

Horizon DaaS 8.0.0 Release Notes

VMware Horizon DaaS | 19 APR 2018

Release notes last updated on 05 MAY 2021

The new brand name for Horizon DaaS Platform is VMware Horizon DaaS. In the current releases, customers will continue to find legacy references to previous names in the product documentation.

See [Revision History](#) below for additions and updates to these release notes.

Links to release notes for other versions: [8.0.1](#) | [9.0.x](#) | [9.1.x](#)

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WARNING: Do Not Use Non-English Browser Settings When Performing Installations in Service Center

Using language settings other than "English" for browsers while accessing the Service Center can cause this installation to fail. To avoid this, use English browser settings when accessing the Service Center.

New Documentation Page on VMware.com

There is now a documentation page on VMware.com, which serves as a portal to user documentation for all supported versions of this product. The URL of this page is <https://docs.vmware.com/en/VMware-Horizon-DaaS/index.html>. Documentation will no longer be posted on the download site.

Note Regarding Upgrade

To ensure that the latest platform templates are used and updated certificates are deployed for all platform communications, Horizon DaaS 8.0.0 requires a fresh deployment. No direct upgrade path from earlier versions is available. To simplify tenant migration from earlier versions to the Horizon DaaS 8.0.0 platform, migration tools are available. For more information, contact your VMware representative.

Note For Users with vGPU Clusters

You cannot have vGPU and non-vGPU clusters associated with the same desktop manager. If you have one or more vGPU clusters, create a separate desktop manager for them.

Note Regarding Agent Upgrade

After performing an agent software upgrade, you might see an old version of the DaaS agent still installed on the VM. If you see this, it is not an issue and it is safe to ignore it.

WARNING: Restore process for HA tenants

When you restore both appliances in an HA appliance pair, the database is not retained. To avoid data loss, you must restore each appliance separately.

NEW - DaaS Agent 8.0.3 - Released March 2020

DaaS Agent 8.0.3 has been released. It addresses an issue in previous DaaS Agent 8.0.x versions that caused the agent to crash.

New Features

New Capacity-Based Licensing Model

Licensing is now based on the purchase of units of standard desktop capacity. Each unit of standard capacity is defined by settings for memory, CPU, hard disk, and other attributes.

Administration Console Changes

The Desktop Models page is now called Capacity, and includes the following information:

- **Desktop Model** - Shows the total standard capacity, with number of units used for each desktop model and units available.
- **Storage Types** - Shows total storage, with amount used for different storage types and amount free. Click on the arrow icon below Storage GB to see the storage broken down by individual volumes.

Service Center Changes

The Desktop Models page in the Service Center is now called Desktop Capacity and Model Definition and is reached by selecting **configuration > Standard Capacity**.

- The definition of the standard capacity currently selected in the Standard Capacity list is shown under Capacity Definition.
- Desktop models are listed by name, along with the number of capacity units each includes.
- Each standard capacity defined on the left side of the page can be used as a 'capacity unit' for creating new desktop models.

Note the following:

- A desktop Manager can be mapped to only one standard capacity.

- Once capacity is consumed (even a single unit), a desktop manager cannot be mapped/reassigned to different standard capacity.
- A vGPU-based capacity can be mapped only to a GPU-capable Desktop Manager.
- A standard capacity with vGPU assigned supports only one desktop model.
- If a standard capacity is deactivated after having an assignment created for one of its desktop models, then the assignment will still remain active.

For more information about capacity-based licensing, contact your VMware representative.

Concurrent Users License Report

The Concurrent Users License Report is a new report that you can download from the Desktop Capacity and Model Definition page.

- You can select date range, VM type, and Organization ID for the report.
- A zip file downloads containing the GeneralReport file in .csv format.
- This file shows peak concurrent users, along with any errors, for selected orgs.

Instant Clone Integration

Integration with VMware Instant Clone capability now significantly speeds up the provisioning of desktops for users.

