VDMS FAQ's

Virtual Desktop Managed Service

NetApp
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Table of Contents

VDMS FAQ’s 1
VDS Admin Permissions 1

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VDS Admin Permissions

Admin Permissions Overview

VDMS admins have limited access to the VDS administration portal. Because VDMS is a co-managed solution there are permission sets that are not enabled for VDMS admins. These actions are reserved for the NetApp support team. If there are actions needed that can not be performed due to permission limitations, please contact support for assistance.

Account Type Settings

Within the VDMS admin account, the following settings are default.

Type	Default Value	Notes
Tech Account	False	Can be changed upon request to NetApp Support. When enabled, admin is prompted for credentials when connecting to any VM via the VDS portal. When disabled, admin is automatically authenticated (with auto-generated local admin account) when connecting to any tenant VM via the VDS portal. Admins are still prompted for credentials when connecting to any platform server VMs.
PAM Approver	True	Can be changed upon request to NetApp Support. All customer’s must have at least one admin account enabled as PAM Approver.
User Support	False	This feature does not apply to VDMS.
Shadow User	True	Can be changed upon request to NetApp Support. When enabled, the admin is able to connect to an end user’s session and see what they see for providing end user support.

Type	Default Value	Notes
MFA Enabled	True	Requires that the admin's access to the VDMS administration portal be secured using built-in MFA. SMS and/or email methods are supported.

Admin Account Permissions

Within the VDMS admin account, the following permissions are default.

Module	View	Edit	Delete	Add	Notes
Admin	On	Off	On	Off	Adding admin accounts and/or changing admin permissions is handled by NetApp Support.
App Services	Off	Off	Off	Off	The App Services feature set is not a supported feature in VDMS.
Applications	Off	Off	Off	Off	The Applications feature-set in VDS is RDS-specific. VDMS is a WVD-based service and application management is not handled with this function. See update and deploy images for details on application delivery for VDMS.
Audits	On	On	On	On	
Clients	On	On	Off	Off	Client creation/removal is handled by NetApp Support.
Deployments	On	On	Off	Off	Deployment creation/removal is handled by NetApp Support.

Module	View	Edit	Delete	Add	Notes
Firewall Rules	On	On	On	On	
Folders	On	On	On	On	
Groups	On	On	Off	On	Deleting user groups is handled by NetApp Support. Certain user groups are required
Partners	On	Off	Off	Off	The Partners feature set is not a supported feature in VDMS. View permissions required to display tenant lists.
Provisioning Templates	On	On	Off	Off	Image creation/removal is handled by NetApp Support.
Reports	On	On	On	On	
Resources	On	Off	Off	Off	Resource settings are handled by NetApp Support.
Scripted Events	On	On	On	On	
Servers	On	On	Off	Off	Server creation/removal settings are handled by NetApp Support.
Service Board	On	On	On	On	
Settings	On	On	On	On	
Users	On	On	On	On	
Workspaces	On	On	Off	Off	Workspace creation/removal is handled by NetApp Support.

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