## **Getting started with Horizon Cloud Assist**

VMware Workspace ONE Assist for VMware Horizon is a real-time remote employee support solution that enables IT and help desk staff to support employees with virtual desktop task and issues remotely. With Workspace ONE Assist for Horizon, support staff can quickly launch support sessions and remotely view and control virtual desktop directly from the Horizon Universal console.

Part 1: Assign Helpdesk Group for Horizon Assist in Site-1

Part 1: Assign Helpdesk Group for Horizon Assist in Site-1.



- 1. From the **ControlCenter Desktop** 
  - Launch Google Chrome Site1 profile
  - In the address Bar Navigate to <a href="https://cloud.horizon.vmware.com">https://cloud.horizon.vmware.com</a> access Horizon Universal Console.
    - Username: hznintattxx@livefire.solutions
      - Where **xx** is the number assigned to you or the team.
    - Password: VMware1!
    - In the next login page in Active Directory Credentials.
      - Username: administrator
      - Password: VMware1!

- Domain: EUC-LIVEFIRE
- Click LOGIN



- 2. From the Horizon Universal Console
  - Expand the Settings from the left hand menu
    - Go to Roles & Permissions
      - Under Roles menu
        - Select Help Desk Administrator
        - Click on EDIT ROLE
          - This opens a new Edit Help Desk Administrator window

## Edit Help Desk Administrator

#### User Group:

£.	help	
£:	HelpDesk CN=HelpDesk,OU=HelpDesk,OU=Corp,DC=euc-livefire,DC=com	
ι	Jser Group:	
[	Active Directory Search	
5	elected User Group:	
		~

- 3. Under User Group
  - Add HelpDesk Group
  - Click Save

### Roles & Permissions

EDIT ROLE

#### Roles

Help Desk Read Only Administrator

Help Desk Administrator

Demo Administrator

Super Administrator

Help Desk Administrator
Admin Users

EUC-LIVEFIRE\helpdesk

4. Under **Roles** Menu

- Select Help Desk Administrator
  - On the right hand side
    - Confirm that EUC-LIVEFIRE\helpdesk group is added
  - Logout from Universal Console Page

Welcome to	
VMware Horizon®	
My VMware Credentials	Welcome to
hznintatt22@livefire.solutions	VMware Horizon®
	Active Directory Credentials
Remember me	Kevin
LOGIN	EUC-LIVEFIRE
Forgot password?	
	LOGIN

- 5. From the **ControlCenter Desktop** 
  - Launch Google Chrome Site1 profile
  - In the address Bar Navigate to <a href="https://cloud.horizon.vmware.com">https://cloud.horizon.vmware.com</a> access Horizon Universal Console.
    - Username: hznintattxx@livefire.solutions
    - Where **xx** is the number assigned to you or the team.
    - Password: VMware1!
      - In the next login page in Active Directory Credentials.
      - Username: Kevin
      - Password: VMware1!
      - Domain: EUC-LIVEFIRE
      - Click LOGIN

It might help you if you launch the browser session in a NEW INCOGNITO Mode session

• Part 2: Testing Horizon Assist in Site-1

## Part 2: Testing Horizon Assist for A User in Site-1



#### 1. In the ControlCenter

- Navigate Desktop > Remote Desktops > Site1
- Launch the RDP session to w10EXT-01a.RDP
  - Username: Jill@euc-livefire.com
  - Password: VMware1!



2. On the **W10EXT-01a** desktop

#### Launch Horizon Client

• In Horizon Client, Click on + Add Server

brokenx.euc-livefire.com	×
Cancel	Connect

- 3. In the Name of the Connection Server window
  - Enter YOUR assigned broker FQDN
    - brokerxx.euc-livefire.com
      - Where **xx** is your assigned number
    - Select Connect

https://broker25.euc-livefire.com			
jill			
•••••			
Cancel	Login		

- 4. In the Login window
  - In the **Username**, area
    - Type Jill
  - In the **Password**, area
    - Type VMware1!
  - Select Login

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	Corp22-Hzn	Corp22-Asst	
	۵ ···		Re
📮 VMware I	Horizon Client		
Ļ	Drive Sharing	ie storane and local files	
-	when using remote desktops and ap	plications?	
	Permit access to your removable stor C:\Users\Jill	rage and local files	
	For more choices, go to Settings > D	krive Sharing	
	Do not show this dialog again		
	Allow	Deny	

- 5. In the VMware Horizon Client
  - Select your CorpXX-Asst desktop assignment
    - Where **xx** is your assigned number
      - Wait for the User login is complete.
  - In the Drive Sharing prompt
    - Select Allow



6. In the **ControlCenter** Desktop

- From Google Chrome
  - Ensure User Kevin Logged In Universal Console as Helpdesk Administrator.
  - In the **Top** Next to **Users**, In the **Search here** 
    - Type Jill
      - Click on Jill Verneo user
        - This opens a new window for **Jill Vernio** Session Information

0	Jill Verneo Guill	
	1 SESSIONS	2 ASSIGNMENTS
SEND	MESSAGE DISCONNECT	LOGOFF MORE V
- c	omputer Name 🗸 🗸 🗸	Workload
	lr25-asst-3.euc-livefire.com	Desktop
_		,

- 7. Under **Computer Name** column
  - Click on the blrXX-asst-X.euc-livefire.com
    - Where **x** is the unique Virtual Desktop for allocated to Jill
      - In our example it is blr25-asst-3.euc-livefire.com
    - This opens a **New Window** with the desktop information.

