



# Release Notes for VMware Horizon 6.0.1 with View

Released 9 September 2014

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## What's New in This Release of View

VMware Horizon 6.0.1 with View is a maintenance release that resolves known issues to improve the functionality and performance of Hosted Apps and RDS desktops. In addition, this release provides the following enhancements:

- **System tray redirection for Hosted Apps**  
System tray redirection allows users of Hosted Apps to display, and interact with, the application icons and tooltips in the notification areas on their client devices. This function is supported on Windows and Mac OS X clients.
- **USB 3.0 support**  
Horizon 6.0.1 with View, together with Horizon Client 3.1, supports USB 3.0 devices plugged into USB 3.0 ports. USB 3.0 devices are supported only with a single stream. Because multiple stream support is not implemented in this release, USB device performance is not enhanced.
- **Expanded virtual printing support**  
Virtual printing is supported on these additional remote desktops and applications:
  - Hosted Apps
  - Hosted Apps that are launched from Horizon Client inside remote desktops (nested sessions)
  - RDS desktops (where the RDS hosts are virtual machines)
  - Windows Server 2008 R2 desktopsThis feature is supported on Windows, Mac OS X, and Linux clients.
- **Expanded location-based printing support**  
Location-based printing is supported on these additional remote desktops and applications:
  - Hosted Apps
  - Hosted Apps that are launched from Horizon Client inside remote desktops (nested sessions)
  - RDS desktops (where the RDS hosts are virtual machines)
  - Windows Server 2008 R2 desktopsThis feature is supported on Windows, Mac OS X, Linux, and mobile clients.
- **Location-based printing DLL files bundled with View ADM files**  
The DLL files used to set up group policy settings for location-based printing are now bundled with all View ADM files in a single View GPO Bundle file, `VMware-Horizon-View-Extras-Bundle-x.x.x-yyyyyyy.zip`. The zip file is available on the [Horizon 6.0.1 \(with View\) download page](#). Previously, location-based printing DLL files were installed on View Connection Server.

- **HTML Access on Windows 8/8.1**

HTML Access is fully supported on Windows 8 and Windows 8.1 remote desktops.

For information about HTML Access features, see the HTML Access release notes and *Using HTML Access* guide, available on the [VMware Horizon Clients Documentation](#) page.

For information about the issues that are resolved in this release of View, see [Resolved Issues](#).

## Before You Begin

### Important note about upgrading to ESXi 5.5 Update 3b or later

- If you plan to upgrade to ESXi 5.5 Update 3b or later releases, be aware that this version of View Agent as well as earlier versions are not compatible with the version of VMware Tools (10.0.0) that is bundled with ESXi Update 3b. To resolve the compatibility issue, see [KB 2144518: Connecting to View desktops with Horizon View agent 6.0.x or 6.1.x hosted on ESXi 5.5 Update 3b or later fails with a black screen](#).
- SSLv3 is disabled by default on vSphere 5.5 Update 3b and later releases. This release of View is compatible with vSphere 5.5 Update 3b and later releases only if SSLv3 is enabled on vSphere. For instructions, see [KB 2139396: Enabling SSLv3 protocol on vSphere 5.5](#).

**Important:** This View release has been updated to address the following OpenSSL issues:

- The OpenSSL library is updated to version openssl-1.0.1h where necessary to address CVE-2014-0224.
- The OpenSSL library is updated to version openssl-0.9.8za where necessary to address CVE-2014-0224.
- This View release does not include versions of the OpenSSL library that are vulnerable to the Heartbleed issue. VMware highly recommends that you use View only with recently patched versions of ESXi and vCenter Server that resolve the Heartbleed vulnerability. For more information, see the [VMware Security Advisory VMSA-2014-0004.7 at VMSA-2014-0004.7 | United States](#). Also see KB 2076665, [Resolving OpenSSL Heartbleed for ESXi 5.5 - CVE-2014-0160](#) and KB 2076692, [Resolving OpenSSL Heartbleed for VMware vCenter Server 5.5](#).

VMware View 5.1 and later releases include new configuration tasks and requirements that differ from past releases. Read the [View Readme](#) document. This short overview can help you to avoid potential pitfalls when you install this release of View or upgrade to Horizon View 6.0 from Horizon View 5.3.x or earlier releases. The *View Upgrades* document provides upgrade instructions.

