

Leaving but keeping your connections in line

Imagine living with someone who doesn't say good-bye before they go to work. You are both getting ready for the day and are talking early in the morning. You mention the latest movie you hope to see on the coming weekend. As you walk into the room where your spouse is, in mid sentence, you discover that they are not in that room. You're actually talking to yourself.



They're gone!

You realize you are starkly alone in your house and your spouse has gone off to work without a word.

Strangely, this keeps happening. One minute things seem perfectly normal and without notice, your spouse has just disappeared without a trace.

Now you're a romantic at heart. You would prefer to spend your final moments together embracing, about to go off to work, and your partner is looking you in your eyes, gently telling you that you are the reason they live and that your presence in their life has made the sun shine and makes every song a love song. You picture them saying this as they are hugging you, kissing you good bye and affirming they'll call and check in with you during their lunch break.

But back to reality. This isn't happening and they are, like, gone – vanished without a word. They next time they show up at the door, you *feel* like telling them:

You have exceeded the concurrent connection limit. Please contact your system administrator. *You can't come back in!*

Sound familiar? Now you know how company network servers feel after you have exited their program sessions improperly.



You might not think of yourself as someone who abruptly walks out of the middle of a conversation. It happens when you forget that you entered an online session in a *Citrix* environment or some other corporate domain where you have provided a user name and password to get in. When you hit that familiar “X” in the upper right hand corner of the window to leave, it is no different than abruptly *walking out* in the midst of a conversation – only in this case, it isn't another person – it is a server that has been trying, for your own sake, to keep track of your work.

If you find yourself being greeted by the above error message about “exceeding concurrent connection limits” which forces you to call your network administrator to get you back in, here are a few tips. This will keep you from burning bridges behind you – especially when you are in secure encrypted web portals with **https//** up in your browser’s address bar.

1. Whether you are logged into your company’s network through a *Citrix* session or are in any other corporate site requiring a user name and password, you find yourself working in a series of windows. Always be mindful of what window in which you are currently working. Chances are that if you log into the network from a remote site, such as your home or another branch location of your company, you are logging into a *Citrix* session with a user name and password. If you are in social services for a living and are additionally logging into the New York State *Connections* system, you are also in at least two more Citrix sessions. That makes three of them. **Here it is:** every time you decide you are done and are going to leave the window you are in, diligently look for the proper way to get out of that window. Don’t rush off to be in another window by using the X in the upper right of the window. When you do, it will abruptly abort the session and leave that session running on the server. *It’s like the person disappearing from your house without a word in the middle of a conversation.*
2. Instead, in every window, look for a “sign off” or “log out” button or link. Because windows within windows tend to get smaller, you may have to vertically scroll up or down to find it. If you can’t find a *log out* or *sign off* link, look down to the bottom left of the window and click *Start* and then *Log Off*. Follow this procedure for every window you are in. A good rule of thumb is that if you logged in with a user name and password, you must exit properly and shouldn’t use the X to close down the window.
3. It is only when you are just using an application like *Word*, *Access* or *Excel* that you can safely click on the X (or use the *File* menu and the *Close* or *Exit* choice on that menu) to close that window. You can X out of those application windows because those programs are not live “sessions” and if you haven’t saved something, it will come back to you and ask you if you want to save your work.
4. If this advice is new to you and you were not specifically trained in how to properly exit out of secure logged in sessions, get some help. Log into a *Citrix* session to get on your company’s network. Additionally, log into the other online account as you would normally do to accomplish your work. Then, call over a more experienced colleague and ask them to watch you properly end the sessions and exit. Your colleagues would be happy to help you out and in most cases, all you need is a little coaching. This will save you a lot of frustration in the future and it might make for a happier and more communicative computing relationship with the networks in which you work. Who knows, it might be the start of something very special, if anything with your network administrator. ☺

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