ELMS RDS Access in VDI

Overview

ELMS has been moved to a new platform Enterprise VDI

Important:

- Please contact the ITS Enterprise Service Desk at (844) 891-1786 to report any issues

- An RSA token is required to access VDI outside of the state network. Please click on the following link for the RSA user guide: RSA SecurID Token Request User Guide.pdf (sharepoint.com)

- VDI access requires installation of the VMware Horizon client. If you do not have the Horizon client, please see instructions to install the Vmware Horizon client on a personal device or a state issued device, pages 5-12

- If you are an external user and your agency is restricting access to desktop.ny.gov, a new IP address will need to be allowed and ports may need to be enabled.

Desktop.ny.gov as 161.11.225.12

Item	Protocol	Port	Source	Destination	Description
1	TCP	443	Any (*)	161.11.225.12	Desktop Brokering (Authorization and Assignment)
2	TCP/UDP	4172	Any (*)	161.11.225.12	PCoIP (Endpoint to VDI Security Gateways)
3	TCP	32111	Any (*)	161.11.225.12	Device Redirection (Endpoint to VDI Security Gateways)
4	TCP/UDP	8443	Any (*)	161.11.225.12	HTML5/Blast (Endpoint to VDI Security Gateways)

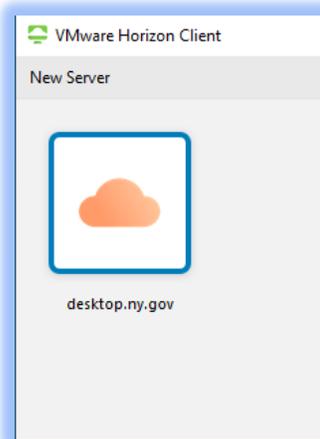- **Using VDI and ELMS after the VMware client has been installed**

1) The VMware Horizon client is installed, and you will see the icon on your desktop
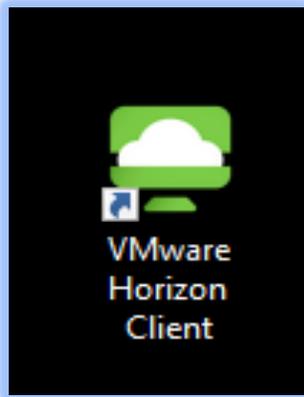
2) Open the client by double clicking and enter "desktop.NY.GOV" as the connection server and select "Connect".
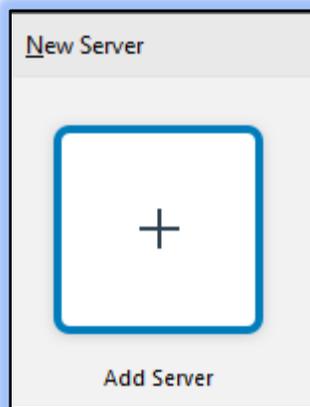
3) You will now see the connection server:

4) Double click the desktop.ny.gov icon which will bring up the login box. Enter your full email as username and associated password or your SVC account:
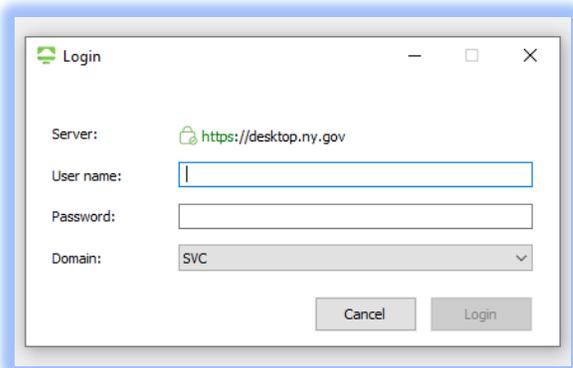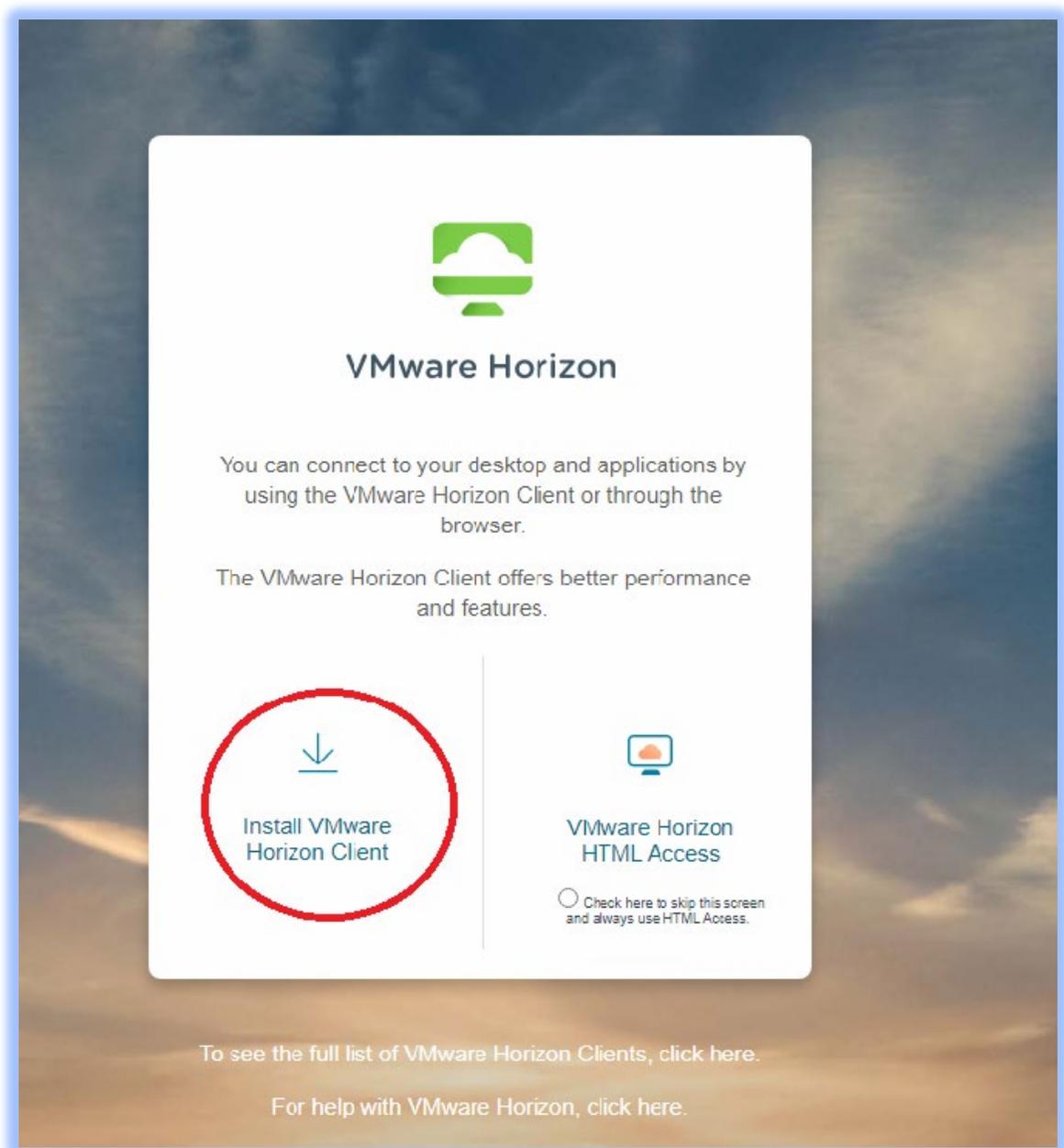

5) ELMS will now be visible as an available option. Double click to login.

Installing VMware Horizon client on your personal device.

1) Go to https://desktop.ny.gov from your Internet browser

2) If you cannot access desktop.ny.gov, use the below URL and skip to step 4
   Download VMware Horizon Clients - VMware Customer Connect

3) Select "Install VMware Horizon Client"

4) Select Version "8" in drop-down.

