

VMware Horizon Client for Chrome OS User Guide

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VMware Horizon Client for Chrome OS User Guide

This document, *VMware Horizon Client for Chrome OS User Guide*, explains how to use VMware Horizon[®] Client[™] for Chrome OS to connect to and use remote desktops and applications.

For information about the software installed in your remote desktops, contact your system administrator.

This document assumes that Horizon Client for Chrome OS is already installed and configured on your Chromebook. For information about installing and configuring Horizon Client for Chrome OS, see the *VMware Horizon Client for Chrome OS Installation and Setup Guide* document.

How Do I Log In?

Before you can log in and connect to a remote desktop or application, a system administrator at your company must set up your user account. If your system administrator has not set up your user account, you cannot use Horizon Client or HTML Access.

If Horizon Client prompts you for a server name and domain name, your system administrator must tell you the server name to type and domain to select. At some companies, Horizon Client automatically connects to the correct server and selects the correct domain for you.

If you do not know your user name or password or how to reset your password, contact the system administrator at your company.

When you are ready to log in and get started, see [Chapter 2, “Connecting to Remote Desktops and Applications,”](#) on page 9.

Connecting to Remote Desktops and Applications

2

You can use Horizon Client to connect to remote desktops and applications.

This chapter includes the following topics:

- [“Setting the Certificate Checking Mode in Horizon Client,”](#) on page 9
- [“Connect to a Remote Desktop or Application,”](#) on page 10
- [“Use Unauthenticated Access to Connect to Remote Applications,”](#) on page 11
- [“Disconnecting From a Remote Desktop or Application,”](#) on page 12
- [“Log Off From a Remote Desktop,”](#) on page 12

Setting the Certificate Checking Mode in Horizon Client

You can determine whether client connections are rejected if any or some server certificate checks fail by configuring a setting in Horizon Client.

Certificate checking occurs for SSL connections between the server and Horizon Client. Certificate verification includes the following checks:

- Is the certificate intended for a purpose other than verifying the identity of the sender and encrypting server communications? That is, is it the correct type of certificate?
- Has the certificate expired, or is it valid only in the future? That is, is the certificate valid according to the computer clock?
- Does the common name on the certificate match the host name of the server that sends it? A mismatch can occur if a load balancer redirects Horizon Client to a server that has a certificate that does not match the host name entered in Horizon Client. Another reason a mismatch can occur is if you enter an IP address rather than a host name in the client.
- Is the certificate signed by an unknown or untrusted certificate authority (CA)? Self-signed certificates are one type of untrusted CA.

To pass this check, the certificate's chain of trust must be rooted in the device's local certificate store.

To set the certificate checking mode, start Horizon Client and tap the **Settings** (gear) icon in the upper-right corner of the Horizon Client window, tap **Security options**, and tap **Security mode**. You have three choices:

- **Never connect to untrusted servers.** If any of the certificate checks fails, the client cannot connect to the server. An error message lists the checks that failed.
- **Warn before connecting to untrusted servers.** If a certificate check fails because the server uses a self-signed certificate, you can click **Continue** to ignore the warning. For self-signed certificates, the certificate name is not required to match the server name you entered in Horizon Client.

- **Do not verify server identity certificates.** This setting means that no certificate checking occurs.

If the certificate checking mode is set to **Warn**, you can still connect to a server that uses a self-signed certificate.

Connect to a Remote Desktop or Application

To connect to a remote desktop or application, you must provide the name of a server and supply credentials for your user account.

Prerequisites

Obtain the following information from your system administrator:

- Instructions about whether to turn on a VPN (virtual private network) connection.
- Server name to use for connecting to the server.
- If the port is not 443, the port number to use for connecting to the server.
- Credentials to log in, such as an Active Directory user name and password, RSA SecurID user name and passcode, RADIUS authentication user name and passcode, or smart card personal identification number (PIN).
- Domain name for logging in.

If your system administrator instructs you to configure the certificate checking mode, see [“Setting the Certificate Checking Mode in Horizon Client,”](#) on page 9.

Procedure

- 1 If a VPN connection is required, turn on the VPN.
- 2 On the Chrome OS device, tap the **Chrome App Launcher** icon in the taskbar and tap the **Horizon Client for Chrome OS** app.

