LDT Remote Observing (Windows Specific Steps)

Remote Observing Instructions:

Windows machine using Windows 7, 10, and maybe 11

A) Updated Lowell VPN instructions (as of September 2021):

Lowell has shifted to a new firewall appliance (2021-Sep), and all users should use the new VPN server. Instructions for setting up your computer to use the new VPN are at Watchguard SSL VPN Installation (you will need your VPN credentials to access the confluence page).

- **Primary**: vpn3.lowell.edu (IP address: `207.192.243.66`)

We no longer support the earlier VPN solutions. Please review the supported systems information on the VPN installation page to be sure that your system is compatible with the new VPN solution. If it is not, please get in touch with LDT staff as soon as you can. The Lowell VPN solution splits the traffic, only routing Lowell specific traffic through the Lowell networks.

Account Name: **[Contact your home department or LDT staff for your departmental VPN account name / password / shared secret]** This should be the same as before.

B) Setting up a VNC connection to dct-obs1 or dct-obs2

Once you have a VPN connection into the Lowell network, you are ready to connect to the VNC server on `dct-obs1` or `dct-obs2` .

Note: Contact your TO first to know which machine is free to use at the moment. All instrument control software and data access is identical on both machines.

1. If you have trouble with the VNC connections when the UI machines are setup with two displays, ask someone on site at LDT to change the display mode on dct-obs1 or dct-obs2 to Mirror Mode. To set the displays to mirror mode, you need the Displays option under the System Preferences. There, someone will need to click on the Mirror Mode button. Don't forget to reset out of mirror mode at the end of the night.
2. Pick a VNC viewer. There are many options, so details will vary. In this case, I'll use RealVNC, as this is pretty widely available.
3. Start up the VNC viewer.
    a. Click on RealVNC viewer in the Start Menu.
    b. Enter dct-obs1.lowell.edu or dct-obs2.lowell.edu when it asks for the machine you want to connect to.
    c. For encryption, you can "Let VNC Server choose."
4. You will get a warning about unencrypted connection. Click Continue.
5. You will get a pop-up window that will allow you to enter a password, but NOT a username. The password is the dct-obs1 or dct-obs2 vnc password **[ask your TO - this is NOT the user account password]**.
6. You should get a graphical login screen at this point. Click on the user (observer) and when prompted enter the standard observer user password.

    a. Name: observer
    b. Password: <observer account password> (ask your TO if you don't know this)