

# Virginia International University Virtual Desktop Lab Manual

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IT Department  
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## Accessing Virtual Desktop Lab

### **VIU Virtual Lab Homepage (Native Connection):**

Visit <https://vworkspace.viu.edu/vWorkspace>

### **VIU Virtual Lab Homepage (HTML5 Connection):**

Visit <https://vworkspace.viu.edu/html5>

## Accessing from Laptops/Desktops

### Login

Please use your student portal username and password to login.

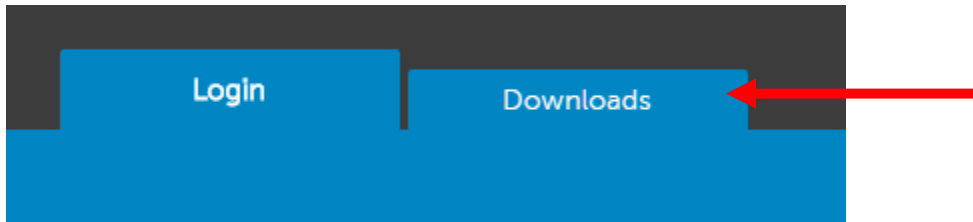
A login form for VIU. The background is blue. At the top center is the VIU logo in white serif font with red horizontal lines above and below the letters. Below the logo are two white input fields. The first is labeled "User name:" and the second is labeled "Password:". Below the password field is a white button with the text "Login" in blue.

### Two Ways to Access Virtual Desktops:

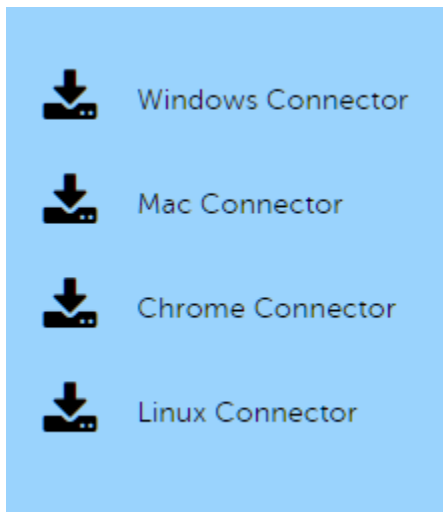
#### **1. Dell vWorkspace Connector**

- This is more stable than using HTML5 option. You need to install a connector for your operating system in order to use this option.

Click on Downloads Tab.

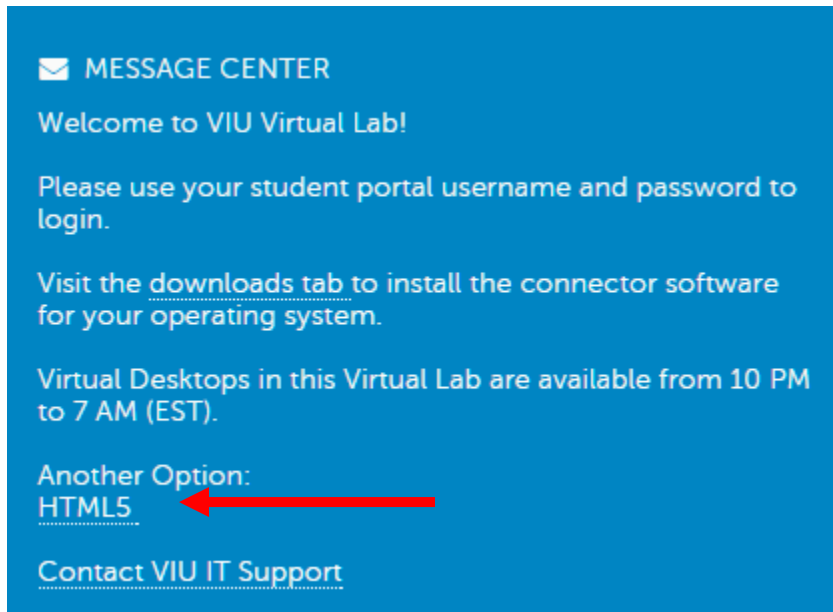


You can download a connector for your Operating System.



## 2. HTML5 (<https://vworkspace.viu.edu/html5>)

- a. Using HTML5, you will be able to access a virtual desktop in your browser.



