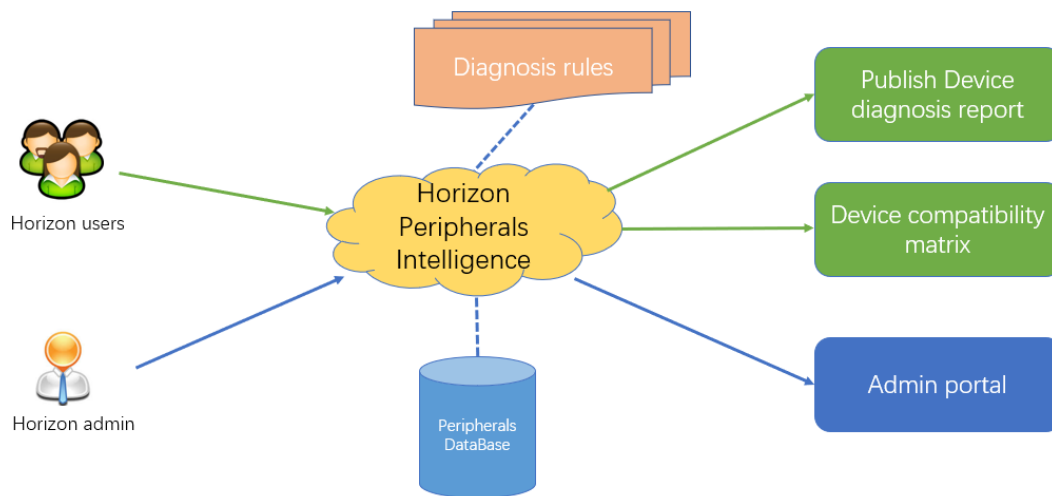


Horizon Peripherals Intelligence is an online self-serviced diagnosis service that can help increase the satisfaction when using peripheral devices with Horizon product by both the end users and the admin user. Currently, we support diagnosis for the following device categories - USB Printer, Virtual Printer, USB disk, Scanner, Camera, Audio, Serial devices, Barcode scanner, Signature Pad, SpeechMics, Smartcard reader, Mouse, Keyboard and Other(unrecognized no driver device). We will continue to cover more device categories in the future.



There are 2 main functions of Horizon Peripherals Intelligence.

1) Publish device diagnosis report promptly based upon the horizon end users' requests. The report will be available for both Horizon users and admin in the web portal. Users could better understand the device usage issues with the report. Admin could be aware of the end users' issues and take actions to fix them based upon the suggestions provided in the report.

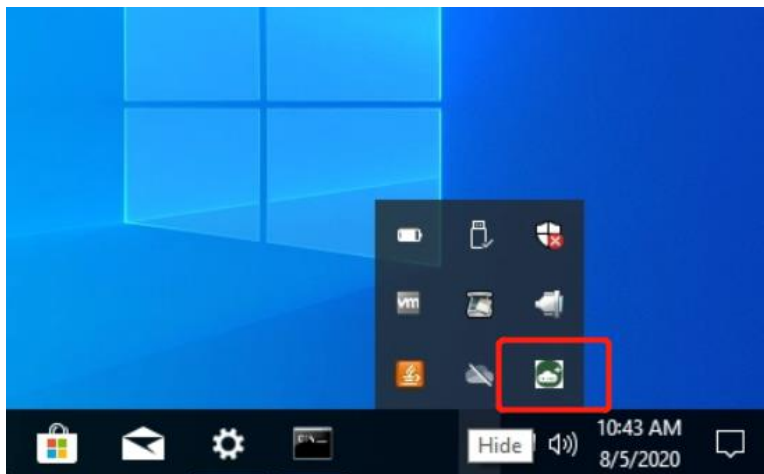
2) Maintain a device compatibility matrix. All users could search the matrix based on the device type. Horizon Peripherals Intelligence will present a filtered device support table per users search request and the devices' information will be shown in detail.

