



Sun Gathering Debug Data for Sun Secure Global Desktop

Sun Java™ Enterprise System Technical Note



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Part No: 820-2373
June 2007

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Sun Gathering Debug Data for Sun Secure Global Desktop

This technical note describes how to use Sun Gathering Debug Data (Sun GDD or GDD) to collect data that the Sun Support Center requires in order to debug problems with a Sun Secure Global Desktop product. By collecting this data before you open a Service Request, you can substantially reduce the time needed to analyze and resolve the problem. For more information on how this document and associated scripts can help you in better dealing with Web Proxy Server problems, see:

<http://www.sun.com/service/gdd/index.xml>

This document is intended for anyone who needs to raise a Service Request about Sun Secure Global Desktop with the Sun Support Center.

This technical note contains the following sections:

- “1.1 Technical Note Revision History” on page 3
- “1.2 About This Technical Note” on page 4
- “1.3 Collect Debug Data for a Secure Global Desktop” on page 5
- “1.4 Creating a Service Request with the Sun Support Center” on page 5
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1.1 Technical Note Revision History

Version	Date	Description of Changes
1.1	June 2007	Edit document for language and style.
1.0	February 2007	Initial release of this technical note.

1.2 About This Technical Note

This document covers the following versions of Sun Secure Global Desktop on the Solaris and Linux platforms:

- Sun Secure Global Desktop 4.3
- Sun Secure Global Desktop 4.2
- Secure Global Desktop 4.1
- Secure Global Desktop 4.0
- Secure Global Desktop 3.42

You can use this document in all types of environments, including test, pre-production, and production. In the majority of cases, the debug data described in this document is sufficient to analyze the problem.

This document does not provide workarounds, techniques or tools to analyze debug data. It provides some troubleshooting, but you should not use this guide as an approach to troubleshooting Secure Global Desktop problems.

If your problem does not fit into any of the specific categories, provide the general information described in the section: “[1.5 What Secure Global Desktop Debug Data Should You Collect?](#)” on [page 6](#), and clearly explain your problem.

If the information you initially provide is not sufficient to find the root cause of the problem, Sun will ask for more details, as needed.

1.2.1 Prerequisites for Collecting Secure Global Desktop Debug Data

Make sure you have superuser privileges on the Secure Global Desktop when you are collecting debug data for Secure Global Desktop.

1.2.2 Variables Used in This Technical Note

The following describes the variables used in the procedures in this document. Before you do the procedures, make sure you know the variable values.

- *INSTALL_DIR*: The Secure Global Desktop installation directory. By default this is `/opt/tarantella`.
- *hostname*: The hostname returned by the `hostname` command.
- *obj*: The Tarantella Federated Name of the application object.

1.3 Collect Debug Data for a Secure Global Desktop

Collecting debug data for a Secure Global Desktop problem involves these basic operations:

1. Collecting basic problem and system information.
2. Collecting specific problem information (installation problem, process hang, process crash, and so on).
3. Creating a `tar.gz` file of all the information and uploading it for the Sun Support Center.
4. Creating a Service Request with the Sun Support Center.

1.4 Creating a Service Request with the Sun Support Center

When you create a Service Request with the Sun Support Center, either online or by phone, provide the following information:

- A clear problem description
- Details of the state of the system, both before and after the problem started
- Impact on end users
- All recent software and hardware changes
- Any actions already attempted
- Whether the problem is reproducible; when reproducible, provide the detailed test case
- Whether a pre-production or test environment is available
- Name and location of the archive file containing the debug data

Upload your debug data archive file to one of the following locations:

- <http://supportfiles.sun.com/upload>
- <https://supportfiles.sun.com/upload>

For more information on how to upload files to this site, see:

<http://supportfiles.sun.com/show?target=faq>

Note – When opening a Service Request by phone with the Sun Support Center, provide a summary of the problem, then give the details in a text file named `Description.txt`. Be sure to include `Description.txt` in the archive along with the rest of your debug data.

1.5 What Secure Global Desktop Debug Data Should You Collect?

This section describes the various kinds of debug data that you must provide to the Sun Support Center. The procedure to obtain debug data based on the kind of problem you are experiencing is described in detail.

