VMware Dynamic Environment Manager Helpdesk Support Tool Administration Guide

VMware Dynamic Environment Manager 2006

vmware®

You can find the most up-to-date technical documentation on the VMware website at:

https://docs.vmware.com/

Contents

Helpdesk Support Tool Administration Guide

The *Helpdesk Support Tool Administration Guide* provides information about deploying and administering the VMware Dynamic Environment Manager Helpdesk Support Tool.

Intended Audience

This information is intended for VMware Dynamic Environment Manager administrators or support engineers in the area of end-user environments personalization who want to provide support for VMware Dynamic Environment Manager profile archives and profile archive backups.

Introduction to VMware Dynamic Environment Manager Helpdesk Support Tool

<div style="text-align:right">1</div>

Helpdesk Support Tool is an optional component of VMware Dynamic Environment Manager that does not require extra licensing. It provides capabilities to support and maintain the VMware Dynamic Environment Manager profile archives and profile archive backups. Helpdesk Support Tool also provides the total profile archive sizes for a user and an integrated FlexEngine log file viewer, which allows you to analyze the logs in detail.

As a VMware Dynamic Environment Manager administrator, you can use Helpdesk Support Tool yourself, or you can make it available to another department that is in charge of providing support in the area of personalization. The Helpdesk Support Tool users are called operators.

You can use Helpdesk Support Tool to perform the following tasks:

- Reset one or more profile archives for a user.

- Restore a profile archive backup for a user.

- Open a profile archive for a user in Windows Explorer.

- Edit a profile archive for a user.

- View FlexEngine log files for a user, and search for a specific log string.

- View the total size of profile archives and profile archive backups for a user.

VMware Dynamic Environment Manager Infrastructure with Helpdesk Support Tool

2

VMware Dynamic Environment Manager Helpdesk Support Tool works with the central VMware Dynamic Environment Manager configuration share and the user-specific profile archives, profile archive backups, and optionally FlexEngine log files.

Helpdesk Support Tool is provided to and used by support personnel and VMware Dynamic Environment Manager administrators. You can install Helpdesk Support Tool on any machine within your organization. However, only users with the correct configuration and the appropriate access permissions in the central configuration share and in the user-specific profile archive paths of VMware Dynamic Environment Manager can run Helpdesk Support Tool.

To deploy and use Helpdesk Support Tool, you must have already properly configured VMware Dynamic Environment Manager infrastructure as shown in the following configuration diagram. See the *Installing and Configuring VMware Dynamic Environment Manager Guide*.

Figure 2-1. Configuration Diagram
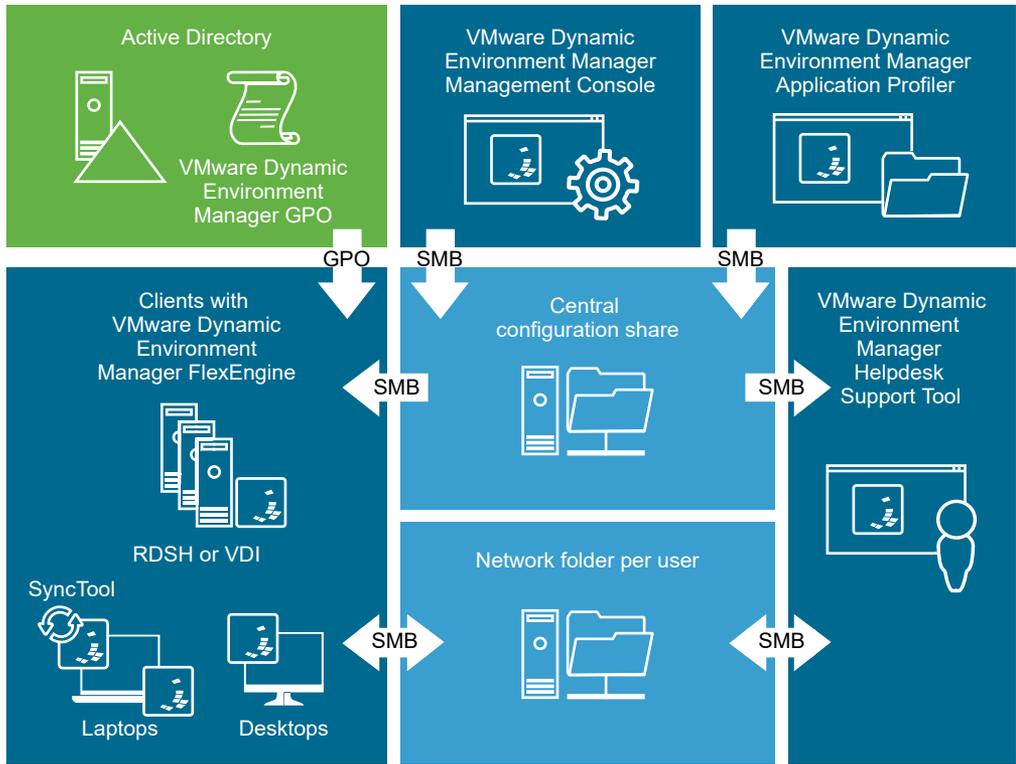
Installing and Configuring
Helpdesk Support Tool

