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VMware Horizon HTML Access Installation and Setup Guide

This guide, VMware Horizon HTML Access Installation and Setup Guide, describes how to install, configure, and use the VMware Horizon® HTML Access™ software to connect to virtual desktops without having to install any software on a client system.

The information in this document includes system requirements and instructions for installing HTML Access software on a VMware Horizon 7 server and on a remote desktop virtual machine so that end users can use a Web browser to access remote desktops.

Important This information is intended for administrators who already have some experience using Horizon 7 and VMware vSphere. If you are a novice user of Horizon 7, you might occasionally need to refer to the step-by-step instructions for basic procedures in the Horizon 7 Installation documentation and the Horizon 7 Administration documentation.
Setup and Installation

Setting up a Horizon 7 deployment for HTML Access involves installing HTML Access on Horizon Connection Server, opening the required ports, and installing the HTML Access component in the remote desktop virtual machine.

End users can then access their remote desktops by opening a supported browser and entering the URL for Horizon Connection Server.

This chapter includes the following topics:

- System Requirements for HTML Access
- Preparing Connection Server and Security Servers
- Configure Horizon 7 to Remove Credentials from Cache
- Prepare Desktops, Pools, and Farms
- Requirements for the Session Collaboration Feature
- Configure HTML Access Agents to Use New TLS Certificates
- Configure HTML Access Agents to Use Specific Cipher Suites
- Configuring iOS to Use CA-Signed Certificates
- Using a CA-Signed Certificate with Unified Access Gateway
- Configuring Autoplay in Chrome and Safari
- Upgrading the HTML Access Software
- Uninstall the HTML Access Component from Connection Server
- Configure Horizon Client Data Sharing
System Requirements for HTML Access

With HTML Access, the client system does not require any software other than a supported browser. The Horizon 7 deployment must meet certain software requirements.

**Note** Starting with version 7.0, View Agent is renamed Horizon Agent.

### Browser on client systems

<table>
<thead>
<tr>
<th>Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>71, 72</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>11</td>
</tr>
<tr>
<td>Safari</td>
<td>12</td>
</tr>
<tr>
<td>Firefox</td>
<td>64, 65</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>42, 44</td>
</tr>
</tbody>
</table>

**Note**
- Chrome on an Android device does not support the Windows key, multiple monitors, copy and paste to the system, file transfer, printing, H.264 decoding, credential cleanup, and an external mouse. The following key and key combinations also do not work on the software keyboard: Del, Ctrl+A, Ctrl+C, Ctrl+V, Ctrl+X, Ctrl+Y, Ctrl+Z.
- Safari on mobile device does not support an external mouse, the Windows key, multiple monitors, copy and paste to the system, file transfer, printing, H.264 decoding, and credential cleanup.

### Client operating systems

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>7 SP1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td>Windows</td>
<td>8.x (32-bit and 64-bit)</td>
</tr>
<tr>
<td>Windows</td>
<td>10 (32-bit and 64-bit)</td>
</tr>
<tr>
<td>macOS</td>
<td>10.14.x (Mojave)</td>
</tr>
<tr>
<td>macOS</td>
<td>10.13.x (High Sierra)</td>
</tr>
<tr>
<td>iOS</td>
<td>10 or later</td>
</tr>
<tr>
<td>Chrome OS</td>
<td>28.x or later</td>
</tr>
<tr>
<td>Android</td>
<td>7 or later</td>
</tr>
</tbody>
</table>

### Remote desktops

HTML Access requires Horizon Agent 7.0 or later, and supports all the desktop operating systems that Horizon 7.0 supports. For more information, see the topic "Supported Operating Systems for Horizon Agent" in version 7.0 or later of *Horizon 7 Installation*. 
Pool settings

HTML Access requires the following pool settings, in Horizon Administrator:

- The Max resolution of any one monitor setting must be **1920x1200** or higher so that the remote desktop has at least 17.63 MB of video RAM.

  If you use 3D applications or if end users use a MacBook with Retina Display or a Google Chromebook Pixel, see Setting the Screen Resolution for Remote Desktops and Published Applications.

- The HTML Access setting must be enabled.

  Configuration instructions are provided in Prepare Desktops, Pools, and Farms.

Connection Server

Connection Server with the HTML Access option must be installed on the server.

When you install the HTML Access component, the **VMware Horizon View Connection Server (Blast-In)** rule is enabled in the Windows Firewall, so that the firewall is automatically configured to allow inbound traffic to TCP port 8443.

Security Server

The same version as Connection Server must be installed on the security server.

If client systems connect from outside the corporate firewall, use a security server. With a security server, client systems do not require a VPN connection.

**Note**  A single security server can support up to 800 simultaneous connections to Web clients.

Third-party firewalls

Add rules to allow the following traffic:

- Servers (including security servers, Connection Server instances, and replica servers): inbound traffic to TCP port 8443.

- Remote desktop virtual machines: inbound traffic (from servers) to TCP port 22443.

Display protocol for Horizon

VMware Blast

When you use a Web browser to access a remote desktop, the VMware Blast protocol is used rather than PCoIP or Microsoft RDP. VMware Blast uses HTTPS (HTTP over SSL/TLS).

Preparing Connection Server and Security Servers

Before end users can connect to a server and access a remote desktop or published application, a Horizon administrator must install Connection Server and install security servers, if used.
You can use Unified Access Gateway appliances, rather than security servers, for secure external access. For more information, see the *Deploying and Configuring Unified Access Gateway* document.

Following is a check list of the tasks that a Horizon administrator must perform to use HTML Access.

1. Install Connection Server with the **Install HTML Access** setting selected on the server, or servers, that comprise a Connection Server replicated group. This setting installs the HTML Access component. This setting is selected in the installer by default. For more information, see the *Horizon 7 Installation* document.

To verify that the HTML Access component is installed, you can open the Windows Uninstall a Program applet and look for **VMware Horizon 7 HTML Access** in the list.

2. If you use security servers, install Security Server. The version of Security Server must match the version of Connection Server. For installation instructions, see the *Horizon 7 Installation* document.

3. Verify that each Connection Server instance or security server has a TLS certificate that can be fully verified by using the host name that you enter in the Web browser. For more information, see the *Horizon 7 Installation* document.

4. To use two-factor authentication, such as RSA SecurID or RADIUS authentication, verify that this feature is enabled on Connection Server. For more information, see the topics about two-factor authentication in the *Horizon 7 Administration* document.

5. To hide the **Domain** drop-down menu in Horizon Client, enable the **Hide domain list in client user interface** global setting. This setting is available in Horizon 7 version 7.1 and later. Beginning with Horizon 7 version 7.8, it is enabled by default. For more information, see the *Horizon 7 Administration* document.

6. To send the domain list to Horizon Client, enable the **Send domain list** global setting. This setting is available in Horizon 7 version 7.8 and later and is disabled by default. Earlier Horizon 7 versions send the domain list. For more information, see the *Horizon 7 Administration* document for Horizon 7 version 7.8 or later.

7. If you use third-party firewalls, configure rules to allow inbound traffic to TCP port 8443 for all security servers and Connection Server hosts in a replicated group, and configure a rule to allow inbound traffic (from servers) to TCP port 22443 on remote desktop virtual machines and RDS hosts in the data center. For more information, see *Firewall Rules for Client Web Browser Access*.

8. To provide unauthenticated access to published applications, enable this feature in Connection Server. For more information, see the *Horizon 7 Administration* document.

The following table shows how the **Send domain list** and **Hide domain list in client user interface** global settings determine how users can log in to the server from Horizon Client.
<table>
<thead>
<tr>
<th>Send domain list setting</th>
<th>Hide domain list in client user interface setting</th>
<th>How users log in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled (default)</td>
<td>Enabled</td>
<td>The Domain drop-down menu is hidden. Users must enter one of the following values in the User name text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- User name (not allowed for multiple domains)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- domain\username</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <a href="mailto:username@domain.com">username@domain.com</a></td>
</tr>
<tr>
<td>Disabled (default)</td>
<td>Disabled</td>
<td>If a default domain is configured on the client, the default domain appears in the Domain drop-down menu. If the client does not know a default domain, <em>DefaultDomain</em> appears in the Domain drop-down menu. Users must enter one of the following values in the User name text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- User name (not allowed for multiple domains)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- domain\username</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <a href="mailto:username@domain.com">username@domain.com</a></td>
</tr>
<tr>
<td>Enabled</td>
<td>Enabled</td>
<td>The Domain drop-down menu is hidden. Users must enter one of the following values in the User name text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- User name (not allowed for multiple domains)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- domain\username</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <a href="mailto:username@domain.com">username@domain.com</a></td>
</tr>
<tr>
<td>Enabled</td>
<td>Disabled</td>
<td>Users can enter a user name in the User name text box and then select a domain from the Domain drop-down menu. Alternatively, users can enter one of the following values in the User name text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- domain\username</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- <a href="mailto:username@domain.com">username@domain.com</a></td>
</tr>
</tbody>
</table>

After the servers are installed, the **Blast Secure Gateway** setting is enabled on the applicable Connection Server instances and security servers in Horizon Administrator. Also, the **Blast External URL** setting is configured to use the Blast Secure Gateway on the applicable Connection Server instances and security servers. By default, the URL includes the FQDN of the secure tunnel external URL and the default port number, 8443. The URL must contain the FQDN and port number that a client system can use to reach the Connection Server host or security server host. For more information, see "Set the External URLs for a Connection Server Instance," in the *Horizon 7 Installation* document.

**Note** You can use HTML Access with VMware Workspace ONE to allow users to connect to their desktops from an HTML5 browser. For information about installing Workspace ONE and configuring it for use with Connection Server, see the Workspace ONE documentation. For information about pairing Connection Server with a SAML Authentication server, see the *Horizon 7 Administration* document.

**Firewall Rules for Client Web Browser Access**

To allow client Web browsers to make connections to security servers, Connection Server instances, remote desktops, and published applications, your firewalls must allow inbound traffic on certain TCP ports.

HTML Access connections must use HTTPS. HTTP connections are not allowed.
By default, when you install a Connection Server instance or security server, the **VMware Horizon View Connection Server (Blast-In)** rule is enabled in the Windows Firewall and the firewall is configured to allow inbound traffic to TCP port 8443.

### Table 1-1. Firewall Rules for Client Browser Access

<table>
<thead>
<tr>
<th>Source</th>
<th>Default Source Port</th>
<th>Protocol</th>
<th>Target</th>
<th>Default Target Port</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Web browser</td>
<td>TCP Any</td>
<td>HTTPS</td>
<td>Security server or Connection Server instance</td>
<td>TCP 443</td>
<td>To make the initial connection, the Web browser on a client device connects to a security server or Connection Server instance on TCP port 443. After the initial connection is made, the Web browser on a client device connects to the Blast Secure Gateway on TCP port 8443. The Blast Secure Gateway must be enabled on a security server or Connection Server instance to allow this second connection to take place.</td>
</tr>
<tr>
<td>Blast Secure Gateway</td>
<td>TCP Any</td>
<td>HTTPS</td>
<td>HTML Access Agent</td>
<td>TCP 22443</td>
<td>If the Blast Secure Gateway is enabled, after the user selects a remote desktop or published application, the Blast Secure Gateway connects to the HTML Access Agent on TCP port 22443 on the remote desktop virtual machine or RDS host. This agent component is included when you install Horizon Agent. If the Blast Secure Gateway is not enabled, after the user selects a remote desktop or published application, the Web browser on a client device makes a direct connection to the HTML Access Agent on TCP port 22443 on the remote desktop virtual machine or RDS host. This agent component is included when you install Horizon Agent.</td>
</tr>
</tbody>
</table>

#### Configure Horizon 7 to Remove Credentials from Cache

You can configure Horizon 7 to remove a user's credentials from cache when a user closes a tab that connects to a remote desktop or published application, or closes a tab that connects to the desktop and application selection window.

When this feature is disabled (the default setting), the credentials remain in cache.

**Note** When you enable this feature, the credentials are also removed from cache when a user refreshes the desktop and application selection page or the remote session page, or runs a URI command in the tab that contains the remote session. If the server presents a self-signed certificate, the credentials are removed from cache after a user starts a remote desktop or published application and accepts the certificate when the security warning appears.

**Prerequisites**

This feature requires Horizon 7 version 7.0.2 or later.
Procedure

1. In Horizon Administrator, select **View Configuration > Global Settings** and click **Edit** in the General pane.

2. Select the **Clean up credential when tab closed for HTML Access** check box.

3. To save your changes, click **OK**.

Your changes take effect immediately. You do not need to restart Connection Server.

Prepare Desktops, Pools, and Farms

Before end users can access a remote desktop or published application, a Horizon administrator must configure certain pool and farm settings and install Horizon Agent on desktop virtual machines and RDS hosts in the data center.

The HTML Access client is a good alternative when Horizon Client software is not installed on the client system.

**Note**  The Horizon Client software offers more features and better performance than the HTML Access client. For example, with the HTML Access client, some key combinations do not work in the remote desktop, but these key combinations do work with Horizon Client.

Prerequisites

- Verify that the Horizon components meet the system requirements for HTML Access. See [System Requirements for HTML Access](#).

- Verify that the HTML Access component is installed with Connection Server on the host or hosts and that the Windows firewalls on Connection Server instances and any security servers allow inbound traffic on TCP port 8443. See [Preparing Connection Server and Security Servers](#).

- If you use third-party firewalls, configure a rule to allow inbound traffic from Horizon servers to TCP port 22443 on desktop virtual machines and RDS hosts in the data center. See [Firewall Rules for Client Web Browser Access](#).

- Verify that the virtual machine you plan to use as a desktop source, or the RDS host that hosts published desktops and applications, has a supported operating system and VMware Tools installed. See [System Requirements for HTML Access](#).

- Become familiar with the procedures for creating pools and farms and entitling users. See the [Setting Up Virtual Desktops in Horizon 7](#) and [Setting Up Published Desktops and Applications in Horizon 7](#) documents.

