

User Guide

Introduction

This guide has been authored by experts at Nuvens in order to provide information and guidance on using WorkSpaces Manager.

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1. WorkSpaces Manager Portal browser requirements

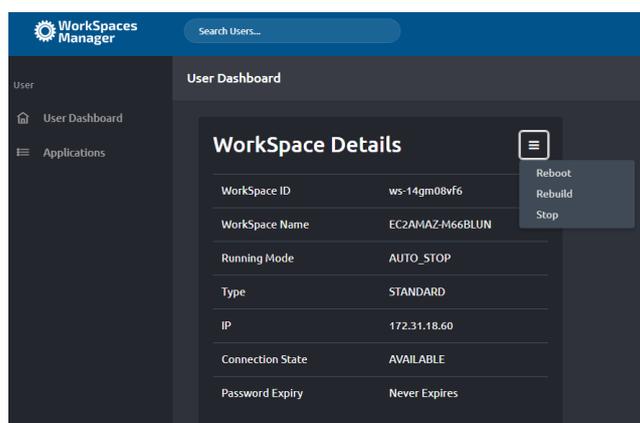
Component	Requirements
Browsers Supported	Chrome 22.x, Firefox 12.x, and Internet Explorer 9.x or higher versions of these browsers. If you are using Internet Explorer 9, disable enhanced security.

2. User Self-Service Portal

2.1 Actions on the user's WorkSpace

Users can save time by accessing the WorkSpaces Manager website by using the same URL as WorkSpace Administrators use. If they are not members of your WorkSpaces Admin group specified in the 'License/Settings' sections of the WorkSpaces Manager portal, they will get a limited Portal which is specific to their Workspace(s) that use the logon that they are logged on with.

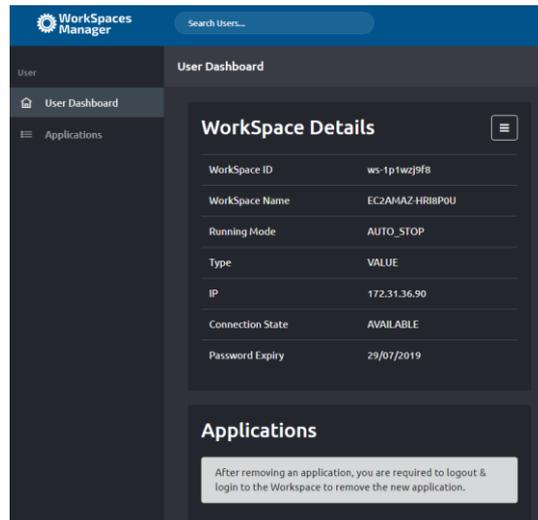
This saves a user calling the Service Desk if they cannot connect to their WorkSpace (for example, if the status is UNHEALTHY and they cannot connect to their WorkSpace), or they can rebuild it or stop it without any intervention from support.



2.2 Adding and removing an application

If your company uses products such as Liquidware FlexApp to deploy their applications to their users within your WorkSpace (as well as other devices such as PCs) then users can add and remove the applications themselves within constraints on licensing with some applications.

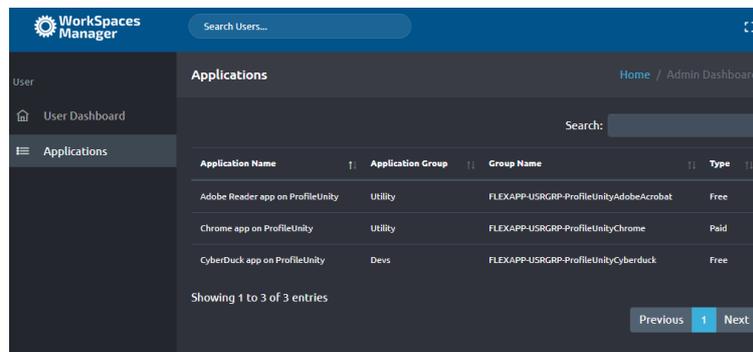
This is an example user who has gone to the portal and can see that they currently have no applications assigned to them.



To add an application, they go to the Applications section on the left. Here they can see all of the applications that are available. However, they may not all be accessible to them. The ones marked 'Type' of Free can be added by the user with no administrative intervention.

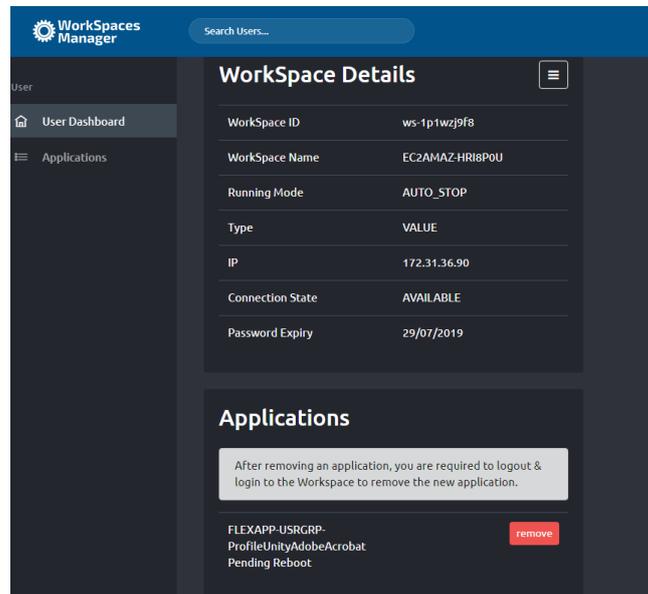
PLEASE NOTE : The administrator will need to go and set up the 'Application Group' and 'Type' manually within the local SQL database on the WorkSpaces Manager appliance for this to work correctly. Please refer to Section 3.6 of this document to see how this is done.

