



Ekran System v.5.4 Troubleshooting

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Quick Access to Log Files

Log files contain information that might be useful for administrator for detecting problems in the system if any.

You can either analyse the log files yourself to get more information on what is happening in your system or send them to the Support team to help them in detecting the source of problems in your system.

In case the log files contain the information on some errors, the warning message will be displayed on the Diagnostics page.

To download the Server log file, login as the user with the Database Management permission, click the **Diagnostics** navigation link to the left and then click **Download Server log** file. The log file will be downloaded to your computer.

NOTE: On the Server computer, the Server log (Server.log) is stored in the Server installation folder. The default location of the Server installation folder is C:\Program Files\Ekran System\Ekran System).

To download the Management Tool log file, login as the user with the Database Management permission, click the **Diagnostics** navigation link to the left and then click **Download Management Tool log** file. The log file will be downloaded to your computer.

Database/Server

Database/Server Related Issues

Issue	Cause/Solution
I cannot start the Server from the Server tray.	To start the Server, the Server tray service must be started under the administrator account.
There are too many records in the database.	Use the automatic or manual database cleanup feature to remove the old records from the database. To do this, in the Management Tool, click the Database Management navigation link and define the cleanup settings on the corresponding tabs.
I have defined a new database , what happened to the old one?	The old database remains in place and is not changed.
I need to transfer the data from an old database to a new one/I want to change the type of the database without losing data.	Unfortunately, the data cannot be transferred from one database to another.

Issue	Cause/Solution
I have transferred the SQL database to another computer.	Unfortunately, you can't relocate the SQL database to another computer. Though you can move it to another location on the same PC with SQL means.
I have changed the location of the Firebird database.	To redefine the location of the Firebird database , move it to another location and change the corresponding values in the Windows Registry Editor.
I have installed a new version of the Server and I want to use the old database .	If you have updated the Server, your old database will remain. If you have reinstalled the Server, you need to use a new database.
I have used the database cleanup feature, but the size of the database didn't change .	The cleanup feature only removes data from the database, but does not change the size reserved by it. To reduce the size of the database, click Shrink database on the Database Options tab on the Database Management page of the Management Tool.
I have accidentally removed the database from the MS SQL Server.	You need to define a new database. To do this, you need to reinstall the Server.
I cannot shrink the database : the Shrink database button is absent in the Management Tool on the Database Options tab.	<ul style="list-style-type: none"> • Make sure you use the MS SQL Server database. • The shrinking cannot be performed if the cleanup procedure is in progress.
My anti-virus blocks the Server uninstallation/update.	Due to the uninstaller specifics some anti-viruses might detect it as a false positive during virus scan. In this case, it is recommended to disable your anti-virus during Server uninstallation/update.

Database/Server Related Error Messages

The following table provides the list of error messages related to databases and the Server and their causes and possible solutions. These messages may appear in the Management Tool, from the Server tray service, or during the installation of the Server.

Message	Cause/Solution
If you get the following message in the Management Tool: "Connection with MS SQL database is lost. Please check	<ul style="list-style-type: none"> • The Server has lost the connection to the MS SQL Server. Please make sure that the MS SQL Server is running and it is online and accessible. To check that the MS SQL Server computer is

Message	Cause/Solution
<p>that the database is accessible and try again."</p>	<p>accessible, enter the following command in the Windows command line: ping <name of the MS SQL Server computer></p> <ul style="list-style-type: none"> • The connection to the MS SQL Server is blocked by the Firewall. Try disabling the Firewall on the MS SQL Server side.
<p>If you get the following message when trying to restart the Server service: "Not enough permissions to restart the Server."</p>	<p>You can restart the Server service only under the administrator account.</p>
<p>If you get the following error while trying to clean up the database: "Error occurred while clearing the database. Please try again."</p>	<ul style="list-style-type: none"> • The program encountered an unexpected error while trying to clear the database. Try clearing the database again. • Make sure the Server service is running. • There was a problem with connection to the database. Please make sure that the computer on which the database is installed is online and accessible. To check that the computer is accessible, enter the following command in the Windows command line: ping <name of the computer with installed database> <p>If the problem comes up again, please, send us logs (the Server Service file), which you can find in the Server sub-folder of the Ekran System installation folder.</p>
<p>If you get the following message from the Server tray service: "The Server connection with the database has been lost. Click to view logs."</p>	<ul style="list-style-type: none"> • The Server has lost the connection to the database. Please make sure that the computer on which the database is installed is online and accessible. To check that the computer is accessible, enter the following command in the Windows command line: ping <name of the computer with installed database> <p>If the problem comes up again, please, send us logs (the Server Service file), which you can find in the Server sub-folder of the Ekran System installation folder.</p>

