

T-SEAT FREQUENTLY ASKED QUESTIONS

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T-Seat Frequently Asked Questions & Answers

Q1. What is a VDI and thin client?

Virtual Desktop Infrastructure, or VDI, is a virtual Windows desktop hosted from the NDC data center at MSFC. It allows users to log into their virtual Windows desktop remotely from a thin client device (T-Seat).

A thin client device is a small, light hardware unit used to run your virtual desktop. It works just like any computer, but all of your data is stored on the VDI server and not the thin client. There are two thin client devices available for T-Seat. The first is a small device designed to connect to your keyboard and monitor (resembles a small modem). The second is mobile device that already has a keyboard and monitor attached (resembles a laptop).

Thin clients refresh approximately every five years. Because your files are stored within the VDI, it takes just a few minutes to replace a malfunctioning or aged thin client.

Q2. VDI is best suited for what type of end user?

Users who need to access their data anytime and anywhere. Users who need to keep your data secure. All while keeping costs down. Thin clients are the ideal solution for your operation if you're concerned data access and security.

Q3. Where are all my files saved when I'm using a virtual desktop?

No data can be saved to the physical thin client device. All data saved to the physical device will be removed every time the system reboots. All data should be saved and stored to the VDI server, which is located in the NDC data center.

Q4. If I lose a file, can I do a system restore on my VDI?

The Autonomy client backup application is installed on each VDI, in the same way as a physical seat. Files are backed up and restored in the same way as a physical seat.

Q5. What happens if I am working on a document and I accidentally close my session? Will my document still be saved?

If you close your session without logging out of your VDI, you can pick up where you left off when you sign back in. However, if you have logged out of your VDI, then all applications were closed and any data not previously saved was lost.

Q6. How will I get regular patches and maintenance?

The CAE Client will be running on both the thin client hardware device and the VDI

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to ensure compliance with the operating system (OS) and the application security updates.

The VDI will receive the same security updates as a physical S-Seat and will follow the ACES Tuesday night patching schedule.

While connected to the NASA network the thin client hardware device will also adhere to the Tuesday night patching schedule, but requires additional reboots to support the File Based Write Filters (FBWF) on the Windows Embedded Operating System (EOS). The thin client will be rebooted at the beginning of the Tuesday night patch window to prepare the OS for updates, and again at the end of the patch window after any required updates have been installed.

Q7. Can I install my own applications on my VDI?

Yes, you can install additional applications to your VDI in the same way you would for any other computer. With a USB, external drive or downloading from internet. You may need to request elevated privileges (EP).

Q8. How can I purchase a T-Seat?

You can purchase a T-Seat through the Enterprise Service Request System (ESRS). T-Seats come with a thin client device and VDI. The thin client and VDI cannot be ordered separately.

Q9. Will I be able to print using the thin client?

Yes, local and network printers configured on the thin client hardware device are accessible from within the VDI. You need to be logged off your VDI before connecting the printer to your thin client.

Due to File Based Write Filters (FBWF), you must connect to a network printer before you log into your VDI.

Q10. Will I be able to connect USB devices to my thin client?

Yes, USB devices can be accessed through the VDI. Before logging into your VDI, be sure to connect the USB to your thin client first..

Q11. How much RAM and hard drive space does a VDI have?

The VDIs are all configured with 2GB RAM and 40GB hard drives.

Q12. How do I access my VDI?

Access the VDI from a browser (IE) or Citrix Receiver running on the thin client hardware device. For detailed instructions review the (User Guide).

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Q13.

Can I use a webcam with my VDI?

Yes, you can connect a webcam to your thin client and use a program on your VDI to operate it.

When connecting to your webcam, make sure you are logged off of your VDI. Because of FBWF, you will need to install drivers for your webcam every time you connect it.

Q14.

Why can't I see my webcam listed in my device manager?

This is expected with your VDI. When you plug in a webcam, it will not show up in the device manager. However, if you use an application that utilizes a webcam, it will display and can be configured there.