The Horizon Client window opens.

- 3 Connect to a server.

Option	Action
Connect to a new server	Enter the name of a server, enter a description (optional), and tap Connect .
Connect to an existing server	Tap the server shortcut on the Servers tab.

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

- 4 If you are prompted for RSA SecurID credentials or RADIUS authentication credentials, either type your credentials or, if you plan to use an embedded RSA SecurID token, install an embedded token.

Option	Action
Existing token	If you use a hardware authentication token or software authentication token on a smart phone, enter your user name and passcode. The passcode might include both a PIN and the generated number on the token.
Install software token	Tap External Token . In the Install Software Token dialog box, paste the CT-KIP URL or CTFString URL that your administrator sent to you in email. If the URL contains an activation code, you do not need to enter anything in the Password or Activation Code text box.

- 5 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.

- 6 In the login dialog box, type your user name and password, select a domain, and tap **Connect**.

If the **Domain** drop-down menu is hidden, you must type the user name as *username@domain* or *domain\username*.

- 7 (Optional) Tap the display protocol settings icon in the upper-right corner of the screen to select the display protocol to use.

VMware Blast provides better battery life and is the best protocol for high-end 3D and mobile device users. The default display protocol is **PCoIP**.

- 8 Tap a remote desktop or application icon to connect to it.

After you connect to a remote desktop or application for the first time, a shortcut for the desktop or application is saved to the **Recent** tab. The next time you want to connect to the remote desktop or application, you can tap this shortcut.

Use Unauthenticated Access to Connect to Remote Applications

A Horizon administrator can use the Unauthenticated Access feature to create Unauthenticated Access users and entitle those users to remote applications on a Connection Server instance. Unauthenticated Access users can log in to the server anonymously to connect to their remote applications.

Prerequisites

Obtain the following information from your system administrator:

- Instructions for whether to turn on a VPN (virtual private network) connection.
- Server name to use for connecting to the server.
- Port number to use for connecting to the server if the port is not 443.
- An Unauthenticated Access user account to use for logging in anonymously.

If your system administrator instructs you to configure the certificate checking mode, see [“Setting the Certificate Checking Mode in Horizon Client,”](#) on page 9.

Procedure

- 1 If a VPN connection is required, turn on the VPN.
- 2 On the Chrome OS device, tap the Chrome App Launcher icon in the taskbar and tap the Horizon Client for Chrome OS app.
The Horizon Client window opens.
- 3 Tap the **Settings** (gear) icon in the upper-right corner of the Horizon Client window, tap **Unauthenticated access**, and select the **Unauthenticated access** check box.

- 4 Connect to the server on which you have unauthenticated access to remote applications.

Option	Description
Connect to a new server	Enter the name of a server, enter a description (optional), and tap Connect .
Connect to an existing server	Tap the server shortcut on the Servers tab.

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

- 5 When the login window appears, select a user account from the **User account** drop-down menu, if required.
If only one user account is available, the user account is automatically selected.
- 6 (Optional) Select the **Always use this account** check box to bypass the login window the next time you connect to the server.
To deselect this setting before you connect to the server the next time, touch and hold the server shortcut until the context menu appears, tap **Edit**, tap **Forget the saved Unauthenticated Access account (name)**, and tap **Done**.
- 7 Tap **Connect** to log in to the server.
The application selection window appears.
- 8 Tap an application icon to start the application.

After you connect to a remote application for the first time, a shortcut for the application is saved to the **Recent** tab. The next time you want to connect to the application, you can tap the shortcut instead of tapping the server icon.

Disconnecting From a Remote Desktop or Application

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

When you are connected to the remote desktop or application, you can disconnect by tapping the **Disconnect** icon in the Unity Touch sidebar.

NOTE A Horizon administrator can configure a remote desktop to automatically log off when it is disconnected. In that case, any open programs in the remote desktop are stopped.

Log Off From a Remote Desktop

You can log off from a remote desktop operating system, even if you do not have a desktop open in Horizon Client. If you are currently connected to and logged in to a remote desktop, you can use the Windows **Start** menu to log off. After Windows logs you off, the desktop is disconnected.

