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Troubleshooting the Virtual Lab

Last Modified on 11/18/2025 4:38 pm EST

Here are common problems, and possible solutions, you may encounter connecting to the [Virtual Lab](#).

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Error Messages

"The desktop is currently not available. Please try connecting to this desktop again later ..."

The Virtual Lab is currently set up to accommodate 75 simultaneous connections. Once all of the seats are full, you may receive this error message. As seats become available, you should be able to log in again.

"Cannot establish an SSL connection to..."

You may be able to get around this error if your computer is running Kaspersky antivirus software:

If this is your situation, go into the web-protection section of Kaspersky and explicitly trust the following URL:

- <https://vlab.wharton.upenn.edu>

"The display protocol for this desktop is currently not available. Please contact your system administrator."

This message indicates something is wrong with the Virtual Machine you are trying to connect to. Often the problem will resolve itself within half an hour, but if it doesn't, you can try downloading and installing the most recent supported version of the client (see [Installing the Client](#) for download instructions). If neither of these solutions fixes the problem, please [submit a ticket](#) reporting the steps you have taken.

"Bad Username or password"

This message means that your PennKey password and O365 password are out of sync. Please go to [PennKey Self-Service Password Reset Portal](#) and change your PennKey password. Allow 15 minutes for the change to apply. If after that you still have issues, please contact [Student Support](#).

Problems

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Mac Display is white when you launch the Virtual Lab.

This problem is fixed by reinstalling the latest version of the Virtual Lab client. See [Installing the Client](#).

If your problem remains unresolved, please [submit a Help ticket](#) to the Support Team.