- To verify that the remote desktop or published application is accessible to end users, install Horizon Client for Windows on a client system. You can use Horizon Client for Windows to test the connection before you attempt to connect from a Web browser. For installation instructions, see the [VMware Horizon Client for Windows Installation and Setup Guide](#) document.

- Verify that you have one of the supported browsers for accessing a remote desktop or published application. See [System Requirements for HTML Access](#).
Procedure

1  For published desktops and applications, use Horizon Administrator to create or edit the farm and enable the Allow HTML Access to desktops and applications on this farm option in the farm settings.

2  For virtual desktop pools, use Horizon Administrator to create or edit the desktop pool so that the pool can be used with HTML Access.
   a  Enable the HTML Access in the Desktop Pool settings.
   b  In the pool settings, verify that the Max resolution of any one monitor setting is 1920x1200 or higher.

3  After the pools are created, recomposed, or upgraded to use Horizon Agent with the Allow HTML Access to desktops and applications on this farm or HTML Access option, use Horizon Client for Windows to connect to a remote desktop or published application.

   With this step, before you attempt to use HTML Access, you verify that the pool is working correctly.

4  Open a supported browser and enter a URL that points to your Connection Server instance.

   For example:

   https://horizon.mycompany.com

   You must include https in the URL.

5  On the Web page that appears, click VMware Horizon HTML Access and log in as you do with Horizon Client for Windows.

6  On the desktop and application selection page that appears, click an icon to connect.

   You can now access a remote desktop or published application from a Web browser.

What to do next

For added security, if your security policies require that the HTML Access Agent on the remote desktop uses a TLS certificate from a certificate authority, see Configure HTML Access Agents to Use New TLS Certificates.
Requirements for the Session Collaboration Feature

With the Session Collaboration feature, users can invite other users to join an existing Windows remote desktop session. To support the Session Collaboration feature, your Horizon deployment must meet certain requirements.

**Session collaborators**
To join a collaborative session, a user must have Horizon Client 4.7 or later for Windows, Mac, or Linux installed on the client system, or must use HTML Access 4.7 or later.

**Windows remote desktops**
- Horizon Agent 7.4 or later must be installed in the Windows virtual desktop, or on the RDS host for published desktops.
- The Session Collaboration feature must be enabled at the desktop pool or farm level. For information about enabling the Session Collaboration feature for desktop pools, see the *Setting Up Virtual Desktops in Horizon 7* document. For information about enabling the Session Collaboration feature for a farm, see the *Setting Up Published Desktops and Applications in Horizon 7* document.

You can use Horizon Agent group policy settings to configure the Session Collaboration feature. For information, see the *Configuring Remote Desktop Features in Horizon 7* document.

**Linux remote desktops**
For Linux remote desktop requirements, see the *Setting Up Horizon 7 for Linux Desktops* document.

**Connection Server**
The Session Collaboration feature requires that the Connection Server instance uses an Enterprise license.

**Display protocols**
- VMware Blast

The Session Collaboration feature does not support published application sessions.

Configure HTML Access Agents to Use New TLS Certificates

To comply with industry or security regulations, you can replace the default TLS certificates that the HTML Access Agent generates with certificates that a Certificate Authority (CA) signs.

When you install the HTML Access Agent on a remote desktops, the HTML Access Agent service creates default self-signed certificates. The service presents the default certificates to browsers that use HTML Access.

*Note* In the guest operating system on the desktop virtual machine, this service is called the VMware Blast service.
To replace the default certificates with signed certificates that you obtain from a CA, you must import a certificate into the Windows local computer certificate store on each remote desktop. You must also set a registry value that allows the HTML Access Agent to use the new certificate.

If you replace the default HTML Access Agent certificates with CA-signed certificates, configure a unique certificate on each remote desktop. Do not configure a CA-signed certificate on a parent virtual machine or template that you use to create a desktop pool. That approach results in hundreds or thousands of remote desktops that have identical certificates.

Procedure

1. **Add the Certificate Snap-In to MMC on a Remote Desktop**
   Before you can add certificates to the Windows local computer certificate store, you must add the Certificate snap-in to the Microsoft Management Console (MMC) on the remote desktops where the HTML Access Agent is installed.

2. **Import a Certificate for the HTML Access Agent into the Windows Certificate Store**
   To replace a default HTML Access Agent certificate with a CA-signed certificate, you must import the CA-signed certificate into the Windows local computer certificate store. Perform this procedure on each remote desktop where the HTML Access Agent is installed.

3. **Import Root and Intermediate Certificates for the HTML Access Agent**
   If the root certificate and intermediate certificates in the certificate chain are not imported with the SSL certificate that you imported for the HTML Access Agent, you must import these certificates into the Windows local computer certificate store.

4. **Set the Certificate Thumbprint in the Windows Registry**
   To allow the HTML Access Agent to use a CA-signed certificate that was imported into the Windows certificate store, you must configure the certificate thumbprint in a Windows registry key. You must take this step on each remote desktop on which you replace the default certificate with a CA-signed certificate.

Add the Certificate Snap-In to MMC on a Remote Desktop

Before you can add certificates to the Windows local computer certificate store, you must add the Certificate snap-in to the Microsoft Management Console (MMC) on the remote desktops where the HTML Access Agent is installed.

**Prerequisites**
Verify that the MMC and Certificate snap-in are available on the Windows guest operating system where the HTML Access Agent is installed.

**Procedure**

1. On the remote desktop, click **Start** and type `mmc.exe`.
2. In the **MMC** window, go to **File > Add/Remove Snap-in**.
3. In the **Add or Remove Snap-ins** window, select **Certificates** and click **Add**.
4 In the Certificates snap-in window, select Computer account, click Next, select Local computer, and click Finish.

5 In the Add or Remove snap-in window, click OK.

What to do next
Import the SSL certificate into the Windows local computer certificate store. See Import a Certificate for the HTML Access Agent into the Windows Certificate Store.

Import a Certificate for the HTML Access Agent into the Windows Certificate Store
To replace a default HTML Access Agent certificate with a CA-signed certificate, you must import the CA-signed certificate into the Windows local computer certificate store. Perform this procedure on each remote desktop where the HTML Access Agent is installed.

Prerequisites
- Verify that the HTML Access Agent is installed on the remote desktop.
- Verify that the CA-signed certificate was copied to the remote desktop.
- Verify that the Certificate snap-in was added to MMC. See Add the Certificate Snap-In to MMC on a Remote Desktop.

Procedure
1 In the MMC window on the remote desktop, expand the Certificates (Local Computer) node and select the Personal folder.
2 In the Actions pane, go to More Actions > All Tasks > Import.
3 In the Certificate Import wizard, click Next and browse to the location where the certificate is stored.
4 Select the certificate file and click Open.
   To display your certificate file type, you can select its file format from the File name drop-down menu.
5 Type the password for the private key that is included in the certificate file.
6 Select Mark this key as exportable.
7 Select Include all extendable properties.
8 Click Next and click Finish.
   The new certificate appears in the Certificates (Local Computer) > Personal > Certificates folder.
9 Verify that the new certificate contains a private key.
   a In the Certificates (Local Computer) > Personal > Certificates folder, double-click the new certificate.
   b In the General tab of the Certificate Information dialog box, verify that the following statement appears: You have a private key that corresponds to this certificate.
What to do next

If necessary, import the root certificate and intermediate certificates into the Windows certificate store. See Import Root and Intermediate Certificates for the HTML Access Agent.

Configure the appropriate registry key with the certificate thumbprint. See Set the Certificate Thumbprint in the Windows Registry.

Import Root and Intermediate Certificates for the HTML Access Agent

If the root certificate and intermediate certificates in the certificate chain are not imported with the SSL certificate that you imported for the HTML Access Agent, you must import these certificates into the Windows local computer certificate store.

Procedure

1. In the MMC console on the remote desktop, expand the Certificates (Local Computer) node and go to the Trusted Root Certification Authorities > Certificates folder.
   - If your root certificate is in this folder, and there are no intermediate certificates in your certificate chain, skip this procedure.
   - If your root certificate is not in this folder, proceed to step 2.
2. Right-click the Trusted Root Certification Authorities > Certificates folder and click All Tasks > Import.
3. In the Certificate Import wizard, click Next and browse to the location where the root CA certificate is stored.
4. Select the root CA certificate file and click Open.
5. Click Next, click Next, and click Finish.
6. If an intermediate CA signed your server certificate, import all intermediate certificates in the certificate chain into the Windows local computer certificate store.
   a. Go to the Certificates (Local Computer) > Intermediate Certification Authorities > Certificates folder.
   b. Repeat steps 3 through 6 for each intermediate certificate that must be imported.

What to do next

Configure the appropriate registry key with the certificate thumbprint. See Set the Certificate Thumbprint in the Windows Registry.

Set the Certificate Thumbprint in the Windows Registry

To allow the HTML Access Agent to use a CA-signed certificate that was imported into the Windows certificate store, you must configure the certificate thumbprint in a Windows registry key. You must take this step on each remote desktop on which you replace the default certificate with a CA-signed certificate.
Prerequisites

Verify that the CA-signed certificate is imported into the Windows certificate store. See Import a Certificate for the HTML Access Agent into the Windows Certificate Store.

Procedure

1. In the MMC window on the remote desktop where the HTML Access Agent is installed, navigate to the Certificates (Local Computer) > Personal > Certificates folder.

2. Double-click the CA-signed certificate that you imported into the Windows certificate store.

3. In the Certificates dialog box, click the Details tab, scroll down, and select the Thumbprint icon.

4. Copy the selected thumbprint to a text file.
   
   For example: 31 2a 32 50 1a 0b 34 b1 65 46 13 a8 0a 5e f7 43 6e a9 2c 3e

   **Note** When you copy the thumbprint, do not to include the leading space. If you inadvertently paste the leading space with the thumbprint into the registry key (in Step 7), the certificate might not be configured successfully. This problem can occur even though the leading space is not displayed in the registry value text box.

5. Start the Windows Registry Editor on the desktop where the HTML Access Agent is installed.

6. Navigate to the HKEY_LOCAL_MACHINE\SOFTWARE\VMware, Inc.\VMware Blast\Config registry key.

7. Modify the SslHash value and paste the certificate thumbprint into the text box.


When a user connects to a remote desktop through HTML Access, the HTML Access Agent presents the CA-signed certificate to the user's browser.

**Configure HTML Access Agents to Use Specific Cipher Suites**

You can configure the HTML Access Agent to use specific cipher suites instead of the default set of ciphers.

By default, the HTML Access Agent requires incoming SSL connections to use encryption based on certain ciphers that provide strong protection against network eavesdropping and forgery. You can configure an alternative list of ciphers for the HTML Access Agent to use. The set of acceptable ciphers is expressed in the OpenSSL format, which is described at [https://www.openssl.org/docs/manmaster/man1/ciphers.html](https://www.openssl.org/docs/manmaster/man1/ciphers.html).

Procedure

1. Start the Windows Registry Editor on the desktop where the HTML Access Agent is installed.

2. Navigate to the HKEY_LOCAL_MACHINE\SOFTWARE\VMware, Inc.\VMware Blast\Config registry key.
3 Add a new String (REG_SZ) value, SslCiphers, and paste the cipher list in the OpenSSL format into the text box.

4 Restart the VMware Blast service to make your changes take effect.

In the Windows guest operating system, the service for the HTML Access Agent is called VMware Blast.

To revert to using the default cipher list, delete the SslCiphers value and restart the VMware Blast service. Do not simply delete the data part of the value because the HTML Access Agent will then treat all ciphers as unacceptable, in accordance with the OpenSSL cipher list format definition.

When the HTML Access Agent starts, it writes the cipher definition in the VMware Blast service’s log file. You can discover the current default cipher list by inspecting the logs when the VMware Blast service starts with no SslCiphers value configured in the Windows Registry.

The HTML Access Agent's default cipher definition might change from one release to the next to provide improved security.

### Configuring iOS to Use CA-Signed Certificates

To use HTML Access on iOS devices, you need to install SSL certificates that are signed by a Certificate Authority (CA) instead of the default SSL certificates that are generated by the Horizon Connection Server or the HTML Access Agent.

For instructions, see "Configure Horizon Client for iOS to Trust Root and Intermediate Certificates" in the *Horizon 7 Installation* document.

### Using a CA-Signed Certificate with Unified Access Gateway

If you use a Unified Access Gateway appliance instead of a Connection Server or security server, you must install a CA-signed certificate that has a Subject Alternative Name (SAN) configured.

If you use a CA-signed certificate that does not have a SAN configured, or a self-signed certificate, users receive a "Your connection is not private" error and cannot connect with HTML Access.

**Note** If you use a Connection Server instance or security server, users can still connect by clicking the Proceed to *ip-address* (unsafe) link.

For information about installing and configuring certificates for Horizon 7, see the *Horizon 7 Installation* document. For information about configuring HTML Access agents to use TLS certificates, see Configure HTML Access Agents to Use New TLS Certificates.
Configuring Autoplay in Chrome and Safari

When using HTML Access in Chrome 71 or later, or Safari 12, users might see the Click to enable audio dialog box when they start a remote desktop or published application for the first time, or refresh the browser while using a remote desktop or published application. If users click OK in the dialog box, audio plays normally.

You can prevent this dialog box from appearing by configuring the autoplay policy in the browser.

- In Chrome, type chrome://flags/#autoplay-policy in the navigation bar, scroll down to Autoplay policy, and select No user gesture required from the drop-down menu.
- In Safari on a Mac, select Safari > Settings for This Website, hold the pointer to the right of Auto-Play, click the drop-down menu, and select Allow All Auto-Play.

Upgrading the HTML Access Software

For most versions of HTML Access, upgrading involves simply upgrading Horizon Connection Server and Horizon Agent.

When you upgrade HTML Access, make sure that the corresponding version of Horizon Connection Server is installed on all the instances in a replicated group.

When you upgrade Connection Server, HTML Access is automatically installed or upgraded.

**Note** To check whether the HTML Access component is installed, you can open the Uninstall a Program applet in the Windows operating system and look for HTML Access in the list.

Uninstall the HTML Access Component from Connection Server

You can remove the HTML Access component by using the same method that you use to remove other Windows software.

