

Application session recording doesn't work

- Parallels Secure Workspace

Symptoms

Application session recording doesn't work.

Cause

- Incorrectly configured URL.
- Network connectivity.
- Share/folder permissions.

In case of an incorrectly configured URL, in the log files a similar error will be visible:

```
Apr 13 09:18:47 awhost001 manage.py[39644]: Uploading recording failed, file:
/var/lib/awingu-application-gateway/recorded-sessions/fda3a212-4bde-4793-b2d8-4622f4
Traceback (most recent
call last):
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.6/site-packages/awingucore/tasks/tas
line 154, in upload_record
protocol,
protocol_params = parse_drive_url(url)
File
"/opt/awingu/awingu-core/virtualenv/lib/python3.6/site-packages/awingucore/tasks/tas
line 67, in parse_drive_url
domain_name, username
= username.split('\\')
AttributeError: 'NoneType'
object has no attribute 'split'
```

Other causes will have other error messages in the log files.

Resolution

1. Go to **System Settings > Configure > User Connector** and scroll down to the **Application session recording** section.
2. Validate the **Recordings Upload URL**.
 - ◆ Only SMB/CIFS and HTTP (WebDAV) are supported. HTTPS is not supported.
 - ◇ SMB example: smb://DOMAIN\username:password@server:port/path/to/save
Note that DOMAIN should match an **Awingu** domain name, which might be different from the **NetBIOS** name, and must be uppercase.
 - Mind that when specifying the username and password,
 - ◇ HTTP example: http://username:password@server:port/path/to/save

3. If still not working:

- ◆ Validate the permissions for the specified user (in the URL) at the target server.
 - ◆ Validate connectivity.
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