The ones marked 'Paid' have to be requested by whichever the method the user would normally use (for example, their corporate Service Desk). This is because it may have licensing constraints such as Microsoft Visio or 3rd party vendor user limits. This is to adhere to software compliance.



This user will now choose a 'Free' application from the list. In our instance, Adobe Reader. To do this, just click anywhere on the Adobe Reader line you will get asked if you want to add the application. Select 'Add Application'. This will then add the user to the Active Directory group (in this case 'FLEXAPP-USRGRP-ProfileUnityAdobeAcrobat').

To get the application, the user will need to log out of the WorkSpace and go back in. If the user then goes back to the User Dashboard, they will see a message saying 'Pending Reboot'. A log off should suffice on most occasions, but some applications do require a reboot.



Similarly, a user can remove themselves from seeing the application by selecting 'remove' next to the application under 'Applications'. This will remove them from the Active Directory group for the application. Again, a logoff from the WorkSpace will be necessary to remove them from the group (or a reboot to make sure).

3. Administration of the portal

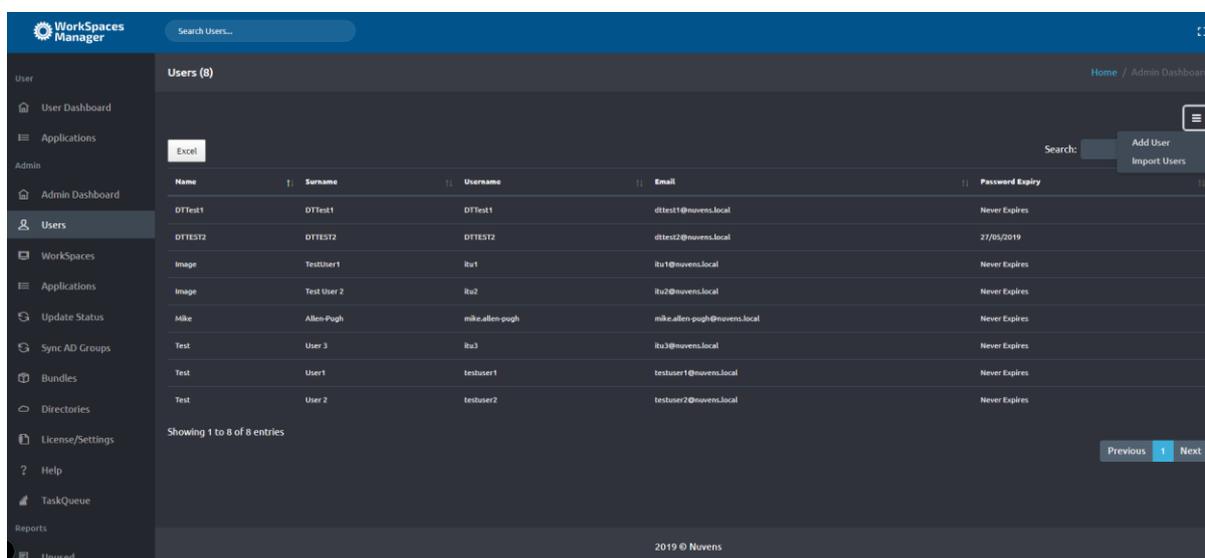
3.1 Adding a user to Active Directory and assigning them a Workspace.

If you are in an organisation where every new user will automatically be assigned a Workspace, you can assign them one from within WorkSpaces Manager.

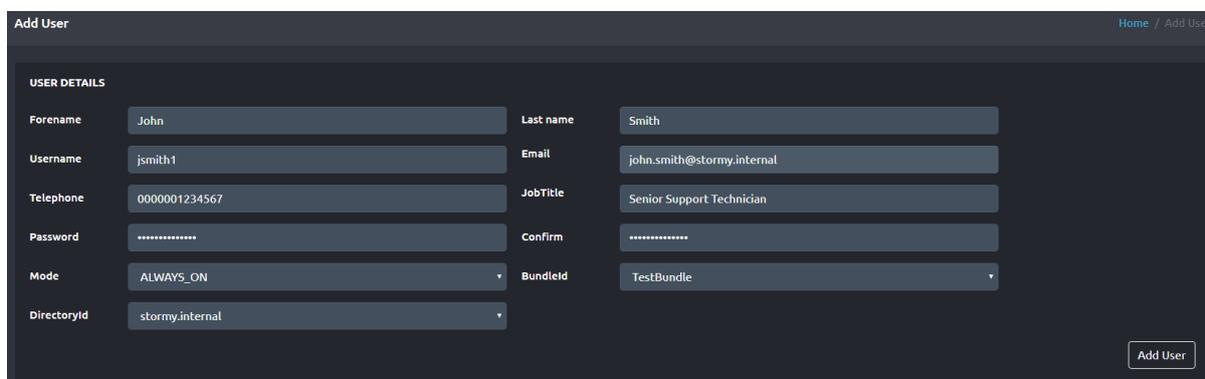
There are two ways of doing this – adding single users or bulk importing.

