

# VMware User Environment Manager Administration Guide

VMware Dynamic Environment Manager 9.1

VMware User Environment Manager

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# About VMware User Environment Manager™ Administration Guide

# 1

The VMware User Environment Manager Administration Guide provides information about administering VMware User Environment Manager on Terminal Services or Windows desktop environments.

## Intended Audience

This information is intended for experienced Windows administrators that want to administer User Environment Manager in their Terminal Services or Windows desktop environments to provide dynamic management of desktop, user, and application settings.

# Using Easy Start

## 2

Use the easy start option to install a default set of User Environment Manager configuration items quickly.

By using Easy Start you install a default set of User Environment Manager configuration items, which helps you get familiar with the personalization, application management, user environment settings, and conditions functionality. You can use the installed items for a proof of concept or use them as a starting point for your own implementation.

You can select more than one version of Microsoft Office when installing the Flex configuration files and user environment shortcuts.

# Configuring Application and Windows Settings

# 3

With User Environment Manager, you can reconfigure the default settings of an application, if they are not appropriate for your environment. You can define which application settings can be personalized and which ones always remain at their default values. You can create any combination of policy-enforced settings and user personalization.

With User Environment Manager, you can also manage certain user environment settings when an application starts, such as mapping drives and printers, applying custom file, folder, and registry settings, and running custom tasks.

Application configuration management enables IT administrators to manage end-user environments easily. Administrators can define settings and configurations for all users to guarantee compliance and provide a consistent environment.

This chapter includes the following topics:

- [Flex Configuration Files](#)
- [Create a Flex Configuration File by Using Application Profiler](#)
- [Create a Flex Configuration File by Using an Application Template](#)
- [Create a Flex Configuration File by Using Windows Common Settings](#)
- [Import a Flex Configuration File From Another Location or Environment](#)
- [Export a Flex Configuration File to Another Location or Environment](#)
- [Create a Custom Flex Configuration File](#)
- [Configuring Settings for Storing and Retrieving Profile Information](#)
- [Retiring, Deleting, and Disabling Flex Configuration Files](#)
- [Using the Profile Cleanup Editor](#)
- [Configuring Predefined Settings for Applications and Windows Settings](#)
- [Working with Placeholders](#)
- [Using DirectFlex](#)



## Flex Configuration Files

A Flex configuration file is a configuration file containing content specific for User Environment Manager. Flex configuration files are created and managed from the Management Console.

Each application has a separate Flex configuration file that contains the locations of the settings that are managed with User Environment Manager. You can either create a custom configuration file, use Windows Common Settings, or use an application template.

- With a custom configuration file, you manually define the settings to manage for an application.
- Windows Common Settings and application templates are Flex configuration definitions for commonly used Windows settings and applications.

## Create a Flex Configuration File by Using Application Profiler

Application Profiler is a standalone application that simplifies the creation of Flex configuration files and predefined settings for use with User Environment Manager. You can use Application Profiler to capture where an application stores its settings and automatically record this into a Flex configuration file.

---

**Note** For information on installing and configuring Application Profiler, see the *Application Profiler Administration Guide*.

---

### Prerequisites

Install the application you want to configure on your profiling system and log in to your profiling system as an administrator.

### Procedure

- 1 Start Application Profiler and click **Start Session**.
- 2 Browse to and select the application for which you want to create a Flex configuration file.
- 3 Click **OK**.

The application is opened and the Analyzing Application dialog box appears.

- 4 Change the application settings as necessary and close the application.

### Results

The locations for the application settings are saved as a Flex configuration file.

### What to do next

Save the file, and import it to User Environment Manager.

## Create a Flex Configuration File by Using an Application Template

Use application templates to manage settings for common applications. Only a single application template can be selected for a Flex configuration file, unless you use a Microsoft Office template, which lets you select multiple application-specific templates simultaneously.

### Procedure

- 1 Start the User Environment Manager Management Console and click **Create Config File**.
- 2 Select **Use an Application Template**.
- 3 Select the application template you want to use and click **Next**.
- 4 Browse to and select a location for the configuration file.
- 5 Enter a name for the configuration file.
- 6 (Optional) Enter a title and description.
- 7 Click **Finish**.

### Results

You successfully created a Flex configuration file from an application template.

## Create a Flex Configuration File by Using Windows Common Settings

Windows Common Settings are Flex configuration definitions for standard Windows and Internet Explorer features. Instead of defining the registry or file system configuration entries manually, you can manage the user preferences by selecting one of the built-in settings in User Environment Manager.

### Procedure

- 1 Start the User Environment Manager Management Console and click **Create Config File**.
- 2 Select **Use a Windows Common Setting** and click **Next**.
- 3 Select the Windows Common Setting you want to use and click **Next**.

Option	Description
<b>Active Setup</b>	Active Setup configuration, as used by Internet Explorer for example.
<b>App-V 5 User Integrations</b>	App-V 5 publishing information.
<b>DPI settings</b>	Text size (DPI) settings. DPI settings only apply to Windows 7 and 8.
<b>Internet Explorer – Personal Settings</b>	Internet Explorer configuration items, such as favorites, cookies, and proxy settings.

Option	Description
<b>Internet Explorer 7 - 11 – AutoComplete passwords</b>	The AutoComplete passwords that Internet Explorer stores for logon forms. There are two different AutoComplete password settings, depending on whether folder redirection is configured for the <code>Application Data</code> folder. Select the setting that applies to your situation.
<b>Keyboard</b>	Keyboard-related settings, such as keyboard layout, repeat speed, and cursor blink rate.
<b>Mouse</b>	Mouse-related settings, such as pointer speed, mouse pointers, and swapping the primary and secondary buttons.
<b>Multilanguage User Interface settings</b>	The Multilanguage User Interface (MUI) language, also known as the display language.
<b>Personal Certificates</b>	The certificates used to encrypt files (the Encrypt contents to secure data checkbox in the Windows Explorer file attributes). There are two different personal certificates settings, depending on whether folder redirection is configured for the <code>Application Data</code> folder. Select the setting that applies to your situation.
<b>Printers</b>	Mapped network printers.
<b>Regional settings</b>	Date, time, and currency formats settings.
<b>Screensaver settings</b>	Screensaver-related settings.
<b>Taskbar settings</b>	Taskbar settings, such as taskbar locking and pinning programs to the taskbar.
<b>Typed History</b>	History of URLs entered in Internet Explorer, and paths entered in Windows Explorer.
<b>Wallpaper</b>	Wallpaper-related settings, including desktop slideshows on Windows 7. There are two different wallpaper settings, depending on whether folder redirection is configured for the <code>Application Data</code> folder. Select the setting that applies to your situation.
<b>Windows Explorer and view settings</b>	Explorer layout and details pane.

- 4 Browse to and select a location for the configuration file.
- 5 Enter a name for the configuration file.
- 6 (Optional) Enter a title and description.
- 7 Click **Finish**.

## Results

You successfully created a Flex configuration file with a Windows Common Setting.

## Import a Flex Configuration File From Another Location or Environment

A Flex configuration file can be imported from another environment or if you have silo support enabled, from another location in the current environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **Personalization** tab, right-click **General**.
- 3 Click **Import Config File**.
- 4 Select a source environment and click **Next**.
- 5 Select the Flex configuration file you want to import.
- 6 Click **OK**.

## Export a Flex Configuration File to Another Location or Environment

A Flex configuration file can be exported to another environment, to another location in the current environment, if you have silo support enabled, or to a folder.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **Personalization** tab, select the Flex configuration file you want to export.
- 3 Click **Export**.
- 4 Select a destination environment or a folder and click **Next**.
- 5 Select the location where you want to export the file.
- 6 Click **OK**.

## Create a Custom Flex Configuration File

Manually enter the parameters for your Flex configuration file, by creating an empty Flex configuration file.

### Procedure

- 1 Start the User Environment Manager Management Console and click **Create Config File**.
- 2 Select **Create a custom config file** and click **Next**.
- 3 Browse to and select a location for the configuration file.
- 4 Enter a name for the configuration file.
- 5 (Optional) Enter a title and description.
- 6 Click **Finish**.

### Results

You have successfully created a custom Flex configuration file.

## What to do next

To configure your custom Flex configuration file, see [Configuring Settings for Storing and Retrieving Profile Information](#).

# Configuring Settings for Storing and Retrieving Profile Information

The content in the **Import / Export** editor defines the profile information that is read at login and stored at logout.

You must divide the content in sections. A section starts with a section header, which defines how the lines that follow are interpreted. Start comments with a **#** character.

## Section Headers

Sections are related to either the registry or the file system. Insert the sections in the editor through the **Section** button.

Sections contain references for items to include or exclude and can refer to single items or containers. By typing **[**, a drop-down appears, from which you can select a section header.

You can use the following section headers:

**Table 3-1. File System-Related Import and Export Section Headers**

Option	Description
<b>[IncludeFolderTrees]</b>	Includes files and subfolders in the specified folder. Each entry refers to a folder and must start with a folder token. Wildcards are not supported.
<b>[ExcludeFolderTrees]</b>	Excludes files and subfolders in the specified folder. Each entry refers to a folder and must start with a folder token. Wildcards are not supported.
<b>[IncludeIndividualFolders]</b>	Includes only files in the specified folder. Each entry refers to a folder and must start with a folder token. Wildcards are not supported.
<b>[ExcludeIndividualFolders]</b>	Excludes only files in the specified folder. Each entry refers to a folder and must start with a folder token. Wildcards are not supported. Any subfolders of the specified folder and their files are not excluded.
<b>[IncludeFiles]</b>	Includes the specified file or if the filename contains wildcards, files. Each entry refers to a file and must start with a folder token. Wildcards are supported in the filename, but not in the path.