- When you create a new image, you can choose to make it either of two types: Instant Clone or Traditional Clone. There is also a Type column on the Images page that identifies the type of each image listed. When you are selecting an image during the Assignment creation process, Image names include the acronym for the image type. For example, **[IC] image1** is an Instant clone image and **[TC] image 2** is a Traditional Clone image.
- This feature is functional on all images and templates you receive from VMware. If you create an image from your own template, you must select the VMware Horizon Instant Clone Agent option when installing the Horizon Agent on the template VM for this feature to be enabled.
- In order for an Instant Clone image to publish there must be a FQDN, not IP address, for the host manager.

Agent Software Update

You can now update DaaS Agent and Horizon Agent software directly in the user interface.

- There are new options on the Assignments and Images pages of the Administration Console. For session-based and Instant Clone assignments, it is necessary to perform the update on the Images page.
- The system makes regular contact with the VMware CDS software distribution network and downloads agent updates automatically to a file share that you have set up on a local machine. The update files are then automatically imported into the system and made available to assignments.
- Your VMware representative can adjust the interval between scans for new agents and the wait time for scans after tenant startup if you request it.

Note the following:

- You will need to configure this feature before you are able to use it. It is recommended that you do so as soon as possible after the 8.0.0 install.

For more information for setting up and using the agent update feature, see *Update Agent Software* in the Assignments section of the Tenant Administration guide and *Update Agent Software for an Image* in the Images section of the Tenant Administration guide.

File Shares for Importing Data

You can now set up file shares on a separately-managed machine to import data into the user interface. This functionality supports Agent Software Update (above), which uses a file share to import software updates so they can be applied to assignments.

Automatic Agent Pairing

Agent pairing now occurs automatically when you create an image. In the New Image dialog, when you select the desktop to use for the image, the system initiates the pairing process. Within about 30 seconds, the Agent Status will show as Active.

With this new feature, you no longer must do either of the following:

- Make the Agent Pairing setting before installing the DaaS Agent.
- Configure the DaaS Agent after installing it

- Configure the vCenter Agent after installing it.

Note: You must have the latest agents installed for this feature.

New Notifications Page

There is a new Notifications page (**Monitor > Notifications**) where you can view all current notifications in your system. For more information, see *Notifications Page* in the Monitoring section of the Tenant Administration guide.

New Demo-Administrator Role

Previously, the system had one default role for users, which was Super-Administrator. There are now two default roles, as described below.

- **Super-Administrator** - Users with this role have access to all functionality and can save changes.
- **Demo-Administrator** - Users with this role have access to all functionality but cannot save any changes.

LDAPS Protocol Phase Out

For improved security, LDAPS has been phased out as an Active Directory protocol. Beginning with this release, LDAP will be the only option when registering new AD domains.

Note: Along with this change, we are now supporting LDAP 389 with GSSAPI, which requires you to make a Microsoft Group Policy change. For more information, refer to the Microsoft requirements for LDAP signing bind accounts.

Helpdesk Console (Beta Feature)

Notice Regarding Beta Features and Support

HELPDESK CONSOLE IS PROVIDED "AS IS", WITHOUT SLA OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

If you encounter questions or issues using Helpdesk Console, you can send them to deployment@vmware.com. VMware is not committed to productization of any features or resolution of any issues of the Helpdesk Console.

The Helpdesk Console is a user interface that you can use to:

- Access VMs directly.
- Get remote assistance.
- View logging information.

Note the following regarding console access via Unified Access Gateway (formerly known as Access Point):

- Access Point version 2.8 or higher is required.
- You must set a forwarding rule during the deployment of the Access Point OVA in order for console access to work.

Note: This must be done when deploying the OVA – it cannot be done after the OVA is deployed.

- In the vSphere Client OVF tool, the forwarding rules are set on the Customize Template step of the deployment.
- Automated AP deployment scripts will need to be updated to set this rule during deployment.

