

Using VMware Horizon Client for Windows Store

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Horizon Client

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VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

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Using VMware Horizon Client for Windows Store

This guide, *Using VMware Horizon Client for Windows Store*, provides information about installing and using VMware Horizon™ Client software on a Windows 8.1, Windows RT 8.1, or Windows 8.1 Pro device to connect to a remote desktop in the data center.

The information in this document includes system requirements and instructions for installing and using Horizon Client for Windows Store.

This information is intended for administrators who must set up a View deployment that includes Windows RT 8.1 client devices. The information is written for experienced system administrators who are familiar with virtual machine technology and datacenter operations.

Setup and Installation

Setting up a View deployment for Windows Store clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and Windows 8.1 device clients, and installing the VMware Horizon Client app.

System Requirements

You can install Horizon Client on many Windows 8.1, Windows RT 8.1, and Windows 8.1 Pro devices.

The device on which you install Horizon Client, and the peripherals it uses, must meet certain system requirements.

Operating systems

Windows RT 8.1, Windows 8.1, or Windows 8.1 Pro

IMPORTANT Although you can install Horizon Client for Windows Store on devices with Windows 8.1 and Windows 8.1 Pro operating systems, VMware recommends that you install Horizon Client for Windows (rather than Windows Store) on these devices. Horizon Client for Windows is also touch-enabled and offers additional features such as USB redirection and smart card redirection. Horizon Client for Windows Store is recommended for Windows RT 8.1 devices.

External keyboards

(Optional) For information about the Bluetooth and physically connected keyboards that your specific device supports, see the documentation from the device manufacturer.

View Connection Server, Security Server, and View Agent

Latest maintenance release of View 5.3.x and later releases

VMware recommends that you use a security server so that your device will not require a VPN connection.

Remote applications are available only on Horizon 6.0.x with View servers.

Display protocol for remote desktops

PCoIP

Preparing View Connection Server for Horizon Client

Administrators must perform specific tasks to enable end users to connect to remote desktops and applications.

Before end users can connect to View Connection Server or a security server and access a remote desktop or application, you must configure certain pool settings and security settings:

- If you are using a security server, as VMware recommends, verify that you are using the latest maintenance releases of View Connection Server 5.3.x and View Security Server 5.3.x or later releases. See the *View Installation* document.
- If you plan to use a secure tunnel connection for client devices and if the secure connection is configured with a DNS host name for View Connection Server or a security server, verify that the client device can resolve this DNS name.

To enable or disable the secure tunnel, in View Administrator, go to the Edit View Connection Server Settings dialog box and use the check box called **Use secure tunnel connection to desktop**.

- Verify that the server certificate is fully verifiable:
 - Verify that the View Connection Server instance or security server has a security certificate that the client can fully verify by using the host name that you enter in Horizon Client.
 - If you plan to use a secure tunnel connection, verify that the tunnel server (View Connection Server instance or security server) has a security certificate that the client can verify. The server name you enter in Horizon Client must match the host name in the **External URL** setting shown in the Edit View Connection Server Settings dialog box, in View Administrator.
- Verify that a desktop or application pool has been created and that the user account that you plan to use is entitled to access the pool. For View Connection Server 5.3.x, see the topics about creating desktop pools in the *View Administration* document. For View Connection Server 6.0 and later, see the topics about creating desktop and application pools in the *Setting Up Desktop and Application Pools in View* document.
- To use two-factor authentication with Horizon Client, such as RSA SecurID or RADIUS authentication, you must enable this feature on View Connection Server. For more information, see the topics about two-factor authentication in the *View Administration* document.
- Verify that the desktop or application pool is set to use the PCoIP display protocol. For View Connection Server 5.3.x, see the *View Administration* document. For View Connection Server 6.0 and later, see the *Setting Up Desktop and Application Pools in View* document.

Supported Desktop Operating Systems

Administrators create virtual machines with a guest operating system and install View Agent in the guest operating system. End users can log in to these virtual machines from a client device.

For a list of the supported Windows guest operating systems, see the "Supported Operating Systems for View Agent" topic in the View 5.x or 6.x installation documentation.

Install or Upgrade Horizon Client for Windows Store

Horizon Client for Windows Store is a Windows Store app, and you install it just as you do other Windows Store apps. You can install Horizon Client for Windows Store on tablets, desktop computers, or laptops that run Windows 8.1 or Windows RT 8.1, or Windows 8.1 Pro.

Prerequisites

- Verify that your client device uses the recommended operating system, which is Windows RT 8.1. Although you can install VMware Horizon Client for Windows Store on a Windows 8.1 or Windows 8.1 Pro device, VMware recommends that for these x86- and x64-based systems, you install VMware Horizon Client for Windows (rather than Windows Store).
- If you have not already set up the device, do so. See the manufacturer's user's guide for your device.
- Verify that you have the URL for a download page that contains the VMware Horizon Client installer. This URL might be for the Download VMware Horizon Clients page at <http://www.vmware.com/go/viewclients>, or it might be for the Windows Store.

Procedure

- 1 On your device, browse or search the Windows Store for the VMware Horizon app.
- 2 Download and install the app.

Help Topics Available in Horizon Client

To access the help system from within Horizon Client, swipe in from the right to display the **Settings** panel, and tap **Help**.

The help system uses features of your Web browser, as well as some additional capabilities, to help you access product information. You can search the help using queries that contain quotation marks, wildcards, and Boolean operators.

Horizon Client Data Collected by VMware

If your company participates in the customer experience improvement program, VMware collects data from certain Horizon Client fields. Fields containing sensitive information are made anonymous.

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

Although the information is encrypted while in transit to View Connection Server, the information on the client system is logged unencrypted in a user-specific directory. The logs do not contain any personally identifiable information.

