

# VMware Horizon Client for iOS User Guide

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# VMware Horizon Client for iOS User Guide

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This document, *VMware Horizon Client for iOS User Guide*, explains how to use VMware Horizon<sup>®</sup> Client<sup>™</sup> for iOS 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 iOS is already installed and configured on your device.

For information about installing and configuring Horizon Client for iOS, see the *VMware Horizon Client for iOS 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

# 3

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](#)
- [Connect to a Remote Desktop or Application](#)
- [Disconnecting From a Remote Desktop or Application](#)
- [Log Off From a Remote Desktop](#)

## 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 **Settings** at the bottom of the Horizon Client window and tap **Server Certificates Verification 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.
- Instructions about whether you can use Touch ID authentication.
- Instructions about whether you can use Face ID authentication.

If your system administrator sent you an email that contains a URL to use for setting up an RSA SecurID software token on your client device, open that email and verify that you also have the activation code or that the activation code appears at the end of the URL.

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

### Procedure

- 1 If a VPN connection is required, turn on the VPN.
- 2 On the iOS device, tap the **Horizon** app icon.

### 3 Connect to a server.

Option	Action
Connect to a new server	Enter the name of a server, enter a description (optional), and tap <b>Add Server</b> .
Connect to an existing server	Tap the server icon on the Servers 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 a smart card is required or optional, select the smart card certificate to use and enter your PIN.

If your smart card has only one certificate, that certificate is already selected. If there are many certificates, you can scroll through the certificates.

### 5 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 <b>External Token</b> . 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 <b>Password or Activation Code</b> text box.

### 6 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 that you entered before. If necessary, wait until a new number is generated.

### 7 (Optional) If the **Enable Touch ID** setting is available, turn on the setting to use Touch ID to authenticate.

The **Enable Touch ID** setting is available only if biometric authentication is enabled on the server and you have not previously authenticated with Touch ID.

### 8 (Optional) If the **Enable Face ID** setting is available, turn on the setting to use Face ID to authenticate.

The **Enable Face ID** setting is available only if biometric authentication is enabled on the server and you have not previously authenticated with Face ID.

### 9 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.

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

- c (Optional) Tap to toggle the **Remember this Password** option to on if your administrator has enabled this feature and if the server certificate can be fully verified.
- d Tap **Login**.

If Touch ID or Face ID is enabled and you are logging in for the first time, your Active Directory credentials are stored securely in the iOS device's Keychain for future use.

**10** If you are prompted for Touch ID authentication, place your finger on the **Home** button.

**11** If you are prompted for Face ID authentication, glance at the device.

The first time Horizon Client tries to use Face ID to authenticate, iOS prompts you to allow Horizon Client to use Face ID. If you do not want to use Face ID authentication, tap **Don't Allow** to enter a user name and password instead.

**12** (Optional) Tap **Settings** at the bottom of the Horizon Client window and tap **Preferred Protocol** 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.

**13** Tap a desktop or application to connect to it.

If you are connecting to a published desktop, and if the desktop is already set to use the Microsoft RDP display protocol, you cannot connect immediately. You are prompted to have the system log you off the remote operating system so that a connection can be made with the PCoIP display protocol or the VMware Blast display protocol.

After you connect to a desktop or application for the first time, a shortcut for the desktop or application is saved to the **Recent** window. The next time you want to connect to the remote desktop or application, you can tap the shortcut instead of tapping the server's name.

## 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 Horizon Client Tools radial menu icon and tapping the **Disconnect** icon.

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**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.

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## 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 Tap **Servers** (cloud icon) at the bottom of the window and tap the server icon.
- 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.
- 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 **Logout** button in the upper-left corner of the window to disconnect from the server.

# Using Remote Desktops and Applications

# 4

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](#)
- [Using the Unity Touch Sidebar with a Remote Application](#)
- [Horizon Client Tools on a Mobile Device](#)
- [Gestures](#)
- [Using Native Operating System Gestures with Touch Redirection](#)
- [Copying and Pasting Text and Images](#)
- [Dragging and Dropping Text and Images](#)
- [Saving Documents in a Published Application](#)
- [Multitasking](#)
- [Configure Horizon Client to Support Reversed Mouse Buttons](#)
- [Suppress the Cellular Data Warning Message](#)

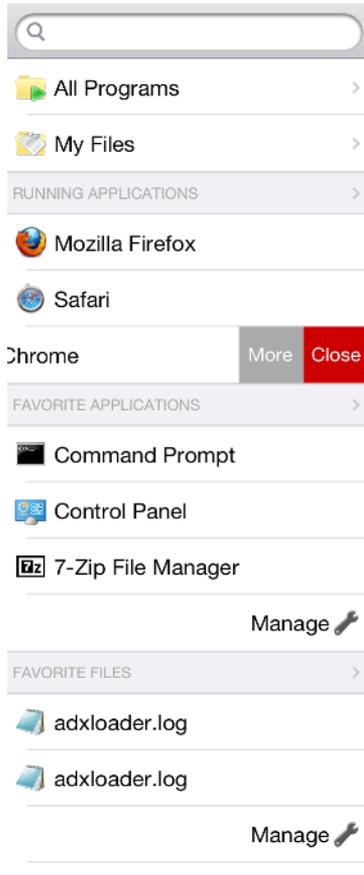
## Using the Unity Touch Sidebar with a Remote Desktop

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 4-1. Unity Touch Sidebar**



If you access a desktop that has Unity Touch enabled but the sidebar is not displayed, you can see a tab on the left side of the window. Besides swiping this tab to the right to open the sidebar, you can slide the tab up or down.

