

Vidyo Troubleshooting Assistance

Overview:

Vidyo applications create a number of different debug logs. This document offers assistance to system administrators and end users with troubleshooting and with gathering those logs for submission to Vidyo Customer Support.

When reporting a case please provide as much information as possible.

- Include details about the experience and...
- Time and date
- Hardware used
- Software version and OS version
- Screenshots and error messages pop-ups

Problem Reported	Required Logs	Notes
Error Installing VidyoDesktop	VidyoDesktop & dxdiag (PC Only)	Include computer type, OS version, and screenshots of any error messages.
Connecting to Portal issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	Include computer type, OS version, and screenshots of any errors, as well as type of anti-virus/security application.
Problem starting Vidyo call	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	Screenshots of any errors, as well as type of antivirus/security application.
Audio issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	Include types of audio devices.
Video issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	
Quality Issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	Include group setting, if known, as well as available bandwidth.
Content sharing issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	
DirectX error	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	
VidyoDesktop disconnect issues	VidyoDesktop / VidyoRoom Logs & dxdiag (PC Only)	Support may need VidyoManager logs as well. Screenshots of any errors, as well as the name and version numbers of any antivirus or other security application.

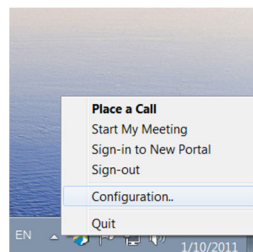
Problem Reported	Required Logs	Notes
Issues with calls to/from H.323/SIP system	VidyoGateway & VidyoDesktop / VidyoRoom Logs	
VidyoPortal shows component down	Component log – VidyoManager, VidyoRouter etc.	

Log Locations

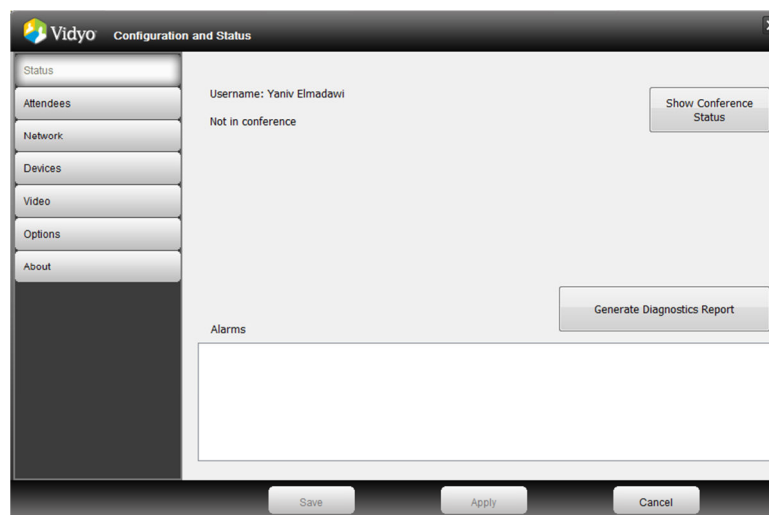
VidyoDesktop

VidyoDesktop for Windows v2.0.4 and up offers a quick diagnostic application that includes all logs and dxdiag information. To generate this report please take the following steps:

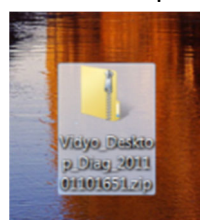
1. Right click on the VidyoDesktop icon in the system tray and click on Configuration.



