

# Amazon WorkSpaces

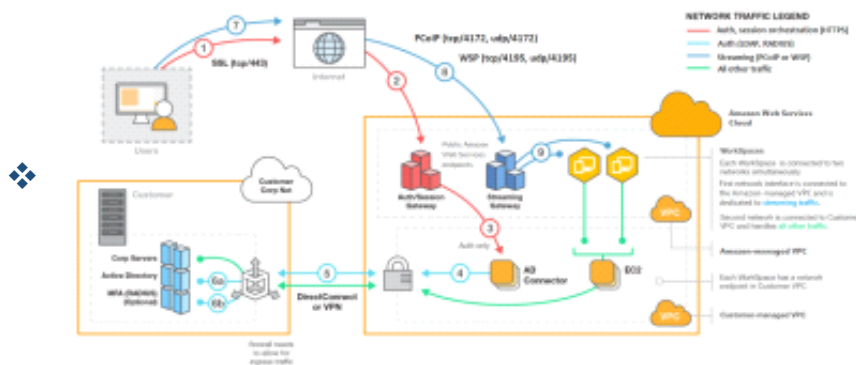
Thursday, April 23, 2020 10:59 AM

[Work at Home Support Index](#)

## ❖ [CCO Amazon Workspaces Users List](#)

## ❖ AWS Workspace Architecture

Amazon WorkSpaces Architectural Diagram



## ❖ What is Amazon WorkSpaces?

"Amazon WorkSpaces is a managed, secure Desktop-as-a-Service (DaaS) solution. You can use Amazon WorkSpaces to provision either Windows or Linux desktops in just a few minutes and quickly scale to provide thousands of desktops to workers across the globe. You can pay either monthly or hourly, just for the WorkSpaces you launch, which helps you save money when compared to traditional desktops and on-premises VDI solutions. Amazon WorkSpaces helps you eliminate the complexity in managing hardware inventory, OS versions and patches, and Virtual Desktop Infrastructure (VDI), which helps simplify your desktop delivery strategy. With Amazon WorkSpaces, your users get a fast, responsive desktop of their choice that they can access anywhere, anytime, from any supported device."

## ❖ Amazon Workspace Prefixes

- "DESKTOP" = Windows 10
- "WSAMZN" & "EC2" = Server 2016 DC
- [PowerBI Report on AWS Hostname Counts](#)

## ❖ What Amazon WorkSpaces is not

It is not a complete replacement for computing devices. You need some sort of supported computing device to connect to the AWS system. This computing device needs a reasonable sized screen, a mouse/pointing device, keyboard, local storage, audio in/out, internet access, and one of several supported operating systems:

- Windows 10
- MacOS X
- iPad
- Android/Chromebook
- Fire Tablet
- Linux

There are version of each of these OS's that are supported, and other versions that are not.

## ❖ Windows 10 Version on Amazon WorkSpaces

There is a Windows 10 shell over the Server 2016 base install for most AWS Workspace users. This means AWS will look like it is Win10, and *mostly* acts like Win10, but parts of it aren't really Win10. That naturally makes things confusing.

One easy way to tell which version a user has is:

- AWS "Bring-your-own-license" workstations, which have real true native Win10, will all have a host name in AWS starting DESKTOP-
- AWS workstations with a base of Server 2016 and a Win10 shell have AWS host names starting EC2AMAZ- and WSAMAZ-

Almost all CSRs have the Server 2016 base under the Win10 shell in AWS. The only exception is the first few CSRs that were part of the test groups.

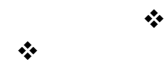
Having Server 2016 as a base under a Win 10 shell has caused some issues, as not everything works exactly the same as with pure native Win 10. Biggest issues so far have been with Internet Explorer settings. One big one is where on Server 2016 IE Enhanced Security Configuration is enabled by default, and there have been some issues with getting that to truly be disabled. There is the potential for anything that uses IE to be affected by the weirdness caused by the Server2016-base/Win10-shell version of AWS.

## ❖ SynchroNet CLICK

- Automatically provisions WorkSpaces for users based on Active Directory groups.
- Provides end users with a self-service portal for accessing and managing their Amazon WorkSpaces and AppStream 2.0 resources.
- Notifies users of their newly created WorkSpaces and inclusion in AppStream 2.0 Stacks

## ❖ REQUIRED SECURITY REMEDIATION: Implement Existing Blocking Policy in AWS (Traffic to Maximus Public Web Sites from Countries of Concern)

Information Security and the IT CCoE will implement blocking of incoming traffic from countries of concern ([see email](#)) on AWS Web Application Firewalls. **Traffic from these countries was previously blocked to these servers when they resided in the data center.** This change was originally planned for post-Open Enrollment but is being expedited due to the Apache Log4j vulnerability.



## Revision History

Date	Change Description	Author
05/04/2020	Page Created	D Meyers
08/19/2020	Page design change	J Emge
10/26/2020	Updated resource links	J Emge
11/02/2020	Added info about <a href="#">SynchroNet CLICK</a>	J Emge
01/27/2021	Added <a href="#">CCO Amazon Workspaces Users List</a>	J Emge
12/13/2021	Added <a href="#">Amazon Workspace Prefixes</a>	J Emge
12/28/2021	Added <a href="#">REQUIRED SECURITY REMEDIATION:</a>	J Emge
02/23/2022	Updated link to CCO Workspace Users document, as link to previous location	D Meyers

	of doc stopped working	
02/28/2022	Updated link to the CCO Workspace Users file to point to new location	J Emge
06/28/2022	Added <a href="#">AWS Workspace Architecture</a>	J Emge
08/17/2022	Page cleanup	J Emge
01/15/2023	Updated PowerBI table	J Santiago

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# Amazon Workspaces Regional Allocation

Friday, September 16, 2022 5:15 AM

Users are assigned to AWS regions according to their individual locations

- a. **US EAST Workspaces** for the following sites:
1. Chester, VA
  2. Winchester, KY
  3. London, KY
  4. Tampa, FL
  5. NetPark (also in FL)
  6. Lynn Haven, FL
  7. Coralville, IA (should be minimal)
  8. Hattiesburg, MS
  9. Remote East users (consists of users from Chester and Tampa Riverview only)
- b. **US WEST Workspaces** for the following sites:
1. Phoenix, AZ
  2. Brownsville, TX
  3. Bogalusa, LA
  4. Lawrence, KS
  5. El Paso, TX (new/future CCO site)

## Available Directories for the CCO

- When requesting an instance to VDI we can ask for specific directory ( Alias ) in East or West.
- The Registration codes are also listed here.

Directory Category cco									
ADD FILTER EXPORT									
Directory id	Alias	Directory name	Available IPs	Registration code	Region ↑	Tenancy	MFA	Directory Category	Thin client token
d-90676ff8fd	maxcorp-prodcco1-east	maxcorp.maximus	3,025	FRlad+XYM5LW	us-east-1	DEDICATED	Azure	cco	axec-Maximus-AWS-Prodcco1-East
d-90676ffee1	maxcorp-prodcco2-east	maxcorp.maximus	3,024	FRlad+ZEGB97	us-east-1	DEDICATED	Azure	cco	axec-Maximus-AWS-Prodcco2-East
d-926773ed9a	maxcorp-prodcco1-west	maxcorp.maximus	4,008	FRpdx+9LRV6L	us-west-2	DEDICATED	Azure	cco	axec-Maximus-AWS-Prodcco1-West
d-926773eed8	maxcorp-prodcco2-west	maxcorp.maximus	4,010	FRpdx+GKQ35P	us-west-2	DEDICATED	Azure	cco	axec-Maximus-AWS-Prodcco2-West
Rows per page: 10									1-4 of 4

## Revision History

Date	Change Description	Author
09/16/2022	Page created	J Emge
01/02/2023	Added AWS directories information	J Santiago
01/16/2023	Completed review of Maximus	J Santiago

01/19/2021	Corrected region for Hattiesburg	J Santiago

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# Amazon Workspace Maintenance Information

Monday, April 27, 2020 5:33 AM

For Current Information, always consult the [Administration Documentation](#)

[Work at Home Support Index](#)

Search Terms: AWS ; Registry ; Getting Windows Ready; Patching; Security

## ❖ [MAXIMUS IT notice: Amazon workspace cleanup – unused workspaces with no log on > 30 days](#)

- [2022-03-15 WorkSpaces Clean-up.xlsx \(sharepoint.com\)](#)

## ❖ [InfoBlox AWS Migration](#)

## ❖ [Monthly Workspace Security Patching](#)

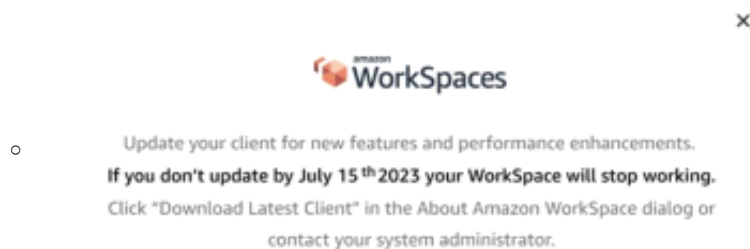
- AWS follows the same deployment schedule that the rest of the Maximus workstations follow every month. The Friday following patch Tuesday (second Tuesday of every month) patches are deployed to test group devices. The following Friday (one week later), all approved monthly patches from piloting are then deployed to all production workstations and workspaces.

## ❖ [AWS Operating System Upgrades Notes](#)

- During the OS upgrade of AWS. Workspaces have a C Drive (Hidden) and a D Drive. When we start the OS upgrade. A few regkeys goes out and tell the AWS Workspace it needs to get ready to upgrade. It will reboot and come back online ready to upgrade. During the reboot, it will copy the D Drive into the C Drive. (D Drive contains Users Profiles and User Data ONLY). It needs to transfer this data because Windows OS Upgrades needs to have 100% of its core components on one drive (Thus the C Drive). The upgrade will start and complete after 2 reboots. Once AWS Workspace notices the build change (checks after each reboot). It will revert its copied D Drive files (that is currently on the C Drive) back to its original spot on the D Drive.

## ❖ [AWS Client Retirement](#)

- Any AWS user still on a version older than 5 are going to get this message upon logging in:



## ❖ [Workspace Maintenance](#)

- We recommend that you maintain your WorkSpaces on a regular basis. Amazon WorkSpaces schedules default maintenance windows for your WorkSpaces. During the maintenance window, the WorkSpace installs important updates from Amazon WorkSpaces and reboots as necessary. If available, operating system updates are also installed from the OS update server that the WorkSpace is configured to use. During maintenance, your WorkSpaces might be unavailable. Note By default, your Windows WorkSpaces are configured to receive updates from Windows Update. To configure your own automatic update mechanisms for Windows, see the documentation for Windows Server Update Services (WSUS) and Configuration Manager.

## ❖ [Maintenance Windows for AlwaysOn WorkSpaces](#)

- For AlwaysOn WorkSpaces, the maintenance window is determined by operating system settings. The default is a four-hour period from 00h00 to 04h00, in the time zone of the WorkSpace, each Sunday morning. By default, the time zone of an AlwaysOn WorkSpace is the time zone of the AWS Region for the WorkSpace. However, if you connect from another Region and time zone redirection is enabled, and then you disconnect, the time zone of the WorkSpace is updated to the time zone of the Region that you connected from.
- For Windows WorkSpaces, you can configure the maintenance window using Group Policy; see Configure Group Policy Settings for Automatic Updates

## ❖ [Information on 1122020 AWS Maintenance Announcement](#) [Internet maintenance tonight, 9:30 p.m. to 1:30 a.m. ET](#)

### What is happening?

To minimize interruption to internet services, we will re-route internet services from Culpeper to Englewood at 9:30 p.m. ET tonight. This action will allow us to perform maintenance on the Culpeper Internet Gateway and complete around 1:00 a.m. ET on 11/22/2020.

data center. Once work completes around 1:30 a.m. ET, we will return routing to Culpeper.

We do not expect a major service disruption with this work, but users who experience an issue may need to return or reconnect to resume normal operation.

## ❖ Amazon Global Outage

### Known impacted services and actions

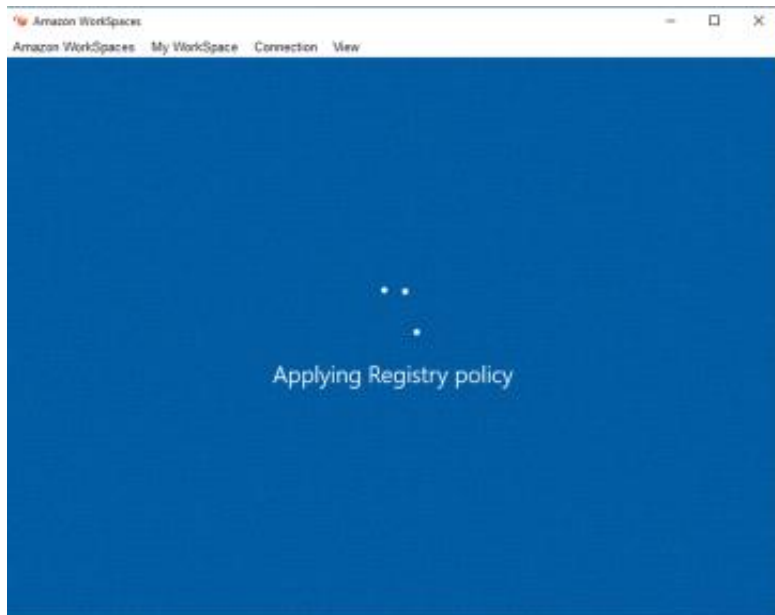
#### Amazon WorkSpaces

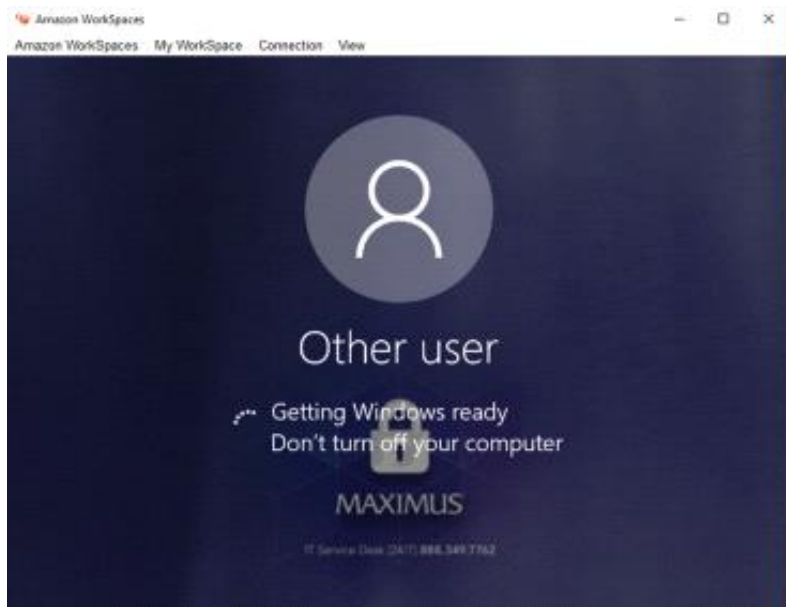
- If you are currently logged into Amazon WorkSpaces and not experiencing any issues, do not log out. Do not attempt to launch a new session or try to reboot.
- Maximus.com
- Maximus.com website may be unavailable while on the Maximus network. If you are not on the network, the website may be available.

### What is happening?

We are currently experiencing technical issues due to a global outage with some Amazon services in the east region of the U.S.

Maximus IT teams are working with the vendor to resolve this issue as quickly as possible. Do not call the IT Service Desk at this time if you are having issues with an Amazon service.





## **Revision History**

Date	Change Description	Author
04/27/2020	Page Created	J Emge
07/24/2020	Included information about patch deployment schedule	J Emge
08/19/2020	Added revision history and formatting changes	J Emge
10/26/2020	Added resource links	J Emge
11/13/2020	Added <a href="#">11122020 AWS Maintenance Announcement</a>	J Emge
11/25/2020	Added <a href="#">Network Maintenance November 24-25</a>	J Emge
11/27/2020	Added <a href="#">Amazon Global Outage</a>	J Emge
09/20/2021	Added <a href="#">InfoBlox AWS Migration</a>	J Emge
03/18/2022	Added <a href="#">MAXIMUS IT notice: Amazon workspace cleanup – unused workspaces with</a>	J Emge
08/17/2022	Page cleanup	J Emge
09/09/2022	Added <a href="#">AWS Operating System Upgrades Notes</a>	J Emge
06/01/2023	Added <a href="#">AWS Client Retirement</a>	J Emge

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# AWS Current Client Version

Friday, June 2, 2023 7:27 AM

## AWS Current Client Version

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

#### Current Deployed Client Version

5.15

#### Upcoming Client Versions

5.16

[DATA Document Center - AWS New Version Test - All Items \(sharepoint.com\)](#)

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. WFH Users will get AWS client popups that a new version is available</li><li>2. WFH Users cannot upgrade on their own, Admin rights needed, they should skip the version and check off do not ask again</li><li>3. AWS Client deployments will be done through patch deployments in MECM / Software Center.</li></ol>
Suggested Response	TBD

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

## **Revision History**

Date	Change Description	Author
06/03/2023	Page Created	J Emge
06/21/2023	Updated current version to 5.9	J Emge
07/05/2023	Updated current version to 5.10	J Emge
07/12/2023	Added 5.12 as in test	J Emge
07/28/2023	Updated 5.12 as in production	J Emge
08/31/2023	Added 5.13 as in test	J Emge
09/06/2023	Updated 5.13 as in production	J Emge
09/25/2023	Added 5.15 in production	J Emge
10/30/2023	Added 5.16 as passed testing	J Emge

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# AWS Validating WSP Version

Friday, June 2, 2023 7:27 AM

## AWS Validating WSP Version

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

to validate if the new WSP agent was received (after reboot), you would go and view the following:

- In the user workspace: Control panel, look at installed apps/programs and check the version of WSP.
- 
- 

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. WSP is the default protocol for all new AWS builds</li><li>2. Issues with AWS have been traced back to users where the migration from PCOIP to WSP was NOT successful.</li><li>3. If an agent is not on WSP, reach out to Desktop Projects Team to request a migration.</li></ol>
Suggested Response	TBD

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

### Revision History

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Date	Change Description	Author
10/11/2023	Page Created	J Emge

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# How to setup Amazon WorkSpaces Client

Thursday, March 26, 2020 5:03 AM

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## ❖ AWS Email not received

- [AWS, Outlook](#)
- [Registration, AWS](#)

If the CSR has not received the AWS setup email but should have, please provide their site, name, and employee ID to Jim Williams or Keith Luegering.

