Horizon Toolbox Installation Guide

Welcome to Horizon Toolbox!
Horizon Toolbox should be installed on your view connection server.

Installation

1. Double-click "VMWARE-Horizon-Toolbox-x64-x.x.x.msi" to install,
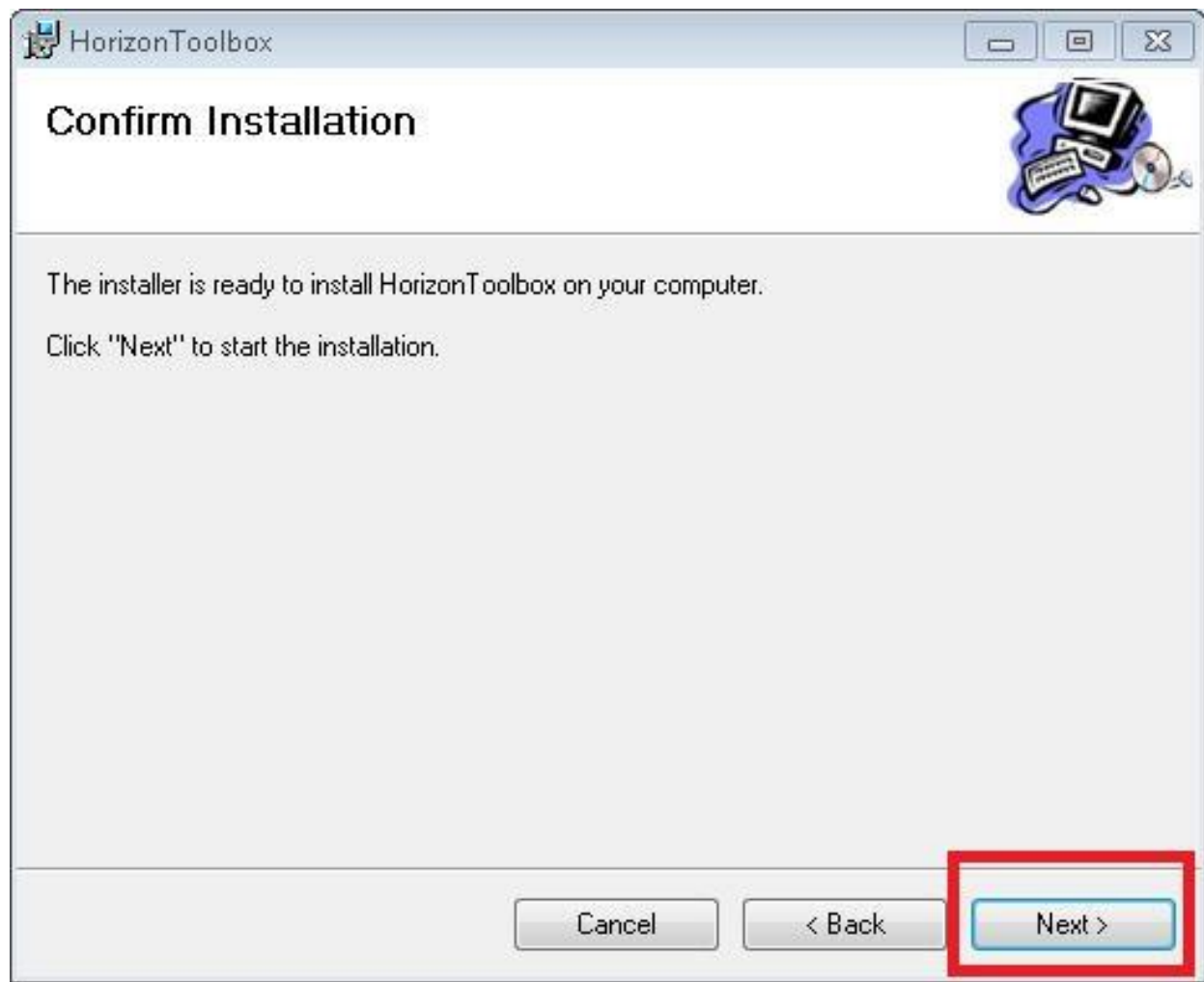   Click the "Next" to continue,

