How do I resolve "logging off a previous session" errors in the Virtual Desktop Environment?

You can resolve this error and regain access to the VDE by resetting the virtual machine in the VMware Horizon interface.

If you are connecting through the VMWare horizon client (Recommended).

1. After logging in to the VMWare Horizon client, right-click on the Desktop Pool you cannot log in to and select "Reset Desktop."

2. Wait 1-2 minutes after selecting reset. You should now be able to successfully connect to a virtual desktop.

If you are connecting through your web browser.

1. From within the virtual desktop session, open the VMWare Horizon menu by clicking on the grey tab.

   Press Ctrl-Alt-Insert to Log In
   If you need help, call 410-455-3838

   Remember: Save all work to Box or Google. Desktop files are deleted on log out.

2. Locate your active desktop session and open the menu controls for that virtual machine.
3. Select "Reset" from the available options.

4. Wait 1-2 minutes after selecting reset. You should now be able to successfully connect to a virtual desktop.