Prerequisites

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

Procedure

- 1 On the **Servers** tab, tap the server shortcut.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

3 On the **All** tab, tap and hold the desktop shortcut until the context menu appears.

If the desktop is a favorite, you can also perform this step on the **Favorites** tab.

4 Tap **Log Off** in the context menu.

Any unsaved files that are open on the remote desktop are closed during the logoff operation.

What to do next

Tap the back arrow in the upper-left corner of the Horizon Client window, or the **Disconnect** icon in the upper-right corner of the Horizon Client window, and tap **Log Out** to disconnect from the server.

Using Remote Desktops and Applications

3

You can use Horizon Client to connect to remote desktops and applications. Horizon Client includes additional features to aid navigation.

This chapter includes the following topics:

- [“Using the Unity Touch Sidebar with a Remote Desktop,”](#) on page 15
- [“Using the Unity Touch Sidebar with a Remote Application,”](#) on page 17
- [“Gestures,”](#) on page 18
- [“Using the Onscreen Keyboard,”](#) on page 19
- [“Saving Documents in a Remote Application,”](#) on page 19

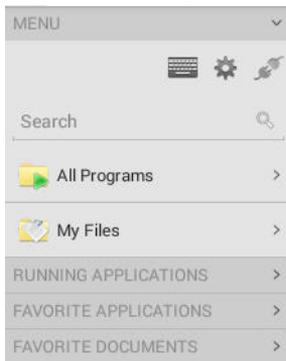
Using the Unity Touch Sidebar with a Remote Desktop

You can quickly navigate to a remote desktop application or file from a Unity Touch sidebar. From this sidebar, you can open files and applications, switch between running applications, and minimize, maximize, restore, or close windows and applications in a remote desktop.

The Unity Touch feature is available only if a Horizon administrator has enabled it. A Horizon administrator might have also created a default **Favorite Applications** list. You see this list only the first time you log in to the remote desktop. You can create your own list after you log in.

If the Unity Touch feature is enabled, the sidebar appears on the left side of the window when you first access a remote desktop.

Figure 3-1. Unity Touch Sidebar for a Remote Desktop



From this sidebar, you can perform many actions on a file or application.

Table 3-1. Unity Touch Sidebar Actions for a Remote Desktop

Action	Procedure
Show or hide the onscreen keyboard	Tap the Keyboard icon.
Change Horizon Client settings	Tap the Settings icon.
Disconnect from the desktop	Tap the Disconnect icon.
Show the sidebar	Drag the sidebar to the right or tap the sidebar tab.
Hide the sidebar	Drag the sidebar to the left or tap in the desktop area.
Navigate to an application	Tap All Programs and navigate to the application just as you would from the Windows Start menu.
Navigate to a file	<p>Tap My Files to access the User folder, and navigate to the file. My Files includes folders such as My Pictures, My Documents, and Downloads.</p> <p>My Files includes the folders in the user profile (%USERPROFILE% directory). If you relocate the system folder in the %USERPROFILE% directory, the My Files menu can also display content from the relocated folder, whether it is a local relocated folder or a network share folder.</p>
Search for an application or file	<ul style="list-style-type: none"> ■ Tap in the Search box and type the name of the application or file. ■ To use voice dictation, tap the microphone on the keyboard. ■ To launch an application or file, tap the name of the application or file in the search results. ■ To return to the home view of the sidebar, tap the X to close the Search box.
Open an application or file	Tap the name of the file or application in the sidebar. The application starts and the sidebar closes.
Switch between running applications or open windows	Tap the application name under Running Applications . If more than one file is open for one application, tap the chevron (>) next to the application to expand the list.
Minimize a running application or window	Tap and hold the application name under Running Applications until the context menu appears. Tap Minimize .
Maximize a running application or window	Tap and hold the application name under Running Applications until the context menu appears. Tap Maximize .
Close a running application or window	Tap and hold the application name under Running Applications until the context menu appears. Tap Close .
Restore a running application or window to its previous size and position	Tap and hold the application name under Running Applications until the context menu appears. Tap Restore .
Create a list of favorite applications or files	<ol style="list-style-type: none"> 1 Search for the application or file, or tap Manage under the Favorite Applications or Favorite Documents list. If the Manage bar is not visible, tap the chevron (>) next to Favorite Applications or Favorite Files. 2 Tap the check box next to the names of your favorites in the search results or in the list of available applications or files. The favorite that you add last appears at the top of your favorites list.