■

- [Trainers AWS Registration Codes](#)
- [CCO AWS Users Workspace Information](#)

## ❖ [CCO General Messaging - CCO | Select Staff | Action Required: Maximus AWS is Moving \(newsweaver.com\)](#)

Maximus Amazon WorkSpaces (AWS) platform is moving from OneLogin to Azure Multi-Factor Authentication (MFA). This means we will no longer use the OneLogin Protect app for the 6-digit code, but instead will use the Microsoft Authentication app or phone call to get your code to log into AWS.

You have been identified as currently receiving Text Message as the primary method to generate a log in token. This method is **NOT** supported by AWS and will result in the inability to log in once it is converted into Microsoft Authenticator.

## **Revision History**

Date	Change Description	Author
03/26/2020	Page created	J Emge
04/08/2020	Added instructions for missing AWS email	J Emge
08/19/2020	Redesign	J Emge
10/26/2020	Updated resource links	J Emge
01/13/2022	Added <a href="#">CCO General Messaging - CCO   Select Staff   Action</a>	J Emge
07/14/2022	Removed OneLogin setup and AWS download instructions	J Emge
01/14/2023	Updated link to CCO Workspace Users	J Santiago

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# Work At Home AWS Tips

Friday, March 27, 2020 1:10 PM

[Work at Home Support Index](#)



## ❖ [CCO General Messaging - AWS Improvements 7.27.2023 \(newsweaver.com\)](#)

Ability to use your camera in AWS

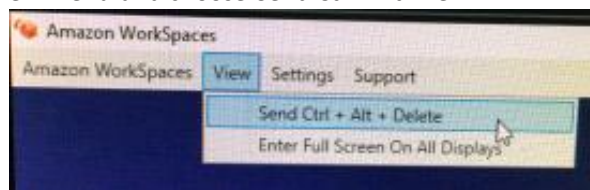
## ❖ AWS Reactivation from Leave of Absence

- If the agent has been out for longer than 30 days, the manager will need to submit for a whole new AWS code. Old registration codes are not reactivated.
- [CCO AWS \(Expansion Site & WFH\) Request Form](#)

## ❖ AWS Screen Locked

- If your AWS locks - to unlock it you can't just click Ctrl+Alt+Del on the keyboard, as that will send to the physical PC. Instead, you can use the View menu and choose Send Ctrl+Alt+Del.

□



## ❖ [Work At Home Headset Issues](#)

- Check to see if the user is operating in the web version of AWS and not the installed desk app.  
**CSR was operating AWS through a Web Version because she was unable to download the Windows 10 AWS app, and this was causing the audio issue.** With some collaboration with Jason Cunningham from the DATA Team, Jason suggested that Victoria's system was **operating in Windows 10 "S Mode"**, causing the failed download for the Windows 10 app. Jason provided me with steps that I can walk Victoria through switching out of this mode. **This proved to be successful.** Victoria was then able to download the Windows 10 client of AWS and log in, make some quick sound adjustments, and made a successful test call to me through Avaya One-X.

## ❖ No AWS Account email

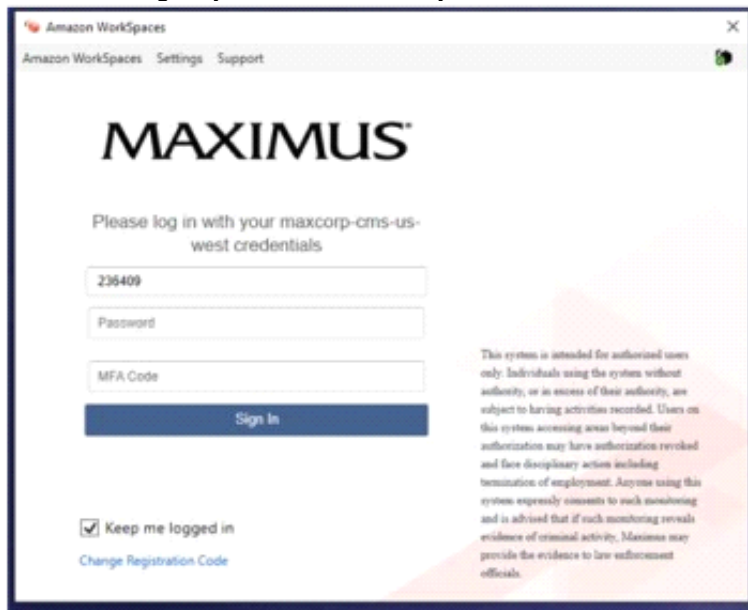
- Please be sure to check the Spam folder
  - [AWS Email not received](#)

## ❖ [Multiple Monitors and RDP](#)

## ❖ [AWS WAH Workspace User List](#)

## ❖ AWS Restart Taking a Long Time or Not Prompting for Credentials

- User has selected “Keep me logged in” on the AWS Login Screen. When the user restarts their Workspace, it will attempt to restart and automatically sign the user into their workspace once completed.
- When the “Keep me logged in” is checked, the restart process takes significantly longer and 50% of the time it signed back in without prompting for credentials/MFA. With it unselected, the process took only 2-3 minutes and did not sign myself in automatically.



## **Revision History**

Date	Change Description	Author
03/30/2020	Page created	J Emge
04/06/2020	Added Spam folder tip	J Emge
05/14/2020	Added link to multiple Monitors in RDP	J Emge
08/12/2020	Added link to the user list	J Emge
08/19/2020	Redesign	J Emge
10/26/2020	Updated resource links	J Emge
11/05/2020	Added <a href="#">CSR was operating AWS through a Web Version</a> to the headset audio tips	J Emge
11/12/2020	Added <a href="#">AWS Restart Taking a Long Time or Not Prompting for Credentials</a> suggested by Shane Webb	J Emge
03/16/2022	Added <a href="#">AWS Reactivation from Leave of Absence</a>	J Emge
03/17/2022	Added <a href="#">AWS Reactivation from Leave of Absence</a>	J Emge

08/17/2022	Page cleanup, updated workspace link, removed chromebook info	J Emge
07/28/2023	Posted email link about the WSP2 upgrade to include Teams camera use	J Emge

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# Work At Home AWS Issues

Monday, March 30, 2020 7:47 AM

[Work at Home Support Index](#)



## ❖ [What to know about an upcoming AWS change \(newsweaver.com\)](#)

**What's happening?** On Wednesday, May 17, 2023 at 11 p.m. ET, IT Services will update the Amazon Web Services (AWS) cloud platform.

**What can I expect?** During the first few minutes of the update, you may experience some outages, like:

- Inability to access the Internet
- Error notices from web and cloud-based applications

These outages will likely be temporary and will only cause minimal disruption to your work.

**What to do:** If you experience an outage, wait a minute, and try the action again. If you still experience outage issues, open a ticket with the IT Service Desk:



## ❖ [AWS Workspaces - Gensys Issue Data Collection Instructions.docx \(sharepoint.com\)](#)

### ❖ [AWS Status Page](#)

- <https://status.aws.amazon.com/>
- [AWS Health, outage, Zoom, audio](#)

### ❖ [Edge in AWS:](#) If the Edge icons folder is missing from the AWS desktop, submit a Cherwell to have the AWS desktop rebuilt. If the Icons are missing, it is possible that other needed items easily missed.

- Cherwell > Service Catalog > Computer (Virtual Desktop) Desktop
- Include the AWS Desktop name and EID, users name
- [Issue: Missing Icons / Applications - AWS](#)

### ❖ [See Edge in AWS Desktop Icon hangs on initial launch](#)

### ❖ [Edge in new/rebuilt AWS WorkSpaces](#)

This morning (10/28/2020) we identified the issue with new/rebuilt AWS WorkSpaces that did not have Edge installed, and the shortcuts in Edge\_icons folder on the desktop did not work. The BigFix team fixed the CCO Baseline, so that going forward Edge will be installed on all new/rebuilt CCO AWS Workspaces. However, at this time we are not going to do a scheduled a mass deployment to CCO AWS WorkSpaces where Edge is missing.

Instead, if you find a user where it is missing from their AWS, please have the user restart the Workspace. When the user logs back into AWS, the Edge install will start automatically. The install is "silent" so it will be hidden from the user. It could take 5-10 minutes after logging back in to AWS for it to be completed. After that point, check Programs and Features to verify that its installed. Once it is showing in Programs and Features, then launch using the icons in the Edge\_icons folder on the desktop and confirm that they are now working.

### ❖ [Garbed, robotic audio in an AWS Zoom meeting](#)

❖ AWS "Unknown Error"

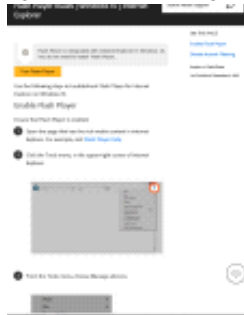
- CSR gets a message when trying to login to AWS that says "Unknown Error"

□ **Resolution:**

See: [Unknown Error in AWS](#)

❖ CCO Learning requires Flash

- Agents getting error in CCO Learning about Flash



☐ Resolution

- ◆ Please review the [Flash in AWS](#) section to allow users to open trainings in AWS.

- ❖ NGD gives the red cancel icon

- OneLogin gives a message stating that their security settings are blocking them.
- WFO opens but doesn't give a login option.

- Probable cause:

IE Enhanced Security is enabled. This is a GPO issue that needs to be reported to DATA with CSR Name, EID, and AWS Desktop Name



## Revision History

Date	Change Description	Author
03/30/2020	Page created	J Emge
03/31/2020	added windows S mode info	J Emge
04/07/2020	Added link to AWS status	J Emge
04/14/2020	Added link to if the avaya software is missing from AWS	J Emge
04/15/2020	Added instructions on how to submit a Cherwell to have the AWS rebuilt.	J Emge
05/21/2020	Added 503 error link and info	J Emge
06/03/2020	Added Special K's AWS White screen fix	J Emge
07/14/2020	Added issues that relate to the IE Enhanced setting being enabled incorrectly.	J Emge
08/20/2020	Added unknown error information	D Meyers
08/25/2020	Page redesign	J Emge
08/28/2020	Added link to <a href="#">Garbed, robotic audio</a>	J Emge

	<a href="#">in an AWS Zoom meeting</a>	
09/14/2020	Added note about rebuilding desktop if Edge icons are missing	J Emge
09/23/2020	Added link to missing Edge icons that redirects to the CSD OneNote on how they are to route a ticket	J Emge
10/26/2020	Updated resource links	J Emge
10/29/2020	Added <a href="#">Edge in new/rebuilt AWS WorkSpaces</a> information provided by Doug Meyers; added link about the MFA AWS outage	J Emge
11/02/2020	Added <a href="#">AWS CcmAADBroker.exe Error</a> and <a href="#">Additional AWS PCoIP logs</a>	J Emge
10/29/2021	Added <a href="#">AWS Workspaces - Gensys Issue Data Collection Instructions.docx (sharepoint.com)</a>	J Emge
08/17/2022	Page review and cleanup	J Emge

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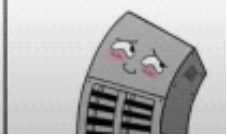
YEAH, TECH SUPPORT? I THINK  
THE SERVER IS DOWN.



OK, I'LL TAKE CARE OF IT.



DON'T BE DOWN, SERVER.  
WE ALL THINK YOU'RE DOING  
A GREAT JOB, AND EVERYONE  
LIKES YOU.



# Flash in AWS

Monday, July 20, 2020 8:48 AM

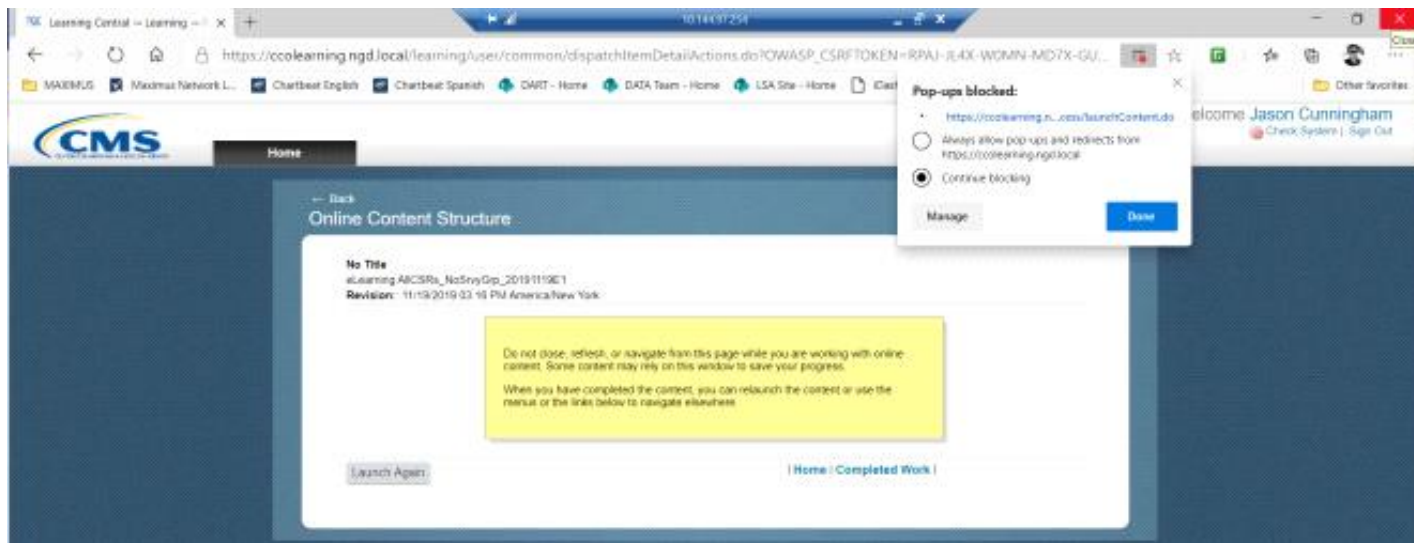
## ❖ Agents getting error in CCO Learning about Flash

(EOL 12/31/2020) [Adobe Flash Player EOL General Information Page](#)

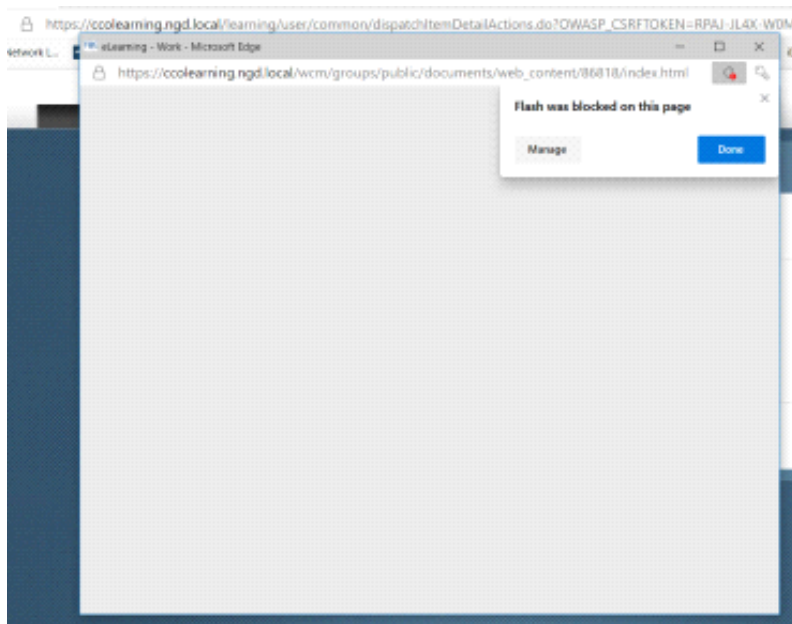
If agents receive a flash error when attempting to view their trainings in CCO Learning, they will need to open CCO Learning in Microsoft Edge. Edge has the flash plugin built into the browser which will allow users to complete any training that is flash based. They will have to follow a few steps in order to be able to use Flash as it is disabled by default in Edge. Please have the agents follow the below steps to enable flash for CCO Learning. They can follow the same steps if they run into issues opening trainings in HTKR.

We are working on deploying a GPO for all AWS users that will complete these steps for the agent, but until that is in place, please have the agents follow the below steps to enable flash for CCO Learning. They can follow the same steps if they run into issues opening trainings in HTKR.

