



浙江大学
ZHEJIANG UNIVERSITY

Windows PC客户端故障排查、日志采集

故障排查

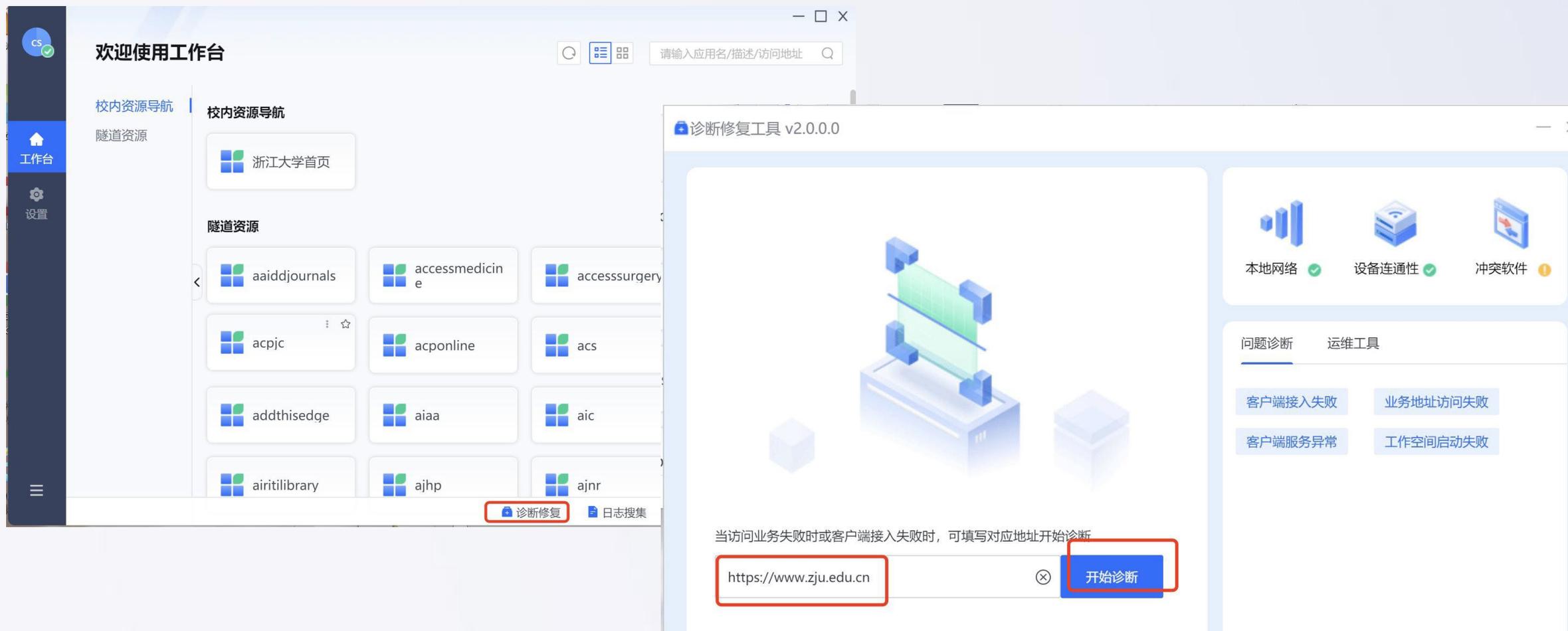
当访问内网的业务异常时，可以按照以下思路进行处理：

步骤1.检查电脑网络是否正常，RVPN是否已经登录，如已登录，则到应用中心查看是否有这个资源；



故障排查

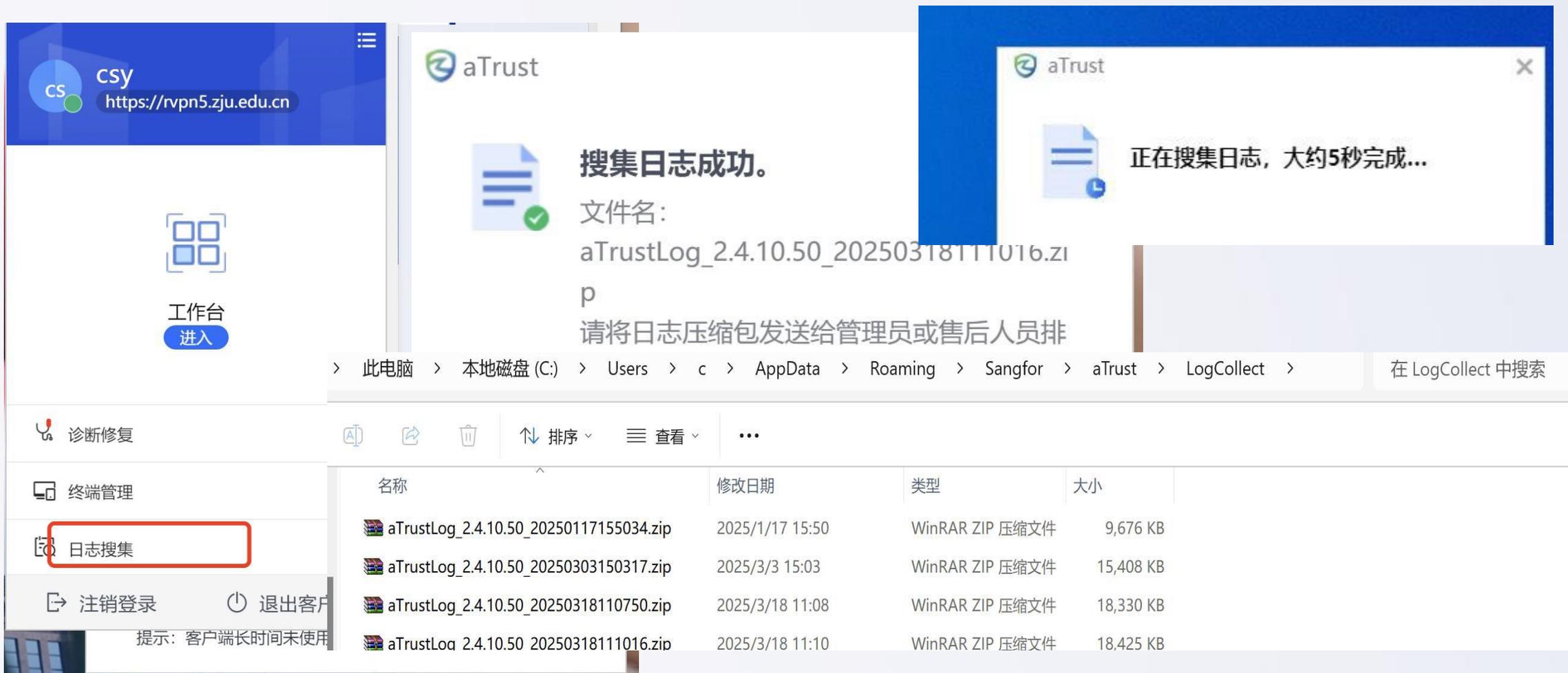
步骤2.使用客户端自带的资源诊断功能检查资源是否正常;



The screenshot displays a workstation interface with a sidebar on the left containing '工作台' (Workbench) and '设置' (Settings). The main area is titled '欢迎使用工作台' (Welcome to Workbench) and features a search bar at the top right with the placeholder text '请输入应用名/描述/访问地址'. Below the search bar, there are two sections: '校内资源导航' (On-campus Resource Navigation) and '隧道资源' (Tunnel Resources). The '隧道资源' section contains a grid of application tiles, including '浙江大学首页', 'aaiddjournals', 'accessmedicine', 'accesssurgery', 'acpjc', 'acponline', 'acs', 'addthisedge', 'aiaa', 'aic', 'airitilibrary', 'ajhp', and 'ajnr'. At the bottom of this grid, there are two buttons: '诊断修复' (Diagnostic Repair) and '日志搜集' (Log Collection). A window titled '诊断修复工具 v2.0.0.0' is overlaid on the right side of the interface. This window has a central graphic of a server rack and a bar chart. On the right side of the window, there are three status indicators: '本地网络' (Local Network) with a green checkmark, '设备连通性' (Device Connectivity) with a green checkmark, and '冲突软件' (Conflicting Software) with a yellow warning icon. Below these indicators, there are two tabs: '问题诊断' (Problem Diagnosis) and '运维工具' (Maintenance Tools). Under '问题诊断', there are four buttons: '客户端接入失败' (Client Access Failed), '业务地址访问失败' (Business Address Access Failed), '客户端服务异常' (Client Service Abnormal), and '工作空间启动失败' (Workspace Start Failed). At the bottom of the window, there is a text prompt: '当访问业务失败时或客户端接入失败时, 可填写对应地址开始诊断'. Below this prompt is a text input field containing 'https://www.zju.edu.cn' and a blue button labeled '开始诊断' (Start Diagnosis). Both the input field and the button are highlighted with red boxes.

