



SAP WTS and VDI Quick Start Guide



Overview

WTS and VDI are virtual devices/workspaces, both running in SAP Data Center.

- Windows Terminal Server (WTS) - preconfigured, shared, multiuser environment and it's a Desktop based on Server Operating System.
- Virtual Desktop Infrastructure (VDI) - dedicated user environment, **users have administrative rights to install additional software** and it's a Desktop based Client Operating System (e.g. Windows 10).

More information can be found in SAP JAM: [Virtual Workplace](#) or [Corporate Portal](#) (both sites are only available from SAP network)

How to get support?

- First level support can be contacted 24/7, hotline numbers and other communication channels can be found at <https://itsupport.sap.com>

Audio Requirements



To ensure the best conferencing (Teams) experience, users need either a Microsoft or SAP certified headset (see links below). Note the SAP Certified Headsets page can only be accessed from an SAP device.

- [Microsoft Certified Headset](#)
- [SAP Certified Headset](#)

Keep the headset's firmware up to date by using the tool provided by your headset manufacturer:

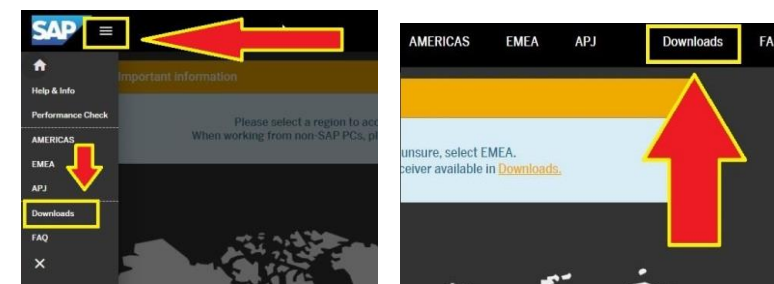
- [Plantronics headset](#)
- [Jabra](#)
- [EPOS \(formerly known as Sennheiser\)](#)
- [Logitech](#)

Software Requirements



For the best experience, make sure that the suggested Workspace app is installed on the local client.

The supported Citrix Workspace app can be found in the “Downloads” section at <https://access.sap.com> either accessible from the “hamburger” menu or directly in the top right corner.



Other Requirements

A reliable Internet connection is required. Check the network quality using the SAP tool on <https://access.sap.com> →

Performance check.