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## CUSTOMER GUIDE: VDI (Virtual Desktop Infrastructure)

### Overview

VDI (Virtual Desktop Infrastructure), sometimes referred to as *remote desktop*, is essentially a user's desktop environment running on a server in your datacenter. It is not their actual desktop on their PC... thus the term *virtual*.

A Remote Desktop Session Host (RDSH) is the machine that will host the virtual desktop that includes the FLEETMATE client software. So FLEETMATE will actually execute on the server, not the end-user's PC. Once again, FLEETMATE is not installed on the end-user's PC.

In a VDI environment, the PC will function as a terminal, sending mouse and keyboard activity from the end-user's PC to the server, and receiving screens from the server. There will be no actual data traffic between the FLEETMATE database and the end-user's PC. Rather, data traffic will be confined to high speed network connections in your main datacenter.

This provides a responsive user experience, with very little concern over WAN (wide area network) bandwidth. The only thing required to use FLEETMATE in this way from any location in the world, will be an Internet connection.

### VDI with a Single FLEETMATE Database

Whether using a standard JET database or a SQL Server database, if you plan to use one consolidated database, there is nothing special that needs to be done, other than setting up your VDI environment. Refer to your IT staff for additional information and assistance with the RDSH setup.

### VDI with Multiple FLEETMATE Databases

If you plan to use multiple FLEETMATE databases, one for each department, division, location, and/or other organizational entity, you will need to establish a RDSH instance for *each* database, and install FLEETMATE on each instance. This will isolate each database for end-users in each organizational entity. Refer to your IT staff for additional information and assistance with the RDSH setup.

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## Data Backups are Essential!

With FLEETMATE, you can choose to use either the Standard Microsoft JET database (*included*) for data storage, or opt for a Microsoft SQL Server database.

Whether using a JET database or a SQL Server database, maintaining data backups is essential. You may also want to consider storing your data backups off-site to facilitate disaster recovery. Make sure you can get to your backups if/when they are needed.

Consult with your IT department to confirm that effective, tested business continuity protocols are in-place. Whether fire, accident, natural disaster, or virus/ransom-ware attack, you must have *clean*, reliable data available for recovery.

### Standalone Single-User Installation – Microsoft JET

Each time you exit FLEETMATE, by default, it will create a date/time-stamped copy of your current database. It will store these copies into a drive/folder of your choice. Use the **General** tab under **Options | Preferences...** to specify an external storage location as the Backup Path for your backup copies.

### Network Multi-User Environment – Microsoft JET

When you choose to store your JET database file on a file server, make certain that the file server has been configured to make daily backups of your data files, including your FLEETMATE JET database file.

### Network Multi-User Environment – Microsoft SQL Server

When you choose to use SQL Server for data storage, make certain that SQL Server has been configured to make daily backups of your SQL Server database.