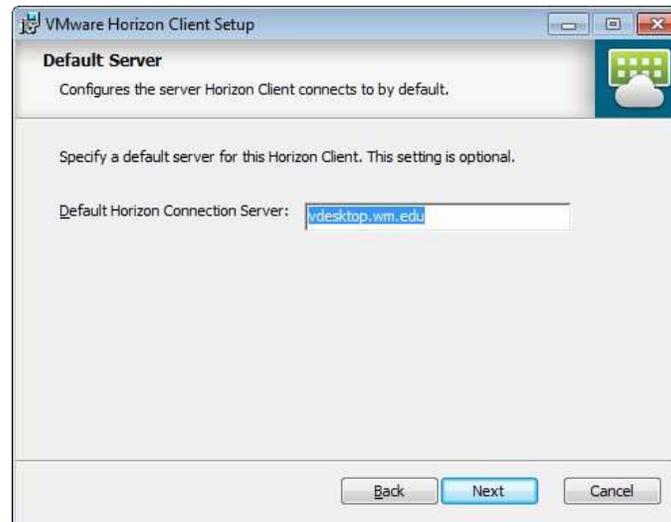# Part 2: Configuring and Using the Full Client

NOTE: this example is from a Windows installation of the VMWare View client.

Run the installer program you downloaded, providing administrative credentials as necessary. Accept all the defaults. When asked to provide a default View Connection Server, indicate **vdesktop.wm.edu**:
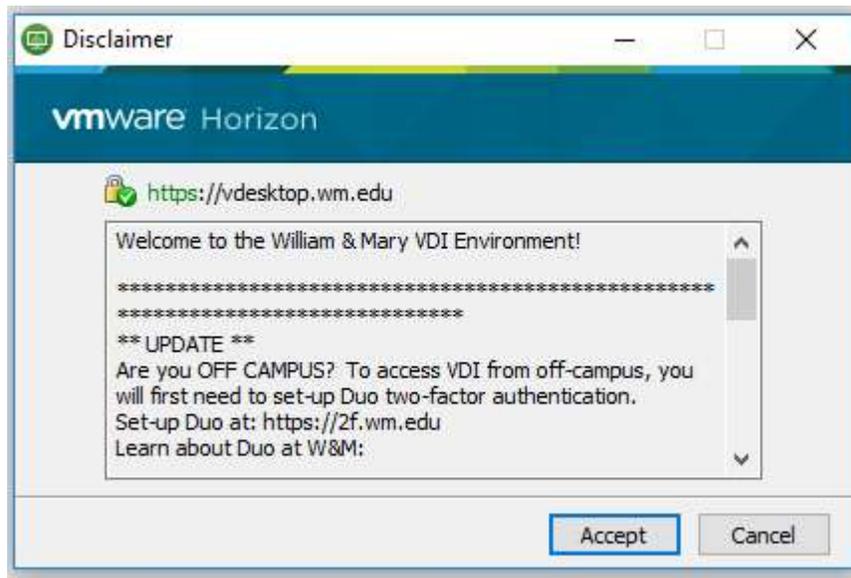

Continue selecting defaults, and reboot when prompted. The View Client will be installed on your system with a shortcut in your Start Menu and on your Desktop.

Once you reboot (as necessary), you may run the client, and double-click the vdesktop.wm.edu item:
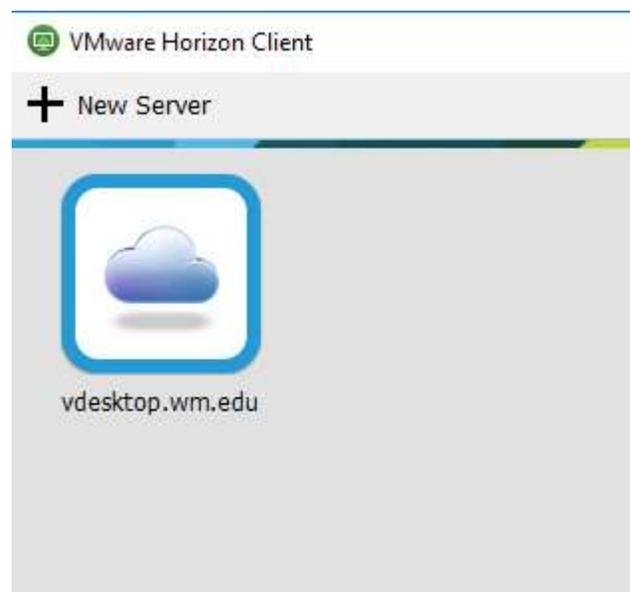
Read through the disclaimer, and click "Accept":

NOTE: If you are accessing the View Client from off-campus, you will login using Duo Two Factor authentication.

