Using VMware Horizon Client for Windows Store

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Horizon View

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Using VMware Horizon Client for Windows Store

This guide, *Using VMware Horizon Client for Windows Store*, provides information about installing and usingVMware Horizon™ Client software on a Windows 8.1, Windows 8.1 RT, or Windows 8.1 Pro device to connect to a remote desktop in the datacenter.

The information in this document includes system requirements and instructions for installing and using Horizon Client for Windows Store.

This information is intended for administrators who must set up a View deployment that includes Windows 8.1, Windows 8.1 RT, or Windows 8.1 Pro client devices. The information is written for experienced system administrators who are familiar with virtual machine technology and datacenter operations.

Setup and Installation

Setting up a View deployment for Windows Store clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and Windows 8.1 device clients, and installing the VMware Horizon Client app.

System Requirements

You can install Horizon Client on many Windows 8.1, Windows 8.1 RT, and Windows 8.1 Pro devices.

The device on which you install Horizon Client, and the peripherals it uses, must meet certain system requirements.

Operating systems	■ Horizon Client for Windows Store 2.3 and 2.4: Windows 8.1, Windows 8.1 RT, or Windows 8.1 Pro ■ Horizon Client for Windows Store (Tech Preview) 2.0 and 2.1: Windows 8 or Windows 8 RT
External keyboards	(Optional) For information about the Bluetooth and physically connected keyboards that your specific device supports, see the documentation from the device manufacturer.
View Connection Server, Security Server, and View Agent	Latest maintenance release of View 5.0.x and later releases VMware recommends that you use a security server so that your device will not require a VPN connection.
Display protocol for remote desktops	■ Horizon Client for Windows Store 2.3 and 2.4: PCoIP only ■ Horizon View Client for Windows Store (Tech Preview) 2.0 and 2.1: RDP only

Preparing View Connection Server for Horizon Client

Administrators must perform specific tasks to enable end users to connect to remote desktops.

Before end users can connect to View Connection Server or a security server and access a remote desktop, you must configure certain pool settings and security settings:

- If you are using a security server, as VMware recommends, verify that you are using the latest maintenance releases of View Connection Server 4.6.x and View Security Server 4.6.x or later releases. See the *View Installation* documentation.

- If you plan to use a secure tunnel connection for client devices and if the secure connection is configured with a DNS host name for View Connection Server or a security server, verify that the client device can resolve this DNS name.

  To enable or disable the secure tunnel, in View Administrator, go to the Edit View Connection Server Settings dialog box and use the check box called **Use secure tunnel connection to desktop**.

- Verify that the server certificate is fully verifiable:

  - Verify that the View Connection Server instance or security server has a security certificate that the client can fully verify by using the host name that you enter in Horizon Client.

  - If you plan to use a secure tunnel connection, verify that the tunnel server (View Connection Server instance or security server) has a security certificate that the client can verify. The server name you enter in Horizon Client must match the host name in the **External URL** setting shown in the Edit View Connection Server Settings dialog box, in View Administrator.

- Verify that a desktop pool has been created and that the user account that you plan to use is entitled to access the remote desktop. See the topics about creating desktop pools in the *View Administration* documentation.

- To use two-factor authentication with Horizon Client, such as RSA SecurID or RADIUS authentication, you must enable this feature on View Connection Server. RADIUS authentication is available with View 5.1 or later View Connection Server. For more information, see the topics about two-factor authentication in the *View Administration* documentation.

- Verify that the desktop pool is set to use the PCoIP display protocol. See the *View Administration* documentation.

Supported Desktop Operating Systems

Administrators create virtual machines with a guest operating system and install View Agent in the guest operating system. End users can log in to these virtual machines from a client device.

For a list of the supported guest operating systems, see the "Supported Operating Systems for View Agent" topic in the View 4.6., 5.x, or 6.x installation documentation.

Install or Upgrade Horizon Client for Windows Store

Horizon Client for Windows Store is a Windows Store app, and you install it just as you do other Windows Store apps. You can install Horizon Client for Windows Store on tablets, desktop computers, or laptops that run Windows 8.1, Windows 8.1 RT, or Windows 8.1 Pro.

Prerequisites

- If you are upgrading from version 2.0 or 2.1 of VMware View Client, which was released as a Tech Preview, uninstall the app before you install the latest version. If you do not uninstall the 2.0 or 2.1 version, some settings might not be changed correctly when you upgrade.

- If you have not already set up the device, do so. See the manufacturer's user's guide for your device.

