

## **VMware Horizon Universal License FAQ**

Updated on October 2019

### **What is Horizon Universal license?**

VMware introduced Workspace One Universal license as a new license type to offer customers improved manageability across Horizon on-prem and in the cloud, and operational expenditure flexibility.

### **Why didn't I receive a Horizon 7 license key with their Universal license, or the Horizon license key didn't show up on myvmware.com?**

Unlike traditional perpetual license key, Horizon 7 Universal license is fully managed by VMware via the Horizon Cloud Connector component. There is no Horizon Universal license key to enter into the Horizon 7 console.

### **Are licenses for supporting components (vSphere, vSAN, App Volumes, etc.) for Horizon 7 also managed by VMware?**

No. At this time, only the Horizon 7 Universal license is managed by VMware. You will receive two emails: one with license keys for supporting components (no Horizon 7 product license key), another welcoming them to the Horizon Cloud Service and software download.

### **I didn't receive these Welcome emails. What should I do?**

You should search for the email sent from **VMware Horizon Cloud** (no-reply@vmware.com) to the person whose email is in the order form. Occasionally, you may have used a contact email in the order different than the Horizon admin (e.g., someone in purchasing use their email) – check with person who placed the order if they received the email.

### **Do I need a myvmware account to use Universal license?**

Yes. The myvmware account is necessary to associate the Horizon 7 pod to the your tenant account, including Universal license, managed by VMware.

## Horizon Cloud Connector

### What is the Horizon Cloud Connector?

Horizon Cloud Connector is a virtual appliance (OVA), and it is designed to bridge your Horizon 7 (on-prem or off-prem) and VMware Horizon Cloud control plane. The Cloud Connector is deployed in your Horizon pod, and the Cloud Connector is required for Horizon 7 with Universal licenses. In addition, Cloud Connector also enables cloud management features, like dashboard, management and monitoring capabilities across multiple Horizon pods (on-prem & Amazon on AWS).

### Which Horizon product requires the Horizon Cloud Connector?

Horizon Cloud Connector is required for **Horizon 7.6 and newer, using Universal licenses & cloud management features**, deployed on-premises and on cloud.

### Do I need the Horizon 7 Cloud Connector for Universal license, even if I don't plan on using other management features in the Horizon Cloud console?

Yes. The Cloud Connector is required for Horizon 7 Universal license even if you don't plan to use any VMware cloud hosted management & monitoring features.

### How many Cloud Connectors do I need?

Deploy one Horizon Cloud Connector with each Horizon 7 pod.

### What are the resource requirements for the Cloud Connector 1.4?

- Memory – 8 GB
- Hard disk – 40 GB
- No of CPUs – 8

Refer to product documentation for most current requirements.

### What network ports are used by Horizon 7 Cloud Connector?

Cloud Connector requires port 443.

### Will my users still be able to connect to their desktops & apps if the Cloud Connector becomes unavailable?

Yes. In the event the Cloud Connector becomes unavailable, Horizon 7 will continue to broker end user to their services for approx 25 days – allowing VMware & the customer to take corrective actions. Customer will be notified of issues & remediation recommendations in the Horizon Administrator console. Not change in user experience for end users.

### What versions of Horizon supports Universal license type?

| Horizon version    | Requirements to Use Universal License |
|--------------------|---------------------------------------|
| Horizon 7.6        | Horizon Cloud Connector 1.1 or 1.0    |
| Horizon 7.10 – 7.7 | Horizon Cloud Connector 1.4           |

**Q: How do I upgrade Cloud Connector to newer versions?**

**A:** Starting in Horizon Cloud Connector 1.3, VMware has enabled managed auto-upgrade feature. This upgrade feature will automatically upgrade the older version of Cloud Connector to a newest version via an industry-common “Blue-Green” appliance upgrade practice. The new “Green” Cloud Connector OVA is downloaded, and built-in workflow is automatically copies all configurations from existing “Blue” Cloud Connector to the new connector. Once upgrade is complete and validated, the new Cloud Connector will take over functionalities and the existing blue appliance will be shut down. If you are on a earlier version of Cloud Connector, you can upgrade manually by first downloading from the VMware download website.

**Q: What if validation fails in the green appliance during upgrade?**

**A:** The existing blue appliance will continue to function until the new green appliance completes its validation. In the event the validation fails, the blue appliance will continue to function.

**Enabling Horizon 7 for Universal License:**

This section is written for Horizon 7.6 with Cloud Connector 1.1. VMware recommends customers upgrade to the latest versions for use with Universal license deployments. Refer to product documentation for most current

Deployment Check List:

- Horizon 7.6 or newer
- Compatible Cloud Connector OVA
- Open port 443 for Cloud Connector https traffic
- Myvmware username & password – note: associated with the email address of contact in the purchase order.
- Two emails from VMware.com:
  - Welcome to VMware Horizon Cloud Service with software download information
  - License keys for supporting components: vSphere for Desktop, vCenter server & vSAN.

