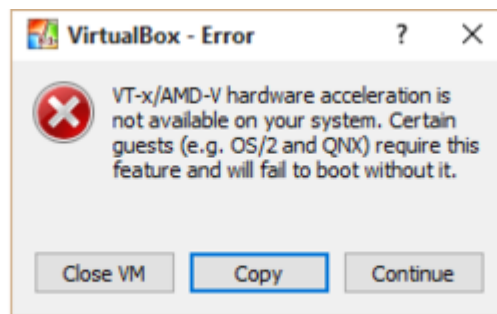


Troubleshooting Guide – Couchbase Labs

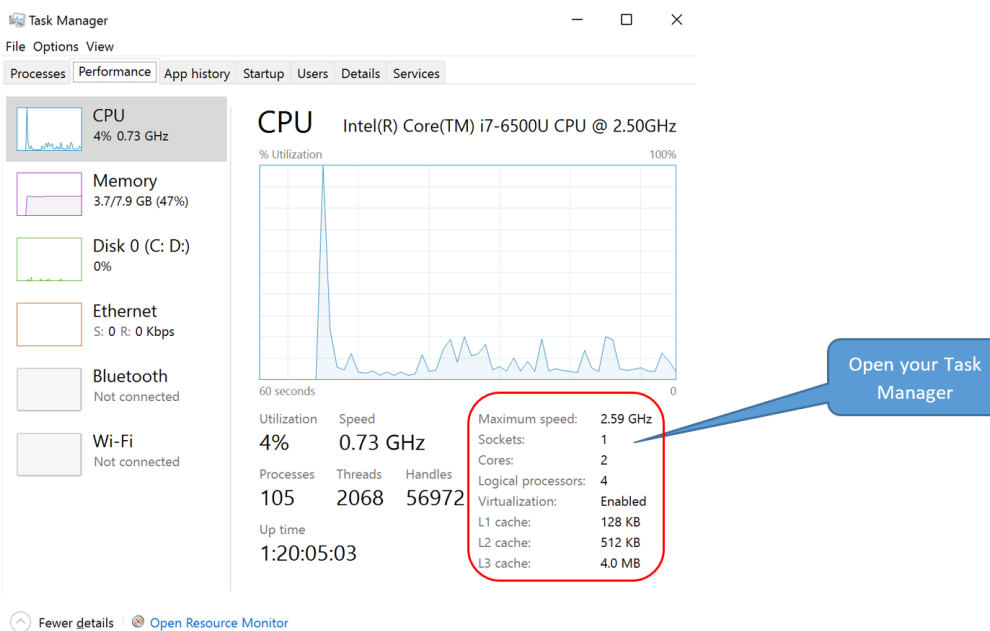
Received an error “VT-x/AMD-V hardware acceleration is not available on your system”. What is that?



Modern CPUs include hardware virtualization features that help accelerate VirtualBox, VMware, Hyper-V, and other virtual machine applications. But Intel VT-x isn't always enabled by default.

If it isn't, you'll see a message like “VT-x/AMD-V hardware acceleration is not available on your system,” “This host supports Intel VT-x, but Intel VT-x is disabled,” or “The processor on this computer is not compatible with Hyper-V.”

How do I check if Hardware Assisted Virtualization is enabled? (Generally a Windows only issue)



On older machines not running Windows 7 or Windows 10, you can download the Intel utility or AMD utility to check

<http://www.itworld.com/article/2981515/virtualization/virtualbox-diagnose-and-fix-vt-xamd-v-hardware-acceleration-errors.html>

How do I enable Hardware Assisted virtualization?

You need to reboot your machine and enter into the BIOS setup (often ESC key or F10 or DEL – Varies by machine and BIOS type). Find the BIOS settings which allow you to enable Virtualization and Change it.

