Troubleshooting

Verify Device Registration with Cisco Unified Communications Manager

After device registration, verify that the CSF device registered to the Cisco Unified Communications Manager from the thin client IP address. For more information, see the documentation for your version of Cisco Unified Communications Manager.

Verify the Platform Version—HP Thin Pro

Procedure

Step 1 On the thin client, open the terminal console.

Step 2 Enter the following command: **lsb_release -a** .

Step 3 Look in the output for the HP Thin Pro version.

Example:

```
HP Thin Pro 5.2
```

Verify the Platform Version—Ubuntu

Procedure

Step 1 On the thin client, open **System Settings**.

Step 2 Select **Details**.

The version appears under the Ubuntu logo.

Example:

```
Ubuntu 14.04.x 32b LTS
```

Verify the Connection Status in Cisco Jabber

After you sign in to Cisco Jabber for Windows, you can check the connection status for Jabber and for Cisco Softphone for VDI. You can also confirm the versions for the JVDI Agent and the JVDI Client.

Procedure

Step 1 Click ⚙ to open the **Settings Menu**.

Step 2 Go to **Help** > **Show connection status**

Step 3 In the **Connection Status** window, click **JVDI Details**.

You can see the following information:

- **JVDI Client version**

  Tip If the JVDI Client version is 12.5 or 12.1, the client version doesn't appear until after the softphone connects.

- **JVDI Agent version**
- **Virtual Channel status** indicates whether communication between the JVDI Client andCisco Jabber is successful.
- **SIP status** indicates whether SIP communication with Cisco Unified Communications Manager is successful.
- **Softphone CTI status** indicates whether CTI communication is successful.

Tip If the **SIP status** is **Connected**, but the **Softphone CTI status** is **Not connected**, check the CTI configuration in CUCM.

Step 4 To see detailed diagnostic information for Cisco Jabber, press **Ctrl +Shift +D**.

Verify That the Cisco JVDI Client Is Installed

Use this procedure to verify that Cisco JVDI Client is installed, and to confirm the version.

Procedure

Step 1 On the thin client, open the terminal console.

Step 2 Enter the following command: **dpkg -l | grep jvdi** .

Step 3 In the output, look for ii cisco-jvdi-client.

Example:

```
ii cisco-jvdi-client <xx.x.x.xxx> i386 Cisco JVDI Client
```

Verify That Cisco JVDI Agent Is Installed

You can use the Windows Control Panel to verify that Cisco JVDI Agent is installed. You can also verify the version.

Procedure

Step 1 From Control Panel, open **Programs and Features** (Windows 7) or **Programs** (Windows 8).

Step 2 Scroll through the list of installed programs to locate Cisco JVDI Agent.

The Cisco JVDI Agent version appears in the **Versions** column.

Verify That VXC Is Running on the Thin Client

Cisco Jabber Softphone for VDI requires that the `vxc` process be running.

Procedure

Step 1 Use Secure Shell (SSH) to connect to the thin client.

Step 2 Search the running programs for `vxc`.

ps -ef | grep -r vxc

You should see the following lines:

```
 admin@LWT44d3ca76ba19:~> ps -ef |grep -r vxc

thinuser 6536 1 0 Mar14 ? 00:07:43 /bin/bash /usr/bin/pidrun.sh -c run_vxc.sh -a -m -o
/var/log/cisco/vxcConsole.log -e /var/log/cisco/vxcError.log

thinuser 6538 6536 0 Mar14 ? 00:00:00 /bin/bash /usr/bin/run_vxc.sh -m

thinuser 6547 6538 8 Mar14 ? 13:02:16 vxc -m

admin 31576 31303 0 11:05 pts/0 00:00:00 grep -r vxc

admin@LWT44d3ca76ba19:~>
```

Call Control Is Lost After a Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVDs). After the users reconnect, Cisco Jabber call control features do not work.

This problem can occur if the thin client loses network connectivity.

To resolve this issue, have the users exit Cisco Jabber and disconnect from their HVDs. Next they can log back in to their HVDs and sign back in to Cisco Jabber to restore call control.

Call Is Lost After HVD Disconnection

Users receive a prompt to log back in to their hosted virtual desktops (HVD) during an active call, and the call drops. The other party to the call has no indication that the call has ended, except the line is silent.

This issue can occur if the connection between the thin client and the HVD drops, causing a temporary loss of registration and call control.

To work around this issue, users can call the other party back. If the other party is not available, users can send an instant message (IM).

Problem Reporting Tool

The Problem Reporting Tool (PRT) is a small program that automatically runs if Cisco Jabber encounters an unrecoverable error, unhandled exception, or crash. The tool collects logs from the thin client and hosted virtual desktop and then creates a problem report. The report is a zip file that you can send to the Cisco Technical Assistance Center (TAC), to provide the necessary information to solve the problem. The tool saves the file to the user's desktop. Users must accept the privacy agreement to run the PRT.

Tip Advise users to include a memory dump with the problem report if Cisco Jabber crashes. We also recommend that users provide a description of the circumstances that lead up to the error.

If a user experiences an error that does not crash the software, the user can run the PRT from the Cisco Jabber menu: **Help** > **Report a problem**.

If Cisco Jabber is not running, users can generate a problem report from the Windows **Start** menu . To access the tool from outside the application, choose **Start** > **All Programs** > **Cisco Jabber** > **Cisco Jabber Problem Report**.

Important Problem reports include logs from the thin client, the hosted virtual desktop, and any detailed information that users enter. You can use this information to help troubleshoot the issue.

If there is a problem with the virtual channel, or if Cisco Jabber is not running, the problem report does not include logs from the thin client. For more information, see Virtual Channel Problem, on page 5.

Virtual Channel Problem

If a problem exists with the virtual channel, the problem-reporting tool cannot collect the logs from the thin client. A problem with the virtual channel can cause the Device Selector to not start or to not populate with devices.

Cisco Technical Assistance Center (TAC) personnel may ask you to gather the logs manually by running one of the following executables:

- **Windows OS 32-bit:** `C:\Program Files (x86)\Cisco Systems\Cisco JVDI\CollectCiscoJVDIClientLogs.exe`
- **Windows OS 64-bit:** `C:\Program Files\Cisco Systems\Cisco JVDI\CollectCiscoJVDIClientLogs.exe`
- **Linux-based OS:** `/usr/bin/collect-files`

The executable gathers the logs from the thin client and saves them to the desktop as a CiscoJVDIClient-logs[timestamp].7z file. You can still use the PRT to gather the logs from the hosted virtual desktop. Submit all logs gathered to TAC.

Configuration Files

For each Cisco Unified Client Services Framework (CSF) device that you add to the system, Cisco Unified Communications Manager creates a configuration (CNF.xml) file. The CNF file contains the device specifications for the associated user.

When users sign in to Cisco Jabber, Cisco Jabber Softphone for VDI starts the download of the associated CNF file to the thin client. To ensure the successful transfer of the file, open the relevant ports in all firewall applications to allow the thin client to access the ports. For more information about how to open ports, see the documentation for the firewall software.

Important Download of the CNF.xml file follows the system setting for HTTP proxy. Ensure that the proxy does not route the HTTP request from the thin client outside of the corporate network.