



SELF-HELP - FIXING FROZEN / HUNG ON-LINE SESSIONS

Frozen or Hung sessions occur when you are using a Hosted service and your workstation screen “freezes” up. There are several ways you can repair and / or prevent these issues without additional assistance.

Repairing Frozen Sessions

Frozen sessions may result from multiple issues. We have prepared a short list of possible repairs and tools. Unless you can identify the cause of the issue, you will need to work through several of the recommended cures until you find the one that will fix your particular issue. Below is a brief description of each identified “fix”, along with a link that will take you to the instructions to implement the repair(s).

Frozen Session - Improper Sign Out

Many frozen sessions are caused by improperly signing out of your previous session. This guide shows the best sign-out process:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Frozen-Session-Screens-Sign-Out.pdf>

Frozen Session While Scanning

If you experience a frozen / session while scanning, please visit the link below and follow the instructions:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Frozen-Session-Screens-Scanning.pdf>

Frozen Session - Have Not Updated Your Microsoft Software

If you experience a frozen / session and you have not properly updated your Microsoft software, please visit the link below and follow the instructions:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Frozen-Session-Screens-Update-Microsoft.pdf>

Frozen Session - Have Not Updated Your RDP Software

If you experience a frozen / session and you have not properly updated your RDP software, please visit the link below and follow the instructions:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Frozen-Session-Screens-Update-RDP.pdf>

Frozen Session - Have Not Updated TSScan Software

If you experience a frozen / session and you have not properly updated your TSScan software, please visit the link below and follow the instructions:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Frozen-Session-Screens-Update-TSScan.pdf>



Frozen Session - Workstation is Not Sufficient

If you experience a frozen / session and you that your Workstation may not be powerful enough, please visit the link below and review the minimum standards. If your device is not capable of meeting these standards, you should consider replacing it with a device that meets or exceeds the minimum requirements:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Workstation-Min.-Requirements-06-19.pdf>

Frozen Session - Poor Internet Service

If you experience a frozen / session and you feel that your Internet service is inadequate, please visit the link below and follow the instructions. This is a tool that will provide you with relevant test results of your Internet service:

<https://mysolutionsteam.com/wp-content/uploads/2019/06/Self-Help-Internet-Measurement-Test-Instructions.pdf>

Once you have the results, please compare them to the following standards -

Recommendation for Latency/Ping	Less than 50 Ms
Recommendation for Jitter	Less than 10 Ms
Recommended Download Speed	At least 600Kbps / User - Total of hosted sessions should not exceed 70% of your total Internet capacity
Recommended Packet Loss	Less than 1%

If your Internet service does not meet these specifications, you may want to consider an upgrade or change providers.

Additional TST Services

The Solutions Team offers a wide range of services that support your local networks / networked devices. Our clients who utilize TST's hosting services **PLUS** these local services experience many **FEWER** hung sessions and fewer overall IT issues. We will be happy to discuss these services with you and see what fits your organization best.

If you require further assistance, please contact your Support Desk at:

Email support@mysolutionsteam.com
Phone 877-226-9478 option 2
Browser <https://mysolutionsteam.com/support/>