

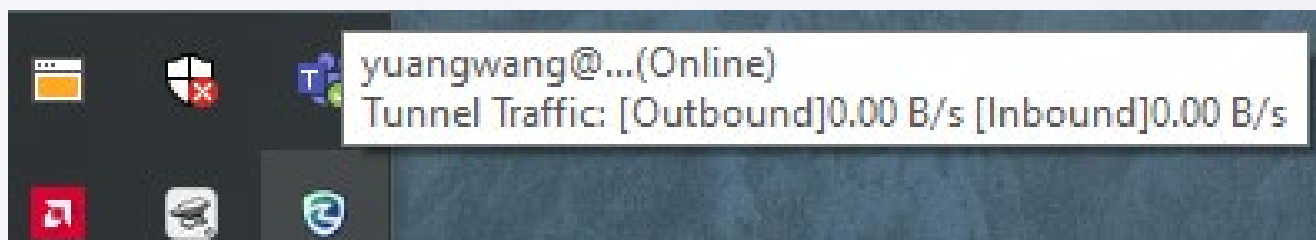
# Troubleshooting and log collection for Windows PC clients

# Troubleshooting



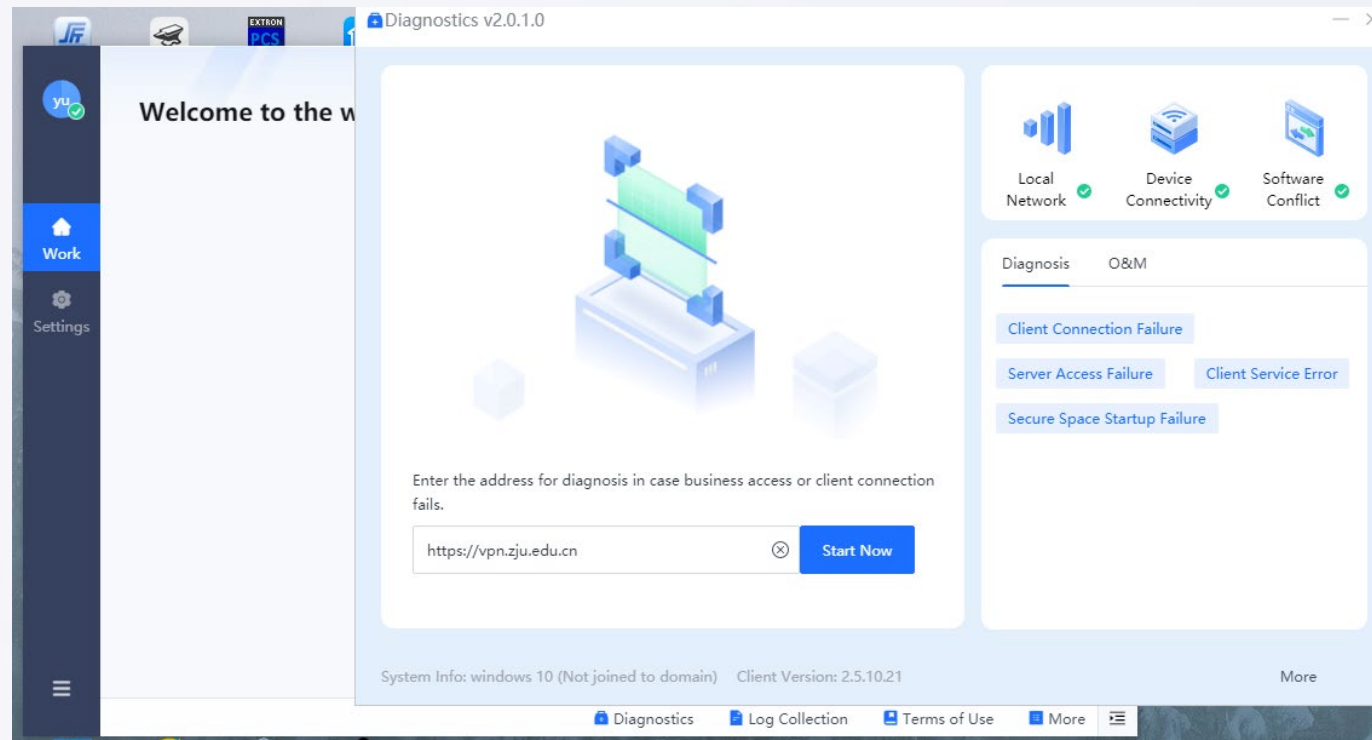
When there are abnormal business operations accessing the internal network, the following approaches can be followed for handling:

Step 1: Check if your computer network is normal and if you have logged in to RVPN. If you have logged in, go to the application center to see if this resource is available.



