



**SANGFOR**

# VDI

Solution of software abnormal

Version 5.3.8

## Change Log

Date	Change Description
Mar 08, 2019	Solution of software abnormal

# Content

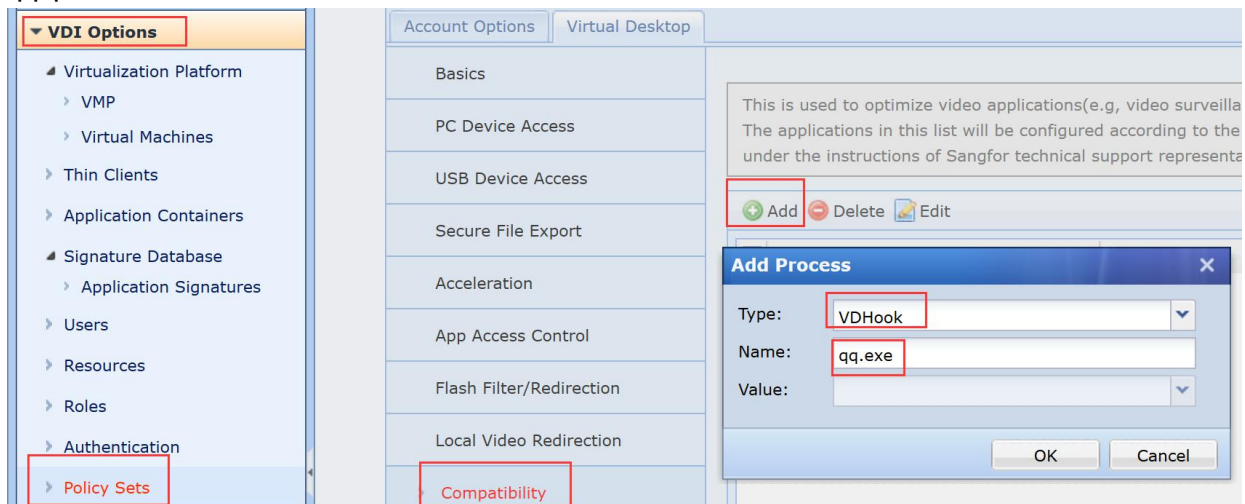
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## Chapter 1 Application scenario

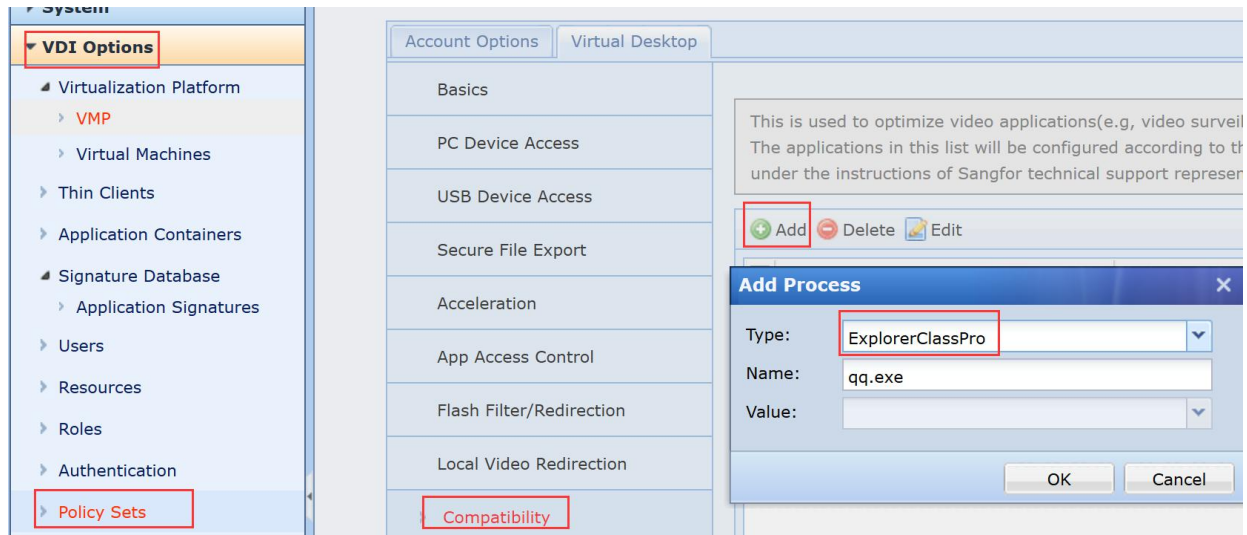
The VM internal software is abnormal.

## Chapter 2 Troubleshooting methods

1. Compared to the physical computer using the same operating system, the same software version can be used normally on a physical computer.
2. According to the software error, Search for a corresponding case in Google.
3. Try to deploy a new VM without installing the agent test software, No agent software can be used normally, we can configure VDHOOK for the software on the VDC. The specific use scenario needs to get the Process Name in the windows task manager. The configuration shown below means that the agent will no longer affect the operation of the qq process.



4. If the software mstsc access VM can be accessed normally, but Thin client access is abnormal. We can configure the following list of processes to solve.



## Chapter 3 Precautions

Software usage anomalies are very relevant to the environment and the software itself, and there is no absolute solution. When encountering problems, you must first confirm the physical computer environment, the virtual machine environment, the normal operation of the software itself, the general operating mechanism of the software, and the use of the software. Method and other information.



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