

VMware View 3.1 Cheat Sheet

Important notes:

- Time – make sure your VM's, servers, workstations, esx servers all need to have consistent and hopefully correct. Remember that even if your Windows VM's are configured to get time from their domain membership, they will receive ESX server time when they start and read the time from the virtual hardware to add it to the bios (of the VM). There is a reg key to add to the parent XP VM's and then a GPO settings to change. This will require at least a logoff out of the XP VM's to take effect. This will allow the client device (if using 32-bit client) to report to the session the time zone information.

VM Registry key: Please add the following DWORD value

Branch: HKLM\SOFTWARE\Policies\Microsoft\Windows NT\Terminal Services
DWORD value: fEnableTimeZoneRedirection

The GPO (set this to enabled):

Computer Configuration\Administrative Templates\Windows Components\Terminal Services\Client/Server data redirection

- You need to use FQDN everywhere. And make sure they resolve. It might be possible in a lab to use IP everywhere – remember “rules of 4”. Which means you must be able to resolve successfully short / long, and forward / back. 90% of View issues are DNS related so check it, then check it again.
- The Install and Admin guide (http://www.vmware.com/pdf/view31_manual.pdf – see the end of the document for URLs) is very useful and easy to follow.
- The release notes (see the end of the document for the URL) is full of useful information. Mostly warnings. Remember we update the release notes as we learn things. Refer back every now and again to make sure you have the current info for your customers. The release notes can be updated as new information is developed. Especially as issues are developed.
- VI3 3.5 only can be used as the infrastructure. Update 3 for ESX and U2 for VC
- Remember that VMware ESX virtual switches have limited ports initially. If you have any number of VM's working as desktops on the same virtual switch you will likely need to increase the number of available ports – and that requires a restart of the ESX server.
- USB redirection is only supported in the thick VIEW client and Linux Thin Clients, NOT the Linux Open Source Client. However it is supported in the web client IF the Windows client is also installed on the same machine.
- It is recommended to use RDP 6.1 (Google RDP 6.1 download).
- It is recommended to use the [LSI 20320-R](#) driver for VM's instead of Buslogic to improve performance.

- There may be issues with installing VIEW directly on a VC server so do not attempt that.
- The Connection server has a limit of 1000 tunneled connections in VIEW 2.1. It is recommended to not have more than 1 standard connection server and four replica connection servers in a load balanced group. So this means a max of 5000 connections. This doesn't mean your connection server can handle 5000 connections but just that it is the maximum potential connections. Application behavior, network capacity, and other things can all impact this upper limit.
- You can use 32 or 64 bit environment for the connection server.
- If you select to use multiple datastores to store VM's of a pool, the selection of each datastore will occur in a specific way. VIEW doesn't account for runtime storage requirements at provisioning time. It will continue to deploy until there is no more disk space in a datastore. The datastores will be used in "most free space space first" until they are leveled and then it will look like a round robin placement.
- You can do a backup of your VIEW configuration. More info can be found in the view31_manual.pdf on page 40.
- You can use a variety of tools to support better dual monitor support. The utilities are SplitView, iShadow, and Actual Tools. Wyse also has a utility, to find it search at Wyse.com for TCX_Multi-display*.zip. By default you will only get dual monitor without these apps if you have two monitors of the same size, orientation and MHz.
- Windows XP VM's must be, or rather should be, fully patched. If you get "sockets errors" on VM's you need to confirm the patches associated with Microsoft KB articles 323497 and 884020 are installed. Start with the XP deployment guide and go from there.
www.vmware.com/files/pdf/XP_guide_vdi.pdf

Definitions:

- VIEW client is a windows application in front of an end user.
- VIEW Web is a web application that can be in Mac or RHEL or Windows to connect.
- VIEW Manager is the server that hosts the broker software.
- VIEW Agent is an application that is installed in a VM that is required. It provides support for things like remote USB support, and connection monitoring.
- View Composer is the service installed on the VC that controls User Data disks and Linked Clones.
- VDI means virtual desktop infrastructure. It usually refers to VI 3 when it is used to share desktops. It may include VIEW or even other broker products.
- Broker is the slang that refers to the connection broker that provides the personality of the virtual desktops. Things like Mac browser support, or RSA support are available or not due to the broker. VIEW is VMware's broker.

