

VMware Horizon Client for Windows 10 UWP User Guide

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VMware Horizon Client for Windows 10 UWP User Guide



This document, *VMware Horizon Client for Windows 10 UWP User Guide*, explains how to use VMware Horizon[®] Client[™] for Windows 10 UWP to connect to and use remote desktops and applications.

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

This document assumes that Horizon Client for Windows 10 UWP is already installed and configured on your device. For information about installing and configuring Horizon Client for Windows 10 UWP, see the *VMware Horizon Client for Windows 10 UWP 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 3 Connecting to Remote Desktops and Applications](#).

Connecting to Remote Desktops and Applications

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

This section includes the following topics:

- [Setting the Certificate Checking Mode in Horizon Client](#)
- [Select a Display Protocol](#)
- [Connect to a Remote Desktop or Application](#)
- [Disconnecting From a Remote Desktop or Application](#)
- [Logging Off From a Remote Desktop](#)
- [Save Information About Recent Servers on the Horizon Client Home Window](#)
- [Disable Windows Hello in Horizon Client](#)

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:

- Has the certificate been revoked?
- 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, tap the **Option** menu in the upper-left corner of the menu bar, and expand the **Certificate Checking Mode** section. You have the following 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.
- **Attempt to connect regardless of server identity certificates.** This setting means that no certificate checking occurs.

Select a Display Protocol

You can select the display protocol that Horizon Client uses when you connect to a remote desktop or application.

Procedure

- 1 In Horizon Client, tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.
If you are connected to a server, you can tap the **Option** menu in the upper-left corner of the desktop and application selection window.
- 2 Expand the **Protocol** section and select the display protocol to use.
To use VMware Blast, Horizon Agent 7.0 or later must be installed on the remote desktop or application machine.
- 3 (Optional) If you selected **VMware Blast**, enable or disable H.264 encoding by tapping and toggling the **Allow H.264 decoding** option to **On** or **Off**.
When this option is set to **On**, Horizon Client allows H.264 encoding if Horizon Agent for the remote desktop or application supports H.264 encoding. If Horizon Agent for the remote desktop or application does not support H.264 encoding, Horizon Client uses JPEG/PNG encoding instead.
When this option is set to **Off** (the default setting), H.264 encoding is not allowed and Horizon Client always using JPEG/PNG encoding.

The next time you connect to a remote desktop or application, Horizon Client uses the display protocol that you selected. You cannot change the display protocol for a currently connected session.

If you connect to a remote desktop or application that does not support the display protocol that you selected, Horizon Client displays an error message.

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, or RADIUS authentication user name and passcode.
- Domain name for logging in.
- Instructions about whether you can use Windows Hello authentication.

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

If your system administrator instructs you to select a display protocol, see [Select a Display Protocol](#).

Procedure

- 1 If a VPN connection is required, turn on the VPN.
- 2 Tap the **VMware Horizon Client** app.
- 3 Connect to a server.

Option	Description
Connect to a new server	Tap Add Server , enter the name of a server, and tap Connect .
Connect to an existing server	Tap the server icon the home window.

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**.

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

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

- 5 If you are prompted for a user name and password, supply your Active Directory credentials.
 - a Type the user name and password as instructed by your system administrator.
 - b Select a domain.
 - c (Optional) If the **Enable Windows Hello** button is available, tap it to use Windows Hello authentication.

The **Enable Windows Hello** button is available only if biometric authentication is enabled on the server and you have not previously authenticated with Windows Hello.

- d Tap **Login**.

If Windows Hello is enabled and you are logging in for the first time, your Active Directory credentials are stored securely on your Windows 10 device for future use.

- 6 If you are prompted for Windows Hello authentication, use your fingerprint, face, iris, or PIN to authenticate.

If you do not want to use Windows Hello authentication, click **Cancel** to enter a user name and password.

- 7 Tap a desktop or application to connect to it.

The remote desktop or application starts.

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 logged in to the remote desktop or application, you can disconnect by tapping the **Disconnect** button in the desktop or application window and tapping **Disconnect**.

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.

Logging Off From a Remote Desktop

If you are currently connected to and logged in to a remote desktop, you can use the Windows **Start** menu to log off.

You can also log off by tapping the **Ctrl+Alt+Del** button in the desktop or application window and tapping **Log off**.

Any unsaved files that are open on the remote desktop are closed during the logoff operation. If you disconnect from a remote desktop without logging off, applications remain open on the remote desktop.

Save Information About Recent Servers on the Horizon Client Home Window

You can configure Horizon Client to save a server shortcut on the home window after you connect to a server for the first time.

Procedure

- 1 Tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.

If you are connected to a server, you can tap the **Option** menu in the upper-left corner of the desktop and application selection window. If you are connected to a remote desktop or application, you can tap the **Option** button in the desktop or application window and tap **Settings**.

