

# VMware Remote Console (VMRC) - Solve Connection Error

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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

There are two possible causes for the connection error:

- (A) The decentralized firewall of your institution (institute / faculty / professorship) prevents communication to the networks of the virtualization environment.
- (B) As of VMRC version 11.0, the default transfer protocol has been changed to the WebSocket port tcp/443. In previous versions, communication to the host systems was done via the MKS port tcp/902.

For security reasons, the WebSocket port for access from the campus networks is disabled on the host systems. Access via the VMRC is only possible via the MKS port tcp/902. Thus, a connection to the WebSocket port from the VMRC to the host systems is not possible.

#### Solution

- (to A) 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:

#### Zielnetze Port

VMRC Proxy Server  
vmrc-enterprise-lzr.zih.tu-dresden.de (172.30.154.12) &  
vmrc-enterprise-tre.zih.tu-dresden.de (172.30.170.12) tcp/443

Hostsysteme  
172.30.154.0/24  
172.30.170.0/24 tcp/902

- (to B) Configure VMware Remote Console 11.x to use legacy connection mode so that the data transfer protocol is switched back to MKS. To do this, open the VMRC settings file\* and add the following parameters:

```
pref.preferWebMKS = "FALSE"  
pref.preferWebRemoteDevice = "FALSE"
```

\*The VMRC settings file is located in the following location on your computer:  
Windows:

%APPDATA%\VMware\preferences.ini

MacOS (Standard installation):

~/Library/Preferences/VMware Remote Console/preferences

MacOS (App Store Installation):

~/Library/Containers/com.vmware.vmrcc/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)