SANGFOR

VDI

PC client cannot access VM Troubleshooting

Version 5.3.8

Change Log

Date	Change Description
May 28, 2019	PC client cannot access VM Troubleshooting

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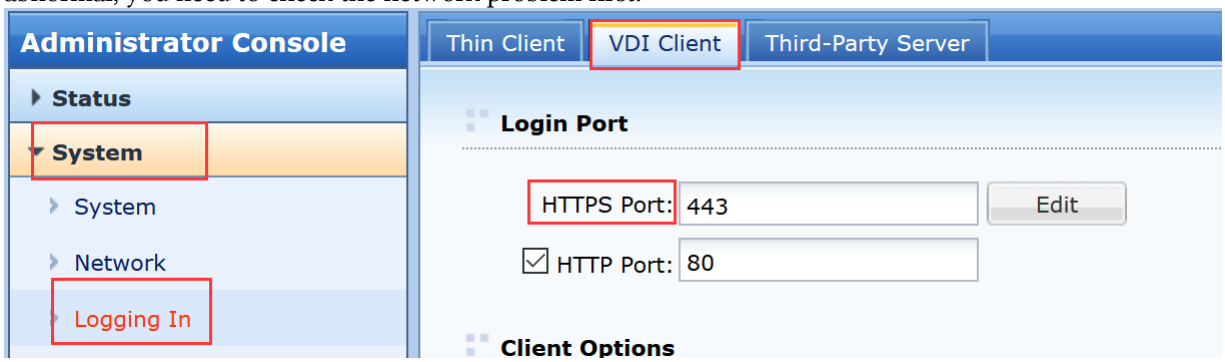
Chapter 1 Application scenario

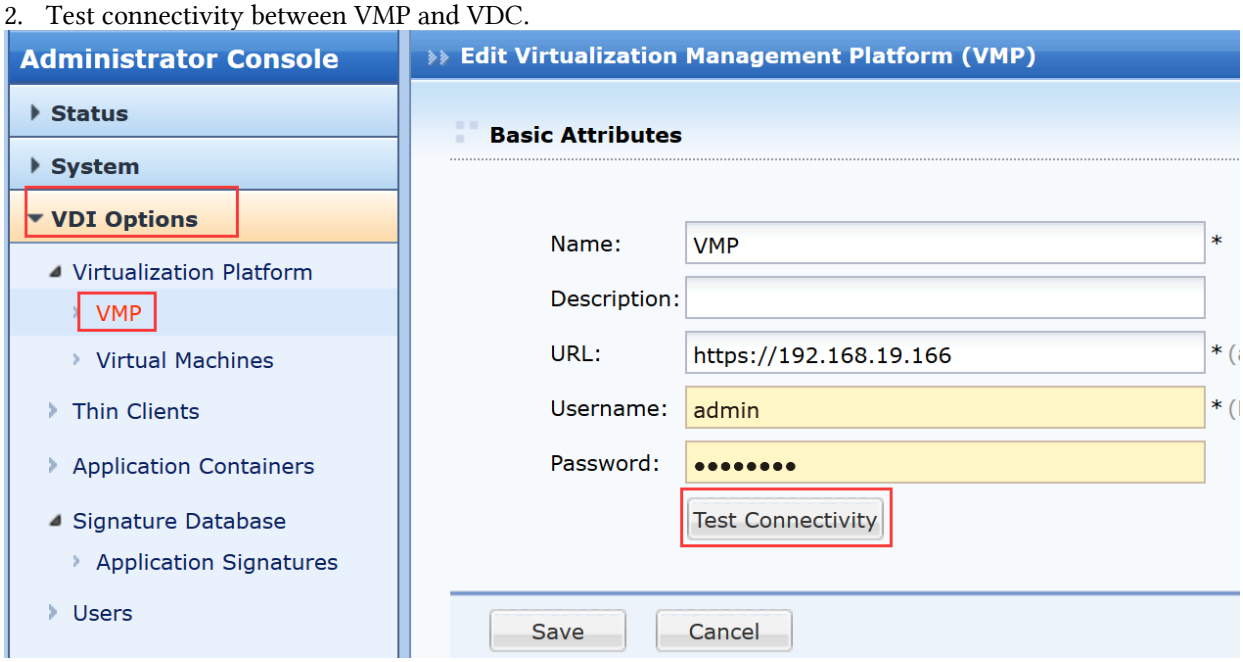
PC client cannot access VM.

Chapter 2 Troubleshooting methods

1. Use the **telnet** command to test whether the port 443 between the PC and the VDC is communicating normally. If the port is abnormal, log in to the VDC to check the port setting options. If the network is abnormal, you need to check the network problem first.

