

# Horizon Air Hybrid-mode Frequently Asked Questions - Technical

## Q. What is Horizon Air Hybrid-mode?

- A. VMware Horizon® Air™ Hybrid-mode represents a new approach to building, delivering and managing virtual workspaces. Horizon Air Hybrid-mode enables the unified management and orchestration of on-premises virtual workspace services (desktops and applications) through a single cloud control plane. Horizon Air Hybrid-mode joins the growing family of [Horizon Air cloud](#) services from VMware, and combines the economic benefits of the cloud with the simplicity of hyper-converged infrastructure to transform the delivery of virtual desktops and apps.

## Q. What are the benefits of Horizon Air Hybrid-mode?

- A. Horizon Air Hybrid-mode is redefining how virtual desktops and applications can be delivered and managed with several benefits:
- Simplified cloud management – Desktops, applications, user profiles and data are enabled via a single and central cloud-based management pane, making daily IT tasks faster and simpler
  - Transformational User Experience – With Blast Extreme and PCoIP, end users can enjoy a great desktop experience across any network, location or device. Broad support for devices, operating systems and HTML 5 browsers ensures that end-users can be productive anytime, anywhere.
  - Modern Application Delivery Architecture - Transform application management from a slow, cumbersome process into a highly scalable, nimble mechanism that provides faster application delivery and application management while reducing IT costs. This modern application delivery architecture reduces storage and operational costs with one-to-many provisioning, painless packaging, and stable installation.

Just In Time Desktops — Instant Clone Technology, [VMware App Volumes™](#) and [VMware User Environment Manager](#) allow customers to create and destroy desktop workspaces in seconds as soon as an end user logs on. With Horizon Air Hybrid-mode, customers can enjoy all of the benefits of a truly stateless desktop. This allows them to drive down costs with pooled infrastructure, destroy images at log out for better security and provide a fully customized workspace to end users every single time to maximize productivity.

- Hybrid Cloud Flexibility – Combining the best of on-premises and cloud, Horizon Air Hybrid-mode pairs on-premises infrastructure with a cloud managed service. With on-premises infrastructure, customers can enjoy better data governance and uncompromised performance that is not

impeded by cloud connectivity. Cloud management simplifies patches, updates and ensures that organizations can cost-effectively provision services to end users across the entire organization in record time.

## Q. How does Horizon Air Hybrid-mode differ from Horizon 7 and Horizon Air and when is it applicable to deploy?

- A. Horizon 7 allows customers to deliver virtual desktops and applications on-premises with their choice of infrastructure. Horizon Air Cloud-Hosted moves desktops and infrastructure into the cloud and ensures that organizations can deliver desktops and application as a service. Horizon Air Hybrid-mode is a hybrid deployment which pairs on premises virtual desktops and qualified hardware with a cloud managed service. Horizon Air Hybrid-mode allows customers to easily make the journey to the cloud. It is ideal for customers that want to take advantage of the simplicity and convenience provided by cloud management with the performance and security benefits provided from on premises infrastructure.

## Q. What is deployed on-premises and what is deployed in the cloud? Who is responsible for each component?

- A. The control plane is hosted in the cloud (Horizon Cloud Manager) and VMware is responsible for hosting, maintaining and keeping it up-to-date. Qualified hardware is installed on-premises (Horizon Air Node) and this will be installed and maintained by the customer. The Horizon Air Hybrid-mode service comes with a lightweight bootstrap OVA that when deployed on the customer's qualified hardware, will initiate a connection with the cloud control plane in order to automatically download and deploy the necessary software for the service.

## Q. Does VMware also sell the hardware as part of the Horizon Air Hybrid-mode service?

- A. No. Supported hardware appliances will be available from qualified VMware partners for purchase separately.

## Q. What kinds of on-premises hardware appliances are supported?

- A. VMware-based converged and hyper converged infrastructure appliances that are purpose built for virtual workloads are supported with Horizon Air Hybrid-mode today. Virtual SAN Ready Nodes, such as Dell R730xd are supported today. Validated appliances from qualified partners will be continually added to the expanding support matrix.

**Q. What is the minimum number of servers required in a Virtual SAN Ready Node configuration in order to support Horizon Air Hybrid-Mode?**

A. A minimum of 4 servers is required to support Horizon Air Hybrid-mode.

**Q. Does Horizon Air Hybrid-mode service only work with hyper converged appliances?**

A. No, Horizon Air Hybrid-mode is designed to work on a wide range of VMware-based hardware appliances that support vSphere and shared storage, such as Virtual SAN. Horizon Air Hybrid-mode on hyper converged appliances offers the optimal experience as it enables an integrated experience for seamless onboarding and ease of infrastructure management.

**Q. Will the virtual desktop sessions be accessible if the cloud control plane is unreachable in the event of an Internet connectivity failure?**

A. Yes, virtual desktop sessions will remain accessible as usual in case Internet connectivity is lost. Creation of new configurations or assignments will not be possible until connectivity with the cloud control plane is restored.

**Q. What are the bandwidth requirements for Horizon Air Node to communicate with the Horizon Cloud Manager?**

A. The minimum bandwidth required is 1.5Mbps. The load on the network is not expected to be very high since the actual virtual machine sessions are running on-premises.

**Q. What ports need to be enabled in order to use Horizon Air Hybrid-mode?**

A. Horizon Air Hybrid-mode only requires outbound access to the Internet on TCP port 443. The solution supports connectivity through an authenticating proxy if needed (Basic Authentication).