Upgrading

The unofficial but works great steps to upgrade.

- Take backups/snapshots first
- Upgrade the agent in the VM's
- Shut down View Composer and the Connection Servers
- Update the View Composer database
- Update View Composer
- Update Connection Servers
- Update Security Server

Troubleshooting

On page 199 of Administration Guide you will find information on gathering the troubleshooting logs.

Avoiding sysprep deployment issues

You can get into trouble if you are using naming in the sysprep file other than use the virtual machine name. Specifically, if you are using the name plus add sequential numbers will break pool deployments. As mentioned elsewhere, your templates for a pool should NOT be connected to the AD domain that they will be joined to later.

Install fails on security enhanced VIEW server

If the Network Service at C:\ doesn't have full control the control can fail. This can come about on servers that have enhanced security templates applied. In this situation, if you try and install, it will roll back the install when it fails but leave ADAM (services) installed that you will need to manually uninstall.

The solution for this issue is interesting. Start the install and quickly refresh the services until you see VIEWDS service show up. Once you see it change the login information to a user in the domain. Make sure you do this before the error 1390 error shows up. This change will solve this issue.

No CD access in VIEW VM

If you don't have CD access in a VIEW VM it is most often due to a Group Policy setting.

Problems connecting to multi-homed VIEW VM's

If you have VM's with multiple network interfaces and they are part of VIEW, and you have set "direct connection to virtual desktop=No" this means that VIEW will establish the RDP session with the VM. The problem is that it will always try to connect to the VM with the FIRST IP seen in the summary of the VM in VC. This may not always be appropriate. To 'fix' this you will need to swap the IP addresses on the NICs.

Host Issues

You cannot have more than 8 hosts in a cluster serving View Desktops. There is a file locking issue with VMFS that will prevent it from working. NFS does not have this issue.

When creating a Linked Clone pool make sure the VM being used as a master is not in another pool, is not a Template and is has a snapshot of the VM turned off. You cannot have more than 5 View Managers in a single cluster.

Moving VIEW managed VM's – what works or doesn't work?

If you wish to move a VIEW managed VM between folders and resource pools you may break the connection between VIEW and the VM. It is safe to move between resource pools, but it is NOT safe to change the VMs position in the folder hierarchy. You can change the RP assignment for new VM's by editing the pool definition. You can also drag and drop between RP's. This is not the issue with Linked Clones they can only be moved via the Pool creation interface.

Sound Issues

There can be a number of sound issues in the VIEW provided desktop. Some of them can be from GPO settings that don't enabled sound via RDP. Some security templates or general baseline hardening has done this. In addition, there is a bug that can also impact sound from the VM's. You can find more from <http://support.microsoft.com/kb/886199> including information on obtaining the patch.

If you don't have sound in a VIEW VM when you expect to, it can be Group Policy related, but also there is an RDP issue. [Click here](#) for more info.

Bandwidth Information

This information is only a guide. For production maximum latency would be 150 ms. For a lab it would be 250 ms. On a per connection basis between at least 50 and 100 kbps would be needed. However, this is all just a rough guide. Applications themselves can make those numbers reasonable or unreasonable. So it is important to test carefully with your own applications. For example VMware uses VIEW for users that are in India and VIEW is in California. This is possible because the application was tweaked to handle the latency and bandwidth better. Also additional features like MMR, USB, high color depth and printing can dramatically increase bandwidth usage.

SW and platform revision Info:

Connection Server

- The connection server must be running:
 - Win2K3 R2 STD SP2
 - Win2K3 STD SP2
 - Win2K3 R2 Enterprise SP2
 - Win2K3 Enterprise SP2
- It can be physical or virtual.
- It can be 32 or 64 bit versions of the supported operating systems.
- It must be a member of the domain but not as a domain controller.
- VI 3 must have the sysprep tools installed.

