

Installing VMWare Horizon View Client

Introduction:

For the most reliable experience, using a VDI desktop, installation of the VMWare Horizon View Client on the endpoint (your computer) used to run the VDI desktop is required. If you are using a computer provided by the Cleveland Clinic to access the VDI, you should open a service request to install the VMWare Horizon Client on that PC, and then you can skip the rest of this document and start using VDI. However, if you are using a personally owned computer or a computer provided by a vendor (for some contract employees) then this document will describe how to obtain, install, and configure the VMWare Horizon View Client software. **Note that you must have full administrative rights on the PC to complete the installation.**

Obtain and Install the VMWare View Client:

1. Insure that your PC is connected to the internet. For the client installation, there is no need to have established a remote access connection to the Cleveland Clinic.
2. Download the VMWare View Client from one of the links below. Select the link that represents the bit level of your computer's operating system, that is, 32 bit or 64 bit. From inside this document, you must press and hold the <CTRL> key while you click the hyperlink

<https://mypc.ccf.org/>

3. The link will take you to the following page. Select "Install VMWare Horizon Client" on the left. Note that we are currently NOT supporting VMWare Horizon HTML Access due to internal network conflicts¹.

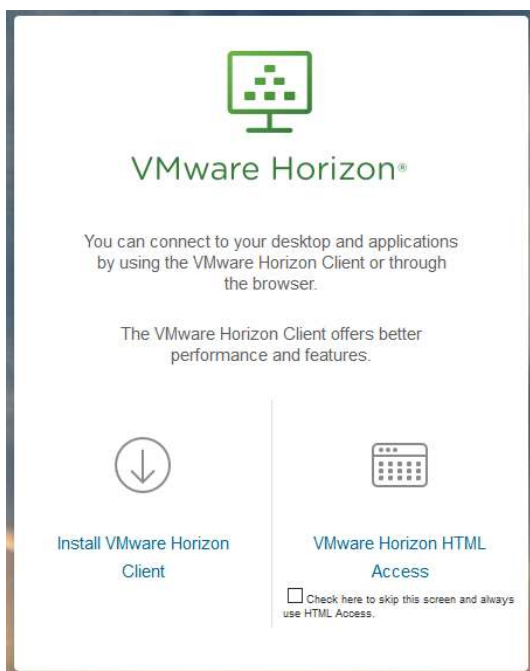


Figure 1 - Software download

¹ In the event that you selected VMWare Horizon HTML Access and checked the box "Click here to skip this screen and always use HTML Access", you can [click here to get to the clients](#).

- From the “Download VMware Horizon Clients” page select the appropriate client type, that is “ VMware Horizon Client for Windows” if you are running a Windows Operating System, or “VMware Horizon Client for Mac” if you are a Mac user. The rest of these instructions will assume that you are using a Windows PC. If you are using a MAC, see [Appendix 1](#) for instructions regarding installation of that client. To get to the software, click the [Goto Downloads](#) link to the right of the Windows client section.
- The next page will show the most recently published VMWare Horizon Client (5.41 at this writing). Leave that selected unless you have received explicit instruction to the contrary. Press the Download button



Figure 2 - Download Button

- You will be prompted to Save or Run depending on the web browser being used. We suggest saving software first in case you need to a reinstall. This example is from FireFox:

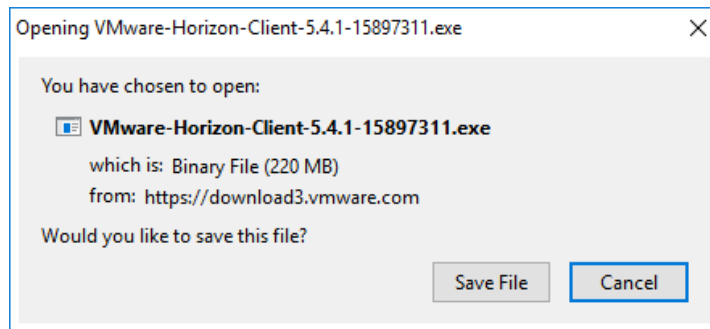


Figure 3 - Firefox save file dialog box

- You may be prompted with the Security Warning shown in Figure 4 below. If so, just click Run:

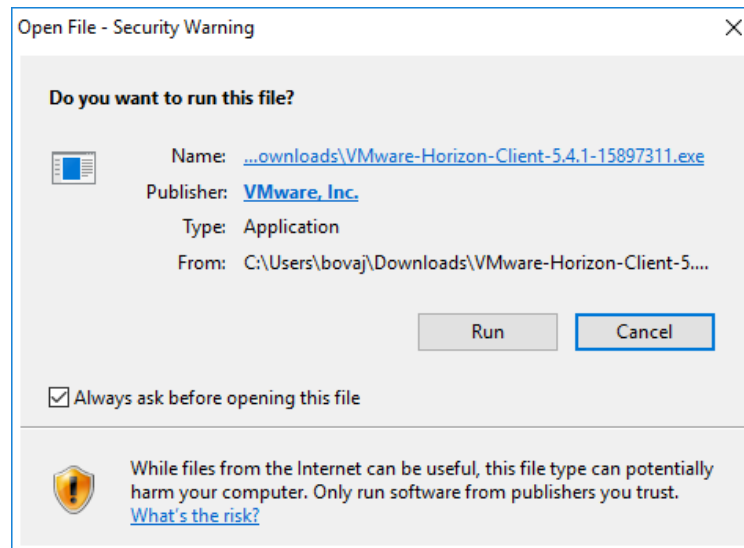


Figure 4 - Internet Security Warning

8. The Privacy Agreement and License Terms will come up next , select Agree and Install:

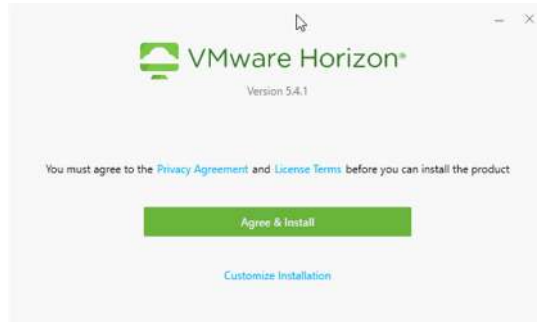


Figure 5 – Custom Install/License Agreement

9. Installation progress boxes will pop up to keep you apprised, this should only take a minute or so to complete:

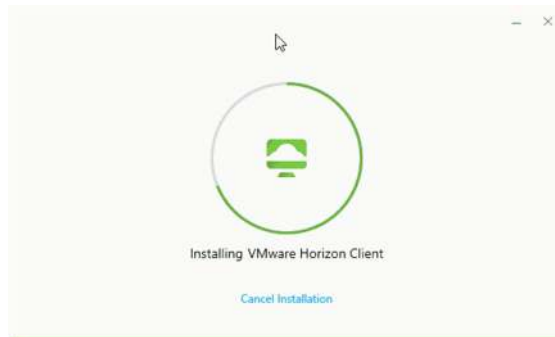


Figure 6 - Client Installation Banner

10. Finally, the Installation is Complete (well, almost – we will still need to reboot☺). Click Finish!!!

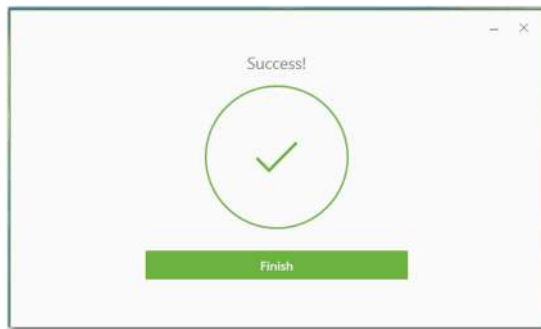


Figure 7 - Installation Complete

11. Now you can click Yes to reboot your machine to complete the VMWare View Horizon Client installation:

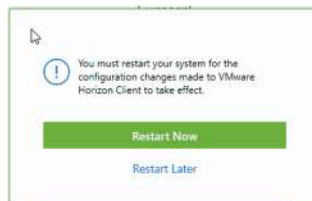


Figure 8 - Reboot Required

Accessing a Virtual PC on the VDI Infrastructure

12. The first time you launch the VDI Client, using the ICON:



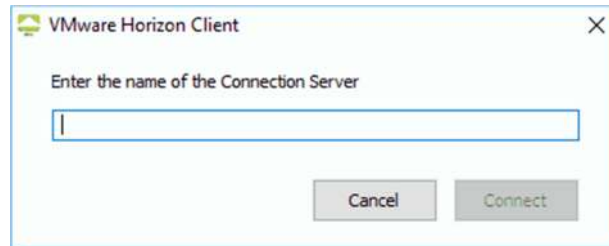
Figure 9 - VMWare Horizon Client ICON

13. You will need to add the Server, click the New Server menu item above the Add Server ICON.



Figure 10 - New Server

14. Type MyPC.ccf.org into the Connection Server prompt:



15. When you press connect, you will be prompted to login. At this point, the installation and configuration of the VMWare Horizon Client software is complete and you can test the connection. If you are not connected to the Cleveland Clinic via 4-Corners or AnyConnect, you will need to provide your VIP user ID and the VIP passcode:

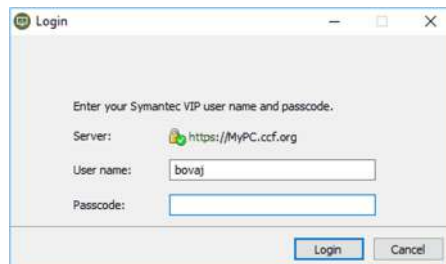


Figure 11 - VMWare Horizon VIP Login Page

16. If VIP authentication was successful, you will be prompted to enter your Cleveland Clinic user credentials, which should be the same user ID from above but this time, your user account's password. This is the second authentication, which grants you full access to the VDI system.

