

End User Guide to Accessing Partner VDI – Persistent (VMWare Horizon)

[ASIA PACIFIC]

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End User Guide to Accessing VDI
VMWare Horizon.

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Purpose:

This guide is for users who need to get access to VMWare Horizon Regional VDI.

Pre-requisite:

- 1) You are required to have Symantec VIP Access installed on your mobile phone and registered to your account.
- 2) TCP and UDP Ports Used by Horizon Client

Source	Port	Target	Port	Protocol
Horizon Client	*	View Connection Server, security server, or Access Point appliance	443	TCP
Horizon Client 4.4 or later	*	Access Point appliance 2.9 or later	443	UDP
Access Point appliance 2.9 or later	443	Horizon Client 4.4 or later	*	UDP
Horizon Client	*	View Agent/Horizon Agent	22443	TCP
Horizon Client	*	Horizon Agent	22443	UDP
Horizon Agent	22443	Horizon Client	*	UDP
Horizon Client	*	View Agent/Horizon Agent	3389	TCP
Horizon Client	*	View Agent/Horizon Agent	9427	TCP
Horizon Client	*	View Agent/Horizon Agent	32111	TCP
Horizon Client	*	View Agent/Horizon Agent	4172	TCP and UDP
Horizon Client	*	View Connection Server, security server, or Access Point appliance	4172	TCP and UDP
View Agent/Horizon Agent	4172	Horizon Client	*	UDP
Security server, View Connection Server, or Access Point appliance	4172	Horizon Client	*	UDP
Horizon Client	*	View Connection Server, security server, or Access Point appliance	8443	TCP
Horizon Client	*	View Connection Server, security server, or Access Point appliance	8443	UDP
View Connection Server, security server, or Access Point appliance	8443	Horizon Client	*	UDP

Note: The UDP port number that clients use for PCoIP and VMware Blast Extreme might change. If port 50002 is in use, the client will pick 50003. If port 50003 is in use, the client will pick port 50004, and so on. You must configure firewalls with ANY where an asterisk (*) is listed in the table.

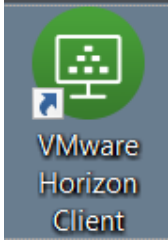
<https://docs.vmware.com/en/VMware-Horizon-7/7.1/com.vmware.horizon-client-agent.security.doc/GUID-52807839-6BB0-4727-A9C7-EA73DE61ADAB.html>

End User Guide to Accessing VDI.

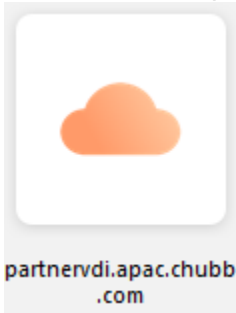
In Office

On A Company Laptop

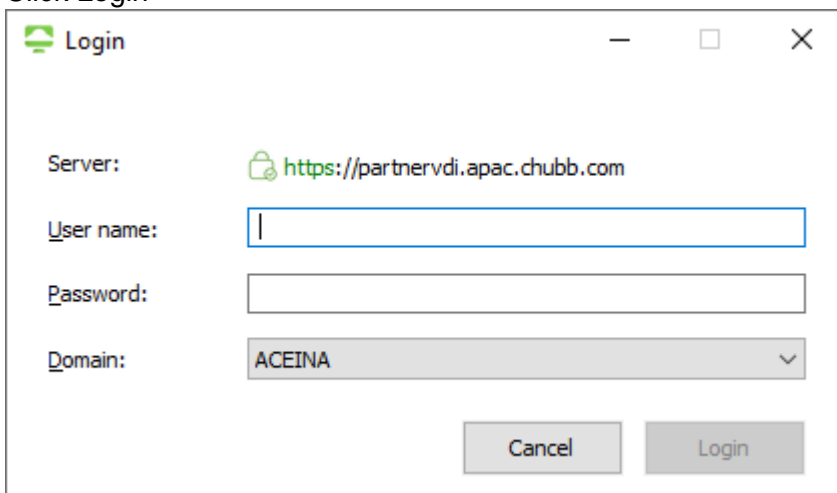
1. Double click on VMWare Horizon Client icon on the desktop.




2. Double click on partnervdi.apac.chubb.com icon



3. Enter your LAN ID and Password
Click Login

A screenshot of a "Login" dialog box. The window has a title bar with a green icon and the word "Login". Inside, there are four fields: "Server:" with a green padlock icon and the URL "https://partnervdi.apac.chubb.com"; "User name:" with a text input field containing a cursor; "Password:" with a text input field; and "Domain:" with a dropdown menu showing "ACEINA". At the bottom right are "Cancel" and "Login" buttons.

Server:  https://partnervdi.apac.chubb.com

User name:

Password:

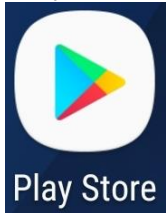
Domain:

From Home

On Mobile Devices

Android Device

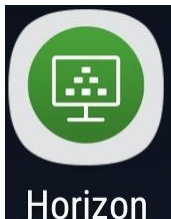
1. On your mobile device, Go to Play Store



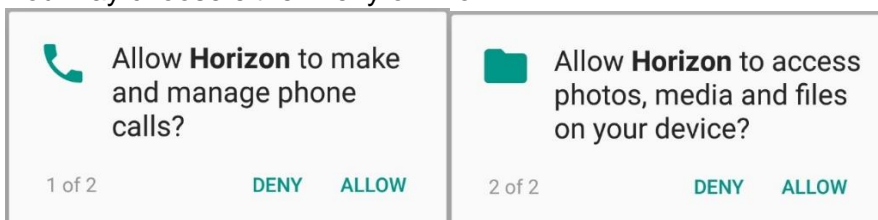
2. Search for VMWare Horizon Client and Install it



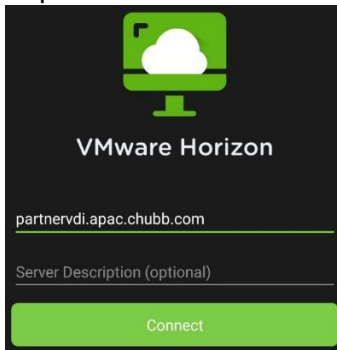
3. Once Installation is done, locate the icon Horizon and tap on it to launch



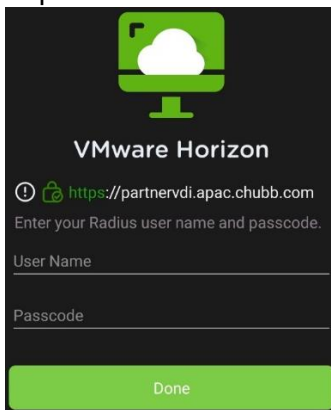
4. Upon launching for the first time, you will be prompted with the following. You may choose either Deny or Allow.



