

RE: Migration from VDI to AVD

From Mohammad Ghazi Ahmad <M.Ahmad@eskadenia.com>

Date Sun 5/11/2025 2:22 PM

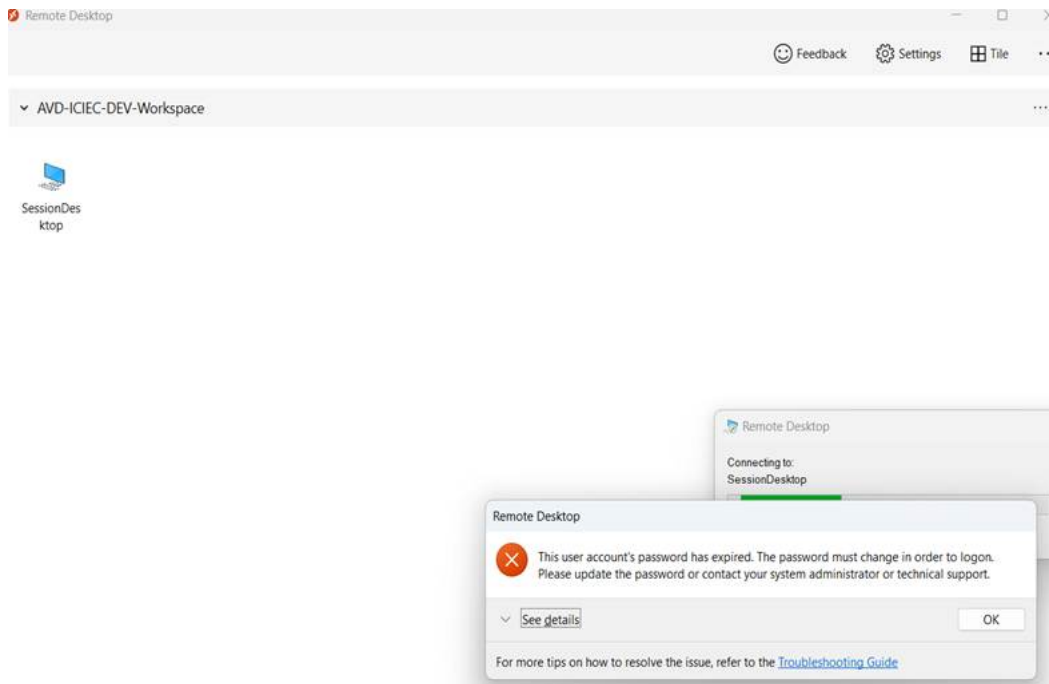
To Zohaib Butt <Zohaib@isdb.org>

Cc Reyaz Wani <WReyaz@isdb.org>; Laisan Mobaideen <L.Mobaideen@eskadenia.com>; Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>

Dear Zohaib,

Can you check my user it's give me user expired.

User name: **E11094**



Best
Regards

Mohammad Ghazi Ahmad | Technical Team Leader – Insurance Business Unit.

☎ +962 6 5510717 - Ext: 207

📞 +962 788213686

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From: Zohaib Butt [mailto:Zohaib@isdb.org]

Sent: Tuesday, December 24, 2024 11:13 AM

To: Mohammad Ghazi Ahmad; Hamza Abu Meshref

Cc: Reyaz Wani; Laisan Mobaideen; Yasmeen Alquntar; Radwan Al-Jundi

Subject: Re: Migration from VDI to AVD

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Dear @Mohammad Ghazi Ahmad

Please try again using the following password:

Windows@2030

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Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

Office: +966 (12) 646 7564 | **Mobile:** +966 (59) 900 0908 | **Email:** Zohaib@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



From: Mohammad Ghazi Ahmad <M.Ahmad@eskadenia.com>

Sent: Tuesday, December 24, 2024 1:06 PM

To: Zohaib Butt <Zohaib@isdb.org>; Hamza Abu Meshref <H.AbuMeshref@eskadenia.com>

