

Citrix USB Redirection with Wacom Touch-Capable (DTH) Display Tablets

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About:

The purpose of this document is to provide detailed setup instructions for using Wacom Touch-Capable Display Tablets with Citrix USB Redirection when a standard computer is used as a client. These instructions assume that a functional Citrix Environment is already in use, and that USB Redirection within Citrix is not yet enabled. When complete, the tablet's hardware should be present in the Device Manager of the Virtual Machine and appear in the Wacom Control Panel installed on the Virtual Machine.

A list of tablet specific values is included in this document for ease of implementation. Please refer to this list for your specific tablet when values are being added to Citrix or the local Client.

References to Citrix Support documentation regarding the redirection and optimization of Wacom Devices is also included below. For more information or troubleshooting please contact Wacom or Citrix directly.

Requirements:

- A. USB Redirection: Citrix XenDesktop 7.1+
- B. USB Optimization: Citrix XenApp or XenDesktop 7.6 FP3+
- C. Citrix Receiver for Windows
- D. The latest supported Wacom Tablet driver, determined by the tablet hardware and Virtual Machine operating system.

Server Setup:

1. On the Citrix Server, open the Citrix Studio application.
2. Under Console Root in the left-hand column, expand Citrix Studio and then select Policies.
3. Under Actions on the right-hand side of Citrix Studio, click on the Create Policy link.
4. In the Create Policy window, click on the 'All Settings' drop down and select USB Devices to show the four available USB redirection options.
5. Locate the 'Client USB device redirection' option and click the Select link to the right of it.
 - a. Within the Client USB device redirection window, select the 'Allowed' radio button and then click the OK button at the bottom to confirm this selection and return to the Create Policy window.
6. Locate the 'Client USB device redirection rules' option and click on the Select link to the right of it.
 - a. Within the Client USB device redirection rules window, click on the Add button and enter the redirection values for the tablet to be used.

Notes: See the tablet table below for the appropriate redirection values of the tablet to be used.

Some tablets require more than one value, use the Add button to create as many input fields are necessary for your device.

- b. When all the device values have been added, click the OK button at the bottom to confirm these entries and return to the Create Policy window.
7. Locate the 'Client USB device optimization rules' option and click on the Select link to the right of it.
 - a. Within the Client USB device optimization rules window, click on the Add button and enter the optimization values for the tablet to be used

Notes: See the tablet table below for the appropriate redirection values of the tablet to be used.

Some tablets require more than one value, use the Add button to create as many input fields are necessary for your device.
 - b. When all the device values have been added, click the OK button at the bottom to confirm these entries and return to the Create Policy window.
 8. Click the Next button at the bottom of the Create Policy window and then select the 'All objects in the site' radio button.
 9. Click the Next button at the bottom of the Create Policy window again to progress to the Summary page.
 - a. Name the Policy.
 - b. Add a Description of the policy. (Optional)
 - c. Make sure the 'Enable Policy' check box is selected.
 10. Click on the Finish button at the bottom of the Create Policy window to finalize the new policy and return to the Citrix Studio window.
 11. The Citrix Policies should now contain the newly created policy, select that new Policy and confirm under the policy's Overview tab that:
 - a. The Name matches the name you gave your policy.
 - b. The Priority matches the number it is within the Policies list.
 - c. The Status says 'Enabled.'
 - d. The Description matches the description that you wrote for your policy, if you wrote one.
 12. Click on the Settings tab of the selected Policy and confirm that each of the three selected options are present in this list. All selections should include their name, a brief description of the types of devices affected, and the values that were entered. They resemble the following:
 - **Client USB device optimization rules**
 User setting – ICA\USB Devices
 Mode=00000002 VID=056A PID=035A class=03 #DTH-1152-Pen
 Mode=00000002 VID=056A PID=0368 class=03 #DTH-1152-Touch
 - **Client USB device redirection**
 User setting – ICA\USB Devices
 Allowed (Default: Prohibited)
 - **Client USB device redirection rules**
 User setting – ICA\USB Devices

Allow: VID=056A PID=035A #DTH-1152-Pen

Allow: VID=056A PID=0368 #DTH-1152-Touch

Client Setup:

1. Login to the client machine using an Administrative account.
2. Select Start > Run, or press Windows Key + R on the keyboard to open the Run dialog.
3. Within the Run dialog, type 'regedit' without quotations and click the OK button to open the Registry Editor.
4. In the Registry Editor window, navigate to HKEY_LOCAL_MACHINE\Software\Wow6432Node\Citrix\ICA Client\GenericUSB.
5. In the GenericUSB key, double-click on the DeviceRules Multi-String Value to edit it.
6. Inside the DeviceRules Edit Multi-String window, within of the Value data: field will be multiple entries.
 - a. Locate the Allow section of the existing entries.
 - b. At the top of the Allow section add new values for the tablet to be used.
Notes: See the tablet table below for the appropriate Client Registry DeviceRules values of the tablet to be used.
7. Click the OK button to confirm the added values and return to the Registry Editor window.
8. Close the Registry Editor window and reboot the Client machine.

Virtual Machine Setup:

1. Install the latest Wacom Tablet Driver for the OS used by the Virtual Machine. The latest drivers can be found at www.Wacom.com.

Tablet Values:

DTH-1152:

Citrix USB redirection values:

Allow: VID=056A PID=035A #DTH-1152-Pen

Allow: VID=056A PID=0368 #DTH-1152-Touch

Citrix USB optimization values:

Mode=00000002 VID=056A PID=035A class=03 #DTH-1152-Pen

Mode=00000002 VID=056A PID=0368 class=03 #DTH-1152-Touch

Client Registry - DeviceRules values:

Allow: VID=056A PID=035A #DTH-1152-Pen

Allow: VID=056A PID=0368 #DTH-1152-Touch

References:

Citrix Support documentation regarding redirection and/or optimization for Wacom tablets:

<https://docs.citrix.com/en-us/xenapp-and-xendesktop/7-6/xad-policies-article/xad-policies-settings-wrapper/xad-policies-settings-ica/xad-policies-settings-usb.html>

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Citrix Support documentation on how to configure USB redirection if it shows restrictions due to policy on the tool bar: <https://support.citrix.com/article/CTX203592>

Citrix Support's Generic USB Redirection Configuration Guide:
<https://support.citrix.com/article/CTX137939>