**Procedure**

1. On the Connection Server instance where HTML Access is installed, open the Uninstall a Program applet provided by the Windows Control Panel.
2. Select VMware Horizon 7 HTML Access and click Uninstall.
3. (Optional) In the Windows Firewall for the host, verify that TCP port 8443 no longer allows inbound traffic.

**What to do next**

Disallow inbound traffic to TCP port 8443 on the Windows Firewall of any paired security servers. If applicable, on third-party firewalls, change the rules to disallow inbound traffic to TCP port 8443 for all paired security servers and the Connection Server instance.
Configure Horizon Client Data Sharing

If your Horizon administrator has opted to participate in the customer experience improvement program, VMware collects and receives anonymous data on client systems to prioritize hardware and software compatibility. You can configure whether to share information on your client system by enabling or disabling a setting in Horizon Client.

Horizon Client data sharing is enabled by default on the Web browser used for the HTML Access client session. You cannot change the Horizon Client data sharing setting after you connect to a server.

Procedure

1. Start Horizon Client.
2. Click Settings (gear icon) on the VMware Horizon login page.
3. Toggle the Allow data sharing option to on or off.

Data Collected by VMware

If your company participates in the customer experience improvement program, and client data sharing is enabled, VMware collects data about the client system.

VMware collects data on the clients to prioritize hardware and software compatibility. If a Horizon administrator has opted to participate in the customer experience improvement program, VMware collects anonymous data about your deployment to improve VMware’s response to customer requirements. No data that identifies your organization is collected. Client information is sent first to Connection Server and then on to VMware, along with data from servers, desktop pools, and remote desktops.

To participate in the VMware customer experience improvement program, the administrator who installs Connection Server can opt in while running the Connection Server installation wizard, or an administrator can set an option in Horizon Administrator after the installation.

Table 1-2. Client Data Collected for the Customer Experience Improvement Program

<table>
<thead>
<tr>
<th>Description</th>
<th>Field name</th>
<th>Is This Field Made Anonymous?</th>
<th>Example Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company that produced the application</td>
<td>&lt;client_vendor&gt;</td>
<td>No</td>
<td>VMware</td>
</tr>
<tr>
<td>Product name</td>
<td>&lt;client_product&gt;</td>
<td>No</td>
<td>VMware Horizon HTML Access</td>
</tr>
<tr>
<td>Client product version</td>
<td>&lt;client_version&gt;</td>
<td>No</td>
<td>5.0.0-build_number</td>
</tr>
</tbody>
</table>
| Client binary architecture    | <client_arch>    | No                            | Examples include the following values:  

 Examples include the following values:

- browser
- arm
Table 1-2. Client Data Collected for the Customer Experience Improvement Program (Continued)

<table>
<thead>
<tr>
<th>Description</th>
<th>Field name</th>
<th>Is This Field Made Anonymous?</th>
<th>Example Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native architecture of the browser</td>
<td>&lt;browser_arch&gt;</td>
<td>No</td>
<td>Examples include the following values:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Win32</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Win64</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- MacIntel</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- iPad</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Linux armv81 (for Android Chrome support)</td>
</tr>
<tr>
<td>Browser user agent string</td>
<td>&lt;browser_user_agent&gt;</td>
<td>No</td>
<td>Examples include the following values:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Mozilla/5.0 (Windows NT 6.1; WOW64)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- AppleWebKit/703.00 (KHTML, like Gecko)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Chrome/3.0.1750</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Safari/703.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Edge/13.10586</td>
</tr>
<tr>
<td>Browser's internal version string</td>
<td>&lt;browser_version&gt;</td>
<td>No</td>
<td>Examples include the following values:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- 7.0.3 (for Safari),</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- 44.0 (for Firefox)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- 13.10586 (for Edge)</td>
</tr>
<tr>
<td>Browser's core implementation</td>
<td>&lt;browser_core&gt;</td>
<td>No</td>
<td>Examples include the following values:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Chrome</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Safari</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Firefox</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Internet Explorer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Edge</td>
</tr>
<tr>
<td>Whether the browser is running on a handheld device</td>
<td>&lt;browser_is_handheld&gt;</td>
<td>No</td>
<td>true</td>
</tr>
</tbody>
</table>
Configuring HTML Access for End Users

You can change the appearance of the Web page that end users see when they enter the URL for HTML Access. You can also set group policies that control the image quality, the ports used, and other settings.

This chapter includes the following topics:

- Configure the VMware Horizon Web Portal Page for End Users
- Using URIs to Configure HTML Access Web Clients
- HTML Access Group Policy Settings

Configure the VMware Horizon Web Portal Page for End Users

You can configure this Web page to show or hide the icon for downloading Horizon Client or the icon for connecting to a remote desktop through HTML Access. You can also configure other links on this page.

By default, the web portal page shows both an icon for downloading and installing the native Horizon Client, and an icon for connecting through HTML Access. The download link used is determined from the default values defined in the `portal-links-html-access.properties` file.

In some cases, however, you might want to have the links to point to an internal Web server, or you might want to make specific client versions available on your own server. You can reconfigure the portal page to point to a different download URL by modifying the contents of the `portal-links-html-access.properties` file. If that file is unavailable or is empty, and the `oslinks.properties` file exists, the `oslinks.properties` file is used to determine the link value for the installer file.

The `oslinks.properties` file is installed in the `installation-directory\VMware\VMware View\Server\broker\webapps\portal\WEB-INF` folder. If this file is missing during the HTML Access session, the download link will direct users to `https://www.vmware.com/go/viewclients` by default. The file contains the following default values:

```
link.download=https://www.vmware.com/go/viewclients
# download Links for particular platforms
link.win32=https://www.vmware.com/go/viewclients#win32
link.win64=https://www.vmware.com/go/viewclients#win64
link.linux32=https://www.vmware.com/go/viewclients#linux32
link.linux64=https://www.vmware.com/go/viewclients#linux64
link.mac=https://www.vmware.com/go/viewclients#mac
```
You can make installer links for specific client operating systems in either the portal-links-html-access.properties or oslinks.properties file. For example, if you browse to the portal page from a Mac OS X system, the link for the native Mac OS X installer appears. For Windows or Linux clients, you can make separate links for 32-bit and 64-bit installers.

**Important** If you upgraded from View Connection Server 5.x or an earlier release and did not have the HTML Access component installed, and if you previously edited the portal page to point to your own server for downloading Horizon Client, those customizations might be hidden after you install Connection Server 6.0 or later. With Horizon 6 or later, the HTML Access component is automatically installed during an upgrade of Connection Server.

If you already installed the HTML Access component separately for Horizon 7 5.x, any customizations you made to the Web page are preserved. If you did not have the HTML Access component installed, any customizations you had made are hidden. The customizations for earlier releases reside in the portal-links.properties file, which is no longer used.

**Procedure**

1. On the Connection Server host, open the portal-links-html-access.properties file with a text editor.

   The location of this file is `CommonAppDataFolder\VMware\VDM\portal\portal-links-html-access.properties`. For Windows Server 2008 operating systems, the `CommonAppDataFolder` directory is `C:\ProgramData`. To display the `C:\ProgramData` folder in Windows Explorer, you must use the Folder Options dialog box to show hidden folders.

   If the `portal-links-html-access.properties` file does not exist and the `oslinks.properties` file does, open the `<installation-directory>\VMware\VMware View\Server\broker\webapps\portal\WEB-INF\oslinks.properties` file to modify the URLs to use for downloading specific installer files.

**Note** Customizations for Horizon 7 5.x and earlier releases resided in the portal-links.properties file, which is located in the same `CommonAppDataFolder\VMware\VDM\portal` directory as the portal-links-html-access.properties file.
2   Edit the configuration properties to set them appropriately.

   By default, both the installer icon and the HTML Access icon are enabled and a link points to the client download page on the VMware Web site. To disable an icon, which removes the icon from the Web page, set the property to `false`.

   **Note** The `oslinks.properties` file can only be used to configure the links to the specific installer files. It does not support the other options listed below.

<table>
<thead>
<tr>
<th>Option</th>
<th>Property Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disable HTML Access</td>
<td><code>enable.webclient=false</code></td>
</tr>
<tr>
<td></td>
<td>If this option is set to false but the <code>enable.download</code> option is set to true, the user is taken to a Web page for downloading the native Horizon Client installer. If both options are set to false, the user sees the following message: &quot;Contact your local administrator for instructions on accessing this Connection Server.&quot;</td>
</tr>
<tr>
<td>Disable downloading Horizon Client</td>
<td><code>enable.download=false</code></td>
</tr>
<tr>
<td></td>
<td>If this option is set to false but the <code>enable.webclient</code> option is set to true, the user is taken to the HTML Access login Web page. If both options are set to false, the user sees the following message: &quot;Contact your local administrator for instructions on accessing this Connection Server.&quot;</td>
</tr>
<tr>
<td>Change the URL of the Web page for downloading Horizon Client</td>
<td><code>link.download=https://url-of-web-server</code></td>
</tr>
<tr>
<td></td>
<td>Use this property if you plan to create your own Web page.</td>
</tr>
<tr>
<td>Option</td>
<td>Property Setting</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Create links for specific installers</td>
<td>The following examples show full URLs, but you can use relative URLs if you place the installer files in the downloads directory, which is under the C:\Program Files\VMware\VMware View\Server\broker\webapps\ directory on Connection Server, as described in the next step.</td>
</tr>
<tr>
<td></td>
<td>General link to download installer:</td>
</tr>
<tr>
<td></td>
<td>link.download=<a href="https://server/downloads">https://server/downloads</a></td>
</tr>
<tr>
<td></td>
<td>32-bit Windows installer:</td>
</tr>
<tr>
<td></td>
<td>link.win32=<a href="https://server/downloads/VMware-Horizon-Client-x86-build#.exe">https://server/downloads/VMware-Horizon-Client-x86-build#.exe</a></td>
</tr>
<tr>
<td></td>
<td>64-bit Windows installer:</td>
</tr>
<tr>
<td></td>
<td>link.win64=<a href="https://server/downloads/VMware-Horizon-Client-x86_64-build#.exe">https://server/downloads/VMware-Horizon-Client-x86_64-build#.exe</a></td>
</tr>
<tr>
<td></td>
<td>Windows Phone installer:</td>
</tr>
<tr>
<td></td>
<td>link.winmobile=<a href="https://server/downloads/VMware-Horizon-Client-build#.appx">https://server/downloads/VMware-Horizon-Client-build#.appx</a></td>
</tr>
<tr>
<td></td>
<td>32-bit Linux installer:</td>
</tr>
<tr>
<td></td>
<td>link.linux32=<a href="https://server/downloads/VMware-Horizon-Client-build#.x86.bundle">https://server/downloads/VMware-Horizon-Client-build#.x86.bundle</a></td>
</tr>
<tr>
<td></td>
<td>64-bit Linux installer:</td>
</tr>
<tr>
<td></td>
<td>link.linux64=<a href="https://server/downloads/VMware-Horizon-Client-build#.x64.bundle">https://server/downloads/VMware-Horizon-Client-build#.x64.bundle</a></td>
</tr>
<tr>
<td></td>
<td>Mac OS X installer:</td>
</tr>
<tr>
<td></td>
<td>link.mac=<a href="https://server/downloads/VMware-Horizon-Client-build#.dmg">https://server/downloads/VMware-Horizon-Client-build#.dmg</a></td>
</tr>
<tr>
<td></td>
<td>iOS installer:</td>
</tr>
<tr>
<td></td>
<td>link.ios=<a href="https://server/downloads/VMware-Horizon-Client-iPhoneOS-build#.ipa">https://server/downloads/VMware-Horizon-Client-iPhoneOS-build#.ipa</a></td>
</tr>
<tr>
<td></td>
<td>Android installer:</td>
</tr>
<tr>
<td></td>
<td>link.android=<a href="https://server/downloads/VMware-Horizon-Client-AndroidOS-build#.apk">https://server/downloads/VMware-Horizon-Client-AndroidOS-build#.apk</a></td>
</tr>
</tbody>
</table>
### Option | Property Setting
--- | ---
- Chrome OS installer:  
| link.chromeos=https://server/downloads/VMware-Horizon-Client-ChromeOS-build#.apk

### Change the URL for the Help link in the login page
- link.help  
  By default, this link points to a help system hosted on the VMware Web site. The Help link appears at the bottom of the login page.

3 To have users download installers from a location other than the VMware Web site, place the installer files on the HTTP server where the installer files will reside.

This location must correspond to the URLs you specified in the portal-links-html-access.properties file or the oslinks.properties file from the previous step. For example, to place the files in a downloads directory on the Connection Server host, use the following path:

C:\Program Files\VMware\VMware View\Server\broker\webapps\downloads

The links to the installer files could then use relative URLs with the format /downloads/client-installer-file-name.

4 Restart the Horizon Web Component service.

### Using URIs to Configure HTML Access Web Clients

Using uniform resource identifiers (URIs), you can create a Web page or an email with links that end users click to launch the HTML Access Web client, connect to Horizon Connection Server, and launch a specific desktop or application with specific configuration options.

You can simplify the process of connecting to a remote desktop or application by creating Web or email links for end users. You create these links by constructing URIs that provide some or all of the following information, so that your end users do not need to supply it:

- Horizon Connection Server address
- Port number for Horizon Connection Server
- Active Directory user name
- RADIUS or RSA SecurID user name, if different from Active Directory user name
- Domain name
- Desktop or application display name
- Actions including browse, reset, log off, and start session

### Syntax for Creating URIs for HTML Access

Syntax includes a path part to specify the server, and, optionally, a query to specify a user, remote desktop or published application, and actions or configuration options.
URI Specification

Use the following syntax to create URIs for starting HTML Access:

https://authority-part[/?query-part]

**authority-part**

Specifies the server address and, optionally, a non-default port number. Server names must conform to DNS syntax.

To specify a port number, use the following syntax:

server-address:port-number

**query-part**

Specifies the configuration options to use or the actions to perform. Queries are not case-sensitive. To use multiple queries, use an ampersand (&) between the queries. If queries conflict with each other, the last query in the list is used. Use the following syntax:

query1=value1[&query2=value2...]

