

Enterprise Virtual Desktop Infrastructure Frequently Asked Questions

Overview

What is Virtual Desktop Infrastructure (VDI)?

Virtual desktop infrastructure (VDI) is the practice of running a user's desktop inside a virtual machine that lives on a server in a datacenter. All profile settings, installed applications, and the operating system are stored and managed centrally.

What is a Zero Client?

A Zero Client is a lightweight computer that is built for remoting into a server (used with VDI). It depends heavily on the server to fulfill its computational roles.

How is a Zero Client different from a personal computer?

A Zero Client is a server-based computing model in which the end user's computing device has no local storage. It retains the operating system and each device's specific configuration settings in flash memory. A personal computer (PC) has an operating system, user interface, and local storage built into the hardware.

What does a Zero Client look like?

A Zero Client is a small box that connects your keyboard, mouse, monitor, and Ethernet connection to a remote server.



Why is the state migrating toward enterprise VDI?

Virtual Desktop Infrastructure is a positive move toward the future, and aligns with ITS efforts to consolidate and centralize IT resources. VDI streamlines support and reduces costs, while at the same time enables users to access virtual desktops anytime, from anywhere.

What are some benefits of VDI?

VDI can yield significant benefits to New York State in terms of service, manageability, security and cost. Below are some of the key benefits of VDI:

- VDI eliminates the physical management issues for desktops, since all resources (CPU, memory, storage etc.) are managed centrally. VDI also reduces time spent managing

networks because you only need to address software issues on one server as opposed to each individual machine.

- VDI can dramatically drive down cost of hardware and support, when compared to the costs of Desktop PCs.
- Centralized desktop images, applications and files make data security more manageable regardless of whether an employee is accessing the virtual desktop from within the state network (at their work desk) or while outside the state network (e.g. from a home Internet connection or a Wi-Fi hotspot).

Using VDI

Is VDI easy to use?

Using VDI inside of, or outside of, the state network is easy!

To use VDI while at work, simply turn on your zero client device. Enter your user ID and passcode and click Log In. Select the Virtual Desktop (VDI) instance and then hit connect. You now have access to your VDI. ***Refer to the Enterprise VDI User Instructions (from Inside the state network) for step-by-step instructions on how to use VDI at work.***

To use your virtual desktop from outside of the state network (e.g. from a home Internet connection or public Wi-Fi hotspot) for the first time, you must install the Horizon View Client. ***Refer to the Enterprise VDI User Instructions (from outside of the network) for step-by-step instructions on how to use VDI from home.***

Can a user remote into their desktop computer from home?

Users will need to log into VDI, and then select the Remote Desktop Connection link to remote to their desktop computer. You will need to know your fully qualified computer name, which is your computer name (ESDAPP722) and the domain it reside in (its.ny.gov).

- e.g. ESDAPP722.its.ny.gov.
- e.g. W2UA134FQN.ofa.ny.gov

I already use VDI at work. How is enterprise VDI different from the VDI I currently access at my agency?

The enterprise VDI Environment has been designed to encompass all of the local VDI's in one location as well as being distributed across all agencies in the state network.



Enterprise VDI is very similar in functionality, with a few exceptions - *where VDI is hosted, where the user's data is located, and some equipment.*

The first time you log into enterprise VDI from inside the state network (your office desk), you will need to enter the enterprise address, desktop.ny.gov, and select your agency from the dropdown menu. It may take several minutes for your desktop to load the first time you login, while your user profile is being built. **Refer to the Enterprise VDI User Instructions (from Inside the state network) for step-by-step instructions on how to use VDI at work.**

To use your virtual desktop from outside of the state network (e.g. from a home Internet connection or public Wi-Fi hotspot) for the first time, you must install the Horizon View Client. **Refer to the Enterprise VDI User Instructions (from outside of the network) for step-by-step instructions on how to use VDI from home.**

When mapping shared drives in my VDI session, will the same users who previously had access to the shared drives, still have access?