To take advantage of the latest View enhancements, install the latest version of vSphere and subsequent patch releases to take advantage of the latest storage and graphics capabilities in View.

In this release of View, the View Agent installer includes the latest Feature Pack options that were installed separately in past Horizon View Feature Pack releases. The Remote Experience Agent installer is now deprecated and merged with the View Agent installer. These options include the HTML Access Agent, Flash URL Redirection, Unity Touch, Real-Time Audio-Video, Windows 7 Multimedia Redirection, USB Redirection, and Virtual Printing.

In this release of View, interactive installation of View Connection Server includes running the HTML Access installer, which modifies the View Portal to allow users to access View through HTML Access as well as from Horizon Client.

**Important:** If your deployment uses RDS Per Device Client Access Licenses (CALs), follow the configuration guidelines in KB 2076660, [Managing RDS Per Device CALs in View](#), before your end users begin connecting to RDS desktops and applications.

When you upgrade to this release of View, upgrade all View Connection Server instances in a pod before you begin upgrading View Agent, as described in the *View Upgrades* document. Otherwise, if a user connects to a remote application through a View Connection Server instance that has not yet been upgraded, the user might be presented with an RDS desktop instead of the application.

The download page in this release of View includes a **Horizon View HTML Access Direct-Connection** file that provides web server static content for supporting HTML Access with View Agent Direct-Connection (VADC). For information about setting up HTML Access for VADC, see [Setting Up HTML Access](#) in the *View Agent Direct-Connection Plug-in Administration* guide.

## Internationalization

The View Administrator user interface, View Administrator online help, and View product documentation are available in Japanese, French, German, simplified Chinese, traditional Chinese, and Korean. For the documentation, see the [Documentation Center for VMware Horizon with View](#).

## Compatibility Notes

- View supports the following 64-bit guest operating systems on servers configured as Remote Desktop Services (RDS) hosts:
  - Windows Server 2008 R2 SP1 (Standard, Enterprise, and Datacenter Edition)
  - Windows Server 2012 (Standard and Datacenter Edition)
  - Windows Server 2012 R2 (Standard and Datacenter Edition)
- View supports Windows Server 2008 R2 SP1 for use as a desktop on single-user machines, but Windows Server 2012 and 2012 R2 are not supported on single-user machines. For a complete list of supported operating systems for View Agent, see the [View Installation](#) document.
- View supports View Connection Server, security server, and View Composer on the following operating systems:
  - Windows Server 2008 R2 (Standard and Enterprise Edition)
  - Windows Server 2008 R2 SP1 (Standard and Enterprise Edition)
  - Windows Server 2012 R2
- View functionality is enhanced by an updated set of Horizon Clients provided with this release. **Important:** Horizon Client 3.0 or later is required to support RDS-based remote applications and desktops. For information about supported Horizon Clients, see the [VMware Horizon Clients Documentation](#) page.
- See the [VMware Product Interoperability Matrix](#) for information about the compatibility of View with current and previous versions of VMware vSphere. For vSphere 5.5 and 5.1, certain minimum express patches are recommended:
  - vSphere 5.5 Update 1a with Express Patch 4 or later
  - vSphere 5.1 Update 2 with Express Patch 5 or later
- To use View Storage Accelerator in a vSphere 5.5 or later environment, a desktop virtual machine must be 512GB or smaller. View Storage Accelerator is disabled on virtual machines that are larger than 512GB. Virtual machine size is defined by the total VMDK capacity. For example, one VMDK file might be 512GB or a set of VMDK files might total 512GB. This requirement also applies to virtual machines that were created in an earlier vSphere release and upgraded to vSphere 5.5.
- In this release of View, the Global Policy, Multimedia redirection (MMR), now defaults to **Deny**. To use MMR, you must open View Administrator, edit Global Policies, and explicitly set this value to **Allow**. To control access to MMR, you can enable or disable the Multimedia redirection (MMR) policy globally or for an individual pool or user.  
Multimedia Redirection (MMR) data is sent across the network without application-based encryption and might contain sensitive data, depending on the content being redirected. To ensure that this data cannot be monitored on the network, use MMR only on a secure network.
- View does not support vSphere Flash Read Cache (formerly known as vFlash).
- View supports the following Active Directory Domain Services (AD DS) domain functional levels:
  - Windows Server 2003
  - Windows Server 2008
  - Windows Server 2008 R2
  - Windows Server 2012
  - Windows Server 2012 R2
- For more system requirements, such as the supported browsers for View Administrator and View

## Prior Releases of View

Features that were introduced in prior releases of View are described in the release notes for each release, along with existing known issues.

