

Horizon Air 15.3.2 Tenant Administration

July 2015

vmware[®]

Revision History

Date	Version	Description
07/20/2015	1.0	Initial release

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Overview

This document provides information regarding changes to tenant administration in version 15.3.2 of the DaaS platform, primarily those related to the introduction of the Horizon Air administration console.

Common Terms in the Horizon Air Administration Console

The table below shows common Enterprise Center terms and their equivalents in the Horizon Air administration console.

Enterprise Center	Horizon Air
Desktop Manager	Pod
User Activity	Activity
Task and Events	Activity
Pool	Assignment
Session-based Pool (Desktop-only)	Session Desktop Assignment
Session-based Pool (Application-only)	Remote Application Assignment
Static Pool	Dedicated Desktop Assignment
Dynamic Pool	Floating Desktop Assignment
Mapped	Assigned User
Dynamic Pool Refresh	Push Updates
Gold Pattern	Image
Sealed Gold Pattern	Published Image
Unsealed Gold Pattern	Offline Image

Support Matrix

The table below provides details regarding support for various features and functions in the Enterprise Center and the Horizon Air administration console.

Feature/Function	Enterprise Center	Horizon Air Administration Console	Additional Information
Gold Pattern – Backup, Rollback, Delete backup	Supported	Unsupported	Actions must be performed in Enterprise Center
User Activity log – download	Supported	Unsupported	
Pools/ Assignments - Online/Offline mode	Supported	Unsupported	Settings made in Enterprise Center are reflected in the Horizon Air administration console.
Pools/ Assignments - Maintenance Notice	Supported	Unsupported	
Task Details (sub-tasks)	Visible	Not visible	Tasks are shown in the Horizon Air administration console, but the sub-task details and error information are not visible.
RDS Server Density	Unsupported	Supported	Setting must be made in the Horizon Air administration console.
Application Catalog	Unsupported	Supported	The Application Catalog is only visible in the Horizon Air administration console. It cannot be viewed in Enterprise Center.
2-factor authentication	Supported	Unsupported/Blocked	<p>If RSA or Radius are required for authentication, the Horizon Air administration console will block login.</p> <p>Workaround :</p> <p>Configure 2-factor Authentication to only be enabled for external connections.</p> <ol style="list-style-type: none"> In Enterprise Center, select Configuration <ul style="list-style-type: none"> ▶ multi-factor authentication. Check Use only for external connections. <p>This allows access to the Horizon Air administration console from an internal network.</p>
Initial Domain Setup	Supported	Unsupported	
Configuration/ Admin	Supported	Unsupported	Includes 2-factor authentication
Maintenance Notice (set up in Service Center)	Supported	Unsupported	

Feature/Function	Enterprise Center	Horizon Air Administration Console	Additional Information
"DaaS Agent Out of Date" Warning Notification	Supported	Unsupported	
"VMware Tools Out of Date" Warning Notification	Supported	Unsupported	
Disable Gold Pattern/Image	Supported	Unsupported	
Protocol Selection during Pool/Assignment creation and edit	Supported	RDP-only (Blast/PCoIP enabled by default)	

Horizon Air Administration Console – Detailed Functional Behavior

The table below details Horizon Air administration console behaviors that differ from those in Enterprise Center.

Feature / Functional Area	Functional Question	Behavior/Procedure	Known Issues	Additional Information
Image Management	What does "Take Offline" button do?	1) Disables the image. 2) Powers on the image.		
Image Management	What does "In Transition" status mean?	A refresh has been initiated for that image. Upon completion of refresh the status returns to "Published"		
Image Management	What happens if image publishing fails?	You must "Revert to Desktop" and repeat the process of selecting and publishing the image.		Enterprise Center workflow: Gold pattern stays in the Reserved Desktop section. You fix your problem and attempt a reseat.
Image Management	What does "Publish" button do and when should it be enabled?	Published state indicates that the image is ready for use in new assignments (equivalent to being sealed and valid in the Enterprise Center). This button will only be enabled if the image is not published OR is published and in an error state.		

International ization	How do I select what language the Horizon Air administration console UI is displayed in?	<p>Chrome (v41.0):</p> <ol style="list-style-type: none"> Select Settings. Click Show advanced settings link. Click Language and input settings button. Click Add button. Select language and click OK. Select the new language in Languages list and click Display Chrome in this language button. If this button does not appear, then Chrome does not support the selected language. <p>Firefox (v36.0):</p> <ol style="list-style-type: none"> Select Options. Select the Content tab. Under Languages, click Choose. Select a language from drop-down menu and click Add. Click OK. <p>Internet Explorer (v11.0):</p> <ol style="list-style-type: none"> Select Internet Options. Under Appearance, click Languages. In the Language Preferences dialog, click Add. In the Add Language dialog, select a language from the list and click OK. In the Language Preferences dialog, click OK. Click OK. 		
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Feature / Functional Area	Functional Question	Behavior/Procedure	Known Issues	Additional Information
Pools/ Assignments	How do I delete an assignment in the Horizon Air administration console?	<p>Floating Desktop Assignment:</p> <ol style="list-style-type: none"> Edit the assignment, setting the capacity to 0. On the Assignments page, select the Assignment and then click Delete. <p>Session Desktop Assignment:</p> <ol style="list-style-type: none"> Edit the assignment, setting the servers to 0. On the Assignments page, select the Assignment and then click Delete. <p>Dedicated Desktop Assignment:</p> <ol style="list-style-type: none"> Double-click the assignment and navigate to the Desktops tab. Delete dedicated desktops. On the Assignments page, select the Assignment and then click Delete. 	After emptying the Assignment by shrinking or deleting the VMs, you must wait a period of time before you can delete the Assignment. The Delete button will appear but will not be functional during this initial period.	For dedicated (static) assignments there is no longer the concept of a Recycle pool, so the workflow has changed.
Pools/ Assignments	Protocols available by default	<ul style="list-style-type: none"> Horizon Air administration console assigns Blast and PCoIP protocols by default. RDP available only by manual selection in Advanced section. Protocol Quota is enforced by the platform but is not reflected in available server count when adding/editing assignments in Horizon Air administration console. When you are out of quota, the following error message appears: "Unable to create assignment." 		<p>Enterprise Center:</p> <ul style="list-style-type: none"> Shows check boxes for protocol selection and disallows changing protocols during Edit. Protocol Quota is reflected in available server count when adding/editing pools in Enterprise Center.