2. In the configuration window click on “Generate Diagnostics Report”

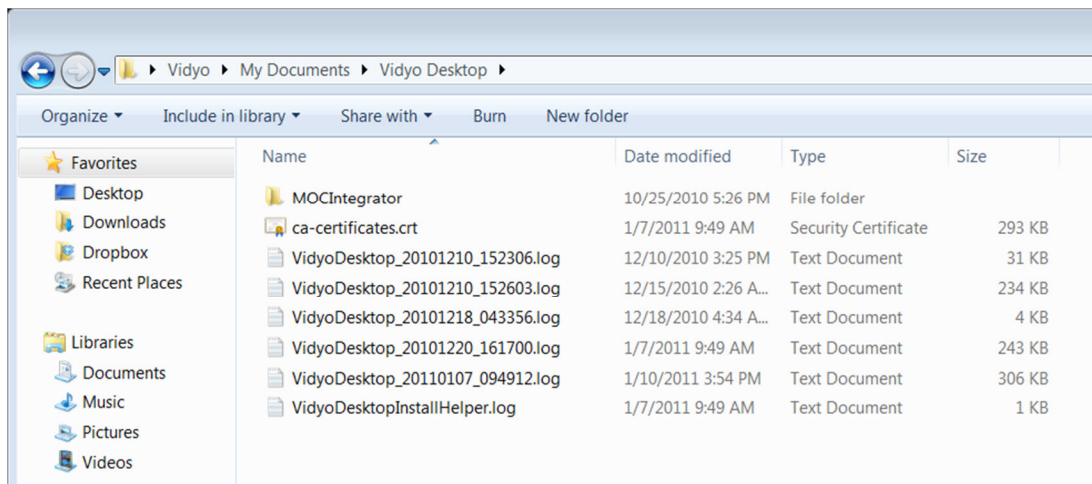


3. When the operation is done a zip file containing the logs and dxdiag information is created on the desktop.



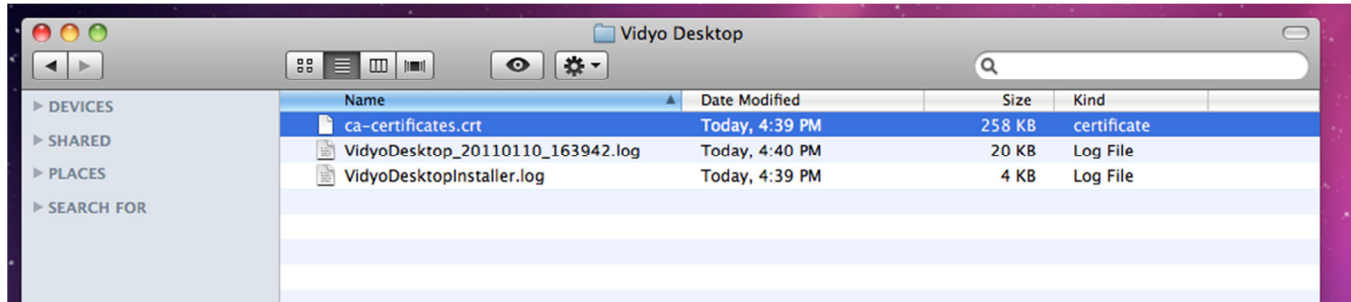
If running an older version of VidyoDesktop, the logs are located in the

\User\Documents\Vidyo Desktop folder or the \My Documents\Vidyo Desktop folder



In Macintosh OS:

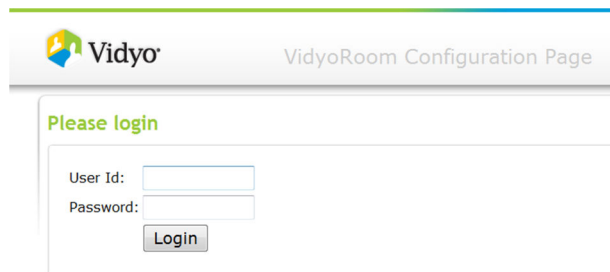
The logs are located in /User/Library/Logs/Vidyo Desktop



VidyoRoom:

1. Browse to the VidyoRoom IP address on port 88. For example <http://192.168.1.123:88>

The default user ID/Password is admin/VidyoRoom.



