

VMware Horizon HTML Access User Guide

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<https://docs.vmware.com/>

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VMware Horizon HTML Access User Guide

1

This document, *VMware Horizon HTML Access User Guide*, explains how to use VMware Horizon[®] HTML Access[™] to connect to and use remote desktops and published applications without having to install any software on your client system.

Use HTML Access with one of the supported Web browsers to access your remote desktops or published applications when you are using a client device that does not or cannot have Horizon Client software installed on its operating system. The Horizon Client software offers more features and better performance.

The following Web browsers are supported.

Browser	Version
Chrome	75, 76
Internet Explorer	11
Safari	12
Firefox	67, 68
Microsoft Edge	42, 44
VMware Workspace ONE Web	The latest version in the Apple App Store (iOS devices) or Google Play Store (Android devices).

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.

For information on how to log in and connect to a remote desktop or published application, read [Chapter 2 How Do I Log In?](#) For information about the software installed on your remote desktops, contact your system administrator.

How Do I Log In?

2

Before you can log in and connect to a remote desktop or published application, a system administrator at your company must set up your user account. If your system administrator has not set up your user account, you cannot use Horizon Client or HTML Access.

If Horizon Client prompts you for a server name and domain name, your system administrator must tell you the server name to type and the domain to select. At some companies, Horizon Client connects to the correct server and selects the correct domain automatically.

If you do not know your user name or password or how to reset your password, contact the system administrator at your company.

When you are ready to log in and get started, see [Connect to a Remote Desktop or Published Application](#).

Connecting to Remote Desktops and Published Applications

3

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

This chapter includes the following topics:

- [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

To connect to a remote desktop or published application, you must provide the name of a server and supply credentials for your user account.

Prerequisites

Obtain the following information from your system administrator:

- Instructions about whether to turn on a VPN (virtual private network) connection.
- Server name to use for connecting to the server.
- If the port is not 443, the port number to use for connecting to the server.
- Credentials to log in, such as an Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication credentials.
- Domain name for logging in.

Procedure

- 1 If a VPN connection is required, turn on the VPN.

- 2 Open a browser and type the name of the server as instructed by your system administrator.

Type **https** and use the fully qualified domain name (FQDN) of the server, for example, `https://view.company.com`.

Server 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 **view.company.com:1443**.

- 3 When the VMware Horizon Web Portal page appears, select one of the following options.

The following table lists all the possible options. The options that are available to you depend on the server that you connect to and how your environment is configured.

Option	Description
Launch Native Client	Starts Horizon Client.
Browser Access	Starts HTML Access.
VMware Horizon HTML Access	Starts HTML Access.
Install VMware Horizon Client	Opens the VMware Horizon Clients download page, where you can download the Horizon Client installer for your client system.
	Note This option might appear as a link instead of an option.

Optionally, you can select a check box to save your selection and skip the VMware Horizon Web Portal page the next time you enter the server name in the same browser type on the same client system. If you change your mind later, you can use the **Restore default landing page** setting on the HTML Access Settings page to display the VMware Horizon Web Portal page.

- 4 If you are prompted for RSA SecurID credentials or RADIUS authentication credentials, enter the credentials 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 that you entered previously. If necessary, wait until a new number is generated. This step is required only when you mistype the first passcode or when configuration settings in the RSA server change.

- 6 If you are prompted for a user name and password, supply your Active Directory credentials.

- a Enter a user name and password as instructed by your system administrator.

- b (Optional) Select a domain as instructed by your system administrator.

If you cannot select a domain, you must enter the user name in the format *domain \username* or *username@domain*.

- c Log in.

- 7 To connect a remote desktop or published application, click its icon in the desktop and application selector window.

The remote desktop or published application opens in the browser window. To open the sidebar, click the tab on the left side of the browser window. From the sidebar, you can open other remote desktops or published applications, configure settings, copy and paste text, and perform other tasks.

- 8 (Optional) To mark a remote desktop or published application as a favorite, in the desktop and application selector window, click the gray star inside the icon for the remote 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 show only your favorite items.