The forwarding rule should be:

`tcp/12443/tenantFloatIP:443`

- It may be necessary to add Firewall rules to allow tcp traffic over port 12443.
- It may be necessary to connect to the Helpdesk Console URL via https over port 12443 and accept the certificate one time before console access through the AP will function properly.

For feature descriptions and instructions, see the Tenant Administration guide.

New and Updated Options on the Assignments Page

There are a number of new options for assignments and VMs that can be accessed from the Assignments page.

- On the main Assignments page, there is a new **Edit Assignment Mode** button supporting [Online and Offline Modes for](#)

[Assignments.](#)

- On the assignment detail page that displays when you select an assignment, there are new functions on the tabs:
 - **Servers** - This is the tab that previously displayed for all assignments. Now it displays only for applications assignments and session desktops assignments. The Servers tab now includes the new [Restart Option for VMs](#).
 - **Desktops** - This tab displays for dedicated and floating desktops assignments. It includes the new [Restart Option for VMs](#), the [Updated Assign/Unassign Options for Dedicated Desktops](#), and the new [Rebuild Option for Floating Desktops](#).

Online/Offline Modes for Assignments

There is a new setting for taking assignments offline for maintenance and bringing them back online. Setting an Assignment to offline mode will prevent users from logging into the assignment desktops/applications. The setting also allows you to configure a custom maintenance notice for the assignment.

Note: At this time the custom maintenance notice appears only in the legacy Desktop Portal. Users launching through the HTML Access portal or through the Horizon Client directly will always see the default notice.

To take an assignment offline:

1. On the Assignments page, select the assignment and click the **Edit Assignment Mode** button at the top of the page.
The Edit Assignment Mode dialog appears.
2. Change the **Assignment Mode** setting to Offline.
3. If desired, enter a custom notice in the **Maintenance Notice** text box. If you do not enter a custom notice, users will see the default notice.
4. Click **Save**.

To bring an assignment online:

1. On the Assignments page, select the assignment and click the **Edit Assignment Mode** button at the top of the page.
The Edit Assignment Mode dialog appears.
2. Change the **Assignment Mode** setting to Online
3. Click **Save**.

Restart Option for VMs

The **Reboot** button on the Servers or Desktops tab of the appliance detail page (tab displayed depends on assignment type--see [above](#)) has been replaced by a new **Restart** button. The new button performs a 'graceful' restart of the VM(s). If this does not work, it may be necessary to use the Reset option, which performs a hard reset of the VM and can result in data loss.

Updated Assign/Unassign Options for Dedicated Desktops

The workflow for assigning and unassigning dedicated desktops to users has been updated as follows.

To assign a dedicated desktop to a user:

1. On the Assignments page, click on a dedicated desktops assignment.
2. On the assignment detail page, select the Desktops tab.
3. Check the check box next to the desktop.
4. Click the **Assign** button.
5. Search for the user in the Active Directory and click **Save**.

To unassign a dedicated desktop from a user:

1. On the Assignments page, click on a dedicated desktops assignment.
2. On the assignment detail page, select the Desktops tab.
3. Check the check box next to the desktop.
4. Click the ... button and select **Unassign**.

Rebuild Option for Floating Desktops

There is a new Rebuild option that deletes and recreates a desktop VM in a floating desktop assignment when the VM has become corrupted or otherwise non-operational. This option appears in the existing "..." menu on the Desktops tab of the assignment details page.

Option to Allow User Access Through vIDM Only

There are new settings that you can use to require that remote and/or internal users to access desktops through an IDM.

To enable these option(s):

1. Select **Settings > General Settings**.
2. Click **Edit**.
3. Confirm that the IDM is configured and in green state.
4. Edit the IDM, selecting one or both of the new option(s):
 - **Force Remote Users to vIDM** - Blocks remote user access except through IDM.
 - **Force Internal Users to vIDM** - Blocks internal user access except through IDM.

