Troubleshooting—HP Thin Pro and Ubuntu

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 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.

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).