Picture 1

2. Input a folder path or select a folder for Horizon Toolbox. If the specific folder doesn't exist, the installation will create a new folder.
   Choose "Everyone" or "Just me" for Horizon Toolbox
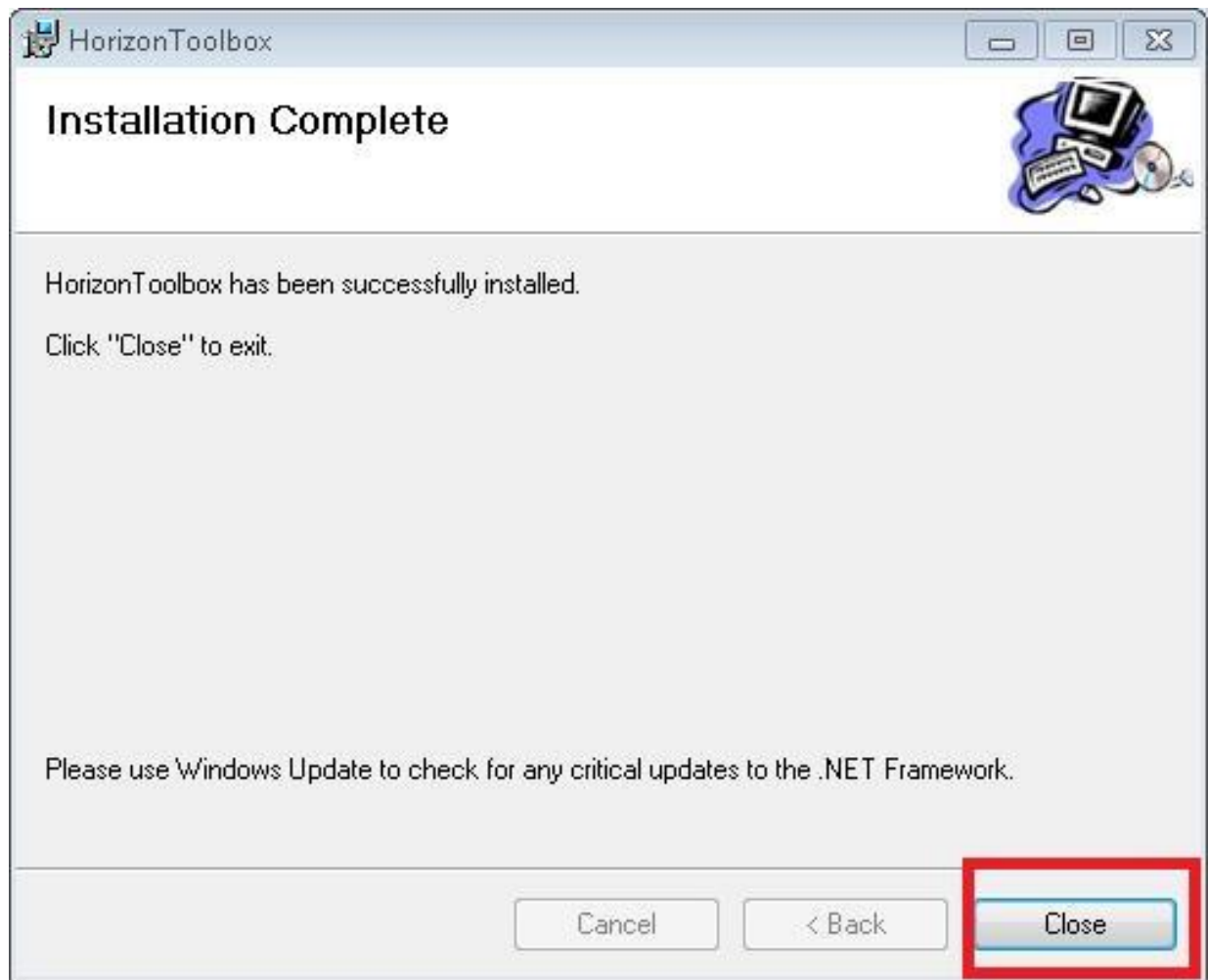   Click "Next" to continue.

