

Using the Horizon vRealize Orchestrator Plug-In

VMware Horizon 6 version 6.2.3

VMware Horizon 7 versions 7.0.3 and 7.1

VMware Horizon 7 7.2

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Using the VMware Horizon vRealize Orchestrator Plug-In

Using the Horizon vRealize Orchestrator Plug-In describes how to set up and start using the Horizon™ plug-in for VMware vRealize™ Orchestrator™. The plug-in allows IT organizations to use VMware vRealize™ Automation™ to automate the provisioning of desktops and applications that are provided by VMware Horizon™ 6 version 6.2.3 or VMware Horizon™ 7 versions 7.0.3 and 7.1.

Intended Audience

This information is intended for anyone who is installing and configuring the plug-in or who would like to automate and provision desktops and applications by using the workflow library. *Using the Horizon vRealize Orchestrator Plug-In* is written for experienced users who are familiar with virtual machine technology, with Orchestrator workflow development, and with VMware Horizon 6 version 6.2.3 or VMware Horizon 7 versions 7.0.3 and 7.1.

Introduction to the Horizon vRealize Orchestrator Plug-In

1

The Horizon vRealize Orchestrator (vRO) plug-in allows interaction between vRealize Orchestrator and VMware Horizon 6 version 6.2.3 or VMware Horizon 7 versions 7.0.3 and 7.1. You can use this plug-in to expand the settings and methods for provisioning remote desktops and applications.

The plug-in contains a set of standard workflows that enable automation, self-service by request and approval, and scalable delegated administration across multi-tenant or highly distributed environments. You can also use these predefined workflows to create custom workflows.

The workflows described in this document provide predefined, automated tasks that accomplish basic goals that are ordinarily performed in View Administrator or other View interfaces. View administrators can delegate access to the workflows to delegated administrators and end users, thereby increasing IT efficiency.

For end user enablement, the Horizon vRealize Orchestrator plug-in integrates with vRealize Automation to provide self-service access to applications and desktops. The plug-in workflows can be integrated with the request and approval processes that are built into the vRealize Automation service catalog, allowing end users to refresh their own desktops. End users can make requests that follow a standardized and auditable process that can result in immediate action, or they can direct their requests for administrative approval. For desktop environments where virtual machines must support rapid change and reuse, end users can provision desktops for themselves and de-provision, or recycle, the desktops to reduce waste of resources and capacity.

The Horizon vRealize Orchestrator plug-in provides an organized and manageable service catalog of functions that are entitled to appropriate users and groups, which increases IT efficiency. Automating and distributing tasks for delegated administration reduces the need for email correspondence and exception handling. The requests are routed into processes that are predefined and only flagged for approval if justification is needed.

This chapter includes the following topics:

- [“Role of the VMware Horizon vRealize Orchestrator Plug-In,”](#) on page 10
- [“Functionality Available with the Horizon vRealize Orchestrator Plug-In,”](#) on page 10
- [“Horizon vRealize Orchestrator Plug-In Architecture,”](#) on page 11
- [“Horizon vRealize Orchestrator Security Model,”](#) on page 11
- [“Personas Used for Managing Workflows Across Distributed Organizations,”](#) on page 12

Role of the VMware Horizon vRealize Orchestrator Plug-In

You must use the Orchestrator configuration interface to install and configure the Horizon vRealize Orchestrator plug-in. You use the Orchestrator client to run and create workflows and access the plug-in API.

The Horizon vRealize Orchestrator plug-in is powered by vRealize Orchestrator. Orchestrator is a development and process-automation platform that provides a library of extensible workflows to manage the VMware vCenter infrastructure and other technologies.

Orchestrator allows integration with management and administration solutions through its open plug-in architecture. VMware Horizon 6 version 6.2.3 or VMware Horizon 7 versions 7.0.3 and 7.1 are examples of administration solutions that you can integrate with Orchestrator by using plug-ins.

Functionality Available with the Horizon vRealize Orchestrator Plug-In

The VMware Horizon vRealize Orchestrator plug-in provides automation, self-service, and delegated administration for View environments. End users can perform self-service functions and delegated administrators can perform provisioning functions on behalf of end users.

Table 1-1. Horizon vRealize Orchestrator Functions

Category	Functions
Self-service	<p>All self-service functions are provided through vRealize Automation:</p> <ul style="list-style-type: none"> ■ Self-provision and de-provision, or recycle, machines in existing View desktop pools ■ Self-service request and entitlement for applications and desktops ■ Self-service management of desktops, including the following actions: refresh, restart, recycle, logoff, and more ■ Self-service management of approving and automatically provisioning approved application requests ■ Self-service request for remote applications ■ Self-service request for an App Volumes application stack
Machine provisioning	<ul style="list-style-type: none"> ■ Provision a machine into an existing desktop pool on behalf of an end user ■ Provision multiple machines for multiple users ■ Provision from vRealize Automation to create either Horizon or vRealize Automation machines ■ De-provision a machine on behalf of an end user and preserve the persistent disk if there is one ■ Perform maintenance operations on machines
Pool maintenance	<ul style="list-style-type: none"> ■ Perform recompose operations on one or more pools ■ Perform pool-level functions and day-2 management operations on machines through vRealize Automation by using action buttons such as Manage Assignment, Manage Session, Refresh, and Recompose ■ Add managed and unmanaged virtual machines to manual desktop pools ■ Add vRealize Automation IAAS blueprint-provisioned machines to manual pools ■ Add physical machines to manual unmanaged desktop pools ■ Allow modification of the minimum number of machines in a desktop pool, pool display name, and number of powered-on machines ■ Perform duplication of desktop pools
Assignment and entitlement	<ul style="list-style-type: none"> ■ Add users to and remove users from global entitlements in a cloud pod architecture

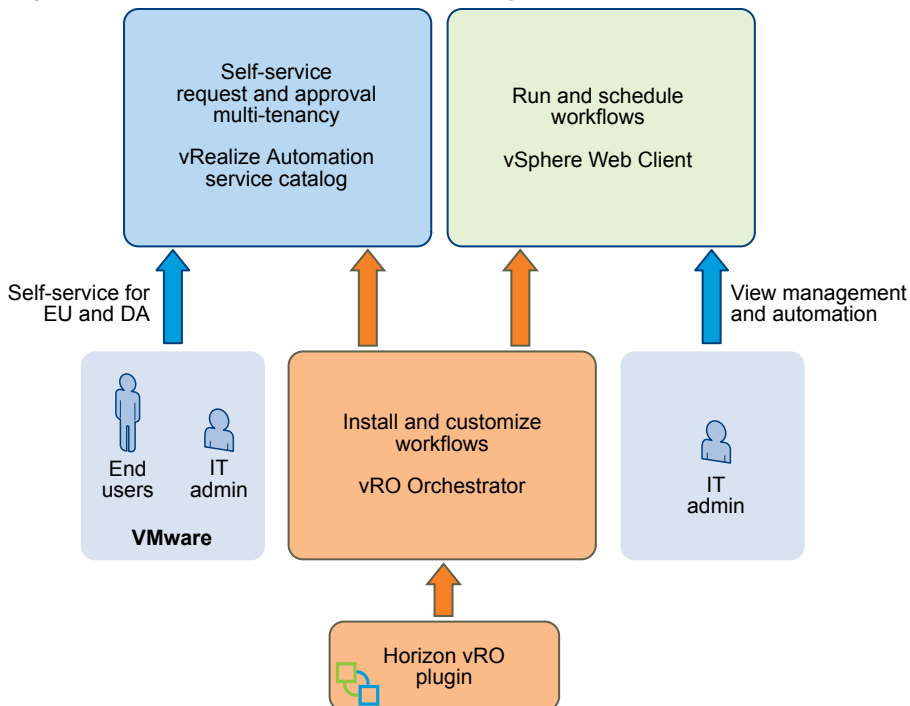
Horizon vRealize Orchestrator Plug-In Architecture

vRealize Orchestrator and vRealize Automation provide the architecture that supports the Horizon vRealize Orchestrator plug-in functions.

vRealize Orchestrator plug-ins allow seamless automation between the software environment in which the workflows are executed and the products with which the workflows interact. With the Horizon vRealize Orchestrator plug-in, workflows can be exposed natively, through the vSphere Web Client, to delegated administrators, and through the vRealize Automation service catalog. Although entitlement, scheduling, and execution of workflows are exposed through the vSphere Web Client and vRealize Automation, you can customize and configure the workflows only in the vRealize Orchestrator client.

The following diagram illustrates the Horizon vRealize Orchestrator plug-in architecture.

Figure 1-1. Horizon vRealize Orchestrator Plug-In Architecture



Horizon vRealize Orchestrator Security Model

The Horizon vRealize Orchestrator plug-in uses a trusted account security model. The administrator provides the credentials to the initial configuration between the View pod and the plug-in, and that trusted account is the security context that all workflows use between vRealize Orchestrator and VMware Horizon 6 version 6.2.3 or VMware Horizon 7 versions 7.0.3 and 7.1.

Additional levels of permissions also restrict which users can see and edit the workflows within vRealize Orchestrator. All Horizon vRealize Orchestrator plug-in workflows must be explicitly configured for execution. Access to the workflows requires both the permissions and the vRealize Orchestrator client interaction with the client.

In addition, the third level of security is an access layer between where the workflows are executed, in vRealize Orchestrator, and where they are exposed to delegated administrators and end users, in the vSphere Web Client and vRealize Automation.

- Administrators use the vCenter Single Sign-On implementation to allow access by users or groups to run workflows within vSphere Web Client.

- Administrators use the service catalog and entitlement mechanisms within vRealize Automation to manage which workflows are exposed to specific users and groups.

Personas Used for Managing Workflows Across Distributed Organizations

The administrator, delegated administrator, and end user personas describe the various roles and privileges available to individuals and groups when you implement the Horizon vRealize Orchestrator plug-in. Organizations can further divide these primary roles into geographic and functional areas as necessary.

Administrator

This persona encompasses the typical administrator role. Responsibilities include installation, configuration, and assignment of other personas to roles and privileges. This role is responsible for the various products, configuration, and SSO (single sign-on) implementation. The administrator decides which users can access the various workflows and whether to expose each workflow through vSphere Web Client or through vRealize Automation. When making these decisions, the administrator considers which mechanisms offer the greatest organizational efficiency.

Delegated Administrator

The role and responsibilities of the delegated administrator (DA) are delegated by the administrator. For example, the delegated administrator can perform certain actions on certain desktop or application pools but not on others. Delegated administrators cannot change the scope for which they have been granted responsibility. The functions granted to the delegated administrator can span a wide spectrum, from provisioning multiple virtual machine desktops to very simple tasks, such as resetting desktops. Delegated administrators have the ability to act on behalf of multiple users. This power is a key to enabling administrative efficiency.

End User

End users always act on their own behalf. End user tasks are usually focused on a narrow set of resources such as individual desktops or applications. Self-service workflows allow automation of repetitive tasks and empowerment of end users.

Installing and Configuring the Horizon vRealize Orchestrator Plug-In

2

Installing the Horizon vRealize Orchestrator plug-in is similar to installing other vRealize Orchestrator plug-ins. Configuring the plug-in involves running various configuration workflows to connect to View components and to configure roles and permissions.

This chapter includes the following topics:

- “Horizon vRealize Orchestrator Plug-In Functional Prerequisites,” on page 13
- “Install or Upgrade the Horizon vRealize Orchestrator Plug-In,” on page 14
- “Configure the Connection to a View Pod,” on page 16
- “Configure the App Volumes Server,” on page 17
- “Assigning Delegated Administrators to Desktop and Application Pools,” on page 18
- “Configuration Tasks for Self-Service Workflows and Unmanaged Machines,” on page 21
- “Best Practices for Managing Workflow Permissions,” on page 22
- “Set a Policy for De-Provisioning Desktop Virtual Machines,” on page 23

Horizon vRealize Orchestrator Plug-In Functional Prerequisites

The Horizon vRealize Orchestrator plug-in acts as middleware between VMware Horizon 6 or VMware Horizon 7, vRealize Orchestrator, vRealize Automation, and App Volumes Server. To be able to install and use the Horizon vRealize Orchestrator plug-in, your system must meet certain functional prerequisites.

VMware Horizon 6 and VMware Horizon 7

You must have access to an instance of Horizon 6 View Connection Server 6.2.3, or Horizon View Connection Server 7.0.3 or 7.1. The Horizon vRealize Orchestrator plug-in works with VMware Horizon 6 version 6.2.3, and VMware Horizon 7 versions 7.0.3 and 7.1.

For more information about setting up VMware Horizon, see the *View Installation* and *View Administration* documents for the corresponding version, available from the documentation page at https://www.vmware.com/support/pubs/view_pubs.html.

vRealize Orchestrator

Verify that you have a running instance of Orchestrator. You can log in to the Orchestrator configuration interface at http://orchestrator_server:8283. The Horizon vRealize Orchestrator plug-in 1.4 works with vRealize Orchestrator 6.0.5, and 7.2 or later.

NOTE For vRealize Orchestrator 6.0.5, no installable Windows client version is available. You must use a browser to log in to Orchestrator, and a Java-based client is used.

For information about setting up Orchestrator, see *Installing and Configuring VMware vRealize Orchestrator*, available from the documentation page at https://www.vmware.com/support/pubs/orchestrator_pubs.html.

vRealize Automation

You must have access to a vRealize Automation server. The Horizon vRealize Orchestrator plug-in works with vRealize Automation 6.2.4, and 7.2 or later. The embedded Orchestrator server packaged with vRealize Automation 6.2.4, and 7.2 or later is compatible with this plug-in. Alternatively, you can install the plug-in on an external vRealize Orchestrator server.

For information about setting up vRealize Automation, see *vRealize Automation Installation and Configuration*, available from the documentation page at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

App Volumes Server

You must have access to an App Volumes Server instance before you can use the Self Service Request Application Stack workflow. The Horizon vRealize Orchestrator plug-in works with App Volumes Server 2.11 or later. Verify that you have the credentials of a user that has the App Volumes Administrators role.

For information about installing and setting up an App Volumes Server instance, see *App Volumes User Guide*, available from the documentation page at <https://www.vmware.com/support/pubs/app-volumes-pubs.html>.

vCenter Server and vCenter Single Sign-On

Verify that you have access to an instance of vCenter Server 6.5, or vCenter Server 6.0 or later, and that you are using vCenter™ Single Sign-On™ 2.0 or later.

For information about setting up vCenter Server, see *vSphere Installation and Setup*, available from the documentation page at <https://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html>.

Install or Upgrade the Horizon vRealize Orchestrator Plug-In

Installing or upgrading the plug-in involves downloading the latest installer file and using the vRealize Orchestrator Configuration UI to upload the plug-in file and install the plug-in.

This topic provides specific guidance for installing the Horizon vRealize Orchestrator plug-in. This plug-in is supported with vRealize Orchestrator 6.0.5, and 7.2 or later. The procedure for installing vRealize Orchestrator plug-ins is similar for all plug-ins, and the documentation for general plug-in installation, update, and troubleshooting is provided elsewhere. See the vRealize Orchestrator Documentation page at https://www.vmware.com/support/pubs/orchestrator_pubs.html.

NOTE For vRealize Orchestrator 6.0.5, no installable Windows client version is available. You must use a browser to log in to Orchestrator, and a Java-based client is used.

Prerequisites

- Verify that you have the URL for downloading the Horizon vRealize Orchestrator plug-in installation file (.vmoapp file).
- Verify that you have vRealize Orchestrator (either the virtual appliance or the Windows service) set up and configured to work with vCenter Single Sign-On. See "Register Orchestrator as a vCenter Single Sign On Solution in Advanced Mode" in *Installing and Configuring VMware vRealize Orchestrator*.
- Verify that you have credentials for an account with permission to install vRealize Orchestrator plug-ins and to authenticate through vCenter Single Sign-On.
- If appropriate for your version of vRealize Orchestrator, verify that you have installed VMware vRealize Orchestrator Client and that you can log in with Administrator credentials.

Procedure

- 1 Download the plug-in file to a location accessible from the vRealize Orchestrator appliance or service. The installer filename is o11nplugin-horizon-1.4.0-xxxxxxx.vmoapp, where xxxxxx is the build number.
- 2 Open a browser and launch the vRealize Orchestrator Configuration interface. An example of the URL format is `https://server.mycompany.com:8283`.
- 3 Upload the plug-in installer file using the vRealize Orchestrator Configuration interface.

vRealize Orchestrator Version	Action
6.0.5	<ol style="list-style-type: none"> a Click the Plug-ins item in the left pane and scroll down to the Install new plug-in section. b In the Plug-in file text box, browse to the plug-in installer file and click Upload and install.
7.2 or later	<ol style="list-style-type: none"> a Click the Manage Plugin icon and upload the plug-in installer file.

The file must be in .vmoapp format.

- 4 In the Install a Plugin pane, when prompted, accept the license agreement.

IMPORTANT If you are upgrading, a message appears after the plug-in is installed: Horizon (1.4.0 build xxxxxx) Plug-in with same name was already installed (1.3.0 build xxxxxx): overwriting existing plug-in.

- 5 Go to the **Enabled plug-ins installation status** section and confirm that Horizon 1.4.0.xxxxxx is listed, where xxxxxx is the build number.

You see a status message for the installation or upgrade.