- Verify that you have the URL for a download page that contains the VMware Horizon Client installer. This URL might be the VMware Downloads page at http://www.vmware.com/go/viewclients or it might be the Windows Store.

Procedure

1   On your Windows 8.1, Windows 8.1 RT, or Windows 8.1 Pro device, browse or search the Windows Store for the VMware Horizon View app.

2   Download and install the app.

What to do next

To see the **VMware Horizon View** app icon on your Start screen, you must pin the app to the Start screen.

Help Topics Available in Horizon Client

To access the help system from within Horizon Client, swipe in from the right to display the **Settings** panel, and tap **Help.**

The help system uses features of your Web browser, as well as some additional capabilities, to help you access product information. You can search the help using queries that contain quotation marks, wildcards, and Boolean operators. For instructions, click the **?** (question mark) icon in the help system toolbar.

Horizon Client Data Collected by VMware

If your company participates in the customer experience improvement program, VMware collects data from certain Horizon Client fields. Fields containing sensitive information are made anonymous.

VMware collects data on the clients to prioritize hardware and software compatibility. If your company's administrator has opted to participate in the customer experience improvement program, VMware collects anonymous data about your deployment in order to improve VMware's response to customer requirements. No data that identifies your organization is collected. Horizon Client information is sent first to View Connection Server and then on to VMware, along with data from View servers, desktop pools, and remote desktops.

Although the information is encrypted while in transit to View Connection Server, the information on the client system is logged unencrypted in a user-specific directory. The logs do not contain any personally identifiable information.

To participate in the VMware customer experience improvement program, the administrator who installs View Connection Server can opt in while running the View Connection Server installation wizard, or an administrator can set an option in View Administrator after the installation.

Table 1. Data Collected from Horizon Clients for the Customer Experience Improvement Program

Description	Is This Field Made Anonymous ?	Example Value
Company that produced the Horizon Client application	No	VMware
Product name	No	VMware Horizon Client
Client product version	No	(The format is $x.x.x\text{-}yyyyyy$, where $x.x.x$ is the client version number and $yyyyyy$ is the build number.)
Client binary architecture	No	Examples include the following: - i386 - x86_64 - arm

Table 1. Data Collected from Horizon Clients for the Customer Experience Improvement Program (Continued)

Description	Is This Field Made Anonymous?	Example Value
Client build name	No	Examples include the following: ■ VMware-Horizon-View-Client-Win32-Windows ■ VMware-Horizon-View-Client-Linux ■ VMware-Horizon-View-Client-iOS ■ VMware-Horizon-View-Client-Mac ■ VMware-Horizon-View-Client-Android ■ VMware-Horizon-View-Client-WinStore
Host operating system	No	Examples include the following: ■ Windows 8.1 ■ Windows 7, 64-bit Service Pack 1 (Build 7601) ■ iPhone OS 5.1.1 (9B206) ■ Ubuntu 10.04.4 LTS ■ Mac OS X 10.7.5 (11G63)
Host operating system kernel	No	Examples include the following: ■ Windows 6.1.7601 SP1 ■ Darwin Kernel Version 11.0.0: Sun Apr 8 21:52:26 PDT 2012; root:xnu-1878.11.10~1/RELEASE_ARM_S5L8945X ■ Darwin 11.4.2 ■ Linux 2.6.32-44-generic #98-Ubuntu SMP Mon Sep 24 17:27:10 UTC 2012 ■ unknown (for Windows Store)
Host operating system architecture	No	Examples include the following: ■ x86_64 ■ i386 ■ armv71 ■ ARM
Host system model	No	Examples include the following: ■ Dell Inc. OptiPlex 960 ■ iPad3,3 ■ MacBookPro8,2 ■ Dell Inc. Precision WorkStation T3400 (A04 03/21/2008)
Host system CPU	No	Examples include the following: ■ Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GH ■ Intel(R) Core(TM)2 Quad CPU Q6600 @ 2.40GH ■ unknown (for iPad)
Number of cores in the host system's processor	No	For example: 4
MB of memory on the host system	No	Examples include the following: ■ 4096 ■ unknown (for Windows Store)
Number of USB devices connected	No	2 (USB device redirection is supported only for Linux, Windows, and Mac OS X clients.)
Maximum concurrent USB device connections	No	2

Table 1. Data Collected from Horizon Clients for the Customer Experience Improvement Program (Continued)

Description	Is This Field Made Anonymous ?	Example Value
USB device vendor ID	No	Examples include the following: ■ Kingston ■ NEC ■ Nokia ■ Wacom
USB device product ID	No	Examples include the following: ■ DataTraveler ■ Gamepad ■ Storage Drive ■ Wireless Mouse
USB device family	No	Examples include the following: ■ Security ■ Human Interface Device ■ Imaging
USB device usage count	No	(Number of times the device was shared)

Using URIs to Configure Horizon Client

Using uniform resource identifiers (URIs), you can create a Web page or an email with links that end users click to launch Horizon Client, connect to View Connection Server, and launch a specific desktop with specific configuration options.

