Server Upgrade, Remote Desktop Connection Fix

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

Continue with this process only if you have connection issues. Examples are hanging at `Initiating Connection` or receiving the `Unable to connect` message.

If you are remote/offsite, your VPN *must* be connected for anything to work. At this time a general rule is that if you can't connect to the old server, you will not be able to connect to the new server.

This guide will feel a bit technical. Do not hesitate to ask for help.

- Open the Terminal application, in /Applications/Utilities/. It's fine to use Spotlight to open Terminal.

- Copy and paste the following line:

```
echo "10.22.62.8    fvcvm4.ad.foleyvisioncenter.com" | sudo tee -a /etc/hosts
```

If you receive `zsh: permission denied: /etc/hosts` then proceed with this section, otherwise skip to just below the next horizontal divider line.

- Head up to the Apple menu -> `System Preferences` -> `View` menu -> `Security & Privacy` -> click the padlock in the lower left hand corner of the window.
- Enter your macOS user/pass. If you cannot unlock this pane, stop here and contact Brandon or Mark.
- Switch to the `Full Disk Access` from the list on the left. Click `+` on the right hand side, navigate to /Applications/Utilities and select Terminal -> click `Open`.
- If prompted, go ahead and select `Quit Now`, then relaunch Terminal.
- Retry the full copy and paste from above that starts with "sudo echo..."

- Microsoft Remote Desktop should already be open.

- Try to open the new server 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.

Revision #2
Created 2022-04-25 22:22:43 UTC by Mark Reinmuth
Updated 2022-04-25 22:57:35 UTC by Mark Reinmuth