Microsoft Remote Desktop Application for EDU's Azure Virtual Desktops Installation Instruction



Information Technology & Education Technology

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Document Change History

The following table is a record of changes to this document. Version numbers are in X.X format. The numeral to the left of the decimal point indicates a major revision, and the numeral to the right indicates a minor revision.

Major Revision: intent or process changed to such an extent that previous version is obsolete. Alternatively: 20 minor revisions are treated as a major revision (e.g., 1.18, 1.19, then 2.0).

Version	Date	Author / Editor	Document Owner	Change Description
1.0	20231024	Rafe Croce	Kelvin Freeman	Initial Draft
1.1	20231024	Gary Montgomery	Kelvin Freeman	Put into Template. Technical Writer Review.
1.2	20231031	Rafe Croce	Kelvin Freeman	Added: instructions on where to check for various versions of windows, note that Admin Rights not required to install and run, and Remote Desktop to MECM/SCCM for all users to download.
1.3	20231031	Gary Montgomery	Kelvin Freeman	Technical Writer Review.

Table of Contents

APPEN	DIX B AC	CRONYMS, ABBREVIATIONS, AND DEFINITIONSB	-1
APPEN	IDIX A RE	FERENCESA	1
3.2	If you did n	not automatically sign in to the virtual desktop:	8
3.1	If you are b	peing prompted for a password:	8
3.	TROUBLES	SHOOTING STEPS	. 8
2.	INSTALLA	TION PROCEDURES	. 1
1.	INTRODU	CTION	.1

1. INTRODUCTION

This document provides step-by-step instructions and illustrations for downloading the Microsoft Remote Desktop application and, if necessary, troubleshooting installation.

2. INSTALLATION PROCEDURES

IF INSTALLING THIS APPLICATION ON YOUR .EDU COMPUTER, SKIP TO STEP 9.

1. Check your **System Type**. In the search box located on your Taskbar, type **System Information**.

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Recycle Bi	- All School Apps Docum	ents Web Settings People 🕨 🔞 …	
A	Best match		
Acrobat Reader	System Information		
	Search school and web	System Information	STRATIVE STREET
Firefox	System information - See school and web results		C PSM
	System information pc	 Open G Run as administrator 	ATT
VMware Horiz	D system information app	> Copen file location	and the second
	Ø system information windows 11	> 🖈 Pin to Start	
InstallRoc	$\mathcal O$ system information utility	> Pin to taskbar	BRARING
	D system information windows10		SIVENESS
No.	𝒫 system information ram		
Desktop	Settings		
	🛒 System	>	
	Q System Information	🚡 🧳 🗳 😻 🦉 👰 👼	

2. Open the **System Information** app. In the System Summary section, look for **System Type**. This will display your **System Type** for your computer.

Vecen monormation				27 H
Edit View Help				
em Summary	Item	Value		
rdware Resources	OS Name	Microsoft Windows 11 Enterprise		
emponents	Version	10.0.22621 Build 22621		
ftware Environment	Other OS Description	Not Available		
	OS Manufacturer	Microsoft Corporation		
	System Name	NCRWLE0482Y		
	System Manufacturer	HP		
	System Model	HP ProBook 640 G5		
	System Type	x64-based PC		
	System SKU	SPF18AV		
	Processor	Intel(R) Core(TM) i5-8265U CPU @ 1.60GH	iz, 1800 Mhz, 4 Core(s)), 8 Logical Pro
	BIOS Version/Date	HP R72 Ver. 01.20.00, 3/18/2022		
	SMBIOS Version	3.1		
	Embedded Controller Version	84.69		
	BIOS Mode	UEFI		
	BaseBoard Manufacturer	HP		
	BaseBoard Product	856D		
	BaseBoard Version	KBC Version 54.45.00		
	Platform Role	Mobile		
	Secure Boot State	On		
	PCR7 Configuration	Elevation Required to View		
Find what:			Find	Close Find

- 3. Download the client, based on your Windows version (**Ctrl+Click on link**): ADMIN RIGHTS ARE NOT NEEDED FOR THIS INSTALL
 - Windows 64-bit
 - Win 32-bit
 - Windows ARM64
- 4. Once the Microsoft Remote Desktop application installer is fully downloaded, open the installer.