What to do next

If you are disconnected after connecting to a remote desktop or published application, and a prompt appears asking you to click a link to accept the security certificate, select whether to trust the certificate. See [Trust a Self-Signed Root Certificate](#).

If the time zone in the remote desktop or published application does not use the time zone set in the client device, you can set the time zone manually. See [Setting the Time Zone](#).

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 appears stating 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 Chrome, you can click the **Advanced** link on the browser page and click **Proceed to *server-name* (unsafe)**.

In Safari, 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**.

Results

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 Workspace ONE mode on a Connection Server instance.

When Workspace ONE mode is enabled, you can connect to the server only through the 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 the Workspace ONE Web Portal, you can start remote desktops and published applications only through the Workspace ONE Web Portal.

When Workspace ONE mode is enabled, the sidebar does not show all the remote desktops and published applications that you are entitled to use. Instead, it shows only the currently running remote desktops and published applications.

You might encounter the following problems when 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 the Workspace ONE Web Portal, you cannot see or start the remote desktop or published application 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

Obtain the following information from your system administrator:

- Server name to use for connecting to the server.
- An Unauthenticated Access user account to use for logging in anonymously.

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`
- `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 on the left side of the browser window 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 HTML Access, 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 manually before you are connected to a remote desktop or published application, 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 select is saved as your preferred time zone to use when connecting to a remote desktop or published application.

To set the correct time zone manually after you are connected to a remote desktop or published application, return to the desktop and application selector window and 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 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.

H.264 is an industry standard for video compression, which is the process of converting digital video into a format that takes up less capacity when it is stored or transmitted.

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

Option	Action
From the desktop and application selector window, before connecting to a remote desktop or published application	Click the Log Out toolbar button in the upper-right corner of the window.
From the sidebar when connected to a remote desktop or published application	Click the Log out toolbar button at the top of the sidebar.

- ◆ Close a published application.

Option	Action
From within the published application	Quit the published application in the usual manner, for example, click the X (Close) button in the corner of the published application window.
From the sidebar	Click the X next to the published application name in the Running list in the sidebar.

- ◆ Log off or disconnect from a remote desktop.

Option	Action
From within the remote desktop	To log off, use the Windows Start menu to log off.
From the sidebar	<p>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.</p> <p>To disconnect without logging off, click the Open Menu toolbar button next to the remote desktop name in the Running list and select Close.</p> <p>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.</p>

Using Remote Desktops and Published Applications

4

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

This chapter includes the following topics:

- [Using the Sidebar](#)
- [Use Full-Screen Mode](#)
- [Copying and Pasting Text](#)
- [Transferring Files Between the Client and a Remote Desktop or Published Application](#)
- [Printing From a Remote Desktop or Published Application](#)
- [Using DPI Synchronization](#)
- [Sharing Remote Desktop Sessions](#)
- [Use Multiple Sessions of a Published Application From Different Client Devices](#)
- [Shortcut Key Combinations](#)
- [Adjusting the Sound in Remote Desktops and Published Applications](#)

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 a list of the documents that a running published application has open, click the expander arrow next to the published application in the **Running** list.

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

Table 4-1. Sidebar Actions

Action	Procedure
Show the sidebar	When a remote desktop or published application is open, click the sidebar tab. When the sidebar is open, you can still perform actions in the remote desktop or published application window.
Hide the sidebar	Click the sidebar tab.
Start a remote desktop or published application	Click the name of a remote desktop or published application in the Available list in the sidebar. Remote desktops are listed first.
Search for a remote desktop or published application	<ul style="list-style-type: none"> ■ Click in the Search box and begin typing the name of the remote desktop or published application. ■ To start a remote desktop or published application, click its name in the search results. ■ To return to the home view of the sidebar, tap the X in the search box.
Create a list of favorite remote desktops or published applications	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 remote desktops or published applications	Click the remote desktop or published application 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 Use Multiple Sessions of a Published Application From Different Client Devices .
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, a remote desktop or published application, 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	<p>Click the Open Menu button next to the remote desktop name in the Running list in the sidebar and select an action.</p> <ul style="list-style-type: none"> ■ 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. ■ Select Log off to log off from the operating system and disconnect from the remote desktop. Any unsaved changes in open applications are lost.