Message	Cause/Solution
<p>If you get one of the following messages while trying to perform an action with database:</p> <ul style="list-style-type: none">• "An error occurred when shrinking database. Please try again."• "Error occurred while retrieving database info. Please try again."	<ul style="list-style-type: none">• The program encountered an unexpected error while trying to perform an action with database. Please try performing the action again.• There was a problem with connection to the database. Please make sure that the computer on which the database is installed is online and accessible. To check that the computer is accessible, enter the following command in the Windows command line: ping <name of the computer with installed database> <p>If the problem comes up again, please, send us logs (the Server Service file), which you can find in the Server sub-folder of the Ekran System installation folder.</p>

Management Tool

Management Tool Related Issues

Issue	Cause/Solution
<p>HTTP 500 Internal Server error is displayed when I try to connect to the Management Tool.</p>	<p>For Windows 7, follow these instructions:</p> <ol style="list-style-type: none"> 1. Make sure that all the following check boxes are selected in the Windows Features window: Net Framework 3.5> Windows Communication Foundation HTTP Activation and Windows Communication Foundation non-HTTP Activation. 2. Run the Command Prompt (cmd.exe) as administrator: Enter %windir%\Microsoft.NET\Framework\v4.0.xxxx\aspnet_regiis.exe -iru (for 32 bit machine) or %windir%\Microsoft.NET\Framework64\v4.0.xxxx\aspnet_regiis.exe -iru (for 64 bit machine). <p>Example: C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -iru</p> <ol style="list-style-type: none"> 3. Press Enter. <p>For Windows 8.0 or 8.1, make sure that all the following check boxes are selected in the Windows Features window: Net Framework 3.5> Windows Communication Foundation HTTP Activation and Windows Communication Foundation non-HTTP Activation.</p>
<p>The license management function is unavailable and I cannot assign licenses to Clients.</p>	<p>Make sure you have the administrative Client installation and management permission. If you have this permission, but the license management function is still unavailable, then your copy of the program is not licensed. Please purchase serial keys and activate them online or activate them on your vendor’s license site and add them offline.</p>
<p>I have no Internet connection on the computer with the installed Server and cannot activate serial keys.</p>	<p>You can activate the serial on the license site of your vendor and then add activated keys on the computer with the installed Server.</p>
<p>I have reinstalled/updated the Server and now there are no activated serial</p>	<ul style="list-style-type: none"> • If you activated serial keys online, after you reinstall or update the Server, activated serial

Issue	Cause/Solution
<p>keys in it.</p>	<p>keys will be automatically synchronized. For this purpose, you need to have an active Internet connection during the first start of the Server.</p> <ul style="list-style-type: none"> If you used an offline activation (added activated serial keys), you need to add them in the Management Tool again.
<p>The list of the domain computers is empty during the Client installation.</p>	<p>This problem can be caused by network or Windows issues (e.g., your computer cannot connect to the local network). If there are no network problems, try searching for computers via the Add computers by IP option. To install Clients in such a way, on the Computers without Clients page click Add computers by IP.</p>
<p>The list of the domain computers is not complete during the Client installation.</p>	<p>Ekran System obtains the list of domain computers using standard Windows methods, which do not always provide the full list of computers.</p>
<p>The target computer is out of the domain.</p>	<p>If DNS settings of your computer network allow, you can:</p> <ul style="list-style-type: none"> Search for computers using the Add computers by IP option. To install Clients in such a way, on the Computers without Clients page, click Add computers by IP. create an installation package and install a Client locally on the target computer. To generate an installation package, on the Computers without Clients page, click Download installation file and then select the type of the installation file you want to download. When the installation file is downloaded to your computer, you can start the installation process.
<p>I have assigned a Terminal Server Client license instead of a Workstation Client license to the Client or I have assigned a license to the wrong Client.</p>	<p>Any license can be unassigned from a Client anytime.</p>
<p>There are some Clients that I did not install.</p>	<p>These may be old Clients that were installed earlier. You can uninstall them remotely via the Management Tool or locally on the Client computer.</p>

