

# Known problems

Isabel 4.10



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This document is a compilation of problems (and fixes) for issues that are not strictly part of Isabel, but are somehow related (for example, problems with the Operating Systems, hardware,...)

## **1. The audio of my Isabel terminal does not start (red dot in the admin panel) and my USB webcam has a built-in microphone**

When Linux is booting, searches for every soundcard and names them as card0, card1, card2,... as it find them. Since the Linux USB module is started before the soundcard module, if finds first the mic in the USB webcam, and names it as card0; then it keeps searching and finds the real soundcard, naming it card1.

Since Isabel uses card0, it is trying to use the “webcam soundcard”, which is just a mic, not a real soundcard, and the Isabel audio component fails to run.

The easy solution is to unplug the webcam, reboot the PC and plug the webcam once the PC has completely rebooted (that is, the Ubuntu desktop is shown again).

## **2. I have unplugged my USB card and when plugged again, it does not work**

If you are unplugging and plugging USB devices very quickly, it may cause the device not to work, and the Isabel video component may stop working.


The solution is to wait a couple of second since you unplug the device until you plug it again.

## **3. I am trying to use the Control Display (UNIX X display) feature to send some of the windows to another computer, but it does not work**

It may have may causes, but if network problems have been discarded, you should check permissions. In previous Isabel versions, it was allowed by default, but now it has been disabled for security reasons.

To reactivate it, you must do some things:

- Edit /etc/X11/gdm/gdm.conf and set DisallowTCP=false. This line allows the X server to accept TCP connections
- Edit /etc/X11/xinit/xserverrc and remove the “-nolisten tcp” option. This may not be needed, depending on how you are launching your Ubuntu Linux Desktop.
- Reboot the system.

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- Once Ubuntu Desktop started again, launch an xterminal and type “xhost +”. This allows any host to send X windows to your computer. If you are familiar with Unix X you may find a better approach, but this is enough for most of the people.

In other systems, such as other Linux distributions, other Unices or X Servers for MS Windows (XWinPro, CygwinX or others), check the provided documentation.

#### **4. I want to host a Session Server or a Flowserver in my computer room, but I still need a screen and a keyboard just to login and start Isabel!!!**

Not actually. Setting non-interactive Isabel terminals (such as Flowservers and non-Interactive Session Servers) in and computer room (usually in a rack, without screen or keyboard, or even in a third-party outsourced housing) is a very common and sensible solution.

You can use the remote launcher to start/stop that Isabel Flowserver/Session Server. But, in order to do so, a small subset of Isabel (called XLIM) must be running. In an Interactive Isabel terminal, XLIM is started whenever you login to your Ubuntu Desktop.

In a non-interactive PC, you should set the autologin feature in Ubuntu; also, set the screensaver to start in one minute (which is the minimum settable time) and to ask for password. This way, the PC will boot, login automatically and quickly run the screensaver with password.