VidyoRoom Configuration Page

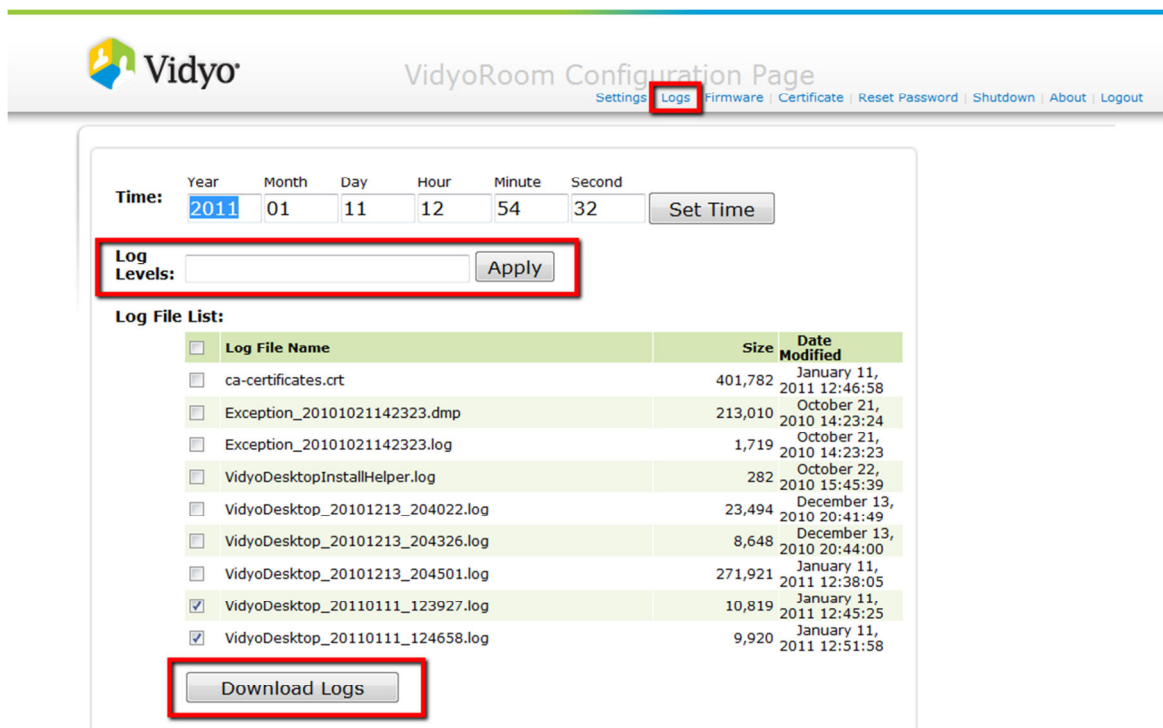
Please login

User Id:

Password:

Login

2. Navigate to the Logs tab.
3. Click the checkbox next to the logs you wish to download, and then click on Download Logs.



VidyoRoom Configuration Page

Settings **Logs** Firmware Certificate Reset Password Shutdown About Logout

Time: Year Month Day Hour Minute Second
2011 01 11 12 54 32 Set Time

Log Levels: Apply

Log File List:

<input type="checkbox"/>	Log File Name	Size	Date Modified
<input type="checkbox"/>	ca-certificates.crt	401,782	January 11, 2011 12:46:58
<input type="checkbox"/>	Exception_20101021142323.dmp	213,010	October 21, 2010 14:23:24
<input type="checkbox"/>	Exception_20101021142323.log	1,719	October 21, 2010 14:23:23
<input type="checkbox"/>	VidyoDesktopInstallHelper.log	282	October 22, 2010 15:45:39
<input type="checkbox"/>	VidyoDesktop_20101213_204022.log	23,494	December 13, 2010 20:41:49
<input type="checkbox"/>	VidyoDesktop_20101213_204326.log	8,648	December 13, 2010 20:44:00
<input type="checkbox"/>	VidyoDesktop_20101213_204501.log	271,921	January 11, 2011 12:38:05
<input checked="" type="checkbox"/>	VidyoDesktop_20110111_123927.log	10,819	January 11, 2011 12:45:25
<input checked="" type="checkbox"/>	VidyoDesktop_20110111_124658.log	9,920	January 11, 2011 12:51:58

Download Logs

Notes:

- The VidyoRoom saves up to five recent logs.
- The log is cumulative. The VidyoRoom will start a new log after every reboot.
- “Log Levels” - the support engineer may ask you to raise the log level. This is where you would insert the level string provided by support.