## Resolved Issues

The resolved issues are grouped as follows:

- [Installation and Upgrade](#)
- [RDS Desktops and Applications](#)
- [Horizon Client and Remote Desktop Experience](#)
- [Windows 8 Support](#)
- [View Agent Direct-Connection Plug-in](#)

### Installation and Upgrade

- When you installed View Connection Server, if you provided the administrator name in the UPN format, for example, `UserName@xyz.com`, installation failed in the "Installing HTML access" step.

### RDS Desktops and Applications

- If you launched certain applications, for example, Firefox or Internet Explorer, opened the address bar dropdown menu or performed other functions, exited the client, started the client again and reconnected to all the applications, you might have seen windows that were blank, windows showing only dropdown menu options, or windows that were not rendered correctly.
- If you started Horizon Client from within a View desktop, launched a remote application from the nested Horizon Client, and hovered the mouse over the launched application, the cursor disappeared. The cursor reappeared when you moved the mouse away from the application window.

### Horizon Client and Remote Desktop Experience

- On a desktop with vDGA enabled, the cursor would appear as a black rectangle in applications such as Photoshop, Revit, SolidEdge, and Google Earth.

### Windows 8 Support

- When you were connected to a Windows 8.1 desktop with two monitors configured on your client device, and you resized the desktop window, the desktop might have failed to resize automatically to fit the new window.
- With Windows 8 desktops, after a window on the desktop was moved or closed, the desktop may not have refreshed properly.

### View Agent Direct-Connection Plug-in

- When a Horizon Client user tried to connect with an expired password to a machine running View Agent with the View Agent Direct-Connection Plug-in, Horizon Client redisplayed the log-in dialog without allowing the user to reset the password and complete the connection.

# Known Issues

The known issues are grouped as follows:

- [Installation, Upgrade, and Uninstall Operations](#)
- [RDS Desktops and Applications](#)
- [Configuration and View Administrator](#)
- [Horizon Client and Remote Desktop Experience](#)
- [Smart Card](#)
- [View Persona Management](#)
- [vSphere Platform Support](#)
- [View Composer](#)
- [Windows 8 and 8.1 Support](#)
- [Windows Server 2008 R2 Support](#)
- [Horizon Workspace Integration](#)
- [Virtual SAN](#)
- [Cloud Pod Architecture](#)
- [Miscellaneous](#)

## Installation, Upgrade, and Uninstall Operations

- The USB HUB device driver might not be installed properly when you install View Agent on a desktop in a manual desktop pool. This issue can occur if, during the View Agent installation, you restart the system before the USB HUB device driver is fully installed.  
**Workaround:** When you install View Agent and you are prompted to restart the system, check the system tray to see if the USB HUB device driver software is still being installed. Wait until the device driver software is completely installed (typically about 30 seconds) before you restart the system. If you use a command-line script to install View Agent silently, make sure to wait or sleep the script for long enough to allow the driver installation to complete before you restart the system. If you encounter this issue after View Agent is installed, or you could not delay the system restart during a silent installation, update the USB HUB device driver by taking these steps:
  1. In the Device Manager, under **Other Devices**, right-click **VMware View Virtual USB Hub**.
  2. Click **Update Driver Software > Browse my computer for driver software**.
  3. Go to `C:\Program Files\VMware\VMware View\Agent\bin\drivers` and click **Next** to let Windows install the driver.
- To upgrade a desktop from Windows 8 to Windows 8.1, you must uninstall View Agent, upgrade the operating system from Windows 8 to Windows 8.1, and then reinstall View Agent. Alternatively, you can perform a fresh installation of Windows 8.1 and then install View Agent.
- If you upgrade to vSphere 5.5 or a later release, verify that the domain administrator account that you use as the vCenter Server user was explicitly assigned permissions to log in to vCenter Server by a vCenter Server local user.
- USB redirection fails in linked-clone images after you upgrade the master image from View Agent 5.1.x or earlier to the current View Agent version. This issue does not occur if you upgrade from View Agent 5.2 or later to the current version.  
**Workaround:** See [KB 2062215: USB redirection fails in linked-clone images after you upgrade to View Agent 5.3](#).
- When you run the View Agent installer on a Windows 8 virtual machine, the Windows desktop appears black when the video driver is being installed. The Windows desktop might appear black for several minutes before the installation completes successfully.  
**Workaround:** Apply the Windows 8.0 May 2013 roll-up before you install View Agent. See [Microsoft KB article 2836988](#).
- When you run any View installer on a Windows 8.1 virtual machine, the installer can take an unusual amount of time to finish. This problem occurs if the virtual machine's domain controller, or another domain controller in its hierarchy, is unresponsive or unreachable.  
**Workaround:** Verify that the domain controllers have the latest patches, enough free disk space, and can communicate with each other.
- When you uninstall View Agent from an RDS host, an error dialog can be displayed, which prevents



