

# Problems with flexVDI Manager

Q: When installing a new flexVDI Manager, a time out error is shown when the progress bar is stopped in "60 %"

A: In flexvdi-config, during the flexVDI manager installation, the 60% marks the moment when the new flexVDI Manager guest is starting, and flexvdi-config is waiting to get network connection with it.

The most common cause for a timeout in this point is that network configuration has been incorrectly entered in flexvdi-config.

Please check that:

1. The network bridge associated to the flexVDI Manager has the right IP/mask/gateway configuration. It is important that the network bridge, and not the physical interface has the IP configuration.
2. The flexVDI Manager IP belongs to the same range and is different that the one configured for the network bridge.

If the problem persists, please contact support.

Q: When installing a new flexVDI Manager, a message containing "Error starting flexvdi instance, invalid argument: could not find capabilities for arch=x86\_64" is shown

A: This message means that qemu can not be run in the host, and it can have different causes. To solve it:

- Check that virtualization extensions (VTx / AMD-V) are enabled in the BIOS/UEFI of the machine.
- Run "yum update" even if you run it just before installing flexVDI, sometimes yum fails to update/install some required package, and it makes this error to show up.
- If you installed a full Red Hat/CentOS distribution instead of the recommended minimal distribution (Core), some packages may not be installed due to conflicts with installed software. Running "yum install spice-server-flexvdi spice-server-flexvdi" should solve it.
- Some users have reported that it was solved after updating the BIOS/UEFI firmware of the system.