VMWare Client Upgrade for Remote VDI Customers

Author: *Information Services, BJC Healthcare*
Date: *March 4, 2014*

The BJC VDI environment has been upgraded to Windows 7. An artifact from this upgrade is a recommendation that all VDI remote customers upgrade their VMware View Client to the latest version. This upgrade will improve VMware View Client response time as well as provide the safest and most reliable Follow-me Desktop (FMD) experience.

This document outlines the steps necessary to upgrade VMware View Clients for the following platforms:

VMWARE View Client for iPad.....Pages 14-18
VMWARE View Client for Mac.....Pages 2-6
VMWARE View Client for Windows .....Pages 7-13

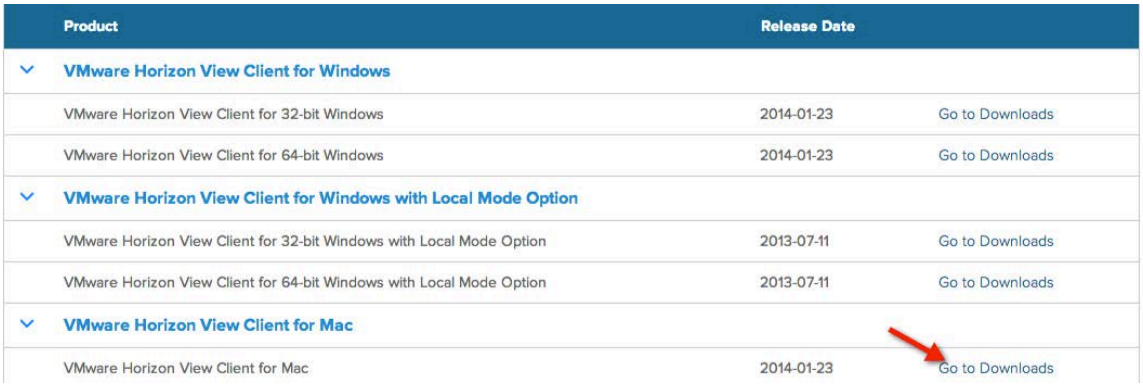
Proprietary

VMWARE View Client for Mac

Please use the following steps when upgrading your Mac to the latest version of the VMware View Client.

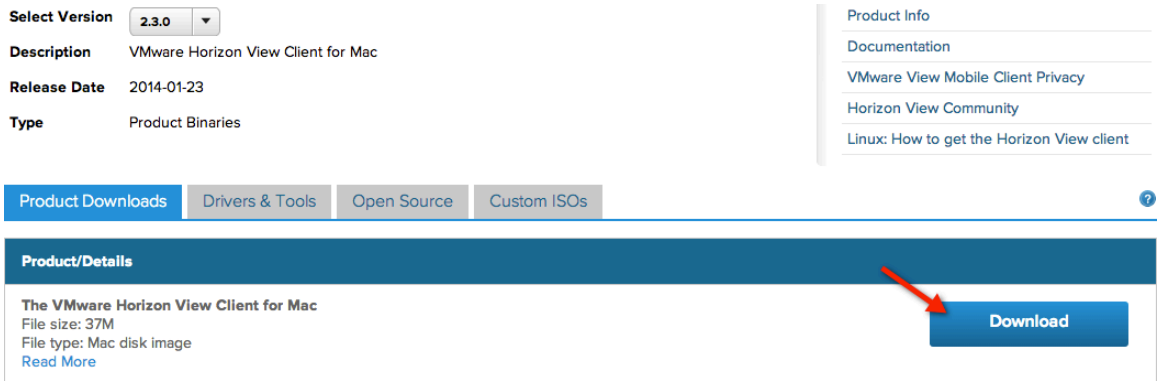
1. Browse to: https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_view_clients/2_0