3.1.1 Adding a single user

In the WorkSpaces Manager dashboard, go to the Users section and select the Actions button on the right hand side. You will see an option for 'Add User'.



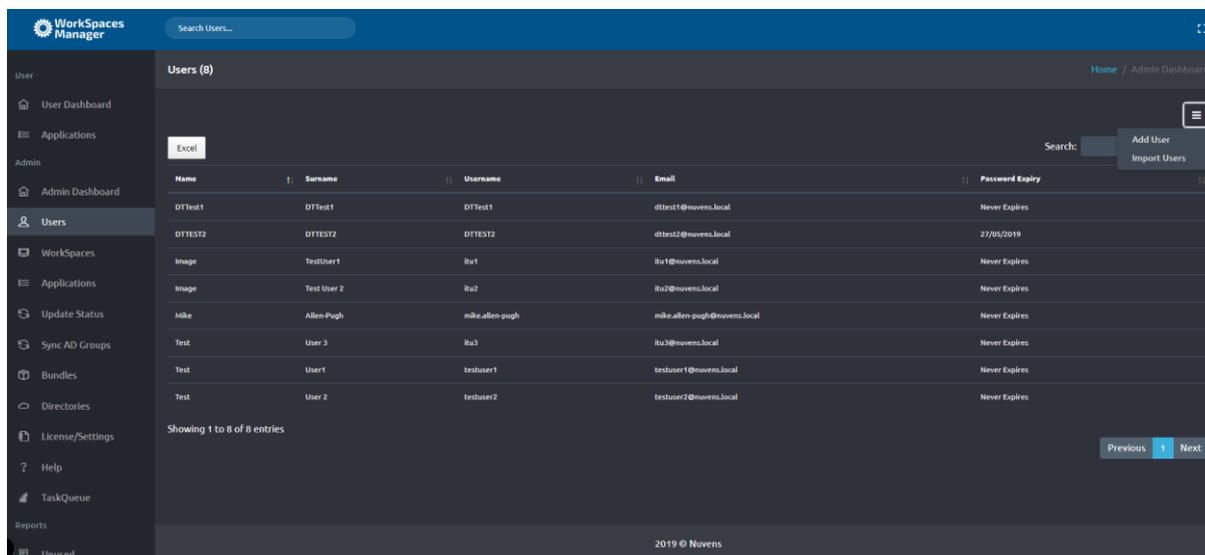
Fill in the details and select what type of Workspace you would like the user to have (Mode can be either ALWAYS_ON or AUTO_STOP and the preconfigured Bundle ID of your choice). Select 'Add User' and you now get a confirmation box to confirm if you would like to proceed.



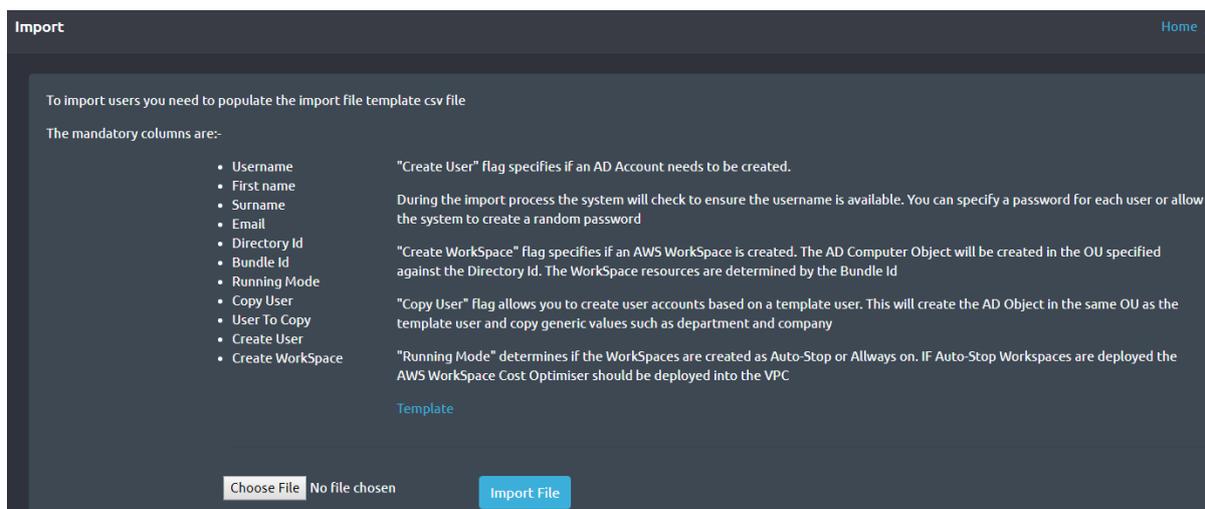
The Workspace will take around 30 minutes to set up. An email is automatically sent to the user with instructions on how to access their Workspace.