- The template must be able to join the domain (supposedly optional but necessary if you want to have single login). Remember that sometimes when you have trouble making this work that it is due to your template being part of the domain. Make sure your template is not in the domain any longer and it should work during customization (to be able to join the domain).
- Linked Clones must be VM's not in another pool, have been added to the Domain, and a snapshot taken of them while they are turned off.
- Windows guests must run as admin users.

Windows Agent

- Vista (Business or Ultimate) (32 bit)
- XP Pro SP2 (32 bit)

Note: You must have administrative access to install the agent.

VIEW Client

- Windows 2000 Pro SP4
- Windows XP Pro with SP1 or SP2
- Windows XP Home SP2
- Windows Vista Home, Home Premium, Business.

First Note: You must have administrative access to install the client.

Second Note: MMR support is only provided on the Windows XP platform and Linux Thin Clients. This includes the following media formats:

- MPEG-1
- MPEG-2
- MPEG4-part2
- WMV 7/8/9
- WMA
- AC3
- MP3

If you would like to test MMR you could use the URL <http://video.intel.com> . With MMR there is no QuickTime or Real Video support. Flash reduction has been added to 3.1. This reduces the frame rate and resolution to "enhance" support.

VIEW Web

- Windows XP Pro with SP1 or SP2 (requires IE6 SP1 or higher)
- Windows XP Home SP2 (requires IE6 SP2 or higher)
- Windows Vista Home, Home Premium, Business, Ultimate (all requires IE7)
- RHEL 5.0, Update 1 (requires Java JRE 1.5.0 or 1.6.0 and Firefox 1.5 or 2.0)
- SLES 10 with SP1 (requires Java JRE 1.5.0 or 1.6.0 and Firefox 1.5 or 2.0)

- Ubuntu 7.10 (requires Java JRE 1.5.0 or 1.6.0 and Firefox 2.0)
- Mac OS/X 10.3, 10.4, 10.5 (experimental, requires Java JRE 1.5.0, RDC 1.0, and Safari).

Setup

Template for VIEW user VM's (in pools)

Save some headache and start with the XP Deployment guide and a fresh XP install but in a pinch a converted one will work.

1. Your VM should be ready to go.
 - a. Can use converter to import, but then must be tweaked! This would include but not be limited to, things like removing OEM management agents and hardware related software.
 - b. Should be fully patched and ready to go. It must have KB323497 patch installed – if you are using XP.
 - c. You should also be using RDP 6 (see the URL's at end of document for link).
 - d. You should have built the VM, or upgraded it to use the LSI driver (see the end of the document for links).
 - e. VIEW agent should be installed – sample name would be VMware-Viewagent-2.0.0-403.exe.
 - f. VI 3 VMware tools need to be installed.
 - g. If it's going to be a Linked Clone then join it to the Domain, turn it off, snap shot it and quit here.
2. Turn it into a template
 - a. Make sure it can join and authenticate to the domain
 - b. VIEW will use the customization specification that you used!
 - c. When you are finished with the template, make sure it is not a member of the domain!
3. Now deploy the template and make sure it works – meaning join the domain and authentication.
4. If this deployed VM worked properly and is ready to go then keep it. It will be used so that you will be able to pick it in the connection server configuration for individual desktops, and the template it came from will be used in pool operations.

Since Virtual Desktop Manager 2.1 the VMware Virtual Desktop Infrastructure got a default setting which blocks direct RDP connections to the virtual desktops. When a user tries to connect to the desktop with a standard Microsoft RDP client he will get a message stating: Access denied. In case that there was a requirement for connections from non-View/VDM clients the administrator needed to change a registry parameter to enable the access.

With View 3 the direct access is not longer blocked by default but can be reconfigured when needed.

On the View Server in C:\Program Files\VMware\VMware View\Server\Extras\GroupPolicyFiles is a ADM file (vdm_agent.adm) stored with which you can easily reconfigure the setting.

