Citrix VDI - User cannot launch eCC in VDI -No content is presented

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Title

Citrix VDI - User cannot launch eCC in VDI -No content is presented

Purpose:

Follow this procedure when a VDI user reports that he cannot launch eCC in VDI and "No content is presented".

Required Information to be documented in each Incident:

Contact Name:Contact Number:VDI Name:Screenshot of Issue (Full Desktop Screenshot) :Clinic / Facility Number:Detailed Description of the issue.

Details/Scenarios/Notes

When a user clicks on the eCC application (PROD A, B, or C) an IE browser launches but no content is presented, and no error message is displayed.

Troubleshooting Process

1.

Pre-Checks user need to perform:

Desktop RDS/L1.5/L2 Team don't have access to Deloitte or personal Laptops so for any local Machine issues like Citrix Workspace application /Browser issue, users will have to contact the local IT first and confirm its not system related issue.

2.

This is NOT a Citrix problem. We see this issue from time to time, and it is always resolved by restarting the affected ECC application server. In this scenario, the user is launching the published desktop successfully, but one application on it isn't functioning. This is not a problem with the Citrix environment, but rather with the eCC application server.

3.

Contact the ECS-Servers team and the eCC support team. The problem environment (PROD A, B, or C) needs to be rebooted.

4.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop /Laptop /Citrix VDI Software

Service

Citrix XenDesktop /Xenapp

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop /Laptop /Citrix VDI Software

Resolution Service

Citrix XenDesktop /Xenapp

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Desktop - L1.5

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DTI-INF-CAPS Virtualization - L3