**Citrix - KB06154**

Impacted App/Service: Citrix

Title: Slow performance on applications running in the Citrix environment

Short Description: System resources in the Citrix environment are heavily used as more applications are hosted, this may impact the overall performance and stability. Proceed with the instruction outlined below to free resource and possibly resolve performance issues.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **192.189.1.21** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. From the bottom Windows Taskbar, select the Search function (magnifying glass icon).
6. In the search patter, type **task**.
7. A suggestion of **Task Manager** will appear in the top of the list, click on the Task Manager.
8. Once the Task Manager popup appears, the **Process** tab will be on screen.
9. The CPU column will display the percent of utilization. If not already sorted, click once to sort this in descending order. This will present the highest CPU utilization process at the top of the list.
10. For any process utilizing above 50% CPU, close these processes by right clicking and selecting the **End Task** option.
11. Perform a reboot of this remote machine to complete the procedure.
12. Repeat from step 3 with the server located in IP address **192.189.1.22**.
13. If issues persist, create an incident ticket assigned to the **Server Support** group, provide details on the issues presented and indicated that steps from KB06154 have been performed.