- 2 Expand the **Advanced** section and tap to toggle the **Save information about recent servers** option to **On**.

If the option is set to **Off**, Horizon Client does not save recent servers on the home window.

Disable Windows Hello in Horizon Client

You can disable Windows Hello for a server that you previously logged in to with Windows Hello authentication.

Prerequisites

Verify that a shortcut for the server appears on the Horizon Client home window. To configure Horizon Client to save server shortcuts, see [Save Information About Recent Servers on the Horizon Client Home Window](#).

Procedure

- 1 Tap and hold the server shortcut on the Horizon Client home window.
- 2 When the context menu appears, tap **Sign out server**.

The next time you connect to the server, you can enter a user name and password and the **Enable Windows Hello** button appears on the server login dialog box.

Using Remote Desktops and Applications

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

This section includes the following topics:

- [Gestures and Navigation Aids](#)
- [Using the Sidebar](#)
- [Adjusting the Screen Resolution for Remote Desktops and Applications](#)
- [Using Full-Screen Mode](#)
- [Enable the Local Zoom Feature](#)
- [Saving Documents in a Remote Application](#)
- [Pinning a Remote Desktop or Application to the Start Screen](#)
- [Prevent Screen Lock](#)
- [Multitasking](#)

Gestures and Navigation Aids

VMware has created user interaction aids to help you navigate conventional Windows user interface elements.

Clicking

As in other apps, you can tap to click a user interface element. You can also use an external mouse.

Right-Clicking

The following options are available for right-clicking:

- Use an external mouse to right-click.
- On a touchpad, tap with two fingers.
- On a touch screen, tap and hold until the right-click menu appears.

Zooming In and Out

On a touch screen, pinch your fingers together or apart to zoom.

On operating systems that support touch input, zoom in and zoom out on a touch screen work only if you enable the local zoom feature. See [Enable the Local Zoom Feature](#). Windows 8, Windows 8.1, Windows 10, Windows Server 2012, and Windows Server 2016 support touch input.

Scrolling and Scroll Bars

The following options are available for vertical scrolling:

- Use an external mouse to scroll.
- On a touchpad, tap and hold with your thumb and then scroll down with two fingers.
- On a touch screen, tap with two fingers and then drag to scroll, or use one finger to drag the scroll bar. The text under your fingers moves in the same direction as your fingers.

Sound, Music, and Video

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

Ctrl+Alt+Del

Because the Windows key combination Ctrl+Alt+Del is not supported in remote desktops and applications, tap the **Ctrl+Alt+Del** button in the remote desktop or application window instead.

Using the Sidebar

After you connect to a remote desktop or application, you can use the sidebar to open other desktops and applications.

Table 4-1. Sidebar Actions

Action	Description
Show the sidebar	Tap the Option button in the remote desktop or application window and tap Side Bar .
Hide the sidebar	Tap anywhere inside the remote desktop or application window.
Open a remote desktop or application	Tap the name of the remote desktop or application in the sidebar.
Search for a remote desktop or application	Type the name of the remote desktop or application in the Search box. To open the remote desktop or application, tap its name in the search results.

Adjusting the Screen Resolution for Remote Desktops and Applications

If your tablet has a high-resolution screen, you might have some difficulty reading the icons and text in a remote desktop or application. You can lower the screen resolution to improve readability.

To change the screen resolution before you log in to a remote desktop or application, tap the **Option** menu in the upper-left corner of the Horizon Client menu bar, expand the **Resolution Mode** section, and select one of the resolution options.

You can also change the screen resolution after you connect to a server or log in to a remote desktop or application.

Using Full-Screen Mode

You can display remote desktops and applications in full-screen or windowed mode on a Surface Pro 4 or Surface Book. Full-screen mode is enabled by default.

To toggle full-screen mode on and off, after you log in to a remote desktop or application, tap the **Option** button in the remote desktop or application window and tap **Full Screen**.

Enable the Local Zoom Feature

When you enable the local zoom feature, you can pinch your fingers together or apart on your touchscreen to zoom in and out in the remote desktop or application.

For Windows 8 and Windows 10 virtual machine desktops, and for Windows Server 2012 R2 and Windows Server 2016 RDS desktops and applications, you cannot pinch your fingers together and apart to zoom in and out unless you enable the local zoom feature.

Procedure

- 1 Connect to a remote desktop or application.
- 2 Tap the **Option** button in the desktop or application window and tap **Settings**.
- 3 Expand the **Advanced** section and tap to toggle the **Local Zoom** option to **On**.

If the option is set to **Off**, you cannot use the local zoom feature in the remote desktop or application. The option is set to **On** by default.

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.

