



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.

Administrator Console

- Status
- ▼ **System**
 - System
 - Network
 - **Logging In**

Thin Client **VDI Client** Third-Party Server

Login Port

HTTPS Port: 443 Edit

☒ HTTP Port: 80

Client Options

2. Test connectivity between VMP and VDC.

Administrator Console

- Status
- System
- ▼ **VDI Options**
 - Virtualization Platform
 - **VMP**
 - Virtual Machines
 - Thin Clients
 - Application Containers
 - Signature Database
 - Application Signatures
 - Users

►► **Edit Virtualization Management Platform (VMP)**

Basic Attributes

Name: VMP *

Description:

URL: https://192.168.19.166 * (

Username: admin * (

Password: ••••••••

Test Connectivity

Save Cancel

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.

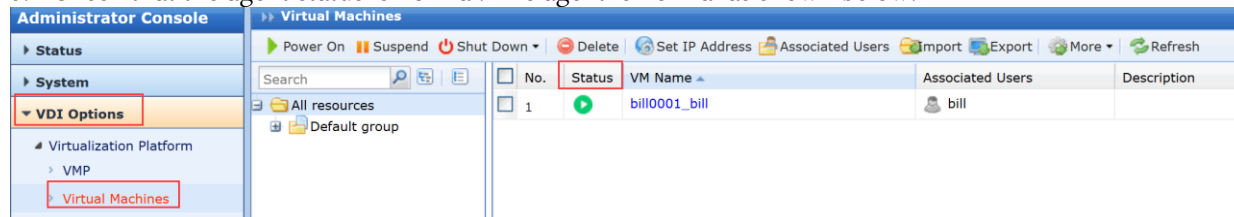
VMP Access:

☐ Thin clients directly connect to VMP

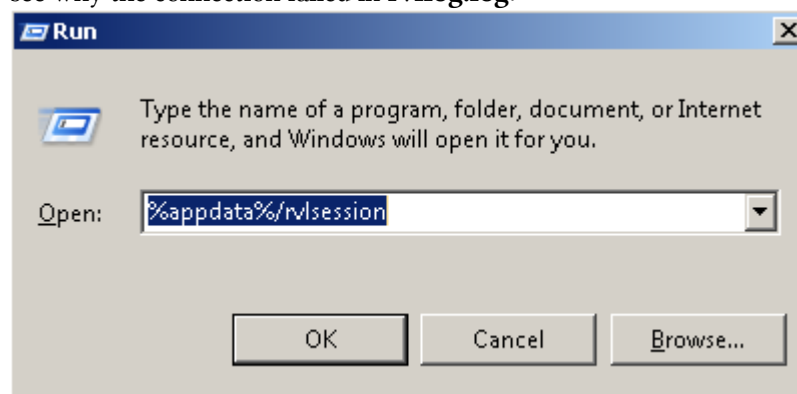
☒ **Thin clients access VMP via VDC proxy**

If the second option is checked, the first option becomes unselectable and clients access VMP via VDC proxy rather than directly connect to it.

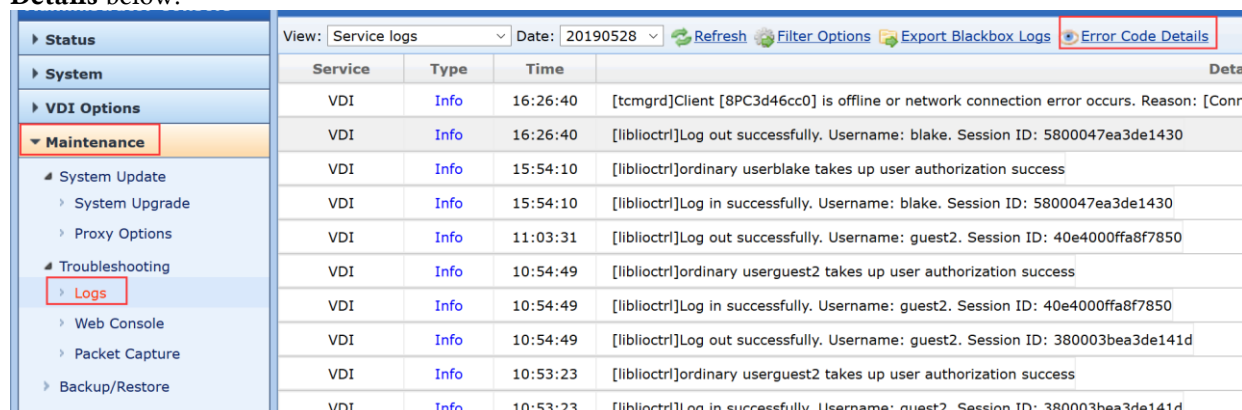
5. Check that the agent status is normal. The agent is normal as shown below.



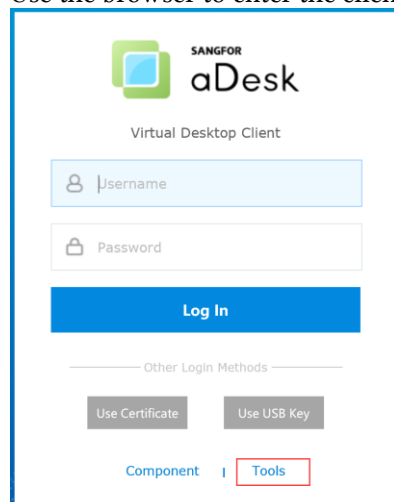
6. Use **win+r** to enter **%appdata%/rvlsession** on a PC to quickly enter the client log directory. You can see why the connection failed in **rvllog.log**.



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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