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

**Table 4-1. Unity Touch Sidebar Actions for a Remote Desktop**

Action	Procedure
Show the sidebar	Swipe the tab to the right. When the sidebar is open, you cannot perform actions on the desktop window or the Horizon Client Tools radial menu.
Hide the sidebar	Swipe the tab to the left to close the sidebar. When the sidebar is open, you cannot perform actions on the desktop window or the Horizon Client Tools radial menu. You can also touch the desktop window, including the Horizon Client Tools radial menu, to hide the sidebar.
Navigate to an application	Tap <b>All Programs</b> and navigate to the application just as you would from the Windows Start menu.
Navigate to a file	Tap <b>My Files</b> to access the User folder, and navigate to the file. <b>My Files</b> includes folders such as My Pictures, My Documents, and Downloads. <b>My Files</b> includes the folders in the user profile (%USERPROFILE% directory). If you relocate the system folder in the %USERPROFILE% directory, the <b>My Files</b> menu can also display content from the relocated folder, whether it is a local relocated folder or a network share folder.

**Table 4-1. Unity Touch Sidebar Actions for a Remote Desktop (Continued)**

Action	Procedure
Search for an application or file	<ul style="list-style-type: none"> <li>■ Tap in the <b>Search</b> box and type the name of the application or file.</li> <li>■ To use voice dictation, tap the microphone on the keyboard.</li> <li>■ To launch an application or file, tap the name of the application or file in the search results.</li> <li>■ To return to the home view of the sidebar, tap the <b>X</b> to close the <b>Search</b> box.</li> </ul>
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 <b>Running Applications</b> . 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	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Running Applications</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Minimize</b>.</li> </ol>
Maximize a running application or window	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Running Applications</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Maximize</b>.</li> </ol>
Close a running application or window	Touch the application name under <b>Running Applications</b> and swipe from right to left. Tap the <b>Close</b> button that appears.
Restore a running application or window to its previous size and position	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Running Applications</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Restore</b>.</li> </ol>
Create a list of favorite applications or files	<ol style="list-style-type: none"> <li>1 Search for the application or file, or tap <b>Manage</b> under the <b>Favorite Applications</b> or <b>Favorite Documents</b> list.  If the <b>Manage</b> bar is not visible, tap the chevron (&gt;) next to <b>Favorite Applications</b> or <b>Favorite Files</b>.</li> <li>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. Your favorites are remembered across all of your mobile devices so that, for example, you have the same list whether using your smart phone or your tablet.</li> </ol>
Remove an application or file from the favorites list	<ol style="list-style-type: none"> <li>1 Search for the application or file, or tap <b>Manage</b> under the <b>Favorite Applications</b> or <b>Favorite Documents</b> list.  If the <b>Manage</b> bar is not visible, tap the chevron (&gt;) next to <b>Favorite Applications</b> or <b>Favorite Documents</b>.</li> <li>2 Tap to remove the check mark next to the name of the application or file in the favorites list.</li> </ol>
Reorder an application or file in the favorites list	<ol style="list-style-type: none"> <li>1 Tap <b>Manage</b> under the <b>Favorite Applications</b> or <b>Favorite Documents</b> list.  If the <b>Manage</b> bar is not visible, tap the chevron (&gt;) next to <b>Favorite Applications</b> or <b>Favorite Documents</b>.</li> <li>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.</li> </ol>

## 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.

When you access a remote application, the Unity Touch sidebar appears on the left side of the window. If the Unity Touch sidebar is closed, a tab appears on the left side of the window. You can swipe this tab to the right to reopen the sidebar. You can also slide the tab up or down.

**Figure 4-2. Unity Touch Sidebar for a Remote Application**



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

**Table 4-2. Unity Touch Sidebar Actions for a Remote Application**

Action	Procedure
Show the sidebar	Swipe the tab to the right to open the sidebar. When the sidebar is open, you cannot perform actions on the application window.
Hide the sidebar	Swipe the tab to the left to close the sidebar. When the sidebar is open, you cannot perform actions on the application window. In Horizon Client 3.1 and later, you can also touch the application window, including the Horizon Client Tools radial menu, to hide the sidebar.
Switch between running applications	Tap the application under <b>Current Connection</b> .
Open an application	Tap the name of the application under <b>Available Applications</b> in the sidebar. The application starts and the sidebar closes.
Close a running application	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Current Connection</b> and swipe from right to left.</li> <li>2 Tap the <b>Close</b> button that appears.</li> </ol>

**Table 4-2. Unity Touch Sidebar Actions for a Remote Application (Continued)**

Action	Procedure
Minimize a running application	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Current Connection</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Minimize</b>.</li> </ol>
Maximize a running application	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Current Connection</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Maximize</b>.</li> </ol>
Restore a running application	<ol style="list-style-type: none"> <li>1 Touch the application name under <b>Current Connection</b> and swipe from right to left.</li> <li>2 Tap the <b>More</b> button that appears.</li> <li>3 Tap <b>Restore</b>.</li> </ol>
Switch to a remote desktop	Tap the desktop name under <b>Desktops</b> .

## Horizon Client Tools on a Mobile Device

On a mobile device, the Horizon Client Tools include buttons for displaying the onscreen keyboard, virtual touchpad, configuration settings, and a virtual keypad for arrow keys and function keys.

