

# Bug Report Utility Notes

## Before Running the Report

When asked to submit logs, it is easier if the log files just contain logs for the issue being reported. This makes it much easier to go through instead of days or months of logs. Make sure that both your sender and receiver machines are in sync with time and date. If this not possible due to location, make sure to state the time and date stamps that correspond to each other (specify UK time vs a US time) when sending these in an email so that they can be matched up.

On the Sender, under services, stop the Remote Graphics Sender. Then in the directory where RGS is installed, launch the senderConfigApp.exe. Under Logging change from INFO to DEBUG. In that same directory, rename rg.log to something like rg.old.log. Then restart the sender service.

On the Receiver, in the Receiver GUI under logging, change from INFO to DEBUG. Normally I close the receiver after doing this so I can modify the rg.log file located at C:\Users\username\hpremote\receiver. Rename the rg.log and then restart the Receiver.

Make your RGS connection and reproduce the issue. After reproducing the issue, run the RGSbugreport as instructed below in this document. The output is a text file and can be emailed easily. Make sure to save the RGSbugreport on a USB key if the sender is not local. Perform the same report that is also installed on the receiver where RGS is installed. Send both reports. You may want to add the word sender and receiver in front of the report name as they will both be called rgs-bugreportdate.txt.

## General

The rgs-bugreport utilities are platform-specific scripts that package the outputs of various system diagnostic utilities and RGS' own logs and configuration files. The customer can run these scripts from any location on the host computer where they have "execute" permissions - all output is written to a subdirectory of the system's temporary directory called "rgs". Additionally, when the script finishes running, the system's text editor is opened to show the user the completed file and allow re-saving in a more convenient location if desired.

Some files, particularly RGS logs and configs, may be in nonstandard locations. If this is the case, the script will prompt the user to manually enter the correct path (Except on Windows 7). If the path provided is non-existent or incorrect, the script will continue normally, though any files at that path will not be saved.

The script can be run in "quiet" mode for IT professionals, batch processing of bug reports on many systems, and when remote access prevents the system editor from being opened. See below for more details.

The script is installed with both the sender and receiver, and is "universal" between the two, meaning that the script installed with the sender will also collect information about the receiver, if it is installed, and vice versa.

## Running the Scripts

### Windows:

On a Windows system the script is located at:

Receiver: C:\Program Files\HP\Remote Graphics Receiver\rgs-bugreport.bat

Sender: C:\Program Files\HP\Remote Graphics Sender\rgs-bugreport.bat

*Note that prior to RGS version 7.4 "HP" was "Hewlett-Packard" and 64 bit versions of RGS installed into "Program Files (x86)"*

To run the script, either navigate to the file and double-click it, or open a command prompt and type the full path to the file.

Some functionality requires PowerShell. It is installed by default on Windows 7 and newer, and can be installed on Windows XP and Vista optionally. Without PowerShell, RGS version information will not be collected, and the user's name will not be censored.

Completed bug reports are saved at %TEMP%\rgs (e.g. C:\Users\username\AppData\Local\Temp\rgs)

When running from the command prompt, adding the flag "/q" after the file's name will run the script in quiet mode. In quiet mode the user will not be prompted to correct file paths when certain files are not found, notepad will not open the completed file, and most "eye candy" is disabled. If alternate paths (either for the logfiles or application installation location) are needed, they can be provided after the /q switch in the following order:

[Path to HP RGS Receiver Install] [Path to HP RGS Receiver Logs] [Path to HP RGS Sender Install] [Path to HP RGS Sender Logs]

These paths should be enclosed with quotes and every space should be used, regardless if it is needed. For example, to run the script in quiet mode and specify only alternate locations for the sender and receiver logging locations, the following command would be used:

```
C:\Program Files (x86)\Hewlett-Packard\Remote Graphics Receiver\rgs-bugreport.bat /q ""  
"C:\Users\alternate receiver log path" "" "C:\Users\alternate sender log path"
```

Note the empty sets of quotation marks, the inclusion of the drive letter, and the lack of a trailing backslash in the provided paths.

## Potential Issues:

The MSINFO32 section may be blank - if this is the case, the user may have closed the "system information" window that pops up when the script is run. The section will also be blank on Windows XP and earlier systems, or systems where MSINFO32 has been disabled.

If the log files are not found, but files in the RGS program files directory are, the script may be running on a user other than the RGS user. This is commonly caused by running the script as an administrator. Either provide the logging path manually or switch to the correct user before running the script.

## Linux:

On a Linux system with RGS-Receiver installed, the script is located at:

```
/opt/hpremote/rgreceiver/rgs-bugreport.sh
```

On a Linux system with RGS-Sender installed, the script is located at:

```
/opt/hpremote/rgsender/rgs-bugreport.sh
```

To run the script, type its full path into a terminal. It can optionally be run as root by preceding the path with "sudo", though the additional data gathered by running as root is negligible and mostly already present elsewhere in the script's output.

Completed bug reports are saved at /tmp/rgs/

Quiet mode can be specified by following the command with "-q". In quiet mode, the user will not be prompted to correct file paths when certain files are not found, and the system text editor will not be opened to view the completed file. The following additional flags are available, and are not co-dependent - any combination of these flags may be invoked in any order.

-r "Path" : Specify a non-default location for RGS Receiver logs.

-s "Path" : Specify a non-default location for RGS Sender logs.

-h "Path" : Specify a non-default location for RGS configs.

When specifying a path, do not include an actual filename. For example, the correct path for RGS Receiver logs from a user named "user" is "/home/user/.hpremote/rgreceiver". Note there is no trailing slash.

### **Potential issues:**

When running as root, root RGS logs will be collected. To collect logs and config files for a different user, the paths must be specified manually via the command line.

Sometimes, running `rgs-bugreport.sh` as a user will fail with many permission denied errors. To correct this, delete `/tmp/rgs` (`rm -R /tmp/rgs`) and run the script again.

Systems running the script must be able to set environment variables. If output is mostly blank, the system may not be able to. Try running the script as root or checking `/etc/security/limits.conf` for strange restrictions.

### Mac OSX:

On a Mac OSX system with RGS-Receiver installed, the script is located at:

```
/Library/Application Support/HP/rgs/Helpers/rgs-bugreport.sh
```

To run the script, type its full path into a terminal.

Completed bug reports are saved at `/tmp/rgs/`

Quiet mode can be specified by following the command with `"-q"`. In quiet mode, the user will not be prompted to correct file paths when certain files are not found, and the system text editor will not be opened to view the completed file. The following additional flags are available, and are not co-dependent - any combination of these flags may be invoked in any order.

`-r "Path"` : Specify a non-default location for RGS Receiver logs.