



# Explore the VMware Horizon 6 Toolbox Auditing and Remote Assistance Capabilities

VMware Horizon Toolbox 1.5

WHITE PAPER

## Table of Contents

Downloading Horizon Toolbox. ....	3
Auditing Tab .....	4
Auditing Sessions .....	4
Auditing Usage .....	5
Auditing Snapshots .....	6
Auditing Clients .....	6
Management Tab .....	8
Remote Assistance. ....	8
Installation of Remote Assistance .....	8
Overview of Remote Assistance Sequence .....	8
Details of Remote Assistance Sequence .....	9
Device Access Policy .....	10
Additional Resources. ....	11
Author and Contributors. ....	11

VMware Horizon Toolbox is a Web portal that acts as an extension to View Administrator in View virtual desktops in VMware Horizon™ 6. With the Horizon Toolbox, you can determine the correct system size and load for View Connection Server, locate each user's login and logout times, and find out how many endpoints are using which clients, for example, iOS, Android, Windows, or OS X. Use the [VMware Horizon Toolbox Web portal](#) to address auditing and management assistance issues.

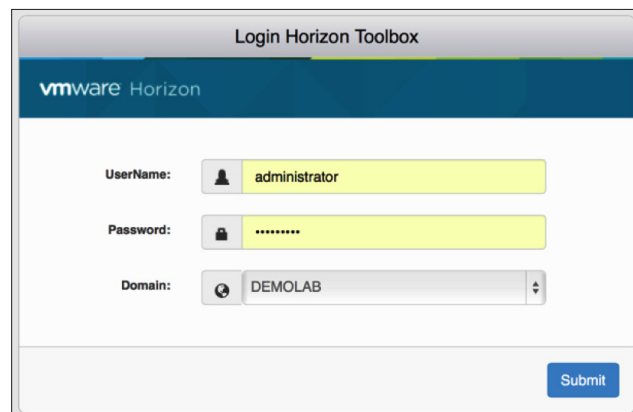
If you have VMware [Horizon® Enterprise Edition with VMware vRealize™ Operations for Horizon](#), you can already audit sessions and usage. If you have Horizon View Standard Edition or Horizon Advanced Edition (which do not contain vRealize Operations for Horizon), you can use the Horizon Toolbox to audit sessions and usage. Horizon Toolbox has some additional functionality that vRealize Operations for Horizon does not provide:

- Client (device) auditing
- Snapshot auditing
- Remote assistance

## Downloading Horizon Toolbox

Administrators who have deployed View virtual desktops in [VMware Horizon 6](#) can now download the free Horizon Toolbox Web portal from VMware Labs. When you install Horizon Toolbox on the View Connection Server, you can access the Horizon Toolbox Web UI through the administrator account. The latest version of Horizon Toolbox is 1.5 and contains the auditing and remote assistance functions. Future development plans include policy management capabilities.

After you [download and install the Horizon Toolbox](#), you need to log in with your user name and password.



**Figure 1:** Horizon Toolbox Login

After you click **Submit**, the VMware Horizon Toolbox application opens with two options: the [Auditing tab](#) and the [Management tab](#).

## Auditing Tab

Click the **Auditing** tab to access a drop-down menu that gives you the following options: Sessions, Users Usage, Snapshots, and Clients. By default, you are in the Session Audit Report and the Current Sessions window.

