

Optimise Desktop Reconnection Speed

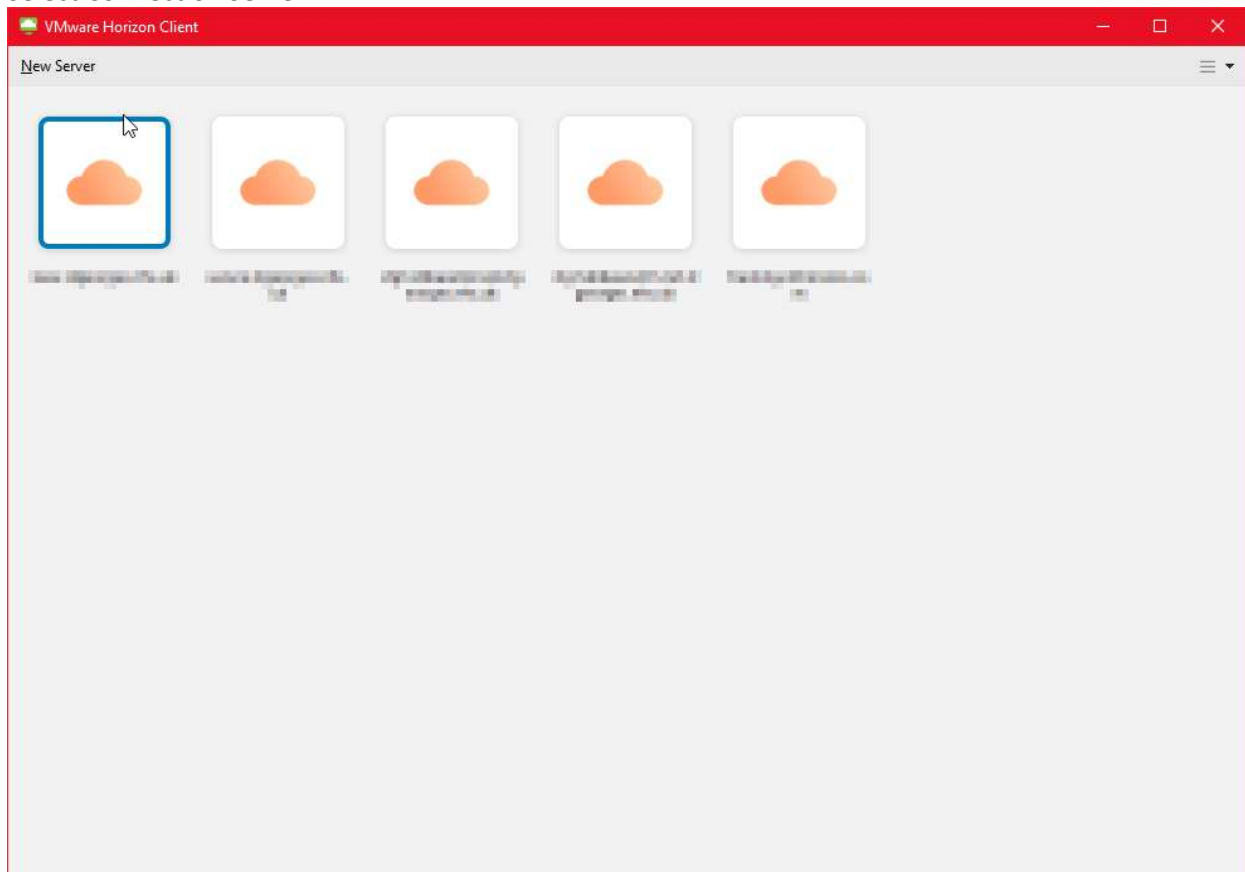
14 January 2020 19:33

Dear community,

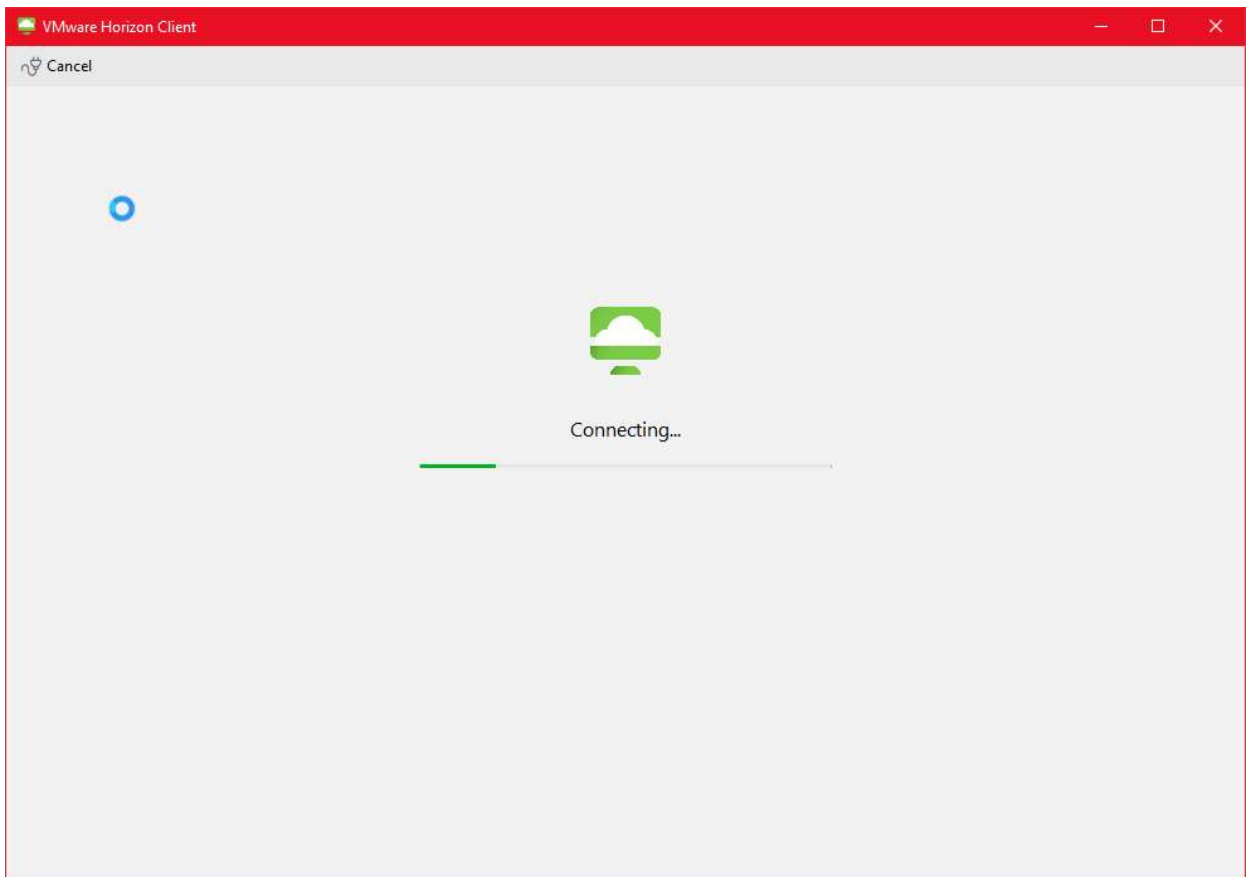
We are working on optimising the reconnection (connecting to an existing VDI session) speed to desktops VMs via a Windows Thin PC image to ultimately achieve a reconnect speed of 10 seconds or less. This is required by our Emergency Department before they can go live with an electronic prescribing, medication and administration system as it heavily relies on access to computers. Currently reconnection speed is averaging between 14 and 28 seconds. For reference, below is the connection process after opening VMware Horizon Client and timings at face value (below that, screenshots of each stage of the connection process).

1. *Select Connection Server*
2. **Connecting.... (2-6 secs)**
3. *Enter Login credentials*
4. **Authenticating... (1-2 secs)**
5. **Connecting... (1-2 secs)**
6. *Select Desktop (if multiple desktops available)*
7. **Loading Desktop... (6-12 secs - up to the point that the Windows desktop is responsive)**

