

Citrix Workspace app Installation / Unsupported Version

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Purpose:

Follow this procedure when user report he needs Citrix Workspace app or if he is using old version and having trouble.

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

User is trying to connect to Citrix applications without having a Citrix client installed.

User is trying to use an unsupported client version

The user needs to try again with a supported configuration, If the user is not using a supported combination, correcting the installed version should be your first troubleshooting step.

Troubleshooting Process

1.

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.

Take remote to Users FMC Laptop and Install or upgrade Citrix Workspace App per the supported OS/client combinations below and try again to access the VDI.

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

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DTI-INF-CAPS Virtualization - L3