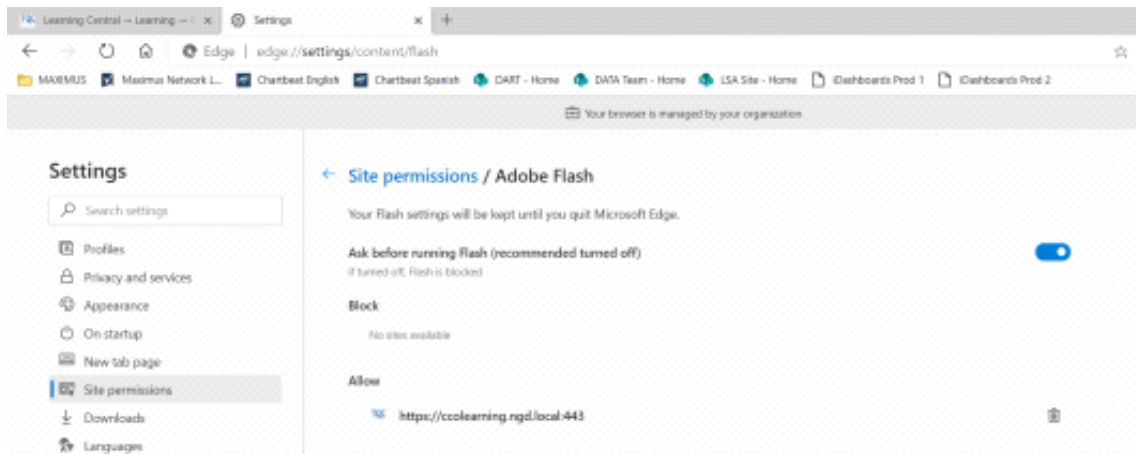
1. Launch CCO Learning in Microsoft Edge
2. When the agent attempts to open a training, they may be prompted with a pop-up blocker. Have them click "Always allow pop-ups" from CCO Learning.



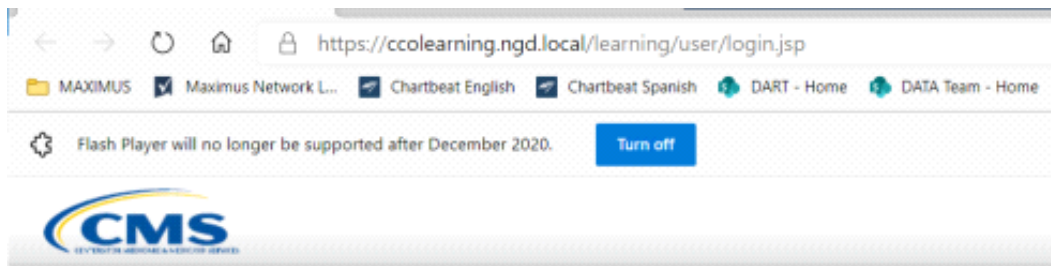
3. When loading flash, they will receive a message that it is disabled. The user will need to enable flash for Edge. In the top right corner of the URL, there will be a flash message which will direct the user to their Edge policy settings. Have them click the icon and select Manage.



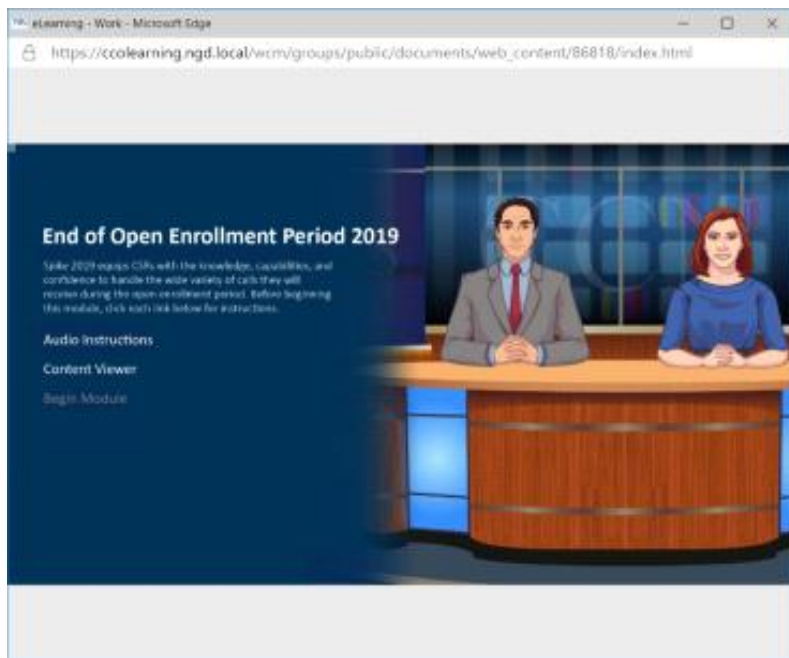
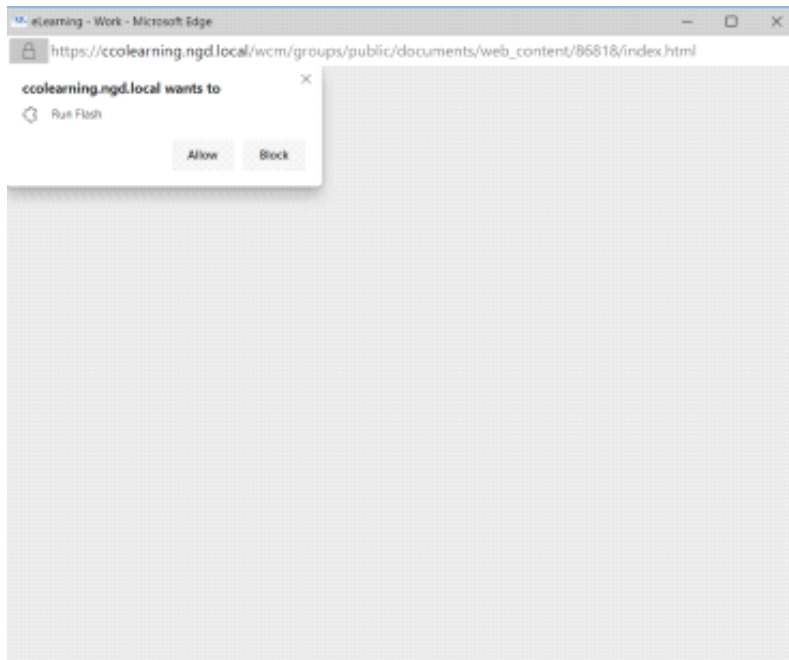
Have the user select "Ask before running Flash" and turn the setting on.



4. Once enabled, the user may be prompted that Flash will be no longer supported Dec 2020. They can exit out of this message, but do not select Turn Off



5. Have the user reattempt to load the training. They will now be prompted to "Allow" the plugin to run. They can select "Allow" and the training will launch.



## **Revision History**

Date	Change Description	Author
07/20/2020	Page created	J Cunningham
10/26/2020	Updated resource links	J Emge
08/17/2022	Page review and cleanup	J Emge

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Version 1.2 : Updated Aug 17th 2022
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# AWS Screen Freeze Reports When Accessing FFM HRSA Site

Tuesday, October 31, 2023 7:38 AM

## AWS Screen Freeze Reports When Accessing FFM HRSA Site

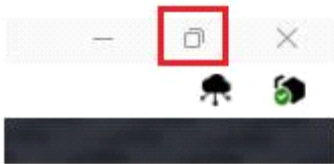
*Best viewed on mobile app in landscape mode*

### Description / Screenshots

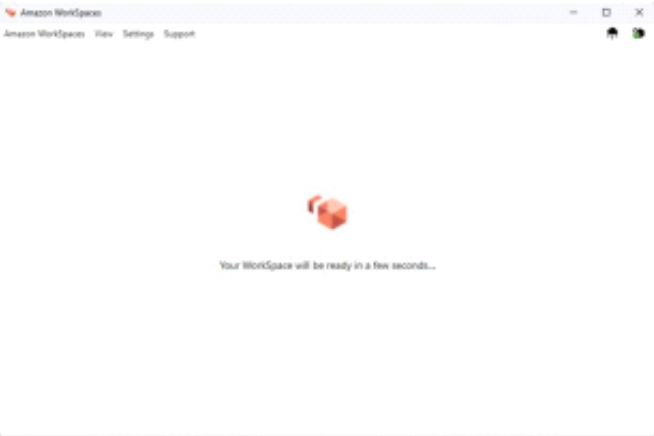
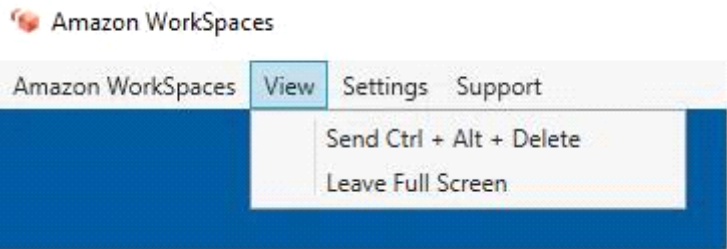
There has been an issue identified that when a FFM WFM CSRs has to use the script that directs them to "[www.findahealthcenter.hrsa.gov](http://www.findahealthcenter.hrsa.gov)". Once a zip code is entered to generate the location on the map, which is causing a high strain on the workspace CPU, CSRs are sometimes experiencing a screen freeze/AWS window unresponsive and unable to use their system unless performing a couple steps to unfreeze it.

Jason put together the steps to unfreeze the AWS client so the CSR does not have to restart their system. At this time, we are not broadly sharing this workaround with the CSRs given the NGD feedback on this has been very limited; however, we just want to make you aware so if you get questions about this, you'll know how to address.

### Resolution Steps

LSA Actions	Steps
LSA Action	<p>To correct the issue, you will need to resize the AWS window. Once resized, the window is then usable again. Depending on your configuration, follow the below steps to resize your window:</p> <p><b>Single Window Mode:</b></p> <p>If you are running AWS in single window mode, you can resize your workspace using the Window resize buttons in the top right hand corner of the application.</p>  <p>After pressing the resize button, you may momentarily see the following message on your screen. Once you see your desktop again, you can restore your window back to its original state by selecting the resize button once again. Your screen will no longer be frozen and you can continue on.</p>



	 <p><b>Full Screen Mode:</b></p> <p>If you are running in Full Screen Mode with multiple screens, to correct the issue you will want to exit full screen mode. Your screen will no longer be frozen and you can return to full screen mode.</p> 
Suggested Response	TBD

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

## Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

## Revision History

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Date	Change Description	Author
10/31/2023	Page Created	J Emge

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Version 1.0 : Updated Oct 31st 2023
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# AWS Auto-Stop to Always\_On

Monday, September 11, 2023

10:18 AM

## AWS Auto-Stop to Always\_On

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

To change an AWS user's desktop from Auto-Stop to Always\_on:

### Resolution Steps

LSA Actions	Steps
LSA Action	1. Send email to CCODesktopAWSSupport@maximus.com 1. Subject AWS Auto-Stop 2. Users name, EID, AWS hostname
Desktop DPT	Desktop Project Team will open a ticket and assign it to the CCO VDI POC . When confirmation that the AWS desktop has been changed to Always_On, DPT will contact the LSA and let them know.

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

### Revision History

Date	Change Description	Author
09/11/2023	Page Created	J Emge

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# Unknown Error in AWS

Thursday, August 20, 2020 10:28 AM

## Unknown Error in AWS

*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**

**AWS was giving “Unknown Error” when CSR attempted to log into AWS with their credentials.**

### Resolution Steps

LSA Actions	Steps
LSA Action	<b>Reboot the agent’s Workspace from Cloud Factory</b>
Notes	<a href="#">Restart AWS from Cloud Factory</a>

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

### Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

### **Revision History**

Date	Change Description	Author
08/20/2020	Page created	D Meyers
10/26/2020	Updated resource links	J Emge
6/24/2021	Added link and updated resource link	J Santiago
07/14/2022	Removed synchronet info, updated to cloud factory	J Emge
12/27/2022	Updated page format	J Emge

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# Unrecognized User Error in AWS

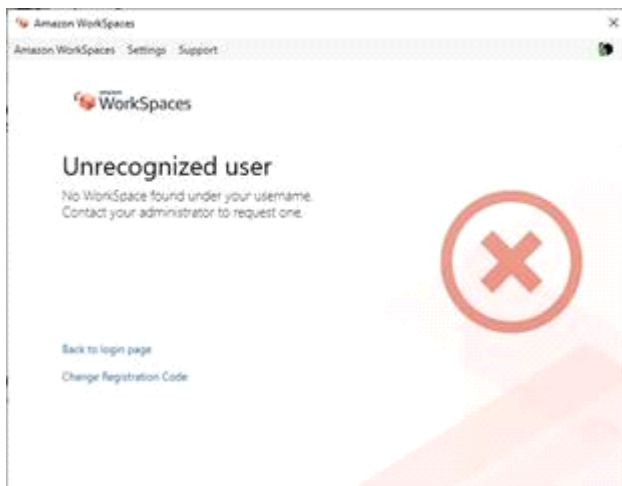
Thursday, August 20, 2020 10:28 AM

## Unrecognized User Error in AWS

*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**

**AWS was giving “Unrecognized User Error” when CSR attempted to log into AWS with their credentials.**



### Resolution Steps

LSA Actions	Steps
LSA Action	<b>Confirm User is logging into their current AWS desktop</b> <a href="#">CCO Workspace Users</a>
Notes	This will most likely happen if a user tries to login after 30 days of non-activity.

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

### Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
03/16/2023	Page created	D Meyers

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# Restart AWS from Cloud Factory

Thursday, June 24, 2021 3:42 PM


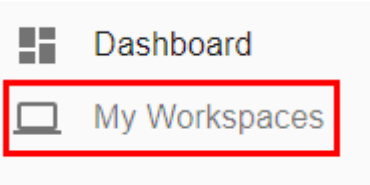

## Restart AWS from Cloud Factory

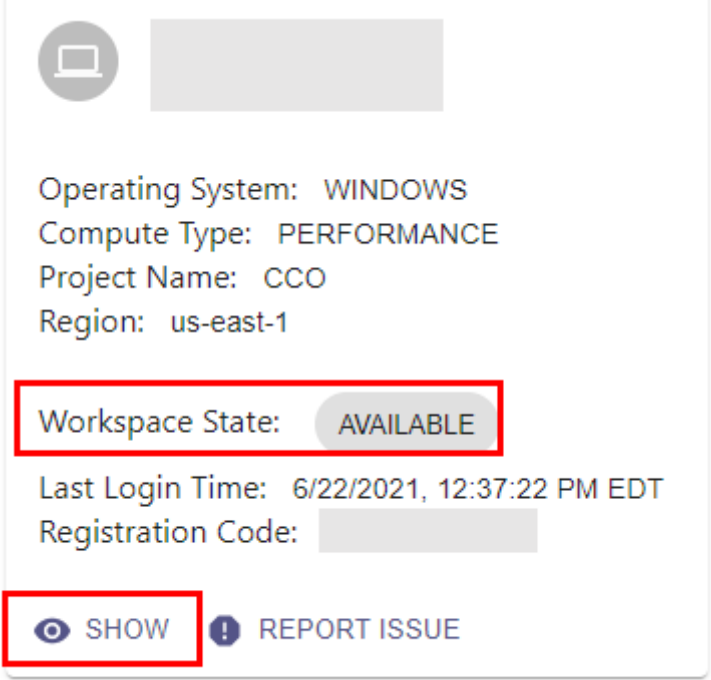

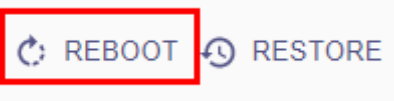
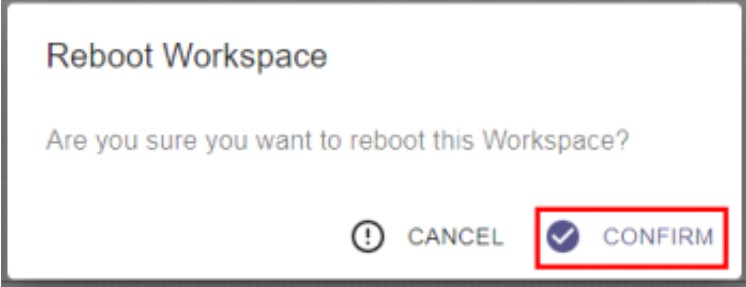
*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**

**Steps to follow to restart AWS from Cloud Factory**

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li><b>Reboot the agent's Workspace from Cloud Factory</b></li><li><ol style="list-style-type: none"><li>CloudFactory has relocated to the My Apps portal <a href="https://workspaces.cloudfactory.maximus.com/#/">https://workspaces.cloudfactory.maximus.com/#/</a></li><li>Click on <b>CloudFactory   WorkSpaces</b></li></ol><ol style="list-style-type: none"><li>Click on "<b>My Workspaces</b>".</li></ol><ol style="list-style-type: none"><li>Check the Workspace State:<ol style="list-style-type: none"><li>If the Workspace State says "<b>AVAILABLE</b>", click <b>SHOW</b>.</li></ol><p>Operating System: WINDOWS Compute Type: PERFORMANCE Project Name: CCO Region: us-east-1</p></li></ol></li><li></li></ol>

	<div data-bbox="586 100 1292 783">  <p>Operating System: WINDOWS  Compute Type: PERFORMANCE  Project Name: CCO  Region: us-east-1</p> <p>7. <b>Workspace State:</b> AVAILABLE</p> <p>Last Login Time: 6/22/2021, 12:37:22 PM EDT  Registration Code: [REDACTED]</p> <p><b>SHOW</b>  REPORT ISSUE</p> </div> <p>a. If the Workspace State says: "UNHEALTHY", go to <a href="#">Restore Workspace</a>.</p> <p>8. Click <b>REBOOT</b></p> <p>9. </p> <p>10. Click <b>CONFIRM</b></p> <p>11. </p> <p>12. Wait a few minutes and try to log in again.</p>
Notes	

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
06/24/2021	Page created	J Santiago
03/31/2022	Added <a href="#">CloudFactory has relocated to the My Apps portal https:</a>	J Emge
07/14/2022	Renamed page, removed onelogin references	J Emge
12/27/2022	Updated page layout	J Emge

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# Restore Workspace from Cloud Factory

