

AltosCloud VDI v10.2

FAQ

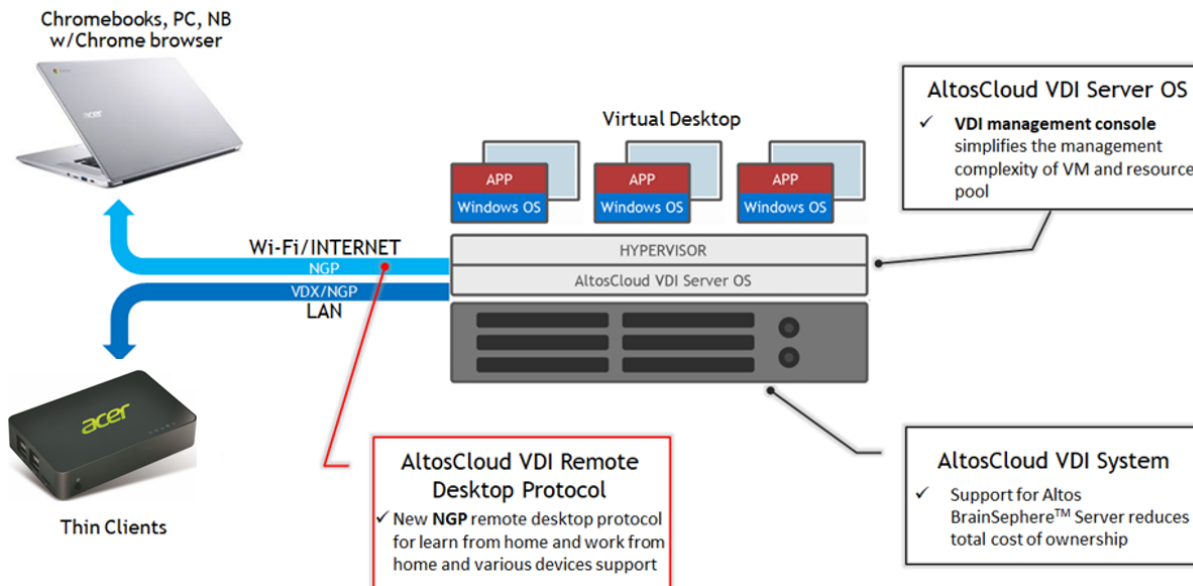
Version 1.0

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1. General

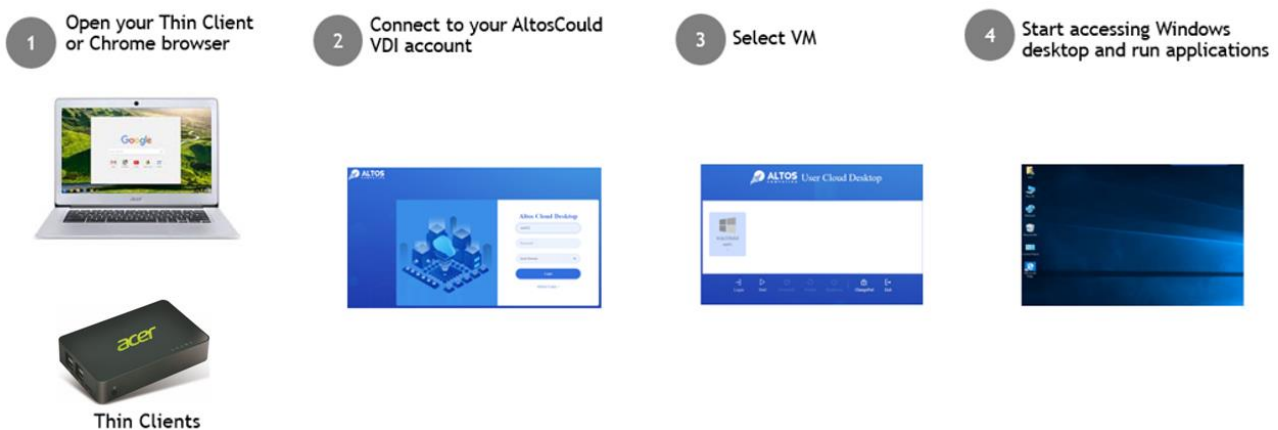
1.1 What is AltosCloud VDI?