3.1.2 Bulk importing new users and creating them a Workspace.

In the WorkSpaces Manager dashboard, go to the 'Users' section and select the 'Actions' button on the right hand side. You will see an option for 'Import Users'.



You will now see the following screen where you will be guided on how you need to fill in the template.



Select 'Template' and the template (Import_Template.xlsx) will be automatically downloaded. You will already have a sample user in there so you can see what you need to fill in. You will need to ensure that you have the correct DirectoryID (as you may have more than one depending on where in Active Directory you want the users WorkSpace to be created) as well as the correct Bundle ID for the user (which may contain a different application set from other users).

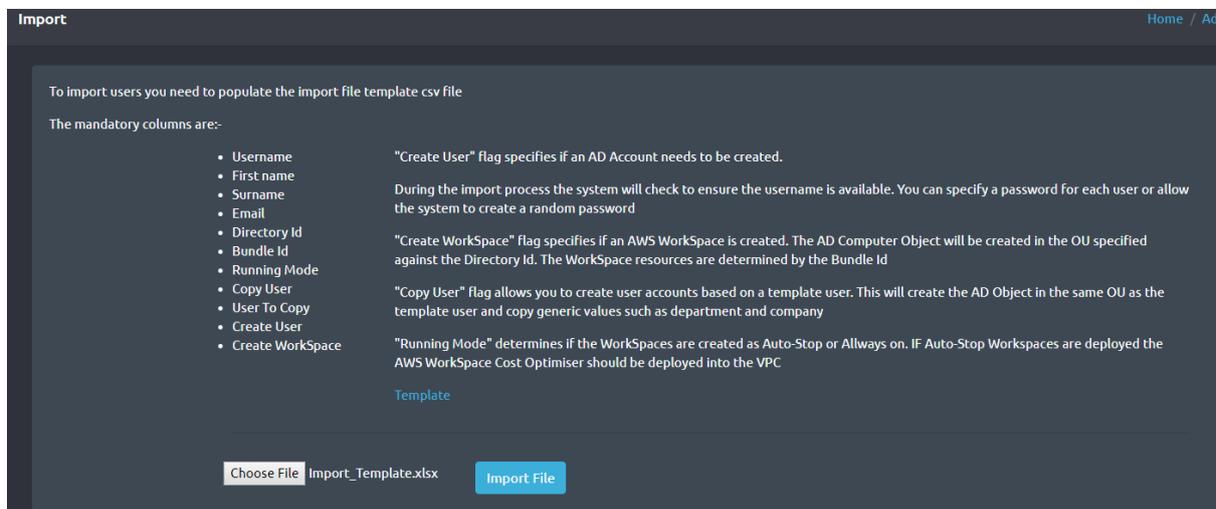
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
UserName	Password	FirstName	Surname	Email	Department	Company	JobTitle	DirectoryId	BundleId	RunningMode	CopyUser	UserToCopy	CreateUser	CreateWorkspace	CreateOU
jones	Testing123!	Jim	Jones	brian.jones@nuvens.co.uk	Finance	Nuvens Consulting	CFO	d-93672873da	wsb-vgdfrfbx	AUTO_STOP	FALSE	ftuser	TRUE	FALSE	ou=Finance,ou=Departments,ou=MyUsers,dc=stormy,dc=internal
barcher	Testing123!	Bryan	Archer	bryan.archer@nuvens.co.uk	Service Desk	Nuvens Consulting	Analyst	d-93672873da	wsb-vgdfrfbx	AUTO_STOP	FALSE	ttuser	TRUE	FALSE	ou=IT,ou=Departments,ou=MyUsers,dc=nuvens,dc=stormy,dc=internal
dsmith	Testing123!	Dennis	Smith	dennis.smith@nuvens.co.uk	Catering	Nuvens Consulting	Chef	d-93672873da	wsb-vgdfrfbx	AUTO_STOP	FALSE	ctuser	TRUE	FALSE	ou=Catering,ou=Departments,ou=MyUsers,dc=stormy,dc=internal

- If you **do not** wish to create the user a WorkSpace at this point, set CreateWorkspace to FALSE.

- If you **do not** wish to copy from a template user, set CopyUser to FALSE. You can specify which OU to place the new user in by entering the full OU location in the CreateOU column.

- If want to copy from a template user, set CopyUser to TRUE and specify the username. This will place the copied user in the same OU as the template user. At this point, the process ignores whatever is in the CreateOU column.

Once you have filled in the users that you will need to back to the 'Import' screen, select your template from 'Choose File' and then select 'Import File'.



When you select 'Import File', you are automatically taken to the 'Task Queue' option where you are advised of the status of your request. If you fill in an information incorrectly (such as DirectoryID and/or BundleID) then you will get an error stating that the Workspace could not be created.

