Virtual Desktop FAQ

**Why do I get a "Your desktop is loading too slowly" error when logging in?**

If you are connecting via wireless your connection is most likely too weak or slow to support a session. This error can also appear if your current connection to the internet is not fast enough.

**Where can I print to?**

Student virtual desktops setup for lab use (computer lab clients and the vLab “access anywhere” lab) can print to any GoPrint release station enabled printer that is located on campus. Visit the [List of Lab Printers](#) page for a complete list of compatible printer locations (those listed as "Print Anywhere").

Staff and Faculty virtual desktops can be setup to print to any Ricoh copier or printer and many HP printers as long as they support the HP Universal Print PCL6 driver. [Click here](#) for a list of supported HP printer models. If you need a new printer setup on your virtual desktop please call the Help Desk for assistance.

**How do I safely lock my virtual desktop? (thin clients and software clients only)**

To correctly lock your virtual desktop (useful if you’re going to step away for a few minutes), be sure to either click on “Send Ctrl-Alt-Delete” on the bar on top of the screen (you may have to move your cursor there to make it appear)...

or press "Ctrl-Alt-Insert" on your keyboard. (**Note**: Do not press“Ctrl-Alt-Delete” - this keypress will be processed by both the virtual machine and the host system; if you mistakenly lock the host system without knowing the Administrator password, you can become locked out at that location - in such a case, call the Help Desk at x7777 for further assistance.)

Once the lock screen appears, click on "Lock this computer". When you come back later, either click on "Send Ctrl-Alt-Delete" on the top bar or press "Ctrl-Alt-Insert" to unlock it. Then, simply enter your password to regain access to your desktop.

**When I attempt to connect to a desktop from off campus, a black screen is displayed temporarily and the client disconnects or says the desktop is unavailable?**

If you are getting this type of error, something is blocking the needed port for the VMware Client to function (which is port 4172). Some public wi-fi access points have this port blocked to save bandwidth. Try connecting from a different location or another provider's wi-fi hotspot.
Can I run Skype on my virtual desktop client?

Due to protocol limitations and network speeds, thin clients are not able to support video webcam sessions over the network.

With the right microphone or audio headset, the thin clients can support audio calls using Skype, and also the instant message (text) features are supported. Also Skype can be accessed on thin clients by using the following internet address and the Chrome web browser:


<table>
<thead>
<tr>
<th>Server Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>mydesktop.millersville.edu</td>
<td>staff secure server</td>
</tr>
<tr>
<td>vlab.millersville.edu</td>
<td>student secure server</td>
</tr>
<tr>
<td>muconnect2.millersville.edu</td>
<td>on-campus</td>
</tr>
</tbody>
</table>