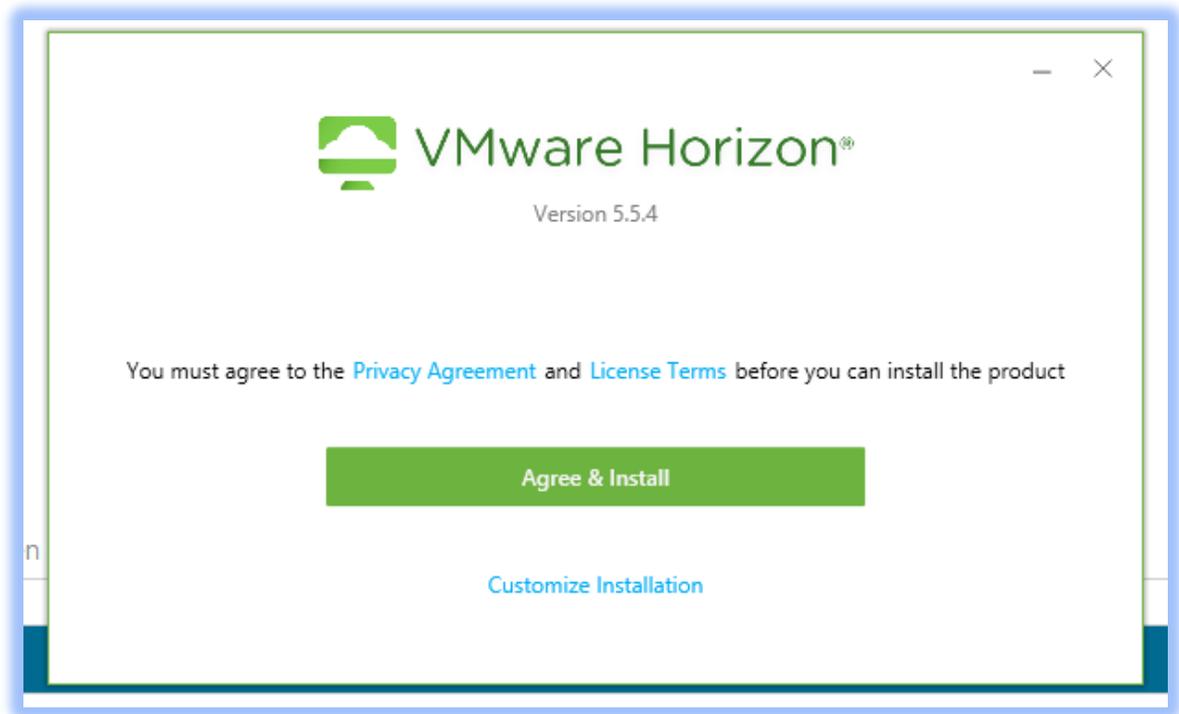5) Select "Go to Downloads" for your Operating System.
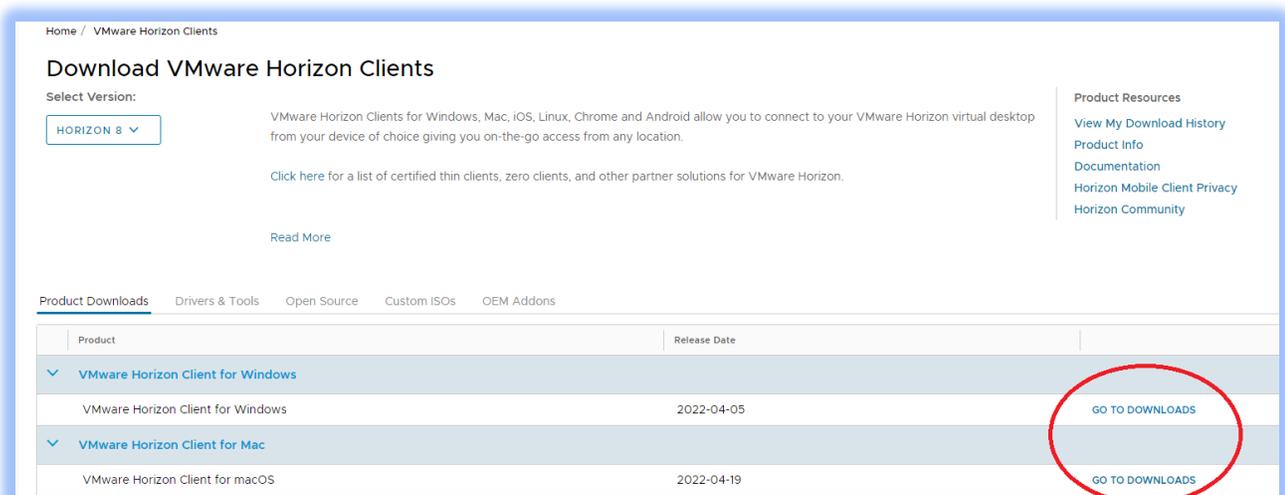