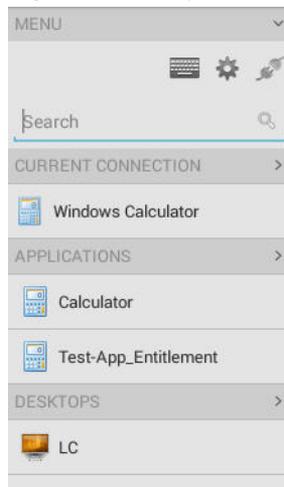
Table 3-1. Unity Touch Sidebar Actions for a Remote Desktop (Continued)

Action	Procedure
Remove an application or file from the favorites list	<ol style="list-style-type: none"> 1 Search for the application or file, or tap Manage under the Favorite Applications or Favorite Documents list. If the Manage bar is not visible, tap the chevron (>) next to Favorite Applications or Favorite Documents. 2 Tap to remove the check mark next to the name of the application or file in the favorites list.
Reorder an application or file in the favorites list	<ol style="list-style-type: none"> 1 Tap Manage under the Favorite Applications or Favorite Documents list. If the Manage bar is not visible, tap the chevron (>) next to Favorite Applications or Favorite Documents. 2 In the favorites list, touch and hold the handle on the left side of the application or file name and drag the favorite up or down the list.

Using the Unity Touch Sidebar with a Remote Application

You can quickly navigate to a remote application from a Unity Touch sidebar. From this sidebar, you can launch applications, switch between running applications, and minimize, maximize, restore, or close remote applications. You can also switch to a remote desktop.

The Unity Touch feature is available only if a Horizon administrator has enabled it.

Figure 3-2. Unity Touch Sidebar for a Remote Application

From the Unity Touch sidebar, you can perform many actions on a remote application.

Table 3-2. Unity Touch Sidebar Actions for a Remote Application

Action	Procedure
Show or hide the onscreen keyboard	Tap the Keyboard icon.
Modify Horizon Client settings	Tap the Settings icon.
Disconnect from the application	Tap the Disconnect icon.
Show the sidebar	Drag the sidebar to the right or tap the sidebar tab. When the sidebar is open, you cannot perform actions on the application window.
Hide the sidebar	Drag the sidebar to the left or tap in the application area. When the sidebar is open, you cannot perform actions on the application window.
Switch between running applications	Tap the application under Current Connection .

Table 3-2. Unity Touch Sidebar Actions for a Remote Application (Continued)

Action	Procedure
Open an application	Tap the name of the application under Applications in the sidebar. The application starts and the sidebar closes.
Close a running application	<ol style="list-style-type: none"> 1 Tap and hold the application name under Current Connection until the context menu appears. 2 Tap Close.
Minimize a running application	<ol style="list-style-type: none"> 1 Tap and hold the application name under Current Connection until the context menu appears. 2 Tap Minimize.
Maximize a running application	<ol style="list-style-type: none"> 1 Tap and hold the application name under Current Connection until the context menu appears. 2 Tap Maximize.
Restore a running application	<ol style="list-style-type: none"> 1 Tap and hold the application name under Current Connection until the context menu appears. 2 Tap Restore.
Switch to a remote desktop	Tap the desktop name under Desktops .

Gestures

VMware has created user interaction aids to help you navigate conventional Windows user interface elements on a non-Windows device.

Clicking

As in other apps, you can tap your touchpad to click a user interface element. If the Chrome OS device has a touch screen, you can touch to click a user interface element. You can also use an external mouse.

Right-Clicking

The following options are available for right-clicking:

- Tap with two fingers on the touchpad.
- Hold down the Alt key on the keyboard and tap the touchpad with a single finger.
- Use an external mouse to right-click.
- If the Chrome OS device has a touch screen, tap with two fingers at nearly the same time. The right-click occurs where the first finger tapped.

Scrolling and Scrollbars

The following options are available for vertical scrolling.