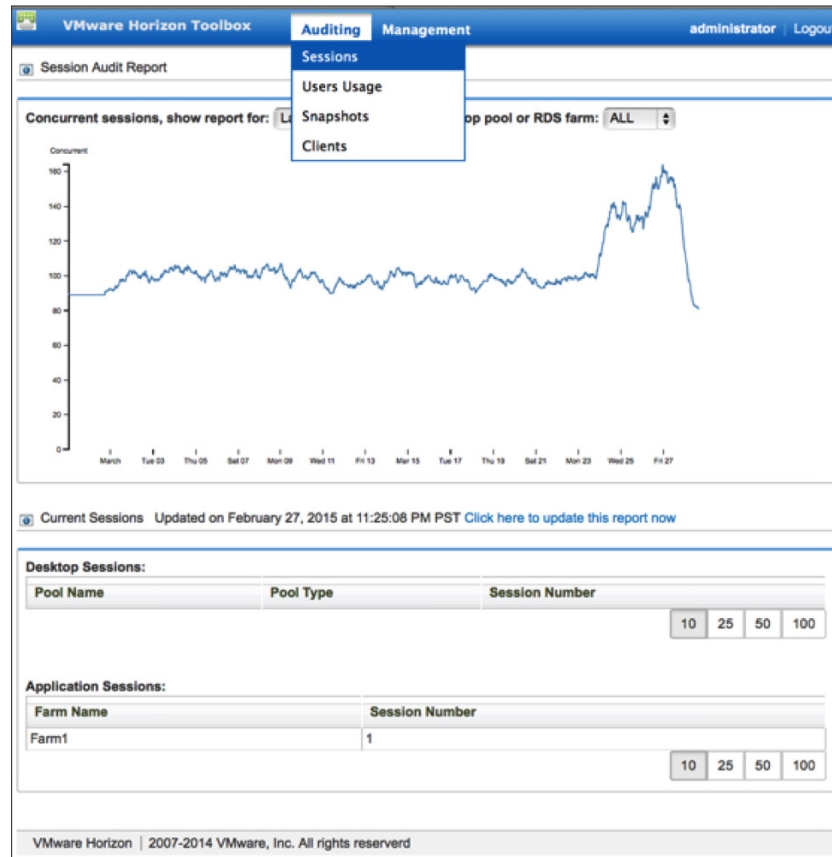


Figure 2: Auditing Sessions

### Auditing Sessions

From the options in the drop-down menu in the Auditing tab, you can audit sessions and usage, and review snapshots, client operating systems, and versions of View.

This default sessions window consists of two panels. The top panel, the Session Audit Report, shows a linear chart that represents the historical concurrent session trend for a selected period of time. From the **Concurrent sessions, show report for** field, you can choose the last 2 days, the last 7 days, or the last month. The historical concurrent session trend helps you determine the right system size and system load for a View Connection Server. The larger the number of concurrent sessions, the heavier the system load.

The lower panel, the Current Sessions report, shows the current virtual desktop connections by desktop pool, and shows virtual application connections by RDSH (Remote Desktop Session Host) farm.

## Auditing Usage

Some organizations have strict security rules and need to know each user's login and logout time, and the name of the desktop or application. You can monitor this information by clicking the **Auditing** tab and then clicking **Users Usage** in the drop-down menu.

