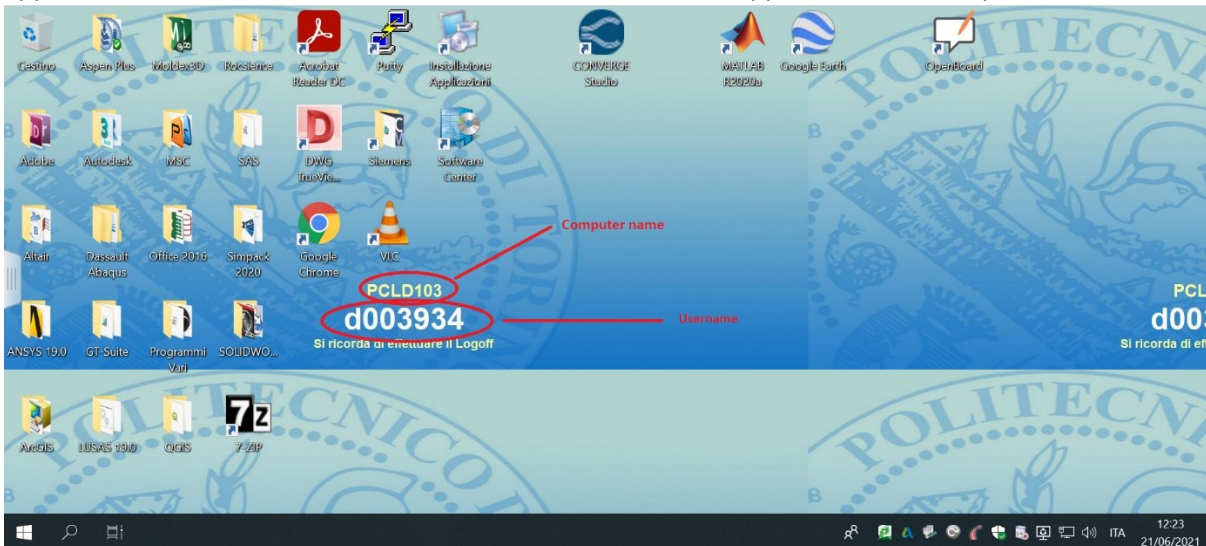


How to identify the computer in use

Identifying the computer you're using is very important if you need to report system failure conditions, call for technical support, ask for recovery of files...

To identify your pc, you must wait the end of login operations (on the desktop, the Politecnico logo must appear) and take note of the name that appears above your own username:



What to do in case of system failure conditions during an exam

In case a pc system failure condition is detected when starting using it, to avoid wasting time, it is worthwhile:

- 1) Take note of the pc name, to report any failure later.
- 2) Reboot the pc using the specific icon on the desktop and log in by another pc.

In case a pc system failure condition is detected after you already started to work:

- 1) Take note of the pc name
- 2) Call the technical support, using the specific icon on the desktop, and wait for a technician call you back (see document: "Chiamate per Assistenza Tecnica").