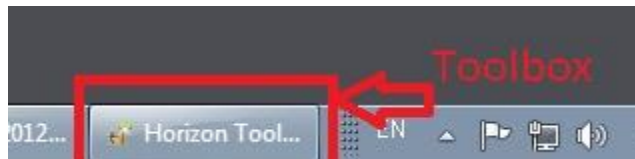Picture 2

3. Click "Next" to continue,
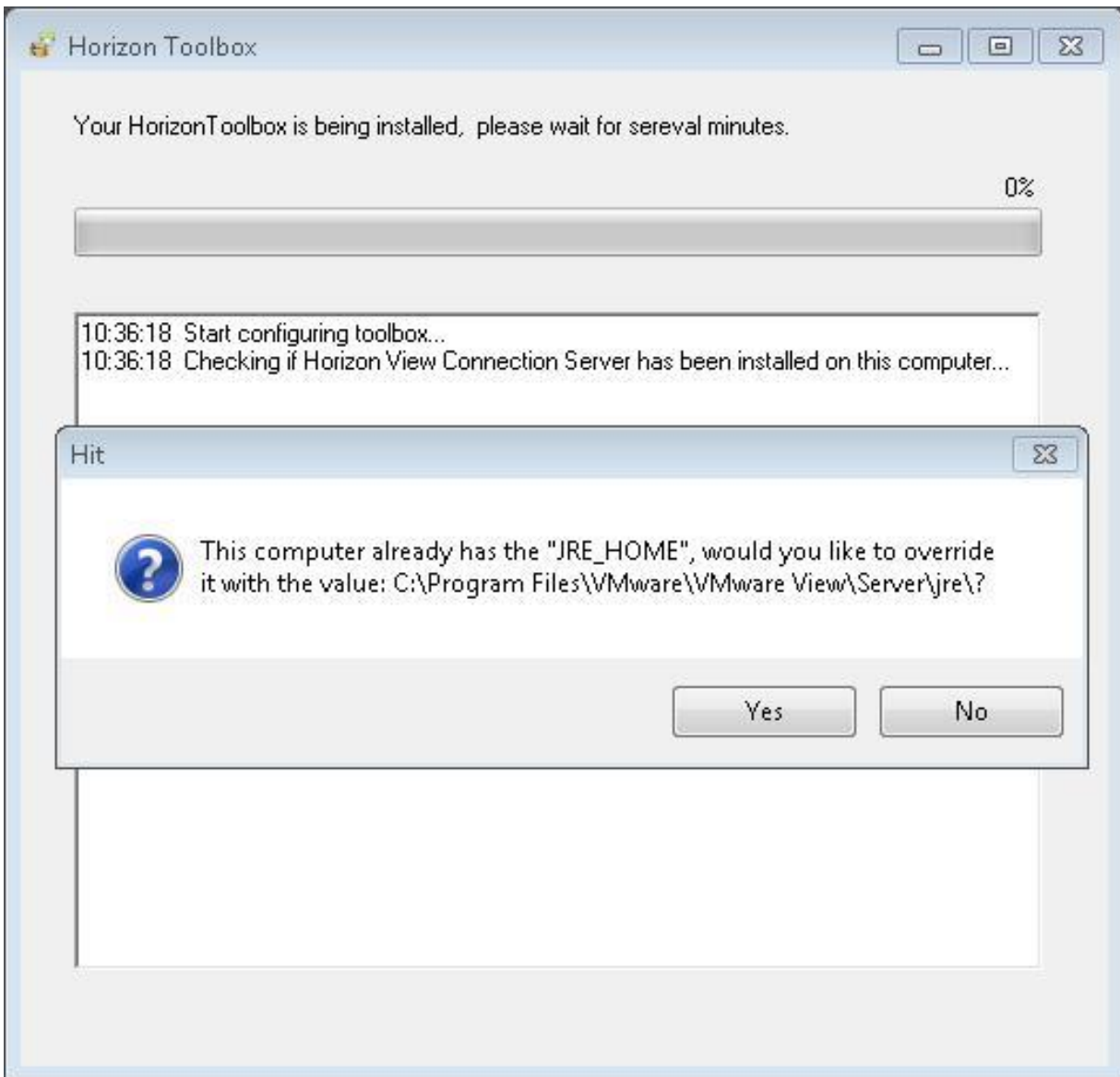
Picture 3

4. Click "Close".

Picture 4

Note: The installation process is finished here, but a "setup" process will be started automatically after the installation process.