## Accessing from Tablets

### iPad

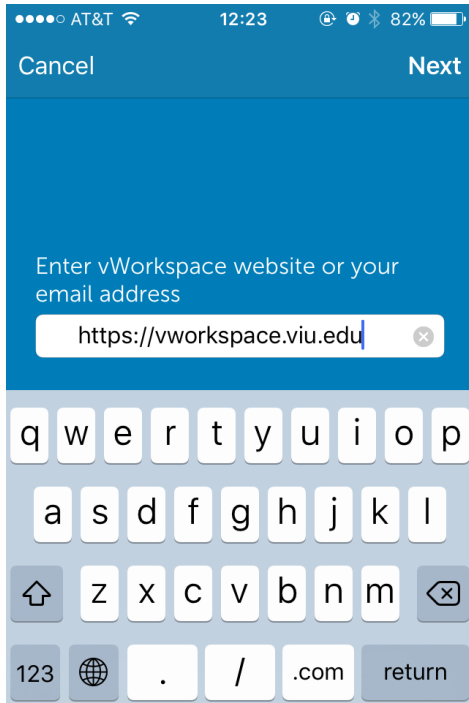
<https://itunes.apple.com/us/app/vworkspace/id406043462?mt=8>

You can install the vWorkspace application from App store. Once installed, start the application.

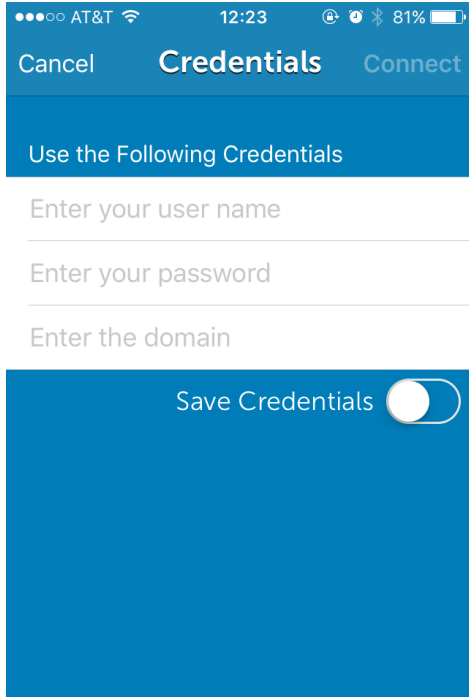
1. Tap on the top left Icon
2. From there tap "Add Connection..."
3. "Automatically Configure..."
  - You will be presented with a window asked for a server name.
4. Type in "**https://vworkspace.viu.edu**" and tap configure.
5. On the next screen enter in your student portal username and password, for the domain use "**campus**".
6. Once connected you will be able to launch all available desktops or applications.

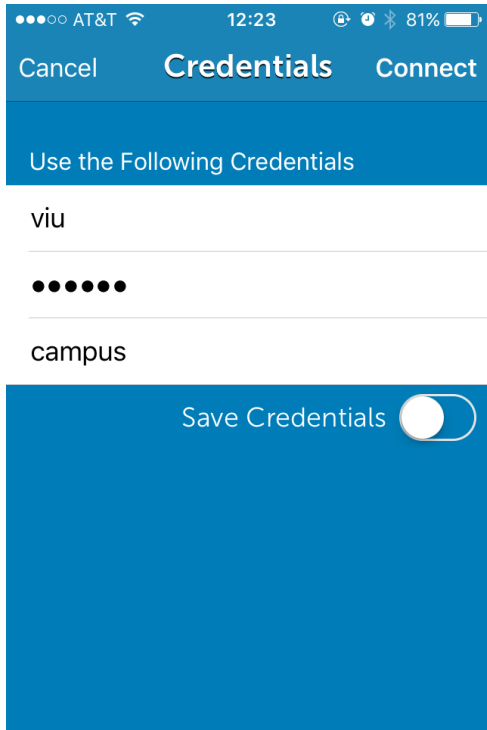
Type in "**https://vworkspace.viu.edu**" and tap configure.