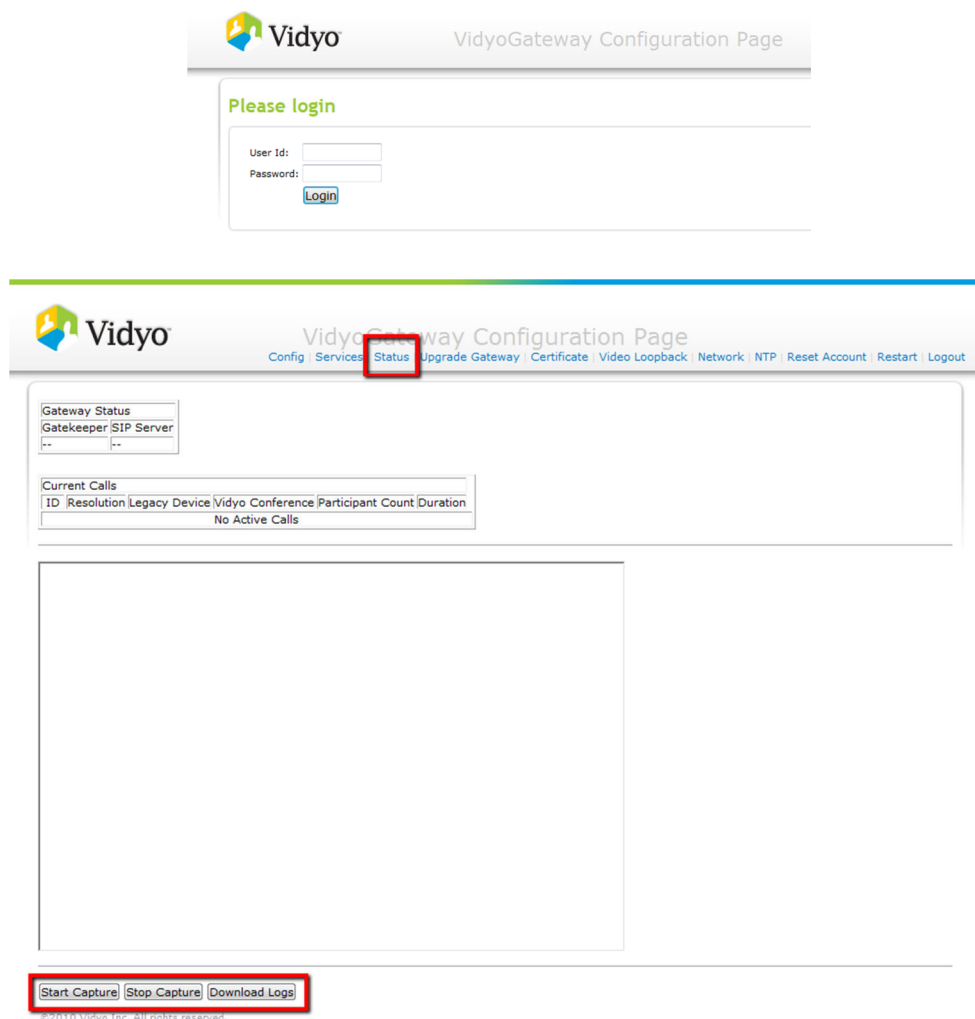
Vidyo Gateway:

In debugging Vidyo to H.323/SIP calls system administrators can capture TCP dumps using the VidyoGateway web interface. This will assist in analyzing the connection signals and in finding the connection error.

Notes:

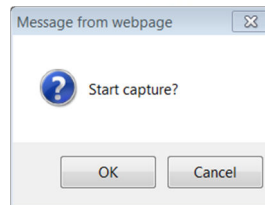
- The captured file may be large and should be transferred to support using FTP or a file sharing website such as yousendit.com, etc.
- Start the call to the H.323/SIP system only when asked in the following steps.
- Firefox or Chrome browsers usually yield the best results.

1. Log in to the VidyoGateway Admin pages
2. Click on the word Status at the top of the page.



The screenshot shows the VidyoGateway Configuration Page. At the top, there is a header with the Vidyo logo and the text "VidyoGateway Configuration Page". Below the header, there is a "Please login" section with fields for "User Id:" and "Password:", and a "Login" button. Below the login section, there is a navigation bar with links: "Config", "Services", "Status", "Upgrade Gateway", "Certificate", "Video Loopback", "Network", "NTP", "Reset Account", "Restart", and "Logout". The "Status" link is highlighted with a red box. Below the navigation bar, there is a "Gateway Status" section with a table showing "Gatekeeper" and "SIP Server" status. Below that, there is a "Current Calls" section with a table showing "ID", "Resolution", "Legacy Device", "Vidyo Conference", "Participant Count", and "Duration". The table shows "No Active Calls". At the bottom of the page, there is a "Start Capture", "Stop Capture", and "Download Logs" section, which is also highlighted with a red box.

