

VMware Horizon Mirage Web Manager Guide

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Overview

This guide describes how to use the VMware® Horizon Mirage™ Web Manager.

The Mirage Web Manager mirrors the Mirage Management Console (MMC) and is intended eventually to replace it.

The current version is intended for use by IT help-desk personnel to assist them in responding to service queries. It also provides dashboard information to assist the Protection Manager role.

Installation Notes

The Mirage Web Manager must be installed on a Windows server with IIS 7 or later and .NET framework 4.

It can be viewed using Chrome, Firefox, IE 9 and IE 10. Cookies and JavaScript must be enabled.

Make sure that your IE 9 browser supports JavaScript and Cookies on an intranet environment.

Note: By default, users have access to help-desk functionality - the device path is automatically designated as [computer name]/[horizon mirage]. To enable user access to protection manager functions from the dashboard, set the browser path to [computer name]/[horizon mirage]/Dashboard. In this case both helpdesk and dashboard functionality are enabled for that user.

Logging In

You must log in each time you open the application.

To log in to the Mirage Web Manager:

1. Type your user name (including domain if required by your company) and password.
2. (Optional) Select the **Remember Me** checkbox to automatically display the user name at login.
3. Click the **Login** button.

Performing a Quick Search

After logging in, the Select User and Device window appears, where you perform a “quick search” for the devices that you want.

The quick search identifies devices that satisfy a search string involving a Username or Device Name. You can then select the device immediately, or from an expanded list in the Search Results window - see Performing an Advanced Search on page 5.

After selecting the required device, you work with it in the Device History and Information window - see Working with Device Information on page 6.

To display devices and select a device:

1. In the Select User and Device window **Search** text box, type a character string that the user name or device you want includes (at least two characters, which can occur anywhere in the name).

A quick search list of up to four user names and their corresponding devices appears. If a user name is associated with more than one device, all the devices are listed for that user name.

2. If the user-device that you want is in the quick search list, click its **device** link with the pointer. (You can also scroll to that line using the keyboard Up/Down keys and press Enter.)

3. If the user-device you want is **not** in the list and you want to see more results:

- a. Focus on the **Search** text box and press Enter to display the list of all user or device names that match the search string (see Performing an Advanced Search on page 5).

Tip: If you press Down past the fourth result in the list, the focus cycles to the **Search** text box.

- b. Locate the name that you want in the list and press Enter.

Tip: If you press Enter without typing anything in the quick search **Search** text box, the full list of all the users-devices in the system appears.

4. To perform a new quick search, click the **Plus** icon in the left-side panel. You can repeat the quick search process from Step 1.

Performing an Advanced Search

If you did not select a quick search result (see Performing a Quick Search on page 4) and asked for more results, the Search Results window appears showing the full results of the string search, or all users-devices in the system if no string was specified.

You work with a selected device in the Device History and Information window (see Working with Device Information on page 6).

Selecting a User-Device

You select a user-device by clicking its **device** link in the Search Results window list.

OR

Perform an Advanced Search

Alternatively, you can start a new advanced search, which searches simultaneously within Username, Device Name, Device ID and CVD ID (rather than only Username and Device Name in the Select User or Device window quick search). This advanced search replaces any existing quick search results.

Type the search string for the advanced search in the text box at the top-right of the window, in the same way as described for a quick search.



The results appear immediately.

Nested Search

In an advanced search, you can specify a nested search based on two search strings by separating the individual strings in the text box with a space. For example:

- Typing “as ti” searches for “as” or “ti” in usernames or device names.
- Typing [username], space, [device name], will identify a specific username-device name.

Revisiting the Advanced Search

You can revisit the Search Results window at any time to perform a new Advanced search:

1. Click the **Plus** icon in the left-side panel.
2. In the Select User or Device window (quick search), press Enter without typing anything.
3. In the Search Results window, enter your new advanced search string.

Sorting the Search Results

You can sort the search results by any column name by clicking the column header.

