

BIC2G Troubleshooting

If you are experiencing performance problems or are running this on an older machine, there are a couple of things you can do.

Intel Core Duo or AMD X2 Processor Support

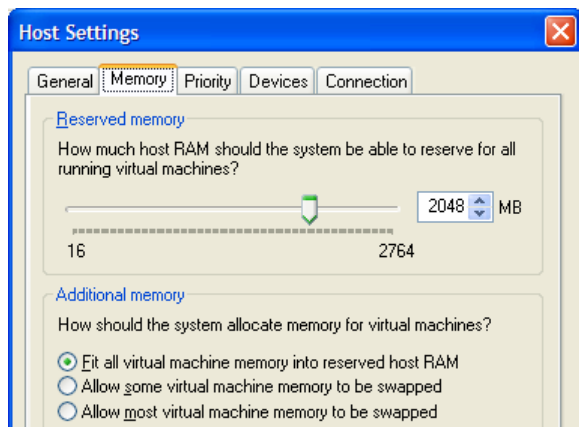
If you have a multi-core processor, you should enable this in the VMware Server software AND in the BIC2G image. Step-by-step instructions are available at http://bic2g.com/BIC2G_EE_v10.1.3.2_Advanced_Topics.htm#Multi_Processor_Support

You have less than 2GB of RAM

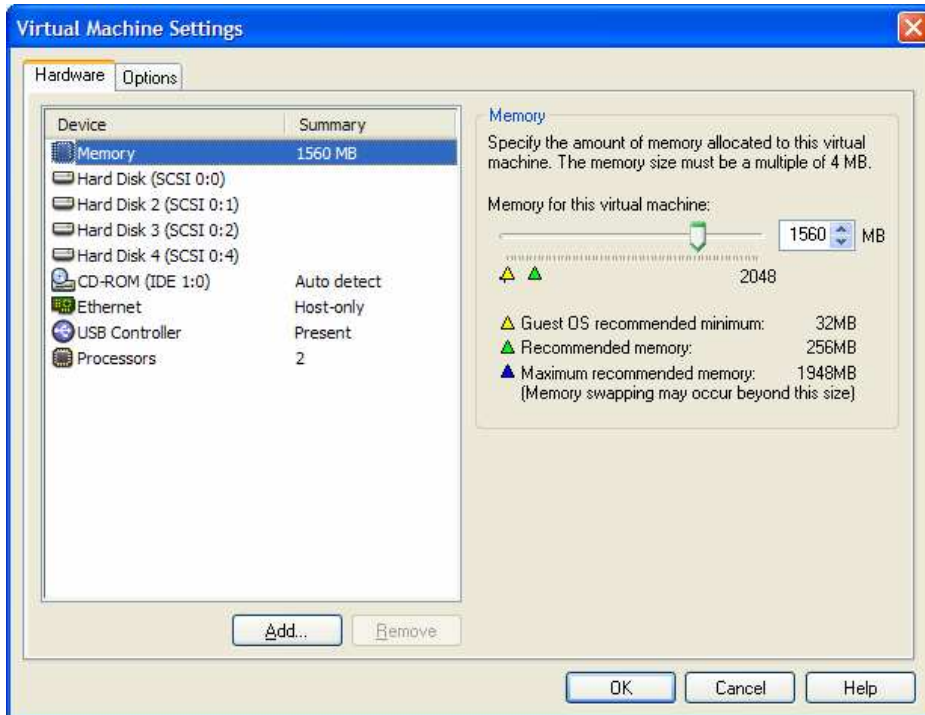
Make sure you shut down unnecessary software on the desktop that uses large amounts of memory like Outlook or Firefox. The best thing to do would be to start the BIC2G image immediately after a reboot.

If you have a local area network and another computer, you can run the client software on the other machine, freeing up resources for the BIC2G image. We find that setting the Network connection to “Bridged” mode on the BIC2G image is the easiest way for it to be available to the rest of the network. When the image is booted up, the client PC will need to enter the red [HTTP://xxx.xxx.xxx.xxx](http://xxx.xxx.xxx.xxx) ip address shown on the BIC2G image and run the “Configure your hosts file” script. This also works well if you have several people wanting to work with the BIC2G image and will not be making large simultaneous queries.

You can also try adjusting the Host memory settings in VMware Server to get better performance. Click the Host menu, click Settings... and select the Memory tab. Take note of the “reserved” memory setting (2048MB in this screenshot). Make sure the “Allow some virtual” setting is selected and set the reserved memory to be the same as the amount of system memory minus 256MB for Windows processes.



Set the BIC2G image memory settings by clicking “Edit virtual machine settings” and selecting Memory in the Device list. Move the slider to the “Maximum recommended memory”.



Network Problems

If you have access to a router that provides DHCP and "Bridged" mode does not work, try the following:

1. Open VMware, but do not start any virtual machines.
2. Switch the network adapter on the VM image to "Bridged".
3. Click the "Host" menu and select "Virtual Network Settings".
4. Take note on the "Summary" tab which Virtual Network is (Bridged). Mine is VMnet0.
5. Select the "Automatic Bridging" tab and uncheck "Automatically choose an available..."
6. Select the "Host Virtual Network Mapping" tab.
7. In the Virtual Network that is bridged (step 3) select your HARDWARE network adapter. Make certain it isn't using the "Loopback adapter" or other "soft" network devices.
8. Click OK.
9. Start the VM.

If you are uncertain which adapter is the hardware adapter, open the device manager (right-click My Computer > Manage) and expand the "Network adapters". Double-click each one in succession. The "General" tab will give you the device's "Location:". A hardware adapter will likely be on a PCI bus. Software adapters will simply say "Unknown".

This may not work with some wireless routers.

Additional troubleshooting information can be found at <http://www.bic2g.com>.