Cc: Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>; Yasmeen Alquntar <Y.Alquntar@eskadenia.com>; Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>

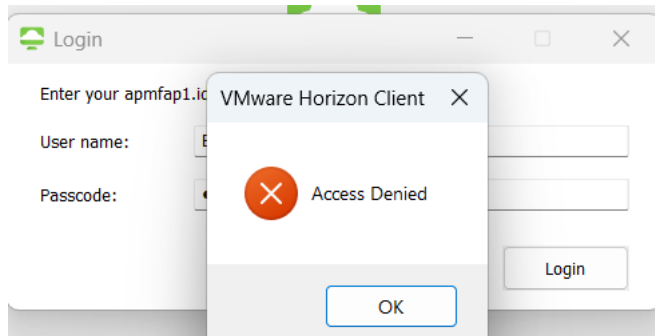
Subject: RE: Migration from VDI to AVD

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Dear Zohaib,

Kindly note that I'm getting message "Access Denied" while trying to login through my user account "E11094".

Could you please check and advise.



Best Regards,
Mohammad Ghazi Ahmad

From: Zohaib Butt [<mailto:Zohaib@isdb.org>]

Sent: Tuesday, December 24, 2024 10:41 AM

To: Hamza Abu Meshref

Cc: Reyaz Wani; Laisan Mobaideen; Mohammad Ghazi Ahmad; Yasmeen Alquntar; Radwan Al-Jundi

Subject: Re: Migration from VDI to AVD

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Dear [@Hamza Abu Meshref](#)

Your provided mobile number has been updated in authentication. Please try now to login in AVD.

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Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

Office: +966 (12) 646 7564 | **Mobile:** +966 (59) 900 0908 | **Email:** Zohaib@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



From: Hamza Abu Meshref <H.AbuMeshref@eskadenia.com>

Sent: Tuesday, December 24, 2024 12:26:48 PM

To: Zohaib Butt <Zohaib@isdb.org>

Cc: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>; Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>; Mohammad Ghazi Ahmad

<M.Ahmad@eskadenia.com>; Yasmeen Alquntar <Y.Alquntar@eskadenia.com>

Subject: RE: Migration from VDI to AVD

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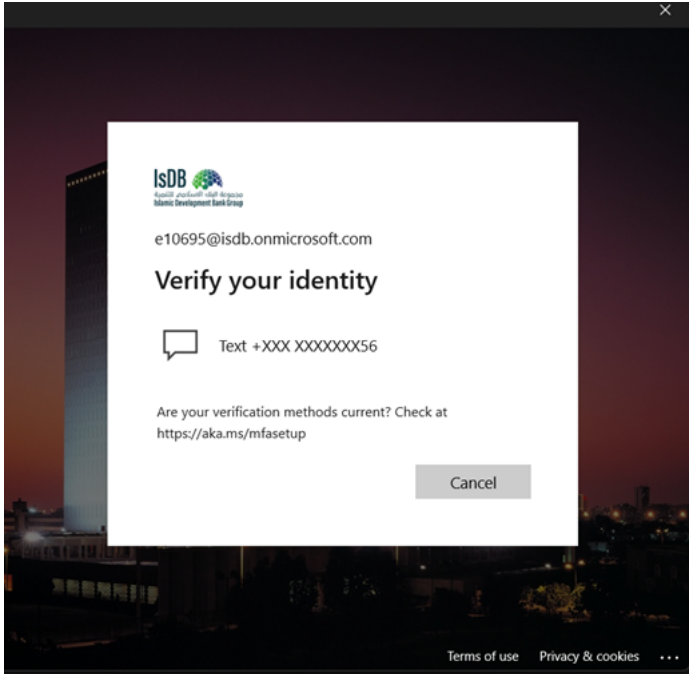
Dear Zohaib,

Please note that currently I am trying to connect to the AVD , but the issue I am facing is that the number displayed in the below screen shot refers to another number that I can't reach or contact.

