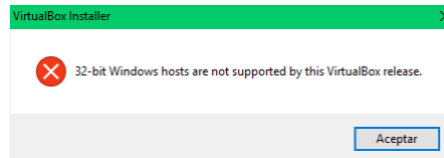# CORE INSTALLATION TROUBLESHOOTING
MOST COMMON ERRORS

PROBLEM: 32-bit Window hosts are not supported by this VirtualBox release

SOLUTION: Install VirtualBox version 5.2 from:
https://www.virtualbox.org/wiki/Download_Old_Builds_5_2

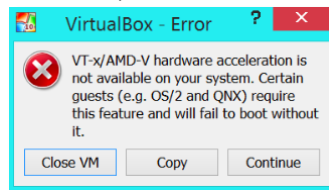**PROBLEM**: VT-x / AMD-V hardware acceleration not available
PROBLEM: System Acceleration Problem
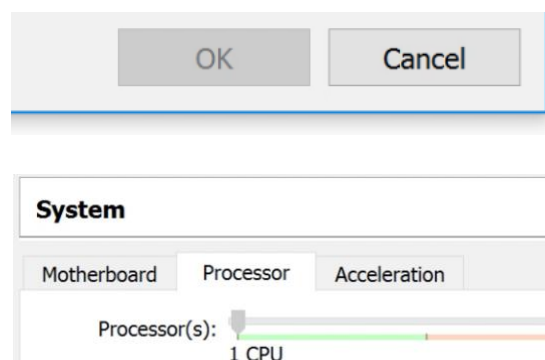**PROBLEM**: OK option in grey
PROBLEM: Acceleration tab in grey
PROBLEM: Processor arrow in grey

(One of the following images or similar problems with the word acceleration/virtualization)

SOLUTION: Enable virtualization support option in the computer BIOS
Note: Be very careful when modifying this and do not change any other parameter.
Note: In some computers you access the BIOS by clicking F2 or F8 or F10 or F12, check which one is the correct one for your computer model.
Note: This process may vary depending on your computer model. Please, search how to enable virtualization BIOS for your specific computer model.

This information from https://support.hp.com/us-en/document/c04760917 may help you:

This document describes how to enable or disable the ability to use Virtualization Technology on your computer in BIOS. Virtualization Technology allows you to create a virtual IT infrastructure.

1. *Turn on the computer, and then immediately click F10 to enter BIOS.*
2. *Under the **Security** tab, use the up and down arrows to select **USB Security**, and then press Enter.*

