

Email from Cara Boring on 12/30/15 at 4:11 pm

Good Afternoon All,

We have a solution to the below issue regarding “Establishing a connection to the application server”. If you are receiving this message when attempting to update your Axiom, please submit a help desk request @ 265-0526, if you have not done so already! Make sure to include your computer name and where you are located. Someone will remote into your machine to apply the resolution, so please leave your computer on when you leave for the day.

Unfortunately, there is not a way to mass correct this issue. It must be done per computer.

Thank you,

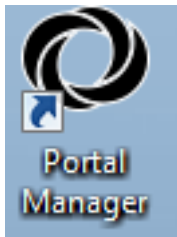
Cara Boring
Applications Development
UF Health IT
352-273-5709
clboring@ufl.edu

From: Boring,Cara Lyn
Sent: Wednesday, December 30, 2015 11:52 AM
To: DN-AxiomAnswers-DL <DN-Axiomanswers@dental.ufl.edu>
Subject: Axiom Upgrade Status!!
Importance: High

Hi Everyone,

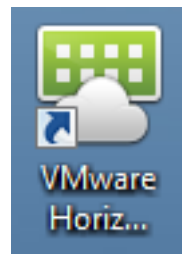
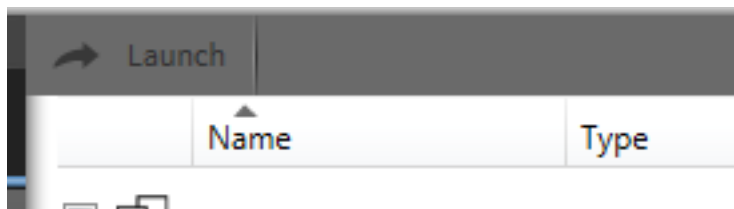
We have been receiving communication this morning that some computers are having an issue with “Establishing a connection the application server”. This is not on all computers. It seems most operatory computers are updating and connecting successfully. However, this is effecting some of the office computers. If you are receiving this message please submit a help desk request @ 265-0526. You may use the VMware client to access Axiom Live VDI.

If you do not have VMware on your desktop you may download it from the Portal Manager icon on



your desktop.....

Open the icon, and check the “Apps” option in the “Filters” column to the left. Scroll down and check the VMware Horizon Client Package, then click the “Launch” button directly above the “Names” column.



Vmware will download and create the VMware icon on your desktop..... Click on the VMware icon, if prompted for a connection server name, enter “Myviewlocal.ahc.ufl.edu”. You will also be prompted to log in with your Gatorlink account. Confirm that the domain is set to UFAD (not SHANDS). You will have multiple VDI’s available, click on the option FDNAX-SN-B: UFAD Axium Live. This will open a virtual desktop on your computer (takes a few seconds to load). Once the virtual desktop is open click on the Axium icon and log into Axium live.

Please contact me if you have any questions.

Thank you,

Cara Boring
Applications Development
UF Health IT
352-273-5709
clboring@ufl.edu