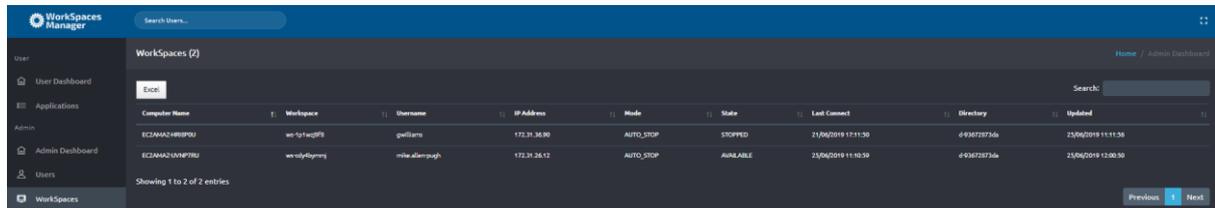
The Task Queue will tell you at what stage the job is at. It will:

- Change User to TRUE when the user account is created.
- Change Workspace to TRUE if a Workspace has completed creation.
- Change Invite to TRUE if a user has been sent an email inviting them to connect to their Workspace.
- Change Completed Status to TRUE if (a) a user account has been created but no Workspace creation was specified in the template or (b) a user account and Workspace has been created.

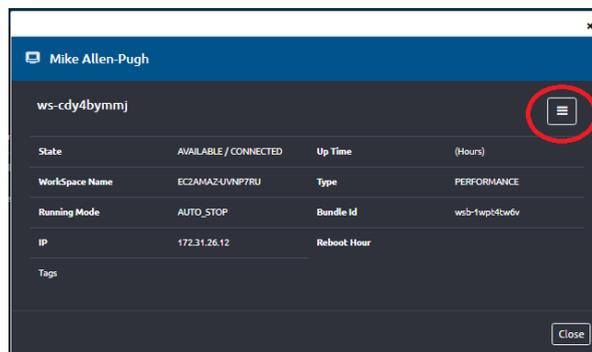
Tid	Step	Username	User	Workspace	Invite	Completed	Last Update	Owner	Message
20	0	pbrownit	False	False	False	False	17/06/2019 11:24:44	Mike Allen-Pugh	
21	0	jjones1	False	False	False	False	17/06/2019 12:18:07	Mike Allen-Pugh	
22	0	barcher1	False	False	False	False	17/06/2019 12:18:07	Mike Allen-Pugh	

3.2 Managing a user's WorkSpace

If you go to the WorkSpace tab, you'll see a list of the users with WorkSpaces.



If you select a WorkSpace, you'll see the details for it. To manage it, select the Actions button. This will give you a range of options.



- Refresh

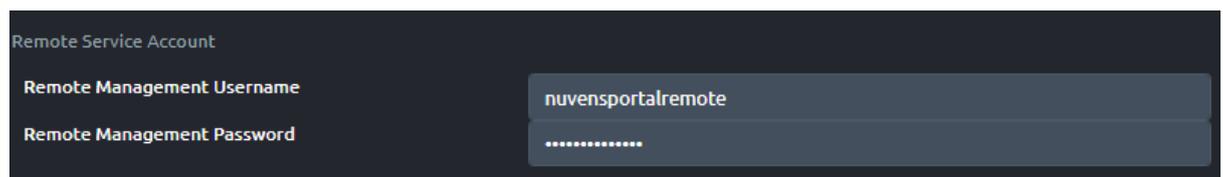
Refreshes the state of the WorkSpace to the latest state.

- RDP

Downloads an RDP file so you can connect to the user's WorkSpace. Note, this is not shadowing a user. It just let's you get on to their WorkSpace to look at processes, memory, etc.

- Dameware

This requires the Dameware agent to be installed onto the WorkSpace. For this to generate the correct downloadable batch file with the credentials already filled in to connect, you must enter the correct connection account name in the Remote Service Account section of 'License\Settings'.



We have also tested this process with other session sharing tools such as TeamViewer. Please contact us for more information. The settings to auto-connect via DameWare can be found [here](#).

- Reboot

Reboots the user WorkSpace.

- Rebuild

If there are any issues with a user's Workspace that cannot be resolved, you can rebuild the Workspace to its original state. This will rebuild the WorkSpace C drive and will restore the contents of the D drive the last automatic backup (D drive backups occur every 12 hours).

- Stop

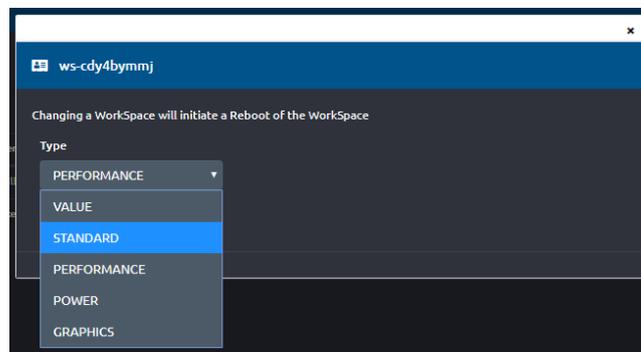
Stops the user WorkSpace.

- Terminate

Deletes the WorkSpace permanently. Please note that if a WorkSpace is deleted, all contents will be lost. If a user has been storing configurations and documents on their D drive then these will be permanently removed.

- Change WorkSpace Type

This allows the administrator to change the type of WorkSpace to a different compute type. This is not available to normal users through User Dashboard as they could choose a more powerful (and more expensive) WorkSpace without the administrator(s) being advised. Note that you can only change a WorkSpace type again after 24 hours has elapsed.



