

Beta Release

# Horizon Air Helpdesk Console 1.1 Beta User Guide

July 2015

**vmware**

# Beta Release

## Revision History

Date	Version	Description
08/14/2015	1.0	Initial release

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# 1 Accessing the Helpdesk Console

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As Tenant Administrator, your Tenant admin web portal for Horizon Air is accessed by the following URL:

`https://<TenantApplianceNodeAddress>/admin`

You will connect to Horizon Air Helpdesk Console on the same tenant node, using the following URL:

`https://<TenantApplianceNodeAddress>/haca`

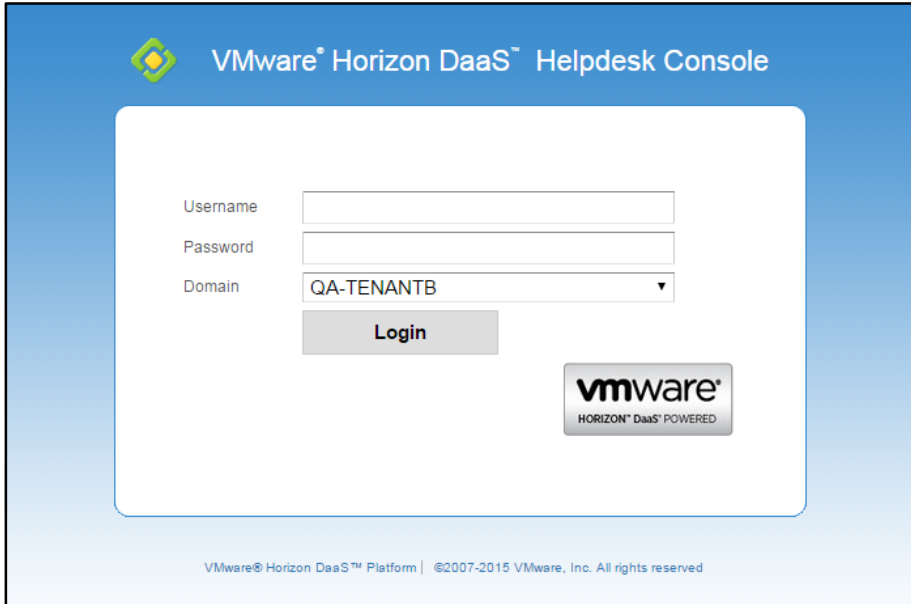
**Note the following:**

- Use HTTPS, not HTTP. Using HTTP will not launch the console.
- Chrome is the only supported browser for Console access. The following browsers are not yet supported: Microsoft Internet Explorer, Firefox, Safari, and Opera.
- If console access is failing to launch, you may need to open the following URL and accept the certificate:  
`https://<tenant_appliance_tenant_network_ip>:18001/`
- In a vCloud Director based environment, you need to make sure your browser accepts the vCloud Director server certificate.
- Access to the Helpdesk console is restricted to:
  - Tenant Administrators (Users with Admin access to the Enterprise Center and Horizon Air Console)
- Members of the Horizon\_Air\_Helpdesk AD group. This group can be used to provide HAHC access to support personnel that are not tenant administrators.

## 2 Using the Helpdesk Console

### 2.1 Login

To log in to the Helpdesk Console, enter your admin username and password, confirm that the correct domain is selected, and click **Login**.