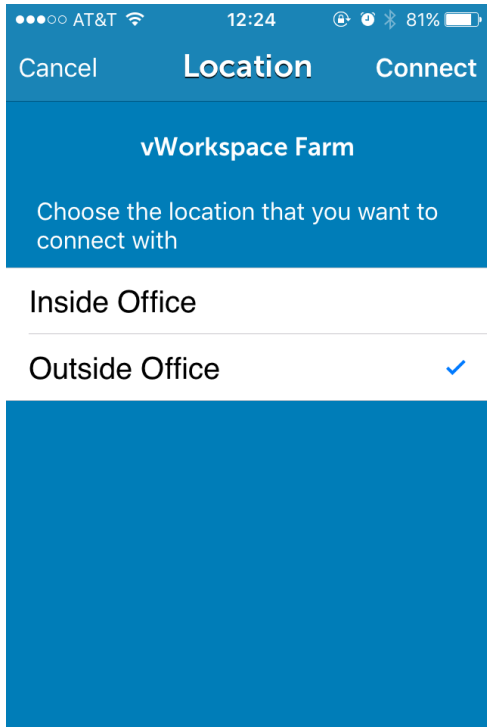


**Type in your student portal username and password, for the domain use "campus".**



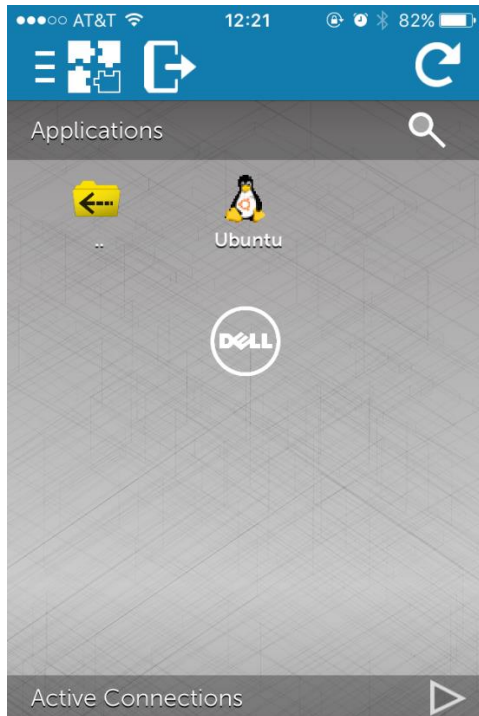


**Click on Outside Office.**





**You will see available Virtual Desktops.**



## Android

<https://play.google.com/store/apps/details?id=quest.android.appportal&hl=en>

Install the vWorkspace application from the google play store. Once installed start the application.

1. Tap on the top left Icon.
2. From there tap "Add a new farm" and then select "download configuration file".
3. On the next window select **https** and type " **vworkspace.viu.edu** " into the box for the server address, "**campus**" for the domain and your student portal username and password.
4. Once connected you will be able to launch all available desktops or applications.

## Virtual Desktops Operating System

- **Windows 7 SP1 Professional**

## Software Installed on Windows 7 Virtual Desktop

- Adobe Acrobat Reader DC
- Microsoft Office 2016 Professional Plus
- Microsoft Office Project 2016
- Microsoft Office Visio 2016
- Mozilla Firefox
- Google Chrome

## FAQ

### Stable Connection to Virtual Desktops Heavily Relies on INTERNET Connection

#### **Intermittent Connectivity**

In order to establish a stable connection with a virtual desktop, you may need to connect your cable connection instead of Wi-Fi. Using an Ethernet cable is preferred option when accessing a virtual desktop. Additionally, vWorkspace connector provides a better performance than HTML5.

#### **Error Message: “No Available Computer”**

Since there is a limited number of virtual desktops available in VIU virtual lab, if all the images are in use, you are not able to access a virtual desktop.

#### **Error Message: “A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond.(10060) Retry will occur automatically.”**

When many students are trying to access virtual lab, our virtual lab server might not be able to load a virtual desktop for you. If this happens, you can try it again shortly after.

If this issue persists, please contact [it@viu.edu](mailto:it@viu.edu).

#### **Cannot Open the Downloaded File to Access a Virtual Desktop**

You may need to download a vworkspace connector from Downloads Tab on VIU virtual lab homepage. Please download the right connector for your operating system.

#### **Cannot see the files saved on Desktop**

We delete and recreate virtual desktop images every day. If you save any files in a virtual desktop, they will be deleted by the next day. Please be sure to save your files in cloud such as Google Drive if you need to have access to them later.