The Horizon Client Tools radial menu icon appears in the middle of the window when you are connected to a remote desktop or application. Tap to expand the radial menu and display icons for each tool, which you can tap to select. Tap outside the tool icons to collapse the icons back into the radial menu icon.

The radial menu includes several tools.

**Table 4-3. Radial Menu Icons**

Icon	Description
	Horizon Client Tools radial menu
	Disconnect
	Onscreen keyboard (toggles to show or hide)
	Settings
	Navigation keys
	Virtual touchpad
	Gesture help

## Onscreen Keyboard

The onscreen keyboard has more keys than the standard onscreen keyboard, for example, Control keys and function keys are available. To display the onscreen keyboard, tap the screen with three fingers at the same time or tap the **Keyboard** icon.

You can also use the feature that displays the onscreen keyboard whenever you tap a text field, such as in a note or new contact. If you then tap in an area that is not a text field, the keyboard is dismissed.

---

**Important** To use the three-finger tap, make sure the iOS accessibility feature for zooming is turned off. When the zoom accessibility feature is turned on, you zoom by double-tapping with three fingers, and tapping once with three fingers does nothing.

---

Even if you use an external keyboard, a one-row onscreen keyboard might still appear, which contains function keys, and the Ctrl, Alt, Win, and arrow keys. Some external keyboards do not have all these keys.

## Sending a String of Characters

From the onscreen keyboard, 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**.

Use this feature if you have a poor network connection. That is, use this feature if, when you type a character, the character does not immediately appear in the application. With this feature, you can quickly type up to 1,000 characters and then either tap **Send** or tap **Return** to have all 1,000 characters appear at once in the application.

## Navigation Keys

Tap the **Ctrl/Page** icon in the Horizon Client Tools or onscreen keyboard to display the navigation keys. These keys include Page Up, Page Down, arrow keys, function keys, and other keys that you often use in Windows environments, such as Alt, Del, Shift, Ctrl, Win, and Esc. You can press and hold arrow keys for continuous key strokes. For a picture of the Ctrl/Page icon, see the table at the beginning of this topic.

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.

## Onscreen Touchpad and Full-Screen Touchpad

The virtual touchpad can be either regular-size, to resemble a touchpad on a laptop computer, or full screen, so that the entire device screen is a touchpad.

By default, when you tap the touchpad icon, you can touch anywhere on the screen to move the mouse pointer. The screen becomes a full-screen touchpad.

- Moving your finger around the touchpad creates a mouse pointer that moves around the remote desktop or application.
- You can use the regular-size and full-screen virtual touchpad for single-clicking and double-clicking.
- The regular touchpad also contains left-click and right-click buttons.
- To simulate holding down the left-click button while dragging, double-tap with one finger and then drag.

To enable this feature, use the Horizon Client Tools to display the Options dialog box, and click to toggle the **Touchpad Tap & Drag** option to on.

- You can tap with two fingers and then drag to scroll vertically.

You can drag the regular-size virtual touchpad to the side of the device so that you can use your thumb to operate the touchpad while you are holding the device.

You can make the virtual touchpad resemble the touchpad on a laptop, including right-click and left-click buttons. Tap to expand the Horizon Client Tools radial menu icon, tap the **Settings** (gear) icon, tap **Touch**, and toggle the **Full Screen Touchpad Mode** setting to off.

To adjust how quickly the pointer moves when you use the touchpad, tap to expand the Horizon Client Tools radial menu icon, tap the **Settings** (gear) icon, tap **Touch**, and drag the slider in the **Touchpad Sensitivity** option.

You can also set the **Full Screen Touchpad Mode** and **Touchpad Sensitivity** settings from the Horizon Client Settings window. Tap **Settings** at the bottom of the Horizon Client window and tap **Touch** to display the touchpad settings.

If you are logged in to a remote desktop when you change the touchpad settings, your touchpad settings are retained the next time you connect to the remote desktop or application from the same iOS device.

## 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 applications, you tap to click a user interface element.

In a remote desktop, if you tap and hold for a second, a magnifying glass appears, along with a mouse pointer, for precise placement. This feature is especially helpful when you want to resize a window.

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**Note** If the remote desktop is configured for a left-handed user, see [Configure Horizon Client to Support Reversed Mouse Buttons](#).

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## Right-Clicking

The following options are available for right-clicking:

- Use the Horizon Client Tools to display the regular virtual touchpad and use the touchpad's right-click button.
- On 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.

- On 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.

---

**Important** Scrolling with one finger has the following limitations: It does not work if you have zoomed in, or when the onscreen keyboard is displayed, or when you are using the full-screen touchpad.

---

- Use the Horizon Client Tools to display the touchpad, tap the touchpad with two fingers, and then drag to scroll.
- Use the onscreen touchpad to move the mouse pointer and click scroll bars.

## Zooming In and Out

As in other applications, pinch your fingers together or apart to zoom on a touch screen.

## Window Resizing

If you use the full screen touchpad to resize a window, touch and hold one finger at the corner or side of the window and drag to resize, or double-tap with one finger and then drag.

If you use the regular-size virtual touchpad, to simulate holding down the left-click button while dragging the corner or side of a window, double-tap with one finger and then drag.

If you are not using either type of virtual touchpad, tap and hold until the magnifying glass appears at the corner or side of the window. Move your finger around until the resizing arrows appear. Lift your finger off the screen. The magnifying glass is replaced by a resizing circle. Tap this resizing circle and drag it to resize the window.