Observe the following guidelines when creating the query-part:

- If you do not use at least one of the supported queries, the default VMware Horizon Web portal page appears.

- In the query part, some special characters are not supported, and you must use the URL encoding format for them, as follows: For the pound symbol (#) use %23, for the percent sign (%) use %25, for the ampersand (&) use %26, for the at sign (@) use %40, and for the backslash (\) use %5C.

  For more information about URL encoding, go to http://www.w3schools.com/tags/ref_urlencode.asp.

- In the query part, non-ASCII characters must first be encoded according to UTF-8 [STD63], and then each octet of the corresponding UTF-8 sequence must be percent-encoded to be represented as URI characters.

  For information about encoding for ASCII characters, see the URL encoding reference at http://www.utf8-chartable.de/.
Supported Queries

This topic lists the queries that are supported for HTML Access. If you are creating URIs for multiple types of clients, such as desktop clients and mobile clients, see the installation and setup document for each type of client system.

**action**

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>browse</td>
<td>Displays a list of available remote desktops and published applications hosted on the specified server. You are not required to specify a remote desktop or published application when you use this action.</td>
</tr>
<tr>
<td>start-session</td>
<td>Starts the specified remote desktop or published application. If no action query is provided and the remote desktop or published application name is provided, start-session is the default action.</td>
</tr>
<tr>
<td>reset</td>
<td>Shuts down and restarts the specified remote desktop. Unsaved data is lost. Resetting a remote desktop is the equivalent of pressing the Reset button on a physical PC. This action is not valid for a published application.</td>
</tr>
<tr>
<td>logoff</td>
<td>Logs the user out of the guest operating system in the remote desktop. This action is not valid for a published application.</td>
</tr>
<tr>
<td>restart</td>
<td>Shuts down and restarts the primary remote desktop after the user confirms the restart operation request. This action is not valid for a published application.</td>
</tr>
</tbody>
</table>

**applicationId**

The published application display name. The display name is the name specified in Horizon Administrator when the application pool was created. If the display name contains a space, the browser uses %20 to represent the space.

**args**

Specifies command-line arguments to add when starting a published application. Use the syntax `args=value`, where `value` is a string. Use percent encoding for the following characters:

- For a colon (:), use %3A
- For a back slash (\), use %5C
- For a space ( ), use %20
- For a double quotation mark ("), use %22

For example, to specify the filename "My new file.txt" for the Notepad ++ application, use `%22My%20new%20file.txt%22`.

**desktopId**

The remote desktop display name. The display name is the name specified in Horizon Administrator when the desktop pool was created. If the display name contains a space, the browser uses %20 to represent the space.
**domainName**

The NETBIOS domain name associated with the user who is connecting to the remote desktop or published application. For example, use `mycompany` rather than `mycompany.com`.

**tokenUserName**

The RSA or RADIUS user name. Use this query only if the RSA or RADIUS user name is different from the Active Directory user name. If you do not specify this query and RSA or RADIUS authentication is required, the Windows user name is used.

**userName**

The Active Directory user who is connecting to the remote desktop or published application. The user name can be in one of the following formats:

- `userName`
- `domainName%5CuserName`
- user principal name (UPN), that is, `userName@domainName`

**unauthenticatedAccess**

If this option is set to **true**, the Unauthenticated Access feature is enabled by default. HTML Access starts and an anonymous user account appears. An example of the syntax is `unauthenticatedAccessEnabled=true`.

**unauthenticatedAccessAccount**

Sets the account to use if the Unauthenticated Access feature is enabled. If Unauthenticated Access is disabled, then this query is ignored. An example of the syntax using the `anonymous1` user account is `unauthenticatedAccessAccount=anonymous1`

### Examples of URIs

You can create hypertext links or buttons with a URI and include these links in email or on a Web page. Your end users can click these links to, for example, open a particular remote desktop or application with the startup options you specify.

#### URI Syntax Examples

Each URI example is followed by a description of what the end user sees after clicking the URI link. Queries are not case-sensitive. For example, you can use `domainName` or `domainname`.

1. `https://horizon.mycompany.com/?domainName=finance&userName=fred`

   The HTML Access Web client is launched and connects to the `horizon.mycompany.com` server. In the login box, the **User name** text box is populated with the name `fred`, and the **Domain** text box is populated with `finance`. The user must supply only a password.

2. `https://horizon.mycompany.com/?userName=finance%5Cfred`

   An example of the syntax using the `anonymous1` user account is `unauthenticatedAccessAccount=anonymous1`
The HTML Access Web client is launched and connects to the horizon.mycompany.com server. In the login box, the **User name** text box is populated with the name **finance\fred**. The user must supply only a password.

3  https://horizon.mycompany.com/?userName=fred@finance

The HTML Access Web client is launched and connects to the horizon.mycompany.com server. In the login box, the **User name** text box is populated with the name **fred@finance**. The user must supply only a password.

4  https://horizon.mycompany.com/?desktopId=Primary%20Desktop&action=start-session

The HTML Access Web client is launched and connects to the horizon.mycompany.com server. The login box prompts the user for a user name, domain name, and password. After a successful login, the client connects to the desktop whose display name is displayed as **Primary Desktop**, and the user is logged in to the guest operating system.

5  https://horizon.mycompany.com/?applicationId=Notepad&action=start-session

The HTML Access Web client is launched and connects to the horizon.mycompany.com server. The login box prompts the user for a user name, domain name, and password. After a successful login, the Notepad application is launched.

6  https://horizon.mycompany.com:7555/?desktopId=Primary%20Desktop

This URI has the same effect as the previous example, except that it uses the nondefault port of 7555 for Connection Server. (The default port is 443.) Because a desktop identifier is provided, the desktop is launched even though the `start-session` action is not included in the URI.

7  https://horizon.mycompany.com/?applicationId=Primary%20Application&desktopId=Primary%20Desktop

This URI specifies both an application and a desktop. When you specify both an application and a desktop, only the desktop is launched.

8  https://horizon.mycompany.com/?desktopId=Primary%20Desktop&action=reset

The HTML Access Web client is launched and connects to the horizon.mycompany.com server. The login box prompts the user for a user name, domain name, and password. After a successful login, the client displays a dialog box that prompts the user to confirm the reset operation for **Primary Desktop**.

**Note** This action is available only if the Horizon administrator has allowed end users to reset their machines.

Opens My Notepad++ on server horizon.mycompany.com and passes the argument My new file.txt in the application launch command. The filename is enclosed in double quotes because it contains spaces.

![Image](https://horizon.mycompany.com/?Notepad++%2012?args=a.txt%20b.txt)

Opens Notepad++ 12 on server horizon.mycompany.com and passes the argument a.text b.txt in the application launch command. Because the argument is not enclosed in double quotes, a space separates the filenames and the two files are opened separately in Notepad++.

**Note** Applications can differ in the way they use command-line arguments. For example, if you pass the argument a.txt b.txt to WordPad, WordPad opens only one file, a.txt.

![Image](https://horizon.mycompany.com/?desktopId=Primary%20Desktop&action=restart)

The HTML Access Web client is launched and connects to the horizon.mycompany.com server. The login box prompts the user for a user name, domain name, and password. After a successful login, the client displays a dialog box that prompts the user to confirm the restart operation for Primary Desktop.

**Note** This action is available only if the Horizon administrator has allowed end users to restart their machines.

![Image](https://horizon.mycompany.com/?unauthenticatedAccessEnabled=true&unauthenticatedAccessAccount=anonymous_user1)

The HTML Access Web client is launched and connects to the horizon.mycompany.com server using the *anonymous_user1* account.

**HTML Code Examples**

You can use URIs to make hypertext links and buttons to include in emails or on Web pages. The following examples show how to use the URI from the first URI example to code a hypertext link that says, **Test Link**, and a button that says, **TestButton**.

```html
<html>
<body>

<a href="https://horizon.mycompany.com/?domainName=finance&userName=fred">Test Link</a>

<form><input type="button" value="TestButton" onClick="window.location.href='https://horizon.mycompany.com/?domainName=finance&userName=fred'"></form>

</body>
</html>
```
HTML Access Group Policy Settings

HTML Access uses the VMware Blast protocol. You configure group policies for HTML Access by configuring group policies for the VMware Blast protocol.

For more information, see "Configuring Policies for Desktop and Application Pools" and "VMware Blast Policy Settings" in the Configuring Remote Desktop Features in Horizon 7 document.
Managing Remote Desktop and Published Application Connections

End users can use Horizon Client to connect to a server, log in to or off of remote desktops, and use published applications. For troubleshooting purposes, end users can also reset remote desktops and published applications.

This chapter includes the following topics:

- Connect to a Remote Desktop or Published Application
- Trust a Self-Signed Root Certificate
- Connect to a Server in Workspace ONE Mode
- Use Unauthenticated Access to Connect to Published Applications
- Setting the Time Zone
- Allowing H.264 Decoding
- Log Off or Disconnect

Connect to a Remote Desktop or Published Application

Use your Active Directory credentials to connect to the remote desktops and published applications that you are authorized to use.

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.
- Obtain the NETBIOS domain name for logging in. For example, you might use mycompany rather than mycompany.com.

Procedure

1. Open a browser and enter the URL for the Connection Server instance.
   In the URL, use https and use the fully qualified domain name; for example: https://horizon.company.com.
   Connections to Connection Server always use SSL. The default port for SSL connections is 443. If Connection Server is not configured to use the default port, use the format shown in this example: horizon.company.com:1443.
The VMware Horizon Web portal appears. By default, this page shows both an icon for downloading and installing the native Horizon Client and an icon for connecting through HTML Access.

2  (Optional) Select the **Click here to skip this screen and always use HTML Access** check box.

Your selection is stored in the local storage for the browser you are currently using. The next time you enter the URL for the Connection Server instance using the same browser type and same client machine, you will be taken directly to the Login screen. If you use a different browser type on the same client machine or if you use the same type of browser on a different client machine, the VMware Horizon Web portal appears. Clear your browser’s cache if you want the VMware Horizon Web Portal to appear.

3  Click the **VMware Horizon HTML Access** icon.

4  In the Login dialog box, if you are prompted for RSA SecurID credentials or RADIUS authentication credentials, enter the user name and passcode, and click **Login**.

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

5  If you are prompted a second time for RSA SecurID credentials or RADIUS authentication credentials, enter the next generated number on the token.

   Do not enter your PIN and do not enter the same generated number entered previously. If necessary, wait until a new number is generated.

   If this step is required, it is required only when you mistype the first passcode or when configuration settings in the RSA server change.

6  In the Login dialog box, enter your login credentials.

   a  In the Username text box, enter your valid Active Directory user name in either `username`, `domain\username`, or `username@domain` format.

      If the Domain text box is disabled, you must use either the `domain\username` or `username@domain` format.

   b  Enter your password.

   c  (Optional) If the Domain text box is enabled, select a domain name, if it is not already correctly populated.

   **Note**  To cancel the login process, click **Cancel** before the login process finishes.

7  (Optional) If you have to set the time zone that is used in the remote desktop or published application manually, click the **Settings** toolbar button in the upper-right corner of the desktop and application selector screen. Turn off the **Set Time Zone Automatically** option and select one of the time zones from the drop-down menu. See Setting the Time Zone.
8  (Optional) On the desktop and application selector screen, before you select the item you want to access, to mark a remote desktop or published application as a favorite, click the gray star inside the icon for the desktop or published application.

The star icon turns from gray to yellow. The next time you log in, you can click the star icon in the upper-right part of the browser window to display only favorites.

9  Click the icon for the remote desktop or published application that you want to access.

The remote desktop or published application is displayed in your browser. A navigation sidebar is also available. You can click the tab at the left side of the browser window to display the sidebar. You can use the sidebar to access other remote desktops or published applications, display the Settings window, copy and paste text, and more.

What to do next

If, soon after connecting to a desktop or published application, you get disconnected and see a prompt asking you to click a link to accept the security certificate, you can select whether to trust the certificate. See Trust a Self-Signed Root Certificate.

Trust a Self-Signed Root Certificate

Sometimes, when connecting to a remote desktop or published application for the first time, the browser might prompt you to accept the self-signed certificate that the remote machine uses. You must trust the certificate before you can connect to the remote desktop or published application.

Most browsers give you the option to trust the self-signed certificate permanently. If you do trust the certificate permanently, you must verify the certificate every time you restart your browser. If you are using a Safari browser, you must trust the security certificate permanently to establish the connection.

Procedure

1  If the browser presents an untrusted certificate warning, or a warning that your connection is not private, examine the certificate to verify that it matches the certificate that your company uses.

You might need to contact your system administrator for assistance. For example, in Chrome, you might use the following procedure.

   a  Click the lock icon in the address bar.

   b  Click the Certificate information link.

   c  Verify that the certificate matches the certificate that your company uses.

   You might need to contact your system administrator for assistance.
2 Accept the security certificate.

Each browser has its own browser-specific prompts for accepting or always trusting a certificate. For example, in a Chrome browser, you can click the Advanced link on the browser page, and click Proceed to server-name (unsafe).

In a Safari browser, use the following procedure to trust the certificate permanently.

a Click the Show Certificate button when the untrusted certificate dialog box appears.
b Select the Always Trust check box and click Continue.
c When prompted, provide your password and click Update Settings.

The remote desktop or published application starts.

**Connect to a Server in Workspace ONE Mode**

Beginning with Horizon 7 version 7.2, a Horizon administrator can enable the Workspace ONE mode on a Connection Server instance.

When the Workspace ONE mode is enabled, you can connect to the server only through Workspace ONE Web Portal. You are redirected to the Workspace ONE Web Portal when you try to connect to the server through HTML Access. After you connect to the server through Workspace ONE Web Portal, you can start remote desktops and published applications only through Workspace ONE Web Portal.

The sidebar does not display all the entitlements when the Workspace ONE mode is enabled. It displays only the currently running desktop and published applications.

You might encounter the following problems when the Workspace ONE mode is enabled.