5. Click Next.

💽 Remote Desktop Setup	x)
	Welcome to the Remote Desktop Setup Wizard The Setup Wizard will install Remote Desktop on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

6. Check the License Agreement box, and then click Next.



7. Select Install just for you, and then click Install.

🕢 Remote Desktop Setup	_		×
Installation Scope			
Choose the installation scope and folder			8
Install just for you (Rafe.Croce.ctr)			
Remote Desktop will be installed in a per-user folder and be available ju account. You do not need local Administrator privileges.	ust for yo	our user	
◯ Install for all users of this machine			
Remote Desktop will be installed in a per-machine folder and be availat You must have local Administrator privileges.	le for all	users.	
Back		Can	cel
Back		Can	cel

8. Select Finish.



IF INSTALLING THIS APPLICATION ON YOUR PERSONAL COMPUTER, SKIP TO STEP 13.

- 9. Type **Software Center** in the Windows Search bar on your Taskbar and then press the **Enter key**.

10. Select the Windows Azure Virtual Desktop Client application in Software Center.



11. Select Install.



12. Type **Remote Desktop** in the Windows Search bar on your Taskbar and then press the **Enter key.**



13. After the Remote Desktop application opens, click **Subscribe**.



14. A window will prompt you to sign in. Enter your EDU email address, then select Next.



15. Select your common access card (CAC) certificate. Click OK. Then, enter your CAC PIN.



16. In order to access your virtual desktop, double-click the **computer icon** under the **MCU-EDU-PROD-AVD** banner.

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Remote Desitop		- 0	×
	🔅 Settings	🗄 Tile	
> MCU-EDU-DEV-AVD			
MCUEDU-PROD-AVD			
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> WargamePhase2			

17. Select **your account**. If it does not automatically appear, sign in to your EDU account.

	UNCLASSIFIED-EDU	
🔇 Remote Desktop	×	© X
MCU-EDU-DEV-AVD		
✓ MCU-EDU-PROD-AVD	Microsoft	
SessionDes ktop	Pick an account	
> WargamePhase2	Rafe Croce ctr@usmcu.edu	***
	+ Use another account	
	Terms of use Privacy & cookies	

18. Select your certificate, and enter your CAC PIN.

	UNCLASSIFIED-EDU			
Ø Remote Desktop	×		- 0	×
		餃子 Settings	III Tile	
MCU-EDU-DEV-AVD				
MCU-EDU-PROD-AVD	Windows Security X			
	Select a Certificate			
SectionDes	Site certauth.login.microsoftonline.com needs your credentials:			
ktop	Authentication - CROCERAFE.CONNER.1535926219			
> WargamePhase2	Valid From: 6/21/2023 to 3/19/2025			
	Click here to view certificate properties			
	More choices			
	OK Cancel			
	Terms of use Privacy & cookies ····			

You should now be automatically signing in to the virtual desktop and have access to the EDU network. If you did not automatically sign in to the virtual desktop, follow the troubleshooting steps in section 3.

3. TROUBLESHOOTING STEPS

- 3.1 If you are being prompted for a password:
 - 1. Click More choices.
 - 2. Select your Smart card credentials.
 - 3. Enter your **PIN**.
 - 4. Click **OK**.

🚱 Remote Desktop	UNCLASSIFIED-EDU	- 8 X
		🐯 Settings 🖽 Tile \cdots
> MCU-EDU-DEV-AVD	Windows Security X	
	Enter your credentials	
 MCU-EDU-PROD-AVD 	These credentials will be used to connect to MCU-EDU-PROD- AVD.	
SessionDes ktop	Refore CIR Rafe C US; Rafe Croce ctr@usmcu.edu	
> WargamePhase2		
	More choices Connect a smart card Connect	

- 3.2 If you did not automatically sign in to the virtual desktop:
 - 1. Click Sign-in options.
 - 2. Select your CAC.
 - 3. Enter your **PIN**.
 - 4. Press the Enter key.



APPENDIX A REFERENCES

Title or Description	Date	Location
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A

APPENDIX B ACRONYMS, ABBREVIATIONS, AND DEFINITIONS

Term	Definition
CAC	Common Access Card
EDU	Education (domain)
MCU	Marine Corps University