<div style="text-align:right; font-size:3em; color:#888;">3</div>

Use the following sections to install and configure or upgrade the Helpdesk Support Tool.

Before you deploy Helpdesk Support Tool, make sure that your system meets the infrastructure requirements, and that you have reviewed the deployment guidelines. Then, follow the installation and configuration steps detailed in the following sections.

This chapter includes the following topics:

- Before You Deploy Helpdesk Support Tool
- Installing and Upgrading Helpdesk Support Tool
- Configuring Helpdesk Support Tool

Before You Deploy Helpdesk Support Tool

To deploy Helpdesk Support Tool, your system must meet certain infrastructure and software requirements. You also have to get familiar with the Helpdesk Support Tool deployment process.

Infrastructure Requirements

To deploy Helpdesk Support Tool, your environment must meet certain infrastructure requirements.

- A correctly configured and running VMware Dynamic Environment Manager environment. For more information, see the VMware Dynamic Environment Manager documentation.

- Correctly configured `Immidio Flex+ Helpdesk Support Tool.xml` file placed in the root of the central VMware Dynamic Environment Manager configuration share. See Create the Immidio Flex+ Helpdesk Support Tool.xml File.

- Group Policy configuration for Helpdesk Support Tool that is applied to the operators of Helpdesk Support Tool.

- Read access permissions on the central VMware Dynamic Environment Manager configuration share for all operators of Helpdesk Support Tool.

- Helpdesk Support Tool operators to be able to modify all user profile archive paths and profile archive backup paths recursively, and have read access on FlexEngine log files.

Software Requirements

You can deploy and run Helpdesk Support Tool only on certain versions of the Windows operating system.

- Windows 7 Professional, Enterprise, and Ultimate x86 and x64 SP1

- Windows Server 2008 R2 Standard and Enterprise x64 SP1

- Windows Server 2012 Standard and Datacenter x64

- Windows 8.1 Professional and Enterprise x86 and x64 with Update

- Windows Server 2012 R2 Standard and Datacenter x64 with Update

- Windows 10 Version 2004 (May 2020 Update) Professional and Enterprise x86 and x64. See KB 57386 for the *VMware Dynamic Environment Manager and Windows 10 Versions Support Matrix*.

- Windows Server 2016 Standard and Datacenter x64

- Windows Server 2019 Standard and Datacenter x64

Important   To enable editing of the user profile archives from Helpdesk Support Tool, either the VMware Dynamic Environment Manager Management Console or FlexEngine must be installed on the target systems as well.

Overview of the Helpdesk Support Tool Deployment Process

To deploy Helpdesk Support Tool, you need a correctly configured VMware Dynamic Environment Manager environment and users that you already manage with VMware Dynamic Environment Manager.

The process for deploying Helpdesk Support Tool is the following:

1   Install Helpdesk Support Tool on machines from which operators provide support. See Installing and Upgrading Helpdesk Support Tool.

2   Create the `Immidio Flex+ Helpdesk Support Tool.xml` configuration file that contains the paths to the profile archives, the profiles archive backups, and the FlexEngine log files. Place the file in the root of the central VMware Dynamic Environment Manager configuration share, next to the `Immidio Flex Profiles Configuration.xml` file. See Create the Immidio Flex+ Helpdesk Support Tool.xml File.

3   Create Helpdesk Support Tool Group Policy configuration by using the Administrative Template that is provided in the VMware Dynamic Environment Manager download package.

