

Instructions for using the Virtual Lab

TECHNICAL UNDERSTANDING

- ▶ The **Virtual Lab** introduced at Mainz University of Applied Sciences is based on a technology called Remote Desktop Services (RDS). It allows users to access a virtual desktop via a stable network connection remotely. The provision of high-performance desktop PCs or clients requires financial investment and places a burden on the already tight space availability at Mainz University of Applied Sciences. For this reason, a solution was developed and enrolled that extends the physical desktop PCs in the PC labs with virtual machines (VM). Access to your VM is gained via the desktop application *Citrix Workspace App*. The VM simulates a typical Windows desktop environment and offers a variety of software applications for studying or everyday work.
- ▶ This document illustrates the steps for using your virtual machine instance.
- ▶ If you have any questions or facing problems, we offer support via e-mail vgi@hs-mainz.de

PREREQUISITES

- For using the **Virtual Lab**, any device (notebook, desktop PC, or tablet) with a stable internet connection is required. There are no preconditions for the operating system of your device, meaning you can work with a Windows, MacOS or Linux system. We recommend using a notebook or desktop PC with an external monitor for high usability.
- In addition, you must authenticate yourself in the internal university network. If you are within the Mainz University of Applied Sciences, you do not need to make any additional settings but can start directly with step 1 on the following page. If you are working from home office, you need to establish a VPN connection to Mainz University of Applied Sciences network. How to install and configure the VPN connection via *FortiClientVPN* application can be found [here](#) for students and [here](#) for employees.
- In order to use the full performance of the **Virtual Lab**, we highly recommend using the *Citrix Workspace App*. This application enables a fully graphics-optimized data exchange protocol and is therefore appropriate for using computationally intensive processes as those can be performed with software provided in the **Virtual Lab**. To install the *Citrix Workspace App*, you can download the latest version [here](#).

FAILURE CASES

- If you encounter problems while *registering, logging in or using the Virtual Lab*, we offer assistance in several ways: (1) Typical failure cases are reported on our [micropage](#). In addition, you can reach us (2) via [e-mail](#) or (3) by calling us directly (06131.628-8522).

INSTRUCTIONS FOR USING THE VIRTUAL LAB

1. The **Virtual Lab** is provided as a service via the Rechenzentrumsallianz Rheinland-Palatinat (RARP). To access the **Virtual Lab**, you must first register for this service. For this purpose, please open the following link, select the home organisation Hochschule Mainz and then log in with your internal IT account via the shibboleth protocol. Registration is required just once (initial registration).

RARP service login: <https://login.rarp-kl.de/index.xhtml>

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Willkommen

Um die RARP-Dienste an der TU Kaiserslautern nutzen zu können, benötigen Sie ein gültiges Benutzerkonto bei einer der unten aufgeführten Organisationen. Wählen Sie dort die Organisation aus, an der Sie beheimatet sind und klicken Sie auf "Fortfahren".

Föderation: Alle ▾

Suchfilter:

Heimatorganisation:

- Hochschule Kaiserslautern
- Hochschule Koblenz
- Hochschule Mainz**
- Hochschule Trier
- Hochschule Worms
- Hochschule für Wirtschaft und Gesellschaft Ludwigshafen
- Universität Mainz
- Technische Hochschule Bingen
- TU Kaiserslautern
- Universität Koblenz-Landau
- Universität Trier
- Universität des Saarlandes

Heimatorganisation merken:

FORTFAHREN

2. If applicable, accept the information to be transmitted to this service and then confirm the processing of your personal data by RARP.
3. Register for the service “Virtual Lab“ and set a service password. Since this service password serves as the password for logging in to the **Virtual Lab**, we ask you to document it well and securely. In case of loss, the password can also be changed there. **Please note the requirements for the service password!**

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RARP-Dienste an der TU Kaiserslautern

Sie haben sich bereits bei den folgenden Diensten registriert:

Virtual Lab

Das Virtual Lab bietet Studierenden und Mitarbeitern der Hochschule Mainz Zugang zu leistungsstarken Virtuellen Maschinen, die im Rahmen eines Studiums oder hochschulinternen Tätigkeiten genutzt werden dürfen. Details zur Nutzung: Siehe Dienstbeschreibung.

- ▾ Dienstbeschreibung
- ▾ Registrierungsdetails
- Dienstpasswort setzen

Please consider the requirements for the service password!

