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EBG Server Education - xClarity Remote Control

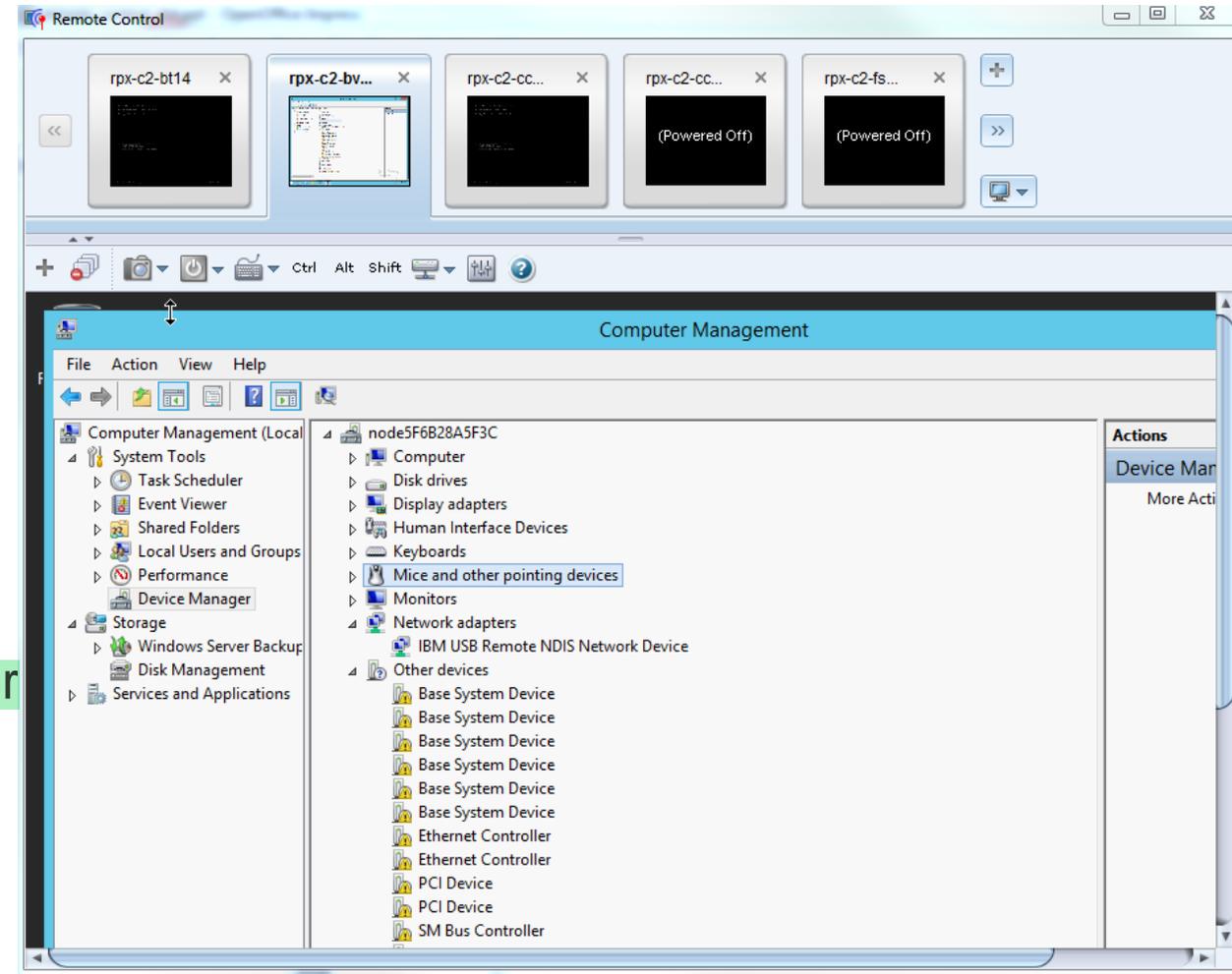
David Stanich | 4/15/15



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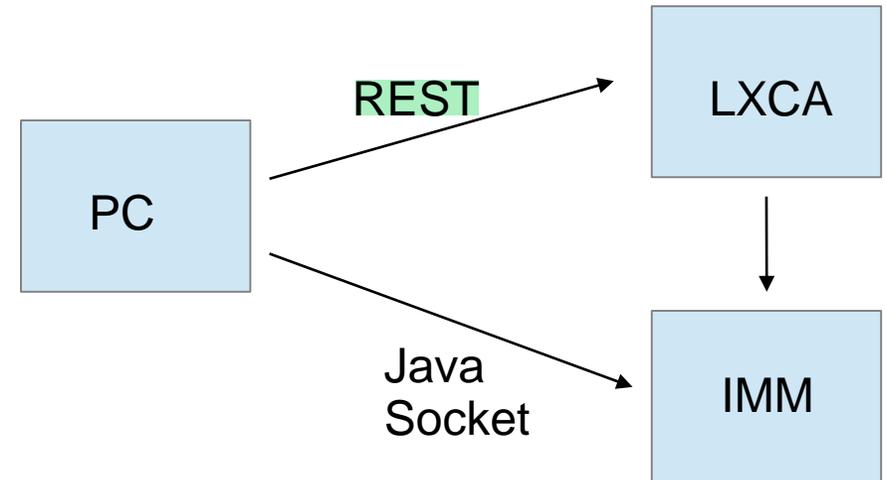
Remote Control Overview

- Java web start application
- Runs on user's PC after downloading JNLP
- Aggregates multiple KVM sessions in one window
- x86 servers only
- Dynamic updating thumbnails of active sessions
- Remote media capabilities to concurrent servers
- Power operations
- Tunnel connections through xClarity Administrator for servers on private network
- Support for different locale keyboards
- Supported client OS: Windows 7/8



Data Flow

- User downloads JNLP and opens with JRE
- Inventory retrieved from LXCA over REST
- Connection to IMM directly or via xClarity Admin.
 - Direct connection: port 3900
 - Via xClarity Administrator: port 3888
- Operations taken on server (such as power ops) will be issued via REST through xClarity Administrator



Collecting FFDC

- Always download full FFDC:
 - Administration > Service and Support > Management Server Files > Download All Service Data
- Java application periodically sends logs from user's PC to xClarity Administrator
- FFDC generation UI will collect necessary logs, including user's PC logs
- In rare cases, FFDC is not enough. Collect logs from user's PC manually:
 - C:\users\\lenovo\remoteaccess
- Logging level controlled in Remote Control application