- Tap and hold with your thumb and then scroll down with one finger on the touchpad. You can also scroll with two fingers.
- Use an external mouse to scroll.
- If the Chrome OS device has a touch screen, tap with one or two fingers and then drag to scroll. The text under your fingers moves in the same direction as your fingers. Scrolling with one finger does not work if you have zoomed in or when the onscreen keyboard is displayed.

Zooming In and Out

As in other apps, use the keyboard and press Ctrl and + to zoom in and Ctrl and - to zoom out. If the Chrome OS device has a touch screen, you can pinch your fingers apart to zoom out and pinch your fingers together to zoom in.

Window Resizing

To use the touchpad to resize a window, touch and hold one finger at the corner or side of the window and drag to resize. If the Chrome OS device has an external mouse, place your cursor on the edge of the window and drag the border of the window to make it wider or narrower. You cannot resize the window if it is maximized.

Sound, Music, and Video

If sound is turned on for your device, you can play audio in a remote desktop.

Using the Onscreen Keyboard

You can use an onscreen keyboard in a remote desktop or application. To display the onscreen keyboard, tap the **Keyboard** icon in the Unity Touch sidebar. To hide the onscreen keyboard, tap the **Keyboard** icon again.

The onscreen keyboard includes the PageUp and PageDn navigation keys, function keys, and other keys that you often use in Windows environments, including Ctrl, Alt, Del, Shift, Win, Caps, Esc, and Del. Use the Shift key on this keypad when you need to use key combinations that include the Shift key, such as Ctrl+Shift. To tap a combination of these keys, such as Ctrl+Alt+Shift, first tap the onscreen Ctrl key. After the Ctrl key turns blue, tap the onscreen Alt key. After the Alt key turns blue, tap the onscreen Shift key. A single onscreen key is provided for the key combination Ctrl+Alt+Del.

You can tap the pen icon on the left side of the Ctrl key 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 the pen icon, the text that you type does not appear in the Notepad application until you tap **Send**. This feature is useful if you have a poor network connection and characters do not immediately appear when you type them. With this feature, you can quickly type up to 1,000 characters and then either tap **Send** or **Return** to have all 1,000 characters appear at once in the application.

Saving Documents in a Remote Application

With certain remote applications, such as Microsoft Word or WordPad, you can create and save documents. Where these documents are saved depends on your company's network environment. For example, your documents might be saved to a home share mounted on your local computer.

Contact your system administrator to find out where documents created in remote applications are saved in your environment.

Using Shortcuts

You can create server, desktop, and application shortcuts and select favorite desktops and applications in Horizon Client.

This chapter includes the following topics:

- [“Manage Server Shortcuts,”](#) on page 21
- [“Manage Desktop and Application Shortcuts,”](#) on page 21
- [“Select a Favorite Remote Desktop or Application,”](#) on page 22
- [“Configure the Horizon Client Default View,”](#) on page 22

Manage Server Shortcuts

After you connect to a server, Horizon Client creates a server shortcut. You can edit and remove server shortcuts.

Horizon Client saves the server name or IP address in a shortcut, even if you mistype the server name or type the wrong IP address. You can delete or change this information by editing the server name or IP address. If you do not type a server description, the server name or IP address becomes the server description.

Procedure

- 1 On the **Servers** tab, tap and hold the server shortcut until the context menu appears.
- 2 Use the context menu to delete the server or edit the server name, server description, or user name.
- 3 If you edited the server shortcut, tap **Done** to save your changes.

Manage Desktop and Application Shortcuts

After you connect to a remote desktop or application, Horizon Client saves a shortcut for the recently used desktop or application. You can rearrange and remove these shortcuts.

Procedure

- Perform these steps to remove a desktop or application shortcut from the **Recent** tab.
 - a Tap and hold the shortcut until **Remove Shortcut** appears at the bottom of the window.
 - b Drag the shortcut to **Remove Shortcut**.
- To move a desktop or application shortcut, drag and drop it to the new location.

Select a Favorite Remote Desktop or Application

You can select remote desktops and applications as favorites. Favorites are identified by a star. The star helps you quickly find your favorite desktops and applications. Your favorite selections are saved, even after you log off from the server.

Prerequisites

Obtain the credentials you need to connect to the server, such as a user name and password or RSA SecurID and passcode.