Table 4-1. Sidebar Actions (continued)

Action	Procedure
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.
Restart a remote desktop	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.
Reset all running published applications	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.
Use key combinations that include the Windows key	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 .
Send Ctrl+Alt+Del to current work area	Click the Send Ctrl+Alt+Del toolbar button at the top of the sidebar.
Disconnect from a server	Click the Open Menu toolbar button at the top of the sidebar and click Log out .
Use high-resolution mode on machines that have a high-resolution display, such as Retina Macbook Pro	Click the Open Menu toolbar button at the top of the sidebar, click Settings , and turn on High Resolution Mode .
Allow H.264 decoding	(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 .
Use multiple monitors	(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
Call out or close the soft keyboard	(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.
Show help topics	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 .
Show the About VMware Horizon Client dialog box	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.
Display a remote desktop or published application in full-screen mode	Click the Open Menu toolbar button at the top of the sidebar and click Fullscreen .

Table 4-1. Sidebar Actions (continued)

Action	Procedure
Exit from full-screen mode	Click the Open Menu toolbar button at the top of the sidebar and click Quit fullscreen .
Send Esc to a remote desktop or published application when in full-screen mode	Click the Open Menu toolbar button at the top of the sidebar and click Send ESC .

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.

Copying and Pasting Text

You can copy and paste plain text and HTML-format rich text between the client device and remote desktops and published applications. 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.

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, refer to the following tips when 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. To dismiss the dialog box and never see it again, click **OK**.
- By default, the Clipboard icon  on the sidebar is selected and appears grey.
 - 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.
- If you move your mouse over the Clipboard icon on the sidebar, a tooltip explains how the clipboard feature works.

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 the maximum clipboard size amount, 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.

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.

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."
 - c To copy the text again, click in the **Copy & Paste** window and press Ctrl+C on a Windows system or Command-C on a Mac.

The text is not selected when you do this action, and you cannot select the text. The following message appears briefly: "Copied from Clipboard Panel."
 - d On the client system, click where you want to paste the text and press Ctrl+V.

The text is pasted into the application on the client system.

Transferring Files Between the Client and a Remote Desktop or Published Application

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. The default is upload only.

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.

Procedure

- 1 Connect to the remote desktop or published application.
- 2 To open 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 To download the files to the client system, click the download icon (the down arrow).

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.

Procedure

- 1 Connect to the remote desktop or published application.
- 2 To open 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.

Printing From a Remote Desktop or Published Application

You can print to a network printer or a locally attached printer from a remote desktop or published application.

To use this feature, an administrator must enable the VMware Integrated Printing feature for the remote desktop or published application.

Set Printing Preferences for the VMware Integrated Printing Feature

You can set printing preferences in a remote desktop for the VMware Integrated Printing feature. With the VMware Integrated Printing feature, you can use local or network printers from a remote desktop without having to install additional printer drivers in the Windows remote desktop. For each printer available through this feature, you can set preferences for data compression, print quality, double-sided printing, color, and other settings.

Prerequisites

To use VMware Integrated Printing, a Horizon administrator must enable the VMware Integrated Printing feature for the remote desktop.

To determine whether the VMware Integrated Printing feature is installed in a remote desktop, verify that the `C:\Program Files\Common Files\VMware\Remote Experience\x64\vmware-print-redirect-server.exe` and `C:\Program Files\Common Files\VMware\Remote Experience\x64\vmware-print-redirect-service.exe` files exist in the remote desktop file system.

Procedure

- 1 In the Windows remote desktop, go to **Control Panel > Hardware and Sound > Devices and Printers**.
- 2 In the **Devices and Printers** window, right-click the virtual printer and select **Printer properties** from the context menu.