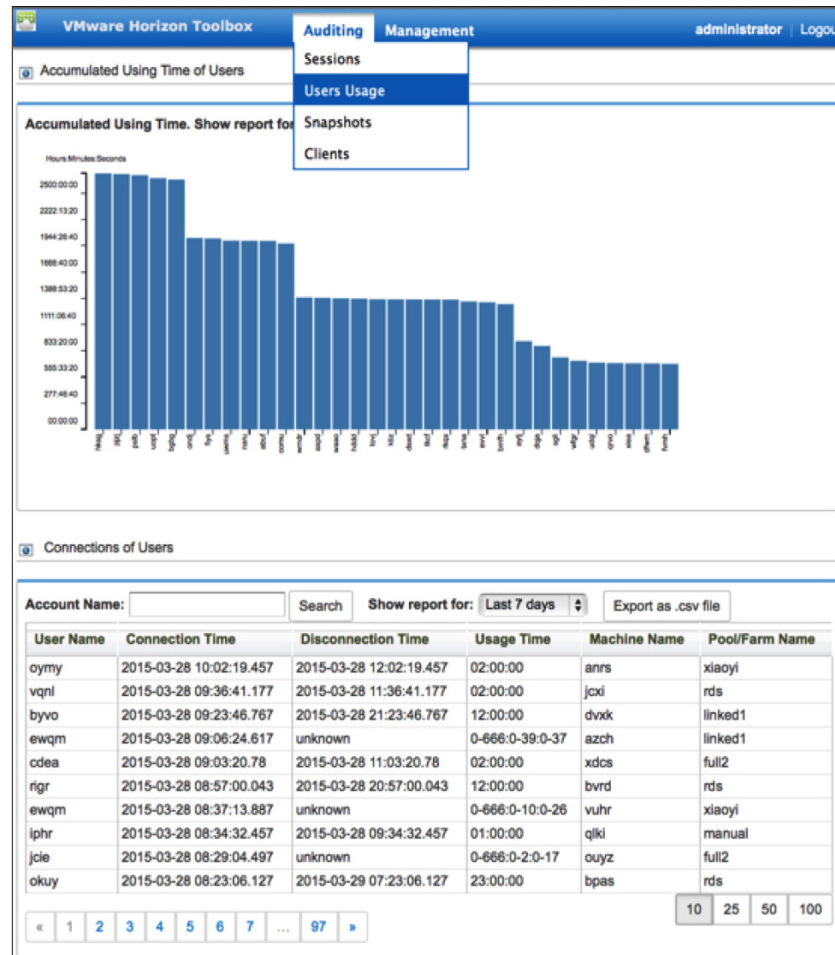


Figure 3: Auditing Usage

From the top panel of this window, Accumulated Using Time of Users, you can check the Accumulated Using Time report. (Accumulated Using Time is the total time a user was connected to the View desktop. For example, if the View desktop were used five times for ten minutes each time, the accumulated time would be 50 minutes.)

The lower panel of the window is a table with detailed information for all connections, including user name, connection time, disconnection time, pool (or farm) name, and machine name. The default report is for the last seven days, but you can choose to report on the last month or the last 2 days. You can search by user name, and export data in an Excel-compatible format from the **Export as .csv file** button.

## Auditing Snapshots

Some organizations have many linked-clone desktop pools, and have created a large number of snapshots for the linked-clone pools. You might find that your storage is full, but do not know which snapshots are in use and which can be deleted. Horizon Toolbox auditing can provide the answer. You can click the **Auditing** tab and select **Snapshots** from the drop-down menu. Now you can audit all parent virtual machines along with all snapshots related to the View desktops, and show them in a tree view, as shown in the Snapshot Audit Report window that follows.