Type of Installation	Message
New installation	Plug-in will be installed at next server startup.
Upgrade	Will perform installation at next server startup.

- 6 Restart the vRealize Orchestrator Server service.
- 7 Wait for plug-in installation to complete. Installation can take several minutes.
- 8 Launch the vRealize Orchestrator Configuration interface again, click the **Plug-ins** item, and verify that the status changed to Installation OK.

- 9 If you are upgrading, delete the vCAC61 folder from the **Workflows** tab.

This folder is located in **Library > Horizon > Workflows**.

After the upgrade, the vCAC61 is empty, so that you can delete the folder. The vCAC60 folder cannot be deleted, however, because it contains published items.

IMPORTANT Do not use any of the workflows in the vCAC60 folder. vCenter Automation Center 6.0 is not supported by this release of the Horizon vRealize Orchestrator plug-in.

What to do next

Log in to Orchestrator, and use the **Workflow** tab to navigate through the library to the Horizon folder. You can now browse through the workflows provided by the Horizon vRealize Orchestrator plug-in.

Continue with configuration tasks. See [“Configure the Connection to a View Pod,”](#) on page 16.

Configure the Connection to a View Pod

You run the Add View Pod workflow to provide the appropriate credentials for all workflow operations to be performed by the View Connection Server instance.

Prerequisites

- Verify that the fully qualified domain name of the View Connection Server instance can be resolved from the machine where the Orchestrator server is running.
- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that you have the credentials of a user that has the View Administrators role. The users and groups that have the View Administrators role were specified in View Administrator when the View Connection Server instance was installed and set up.

Procedure

- 1 Log in to Orchestrator as an administrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 In the workflows hierarchical list, select **Library > Horizon > Configuration > View Pod Configuration** and navigate to the **Add View Pod in Configuration** workflow.
- 4 Right-click the **Add View Pod in Configuration** workflow and select **Start workflow**.
- 5 Provide a name for the pod.
- 6 Provide the fully qualified domain name of the machine on which the View Connection Server instance is installed.
- 7 Provide the credentials of a user that has the View Administrators role.
- 8 Verify and accept the SSL certificate information.
- 9 Click **Submit** to run the workflow.

After the workflow runs, you can click the expander button to see the status.

What to do next

Add a delegated administrator.

Updating View Pod Connection Information

If the user credentials for a View Connection Server instance change, or if the members of a replicated group of View Connection Server instances change, you must run the corresponding workflow in vRealize Orchestrator.

You can navigate to the folder that contains these workflows by using the Orchestrator Client and going to **Library > Horizon > Configuration > View Pod Configuration**.

- If the credentials for the View Connection Server instance ever change, run the Update View Pod Credential Configuration workflow.
- If the names of the servers or the number of instances in the pod changes, run the Refresh View Pod Connection Server List workflow.

Configure the App Volumes Server

Optionally run the App Volumes Configuration workflow to provide the appropriate credentials for all workflow operations to be performed by the VMware App Volumes™ Server instance.

Prerequisites

- Verify that the fully qualified domain name of the App Volumes Server instance can be resolved from the machine where the Orchestrator server is running.
- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that you have the credentials of a user that has the App Volumes Administrators role. The users and groups that have the App Volumes Administrators role were specified in App Volumes Administrator when the App Volumes Server instance was installed and set up.

Procedure

- 1 Log in to Orchestrator as an administrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 In the workflows hierarchical list, select **Library > Horizon > Configuration > App Volumes Configuration** and navigate to the **Add or Update App Volumes Server** workflow.
- 4 Right-click the **Add or Update App Volumes Server** workflow and select **Start workflow**.
- 5 Complete the form that appears using the following information:

Option	Action
HTTP or HTTPS	Select from the drop-down list which protocol to use based on the App Volumes configuration.
FQDN or IP address	Provide the fully qualified domain name (FQDN) or IP address of the machine on which the App Volumes Server instance is installed.
The Port	Provide the port number to use. Default is 80 .
The Admin Username	Provide the username of a user that has the Horizon Administrator's role.
The Password	Provide the Horizon Administrator's password.
The Timeout to Connect	Specify the length of time in seconds will be allowed before the connection times out. The default is 0.0 .

- 6 Click **Submit**.

The App Volumes Server that you specified is added and can now be listed in the Horizon plug-in under the inventory menu.

Assigning Delegated Administrators to Desktop and Application Pools

The administrator runs a workflow to delegate responsibilities to delegated administrators. If your setup does not already contain a user group that has permission to register and update vCenter extensions, as well as permission to execute workflows in Orchestrator, you must first create such a group.

Depending on your current setup, you might have already performed one or both of the first tasks.

Procedure

- 1 [Create a Delegated Administrator Role Using vSphere Web Client](#) on page 18
To use delegated administration, you must create a user group with permission to register and update vCenter extensions.
- 2 [Provide Access Rights to the Horizon vRealize Orchestrator Plug-In Workflows](#) on page 19
After you create a delegated administrators group and assign it permission to perform actions on vCenter extensions, you can give the group permission to view and execute workflows in Orchestrator.
- 3 [Assign Delegated Administrators to Pools](#) on page 20
The administrator runs the Add Delegated Administrator Configuration workflow to set the scope of delegated administration. For example, a certain delegated administrator might be limited to performing operations on some pools, and a different delegated administrator might be limited to different pools.

What to do next

Restrict permissions to various workflow folders in Orchestrator.

Create a Delegated Administrator Role Using vSphere Web Client

To use delegated administration, you must create a user group with permission to register and update vCenter extensions.

If you have been using vRealize Orchestrator and have already created users and groups that have permission to register and update vCenter extensions, you might not need to perform all the steps described in this topic. For example, if you already have such a group, but the user who will manage View desktop pools and application pools is not in the group, you can simply add that user to the group.

Prerequisites

Verify that you have credentials for logging in to the vSphere Web Client as a user with vCenter Single Sign-On administrator privileges.

Procedure

- 1 Log in to the vSphere Web Client as administrator@vsphere.local or as another user with vCenter Single Sign-On administrator privileges.

- 2 Create a Delegated Administrators group.
 - a Browse to **Administration > Single Sign-On > Users and Groups**.
 - b Select the **Groups** tab and click the **New Group** icon.
 - c Supply a name such as **Delegated Admins** and click **OK**.
The new group appears in the list.
- 3 Select the group you just created and use the **Group Members** section of the tab to add a delegated administrator user to this group.
This user must be a member of the domain that includes the View Connection Server instance.
- 4 Create a role that has permission to read vCenter extensions.
 - a Browse to **Administration > Roles**.
 - b On the **Roles** tab, click the **Create role action** icon.
 - c Supply a name for the role and select the **Extensions** check box.
If you expand the **Extensions** item, you see that the **Register extension**, **Unregister extension**, and **Update extension** check boxes are also selected.
 - d Click **OK**.
The new role appears in the list.
- 5 Add the new role you just created to the new group you created.
 - a Go to the vCenter Home page and browse to **vCenter > Inventory Lists > vCenters**.
 - b Select the appropriate vCenter instance in the left pane, and click the **Manage** tab.
 - c On the **Manage** tab, click **Permissions** and click the **Add permission** icon.
 - d In the Users and Groups pane, click **Add** and add the group you just created.
To find the group, select the correct domain.
The group appears in the list of users and groups in the Add Permission dialog box.
 - e In the Assigned Role pane, click the drop-down arrow and select the role you just created.
In the list of permissions for this role, a check mark appears next to **Extensions**.
 - f Click **OK**.
The group appears on the **Permissions** tab, along with the role you just assigned.

What to do next

Provide the Delegated Administrators group access to the Horizon vRealize Orchestrator plug-in workflows. See [“Provide Access Rights to the Horizon vRealize Orchestrator Plug-In Workflows,”](#) on page 19.

Provide Access Rights to the Horizon vRealize Orchestrator Plug-In Workflows

After you create a delegated administrators group and assign it permission to perform actions on vCenter extensions, you can give the group permission to view and execute workflows in Orchestrator.

If you have been using vRealize Orchestrator and have already created users and groups that have permission to view, inspect, and execute vCenter extensions, you might not need to perform the procedure described in this topic.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that you have created a delegated administrators group and assigned a role that has Extensions permissions in vCenter. See [“Create a Delegated Administrator Role Using vSphere Web Client,”](#) on page 18.

Procedure

- 1 Log in to Orchestrator as an administrator, and select **Design** from the drop-down menu in the upper-left portion of the screen.
- 2 Right-click the root directory in the left pane and select **Edit access rights**.
- 3 In the Edit Access Rights dialog box, click **Add access rights**.
- 4 In the Chooser dialog box, in the **Filter** text box, type the first few letters of the name of the delegated administrators group, and when the group name appears in the list, select the group.
- 5 Select the **View** check box, deselect any other check boxes, and click **Select**.
The group is added to the list in the Edit Access Rights dialog box.
- 6 Click **Save and close**.
The group is added on the **Permissions** tab, and in the Rights column, you see that the group has View permissions.
- 7 Expand the library in the left pane and right-click the **Horizon** folder.
- 8 Select **Edit access rights** from the context menu, and click **Add access rights**.
- 9 Type the name of the delegated administrators group in the **Filter** text box, select the group in the list, and select the **View**, **Inspect**, and **Execute** check boxes.
- 10 Click **Select** in the Chooser dialog box, and click **Save and close** in the Edit Access Rights dialog box.
The group is added on the **Permissions** tab and in the Rights column, you see that the group has View, Inspect, and Execute permissions.

What to do next

Assign the delegated administrators group to specific desktop and application pools. See [“Assign Delegated Administrators to Pools,”](#) on page 20.

Assign Delegated Administrators to Pools

The administrator runs the Add Delegated Administrator Configuration workflow to set the scope of delegated administration. For example, a certain delegated administrator might be limited to performing operations on some pools, and a different delegated administrator might be limited to different pools.

Running the Add Delegated Administrator Configuration workflow is required for configuring the Horizon vRealize Orchestrator plug-in because, at a minimum, the primary administrator must be assigned to the pools. Using this workflow, the administrator has tight control over which pools can have distributed administration and which workflows can be leveraged.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.

- Verify that you have provided access rights for the delegated administrators group to view and execute workflows for the Horizon vRealize Orchestrator plug-in. See [“Provide Access Rights to the Horizon vRealize Orchestrator Plug-In Workflows,”](#) on page 19.
- Verify that a connection has been made to the View pod by running the Add View Pod in Configuration workflow. See [“Configure the Connection to a View Pod,”](#) on page 16.

Procedure

- 1 Log in to Orchestrator as an administrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 In the workflows hierarchical list, select **Library > Horizon > Configuration > Delegated Admin Configuration** and navigate to the **Add Delegated Administrator Configuration** workflow.
- 4 Right-click the workflow and select **Start workflow**.
- 5 Complete the form that appears.

For Horizon View pods, use the following information to complete the form.

Option	Action
Horizon View Pod	Select an item from the drop-down list. Items get added to this list through the Add View Pod in Configuration workflow.
Select Desktop Pool IDs	Click Not Set and add one or more pools from the New value drop-down list.
Select Application Pool IDs	Click Not Set and add one or more pools from the New value drop-down list.
Add Delegated Administrator user or group?	Select an item from the drop-down list. You can add users one by one or add a group from Active Directory. NOTE To add a group, you must be using vRealize Orchestrator 6.0.4 or a later release.
Delegated Administrator User/Group Name	Click Not Set and, in the Filter text box, type the name of the user or group you included in the delegated administrators group.
Select Global Entitlement	(Displayed only if global entitlements have been created and initiated for a pod federation, as part of a cloud pod architecture.) Click Not Set and add an item from the New value drop-down list.

- 6 Click **Submit** to run the workflow.

The delegated administrator user or group that you selected is now allowed to manage the desktop and application pools you specified in the form.

Configuration Tasks for Self-Service Workflows and Unmanaged Machines

You must run some configuration workflows to enable self-service features and management of virtual machines that have not yet been added to a View pod.

- 1 Set access rights for delegated administrators on the **GuestCredentialConfiguration** and **SelfServicePoolConfiguration** configuration elements in the View folder. See [“Best Practices for Managing Workflow Permissions,”](#) on page 22.
- 2 Run the Add Guest Credential workflow, in the Configuration/Horizon Registration Configuration folder, before using any of the workflows for registering unmanaged machines.

Unmanaged machines are virtual machines that are managed by a vCenter instance that has not been added to View. That is, if you log in to View Administrator, and go to **View Configuration > Servers > vCenter Servers**, you will not see the vCenter Server instance in the list.

You must register an unmanaged machine with a View Connection Server instance before you can add the virtual machine to a manual desktop pool. To run the Add Guest Credential workflow, you must have local or domain administrator credentials for the virtual machine.

- 3 Run the Manage Delegated Administrator Configuration for Registration workflow, in the Configuration/Horizon Registration Configuration folder, to allow the specified delegated administrator to use the guest credentials and access the datacenter or virtual machine folder that contains the unmanaged virtual machine.
- 4 Run the appropriate Manage Self Service Pool Configuration workflow to specify which desktop and application pools will be available for self-service workflows in the Workflows/vCAC folder.
 - For desktop and application pools provided through a Horizon pod or federation, the Manage Self Service Pool Configuration workflow is located in the Configuration/Self Service Pool Configuration folder,

Best Practices for Managing Workflow Permissions

You can use Orchestrator to limit which personas can see and interact with the workflows. Ideally, only the administrator interacts with workflows in vRealize Orchestrator. Delegated administrators and end users should interact with the workflows through the vSphere Web Client or through vRealize Automation.

The Horizon vRealize Orchestrator plug-in installs a number of workflows that are organized into directories in the vRealize Orchestrator UI. The API access and Business logic folders are not intended to be modified because their contents form the building blocks of the other executable workflows. To prevent unauthorized customization of workflows, as a best practice, for certain folders, remove edit permissions for all users except the administrator.

IMPORTANT The suggested permission settings listed in this topic are required only if you want to hide the CoreModules folder and the configuration elements inside the View folder from delegated administrators and end users.

In the **Workflows** view, you can set the following access rights:

- On the root folder in the left pane, set the access rights so that delegated administrators have only View and Execute permissions.
- On the Configuration folder and CoreModules folder, set the access rights so that delegated administrators have no permissions, and therefore cannot even see the folders. This restriction will override the permissions set at the root folder.
- On the Business logic folder in the CoreModules folder, set the access rights so that delegated administrators have only View permissions.
- On the API access folder in the CoreModules folder, set the access rights so that delegated administrators have only View permissions.
- On the vSphereWebClient folder, set the access rights so that delegated administrators have only View permissions.

If you are unfamiliar with the procedure for setting access rights, see "Set User Permissions on a Workflow" in the vRealize Orchestrator documentation, available from the VMware vRealize Orchestrator Documentation page at https://www.vmware.com/support/pubs/orchestrator_pubs.html.

In the **Configurations** view, you can set the following access rights:

- On the View folder, set the access rights so that delegated administrators have no permissions.
- On all configuration elements inside the View folder, set the access rights so that delegated administrators have only View permissions.

If you are unfamiliar with the procedure for setting access rights, see "Create a Configuration Element" in the vRealize Orchestrator documentation, available from the VMware vRealize Orchestrator Documentation page at https://www.vmware.com/support/pubs/orchestrator_pubs.html.

Set a Policy for De-Provisioning Desktop Virtual Machines

With the Add Pool Policy Configuration workflow, administrators can set safeguards for delegated administrators and end users regarding de-provisioning, or recycling, desktops. Administrators can choose whether to actually delete the virtual machine and can choose how to manage any associated persistent disks.

You must run this workflow once for each pool that has an active de-provisioning workflow. When de-provisioning the virtual machines in a desktop pool, you have several options:

- You can delete the virtual machine or you can simply unassign and unentitle the user.
- If you choose to delete the virtual machine and the virtual machine has a View Composer persistent disk, you can save the disk or delete it too.
- If you choose to save View Composer persistent disks, you can save them on their current datastore or save them to a different datastore.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Configure the connection to the View pod.
- Determine what you would like the policy to be regarding deleting the virtual machines and saving persistent disks. For information about persistent disks, see the topics about managing View Composer persistent disks in the *View Administration* document.

If you choose to delete the virtual machine, you must choose whether to save any persistent disks. If you choose to save the disk to a different datastore, verify that you have the name of the datastore and the path to the folder that will store the persistent disk.

Procedure

- 1 Log in to Orchestrator as an administrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 In the workflows hierarchical list, select **Library > Horizon > Configuration > Pool Policy Configuration** and navigate to the **Add Pool Policy Configuration** workflow.
- 4 Right-click the **Add Pool Policy Configuration** workflow and select **Start workflow**.
- 5 Complete the form that appears and click **Submit**.

If you choose to save any persistent disks, specify the datastore and the path to the folder that will store the persistent disk.

What to do next

If you need to remove or update a pool policy, you can run the Remove Pool Policy Configuration workflow or the Update Pool Policy Configuration workflow.

Using Horizon vRealize Orchestrator Plug-In Workflows

3

You can use the predefined workflows installed by the Horizon vRealize Orchestrator plug-in, or you can copy workflows and customize them.

IMPORTANT For security reasons, configuration workflows can be run only from within Orchestrator.

