

# VeraLab Remote Access Setup Guide


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## Introduction

VeraLab Server versions 8.6.1 and higher come with a standard feature allowing you to organize Remote Access to your lab computers. VeraLab will identify available stations and publish connectivity links on the Remote Access page. Stations that are currently occupied or not available otherwise will not be displayed. VeraLab supports remote connectivity to Windows and Mac OS computers.

Once configured, remote connectivity links will be published in three areas within VeraLab web application and you can chose which option to communicate to your lab patrons (students) or publish it on one of your internal portal pages.

### Option 1. Remote Access



## Remote Station Access

WAB01  
Room B01  
0 stations available

WAB53A  
PC Lab in WAB53  
2 stations available

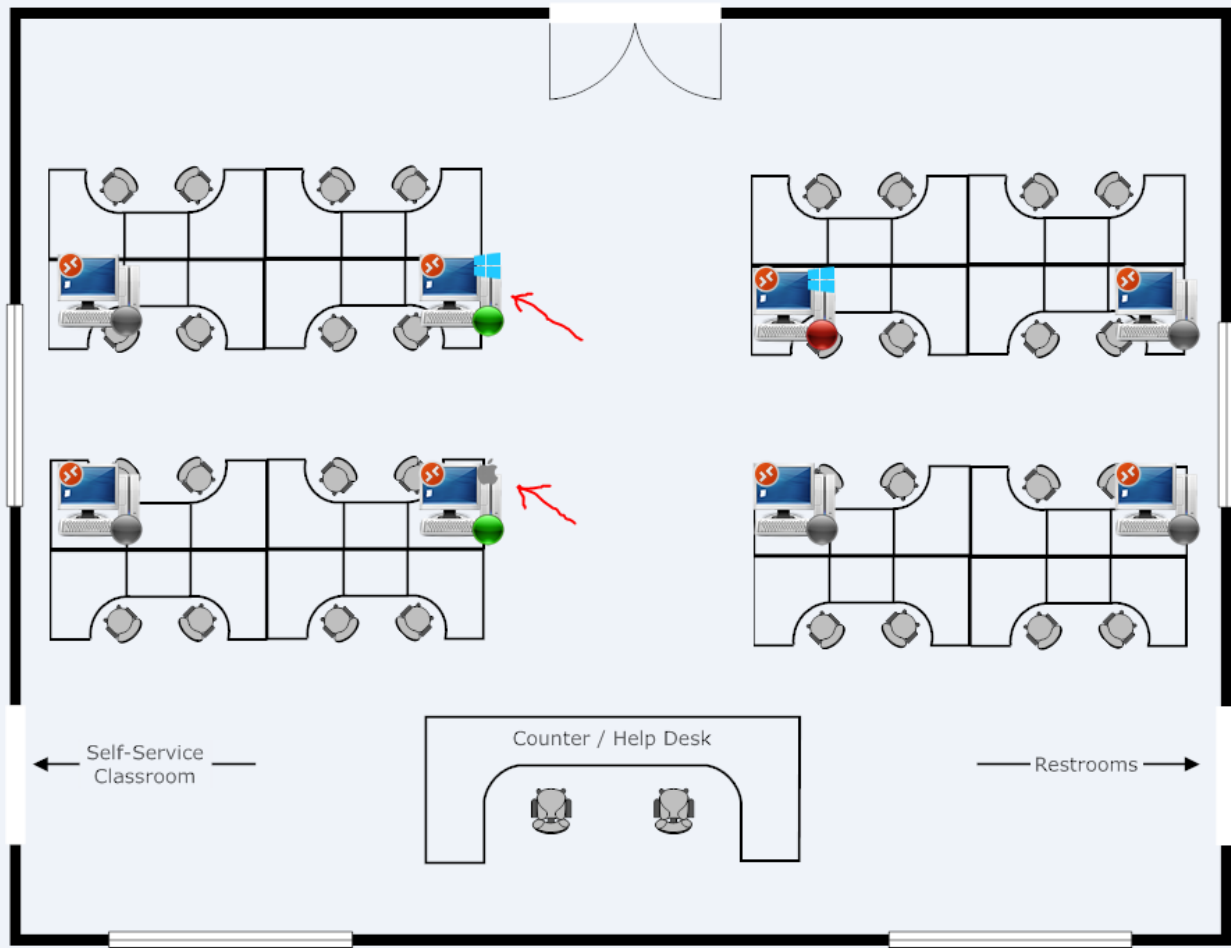
Station Name	Remote Connection	Operating System	Image	Model
NEPTUNE	<a href="#">Connect</a>	Windows 7 Pro	Image WAB53A	Dell OptiPlex GX240
Vellas-Mac-mini	<a href="#">Connect</a>	macOS Catalina	Image WAB53B	Mac Mini