- Minimum length: 12 characters
- At least one capital letter of the Latin alphabet
- At least one lowercase letter of the Latin alphabet
- At least one digit (0 to 9)
- At least one special character
(~!@#\$%-&* _+=|\() {} []:;'" <>.,? /)
- Must not contain any part of your username

Details zu den Registrierungen können Sie unter "Registrierungsdetails" beim jeweiligen Dienst aufrufen.

- The username for logging in and thus accessing the **Virtual Lab** is displayed via the *registration details* as the **sAMAccountName**.

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RARP-Dienste an der TU Kaiserslautern

Registrierungsdetails: Virtual Lab

Registriert am: 07.09.2021 09:55
Status: ACTIVE

Name	Wert
homeDirectory	\\fp0.uni-kl.de\dfs\rarp\users\hsmz_bastian.plass
mail	bastian.plass@hsmz.de
sAMAccountName	hsmz_bastian.plass
uidNumber	900283
givenName	Bastian
homeDrive	H:
description	Bastian Plaß
cn	hsmz_bastian.plass
gidNumber	900015
profilePath	\\fp0.uni-kl.de\dfs\rarp\profiles\hsmz_bastian.plass
sn	Plaß
localUid	hsmz_bastian.plass

Save your Virtual Lab credentials (authentication)

Benutzername: _____
Dienstpasswort: _____

- If you are within the Mainz University of Applied Sciences, no active VPN connection is required. If you are accessing the **Virtual Lab** beyond the Mainz University of Applied Sciences network, establish a VPN connection via *FortiClient VPN*.

FortiClient -- The Security Fabric Agent

File Help

FortiClient VPN

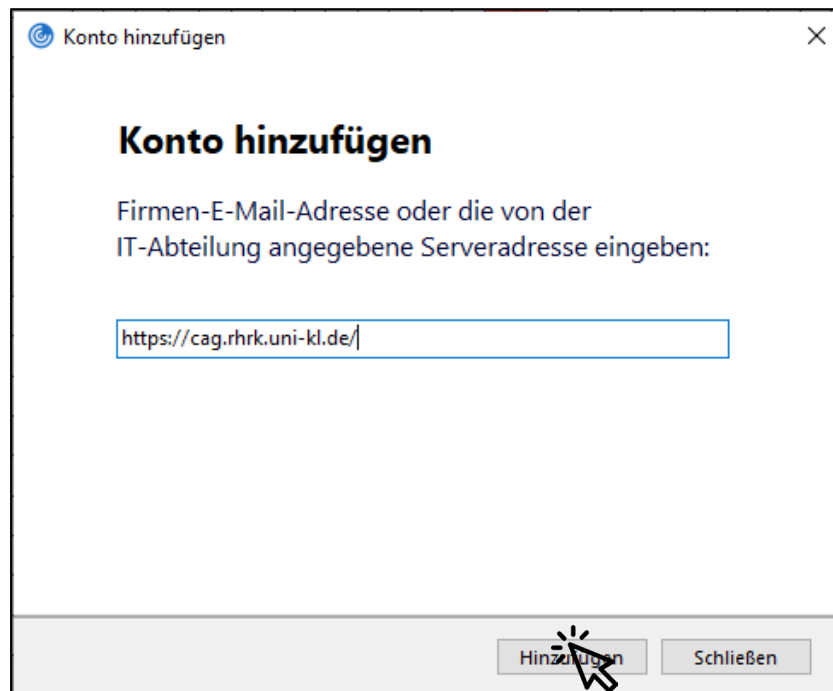
Upgrade to the full version to access additional features and receive technical support.

VPN-Verbindung ist aktiv

VPN Name Hochschule Mainz - Mitarbeiter
IP Adresse 10.212.134.57
Benutzername bastian.plass
Dauer 00:00:06
Bytes empfangen 1.13 MB
Bytes gesendet 277.21 KB