The administrator who installs View Connection Server can select whether to participate in the VMware customer experience improvement program while running the View Connection Server installation wizard, or an administrator can set an option in View Administrator after the installation.

Table 1. Data Collected from Horizon Clients for the Customer Experience Improvement Program

Description	Is This Field Made Anonymous ?	Example Value
Company that produced the Horizon Client application	No	VMware
Product name	No	VMware Horizon Client
Client product version	No	(The format is <i>x.x.x-yyyyyy</i> , where <i>x.x.x</i> is the client version number and <i>yyyyyy</i> is the build number.)
Client binary architecture	No	Examples include the following: <ul style="list-style-type: none"> ■ i386 ■ x86_64 ■ arm
Client build name	No	Examples include the following: <ul style="list-style-type: none"> ■ VMware-Horizon-Client-Win32-Windows ■ VMware-Horizon-Client-Linux ■ VMware-Horizon-Client-iOS ■ VMware-Horizon-Client-Mac ■ VMware-Horizon-Client-Android ■ VMware-Horizon-Client-WinStore
Host operating system	No	Examples include the following: <ul style="list-style-type: none"> ■ Windows 8.1 ■ Windows 7, 64-bit Service Pack 1 (Build 7601) ■ iPhone OS 5.1.1 (9B206) ■ Ubuntu 12.04.4 LTS ■ Mac OS X 10.8.5 (12F45)
Host operating system kernel	No	Examples include the following: <ul style="list-style-type: none"> ■ Windows 6.1.7601 SP1 ■ Darwin Kernel Version 11.0.0: Sun Apr 8 21:52:26 PDT 2012; root:xnu-1878.11.10-1/RELEASE_ARM_S5L8945X ■ Darwin 11.4.2 ■ Linux 2.6.32-44-generic #98-Ubuntu SMP Mon Sep 24 17:27:10 UTC 2012 ■ unknown (for Windows Store)
Host operating system architecture	No	Examples include the following: <ul style="list-style-type: none"> ■ x86_64 ■ i386 ■ armv71 ■ ARM
Host system model	No	Examples include the following: <ul style="list-style-type: none"> ■ Dell Inc. OptiPlex 960 ■ iPad3,3 ■ MacBookPro8,2 ■ Dell Inc. Precision WorkStation T3400 (A04 03/21/2008)
Host system CPU	No	Examples include the following: <ul style="list-style-type: none"> ■ Intel(R) Core(TM)2 Duo CPU E8400 @ 3.00GH ■ Intel(R) Core(TM)2 Quad CPU Q6600 @ 2.40GH ■ unknown (for iPad)
Number of cores in the host system's processor	No	For example: 4

Table 1. Data Collected from Horizon Clients for the Customer Experience Improvement Program (Continued)

Description	Is This Field Made Anonymous ?	Example Value
MB of memory on the host system	No	Examples include the following: <ul style="list-style-type: none"> ■ 4096 ■ unknown (for Windows Store)
Number of USB devices connected	No	2 (USB device redirection is supported only for Linux, Windows, and Mac OS X clients.)
Maximum concurrent USB device connections	No	2
USB device vendor ID	No	Examples include the following: <ul style="list-style-type: none"> ■ Kingston ■ NEC ■ Nokia ■ Wacom
USB device product ID	No	Examples include the following: <ul style="list-style-type: none"> ■ DataTraveler ■ Gamepad ■ Storage Drive ■ Wireless Mouse
USB device family	No	Examples include the following: <ul style="list-style-type: none"> ■ Security ■ Human Interface Device ■ Imaging
USB device usage count	No	(Number of times the device was shared)

Using URIs to Configure Horizon Client

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

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

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

To construct a URI, you use the `vmware-view` URI scheme with Horizon Client specific path and query parts.

NOTE You can use URIs to launch Horizon Client only if the client software is already installed on end users' client computers.

Syntax for Creating vmware-view URIs

Syntax includes the `vmware-view` URI scheme, a path part to specify the desktop or application, and, optionally, a query to specify desktop or application actions or configuration options.

URI Specification

Use the following syntax to create URIs for launching Horizon Client:

```
vmware-view://[authority-part][/path-part][?query-part]
```

The only required element is the URI scheme, `vmware-view`. For some versions of some client operating systems, the scheme name is case-sensitive. Therefore, use `vmware-view`.

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

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

<i>authority-part</i>	<p>Specifies the server address and, optionally, a user name, a non-default port number, or both. Note that underscores (_) are not supported in server names. Server names must conform to DNS syntax.</p> <p>To specify a user name, use the following syntax:</p> <pre>user1@server-address</pre> <p>Note that you cannot specify a UPN address, which includes the domain. To specify the domain, you can use the <code>domainName</code> query part in the URI.</p> <p>To specify a port number, use the following syntax:</p> <pre>server-address:port-number</pre>
<i>path-part</i>	<p>Specifies the desktop or application. Use the desktop display name or application display name. This name is the one specified in View Administrator when the desktop or application pool was created. If the display name has a space in it, use the <code>%20</code> encoding mechanism to represent the space.</p>
<i>query-part</i>	<p>Specifies the configuration options to use or the desktop or application actions to perform. Queries are not case-sensitive. To use multiple queries, use an ampersand (&) between the queries. If queries conflict with each other, the last query in the list is used. Use the following syntax:</p> <pre>query1=value1[&query2=value2...]</pre>

Supported Queries

This topic lists the queries that are supported for this type of Horizon Client. If you are creating URIs for multiple types of clients, such as desktop clients and mobile clients, see the *Using VMware Horizon Client* guide for each type of client system.