You will need to add the appropriate group of users to the Remote Desktop Users group so that they can log on interactively. If you forget this, you will get an error for users when they try to connect and the error will be about not having the right to log on interactively. This can be done via GPO Restricted Groups. Details are in the XP Deployment Guide.

It has been already reported that customization file errors cause issues in VIEW pool operations that are very hard to troubleshoot. Make sure your customization is not a problem!

Note: there are a number of things that can be done to your VM that is being used as the template for VDI to improve performance. Additional examples can be found in the XP Deployment Guide. A sampling is below.

1. Screen savers set to blank and password protect as required.
2. Turn off themes (except font smoothing)
3. Change “Performance settings” to “adjust for best performance”
4. Disable the logon screen saver
HKU\DEFAULT\Control Panel\Desktop “ScreenSaveActive”=dword:00000000
5. Disable Control+Alt+Delete to bring up logon screen
HKLM\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon
“DisableCAD”=dword:00000001
6. Improve Windows Kernel Memory Management
HKLM\SYSTEM\CurrentControlSet\Control\Session Manager\Memory
Management “DisablePagingExecutive”=dword:00000001
7. Launch Windows Desktop as a Separate Process
HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer
“DesktopProcess”=dword:00000001
8. Create and publish a GPO for folder redirection to the users’ storage space on the SAN for the following: Application Data, My Documents (and all sub-class special folders)

Connection server

1. As previously mentioned. It should be in the domain, but not running VC or DC services.
2. It should have a static IP and as already mentioned a FQDN.
3. Install broker software (sample file name would be for – VMware-Viewconnectionserver.exe).

4. The install logs are in %TEMP% with the name of vmmsi.log and vminst.log.
5. The VIEW logs are placed on the desktop once generated.

It is suggested at this point to copy the .ADM files (from C:\Program Files\VMware\View Manager\Server\Extras\GroupPolicyFiles) from the connection server to your domain controller and importing them. This will allow additional configuration control of agents, clients, and the connection server. If you installed these for the previous version you should remove them first before installing 3.1. They are installed in the Computer or User Configuration section of GPO in the Administrative Templates section. Some detail on this capability is in the Admin guide starting on page 174.

Configuration

Initial – license and VC connection

Install the software with defaults. The Standard install is always the first and if there is only one VIEW server it will be the Standard. The Replica is used as part of a load balanced install or something similar. The Security server is a very scaled down server that would be used in a DMZ. It only has a subset of functionality so that it can be more secure.

1. Connect to https://host_name/admin (which is the connection server).
2. Select the **Configuration** button
3. Click **Edit**, add the license.
4. On **VirtualCenter Servers**, add the authentication and other necessary VC details. In this section the **Advance** button can be used to tweak the settings for Maximum number of concurrent provisioning or power operations. The default is 2 for provisioning and 5 for power operations.
5. Here you can also add the credentials that will be used for Composer to perform AD tasks. The Credentials used at the top are just for VC, the Composer user/pass is for access to AD. This account **MUST** have FULL Admin rights to the OU that the desktops will be placed in.
6. You can use the Pre-login message in Global Settings to set a disclaimer type message that will be seen by users before they log into VIEW.
7. In the **Administrators** section add admin rights for AD users who should be able to login into the VIEW admin interface.

You are now ready to configure the desktop, or pooled desktop operations.

End to end configuration

This is the stage where the individual desktop or desktop pools are configured for use. It is recommended to configure and test the individual desktop first. This makes troubleshooting much easier if there is an issue. Remember that for desktop you need a VM that is ready to be used, and for pools you need a template. For Linked Clones a full VM that has been joined to the Domain, turned off and a snapshot taken.

Individual Desktop configuration

Do the following steps in the Admin tool.

