**Citrix - KB06155**

Impacted App/Service: Citrix

Title: After launching applications in the Citrix environment there is an error 101 appearing

Short Description: Installed applications in the Citrix environment may present error 101 when these are trying to be launched. Follow the instructions below to remediate the situation.

Resolution:

1. Launch the browser and in the URL, type **201.155.13.1**.
2. Using an administration account, login to the Load Balancer on authentication prompt.
3. Once in the web application, select **Administration**, **Settings** from left navigator.
4. In the Settings screen, click on the **Server** tab.
5. A list of server names and IP address will appear. Click on checkbox for server name **LBCHJL834**.
6. Click on the **Remove selected** button and press **Yes** on the confirmation dialog.
7. Click the **Save** button at the top right.
8. Confirm if the issue has been resolved.