IMPORTANT Horizon Client 3.2 supports specifying both desktops and applications. Horizon Client 3.1 and earlier releases supported specifying only desktops.

action

Table 2. Values That Can Be Used with the action Query

Value	Description
browse	Displays a list of available desktops and applications hosted on the specified server. You are not required to specify a desktop or application when using this action.
start-session	Launches the specified desktop or application. If no action query is provided and the desktop or application name is provided, <code>start-session</code> is the default action.
reset	Shuts down and restarts the specified desktop. Unsaved data is lost. Resetting a remote desktop is the equivalent of pressing the Reset button on a physical PC. If you specify an application, the end user is prompted to confirm quitting all remote applications.
logoff	Logs the user out of the guest operating system in the remote desktop. If you specify an application, the action will be ignored or the end user will see the warning message "Invalid URI action."

domainName

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

tokenUserName

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

Examples of vmware-view URIs

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

URI Syntax Examples

Each URI example is followed by a description of what the end user sees after clicking the URI link.

1 `vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session`

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

NOTE The default display protocol and window size are used. The default display protocol is PCoIP. The default window size is full screen.

2 `vmware-view://view.mycompany.com:7555/Primary%20Desktop`

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

3 `vmware-view://fred@view.mycompany.com/Finance%20Desktop?desktopProtocol=PCoIP`

Horizon Client is launched and connects to the `view.mycompany.com` server. In the login box, the **User name** text box is populated with the name **fred**. The user must supply the domain name and password. After a successful login, the client connects to the desktop whose display name is displayed as **Finance Desktop**, and the user is logged in to the guest operating system. The connection uses the PCoIP display protocol.

4 `vmware-view://fred@view.mycompany.com/Finance%20Desktop?domainName=mycompany`

Horizon Client is launched and connects to the `view.mycompany.com` server. In the login box, the **User name** text box is populated with the name **fred**, and the **Domain** text box is populated with **mycompany**. The user must supply only a password. After a successful login, the client connects to the desktop whose display name is displayed as **Finance Desktop**, and the user is logged in to the guest operating system.

5 `vmware-view://view.mycompany.com/`

Horizon Client is launched, and the user is taken to the login prompt for connecting to the `view.mycompany.com` server.

6 `vmware-view://view.mycompany.com/Primary%20Desktop?action=reset`

Horizon Client is launched and connects to the `view.mycompany.com` server. The login box prompts the user for a user name, domain name, and password. After a successful login, Horizon Client displays a dialog box that prompts the user to confirm the reset operation for Primary Desktop. After the reset occurs, depending on the type of client, the user might see a message indicating whether the reset was successful.

NOTE This action is available only if the View administrator has enabled this feature for end users.

7 `vmware-view://`

If the client is already running, the Horizon Client app comes to the foreground. If the client is not already running, the Horizon Client app is launched.

HTML Code Examples

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

```
<html>
<body>
```

```
<a href="vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session">Test
Link</a><br>
```

```
<form><input type="button" value="TestButton" onClick="window.location.href=
'vmware-view://view.mycompany.com/Primary%20Desktop?action=start-session'"></form> <br>
```

```
</body>
</html>
```

Managing Remote Desktop and Application Connections

Use Horizon Client to connect to View Connection Server or a security server, edit the list of servers you connect to, log in to or off of remote desktops, and use remote applications. For troubleshooting purposes, you can also reset remote desktops and applications.

Depending on how the administrator configures policies for remote desktops, end users might be able to perform many operations on their desktops.

Connect to a Remote Desktop or Application for the First Time

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

To use remote applications, you must connect to View Connection Server 6.0 or later.

NOTE Before you have end users access their remote desktops, test that you can log in to a remote desktop from a client device.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- Obtain the NETBIOS domain name for logging in. For example, you would use `mycompany` rather than `mycompany.com`.
- Perform the administrative tasks described in [“Preparing View Connection Server for Horizon Client,”](#) on page 6.
- If you are outside the corporate network and are not using a security server to access the remote desktop, verify that your client device is set up to use a VPN connection and turn that connection on.

IMPORTANT VMware recommends using a security server rather than a VPN.

If your company has an internal wireless network to provide routable access to remote desktops that your device can use, you do not have to set up a View security server or VPN connection.

- Verify that you have the fully qualified domain name (FQDN) of the server that provides access to the remote desktop or application. Note that underscores (_) are not supported in server names. You also need the port number if the port is not 443.
- Configure the certificate checking mode for the SSL certificate presented by View Connection Server. See [“Certificate Checking Modes for Horizon Client,”](#) on page 14.
- If you plan to use a secure tunnel connection, verify that the tunnel server (View Connection Server instance or security server) has a security certificate that the client can verify. The server name you enter in View Client must match the host name in the **External URL** setting shown in the Edit View Connection Server Settings dialog box, in View Administrator.

Procedure

- 1 Tap the **VMware Horizon** app icon on the Start screen.
- 2 If you are prompted for RSA SecurID credentials or RADIUS authentication credentials, enter the user name and passcode and tap **Login**.

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

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

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

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

- 4 If prompted, supply Active Directory credentials.
 - a Type the user name and password of a user who is entitled to use at least one desktop or application pool.
 - b Select a domain.
 - c Tap **Login**.

The desktop and application selector screen appears.

- 5 (Optional) To mark a remote desktop or application as a favorite, tap and hold (or right-click) the desktop or application icon and tap **Mark as Favorite** from the app commands at the bottom of the screen.

A star icon appears in the upper-right corner of the desktop or application name. The next time you log in, you can select **Favorites** from the drop-down list at the top of the screen to quickly find this application or desktop.