### Option 2. LiveMap (available on Student Portal).

Vacant: 2 Occupied: 1 Not Connected: 5 Unavailable: 0 Total: 8

Text-only LiveMap



Station status is updated automatically every 15 seconds. Last update: 29-August-2020 9:34:26 PM



Option 3. Text-Only LiveMap. Stations available for remote connection have an icon next to their names.

WAB53A LiveMap

Station status is updated automatically every 15 seconds. Last update: 29-August-2020 9:36:18 PM

Station	Status	Image	Model	Operating system
NEPTUNE 	Vacant	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
PLUTO	Occupied	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
Vellas-Mac-mini 	Vacant	Image WAB53B	Mac Mini	macOS Catalina
WAB53S01	Not Connected	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
WAB53S02	Not Connected	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
WAB53S03	Not Connected	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
WAB53S04	Not Connected	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro
WAB53S05	Not Connected	Image WAB53A	Dell OptiPlex GX240	Windows 7 Pro

Vacant: 2 Occupied: 1 Not Connected: 5 Unavailable: 0 Total: 8

## Setting up Lab PCs (Windows OS) Computers for Remote Access

1. Review official Microsoft documentation or quick setup reference:  
<https://support.microsoft.com/en-us/help/4028379/windows-10-how-to-use-remote-desktop>
2. Verify that RDP port (default 3389) is open for ingress connections.
3. Verify that target PCs allow only one concurrent RDP connection., e.g.  
<https://docs.microsoft.com/en-us/answers/questions/29902/limit-rdp-connections-to-one-user-at-a-time.html>

Note: There is still a risk of users knocking each other sessions due to various circumstances. Usually if another session requests connection there will be a message on the active session screen allowing to block new connection. If not responded in time, new session may take over.

## Setting up Lab Mac Computers for Remote Access

1. Review official Apple documentation or quick setup reference:  
<https://support.apple.com/guide/mac-help/turn-screen-sharing-on-or-off-mh11848/mac>
2. Verify VNC port (default 5900) is open from the network where your users are going to invoke Remote Access sessions.
3. Users connecting to Macs need to have VNC client (VNC Viewer) software.

## Configuration Steps

### Pre-requisites

1. Users are able to connect to your lab network via VPN or directly over the Internet (not recommended).
2. You have VeraLab server 8.6.1 or higher installed and running.
3. VeraLab Room property "Sign-in Mode" is set to "Self Service" mode.
4. Review that correct Images are defined and assigned to stations. "Operating System" column will retrieve the value from "Image OS" field.

The screenshot shows the 'Edit Image' page in the VeraLab application. The page title is 'Edit Image Image WAB53B'. The form contains the following fields:

- Image Name \***: Image WAB53B
- Image Description**: (empty)
- Image OS \***: macOS Catalina
- Image Software \***: Office 2003

At the bottom of the form are two buttons: 'Update' and 'Cancel'.

## VeraLab Setups

1. Login to VeraLab web application as built-in “admin” account or any user account with “Manager” role assigned.
2. Navigate to Lab Control -> Remote Access menu.

The screenshot shows the 'Lab Control' menu in the VeraLab application. The menu items are:

- Check-in Dashboard
- Waitlist
- Class Registrations
- Manage Lab
- Scheduled Tasks
- Remote Access

The 'Remote Access' item is highlighted in yellow. Below the menu, there is a 'Workstation Add' section with a 'Select Room' dropdown menu (currently showing '-- Select One') and a 'Name' input field. There are also buttons for '+ Add Workstation', 'x Delete', 'Setup', and 'Unregistered Static'. At the bottom, there are two columns: 'Workstation' and 'Operating System'.

