Virtual Office CS/SaaS Microsoft® Azure Virtual Desktop (AVD) Environment Updates, Best Practices, and Resolutions

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Accessing from and Printing to Local Drives

UPDATE: Microsoft has identified the performance of accessing from and printing to local drives as a known issue and will be addressing it with a future update. This issue impacts accessing and opening files from and importing/uploading & creating/printing files to local drives. Once this update is available and tested, it will be implemented within the Virtual Office CS/SaaS environment.

BEST PRACTICE: To improve the performance of importing/uploading and creating/printing files in the interim, select a default file location with a limited number of folders and documents.

Accounting CS / ACS Payroll / Workpapers CS

BEST PRACTICE: If you need to select different printers based on document type, in Accounting CS / Accounting CS Payroll, select the desired printer for each document type in the Printers tab located in Setup > User Preferences.

>   **NOTE**: If using a single printer/tray, or for document types using the same default printer/tray, confirm or select <Default> for those rows. Only the document types that need to use a separate non-default printer or tray require a distinct selection for those rows.

General improvements have been made related to performance issues for Accounting CS and Workpapers CS in Virtual Office CS/SaaS, powered by Azure Virtual Desktop (AVD).
Most notably, the SQL Server instances have been upgraded with additional resources. Also, some code changes have been made to optimize performance for targeted areas of the application.

Two issues have been addressed in v. 2024.3.0, released on September, 26:
- We updated how the printer selections in the Printers tab of the **User Preferences** window are recalled.
- We optimized the loading of the Print Checks screen and Enter Transactions screen. For an additional improvement in loading the Print Checks screen, please see the below steps for how to reduce the number of open payroll liabilities.

Some freezing issues are still being investigated with Microsoft:
- Accounting CS stops responding when a pop-up message ends up behind the main application window. This can happen in a few scenarios: Loading a payroll schedule in the Actions > Enter Batch Payroll Checks screen.
- Attempting to print checks and needing to change the starting check number at print-time.

o   As a workaround, resize the application window(s) and move them to the sides of the monitor so you can see the desktop wallpaper through the center of the screen. This allows you to access the pop-up message and continue processing.

Accounting CS: Addressing open payroll liabilities to improve performance in the Print Checks screen

The time it takes to load the Print Checks screen may be impacted by many open payroll liabilities. To see if you are in this situation, go to the Payroll Liabilities tab. With no filter applied, if you see a message that says, "Please select a filter to display liabilities available for payment," then you have numerous open payroll liabilities. If you want to see specific ones, you can apply a filter to populate the grid. For example, set a filter such as Due Date > is greater than > Custom Date > 1/1/2020.

To reduce unnecessary open payroll liabilities, follow the steps below:

1. In clients for which you don't print payroll liabilities, set the option to not generate the tax liabilities. In the Payroll Taxes tab of the Setup > Clients screen, mark the **Do not create tax liabilities** checkbox.

    Note: This is also available to set on a batch of clients using the Edit Multiple Clients wizard.

2. In clients for which you don't print payroll liabilities, delete all open payroll liabilities in the Actions > Manage Payroll Liabilities screen. For each client where this is needed, right-click in the grid, choose Select All, and then click the Delete Selected button. While this is a client-specific screen, you can easily switch between clients in the upper-right corner.

Inactivity Timeout and Biometrics Two-Factor Authentication

UPDATE: When an application in Virtual Office CS/SaaS times out due to inactivity, a WebView dialog appears for re-authentication. We are currently investigating why biometrics as a two-factor authentication method does not currently work within this dialog.

NOTE: To use an alternative two-factor authentication method until this issue is resolved, update your Thomson Reuters Account preferences.

BEST PRACTICE: When the "Use fingerprint or face recognition..." screen appears, click the **Try another method** button instead of Continue.

BEST PRACTICE: In some cases when the "Use fingerprint or face recognition..." screen appears and the user does select the **Continue** button, the left edge of a grey **Cancel** button is available on the screen. Click it and then the **Try Again** button, followed by the **Try another method** button.

Inactivity Timeout and Applications Freezing

UPDATE: When an application in Virtual Office CS/SaaS times out due to inactivity, you are able to authenticate but then the application will appear frozen or not responding. We are currently investigating why this issue occurs.

BEST PRACTICE: When the application appears frozen, hold down **Shift** and **Right click on the taskbar application icon** and select **Maximize**.

BEST PRACTICE: When the application appears frozen, click **Windows key** + **Left Arrow key** to move your application to the left side of your monitor for it to become active again.