- Change WorkSpace Mode

Allows you to manually change the WorkSpace from ALWAYS_ON to AUTO-STOP and vice versa. There is no limit to how many times this can be changed in any given time period. This option is only available to WorkSpaces Manager administrators.

- Manage Tags

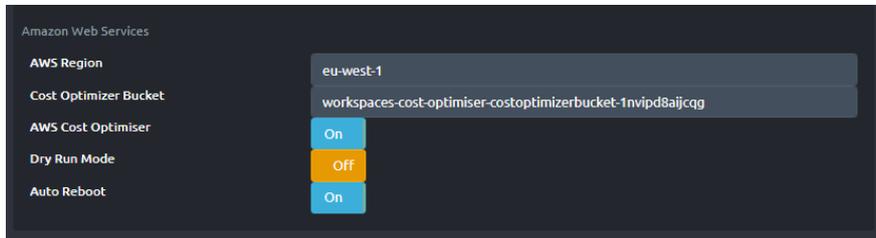
Allows you to add tags to the WorkSpace. You may need this for such things as billing. An example of tagging could be:

Cost Code = 2344

Department = Finance

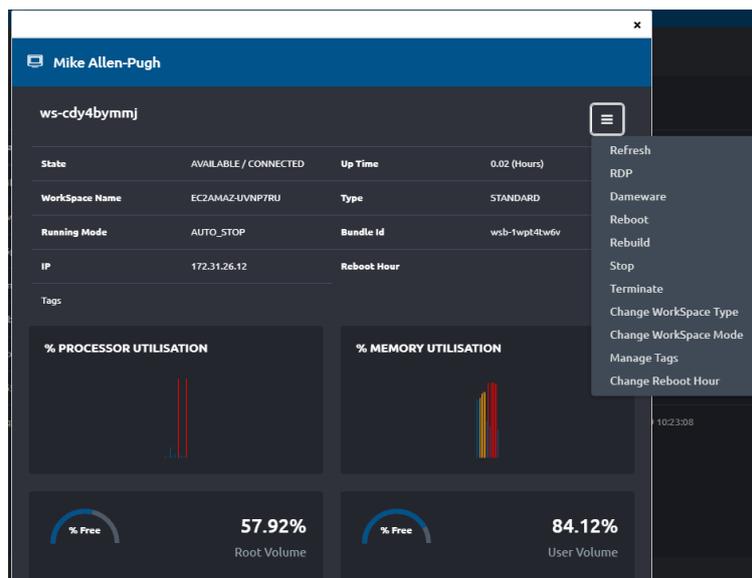
- Change Reboot Hour

If you turn on the 'Auto Reboot' option in the License\Settings section, you can set the reboot time for individual WorkSpaces. By default, WorkSpaces do not automatically reboot and this option allows you do set the option of doing so based on a time best suited to your user (or users).



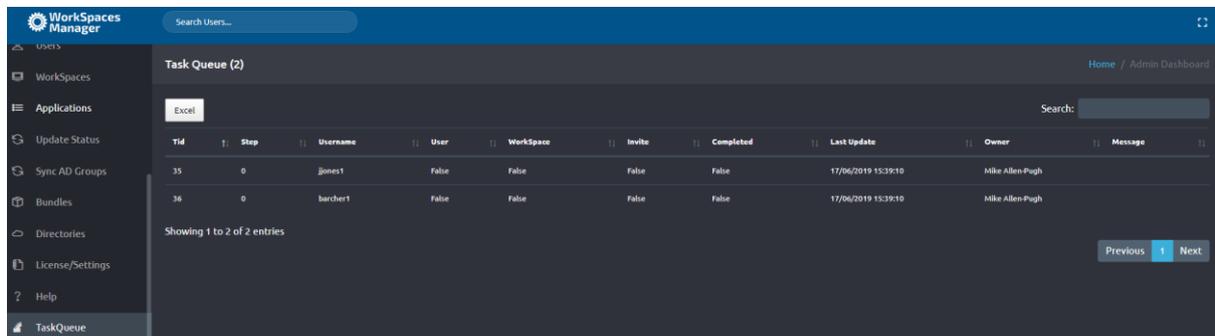
- Processor and Memory utilisation.

Statistic are available if you have installed the WorkSpace Manager Agent (Windows only) as highlighted in the Workspaces Manager Installation and Configuration Guide.



3.3 TaskQueue

This shows you the status of creation of WorkSpaces and users accounts if you are using the Import Template function. The update job runs every 10 minutes, hence please wait for the status to be updated in the next running job update phase.



Tid	Step	Username	User	Workspace	Invite	Completed	Last Update	Owner	Message
35	0	jones1	False	False	False	False	17/06/2019 15:39:10	Mike Allen-Pugh	
36	0	bercher1	False	False	False	False	17/06/2019 15:39:10	Mike Allen-Pugh	

3.4 Reports

3.4.1 Cost Estimator and Optimiser

This helps you assess the cost of your WorkSpaces over the month. It will also inform you if each WorkSpace has been optimised by the AWS Cost Optimiser. The Optimiser also make recommendations This can be exported to Excel.

PLEASE NOTE : AWS WorkSpaces Cost Optimiser requires enabling on your AWS account containing the WorkSpaces for this to be available.