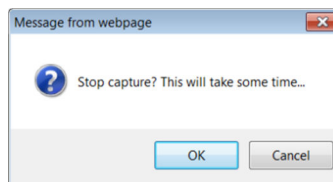
3. In the popup dialog box click Start Capture then click the OK button.



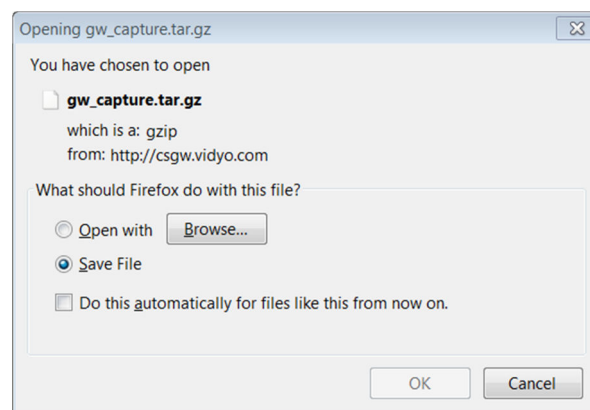
4. Start a call to the H.323/SIP system.

If the call is not successful please try a few times in order to capture a few attempts.

5. After reproducing the problem a few times, click Stop Capture (in the VidyoGateway interface) then in the popup dialog box click on the OK button.




6. Click Download Logs to download the captured file. Then click on the OK button in the popup dialog box, and save the file to the hard drive.




Vidyo Manager:

1. Navigate to the VidyoManager configuration page on <http://<portal>/vm2conf>
2. Click on “Logs,” check the required logs, and click “Download.”

**Vidyo** VidyoManager Configuration Page

Please Log In

Username
Password
**Vidyo** VidyoManager Configuration Page

Basic System **Logs** Password Logout

Log Files

Log Level & Category
Max Log File Size(KB)
Log File Name

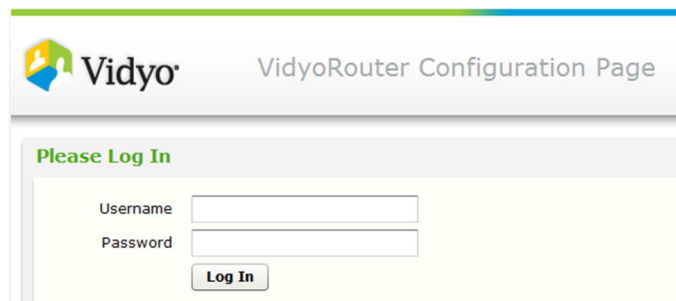
Number of Files:

Log File List:

	File Name	Last Modified Time	Size
<input type="checkbox"/>	vm.log20110107-074605	Tue Jan 11 10:37:31 EST 2011	11697472
<input type="checkbox"/>	wd.log20110107-074538	Fri Jan 07 07:46:03 EST 2011	976
<input type="checkbox"/>	vm.log201101229-025351	Fri Jan 07 07:41:51 EST 2011	27458822
<input type="checkbox"/>	wd.log201101229-025325	Tue Jan 04 17:49:26 EST 2011	2072

Vidyo Router:

1. Navigate to the VidyoRouter configuration page <http://<portal>/vr2conf>
2. Click on Logs, click the checkbox next to the required logs, and click Download.

