

Tips and Tricks for Connecting to Horizon View 8 VDI Remotely at Central Peninsula Hospital

Ensuring a Seamless Remote Experience

Connecting to Horizon View 8 VDI can significantly enhance your productivity by providing access to your virtual desktop environment from virtually anywhere (pun intended). This guide offers comprehensive, step-by-step directions, tips, and tricks to ensure a smooth and efficient remote connection experience.

We recommend using the Horizon View Client for optimal performance, though you can also connect via the HTML5 website in Chrome or Edge.

- Horizon View 8 Client Server Address: **horizon.cpgh.org**
- HTML5 Website for Chrome or Edge: **<https://horizon.cpgh.org>**

1. Preparing Your System

1.1 System Requirements

Before attempting to connect, ensure your device meets the minimum system requirements for Horizon View 8:

- Operating System: Windows 11, macOS 10.12 or later, Linux (various distributions)
- RAM: At least 4 GB
- Disk Space: At least 1 GB available
- Network: Stable internet connection, preferably broadband or higher

These minimum requirements are strict requirements, there is no support for Windows XP/7/8/8.1/Vista or any macOS version older than 10.12. If your device cannot be upgraded to meet these requirements, the device itself may need to be replaced.

- Windows should be on Windows 11 Build 2004 or newer, with preference to build 24H2 (current as of last edit to this document).
 - Windows 10 22H2 and older versions of Windows 11 *may work*, however, the latest clients for Horizon View were designed and tested only on new builds of Windows 11. If you have any problems with the software on

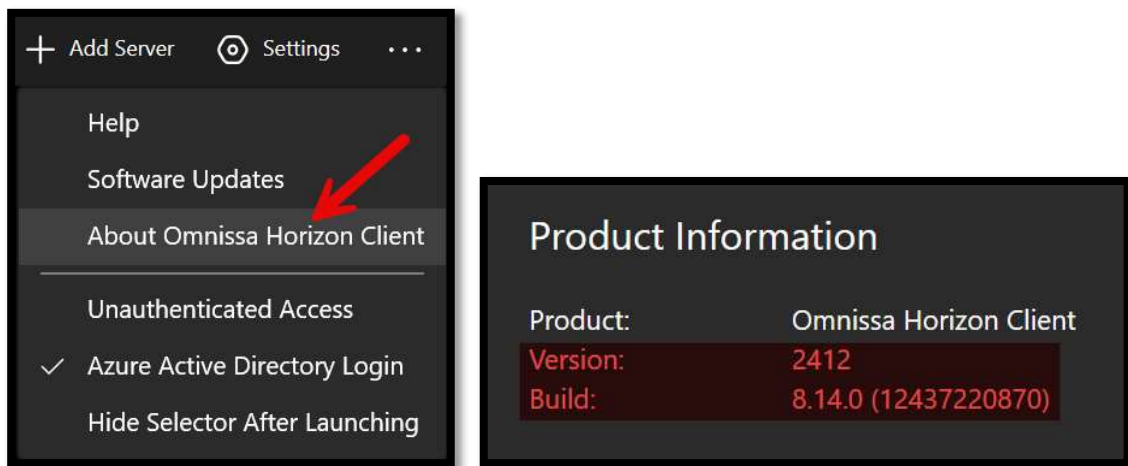
older versions of Windows 10 or 11, you will need to upgrade your operating system.

You can also use Android based devices, preferably on Android 12 or higher, along with iPhoneOS or iPadOS 13 or higher (formerly iOS). While Android will technically work all the way back to Android 5 it can create a negative user experience with the device resources the further back in version you go. On iOS, there is a hard version cutoff of iOS 13. Older devices will not function correctly.

