

VDI & WTS Usage Prerequisites

Software requirements

- For Citrix-based (HDX/ICA) offerings:
 - Keep the [Workspace App](#) up to date
- For Microsoft-based (RDP) offerings:
 - Keep the [Windows App](#) up to date

Audio requirements

- Only [Microsoft](#)- or [SAP](#) certified headsets
- Keep the headset firmware up to date
- Shut down local communication tools (e.g., Teams, Zoom) prior to connecting to VDI or WTS

Network requirements

- Latency below 280ms (to your destination, e.g., EMEA)
- Bandwidth above 2 Mbit/s
- Verify connection via “Performance Check” on our Access Portal ([EMEA](#), [AMER](#), [APJ](#))
- Shut down any non-SAP VPN prior to connecting

Data

- Always use OneDrive to store data
- For VDIs snapshots (short-term system backups) are available at your responsibility
- For WTS the system is maintained by SAP IT. Profile data can be restored via ticket

VDI & WTS Usage Prerequisites

Sustainability & Costs (VDI)

- Enable auto-shutdown for VDIs & AVDs
- Shutdown VDIs & AVDs when not using them
- Utilize 5/10 instead of 24/7 configuration when possible
- Adjust any of these settings in [DesktopCloud](#)

Which offering to use?

- For VDI/AVD
 - Book a [consulting slot](#) or create a [ticket](#)
- For WTS
 - Create a [ticket](#) for special requests
 - Alternatively, SAP Desktop is available to C/D/I users

Sustainability & Costs (WTS)

- Will be managed centrally by the Virtualization Team
- We regularly review all existing landscapes and send out mails to gather approval from the business owners to reduce the number of servers (where possible)

Connection to VDI & WTS

- Always connect via Workspace or Windows App
- Connection via Web Client (HTML5) has limited functionality
- All VPN (Virtual Private Networking) connections must be closed (expect SAP VPNs)