

# Why is my DaaS having performance issues?

DaaS is a graphical representation only of the Windows OS hosted in the cloud (Microsoft Azure). No file content or data is exchanged with the personal device. **Therefore, a solid home network is critical for an acceptable DaaS user experience.**

**Below are the most common causes of performance issues:**



## Personal PC

Multiple **applications running in the background** taxing CPU/Mem, **improper audio device** selected or not configured, multiple users logged on simultaneously



## Home Wi-Fi

Poor **signal strength** or too many users or “things” (IoT devices, cameras, etc.)



## ISP

**Slow or poor** performance



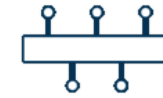
## Teams audio issues

Wrong audio device selected on vendor laptop or personal PC, **mic/headset not property configured**



## MS Teams feature set

**Not all features are available** in the MS VDI Teams offering for any VDI vendor. Out of VMware/FM control. **Improvements to come**



## Home LAN

Outdated equipment, user unaware of what is connected, **bad network cables causing errors**, etc.



## Vendor-supplied laptop

Firewall settings, **conflicting VPN clients**, older hardware

