

Troubleshoot VNC Module Installation Failure

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Introduction

This document describes how to troubleshoot Virtual Network Computing (VNC) module installation failure when you configure the worker image.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Linux Interface
- Virtual Machine Environment
- Worker Images

Components Used

The information in this document is based on these software versions:

- CloudCenter version 4.x
- CentOS7 Worker Image

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

After you download the **worker_installer.bin** file and while you configure the Centos 7 worker image with the use of the command mentioned here, it often skips interactive modules for VNC, even when the process gets completed successfully.

```
# ./worker_installer.bin centos7 <cloudtype> worker
```

This article helps you to tackle such situations.

Problems

Install Failures

In the `cliqr_modules.log`, you can see dependency failure (glib-2.4).

<noscript> <table="" class="msgText"> It appears that you do not have JavaScript enabled, contact your administrator.

The application can be deployed successfully with the use of this worker image, but the user won't be able to access the deployed instances via VNC from Cisco Call Manager (CCM) User Interface (UI).

Startup Failures

In the `/var/log/messages` file one can check whether VNC started properly or no.

```
Sep 20 15:42:58 cliqr-centos6-base-image OSMOSIX: starting vnc server, result: 127
```

When VNC is installed properly, one should see 0 as the result code.

```
Nov 25 12:18:18 cqjw-58d79d88f OSMOSIX: starting vnc server, result: 0
```

Solution

VNC installation has the dependency on GNOME libraries. So as a workaround, execute this step as a administrator.

```
# export gui_enabled=true
```

This resolves VNC installation error.

The `epel-release` repository is a prerequisite to install an interactive module. Execute this command to install the repo.

```
yum -y install epel-release
```

Once you complete the mentioned steps successfully, repeat the worker image configuration.

```
./worker_installer.bin centos7 <cloudtype> worker
```

Since other modules are installed, only VNC and interactive module gets installed.

Once VNC is installed it should be in the file `/etc/cliqr_modules.conf`

```
[cliqruser@cqjw-58d79d88f etc]$ cat cliqr_modules.conf
```

```
sysupdate
worker
ntp
docker
vnc
interactive
[cliqruser@cqjw-58d79d88f etc]$
```

For vnc to work, X windows need to be installed too.

```
[root@cqjw-58d79d88f ~]# cat /var/log/messages | grep vnc
Nov 24 18:52:35 cliqr-centos6-base-image yum[4660]: Installed: tigervnc-server-module-1.1.0-24.el6.x86_64
Nov 24 18:53:28 cliqr-centos6-base-image yum[12686]: Installed: tigervnc-server-1.1.0-24.el6.x86_64
Nov 24 18:53:37 cliqr-centos6-base-image yum[12701]: Installed: libvncserver-0.9.7-7.el6_6.1.x86_64
Nov 24 18:53:39 cliqr-centos6-base-image yum[12703]: Installed: x11vnc-0.9.13-8.el6.x86_64
Nov 25 12:18:18 cqjw-58d79d88f OSMOSIX: starting vnc server, result: 0
[root@cqjw-58d79d88f ~]#
```