You can simplify the process of logging in to a remote desktop by creating Web or email links for end users. You create these links by constructing URIs that provide some or all of the following information, so that your end users do not need to supply it:

■ View Connection Server address

■ Port number for View Connection Server

■ Active Directory user name

■ RADIUS or RSA SecurID user name, if different from Active Directory user name

■ Domain name

■ Desktop display name

■ Desktop actions, including reset, log off, and start session

IMPORTANT   To use this feature you must have Horizon Client 2.0 or later.

To construct a URI, you use the `vmware-view` URI scheme with Horizon Client specific path and query parts.

NOTE   You can use URIs to launch Horizon Client only if the client software is already installed on end users' client computers.

Syntax for Creating vmware-view URIs

Syntax includes the `vmware-view` URI scheme, a path part to specify the desktop, and, optionally, a query to specify desktop actions or configuration options.

VMware Horizon View URI Specification

Use the following syntax to create URIs for launching Horizon Client:

`vmware-view://[authority-part][/path-part][?query-part]`

The only required element is the URI scheme, `vmware-view`. For some versions of some client operating systems, the scheme name is case-sensitive. Therefore, use `vmware-view`.

IMPORTANT   In all parts, non-ASCII characters must first be encoded according to UTF-8 [STD63], and then each octet of the corresponding UTF-8 sequence must be percent-encoded to be represented as URI characters.

For information about encoding for ASCII characters, see the URL encoding reference at http://www.utf8-chartable.de/.

authority-part	Specifies the server address and, optionally, a user name, a non-default port number, or both. Server names must conform to DNS syntax.
	To specify a user name, use the following syntax:
	`user1@server-address`
	Note that you cannot specify a UPN address, which includes the domain. To specify the domain, you can use the `domainName` query part in the URI.
	To specify a port number, use the following syntax:
	`server-address:port-number`
path-part	Specifies the desktop. Use the desktop display name. If the display name has a space in it, use the `%20` encoding mechanism to represent the space.
query-part	Specifies the configuration options to use or the desktop actions to perform. Queries are not case-sensitive. To use multiple queries, use an ampersand (&) between the queries. If queries conflict with each other, the last query in the list is used. Use the following syntax:
	`query1=value1[&query2=value2...]`

Supported Queries

This topic lists the queries that are supported for this type of Horizon Client. If you are creating URIs for multiple types of clients, such as desktop clients and mobile clients, see the *Using VMware Horizon Client* guide for each type of client system.

action

Table 2. Values That Can Be Used with the action Query

Value	Description
`browse`	Displays a list of available desktops hosted on the specified server. You are not required to specify a desktop when using this action.
`start-session`	Launches the specified desktop. If no action query is provided and the desktop name is provided, `start-session` is the default action.

Table 2. Values That Can Be Used with the action Query (Continued)

Value	Description
reset	Shuts down and restarts the specified desktop. Unsaved data is lost. Resetting a remote desktop is the equivalent of pressing the Reset button on a physical PC.
logoff	Logs the user out of the guest operating system in the remote desktop.

domainName   The domain associated with the user who is connecting to the remote desktop.

tokenUserName   Specifies the RSA or RADIUS user name. Use this query only if the RSA or RADIUS user name is different from the Active Directory user name. If you do not specify this query and RSA or RADIUS authentication is required, the Windows user name is used. The syntax is **tokenUserName=*name***.

Examples of vmware-view URIs

You can create hypertext links or buttons with the vmware-view URI scheme and include these links in email or on a Web page. Your end users can click these links to, for example, launch a particular remote desktop with the startup options you specify.

URI Syntax Examples

Each URI example is followed by a description of what the end user sees after clicking the URI link.

1   vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session

Horizon Client is launched and connects to the view.mycompany.com server. The login box prompts the user for a user name, domain name, and password. After a successful login, the client connects to the desktop whose display name is displayed as **Primary Desktop**, and the user is logged in to the guest operating system.

NOTE   The default display protocol and window size are used. The default display protocol is PCoIP. The default window size is full screen.

