

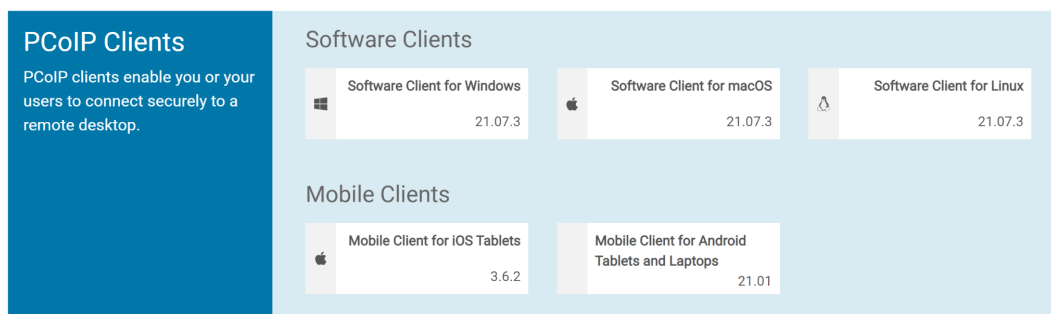
# How to Access ECU Remote PCs

Instructions for Students, Support Staff & Faculty: Oct 5th, 2021

**NOTE:** If possible, have your computer connected to your home router using an ethernet cable. If not possible, try to be as close to your WiFi router as possible.

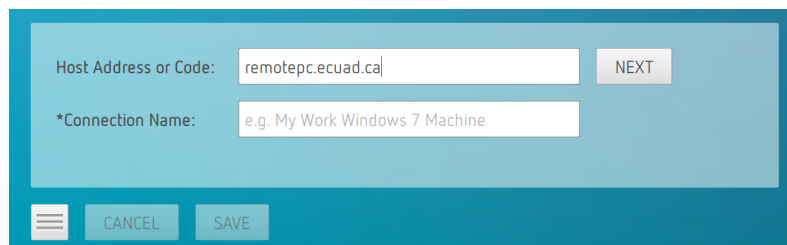
## Step #1: Install Teradici PCoIP Software Client

- For best results, first ensure your device OS and system drivers are up to date.
  - See your device manufacturer website for more information, for example:
    - [Apple](#)
    - [Dell](#)
    - [ASUS](#)
- Next, download and install the **Software Client** for your personal device:
  - <https://docs.teradici.com/find/product/cloud-access-software>

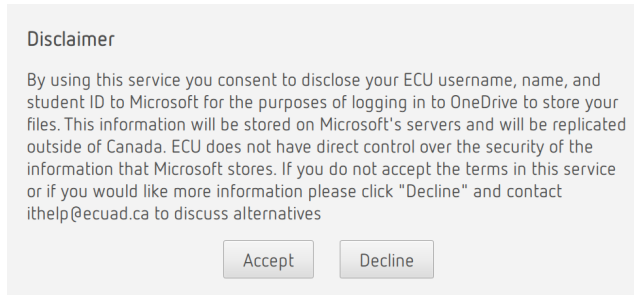


## Step #2: Launch Teradici PCoIP Client

- Launch the PCoIP Client you installed in the previous step:
  - **Host Address or Code:** remotepc.ecuad.ca
  - **Connection Name:** (leave blank)

A screenshot of the Teradici PCoIP Client configuration dialog box. It has a light blue background. The "Host Address or Code:" field contains "remotepc.ecuad.ca" and has a "NEXT" button to its right. The "\*Connection Name:" field contains "e.g. My Work Windows 7 Machine". At the bottom, there is a hamburger menu icon, a "CANCEL" button, and a "SAVE" button.

- Accept the disclaimer to continue.



