Troubleshooting

Verify the Platform Base Image Version

You can open System Information to verify the build version.

Procedure

Step 1 In the notification area of the taskbar, click the System Information icon.

Step 2 Click the **Identity** tab.

Step 3 In the **System** section, look for the **Build** line.

Verify the Installation of Cisco VXME

You can use System Information to verify that Cisco Virtualization Experience Media Engine is installed, and to verify the versions of the add-ons.

Procedure

Step 1	Click the System Information icon in the notification area of the taskbar.
Step 2	Select the **Packages** tab.
Step 3	Scroll down the alphabetical list and look for vxme. The add-on versions appear in the **Versions** column.

Confirm the Version of Cisco Virtualization Experience Media Engine

Note By default, SSH is disabled. For information about how to enable SSH, see the administration guide for your thin client.

Procedure

Step 1	Use SSH to connect to the thin client.
Step 2	Enter the following command: **rpm -qa	grep vxme** . You can also use the **versionInfo** command.

Ensure That VXC Is Running on the Thin Client

The vxc process is part of Cisco Virtualization Experience Media Engine (VXME) and it must be running for VXME to function.

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:~>
```

Ensure That the Credentials Are Passed down the Virtual Channel

Procedure

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

Step 2   Turn off logging to remove the vxc_logs files.
vxc_run.sh -l off

Step 3   Turn logging back on and restart the thin client.
vxc_run.sh -l on

Step 4   Log in to the HVD and sign in to Cisco Jabber.

Step 5   Run the PRT and send the report to the PRT server.

Step 6   Download the report from the PRT server and extract the logs.

Step 7   Open the vxc.log file and search for `Attempting to connect to CUCM for`.

Lost Call Control After Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVD). After they reconnect, Cisco Jabber or Cisco UC Integration for Microsoft Lync cannot control calls and their phones do not show as registered on the Logitech UC Keyboard.

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 or Cisco UC Integration for Microsoft Lync 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).

Log Files and Core Dumps

The default logging level is debug. You can use a script to disable and enable logging, for troubleshooting purposes. You can also enable core dumping. You must have administrator privileges to run the script, and log on to the thin client over SSH.

For information about how to enable or disable SSH, see the administration guide for the thin client.

For information about how to change the administrator or root password on the thin client, see the documentation for the thin client.

The following table lists and describes the options for the script. The script accepts two options (one for logging and one for core dumping).

Table 1: Logging Operations

Option	Description
`-l on`	Turn on logging for the thin client. This option creates the ciscolog.conf and writes logs to the /var/log/cisco folder. The script also restarts the thin client so the change takes effect immediately. The log file is /var/log/cisco/vxc.log. The log file for the Virtual Channel is: /var/log/cisco/VirtualChannel.log.
`-l off`	Turn off logging for the thin client. This option deletes the /var/log/cisco folder and the ciscolog.conf file. **Note** You cannot run the script to turn off logging from within the /var/log/cisco folder. The script also restarts the thin client so that the change takes effect immediately.
`-c on`	Turn on core dumping. This option adds a configuration line to /etc/security/limits.conf. The script also prompts you to restart the thin client for the changes to take effect. Core dumping is a system-wide policy; after you enable it, any process that crashes produces a core dump and saves it to /tmp. The filename format is: core_PROCESSNAME_TIMESTAMP. The system generates core files when a process crashes. The /tmp folder may contain multiple core files. The time stamp in the filename helps with the identification of the core files generated around the time of the incident under investigation.
`-c off`	Turn off core dumping. This option removes the configuration line from /etc/sysctl.conf. The script also prompts you to restart the thin client for the changes to take effect. **Important** If you turn off core dumping, the script deletes all core dumps from the /tmp folder.
`-h`	Display the usage help.

Script Example 1

`vxc_run.sh −l off -c on`
In this example, the script turns off logging and turns on core dumping.

Script Example 2