Issue	Cause/Solution
I do not receive email notifications , although the parameters are correct.	Make sure you do not use Microsoft Exchange Server 2010, which is not supported.
Some of the Management Tool functions are unavailable .	Make sure that you have the corresponding permissions for these functions.
I do not want to provide the user with access to all Clients.	By defining the Client permissions for the user in the Management Tool, you can define which Clients the user will have the access to.
I forgot the password of the internal user .	Contact the administrator and ask him/her to change the password.
The user is able to perform actions that are supposed to be prohibited for him/her (e.g., the user sees the Clients that he/she does not have a permission for).	Check the groups which the user belongs to. He/she might have inherited some new permissions from these groups.
I haven't received any reports or alert notifications by email.	Check the Spam folder.

Management Tool Error Messages

The following table provides the list of error messages that you may see while working in the Management Tool and their causes and possible solutions.

Message	Cause/Solution
If you get the following message when trying to connect to the Management Tool: "Server is unavailable. Please contact administrator."	<p>The program encountered an unexpected error while trying to perform an action.</p> <ul style="list-style-type: none"> • Please refresh the Management Tool. • Please make sure that the Server is running. • Please restart the Server and try again. <p>If the problem comes up again, please contact the support.</p>
If you get the following message when trying to connect to the Management Tool: "Wrong password or username."	Please make sure that your login and the password are correct. If you are logging in as a Windows user, do not forget to enter <domain name>\<login>.

Viewing Monitored Data

Issue	Cause/Solution
<p>I have successfully logged into the Management Tool but I cannot see any captured data from the Windows Client.</p>	<ul style="list-style-type: none"> • Please check the section “Possible Problems with Receiving Data from Clients”. • Contact the administrator and check if you have the Viewing monitoring results permission for the Client.
<p>An alert event does not trigger an alert notification and is not displayed as alert in the Management Tool.</p>	<ul style="list-style-type: none"> • Please check that the defined alert parameters are correct on the Alert Rules tab on the Edit alert page of the Management Tool (e.g., Process name may be defined instead of Window title). To do this, open the Alert Management page of Management Tool, click Edit alert for the required alert and select the Alert Rules tab. • The alert might be disabled. Please make sure the alert is enabled on the Alert properties tab in the Management Tool.
<p>I don't receive alert notifications about all the events that correspond to notification settings.</p>	<p>Please check the Minimal interval between notifications sent for the same alert event parameter. If less time than defined in the settings has passed since the moment when the last notification for the same alert event had been received, you will not receive the notification.</p>
<p>Some screenshots are blank.</p>	<ul style="list-style-type: none"> • If a user types something continuously, stops typing, and then switches the window during the 3 seconds period, the keystrokes will be attached to a blank screen capture. • If a user accesses the Client computer via the Remote Desktop Protocol (RDP) and minimizes the Remote Desktop Connection window, a blank screen capture is created.

Issue	Cause/Solution
Client sessions contain no screenshots at all.	<p>Please check that the Enable screenshot creation along with user activity recording option is enabled on the required Client.</p> <p>To do this, open the Client Management page and click Edit Client for the required Client, and then click the User Activity Recording tab.</p>
Some screen captures look like they consist of two parts.	There are two monitors on the Client computer and you see the screen captures from both of them.
The Text data column is empty , although the text was entered on the Client computer.	<ul style="list-style-type: none"> • Check that you have Viewing text data permission for this Client. • Please check that you have enabled the keystroke logging in the Client configuration. • The keystrokes are logged only after the user presses Enter or switches to another window. So they might be attached to another screen capture.
The Text data column is empty , although the text was copied, cut, and pasted on the Client computer.	<ul style="list-style-type: none"> • Check that you have Viewing text data permission for this Client. • Please check that you have enabled the clipboard monitoring in the Client configuration.
The screen captures are sent more frequently than I defined.	If in the Client configuration you have enabled options other than Capture screen periodically, the screen captures may be created more frequently depending on the user activity. Check the Client configuration.
Screen capture image is blurry.	The Client computer may have smooth interface animation – the screen capture may have been taken when the animation was in progress.
The screen capture image is black and white.	The Client is configured to capture screen in greyscale images. Please check the Client configuration in the Management Tool.
The screen capture time does not correspond to time on my computer.	The screen capture time corresponds to the time displayed on the Client computer.