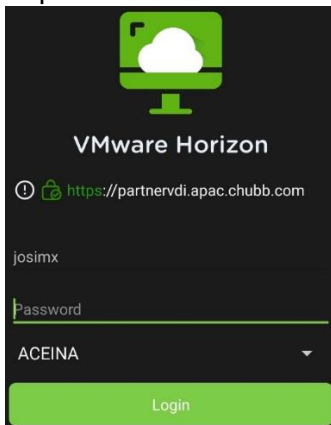
- Input the Server Name or Address as partnervdi.apac.chubb.com.
Tap Connect



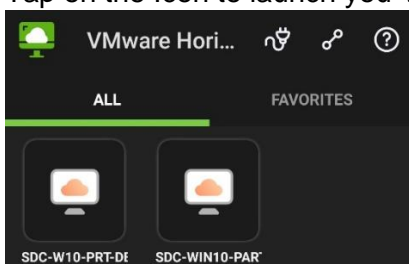
- Input your LAN ID and VIP Access Token.
Tap Done.



- Input your LAN Password.
Tap Connect.




- Tap on the Icon to launch you VDI Session

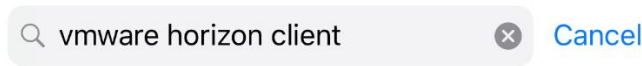


Apple Device

1. Launch App Store

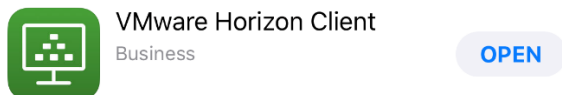
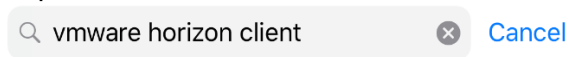


2. Search for vmware horizon client and click on 

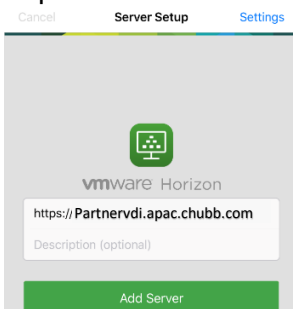


3. Once installation is completed, a Horizon icon  would be added to your home screen.

4. Tap OPEN to launch VMWare Horizon

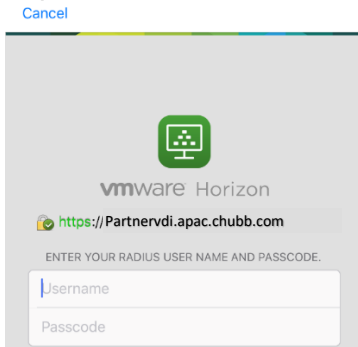


5. Type Server Address as partnervdi.apac.chubb.com. Tap Add Server



6. Input LAN ID and VIP Access Token.
Tap Next

Cancel



vmware Horizon

<https://Partnervdi.apac.chubb.com>

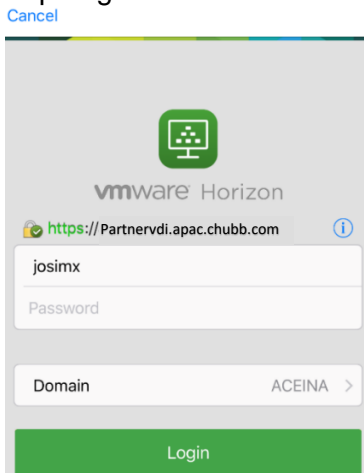
ENTER YOUR RADIUS USER NAME AND PASSCODE.

Username

Passcode

7. Type in your LAN Password.
Tap Login

Cancel



vmware Horizon

<https://Partnervdi.apac.chubb.com>

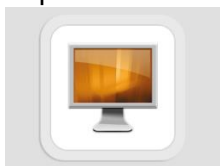
josimx

Password

Domain ACEINA >

Login

8. Tap the icon to launch your VDI.



On Personal Laptop / Desktop

Windows OS

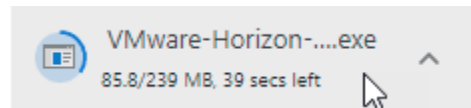
- 1) Go to https://my.vmware.com/en/web/vmware/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_8 to download the latest version of VMWare Horizon Client. Click on "Go to Downloads"

Product	Release Date	
▼ VMware Horizon Client for Windows		
VMware Horizon Client for Windows	2021-03-23	GO TO DOWNLOADS

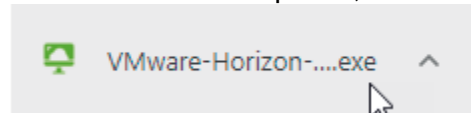
- 2) Click on "Download"



