I can't see the web interface using the VirtualBox VM

Ben Henley - 2017-11-10 - Comments (0) - Deskpro Legacy

Question:

I have started the VirtualBox VM image and I've gone to the IP address it gave me, but I can't see the Deskpro interface - the connection attempt just times out. How can I fix it?

Answer:

This problem usually happens because you have not set the Network Adapter type to Bridged Adapter before starting the VM.

Shut down the VM, go to its settings in VirtualBox. In the Network settings for Adapter 1, set "Attached to" to Bridged Adapter.

Restart the VM. (If you only suspended the VM, you may need to reboot it from the Advanced menu before the web interface is visible.)