Can you please advise on updating that number to be my phone number as : **00962785868148**

Username : e10695

Password : Windows@2030



Best Regards,

Hamza Abu Meshrif

Technical Team Leader - Insurance Business Unit

+962 785868148



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From: Zohaib Butt [mailto:Zohaib@isdb.org]

Sent: Wednesday, November 6, 2024 12:59 PM

To: Laisan Mobaideen; Mohammad Malhas; Hamed Ismail; Razan Abushukor; Jawad Haddadin; Mohammad Ghazi Ahmad; Samer Abufarha; Yazan Hindi; Ihssan Kitana; Ma'in Al-Salahat; Raed Abu Hammam; Suhaib Hammouri; Ruba Assad; Yasmeen Alquntar; Hamza Abu Meshref; Alaa Qutaish; Mohammad Jarwan; Shadi Almasri; Anas Safi; Mohammad Khabour; Raneem Bassam

Cc: Radwan Al-Jundi; Firas Sirhan; Mohammad Amoudi; Reyaz Wani

Subject: Migration from VDI to AVD

Importance: High

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Dear All,

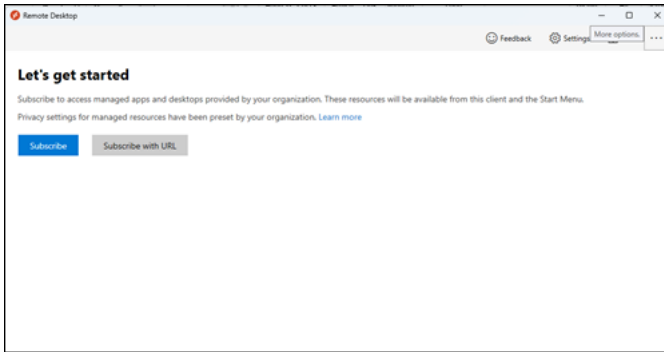
All Eska user has been moved from VDI to AVD which means there is no longer “VMware Horizon Client” application is functional to access VM.

New way to access your VM is Microsoft Remote Desktop which we call AVD and you may download it from  [here](#) or access through Web using this link:
<https://client.wvd.microsoft.com/arm/webclient/index.html>

