

# THALES



## ALCEA – VM Display settings & known issues



# ALCEA – VM Display settings - known issues

## Several possible display issues

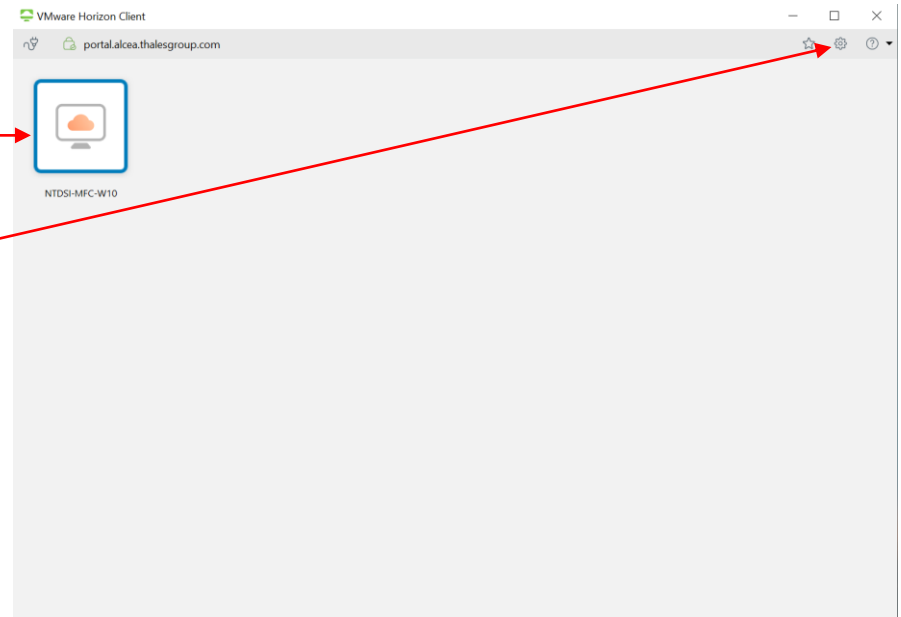
- Flashing screen
- Dark screen (instead of the Windows home screen)
- Multiple monitors settings
- ...