## Sound, Music, and Video

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

## Using Native Operating System Gestures with Touch Redirection

You can use native operating system gestures from a touch-based mobile device when you are connected to a Windows 8, Windows 10, or Windows Server 2012 remote desktop, or to a remote application that is hosted on Windows Server 2012. For example, you can touch, hold, and release an item on a Windows 8 desktop to display the item's context menu.

When touch redirection is enabled, you can use only native operating system touch gestures. Horizon Client local gestures, such as double-click and pinch, no longer work. You must drag the Unity Touch tab button to display the Unity Touch sidebar.

Touch redirection is enabled by default when you connect to a Windows 8, Windows 10, or Windows Server 2012 remote desktop, or to a remote application that is hosted on Windows Server 2012.

To disable touch redirection, tap **Settings** at the bottom of the Horizon Client window, tap **Touch**, and toggle the **Windows Native Touch Gestures** setting to off. If you are connected to a remote desktop or application, you can access settings by tapping the **Settings** (gear) icon in the Horizon Client Tools radial menu.

## Copying and Pasting Text and Images

By default, you can copy and paste text from the iOS device to a remote desktop or application. If a Horizon administrator enables the feature, you can also copy and paste text from a remote desktop or application to the iOS device or between two remote desktops or applications. Supported file formats include plain text, images, and Rich Text Format (RTF). Some restrictions apply.

A Horizon administrator can set this feature so that copy and paste operations are allowed only from the iOS device to a remote desktop or application, or only from a remote desktop or application to the iOS device, or both, or neither.

Data that you copy to the clipboard is copied to the clipboard on the remote desktop when you log in to the remote desktop. If you are logged in to a remote desktop, data that you copy to the clipboard on the remote desktop is copied to the clipboard on the iOS device. If RTF data contains images, the images are lost when Horizon Client synchronizes the RTF data in the clipboard on the remote desktop with the data in the clipboard on the iOS device.

A Horizon administrator can configure how much data, and the type of data, that you can copy and paste. A Horizon administrator can also disable this feature.

If the text and RTF data together use less than maximum clipboard size, the formatted text is pasted. Often the RTF data cannot be truncated, so that if the text and formatting use more than the maximum clipboard size amount, the RTF data is discarded, and plain text is pasted. If you are unable to paste all the formatted text you selected in one operation, you might need to copy and paste smaller amounts in each operation.

You might not be able to copy and paste a certain image, even though it does not exceed the clipboard size. This problem occurs when Horizon Client converts the image to PNG format and the PNG image exceeds the clipboard size. Horizon Client converts all images to PNG format during the copy and paste operation.

## Dragging and Dropping Text and Images

You can drag and drop text and images from the client device to a published application or an open application in a remote desktop.

For example, you can drag text from Safari on the iPad and drop it into the WordPad application in a remote desktop. Both plain text and Rich Text Format (RTF) text are supported.

A Horizon administrator can configure how much data, and the type of data, that you can drag and drop. A Horizon administrator can also disable this feature.

This feature has the following limitations.

- You cannot drag and drop multiple images at the same time. You must drag and drop each image separately.
- You cannot drag and drop text and images at the same time. You must drag and drop text and images separately.
- You might not be able to drag and drop a certain image, even though it does not exceed the clipboard size. This problem occurs when Horizon Client converts the image to PNG format and the PNG image exceeds the clipboard size. Horizon Client converts all images to PNG format during the drag and drop operation.
- You cannot drag and drop text and images from a remote desktop or published application to the client device.

This feature requires an iPad that is running iOS 11 or later.

## 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.

## Multitasking

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

In a WiFi network, by default Horizon Client runs in the background for up to three minutes on iOS 7.0 and later devices. In a 3G network, Horizon Client suspends data transmission when you switch to another app. Data transmission resumes when you switch back to Horizon Client.

## Configure Horizon Client to Support Reversed Mouse Buttons

You can use the **Left Handed Mode** option if the primary and secondary mouse buttons are switched in a remote desktop.

If you set the mouse properties inside the remote desktop so that the primary mouse button is the one on the right side, as many left-handed people do, you must turn on the **Left Handed Mode** option in Horizon Client. If you do not turn on this option when mouse buttons are reversed, a single tap acts as a click of the secondary mouse button. For example, a single tap might display a context menu rather than selecting something or inserting a cursor.

### Procedure

- If you are already connected to the remote desktop, perform these steps.
  - a Tap to expand the Horizon Client Tools radial menu icon and tap the **Settings** (gear) icon to open the Settings window.
  - b Tap **Touch** on the Settings window.
  - c Tap **Left Handed Mode** to toggle the option to on.
  - d Tap **Done** to close the Settings window.
- If you are not connected to the remote desktop, perform these steps.
  - a Tap **Settings** at the bottom of the Horizon Client window.
  - b Tap **Touch** on the Settings window.
  - c Tap **Left Handed Mode** to toggle the option to on.

A single tap now acts as a click with the primary mouse button.

## Suppress the Cellular Data Warning Message

When Horizon Client detects that you are using a cellular data connection, the Network Usage dialog box appears to notify you that your remote desktop or application connection might use a substantial portion of your data plan.

