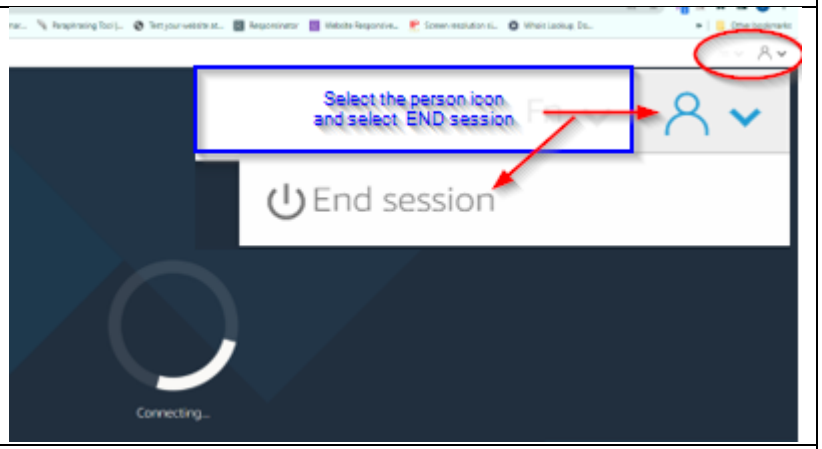
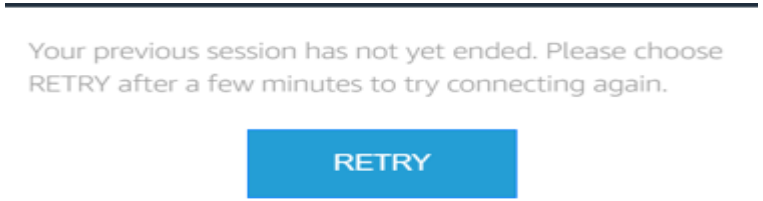
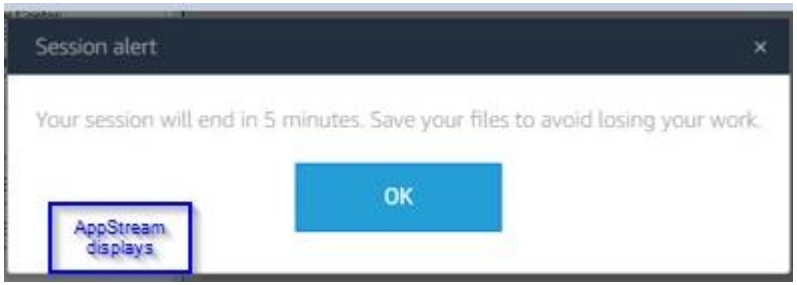
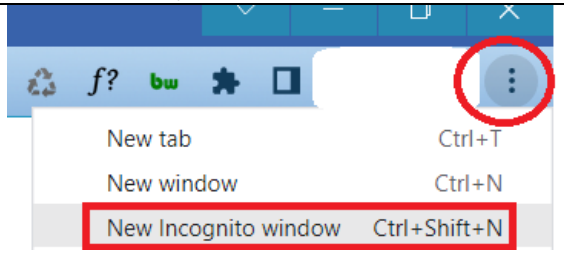
	User Action and Experience in AppStream	*AppStream Response/Behavior*	*Resolution*	*User next Action and How to Do*
1.	**User closes browser** or closes AppStream browser tab.	Session remains available until "idle disconnect" or "disconnect" timeout occurs.	Reopen your existing AppStream browser session.	Open browser and select AppStream again. The same session that was running prior to closing browser tab will be available. If you do not want this specific session, then end the session and start over again.
2.	User successfully authenticates in mass.gov Azure and logs into AppStream but **session connection 'just keeps spinning'.**	Session is 'Stuck' and AppStream cannot connect to the session.	After Several minutes of spinning; **User must terminate the session and start a new session.**	
3.	**User ends session and immediately starts a new session.**	AppStream requires a minute or 2 to close the prior session.		If this message is displayed, then just wait a minute, and then try again. 
4.	**User reboots computer where browser is running.**	See # 1.	See # 1.	Rebooting the computer where the browser is running does NOT resolving anything as far as AppStream is concerned.

