

KB00020: Citrix/RDP clients can remain active after Liberty shutdown

Products

- Bayalink Liberty 1.7.x
- Microsoft Remote Control (RDP)
- Citrix Presentation Server (XenApp)

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Description

Bayalink Liberty version 1.7 introduced the option to use Citrix and RDP over the Liberty connection.

In isolated circumstances, Citrix and RDP sessions may fail to shutdown cleanly when Liberty is disconnected. This could result data continuing to be sent to your BlackBerry even though the connection to the client has been terminated.

If this scenario were to happen, the BlackBerry will continue to receive data even though the client is disconnected. The BlackBerry could continue to receive excessive amounts of data until manual intervention is taken. As a result, excessive data use and or charges could occur.

Recommended Actions

- Completely shut down the Citrix XenApp Client before closing the Liberty Viewer application
- Completely shut down the Microsoft RDP Client before closing the Liberty Viewer application
- Contact your system administrator to reset the Citrix Client or RDP Connection

Status

Bayalink has taken steps to mitigate the risk of this problem in version 1.7.1.1. Although these changes significantly reduce the likelihood of this issue the problem could still occur. Please review the Recommended Actions section for additional steps to avoid or stop this process from occurring.