The folders and workflows that appear in the Horizon folder are the predefined workflows delivered by the Horizon vRealize Orchestrator plug-in. To customize a workflow, create a duplicate of that workflow. Duplicate workflows or custom workflows that you create are fully editable.

For information about the different access rights that you can have when you work with the Orchestrator server depending on the type of license, vCenter Server see *Installing and Configuring VMware vRealize Orchestrator*.

This chapter includes the following topics:

- [“Access the Horizon vRealize Orchestrator Plug-In Workflow Library,”](#) on page 25
- [“Horizon vRealize Orchestrator Plug-In Workflow Library,”](#) on page 26
- [“Horizon vRealize Orchestrator Plug-In Workflow Reference,”](#) on page 26
- [“Syntax for Specifying User Accounts in the Workflows,”](#) on page 37

Access the Horizon vRealize Orchestrator Plug-In Workflow Library

You must use the Orchestrator client or the vSphere Web Client to access the elements from the Horizon vRealize Orchestrator plug-in workflow library.

Prerequisites

- Configure the connection to the View pod. See [“Configure the Connection to a View Pod,”](#) on page 16
- Verify that you have credentials for logging in to Orchestrator as a user who can run Horizon vRealize Orchestrator plug-in workflows.

Procedure

- 1 Log in to Orchestrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 Expand the hierarchical list to **Library > Horizon > Workflows**.
- 4 Review the workflow library.

Horizon vRealize Orchestrator Plug-In Workflow Library

The plug-in workflow library contains workflows that you can use to run automated processes to manage View pods, including objects such as remote desktops and applications, pools, entitlements, and View server configuration.

The folders and workflows provided by the Horizon vRealize Orchestrator plug-in are all created in the Horizon folder and are organized into various subfolders according to purpose and functionality. You can modify this folder structure without impacting the execution of the workflows.



CAUTION Some of the folders contain workflows that other workflows depend on. Do not modify these workflows.

Table 3-1. Folders Included with the Horizon vRealize Orchestrator Plug-In

Folder Name	Description
Horizon	Root folder for the Horizon vRealize Orchestrator plug-in.
CoreModules/API Access	API layer for the workflows. IMPORTANT Do not modify the contents of this folder.
CoreModules/Business Logic	Business logic for workflow interactions between the execution layers and the API Access layer. IMPORTANT Do not modify the contents of this folder.
Configuration	Workflows for setting up and administering other workflows. Configuration workflows should be executed only by administrators, from within the Orchestrator client.
Configuration/Workflow Delegation	Workflows an administrator can use to test whether a particular delegated administrator can successfully run the workflow. Some workflows might run in vSphere Web Client but not display a permissions error if the delegated administrator does not have the correct permissions.
Workflows/Example	Workflows that you can use as a basis to create customized workflows. NOTE Only the primary administrator will be able to run the Add Pool Policy in Batch workflow if you set the workflow permissions as recommended in this document.
Workflows/vCAC	Workflows an administrator uses to create catalog items from within vRealize Automation. Some of the workflows in this folder are self-service workflows, which are designed to be used by end users for self-service access to virtual desktops and remote applications. These workflows are intended to be run only in vRealize Automation.
Workflows/vSphereWebClient	Workflows that are intended to be run by administrators or delegated administrators in vSphere Web Client but can also be run in the Orchestrator client.

Horizon vRealize Orchestrator Plug-In Workflow Reference

Each workflow has a specific purpose and requires certain inputs.

Add Managed Machines to Pool

This workflow Allows a delegated administrator to add vCenter-managed machines to a manual desktop pool in View.

For a machine to be considered a managed machine, the vCenter instance that manages the machine has been added to View. For example, if you look in View Administrator, you can go to **View Configuration > Servers > vCenter Servers**, and find the instance in the list.

Inputs/parameters	Pod, pool ID, list of virtual machines
Results	The selected virtual machines are added to a manual desktop pool.

Add Unmanaged Machines to Pool

This workflow allows a delegated administrator to add unmanaged virtual machines to a manual desktop pool in View. The unmanaged machines are in fact managed by a vCenter instance, but the vCenter instance has not been added to View.

NOTE This workflow is not for adding physical machines or non-vSphere virtual machines. To add those types of machines, see [“Adding Physical Machines and Non-vSphere Virtual Machines to Pools,”](#) on page 72.

Inputs/parameters	Pod, pool ID, list of virtual machines, guest credentials (see the Limitations row of this table)
Prerequisites	See “Prerequisites for Adding Unmanaged Machines to Pools,” on page 71.
Results	The selected virtual machines are registered and added to a manual desktop pool. If you attempt to add multiple machines by using this workflow but some of the machines are not added for some reason, the workflow will fail and error messages will be included in the log file, specifying why those machines were not added. Other machines will be added successfully.
Limitations	<ul style="list-style-type: none"> ■ If you want to add a machine back to an unmanaged pool that you previously removed from the pool in View, you must wait for some time before adding the machine back to the pool. ■ Choose virtual machines only from vCenter Server instances that have not been added to View. All vCenter Server instances are listed, meaning that vCenter Server instances that have been added to View are not filtered out. ■ If all virtual machines from the vCenter Server instance are not getting displayed in the virtual machine folder, you can choose machines from individual host folders. This issue can occur when the number of virtual machines is very large. ■ After you run the Add Guest Credentials workflow and the Manage Delegated Administrator Configuration for Registration workflow, it can take some time for the guest credentials to be populated in the vRealize Automation service catalog. You might also need to log out of vRealize Automation and log back in to see the credentials. ■ If you remove guest credentials, by running the Remove Guest Credential workflow, you must also run the Refresh Delegated Administrator Configuration workflow, in the Configuration/Delegated Admin Configuration folder. <p>If you do not do so, when you run the Add Unmanaged Machines to Pool workflow, you might see the old guest credentials in the drop-down menu in the workflow. If you select these credentials and run the workflow, you get the error message: Can not find credential named TestCredentials Dynamic Script Module name :getGuestCredential#7)</p>

Add User(s) to App Pool

This workflow allows a delegated administrator to entitle users to an application pool.

Inputs/parameters	Pod, pool ID, user names
Results	Entitled users get direct access to specified applications.

Add User(s) to App Pools

This workflow allows a delegated administrator to entitle users to multiple application pools.

Inputs/parameters	Pod, pool IDs, user names
Results	Entitled users get direct access to the specified application.

Add User(s) to Desktop Pool

This workflow allows a delegated administrator to entitle users to a desktop pool.

Inputs/parameters	Pod, pool ID, user names
Results	Users get entitled to the specified desktop pool. They can get a machine for floating pools or automatically assigned dedicated pools (subjected to availability). For other type of pools, users need to be assigned to the machine explicitly through the assignment workflows.

Advanced Desktop Allocation

This workflow allows a delegated administrator to allocate a machine to a user, by specifying either **Horizon View** or **vRealize Automation** as the machine provider.

This workflow requires a set of configuration steps before using **vRealize Automation** as a provider. See [Chapter 6, “Creating Machines and Managing Pools in vRealize Automation,”](#) on page 61, and especially the topic [“Configure a Machine Blueprint Service for Advanced Desktop Allocation,”](#) on page 65.

Inputs/parameters	Machine provider (Horizon View or vRealize Automation), pod, pool ID, user name, vRealize Automation catalog item (if you select vRealize Automation as the machine provider)
Binding requirements	The administrator can bind the catalog item to a specific blueprint to avoid giving the delegated administrator access to all catalog items in vRealize Automation.
Results	<p>If you select Horizon View as the machine provider, this workflow behaves the same way as the Desktop Allocation workflow.</p> <p>If you select vRealize Automation as the machine provider, the workflow supports only manual pools. The following tasks are performed, in the following order:</p> <ol style="list-style-type: none"> 1 A machine is provisioned using vRealize Automation. 2 The machine is registered in a View desktop pool. 3 For a floating desktop pool, the end user gets entitled to the pool. 4 For a dedicated desktop pool, the end user gets assigned to the machine and gets entitled to the pool. 5 The machine gets added to user's vRealize Automation Items tab as a vCAC machine, on the Machines panel. <p>See also “Advanced Desktop Allocation Scenarios for Delegated Administrators and End Users,” on page 67.</p>
Limitations	<ul style="list-style-type: none"> ■ Horizon View Agent must be installed and running in the template that is used in the machine blueprint to provision the machines. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ VMware recommends that VMware Tools be updated to latest version in the template that is used in the machine blueprint to provision the machines. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ For unmanaged machines, valid user credentials must be provided that have Administrator access for the guest operating system on the machine. ■ For unmanaged machines, a vSphere customization specification must be provided in the blueprint. This customization specification must include a configuration to change the host name and SID of the machine so that each machine created from the template has a unique host name and SID. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ Guest credentials must be added by running the Add Guest Credentials workflow. ■ Delegated Admin permissions must be provided on credentials by running the Manage Delegated Administrator Configuration for Registration workflow, located in the Horizon/Configuration/Horizon Registration Configuration folder. ■ If the administrator does not bind a machine blueprint to the catalog item, the delegated administrator must choose only those catalog items (blueprints) that are specified by the administrator to provision machines. For instructions on binding catalog items, see “Import the Advanced Desktop Allocation Workflow,” on page 55.

Application Entitlement

This workflow allows a delegated administrator to entitle users to an application pool and to remove users' entitlements.

Inputs/parameters	Pod, pool ID, users to entitle, and users to unentitle (selected from a default list)
Results	Entitlements can be added and removed in the same workflow.

Assign User

This workflow assigns a user to a specific machine in a desktop pool. An option is provided to entitle the user to a desktop pool as well.

Inputs/parameters	Pod, pool ID, machine name, user name
Limitations	User assignment is not supported in Horizon View for floating pools.
Results	The user is assigned to the specified machine. The existing assignment is removed and the existing session (if any) is logged off forcibly.

Desktop Allocation

This workflow entitles the user to the specified desktop pool and, for dedicated-assignment pools, assigns a machine to the user (depending on availability). A new machine is provisioned for the user if the pool type is "specified naming."

Inputs/parameters	Pod, pool ID, user name
Results	<ul style="list-style-type: none"> ■ For floating desktop pools and session-based pools from RDS hosts, the user is entitled to the pool. ■ For automatically assigned dedicated pools, the user is entitled to the pool and assigned to an available machine (if any). ■ For dedicated pools that do not use an automatic naming pattern, a virtual machine is provisioned for the user with the name the administrator specifies.

Desktop Allocation for Users

This workflow entitles multiple users to desktops in floating-assignment pools or RDS desktop pools. For dedicated-assignment pools, this workflow entitles and assigns multiple users to machines (depending on availability).

New machines are provisioned for users if the pool type is "specified naming."

Inputs/parameters	Pod, pool ID, user names, machine names (for specified naming pool)
Results	<ul style="list-style-type: none"> ■ For floating desktop pools and session-based pools from RDS hosts, the users are entitled to the pool. ■ For automatically assigned dedicated pools, users are entitled to the pool and assigned to an available machine (if any). ■ For dedicated pools that do not use an automatic naming pattern, virtual machines are provisioned for users with the names the administrator specifies.
Limitations	<ul style="list-style-type: none"> ■ Machines are provisioned line by line. If the workflow fails for one machine, the others will not be provisioned. ■ If you select a specified naming pool, to add a new line in the text box for adding machine names, so that you can add multiple names, press Ctrl+Enter. If you press only Enter, instead of adding a new line, the workflow is submitted.

Desktop Assignment

This workflow allows a delegated administrator to assign a user to a specific virtual machine and, optionally, entitle the user to the machine, and allows a delegated administrator to also remove an assignment for a user from a specific virtual machine, all in the same workflow.

Inputs/parameters	Pod, pool ID, machine name, user to assign, user to unassign
Limitations	User assignment is not supported in Horizon View for floating pools.
Results	Desktop assignments can be added and removed in the same workflow.

Desktop Entitlement

This workflow allows a delegated administrator to entitle users to a desktop pool and to remove users' entitlements.

Inputs/parameters	Pod, pool ID, users to entitle, and users to unentitle (selected from a default list)
Results	Entitlements can be added and removed in the same workflow.

Desktop Recycle

This de-provisioning workflow removes user assignment or entitlement from the specified virtual machine desktop. Depending on the pool policy, the virtual machine might be deleted and any persistent disks might be saved.

Inputs/parameters	Pod, pool ID, user name
Scope	Works for all types of pools.
Prerequisites	Run the Add Pool Policy Configuration workflow before running this workflow.
Results	For floating pools, user entitlement is removed. For other desktop pool types, user assignment is removed. For dedicated linked-clone pools, the virtual machine is deleted and persistent disks are saved according to the settings used in the Add Pool Policy Configuration workflow.
Limitations	<ul style="list-style-type: none"> ■ Saving a persistent disk (sometimes called a UDD, or user data disk), works only for automated dedicated linked-clone desktop pools. ■ Deleting the virtual machine is not supported for floating pools or manual pools.

Desktop Refresh

This workflow reverts a specific virtual machine to its base state.

Inputs/parameters	Pod, pool ID, machine name
Scope	Works only on automated View Composer linked-clone pools.
Results	For View Composer linked-clone virtual machines, a warning message is sent to the user if there is an active session, and the user is automatically logged out after a certain amount of time. A refresh operation then starts.

Duplicate a Desktop Pool

This workflow allows a delegated administrator to create identical desktop pools using an existing desktop pool.

Inputs/parameters	Pod, pool ID, name for the new cloned pool, naming pattern
Results	The source View desktop pool is duplicated.

Global Entitlement Management

This workflow allows a delegated administrator to add and remove users from a global entitlement.

Prerequisites	The administrator must provide the delegated administrator with permissions on global entitlements by running the Add Delegated Administrator Configuration workflow or the Update Delegated Administrator Configuration workflow.
Inputs/parameters	Pod federation, global entitlement name, users names to add, user names to remove NOTE In the View Pod Federation list, if you have set a default pod, that pod might not be selected because this workflow applies to the entire federation rather than one pod. You can, however, select a pod from the list. If there are duplicate federation names, the pod names are shown in parentheses.
Results	Specified users are added to a global entitlement or are removed from it.

Port Pool to vCAC

This workflow allows a delegated administrator to import View desktop pools into vRealize Automation. These pools can be managed directly from the vRealize Automation console.

This workflow requires a set of configuration steps before importing and managing the pools in vRealize Automation. See [Chapter 6, “Creating Machines and Managing Pools in vRealize Automation,”](#) on page 61, and especially the topic [“Use Machine Blueprints to Create and Add Desktops to Pools,”](#) on page 64.

Inputs/parameters	Pod and pool ID
Results	The specified pool is imported into vRealize Automation and pool items are displayed on the delegated administrator's Items tab.

Recompose Pool

This workflow allows a delegated administrator to recompose one or more machines from a desktop pool.

Inputs/parameters	Pod, pool ID, parent virtual machine (base image), snapshot (base image snapshot), option to recompose all machines, recompose policy
Prerequisites	Run the Add Recompose Policy Configuration workflow before running this workflow. NOTE When running the Add Recompose Policy Configuration workflow, for the Delay Minutes value, if you accidentally type in a number followed by letters, the letters are removed. For example, if you type in 5abc4 , the value is converted to 5 minutes. If you type in only non-numeric characters, you receive an error message. This behavior applies to all the recompose policy workflows.
Binding requirements	For vSphereWebClient folder, the administrator must bind the workflow to a pod while using vRealize Orchestrator and adding it to the delegated admin group.
Results	The specified machines are recomposed according to the selected policy.
Limitations	<ul style="list-style-type: none"> ■ Only View Composer linked-clone pools are supported. ■ The list of parent virtual machines (base Images) contains the default base images of only those pools for which the delegated administrator has been granted access.

Recompose Pools

This workflow allows a delegated administrator to recompose one or more machines from one or more desktop pools.

Inputs/parameters	Pod, pool ID, parent virtual machine (base image), snapshot (base image snapshot), option to recompose all pools, pool IDs, option to recompose all machines, machine IDs, recompose policy
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Prerequisites	Run the Add Recompose Policy Configuration workflow before running this workflow. Note When running the Add Recompose Policy Configuration workflow, for the Delay Minutes value, if you accidentally type in a number followed by letters, the letters are removed. For example, if you type in 5abc4 , the value is converted to 5 minutes. If you type in only non-numeric characters, you receive an error message. This behavior applies to all the recompose policy workflows.
Binding requirements	For vSphereWebClient folder, the administrator must bind the workflow to a pod while using vRealize Orchestrator and adding it to the delegated admin group.
Results	The specified machines from the specified pools are recomposed according to the selected policy.
Limitations	<ul style="list-style-type: none"> ■ Only View Composer linked-clone pools are supported. ■ The list of parent virtual machines (base Images) contains the default base images of only those pools for which the delegated administrator has been granted access.

Register Machines to Pool

This workflow registers the supplied machine DNS names with a manual pool of unmanaged desktops in View. Use this workflow only for physical machines and non-vSphere virtual machines.