Printing

**BEST PRACTICE:** Set your TerminalWorks default printer.

1. Use the Windows **Start** menu to find and open the **TerminalWorks** folder.
2. Open the **Options** folder.
3. From the **General** tab, use the **Default printer** field under the **Printing Options** section to select your preferred printer. It is recommended that you select your Windows default printer.
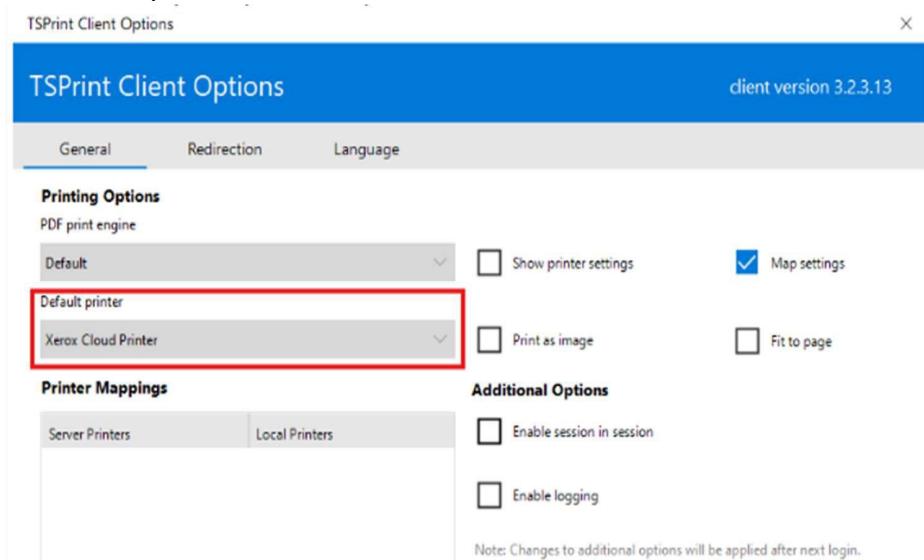
NOTE: If your default printer does not appear to save within the *TSPrint Client Options* **General** tab, check the printer preferences of your local machine: Use the **Start** menu to find and open **Printers & scanners**; Under the **Printer preferences** section set the **Let Windows manage my default printer** toggle to 'Off'.

4. From the **Redirection** tab, select any additional printers you want to make available in the AVD environment and mark the **Always map default printer** checkbox.
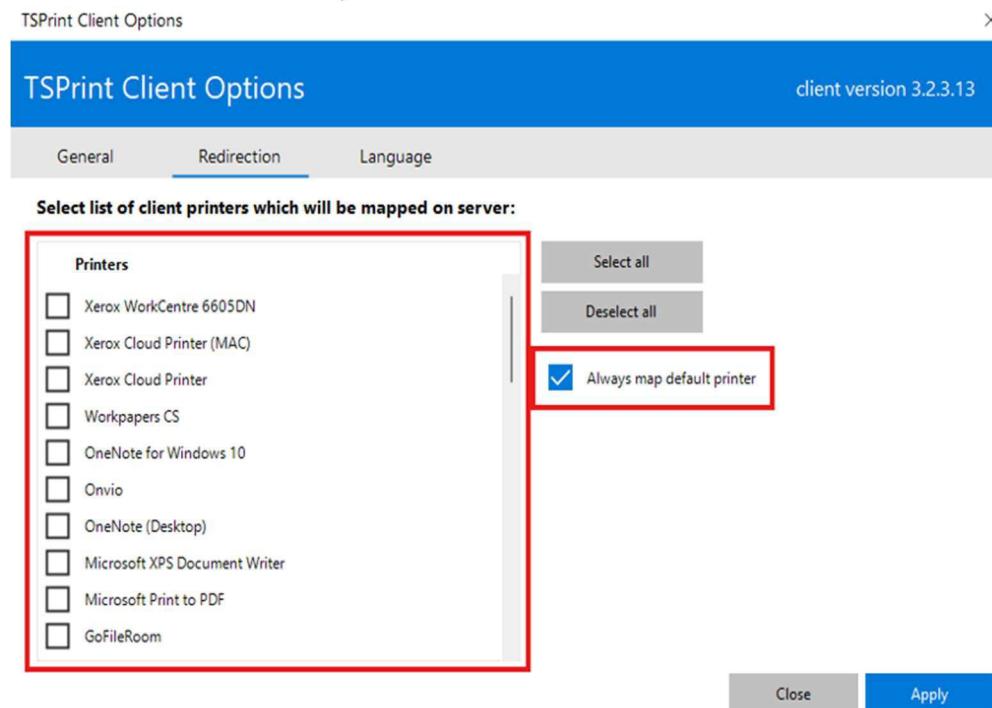

5. Click **Apply** to save your changes.

BEST PRACTICE: For optimal performance when printing in your Virtual Office CS/SaaS environment, it is recommended you use TSPrint. TSPrint was included in the AVD installer package you downloaded for the migration. When confirming or selecting a printer in your Virtual Office CS/SaaS environment, any printer listed with a 'TSPrint Default' naming convention or #NNN appended to the printer's naming convention will print utilizing the TSPrint mapped printers.