When a sort is by User Name (default), devices are grouped in the list with their associated users. Similarly, when the list is sorted by Device, user names are grouped with their associated device.

Working with Device Information

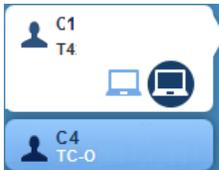
The Device History and Information window shows the history of actions on selected devices. It consists of the following:

- Left-side panel of Selected Device tabs, listing the devices selected by search operations. Any number of devices can be searched-and-selected in a session.
- Right-side panel showing information about a device indicated by a Selected Device tab selection. The device information is available in two views:
 - Grid View - see Grid View on page 7, or
 - Timeline View - see Timeline View on page 9

Selected Device Tabs

Each time a user-device is selected from a quick search or advanced search, a Selected Device tab is created in the left-side panel to assist navigating between selected devices.

- Each Selected Device tab shows the user name and associated device names. Multiple devices for the same user are grouped in the same tab. The name of the device which is the current focus (or the last focus for an inactive tab) is shown in the tab under the user name. The names of other associated devices appear in tooltips.



- You display the history and information of a device by clicking its Selected Device tab or the device symbol within the tab if there are multiple devices. When selected, the tab background becomes white and the device symbol becomes highlighted.
- Once a Selected Device tab is created by a search, it can be used to revisit that device's information at any time in the session.
- Selected Device tabs remain available until they are closed (click the **X** in the top-right of the tab).
- A Selected Device tab with a red triangle  in the bottom-right of the tab is a reminder that a wizard process is ongoing on that device and that you still need to either bring it to completion or cancel it. You can close the process in progress by clicking the red triangle and clicking **OK** in the **Wizard is Active. Close?** prompt.

Even while a preexisting process is incomplete, you can still perform additional actions on any devices, including the current device. For more information about actions, see Actions on the Selected Device on page 8.

Grid View



The **Grid View** is selected by default and the action history for a selected device appears in the window body initially as a grid. This includes a line of information (Start and End Time, and Description) about each action associated with the device, in chronological order. The **Type** column shows the action type (the filter that the action is related to).

The Grid View also lists all the snapshot versions currently/formerly associated with the device.

Clicking a row in the list shows additional information about that action. Each action type has its own information set. (This is similar to the MMC where you right-click a device and select **Show History**.)

Clicking **Properties** at the bottom of the window shows information about the selected device under tab categories.

Filtering the Grid View by Action Type

You can filter the action lines displayed in the Grid View to include only those whose toolbar type icons are selected:



- Steady State (incremental upload) – Data transfer from device to server.



- Snapshot – CVD snapshot creation.



- Event - Important system events propagated from the server and clients.



- Audit Event – User-initiated events.



- Task – Operations, usually wizards-driven, that deploy, manage, protect, or support Mirage endpoint devices.



- Download – Data transfer from the server to device.

See fuller descriptions of each action in the Horizon Mirage Administrator's Guide.

By default all the filters are enabled (all action types are visible in the view). You can exclude specific action types by clicking their icons to disable them.

These filters can be set in either the Grid View or the Timeline View and are automatically applied in the other view (see Filtering the Timeline View by Action Type on page 10).



The **Currently Running Tasks** icon shows information about tasks in progress.

- Point to the icon to show the number of tasks that are currently running.
- Click the icon to display a dropdown list of the running tasks.
- Click an entry in the list to highlight the task line in the Grid View. A progress bar appears in its End Time column indicating the task status.

In the Timeline view, you see an action bar colored in red (failed) or blue (running). Clicking on currently running tasks moves the timeline to display the action.)

Filtering the Grid View by Free Text

You can filter the displayed actions to include only those that contain the specified text string in at least one of the displayed Grid View fields. Click the **Filter**  button, and enter the required free text string in

the **Filter** text box .

This filter can be set in either the Grid View or the Timeline View and is applied automatically in the other view as either a search or a filter, according to the methodology described for that view (see Searching the Timeline View by Free Text on page 10).

