

# VMware vRealize Operations for Horizon and Published Apps

## General Topics

### Q. What is new in version 6.3?

- A. VMware vRealize® Operations for Horizon® and VMware vRealize Operations for Published Apps™ have many new enhancements with this new release:
- Monitor Horizon Blast Extreme protocol metrics for transmit bandwidth, throughput, encoded frame rate, and round-trip latency.
  - New Helpdesk dashboard designed for help desk administrators to quickly and easily troubleshoot user calling for support desk for assistance.
  - Supports Horizon 7.x, 6.x, and Citrix XenDesktop and XenApp 7.6 to 7.8 environments.
  - 3x faster in metric collection time compared with previous releases, along with additional stability and performance improvements.

### Q. What is vRealize Operations for Horizon?

- A. VMware vRealize Operations for Horizon provides end-to-end visibility into the health, performance, and efficiency of virtual desktop and application environments from the data center and infrastructure through to devices. It enables desktop administrators to proactively optimize end-user experience, avert incidents, and eliminate bottlenecks. Designed for VMware Horizon and Citrix XenDesktop and XenApp, vRealize Operations for Horizon improves IT supportability and lowers the cost of owning and operating virtual desktop and application environments.

### Q. What is vRealize Operations for Published Applications?

- A. While vRealize Operations for Horizon supports both Horizon and Citrix XenDesktop and XenApp, VMware vRealize Operations for Published Applications supports only Citrix XenDesktop and XenApp, and it is only available as part of the VMware App Volumes™ Enterprise edition. vRealize Operations for Published Applications offers Citrix XenDesktop and XenApp customers a single dashboard and comprehensive top-down monitoring and reporting capabilities across their end-user computing sessions, ICA protocol, and VMware vSphere® and VMware ESX® infrastructure. See the chart below for differences between vRealize Operations for Horizon and vRealize Operations for Published Applications.

### Q. What are some key feature similarities included with vRealize Operations for Horizon and Published Applications?

- A. Features in common with both products include:
- Patented self-learning analytics that adapt to your environment, continuously analyzing thousands of metrics for server, storage, networking, and end-user performance.
  - In-guest metrics for application performance to ensure end users have the best possible user experience.
  - Comprehensive dashboards that simplify monitoring of health and performance, identify bottlenecks, and improve the infrastructure efficiency of your Horizon and XenDesktop and XenApp environments.
  - Dynamic thresholds and “smart alerts” that notify administrators earlier in the process and provide more specific information about impending performance issues.
  - Automated root-cause analysis, session look-up, and event correlation for faster troubleshooting of end-user problems.
  - Customizable dashboard and super metrics to support different needs of customers and deployments.
  - Integrated approach to performance, capacity, and configuration management that supports holistic management of virtual desktop and application operations.
  - Out-of-the box reporting on usage and license metrics and preconfigured commands for quick remediation.
  - VMware vRealize Operations Manager™ is also available as a virtual appliance for faster time to value.

### Q. What versions of Horizon are supported?

- A. Horizon 7.0.1 is recommended. Horizon 6.2 to 7.0 are also supported.

### Q. What versions of Citrix XenDesktop and XenApp are supported?

- A. vRealize Operations for Horizon or Published Apps, versions 6.2 and 6.3, support XenDesktop and XenApp 7.6 to 7.8. vRealize Operations for Horizon or Published Apps version 6.1 is required to monitor XenApp 6.5. This is due to the differences between the Citrix IMA and FMA architectures.

**Q. What are the Manager, Adapter, and Agents and what keys are required?**

A. vRealize Operations Manager is the analytical engine and it requires its own key. The Manager software is identical for both vRealize Operations for Horizon and vRealize Operations for Published Applications. The vRealize Operations for Horizon Adapter is essentially a management pack that plugs into the Manager to allow a Horizon environment to be monitored. Similarly, the vRealize Operations for Published Applications Adapter is a management pack that plugs in to the Manager to allow a Citrix environment to be monitored. There is a separate key required for the adapter, and when it is purchased within the Horizon Enterprise Edition, the Horizon View “suite” key will unlock both Adapters. There are two Agents—one for the broker and one for desktop to help collect in-guest metrics and send them back to the broker. The agents for vRealize Operations for Horizon are different than the agents for vRealize for Published Applications, and none of the agents require a key. Refer to the installation guide for details on which versions should be used.