What to do in case of disconnection

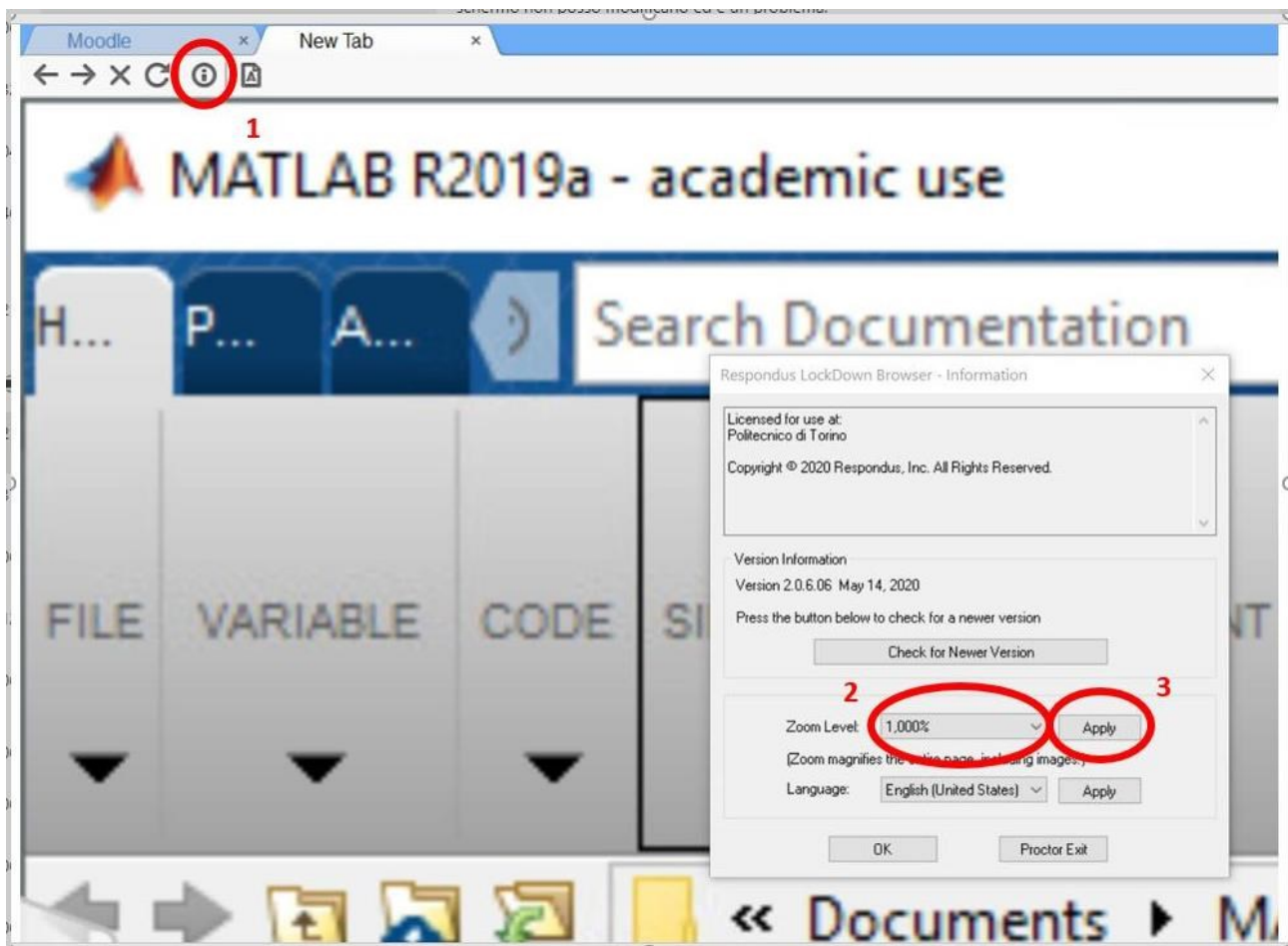
In case you are disconnected for any reason from your VLAIB pc, you need to restore the connection WITHIN 30 minutes, otherwise the recovery of the work done up to that time is not guaranteed.

If you reconnect within 30 minutes, you are log in back on the same pc previously used and you find the software and data saved by the time of disconnection.

If you reconnect after 30 minutes, your previous session is automatically closed and a new pc is assigned to you; all the work done until that time will not be recoverable.

What to do if the browser content is maximized

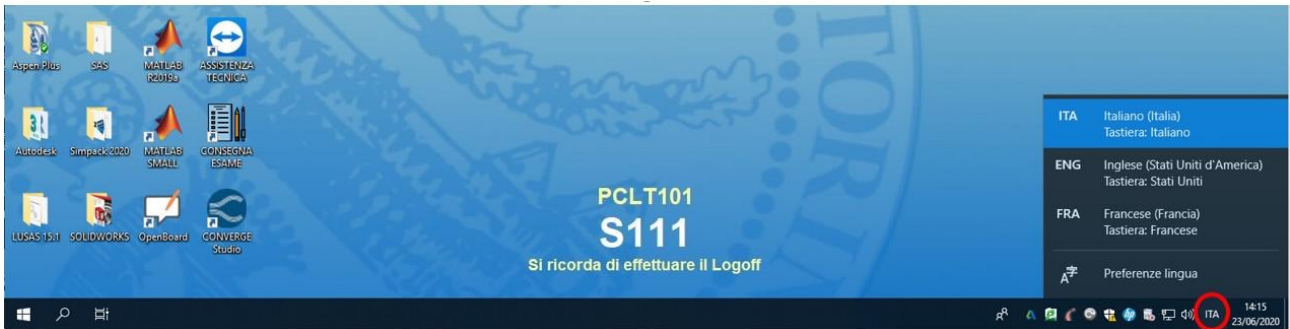
It may happen that using some sequence of special characters (ALT GR +, CTRL +, ecc...) the content of lockdown browser (Respondus) is inadvertently enlarged. In this case, to restore the browser content to its normal dimensions, proceed as shown in the figure below:



What to do to change keyboard settings

On the VLAIB pc it is possible to change the keyboard setting, to switch between Italian, English (United States), French keyboard.