故障排查

步骤3.收集故障现象截图，以及客户端日志，[将相关信息发送至xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn)。



The screenshot displays the aTrust client interface and a Windows File Explorer window. The aTrust interface shows a notification for successful log collection. The File Explorer window shows the path to the log files and a list of collected log files.

正在搜集日志，大约5秒完成...

搜集日志成功。
文件名：
aTrustLog_2.4.10.50_20250318111016.zip
p
请将日志压缩包发送给管理员或售后人员排

此电脑 > 本地磁盘 (C:) > Users > c > AppData > Roaming > Sangfor > aTrust > LogCollect > 在 LogCollect 中搜索

名称	修改日期	类型	大小
aTrustLog_2.4.10.50_20250117155034.zip	2025/1/17 15:50	WinRAR ZIP 压缩文件	9,676 KB
aTrustLog_2.4.10.50_20250303150317.zip	2025/3/3 15:03	WinRAR ZIP 压缩文件	15,408 KB
aTrustLog_2.4.10.50_20250318110750.zip	2025/3/18 11:08	WinRAR ZIP 压缩文件	18,330 KB
aTrustLoa 2.4.10.50 20250318111016.zip	2025/3/18 11:10	WinRAR ZIP 压缩文件	18,425 KB

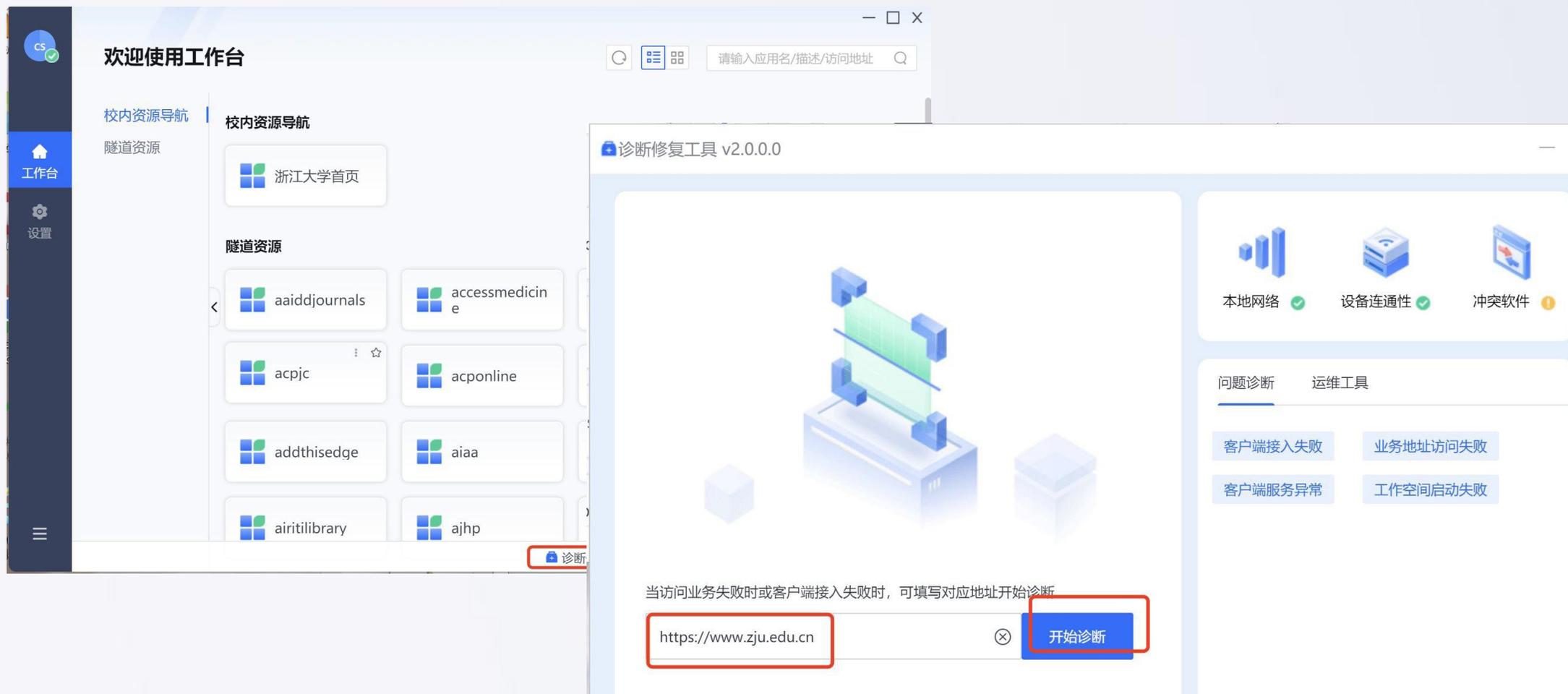


浙江大学
ZHEJIANG UNIVERSITY

苹果 (MacOS) 客户端故障排查、日志采集

故障排查

步骤1.使用客户端自带的资源诊断功能，属于异常的业务域名，检查资源是否正常；



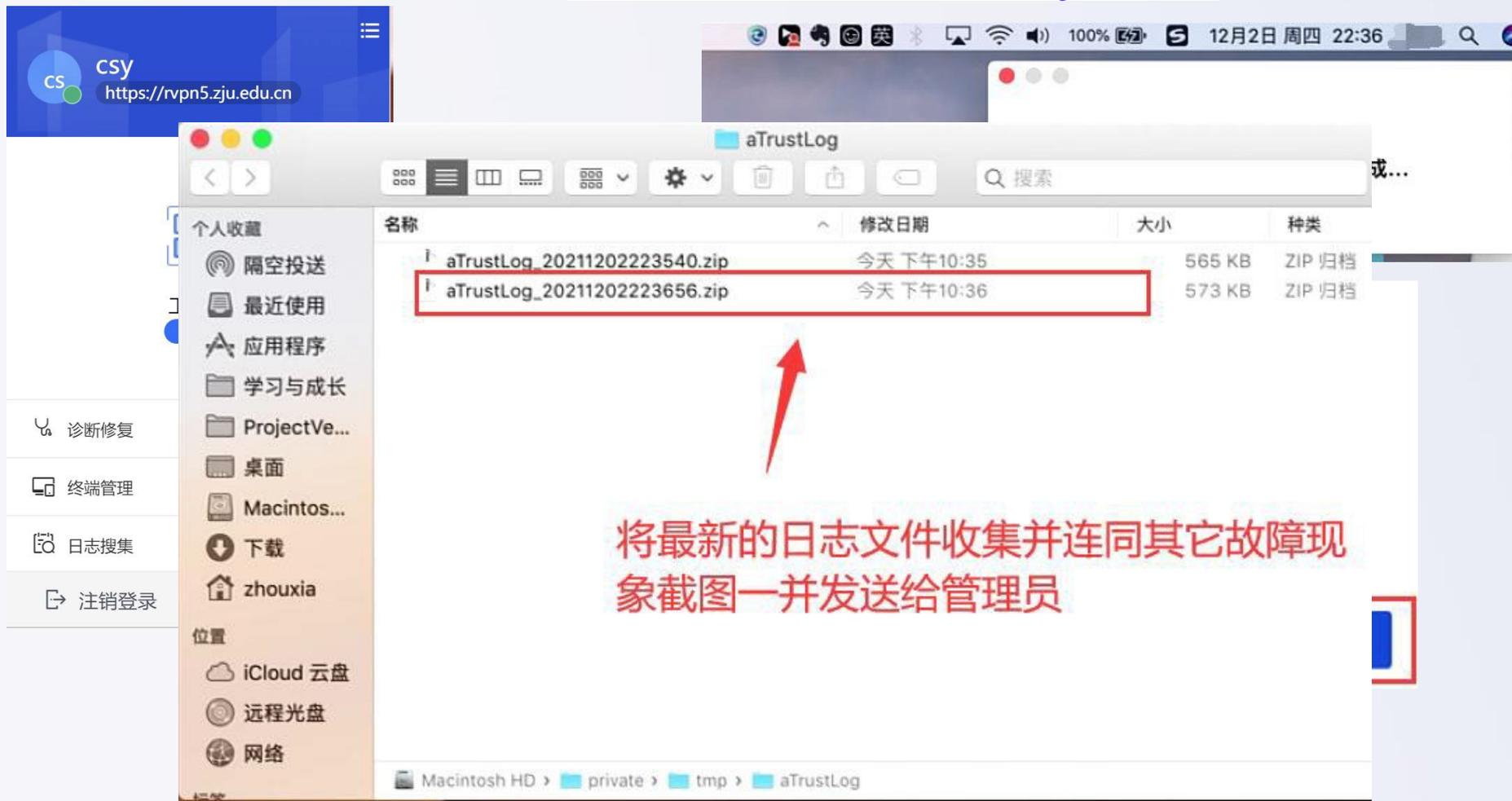
The screenshot displays a software interface for resource diagnosis. On the left, a sidebar contains navigation options: '工作台' (Workbench) and '设置' (Settings). The main area is titled '欢迎使用工作台' (Welcome to the Workbench) and features a search bar with the placeholder text '请输入应用名/描述/访问地址' (Please enter application name/description/visit address). Below the search bar, there are two sections: '校内资源导航' (Campus Resource Navigation) and '隧道资源' (Tunnel Resources). The '隧道资源' section lists various resources with icons and labels, including '浙江大学首页', 'aaidjournals', 'accessmedicine', 'acpjc', 'acponline', 'addthisedge', 'aiaa', 'airitilibrary', and 'ajhp'. A red box highlights a '诊断' (Diagnosis) button at the bottom of this list.