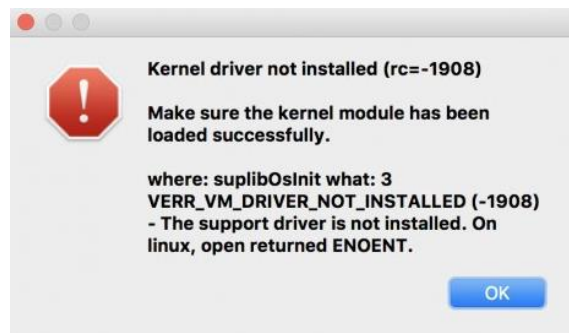***Figure : Select System Security***

3. *Use the up and down arrows to select **Virtualization Technology (VTx)**, then use the left and right arrows to select either **Enabled** or **Disabled** as desired.*
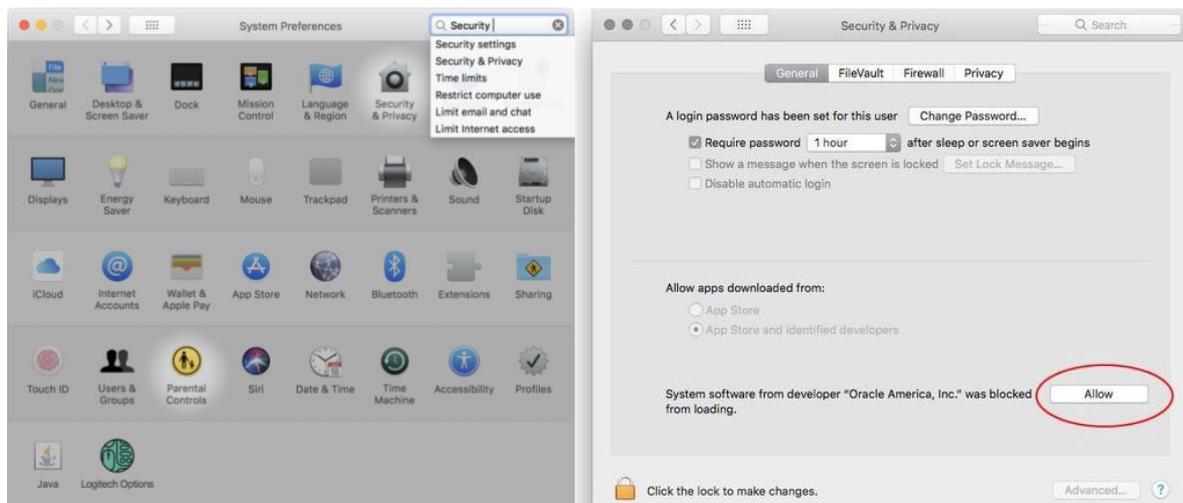
Figure : Enable Virtualization Technology (VTx)

4. *When you are finished, click F10 to save your changes and exit BIOS.*

PROBLEM: kernel driver not installed error on macOS

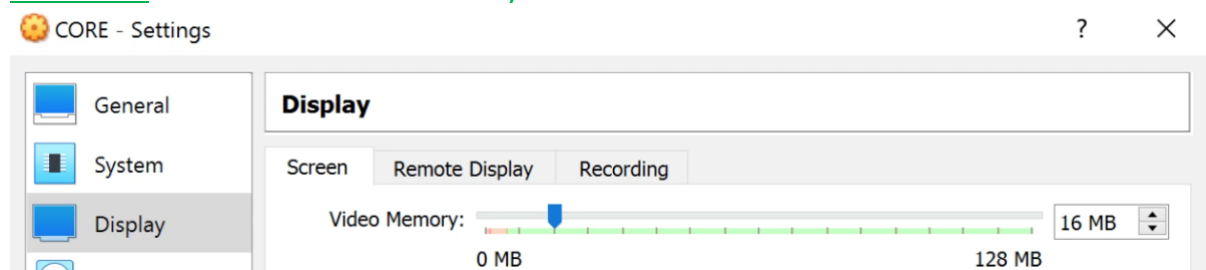**SOLUTION**: https://medium.com/@Aenon/mac-virtualbox-kernel-driver-error-df39e7e10cd8

1. Go to System Preferences / Security & Privacy.
2. Click "Allow" in the window below.

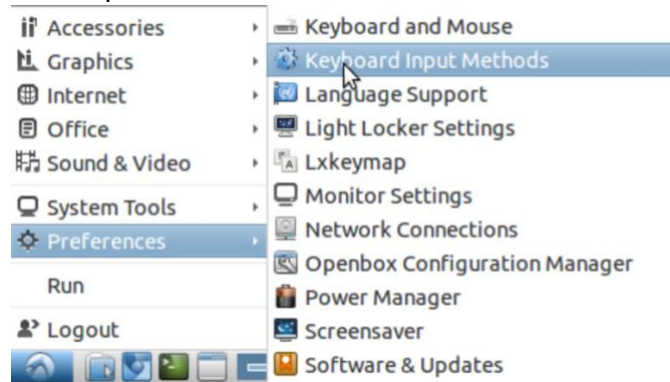**PROBLEM**: The virtual machine does not detect my keyboard.
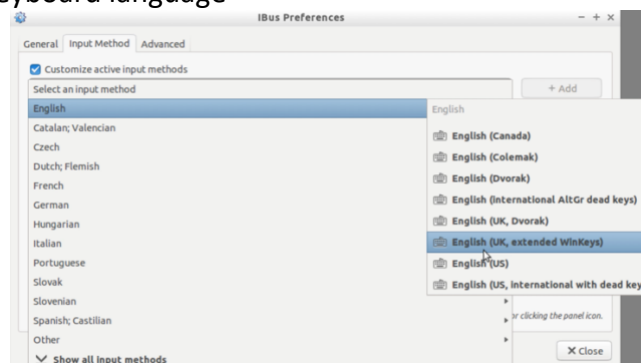**SOLUTION**: Increase the video memory:

