



<b>AA</b>	<b>Desktop Access Pinpoint Test (PC)</b>	Use this test to diagnose/pinpoint issues accessing CloudConnect from a desktop computer or thin client
	<b>TIER 1: VERSION 1.1 Updated 1/9/2013</b>	<b>Tier 2 Support:</b> <a href="mailto:support@cloudconnect.net">support@cloudconnect.net</a> <b>1-855-256-8343 Option 1</b>
<b>AA01</b>	<b>CHECK FOR DESKTOP ACCESS FAILURE</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Does the user report difficulty accessing their desktop?</li> </ul>	<p><b>Yes</b></p> <p><b>If the user receives an error message:</b> GO to <a href="#">AA02</a></p> <p><b>If the user does not receive an error:</b> GO to <a href="#">AA32</a></p> <p><b>No</b></p> <p>If there are no issues CLOSE the support case</p>
<b>AA02</b>	<b>ERROR MESSAGES</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Where does the error message appear?</li> </ul> <p><b>IMPORTANT NOTICE:</b></p> <p>If more than one option describes your scenario, choose the option closest to the bottom of the list.</p> <p><b>THIN CLIENT USERS:</b> If the user is using a CloudConnect CC-Series Thin Client and receives “There is a Problem with your Desktop Setup” GO to AA07.</p>	<ul style="list-style-type: none"> <li>•For user account authentication errors, such as invalid credentials, account does not exist: GO to <a href="#">AA03</a></li> <li>•If the user can authenticate, but is NOT presented with a desktop launch icon in the Citrix Client or Web Interface: GO to <a href="#">AA06</a></li> <li>•If the user can authenticate, but receives an error message immediately after authenticating or after clicking the desktop launch icon: GO to <a href="#">AA07</a></li> <li>•If the Desktop Viewer launches, but a subsequent error message INSIDE the Desktop Viewer prevents the user from accessing the desktop: GO to <a href="#">AA28</a></li> <li>•For all other errors, including HDX Engine, CDViewer, SSL, Socket, Trust, No Citrix Servers, launch.ica, or App Not Available: GO to <a href="#">AA16</a></li> </ul>

<b>AA03</b>	<b>WEB AUTHENTICATION ERRORS</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Is the user account of the form "username@cloud?"</li> </ul>	<p><b>Yes</b> Contact Tier 2 Support with trouble <b>CODE AA03</b></p> <p><b>No</b> GO to <a href="#">AA05</a></p>
<b>AA05</b>	<b>PRIVATE DOMAIN USER ACCOUNT ISSUES</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Instruct the user to contact their Active Directory Administrator / IT consultant to verify the user's credentials</li> <li>•Does the user know their Active Directory Administrator/IT Consultant's contact information?</li> </ul>	<p><b>Yes</b> CLOSE the case within 24 hours if no response</p> <p><b>No</b> Contact Tier 2 Support with trouble <b>CODE AA05</b></p>
<b>AA06</b>	<b>WEB INTERFACE APPLICATION LAUNCH FAILURE</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Is the error message "No resources have been provisioned for this user?" OR "A Desktop has not been assigned" present?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA03</a></p> <p><b>No</b> GO to <a href="#">AA07</a></p>
<b>AA07</b>	<b>WEB INTERFACE APPLICATION LAUNCH ERRORS</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•If the error message is: "An error occurred" "An error occurred when making the requested connection" "Windows Desktop (or Application Name) is not available" "Could not start 'Desktop Name'"</li> <li>•If the error message is: "There is a Problem with your Desktop Setup"</li> <li>•If the error message is something else</li> </ul>	<p>GO to <a href="#">AA10</a></p> <p>GO to <a href="#">AA08</a></p> <p>CONTACT Tier 2 Support with trouble <b>CODE AA07</b></p>
<b>AA08</b>	<b>THIN CLIENT CHECK</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Is the user using a CloudConnect Thin Client device?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA09</a></p> <p><b>No</b> GO to <a href="#">AA10</a></p>
<b>AA09</b>	<b>THIN CLIENT NETWORK TEST</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Instruct the user to power off, then power on the thin client device</li> <li>•Does the user receive "This Page Cannot be Displayed?"</li> </ul>	<p><b>Yes</b> Local area network DNS or connectivity issue, instruct user to reboot router OR contact their ISP</p> <p><b>No</b> Contact Tier 2 Support with trouble <b>CODE AA09</b></p>

