

Using VMware View Client for Mac OS X

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View Client

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Tech Preview

Using VMware View Client for Mac OS X

This guide, *Using VMware View Client for Mac OS X*, provides information about installing and using VMware View™ software on a Mac to connect to a View desktop in the datacenter.

The information in this document includes system requirements and instructions for installing and using View Client for Mac OS X.

This information is intended for administrators who need to set up a VMware View deployment that includes Mac client devices. The information is written for experienced system administrators who are familiar with virtual machine technology and datacenter operations.

- [Setup and Installation](#) on page 5
Setting up a View deployment for Mac clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and Mac clients, and downloading and installing View Client for Mac OS X from the VMware Web site.
- [Managing Server Connections and Desktops](#) on page 7
Use View Client to connect to View Connection Server or a security server and log in to or off of a View desktop. For troubleshooting purposes, you can also reset a View desktop assigned to you and roll back a desktop you checked out.
- [Using a Microsoft Windows Desktop on a Mac](#) on page 11
View Client for Mac OS X supports some of the features included in View Client for Windows.
- [Troubleshooting View Client](#) on page 12
You can solve most problems with View Client by resetting the desktop or by reinstalling the VMware View Client.

Setup and Installation

Setting up a View deployment for Mac clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and Mac clients, and downloading and installing View Client for Mac OS X from the VMware Web site.

- [System Requirements](#) on page 6
You can install View Client for Mac OS X on all Intel-based models of that use the Mac OS X 10.6.8 or later operating system.
- [Supported View Desktop Operating Systems](#) on page 6
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.
- [Preparing View Connection Server for View Client](#) on page 6
Administrators must perform specific tasks to enable end users to connect to View desktops.

- [Install View Client on Mac OS X](#) on page 7

End users open View Client to connect to virtual desktops from a Mac OS X physical machine. You install View Client on Mac OS X client systems from a disk image file.

System Requirements

You can install View Client for Mac OS X on all Intel-based models of that use the Mac OS X 10.6.8 or later operating system.

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

Model	Intel-based Mac
Memory	At least 2GB of RAM
Operating systems	Mac OS X Snow Leopard 10.6.8 and Mac OS X Lion 10.7.0 or later
View Connection Server, Security Server, and View Agent	4.6 or later
Display protocol for VMware View	PCoIP (for this Tech Preview release)

Supported View 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 guest operating systems, see the VMware View 4.6.x or 5.x installation documentation. The topic is called "Supported Operating Systems for View Agent."

IMPORTANT If you use Windows 7 in a virtual machine, the host must be ESX/ESXi 4.0 Update 2 or later, ESX/ESXi 4.1 Update 1 or later, or ESXi 5.0 or later.

Preparing View Connection Server for View Client

Administrators must perform specific tasks to enable end users to connect to View desktops.

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

- If you are using a security server, as VMware recommends, verify that you are using View Connection Server 4.6 and View Security Server 4.6 or later. See the *VMware View Installation* documentation for View 4.6 or later.
- If you plan to use a secure 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 a virtual desktop pool has been created and that the user account you plan to use is entitled to access this View desktop. See the topics about creating desktop pools in the *VMware View Administration* documentation.
- Verify that the desktop pool is set to use the PCoIP display protocol. See the *VMware View Administration* documentation.

Install View Client on Mac OS X

End users open View Client to connect to virtual desktops from a Mac OS X physical machine. You install View Client on Mac OS X client systems from a disk image file.

Prerequisites

- Verify that the client system uses a supported operating system: Mac OS X 10.6.8, 10.7.0, or later.
- If you plan to use the RDP display protocol to connect to a View desktop, verify that the Mac client system has Microsoft Remote Desktop Connection Client for Mac, version 2.0 or later installed.

NOTE For this Tech Preview release, you cannot use RDP to connect to a Windows 7 View desktop.

- Verify that you have the URL for the Download page that contains the disk image file for View Client for Mac OS X.

Procedure

- 1 From your Mac, browse to the Web page that contains the disk image file for View Client.
The file name format is `VMware-View-Client-y.y.y-xxxxxx.dmg` disk image file, where `xxxxxx` is the build number and `y.y.y` is the version number.
- 2 Double-click the `.dmg` file to open it and click **Agree**.
The contents of the disk image appear in a VMware View Client Finder window.
- 3 In the Finder window, drag the **View Client** icon to the **Applications Folder** icon.
If you are not logged in as an administrator user, you are prompted for an administrator user name and password.

What to do next

Start View Client and verify that you can log in to the correct virtual desktop. See [“Log In to a View Desktop for the First Time,”](#) on page 8.

Managing Server Connections and Desktops

Use View Client to connect to View Connection Server or a security server and log in to or off of a View desktop. For troubleshooting purposes, you can also reset a View desktop assigned to you and roll back a desktop you checked out.