 - Preferences > General > Debug mode
 - Set this level to FULL and attempt the failure again, if possible

- Appender 'appenders/RemoteControl.txt' includes both server and client logs.
 - Remote Control logs from user's PC show up in logs as the following entries:
POST /logging/remoteControl
- Diagnostic files generated with ID 9001 when server code hits issue
 - Archive contains appender for Remote Control
 - View Service and Support diagnostic files
 - Download all archives with 9001 as the ID

Failure Scenarios

- Help troubleshooting section contains symptom info
- **Cannot launch Remote Control**
 - Logs: PC logs; Java Control Panel logging
 - Debug:
 - Application uses **Java installed** on user's PC
 - Verify supported **JRE** (Oracle 7+)
- **Server inventory missing in Remote Control / unable to connect**
 - Logs: FFDC Remote Control appender; PC logs
 - Debug:
 - **Refresh web UI** to verify inventory
 - **Preferences > General > Sync with management server**

Failure Scenarios

■ Missing device in remote media menu

- Logs: PC logs (FULL debug); FFDC Remote Control appender
- Debug:
 - Verify device is visible in Windows
 - Click 'Relaunch using Administrator account'

■ Power operation cannot be performed

- Logs: PC logs; FFDC Remote Control appender; lxca.log files
- Debug:
 - Verify power state of server is applicable to attempted operation
 - On web UI, verify server is still managed
 - View Jobs UI to see if the operation was completed