Thursday, June 24, 2021 4:08 PM


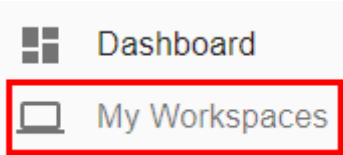
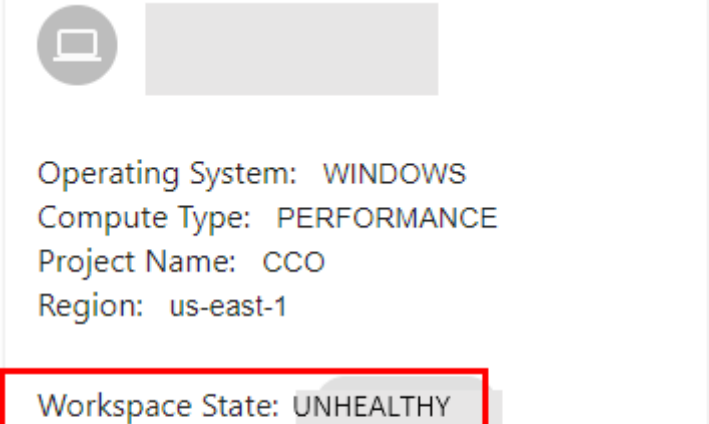
## Restore Workspace from Cloud Factory








*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**

**Steps to follow to Restore the workspace to it's last good snapshot.**

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Ask agent to access their My Apps portal as normal from a browser on their device or Maximus laptop and go to <a href="https://myapps.microsoft.com">My Apps (microsoft.com)</a></li><li>2. Click on <b>CloudFactory   WorkSpaces</b> </li><li>3. Click on "<b>My Workspaces</b>". </li><li>4. Check the Workspace State:<ol style="list-style-type: none"><li>a. If the Workspace State says "<b>UNHEALTHY</b>", click <b>SHOW</b>. </li></ol></li></ol>

	 <div> <p>Operating System: WINDOWS  Compute Type: PERFORMANCE  Project Name: CCO  Region: us-east-1</p> <p>Workspace State: UNHEALTHY</p> <p>Last Login Time: 6/22/2021, 12:37:22 PM EDT  Registration Code: FRIad+HN8JN7</p> <p> SHOW  REPORT ISSUE</p> </div>
	<p>5. Click <b>RESTORE</b></p> <div>  REBOOT  RESTORE </div> <p>6. Click <b>Confirm</b></p> <div> <p>Restore Workspace</p> <p>This will restore the workspace to it's last good snapshot. Any local data created since that snapshot will be lost. Are you sure you want to restore this Workspace?</p> <p> CANCEL  CONFIRM</p> </div> <p>7. Wait about 30 minutes and try to log in again.</p>
Notes	

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
06/24/2021	Page created	J Santiago
06/14/2022	Updated the OneLogin site to the My Apps Site	J Emge
07/14/2022	Renamed page, removed onelogin references	J Emge
12/27/2022	Page format updated	J Emge

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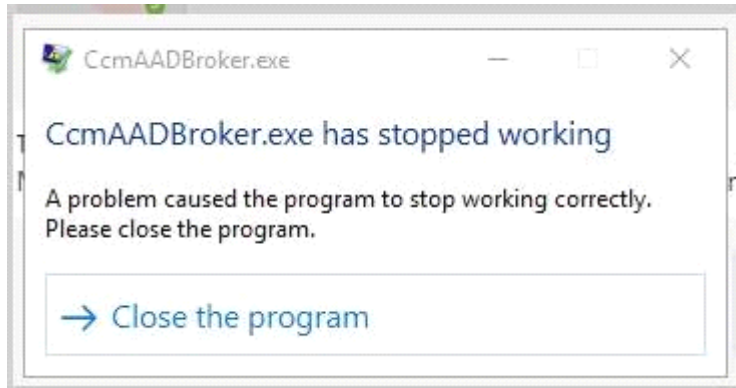
# AWS CcmAADBroker.exe Error

Monday, November 2, 2020 5:03 AM

## AWS CcmAADBroker.exe Error

*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**



### Resolution Steps

LSA Actions	Steps
LSA Action	Route issue to Maximus Service Desk
Notes	<a href="#">Ccmaadbroker.exe - No need to rebuild</a>

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	<a href="#">1978222</a>
DCF	

### Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

### Revision History

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Date	Change Description	Author
11/02/2020	Page Created	J Emge
11/03/2020	<a href="#">Additional Information:</a> added	D Meyers
11/05/2020	Added fix info at <a href="#">A GPO fix</a>	J Emge
01/21/2021	Added Service Desk Announcement <a href="#">Ccmaadbroker.exe Error Message - Cause Service Desk Announcement</a>	J Emge
01/22/2021	Added Service Desk Announcement <a href="#">Ccmaadbroker.exe - No need to rebuild</a>	J Emge
01/29/2021	Added <a href="#">Ccmaadbroker.exe - No need to rebuild Parent Ticket 2169334</a>	J Emge
03/31/2021	Added <a href="#">Solution:</a>	J Emge
07/14/2022	Page cleanup	J Emge
12/27/2022	Updated page format, archived historical information of actions and resolution steps that are no longer needed	J Emge

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Version 1.8 : Updated Dec 27th 2022
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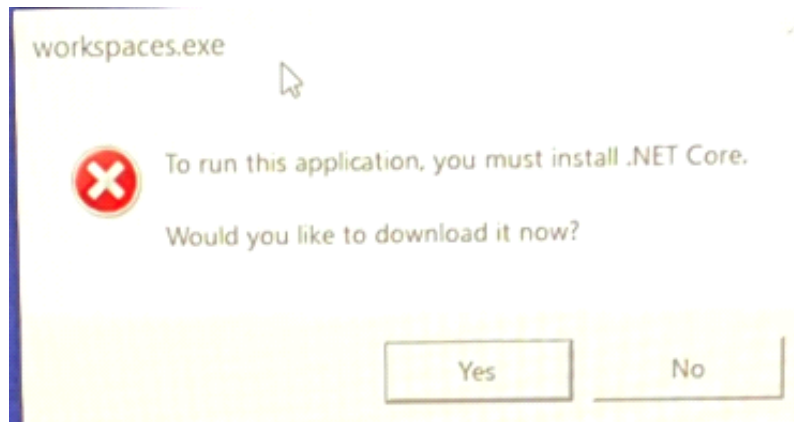
# AWS Install .NET Core Error

Monday, November 2, 2020 5:03 AM

## AWS Install .NET Core Error

*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**



Workspaces.exe To run this application, you must install .NET Core

## Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Click No</li><li>2. Close AWS</li><li>3. Reopen</li><li>4. If still an issue, Uninstall and Reinstall</li><li>5. If still an issue, open or transfer Cherwell to Service Desk</li></ol>
Notes	

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
10/05/2021	Page Created	J Emge
07/14/2022	Page cleanup	J Emge
12/28/2022	Page format updated	J Emge

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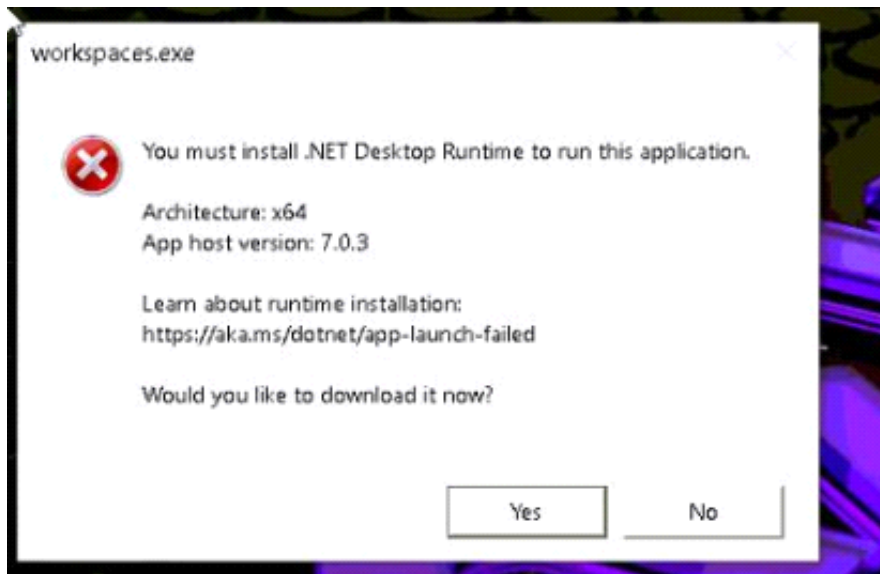
# AWS Install .NET Desktop Runtime Error

Monday, November 2, 2020 5:03 AM

## AWS Install .NET Desktop Runtime Error

*Best viewed on mobile app in landscape mode*

- **Description / Screenshots**



Workspaces.exe To run this application, you must install .NET Desktop Runtime

## Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Click No</li><li>2. Close AWS</li><li>3. Reopen</li><li>4. Confirm current versions of <a href="#">AWS Client</a> and <a href="#">Dtrust Client</a></li><li>5. Reboot AWS and Laptop</li><li>6. If still an issue, Uninstall and Reinstall</li><li>7. If still an issue, open or transfer Cherwell to Service Desk</li></ol>
Notes	<p><a href="#">Vang, Toua: User trying to connect into AWS because user had gotten kicked and then n...</a></p> <p>posted in Maximus IT - Corporate Service Desk / Support – AWS and AVD at Wednesday, July 5, 2023 12:24:02 PM</p>

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
07/05/2023	Page Created	J Emge

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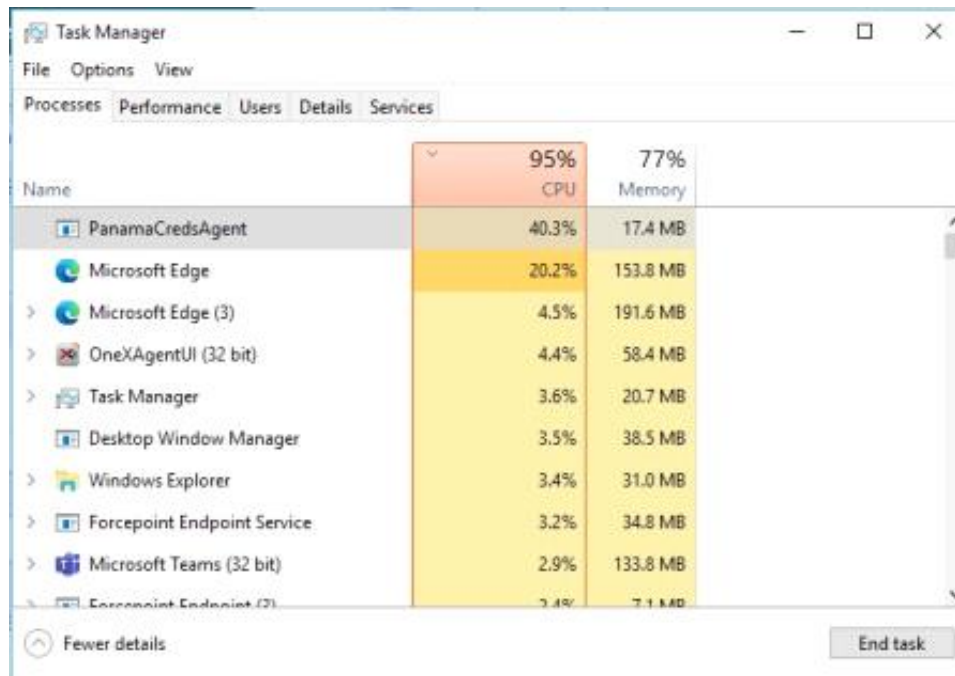
# AWS PanamaCredsAgent

Monday, November 2, 2020 5:03 AM

## AWS PanamaCredsAgent

Best viewed on mobile app in landscape mode

- **Description / Screenshots**



- Process using a high amount of CPU process time.

## Resolution Steps

LSA Actions	Steps
LSA Action	Attempt a reboot of the AWS desktop, should that not fix it, refer to service desk for higher level troubleshooting and fix
Notes	<a href="#">AWS Developer Forums: panamacredsagent consuming CPU ... (amazon.com)</a>

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	

DCF	
-----	--

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
01/14/2022	Page Created	J Emge
07/14/2022	Page cleanup	J Emge
12/28/2022	Page format update	J Emge

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# Capturing AWS logs

Thursday, October 1, 2020 11:45 AM

## ❖ Capturing AWS logs

<https://docs.aws.amazon.com/workspaces/latest/adminguide/amazon-workspaces-troubleshooting.html>

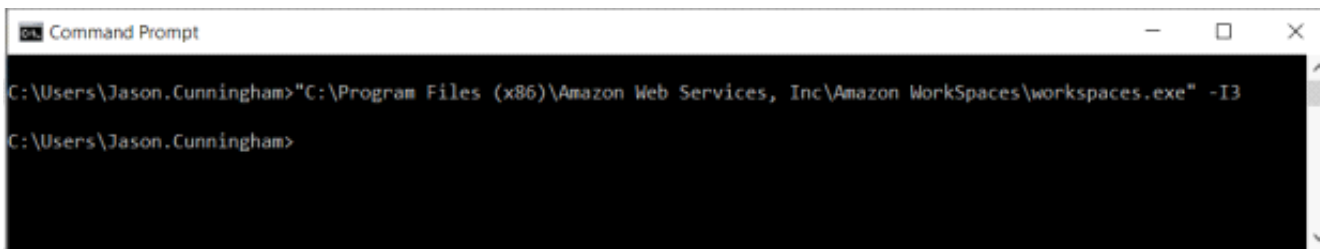
Instructions to gather WorkSpaces client logs:

### == Windows ==

Launching the Workspace.exe with the I3 flag from the command prompt

1. Open command prompt and enter the following command to run I3 flag.
  - For users that have installed AWS on their machine for all users use the following:

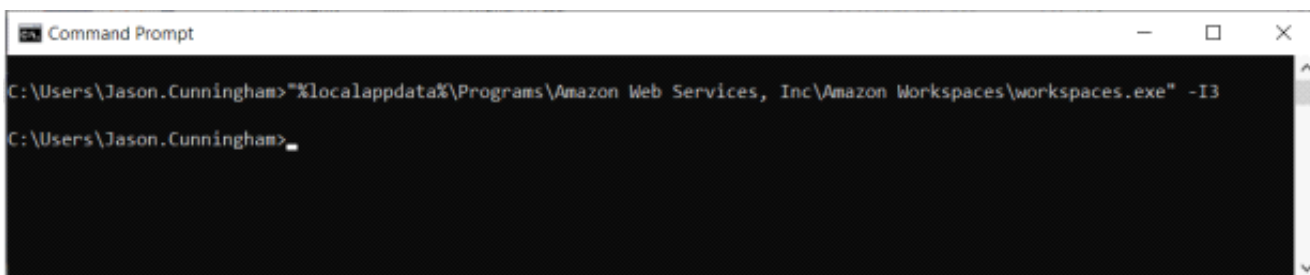
**"C:\Program Files (x86)\Amazon Web Services, Inc\Amazon WorkSpaces\workspaces.exe" -I3**



```
Command Prompt
C:\Users\Jason.Cunningham>"C:\Program Files (x86)\Amazon Web Services, Inc\Amazon WorkSpaces\workspaces.exe" -I3
C:\Users\Jason.Cunningham>
```

- For users that have installed AWS on their machine for "only this user" use the following.

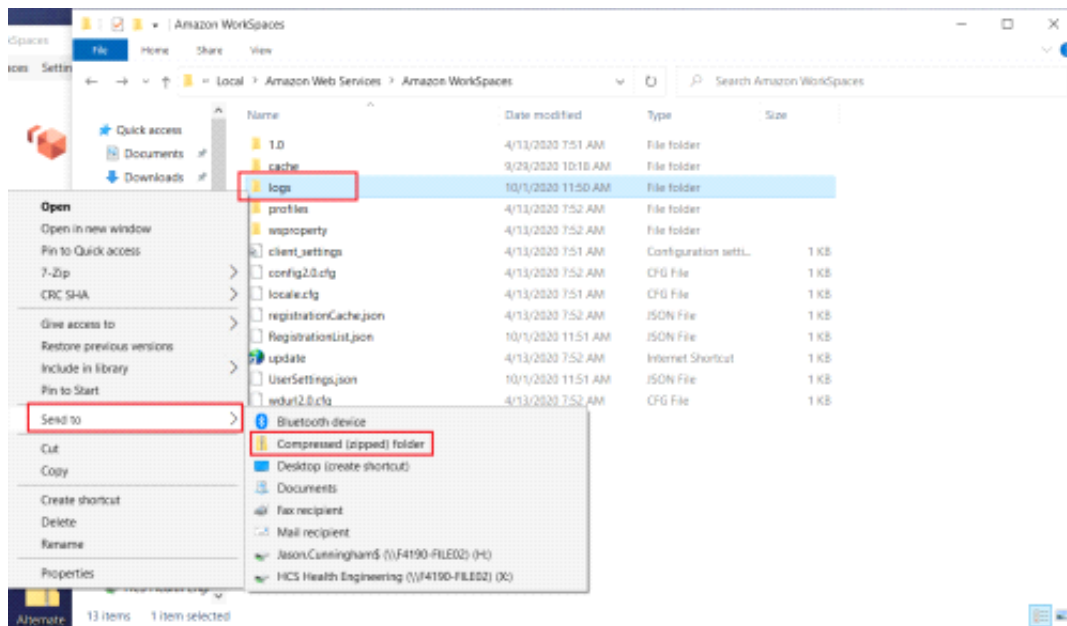
**"%localappdata%\Programs\Amazon Web Services, Inc\Amazon Workspaces\workspaces.exe" -I3**



```
Command Prompt
C:\Users\Jason.Cunningham>"%localappdata%\Programs\Amazon Web Services, Inc\Amazon Workspaces\workspaces.exe" -I3
C:\Users\Jason.Cunningham>
```

2. Reproduce the issue in AWS
3. Zip the log file located in the directory below.

%LOCALAPPDATA%\Amazon Web Services\Amazon WorkSpaces\



4. Email zipped logs to DATA team.

==Mac==

Launch with the I3 flag from the terminal:

```
$ open -a workspaces --args -I3
```

