GSD. Citrix - Reset or Fix Lotus Notes on SDE in Citrix

Article ID: KB0039759
Created: 2024-12-19 14:03:33
Updated: 2024-12-19 14:03:33
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3', 'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/dbb2d04cc38a1a100acd3300150131c7', 'value': 'dbb2d04cc38a1a100acd3300150131c7'}

General Information:

Possible symptoms/errors:

User wants to know how to reset or fix Lotus Notes on SDE in Citrix?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The user Notes data directory is located on T:\SDENOTES on the Citrix SDE environments. As a last resort this directory can be deleted/renamed to force a Notes reinitialization. User can reuse the "user.id" file if the user is not provided via IDVault to reconfigure the Notes client.

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