Issue	Cause/Solution
The screen capture time does not correspond to the time that should be displayed on Client computer.	Please check that the Client computer time settings have not been changed.

Windows Client

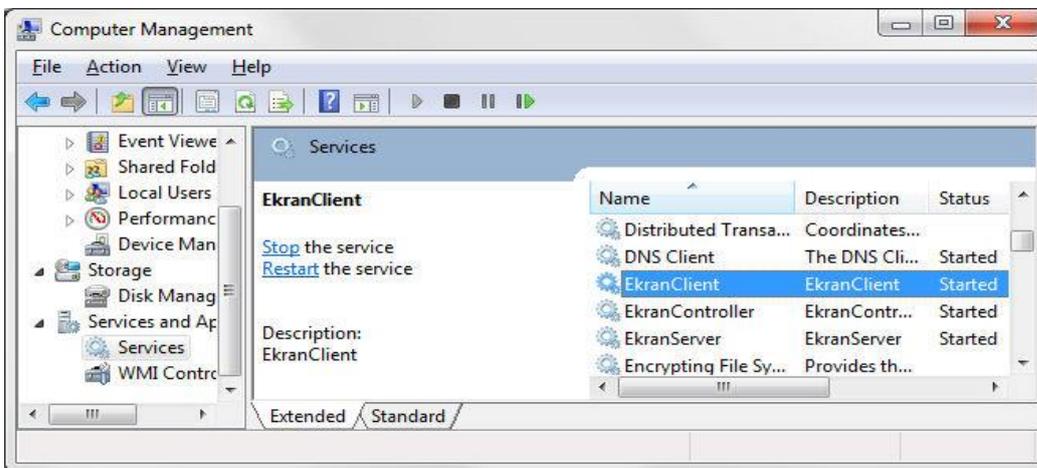
Checking that the Client Is Installed

If the Client is successfully installed, it will appear on the **Clients** page of the Management Tool in the Data View pane.

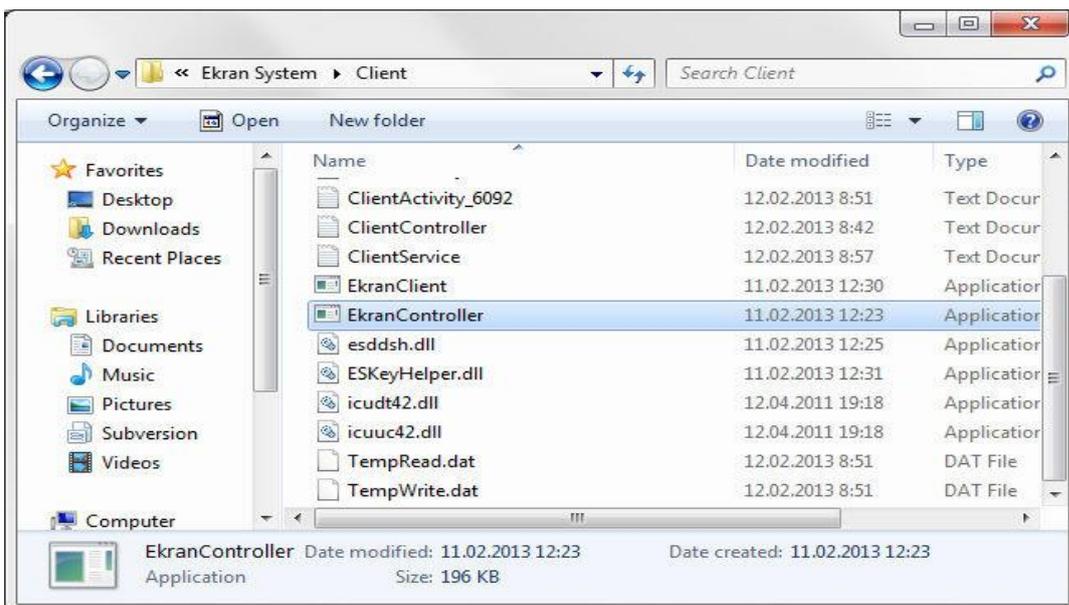
If there is no Client in the Management Tool, you have to check whether the Client has been installed.