1.2 Checking for Horizon View Client Installation

To ensure you have the Horizon View Client installed and updated to the preferred version (build 8.13.1 or higher, which VMware also calls version 2406), follow these steps:

- Windows: Open the Start menu, search for "Horizon Client," and click on the shortcut to open the application. There is a menu that looks like three dots in the upper-right corner. Click on that menu and select "About VMware Horizon View"

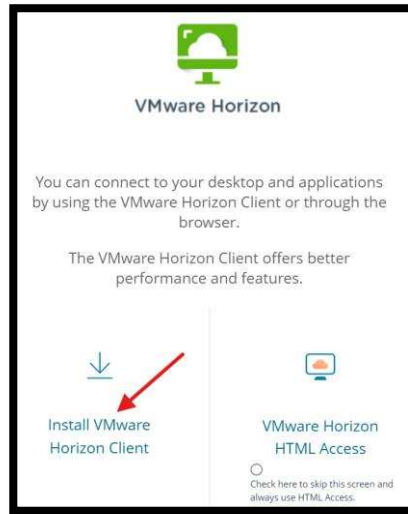


- macOS: Open Finder, go to the Applications folder, locate "VMware Horizon Client," and click "Get Info" to check the version.

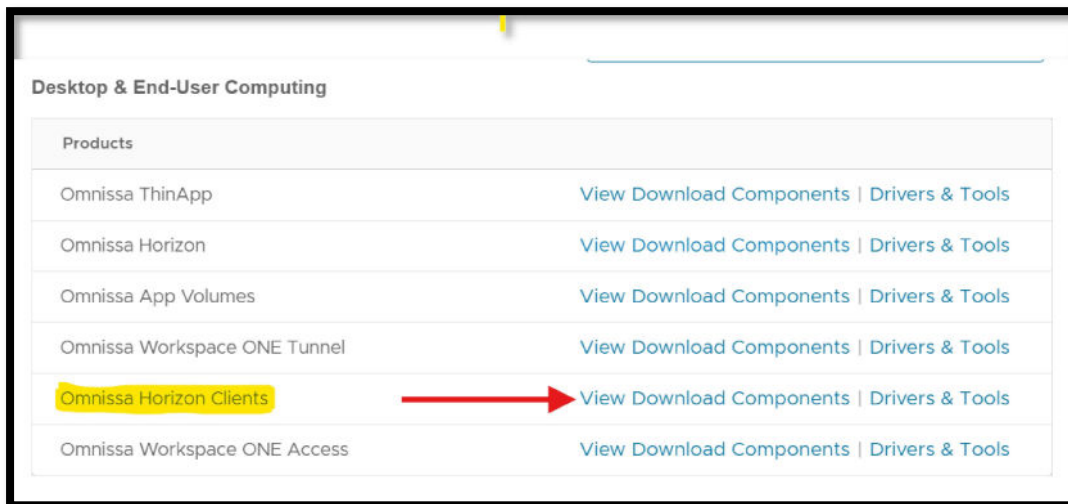
1.3 Installing or Updating Horizon Client

If you do not have the client installed or need to update it, follow these steps:

1. Go to <https://horizon.cpgh.org> in your browser and click on "Install VMware Horizon Client." It will take you a website for Omnisca Horizon Clients (Omnisca is the company that purchased VMware Horizon View)



2. Select "Omnissa Horizon Clients" and click "View Download Components." Then select "Go to Downloads" next to the operating system you are using (Windows or MacOS)



3. Download and install the client following the on-screen instructions.

- **THIS REQUIRES A REBOOT!** If you choose to skip the reboot, you cannot use the client until you manually reboot your computer
4. Ensure the version is build 8.13.1 or higher (version 2406) by going back to section 1.2 and following the directions.