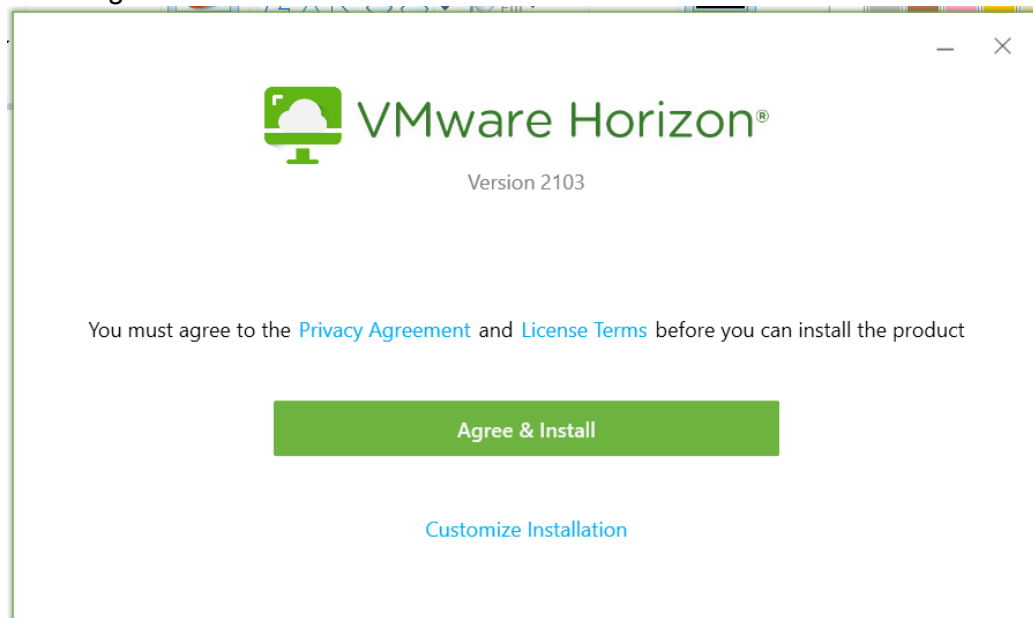
- 3) Download should start



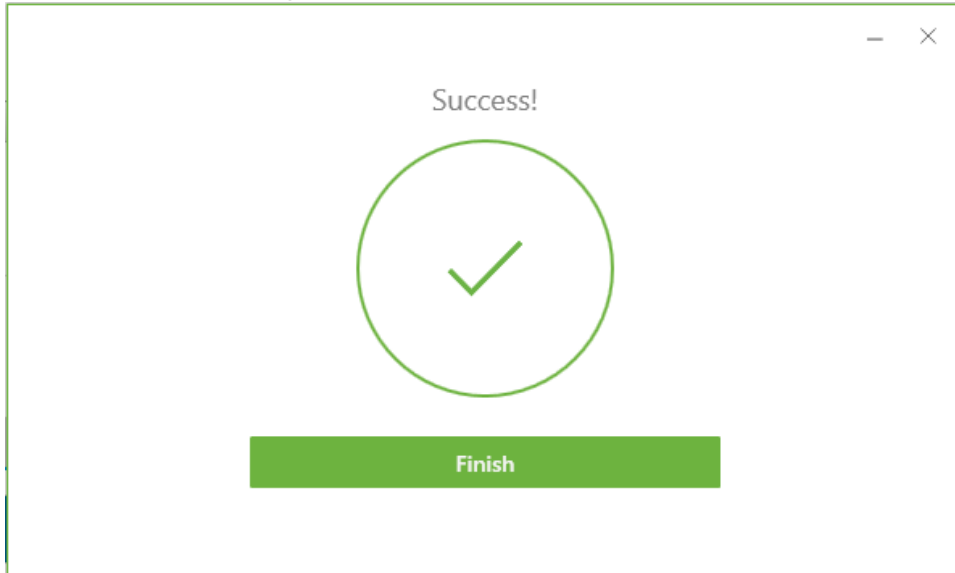
- 4) Once download completes, click on it to start installation



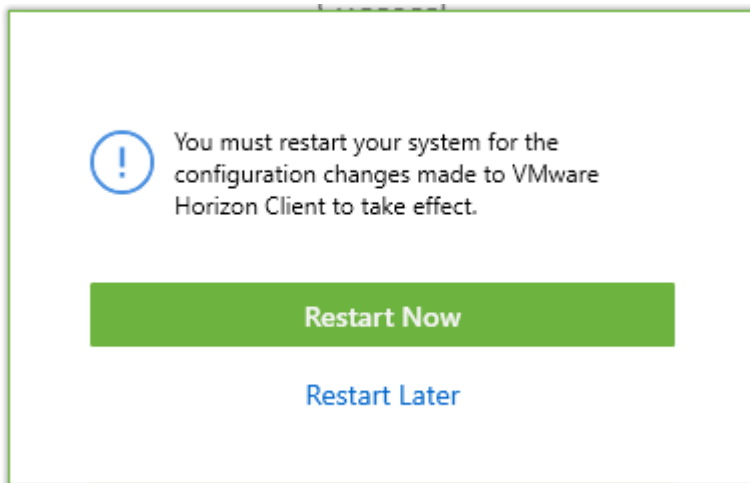
- 5) Click "Agree & Install"



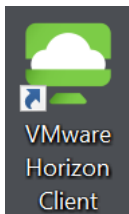
- 6) Once Installation completes click "Finish"



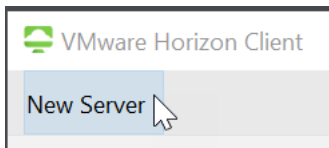
- 7) Click "Restart Now"



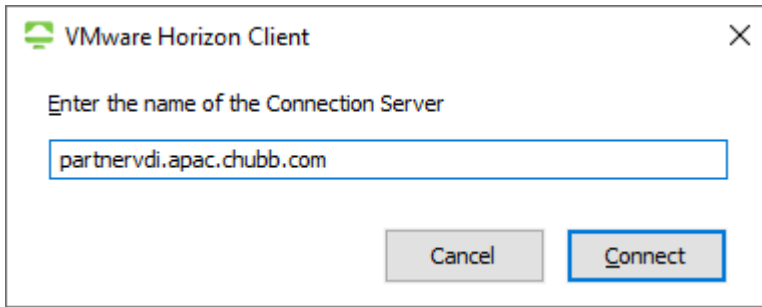
- 8) Once Restart is complete, double click on VMWare Horizon Client icon on the desktop.



- 9) Click "+ New Server"



- 10) Input partnervdi.apac.chubb.com
Click "Connect"



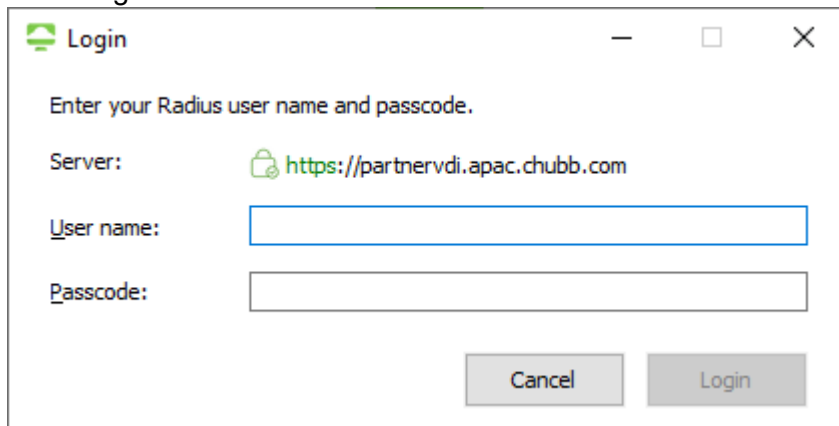
VMware Horizon Client

Enter the name of the Connection Server

partnervdi.apac.chubb.com


Cancel Connect

- 11) Enter your details as follows
User Name: your LAN ID
Passcode: Symantec VIP Access token
Click "Login"



Login

Enter your Radius user name and passcode.

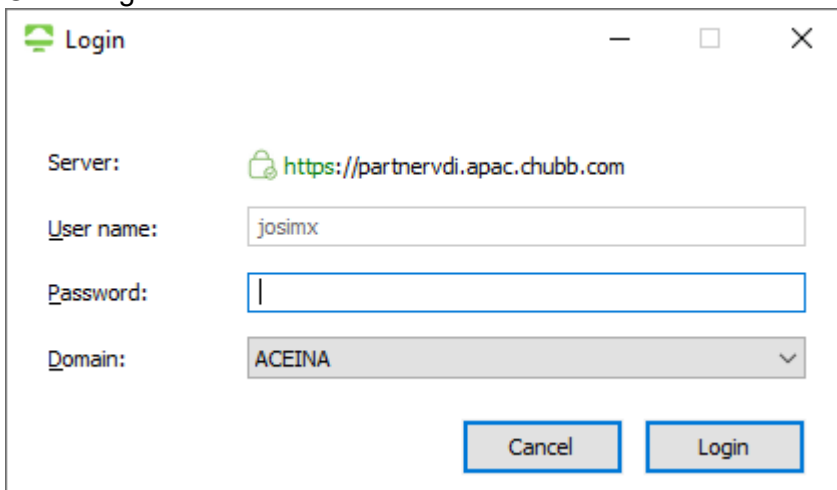
Server:  https://partnervdi.apac.chubb.com