Trennen

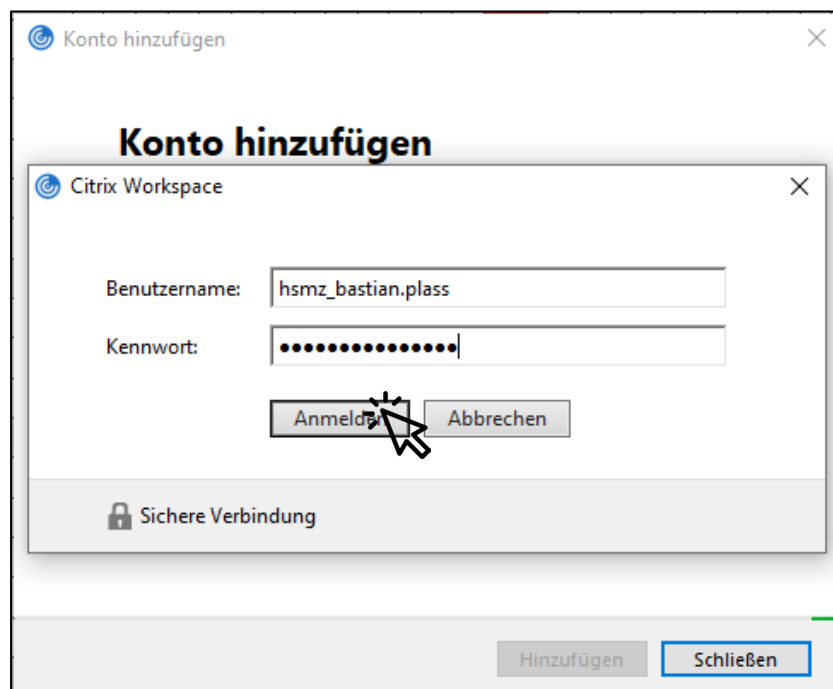
6. Open the *Citrix Workspace App* and enter the following URL as the server:
Citrix server address: <https://cag.rhrk.uni-kl.de/>



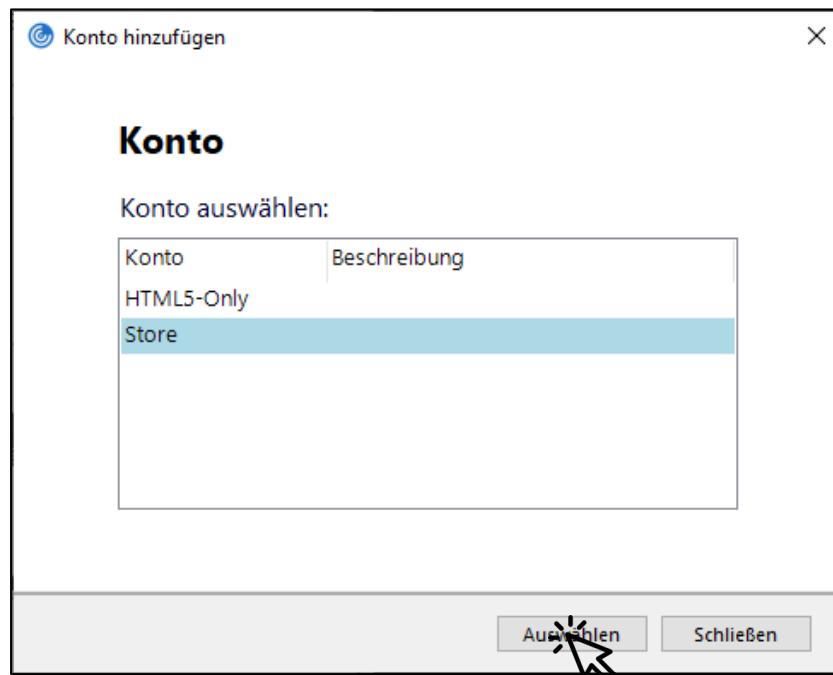
7. Authenticate yourself by using the credentials (username and service password) set up before (see step 4). The username corresponds to the *sAMAccountName* (step 4) and the password corresponds to the specified service password (step 3).

username: hsmz_ + IT- Account(-part) (e.g. hsmz_bastian.plass or hsmz_mab123)