- You cannot connect to the server through HTML Access. You might not reach the server, or you might see a message that states that the server expects to receive your login credentials from another application or server.
- After you start a remote desktop or published application through Workspace ONE Web Portal, you cannot see or start your remote desktops or published applications in HTML Access.

**Use Unauthenticated Access to Connect to Published Applications**

If you have an Unauthenticated Access user account, you can log in to a server anonymously and connect to your published applications.

**Prerequisites**

- Perform the administrative tasks described in Preparing Connection Server and Security Servers.
- Set up Unauthenticated Access users on the Connection Server instance. For information, see "Providing Unauthenticated Access for Published Applications" in the Horizon 7 Administration document.
Procedure

1. To connect to the server on which you have unauthenticated access, open a browser and enter a Uniform Resource Identifier (URI).

   Use one of the following URI syntaxes.

   - https://authority-part?
     unauthenticatedAccessEnabled=true&unauthenticatedAccessAccount=anonymous_account

   authority-part is the server address and, optionally, a non-default port number. If you need to specify a port number, enter server-address:port-number.

   anonymous_account is the Unauthenticated Access user account.

   Connections always use TLS. The default port for TLS connections is 443. If the server is not configured to use the default port, use the format shown in this example: horizon.company.com:1443.

2. (Optional) If you did not specify an Unauthenticated Access user account in the URI, select an Unauthenticated Access user account from the User account drop-down menu, if necessary, and click Submit.

   If only one Unauthenticated Access user account is available, that user account is selected by default.

   The application selection window appears.

3. Click the icon for the published application that you want to access.

   The published application appears in your browser. A navigation sidebar is also available. You can click the tab at the left side of the browser to show the sidebar. You can use the sidebar to access other published applications, show the Settings window, copy and paste text, and more.

   **Note** You cannot reconnect to unauthenticated application sessions. When you disconnect from the client, you are logged off the local user session automatically.

Setting the Time Zone

The time zone that a remote desktop or published application uses is set to the time zone in your local system automatically.

When you use the HTML Access client, if the time zone cannot be correctly determined due to certain daylight saving policies, you might need to set the time zone manually.

To set the correct time zone information to use before you connect to a remote desktop or published application manually, click the Settings toolbar button in the upper-right corner of the desktop and application selector window. Turn off the Set Time Zone Automatically option in the Settings window and select one of the time zones from the drop-down menu.
The value you selected is saved as your preferred time zone to use when connecting to a remote desktop or published application.

If you are already connected to a remote desktop or published application, return to the desktop and application selector window to change the current time zone setting.

The **Set Time Zone Automatically** option is not available from the **Settings** window that is accessible from the sidebar.

**Note** When you use the Chrome browser on an Android device, if the **Set Time Zone Automatically** option is set to `true` and you change the Android system's time zone, the new time zone is not synchronized with the remote desktop automatically. This problem is a Chrome limitation on the Android system. You must restart the Android device and the Chrome browser to synchronize the selected time zone.

### Allowing H.264 Decoding

When you use a Chrome browser, you can allow H.264 decoding in the client for remote desktop and published application sessions.

When you allow H.264 decoding, the HTML Access client uses H.264 decoding if the agent supports H.264 encoding. If the agent does not support H.264 encoding, the HTML Access client uses JPEG/PNG decoding.

If you are connected to a remote desktop or published application, you can allow H.264 decoding by turning on the **Allow H.264 decoding** option in the **Settings** window, which is available from the sidebar. You must disconnect and reconnect to the remote desktop or published application for the new setting to take effect.

If you are not connected to a remote desktop or published application, you can click the **Settings** toolbar button in the upper-right corner of the desktop and application selector window and turn on the **Allow H.264 decoding** option in the **Settings** window. The new setting takes effect for any sessions that are connected after you change the setting.

### Log Off or Disconnect

If you disconnect from a remote desktop without logging off, applications in the remote desktop might remain open. You can also disconnect from a server and leave published applications running.
Procedure

- Log out of the server and disconnect from (but do not log out from) the remote desktop or quit the published application.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>From the desktop and application selector window, before connecting to a remote desktop or published application</td>
<td>Click the Log Out toolbar button in the upper-right corner of the window.</td>
</tr>
<tr>
<td>From the sidebar when connected to a remote desktop or published application</td>
<td>Click the Log out toolbar button at the top of the sidebar.</td>
</tr>
</tbody>
</table>

- Close a published application.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>From within the published application</td>
<td>Quit the published application in the usual manner, for example, click the X (Close) button in the corner of the published application window.</td>
</tr>
<tr>
<td>From the sidebar</td>
<td>Click the X next to the published application name in the Running list in the sidebar.</td>
</tr>
</tbody>
</table>

- Log off or disconnect from a remote desktop.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>From within the remote desktop</td>
<td>To log off, use the Windows Start menu to log off.</td>
</tr>
<tr>
<td>From the sidebar</td>
<td>To log off and disconnect, click the Open Menu toolbar button next to the remote desktop name in the Running list in the sidebar and select Log Off. Files that are open on the remote desktop are closed without being saved first. To disconnect without logging off, click the Open Menu toolbar button next to the remote desktop name in the Running list and select Close.</td>
</tr>
</tbody>
</table>

Note A Horizon administrator can configure the remote desktop to log off automatically when disconnected. In that case, any open applications in the remote desktop are closed.
Using a Remote Desktop or Published Application

The client provides a navigation sidebar with toolbar buttons so that you can easily disconnect from a remote desktop or published application, or use a button click to send the equivalent of the Ctrl+Alt+Delete key combination.

This chapter includes the following topics:
- Feature Support Matrix
- Using the Sidebar
- Monitors and Screen Resolution
- Use Full-Screen Mode
- Using the Real-Time Audio-Video Feature for Webcams and Microphones
- Using the Session Collaboration Feature
- Copying and Pasting Text
- Transferring Files Between the Client and a Remote Desktop or Published Application
- Enable Multi-Session Mode for Published Applications
- Sound
- Shortcut Key Combinations
- Internationalization
- International Keyboards

Feature Support Matrix

When you access a remote desktop or application from the browser-based HTML Access client, some features are not available.
### Feature Support for Single-User Virtual Machine Desktops

**Table 4-1. Features Supported Through HTML Access**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RSA SecurID or RADIUS</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Single sign-on</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>RDP display protocol</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCoIP display protocol</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VMware Blast display protocol</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>USB redirection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real-Time Audio-Video (RTAV)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows Media MMR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual printing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location-based printing</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Smart cards</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple monitors</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

For descriptions of these features and their limitations, see the *Horizon 7 Architecture Planning* document.

### Feature Support for Session-Based Desktops and Hosted Applications on RDS Hosts

RDS hosts are server computers that have Windows Remote Desktop Services and Horizon Agent installed. Multiple users can have desktop and application sessions on an RDS host simultaneously. An RDS host can be either a physical machine or a virtual machine.

**Note** The following table contains rows only for the features that are available from RDS hosts if you use HTML Access. Additional features are available if you use natively installed Horizon Client, such as Horizon Client for Windows.
Table 4-2. Features Supported for HTML Access to RDS Hosts with View Agent 6.1.1 or Later, or Horizon Agent 7.0 or Later, Installed

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RSA SecurID or RADIUS</td>
<td>X</td>
<td>X</td>
<td>Horizon Agent 7.0.2 and later</td>
<td>Horizon Agent 7.7 and later</td>
</tr>
<tr>
<td>Single sign-on</td>
<td>X</td>
<td>X</td>
<td>Horizon Agent 7.0.2 and later</td>
<td>Horizon Agent 7.7 and later</td>
</tr>
<tr>
<td>VMware Blast display protocol</td>
<td>X</td>
<td>X</td>
<td>Horizon Agent 7.0.2 and later</td>
<td>Horizon Agent 7.7 and later</td>
</tr>
<tr>
<td>Location-based printing</td>
<td>X (virtual machine only)</td>
<td>X (virtual machine only)</td>
<td>Horizon Agent 7.0.2 and later (virtual machine only)</td>
<td>Horizon Agent 7.7 and later</td>
</tr>
<tr>
<td>Real-Time Audio-Video (RTAV)</td>
<td>Horizon Agent 7.0.2 and later</td>
<td>Horizon Agent 7.0.2 and later</td>
<td>Horizon Agent 7.0.3 and later</td>
<td>Horizon Agent 7.7 and later</td>
</tr>
<tr>
<td>Multiple monitors (for session-based desktops only)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

For information about which editions of each guest operating system are supported, or which service packs, see "Supported Operating Systems for Horizon Agent" in the *Horizon 7 Installation* document.

### Using the Sidebar

After you connect to a remote desktop or published application, you can use the sidebar to start other remote desktops and published applications, switch between running remote desktops and published applications, and perform other actions.

The sidebar appears on the left side of the remote desktop or published application window. To show or hide the sidebar, click the sidebar tab. You can also slide the tab up and down.

To see the list of the documents opened by a running published application, click the expander arrow next to the published application in the **Running** list.

**Note**  If you have two documents open from the same, but separate, published applications hosted on two different servers, the published application appears twice in the **Running** list in the sidebar.

You can perform many actions from the sidebar.

### Table 4-3. Sidebar Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show the sidebar</td>
<td>When a published application or remote desktop is open, click the sidebar tab. When the sidebar is open, you can still perform actions in the published application or remote desktop window.</td>
</tr>
<tr>
<td>Hide the sidebar</td>
<td>Click the sidebar tab.</td>
</tr>
<tr>
<td>Action</td>
<td>Procedure</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Start a published application or remote desktop</td>
<td>Click the name of a published application or remote desktop in the <strong>Available</strong> list in the sidebar. Remote desktops are listed first.</td>
</tr>
</tbody>
</table>
| Search for a published application or remote desktop | 1. Click in the **Search** box and begin typing the name of the published application or remote desktop.  
2. To start a published application or remote desktop, click its name in the search results.  
3. To return to the home view of the sidebar, tap the **X** in the search box. |
| Create a list of favorite published applications and remote desktops | Click the gray star next to the name of the remote desktop or published application in the **Available** list in the sidebar. You can then click the **Show Favorites** toolbar button (star icon) next to **Available** to show a list of only favorites. |
| Switch between published applications or remote desktops | Click the published application or remote desktop name in the **Running** list in the sidebar.                                                                                                           |
| Enable multi-session mode for published applications | Click the **Open Menu** button in the sidebar, click **Settings**, and scroll down to the **Multi-Launch** setting. For more information, see Enable Multi-Session Mode for Published Applications. |
| Open the Copy & Paste panel                    | Click the **Copy & Paste** button at the top of the sidebar. Use this button for copying text to and from applications on your local client system. For more information, see Copying and Pasting Text. On iOS Safari, this button is not available because the copy and paste feature is not supported. |
| Open the File Transfer window                  | To download files from, or upload files to, the remote desktop, click the **File Transfer** button at the top of the sidebar. For more information, see Download Files from a Remote Desktop or Published Application to the Client System and Upload Files from the Client System to a Remote Desktop or Published Application. |
| Enable Command-A, Command-C, Command-V, and Command-X | This option appears in the **Settings** window only if you are using a Mac. Click the **Open Menu** toolbar button at the top of the sidebar and then click **Settings**. When this feature is enabled, The Command key on the Mac is mapped to the Ctrl key on the remote Windows desktop or application. For example, pressing Command-A on a Mac keyboard is the same as pressing Ctrl+A on the remote Windows desktop or application. |
| Close a running remote desktop                 | Click the **Open Menu** button next to the remote desktop name in the **Running** list in the sidebar and select an action.  
1. Select **Close** to disconnect from the remote desktop without logging off from its operating system. A Horizon administrator can configure a remote desktop to log off automatically when disconnected. In that case, unsaved changes in open applications are lost.  
2. Select **Log off** to log off from the operating system and disconnect from the remote desktop. Any unsaved changes in open applications are lost. |
| Close a running published application           | Click the **X** next to the file name under the published application name in the **Running** list in the sidebar. Click the **X** next to the published application name to quit the published application and close all open files for that published application.  
You are prompted to save changes made to the files. |
| Reset a remote desktop                         | Click the **Open Menu** button next to the remote desktop name in the **Running** list in the sidebar and select **Reset**. Any files that are open on the remote desktop are closed without being saved first. You can reset a remote desktop only if a Horizon administrator has enabled this feature. |
### Table 4-3. Sidebar Actions (Continued)

<table>
<thead>
<tr>
<th>Action</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restart a remote desktop</td>
<td>Click the Open Menu button next to the remote desktop name in the Running list in the sidebar and select Restart. The remote 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 this feature.</td>
</tr>
<tr>
<td>Reset all running published applications</td>
<td>Click the Open Menu toolbar button at the top of the sidebar, click Settings, and click Reset all your running applications. All unsaved changes are lost.</td>
</tr>
<tr>
<td>Use key combinations that include the Windows key</td>
<td>Click the Open Menu toolbar button at the top of the sidebar, click Settings, and turn on Enable Windows Key for Desktops. For more information, see Shortcut Key Combinations.</td>
</tr>
<tr>
<td>Send Ctrl+Alt+Del to current work area</td>
<td>Click the Send Ctrl+Alt+Del toolbar button at the top of the sidebar.</td>
</tr>
<tr>
<td>Disconnect from a server</td>
<td>Click the Open Menu toolbar button at the top of the sidebar and click Log out.</td>
</tr>
<tr>
<td>Use high-resolution mode on machines that have a high-resolution display, such as Retina Macbook Pro</td>
<td>Click the Open Menu toolbar button at the top of the sidebar, click Settings, and turn on High Resolution Mode.</td>
</tr>
<tr>
<td>Allow H.264 decoding</td>
<td>(Chrome only) Click the Open Menu toolbar button at the top of the sidebar, click Settings, and turn on Allow H.264 decoding. For more information, see Allowing H. 264 Decoding.</td>
</tr>
<tr>
<td>Use multiple monitors</td>
<td>(Chrome version 55 or later only) Click the Open Menu toolbar button at the top of the sidebar and select Display Settings. For more information, see Use Multiple Monitors</td>
</tr>
<tr>
<td>Call out or close the soft keyboard</td>
<td>(iOS Safari only) Click the keyboard icon at the top of the sidebar. You can also call out or dismiss the soft keyboard by tapping the screen with three fingers.</td>
</tr>
<tr>
<td>Show help topics</td>
<td>Click the Open Menu toolbar button at the top of the sidebar, click Settings, and click Help. You can also click the Horizon logo at the top of the sidebar and click Help.</td>
</tr>
<tr>
<td>Show the About VMware Horizon Client dialog box</td>
<td>Click the Open Menu toolbar button or the Horizon logo at the top of the sidebar and click About. You can also click the Horizon logo at the top of the sidebar.</td>
</tr>
<tr>
<td>Display a remote desktop or published application in full-screen mode</td>
<td>Click the Open Menu toolbar button at the top of the sidebar and click Fullscreen.</td>
</tr>
<tr>
<td>Exit from full-screen mode</td>
<td>Click the Open Menu toolbar button at the top of the sidebar and click Quit fullscreen.</td>
</tr>
<tr>
<td>Send Esc to a remote desktop or published application when in full-screen mode</td>
<td>Click the Open Menu toolbar button at the top of the sidebar and click Send ESC.</td>
</tr>
</tbody>
</table>

### Monitors and Screen Resolution

You can extend a remote desktop or published application to multiple monitors. If you have a high-resolution monitor, you can see the remote desktop or published application in full resolution.