Actions on the Selected Device

You can perform actions on the selected device by clicking the required action icon in the window toolbar. (If an icon is not displayed, click the **More**  button.) These include:

- Enforce Base Layers
- Set Driver Library
- Reboot
- Suspend/Resume
- Synchronize
- Collect Logs
- Restore
- Revert To Snapshot
- Note

A confirmation prompt appears, or a wizard process is activated. Follow the instructions provided in the wizard pages. For more information, refer to the Horizon Mirage Administrator's Guide.

The actions can be performed from either the Grid View or the Timeline View.

The following sections describe specific information relevant to the Horizon Mirage Web Manager.

Update Note

You can maintain a note with descriptive textual information about the selected device. You open the note page (initially a blank sheet) by clicking the **Note** icon in the window toolbar. Then type information in the note and click **Submit** to save and close the window. You can edit the note by the same process. Incremental changes are either saved (with **Submit**) or discarded (with **Cancel**). If you cancel changes, any previously saved text remains intact.

The device's note can be maintained from either the Grid View or the Timeline View.

Revert to Snapshot in the Grid View

When this action is performed from the Grid View, the required snapshot is selected through the wizard. Any snapshots in the window list are shown for information purposes only and are not part of the wizard process. If you perform the function from the Timeline View, you can preselect the snapshot that will be used by the wizard (see Revert to Snapshot in the Timeline View on page 10).

Timeline View

You can present the device's action history in a timeline (select the **Timeline View** icon ).

Circles  represent tasks. The color of the circle represents the task status - Blue means in-progress, green means completed successfully, red means failed, orange means a warning.

When a task or steady state action takes a long time to complete, a bar of the same color replaces the action icon, showing its execution time relative to the timeline.



Other action types (incremental uploads or steady state, snapshots, events, audit events) are represented by symbols that resemble the icons used for filtering (see Filtering the Grid View by Action Type on page 7).

Multiple actions that occurred at or around the same time are **grouped** as one icon with a circled

number indicating the number of actions that the icon summarizes (for example , or  if the number is 100 or more).

Icons of same action type are lined up at a different heights above the timeline, in their chronological order. For example, events appear at one height, and audit events at another.

Pointing in the vicinity of icons opens balloons of information about the underlying actions. (The icons will all be of the same type, located on the same height above the timeline. Up to three icon / icon group information balloons can appear, subject to graphical limitations.)

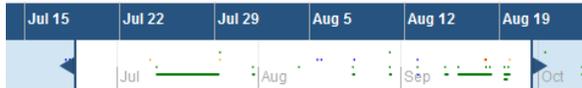
- For an icon representing one action, information about that action appears, in the same way as described in the Grid View. Each action type has its own information set.
- For a grouped icon, the balloon lists the actions grouped by that icon. The state of each individual action is shown. The color of the icon represents the worst case action. For example, if two actions are designated with Warning and one with Failure, the icon is colored red. You can click a grouped icon to limit the timeline zoom range to the dates of its associated actions.

You can then click an individual action listed in a balloon to see its detailed information set. The parameters differ according to the action type. Click the right-left arrow icons to scroll to the next/previous action in chronological order on the timeline.

Zooming the Timeline View

You initially see a zoomed-out view that shows the last 3 to 30 days' events (depending on the number of failed events for the device).

- You can limit the date range by grabbing and moving the timeline end-anchors. This will expand the selected date range to fill the horizontal view.



- After pointing to a grouped icon  to show a list of its component actions, you can expand the date range summarized by the icon to fill the entire horizontal view by clicking the grouped icon or anywhere on the tooltip. The displayed actions are arranged in chronological order.
- You can also zoom in or out on the view contents by pointing to the **Scroll** icon  in the timeline bar and rolling the mouse wheel forward or back.

Filtering the Timeline View by Action Type

You can filter the actions displayed in the timeline to include only those whose toolbar symbol is enabled. This is used in the same way as described in Filtering the Grid View by Action Type on page 7. This filter can be set in either the Grid View or the Timeline View and is automatically applied in the other view.

