

VMware Horizon Client for Windows 10 UWP User Guide

06 SEP 2018

VMware Horizon Client for Windows 10 UWP 4.9



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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 published applications.

Horizon Client communicates with a server, which acts as a broker between the client device and remote desktops and published applications. You enter credentials into Horizon Client, the server authenticates your credentials, and then the server finds the remote desktops and published applications that you are entitled to use.

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 published 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 the domain to select. At some companies, Horizon Client connects to the correct server and selects the correct domain automatically.

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 Published Applications](#).

Connecting to Remote Desktops and Published Applications

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Horizon Client makes it easy to work on remote desktops and published applications from your local client device, giving you on-the-go access from any location.

This chapter includes the following topics:

- [Set the Certificate Checking Mode](#)
- [Connect to a Remote Desktop or Published Application](#)
- [Disconnecting from a Remote Desktop or Published Application](#)
- [Logging Off from a Remote Desktop](#)
- [Disconnecting from a Server](#)
- [Save Information About Recent Servers](#)
- [Disable Windows Hello Authentication for a Server](#)

Set the Certificate Checking Mode

Your system administrator might ask you to set the certificate checking mode in Horizon Client to make sure that you can successfully connect to a server. At some companies, an administrator might set the certificate checking mode and prevent you from changing it in Horizon Client.

Server certificate checking occurs for connections between Horizon Client and a server. A certificate is a digital form of identification, similar to a passport or a driver's license.

Procedure

- 1 Tap the **VMware Horizon Client** app.
- 2 Tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.
- 3 Expand the **Certificate Checking Mode** section and select a certificate checking mode.

| Option | Description |
|--|--|
| Never connect to untrusted servers | This setting means that you cannot connect to the server if any of the certificate checks fail. An error message lists the checks that failed. |
| Attempt to connect regardless of server identity certificates | This setting means that no certificate checking occurs. |

What to do next

If you receive a certificate error after setting the certificate checking mode, contact your system administrator.

Connect to a Remote Desktop or Published Application

To connect to a remote desktop or published 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 for logging 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 [Set the Certificate Checking Mode](#).

If your system administrator instructs you to select a display protocol, see [GUID-A2472387-6C40-4C21-95ED-D9FBF9FC2AA4#GUID-A2472387-6C40-4C21-95ED-D9FBF9FC2AA4](#).

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 as instructed by your system administrator, and tap Connect . |
| Connect to an existing server | Tap the server icon in the home window. |

Connections between Horizon Client and servers always use TLS. The default port for TLS 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 as instructed by your system administrator.
 - 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 the 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 (Optional) To select the display protocol to use, tap the **Option** menu in the upper-left corner of the desktop and application selection window and expand the **Protocol** section.

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

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

The remote desktop or published application starts.

If you receive a certificate error when you try to connect to a remote desktop or published application, see [Set the Certificate Checking Mode](#).

Disconnecting from a Remote Desktop or Published Application

When you are logged in to a remote desktop, you can disconnect without logging off so that applications remain open in the remote desktop. You can also disconnect from a published application so that the published application remains open.

To disconnect from a remote desktop or published application, tap the **Disconnect** button in the floating menu in the remote desktop or published application window and tap **Disconnect**.

Note A Horizon administrator can configure a remote desktop to log off when it is disconnected. In that case, any open applications in the remote desktop are closed.

Logging Off from a Remote Desktop

If you are 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 **Disconnect** button in the floating menu in the remote desktop window and tapping **Log Off**.

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

Disconnecting from a Server

After you have finished using a remote desktop or published application, you can disconnect from the server.

To disconnect from a server, tap the **Disconnect** icon in the upper-left corner of the desktop and application selection window and tap **Log Off**.

Save Information About Recent Servers

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

Procedure

- 1 Open the **Option** menu.
 - If you are not connected to a server, tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.
 - If you are connected to a server, but not yet connected to a remote desktop or published application, 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 published application, tap the **Option** button in the floating menu in the remote desktop or published application window and tap **Setting**.
- 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 Authentication for a Server

If you previously logged in to a server with Windows Hello authentication, and you no longer want to use Windows Hello authentication to authenticate, you must disable Windows Hello authentication for the server.

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](#).

Procedure

- 1 Tap and hold the server shortcut on the Horizon Client home window.
- 2 To disable Windows Hello authentication for the server, tap **Sign out server** in the context menu.

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 Published Applications

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Horizon Client includes additional features to help you use remote desktops and published applications on your local client device.

This chapter includes the following topics:

- [Gestures and Navigation Aids](#)
- [Using the Sidebar](#)
- [Using DPI Synchronization](#)
- [Adjust the Screen Resolution for Remote Desktops and Published Applications](#)
- [Using Full-Screen Mode](#)
- [Configure the Local Zoom Feature](#)
- [Saving Documents in a Published Application](#)
- [Pinning a Remote Desktop or Application to the Start Screen](#)
- [Prevent Screen Lock](#)
- [Multitasking](#)
- [Using Horizon Client with a Microsoft Display Dock](#)

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 [Configure 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.

Using Windows Key Combinations

After you log in to a remote desktop or application, you can tap the **Combination Key** button in the floating menu to use the following Windows key combinations:

- Ctrl+Alt+Del
- Win+R
- Alt+F4
- Alt

Note Win+R is available only in remote desktop sessions.

