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Simplify[eqns13 /. {c1|2 → c}]

V0[0, c] == 1 && V0[c, 0] == 1 && V11[c, 0] == 0 &&
-1 + e^c + 2 c e^c V12[c, c] == V21[c, c] && -1 + e^c + 2 c e^c V12[c, c] - 2 c V21[c, c] == 0 &&
2 c == 0 &&
(-1 + e^c) (-1 + e^c + 2 c e^c V12[c, c] - 2 c V21[c, c]) == 0 &&
c
2 c e^{c/2} V11[c, c] - (-1 + e^{c/2}) (-1 + e^{c/2} - 2 c V21[c, c]) == e^c V22[c, c] &&
2 c == 0 &&
2 c e^{c/2} V12[c, c] - (-1 + e^{c/2})^2 + 2 c (-e^{c/2} + e^c) V12[c, c] - 2 c e^{c/2} V22[c, c] == V11[c, c]
2 c == 0 &&
Solve[{-1 + e^c + 2 c e^c V12[c, c] == V21[c, c] && -1 + e^c + 2 c e^c V12[c, c] - 2 c V21[c, c] == 0 &&
(-1 + e^c) (-1 + e^c + 2 c e^c V12[c, c] - 2 c V21[c, c]) == 0 &&
c
2 c e^{c/2} V11[c, c] - (-1 + e^{c/2}) (-1 + e^{c/2} - 2 c V21[c, c]) == e^c V22[c, c] && V22[0, c] == 0 &&
- (-1 + e^{c/2})^2 + 2 c (-e^{c/2} + e^c) V12[c, c] - 2 c e^{c/2} V22[c, c] == V11[c, c] &&
2 c == 0 &&
V11[c, c] == 0 && V22[c, c] == 0, {V11[c, c], V12[c, c], V21[c, c], V22[c, c]}]
{V11[c, c] → 0, V12[c, c] → -e^{-c/2} (-1 + e^{c/2}), V21[c, c] → -1 + e^{c/2}, V22[c, c] → 0}
Solve[eqns, {V11[c1, c2], V12[c1, c2], V21[c1, c2],
V22[c1, c2], V11[c2, c1], V12[c2, c1], V21[c2, c1], V22[c2, c1}}][[1]]
Solve::svrs : Equations may not give solutions for all "solve" variables. >>
{V11[c1, c2] →
e^{-c1/2} (-e^{c1/2} c1 + e^{c1+c2/2} c1 + c2 - e^{c1/2} c2) - e^{-c1/2} (-1 + e^{c1/2}) c2 V21[c1, c2]
c1 (c1 + c2) + e^{c2/2} V22[c2, c1],
V12[c1, c2] →
e^{-c1} (-1 + e^{c1}) c2 V21[c1, c2]
-1 + e^{c2} c1,
V22[c1, c2] →
e^{-c1} (-1 + e^{c1/2}) (-1 + e^{c1+c2/2}) + e^{-c1} (-1 + e^{c1}) c2 V21[c1, c2]
(1 + e^{c2}) (c1 + c2) + e^{-c1} (-1 + e^{c1}) V21[c1, c2]
1 + e^{c2},
V12[c2, c1] →
e^{-c1-c2/2} (-1 + e^{c1+c2/2}) + e^{-c1-c2/2} V21[c1, c2],
V21[c2, c1] →
e^{-c1/2} (-e^{c1/2} c1 + e^{c1+c2} c1 - e^{c1+c2/2} c2 + e^{c2/2} c2) + e^{-c1/2} (-1 + e^{c1}) c2 V21[c1, c2]
(-1 + e^{c2}) c1 (c1 + c2)
}

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$$\begin{aligned}
& \text{Solve[eqns, \{v_{11}[c_2, c_1], v_{12}[c_2, c_1], v_{21}[c_2, c_1], v_{22}[c_2, c_1]\}]} \\
& \left\{ \begin{aligned} v_{11}[c_2, c_1] &\rightarrow \frac{1}{c_2 (c_1 + c_2)} \left( e^{\frac{c_1}{2}} c_1 - e^{\frac{c_1}{2} + \frac{c_2}{2}} c_1 - c_2 + e^{\frac{c_1}{2}} c_2 + e^{\frac{c_1}{2}} c_1^2 v_{12}[c_1, c_2] - e^{\frac{c_1}{2} + \frac{c_2}{2}} c_1^2 v_{12}[c_1, c_2] + \right. \\ & \quad e^{\frac{c_1}{2}} c_1 c_2 v_{12}[c_1, c_2] - e^{\frac{c_1}{2} + \frac{c_2}{2}} c_1 c_2 v_{12}[c_1, c_2] + e^{\frac{c_1}{2}} c_1 c_2 v_{22}[c_1, c_2] + e^{\frac{c_1}{2}} c_2^2 v_{22}[c_1, c_2] \Big), \\ v_{12}[c_2, c_1] &\rightarrow -\frac{e^{-\frac{c_1}{2} - \frac{c_2}{2}} \left( -1 + e^{\frac{c_1}{2} + \frac{c_2}{2}} - c_1 v_{21}[c_1, c_2] - c_2 v_{21}[c_1, c_2] \right)}{c_1 + c_2}, \\ v_{21}[c_2, c_1] &\rightarrow \frac{-1 + e^{\frac{c_1}{2} + \frac{c_2}{2}} + e^{\frac{c_1}{2} + \frac{c_2}{2}} c_1 v_{12}[c_1, c_2] + e^{\frac{c_1}{2} + \frac{c_2}{2}} c_2 v_{12}[c_1, c_2]}{c_1 + c_2}, \quad v_{22}[c_2, c_1] \rightarrow \\ & \quad -\frac{1}{c_1 (c_1 + c_2)} e^{-\frac{c_1}{2} - \frac{c_2}{2}} \left( -e^{\frac{c_1}{2}} c_1 + e^{\frac{c_1}{2} + \frac{c_2}{2}} c_1 + c_2 - e^{\frac{c_1}{2}} c_2 - e^{\frac{c_1}{2}} c_1^2 v_{11}[c_1, c_2] - e^{\frac{c_1}{2}} c_1 c_2 v_{11}[c_1, c_2] + \right. \\ & \quad \left. c_1 c_2 v_{21}[c_1, c_2] - e^{\frac{c_1}{2}} c_1 c_2 v_{21}[c_1, c_2] + c_2^2 v_{21}[c_1, c_2] - e^{\frac{c_1}{2}} c_2^2 v_{21}[c_1, c_2] \right) \} \end{aligned} \right\}
\end{aligned}$$