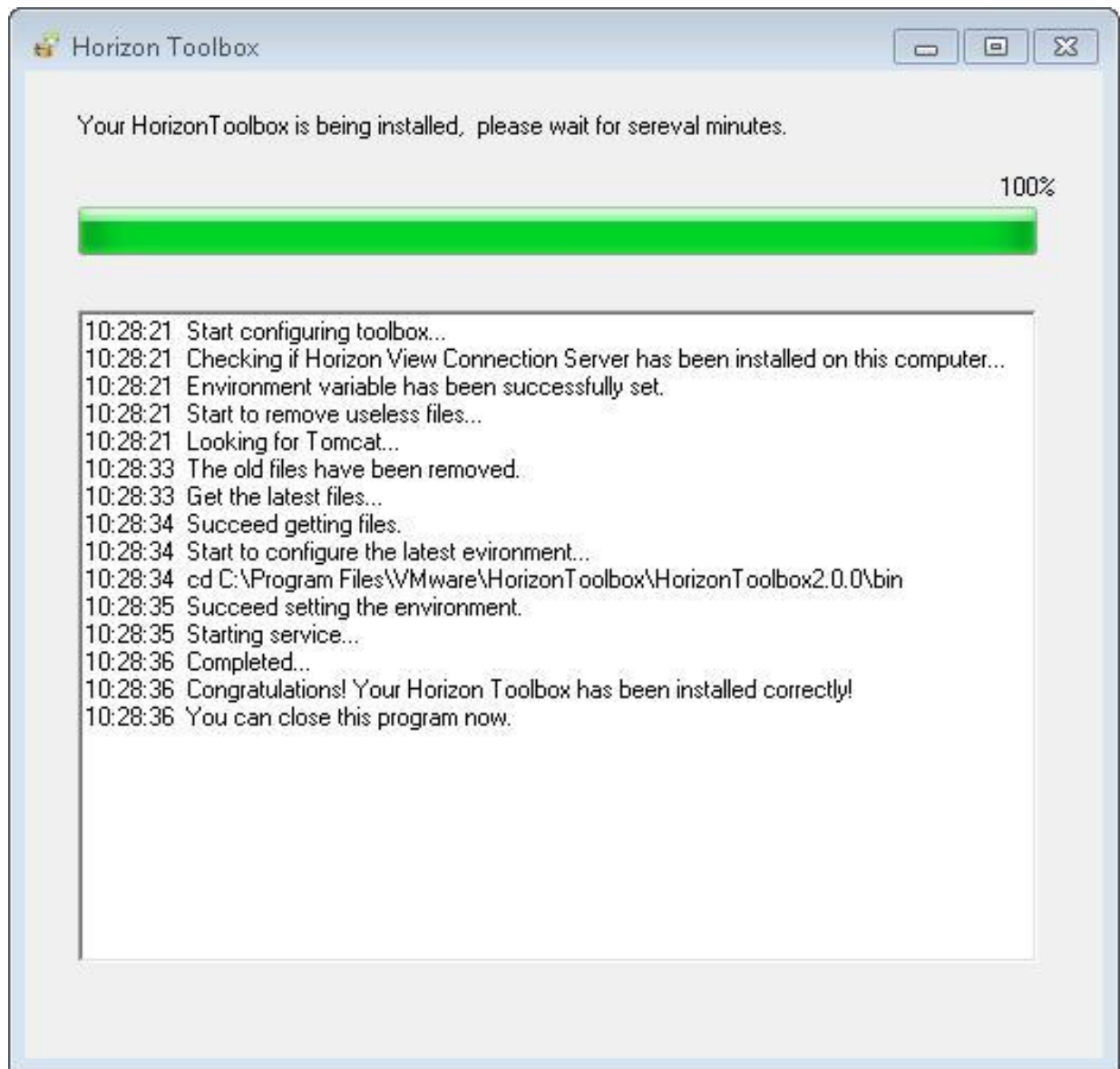

Picture 5

5. The "setup" process will setup Horizon Toolbox for you.
   You may meet the following dialog if you have installed some "JRE" on your connection server, we suggest you click "Yes". You can also click "No" if your self-installed JRE is Java 7 or above.

