

# vRealize Operations for Horizon vRealize Operations for Published Apps

## General Topics

### Q. What is vRealize Operations for Horizon?

A. VMware vRealize™ Operations for Horizon® provides end-to-end visibility into the health, performance and efficiency of virtual desktop and application environments from the data center and infrastructure through to devices. It enables desktop administrators to proactively optimize end-user experience, avert incidents, and eliminate bottlenecks. Designed for VMware Horizon 6 and now also supporting Citrix XenApp 6.5 with Published Apps, vRealize Operations improves IT supportability and lowers the cost of owning and operating virtual desktop and application environments.

### Q. What is vRealize Operations for Published Applications?

A. In contrast to vRealize Operations for Horizon—which supports both Horizon and Citrix XenApp 6.5 environments—vRealize Operations for Published Applications™ is designed solely to address Citrix XenApp deployments. With vRealize Operations for Published Apps, Citrix XenApp customers will be able to benefit from a single monitoring dashboard, offering comprehensive top-down monitoring & reporting capabilities across XenApp 6.5 environments. This release supports metrics for server-hosted applications (seamless apps) and server-hosted desktops (aka. published desktops). See chart below for differences between vRealize Operations for Horizon and vRealize Operations for Published Apps.

### Q. What features are included with vRealize Operations for Horizon & Published Applications?

- A.
  - Patented self-learning analytics that adapt to your environment, continuously analyzing thousands of metrics for server, storage, networking and end-user performance.
  - In-guest metrics for application performance to ensure end users have the best possible users experience.
  - Comprehensive dashboards that simplify monitoring of health and performance, identify bottlenecks, and improve the infrastructure efficiency of your entire Horizon environment.
  - Dynamic thresholds and “smart alerts” that notify administrators earlier in the process and provide more-specific information about impending performance issues.
  - Automated root-cause analysis, session look-up and event correlation for faster troubleshooting of end- user problems.
  - Integrated approach to performance, capacity and configuration management that supports holistic management of virtual desktop and application operations.

- Out-of-the box reporting on usage and license metrics and pre-configured commands for quick remediation.
- vRealized Operations Manager is also available as a virtual appliance for faster time to value.

### Q. What are some key feature similarities and differences between vROps for Published Applications and vROps for Horizon?

A. vROps for Horizon monitors both Horizon and Citrix desktop environments, whereas vROps for Published Applications only monitors Citrix XenApp environments.

Drilling down, the monitoring capabilities for the Horizon and Citrix environments are fundamentally the same and designed to focus on three key use cases; applications reporting, sessions reporting and vSphere metrics.

Monitoring in the Citrix environment adds additional capabilities to monitor the ICA protocol and historical trending of in-guest metrics from Citrix XA 6.5.

### Q. Are features like historic trend/usage reporting delivered in vRealize Operations for Published Apps also available for Horizon deployments?

A. They are not yet available at this time. However, these features are on VMware’s roadmap.

### Q. Do these products support for XenDesktop?

A. vRealize Operations for Published Apps 6.1 does not currently support XenDesktop. This is however, on VMware’s roadmap.

### Q. What are the deployment requirements for vRealize Operations for Horizon and vRealize Operations for Published Applications?

A. vRealize Operations Manager 6.0.2 (also available in virtual appliance) and the Adapter and Agent components are required and need to be installed as part of respective Horizon 6.x and XenApp 6.5 deployments.

### Q. What are the deployment requirements of vRealize Operations for Published Apps?

A. vRealize Operations or Published Apps supports Citrix XenApp 6.5 for Windows Server 2008R2, VMware vCenter™/vSphere® 6.x and vRealize Operations Manager™ 6.0.2. vRealize Operations for Horizon and Published Applications vRealize Operations for Horizon and Published Applications

**Q. Is vRealize Operations for Horizon the same as vCenter Operations Manager for View?**

A. vCenter Operations Manager for View™ was renamed to vRealize Operations for Horizon. Customers who purchased vCenter Operations Manager for View as a standalone product, or as part of the Horizon Enterprise Edition, and who have active subscription and service, are entitled to vRealize Operations Manager for Horizon.

**Q. What happens if I am using an earlier version of Horizon (e.g. Horizon View version 4 or 5)?**

A. vRealize Operation for Horizon is compatible with earlier versions of Horizon View, although certain features will not be activated. vRealize Operations for Horizon and Published Applications

**Purchasing & Licensing Topics**

**Q. How are vRealize Operations for Horizon and vRealize Operations for Published Applications licensed and sold?**

A. vRealize Operations for Horizon is available as a component of Horizon Enterprise edition and as a standalone offering. vRealize Operations for Published Applications is available through the Horizon Application Management™ Bundle .

