



# Sun Gathering Debug Data for Sun Secure Global Desktop

Sun Java™ Enterprise System Technical Note



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# Sun Gathering Debug Data for Sun Secure Global Desktop

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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 about how this document and associated scripts can help you to deal with Web Proxy Server problems, see <http://www.sun.com/service/gdd>.

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:

- “Technical Note Revision History” on page 3
- “About This Technical Note” on page 4
- “Collecting Debug Data for a Secure Global Desktop” on page 5
- “Creating a Service Request with the Sun Support Center” on page 5
- “What Secure Global Desktop Debug Data Should You Collect?” on page 6
- “Reporting Problems” on page 12
- “Accessing Sun Resources Online” on page 12

## Technical Note Revision History

Version	Date	Description of Changes
1.2	February 2008	Document updated for SSGD version 4.40.
1.1	June 2007	Edit document for language and style.
1.0	February 2007	Initial release of this technical note.

## 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 4.4
- 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 information, but you should not use this guide as an approach to troubleshooting Secure Global Desktop problems. The goal is to minimize the time between when you report the problem and when it is resolved.

If your problem does not fit into any of the specific categories, provide the general information described in the section [“What Secure Global Desktop Debug Data Should You Collect?” on page 6](#). Clearly describe the behavior you expected and what you actually observed. Try to answer all questions, as often no time is saved if the information you provide is incomplete.

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

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

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## Variables Used in This Technical Note

The following variables are used in the procedures in this document. Make sure you know the values for these variables in your environment.

*install-dir*     The Secure Global Desktop installation directory, which by default is  
                      /opt/tarantella

*hostname*        The host name returned by the `hostname` command

*obj*                The Tarantella Federated Name of the application object

## Collecting 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, for example, for an installation problem, process hang, process crash, and so on.
3. Creating a `tar.gz` file containing all the information and uploading it for the Sun Support Center.
4. Creating a Service Request with the Sun Support Center.

## 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 and the results of each attempt.
- Whether the problem is reproducible. If the problem is 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 about how to upload files to this site, see the FAQ at <http://supportfiles.sun.com/show?target=faq>.

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

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## 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 and how to obtain debug data based on the kind of problem you are experiencing.

This section contains the following tasks:

- “To Collect Required Debug Data for All Secure Global Desktop Problems” on page 6
- “To Collect Debug Data for Secure Global Desktop Installation Problems” on page 8
- “To Collect Debug Data for Secure Global Desktop Application Launch Problems” on page 9
- “To Collect Debug Data for Secure Global Desktop Application Emulation Problems” on page 10
- “To Collect Debug Data for Secure Global Desktop Printing Problems” on page 11

### ▼ To Collect Required Debug Data for All Secure Global Desktop Problems

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.

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

```
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

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#### 1 Note the SGD version.

```
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 – Indicated by either of these situations:**

- The URL ends with `/tarantella`
- The Secure Global Desktop Native Client is being used

For an example of a Classic Webtop, see *Sun Secure Global Desktop Software 4.3 Using Your Webtop*

- **Secure Global Desktop Webtop – The URL ends with `/sgd`**

For an example of a Secure Global Desktop Webtop, see *Sun Secure Global Desktop Software 4.3 Using Your Webtop*

- **Integrated Mode Webtop – You log in to Secure Global Desktop by clicking the Login link on your desktop Start menu**

For an example of an Integrated Mode Webtop, see *Sun Secure Global Desktop Software 4.3 Administration Guide*

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

The *Sun Secure Global Desktop Software 4.3 Release Notes* provides a list of platform support for the Secure Global Desktop and for the Classic Desktop.

### 6 Collect Sun Secure Global Desktop and System information.

```
install-dir/bin/tarantella info -all
```

Press Return when you are prompted for the Output tar filename. Please include the resulting .gz file in the handoff package.

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**Note** – This command can fail or cause system stress on systems where stability of the entire array is already an issue. If the command fails, 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. Include the resulting `/tmp/ssgd-info.txt` file in the debug data.

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**7 Collect the Secure Global Desktop Log files into a compressed tar file.**

```
install-dir/bin/tarantella archive
install-dir/var/log/1
```

**8 Note any customization to the Secure Global Desktop installation, for example, a modified Webtop, or custom 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, complete the following steps.