   Note   You should create a specific Helpdesk Support Tool GPO, separate from your VMware Dynamic Environment Manager client GPO. With a separate GPO, it is easier to prevent accidentally providing Helpdesk Support Tool configuration to users, if you do not want these users to have Helpdesk Support Tool support.

   See Create the Group Policy Object.

4 If necessary, grant read-only permissions to the Helpdesk Support Tool operators on the following locations:

   ▪ Recursively through the folder structure on the central VMware Dynamic Environment Manager configuration share.

   ▪ Recursively through the profile archive backups folders for all users.

   ▪ On the FlexEngine log file location for all users. If Helpdesk Support Tool operators are allowed to override the FlexEngine log level, they need modify permissions on the FlexEngine log file location.

5 If necessary, grant modify permissions recursively on the profile archive folders for all users. If Helpdesk Support Tool operators are allowed to override the FlexEngine log level, they also need modify permissions on the FlexEngine log file location.

Note Setting the NTFS permissions on the profile archives incorrectly might make the personalization feature within VMware Dynamic Environment Manager inoperable for your users.

Installing and Upgrading Helpdesk Support Tool

You can install Helpdesk Support Tool manually, or you can perform an unattended installation.

Note The Helpdesk Support Tool MSI file has a digital signature, which the Windows Installer infrastructure validates when the installation starts. This includes a certificate revocation check, for which the system needs Internet access. If your Internet connection is slow or unavailable, the installation continues, but only after several timeouts. In such cases, the installer seems to display no progress and does not provide any feedback.

Install Helpdesk Support Tool Manually

You install Helpdesk Support Tool by launching a setup wizard that guides you through the installation.

Prerequisites

▪ Verify that you have administrative privileges on the account where you will run the MSI file.

▪ Download and extract the MSI file package for your operating system.

Procedure

1 Run the MSI file that corresponds to your OS architecture and click **Next**.

Option	Description
x86	`VMware DEM Helpdesk Support Tool 9.9 x86.msi`
x64	`VMware DEM Helpdesk Support Tool 9.9 x64.msi`

2 Read and accept the **End User License Agreement** and click **Next**.

3 Select the destination folder where you want to install the application and click **Next.**

VMware recommends you install Helpdesk Support Tool in the default folder.

4 Click **Install**, and after the installation is complete, click **Finish**.

Unattended Installation of Helpdesk Support Tool

The Helpdesk Support Tool MSI supports unattended installation by using MSI properties to specify installation parameters. To perform an unattended installation, run the `msiexec` utility from the command line with the following property.

Property	Description
INSTALLDIR	The absolute path to the installation directory. Default value is `%ProgramFiles%\Immidio\Flex Profiles`.

The following is an example of a custom unattended installation command using the INSTALLDIR property to specify the path to the installation directory:

```
msiexec.exe /i "VMware DEM Helpdesk Support Tool 9.9 x86.msi" /qn INSTALLDIR="D:\Apps\VMware DEM" /l*
InstallHelpdeskSupport.log
```

The command for a typical unattended installation which installs Helpdesk Support Tool in the default installation directory looks like the following:

```
msiexec.exe /i "VMware DEM Helpdesk Support Tool 9.9 x86.msi" /qn
```

Upgrade Helpdesk Support Tool

You can upgrade the Helpdesk Support Tool from earlier versions by installing the new ADMX templates that are provided in the VMware Dynamic Environment Manager download package and upgrading the software.

Procedure

1 Install the new ADMX Administrative Template by using Group Policy Management Editor.

2 Upgrade the Helpdesk Support Tool.

Configuring Helpdesk Support Tool

In order for the Helpdesk Support Tool to work, you must configure two components: an XML configuration file that is named `Immidio Flex+ Helpdesk Support Tool.xml` and a Group Policy Object.

Create the Immidio Flex+ Helpdesk Support Tool.xml File

The first stage in configuring Helpdesk Support Tool is creating the `Immidio Flex+ Helpdesk Support Tool.xml` configuration file that contains the paths to the profile archives share, the profile archive backups, and the FlexEngine log files. You save this file in the root of the VMware Dynamic Environment Manager configuration share.

You can also use the `Immidio Flex+ Helpdesk Support Tool.xml` file to configure multiple UNC paths. You can also configure sets of multiple paths by using labels, for example for a geographically distributed setup.