Pinning a Remote Desktop or Application to the Start Screen

You can pin a remote desktop or application to the Start screen by right-clicking the desktop or application on the desktop and application selection window and selecting **Pin to Start** from the context menu.

If you are not logged in to the server when you tap the remote desktop or application on the Start screen, Horizon Client prompts you to authenticate to the server before it starts the remote desktop or application. If you are already logged in to the server, the remote desktop or application starts and you do not need to authenticate to the server.

Prevent Screen Lock

After a certain amount of idle time, the Windows 10 device might dim the display, activate the lock screen, or power down the display to conserve power. You can set an option to prevent screen lock for a remote desktop or application.

Note Windows 10 devices register watching and listening as user idle time. The amount of idle time required before screen lock occurs depends on the device's user settings.

Procedure

- 1 Connect to a remote desktop or application.
- 2 Tap the **Option** button in the desktop or application window and tap **Settings**.
- 3 Expand the **Advanced** section and tap to toggle the **Screen always on** option to **On**.

If the option is set to **Off**, screen lock may occur.

Multitasking

You can switch between Horizon Client and other apps without losing a remote desktop or application connection.

You can resize the Horizon Client app so that it takes up part of the screen alongside another app.

If you leave a session idle for some amount of time, before the session times out, you receive a prompt, asking if you want to keep the session alive. Tap or click anywhere on the screen or press a key on your keyboard to keep the session alive. If enough time has passed so that the connection to the remote desktop or application was lost, Horizon Client returns to the desktop and application selection window and prompts you to reconnect.

Using Horizon Client with a Microsoft Display Dock

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The VMware Horizon Client app works with Continuum for Windows 10 Mobile. You can use a Microsoft Display Dock to connect your Windows 10 smartphone to an external display and mouse. With this feature, you can use Horizon Client just as you would use it on a desktop PC.

Troubleshooting Horizon Client

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

You can also enable log collection and send log files to VMware for troubleshooting.

This section includes the following topics:

- [Resetting a Remote Desktop or Application](#)
- [Uninstall the VMware Horizon Client App](#)
- [Horizon Client Stops Responding or the Remote Desktop Freezes](#)
- [Collect Logs to Send to Technical Support](#)
- [Connecting to a Server in Workspace ONE Mode](#)

Resetting a Remote Desktop or Application

If you are currently connected to and logged in to a remote desktop or application, you can tap the **Disconnect** button in the desktop or application window and tap **Reset** to reset the remote desktop or application.

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

You might need to restart a remote desktop or application if the desktop operating system or application stops responding.

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

Resetting a remote application quits all remote applications and logs off all of your remote application sessions. Unsaved changes in remote applications might be lost.

Uninstall the VMware Horizon Client App

You can sometimes resolve problems with Horizon Client by uninstalling and reinstalling the VMware Horizon Client app from the Windows 10 UWP device.

You uninstall Horizon Client just as you would uninstall any Windows 10 UWP app.

Procedure

- 1 On your device, locate the VMware Horizon Client app.
- 2 Right-click the **VMware Horizon Client** tile or icon and tap **Uninstall**.

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

Collect Logs to Send to Technical Support

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

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

Prerequisites

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

Procedure

- 1 In Horizon Client, tap the **Option** menu in the upper-left corner of the menu bar.
If you are connected to a server, you can tap the **Option** menu in the upper-left corner of the desktop and application selection window. If you are connected to a remote desktop or application, you can tap the **Option** button in the desktop or application window and tap **Settings**.
- 2 Expand the **Logging** section and tap to toggle the **Enable advanced logging** option to on.

- 3 Tap **Collect support information**, navigate to the location on your device to store the log files, select the directory, and tap **Select folder**.

For example, for convenience you might tap the **Desktop** item to save the logs in a folder on your local desktop.

Horizon Client creates a folder named `vmware-view-logs-timestamp` in the location that you specified.

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

What to do next

Send the logs to VMware technical support.

Connecting to a Server in Workspace ONE Mode

If you cannot connect to a server directly through Horizon Client, or if your desktop and application entitlements are not visible in Horizon Client, Workspace ONE mode might be enabled on the server.

Problem

- When you try to connect to the server directly through Horizon Client, Horizon Client redirects you to the Workspace ONE portal.
- When you open a desktop or application through a URI or shortcut, or when you open a local file through file association, the request redirects you to the Workspace ONE portal for authentication.
- After you open a desktop or application through Workspace ONE and Horizon Client starts, you cannot see or open other entitled remote desktops or applications in Horizon Client.

Cause

Beginning with Horizon 7 version 7.2, a Horizon administrator can enable Workspace ONE mode on a Connection Server instance. This behavior is normal when Workspace ONE mode is enabled on a Connection Server instance.

Solution

Use Workspace ONE to connect to a Workspace ONE enabled server and access your remote desktops and applications.