The '诊断修复工具 v2.0.0.0' (Diagnosis and Repair Tool v2.0.0.0) window is open in the foreground. It features a central 3D graphic of a server rack. To the right, there are three status indicators: '本地网络' (Local Network) with a green checkmark, '设备连通性' (Device Connectivity) with a green checkmark, and '冲突软件' (Conflicting Software) with a yellow warning icon. Below these indicators, there are two tabs: '问题诊断' (Problem Diagnosis) and '运维工具' (Maintenance Tools). Under '问题诊断', there are four buttons: '客户端接入失败' (Client Access Failed), '业务地址访问失败' (Business Address Access Failed), '客户端服务异常' (Client Service Abnormal), and '工作空间启动失败' (Workspace Start Failed).

At the bottom of the diagnostic tool window, there is a text input field with the placeholder text '当访问业务失败时或客户端接入失败时，可填写对应地址开始诊断' (When business access fails or client access fails, you can enter the corresponding address to start diagnosis). The input field contains the URL 'https://www.zju.edu.cn'. A red box highlights the input field and a blue '开始诊断' (Start Diagnosis) button to its right.

故障排查

步骤2.收集故障现象截图, 以及客户端日志, [将相关信息发送至xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn)。





浙江大学
ZHEJIANG UNIVERSITY

安卓/鸿蒙客户端故障排查、日志采集

故障排查

当在手机端访问资源碰到问题的时候，请按照以下思路收集信息，[并将相关信息发送至xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn)：

