Troubleshooting

Version 8.2

NComputing Global, Inc.
1875 S. Grant Street
Suite 570
San Mateo, CA 94402

Phone: 1.650.409.5959
Fax 1.650.409.5958

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Log Files

Log files are an essential way to investigate issues you may be having with performing certain VERDE tasks. The following topics discuss different aspects of log files.

ENABLE LOGGING

By default, logging is enabled at the "note" level. To change the logging level, edit the server logging level in the `/var/lib/verde/settings.node` configuration file. The VERDE services will immediately start logging in the new log level; however, the guest image(s) must be restarted for the new log level to affect them.

LOG FILE TABLE

VERDE provides several ways to log system information. Individual logs are available for each functional area of the system

Table 2-1 Log Files

File Name and Location	Description
`/home/vb-verde/logs/<ServerIP>-mc.log`	This is the main Console log and is rolled every day into a new file. It is safe to delete log files that are older than the current date, unless they are needed.
`/home/vb-verde/logs/<Server IP>-audit.log`	This is the VERDE Management Console administrator activity audit trail.
`/var/log/verde/1`	Server log activity. (By default logging is enabled at the "note" level. When the server restarts, a new set of log files will be created and the old ones will be moved to /var/-log/2.)
`/var/log/verde/1/vbbranch.txt`	The branch server activity log file.
`/var/log/verde/1/vbsmartd.txt`	Information relating to the VDI server's branch synchronization.
`/var/log/verde/1/verdecmd.txt`	Information relating to VERDE Cluster Master activity
`/var/log/verde/1/win4prod.txt`	Information relating to VDI sessions running on the server being used.

File Name and Location	Description
/var/log/verde/1/verdempcd.txt	Information relating to SPICE, RDP, and NX VDI connections.
/var/log/verde/1/win4-autobr.txt	Information relating to configuration of the host-side network bridges.
/var/log/verde/verde-network/verde-menu-log.txt	Complete trace of VERDE Menu actions and any networking problems or failures for a new VERDE installation. Also contains information if verde-support-report fails.
/var/log/verde/verde-network/verde-tap-control-log.txt	Information generated by the verde-tap-control executable when called by win4prod to set up and take down virtual guest sessions.
/home/vb-verde/verde-orgs/org-XX/users/<domain>/<user>/<gold-image>/win4.txt	Contains the Gold Image information logged during the session.
/var/log/verde/verde-network/rc.vb-ovs-network-log.txt	Contains a log of network startup and shut-down events.
/var/log/verde/verde-network/verde-auto-config-log.txt	Contains deployment automation related messages.
Windows 7, 8.1, and Windows 2008 Server R2: C:\Users\<local-user->\AppData\Local\Temp verde-client.txt Linux : /home/<local-user>/VIA.log	User Console log file. *This file is located on the client (the computer where the User Console runs), not on the guest.*
VIA.log: /home/vb-verde/logs/<server>-VIA.log	This log file may be useful for issues when connecting to the VERDE server from the VERDE User Console.
Catalina/Tomcat log files:/var/lib/verde/mc/catalina.<date> .log/var/lib/verde/mc/tmp/catalina.out	This log file may be useful for issues when connecting to the VERDE Management Console (http://<Server IP>:8080/mc), such as http 500 and 404 errors. Every day and when VERDE restarts, catalina.out is saved as catalina.<date>.log in the /var/lib/verde/mc/ folder.

Administration Issues

The following topics discuss issues or limitations you may come across as a VERDE administrator, and solutions or workarounds to fix the issue. Because many issues run across different tasks, if you don't find a particular issue you're searching for, please refer to a different section.

REMOVING ORGANIZATION FILES FROM SHARED STORAGE

When an organization is deleted from the VERDE Management Console, a confirmation is displayed with the location of the organization's files. These files should be deleted manually.

To delete the files, perform one of the following tasks:

- If using CIFS for VERDE, browse the CIFS share from any computer in the network with an account that has read, write, and delete access. Delete the path listed in the VERDE Management Console confirmation message, for example: `verde-orgs/org-21`.
- If using NFS for VERDE or using a single VERDE node, open a secure shell into the VERDE server, and run the following command with root privileges:

  ```
  rm -rf /home/vb-verde/<path>
  ```

  where <path> is the path listed in the VERDE Management Console confirmation message.