1. Click on the **Inventory** tab.
2. Under **Desktops**, click the **Desktops** tab and click **Add**.
3. Under **Select desktop type**, click **Individual desktop**, and click **Next**.
4. Enter the **Desktop ID** and the **Desktop Display Name**. The desktop ID is used by VIEW internally to identify the desktop. It must be unique for each desktop but the desktop name doesn't need to be. The display name is what users see. They should both correspond to something such as desktop type / group or perhaps location of users.
5. Click **Next**.
6. Set up the **Desktop Settings** status. Enabled or Disabled are the only two choices for state. Enabled means the desktop is immediately available even if it is not ready. Disabled means you must set it to Enabled in order to have it available for users after it is reading – meaning the VM's are ready for use.
7. Set up the **Virtual Machine power policy**.
 - a. Remain on means the desktop will remain on – so if it is turned on it will stay on.
 - b. Always means always powered on.
 - c. Suspend when not in use means the desktop will go idle without powering down. But remember it uses lots more disk space than you may be expecting.
 - d. Power off when not in use means to power off the desktop when not in use.
8. You can change the default of Never automatically logging out after a disconnect but the default is probably good.
9. The new feature to allow users to reset their desktop is going to be useful in certain situations.
10. Click **Next** if the VC server is correct.
11. In the table on the **Virtual Machine selection** page, select the VM that the desktop configuration will use. It should be the one that was created earlier.
12. Review the information under **Ready to Complete**. If it is not correct use the **Back** button to make corrections.
13. Select **Finish**.

You will need to entitle a user or AD group with this desktop – see later in this document. Notice right now that the Entitled column is blank? You should enable and connect to confirm that this process has been successfully.

After the entitlement is done you will need to connect to it to test that it all has worked – see later in this document.

Pool configuration

Often it will not be efficient to configure a desktop for each user. In those cases you can use a pool. Pools can be persistent or non-persistent. A persistent pool means a user can log into the same desktop every time – which also means for example, that a user will always have access to their profile settings. This may not always be advisable. For example, often in a classroom or call center you would like the users to get any desktop as it is most efficient and will make sure they get a clean copy each time they connect.

Use the following steps to configure a pooled desktop.

1. In the admin tool, click on the **Inventory** tab.
2. Under **Desktops**, click the **Desktops** tab, and click **Add**.
3. Under **Select desktop type**, click either **Desktop pool – persistent** or **Desktop pool – non-persistent**. Remember that persistent means users will get the same VM the next time they log in.
4. Select **Next**,
5. Enter the **Desktop ID** and the **Desktop Display Name**. The desktop ID is used by VIEW internally to identify the desktop. It must be unique for each desktop but the desktop name doesn't need to be. Remember that users see the name. Both names should relate to something that makes sense.
6. Now setup the desktop parameters:
 - a. **Desktop State – enabled** or disabled, but enabled will allow us to work with it! If it is disabled the pool will not be available for use by users and you will need to enable the state once the VM's are ready to be used.
 - b. **Provision** – this too should be **enabled** or disabled. Enabled means that VM's will be created for the pool as soon as you finish creating it. Disabled means you will need to change it to enabled before VM's will be created. This provision can sometimes take a while. So it may not always make sense to set this to disabled.
 - c. **Pool Size** – this will define the number of VM's. Remember that if you set this to a value that is larger than the number of switch ports available on the virtual switch the VM's will be connected to you will have issues!
 - d. **Prefix for virtual machine names** – this value will identify VM's as part of a particular pool.
 - e. **Virtual Machine power policy** – this will define how the desktop is handled when the user is finished using it. See below for the options.
 - i. **Remain on** – if you wish the VM to always remain on. This means if the VM is turned on it will stay on.
 - ii. **Always powered on** – if you want the desktop to remain powered on. This means, I believe that the VM will always be on right from the beginning.
 - iii. **Suspend when not in use** – this will suspend without powering down the VM when a user is finished with it. Remember that it uses up extra disk space!
 - iv. **Power off when not in use** – this will save a little electricity since the VM is turned off when it is not in use. It will take a little longer to access as well.