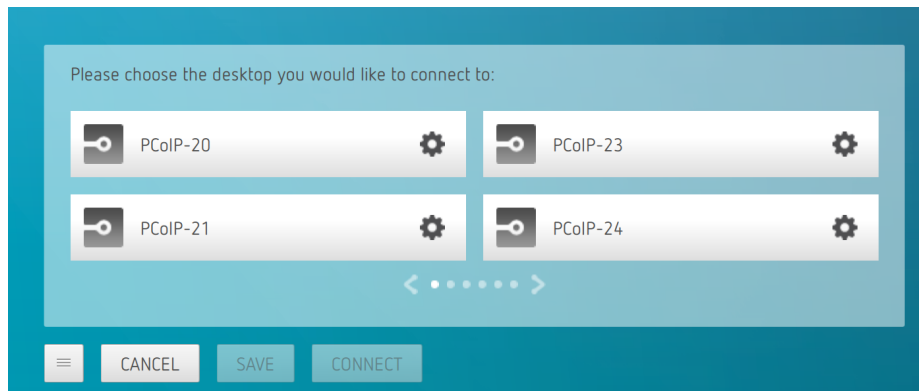
### Step #3: Log On Using myEC Credentials


- Use current myEC credentials to log into [ecuad.ca](http://ecuad.ca).
- To test your myEC credentials or reset them, launch any browser and go to: [starthere.ecuad.ca](http://starthere.ecuad.ca).

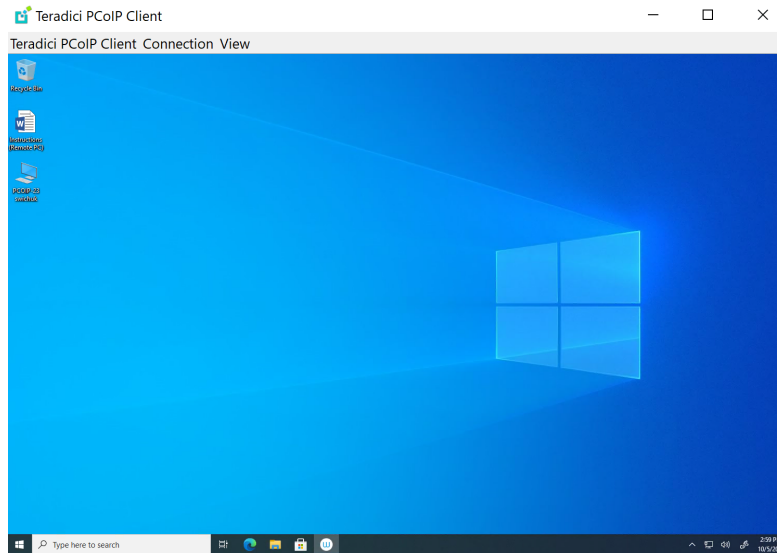


### Step #4: Connect to PC

- You will be presented with a choice of desktops. Use the arrows to view more options, select a desktop and then click '**CONNECT**':



- Please allow a few moments while the gearbox icon spins: 
- The remote PC will be contained within a Teradici PCoIP Client window:



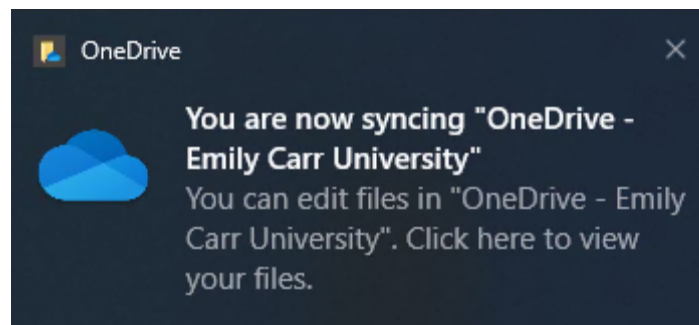
- If no desktops are available, a message box will read: **'Sorry, this resource is no longer available.'**
  - Please try again later.
- If you cannot find your preferred desktop, it is likely in use or offline for service.
  - Correct use of [OneDrive](#) will ensure your project data is available on any desktop.
  - All desktops are suitable for coursework in all program areas.
  - Please see the [Desktop Specification](#) section for more information on the (2) different Dell models in production.
- When you 'Connect', you are at the same time logging into Windows using your myEC credentials.
  - As you normally would if you were physically at the computer, let Windows finish setting up before you start your work.
  - During this time you may see a small blue circle next to the mouse icon.



- To enter full-screen or access tablet (Wacom or Cintiq) options expand the 'View' dropdown on the menu.
- Dual-screen sessions are supported.

## Step #5: Locate Project Files on OneDrive

- Remote PC users will work from (and save files onto) their personal OneDrive directory.
- Upon entering your PCoIP session, Windows will automatically connect to your OneDrive account.
- Please allow up to (30) seconds for a confirmation message to appear above the system tray in the lower right corner of your screen:



- OneDrive will now also appear in Windows File Explorer:



- Up to (1)TB of user data will be immediately available on demand.
  - When you open a file from OneDrive, it will download to the PC's local SSD.
  - Files will also download automatically if software attempts to access them.
  - As you add files to the OneDrive folder, they will begin uploading to the cloud.