BEST PRACTICE: If you are experiencing font or margin format issues when printing, try an alternative TSPrint PDF print engine setting.

1. Use the Windows **Start** menu to find and open the **TerminalWorks** folder.
2. Open the **Options** folder.
3. From the **General** tab, use the **PDF print engine** field under the **Printing Options** section to select an alternative setting.
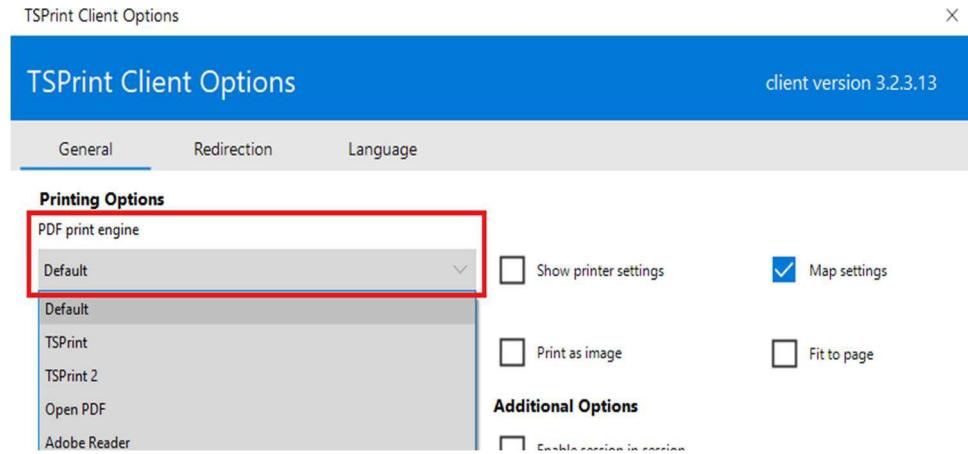
NOTE: Additional information on this topic is available in the TSPrint Guide.

REQUIREMENT: If using File Cabinet CS, install the FileCabinet CS Print Driver.

1. From your Virtual Offices CS/SaaS environment, click **Applications** in the left-hand panel.
2. Click **Setup** (gear icon) in the upper-right hand side of the screen.
3. Click **FileCabinet CS Print Driver** under the **Downloads** section of the menu.

Launching Applications

BEST PRACTICE: If experiencing issues launching applications (receive an error message or do not receive an application launching pop-up notification),

- Ensure you are –
    - Launching an application by single-clicking an icon vs. double-clicking.
    - If you have multiple accounts, using the correct Thomson Reuters Account email and password.
- Verify your machine has –
    - All pop-up blockers disabled.
    - The latest version of the AVD remote desktop client is installed.

        1. Open **Remote Desktop** on your device.
        2. Click the three dots at the top right-hand corner to reveal a menu and select **About**.
        3. The client will automatically search for updates. If an update is available, click **Install Update** to update the client.

            NOTE: If the AVD remote desktop client is already up to date, you will see a green check box and the message: "You're up to date".

- Try –
  - Launching the application in another tab.
  - Clearing your browser data and temporary files after reinstalling Azure Virtual Desktop.

    1. Log out of NetStaff CS.
    2. [Reinstall Azure Virtual Desktop](#).
    3. Clear your browser data. To do so in Chrome:
       - Click the **three dots** in the top-right corner of the browser screen.
       - Click on **Settings** in the exposed menu.
       - Navigate to **Privacy and Security** > **Delete browsing data** and check all three boxes on the **Basics** tab and only the top four boxes on the **Advanced** tab.
       - Click the **Delete data** button.
    4. Clear your temporary files.
       - Open the Run command by pressing the **Windows + R keys** simultaneously.
       - Type **%temp%** (including both percentage signs) and click **OK** or press the **Enter** key. This will launch a File Explorer window.
       - Delete all files in this folder. If some files cannot be deleted, skip those by checking the box for "Do this for all current items" and clicking "Continue." If "Continue" is not an option, click "Skip". If "Skip" is not an option, click "Cancel."
    5. Log back in to your Virtual Office CS/SaaS environment and launch an application.
  - If using Microsoft Edge as your primary browser, see the **Microsoft Edge users** section of the [Azure Virtual Desktop apps don't launch](#) Help and Support topic.