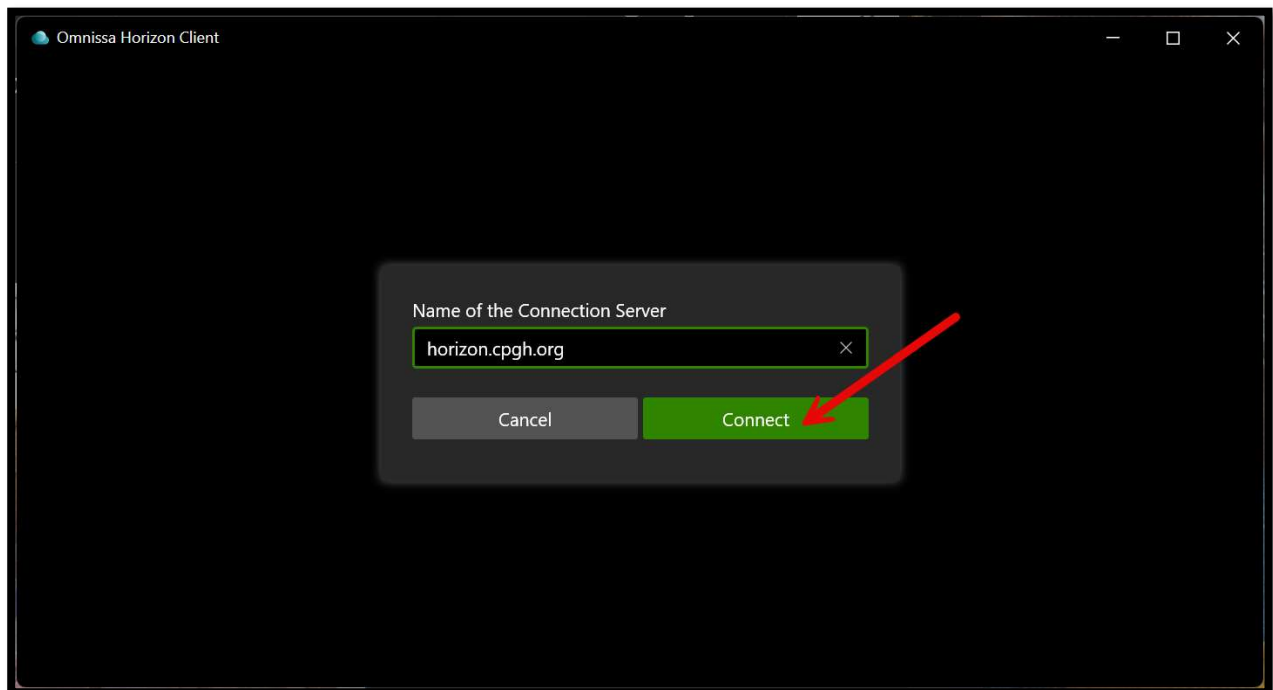
2. Configuring Your Connection

2.1 Server Details

If you previously accessed an older Horizon View 7 environment (access.cpgh.org), you need to update the URL for Horizon View 8. The updated server address is horizon.cpgh.org from the Horizon View client, or <https://horizon.cpgh.org> in Chrome or Edge.

2.2 Setting Up a New Server Connection

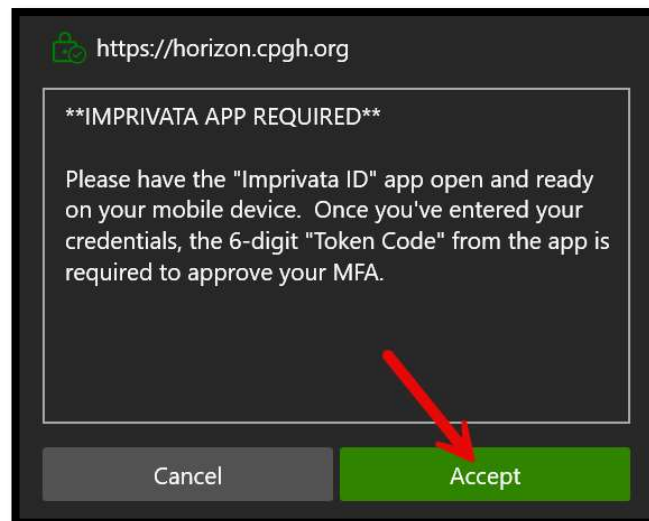
- Open the Horizon Client on your device.
- Click on "Add Server" and enter the new server address of **horizon.cpgh.org**
- Click "Connect" to proceed.



2.3 Authentication

CPH security requires using the Imprivata app for MFA. Make sure you have the mobile device with your Imprivata app handy. Unlike the older Horizon 7 environment, you cannot connect until MFA is complete.

- After you have added the new connection of **horizon.cpgh.org**, you can either click on the three-dot-menu and select connect, or you can double-click on the server's name to connect
- **PLEASE READ THE POP-UP, ON-SCREEN INSTRUCTIONS!** A username and password are required first, followed by the 6-digit authentication code out of the Imprivata ID app on your mobile device.
 - Previously, Imprivata would give a pop-up notification on your device with a box for clicking for "Approve." This has changed and now requires that you open the app so you can enter the 6-digit code.
 - This fixes an issue where some mobile devices put apps "to sleep" when unused for a while and prevents you from being stuck in a situation where you cannot authenticate your MFA.




