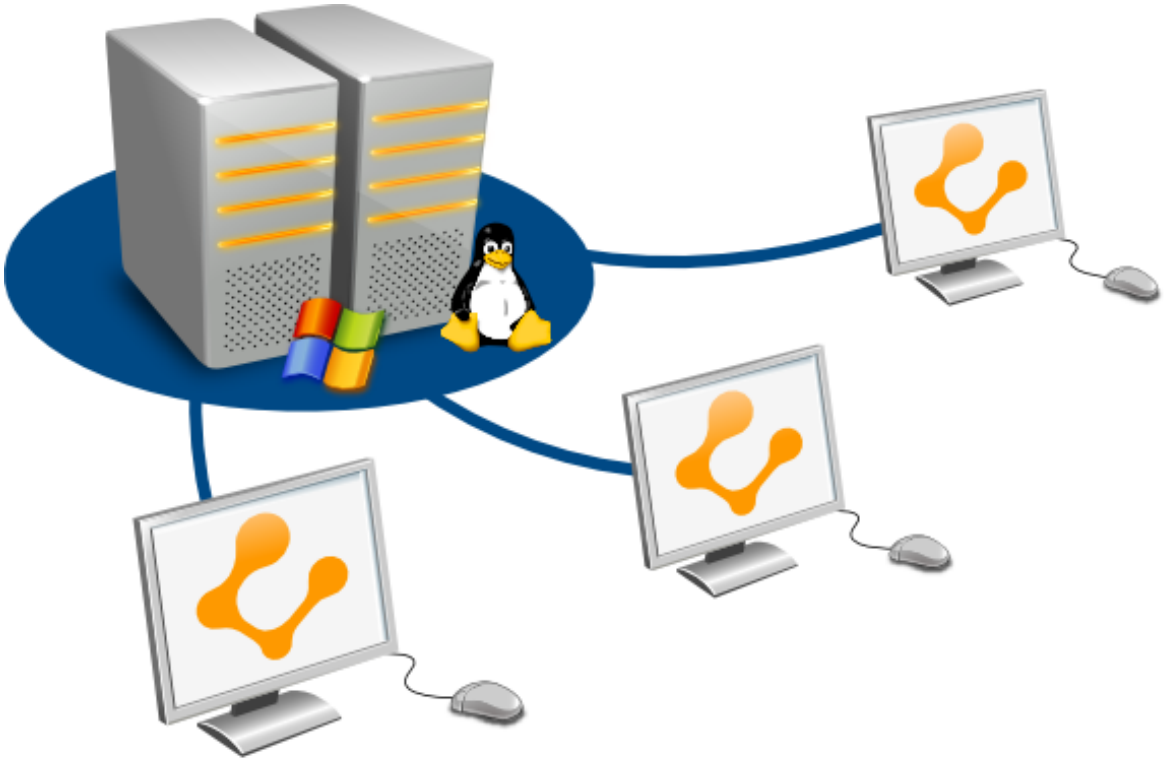
Ulteo Open Virtual Desktop

Frequently Asked Questions



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The purpose of this documentation is to describe the protocols used by *Ulteo Open Virtual Desktop*.

1 How can I report a bug?

Send an email to report-ovd-bugs@ulteo.com with a description of your bug.
Please attach those files :

- Session Manager:
  - */var/log/ulteo/sessionmanager/main.log*
- Linux Application server:
  - */opt/ulteo/var/log/ulteo-ovd.log*
  - */var/log/ulteo/applicationserver/main.log*
- Windows Application server:
  - *C:\Documents and Settings\All Users\Application Data\Ulteo\ovd\main.log*
- config file:
  - session manager: */var/spool/ulteo/sessionmanager/config*
  - application server: */opt/ulteo/etc/ulteo-ovd.conf*

2 Where is the file upload button on OVD ?

The *upload file* feature is not available in OVD. But you can mount a network filesystem (CIFS, NFS...).

2.1 We are interested in understanding better your needs to have a filetransfert button in the OVD.

We see there are three typical use cases with the OVD regarding users data:

- either you are using CIFS or NFS so user homes are mounted from the CIFS or NFS servers
- or you are using the "local filesystem" on ApS servers, which is intended only for testing purpose since if you have several ApS servers user homes won't even been synchronized

As a result, if you are using CIFS or NFS, the user is likely to already have access to his directory to store his own files on a NFS or CIFS server. So in that case, having a file transfert button is quite useless since you can retrieve your user data on the OVD through the mounted directory.

If you are using the local ApS filesystem, it makes more sense, but again it shouldn't really be used since it's available for quick testing purpose.

3 Why did I got a 'No available server' message when i wanted to launch a session?

You have to check 2 points:

- Do you have at least one Application Server online AND set in production mode?
- Did you publish at least one application? (check the summary: `http://myserver/sessionmanager/admin/sumup.php`)

4 Why my Application server does not appear in the Session Manager server list?

- check the DNS
- check if the server is authorized, did you set the right "Authorized network domain"

5 How to check the DNS configuration?

Check your DNS with these commands:

- On an application server:

```
$ getent hosts sm.ulteo.com
```

```
$ getent hosts the_ip_gets_from_the_previous_command
```

- On a Session Manager:

```
$ getent hosts my_application_server
```

```
$ getent hosts the_ip_gets_from_the_previous_command
```

The reverse DNS must be the same between the two sets of commands as you can see in that example:

```
$ getent hosts sm3.office.ulteo.com
192.168.0.19    sm3.office.ulteo.com
$ getent hosts 192.168.0.19
192.168.0.19    sm3.office.ulteo.com
```

6 Why do I get an *Err03* when I want to launch a session?

This message append when you the preference *SSH/ping applet test* is set and when the applet can not access to the specific application server.

There are 2 possibles reasons having this message:

- You have a firewall or another system that forbid you to access to the server.

  To launch a session, you need access to port tcp/80 and tcp/443 for an Application server.

  Port 80 is HTTP traffic and 443 is used for SSH. Apache must NOT listen on the 443 TCP port on Application Servers.

- Your server **Redirection name** is not well configured as describe in the documentation.

  Please check the redirection part into the installation documentation .

7 Why do I get a "Class XXXX not found"?

If you are sure of your configuration, it's possibly a bug, please report it to us.

8 Why do I get this error after installing an Application Server?

```
  * Starting ulteo-ovdd daemon
chroot: cannot change root directory to /etc/init.d/ulteo-ovdd: No
such file or directory
```

Check if you have a correct installation: does the Ulteo's chroot exist? (by default it is /opt/ulteo)

9 Why GNU/Linux Debian 5.0 is not fully supported?

GNU/Linux Debian 5.0 is not fully supported because one kernel module is missing on Debian systems: **aufs**.

We are using the aufs module for CIFS mounts. If you are not using CIFS, Ulteo OVD will work fine on GNU/Linux Debian 5.0.

To test if your Linux kernel provides the aufs module:

```
$ find /lib/modules/`uname -r` -name aufs
```