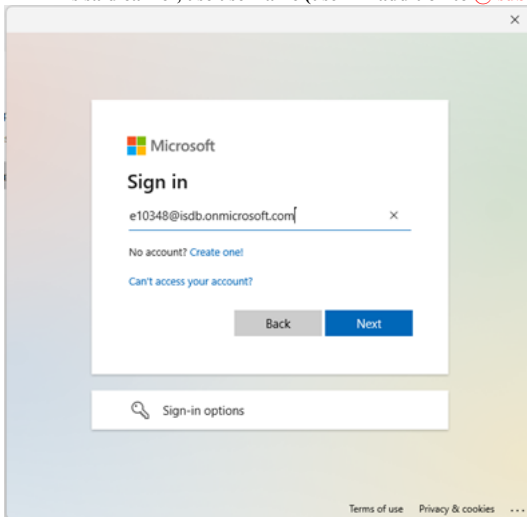
After installation, run Remote Desktop



1. Click on Subscribe:



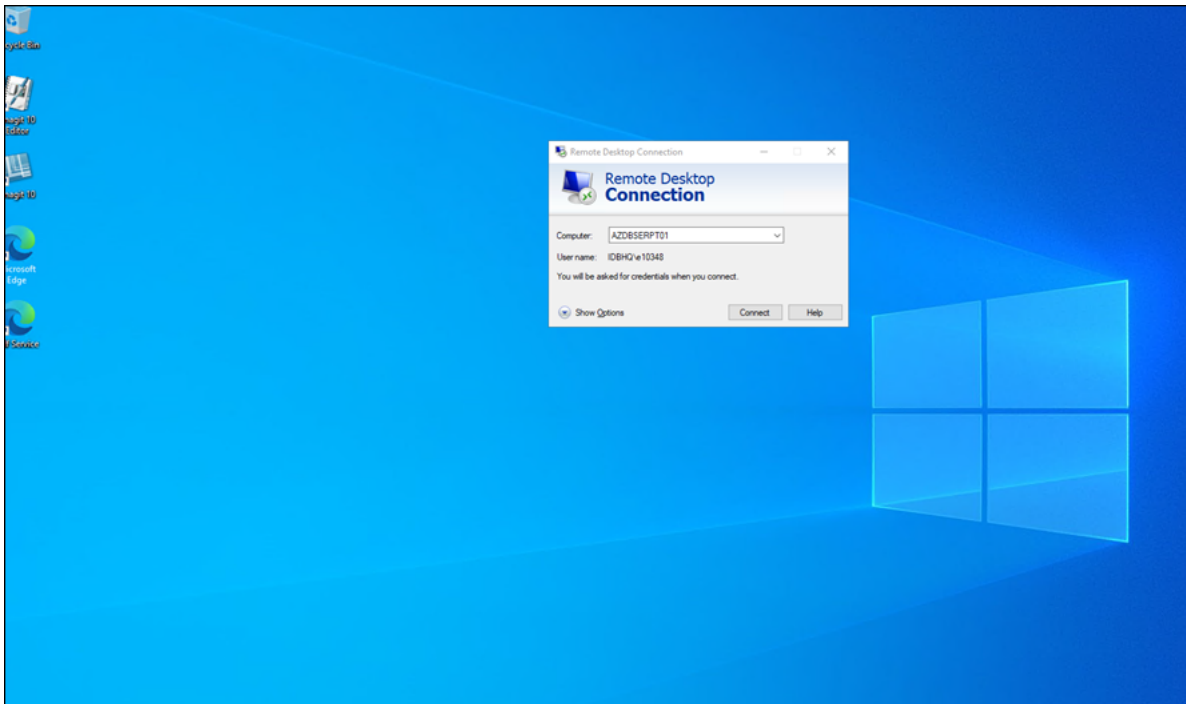
2. As said earlier, use username (user ID addition to @isdb.onmicrosoft.com) and password will be same as before.



3. After entering your credentials correctly, you will find "Session Desktop" which will allow you access your profile.



4. After getting the desktop you can use remote desktop app to access Production server.



Note: if you find any difficulties to access AVD. You may reply to this email for further assistance.



Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

Office: +966 (12) 646 7564 | **Mobile:** +966 (59) 900 0908 | **Email:** Zohaib@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



From: Laisan Mobaideen <L.Mobaideen@eskadenia.com>

Sent: Wednesday, November 6, 2024 12:37 PM

To: Mohammad Malhas <M.Malhas@eskadenia.com>; Hamed Ismail <Hamed.Ismail@eskadenia.com>; Razan Abushukor <R.Abushukor@eskadenia.com>; Jawad Haddadin <J.Haddadin@eskadenia.com>; Mohammad Ghazi Ahmad <M.Ahmad@eskadenia.com>; Samer Abufarha <S.Abufarha@eskadenia.com>; Yazan Hindi <Y.Hindi@eskadenia.com>; Ihssan Kitana <I.Kitana@eskadenia.com>; Ma'in Al-Salahat <M.Alsalahat@eskadenia.com>; Raed Abu Hammam <R.AbuHammam@eskadenia.com>; Suhaib Hammouri <S.Hammouri@eskadenia.com>; Ruba Assad <R.Assad@eskadenia.com>; Yasmeen Alquntar <Y.Alquntar@eskadenia.com>; Hamza Abu Meshref <H.AbuMeshref@eskadenia.com>; Alaa Qutaish <A.Qutaish@eskadenia.com>; Mohammad Jarwan <M.Jarwan@eskadenia.com>; Shadi Almasri <S.Almasri@eskadenia.com>; Anas Safi <A.Safi@eskadenia.com>; Mohammad Khabour <M.Khabour@eskadenia.com>; Raneem Bassam <R.Bassam@eskadenia.com>; Zohaib Butt <Zohaib@isdb.org>

