



Release Notes for VMware Horizon 6.0 with View

Released 19 June 2014

Last Updated: 24 March 2016

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What's New in This Release of View

This release of View delivers a number of important new features and enhancements.

Hosted Apps and Desktops

- Delivers Hosted Apps and desktops (remote applications and desktops) through expanded integration with Microsoft Remote Desktop Services (RDS) on Windows Server operating systems.
- Provides a robust way to access one or more remote applications seamlessly from any Horizon Client 3.0 or later using PCoIP.
- Provides the ability to remote shared session desktops from RDS hosts using PCoIP.

Cloud Pod Architecture

- Lets you deploy View in multiple datacenters that you can manage as a single deployment.
- Provides global entitlements to desktops in multiple datacenters.
- Provides the ability to scale up to 20K desktops across two sites and four View pods.

View integration with VMware Virtual SAN technology

- Aggregates local server-attached storage to satisfy performance and capacity requirements of virtual desktops.
- View recognizes the Virtual SAN storage type and automates the creation of Virtual SAN storage policies based on the type of desktops being deployed.
- If you intend to use Virtual SAN, download vSphere 5.5 U1, which is required to support the Virtual SAN feature.

Additional Features

- View Connection Server, security server, and View Composer are supported on Windows Server 2012 R2 operating systems.
- Ability to send View logs to a Syslog server such as VMware vCenter Log Insight.
- Support for RDS remote applications and desktops with the View Agent Direct-Connection Plug-in.
- Enhanced smart card authentication for View Administrator.
- Integration of remote applications with Workspace. Users can launch View applications from the

Workspace user portal.

- Real-Time Audio-Video installs a new kernel-mode webcam driver on View desktops that provides better compatibility with browser-based video apps and other 3rd-party conferencing software.
- The Remote Experience Agent is now integrated with View Agent. Previously, you had to install View Agent and the Remote Experience Agent to use features such as HTML Access, Unity Touch, Real-Time Audio-Video, and Windows 7 Multimedia Redirection. Now you obtain these features by installing View Agent only.
- Virtual machine space reclamation is supported for Windows 8 and 8.1 linked clone machines in a vSphere 5.5 or later environment.
- View Persona Management is supported on Windows 8.1 desktops. It is also supported on Windows Server 2008 R2 SP1 desktops that are based on physical or virtual machines.
- The Blast Secure Gateway (BSG) now supports up to 800 connections to remote desktops from clients using HTML Access. This connection limit applies to a BSG on one View Connection Server instance or security server.

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

Local Mode Removal

In this View release, the View Local Mode capability has been removed from the Windows client. The feedback that VMware has received is that the Local Mode capability is incredibly valuable for customers who cannot always access an online desktop, but that our implementation needed improvement.

This experience has led VMware to invest in providing a better offline virtual desktop solution leveraging our award-winning desktop products, VMware Fusion Professional, VMware Player Plus, and VMware Mirage. We believe that this new containerized desktop strategy will give our customers the best local virtual machine experience in the industry.

Over the past several years, VMware has added Virtual Machine Restrictions to our desktop products, which allow an administrator to encrypt the virtual machine and prevent a user from modifying virtual machine settings that affect the integrity of the secure container. We have also added features such as expiration, so that the policies available in VMware Fusion Professional and VMware Player Plus are comparable to the existing Local Mode feature set. Including Mirage in this picture eliminates the need for users to check in or check out their desktops to receive updates and enables administrators to utilize the Mirage layering capability, backup features, and file portal.

Overall, we believe that this change will deliver a great end user experience and make the management of offline virtual machines much easier. It also extends the offline capability to run on Windows, Linux, and Mac OSX!

New customers interested in offline virtual desktops should purchase Horizon Mirage (which includes VMware Fusion Professional and VMware Player Plus) or one of the suites that includes both the Mirage product and Fusion Professional.

Existing customers should be confident that VMware will continue to provide support for the Local Mode feature in VMware Horizon View 5.x until at least 2017, which will provide plenty of opportunity to evaluate the new offering and plan their migration.

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, and, starting with this release, USB Redirection.

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.

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 Session (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 Portal, see the *View Installation* document.

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](#)
- [View Composer](#)
- [vSphere Platform Support](#)
- [View Persona Management](#)
- [Windows Server 2008 R2 Support](#)
- [Virtual SAN](#)

Installation and Upgrade

- If you installed View Agent with the View Composer Agent feature, and the installation failed and rolled back, users could not log into their machines after a reboot.
- If you upgraded View Agent 5.2 on a virtual machine that had Horizon View Feature Pack 1 or 2 installed, the installer removed the feature pack.
- HTML Access stopped working after you upgraded to View Connection Server 5.3.