Feature / Functional Area	Functional Question	Behavior/Procedure	Known Issues	Additional Information
Pools/ Assignments	How do I display user entitlements to a dedicated assignment after a user logs in and a permanent desktop has been assigned?	User is mapped to both assignment and desktop after user is allocated a permanent desktop from the assignment.	<p>When a user is unassigned from a desktop, the user may be unable to access that desktop again even though they are shown in the Horizon Air interface as being mapped to an assignment containing the desktop.</p> <p>Workaround: Remove the user from the assignment and then add the user to the assignment again.</p>	Enterprise Center: After user is allocated a desktop, the mapping with the pool is not shown but only with the desktop
Pools/ Assignments	Can I change the set of Protocols associated with RDS Pools?	<p>Yes. When you alter an assignment in Horizon Air administration console, PCoIP and Blast will automatically be enabled in the assignment.</p> <ul style="list-style-type: none"> • Depending on selection, you may also assign RDP. This is regardless of the current selection. • When you are out of quota, the following error message appears: "Unable to create assignment." 	Brokering to RDSH using PCoIP or Blast may not work if the servers associated with the pool were created without the View Agent component.	This cannot be done in the Enterprise Center. Once a pool is created, you cannot change the protocol selection

Feature / Functional Area	Functional Question	Behavior/Procedure	Known Issues	Additional Information
Pools/ Assignments	What does "Push Updates" do?	<p>Equivalent to "Dynamic Pool Refresh" in the Enterprise Center. (Name was changed to reflect that this function can now also be used to refresh RDS Servers.)</p> <p>This task must be performed on the Images page. You cannot push updates for an assignment as you can for a pool in the Enterprise Center.</p>		<p>Enterprise Center workflow: This task can be performed either on the Patterns page or on the Pools page.</p> <p>The maximum number of VMs to be refreshed concurrently in the pool/assignment can be set in the Service Center. The number of VMs to be refreshed concurrently will be set to the max concurrent number or what the Tenant Admin specified.</p>
Remote Applications RDS Pools	What happens when I change/reseal my gold pattern?	<p>Certain actions are blocked until servers are refreshed and are referencing the current image version:</p> <ul style="list-style-type: none"> • Adding servers • Adding new remote applications • Deleting servers • Deleting applications 	<p>Since a pool cannot be deleted until it has no VMs in it, users will be unable to delete a remote application pool without first refreshing it.</p> <p>This adds a step to the pool deletion process if you are using the Horizon Air administration console.</p> <p>Workaround: You can use the Enterprise Center to shrink pool size to 0 or to remove application mappings.</p>	<ul style="list-style-type: none"> • Enterprise Center blocks: <ul style="list-style-type: none"> ○ Adding servers ○ Adding new remote applications • Enterprise Center allows: <ul style="list-style-type: none"> ○ Deleting servers ○ Deleting applications

Feature / Functional Area	Functional Question	Behavior/Procedure	Known Issues	Additional Information
Reserved Desktops	Can images in Reserved Desktops be published?	Images in Reserved Desktops cannot be published in the Horizon Air administration console, nor is there currently a supported option for beginning the process in the Enterprise Center and finishing it in Horizon Air.	The Publish button is not enabled and there is an error for the Image status.	<p>In the Horizon Air administration console a desktop can be in reserved state only if it is being converted to an image (status: In Transition) or if the convert to image process failed for that VM (status: Error). No further operations are allowed for a desktop that is In Transition.</p> <p>Workaround: Image can be reverted back to its previous pool and then can be used again to create new image.</p>
Tasks & Events	How do I monitor tasks state?	Navigate to Activity page and manually refresh periodically. System does NOT automatically update status information.		Enterprise Center process: Navigate Tasks & Events and remain on page. System automatically updates over time.
Tasks & Events	How do I view assignment sub-task progress?	Page shows parent task details only for Admin tasks.	Sub tasks are not displayed, even though they contain all error information.	It is recommended that you use the Enterprise Center to view details error information and progress for assignment tasks.

Overall Changes to Functional Behavior

The table below shows changes to tenant administration processes that are common to both Enterprise Center and Horizon Air administration console.

Feature / Functional Area	Functional Issue	Behavior/Procedure	Known Issues	Additional Information
Pools	RDP behavior	RDP is still supported in 15.3.2		Native RDP is not supported through the Access Point.
Session Pools		Session Quota is ignored		