Cc: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>; Firas Sirhan <F.Sirhan@eskadenia.com>; Mohammad Amoudi <M.amoudi@eskadenia.com>; Reyaz Wani <WReyaz@isdb.org>

Subject: RE: ICIEC :: Change in method to access VDI

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Looping Zohaib & Reyaz,

Dear Zohaib, As informed, Please share the changes with ESKA users by replying to this email, also, please update the email subject to briefly highlight the update,

Thanks,

Laisan Mobaideen, PMP® , ITIL® | Project Manager – Insurance Business Unit.

☎ +962 6 5510717



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From: Laisan Mobaideen

Sent: Wednesday, November 6, 2024 10:42 AM

To: Mohammad Malhas <M.Malhas@eskadenia.com>; Hamed Ismail <Hamed.Ismail@eskadenia.com>; Razan Abushukor <R.Abushukor@eskadenia.com>; Jawad Haddadin <j.haddadin@eskadenia.com>; Mohammad Ghazi Ahmad <m.ahmad@eskadenia.com>; Samer Abufarha <S.Abufarha@eskadenia.com>; Yazan Hindi <Y.Hindi@eskadenia.com>; Ihssan Kitana <I.Kitana@eskadenia.com>; Ma'in Al-Salahat <M.AISalahat@eskadenia.com>; Raed Abu Hammam <r.abuhammam@eskadenia.com>; Suhaib Hammouri <S.Hammouri@eskadenia.com>; Ruba Assad <R.Assad@eskadenia.com>; Yasmine Alquntar <Y.Alquntar@eskadenia.com>; Hamza Abu Meshref <H.AbuMeshref@eskadenia.com>; Alaa Qutaish <A.Qutaish@eskadenia.com>; Mohammad Jarwan <m.jarwan@eskadenia.com>; Shadi Almasri <S.Almasri@eskadenia.com>; Anas Safi <a.safi@eskadenia.com>; Mohammad Khabour <M.Khabour@eskadenia.com>; Raneem Bassam <R.Bassam@eskadenia.com>

Cc: Radwan Al-Jundi <r.al-jundi@eskadenia.com>; Firas Sirhan <f.sirhan@eskadenia.com>; Mohammad Amoudi <M.amoudi@eskadenia.com>

Subject: FW: ICIEC :: Change in method to access VDI

Importance: High

Dear All, FYI

Thanks,

Laisan Mobaideen, PMP®, ITIL® | Project Manager – Insurance Business Unit.

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From: Zohaib Butt <Zohaib@isdb.org>

Sent: Wednesday, November 6, 2024 10:20 AM

To: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>; Laisan Mobaideen <L.Mobaideen@eskadenia.com>

Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>

Subject: RE: ICIEC :: Unable to receive MFA code

Importance: High

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Dear @Radwan Al-Jundi & @L.Mobaideen

Kindly note that there is bit change in method to access VDI as follows:

Instead of Server “vdi.isdb.org” use new Server “vdiazure.isdb.org” and it will redirect you to the browser for user verification and MFA configuration.

Use username as: e10348@isdb.onmicrosoft.com (Each Eska user will use his/her user ID in addition @isdb.onmicrosoft.com)

Password: Windows@2030

In next step it will ask to configure MFA so you can use same Microsoft Authenticator app from your mobile phone to configure MFA.

Kindly forward above info to all your team members & in case of any technical issues please let us know.

Step to add Server in VMWare:





Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

From: Zohaib Butt
Sent: Wednesday, November 6, 2024 9:24 AM
To: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>
Subject: RE: ICIEC :: Unable to receive MFA code



Dear Br. [@Radwan Al-Jundi](#)
Member of IsDB Group

We are working on it and will get back to you soon with an update.