In a single-user virtual machine desktop, each virtual printer appears as `<printer_name>(vdi)`. By default, in a published desktop or published application, each virtual printer appears as `<printer_name>(v<session_ID>)`.
- 3 On the **General** tab, click **Preferences**.
- 4 In the Printing Preferences dialog box, select the different tabs and specify which settings to use.
- 5 To save your changes, click **OK**.

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.

A Horizon administrator can disable the DPI synchronization feature.

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](#).

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.

Sharing Remote Desktop Sessions

With the Session Collaboration feature, you can invite other users to join an existing remote desktop session. A remote desktop session that is shared in this way is called a collaborative session. The user that shares a session with another user is called the session owner, and the user that joins a shared session is called a session collaborator.

A Horizon administrator must enable the Session Collaboration feature.

For information about how the Session Collaboration feature behaves at your company, contact your system administrator.

Invite a User to Join a Remote Desktop Session

With the Session Collaboration feature, you can invite users to join a remote desktop session by sending 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.

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. A Horizon administrator can change the maximum number of users that you can invite.

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 to share. The Session Collaboration feature does not support PCoIP or RDP sessions.

- 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

- The Session Collaboration feature must be enabled and configured.
- 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.

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.

4 Select an invitation method.

Not all invitation methods might be available.

Option	Action
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.

Results

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 remote desktop session in the VMware Horizon Collaboration dialog box. See [Manage a Shared Remote Desktop Session](#).

Manage a Shared Remote Desktop Session

After you send a session collaboration invitation, the Session Collaboration user interface turns into a dashboard that shows the current state of the shared remote desktop session (collaborative session) and enables you to take certain actions.

A Horizon administrator can configure a remote desktop to prevent the hand off of control to a session collaborator.

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.

Option	Action
Revoke an invitation or remove a collaborator	Click Remove in the Status column.
Hand off control to a session collaborator	<p>After the session collaborator joins the session, toggle the switch in the Control column to On.</p> <p>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 Off, or by clicking the Give Back Control button.</p>
Add a collaborator	Click Add Collaborators .
End the collaborative session	<p>Click End Collaboration. All active collaborators are disconnected.</p> <p>In Windows remote desktops, you can also end the collaborative session by clicking the Stop button next to the VMware Horizon Session Collaboration icon. The Stop button is not available in Linux remote desktops.</p>

Join a Remote Desktop Session

With the Session Collaboration feature, you can click the link in a collaboration invitation to join a remote desktop session. 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 session in the remote desktop and application selector window.

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

When you join a remote desktop session with the Session Collaboration feature, you cannot use the following features in the remote desktop session.

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

You also cannot change the remote desktop resolution in the remote desktop session.

Prerequisites

To join a remote desktop session with the Session Collaboration feature, 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.

Use Multiple Sessions of a Published Application From Different Client Devices

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 published application. You cannot enable or change the multi-session mode for a published application unless a Horizon administrator allows it.

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.

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 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), Ctrl+Command (on Mac), or Ctrl+Search (on Chromebook) to simulate pressing the Windows key.

These key combinations do not work for published applications. These key combinations do work for 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 or Windows 10 operating system.

Table 4-2. Windows Key Shortcuts for Windows 10 Remote Desktops and Windows Server 2016 Remote Desktops

Keys	Action	Limitations
Win	Open or close Start.	
Win+A	Open Action center.	
Win+E	Open File Explorer.	
Win+G	Open game bar when a game is open.	
Win+H	Open the Share charm.	
Win+I	Open the Settings charm.	
Win+K	Open the Connection quick action.	
Win+M	Minimize all windows.	
Win+R	Open the Run dialog box.	
Win+S	Open Search.	
Win+X	Open the Quick Link menu.	
Win+, (comma)	Temporarily peek at the remote desktop.	
Win+Pause	Display the System Properties dialog box.	There is no Pause key on Chromebooks or Macs.
Win+Shift+M	Restore minimized windows on the remote desktop.	Does not work in Safari.
Win+Alt+Num	Open the remote desktop and open the jump list for the app pinned to the taskbar in the position indicated by the number.	Does not work on a Chromebook.
Win+Enter	Open Narrator.	