the uninstall operation from being completed. The dialog states that the uninstall operation failed to stop an RDS video driver. This issue can occur when disconnected desktop sessions are still running on the RDS host.

**Workaround:** Reboot the RDS host to complete the uninstallation of View Agent. As a best practice, ensure that all RDS sessions are logged off before you uninstall View Agent.

## RDS Desktops and Applications

- View Agent cannot install the virtual printing feature on RDS hosts that are physical machines. Virtual printing is supported on RDS desktops when View Agent is installed on RDS hosts that are virtual machines.  
**Workaround:** Configure RDS hosts on virtual machines and install View Agent.
- If you launch a Windows XP desktop session, open Horizon Client and launch a nested application session, and then select a printer from the application, two hash signs (#) appear in the printer names, and virtual printing might not work on some printers.  
**Workaround:** If you want to use virtual printing in a session-in-session RDS connection, do not use a Windows XP desktop as the desktop from which you launch a nested application. Use another guest OS such as Windows 7 or Windows 8.
- A single client device connecting to RDS desktops and applications over PCoIP can use up more than one RDS Per Device Client Access License (CAL). This issue does not occur if your deployment uses RDS Per User CALs, if the clients connect to View through RDP, or if you deploy only one license server and all your RDS hosts run the same guest operating system.  
**Workaround:** Follow the configuration guidelines in KB 2076660, [Managing RDS Per Device CALs in View](#), before your end users begin connecting to RDS desktops and applications.
- In a desktop session running on a Windows Server 2008 R2 SP1 RDS host, you cannot play back an H.264 video file, or play back AAC audio with a video file, in Windows Media Player. This is a known third-party issue.  
**Workaround:** Go to the [Microsoft KB article 2483177](#) and download the `Desktop Experience Decoder Update for Windows Server 2008 R2` package.
- When you play a YouTube video in a Chrome browser in a desktop session running on a Windows Server 2012 R2 RDS host, the video display can be corrupted. For example, black boxes might pop up in the browser window. This issue does not occur on any other browser or on Windows Server 2008 R2 SP1 RDS hosts.  
**Workaround:** In your Chrome browser, select **Chrome > Settings > Show advanced settings > System**, and deselect **Use hardware acceleration when available**.
- If one or more users are running RDS desktop sessions over PCoIP, and at the same time an administrator is connected to the RDS host through a vCenter Server console, View Administrator incorrectly shows the console session using the PCoIP display protocol.  
**Workaround:** None
- If you play a video in a desktop running on a Windows 2008 R2 SP1 physical RDS host, and you move the video display from the main monitor to another monitor, the video stops playing or the visual frames stop updating (although the audio might continue to play). This issue does not occur on a virtual machine RDS host or in a single monitor configuration, and it only occurs on Windows Server 2008 R2 SP1.  
**Workaround:** Play videos on the main monitor only, or configure your RDS desktop pool on a virtual machine RDS host.
- If you launch a remote application that becomes unresponsive and then launch another application, the second application's icon is not added to the taskbar on the client device.  
**Workaround:** Wait for the first application to become responsive. (For example, an application might be unresponsive while large files are being loaded.) If the first application continues to be unresponsive, terminate the application process on the RDS virtual machine.
- The application Lync 2013 that does not have the February, 2013 update and is hosted on an RDS host running Windows Server 2012 R2 will crash shortly after launch with the error message "Microsoft Lync has stopped working." This is a known issue with Lync 2013. **Workaround:** Apply the February, 2013 update of Lync. The update is available at [Microsoft KB article 2812461](#).
- If you connect to an application from a touch-enabled Windows client device, the swiping function, both vertical and horizontal, does not scroll the content. Instead, the swiping action selects the

content that is touched.