Table 3-1. File System-Related Import and Export Section Headers (continued)

Option	Description
[IncludeFilesRecursively]	<p>Includes the files in the folder and subfolders, if they match the specified filename or pattern.</p> <p>For example, <b>&lt;Desktop&gt;\*.lnk</b>, includes all shortcut files on the desktop and in the subfolders of the desktop, recursively.</p> <p>Each entry refers to a file and must start with a folder token. Wildcards are supported in the filename, but not in the path.</p>
[ExcludeFiles]	<p>Excludes the specified file or if the filename contains wildcards, files.</p> <p>Each entry refers to a file and can be a filename or a full file path, starting with a folder token. Wildcards are supported in the filename, but not in the file path. If just a filename is specified, the exclusion is applied to all files that are processed by one of the [Include...] sections. If a complete path is specified, the exclusion will only be applied to files in that particular folder.</p>

All entries for the registry-related import and export section headers must start with **HKCU** and do not support wildcards.

Table 3-2. Registry-Related Import and Export Section Headers

Option	Description
[IncludeRegistryTrees]	Includes the values and subkeys of the specified key.
[ExcludeRegistryTrees]	Excludes the values and subkeys of the specified key.
[IncludeIndividualRegistryKeys]	Includes only the values of the specified key.
[ExcludeIndividualRegistryKeys]	<p>Excludes only the values of the specified key.</p> <p>Any subkeys of the specified key and their values are not excluded.</p>
[IncludeIndividualRegistryValues]	<p>Includes the specified value.</p> <p>Use a trailing backslash to indicate the default value.</p>
[ExcludeIndividualRegistryValues]	Excludes the specified value.

## Wildcard Support in Exclude Section Headers

Folder and registry key paths in exclude section headers can contain wildcards using the special **[MATCHALL]** and **[MATCHONE]** tokens, which correspond to the **\*** and **?** wildcards.

Wildcard tokens exclude settings for applications that use a random name for one of their folders or registry keys.

**Note** Do not use tokens in the filename or registry value parts of paths.

## Example: Manage the Settings of an App Without Including the Caches

If you have an application that stores its settings in <AppData>\Vendor\App and HKCU\Software\Vendor\App, supports multiple configurations with randomly named subfolders and subkeys, and maintains a large cache for each configuration as a performance optimization, you must configure the sections in the following way:

```
[IncludeFolderTrees]
<AppData>\Vendor\App
[ExcludeFolderTrees]
<AppData>\Vendor\App\ [MATCHALL]\Cache

[IncludeRegistryTrees]
HKCU\Software\Vendor\App
[ExcludeRegistryTrees]
HKCU\Software\Vendor\App\ [MATCHALL]\Cache
```

## Folder Tokens

User Environment Manager uses folder tokens to refer to common profile folders.

All entries in sections that refer to folders must start with a folder token. You can insert folder tokens in the editor by using the **Folder Token** button in the ribbon. By typing a < character, a drop-down menu appears, from which you can also select a folder token.

You can use the following folder tokens: <AppData>, <Cookies>, <Desktop>, <Favorites>, <LocalAppData>, <NetHood>, <Personal>, <PrintHood>, <ProgramsMenu>, <RecentFiles>, <SendTo>, <StartMenu>, <StartupMenu>, and <UserProfile>.

## Profile Browsing

With profile browsing you can easily navigate through registry and file system profile paths by selecting registry and file system information from drop-down menus in the **Import/Export** editor.

To enable profile browsing for the local profile, click **Browse Local Profile** in the **Personalization** ribbon. You can also browse through other user profiles by clicking **Browse Other Profile**.

---

**Note** **Browse Other Profile** is only available for administrators.

---

If you are using a header section to include only folders and type a \ character, a drop-down list of subfolders located in the previously entered folder appears. You can also browse a list of subkeys and values by using a registry header section.

The editor uses different colors to distinguish different types of content. Section headers are displayed in blue, content entries in black, comments in green, and errors are indicated in red with a squiggly underline.

## Using the Advanced Tab

In the Advanced tab, you can configure file processing, skipping large or old files, and OS-specific settings.

FlexEngine usually processes all configuration files in the General folder that the user has NTFS read access to at logon and logoff. To change this, turn off the **Process during logon and logoff** option. Use this option to disable processing of a Flex configuration file. The option is also automatically turned off if you enable DirectFlex or configure App-V 4.x integration for a Flex configuration file.

You can optionally specify a maximum size and a maximum age for files that are included in a profile archive. If files larger than the specified size are encountered, they are skipped and the filename and size are added to the log file, if logging is enabled. Files that were last modified more than the specified number of days ago are skipped, while logging the filenames and last modification dates.

The profile archives created by VMware User Environment Manager can be used across different Windows versions. For instance settings saved for an application on Windows XP can be imported on Windows 7. To manage certain settings per OS, click **Settings are OS-specific**. If you enable it, profile archives created on a certain Windows version will only be read back in sessions that are running on that same Windows version.

## Using the User Environment Tab

If DirectFlex is enabled or App-V 4.x integration is configured, user environment settings can be defined in the **User Environment** tab.

The following user environment settings can be configured on Flex configuration files:

Option	Description
Drive Mapping	Create a drive mapping.
Files and Folders	Import file and folder information.
Printer Mapping	Create a printer mapping.
Registry Settings	Import registry settings.
Task	Run a command.

The **Add** drop-down button is used to add user environment settings, afterwards, the details can be modified with **Edit**, duplicated with **Duplicate**, and settings can be removed with **Remove**.

Within a settings type, user environment settings are evaluated in the order in which they are specified. The order can be changed using the arrow buttons.

The same actions can be performed from the context menu, which also contains options to enable and disable a user environment setting.

User environment settings must have a name and can optionally also have a label. The name cannot be modified later.



## Using Conditions

User environment settings can have conditions that must be met for the setting to be processed.

By default, no conditions are applied, and the settings are processed always. You can reference condition sets, which are centrally defined collections of conditions.

## Configure Drive Mapping

Associate a local drive letter with a shared storage area over the network.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **User Environment** tab.
- 3 Click **Add** and select **Drive Mapping**.
- 4 Enter a name for the settings definition.
- 5 Configure the drive mapping settings.

Option	Description
<b>Drive letter</b>	The drive letter to assign.
<b>Remote path</b>	The UNC path of the share. Can contain environment variables.
<b>Friendly name</b>	(Optional) The description that appears in Windows Explorer. Only available if <b>Run asynchronously</b> is enabled.
<b>Skip if drive letter is in use</b>	(Optional) If enabled, the drive is not mapped if the specified drive letter is in use. If not enabled, the existing mapping is removed.
<b>Run once</b>	(Optional) If enabled, the drive mapping only occurs once.
<b>Undo at application exit</b>	(Optional) If enabled, the drive is unmapped when the DirectFlex or App-V application exits.
<b>Run asynchronously</b>	(Optional) If enabled, the drive mapping occurs in the background. If not enabled, FlexEngine waits for the drive mapping to finish before continuing.

**Note** You cannot select **Run once** and **Undo at application exit** at the same time.

- 6 Click **Save**.

## Configure Files and Folders

Add custom files and folders to the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **User Environment** tab.
- 3 Click **Add** and select **Files and Folders**.
- 4 Enter a name for the settings definition.

- 5 Click **Create** and copy files and folders into the provided folder structure.
- 6 Click **Done**.
- 7 Select **Run once** if you want the settings to be imported only once.
- 8 Click **Save**.

## Configure a Printer Mapping

Associate a network printer.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **User Environment** tab.
- 3 Click **Add** and select **Printer Mapping**.
- 4 Enter a name for the settings definition.
- 5 Configure the printer mapping settings.

Option	Description
<b>Remote path</b>	The UNC path of the share. Can contain environment variables. On Windows XP and Windows Server 2003 the Browse functionality is not available.
<b>Default printer</b>	(Optional) If enabled, the printer is marked as the default.
<b>Run once</b>	(Optional) If enabled, the printer mapping only occurs once.
<b>Undo at application exit</b>	(Optional) If enabled, the printer is unmapped when the DirectFlex or App-V application exits.
<b>Run asynchronously</b>	(Optional) If enabled, the printer mapping occurs in the background. If not enabled, FlexEngine waits for the printer mapping to finish before continuing.

**Note** You cannot use **Run once** and **Undo at application exit** at the same time.

- 6 Click **Save**.

## Configure Registry Settings

Configure the registry settings of the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **User Environment** tab.
- 3 Click **Add** and select **Registry Settings**.
- 4 Enter a name for the settings definition.

- 5 Click **Create** and select whether to use an empty .REG file or import a .REG file.

If you selected **Use empty .REG file**, make the necessary changes to the file.

- 6 Select **Run once** if you want the settings to be imported only once.
- 7 Click **Save**.

## Configure Import Task and Export Task

You can use user environment tasks to run commands before or after a profile archive import (Pre-Import or Post-Import) and before or after a profile archive export (Pre-Export or Post-Export).

Tasks run in the background, so they cannot be used to start applications or anything else requiring user interaction.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **User Environment** tab.
- 3 Click **Add** and select **Pre-Import Task**, **Post-Import Task**, **Pre-Export Task**, or **Post-Export Task**.
- 4 Enter a name for the settings definition.
- 5 Configure the import and export task settings.

Option	Description
<b>Command</b>	The command to run. It can contain environment variables. If you specify a path starting with C:\Program Files, C:\Program Files (x86) or a localized equivalent, a button appears in front of the path. If you click it, you can convert the start of the path to %ProgramFiles% and resolve that variable to the 32-bit Program Files folder on 64-bit systems.
<b>Timeout</b>	(Optional) The amount of time FlexEngine waits for the command to complete. If the command does not complete during this interval, FlexEngine continues. If not configured, FlexEngine waits indefinitely for the command to complete. The <b>Timeout</b> setting is not available if <b>Run asynchronously</b> is enabled.
<b>Run once</b>	(Optional) If enabled, the task only runs once.
<b>Run asynchronously</b>	(Optional) If enabled, FlexEngine runs the command in the background, without waiting for it to complete. Not available for tasks that run before profile archive import or export.

