



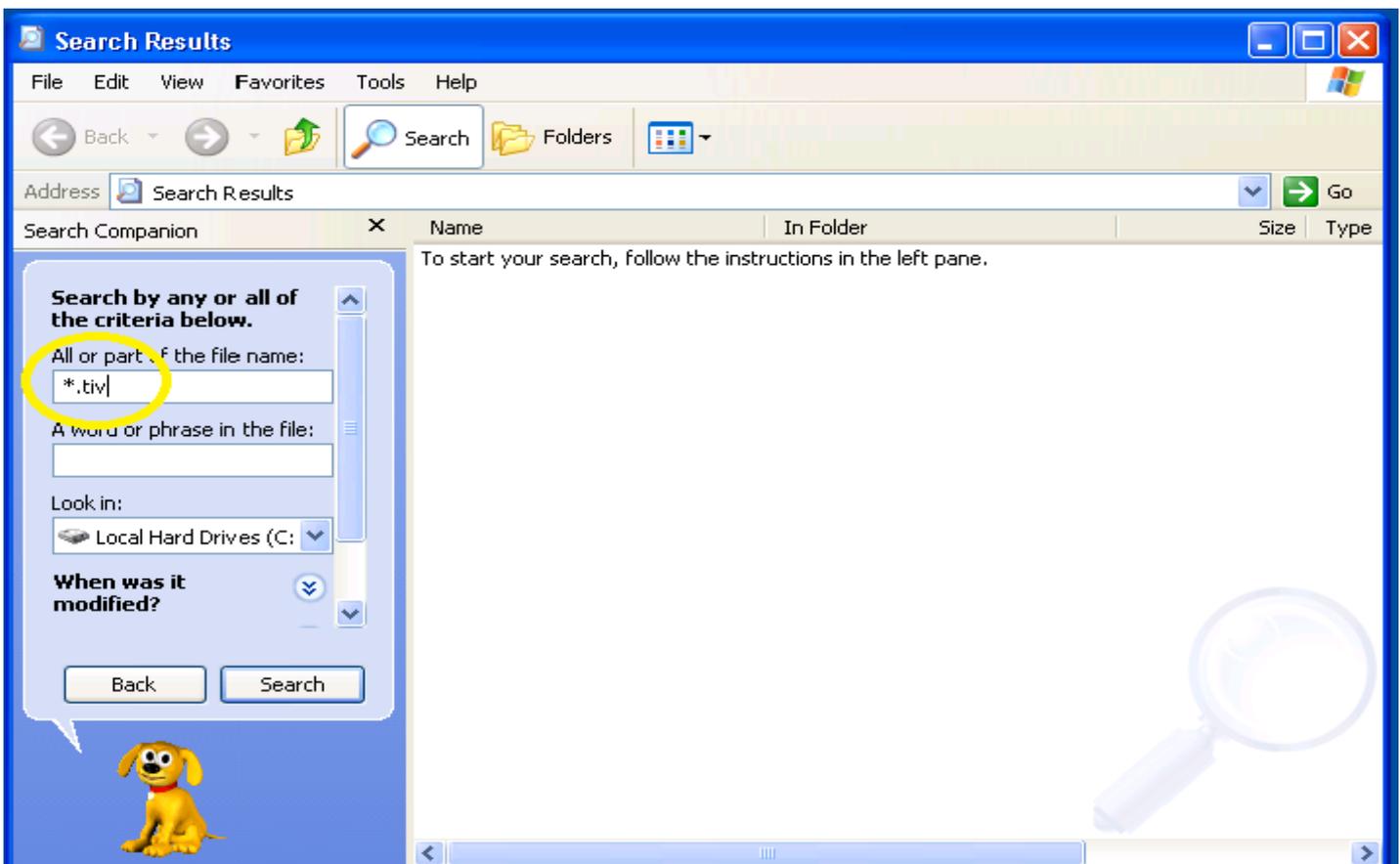
*****Note: This document only applies to workstations that are running Windows XP Operating system**