### Use Multiple Monitors

By using a Chrome browser (version 55 or later), you can use multiple monitors in HTML Access to display a remote desktop window.
You can add up to one additional monitor to your primary monitor to display the current remote desktop window to which you are connected. For example, if you have three monitors, you can specify that the remote desktop window appears on only two of those monitors. Adjacent monitors must be selected for the multiple-monitor setup. The monitors can be positioned side by side or stacked vertically.

**Procedure**

1. Start HTML Access and log in to a server.
2. In the desktop and application selection window, click the icon for the remote desktop that you want to access.
3. To display the sidebar, click the sidebar tab.
4. Click the **Open Menu** toolbar button at the top of the sidebar, select **Multi monitor**.
5. In the **Multi monitor** window, click **Add Display**.

   **Note** If the Display Selector browser window does not appear, add the FQDN address of the server into the pop-up exceptions section of the browser’s **Content settings** window.

6. Drag the **Display Selector** browser window so that it appears in the other monitor display that you want to use.

   The message in the **Display Selector** browser window changes and a gray rectangular icon is added.

7. In the **Display Selector** browser window, click the + monitor icon to confirm that you want to use the current monitor display.

   The **Waiting for other displays** message appears on the current monitor display and the gray monitor icon in the **Multi monitor** window in your primary display changes to a green color.

8. Click **OK** in the **Multi monitor** window when you are finished adding the monitor displays that you want to use for the session.

   The **Multi monitor** window is dismissed and the **Waiting for other displays** message is cleared in the non-primary monitor display and displays the remote desktop window.

9. To exit the multiple displays mode, press Esc and click **Yes** in the **Exit the multiple displays mode** dialog box to confirm.

   **Note** Each time you must use the Esc key in the remote desktop, open the sidebar tab, click the **Open Menu** toolbar button at the top of the sidebar, and select **Send ESC**.

**Setting the Screen Resolution for Remote Desktops and Published Applications**

If a Horizon administrator configures a remote desktop to have the correct amount of video RAM, HTML Access can resize the remote desktop to match the size of the browser window. The default configuration is 36 MB of video RAM (VRAM), which is more than the minimum requirement of 16 MB if you are not using 3D applications.
If you use a browser or Chrome device that has a high pixel density resolution, such as a MacBook with Retina Display, or a Google Chromebook Pixel, you can set the remote desktop or published application to use that resolution. Turn on the **High Resolution Mode** option in the **Settings** window, which is available from the sidebar. This option appears in the **Settings** window only if you are using a high-resolution display or a normal display that uses a scale that is greater than 100 percent.

The High Resolution Mode feature cannot change the resolution for an active remote session. You must log out and log in again to make the feature take effect.

To use the 3D rendering feature, you must allocate sufficient VRAM for each remote desktop.

- The software-accelerated graphics feature, available with vSphere 5.0 or later, allows you to use 3D applications, such as Windows Aero themes or Google Earth. This feature requires 64 MB to 128 MB of VRAM.
- The shared hardware-accelerated graphics feature (vSGA), available with vSphere 5.1 or later, allows you to use 3D applications for design, modeling, and multimedia. This feature requires 64 MB to 512 MB of VRAM. The default is 96 MB.
- The dedicated hardware-accelerated graphics feature (vDGA), which is available with vSphere 5.5 or later, dedicates a single physical GPU (graphical processing unit on an ESXi host) to a single virtual machine. Use this feature if you require high-end, hardware-accelerated workstation graphics. This feature requires 64 MB to 512 MB of VRAM. The default is 96 MB.

When 3D rendering is enabled, the maximum number of monitors is one and the maximum resolution is 3840 x 2160.

Similarly, if you use a browser on a device that has a high pixel density resolution, such as a MacBook with Retina Display, or a Google Chromebook Pixel, you must allocate sufficient VRAM for each remote desktop.

**Important** Estimating the amount of VRAM that you need for the VMware Blast display protocol is similar to estimating how much VRAM is required for the PCoIP display protocol. For guidelines, see “Estimating Memory Requirements for Virtual Desktops” in the *Horizon 7 Architecture Planning* document.

### Using DPI Synchronization

The DPI Synchronization feature ensures that the DPI setting in a remote desktop or published application matches the client system’s DPI setting.

If DPI synchronization is disabled, display scaling is used. The Display Scaling feature scales the remote desktop or published application appropriately.

If you want to set the resolution manually, you might be able to enable the **High Resolution Mode** setting. For information, see *Setting the Screen Resolution for Remote Desktops and Published Applications*. **
The **DPI Synchronization** agent group policy setting determines whether the DPI Synchronization feature is enabled. The feature is enabled by default. With DPI Synchronization, the DPI value in the remote session changes to match the DPI value of the client machine when you connect to a remote desktop or published application. The DPI Synchronization feature requires Horizon Agent 7.0.2 or later.

If the **DPI Synchronization Per Connection** agent group policy setting is enabled in addition to the **DPI Synchronization** group policy setting, DPI Synchronization is supported when you reconnect to a remote desktop. This feature is disabled by default. The DPI Synchronization Per Connection feature requires Horizon Agent 7.8 or later.

For more information about the **DPI Synchronization** and **DPI Synchronization Per Connection** group policy settings, see the *Configuring Remote Desktop Features in Horizon 7* document.

For virtual desktops, the DPI Synchronization feature is supported on the following guest operating systems:

- 32-bit or 64-bit Windows 7
- 32-bit or 64-bit Windows 8.x
- 32-bit or 64-bit Windows 10
- Windows Server 2008 R2 configured as a desktop
- Windows Server 2012 R2 configured as a desktop
- Windows Server 2016 configured as a desktop
- Windows Server 2019 configured as a desktop

For published desktops and published applications, the DPI Synchronization feature is supported on the following RDS hosts:

- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

For virtual desktops, the DPI Synchronization Per Connection feature is supported on the following guest operating systems:

- Windows 10 version 1607 and later
- Windows Server 2016 and later configured as a desktop

The DPI Synchronization Per Connection feature is not supported for published desktops or published applications.

Following are tips for using the DPI Synchronization feature.

- If you change the DPI setting on the client system, but the DPI setting does not change in the remote desktop, you might need to log out and log in again to make Horizon Client aware of the new DPI setting on the client system.
If you start a remote session on a client system that has a DPI setting of more than 100 percent, and then use the same session on another client system that has a different DPI setting of more than 100 percent, you might need to log out and log back in to the remote session on the second client system to make DPI synchronization work on the second client system.

Although Windows 10 and Windows 8.x systems support different DPI settings on different monitors, the DPI Synchronization feature uses the DPI value that is set on the client system’s monitor in which the Web browser used for launching the HTML Access client session is located. HTML Access does not support different DPI settings in different monitors.

To sync up with another monitor that has a different DPI setting, you must log out of the remote desktop or published application, drag the Web browser used for launching the HTML Access client session to the other monitor, and log back in to the remote desktop or published application to make the DPI settings match between the client system and remote desktop or published application.

Use Full-Screen Mode

You can display a remote desktop or published application in full-screen mode.

You cannot use full-screen mode in the following situations.

- You are using multiple monitors.
- The browser is in full-screen mode or is maximized by dragging the mouse.
- You are using Safari.

Prerequisites

Connect to the remote desktop or published application.

Procedure

- To display the remote desktop or published application in full-screen mode, click the Open Menu button at the top of the sidebar and click Fullscreen.
- To exit from full-screen mode, click the Open Menu button at the top of the sidebar and click Quit fullscreen.

Alternatively, press the Esc key on the client system’s keyboard.

Using the Real-Time Audio-Video Feature for Webcams and Microphones

With the Real-Time Audio-Video feature, you can use the client machine’s webcam or microphone in a remote desktop or published application. Real-Time Audio-Video is compatible with standard conferencing applications and browser-based video applications, and it supports standard webcams, audio USB devices, and analog audio input.

Real-Time Audio-Video is supported only in Chrome, Microsoft Edge, and Firefox. The default video resolution is 320 x 240. The default Real-Time Audio-Video settings work well with most webcam and audio applications.
For information about changing the Real-Time Audio-Video settings, see "Configuring Real-Time Audio-Video Group Policy Settings" in the Configuring Remote Desktop Features in Horizon 7 document.

When a remote desktop or published application is connected to the client machine's webcam or microphone, before the remote desktop or published application can use to the webcam or microphone, the browser might ask for permission. Different browsers behave differently.

- Microsoft Edge asks for permission every time. You cannot change this behavior. For more information, see https://blogs.windows.com/msedgedev/2015/05/13/announcing-media-capture-functionality-in-microsoft-edge.


- Chrome asks for permission the first time. If you allow the device to be used, Chrome does not ask for permission again.

When a remote desktop is connected to the client machine's webcam or microphone, an icon for each device appears at the top of the sidebar. A red question mark appears over the device icon in the sidebar to indicate the permission request. If you allow a device to be used, the red question mark disappears. If you reject a permission request, the device icon disappears.

If Real-Time Audio-Video is being used in a remote desktop or published application session and you open a connection to a second remote desktop or published application, and if a security warning appears (for example, if a valid certificate was not installed), ignoring the warning and continuing to connect to the second remote desktop or published application causes Real-Time Audio-Video to stop working in the first session.

Using the Session Collaboration Feature

You can use the Session Collaboration feature to invite other users to join an existing remote desktop session.

Invite a User to Join a Remote Desktop Session

When the Session Collaboration feature is enabled for a remote desktop, you can invite other users to join an existing remote desktop session.

By default, you can send Session Collaboration invitations by email, in an instant message (Windows remote desktops only), or by copying a link to the clipboard and forwarding the link to users. To use the email invitation method, an email application must be installed. To use the IM invitation method for a Windows remote desktop, Skype for Business must be installed and configured. You can invite only users that belong to a domain that the server allows for authentication. You can invite up to five users by default.

The Session Collaboration feature has the following limitations.

- If you have multiple monitors, only the primary monitor is shown to session collaborators.
You must select the VMware Blast display protocol when you create a remote desktop session. The Session Collaboration feature does not support PCoIP or RDP sessions.

H.264 hardware encoding is not supported. If the session owner is using hardware encoding and a collaborator joins the session, both fall back to software encoding.

Anonymous collaboration is not supported. Session collaborators must be identifiable through Horizon-supported authentication mechanisms.

Session collaborators must have Horizon Client 4.7 or later for Windows, Mac, or Linux installed, or they must use HTML Access 4.7 or later.

If a session collaborator has an unsupported version of Horizon Client, an error message appears when the user clicks a collaboration link.

You cannot use the Session Collaboration feature to share published application sessions.

**Prerequisites**

To invite users to join a remote desktop session, a Horizon administrator must enable the Session Collaboration feature.

For Windows desktops, this task includes enabling the Session Collaboration feature at the desktop pool or farm level. It can also include using group policies to configure Session Collaboration features, such as the available invitation methods. For complete requirements, see [Requirements for the Session Collaboration Feature](#).

For information about enabling the Session Collaboration feature for Windows desktops, see the *Setting Up Virtual Desktops in Horizon 7* document. For information about enabling the Session Collaboration feature for a farm, see the *Setting Up Published Desktops and Applications in Horizon 7* document. For information about using group policy settings to configure the Session Collaboration feature, see the *Configuring Remote Desktop Features in Horizon 7* document.

For information about enabling the Session Collaboration feature for Linux desktops, see the *Setting Up Horizon 7 for Linux Desktops* document.

**Procedure**

1. Connect to a remote desktop for which the Session Collaboration feature is enabled.
   
   You must use the VMware Blast display protocol.

2. In the system tray in the remote desktop, click the **VMware Horizon Collaboration** icon, for example, 🗿. The collaboration icon might look different, depending on the operating system version.
3 When the VMware Horizon Collaboration dialog box opens, enter the user name (for example, 
testuser or domain\testuser) or the email address of the user that you want to join the remote
desktop session.

The first time you enter the user name or email address of a particular user, you must click Look up
"user", enter a comma (,), or press the Enter key to validate the user. For Windows remote
desktops, the Session Collaboration feature remembers the user the next time you enter the user's
user name or email address.

You can invite up to five users by default. A Horizon administrator can change the maximum number
of users that you can invite.

4 Select an invitation method.

Not all invitation methods might be available.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
</table>
| Email           | Copies the collaboration invitation to the clipboard and opens a new email
message in the default email application. An email application must be installed to
use this invitation method.                      |
| IM              | (Windows remote desktops only) Copies the collaboration invitation to the
clipboard and opens a new window in Skype for Business. Press Ctrl+V to paste
the link into the Skype for Business window. Skype for Business must be installed
and configured to use this invitation method.        |
| Copy Link       | Copies the collaboration invitation to the clipboard. You must manually open
another application, such as Notepad, and press Ctrl+V to paste the invitation. |

After you send an invitation, the VMware Horizon Collaboration icon also appears on the desktop and the
Session Collaboration user interface turns into a dashboard that shows the current state of the
collaboration session and enables you to take certain actions.