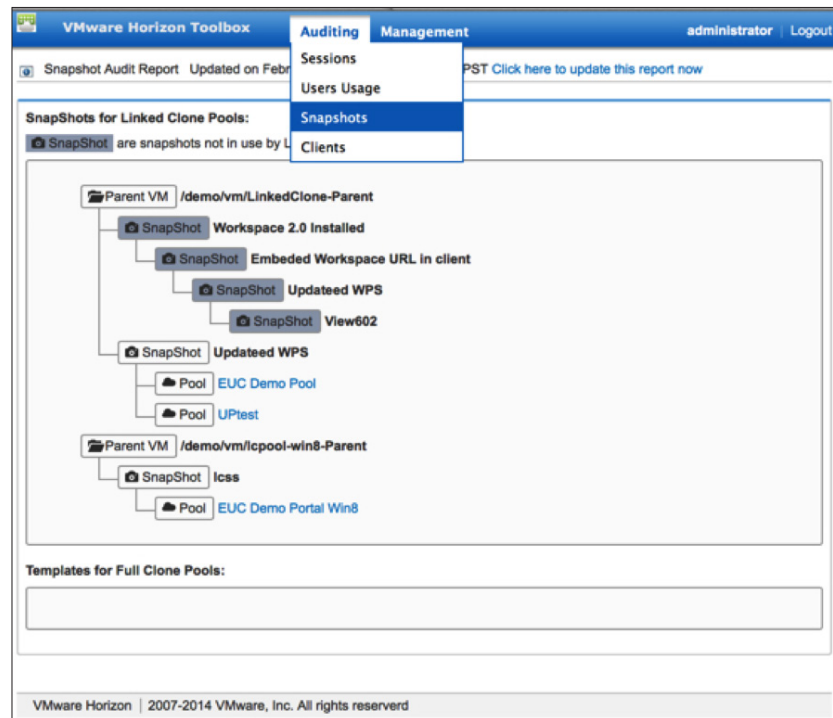


Figure 4: Auditing Snapshots

## Auditing Clients

To audit clients, click the **Auditing** tab and select **Clients** from the drop-down menu. With the Client Audit Report, Horizon Toolbox offers you the ability to audit View endpoints by Horizon Client version and client operating system. You can also toggle between Pie Chart View and Table View of this window. The Pie Chart View of the Client Audit Report window consists of two pie charts with percentages: the top chart shows Horizon Client versions and the lower chart shows the endpoint operating systems. This information is useful because it can tell you what percentage of users have which clients and what percentage of clients are new or out of date.

The Table View of the Client Audit Report provides absolute numbers, instead of percentages, and gives the exact versions of the Horizon Client and the client operating system. This information is especially useful if your organization wants all clients to be updated to the newest versions, or forbids use of particular clients.