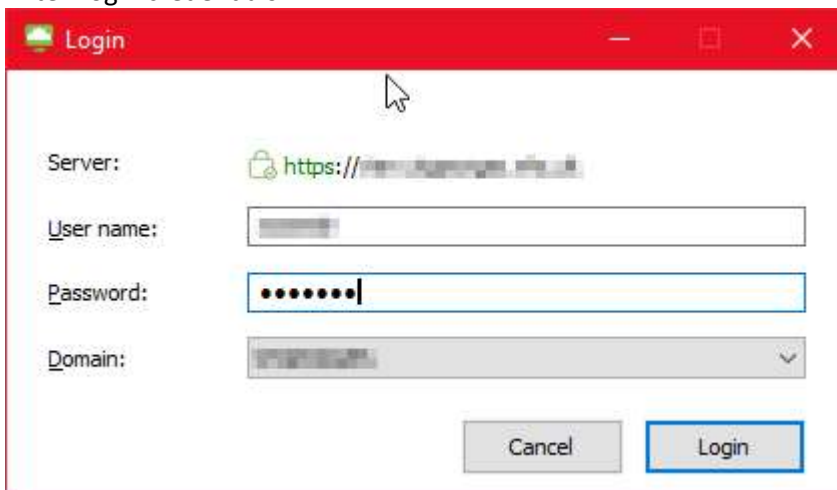
Select Connection Server



Connecting....

