

**From:** [sceis-ast@sceis.sc.gov](mailto:sceis-ast@sceis.sc.gov)

**To:** SCEIS Users [planned system maintenance distribution list]

**Subject:** Alert: SAP/Citrix disconnection issues

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The South Carolina Department of Administration (Admin) is aware that some users have experienced intermittent disconnections while using the Production SAP application within Citrix.

Admin's Division of Enterprise Applications (DEA) and Division of Technology Operations (DTO) technical teams are currently investigating the issue and actively engaged with vendors to identify and resolve the cause as quickly as possible. Admin will continue to monitor the situation and provide updates as more information becomes available.

Thank you for your patience and understanding.

If you have questions or need assistance, please contact the SCEIS Service Desk at 803.896.0001 (option 2) or submit a [SCEIS Service Desk ticket](#).

Thank you,

Division of Enterprise Applications (DEA)/SCEIS Team