

Note

Terms of Use

Also within the VDI environment, the “Regulations for the use of IT resources at the Jade University” apply without restriction.

Operating System: Apple OS X

- Right mouse button: Activate the “Secondary click” on your Apple Mac OS X device under System Settings / Mouse. This gives you the option of using the right mouse button required under Windows on your virtual desktop.

Operating System: Microsoft Windows 7

- Fonts: If you find the display within your virtual desktop difficult to read, you can adjust it under Start / Control Panel (Icon View) / Display / ClearType-Text.

Data Storage and Backup

Due to the central architecture of the system, you should not save any data on the local hard drives of your virtual desktop. Please use the appropriate [drives X: \](#) and [Z: \](#) of the [PC network system](#) to store your business / university-related data. These are also subject to [data backup](#).

You should save private data (if permitted for business purposes) on USB devices.

Error message: All available desktop sources ... are currently fully occupied

The message “All available desktop sources for this desktop are currently fully occupied. ...” is not really an error message. It only indicates that all virtual desktops provided in this [pool](#) are occupied. This is comparable to a pool room in which all spaces are occupied. As a workaround, you can try using a virtual desktop from another [pool](#).

Integration of local drives

When using the VMware Horizon Client, you can connect drives (USB sticks) connected locally to your PC to your virtual desktop. To do this, move the mouse pointer to the top of the screen during a VD session. The VMware Horizon Client menu appears, in which you can connect your locally connected

devices to the virtual machine. Please do not forget to deactivate this connection to your local devices before disconnecting from your virtual desktop.

Use from external company networks

If you want to access the virtual desktops from an external company network, the TCP ports 4172, 9427 and 32111 (both in / out) must be opened. If necessary, contact the company's system administrator.

Updates

In virtual desktop environments, just like with standard PC hardware, updates must be carried out at regular intervals that require a restart. Therefore, users are automatically logged out of their virtual desktops after certain times:

- For personally assigned desktops: 24 hours after the last disconnection
- For public virtual desktops: 2 hours after the last disconnection

Note for users with 2 screens: If you have been logged out of your desktop using the procedure described above and you log in again, only one screen will appear at first. In this case, you have to disconnect from your desktop again (do not log out) and log in again.

Availability

For the operation of virtual desktop environments, the HRZ reserves the right to adapt and change the corresponding parts of the system at any time as required to meet the developed requirements. If you observe the information given above regarding data storage, this does not represent a real restriction, since when a new virtual desktop is provided, the software is provided centrally and you do not save your data locally, but only on the [drives](#) of the [PC network system](#).

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