3. View/Edit global Remote Access settings.

VERALAB Welcome, Administrator Veralab

Setup ▾ Shift Board ▾ Lab Control ▾ Manager Board ▾ Licenses Reports Issues ▾ Student Portal ▾ Tools ▾

## Remote Access

Remote Access Settings

Room Name	Enabled	Stations	Remote Access Settings	Add / Edit LiveMap	View LiveMap	Edit Settings
Li 2005 PC	<input type="checkbox"/>					
Li 2005 PC II	<input type="checkbox"/>			+		
Li 2005 Thin	<input type="checkbox"/>			+		
Li2000 - DataBase Center	<input type="checkbox"/>			+		
Li2064 - Classroom	<input type="checkbox"/>			+		
Li3000 - Database Center	<input type="checkbox"/>					
WAB01	<input checked="" type="checkbox"/>	Selected Stations	Use Default			
WAB53A	<input checked="" type="checkbox"/>	All Stations	Use Default			
WAB53B	<input type="checkbox"/>			+		

4. On the Remote Access Settings page you can choose options:
  - a. Display only rooms with available computers, e.g. if you have many labs and not all of them are configured for remote access or in cases when all available computers in a lab are occupied this will keep list of available stations shorter.
  - b. Use IP or hostname (or fully qualified domain name). It will be embedded in the connection link published to users and must be resolvable on the network or VPN.
  - c. Mac stations require VNC password setup, this setting must match client VNC password.

## Remote Access Settings

Show rooms with 0 available stations

Select this checkbox if you want end users to see entire list of rooms in your environment even if they don't have any available stations.

### Default Settings

Establish connections

via IP Address

via Hostname

FQDN suffix

Please add your domain suffix. VeraLab will take station name and append domain suffix to form FQDN host. If your stations do not have FQDN resolution in campus network, please select IP Address.

Remote Desktop Gateway

Keep this field blank if you use direct access and have port 3389 open on client stations.

VNC Password for Macs

Must be running macOS Mountain Lion or higher. To set VNC password on clients, go to System Preferences=>Sharing, turn on "Screen Sharing". Then go to Computer Settings dialog and set the password for VNC connections there.

Update

Cancel

5. You can turn Remote Access ON or OFF, edit, override, and fine-tune default settings on each Room level. On Remote Access Page, click on Edit icon to view and edit room-level remote access settings.

## Remote Access

### Remote Access Settings

Room Name	Enabled	Stations	Remote Access Settings	Add / Edit LiveMap	View LiveMap	Edit Settings
Li 2005 PC	<input type="checkbox"/>					
Li 2005 PC II	<input type="checkbox"/>			+		
Li 2005 Thin	<input type="checkbox"/>			+		
Li2000 - DataBase Center	<input type="checkbox"/>			+		
Li2064 - Classroom	<input type="checkbox"/>			+		
Li3000 - Database Center	<input type="checkbox"/>					
WAB01	<input checked="" type="checkbox"/>	Selected Stations	Use Default			
WAB53A	<input checked="" type="checkbox"/>	All Stations	Use Default			
WAB53B	<input type="checkbox"/>			+		

- To select only specific stations available for remote access, select “for selected stations” option and then click on “Select Stations”. It will open pop-up window with list of stations in the room. Select desired stations and click on Update button. Click on “Close” to close pop-up window.

## Edit Remote Access Settings for WAB01 Room

Enable Remote Access

- for all stations
- for selected stations [Select Stations](#)

Enable Remote Access for all new Stations

### Remote Access Settings

Use Default

Use Room Level

Establish connections

via IP Address

via Hostname




FQDN suffix

## Stations for Remote Access in WAB01 Room

Update

<input type="checkbox"/>	Station Name	Image	Model
<input checked="" type="checkbox"/>	WAB01S01	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input checked="" type="checkbox"/>	WAB01S02	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input checked="" type="checkbox"/>	WAB01S03	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input checked="" type="checkbox"/>	WAB01S04	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input type="checkbox"/>	WAB01S05	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input type="checkbox"/>	WAB01S06	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input type="checkbox"/>	WAB01S07	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620
<input type="checkbox"/>	WAB01S08	Dell OptiPlex GX620 - Class	Dell OptiPlex GX620

- To Display Remote Access on Live Maps, a room must have Live Map added/configured. This Can be done directly from Remote Access configuration page or from LiveMaps Menu (under Student Portal top menu). Rooms with LiveMap configured have an icon displayed in the list of rooms.



















