Clifton College Virtual Desktop Connection Guide

Created: March, 09 2017

USING THE DESKTOP PORTAL

This applies to all users accessing the virtual desktop(s) from a Windows PC, Macintosh OS X, Chromebook or Thin Client system using a web browser. For Thin Client users connecting please see the "Connecting from a Thin Client" section. Using the Desktop Portal to access virtual desktop(s) is not required. This information is listed within this document as well.

Depending on the browser used, some of the icons will be different. It is recommended to use the latest version of Chrome and/or Internet Explorer. Recommendations are to try using both of these. If there are other browsers used, please test those as well.

CONNECT TO PORTAL

To connect to the Virtual Desktop(s), use the preferred web browser and access:
https://remote.cliftoncollege.com

Enter the username and password and click the "Login" button.

Checking the "Automatically connect to default desktop" will auto-connect to a particular virtual desktop.

PORTAL EXPLAINATION

The Desktop Portal page allows users to access assigned virtual desktop(s) to a particular Active Directory account.

To Logout of Portal: Top right of the Desktop Portal page→ click [Logout]

PROTOCOL OPTIONS

Connecting to a virtual desktop can be done via the Desktop Portal or directly through the View Client.

Generally, the default protocol is PCoIP. In order to use PCoIP, the VMware View Client **MUST** be installed. Below are the two available protocols. To use Blast/HTML, a browser **MUST** be compatible with HTML5.

## INSTALLING THE PCOIP CLIENT (VMWARE HORIZON CLIENT)

To install the PCoIP Client, click on the Download Clients link on the left under the Desktop or pool name section within the Portal. If the link does not work go directly to-

https://my.vmware.com/go/viewclients

Download Clients

1. Select **Download** by the computer Operating System version that will be used. NEVER download the Local Mode option.

Example for a Windows computer:

*   VMware Horizon Client for Windows
    *   VMware Horizon Client for 32-bit Windows
    *   VMware Horizon Client for 64-bit Windows
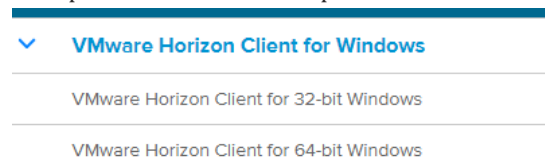
***NOTE:** Windows XP and Windows Vista are supported only with Horizon Client 3.2.1 and earlier. Use the drop-down under the Select Version, and select the lower version of View Client.*
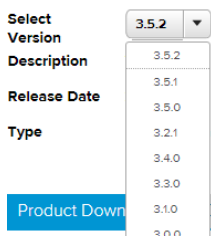
iOS and Android installs can be found within the AppStore and PlayStore on the device as well.

2. Follow the instructions.

3. After installing, a **reboot is recommended** of the computer.

VMware continually updates the version of View Client. In some cases one version will work better then another version. If there are any issues they should be directed to the technical person that is assigned to the POC.

VMware View Client documentation is available on VMware's website. Release notes are available at this location for various Operating Systems.
https://www.vmware.com/support/viewclients/doc/viewclients_pubs.html

CONNECTING VIA DESKTOP PORTAL

Connecting can be done via PCoIP and via Blast/HTML5.

CONNECT VIA PCOIP (HORIZON VIEW CLIENT)

After installing the PCoIP Client (As above). Connect via the Desktop Portal or the Horizon View
Client. These are instructions based on connecting via the Desktop Portal.

1. Login to the Desktop Portal assigned. (See **Using the Desktop Portal** as above) for more information.

2. Select the Virtual Machine OR Remote Application (if available) to connect to by selecting the Desktop
    or Application under the Connect column.

	Desktop or pool name	Connect	Protocol	Power state	Default	
	+ Allocate a new desktop					
💻	DemoPower010	Desktop	PCoIP ▾	On ▾	Yes	edit
💻	RDSApp100	Desktop	PCoIP ▾	On ▾		edit
💻	RDSH	Desktop	PCoIP ▾			edit
	RDSH Applications	Internet Explorer				

3. Once selected, connection to the VM will occur:

Connecting...