Procedure

- 1 On the **Servers** tab, tap the server shortcut.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.
- 3 Perform these steps to select or deselect a desktop or application as a favorite.

Option	Description
Select a favorite	On the All tab, tap and hold the desktop or application name until the context menu appears and tap Mark as Favorite . A star appears in the upper right corner of the name and the name appears on the Favorites tab.
Deselect a favorite	On the All or Favorites tab, tap and hold the desktop or application name until the context menu appears and tap Unmark Favorite . A star no longer appears in the upper right corner of the name and the name disappears from the Favorites tab.

- 4 To display only favorite desktops or applications, tap the **Favorites** tab.
You can tap the **All** tab to display all the available desktops and applications.

Configure the Horizon Client Default View

You can configure whether recently used desktops and applications or server shortcuts appear when you launch Horizon Client.

Procedure

- 1 Tap the **Settings** (gear) icon in the upper-right corner of the Horizon Client window and tap **Display**.
- 2 Tap **Default launch view**.

The default view you selected takes effect immediately.

Using External Devices

You can use external keyboards, external displays, microphones, and other external devices with remote desktops and applications in Horizon Client.

This chapter includes the following topics:

- [“Screen Resolutions and Using External Displays,”](#) on page 23
- [“Enable the Multiple Monitor Feature for Horizon Client,”](#) on page 23
- [“Using the Real-Time Audio-Video Feature for Microphones,”](#) on page 24

Screen Resolutions and Using External Displays

You can use Horizon Client with external displays and you can change screen resolutions.

When you connect a Chrome OS device to an external display or projector, you can display Horizon Client in full-screen mode by pressing the full screen key on the device's keyboard.

Enlarging the Screen Resolution for a Remote Desktop

By default, the display resolution is set so that the entire Windows desktop fits inside the client device, and the desktop icons and task bar icons are a certain size. If you change the default to a higher resolution, the desktop still fits inside the client device, but the desktop and taskbar icons become smaller.

Changing the Display Resolution Setting

To change the resolution setting, tap the **Settings** (gear) icon in the upper-right corner of the Horizon Client window, tap **Display**, and tap **Resolution**.

Using Projectors

You can use the **Resolution** setting to set a larger resolution for projectors.

Using the Multiple Monitor Feature

With the multiple monitor feature, you can extend a remote desktop to one external monitor. To enable the multiple monitor feature, see [“Enable the Multiple Monitor Feature for Horizon Client,”](#) on page 23.

Enable the Multiple Monitor Feature for Horizon Client

With the multiple monitor feature, you can extend a remote desktop to one external monitor.

To enable the multiple monitor feature for Horizon Client, you install a helper extension and enable Unified Desktop Mode on your Chromebook.

You must install the helper extension to make the remote desktop window display correctly on an external monitor when the Chromebook display and the external display have different width-to-length ratios.

Procedure

- 1 Log in to your Chromebook.
- 2 Download and install the VMware Horizon Client Helper extension from the Chrome Web Store.
- 3 Open a browser window on your Chromebook and type **chrome://flags** in the URL bar.
- 4 Scroll down to **Unified desktop mode** and tap **Enable**.
- 5 Tap **Restart Now** to restart your Chromebook and make the change take effect.

What to do next

After your Chromebook restarts, you can open the Chromebook Settings and tap **Display settings** to configure Unified Desktop display options.

To extend a remote desktop window to the external monitor, tap the **Maximize** button. You can tap the **Restore** button to make the remote desktop window go back to the Chromebook monitor.

Using the Real-Time Audio-Video Feature for Microphones

With the Real-Time Audio-Video feature, you can use a microphone connected to the client device on a remote desktop. Real-Time Audio-Video is compatible with standard audio devices and with standard conferencing applications such as Skype, WebEx, and Google Hangouts.

Real-Time Audio-Video is enabled by default when you install Horizon Client on the client device.

Note Only the audio-in feature is supported. The video feature is not supported.

The first time you use the microphone, Horizon Client prompts you for permission to access it. You must grant permission for the microphone to work with the remote desktop. You can enable and disable access to the microphone by changing the Microphone permission for Horizon Client in the iOS Settings app.