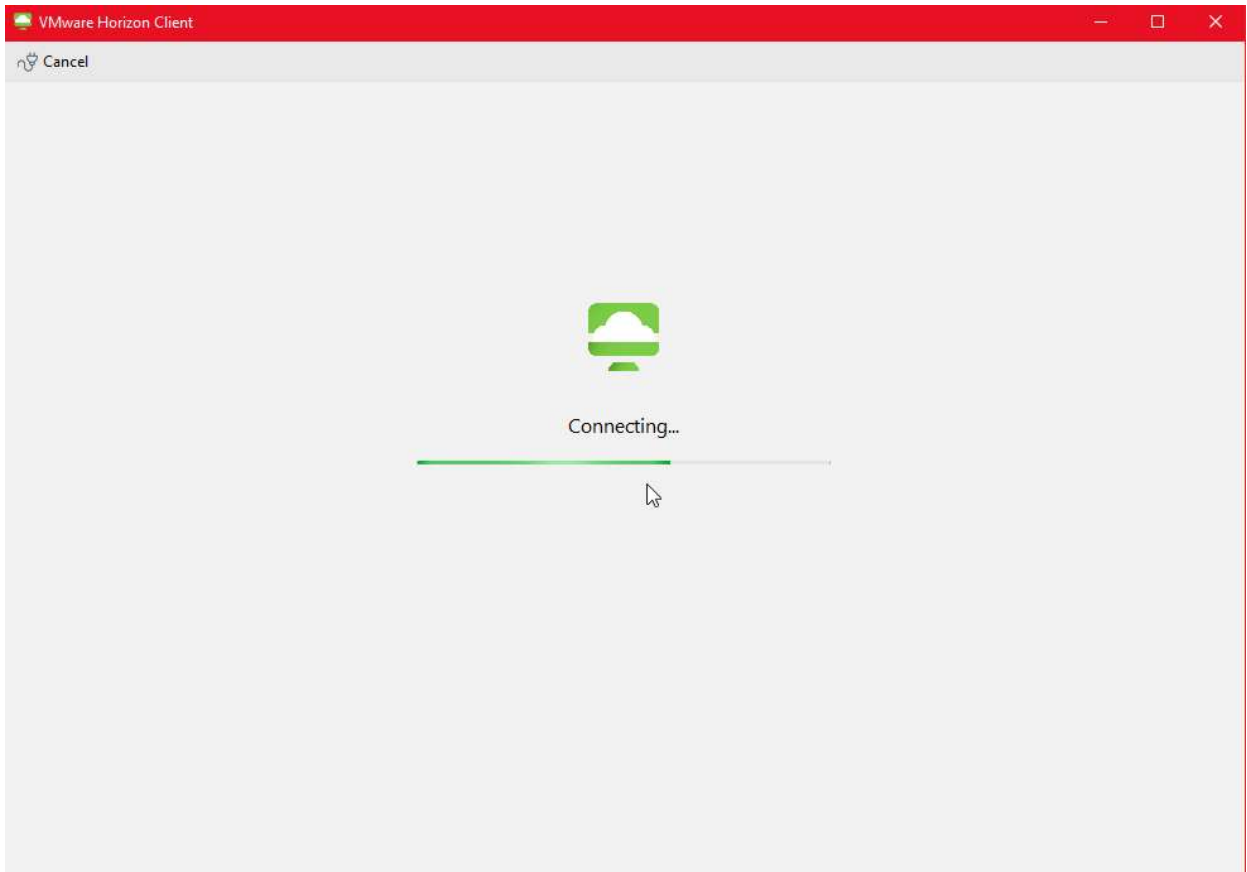


Enter Login credentials

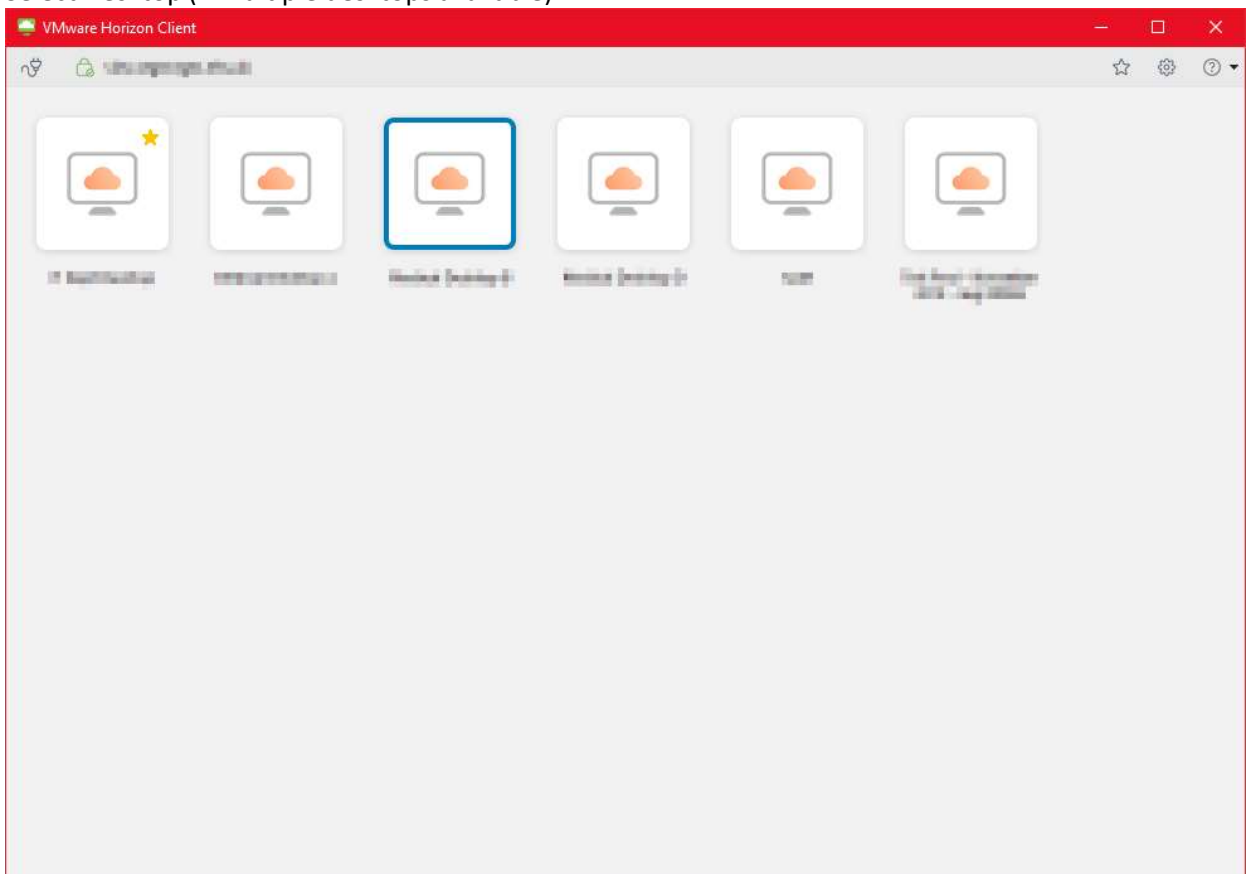


Authenticating...