password: service password from RARP service registration

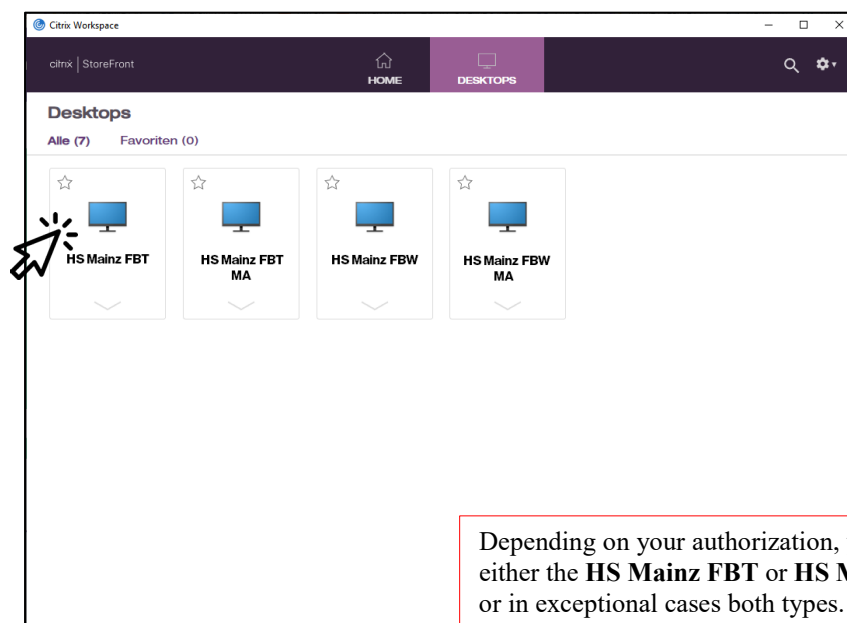


- Select the “Store” account to enter the *Citrix StoreFront*.

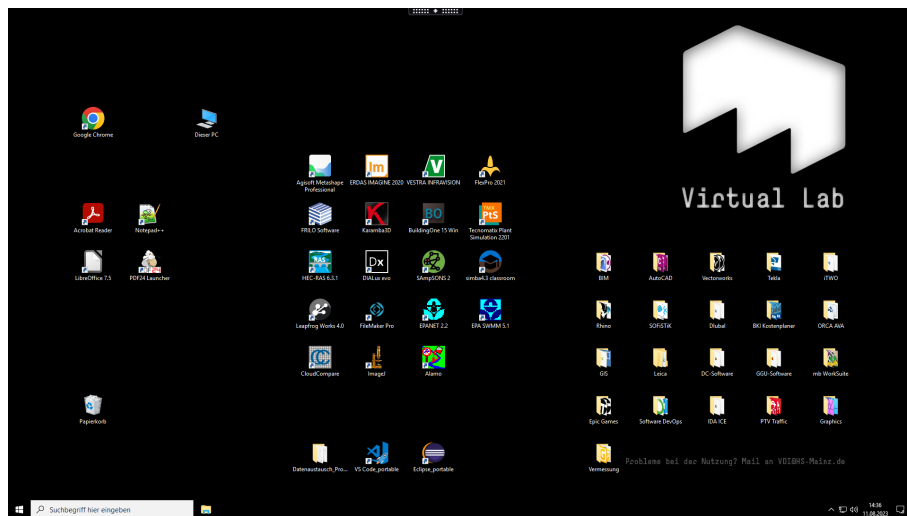


- The first time you log in to the **Virtual Lab**, you will not find any favourites in the “Home” tab. Switch to the “Desktop” tab to pre-select your virtual desktop (check symbol). Depending on the subject or department you belong to, different desktops will be displayed. Currently there are two desktop types. For licensing reasons, a distinction is also made between students and employees. The software offered via the desktops differ. Please find a current list on our [micropage](#).

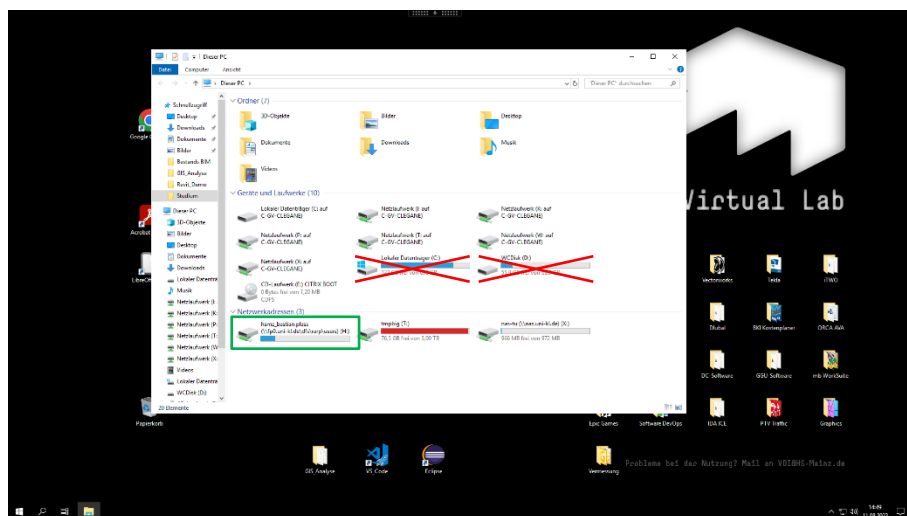
Department	Desktops for students	Desktops for employees
Technology	HS Mainz FBT	HS Mainz FBT MA
Economy	HS Mainz FBW	HS Mainz FBW MA