2. Select to the VMware Horizon View Client for Mac, as indicated below.

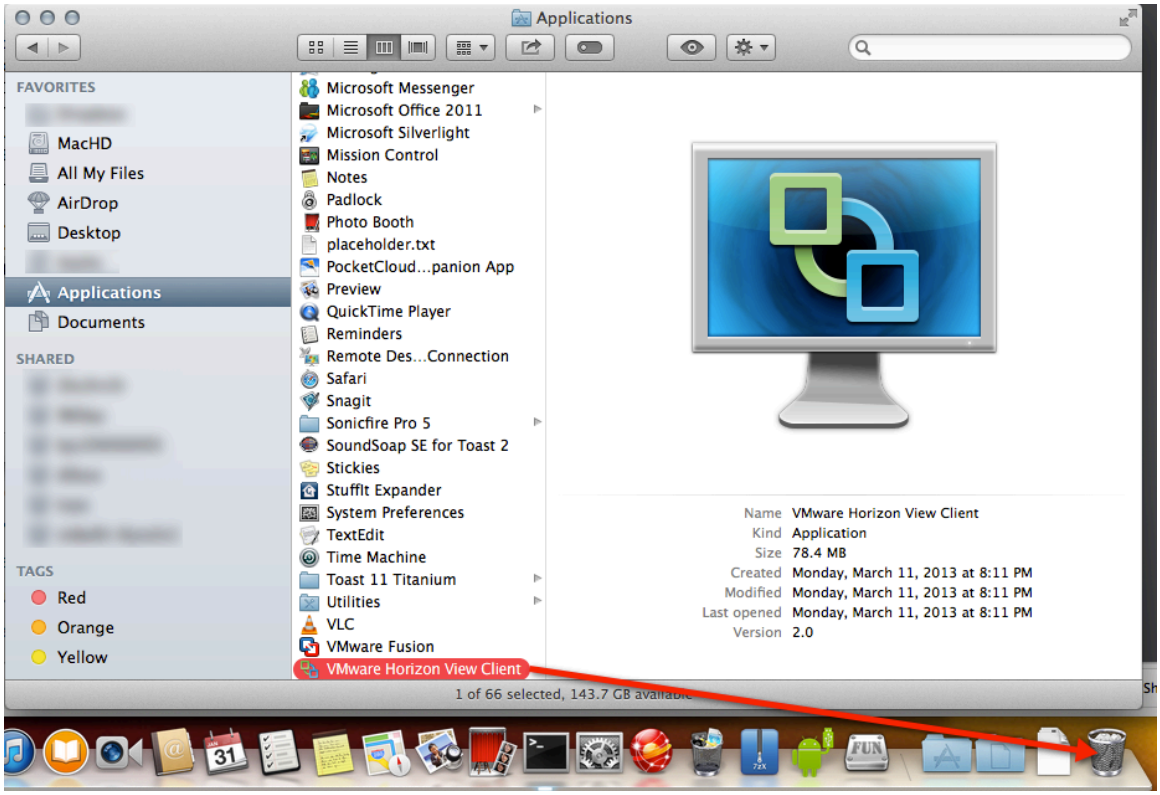


Product	Release Date	
VMware Horizon View Client for Windows		
VMware Horizon View Client for 32-bit Windows	2014-01-23	Go to Downloads
VMware Horizon View Client for 64-bit Windows	2014-01-23	Go to Downloads
VMware Horizon View Client for Windows with Local Mode Option		
VMware Horizon View Client for 32-bit Windows with Local Mode Option	2013-07-11	Go to Downloads
VMware Horizon View Client for 64-bit Windows with Local Mode Option	2013-07-11	Go to Downloads
VMware Horizon View Client for Mac		
VMware Horizon View Client for Mac	2014-01-23	Go to Downloads

3. Click Download. (By default, the latest version will be available)



4. Once your download has completed, open a Finder window and navigate to the Applications folder. Select the VMware View Client and drag it to the trash can as indicated below.



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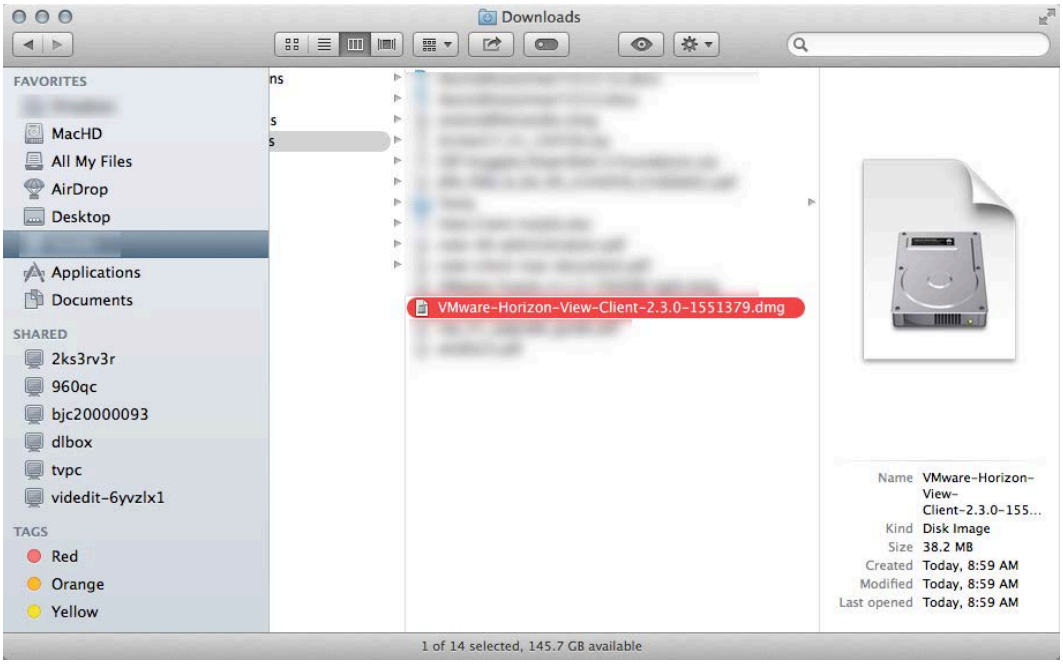
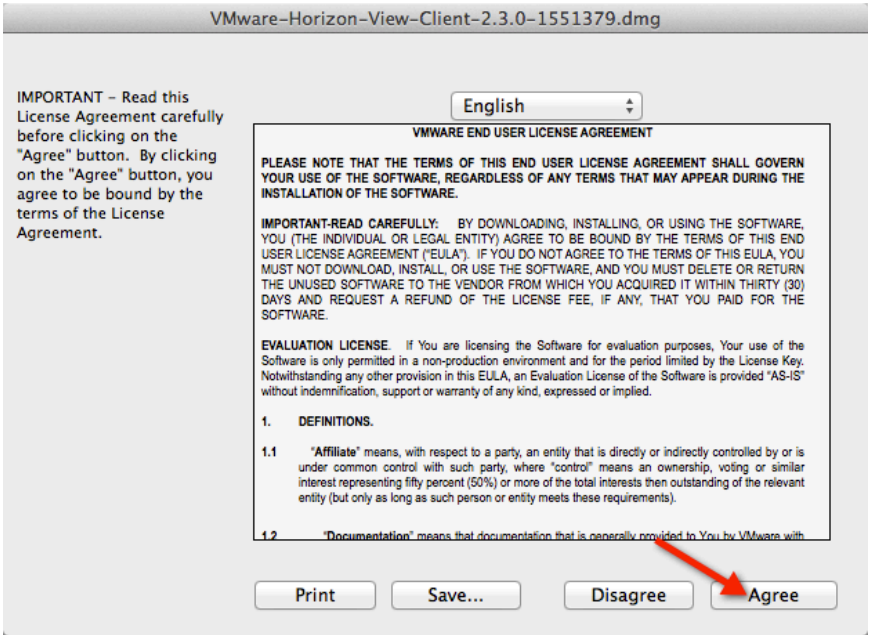
5. Next, in the Finder window, navigate to the folder the new version of the View Client was downloaded to and double click the file to launch it.



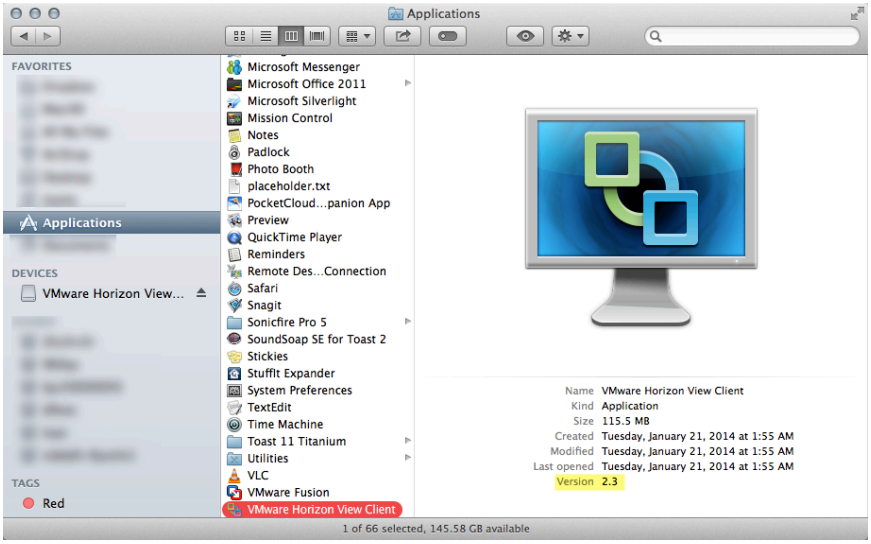
6. After the installer launches, click Agree to accept the license agreement.



7. After license agreement acceptance, a new window will open. Drag the VMware View Client to the Application folder shortcut in the window to install it.

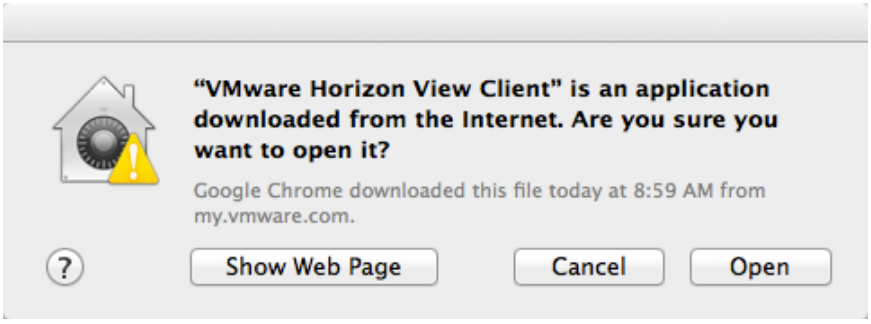
NOTE *- There will be no visual indication that the install is complete. Depending on settings, the only indication the install has completed will be a sound.*

8. The install can be verified by checking the Applications folder.



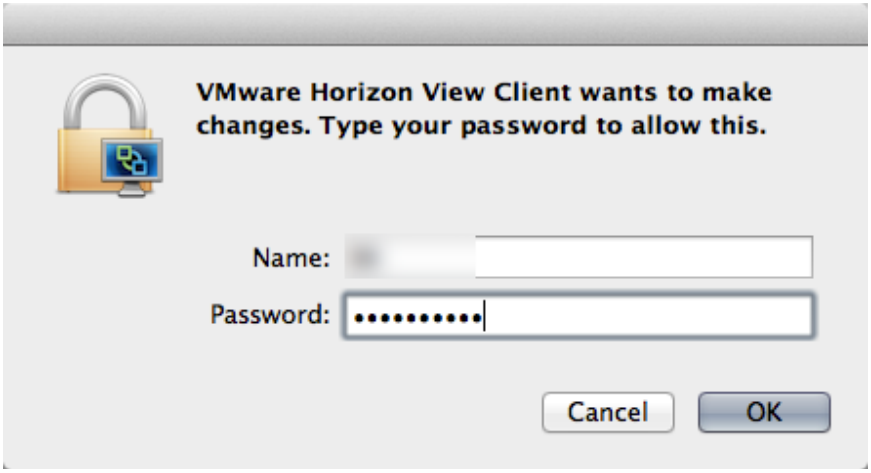
The new version of View is now ready to use and can be launched from the Applications folder.

9. A shortcut can be added to the dock by dragging the icon from the Applications folder to the dock. On first launch, a warning may appear, select Open.



10. A second warning may appear upon launch, select Continue.

11. If prompted, enter your password. Settings will be retained from the previous version and the application is now ready to use.



VMWARE View Client for Windows

Please use the following steps when upgrading your Windows device to the latest version of the VMware View Client.

1. Browse to: https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_view_clients/2_0

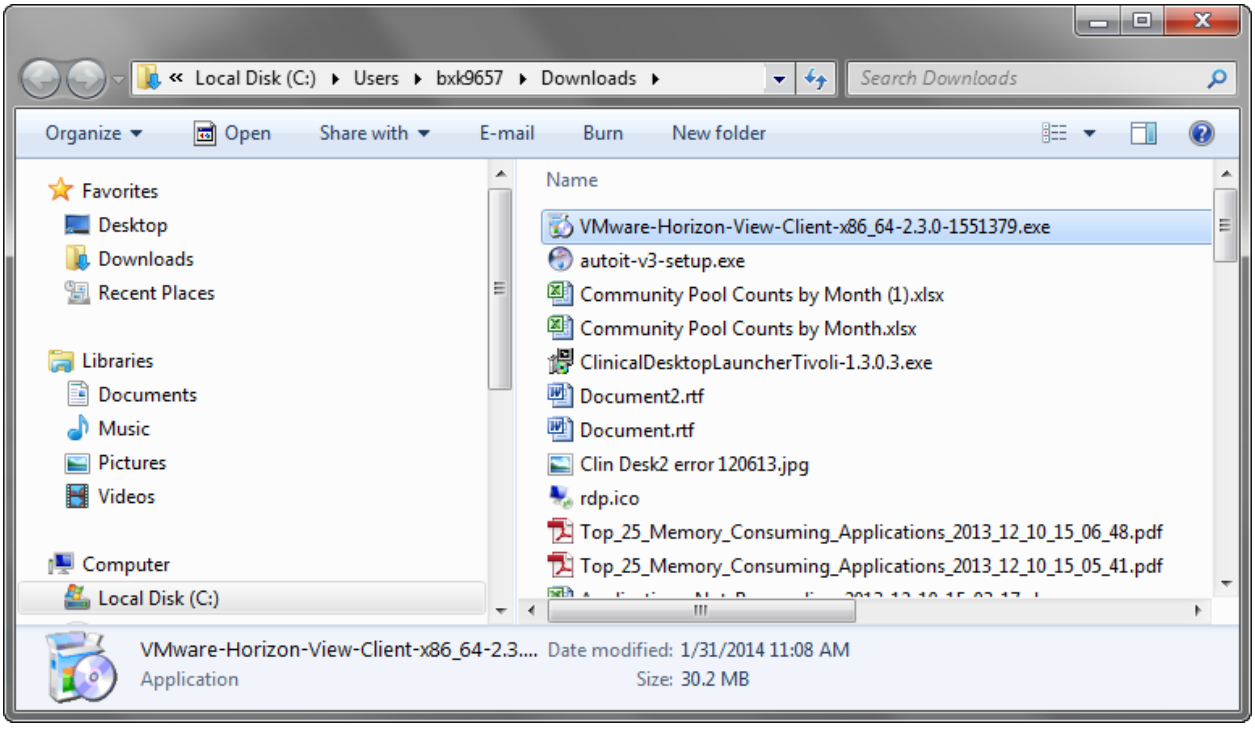
2. Select the VMware Horizon View Client for Windows as indicated below. Please do not select VMware Horizon View Client for Windows with Local Mode as this is unsupported in the BJC environment.

   NOTE *- If you are unsure if you are using a 32-bit or 64-bit version of Windows, please review the following article: http://support.microsoft.com/kb/827218*

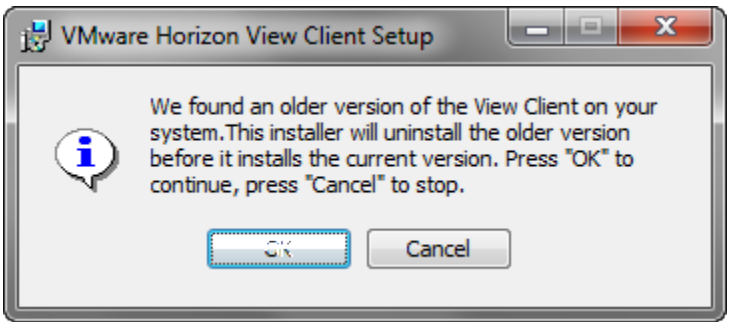
3. Click Download. (By default, the latest versions will be available)

4. Once the download has completed, navigate to the folder were the new version of the View Client was downloaded and launch it.

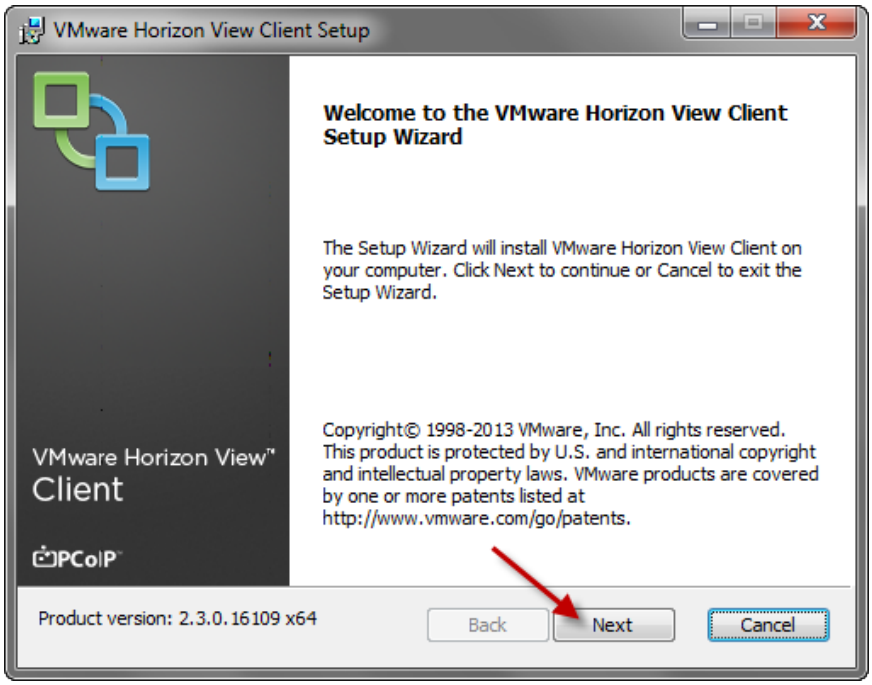
   ***NOTE** - In Windows XP, simply double click the file to launch it, in Windows 7/8 right click the file and select Run as administrator. Your Download location will vary depending on the browser used and personal settings.*



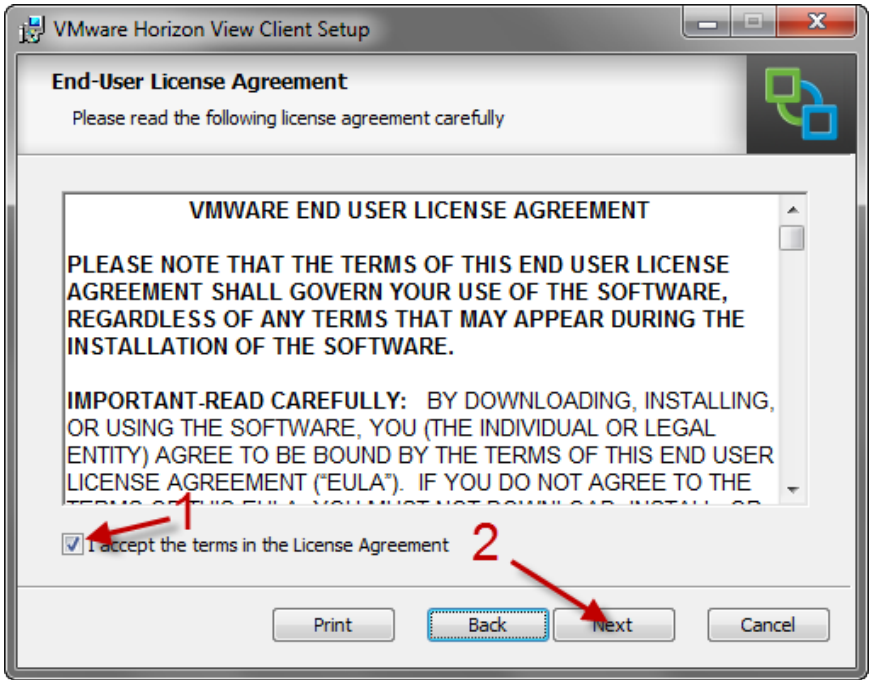
5. The installer will automatically detect any previous installs of the VMware View Client or VMware Horizon View Client and prompt you for permission to uninstall. Click OK to continue.



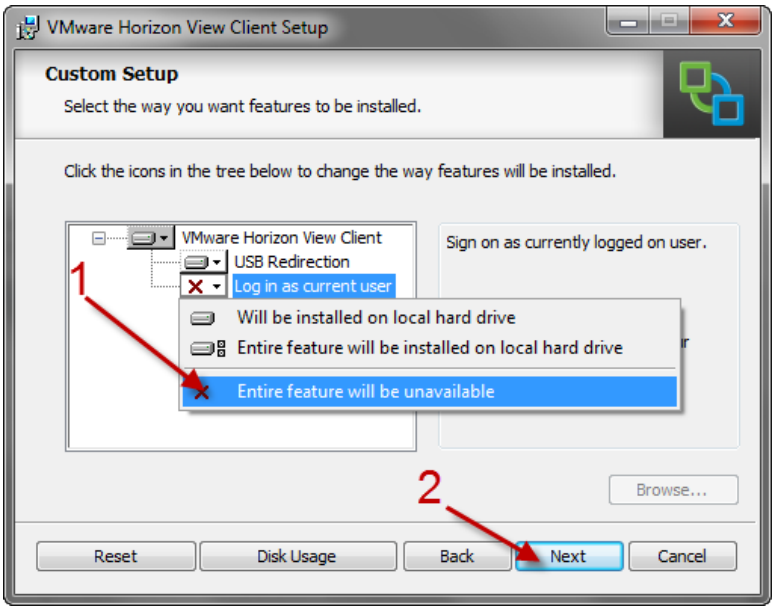
6. In the Setup dialogue box click Next.



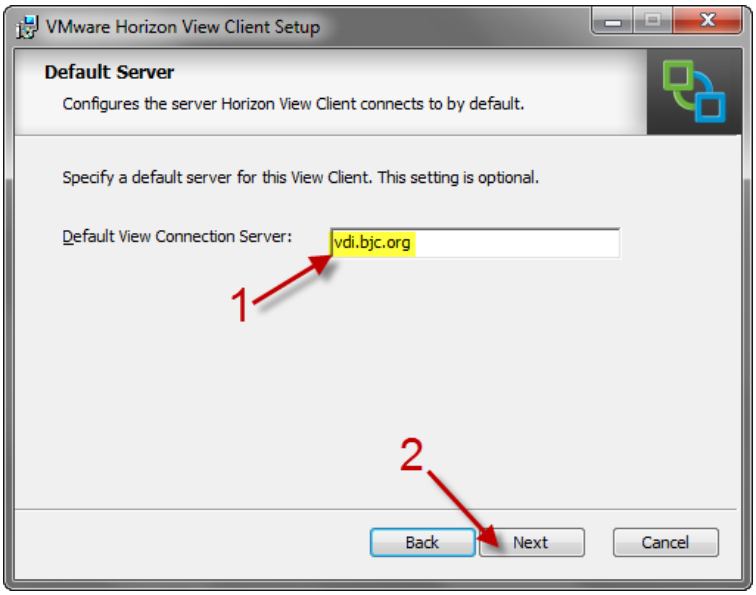
7. Click "I accept the terms in the License Agreement" and then click Next.



8. Click the dropdown arrow next to "Log in as current user" and select "Entire feature will be unavailable" then click Next.

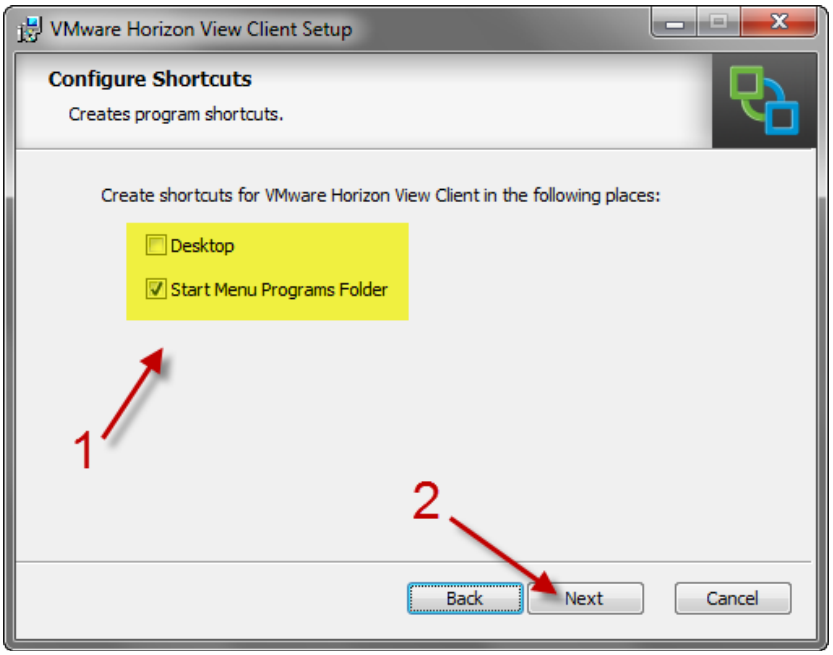


9. Enter **vdi.bjc.org** in the Default View Connection Server field then click Next.

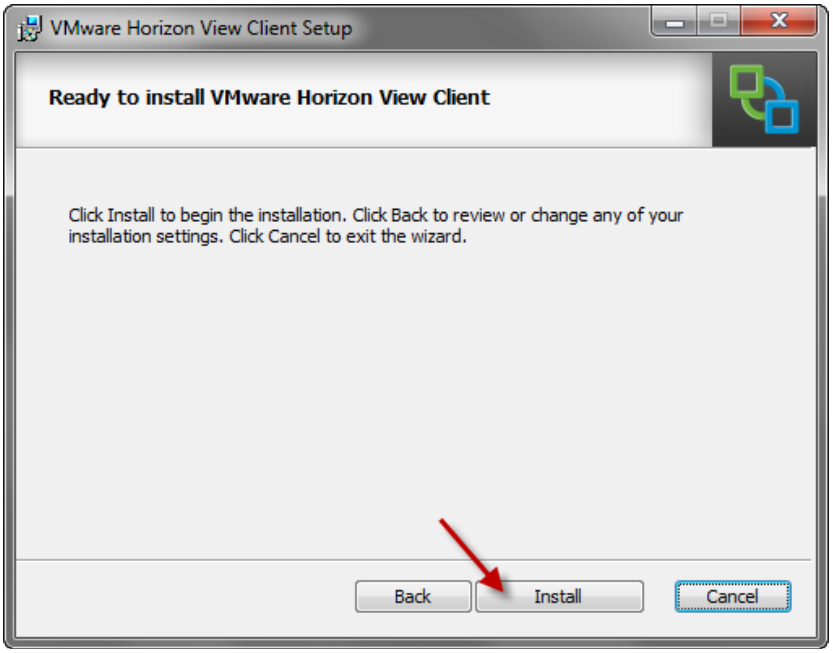


Note *- For BHC physician offices with a direct connection to the BJC network the Default View Connection Server will be* ***bhcvdi.bjc.org****.*

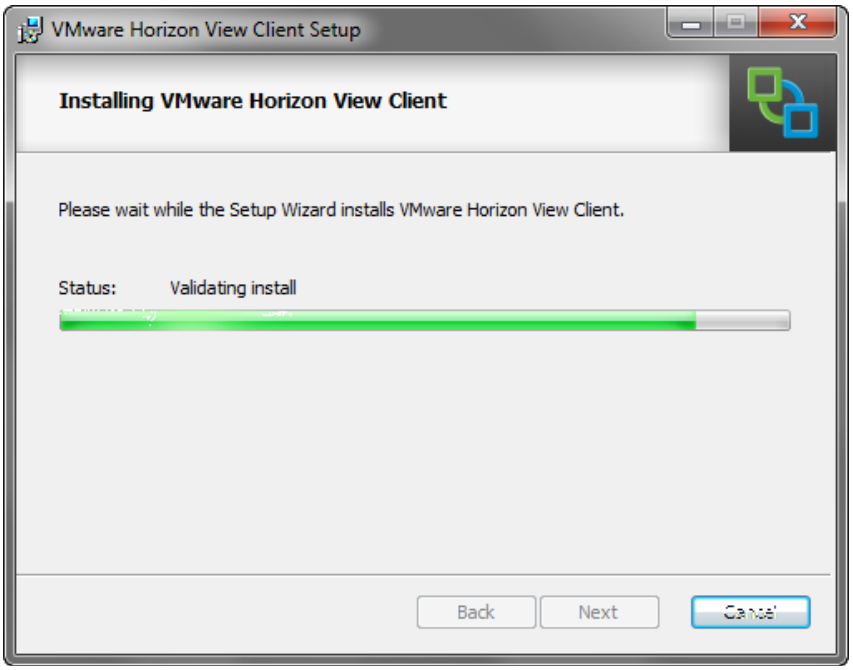
10. Shortcuts should be configured to your personal preference. The default option will create a shortcut on the desktop and in the Start menu. Select your preferences then click Next.



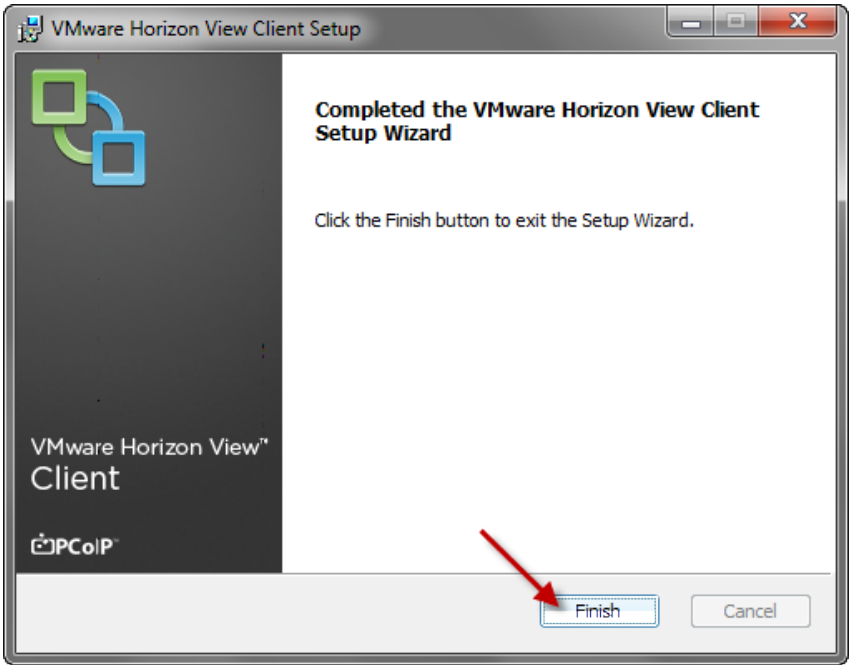
11. In the setup dialogue box click Install.



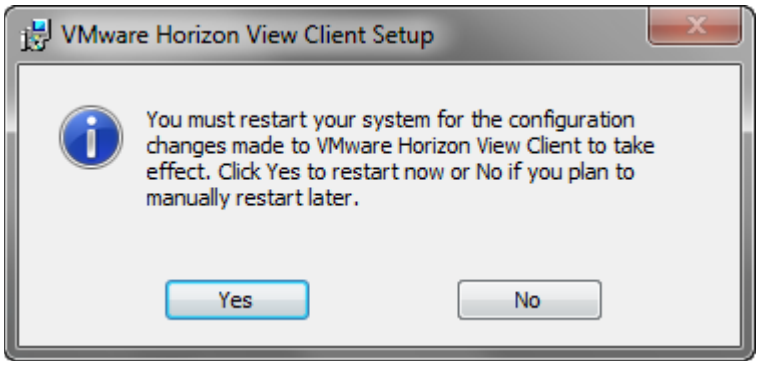
12. Wait for install to complete.



13. Then click Finish.



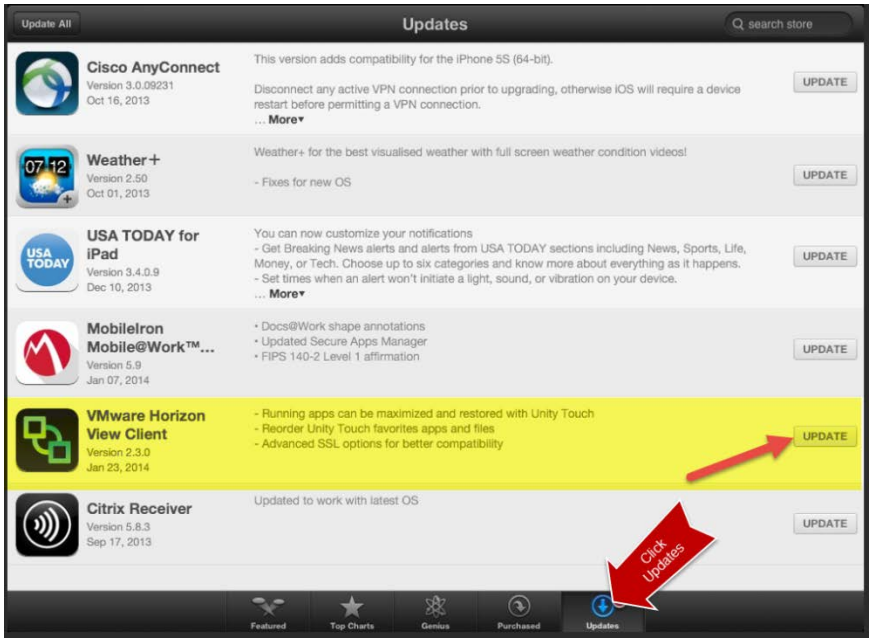
14. After installation, a reboot is required before using the upgraded version of the VMware View Client. Click Yes to reboot your device.


VMware Horizon View Client Setup
You must restart your system for the configuration changes made to VMware Horizon View Client to take effect. Click Yes to restart now or No if you plan to manually restart later.
Yes
No

VMWARE View Client for iPad

1. Tap on the App Store icon.

2. Click Updates and then click update next to VMware Horizon View Client.



3. After the update finishes, you can open the VMware View Client by tapping OPEN or using the icon provided.

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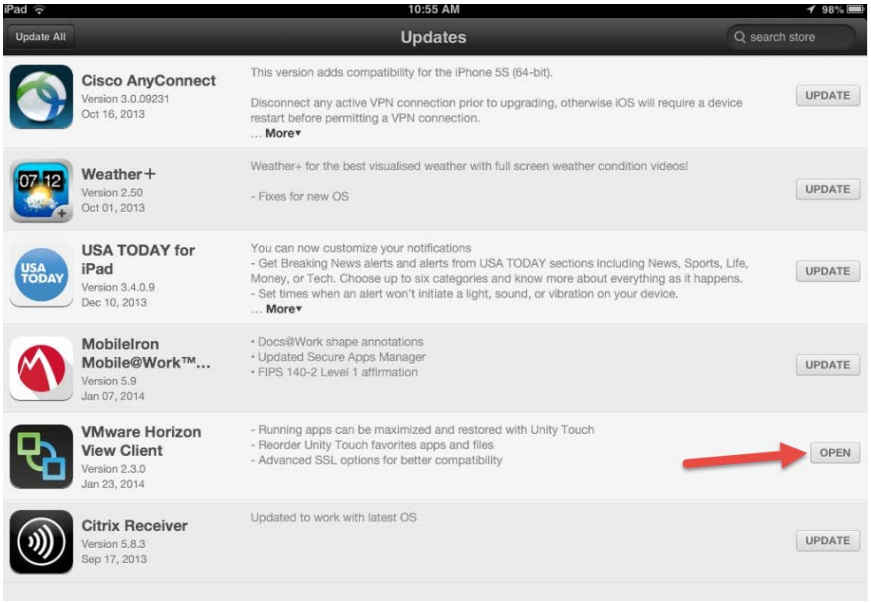
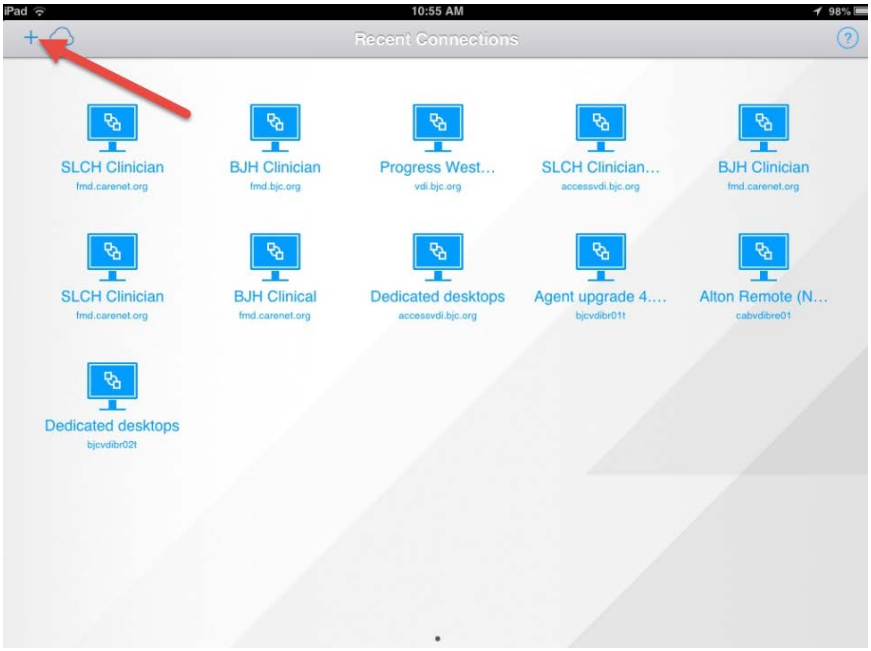
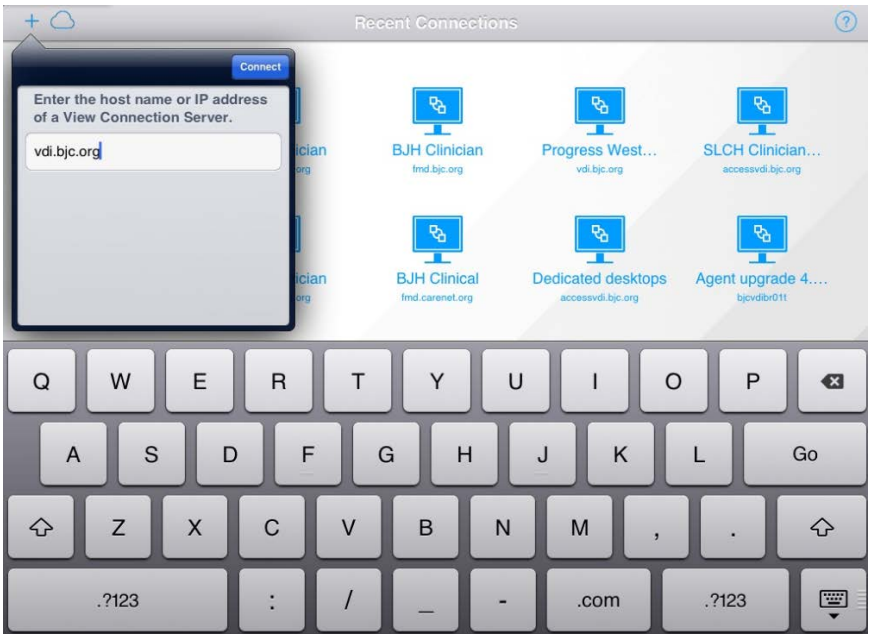


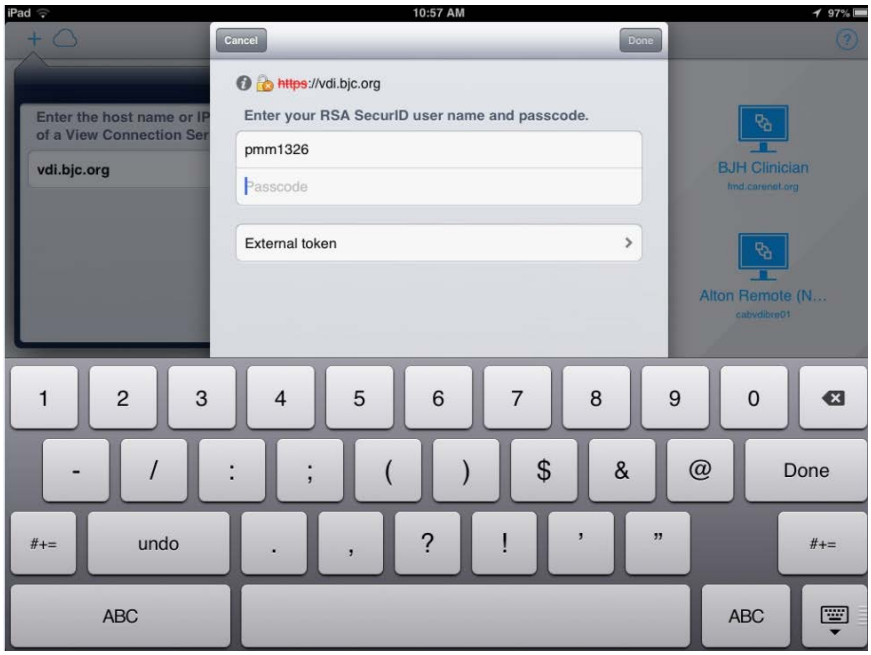
4. Click the plus "+" sign to enter the server name.



5. Enter **vdi.bjc.org** and click Connect.



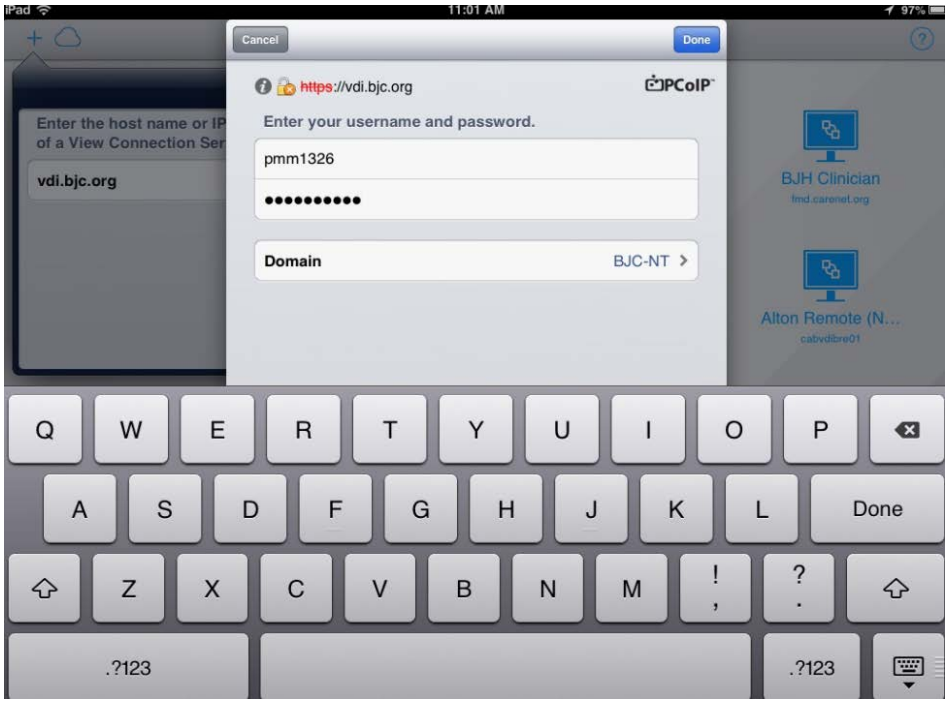
6. Enter your BJC-NT username and RSA token number.



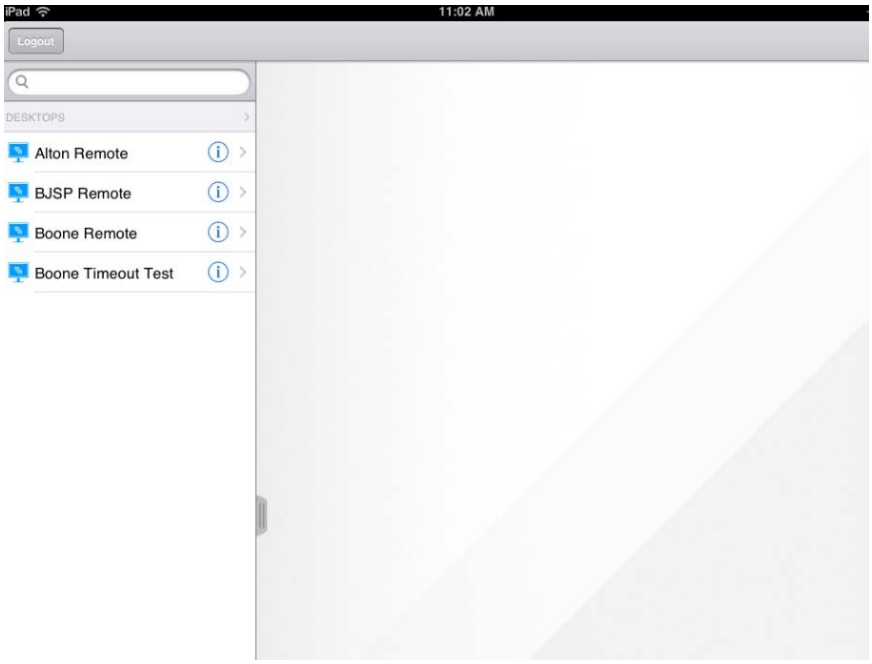
***NOTE** – If you are using a RSA Hard Token, you will enter your PIN and passcode together when prompted.*

If using a soft token, enter your PIN in the RSA app on your phone or tablet and then the passcode provided in the app should be entered in VMware View when prompted.

7. Enter your BJC-NT username and password. Make sure BJC-NT is the selected domain.



8. Click on the appropriate remote desktop. This will launch your new Windows 7 desktop.



For additional assistance, please contact your local CIS or call the CSC at (314) 362-4700 or ext. 24700.