Yes, if the shared drive was created in \\Agency_Shared. (ex. \\WCB_Shared), the permissions you set will remain after you log off and those users will have access.

What do I have to do to add an application to VDI?

To request additional Software for VDI, you must contact the Enterprise Service Desk or your local Service Desk.

How do I remove group policies?

To remove a group policy from an individual or group of machines, you must contact the Enterprise Service Desk or your local Service Desk.

How do I setup a Printer?

Setting up printers in VDI can be done two different ways as indicated below:

- 1) Go to <http://printers.svc.ny.gov>
 - a. Select your location from the drop down and select the printer you want to use
- 2) In the bottom right-hand corner of your computer screen, click the printer ICON (with a "+" on it)
 - a. Select your location from the drop down and select the printer you want to use

Which browsers are available in VDI?

Firefox, Chrome and IE11 are available in VDI.



Need Help?

When I log on using VDI all of my Icons are gone, what do I do?

You may need to restart your session. Select Logoff /Restart. Wait 4 -5 minutes after restarting and log back in. Your icons should be restored. If that does not correct the issue, contact the Enterprise Service Desk or your local Service Desk.

All my mapped drives are missing, how do I get them back?

If this is the first time you have logged into VDI and your drives are not mapped, you may have to “manually” map your drive connections.

If your drives were previously mapped, complete the following:

- 1) Select Logoff / Restart
- 2) Wait 4 -5 minutes and then log back in

If you still experience difficulty contact the Enterprise Service Desk or your local Service Desk.

The search function in the Microsoft Outlook Client doesn't work?

The search function in Microsoft Outlook Client isn't designed to work with VDI. If you need to search, use the Outlook Web Access client (OWA) by opening the “Outlook Web Access” Icon on your desktop or logging in at <https://outlook.office365.com>.

My VDI session froze. How do I get back in to the VDI session?

Use the “Send Ctrl-Alt-Delete” button at the top of the session to unlock the computer. Turn off the device, wait 4 -5 minutes and try logging back on. Your session should restart with a new virtual machine (new desktop.)

I'm trying to copy and paste a shortcut previously created, but it won't work?

Shortcuts previously created point to a location that is no longer available. You need to recreate any shortcuts.

I'm getting an error message stating that I am “Not entitled to use the system”?

You will need to request access to your agency's VDI pool. Please contact the Enterprise Service Desk or your local Service Desk and request access.



I have to reinstall my USB printer every day. How do I fix this?

Contact your Enterprise Service Desk or local Service Desk to request that a print driver be installed in VDI. You will need to provide the 1) Name of Manufacture of Printer, 2) Model of the printer, and 3) if known, the Printer driver

The VMware Horizon View Client will not open from home or other private networks?

Disable any proxy settings that are enabled and check to see if it will open. Contact your Enterprise Service Desk or local Service Desk if you still experience difficulty.

Note: Be sure to restore your proxy settings after you are logged out of the Horizon View Client to avoid issues once re-connected to your Office Network.



Still Need Help?

Contact the Enterprise Services Desk at:

1-844-891-1786

Reach us through online chat at: chat.its.ny.gov

Send us an email at: Fixit@its.ny.gov

If your Agency is in the list below, please continue to contact your Local Help Desk:

Administrative and General Services <ul style="list-style-type: none"> • Division of the Budget 	(518) 486-4357
Citizens Services <ul style="list-style-type: none"> • State Board of Elections • State Inspector General 	(518) 473-4803 (518) 474-1010
Environment and Energy <ul style="list-style-type: none"> • Adirondack Park Agency 	(518) 891-4050
Public Safety <ul style="list-style-type: none"> • Department of Corrections and Community Supervision • Department of Homeland Security and Emergency Services • Division of State Police • Office for the Prevention of Domestic Violence • Office of Victim Services • Division of Criminal Justice Services 	(800) 262-3257

ATTN: Local Districts of Social Services county employees: Please follow existing protocol and contact your local Human Services Enterprise Network (HSEN) LAN Administrators for assistance, before reaching out to the ITS Enterprise Service Desk.