- 6 (Optional) To pin a remote desktop to the Start screen, tap and hold (or right-click) the desktop icon and tap **Pin to Start** from the app commands at the bottom of the screen.

The next time you want to connect to the remote desktop, you can tap the shortcut on the client system's Start screen instead of tapping the **VMware Horizon** icon.

- 7 Tap a desktop or application to connect to it.

If you are connecting to a session-based remote desktop, which is hosted on a Microsoft RDS host, and if the desktop is already set to use the Microsoft RDP display protocol, you will not be able to connect immediately. You will be prompted to have the system log you off of the remote operating system so that a connection can be made with the PCoIP display protocol from VMware.

The remote desktop or application starts. Depending on the options you chose, the next time you want to connect to the remote desktop or application, launch Horizon Client and select from a short list of favorites, or, for remote desktops, use a shortcut you pinned to the Start screen.

Certificate Checking Modes for Horizon Client

Administrators and sometimes end users can configure whether client connections are rejected if any or some server certificate checks fail.

Certificate checking occurs for SSL connections between View Connection Server and Horizon Client. Certificate verification includes the following checks:

- Has the certificate been revoked?
- Is the certificate intended for a purpose other than verifying the identity of the sender and encrypting server communications? That is, is it the correct type of certificate?
- Has the certificate expired, or is it valid only in the future? That is, is the certificate valid according to the computer clock?

- Does the common name on the certificate match the host name of the server that sends it? A mismatch can occur if a load balancer redirects Horizon Client to a server that has a certificate that does not match the host name entered in Horizon Client. Another reason a mismatch can occur is if you enter an IP address rather than a host name in the client.
- Is the certificate signed by an unknown or untrusted certificate authority (CA)? Self-signed certificates are one type of untrusted CA.

To pass this check, the certificate's chain of trust must be rooted in the device's local certificate store.

NOTE For instructions about distributing a self-signed root certificate to all Windows client systems in a domain, see the topic called "Add the Root Certificate to Trusted Root Certification Authorities" in the *View Installation* document.

If your administrator has allowed it, you can set the certificate checking mode. On the Horizon Client home screen, swipe in from the right to display the charms list, tap **Settings > General settings**. You have three choices:

- **Never connect to untrusted servers.** If any of the certificate checks fails, the client cannot connect to the server. An error message lists the checks that failed.
- **Warn before connecting to untrusted servers.** If a certificate check fails because the server uses a self-signed certificate, you can click **Continue** to ignore the warning. For self-signed certificates, the certificate name is not required to match the View Connection Server name you entered in Horizon Client.
- **Attempt to connect regardless of server identity certificates.** This level is the same as the **Warn before connecting to untrusted servers** level, except that no warning is displayed. The connection continues without requiring users to click **Continue**.

Because the certificate mechanism used in Windows Store apps is more limited than for Windows desktop applications, the certification check can fail even if the level is set to **Warn before connecting to untrusted servers** or **Attempt to connect regardless of server identity certificates**. For example, the certification check can fail rather than warn for the following reasons:

- The certificate signed by the root CA has been revoked.
- The certificate signed by the intermediate CA has been revoked.
- The certificate is valid but the intermediate CA has been revoked.
- The certificate in the chain contains an unknown extension that is marked "critical".

Manage the Saved List of Servers

You can configure the client so that after you successfully log in to View Connection Server, the server name is saved to a **Servers** list on your Horizon Client home screen. You can also remove the list.

Procedure

- 1 On the Horizon Client home screen, swipe in from the right to display the charms list.
- 2 Tap the **Settings** charm.
- 3 Tap **General Settings**.
- 4 In the **Advanced** section, tap to toggle the **Save information about recent servers** control on or off.

If you toggle the control off, all the server shortcuts are deleted.

Pin or Unpin a Desktop or Application Shortcut to the Start Screen

Pinning a remote desktop or hosted application shortcut to the Start screen saves steps when logging in.

Procedure

- 1 Tap the **VMware Horizon** app icon on the Start screen.
- 2 Tap a server in the **Servers** list or, if necessary, swipe up from the bottom of the screen to display the app commands, tap the **Add Server** button, enter the name of View Connection Server or a security server, and tap **Connect**.

You might see a message that you must confirm before the login dialog box appears.

- 3 Supply your credentials and tap **Login**.
- 4 On the desktop and application selector screen, tap and hold (or right-click) the desktop or application icon.

The icon is selected and the app commands appear at the bottom of the screen.

- 5 Pin, unpin, or change the name of the desktop shortcut.

Action	Description
Pin	If the shortcut is not yet pinned to the Start screen, tap Pin to Start in the app commands at the bottom of the screen. In the dialog box that appears, you can also change the name of the desktop. The item in the app commands toggles to Unpin from Start .
Unpin	If the shortcut is already pinned to the Start screen, tap Unpin from Start in the app commands. You can also unpin the shortcut as you would any other Start screen shortcut: Touch the tile on the Start screen and swipe down so that the Unpin from Start command appears at the bottom of the screen.
Change the shortcut name	Unpin the shortcut and then pin it again with a different name.

Disconnecting from a Remote Desktop or Application

You can disconnect from a remote desktop without logging off, so that applications remain open on the remote desktop. You can also disconnect from a remote application so that the remote application remains open.

When you are logged in to the remote desktop or application, you can disconnect by tapping **Disconnect** in the app commands at the bottom of the screen.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon title bar if you use an external mouse device.

NOTE A View administrator can configure your desktop to automatically log off when disconnected. In that case, any open programs in your desktop are stopped.

Log Off from a Desktop

Even if you do not have a remote desktop open in Horizon Client, you can log off of the remote desktop operating system by using a remote desktop icon on the desktop and application selector.