You can check if the Client is installed on the investigated computer in one of the following ways:

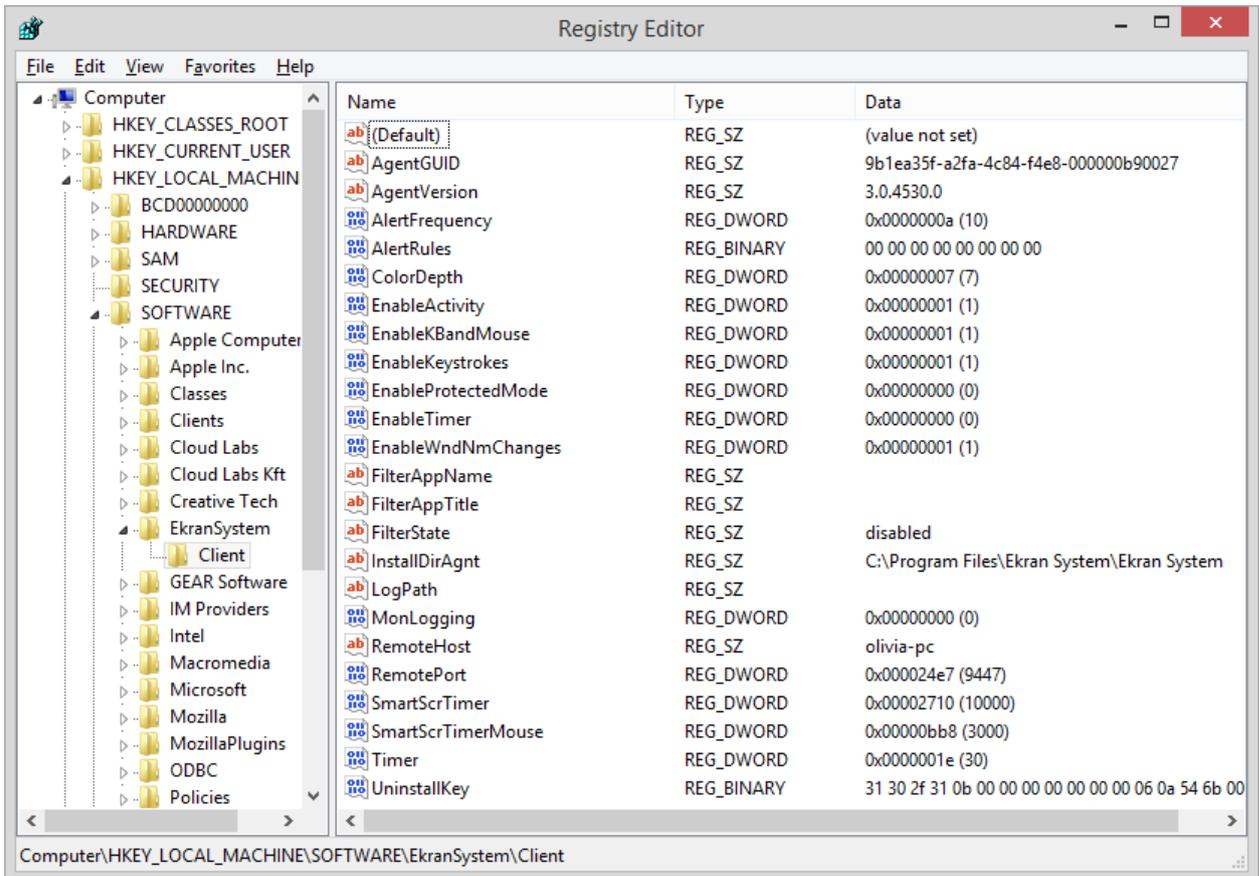
- The **EkranService.exe** process is running.
- The **EkranClient** and **EkranController** services are started.



- There is a **<system disk>\Program Files\Ekran System\Ekran System\Client** folder with executable files.