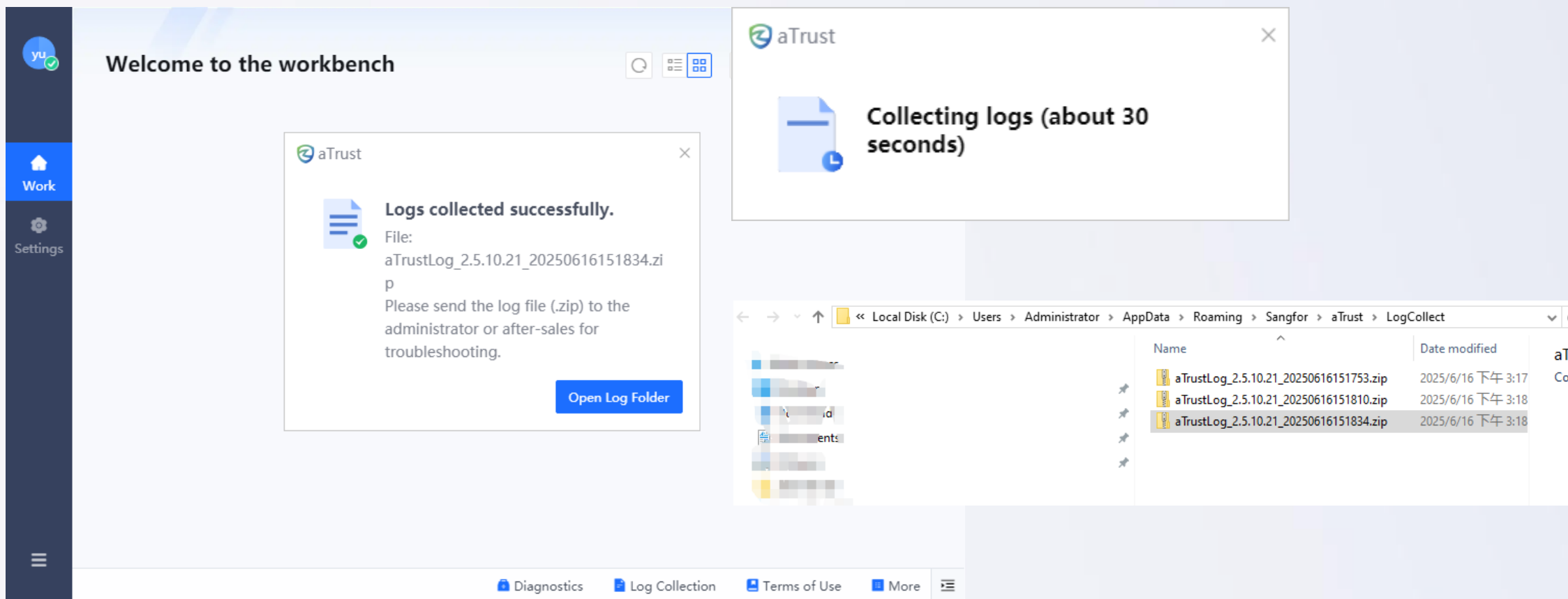
# Troubleshooting

Step 2. Use the built-in resource diagnosis function of the client to check whether the resources are normal.



# Troubleshooting

Step 3. Collect screenshots of the fault phenomenon and client logs, and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn).