Product	Supported Environments			Packaging availability	SKUs	License type
	Horizon Editions	XenApp 6.5	VDI Infrastructure (vSphere, vSAN)			
vRealize Operations for Horizon	•	•	•	As part of the Horizon Enterprise Edition	HZ-ENTC-10-C HZ-ENTC-100-C	Concurrent
	•	•	•	Standalone product	VR6-VU10-C VR6-VU100-C	Concurrent
vRealize Operations for Published Apps		•	•	As part of the Horizon Application Management Bundle	HZ-APMC-10C HZ-APMC-100C	Concurrent
					HZ-APMN -10C HZ-APMN-100C	Named

**Q. What is Horizon Application Management Bundle?**

A. vRealize Operations for Published Apps is available as a component in the Horizon Application Management Bundle, which also includes other products to optimize XenDesktop and XenApp environments, including; VMware App Volumes™ for just-in time app delivery, VMware User Environment Manager™ for personalization and policy control, and VMware Workspace™ Portal and VMware ThinApp® for App packaging and cataloging. vRealize Operations for Published Apps is not available as standalone product.

- Perpetual per concurrent connection (CCU) – For virtual environments with a high number of users who share machines throughout the day, such as students and shift workers. A concurrent connection is defined as a powered-on VM and connected virtual desktop session. Here organizations own the licenses.

In both NU and CCU metrics, the components of the bundle cannot be split between users. This applies to both named and concurrent connection instances. Although it has individual components, they should be thought of as a single product. In this manner—even if an end user in a concurrent connection scenario is only connected to View—the other associated components of the bundle (e.g., Workspace and VMware Mirage™) are also considered to be attached to that user and not available to be entitled to other users.

**Q. How are vRealize Operations for Horizon and vRealize Operations for Published Apps licensed?**

A. As a standalone product, vRealize Operations for Horizon is available in a concurrent user licensing model. A concurrent connection is defined as an active and powered-on virtual desktop session. vRealize Operations for Horizon is also purchased as part of the Horizon Enterprise Edition, which is available in two license models

vRealize Operations for Published Applications is available in the Horizon Application Management Bundle on a named user or concurrent connection basis. The licensing model outlined above applies.

- Per named user (NU) – For virtual environments with staff that require dedicated access to a virtual machine throughout the day.

**Q. How is licensing tracked for vRealize Operations for Horizon and vRealize Operations for Published Apps?**

A. vRealize Operations for Horizon and vRealize Operations for Published Applications licensing are tracked based on the total number of active and powered on connections over a 24 hour period for any given day. vRealize Operations for Horizon and Published Applications.

**Q. Do I need additional licenses with vRealize Operations for Horizon if I am using this for an end user that is accessing both XenApp and Horizon?**

A. No, if you purchased 100CCU of vROps for Horizon, you will be able to monitor and report on 100 users connecting through vROps for Horizon and also 100 users connecting through vRealize Operations for Citrix XenApp. However, you cannot consume more than 100 licenses at any given time in this case.

**Q. Which Horizon Edition contains vRealize Operations for Horizon?**

A. The Horizon Enterprise Edition contains vRealize Operations for Horizon.

**Q. Is the standalone version of vRealize Operations for Horizon different than the version included in the Horizon Enterprise Edition?**

A. No, they are exactly the same.

**Q. Can I run vRealize Operations for Horizon with Horizon View Standard Edition or Horizon Advanced Edition?**

A. Yes, but in the case of deployment with Horizon View Standard Edition, certain features would not be activated, such as in-app metrics. You could however, use vRealize Operations to monitor a Citrix XenApp 6.5 environment in conjunction with any of the Horizon Editions.

**Q. Can I run vRealize Operations for Horizon in a Citrix environment?**

A. Yes, as of June, 2015, vRealize Operations for Horizon will include the ability to monitor a Citrix XenApp 6.5 environment. It can provide infrastructure metrics, as well as application metrics and insights.

**Q. How many desktops will one deployment monitor?**

A. vRealize Operations for Horizon is licensed per desktop VM and will monitor up to 15,000 desktop sessions per deployment, when deployed with multiple adapters (max 10k per adapter).

**Q. Can I run vRealize Operations for Horizon on vSphere Desktop?**

A. Yes, vRealize Operations for Horizon is exclusive to desktop monitoring and automation, and covered under the vSphere Desktop EULA.

**Q. If I have vRealize Operations for Horizon, is there an upgrade path to Horizon Enterprise Edition?**

A. There is no upgrade path at this time.

**Q. What kind of technical support is available for vRealize Operations for Horizon?**

A. VMware requires Basic (12x5) and Production (24x7) support for all components included in the Horizon Editions, including vSphere, vCenter, and View Manager. In addition, customers can purchase Business Critical Support to complement Production Support. VMware Business Critical Support offers access to a dedicated account team who will build and maintain a profile of your Horizon installation and provide regular account reviews. The VMware Professional Services organization is also available for Horizon consultations or to deploy Horizon in your organization. For more information, visit <http://www.vmware.com/support/horizon>.

**Q. Do I need to buy a VMware support contract for vRealize Operations for Horizon?**

A. To ensure that you realize the benefits of Horizon quickly, a minimum of one year of Basic VMware SnS is required with the purchase of any Horizon Edition. You can upgrade to Production Support and then elect to add Business Critical Support. Multiyear discounted offerings for all VMware support levels are also available.

**Q. Where can I get more information on Desktop EOA and Lifecycle Management?**

A. For more information around VMware Enterprise Desktop EOA and support policies; please visit: <https://www.vmware.com/support/policies/enterprise-desktop/faqs.html>.