Welcome, Administrator Veralab  


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Setup
Shift Board
Lab Control
Manager Board
Licenses
Reports
Issues
Student Portal
Tools

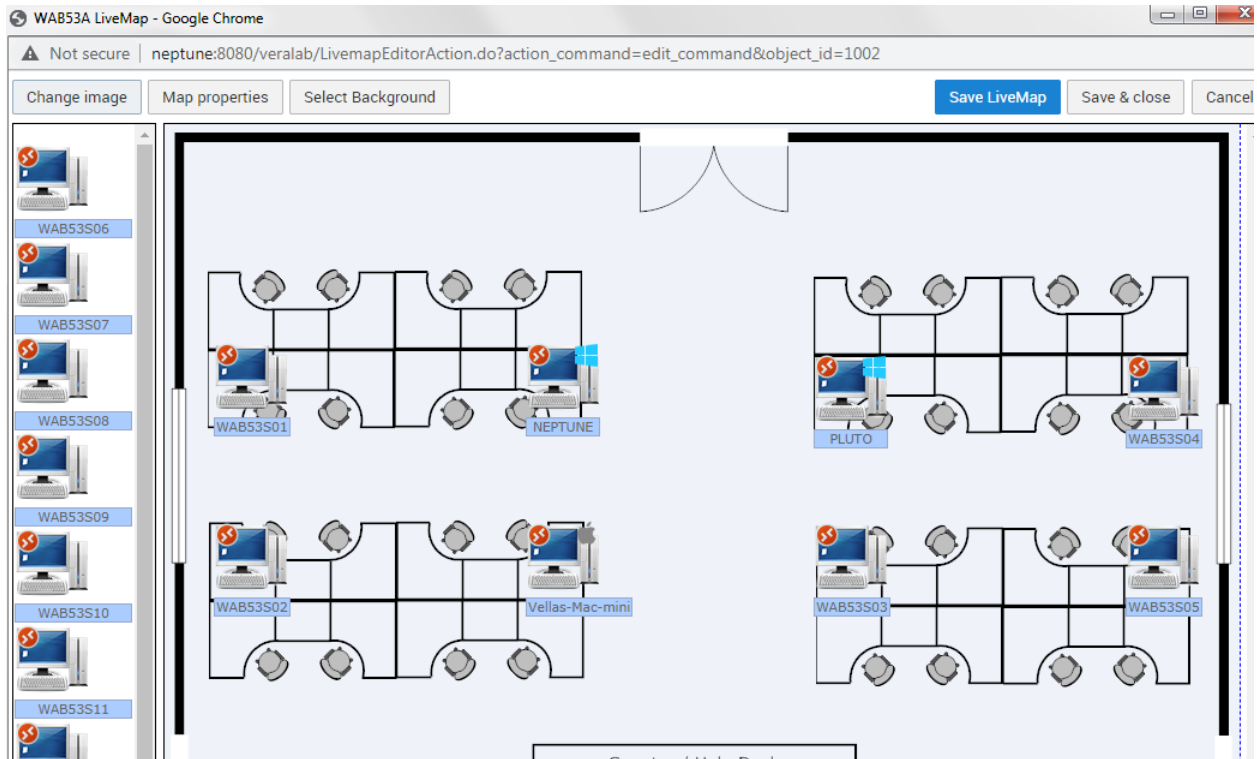
### Remote Access

Remote Access Settings

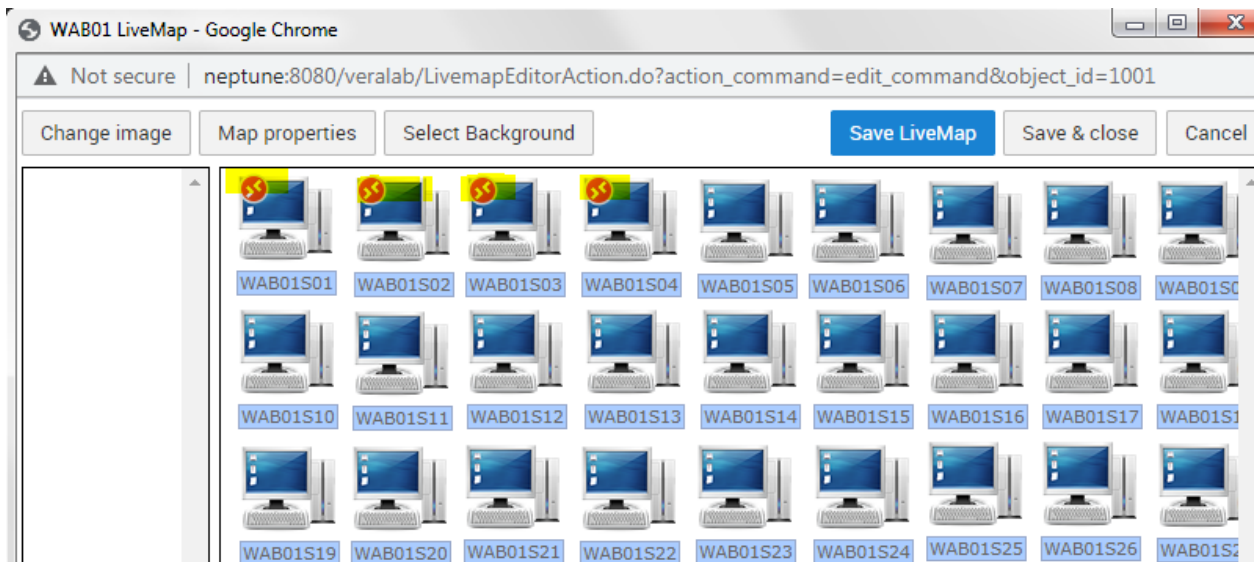
Room Name	Enabled	Stations	Remote Access Settings	Add / Edit LiveMap	View LiveMap	Edit Settings
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Li2064 - Classroom	<input checked="" type="checkbox"/>	All Stations	Use Default	+		
Li3000 - Database Center	<input type="checkbox"/>					
WAB01	<input checked="" type="checkbox"/>	Selected Stations	Use Default			
WAB53A	<input checked="" type="checkbox"/>	All Stations	Use Default			
WAB53B	<input type="checkbox"/>			+		

- Click on Add/Edit LiveMap icon to configure Rooms LiveMap and select stations that would show on LiveMap page for that room.





- If you configured room with only selected stations available for remote access they will show with red remote connection icon in the upper left corner of computer image.



## Connecting to PCs (Windows OS) Computers in your Lab

Windows OS has a built-in RDP client allowing to establish connection directly to Lab PCs (Windows OS) automatically. After clicking on available station users will see an RDP file downloaded to their

computer. Double-clicking that file will invoke new connection to the target computer. Enter credentials when prompted to start a remote session.

Mac OS or iOS users connecting to Windows computers need to have RDP software.

Examples of software your users might need:

Microsoft Remote Desktop for Mac - <https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12>

Microsoft Remote Desktop for iOS - <https://apps.apple.com/us/app/remote-desktop-mobile/id714464092>

Microsoft Remote Desktop for Android devices - <https://play.google.com/store/apps/details?id=com.microsoft.rdc.android&hl=en>