AA10	VERIFY WEB BROWSER CONFIGURATION	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Verify "https://*.cloudconnect.net" is listed in the user's web browser's Trusted Sites</li> <li>•Verify the Web browser's Trusted sites are set to the default level (Internet Explorer)</li> <li>•Verify there are no SSL errors when attempting to access the logon page</li> <li>•<b>Is the user able to access their desktop?</b></li> </ul>	<p><b>Yes</b> CLOSE the Case</p> <p><b>No</b> Contact Tier 2 Support with trouble <b>CODE AA10</b></p>
AA16	DIALOGUE BOX CITRIX ERROR	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•<b>If the error message is:</b> A windows installer error "Error opening launch.ica" "Choose a program to open launch.ica"</li> <li>•<b>If the error message contains any of the following:</b> "Unable to launch your application..." "...Socket operation on non-socket" "SSL Error 4 Attempted to connect using the SSL/TLS Protocol"</li> <li>•<b>If there error message contains any of the following:</b> "There are no Citrix Servers at the specified address"</li> <li>•<b>If the error message contains any of the following:</b> "You have not chosen to trust..." Other SSL error</li> <li>•<b>If the error message is:</b> "App is not available" "CDViewer.exe has stopped working" "Citrix HDX Engine has stopped working"</li> </ul>	<p>GO to <a href="#">AA17</a></p> <p>CONTACT Tier 2 Support w/ <b>CRITICAL ERROR AA16</b></p> <p>GO to <a href="#">AA21</a></p> <p>GO to <a href="#">AA23</a></p> <p>GO to <a href="#">AA25</a></p>
AA17	CITRIX RECEIVER INSTALLATION ERROR	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•For Windows 7 open "Programs and Features," for Windows XP, open "Add/Remove Programs"</li> <li>•<b>Is Citrix Receiver is registered as an installed program?</b></li> </ul>	<p><b>Yes</b> GO to <a href="#">AA18</a></p> <p><b>No</b> Install Citrix Receiver</p>
AA18	VERIFY .ICA EXTENSION IS REGISTERED W/RECEIVER	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•On the user's device, open "Set Program Defaults"</li> <li>•Is the .ica file extension uses Citrix Receiver as its default application</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA19</a></p> <p><b>No</b> Set Citrix Receiver as default program for .ica file extension</p>

AA19	CHECK USER DEVICE PERMISSIONS	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•On the user's device, determine if the local user account has administrator rights on the client PC.</li> <li>•Does the .ica or installer error appear for administrative users?</li> </ul>	<p><b>Yes</b> Operating System issue, refer user to IT support</p> <p><b>No</b> GO to <a href="#">AA20</a></p>
AA20	REINSTALL RECEIVER	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Logon to the local workstation using the local user account with newly added administrator privileges</li> <li>•Reinstall Citrix Recover under that account</li> <li>•Reboot the workstation and demote the user account to standard user</li> <li>•Does the user still receive a launch.ica error?</li> </ul>	<p><b>Yes</b> Operating System issue, refer user to IT support</p> <p><b>No</b> Verify the user can access their desktop, the CLOSE the case</p>
AA21	CITRIX SERVERS NOT FOUND	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Open a command prompt and run nslookup</li> <li>•Is the user's device able to resolve the URL secure.cloudconnect.net?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA22</a></p> <p><b>No</b> Contact Tier 2 Support with trouble <b>CODE AA21</b></p>
AA22	DNS UDP 53 PORT TEST	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Change the DNS server on the local workstation to 4.2.2.2</li> <li>•Is the user able to access their hosted desktop?</li> </ul>	<p><b>Yes</b> Client's DNS server not responding to both TCP AND UDP requests, advise options / change DNS servers, CLOSE the case</p> <p><b>No</b> PKI Root certificates on client may not be current OR widespread DNS issue. Contact Tier 2 Support with trouble <b>CODE AA22</b></p>
AA23	CLIENT SSL/PKI CONFIGURATION CHECK	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•On the user's device open a web browser to "https://secure.cloudconnect.net"</li> <li>•Do you receive an SSL error or security error from the browser?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA24</a></p> <p><b>No</b> Reboot the workstation, if this does not correct the issue CONTACT Tier 2 support with trouble <b>CODE AA23</b></p>

AA24	VERIFY SYSTEM CLOCK	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Check the System date, year, and time on the user's workstation.</li> <li>•Is the System date and time correct?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA21</a></p> <p><b>No</b> Correct system time, and try again. If the user still cannot access the desktop Contact Tier 2 Support with trouble <b>CODE AA24</b> (ICA-TCP Listener Configuration)</p>
AA25	REBOOT WORKSTATION	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Reboot the user's workstation</li> <li>•Is the user able to access their desktop?</li> </ul>	<p><b>Yes</b> CLOSE the case</p> <p><b>No</b> GO to <a href="#">AA26</a></p>
AA26	REMOTE MANAGEMENT AGENT CHECK	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Does the user's workstation have a third party remote management agent installed?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA27</a></p> <p><b>No</b> Contact Tier 2 Support with trouble <b>CODE AA26</b></p>
AA27	UNINSTALL THE REMOTE MANAGEMENT AGENT	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Request permission to uninstall the remote management agent software</li> <li>•Reboot the user's PC</li> <li>•Can the user access their desktop?</li> </ul>	<p><b>Yes</b> Advise user to choose new remote management agent. CLOSE the case.</p> <p><b>No</b> Reinstall Remote Management Agent, Contact Tier 2 Support with trouble <b>CODE AA27</b></p>
AA28	DESKTOP VIEWER ERROR MESSAGES	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•If the error message is: "Protocol Driver Error" "Connection Failed with status 1030"</li> <li>•If the error message is: "Remote Desktop Services is currently busy"</li> <li>•If the error message is: "User must be granted logon through terminal services right"</li> </ul>	<p>GO to <a href="#">AA29</a></p> <p>CONTACT Tier 2 Support with trouble <b>CODE AA28</b></p> <p>CONTACT Tier 2 Support with trouble <b>CODE AA28</b></p>

