



TSP Name: KERN RIVER GAS TRANSMISSION COMPANY
TSP: 621617372
Critical Notice Indicator: N
Notice Status: 1
Notice Type Description: Computer System Status
Posting Date: 03/31/2017 Posting Time: 07:04 PM
Notice Effective Date: 03/31/2017 Notice Effective Time: 07:04 PM
Notice End Date: 05/02/2017 Notice End Time: 07:04 PM
Notice Identifier: 20170185
Prior Notice Identifier: N/A
Required Response Indicator: 5
Response Date: N/A Response Time: N/A
Subject: Kern River - Update Citrix Client Upgrade

Notice Text:

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Kern River continues to work on a solution that will permanently resolve the load-balancing and compatibility issues associated with Citrix client software (Version 4.7.000). Until a permanent fix is developed, Kern River suggests that you DO NOT install the version 4.7.0000 upgrade or any other version subsequent to version 4.4.1000. Kern River customers will be unable to access the Rapids system if any other Citrix version subsequent to version 4.4.1000 is installed because it does not support server load-balancing and will be incompatible with the Rapids Citrix servers. See the Kern River Rapids Installation website for further information: <http://services.kernrivergas.com/portal/Customer-Activities/Rapids-Setup/-Rapids-Installation>

Kern River estimates the permanent resolution will not be available until May 1, 2017. Kern River will post an update when it has additional information. Thank you for your patience.

Please contact your Marketing & Customer Services representative or the Customer Services hotline at 801-937-6111 if you have any questions.