As an alternative to running this workflow, you can use the Add Physical Machines to Pool workflow, available in the Workflows/Example folder. This workflow combines the actions of the Register Machines to Pool workflow and the PowerShell workflows mentioned in “[Run Workflows to Add Physical Machines as PowerShell Hosts](#),” on page 76. Before you run the Add Physical Machines to Pool workflow, you must perform the tasks described in “[Configure a Physical Machine for an Unmanaged Pool](#),” on page 73 and “[Configure vRealize Orchestrator to Use Kerberos Authentication with Physical Machines](#),” on page 75. You must also satisfy the prerequisites listed in “[Prerequisites for Adding Unmanaged Machines to Pools](#),” on page 71

Inputs/parameters	Pod, pool ID, machine DNS names, guest OS
Results	Provided machine names are registered with the specified unmanaged desktop pool in View.
Limitations	<ul style="list-style-type: none"> ■ This workflow registers any of the DNS names that are provided without performing any kind of validation. The administrator must manually push the returned registry token to the registered machine. ■ To add a new line in the DNS Names text box, so that you can add multiple DNS names, press Ctrl+Enter. If you press only Enter, instead of adding a new line, the workflow is submitted. ■ To register a Windows Server 2008 R2 machine, you must first log in to View Administrator, select View Configuration > Global Settings > General, click Edit, and select the Enable Windows Server desktops check box.

Note For an unmanaged pool, if the operating system is selected as Windows 8.1, the DNS names of the machines get registered in Horizon View as Windows 8.

Remove Users from Application Pool

This workflow removes multiple users' entitlements from an application pool.

Inputs/parameters	Pod, pool ID, users (selected from a default list)
Results	Specified users are no longer entitled to the specified application pool.

Remove Users from Desktop Pool

This workflow removes multiple users' entitlements from a desktop pool.

Inputs/parameters	Pod, pool ID, users (selected from a default list)
Results	Specified users are no longer entitled to the specified desktop pool.

Self-Service Advanced Desktop Allocation

This workflow allows end users to allocate machines to themselves, selecting either **Horizon View** or **vRealize Automation** as the machine provider.

This workflow requires a set of configuration steps before using **vRealize Automation** as a provider. See [Chapter 6, “Creating Machines and Managing Pools in vRealize Automation,”](#) on page 61, and especially the topic [“Configure a Machine Blueprint Service for Advanced Desktop Allocation,”](#) on page 65.

Inputs/parameters	Machine provider (Horizon View or vRealize Automation), pod, pool ID, vRealize Automation catalog item (if you select vRealize Automation as the machine provider)
Binding requirements	The administrator can bind the catalog item to a specific blueprint to avoid giving the end user access to all catalog items in vRealize Automation.
Results	<p>If you select Horizon View as the machine provider, this workflow behaves the same way as the Self-Service Desktop Allocation workflow.</p> <p>If you select vRealize Automation as the machine provider, the workflow supports only manual pools. The following tasks are performed, in the following order:</p> <ol style="list-style-type: none"> 1 A machine is provisioned using vRealize Automation. 2 The machine is registered in a View desktop pool. 3 For a floating-assignment desktop pool, the end user gets entitled to the pool. 4 For a dedicated-assignment desktop pool, the end user gets assigned to the machine and gets entitled to the pool. 5 The machine gets added to user's vRealize Automation Items tab as a vCAC machine, on the Machines panel. 6 The machine gets added to the user's vRealize Automation Items tab as a Horizon desktop as well, on the Horizon panel. 7 If the machine was already added to the Items tab, on the Machines panel, and the user runs the workflow again but selects Horizon View as the provider, the machine also gets added to the Items tab on the Horizon panel. <p>See also “Advanced Desktop Allocation Scenarios for Delegated Administrators and End Users,” on page 67.</p>
Limitations	<ul style="list-style-type: none"> ■ Horizon View Agent must be installed and running in the template that is used in the machine blueprint to provision the machines. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ VMware recommends that VMware Tools be updated to latest version in the template that is used in machine blueprint to provision the machines. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ For unmanaged machines, valid user credentials must be provided that have Administrator access for the guest operating system on the machine. ■ For unmanaged machines, a vSphere customization specification must be provided in the blueprint. This customization specification must include a configuration to change the host name and SID of the machine so that each machine created from the template has a unique host name and SID. See “Create Templates and Blueprints for Adding Machines to Desktop Pools,” on page 62. ■ Guest credentials must be added by running the Add Guest Credentials workflow. ■ The administrator must provide end users with permission to use guest credentials by running the Manage Self-Service Configuration for Registration workflow, located in the Horizon/Configuration/Horizon Registration Configuration folder. ■ If the administrator does not bind a machine blueprint to the catalog item, the end user must choose only those catalog items (blueprints) that are specified by the administrator to provision machines. For instructions on binding catalog items, see “Import the Self-Service Advanced Desktop Allocation Workflow,” on page 54.

Self-Service Desktop Allocation

This workflow allows end users to allocate a machine to themselves. A new machine gets provisioned only for "specified naming" desktop pools.

Inputs/parameters	None
Scope	Works only on automated pools.
Prerequisites/binding requirements	The administrator must run the Manage Self Service Pool Configuration workflow to specify which pools are available for selection by end users. This workflow does not appear in the vSphereWebClient folder.
Results	<ul style="list-style-type: none"> ■ For floating desktop pools and session-based pools from RDS hosts, the user is entitled to the pool. ■ For automatically assigned dedicated pools, the user is entitled to the pool and assigned to an available machine (if any). ■ For dedicated pools that do not use an automatic naming pattern, a virtual machine is provisioned for the user with the specified name.

Self-Service Desktop Recycle

This workflow allows end users to de-provision their own virtual machine from the specified pod and desktop pool. This workflow removes user entitlement and assignment. Depending on the pool policy, the virtual machine might be deleted and any persistent disks might be saved.

Inputs/parameters	None
Limitations	<ul style="list-style-type: none"> ■ Saving a persistent disk (sometimes called a UDD, or user data disk), works only for automated dedicated linked-clone desktop pools. ■ Deleting the virtual machine is not supported for floating pools or manual pools.
Prerequisites/binding requirements	The administrator must run the Manage Self Service Pool Configuration workflow to specify which pools are available for selection by end users. This workflow does not appear in the vSphereWebClient folder.
Results	For floating-assignment pools, user entitlement is removed. For other desktop pool types, user assignment is removed. For dedicated-assignment linked-clone pools, the virtual machine is deleted and persistent disks are saved according to the settings used in the Add Pool Policy Configuration workflow.

Self-Service Desktop Refresh

This workflow reverts end user's virtual machine in the specified desktop pool to a base state.

Inputs/parameters	None
Scope	Works only on automated dedicated View Composer linked-clone pools.
Prerequisites/binding requirements	The administrator must run the Manage Self Service Pool Configuration workflow to specify which pools are available for selection by end users. This workflow does not appear in the vSphereWebClient folder.
Results	For View Composer linked-clone virtual machines, a warning message is sent to the user if there is an active session, and the user is automatically logged out after a certain amount of time. A refresh operation then starts.

Self-Service Release Application

This workflow allows end users to remove their entitlement from the specified application pool.

Inputs/parameters	None
Prerequisites/binding requirements	The administrator must run the Manage Self Service Pool Configuration workflow to specify which pools are available for selection by end users. This workflow does not appear in the vSphereWebClient folder.

Self-Service Request Application

This workflow allows end users to request an application for their own use. The user gets entitled to the specified application pool.

Inputs/parameters	None
Prerequisites/binding requirements	The administrator must run the Manage Self Service Pool Configuration workflow to specify which pools are available for selection by end users. This workflow does not appear in the vSphereWebClient folder.

Self Service Request Application Stack

This workflow allows end users to request an application stack for their own use. The user gets entitled to the specified application stack after receiving approval from the appropriate owner.

Inputs/parameters	Specify an application stack from a drop-down list.
Prerequisites	The administrator must run "Add an App Volumes Server" workflow.
Results	The end user gets entitled to use the requested application stack after an administrator has approved the request.
Limitations	None.

Session Management

This workflow allows delegated administrators to disconnect, log off, reset, and send messages to active Horizon desktop sessions. Delegated administrators can perform these operations on user sessions as well.

Inputs/parameters	Pod, pool ID, operation, message (for the Send Message operation), user name, and other options
Results	The selected operation is performed on the specified session.
Limitations	<ul style="list-style-type: none"> ■ Application sessions are not supported. ■ The reset operation is not supported for RDS pools, manual unmanaged desktop pools, and for instant clone pools in Horizon 7. ■ Multiple session selection is not supported when this workflow is executed from vSphere Web Client or the Orchestrator client. ■ The predefined list of users is not displayed when this workflow is executed from vRealize Automation.

Set Maintenance Mode

This workflow allows a delegated administrator to put machines in maintenance mode and remove machines from maintenance mode.

Inputs/parameters	Pod, pool ID, operation, virtual machine
Binding requirements	For vSphereWebClient folder, the administrator must bind the workflow to a pod while using vRealize Orchestrator and adding it to the delegated admin group.

Results	The selected machines are "entered into maintenance mode" or "exited from maintenance mode."
Limitations	This workflow is not supported for RDS pools, manual unmanaged desktop pools, and for instant clone pools in Horizon 7.

Unassign User

This workflow removes the assignment of a user from a virtual machine.

Inputs/parameters	Pod, pool ID, machine name (as displayed in the View Administrator UI)
Limitations	User assignment is not supported in Horizon View for floating pools.
Results	The user's assignment is removed and entitlement to the pool remains unchanged. The user's session is logged off forcibly.

Update App Pool Display Name

This workflow changes the display name of an application pool.

Inputs/parameters	Pod, pool ID, new display name for pool
Results	The display name is changed, but the pool ID remains the same.

Update Desktop Pool Display Name

This workflow changes the display name of a desktop pool.

Inputs/parameters	Pod, pool ID, new display name for pool
Results	The display name is changed, but the pool ID remains the same.

Update Desktop Pool Min Size

Changes the minimum number of desktops that the pool can contain.

Scope	Works only for automated floating and automated dedicated pools that use a naming pattern.
Inputs/parameters	Pod, pool ID, number to use for the minimum pool size (an integer)
Results	The minimum number of virtual machines in the pool changes. NOTE Consider whether your company's hardware resources are sufficient before increasing this number.

Update Desktop Pool Spare Size

This workflow changes the number of spare machines in the pool that are available and powered on for new users.

Scope	Works only for automated pools.
Inputs/parameters	Pod, pool ID, number of spare machines to have ready (an integer)
Results	Changes the number of spare virtual machines to keep ready and powered on for new users. NOTE Consider whether your company's hardware resources are sufficient before increasing this number.

Syntax for Specifying User Accounts in the Workflows

The syntax used for specifying users in the VMware Horizon vRealize Orchestrator plug-in workflows is consistent across all workflows.

When supplying a user name, you must specify the user and domain by using any of the following formats:

- username@domain.com
- username@domain
- domain.com\username
- domain\username

If you have users in multiple domains, so that you might have users or groups with the same name but different domains, when using the search feature, you might see a list of users with the same name. The list returns only the user name and not the domain name. To see the complete domain name for a user or group, place your mouse pointer over the name. A tooltip appears, showing the complete domain name.

IMPORTANT Non-ASCII characters are not supported.

In some workflows, you can add users or user groups. To add a group, you must be using vRealize Orchestrator 6.0 or a later release.

Making the Workflows Available in vSphere Web Client and vRealize Automation

4

Administrators can expose the Horizon workflows in the vRealize Automation self-service catalog or in the vSphere Web Client. For some workflows that delegated administrators run within vSphere Web Client, you must specify which pod or pools the workflows act on.

This chapter includes the following topics:

- [“Exposing VMware Horizon vRealize Orchestrator Plug-In Workflows in vSphere Web Client,”](#) on page 39
- [“Exposing Horizon vRealize Orchestrator Plug-In Workflows in vRealize Automation,”](#) on page 41

Exposing VMware Horizon vRealize Orchestrator Plug-In Workflows in vSphere Web Client

Administrators can configure Horizon workflows so that delegated administrators can run them from within vSphere Web Client. The delegated administrator can search for the name of the workflow and run and schedule vRealize Orchestrator workflows.

Bind vSphereWebClient Workflows to Specific Pods and Pools in vRealize Orchestrator

When a delegated administrator's access must be restricted to particular pools or pods, you can bind a workflow to a specific pool or pod. Administrators can duplicate workflows and bind them to different pools as needed.

After an administrator binds a workflow to a pod, the delegated administrator sees a drop-down list of the pools that belong to that pod in vSphere Web Client. You can, however, also bind the workflow to a specific pool and disable the drop-down list of pools. Drop-down lists of pools are supported for most workflows regardless of whether the workflows are localized.

IMPORTANT For the following workflows, if you plan to localize the workflow, you must bind the workflow to a specific pool and disable the drop-down list of pools:

- Application Entitlement
 - Assign User
 - Desktop Assignment
 - Desktop Entitlement
 - Unassign User
-

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that a connection has been made to the View pod by running the Add View Pod in Configuration workflow. See [“Configure the Connection to a View Pod,”](#) on page 16.
- Verify that you have assigned the correct delegated administrators to the pools that you plan to expose through vSphere Web Client. See [“Assign Delegated Administrators to Pools,”](#) on page 20.

Procedure

- 1 Log in to the Orchestrator client as an administrator, and select **Design** from the drop-down menu in the upper-left portion of the screen.
- 2 In the workflows hierarchical list, select **Library > Horizon** and navigate to the subfolder and workflow. For example, you might navigate to the Add User(s) to Desktop Pool workflow in **Library > Horizon > Workflows > vSphereWebClient**.
- 3 Right-click the workflow, select **Duplicate Workflow**, and complete the form. The new workflow is placed in the folder you selected.
- 4 Select the newly created workflow in the left pane, click the **Presentation** tab in the right pane, and click the **Edit** (pencil) icon in the toolbar at the top of the pane.
- 5 Select **(string)podAlias Horizon View Pod** in the upper portion of the tab and edit its properties.
 - a In the lower portion of the tab, click the **Properties** tab, and in the **Data Binding** row, type the pod name and enclose it with quotation marks; for example: **"ViewPod1"**.
 - b Select and delete the **Predefined answers** property.
 - c Add the **Default value** property and type in the same pod name enclosed with quotation marks. If you do not delete the **Predefined answers** property and set the **Default value** property, you might see a drop-down list of pods in vSphere Web Client, even though the workflow is bound to one pod.
- 6 To bind the workflow to only one pool, select **(string)poolId Desktop Pool ID** in the upper portion of the tab and edit its properties.
 - a In the lower portion of the tab, click the **Properties** tab, and in the **Data Binding** row, type the pool ID and enclose it with quotation marks; for example, **"DesktopPool1"**.
 - b Select and delete the **Predefined answers** property.
 - c Add the **Default value** property and type in the same pool name enclosed with quotation marks. If you do not delete the **Predefined answers** property and set the **Default value** property, you might see a drop-down list of pods in vSphere Web Client, even though the workflow is bound to one pool.

When this workflow starts, the pod name and pool ID are already populated and cannot be changed.

What to do next

Create versions of the workflow in other languages.

Create Localized Versions of a Workflow for vSphere Web Client

To create the localization resources for vSphere Web Client, administrators can run the Clone Localization Resources workflow, located in the Configuration folder.

Prerequisites

- Bind the workflow to a pod and, optionally, to a pool. See [“Bind vSphereWebClient Workflows to Specific Pods and Pools in vRealize Orchestrator,”](#) on page 39.
- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.

Procedure

- 1 Log in to the Orchestrator client as an administrator, and select **Design** from the drop-down menu in the upper-left portion of the screen.
- 2 Click the **Resources** view and navigate to the folder that contains the duplicated workflow that you used to bind the workflow to a pod.
- 3 In that folder, create a subfolder and, for the folder name, specify the same name used for the duplicated workflow.

The folder name must exactly match the duplicated workflow name and must be in the same folder as the workflow.
- 4 Click the **Workflows** view and navigate to **Library > Horizon > Configuration**.
- 5 Expand the **Configuration** item, right-click the **Clone localization resources** workflow and select **Start workflow**.
- 6 Complete the form that appears.

Option	Action
Source Workflow	Click Not Set and select the original workflow that you duplicated to bind the workflow to a pod.
Target Workflow	Click Not Set and select the workflow that you duplicated.

- 7 Click **Submit** to run the workflow.

If the workflow completes successfully, you can go to the **Resources** view, expand the folder you created, and see the properties files that were created for each language.

Exposing Horizon vRealize Orchestrator Plug-In Workflows in vRealize Automation

vRealize Automation provides a service catalog with a request and approval engine that allows fine-grained control of workflows through entitlement and auditing.

Administrators can add service and machine blueprints by browsing through **Orchestrator > Library > Horizon** and selecting a specific workflow. You can use standard vRealize Automation procedures to publish and entitle through Catalog Management. Because entitlement is usually very specific when the workflow is used in vRealize Automation, you must bind the workflow to a particular View pod or desktop or application pool.

- 1 [Create Business Groups for Delegated Administrators and End Users](#) on page 42
In vRealize Automation, users must belong to a business group before they can be entitled to a service created for a View plug-in workflow.
- 2 [Create Services for Delegated Administrators and End Users](#) on page 43
In vRealize Automation, administrators must create a service to entitle users to catalog items.
- 3 [Create Entitlements for Delegated Administrators and End Users](#) on page 44
To create an entitlement in vRealize Automation, administrators specify a business group and the service that corresponds to that group.
- 4 [Bind vCAC Workflows to a vCAC User](#) on page 45
One of the required parameters for the workflows in the vCAC folder is vCAC User. You must configure that parameter to be requested by a principal ID.
- 5 [Configure Output Parameters for vCAC Workflows](#) on page 46
For workflows that return output parameters, you can add the output parameters to the service blueprint. An example of an output parameter is the URL for accessing the desktop through HTML Access.
- 6 [Configure the Catalog Item for the Workflow](#) on page 47
In vRealize Automation, administrators can configure workflows to appear in the catalog for delegated administrators and end users.