Make sure you SAVE the settings before you exit

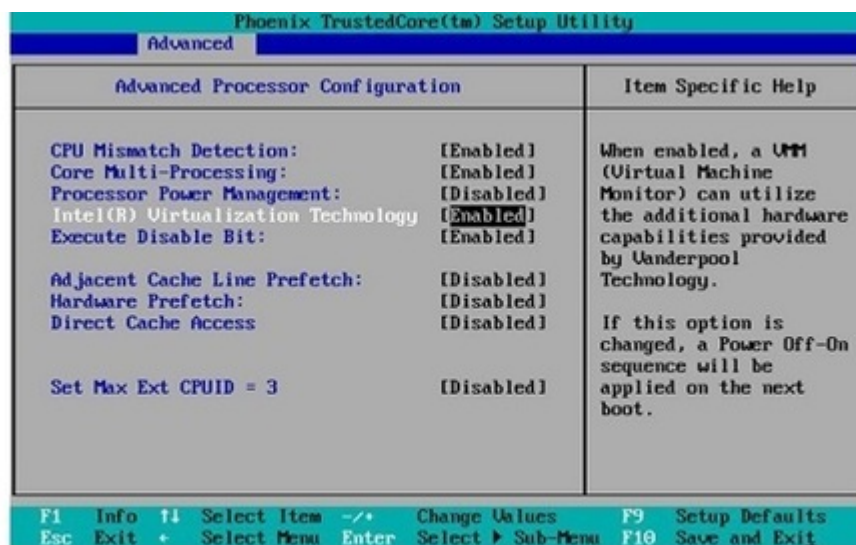


Figure 1: Sample Screenshot Intel

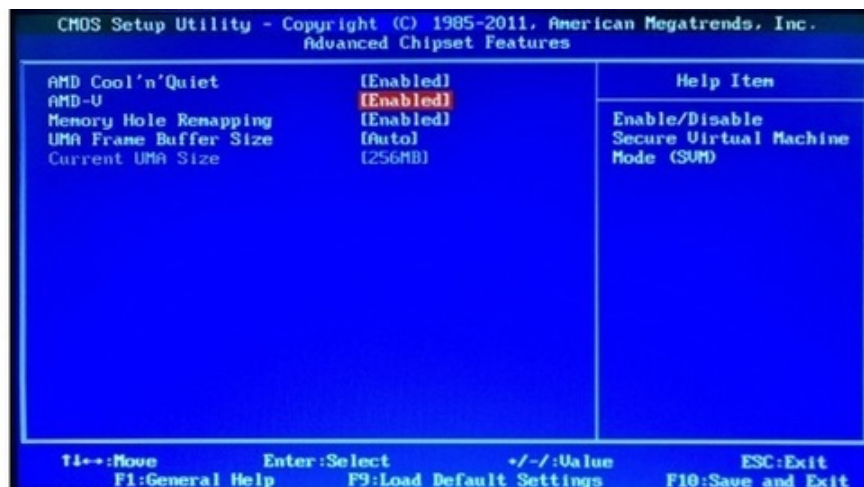


Figure 2: Sample Screenshot AMD

I'm getting a Physical Interface not found error

The appliance was created on a Mac. Virtualbox on Mac and Windows has different naming conventions for naming network interfaces depending upon the OS.

Mac: vboxnet#

Windows: Virtual Box Host-Only Ethernet Adapter#

is the interface number e.g. vboxnet0

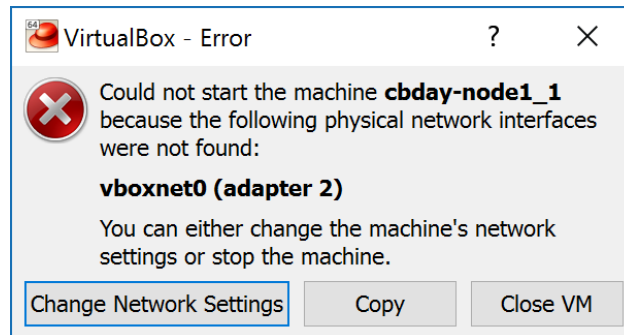


Figure 3: Physical Interfaces were not found

I am unable to connect to the Couchbase Server local IPs 192.168.61.101 or 192.168.61.102. I cannot ping the IPs either

- A. Make sure that both virtual machines have two interfaces / network adapters assigned (Enabled and Connected)
 - o **Adapter 1: NAT**

