



Frequently Asked Questions: VMware View 3.1

General

Q. What is VMware View?

A. VMware View is an integrated desktop virtualization solution that streamlines desktop and application management, reduces costs, and increases data security through centralization, resulting in greater end user flexibility and IT control. By encapsulating the OS, applications, and user data into isolated layers, IT can change, update, and deploy each element independently for greater business agility. Unlike other desktop virtualization products, VMware View is built on the industry leading virtualization platform allowing customers to extend the value of VMware Infrastructure and its enterprise class features to the desktop such as high availability, disaster recovery and business continuity. For more information see the VMware View product page here: <http://www.vmware.com/products/view/> and product FAQs page here: <http://www.vmware.com/products/view/faqs.html>

Release Details

Q. What the main enhancements in the VMware View 3.1 release?

A. The following enhancements are new in the VMware View 3.1 release:

- Client Localization
- HP Remote Graphics Software (RGS) protocol support
- Client Information
- USB Improvements
- Multi-Media Redirection (MMR) Support with Microsoft Vista
- Adobe Flash Bandwidth Reduction
- Login Optimizations
- Improved Logging
- Edit Desktop Wizard Navigation
- Automated LDAP and View Composer Database Backup
- View Linux Client Updates
- ThinApp Updates

Client Localization

Q. What additional languages are being supported in this release?

A. Release 3.1 adds Japanese and German language support for the following VMware View components:

- VMware View Client
- VMware View Client with Offline Desktop
- VMware View Client Installer
- Offline View Client Installer
- Web Access
- Online Help
- Admin guide, release notes, end-user documentation

Q. Will the administrative user interface (UI) support languages other than English in the 3.1 release?

A. No. The 3.1 release will not include localization for the administrative UIs.

HP RGS Protocol Support

Q. What is RGS?

A. RGS or Remote Graphic Software is a display protocol from HP that allows a user to access the desktop of a remote computer over a standard network.

Q. Where can I go for more information about HP RGS?

A. More information can be found at <http://www.hp.com/go/rgs>

Q. What support does VMware View 3.1 deliver for HP RGS?

A. VMware View 3.1 extends View Manager capabilities by adding the ability to broker connections using the HP RGS protocol. This new functionality enables a VMware View Client using the RGS protocol to connect to HP Blade PCs, HP Workstations and HP Blade Workstations.

Q. Does release 3.1 support RGS connections to virtual Machines hosted on an ESX Server?

A. No, the VMware View solution does not support RGS connections to Virtual Machines hosted on an ESX server.

Q. What client and server hardware is supported with the RGS solution?

A. RGS hardware support details can be found in section 2-1 of the RGS 5.2.0 users guide available here:
<http://bizsupport1.austin.hp.com/bc/docs/support/SupportManual/c01626990/c01626990.pdf>

Q. Which specific client devices environments will be supported with this solution?

A. The VMware View 3.1/HP RGS solution will only be supported with Microsoft Windows based HP thin clients in LAN environments.

Q. Does RGS come bundled with VMware View in the 3.1 release?

A. No, RGS is not bundled with VMware View and must be purchased from HP. VMware View manager 3.1 comes ready to broker RGS connections and does not require any additional RGS integration.

Q. Where can customers purchase HP thin clients, RGS protocol or related HP infrastructure?

A. Customers interested in HP thin clients and related RGS technology should contact their HP sales representative.

Q. Will there be an additional charge from VMware to enable support of the RGS protocol?

A. No, there is no additional charge to enable RGS support in VMware View Manager.

Q. What version of RGS will be supported in VMware View Manager 3.1?

A. VMware View Manager 3.1 will support RGS version 5.2.5.

Q. What benefit does RGS support add to the VMware View solution?

A. Support for RGS helps to expand the list of display protocols supported by the VMware View Manager and therefore helps to integrate the VMware View solution into a variety of customer environments.

Client Information

Q. What client information can be exposed with this feature?

A. This feature can be used to expose client device information such as such as client device IP address, client device hostname and client device MAC address which uniquely identifies the client device (e.g. thin client, PC, etc...) being used. For a full list of the supported client information please refer to table 5-2 in the VMware View Manager 3.1 Administration Guide found here: http://www.vmware.com/support/pubs/view_pubs.html.

Q. How can client information be used in a VMware View deployment?

A. This information in conjunction with 3rd party tools can be used to determine the physical location of a client device and therefore map resources or apply other location specific policy. An example use case might be in a hospital where a doctor is able to walk into a patient's room and log into a thin client device. When the doctor is ready to print a document, the MAC address of the thin client is sent to a 3rd party application and is used to determine the location of the thin client. The 3rd party application can then map the thin client to the printer closest to the patient's room

USB Improvements

Q. What improvements have been made to USB support in this release?

A. Enhancements have been made to ensure more reliable and broader device support. In addition, these enhancements help to reduce bandwidth consumption associated with deployments that utilize USB devices.