Once the worker image has been properly configured for vnc one can, for example in the case of cloudtype vmware, create template of the VM to be used as worker with vnc properly installed and working. See also .

```
[root@cqjw-58d79d88f ~]# cat cliqr_modules.log | grep vnc
c3agent/osmosix/bin/startvncserver
c3agent/osmosix/vnc/
c3agent/osmosix/vnc/utils/
c3agent/osmosix/vnc/include/
c3agent/osmosix/vnc/include/web-socket-js/
c3agent/osmosix/vnc/include/chrome-app/
c3agent/osmosix/vnc/images/
c3agent/osmosix/vnc/images/bkp/
c3agent/osmosix/vnc/vnc.html
c3agent/osmosix/vnc/utils/websockify
c3agent/osmosix/vnc/utils/rebind.c
c3agent/osmosix/vnc/utils/Makefile
c3agent/osmosix/vnc/utils/json2graph.py
c3agent/osmosix/vnc/utils/nova-novncproxy
c3agent/osmosix/vnc/utils/websocket.pyc
c3agent/osmosix/vnc/utils/web.py
c3agent/osmosix/vnc/utils/u2x11
c3agent/osmosix/vnc/utils/launch.sh
c3agent/osmosix/vnc/utils/img2js.py
c3agent/osmosix/vnc/utils/README.md
c3agent/osmosix/vnc/utils/wsproxy.py
c3agent/osmosix/vnc/utils/websocket.py
c3agent/osmosix/vnc/utils/rebind
c3agent/osmosix/vnc/utils/websockify.py
c3agent/osmosix/vnc/utils/parse.js
c3agent/osmosix/vnc/include/keysymdef.js
c3agent/osmosix/vnc/include/des.js
c3agent/osmosix/vnc/include/util.js
c3agent/osmosix/vnc/include/web-socket-js/swfobject.js
c3agent/osmosix/vnc/include/web-socket-js/web_socket.js
c3agent/osmosix/vnc/include/web-socket-js/README.txt
c3agent/osmosix/vnc/include/web-socket-js/WebSocketMain.swf
c3agent/osmosix/vnc/include/logo.js
c3agent/osmosix/vnc/include/rfb.js
c3agent/osmosix/vnc/include/black.css
c3agent/osmosix/vnc/include/webutil.js
```

```
c3agent/osmosix/vnc/include/base64.js
c3agent/osmosix/vnc/include/display.js
c3agent/osmosix/vnc/include/ui.js
c3agent/osmosix/vnc/include/keyboard.js
c3agent/osmosix/vnc/include/playback.js
c3agent/osmosix/vnc/include/input.js
c3agent/osmosix/vnc/include/Orbitron700.woff
c3agent/osmosix/vnc/include/jsunzip.js
c3agent/osmosix/vnc/include/keysym.js
c3agent/osmosix/vnc/include/blue.css
c3agent/osmosix/vnc/include/websock.js
c3agent/osmosix/vnc/include/chrome-app/tcp-client.js
c3agent/osmosix/vnc/include/Orbitron700.ttf
c3agent/osmosix/vnc/include/base.css
c3agent/osmosix/vnc/images/cliqrLogo.jpeg
c3agent/osmosix/vnc/images/bkp/disconnect.png
c3agent/osmosix/vnc/images/bkp/mouse_right.png
c3agent/osmosix/vnc/images/bkp/connect.png
c3agent/osmosix/vnc/images/bkp/keyboard.png
c3agent/osmosix/vnc/images/bkp/mouse_middle.png
c3agent/osmosix/vnc/images/bkp/drag.png
c3agent/osmosix/vnc/images/bkp/screen_57x57.png
c3agent/osmosix/vnc/images/bkp/screen_320x460.png
c3agent/osmosix/vnc/images/bkp/screen_700x700.png
c3agent/osmosix/vnc/images/bkp/mouse_none.png
c3agent/osmosix/vnc/images/bkp/mouse_left.png
c3agent/osmosix/vnc/images/bkp/favicon.png
c3agent/osmosix/vnc/images/bkp/ctrlaltdel.png
c3agent/osmosix/vnc/images/bkp/clipboard.png
c3agent/osmosix/vnc/images/bkp/settings.png
c3agent/osmosix/vnc/images/bkp/favicon.ico
c3agent/osmosix/etc/vnc/
c3agent/osmosix/etc/vnc/passwd
```

Running Module vnc

---> Package tigervnc-server-module.x86_64 0:1.1.0-24.el6 will be installed

--> Processing Dependency: xorg-x11-server-Xorg for package: tigervnc-server-module-1.1.0-24.el6.x86_64

```
tigervnc-server-module      x86_64      1.1.0-24.el6      base      214 k
  Installing : tigervnc-server-module-1.1.0-24.el6.x86_64      38/45
  Verifying  : tigervnc-server-module-1.1.0-24.el6.x86_64      39/45
tigervnc-server-module.x86_64 0:1.1.0-24.el6
```

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/po'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/po'

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[2]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[2]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/m4'

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/po'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2/po'

make[1]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

make[2]: Entering directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

make[2]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

make[1]: Leaving directory `/tmp/selfgz444713812/vnc/openbox-3.4.7.2'