**Workaround:** Use the scroll bar to scroll content.

## Configuration and View Administrator

- When using View Administrator from a Firefox browser, if you enter Korean characters in a text field using the Korean Input Method Editor (IME), the Korean characters are not displayed correctly. This issue occurs only with Firefox. This is a 3rd-party issue.

**Workaround:** Use a different browser. If you still want to use Firefox, input Korean characters one by one.

- If you change the VMware View Blast Secure Gateway (`absg.log`) log level on a View Connection Server instance from `Info` to `Debug`, the log level remains `Info`. (You change the log level by opening the **Set View Connection Server Log Levels** on a View Connection Server instance, changing the `absg` log level, and restarting the VMware View Blast Secure Gateway service.) Changing the log level from `Debug` to `Info` works properly.

**Workaround:** None.

- The View PCoIP ADM (`pcoip.adm`) group policy setting, **Configure SSL connections to satisfy Security Tools**, is not supported in this release of View. If you attempt to implement certain options in this group policy setting, unexpected results might occur in your View deployment.

**Workaround:** Do not use this setting in this release of View.

- Setting the size of the retry port range to 0 when configuring the **Configure the TCP port to which PCoIP Server binds and listens** or **Configure the UDP port to which PCoIP Server binds and listens** group policy causes a connection failure when users log in to the desktop with the PCoIP display protocol. Horizon Client returns the error message `The Display protocol for this desktop is currently not available. Please contact your system administrator.` The help text for the group policies incorrectly states that the port range is 0 through 10.

**Note:** On RDS hosts, the default base TCP and UDP port is 4173. When PCoIP is used with RDS hosts, a separate PCoIP port is used for each user connection. The default port range that is set by the Remote Desktop Service is large enough to accommodate the expected maximum of concurrent user connections.

**Workaround:**

**PCoIP on single-user machines:** Set the retry port range to a value between 1 and 10. (The correct port range is 1 through 10.)

**PCoIP on RDS hosts:** As a best practice, do not use these policy settings to change the default port range on RDS hosts, or change the TCP or UDP port value from the default of 4173. Most important, do not set the TCP or UDP port value to 4172. Resetting this value to 4172 will adversely affect PCoIP performance in RDS sessions.

- On rare occasions, the system health status of Event Database may be displayed as red on the View Administrator dashboard, with the error message "Cannot drop the view 'VE\_user\_events', because it does not exist or you do not have permission." This condition does not indicate a real error and will resolve itself after a short period of time. **Workaround:** None.

## Horizon Client and Remote Desktop Experience

- If a Linux client 2.3.4 connects to a Horizon 6.0.1 View Agent, and the status of the remote desktop is "available" (not "disconnected"), clipboard redirection between the desktop and client device does not work. This issue occurs even when the View PCoIP General Session Variable group policy setting, **Configure clipboard redirection**, is set to `Enabled in both directions`.

**Workaround:** Disconnect and reconnect to the desktop, or upgrade the Linux client to version 3.1.

- If you log off or reboot a Windows XP desktop from a console, sometimes the `TPautoconnect` process that enables virtual printing does not close properly. This issue occurs only on Windows XP desktops.

**Workaround:** To end the process, click OK in the dialog informing you that the process is not closed. Alternatively, log off or reboot the Windows XP desktop from a Horizon Client session.

- When you run Microsoft Excel 2007 or 2010 or Microsoft Powerpoint 2007 as a remote application from a mobile client, and you open multiple Excel or Powerpoint documents, the Unity Touch sidebar does not display the document list under the application item. Only one item, Excel or

Powerpoint, is displayed for the application. This issue does not occur with Excel 2013, Powerpoint 2010 or 2013, or Microsoft Word running as a remote application, where all the opened documents are displayed in the appropriate document list.

**Workaround:** None.

- Horizon clients cannot connect to View Connection Server if the server name or fully qualified domain name (FQDN) for View Connection Server contains non-ASCII characters.

**Workaround:** None.

- On desktops that connect using PCoIP and are configured with multiple monitors, if a user plays a slide show in Microsoft PowerPoint 2010 or 2007, specifies a resolution, and plays the slides on the second monitor, part of each slide appears on each monitor.