If you are currently connected to and logged in to a remote desktop, use the Windows **Start** menu to log off. After Windows logs you off, the desktop is disconnected and Horizon Client closes.

If you disconnect from a remote desktop without logging off, applications remain open on the remote desktop.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- Note that any unsaved files that are open on the remote desktop will be closed during the logoff operation.

Procedure

- 1 In Horizon Client, connect to a View server by tapping a server icon on the Servers home screen.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.
- 3 On the desktop and application selector screen, tap and hold (or right-click) the desktop or application icon.

The item is selected and the app commands appear at the bottom of the screen.

- 4 Tap **Log Off**.

Alternatively, when you are logged in to the remote desktop operating system, you can log off by tapping **Disconnect > Log Off** in the app commands at the bottom of the screen.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon title bar if you use an external mouse device.

Switch Desktops or Applications

If you are connected to a remote desktop or application, you can switch to another desktop or application. You can have multiple remote applications open at the same time, but only one remote desktop at a time.

NOTE If you are using Horizon Client 3.2 or later, you can switch from a remote, or hosted, application to another application or to a desktop by using the sidebar. To display the sidebar, swipe up from the bottom of the screen. The sidebar is displayed along with the app commands.

If you are using Horizon Client 3.1 or earlier, or if you are logged in to a remote desktop and want to switch to another desktop or remote application, you must use the procedure described in this topic.

Procedure

- 1 From within the remote application or desktop, tap the **Disconnect** button in the app commands at the bottom of the screen and tap **Disconnect**.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon title bar if you use an external mouse device.

You are returned to the desktop and application selector. If you disconnected from a remote application, the remote application is still open. For example, if you connect to another remote application and minimize that application window, you will see the first application that you opened.

- 2 Select a remote desktop or application from the same server or a different server.

Option	Action
Choose a different remote desktop or application on the same server	From the desktop and application selector window, tap the icon representing a different desktop or application. If you connect to multiple remote applications on the same server, you can switch between them by clicking or tapping the application windows or using Task Manager within that remote session.
Choose a remote desktop or application on a different server	From the desktop and application selector window, tap the Disconnect button in the app commands at the bottom of the screen and tap Log Off . You can then select or add the server that brokers connections to the desired desktop and tap Connect to log in again.

Using a Remote Desktop or Application

Horizon Client includes features common to other Windows Store apps, as well as remote desktop and application features.

Feature Support Matrix

Some features are supported on one type of client but not on another. For example, USB access is supported with Horizon Client for Windows but not with Horizon Client for Windows Store.

Table 3. Remote Desktop Features Supported on Windows Store Systems

Feature	Windows XP Desktop (View Agent 6.0.2 and earlier)	Windows Vista Desktop (View Agent 6.0.2 and earlier)	Windows 7 Desktop	Windows 8.x Desktop	Windows Server 2008 R2 Desktop	Windows Server 2012 R2 Desktop (View Agent 6.1 and later)
USB redirection						
Real-Time Audio-Video (RTAV)						
Scanner redirection						
Serial port redirection						
RDP display protocol						
PCoIP display protocol	Limited	Limited	X	X	X	X
Persona Management						
Wyse MMR						
Windows Media MMR						
Location-based printing	Limited	Limited	X	X	X	X
Virtual printing						
Smart cards						
RSA SecurID or RADIUS	Limited	Limited	X	X	X	X

Table 3. Remote Desktop Features Supported on Windows Store Systems (Continued)

Feature	Windows XP Desktop (View Agent 6.0.2 and earlier)	Windows Vista Desktop (View Agent 6.0.2 and earlier)	Windows 7 Desktop	Windows 8.x Desktop	Windows Server 2008 R2 Desktop	Windows Server 2012 R2 Desktop (View Agent 6.1 and later)
Single sign-on	Limited	Limited	X	X	X	X
Multiple monitors						

IMPORTANT View Agent 6.1 and later releases do not support Windows XP and Windows Vista desktops. View Agent 6.0.2 is the last View release that supports these guest operating systems. Customers who have an extended support agreement with Microsoft for Windows XP and Vista, and an extended support agreement with VMware for these guest operating systems, can deploy the View Agent 6.0.2 version of their Windows XP and Vista desktops with View Connection Server 6.1.

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

Feature Support for Session-Based Desktops on RDS Hosts

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

NOTE The following table contains rows only for the features that are supported, unlike the feature support matrixes for single-user virtual machine desktops.

Table 4. Features Supported for RDS Hosts with View Agent 6.0.x or Later Installed

Feature	Windows Server 2008 R2 RDS Host on a Physical Machine	Windows Server 2008 R2 RDS Host on a Virtual Machine	Windows Server 2012 RDS Host on a Physical Machine	Windows Server 2012 RDS Host on a Virtual Machine
RSA SecurID or RADIUS	X	X	X	X
Single sign-on	X	X	X	X
PCoIP display protocol	X	X	X	X
Location-based printing		View Agent 6.0.1 and later		View Agent 6.0.1 and later

For information about which editions of each guest operating system are supported, or which service packs, see the "Supported Operating Systems for View Agent" topic in the View 5.x or 6.x installation documentation.

Limitations for Specific Features

Location-based printing is supported for Windows Server 2008 R2 desktops, RDS desktops (on virtual machine RDS hosts), and remote applications only in Horizon Client 3.1 and later and Horizon 6.0.1 with View and later servers.

NOTE You can also use Horizon Client to securely access remote Windows-based applications, in addition to remote desktops. Selecting an application in Horizon Client opens a window for that application on the local client device, and the application looks and behaves as if it were locally installed.