User name:


Passcode:

Cancel Login

- 12) Enter your LAN Password
Click "Login"



Login

Server:  https://partnervdi.apac.chubb.com

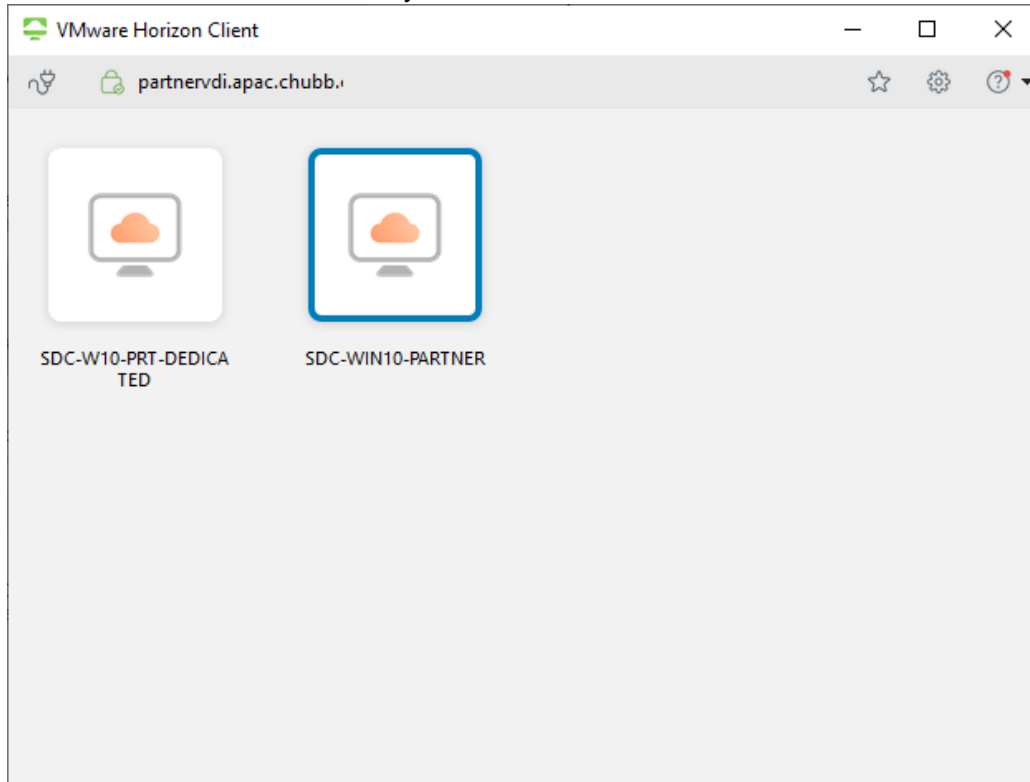
User name:

Password:

Domain:

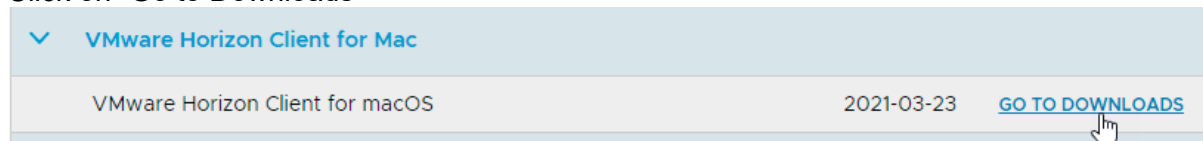
Cancel Login

- 13) Double click on icon to launch your vdi



Mac OS

1. Go to https://my.vmware.com/en/web/vmware/downloads/info/slug/desktop_end_user_computing/vmware_horizon_clients/horizon_8 to download the latest version of VMWare Horizon Client. Click on "Go to Downloads"



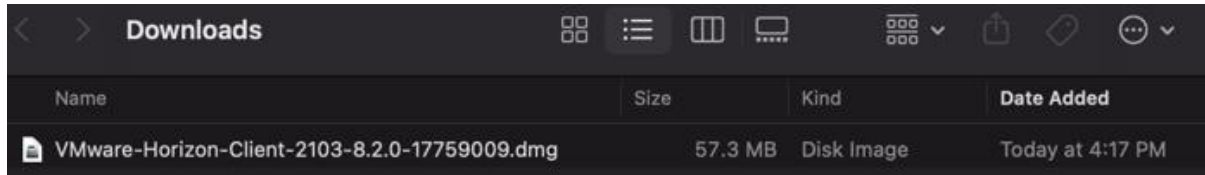
2. Click on "Download"



3. Go to Download folder to find the downloaded installer



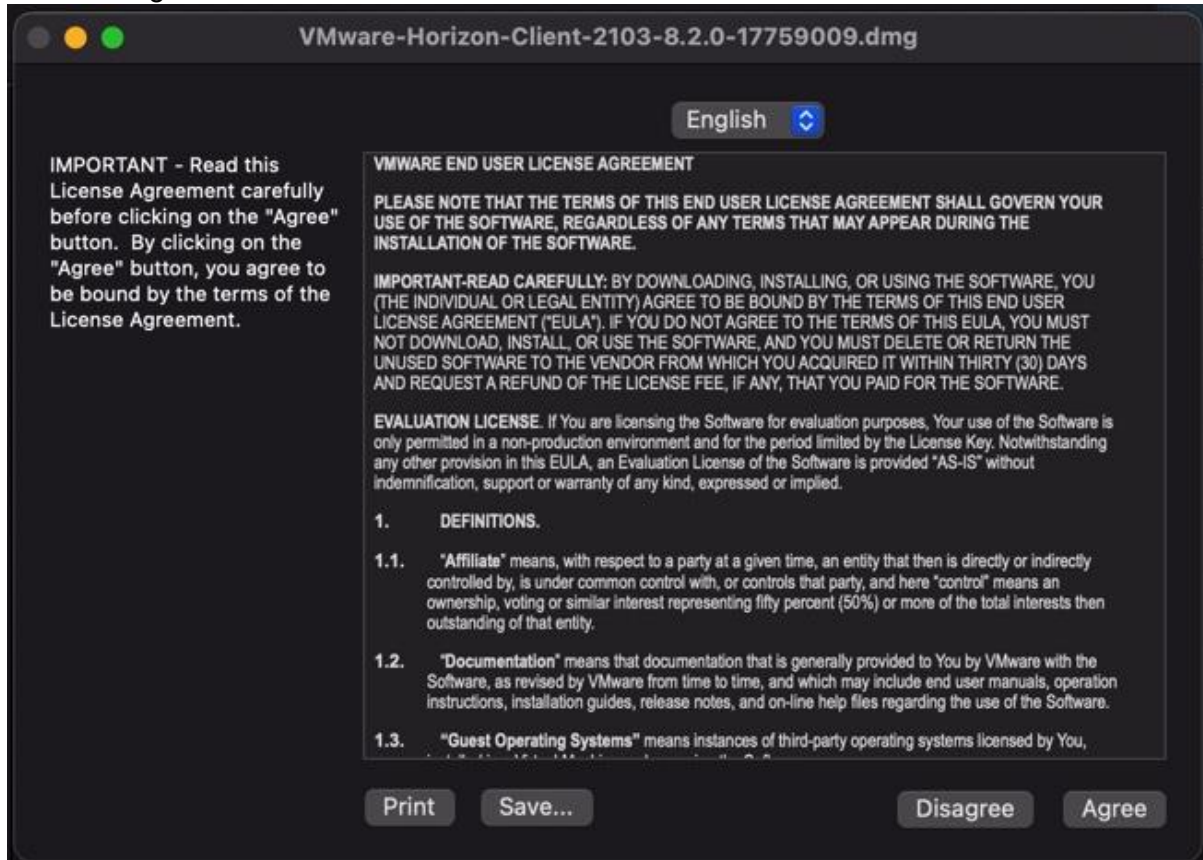
4. Click on the file to run it.