This section contains the following tasks:

- “To Collect Required Debug Data for Any Secure Global Desktop Problem” on page 6
- “To Collect Debug Data for Secure Global Desktop Installation Problems” on page 8
- “To Collect Debug Data on Secure Global Desktop Application Launch Problems” on page 9
- “To Collect Debug Data on Secure Global Desktop Application Emulation Problems” on page 10
- “To Collect Debug Data on Secure Global Desktop Printing Problems” on page 10

▼ To Collect Required Debug Data for Any Secure Global Desktop Problem

To report problems described in this technical note, you must collect some basic information. This basic information includes the Secure Global Desktop version, system details, and date and time when the problem occurred. Follow these steps to collect the basic information.

Note – If the Secure Global Desktop is in an array, please provide the information below from the primary server and one of the secondaries in the array. To find the primary and secondary:

```
INSTALL_DIR/bin/tarantella status
```

```
Array members (2):
```

- host1.ssgd-array.com (primary): Accepting standard connections.
 - host2.ssgd-array.com (secondary): Accepting standard connections.
 - Webtop sessions (73):
 - Standard connections: 73 -
 - Emulator sessions (74):
 - X Protocol Engine: 74
-

1 Note the SGD Version

```
Solaris and Linux INSTALL_DIR/bin/tarantella version
```

2 Note the date and time the problem occurred.

3 Note the operating system.

Solaris `uname -a`

Linux `more /etc/redhat-release`

4 Note the type of Webtop that is being used to connect to the Secure Global Desktop server:

Classic Webtop: The URL ends with `/tarantella` or the SGD Native Client is being used. An example of the Classic Webtop:
http://docs.sun.com/source/819-6256/classic_webtop.html

Secure Global Desktop Webtop: The URL ends with `/sgd`. An example of a Secure Global Desktop Webtop:
http://docs.sun.com/source/819-6256/webtop_intro.html

Integrated Mode Webtop: You log in to Secure Global Desktop by clicking the Login link on your desktop Start Menu. An example of a Browser Webtop:
http://docs.sun.com/source/819-6255/sgd_integrated.html

5 Note the type of client that is being used to connect to the Secure Global Desktop server.

Supported Client List:

- [Http://docs.sun.com/source/819-6253/relnotes.htm#tcc](http://docs.sun.com/source/819-6253/relnotes.htm#tcc)
- [Http://docs.sun.com/source/819-6253/relnotes.htm#classic](http://docs.sun.com/source/819-6253/relnotes.htm#classic)

6 Collect Sun Secure Global Desktop and System information:

`INSTALL_DIR/bin/tarantella info -all`

Note – Press the Enter key when you are prompted for the Output tar filename. Please include the resulting .gz file in the handoff package.

This command can fail or cause system stress on systems where stability of the entire array is already an issue. If it does fail, please run the following commands (as root):

```
script /tmp/ssgd_info.txt

INSTALL_DIR/bin/tarantella config list

INSTALL_DIR/bin/tarantella license list

ifconfig -a
netstat -rn
hostname
cat /etc/hosts
cat /etc/resolv.conf
nslookup localhost
nslookup hostname
```

Press CTRL+D to end the script the command, and then include the resulting /tmp/ssgd-info.txt file in the included debug data.

7 Collect the Secure Global Desktop Log files

```
INSTALL_DIR/bin/tarantella archive
```

then create a compressed, tar file of the directory:

```
INSTALL_DIR/var/log/1
```

8 Note any customization to the Secure Global Desktop installation, for example a modified Webtop, or one off binaries.

9 If an array is being used, list the current server times on each server in the array.

▼ To Collect Debug Data for Secure Global Desktop Installation Problems

If you are unable to complete the installation or if an upgrade fails, follow these steps:

1 Collect as much information for the Required Debug Data for Any Secure Global Desktop problem as possible.

2 Note the disk space available:

```
df -kv
```

3 Note if this is this a fresh install, or an upgrade.**4 Note any specific error messages that are received at the time of failure.****5 Create installation debug log:**

This ONLY applies to:

- All Secure Global Desktop versions up to 4.20.959 (all platforms).
- All Secure Global Desktop versions on the Solaris platform.