Auxiliary Domain Bind Accounts

You can now configure additional domain bind accounts that can be used if the primary one is not operational for some reason. This is done by editing the Active Directory setup after it has already been set up. For more information, see **Edit Active Directory** in the Tenant Administration guide.

Enhanced Imported/Utility VM Functionality

Imported and Utility VMs can be described as follows:

- **Imported VMs** - Unmanaged VMs with supported operating systems imported into Horizon DaaS to be converted into images or migrated to dedicated desktop assignments.
- **Utility VMs** - Discovered VMs with unsupported operating systems used for infrastructure services such as DHCP.

The user interface had previously shown both Imported and Utility VMs together on the Utility VMs page, without distinguishing between the two types. Now each type of VM has its own page in the interface, as described below.

- **Imported VMs (Inventory > Imported VMs)** - new page
 - Options for previously existing features, including **Delete** and **Convert to Image**.
 - Three new features:
 - The **Restart** button has replaced the **Reboot** button. The new button performs a 'graceful' restart of the VM(s), allowing you to recover hung VMs without loss of data. If this does not work, it may be necessary to use the Reset menu option, which performs a hard reset of the VM and can result in data loss.
 - **Migrate to Utility VMs** (menu option) - Moves the VM to the Utility VMs page.
 - **Migrate to Assignment** (menu option) - Associates the VM with a dedicated desktops assignment.

For more information, see **Imported VMs** in the Tenant Administration guide.

- **Utility VMs (Settings > Utility VMs)** - updated page
 - Menu no longer includes **Delete** or **Convert to Image** options, which are specific to Imported VMs.
 - Includes two new features:
 - The **Restart** button has replaced the **Reboot** button. The new button performs a 'graceful' restart of the VM(s), allowing you to recover hung VMs without loss of data. If this does not work, it may be necessary to use the Reset menu option, which performs a hard reset of the VM and can result in data loss.
 - **Migrate to Imported VMs** (menu option) - Moves the VM to the Imported VMs page.

For more information, see **Managing Utility VMs** in the Tenant Administration guide.

Enhanced Export Functionality

Data export functionality, already available on several user interface pages, has been enhanced as follows.

- When the user clicks the export icon, if filters have been applied to the data on the page, they are given a choice whether to export all data or only the filtered data shown.
- Data is now exported to a directory of the user's choice as a comma-separated value file contained in a .zip file.

Optional Filtering of Images Shown in the Administration Console

There is a new filtering feature that causes only images matching the disk size of the standard capacity assigned to the selected pod to be listed in the Administration Console.

- This filter is applied whenever you are in an area of the interface listing available images (for example, when editing an assignment).
- This is deactivated by default, and can be enabled by your VMware representative if you request it.

Service Provider Information

There is a new **disk.size.allowed.deviation.percent** tenant policy in the Service Center (**tenants > policy**).

- By default, the value for the property is blank, which indicates no filtering will be applied.
- When any value is specified for this parameter, image filtering is enabled and only images matching the desktop model disk size within the specified deviation are shown. For example, if you enter 10, the filter allows images with sizes +/- 10% of the desktop model disk size.

Direct Admin Connection to VMs

Administrators can now connect to desktops using their domain accounts, instead of being required to have local admin access. To allow this, a new **DaaS Direct Connect Users** group will be created during the DaaS Agent installation. This group does not have local administration rights, but is allowed to connect to the desktop through the Helpdesk Console or using a direct RDP connection.

There are two methods for adding a user to the DaaS Direct Connect Users group: by updating the image or by using a GPO policy on the tenant appliance.

To add members by updating the image:

1. Join the image VM to the domain and then restart it.
2. Add domain user(s) to the DaaS Direct Connect Users group.
3. Publish the image and provision desktops. All desktops created using the image will now have the group member details.