Procedure

1 Open the VMware Dynamic Environment Manager Management Console.

2 To configure Helpdesk Support Tool for a particular environment, switch to that environment.

3 Click the main menu that is a star-shaped button on the top left corner.

4 Select **Configure Helpdesk Support Tool**.

5 Configure the locations of the profile archives share, the profile archive backups, and FlexEngine log files.

    a In the Helpdesk Support Tool Configuration dialog box, click **Add**.

    b Enter locations for **Profile archive path**, **Profile archive backup path**, and **Log file path**.

       For example, a profile archive path might look like this: `\\Filesrv\DemUsers\JohnDoe\Archives`

    c For every path that you entered, select the user name, click the drop-down arrow at the right corner of the path text box, and select **Insert '[UserFolder]' placeholder**.

       By replacing the user name with the `[UserFolder]` placeholder, you indicate which part of the path is user-specific. Use the `[UserFolder]` placeholder as well for configuring the profile archives backups and log files location.

       For example: `\\Filesrv\DemUsers\[UserFolder]\Backups`

    d Click **OK** to add the paths.

Configure Multiple UNC Paths

Configure multiple UNC paths to provide a consolidated view when home directories of users are distributed across different file servers.

Prerequisites

Configure the locations of the profile archives, the profile archive backups, and the FlexEngine log files. See Create the Immidio Flex+ Helpdesk Support Tool.xml File.

Procedure

1 Open the VMware Dynamic Environment Manager Management Console.

2 To configure Helpdesk Support Tool for a particular environment, switch to that environment.

3 Click the main menu that is a star-shaped button on the top left corner.

4 Select **Configure Helpdesk Support Tool**.

5 In the Helpdesk Support Tool Configuration dialog box, select the profile archive path for which you want to configure multiple UNC paths.

6 Click **Duplicate** and modify the paths.

The following paths are examples UNC paths for profile archives:

```
\\sldfs01\home$\[UserFolder]\DEM\Archives
\\sld2008dc\home$\[UserFolder]\DEM\Archives
```

When you use the configuration in this example, both `\\sld2008dc\home$` and `\\sldfs01\home$` are scanned for subfolders to present in the user list.

Helpdesk Support Tool displays an error message if a certain `[UserFolder]` subfolder exists in multiple configured paths.

```
Folder 'dflex1' exists in multiple profile archive paths:
\\sld2008dc\home$\dflex1\Acceptance
\\sldfs01\home$\dflex1\Acceptance
```

A similar error message appears for the profile archive backups and log files locations.

Configure Multiple Labels

You can configure multiple sets of paths by creating labels and assigning them to different locations, for example, if your data centers are deployed across different geographies.

Prerequisites

Configure the locations of the profile archives, the profile archives backups, and the FlexEngine log files. See Create the Immidio Flex+ Helpdesk Support Tool.xml File.

Procedure

1 Open the VMware Dynamic Environment Manager Management Console.

2 To configure Helpdesk Support Tool for a particular environment, switch to that environment.

3 Click the main menu that is a star-shaped button on the top left corner.

4 Select **Configure Helpdesk Support Tool**.

5 In the Helpdesk Support Tool Configuration dialog box, select the **Use labels** check box.

The **Label** drop-down menu appears on the Helpdesk Support Tool Paths dialog box.

6 Configure multiple sets of paths, each of them with a separate label.

You can apply a label multiple times over different sets of paths, to support the Multiple UNC paths scenario.

Results

After you define multiple labels, Helpdesk Support Tool displays an additional drop-down menu, from where you can select a label. Based on the corresponding paths, Helpdesk Support Tool finds profile archive folders, profile archive backup folders, and log files. If you select **<ALL>** from this drop-down menu, all profile archive [UserFolder] subfolders populate the user list in a combined view. It is considered an error if duplicate [UserFolder] subfolders exist in multiple configured paths.

Note In geographically distributed environments, selecting **<ALL>** might cause performance slowdowns because file servers in multiple locations are contacted, over potentially slow network links. If you do not want operators to select this option, you can hide it through Group Policy configuration.

Create the Group Policy Object

The second component of Helpdesk Support Tool configuration is to create an Active Directory Group Policy Object by using the Helpdesk Support Tool Administrative Template that is available in the VMware Dynamic Environment Manager download package.

Procedure

1 Copy the `VMware DEM.admx` and `VMware DEM Helpdesk Support Tool.admx` ADMX templates and their corresponding ADML files from the download package to the `PolicyDefinitions` folder on your Windows Domain Controller.