PROBLEM: Inside the virtual machine, the keyboard keys display a different letter/number/character.

SOLUTION: Change the Keyboard language

1. Click on the bottom left start icon
2. Click on Preferences
3. Click on Keyboard Input Methods

4. Enable "Customize active input methods"
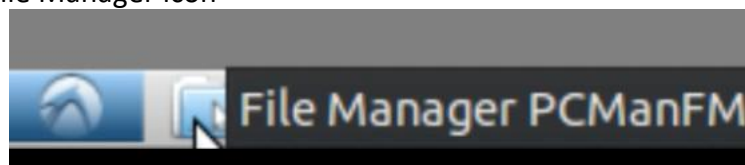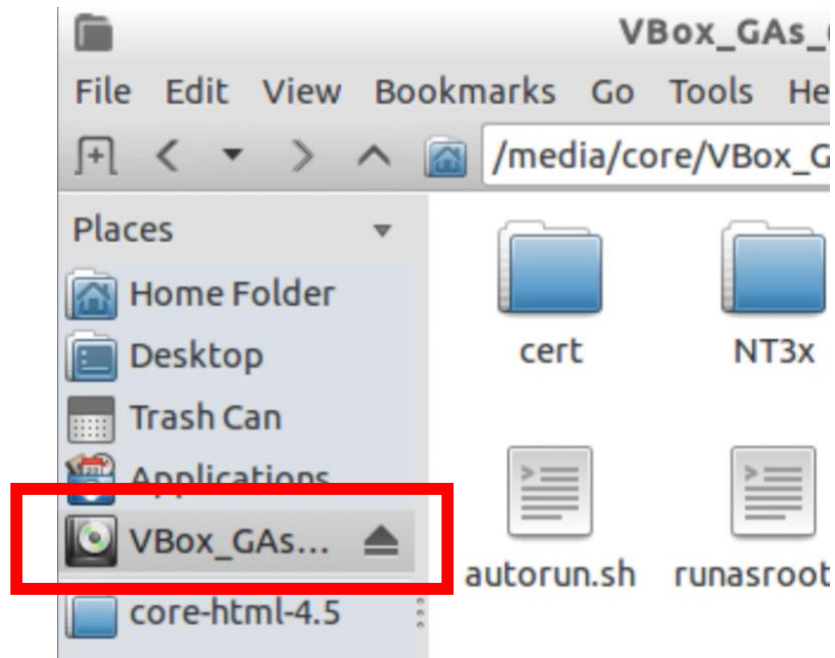5. Select your keyboard language

6. Click on "Add"

PROBLEM: Nothing happens when I click on "Insert Guest Additions CD image"

SOLUTION: The window has not prompted but the virtual CD is already there

1. Click on File Manager icon

2. Click on the CD icon

PROBLEM: I can't write the route to the Guest Additions CD.
SOLUTION: Write cd and then after a space the route displayed here:

Note: This route may vary depending on your computer

Hint: You can use the Tab Key on your keyboard for autocompleting the names of folders files when writing

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PROBLEM: After writing and clicking "sudo ./VBoxLinuxAdditions.run", I try to write down the password and nothing happens in the terminal
SOLUTION: Although no letters are displayed on window; you are still writing. Write the password "core" and hit enter on your keyboard.