Symptom

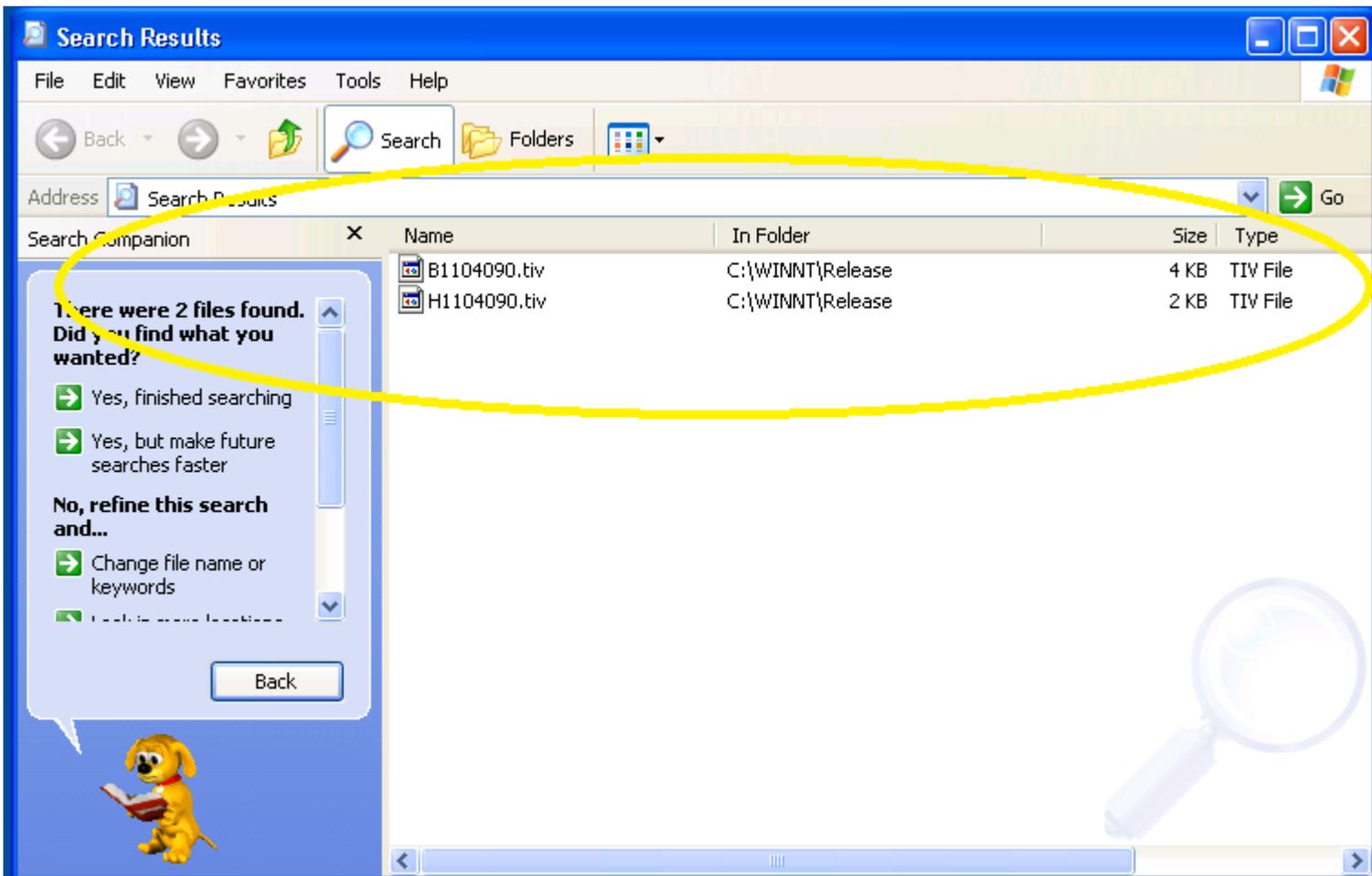
A user clicks on the CONNECTIONS “C” published application through the Citrix Online Plugin and nothing happens (CONNECTIONS does not start)

