

Configure Saving Folders Between VDI Sessions (Windows)

If you access the app, which has been installed on a Windows operating system, through VDI, it is necessary to configure the following folders to stay saved between VDI sessions. Otherwise, the session in the Web/Desktop app will not be saved after the VDI session ends.

eXpress Web App

Web cache folders, depending on the browser you are using:

- %LOCALAPPDATA%\Google\Chrome\User Data\Default\Network
- %APPDATA%\Mozilla\Firefox\Profiles
and
%LOCALAPPDATA%\Mozilla\Firefox\Profiles
- %LOCALAPPDATA%\Microsoft\Edge\User Data\Default\Network
- %AppData%\Opera Software\Opera Stable\Network

eXpress Desktop App

Desktop app folders:

- %AppData%\eXpress
- %AppData%\Microsoft\Credentials
- %LocalAppData%\Microsoft\Vault

Audio over VDI VMware Horizon

Add Sound Cards in VMware Remote Console

In VMware Remote Console, sound cards can be added in Windows and Linux virtual machines. Add a sound card:

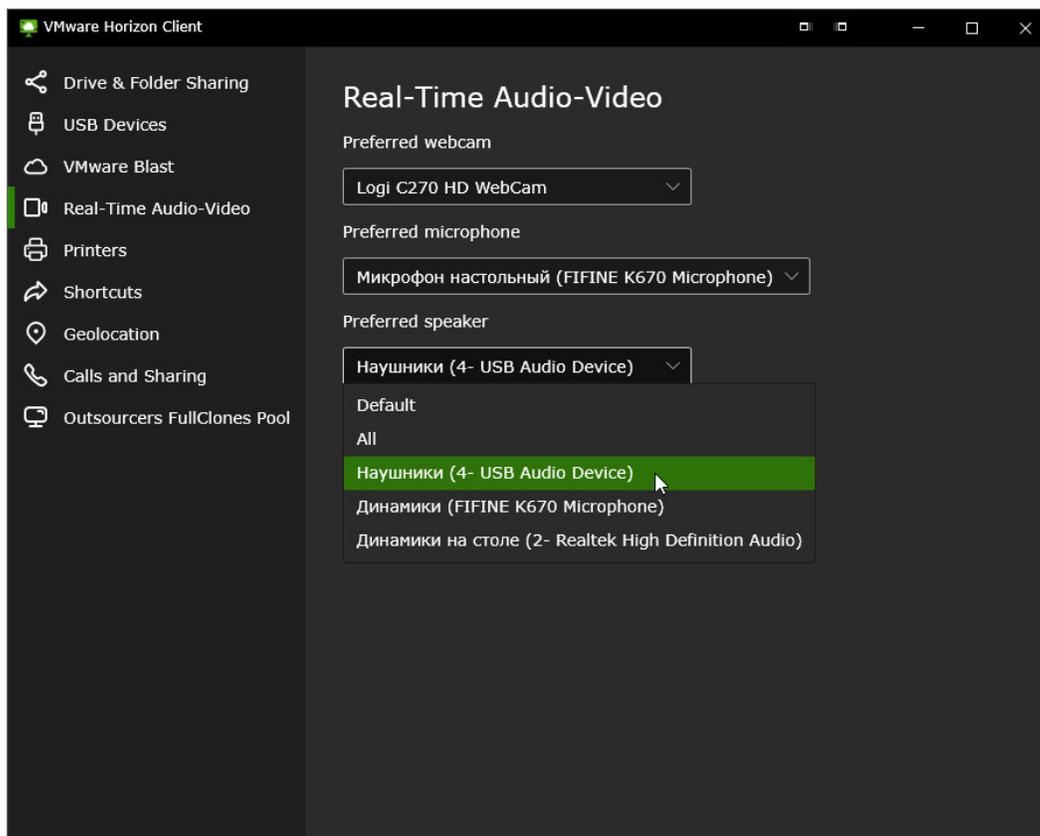
1. Navigate to the desired virtual machine in VMware Remote Console.
2. Go to the virtual machine settings in VMware Remote Console.
 - In Windows, go to **VMRC > Manage > Virtual Machine Settings**.
 - In Linux, go to **Virtual Machine > Virtual Machine Settings**.
3. Go to the **Equipment** tab and click **Add**.
4. Select **Sound Card** and click **Done**.

