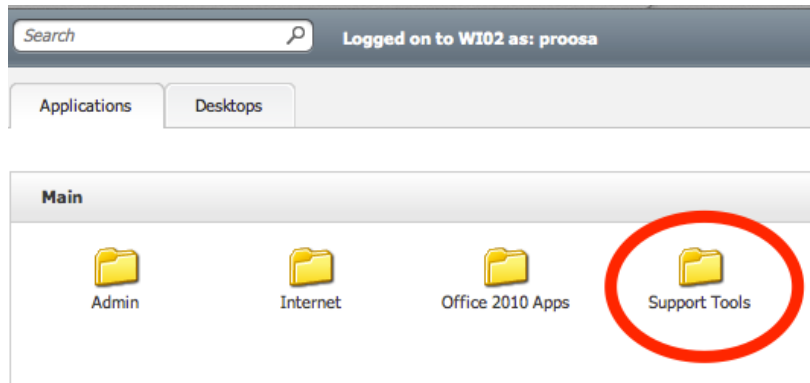


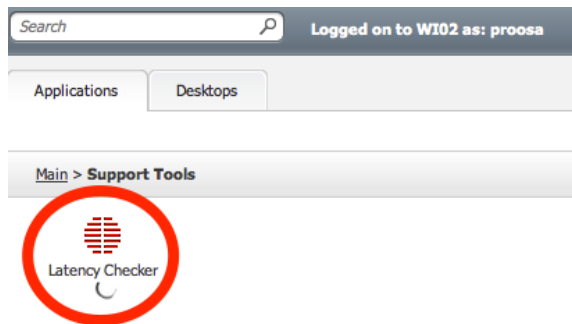
# HOW TO: Use Citrix Latency Checker

Sometimes you will notice that when you press a key on your keyboard or click a button, it can take a second or two for that key to appear on your screen or for the button to actually click. The reason this happens is every time you do something on your local computer, that action has to travel over the internet to Citrix, take place, and travel back over the internet to your computer monitor. The measure of how fast that happens is called LATENCY.

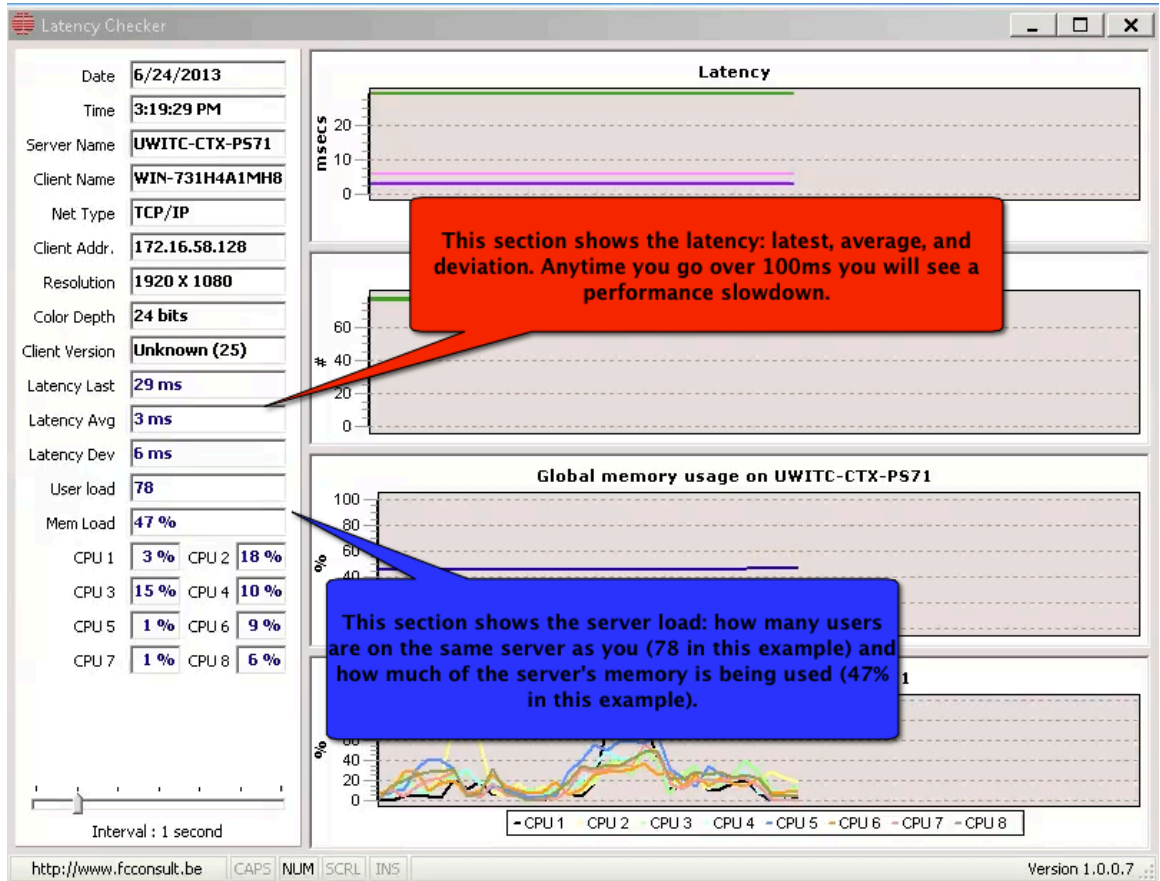
1. To access LATENCY CHECKER, log into Citrix and click on the SUPPORT TOOLS folder (see image below)



2. Click on the LATENCY CHECKER icon (see image below)



3. You will notice there are four sections:
  - The first gives you information about your connection (date, time, the server you are on, your workstation's name and IP address, as well as the screen resolution you are using)
  - The second section shows your latency information (RED below)
  - The third section gives you information on the load the server is under (BLUE below).



The number for LATENCY LAST is the last latency report that your workstation received (by default your workstation gets a number every second). This number will fluctuate wildly. One second it could be 34ms, and the next it could be 340ms. We aren't as concerned about second to second fluctuations as we are about trends and sustained periods of high latency.

If your computer is showing between 1 and 50 ms, then you have a rock solid connection that is moving very fast. You should not see any delay between the time you click the key on your keyboard and the time it shows up on your screen.

If your computer shows between 51 – 100 ms, then you should still be okay and only the fastest typist would notice a slight delay.

If your computer shows between 101 – 125 ms, then you are in the danger zone for slow performance.

Sustained periods above 125ms will result in slow performance.