`vxc_run.sh −l on`
In this example, the script turns on logging.

Problem Reporting Tool

The Problem Reporting Tool (PRT) is a small program, which automatically runs if Cisco Jabber or Cisco UC Integration™ for Microsoft Lync encounters an unrecoverable error, or unhandled exception. 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.

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

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

Users can generate a problem report from the Windows **Start** menu if Cisco UC Integration™ for Microsoft Lync is not running. To access the tool from outside the application, choose **Start** > **All Programs** > **Cisco Systems, Inc** > **Report a problem**.

Advise users to include a memory dump with the problem report if their Cisco Unified Communications application crashes.

Note   Users must accept the privacy agreement to run the PRT.

We recommend that users provide a description of the circumstances that lead up to the error. For more detailed information about how to run the PRT, see the Troubleshooting section in the applicable user guide.

Create a Problem Report After a Client Error

If Cisco Jabber or Cisco UC Integration™ for Microsoft Lync encounters a problem and must close, the problem-reporting tool starts automatically.

Procedure

Step 1   In the **Client Error** dialog box, choose a problem type.

Step 2   Enter a short description of the problem, and then click **Save Report**.
    Note   If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 3   In the **Save As** dialog box, choose the location to which you want to save the problem report, and then click **Save.**

Step 4   Send the file to your system administrator.

Create a Problem Report from the Help Menu

If you experience an issue with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync, you can manually create a problem report from the **Help** menu.

Procedure

Step 1 Select **Help** > **Report a problem**.

Step 2 Select a problem area, and then click **Next**.

Step 3 Enter a short description of the problem, and then click **Next**.

Step 4 (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.
Include a memory dump if Cisco Jabber, Cisco UC Integration™ for Microsoft Lync, or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.
Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Create a Problem Report from the Windows Start Menu

If you cannot sign in to Cisco Jabber or Cisco UC Integration™ for Microsoft Lync, you can create a problem report from the **Microsoft Windows Start** menu on the hosted virtual desktop. Only use this procedure if you cannot sign in to Cisco Jabber or Cisco UC Integration™ for Microsoft Lync because the problem report does not include the logs from the thin client.

Procedure

Step 1 Select **Start** > **All Programs** > **Cisco Systems, Inc** > **Report a problem**.
For Cisco UC Integration™ for Microsoft Lync, select **Start** > **All Programs** > **Cisco Systems, Inc** > **Report a problem**.

Step 2 Select a problem area, and then click **Next**.

Step 3 Enter a short description of the problem, and then click **Next**.

Step 4 (Optional) To include a memory dump file, check the **Include memory dump** check box, and then click **Attach File**.
Include a memory dump if Cisco Jabber, Cisco UC Integration™ for Microsoft Lync, or Device Selector crashes.

Step 5 In the **Open** dialog box, select the memory dump file, and then click **Open**.

Step 6 Click **Save Report**.
Note If your system administrator set up the feature, you can click **Send Report** to upload the problem report to a server. You do not need to save the file locally with this feature.

Step 7 In the **Save As** dialog box, choose the location to which you want to save the problem report.

Step 8 Send the file to your system administrator.

Gather Logs Manually

If the virtual channel goes down, the Problem Reporting Tool (PRT) cannot gather the Virtualization Experience Media Engine logs from the thin client. You can use Dell Wyse Device Manager (WDM) to gather the logs.

Before You Begin

You must have an FTP server set up, if you want to use FTP.

Procedure

Step 1 In WDM, right-click on the thin client and select **Execute Command**.

Step 2 In the **Execute** dialog box, enter the following command.
```
/usr/bin/collect-files
```
This step collects the logs and creates a compressed package.

Step 3 Send the file to the FTP server, by entering the following command.
Where 1.1.1.1 is the IP address of the FTP server:
```
/usr/bin/curl -T /root/VXC*.tar.gz ftp://1.1.1.1
```

Step 4 Remove the .tar.gz file, by entering the following command.
```
/bin/rm /root/vxc*.tar.gz
```