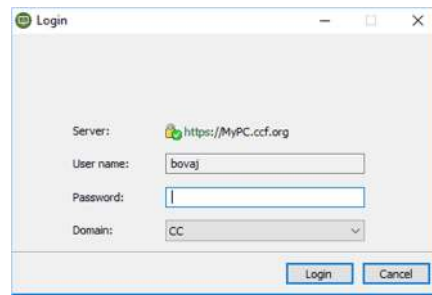


Figure 12 - VMWare Horizon Login Prompt

17. When you have successfully logged in, you will see a page similar to the one below. This lists the type of virtual desktops that you are entitled to use. Most users will have on one option; simply click on the ICON:

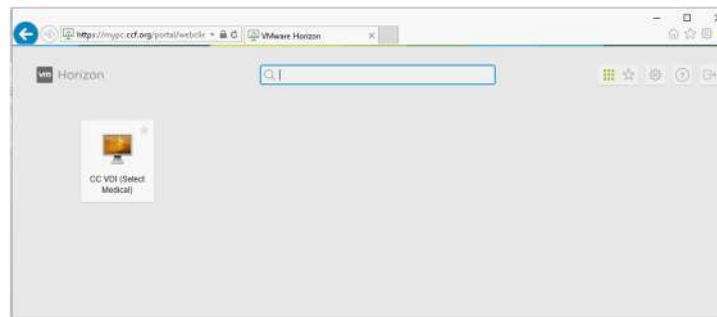


Figure 13 - VMWare VDI Landing Page

Additional instruction for using the Cleveland Clinic VDI platform can be found in the PDF document “VDI Accessing the VMWare View Virtual Desktop Infrastructure”

Appendix 1 – Installing the VMWare Horizon Client for Mac

If you are using a Mac, the process for downloading and installing the VMWare Horizon View Client are a little bit different. After you have completed the download of the file, you can begin the installation by dragging the VMWare Horizon Client to the Application Folder as shown below.



Figure 14 - VMWare Client Installation for MAC

The Apple OS Gatekeeper will prompt you to Open the file.



Figure 15 - Apple OS Gatekeeper Prompt

Select Open to continue the installation. You will be prompted again to Start remote USB and Printing services, press Continue.



Figure 16 - Start remote USB and Printing services

Next, you will be prompted to authenticate for the installation for which you will enter your Mac workstation password:



Figure 17 - Authentication prompt

Next, you have to configure the VMWare Horizon Client by entering the Connection Server name:

MyPC.ccf.org

Check the box that says, "Always connect at launch".

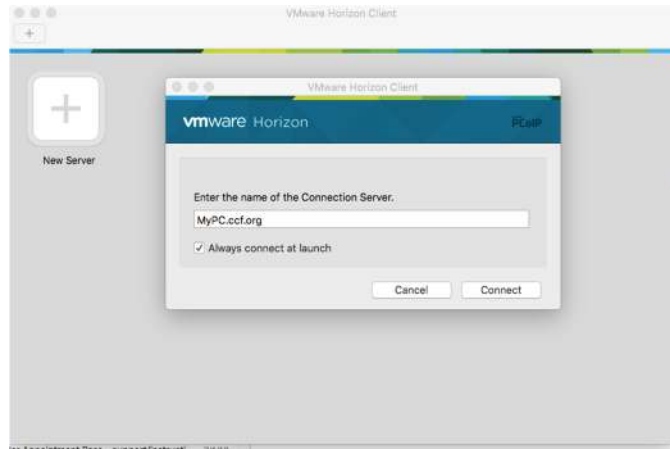


Figure 18 - VMWare Horizon Client Configuration

Note that you must have a Remote Access connection to the Cleveland Clinic to complete the connection – if you are not connected, you must connect now. Instruction for accessing the Cleveland Clinic via AnyConnect can be found here:

<http://portals.clevelandclinic.org/VendorMigrationInstructions/tabid/6743/Default.aspx>

Click the Connect button and you will be prompted to login. For this, you will need to use your Cleveland Clinic user name and password. Select **CC** for the Domain.



Figure 19 - Login to VMWare Horizon

For continued instructions for using the virtual desktop, refer to step 17 and beyond.