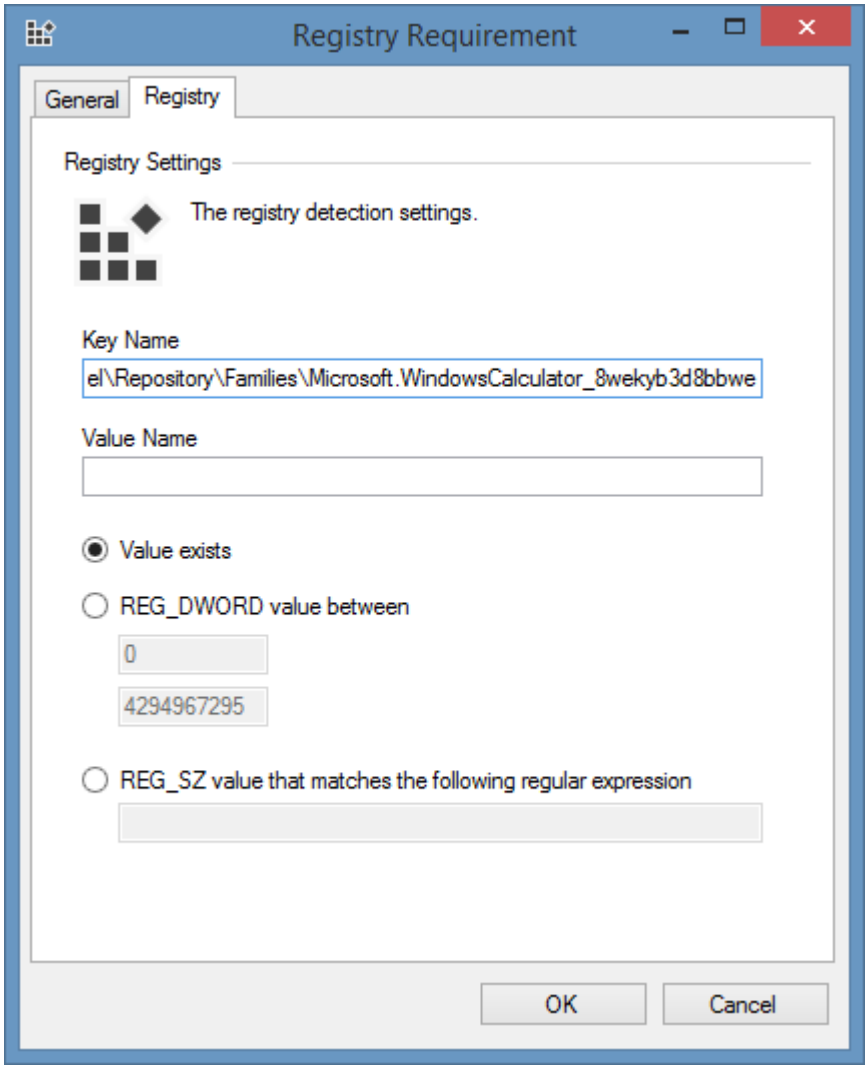
When prompted click Yes.



A new file or application shortcut is created, and the file settings configured automatically.



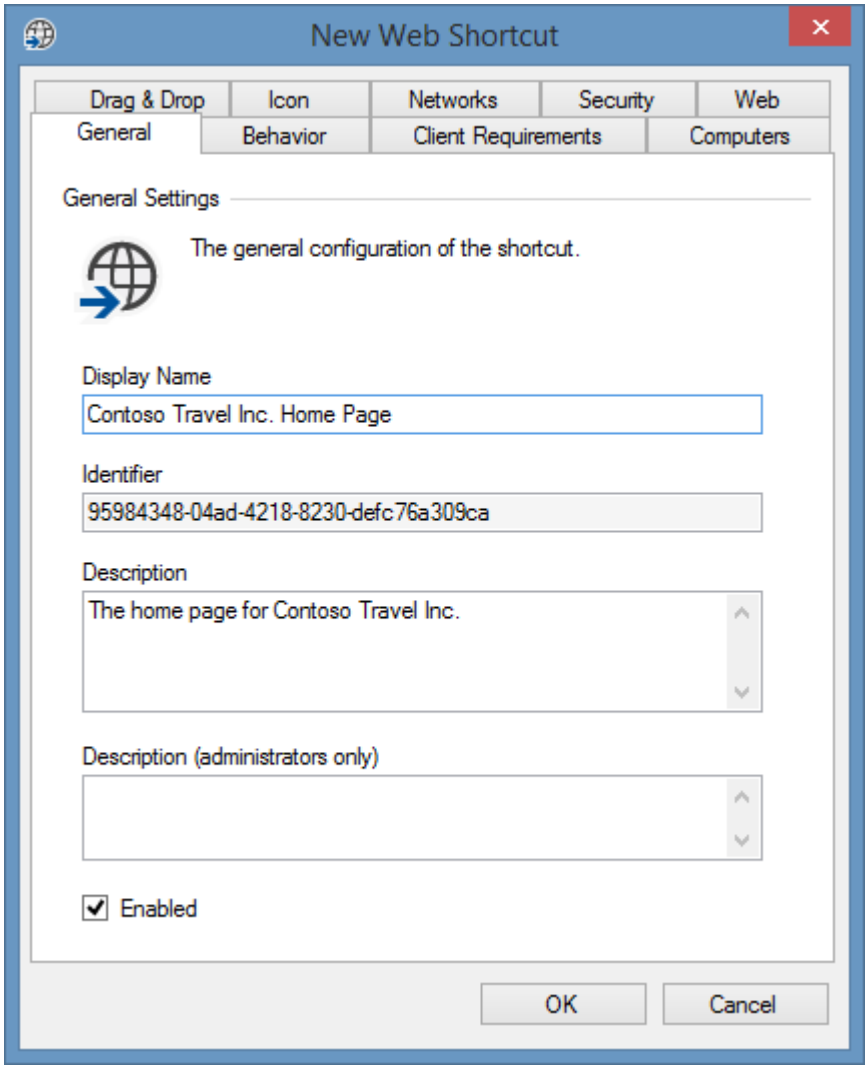
A new registry requirement is created and configured automatically to ensure that the modern application is available on the client machine.


Registry Requirement
General
Registry
Registry Settings
The registry detection settings.
Key Name
el\Repository\Families\Microsoft.WindowsCalculator_8wekyb3d8bbwe
Value Name
Value exists
REG_DWORD value between
0
4294967295
REG_SZ value that matches the following regular expression
OK
Cancel

Web Shortcut

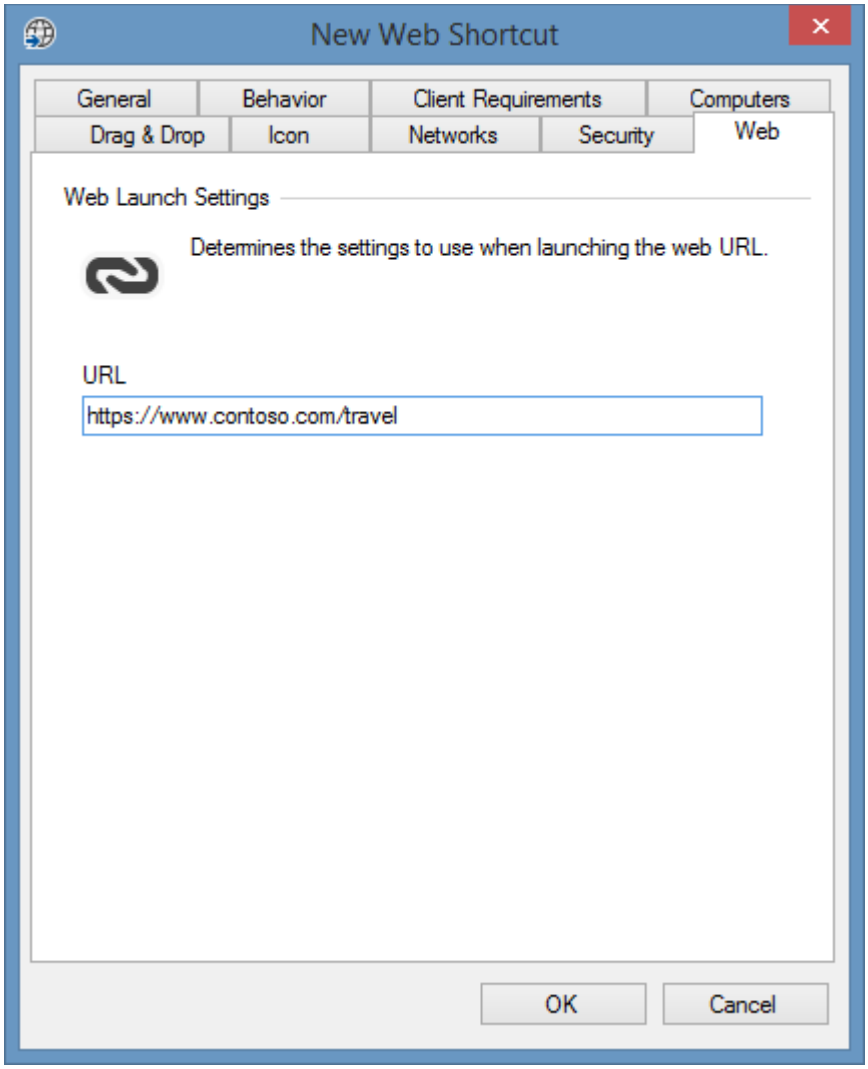
The web shortcut provides the ability for users to open a web site or URL.

NOTE: The user's default browser is always used. To specify a particular browser see the using specific browsers section.



Web Settings

The web tab specifies web related settings for the web shortcut.



URL

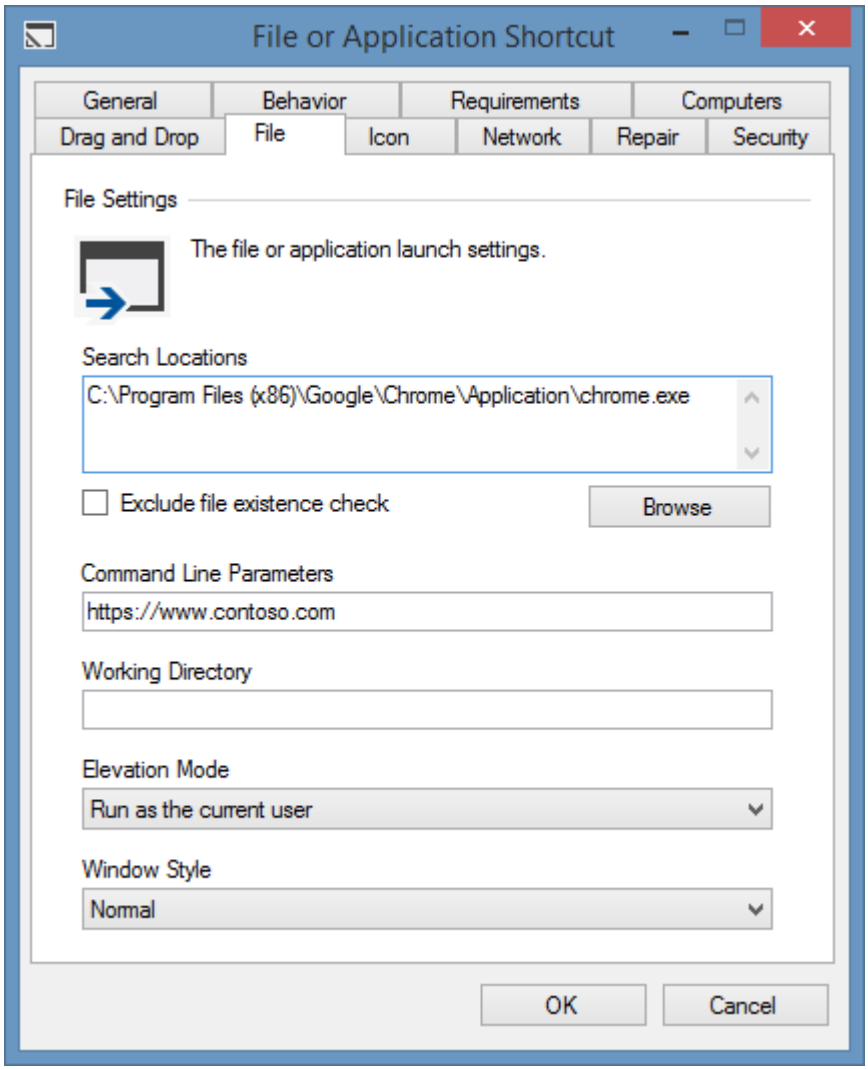
The absolute URL that the web shortcut should open.

Using Specific Browsers

The web shortcut provides the ability for users to open a web site or URL using the user's default browser.

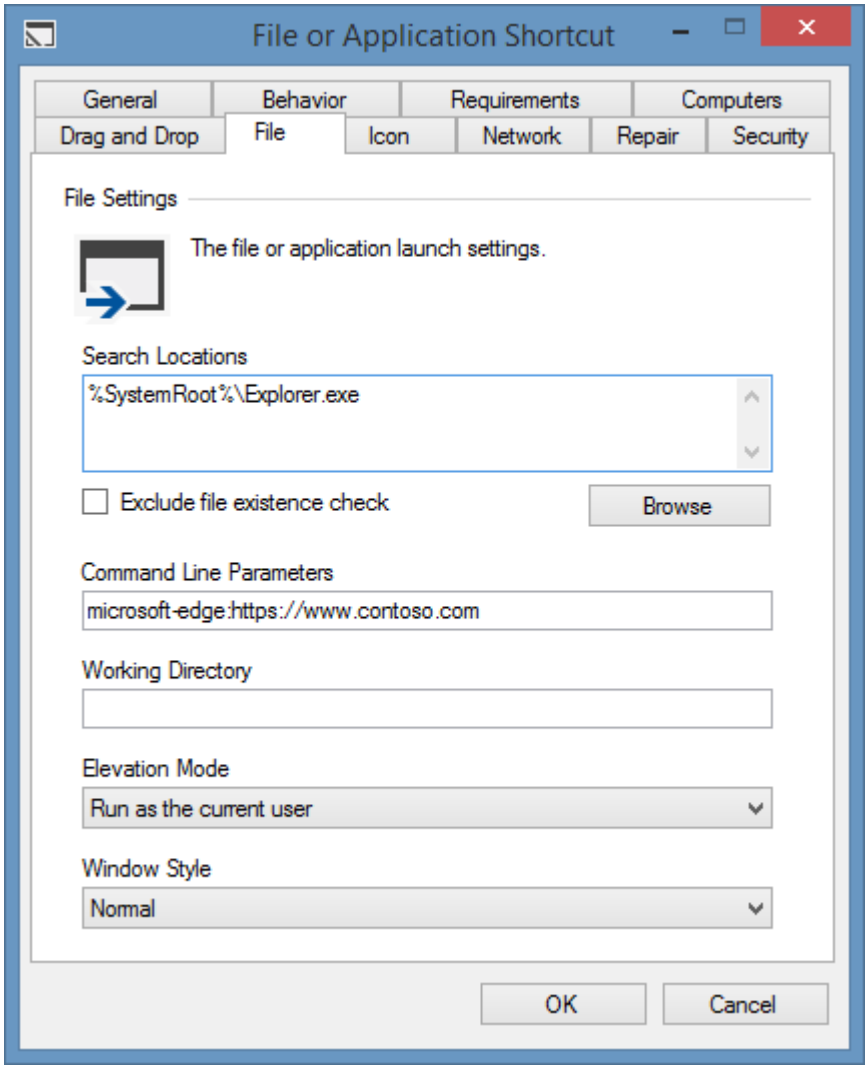
To use a specific browser a file or application shortcut must be used.

Standard Browsers
The search locations should be configured on the file tab to point to the location of the browser's executable.



The command line parameters should be configured with the URL to open.