5. Drag the VMWare Horizon Client to the Applications folder to install it.



6. Click on "Agree"



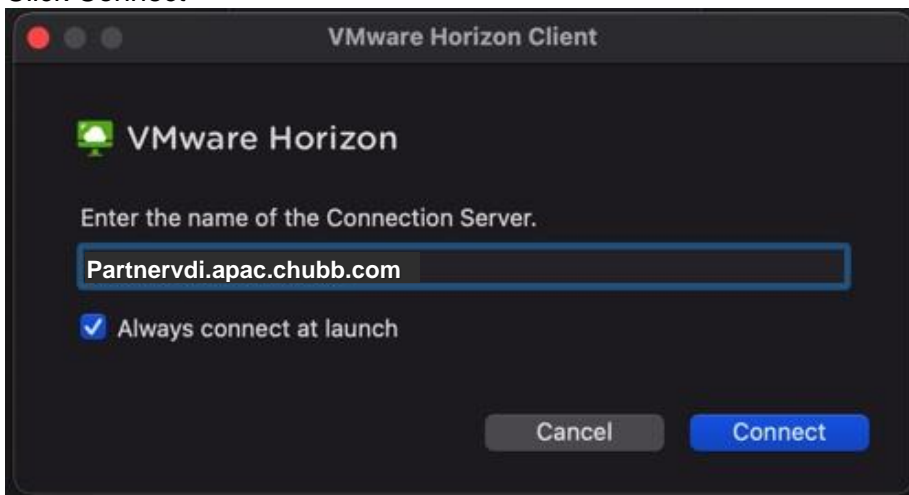
7. Once done, go to Launch Pad to launch VMware Horizon Client
Click Open



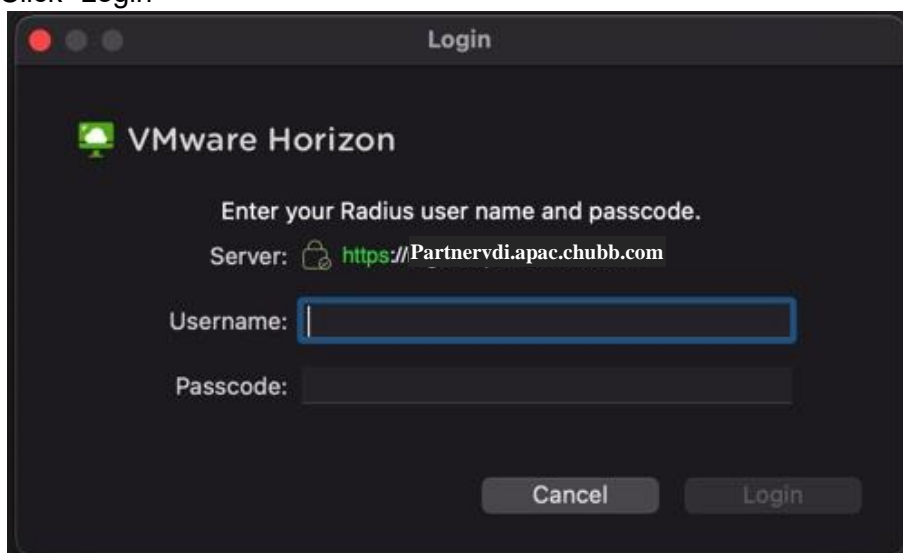
8. Click Continue



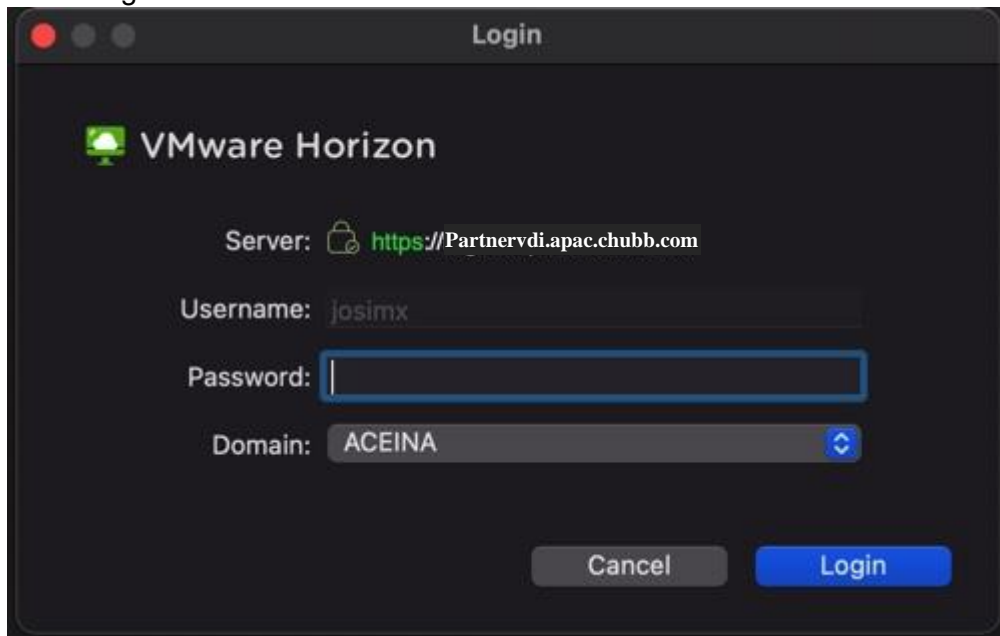
9. Enter partnervdi.apac.chubb.com
Click Connect



10. Input your Username and VIP Access Token
Click "Login"




11. Input your login password
Click "Login"

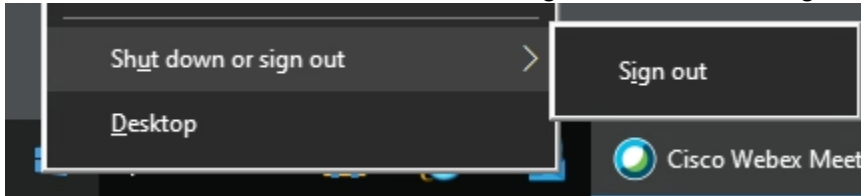


A screenshot of a VMware Horizon login window. The window has a dark gray background and a title bar with the word "Login" in the center. At the top left, there is a green icon of a monitor with a cloud inside, followed by the text "VMware Horizon". Below this, the "Server:" label is followed by a green padlock icon and the URL "https://Partnervdi.apac.chubb.com". The "Username:" label is followed by a text input field containing "josimx". The "Password:" label is followed by a text input field that is currently empty and has a blue border. The "Domain:" label is followed by a dropdown menu showing "ACEINA" and a blue double-headed arrow icon. At the bottom right, there are two buttons: a gray "Cancel" button and a blue "Login" button.