Troubleshooting Remote Connections

The following table contains known issues users have reported when accessing a virtual session, and possible solutions to these issues.

Remote Connection Problems and Solutions

Table 3-1 Remote Connection Problems and Solutions

Issue	Solution
Client cannot connect.	Confirm the firewall is configured to allow TCP connect to the VERDE server.
Client cannot print.	If using a Windows client, confirm Adobe Acrobat Reader is installed on the client platform. If you are using a Linux client, confirm a default printer is specified on the client and that the client can print.
Remote virtual desktop cannot access shared folders on client.	1. Confirm that the client can be reached from the server. If it is behind a network router and not visible on the Internet, it will not work. 2. Share the folder on the client with the appropriate permissions. From the guest, connect to the client to access the share using the following path: `\\<client_IP>\SharedFolder`
Remote virtual Linux desktop does not resize properly (for example, the menu bar or task bar is off the client screen).	The user may have manually set the screen resolution within the guest. Perform each of the following tasks in the order shown until the issue is resolved:- Close the client session, reconnect, reauthenticate, and launch the guest session again. - In the guest session, remove the directory `$HOME/.gconf/desktop/gnome/screen`, or the file `$HOME/.config/monitors.xml`, and restart the guest session.- Instruct users to never manually set the screen resolution in the guest.
Virtual machine does not shutdown.	This could be caused by antivirus software. If antivirus software is enabled, stop the process to enable shutdown of the session. To prevent it from happening, remove scanning of floppy drives in the Gold Image.
When running a Windows 7 guest on a Linux client and attempting to access the USB share to write inside a folder, a permissions error displays and the USB share breaks.	This is caused by a bug in rdesktop which is fixed with patch `fix-2022945.patch` available from SourceForge.net.

UBUNTU CLIENT DOES NOT CONNECT RDP TO WINDOWS GUEST

Product Version	VERDE
Host/Server	RHEL/CentOS 6.5
Guest/Image	Any Windows
Client/Workstation	Ubuntu
Issue Description	**Steps to replicate**: 1. Install the VERDE client on an Ubuntu 12.04 client workstation. 2. Start the VERDE client. 3. Log in as a user and launch a guest using RDP. **Expected Result**: The session should start without incident. **Actual Result**: The UI will show that it is connected for approximately five (5) seconds before disconnecting again. The RDP Windows session is never seen.
Solution	Remove all versions of FreeRDP from the client, then download and install » libfreerdp1_1.0.2-2ubuntu1_amd64.deb from **https://launchpad.net/ubuntu/+source/freerdp/1.0.2-2ubuntu1**. » freerdp-x11_1.0.2-1ubuntu1_amd64.deb from **https://launchpad.net/ubuntu/trusty/amd64/freerdp-x11/1.0.2-1ubuntu1**
Note	N/A

Changing the Debugging Level

If the “note” level does not provide enough information, it is possible to change the level of details provided in the log files.

Edit these settings in the `/var/lib/verde/settings.node` file.

Add this command:

```
WIN4_DBG_MOD_ALL="info"
```

Table 3-2 Debug Levels

Level	Description
note	Default mode. Intended to trace the main events in the execution of the system. The note logging level is a good debugging starting point.
info	Includes the note logging level plus some moderate levels of debugging information.
debug	The debugging level that provides the most details.

The “info” and “debug” levels are intended for use only during the debugging process. These levels can cause the log files to get large.

VERDE SUPPORT REPORT

The VERDE support report collects system information and all log files and generates a `.tar` or `.zip` file. The report can be generated from the VERDE Menu or from the command line:

```
/usr/lib/verde/bin/verde-support-report
```

Use `--help` for options.

If saved to removable media, the support report files are uniquely named with the host name or IP of the server, date, and time stamp that the snapshot was taken, such as:

```
VERDE-Support-Report-<hostname>-<date_stamp>-<time_stamp>.tgz
```

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