To add members using a GPO policy on the tenant appliance:

1. Create a new GPO.
2. Right-click on the GPO and select **Edit**.
3. In the Group Policy Management Editor, navigate to **Computer Configuration > Policies > Windows Settings > Security Settings > Restricted Groups**.
4. Right-click **Restricted Groups** and select **Add Group**.
5. In the Add Group dialog, enter DaaS Direct Connect Users and click **OK**.
6. In the properties dialog, enter members in the Members of this group text box click **Add**, then click **OK**.
7. Close the Group Policy Management Editor and the Group Policy Management Console.
8. Link the newly created GPO to the domain.

Unified End User Preference Experience Across Clients

User preferences are now saved across clients, so if a user sets preferences in one client and logs in later on a different client, the preferences will persist.

Windows Server 2016 Supported

Windows Server 2016 is now a supported operating system for RDSH images, remote applications, and VDI desktops.

Smart Policies Integration

Horizon DaaS now supports Smart Policies, which can be used to create policies that control the behavior of the USB redirection, virtual printing, clipboard redirection, client drive redirection, and PCoIP display protocol features on specific remote desktops.

With Smart Policies, you can create policies that take effect only if certain conditions are met. For example, you can configure a policy that deactivates the client drive redirection feature if a user connects to a remote desktop from outside your corporate network.

For detailed information on setting up this feature, see **Configuring VMware Horizon Smart Policies** in the Tenant Administration guide.

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Other Changes in this Release

IPv6 Not Supported

The IPv6 protocol is not supported in Horizon DaaS 8.0.0.

Multiple Data Centers Not Supported

Horizon DaaS 8.0.0 only supports configuration with a single data center.

NetApp Storage Not Supported in Initial Release

NetApp storage is not supported in the initial release of Horizon DaaS 8.0.0, but may be added at a later time. VMware recommends that you use native vCenter virtual infrastructure instead when setting up your system.

UPN Login No Longer Supported

Logins using User Principal Name (UPN) format are no longer supported in Horizon DaaS.

Slony Logging Location

Slony logging information is no longer located in the /var/log/slony file. To view slony log information, run the following after having extracted the previous syslog archives (if available):

```
grep 'slon' /var/log/syslog*
```

Assignment Creation

When you create a session desktop or application assignment, you can no longer add individual users to it, only user groups. For more information, see the Assignments section of the Tenant Administration guide.

New Log File

deskone-log4j.xml has replaced **deskone-log4j.properties** to support the log4j2 upgrade. Note the following:

- All logging level changes should be made within the <loggers> tag. Do not change any tag outside the <loggers> tag, as this may disturb regular logging.

For example, to change com.desktone logging level to debug, change following under the loggers tag:

```
<logger name="com.desktone" level="info" />
```

TO

```
<logger name="com.desktone" level="debug" />
```

- There are some loggers such as like hibernate and spring, that are already defined but commented. To enable these loggers, you only need to uncomment them as shown below.

```
<!-- <logger name="org.springframework" level="debug" /> -->
```

TO

```
<logger name="org.springframework" level="debug" />
```

- To add any new logger or to enable package or class specific logging, add a new <logger> entry under the <loggers> tag. For example, to enable debug logging for package "com.desktone.server.accessFabric", just add following <logger> under the <loggers> tag:

```
<logger name="com.desktone.server.accessFabric" level="debug" />
```

- Logging levels changes will be reloaded automatically on the fly. Supported levels of logging are: TRACE, DEBUG, INFO, WARN, ERROR, ALL, and OFF (uppercase or lowercase accepted). If no logging level is specified for a logger, the default logging level is ERROR.