 <https://horizon.cpggh.org>

Enter your Radius user name and passcode.

USERNAME

PASSWORD

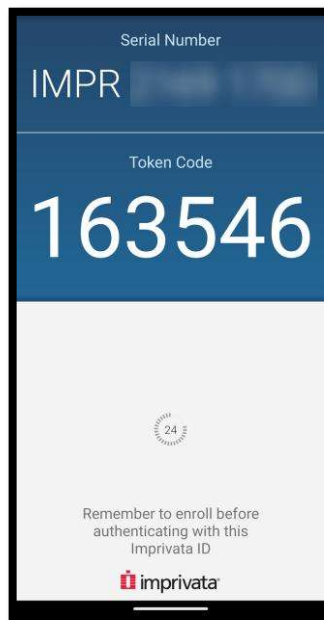
Cancel Login

 <https://horizon.cpggh.org>

Enter the Imprivata ID token code.

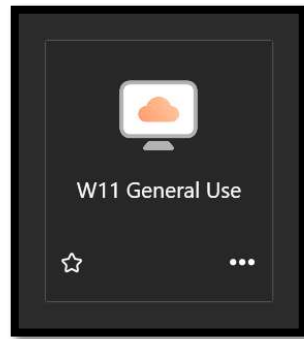
TOKEN CODE FROM APP

Cancel Login



2.4 Available Desktop Pools

Everyone should see a desktop pool named “**W11 General Use**”. For most users, that will be the only option. Some users may see options such as “**W11 UAT Testing**” for testing recent updates before they get pushed to production. Double-click the name of the pool to start your VDI session.



3. Optimizing Your Remote Connection

3.1 Network Considerations

A stable internet connection is crucial for a smooth VDI experience. Here are some tips:

- Connect via a wired Ethernet connection if possible.
- If using Wi-Fi, ensure you are close to the router to minimize interference.
- Avoid bandwidth-heavy activities like streaming or large downloads during your VDI session.

It is common that a remote location has dozens of devices using the same internet connection, many of which are on Wi-Fi. A home user on their personal device may also have other applications running on the same computer which are using bandwidth.

The ability of the CPH staff to troubleshoot your connection begins and ends with VMware Horizon View Client software. While some advice can be given, **CPH staff will NOT troubleshoot your personal device or personally owned network equipment, which includes wireless routers and modems.** Depending on whether this equipment was supplied by your Internet Service Provider (ISP), you may need to contact them for troubleshooting if CPH staff advise that our troubleshooting tools indicate a problem with your network connectivity.

3.2 Display Settings

Adjusting display settings can improve performance:

- The VDI pools allows up to 3 monitors at 4K resolution, but works best with 1 or 2, and with “Ultrawide” monitors it works best on a single monitor
- Disable multiple monitors if you experience lag or performance issues.
- Performance issues are a combination of monitor resolution causing too much strain on your VDI desktop, and/or strain on your local computer which is trying to decode and display the VDI desktop

