

# VDI

## Solution of Virtual machine stuck or slow

Version 5.3.8

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## Change Log

Date	Change Description
Mar 08, 2019	Solution of Virtual machine stuck or slow

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# Content

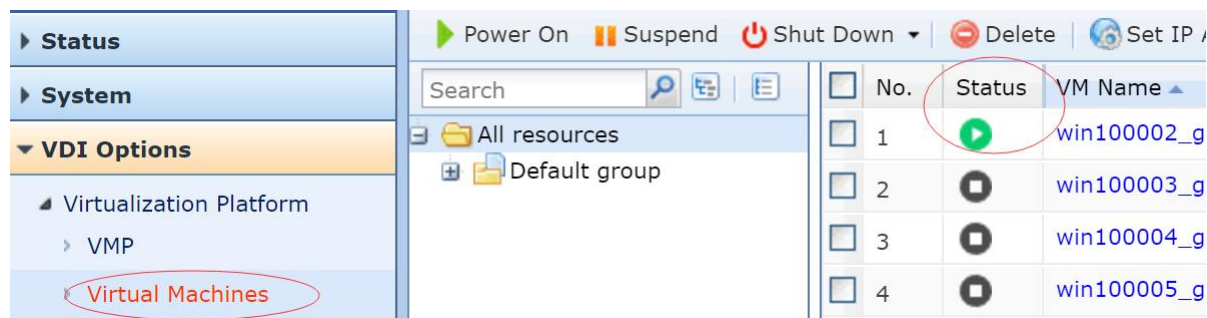
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# Chapter 1 Application scenario

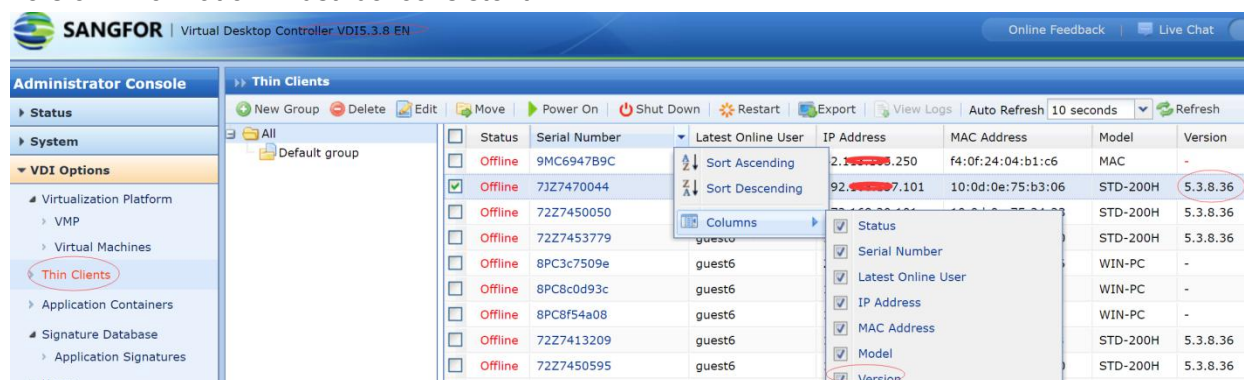
Solution of Virtual machine stuck or slow.

## Chapter 2 Troubleshooting methods

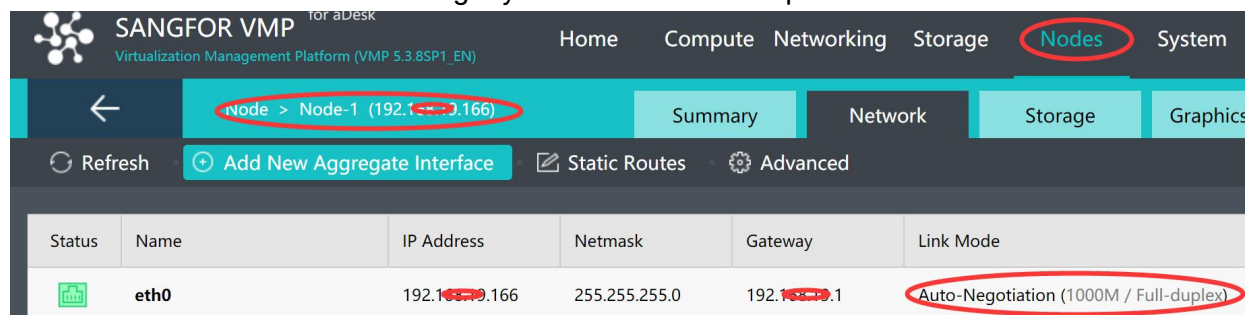
1. Check if the agent status is normal, The agent status marked as shown below is normal.



2. Check if the Thin Clients rom version matches vdc. Normally, the VDC and client version information must be consistent.



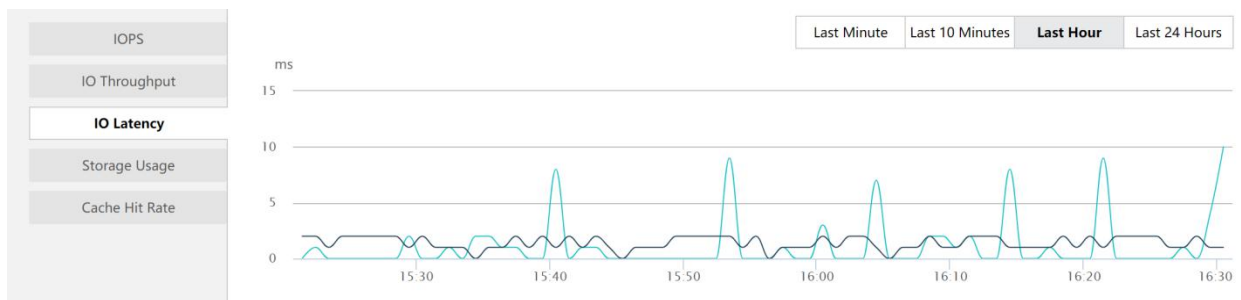
3. Whether the server network port negotiates into Gigabit, The network port is negotiated to be less than one hundred megabytes. You need to replace the network cable test.



4. Check whether the VMP platform has an abnormal alarm log.

5. Check whether the CPU and memory of the host where the virtual machine is running are normal. View host status path :[Nodes].

6. Check if the IO Latency is less than 50ms, If the delay is high, you can check whether the storage network port is negotiating normally.



6. Check CPU and memory usage through task management inside the virtual machine, End the abnormal process and observe if the virtual machine is working properly.

## Chapter 3 Precautions

1. If all virtual machine cards are slow, first check if there is a problem with the platform.
2. If only one virtual machine is abnormal, check whether the internal process of the virtual machine is abnormal.
3. If the console operates the virtual machine normally, the client access is abnormal. It is recommended to focus on troubleshooting network latency between the Thin client and the VMP.



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