The following is an example of the <loggers> tag section of the **desktop-log4j.xml** file.

```
<Loggers>
  <!-- level = [ TRACE, DEBUG, INFO, WARN, ERROR, ALL, OFF] -->
  <logger name="com.desktopone" level="info" />
  <logger name="desktopone.server.accessFabric.FabricDelegateImpl" level="info" />
  <logger name="com.desktopone.server.database.slony.SlonyProviderImpl" level="info" />
  <!-- <logger name="org.springframework" level="debug" /> -->
  <!-- <logger name="org.hibernate" level="debug" /> -->
  <!-- <logger name="org.apache.axis.transport.http.HTTPSender" level="info" additivity="false" /> -->
  <logger name="com.sun.xml.bind.v2.runtime.reflect.opt.Injector" level="error" />
  <logger name="org.apache" level="info" />
  <logger name="javax" level="warn" />
  <logger name="org.jgroups" level="warn" />
  <logger name="org.quartz" level="info" />
  <logger name="com.vmware.vcloud" level="error" />
  <Logger name="com.desktopone.federation" level="info" additivity="false">
    <AppenderRef ref="RollingFileAppenderVIDM" />
  </Logger>
  <Root level="info">
    <AppenderRef ref="RollingFileAppenderDesktopone" />
    <!-- to enable console login we have console logger -->
    <AppenderRef ref="console" />
  </Root>
</Loggers>
```

RDSH Role-Enabled Images Not Available for Creating Dedicated or Floating Desktop Assignments

Beginning in this release, RDSH role-enabled images will not be available for creating dedicated or floating desktops assignments. This will not cause any loss in functionality, since there is no reason for users to create dedicated or floating desktops assignments using such images.

/system/login REST API Deprecated

The **/system/login** REST API is deprecated and will be deleted in a future release. Instead, you can call <https://kspip>/dt-rest/v100/system/platform> and find in the response the authentication mechanism returned in the DtVersion getLoginFirstStep method (**highlighted** in the sample response below). The relevant tags to look for are: <DtCredentials>, <DtRSASecureIDPasscode>, and <DtRadiusPasscode>.

