

**JKB00212**

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## **A White Screen Appears Instead of an Application**

### **Symptoms:**

- When a users clicks on an application icon, a white screen appeared instead of the terminal server session.

This can happen to a specific user or all users and can happen regularly or only from time to time.

### **Possible Causes:**

- CockpIT client failed to connect to the terminal server due to a resolving problem or a network failure
- A terminal server was not pre-configured with the proper IP address in the CockpIT admin site

### **Resolution:**

- Confirm network connection to the terminal server.  
Ping the terminal server's name and IP addresses.
- Make sure that all terminal servers are configured with IP addresses.
- If you are using host resolving mode for NAT configuration make sure to fill the correct external IP address for all servers.  
For more information about configuring CockpIT in NAT environments, see JKB00221 on page 29.