**Q. What vRealize Operations Manager version is required for vRealize Operations for Horizon and vRealize Operations for Published Applications?**

A. vRealize Operations Manager 6.2.1 is recommended (also available in virtual appliance), and vRealize Operations Manager 6.1 and 6.2 are also supported.

**Q. Is vRealize Operations for Horizon the same as vCenter Operations Manager for View?**

A. VMware vCenter Operations Manager for View™ was renamed vRealize Operations for Horizon. Customers who purchased vCenter Operations Manager for View as a standalone product, or as part of the Horizon Enterprise Edition, and who have active Support and Subscription, are entitled to vRealize Operations for Horizon. We recommend customers upgrade at their earliest convenience to benefit from new features available in the latest version.

**Q. What happens if I am using an earlier version of Horizon (e.g., Horizon View version 4 or 5)?**

A. vRealize Operations for Horizon is compatible with earlier versions of VMware Horizon View, although certain features will not be activated.

PRODUCT	VERSION	SUPPORTED ENVIRONMENTS TO MONITOR				PACKAGING AVAILABILITY	SKUS	LICENSE TYPE
		HORIZON	XENAPP 6.5	XENDESKTOP/ XENAPP 7.6, 7.7, 7.8	VDI INFRA- STRUCTURE (VSPHERE, VIRTUAL SAN)			
vRealize Operations for Horizon	6.1	•	•		•	As part of the Horizon Enterprise Edition	HZ7-ENC-10-C HZ7-ENC-100-C	Concurrent
		•	•		•		Standalone product	VR6-VU10-C VR6-VU100-C
	6.2 or 6.3	•		•	•	As part of the Horizon Enterprise Edition	HZ7-ENC-10-C HZ7-ENC-100-C	Concurrent
		•		•	•		Standalone product	VR6-VU10-C VR6-VU100-C
vRealize Operations for Published Applications	6.1		•		•	As part of App Volumes Enterprise Edition	AV-ENTC-10-C AV-ENTC-100-C	Concurrent
					•		AV-ENTN-10-C AV-ENTN-100-C	Named
	6.2 or 6.3			•	•		AV-ENTC-10-C AV-ENTC-100-C	Concurrent
					•		AV-ENTN-10-C AV-ENTN-100-C	Named

## Purchasing and Licensing Topics

### Q. How are vRealize Operations for Horizon and vRealize Operations for Published Applications licensed and sold?

- A. vRealize Operations for Horizon is available as a component of Horizon Enterprise Edition and as a standalone offering. vRealize Operations for Published Applications is available with VMware App Volumes Enterprise edition. vRealize Operations for Published Applications is not available as a standalone product.

### Q. What is App Volumes Enterprise edition?

- A. vRealize Operations for Published Applications is available as a component in the VMware App Volumes Enterprise™ Bundle, which also includes other products to optimize Citrix XenDesktop and XenApp environments, including VMware App Volumes for just-in time app delivery, VMware User Environment Manager™ for personalization and policy control, and VMware ThinApp® for app packaging.

### Q. How are vRealize Operations for Horizon and vRealize Operations for Published Apps licensed?

- A. As a standalone product, vRealize Operations for Horizon is available in a concurrent user licensing model. A concurrent connection is defined as an active and powered-on virtual desktop session. vRealize Operations for Horizon is also purchased as part of the Horizon Enterprise Edition, which is available in two license models:

- **Named user (NU)** – For virtual environments with staff that require dedicated access to a virtual machine throughout the day.
- **Concurrent connection (CCU)** – For virtual environments with a high number of users who share machines throughout the day, such as students and shift workers. A concurrent connection is defined as a powered-on VM and connected virtual desktop session

In both NU and CCU licensing, the components of the bundle cannot be split between users. Although the Horizon bundles have individual components, they should be thought of as a single product. In this manner—even if an end user in a concurrent connection scenario is only connected to View—the other associated components of the bundle (e.g., Workspace and VMware Mirage™) are also considered to be attached to that user and not available to be entitled to other users. vRealize Operations for Published Applications is available in the App Volumes Enterprise edition, also on a named user or concurrent connection basis. The licensing model outlined above applies.

