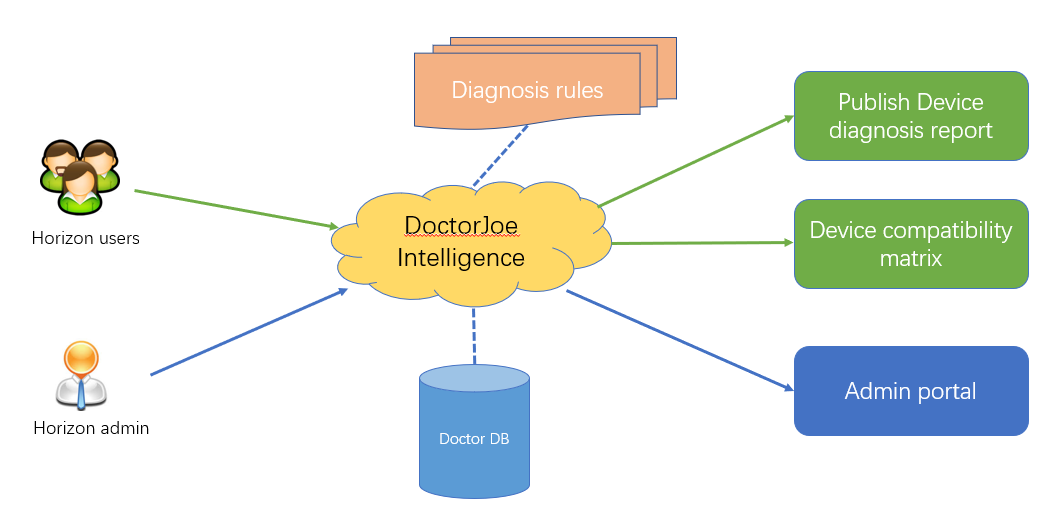
Horizon device doctor (DoctorJoeIntelligence) is an online self-serviced diagnosis solution that can help increase the satisfaction when using peripheral devices with Horizon product by both the end-users and the admin. Currently, we support diagnosis for the following device categories – USB storage devices, USB printers, USB scanners, Cameras. We will continue to cover more device categories in the future.



There are generally 3 major functions from DoctorJoeIntelligence.

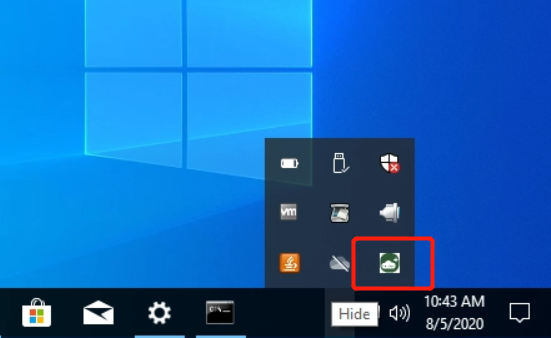
1) Publish device diagnosis report based upon the horizon end user's requests. The report will be available for both Horizon users and admin. Users could better understand the device usage issues with the report. Admins should be aware of the end users' issues and take actions to fix them based upon the suggestions from the report.

2) Maintain a device compatibility matrix. All users could search the matrix based on the device type, client OS type, agent OS type and other dimensions, etc. DoctorJoeIntelligence will present a filtered device support table.

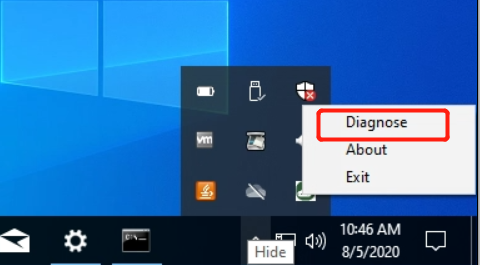
3) To maintain the device matrix above, only the admin users have the privilege to upload, modify, update, delete the meta data of each device category in the web service DB. We provide an admin access to do it.

