

Troubleshoot Secure Client Full|Network Install Wizard Installation Issues

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Introduction

This document describes some of the known issues with the new Full|Network Install Wizard which helps with the installation/upgrades for Secure Client.

The OpenGL Driver is used for this wizard and the OpenGL driver support can encounter some specific issues when executed on these Virtual/Physical Endpoints:

- vSphere ESXi
- VirtualBox VM on MacOS
- Hyper-V VM on Windows

Compatibility Requirement

VMware Deployment

It is strongly suggested to run the latest VMware Tools version in your deployment. Refer to [VMware Tools 12.0.6 Release Notes](#) on the VMware website for more information.

Hyper-V Deployment

To use the Full|Network Install Wizard on the Hyper-V VMs, the hardware needs to support "RemoteFX compatible GPU". Refer to [Deploy graphics devices using RemoteFX vGPU](#) on the Microsoft website for more information.

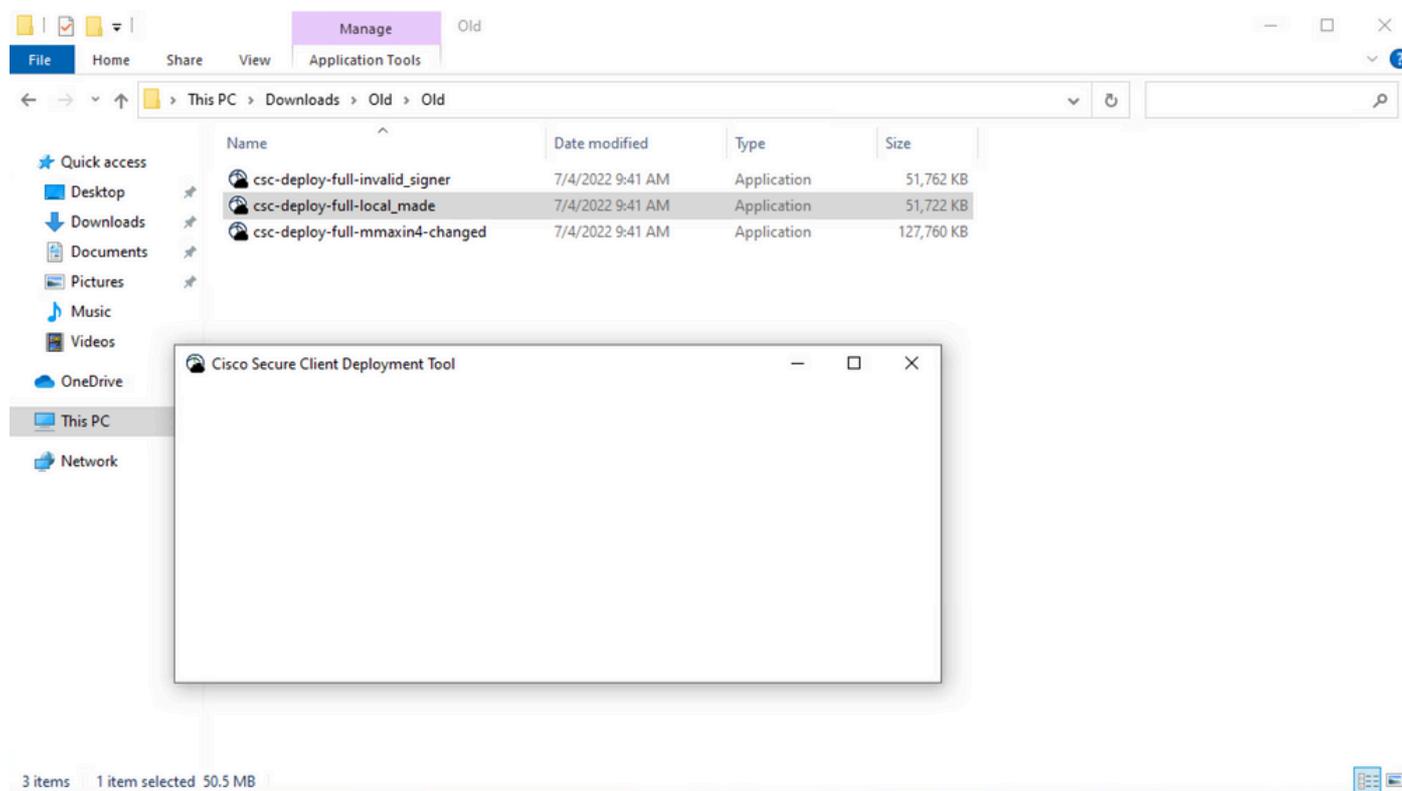
VirtualBox Deployment

It is suggested to enable "Enable 3D Acceleration" for the VMs deployed on VirtualBox. Refer to the [Hardware-Accelerated Graphics](#) section of the [Oracle® VM VirtualBox User Manual for Release 6.0](#) on the Oracle website for more information.

Issues Identified

Blank Full|Network Install Wizard after execution

In some instances, a blank Full|Network Install Wizard screen can appear after execution:



Resolution: Please review the "Compatibility Requirement" section and ensure that you meet the deployment requirements.

Full|Network Install Wizard fails to open

In some instances, the wizard can fail to launch. This is the error you can encounter:

```
Fyne error: window creation error
Cause: APIUnavailable: WGL: The driver does not appear to support OpenGL
At: /home/youpeng/secure_client/vendor/fyne.io/fyne/v2/internal/driver/glfw/driver.go:123
```

Resolution: Please review the "Compatibility Requirement" section and ensure that you meet the deployment requirements.

Workaround

Use the silent installation command line switch (-q) which bypasses the Full|Network Install Wizard and can install the secure client successfully. Refer to [Deployment Management](#) for more information.