

## Help on connection problems with the VM console VMRC

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Seblüsselusörtes				
VMBC VMware Remo	nte Console Connection Enternrise Research Cloud			
vinice viniware keink				
Lösung (öffentli	ich)			
Symptoms				
Access to your virtuation the error message "	al machine using VMware Remote Console (VMRC) fails with Connection Error".			
Cause and Solutions				
- Missing or incorrec	t proxy settings			
The following param	eters must be set in the VMRC settings file <sup>1</sup> :			
pref.remoteVMConn pref.remoteVMConn	Proxy.enabled = "TRUE" Proxy.uri = "http://vmrc-proxy-1.zih.tu-dresden.de:3128/"			
Alternative proxy se	rver URL:			
"http://vmrc-proxy-2	.zih.tu-dresden.de:3128/"			
-				
Using the legacy cor	nnection mode			
Previously, commun virtualization enviror connection mode to	ication from the VMRC to the host systems of the nment used the MKS port tcp/902. This required the legacy be activated in the VMRC settings.			
To ensure that all co server via the webso are either not presen follows:	nnections are encrypted and routed through the proxy ocket port tcp/443, make sure that the following parameters nt in the VMRC settings file <sup>1</sup> (default) or are set as			
pref.preferWebMKS pref.preferWebRemo	= "TRUE" oteDevice = "TRUE"			
-				
Decentralized firewa	ll .			
To confirm missing r problem, first conne [1]here.	ules in your institution's firewall as the cause of the ct to a VPN. More information about VPN can be found			
If the VMRC connect the firewall by your	ion from VPN works, the following rules must be added to institution's firewall administrator:			
Destination IP addre	sses Port			
172.26.53.10 (vmrc- 172.26.57.10 (vmrc-	proxy-1.zih.tu-dresden.de) 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%\VMwar	e\preferences.ini			
If the file does not e	xist, create it or start the VMRC once.			
MacOS (Standard in	stallation)			
~/Library/Preference	es/VMware Remote Console/preferences			
MacOS (App Store I	nstallation)			
~/Library/Containers Console/preferences	s/com.vmware.vmrc/Data/Library/Preferences/VMware Remote			
Linux				
~/.vmware/preferen	ces			
[1] https://tu-dresde	n.de/zih/dienste/service-katalog/arbeitsumgebung/zugang_date	nnetz/vpn		