Azure Virtual Desktop (AVD) -FAQ /KB document

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1. Introduction

Azure Virtual Desktop (AVD) is a cloud-based virtual desktop solution hosted on Microsoft Azure that offers various advantages such as flexibility, scalability, global availability, cost-effectiveness, and sustainability. Modify your approach based on the client's specific use cases to ensure effective execution of Azure Virtual Desktop. Azure Virtual Desktop is a service that provides secure and user-friendly access to virtualized desktops and remote apps.

Azure Virtual Desktop comprises of Windows desktops and apps that are delivered to users and a management solution that is hosted on Azure as a service by Microsoft. Desktops and apps can be deployed on virtual machines in any Azure region.

1.1. Purpose of the document

This document consists of Knowledge articles that have solutions/steps to resolve frequently asked questions (FAQs).

1.2. What is Azure Virtual Desktop?

AVD Azure Virtual Desktop is a desktop and app virtualization service that runs on the cloud. AVD gives you the same Windows experience regardless of the device you're on.

1.3. How does Azure Virtual Desktop work?

AVD allows IT pros and MSPs to create virtual desktops and Remote Apps in Azure and publish them to users who can access them from their own devices.

1.4. What are the key benefits of Azure Virtual Desktop?

Access from anywhere. Empower your employees to securely access critical apps and data wherever they are, using any device. Reduce IT spending. Run programs inexpensively even from non-high-end PCs or Chromebooks with your users not needing to download their much-needed apps. Multi-session experience allows concurrent users to utilize the same Windows environment which enables you to save on software costs. Increase productivity. Seamlessly virtualize both desktops and apps by enabling you to manage desktops and apps all with a unified management experience in Azure. Deploy virtualized desktops and apps in minutes instead of having to install various software per device. Enhanced security

1.5. What are the pros/cons of using AVD vs. Citrix?

- System requirements- Citrix requires more set up compared to AVD.
- Cost efficiency - One of the biggest differences between Citrix and Azure Virtual Desktop is cost. AVD was designed as a low-cost solution.
- Accessibility- Compared to Citrix, Azure Virtual Desktop is easier to use for businesses. While Citrix has many advanced features, the cost of implementation and maintenance is high.

- Administration Experience- With Microsoft Azure Virtual Desktop, IT administrators can manage their infrastructure in the cloud, with no need to go to or connect remotely to a server room.

1.6. Can I continue to use Citrix?

AVD is coming up as a replacement for Citrix. You will have access to Citrix for a while, but it will be removed after some time.

1.7. Will I be able to access AVD remotely without VPN?

Users are supposed to connect to VPN to access AVD remotely. However, AVD users require District's MFA (Multi-Factor Authentication) to connect to AVD. Please refer https://achieve.lausd.net/mfa to setup your MFA.

1.8. Will job aid or training for AVD be provided?

A detailed user guide will be provided to the user along with user communication email of what is coming up. For more information on how to use AVD: Please refer:

- Windows user: RDClientForWindows
- Mac user: RDClientForMAC

1.9. Who do I contact if I have issues with installing RDClient application or using AVD?

For AVD Technical Support

Phone lines and Chat services are open 7:30 am to 5:00 pm PST Monday through Friday

Call 213-241-5200 and PRESS 8 for Any Other Issues

Mention the key words: **"AVD" or "VDI" or "Virtual Desktop"**

Or

Click here to Chat with an Agent

2. Knowledge Based procedure

A knowledge-driven process that encompasses multiple AVD-related tasks, including verifying the availability of the AVD environment, how to connect etc. Consist of knowledge articles which help the L1 team/users to resolve common issues.

2.1. How to install RD Client and connect to AVD

This section can be used to help users to connect to AVD using RD Client. Brief steps are given below.
For detailed user guide, please refer to: RDClientForWindows section 2 for Windows users **and**
RDClientForMAC section 2 for MAC users.

Download and install the client:

- Windows - Use the correct package.
    - Windows 64-bit
    - Windows 32-bit
- MacOS
    - Copy and paste this into your browser and then press enter: jamfselfservice://content?entity=policy&id=55&action=view
    - OR navigate directly: Self Service > Applications > Microsoft Remote Desktop

Configure Microsoft Remote Desktop Client:

- Open **Remote Desktop** Client.
- Select

    - **Mac - "**Add Workspace" in the **+** Pull down list.