Table 4-3. Windows Key Shortcuts for Windows 8.x and Windows Server 2012 R2 Remote Desktops

Keys	Action	Limitations
Win+F1	Open Windows Help and Support.	Does not work in Safari.
Win	Show or hide the Start window.	
Win+B	Set focus on the notification area.	
Win+C	Open the Charms panel.	
Win+D	Show and hide the remote desktop.	Does not work in Safari. Press Command-D on a Mac.
Win+E	Open File Explorer.	
Win+H	Open the Share charm.	

Table 4-3. Windows Key Shortcuts for Windows 8.x and Windows Server 2012 R2 Remote Desktops (continued)

Keys	Action	Limitations
Win+I	Open the Settings charm.	
Win+K	Open the Devices charm.	
Win+M	Minimize all windows.	
Win+Q	To search everywhere or within the open app, if the app supports app search, open the Search charm.	
Win+R	Open the Run dialog box.	
Win+S	To search Windows and the Web, open the Search charm.	
Win+X	Open the Quick Link menu.	
Win+Z	Show the commands available in the app.	
Win+, (comma)	Temporarily show the remote desktop, as long as you continue pressing the keys.	Does not work on Windows 2012 R2 operating systems.
Win+Pause	Display the System Properties dialog box.	Chromebooks and Macs do not have a Pause key .
Win+Shift+M	Restore minimized windows on the remote desktop.	Does not work in Safari. Press Command-D on a Mac.
Win+Alt+Num	Open the remote desktop and open the jump list for the app pinned to the taskbar in the position indicated by the number.	Does not work on a Chromebook.
Win+Up Arrow	Maximize the window.	Does not work on a Chromebook.
Win+Down Arrow	Remove current app from the screen or minimize the remote desktop window.	Does not work on a Chromebook.
Win+Left Arrow	Maximize the app or remote desktop window to the left side of the screen.	Does not work on a Chromebook.
Win+Right Arrow	Maximize the app or remote desktop window to the right side of the screen.	Does not work on a Chromebook.
Win+Home	Minimize all but the active remote desktop window (restores all windows when you press Win+Home a second time).	Does not work in Safari browsers.
Win+Shift+Up Arrow	Stretch the remote desktop window to the top and bottom of the screen.	Does not work on a Chromebook.
Win+Shift+Down Arrow	Restore the remote desktop window vertically, while maintaining width, after pressing Win+Shift+Up to stretch the window, or minimize active remote desktop window.	Does not work on a Chromebook.
Win+Enter	Open Narrator.	

Table 4-4. Windows Key Shortcuts for Windows 7 Remote Desktops

Keys	Action	Limitations
Win	Open or close the Start menu.	
Win+Pause	Show the System Properties dialog box.	Chromebooks and Macs do not have a Pause key.

Table 4-4. Windows Key Shortcuts for Windows 7 Remote Desktops (continued)

Keys	Action	Limitations
Win+D	Show and hide the remote desktop.	Does not work in Safari. Press Command-D on a Mac.
Win+M	Minimize all windows.	
Win+E	Open the Computer folder.	
Win+R	Open the Run dialog box.	
Win+Up Arrow	Maximize the window.	Does not work on a Chromebook.
Win+Down Arrow	Minimize the window.	Does not work on a Chromebook.
Win+Left Arrow	Maximize the app or remote desktop window to the left side of the window.	Does not work on a Chromebook.
Win+Right Arrow	Maximize the app or remote desktop window to the right side of the window.	Does not work on a Chromebook.
Win+Home	Minimize all but the active remote desktop window.	Does not work in Safari.
Win+Shift+Up Arrow	Stretch the remote desktop window to the top and bottom of the screen.	Does not work on a Chromebook.
Win+G	Cycle through running remote desktop gadgets.	
Win+U	Open the Ease of Access Center.	