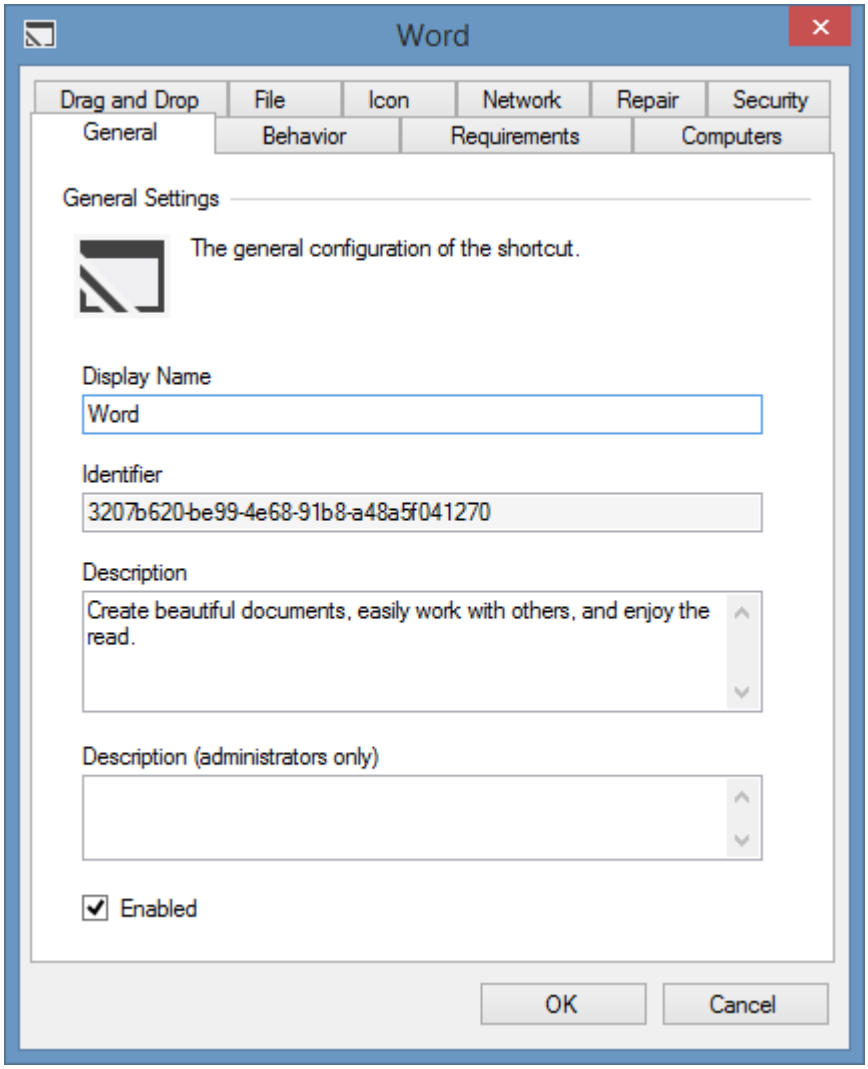
Microsoft Edge (Deprecated)
For older versions of Microsoft Edge that install as modern applications that do not have an executable file the search locations should be configured on the file tab to point to *%SystemRoot%\Explorer.exe*.



The command line parameters should be configured with the URL to open prefixed by *microsoft-edge:* for example *microsoft-edge:https://www.contoso.com*.

Shortcut Settings

The general settings are available for all shortcut types.



Display Name
The display name of the shortcut. This is visible to the user in the shortcut viewer.

Identifier
The unique identifier of the shortcut in GUID format.

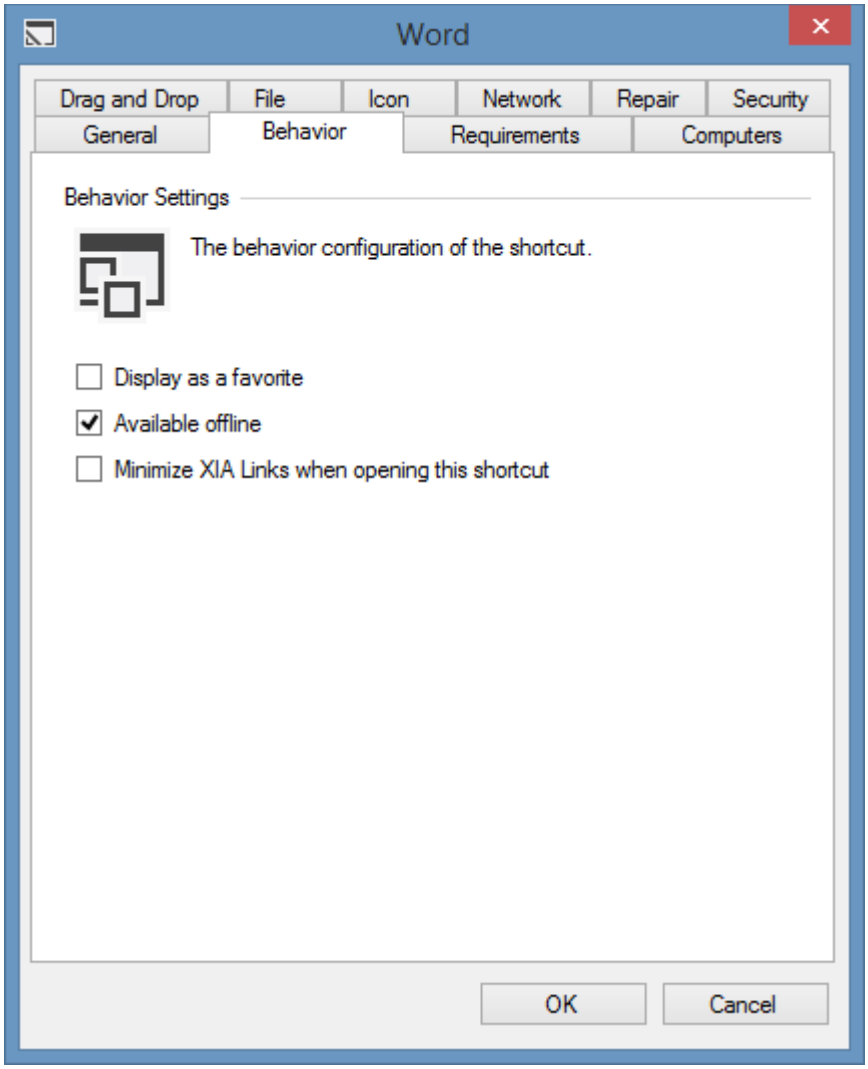
Description
The description of the shortcut. This is visible to the user in the shortcut viewer, when in the *Tiles* or *Details* view mode.

Description (administrators)
The administrative description of the shortcut that is visible only to system administrators.

Enabled
Determines whether the shortcut is enabled. Shortcuts that are not enabled are not delivered to users, however are accessible to system administrators.

Behavior

The behavior settings are available for all shortcut types.



Display as a favorite
Determines whether the shortcut is configured to be displayed as a favorite.

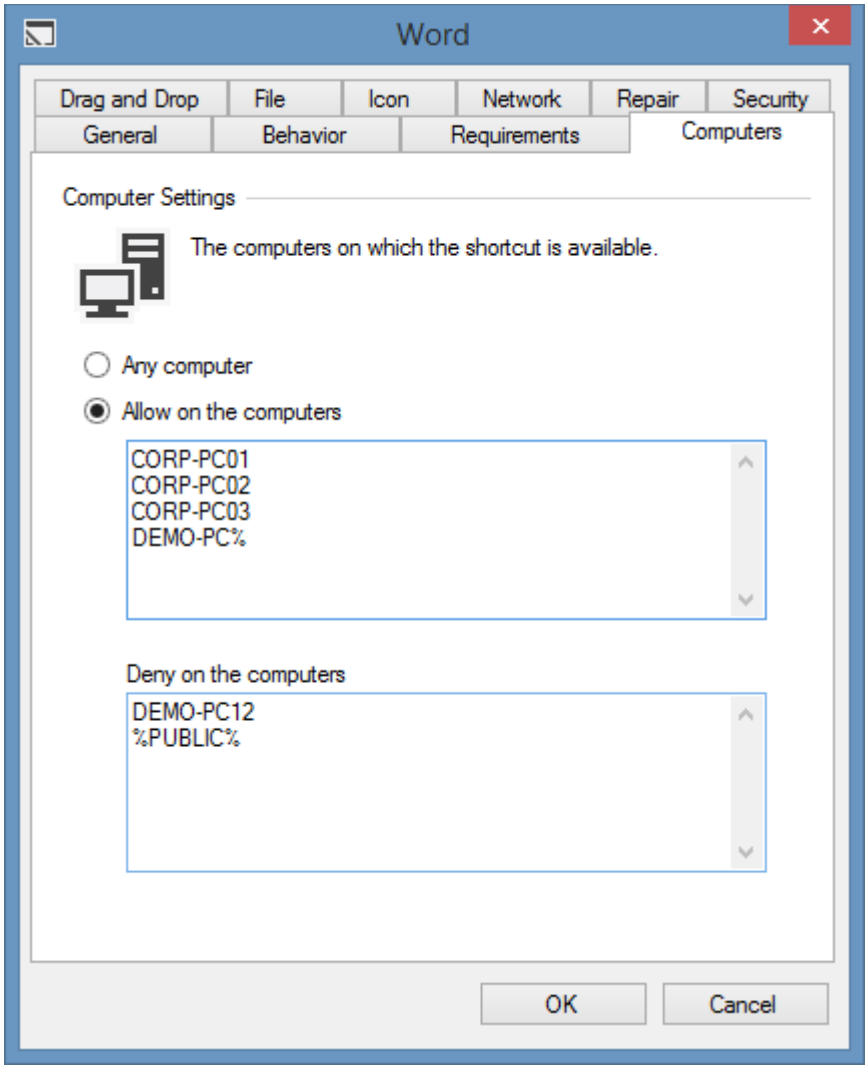
Available offline
Determines whether the shortcut is available offline.

Configuring shortcuts that cannot be accessed when the user is offline (for example network resources) as not available offline can reduce the space required for offline mode storage and improve the load times of the client.

Minimize XIA Links when opening this shortcut
Determines whether the XIA Links Client should be minimized when the user opens this shortcut.

Computers

The computers tab determines which computers the shortcut is available on.



Any computer
The shortcut is available on any computer.

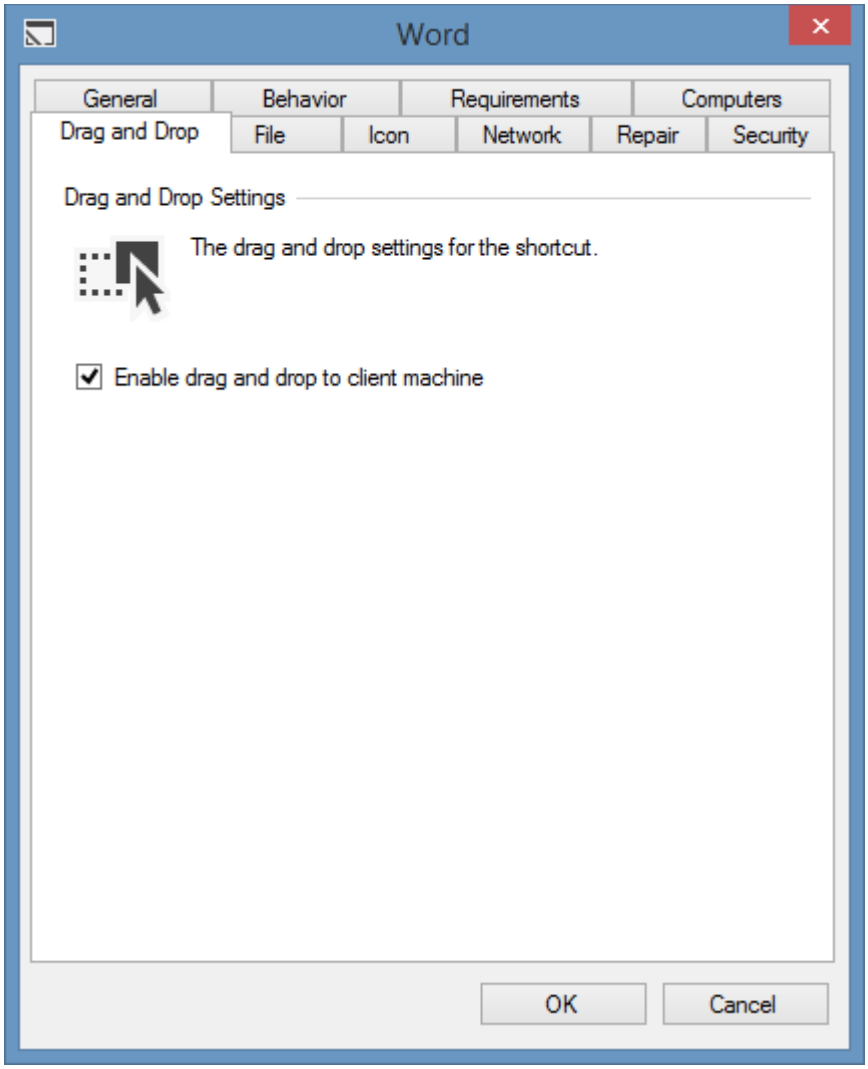
Allow on the computers
The shortcut is available on the computers with the specified NetBIOS names. The % wildcard can be used at the start or end of the computer name.

Deny on the computers
The shortcut is not available on the computers with the specified NetBIOS names. The % wildcard can be used at the start or end of the computer name.
Deny permissions override allow permissions.

NOTE: The computer name is evaluated by the XIA Links Client, therefore shortcuts with this configuration are presented to the client computer over the client access web service.

Drag and Drop

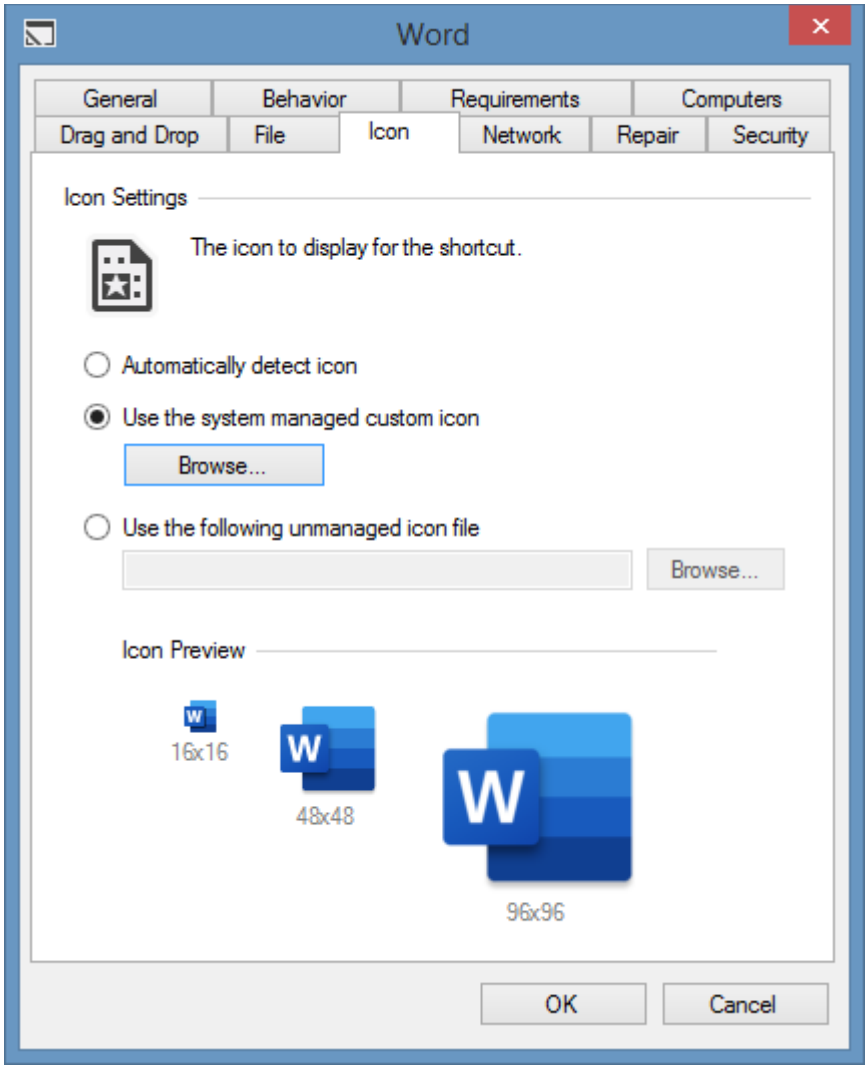
The drag and drop tab determines the drag and drop behaviour for the shortcut.