Reproduce the issue

Logs are here (zip up the entire directory including subfolders when submitting):

```
~/Library/"Application Support"/"Amazon Web Services"/logs
```

## **Revision History**

Date	Change Description	Author
10/01/2020	Page Created	J Cunningham
10/26/2020	Added resource links	J Emge
07/14/2022	Page cleanup	J Emge



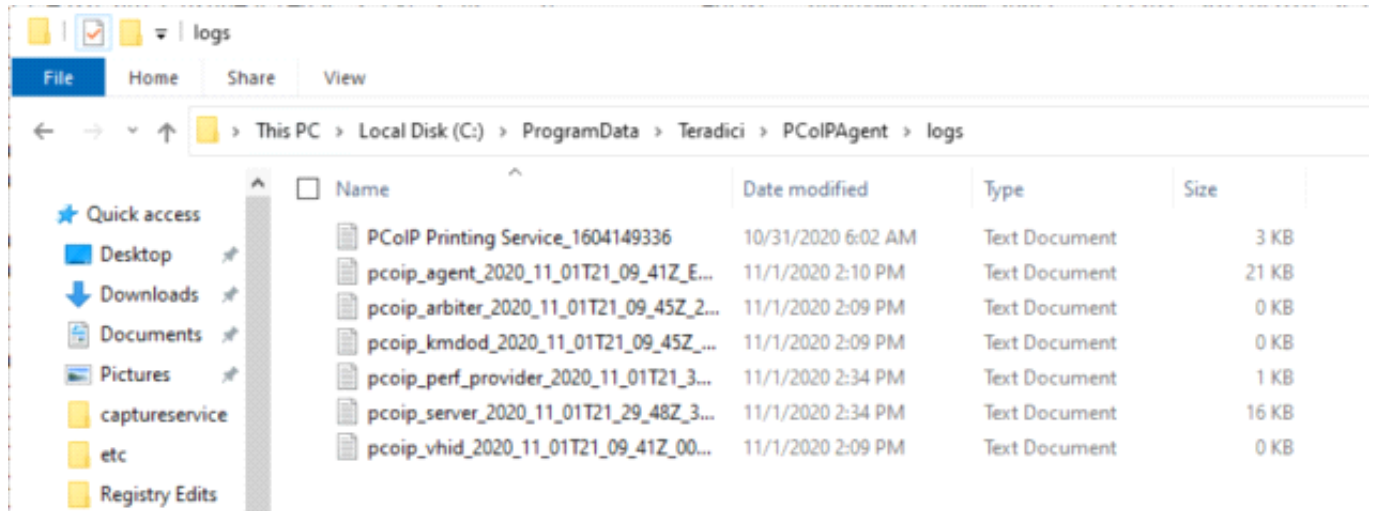
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# Additional AWS PColP logs

Sunday, November 1, 2020 2:35 PM

- ❖ Additional AWS PColP logs can be found within AWS from this directory:

C:\ProgramData\Teradici\PCoIPAgent\Logs



## Revision History

Date	Change Description	Author
11/01/2020	Page Created	J Cunningham
11/02/2020	Added resource links, renamed page to <a href="#">Additional AWS PColP logs</a> for searchability	J Emge
07/14/2022	Page review / cleanup	J Emge

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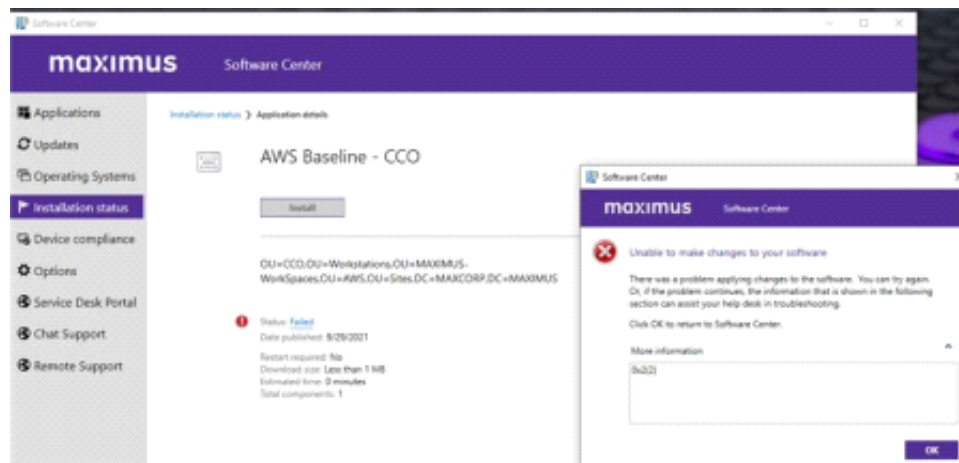
# AWS CCO Baseline - CSR missing applications

Tuesday, October 26, 2021 8:08 AM

## ❖ Missing CCO applications

### Baseline installation can take 4-5 hours

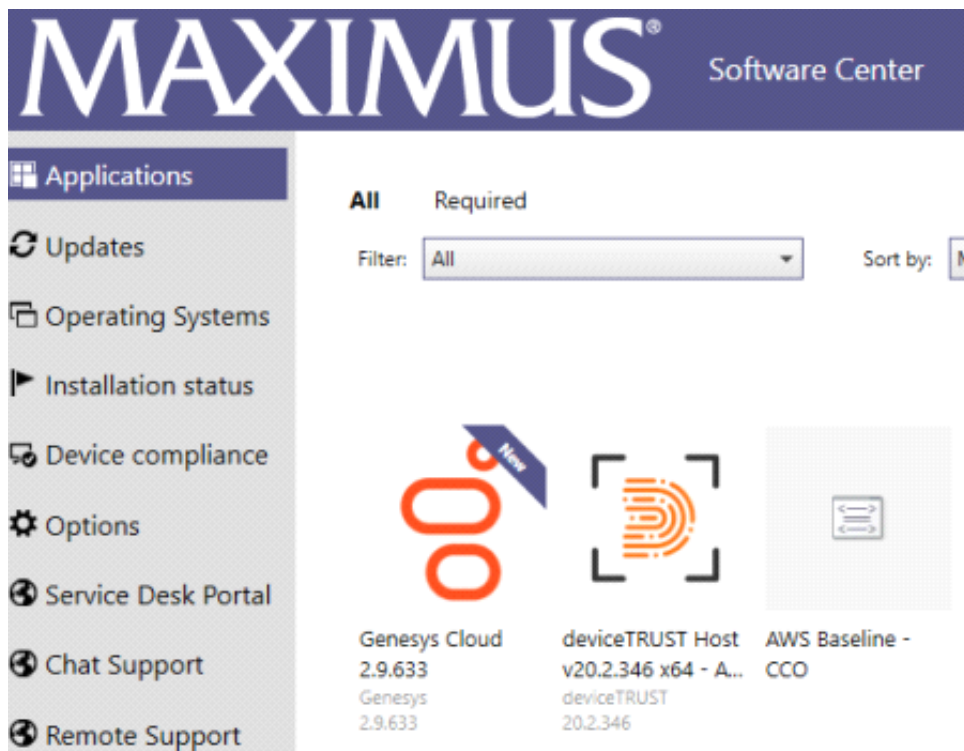
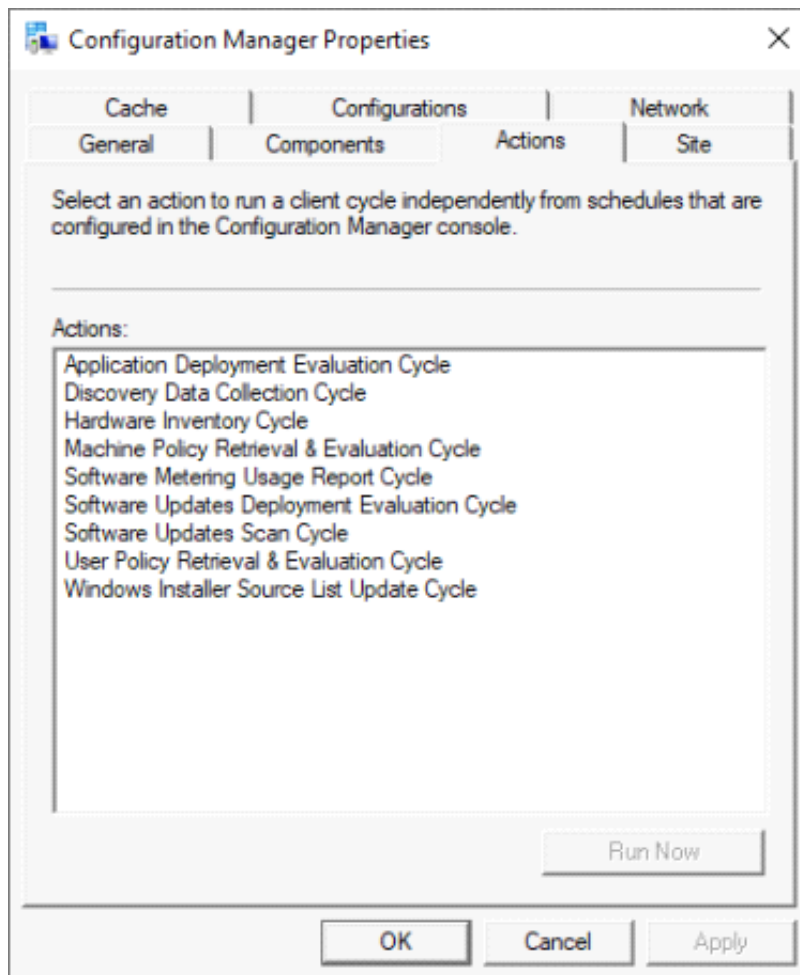
If a user logs into the AWS system while the baseline is in progress, it may delay the installation of CCO applications like Avaya One-X due to integrated restarts. Baseline installations will require a reboot. If its been close to the 5 hour mark and the CCO baseline has not finished, we will want to check the Installation status and look for any failed applications.



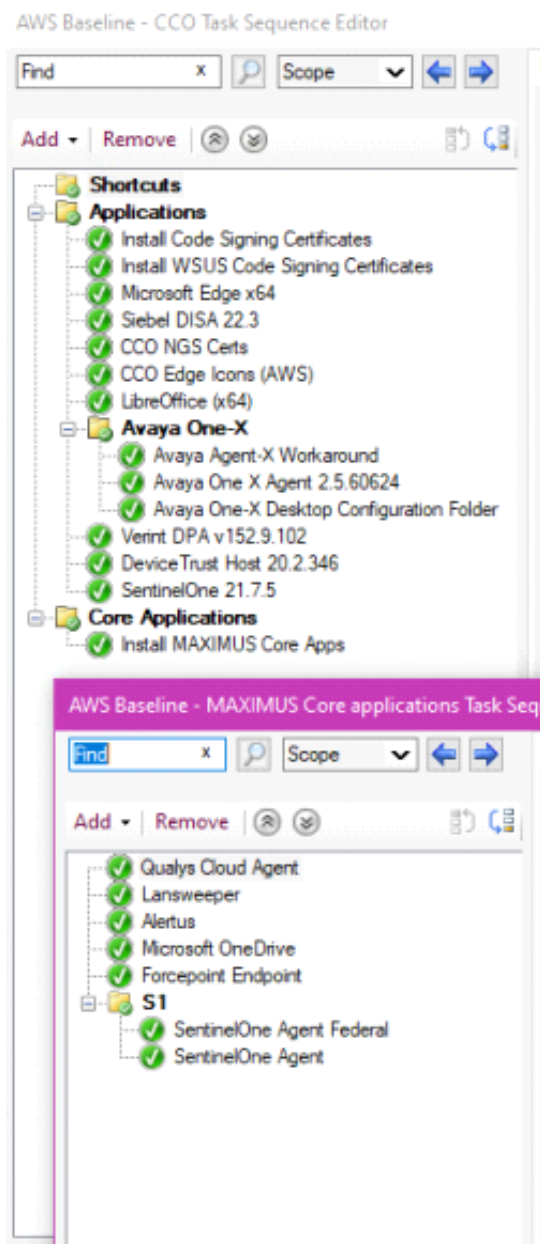
With the transition from Bigfix to MECM, after a Workspace is created or rebuilt, there will be a timeframe which will need to allow MECM to pull down all the respective policies and applications. During this process, the user may be prompted to restart their workspace in order for some of the applications to complete. If a restart has not been completed, this will also stall the remaining MECM installations prolonging the time for all applications to be completed.

On average, this process should take anywhere from 3-5 hours. We can help speed up this process on newly built workspaces by running the actions on the Configuration Manager.

To access the Configuration Manager, go to the Control Panel. You may need to adjust the View by: from Categories to Small Icons. Select Configuration Manager from the list. Then access the Actions tab. Select each action and click Run Now. After you've cycled through each action, MECM will begin checking policies on the machine and start installing applications that are queued. This could include the AWS CCO Baseline. This process may take up to 10 minutes before we begin seeing action in Software Center.



What's Included in the AWS Baseline. These applications will be installed in the order from top to bottom. Multiple restarts will be required to completed the installations.



- Agent-X workaround package changes the Product Name for any AWS Server 2016 boxes to Windows 10 Enterprise

```
os.reg - Notepad
File Edit Format View Help
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows NT\CurrentVersion]
"CompositionEditionID"="Enterprise"
"EditionID"="Enterprise"
"InstallationType"="Client"
"ProductName"="Windows 10 Enterprise"
```

See also: [9.1 - CCO Desktop Software Configuration](#) - [MECM package list](#)

## ❖ **Revision History**

Date	Change Description	Author
10/26/21	Page Created	J Cunningham
07/14/2022	Page review / cleanup	J Emge
07/20/2022	Baseline apps list updated	J Cunningham
07/29/2022	Baseline apps updated. New One-X	J Santiago
08/17/2022	Added Baseline installation information	J Emge
09/01/2022	Baseline info updated	J Cunningham

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# AWS Not Getting Updates

Monday, November 2, 2020 5:03 AM

## ❖ AWS Not Getting Updates

An issue was identified affecting multiple users where recently rebuilt AWS workspaces are not pulling down updates despite being in the right OU: MAXCORP.MAXIMUS/Sites/AWS/MAXIMUS-WorkSpaces/Workstations/CCO/

This will cause issues with Avaya where the CSRs are unable to log in and take calls, as well as missing all of the CCO icons. This seems to be affecting rebuilds on CCO workspaces starting around 02/05. So far we have at least 5 users from 4 different sites that are affected. This issue persists regardless of what's tried including waiting for updates to pull, restarting the workspace, gpupdate, running the configuration manager actions, and re-rebuilding. We have seen this once previously and recall the cause being something along the lines of the BigFix deployment expiring. Can you please investigate and help resolve this issue? **Ticket 2222872.**

Resolution identified:

The CCO software baseline was stopped during software testing over the weekend and doesn't look like it was restarted, Being restarted now. The missing icons will redeploy in about 5 to 10 minutes.

## **Revision History**

Date	Change Description	Author
02/08/2021	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge

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# AWS Verint Install Issues

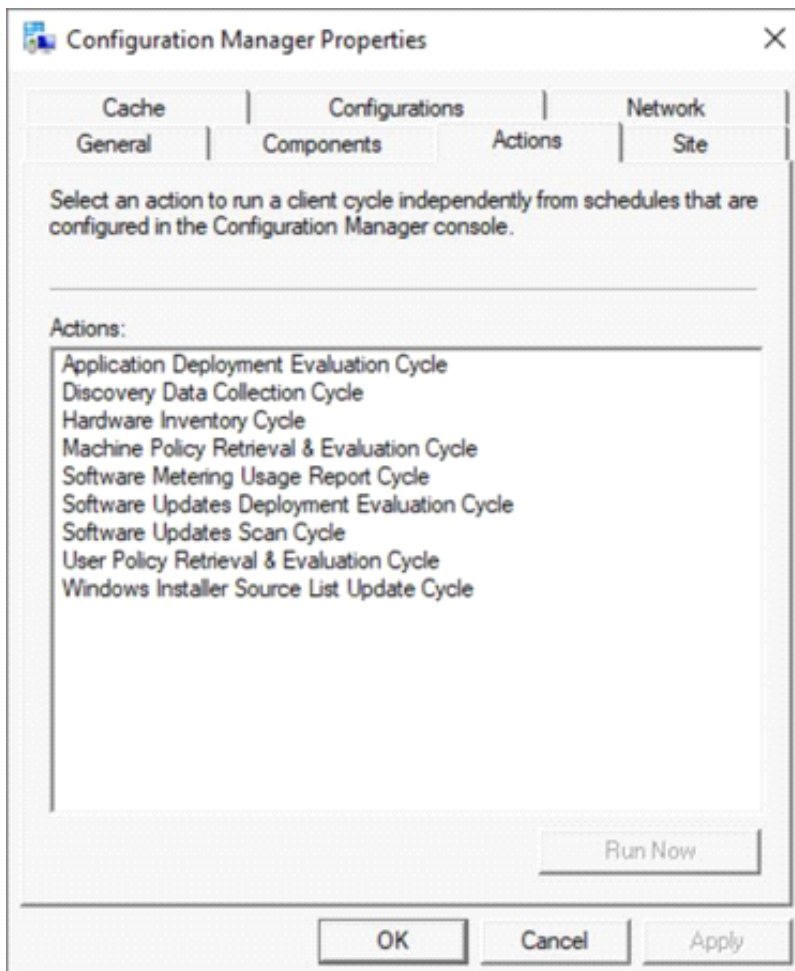
Monday, November 2, 2020 5:03 AM

## ❖ Newly built workspaces fix

Following these steps, Verint was able to pull down and install within 10 mins or so. Results may vary, but it usually kickstarts it all.

We can help speed up this process on newly built workspaces by running the actions on the Configuration Manager.