步骤1.提供用户名，以及记录是哪个资源访问有问题，**并提供问题现象截图或者是录屏（推荐录屏）。**

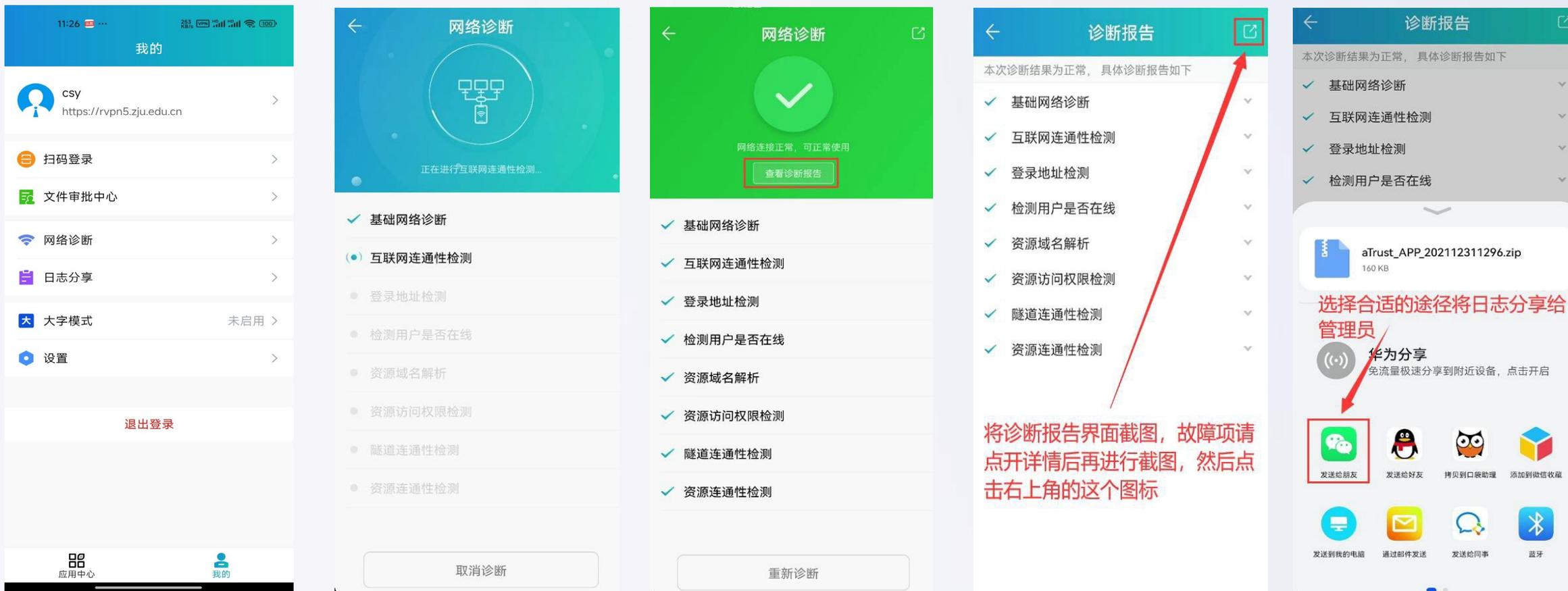
步骤2.查看手机客户端是否为在线状态。



故障排查

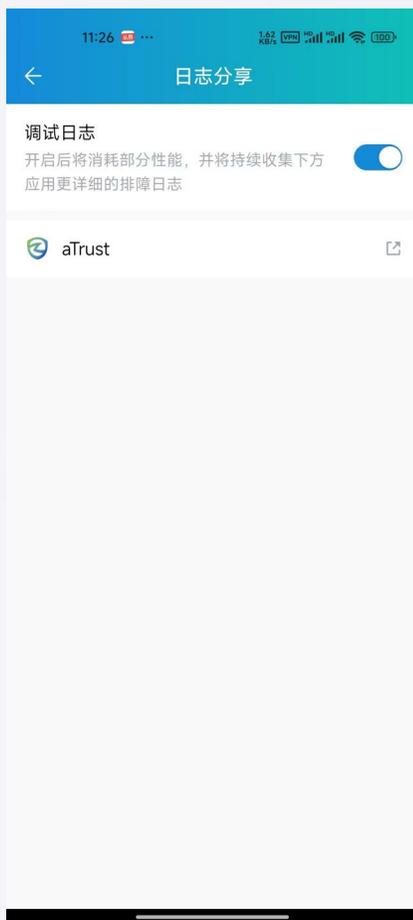
当在手机端访问资源碰到问题的时候，请按照以下思路收集信息，并相关信息发送至xwmaster@zju.edu.cn：

