

Using VMware Identity Manager Desktop Client

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VMware AirWatch 9.2



vmware®

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About Using VMware Identity Manager Desktop

This guide describes how to use the VMware Identity Manager Desktop application to access your VMware ThinApp packaged resources.

Intended Audience

This information is intended for users who have an account in their company's resource service center set up for them by their system administrator.


Using VMware Identity Manager Desktop

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If your administrator has provided you any applications that are packaged as VMware ThinApp® applications, you require the VMware Identity Manager™ Desktop application to access and use the ThinApp applications. Identity Manager Desktop is a Windows application that syncs the ThinApp packages to your Windows system, after verifying your entitlements.

When you install Identity Manager Desktop and connect to the service for the first time, it checks your entitlements and downloads the ThinApp applications that you can access. Administrators determine the download method for installing Identity Manager Desktop. Download methods include file copy over the network and HTTP download. In some cases, your administrator might have set the option to stream ThinApp applications from a network share. After the ThinApp applications are installed, they appear in your **Start > All Programs** menu or on your desktop, depending on the application.

Keep Identity Manager Desktop running and connected to the service so that any new or updated applications are synced to your system. The sync occurs at regular intervals. The default sync interval is 5 minutes but it might have been modified by your administrator.

The Identity Manager Desktop menu, displayed by clicking the  icon in the taskbar, displays the next scheduled sync time. If you disconnect from the service, applications are synced the next time you connect and sign in to your apps portal.

When you start a ThinApp application, Identity Manager Desktop checks with the service whether you are entitled to it. You might not be able to start the application if the Identity Manager Desktop is not connected to the service.

This chapter includes the following topics:

- [Installing Identity Manager Desktop](#)
- [Connecting to Your Apps Portal from Identity Manager Desktop](#)
- [Logging out from Identity Manager Desktop](#)
- [Disconnecting from the Identity Manager Server](#)
- [Uninstalling Identity Manager Desktop](#)
- [Unlink Your Windows Computer from Your Apps Portal](#)
- [Troubleshooting Identity Manager Desktop](#)

Installing Identity Manager Desktop

If your administrator has provided you access to ThinApp packaged applications, you must install Identity Manager Desktop on your Windows system to use these applications.

Prerequisites

Verify that you meet the following requirements before installing the application:

- Supported operating systems: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2008, Windows Server 2012.

The installer for Identity Manager Desktop includes both 3-bit and 64-bit versions. The appropriate version is selected automatically.

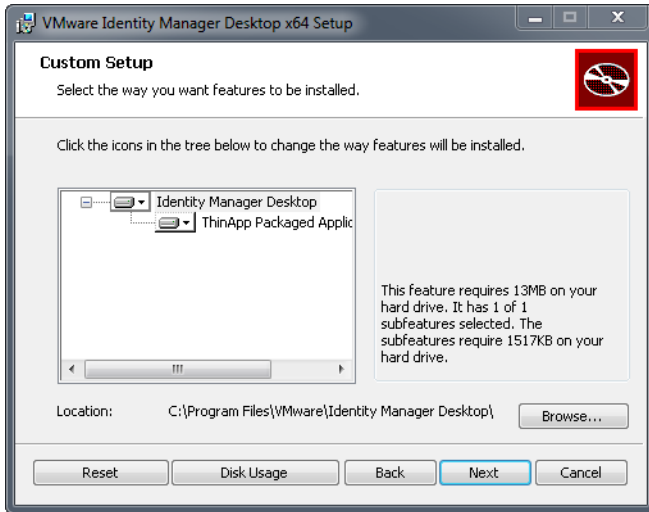
- Disk space: 15 MB for the Identity Manager Desktop application and 2837 KB for the ThinApp Package support feature. If ThinApp packages are installed locally, more space is required.
- Administrator privileges on the Windows system

Note Before installing Identity Manager Desktop, close all open applications.

Procedure

- 1 Download Identity Manager Desktop.
 - a Using a browser, sign in to your Apps portal.
 - b In the browser address bar, enter your apps portal URL/download. For example, `https://myco.example.com/download`.
 - c Click **Download Desktop Client for Windows** to download the Identity Manager Desktop.
 - d Save the file to your computer.
- 2 Double-click the executable file that you downloaded.
- 3 In the Setup wizard, click **Next**.
- 4 Accept the VMware End-User License Agreement, and then click **Next**.
- 5 Select the features you want to install.


All features, and the space requirements for each, are listed. Currently, only ThinApp Packaged Application support is available.



- a To check whether you have enough disk space to install the application and the selected features, click **Disk Usage**.
- b Click **Browse** and select the location for the installation.

The default location is C:\Program Files\VMware\Identity Manager Desktop.

- 6 Click **Next**.
- 7 Click **Install**.
- 8 When the installation is complete, click **Finish** to exit the Setup wizard.

The Identity Manger Desktop application starts and its icon () appears in the task bar, unless you deselected the **Launch Identity Manager Desktop** option in the Setup wizard. The application is also added to the **Start** menu and you can start it by selecting **Start > All Programs > VMware > Identity Manager Desktop**.