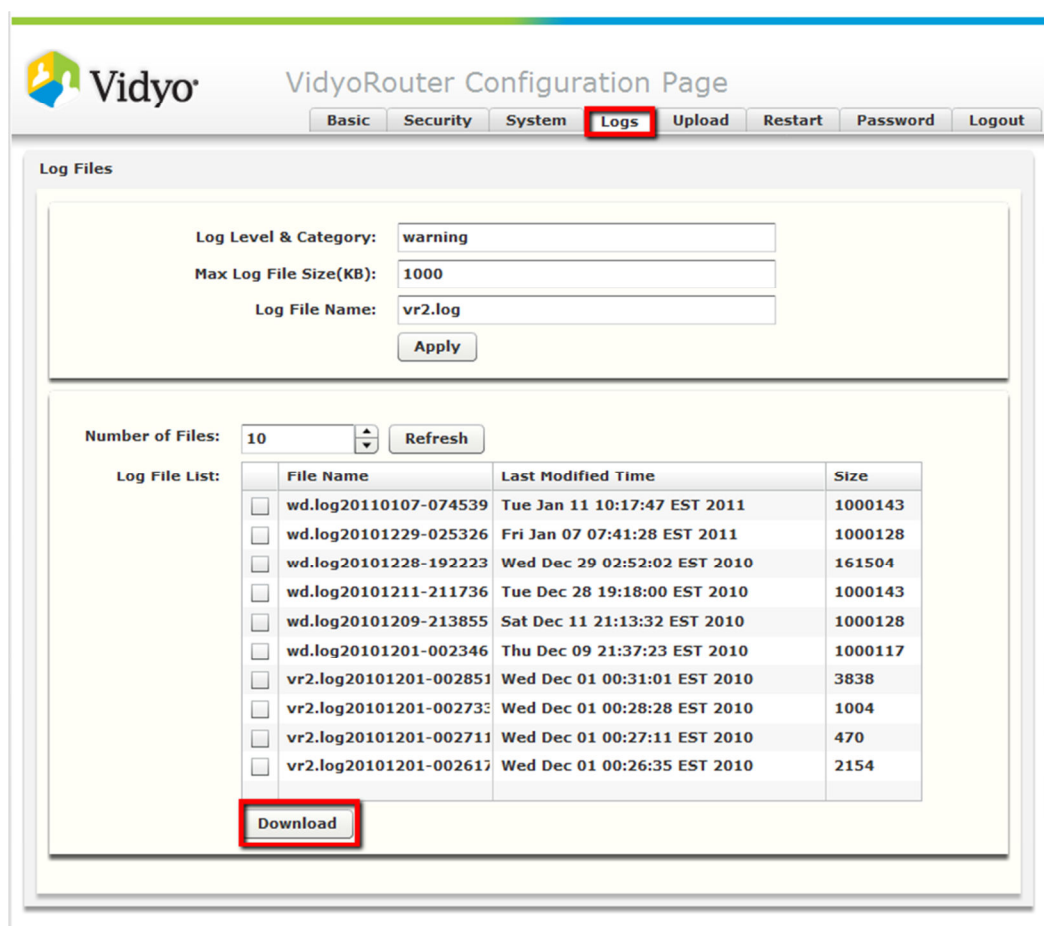


VidyoRouter Configuration Page

Please Log In

Username

Password



VidyoRouter Configuration Page

Basic Security System **Logs** Upload Restart Password Logout

Log Files

Log Level & Category:

Max Log File Size(KB):

Log File Name:

Number of Files:

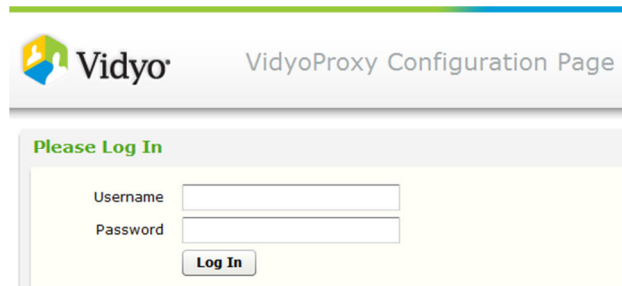
Log File List:

	File Name	Last Modified Time	Size
<input type="checkbox"/>	wd.log20110107-074539	Tue Jan 11 10:17:47 EST 2011	1000143
<input type="checkbox"/>	wd.log20101229-025326	Fri Jan 07 07:41:28 EST 2011	1000128
<input type="checkbox"/>	wd.log20101228-192223	Wed Dec 29 02:52:02 EST 2010	161504
<input type="checkbox"/>	wd.log20101211-211736	Tue Dec 28 19:18:00 EST 2010	1000143
<input type="checkbox"/>	wd.log20101209-213855	Sat Dec 11 21:13:32 EST 2010	1000128
<input type="checkbox"/>	wd.log20101201-002346	Thu Dec 09 21:37:23 EST 2010	1000117
<input type="checkbox"/>	vr2.log20101201-002851	Wed Dec 01 00:31:01 EST 2010	3838
<input type="checkbox"/>	vr2.log20101201-002733	Wed Dec 01 00:28:28 EST 2010	1004
<input type="checkbox"/>	vr2.log20101201-002711	Wed Dec 01 00:27:11 EST 2010	470
<input type="checkbox"/>	vr2.log20101201-002617	Wed Dec 01 00:26:35 EST 2010	2154

Vidyo Proxy:

Note: VidyoProxy logs are not yet fully implemented. They will be in the future.

1. Navigate to the VidyoProxy configuration page <http://<portal>/vp2conf>
2. Click on “Logs,” check the required logs, and click “Download.”

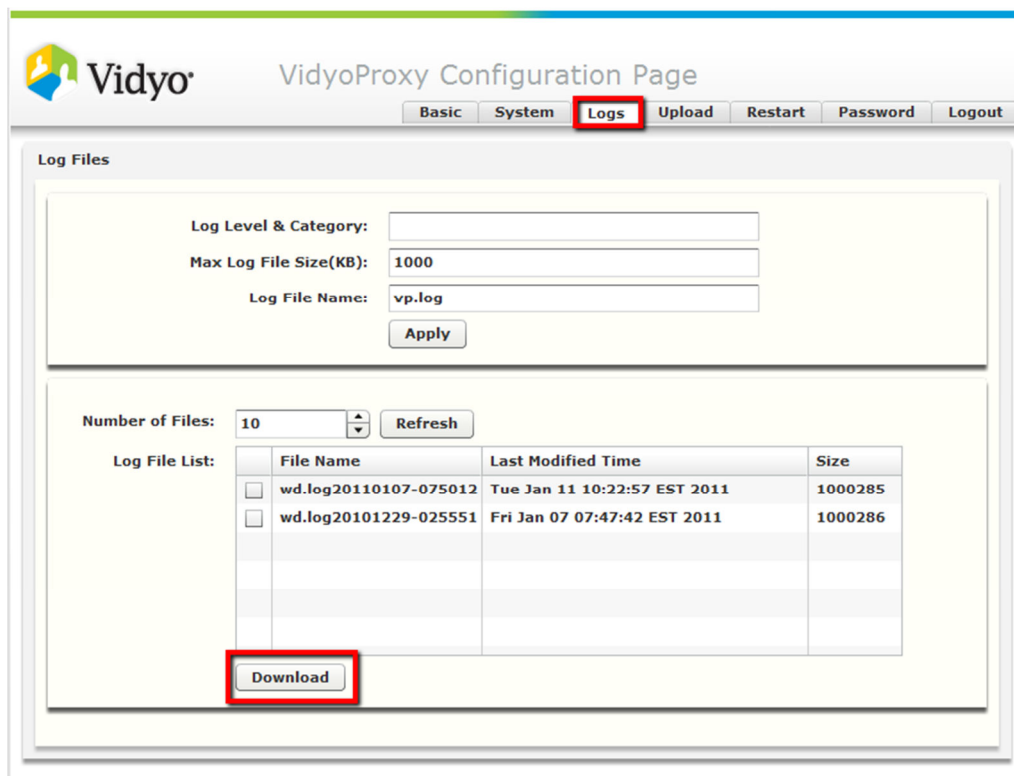


Vidyo™ VidyoProxy Configuration Page

Please Log In

Username

Password



Vidyo™ VidyoProxy Configuration Page

Basic System **Logs** Upload Restart Password Logout

Log Files

Log Level & Category:

Max Log File Size(KB):

Log File Name:

Number of Files:

Log File List:

	File Name	Last Modified Time	Size
<input type="checkbox"/>	wd.log20110107-075012	Tue Jan 11 10:22:57 EST 2011	1000285
<input type="checkbox"/>	wd.log20101229-025551	Fri Jan 07 07:47:42 EST 2011	1000286