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

- [Log In to a View Desktop for the First Time](#) on page 8
Before you have end users access their virtual desktops, test that you can log in to a virtual desktop from the client system.
- [Certificate Checking Modes for View Client](#) on page 9
Administrators and sometimes end users can configure whether client connections are rejected if any or some server certificate checks fail.
- [Disconnecting from a View Desktop](#) on page 9
You can disconnect from a View desktop without logging off, so that applications remain open on the View desktop.
- [Log Off from a Desktop](#) on page 10
If you are not connected to a View desktop, you can log off without having to connect first.

- [Roll Back a Desktop](#) on page 10

Rolling back discards changes made to a virtual desktop that you checked out for use in local mode on a Windows PC or laptop.

- [Remove a View Server Shortcut from the Home Screen](#) on page 11

After you connect to a View Connection Server instance, a shortcut is saved to the View Client Home screen. You can delete the shortcut if you want to.

Log In to a View Desktop for the First Time

Before you have end users access their virtual desktops, test that you can log in to a virtual desktop from the client system.

Prerequisites

- The credentials you need to log in, such as a user name and password or RSA SecurID user name and passcode.
- The domain name for logging in.
- Verify that a virtual desktop pool has been created and that the user account you plan to use is entitled to access this desktop. See the topics about creating desktop pools in the *VMware View Administration* document.
- Verify that you have the fully qualified domain name (FQDN) of the server that provides access to the virtual desktop.
- If you are outside the corporate network and are not using a security server to access the virtual desktop, verify that your client system 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 you plan to use the RDP display protocol to connect to a View desktop, verify that the AllowDirectRDP View Agent group policy setting is enabled.

NOTE For this Tech Preview release, you cannot use RDP to connect to a Windows 7 View desktop.

Procedure

- 1 In the **Applications** folder, double-click **VMware View Client**.
- 2 Click the **Add Server** icon on the View Client Home screen.
- 3 Enter the name of View Connection Server or a security server and click **Continue**.
- 4 If you are prompted for RSA SecurID credentials, enter the user name and passcode and click **Continue**.
- 5 Enter your user name and password in the login dialog box.

If you type the user name as **user@domain**, it is treated as a user principal name (UPN) because of the at-sign (@), so the domain drop-down menu dims. Otherwise, you must also select a domain.

- 6 Double-click a View desktop shortcut to connect.

After you are connected, the client window appears. If View Client cannot connect to the desktop, perform the following tasks:

- Determine whether View Connection Server is configured not to use SSL. View Client requires SSL connections. Check whether the global setting in View Administrator for the **Use SSL for client connections** check box is deselected. If so, you must either select the check box, so that SSL is used, or set up your environment so that clients can connect to an HTTPS enabled load balancer or other intermediate device that is configured to make an HTTP connection to View Connection Server.

- Verify that the security certificate for View Connection Server is working properly. If it is not, in View Administrator, you might also see that the View Agent on desktops is unreachable.
- Verify that the tags set on the View Connection Server instance allow connections from this user. See the *VMware View Administration* document.
- Verify that the user is entitled to access this desktop. See the *VMware View Administration* document.
- If you are using the RDP display protocol to connect to a View desktop, verify that the client computer allows remote desktop connections.

Certificate Checking Modes for View 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 View Client. Certificate verification includes the following checks:

- 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 the View client to a server with a certificate that does not match the host name the user entered. Another reason a mismatch can occur is if the user enters 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.

If your administrator has allowed it, you can set the certificate checking mode. Select **VMware View Client > Preferences** from the Finder menu bar. You have three choices:

- **Reject the unverifiable connection (Secure).** If any of the certificate checks fails, the client cannot connect to the server. An error message lists the checks that failed.
- **Warn if the connection may be insecure (Default).** 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 View Client.
- **Allow the unverifiable connection (Not Secure).** This setting means that View does not perform any certificate checking.

If the certificate checking mode is set to **Warn**, you can still connect to a View Connection Server instance that uses a self-signed certificate. If your administrator later installs a security certificate from a trusted certificate authority, so that all certificate checks pass when you connect, this trusted connection is remembered for that specific server. In the future, if that server ever presents a self-signed certificate again, the connection fails. After a particular server presents a fully verifiable certificate, it must always do so.

Disconnecting from a View Desktop

You can disconnect from a View desktop without logging off, so that applications remain open on the View desktop.

Depending on what you want to do next, disconnect by using one of the following actions:

- To simply disconnect or to choose a different desktop on the same View server, click the **Disconnect** toolbar button in the upper-left corner of the window.

- To choose a desktop on a different View server, click the **Choose Another Server** toolbar button in the upper-right corner of the window.
- To disconnect and quit the View Client, select **File > Quit** from the Finder menu bar.

NOTE To use the equivalent of pressing Ctrl+Alt+Delete on a Windows system, select **Desktop > Send Ctrl+Alt+Delete** from the menu bar.

Alternatively, you can press Control+Option+Delete on an Apple keyboard.

Log Off from a Desktop

If you are not connected to a View desktop, you can log off without having to connect first.

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

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

Prerequisites

- The credentials you need to log in, such as a user name and password or RSA SecurID user name and passcode.
- If files are open in the desktop, save and close them.
- To use this procedure, you must have logged in to the View desktop at least once from the client device.