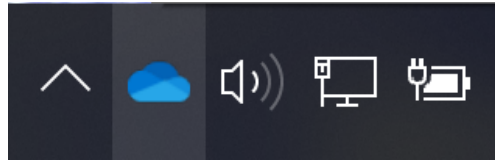
- When working on a PCoIP session, we strongly recommend that you:
  - **IMPORTANT: Allow all uploads to complete before you end your session.**
  - Only create and open projects from within the Windows OneDrive folder directory. Files saved to the local Desktop, Downloads or Documents folder will not be synced to the OneDrive cloud.
  - Only sync project files that you currently require and only sync additional files as you need them (on demand). It is not necessary to sync all of your older project data to each PC, as it is already safely stored in the OneDrive cloud.
  - Do not open the same project file simultaneously on multiple devices, as this may cause confusion with your file versions and lead to accidental loss of work.
  
- You can also access your OneDrive data off-campus, using any device.
  - For best performance & continuity, we recommend you that you install & sign into the OneDrive client for your OS:
    - [MacOS](#)
    - [Windows](#) *\*Already installed on most Windows devices.*
    - [Android](#)
    - *\*There is currently no OneDrive client for Linux. Please see the browser method below.*
  - Alternately, you can access OneDrive online with any internet browser:
    - <https://onedrive.live.com/about/en-us/signin/>
    - *\*Browser access will be significantly slower than the OneDrive client and is not recommended for large transfers.*

## Step #7: Disconnect from PCoIP session

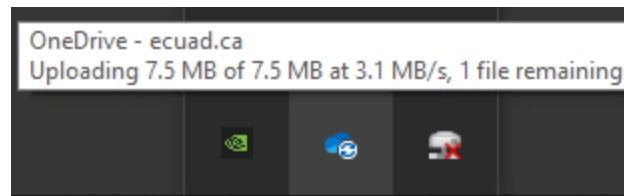
- **Please do not attempt to shut off the PC**
- Before disconnecting, ensure that any OneDrive uploads are complete:
  - Hover over the OneDrive icon in the Windows system tray (bottom right corner) to get a status overview.

- Uploads and downloads are complete:

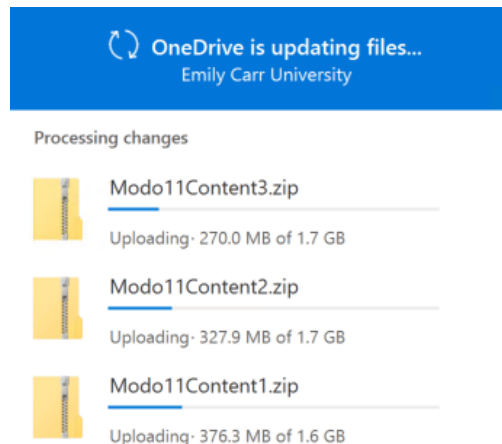
OneDrive - ecuad.ca  
Up to date



- Uploads are in progress:

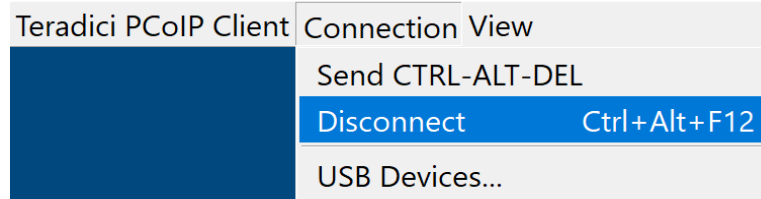


- Click the same OneDrive icon to expand to status details of all file syncs.



