# Packages - Bug #3447

## Jami cannot show any window

2023-02-14 07:09 PM - Avron

| Status: | not-a-bug | % Done: | 0% |
|---|---|---|---|
| Priority: | bug | | |
| Assignee: | | | |
| Category: | | | |

**Description**

- steps to reproduce:
  Install jami.
  Run jami.
  Right click on Jami icon in Mate panel.
  Click on "Show Jami"

- expected result:
  The Jami windows appears.

- actual result:
  Nothing occurs.

Result of starting Jami from the terminal:
$ LC_ALL=C jami
Using Qt runtime version: 6.4.2
"notify server name: Notification Daemon, vendor: MATE, version: 1.26.0, spec: 1.1"
"Using locale: C"
No accounts to migrate
Screen saver dbus interface:  "org.gnome.ScreenSaver"
Can't update current account info data for ""
QQmlApplicationEngine failed to load component
qrc:/src/MainApplicationWindow.qml:108:5: Type DaemonReconnectPopup unavailable
qrc:/src/commoncomponents/DaemonReconnectPopup.qml:26:1: Type BaseModalDialog unavailable
qrc:/src/commoncomponents/BaseModalDialog.qml:107:5: Type DropShadow unavailable
qrc:/qt-project.org/imports/Qt5Compat/GraphicalEffects/DropShadow.qml:6:1: Cannot load library
/usr/lib/qt6/qml/Qt5Compat/GraphicalEffects/private/libqtgraphicaleffectsprivateplugin.so: (libQt6ShaderTools.so.6: cannot open
shared object file: No such file or directory)
Main window loaded using OpenGLRhi
NetworkManager client initialized, version:  1.40.12 , daemon running: yes , networking enabled: yes
primary network connection: 0f2dcad1-91d9-4550-bee7-69145e8e2536 default:  yes

## History

**#1 - 2023-02-14 07:50 PM - bill-auger**

sry i did not test this well - i forgot my credentials long ago - i only launched it and saw the login screen, and assumed that it was good - that should
have been a reasonable assumption - all i did was to rebuild the existing version (to close #3377) - there are new releases upstream; but i was hoping
to avoid a rabbit-hole - strictly speaking, that login window was "any window" - maybe that should be "some specific class of windows"

```
$ LC_ALL=C jami
```

i wonder if that is the problem - i launched 'jami-qt' not 'jami'

could you try:

```
$ jami-qt
```

if that does not work, could you try building the same version as the arch package? - you should only need to change  the git commit in the
PKGBUILD

**#2 - 2023-02-14 08:20 PM - Avron**

jami-qt does the same.

I removed ~/.cache/jami, ~/.config/jami and ~/.local/share/jami to eliminate problems with things stored but it makes no difference. I haven't used jami

on parabola for a while.

The message in the terminal show up before I do anything, I don't see any login window, just he icon in the Mate panel which has a drop down menu with two choices, "Show Jami" and "Quit", none of them do anything.

Will try building as you suggested (probably by the end of the week).

### #3 - 2023-02-14 08:36 PM - bill-auger

note that if you literally "removed" (rm -rf) ~/.config/jami and ~/.local/share/jami, you have destroyed your credentials - not merely de-configured them - i mean they are gone forever, unless you have previously setup jami on another device, or backed-up the export.tar.gz somehow

### #4 - 2023-02-14 08:42 PM - Avron

No worry, I have Jami configured on another disk and on two other computers, all using Trisquel.

### #5 - 2023-05-22 05:29 PM - bill-auger

*- Status changed from unconfirmed to not-a-bug*

closing as stale