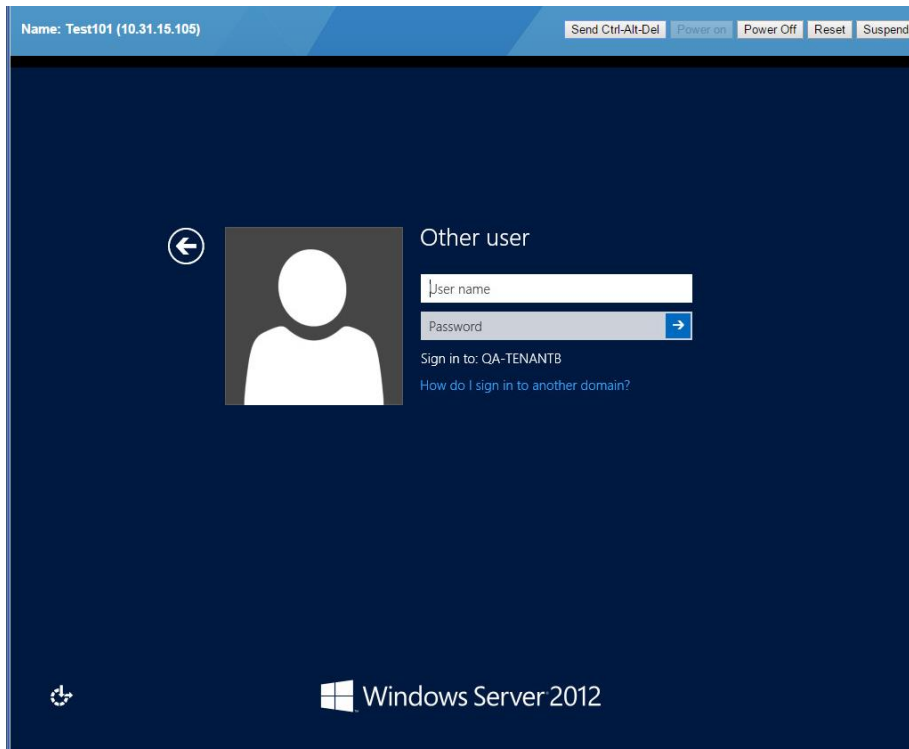
### 2.2 Virtual Machines List

The console's Virtual Machines tab provides a list of all VMs in all pools, with filter support.

Name	IP Address	Power State	Pool or Type
AUTO-IMG-WIN2012		PoweredOff	Imported Desktops
Test101	10.31.15.105	PoweredOn	Imported Desktops
AUTO-SPOOL100	10.31.15.132	PoweredOn	Imported Desktops
BrianTest100		PoweredOff	Imported Desktops
smuddunew100	10.31.15.107	PoweredOn	Imported Desktops
jha-gp-win81		PoweredOff	Imported Desktops
Test-1234100	10.31.15.118	PoweredOn	Imported Desktops
TestApp-List100	10.31.15.100	PoweredOn	Imported Desktops

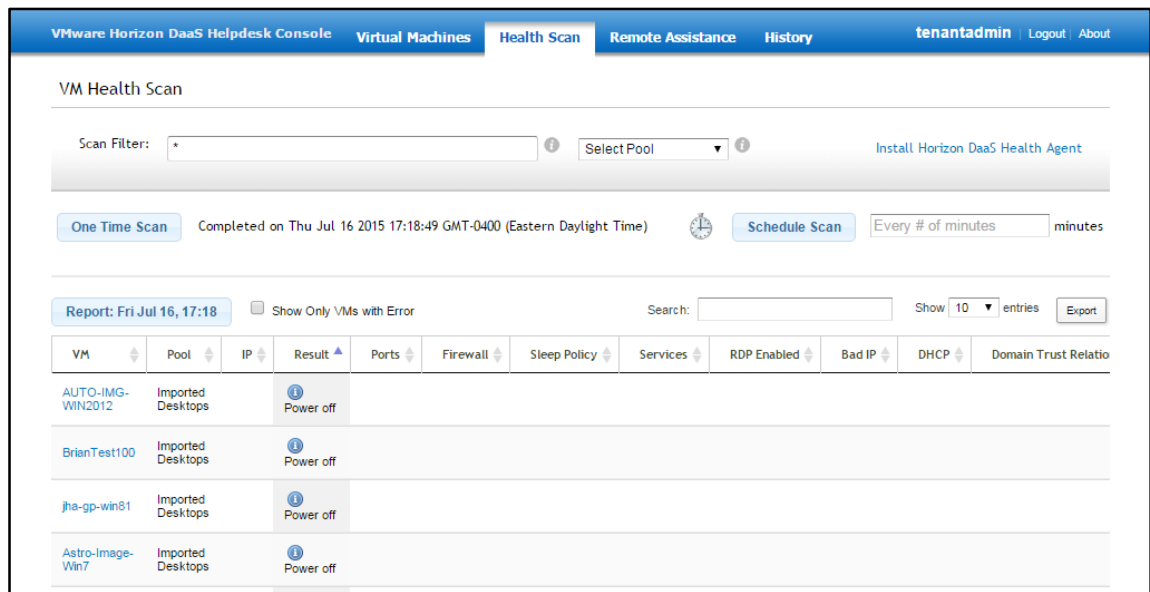
## 2.3 The Console

Clicking a VM name on the Virtual Machines tab launches a console for the VM in a new browser tab. Ctrl-Alt-Del and power operations are supported by buttons to the top right.



## 2.4 Health Scan

Horizon Air relies on a properly operating desktop image to avoid user access and performance issues. The Health Scan tool allows you to monitor application of VM changes that may compromise the port access, performance, or overall access by end users to the desktop.