Picture 6

6. All right, you can enjoy the Horizon Toolbox now.

Picture 7

7. (Optional): Edit your fire wall <u>inbound</u> rule for allowing 18443 port.
   Tip: You can change the default 18443 port to any other port.

Usage guide

1. Login with IE9/10, Chrome, Firefox or Safari.

https://[YourServer]:18443/toolbox/Login

You can login with either "Read only administrators" or "Administrators".

"Read only administrators" can't enable CEIP, can't setup device access policy.

2. Auditing

2.1 Sessions

This is the default page, showing the historical concurrent sessions trend. This function relies on EVENT DB.

This page also shows current live virtual desktop sessions by desktop pools, and virtual application sessions by RDS (Remote Desktop Service) Farms.

2.2 Users Usage

This page shows the accumulated using time for last 2 days/7 days/1 month. When there are more than 32 users, only the top 32 users are shown.

This page also shows the connections for last 2 days/7 days/1 month with connection time, disconnection time, user name, pool name or farm name, machine name

This function relies on EVENT DB.

2.3 Snapshots

This page shows parent virtual machines of linked clone desktop pools and descendant snapshots in a tree view.

The snapshots not in use by linked clone pools are marked in grey, so that View administrator can remove the snapshots not in use.

2.4 Clients

This page shows statistics for operation systems and versions of View clients in different types of view styles.

This function relies on CEIP(customer experience improvement program)

3. Remote Assistance

Remote Assistance provides the capability for administrator or IT helpdesk to remotely view and/or control end-user's desktop, in Horizon View environment.

How to setup

A. Download Horizon_Remote_Assistance_Installer.exe

B. Install component for end-user desktop

Run the installer in end-user desktop, e.g. virtual machine which has View agent, and choose the "Install for end-user" option to install the end-user component.

Normally you can do this on the master template of a View desktop pool, or configure the Group Policy in AD Controller, e.g. for pool specific OU.

C. Install component for Helpdesk.

Run the same installer in desktop from where the administrator or IT helpdesk will do the remote assistance.

Choose the "Install for helpdesk" option to install this component.

User Scenario

User creates support request:

Desktop end-user clicks "Horizon Remote Assistance" icon on his/her View desktop, to initiate the remote assist request.

Admin support:

Administrator sees requests from the web portal. and by clicking the start button associated with a request to launch the support.

User confirmation:

A message box is shown in user desktop, and user confirmation is needed to establish the connection.

Further, full control can be requested by administrator, and still user confirmation is needed.

4. Device Access Policy

Device Access Policy provides a whitelist to control devices that can access Horizon View.

When View client from a device accesses the configured View desktop, it appears in the Access Log table.

If the client device is not in the whitelist, the connection will be reset.

Administrator can add a device to the whitelist, by clicking the Add icon from the Access Log table.

How to setup

A. Download DeviceFilter.exe

B. Install DeviceFilter.exe in View Desktop

Put the the DeviceFilter.exe on View Desktops for which you want to support Device Filter policy.

Configure the OnConnect and OnReconnect event to point to DeviceFilter.exe.

Refer to this document about how to configure the OnConnect and OnReconnect eventL

http://pubs.vmware.com/view-50/index.jsp?topic=/com.vmware.view.admini-stration.doc/GUID-AB42F842-BD66-4856-9E61-1A392BF93B6F.html

The command line should be:

DeviceFilter.exe -client

Normally you can do this on the master template of a View desktop pool, or configure the Group Policy in AD Controller, e.g. for pool specific OU.