Any persisting issues can be related to conditional access policies your firm has set on devices preventing access of the endpoints Virtual Office CS/ SaaS needs to launch applications.

NOTE: Additional information on Azure cloud endpoints is available in the [End user devices](#) and [Use the Azure Virtual Desktop Agent URL Tool](#) Microsoft articles.

Error Messages

"We can't connect you…auth.thomsonreuters.com" ERROR MESSAGE:

"We can't connect you.
Looks like we can't connect to one of our services right now. Please try again later, or contact your helpdesk if the issue persists.
HTTP 400
auth.thomsonreuters.com"

Exiting will trigger a **"Remote Desktop…Something went wrong…0x201…Claims TokenFailure" ERROR MESSAGE:**

"Remote Desktop
Something went wrong
We failed to fetch the subscription information from
https://rdweb.wvd.microsoft.com/api/feeddiscovery. Please contact
technical support for help.
…
Error code: 0x201
Error Symbolic: ClaimsTokenFailure
…"

RESOLUTION: If you receive this error message after entering your Thomson Reuters Account credentials but before you are prompted for two factor authentication (2fa), you have entered the wrong email or password. If the error persists after verifying you have entered your correct credentials, please reset your Thomson Reuters Account password.

"We can't connect you…login.microsoftonline.com" ERROR MESSAGE:

"We can't connect you.
Looks like we can't connect to one of our services right now. Please try again later, or
contact your helpdesk if the issue persists.
HTTP 400
login.microsoftonline.com"

RESOLUTION: Verify the correct Thomson Reuters account email address is being used. If the correct login is being used and you still receive the error, log into your Thomson Reuters Account. Once you have successfully logged in, try launching an application again. If the same error is received, uninstall and reinstall the AVD remote desktop client.

"Remote Desktop…Something went wrong…0x200…ClaimsHintFailure" ERROR MESSAGE:

"Remote Desktop
Something went wrong
We failed to fetch the subscription information from
https://rdweb.wvd.microsoft.com/api/feeddiscovery. Please contact
technical support for help.
…
Error code: 0x200
Error Symbolic: ClaimsHintFailure
…"

RESOLUTION: Close all Applications. Select the Logoff icon within your Virtual Office CS /SaaS environment.

Versioning

WINDOWS AND .NET FRAMEWORK: Azure Virtual Desktop (AVD) currently runs on Windows 10 Home and Pro, Windows 11 Home and Pro, Windows Server 2022, Windows Server 2019, and Windows Server 2016, with .NET Framework 4.6.2 or later.

> NOTE: Required Windows and .NET Framework version details can be accessed at any time via the **Prerequisites** section of the *Connect to Azure Virtual Desktop with the Remote Desktop client for Windows* page.

> NOTE: Use the Search Product and Services Lifecycle Information page to verify you are the running the latest supported version of Windows products.

AVD REMOTE DESKTOP CLIENT: Your Remote Desktop client will auto-update with one exception – if your firm opted to install it in a terminal server environment. If the latter applies, you will have to check for updates.

1. Open **Remote Desktop** on your device.
2. Click the three dots at the top right-hand corner to reveal a menu and select **About**.
3. The client will automatically search for updates. If an update is available, click **Install Update** to update the client.

> NOTE: If the client is already up to date, you will see a green check box and the message: "You're up to date".

> NOTE: For information on the latest version visit: What's new in the Remote Desktop client for Windows.

Mac Support

While the macOS environment itself is not within the scope of our Technical Support's expertise, we do provide the following resources:
- Remote Desktop Setup on Mac Computers
- Troubleshooting guide for AVD and macOS

If a MAC user is having trouble finding their local folders to be able to save documents to, here are the steps that they should be taking:

Folder redirection

Microsoft Remote Desktop enables you to make local folders available in your remote session. This is known as *folder redirection*. This means you can open files from and save files to your Mac with your remote session. Folders can also be redirected as read-only. Redirected folders appear in the remote session as a network drive in Windows Explorer.

All remote sessions
To enable folder redirection for all remote desktops:
1. Open the Microsoft Remote Desktop application on your device.
2. From the App commands and tasks for selected items dropdown, select **Preferences**.
3. Select the **General** tab, then for **If folder redirection is enabled for RDP files or managed resources, redirect:** select **Choose Folder...**.
4. Navigate to the folder you want to be available in all your remote desktop sessions, then select **Choose**.
5. Close the Preferences window. Optionally, if you want to make this folder available as read-only, check the box before closing the window.