Troubleshooting steps

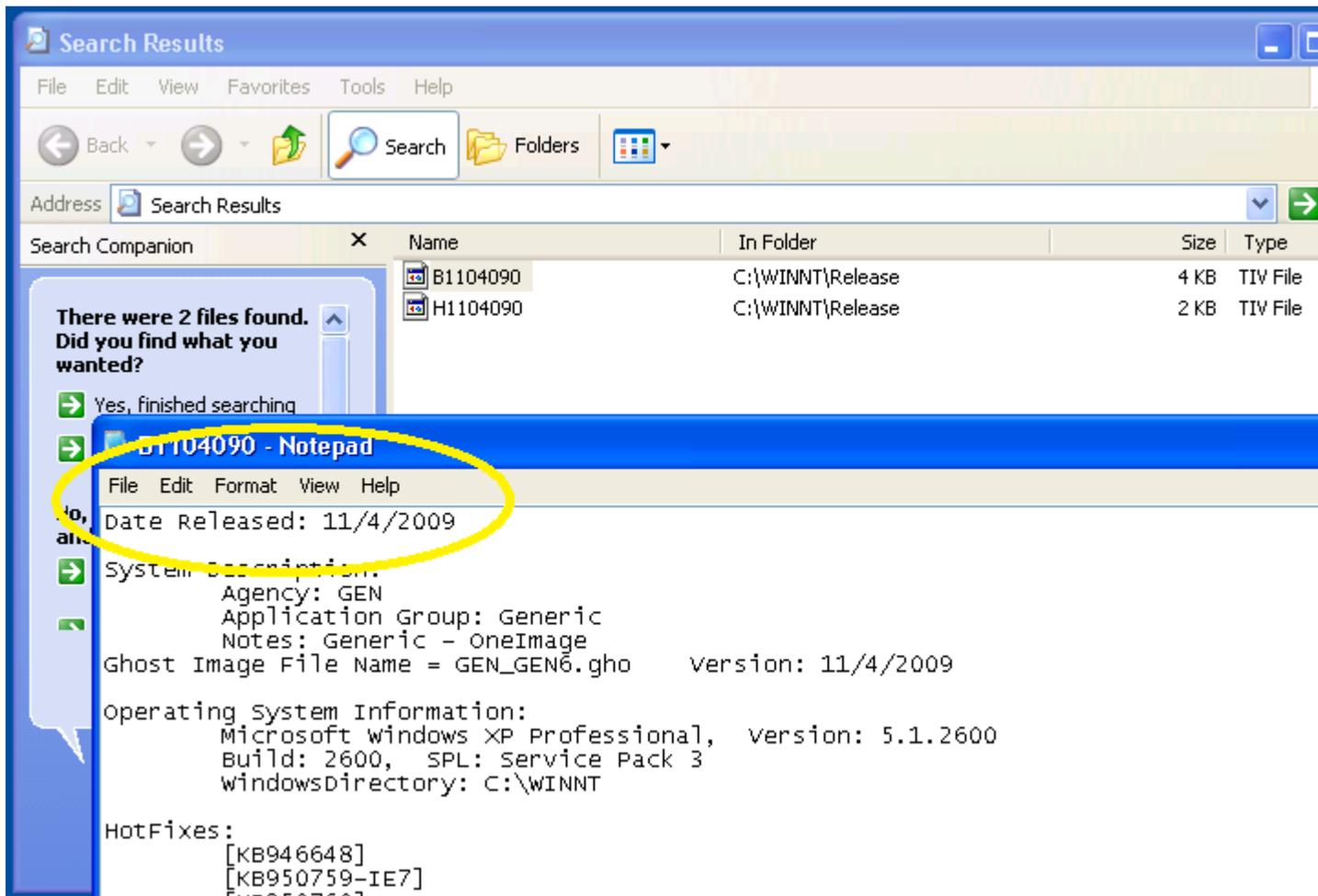
1. On the Windows XP workstation, search the C:\ drive for *.tiv files



2. The following two files should appear in the search results. If the two files do NOT appear, it's a different issue and this document should no longer be used, a ticket should be called into the CCC.



3. Open one of the files using Notepad and at the top there will be a date released. If the date contains the year 2008 or 2009 then continue on to the resolution section. If the date does NOT contain the year 2008 or 2009 then it's a different issue and this document should no longer be used, a ticket should be called into the CCC.



Resolution

The Windows XP Operating system is corrupted and the workstation needs to be reimaged using the New SCCM Boot CD. The current Windows XP with PNAgent image should be used or if the hardware can handle it, the Windows 7 with Xen App image can be used.