

Server Upgrade, Remote Desktop Auth Fix

The document is intended to be followed only by FVC staff/vendors who have already completed the Server Upgrade instructions, linked [here](#).

To ease the transition we've kept the password the same across both servers, but the username can change a bit. If you see a message stating `The User Account Did Not Work` cancel the connection request. We will edit the single account to work on both servers.

Continue with this process only if you have authentication issues.

- Microsoft Remote Desktop should already be open.
- Select the `Microsoft Remote Desktop` menu, then `Preferences`:



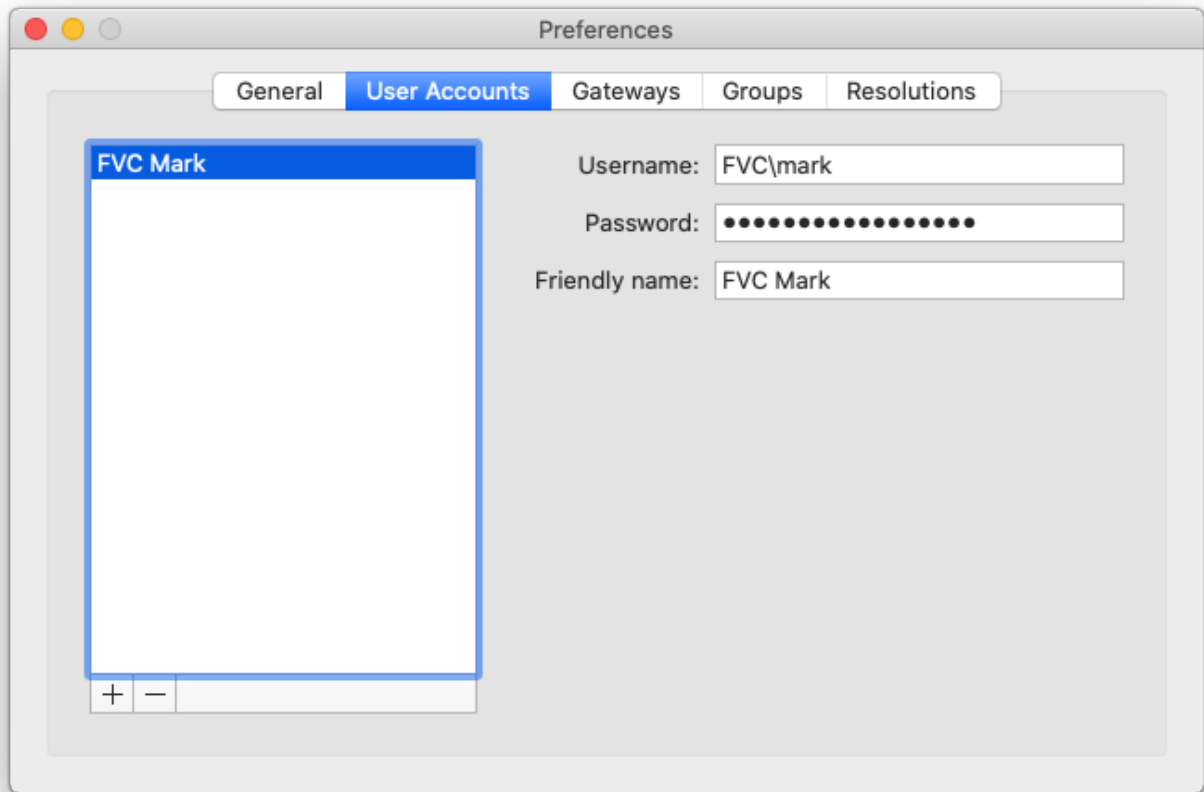
- Switch to the `User Accounts` tab and locate the `Username` field. Obviously replace Mark's name with your own, generally lower case only.
- Change from `FVC\username` to `username@ad.foleyvisioncenter.com`.

- e.g. ``FVC\mark`` to ``mark@ad.foleyvisioncenter.com``.

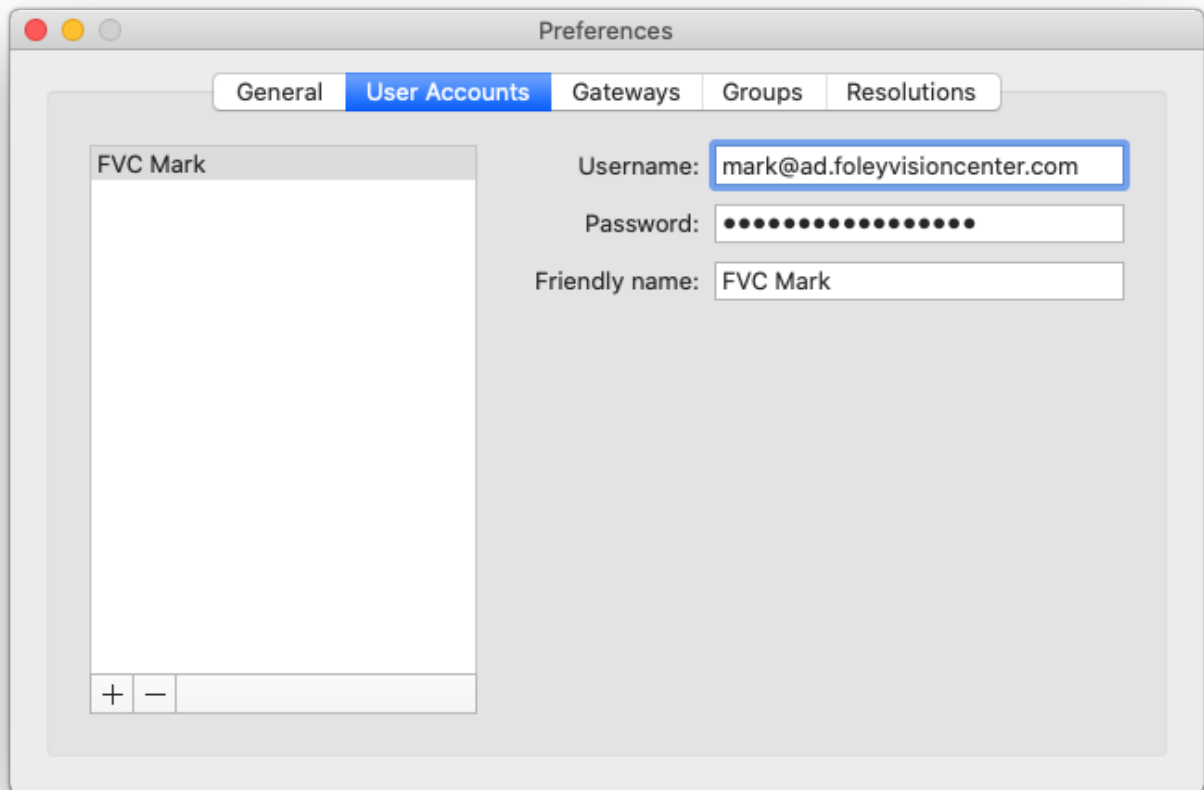
Make sure you use **ad.foleyvisioncenter.com** and not just **foleyvisioncenter.com**! The AD stands for Active Directory.

This new username will work with both old and new servers.

Here's what an old/incorrect entry looks like:



And here's a new/corrected entry:



- `Friendly name` can stay the same.
- Close the `Preferences` window and test the new connection.
- If you are still running into error messages, return to the main Server Upgrade instructions linked at the top of this page and look at the other troubleshooting options.

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