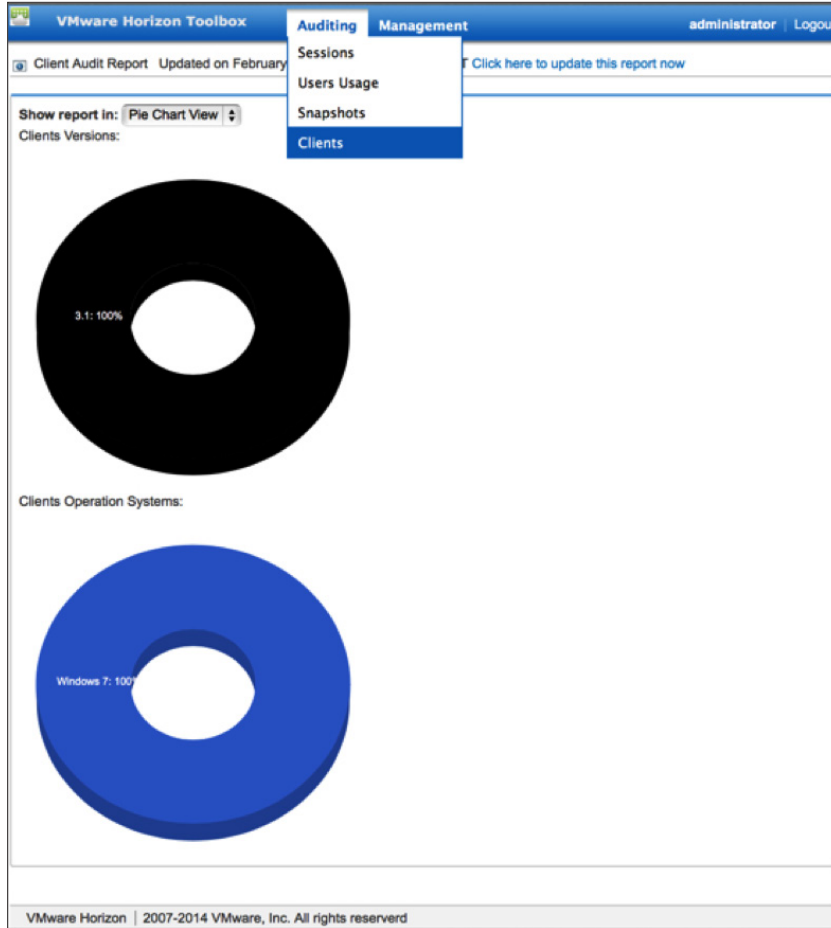


Figure 5: Pie Chart View of Client Audit Report

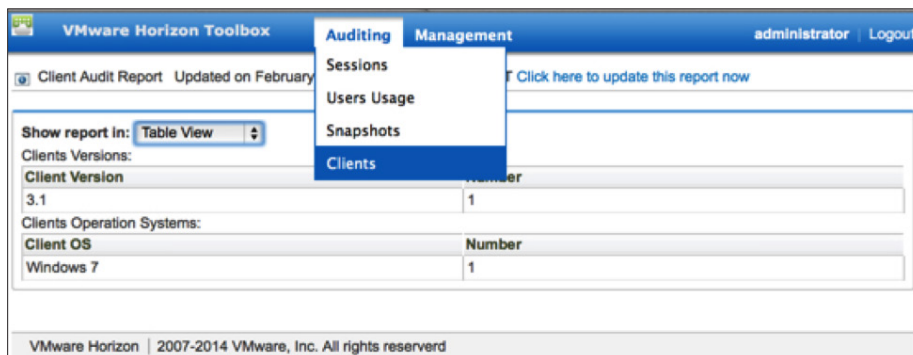


Figure 6: Table View of Client Audit Report

## Management Tab

From the main Horizon Toolbox application window, click the **Management** tab to access a drop-down menu that gives the following options: **Remote Assistance** and **Device Access Policies**. By default, you are in the Remote Assistance window.

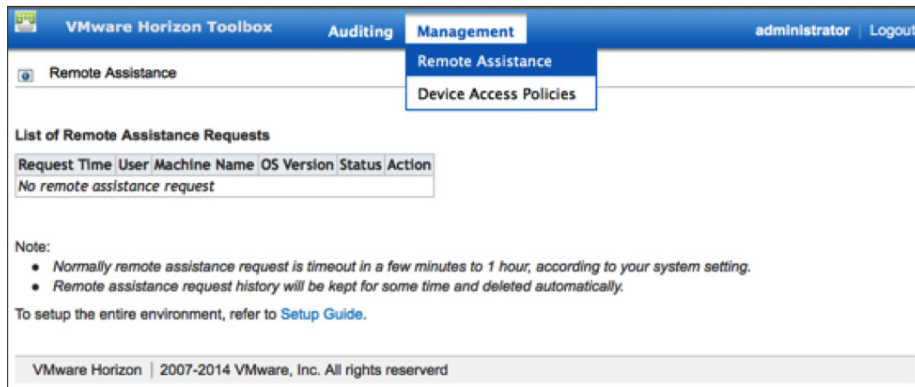


Figure 7: Remote Assistance

### Remote Assistance

Remote Assistance, also known as *session shadowing*, allows the administrator or IT help desk to remotely view and control an end user's desktop in the View environment.

#### Installation of Remote Assistance

After you install Horizon Toolbox, you can access the [Remote Assistance Installation Guide](#). Horizon Remote Assistance is a Horizon wrapper for the standard native Windows Remote Assistance application. The Remote Assistance function requires that the View administrator install Horizon Remote Assistance both on their administrative desktop and on each View desktop.

After Remote Assistance is installed on a user's View desktop, a Remote Assistance icon appears on their desktop.

#### Overview of Remote Assistance Sequence

Following is an overview of the Remote Assistance sequence of steps:

1. User clicks the **Horizon Remote Assistance** icon on their View desktop to initiate a support request.
2. Administrator sees the request from the Horizon Toolbox Web portal and clicks the **Start Assist** button associated with a request to launch the support.
3. A message box appears on the user's desktop, where the user confirms the request. A connection is established.
4. The administrator can request full control, but the user must confirm the agreement.



### Details of Remote Assistance Sequence

When an end user wants to submit a Remote Assistance request, they click the Horizon Remote Assistance icon on their View desktop, outlined in red in the following screen.