**Note** For export tasks you cannot select **Run once** and **Run asynchronously** at the same time.

- 6 Click **Save**.

## Using the Information Tab

The Information tab shows the location of the configuration file and allows specifying a title and description.

You can also enter comments for the configuration file. This is a free-format text field that is not processed by FlexEngine. A summary is displayed of all relevant configuration options at the end.

## Manage Selected Windows Common Settings and Application Templates

You can expand, edit, and remove a referenced Windows Common Setting or one or more application templates in the **Import / Export** tab.

If you expand the setting or template, the reference to the built-in definitions is removed. If these definitions are updated in a future version of the Management Console, the new settings are not reflected in this Flex configuration file.

When editing a Flex configuration file containing Microsoft Office application templates, you can select templates of additional Office applications or remove previously selected ones.

When editing a Flex configuration file containing a non-Microsoft Office application template, it is only possible to remove the selected template.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 In the **Import / Export** tab click **Manage**.
- 3 From the drop-down menu select **Expand**, **Edit**, or **Remove**, depending on your situation.

## Retiring, Deleting, and Disabling Flex Configuration Files

If you want to temporarily or permanently stop managing the settings for a certain application, you can either delete, retire, or disable its Flex configuration file.

The difference between retiring and deleting a Flex configuration file is in the profile archives and profile archive backups of that file.

- By retiring a Flex configuration file, you delete the corresponding profile archive and profile archive backups when a user logs out, but you do not delete the Flex configuration file.
- By deleting a Flex configuration file, you delete the file only. The corresponding profile archive and profile archive backups remain unchanged.

To delete a Flex configuration file completely, you must retire the file, wait for the users to log in and log out, and delete the Flex configuration file.

If you want to temporarily prevent FlexEngine from processing a certain Flex configuration file, you can disable it. When FlexEngine encounters a disabled configuration file, it logs a message stating that the disabled file is skipped, without performing an import or export.

## Retire a Flex Configuration File

When you retire a Flex configuration file, you mark the profile archives and profile archive backups of the file for deletion. The deletion is completed the next time the users log out. Retired Flex configuration files can be reactivated later.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Right-click on the Flex configuration file you want to retire and click **Retire**.
- 3 In the pop-up window, confirm that you want to retire the file.

### Results

The application title is grayed out, indicating it is retired. The profile archives and profile archive backups are deleted when a user logs out.

### What to do next

[Delete a Flex Configuration File](#)

## Delete a Flex Configuration File

When you delete a Flex configuration file, you delete only the file. To delete the corresponding profile archive and profile archive backups, you must retire the file first.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Right-click on the Flex configuration file that you want to delete and click **Delete**.
- 3 In the pop-up window, confirm that you want to delete the file.
- 4 Select the related files you also want to delete and click **Delete**.

## Disable a Flex Configuration File

You can temporarily prevent FlexEngine from processing a certain Flex configuration file.

Disabling a Flex configuration file does not affect the user profile archives or profile archive backups.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Right-click on the Flex configuration file that you want to disable and click **Disable**.

### Results

The application title is grayed out, with **(DISABLED)** appearing next to it.

## Using the Profile Cleanup Editor

With the Profile Cleanup editor, you can remove individual settings from roaming or local profiles when you start managing them with User Environment Manager.

By using User Environment Manager, you can achieve an easy transition from conventional roaming profiles to well-managed user profiles. Individual applications can be migrated from roaming profiles to User Environment Manager at any time.

In addition, you can use the Profile Cleanup editor to clean profile fragments left by uninstalled applications, which increase login and logout times. When using the Profile Cleanup feature, roaming profiles are less prone to challenges created by profile growth. You can enter the registry and file system information to be deleted at logout from the **Profile Cleanup** tab.

You can use the following section headers in the Profile Cleanup editor:

**Table 3-3. File System-Related Profile Cleanup Section Headers.**

Option	Description
[DeleteFolderTrees]	Deletes files and subfolders in the specified folder. Each entry refers to a folder and must start with a folder token. Wildcards are not supported.
[DeleteFiles]	Deletes the specified file or if the filename contains wildcards, files in the folder. Each entry refers to a file and must start with a folder token. Wildcards are supported in the filename, but not in the path.
[DeleteFilesRecursively]	Deletes the specified file or if the filename contains wildcards, files in the folder and subfolders. Each entry refers to a file and must start with a folder token. Wildcards are supported in the filename, but not in the path.

All entries for the registry-related profile cleanup section headers must start with **HKCU** and do not support wildcards.

**Table 3-4. Registry-Related Profile Cleanup Section Headers**

Option	Description
[DeleteRegistryTrees]	Deletes the values and subkeys of the specified key.
[DeleteRegistryValues]	Deletes the specified value.
	<b>Note</b> Use a trailing backslash to indicate the default value.

## Create Profile Cleanup Content, Based on Import/Export Settings

Configure User Environment Manager to create Profile Cleanup content automatically, based on the settings for retrieving and storing profile information, that are defined in the **Import/Export** tab.

---

**Note** Windows Common Settings cannot be converted. Application templates can always be converted. In admin-specified Import/Export content only the **[IncludeFiles]**, **[IncludeFilesRecursively]**, **[IncludeFolderTrees]**, **[IncludeRegistryTrees]**, and **[IncludeIndividualRegistryValues]** sections can be converted.

---

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select the application that you want to configure, and open the **Profile Cleanup** tab.
- 3 Click **Copy** in the top-right corner of the tab.

### Results

The Import/Export configuration is transferred in the **Profile Cleanup** editor.

---

**Note** You can use environment variables in the registry and file system paths of the **Import / Export** and **Profile Cleanup** settings. Each line you want to expand must end with `\[EXPAND ENV VARS]`.

---

## Configuring Predefined Settings for Applications and Windows Settings

You can install predefined settings for a Flex configuration file by adding files and registry information manually or by using an existing profile archive, created by FlexEngine.

You can also create predefined settings for a Flex configuration file, when you use the User Environment Manager Application Profiler.

You can use the predefined settings to provide default settings, with optional partial or full enforcement. There are 4 types of predefined settings:

Option	Description
<b>Default Settings</b>	Default settings are only applied if no user profile archive exists.
<b>Partially Enforced Settings</b>	Partially enforced settings are applied after the user profile archive, if any, has been imported.
<b>Default Settings with Partial Enforcement</b>	The Default settings are applied if no user profile archive exists, then the user profile archive, if any, is imported, and finally the Partially Enforced Settings are applied.
<b>Fully Enforced Settings</b>	Fully enforced settings are applied always and no user profile archive is created.

## Create Predefined Settings

To define the file system content for your predefined settings, copy the files you want to include into the correct locations.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select the application you want to configure and open the **Predefined Settings** tab.
- 3 Click **Add** in the bottom right corner of the tab.  
The **Create Predefined Setting** window appears.
- 4 Select the type of predefined settings.
- 5 Click **Create**.  
The **Profile Archive Settings** folder opens.
- 6 Copy and paste the preconfigured files and folders into the **Profile Archive Settings** folder.
- 7 (Optional) For registry settings, edit the `Flex Profiles.reg` file, located in the Registry folder and add content between the *Pre* and *Post* import markers.
- 8 Click **Done** and click **Save**.

## Import Predefined Settings

Import a profile archive to be used for predefined settings.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select the application you want to configure and open the **Predefined Settings** tab.
- 3 Click **Add** in the bottom right corner of the tab.  
The **Create Predefined Setting** window appears.
- 4 Select the type of predefined settings.
- 5 Click **Install**.
- 6 Select the profile archive that you want to import and click **Open**.
- 7 Click **Save**.

## Use Multiple Predefined Settings

A single Flex configuration file can contain different predefined settings, for example, to provide different settings to multiple user groups.



If you want to specify multiple predefined settings, you must define conditions that control whether the entry is applicable for a certain user.

---

**Note** FlexEngine processes the predefined settings in list order, evaluating conditions. The order can be changed using the arrow buttons. If conditions match multiple predefined settings, the last one is used.

---

#### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select the application you want to configure and open the **Predefined Settings** tab.
- 3 Click **Add** in the bottom right corner of the tab.  
The **Create Predefined Setting** window appears.
- 4 Create or import a predefined setting.
- 5 Open the **Conditions** tab.
- 6 Click **Add** and select a condition.
- 7 Configure the condition settings and click **OK**.
- 8 Repeat [Step 3](#) through [Step 7](#) for each additional predefined setting you want to configure.
- 9 Click **Save**.

## Working with Placeholders

Predefined settings can contain placeholders that use environment variables. Use placeholders in file and folder names and in text files.

### Using Placeholders in Text Files

Placeholders use a specific format that contains environment variables and can be used in a text file.

Use placeholders with the **[Flex#%var%]** format, where *var* is the name of an environment variable. The **[Flex#]** token is removed on import and does not affect the filename.

---

**Note** The **Flex** string in the placeholder is case-sensitive, but the name of the environment variable is not.

---

When you use placeholders in .REG files, use the **[Flex#%var%#reg]** format to escape any backslashes and double quotes in the environment variable, in accordance with the .REG format. For applications that refer to users through their security identifier (SID), use **[Flex#%SID%]**.

If you need to process a file in a different encoding, you can select the code page by using **[Flex#codepage]** in the filename.

## Using DirectFlex

DirectFlex imports the settings of an application when the application is started.

DirectFlex improves FlexEngine efficiency. Without DirectFlex, all profile settings are read during login and saved during logout, which can slow down these processes if many settings are configured. If DirectFlex is enabled, application settings are read when an application is started rather than at login. Changes to the settings are saved when the application is closed, instead of when the user logs out. During a user session with DirectFlex enabled, only those applications that are used cause the profile settings to be read or saved.