## Check and modify the display settings as follow

# ALCEA – VM Display settings

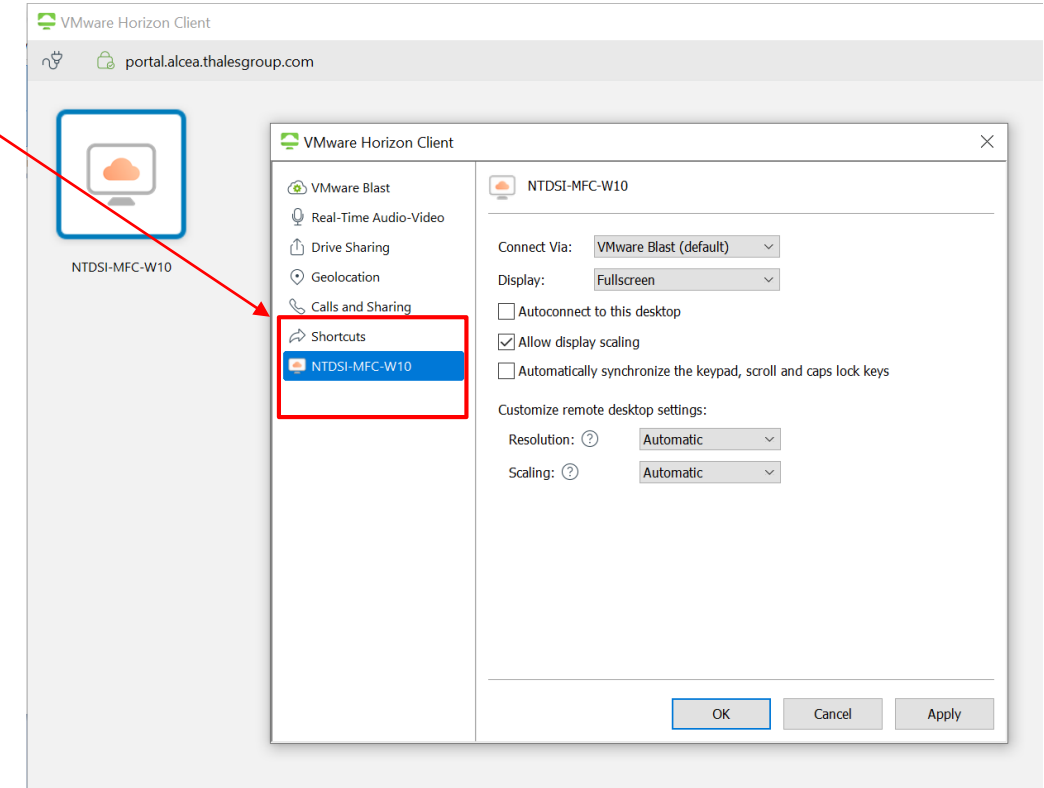
## From the VMWare Horizon Client

- Connect to the ALCEA portal
- Click on the VM
- Select the settings (gear) icon



# ALCEA – VM Display settings

➤ Select the VM to be configured



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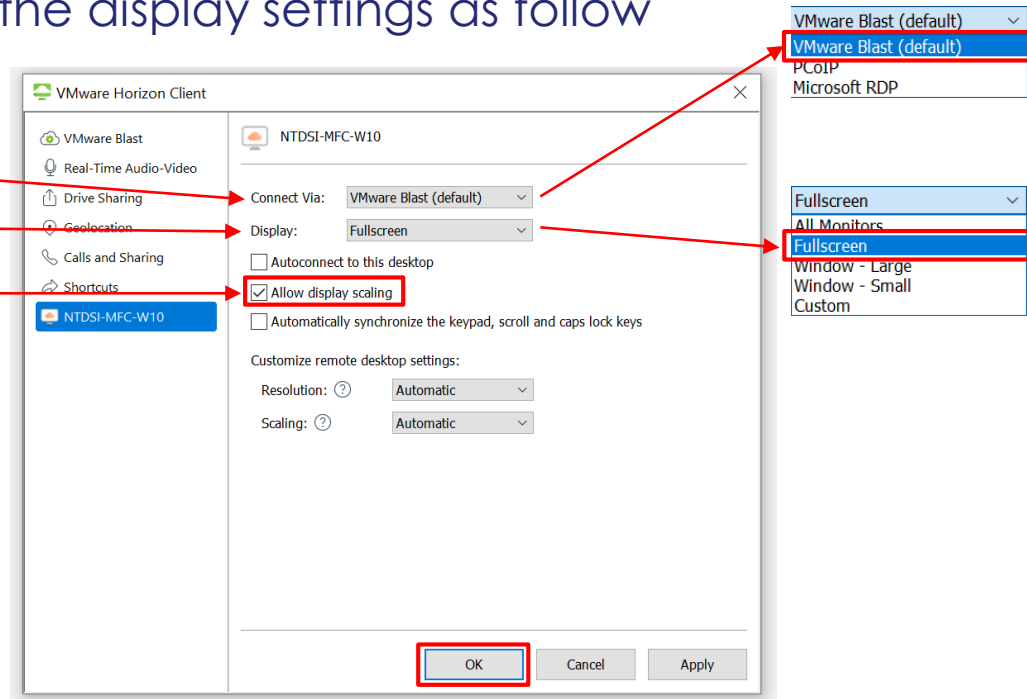
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# ALCEA – VM Display settings

## In case of a single monitor

Check and modify (if required) the display settings as follow

- Connect Via : **VMWare BLAST**
- Display : **Fullscreen** (default)
- Tick the box **Allow display scaling**
- Then **OK**



