

GSD. Citrix - How to Handle Citrix related Incidents

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General Information:

Possible symptoms/errors:

How to Handle Citrix related Incidents?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows a guide on how to handle Citrix related incidents.

Get all the following information:

When did the issue start? Take a screenshot of a whole screen with an error. Is it a frequent issue? Gather user's email address and/or external email address. Does the issue appear remotely or in the office? Get user's Citrix Version application, Is anyone else is facing the same issue at workplace?

Log it on the ticket. Escalate the ticket to Citrix team:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A