Adjusting the Sound in Remote Desktops and Published Applications

By default, sound playback is enabled for remote desktops and published applications. A Horizon administrator can set a policy to disable sound playback. Some 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.

Using External Devices

5

You can use keyboards, displays, microphones, and other external devices with remote desktops and published applications.

This chapter includes the following topics:

- [International Keyboards](#)
- [Setting the Screen Resolution](#)
- [Use Multiple Monitors](#)
- [Using the Real-Time Audio-Video Feature for Webcams and Microphones](#)

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 5-1. Required Input Language Settings

Language	Input Language on the Local Client System	IME Required on the Local Client System?	Browser and Input Language on the Remote Desktop	IME Required on the Remote Desktop?
English	English	No	English	No
French	French	No	French	No
German	German	No	German	No
Chinese (Simplified)	Chinese (Simplified)	English Input Mode	Chinese (Simplified)	Yes
Chinese (Traditional)	Chinese (Traditional)	English Input Mode	Chinese (Traditional)	Yes
Japanese	Japanese	English Input Mode	Japanese	Yes
Korean	Korean	English Input Mode	Korean	Yes
Spanish	Spanish	No	Spanish	No

Setting the Screen Resolution

HTML Access can resize the remote desktop to match the size of the browser window. To use this feature, a Horizon administrator must configure the remote desktop to have the correct amount of video RAM (VRAM). The default VRAM configuration is 36 MB. If you are not using 3D applications, the minimum VRAM requirement is 16 MB.

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.

Use Multiple Monitors

You can use multiple monitors 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. You must select adjacent monitors for the multiple-monitor setup. You can position the monitors side by side or stack them vertically.

Prerequisites

You must use HTML Access in Chrome version 55 or later.

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 open the sidebar, click the sidebar tab.
- 4 Click the **Open Menu** toolbar button at the top of the sidebar and 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 appears.

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

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 When you are finished adding the monitor displays that you want to use for the session, click **OK** in the **Multi monitor** window.

The **Multi monitor** window is dismissed. The **Waiting for other displays** message is cleared in the non-primary monitor display and shows 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 To use the Esc key in a remote desktop, open the sidebar tab, click the **Open Menu** toolbar button at the top of the sidebar, and select **Send ESC**.

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 pixels. The default Real-Time Audio-Video settings work well with most webcam and audio applications.

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>.
- Firefox asks for permission every time. You can change this behavior. For more information, see <https://support.mozilla.org/en-US/kb/permissions-manager-give-ability-store-passwords-set-cookies-more?redirectlocale=en-US&redirectslug=how-do-i-manage-website-permissions>.
- 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.

Troubleshooting Horizon Client

6

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 Remote Desktops 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.

Procedure

- ◆ Use the **Restart** command.

Option	Action
From the sidebar	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 .
Using a URI	To restart a desktop, use the URI <code>https://ConnectionServerFQDN?desktopId=desktop_name&action=restart</code> .

Results

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 Remote Desktops or Published Applications](#).

Reset Remote Desktops 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 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 all open applications.

Resetting published applications quits the applications without saving any unsaved data. All open published applications are closed.

You can reset a remote desktop only if a Horizon administrator has enabled the reset feature for the remote desktop.

Procedure

- ◆ Use the **Reset** command.

Option	Action
Reset published applications from the application selector window	From the desktop and application selector window, before connecting to a remote desktop or published application, to reset all running published applications, click the Settings toolbar button in the upper-right corner of the screen, and click Reset .
Reset a remote desktop from the sidebar	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 .
Reset published applications from the sidebar	To reset all running applications, click the Open Settings Window toolbar button at the top of the sidebar, and click Reset .
Reset a remote desktop using an URI	To reset a remote desktop, use the URI <code>https://ConnectionServerFQDN?desktopId=desktop_name&action=reset</code> .

Results

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.