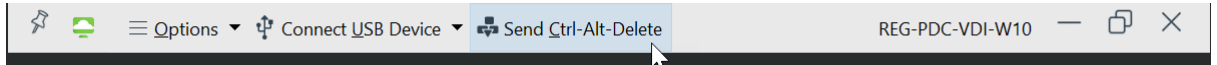
Daily Usage of VMware Horizon

Things to Note:

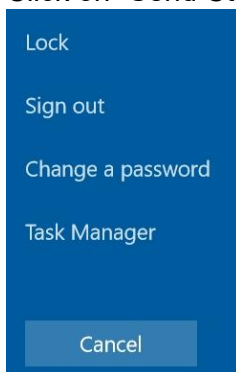
- 1) All files are to be store on your personal H drive
- 2) You should **not** be saving any files on your desktop, my Document or any other location as these will not be saved and backed up thus there are potential risk of losing these files.
- 3) Please log off your VDI session daily by right clicking on the  icon at the bottom left of your window and mouse over “Shut down or sign out” and click "Sign out"



- 4) After logging out from your VDI, please wait for 3 - 5mins before trying to log back in to your VDI session.
- 5) To change your password in VDI,
 - i) On windows machine,
 - (1) move your mouse to the top of your screen to bring down the VMWare Horizon Client tool bar.




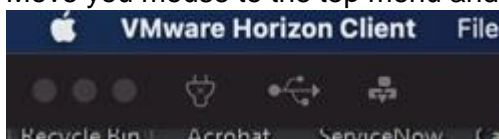
- (2) Click on “Send Ctrl-Alt-Delete” option will give you the following screen



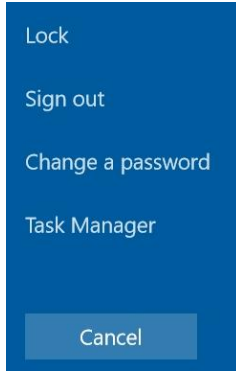
- (3) Select “Change a password” to change your password.

- ii) On Mac machine,

- (1) Move you mouse to the top menu and click on 



- (2) Click on “Send Ctrl-Alt-Delete” option will give you the following screen



- (3) Select “Change a password” to change your password.

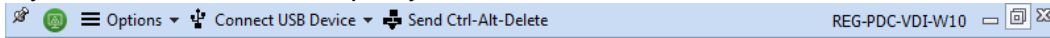
- 6) Chubb Policy Mandates that there will be NO permanent local admin access granted to business users and developers.
- 7) For developers who require admin access (Standard 48 hour, Max 72 hours) to install complex software / Application. They will have to present the following to Local IT for verification before the SN request can be pass to regional EUS.
 - a) List of Software / Application to be installed
 - b) Approvals for the List of Software / Application
 - c) Proof of License / True up for the List of Software / Application if applicable
- 8) Regional EUS will grant temporary admin access after the above is provide.
- 9) After temporary admin access expires, Users will have to provide Local IT the “Add / Remove Program” screenshot sorted by date to local IT.
- 10) Local IT will verify that user have only installed the Software / application requested for in step 1 and attach the screenshots to request ticket.
- 11) Note: VDI will be reverted to master image if there are software that have not been authorised or if the request was not verified.

Working on a laptop or desktop:

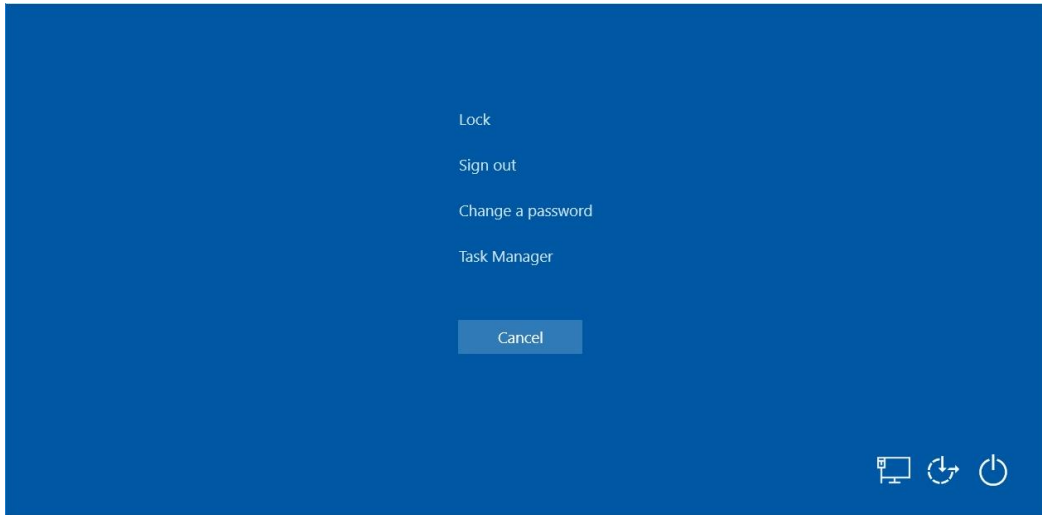
Things to Note:

1. **How to tell if the screen you are viewing is your laptop screen or the VDI screen?**