After successfully install and deploy the DoctorJoeIntelligence following the installation guide, Horizon user could login a Horizon remote desktop or app session with some specific peripheral devices attached to the Horizon windows client.

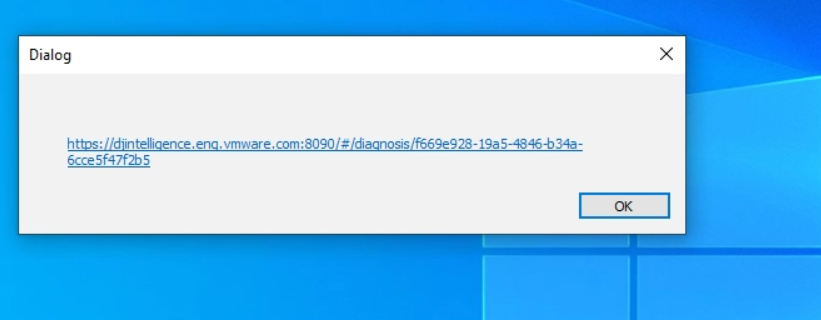
**How to start a diagnosis process?**

Step1. Manually launch the DJAgent.exe from the installation directory on Horizon agent machine if it is not automatically launched after login. The DJAgent icon will appear in the right corner of windows task bar. 

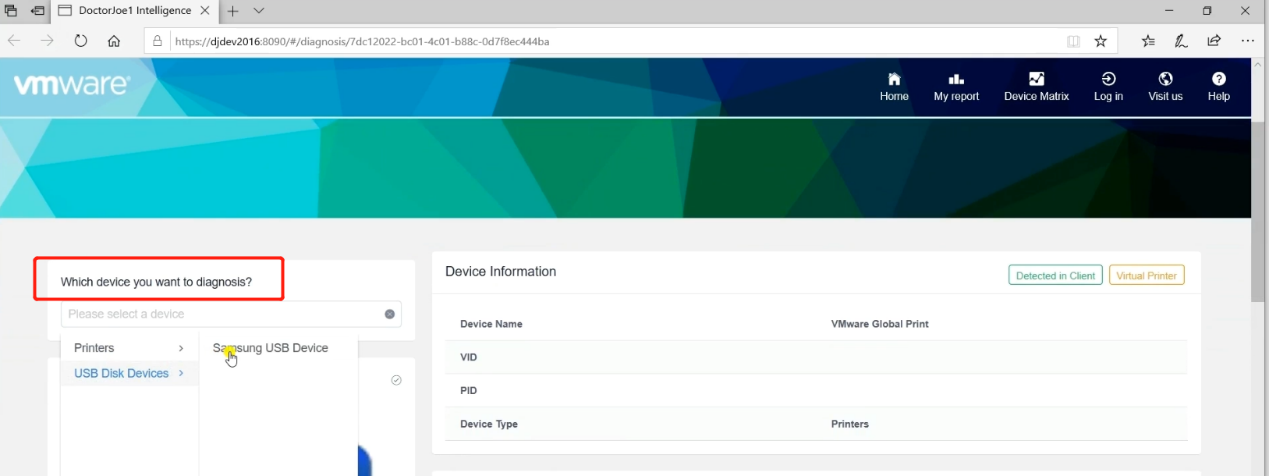
Step2. Click on the DJAgent icon to show up the menu. Click the diagnose option.



