Citrix ICA Client version 6.30.1050 & Disconnected State

Frequently Asked Questions

What is Auto Client Reconnect?

❑ When the Citrix client detects that its connection to the server is broken, it waits 30 seconds before beginning the reconnect sequence. The client attempts to reconnect to your disconnected session on the server **three times** and then stops if reconnection has failed.

What happens if I hit the Cancel button?

❑ If you hit the Cancel button, the **client will not attempt to reconnect**. Your session stays in a "disconnected state" on the server. User will need to Logon **via the regular logon procedures** to reconnect to your session.

Will Auto Client Reconnect occur if I've been timed-out of my Citrix session?

❑ No. **Auto Client Reconnect does not occur** if you have been timed out of your Citrix session. However, your Citrix session does shift into a disconnected state for 15-minutes. If you are able to log back into Citrix inside the 15-minute disconnect interval, via the normal logon procedures, you will be reconnected to your session.

What does it mean when my session is in a disconnected state?

❑ It means that your Citrix session will stay "**alive**" on the Citrix server for 15-minutes.

What is the benefit of being in a disconnected state?

❑ If the Network becomes available and you log back into Citrix **within the 15-minute disconnect interval**, you will be reconnect to your session **in the exact place** you left off prior to the timeout or network interruption.

Does my Citrix session go into a "disconnected state" if there is a network interruption?

❑ Yes. In this scenario, you will see the Auto Client Reconnect occur. As long as you successfully log back in within the 15-minute disconnect interval you will be reconnected to your session.

Can I reconnect to my "disconnected session" even though Auto Client Reconnect failed after the third attempt?

- ❑ Yes. As long as you successfully log back in within the 15-minute disconnect interval **via the regular logon procedures.**

Have the logon procedures changed?

- ❑ No. You will continue to logon to a Citrix session, via the web page, as you have in the past.