DaFISConnect Frequently Asked Questions

Q: I can't connect at all to DaFISConnect. What should I do?
   A: Check with your department's technical support staff if your area is experiencing any network issues.
      They should also verify that your firewall is open to:

      a. dafisconn1.ou.ad3.ucdavis.edu (128.120.36.21) tcp port 3389
      b. dafisconn2.ou.ad3.ucdavis.edu (128.120.36.22) tcp port 3389
      c. dafisconn3.ou.ad3.ucdavis.edu (128.120.36.23) tcp port 3389
      d. dafisconn4.ou.ad3.ucdavis.edu (128.120.36.24) tcp port 3389

      You can also check the Campus Network and Service Status page. Click on the "DaFIS" link to view if the DaFISConnect service is down.

Q: I can't get past the initial login screen. Why is my password not working?
   A: Be sure you are using your Kerberos passphrase, not your DaFIS password. The first login screen is for the remote connection. After this, the DaFIS application will launch.

      NOTE: To verify your AD3 Kerberos passphrase, go to https://user.uinform.ucdavis.edu/ and select the Password Check. If you still cannot log in to DaFISConnect, you may need to reset your Kerberos passphrase at http://computingaccounts.ucdavis.edu.

Q: What happened to my desktop screen? I lost all my programs.
   A: The default display setting is set to use the full screen. You can get to your desktop by minimizing the remote desktop connection. Also, you can modify your display settings by editing the Options in Customized Settings. Contact your technical support staff to help you.

Q: Is connection to DaFISConnect supported for Microsoft Windows 7?
   A: Yes, DaFISConnect is fully supported under Windows 7, provided you are using a Microsoft supported RDP client.

Q: Is connection to DaFISConnect supported for Macs/Apple?
   A: Yes, DaFISConnect is fully supported on Mac OS X 10.5 or greater operating systems. You are required to use a Microsoft supported RDP client available from Microsoft (http://www.microsoft.com/mac/remote-desktop-client).

Q: Why do I have to log in twice to open DaFIS?
   A: You are actually logging into a remote computer first using your Kerberos passphrase and then into DaFIS with your DaFIS password. You can mitigate the first login by saving your credential through the Options settings in the RDP file under the General tab. Contact your technical support staff to help you.

Q: The text is not as clear and smooth as my previous DaFIS connection. Can I improve the font
**Why is printing from DaFIS taking a little longer?**

A Printing may take longer as it is affected by network connectivity, network speed, and local printer configuration.

**Can I send an e-mail to a user from within the DaFIS application??**

A No, generating emails directly within DaFIS is currently not supported under the DaFISConnect system configuration.

**How can I look up a DaFIS user's contact information?**

A You can view a DaFIS user's contact information by right-clicking on the person's user ID and selecting **Lookup on Campus Directory**. Windows Internet Explorer will launch within the remote desktop and open to the person's directory information.

**Can I save documents on the remote desktop?**

A No, saving documents on the remote desktop is not allowed. However, you can save documents to your computer hard drive or to a network share. To use this solution you must have selected the location during the setup under **Options** in the **Local Resources** tab.

**My local printer is not showing up and I'm using Windows XP. How do I add my printer?**

A DaFISConnect takes advantage of RDS Easy Print Redirection technology, which redirects driver management to the end-user's workstation. If running Windows XP, work with your department's technical support staff to verify that:

1. They are running the latest Service Pack (2)
2. Are running RDP client 6.1 or newer
3. .NET is version 3.1 or newer


**If we are using an off-campus configuration, does DaFISConnect bypass the need for the SSL VPN license?**

A Yes, we can open up a special rule for you if you are an official UCD affiliate. Send your request to **fishelp@ucdavis.edu**.

**Is there a fee to use DaFISConnect?**

A No, DaFISConnect is a free service.

Q Is there a limit to how many users we can have accessing DaFIS through the DaFISConnect display?

A Yes, right-click on your DaFISConnect shortcut icon and select Edit. Click on the **Experience** tab and checkmark the box for **Font smoothing**. Click on the **General** tab and under the **Connection settings** section, click on the **Save** button. Contact your technical support staff to help you if needed.
Q: How often is the automatic load of new user accounts to the DaFISConnect user group?
A: New user accounts are populated at 7:00 am and 2:00 pm every day.

Q: When I try to log in, DaFIS is not responding, or I get the "invalid user ID/password" error even though my DaFIS password is correct.
A: This can happen if you are not exiting out of the remote desktop "gracefully". Make sure you are ending the DaFISConnect session by clicking on the Start button at the bottom left side of the remote desktop and selecting "Log off".

Another reason may be a bad session of DaFIS is caching. Within the grey bar at the bottom of the remote desktop, right-click and choose "Start Task Manager". Under "Applications", if the DaFIS system shows it is still running, click on it and select "End Task". Then "Log off" from DaFISConnect and try logging in again.

Q: How can I find out if my printer is compatible with DaFISConnect?
A: DaFISConnect uses the TS Easy Print driver, which redirects driver management to the end-user's workstation. Make sure the latest drivers are installed (although this may not solve all printing issues) and check that it is a Windows Hardware Quality Labs (WHQL) signed driver.

If buying a new printer check here first if it is a certified hardware device: http://www.windowsservercatalog.com/results.aspx?chtext=&cstext=&csttext=&chbtext=&bCatID=1326&cpID=0&avc=11&ava=0&avq=0&OR=1&PGS=25&ready=0.

Q: Why does my login sometimes take 20-30 seconds longer, and all I see is a blue screen?
A: The first time you log into a new server in the DaFISConnect pool, your individual profile must be built. Each server has a unique user profile and must build this profile the first time you log into it. Since we are adding servers to the DaFISConnect based off system load, this could potentially happen at any time, and is considered normal login behavior. Please wait at least 30 seconds before closing your window, so that your profile is built.

Q: My DaFIS user is assigned to the correct security groups, and the firewalls are properly configured, but the user's password (AD3 = Kerberos) does not work. What should I do?
A: The user should test their password on the uconnect site. If it does not validate, the user will need to reset their Kerberos passphrase on the campus Computing Accounts website. The changes will take effect for the DaFISConnect access the next business day.