	User Action and Experience in AppStream	*AppStream Response/Behavior*	*Resolution*	*User next Action and How to Do*
5.	User is busy working in AppStream and receives a **message** that the **AppStream session will end in 5 minutes**. 	AppStream is scheduled to end **any session that is open for more than 10 hours** regardless of whether the user is active in the session or not. We extended this time from 8 hours to 10 hours for user convenience.	**N/A** Configured, intentional AppStream behavior.	**Save your work and files in AppStream immediately.** The session will end in the specified 5-minute timeframe, and the user will need to start a new AppStream session.
6.	**State of Ma. Azure mass.gov MFA expired**	**N/A** Azure/MFA non-state MOSES users Conditional Access Policy has been established and configured, by EOLWD IT / EOTSS, and set in Azure for a 4-hour timeframe. MOSES AppStream users will need to sign back into Azure/MFA after 4 hours of inactivity before accessing the MOSES AppStream application.		State of Ma. Azure **MFA** expires after 4 hours of inactivity, for example, if a user logs into AppStream at 10 am and their AppStream session is idle until 2pm then another MFA verification is required at: //login.microsoftonline.com/common/oauth2/

	User Action and Experience in AppStream	*AppStream Response/Behavior*	*Resolution*	*User next Action and How to Do*
7.	**User received AppStream message:** **Amazon Web Services Sign In** **Your session has expired.** MOSES AppStream session management is configured to 30 minutes of idle disconnect timeout and 15 minutes of disconnect timeout. • Disconnect Timeout Amount of time the streaming session can remain active after the user disconnects • Idle Disconnect Timeout Amount of time the user can be idle or inactive before they are disconnected from their streaming session. Once they are disconnected from session, this will start the disconnect timeout interval .	**MOSES AppStream sessions timeout after 45 minutes of inactivity**.	A new session is required.	For example, if a user logs into MOSES AppStream and is **idle within that session for more than 45 minutes then the session expires, and the expired session message is displayed, and a new session is required**. ➢ If a user logs into MOSES AppStream and is idle within that session for more than 30 minutes but less than 45 minutes then the session is still available, and the user will **not** have to wait 2 minutes for a new session to start up and the state of their existing session remains intact. The same thing applies if a user closes their browser during an 'active' AppStream session.
8.	**User enters password when prompted by AppStream session verification.** Sign in as DMartoneappstream@detma.org Password Sign in Sign in as DMartoneappstream@detma.org Unknown user name or bad password. •••••••••••••• Sign in	Appstream session verifies the DET AD account password is valid		The message has improved… Use the same password that you used with Azure MFA.

9.	**Printing issue** User prints using the correct “DCV Printer” and a new tab opens with a 404 error: This a4afaf715d939bb1f2dd71bf58541492.amazonappstream.com page can’t be found No webpage was found for the web address: **https://a4afaf715d939bb1f2dd71bf58541492.amazonappstream.com/streaming/74-53/8a7096e8686b3061f007eb496bcccf10/resource/printer/ODIkOGNlOTYtYmJlNy00NWYyLWIyYzEtNDJlNWFhZTQxZjc4/23/6?token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJpZCI6NDgsImNsYWltcyI6eyJkb20iOiJwcmludGVyIiwic2lkIjoiODIkOGNlOTYtYmJlNy00NWYyLWIyYzEtNDJlNWFhZTQxZjc4IiwicmlkIjoiNiIsImNpZCI6IjIzIn0sInRzIjp7InNlY3Nfc2luY2VfZXBvY2giOjE2Njk3MzcxOTQsIm5hbm9zX3NpbmNlX2Vwb2NoIjoxMDQ3ODg5MDB9LCJpaSI6ImktMGUwNjQ4YjNmZjU4YjEwYTIifQ.nG5TeotISuuLBAC66hfTDhghYyWPe6pOXFI0dikiy7U&formats=pdf HTTP ERROR 404		Use a Chrome Incognito tab – you will need to log in again, but printing will work