The Connection Server is preparing the desktop...
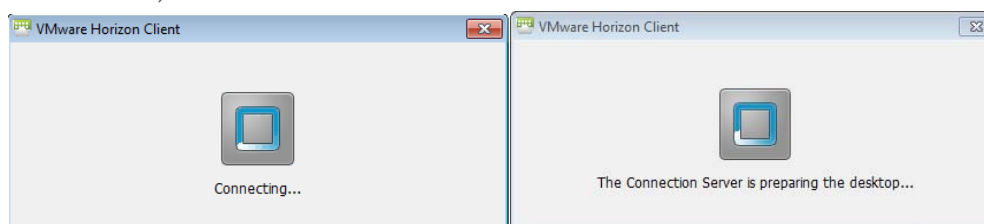
If connecting to application:
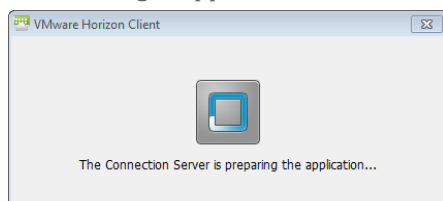
The Connection Server is preparing the application...

The virtual desktop or remote application will open once connected. The virtual desktop likely will open in full-screen with multiple monitor span set; this is the default configuration. This setting can be changed.

CONNECT VIA BLAST

A browser with HTML5 capabilities **MUST** be used. This does NOT use the Horizon View Client.

1. Login to the desktop portal (See **Using the Desktop Portal** as above) Login to the Desktop Portal assigned.

2. Select the Dropdown under the Protocol Column and select Blast:
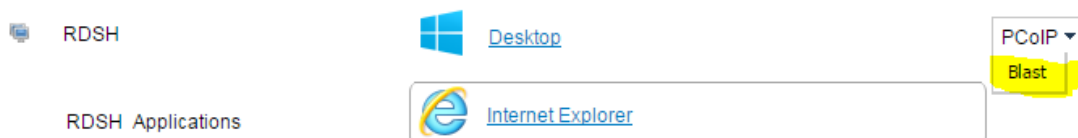
3. Select the Virtual Machine OR Remote Application (if available) to connect to by selecting the Desktop or Application under the Connect column.   NOTICE- under the Protcol Blast is selected.

4. The browser will open the virtual desktop or application(if available) , by default, this is not multi-monitor:
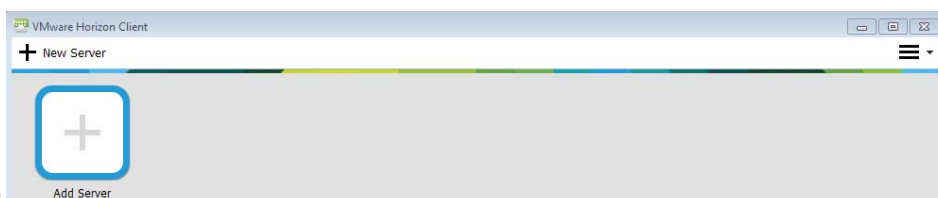
Example:

CONNECT VIA THE HORIZON VIEW CLIENT

Connecting can be done via PCoIP. This REQUIRES admin access, to install the View Client. Once installed, PCoIP may be used. Connecting via directly through the View Client, does NOT require using the Desktop Portal (see above: **Connecting via Desktop Portal**).
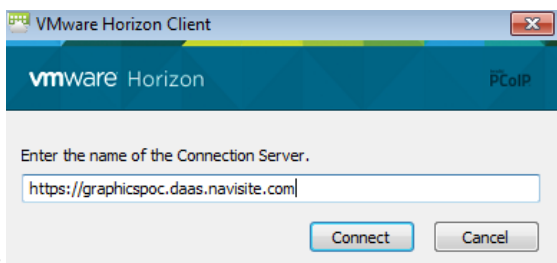
CONFIGURE THE SERVER WITHIN THE HORIZON VIEW CLIENT