### Q. How is licensing tracked for vRealize Operations for Horizon and vRealize Operations for Published Apps?

- A. vRealize Operations for Horizon and vRealize Operations for Published Applications licensing are tracked based on the total number of active and powered on connections over a 24-hour period for any given day.

### Q. Do I need additional licenses with vRealize Operations for Horizon if I am using this for an end user that is accessing both XenApp and Horizon?

- A. No. If you purchased 100 CCU of vRealize Operations for Horizon, you will be able to monitor and report on 100 users that are connecting through both vRealize Operations for Horizon and vRealize Operations for Published Applications. However, you cannot consume more than 100 licenses at any given time in this case.

### Q. Which Horizon edition includes vRealize Operations for Horizon?

- A. The Horizon Enterprise Edition contains vRealize Operations for Horizon.

### Q. Is the standalone version of vRealize Operations for Horizon different than the version included in the Horizon Enterprise Edition?

- A. No, they are exactly the same.

### Q. Can I run vRealize Operations for Horizon with Horizon Standard Edition or Horizon Advanced Edition?

- A. Yes, but in the case of deployment with Horizon Standard Edition, certain features would not be activated, such as in-app metrics.

### Q. Can I run vRealize Operations for Horizon in a Citrix environment?

- A. Yes, as of June 2015, a vRealize Operations for Horizon license also entitles vRealize Operations for Horizon customers to monitor a Citrix XenDesktop and XenApp environment.

### Q. How many desktops will one deployment monitor?

- A. vRealize Operations for Horizon is licensed per concurrent connection and will monitor up to 18,000 desktop sessions per deployment, when deployed with multiple adapters (maximum 10,000 per adapter).

### Q. Can I run vRealize Operations for Horizon on vSphere Desktop?

- A. Yes, vRealize Operations for Horizon is exclusive to desktop monitoring and automation, and covered under the vSphere Desktop EULA.

**Q. Can I monitor vSphere using vRealize Operations for Horizon or Published Applications?**

- A. vRealize Operations for Horizon and vRealize Operations for Published Applications can be used to monitor vSphere that is hosting your Horizon and/or XenApp and XenDesktop servers.

**Q. If I have vRealize Operations for Horizon, is there an upgrade path to Horizon Enterprise Edition?**

- A. There is no upgrade path. However, upgrade paths are available for customers with Horizon Standard or Advanced Editions to Horizon Enterprise Edition.

**Q. What kind of technical support is available for vRealize Operations for Horizon?**

- A. VMware requires Basic (12x5) and Production (24x7) support for all components included in the Horizon Editions, including VMware vSphere, VMware vCenter™, and VMware View® Manager™. In addition, customers can purchase Business-Critical Support to complement Production Support. VMware Business-Critical Support offers access to a dedicated account team who will build and maintain a profile of your Horizon installation and provide regular account reviews. The VMware Professional Services organization is also available for Horizon consultations or to deploy Horizon in your organization. For more information, visit <http://www.vmware.com/support/horizon>.

**Q. Do I need to buy a VMware support contract for vRealize Operations for Horizon?**

- A. To ensure that you realize the benefits of Horizon quickly, a minimum of one year of Basic VMware SnS is required with the purchase of any Horizon edition. You can upgrade to Production Support and then elect to add Business-Critical Support. Multiyear discounted offerings for all VMware support levels are also available.

**Q. Where can I get more information on Desktop End of Availability (EOA) and Lifecycle Management?**

- A. For more information around VMware Enterprise Desktop EOA and support policies, visit <https://www.vmware.com/support/policies/enterprise-desktop/faqs.html>.