Searching the Timeline View by Free Text

You can search the listed device information by free text.

- Click the **Free Text Search** icon  to open the **Free Text** box , and enter a search string. The currently defined timeline interval (for example 3 days) shifts so that the earliest action that satisfies the search string appears in the middle of your screen.
- Click the **Right arrow** button to identify each next action in the same way, or click the **Left arrow** button to return to an earlier action.

This search can be set in either the Grid View or the Timeline View. It is applied automatically in the other view as either a filter or a search, according to the methodology described for that view (see Filtering the Grid View by Free Text on page 10).

Actions on the Selected Device from the Timeline View

You can perform actions on the selected device by clicking the required action icon in the window toolbar. The actions can be performed from either the Grid View or the Timeline View. For details, see Actions on the Selected Device on page 8.

Revert to Snapshot in the Timeline View

You can revert to a snapshot by right-clicking its **Camera** icon  and selecting **Revert to Snapshot** from the shortcut menu. The Revert to Snapshot wizard opens with the snapshot you want already selected. This function is specifically relevant to the Timeline View.

You can also perform Revert to Snapshot by clicking the **Revert to Snapshot** icon at the top of the window and choosing the required snapshot as part of the wizard process, in the same way as described for the Grid View (see Revert to Snapshot in the Grid View on page 8.)

Dashboard

In addition to help-desk support, the Mirage Web Manager provides dashboard information to assist the Protection Manager role to ensure that user devices are protected. The dashboard provides a variety of statistics to help monitor the centralization and backup process.

Note: Dashboard access must be enabled in the client installation process. See Installation Notes on page 3.

To access the Dashboard:



- Click the  icon in the left-side panel.

The Dashboard appears with three tiles of information:

- Centralization Status Tile
- Protection Status Tile
- Short Disconnects Tile

Centralization Status Tile

This tile provides a first level indication of centralization process progress:

- How many devices are currently being centralized.
- How many have completed the centralization process historically (including archived CVDs, but not including reference CVDs).

Clicking in the tile displays a line chart with different information about the centralization process, based on your selections:

- Cumulative number of centralizations completed over a selected time span - one week (daily data), one month (daily data), or 6 months (weekly data) since today's date.
- Composite chart that includes, for a specified timeframe (same options as previous chart):
 - Number of CVDs that completed centralization
 - Number of CVDs that are currently in the centralization process
 - Amount of data transferred GB (Y-axis is denominated in GB)

Click the **Restore Down** icon at top-right to return to the tile view.

Protection Status Tile

This tile shows how many devices (centralizing or centralized) have protection problems:

- How many CVDs did not finish centralizing (backing up the first time) during the past week.
- How many CVDs completed centralization but did not back up for more than one week.

A statistic that is less than the configured threshold appears with a red warning indicator. The thresholds can be configured in the dashboard's **web.config** file by adjusting the **DashboardKpiCentralizationNotFinishedCount** and **DashboardKpiNotBackedUpCount** values, respectively.

Clicking in the tile displays a pie chart showing details of the top five error types that occurred during a selected timeframe (the last day, week, or month):

- The legend shows the top five problem types that stopped uploads from completing during the timeframe.
- The pie chart shows the relative proportion of each of these problem types in the timeframe. Any remaining error types that are present in the timeframe are aggregated as Other.

You can view error information in terms of either CVDs that did not complete centralization (**Centralization**), or CVDs that did not finish backup (**Backed up**), or **Both** (default).

Short Disconnects Tile

This tile provides a first level indication of whether there were problems with the network connection between servers and clients in the past 24 hours.

It displays the average number of disconnections per device per hour of disconnection. (Disconnects during idle time are not counted.)

A "disconnect" is recognized when a network disruption during a Mirage operation is followed by a disconnection within 5 minutes.

A statistic that is less than the configured threshold appears with a red warning indicator. The threshold can be configured in the dashboard's **web.config** file by adjusting the **DashboardKpiSubnetShortDisconnectsRatio** value.

Clicking in the tile displays a grid with more information about the failures on each subnet.