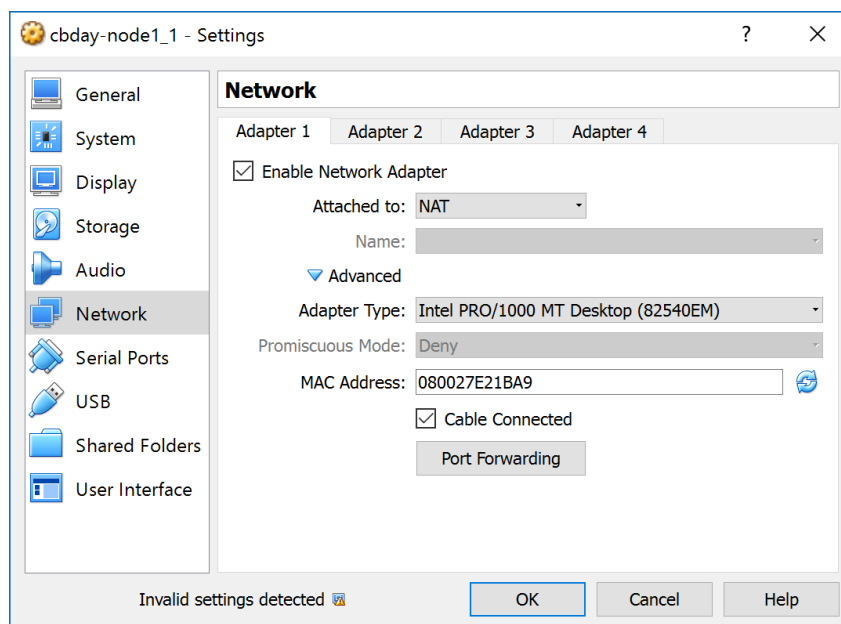


Figure 4: NAT Configuration

- **Adapter 2: Host-Only Adapter (Virtual Interface)**

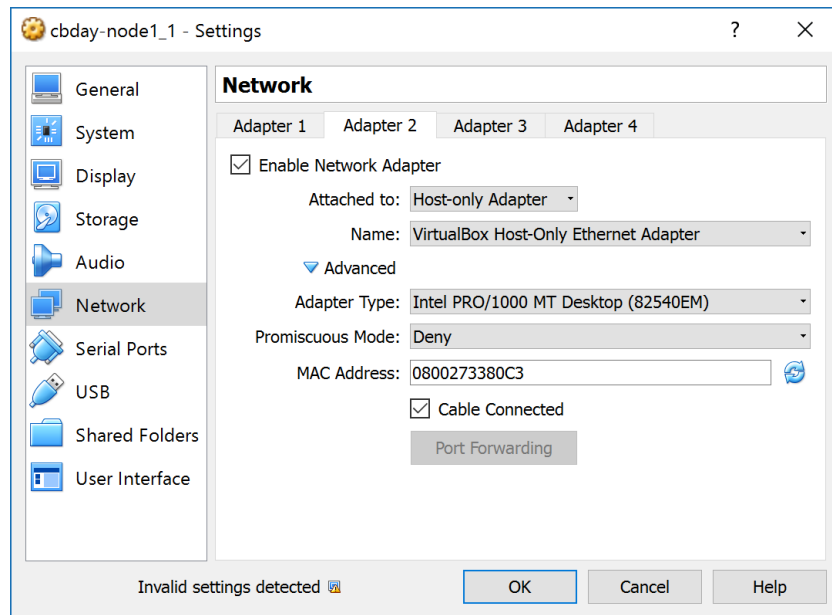


Figure 5: Host-Only Adapter Configuration

- B. Make sure that from the VirtualBox Menu - File / VirtualBox > Preferences...> Network is configured for 192.168.61.* subnet on both the Adapter and DHCP for the **Host-Only** Virtual Adapter. *Note: This configuration is at the VirtualBox i.e. Application Level and NOT individual Virtual Machine level.*

Shortcut Key: Ctrl + G (Windows) – File > Preferences...

Shortcut Key: Command + , (Mac) – VirtualBox > Preferences...