FlexEngine starts when the user logs in. It reads the application and user environment settings from the configuration share and loads personalization information from the user profile archives share. When the user starts an application while logged in, DirectFlex directs FlexEngine to load and apply the settings related to the application. When the user closes the application, DirectFlex directs FlexEngine to save the settings to the user profile archives share. When the user logs out, FlexEngine saves remaining Windows personalization information to the user profile archives share.

---

**Note** Do not use DirectFlex for applications that are used as middleware or as plug-ins and for Flex configuration files that contain Windows settings.

---

Application paths or names cannot occur more than once in Flex configuration files, as FlexEngine uses them to determine which configuration file to process. To validate for conflicts use **Validate DirectFlex**.

## Configure Applications for Working with DirectFlex

Configure which applications in a Flex configuration file are managed by DirectFlex. You can select one or more .exe files to manage with a Flex configuration file.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select the application you want to configure and click the **DirectFlex** tab.
- 3 Click **Add**.
- 4 Enter the application filename or file path, and click **OK**.

## Application Virtualization Support

You can enable DirectFlex support for App-V 5.0 and SWV packages, if you configure support for App-V 5.0 and Symantec Workspace Virtualization.

You can enable DirectFlex support for a VMware ThinApp 5.2 package. Only packages created using ThinApp 5.2 can be used with DirectFlex. Additionally, the configured DirectFlex executable path must be the virtual executable, not the ThinApp entry point.

## Importing and Exporting DirectFlex Settings

When you start an application, settings are imported, and when you close the application, the settings are exported.

If you start an application multiple times concurrently, the settings are imported only with the first started instance, and when you close the application, the settings are exported only after the last instance is closed.

If you start different applications that are configured in a single Flex configuration file, the settings are imported only when the first application starts, and when you exit, the settings are exported only after the last application is closed.

# Configuring User Environment Settings

# 4

You can use the User Environment tab of the Management Console for creating and managing user environment settings. The settings are applied at login and logout.

This chapter includes the following topics:

- [Using 32-Bit Path to Program Files on 64-Bit Systems](#)
- [Edit Conditions for Multiple User Environment Settings](#)
- [ADMX-Based Settings](#)
- [Application Blocking](#)
- [Configure Drive Mapping](#)
- [Configure Environment Variables](#)
- [Configure File Type Associations](#)
- [Configure Files and Folders](#)
- [Configure Folder Redirection](#)
- [Configure Horizon Smart Policies](#)
- [Configure Logon and Logoff Tasks](#)
- [Configure Printer Mappings](#)
- [Configure Registry Settings](#)
- [Configure Shortcuts](#)
- [Configure Triggered Tasks](#)
- [Configure Display Language](#)
- [Configure Hide Drives](#)
- [Configure Policy Settings](#)

## Using 32-Bit Path to Program Files on 64-Bit Systems

You can convert a 32-bit Program Files folder path to be used on a 64-bit system.

Several user environment settings refer to paths in the Program Files folder. If you specify a path starting with **C:\Program Files**, **C:\Program Files (x86)**, or a localized equivalent, a button appears in front of the path. If you click it, you can convert the start of the path to *%ProgramFiles* % and resolve that variable to the 32-bit Program Files folder on 64-bit systems.

## Edit Conditions for Multiple User Environment Settings

You can edit the conditions of multiple user environment settings simultaneously.

You can only edit conditions of multiple settings if the settings have identical conditions or no conditions added. To edit multiple user environment settings, select the settings you want and click **Edit**.

For information on adding and managing conditions, see [Chapter 5 Managing Conditions](#).

## ADMX-Based Settings

With ADMX-based settings, you can use standard ADMX templates to configure user policies. FlexEngine applies the configured settings when the user logs in.

ADMX-based settings can also be refreshed during the session by using a triggered task or the command-line interface.

FlexEngine does not overwrite existing information in the policy registry locations. If you use User Environment Manager ADMX-based settings with Active Directory group policies and configure overlapping policy settings, the Active Directory settings take effect.

## Import ADMX Templates

Before you can create ADMX-based settings, you must import the ADMX templates containing the policies that you want to configure.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **User Environment** tab, select **ADMX-based Settings**.
- 3 Click **Manage Templates**.
- 4 Click **Add Folder** or **Add File** and import the ADMX templates.

You can import all ADMX files and the corresponding ADML files from a folder or import only specific templates.

- 5 Click **Validate** to analyze the templates and verify that they can be used to define ADMX-based settings.

## What to do next

Remove the templates that contain only unsupported settings or policies.

---

**Note** You can remove the templates if they are not used by any settings definition.

---

## Create Definitions for ADMX-Based Settings

Create settings definitions based on the ADMX templates you imported.

---

**Note** There is no noticeable difference in performance between having a single ADMX-based settings definition containing many policy settings and having many individual ADMX-based settings definitions that each contain a small set of policy settings.

---

### Prerequisites

Import ADMX templates containing the policies you want to configure. See [Import ADMX Templates](#).

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **User Environment** tab, select **ADMX-based Settings**.
- 3 Click **Create**.
- 4 Enter a name, label, and a tag for the settings definition.
- 5 Click **Select Categories**.
- 6 Select the categories you want to manage with this definition and click **OK**.
- 7 Click **Edit Policies** and configure the necessary policies.
- 8 Click **Save**.

## Application Blocking

With path-based application blocking, you can control the folders from which applications can be started. If a user attempts to run an application from a blocked folder, the application does not start.

You can use hash-based application blocking if path-based application blocking is enabled at a global level. The following scenarios are supported with hash-based application blocking.

Scenario	Description
Globally block the launch of an executable with a particular hash	By configuring one or more hashes, the launch of executables can be prevented regardless of their location, even if they are in a location that is allowed by the path-based logic.
Globally allow the launch of an executable with a particular hash	By configuring one or more hashes, the launch of executables can be allowed regardless of their location, even if they are in a location that is blocked by the path-based logic.
Allow only certain versions of executables to be launched from a location that is allowed by the path-based logic	By configuring a filename, without a path and one or more hashes, you can control which particular instance of an executable with a particular hash can be launched from a location that is allowed by the path-based logic. This way, for example, you can only run a specific version of winword.exe or only one of two specific versions of excel.exe.

## Enable and Configure Application Blocking

Application blocking is disabled by default. You must enable it manually, configure conditions to control the users eligible for application blocking, and define a custom error message.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **User Environment** tab, select **Application Blocking**.
- 3 Click **Global Configuration**.
- 4 Select **Enable Application Blocking**.
- 5 Click **Add** in the **Conditions** section to configure conditions to control which users have application blocking enabled.
- 6 Click **Add** in the **Message** section to add a parent application that displays a custom error message when it attempts to start a blocked application.

Most commonly the parent applications used are `explorer.exe`, located in `C:\Windows\` and `cmd.exe`, located in `C:\Windows\System32`. If one of the configured parent applications attempts to start a blocked application, the configured message is displayed instead of the default message. The configurable message can only be displayed if DirectFlex is enabled for the user session. Without DirectFlex, a blocked application remains blocked, and the standard Windows error message is displayed.

- 7 Enter a message title, message text, and the amount of time for which the message appears.
- 8 Click **OK**.

## Results

With application blocking enabled, only applications from the Windows folder, C:\Program Files, and C:\Program Files (x86) are allowed to run.

## What to do next

To allow and block additional paths, see [Allow and Block Additional Applications](#).

# Allow and Block Additional Applications

Create additional settings for allowing and blocking paths and applications.

## Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **User Environment** tab, select **Application Blocking**.
- 3 Click **Create**.
- 4 Enter a name for the settings definition.
- 5 Select the blocking type from the **Type** drop-down under **Application Blocking Settings**.
  - **Hash-based**
  - **Path-based**
- 6 Click **Add** in the **Allow** section to add folders or applications for path-based or applications for hash-based to the allowed list.

You can allow specific applications in blocked folders. You can also allow specific applications to run only if they are located in a certain folder by clicking the **Path-specific** check-box.
- 7 Click **Add** in the **Block** section to add folders or applications for path-based or applications for hash-based to the blocked list.
- 8 Click **Save**.

# Configure Drive Mapping

Associate a local drive letter with a shared storage area over the network.

## Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Drive Mapping** and click **Create**.
- 4 Enter a name for the settings definition.



## 5 Configure the drive mapping settings.

Option	Description
<b>Drive letter</b>	The drive letter to assign.
<b>Remote path</b>	The UNC path of the share. Can contain environment variables.
<b>Friendly name</b>	(Optional) The description that appears in Windows Explorer. Only available if <b>Run asynchronously</b> is enabled.
<b>Skip if drive letter is in use</b>	(Optional) If enabled, the drive is not mapped if the specified drive letter is in use. If not enabled, the existing mapping is removed.
<b>Run once</b>	(Optional) If enabled, the drive mapping only occurs once.
<b>Undo at logoff and refresh during drive mapping refresh</b>	(Optional) If enabled, the drive is unmapped when a user logs off and it is processed again during a user environment refresh.
<b>Run asynchronously</b>	(Optional) If enabled the drive mapping occurs in the background. If not enabled, FlexEngine waits for the drive mapping to finish before continuing.

**Note** You cannot select **Run once** and **Undo at logoff** at the same time.

## 6 Click **Save**.

# Configure Environment Variables

Define the variables to use with User Environment Manager.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Environment Variables** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the environment variable settings.

Option	Description
<b>Variable name</b>	The name of the environment variable to set.
<b>Value</b>	The value that the variable is set to. It can contain environment variables.
<b>Run once</b>	If enabled, the environment variable is only set once.

## 6 Click **Save**.

# Configure File Type Associations

Associate a file type with a particular application.

**Note** In Windows 8 and Windows 10, file type associations set by User Environment Manager might not automatically become default.

## Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **File Type Associations** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the file type association settings.

