

New Summit Hosting Setup Guide (Mac OS X Users)

mylogin.myownasp.com

We are pleased to announce that your server is now ready for you to begin using.

This guide is to assist you with the process of connecting to your server. This is the most important guide that we will send so it's **crucial that you read this information**. Most support issues we see can be avoided by following this guide. Be sure you save a copy of this document and then forward it to other users that connect to the server.

Please make sure you save a copy of this document and send it to any user needing to connect to your system.

Important Links:

- [Setting up "Remote Desktop Connection" \(RDP\)](#)
- [Knowledgebase](#)
- [Ticket Submission](#) (to submit a support request)
- [YouTube Video "Getting Started" Demonstration](#)

Your server name, usernames and passwords are included on the .PDF file in the "New Hosting Setup" email. To edit your password, press CTRL + ALT + END while in RDP and choose "change a password"

Connecting Your Mac To Your Server:

Open the App Store on your Mac. Download and install the "Microsoft Remote Desktop 10"

Here is a link to the [correct application](#)

Launch the app and choose "not now"

Click "Add desktop"

PC name is your server name

Click on User Account / Add User Account...

User name: *myasp\your_username*

Password: Enter your password

Friendly Name: *SummitHosting*

Save

Show More

Friendly Name: *SummitHosting*

Gateway / Add Gateway

Server name - Enter your gateway address: *mylogin.myownasp.com*

User Account: SummitHosting

Friendly Name: *SummitHosting*

Save

Click on the Local Resources tab

Check the "Printers" box

Save

Once saved, you should now have an entry for your server. Double-clicking this will launch the process to connect to your server's desktop.

During the connection process, you may see a "Verify Certificate" window. Click "Show Certificate" and then "Always Trust these certificates" (you'll need to enter your local Admin password).

If you try to connect but receive error "connection reset by peer":

This is most likely caused by not configuring the app correctly, or by mistyping your password. Please go back over the settings of your Remote Desktop application. The error can also be caused by this:

On June 1, 2016, Microsoft released an update to its Remote Desktop client for Mac OS X via the Mac App Store. The update to version 8.0.32 broke some functionality for people. The most commonly reported error I have seen is "Connection reset to peer" before authentication. An alternative is to use a beta version of the Microsoft Remote Desktop for Mac ([click here](#)).

1. Install RDP Beta on your Mac
2. Choose "Get Started" and then "Skip"
3. Add desktop
4. "PC name" is your server name
5. User Account: Choose "Add user account"
6. Username: *myasp\your_username*
7. Save and then Save again
8. Right-click server and choose "Edit"
9. Gateway: "Add Gateway" and enter: *mylogin.myownasp.com*
10. User Account: Choose the myasp user you made earlier
11. Save and then Save again
12. Double-click server
13. Choose "Show Certificate"
14. Expand "Trust" and choose "Always Trust" / Continue (will need to enter your Mac password)

Copying Files To Your New Server (if your files are not already on the server)

We assume you are familiar with how to create and restore backups within your accounting software. Once you have a backup, you will need to copy it to the server. Note: Any file on the server can be copied/pasted to your local computer:

1. Completely log off of the server
2. In Microsoft Remote Desktop for Mac, highlight your server
3. Choose "Edit" and then "Redirection"
4. Check the "Enable folder redirection" box
5. Click on the plus symbol at the bottom
6. Name the folder whatever you like, and for Path choose the down arrow, then Browse
7. Browse to the folder that you would like added and select it
8. Once you add the folder you will see the name and path of it in the previous window (Redirection)
9. Log into the server and open File Explorer
10. You should see your local folder on the left under "Computer" or "Network"

Note: Here are knowledgebase articles on how to create/restore backups for [QuickBooks](#) and [Sage 50](#).

Requesting Support

We do expect that you will sometimes run into issues not covered in this guide. You are more than welcome to submit a support request via our [ticket website](#). Here are a few simple guidelines that will help you submit a ticket.

1. Our responses to tickets will come from support@summithosting.com. This email is for our ticket system only. Do not send emails to this address. Make sure you add this email address to your email's safe list to prevent our responses from going to your spam/junk mail.

2. When submitting a support request, details are extremely important. The more information we have to work with, the faster we can determine the issue. If you are receiving an error message, please include it word for word, and also a screenshot if possible. Also always include your server username. If you are having printing issues, we will need the exact make/model of your printer.

Items not covered by support:

1. **Local IT support** – Our support scope is for the Summit Hosting service only. It does not include things like how to use QuickBooks or Sage, maintaining your local computers, removing malware, configuring security, etc.

2. **Network conditions** – A common assumption of problems with connecting may seem to be entirely the responsibility of the hosting service, most internet connection issues are outside our network and thus outside our control.

3. **Accounting Errors or Procedures** – While we do host your accounting software, education in its use is not part of our support. Errors that occur within the software must be brought to the vendor's attention.

Server Backups

Please be aware that we utilize a sophisticated backup system that creates a backup of your server every night. Since our backup system works at such a low level of the server, your software will not know it is running and may still want to perform backups on its own. These additional backups are not necessary. While performing your own backups may not be needed, we are in no way telling you that you cannot do them yourself. If you choose to perform your own backups, we ask that they not be scheduled daily and that they are run as needed. To prevent your backups from filling up your server's drive space, they should be moved off the server to your local computer.

Default Company File Locations

If you are unsure of where to restore your company file, please use the locations below, as these are the default locations that the software uses:

- **QuickBooks** - C:\Users\Public\Documents\Intuit\QuickBooks\Company Files
- **Sage 50** - C:\Sage\Peachtree\Company

Note: The C drive on the server will be labeled "**SummitHosting (C:)**", not to be confused with your actual local disk.