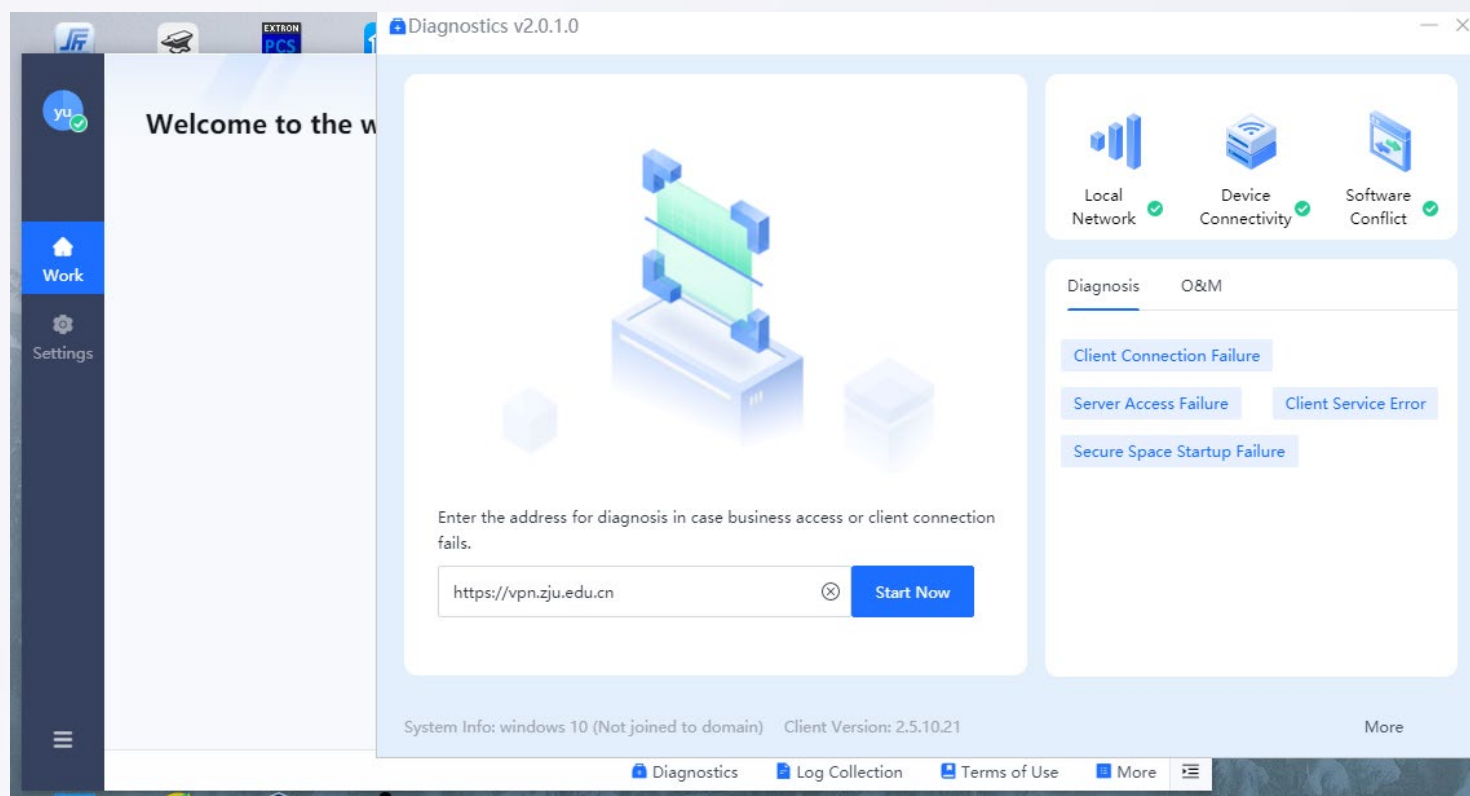




# Troubleshooting and log collection for Apple (MacOS) clients

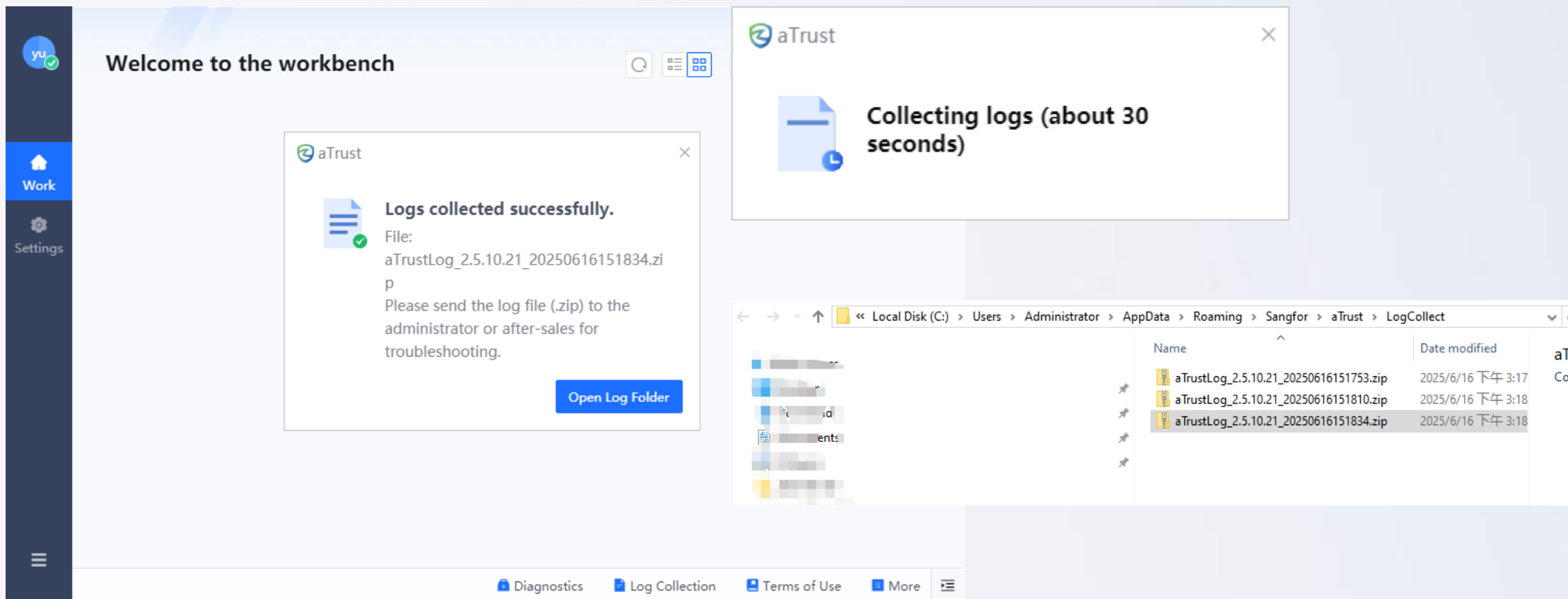
# Troubleshooting

Step 1: Use the built-in resource diagnosis function of the client. For abnormal business domain names, check whether the resources are normal.



# Troubleshooting

Step 3. Collect screenshots of the fault phenomenon and client logs, and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn).



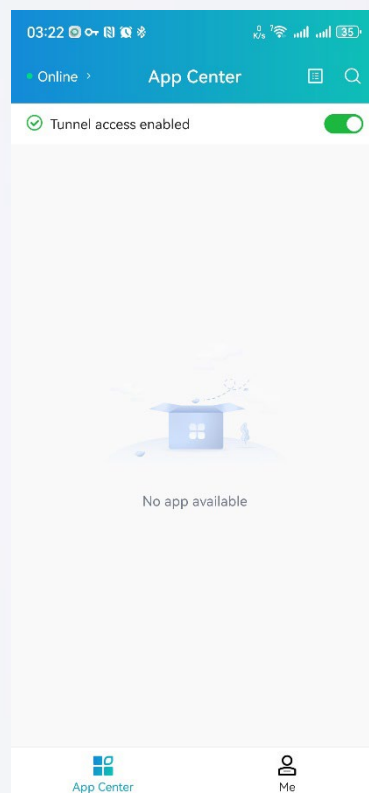
# Troubleshooting and log collection for Android/HarmonyOS clients



# Troubleshooting

When you encounter problems accessing resources on your mobile phone, please collect the information following these steps and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn):

