



## Troubleshooting

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## Registry Keys

The Cisco VXME 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 VXME Client Is Running

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

In a Citrix environment, the VXME 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 VXME processes start after the user signs in to their HVD and in to Cisco Jabber. The processes stop when the session ends.

### Procedure

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- 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.
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## Verify That Cisco VXME Agent Is Installed

You can use the Windows Control Panel to verify that Cisco VXME Agent is installed. You can also verify the version.

### Procedure

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- Step 1** From Control Panel, open **Programs and Features** (Windows 7) or **Programs** (Windows 8).
- Step 2** Scroll through the list of installed programs to locate Cisco VXME Agent. The Cisco VXME Agent version appears in the **Versions** column.
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## Confirm the Version of VXME Client

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

### Procedure

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- Step 1** On the thin client, open **Control Panel > Programs and Features**.
- Step 2** Scroll down the list and locate Cisco VXME Client.
- Step 3** Check the **Version** column to confirm the version for Cisco VXME Client.
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## 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 Report

If users encounter a problem with Cisco Jabber, they can create a problem report. If Cisco Jabber encounters a problem and must close, the problem-reporting tool starts automatically, so that the user can create a problem report. Users can also generate a problem report from the Windows Start menu, if Cisco Jabber is not running.

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.



### Important

If there is a problem with the virtual channel, or if Cisco Jabber is not running, the problem report does not include logs from the thin client. For more information, see [Virtual Channel Problem](#), on page 3.



### Tip

Advise users to include a memory dump if Cisco Jabber crashes.

## 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 instruct you to run the following executable: `C:\Program Files (x86)\Cisco Systems\Cisco VXME\CollectCiscoVXMEClientLogs.exe`. This executable gathers the logs from the thin client and saves them to the desktop as a `CiscoVXMEClient-logs[timestamp].7z` file. Users can still use the PRT to gather the logs from the hosted virtual desktop. Submit all logs gathered to TAC.

