GSD. Citrix - Lotus SameTime rich text and image transfer in Citrix issue

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General Information:

Possible symptoms/errors:

User wants to know how to fix Lotus SameTime rich text and image transfer in Citrix

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If using SameTime user cannot send or receive emoticons, images or other richtext content but only see links like these:

User needs to change the SameTime chat history path from an UNC path to a drive letter path. Advise them to open Lotus Notes preferences:

They must go to Sametime --> Chat-History and change the "Default Location" from the UNC path to a drive letter path. On SDE, the default path would be:

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A