When a session collaborator accepts your invitation to join a Windows remote desktop session, the
Session Collaboration feature notifies you and a red dot appears on the VMware Horizon Collaboration
icon in the system tray. When a session collaborator accepts your invitation to join a Linux remote
desktop session, a notification appears in the primary session desktop.

What to do next

Manage the collaborative session in the VMware Horizon Collaboration dialog box. See Manage a
Collaborative Session.

Manage a Collaborative Session

After you send a session collaboration invitation, the Session Collaboration user interface turns into a
dashboard that shows the current state of the collaborative session and enables you to take certain
actions.
A Horizon administrator can prevent the hand off of control to a session collaborator. For Windows remote
desktops, see the **Allow control passing to collaborators** group policy setting in the *Configuring
Remote Desktop Features in Horizon 7* document. For Linux remote desktops, see the
collaboration.enableControlPassing parameter in the *Setting Up Horizon 7 for Linux Desktops*
document.

**Prerequisites**

Start a collaborative session. See *Invite a User to Join a Remote Desktop Session*.

**Procedure**

1. In the remote desktop, click the **VMware Horizon Collaboration** icon in the system tray.
   
   The names of all session collaborators appear in the Name column and their status appears in the
   Status column.

2. Use the VMware Horizon Session Collaboration dashboard to manage the collaborative session.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revoke an invitation or remove a collaborator</td>
<td>Click Remove in the Status column.</td>
</tr>
<tr>
<td>Hand off control to a session collaborator</td>
<td>After the session collaborator joins the session, toggle the switch in the Control column to <strong>On</strong>. To resume control of the session, double-click or press any key. The session collaborator can also give back control by toggling the switch in the Control column to <strong>Off</strong>, or by clicking the <strong>Give Back Control</strong> button.</td>
</tr>
<tr>
<td>Add a collaborator</td>
<td>Click Add Collaborators.</td>
</tr>
<tr>
<td>End the collaborative session</td>
<td>Click <strong>End Collaboration</strong>. All active collaborators are disconnected. In Windows remote desktops, you can also end the collaborative session by clicking the <strong>Stop</strong> button next to the <strong>VMware Horizon Session Collaboration</strong> icon. The <strong>Stop</strong> button is not available in Linux remote desktops.</td>
</tr>
</tbody>
</table>

**Join a Collaborative Session**

To join a collaborative session, you can click the link in a collaboration invitation. The link might be in an
email or instant message, or in a document that the session owner forwards to you. Alternatively, you can
log in to the server and double-click the icon for the collaborative session in the remote desktop and
application selector window.

This procedure describes how to join a collaborative session from a collaboration invitation.

**Note** In a Cloud Pod Architecture environment, you cannot join a collaborative session by logging in to the server unless you log in to the session owner's pod.

You cannot use the following remote desktop features in a collaborative session.

- Real-Time Audio-Video (RTAV)
- Location-based printing
Clipboard redirection

You cannot change the remote desktop resolution in a collaborative session.

Prerequisites

To join a collaborative session, you must have Horizon Client 4.7 for Windows, Mac, or Linux installed on the client system, or you must use HTML Access 4.7 or later.

Procedure

1. Click the link in the collaboration invitation.
   Horizon Client opens on the client system.

2. Enter your credentials to log in to Horizon Client.
   After you are successfully authenticated, the collaborative session begins and you can see the session owner's remote desktop. If the session owner transfers mouse and keyboard control to you, you can use the remote desktop.

3. To return mouse and keyboard control to the session owner, click the VMware Horizon Collaboration icon in the system tray and toggle the switch in the Control column to Off, or click the Give Back Control button.

4. To leave the collaborative session, click Close from the sidebar.

Copying and Pasting Text

You can copy and paste plain text and HTML-format rich text to and from the client device to a remote desktop or published application. A Horizon administrator can configure this feature so that copy and paste operations are allowed only from the client system to a remote desktop or published application, or only from a remote desktop or published application to the client system, or both, or neither.

A Horizon administrator can configure the ability to copy and paste by using group policy settings that pertain to View Agent or Horizon Agent in remote desktops. For more information, see HTML Access Group Policy Settings.

When you copy and paste rich text, the following restrictions apply.

- Image copy and paste is not supported.
- If you copy rich text from the client device and the destination is the WordPad application, only the plain text is copied and pasted.
- Rich text copy and paste is not supported when you use HTML Access on an Internet Explorer (IE), Microsoft Edge, or Safari browser. You must use the Copy & Paste window. See Use the Copy and Paste Window.
- A Horizon administrator can use group policy settings to restrict clipboard formats during copy and paste operations. Because HTML Access supports transferring only text in the clipboard, only the text filters work with HTML Access. For information about clipboard format filter policy settings, see the Configuring Remote Desktop Features in Horizon 7 document.
If you are using HTML Access with a Chrome or Firefox browser, following are tips for using the clipboard feature.

- After you connect to a remote desktop or published application for the first time, the Clipboard User Guide dialog box appears. Click **OK** to dismiss the dialog box and to never display it again.
- By default, the Clipboard icon on the sidebar is selected and appears grey in color.
  - If the Clipboard icon is selected, when you copy text from a remote desktop or published application, a dialog box appears to ask for your confirmation to copy the text to the local client system’s clipboard. Click **OK**.
  - If the Clipboard icon is deselected, the confirmation dialog box does not appear when you copy text from the remote desktop or published application to the local client system's clipboard.
- When you hover over the Clipboard icon on the sidebar, the tooltip explains what the clipboard feature does.

The clipboard can accommodate a maximum of 1 MB of data for all types of copy and paste operations. If the plain text and rich text data together use less than maximum clipboard size, the formatted text is pasted. Often the rich text cannot be truncated, so that if the text and formatting use more than the maximum clipboard size amount, the rich text 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 cannot copy and paste graphics. You also cannot copy and paste files between a remote desktop and the file system on the client computer.

**Note**  The copy and paste feature is not supported in iOS Safari or Android devices.

**Use the Copy and Paste Window**

To copy and paste text from an Internet Explorer (IE), Microsoft Edge, or Safari browser, you must use the **Copy & Paste** button at the top of the sidebar to show the **Copy & Paste** window.

This procedure describes how to use the **Copy & Paste** window to copy text from an IE, Edge, or Safari browser on the local client system to an application in a remote desktop or to a published application, and how to copy text from an application in a remote desktop or published application to the client system.

If you are copying and pasting text between published applications, or between remote desktops, you can simply copy and paste as you normally would, and there is no need to use the **Copy & Paste** window.

When using an IE, Edge, or Safari browser, the **Copy & Paste** window is required only for synchronizing the clipboard on the local system with the clipboard in the remote machine.

The text in the **Copy & Paste** window shows one of the following messages to indicate in which direction you can copy and paste content.

- Use this panel to copy & paste content between your local client and remote desktop/application.
Use the panel to copy & paste content from your local client to remote desktop/application.

Use the panel to copy & paste content from your remote desktop/application to local client.

**Note**  The default clipboard redirection group policy setting allows you to copy only from the client system and paste into a remote desktop or published application. To be able to copy from a remote desktop or published application to the client system, the group policy setting must be enabled in both directions.

**Prerequisites**

If you are using a Mac, verify that you have enabled the setting for mapping the Command key to the Windows Ctrl key when using the key combinations to select, copy, and paste text. Click the **Open Settings Window** toolbar button in the sidebar and turn on **Enable Command-A, Command-C, Command-V, and Command-X**. If you are using a Mac, this option appears only in the **Settings** window.

A Horizon administrator must leave the default policy in effect, which allows users to copy from client systems and paste into remote desktops and published applications, or configure another policy that allows copying and pasting. For more information, see **HTML Access Group Policy Settings**.

**Procedure**

- To copy text from the client system to an application in a remote desktop, or from the client system to a published application, perform these steps.
  - a  Copy the text in the local client application.
  - b  In HTML Access, open the sidebar and click **Copy & Paste** at the top of the sidebar.

    The **Copy & Paste** window appears. If previously copied text already appears in the window, that text is replaced when you paste in the newly copied text.

  - c  To paste the text into the **Copy & Paste** window, press Ctrl+V on a Windows system or Command-V on a Mac.

    The following message appears briefly: "Remote Clipboard Synced."

  - d  Click in the application where you want to past the text and press Ctrl+V.

    The text is pasted into the application.

- To copy text from an application in a remote desktop to the client system, or from a published application to the client system, perform these steps.
  - a  Copy the text in the application.
  - b  In HTML Access, open the sidebar and click **Copy & Paste** at the top of the sidebar.

    The **Copy & Paste** window appears and shows the pasted text. The following message appears briefly: "Remote Clipboard Synced."
With the file transfer feature, you can transfer files between the client system and a remote desktop or published application.

A Horizon administrator can configure the ability to allow, disallow, or allow in one direction only, the transfer of files by modifying the **Configure file transfer** group policy setting for VMware Blast. This group policy setting has the following values.

- If the **Disabled both upload and download** value is selected, the **File Transfer** button is disabled.
- If the **Enabled file upload only** value is selected (the default setting), only the **Upload** tab appears in the **Transfer Files** window.
- If the **Enabled file download only** value is selected, only the **Download** tab appears in the **Transfer Files** window.

If the **Configure clipboard redirection** group policy setting is disabled from the server to the client, file download is also disabled.

For more information about these group policy settings, see the *Configuring Remote Desktop Features in Horizon 7* document.

This feature has the following limitations.

- You can download files up to 500 MB and upload files up to 2 GB.
- For 32-bit Internet Explorer 11, downloading a file larger than 300 MB might not work. To resolve the issue, run Internet Explorer 11 in 64-bit mode.
- You cannot download or upload folders or files that have a size of zero.
- Safari on iOS, and Safari 8, do not support upload or download. Safari 9 and later do not support download.
- If a file transfer is in progress in a remote session and you open a connection to a second remote session, and if a security warning appears, if you ignore the warning and continue to connect to the second remote session the file transfer in the first session aborts.
- If you upload a file with Internet Explorer 11, or with Chrome on a Chromebook, if you drag and drop folders, files of zero size, or files that are larger than 2 GB, you receive an error message as expected. After you dismiss the error message, you can no longer drag and drop files that can be transferred.
You cannot use this feature with Linux remote desktops or Android devices.

**Download Files from a Remote Desktop or Published Application to the Client System**

You can download files from a remote desktop or published application to the client system.

A Horizon administrator can disable this feature. For more information, see Transferring Files Between the Client and a Remote Desktop or Published Application.

**Procedure**

1. Connect to the remote desktop or published application.
2. To display the sidebar, click the sidebar tab.
3. Click the file transfer icon at the top of the sidebar.
   
   The Transfer Files window appears.
4. Click Download in the Transfer Files window.
5. Select one or more files to download.
6. To begin the file transfer, press Ctrl+c.
   
   The files appear on the Download tab in the Transfer Files window.
7. Click the download icon (down arrow) to download the files to the client system.
   
   The files appear in the Downloads folder on the client system.

**Upload Files from the Client System to a Remote Desktop or Published Application**

You can upload files from the client system to a remote desktop or published application.

A Horizon administrator can disable this feature. For more information, see Transferring Files Between the Client and a Remote Desktop or Published Application.

**Procedure**

1. Connect to the remote desktop or published application.
2. To display the sidebar, click the sidebar tab.
3. Click the file transfer icon at the top of the sidebar.
   
   The Transfer Files window appears.
4. To upload files, drag and drop the files to the Upload tab in the Transfer Files window, or click Choose Files on the Upload tab and select the files to upload.
   
   The uploaded files appear in the Documents folder.
Enable Multi-Session Mode for Published Applications

When multi-session mode is enabled for a published application, you can use multiple sessions of the same published application when you log on to the server from different client devices.

For example, if you open a published application in multi-session mode on client A, and then open the same published application on client B, the published application remains open on client A and a new session of the published application opens on client B. By comparison, when multi-session mode is disabled (single-session mode), the published application session on client A disconnects and reconnects on client B.

The multi-session mode feature has the following limitations.

- Multi-session mode does not work for applications that do not support multiple instances, such as Skype for Business.
- If the application session is disconnected while you are using a published application in multi-session mode, you are logged off automatically and any unsaved data is lost.

Prerequisites

A Horizon administrator must enable multi-session mode for the application pool. Users cannot modify the multi-session mode for a published application unless a Horizon administrator allows it. See Setting Up Published Desktops and Applications in Horizon 7. This feature requires Horizon 7 version 7.7 or later.

Procedure

1. Connect to a server.

2. Click the Settings toolbar button in the upper-right corner of the desktop and application selector window, scroll down to the Multi-Launch setting, and click Set.

   Alternatively, if you previously started a remote desktop or published application, you can click the Open Menu button in the sidebar, click Settings, and scroll down to the Multi-Launch setting. If no published applications are available to use in multi-session mode, the Multi-Launch setting is dimmed.

3. Select the published applications that you want to use in multi-session mode and click OK.

   If a Horizon administrator has enforced multi-session mode for a published application, you cannot change this setting.

Sound

You can play sound in remote desktops and published applications, but some limitations apply.

By default, sound playback is enabled for remote desktops and published applications, but a Horizon administrator can set a policy to disable sound playback.
The following limitations apply to sound playback in remote desktops and published applications.

- To turn up the volume, use the sound control on the client system, not the sound control in the remote desktop.
- Occasionally, the sound might go out of sync with the video.
- In conditions of heavy network traffic, or if the browser is performing many tasks, sound quality might be reduced. Some browsers work better than others in this regard.

### Shortcut Key Combinations

Some key combinations cannot be sent to a remote desktop or published application, regardless of the language that you use.

Web browsers allow some key presses and key combinations to be sent to both the client system and the destination system. For other keys and key combinations, the input is processed only locally and is not sent to the destination system. The key combinations that work on your system depend on the browser software, the client operating system, and the language settings.

