

Customer Services Notice

SaaS Performance Incident

On the 5th January 2023, we experienced a performance issue that primarily impacted a subset of clients connecting to applications via Citrix for our US data center hosted with Rackspace. This performance issue resulted in published Citrix applications not being visible or available for connection from the <https://cloud.instem.com> site.

This performance issue was due to a network switching issue within shared data center infrastructure, occurring between approximately 9:00 am and 12:30 pm (US East) on 5th January 2023. Remediation work across all impacted switches was undertaken by Rackspace network operations and completed that day.

Instem will share further details on root cause following completion of more detailed analysis and reporting by our data center partners Rackspace.

Scope of impact

- Clients connected to shared and dedicated environments in the US data center for applications published through Citrix.

Please contact the Help Desk for further information
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