- The **HKEY_LOCAL_MACHINE\SOFTWARE\EkranSystem\Client** key has the following values:



Clients Installation/Uninstallation Issues and Error Messages

The common reasons of issues with remote installation or uninstallation of Clients are the inadequate network configuration or system settings. If you are sure that a user has administrative rights on the Client computer, please check whether all of the [conditions for successful installation](#) are met.

Remote Installation Error Messages

During remote Client installation you can get the following error messages:

- [The user does not have enough permission on the remote host.](#)
- [The network name cannot be found.](#)
- [Client machine must be rebooted before agent installation.](#)
- [The host is unavailable now or turned off. Try again later.](#)

Solving Remote Installation Issues

If you receive the following error message during the remote Client installation: **“The User doesn’t have enough permission on the remote host”**, as a rule, such issue may be caused by the following reasons:

- [There is no access to network shares.](#)
- [DNS service is unavailable.](#)
- [UAC is enabled \(Windows 7/8/Vista\).](#)
- [Errors in Active Directory.](#)
- [Issues with the Service Principle Name for the domain.](#)
- [Two computers have the same computer name.](#)

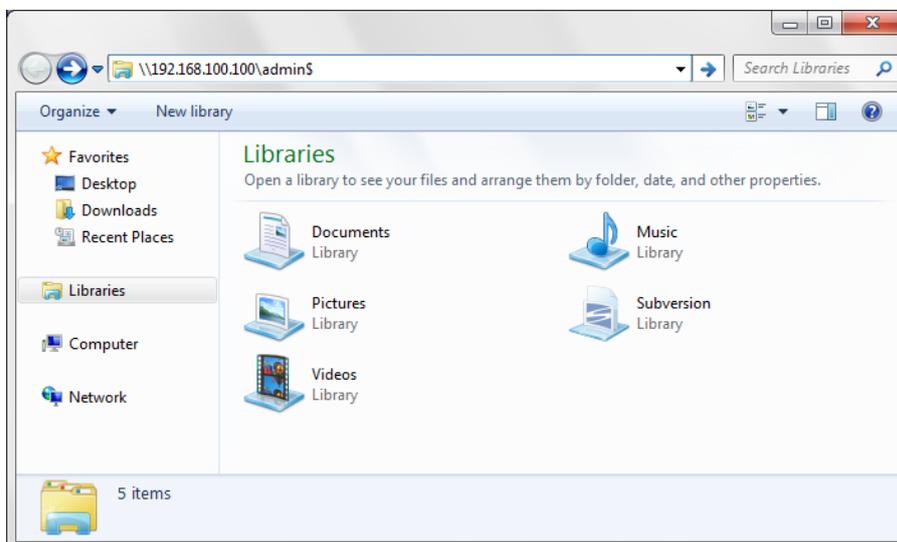
Issue: There is No Access to Network Shares

For successful remote installation, Ekran System needs to access the administrative shares on the target computers. At first, please check that you have access to [administrative shares](#) and if there is no access, [enable](#) it.

How to Check:

To check the administrative shares availability, do the following:

1. Open Windows Explorer.
2. In the address bar type `\\<target_computer_IP/Name>\admin$` and press **Enter**.



3. When the **Enter Network Password** window opens, enter administrator credentials and click **OK**.
4. If the login credentials are accepted, the system folder opens (by default, `C:\Windows`).

If you get an error after performing step 2, try the following:

- Open the Command Prompt (cmd.exe). Enter and execute the **ping <target_computer_name or IP>** command. Check the following:
 1. If you do not get ping replies, network may be down. Check the network connection and try again.
 2. If the network is up, but you do not get the ping reply, check the firewall on the remote computer. Disable the firewall on the target remote computer.
- If you are receiving ping replies, but the administrative share is still unavailable, check that the [Sharing Wizard or the Simple file sharing are disabled](#).
- If you are receiving ping replies and the sharing options are good, but you still cannot access the administrative shares, check that [the Server system service is running on the remote computer](#).

If you get a login error after performing step 3, try the following:

- Make sure that the credentials you enter are correct. You have to enter the credentials of a domain administrator or a local administrator account on the remote computer.
- Verify that the account password is not empty. Accounts with empty passwords cannot be used for remote connection.
- Try typing the username as **<domain_name>\<username>** if the remote computer is in a domain, or **<computer_name>\<username>** if the PC belongs to a workgroup.