Create Business Groups for Delegated Administrators and End Users

In vRealize Automation, users must belong to a business group before they can be entitled to a service created for a View plug-in workflow.

If you have been using vRealize Automation, you might have already created these business groups or equivalent ones.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Familiarize yourself with the procedures for creating groups in vRealize Automation. The vRealize Automation documentation is available at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Infrastructure** tab.
- 3 Create a fabric group with the administrator as a member.

vRealize Automation Version	Action
6.2.4	Select Groups > Fabric Groups and create a fabric group with the administrator as a member.
7.2 and later	Select Infrastructure > Endpoints > Fabric Group and create a fabric group with the administrator as a member.

- 4 Create a business group for the delegated administrators.

vRealize Automation Version	Action
6.2.4	Click Business Groups and create a business group for the delegated administrators.
7.2 and later	Select Administration > User & Group > Business Group and create a business group for the delegated administrators.

Option	Action
Group manager role	Use the administrator account that you added in the fabric group.
Users role	Add the delegated administrator users.

- 5 Click **OK** to add the new group.
- 6 Click **Business Groups** and create a business group for end users.

Option	Action
Group manager role	Use the administrator account that you added in the fabric group.
Users role	Add the end users.

- 7 Click **OK** to add the new group.

What to do next

Create corresponding services for delegated administrators and end users.

Create Services for Delegated Administrators and End Users

In vRealize Automation, administrators must create a service to entitle users to catalog items.

If you have been using vRealize Automation, you might have already created these services or equivalent ones.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Familiarize yourself with the procedures for creating services in vRealize Automation. The vRealize Automation documentation is available at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Administration** tab.
- 3 Select **Catalog Management > Services**.
- 4 Create a service for the delegated administrators business group.
 - a Click the **Add Service (+)** icon.
 - b On the **Details** tab, supply a name, and in the **Status** list, select **Active**.
 - c Click **Add**.
- 5 Repeat the step to create a service for the end users business group.

What to do next

Create entitlements for delegated administrators and end users.

Create Entitlements for Delegated Administrators and End Users

To create an entitlement in vRealize Automation, administrators specify a business group and the service that corresponds to that group.

If you have been using vRealize Automation, you might have already created these entitlements or equivalent ones.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Create the business groups that contain the users you want to entitle. See “[Create Business Groups for Delegated Administrators and End Users](#),” on page 42.
- Create the services that correspond to the business groups you want to entitle. See “[Create Services for Delegated Administrators and End Users](#),” on page 43.
- Familiarize yourself with the procedures for creating entitlements in vRealize Automation. The vRealize Automation documentation is available at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Administration** tab.
- 3 Select **Catalog Management > Entitlements**.
- 4 Create an entitlement for delegated administrators.
 - a Click the **Add Entitlement (+)** icon.
 - b On the **Details** tab, supply a name, and in the **Status** list, select **Active**.
 - c From the **Business Group** list, select the business group that you just created for delegated administrators.
 - d In the **Users & Groups** field, specify users from the delegated administrators business group, and click **Next**.
 - e On the **Items & Approvals** tab, click the **Add (+)** icon for **Entitled Services** and select the delegated administrator service that you created earlier.
 - f Click **Add**.
- 5 Repeat the step to create an entitlement for end users.

What to do next

Bind the Horizon vRealize Orchestrator plug-in workflows to pods and pools.

Bind vCAC Workflows to a vCAC User

One of the required parameters for the workflows in the vCAC folder is vCAC User. You must configure that parameter to be requested by a principal ID.

Workflows exposed through vRealize Automation can be customized using the vRealize Automation form editor interface. You can hide fields or rearrange them and add cosmetic improvements to fit into the organization service catalog. Add the blueprint for the specific workflow and customize as needed. You can convert any workflow field to a text box or provide values to display so that users can select from a drop-down list.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that a connection has been made to the View pod by running the Add View Pod in Configuration workflow. See [“Configure the Connection to a View Pod,”](#) on page 16.
- Verify that vRealize Automation is configured to communicate with the vRealize Orchestrator server so that the vRealize Orchestrator workflows are available.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Add a new Service Blueprint.

vRealize Automation Version	Action
6.2.4	<ol style="list-style-type: none"> a Select Advanced Services > Service Blueprints. b Click the Add Blueprint (+) icon.
7.2 and later	<ol style="list-style-type: none"> a Select Design > XaaS > XaaS Blueprints. b Click New (+) icon.

- 3 Navigate through the vRealize Orchestrator workflow library and select a workflow from the **Library > Horizon > Workflows > vCAC** folder.
- 4 Click **Next**, and specify the workflow name and description that will appear in the vRealize Automation service catalog.
- 5 Click **Next**, and on the **Blueprint Form** tab, edit the **vCACUser** field.
 - a Click in the **vCACUser** text box and click the **Edit** (pencil) icon.
 - b In the Edit Form Field - vCACUser dialog box, click the **Constraints** tab.
 - c Click to expand the **Value:** drop-down list.
 - d Select the **Field** radio button and click to expand the **Request Info** item.
 - e Click to expand the **Requested by** item and select **Principal ID**.
 - f Click to expand the **Visible:** drop-down list.
 - g Select the **Constant** radio button and select **No** to hide this parameter in catalog request.
 - h Click **Submit**.
- 6 On the **Provisioned Resource** tab, click **Add**.
The blueprint is added to the Service Blueprints page, and the status is set to Draft.
- 7 To publish the blueprint, select **Publish** from the **Actions** list for the blueprint.

The item now appears on the **Administrator > Catalog Management > Catalog Items** tab.

What to do next

Configure the catalog item for this service.

Configure Output Parameters for vCAC Workflows

For workflows that return output parameters, you can add the output parameters to the service blueprint. An example of an output parameter is the URL for accessing the desktop through HTML Access.

Workflows exposed through vRealize Automation can be customized using the vRealize Automation form editor interface. You can hide fields or rearrange them and add cosmetic improvements to fit into the organization service catalog. Add the blueprint for the specific workflow and customize as needed. You can convert any workflow field to a text box or provide values to display so that users can select from a drop-down list.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that a connection has been made to the View pod by running the Add View Pod in Configuration workflow. See [“Configure the Connection to a View Pod,”](#) on page 16.
- Verify that vRealize Automation is configured to communicate with the vRealize Orchestrator server so that the vRealize Orchestrator workflows are available.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Add a new service blueprint.

vRealize Automation Version	Action
6.2.4	<ol style="list-style-type: none"> a Select Advanced Services > Service Blueprints. b Click the Add Blueprint (+) icon.
7.2 and later	<ol style="list-style-type: none"> a Select Design > XaaS > XaaS Blueprints. b Click New (+) icon.

- 3 Navigate through the vRealize Orchestrator workflow library and select a workflow from the **Library > Horizon > Workflows > vCAC** folder.
- 4 Click **Next**, and specify the workflow name and description that will appear in the vRealize Automation service catalog.
- 5 Click **Next**, and on the **Blueprint Form** tab, click the plus icon (+).
- 6 In the New Form dialog box, title the form **Request Details**, and in the **Screen type** list, select **Submitted request details** and click **Submit**.

In the Fields list on the left side of the form, you can scroll down and see a new section called **Outputs**.

- 7 Click a parameter item under **Outputs** in the Fields list, and drag it onto the form page.

For example, if you were creating a blueprint from a desktop allocation workflow, you could click the **htmlAccessUrl** item under **Outputs** in the Fields list, and drag the **htmlAccessUrl** item onto the form page.

- 8 Click **Next**, and on the **Provisioned Resource** tab, click **Add**.

The blueprint is added to the Service Blueprints page, and the status is set to Draft.

- 9 To publish the blueprint, select **Publish** from the **Actions** list for the blueprint.

The item now appears on the **Administrator > Catalog Management > Catalog Items** tab.

What to do next

Configure the catalog item for this service. After a user submits a request using this catalog item, if you go to the **Requests** tab and view the details of one of the requests for this item, you see the output parameters listed on the **Step** tab.

Configure the Catalog Item for the Workflow

In vRealize Automation, administrators can configure workflows to appear in the catalog for delegated administrators and end users.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that you have published the workflow as a service blueprint. See [“Bind vCAC Workflows to a vCAC User,”](#) on page 45.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select **Administration > Catalog Management > Catalog Items**.
- 3 Click the item name in the list.
- 4 On **Configure Catalog Item** tab, from the **Service** list, select the service for the delegated administrator or end user and click **Update**.

The workflow is now ready to be run by the delegated administrator or end user. When the delegated administrator or end user logs in to vRealize Automation and goes to the **Catalog** tab, the service, or workflow, is listed. The user clicks the **Request** button, completes the form that appears, and clicks **Submit** to run the workflow.

To check the status of the request, the user can go to the **Request** tab.

The primary administrator can check status by logging in to Orchestrator, clicking the expander button next to the workflow, and selecting to the workflow run.

Making Desktop and Pool Actions Available in vRealize Automation

5

Administrators can create desktop machine and pool items and make them available on the **Items** tab of vRealize Automation. Administrators can also create a list of actions that end users and delegated administrators can perform on machines and pools. For example, end users can start, reboot, and recycle machines, as well as perform other actions. Delegated administrators can perform such actions as managing user entitlements and recomposing the pool, among other actions.

After you perform the tasks listed in this chapter, action items become available on the **Items** tab of vRealize Automation, when you click **Horizon** in the left pane.

This chapter includes the following topics:

- [“Export Action Item Icons from vRealize Orchestrator,”](#) on page 49
- [“Import View Desktops and Pools as Custom Resources,”](#) on page 50
- [“Import Actions for Desktop and Pool Items,”](#) on page 51
- [“Import Workflows for Desktop and Pool Management,”](#) on page 52
- [“Entitle Users to Action Items,”](#) on page 58
- [“Import Action Icons into vRealize Automation,”](#) on page 59

Export Action Item Icons from vRealize Orchestrator

Although you can configure action items to appear in desktop and pool details in vRealize Automation without using the icons supplied by Orchestrator, as a best practice, export the icons from Orchestrator and then import them into vRealize Automation.

You can find a listing of the available actions by going to the **Workflows** view in Orchestrator and navigating to **Library > Horizon > Workflows > vCAC > Actions**. The actions are listed in the Desktop folder and the Pool folder.

Prerequisites

Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.

Procedure

- 1 Log in to Orchestrator as an administrator, and select **Design** from the drop-down menu in the upper-left portion of the screen.
- 2 Click the **Resources** view in Orchestrator.
- 3 Navigate to **Library > Horizon > Icon**.
- 4 Right-click an icon file and select **Save to file**, to save the icon file to your local system.

- 5 Repeat this step for all the actions that you plan to make available on the **Items** tab in vRealize Automation.

What to do next

Import the custom resources you need for these actions. See [“Import View Desktops and Pools as Custom Resources,”](#) on page 50.

Import View Desktops and Pools as Custom Resources

The first stage of configuring action items in vRealize Automation is to create `ViewDesktop` and `ViewPool` custom resources. You can then select these resources when you import actions and workflows, such as the Self-Service Advanced Desktop Allocation workflow.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that vRealize Automation is configured to communicate with the vRealize Orchestrator server so that the vRealize Orchestrator workflows are available.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select a new Custom Resource.

vRealize Automation Version	Action
6.2.4	Select Advanced Services > Custom Resources .
7.2.4 or later	Select Design > Custom Resources

- 3 Click the **Add (+)** icon.
- 4 On the **Resource type** tab, in the **Orchestrator Type** text box, type **horizon**.
A list of items matching those letters appears.
- 5 Select **Horizon: HorizonViewDesktop**.
- 6 For the name, type **ViewDesktop** and click **Next**.
- 7 On the **Details Form** tab, click **Add**.
You do not need to make any changes on this page.
- 8 Repeat the procedure for pools:
 - a On the **Resource type** tab, in the **Orchestrator Type** text box, type **horizon**.
 - b Select **Horizon: HorizonViewPool**.
 - c For the name, type **ViewPool** and click **Next**.
 - d On the **Details Form** tab, delete the **Available Actions** field, and click **Add**.
Deleting the **Available Actions** field is recommended so that extraneous text is not shown on the **Details** tab when the delegated administrator later clicks the pool item on the **Items** tab.

The new resources appear on the **Advanced Services > Custom Resources** page.

What to do next

Import action items. See [“Import Actions for Desktop and Pool Items,”](#) on page 51.

Import Actions for Desktop and Pool Items

After you define View desktops and pools as resource types, you can assign actions to View desktops and pools.

Prerequisites

- Create the business groups that contain the users who will use these actions. See [“Create Business Groups for Delegated Administrators and End Users,”](#) on page 42.
- Verify that vRealize Automation is configured to communicate with the vRealize Orchestrator server so that the vRealize Orchestrator workflows are available.
- Import the required resource types. See [“Import View Desktops and Pools as Custom Resources,”](#) on page 50.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select a new Resource Action.

vRealize Automation Version	Action
6.2.4	Select Advanced Services > Resource Actions .
7.2.4 or later	Select Design > Resource Actions

- 3 Click the **Add (+)** icon.
- 4 On the **New Resource Action - Workflow** tab, navigate to **Library > Horizon > Workflows > vCAC > Actions**.
- 5 Expand the **Desktop** folder, select an action, and click **Next**.
- 6 On the **Input Resource** tab, click **Next**.

The **Resource type** drop-down list displays the **ViewDesktop** type you imported.

- 7 On the **Details** tab, select the **Hide catalog request information page** check box.
You can also change the name of the action. For example, instead of **Logoff**, you might use **Log off desktop**.
- 8 If you are importing the Recycle action or the Drop Pool action, on the **Details** tab, in the **Type** section, select the **Disposal** check box.
- 9 On the **Details** tab, in the **Target criteria** section, for the Drop Pool action only, select **Always available**, and for all other actions, select the **Available based on conditions** radio button, and use the following settings in the drop-down lists that appear.

List	Select
Clause	Available Actions
Operator	Contains
Value	Constant, and type the appropriate value: logoff , reboot , refresh , shutdown , start , drop-pool , manage-entitlement , manage-session , recompose , manage-assignment , recycle or duplicate-pool .

The value must be in lowercased letters.

- 10 Click **Next**.

- 11 On the **Form** tab, if you are importing a desktop action, click **Add**, or, if you are importing a pool action, edit the **vCACUser** field to bind the action to a user.
 - a Click in the **vCACUser** text box and click the **Edit** (pencil) icon.
 - b In the Edit Form Field - vCACUser dialog box, click the **Constraints** tab.
 - c Click to expand the **Value:** drop-down list.
 - d Select the **Field** radio button and click to expand the **Request Info** item.
 - e Click to expand the **Requested by** item and select **Principal ID**.
 - f Click to expand the **Visible:** drop-down list.
 - g Select the **Constant** radio button and select **No** to hide this parameter in catalog request.
 - h Click **Submit**.
 - i On the **Form** tab, click **Add**.
- 12 Repeat this process to add other actions.

The action items are added to the list on the **Resource Actions** page, and the Status column shows that they are in draft form.
- 13 On the **Resource Actions** page, select the action items one by one and click the **Publish** button above the table.

What to do next

Import the workflows that will use these actions. See [“Import Workflows for Desktop and Pool Management,”](#) on page 52.

Import Workflows for Desktop and Pool Management

You must create service blueprints that correspond to the workflows you plan to use for desktop and pool management.

This procedure involves importing the following workflows for end users:

- Self Service Desktop Allocation
- Self Service Advanced Desktop Allocation

You must import these workflows so that items for the workflows can appear on the end user's **Catalog** tab in vRealize Automation. After the end user submits a request to run the workflow, an item for the user's desktop appears on the user's **Items** tab in vRealize Automation.

When the user clicks the desktop item and goes to the **Item Details** tab, the user can access the configured actions for the desktop. The actions can include start, logoff, reboot, shut down, recycle, and, for linked-clone desktops, users can also use a refresh action, to revert the machine back to the state it was in when the user first acquired the machine. In this way, end users can access and manage their machines from the vRealize Automation UI.

This procedure also involves importing the following workflows for delegated administrators:

- Advanced Desktop Allocation

After you import this workflow, an item for this workflow appears on the delegated administrator's **Catalog** tab in vRealize Automation. After the delegated administrator submits a request to run this workflow, the workflow performs one or more tasks to ensure that a machine is created and provisioned, if need be, and is assigned to a user. Also, if necessary, the workflow creates an entitlement for the user. The end result is that the end user has an item on the user's **Items** tab in vRealize Automation, and the end user can see the configured action buttons described for the self-service workflows.

■ Port Pool to vCAC

After you import this workflow, an item for this workflow appears on the delegated administrator's **Catalog** tab in vRealize Automation. After the delegated administrator submits a request to run this workflow, the workflow creates items for the specified pools, and these pool items appear on the delegated administrator's **Items** tab in vRealize Automation.

