FAQ - ECI Computing Lab Remote Access

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Contacting Support

ECE: help@ece.ucsb.edu
ME: support@me.ucsb.edu
CHE: george@engineering.ucsb.edu

Why Won't It Work For Me?

Connecting to Campus VPN Successfully?

Please visit this page to confirm that you have connected successfully to the Campus VPN Service prior to connecting to a remote Lab computer. If it reports an "off-campus" address, you will need to troubleshoot your VPN Connection.

Please see this page for further VPN troubleshooting information.

Using Proper Credentials? (UCSBNetID vs CoE credentials)

Because the campus VPN service is an ETS-provided campus-wide service, it uses your UCSBNetID for authentication. as a College of Engineering (CoE) service, the Computing Labs ask for your CoE credentials.

Performance Is Slow! What Can I Do?

Before contacting support, please perform a speedtest (while not connected to the Campus VPN service). Reporting the results of the speed test along with your trouble ticket can help in determining the source of the performance issue.

For those who are on-campus or on the ResNet network, performance may be improved by trying to connect to the CoE Computing Labs without first connecting to the Campus VPN service. This is currently possible (though subject to change in the future).

Will I Connect to the Same Lab Computer Each Time?

When you make a remote connection to the CoE Computing Labs, your connection is passed through a redundant set of proxies that then connect you to an individual lab computer. This connection is made somewhat "sticky" so that —within a reasonable timeframe (subject to adjustment)— you will be connected to the same computer in the event you are disconnected, logout, or your work is otherwise interrupted. However, it is still advised that you not save your work to the lab computer's local drive.

How Can I Determine the Hostname of the Remote Computer?

Prior to Successful Connection

The nature of this service (using a proxy and load-balancing) renders it initially difficult for a user to determine which lab computer they are contacting. If you find yourself needing to report a troubled lab computer to support personnel, you can determine the actual hostname of the lab computer by doing the following.

1. Delete any saved credentials in your RDP client so that you will intentionally fail any authentication to the remote lab computer.

2. Connect to Campus VPN, then attempt a connection to the remote lab computer. Because all saved credentials were deleted in step 1, you should fail authentication and be directed to a GUI-based login screen.

   Windows Lab Computer

   Click "How do I sign in to another domain?"
The hostname will be reported amidst the message then displayed. . .

Linux Lab Computer

The hostname will be displayed in the title bar (at the very top) of the authentication screen presented. . .
After Successful Connection

Both Windows and Linux will report the computer's hostname in response to the `hostname` command at the command prompt/terminal.

- Windows Command Prompt can be found at: Start Windows System Command Prompt
- Linux terminal application can be found at: Applications/Activities (upper-left screen corner) Favorites Terminal

Please report the hostname of the remote lab computer when filing any ticket with support.