**Trouble-shooting the vCloudPoint system**

When reported a technical issue from an end customer, technicians or IT support staff shall not directly transfer the issue to the vCloudPoint Support Team without preliminary analysis. Due to the difference of language, geography, and time, it is more difficult and less efficient for the vCloudPoint Support Team to collect information on an issue. Therefore, technicians shall first verify the issue by yourself, and then provide sufficient information when submitting the issue to the vCloudPoint Support Team.

1, When a technical issue is first reported, try to analyze if the issue is about the software or the hardware according to the error messages or conditions. If it is more like a hardware problem, try replacing hardware components which are related to the problem to spot the defected component; If it is more like a software problem,run the vMatrix diagnostic tool, or view the FAQs guide for a resolution.

The followings are the recommended diagnostic steps:

* run the vMatrix Diagonastic Tool
* check up the FAQ guides on vCloudPoint’s offical website
* reboot host system
* disable security software and re-install vMatrix
* install a previous or new version of vMatrix
* reset or updating client device firmware
* use another host system
* use another host
* use another zero client
* use another user account
* check settings on vMatrix which are related to the problem
* replace the Ethernet cable/ switch/ router
* try with a PC through Windows Remote Desktop Connection
* ...

2, If you cannot fix the issue by the above guides but need to report to vCloudPoint Support Team for help, please describe the issue as detailed as possible and provide **sufficient** information. If possible attach screenshots or video clips when reporting the issue. Visual information can better help our support team analysis the issue.

Issue Description:

* the issue subject.
* detailed operations you did when having the issue; if the vCloudPoint system was working fine before, if some changes have been made lately to cause the issue; if the issue happens occasionally or any time; procedure for vCloudPoint Support Team to reproduce the issue in vCloudPoint lab.
* error message(s) from vMatrix Server Manager, zero client or Diagnostic Tool.
* any solutions you have taken and the result.

Required Information: (for general issues)

* host operating system, 32 bit or 64 bit and build number if it is the latest system, e.g.: Windows 10 10854; click the Windows Icon and run “winver” to check system infomation.
* vMatrix version and device firmware version: x.x.x.xxxxx.
* vMatrix error log; export the vMatrix log at Windows Event Viewer which can be opened at vMatrix Server Manager -> Log -> Event Log or Windows Start menu; vMatrix log often can be found under Applications and Services, but in some cases, there is also vMatrix logs under Windows Logs-> Application; Export and send us both vMatrix Logs if there are.
* about performance or connection: resources consumption at the task manager
* about performance or connection: host configurations including CPU, memory, disk, and network card.
* about performance or connection: network devices; e.g.: TP-link X model gigabit switch, 1000mbps cable, TP-link X model router.
* about USB devices: the brand and model of the devices.
* screenshot of errors on vMatrix Server Manager, Diagonastic Tool, or clients.
* about mult-user connection: if RDP wraper or RDS CALs are installed, and if RDP wrapper is crashed, send the screenshot after running the RDPConf.exe file.

**Example Issue Report**

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| --- | --- | --- | --- | --- | --- |
| **vCloudPoint Technical Issue Ticket Form**  *\* denotes required information to be filled by the customer. # denotes feedback by support staff.* | | | | | *No.: 20170101* |
| *Date: Jan-1st-2017* |
| **\*Subject:** | The image is slow and lagging when 10 zero clients are playing videos simultaneously. | | | | |
| **\*Description:** | 1, The 10 zero clients connect to the same host. | | | | |
| 2, Use VLC player. | | | | |
| 3, It is fine when there are only 6 or 7 zero clients playing videos, but when the number goes over 7, performance becomes slow. | | | | |
| 4, All the 10 zero clients have the same slow video perfromance. | | | | |
| 5, The CPU and memory consumption is less than 50% even when performance becomes slow. | | | | |
| **Last Changes:** | We were only running 6 users on the host before, but increased to 10 users lately. | | | | |
| **\*Frequency:** (tick) | Occasionally | | Any time  *√* | | |
| **\*Required Information:** | *The ticked (√) options are required* | | | *# Support Staff Analysis* | |
| Error Message (if yes):  *√* | No error | |  | |
| Diagnostic Tool Check:  *√* | No error | | vMatrix is running properly. | |
| Host System：  *√* | Windows Server 2012R2 64 bits，version 6.3 9600 | |  | |
| Firmware Version：  *√* | 2.0.2.7 | |  | |
| vMatrix Version：  *√* | 2.1.0.12868 | |  | |
| vMatrix Error Log: |  | |  | |
| Host Configuration: |  | |  | |
| Use another PC as host  *√* | the same | |  | |
| Use another system  *√* | the same | |  | |
| Play a lower resolution video  *√* | Better, but still slow on 10 videos | |  | |
| **# Possible Causes:** | Low host configuration, insufficient network bandwidth, and the graphic accelerator of vMatrix crash may be the causes of slow video performance. But the fact that the CPU and memory consumption is less than 50% means there is no problem with host configuration. And no error messages and fine performance on 6 videos meaning there is no software problem. Therefore, the problem may be insufficient network bandwidth. | | | | |
| **# Solution 1:** | Check if the network bandwidth consumption on task manager is limited to a low value (e.g. 90mpbs); make sure host side network is gigabit LAN, including network controller, ethernet cable, and switch. | | | | |
| **\*Result 1:** | Replace the ethernet cable and the switch with gigabit ones, and the problem is solved. | | | | |
| **# Solution 2:** |  | | | | |
| **\*Result 2:** |  | | | | |