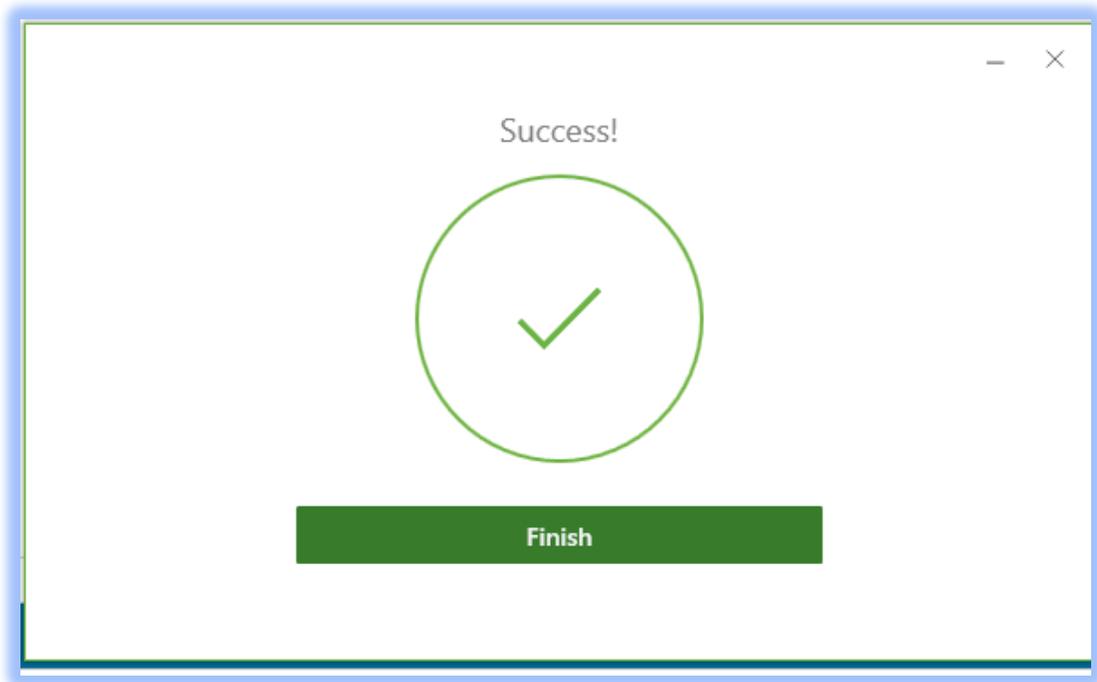
6) Select "Download Now"
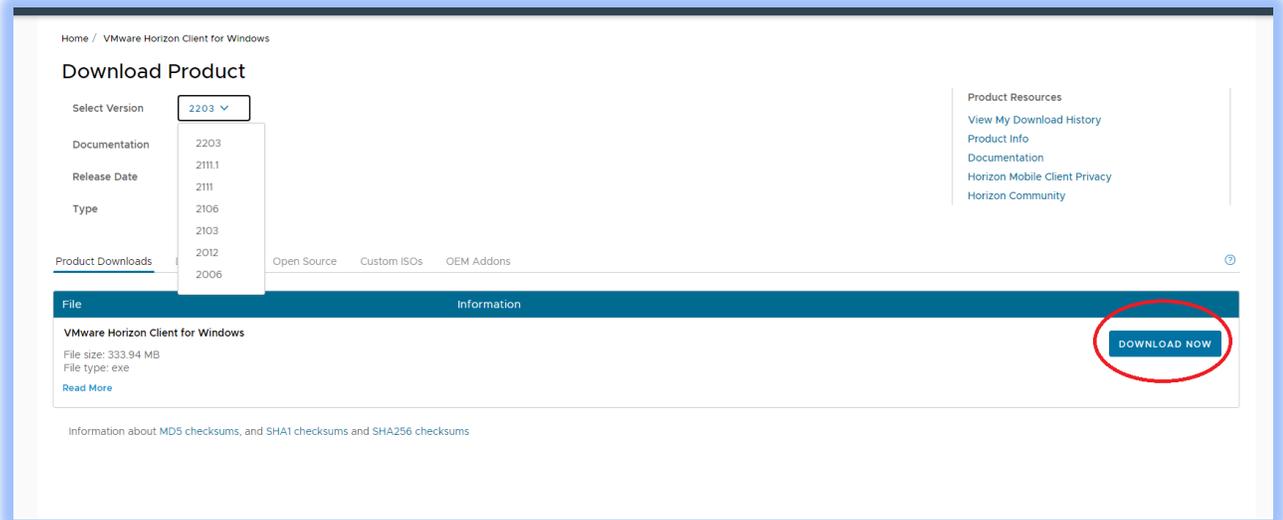
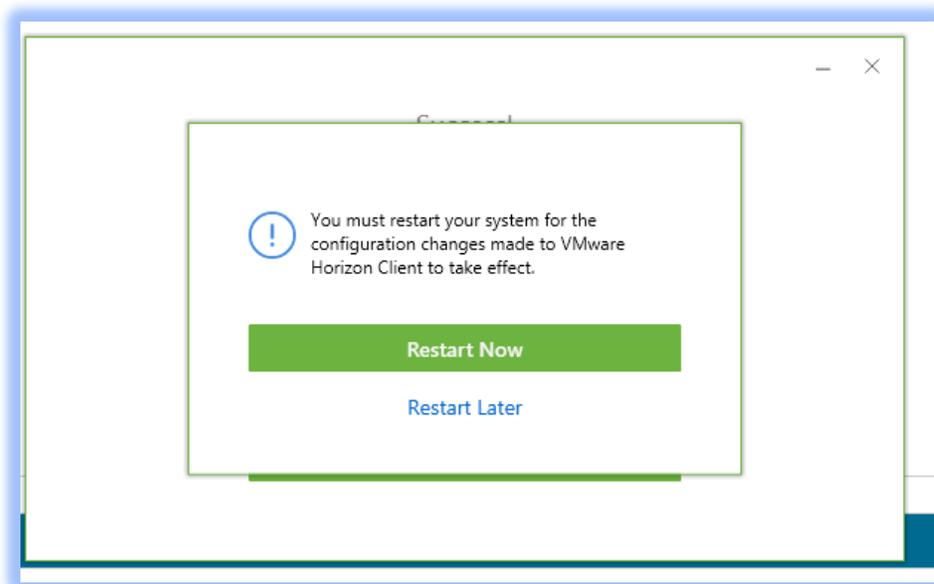7) Select "Open" from drop down list bottom left (circled)
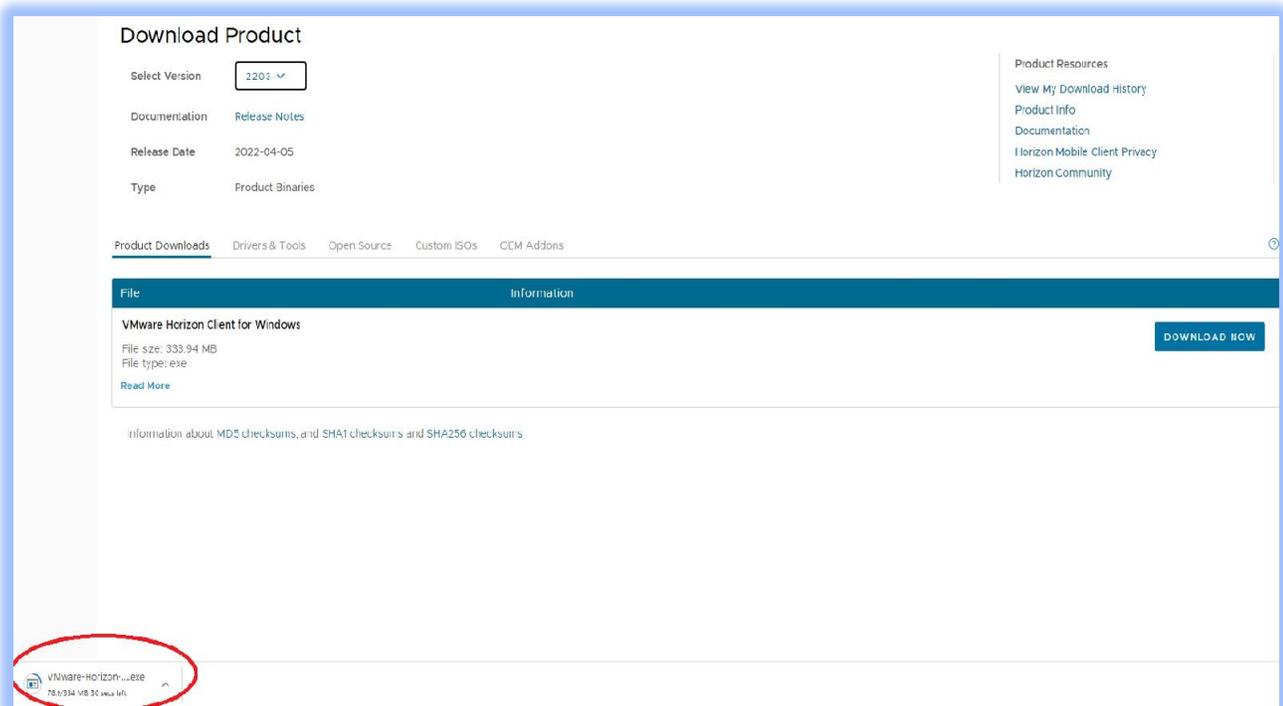
8) Select "Agree and Install"