**Workaround:** On the host client system, resize the screen resolution on the second monitor to the desired resolution. Return to the View desktop and start the slide show on the second monitor.

- On desktops that connect using PCoIP, if users play slides in Microsoft PowerPoint 2010 or 2007 and specify a resolution, the slides are played at that chosen resolution and are not scaled to the current resolution.

**Workaround:** Choose "Use current resolution" as the playback resolution.

- Although you can use multiple monitors for View desktops that have Windows XP and Windows Vista operating systems, some monitor configurations have issues. You must configure the maximum display resolution correctly. For example, to have a 1200x1920 monitor stacked on top of a 1920x1200 monitor, you must configure the maximum resolution to accommodate this combined height. A resolution of 2560x1600 would be appropriate in this case. This issue does not occur with Windows 7 View desktops.
- The virtual printing feature is supported only when you install it from View Agent. It is not supported if you install it with VMware Tools.
- When you play videos in Windows Media Player on a desktop, PCoIP disconnections might occur under certain circumstances.

**Workaround:** On the desktop, open the Windows registry and navigate to the

HKLM\Software\Wow6432Node\Policies\Teradici\PCoIP\pcoip\_admin\_defaults registry key for 64-bit Windows or the HKLM\Software\Policies\Teradici\PCoIP\pcoip\_admin\_defaults registry key for 32-bit Windows. Add the pcoip.enable\_tera2800 DWORD registry value and set the value to 1.

- If you connect to a desktop from an older laptop running on a battery, and you play a video using Windows 7 Multimedia Redirection (MMR), the video playback might be slow.

**Workaround:** Plug in the laptop into a power source.

- For Windows 2008 R2 SP1 desktop pools hosted on an RDS host, the language sync setting (from client to guest) is turned on by default and cannot be turned off. Therefore, disabling the group policy "Turn on PCoIP user default input language synchronization" for View Agent has no effect. The remote desktop language always synchronizes with the language used on the client system.

**Workaround:** None.

- When using a Windows 8.1 Update 1 desktop, in some situations the mouse cursor might disappear. This is a 3rd-party issue.

**Workaround:** Disconnect and reconnect to the desktop. Alternatively, remove the Microsoft update described in [Microsoft KB 2919355](#), which is installed with Windows 8.1 Update 1, from the remote desktop.

- If you connect via HTML Access to a desktop pool that has the pool setting "3D Renderer" enabled and the performance setting "Animate windows when minimizing and maximizing" also enabled, toggling the desktop between full and normal size or minimizing and maximizing windows within the desktop may cause the desktop and its windows not to be refreshed correctly.

**Workaround:** Force a screen refresh by clicking ctrl-alt-del and then Cancel. Note that this issue can be avoided by disabling the pool setting "3D Renderer."

- On a Windows 8, Windows 8.1 or Windows 2012 desktop, if you change the display DPI from the default value, the mouse may stop working.

**Workaround:** See [KB 2060701: Erratic mouse movement causes issues with VMware Horizon View 5.2 PCoIP connections](#).



- On Windows 7 client machines, Horizon Client exits when the smart card removal policy is triggered.

## View Persona Management

- View Persona Management might not correctly replicate a user persona to the central repository if the desktop virtual machine is extremely low on disk space.
- With View Persona Management, you can use group policy settings to redirect user profile folders to a network share. When a folder is redirected, all data is stored directly on the network share during the user session. Windows folder redirection has a check box called **Grant user exclusive rights to *folder-name***, which gives the specified user exclusive rights to the redirected folder. As a security measure, this check box is selected by default. When this check box is selected, administrators do not have access to the redirected folder. If an administrator attempts to force change the access rights for a user's redirected folder, View Persona Management no longer works for that user.

**Workaround:** See [KB 2058932: Granting domain administrators access to redirected folders for View Persona Management](#).

- View Persona Management is not supported on session-based desktop pools that run on RDS hosts.  
**Workaround:** Install View Persona Management in automated or manual desktop pools that run on single-user machines.