Option	Description
<b>Extension</b>	The file extension to be associated with an application.
<b>Import file type association settings from shortcut</b>	Select a shortcut from the list that is displayed. The settings for the file type association are copied from the corresponding fields of the selected shortcut, and if conditions are configured for the shortcut, they can optionally be copied as well.
<b>Command</b>	The command to start when a file with the specified extension is double-clicked. It can contain environment variables. Browsing to App-V 4.x OSD files and App-V 5.0 packages is also supported.
<b>Arguments</b>	(Optional) The arguments with which the command is run. When a command is selected, this text box is automatically set to "%1", representing the full path of the file that was double-clicked.
<b>Icon path</b>	(Optional) The path to a file containing the icon to use. When a command is selected, this text box is automatically set to its path. It can contain environment variables.
<b>Icon index</b>	The index of the icon in the configured icon path.
<b>Description</b>	(Optional) The description that appears in Windows Explorer for this file type.
<b>Run once</b>	(Optional) If enabled, the file type is only associated once.
<b>Undo at logoff and refresh during file type associations refresh</b>	(Optional) If enabled, the file type association is removed when a user logs off and it is processed again during a user environment refresh.

**Note** You cannot use **Run once** and **Undo at logoff** at the same time.

- 6 Click **Save**.

# Configure Files and Folders

Add custom files and folders to the user environment.

**Procedure**

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Files and Folders** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the files and folders settings.

Option	Description
<b>Create</b>	Use Windows Explorer to add the necessary files and folders.
<b>Apply settings Before/After</b>	Import the settings before or after profile archive import.
<b>Run once</b>	(Optional) If enabled, the files and folders settings are only imported once.

- 6 Click **Save**.

## Configure Folder Redirection

Redirect folders to subfolders of a specified location. Existing folder content is not moved during redirection.

**Procedure**

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Folder Redirection** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the folder redirection settings.

Option	Description
<b>Remote path</b>	The base folder to which subfolders are redirected. This path must be user-specific, and can contain environment variables.
<b>Folders to redirect</b>	The profile folders that must be redirected to subfolders of the location specified in <b>Remote path</b> . If <b>Roaming AppData</b> is selected as a folder to redirect, you can specify an alternative location.

**Note** Redirecting **Desktop**, **Favorites**, **Programs Menu**, or **Roaming AppData** might lead to performance problems in the user environment.

- 6 Click **Save**.

## Configure Horizon Smart Policies

Create policies that control the behavior of the USB redirection, virtual printing, clipboard redirection, client drive redirection, HTML Access file transfer features, and bandwidth profiles in a Horizon session.

Horizon Smart Policies are applied during login and can be refreshed during reconnect of a session. To reapply Horizon Smart Policies when a user reconnects to a session, configure a triggered task. For more information on creating Horizon Smart Policies, see the *Using Smart Policies* section in *Setting Up Desktop and Application Pools in View* from the Horizon documentation.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Horizon Smart Policies** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the Horizon Smart Policy settings.

Option	Description
<b>USB redirection</b>	Enables USB redirection on the remote desktop.
<b>Printing</b>	Enables virtual printing on the remote desktop.
<b>Clipboard</b>	Sets the direction in which clipboard redirection is allowed.
<b>Client drive redirection</b>	Enables the client drive redirection on the remote desktop and whether shared drives and folders are writable.
<b>HTML Access file transfer</b>	Enables and disables file transfer between agent and client.
<b>Bandwidth profile</b>	Configures a bandwidth profile for PCoIP and Blast Extreme sessions on the remote desktop.

- 6 Click **Save**.

## Configure Logon and Logoff Tasks

Configure the commands that run when users log in and log out.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Open the **User Environment** tab.
- 3 Select **Logon Tasks** or **Logoff Tasks** and click **Create**.
- 4 Enter a name for the settings definition.

## 5 Configure the logon and logoff task settings.

Option	Description
<b>Command</b>	The command to run. Can contain environment variables.
<b>Timeout</b>	(Optional) The amount of time FlexEngine waits for the command to complete. If the command does not complete during this interval, FlexEngine continues. If not configured, FlexEngine waits indefinitely for the command to complete. The <b>Timeout</b> setting is not available if <b>Run asynchronously</b> is enabled.
<b>Run task Before/After</b>	Specifies whether the task runs before or after profile archive import, for logon tasks or export, for logoff tasks.
<b>Run once</b>	If enabled, the command only runs once.
<b>Run asynchronously</b>	If enabled, the FlexEngine runs the command in the background, without waiting for it to complete. This option is not available for tasks that run before profile archive import or export.

**Note** You cannot use **Run once** and **Run asynchronously** at the same time.

## 6 Click **Save**.

# Configure Printer Mappings

Associate a network printer to the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **User Environment** tab.
- 3 Select **Printer Mappings** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the printer mapping settings.

Option	Description
<b>Remote path</b>	The UNC path of the printer. Can contain environment variables.
<b>Default printer</b>	(Optional) If enabled, the printer is marked as the default.
<b>Run once</b>	(Optional) If enabled, the printer mapping only occurs once.
<b>Undo at logoff and refresh during printer mapping refresh</b>	(Optional) If enabled, the printer is unmapped when a user logs off and it is processed again during a user environment refresh.
<b>Run asynchronously</b>	(Optional) If enabled, the printer mapping occurs in the background. If not enabled, FlexEngine waits for the printer mapping to finish before continuing.

**Note** You cannot use **Run once** and **Undo at logoff** at the same time.

- 6 Click **Save**.

## Configure Registry Settings

Configure the registry settings of the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Open the **User Environment** tab.
- 3 Select **Registry Settings** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the registry settings.

Option	Description
<b>Create</b>	Manually create a registry file or import one.
<b>Apply settings Before/After</b>	Import the settings before or after profile archive import.
<b>Run once</b>	(Optional) If enabled, the registry settings are only imported once.

- 6 Click **Save**.

## Configure Shortcuts

Configure application shortcuts for the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Open the **User Environment** tab.
- 3 Select **Shortcuts** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the shortcut settings.

Option	Description
<b>Shortcut name</b>	The name of the shortcut.
<b>Target</b>	The item pointed to by the shortcut. Can contain environment variables. If you browse to a shortcut on disk, the fields are filled with the shortcut properties. Browsing to App-V 4.x OSD files and App-V 5.0 packages is also supported.
<b>Arguments</b>	(Optional) The arguments with which the shortcut is invoked.
<b>Start in</b>	(Optional) The directory in which the shortcut is started.
<b>Run</b>	How the target window is displayed: normal, minimized, or maximized.

Option	Description
<b>Comment</b>	(Optional) The shortcut tooltip text.
<b>Icon path</b>	(Optional) The path to a file containing the icon to use. When a target is selected in the browse dialog box, this text box is automatically set to its path. Can contain environment variables.
<b>Icon index</b>	The index of the icon in the configured icon path. Must be specified if icon path is configured.
<b>Destination</b>	Specifies where the shortcut is created. If <b>Programs folder</b> is selected, an optional subfolder can be entered or selected from a drop-down menu containing the subfolders specified in other shortcuts.
<b>Skip if shortcut already exists</b>	(Optional) If enabled, the shortcut is not saved if it already exists. If not enabled, an existing shortcut is overwritten. This logic is applied separately for each selected destination.
<b>Run once</b>	(Optional) If enabled, the shortcut is only created once.
<b>Undo at logoff and refresh during a shortcut refresh</b>	(Optional) If enabled, the shortcut is removed when a user logs off and it is created again during a user environment refresh.
<b>Run asynchronously</b>	(Optional) If enabled, the shortcut creation occurs in the background. If not enabled, FlexEngine waits for the shortcut creation to finish before continuing.

**Note** You cannot use **Run once** and **Undo at logoff** at the same time.

6 Click **Save**.

## Configure Triggered Tasks

Select tasks that are triggered when certain actions are performed in the user environment.

With triggers, a user can unplug a laptop, move it to another location, plug it in again, and maintain their current session while making use of more appropriate infrastructure resources. Triggers also provide a seamless experience for users who log in to the same virtual desktop session from different devices.

When running in a remote session, the following special environment variables are available for use in custom commands or messages:

- **%CURRENT\_CLIENTIP%**

The endpoint IP address.

- **%PREVIOUS\_CLIENTIP%**

The previous endpoint IP address. This variable only exists for the **Reconnect session** trigger and if the user is connecting from a different client.

- **%CURRENT\_CLIENTNAME%**

The endpoint name.

## Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Open the **User Environment** tab.
- 3 Select **Triggered Tasks** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 Configure the triggered task settings.

Option	Description
<b>Trigger</b>	<p>Select the event that is used to trigger this task.</p> <ul style="list-style-type: none"> <li>■ Lock workstation</li> <li>■ Unlock workstation</li> <li>■ Disconnect session</li> <li>■ Reconnect session</li> </ul>
<b>Only applies if (endpoint) IP has changed</b>	<p>(Optional) If <b>Unlock workstation</b> or <b>Reconnect session</b> is selected, this additional setting controls whether the task is performed always, or only if the IP address for <b>Unlock workstation</b> and endpoint IP address for <b>Reconnect session</b> changed since the session was disconnected. This option can be used to perform tasks when the user network location has changed.</p>
<b>Action</b>	<ul style="list-style-type: none"> <li>■ DirectFlex refresh <p>DirectFlex configuration is normally only processed during login, and any changes made while a user is logged in are not picked up during the session. To re-read the DirectFlex configuration while a user is logged in, configure a triggered task to perform a DirectFlex refresh.</p> </li> <li>■ User Environment refresh <p>Certain user environment settings can be refreshed during the session. The <b>Refresh</b> setting controls which types of settings are refreshed: <b>ADMX-based Settings, Application Blocking Settings, Drive Mappings, Environment Variables, File Type Associations, Horizon Smart Policies, Printer Mappings, and Shortcuts.</b></p> <p><b>Note</b> Refreshing Horizon Smart Policies is best performed at the <b>Reconnect session</b> trigger, to ensure that the Horizon remote desktop experience components pick up the new policies.</p> </li> <li>■ Run custom command <p>Select this action to start a custom command. The <b>Command</b> setting can contain environment variables. You can enter arguments to the command through the <b>Arguments</b> setting.</p> </li> <li>■ Display message <p>Select this action to display a message.</p> </li> </ul>
<b>Show message</b>	<p>Controls whether a message is displayed when the selected action is performed.</p>
<b>Caption</b>	<p>Specifies the caption of the message dialog box. Can contain environment variables.</p>
<b>Message</b>	<p>Specifies the message text. Can consist of multiple lines and can contain environment variables.</p>



Option	Description
<b>Close automatically after</b>	(Optional) If this setting is configured, the message will automatically disappear after the specified number of seconds, otherwise the message remains on the screen until the user closes it.
<b>Also allow user to dismiss message</b>	(Optional) If <b>Close automatically after</b> is configured, this setting controls whether the user can close the message before the timeout has expired.