Run the command (as root):

```
touch /tmp/pkgadd.debug
```

then do the installation/upgrade again and collect the files:

```
INSTALL_DIR/var/log/setup.log
/tmp/tta*
```

▼ To Collect Debug Data on Secure Global Desktop Application Launch Problems

If you are unable to launch any application, follow these steps:

1 Collect the required debug data for any Secure Global Desktop problem.**2 Note the attributes of the application failing to launch:**

```
INSTALL_DIR/bin/tarantella object list_attributes --name "obj"
```

For example:

```
INSTALL_DIR/bin/tarantella object list_attributes --name "
.../_ens/o=organization/cn=dtterm (ttahost)"
```

More details on this command can be found at:

http://docs.sun.com/source/819-6255/tta_object_list_attributes.html

3 Copy and paste the connection details from the launch window (click Connection Details in the window) from a failed launch, and one from a successful launch (if that is possible).

- 4 **Enable Launch debugging** <http://sunsolve.sun.com/search/document.do?assetkey=1-9-86191> and then include the resulting files in the debug files provided to Sun Support.

▼ To Collect Debug Data on Secure Global Desktop Application Emulation Problems

If an application launches successfully, but the application is slow, incorrectly sized, has unusual coloring, or looks unusual in some way, follow these steps:

- 1 **Collect the Required Debug Data for Any Secure Global Desktop problem.**
- 2 **Note the attributes of the application with the emulation problems:**

```
INSTALL_DIR/bin/tarantella object list_attributes --name "obj"
```

For example:

```
INSTALL_DIR/bin/tarantella object list_attributes --name "  
.../_ens/o=organization/cn=dtterm (ttahost)"
```

More details on this command can be found at:

http://docs.sun.com/source/819-6255/tta_object_list_attributes.html

- 3 **A description of exactly what is different than what is expected.**

A screenshot in PNG or JPEG format is helpful.

- 4 **Capture a Spy session of the application:**

Windows applications:

<http://> <http://sunsolve.sun.com/search/document.do?assetkey=1-9-86939-1>

X applications:

<http://> <http://sunsolve.sun.com/search/document.do?assetkey=1-9-83466-1>

▼ To Collect Debug Data on Secure Global Desktop Printing Problems

If there are problems when printing, for example, the print job is not appearing or is not formatted correctly, then carry out the following steps:

- 1 **Collect the Required Debug Data for Any Secure Global Desktop problem.**

2 Collect debug data from Secure Global Desktop server and client by following these steps:

a. Edit the file:

INSTALL_DIR/bin/scripts/lp_interface.en

and change TRACE=""

to: TRACE="t"

b. Edit the file:

INSTALL_DIR/bin/scripts/tta_print_converter

and change TRACE=""

to: TRACE="t"

3 If the Client is using the Classic Webtop:

a. Edit the file:

INSTALL_DIR/var/docroot/resources/webtops/sco/tta/standard/locale=en-us/print.html

b. Find the section that starts with:

```
<!-- printer applet -->
```

and at the end of the section, change it to:

```
<param name="ProxyFrame" value="OptFrame">
<param name="DebugMask" value="255">
</ttaapplet>
```

c. On the client, enable the Java Console for the browser being used. Refer to the browser documentation for details on how to do this.

d. Reproduce the print problem by ideally, having the user print from a client using the Classic Webtop.

e. Collect the Print Debug Data:

i. Secure Global Server

INSTALL_DIR/bin/tarantella archive

then gather the following files from the directory:*INSTALL_DIR*/var/log/1

```
print.log
print_error.log
```

ppe*.log
jserver*.log

ii. **Client**

Copy and paste all data written to the browser's Java Console

4 If the problem is related to printing from Windows applications:

Windows Terminal Server: Capture any print related messages logged in the Windows Event Viewer.

1.6 Reporting Problems

Use the following email aliases to report problems with this document and its associated scripts:

- To provide feedback: <mailto:gdd-feedback@sun.com>
- To report problems: <mailto:gdd-issue-tracker@sun.com>

1.7 Accessing Sun Resources Online

The docs.sun.com web site enables you to access Sun technical documentation online. You can browse the docs.sun.com archive or search for a specific book title or subject. Books are available as online files in PDF and HTML formats. Both formats are readable by assistive technologies for users with disabilities.

To access the following Sun resources, go to <http://www.sun.com>:

- Downloads of Sun products
- Services and solutions
- Support (including patches and updates)
- Training
- Research
- Communities (for example, Sun Developer Network)

1.8 Third-Party Web Site References

Third-party URLs are referenced in this document and provide additional, related information.

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