If you have not logged in at least once, familiarize yourself with the procedure [“Log In to a View Desktop for the First Time,”](#) on page 8.

Procedure

- 1 If the View Client Home screen displays View Connection Server shortcuts, double-click the shortcut for the server that accesses the desktop and supply credentials.
 - a If you are prompted for RSA SecurID credentials, enter the user name and passcode and click **Continue**.
 - b Enter your user name and password in the login dialog box.
- 2 On the View Client Home screen that displays View desktop shortcuts, select the desktop and either click the **Log Off** toolbar button at the top of the window, or select **Desktop > Log Off** from the Finder menu bar.

You can also use this menu command when you are logged in to the View Desktop.

Roll Back a Desktop

Rolling back discards changes made to a virtual desktop that you checked out for use in local mode on a Windows PC or laptop.

You can roll back a View desktop only if your View administrator has enabled this feature and only if you checked out the desktop.



CAUTION If changes were made to the local mode desktop and those changes were not replicated back to the View server before rolling back, the changes are lost.

Prerequisites

- The credentials you need to log in, such as a user name and password or RSA SecurID user name and passcode.
- Back up the desktop to the server to preserve data or files.

You can use View Administrator to replicate data to the server, or, if the policy is set to allow it, you can use View Client with Local Mode on the Windows client where the desktop is currently checked out.

- To use this procedure, you must have logged in to the View desktop at least once from the client device.

If you have not logged in at least once, familiarize yourself with the procedure [“Log In to a View Desktop for the First Time,”](#) on page 8.

Procedure

- 1 If the View Client Home screen displays View Connection Server shortcuts, double-click the shortcut for the server that accesses the desktop and supply credentials.
 - a If you are prompted for RSA SecurID credentials, enter the user name and passcode and click **Continue**.
 - b Enter your user name and password in the login dialog box.
- 2 On the View Client Home screen that displays View desktop shortcuts, select the desktop and select **Desktop > Rollback** from the Finder menu bar.

After the View desktop is rolled back, you can log in to it from the Mac client.

Remove a View Server Shortcut from the Home Screen

After you connect to a View Connection Server instance, a shortcut is saved to the View Client Home screen. You can delete the shortcut if you want to.

You can remove a View Connection Server shortcut by selecting the shortcut and pressing the Delete key or by Control-clicking or right-clicking the shortcut on the Home screen and selecting **Delete**.

You cannot remove View desktop shortcuts that appear after you connect to a server.

Using a Microsoft Windows Desktop on a Mac

View Client for Mac OS X supports some of the features included in View Client for Windows.

Feature Support Matrix

View Client for Mac OS X supports a subset of the features available on other clients, such as the View Client for Windows desktops and laptops.

Table 1. Features Supported on Windows Desktops for Mac OS X Clients

Feature	Windows 7 View Desktop	Windows Vista View Desktop	Windows XP View Desktop
RSA SecurID	X	X	X
Single sign-on	X	X	X
RDP display protocol			X
PCoIP display protocol	X	X	X
USB access			
Wyse MMR			
Virtual printing			
Location-based printing	X	X	X
Smart cards			

Table 1. Features Supported on Windows Desktops for Mac OS X Clients (Continued)

Feature	Windows 7 View Desktop	Windows Vista View Desktop	Windows XP View Desktop
Multiple monitors			
Local mode			

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

Internationalization

For this Tech Preview release, the user interface and the documentation for View Client are available only in English.

Troubleshooting View Client

You can solve most problems with View Client by resetting the desktop or by reinstalling the VMware View Client.

Reset a Desktop

Resetting shuts down and restarts the desktop. Unsaved data is lost.

Resetting a View desktop is the equivalent of pressing the Reset button on a physical PC to force the PC to restart.

You can reset the desktop only if your View administrator has enabled this feature.

Prerequisites

- The credentials you need to log in, such as a user name and password or RSA SecurID user name and passcode.
- If files are open in the desktop, save and close them.

Procedure

- 1 If the View Client Home screen displays View Connection Server shortcuts, double-click the shortcut for the server that accesses the desktop and supply credentials.
 - a If you are prompted for RSA SecurID credentials, enter the user name and passcode and click **Continue**.
 - b Enter your user name and password in the login dialog box.
- 2 On the View Client Home screen that displays View desktop shortcuts, select the desktop and select **Desktop > Reset** from the Finder menu bar.

You can also use this menu command when you are logged in to the View Desktop.

The operating system in the View desktop is rebooted. View Client disconnects from the desktop, and you are returned to the View Client Home screen.

What to do next

To connect to the desktop again, double-click the View desktop shortcut on the View Client Home screen.

Uninstalling View Client

You can sometimes resolve problems with View Client by uninstalling and reinstalling the VMware View Client application.

You uninstall View Client using the same method you usually use for uninstalling any other application.

Drag the **VMware View Client** application from the **Applications** folder to the **Recycle Bin** and empty the bin.

After uninstalling is complete, you can reinstall the application.

See [“Install View Client on Mac OS X,”](#) on page 7.

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