

# CEM LIMS - System slow

<b>Problem</b>	Client complains about the system being slow.
<b>Resolution</b>	<p>System is slow is a vague statement. System is hung is indicated by the LIMS screens turned white indicating a Database lock is present and the application is "Not Responding".</p> <p>Some examples might be helpful too, like lot/batch number, sample/sublot/roll number, report name, folder name etc.</p> <ul style="list-style-type: none"><li>• Make sure to include the server name that the client is logged into (ex. FASCTX11). This information can be retrieved by right-clicking on the Citrix Agent icon on the bottom right of the task bar near the clock and selecting the Connection Center.</li></ul> <p><a href="#">blocked URL</a></p> <ul style="list-style-type: none"><li>• To free up the hung session, click on the Citrix Agent Icon in the taskbar and select Log off to disconnect the hung session. Then have the user try to login again.</li></ul> <p><a href="#">blocked URL</a></p>