How to Fix:

To enable access to administrative shares, you need to enable the Local Account Token Filter Policy.

NOTE: This is a known Windows issue that might block remote application installation.

To enable Local Account Token Filter Policy:

1. Open the **Windows Registry Editor**.
2. In the **Registry Editor** window, select the following key:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System.
3. Double-click the **LocalAccountTokenFilterPolicy** value, or select it and click **Modify** in the context menu.
4. In the **Value data** box, type 1, and then click **OK**.
5. Close the **Windows Registry Editor**.

If the LocalAccountTokenFilterPolicy registry value does not exist, follow these steps:

1. In the **Windows Registry Editor** in the **Edit** menu, click **New**, and then click **DWORD Value**.
2. Type **LocalAccountTokenFilterPolicy** and then press **ENTER**.

3. In the **Value data** box, type 1, and then click **OK**.
4. Close the **Windows Registry Editor**.

Issue: DNS Service is Unavailable

DNS service may be unavailable in your network. Try using the remote computer's IP address if you cannot access it by the name.

How to check:

To check the DNS Service availability, please execute the following command in the Command line (cmd.exe): ping <Computer name>.

If the command does not respond, you have to enable the DNS Service.

How to fix:

To enable the DNS Service, please follow the instructions of the Windows Troubleshooting. In the Windows Server 2003, you can use the **netdiag.exe** tool.

Issue: UAC is Enabled (Windows 7/8/Vista)

If you [access the administrative shares](#) normally on the remote PC running Window Vista or Windows 7/8, but the Client remote installation fails, try disabling the User Account Control on the remote computer.

How to check:

By default, UAC is enabled in Windows 8/7/Vista.

How to fix:

To disable UAC, do the following:

1. Open the **Windows Registry Editor**.
2. Select the following key:
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\System.
3. Double-click the **EnableLUA** value, or select it and click **Modify** in the context menu.
4. In the opened window, in the **Value data** field, enter **0** and click **OK**.
5. Close the **Windows Registry Editor** window and then reboot the Client computer.

Issue: Active Directory Errors

Errors in Active Directory may be caused by the absence of the critical object that represents the trust relationship between the two Active Directory domains, which have a parent/child or tree root trust relationship.

How to Check:

Errors in Active Directory may occur when you have two or more replicated domains.

How to Fix:

To resolve errors in Active Directory, do the following:

1. Open the **Active Directory Users > Computer Tools**.
2. Open the **System Container**.
3. If there is no TDO object (trusted domain object) in the System container, please reset the trust between parent and child relationships between domain controllers of different domains with netdom.

Issue: Errors in Service Principal Name for the Domain

Issues with Service Principle Name (SPN) for the domain which is hosting the replica, can occur when it has not been propagated to the domain that contains the account which you use when you run the **Dcpromo.exe** file. This propagation may have been delayed because of replication latencies.

How to Fix:

To resolve issues with SPN, do one of the following:

- Login with domain admin of the child domain.
- Wait for replication to complete and use the root admin account.

Issue: Two Computers Have the Same Computer Name

The computer in the child domain has the same name as the computer in the parent domain.

How to Fix:

To resolve this issue, rename the computer in the parent domain which has the same name as the computer in the child domain.

If you get a message at the end of the remote Client installation: **“The network name cannot be found”**, it can be caused by the following reasons:

- [There is no access to the remote computer.](#)
- [There is no access to Network Shares.](#)

Issue: There is No Access to the Remote Computer

How to Check:

Please check that you have access to the remote computer. To do this, enter the following command in the Windows command line: ping <name of the remote computer>

If you do not receive any response, the access might be blocked by the remote computer Firewall.

How to Fix:

Try [enabling the Local Account Token Filter Policy](#) on the target computer.

Issue: There is No Access to Network Shares

Please follow the [instructions described above](#).

If you get a message at the end of the remote Client installation: **“Client machine must be rebooted before agent installation”**, please, reboot the computer because if the Client has been recently uninstalled, the Client computer must be rebooted first.