Enable drag and drop to client machine
Determines whether the shortcut can be dragged from the XIA Links Client to the client machine. This setting does not apply if *Enable drag and drop to client machine* is disabled in the drag and drop client settings.

Icon

The icon tab determines the icon to display for the shortcut.



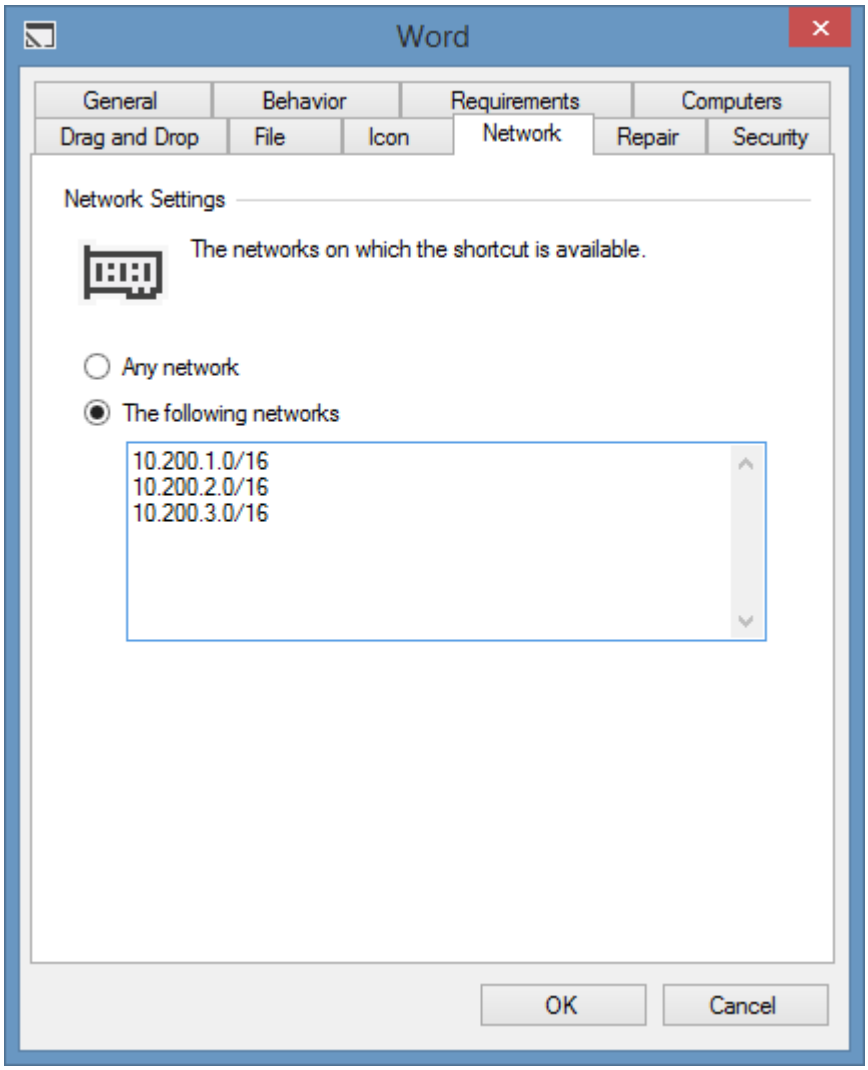
Automatically detect icon
The shortcut processor will automatically detect the icon for the shortcut. The shortcut displayed to the user may vary from machine to machine depending on the version of the operating system and software installed.

Use the system managed custom icon
Allows system administrators to browse for an .ico or .exe file from which the system will automatically extract the icon. The icon is stored on the XIA Links Server in the custom icons directory, and is automatically made available when offline.

Use the following unmanaged icon file
The shortcut processor will automatically load the icon from the specified local path, network drive, or UNC path. The icon is not stored on the XIA Links Server, and is not available when offline if the specified file is not accessible.

Networks

The networks tab determines the networks to which the computer running the XIA Links Client must be connected to display the shortcut.



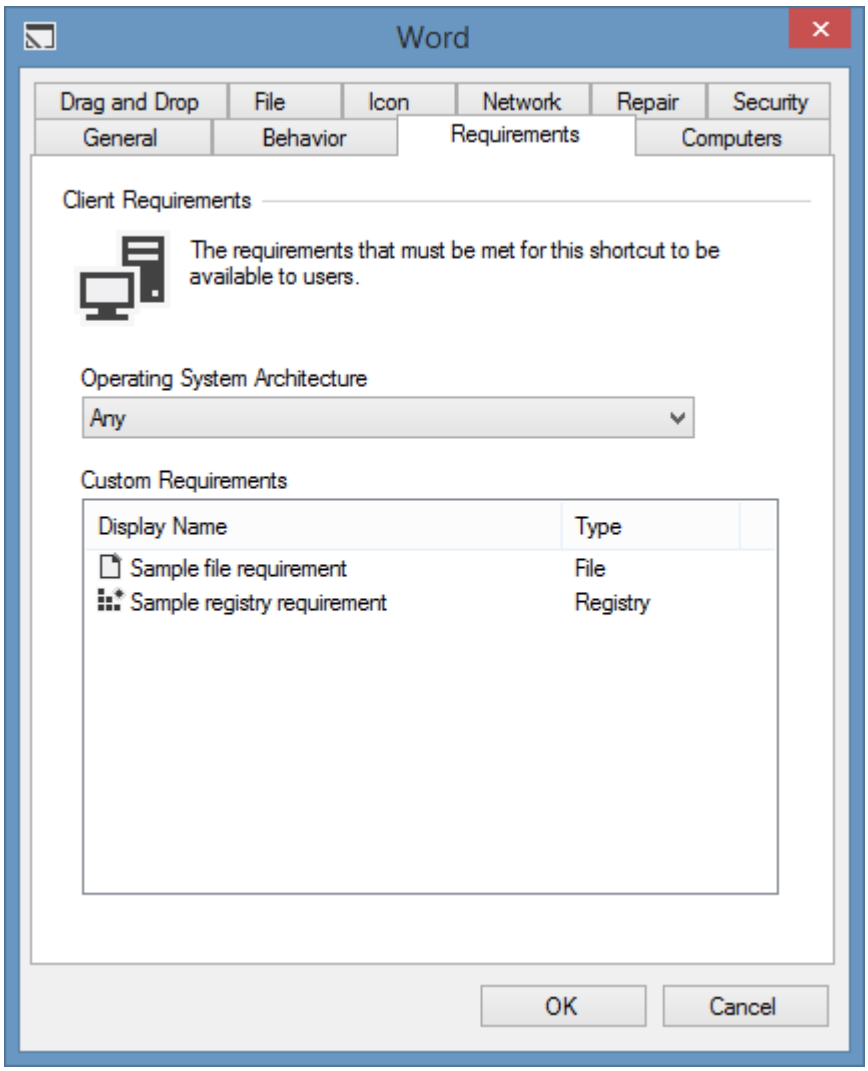
Any network
The shortcut is available on any network.

The following networks
The shortcut is available on the specified network addresses listed in CIDR format.

NOTE: The networks are evaluated by the XIA Links Client, therefore this information is presented to all client computers over the client access web service.

Requirements

The shortcut requirements determine what criteria must be met before a shortcut is available to users.
Shortcut requirement settings are available for all shortcut types.



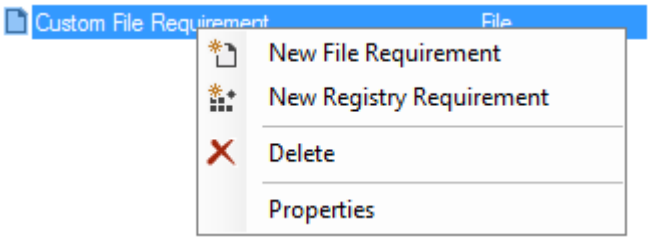
Operating System Architecture
Determines the required operating system architecture, which can be Any, x86, or x64.

Custom Requirements
Determines the custom client requirements.

Right clicking the custom requirements list displays the custom requirements context menu.

Context Menu

The custom requirements context menu is displayed when right clicking the custom requirements listview.



New File Requirement
Creates a new file requirement.

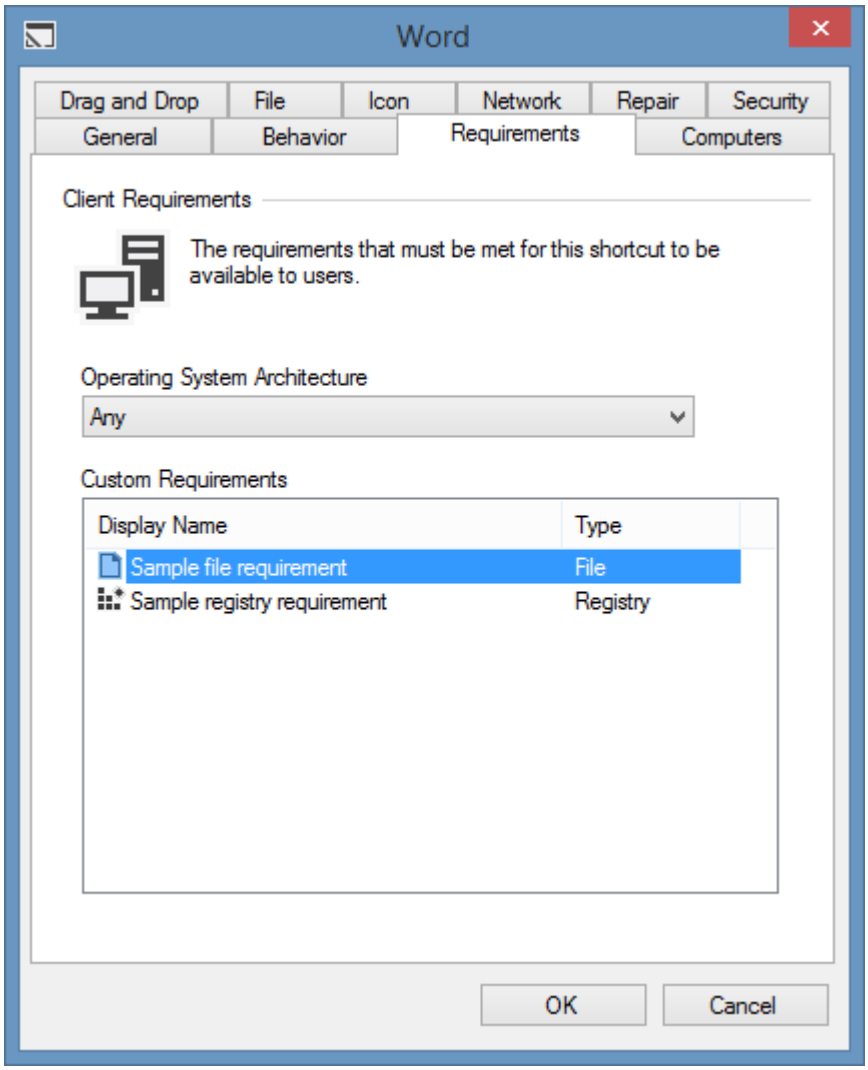
New Registry Requirement
Creates a new registry requirement.

Delete
Deletes the currently selected requirement.

Properties
Displays the properties of the currently selected requirement.

Custom Requirements

Custom requirements determine what system administrator defined criteria must be met before a shortcut is available to users.

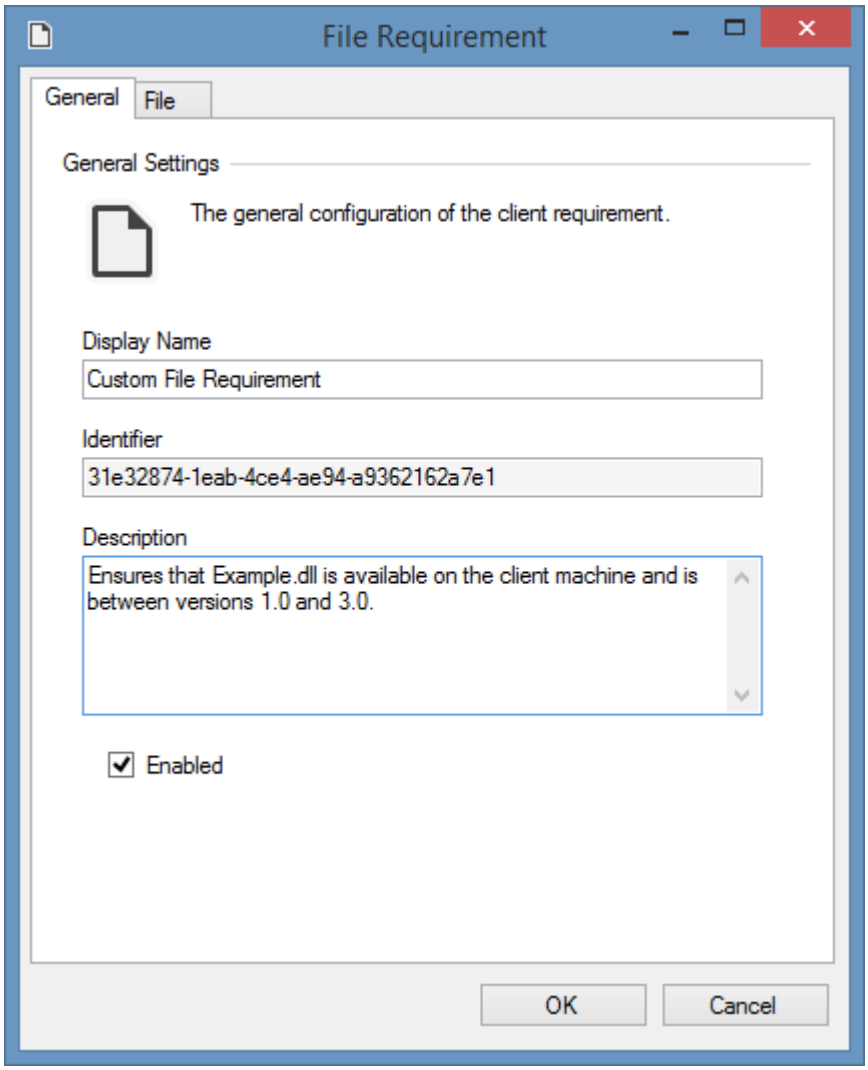


File Requirement
The file requirement ensures that a specific file exists on the client machine.

Registry Requirement
The registry requirement ensures that a specific registry key or value exists on the client machine.

File Requirement

The file requirement ensures that a specific file exists on the client machine before a shortcut is made available to users.



Display Name
The display name of the custom requirement.