1. Open the VMware Horizon Client installed on the device.
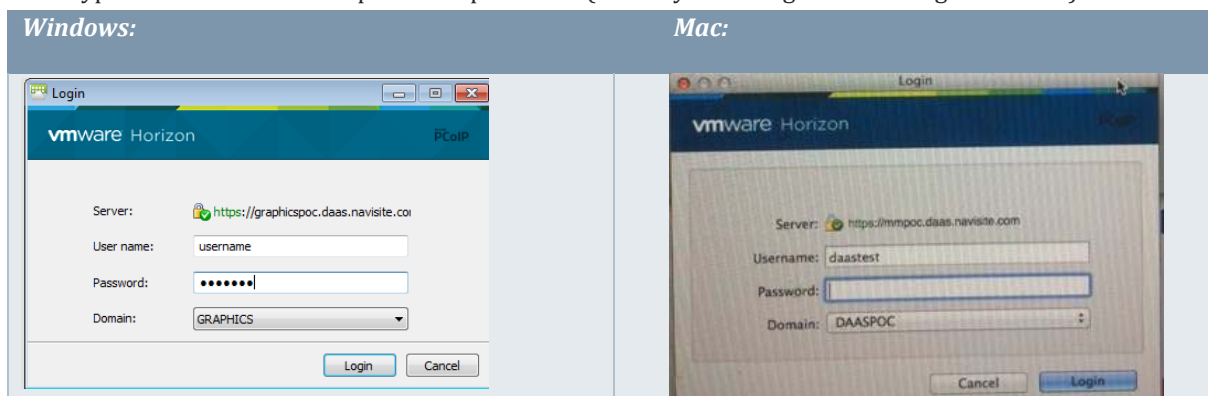
Example:

2. Click Add Server→Type the POC link (**https://remote.cliftoncollege.com**).

Example:

5. Type in the username and password provided. (This is your college network logon account).

Windows:	Mac:

## CONNECT VIA PCOIP (HORIZON VIEW CLIENT)

After installing the PCoIP Client (see above: **Installing the PCoIP**). Connect via the Desktop Portal or the Horizon View
Client.

1. Open the View Client and login to the Client

2. Available assigned virtual desktops and remote applications (if applicable) will be shown. Select the item listed. BY DEFAULT IT WILL USE PCoIP.
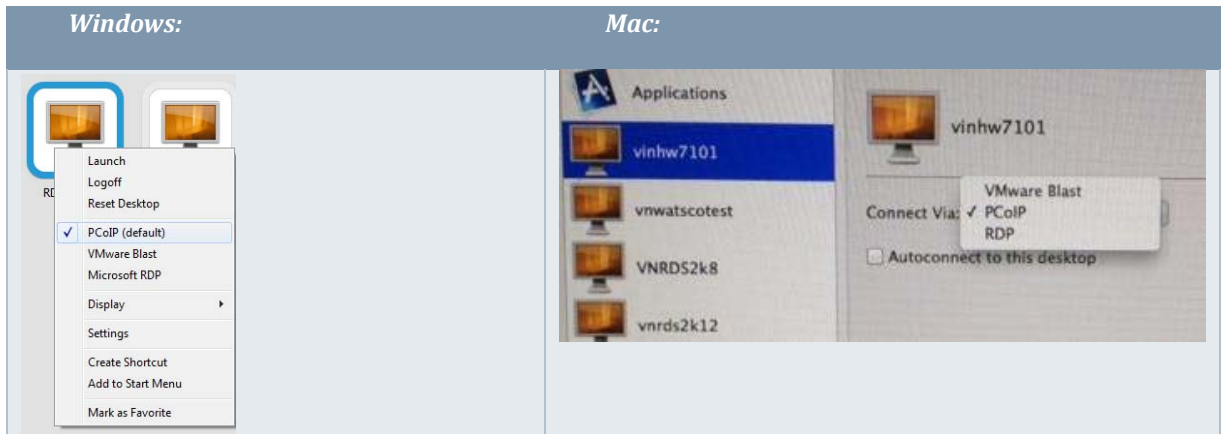   *Windows:*