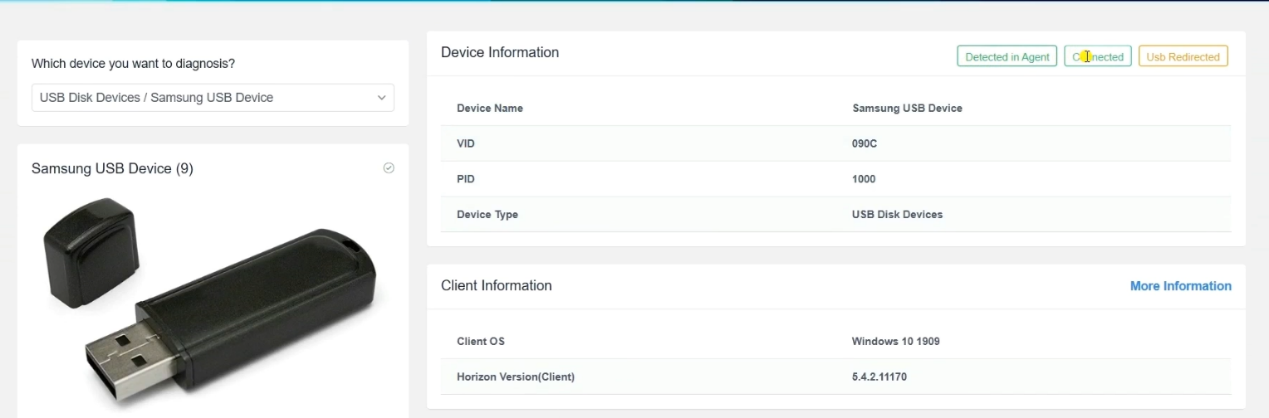
Step3. Wait for 1 minute. A report link message will pop up.

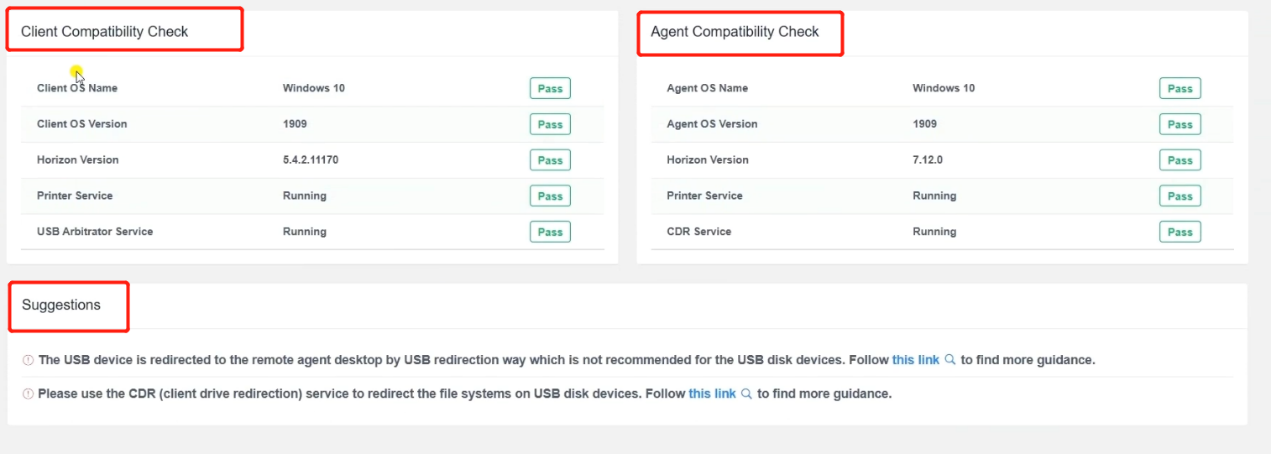


Step 4. Click the link message to use the default browser to open it. Select which device you want to diagnose from the device tree in the left navigator.