3.4.2 Cost History

Shows the cost of your WorkSpaces over the last 12 months. The current month is based on the Cost Estimator above and will update at the end.



PLEASE NOTE : AWS WorkSpaces Cost Optimiser requires enabling on your AWS account containing the WorkSpaces for this to be available.

3.4.3 Unused

Gives a list of WorkSpaces that have not been used within 31 days. Monitoring this every month can assist you in keeping your costs down. If your users are not using their Workspace, you may query if they actually need it. This can be exported to Excel.

3.4.4 UnHealthy

Gives a list of WorkSpaces that are in an UnHealthy status and users will not be able to reconnect to them without action. This can be a good pro-active remediation task, but please be aware that if somebody is running such processes as heavy compute then the CPU may be high over a long period of time. But with the WorkSpaces Manager User Dashboard, users can reboot their own WorkSpaces if they get the 'UnHealthy' status on their WorkSpaces client.

This report can be exported to Excel.

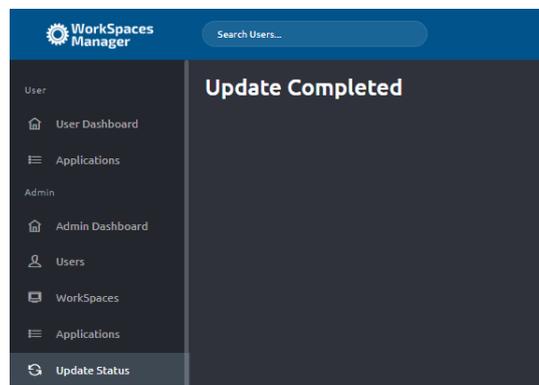
3.4.5 Stopped

Gives a list of WorkSpaces that are in Stopped 'state'.

This report can be exported to Excel.

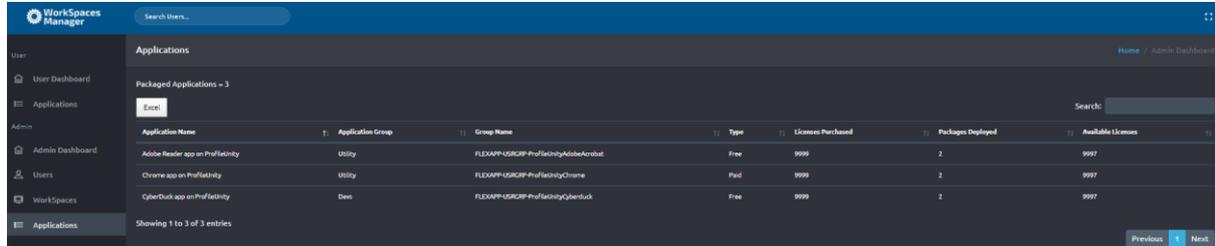
3.4 'Update Status' option.

This ensures that the data that you are presented with for AD users, WorkSpaces, etc, is fully up to date in the local database on the WorkSpaces Manager appliance. When you select the Update Status option, it will use the Active Directory connection account details specified in

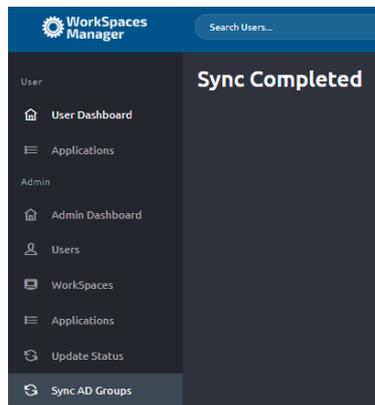
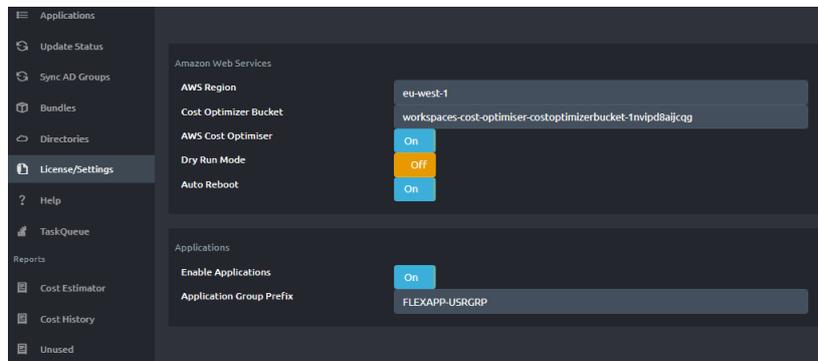


3.5 'Sync AD Groups' option.

This is specifically to update the application list where new applications would have been added\removed by administrators (by a software delivery service such as Liquidware FlexApp).



If you cannot see the list of complete applications in the organisation (which are imported in via the Active Directory group prefix specified in the 'Application Group Prefix' setting on License\Settings then you'll need to go to 'Sync AD Groups', wait for the 'Sync Completed' message and go back to the 'Applications' list again.