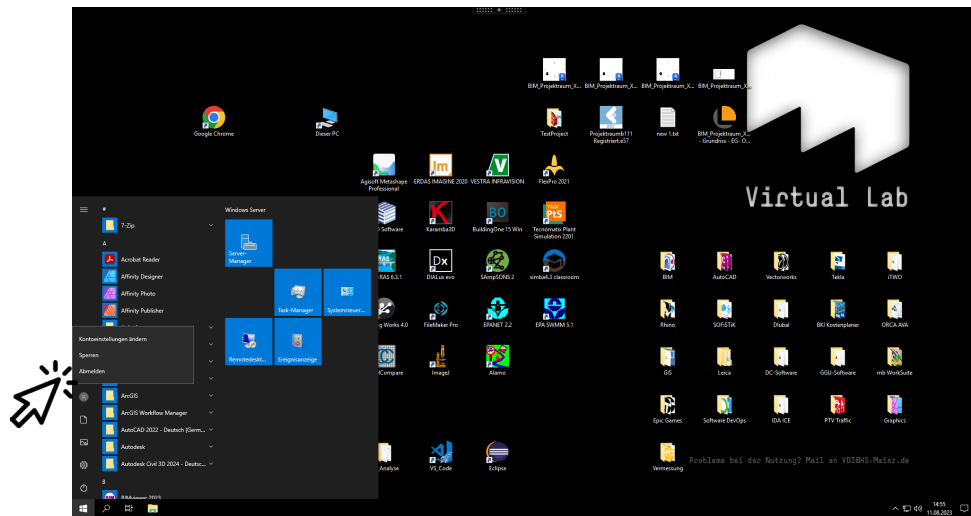
10. Launch your desktop, e.g. the **HS Mainz FBT**, by clicking on the icon and wait until the screen has started. Well done! You can now work in the **Virtual Lab**.



11. Please note that the **Virtual Lab** only saves files persistently, if you store them in your personal data space H:. Any storage location beyond, like with the local data drive C: (desktop, documents, downloads), are not saved permanently and you must expect data loss!

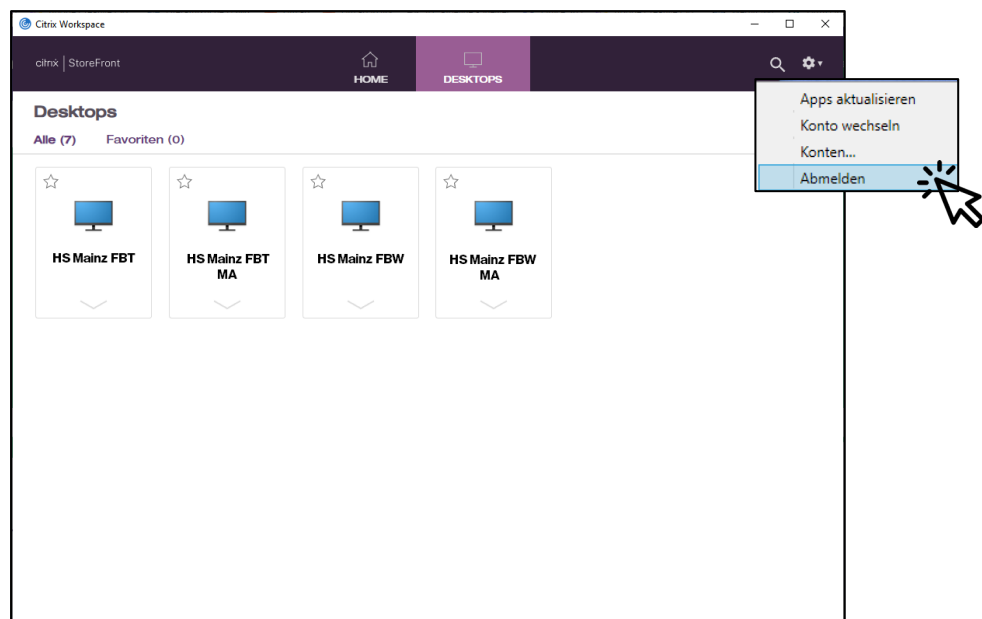


Utilize User > Logout, all active processes are terminated and the desktop is shut down. All data that is not stored in H: will be deleted.



Please consider the way to exit the **Virtual Lab** in advance, as it will influence the resource allocation and thus the performance provided to your fellow students or colleagues. Also, note that a forced logout is scheduled every other day (Mondays, Wednesdays, and Fridays).

14. Finally and if desired, log out from the *Citrix StoreFront* via the user settings.



► In case of questions or problems, we offer support via the e-mail vgi@hs-mainz.de