步骤3.在手机客户端的“我的”界面，点击<网络诊断>，并截图记录相关诊断结果。



故障排查

步骤4.在手机客户端“我的”界面，点击<日志分享>，然后开启日志调试，并将重复故障现象后，并将相关信息发送至 xwmaster@zju.edu.cn：





浙江大学
ZHEJIANG UNIVERSITY

苹果iOS客户端故障排查、日志采集

故障排查

当在手机端访问资源碰到问题的时候，请按照以下思路收集信息，[并将相关信息发送至xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn)：

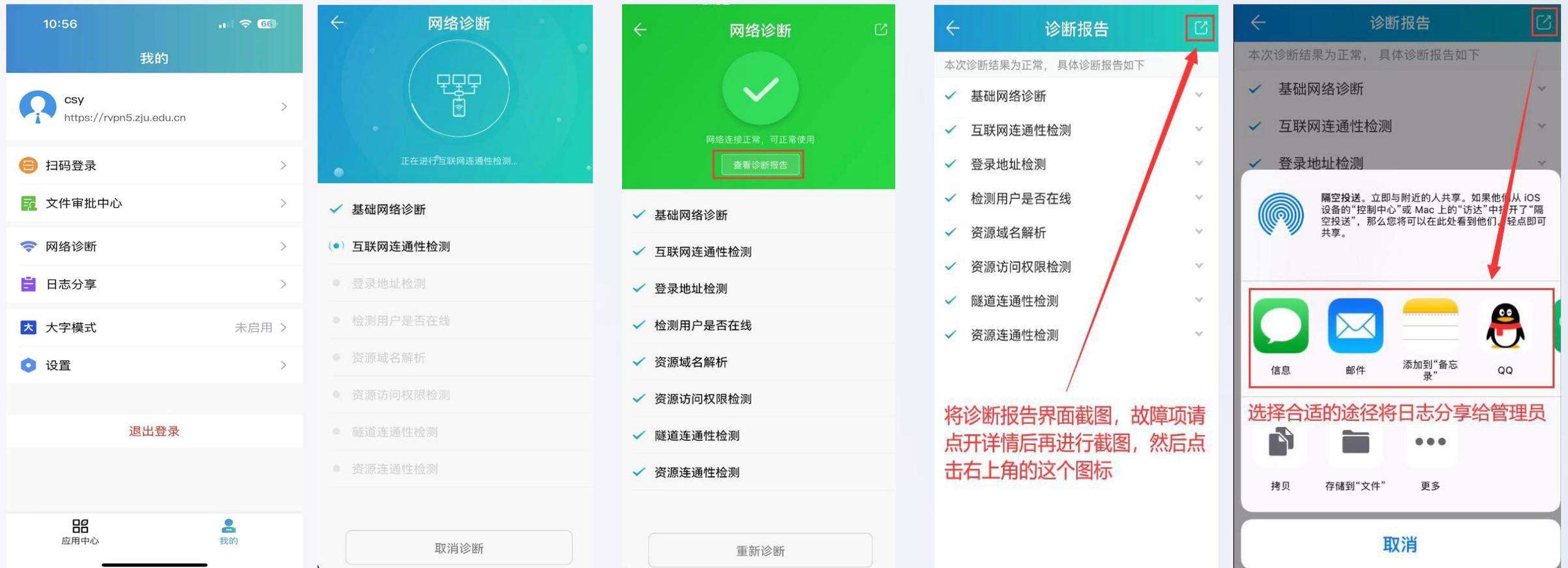
步骤1.提供用户名，以及记录是哪个资源访问有问题，**并提供问题现象截图或者是录屏（推荐录屏）。**

步骤2.查看手机客户端是否为在线状态。



故障排查

当在手机端访问资源碰到问题的时候，请按照以下思路收集信息，[并将相关信息发送至xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn)：
步骤3.在手机客户端的“我的”界面，点击<网络诊断>，并截图记录相关诊断结果。



故障排查

步骤4.在手机客户端“我的”界面，点击<日志分享>，然后开启日志调试，并重复故障现象后，将相关信息发送至 xwmaster@zju.edu.cn。