You can use remote applications only if you are connected to View Connection Server 6.0 or later. For information about which operating systems are supported for the RDS (Remote Desktop Sessions) host, which provides remote applications and session-based desktops, see "Supported Operating Systems for View Agent" topic in the View 5.x or 6.x installation documentation.

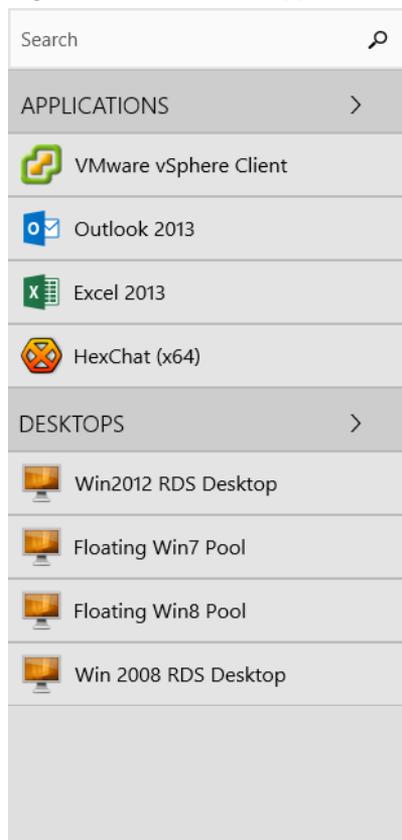
Using the Sidebar with a Remote Application

Tablet users can quickly navigate to a remote, or hosted, application from a the sidebar for applications, available with Horizon Client 3.2 or later. From this sidebar, you can launch applications and switch between applications. You can also switch to a remote desktop.

When you access a remote application, the sidebar appears on the left side of the screen. If the sidebar is closed, you can swipe up from the bottom of the screen to display it when you are using a remote application.

NOTE You can use remote applications only if you are connected to View Connection Server 6.0 or later.

Figure 1. Sidebar That Appears When You Open a Hosted Application



Click the expander arrow next to **APPLICATIONS** or **DESKTOPS** to see the complete list of available applications and desktops.

From the sidebar, you can perform several actions.

Table 5. Sidebar Actions for a Remote Application

Action	Procedure
Show the sidebar	When you have a remote application open, swipe up from the bottom of the screen. The sidebar appears, along with the app commands. When the sidebar is open, you cannot perform actions on the application screen. This action works only when you have a remote, or hosted, application open. You cannot display the sidebar when you are logged in to a remote desktop.
Hide the sidebar	Touch the application screen.
Switch between applications	Tap the name of an application under APPLICATIONS in the sidebar.
Open an application	Tap the name of an application under APPLICATIONS in the sidebar.
Switch to a remote desktop	Tap the desktop name under DESKTOPS .
Search for a remote application or desktop	<ul style="list-style-type: none"> ■ Tap in the Search box and type the name of the application or desktop. You can also use other input methods, such as the handwriting panel, input method editor, or dictation, if these features are available for your tablet. ■ To launch an application or desktop, tap the name of the application or desktop in the search results. ■ To return to the home view of the sidebar, tap the X in the search box.

Adjusting the Screen Resolution for Remote Desktops

If your tablet has a high-resolution screen, you might have some difficulty reading the icons and text in a remote desktop. You can lower the screen resolution to improve readability.

When you are logged in to a remote desktop, you can swipe in from the right to display the charms list, tap **Settings > General settings**, and select one of the settings in the Resolution section. The Resolution settings are displayed only when you are logged in to a remote desktop.

Gestures and Navigation Aids

Horizon Client provides several app commands that help you navigate a remote desktop and perform actions such as resetting, logging off of, or disconnecting from a remote desktop.

Horizon Client App Commands

As with other Windows Store apps, Horizon Client app commands appear in a toolbar when you swipe up from the bottom of the screen while logged in to a remote desktop. App commands include controls that help you perform various actions on the remote desktop or application and help you navigate around the desktop.

If you are using a keyboard and mouse, you can display or hide the app commands by using the Win+Z key combination.

If the remote desktop operating system is Windows 8.x, additional app commands appear on the right side of the toolbar for actions like displaying the app commands, charms, or Start menu in the remote desktop operating system.

Onscreen Keyboard

To display the onscreen keyboard from inside a remote desktop, swipe in from the right side of the screen, tap the **Settings** charm, tap **Keyboard**, and select **Touch keyboard and handwriting panel**.

When you are completing the login prompts to connect to a View server and log in to your remote desktop, if you do not have a keyboard attached to your device, the onscreen keyboard appears automatically when you tap in the text boxes. But after you log in to the operating system on your remote desktop, the onscreen keyboard no longer appears automatically, and you must use the **Keyboard** command to display the onscreen keyboard.

You can also display the keyboard by tapping **Input** in the app commands and then tapping inside the local input buffer. Tap the pen icon to the left of the local input buffer to toggle the input buffer on and off but retain the onscreen keyboard.

IMPORTANT If the onscreen keyboard is covering part of the remote desktop or application, you can use your finger to scroll the application up so that the keyboard no longer covers it.

Sending a String of Characters

From the app commands at the bottom of the screen, tap the **Input** command to display the local input buffer. Text that you type into this text box is not sent to an application until you tap **Send**. For example, if you open an application such as Notepad and tap **Input** in the app commands, the text that you type does not appear in the Notepad application until you tap **Send**. Use the local input buffer to avoid issues with international keyboards. Tap the pen on the left side of the local input buffer to toggle the input buffer on and off. You can also use the handwriting panel with the local input buffer.

Use this feature if you have a poor network connection. That is, use this feature if, when you type a character, the character does not immediately appear in the application. With this feature, you can quickly type up to 1,000 characters and then either tap **Send** or tap the Enter key to have all 1,000 characters appear at once in the application.

