

# Help on connection problems with the VM console VMRC

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## FAQ-Artikel-Ausdruck

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### Schlüsselwörter

VMRC VMware Remote Console Connection Enterprise Research Cloud

### Lösung (öffentlich)

#### Symptoms

Access to your virtual machine using VMware Remote Console (VMRC) fails with the error message "Connection Error".

#### Cause and Solutions

- Missing or incorrect proxy settings

The following parameters must be set in the VMRC settings file<sup>1</sup>:

```
pref.remoteVMConnProxy.enabled = "TRUE"
pref.remoteVMConnProxy.uri = "http://vmrc-proxy-1.zih.tu-dresden.de:3128/"
```

Alternative proxy server URL:

```
"http://vmrc-proxy-2.zih.tu-dresden.de:3128/"
```

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Using the legacy connection mode

Previously, communication from the VMRC to the host systems of the virtualization environment used the MKS port tcp/902. This required the legacy connection mode to be activated in the VMRC settings.

To ensure that all connections are encrypted and routed through the proxy server via the websocket port tcp/443, make sure that the following parameters are either not present in the VMRC settings file<sup>1</sup> (default) or are set as follows:

```
pref.preferWebMKS = "TRUE"
pref.preferWebRemoteDevice = "TRUE"
```

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#### Decentralized firewall

To confirm missing rules in your institution's firewall as the cause of the problem, first connect to a VPN. More information about VPN can be found [1]here.

If the VMRC connection from VPN works, the following rules must be added to the firewall by your institution's firewall administrator:

#### Destination IP addresses Port

```
172.26.53.10 (vmrc-proxy-1.zih.tu-dresden.de)
172.26.57.10 (vmrc-proxy-2.zih.tu-dresden.de) tcp/3128
```

<sup>1</sup>The VMRC settings file is located in the following location on your computer:

Windows:

```
%APPDATA%\VMware\preferences.ini
```

If the file does not exist, create it or start the VMRC once.

MacOS (Standard installation)

```
~/Library/Preferences/VMware Remote Console/preferences
```

MacOS (App Store Installation)

```
~/Library/Containers/com.vmware.vmr/Data/Library/Preferences/VMware Remote Console/preferences
```

Linux

```
~/vmware/preferences
```

[1] [https://tu-dresden.de/zih/dienste/service-katalog/arbeitsumgebung/zugang\\_datennetz/vpn](https://tu-dresden.de/zih/dienste/service-katalog/arbeitsumgebung/zugang_datennetz/vpn)