The Network Usage dialog box appears after you connect to a server and try to launch a remote desktop or application, after you tap a recent desktop or application shortcut, and after you connect to a remote application and try to launch another application or remote desktop from the Unity Touch sidebar. The Network Usage dialog box appears only when you launch Horizon Client.

You can suppress the Network Usage dialog box after it appears. You can also set an option to always suppress the Network Usage dialog box.

## Procedure

- To suppress the Network Usage dialog box after it appears in Horizon Client, tap **Never Remind** in the Network Usage dialog box.
- To set an option to always suppress the Network Usage dialog box, tap **Settings** at the bottom of the Horizon Client window and toggle the **Cellular Data Warning** option to off.

# 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 Saved Servers](#)
- [Manage Desktop and Application Shortcuts](#)
- [Select a Favorite Remote Desktop or Application](#)
- [Configure the Horizon Client Default View](#)

## Manage Saved Servers

When you connect to a server, Horizon Client saves the server to the Servers window. You can edit and remove saved servers.

Horizon Client saves the server, even if you mistype the name or type the wrong IP address. You can delete or change this information.

### Procedure

- 1 Tap **Servers** (cloud icon) at the bottom of the window to display the saved servers.
- 2 To manage a saved server, touch and hold the server icon until the context menu appears.

---

**Note** Tapping a server icon connects to the server.

---

Option	Action
<b>Change the user name, domain, server name, or description</b>	a Tap <b>Edit Server</b> in the context menu. b Make your changes on the Edit Server window. c Tap <b>Update</b> to save your changes.
<b>Remove a server</b>	Tap <b>Delete Server</b> in the context menu. The desktop and application shortcuts associated with the server are also deleted.
<b>Forget a saved password</b>	Tap <b>Forget Password</b> in the context menu. This option is available only if you previously saved your password.

Option	Action
Disable Touch ID	Tap <b>Sign Out</b> . This option is available only if you previously enabled Touch ID.
Disable Face ID	Tap <b>Sign Out</b> . This option is available only if you previously enabled Face ID.

## 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.

Desktop and application shortcuts can appear on multiple pages and you can swipe across pages to see more shortcuts. Horizon Client creates new pages, as needed, to accommodate all of your shortcuts.

### Procedure

- Perform these steps to remove a desktop or application shortcut from the **Recent** window.
  - a Touch and hold the shortcut.
  - b Tap the **X** button.
- To move a desktop or application shortcut, touch and hold the shortcut, drag it to the new location, and tap **Done**.

You cannot drag a shortcut to another page unless that page already exists.

## 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 Tap **Servers** (cloud icon) at the bottom of the window and tap the server icon 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 Perform these steps to select or deselect a desktop or application as a favorite.

Option	Action
Select a favorite	Touch and hold the desktop or application name until the context menu appears and tap <b>Mark as Favorite</b> . A star appears in the upper right corner of the name and the name appears on the Favorites page.
Deselect a favorite	Touch and hold the desktop or application name until the context menu appears and tap <b>Unmark Favorite</b> . A star no longer appears in the upper right corner of the name and the name disappears from the Favorites page.

- (Optional) Tap **Favorites** (star icon) at the bottom of the window to display only favorite desktops or applications.

You can tap **All** (cloud icon) at the bottom of the window 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

- Tap **Settings** at the bottom of the Horizon Client window.
- Tap **Default View**.
- Tap an option to select the default view.

Option	Description
<b>Recent</b>	The <b>Recent</b> window appears when you launch Horizon Client. The Recent window contains shortcuts to recently used desktops and applications. This is the default setting.
<b>Servers</b>	The <b>Servers</b> window appears when you launch Horizon Client. The Servers window contains shortcuts to the servers that you added to Horizon Client.

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:

- [External Keyboards and Input Devices](#)
- [Enable the Japanese 106/109 Keyboard Layout](#)
- [Enable a Swiftpoint GT Mouse in Horizon Client](#)
- [Screen Resolutions and Using External Displays](#)
- [Using the Real-Time Audio-Video Feature for Microphones](#)

## External Keyboards and Input Devices

Horizon Client supports the iPad Keyboard Dock and Apple Wireless Keyboard (Bluetooth) external keyboards. Horizon Client supports Apple Pencil as a pointer device on iPad Pro and the Swiftpoint GT mouse on any iOS device that the Swiftpoint GT mouse supports.

### Using an External Keyboard

Horizon Client automatically detects the iPad Keyboard Dock external keyboard. To use the Apple Wireless Keyboard (Bluetooth) with a remote desktop or application, you must first pair the keyboard with the client device. After you pair the keyboard with the iPad, make sure that you do not have the onscreen keyboard in split keyboard mode when you attempt to make the iPad detect the Bluetooth keyboard. To make the client device detect the wireless keyboard, tap the screen with three fingers at the same time, or tap the **Keyboard** button in the Horizon Client Tools.

Also with the Apple Wireless Keyboard (Bluetooth), after the external keyboard is detected, you cannot use the Horizon Client Tools or three-finger tap to display the onscreen keyboard. You must first deactivate the external keyboard by pressing its Eject key.

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**Note** The Apple Wireless Keyboard (Bluetooth) does not input the Japanese full-width tilde correctly in remote desktops.

---

## International Keyboards

You can input characters for English, Japanese, French, German, Simplified Chinese, Traditional Chinese, Korean, and Spanish.

