



Using a Signotec Signature Pad with an IGEL Thin Client

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1. Preamble

The signotec signature pads can be used within a wide range of different system environments. In this document, you will learn how to configure a signotec signature pad on a Linux Thin Client.

Basically, there are three different connection methods: Virtual Channel, Virtual COM-Port and Ethernet. Within the following chapters, you will find further information about the connection types as well as the configuration.

2. Citrix Virtual Channel (recommended)

The Citrix virtual channel technology allows you to use the signature pad without a classic COM-Port Mapping. Furthermore, this procedure does not need a serial device, it supports HID-USB and WinUSB signature pads as well.

Especially in comparison to the COM-Port Mapping, this technology speeds up the connection a lot, so that the response time lowers noticeably.

The signotec virtual channel driver is set up on the ICA Client. After configuration of the driver, the pads communicate via the virtual channel, which was set up. As soon as the Citrix session starts, the virtual channel initializes. Every data between the pad and the software will be compressed, send via the virtual channel, getting decompressed and processed. This technology reduces network traffic and reduces latency while ensuring a stable connection.

2.1. Requirements

In order to use the signotec virtual channel driver, there are the following requirements:

- IGEL Linux 5.11.100 or 10.03.100 (*or newer*)
- Citrix XenApp 6.5 or XenDesktop 5 and Citrix Receiver (*or newer*)
- Activation of virtual channel communication

2.2. Configuration

By default, the virtual channel is deactivated. You can easily configure the virtual channel on your IGEL Linux Thin Client.

- Go to **“Setup > Sessions > Citrix > Citrix Global > Mapping > Device Support”**.
- You will find a section **“signotec signature pad channel”** with two options, where you can enable the virtual channel connection:
 - **A virtual channel for communication with signotec signature pads is enabled.**
 - No virtual channel for communication with signotec signature pads is enabled. (Default)

3. Virtual COM-Port Mapping

If the Citrix virtual channel cannot be used within your system environment, you have the possibility to do a classic COM-Port mapping.

Most of the signotec signature pads can be delivered with an **internal USB-Serial-Converter (FTDI)**, which is based on the FTDI standard. If you do not have a device with USB-Serial-Converter (FTDI), you can activate the **VCOM Daemon** on your IGEL Thin Client.

3.1. Requirements

3.1.1. Internal USB-Serial-Converter (FTDI)

To use the internal USB-Serial-Converter, there are no special requirements. The FTDI driver is part of the Linux kernel since 2011, so that the device can be used out of the box. There are just the following requirements:

- signotec signature pad with FTDI (*model number includes "FT"*)
- Configuration of a COM-Port Mapping

3.1.2. signotec VCOM Daemon

In order to use the signotec VCOM Daemon, there are the following requirements:

- signotec HID/WinUSB signature pad (*model number includes "U"*)
- IGEL Linux Firmware V5.08.100 or V10.x.x (*or newer*)
- Activation of signotec VCOM-Daemon
- Configuration of a COM-Port Mapping

3.2. Configuration

3.2.1. Activation of signotec VCOM Daemon

By default, the signotec VCOM Daemon is deactivated. You can easily activate it on your IGEL Linux Thin Client.

- **Connect the signature pad** to one of the thin client's USB ports.
- In setup, go to **"User Interface > Input > Signature Pad"**.
- Activate **Enable signotec VCOM Daemon**.
- Click **Apply** to put the setting into effect.
- Follow the next steps to complete the COM-Port Mapping

3.2.2. Configuration of COM-Port Mapping

In order to use the Virtual COM-Port device within your Citrix or RDP session, you need to configure a COM-Port Mapping.