<ul> <li>blr25-as</li> <li>Details Process</li> </ul>	st-3.euc-livefire.com	
SEND MESSAGE	REMOTE ASSISTANCE WORKSPACE ONE ASSIST	MORE V
Client		
User Name	euc-livefire.com\jill	Client
Client IP	172.16.30.30	Client
Client Name	W10EXT-01a	Protoc
VM		

8. In the New Window

Click on WORKSPACE ONE ASSIST

	?	W	orks	spac	e	ON	ΕA	S	sist				×
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0	my-ip.livefire.	lab/ip	🚾 Horiz	ton®Site 1	<b>M</b>	UAG-HZ	ZN-01a	VIII	UAG-HZI	N-01Ь	🔼 Av	i Vantage C	on

- 9. In the New Workspace ONE Assist
  - Under Do you want to connect to remote desktop with Workspace ONE Assist?
     Click on WORKSPACE ONE ASSIST
    - It will redirect to a new **assistforhorizon** Tab

• Note: Ensure to unblock the pop-up from the top right hand corner of google chrome

• Note: At times, clicking once may not work so if it doesn't work within 30 seconds to 1 minute, click again on Workspace ONE ASSIST button



#### 10. On your ControlCenter browser

- In the new assistforhorizon tab
- Wait for "Message Sent" and "Waiting for device connection" complete



- 11. On the ControlCenter,
  - Switch to RDP Session of w10EXT-01a

- Within Assist For Horizon Window
  - Click on I UNDERSTAND



- 12. On your ControlCenter server
  - Switch back to your Chrome Browser
    - A 4 digit pin will be displayed
      - Make a note of the pin



- 13. In the ControlCenter,
  - Switch back to **w10EXT-01a** 
    - In the **Assist of Horizon** Window
      - Under Enter 4 Digit Pin provided by support

- Enter your saved PIN
- Click Agree
- Minimize the RDP Session of w10EXT-01a

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	DISCONNECT	
	Device Connected	Activate Windows     Go to Settings to activate Windows
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- 14. From the **assistforhorizon** tab in Google Chrome
  - Kevin can now control Jill's desktop session
  - In case, Jill has any technical issue in his VDI Session
    - Kevin will be able to Assist **Jill** with any technical issues

Part 3: Testing Workspace One Assist For Horizon in Site-2

# Part 3: Testing Workspace One Assist For A User in Horizon in Site-2

$\leftrightarrow \rightarrow \cdot \uparrow \square $	Remote Desktops > Site2						
	^ Name	^					
🖈 Quick access	DC-025 PDP						
📃 Desktop 🛛 🖈	Herizon 022 PDP						
🕹 Downloads 🖈							
🛱 Documents 🖈							
Pictures 🖈							
Cite1	W10Client-02a RDP						
Given	w10EXT-02a.RDP						
5ite2	w10Master-02a.RDP						
win							
win							
This PC							
3D Objects							
Windows Security	Windows Costulty						
windows security	windows security						
Your credentials did not work							
Your system administrator does not allow the use of saved							
credentials to log on	credentials to log on to the remote computer 172.16.40.30						
because its identity is	because its identity is not fully verified. Please enter new						
credentials.							
tom@euc-livefire.con	1						
Password							
1 asservice							
The logon attempt fai	iled						
More choices							
OK	Cancel						
OK	Cancer						

#### 1. In the ControlCenter

- Navigate Desktop > Remote Desktops > Site2
  - Launch the w10EXT-02a.RDP shortcut
    - Username: tom@euc-livefire.com
      - Password: VMware1!