        - Use Workspace https://rdweb.wvd.microsoft.com to setup AVD on Mac

    - **Windows** - "Subscribe"

- If Prompted – Type your **Email Address** and select Next.
- If asked to pick an account, select your Email.
- Provide password.
- If prompted for MFA, follow the directions to approve access.
- After about 60 seconds the environment will load.
- The applications available to you will be displayed.

2.2. How to check if Azure Virtual Desktop (AVD) environment is running

This section helps you to check if AVD service is running.

1. Check azure status from: https://status.azure.com/en-us/status/
2. Check for the status of Virtual Machines and Azure Virtual Desktop.

Products And Services	*Non-Regional ⓘ	East US	East US 2	Central US	North Central US	South Central US	West Central US	West US	West US 2	‡West US 3	Canada East	Canada Central	Brazil South	Brazil Southeas
COMPUTE														
Azure VMware Solution	--	✓	✓	✓	✓	✓	✓	✓	✓	--	✓	✓	✓	--
Azure VMware Solution by CloudSimple	--	✓	--	--	--	✓	--	✓	--	--	--	--	--	--
Batch	--	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cloud Services	--	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Azure Functions	--	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

(Header tabs: Current Impact | Americas | Europe | Asia Pacific | Middle East and Africa | Azure Government | Azure China | Jio§)

3. Refer to the below figure for understanding the health of the services:

✓ Good   ⓘ Information   ⚠ Warning   ✗ Critical   -- N/A

4. Try to access the remote apps. Check whether you can connect and work with the remote apps published in the workspace.
5. If the above checks give satisfactory results, then AVD environment is running as expected.

2.3. Resolution for issues related to connection to AVD

Follow below steps:

1. Check if the user has access to AVD. Refer to Article: How to check if user has access to AVD.

2. If the user doesn't have access, then, that is the reason user is not able to connect to AVD.

3. If user has access but still cannot connect, then:

   - Check user has stable internet connection, if internet speed is low, ask user to connect to a better internet connection. If user is using mobile hotspot, AVD might show performance issue.

- Verify that the LAUSD Email address and password are correct.

- Verify that the MFA authentication set up is successful.

- If the above steps are working fine, then ask the user to reconnect.

2.4. How to improve resolution or to reduce the blurriness in MAC for AVD

To improve resolution or to reduce the blurriness in MAC for Azure Virtual Desktop (AVD).

1. In Microsoft Remote Desktop, click on the application menu (Microsoft Remote Desktop) and Click **Preferences** / Use CMD+, to get to **Preferences**.
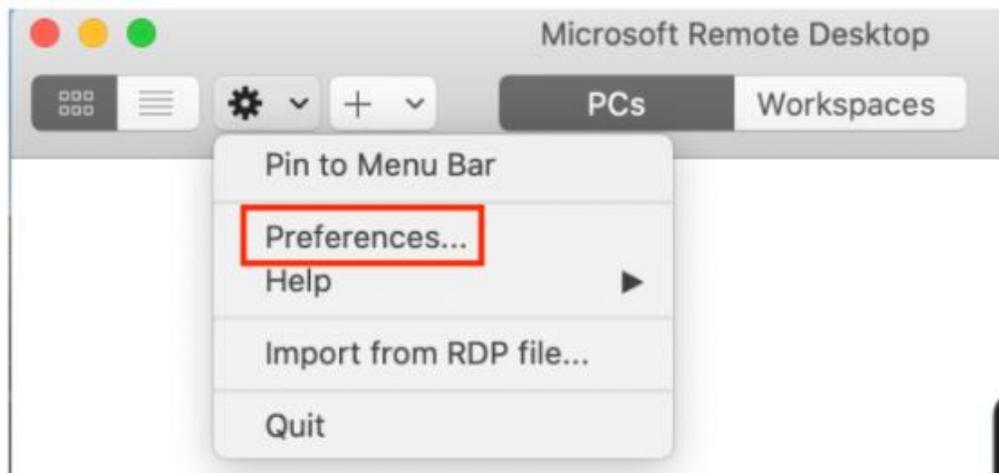
2. Check out the General tab in the macOS client Preferences UI.
3. Select Graphics Interpolation level as **High.**
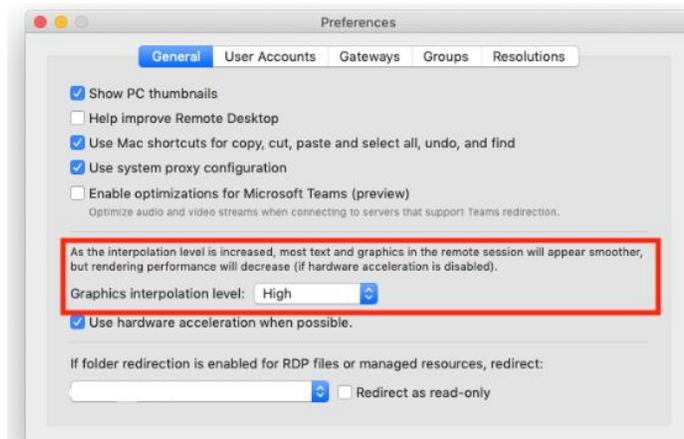
4. Now close and reopen the client, try to access remote apps. You will notice that the resolution has improved.