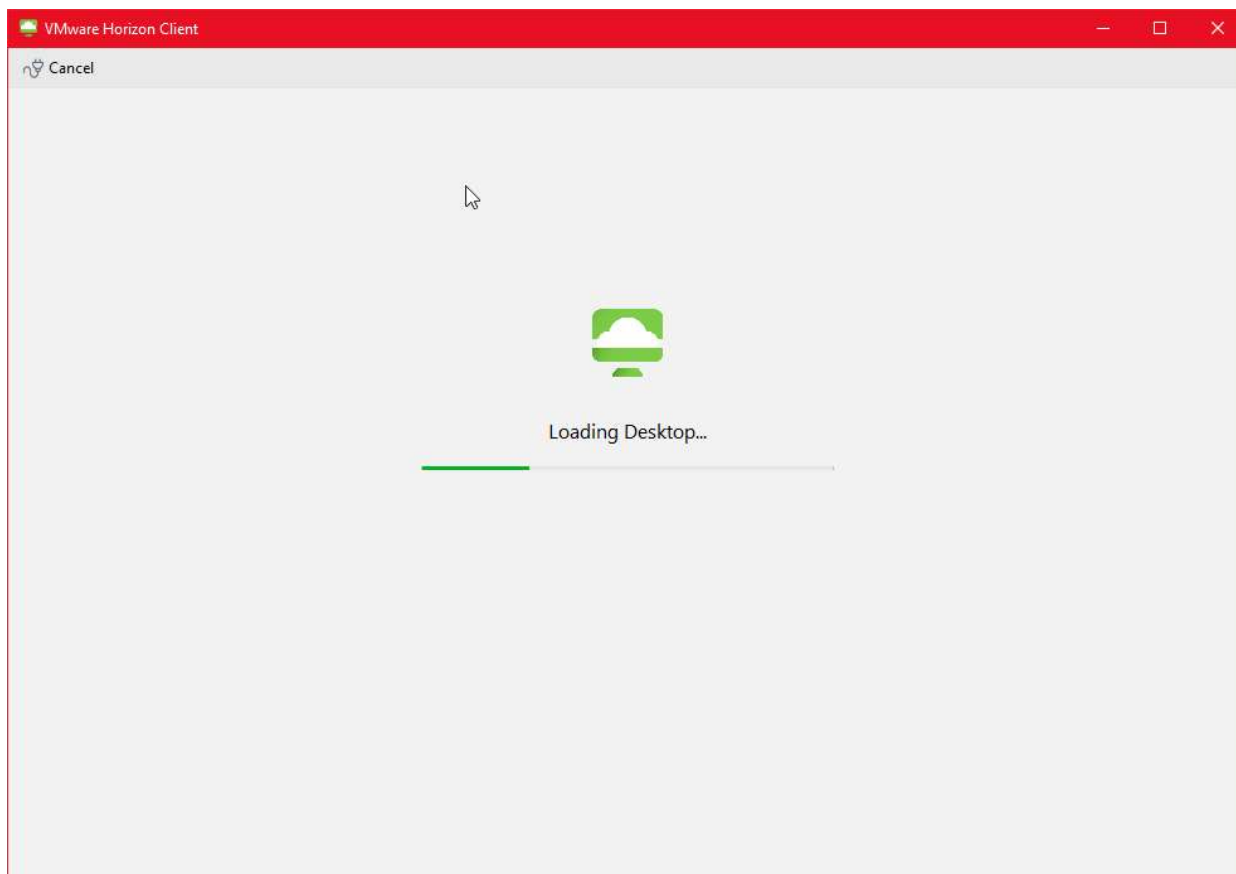
Connecting...



Select Desktop (if multiple desktops available)



Loading Desktop...



Some details about our infrastructure:

- View 7.5.2 Infrastructure (Standard License, not Enterprise unfortunately)
- Non-persistent desktops
- Windows 7 VMs (2gb RAM, 1 CPU)
- Load balanced (KEMP) connection servers (Windows 2016)
- Approx 2900 desktops
- View Horizon Client 5.0
- Connecting from Windows 10 ThinPCs customised with Imprivata onesign authentication

Does anyone have any ideas as to how to improve the connection speed?

Let me know what other details you would need about our VDI infrastructure and I will provide.

Also, one strange thing that happens with the WiFi connected Thin PC is:

1. ThinPC connected to **WiFi**
2. Login to VMware
3. Stage 2 (**connecting to the connection server**) takes **4 to 6 seconds**.
4. Log out
5. Connect ThinPC to a **Ethernet**
6. Login to VMware
7. Stage 2 takes **1 to 2 seconds**
8. Logout
9. Connect ThinPC to WiFi (**remove ethernet cable**)
10. Login
11. Stage 2 is **STILL 1 to 2 seconds**
12. Logout
13. **REBOOT**
14. Login
15. Stage 2 **goes back to taking 4 to 6 seconds again**.

What could be going on here?

Thank you in advance.

From <<https://communities.vmware.com/discussion/create.jsps?containerType=14&containerID=5229>>