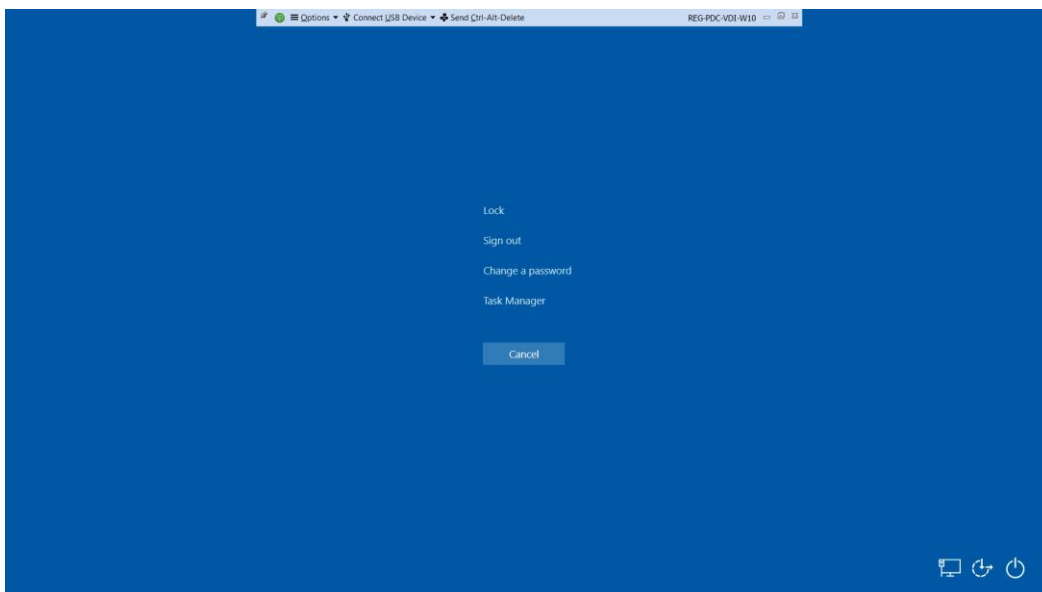
If you see this bar at the top of your screen, that would mean that this is the VDI screen



2. **Why do I see multiple lock screen when Ctrl+Alt+Del is press?**

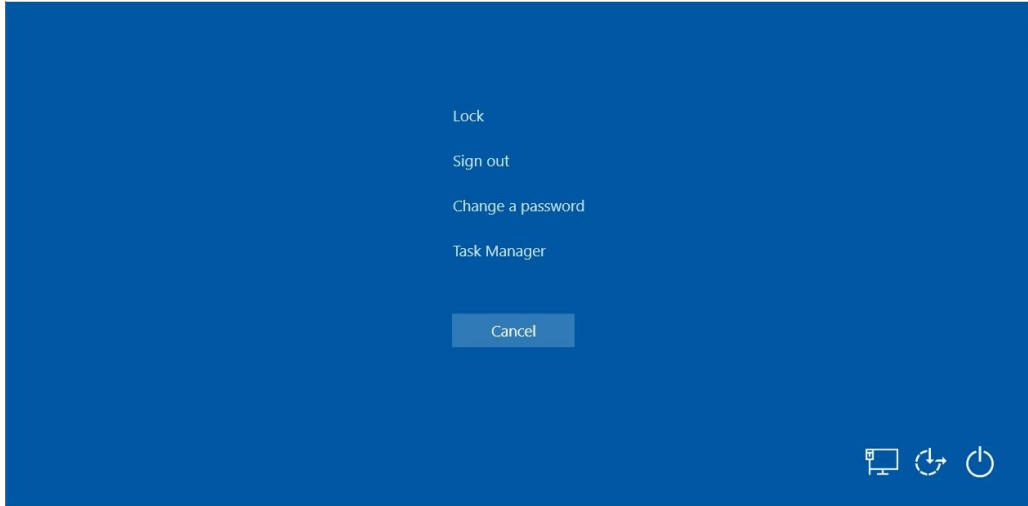


When Ctrl+Alt+Del is press, it would trigger this screen above for both the laptop and VDI. The first screen that you see will be the laptop screen, therefore if you were to click “Cancel” button, you will see another same screen next but with the VMWare Horizon Client tool bar at the top



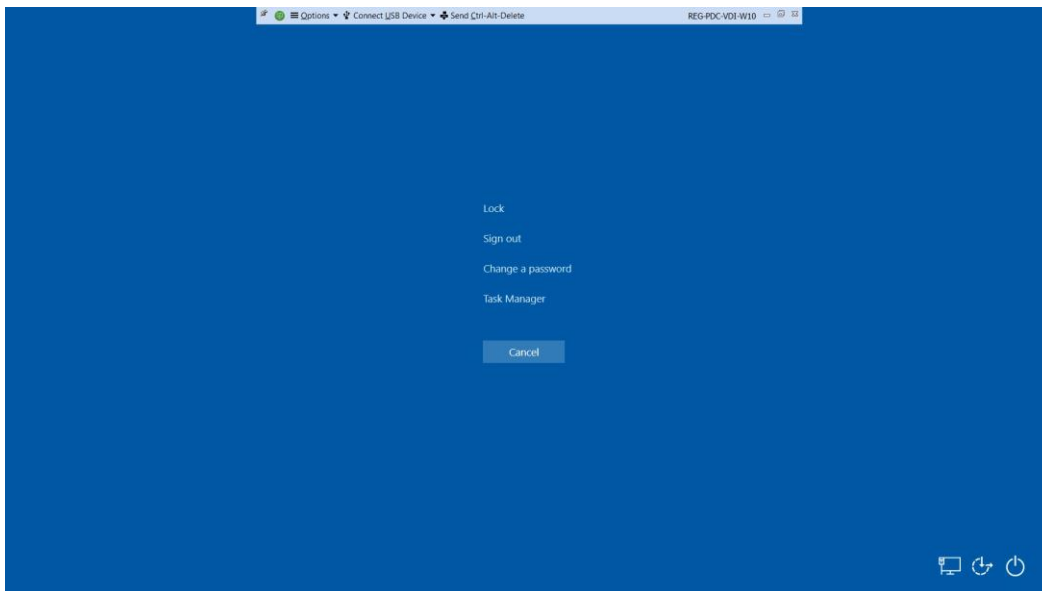
1. Why do I need to unlock my laptop multiple times?

When Ctrl+Alt+Del is press, it would trigger this screen for both the laptop and VDI



The current screen that you see will be the laptop screen, therefore if you were to click “Lock” button, that would be locking your laptop screen.

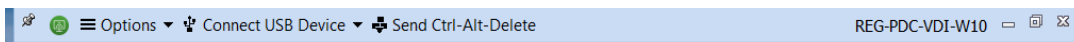
When press Ctrl+Alt+Del to unlock your screen and input your password to unlock, you will see the following screen for your VDI which was triggered when you first press Ctrl+Alt+Del.



