

## **Best Practices for VDI Connections Access**

### **1. County Access**

- From local desktop, install Horizon Client and configure for remote.ny.gov
- If user has access to County VDI, launch “VMware Horizon Client” from the start menu preconfigured to connect to remote.ny.gov (Nested)
- If user is out of the office/home and must use HTML there will be some limitations for cut and paste and printing is unavailable

### **2. PCOIP versus Blast Protocol**

- PCOIP must be used if direct connect scanning is required
- If the user does not require direct connect scanning and receives a black screen after logging in, server is unavailable or other errors, try switching to Blast protocol
- The Nested client on the County VDI is configured for PCOIP
- Requirements change therefore restricting use of one or the other protocol by ITS would create additional issues

### **3. Avoid use of Autoconnect**

- Prevents user from selecting a different desktop – observed when users were testing and needed to access the Pilot pool
- If opening an incident, be sure to let the agent know if user is auto connecting
- If user does not see desktop they expect, check for autoconnect as there are reported cases where this will set “automagically”

### **4. Do not “Mark as Favorite” as it may hide other VDI desktop user needs to access**

### **5. MACs – Just like to stand out in crowd!**

- User should verify the minimum requirements for installing the client
- Defaults on install can be different than for windows and should be verified once installed