NOTE The Input box must be empty in order to use the following keys in the remote desktop or application: arrow keys, Backspace, Tab, and function keys. To use a key combination, such as Ctrl+X to cut selected text, you must first disable the local input buffer.

Clicking

As in other apps, you tap to click a user interface element.

Right-Clicking

As in other apps, if you do not have a mouse attached to your device, you can touch, hold, and release to display right-click menus. Note that if the touch pointer feature is turned on, to create a right-click with the pointer, you must touch and hold with one finger, and tap with another finger to the right of the first finger.

Zooming In and Out

As in other applications, pinch your fingers together or apart to zoom.

IMPORTANT If the remote desktop is Windows 8.x, zooming works only if the local zoom feature is turned on or if the touch pointer feature is turned on. To turn on local zoom, while logged in to a Windows 8.x remote desktop, swipe in from the right to display the charms list, tap **Settings > General settings**, and turn on **Local Zoom**. Note that when the local zoom feature is turned on, swiping does not work in the remote desktop. For example, if you are on the Start screen, you cannot swipe to see more applications. Instead, a scroll bar appears at the bottom of the screen and you can use the scroll bar instead of swiping to move the screen.

Scrolling

On the screen, tap with two fingers and then drag up or down to scroll. Scrolling to the right or left is not supported.

Sound, Music, and Video

You can play audio and video in a remote desktop. To adjust the volume, swipe in from the right side of the screen, tap the **Settings** charm, and use the volume control.

Key Combinations for Closing App Windows, Sending Ctrl+Alt+Del, Using the Alt Key, and Starting the Run App

Tap **Combination Key** in the app commands to access these items:

- The **Alt+F4** item closes the currently active application window.
- Because the Windows key combination Ctrl+Alt+Del is not supported in remote desktops, use the **Ctrl+Alt+Del** item instead.
- The **Win+R** item opens the Run app.
- Because the Alt key is not supported in remote desktops, use the **Alt** item instead.

Touch Pointer Control

With the touch pointer feature, your entire screen becomes a touchpad for using a mouse pointer. Tap **Touch Pointer** in the app commands to use this feature. The command is available only if your device is touch-enabled. With this feature you can use the following gestures:

- To move the pointer, drag with your finger.
- To create a mouse click with the pointer, tap with your finger.
- To create a right-click with the pointer, touch and hold with one finger, and tap with another finger to the right of the first finger.
- To drag with the pointer, touch and hold with one finger for a couple of seconds, and then drag to the desired position.

Multitasking and Keeping the Application or Desktop Running in the Background

You can switch between a remote desktop or application and other apps for a short time without losing the server connection. With Horizon Client 3.4 or later, you can reconnect to an application or desktop that has been running in the background for up to 15 minutes.

You can also resize or snap the Horizon Client app so that it takes up part of the screen alongside another app. The minimum screen resolution required for the snap feature is 1366 x 768. If you tap a server or remote desktop or application shortcut when the app is snapped, Horizon Client expands to full screen mode.

Because Horizon Client is a Windows Store app, if you switch to another app, the Horizon Client app is suspended within a few seconds and the connection to the server is lost within 5 minutes. If you switch back to Horizon Client, you might be returned to the same page or action that was active before the app began running in the background.

If you have left a session idle for some amount of time, before the session times out, you receive a prompt, asking if you want to keep the session alive. Tap or click anywhere on the screen or press a key on your keyboard to keep the session alive. If enough time has passed so that the connection to the desktop or application was lost, you are returned to the desktop and application selector screen and are prompted to reconnect.

IMPORTANT If you have Horizon Client 3.4 or later, you can turn on a setting that increases the amount of time that Horizon Client can run in the background or remain idle without requiring you to log in again or manually reconnect. Swipe in from the right to display the charms list, tap **Settings > General settings**, and turn on **Reconnect automatically to open applications or desktops** in the Advanced section. This feature is supported if you are connecting to View Connection Server 6.0 or later to access your desktops and applications.

Saving Documents in a Remote Application

With certain remote applications, such as Microsoft Word or WordPad, you can create and save documents. Where these documents are saved depends on your company's network environment. For example, your documents might be saved to a home share mounted on your local computer.

Administrators can use an ADMX template file to set a group policy that specifies where documents are saved. This policy is called "Set Remote Desktop Services User Home Directory." For more information, see the "RDS Profiles Settings" topic in the *Setting Up Desktop and Application Pools in View* document.

Copying and Pasting Text

It is possible to copy text to and from remote desktops and applications. Your View administrator can set this feature so that copy and paste operations are allowed only from your client system to a remote desktop or application, or only from a remote desktop or application to your client system, or both, or neither.

Copying text from and to remote applications is also supported with Horizon 6.0 or later.

Administrators configure the ability to copy and paste by using group policy objects (GPOs) that pertain to View Agent in remote desktops. For more information, see the topic about View PCoIP general session variables in *Setting Up Desktops and Applications in View*, in the chapter about configuring policies.

You can copy text, including any non-ASCII characters, from Horizon Client to a remote desktop or application, or the reverse, but the pasted text is plain text. You can copy and paste up to 64KB of text. If you paste characters into an operating system that does not support the display font for the characters, the characters might not appear. For example, if you copy a Chinese character and paste it into an operating system that does not support Chinese characters, the character will not appear.

To copy text from your client system and paste it into a remote application or desktop, you copy and paste as you normally would. To copy text from an application in your remote desktop or application, however, you must select the text and then click **Copy to Client** in the app commands at the bottom of the screen. You must also use **Copy to Client** to copy and paste text between one remote application and another. (Swipe up from the bottom of the screen to display app commands, or use the Win+Z key combination.)

