Safe Haven
User Guide

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Safe Haven VDI

Introduction
The Safe Haven is a fully web accessible Virtual Desktop Environment (VDI), and delivers a superior desktop experience to the end user.

The delivery of the service is by VMWare View Horizon.

This document describes the methods to access the VDI environment, and further discusses the advantages and disadvantages of using each method. This will allow the user to decide on what best suits their requirements.

Key Features and Benefits
- Persistent desktops - Any changes made and saved files to your desktop/documents folders are no longer discarded at log off.
- Latest Stata 14 MP software and SAS 9.4 software installed.
- Stata and SPSS run up to 3x faster than the previous environment.
- Streamlined delivery of VDI accessible via most tablets/phones/PC and Mac.

VDI Portal
The VDI environment is accessed via a portal that is named https://safehaven.dundee.ac.uk/ which will present the options available to logon (Figure 1 - View Horizon Portal)

Users will be presented with 2 options, either the VMware Horizon Client or the VMware Horizon HTML Access (Sometimes referred to as BLAST)
VMware Horizon Client

Key Features
VMware Horizon Client for Windows makes it easy to access your Windows virtual desktop with the best possible user experience on the Local Area Network (LAN) or across a Wide Area Network (WAN).

Support for Windows 8 and 8.1 (with Updates) and Windows 7 systems - Windows XP and Windows Vista are supported only with Horizon Client 3.2.1 and earlier. Please note Windows 10 is NOT supported.

Unmatched performance - The adaptive capabilities of the PCoIP display protocol are optimized to deliver the best user experience, even over low-bandwidth and high-latency connections. Your desktop is fast and responsive regardless of where you are.

Simple connectivity - Horizon Client for Windows is tightly integrated with VMware Horizon 6 for simple setup and connectivity.

Secure from any location - At your desk or away from the office, your data is delivered securely to you wherever you are. SSL/TLS encryption is always used to protect user credentials, and enhanced certificate checking is performed on the client.

Runs on Windows, Mac OSX, iOS, Linux and Android

Downloading and Installing Horizon Client
Due to the Horizon client and associated documentation being constantly updated, please refer the following.

Download the Horizon client from [https://my.vmware.com/web/vmware/info?slug=desktop_end_user_computing/vmware_horizon_clients/3_0](https://my.vmware.com/web/vmware/info?slug=desktop_end_user_computing/vmware_horizon_clients/3_0)

Logon Process

1. Launch the VMWare Horizon View Client and enter the following details
   Connection Server: safehaven.dundee.ac.uk (Figure 2 Horizon Client Connection settings)

2. Click “Connect”

   ![Figure 2 Horizon Client Connection settings]

3. Read and Accept the following by clicking “OK” (Figure 3- Standard Terms)

   ![Figure 3- Standard Terms]
4. Enter your username and password and click “Login”

```
User name: [blank]
Password: [blank]
Domain: [INFORMATICS]
```

5. Click to highlight the pool you want to connect to and click “Connect”
   Note that only pools that you have access to will be shown in Figure 4 Pool Selection
   The Display feature allows you to control how the VDI service is delivered to you if you have a multiple monitor setup.

```
Support Information
Display: Multimonitor
```

```
Pool Selection

Pool Selection

Figure 4 Pool Selection
```

Your desktop will be prepared and you will be logged onto a Windows 7 desktop
Locking and Logging Off

To perform a log off or lock of your VDI Sessions, click on the Start menu. The default action is “Lock”, and from the menu you can choose “Log Off”

From the Start menu Figure 9 Locking Session within Windows
VMware Horizon HTML Access

Key Features

VMware Horizon View HTML Access makes it easy to access your Windows virtual desktop from an HTML 5-based browser. No need to install any software.

Work the way you want to - Access View desktops from device platforms where no native client is available, or from any computer on which you do not want to install software.

Simple connectivity - Horizon View HTML Access is tightly integrated with VMware Horizon View for simple setup and connectivity. Open a browser, enter a server URL, and log in to see a list of available View desktops.

Secure from any location - At your desk or away from the office, your data is always secure. Enhanced certificate checking is performed on the client.

Using HTML Access
Due to the documentation being constantly updated please refer to https://www.vmware.com/pdf/horizon-view/horizon-html-access-3x-document.pdf for the latest documentation.

Logon Process

1. Launch your browser of choice and navigate to https://safehaven.dundee.ac.uk/
2. Click on “VMware Horizon HTML Access” as per Figure 6 View Horizon Portal

Figure 6 View Horizon Portal
3. Enter your username and password and click on “Login” as per Figure 7 HTML Access Login

4. Click on the pool that you want to connect to as per Figure 8 HTML Access Pool Selection. Note that only pools that you have access to will be shown.

Your desktop will be prepared and you will be logged onto a Windows 7 desktop.
Locking and Logging Off
To perform a log off or lock of your VDI Session, click on the Start menu. The default action is “Lock”, and from the menu you can choose “Log Off”

From the Start menu Figure 9 Locking Session within Windows

Applications
The standard environment desktop provides the following applications:

- Notepad++
- R.

User applications are delivered dynamically though VMWare App Volumes, and are assigned to the user.
Currently the following applications are delivered through App Volumes

- SPSS
- Toad
- SAS
- Stata
- Matlab

Application Plugins
Application plugins will be made available via the plugins folder on Y: \ .
Currently the following applications have plugins made available for them

- R.
Stata Plugins
If a user requires a Stata plugin, please contact HIC Support (hicsupport@dundee.ac.uk) with the following information

- Plugin Name
- Plugin Installation command

SAS and SPSS have no plugin/addons available

Standard Drive Mappings
Users will have the following drive mappings as standard

- P:\ Maps to projects
- Z:\ Maps to users output folder/profile
- Y:\ Maps to Plugins directory for user self-service plugin installation

User Profiles
Under the previous Safe Haven, any changes a user makes and files saved to desktop/my documents were lost of on log off.

The new Safe Haven has been designed with your convenience in mind, and hence any changes made on user profile and saved documents are retained.

Performance
The new Safe Haven VDI environment resides on cutting edge hardware, leveraging the latest technologies.

Testing has proven that applications run faster than the current Safe Haven, with some applications experiencing a 3 x performance increase!

Operational Notes
Temporary Files
The TEMP/TMP is redirected to the D:\ (SystemDisposableDisk). It is the users responsibility to copy any files/folders that maybe created by an application.

Areas users are able to copy to is Project on P:\ or your Personal on Z:\

Data WILL BE LOST from the D:\ temporary folders when a user logs off.

If you are no longer using your session please LOG OFF rather than Locking.

Copying of Data into Safe Haven
If there is a requirement to copy data into the Safe Haven, please contact HIC Support in the first instance.

Restrictions
- No internet access available
• Application installation is disabled
• Copying data out of Safe Haven VDI

Helpdesk
For any issues that you are experiencing, please send an email to HICSupport@dundee.ac.uk in the first instance to log a call.

When raising a call the following information MUST be submitted

• Name
• Logon username you are experiencing an issue with
• Project you are experiencing an issue with
• Email address
• Phone Number
• Useful information such as error message, application affected, plugins used time and date of error.