What to do next

Sign in to your apps portal.


Connecting to Your Apps Portal from Identity Manager Desktop

After you install the Identity Manager Desktop application on your Windows system, sign in to your apps portal and access the ThinApp applications to which you are entitled.

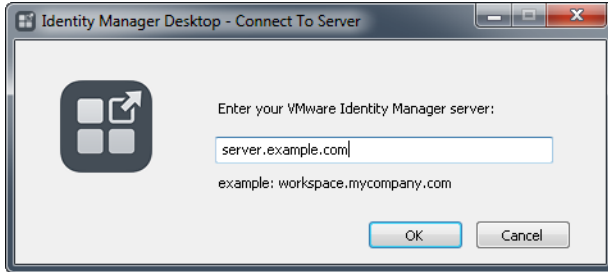
Procedure



- 1 If Identity Manager Desktop is not running, from the Windows **Start** menu, select **All Programs > VMware > Identity Manager Desktop**.

The application's icon () appears in the Windows task bar.

- 2 Click the  icon and select **Connect to server**.
- 3 Enter the Identity Manager server URL and click **OK**.

For example:



- 4 Click the  icon again and select **Log in** .
If Kerberos has been configured on your server, you will be logged in automatically. Otherwise, proceed with the following steps.
- 5 Select your domain and click **Next**.
- 6 Enter your user name and password, and click **Sign in**.
- 7 Click the  icon and select **Open my Identity Manager Portal** to view and start the ThinApp applications to which you are entitled.

Note The sign in process might be different if your service has been configured for alternate authentication methods.

When you click a ThinApp application in the your apps portal, it is added to your system's **Start** menu and Program Files folder, or to your desktop, depending on the application. The application is either downloaded to your system or run from the network share, as configured by your administrator. Note that an application that appears in the user portal might not be available on your system until the next time the Identity Manager Desktop client syncs with the service.


The Identity Manager Desktop syncs the applications to your Windows system at regular intervals. If your administrator entitles you to a new application, or provides an update, it appears on your system after the next sync.

Logging out from Identity Manager Desktop

You can log out without disconnecting from the service.

When you are logged out, ThinApp packaged applications are not synced to your computer. Any updates are synced the next time you log in. Because Identity Manager Desktop syncs with the server at regular intervals, you might not see updates until the next sync.


Procedure

- 1 In the taskbar, click the Identity Manager Desktop icon ()
- 2 Select **Log out**.

Disconnecting from the Identity Manager Server

You can disconnect the Identity Manager Desktop application from the server.

Procedure

- 1 In the taskbar, click the Identity Manager Desktop icon ()
- 2 Select **Unlink from server**.

Uninstalling Identity Manager Desktop

You can uninstall Identity Manager Desktop from your Windows system using the standard Windows method for uninstalling programs.

If a problem occurs, you can view the uninstall log file at %TEMP%\hws-desktop-client-uninstall.log.

Prerequisites

You have administrator privileges on your Windows system.

Procedure

- 1 Click the **Start** button.
- 2 Select **Control Panel > Programs and Features**.
- 3 Select **Identity Manager Desktop** and click **Uninstall** at the top of the page.

Unlink Your Windows Computer from Your Apps Portal

You can unlink your Windows computer from your account. This action disables the device from accessing your account unless you, or another user, signs in again.

Procedure

- 1 In your apps portal page, click the down arrow next to your name and select **Devices**.
- 2 In the Unlink this computer box, click **OK**.

The device is immediately disabled from your account. You must re-enter your account information on your computer to re-link with your account.

Troubleshooting Identity Manager Desktop

To troubleshoot errors, you can view the log files for Identity Manager desktop and its installer. You can also collect a diagnostic bundle to send to your service administrator.

View Identity Manager Desktop Log Files

Log files capture certain information about how the Identity Manager Desktop application is running. Log files for the Identity Manager Desktop application and its components are saved in the %LOCALAPPDATA%\VMware\Identity Manager Desktop folder. The ten most recent log files are saved.



Log files for the installer are saved in the %TEMP% folder. These log files are named `vmmsi.log-timestamp` and `vminst.log-timestamp`.

By default, only errors are logged. For troubleshooting, it might be necessary to change the log level settings in the Windows registry. Your system administrator can help you modify the log file output.

Collect Diagnostic Information for Identity Manager Desktop

If you are having trouble using Identity Manager Desktop and are unable to resolve the problem yourself, you can collect diagnostic information to send to your system administrator. This information helps an administrator or support engineer diagnose and resolve problems.

Procedure

- 1 In the task bar, click the Identity Manager Desktop icon () and select **About Identity Manager Desktop**.
- 2 In the About Identity Manager Desktop dialog box, click **Collect diagnostic information**.
System information and log files are collected and saved to a zip file.
- 3 Make a note of the location of the zip file and send the file to your system administrator.
You can review the contents of the zip file before sending it. You can also review the privacy policy by clicking the , selecting **About Identity Manager Desktop**, and clicking **Privacy Policy**.