

## Case Study – Intermittent Citrix Disconnects

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### Customer

- Network Infrastructure Manager, Solicitors.

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### Challenge

- The customer had deployed a Citrix solution used by their remote office users via VPN technology.
- The users were experiencing intermittent Citrix session disconnects at different times resulting in loss of data, poor productivity and user frustration.
- Traffic between the remote clients and the central VPN server was encrypted making it extremely difficult to decode the network packets.
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### Methodology

- Using Advance7's **RPR** methodology, the **REACT®** team captured details of the problem.
- Multiple data analysers were strategically placed to capture data packets across the network path.
- A series of controlled tests were conducted to isolate the problem area.
- We worked closely with both the client IT teams and also the external network provider.

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### Result

- Two separate problems were identified and Advance7's recommended fixes applied:
  - Packet loss was noted for traffic passing through the central site Firewall/VPN server appliance.
  - A number of rules were incorrectly configured on an Infrastructure firewall.
- Once the fixes were applied remote clients were able to work on Citrix applications in a timely fashion without experiencing any loss in connection.
- Enabled the support teams to concentrate on other work-load.

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### Clarity – commitment – innovation

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