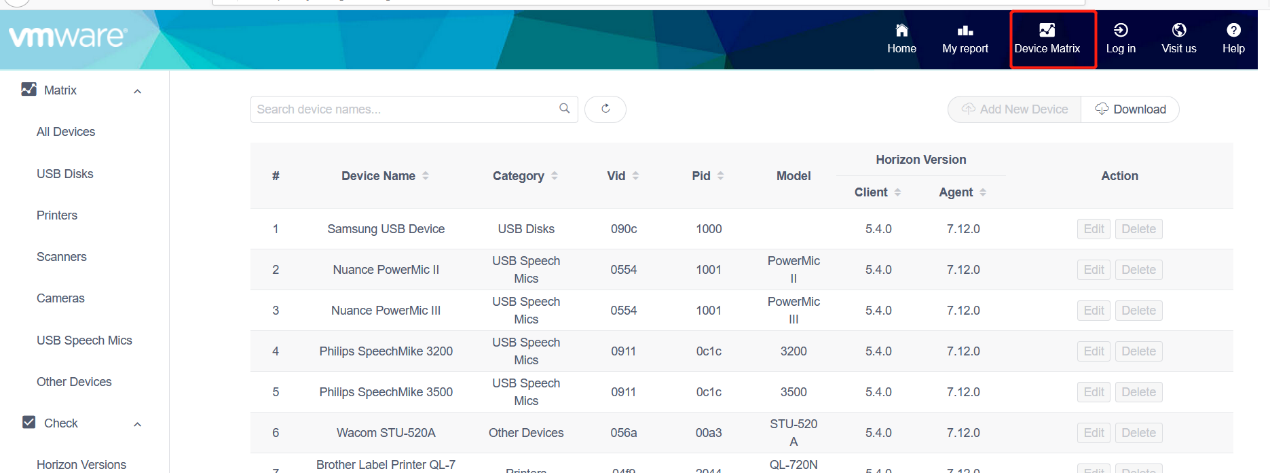


Step 5. Check and browse the device details, Horizon services details and the suggestions on the same page.



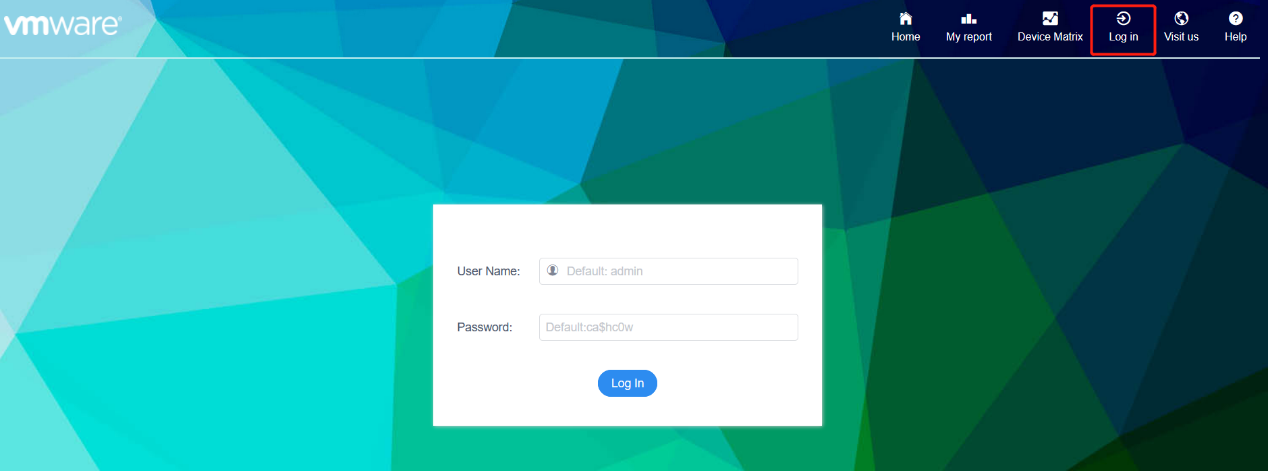


**How to check the device support matrix?**



**How to login as Admin to maintain and edit the device support matrix?**

The admin username is admin. The default password is ca$hc0w. When the admin login for the 1st time, it will be mandatory to change the admin password.

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After admin login the web site, click the Device Matrix tab again. The edit functions will be enabled on this page. Please be cautious when you edit any information on this page. The operations are irreversible.