You cannot copy and paste graphics. You also cannot copy and paste files between a remote desktop and the file system on your client computer.

Quit the VMware Horizon App

You can quit or close the VMware Horizon app just as you would any Windows Store app.

You have several methods for quitting the app.

Procedure

- If you use an external mouse device, point to the top of the screen until the VMware Horizon title bar appears, and click the **X** at the right end of the title bar.

- Tap the top of the VMware Horizon app and drag it to the bottom of the screen.
- Use the Alt+F4 key combination.

Internationalization and International Keyboards

For this release of Horizon Client for Windows Store, the documentation and user interface are available in English, Japanese, French, German, Simplified Chinese, Traditional Chinese, and Korean.

To input characters for languages other than English, you must configure the keyboard layout on the client device to match the keyboard layout in the remote desktop.

Limitations of International Keyboards

Several issues might occur with international keyboards. These issues are mostly related to double-byte characters, such as Japanese, Korean, or Chinese characters.

The solution is to use the local input buffer feature, available with Horizon Client 2.4 and later. To display the local input buffer, from the app commands at the bottom of the screen, tap the **Input** command. Text that you type into this text box is not sent to an application until you tap **Send**.

Troubleshooting Horizon Client

You can solve most Horizon Client problems by resetting the desktop or reinstalling the app.

You can also enable log collection and send log files to VMware for troubleshooting.

Horizon Client Stops Responding or the Remote Desktop Freezes

When the screen freezes, first, try resetting the remote desktop operating system.

Problem

Horizon Client does not work or repeatedly exits unexpectedly or the remote desktop freezes.

Cause

Assuming that View servers are configured properly and that firewalls surrounding them have the correct ports open, other issues usually relate to Horizon Client on the mobile device or to the guest operating system on the remote desktop.

Solution

- If the operating system in the remote desktop freezes, use Horizon Client on the device to reset the desktop.

This option is available only if the View administrator has enabled this feature.

- Uninstall and reinstall the app on the device.
- If you get a connection error when you attempt to connect to the server, you might need to change your proxy settings.

Reset a Remote Desktop or Application

Resetting a remote desktop shuts down and restarts the desktop. Resetting a remote application quits the application. You might need to reset a desktop or application if the desktop operating system or application stops responding.

Resetting a remote desktop is the equivalent of pressing the **Reset** button on a physical PC to force the PC to restart. Any files that are open on the remote desktop will be closed without being saved first.

Resetting a remote application quits all remote applications and logs off all of your remote application sessions. Unsaved changes in remote applications might be lost.

NOTE A View administrator can disable the reset feature for certain types of desktops. For more information, see the *View Administration* document.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.

Procedure

- 1 In Horizon Client, connect to a View server by tapping a server icon on the Servers home screen.
- 2 If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.
- 3 On the desktop and application selector screen, tap and hold (or right-click) the desktop or application icon.

The item is selected and the app commands appear at the bottom of the screen.

- 4 Tap **Reset**.

The **Reset** command is available only if the View administrator has allowed it and only if the status of the desktop or application is such that the action can be taken.

To display the app commands, swipe up from the bottom of the screen or use the Win+Z key combination. If you have Windows 8.1 Update, you can also swipe down from the top of the screen or right-click the VMware Horizon title bar if you use an external mouse device.

Uninstall the VMware Horizon App

You can sometimes resolve problems with Horizon Client by uninstalling and reinstalling the VMware Horizon app from the mobile device.

You uninstall Horizon Client just as you would any Windows Store app.

Procedure

- 1 On your device, go to the Start screen and touch and swipe down or up (or right-click) on the **VMware Horizon** app.
- 2 In the app commands at the bottom of the screen, tap **Uninstall**.

What to do next

Reinstall the VMware Horizon app.

See [“Install or Upgrade Horizon Client for Windows Store,”](#) on page 7.

Problem Establishing a Connection When Using a Proxy

Sometimes if you attempt to connect to View Connection Server using a proxy while on the LAN, an error occurs.

Problem

If the View environment is set up to use a secure connection from the remote desktop to View Connection Server, and if the client device is configured to use an HTTP proxy, you might not be able to connect.

Cause

Unlike Windows Internet Explorer, the client device does not have an Internet option to bypass the proxy for local addresses. When an HTTP proxy is used for browsing external addresses, and you try to connect to View Connection Server using an internal address, you might see the error message `Could not establish connection`.

Solution

- ◆ Remove the proxy settings so that the device no longer uses a proxy.

Collect Logs to Send to Technical Support

You can enable logging and collect a log bundle to send to technical support.

To troubleshoot some issues, you might be directed to collect logs to send to technical support. Logging will affect the performance of Horizon Client if a secure tunnel session is being used to connect to the remote desktop. Be sure to turn the advanced logging feature off when logging is no longer necessary.

Prerequisites

Contact VMware technical support so that you can determine where to send the log files you collect.

Procedure

- 1 In Horizon Client, swipe in from the right side of the screen, tap the **Settings** charm, and tap **General Settings**.
- 2 In the **Logging** section, turn on the **Enable advanced logging** control.
- 3 Tap **Collect support information**, navigate to the location on your device to store the log files, select the directory, and tap **Choose this folder**.

For example, for convenience you might tap the **Desktop** item to save the logs in a folder on your local desktop.

A folder called `vmware-view-logs-timestamp` is created in the location you specified.

- 4 (Optional) To create a `.zip` file of the log folder before sending it to technical support, right-click the folder (or touch, hold, and release the folder) and select **Send to > Compressed (zipped) folder**.

What to do next

Send the logs to VMware technical support.

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