## Connecting to Mac Computers in your Lab

Computers with macOS use VNC protocol and therefore client computers connecting to lab Macs must have VNC client software installed and configured. Built-in VNC-server supports two methods of authentication and authorization. First method uses username/password authentication, but not all clients support it.

If connecting client supports, e.g. macOS screen share or bVNC pro for iOS, bVNC free for Android, use **VNC Link** button.

When establishing VNC connection from Windows OS, we recommend using TightVNC or UltraVNC client. This method will use VNC password for authorization which is embedded in the **Download VNC file** option.

In all other cases you can use manual copy and paste method, e.g. if you use RealVNC client, you can copy connection string, open VNC client on your device, paste it. When using this option, you will need to obtain VNC password from your lab Administrator.

VNC Client for Android devices - <https://play.google.com/store/apps/details?id=com.iiordanov.freebVNC>

Vacant: 3 Occupied: 0 Not Connected: 20 Unavailable: 0 Total: 23

Text-only LiveMap  
Station status is updated

### Connection Info

Option 1. If your OS supports direct VNC link (e.g. macOS), click on the VNC link button below:

[VNC Link](#)

Option 2. If you are on Windows OS and have VNC client installed and configured, e.g. TightVNC, UltraVNC, click on Download VNC file and open it from your device:

[Download VNC file](#)

Option 3. Manual copy and paste:

Station Address:  [Copy](#)

Remote connection to Mac station requires VNC password. If you do not know it, please contact administrator.

1. Copy above IP address/Hostname of this station
2. Open your VNC client or use Chrome plugin [here](#).
3. Paste copied IP address in VNC connection window.

[Close](#)

CleanBigSurfBeta  
CleanHighSierra  
CLEANXPSP3  
CleanSnowLeopard  
cleangigalon  
CleanMa

## Reporting a Bug

Found a bug? Please submit a bug to [support@veralab.com](mailto:support@veralab.com).

Thank you for using VeraLab and for taking the time to send us your feedback!