

QML[®] ACCESS OPTIONS

for Customer Hosted Installations

Choosing the right QML access option for your organization is an important decision. Access to QML, a thick client application, can be virtualized and delivered on-demand via application streaming protocols like RDP\RDWeb used by Remote Desktop Services or Citrix ICA, Independent Computing Architecture. Both the RDP\RDWeb and Citrix ICA options require installation of the QML thick client application on a server. The two application streaming options are in addition to installing the thick client application on individual workstations. Please refer to the chart below for comparisons.

	INDIVIDUAL WORKSTATIONS	APPLICATION STREAMING
INSTALLATION	Performed by TELCOR or software and instructions provided by TELCOR for customer installation.	Performed by TELCOR or software and instructions provided by TELCOR for customer installation.
DEPLOYMENT	None additional.	Requires customer resources for licensing, configuration, and publication of the thick client.
ACCESSIBILITY	Available from the workstation on which the thick client is installed.	Anywhere access to those granted access by the customer.
ADVANTAGES	Can be installed on existing workstation(s) meeting published configuration requirements.	Can be installed on existing server(s) meeting published configuration requirements.
DISADVANTAGES	Only available from workstations on which the thick client is installed. Requires a QML thick client access license and annual support for each workstation.	May require new/additional server(s) depending on current capacity. Will require re-evaluation of your QML server(s) if you plan to access the QML thick client via RDP\RDWeb on the existing QML application server.
OTHER CONSIDERATIONS	The QML users will need access to a shared drive or shared folder to save reports/exports generated in QML or shared printers to print from QML.	The QML users will need access to a shared drive or shared folder to save reports/exports generated in QML or shared printers to print from QML.

* Refer to the current TELCOR hardware specifications document for OS, CPU, and memory requirements.



Next Steps

1. If you have selected thick client access from individual workstations, contact TELCOR to identify the number of licenses needed.
2. If you have selected Citrix or similar streaming solution, have your Citrix admin contact TELCOR Installation for access to software and installation instructions.
3. If you have selected RDP\RDWeb for QML access, please complete the following:
 - a. Identify the total AND concurrent number of employees who will need QML access and notify TELCOR.
 - i. If additional resources on the existing QML application server are recommended, it is the responsibility of the customer to add resources.
 - ii. If a separate/dedicated server is recommended, this server will be sourced by the customer per TELCOR recommendation.
 - b. It is the customer's responsibility to purchase the TS CALs for each named QML user.
 - c. It is the customer's responsibility to configure the Remote Desktop licensing.
 - i. Per User and Per Device CALs can be revoked and assigned to a different user or different device if needed. For example, if an employee is no longer employed, the CAL that was assigned to that user can be revoked and assigned to a different user.
 - ii. The RDS server CALs version (2016, 2019, 2022) should match the operating system of the server. CALs can go down (a 2019 RS CAL will work on a Windows 2016R2 server), but they cannot go up (a 2016 will not work on a Windows 2019 server).
 - d. Confirm all workstations with access to QML will be using Windows 10 OS or greater.
 - e. It is the customer's responsibility to obtain and manage a trusted SSL for encryption.
 - f. Once RDP\RDWeb has been installed and configured on the identified server, notify the TELCOR Installation team for software and installation instructions for the thick client or for TELCOR to install the thick client.

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