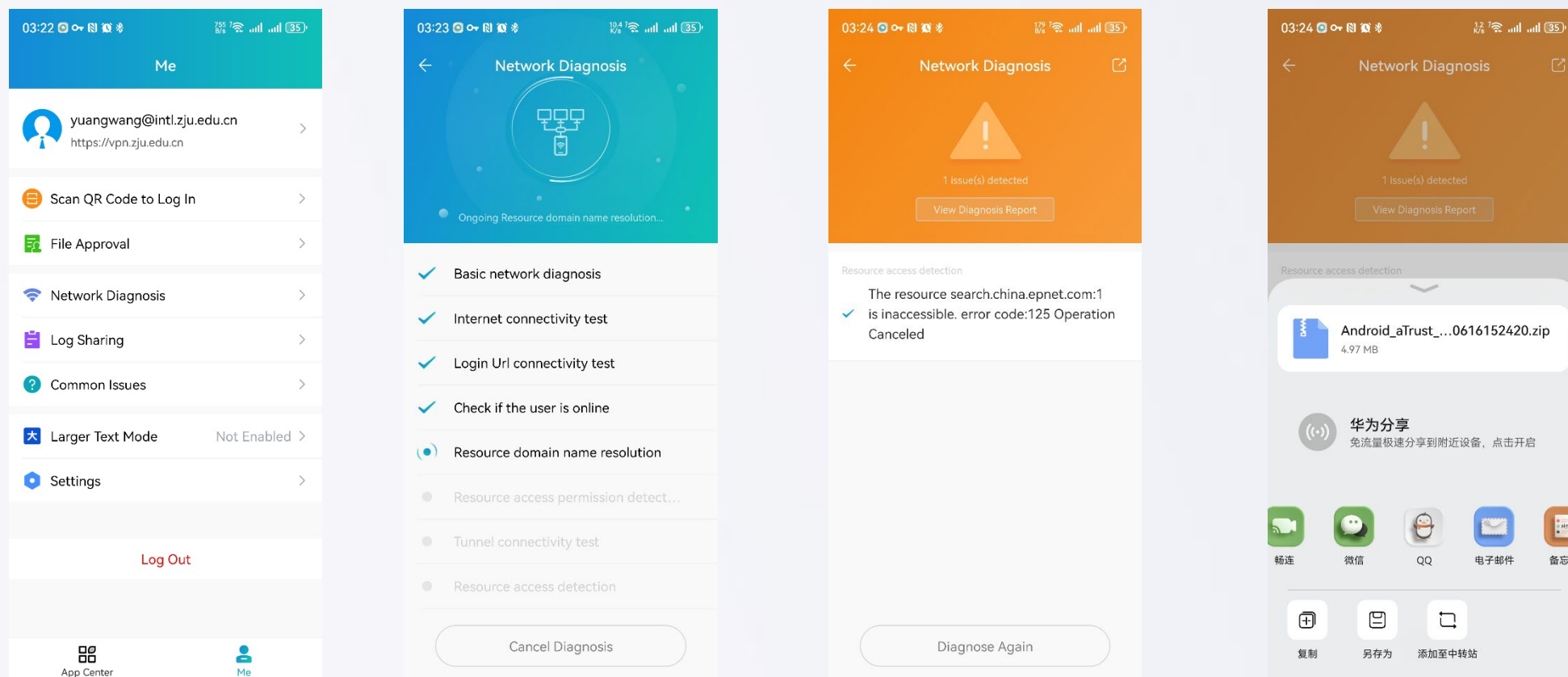
Step 1: Provide the user name, record which resource access has the issue, and offer a screenshot or screen recording of the problem phenomenon (screen recording is recommended). Step 2. Check whether the mobile client is online.