**1 Collect as much of the required debug information as possible.**

For more information, see [“To Collect Required Debug Data for All Secure Global Desktop Problems” on page 6.](#)

**2 Note the disk space available:**

```
df -kv
```



- 3 **Note whether this installation is a new installation or an upgrade.**  
If this installation is an upgrade, supply the original version, upgrades to any intermediate versions, and the final version.
- 4 **Note any specific error messages that are received at the time of failure.**
- 5 **If you are running Secure Global Desktop on the Solaris platform or running versions up to version 4.20.959, create an installation debug log.**
  - a. **Run the following command as root:**  
`touch /tmp/pkgadd.debug`
  - b. **Collect all tta\* files in the /tmp directory.**  
`install-dir/var/log/setup.log`  
`/tmp/tta*`
  - c. **Include the resulting files in the debug files provided to Sun Support.**

## ▼ To Collect Debug Data for Secure Global Desktop Application Launch Problems

If you are unable to launch any application, complete the following steps.

- 1 **Collect as much of the required debug data as possible.**  
For more information, see [“To Collect Required Debug Data for All Secure Global Desktop Problems”](#) on page 6.
- 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)"`  
For more details about this command, see *Sun Secure Global Desktop Software 4.3 Administration Guide*.
- 3 **Collect the connection details from the launch window from a failed launch, and one from a successful launch if possible.**
  - a. **Click Connection Details in the launch window.**

- b. Copy and past the connection details into a text file and include the file in the debug files provided to Sun Support.**
- 4 Access [SunSolve](http://sunsolve.sun.com) (<http://sunsolve.sun.com>) document #15493. (You can search for the document number if you do not have direct access.)**
- 5 Enable Launch debugging through the SunSolve document.**
- 6 Include the resulting files in the debug files provided to Sun Support.**

## ▼ **To Collect Debug Data for Secure Global Desktop Application Emulation Problems**

If an application launches successfully but the application exhibits unusual behavior, such as slow processing, incorrect window size, unusual coloring, and the like, complete the following steps.

- 1 Collect as much of the required debug data as possible.**

For more information, see “[To Collect Required Debug Data for All Secure Global Desktop Problems](#)” on page 6.
- 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)"
```

For more details about this command, see *Sun Secure Global Desktop Software 4.3 Administration Guide*.
- 3 Provide a description of the behavior or appearance that is different than what you expected.**

For example, a screenshot in PNG or JPEG format is helpful.
- 4 Capture a Spy session of the application.**
  - Windows applications: <http://sunsolve.sun.com>
  - X applications: <http://sunsolve.sun.com>

## ▼ To Collect Debug Data for Secure Global Desktop Printing Problems

If you are experiencing problems when printing, for example, the print job is not appearing or is not formatted correctly, complete the following steps to collect debug data from the Secure Global Desktop server and client.

**1 Collect as much of the required debug data as possible.**

For more information, see [“To Collect Required Debug Data for All Secure Global Desktop Problems”](#) on page 6.

**2 In the file *install-dir/bin/scripts/lp\_interface.en*, change `TRACE=""` to `TRACE="t"`.**

**3 In the file *install-dir/bin/scripts/tta\_print\_converter*, change `TRACE=""` to `TRACE="t"`.**

**4 If you are running a version of Secure Global Desktop prior to version 4.4 and the Client is using the Classic Webtop:**

**a. In the file**

*install-dir/var/docroot/resources/webtops/sco/tta/standard/locale=en-us/print.html*, **find the section that starts with:**

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

and change the text at the end of the section to:

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

**b. On the client, enable the Java Console for the browser being used.**

Refer to the browser documentation for details.

**c. Reproduce the print problem by, if possible, having the user print from a client using the Classic Webtop.**

**d. Collect the Print debug data:**

▪ **Secure Global Server – Run the command**

```
install-dir/bin/tarantella archive
```

and then gather the following files from the `INSTALL_DIR/var/log/1` directory

```
print.log
print_error.log
ppe*.log
jserver*.log
```

- **Client – Copy and paste all data written to the browser's Java Console.**
- 5 If the problem is related to printing from Windows applications, on the Windows Terminal Server, capture any print-related messages logged in the Windows Event Viewer.**

## Reporting Problems

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

- To provide feedback: [gdd-feedback@sun.com](mailto:gdd-feedback@sun.com)
- To report problems: [gdd-issue-tracker@sun.com](mailto:gdd-issue-tracker@sun.com)

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

## Third-Party Web Site References

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

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