Configure Audio Devices in VMware Horizon

In the Horizon client settings, select actual audio and video input/output devices. If this is not done, some devices may not work in the eXpress Desktop app.

How to select devices:

1. In VMware Horizon client, go to **Settings**
2. In the **Real-Time Audio-Video** section, select the devices that will be used for communication instead of the default value **All**:



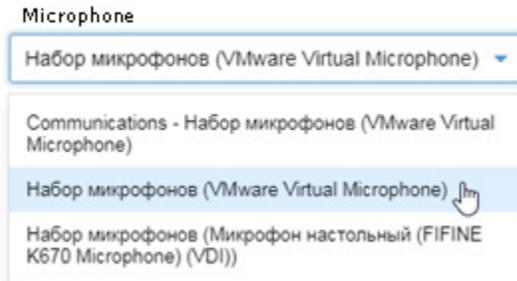
Things to remember:

- If you select the microphone that is used (with the name) in the **Real Time Audio Video** > **Preferred microphone** item, then if you do not try to select another one, the microphone works correctly when connecting to eXpress, but if you start changing the input device, then this microphone is not in the list and other users will be unable to hear you.
- If **All** is selected in the **Proffered microphone** item, then a lot of different input devices are displayed in the eXpress settings, but almost all of them work.

Select the Devices in the Desktop App Settings

Check the settings of the Desktop app, which is installed on the virtual machine:

1. Microphone: **Microphone set (VMware Virtual Microphone)**. You may need to change the selection to another device, then select this one again for it to work (so that the indicator "comes to life").



2. Output device: specify the default device used by the system.



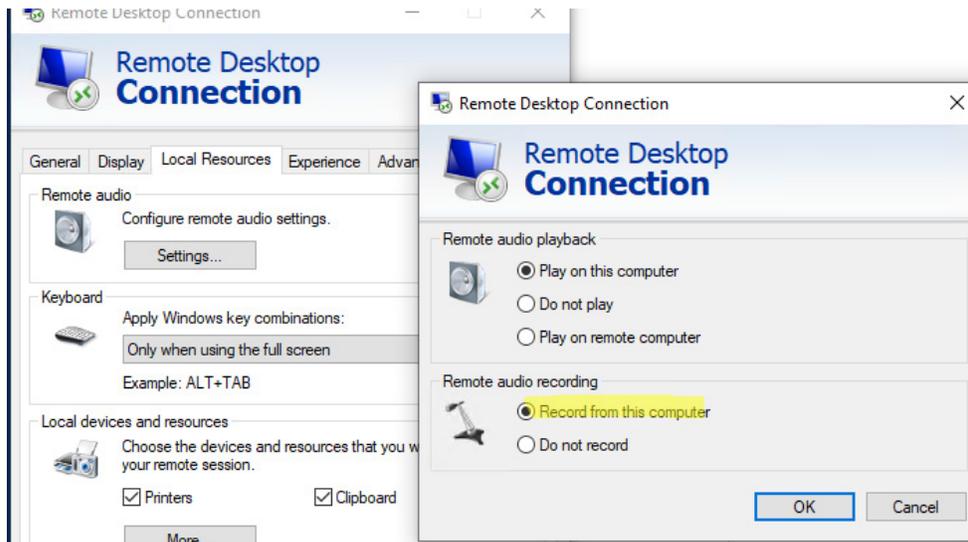
3. Camera: several options may be available, but only one of them will work.



Audio over RDP

To ensure that audio works in eXpress conferences when connecting via RDP, allow access to the audio devices of the physical computer (host) in the RDP connection settings:

- Windows Host — setting up audio transmission via RDP:



- macOS Host — setting up audio transmission via RDP:

