Saral/HRMS/Jira/crestuni not able to open in MacBook

• Issue: You are facing difficulties accessing the Crest internal application.

• IP addresses and FQDN:

◦ 192.168.1.1 jira.example.com

◦ 192.168.1.2 confluence.example.com

◦ 192.168.1.3 hrms.example.com

◦ 192.168.1.4 saral.example.com

1. Check VPN Connection (For Remote Users):

a. Verify that you are connected to the VPN.

b. Connect to the VPN using the provided VPN client.

c. Confirm a stable connection.

2. Use IP Address Instead of FQDN:

a. Attempt to access the internal application using its IP address instead of the usual website address (FQDN).

b. IP addresses are mentioned at the beginning of the SOP.

c. Open your preferred browser, enter the IP address in the address bar, and try accessing the application.

3. Adding Host Entry for MAC Systems:

a. If you're in the office / remote and using a MAC device, follow these steps:

b. Open the Terminal application on your MAC (you can find it in the Applications > Utilities folder).

c. Type the following command and press Enter: sudo nano /etc/hosts

d. Enter your MAC password when prompted.

e. Add a new line in this format: <IP Address> <FQDN> - Example: 192.168.1.1 jira.example.com

f. Save the changes by pressing Ctrl + X, then press Y to confirm, and press Enter.

g. Restart your MAC or the browser and try accessing the internal application.

• After Troubleshooting:

◦ Confirm whether the issue is resolved.

◦ If the problem persists, contact your IT support team and provide them with the steps you've taken.

• Remember:

◦ Always disconnect and reconnect the VPN if issues persist. (For Remote Users)