## vSphere Platform Support

- View Storage Accelerator might take tens of minutes to generate or regenerate the digest files for large virtual disks (for example, a 100GB virtual disk). As a result, the desktop might be inaccessible for longer than expected.  
**Workaround:** Use the blackout period to control when digest regeneration operations are allowed. Also, use the digest regeneration interval to reduce the frequency of these operations. Alternatively, disable View Storage Accelerator in desktop pools that contain very large virtual machines.
- If a linked-clone pool consists of vSphere 5.5 virtual machines, a View Composer rebalance operation can fail with a `FileAlreadyExists` error. This problem occurs only when the desktop pool uses different datastores for the OS disk and the user data disk and the datastore selection for the user data disk changes before the View Composer rebalance operation takes place.  
**Workaround:** Detach the persistent disk from the linked clone desktop that has the `FileAlreadyExists` error. Later, you can attach the archived disk to a new virtual machine and recreate the linked-clone desktop or attach it to an existing linked-clone desktop as a secondary disk. You can prevent this problem from occurring by either keeping the OS disk and user data disk on the same datastore or by not changing the datastore selections before a View Composer rebalance operation.
- After you upgrade to vSphere 5.5, a heap size error can occur if you use space-efficient virtual disks and you have more than 200 linked-clone virtual machines per ESXi host. For example: `Error: Heap seSparse could not be grown by 12288 bytes for allocation of 12288 bytes`  
**Workaround:** Reduce the number of linked-clone virtual machines that use space-efficient virtual disks to less than 200 per ESXi host.

## View Composer

- If you upgrade a virtual machine with an IDE controller from Windows XP to Windows 7, take a snapshot of the virtual machine, and create a linked-clone pool, the linked clones cannot be customized, and pool creation fails.  
**Workaround:** Add a SCSI controller and a disk to the virtual machine. Next, launch VMware Tools and install a VMware SCSI controller driver on the virtual machine. Next, take a snapshot and create the linked-clone pool.
- When you provision linked-clone desktops that are customized by Sysprep, some desktops might fail to customize.  
**Workaround:** Refresh the desktops. If a small number of desktops still fail to customize, refresh

them again.

- Do not change the log on account for the VMware View Composer Guest Agent Server service in a parent virtual machine. By default, this is the Local System account. If you change this account, the linked clones created from the parent do not start.
- Desktop pool provisioning fails with the error message `Polling progress failure: Unable to connect to View Composer server <https://machine-name:18443>: java.net.ConnectException: Connection refused: connect.`  
**Workaround:** Restart the VMware vCenter Server service and then reprovision the desktop pool.

## Windows 8 and 8.1 Support

- On some occasions, when you reconnect to a Windows 8 or 8.1 desktop session, you might not see the desktop display immediately. A black screen might be displayed for up to 20 seconds.  
**Workaround:** None
- When a space reclamation operation is run for Windows 8 or 8.1 linked clone virtual machines, the size of the system disposable disk and user persistent disk might increase to its maximum capacity. This space increase only happens the first time space reclamation is done. For the OS disk, space reclamation works as expected and reclaims the unused space. This issue does not affect View Composer desktops that do not use system disposable disks or user persistent disks.  
**Workaround:** When you configure View Composer desktops on Windows 8 or 8.1 virtual machines and enable space reclamation, do not configure system disposable disks or user persistent disks.
- Adobe Flash optimization settings that use high quality and aggressive throttling are not fully enabled when end users use Internet Explorer 10 or Internet Explorer 11 on Windows 8 or Windows 8.1 desktops.  
**Workaround:** None.
- On a Windows 8 desktop, if you enable the View Persona Management setting, `Remove local persona at logoff`, and a user creates a PDF file, logs off of the desktop, and logs back in again, the user cannot open the offline PDF file. The Windows 8 Reader cannot download the offline PDF content.  
**Workaround:** Manually download the file by right-clicking the file and selecting **Properties** or selecting **Open with... Adobe Reader**.
- When using Internet Explorer 10 on a Windows 8 computer, if you set the browser locale to Traditional Chinese or Simplified Chinese, and you log in to View Administrator, the UI is displayed in English. Note: This issue occurs with IE 10 on Windows 8 and is not a VMware View issue.  
**Workaround:** Use an alternate browser to log in to View Administrator.
- If a user of a Windows 8 View desktop logs in using Kerberos authentication, and the desktop is locked, the user account for unlocking the desktop that Windows 8 shows the user by default is the related Windows Active Directory account, not the original account from the Kerberos domain. The user does not see the account he or she logged in with.  
This is a Windows 8 issue, not directly a View issue. This issue could, but does not usually, occur in Windows 7. It does not occur in Windows XP, which shows the correct user name from the Kerberos domain.  
**Workaround:** The user must unlock the desktop by selecting "Other user." Windows then shows the correct Kerberos domain and the user can log in using the Kerberos identity.
- When provisioning 64- or 32-bit Windows 8 desktops in a vSphere 5.1 environment, the Sysprep customization can fail. The desktops end up in an ERROR state with a `Customization timed out` error message. This issue occurs when anti-virus software is installed in the parent virtual machine or template. The issue applies to full clone and linked clone desktops. It does not apply to linked clone desktops customized with QuickPrep.  
**Workaround:** Uninstall the anti-virus software on the parent virtual machine or template and recreate the pool.
- When recomposing Windows 8.1 desktops, the Sysprep customization can fail with a `Customization operation timed out` error message. This problem is caused by a Windows 8.1 scheduled maintenance task that recovers disk space by removing unused features.  
**Workaround:** Use the following command to disable the maintenance task immediately after completing Setup: `Schtasks.exe /change /disable /tn "%\Microsoft\Windows\AppxDeploymentClient\Pre-staged app cleanup"`