How to start a diagnosis process?

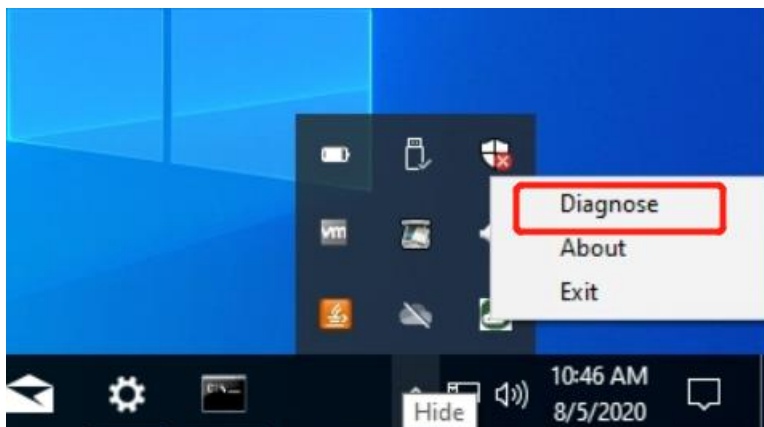
There are several pre-conditions to start a diagnosis process:

1. Successfully install and deploy the Horizon Peripherals Intelligence following the installation guide
2. With some specific peripheral devices attached to the Horizon Windows client to be diagnosed
3. Horizon client connects to a remote desktop or app session

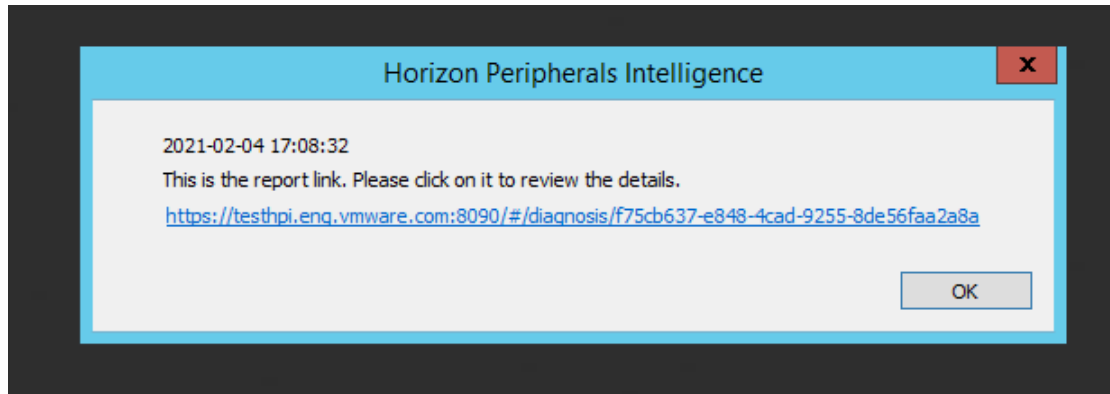
Step1. Manually launch the HorizonPeripheralsAgent.exe from the installation directory on Horizon agent machine if it is not automatically launched after login. The HorizonPeripheralsAgent icon will appear in the right corner of Windows task bar.