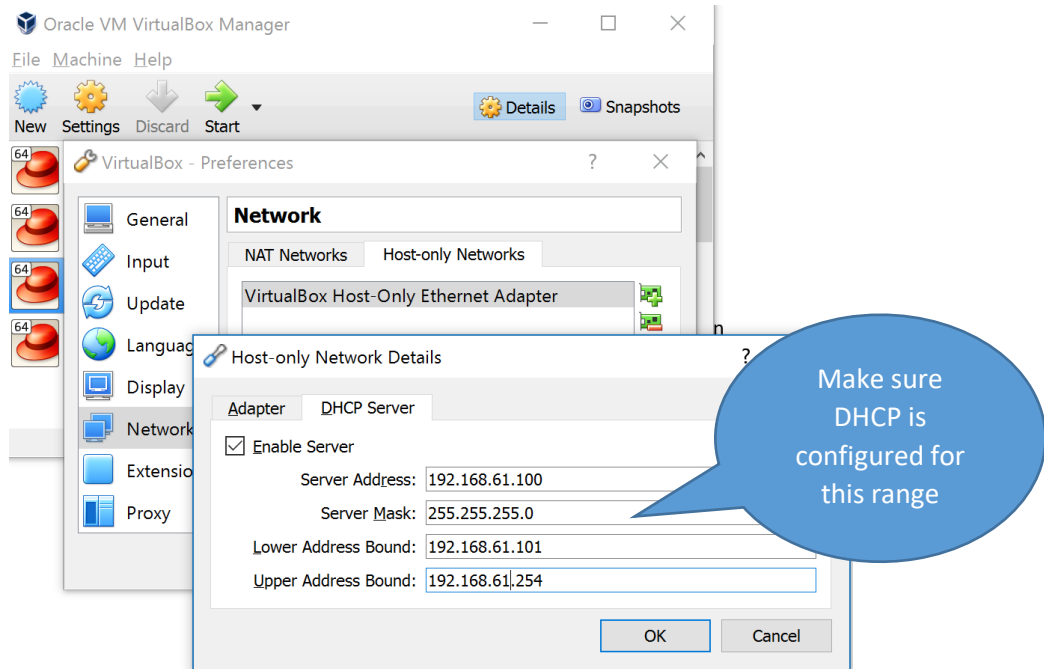


Figure 6: DHCP Configuration

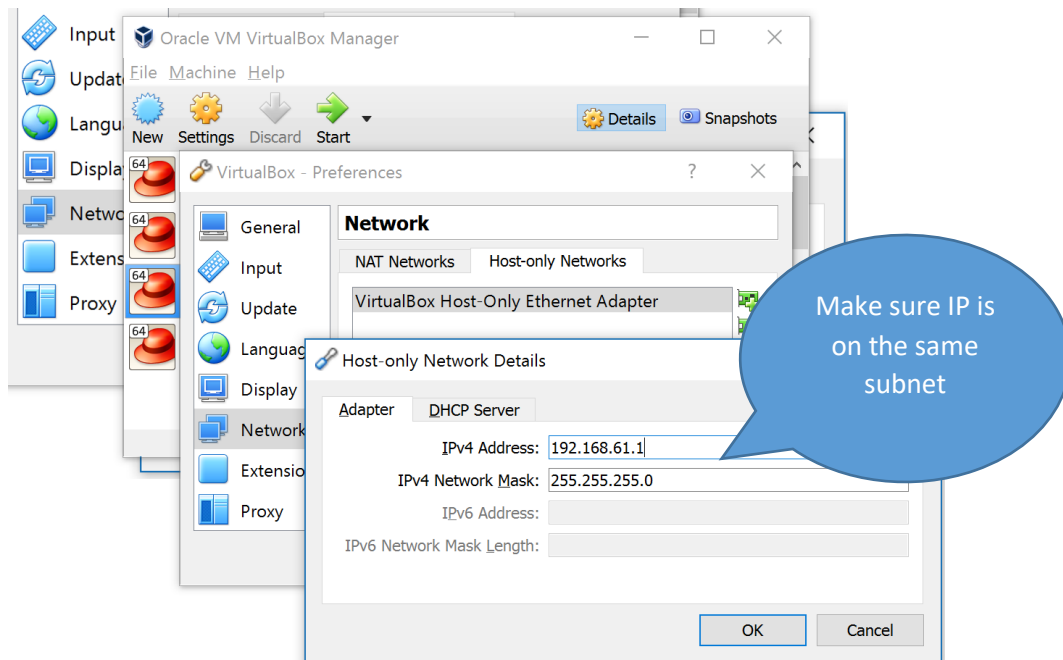


Figure 7: Host IP configuration

Virtualbox and going to the newer version