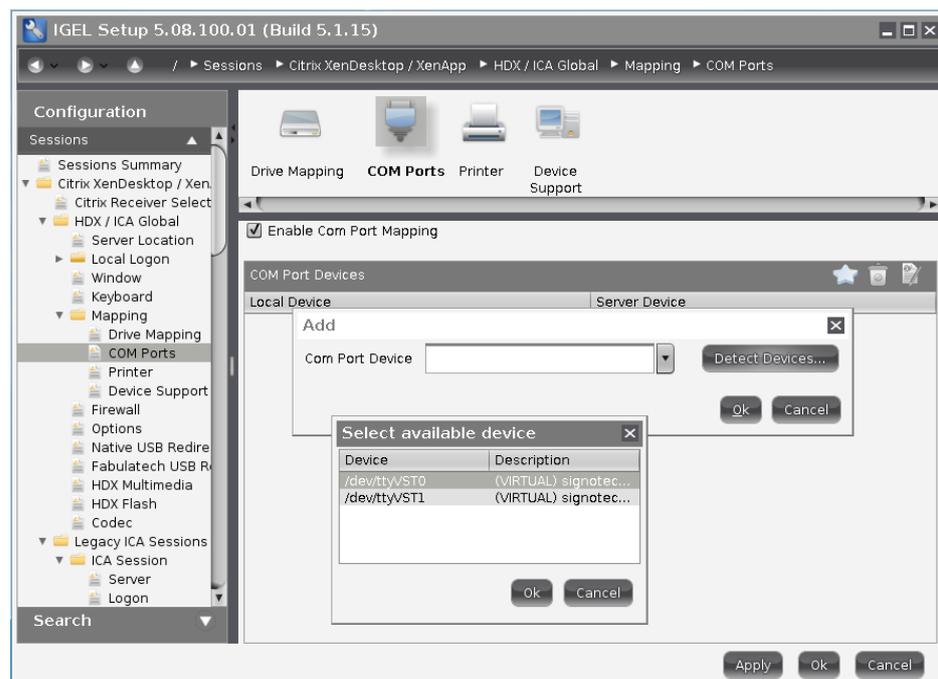
3.2.2.1. Citrix Sessions

- Go to **“Sessions > Citrix XenDesktop / XenApp > HDX / ICA Global > Mapping > COM Ports”**
- Use the star icon to add a new device
- In the local setup:
 - o Use Detect Devices... to see the devices available
 - o Select both devices with the description containing "signotec"
- In the UMS setup (Detect Devices... is not available):
Add these entries to the COM Port Devices List:

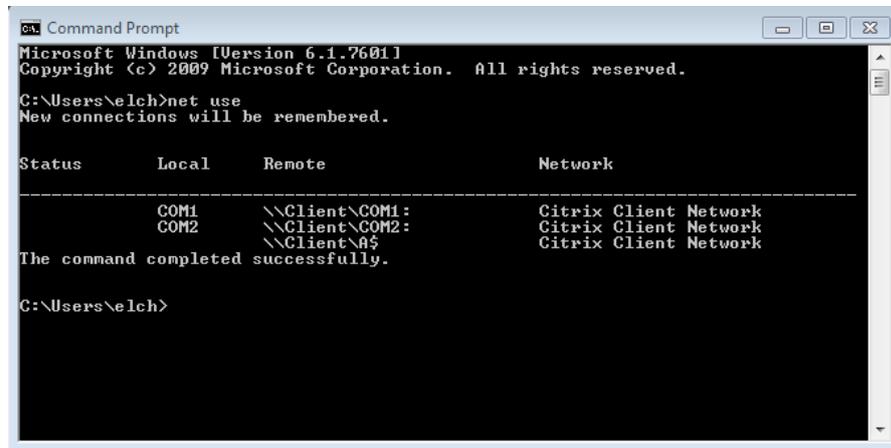
Local Device	Server Device
/dev/ttyVST0	\\Client\COM1
/dev/ttyVST1	\\Client\COM2

If the connection to the Signotec signature pad is unstable, unreliable or does not work, try swapping the local device names, so that:

- /dev/ttyVST1 -> \\Client\COM1
- /dev/ttyVST0 -> \\Client\COM2



- On the server, check COM-Port Mapping in Windows Command Prompt. It should show the two COM ports you mapped.



- If the above command does not show the expected COM ports, add them with the following command:
`net use [COM port] [Remote]`
 e.g.: `net use COM1 \\Client\COM1`

3.2.2.2. RDP Sessions

- Go to **“Sessions > RDP > RDP Global > Mapping > COM Ports”**
- Use the star icon to add a new device
- Use **“Detect Devices...”** to see the devices available
- Select both devices with the description containing "signotec"

4. Ethernet

If you cannot use Citrix Virtual Channel or COM-Port Mapping, you have the option to use the signotec signature pads through Ethernet (IP) connection. The Ethernet connection is completely independent of your IGEL client or Citrix version, but the signature software needs to support the IP connection.

Some of the signotec signature pads can be delivered with an integrated Ethernet-Port. The IP is configured on the device through the service menu. The configured IP can be searched within the signature software.

If you have a device without integrated Ethernet port, you can use the signotec USB-to-Ethernet Adaptor, which is optionally available.