3.6 Adding 'Application Group' and 'Type' to the applications in the database.

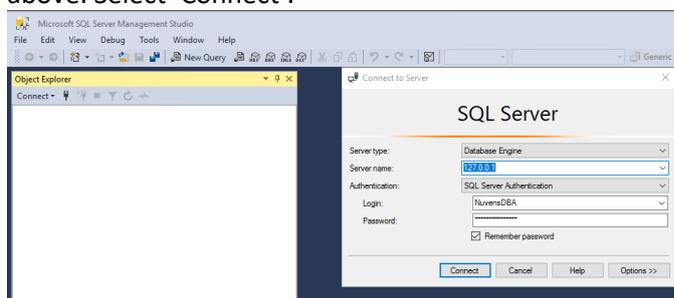
- RDP to the WorkSpaces Manager appliance.

- Open up D:\Portal\web.config in a text editor and make a note of the Password.

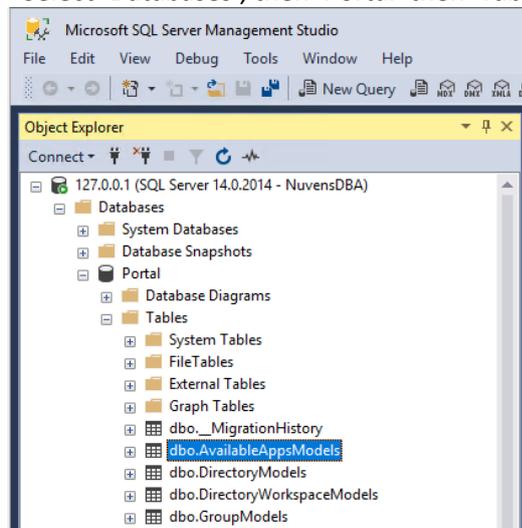
```
<add name="DefaultConnection" connectionString="Data Source=127.0.0.1;Initial Catalog=Portal;Persist Security Info=True;User ID=██████████;Password=██████████" providerName="System.Data.SqlClient" />
```

- Open up 'Microsoft SQL Server Management 17' on the WorkSpaces Manager appliance. NOTE : If you are using a HA pair, open this up on the Primary database instance. Any changes to the database will be replicated from Primary to Secondary.

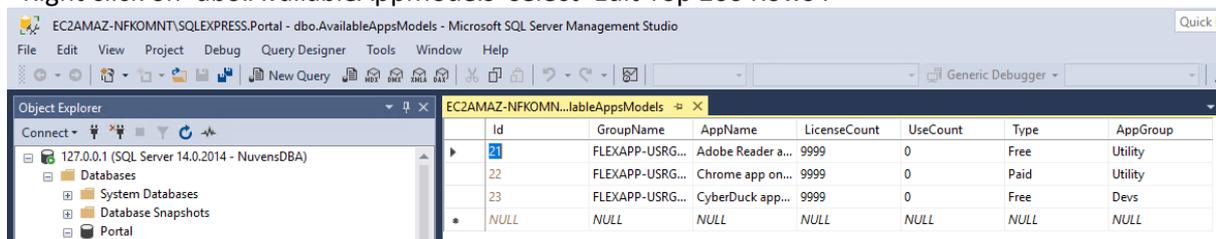
-The 'Login' box will already be populated with the username, so now enter the password from above. Select 'Connect'.



- Select 'Databases', then 'Portal' then 'Tables'.

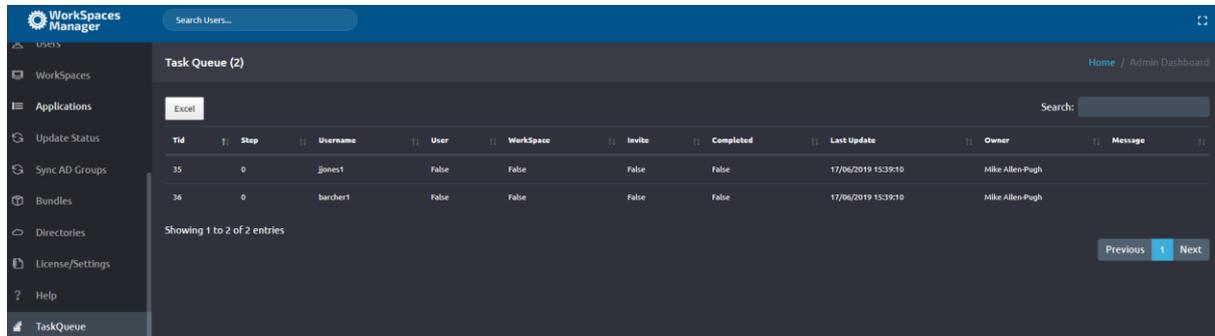


- Right click on 'dbo.AvailableAppModels' select 'Edit Top 200 Rows'.



3.7 Troubleshooting

Q: You've imported some users in the 'Import Users' spreadsheet. The tasks in the TaskQueue don't seem to be updating. They all say 'False'.



A: You need to wait 10 minutes for the scheduled process to get the status for account creation. You can check that the accounts are created within Active Directory. When the user account is created, the user column will change to 'True'. Similarly, for when the user Workspace is created and the invite is sent via email to the user (if you have specified SMTP server account settings in License\Settings in the WorkSpaces Manager portal). When all processes have completed, the 'Completed' flag will be set to 'True'.

Q: My users aren't creating and neither are my Workspaces.

A: Check to see if the Nuvens Portal Service is running. If it's stopped, restart it.

