

Very Strange Citrix Problem going on 6 months HELP!

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Compaq Evo clients. I'd give it consideration, but we also have people that are not on thin clients that have the same problem.

>-----Original Message-----

>Is this problem only affecting the thin clients? What
>brand of thin client are they? I have seen many cases
>with WYSE Terminals that in office applications, they
>perform very poorly. To be more specific, in MSACCESS a
>database with a form causes serious lagtime. When a
user
>on a WYSE Terminal uses the mouse to select a field in
the
>form, it will lock the session and the cursor will blink
>very rapidly for about 15-60sec. You may want to look
>into that if the issue is similar.

>

>

>>-----Original Message-----

>>Ok, got a big problem here, so hopefully someone can
>>help, we've been at this for a loooong time.

>>

>>Got a client, maybe 200 users or so, about 100 are
>>on Citrix using thin clients. I have nice servers, all
HP

>>DL380's, Dual 3.06 Xeons, 2 gig ram, 4 36 gig hard
>>drives. My specific server configurations are:

>>

>>2 domain controllers replicating to each other. Both
are

>>running active directory, Win'2000 Service Pack 3, DNS,
>>and DHCP, which is giving out DNS addressing.

>>

>>4- Citrix servers running Office, Lotus, ACT, and BPCS.

>>

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>>I – EMC SAN, clarion unit.
>>I – Print server
>>I – SQL server for terminal services licensing.
>>(also got lotus server, bpcs server, and etc)
>>
>>OK, so, here is the problem. The client had a citrix
>>environment running on off-brand/generic servers, and
>>they upgraded to these new HP DL380's, a day later,
they
>>got major network lag using Citrix, it hangs when
opening
>>programs, typing gets real slow, and etc.
>>
>>My team was brought in to repair this problem. We got
>>some rental servers, and put them on the live network,
>>and took down the current dl380 servers and rebuilt
them
>>from scratch, everything was formatted and redone. Same
>>problem appeared when we tested it.
>>
>>The specific problem that we have found is that it
seems
>>to work fine, until someone opens up word or something,
>>and clicks on the little open document button (the
little
>>folder icon near the file menu), then everyone hangs
for
>>90–180 seconds. You dont get the problem if you go to
>>file explorer or My network places. Also, it slows down
>>as more people log in, and is eventually unusable, at
>>about 10 people, giving a near 4 minute login. No
prolems
>>on any other servers with logging in, and browsing the
>>network, only the citrix boxes.
>>
>>Now, if you log in onto the server itself, on the local
>>machine account, you dont get the error, even if all
the
>>citrix users are hung up, your running great.
>>
>>I am also running a login script, and changed it from
>>a .cmd to a kixtart script, and all it does it map
about
>>4 drives, and copy BPCS user data to a local drive at
the
>>very first login.
>>
>>So, here is what I have done:
>>–rebuilt all the servers from scratch
>>–Applied all the patches
>>–removed printers

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>>-removed local serial connections
>>-upped the paging size
>>-verified DNS, active directory, and etc with 2 other
>>engineers
>>-Changed the NIC card
>>-applied registry tweaks
>>-disaled all non-essential services
>>-changed and rewrote the login script
>>-reinstalled the storage (san)
>>
>>The logs are not showing any errors, so I've got
nothing
>>to go off of. The client is running a mix of swtiches
and
>>hubs. Intel Express hubs connect all the workstations,
>>and the servers are on Cisco 2900 series switches and
HP
>>2524 switches.
>>
>>So, anyone have any idea? This system has been
completely
>>rebuilt by completely different people, and we have the
>>same problem. We even have a Citrix expert that helped
>>write one of the first ICA clients that is working with
>>us, and he is baffled. It doesnt make any sense at all,
>>but i gotta get it working. Anyone?????
>>
>>Could it be network trouble, maybe the switches? I
dunno,
>>going nuts, its 3:00 am, and I am still working on
this,
>>I'm going to end up in some looney bin soon.
>>.
>>
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