Adobe Flash Bandwidth Reduction

Q. What is Adobe Flash Bandwidth Reduction and how does it help?

A. This feature enables an option for reducing the bandwidth required to deliver Adobe Flash content delivered through a VMware View solution, which in turn helps to improve the user experience for those users accessing mixed content web pages (those with both flash and non-flash content) over a low bandwidth connection.

Q. What are the requirements for the Adobe Flash Bandwidth Reduction feature?

A. Adobe Flash Bandwidth Reduction is available for Internet Explorer and RDP sessions on Microsoft Windows only and for Adobe Flash versions 9 and 10 only.

Q. Is Adobe Flash Bandwidth Reduction supported in full screen mode?

A. No, this feature is not supported with Adobe Flash objects running in full screen mode.

Multi-Media Redirection (MMR) Support with Microsoft Vista

Q. What are the benefits of MMR support with Microsoft Vista?

A. MMR allows for the redirection of multimedia streams to the client machine where they can be rendered resulting in improved performance and a better user experience. This functionality is being extended to Vista platforms in the 3.1 release.

Login Optimizations

Q. What login optimizations have been made in the 3.1 release?

A. Optimizations include improved performance and increased scalability with regard to user logon activities. This translates to faster log on times for users and lower CPU utilization on back end servers.

Q. What type of environment can benefit from this enhancement?

A. Any VMware View environment with potential for a large number of simultaneous user logins can benefit from these optimizations.

Improved Logging

Q. What improvements have been made to the VMware View logging capabilities?

- A. The following improvements have been made to the VMware View Logging:
- Debug logs are enabled by default
 - More informational log messages have been added with minimal performance impact

Edit Desktop Wizard Navigation

Q. What benefits does the Desktop Wizard provide in the 3.1 release?

A. With the 3.1 release, administrators can quickly modify existing desktop pools using easy navigation in the user-interface using the Desktop Wizard. This helps to simplify the process of modifying desktop pools in a VMware View environment.

Automated LDAP and View Composer Database Backup

Q. How does this release aid in the backup of LDAP and VMware View Composer databases?

A. This release provides the ability to automate the backup of databases through the VMware View Administrator user-interface simplifying this process for disaster recovery requirements.

View Linux Client Updates

Q: What is new in the VMware View Client for Linux in 3.1?

A: The VMware View Client for Linux is at feature parity with the View Client for Windows in this release including features such as MMR and USB redirection

Q: Can end-users get the VMware View Client for Linux?

A: No, The View Linux Client remains a partner only solution and customers may only purchase it along with a certified Linux based thin client.

ThinApp Updates

Q. What recent updates have been made to ThinApp.

A. The ThinApp 4.0.2 release adds performance enhancements, improved application compatibility and a number of bug fixes. For a complete list of update in this release please refer to the release notes found here:
www.vmware.com/support/thinapp4/doc/releasenotes_thinapp402.html

Release Support and Compatibility

Q. What version of VMware Infrastructure and Virtual Center is required for VMware View 3.1?

A. For release compatibility please refer to the System Requirements section of the View Manger Administration Guide which is available here:
http://www.vmware.com/support/pubs/view_pubs.html.

Q. Is the VMware View 3.1 release supported with vSphere 4?

A. No. The VMware View 3.1 release is not supported with vSphere 4.

Q. Is VMware View 3.1 supported with the ThinApp 4.0.2 release?

A. Yes, VMware View 3.1 is support with the ThinApp 4.0.2 release.

Q. Where can I find more details on VMware View compatibility with other software and operating systems?

A. Details on the products and versions supported with VMware View can be found in the System Requirements section of the View Manager Administration Guide which is available here: http://www.vmware.com/support/pubs/view_pubs.html.

Q. Does the 3.1 release support PC-over-IP (PCoIP)

A. No, this release does not provide support for the PCoIP protocol.

Q. Will thin clients certified with VMware View release 3.0 be compatible with View 3.1?

A. Yes, thin client devices certified with VMware View 3.0 will work with the 3.1 release.

Q. Will thin clients certified with a previous version of Virtual Device Manager (VDM) work with the 3.1 release?

A. Not in all cases. For details on hardware compatibility with VMware View please refer to the Hardware Compatibility List (HCL) here: <http://www.vmware.com/resources/techresources/1053>

Product Upgrades

Q. How can I upgrade from VMware View 3.0 to the 3.1 release?

A. Upgrade instructions are included in the product release notes found here: http://www.vmware.com/support/pubs/view_pubs.html.

Q. I have already purchased VMware View 3.0 do I need to purchase release 3.1 in order to upgrade?

A. This release is available as a free upgrade to all customers with an active Service and Support subscription for VMware View 3.0.

Q. Will my existing VMware View 3.0 license work with the 3.1 release?

A. Yes, your existing VMware View 3.0 license will work with the 3.1 release.

Q. I am a VDM or VDI customer. What are my options for upgrading to View 3.1?

A. VDM and VDI customers interested in upgrading to release 3.1 should refer to the upgrade FAQs for options: <http://www.vmware.com/products/view/faqs.html#c133896>

Q. Where can I download a copy of VMware View 3.1?

A. Release 3.1 can be downloaded from the following page: <http://www.vmware.com/download/view/>