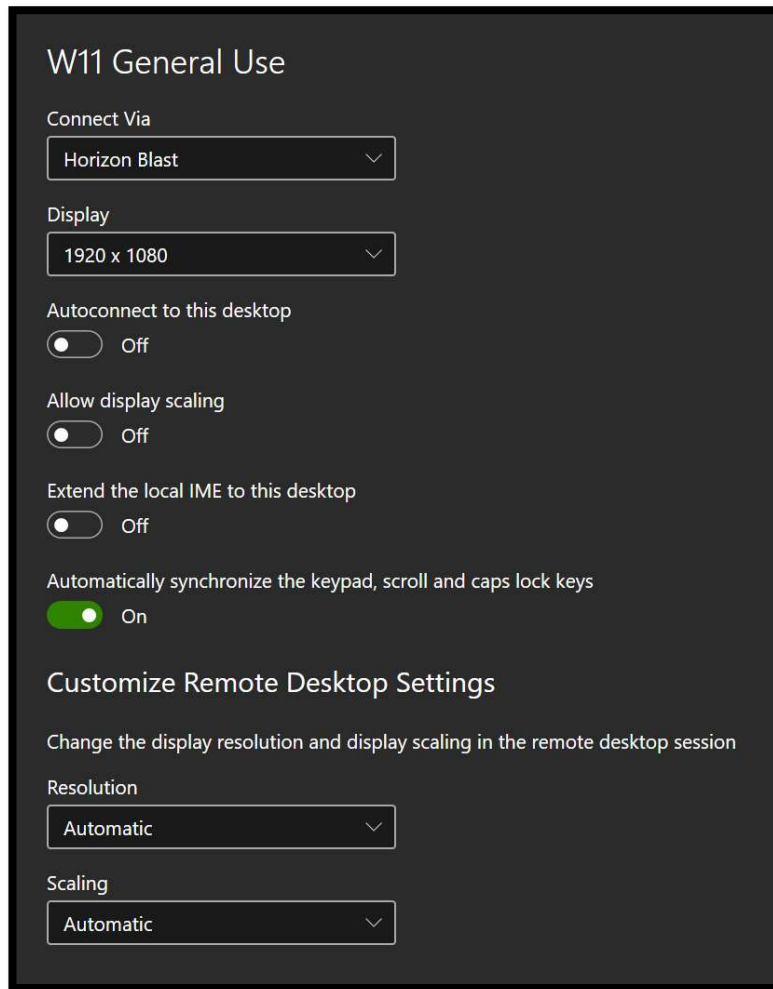
Horizon View does not officially support multiple monitors of assorted sizes and resolutions. While it may work, you may also see occasional problems with how apps are displayed, or apps displaying off the screen where you cannot find them, if you are mixing and matching higher resolution monitors (4K) with lower resolution monitors (HD).

By default, when you connect to a Desktop Pool, the Horizon View Client will attempt to match the same resolution and scale that your OS (Windows or iOS) has set for the monitor. Sometimes, that does not work correctly.

If the display is too large or too small to be usable:

- Go back to the Horizon View Client app (it should still be running behind your VDI desktop session)
- Click the three-dot-menu next to your desktop pool (which is usually “W11 General Use”) and select “Settings”





- **DISPLAY:** This sets the size of the desktop session window. If you want to treat your VDI session like an app on your computer, you can set it to run in a window by choosing an option such as “1920x1080”.
- **ALLOW DISPLAY SCALING:** If you are on WINDOWS 11, turn this OFF. Windows 11 can adjust the scaling natively, where this option is using software to re-draw the picture to the correct scale which can sometimes make the picture look blurry
- **RESOLUTION:** This changes the actual size of the desktop as it is displayed within the VDI session, as opposed to the DISPLAY setting which sets the window size of the VDI session.
- **SCALING:** This sets the “zoom level” with your VDI session, making the desktop either bigger or smaller

It is highly recommended that you leave the **RESOLUTION** and **SCALING** settings at “Automatic” unless you have an actual need, as these settings can have a significant

impact on the quality of your VDI session display, sometimes making text blurry or unreadable.

3.3 Audio and Peripheral Devices

Ensure that your audio and peripheral devices are correctly configured:

- Test your microphone and speakers to ensure they are working properly.
- Make sure any USB devices you need (e.g., printers, scanners) are connected and configured in the Horizon Client settings.

Scanners and imaging devices are allowed to import data into your VDI session, but printing outside of the CPH network is disabled by default to comply with several different regulations surrounding PHI and billing. If you require the ability to print outside of a CPH facility, such as to a home office printer, please contact your manager or director first and have them log a ticket with the Help Desk asking for remote VDI printing access.

4. Troubleshooting Common Issues

4.1 Connection Problems

If you have trouble connecting:

- Double-check the server address and your login credentials.
- Ensure your internet connection is stable.
- Restart the Horizon Client and try again.
- Restart your computer and try again.
- Try using an ethernet cable to your modem or router instead of Wi-Fi

4.2 Performance Issues

For lag, or slow performance:

- Close any unnecessary applications on your local device.
- Check for background processes that might be consuming bandwidth.
- Reduce the display resolution in the Horizon Client settings or reduce the number of monitors being used in full screen mode.