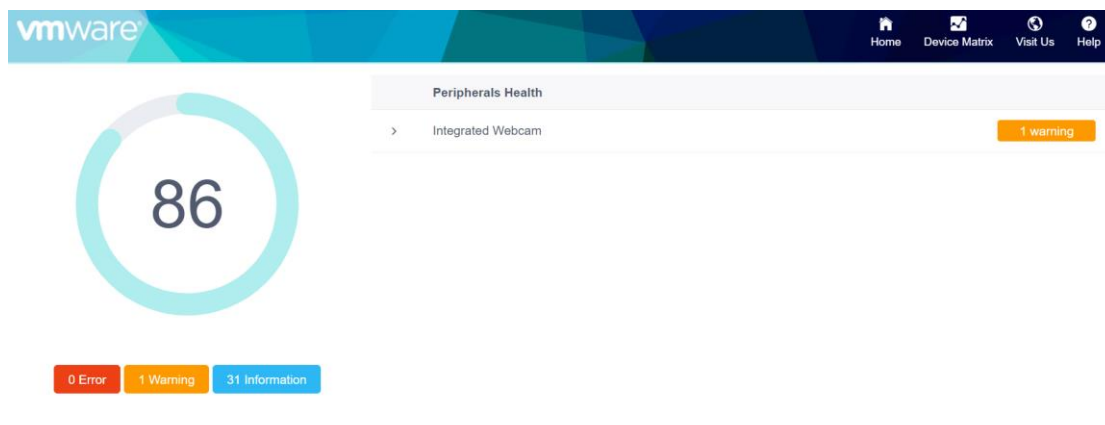
Step2. Click on the HorizonPeripheralsAgent icon to show up the menu. Click the diagnose option.



Step3. A report link message will pop up promptly. If the network connection with Horizon Peripherals Intelligence server is not very good, it may take a while.



Step 4. Click the link message to use the default browser to open the device diagnosis report . Here you can browse the overall peripherals health on the upper part of the web page. On the left is the score circle, which gives you an first impression of all your peripherals devices situation. On the right are all the devices that went wrong. You can click it for details. Devices that only have information wouldn' t appear on this part.



Step 5. Scroll down, you can browse all your devices information.

Device Information		
Compatibility Information		
More Information		
Virtual Printers(14)		
Cameras(1)		
DeviceName		
> OneNote (Desktop)		2 information
> OneNote for Windows 10		2 information
> NPI025296 (HP LaserJet Professional M1216nfh MFP)		2 information
> Microsoft XPS Document Writer		2 information
> Microsoft Print to PDF		2 information
> Fax		2 information
> Adobe PDF		2 information

Click on different category to view the details. In addition you can check the client/agent and more information under the corresponding tab.

Device Information

Compatibility Information

More Information

Virtual Printers(18)

Cameras(1)

USB Audio(1)

DeviceName

Integrated Webcam

1 warning

3 information


The driver is probably provided by Microsoft. Recommend to install the native driver provided by the device vendor.

The VMware RTAV component is installed on the Horizon agent desktop. Please use it for Cameras redirection. Follow [this link](#) to find more guidance.

If this camera is a high resolution composite device, please contact your IT administrator for other solutions for it is not supported in Horizon yet.

It is recommended to use RTAV redirection solution for common camera devices in Horizon environment. Follow [this link](#) to find more guidance.

Integrated Webcam



Device Information

Pid	5650
Vid	0BDA

How to check the device support matrix?

Use any browser to open Horizon Peripherals Intelligence web server page. Then click the “Device Matrix” button on the top right.

vmware

Home

Device Matrix

Visit Us

Help

VMware Marketplace

SIGN IN

SIGN UP

VMware Validated Peripherals

Search for apps

VMware has tested the following third-party peripherals to verify their interoperability with VMware Horizon.

All of the information posted on this page is from VMware's interoperability testing and none of the content has been reviewed or verified by the vendors referenced below. Inclusion on this list should not be considered an endorsement by VMware.

For more information about how to participate and get added to this list please go to: <https://code.vmware.com/programs/vmware-horizon-partner-peripherals-program>

Ambir ImageScan Pro DS490-3

Horizon Product

1. Horizon 2. Horizon Cloud on Azure

Verified Client Type

Windows Client

MORE DETAILS

Ambir ID scanner

Horizon Product

1. Horizon 2. Horizon Cloud on Azure

Verified Client Type

Windows Client

MORE DETAILS

Ambir TravelScan Pro 600ix - Simplex I...

Horizon Product

1. Horizon 2. Horizon Cloud on Azure

Verified Client Type

Windows Client

MORE DETAILS