<b>AA29</b>	<b>SOFTWARE FIREWALL CHECK</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Does the user's PC have a software firewall installed and enabled?</li> </ul>	<b>Yes</b> GO to <a href="#">AA30</a>  <b>No</b> GO to <a href="#">AA31</a>
<b>AA30</b>	<b>DISABLE FIREWALL</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Disable the firewall</li> <li>•Can the user access their desktop?</li> </ul>	<b>Yes</b> Create firewall exception for C:\Program Files\Citrix\ICA Client\Receiver\Receiver.exe process, retest, if successful CLOSE the case.  <b>No</b> GO to <a href="#">AA31</a>
<b>AA31</b>	<b>REMOTE MANAGEMENT AGENT CHECK</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Does the user's workstation have a third party remote management agent installed?</li> </ul>	<b>Yes</b> GO to <a href="#">AA27</a>  <b>No</b> GO to <a href="#">AA24</a>
<b>AA32</b>	<b>SYMPTOMATIC DIAGNOSIS</b>	<b>RESULTS / ACTION</b>
	<ul style="list-style-type: none"> <li>•Which of the following best describes the issue reported by the user?</li> </ul> <p><b>•If the Symptoms Include:</b>  Desktop Viewer hangs on a black screen (BLACK SCREEN OF DEATH)</p> <p><b>•If the Symptoms Include:</b>  Desktop Viewer hangs on "Preparing"  Desktop Viewer hangs on "Cancel," then quits</p> <p><b>•If the Symptoms Include:</b>  Desktop launches successfully, but crashes after 20-50 seconds</p> <p><b>If the Symptoms Include:</b>  Desktop launches but is completely frozen  Desktop launches but is very sluggish  Random disconnect/reconnect messages</p>	CONTACT Tier 2 Support with trouble <b>CODE AA32</b>  Temporarily <b>DISABLE</b> any software firewalls then GO to <a href="#">AA21</a>  GO to <a href="#">AA33</a>  GO to <a href="#">AA35</a>

AA33	CITRIX PRINTER MAPPING CRASH	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Temporarily disable the Citrix Print Management Service on the hosted desktop</li> <li>•Re launch the desktop</li> <li>•Does the desktop viewer crash?</li> </ul>	<p><b>Yes</b> CONTACT Tier 2 Support with trouble <b>CODE AA33</b></p> <p><b>No</b> GO to <a href="#">AA34</a></p>
AA34	REINSTALL LOCAL PRINTERS	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•On the Cloud Desktop, start the Citrix Print Management Service</li> <li>•Fully logoff of the Cloud Desktop (do not choose disconnect)</li> <li>•Uninstall Citrix Receiver</li> <li>•On the local workstation, obtain permission to reinstall all printers and remove unnecessary printers</li> <li>•Uninstall and delete drivers of all printers</li> <li>•Reboot the workstation</li> <li>•Reinstall necessary printers only</li> <li>•Reinstall Citrix Receiver</li> <li>•Can the user stay logged on?</li> </ul>	<p><b>Yes</b> CLOSE the case</p> <p><b>No</b> Contact Tier 2 Support with Trouble <b>CODE AA34</b></p>
AA35	NETWORK QOOS TEST	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•From the user's device open a command prompt and run "ping - t 216.93.240.240"</li> <li>•Is the RTT result consistently below 85ms?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA36</a></p> <p><b>No</b> HIGH network latency, instruct user to contact their ISP for instructions</p>
AA36	BANDWIDTH CHECK	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Open a web browser and run a download / upload bandwidth test</li> <li>•Is the result greater than 5Mbps download / 5 Mbps Upload?</li> </ul>	<p><b>Yes</b> GO to <a href="#">AA37</a></p> <p><b>No</b> Network connection out of CloudConnect specifications, NOT supported by CloudConnect. Contact ISP for upgrade options or trouble ticket if below ISP's SLA.</p>
AA37	REBOOT WORKSTATION	RESULTS / ACTION
	<ul style="list-style-type: none"> <li>•Instruct user to reboot their workstation/PC</li> <li>•Does the user report satisfactory performance?</li> </ul>	<p><b>Yes</b> CLOSE the case</p> <p><b>No</b> CONTACT Tier 2 Support with trouble <b>CODE AA37</b></p>