Mac:
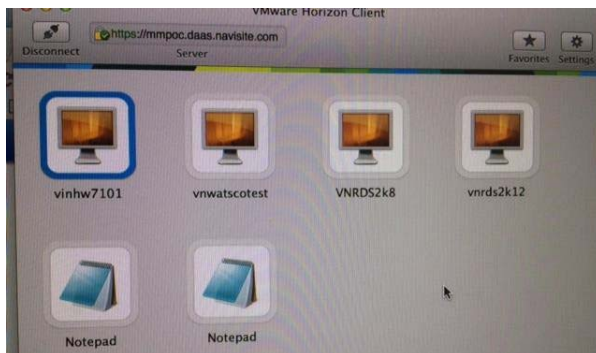
To verify PCoIP protocol is used→right-click the virtual desktop/application and verify PCoIP is selected as shown:

Windows:	*Mac:*

App Settings (if applicable):
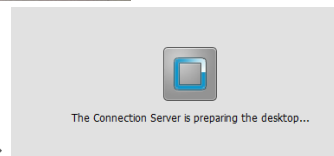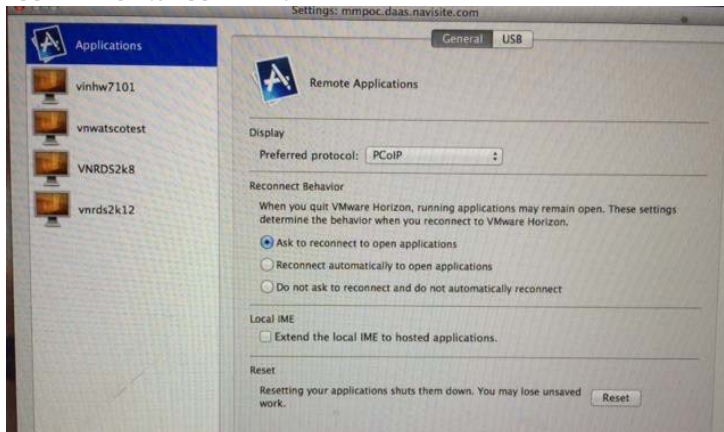
It will connect to the desktop or application selected→

The virtual desktop or remote application will open once connected. The virtual desktop likely will be opened in full-screen with multiple monitor span set; this is the default configuration. These settings can be changed within the Display settings within the Horizon View Client.

MOBILE CONNECTIVITY

PROCEDURE FOR INSTALLING

1. On the iOS device, Android, browse to the URL for downloading the installer file, or search the App Store/Play Store for the "Horizon Client" app.

2. Download the app.

CONFIGURE

1. Open the Horizon App

2. Server Setup will be shown. Type **https://remote.cliftoncollege.com**→Tap Add Server
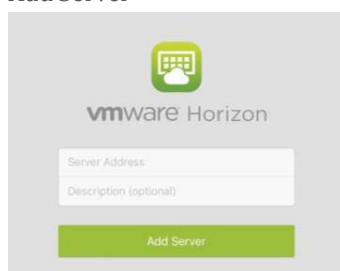
3. After added the Cloud with the server address is shown. Tap the server.

4. Enter your college network username and password.

5. The VMs/Apps assigned are shown. Tap the application or VM to connect.

MOBILE GESTURES

Once installed and opened. Various settings, and options are available within the App.