Horizon Client and Remote Desktop Experience

- If you upgraded to the current release of Horizon Client for Windows, the virtual printing feature did not work. If you tried to print desktop files on a local printer on the client system, the files were not printed.
- If you connected to a Windows 7 desktop from a mobile client, and user profiles in the desktop pool were redirected to a network share, an "rdeSvc unrecoverable error" could occur, causing problems with the Unity Touch feature. The issue occurred only when you did a fresh login to a desktop. It did not occur when you disconnected and reconnected to a session.
- Under certain conditions such as a heavy CPU load or network connections with high latency, the VMware Virtual Audio (DevTap) driver could experience a reduction in quality, ranging from distortion to audio drop-outs.
- Time zone redirection mapping from non-Windows View Clients was not supported when you used the View Agent Direct-Connection Plug-in to connect directly to View desktops.
- After you installed the View Agent Direct-Connection Plug-in, Copy/Paste Clipboard functionality no longer worked in existing View desktop sessions.
- On Japanese systems there was a problem with Japanese proportional fonts in Internet Explorer 9 on a View desktop using PCoIP, with the Windows 7 3D rendering option enabled in View Administrator. This issue is fixed in vSphere 5 Update 1 or later.

View Composer

- Virtual hardware version 9 linked-clone virtual machines were not being refreshed when the Refresh on logoff feature was set for OS disks and a disk threshold was specified.

View Persona Management

- The Contacts, Links, and Saved Games folders were shown duplicated when a user first logged into the desktop. These folders were created as local folders rather than redirected folders. Because the Links folder was not syncing with the redirected folders, users of View Persona Management and folder redirection could not use the left pane in Windows Explorer to navigate to common locations. Instead, they had to navigate manually to the desired folders.
- In previous releases, View Persona Management was not supported on Windows Server 2008 R2 SP1 or Windows 8.1 desktops.

vSphere Platform Support

- Virtual machine disk space reclamation for Windows 8 desktops is disabled in vSphere 5.1 but is supported in vSphere 5.5 or later.

Windows Server 2008 R2 Support

- When you installed View Agent in a Windows Server 2008 R2 virtual machine, the View Agent installer displayed the message `This product can only be installed on 32-bit Windows XP SP3 or Windows Vista Enterprise/Business, Windows 7, Windows 8, or 64-bit Windows 2008 Server`. The message should have listed Windows Server 2008 R2 SP1 instead of 64-bit Windows 2008 Server.

Virtual SAN

- When you deleted linked clones with persistent disks in a dedicated-assignment desktop pool

stored on a Virtual SAN datastore, and you selected the option to archive the persistent disks, the delete operation remained in a "Deleting" state indefinitely. This issue occurred because the archive operation was attempting to place the persistent disks on the root of the Virtual SAN datastore, resulting in an "Unable to access file" error.

- When a refresh operation was performed on a large-scale linked-clone pool (a minimum of hundreds of linked clones) stored on a Virtual SAN datastore, the operation could fail on a few linked clones with an "Operation timed out" or "Cannot delete file" error.

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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

- When you install View Connection Server, if you provide the administrator name in the UPN format, for example, `UserName@xyz.com`, installation will fail in the "Installing HTML access" step.
Workaround: Provide the administrator name in the `DOMAIN\UserName` format.
- 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

- 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.

- On a session-based desktop running on an RDS host, a window's contents are not displayed while you drag a window. Only the window frame is displayed. The window's contents reappear when you stop dragging.

Workaround: None.

- 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 launch certain applications, for example, Firefox or Internet Explorer, open the address bar dropdown menu or perform other functions, exit the client, start the client again and reconnect to all the applications, you may see windows that are blank, windows showing only dropdown menu options, or windows that are not rendered correctly. This issue occurs because some applications open hidden windows when, for instance, a dropdown menu is opened, and when the client reconnects to the applications, these hidden windows become visible and may affect the rendering of other application windows.

Workaround: Close the applications that spawn hidden windows and launch them again.

- 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 you start Horizon Client from within a View desktop, launch a remote application from the nested Horizon Client, and hover the mouse over the launched application, the cursor disappears. The cursor reappears when you move the mouse away from the application window.
Workaround: Launch remote applications from physical devices where Horizon Client is installed. Do not use a nested Horizon Client to launch remote applications.
- 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](#).

Smart Card

- 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 you are connected to a Windows 8.1 desktop with two monitors configured on your client device, and you resize the desktop window, the desktop might fail to resize automatically to fit the new window.
Workaround: Disconnect and reconnect to the desktop.
- On Windows 8 and 8.1 desktops, if you set the mouse properties to display pointer trails, and you move the mouse quickly across the screen, multiple mouse cursors might be displayed on the screen.
Workaround: Manually refresh the screen.
- 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"`

- With Windows 8 desktops, after a window on the desktop is moved or closed, the desktop may not refresh properly.

Workaround: None.

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.