

## Troubleshooting Windows File Server Connections (macOS)

Apple MacBook laptops can present a connectivity issue with our Windows File server or samba drive. This process can also be helpful when your organization is using a VPN to access a host file server. A few steps are needed to ensure that the process works well.

- Setup **Add Route** to the host file server.
- Disable sleep completely on MacOS.
- Disable IPv6 on MacOS.
- Change Lock settings.

### How to add route to file service on Apple MacBook

If the staff member is working remotely, proceed to sign into the company's VPN software. In some cases, it will be necessary to sign into M365 account and MFA. Proceed to open Terminal.

In the Terminal, use the following three (3) command lines:

```
ifconfig | grep utun to view current routing table and allows us to see the tunnels.  
su admin  
sudo route add -host 192.168.1.xx -interface utun4
```

In recent MacOS version, the root user account is disabled by default. To switch to the root user (**su root**), you may need to enable the root account first.

```
su <username>  
su admin MacOS use the su admin command in terminal followed by the admin password.
```

### Special Notes:

**netstat -nr** command was previously used to show the routing table. This command line is no longer applicable and been depreciated.

The "**utun4**" can be different number at the end depending on the results from the **netstat -nr** terminal command.

### Disable sleep completely on MacOS

Here is a macOS command line to prevent VPN timing out.

<b>sudo pmset -a tcpkeepalive 1</b>	Prevents VPN from disconnecting
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### Disable sleep completely on MacOS

These terminal command lines are used to ensure that MacOS stays awake. It is especially useful when the lid is closed, and user is using external monitor(s).

<b>sudo pmset -a disablesleep 1</b>	To disables sleep completely
<b>sudo pmset -a disablesleep 0</b>	To re-enable sleep

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The **caffeinate** command will only work while the Terminal box is open. Once the laptop is restarted, the command will need to be re-entered.

<b>caffeinate</b>	Keeps Mac away. <b>Ctrl + C</b> to stop.
<b>caffeinate -di</b>	Keep display and system awake

### How to disable IPv6

As an additional setting while using the FortiGate VPN, proceed to open Terminal and turn off IPv6.

<b>sudo networksetup -listallnetworkservices</b>	List All Network Services
<b>sudo networksetup -setv6off Ethernet</b>	Disable IPv6 for Ethernet
<b>sudo networksetup -setv6off Wi-Fi</b>	Disable IPv6 for Wi-Fi
<b>sudo networksetup -setv6off VPN</b>	Disable IPv6 for VPN

### Lock Screen on MacOS

Consider changing the **Lock Screen** settings to minimum of 1 hour or more.