If you get a message after clicking **Uninstall Ekran System Client: “The host is unavailable now or turned off. Try again later.”**, this means that the Client may be offline or may not be able to connect to the Server. Please do one of the following:

- Wait until the Client appears online.
- If the Client does not appear online, uninstall it locally on the Client computer via the Windows command line by executing the following command: `UninstallClient.exe /key=<uninstallation key>`

By default, the **UninstallClient.exe** file is located here: `C:\Program Files\Ekran System\Ekran System\`.

Possible Problems with Receiving Data from Clients

If an installed Client does not appear online, do the following:

- Make sure that the Client is installed and its services are running.
- Make sure that there are no network connection problems:
On the Server machine, in the Command line (cmd.exe), execute the following command: `ping <Client computer name>`. If the command displays network issues, resolve them.
- Make sure the Client processes/services are not blocked by the antivirus software.

If you changed the name of the Server computer, you have to change it on the Client computer through the registry.

To change the Server name:

1. Open the **Windows Registry Editor**.
2. Select the following key: `HKEY_LOCAL_MACHINE/SOFTWARE/EkranSystem/Client`.
3. Double-click the **RemoteHost** value, or select it and click **Modify** in the context menu.
4. Enter the new name or IP address of the Server to which the Client must connect.
5. Reboot the Client computer.

NOTE: If the Client works in the non-protected mode, you can change the name of the Server to which it connects, by installing the Client remotely via the Management Tool once more.

If a Client is online and not sending any data, do the following:

- Make sure the screen capturing is enabled in the Client configuration.
- Make sure a license is assigned to the Client.
- Make sure there is more than 500MB on the disk on which the Client is installed.
- Make sure the database is not full: there may be no free space left on the disk where the database is located in the Server database.

If an installed Client has stopped sending data, it may be caused by the following issues:

- The Client processes on the Client computer may have been terminated. Make sure the Client processes are running on the Client computer (see [Checking that the Client is installed](#) topic in the help file).
- The Client service (EkranClient) might have been stopped. Please make sure it is started.
- The Client computer may be offline. Make sure it is online and has no network connection problems.
- The sending of data is prevented by antivirus software. Make sure the Client processes/services are not blocked by the antivirus software.
- The connection might be blocked by Firewall. Try [unblocking](#) the connection.

Possible USB Monitoring Problems

If an installed Client with the USB monitoring/blocking option enabled does not detect the USB devices, do the following:

1. Check if the USB drivers are installed. To do this, on the Client computer, in the Command line (cmd.exe), execute the following command:
UninstallClient.exe /usbcheck
2. Install the drivers if they are not installed. To do this, execute the following command:
UninstallClient.exe /usb=true /key=<uninstall key>
3. Uninstall the drivers to reinstall them afterwards. To do this, execute the following command:
UninstallClient.exe /usb=false /key=<uninstall key>

Linux Client

Possible Problems with Receiving Data from Clients

If an installed Client does not appear online, do the following:

- Make sure that the Linux Client is installed and running by [checking the state](#) of the Client.
- Make sure that there are no network connection problems:

On the Server machine, in the Command line (cmd.exe), execute the following command: ping <Client computer name>. If the command displays network issues, resolve them.

If a Linux Client is online and not sending any data, do the following:

- Make sure a license is assigned to the Client.
- Make sure there is enough free space on the disk on which the Client is installed.
- Make sure the database is not full: there may be no free space left on the disk where the database is located in the Server database.

If an installed Client has stopped sending data, it may be caused by the following issues:

- The Linux Client might have been stopped. Please [make sure it is started](#).
- The Client computer may be offline. Make sure it is online and has no network connection problems.

Checking the State of the Linux Client

If the Linux Client is successfully installed, it will appear on the **Clients** page of the Management Tool in the Data View pane.

If there is no Linux Client in the Management Tool, you have to check whether the Client has been installed.

To check the status of the Linux Client, run the command-line terminal and enter the following command:

\$ service Ekran status

```
[user@Centos71a EkranClient]$ service Ekran status
Checking EkranAgent:                               Running
[user@Centos71a EkranClient]$
```

Restarting Linux Client

To restart the Linux Client, use the following command in the terminal of the Client computer:

- **\$ sudo service Ekran restart**

Alternatively, stop and restart the Linux Client using the following commands:

- **\$ sudo service Ekran stop**
- **\$ sudo service Ekran start**