9) Select "Finish"

10) Select "Restart Now"

Installing VMware Horizon client on a state issued device

Important: All state issued devices should already have the VMware Horizon client installed. If your state issued device does not the VMware Horizon client installed, you can contact the Service Desk at (844) 891-1786 or follow the steps in this section to install the VMware Horizon client from Software Center

1) Go to the start menu search bar and type in "Software Center"
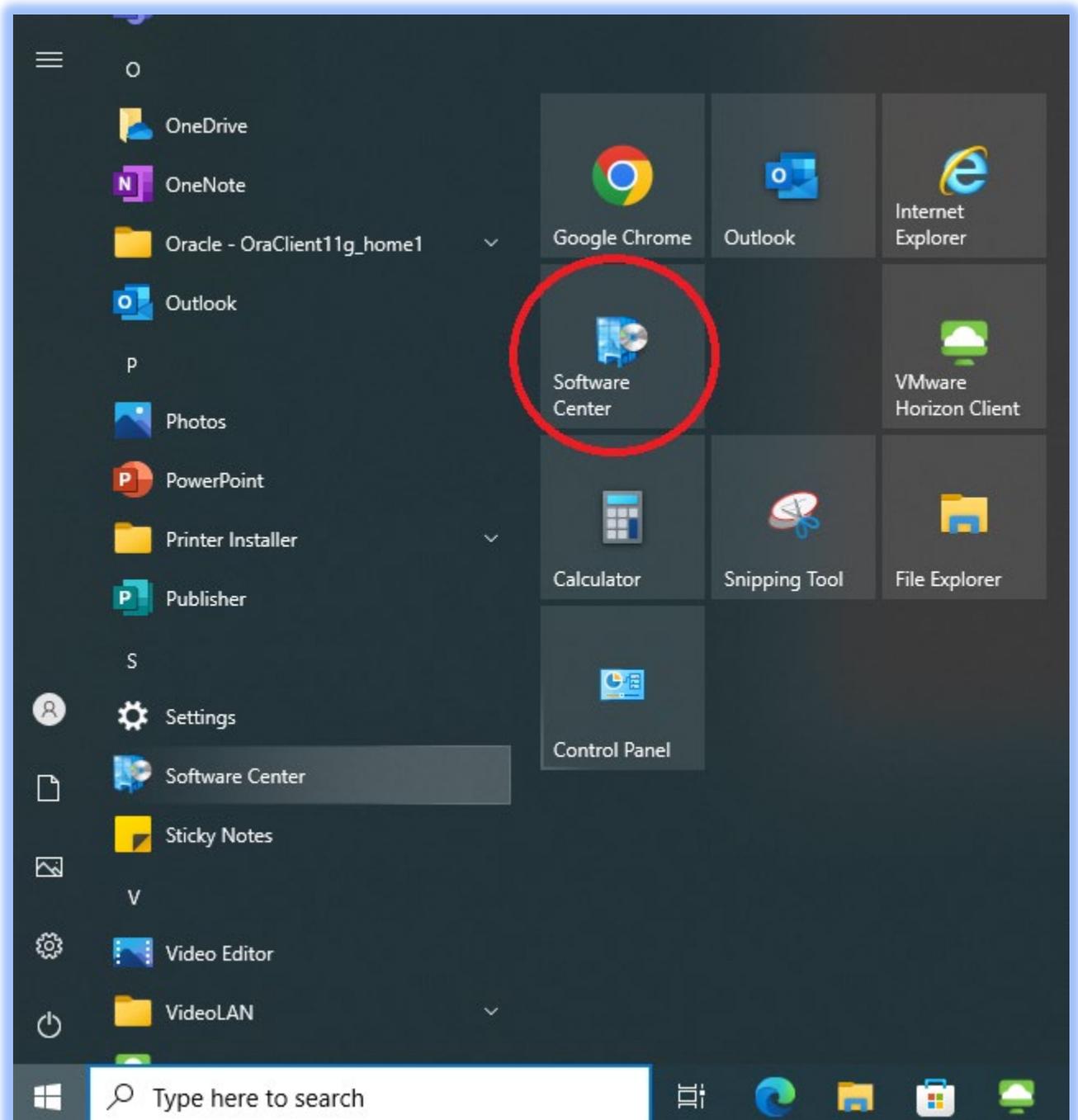
2) Double click on "Software Center App"