2.5. Users are unable to create workspace using Mac RD client in AVD

Troubleshooting steps:

1. Check if the user is a member of the required security group.
2. Check if the user can access Azure Virtual Desktop via Web URL:

   https://client.wvd.microsoft.com/arm/webclient/v2/index.html

3. Make a note of the Mac OS version and the version of the Mac remote desktop client installed on the user's machine.
4. Ensure workspace (https://rdweb.wvd.microsoft.com) added to the user's RDClient profile.
5. Check if there is a newer version of the Mac remote desktop client. If yes, download the newer version of the Mac remote desktop client.
6. Uninstall the existing remote desktop client and install the newer version of the Mac remote desktop client.

2.6. How to resolve "Insufficient privileges" error

This means that the user is not allowed to access the session they want to connect to. The most likely cause is that the user is trying to connect to an admin session. Only administrators are allowed to connect to the console. Users cannot install applications/ do any activities that require admin privileges in AVD except for dedicated desktop.

2.7. How to resolve "Access is Denied" error

The "Access Denied" error is generated because of incorrect credentials during the connection attempt. Verify user's username and password and if their LAUSD SSO account is working as expected.

2.8. How to resolve "SAP functionality freezes on Mac whenever a popup shows up".

Sometimes, software updates on AVD and/or MacOS may result inconsistencies in AVD access, assisting the user to download and install [Microsoft Remote Desktop Beta Client](). This may resolve the SAP screen freeze issue.

3. FAQs

3.1. Can I upload/download to my local desktop with AVD?

Yes, your local driver will automatically redirect in AVD. You can use the local drive available in the AVD for upload/download. Please follow the User guide for the detailed instructions:

- Windows user: RDClientForWindows, section 7
- Mac user: RDClientForMAC , section 6

3.2. I can't find my files. Where is my local drive?

You can easily access your files as AVD provides you with redirected local drives. For more information on how to access your local drive, please follow the user guide for detailed instructions:

- Windows user: RDClientForWindows, section 7
- Mac user: RDClientForMAC, section 6

3.3. How do I download/upload to my department's network shared drive?

If the drive is available under "**Devices and drives**" in "**This PC**" in your **local device**, then it will be automatically redirected to AVD. Please follow the user guide for detailed instructions:

- Windows user: RDClientForWindows, section 7
- Mac user: RDClientForMAC, section 6

Otherwise, it won't be available in AVD.

3.4. Will I lose my variants and layouts in SAP with AVD?

The answer is "No". SAP variants are specific to SAP applications and switching to AVD from Citrix should have no impact on SAP functionality. You will be able to work with SAP features as is.

3.5. I don't use One Drive, am I required to use OneDrive with AVD?

Its Optional, there is no issues if you don't use it. OneDrive presents you with an easy way to store/transfer your files. For more information on how to use OneDrive with AVD: Please refer:

Windows user: RDClientForWindows section 6

Mac user: RDClientForMAC section 5

3.6. How do I know if my OneDrive is updated and syncing?

Please follow the user guide for detailed instructions for one drive syncing. Please contact helpdesk Error! Reference source not found. if the issue persists.

- Windows user: RDClientForWindows, section 6
- Mac user: RDClientForMAC, section 5

3.7. Resolution for ghost frame in AVD

This issue is observed when using SAP sessions in extended multi monitor. A ghost screen is appearing when SAP session moved to extension display Below is a screenshot of the issue:

There is a workaround to resolve this issue. Go to **Settings** in your local system. Then, go to **Display**. Change **Scale** to 100% in **Display->Scale** setting of Windows system as below. Refer the below screenshot.
PS: Ensure to have this scale set to 100% on your Primary Display screen.