

# #329400 Naxt will not open again - hangs on "starting"

Submitted		Received via	Requester	
20 January 2022 at 08:18		Web Form	Wendy Westwood <wendy.westwood@goughcat.co.nz>	
Status	Type	Priority	Group	Assignee
Solved	Problem	Normal	Service Desk	Jess Beattie

Category  
NAXT

**Jess Beattie** January 20, 2022 at 8:18 AM

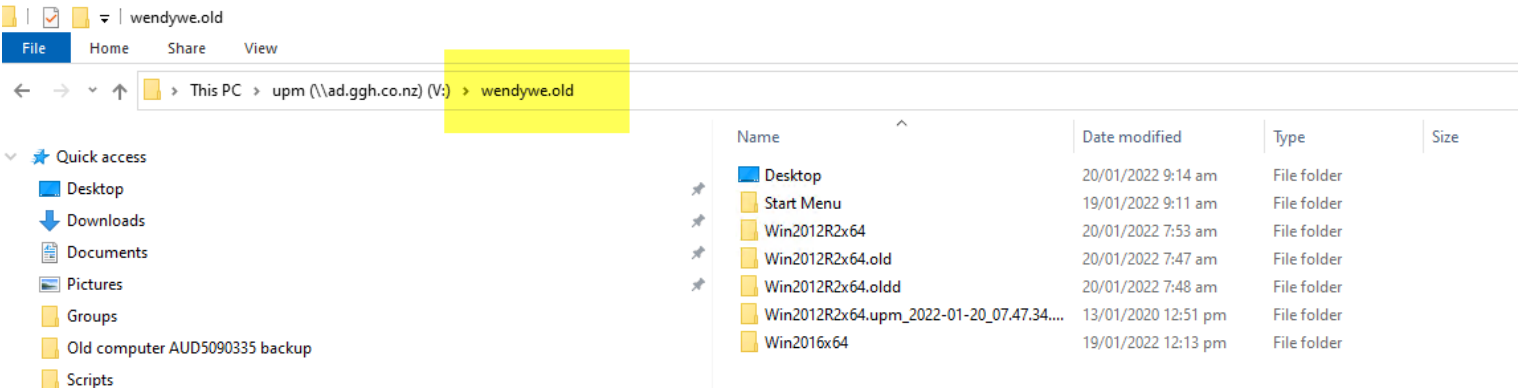
Tried opening Naxt in Gough Group Desktop and it would not open this time.  
Tried opening from Citrix website - still no luck  
Reset receiver a few times - no luck  
Closed citrix in task manager - no luck  
Reset citrix profile - no luck  
Created new UPM folder - no luck  
Have put laptop in the group for the citrix update - will see if that solves the issue

Kind regards,  
Jess Beattie

Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
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**Jess Beattie** January 20, 2022 at 9:19 AM Internal note

Updating citrix did not work  
Got further advice from Blair as I ran out of troubleshooting ideas  
Tried on another laptop and did the same thing  
Tried opening Sandbox and that wouldn't work either  
Blair .old Wendy's entire UPM folder



This seemed to have solved the issue :)

**Jess Beattie** January 20, 2022 at 9:20 AM

Updating citrix did not work  
Got further advice from Blair as I ran out of troubleshooting ideas  
Tried on another laptop and did the same thing  
Tried opening Sandbox and that wouldn't work either  
Blair recreated the entire UPM folder - this seemed to have worked :)

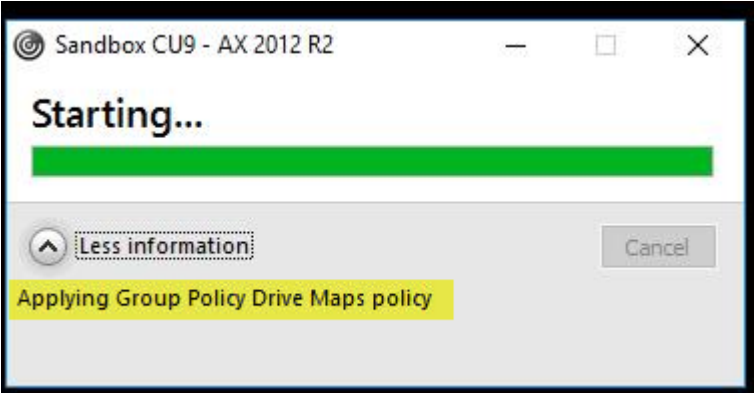
Kind regards,  
Jess Beattie

Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042

Jess Beattie January 21, 2022 at 11:03 AM

Internal note

Issue happened again this morning



Still does the same thing on any computer and within the GGH Desktop

Filters - All failed connections

View:

Machines

Sessions

Connections

Application Instances

Time period:

Last 60 min.