To enroll in Duo, go to: https://2f.wm.edu/

Then you can follow the instructions found here to continue to login process:

https://www.wm.edu/offices/it/documents/duoinstructions/duo---vdi-horizon.pdf

If you have not chosen previously to "Log in as current user", you will be prompted to log in:

Supply your William and Mary username and password, and make sure you change "Domain" to "CAMPUS".

Note that you may not be asked to log on if you had run the client before this and selected "Log on as current user" as an option.

You will see a list of all the desktop pools to which you have been given access (in many cases, you might only see one desktop pool):
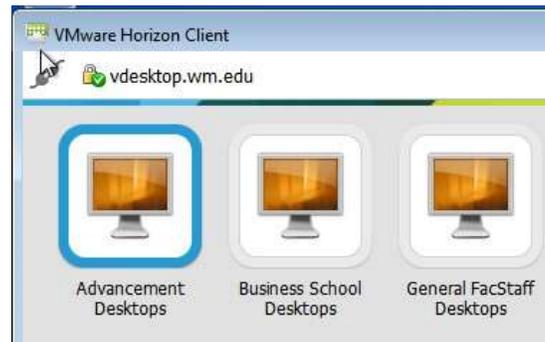
Right-click on the pool (button) you wish to access, and choose "Display" -> "Window – Large" from the pop-up menu. This prevents the client from using your whole screen.

Now, double-click on the pool to start your desktop session.

You should now be able to conduct your work as usual within that desktop.

If you have a USB device (thumb drive or external hard drive) plugged into your machine, which you would like to make available to your virtual desktop, utilize the "Connect USB Device" menu at the top left of your VDI desktop window.

When you are ready to log off, you may choose "Log off" at the bottom of the Start Menu, or go to the "Options" menu at the top left of the VDI window and choose "Disconnect and Log Off":

Part 3: Starting the VMWare HTML Viewer:

When you click on the "VMware Horizon HTML Access" (right-hand) button in vdesktop.wm.edu, a disclaimer will appear.

Read through it, and click the "Accept" button:

NOTE: If you are accessing the View Client from off-campus, you will login using Duo Two Factor authentication.

To enroll in Duo, go to: https://2f.wm.edu/

Then you can follow the instructions found here to continue to login process:

https://www.wm.edu/offices/it/documents/duoinstructions/duo---vdi-horizon.pdf

Enter your William and Mary username and password (the third box should show "CAMPUS"):

You will see a list of all the desktop pools to which you have been given access (in many cases, you might only see one desktop pool):
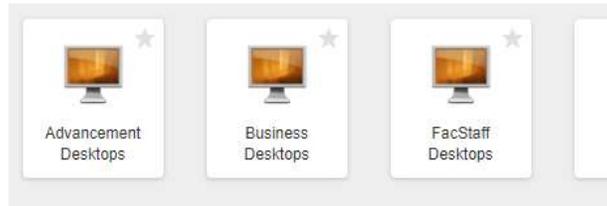
Click on the pool you wish to access, and a desktop from that pool will appear after a minute or two.

You should now be able to conduct your work as usual within that desktop. However, there are considerations to using the web (HTML) client:

- • If the HTML client freezes up on you, refresh the page (there is typically a circular arrow, which is a refresh button, at the top of the window).
- • Expect the HTML client to perform more slowly than the full client.
- • Users cannot use thumb drives with it.
- • It will NOT transmit sound.
- • The client should readjust to whatever size browser window you choose. If you choose fullscreen (F11 with Firefox), it will accommodate fullscreen.
- • We have had one instance of a person on a Mac unable to connect to the HTML desktops. If this should happen, you may find that you have updates waiting to install on your system. If that is the case, we have had the HTML desktop work properly after all updates were installed.