2   vmware-view://view.mycompany.com:7555/Primary%20Desktop

This URI has the same effect as the previous example, except that it uses the nondefault port of 7555 for View Connection Server. (The default port is 443.) Because a desktop identifier is provided, the desktop is launched even though the start-session action is not included in the URI.

3   vmware-view://fred@view.mycompany.com/Finance%20Desktop?desktopProtocol=PCoIP

Horizon Client is launched and connects to the view.mycompany.com server. In the login box, the **User name** text box is populated with the name **fred**. The user must supply the domain name and password. After a successful login, the client connects to the desktop whose display name is displayed as **Finance Desktop**, and the user is logged in to the guest operating system. The connection uses the PCoIP display protocol.

4   vmware-view://fred@view.mycompany.com/Finance%20Desktop?domainName=mycompany

Horizon Client is launched and connects to the view.mycompany.com server. In the login box, the **User name** text box is populated with the name **fred**, and the **Domain** text box is populated with **mycompany**. The user must supply only a password. After a successful login, the client connects to the desktop whose display name is displayed as **Finance Desktop**, and the user is logged in to the guest operating system.

5   `vmware-view://view.mycompany.com/`

Horizon Client is launched, and the user is taken to the login prompt for connecting to the `view.mycompany.com` server.

6   `vmware-view://view.mycompany.com/Primary%20Desktop?action=reset`

Horizon Client is launched and connects to the `view.mycompany.com` server. The login box prompts the user for a user name, domain name, and password. After a successful login, Horizon Client displays a dialog box that prompts the user to confirm the reset operation for Primary Desktop. After the reset occurs, depending on the type of client, the user might see a message indicating whether the reset was successful.

NOTE   This action is available only if the View administrator has enabled this feature for end users.

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7   `vmware-view://`

If the client is already running, the Horizon Client app comes to the foreground. If the client is not already running, the Horizon Client app is launched.

HTML Code Examples

You can use URIs to make hypertext links and buttons to include in emails or on Web pages. The following examples show how to use the URI from the first URI example to code a hypertext link that says, **Test Link**, and a button that says, **TestButton**.

```
<html>
<body>

<a href="vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session">Test
Link</a><br>

<form><input type="button" value="TestButton" onClick="window.location.href=
'vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session'"></form> <br>

</body>
</html>
```

Managing Server Connections and Desktops

Use Horizon Client to connect to View Connection Server or a security server, edit the list of servers you connect to, and log in to or off of a remote desktop. For troubleshooting purposes, you can also reset a remote desktop assigned to you.

Depending on how the administrator configures policies for remote desktops, end users might be able to perform many operations on their desktops.

Log In to a Remote Desktop for the First Time

Before you have end users access their remote desktops, test that you can log in to a remote desktop from a client device. To log in, you must specify a URL for View Connection Server and supply credentials for your user account.

Prerequisites

■   Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.

■   Obtain the domain name for logging in.

■ Perform the administrative tasks described in "Preparing View Connection Server for Horizon Client," on page 6.

■ If you are outside the corporate network and are not using a security server to access the remote desktop, verify that your client device is set up to use a VPN connection and turn that connection on.

> **IMPORTANT**   VMware recommends using a security server rather than a VPN.

If your company has an internal wireless network to provide routable access to remote desktops that your device can use, you do not have to set up a View security server or VPN connection.

■ Verify that you have the fully qualified domain name (FQDN) of the server that provides access to the remote desktop. You also need the port number if the port is not 443.

■ Verify that the client can fully verify the security certificate that View Connection Server will present. If the client device cannot verify the certificate, the client cannot connect to the server. An error message lists the checks that failed.

For instructions on distributing a self-signed root certificate to all Windows client systems in a domain, see the topic called "Add the Root Certificate to Trusted Root Certification Authorities" in the *View Installation* document.

■ If you plan to use a secure tunnel connection, verify that the tunnel server (View Connection Server instance or security server) has a security certificate that the client can verify. The server name you enter in Horizon Client must match the host name in the **External URL** setting shown in the Edit View Connection Server Settings dialog box, in View Administrator.

Procedure

1   Tap the **VMware Horizon View** app icon on the Start screen.

2   Tap the **+** (Add Server) button, enter the name of a View server, and tap **Connect**.

You can alternatively swipe up from the bottom of the screen to display the app commands, and tap the **Add Server** button.

Connections between Horizon Client and View servers always use SSL. The default port for SSL connections is 443. If the View server is not configured to use the default port, use the format shown in this example: `view.company.com:1443`.