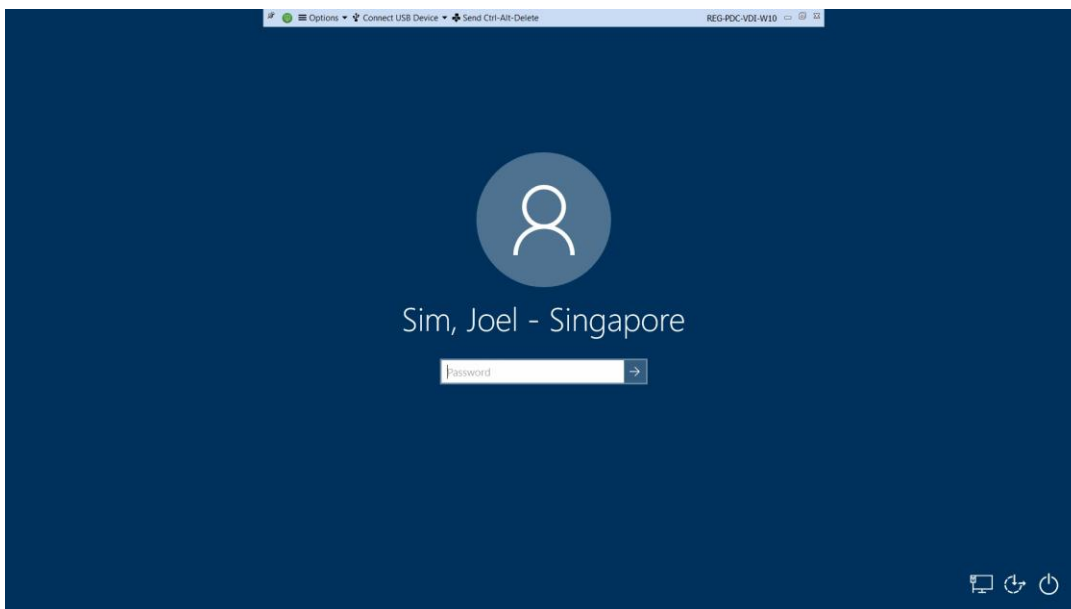
If you were to choose "Lock", you will see the VDI lock screen.



In order to unlock your VDI, you would need to click on the "Send Ctrl-Alt-Delete" option at the tool bar above your screen



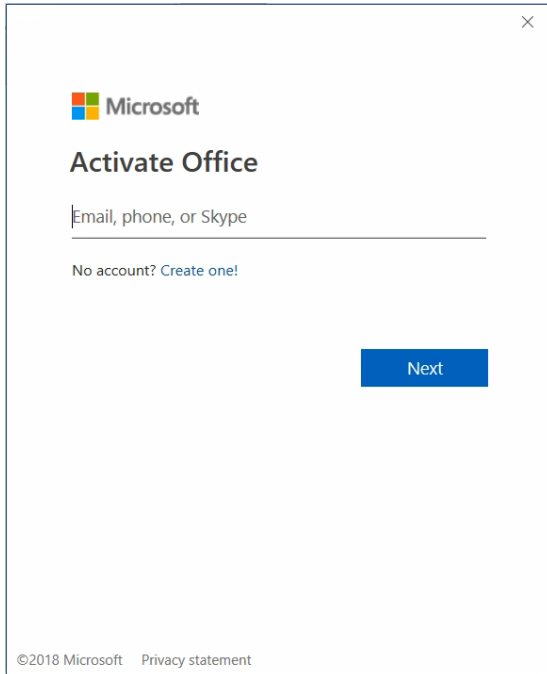
this would bring you to the login page where you can input your LAN Password to log back in to your VDI



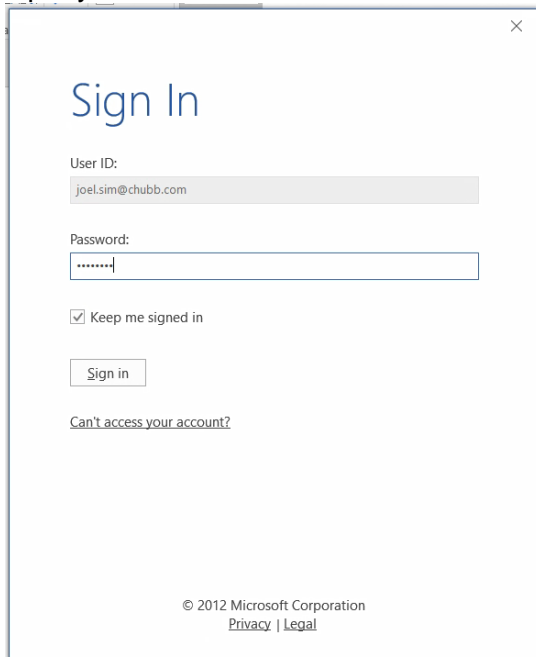
2. How can I adjust my screen resolution on my VDi?

You can only adjust your screen resolution on your laptop/desktop. Your VDI will adopt the same resolution as what you have set on your laptop / desktop. If after setting the resolution on your laptop/desktop and your VDI still do not reflect the display resolution, please sign out from your VDI and wait for 5mins before signing back in.

3. What to do if I see this window?

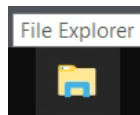


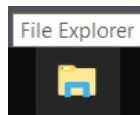

input your email address and click on "Next".

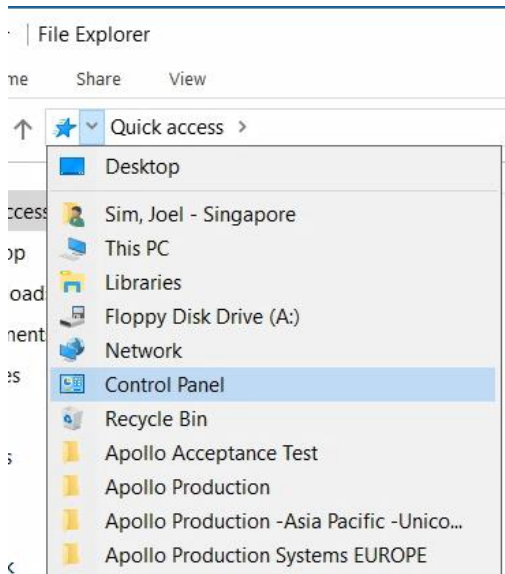


input your password and click "Sign in"

4. Why do I send a print job and the job is not showing at the printer queue?



Please click on  and click at the  and select Control Panel

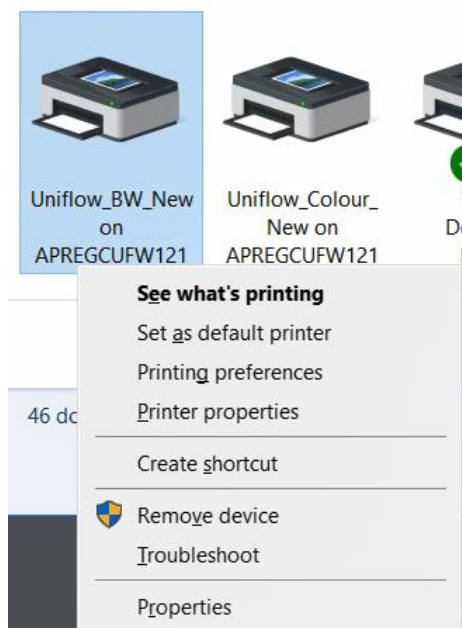


select "View devices and printers"



Hardware and Sound
View devices and printers
Add a device

right click on Uniflow_BW_New on APREGCUFW121 and select "Set as default printer"



Once done, please resend your print job.