# Troubleshooting

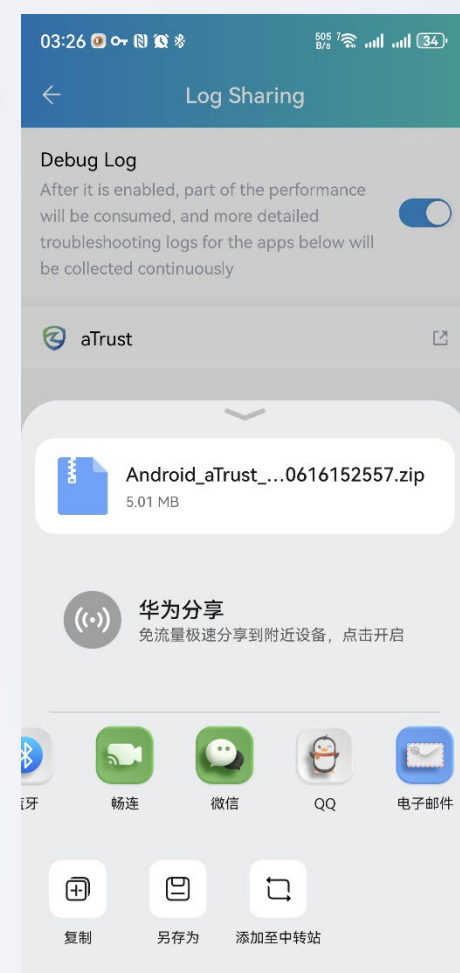
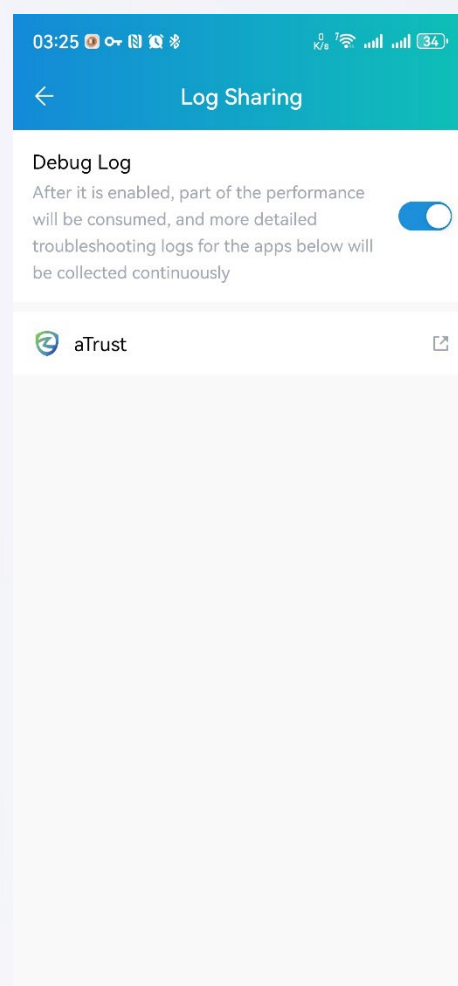
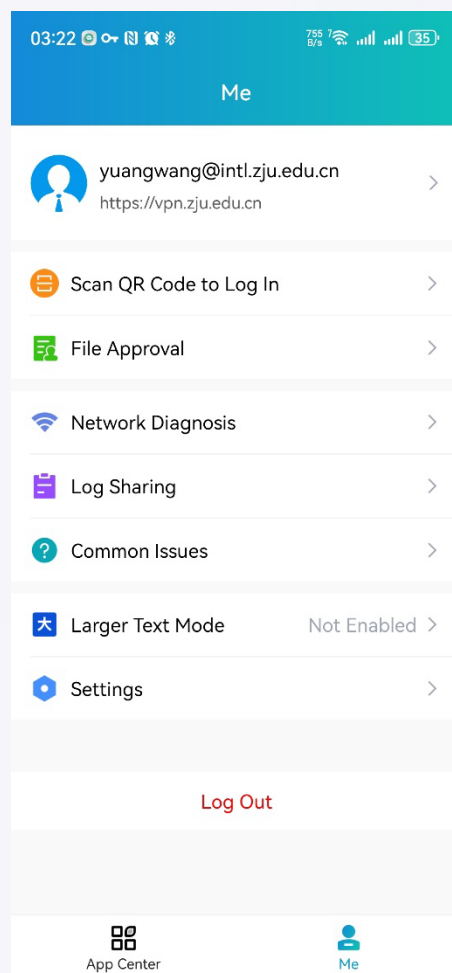
When you encounter problems accessing the resources on your mobile phone, please collect the information following these ideas and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn):

Step 3. On the "My" interface of the mobile client, click on < Network Diagnosis > and take a screenshot to record the relevant diagnosis results.



# Troubleshooting

Step 4. In the "My" interface of the mobile client, click on < Log Sharing >, then start log debugging, repeat the fault phenomenon, and send the relevant information to [toxwmaster@zju.edu.cn](mailto:toxwmaster@zju.edu.cn)