To access the Configuration Manager, go to the Control Panel. You may need to adjust the View by: from Categories to Small Icons. Select Configuration Manager from the list. Then access the Actions tab. Select each action and click Run Now. After you've cycled through each action, MECM will begin checking policies on the machine and start installing applications that are queued. This could include the AWS CCO Baseline. This process may take up to 10 minutes before we begin seeing action in Software Center.



## **Revision History**

Date	Change Description	Author



04/30/2021	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge
09/23/2022	Added <a href="#">Newly built workspaces fix</a>	J Emge

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# AWS Directory Unavailable

Monday, November 2, 2020 5:03 AM

## ❖ AWS Directory Unavailable

- **See Service Request 3126631**
- [AWS Issues Notes 01232022](#)

# MAXIMUS

**Directory Unavailable** ✕

Your directory could not be reached at this time.  
Please contact your Administrator for more details.

Please log in with your maxcorp-prod3-west credentials

236506

\*\*\*\*\*

\*\*\*\*\*

Sign In

*The servers are down it was due to the patching this weekend that caused this and had to restart the servers and 1 came back up.*

*Authentication servers failed after some patching. Some services have been able to be moved to the east region, but not all.*

*Issue is a p1, and we will have a post incident follow up after this.*

*Currently there was a second patch to remediate the first that is being tried. Servers had went down due to patching, Turns out Windows had pushed out an update that wasn't added to the patching that was sent and done for this weekend.*

*And now seeing if the patch that was pushed two day work for two servers. Other then that the issue was just starting up when I came in.*

*If it fails next step is remove all patching and reboot the servers without the patching that was done this weekend.*

## ❖ LSA Plan of Action

- Do basic troubleshooting, however the Directory Unavailable error is a red flag, skip right to step 2
- Contact service desk that you have users with the same issue as documented in the P0 ticket 3126631, tell them what you got, how many impacted, sites, etc.
- Inform the OEP IM Bridge of what is going on, be aware that the OEP IM bridge may

inform you first. Start with Step 1

## **Revision History**

<b>Date</b>	<b>Change Description</b>	<b>Author</b>
01/24/2022	Page Created	J Enge
07/14/2022	Page reviewed / cleanup	J Enge

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# AWS White Screen/Page or Directory Unavailable

Wednesday, April 5, 2023 6:12 AM

## AWS White Screen/Page or Directory Unavailable

Best viewed on mobile app in landscape mode

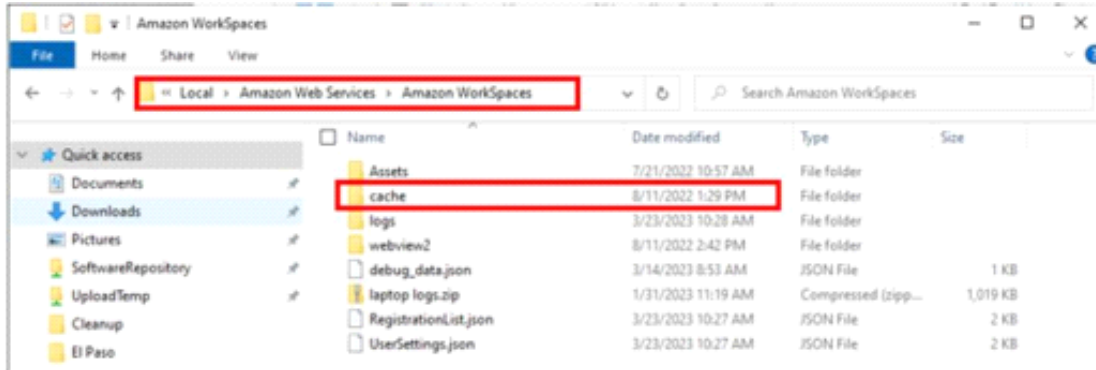
### Description / Screenshots

The below was found with AWS 5.7

In case you start receiving reports of CSRs getting a **white/blank login page** or **Directory Unavailable**, have the CSR restart both the laptop and AWS (through CloudFactory) a few times. Also clicking the rubric in the top right corner can help refresh the connection to the server. Make sure it is green and not brown.



### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Clearing AWS cache on CSR Laptop (May need to connect in to assist)</li><li>2. Go to %LocalAppData%\Amazon Web Services\Amazon WorkSpaces. You can copy / paste this into the File Explorer.</li><li>3. Delete <b>Cache</b> folder. </li><li>4. Restart Laptop.</li><li>5. Open AWS again.</li><li>6. If none of these steps works, work with Service Desk on other troubleshooting steps, but please <b>do not</b> let them roll back to a previous AWS version</li></ol>
Suggested Response	TBD

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

--	--

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

### **Revision History**

Date	Change Description	Author
04/05/2023	Page Created	J Emge

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# AWS WSP Migration

Friday, July 21, 2023 5:52 PM



# Configure camera for use in AWS WSP

Thursday, August 20, 2020 10:28 AM

## Camera Not Working in AWS

*Best viewed on mobile app in landscape mode*

### • Description / Screenshots

- **NOTE: This is for the WSP version of AWS**
- After the user has been migrated to WSP, they need to complete the following steps before they can use the camera.

**Step 1.** Select the **Devices** icon in the upper-right corner (see Figure 1).

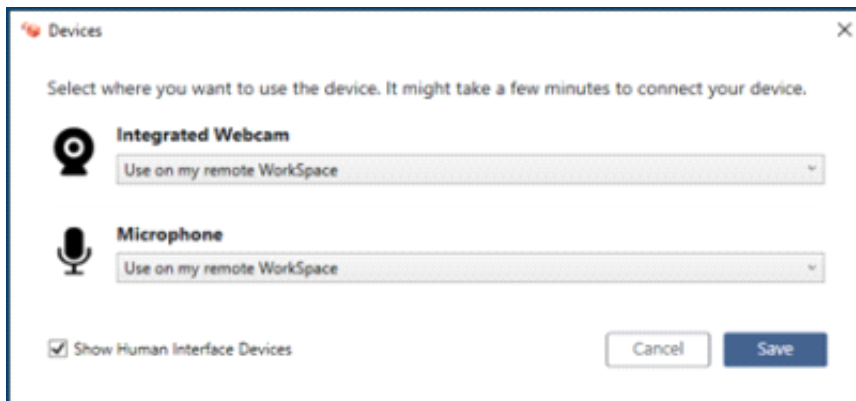
Figure 1



**Step 2.** Select **Use this device on the remote WorkSpace** (see Figure 2).

Note: Make sure to click on the dropdown and make a selection to activate the Save button.

Figure 2



**Step 3.** Choose **Save**. You should now be able to use your MS Teams camera for team meetings directly from AWS.

## Resolution Steps

LSA Actions	Steps
-------------	-------

LSA Action	<ol style="list-style-type: none"> <li>1. Select the <b>Devices</b> icon in the upper-right corner .</li> <li>2. Select <b>Use this device on the remote WorkSpace</b>.</li> <li>3. Choose <b>Save</b>. You should now be able to use your MS Teams camera for team meetings directly from AWS.</li> </ol>

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## Revision History

Date	Change Description	Author
07/21/2023	Page created	J Santiago

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# Camera Not Working in AWS

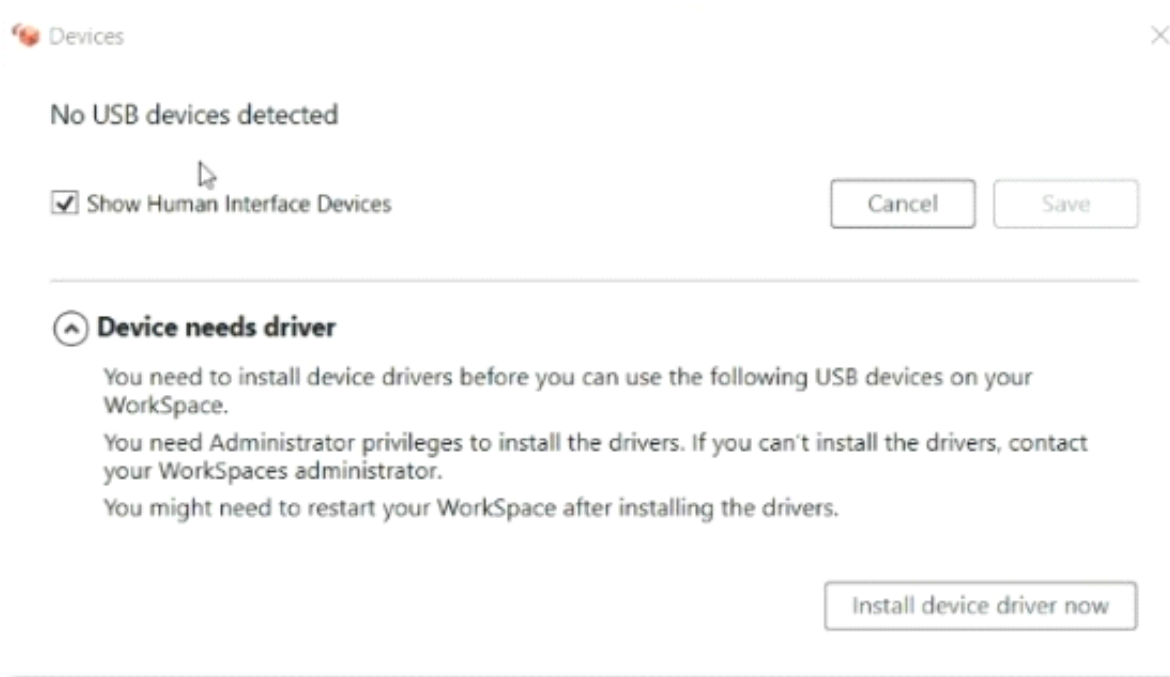
Thursday, August 20, 2020 10:28 AM

## Camera Not Working in AWS

*Best viewed on mobile app in landscape mode*

### • Description / Screenshots

- **NOTE: This is for the PCoIP version of AWS**
- Issue: cannot get my camera to work in AWS for a team meeting



### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Have CSR screenshare via Teams while inside of AWS.</li><li>2. LSA checks Programs and Features in AWS to verify that WSP is <i>not</i> installed, but rather PCoIP is installed.</li><li>3. LSA checks the migration spreadsheets that are in effect for their site to verify that the CSR is on a list for migration.<ol style="list-style-type: none"><li>a. If CSR is on a list for migration, LSA works with Field Services to get WSP installed and PCoIP uninstalled.</li><li>b. If not on the list of current migrations, CSR will have to wait their turn; camera in AWS will not work until then.</li></ol></li></ol>
Notes	When all agents have successfully been migrated, this issue should be resolved.

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	
SR#	
DCF	

## Points of Contact

Role	Contact
Title VDI	Maximus Service Desk
Title	

## **Revision History**

Date	Change Description	Author
07/19/2023	Page created	J Emge

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# Work At Home AWS Connectivity issues

Wednesday, April 1, 2020 11:47 AM

[Work at Home Support Index](#)

## ❖ Check AWS Connectivity issues

For checking whether AWS is having network issues: <https://clients.amazonworkspaces.com/Health.html>

And their network requirements: <https://docs.aws.amazon.com/workspaces/latest/adminguide/workspaces-network-requirements.html>.

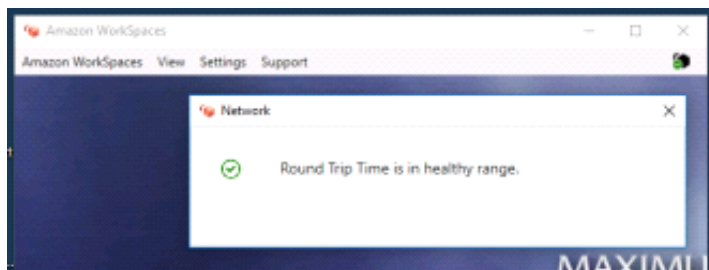
There are times when connectivity to AWS can be an issue, which will affect everything AWS is being used to access, such as NGD thru Remote Desktop.

There are a couple of ways to check this. If you are already in AWS, look at the top right of the AWS window, and there is an graphic just below the X to close the window.

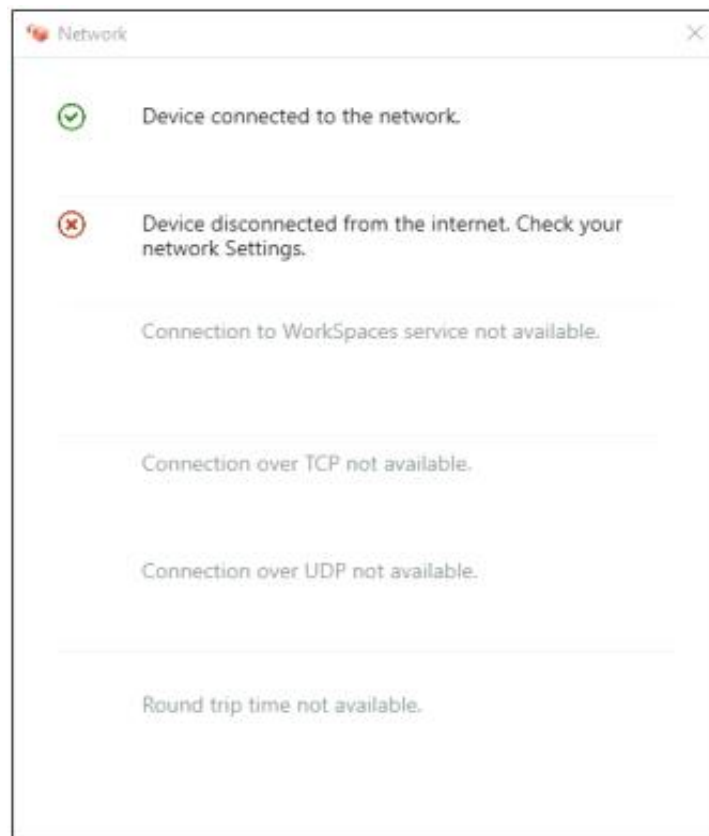


When there are connectivity issues, the small green check on that graphic changes to a different color (yellow, or red)

To actively generate a check, click on that graphic, and you should get something like this:

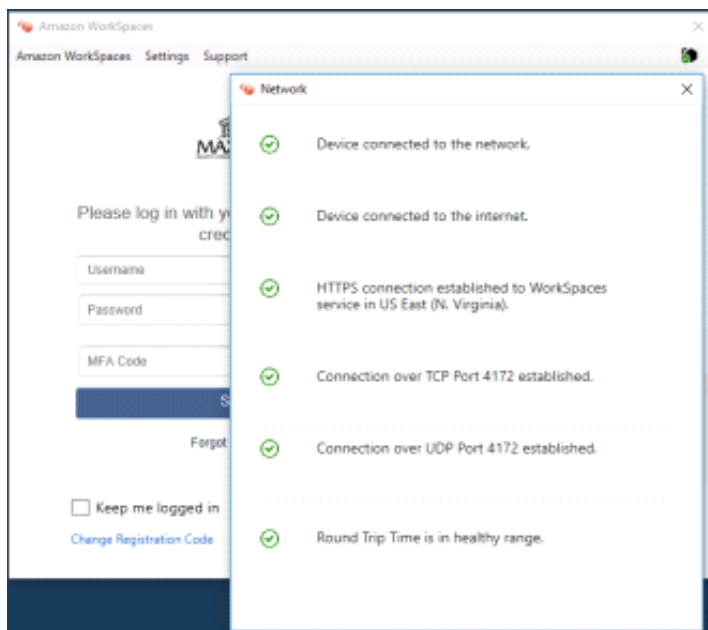


The above is an example when the connectivity is good. Below is an example when it is not so good:



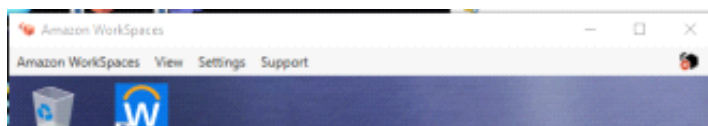
I think we have a communication failure

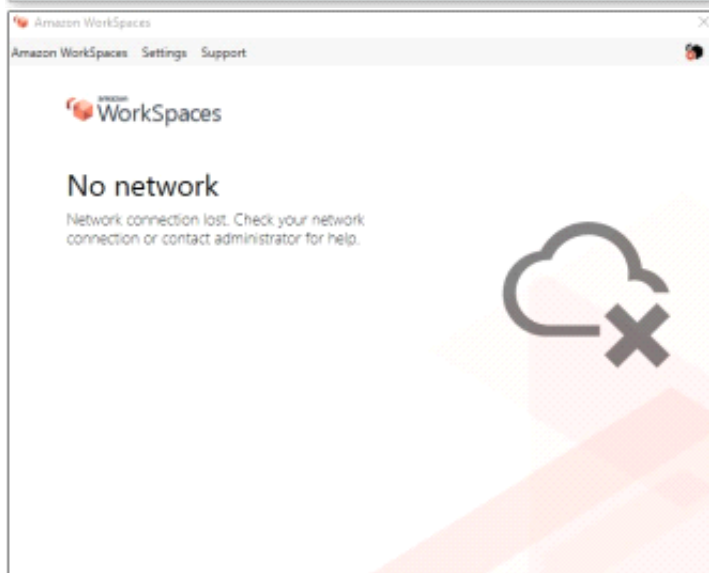
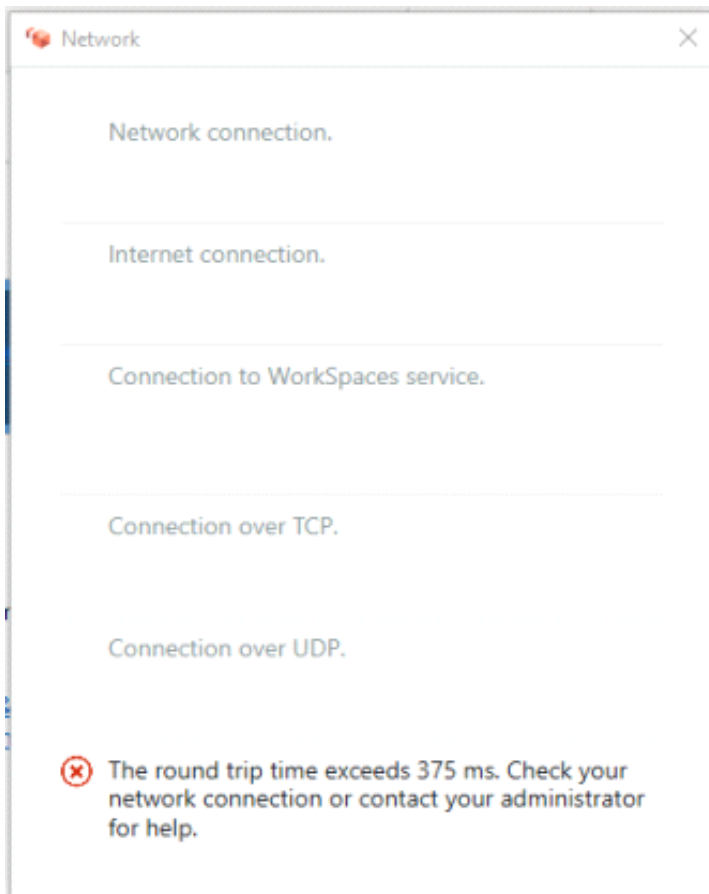
If you want to check before you login to AWS, it is a similar process. Get to the login page, and click that graphic, and you should get something like this:



This is an example when everything is working well. Depending on your issue, any one of these items that have a green check in this example may instead have a yellow or red circle instead. Knowing the state of these can assist a great deal in troubleshooting connectivity issues.