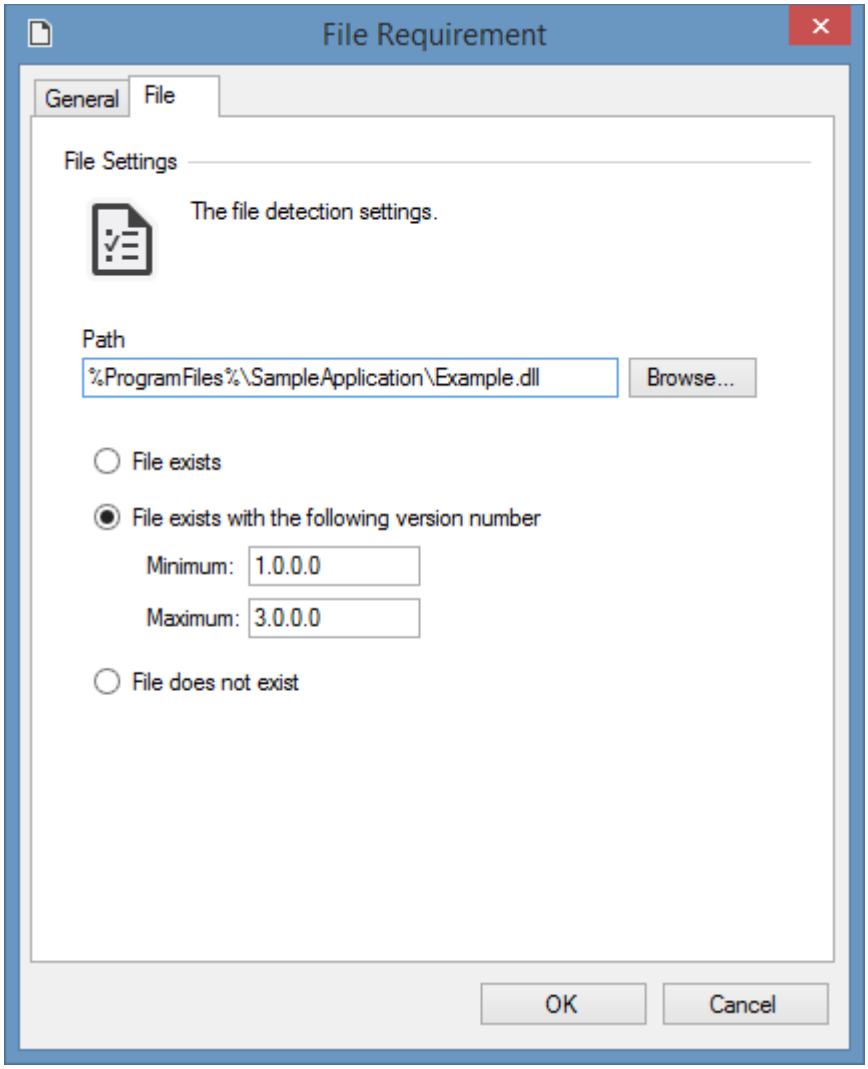
Identifier
The unique identifier of the custom requirement in GUID format.

Description
The description of the custom requirement.

Enabled
Determines whether the custom requirement is enabled.

File Settings

The file settings for a file requirement.



Path
The path to the file to locate. The path can include environment variables.
The path can be the absolute path, or in the case of a file or application shortcut, it may also be a relative path.

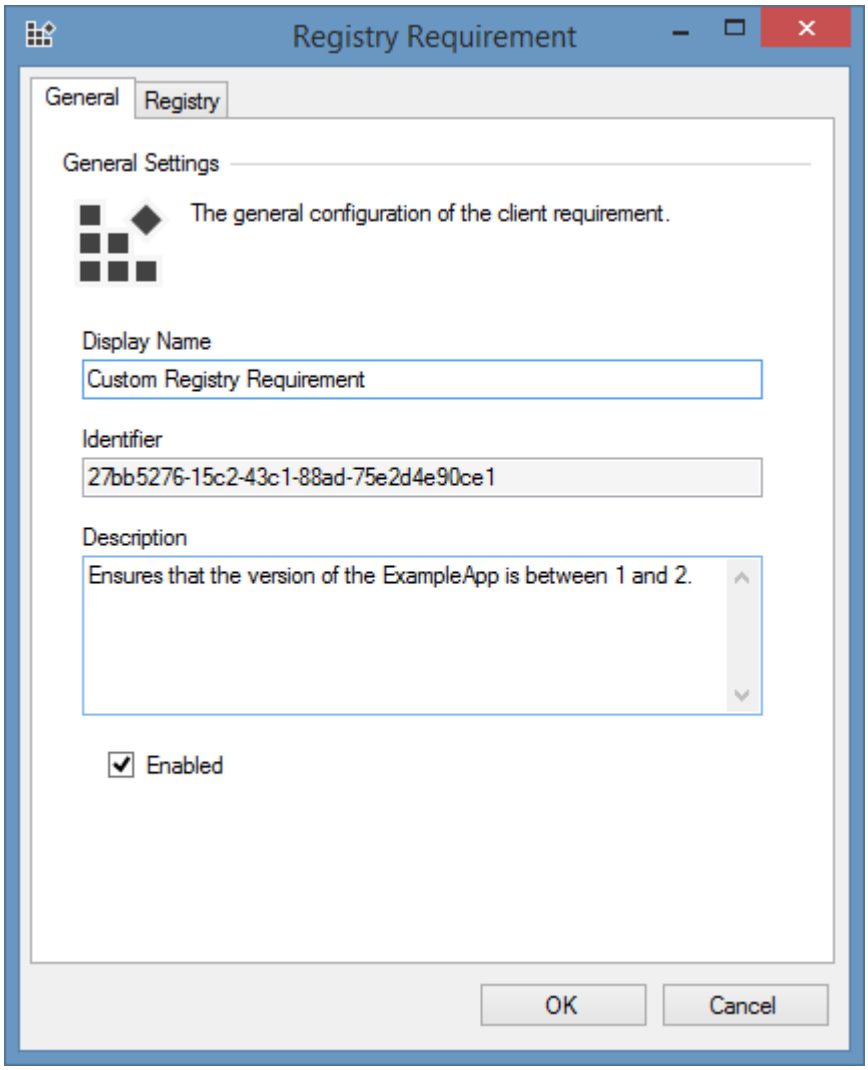
File exists
The file requirement ensures only that the file exists.

File exists with the following version number
The file requirement ensures that the file exists, and that the version number of the file is between the specified values inclusively.

File does not exist
The file requirement ensures that the file does not exist.

Registry Requirement

The registry requirement ensures that a specific registry key or value exists on the client machine before a shortcut is made available to users.



Display Name
The display name of the custom requirement.

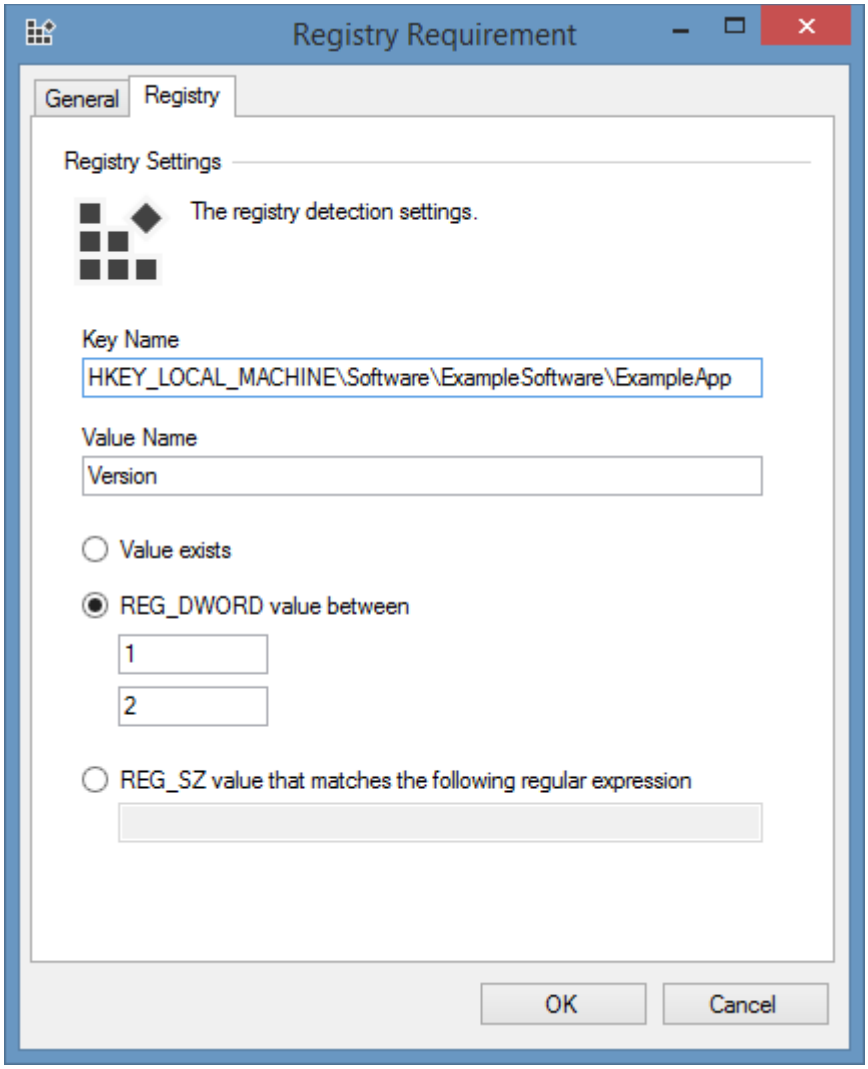
Identifier
The unique identifier of the custom requirement in GUID format.

Description
The description of the custom requirement.

Enabled
Determines whether the custom requirement is enabled.

Registry Settings

The registry settings for a registry requirement.



Key Name
The name of the registry key to locate. This must start with HKEY_LOCAL_MACHINE or HKEY_CURRENT_USER.

Value Name
The name of the value to locate, if empty the (Default) value is used.

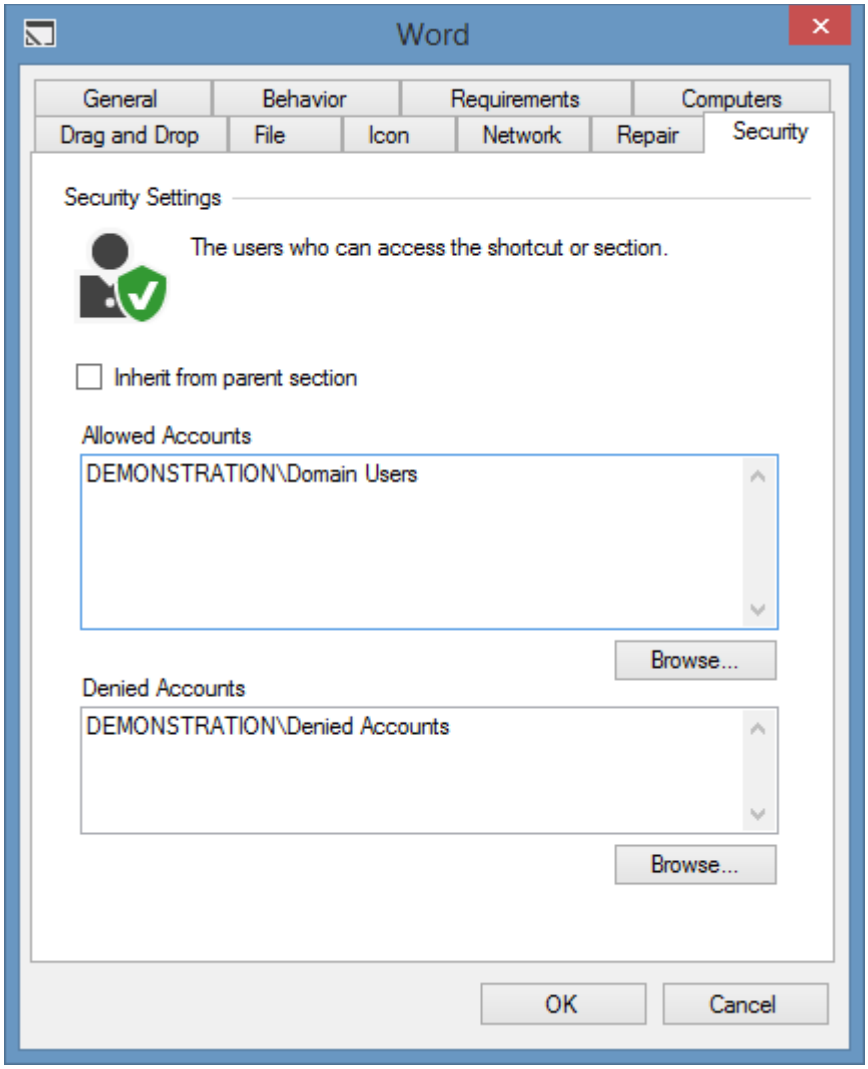
Value Exists
The registry requirement ensures only that the registry value exists.

REG_DWORD value between
The registry requirement ensures that the registry value is a REG_DWORD (integer) value between the specified values inclusively.

REG_SZ value that matches the following regular expression
The registry requirement ensures that the registry value is a REG_SZ (string) value that matches the specified regular expression.

Security

The security settings of shortcut.



Inherit from parent section
Determines whether the security should be inherited from the parent section, or if the shortcut does not have a parent section, the default shortcut permissions.

Allowed Accounts
The user or group accounts* that have permissions to access this shortcut.
Clicking browse displays the account browser.

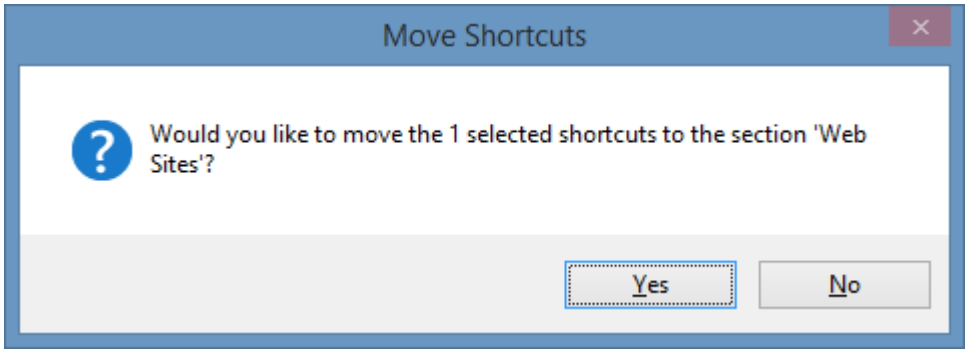
Denied Accounts
The user or group accounts that are denied permissions to access this shortcut. Deny permissions override allow permissions.
Clicking browse displays the account browser.

* System administrators are automatically given permissions.

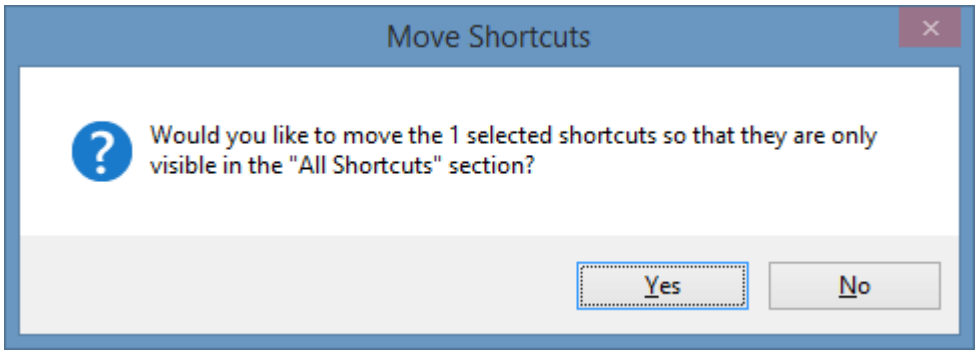
Moving Shortcuts

System administrators can drag and drop shortcuts between sections or to the root section.

The following confirmation will be displayed.



If the shortcut is moved to the root section it will only be visible in the built-in all shortcuts section.



Shortcut Processor

The shortcut processor runs on the client and processes the shortcuts configured by system administrators.

