Troubleshooting

Registry Keys

The Cisco JVDI Client installation program checks to ensure that either the Citrix Receiver or the VMware Horizon Client is already installed on the reused PC. In one of the following registry locations, the `InstallFolder` string-type registry key must be present:

- For Citrix, the installer searches in HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\Install\ICA Client for the path to the Citrix installation.

  Example (from an x86 PC): `[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Install\ICA Client] "InstallFolder"="C:\\Program Files\\Citrix\\ICA Client\\"`

- For VMware Horizon, the installer searches in HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM for the path to the VMware installation.

  Example (from an x64 PC): `[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM] "ClientInstallPath"="C:\\Program Files\\VMware\\VMware View\\Client\\"`

Verify That Cisco JVDI Client Is Running

Use Windows Task Manager to verify that Cisco JVDI Client is running.

In a Citrix environment, the Cisco Jabber Softphone for VDI processes start when the user signs in to their hosted virtual desktop (HVD). The processes stop when the session ends.

In a VMware environment, the Cisco Jabber Softphone for VDI processes start after the user signs in to their HVD and in to Cisco Jabber. The processes stop when the session ends.

Procedure

Step 1	On the thin client desktop, right-click the taskbar and then select **Task Manager**.
Step 2	On the **Processes** tab, scroll down and look for the vxc.exe process.

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 and later).
Step 2	Scroll through the list of installed programs to locate Cisco JVDI Agent.
	The Cisco JVDI Agent version appears in the **Versions** column.

Confirm the Version of Cisco JVDI Client

Cisco JVDI Client appears in the list of installed programs and features.

Procedure

Step 1	
Step 2	On the thin client, open **Control Panel** > **Programs and Features**.
Step 3	Scroll down the list and locate Cisco JVDI Client.
Step 4	To confirm the version for Cisco JVDI Client, see the **Version** column.

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 saves a problem report to the user's desktop, as a .zip file. 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. You can send the problem report to the Cisco Technical Assistance Center (TAC).

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

Cisco Jabber—**Help** > **Report a problem**

Users can generate a problem report from the Windows **Start** menu if Cisco Jabber is not running. You can access the tool from outside the application, from the Microsoft Windows **Start** menu.

Cisco Jabber—**Start** > **All Programs** > **Cisco Jabber** > **Cisco Jabber Problem Report**.

Note We recommend that users provide a description of the circumstances that lead up to the error.

Users must accept the privacy agreement to run the PRT.

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.