#### 2. In the W10EXT-02a Desktop

- Launch the VMware Horizon Client Shortcut
- Select your YOUR assigned broker FQDN
  - brokerxx.euc-livefire.com
    - Where **xx** is your assigned number
- Select Connect

ttps://broker25.euc-livefire.com

tom	
•••••	
Cancel	Login

- 3. In the Login window
  - In the Username, Type Tom
  - In the **Password**, Type VMware1!
  - Select Login

📮 VMwa	re Horizon Client		
<			
	bhttps://broker2	5.euc-livefire.com	
	corp25hzn	Corp25-Asst	
	☆ <b>…</b>	☆ …	

- 4. In the VMware Horizon Client
  - Select your CorpXX-Asst desktop assignment
  - Where XX is your assigned number

Welcome to			
VMware Horizon®			
My VMware Credentials		Welcome to VMware Horizon®	
	•	Active Directory Credentials	
Remember me		Kevin	
			0
LOGIN		EUC-LIVEFIRE	v
Forgot password?			
		LOGIN	

- 5. From the **ControlCenter Desktop** 
  - Launch Google Chrome
  - In the address Bar Navigate to <a href="https://cloud.horizon.vmware.com">https://cloud.horizon.vmware.com</a> access Horizon Universal Console.
    - Username: hznintattxx@livefire.solutions
    - Where **xx** is the number assigned to you or the team.
    - Password: VMware1!
      - In the next login page in Active Directory Credentials.
      - Username: Kevin
      - Password: VMware1!
      - Domain: EUC-LIVEFIRE

#### Click LOGIN

😸 vSphere - esxi-01a.euc-livefire.co 🗙 📔 😨 VMware Workspace	ONE® Assis 🗴 🔫 Horizon Universal Console 🛛 🗙 🕂								
← → C 🏠 🗎 cloud.horizon.vmware.com/horizon	admin/#/helpdesk								
😙 my-ip.livefire.lab/ip 🔤 Horizon ®Site 1 👼 UAG-HZN-01a	🚥 UAG-HZN-01b 🛛 🚺 Avi Vantage Control 🛁 HZN Cloud 😰 vCenter								
	Onboard VMware Cloud Services Platform t								
Mmw Horizon Universal Console O_Users ~ tom									
~	USERS (1)								
	CN=Tom Marios.OU=Marketing.OU=Corp.DC=euc-livefire.DC=com								

- 6. In the Top Next to Users, In the Search here
  - Type Tom
    - Click on Tom Marios user
      - This opens a new window for **Tom Marios** Session Information

0	Tom Marios		
	1 sessions	2 ASSIGNMENTS	
SEND	MESSAGE DISCONNECT	LOGOFF MORE V	
	Computer Name 🗸 🗸	Workload	~ Con
	ea25-asst-3.euc-livefire.com	[ esktop	4/28

- 7. Under Computer Name column
  - Click on the seaXX-asst-X.euc-livefire.com
    - Where X is the unique Virtual Desktop for allocated to Tom
      - In our example it is sea25-asst-3.euc-livefire.com
    - This Opens a **New Window** with the desktop information.

• sea25-a: Details Process	sst-3.euc-livefire.com
SEND MESSAGE	REMOTE ASSISTANCE WORKSPACE ONE ASSIST MORE
Client	
User Name	euc-livefire.com\tom
Client IP	172.16.40.30
Client Name	W10EXT-02a
VM	
- · ··	ar ia r r

- 8. In the New Window
  - Click on WORKSPACE ONE ASSIST

?	Workspace ONE Assist						
	Do you want to connect to remote desktop with Workspace ONE Assist?						

- 9. In the **Workspace ONE Assist** Window
  - Under Do you want to connect to remote desktop with Workspace ONE Assist?
    - Click on WORKSPACE ONE ASSIST
      - It will redirect to a new **assistforhorizon** Tab
  - **Note**: At times redirect takes 5 to 7 seconds to work.
    - **Note**: Ensure to unblock the **Pop-ups** from the top right hand corner of google chrome
    - Note: If there any error shows up, click again on WORKSPACE ONE ASSIST



- 10. In the new **assistforhorizon** tab
  - Wait for "Message Sent" and "Waiting for device connection" to complete



- 11. On ControlCenter,
  - Switch to your w10EXT-02a RDP session
    - Inside Horizon Client \ Tom Marios session
      - Within Assist For Horizon Window
        - Click on I UNDERSTAND



#### 12. On your ControlCenter Browser

• A 4 digit pin will be displayed

#### Make a note of the pin



- 13. Switch back to the **w10EXT-02a** RDP Session
  - Inside Horizon Client \ Tom Marios session
    - Under **Assist of Horizon** Window
      - Enter 4 Digit Pin which was generated in Step 11
      - Click Agree
  - Minimize the RDP Session of w10EXT-02a

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- 13. From assistforhorizon in Google Chrome
  - Kevin can now control Tom Mario's desktop session
    - Kevin will be able to Assist **Tom** with any technical issues within the Desktop session

## Part 4 : Preparing for Day 3 labs

On your **ControlCenter** server complete the following tasks

- Logout of all Horizon Desktop sessions on both Site 1 and Site 2
- Logout of all **Windows 10 RDP** desktop sessions on both Site 1 and Site 2
- Logout of all **Administrative** Consoles
- Close all Browser Profiles for both Site 1 and Site 2
- Close any **CMD.exe** SSH sessions
- If a DNS Manager window is open, then close it
- · Close all File Explorer windows sessions