Troubleshooting NX (v3.5)
For users of Microsoft Windows

TROUBLESHOOTING TIPS FOR WHEN THINGS FAIL: Occasionally something may go wrong when trying to establish an NX connection. Here’s some tips on what to do.

1. Try again. Because there are really several computers that act as ranger, one of them may be having a problem. The next time you try to log in via NX, you are likely (but not guaranteed) to get another computer in the set and that may clear up the problem. If after three or four attempts you still can’t connect, try another one of the tips below.

2. Reset your Linux account. The CS department Account Management Utility website has a feature (called Account Repairs) that allows you to “reset” or clear whatever may be already running on ranger (probably some unwanted “leftover” processes) that might be affecting your ability to log in. Go to the site, https://mgt.cs.mtsu.edu/aru and you will be greeted with a window that resembles the following:

![Account Management Utility](image)

Enter your PipelineMT username and password and click “Log In” and you’ll go to the next window that will be labeled Account Details and will look something like the following screenshot. You may have several registered accounts; find the account you are attempting to log into and click the link labeled Reset All Linux Processes.
You will next be presented with a confirmation screen that looks something like this:

Click on the indicated link to Reset All Linux Processes. (Afterwards you may return to the Accounts Page and logout of the Account Management Utility.) Anything running on any of the ranger computers should now be reset and you’re ready to try to use NX to log in again.
3. Sometimes an NX connection will seem to “hang” when logging in. No authentication error occurs but NX either just “sits there” or disappears without a trace. This happens most commonly when using the NX Web Companion but it might occur with the NX Client too. This problem is sometimes caused by an “identity crisis” within NX. In these cases, NX isn’t sure that it is connecting to the true ranger server and seemingly fails due to indecision. If this happens, try going to the folder “%USERPROFILE%\.ssh”. (Open any folder window and enter this into the address bar exactly as shown in the picture that follows. If you don’t have an address bar, go to View->Toolbars and activate “Address Bar”.) Delete the “known_hosts” file. Once the “known_hosts” file is deleted, try connecting again with NX. If that still fails, reboot your system\(^1\) and try again.

4. Give up---well, “retreat and get help” might be a better way of expressing it. What you need to do now is figure out if the problem is (a) on the ranger end of the connection or (b) on your PC end of the connection. To rule out that the trouble is on your end, we shall try to “test drive” a connection to another server system. Using your browser, go to the following web site: http://www.nomachine.com/testdrive.php

\(^1\) You can avoid the reboot if you are comfortable using the Windows Task Manager. The purpose of the reboot is to kill any stray NX processes. Using the Windows Task Manager’s “Processes” view, kill the following processes if they are present: nxclient.exe, nxssh.exe, NXWin.exe, and nxauth.exe. Now try NX again.
and, within the “Use the NX Web Companion” area, click on the GNOME picture (see red arrow in screenshot above.) Then click “Continue”.

Click your way so as to continue through any Java or Security related questions. If all goes well, you will eventually get a UNIX Desktop (technically, a GNOME Desktop).

**IF you get to the UNIX Desktop,** the problem is probably not with the PC you are on but at the **ranger** end. (To get off the test drive, find the bottom menu bar and click “Desktop”, then select “Log Out”, and then finally select “OK”.

**BUT if you DON’T get to a UNIX Desktop,** then the problem is probably on your machine or with your network connection. If the problem is on your side, try rebooting once more and see if that helps.

**Your final step is to tell your instructor** what happened as a result of doing this “test drive” connection. The instructor will then contact the system staff and let them know about the problem and see what they recommend. There’s nothing else you can do at this point if the connection continues to fail.

Until a solution to your connection problem is found, your best bet is to go to a CS computer lab and use one of the machines there (like you do during Closed Lab) to connect to **ranger**.