**Q. Is Horizon 7 required in order for Horizon Air Hybrid-mode to work?**

A. No. Horizon Air Hybrid-mode is a separate and parallel service offering.

**Q. Are RDSH Desktops and Applications supported?**

A. No, RDSH desktops and applications are not supported in the initial release.

**Q. How many virtual desktops can Horizon Air Hybrid-mode support?**

A. A typical 4-server Virtual SAN Ready Node cluster can support around 500 standard virtual desktops and 250 advanced virtual desktops. The software can serve up to 1000 virtual desktops with the appropriate hardware resources.

**Q. How many Horizon Air Nodes can be connected together?**

A. The on-premises hardware component of the Horizon Air Hybrid-mode service is called Horizon Air Node. The minimum configuration of a Horizon Air Node is a 4-server cluster of vSAN Ready Node. One Horizon Air Node is supported per account in the initial release.

**Q. Are App Volumes and User Environment Manager included with Horizon Air Hybrid-mode?**

A. Yes. App Volumes and User Environment Manager (UEM) are embedded into Horizon Air Hybrid-mode such that they are delivered, installed and maintained as a single unit of software. In addition, they are managed via a single management console. App Volumes and UEM provide persistent-like desktops by instantly attaching applications, user data and user customizations to desktops. Use of App Volumes and UEM are optional but recommended if persistent desktop experience is desired.

**Q. What is Horizon Cloud Manager, used for?**

A. The integrated cloud manager brings together the management of desktops, App Volumes and User Environment Manager into one console. Organizations can simply and securely configure desktop models, applications and user profiles and assign them to users via the Horizon Cloud Manager.

**Q. Can Horizon Air and Horizon Air Hybrid-mode deployments, be managed via Horizon Cloud Manager at the same time?**

A. Horizon Air and Horizon Air Hybrid-mode are both managed via the same underlying management software, but these are currently separate and independent instances.

**Q. Is a VPN connection required from the on-premises Horizon Air Node to the cloud control plane?**

A. No this is not required.

**Q. Is the connection between the on-premises Horizon Air Node and the cloud control plane secure?**

A. Yes, a secure TLS channel is established between the on-premises and cloud components. The connection is initiated from the Horizon Air Node from within the customer premises.

**Q. Does VMware have access to the Horizon Air Node at the customer premises?**

A. Yes. In the event of issues that require diagnosis and troubleshooting, the VMware Horizon Air operations team will have the ability to SSH into the deployed appliances that are running the Horizon Air Hybrid-mode software components in order to review and gather logs or perform remote emergency administration.

## Q. What will VMware be able to access at the customer premises?

- A. In the event of troubleshooting or diagnosing an issue, VMware will be able to:
- Obtain log files and crash reports from the Horizon Air Node, which will show user names, times when users have accessed the system, and other environment information including IP addresses and hostnames
  - Obtain other files, such as configuration files, from the deployed infrastructure VMs within the Horizon Air Node
  - Have real-time access to the current operational health status of the Horizon Air Node
  - Remote access into the vCenter console in a joint conference session with the customer

In addition, VMware will be able to optionally collect product usage as well as behavior and other metrics anonymously on regular basis in order to improve VMware products and services, fix problems, and provide recommendations for best practices. An option is provided in the product to disable this by customers if desired.

## Q. What customer data is collected and stored by VMware?

- A. VMware will be storing information that includes customer contact information (name, email), Horizon Air Node data such as location and audit information that covers life cycle events such as pairing with the cloud control plane, requests to download software etc.

## Q. Can the existing Horizon Client be used to access Horizon Air Hybrid-mode desktops? What methods can be used by end-user to access?

- A. Yes, the existing Horizon Client can be used.

## Q. Can desktops be accessed from external networks?

- A. Yes. With the installation of a VMware Access Point appliance, desktop sessions can be accessed from an external network.

## Q. What display protocol does Horizon Air Hybrid-mode support?

- A. Horizon Air Hybrid-mode supports Blast Extreme and PCoIP. With Blast Extreme and PCoIP, end users can enjoy a great desktop experience across any network, location or device. Broad support for devices, operating systems and HTML 5 browsers ensures that end-users can be productive anytime, anywhere.

## Q. What is included in the Horizon Air Hybrid-mode service?

- A. The Horizon Air Hybrid-mode subscription service includes the rights to use the cloud management portal and all necessary software to deploy and manage virtual desktops and applications. The Horizon Air Hybrid-mode service comes in 2 flavors – with and without virtualization software. The following items are included in each:

### Horizon Air Hybrid-mode – Bring Your Own Virtualization

- Horizon Air Link
- Horizon Air Agent
- Horizon Agent
- Unified App Volumes & User Environment Manager Agent
- Unified Environment Manager Console
- App Capture
- Access Point
- Horizon Client

### Horizon Air Hybrid-mode – With Virtualization

- Horizon Air Link
- Horizon Air Agent
- Horizon Agent
- Unified App Volumes & User Environment Manager Agent
- Unified Environment Manager Console
- App Capture
- Access Point
- Horizon Client
- vSphere Enterprise Plus for desktop stand alone license
- Virtual SAN Advanced
- vCenter Server Standard for Horizon
- Thinapp 5 Client
- Thinapp 5 Virtualization packager