From: Mohamad El Sayed <MSayed@isdb.org>
Sent: Wednesday, November 6, 2024 9:12 AM
To: Zohaib Butt <Zohaib@isdb.org>
Cc: Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>; Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Subject: RE: ICIEC :: Unable to receive MFA code

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Dear Br. [@Zohaib Butt](#)

For your quick necessary action please.

With my Best Regards



Mohamad El Sayed

Manager

Information Technology Management Division

Office: +966 (12) 646 7549 | **Mobile:** +966 (50) 255 8885 | **Email:** MSayed@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



From: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Sent: Wednesday, November 6, 2024 9:08 AM
To: Zohaib Butt <Zohaib@isdb.org>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>
Subject: RE: ICIEC :: Unable to receive MFA code

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Dear Br. Zohaib,

Good morning; I assume it is still not working because we try to connect with no success.

Best regards,

Radwan Al Jundi, FLMI | Business Unit Manager - Insurance

☎ +962 6 5510717 - Ext: 202

📞 +962 77 7766212



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From: Laisan Mobaideen <L.Mobaideen@eskadenia.com>
Sent: 05 November 2024 16:52
To: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>; Zohaib Butt <Zohaib@isdb.org>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>
Subject: RE: ICIEC :: Unable to receive MFA code

Dear Zohaib,

Appreciate resolving this issue the soonest and for all users, as the team needs to prepare for the planned activities to continue with the verification sessions,

Thanks,

Laisan Mobaideen, PMP®, ITIL® | Project Manager – Insurance Business Unit.
☎ +962 6 5510717



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From: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Sent: Tuesday, November 5, 2024 4:05 PM
To: Zohaib Butt <Zohaib@isdb.org>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>; Laisan Mobaideen <L.Mobaideen@eskadenia.com>
Subject: RE: Unable to receive MFA code

Noted Brother, thank you!

Best regards,

Radwan Al Jundi, FLMI | Business Unit Manager - Insurance
☎ +962 6 5510717 - Ext: 202

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From: Zohaib Butt <Zohaib@isdb.org>
Sent: 05 November 2024 16:02
To: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>; Laisan Mobaideen <L.Mobaideen@eskadenia.com>
Subject: Re: Unable to receive MFA code

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Dear Br. Radwan,

There is a general issue with MFA services.

System team is working on it. I will update you once it gets fixed.

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Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

Office: +966 (12) 646 7564 | **Mobile:** +966 (59) 900 0908 | **Email:** Zohaib@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



From: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Sent: Tuesday, November 5, 2024 3:40:49 PM
To: Zohaib Butt <Zohaib@isdb.org>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>; L.Mobaideen <L.Mobaideen@eskadenia.com>
Subject: RE: Unable to receive MFA code

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Dear Br. Zohaib,

My mobile number is still the same, no update on it. Yesterday I tried, received the OTP & connected successfully while today no OTP is received. I even tried on the website but with no success. Here is my mobile number.

00962 77 77 66 212

Best regards,

Radwan Al Jundi, FLMI | Business Unit Manager - Insurance

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From: Zohaib Butt <Zohaib@isdb.org>
Sent: 05 November 2024 15:28
To: Radwan Al-Jundi <R.Al-Jundi@eskadenia.com>
Cc: Mohamad El Sayed <MSayed@isdb.org>; Reyaz Wani <WReyaz@isdb.org>
Subject: Unable to receive MFA code

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Dear Br. [@Radwan Al-Jundi](#)

You are kindly requested to send us your updated mobile number with country code so we will add it in VDI MDA manually.



Zohaib Butt

IT Service Desk Associate

Information Technology Management Division

Office: +966 (12) 646 7564 | **Mobile:** +966 (59) 900 0908 | **Email:** Zohaib@isdb.org

Website: iciec.isdb.org | **Address:** Jeddah 22332-2444, Saudi Arabia



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