When the delegated administrator clicks a pool item and goes to the **Item Details** tab, the delegated administrator can access the configured actions for desktop pool management. The actions can include drop pool (delete the pool), manage assignment, manage entitlement, manage session, and, for linked-clone pools, recompose. The end result is that a delegated administrator can manage desktop pools using actions buttons in vRealize Automation.

Prerequisites

- Create the business groups that contain the users who will use these actions. See [“Create Business Groups for Delegated Administrators and End Users,”](#) on page 42.
- Verify that vRealize Automation is configured to communicate with the vRealize Orchestrator server so that the vRealize Orchestrator workflows are available.
- Import the actions for desktops and pools. See [“Import Actions for Desktop and Pool Items,”](#) on page 51.

Procedure

- 1 [Import the Self-Service Desktop Allocation Workflow](#) on page 53
This workflow allows end users to allocate a machine to themselves.
- 2 [Import the Self-Service Advanced Desktop Allocation Workflow](#) on page 54
This workflow allows end users to allocate machines to themselves, selecting either **Horizon View** or **vRealize Automation** as the machine provider.
- 3 [Import the Advanced Desktop Allocation Workflow](#) on page 55
This workflow allows a delegated administrator to allocate machines to an end user, selecting either **Horizon View** or **vRealize Automation** as the machine provider.
- 4 [Import the Assign an App Stack to User Workflow](#) on page 56
This workflow allows end users to request an application stack for their own use.
- 5 [Import the Self-Service Remote Application Workflow](#) on page 57
This workflow allows end users to request a remote application for their own use.
- 6 [Import the Port Pool to vCAC Workflow](#) on page 57
This workflow allows a delegated administrator to import View desktop pools into vRealize Automation and manage the pools directly from the vRealize Automation console.

Import the Self-Service Desktop Allocation Workflow

This workflow allows end users to allocate a machine to themselves.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select a new Service Blueprint.

vRealize Automation Version	Action
6.2.4	Select Advanced Services > Service Blueprints .
7.2 and later	Select Design > XaaS > XaaS Blueprints .

- 3 Click the **Add (+)** icon.
- 4 On the **Add Blueprint - Workflow** tab, navigate to **Library > Horizon > Workflows > vCAC**, select the workflow, and click **Next**.
- 5 On the **Details** tab, select the **Hide catalog request information page** check box and click **Next**.
- 6 On the **Blueprint Form** tab, click **Next**.
- 7 On the **Provisioned Resource** tab, select **desktop[ViewDesktop]** and click **Add**.

The blueprint is added to the list on the **Service Blueprints** page, and the Status column shows that the blueprint is in draft form.

- 8 On the **Service Blueprints** page, select the blueprint and click the **Publish** button above the table.

The service blueprint for the workflow is published and appears in the **Advanced Services > Service Blueprints** table.

What to do next

Import other desktop allocation workflows.

Import the Self-Service Advanced Desktop Allocation Workflow

This workflow allows end users to allocate machines to themselves, selecting either **Horizon View** or **vRealize Automation** as the machine provider.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select a new Service Blueprint.

vRealize Automation Version	Action
6.2.4	Select Advanced Services > Service Blueprints .
7.2 and later	Select Design > XaaS > XaaS Blueprints .

- 3 Click the **Add (+)** icon.
- 4 On the **Add Blueprint - Workflow** tab, navigate to **Library > Horizon > Workflows > vCAC**, select the workflow, and click **Next**.
- 5 On the **Details** tab, select the **Hide catalog request information page** check box and click **Next**.
- 6 (Optional) On the **Blueprint Form** tab, bind the **Create Machine Catalog Item** field to a specific machine blueprint.

Performing this task means that the end user or delegated administrator will not be allowed to navigate through the catalog of blueprints to select a blueprint. As a security measure, you can configure the workflow so that the blueprint is already selected.

- a On the **Blueprint Form** tab, click in the **Create Machine Catalog Item** text box and click the **Edit** (pencil) icon.
The Edit Form Field - Create Machine Catalog Item dialog box appears.
- b On the **Constraints** tab, from the **Value** drop-down list, select **Constant** and click **Add**.
- c In the Select Values dialog box, navigate to the blueprint under **Catalog**, select the check box next to the name of the blueprint, and click **Submit**.
- d Edit the field again, and on the **Constraints** tab, from the **Visible** drop-down list, select **Constant**, select **No**, and click **Submit**.

- 7 On the **Blueprint Form** tab, click **Next**.
- 8 On the **Provisioned Resource** tab, select **desktop[ViewDesktop]** and click **Add**.

The blueprint is added to the list on the **Service Blueprints** page, and the Status column shows that the blueprint is in draft form.

- 9 On the **Service Blueprints** page, select the blueprint and click the **Publish** button above the table.

The service blueprint for the workflow is published and appears in the **Advanced Services > Service Blueprints** table.

What to do next

Import other workflows.

Import the Advanced Desktop Allocation Workflow

This workflow allows a delegated administrator to allocate machines to an end user, selecting either **Horizon View** or **vRealize Automation** as the machine provider.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Select a new Service Blueprint.

vRealize Automation Version	Action
6.2.4	Select Advanced Services > Service Blueprints .
7.2 and later	Select Design > XaaS > XaaS Blueprints .

- 3 Click the **Add (+)** icon.
- 4 On the **Add Blueprint - Workflow** tab, navigate to **Library > Horizon > Workflows > vCAC**, select the workflow, and click **Next**.
- 5 On the **Details** tab, select the **Hide catalog request information page** check box and click **Next**.
- 6 (Optional) On the **Blueprint Form** tab, bind the **Create Machine Catalog Item** field to a specific machine blueprint.

Performing this task means that the end user or delegated administrator will not be allowed to navigate through the catalog of blueprints to select a blueprint. As a security measure, you can configure the workflow so that the blueprint is already selected.

- a On the **Blueprint Form** tab, click in the **Create Machine Catalog Item** text box and click the **Edit** (pencil) icon.
The Edit Form Field - Create Machine Catalog Item dialog box appears.
 - b On the **Constraints** tab, from the **Value** drop-down list, select **Constant** and click **Add**.
 - c In the Select Values dialog box, navigate to the blueprint under **Catalog**, select the check box next to the name of the blueprint, and click **Submit**.
 - d Edit the field again, and on the **Constraints** tab, from the **Visible** drop-down list, select **Constant**, select **No**, and click **Submit**.
- 7 On the **Blueprint Form** tab, click **Next**.

- 8 On the **Provisioned Resource** tab, verify that no items are selected and click **Add**.

IMPORTANT Verify that **desktop[ViewDesktop]** is not selected. That resource applies only to the self-service workflows and not to the Advanced Desktop Allocation workflow.

The blueprint is added to the list on the **Service Blueprints** page, and the Status column shows that the blueprint is in draft form.

- 9 On the **Service Blueprints** page, select the blueprint and click the **Publish** button above the table.

The service blueprint for the workflow is published and appears in the **Advanced Services > Service Blueprints** table.

Import the Assign an App Stack to User Workflow

This workflow allows end users to request an application stack for their own use.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Design** tab
- 3 Select **Xaas > XaaS Blueprints** and click the **New (+)** button to add a blueprint for the workflow.
- 4 On the New Blueprint pane's **Workflow** tab, expand the **Orchestrator > Library > Horizon > Workflows > vCAC**.
- 5 Select the **Assign an App Stack to User** workflow and click **Next**.
- 6 In the **Assign an App Stack to User - Edit Blueprint** pane, delete the default value in the **Name** text box, and enter **Self Service to Request an App Stack**.
- 7 Select the **Hide catalog request information page** checkbox and click **Next**.
- 8 On the **Blueprint Form** tab, click in the **The User to Entitled** text box.
- 9 Click the **Constraints** tab and specify the constraint values to use for the user.
 - a Click to expand the **Value** drop-down list and select the **Field** radio button.
 - b Click the **Define Field Values** link, expand **Request Info > Requested by**, and select **Principal ID** from the drop-down list.
 - c Click **Apply** to save your selection.
 - d Back on the **Constraints** tab, click to expand the **Visible** drop-down list, select **Constant**, and select **No**.
 - e Click **Apply**.
- 10 On the **Blueprint Form** tab, click **Finish**.

The new Self-Service to Request an App Stack blueprint is added to the list on the **XaaS Blueprints** page and has a status of Draft.

- 11 Select the row for the Self-Service to Request an App Stack blueprint and click the **Publish** button above the table.

The service blueprint for the Self-Service to Request an App Stack workflow is published and appears in the **Xaas > XaaS Blueprints** page.

Import the Self-Service Remote Application Workflow

This workflow allows end users to request a remote application for their own use.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Design** tab
- 3 Select **Xaas > XaaS Blueprints** and click the **New (+)** button to add a blueprint for the workflow.
- 4 On the New Blueprint pane's **Workflow** tab, expand the **Orchestrator > Library > Horizon > Workflows > vCAC**.
- 5 Select the **Self-Service Request Application** workflow and click **Next**.
- 6 In the **Self-Service Request Application – Edit Blueprint** pane, select the **Hide catalog request information page** check box and click **Next**.
- 7 On the **Blueprint Form** tab, click **Next**.
- 8 On the **Provisioned Resource** tab, click **Finish**.

The new Self-Service Request Application blueprint is added to the list on the **XaaS Blueprints** page and has a status of Draft.

- 9 Select the row for the Self-Service Request Application blueprint and click the **Publish** button above the table.

The service blueprint for the Self-Service Request Application workflow is published and appears in the **Xaas > XaaS Blueprints** table.

Import the Port Pool to vCAC Workflow

This workflow allows a delegated administrator to import View desktop pools into vRealize Automation and manage the pools directly from the vRealize Automation console.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Add a blueprint for the workflow.

vRealize Automation Version	Action
6.2.4	<ol style="list-style-type: none"> a Select Advanced Services > Service Blueprints and click the Add(+) icon. b On the Add Blueprint - Workflow tab, navigate to Library > Horizon > Workflows > vCAC, select and click Next.
7.2 and later	<ol style="list-style-type: none"> a In the workflows hierarchical list, select Library > Horizon > Configuration > vCAC. b Right-click the Add or Update Port Pool to vCAC workflow and select Start workflow.

- 3 On the **Details** tab, select the **Hide catalog request information page** check box and click **Next**.
- 4 On the **Blueprint Form** tab, edit the **vCACUser** field to bind the blueprint to a user.
 - a Click in the **vCACUser** text box and click the **Edit** (pencil) icon.
 - b In the Edit Form Field - vCACUser dialog box, click the **Constraints** tab.
 - c Click to expand the **Value:** drop-down list.

- d Select the **Field** radio button and click to expand the **Request Info** item.
 - e Click to expand the **Requested by** item and select **Principal ID**.
 - f Click to expand the **Visible:** drop-down list.
 - g Select the **Constant** radio button and select **No** to hide this parameter in catalog request.
 - h Click **Submit**.
- 5 On the **Blueprint Form** tab, click **Next**.
 - 6 On the **Provisioned Resource** tab, select **pool[ViewPool]** and click **Add**.
The blueprint is added to the list on the **Service Blueprints** page, and the Status column shows that the blueprint is in draft form.
 - 7 On the **Service Blueprints** page, select the blueprint and click the **Publish** button above the table.
The service blueprint for the workflow is published and appears in the **Advanced Services > Service Blueprints** table.

What to do next

If you have not already added a service to make the workflows available for delegated administrators or end users, perform the procedure described in [“Configure the Catalog Item for the Workflow,”](#) on page 47.

Entitle users to the actions that will be displayed for desktop and pool items in vRealize Automation. See [“Entitle Users to Action Items,”](#) on page 58.

Entitle Users to Action Items

After you create action items, you can entitle end users and delegated administrators to use the action buttons on the **Items** tab of vRealize Automation.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Verify that you have created entitlements so that delegated administrators and end users can use services. See [“Create Entitlements for Delegated Administrators and End Users,”](#) on page 44.
- Create service blueprints for the appropriate workflows. See [“Import Workflows for Desktop and Pool Management,”](#) on page 52.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Administration** tab.
- 3 Select **Catalog Management > Entitlements**.
- 4 Click the appropriate item in the list on the **Entitlements** page.
You have already created entitlements for services, and now you are adding entitlements for actions.
- 5 On the **Items & Approvals** tab, click the **Add (+)** icon for **Entitled Actions**.
- 6 In the Add Actions to Entitlement dialog box, from the **Type** drop-down list, select **ViewPool** or **ViewDesktop**, as appropriate.

If you are editing a delegated administrator entitlement, select **ViewPool**. If you are editing an end user entitlement, select **ViewDesktop**.

- 7 Select the check boxes next to the names of the appropriate actions and click **OK**.
The actions are added to the **Entitled Actions** list.
- 8 On the **Edit Entitlement** page, click **Update**.
- 9 Repeat the process as necessary so that both end users and delegated administrators have the correct action entitlements.

What to do next

Import icons that will be displayed on the **Items** tab for end users and delegated administrators in vRealize Automation. See [“Import Action Icons into vRealize Automation,”](#) on page 59.

Import Action Icons into vRealize Automation

In this last step, you upload the action icons that you had exported from vRealize Orchestrator and saved to your local computer.

Prerequisites

- Verify that you exported the icons to your local system. See [“Export Action Item Icons from vRealize Orchestrator,”](#) on page 49.
- Entitle users to the actions that will be displayed for desktop and pool items in vRealize Automation. See [“Entitle Users to Action Items,”](#) on page 58.

Procedure

- 1 Log in to vRealize Automation as an administrator.
- 2 Click the **Administration** tab.
- 3 Select **Catalog Management > Actions**.
- 4 On the **Actions** page, expand the **Advanced Search** control, and in the **Resource Type** drop-down list, select **ViewDesktop** or **ViewPool**, and click the search icon.
Only the actions for this type of resource are displayed.
- 5 Click the appropriate item in the list of filtered actions, and click the **Browse** button next to **Icon**.
- 6 Navigate to the icon file on your local computer, select the file, and click **Open**.
- 7 On the **Configure Action** page, click **Update**.

The icon will now appear on the **Items** tab in vRealize Automation.

Creating Machines and Managing Pools in vRealize Automation

6

You can run workflows that add a vRealize Automation-provisioned machine to a View desktop pool.

If you use vRealize Automation machine blueprints to create virtual machines, you can manage the virtual machines from the **Infrastructure** tab of vRealize Automation, which provides actions such as reboot, shut down, and destroy. vRealize Automation also provides advanced policies for such things as number of lease days, cost, and archive days.

This chapter includes the following topics:

- [“Prerequisites for Creating Machines in vRealize Automation,”](#) on page 61
- [“Create Templates and Blueprints for Adding Machines to Desktop Pools,”](#) on page 62
- [“Use Machine Blueprints to Create and Add Desktops to Pools,”](#) on page 64
- [“Configure a Machine Blueprint Service for Advanced Desktop Allocation,”](#) on page 65
- [“Advanced Desktop Allocation Scenarios for Delegated Administrators and End Users,”](#) on page 67
- [“Deleting Machines Provisioned by vRealize Automation,”](#) on page 69

Prerequisites for Creating Machines in vRealize Automation

You must run some vCloud Automation Center plug-in workflows and some Horizon configuration workflows before you can use vRealize Automation to create machines for desktop pools.

You must perform the following tasks before you can run the Configure vCAC Blueprint to Provision Machine to Pool workflow, the Self-Service Advanced Desktop Allocation workflow, or the Advanced Desktop Allocation workflow.

- 1 Log in to the vRealize Orchestrator Configuration interface as an administrator and verify that the vRealize Automation (vCAC) plug-in is installed.

If you are using an Orchestrator instance that is embedded in vRealize Automation, this plug-in is already installed.

- 2 Log in to Orchestrator as an administrator and run the Add a vCAC Host workflow, located in the configuration folder at:

vRealize Automation Version	Filepath
6.2.4	vCloud Automation Center/Configuration
7.2 and later	vRealize Automation/Configuration

You can use the default settings for all items, except that for **Session mode**, you must select **Shared Session** from the drop-down list. The Authentication user name and password are the credentials for the tenant administrator.

- 3 Run the following workflow:

vRealize Automation Version	Action
6.2.4	Add the IaaS Host of a vCAC Host workflow, located in the vCloud Automation Center/Configuration folder.
7.2 and later	Add the IaaS Host of a vRA Host workflow, located in the vRealize Automation/Configuration folder.

You can use the default settings for all items, except that for **Session mode**, you must select **Shared Session** from the drop-down list. The Authentication user name and password are local administrator credentials for logging in to the Windows operating system of that virtual machine.

- 4 Run the Install vCO Customization workflow, located in the following folder:

vRealize Automation Version	Filepath
6.2.4	vCloud Automation Center/Infrastructure Administration/Extensibility/Installation folder
7.2 and later	vRealize Automation/Infrastructure Administration/Extensibility/Installation folder

On the **Stubs** page of the wizard, set only the following items to **Yes**: **WFStubMachineProvisioned** and **WFStubUnprovisionMachine**.