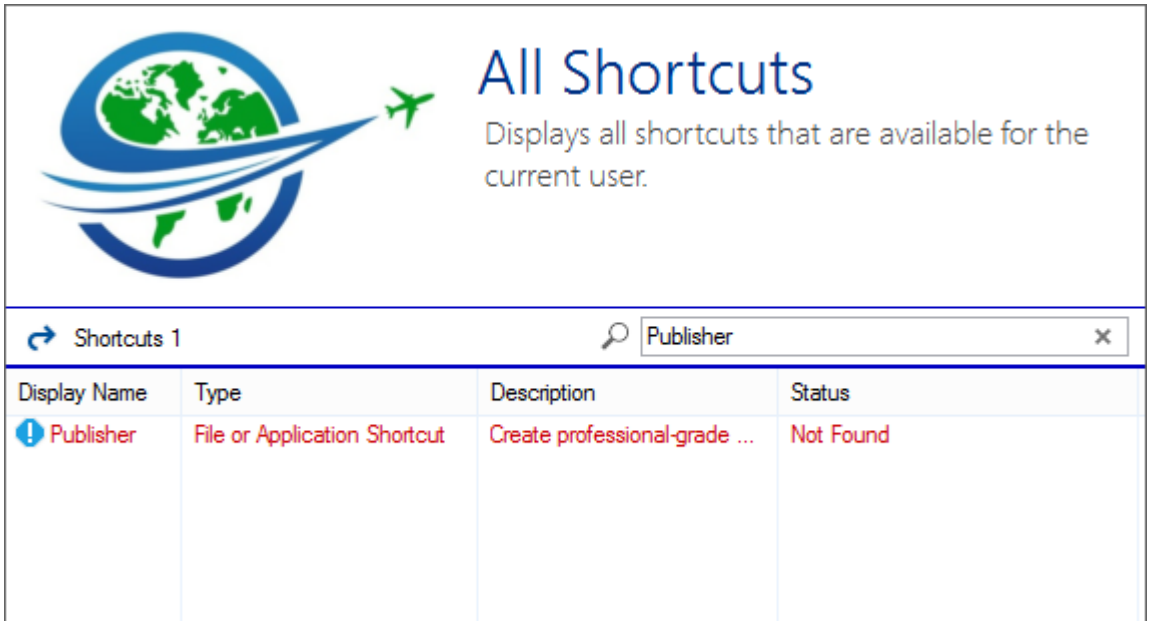
The shortcut processor provides the following functionality:

- Determines whether a shortcut is available to the user.
- Locates the path to a file or application shortcut when multiple possible paths have been configured.
- Determines the appropriate icon to display for a shortcut.
- Determines whether the repair function of a file or application shortcut is enabled and available.

System administrators can configure the shortcut processor in the shortcut processor tab in the client settings.

Unavailable Shortcuts

The shortcut processor determines whether shortcuts are available to the user.



Unavailable shortcuts can been viewed in the shortcut viewer by selecting the show unavailable shortcuts option on the view menu.

The status displayed is one of the following values

Available
The shortcut is available to the user.

Critical Error
There was a critical error processing the shortcut. Please see the client diagnostics log for more information.

Not Enabled
The shortcut is not enabled. This status will only be displayed to system administrators as shortcuts that are not enabled are not displayed to users.

Not Found
The file or directory was not found on the client machine.

Invalid Configuration
The configuration of the shortcut is invalid.

Not Available Offline
The client machine is currently offline and the shortcut has been configured to not be available offline.

Not Available On Computer
The shortcut is not available on the client computer.

Not Available On Network
The shortcut is not available on any of the networks to which the client machine is connected.

Client Architecture Requirement Not Met
The client machine does not meet the architecture requirement for the shortcut.

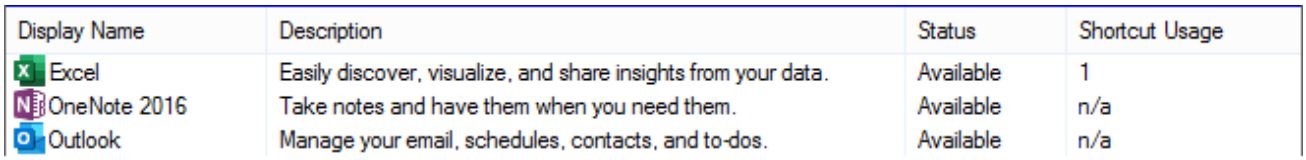
Client Requirements Not Met
The client machine does not meet one or more of the custom client requirements for the shortcut.

Shortcut Usage Data

Shortcut usage data provides the ability for system administrators to see how often a shortcut has been opened by users of the server.

The functionality can be enabled and configured within the shortcut usage data settings.

Once enabled shortcut usage can be viewed by selecting the Details view mode, and reviewing the *Shortcut Usage* column.



Display Name	Description	Status	Shortcut Usage
Excel	Easily discover, visualize, and share insights from your data.	Available	1
OneNote 2016	Take notes and have them when you need them.	Available	n/a
Outlook	Manage your email, schedules, contacts, and to-dos.	Available	n/a

System Administrators

System administrators have full access to use and manage XIA Links Server.

Users who are members of the Administrators group on the machine where XIA Links Server is installed are automatically given system administrator rights, however additional users and groups can be configured within the security settings section of the server settings.

Troubleshooting

This section provides troubleshooting steps for the XIA Links Client.

Slow Load Times
This section provides information for troubleshooting and improving slow load times of the XIA Links Client.

Maximum Message Size Exceeded

Symptoms
When you open the XIA Links Client you see the error

The maximum message size quota for incoming messages (value) has been exceeded. To increase the quota, use the MaxReceivedMessageSize property on the appropriate binding element.

Cause
The issue can be seen when you have a large number of system managed icons configured in the custom icons directory.

Resolution
To resolve the issue

- Reduce the number of system managed icons configured.

  - or -

- Increase the value of the Maximum Received Message Size (MB) Group Policy setting.

Slow Load Times

This section provides information for troubleshooting and improving the load times of the XIA Links Client.

When the XIA Links Client starts the shortcut processor will analyze the configured shortcuts.

To determine which shortcuts are slowing the load times:

- Ensure that unavailable shortcuts are visible by selecting the option on the view menu.
- Select the details view mode.
- Review the processing time column.

Display Name	Type	Status	Processing Time (ms)	Favorite
Excel	File or Application Shortcut	Available	1	False
Network Shortcut	File or Application Shortcut	Not Found	9392	False

NOTE: For more detailed information enable the client diagnostics, click refresh on the view menu, and review the diagnostics log file.

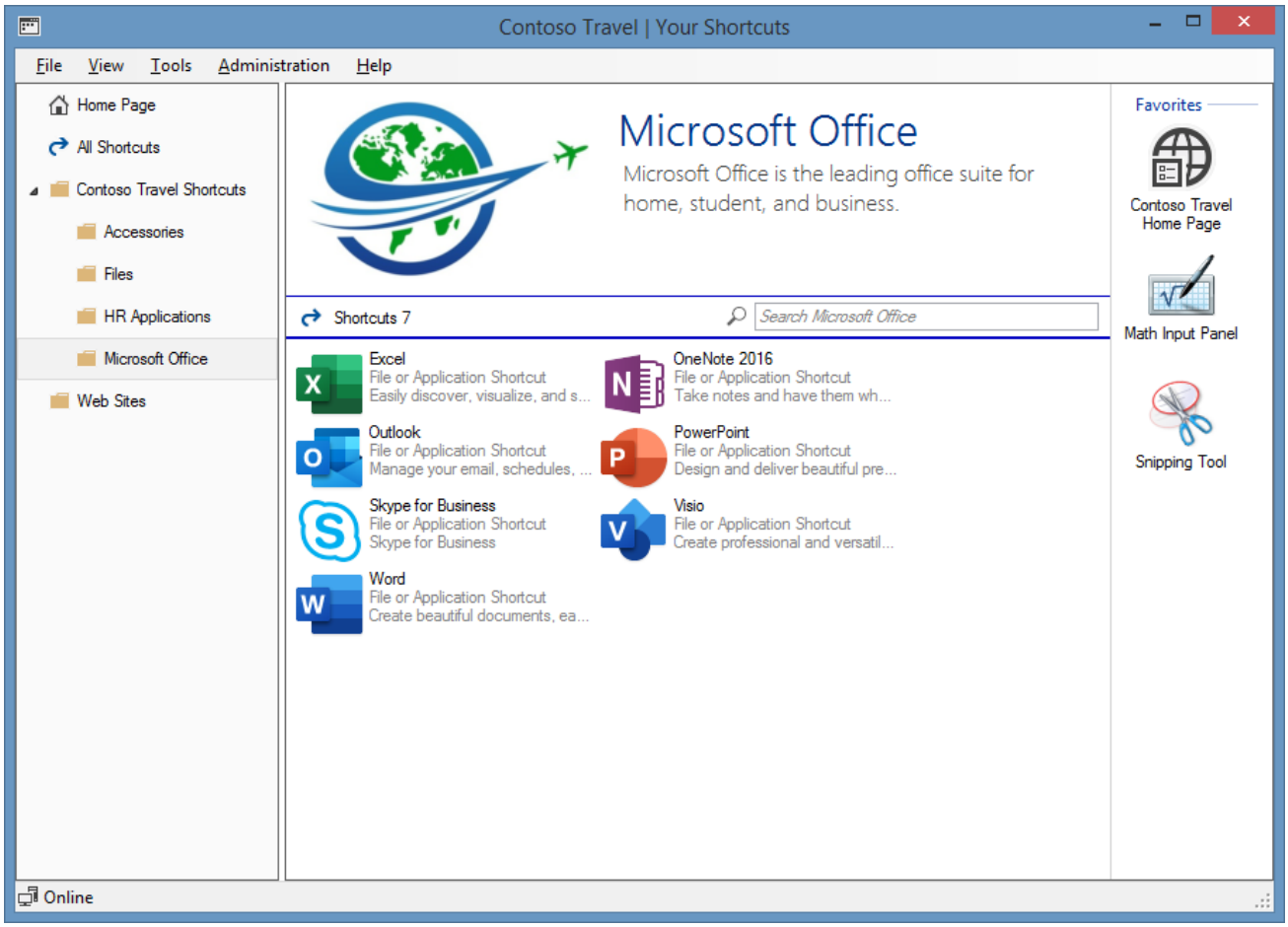
Typically shortcuts that use slow or unavailable network paths are responsible for slowing the load times.
This can be resolved by taking the following steps.

- Resolve the performance issue with the network if possible.
- Configure shortcuts that use network paths to not be available offline.
- Do not use unmanaged icon files that use network paths.

- Configure shortcuts that use network paths to use the exclude file existence check option.

User Interface

The main user interface of the XIA Links Client.



Favorites
The favorites panel displays shortcuts that have been configured as a favorite by a system administrator within the shortcut settings and to which the user has permissions.

Menu
The drop down menu.

Navigation
The navigation provides access to the home page, built-in all shortcuts section, and sections that have been created by a system administrator to which the user has permissions.

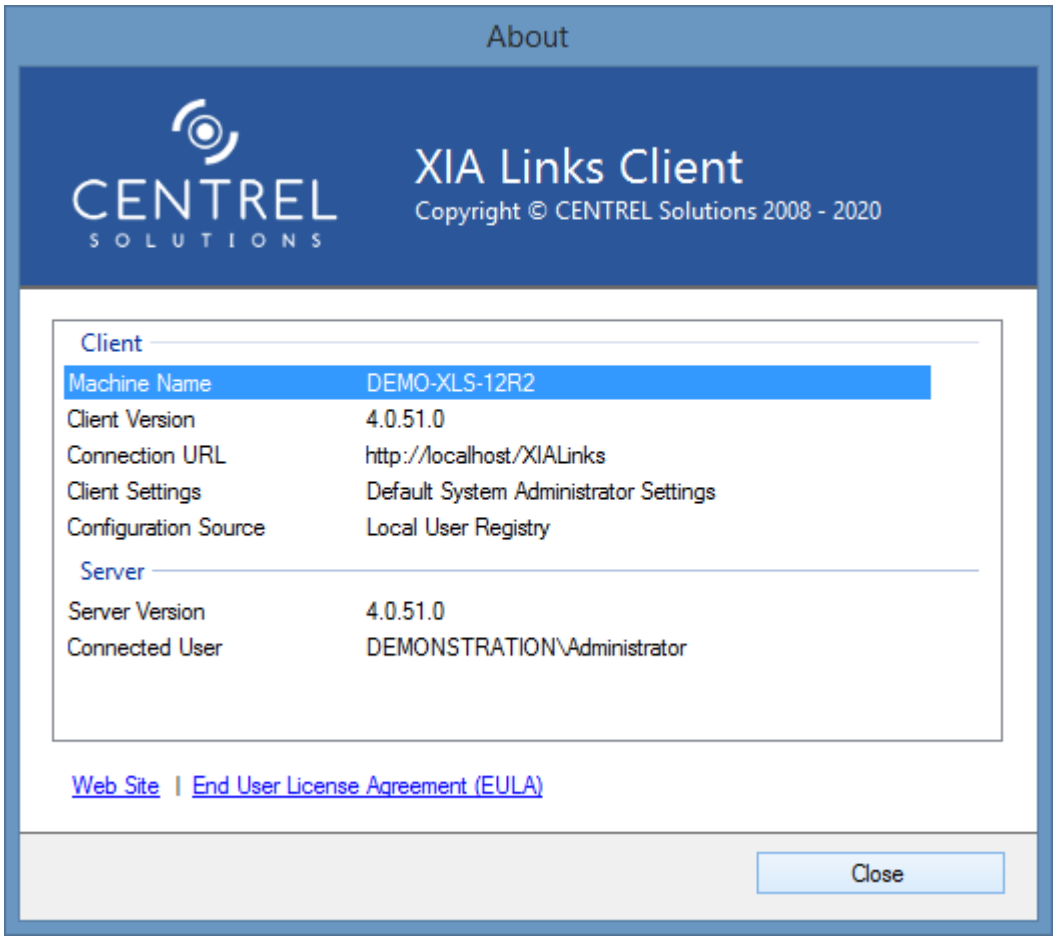
Search
Allows the user to search the shortcuts in the currently selected section.

Status Strip
The status strip displays information about the online / offline status.

Shortcut Viewer
The shortcut viewer displays the shortcuts available to the user in the currently selected section to which the user has permissions.

About Dialog

The about dialog shows information about the client, and the server to which the client is connected.



Machine Name
The NetBIOS name of the computer running the XIA Links Client.

Client Version
The version of the XIA Links Client.

Connection URL
The URL used to connect to the XIA Links Server.

Client Settings
The name of the client settings that has been applied.