Filter by:

Failure Type

is

Any

+

-

Save

Save As...

Delete

Clear

11 Connections

Power Control

Maintenance Mode

Session Control

Send Message

Export

Choose Columns

Associated User	Failure Type	Failure Reason	Failure Time	Launch Time	Endpoint IP	Receiver Version	Machine Name	VDA Version	Delivery Group
wendywe	Client Connection Failures	Other	21/01/2022 08:39	21/01/2022 08:38	10.1.8.144	n/a	GGHDOM\XAAPP346	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 08:42	21/01/2022 08:40	10.1.11.105	n/a	GGHDOM\XAAPP349	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 08:53	21/01/2022 08:52	10.1.11.119	n/a	GGHDOM\XAAPP336	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 08:56	21/01/2022 08:55	10.1.8.144	n/a	GGHDOM\XAAPP340	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 08:59	21/01/2022 08:58	10.1.8.144	n/a	GGHDOM\XAAPP330	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:05	21/01/2022 09:04	10.1.8.144	n/a	GGHDOM\XAAPP329	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:07	21/01/2022 09:06	10.1.8.144	n/a	GGHDOM\XAAPP328	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:09	21/01/2022 09:08	10.1.11.119	n/a	GGHDOM\XAAPP339	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:10	21/01/2022 09:09	10.1.11.119	n/a	GGHDOM\XAAPP332	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:12	21/01/2022 09:11	10.1.11.119	n/a	GGHDOM\XAAPP343	1906.2.0.22068	2012 R2 Application Ser
wendywe	Client Connection Failures	Other	21/01/2022 09:14	21/01/2022 09:13	10.1.8.186	n/a	GGHDOM\XAAPP342	1906.2.0.22068	2012 R2 Application Ser

Save

Save As...

Delete

Clear

11 Connections

Power Control

Maintenance Mode

Session Control

Send Message

Associated User	Failure Type	Failure Reason	Failure Time
wendywe	Client Connection Failures	Other	21/01/2022 09:12
wendywe	Client Connection Failures	Other	21/01/2022 09:14

Troubleshooting

Issue

A session has been reported as terminated from the VDA after the client has initially contacted the VDA but before it completed the connection sequence.

Recommended Actions

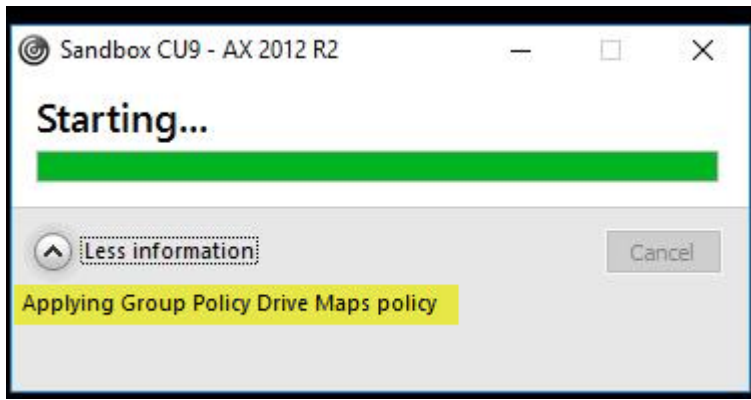
- Verify if the session was not terminated by the user before launch.

- Try re-launching the session, if the problem persists, collect CDF logs and contact Citrix support.

OK

Jess Beattie January 21, 2022 at 11:07 AM

Matt has amazingly fixed this once and for all.  
The error message that was showing when trying to run Naxt was:



So that indicated something was wrong with a drive.

Matt discovered that there was a dud drive that was trying to connect that is associated to an old file server. You were in a group for this drive which you shouldn't have been. This has now been removed.

Will take note of this in case this happens to anyone in the future but it shouldn't :)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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