- 6 Click **Save**.

## Configure Display Language

Configure the display language of the user environment.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Open the **User Environment** tab.
- 3 Right click **Display Language** and click **Create**.
- 4 Enter a name for the settings definition.
- 5 From the **Language** drop-down under **Display Language Settings**, select the language that you want to use.

---

**Note** The language is not changed if the language pack is not installed on the user environment.

---

- 6 Select **Run once** to set the display language only once.
- 7 Click **Save**.

## Configure Hide Drives

Select the drive letters that should be hidden in Windows Explorer.

## Configure Policy Settings

Policy Settings are only available for backwards compatibility. If you want to configure these policy settings, use ADMX-based settings.

# Managing Conditions

# 5

Use conditions to control when and whether User Environment Manager performs certain actions.

Conditions can be applied to Flex configuration files, user environment settings, and application migration. You can use multiple conditions in various combinations, create condition groups, and import and export condition sets.

You can use the following conditions:

Option	Description
<b>Battery</b>	Checks whether the computer has a battery or is running on battery.
<b>Endpoint IP Address</b>	Checks whether the endpoint IP address is in the specified range. Empty fields at the start of the range are interpreted as 0, and the ones at the end as 255.
<b>Endpoint Name</b>	Checks if the endpoint name matches the specified criterion.
<b>Environment Variable</b>	Checks whether the specified environment variable matches the specified criterion. The comparison is not case-sensitive.
<b>Endpoint Platform</b>	<p>Checks whether the endpoint platform matches the specified platform.</p> <ul style="list-style-type: none"><li>■ Blast/PCoIP: The available platforms are Android, HTML, iOS, Linux, Mac, Windows, and Windows Store.</li><li>■ ICA: The available platforms are Android, Blackberry, Blackberry Playbook, HTML, iOS, Java, Mac, UNIX/Linux, Windows, Windows CE, Windows Phone, and Windows Store.</li></ul>
<b>Exit Code</b>	<p>Runs the specified command, and compares the exit code with the specified value. The command can contain environment variables and supports the 32-bit path logic.</p> <p>The command should not display any UI, as there is no way for the user to interact with it. If no timeout is specified, FlexEngine waits indefinitely for the command to finish. If the command never finishes, FlexEngine stops responding.</p>
<b>File or Folder</b>	Checks if the specified file or folder exists. The specified path can be a directory or filename, and the last component of the path can contain wildcards. The path can contain environment variables, and supports the 32-bit path logic. When creating a new <b>File or Folder</b> condition for a file type association or shortcut, the path is automatically set to the corresponding field of the user environment setting.

Option	Description
<b>File Version</b>	Checks the file version or product version of the specified file. This is usually a .EXE file, but any file with a version resource can be used. The filename can contain environment variables, and supports the 32-bit path logic. When creating a new <b>File Version</b> condition for a file type association or shortcut, the filename is automatically set to the corresponding field of the user environment setting. To perform an exact version comparison, specify all four components of the version number. For a partial comparison, leave out the less significant ones.
<b>Group Membership</b>	Checks if the computer or the user is a member of the specified group. Note that the browse functionality is only available on domain-joined computers. Using <b>Browse</b> to select a group additionally stores the group SID in the condition, which FlexEngine can use for certain fallback scenarios, such as working offline.
<b>Horizon Client Property</b>	Checks whether the specified Horizon client property matches the specified criterion. The comparison is not case sensitive. The <b>Property</b> drop-down menu contains three common properties. You can also enter the property name. The property name must be specified without the <b>ViewClient_</b> prefix. These property names correspond with the names of <b>ViewClient_</b> registry settings.  <b>Note</b> The <b>Horizon Client Property</b> condition can only be used for PCoIP or VMware Blast Extreme connections.
<b>IP Address</b>	Checks whether one of the network adapters has an IP address in the specified range. Empty fields at the start of the range are interpreted as 0, and the ones at the end as 255.
<b>Operating System Architecture</b>	Checks the architecture of the operating system FlexEngine is running on.
<b>Organizational Unit</b>	Checks if the computer or user is a direct or indirect member of the specified organizational unit. Note that the browse functionality is only available on domain-joined computers. The <b>Ignore domain</b> option can be useful in DTAP scenarios, where you create your configuration in one domain and deploy it in another domain, while maintaining the same OU structure.
<b>Registry Key</b>	Checks if the specified registry key exists in the selected registry hive.
<b>Registry Value</b>	Checks if the specified registry value matches the specified criterion. If the name is empty, the default value is checked.
<b>Remote Display Protocol</b>	Checks the remote display protocol for the current session.
<b>Windows Version</b>	Checks the Windows version of the system FlexEngine is running on.

**Note** When a Horizon session disconnects, the Endpoint IP Address, Endpoint Name, Endpoint Platform, Horizon Client Property, and Remote Display Protocol conditions might not work. When a Citrix ICA session disconnects, the Endpoint IP Address, Endpoint Name, and Endpoint Platform conditions might not work.

This chapter includes the following topics:

- [Adding a Name, Label, and Tag](#)
- [Using 32-Bit Path to Program Files on 64-Bit Systems](#)
- [Add Conditions to Personalization or User Environment Settings](#)
- [Combine Conditions](#)
- [Creating Condition Groups](#)

## ■ [Creating Condition Sets](#)

# Adding a Name, Label, and Tag

User environment settings must have a name and can optionally have a label and a tag.

As the name is used for the **Run once** logic, changing the name of an existing setting may cause the setting to apply once again. The label and tag fields can be used to describe or organize the settings. The **Group By Tag** ribbon button uses this tag field for grouping the list items. When editing a user environment setting, the **Previous** and **Next** buttons can be used to open the previous or next setting for editing, based on the current sort order of the list.

# Using 32-Bit Path to Program Files on 64-Bit Systems

You can convert a 32-bit Program Files folder path to be used on a 64-bit system.

Several conditions refer to paths in the Program Files folder. If you specify a path starting with **C:\Program Files**, **C:\Program Files (x86)**, or a localized equivalent, a button appears in front of the path. If you click it, you can convert the start of the path to *%ProgramFiles%* and resolve that variable to the 32-bit Program Files folder on 64-bit systems.

# Add Conditions to Personalization or User Environment Settings

Conditions can be added and edited using the condition set dialog box, or the **Conditions** tab of Flex configuration files and user environment settings.

## Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click **Conditions**.

Option	Description
<b>Personalization Settings</b>	Click the <b>Personalization</b> tab, select a Flex configuration file, and click the <b>Conditions</b> subtab.
<b>User Environment Settings</b>	Click the <b>User Environment</b> tab, create a settings definition, and click the <b>Conditions</b> subtab.

- 3 Click **Add** and select the conditions that you want to apply.
- 4 Click **OK**.

## What to do next

Use multiple conditions in combinations. See [Combine Conditions](#)

## Combine Conditions

By default, multiple conditions are considered a match only if all of them are met. You can change that requirement by specifying a different operator for each additional condition.

Each condition is bound directly to the one above it. Use the arrow buttons to change the position of the conditions. You can use the following operators to define the type of combination for the conditions.

Option	Description
AND	The condition and the one above it must be met for the configuration to be applied.
OR	The condition or the one above it must be met for the configuration to be applied.
AND NOT	Not this condition, but the one above it must be met for the configuration to be applied.
OR NOT	Either this condition must not be met or the one above it must be met for the configuration to be applied.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click the **Conditions** tab of a Flex configuration file or a user environment setting and add multiple conditions.

Every additional condition is added with an **AND** operator by default.

- 3 Right-click all conditions to edit and select an operator.
- 4 Click **Save**.

## Creating Condition Groups

You can group conditions together to build manageable combinations.

To create a condition group, click **Add** in the **Conditions** tab and select **Condition Group**. After the group is created, add conditions by right-clicking the group, clicking **Add**, and selecting the condition that you want to use. You can apply the same operators to condition groups as to individual conditions.

## Creating Condition Sets

Condition sets can contain one or more predefined conditions and can be imported from or exported to different User Environment Manager environments.

You can access the condition sets on the **Condition Sets** tab in the User Environment Manager Management Console and use them to create certain condition configurations for reuse.

If you are putting the same combination of conditions on multiple items, you must create a condition set and reference that condition set from those items. If you have to change the conditions afterwards, you only have to modify the condition set, instead of going through all individual items.

# Application Migration

# 6

For each application for which you want to migrate the personal user settings, you must create a settings definition in the **Application Migration** tab of the User Environment Manager Management Console. With application migration, you can specify the previous and new application versions for the Flex configuration files and the migration XML file that describes the migration steps.

Application migration settings can contain multiple conditions and can be imported from or exported to different User Environment Manager environments.