Use an English keyboard on the iOS device with a remote desktop that uses a Korean or Japanese input method editor (IME). If you use a Korean or Japanese keyboard on the iOS device and you connect to a remote desktop that uses a Korean or Japanese IME, the remote desktop Windows IME English/Korean or English/Japanese mode is not synchronized with the iOS keyboard locale.

## Enable the Japanese 106/109 Keyboard Layout

If you are connected to a Windows XP desktop, you can configure Horizon Client to use the Japanese 106/109 keyboard layout.

### Prerequisites

Use Horizon Client to connect to a Windows XP desktop that has the Japanese keyboard layout enabled.

### Procedure

- 1 Use the Horizon Client Tools to display the **Options** dialog box.
- 2 Tap to toggle the **Japanese 106/109 Keyboard** option to on.

This setting is disabled if the keyboard layout on the Windows XP desktop is not set to Japanese.

This setting is hidden if the desktop is not running Windows XP.

- 3 Tap **Done**.

## Enable a Swiftpoint GT Mouse in Horizon Client

If you have a Swiftpoint GT mouse, you can enable it to work with remote desktops and applications in Horizon Client.

### Prerequisites

- Turn on the Swiftpoint GT mouse.
- Turn on Bluetooth on the client device.

### Procedure

- 1 Tap **Settings** at the bottom of the Horizon Client window.
- 2 Tap **Mouse** on the Settings window.
- 3 Tap **Swiftpoint GT Mouse** and toggle the option to on.

Horizon Client shows the Swiftpoint GT mouse and an option to connect to it. If Bluetooth is not turned on, Horizon Client prompts you to go to the iOS settings and turn on Bluetooth before you pair the mouse with the client device.

- 4 (Optional) To learn more about using the Swiftpoint GT mouse with Horizon Client, click the <http://www.swiftpoint.com/vmware> link.

After you pair the mouse with the device, mouse actions are redirected to remote desktops and applications that you open with Horizon Client

## Screen Resolutions and Using External Displays

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

When you connect a client device to an external display or projector, Horizon Client supports certain maximum display resolutions. You can change the screen resolution used on the client device to allow scrolling a larger screen resolution.

### 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.

You can pinch your fingers apart to zoom in and make the desktop larger than the device screen. You can then tap and drag to access the edges of the desktop.

### Changing the Display Resolution Setting

To change the resolution from a remote desktop or application, tap to expand the Horizon Client Tools radial menu icon, tap the **Settings** (gear) icon, and tap **Resolution**. You can also change the resolution from the Horizon Client Settings window. Tap **Settings** at the bottom of the Horizon Client window and tap **Resolution**.

---

**Note** Certain options, including 3/4 Scaling and No Scaling, are not available on iPhone 6 when the device is in zoomed mode. To display these options, you must exit zoomed mode.

---

### Using High Resolution Mode

You can use the High Resolution Mode feature to obtain the best display quality in remote desktops and applications.

You can enable High Resolution Mode from the Horizon Client Settings window. Tap **Settings** at the bottom of the Horizon Client window, tap **Resolution**, and tap to toggle the **High Resolution Mode** setting to on. To enable High Resolution Mode if you are using a remote desktop or application, tap to expand the Horizon Client Tools radial menu icon, tap the **Settings** (gear) icon, tap **Resolution**, and tap to toggle the **High Resolution Mode** setting to on.

The High Resolution Mode feature has the following requirements and limitations:

- You cannot use the High Resolution Mode feature for existing sessions. You must log out and log in to a new session for the feature to take effect.

- You must have an iPad Pro, or an iPad or iPad mini with Retina display, to use the High Resolution Mode feature.
- The High Resolution Mode feature requires Horizon Agent 7.0.3 or later.

**High Resolution Mode** is disabled by default.

## Using External Monitors and Projectors

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

To display the keyboard and an expanded onscreen touchpad on the device while displaying the remote desktop on the projector or attached monitor, enable the **Presentation Mode** setting. The expanded touchpad and keyboard appear when you plug the device into the external monitor. The device detects the maximum resolution provided by the external display.

You can mirror the entire device display on a projector or attached monitor, including the Unity Touch sidebar, by turning off the **Presentation mode** setting. If you are connected to a remote desktop and the **Presentation Mode** setting is enabled, you can click **Done** to switch to mirror mode.

You can use the **Keep the screen alive during Presentation** setting to keep the display from turning off after a period of inactivity while in presentation mode.

You can configure these settings from a remote desktop or application by tapping to expand the Horizon Client Tools radial menu icon and tapping the **Settings** (gear) icon. You can also configure these setting by tapping the **Settings** (gear) icon at the bottom of the Horizon Client window.

## Hiding Sensitive Information on External Displays

When you use Horizon Client with an external monitor or projector, sensitive information, such as passwords and passcodes, is automatically hidden to protect user data security.

## 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.

# Using iOS Features with Horizon Client

# 7

You can use iOS features such as 3D Touch, Spotlight Search, Split View, and Slide Over with Horizon Client. You can also add the Horizon Client widget to the Search screen.

This chapter includes the following topics:

- [Using 3D Touch with Horizon Client](#)
- [Using Spotlight Search with Horizon Client](#)
- [Using Split View and Slide Over with Horizon Client](#)
- [Using Drag and Drop with Shortcuts and URIs](#)
- [Using the Horizon Client Widget](#)

## Using 3D Touch with Horizon Client

You can use Peek and Pop gestures to interact with Horizon Client on a 3D Touch-enabled iPhone 6s or iPhone 6s Plus.

