VCL Connection Troubleshooting Guidelines

This goes through the steps of bringing up GSP5 in the VCL for use on your personal computer. For a successful connection, the answers should be "Yes" at each step. A "No" answer indicates a problem at that step - so please explain what happened at that step. If you have a problem, let us know how far you were able to go and what happened at that point. It will help us help you.

1. Did you bring up the VCL home page https://vcl.ncsu.edu/ or http://vcl.ncsu.edu/ in your browser?

2. Did you login choosing the ECPS Affiliation, using your school id/password?

3. Did you click on "Make a Reservation" in the green navigation bar at the left of the page?

4. Did that bring up the "New Reservation" page?

5. Did you select "GSP5 high school math" in the drop down menu? (You don't have to do anything with the menu if that is what is showing).

6. Did you click on the "Make a Reservation" button?

7. Did that bring up the "Current Reservations" page?

8. After loading the image (which will take at least 1 minute - or more if that is what is indicated on the "New Reservation" page) - a "Connect!" button should appear - did it? If it didn't, click on "Pending" and there may be a message there about a failure - tell us what it says).

9. Did you click on the "Connect!" button?

10. Did that bring up the "Connect!" page?

11. Did you click on the "Get RDP File" button?

12. Did it download a file to your desktop - with a name something like "GSP5 high school math.rdp"?

13. Did you double click the icon of that file?

14. Did the RDP window open up a login window asking for id & password?

15. Did you give your id and the password from the "Connect!" page? [IMPORTANT!!! This is NOT the same as your school password!!! You MUST use the one on the "Connect!" page for this step.]

16. Did the small login window in the desktop window with the GSP5 icon disappear?

17. Did double clicking the GSP5 icon bring up GSP5?

If you answered "Yes" to all of the above - go ahead and use GSP5!