    To find the `PolicyDefinitions` folder on your system, see *Managing Group Policy ADMX Files Step-by-Step Guide* on the Microsoft web site.

2 Open Group Policy Management Console, and create a GPO or select an existing GPO that is applied to the operators of Helpdesk Support Tool.

3 Right-click the selected GPO and click **Edit**.

    The Group Policy Management Editor opens. The VMware DEM Helpdesk Support Tool ADMX template is available under `User Configuration\Administrative Templates\VMware DEM\Helpdesk Support Tool`.

What to do next

Configure the appropriate Helpdesk Support Tool Group Policy settings. SeeHelpdesk Support Tool GPO Reference.

Helpdesk Support Tool GPO Reference

After adding the Helpdesk Support Tool Administrative Template, you can configure all settings through the GPO in Active Directory, by using Group Policy Management Editor.

Table 3-1. Helpdesk Support Tool GPO Settings

Setting	Description
DEM configuration share	Use this setting to configure the VMware Dynamic Environment Manager configuration share. This location must contain the`Immidio Flex+ Helpdesk Support Tool.xml` configuration file. See Create the Immidio Flex+ Helpdesk Support Tool.xml File.
	Important Do not append the 'General' folder to the path which you specify as the VMware Dynamic Environment Manager configuration share.
Allow showing profile archives in Windows Explorer	When you enable this setting, operators of Helpdesk Support Tool can directly jump to a profile archive in Windows Explorer.
Allow editing profile archives	When you enable this setting, operators of Helpdesk Support Tool can edit profile archives.
	Caution Enable this setting only for experienced VMware Dynamic Environment Manager administrators. Manually editing profile archives is very error prone and requires extensive knowledge of user profiles, including the registry. Making a mistake could render a profile archive inoperable.
Allow resetting multiple profile archives at the same time	When you enable this setting, operators of Helpdesk Support Tool can select multiple profile archives to reset at the same time.
Allow overriding the FlexEngine log level	When you enable this setting, operators of Helpdesk Support Tool can override the configured FlexEngine log level, forcing it to `Debug`.
Disable copying NTFS permissions	This setting is under the `Advanced settings` subfolder. By default, Helpdesk Support Tool tries to correctly set the NTFS permissions for any files it creates, copies, or modifies. If you enable this setting, no such actions are performed and the standard OS permissions apply.
Hide '<ALL>' from label drop-down	This setting is under the `Advanced settings` subfolder. When you enable this setting, the label drop-down menu does not include the **<ALL>** option. This setting is applicable only if you have configured multiple labels. See Create the Immidio Flex+ Helpdesk Support Tool.xml File and Using Multiple Labels.

Using Helpdesk Support Tool

4

Perform support operations from Helpdesk Support Tool interface, by launching it from the Start menu.

This chapter includes the following topics:

- Search for Users, Profile Archives, and Profile Archive Backups
- Reset a Profile Archive
- Restore Profile Archive From a Backup
- View FlexEngine Logs
- Override the FlexEngine Log Level
- Edit a Profile Archive
- Show a Profile Archive in Windows Explorer

Search for Users, Profile Archives, and Profile Archive Backups

To support users, you have to locate them in the Helpdesk Support Tool console.

Procedure

1   To search for users by name, enter a partial or complete user name and then click **Search**.

   Depending on your infrastructure, using a partial search string can benefit the performance. To view all users, click **Search** without entering a search string.

   Only the users that match the search string are displayed.

2   Select a user to view the profile archives and profile archive backups associated with the user and their sizes.

3   To search for a specific profile archive or backup, enter a search string in the **Search for application** text box.

   Only entries where the title matches the search string are displayed.

Reset a Profile Archive

When you reset a profile archive, the corresponding application, or Windows component is reset to its default configuration. Resetting a profile archive does not affect any profile archive backups associated to the same user.

Prerequisites

Configure Helpdesk Support Tool, see Configuring Helpdesk Support Tool.

Procedure

1 In Helpdesk Support Tool, locate the user for which you want to reset application settings.

2 Right-click the profile archive for the application and select **Reset profile archive**.

You can also select multiple profile archives, by using a standard Windows multi-select functionality. Such selection is enabled through the Helpdesk Support Tool Group Policy configuration.

What to do next

Inform the user to log off and log on again to delete the current settings and reset the application or Windows component to their default state.