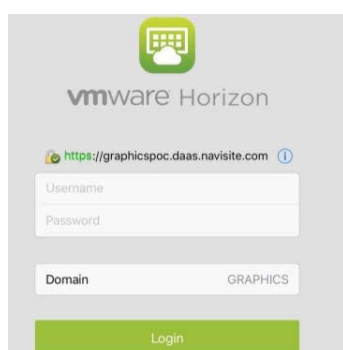### Unity Touch
Access to Applications, and Files. This is a way to have "shortcut access" within the VM.
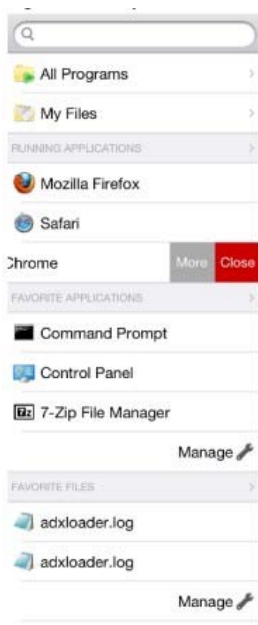
A sidebar will be shown that pulls out to this→ the tab on the left side of the screen. Besides swiping this tab to the right to open the sidebar, also by sliding the tab up or down.

Horizon Client Tools
These tools include buttons for displaying the onscreen keyboard, virtual touchpad, configuration settings, and a virtual keypad for arrow keys and function keys.

A radial menu appears in the middle of the screen when connected to a remote desktop or application.

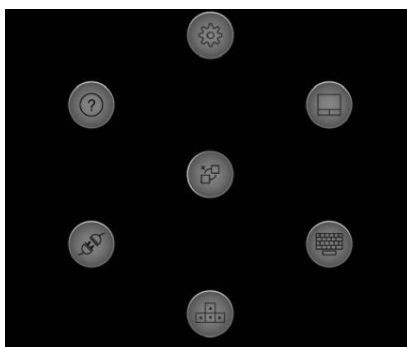Tap to expand the menu and display icons for each tool. Tap outside the icons to collapse the icons back into the sphere. Tools might differ due to the device, and if a newer version of the App.

The radial menu includes several tools:

Icon	Description
	Horizon Client Tools (radial menu)
	Disconnect
	Onscreen keyboard (toggles to show or hide)
	Settings
	Navigation keys
	Virtual touchpad
	Gesture help

More can be found on Mobile Devices on this VMware document:
https://www.vmware.com/support/pubs/horizon_mobile_pubs.html. In-depth descriptions of settings and more functions are available on the document link as well.

TROUBLESHOOTING AND FAQ

Below are common error messages. For further assistance please contact the IT Helpdesk:

Email: ithelpdesk@cliftoncollege.com
Log a ticket here: https://helpdesk.cliftoncollege.com
Telephone: 0117 315 7290 (Ext. 290)

Message	Cause/Resolution
Session has expired	Desktop Portal session timeout, or VMware Timeout occurred. Common and nothing to be alarmed about. For security purposes default timeouts are set.
Unable to allocate a desktop- Pool refresh in progress.	If assigned to a Dynamic Pool, the pool might be in refresh mode. Contact the technical resource to verify if a refresh is taking place.
Desktop is not ready for connection. Please wait a few minutes or try again.	This is related to the VM either not powered on, being restarted, or reset. Try again to connect. OS state might not be running.
Unable to Connect to Desktop/VM is not available	1- An agent is not running 2- The OS might be corrupt, rebooting, or running a system restore. 3- Ports are not open within the internal network (see the DaaS POC Network and VPN Guide in the ftp site.
Unable to Connect to Desktop. Desktop has been allocated to a different user.	Another user is logged in to this desktop. OR the VM is allocated to another account. Rebooting the VM will resolve this.
Login Failure: Unknown username or bad password. Please try again.	Wrong username or password is being used. Verify the information is correct from the Welcome Letter.

The following table lists the error messages a user can receive and the causes when attempting to change their password in the View Client.

Message	Cause/Resolution
Please Enter the Old Password and the new Password	Some or all of the password fields are blank.
Provided Old Password in invalid, please try again.	If the password logged in is different from the Old Password.
Provided New Password does not match, please try again.	User mistyped password, or account is locked, please contact Clifton College IT Helpdesk.