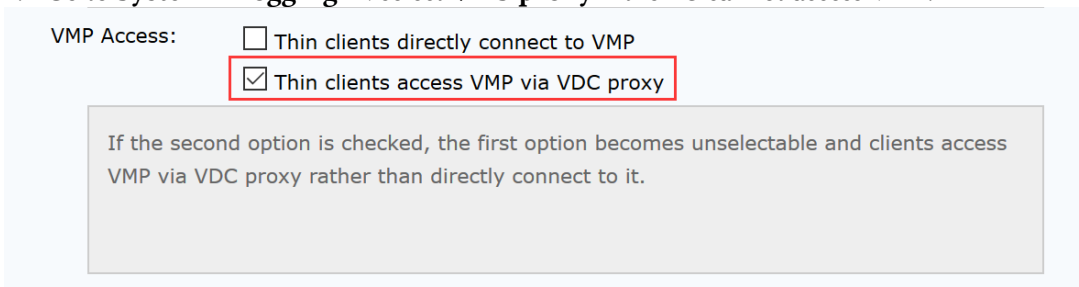


2. Test connectivity between VMP and VDC.

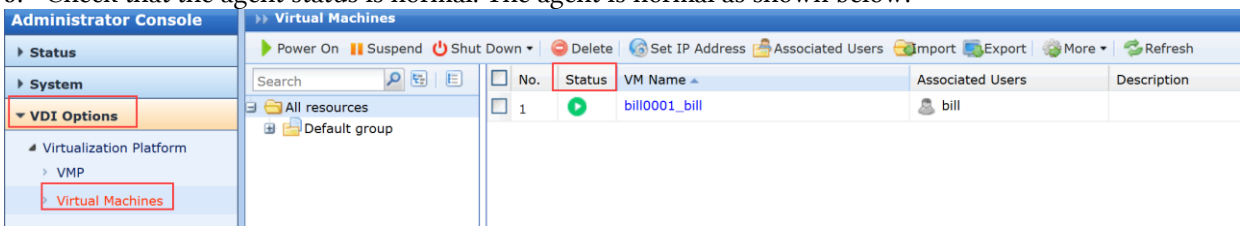


3. Go to **Maintenance** > **Logs** check the log for Warning or Error after login VDC.

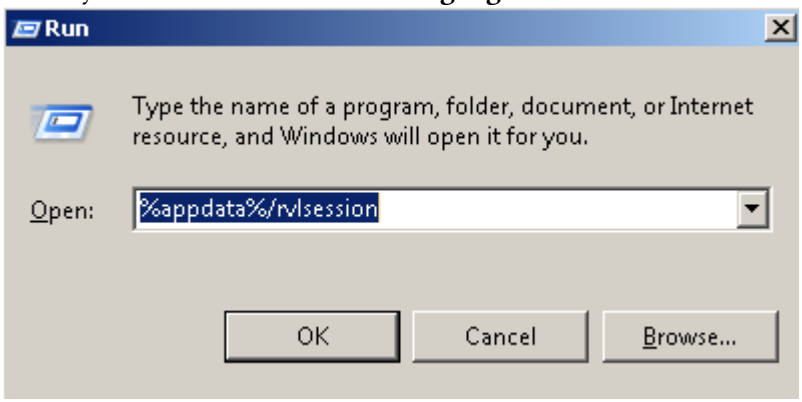
4. Go to **System** > **Logging** IN select **VDC proxy** if the PC cannot access VMP.



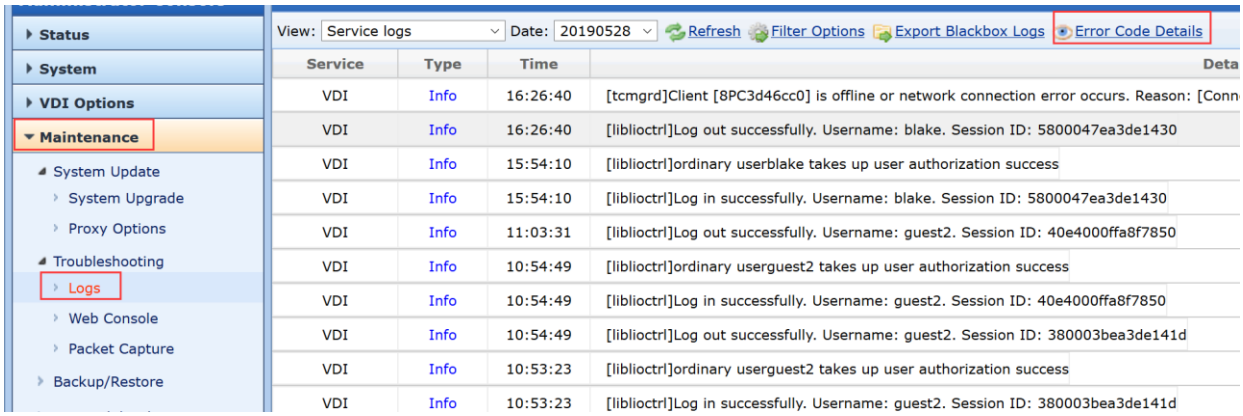
5. Check that the agent status is normal. The agent is normal as shown below.



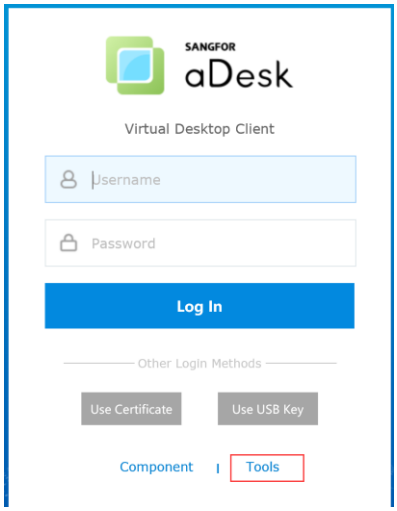
6. Use **win+r** to enter **%appdata%/rvlsession** on a PC to quickly enter the client log directory. You can see why the connection failed in **rvllog.log**.



7. If there is **ERROR_CODE** in the log: **0x90100100**, We can search for the solution at the **Error Code Details** below.



8. If most PCs can access the VM, only certain PCs will not work. We can try to fix client issues with tools. Use the browser to enter the client access address and you will see a button to download the **tools.**



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