You might see a message that you must confirm before the login dialog box appears.

3   If you are prompted for RSA SecurID credentials or RADIUS authentication credentials, enter the user name and passcode and tap **Login**.

The passcode might include both a PIN and the generated number on the token.

4   If you are prompted a second time for RSA SecurID credentials or RADIUS authentication credentials, enter the next generated number on the token.

Do not enter your PIN and do not enter the same generated number entered previously. If necessary, wait until a new number is generated.

If this step is required, it is required only when you mistype the first passcode or when configuration settings in the RSA server change.

5   If prompted, supply Active Directory credentials.

a   Type the user name and password of a user who is entitled to use at least one desktop pool.

b   Select a domain.

c   Tap **Login**.

6   Tap a desktop to connect to it.

If you are connecting to a session-based remote desktop, which is hosted on a Microsoft RDS host, and if the desktop is already set to use the Microsoft RDP display protocol, you will not be able to connect immediately. You will be prompted to have the system log you off of the remote operating system so that a connection can be made with the PCoIP display protocol from VMware.

After you connect to a server for the first time, a shortcut for the server is saved on the Horizon Client home screen, and your user name is saved. If you do not want this information saved, see "Manage the Saved List of Servers," on page 14.

What to do next

For your convenience, you can pin a remote desktop shortcut to your start screen. That way, you do not need to open Horizon Client and select a server before selecting a desktop. See "Pin or Unpin a Desktop Shortcut on the Start Screen," on page 14.

Manage the Saved List of Servers

You can configure the client so that after you successfully log in to View Connection Server, the server name is saved to a **Recent Servers** list on your Horizon Client Home screen. You can also remove the list.

Procedure

1   On the Horizon Client Home screen, swipe in from the right to display the charms list.

2   Tap the **Settings** charm.

3   Tap **General Settings**.

4   In the **Advanced** section, tap to toggle the **Save information about recent servers** control on or off.

If you toggle the control off, all the server shortcuts are deleted.

Pin or Unpin a Desktop Shortcut on the Start Screen

Pinning a desktop shortcut to the Start screen saves steps when logging in to your remote desktop.

Procedure

1   Tap the **VMware Horizon View** app icon on the Start screen.

2   Tap a server in the **Servers** list or, if necessary, swipe up from the bottom of the screen to display the app commands, tap the **Add Server** button, enter the name of View Connection Server or a security server, and tap **Connect**.

You might see a message that you must confirm before the login dialog box appears.

3   Supply your credentials and tap **Login**.

4   In Horizon Client, on the Desktops screen that displays remote desktop shortcuts, tap and hold (or right-click) the shortcut icon.

The desktop is selected and the app commands appear at the bottom of the screen.

5   Pin, unpin, or change the name of the desktop shortcut.

Action	Description
Pin	If the shortcut is not yet pinned to the Start screen, tap **Pin to Start** in the app commands at the bottom of the screen. In the dialog box that appears, you can also change the name of the desktop. The item in the app commands toggles to **Unpin from Start**.
Unpin	If the shortcut is already pinned to the Start screen, tap **Unpin from Start** in the app commands. You can also unpin the shortcut as you would any other Start screen shortcut: Touch the tile on the Start screen and swipe down so that the **Unpin from Start** command appears at the bottom of the screen.
Change the shortcut name	Unpin the shortcut and then pin it again with a different name.

Disconnecting from a Desktop

You can disconnect from a remote desktop without logging off, so that applications remain open on the remote desktop.

When you are logged in to the remote desktop operating system, you can disconnect by tapping **Disconnect** in the app commands at the bottom of the screen.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon View title bar if you use an external mouse device.

NOTE   A View administrator can configure your desktop to automatically log off when disconnected. In that case, any open programs in your desktop are stopped.

Log Off from a Desktop

Even if you do not have a remote desktop open in Horizon Client, you can log off of the remote desktop operating system by using a remote desktop shortcut.

If you are currently connected to and logged in to a remote desktop, use the Windows **Start** menu to log off. After Windows logs you off, the desktop is disconnected and Horizon Client closes.

If you disconnect from a remote desktop without logging off, applications remain open on the remote desktop.

Prerequisites

■   Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.

■   Note that any unsaved files that are open on the remote desktop will be closed during the logoff operation.

Procedure

1   In Horizon Client, on the Desktops screen that displays remote desktop shortcuts, tap and hold (or right-click) the shortcut icon.