To change the keyboard settings, click on the initials of the language bottom right in the taskbar.

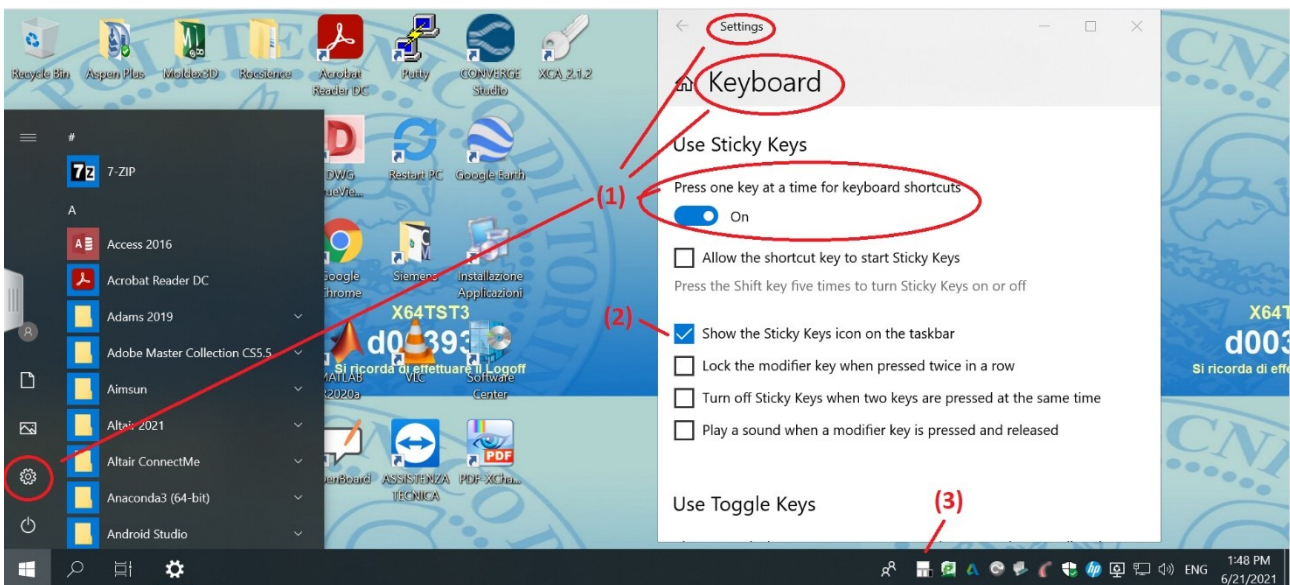


What to do if you encounter difficulties when using some special characters

Some shortcuts or key combinations are intercepted by the local computer, by the lockdown browser or by the html access client of vmware horizon, so these cannot be executed in the virtual machine.

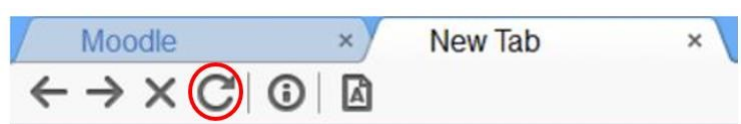
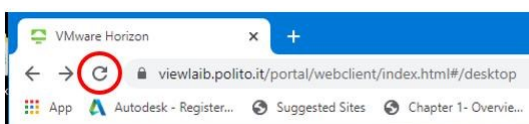
To avoid this problem we suggest to:

- 1) Enable, on the virtual machine, the “toggle keys” form menu Settings → Ease of Acces → Keyboard as show in the picture (1), this allows you to type key combinations one key at time, avoiding the risk of using combinations that are "intercepted" by the local PC, by browser or from the Horizon client.
- 2) Still on the virtual machine, enable the sticky keys icon (2) on the taskbar so that it is always possible to check the active combinations on the keyboard (3)