Configuration Source
The source of the configuration

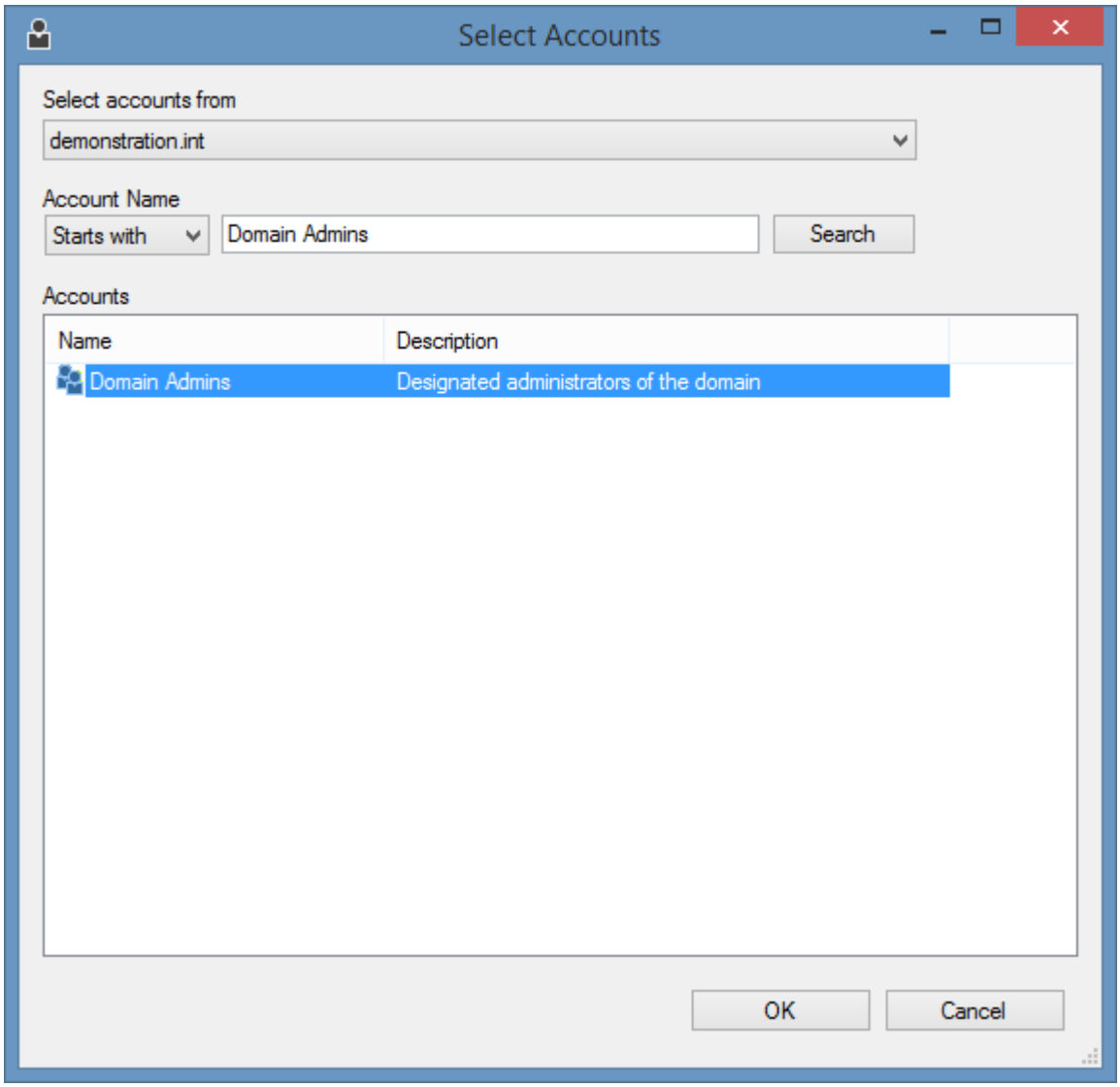
- Local User Registry
- Group Policy

Server Version
The version of the XIA Links Server to which the XIA Links Client is connected.

Connected User
The name of the user that is connected to the XIA Links Server.

Account Browser

The account browser allows you to select user and group accounts that are accessible to the XIA Links Server.



Select accounts from
The Active Directory domain or computer from which the accounts are to be selected.

Starts with
Searches for accounts that start with the specified text.

Contains
Searches for accounts that contain the specified text.

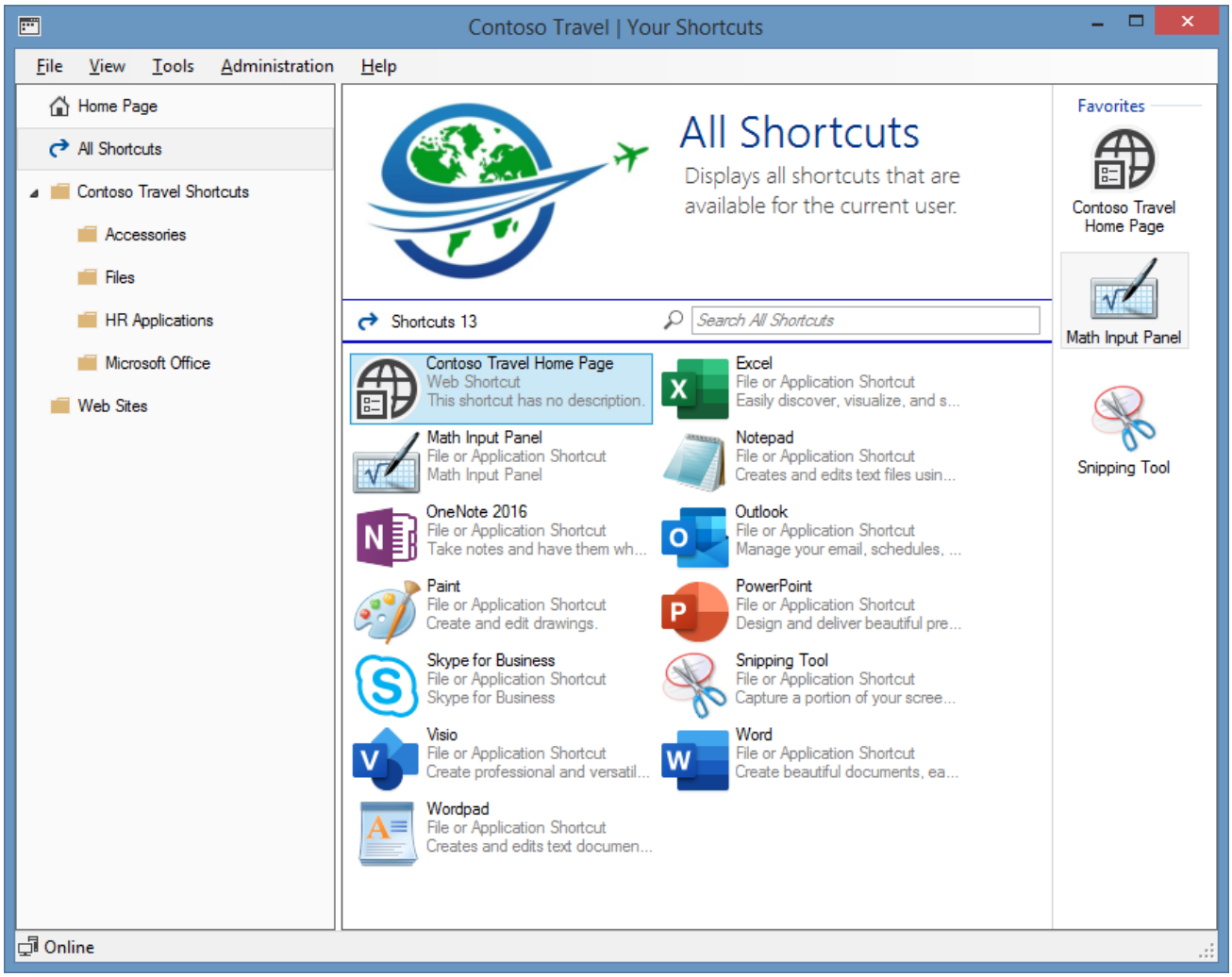
Is Exactly
Searches for accounts that match the specified text exactly.

Search
Performs a search of the specified Active Directory domain.

Accounts
The accounts from which the selection can be made.

All Shortcuts Section

The all shortcuts section is a built-in section that displays shortcuts to which the user has permissions.

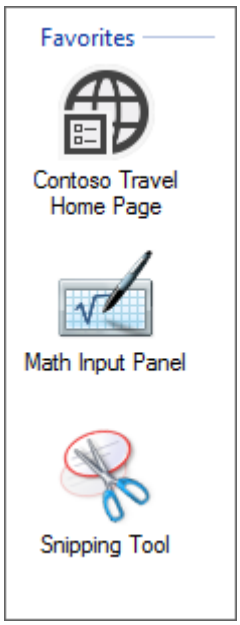


System administrators can configure the visibility and description text of the all shortcuts section in the view settings.

System administrators can configure the name of the all shortcuts section in the localization settings.

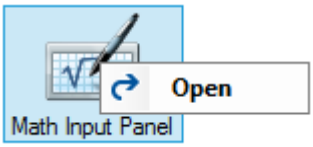
Favorites

The favorites panel displays shortcuts that have been configured as a favourite by a system administrator within the behavior tab of the shortcut settings and to which the user has permissions.



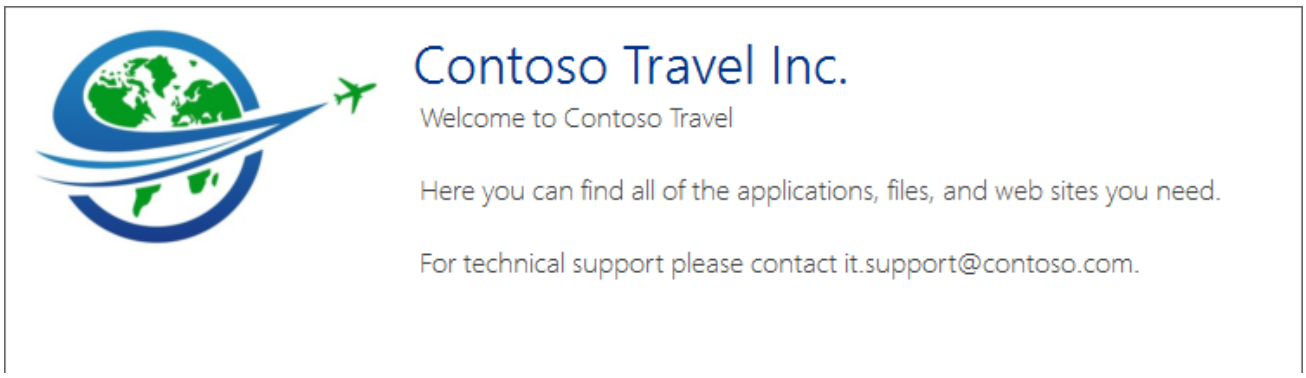
If there are no favorites available to the user, the favorites panel is not displayed. The favorites panel can also be hidden by system administrators within the view settings.

Users can open a shortcut either by double clicking the shortcut, or right clicking the shortcut and clicking open.



Home Page

The home page allows you to configure a title and description to display to users to introduce them to the XIA Links Client.

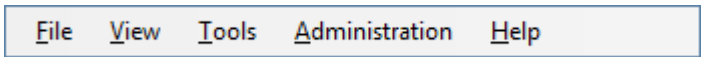


The home page can be enabled, and the title and description text set, by system administrators within the home page settings.

The home page can be configured to be displayed automatically when the XIA Links Client is opened within the view settings.

Menu

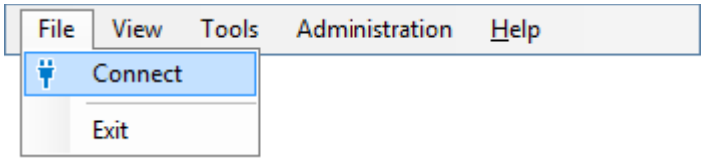
The options available on the menu depend on whether the user is a system administrator, and the configured client menu settings.



System administrators can localize the text displayed on the menu using the client localization settings.

File Menu

The file menu provides the following options

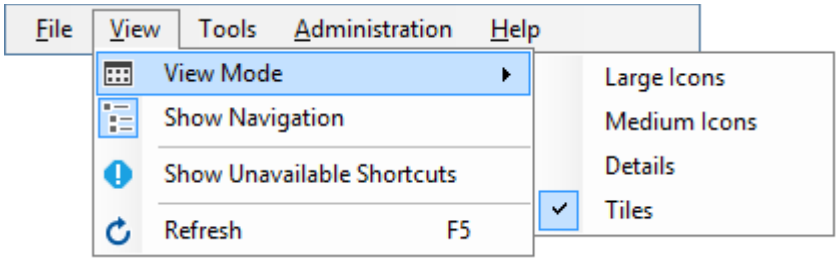


Connect
Allows the user to connect to the XIA Links Server using the manual connection form, if this is enabled in Group Policy.

Exit
Exits the application.

View Menu

The view menu provides the following options



View Mode
Determines the view mode.

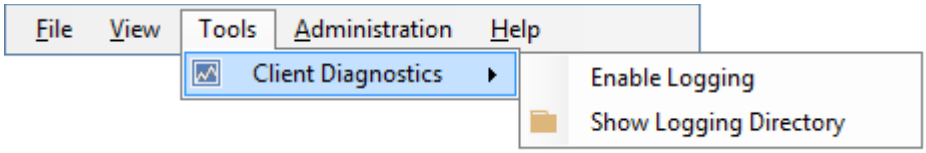
Show Navigation
Determines whether to show the navigation.

Show Unavailable Shortcuts
Determines whether the shortcut viewer should show unavailable shortcuts.

Refresh
Refreshes the current configuration.

Tools Menu

The tools menu provides the following options



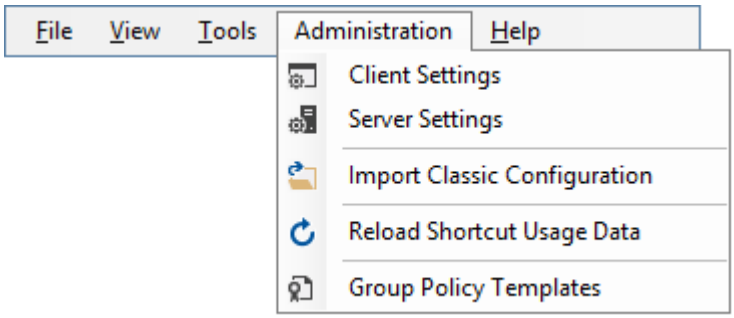
Client Diagnostics
The client diagnostics menu.

Enable Logging
Enables client diagnostics logging.

Show Logging Directory
Opens the directory in which the client diagnostics log is written.

Administration Menu

The administration menu is available only to system administrators when the client is online and provides the following options



Client Settings
Displays the client settings administration.

Server Settings
Displays the server settings.

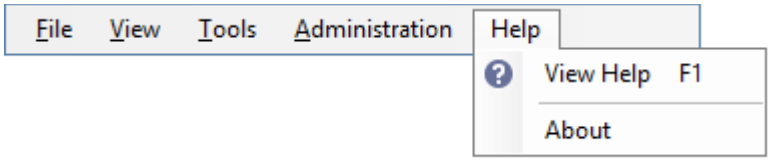
Import Classic Configuration
Displays the import classic configuration interface.

Reload Shortcut Usage Data
Reloads the latest shortcut usage data from the XIA Links Server.

Group Policy Templates
Displays the Group Policy template files.

Help Menu

The help menu provides the following options

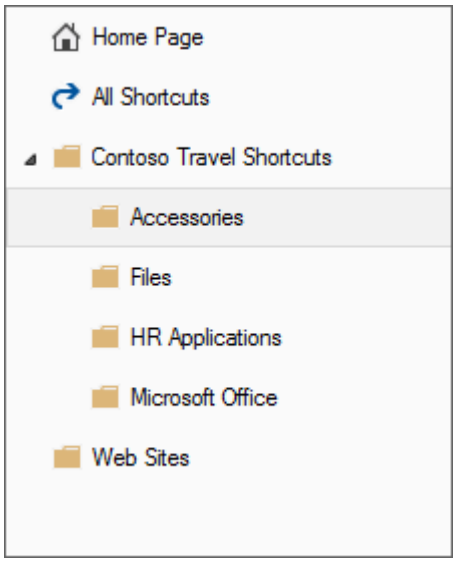


View Help
Displays the help.

About
Displays the about dialog.

Navigation

The navigation provides access to the home page, built-in all shortcuts section, and sections that have been created by a system administrator to which the user has permissions.



The visibility and default width of the navigation can be set by system administrators within the view settings.

Search

The search allows a user to locate shortcuts within the currently selected section or built in all shortcuts section.

System administrators can configure the search within the search settings.