**Note** If you are using a Mac, you can map the Command key to the Windows Ctrl key when you use the key combinations to select, copy, and paste text. To enable this feature, click the *Open Settings Window* toolbar button in the sidebar and turn on *Enable Command-A, Command-C, Command-V, and Command-X*. This option appears in the *Settings* window only if you are using a Mac client system.

The following keys and keyboard combinations often do not work in remote desktops.

- Ctrl+T
- Ctrl+W
- Ctrl+N
- Command key
- Alt+Enter
- Ctrl+Alt+any_key

**Important** To input Ctrl+Alt+Del, use the *Send Ctrl+Alt+Delete* toolbar button at the top of the sidebar.

- Caps Lock+modifier_key (such as Alt or Shift)
- Function keys on a Chromebook
- Windows key combinations
If you enable the Windows key for remote desktops, the following Windows key combinations do work in remote desktops. To enable this key, click the **Open Settings Window** toolbar button in the sidebar and turn on **Enable Windows Key for Desktops**.

**Important**  After you turn on **Enable Windows Key for Desktops**, you must press Ctrl+Win (on Windows systems), Ctrl+Command (on Macs), or Ctrl+Search (on Chromebooks) to simulate pressing the Windows key.

These key combinations do not work for published applications. These key combinations do work for Windows Server 2008 R2, Windows Server 2012 R2, and Windows Server 2016 remote desktops and published desktops.

Some key combinations that work in remote desktops that have a Windows 8.x or Windows Server 2012 R2 operating system do not work in remote desktops that have a Windows 7, Windows Server 2008 R2, or Windows 10 operating system.

**Table 4-4. Windows Key Shortcuts for Windows 10 Remote Desktops and Windows Server 2016 Remote Desktops**

<table>
<thead>
<tr>
<th>Keys</th>
<th>Action</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win</td>
<td>Open or close Start.</td>
<td></td>
</tr>
<tr>
<td>Win+A</td>
<td>Open Action center.</td>
<td></td>
</tr>
<tr>
<td>Win+E</td>
<td>Open File Explorer.</td>
<td></td>
</tr>
<tr>
<td>Win+G</td>
<td>Open game bar when a game is open.</td>
<td></td>
</tr>
<tr>
<td>Win+H</td>
<td>Open the Share charm.</td>
<td></td>
</tr>
<tr>
<td>Win+I</td>
<td>Open the Settings charm.</td>
<td></td>
</tr>
<tr>
<td>Win+K</td>
<td>Open the Connection quick action.</td>
<td></td>
</tr>
<tr>
<td>Win+M</td>
<td>Minimize all windows.</td>
<td></td>
</tr>
<tr>
<td>Win+R</td>
<td>Open the Run dialog box.</td>
<td></td>
</tr>
<tr>
<td>Win+S</td>
<td>Open Search.</td>
<td></td>
</tr>
<tr>
<td>Win+X</td>
<td>Open the <strong>Quick Link</strong> menu.</td>
<td></td>
</tr>
<tr>
<td>Win+, (comma)</td>
<td>Temporarily peek at the remote desktop.</td>
<td></td>
</tr>
<tr>
<td>Win+Pause</td>
<td>Display the System Properties dialog box.</td>
<td>There is no Pause key on Chromebooks or Macs.</td>
</tr>
<tr>
<td>Win+Shift+M</td>
<td>Restore minimized windows on the remote desktop.</td>
<td>Does not work in Safari.</td>
</tr>
<tr>
<td>Win+Alt+Num</td>
<td>Open the remote desktop and open the jump list for the app pinned to the taskbar in the position indicated by the number.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Enter</td>
<td>Open Narrator.</td>
<td></td>
</tr>
</tbody>
</table>
Table 4-5. Windows Key Shortcuts for Windows 8.x and Windows Server 2012 R2 Remote Desktops

<table>
<thead>
<tr>
<th>Keys</th>
<th>Action</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win+F1</td>
<td>Open Windows Help and Support.</td>
<td>Does not work in Safari.</td>
</tr>
<tr>
<td>Win</td>
<td>Show or hide the Start window.</td>
<td></td>
</tr>
<tr>
<td>Win+B</td>
<td>Set focus on the notification area.</td>
<td></td>
</tr>
<tr>
<td>Win+C</td>
<td>Open the Charms panel.</td>
<td></td>
</tr>
<tr>
<td>Win+D</td>
<td>Show and hide the remote desktop.</td>
<td>Does not work in Safari. Press Command-D on a Mac.</td>
</tr>
<tr>
<td>Win+E</td>
<td>Open File Explorer.</td>
<td></td>
</tr>
<tr>
<td>Win+H</td>
<td>Open the Share charm.</td>
<td></td>
</tr>
<tr>
<td>Win+I</td>
<td>Open the Settings charm.</td>
<td></td>
</tr>
<tr>
<td>Win+K</td>
<td>Open the Devices charm.</td>
<td></td>
</tr>
<tr>
<td>Win+M</td>
<td>Minimize all windows.</td>
<td></td>
</tr>
<tr>
<td>Win+Q</td>
<td>To search everywhere or within the open app, if the app supports app search, open the Search charm.</td>
<td></td>
</tr>
<tr>
<td>Win+R</td>
<td>Open the Run dialog box.</td>
<td></td>
</tr>
<tr>
<td>Win+S</td>
<td>To search Windows and the Web, open the Search charm.</td>
<td></td>
</tr>
<tr>
<td>Win+X</td>
<td>Open the Quick Link menu.</td>
<td></td>
</tr>
<tr>
<td>Win+Z</td>
<td>Show the commands available in the app.</td>
<td></td>
</tr>
<tr>
<td>Win+, (comma)</td>
<td>Temporarily show the remote desktop, as long as you continue pressing the keys.</td>
<td>Does not work on Windows 2012 R2 operating systems.</td>
</tr>
<tr>
<td>Win+Pause</td>
<td>Display the System Properties dialog box.</td>
<td>Chromebooks and Macs do not have a Pause key.</td>
</tr>
<tr>
<td>Win+Alt+Num</td>
<td>Open the remote desktop and open the jump list for the app pinned to the taskbar in the position indicated by the number.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Up Arrow</td>
<td>Maximize the window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Down Arrow</td>
<td>Remove current app from the screen or minimize the remote desktop window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Left Arrow</td>
<td>Maximize the app or remote desktop window to the left side of the screen.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Right Arrow</td>
<td>Maximize the app or remote desktop window to the right side of the screen.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Home</td>
<td>Minimize all but the active remote desktop window (restores all windows when you press Win+Home a second time).</td>
<td>Does not work in Safari browsers.</td>
</tr>
<tr>
<td>Win+Shift+Up Arrow</td>
<td>Stretch the remote desktop window to the top and bottom of the screen.</td>
<td>Does not work on a Chromebook.</td>
</tr>
</tbody>
</table>
Table 4-5. Windows Key Shortcuts for Windows 8.x and Windows Server 2012 R2 Remote Desktops (Continued)

<table>
<thead>
<tr>
<th>Keys</th>
<th>Action</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win+Shift+Down Arrow</td>
<td>Restore the remote desktop window vertically, while maintaining width, after pressing Win+Shift+Up to stretch the window, or minimize active remote desktop window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Enter</td>
<td>Open Narrator.</td>
<td></td>
</tr>
</tbody>
</table>

Table 4-6. Windows Key Shortcuts for Windows 7 and Windows Server 2008 R2 Remote Desktops

<table>
<thead>
<tr>
<th>Keys</th>
<th>Action</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win</td>
<td>Open or close the Start menu.</td>
<td></td>
</tr>
<tr>
<td>Win+Pause</td>
<td>Show the System Properties dialog box.</td>
<td>Chromebooks and Macs do not have a Pause key.</td>
</tr>
<tr>
<td>Win+D</td>
<td>Show and hide the remote desktop.</td>
<td>Does not work in Safari. Press Command-D on a Mac.</td>
</tr>
<tr>
<td>Win+M</td>
<td>Minimize all windows.</td>
<td></td>
</tr>
<tr>
<td>Win+E</td>
<td>Open the Computer folder.</td>
<td></td>
</tr>
<tr>
<td>Win+R</td>
<td>Open the Run dialog box.</td>
<td></td>
</tr>
<tr>
<td>Win+Up Arrow</td>
<td>Maximize the window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Down Arrow</td>
<td>Minimize the window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Left Arrow</td>
<td>Maximize the app or remote desktop window to the left side of the window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Right Arrow</td>
<td>Maximize the app or remote desktop window to the right side of the window.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+Home</td>
<td>Minimize all but the active remote desktop window.</td>
<td>Does not work in Safari.</td>
</tr>
<tr>
<td>Win+Shift+Up Arrow</td>
<td>Stretch the remote desktop window to the top and bottom of the screen.</td>
<td>Does not work on a Chromebook.</td>
</tr>
<tr>
<td>Win+G</td>
<td>Cycle through running remote desktop gadgets.</td>
<td></td>
</tr>
<tr>
<td>Win+U</td>
<td>Open the Ease of Access Center.</td>
<td></td>
</tr>
</tbody>
</table>

Internationalization

The user interface and documentation are available in English, Japanese, French, German, Simplified Chinese, Traditional Chinese, Korean, and Spanish.

For information about which language packs you must use in the client system, browser, and remote desktop, see International Keyboards.
International Keyboards

When using non-English keyboards and locales, you must use certain settings in your client system, browser, and remote desktop. Some languages require you to use an IME (input method editor) on the remote desktop.

With the correct local settings and input methods installed, you can input characters for the following languages: English, Japanese, French, German, simplified Chinese, traditional Chinese, Korean, and Spanish.

Table 4-7. Required Input Language Settings

<table>
<thead>
<tr>
<th>Language</th>
<th>Input Language on the Local Client System</th>
<th>IME Required on the Local Client System?</th>
<th>Browser and Input Language on the Remote Desktop</th>
<th>IME Required on the Remote Desktop?</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>English</td>
<td>No</td>
<td>English</td>
<td>No</td>
</tr>
<tr>
<td>French</td>
<td>French</td>
<td>No</td>
<td>French</td>
<td>No</td>
</tr>
<tr>
<td>German</td>
<td>German</td>
<td>No</td>
<td>German</td>
<td>No</td>
</tr>
<tr>
<td>Chinese (Simplified)</td>
<td>Chinese (Simplified)</td>
<td>English Input Mode</td>
<td>Chinese (Simplified)</td>
<td>Yes</td>
</tr>
<tr>
<td>Chinese (Traditional)</td>
<td>Chinese (Traditional)</td>
<td>English Input Mode</td>
<td>Chinese (Traditional)</td>
<td>Yes</td>
</tr>
<tr>
<td>Japanese</td>
<td>Japanese</td>
<td>English Input Mode</td>
<td>Japanese</td>
<td>Yes</td>
</tr>
<tr>
<td>Korean</td>
<td>Korean</td>
<td>English Input Mode</td>
<td>Korean</td>
<td>Yes</td>
</tr>
<tr>
<td>Spanish</td>
<td>Spanish</td>
<td>No</td>
<td>Spanish</td>
<td>No</td>
</tr>
</tbody>
</table>
You can solve most Horizon Client problems by restarting or resetting remote desktops or published applications, or by reinstalling Horizon Client.

This chapter includes the following topics:

- Restart a Remote Desktop
- Reset a Remote Desktop or Published Applications

## Restart a Remote Desktop

If the remote desktop operating system stops responding, you might need to restart a remote desktop. Restarting a remote desktop is similar to using the Windows operating system restart command. The remote 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 restart feature for the remote desktop.

For information about enabling the desktop restart feature, see the Setting Up Virtual Desktops in Horizon 7 or Setting Up Published Desktops and Applications in Horizon 7 document.

### Prerequisites

Obtain login credentials, such as an Active Directory user name and password, RSA SecurID user name and password, or RADIUS authentication user name and password.

### Procedure

- Use the Restart command.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>From the sidebar</td>
<td>When connected to a remote desktop, click the Open Menu toolbar button next to the remote desktop name in the Running list in the sidebar and select Restart.</td>
</tr>
<tr>
<td>Using a URI</td>
<td>To restart a desktop, use the URI <a href="https://ConnectionServerFQDN">https://ConnectionServerFQDN</a>? desktopId=desktop_name&amp;action=restart.</td>
</tr>
</tbody>
</table>

The operating system in the remote desktop restarts and Horizon Client disconnects and logs off from the remote desktop.
What to do next

Wait an appropriate amount of time for the system to restart 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 Published Applications.

Reset a Remote Desktop or Published 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 published applications quits all open applications.

Resetting a remote desktop is the same as pressing the Reset button on a physical PC to force the PC to restart. Any files that are open on the remote desktop are closed and are not saved.

Resetting published applications quits the applications without saving any unsaved data. All open published 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 reset feature for the remote desktop.

For information about enabling the desktop reset feature, see the Setting Up Virtual Desktops in Horizon 7 or Setting Up Published Desktops and Applications in Horizon 7 document.

Procedure

- Use the Reset command.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset published applications from the</td>
<td>From the desktop and application selector window, before connecting to a remote desktop or published application, click the Settings</td>
</tr>
<tr>
<td>application selector window</td>
<td>toolbar button in the upper-right corner of the screen, and click Reset.</td>
</tr>
<tr>
<td>Reset a remote desktop from the</td>
<td>When connected to a remote desktop, click the Open Menu toolbar button next to the desktop name in the Running list in the sidebar and select Reset.</td>
</tr>
<tr>
<td>sidebar</td>
<td></td>
</tr>
<tr>
<td>Reset published applications from the</td>
<td>To reset all running applications, click the Open Settings Window toolbar button at the top of the sidebar, and click Reset.</td>
</tr>
<tr>
<td>sidebar</td>
<td></td>
</tr>
<tr>
<td>Reset a remote desktop using an URI</td>
<td>To reset a remote desktop, use the URI <a href="https://ConnectionServerFQDN?desktopId=desktop_name&amp;action=reset">https://ConnectionServerFQDN?desktopId=desktop_name&amp;action=reset</a>.</td>
</tr>
</tbody>
</table>

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

What to do next

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