3) Software Center will open and show available software for download
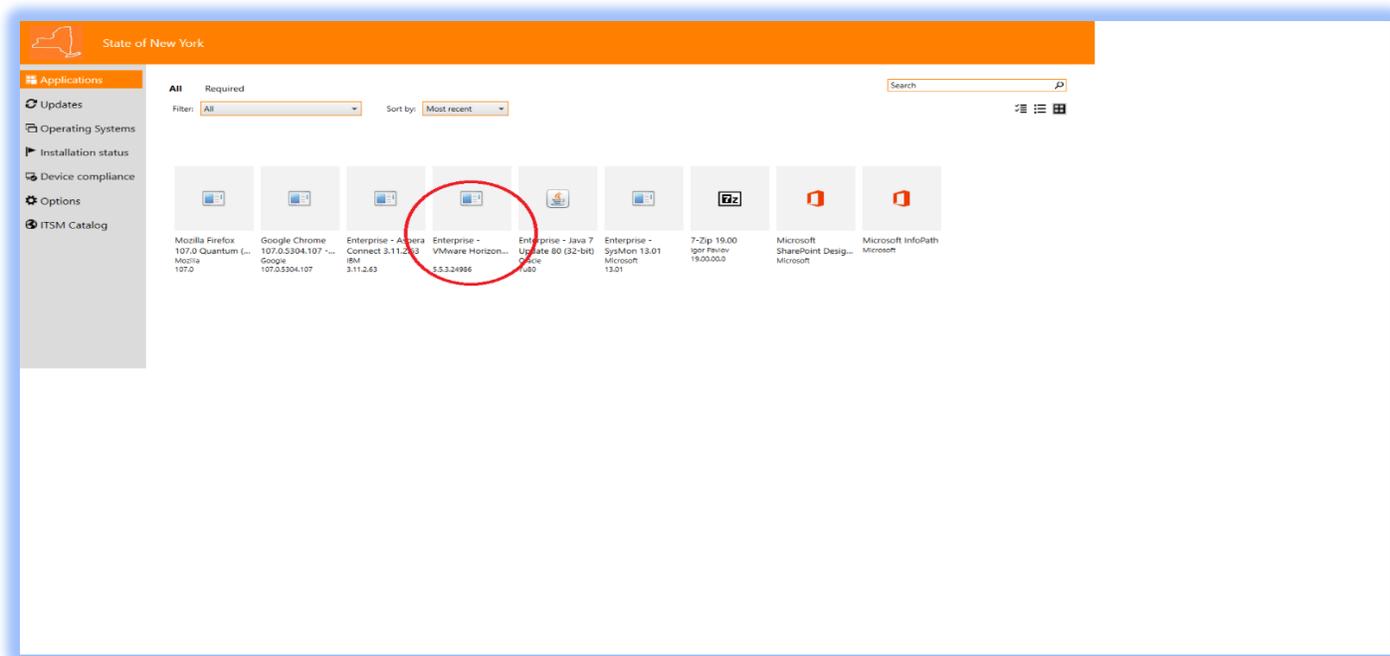
4) Click on the latest version of "Enterprise-VMware Horizon" to install the client and follow the defaults

5) Restart your device