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## FAQ's

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**Please Visit our Solutions Page for the latest FAQ's and Updates**  
<http://solutions.csueastbay.edu/categories.php?categoryid=30>

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### **Why can't I save via USB?**

HTML5 is limited so USB support has not been added  
You can save via USB with the client version of the program

[https://my.vmware.com/web/vmware/info/slug/desktop\\_end\\_user\\_computing/vmware\\_horizon\\_clients/3\\_0](https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/3_0)

**Online storage should be used in place of USB as it's longer lasting and more stable. Online storage such as Dropbox, SendSpace, BlackBoard Storage, Email Storage, Google Drive.**

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### **Can I use the BayCloud; VMware View Client and not HTML 5?**

You can download the client on your own device and use the same connection server to access your image. Both client and HTML5 work off campus and are available 24/7  
Client can be downloaded

<https://www.vmware.com/go/viewclients>

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### **I closed out my Browser Window. How do I get back in?**

Please log back into the system, via the web site and select the same image.  
You sometimes have to wait 1 minute then re try. If it says connecting to desktop and gets stuck please click close and retry.

\*You can lock yourself out so you might need to retype your NETID and password to get back in.\*

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### **Why do I have to log out?**

We have a 3 hour time limit on the images due to not having enough Virtual PC's for everyone on campus. Sharing is caring, please log out or shutdown the machine when you are finished. All changes or files will always be deleted and unable to be recover after logout or time out.

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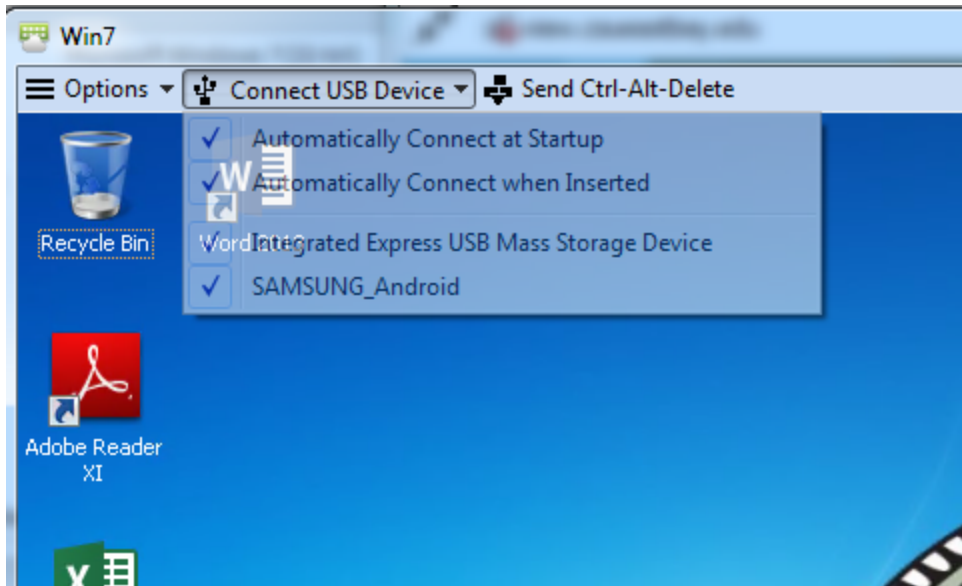
## What Happens when my time runs out?

A Warning comes up on the screen letting you know. Please save all your work and files immediately, as this machine will be restarted and all work will be deleted. All images are deleted and all files and changes will be deleted. Data becomes unrecoverable and deleted. There is no way IT can recover your work so make sure you are saving to online removable media as much as you can.

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## USB and BayCloud, Vmware View Client

If you are using the **BayCloud** Client make sure you click on connect USB devices on top



On the top right click on connect USB device tab.

Turn on auto connect at startup

A USB will then connect when inserted

Your USB devices will show up below

This process takes **4 to 6 minutes** to populate; so insert USB at startup is best, if you choose to save to this media. USB is not working with the web HTML5 of VMware View as it's unsupported.

Not all USB drivers are supported. If you can not save to USB please use free online storage that is available for everyone.

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## I closed my browser tab how do I get back into my Bay Cloud?

Log back into <http://view.csueastbay.edu>

Log in as your NETID and password

Select the same desktop pool you used before. Wait for it to reconnect.

If nothing happens after 2 minutes, please retry. It will save your work as long as you don't go over your time limit of 3 hours.

If you get an error hit close and retry until you reconnect.

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**If you are still having issues**

Please open a ticket at our service desk <https://servicedesk.csueastbay.edu>

Bay Cloud VMware Horizon View and the issue you are having. Leave as much information as you can in the ticket.