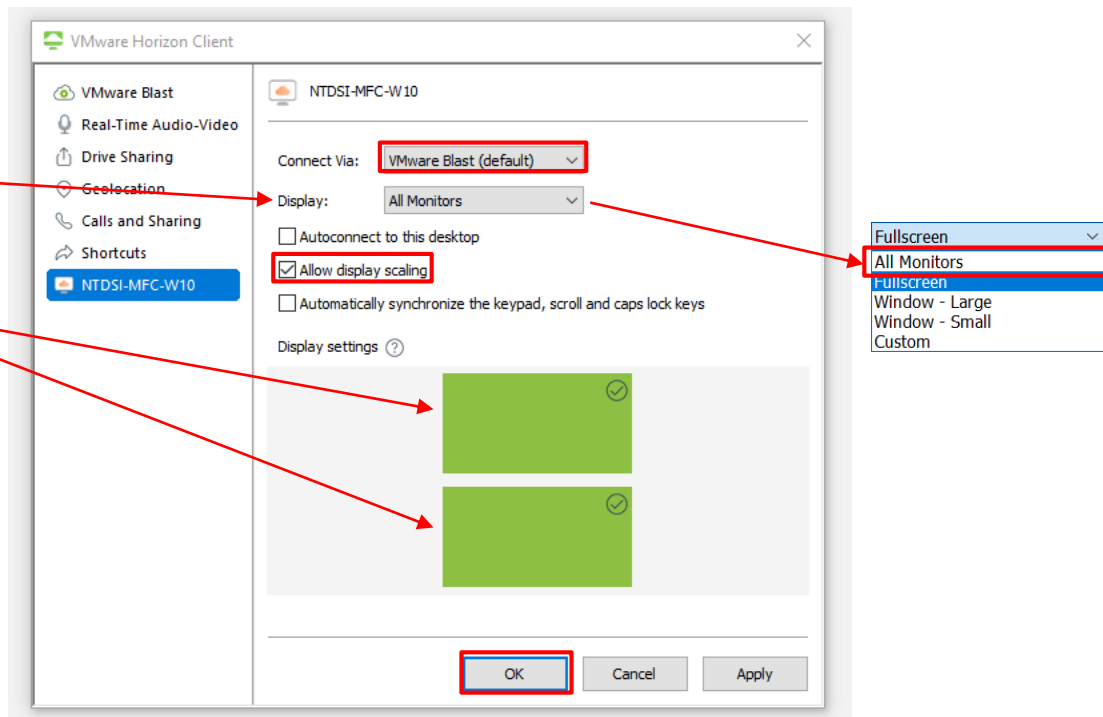
# ALCEA – VM Display settings

## In case of multiple monitors

➤ Display : **All monitors**

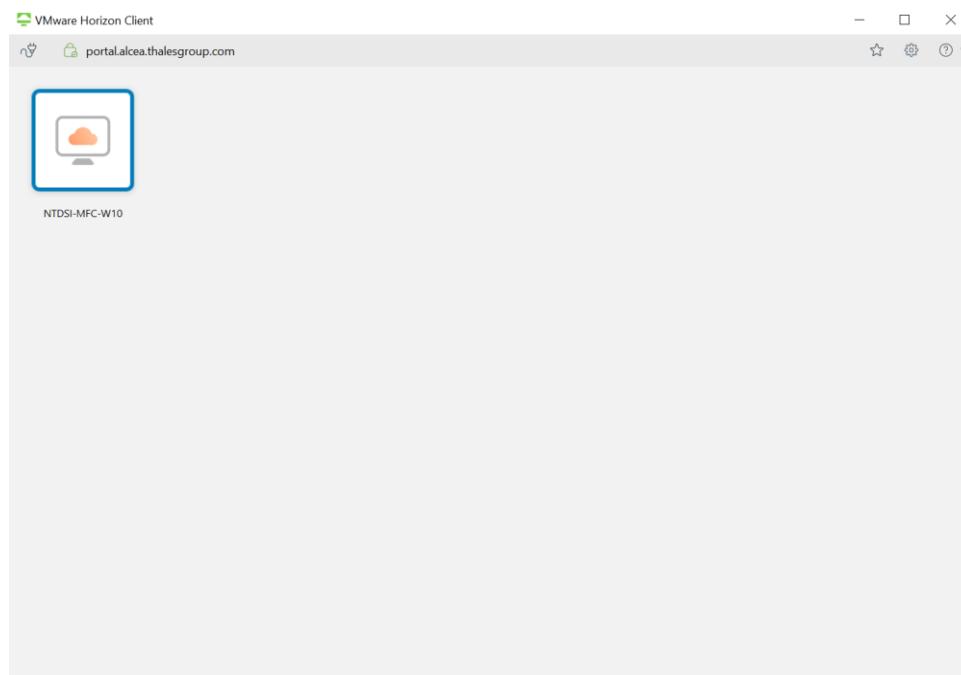
➤ Click on the desired monitors  
(in green)

➤ Then **OK**



# ALCEA – VM Display check

- Log in to the VM (double click) and check the display



# Solved ?

If not, follow the link to contact the [Service Desk](https://alcea.info.thalesgroup.com/en/)

<https://alcea.info.thalesgroup.com/en/>



[www.thalesgroup.com](http://www.thalesgroup.com)

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