- f. **Automatic logoff after disconnect** – You can increase security by forcing a logout after someone disconnects. Probably don't need to enable this unless you have a specific reason.
 - g. **Stop provision on error** – This checkbox should stay enabled, so that if an error occurs the provisioning of VM's will be stopped.
 - h. **Power off and delete virtual machine after first use** – when working with non-persistent pools only. This is a great choice for call centers or other highly transition oriented environment.
 - i. You can also **allow users to reset their desktop**. This may help lessen the calls to the help desk.
 - j. The minimum, maximum, and available will be calculated for your pool automatically. But if you wish to manage that yourself, you can use the Advanced settings button to find those fields.
7. Select **Next**.
 8. Select the appropriate VC server.
 9. Under **Template Selection** chose the appropriate template from which to deploy VM's for this pool. It is important to make sure that it is the correct template! Don't forget that you will not see any customizations if you have used a non admin account to connect VIEW to the VC server and your account doesn't have the necessary rights, and have been applied at the very top of the tree in the VI client.
 10. Seelct a folder to store the VM's in.
 11. Select a host or cluster to run the VM's for this pool.
 12. Select a resource pool for the desktop pool and select **Next**.
 13. Choose a datastore for the desktop pool VM's to be stored in.
 14. Select a customization specification to customer the guest OS in the VM's. Make sure this is the customization specification that you have already tested and prepared for use with VIEW.
 15. Review the information under **Ready to Complete** and use **Back** if you need to change info.
 16. Click **Finish**.

You can change to the Virtual Machines tab to see the status of the provisioning. It is not worth testing until there is a machine available to test!

You will need to entitle this pool to an AD user or group. There is more information on this in this document.

To test this pool you will need to connect to it. Again there is more information on that in this document.

If you make changes to the configuration of a pool, you could end up with some VM's in an old place, and some in a new place. Such as folders, resource pools, or hosts. This will usually mean that the existing VM's will be in the old location, and new ones in the new location. If you have a non – persistent pool, and you delete after first use, then

eventually the old location will not be in use. You can make it work faster by deleting your VM's and letting new ones be created.

Entitling a Desktop / Pool

This is used to allow an AD user or group to access a desktop or a pool.

Use the steps below:

1. Be in the VIEW admin tool.
2. Select the **Inventory** tab.
3. Under **Desktops** on the **Inventory** tab, select the desktop that you want to entitle.
4. Click **Entitle**.
5. Click **Add**.
6. In the **Select object** type selection, select Users or Groups,
7. Chose the domain where your users or groups reside,
8. Select the user or group.
9. Click OK,
10. And under entitlement select OK.

Connecting

There is two ways to connect to a desktop or pool. The first and easiest is via a web browser. If you use a Mac it will need to have a particular version of Java installed and the 1.0 version of the RDP client from Microsoft. It will not support the 2.0 beta of the RDP client (at this time). There are a variety of IE versions supported, but it is best if possible to use IE 7.

For web access browse to https://broker_server . You will be prompted to authenticate and potentially chose your desktop or pool.

For Windows clients there is a VIEW client that will make the connection a little simpler, and with a few extra features. You will need to install this client first by running a file that it similar to VMware-Viewclient.exe. You can use all the defaults. Remember that this provides the greatest functionality. For both Windows clients using the VIEW client, and Windows clients using IE there are a number of configuration choices that users can make such as always connect to a particular server, or desktop.

During the install of the Client you can choose what features you would like installed. removing things like the secure login (GINA) will allow you to do things like GINA linking and replacing. You can also insert other tools in the mix like HP's USB redirection. by modifying the reg.

HKLM\Software\VMware, Inc.\VMware VDM\Client

Create a new string value (if not present) called "VirtualChannelDLLs" and set the value to be "hpusbrdpcInt.dll.

After the client is installed (no restart is required) you can start it, and enter the connection server name, and use the Connect button to connect.