Troubleshooting Horizon Client

You can solve most Horizon Client problems by resetting the desktop or reinstalling the app.

This chapter includes the following topics:

- [“Restart a Remote Desktop,”](#) on page 25
- [“Reset a Remote Desktop or Remote Applications,”](#) on page 26
- [“Uninstall Horizon Client,”](#) on page 26
- [“Horizon Client Stops Responding or the Remote Desktop Freezes,”](#) on page 27
- [“Problem Establishing a Connection When Using a Proxy,”](#) on page 27

Restart a Remote Desktop

You might need to restart a remote desktop if the desktop operating system stops responding. Restarting a remote desktop is the equivalent of the Windows operating system restart command. The desktop operating system usually prompts you to save any unsaved data before it restarts.

You can restart a remote desktop only if a Horizon administrator has enabled the desktop restart feature for the desktop.

Prerequisites

- Obtain login credentials, such as an Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- If you have not logged in at least once, become familiar with the procedure [“Connect to a Remote Desktop or Application,”](#) on page 10.

Procedure

- 1 On the **Servers** tab, tap the server shortcut to connect to the server.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.
- 3 Touch and hold the desktop name until the context menu appears.
You can perform this step from either the **All** or **Favorites** tab.
- 4 Tap **Restart** in the context menu.

Restart is available only if the status of the desktop is such that the action can be taken.

The operating system in the remote desktop reboots and Horizon Client disconnects and logs off from the desktop.

What to do next

Wait an appropriate amount of time for system startup before you attempt to reconnect to the remote desktop.

If restarting the remote desktop does not solve the problem, you might need to reset the remote desktop. See [“Reset a Remote Desktop or Remote Applications,”](#) on page 26.

Reset a Remote Desktop or Remote Applications

You might need to reset a remote desktop if the desktop operating system stops responding and restarting the remote desktop does not solve the problem. Resetting remote applications quits all open applications.

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 are closed and are not saved.

Resetting remote applications is the equivalent of quitting the applications without saving any unsaved data. All open remote applications are closed, even applications that come from different RDS server farms.

You can reset a remote desktop only if a Horizon administrator has enabled the desktop reset feature for the desktop.

Prerequisites

- Obtain login credentials, such as an Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- If you have not logged in at least once, become familiar with the procedure [“Connect to a Remote Desktop or Application,”](#) on page 10.

Procedure

- 1 On the **Servers** tab, tap the server shortcut to connect to the server.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.
- 3 Touch and hold the desktop or application name until the context menu appears.
You can perform this step from either the **All** or **Favorites** tab.
- 4 Tap **Reset** in the context menu.

Reset is available only if the status of the desktop or application is such that the action can be taken.

When you reset a remote desktop, the operating system in the remote desktop reboots and Horizon Client disconnects and logs off from the desktop. When you reset remote applications, the applications quit.

What to do next

Wait an appropriate amount of time for system startup before attempting to reconnect to the remote desktop or application.

Uninstall Horizon Client

You can sometimes resolve problems with Horizon Client by uninstalling and reinstalling Horizon Client for Chrome OS.

You uninstall Horizon Client for Chrome OS just as you would any Chrome OS app.

Procedure

- ◆ On your Chrome OS device, tap the App Launcher icon in the taskbar, right-click the **Horizon Client for Chrome OS** app icon, and select **Uninstall**.

What to do next

Reinstall Horizon Client.

See the *VMware Horizon Client for Chrome OS Installation and Setup Guide* document.

Horizon Client Stops Responding or the Remote Desktop Freezes

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

Problem

Horizon Client does not work or repeatedly exits unexpectedly or the remote desktop freezes.

Cause

Assuming that Horizon servers are configured properly and that firewalls surrounding them have the correct ports open, other issues usually relate to Horizon Client on the 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 Horizon administrator has enabled this feature.

- Uninstall and reinstall the app on the device.
- If resetting the remote desktop and reinstalling Horizon Client do not help, you can reset the Chrome OS device, as described in the device user guide.
- If you get a connection error when you attempt to connect to the server, you might need to change your proxy settings.

Problem Establishing a Connection When Using a Proxy

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

Problem

If the Horizon environment is set up to use a secure connection from the remote desktop to 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 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.

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