Citrix - EXCEL Crashing Questionnaire

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Citrix: EXCEL Crashing

Please use the following form to document the issue.

1. Document your Steps

2. Screenshot the error and document the time -

3. What Model(s) are you using?

4. Were you performing calculations using APS3?

5. Can the problem be recreated using another Client?

a. Use the steps outlined to test the issue on another client(s)

Document the results:

What Client did you use?

Were you able to recreate the same problem?

Or did you encounter a different problem?

6. Does the problem exist when using a different model on the original client?

7. Does the problem exist when running Excel in safe mode?

8. Does the problem exist when running the model from the local computer?

9. Does the problem exist when running the application in question (e.g Excel) without a model (e.g new blank worksheet with some test text)?

- Tags
- Citrix