The desktop is selected and the app commands appear at the bottom of the screen.

2   Tap **Log Off**.

Alternatively, when you are logged in to the remote desktop operating system, you can log off by tapping **Disconnect > Log Off** in the app commands at the bottom of the screen.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon View title bar if you use an external mouse device.

3   If you accessed the desktop from a desktop shortcut, if prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

Switch Desktops

If you are connected to a desktop, you can switch to another desktop.

Procedure

1   Tap the **Disconnect** button in the app commands at the bottom of the screen and tap **Disconnect**.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon View title bar if you use an external mouse device.

Depending on the version of the server you had logged in to, you are returned either to the list of servers or to the list of desktops for the server.

2   Select a remote desktop from the same server or a different server.

Option	Description
From the list of servers	Select or add the server that brokers connections to the desired desktop and tap **Connect** to log in again.
From the list of desktops	■ To choose a desktop from the same server, tap the icon for the desktop. ■ To choose a desktop from a different server, tap the back arrow in the upper-left portion of the screen and tap **Log Off**. You can then select or add a different server and log in to that server.

Using a Remote Desktop

Horizon Client includes features common to other Windows Store apps, as well as remote desktop features.

Feature Support Matrix

Some features are supported on one type of client but not on another. For example, USB access is supported with Horizon Client for Windows but not with Horizon Client for Windows Store.

Table 3. Remote Desktop Features Supported on Horizon Client for Windows Store Systems

Feature	Windows 8.x Desktop	Windows 7 Desktop	Windows Vista Desktop	Windows XP Desktop	Windows Server 2008 R2 Desktop
RSA SecurID or RADIUS	X	X	X	X	X
Single sign-on	X	X	X	X	X
RDP display protocol					
PCoIP display protocol	X	X	X	X	X
Persona Management					
USB access					
Wyse MMR					

Table 3. Remote Desktop Features Supported on Horizon Client for Windows Store Systems (Continued)

Feature	Windows 8.x Desktop	Windows 7 Desktop	Windows Vista Desktop	Windows XP Desktop	Windows Server 2008 R2 Desktop
Windows 7 MMR					
Real-Time Audio-Video (RTAV)					
Virtual printing					
Location-based printing					
Smart cards					
Multiple monitors					

For descriptions of these features and their limitations, see the *View Architecture Planning* document.

Features that are supported on Windows desktops for Horizon Client for Windows Store have the following restrictions.

■ Windows 8.x desktops are supported only if you have View 5.2 or later servers and remote desktops.

■ Windows Server 2008 R2 desktops are supported only if you have View 5.3 or later servers and remote desktops.

Gestures and Navigation Aids

Horizon Client provides several app commands that help you navigate a remote desktop and perform actions such as resetting, logging off of, or disconnecting from a remote desktop.

Horizon Client App Commands

As with other Windows Store apps, Horizon Client app commands appear in a toolbar when you swipe up from the bottom of the screen while logged in to a remote desktop. App commands include controls that help you perform various actions on the remote desktop and help you navigate around the desktop.

If you are using a keyboard and mouse, you can display or hide the app commands by using the Win+Z key combination.

If the remote desktop operating system is Windows 8.x, additional app commands appear on the right side of the toolbar for actions like displaying the app commands, charms, or Start menu in the remote desktop operating system.

Onscreen Keyboard

To display the onscreen keyboard from inside a remote desktop, swipe in from the right side of the screen, tap the **Settings** charm, tap **Keyboard**, and select **Touch keyboard and handwriting panel**.

When you are completing the login prompts to connect to a View server and log in to your remote desktop, if you do not have a keyboard attached to your device, the onscreen keyboard appears automatically when you tap in the text boxes. But after you log in to the operating system on your remote desktop, the onscreen keyboard no longer appears automatically, and you must use the **Keyboard** command to display the onscreen keyboard.

You can also display the keyboard by tapping **Input** in the app commands and then tapping inside the local input buffer. Tap the pen icon to the left of the local input buffer to toggle the input buffer on and off but retain the onscreen keyboard.

IMPORTANT   If the onscreen keyboard is covering part of the remote desktop or application, you can use your finger to scroll the application up so that the keyboard no longer covers it.

Sending a String of Characters

From the app commands at the bottom of the screen, tap the **Input** command to display the local input buffer. Text that you type into this text box is not sent to an application until you tap **Send.** For example, if you open an application such as Notepad and tap **Input** in the app commands, the text that you type does not appear in the Notepad application until you tap **Send.** Use the local input buffer to avoid issues with international keyboards. Tap the pen on the left side of the local input buffer to toggle the input buffer on and off. You can also use the handwriting panel with the local input buffer.