- 5 Add guest credentials by running the Add Guest Credentials workflow of the Horizon vRealize Orchestrator plug-in.
This workflow is located in the Horizon/Configuration/Horizon Registration Configuration folder. The guest credentials are the user name and password for logging in as an administrator or domain administrator on the virtual machine.
- 6 Run the Manage Delegated Administrator Configuration for Registration workflow, located in the Horizon/Configuration/Horizon Registration Configuration folder, to allow the delegated administrator to use the guest credentials and have access to the datacenter and virtual machine folders.
- 7 Run the Manage Self Service Configuration for Registration workflow, located in the Horizon/Configuration/Horizon Registration Configuration folder, to allow end users to use the guest credentials and have access to the datacenter and virtual machine folders.

Create Templates and Blueprints for Adding Machines to Desktop Pools

After you create and configure machine blueprints, you can select a blueprint in the Configure vCAC Blueprint to Provision Machine to Pool workflow, the Advanced Desktop Allocation workflow, or the Self-Service Advanced Desktop Allocation workflow.

Prerequisites

- Run the Orchestrator workflows described in [“Prerequisites for Creating Machines in vRealize Automation,”](#) on page 61.
- Log in to vRealize Automation as a tenant administrator and verify that an endpoint has been created for vRealize Orchestrator and that its priority is set to **1**.

On the **Infrastructure** tab, go to **Endpoints > Endpoints**, verify that vRealize Orchestrator appears in the list of endpoints, and verify that the endpoint has the **VMware.VCenterOrchestrator.Priority** property set to **1**. For complete instructions, see the "Create a vRealize Orchestrator Endpoint" topic in the *vRealize Automation Machine Extensibility* document, available from the documentation page at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

- If you plan to make action buttons available on the **Items** tab of vRealize Automation, so that delegated administrators can use action buttons to perform pool management tasks, perform the tasks described in Chapter 5, "Making Desktop and Pool Actions Available in vRealize Automation," on page 49.
- Familiarize yourself with the Information as a Service (IaaS) concepts and the process of creating machine blueprints and creating services and entitlements for them. See the vRealize Automation documentation, available from the documentation page at <https://www.vmware.com/support/pubs/vcac-pubs.html>.

Procedure

- 1 Log in to vRealize Automation as a tenant administrator and create one or more machine blueprints that have a source type of `iaas-service`.

IMPORTANT When specifying the machine name in the blueprint, use a naming scheme that will indicate to any View administrators that the machine was created in vRealize Automation. Machines that are created in vRealize Automation should be deleted only from within vRealize Automation. The naming scheme lets the View administrator know that the machine should not be deleted from the View Administrator UI. If the machine is deleted from within View Administrator, the machine status in vRealize Automation appears as **Missing**.

- 2 When you create the virtual machine template, install the latest version of VMware Tools and View Agent in the guest operating system.

Instructions for installing VMware Tools appear in the vSphere Client help. Instructions for installing View Agent are provided in the *Setting Up Virtual Desktops in Horizon 7* document, available from the documentation page at https://www.vmware.com/support/pubs/view_pubs.html.

- 3 When you create the virtual machine template, add the machine to the domain.
- 4 If you are creating a blueprint for an unmanaged machine, verify that the blueprint contains a customization specification that configures the virtual machine so that it has a unique host name.

Go to the **Build Information** tab of the blueprint properties, and verify that the **Customization spec** text box specifies which customization spec to use.

If the provided customization spec is not set up to appropriately, the machine might remain in the status of **Customizing** for over an hour before failing.

- 5 Publish the machine blueprint.
- 6 Create a service for the blueprint by going to **Administration > Catalog Management > Services** and completing the wizard.

For example, you can create a specific service for machine blueprints rather than using the service that you created for service blueprints.

What to do next

Add the appropriate entitlement and run the appropriate workflow. See "Use Machine Blueprints to Create and Add Desktops to Pools," on page 64 and "Configure a Machine Blueprint Service for Advanced Desktop Allocation," on page 65.

Use Machine Blueprints to Create and Add Desktops to Pools

Administrators can run the Configure vCAC Blueprint to Provision Machine to Pool workflow to create managed or unmanaged machines in vRealize Automation and add them to a specific manual desktop pool.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Perform the appropriate tasks from the topic [“Exposing Horizon vRealize Orchestrator Plug-In Workflows in vRealize Automation,”](#) on page 41. These tasks include creating business groups and services for delegated administrators and end users, creating entitlements for the services, configuring catalog items, and binding certain fields to specific values.
- Run the Orchestrator workflows described in [“Prerequisites for Creating Machines in vRealize Automation,”](#) on page 61.
- Create one or more machine blueprints, as described in [“Create Templates and Blueprints for Adding Machines to Desktop Pools,”](#) on page 62.
- If you plan to make action buttons available on the **Items** tab so that delegated administrators can use action buttons to perform pool management tasks, perform the tasks described in [Chapter 5, “Making Desktop and Pool Actions Available in vRealize Automation,”](#) on page 49.

Procedure

- 1 Log in to vRealize Automation as a tenant administrator.
- 2 Add an entitlement for the delegated administrator.
 - a On the **Administration** tab, go to **Catalog Management > Entitlements** and click the item in the list for delegated administrators.
 - b Add the machine blueprint service to the **Entitled Services** list.
 - c If the delegated administrator will be allowed to delete machines from specific pools, add a Destroy action to the **Entitled Actions** list. For **Type**, select **Virtual Machine**.
 - d When you are finished adding these entitlements, click **Update**.
- 3 Log in to Orchestrator as an administrator and run the Configure vCAC Blueprint to Provision Machine to Pool workflow, located in the Horizon/Configuration folder.

You can select the blueprint from the **Blueprints** folder of the IaaS host of the vCAC host.

Some custom properties are added to the blueprint. Navigate to one of the following menu items:

vRealize Automation Version	Menu Item
6.2.4	Infrastructure > Blueprints > Blueprints
7.2 and later	Design > Blueprints > Blueprints

edit the blueprint, and see the custom properties on the **Properties** tab. If the blueprint is for a pool of unmanaged machines, you see a **Credential Name** property. Do not edit the **ExternalWFStubs.MachineProvisioned** and **ExternalWFStubs.UnprovisionMachine** properties. These properties indicate the IDs of the workflows.

- 4 To troubleshoot an unsuccessful workflow run, in Orchestrator, you can navigate to **Horizon > CoreModules > Business Logic** and select the appropriate workflow to view its logs.

Action	Workflow Name
Add managed machines	add-vcac-machine-to-managed-pool
Add unmanaged machines	add-vcac-machine-to-unmanaged-pool
Delete managed machine	remove--vcac-machine-to-managed-pool
Delete unmanaged machine	remove-vcac-machine-to-unmanaged-pool

The blueprint now appears on the **Catalog** tab for the delegated administrator. If the IAAS administrator has configured the blueprint so that delegated administrators can change the number of CPUs, amount of memory, and gigabytes of storage space for the machine, the delegated administrator can make these changes on the **Request Information** tab when submitting the request. The delegated administrator can also change the number of machines to provision. The delegated administrator can monitor the progress of machine creation by clicking the **Requests** tab.

After the request succeeds, the delegated administrator can go to the **Items** tab, click **Machines** in the left panel, and see the machine or machines listed on the right panel. The delegated administrator can click a machine name to access the actions that are available, such as **Destroy**. The pod and pool name are available on the **Properties** tab.

Configure a Machine Blueprint Service for Advanced Desktop Allocation

Administrators can run the Advanced Desktop Allocation workflow or the Self-Service Advanced Desktop Allocation workflow to allow delegated administrators and end users to create managed or unmanaged machines in vRealize Automation, add the machine to a specific manual desktop pool, and assign the desktop to a specific user.

The goal of this procedure is to configure a blueprint service so that delegated administrators and end users can request to create desktop items that appear on end users' **Items** tab in vRealize Automation. End users can perform desktop management actions.

IMPORTANT In the release of the 1.2.0 plug-in, a new **Machine Provider** option has been added to the Advanced Desktop Allocation workflow and the Self-Service Advanced Desktop Allocation workflow. If you select **Horizon View** as the machine provider, meaning that the machine is created within VMware Horizon 6.2.3, 7.0.3, or 7.1, the workflows operate as they did in previous releases. You can, however, select **vRealize Automation Center**, to create the machine from a blueprint in vRealize Automation and then add it to VMware Horizon 6.2.2 or 7. This option requires that you perform the tasks described in this procedure.

Prerequisites

- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Perform the appropriate tasks listed in the topic [“Exposing Horizon vRealize Orchestrator Plug-In Workflows in vRealize Automation,”](#) on page 41. These tasks include creating business groups and services for delegated administrators and end users, creating entitlements for the services, configuring catalog items, and binding certain fields to specific values.
- Run the Orchestrator workflows described in [“Prerequisites for Creating Machines in vRealize Automation,”](#) on page 61.

- Create one or more machine blueprints, as described in [“Create Templates and Blueprints for Adding Machines to Desktop Pools,”](#) on page 62.

IMPORTANT Do not use a blueprint that was already selected when running the Configure vCAC Blueprint to Provision Machine to Pool workflow. That workflow adds properties to the blueprint that must not be present for this procedure.

- Perform the task [“Import View Desktops and Pools as Custom Resources,”](#) on page 50.
- If you plan to make action buttons available on the **Items** tab so that end users can use action buttons to perform desktop management tasks, perform the tasks described in [Chapter 5, “Making Desktop and Pool Actions Available in vRealize Automation,”](#) on page 49.

Procedure

- 1 Log in to vRealize Automation as a tenant administrator.
- 2 Add the tenant administrator to the delegated administrators entitlement.
 - a On the **Administration** tab, go to **Catalog Management > Entitlements** and click the item in the list for delegated administrators.
 - b On the **Details** tab, in the **Users & Groups** list, add the tenant administrator to the entitlement.
 - c On the **Items & Approvals** tab, add the machine blueprint service to the **Entitled Services** list.
 - d Add a **Destroy** action to the **Entitled Actions** list.

For **Type**, select **Virtual Machine**.

- e When you are finished adding these entitlements, click **Update**.
- 3 If you plan to use the Advanced Desktop Allocation workflow, configure provisioning.
 - a Go to one of the following locations: .

vRealize Automation Version	LocationDescription
6.2.4	Advanced Services > Service Blueprints
7.2 and later	Design > Service Blueprints

- b Click **Advanced Desktop Allocation**, and on the **Provisioned Resources** tab, select **No provisioning**.
 - c Click **Update**.
- 4 If you plan to use the Self-Service Advanced Desktop Allocation workflow, configure provisioning.
 - a Go to **Advanced Services > Service Blueprints**.
 - b Click **Self-Service Advanced Desktop Allocation**, and on the **Provisioned Resources** tab, select **Desktop [ViewDesktop]**.
 - c Click **Update**.
 - 5 Go to the **Catalog** tab, click the service that you created for machine blueprints, and verify that the machine blueprints appear in the panel on the right.

Items appear on the **Catalog** tab of vRealize Automation so that delegated administrators and end users can request desktops. For descriptions of the possible scenarios that the Advanced Desktop Allocation workflows enable, see [“Advanced Desktop Allocation Scenarios for Delegated Administrators and End Users,”](#) on page 67.

Advanced Desktop Allocation Scenarios for Delegated Administrators and End Users

After administrators perform the required configuration tasks, delegated administrators and end users can run the advanced desktop allocation workflows to accomplish a variety of desktop and pool management goals.

For end users, the action items mentioned in the following scenarios appear when the user clicks a desktop item on the user's **Item Details** tab in vRealize Automation. These desktop management actions can include start (the virtual machine), logoff, reboot, shut down, recycle, and, for linked-clone desktops, users can also use a refresh action, to revert the machine back to the state it was in when the user first acquired the machine.

For delegated administrators, the action items mentioned in the following scenarios appear when the delegated administrator clicks a desktop pool item on the **Item Details** tab. These pool management actions can include drop pool (delete the pool), manage assignment (of the desktop), manage entitlement (to the desktop pool), manage session, and, for linked-clone pools, recompose.

Advanced Desktop Allocation Workflow Scenario: The Delegated Administrator Wants to Provision a Machine for an End User and Add It to a Pool

- 1 Delegated administrators can run the Advanced Desktop Allocation workflow from vRealize Orchestrator, vRealize Automation, or the vSphere Web Client. When the workflow runs, the workflow calls the `vcac-desktop-callback-bl` (business logic) workflow.
- 2 The workflow checks whether a machine already exists and whether the specified user is already entitled to the machine.
 - If the machine already exists and the user is already entitled to the pool and assigned to the machine, the workflow takes no action but reports success.
 - If the machine already exists and the user is already assigned to it, but the user is not entitled to the pool, the workflow entitles the user to the pool.
 - If the machine does not already exist, the workflow runs two times. The first time the workflow runs, the machine is created and the user is assigned to it. The second time the workflow runs, the user is entitled to the pool.
- 3 Primary administrators and delegated administrators can monitor the progress of the workflow in Orchestrator or in vRealize Automation.
 - In Orchestrator, the administrator can navigate to **Horizon > CoreModules > Business Logic** and select the `vcac-desktop-callback-bl` workflow.
 - In vRealize Automation, tenant administrators and delegated administrators can see a request get created on the **Requests** tab. Tenant administrators can also go to **Infrastructure > Machines > Managed Machines** and watch the machine get added to the list. The status goes from `InitializingRequest` to `CloneMachine` to `MachineProvisioned`, to `On`.
 - In View Administrator, the machine appears in the list of machines that belong to the specified desktop pool. The status goes from `Waiting for Agent` to `Available`. An entitlement for the user appears in the list of entitlements.
- 4 After the workflow succeeds, the end user can log in to vRealize Automation, go to the **Items** tab, and click **Machines** to see the machine. Because the machine was provisioned by vRealize Automation, the machine appears in the **Machines** panel rather than in the **Horizon** panel.

Self-Service Advanced Desktop Allocation Workflow Scenarios

Besides being able to perform the actions described in the following scenarios, for desktop items, users can also click the item to go to the **Item Details** tab and check the status of the View desktop to find out whether the machine is currently connected, powered on, in an error state, or undergoing a recompose operation.

Scenario 1: The End User Has a Machine Item Listed Under Machines Rather than Horizon

For the first scenario, the delegated administrator has run the Advanced Desktop Allocation workflow to create and provision a machine in vRealize Automation and assign it to an end user. The end user has an item for the machine on the **Items** tab in vRealize Automation. The machine is listed only in the **Machines** panel, and the user wants the item to also appear in the **Horizon** panel, so that the user can access the desktop management action buttons.

- 1 The end user goes to the **Catalog** tab in vRealize Automation and runs the Self-Service Advanced Desktop Allocation workflow, selecting **vRealize Automation Center** as the machine provider.
- 2 Because the machine already exists and is allocated to the user, the workflow reports success and places an item for the machine on the end user's **Horizon** panel.
- 3 The machine now appears on the user's **Horizon** panel, and the user can access action buttons such as **Start**, **Recycle**, and **Logoff**.

Scenario 2: The End User Has a View Desktop but Wants to Manage It in vRealize Automation

For the second scenario, the end user has a machine that was provisioned and assigned to the user in View Administrator (VMware Horizon 6.2.2 or 7). Therefore, no items appear in the user's **Items** tab in vRealize Automation. The end user wants to create an **Items** tab machine item in the **Horizon** panel, so that the user can access the desktop management action buttons.

- 1 The end user goes to the **Catalog** tab in vRealize Automation and runs the Self-Service Advanced Desktop Allocation workflow, selecting **Horizon View** as the machine provider.
- 2 Because the machine already exists in a View desktop pool and is allocated to the user, the workflow reports success and places an item for the machine on the end user's **Horizon** panel.
- 3 The end user can go to the **Horizon** panel and access action buttons such as **Start**, **Recycle**, and **Logoff**.

Scenario 3: Then End User Wants a Machine and Wants to Manage It in vRealize Automation

For the third scenario, no machine has been created for the end user, either in vRealize Automation or in View Administrator. The end user wants to have a machine created, provisioned, assigned, and entitled to the user. The end user also wants to create an **Items** tab machine item in the **Horizon** panel, in order to access the desktop management action buttons.

- 1 The end user goes to the **Catalog** tab in vRealize Automation and runs the Self-Service Advanced Desktop Allocation workflow, selecting **vRealize Automation Center** as the machine provider.
- 2 Because no machine already exists, the machine is created, provisioned, added to the specified pool, and allocated to the user. The user gets entitled to the pool. The workflow reports success. However, the workflow places an item for the machine on the end user's **Machines** panel.
- 3 Primary administrators can monitor the progress of the workflow in Orchestrator or in vRealize Automation. End users can monitor requests in vRealize Automation.
 - In Orchestrator, the administrator can view the logs of the workflow run.

- In vRealize Automation, delegated administrators, tenant administrators, and end users can see a request get created on the **Requests** tab. Tenant administrators can also go to **Infrastructure > Machines > Managed Machines** and watch the machine get added to the list. The status goes from `InitializingRequest` to `CloneMachine` to `MachineProvisioned`, to `On`.
 - In View Administrator, the machine appears in the list of machines that belong to the specified desktop pool. The status goes from `Waiting for Agent` to `Available`. An entitlement for the user appears in the list of entitlements.
- 4 The machine also appears on the user's **Horizon** panel, and the user can access action buttons such as **Start**, **Recycle**, and **Logoff**.

Deleting Machines Provisioned by vRealize Automation

When deleting machines that were created and provisioned through the vRealize Automation service catalog, as a best practice, use a workflow or the Destroy action available in vRealize Automation, rather than deleting the machine through View Administrator or vSphere Web Client.