IMPORTANT NOTE: There is no Horizon 7 license key. The Universal is managed by VMware via the Cloud Connector and your Horizon 7 pod. If you received a Horizon 7 license key in an email, DO NOT ENTER the Horizon key into Horizon 7. Contact VMware.

**Documentation & Related Links:**

**Always follow the Horizon 7 documentation for the most current product related information.** Below are useful links to help you familiarize with Cloud Connector and connecting Horizon 7 to Horizon Cloud control plane.

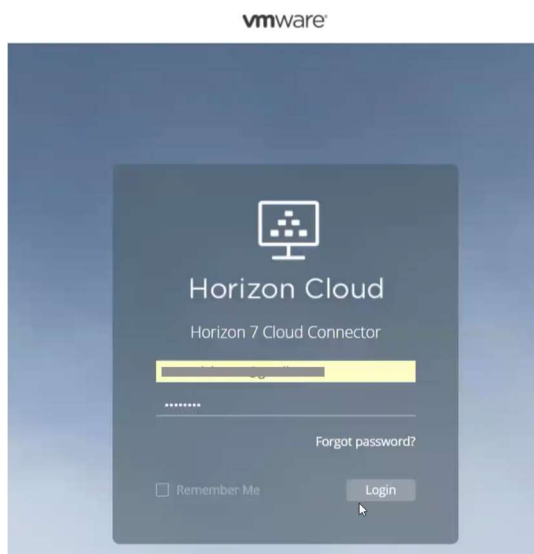
Connecting Horizon pod to Horizon Cloud: <https://docs.vmware.com/en/VMware-Horizon-Cloud-Service/services/hzncloudmsazure.getstarted15/GUID-BD899E43-9505-48D7-ACF1-4833C96AD985.html>

Known considerations for Horizon Cloud Connector: <https://docs.vmware.com/en/VMware-Horizon-Cloud-Service/services/hzncloudmsazure.getstarted15/GUID-B1CD2B75-E4DB-401D-9C68-E86762A9BBFD.html>

Implementing Horizon Cloud Connector video: <https://techzone.vmware.com/vmware?share=video1290>

Here are screenshots on how to pair the Horizon Cloud Connector, and Universal license information displayed in the Horizon Admin console after completion.

- 1) Deploy Horizon 7 & supporting components – follow Horizon 7 documentation
- 2) Deploy Cloud Connector OVA with Horizon 7 (one cloud connector per Horizon pod)
  - a. Import the cloud connector OVA into vCenter (typically takes a few minutes)
  - b. Connect & log into the Cloud Connector via the IP address after import is complete. You can get the IP address & the thumbprint of the connector by opening the console in vSphere web client.
  - c. From a browser window, open the cloud connector via the IP address.
    - i. Log in using the myvmware credential. If you received an invalid credential error, contact VMware Support



- ii. Upon successful authentication, you can continue setup by Connecting to Horizon 7 Pod. You'll need your FQDN of your Horizon 7 Connection Server, and your Horizon 7 admin credentials

- iii. Configure Horizon 7 Pod by entering name of pod, location and description.

Setup 2 of 3: Configure Horizon 7 Pod

Description

Name:

Data Center Location:

Description:

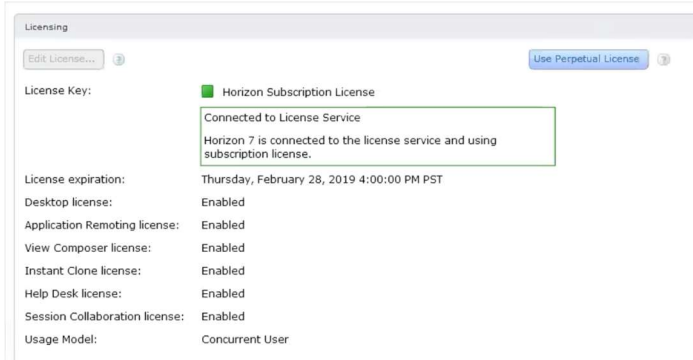
New Edit

- iv. The pairing is complete:



v.

- 3) After connector pairing is complete, VMware will activate the Universal license - typically within 48 hours after pairing. After which, log into the Horizon 7.6 console – Product Licensing & Usage – you will see the message Connected to License Service.



#### Troubleshoot:

- If you do not see Horizon Universal License and the Edit License button is visible, this means the Cloud Connector hasn't paired with your Horizon pod and VMware. Check that the correct pod or VMware hasn't created the record. Contact VMware support.
- If you do not see "Connected to License Service" after 48hrs of Cloud Connector pairing, Contact VMware support.