External Use

If you are going to use VIEW from outside a firewall there is a little extra work. The manual covers what is needed very well. However, there was one thing that tripped me up. If your internal domain is different than the external use (for example on the inside of your firewall you are .vmware.net, and outside of the firewall you are .vmware.com) you will have trouble where the security server is not able to connect to the connection server. The solution to use is to use the External URL feature mentioned in the manual (page 36) to define the proper domain. The value would be the external URL which in this example would be .vmware.com. This was counter intuitive for me, for some reason I thought it should be the inside server at .vmware.net instead of the outside one. But the outside URL is in fact correct.

To make the change be in the VIEW Configuration screen, select the VIEW server and use the Edit button. You will than be able to enter and or change the External URL. It is important to note that if you have used the manual method of editing a file on the security server it still works but is not visible in this screen.

Don't forget to restart the VMware VIEW Security Server service.

Desktop presentation for people who cannot select a desktop

When you connect to the VIEW, if you have no method of being presented with a list of desktops you will be presented with desktops in the following order:

1. Their default desktop
2. An individual desktop
3. A persistent desktop
4. A non-persistent desktop

In the program folder there is a file that is called vdmadmin.exe that can be used to assign a specific desktop to a thin client.

Wyse Operations

VIEW supports the Wyse V10L and the S10 Thing Client devices running Wyse OS version 5.3.0.9 or higher (this is to enable HTTPS communications). The V10L is the more advanced of these two, and it should be known it does use SSL for handshaking with VIEW, but it doesn't provide SSL-tunneled encrypted RDP connections using the VIEW technology (it uses a normal RDP connection). That would require either our native Windows client, or the Java app that runs on the Linux and Mac platforms. The reason for this is that the V10L uses an API to talk to our broker instead of our Windows

or Java client. So this may make the V10L a good choice in a LAN base setup where the low cost, small physical footprint and low power use is appreciated and the lack of encrypted communications is not an issue.

It should be mentioned the other more expansive Wyse models that are based on Linux or xPE support all of the features of VIEW, including tunneling, but at a more expansive price point.

To support the AD password changing that VIEW 2.1 introduced the Wyse OS must be 6.2 or later.

For determining the version of Wyse Thin OS, and upgrading it, please use http://www.vmware.com/files/pdf/VIEW_Wyse_tech_note.pdf.

I have seen in the documentation the need for SSL but have not confirmed it. You need to have the self signed SSL cert replaced with a trusted one to support the Wyse gear. You can if necessary change VIEW to support traffic that is not protected by SSL which allows the Wyse gear to connect successfully.

Configuring the Wyse S10 or V10L

Use the steps below to configure your device. They do assume that you have connected the device to monitor / keyboard / mouse / electricity and network. In addition, Wyse devices require a connection to a time server, as well SSL certificates that are not self signed. VIEW ships with self signed certificates. It will work without these but with extra annoyance.

1. Turn on the device.
2. After it boots, there should be a **Desktop** menu bar button in the bottom left of the display.
3. Click **Desktop**, followed by **System Setup**.
4. Select **Network**,
5. Select **Servers**,
6. In the VDI broker field, type the URL of the VIEW connection server. It should look like <https://broker.vmware.ca> .
7. Close the menu box by clicking in the upper-right corner of the box.
8. Click **Desktop** and then **Shutdown**.
9. Select **Shutdown and Restart**.

There may be time related issues, as well as not trusted issues. You should correct both of these before users use the Wyse devices but for lab work it is not necessary.

More on Wyse support

Additional wyse boxes include S50, V50L, V50 – EOL

And from the wyse site, where they maintain their own hcl - The hardware products supported include S10, S30*, S50, S90, V10L, V30L*, V50L, V90L, V30LE, V50LE, V90LE and X90/X90e.

S10 doesn't support USB redirection. Unfortunately, it's not as easy as saying it's not supported.

There are a couple types of USB Redirection Support.

1. Native RDP support - HID devices, Mass Storage etc.
2. Advanced, Extended USB device support aka a RDP add-on solution from providers such as VMware, Provision Networks, WYSE etc.

