



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



From the VMWare Horizon Client

Connect to the ALCEA portal

Select the settings (gear) icon

Click on the VM

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VMware Horizon Client

NTDSI-MFC-W10

portal.alcea.thalesgroup.com

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	SVMware Horizon Client		
Select the VM to be configured	が 🔒 portal.alcea.thalesgrou	up.com	
	NTDSI-MFC-W10	 VMware Horizon Client VMware Blast Real-Time Audio-Video Drive Sharing Geolocation Calls and Sharing Shortcuts NTDSI-MFC-W10 	NTDSI-MFC-W10 Connect Via: Mware Blast (default) Display: FullScreen Autoconnect to this desktop Allow display scaling Automatically synchronize the keypad, scroll and caps lock keys Customize remote desktop settings: Resolution: Automatic Scaling: OK Cancel Apply
REF: 0026-FBAZ1 - XXXXXXXX- 000 rev 001 # 2019-04-01 Template: 83150318-TGS-FR-004 / Thales Global Services SAS	THALES GROUP OPEN		THALES

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

		VMware Blast (default)
VMware Horizon Client	/	× Microsoft RDP
🙆 VMware Blast	NTDSI-MFC-W10	
♀ Real-Time Audio-Video		
① Drive Sharing	Connect Via: VMware Blast (default) ~	Fullscreen
Geolocation	Display: Fullscreen ~	All Monitors
🜭 Calls and Sharing	Autoconnect to this desktop	Fullscreen
⇔ Shortcuts		Window - Small
		Custom
	Customize remote desktop settings:	
	Resolution: ⑦ Automatic ~	
	Scaling:	
	Automatic V	
	OK Cancel Apply	



VMware Blast (default)

en tout ou s réservés.

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ALCEA – VM Display check

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



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Solved ?

If not, follow the link to contact the **Service Desk**

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



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