Sound, Music, and Video

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

Using the Sidebar

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

Table 4-1. Sidebar Actions

| Action | Description |
|------------------|---|
| Show the sidebar | Tap the Option button in the remote desktop or published application window and tap Sidebar . |
| Hide the sidebar | Tap anywhere inside the remote desktop or published application window. |

Table 4-1. Sidebar Actions (Continued)

| Action | Description |
|--|---|
| Open a remote desktop or published application | Tap the name of the remote desktop or published application in the sidebar. |
| Search for a remote desktop or published application | Type the name of the remote desktop or published application in the Search box. To open the remote desktop or published application, tap its name in the search results. |

Using DPI Synchronization

The DPI Synchronization feature ensures that the DPI (dots per inch) setting in a remote desktop or published application matches the client machine's DPI setting.

When you start a new remote desktop or published application, the DPI value in the remote session is set to match the DPI value of the client machine. The DPI Synchronization feature cannot change the DPI setting for active remote sessions.

The DPI Synchronization feature is controlled by the **Allow display scaling** option, which is turned on by default. You can turn off this option and manually adjust the resolution. For information, see [Adjust the Screen Resolution for Remote Desktops and Published Applications](#). A Horizon administrator can also disable the DPI synchronization feature.

Adjust the Screen Resolution for Remote Desktops and Published Applications

If the DPI Synchronization feature is turned off, you can manually adjust the screen resolution for remote desktops and published applications.

Procedure

- 1 Open the **Option** menu.
 - If you are not connected to a server, tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.
 - If you are connected to a server, but you are not yet connected to a remote desktop or published application, 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 published application, tap the **Option** button in the floating menu and tap **Setting**.
- 2 To disable the DPI Synchronization feature, toggle the **Allow display scaling** option to **Off**.
- 3 Select a resolution mode.

Using Full-Screen Mode

If you are using a Surface Pro 4 or Surface Book, you can display remote desktops and published applications in full-screen or windowed mode. Full-screen mode is enabled by default.

After you log in to a remote desktop or published application, you can toggle full-screen mode on or off by tapping **Fullscreen** in the **Option** menu in the remote desktop or published application window.

Configure the Local Zoom Feature

With the local zoom feature, you can pinch your fingers together and apart on a touchscreen to zoom in and out inside a remote desktop or published application.

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. Windows 8, Windows 8.1, Windows 10, Windows Server 2012, and Windows Server 2016 support touch input.

Procedure

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

Saving Documents in a Published Application

With certain published 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 published applications are saved in your environment.

Pinning a Remote Desktop or Application to the Start Screen

To add a tile for a remote desktop or published application to the Start screen on the client device, right-click the remote desktop or published application on the desktop and application selection window and tap **Pin to Start** in the context menu.

To start the remote desktop or published application from the Start screen, tap its tile. If you are already logged in to the server, the remote desktop or published application starts immediately. If you are not logged in to the server, Horizon Client starts and prompts you to authenticate to the server before it starts the remote desktop or published application.

Prevent Screen Lock

After a certain amount of idle time, the client 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 published 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 the remote desktop or published application.
- 2 Tap the **Option** button in the floating menu in the remote desktop or published application window and tap **Setting**.
- 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 published application connection, and 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, you receive a prompt before the session times out, asking if you want to keep the session alive. To keep the session alive, tap or click anywhere on the screen, or press a key on your keyboard. If enough time has passed so that the connection to the remote desktop or published application is lost, Horizon Client returns to the desktop and application selection window and prompts you to reconnect.

Using Horizon Client with a Microsoft Display Dock

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 restarting or resetting remote desktops or published applications, or by reinstalling Horizon Client.

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

This chapter 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 VMware Technical Support](#)
- [Connecting to a Server in Workspace ONE Mode](#)

Resetting a Remote Desktop or Application

If a remote desktop or published application stops responding, you might need to reset it.

Resetting a remote desktop is the same as 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 published application quits all published applications and logs off all published application sessions. Unsaved changes in published applications might be lost.

To reset a remote desktop or published application, tap the **Disconnect** button in the remote desktop or published application window and tap **Reset**.

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

Uninstall the VMware Horizon Client App

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

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

Procedure

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

What to do next

Reinstall the VMware Horizon Client app. For information, see the *VMware Horizon Client for Windows 10 UWP Installation and Setup Guide* document.

Horizon Client Stops Responding or the Remote Desktop Freezes

Horizon Client stops responding or a remote desktop freezes.

Problem

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

Cause

If the server is configured properly and the correct firewall ports are open, the cause of the problem usually relates to Horizon Client on the device or to the remote desktop operating system.

Solution

- If the remote desktop operating system freezes, use Horizon Client on the client device to reset the desktop.
This option is available only if a Horizon administrator has enabled the desktop reset feature.
- Uninstall and reinstall the Horizon Client app on the client device.
- If you receive a connection error when you attempt to connect to the server, you might need to change your proxy settings.

Collect Logs to Send to VMware Technical Support

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

To troubleshoot some issues, you might be directed to collect log files to send to VMware technical support. Because logging can affect the performance of Horizon Client, turn off the advanced logging feature when logging is no longer necessary.

Prerequisites

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

Procedure

- 1 Open the **Option** menu.
 - If you are not connected to a server, tap the **Option** menu in the upper-left corner of the Horizon Client menu bar.
 - If you are connected to a server, but not yet connected to a remote desktop or published application, 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 published application, tap the **Option** button in the floating menu in the remote desktop or application window and tap **Setting**.
- 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 VMware 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

You cannot connect to a server directly through Horizon Client, or your remote desktop and published application entitlements are not visible in Horizon Client.

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 remote desktop or published 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 remote desktop or published application through Workspace ONE and Horizon Client starts, you cannot see or open other entitled remote desktops or published 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 published applications.