Sample response:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<DtPlatform>
  <domainNames>DOMAIN-1</domainNames>
  <DtVersion latest="true" id="v100">
    <DtLink href="/system" method="GET" name="DtSystemManager" rel="top"/>
    <DtLink href="/setting/manager" method="GET" name="DtSettingsManager" rel="top"/>
    <DtLink href="/example/top" method="GET" name="DtTopLevelManagerImpl" rel="top"/>
    <DtLink href="/install/manager" method="GET" name="DtInstallManager" rel="top"/>
    <DtLink href="/maintenance/manager" method="GET" name="DtMaintenanceManager" rel="top"/>
    <DtLink href="/install/orchestrationengine" method="GET" name="DtOrchestrationEngine" rel="top"/>
    <DtLink href="/notification/manager" method="GET" name="DtNotificationManager" rel="top"/>
    <DtLink href="/reporting/manager" method="GET" name="DtReportingManager" rel="top"/>
    <DtLink href="/infrastructure/manager" method="GET" name="DtInfrastructureManager" rel="top"/>
    <DtLink href="/mapping/manager" method="GET" name="DtMappingManager" rel="top"/>
    <DtLink href="/pool/manager" method="GET" name="DtPoolManager" rel="top"/>
    <DtLink href="/quota/manager" method="GET" name="DtQuotaManager" rel="top"/>
    <DtLink href="/reservation/manager" method="GET" name="DtReservationStatusManager" rel="top"/>
    <DtLink href="/session/manager" method="GET" name="DtSessionManager" rel="top"/>
    <DtLink href="/task/manager" method="GET" name="DtTaskManager" rel="top"/>
    <DtLink href="/truesso/manager" method="GET" name="DtTrueSsoConfigManager" rel="top"/>
    <DtLink href="/security/manager" method="GET" name="DtSecurityManager" rel="top"/>
    <domainRegistrationURI>/v100/system/register/domain</domainRegistrationURI>
    <DtCredentials type="CREDENTIALS"> <DtLink href="/system/authenticate/credentials" method="POST" name="Submit" rel="action"/> </DtCredentials>
    <loginURI>/v100/system/login</loginURI>
  </DtVersion>
  <isLocalAdminEnabled>true</isLocalAdminEnabled>
</DtPlatform>
```

Other REST APIs Deprecated

The methods listed below have been deprecated and will be deleted in the near future.

| API URL | API Class::Method |
|-------------------------------------|--------------------------------------------------|
| /infrastructure/manager/patterns | DtInfrastructureManagerImpl :: getPatterns |
| /infrastructure/manager/create/pool | DtInfrastructureManagerImpl :: createDesktopPool |

| | |
|-----------------------------------------------|---------------------------------------------------------|
| /infrastructure/manager/pools | DtInfrastructureManagerImpl :: getDesktopPools |
| /infrastructure/manager/mapping/users/pool | DtInfrastructureManagerImpl :: getDesktopPoolOfUsers |
| /infrastructure/manager/mapping/users/pattern | DtInfrastructureManagerImpl :: getPatternsOfUsers |
| /infrastructure/manager/mapping/users/default | DtInfrastructureManagerImpl :: getDefaultMappingOfUsers |
| /infrastructure/manager/vms | DtInfrastructureManagerImpl :: getVirtualMachines |
| /infrastructure/manager/vm | DtInfrastructureManagerImpl :: getVirtualMachine |
| /infrastructure/manager/convert/gold | DtInfrastructureManagerImpl :: convertToGoldPattern |
| /infrastructure/manager/reserve/pattern | DtInfrastructureManagerImpl :: reserveDesktopPattern |
| /infrastructure/manager/recycle/purge | DtInfrastructureManagerImpl :: purgeRecyclePool |
| /infrastructure/manager/poolrefresh | DtInfrastructureManagerImpl :: refreshDynamicPool |

Product Support Notices

New DaaS Agent and Horizon Agent

The following new agent versions are available:

- DaaS Agent 8.0.0
- Horizon 7.3.2 Agent (required by the above agent)

It is recommended that you install DaaS Agent 8.0.0 and Horizon 7.3.2 Agent as soon as you have installed Horizon DaaS 8.0.0.

Best Practices

Knowledge of the following facts is useful before using Horizon DaaS.

- **Compatibility with other VMware Products**

For the most recent information about compatibility between this product and other VMware products, see the [VMware Product Interoperability Matrices](#).

- **Browser Experience**

The Administration Console is compatible with recent versions of Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, and Microsoft Edge. Even though you can try using Apple Safari, use of the Administration Console in Apple Safari is not supported in this release.

- **Adding Users and Groups to RDSH Desktop and Application Assignments**

For RDSH Desktop and Application assignments, if Active Directory user or group entitlements are added to an existing assignment, it is necessary to restart the DaaS Agent on the RDSH server in order to enable access to the desktop/apps for the newly added users.

- **Scanner Redirection in Virtual Desktops Not Supported**

Scanner redirection in virtual desktops is not supported in this release – When you install the Horizon Agent, do not install the scanner redirection feature or unexpected results in virtual desktops might occur.

Resolved Issues

The following issues have been resolved in version 8.0.0.

- When performing the second bootstrap during service provider installation, some users were seeing an error indicating that the attribute 'read_config_version' is missing. This has been remedied so the error no longer occurs. [1765167]

Known Issues

The following are known issues in this release.

- Attempts to rename imported VMs have failed. The user performs the rename operation, but the VM name is not changed.

Workaround:

1. On the VM, unjoin the domain.
2. Change the VM name in the Administration Console.
3. On the VM, rejoin the domain.

[100676561]

[2067656]

- The agent software update feature does not work for Windows 2016 and Windows 2012 R2 VMs.

Workaround: None. This will be fixed in an upcoming patch release. [2067656]

- Agent software update fails on images with names containing high-ASCII characters.

Workaround: Do not use high-ASCII characters in image names. [2072890]

- Tenant domain join can fail on the first attempt.

- Workaround: Retry the domain join. It will normally succeed on the second attempt. [2094380]

- On the Active Directory page (**Settings > Active Directory**) in the Administration Console, when you select the **Edit** link next to Domain Bind and then exit the Edit Active Directory dialog, the Register button on the page disappears.

Workaround: Navigate to another page in the user interface and then return to the Active Directory page. [2090536]

- If you access a desktop via AppBlast using Google Chrome, the browser opens the Print Page option.

Workaround: Uninstall the Adblock extension in Chrome. [2066729]

- When you create an assignment with a custom application and then try to launch a desktop from that assignment, you may get a protocol error similar to the following: "The displayed protocol for this desktop is currently not available error : Agent_ERROR_Protocol_Failure". In some cases this error may be displaying incorrectly when the actual issue is that application does not exist on the image.

Workaround: None. If you see this error, check if the custom application exists on the image. If the issue persists, contact your service provider. [2087479]

- When you take a vCenter offline for testing, NGVC desktops that are logged out of during the outage may be unavailable when the vCenter is back online. This is due to a resync error.

Workaround: Run the following script on SP as root user:

```
./resync_vms.sh [-o orgId1,orgId2] [-r] vc1 [vc2 ...]
```

-r schedule the resync vm task. Default is false if not specified.

-o org_ids, separated by ","

Note: Running the script without [-r] will produce a list of affected VMs without scheduling a resync to be performed.

[1962860]

- Users with Unified Access Gateway (UAG) 3.2.1 are unable to access the Helpdesk Console (beta feature) using either Chrome or Firefox browsers.

Workaround: Use another browser or connect directly bypassing the UAG. [2100928]

- For Dedicated desktop assignments, after the user's first login to a particular desktop, after disconnection they are not able to reconnect to that desktop by clicking the link on the Recent page in the Horizon Client.

Workaround: User can reconnect by selecting the desktop from the main list, or close and relaunch the Horizon client. This only impacts the initial launch of a particular dedicated desktop; subsequent launches of that desktop will not exhibit this problem. [1813881]

- On a tenant configured to use RADIUS authentication, users are prompted for their Active Directory credentials twice (both before and after entering RADIUS passcode).

Workaround: Users should enter their Active Directory password at both prompts to log in successfully. [1575955/2076616]

- Using language settings other than "English" for browsers while accessing the Service Center can result in unpredictable behavior. Service Center users might observe unpredictable/unforeseen behavior, if language settings are configured other than "English" in browser.

Workaround: Use English browser settings when accessing Service Center. [2112799]

Revision History

| Date | Description |
|-------------|-------------------------------------------------------------------|
| 19 APR 2018 | <ul style="list-style-type: none">• Initial release |

| | |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18 JUN 2018 | <ul style="list-style-type: none"> • Corrected Horizon Agent version to 7.3.2 • Reformatted Best Practices section • Added Known Issues for 1575955/2076616 and 2112799 |
| 02 NOV 2018 | <ul style="list-style-type: none"> • Added warning re: non-English browser settings |
| 28 MAR 2019 | <ul style="list-style-type: none"> • Added known issue 2292175 |
| 26 AUG 2019 | <ul style="list-style-type: none"> • Added non-support for IPv6 |
| 26 SEP 2019 | <ul style="list-style-type: none"> • Added 8.0.2 agent |
| 08 OCT 2019 | <ul style="list-style-type: none"> • Edited 8.0.2 agent item |
| 09 JAN 2020 | <ul style="list-style-type: none"> • Added warning re: restore of HA tenants • Added Note For Users with vGPU Clusters |
| 24 MAR 2020 | <ul style="list-style-type: none"> • Removed 8.0.2 agent • Added 8.0.3 agent |
| 05 MAY 2021 | <ul style="list-style-type: none"> • Added Note regarding agent upgrade |