

CitrSlow VDI connection Error message -"The network connection to your application was interrupted."

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Title

Citrix VDI - The network connection to your application was interrupted.

Purpose:

Follow this process when the user reports slow response speeds within a Citrix session or receives an error message stating "The network connection to your application was interrupted" i.e when the user's Citrix session has been interrupted, and the Citrix client could not successfully re-establish the connection.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

This can be caused by network issues on the user side, the Fresenius side, or anywhere in between.

Troubleshooting Process

1.

The first thing to investigate is the user's internet connection:

Do they have a reliable connection?Are they the only person experiencing the issue?Are mouse clicks and keyboard strokes responsive in the Citrix session?Is it just 1-2 specific applications in the Citrix session that are "slow"?If accessible, what does Task Manager in the Citrix session report for resource usage?

These questions can help identify whether the issue is local or more widespread.Note: Desktop Team don't have access to Deloitte 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.

2.

Follow the below Steps:

If a single user (or clinic) is reporting this issue, help the user (or advise to) investigate any issues with their local network setup and/or ISP.If multiple users from multiple geographic locations report this issue around the same time, escalate to ECS-Virtualization.If user is an off-shore developer, add user

to the "Citrix-Frame hawk" group.

3.

Assign the ticket to Desktop L1.5 Team if the above troubleshooting's are not working.

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

Should generally be identical to Service

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 / DTI-INF-CAPS Virtualization - L3 (For any P1 Issues)

Published by

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