Troubleshooting

Verify the Platform Base Image Version

You can open System Information to verify the build version.

Procedure

Step 1	In the notification area of the taskbar, click the System Information icon.
Step 2	Click the **Identity** tab.
Step 3	In the **System** section, look for the **Build** line.

Verify That Cisco VXME Client Is Installed

You can use System Information to verify that Cisco VXME Client is installed. You can also verify the version of Cisco VXME Client or the version of another add-on.

Procedure

Step 1	In the notification area of the taskbar, click the System Information icon.
Step 2	Click the **Packages** tab.

Step 3   Scroll down the alphabetical list and look for cisco_vxme_client (or another add-on).

The add-on versions appear in the **Versions** column.

Confirm the Version of Cisco VXME Client

Note   By default, Secure Shell (SSH) is disabled. For information about how to enable SSH, see the administration guide for your thin client.

Procedure

Step 1   Use SSH to connect to the thin client.

Step 2   Confirm the version of Cisco VXME Client.

rpm -qa | grep vxme

You can also use the **versionInfo** command.

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

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.

Ensure That VXC Is Running on the Thin Client

The `vxc` process is part of Cisco Virtualization Experience Media Edition (VXME) and it must be running for VXME to function.

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).

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 collects logs from the thin client and hosted virtual desktop and then creates a problem report. The report is a zip file that you can send to the Cisco Technical Assistance Center (TAC), to provide the necessary information to solve the problem. The tool saves the file to the user's desktop.

If a user experiences an error that does not crash the software, the user can run the PRT from the Cisco Jabber menu; **Help** > **Report a problem**.

Users can generate a problem report from the Windows **Start** menu if Cisco Jabber is not running. To access the tool from outside the application, choose **Start** > **All Programs** > **Cisco Jabber** > **Cisco Jabber Problem Report**.

Tip Advise users to include a memory dump with the problem report if Cisco Jabber crashes.

We recommend that users provide a description of the circumstances that lead up to the error. For more detailed information about how to run the PRT, see the Troubleshooting section in the applicable user guide.

Note Users must accept the privacy agreement to run the PRT.

Gather Logs Manually

If the virtual channel goes down, the Problem Reporting Tool (PRT) cannot gather the Virtualization Experience Media Edition logs from the thin client. You can use Dell Wyse Device Manager (WDM) to gather the logs.

Before you begin

You must have an FTP server set up, if you want to use FTP.

Procedure

Step 1   In WDM, right-click on the thin client and select **Execute Command**.

Step 2   In the **Execute** dialog box, enter the following command.

```
/usr/bin/collect-files
```

This step collects the logs and creates a compressed package.

Step 3   Send the file to the FTP server, by entering the following command.

Where 1.1.1.1 is the IP address of the FTP server:

```
/usr/bin/curl -T /root/VXC*.tar.gz ftp://1.1.1.1
```

Step 4   Remove the .tar.gz file, by entering the following command.

```
/bin/rm /root/vxc*.tar.gz
```