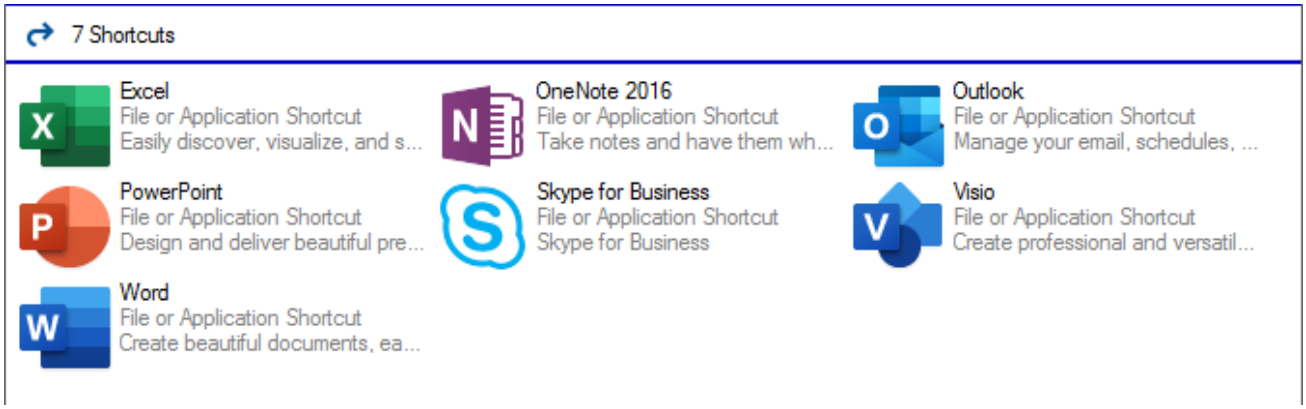
Title Panel

The title panel is displayed for sections, the built-in all shortcuts section, and the home page.

System administrators can configure the title panel within the title settings.

Shortcut Viewer

The shortcut viewer displays the shortcuts available to the user.

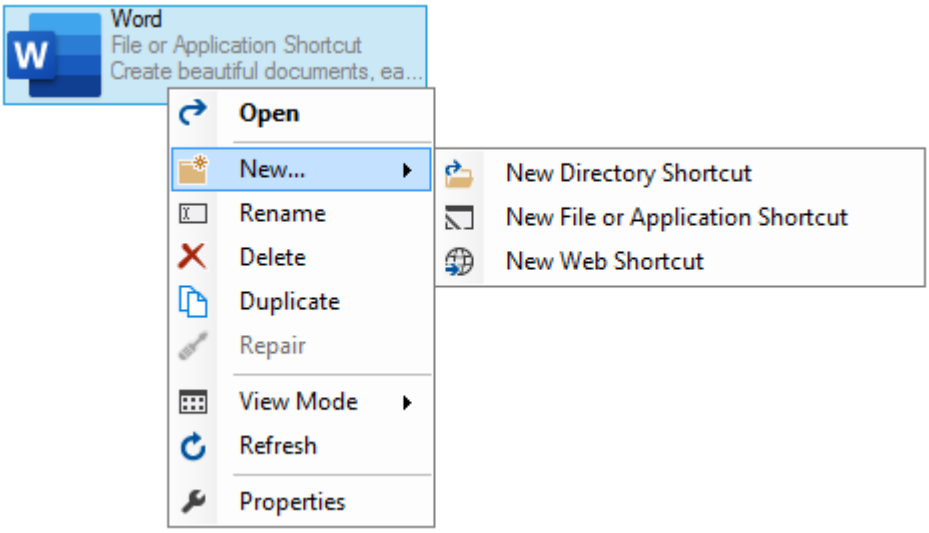


The shortcut viewer has multiple view modes.

Right clicking a shortcut displays the shortcut context menu.

Context Menu

The shortcut context menu is displayed when the user right clicks a shortcut in the shortcut viewer. The options available are determined by whether the user is a system administrator, and whether one or more shortcuts are currently selected.



Open
Opens the currently selected shortcut.

New...
Displays the new shortcut menu for system administrators.

New Directory Shortcut
Allows system administrators to create a new directory shortcut.

New File or Application Shortcut
Allows system administrators to create a new file or application shortcut.

New Web Shortcut
Allows system administrators to create a new web shortcut.

Rename
Allows system administrators to rename the currently selected shortcut.

Delete
Allows system administrators to delete the currently selected shortcut or shortcuts.

Duplicate
Allows system administrators to duplicate the currently selected shortcut.

Repair
Runs the repair for the currently selected shortcut if available. This option only applies to file or application shortcuts.

View Mode

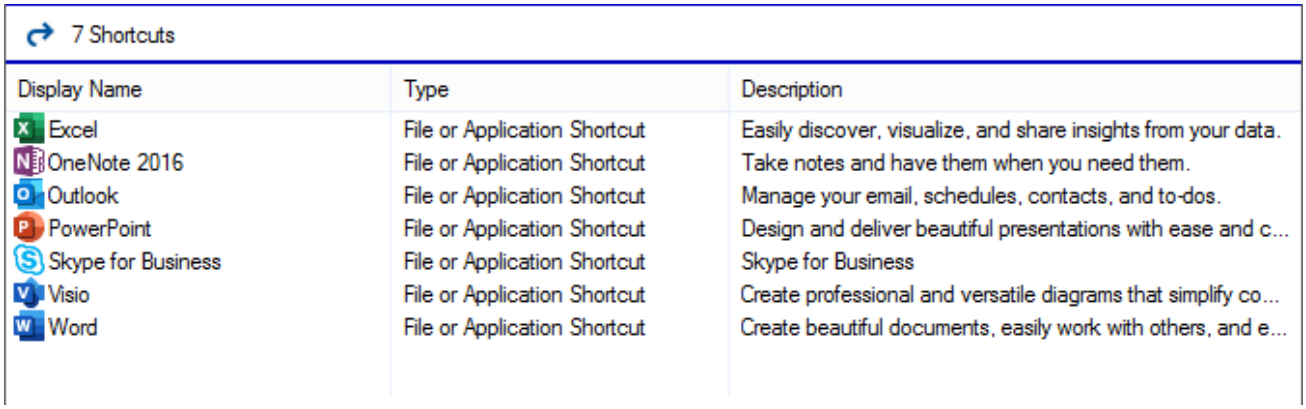
Displays the view mode context menu.

Refresh
Refreshes the current configuration.

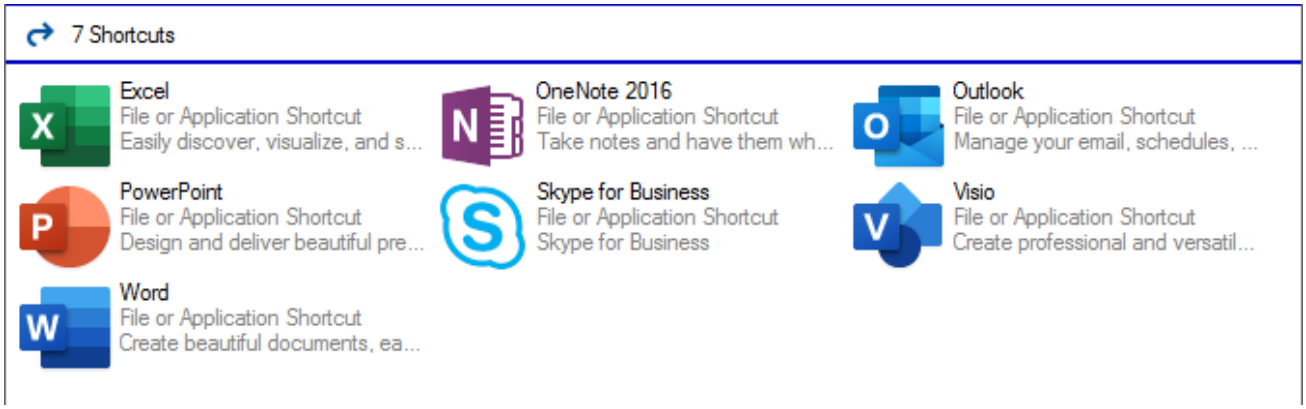
Properties
Allows system administrators to display the properties of the currently selected shortcut.

View Mode

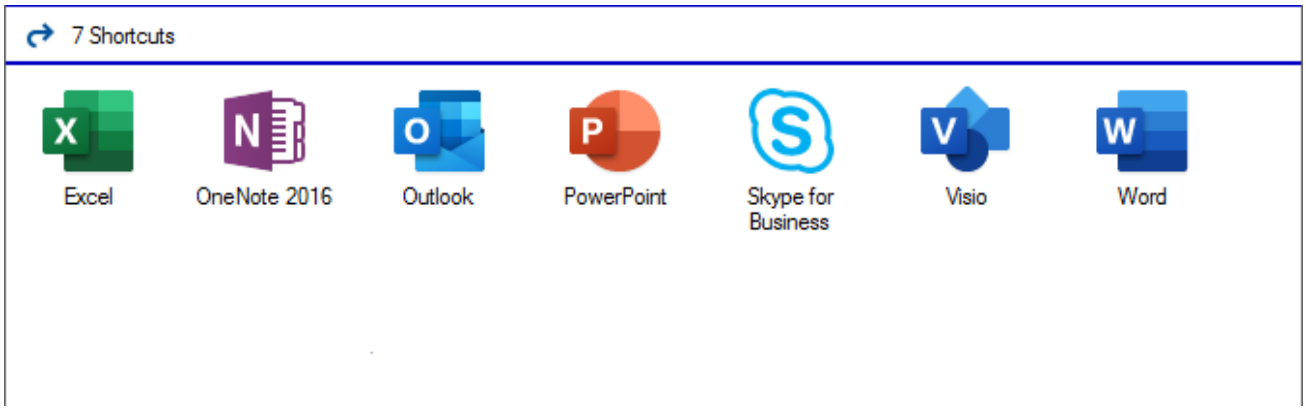
Details
Displays detailed information about the shortcuts such as the processing time and shortcut usage data, with a 16x16 pixel icon.
Pressing CTRL + automatically sizes the columns in this view mode.



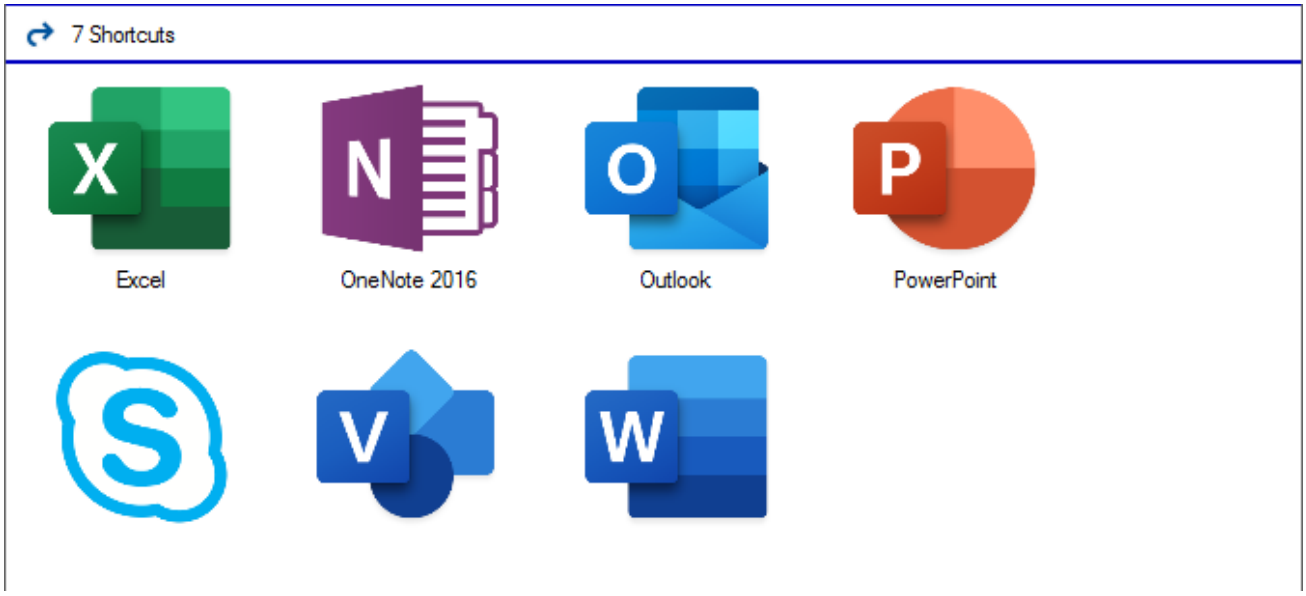
Tiles
Displays the shortcuts as tiles with a 48x48 pixel icon.



Medium Icons
Displays the shortcuts with a 48x48 pixel icon.



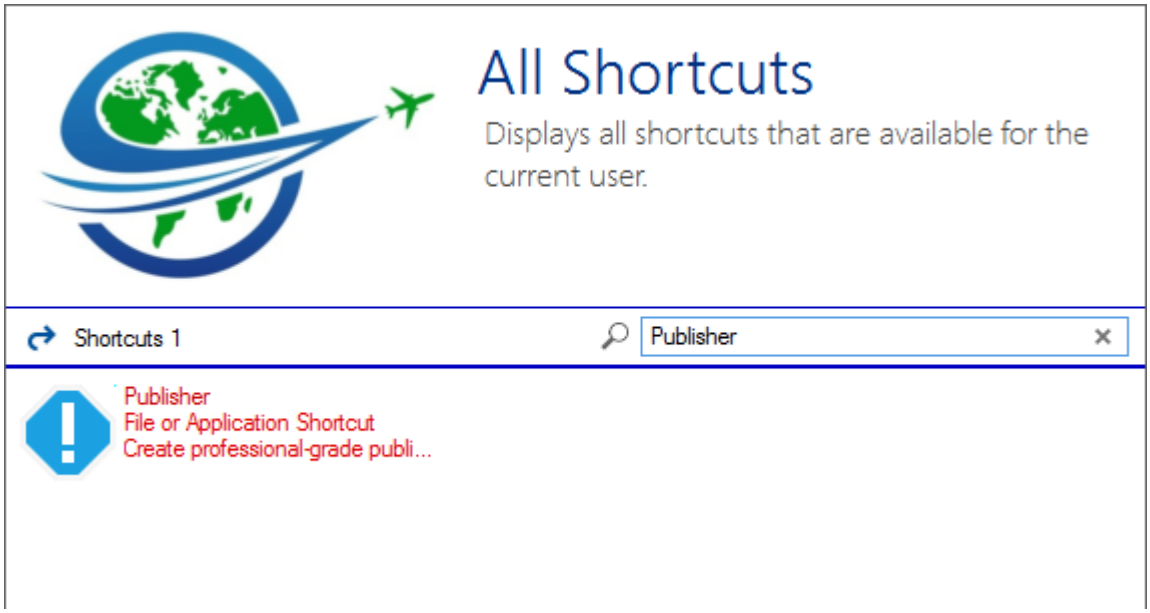
Large Icons
Displays the shortcuts with a large 96x96 pixel icon.