### Using Peek and Pop with the Horizon app

You can Peek at the **Horizon** app on your iOS device Home screen to show a quick action menu. On the quick action menu, you can tap the **Connect to Most Recent Server** item to quickly connect to the most recently used server. If a recent server does not exist, you can tap the **Connect to Most Recent Server** item to add a new server.

After you connect to a remote desktop or application, Horizon Client adds a shortcut to the desktop or application to the quick action menu. For example, if you connect to a remote desktop named Win7, Horizon Client adds **Connect to Win7**. You can tap a shortcut to quickly connect a remote desktop or application. The **Horizon** icon quick action menu can contain up to three shortcuts.

### Using Peek and Pop Inside Horizon Client

On the desktop and application selection window, you can Peek at a remote desktop or application to show a quick action menu. You can tap items in the quick action menu to connect, log off, mark a favorite, and perform other actions, depending on the remote desktop or application. You can also Pop into a remote desktop or application to connect to it.

Quick action menus are also available on the Servers, Recent, and Favorites windows. For example, on the Servers window, you can Peek at a saved server and tap items in the quick action menu to edit, remove, or connect to the server. On the Recent window, you can Peek at a remote desktop or application shortcut and tap items in the quick action menu to remove the shortcut or connect to the desktop or application. You can also Pop into a saved server or remote desktop or application shortcut to connect to it.

## Enabling Peek for the Horizon Client Tools

By default, the Horizon Client Tools radial menu icon appears in the middle of the window when you are connected to a remote desktop or application. You tap the radial menu icon to expand the menu and display icons for each tool, which you tap to select. For pictures of the radial menu icon and tools icons, see [Table 4-3](#).

If you enable Peek for the Horizon Client Tools, the Horizon Client Tools radial menu icon does not appear. To display the icons for each tool, press deeply on any place on the window.

To enable Peek for the Horizon Client Tools, tap **Settings** at the bottom of the Horizon Client window, tap **Touch**, and toggle the **Peek for the menu** setting to on. If you are connected to a remote desktop or application, you can access settings by tapping the **Settings** (gear) icon in the Horizon Client Tools radial menu.

## Using Spotlight Search with Horizon Client

You can use Spotlight search on iOS 9 and later devices to search for and connect to remote desktops and applications.

When you log in to a server in Horizon Client, the remote desktops and applications on the server are added to the Spotlight index. Only the remote desktops and applications on the last server to which you logged in are indexed.

To use Spotlight search to search for a particular remote desktop or application, type its name or a partial name in the Spotlight search field. For example, to find a remote desktop named Win 2008 RDS Desktop, you might type **Win** or **RDS**.

To use Spotlight search to find your favorite remote desktops and applications, type **favorite** in the Spotlight search field. To search for any remote desktop or application, type **vmware** or **horizon** in the Spotlight search field. The search results can contain up to 10 items.

To connect to a remote desktop or application, tap its name in the search results. If you are not currently connected to the server, the Horizon Client login window appears and you can log in.

## Using Split View and Slide Over with Horizon Client

You can use Split View and Slide Over with Horizon Client on any iPad model that supports Split View and Slide Over and is running iOS 9 or later.

With Split View and Slide Over, you can open Horizon Client and another app at the same time. You can run Horizon Client as either the primary app or the secondary app.

If you rotate your device or slide the vertical divider that separates the primary and secondary apps, Horizon Client automatically adjusts to fit the size of the window. If you are connected to a remote desktop, the remote desktop automatically adjusts to fit the size of the window if the **Resolution** setting is set to **Auto - Fit**. For information about setting the resolution for a remote desktop, see [Changing the Display Resolution Setting](#).

---

**Note** Horizon Client does not support Picture in Picture.

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## Using Drag and Drop with Shortcuts and URIs

You can drag and drop server, desktop, and application shortcuts and URIs.

You can drag and drop a server shortcut from the Horizon Client **Servers** window into another app, such as Notes. The server shortcut appears as a URI in the other app, for example, `vmware-view://server-address`. You can drag and drop a server address or URI from another app into the **Servers** window. You can also use the drag and drop feature to reorder the server shortcuts on the **Servers** window.

After you connect to a server, you can drag and drop a remote desktop or application shortcut from the Horizon Client desktop and application selection window or the Favorites window into another app, such as Notes. The shortcut appears as a URI in the other app, for example, `vmware-view://server-name/item-name`. You can also drag and drop a desktop or application URI from another app into the desktop and application selection window, the **Favorites** window, or the **Recent** window.

For information about URI syntax, see the *VMware Horizon Client for iOS Installation and Setup Guide* document.

This feature requires an iPad that is running iOS 11 or later.

## Using the Horizon Client Widget

If you have an iOS 10 or later device, you can add the Horizon Client widget to the iOS device's Search screen.

To add the Horizon Client widget to the Search screen, click **Edit** on the Search screen, tap the green plus (+) button next to Horizon Client in the widget list, and click **Done**.

If you have never connected to a remote desktop or application, the Horizon Client widget displays `No desktop/application was launched yet`. After you connect to a remote desktop or application, a shortcut for the recently used remote desktop or application appears in the widget. You can tap this shortcut to open the remote desktop or application from the Search screen.

If you have a 3D Touch-enabled device, the Horizon Client widget can appear in the quick action menu when you apply pressure to the **Horizon** app on the iOS device's Home screen.

