**WoW Incident Request Form**

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| Details | Response |
| What is Desktop SKU? | ECPSSTDP10069.whs.dell.local |
| What is the name and version of the published application encountering the issue? |  |
| Short Description of the issue | Trying to connect to Linux servers through telnet and network error thrown Dev:  hswazdasd00001  hslazdasd00002  hslazdasd00001  PROD:-  hslazdasp00002  hslazdasp00001 |
| Screenshot of the issue (as an attachment) |  |
| The estimated time when the problem started? | 14-Jul-2020 |
| What is the username of the end-user(s) encountering the issue? | [kchatla@tcs.woolworths.com.au/](mailto:kchatla@tcs.woolworths.com.au/) svc\_upanap00001/svc\_upapap00001 |
| What is the name of the virtual machine encountering the issue? | ECPSSTDP10069.whs.dell.local |
| What Clients is the user using? | Putty |
| What is the Horizon Client version running on the end-user device? | 5.4.3 build-16346110 |
| Is the user accessing the desktop using an internal network or via the internet? | Via internet |
| Is the issue reproducible by the end-user(s)? | yes |
| The number of users impacted? | N/A |
| Type of Impact | Network Connectivity |