Here are examples when things aren't going as well:





### Reasons why AWS status might not be green

If the top one or second one in the long list is not green, then there may be an issue with the home internet service. The issue could also be on the AWS side.

If there Round Trip item at the bottom of the list is not green, then there may also be an issue with the AWS service itself. Remember if AWS itself is running slow, this can affect anything that is in the AWS window, including Avaya one-X Agent, Remote Desktop (RDP/RDC), and NGD.

### Check ISP

See also: [Internet](#); [Internet Tools](#)

Issues with AWS can happen because the CSRs Internet Service Provider (ISP) to their home may be having issues. One

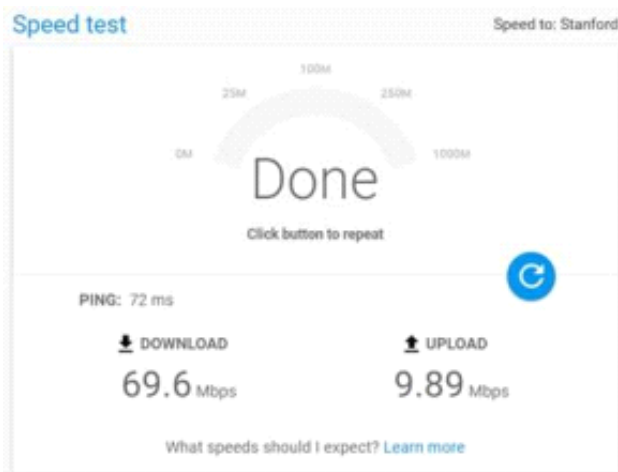
way to check this is doing a speed test.

Multiple Speed Test sites we can use:

- <https://speedsmart.net>
- <http://speedtest.googlefiber.net/>
- <https://fast.com/#>
- <https://www.nperf.com/en/>
- [Google Search Engine](#)
  - While in google, search for Internet Speed Test. An app will be available at the top of the screen to "Run Speed Test".
- [Bing Search Engine](#)
  - While in Bing, search for Internet Speed Test. An app will be available at the top of the screen to "Start" the test.

WAH agents should click on the test that best matches their connection type. For example if they get their internet thru their Cable company, but they incorrectly select Fiber, there test will be less useful

Here is an screenshot of one of the tests (speedtest.googlefiber.net) from the linked above:



This looks fairly good for a home internet connection, so in this example there isn't an ISP issue.

It's a good idea to use a speed test to benchmark your internet connectivity while your internet connectivity is working well. That way you have a baseline to compare against when try this same test again when you suspect internet issues.

#### Check other devices on home internet

I pay for a 50 Mbps down and 5 Mbps up for my internet connection, but I don't always get exactly that on my work laptop. It can depend what other network traffic is also happening at the house thru the same internet connection.

Remember that the overall household internet traffic at any particular time can make a big impact. That includes not only PCs and laptops, but also all of the Wi-Fi mobile phone traffic, video game consoles, Smart TVs, internet of things devices, etc...

For example, if my son is streaming Hulu on his PC, and one daughter is streaming YouTube videos on her tablet (using Wi-Fi), and another daughter is playing on-line games on the Xbox, while her boyfriend is sitting next to her on his laptop (using Wi-Fi) playing the game with her, and another daughter is streaming music to her phone thru Spotify, and another daughter is connected via a Zoom video meeting to her online high school class, and my wife is streaming Netflix on her phone, well, available bandwidth naturally gets eaten up quickly.

(And yes, I have that many kids, and even more devices that connect to the internet; I'm just happy that our dog doesn't have a digital device, yet).

Your mileage may vary, but remember work activities are more important than a child's internet addictions... :-)

#### Connect directly via Ethernet cable

Wi-Fi connections can be spotty, and are difficult to troubleshoot remotely. It is always best to connect directly to the home internet router/modem via an Ethernet cable.

Most PCs (both desktops and laptops) will have a standard RJ45 Ethernet port built in. However many recent model Mac laptops do not. These users will need to get the appropriate adapter to physically connect their device to an Ethernet

cable. These adaptors might include:

- Apple USB Ethernet Adapter - <https://www.apple.com/shop/product/MC704LL/A/apple-usb-ethernet-adapter>
- Thunderbolt to Gigabit Ethernet Adapter - <https://www.apple.com/shop/product/MD463LL/A/thunderbolt-to-gigabit-ethernet-adapter>

For more Mac specific information about connecting to and using Ethernet on a Mac, see: "Connect your Mac to the internet using Ethernet" at <https://support.apple.com/en-sg/guide/mac-help/mh11939/mac>

It is best to use the shortest total cable length as is possible between a home router/modem and the computing device the CSR is using for AWS.

In the real world, some non-professional level networking equipment (such as consumer class internet routers/modems) may have difficulty supporting longer cable lengths. The signal strength will decrease and insertion loss will increase the longer the total length of cable.

Also remember that there are maximum cable lengths for Ethernet cables, and you can get spotty connectivity if you are approaching those limits. The absolute maximum Ethernet cable length for Cat5/6 cables is 100 meters (328 feet). This 100 meters maximum is broken down as "90 meters (295 ft) of solid 'horizontal' cabling between the patch panel and the wall jack, plus 5 meters (16 ft) of stranded patch cable between each jack and the attached device." To do this kind of length, premium quality wiring is necessary. Many grades of Ethernet wiring can only reliably support significantly shorter runs.

Not all networking wiring can meet the top grade material and manufacturing requirements for network cables used in long wiring runs. If an extremely long Cat 5/6 cable length is needed, it is better to use cabling that meets the Underwriters Laboratory (UL) requirements for "Limited Power Certification for Power-over-Ethernet Applications (PoE)", even though the device in question may not actually need PoE. This new class of Ethernet cabling will minimize signal loss due to overheating, poorer quality materials, and poor cable assembly techniques.

## **Revision History**

Date	Change Description	Author
04/01/2020	Page created	D Meyers
04/09/2020	Added link to speed test site	J Emge
04/09/2020	Fleshed out speed test wording; added other devices section	D Meyers
05/15/2020	Added the Ethernet section	D Meyers
10/26/2020	Added resource links	J Emge
07/14/2022	Page review / cleanup	J Emge

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# AWS VPN Error

Friday, June 2, 2023 7:21 AM

## AWS VPN Error

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

WAH users unable to access AWS due to DeviceTrust indicating that VPN connection is being used on the device.

**NOTE: A policy has been put in place which should have corrected this problem. For users that are still experiencing the problem, please have them restart AWS from cloudfactory and try again. Some AWS workspaces may not see the new deviceTRUST policy. Restarting AWS will help, but it may require multiple restarts.**

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Reboot AWS</li><li>2. Connect to the VPN</li><li>3. Disconnect the VPN</li><li>4. Close all applications.</li><li>5. Shut down the laptop, wait 30 seconds</li><li>6. Power up the laptop, sign onto the device and wait 5 minutes</li><li>7. Sign into AWS</li></ol>
Suggested Response	TBD

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name



## **Revision History**

Date	Change Description	Author
06/03/2023	Page Created	J Emge
06/16/2023	Note created	J Santiago

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# AWS MFA Issues

Wednesday, November 16, 2022 7:03 AM

## AWS MFA Issues

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

Azure MFA does not come up with an access request when user is logging into AWS

User attempts to login to AWS and accesses MFA, only no access request confirmation message comes up in MFA

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Have user reboot cell phone, close AWS login window.</li><li>2. When phone comes back up, open AWS login window and attempt to login as normal</li><li>3. If MFA still does not come up with an access request confirmation, have user contact service desk to have their MFA re-registered</li></ol>
Suggested Response	TBD

### Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

### Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

### Revision History

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<b>Date</b>	<b>Change Description</b>	<b>Author</b>
11/16/2022	Page Created	J Emge

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# AWS Unable to Authenticate

Wednesday, November 16, 2022 7:03 AM

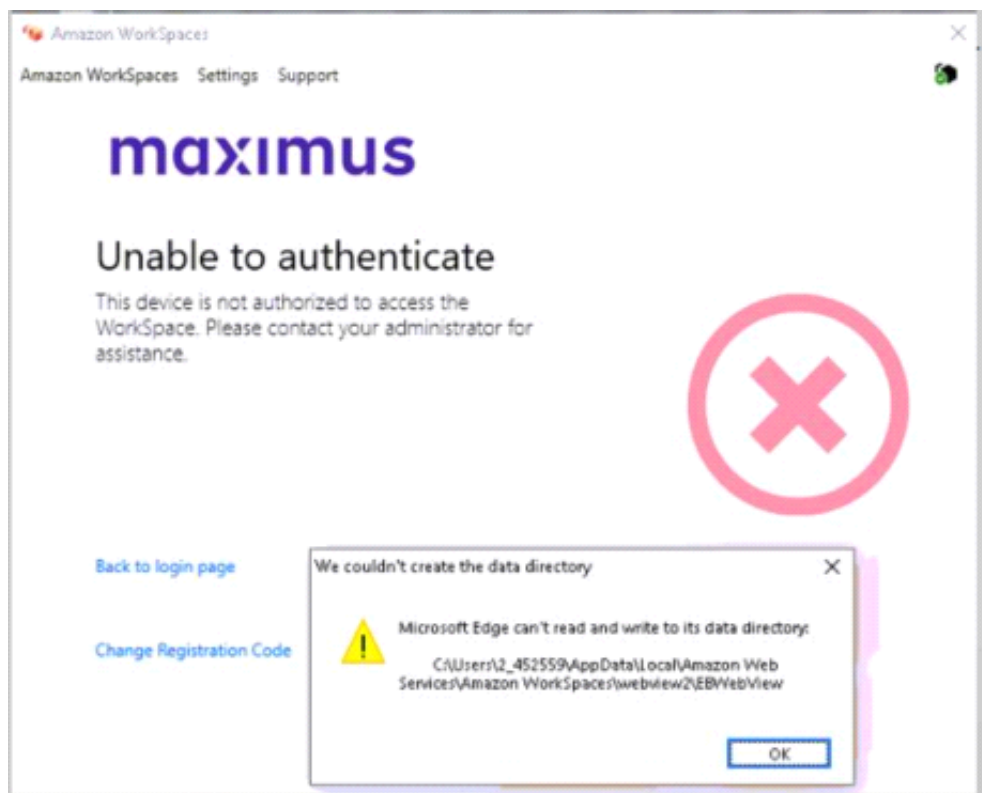
## AWS Unable to Authenticate

*Best viewed on mobile app in landscape mode*

### Description / Screenshots

This device is not Authorized to access the workspace

[AWS - Authentication Failure/Unable to Authenticate](#)



[Maehling, James: INC#: 4094809 Caller EID: 481383 Caller Name: Ceara...](#)

posted in Maximus IT - Corporate Service Desk / Support – AWS and AVD at Friday, May 12, 2023 7:09:17 AM

*Note: the user was on AWS 5.9, rolled back to 5.8*

### Resolution Steps

LSA Actions	Steps
LSA Action	<ol style="list-style-type: none"><li>1. Help Desk may need to reinstall or rollback the version</li><li>2. <a href="#">AWS - Authentication Failure/Unable to Authenticate</a></li></ol>
Suggested Response	TBD

## Related Tickets

Support Tickets	Subject Line and / or Ticket #
C3	Subject line
SR#	
DCF	

## Points of Contact

Role	Contact
Title	Name Backup: Name
Title	Name Backup: Name

## **Revision History**

Date	Change Description	Author
05/12/2023	Page Created	J Emge

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# AWS Access Cherwell Ticket Information

Friday, June 5, 2020 7:11 AM

## ❖ AWS Access Cherwell Ticket information

[Service Catalog](#) / [Access and Account Management](#) / [AWS](#)

[AWS Login Issue - AWS Workspace](#)  
AWS Login Issue - AWS Workspace

[Grant Access - Existing Project - AWS Workspace](#)  
Grant Access - Existing Project - AWS Workspace

[Grant Access - New Project - AWS Workspace](#)  
Grant Access - New Project - AWS Workspace

[Remove Access - AWS Workspace](#)  
Remove Access - AWS Workspace

## ❖ AWS Desktop Rebuild Cherwell Ticket Information

- When Requesting an AWS Rebuild, be sure to specify the CCO Baseline

Service Catalog

- [Service Catalog](#) / [Computer \(Virtual Desktop\)](#) / [Desktop](#)

- [AWS Workspaces Support - Virtual Desktop](#)  
AWS Workspaces Support - Virtual Desktop

## **Revision History**

Date	Change Description	Author
06/05/2020	Page created	J Emge
10/26/2020	Added resource links	J Emge
10/29/2020	Added <a href="#">AWS Desktop rebuild Cherwell Ticket Information</a>	J Emge
05/05/2021	Added note on rebuilds to specify the CCO Baseline	J Emge
07/14/2022	Page review / cleanup	J Emge

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# AWS only (no RDP) eCL troubleshooting steps

Thursday, July 16, 2020 9:56 AM

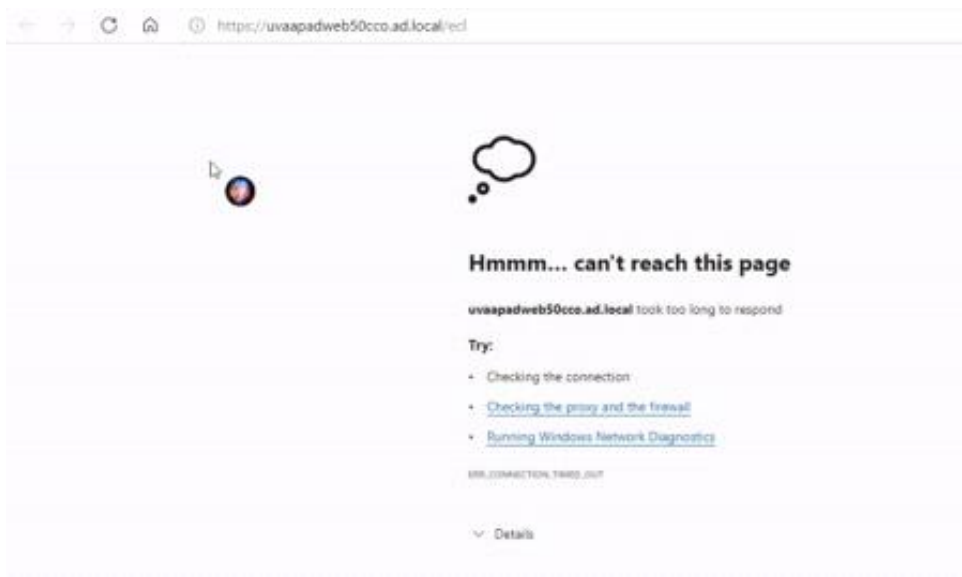
## ❖ AWS only (no RDP) eCL troubleshooting steps

### ❖ Hmm can't reach this page error

Gather users IP Addresses

Notify Telecom of issue and provide IP addresses

Please see the image below for details.



To direct someone to open a eCl ticket have them go to: Cherwell > Service Catalog - Federal > Applications/Software > CCO - eCoaching Log (eCl)

To reassign a eCl ticket,

1. Change the Classification as below: Service Federal, Category: Applications/Software, SubCategory: CCO-eCoaching Log (eCl)
2. Select Take Ownership
3. Select Assign Team
4. Search for "CCO" and select CCO Business Systems and Data Analytics

**Step 2: Classify**

**Search:**  
(clear classifications)

Service:

Category:

Subcategory:



## **Revision History**

<b>Date</b>	<b>Change Description</b>	<b>Author</b>
07/16/2020	Page created	J Emge
07/16/2020	Change to a redirect to the separate page where I had put this info under WFO, and had already made several updates	D Meyers
10/26/2020	Added resource links	J Emge
02/23/2022	Added Cherwell steps for opening a ticket for eCI	J Emge
07/14/2022	Page review / cleanup	J Emge
09/05/2023	Updated instructions to reassign eCI ticket to take ownership first.	J Emge

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# Office in AWS

Tuesday, August 18, 2020 10:45 AM

## ❖ Unable to open Office applications in AWS

### ○ Cherwell 1779981

- **Getting error NOTICE Most features are disabled because your Office product is inactive. To use for free, sign in and use the Web version.**
- **Resolution - License level**
  - CSRs are issued an E1 license type and only have access to Office on the web. If user needs to view or work with documents they should use [Libre Office](#) or if new title requires, request a license upgrade from their manager/supervisor.