When you are done working, log off, either by selecting it from the Start Menu:

…or by using tools provided to help you end your session. To access them, click the overlay button on the left-hand side of your desktop screen:
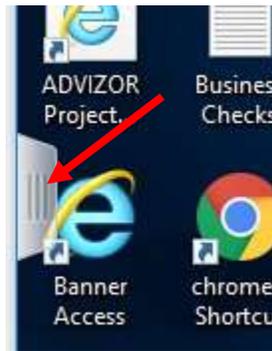
When you click on this button, a dashboard will slide in from the left-hand side (You can click the button again to retract the dashboard.). At the top of the dashboard are three buttons. The one on the right is the menu button:
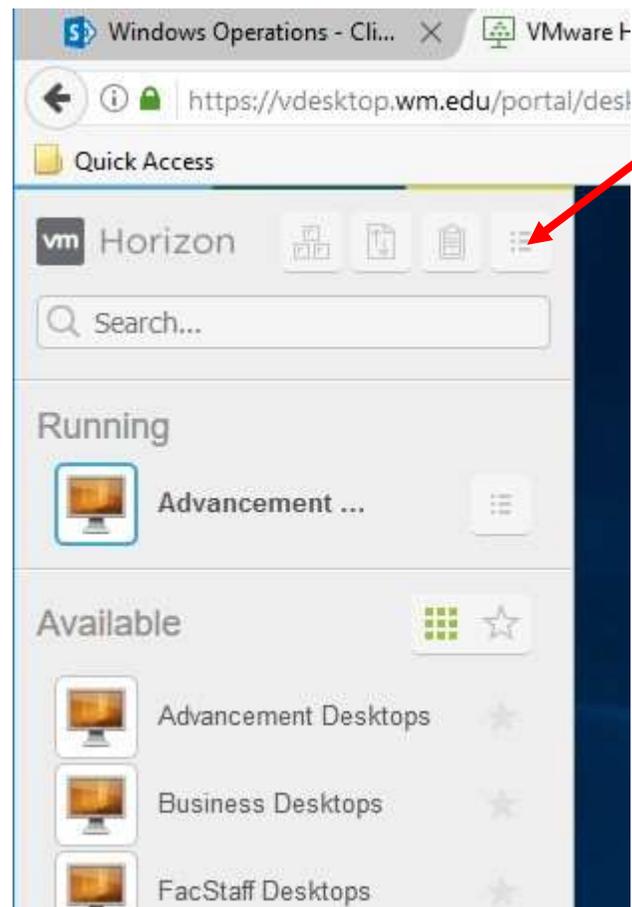
The menu button will pop up a small menu of options, including a "Log off" option.

Part 4: Best Practices and Troubleshooting:

Lag…

Even if you are on a very fast network, you may experience a slight delay between when you click on or type something and when that change actually appears in your VDI desktop. This is because it takes a small amount of time for your changes to be passed to the VDI desktop.

Please note that this delay will increase as more people access VDI from the same network you are on (as in a classroom). If you can use a wired connection instead of wireless, that often helps.

Avoid Accidentally Disconnecting from your Desktop…

When you use VDI, you are accessing a computer from across the network. If you close the lid to your own computer, put your computer to sleep, disconnect your computer from the network, or turn your computer off, you are automatically disconnected from the VDI computer across the network. If you did this by mistake, you have a few minutes to reconnect and continue your work. However, if you have not signed back into VDI within a few minutes (usually 5 minutes), your desktop and any unsaved work will be deleted, and you will need to start with a fresh, blank desktop.

BE AWARE of all these ways of disconnecting from your VDI desktop.

Use VDI to Double-check your Work When Appropriate…

If you are accessing the same kind of VDI desktops as your peers (for instance, in a class where you are all using the Business VDI desktops), you can leverage the fact that all VDI desktops start out exactly the same.

If, for instance, you are programming and running an Excel macro, and yours works, but your neighbor's does not, your neighbor probably does not have a "bad" VDI desktop. They may simply have made a mistake on the project. Help them out, if appropriate, by comparing their work to yours.

Sound and Video…

VDI was not designed to run sound or full-motion video. You can do it, but it is not as good an experience as running them on your own computer. So, for the best experience, use your own computer to play sound and video.

Saving Files…

It is good policy to save your work frequently. In VDI, you can always save to your H: drive. If you prefer, you can save your work to a cloud provider like OneDrive, Google Docs, Blackboard, Box, or others.

If you are using the full VDI client, remember you also have the option to save your work to a thumb drive plugged into your machine.

Remember: in any case, if you are disconnected from your VDI desktop for too long, you will lose any unsaved work. This is one of many reasons we recommend saving your work often.

Using the Full Client (Especially on a Mac)…

Keep the Full View Client up-to-date (see page 2). We have seen blank screens and freezes occur in older cleint versions that are paired with newer OS versions (like Mojave).