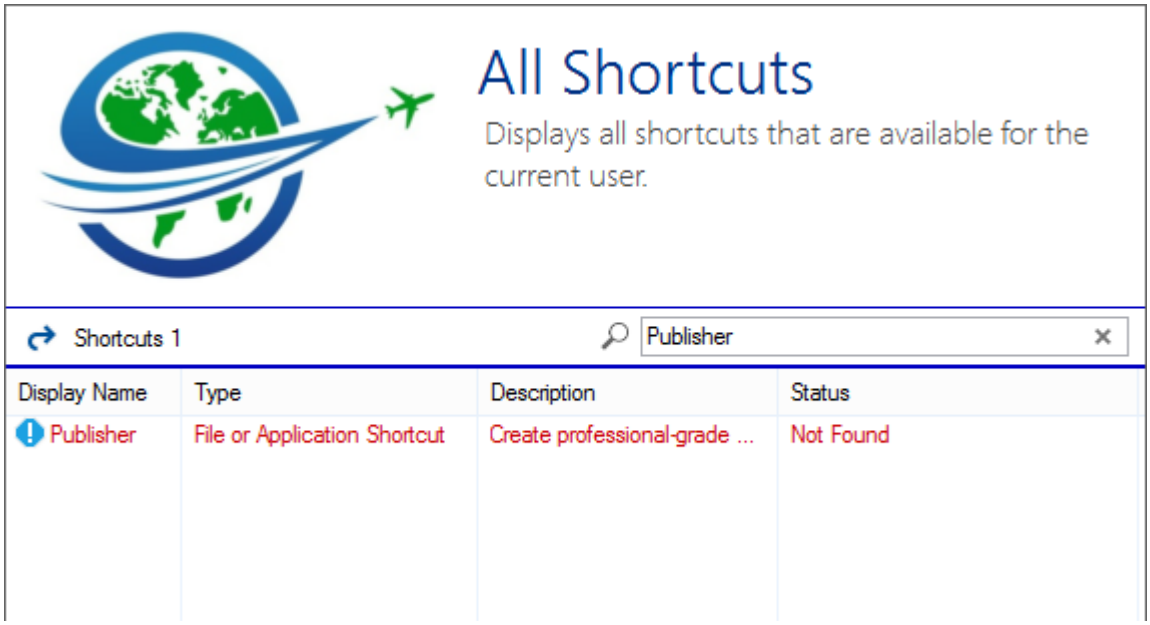
Unavailable Shortcuts

Shortcuts that are not available can be viewed by selecting the show unavailable shortcuts option on the view menu.

Unavailable shortcuts are displayed in red.



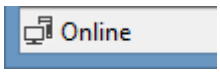
The reason the shortcut is unavailable can be seen in the details view mode.



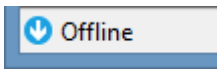
Status Strip

The status strip determines whether the client is currently online or offline.

Online (connected to the server)



Running in offline mode.



End User License Agreement (EULA)

CENTREL SOLUTIONS LTD
XIA Links Server
Copyright © 2008-2022 CENTREL Solutions Ltd

END-USER LICENSE AGREEMENT

Last revised 25th March 2022

IMPORTANT - PLEASE READ THIS END-USER LICENSE AGREEMENT (“AGREEMENT”) CAREFULLY BEFORE DOWNLOADING OR USING THE SOFTWARE PRODUCT INCLUDED IN THE INSTALLATION.

This CENTREL Solutions Ltd ("CENTREL SOLUTIONS") AGREEMENT constitutes a legally binding agreement between you or the business and/or entity which you represent ("YOU" or "LICENSEE") and CENTREL SOLUTIONS for the XIA Links Server product and related demonstration code, intermediate files, and documentation ("SOFTWARE PRODUCT") included in the installation.

By purchasing, installing, copying, or otherwise using the SOFTWARE PRODUCT, YOU acknowledge that YOU have read this AGREEMENT and YOU agree to be bound by its terms and conditions. If YOU are representing a business and/or entity, YOU acknowledge that YOU have the legal authority to bind the business and/or entity YOU are representing to all the terms and conditions of this AGREEMENT.

If YOU do not agree to any of the terms and conditions of this AGREEMENT or if YOU do not have the legal authority to bind the business and/or entity YOU are representing to any of the terms and conditions of this AGREEMENT, DO NOT INSTALL, COPY, USE, EVALUATE, OR REPLICATE IN ANY MANNER, ANY PART, FILE OR PORTION OF THE SOFTWARE PRODUCT.

The SOFTWARE PRODUCT is licensed, not sold.

1. GRANT OF LICENSE.

Subject to all the terms and conditions of this AGREEMENT, CENTREL SOLUTIONS grants the LICENSEE a non-exclusive, non-transferable license to install and use the SOFTWARE PRODUCT included in the installation as authorized in this section.

1.1 ENTERPRISE LICENSE.

YOU may install, copy, and use the SOFTWARE PRODUCT by purchasing an ENTERPRISE LICENSE from CENTREL SOLUTIONS or its authorized resellers.

The SOFTWARE PRODUCT of a version not exceeded by the LICENSE may be installed on a single machine in the Active Directory domain of the name specified in the LICENSE.

The SOFTWARE PRODUCT may be installed on an additional machine in the Active Directory domain of the name specified in the LICENSE for the purposes of resilience.

1.2 EVALUATION (TRIAL) USE LICENSE.

If the LICENSE YOU have obtained is marked as a "TRIAL" or "EVALUATION", YOU may install the SOFTWARE PRODUCT for evaluation purposes only, for the period set within the LICENSE ("EVALUATION PERIOD"). Upon expiration of the EVALUATION PERIOD, a LICENSE should be purchased, or the SOFTWARE PRODUCT must be uninstalled and all copies destroyed.

1.3 PRE-RELEASE SOFTWARE

The SOFTWARE PRODUCT marked as PRE-RELEASE (including but not limited to the designation of BETA, Community Technology Preview "CTP", or Release Candidate "RC") may contain deficiencies and as such, should not be considered for use in any production environment.

CENTREL SOLUTIONS may, at its sole discretion, discontinue availability of the PRE-RELEASE software, limit or modify PRE-RELEASE software functionality, or eliminate SUPPORT SERVICES for the PRE-RELEASE software at any time.

2. LIMITATIONS ON REVERSE ENGINEERING, DECOMPILATION, AND DISASSEMBLY.

YOU may not reverse engineer, decompile, create derivative works or disassemble the SOFTWARE PRODUCT. If the SOFTWARE PRODUCT is purchased by YOU with the intent to reverse engineer, decompile, create derivative works, or the exploitation and unauthorized transfer of any CENTREL SOLUTIONS intellectual property and trade secrets, to include any exposed methods or source code where provided, no licensed right of use shall exist and any PRODUCT(s) created as a result shall be judged illegal by definition. Any sale or resale of intellectual property or created derivatives so obtained will be prosecuted to the fullest extent of all local, federal and international law.

3. SEPARATION OF COMPONENTS.

The SOFTWARE PRODUCT is licensed as a single PRODUCT. The SOFTWARE PRODUCT and its constituent parts may not be reverse engineered, decompiled, disassembled or separated for use on more than one computer, nor placed for distribution, sale, or resale as individual creations by the LICENSEE.

4. RENTAL.

YOU may not rent, lease, or lend the SOFTWARE PRODUCT.

5. TRANSFER.

Notwithstanding the provisions in clause 1.2, YOU may NOT permanently or temporarily transfer ANY of YOUR rights under this AGREEMENT to any individual, business, government entity or other organization without prior written approval from CENTREL SOLUTIONS.

6. COPYRIGHT.

YOU acknowledge that CENTREL SOLUTIONS is the owner or licensor of all intellectual property rights in the SOFTWARE PRODUCT anywhere in the world, that rights in the SOFTWARE PRODUCT are licensed (not sold) to you, and that you have no rights in, or to, the SOFTWARE PRODUCT other than the right to use them in accordance with the terms of this AGREEMENT and the relevant LICENSE.

YOU acknowledge that you have no right to have access to the SOFTWARE PRODUCT in source code form.

7. TWELVE (12) MONTH SUPPORT AND UPDATES.

CENTREL SOLUTIONS licenses the SOFTWARE PRODUCT on a subscription basis. A subscription lasts for a 12 month period from the date of purchase. The LICENSEE will be eligible to receive all major and minor updates for the SOFTWARE PRODUCT during this 12 month period.

Upon expiration of a subscription, the LICENSEE can optionally renew the SOFTWARE PRODUCT subscription for an additional 12 month period (and each subsequent year thereafter) in order to continue receiving major and minor updates of the SOFTWARE PRODUCT from CENTREL SOLUTIONS.

Pricing for the 12 month SOFTWARE PRODUCT subscription is charged at 20% of the total cost of the LICENSE. CENTREL SOLUTIONS reserves the right to change the price of any subsequent renewal of the SOFTWARE PRODUCT subscription.

The LICENSEE must maintain the 12 month SOFTWARE PRODUCT subscriptions contiguously with a break of no more than 31 days. If the break exceeds 31 days the LICENSEE must purchase a new LICENSE to renew the SOFTWARE PRODUCT subscription.

8. DOWNLOAD of SOFTWARE PRODUCT.

The SOFTWARE PRODUCT will be made available for download from the CENTREL SOLUTIONS web site exclusively.

9. DISCLAIMER OF WARRANTY.

CENTREL SOLUTIONS expressly disclaims any warranty for the SOFTWARE PRODUCT. THE SOFTWARE PRODUCT (INCLUDING ANY THIRD PARTY CONTROLS), AND ANY RELATED DOCUMENTATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR

IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. CENTREL SOLUTIONS DOES NOT WARRANT, GUARANTEE, OR MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE SOFTWARE PRODUCT IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. THE ENTIRE RISK ARISING OUT OF USE OR PERFORMANCE OF THE SOFTWARE PRODUCT REMAINS WITH YOU. No oral or written information or advice given by CENTREL SOLUTIONS or its employees shall create a warranty or in any way increase the scope of this warranty.

9.1. VIRUSES.

CENTREL SOLUTIONS will make commercially reasonable efforts to ensure that the SOFTWARE PRODUCT as delivered by CENTREL SOLUTIONS will not contain any virus, or other software designed to permit unauthorized access to, or to erase or otherwise harm, the LICENSEE’s software, hardware, or data.

10. LIMITATIONS ON LIABILITY.

YOU acknowledge that the SOFTWARE PRODUCT has not been developed to meet your individual requirements, including any particular cybersecurity requirements you might be subject to under law or otherwise, and that it is therefore YOUR responsibility to ensure that the facilities and functions of the SOFTWARE PRODUCT meet your requirements. CENTREL SOLUTIONS will not be responsible for any failure or fault of the SOFTWARE PRODUCT where such failure results from YOU having altered, modified or misused the SOFTWARE PRODUCT.

The LICENSEE understands that the SOFTWARE PRODUCT may produce inaccurate results due to a failure by the LICENSEE to properly use and/ or deploy the SOFTWARE PRODUCT. The LICENSEE assumes full and sole responsibility for any use of the SOFTWARE PRODUCT. CENTREL SOLUTIONS' maximum aggregate liability under or in connection with this AGREEMENT whether in contract, tort (including negligence) or otherwise, shall in all circumstances be limited to a sum equal to the price paid to CENTREL SOLUTIONS for the SOFTWARE PRODUCT.

Nothing in this AGREEMENT shall limit or exclude CENTREL SOLUTIONS’ liability for death or personal injury resulting from its negligence; fraud or fraudulent misrepresentation; or any other liability that cannot be excluded or limited by English law.

11. SUPPORT SERVICES.

CENTREL SOLUTIONS may provide YOU with support services related to the SOFTWARE PRODUCT ("SUPPORT SERVICES"). Use of SUPPORT SERVICES is governed by CENTREL SOLUTIONS policies and programs described in the product documentation, in online documentation and/or other CENTREL SOLUTIONS provided materials. CENTREL SOLUTIONS may restrict or otherwise discontinue SUPPORT SERVICES provided to the LICENSEE if YOUR use of the SUPPORT SERVICES is deemed by CENTREL SOLUTIONS, in its sole and reasonable discretion, to be excessive and beyond the scope of fair use.

Any supplemental SOFTWARE PRODUCT(S) provided to YOU as part of the SUPPORT SERVICES shall

be considered part of the SOFTWARE PRODUCT and subject to the terms and conditions of this AGREEMENT. With respect to technical information YOU provide to CENTREL SOLUTIONS as part of the SUPPORT SERVICES, CENTREL SOLUTIONS may use such information for its business purposes, including for SOFTWARE PRODUCT support and development.

Should the LICENSEE wish to report an issue relating to the SOFTWARE PRODUCT, the LICENSEE agrees to report the issue using the “Log Support Call” page of the CENTREL SOLUTIONS web site.

The LICENSEE agrees to use the TeamViewer product from TeamViewer GmbH, for remote support. More information on TeamViewer can be found at https://www.teamviewer.com.

CENTREL SOLUTIONS may restrict or otherwise discontinue SUPPORT SERVICES provided to the LICENSEE if the SOFTWARE PRODUCT installed by the LICENSEE is more than one major release behind the currently available version of the SOFTWARE PRODUCT.

12. TERMINATION.

Without prejudice to any other rights or remedies, CENTREL SOLUTIONS may terminate this AGREEMENT immediately by written notice to YOU if YOU commit a material or persistent breach of this AGREEMENT which YOU fail to remedy (if remediable) within 14 days after the service of written notice requiring YOU to do so. On termination for any reason, the LICENSEE must destroy all copies of the SOFTWARE PRODUCT and all of its component parts including any related documentation.

13. TAX.

CENTREL SOLUTIONS delivers its software electronically. YOU should confirm that YOUR local, state, or federal government does not impose any sales or use tax on electronically delivered software. YOU are entirely liable for any such sales or use tax.

14. PERSONAL DATA.

CENTREL SOLUTIONS does not lend, lease, sell, or market information it obtains from its customers or those who provide us personally identifiable information. CENTREL SOLUTIONS does not disclose purchase information or licensing information to third parties.

CENTREL SOLUTIONS collects personally identifiable information whenever YOU purchase/license a CENTREL SOLUTIONS product or service. Information includes Name, Address, Phone Number, Email address, Product Purchases, Licenses Owned, Employee/Contact Details, etc. The information we collect allows CENTREL SOLUTIONS to communicate with YOU regarding upcoming product updates, new product releases, company news and other important business matters.

CENTREL SOLUTIONS may disclose or report Confidential Information in limited circumstances where it believes in good faith that disclosure is required under the law.

The CENTREL SOLUTIONS privacy policy can be viewed online at the following address https://www.centrel-solutions.com/company/privacy-policy.aspx

15. USE OF YOUR ACCOUNT.

YOUR election to use the SOFTWARE PRODUCT indicates YOUR acceptance of the terms of this AGREEMENT. YOU are responsible for maintaining confidentiality of YOUR username, password and other sensitive information. YOU are responsible for all activities that occur in YOUR user account and in case of any unauthorized activity on YOUR account, YOU agree to inform CENTREL SOLUTIONS immediately by any method listed on the CENTREL SOLUTIONS website's Contact page. CENTREL SOLUTIONS is not responsible for any loss or damage to YOU or to any third party incurred as a result of any unauthorized access and/or use of YOUR user account, or otherwise.

16. THIRD PARTY CONTROLS.

This section is intentionally blank.

17. AGREEMENT.

This AGREEMENT constitutes the entire agreement between us and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between us, whether written or oral, relating to its subject matter. YOU agree that YOU shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in this AGREEMENT. YOU agree that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this AGREEMENT.

This AGREEMENT, its subject matter and its formation (and any non-contractual disputes or claims) are governed by English law. CENTREL SOLUTIONS and YOU both irrevocably agree to the exclusive jurisdiction of the courts of England and Wales.

18. MISCELLANEOUS.

This AGREEMENT may only be modified or amended by YOU if the modification or amendment is approved in writing and signed by an authorized officer of CENTREL SOLUTIONS. If any provision of this AGREEMENT is found void or unenforceable, the remainder will remain valid and enforceable according to its terms. If any remedy provided is determined to have failed for its essential purpose, all limitations of liability and exclusions of damages set forth in the Limited Warranty shall remain in effect.

If we have to contact YOU, we will do so by email or post to the address YOU provided in accordance with your purchase of the LICENSE.

Any notice given by CENTREL SOLUTIONS to YOU will be deemed received and properly served 24 hours after an email is sent, or three days after the date of posting of any letter. Any notice given by YOU to CENTREL SOLUTIONS to will be deemed received and properly served three days after the date of posting of any letter.

CENTREL SOLUTIONS reserves all rights not specifically granted in this AGREEMENT.

Should YOU have any questions concerning this AGREEMENT, contact us directly on +44 (0)1865 589216 or write to

CENTREL Solutions Ltd
Innovation House
John Smith Drive
Oxford
United Kingdom
OX4 2JY

All trademarks and registered trademarks are property of their respective owners.