Troubleshooting

Problem report

Problem reports include logs from the Cisco Virtualization Experience Client, hosted virtual desktop, and any detailed information that you enter. Your system administrator can use this information to help troubleshoot the issue.

If you encounter a problem with Cisco Jabber, you can create a problem report. If Cisco Jabber encounters a problem and needs to close, the **Jabber Client Error** dialog starts automatically, so that you can create a problem report. You can also generate a problem report from the Windows Start menu, if Cisco Jabber is not running.

Note Include a memory dump if Cisco Jabber crashes, or if your system administrator asks you to do so.

Create a Problem Report After a Client Error

If Cisco Jabber encounters a problem and needs to 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 you can manually create a problem report from the **Help** menu.

Procedure

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

Step 2 Choose 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 **Include memory dump**, and then click **Attach File**. Include a memory dump if Cisco Jabber 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 are not signed in to Cisco Jabber, you can create a problem report from the Microsoft Windows Start menu on the hosted virtual desktop.

Procedure

Step 1 Click **Start** > **All Programs** > **Cisco Systems, Inc** > **Report a problem**.

Step 2 Choose 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 **Include memory dump**, and then click **Attach File**. Include a memory dump if Cisco Jabber 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.

Lost Call Control After Network Failure

Problem You see a prompt to reconnect to your hosted virtual desktop (HVD). After you reconnect, Cisco Jabber cannot control calls and your phone does not show as registered on the Logitech UC Keyboard.

Possible Cause This problem can occur if the Cisco Virtualization Experience Client loses network connectivity.

Solution Exit Cisco Jabber and disconnect from your HVD. Log back in to your HVD and sign back in to Cisco Jabber to restore call control.

Lost Call After HVD Disconnection

Problem You receive a prompt to log back in to your hosted virtual desktop (HVD) during an active call, and the call drops. The other party to the call will have no indication that the call has ended, except the line will be silent.

Possible Cause The connection between your Cisco Virtualization Experience Client and your HVD may have dropped. This causes a temporary loss of registration and call control.

Solution After you log back in to your HVD, you can call the other party back. If the other party is not available, you can send an instant message (IM).