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## To set up a VM Health Scan:

1. Install the Horizon DaaS Health Agent on all VMs that will be monitored. Click the **Install Horizon DaaS Health Agent** link at the top right of the VM Health Scan tab for more information.

**Note: By default, the Health Agent listens on TCP port 10762.**

2. Filter the list as desired using the **Scan Filter** field and/or **Select Pool** drop-down list.
3. Initiate the scan by doing one of the following:
  - Click **One Time Scan** to perform a single scan immediately.
  - Enter a number of minutes and click **Schedule Scan** to schedule recurring scans at a selected time interval.

Information for the scanned VMs appears in columns as described below.

Column	Description
VM	Name of the virtual machine.
Pool	Pool to which the VM belongs.
IP	IP address of the VM.
Result	Overall result of the scan. Result can be: <ul style="list-style-type: none"><li>• <b>Power off</b> – VM is powered off.</li><li>• <b>Agent failure</b> – Health Agent is not installed or reachable on the VM</li><li>• VM issue(s) (icon similar to this:  ) - VM has one/more issues, which are detailed in other columns.</li></ul>
Ports	Verifies that necessary ports are open.
Firewall	Indicates whether the VM's firewall is enabled.
Sleep Policy	Indicates whether there is a policy set on the VM to put it in a sleep state.
Services	Verifies that the following services are running: <ul style="list-style-type: none"><li>• Desktop Windows Manager Session Manager</li><li>• VMware HTML Access (Blast)</li><li>• VMware Horizon View Agent</li><li>• VMware DaaS Agent</li><li>• VMware Tools</li></ul>
RDP Enabled	Verifies that RDP is enabled and set to allow connections from computers running any version of RDP.
Bad IP	Verifies that the desktop does not have a 169.x.x.x IP address, and so is more likely to get DHCP.
DHCP	Verifies that the desktop is set for DHCP, not STATIC.
Domain Trust Relationship	Confirms domain trust relationship between desktop and Domain Controller
Remote Assistance	Verifies Remote Assistance is enabled on the desktop.



4. When the scan is complete, you can perform the following actions:
  - Mouse over the errors in the scan results table to see additional information.
  - Click the **Report** button on the top left of the list to view history of recent scans performed:

Select History Result							
Start Time	Duration (minutes)	# VMs	# Errors	Type	Filter	Pool	User
Fri Jul 16, 17:18	0	28	✖ 18	MANUAL	*		tenantadmin
Fri Jul 16, 10:50	0	30	✖ 20	MANUAL	*		tenantadmin
Fri Jul 16, 10:17	0	2	✖ 2	MANUAL	*	JHA-STP1	tenantadmin

- Select the **Show Only VMs with Error** check box to hide VMs that have no errors.
- Type a name or partial name in the **Search** field and press Enter to search for VMs by name.
- Select a value in the **Show** drop-down menu to adjust number of VMs shown per page.
- Click **Export** and select one of the following options:
  - **Copy**
  - **CSV** - Export results in CSV format.
  - **PDF** - Export results in PDF format.
  - **Print** - Generate a printable web version of the results.

## 2.5 Remote Assistance

The Remote Assistance functionality is not yet operational in the 15.3.2 Horizon Air release. This feature will be enabled in the next release of the console.

## 2.6 History and Audit

The History tab provides the access log for auditing purposes.

VMware Horizon DaaS Helpdesk Console						
Virtual Machines				Health Scan	Remote Assistance	History
				tenantadmin	Logout	About
History						
Search		Results limited to top 200	Select Pool			
VM	Pool	User	Time	Action		
Test-1234100		tenantadmin	07/16/2015 02:37:03 PM UTC	connect		
Test101		tenantadmin	07/16/2015 02:36:40 PM UTC	connect		
AUTO-IMG-WIN2012		tenantadmin	07/16/2015 02:36:29 PM UTC	connect		
JHA-STP1101		tenantadmin	07/16/2015 02:23:59 PM UTC	connect		
2 VM(s)	JHA-STP1	tenantadmin	07/16/2015 02:17:01 PM UTC	Health scan		

## 3 Known Issues

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- Power operations (Power Off/On, Suspend, Reset) cannot be performed in the Horizon Air Helpdesk Console. This will be addressed in the next release of the console.

The workaround for this is to perform power operations in the Enterprise Center, the Admin Console, or the Desktop Portal.

- Dual monitor VMs may display a blank screen when the console session is first started.

The workaround for this is to scroll over with scroll bars to view the correct monitor.