Use this feature if you have a poor network connection. That is, use this feature if, when you type a character, the character does not immediately appear in the application. With this feature, you can quickly type up to 1,000 characters and then either tap **Send** or tap the Enter key to have all 1,000 characters appear at once in the application.

Clicking

As in other apps, you tap to click a user interface element.

Right-Clicking

As in other apps, if you do not have a mouse attached to your device, you can touch, hold, and release to display right-click menus.

Scrolling

On the screen, tap with two fingers and then drag up or down to scroll. Scrolling to the right or left is not supported.

Sound, Music, and Video

You can play audio and video in a remote desktop. To adjust the volume, swipe in from the right side of the screen, tap the **Settings** charm, and use the volume control.

Key Combinations for Closing App Windows, Sending Ctrl+Alt+Del, Using the Alt Key, and Starting the Run App

Tap **Combination Key** in the app commands to access these items:

- The **Alt+F4** item closes the currently active application window.

- Because the Windows key combination Ctrl+Alt+Del is not supported in remote desktops, use the **Ctrl +Alt+Del** item instead.

- The **Win+R** item opens the Run app.

- Because the Alt key is not supported in remote desktops, use the **Alt** item instead.

Touch Pointer Control

With the touch pointer feature, your entire screen becomes a touchpad for using a mouse pointer. Tap **Touch Pointer** in the app commands to use this feature. The command is available only if your device is touch-enabled. With this feature you can use the following gestures:

- To move the pointer, drag with your finger.

- To create a mouse click with the pointer, tap with your finger.

- To create a right-click with the pointer, touch and hold with one finger, and tap with another finger to the right of the first finger.

- To drag with the pointer, touch and hold with one finger for a couple of seconds, and then drag to the desired position.

Multitasking

You can switch between a remote desktop and other apps for a short time without losing the desktop connection.

You can also resize or snap the Horizon Client app so that it takes up part of the screen alongside another app. The minimum screen resolution required for the snap feature is 1366 x 768. If you tap a server or remote desktop shortcut when the app is snapped, Horizon Client expands to full screen mode.

Because Horizon Client is a Windows Store app, if you switch to another app, the Horizon Client app is suspended within a few seconds. If you switch back to Horizon Client, you might be returned to the same page or action that was active before the app began running in the background.

If enough time has passed so that the connection to the desktop was lost, you see a message and are returned to the server Home screen.

Copying and Pasting Text

By default, you can copy and paste text from your client system to a remote desktop. If your administrator enables the feature, you can also copy and paste text from a remote desktop to your client system or between two remote desktops. Some restrictions apply.

Your View administrator can set this feature so that copy and paste operations are allowed only from your client system to a remote desktop, or only from a remote desktop to your client system, or both, or neither.

Administrators configure the ability to copy and paste by using group policy objects (GPOs) that pertain to View Agent in remote desktops. For more information, see the topic about View PCoIP general session variables in *Setting Up Desktops and Applications in View*, in the chapter about configuring policies.

You can copy plain text or formatted text, including any l10n characters, from Horizon Client to a remote desktop, or the reverse, but the pasted text is plain text. You can copy and paste up to 64KB of text. If you paste characters into an operating system that does not support the display font for the characters, the characters might not appear. For example, if you copy a Chinese character and paste it into an operating system that does not support Chinese characters, the character will not appear.

To copy text from your client system and paste it into an application on a remote desktop, you copy and paste as you normally would. To copy text from an application in your remote desktop, however, you must select the text and then click **Copy to Client** in the app commands at the bottom of the screen. (Swipe up from the bottom of the screen to display app commands, or use the Win+Z key combination.)

You cannot copy and paste graphics. You also cannot copy and paste files between a remote desktop and the file system on your client computer.

Quit the VMware Horizon View App

You can quit or close the VMware Horizon View app just as you would any Windows Store app.

You have several methods for quitting the app.

Procedure

- If you use an external mouse device, point to the top of the screen until the VMware Horizon View title bar appears, and click the **X** at the right end of the title bar.

- Tap the top of the VMware Horizon View app and drag it to the bottom of the screen.

- Use the Alt+F4 key combination.

Internationalization and International Keyboards

For this release of Horizon Client for Windows Store, the documentation and user interface are available in English, Japanese, French, German, Simplified Chinese, Traditional Chinese, and Korean.