This chapter includes the following topics:

- [Create an Application Migration Configuration](#)
- [Creating Custom Migration XML Files](#)

## Create an Application Migration Configuration

Create migration settings for a single application.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 On the **Application Migration** tab, click **Create**.
- 3 Enter a name for the settings definition.
- 4 In the **Source** section, select the Flex configuration file corresponding to the previous version of the application.
- 5 In the **Target** section, select the Flex configuration file corresponding to the new version of the application.
- 6 (Optional) Select **Overwrite target profile archive if it already exists**.
- 7 In the **Migration XML** section, select the XML configuration file that defines the migration steps.

The selected file is copied to the application migration settings folder.

- 8 (Optional) In the **Log file** section, enter the name of the migration log file.

If you enter a relative path, it is resolved relative to the user profile archive folder. The path can contain environment variables.

- 9 (Optional) Select **Verbose logging** to increase the level of detail in the log file.

- 10 (Optional) Select **Run once** if you want the settings to be migrated only once.

- 11 Click **Save**.

## Creating Custom Migration XML Files

The User Environment Manager download package contains `Application Migration.pdf`, documenting the migration XML file format and `Migrate10.xsd`, an XML schema definition for the migration XML vocabulary. Use this file to validate your migration XML file or to provide context-sensitive help.

The download package also contains `Application Migration Sample.xml` and `Application Migration Office 2007 to Office 2010.xml` files. `Application Migration Sample.xml` is a sample migration XML file, containing examples for each migration action and a description. You can use the `Application Migration Office 2007 to Office 2010.xml` for converting settings between Microsoft Office versions or as a baseline for your custom migration XML file.

# Managing Multiple Environments

# 7

VMware User Environment Manager supports scenarios with multiple environments, such as different customers, development, testing, acceptance, production, and separately managed organizational divisions.

You can use the traditional mechanisms like Active Directory group policies and file services to make a design that accommodates the needs of your organization. If you are managing multiple User Environment Manager environments with a team of administrators, you can also configure these environments through a group policy, by using the VMware UEM Management Console.admx template, available in the User Environment Manager download package. If environments are configured through a policy, the **Configure Environments** menu option and the **Configure** button in the ribbon are not available. If only a single environment is configured through a policy, the **Switch Environment** menu option is not available either.

For each environment that you define, a User Environment Manager configuration share needs to be created, as well as a group policy with the environment-specific paths configured. After that, you target the User Environment Manager group policies to the appropriate users, depending on which environment they belong to. For example, you can target the group policies based on an Active Directory organizational unit. You can use a single instance of the User Environment Manager Management Console to manage these environments. For information on configuring group policies, see *Installing and Configuring VMware User Environment Manager*.

When multiple environments are configured in the User Environment Manager Management Console, you can import and export User Environment Manager configuration items between environments.

This chapter includes the following topics:

- [Configure Environments](#)
- [Configuring Environments Through Group Policy](#)
- [Select an Environment](#)



## Configure Environments

Create different environments that can be used for different customers, and for development, testing, acceptance, production, and separately managed organizational divisions.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click **File > Configure Environments**.
- 3 If there are other configured environments, click **Add**.
- 4 Enter a unique name for your new environment.
- 5 Browse to and select a location for the User Environment Manager configuration share, and click **OK**.

The location must be specified as a UNC path.

- 6 Click **OK**.

### What to do next

Select the environment you want use.

## Configuring Environments Through Group Policy

If you are managing multiple VMware User Environment Manager environments with a team of administrators, you can configure these environments through Group Policy using the VMware UEM Management Console ADMX template available in the User Environment Manager download package.

If environments are configured through Group Policy, the **Configure Environments** menu option and the **Configure** button on the ribbon of the User Environment Manager Management Console are not available. If only a single environment is configured through Group Policy, the **Switch Environment** menu option is also not available.

## Select an Environment

If multiple environments are configured and none is marked as a default one, the User Environment Manager Management Console asks you to select one at startup.

You can manually change the environment that you are using and make it the default at any time.

### Prerequisites

Configure multiple User Environment Manager environments.

### Procedure

- 1 Start the User Environment Manager Management Console.

- 2 Click **File > Switch Environment**.
- 3 Select the environment that you want to use and select whether it becomes the default environment.
- 4 Click **OK**.

# Using VMware User Environment Manager in a Silo Environment



In many environments that use Terminal Servers and Citrix XenApp, applications are pooled in application silos, which are separate sets of servers hosting different applications. In a silo environment, users simultaneously log in to different servers to use their applications.

When using a single roaming profile, profile corruption or loss of personal settings is likely to happen. When a roaming profile is updated and loaded on different servers at the same time, the risk of profile-related problems increases. Windows Server 2003 and later allow a separate profile path for Terminal Servers to be configured through a group policy. Separate profile paths for each silo might have a big impact on the number of profiles you need to manage.

Through its integration into group policy, User Environment Manager allows separate configuration settings for application silos. You can do this by using the appropriate VMware User Environment Manager administrative template settings, and combining them with the Microsoft Loopback processing of Group Policy solution.

For an easier to manage group policy configuration, create a separate organizational unit in Active Directory for each silo. After enabling silo support in the Management Console configuration, you can create a silo tree similar to the organizational unit structure for the silos.

For each silo you need to create a separate Group Policy Object containing the silo-specific User Environment Manager configuration. Clicking on the relevant silo in the User Environment Manager Management Console displays the silo-specific settings that you need to configure in the VMware UEM Group Policy Object.

For each silo group policy object, you must configure the silo-specific Flex configuration files setting to point to the corresponding configuration file path. Flex configuration files from the Flex configuration file path and the silo-specific path are processed. All other User Environment Manager features, such as user environment settings and condition sets are used generally and are not silo-specific.

# Integrating User Environment Manager with Microsoft App-V

## 9

You can manage the profile information for App-V-enabled applications with User Environment Manager.

You can decouple personal application settings from the App-V 4.x App-V delta files and from the App-V 5.0 redirected storage locations.

With App-V 4.x, you do not control what is stored into the user delta .PKG files. With User Environment Manager you can explicitly configure the settings to be restored and saved when an application starts and exits, which removes the need to use .PKG files.

Using App-V 5.0, all personalization changes are stored in redirected locations in the user profile. With User Environment Manager you can restore and save the personalization when an application starts and closes, which removes the need to use redirected storage locations and provides roaming capabilities without depending on traditional roaming profiles.

When using User Environment Manager with Microsoft App-V, you can migrate user application settings from an installed instance to a virtual instance. When moving from traditional installations, such as .MSI to App-V-enabled, sequenced applications, users lose their personal application settings because the settings are stored in the native location of their Windows user profile. If you are using User Environment Manager in this situation, you can migrate the settings you specify to the App-V-enabled applications. You can also run Windows XP with .MSI installations and migrate to Windows 7 with App-V-enabled applications.

You can also enable Symantec Workspace Virtualization and VMware ThinApp 5.2 support. When you configure Symantec Workspace Virtualization, you can enable DirectFlex for an SWV package. When you are using ThinApp, only the packages created using ThinApp 5.2 can be used with DirectFlex. The configured DirectFlex executable path must be the virtual executable, not the ThinApp entry point.

Using a single, transparent approach to manage all user and application settings is efficient in situations where you use different deployment solutions and users work on different Windows platforms, for example, when users are connecting to remote desktops on terminal servers or VDI and are also working on traditional desktops. With User Environment Manager, you can also manage user settings for both virtual and installed applications in the same way.

You can migrate user application settings from App-V 4.x to App-V 5.0. When migrating from App-V 4.x to App-V 5.0, only the application sequence is migrated and users lose their personal application settings. With User Environment Manager, you can migrate the personalization from App-V 4.x to App-V 5.0. You can also roam personalization back and forth between App-V 4.x and App-V 5.0 applications.

When managing user settings for App-V-enabled applications, it is necessary to restore and save these settings at application start and exit, as registry and file information does not apply for the virtual environment these applications run in.

This chapter includes the following topics:

- [App-V 4.x Integration](#)
- [App-V 5.0 Integration](#)

## App-V 4.x Integration

With App-V 4.x integration, you can decouple personal application settings from the App-V delta files.

Microsoft App-V 4.x supports running custom commands and scripts at application start and exit from the App-V 4.x application configuration .OSD file, which exists for each application. User Environment Manager can run in the virtual application environment of App-V 4.x applications by launching FlexEngine with the appropriate arguments. For the very specific scenario where the path to the User Environment Manager configuration share depends on the user location, you can configure the App-V 4.x integration to use an environment variable. You can define the environment variable name in the advanced App-V 4.x settings, located in **Configure > App-V**. You must define the configured environment variable in Windows for all users, or the App-V 4.x application fails.

By default, you cannot enable App-V 4.x integration for a Flex configuration file that is configured to use DirectFlex. To allow combining DirectFlex and App-V 4.x for Flex configuration files, access the advanced App-V 4.x settings at **Configure > App-V**, and select **Allow combining DirectFlex and App-V 4.x for Flex config files**.

## Configure App-V 4.x

You must configure App-V 4.x support, before you integrate App-V 4.x applications with User Environment Manager.

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click **Configure** and open the **App-V** tab.

- 3 Select **App-V 4.x support** and configure the App-V 4.x settings.

Option	Description
<b>OSD files path</b>	Browse to and select the default root location for your App-V 4.x OSD files. This path is used as the starting location when browsing for an OSD file in which you want to integrate a Flex configuration file.
<b>FlexEngine path</b>	Enter the location of FlexEngine.exe on the computers that are using the App-V applications that you have integrated with User Environment Manager. The standard installation location is used as a default for this setting, but it might not be applicable in your environment.
<b>Profile archives path</b>	Enter the directory where the user profile archives are stored and read from.
<b>Backup path</b>	Enter the user profile archives backups directory.

- 4 Click **OK**.

#### What to do next

Integrate App-V 4.x to a Flex configuration file, see [Integrate App-V 4.x to a Flex Configuration File](#).

## Integrate App-V 4.x to a Flex Configuration File

To manage settings for an App-V 4.x application with User Environment Manager, you must integrate the application OSD file with a Flex configuration file.