Restore Profile Archive From a Backup

Restore the configuration of an application to a previous state by restoring from a profile archive backup.

Prerequisites

Configure Helpdesk Support Tool. See Configuring Helpdesk Support Tool.

Procedure

1 In Helpdesk Support Tool, locate the user for which you want to restore application settings.

2 Right-click the profile archive for the application and select **Restore profile archive**.

3 Select a profile archive backup from the list that appears.

What to do next

Inform the user to log off and log on again to restore the corresponding settings to the desired state.

View FlexEngine Logs

Helpdesk Support Tool has an integrated FlexEngine log file viewer that you can use to analyze log files of users. The log file viewer provides log level highlighting and switching between different log levels .

Prerequisites

Configure Helpdesk Support Tool. See Configuring Helpdesk Support Tool.

Procedure

1 In Helpdesk Support Tool, locate a user for whom you want to view the FlexEngine log file.

2 From the **View Log** drop-down menu, select a log file.

The log file opens in a separate window.

3 Configure how logs are displayed and choose whether to enable the additional options.

Option	Description
Log level	Filters out less severe log lines. For instance, selecting **WARN** only displays log lines with level WARN, ERROR or FATAL, and hides all DEBUG and INFO lines.
Highlight	Controls whether lines of the corresponding log level are displayed with colour coding. If no log lines are displayed for a certain level, either because the log file does not contain any or because they are filtered out due to the **Log level** setting, the corresponding check box is disabled.
Find	Searches for specific text within the log file, case-sensitively if **Match case** is selected. When a search string is entered, **Next** and **Previous** arrow buttons appear.
Watch log file for changes	If enabled, monitors the log file for changes.
Reload	Reloads the log file after it is changed.

Override the FlexEngine Log Level

FlexEngine logs at the log level that is centrally configured in the FlexEngine GPO. You should not use Debug or Info in production environments, as the amount of logging information can slow down the logon and logoff process. In Helpdesk Support Tool, you can configure FlexEngine to change the log level to Debug for a particular user.

Prerequisites

▪ Configure Helpdesk Support Tool. See Configuring Helpdesk Support Tool.

▪ Enable the **Allow overriding the FlexEngine log level** setting in the Helpdesk Support Tool Group Policy configuration.

Procedure

1 In Helpdesk Support Tool, locate the user for which you want to generate Debug logs.

2 From the **View Log** drop-down menu, select a log file.

Logs open in a separate window.

3 Select the **Forced debug logging** check box.

Results

While **Forced debug logging** is enabled, all FlexEngine actions for this particular user are logged at Debug level. When this option is disabled, FlexEngine actions for this user are logged at the centrally configured level.

Edit a Profile Archive

You can check which application or Windows component settings are saved in a profile archive, or modify them.

Caution   Only experienced VMware Dynamic Environment Manager administrators must use this option. Manually editing profile archives requires extensive knowledge of user profiles, including the registry settings. Making a mistake might cause a profile archive to become inoperable.

Prerequisites

- Configure Helpdesk Support Tool. See Configuring Helpdesk Support Tool.

- Enable the **Allow editing profile archives** setting in the Helpdesk Support Tool Group Policy configuration.

Procedure

1   In Helpdesk Support Tool, locate the user for which you want to edit a profile archive.

2   Right-click a profile archive and select **Edit profile archive**.

    Windows Explorer opens a folder that contains the extracted settings. The Edit profile archive dialog box appears in Helpdesk Support Tool.

3   (Optional) In the Edit profile archive dialog box, click **Add Default Folders** to add other supported profile folders.

4   After you apply all the changes, close Windows Explorer and click **Done** in the Edit profile archive dialog box.

    Helpdesk Support Tool saves the changes to the profile archive.

Show a Profile Archive in Windows Explorer

You can open Windows Explorer with a selected profile archive.

Prerequisites

- Configure Helpdesk Support Tool. See Configuring Helpdesk Support Tool.

- Enable the **Allow editing profile archives** setting in the Helpdesk Support Tool Group Policy configuration.

Procedure

1 In Helpdesk Support Tool, select the user whose profile archive you want to show in Windows Explorer.

2 Right-click a profile archive and select **Show profile archive in Windows Explorer**.

Using the XML Configuration File Format

5

You can use the VMware Dynamic Environment Manager Management Console to configure `Immidio Flex+ Helpdesk Support Tool.xml`, or you can create or edit the file manually.