ANSWER: AltosCloud VDI is a simple and powerful VDI (Virtual Desktop Infrastructure) solution that allows users to work flexibly anytime and anywhere. Compared with traditional PC architecture, AltosCloud VDI delivers more: faster setup, easy maintenance, desktop flexibility, data security and low power consumption.



1.2 How do users connect to virtual desktop through AltosCloud VDI?

ANSWER: As the procedure below.



1.3 What edition does AltosCloud VDI provide?

ANSWER: AltosCloud VDI provides two editions.

- Standard Edition - general virtual desktop
- 3D Edition - enhanced virtual desktop to support 3D applications.

1.4 I create virtual machine and install Windows operating system on it, is there any driver need to be installed?

ANSWER: Please install VDI Guest Tool that includes all required drivers.

1.5 What would happen if I overcommit resource to create desktop pool? For example, there only 128GB system memory but I create a desktop pool with 10 virtual machine, 16GB RAM per virtual machine (10 x 16GB > 128GB).

ANSWER: The desktop pool can be created. However, some virtual machine will not start when you start the desktop pool due to total virtual machine memory exceeds system memory.

2. License

2.1 When the license expires, what would happen? Can AltosCloud VDI still function well?

ANSWER: If UKey is plugged and activated but license expired, all functions of AltosCloud VDI still works properly. However, there has no upgrade or RMA support anymore. And, you would see license expiration message on server log and user's screen.

When the license expires, please contact your SI or the Altos contact window for license extension.

2.2 What license required to run AltosCloud VDI?

ANSWER: Please refer below table.

	License Requirements
VDI Standard (STD) Edition	<ul style="list-style-type: none"> • AltosCloud VDI user license • Windows VDA (Virtual Desktop Access) license
VDI 3D Edition	<ul style="list-style-type: none"> • AltosCloud VDI user license • Windows VDA (Virtual Desktop Access) license • NVIDIA Grid License (vWS recommended)

3. VDI STD

3.1 About virtual desktop with NGP (New Generation Protocol) protocol, is it a must to install GPU card on VDI server? What is the user case with different protocols of VDX (Virtual Desktop eXtend) and NGP?

ANSWER: The NGP protocol has the characteristics of high efficiency and low bandwidth. In order to obtain these benefits of the NGP protocol, the accelerated hardware is required, such as NVIDIA GPU cards.

Please refer to the table below for user case with different protocols.

	VDX	NGP
Applicable Usage	In-School, In-Office	<ul style="list-style-type: none"> • In-School, In-Office • <u>Learn from home, Work from home</u>
User Access Network	LAN	LAN, <u>Wi-Fi, INTERNET</u>
Client Devices	Thin Client TC400	<ul style="list-style-type: none"> • Thin Client TC400 • <u>Chromebook*</u> • <u>PC/NB with Chrome browser*</u>
Accelerator for Encoding	No	<u>Yes (through GPU)</u>

*No support USB redirection

4. VDI 3D

4.1 Can AltosCloud VDI 3D Edition support AMD GPU card?

ANSWER: No. The AltosCloud VDI 3D Edition currently supports NVIDIA GPU card.

4.2 About 3D virtual desktop with NGP protocol, should we install extra GPU card for acceleration?

ANSWER: No. The NVIDIA GPU card in AltosCloud VDI 3D solution is also used for NGP protocol acceleration.

4.3 What kinds of 3D application the AltosCloud VDI 3D Edition can support?

ANSWER: AltosCloud VDI 3D Edition can support general 2D/3D application (e.g. Adobe Photo Shop/Illustrator) or high-end 3D application, such as CAD/CAM based on the GPU card installed.