#### Prerequisites

Configure App-V 4.x support. For information on configuring App-V 4.x support, see [Configure App-V 4.x](#).

#### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and open the **App-V 4.x** tab.
- 3 Click **Integrate**.
- 4 Browse to and select the OSD file that you want to integrate with the Flex configuration file.
- 5 Click **Integrate**.

The OSD file is backed up before it is modified.

#### What to do next

Integrate additional OSD files with the Flex configuration file by clicking **Add**.

## App-V 5.0 Integration

Due to the architectural changes in App-V 5.0, the personalization support in User Environment Manager for App-V 5.0 is less complex than for App-V 4.0. You can use DirectFlex with App-V 5.0.

### App-V 5 User Integrations

With the release of Hotfix Package 4 for App-V 5 SP2, changes were made to improve the user experience of application publishing and refresh in conjunction with 3rd party profile management solutions, such as VMware User Environment Manager. All personal settings that encapsulate the App-V 5 publishing state can be roamed with User Environment Manager personalization independent of the underlying Windows user profile. This way the App-V 5 publishing refresh is much faster in subsequent sessions. For best configuration, create a Flex configuration file with the built-in **App-V 5 User Integrations** Windows Common Setting.

### User Environment File Type Associations and Shortcuts

You can create user environment file type associations and shortcuts, that reference items in an App-V 5.0 package file. User Environment Manager only supports creating file type associations and shortcuts for App-V 5 applications that are already available on the client system, which are applications that have been published using standard App-V 5 functionality.

---

**Note** When creating a user environment file type association and shortcut, set the App-V 5.0 publishing model to the model that you have used when publishing the corresponding App-V 5 package.

---

### Configure App-V 5.0

You must configure App-V 5.0 support before you integrate App-V 5.0 packages with User Environment Manager.

#### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Click **Configure**, and then click the **App-V** tab.
- 3 Select **App-V 5.0** support.
- 4 Browse to and select the default root location for your App-V 5.0 package APPV files.
- 5 Click **OK**.

#### What to do next

Configure DirectFlex for an App-V 5.0 Package.

## Configure DirectFlex for an App-V 5.0 Package

DirectFlex executables support importing information from an App-V 5.0 package.

### Prerequisites

Configure App-V 5.0 support. For information on configuring App-V 5.0 support, see [Configure App-V 5.0](#)

### Procedure

- 1 Start the User Environment Manager Management Console.
- 2 Select a Flex configuration file and click the **DirectFlex** tab.
- 3 Select **Enable App-V 5.0** support.

The **DirectFlex executable** dialog box appears.

- 4 Click **Import from .APPV file** and select an App-V 5.0 package.  
A list displays the executables that the package contains.
- 5 Select the executable that you want to configure for DirectFlex.
- 6 Click **OK**.



# Using User Environment Manager Self-Support

# 10

With User Environment Manager Self-Support, end users can restore application settings from a backup or reset the settings to their defaults.

When you start User Environment Manager Self-Support, it displays a list of the applications that are managed with User Environment Manager and can have their settings reset or restored.

---

**Note** Some applications might not be displayed in User Environment Manager Self-Support. This might occur if the Flex configuration file of the application is configured to be hidden from the Self-Support tool, if the Flex configuration file has been retired, or if a profile archive and profile archive backup do not exist.

---

This chapter includes the following topics:

- [Reset an Application to Default Settings](#)
- [Restore Application Settings From Backup](#)
- [Collecting Logs From the Self-Support Tool](#)
- [Configure the Self-Support Tool Language and Tray Settings](#)
- [Customize the Self-Support Tool Logo](#)

## Reset an Application to Default Settings

You can use the User Environment Manager Self-Support tool to reset an application to its default settings.

When using a mandatory profile as a base profile, no further configuration is required to support resetting to the default settings. When using a local or roaming profile as a base profile, one of the following configuration settings must be applied for each application you manage with User Environment Manager to support resetting to the default settings: Use the Profile Cleanup feature to delete the application-specific profile information at each logout or use the Predefined Settings feature to configure the default settings.

### Procedure

- 1 Start User Environment Manager Self-Support.

- 2 Select the application that you want to reset.
- 3 Click **Reset**.

#### Results

The profile archive of the selected application is deleted. The settings are reset at the next login. If the application is configured with DirectFlex, the settings are reset when the application restarts.

#### What to do next

Log out and log in to your Windows machine or restart the application, depending on the way it is configured in User Environment Manager.

## Restore Application Settings From Backup

You can use User Environment Manager to restore the settings of an application back to an earlier state.

#### Procedure

- 1 Start User Environment Manager Self-Support.
- 2 Select the application for which you want to restore settings.
- 3 Click **Restore** and select the backup you want to use to restore the application settings.

#### Results

The settings are restored to the selected point in time at the next login. If the application is configured with DirectFlex, the settings are restored when the application restarts.

#### What to do next

Log out and log in to your Windows machine or restart the application, depending on the way it is configured in User Environment Manager.

## Collecting Logs From the Self-Support Tool

If the **FlexEngine logging** group policy setting is configured, User Environment Manager Self-Support logs reset and restore actions to the specified log file. The messages are logged at log level INFO.

## Configure the Self-Support Tool Language and Tray Settings

You can change the language and system tray configuration of User Environment Manager Self-Support.

## Change the Self-Support Tool Language

User Environment Manager Self-Support can display its user interface in English, German, or Dutch, based on the **Display Language** setting in Windows. If the configured language is not supported, the UI defaults to English. If you wish to override the language detection mechanism, you can use the **/lang** argument. For example, if you want to change the language to German, use:

```
"Flex+ Self-Support.exe" /lang=de
```

Use **/lang=en** for English and **/lang=nl** for Dutch.

## Configure System Tray Support

User Environment Manager Self-Support can be configured to appear in the taskbar notification area, also known as the system tray, with the **/tray** argument:

```
"Flex+ Self-Support.exe" /tray
```

---

**Note** On Windows 7 and later, the icon might be hidden. In that case, select **Show hidden icons** in the notification area and change the configuration for VMware User Environment Manager Self-Support to **Show icon and notifications**.

---

## Customize the Self-Support Tool Logo

You can change the logo of User Environment Manager Self-Support.

### Procedure

- 1 Open the installation folder of User Environment Manager Self-Support.
- 2 Replace the `Flex+ Self-Support.png` file with the image you want to use.  
For best results, create a PNG file that is 369x83 pixels.
- 3 Restart User Environment Manager Self-Support.

# Lock Down Access to the Management Console

# 11

If you provide environment configuration by using a policy, you can lock down access to the User Environment Manager Management Console.

Enabling the **Lock down access to VMware UEM Management Console** policy setting from the VMware UEM Management Console.admx template locks down access to the User Environment Manager Management Console. By using the policy options, you can allow access to certain features only.

---

**Note** If you use this policy, the **Configure** button, **Easy Start** button, **Configure Helpdesk Support Tool** menu option, **Manage Templates** button in **ADMX-based Settings**, **Global Configuration** button in **Application Blocking**, and **Explore** and **Properties** menu items in **Personalization** are not available. Locking down access to the Management Console does not lock down file system access to the UEM configuration share.

---

## Prerequisites

Configure an environment by using Group Policy.

## Procedure

- 1 Open the Group Policy Management Editor and access the **Management Console** folder, located in **User Configuration > Policies > Administrative Templates: Policy definitions (ADMX files) retrieved from the local computer. > VMware UEM**.
- 2 Double-click the **Lock down access to VMware UEM Management Console** policy and click **Enabled**.
- 3 Enable the policy options you want to use.
- 4 Click **OK**.

# User Environment Manager COM Support

# 12

In addition to using the FlexEngine as an application or Group Policy extension, you can use it as a Component Object Model (COM) server.

FlexEngine is available as a COM server with `ImmidioFlexProfiles.Engine` as a ProgID, exposing a single method: `Process()`. This method requires a string argument that is interpreted in the same way as the FlexEngine command-line arguments.

## Example: Call FlexEngine From Custom Code By Using the COM Interface

```
Function OnFirstSandboxOwner
    ' Read settings
    Set flexEngine = CreateObject("ImmidioFlexProfiles.Engine")
    Call flexEngine.Process("-r H:\VMwareUEM\ThinApp\appSettings.zip")
End Function

Function OnLastProcessExit
    ' Store settings
    Set flexEngine = CreateObject("ImmidioFlexProfiles.Engine")
    Call flexEngine.Process("-i \\srv\Flex$\ThinApp\appSettings.ini " & _
        "-s H:\VMwareUEM\ThinApp\appSettings.zip")
End Function
```

## Import Status Flag Details

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If FlexEngine cannot access the profile archive directory at login or is for some reason not invoked, FlexEngine does not run at logout, as that overwrites the personalized user settings. You can change this functionality by using the `-F` switch from the command line arguments.

# Generating Reports About Flex Configuration Files and User Environment Settings

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User Environment Manager can generate a report containing information about all the Flex configuration files and user environment settings that have been processed.

Use the reporting feature only to perform troubleshooting and other diagnostics. To enable report generation, create a folder called `UEMResult` in the same location as the FlexEngine log file. While the folder exists, FlexEngine stores intermediate processing results in the temporary folder of the user. When FlexEngine runs at logout, it uses the intermediate files to generate the report as an XML file in the `UEMResult` folder.

FlexEngine continues to generate the reports until the `UEMResult` folder is deleted.

To manually review the intermediate results without logging out, you can use the `UEMResult.exe` console application located in the User Environment Manager installation directory.

`UEMResult.exe` supports two arguments.

Argument	Description
<code>-keep</code>	The intermediate files are not deleted. If you do not use the <code>-keep</code> argument, all intermediate files are deleted after processing.
<code>-quiet</code>	No output appears in the console window. If you do not use the <code>-quiet</code> argument, some information is output to the console window.