# 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 chapter includes the following topics:

- [Restart a Remote Desktop](#)
- [Reset a Remote Desktop or Remote Applications](#)
- [Uninstall Horizon Client](#)
- [Collecting and Sending Logging Information to VMware](#)
- [Report Horizon Client Crash Data to VMware](#)
- [Horizon Client Stops Responding or the Remote Desktop Freezes](#)
- [Problem Establishing a Connection When Using a Proxy](#)
- [Connecting to a Server in Workspace ONE Mode](#)

## 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](#).

### Procedure

- 1 Tap **Servers** (cloud icon) at the bottom of the window and tap the server icon 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.
- 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](#).

## 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](#).

#### Procedure

- 1 Tap **Servers** (cloud icon) at the bottom of the window and tap the server icon 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.

- 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.

#### Procedure

- 1 If you have Horizon Client in iTunes on your Mac or PC, browse or search the Apps Library for the Horizon Client app and remove it.  
  
Use the same procedure that you would use to remove any iTunes app.
- 2 Connect your device to your computer and allow the device to synchronize with iTunes on your Mac or PC.
- 3 If the Horizon Client app is not removed from your device, touch and hold the **Horizon** app icon until it wiggles and tap the **X** icon to delete the app.

#### What to do next

Reinstall Horizon Client.

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

## Collecting and Sending Logging Information to VMware

You can configure Horizon Client to collect log information and send log files to VMware for troubleshooting.

If Horizon Client quits unexpectedly while log collection is enabled, Horizon Client prompts you to send log files to VMware when you restart Horizon Client.

If you choose to send log files to VMware, Horizon Client sends a message from the email account configured on the client device and attaches a GZ file that contains the last five log files. The file name contains a time stamp, for example, `Horizon_View_Client_logs_timestamp.log.gz`.

You can also manually retrieve and send log files at any time.

## Enable Horizon Client Log Collection

When you enable log collection, Horizon Client creates log files that contain information that can help VMware troubleshoot problems with Horizon Client.

Because log collection affects the performance of Horizon Client, enable log collection only if you are experiencing a problem.

### Prerequisites

Verify that an email account is configured on the device. Horizon Client uses this email account to send log files.

### Procedure

- 1 If you are already connected to a remote desktop or application, perform these steps:
  - a Tap to expand the Horizon Client Tools radial menu icon and tap the **Settings** (gear) icon to open the Settings window.
  - b Tap **Log Collection** on the Settings window.
  - c Tap to toggle the **Logging** option to on.
  - d Tap **Done** to close the Settings window.
- 2 If you are not connected to a remote desktop or application, perform these steps:
  - a Tap **Settings** at the bottom of the Horizon Client window to open the Settings window.
  - b Tap **Log Collection** on the Settings window.
  - c Tap to toggle the **Logging** option to on.

After log collection is enabled, Horizon Client generates several log files. When Horizon Client quits unexpectedly or is exited and relaunched, the log files are merged and compressed into a single GZ file. If you choose to send the log, Horizon Client attaches the GZ file to an email message.

If you switch from a running desktop to settings, enable log collection, and switch back to the desktop, you must reconnect to the desktop to collect a complete log file.

## Manually Retrieve and Send Horizon Client Log Files

When Horizon Client log collection is enabled on your device, you can manually retrieve and send log files at any time.

This procedure shows you how to retrieve and send log files through Horizon Client. If the device is connected to a PC or Mac, you can also use iTunes to retrieve log files.

### Prerequisites

- Verify that an email account is configured on the device. Horizon Client sends log files from this email account.

- Enable Horizon Client log collection. See [Enable Horizon Client Log Collection](#).

#### Procedure

- 1 In Horizon Client, tap the email icon at the top of the window.
- 2 Type the address of the email recipient in the **To:** line and click **Send** to send the message.

The email account configured on your device appears in the **From:** line.

The existing GZ log file is attached to the message. Horizon Client saves a maximum of five GZ log files. It deletes the oldest files when the GZ log file count is greater than five.

## Disable Horizon Client Log Collection

Because log collection affects the performance of Horizon Client, disable log collection if you are not troubleshooting a problem.

#### Procedure

- 1 If you are already connected to a remote desktop or application, perform these steps.
  - a Tap to expand the Horizon Client Tools radial menu icon and tap the **Settings** (gear) icon to open the Settings window.
  - b Tap **Log Collection** on the Settings window.
  - c Tap to toggle the **Logging** option to off.
  - d Tap **Done** to close the Settings window.
- 2 If you are not connected to a remote desktop or application, perform these steps.
  - a Tap **Settings** at the bottom of the Horizon Client window to open the Settings window.
  - b Tap **Log Collection** on the Settings window.
  - c Tap to toggle the **Logging** option to off.

## Report Horizon Client Crash Data to VMware

You can configure Horizon Client to report crash data to VMware.

#### Procedure

- 1 Tap **Settings** at the bottom of the Horizon Client window.
- 2 Tap **Crash Reporting**.
- 3 Tap to toggle the **Crash Reporting** option on or off.

The setting is enabled by default.

If Horizon Client stops responding, a crash log file is uploaded to the VMware server the next time Horizon Client starts.

## 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 iOS device, as described in the device user guide from Apple.
- If you get a connection error when you attempt to connect to the server, you might need to change your proxy settings.

### What to do next

If the problem is with the operating system inside the remote desktop, see [Reset a Remote Desktop or Remote Applications](#).

## 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.

## **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.