## Windows Server 2008 R2 Support

- You cannot connect to a Windows Server 2008 R2 SP1 desktop, or you encounter a black screen the first time that you use Horizon Client, even though the desktop that you are connecting to is in the Available state.

**Workaround:** Shut down and power on the Windows Server 2008 R2 SP1 virtual machine. When the desktop is in the Available state, try to connect again. Note: Resetting or restarting the virtual machine does not solve this problem. You must shut down the virtual machine first and then power it back on.

## Horizon Workspace Integration

- If you change the default HTTPS port, 443, on a View Connection Server instance or security server, and Horizon users try to start their desktops from the Horizon User Portal, the desktops fail to launch. This issue occurs when users attempt to access their desktops via Horizon Workspace with either Horizon Client or HTML Access.

**Workaround:** Keep the default HTTPS port 443.

- When you add a SAML Authenticator in View Administrator, an "Invalid certificate detected" window might be displayed, even when the Metadata URL points to a trusted certificate in the Trusted Root Certificate Authorities folder in the Windows certificate store. This issue can occur when an existing SAML Authenticator with a self-signed certificate was using the same Metadata URL when the trusted certificate was added to the Windows certificate store.

**Workaround:**

1. Remove any trusted certificates for the Metadata URL from the Trusted Root Certificate Authorities folder in the Windows certificate store.
2. Remove the SAML Authenticator with the self-signed certificate.
3. Add the trusted certificate for the Metadata URL to the Trusted Root Certificate Authorities folder in the Windows certificate store.
4. Add the SAML Authenticator again.

## Virtual SAN

- Virtual SAN datastores are only accessible from hosts that belong to the Virtual SAN cluster, and not from hosts that belong to a different cluster. Therefore, rebalance of pools from one Virtual SAN datastore to another Virtual SAN datastore in a different cluster is not supported.

## Cloud Pod Architecture

- If you use French or German non-ASCII characters when typing an LMVutil command, the command-line output for parameters such as the pod name and site name might be garbled. This issue occurs because LMVutil text displayed in a command window is encoded for Windows (Code page 1252), whereas French and German text is encoded for DOS (Code page 850). The LMVutil output encoded in Windows (Code page 1252) is garbled when displayed with the DOS (Code page 850) coding.

**Workaround:** Before you run LMVutil, set the code page of the command-line window to Windows (Code page 1252) encoding. Enter the following command:

```
chcp 1252
```

To determine the encoding in use before and after you change it, enter the following command:

```
chcp
```

In the command-line window, use a font such as Lucida Console that contains the required characters for your language. To change the font, right click on the command-line window title bar, select **Properties**, click the **Font** tab, and select a compatible font.

## Miscellaneous

- For virtual machines that have hardware version 8, the maximum allowed video RAM is 128MB. For virtual machines that have hardware version 9 and later, the maximum allowed video RAM is 512MB.

If you configure a value from View Administrator that exceeds the video RAM limit for a virtual machine's hardware version, errors appear in the vSphere Client Recent Tasks pane and the configuration operation keeps repeating. This problem occurs only if you configure the video memory value through View Administrator (Pool Settings page) and not through vSphere Client. **Workaround:** Either upgrade the hardware version of the virtual machines in vSphere Client, or use View Administrator to set the proper value for video memory based on the current virtual machine hardware version.