

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

**To:** SCEIS Users

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

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Please be advised that the technical issue causing intermittent disconnections while using the Production SAP application within Citrix has been resolved. The application is now fully operational.

**For users who temporarily used the 'Production SAP Logon Custom Printers' app as a workaround, please discontinue its use and return to standard procedures.**

Thank you for your patience and understanding as these issues were addressed and resolved.

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