Lab Connection Setup for Tech Data Academy VDC

Requirements

- The VMware Horizon View Client will need to be installed on all machines used for lab access. This should be downloaded from https://vdc.as.techdata.com (see instructions section).
- If there is a firewall limiting outbound connections you will need to allow the access to vdc.as.techdata.com [80.150.165.168] on port 443 TCP (HTTPS) & 4172 TCP/UDP (PCoIP).
- A stable and sufficiently performant internet connection is required; roughly estimated each client will use about 200kbps up and down.

Note: This guide is written & tested using VMware Horizon Client for Windows 5.1.0 build-14045148 and VMware Horizon Client for Mac 5.1.0 (13920831).

Installation

1. Browse to https://vdc.as.techdata.com and follow link to download the client. This will redirect you to vmware.com and will ensure that you get a version that is compatible with our servers. Local mode is not required and will increase the download size.
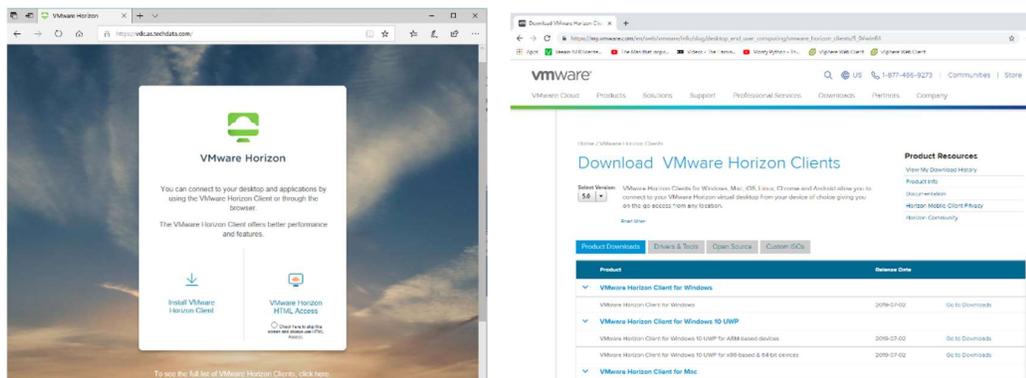
2. Install using default settings. On first run ass **vdc.as.techdata.com** as the default connection server.
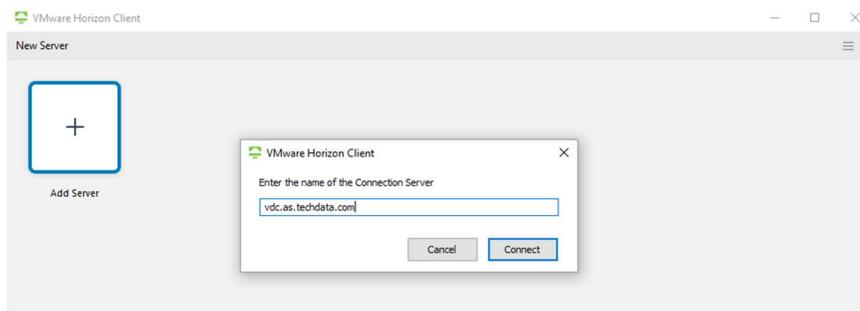
Testing
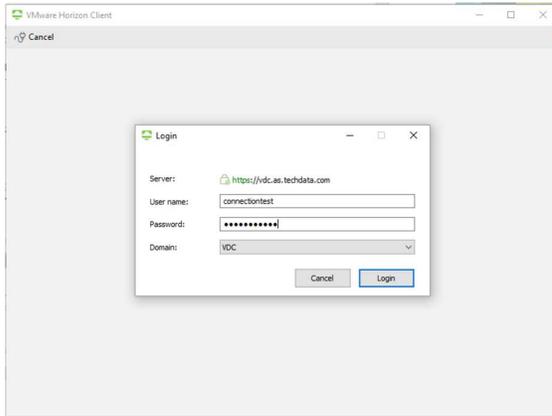
1. Open the Horizon View client and connect to **vdc.as.techdata.com** username **connectiontest** password **connect2VDC**

Note: If there is no icon for the connection you may need to select add or new server to enter the address.

2. Your desktop will open and you will see a countdown before being disconnected.
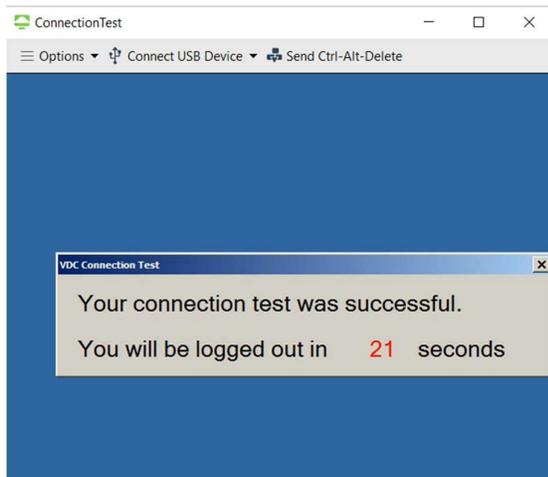
Troubleshooting

The most common connectivity issue is networking, generally caused by a corporate firewall blocking the required ports. This may also affect a home connections but this is less common. The default display protocol is Blast which requires TCP port 8443.

1. This can usually be resolved with the following rule being added (192.168.100.0/24 should be your internal network).

| Ena...	Name	Protocol	Source IP	Source port	Destination IP	Destination port	Action
✔	Blast	TCP	192.168.100.0/255.255.255.0	All	All	8443	Allow

2. For situations where adding firewall rules is undesirable or where connection issues persists, it is possible to use RDP for the desktop connections which are tunnelled using port 443. **Note this is no longer available if using Mac**.
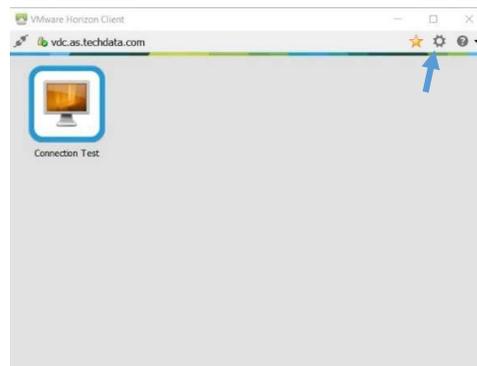
    a. If you see these error messages please select Try Again if available, it may be that desktop was not ready. Otherwise, or if a retry still didn't work, select OK or Cancel
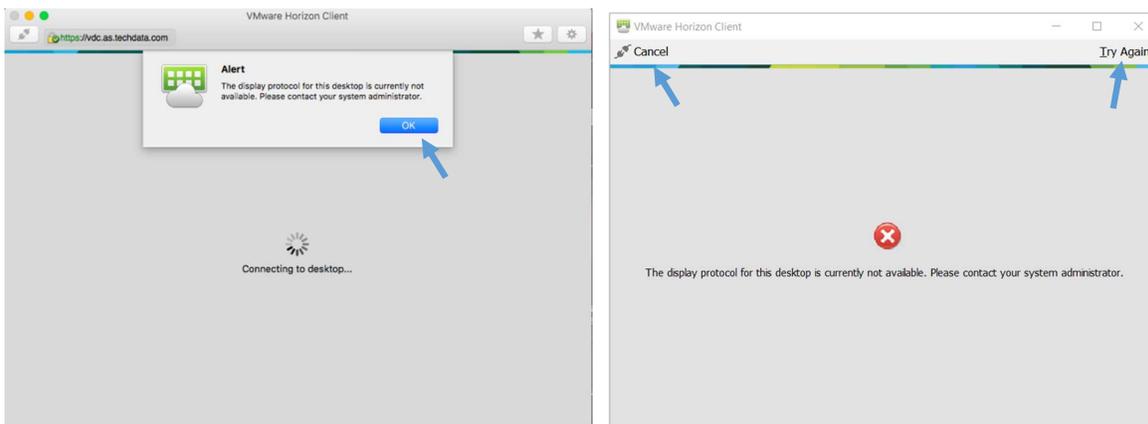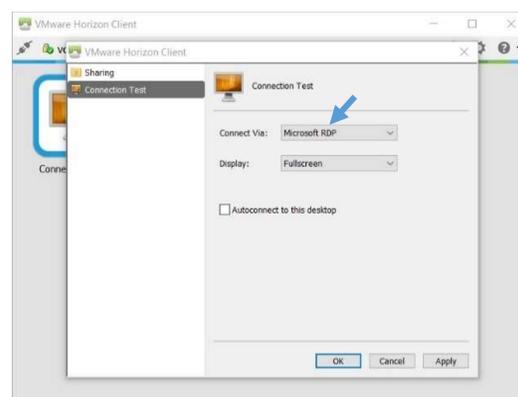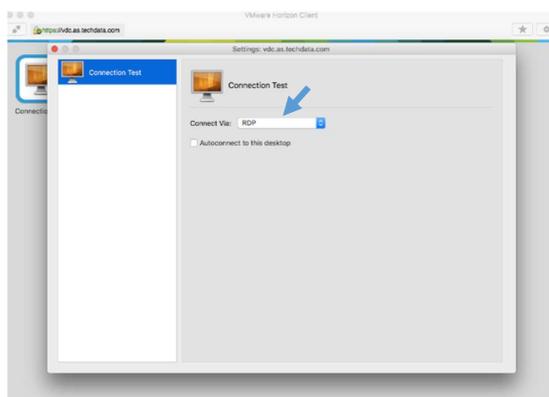
b. For other error messages or if the client just closed, log in again and click cancel as shown.
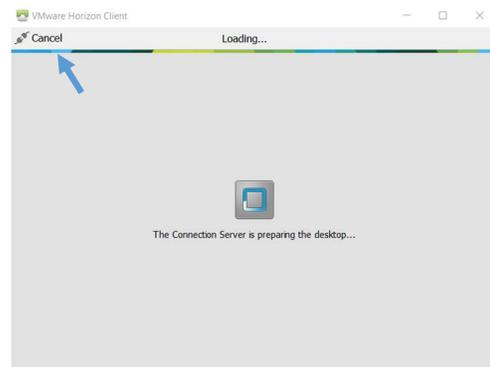
c. You will see your desktop connection icon. Select options.

d. Change display protocol to RDP

e. Close & double click the Connection Test icon to try again.