To input characters for languages other than English, you must configure the keyboard layout on the client device to match the keyboard layout in the remote desktop.

Limitations of International Keyboards

Several issues might occur with international keyboards. These issues are mostly related to double-byte characters, such as Japanese, Korean, or Chinese characters.

The solution is to use the local input buffer feature, available with Horizon Client 2.4 and later. To display the local input buffer, from the app commands at the bottom of the screen, tap the **Input** command. Text that you type into this text box is not sent to an application until you tap **Send.**

Troubleshooting Horizon Client

You can solve most Horizon Client problems by resetting the desktop or reinstsalling the app. You can also enable log collection and send log files to VMware for troubleshooting.

Horizon Client Stops Responding or the Remote Desktop Freezes

When the screen freezes, first, try resetting the remote desktop operating system.

Problem

The VMware Horizon View app does not work or repeatedly exits unexpectedly or the remote desktop freezes.

Cause

Assuming that View servers are configured properly and that firewalls surrounding them have the correct ports open, other issues usually relate to the VMware Horizon View app on the mobile device or to the guest operating system on the remote desktop.

Solution

■   If the operating system in the remote desktop freezes, use Horizon Client on the device to reset the desktop.

This option is available only if the View administrator has enabled this feature.

■   Uninstall and reinstall the app on the device.

■   If you get a connection error when you attempt to connect to the server, you might need to change your proxy settings.

Reset a Desktop

Resetting shuts down and restarts the desktop. Unsaved data is lost.

You might need to reset a desktop if the desktop operating system stops responding.

Resetting a remote desktop is the equivalent of pressing the Reset button on a physical PC to force the PC to restart. Any files that are open on the remote desktop will be closed without being saved first.

You can reset the desktop only if the View administrator has enabled this feature.

Prerequisites

■ Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.

Procedure

1 In Horizon Client, on the Desktops screen that displays remote desktop shortcuts, tap and hold (or right-click) the shortcut icon.

The desktop is selected and the app commands appear at the bottom of the screen.

2 Tap **Reset**.

The **Reset** command is available only if the View administrator has allowed it and only if the status of the desktop is such that the action can be taken.

Alternatively, when you are logged in to the remote desktop operating system, you can reset by tapping **Reset** in the app commands at the bottom of the screen.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon View title bar if you use an external mouse device.

3 If you accessed the desktop from a desktop shortcut, if prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

Uninstall the VMware Horizon View App

You can sometimes resolve problems with Horizon Client by uninstalling and reinstalling the VMware Horizon View app.

You uninstall Horizon Client just as you would any Windows Store app.

Procedure

1 On your device, go to the Start screen and touch and swipe down or up (or right-click) on the **VMware Horizon View** app.

2 In the app commands at the bottom of the screen, tap **Uninstall.**

What to do next

Reinstall the VMware Horizon View app.

See "Install or Upgrade Horizon Client for Windows Store," on page 6.

Problem Establishing a Connection When Using a Proxy

Sometimes if you attempt to connect to View Connection Server using a proxy while on the LAN, an error occurs.

Problem

If the View environment is set up to use a secure connection from the remote desktop to View Connection Server, and if the client device is configured to use an HTTP proxy, you might not be able to connect.

Cause

Unlike Windows Internet Explorer, the client device does not have an Internet option to bypass the proxy for local addresses. When an HTTP proxy is used for browsing external addresses, and you try to connect to View Connection Server using an internal address, you might see the error message `Could not establish connection`.

Solution

◆ Remove the proxy settings so that the device no longer uses a proxy.

Collect Logs to Send to Technical Support

You can enable logging and collect a log bundle to send to technical support.

To troubleshoot some issues, you might be directed to collect logs to send to technical support. Logging will affect the performance of Horizon Client if a secure tunnel session is being used to connect to the remote desktop. Be sure to turn the advanced logging feature off when logging is no longer necessary.

Prerequisites

Contact VMware technical support so that you can determine where to send the log files you collect.

Procedure

1   In Horizon Client, swipe in from the right side of the screen, tap the **Settings** charm, and tap **General Settings**.

2   In the **Logging** section, turn on the **Enable advanced logging** control.

3   Tap **Collect Support Information** and navigate to the location on your device to store the log files.

4   (Optional) To create a `.zip` file of the log folder before sending it to technical support, right-click the folder (or touch, hold, and release the folder) and select **Send to > Compressed (zipped) folder**.

A folder called `vmware-view-logs-timestamp` is created in the location you specified.

What to do next

Send the logs to VMware technical support.

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