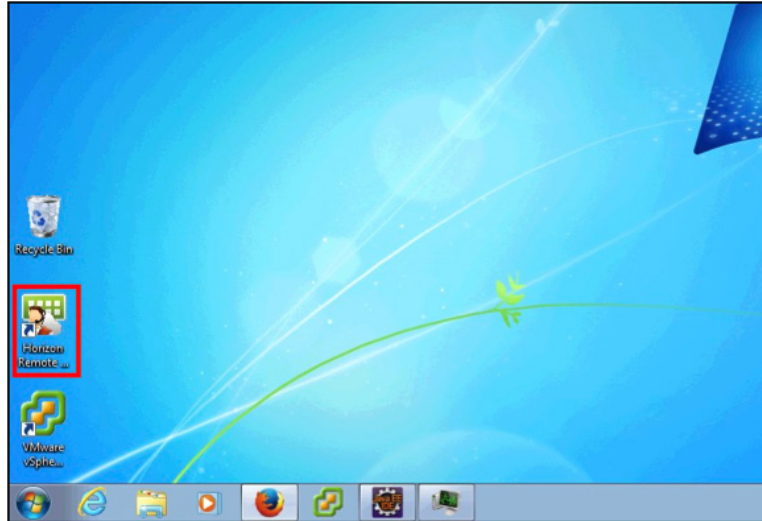


Figure 8: Horizon Remote Assistance Icon on an End User's Desktop

To monitor requests for help, you can access Remote Assistance from the Horizon Toolbox. Click the **Management** tab and select **Remote Assistance** from the drop-down menu.

You can see user requests from the Horizon Toolbox Web UI.

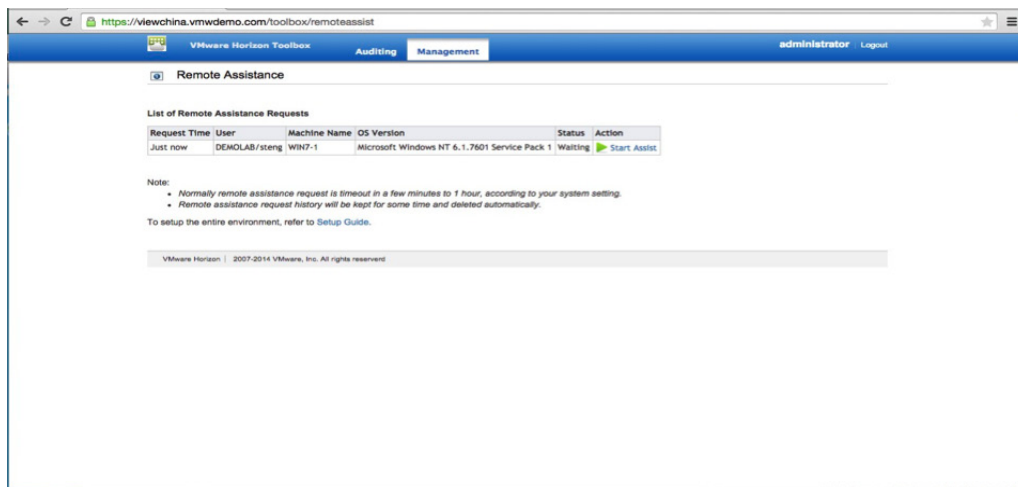


Figure 9: Monitoring of Remote Assistance Requests in Horizon Toolbox

The View administrator can launch a Remote Assistance window by clicking the **Start Assist** button linked to the user request. The following screenshot shows the user's View desktop after the administrator launches the assistance function.