## **Revision History**

Date	Change Description	Author
08/18/2020	Page Created	J Emge
09/23/2020	Added Libre Office information	J Emge
10/01/2020	Moved <a href="#">Libre Office Information</a> to its own page	J Emge
10/26/2020	Updated resource links	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Libre Office Information

Thursday, October 1, 2020 6:08 AM

## ❖ Libre Office

- Please see: [Office 365 Licensing](#) for additional info
- CSR, AWS only,
- <https://www.libreoffice.org/>
  - ◆ Libre Office Deployed to CSRs on AWS
  - ◆ This is not for anyone that has the MS Office Locally installed Applications

### ▪ Current Installed Version

-  LibreOffice 7.2.7.2
- The Document Foundation
- 6/17/2022
- 714 MB 7.2.7.2

## **Revision History**

Date	Change Description	Author
10/01/2020	Page Created	J Emge
10/26/2020	Added resource links	J Emge
03/31/2022	Added <a href="#">LibreOffice version 7.2.6.2 Deployed</a>	J Emge
04/15/2022	Added <a href="#">Please see: Office 365 Licensing for additional info</a>	J Emge
07/14/2022	Updated current installed version	J Emge

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# AWS Accounts for Non-CSRs

Wednesday, October 21, 2020 11:20 AM

## ❖ AWS Accounts for Non-CSRs

- For Non-CSR's that need NGD access from home, their manager or supervisor will need to request the AWS Desktop
- [CCO AWS \(Expansion Site & WFH\) Request Form](#)

## **Revision History**

Date	Change Description	Author
09/10/2021	Page Created	J Emge
07/14/2022	Page cleanup / review , confirmed link	J Emge

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# AWS/OneX Never Connect issue

Wednesday, September 23, 2020

8:24 AM

## ❖ AWS/OneX Never Connect issue

Apparently workspaces are getting created using/specifying the wrong Security Group

SG – WSC- CCO security group. (Incorrect)

IT would delete the SG – WSC- CCO East and add back **SG – WS – CCO East 2CPU – 261001.01.03.61.14** or **SG – WS – CCO West 2CPU – 261001.01.03.61.14**

## **Revision History**

Date	Change Description	Author
11/19/2020	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Work From Home Amazon Workspaces Login From Foreign Country

Wednesday, December 30, 2020 7:09 AM

## ❖ Work From Home Amazon Workspaces Login From Foreign Country

[D2D WFH notice no access from foreign country](#)

Remote workers are only authorized to work from the U.S. address they list as their residence address in Workday.

Under no circumstance will an employee be allowed to work outside the United States.

Maximus has monitoring tools that trigger alarms whenever a foreign log in takes place.

Due to the seriousness of this requirement, and the potential consequences to our contract, working from alternate locations, without a pre-approved exception, will be grounds for disciplinary actions up to and including termination of employment.

This means you cannot log in to Amazon WorkSpaces (AWS) on your computer outside of the country. This includes logging in to complete your timesheet or to request time off. Logging in to AWS from outside the country for ANY reason will be grounds for disciplinary actions up to and including termination of employment.

### **Revision History**

Date	Change Description	Author
12/30/2020	Page Created	D Meyers
12/31/2020	Formatted for consistency	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Amazon Workspaces Verint Screen Recordings

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces Verint Screen Recordings

[As of February 2021, Verint is live in AWS](#)

### Verint Screen Recording London/Winchester

#### **Revision History**

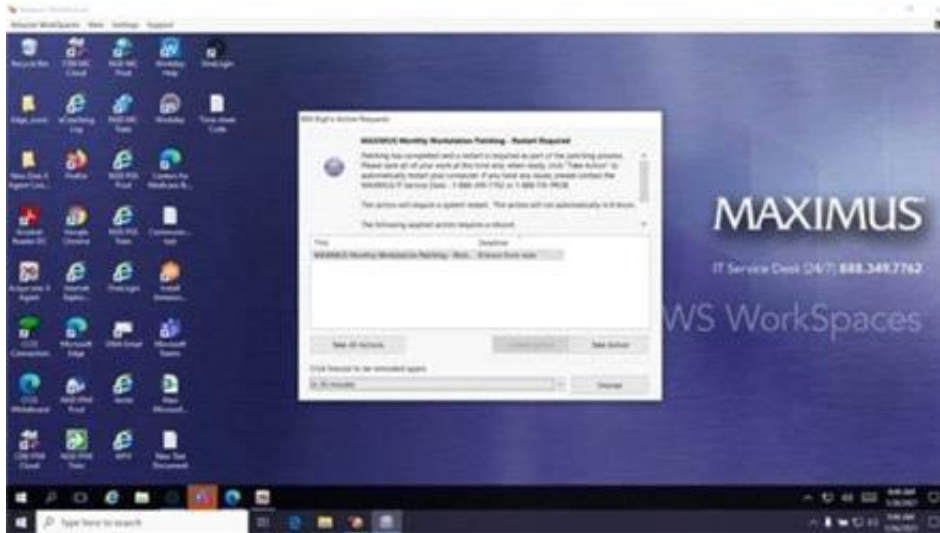
Date	Change Description	Author
01/15/2021	Page Created	J Emge
03/16/2021	Added <a href="#">As of February 2021, Verint is live in AWS</a>	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Amazon Workspaces Monthly Patch Restart Message

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces Monthly Patch Restart Message



This is the standard patching restart notification after monthly patching occurs, and is to be expected.

Snooze will make it go away until the end of the deadline at which time the computer is going to restart.

Pressing “take action” is going to take the listed action (in this case restart now)

## **Revision History**

Date	Change Description	Author
01/27/2021	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Amazon Workspaces Reactivation Requests

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces Reactivation Requests

To request the reactivation of an AWS account deactivated due to LOA etc. Have the supervisor fill out the [CCO AWS \(Expansion Site & WFH\) Request Form](#)

**DO NOT submit a Cherwell Ticket**

### **Revision History**

Date	Change Description	Author
04/07/2021	Page Created	J Emge
07/14/2022	Page review / cleanup confirmed link	J Emge

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# Amazon Workspaces Supervisor Software

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces Supervisor Software

- Supervisor software is available to be installed on an AWS desktop.
  - [Supervisor RDP. All Supervisor programs work on AWS except for Genesys](#)
  -
- A ticket will need to be opened in Cherwell to have the applications installed.
- At this time a package does not exist so each app needed will have to be included in the ticket.
- Also in the ticket, the supervisors EID and AWS Hostname needs to be included
  - [CCO Workspace Users](#)
- [Avaya AWS WFH](#)
- [RTAAWS WFH](#)

## **Revision History**

Date	Change Description	Author
06/23/2021	Page Created	J Emge
07/06/2021	Added <a href="#">Avaya AWS WFH</a> <a href="#">RTAAWS WFH</a>	J Emge
08/03/2021	Added note about <a href="#">Supervisor RDP and maxcorp domain RDP</a>	J Emge
07/14/2022	Page review / cleanup confirmed links	J Emge
01/15/2023	Updated link to CCO Workspace Users	J Santiago

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# Amazon Workspaces De-Provisioning

Wednesday, December 30, 2020

7:09 AM

## ❖ Amazon Workspaces De-Provisioning



- Voluntary disabling of AWS for a user
- Service Desk has a process for that
- Note: They require the employees Managers approval to disable the Workspace
- Once approved it gets routed to Corp Provisioning
- [AWS - Remove/Delete Workspace](#)

### **Revision History**

Date	Change Description	Author
07/14/2021	Page Created	J Emge
07/14/2022	Page reviewed / cleanup confirm links	J Emge

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# Amazon Workspaces WFH Internet Speeds

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces WFH Internet Speeds

Starting as of January 2015, the Federal Trade Commission set the legal definition of “Broadband” to a minimum of 25 Mbps down and 3 Mbps up. It was reported at the time that “[t]he FCC is expected to use the new definition to guide how they distribute subsidies to encourage broadband deployment and upgrades to networks”. ( <https://www.nbcnews.com/tech/internet/faster-internet-fcc-sets-new-definition-broadband-speeds-n296276> ) The FTC also has a published speed guide here: <https://www.fcc.gov/consumers/guides/broadband-speed-guide> .

In the past we have used that as a bare minimum, when people on the have asked for a definition of Broadband. It is the only legal definition of Broadband I am aware of. As long as documentation provided to WFH folks state that they must have a Broadband internet connection, but do not specify a speed, this has been the only official numbers available. I was told there were legal reasons why we stopped stating exactly what our official minimum was, which previously was in the WFH documentation.

Given that this definition is now more than 6 years, old, there have been multiple attempts to have this definition updated (an example of the most recent serious effort: <https://www.bennet.senate.gov/public/cache/files/c/7/c76028fb-488d-498e-8506-7d8a2dce3172/05DDC9148CC7F12A9F09235F77BB7A0D.bi-partisan-broadband-speed-letter.pdf> ). There are knowledgeable people in this field that have said that the 25/3 definition was already outdated in 2015 when it was put in place ( <https://www.eff.org/deeplinks/2020/07/american-federal-definition-broadband-both-useless-and-harm> ).

There is also no way for us to conclusively state at this time what speeds will work in all cases for WFM CSRs, but more is usually better. I do not know where the 11 Mbps number that Marla is citing below came from, but it is likely to work better for more CSRs than someone with just the minimum of 3 Mbps. I do not see a need to correct her at this time.

## **Revision History**

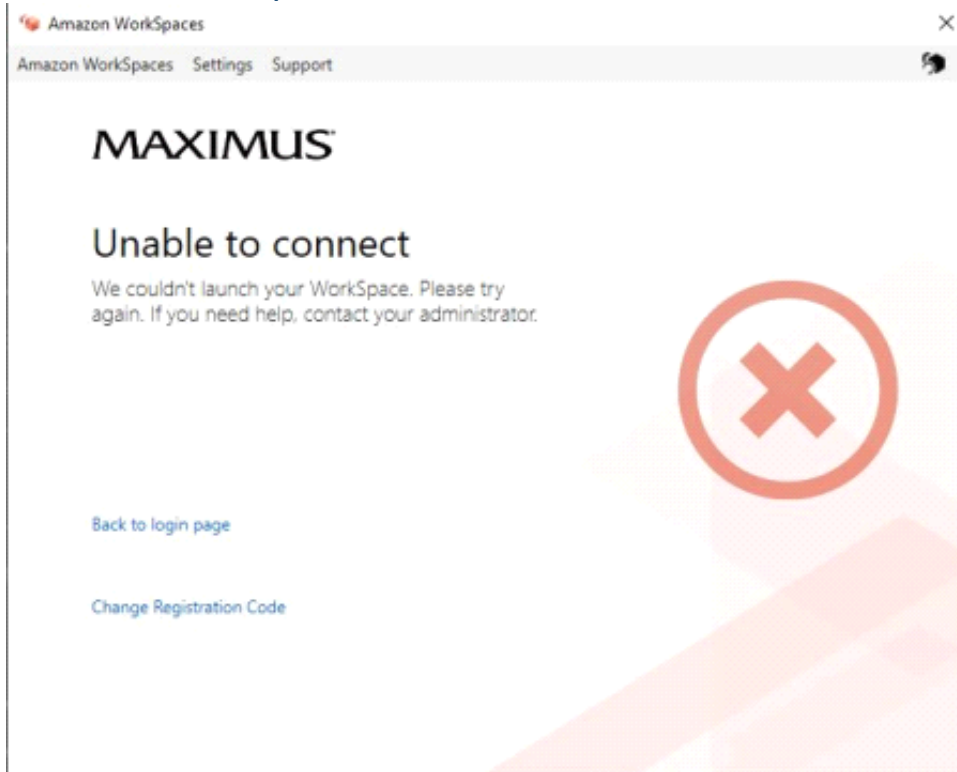
Date	Change Description	Author
04/15/2022	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge

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# Amazon Workspaces Unable to Connect Error

Wednesday, December 30, 2020 7:09 AM

## ❖ Amazon Workspaces Unable to Connect Error



Please see: [Issue: Error: Unable to Connect to Workspace - AWS](#) in [Ticket Routing and Classifications](#)

## **Revision History**

Date	Change Description	Author
04/26/2022	Page Created	J Emge
07/14/2022	Page review / cleanup	J Emge

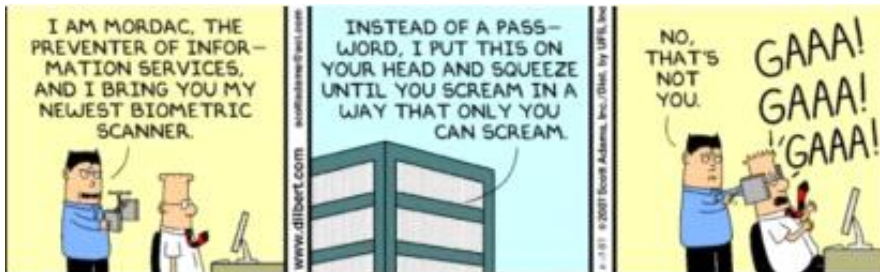
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# Work At Home Reset Windows Password

Thursday, March 26, 2020 6:35 AM

[Work at Home Support Index](#)

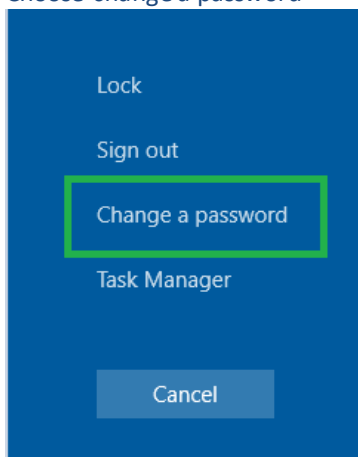
## ❖ Work At Home Reset Windows Password



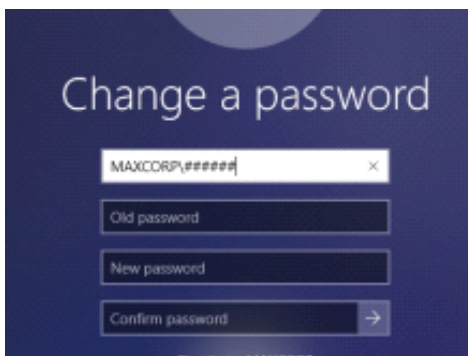
Reset Maximus Password from AWS Screen

On Amazon Workspaces Screen > View Menu > Send CTRL-ALT-DEL

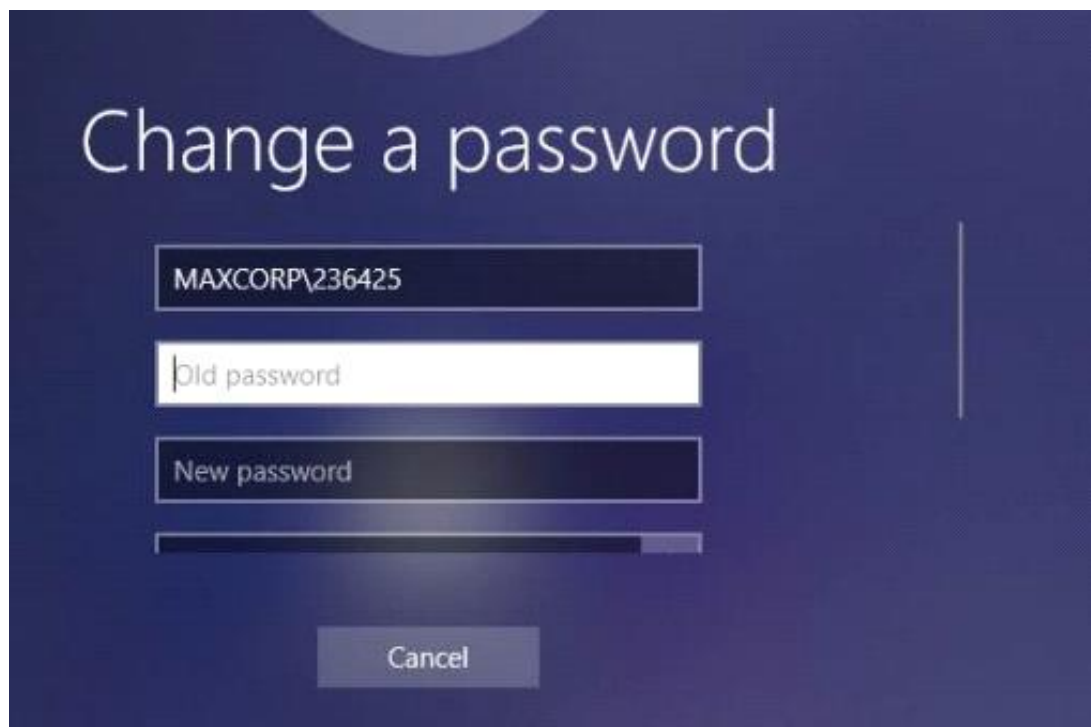
Choose change a password



This: MAXCORP\EID



Tip: if you do not see all 4 boxes, you may need to scroll. Hover over the vertical line to the right of the boxes until the scroll bar appears.



## ❖ Job Aid

TQC will be putting out an updated job aid for work at home on resetting passwords. It will include (starting on page 4) instructions for the W@H CSRs **being issued laptops** on how to reset their Maxcorp/laptop password.

## **Revision History**

Date	Change Description	Author
03/26/2020	Page created	J Emge
03/26/2020	Update with an easier option	D Meyers
04/15/2020	Added link to lpad information	J Emge
04/23/2020	Added new option 1 and moved former option 1 to option 3	D Meyers
06/16/2020	Added note about WAH agents issued laptops having separate instructions	J Emge
08/18/202	Added AWS AD password reset instructions from C Reed	J Emge
02/08/2021	Updated layout	J Emge
08/09/2022	Page review and cleanup, removed remote pc info, removed instructions to use ad\first.last, removed apple mac info	J Emge

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