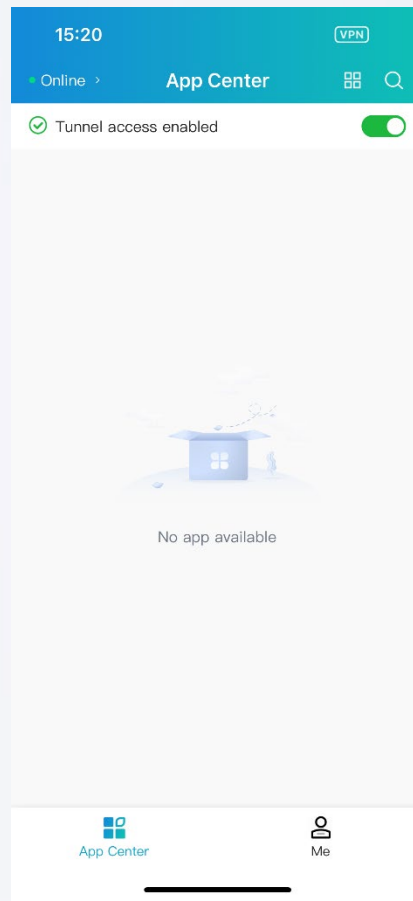


# Troubleshooting and log collection for Apple iOS clients

# Troubleshooting

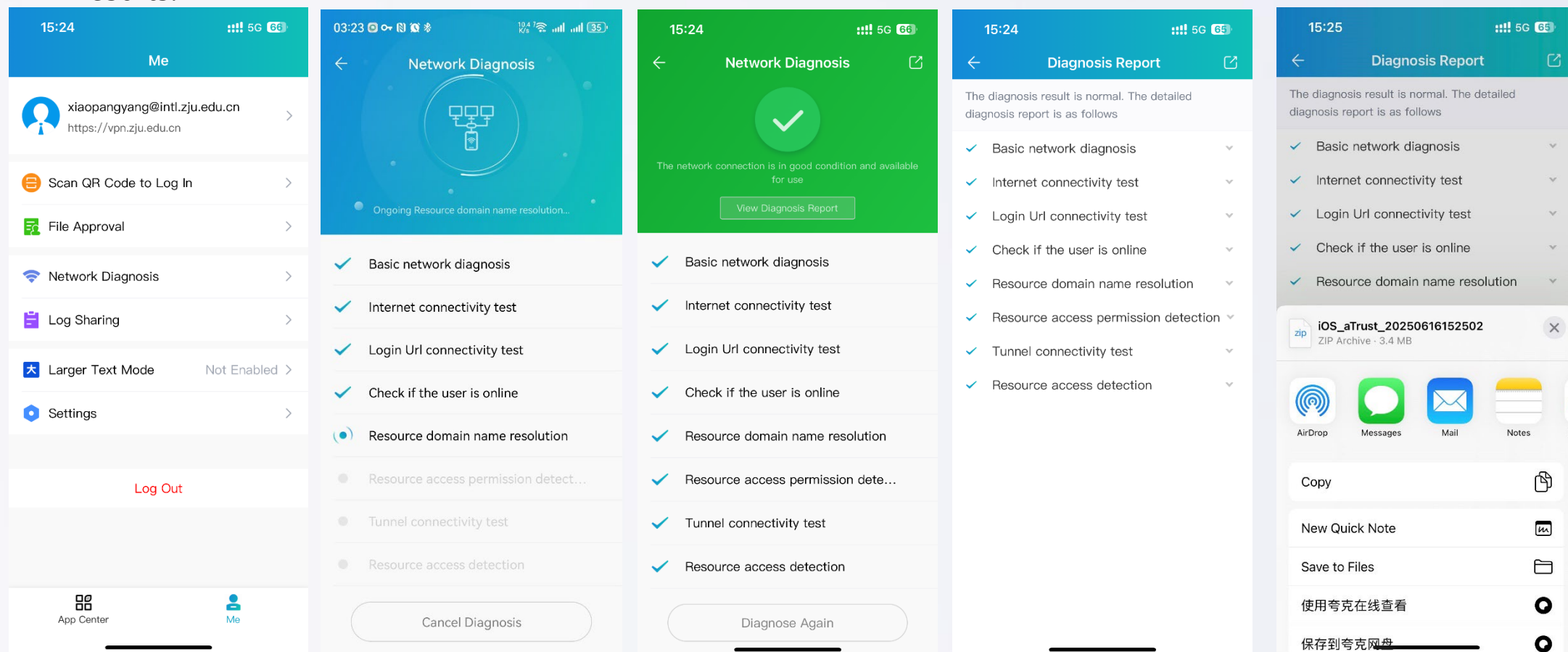
When you encounter problems accessing resources on your mobile phone, please collect the information following these steps and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn):

Step 1: Provide the user name, record which resource access has the issue, and offer a screenshot or screen recording of the problem phenomenon (screen recording is recommended). Step 2. Check whether the mobile client is online.



# Troubleshooting

When you encounter problems accessing resources on your mobile phone, please collect the information following these steps and send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn): step 3. In the "My" interface of the mobile client, click on < Network Diagnosis > and take a screenshot to record the relevant diagnosis results.



# Troubleshooting

Step 4. In the "My" interface of the mobile client, click on < Log Sharing >, then start log debugging. After repeating the fault phenomenon, send the relevant information to [xwmaster@zju.edu.cn](mailto:xwmaster@zju.edu.cn).