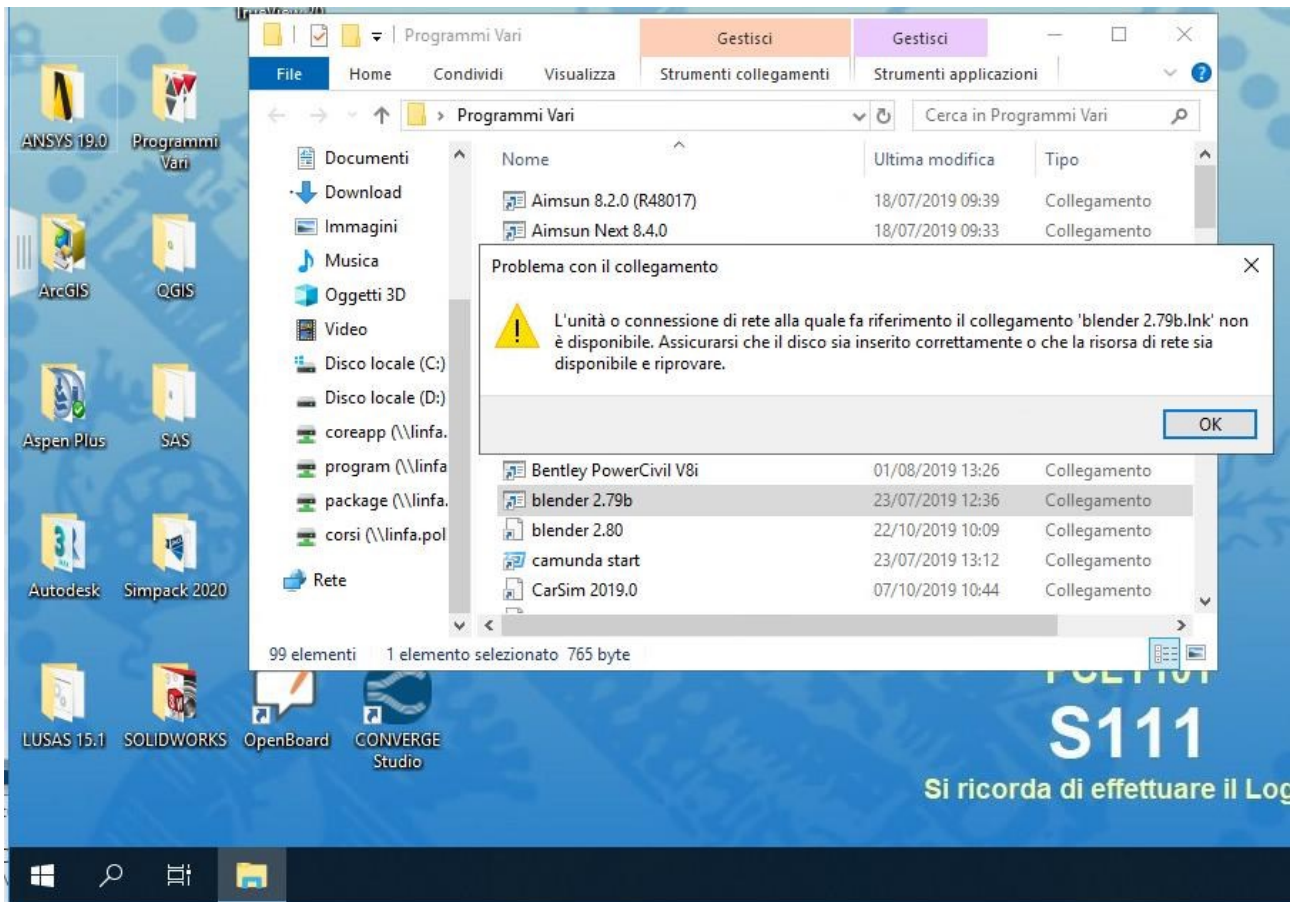


What to do if the virtual machine does not accept any command

If the virtual machine is no longer accepting any command, check that your internet connection is active, then reload the Browser or Respondus page using the appropriate button.

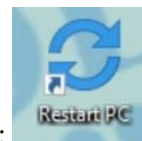


What to do if an error is detected by the starting programs



If an error message is detected, as the one shown in the above picture, it means that the network with the applications has not been connected correctly, so you have to restart the pc and reconnect.

How to reboot VLAIB pc



To reboot the VLAIB pc, click on this icon on the desktop: