CUNY Virtual Desktop FAQs for Help Desk

The local campus Help Desk is the first point of contact when campus users are reporting incidents with VDI. When the local campus Help Desk is unable to resolve an incident, they can escalate the incident to the CIS Service Desk (see process on page 4).

Some VDI FAQ’s
a. CUNYfirst ID followed by @login.cuny.edu and your CUNYfirst password are used to login. Example: Jane.Smith09@login.cuny.edu
b. There is a 3000 concurrent user session limit.
c. Users can be logged into the VDI while actively working for 8 hours, after that the session will be disconnected/terminated.
d. Users that are logged into the VDI and are inactive for 20 mins or more will automatically be logged off of VDI. If you are logged off your data WILL BE LOSS.
e. It is advisable that all users save their data frequently to avoid data loss.
f. Internet Explorer is the supported browser in the CUNY Virtual Desktop. Browser is set up with restricted access to certain web sites including all CUNY websites, Blackboard, MS 365 One Drive, SPSS, SAS, MapleSoft, Mathematica and Matlab tutorial page.

URL to log into and access VDI software

Cuny.edu/virtualdesktop

The campus need to make sure that the following outbound ports are open;

Tcp/udp 4172
Tcp 80
Tcp 32111

Campus users will experience VDI launch issues or errors if these ports are not open.

User receives error message “Unknown user name or bad password” (1).

This message can be one of two issues;

1. The user has entered a bad password - The user can verify their password by logging into CUNYfirst with their CUNYfirst id and password. If a user is unable to log into CUNYfirst because of a password then they must reset it in CUNYfirst. Passwords will sync up immediately with VDI, but may take up to 20mins.
If the user verified a correct password without resetting it, then;

2. The user doesn’t exist in UAD (universal active directory). Escalate to CIS for resolution with the full name, Emplid and CUNYfirst ID. The user needs to be added to the UAD by CIS, this is a 24 hour process.

User receives error message “You are not entitled to use the system” (2).

This means the user is in UAD but doesn’t belong to the campus group. Escalate to CIS for resolution with the full name, Emplid and CUNYfirst ID. The user needs to be added to the UAD campus group.

User receives error message (3) when concurrent user session exceeds 3000.

User should wait and try to log in at a later time.
Can a user be dropped from a VDI session?

CUNY Virtual Desktop session is set up with 8 hour time limit. User can log back in immediately after session is terminated if they wish.

VDI session is frozen?

Ask user to disconnect and wait 25 minutes. After 25mins the system will force you off and terminate the session. If the student is still having an issue, escalate to CIS.

Student can’t connect to flash drive.

Make sure the usb drive is correctly formatted as fat or exfat (see User FAQ)

Student can’t see their local drive in the virtual desktop environment.

This should not be an issue. If you are in a campus lab the desktop may have been configured to not show the local drive. If possible, test with other devices. If this is still an issue, escalate to CIS.

In the meantime, user should save their work.
Logging off VDI

When you are finished with your session it is recommended that you disconnect and Logoff.

Student has slow performance?

Escalate to CIS with appropriate triage. (See below)

Escalation Process to CIS

VDI Incidents that need to be escalated to CIS are to follow the below process:

a. Email the CIS Service Desk at service.desk@cuny.edu

b. Email Subject: VDI Incident / Campus Name

c. Add triage information that is relevant to incident:

- How user is connected wireless / hardwired
- Location of student Campus/ Campus Lab/ Home
- Desktop/Laptop
- Mac/PC/Tablet/Cell
- Operating System
- Software Application user was in
- Browser and Version
- Error Message
- Describe incident and navigation
- Emplid and CUNYfirst ID.