---> Package tigervnc-server.x86_64 0:1.1.0-24.el6 will be installed

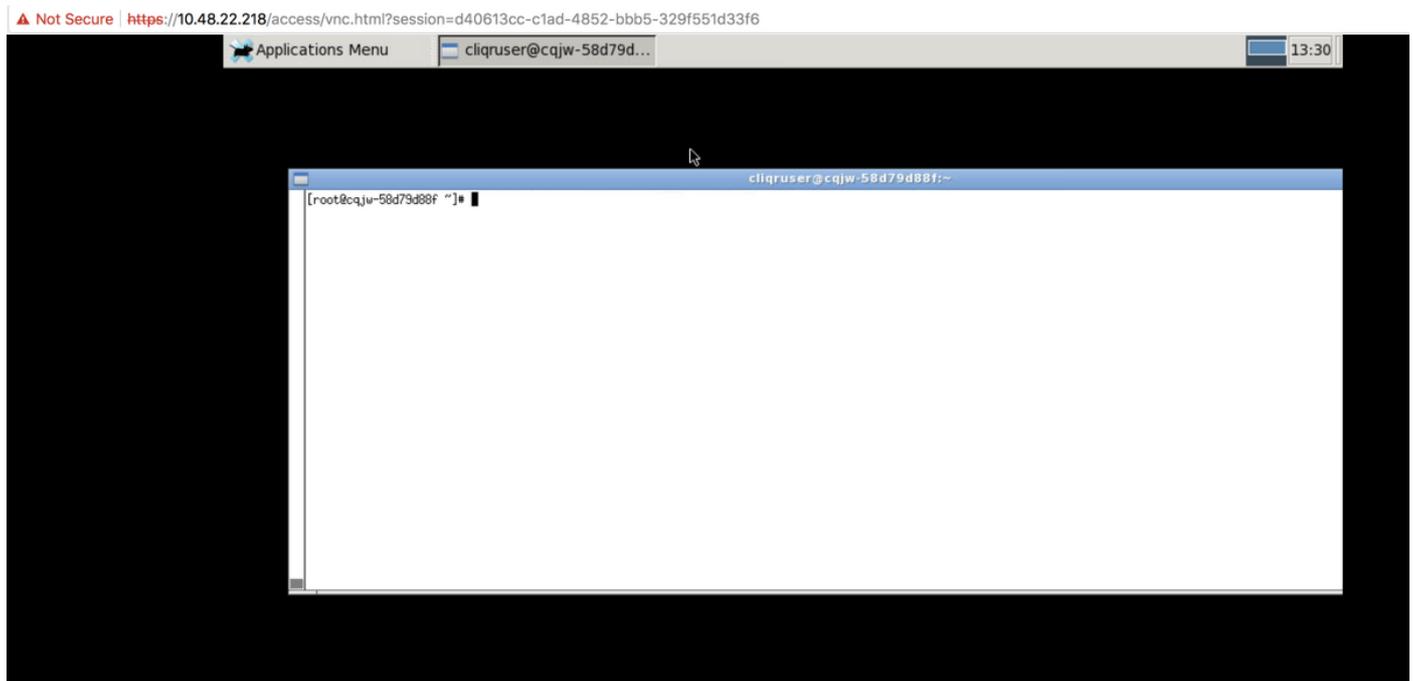
--> Processing Dependency: xorg-x11-fonts-misc for package: tigervnc-server-1.1.0-24.el6.x86_64

```
tigervnc-server            x86_64      1.1.0-24.el6      base      1.0 M
  Installing : tigervnc-server-1.1.0-24.el6.x86_64      2/2
  Verifying  : tigervnc-server-1.1.0-24.el6.x86_64      2/2
tigervnc-server.x86_64 0:1.1.0-24.el6
```

---> Package libvncserver.x86_64 0:0.9.7-7.el6_6.1 will be installed

```
libvncserver      x86_64          0.9.7-7.el6_6.1      base          159 k
Installing : libvncserver-0.9.7-7.el6_6.1.x86_64          1/1
Verifying   : libvncserver-0.9.7-7.el6_6.1.x86_64          1/1
libvncserver.x86_64 0:0.9.7-7.el6_6.1
--> Package x11vnc.x86_64 0:0.9.13-8.el6 will be installed
x11vnc          x86_64          0.9.13-8.el6         epel          947 k
Installing : x11vnc-0.9.13-8.el6.x86_64                  1/1
Verifying   : x11vnc-0.9.13-8.el6.x86_64                  1/1
x11vnc.x86_64 0:0.9.13-8.el6
[root@cqjw-58d79d88f ~]#
```

Deploying the worker above makes it possible to use vnc to connect to worker as shown in the image.



Installed Vnc