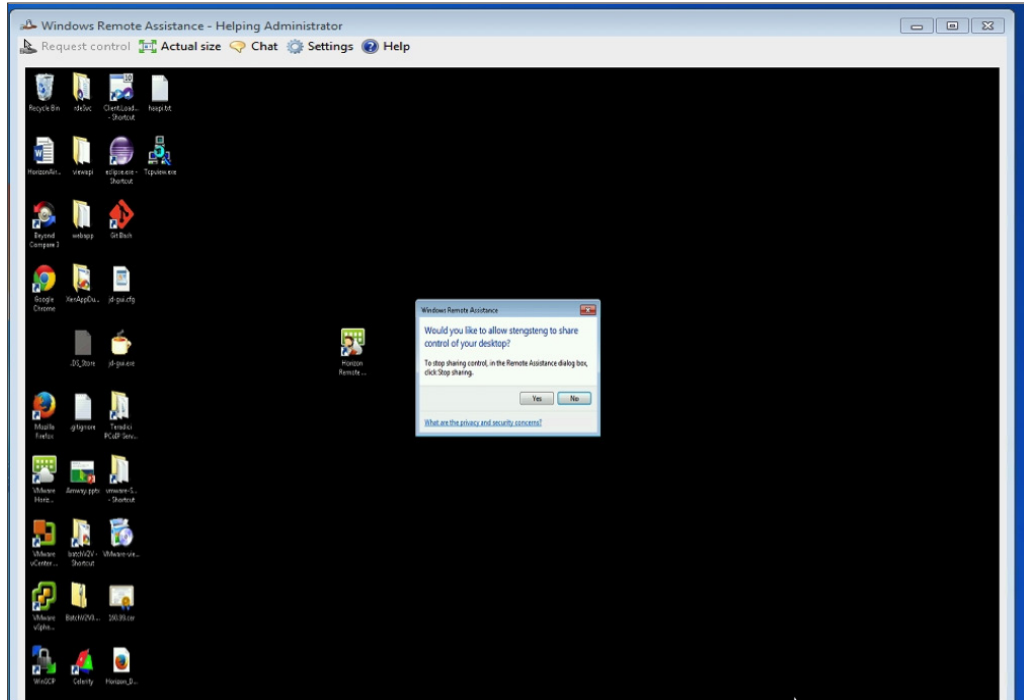


Figure 10: Windows Remote Assistance Prompt on User's Desktop

After the administrator clicks the **Start Assist** button, the Horizon Remote Assistance application launches, and the administrator can view the end user's desktop.

The Horizon Toolbox Web page can be closed; control of the end user's desktop does not rely on the Horizon Toolbox. Remote assistance continues from within the Windows Remote Assistance function, and all features, such as remote desktop control, are available.

## Device Access Policy

The **Management > Device Access Policy** option is still in development.

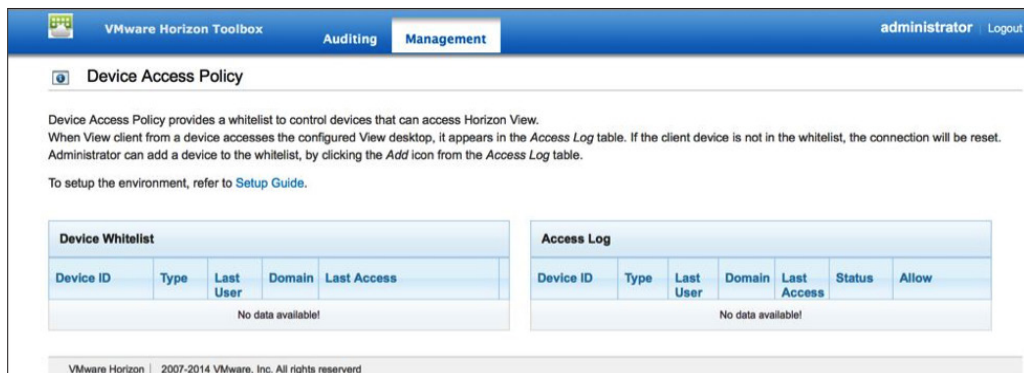


Figure 11: Device Access Policy

## Additional Resources

To learn more about the Horizon Toolbox, visit our [official Horizon Toolbox Web site](#).

## Author and Contributors

Shengbo Teng, Senior Member of the Technical Staff, VMware, wrote this paper.

The following people contributed content or review:

- Nan Wang, Senior Member of the Technical Staff, Technical Marketing and Enablement, VMware
- Sam Zhao, Technical Marketing and Enablement Manager, VMware

To comment on this paper, contact the VMware End-User-Computing Technical Marketing team at [euc\\_tech\\_content\\_feedback@vmware.com](mailto:euc_tech_content_feedback@vmware.com).