C. Make sure the View connection server has Horizon Toolbox installed.

That's all. The whitelist can be managed by
https://your_View_connection_server/toolbox/deviceFilter

Stop & Start

Double click "tomcat8w.exe" to launch the GUI, click "stop" to stop the tomcat, or click "start" to start the tomcat.

"tomcat8w.exe" is in the folder that Horizon Toolbox is installed. For example, "C:\Program Files\VMware\HorizonToolbox\HorizonToolbox2.0.0\bin\tom-cat8w.exe".
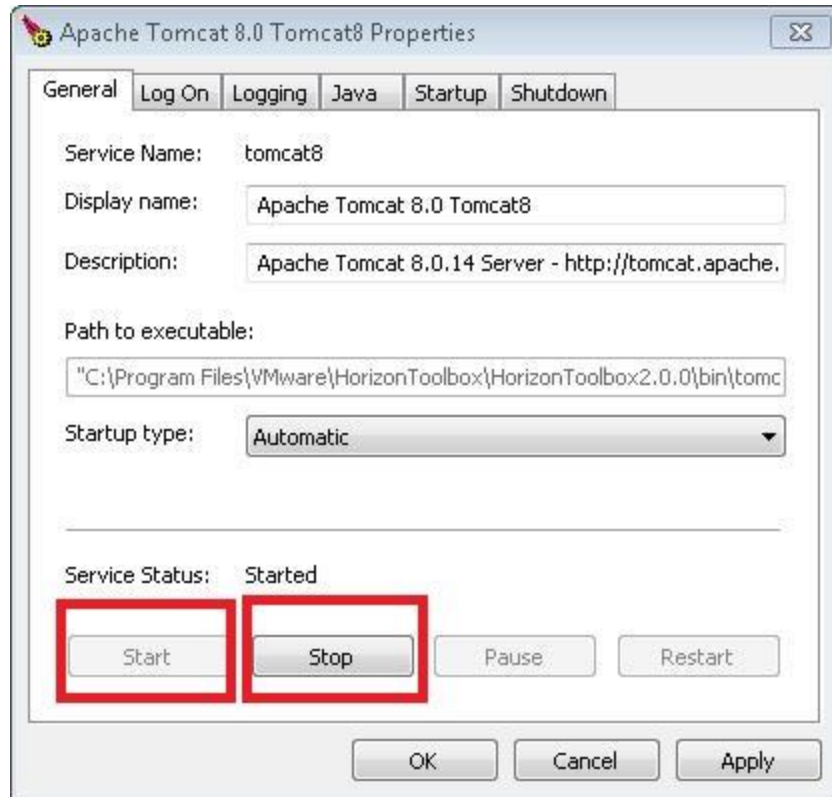
Optional configurations

If you want to specify HTTPS port or SSL certificate:

Edit "HorizonToolbox1.5\conf\server.xml", modify:

<Connector port="18443" protocol="org.apache.coyote.http11.Http11NioProtocol" maxThreads="150" SSLEnabled="true" scheme="https" secure="true" clientAuth="false" sslProtocol="TLS" keystoreFile="conf/toolbox.keystore" keystorePass="123456" />

If your View connection server is not installed in the default folder:

Edit "HorizonToolbox1.5\webapps\toolbox\WEB-INF\applicationContext.xml",

Modify "<value>C:\Program Files\VMware\VMware View\Server</value>" according to your folder path.

If your View administrator UI(https://[connectionserver]/admin) does not use the default "443" port:

Edit "HorizonToolbox1.5\webapps\toolbox\WEB-INF\spring-servlet.xml",

Modify "<value>localhost</value>" according to your port, like "<value>localhost:1443</value>"

Please shutdown and restart Horizon Toolbox with "tomcat8w.exe" after you have saved your configuration.

Uninstallation

Step 1: "Command Prompt" and go to "bin" folder in your target folder, for example, "cd C:\Program Files\VMware\HorizonToolbox\Horizon-Toolbox2.0.0\bin"

Step 2: Execute "service.bat remove"

Step 3: Go to "Control Panel -> Programs -> Programs and Features" to uninstall the HorizonToolbox.