Assuming your hunting #2

Specific to the S10, V10L since the VIEW USB redirection requires a Windows based client or Linux Thin Client then yes VMware VIEW usb redirection is out. However, WYSE provides their own USB redirection support with their TCX add-on. Others are also coming to the party with 3rd party USB and multimedia redirection tools. 3.1 adds USB redirection via TCP port so if it's not working try turning off the firewall in the VM and the Client.

If you are trying to do #1 for example Mass Storage, your S10 is configured wrong.

Planar Support

This is an interesting device in that it incorporates the monitor with the thin device. It has an embedded Wyse OS. It works with VIEW, but it requires some setup changes. In testing with VIEW 2.1 beta it was fine with desktop groups, but for the pool there were some issues. It is however a very nice device.

To configure its use, you will need to make a change in the Network Settings of the device where you will add the connection server URL to the VDI field. I suggest also adding in the time server IP or DNS name as well. You will also need to log into VIEW using the account you will use on the Planar device using the VIEW client and select your thin desktop and configure it for thin desktop operation. A future version of Wyse, and VIEW will allow a thin client to select at login the desktop they would like to use. But for now it doesn't work yet.

Follow On activities

There are a number of activities that your VIEW test could benefit from.

RSA SecureID Support

On page 103 of the View Administration Guide (see the end of the document for URL links) you can find the simple instructions to add RSA support to the VIEW admin interface. It does require a working RSA SecureID infrastructure be in place first.

More Information and links

blogs.vmware.com/view

Introduction to VMware VIEW - http://www.vmware.com/pdf/view31_quickstart.pdf

Installation and Administration Guide - http://www.vmware.com/pdf/view31_manual.pdf

Release notes for 3.1.1 -

http://www.vmware.com/support/viewmanager3/doc/releasenotes_viewmanager311.html

Troubleshooting connection issues – <http://kb.vmware.com/kb/1003642>

XP Deployment Guide - www.vmware.com/files/pdf/XP_guide_vdi.pdf

Troubleshooting pooling issues – <http://kb.vmware.com/kb/1003658>

Troubleshooting USB issues – <http://kb.vmware.com/kb/1003706>

Thin Client Compatibility Guide for VMware VIEW -

http://vmware.com/pdf/VIEW_ThinClient_guide.pdf

VDI Server Sizing and Scaling - http://www.vmware.com/pdf/vdi_sizing_vi3.pdf

VIEW documentation - http://www.vmware.com/support/pubs/vdi_pubs.html

Wyse V10L and S10 thin technical information -

http://www.vmware.com/files/pdf/VIEW_Wyse_tech_note.pdf

There is a white paper written called Virtual Desktop Infrastructure – A Guide to Implementation Best Practices at -

http://www.vmware.com/files/pdf/vdi_implementation_best_practices.pdf . It is not written for VIEW but it has good background information.

RDP 6.1 for XP (it's native for Vista)-

<http://www.microsoft.com/downloads/details.aspx?FamilyId=6E1EC93D-BDBD-4983-92F7-479E088570AD&displaylang=en>

RDP for Win2K3 -

<http://www.microsoft.com/downloads/details.aspx?FamilyID=cc148041-577f-4201-b62c-d71adc98adb1&DisplayLang=en>

LSI 53C1030 driver -

http://www.lsi.com/storage_home/products_home/standard_product_ics/scsi_ics/l53c1030/index.html?remote=1&locale=EN

LSI 20320-R -

http://www.lsi.com/storage_home/products_home/host_bus_adapters/scsi_hbas/l20320r/index.html?locale=EN&remote=1

Sound issues in client - <http://support.microsoft.com/kb/886199>

VMware VIEW Configuration Data Export and Import -

http://www.vmware.com/pdf/View_config_data_export_import.pdf

Filename: Macintosh HD:Users:mwhite:Desktop:VMware View Cheat Sheet_a.docx

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[Comments / suggestions / corrections / changes to MWhite@VMware.com](#)