This chapter includes the following topics:

- Using the Basic XML Configuration Format
- Using Multiple UNC Paths
- Using Multiple Labels
- Using Multiple Labels with Multiple UNC Paths

Using the Basic XML Configuration Format

You can define the paths for the VMware Dynamic Environment Manager profile archives share, profile archive backups, and FlexEngine logs in `Immidio Flex+ Helpdesk Support Tool.xml` by using the basic XML format.

```
<config>
  <profileArchivePath>
    \\sldfs01\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>
  <profileArchiveBackupPath>
    \\sldfs01\DemUsers$\[UserFolder]\Backups
  </profileArchiveBackupPath>
  <logFilePath>
    \\sldfs01\DemUsers$\[UserFolder]\Logs\FlexEngine.log
  </logFilePath>
</config>
```

- `[UserFolder]`. A mandatory file path element.
- `profileArchivePath`. A mandatory element that specifies the folder where the profile archives are located.
- `profileArchiveBackupPath`. An optional element that specifies the folder where the profile archives backups are located.

- `logFilePath`. An optional element that specifies the full path, including the file name, of the FlexEngine log file.

Note Each path must contain [`UserFolder`].

Using Multiple UNC Paths

The `profileArchivePath`, `profileArchiveBackupPath`, and `logFilePath` configuration elements can occur multiple times in a configuration file.

```
<config>
  <profileArchivePath>
    \\sldfs01\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>
  <profileArchivePath>
    \\sldfs02\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>

  <profileArchiveBackupPath>
    \\sldfs01\DemUsers$\[UserFolder]\Backups
  </profileArchiveBackupPath>
  <profileArchiveBackupPath>
    \\sldfs02\DemUsers$\[UserFolder]\Backups
  </profileArchiveBackupPath>

  <logFilePath>
    \\sldfs01\DemUsers$\[UserFolder]\Logs\FlexEngine.log
  </logFilePath>
  <logFilePath>
    \\sldfs02\DemUsers$\[UserFolder]\Logs\FlexEngine.log
  </logFilePath>
</config>
```

Using Multiple Labels

To support multiple sets of configuration elements, add a `label` attribute to the elements in the XML configuration.

Note If you add a `label` attribute to a configuration element, you must do so for all configuration elements. You cannot have a mix of labeled and unlabeled elements.

```
<config>
  <profileArchivePath label="APAC">
    \\fs-21\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>
  <profileArchiveBackupPath label="APAC">
    \\fs-21\DemUsers$\[UserFolder]\Backups
  </profileArchiveBackupPath>
  <logFilePath label="APAC">
    \\fs-21\DemUsers$\[UserFolder]\Logs\FlexEngine.log
```

```
    </logFilePath>

    <profileArchivePath label="EMEA">
      \\fs-03\DemUsers$\[UserFolder]\Archives
    </profileArchivePath>
    <profileArchiveBackupPath label="EMEA">
      \\fs-03\DemUsers$\[UserFolder]\Backups
    </profileArchiveBackupPath>
    <logFilePath label="EMEA">
      \\fs-03\DemUsers$\[UserFolder]\Logs\FlexEngine.log
    </logFilePath>
  </config>
```

Using Multiple Labels with Multiple UNC Paths

To combine labels with multiple UNC paths, configure the additional paths by using the same label.

An example configuration with multiple labels combined with multiple UNC paths:

```
<config>
  <profileArchivePath label="APAC">
    \\fs-21\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>
  <profileArchivePath label="APAC">
    \\fs-22\DemUsers$\[UserFolder]\Archives
  </profileArchivePath>
  ...
</config>
```

Helpdesk Support Tool Command Line Arguments

<div style="text-align: right; font-size: 3em;">6</div>

You can override the VMware Dynamic Environment Manager configuration share Group Policy setting with the –`FlexConfig` argument.

`"Flex+ Helpdesk Support Tool.exe" –FlexConfig` *<path>*

Replace *<path>* with the path to the VMware Dynamic Environment Manager configuration share without using `General` in the pathname. This is the path for the `Immidio Flex+ Helpdesk Support Tool.xml` configuration file.

To explicitly specify the location of the Helpdesk Support Tool configuration file, use the –`ConfigFile` argument:

`"Flex+ Helpdesk Support Tool.exe" –ConfigFile` *<configFile>*

For *<configFile>*, enter the path to the Helpdesk Support Tool configuration file.