

Turing Image slow



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Overview

TURing image is slow in appearing

Prerequisites

Swivel 3.x

Symptoms

The Turing image slow to appear, or appear slow on the first request and are fast to appear thereafter

Solution

This issue is almost always caused DNS, and ensuring that correct DNS entries and servers are used, usually resolves the problem. Check the System logs - Has a Single Channel Session been started for the user, possible reasons for slow images are;

1. DNS
2. Certificates
3. Load balancing, such as DNS round robin
4. An internal Certificate Authority has been moved or removed and it is reaching a time out value looking for the CA.