- Incomplete downloads will simply restart if you reconnect to the same PC.
- **An incomplete upload means that your data is stuck on a particular PC's SSD. Until you reconnect to the same PC, you will not be able to access that data. This data will be deleted after (7) days of inactivity on that account.**

- Please quickly contact [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca) for assistance in retrieving any files that become trapped in this way.
- To disconnect, please use Connection/Disconnect dropdown on the Teradici PCoIP Client window, as shown below:



- Your Windows session will remain logged in for (15) minutes before the desktop is released to other users.
- If you decide to reconnect again, and you want to connect to the same computer, you may have to wait until it becomes available for selection again.
- PCoIP sessions left idle (no keyboard/mouse activity) for more than (4) hours will be automatically logged out and released to other users.
  - Do not leave local renders or exports running unattended for more than (4) hours, or risk losing your work due to forced logoff.
  - As you would on campus, please instead use Deadline [network rendering](#) tools and advanced export workflows as directed by your faculty and area technicians.

## Access Policies

- Remote PCs will be unavailable for (2) hours every day, to allow for updates and maintenance.
  - Remote PCs will be unavailable between 4:00 AM and 6:00 AM (PST).
  - Users will receive a warning at 3:45 AM to save their work before the device automatically restarts at 4:00 AM.
- If you believe you should have access (but do not) please contact [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca).

## Support

- For best results, we recommend using an ethernet connection to your WiFi Router. Many newer laptops will require an adapter (ie USB-C, miniDP etc) to support an Ethernet connection.



- If you can't use Ethernet, try to be as close to your WiFi Router as possible or use a WiFi booster.
- Send an email to [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca) to report any problems or ask questions.

- The system will attempt to offer you the same desktop, session after session. However, if that particular PC is unavailable, you will be offered a new device.
  - It is possible that you will never be reconnected to the earlier one. As a result, you will need to resync (download) any OneDrive data you require on your new session.
  - To manage local SSD space, user accounts will be deleted from PCoIP devices after (7) days of inactivity (counted from the time of last logoff).
  - Assuming users OneDrive uploads have completed each session, their data will not be affected by this behaviour.

If you require assistance retrieving data trapped on a device as a result of an interrupted OneDrive upload, contact [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca) as soon as possible.



## Network Rendering Support

- Network rendering harnesses up to (75) desktops and servers to process frames faster and monitor your render jobs more effectively.
- Students and faculty whose courses require network rendering will see an additional, network attached **R:\ (Render)** drive in their PCoIP sessions.
  - Render drive access is a requirement for Deadline network rendering
  - For assistance and inquiries regarding **R:\ (Render)** drive access, please email [ithelp@ecuad.ca](mailto:ithelp@ecuad.ca).
- Please see the [Animation Resources](#) wiki for details about network rendering with [Maya](#), [Nuke](#) and other software or contact [animtech@ecuad.ca](mailto:animtech@ecuad.ca) for further assistance.

## Desktop & Render Node Specifications

Our pool of (25) Tier 3 workstations is currently comprised of:

- **(19) Dell XPS 8930 Towers (ie desktops named PCoIP-01 to PCoIP-19)**
  - Tier 3 Classroom PCs, suitable for all coursework:
    - Geforce RTX 2060 Consumer Graphics (6GB VRAM + RTX)
    - Intel i9-9900K (8-core / 3.6 Ghz) CPU
    - 64 GB RAM
- **(6) Dell Precision 3630 Towers (ie desktops named PCoIP-20 to PCoIP-25)**
  - Tier 3 PCs, suitable for all coursework:
    - Quadro RTX 4000 Professional Graphics (8GB VRAM + RTX)
    - Intel i9 (8-core / 3.7 Ghz) CPU
    - 32 GB RAM

Our pool of (75) Tier 3 render devices currently includes:

- **'Lore' SuperMicro multi-GPU Render Server:**
  - (8) x [Quadro RTX 6000](#) Professional Graphics (24GB VRAM + RTX)
  - 128 GB RAM
  - *For Redshift & GPU render jobs only.*
- **'RenderData' Data Center VM:**
  - (22) cores of Intel Xeon CPU (2.4GHz)
  - 96 GB RAM
  - *For Arnold & CPU render jobs only.*
- **Dell Precision 3630 Towers (as above)**
- **Dell Precision 3650 Towers**
  - Geforce RTX 3080 Graphics (10GB VRAM + RTX)
  - Intel i9 (10-core / 3.7 Ghz) CPU
  - 32 GB RAM
- **Dell XPS 8930 Towers**
  - Intel i9-9900K (8-core / 3.6 Ghz) or i7-8700K (6-core / 3.70GHz)
  - Geforce GTX 1080 or RTX 2060 Consumer Graphics (6-8GB VRAM)
  - 64 GB RAM