Virtual Desktop Infrastructure – Frequently Asked Questions

1. **What is VMware View?**
VMware View is a software package that allows access to a Virtual machine or “Virtual Desktop” that is hosted by Challenger. Think of a virtual machine as a software version of your traditional PC or laptop.

2. **What operating system is on my Virtual desktop?**
Currently the virtual desktop pool runs Windows XP. This is the same operating system that your admin workstation at Challenger runs. You have access to the email and corporate applications via your virtual desktop.

3. **What operating systems does VMware View support?**
VMware View 4.5 supports the following operating systems:
- Windows XP
- Windows Vista
- Windows 7
- Apple OSX 10.x
- Linux (via an open source client).

4. **I have installed the client, and followed the connection instructions but I still can’t connect from my home PC:**
You need to check the following items.
- Double check with Information Systems your account has access to VMware View.
- Make sure you are connected to the internet on your home pc. Try browsing to [https://view.challenger.wa.edu.au](https://view.challenger.wa.edu.au) – if this page loads then the connection should be working.
- If the View client is taking a long time to connect to “view.challenger.wa.edu.au” check any security software or firewall you may have in place. This software, if it is configured with various settings may be blocking the connection to VMware View.
5. I get the following error when connecting to my Virtual desktop from an external location:

Check your remote protocol. For an external connection the remote protocol needs to be set to RDP. You can set the remote protocol to RDP like so:

6. I get an installation error and the client rolls back when installing.
   Restart your PC and try the installation again. This usually happens when windows is pending a reboot from updates or some other software change.

7. My default printer is not mapping across to my View desktop:
   If your home printer is not mapping across to your virtual desktop this is probably driver related. If you can’t install the XP driver for your printer, you could install a Challenger printer and print your document securely. See the following URLs:

   - [http://intranet/directorates/busi/is/mfd/Pages/mfds.aspx](http://intranet/directorates/busi/is/mfd/Pages/mfds.aspx)