## Apple M1 erasure- Connection with server failed with error 403

|  | Created date | Updated date | Affects version                      | Fix version                |
|--|--------------|--------------|--------------------------------------|----------------------------|
|  | 14 Dec 2022  |              | Drive Eraser for Mac - 2.7 and older | Drive Eraser for Mac - 2.8 |

## **Problem**

Starting an erasure with Drive Eraser for Mac end up with a "Connection with server failed with error 403" error message.

## Cause

This issue occurs when the macOS local time is incorrectly set.

## Resolution

To resolve the issue it is recommended to check and update the system time, you can do it from the terminal by running the following command: sudo ntpdate -u pool.ntp.org

In case the "ntupdate" command is not recognized, you may need to use below command instead:

sudo sntp -sS pool.ntp.org

This procedure will be included within the erase\_mac helper script on an upcoming release of Drive Eraser for Mac after which this error should not be encountered anymore.