4.3 Audio/Video Issues

If audio or video is not working correctly (webcams, speakers, microphones, etc.):

- Verify that your USB devices are selected in the Horizon Client settings

- In FULL SCREEN mode, you can do this by moving your mouse to the very top middle of the primary monitor to see the connection bar and select “USB Devices.” This will list the available devices that you can connect. If the toggle is green, the device is connected, and you can click on the toggle to connect/disconnect devices
- In WINDOWED MODE (where you select a specific display size) the connection bar is always there, and it is the same instruction as FULL SCREEN mode above.
- **NOT ALL AUDIO VIDEO DEVICES WILL SHOW AS USB DEVICES!**
 - With the VDI desktop session in view, you can do this by moving your mouse to the very top-middle of the primary monitor to see the connection bar, select the three-dot menu, and click on “Settings”
 - Click on the option “Real-Time Audio-Video” on the left side of the screen to see and select your preferred webcam, microphone, and speaker.
 - “Real-Time Audio-Video” streams from your computer to the VDI session instead of trying to connect the devices as if they were USB. Your local computer still has “control” of those devices.
- Check for any driver updates for your audio/video devices on your local computer
- Verify you do not have other applications on the local computer running in the background which are using devices, such as Zoom, Webex, or streaming music or video apps.
- Restart the Horizon Client and your device if necessary.

5. Advanced Tips and Tricks

5.1 Keyboard Shortcuts

Familiarize yourself with useful keyboard shortcuts to enhance your efficiency:

- Ctrl+Alt+Insert: Simulates Ctrl+Alt+Delete within the VDI session, so it does not accidentally send the command to your local computer.
- Alt+Tab: Switches between open applications within the VDI.

5.2 Using Multiple Monitors

If you use multiple monitors:

- Enable multiple monitor support in the Horizon Client settings by changing the DISPLAY value (section 3.2 above for more information) to “Full screen – All Monitors”

- Arrange your monitors in the display settings to match your physical setup. When you follow directions in section 3.2 above to access the settings, and your **DISPLAY** value is “Full screen – All Monitors” with more than one monitor present, there will be a representative display of what your monitors look like which allows you to move them around, just like the multi-monitor setting in Windows.

5.3 Clipboard Redirection

You can copy and paste from your local device to the VDI:

- Ensure clipboard redirection is enabled in the Horizon Client settings.
- Use standard copy (Ctrl+C) and paste (Ctrl+V) commands.

If you require the ability to copy data out of the VDI environment to your local computer, please contact your manager or director first and have them log a ticket with the Help Desk asking for remote VDI “bi-directional clipboard access.”

5.4 File Transfer

To transfer files from your local device to the VDI:

- Enable USB redirection in the Horizon Client settings.
- Connect a USB drive and access it directly from the VDI.

If you require the ability to copy files out of the VDI environment to your local computer, please contact your manager or director first and have them log a ticket with the Help Desk asking for remote VDI “bi-directional file transfer access.”

6. Security Considerations

6.1 Regular Updates

Keep your Horizon Client and operating system updated to the latest versions to ensure you have the latest security patches and performance improvements.

6.2 Use Strong Passwords

Ensure you use strong, unique passwords for your VDI account and any associated authentication methods. Change passwords regularly and avoid reusing old passwords.

6.3 Secure Network

When connecting to Horizon View 8 remotely, ensure you are using a secure network:

- Avoid using public Wi-Fi networks.

6.4 Logout and Disconnect

Always disconnect from your VDI session when you are finished and log out or close the Horizon View Client to prevent unauthorized access.

- Disconnect from your VDI session by closing the window (if you are in windowed mode) or by moving the mouse to the top-middle of the primary monitor in your full screen session to bring up the menu bar and clicking the X on the far right to close the window.
 - **DISCONNECTED SESSIONS CONTINUE TO RUN FOR 24 HOURS BEFORE BEING LOGGED OFF.**
- If you are not going to be using VDI again for at least another day, consider logging out of your VDI session instead of just disconnecting.
 - Log out by clicking on the Start Menu (within your VDI session), click on your name in the lower-left, and click on “Sign Out.”
 - This frees up desktops and resources for other users, keeping the system nice and tidy.

7. Resources and Support

7.1 IT Support

If you encounter issues that you cannot resolve, contact the IS Help Desk for assistance. Provide them with detailed information about the issue and any error messages you receive.

- Email: Support@cpgh.org
- Phone: (907) 714-4701

Conclusion

Connecting to Horizon View 8 VDI remotely can enhance your flexibility and productivity. By following these tips and tricks, you can ensure a smooth and secure remote connection experience. Stay informed, stay secure, and make the most of your virtual desktop environment.