If a vRealize Automation-provisioned machine is deleted from within View Administrator, the machine status on the **Infrastructure** tab in vRealize Automation appears as **Missing**. For this reason, consider using a machine-naming convention that indicates whether the machine provider is vRealize Automation or Horizon.

If this situation occurs, the remedy is to use the Destroy action on the **Infrastructure** tab in vRealize Automation. Whenever an administrator or delegated administrator uses the Destroy action, the virtual machine is removed from the View desktop pool and the virtual machine is deleted.

To use the Destroy action, the tenant administrator or delegated administrator must have delegated administrator access on the pool that the machine belongs to. To add a tenant administrator or delegated administrator to the group of delegated administrators for the pool, run the Add Delegated Administrator Configuration workflow, as described in [“Assign Delegated Administrators to Pools,”](#) on page 20. To determine which pool a machine belongs to, you can look on the **Properties** tab for the machine on the **Infrastructure** tab in vRealize Automation.

When you use the Destroy action, the `vcac-desktop-callback` workflow is run in vRealize Orchestrator. This workflow is located in the `Horizon/CoreModules/Business Logic` folder. To monitor the action, you can log in to Orchestrator and view the logs for the workflow run. You can also monitor progress in vRealize Automation, by clicking the machine item on the **Infrastructure > Machines > Managed Machines** tab. The status goes from `InitializingRequest` to `UnprovisioningMachine`, to `Disposing`, and finally the machine is removed from the list.

NOTE For delegated administrators, the Destroy action might also be available on the **Items** tab, from the **Machines** panel. The delegated administrator can click a machine name to access the **Item Details** tab, where the **Destroy** button might be available. The **Recycle** button, which is available only for end users, removes the user's entitlement to the pool and unassigns the user from the machine but does not delete the machine unless the pool policy is to do so.

Working with Unmanaged Machines

For manual unmanaged pools in View, the View Connection Server instance is not able to obtain information from a vCenter Server instance. The unmanaged machines must therefore be registered with the View Connection Server instance before they can be added to a desktop pool.

The topic [“Prerequisites for Adding Unmanaged Machines to Pools,”](#) on page 71 applies to all types of unmanaged machines. The other topics in this chapter apply only to physical machines that you add to a View desktop pool.

This chapter includes the following topics:

- [“Prerequisites for Adding Unmanaged Machines to Pools,”](#) on page 71
- [“Adding Physical Machines and Non-vSphere Virtual Machines to Pools,”](#) on page 72

Prerequisites for Adding Unmanaged Machines to Pools

Use this check list to verify that you have performed all the tasks required to run the appropriate workflow for adding the machine to a manual unmanaged pool.

Separate workflows are available to allow a delegated administrator to add physical and virtual machines to manual desktop pools in View.

- Use the Add Unmanaged Machines to Pool workflow for unmanaged machines that are in fact managed by a vCenter instance, but the vCenter instance has not been added to View.
- Use the Add Physical Machines to Pool workflow, available in the Workflows/Example folder, for adding physical machines and non-vSphere virtual machines, such as those you can create with Citrix XenServer, Microsoft HyperV, or VMware Workstation. Alternatively, you can run the other workflows as described in [“Adding Physical Machines and Non-vSphere Virtual Machines to Pools,”](#) on page 72.

Before you run a workflow for adding unmanaged machines to a pool, verify that you have performed the following tasks:

- Add guest credentials by running the Add Guest Credentials workflow of the Horizon vRealize Orchestrator plug-in.

This workflow is located in the Configuration/Horizon Registration Configuration folder. The guest credentials must be for logging in as an administrator or domain administrator on the virtual machine.

- Run the Manage Delegated Administrator Configuration for Registration workflow, in the Configuration/Horizon Registration Configuration folder, to allow the delegated administrator to use the guest credentials and have access to the datacenter and virtual machine folders.
- Run the Manage Self Service Configuration for Registration workflow, in the Configuration/Horizon Registration Configuration folder, to allow end users to use the guest credentials and have access to the datacenter and virtual machine folders.

- For vSphere virtual machines, install the latest version of VMware Tools in the unmanaged virtual machine.

For step-by-step instructions, see the VMware vSphere help.

- Install the appropriate version of View Agent in the unmanaged machine. See [“Horizon vRealize Orchestrator Plug-In Functional Prerequisites,”](#) on page 13.

For step-by-step instructions, see the topic "Install View Agent on an Unmanaged Machine," in *Setting Up Virtual Desktops in Horizon 7*.

- If the unmanaged machine is a Windows Server machine, enable the server to be used as a remote desktop:

- a Log in to View Administrator.

The View Administrator interface uses a URL with the following format: `https://connection-server/admin`.

- b Go to **View Configuration > Global Settings**.
- c Select the **General** tab and click **Edit**.
- d Select the **Enable Windows Server desktops** check box and click **OK**.

- For vSphere virtual machines, configure the vCenter Server instance to use the **Share a unique session** option for managing user logins:

- a Log in to the vRealize Orchestrator configuration console.

The configuration console uses a URL with the following format: `https://vco-server:8283`.

- b Go to **vCenter Server** and click **Edit** for the vCenter Server instance.
- c Under **Specify which strategy will be used for managing the users logins**, select **Share a unique session** and click **Apply changes**.
- d Restart the vRealize Orchestrator Server service.

The Add Unmanaged Machines to Pool workflow, for vSphere virtual machines, has some important limitations. See [“Add Unmanaged Machines to Pool,”](#) on page 27.

For physical machines and non-vSphere virtual machines, you must perform additional configuration tasks. See [“Configure a Physical Machine for an Unmanaged Pool,”](#) on page 73 and [“Configure vRealize Orchestrator to Use Kerberos Authentication with Physical Machines,”](#) on page 75. You can then run the Add Physical Machines to Pool workflow, available in the `workflows/Example` folder, or else run the Register Machines to Pool workflow and the PowerShell workflows mentioned in [“Run Workflows to Add Physical Machines as PowerShell Hosts,”](#) on page 76.

Adding Physical Machines and Non-vSphere Virtual Machines to Pools

Several configuration tasks are required for adding physical machines and non-vSphere virtual machines, such as those you can create with Citrix XenServer, Microsoft HyperV, or VMware Workstation, to manual unmanaged desktop pools.

After you satisfy the requirements listed in [“Prerequisites for Adding Unmanaged Machines to Pools,”](#) on page 71 you must complete the following tasks:

- 1 Enable Windows Remote Management, set remote execution policies, add the Orchestrator server as a trusted host, and enable communication with the PowerShell plug-in. For instructions, see [“Configure a Physical Machine for an Unmanaged Pool,”](#) on page 73.
- 2 Configure the Orchestrator server to use Kerberos authentication. For instructions, see [“Configure vRealize Orchestrator to Use Kerberos Authentication with Physical Machines,”](#) on page 75.

- 3 Either run the Add Physical Machines to Pool workflow, available in the Workflows/Example folder, or else run the Register Machines to Pool workflow and run the PowerShell workflows described in [“Run Workflows to Add Physical Machines as PowerShell Hosts,”](#) on page 76.

Configure a Physical Machine for an Unmanaged Pool

Before you add a physical machine to a manual unmanaged desktop pool, you must log in to the machine as an administrator and perform certain configuration tasks.

Prerequisites

- Verify that you have administrator credentials for logging in to the machine. If the machine is joined to a domain, obtain domain administrator credentials.
- Familiarize yourself with the procedure for configuring WinRM to use HTTP. See [“Configure WinRM to Use HTTP,”](#) in the vCenter Plug-Ins documentation.

Procedure

- 1 Log in as an administrator and set the Windows Remote Manager service to start automatically:
 - a Go to the Services applet.
For example, on Windows 7 machines, you can go to **Start > Administrative Tools > Services**.
 - b Right-click the **Windows Remote Management (WS-Management)** service and select **Properties**.
 - c Select the startup type **Automatic**, click **Start**, and click **OK** after the service starts.
- 2 Launch PowerShell as an administrator and use the following commands to configure remote execution policies:
 - a Use the following command to verify that the policy is set to **RemoteSigned**.
`Get-ExecutionPolicy`
 - b If the policy is set to **Restricted**, use the following command:
`Set-ExecutionPolicy RemoteSigned`
Press Y when prompted.
 - c Use the following command to enable remote execution for WinRM
`Enable-PSRemoting`
Press Y when prompted.

- d Use a command to add vRealize Orchestrator hosts as trusted servers.

Option	Command
Add all machines as trusted hosts	<code>Set-Item wsman:\localhost\client\trustedhosts * or set-item wsman:\localhost\Client\TrustedHosts -value *</code>
Add all domain machines as trusted hosts	<code>set-item wsman:\localhost\Client\TrustedHosts *.domain.com</code>
Add a single machine (use the FQDN of the machine)	<code>set-item wsman:\localhost\Client\TrustedHosts -value hostname.domain.com</code>
Add a single machine using the IP address	<code>set-item wsman:\localhost\Client\TrustedHosts -value xxx.xxx.xxx.xxx</code>

Press Y when prompted.

NOTE You can use the following command to see the list of trusted hosts:

```
Get-item wsman:\localhost\Client\TrustedHosts
```

- e Use the following command to restart WinRM Service:

```
Restart-Service WinRM
```

- 3 On another Windows machine, test the connection to the machine you just configured by running the following command:

```
Test-WsMan IP-or-DNS-of-machine
```

For example: `Test-WsMan 12.34.56.78`

The output will be similar to:

```
wsmid           : http://schemas.dmtf.org/wbem/wsman/identity/1/wsmanidentity.xsd
ProtocolVersion : http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd
ProductVendor   : Microsoft Corporation
ProductVersion  : OS: 0.0.0 SP: 0.0 Stack: 2.0
```

If you use the following command, the output lists the contents of the C drive:

```
Invoke-Command -ComputerName IP-or-DNS-of-machine -ScriptBlock { Get-ChildItem C:\ }  
-credential domain\administrator
```

- 4 Open a command prompt and configure the physical machine (WinRM host) to enable communication with the PowerShell plug-in through the HTTP protocol.

If you use PowerShell 2.0, be sure to enclose the commands in single quotes, as follows:

```
winrm set winrm/config/service/auth '@{Basic="true"}'  
winrm set winrm/config/service '@{AllowUnencrypted="true"}'
```

```
winrm set winrm/config/client/auth '@{Basic="true"}'  
winrm set winrm/config/client '@{AllowUnencrypted="true"}'
```

If the WinRM host machine is in an external domain, you must also run the following command to specify the trusted hosts:

```
winrm set winrm/config/client @{TrustedHosts="host1, host2, host3"}
```

You can use the following command to verify the settings after you finish making changes:

```
winrm get winrm/config
```

- 5 For machines that belong to a domain, enable and test Kerberos authentication:
 - a Open a command prompt and use the following commands to enable Kerberos authentication:


```
winrm set winrm/config/service/auth '@{Kerberos="true"}'
winrm set winrm/config/service '@{AllowUnencrypted="true"}'

winrm set winrm/config/client/auth '@{Kerberos="true"}'
winrm set winrm/config/client '@{AllowUnencrypted="true"}'
```
 - b Use the following command to test Kerberos authentication:


```
winrm id -r:machine.domain.com -auth:Kerberos -u:administrator@domain.com -p:'password'
```
- 6 Install View Agent in the physical machine.

What to do next

Configure authentication on the vRealize Orchestrator server. See [“Configure vRealize Orchestrator to Use Kerberos Authentication with Physical Machines,”](#) on page 75.

Configure vRealize Orchestrator to Use Kerberos Authentication with Physical Machines

You must edit a configuration file on your vRealize Orchestrator server to specify the domain name and domain controller name.

Prerequisites

You must have the root password if you are using the vRealize Orchestrator virtual appliance or the administrator credentials if vRealize Orchestrator is installed in a Windows server.

Procedure

- 1 Log in as root (or as an administrator if you have a Windows server).
- 2 Search for the `krb5.conf` file and rename it to `krb5.conf.back`.

On a virtual appliance, this file is located in `etc/krb5.conf`, if it exists.

- 3 Create a `krb5.conf` file in the appropriate directory.

Server Type	Description
Virtual appliance	<code>/usr/java/jre-vmware/lib/security/</code>
Windows server	<code>C:\Program Files\Common Files\VMware\VMware vCenter Server - Java Components\lib\security\</code>

- 4 Open the `krb5.conf` file with a text editor and add the following lines, with the appropriate values:

```
[libdefaults]
    default_realm = YOURDOMAIN.COM
    udp_preference_limit = 1
[realms]
    YOURDOMAIN.COM = {
        kdc = yourDC.yourdomain.com
        default_domain = yourdomain.com
    }
[domain_realm]
    .yourdomain.com= YOURDOMAIN.COM
yourdomain.com= YOURDOMAIN.COM
```

- 5 If you are using a virtual appliance, use the following command to change permissions of the file to make it readable:

```
chmod 644 /usr/java/jre-vmware/lib/security/krb5.conf
```

- 6 Verify that the PowerShell host (that is, the physical machine that needs to be registered) and the domain controller host names can be resolved from the vRealize Orchestrator server.

The DNS of the vRealize Orchestrator must be the same as the DNS of the domain controller, or you can add the machine names or IP addresses of the physical machines and domain controller to the hosts file on the vRealize Orchestrator server.

On a virtual appliance, this file is located at /etc/hosts.

- 7 Restart the vRealize Orchestrator Server service.

What to do next

Add physical machines as PowerShell hosts. See [“Run Workflows to Add Physical Machines as PowerShell Hosts,”](#) on page 76.

NOTE As an alternative to running the PowerShell workflows, you can use the Add Physical Machines to Pool workflow, available in the `Workflows/Example` folder. This workflow combines the actions of the Register Machines to Pool workflow and the PowerShell workflows mentioned in [“Run Workflows to Add Physical Machines as PowerShell Hosts,”](#) on page 76. Before you run the Add Physical Machines to Pool workflow, you must perform the tasks described in [“Configure a Physical Machine for an Unmanaged Pool,”](#) on page 73 and [“Prerequisites for Adding Unmanaged Machines to Pools,”](#) on page 71.

Run Workflows to Add Physical Machines as PowerShell Hosts

You must run some PowerShell plug-in workflows to complete the process of adding physical machines and non-vSphere virtual machines to desktop pools using the Horizon vRealize Orchestrator plug-in.

NOTE As an alternative to running the PowerShell workflows listed in this procedure and the Register Machines to Pool workflow, you can run the Add Physical Machines to Pool workflow, available in the `Workflows/Example` folder.

Prerequisites

- Verify that you have the vRealize Orchestrator Plug-In for Microsoft Windows PowerShell, which contains the workflows required for this procedure.
- Verify that you have administrator credentials for the Orchestrator server. The account must be a member of the vRealize Orchestrator Admin group configured to authenticate through vCenter Single Sign-On.
- Run the Register Machines to Pool workflow to register all machine DNS names into manual unmanaged desktop pools in View. The Register Machines to Pool workflow returns a token (one for each registered DNS) that will be pushed into the Windows Registry of the machines when you run the PowerShell command described in this procedure.

Procedure

- 1 Log in to Orchestrator as an administrator.
- 2 Click the **Workflows** view in Orchestrator.
- 3 In the workflows hierarchical list, select **Library > PowerShell > Configuration** and navigate to the **Add a PowerShell host** workflow.
- 4 Right-click the **Add a PowerShell host** workflow and select **Start workflow**.

- 5 Provide the host name and fully qualified domain name of the physical machine and click **Next**.

If the machine is not in a domain, you can use the IP address. If you do not supply the port number, the default port is used.

- 6 Complete the form that appears and click **Next**.

Option	Action
PowerShell remote host type	Select WinRM from the drop-down list.
Transport protocol	Select HTTP from the drop-down list.
Authentication	If the machine is in the domain, select Kerberos from the drop-down list. If the machine is not in the domain, select Basic .

- 7 Complete the form that appears.

Option	Action
Session mode	Select Shared session from the drop-down list.
User name	If the machine is in a domain, use the format administrator@domain.com . If the machine is not in a domain, use the user name of the local administrator account.

- 8 Click **Submit** to run the workflow.
- 9 When the workflow finishes, right-click the **Invoke a PowerShell Script** workflow, located in the PowerShell folder, and select **Start workflow**.
- 10 Select the host you just added and click **Next**.
- 11 (Optional) Add the Identity registry key.
- Check whether the `hkLM:\SOFTWARE\VMware, Inc.\VMware VDM\Agent\Identity` registry key exists.
 - If the registry key does not exist, run the following command:

```
New-Item -Path "hkLM:\SOFTWARE\VMware, Inc.\VMware VDM\Agent" -Name Identity
```

- 12 In the **Script** text area, enter the following command:

```
New-ItemProperty -Path "hkLM:\SOFTWARE\VMware, Inc.\VMware VDM\Agent\Identity" -Name Bootstrap -PropertyType String -Value "TokenReturnedByWorkflow" -Force
```

For *TokenReturnedByWorkflow*, use the token returned by the Register Machines to Pool workflow that you previously executed to register machine DNS names.

- 13 Click **Submit** to run the workflow.

The View Agent token on the machine is now paired with the View Connection Server instance.

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