

# VMware Horizon Toolbox 2.0 Guide

VMware End User Computing 2015 November

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# 1. Installation & Setup

## 1.1. Installation

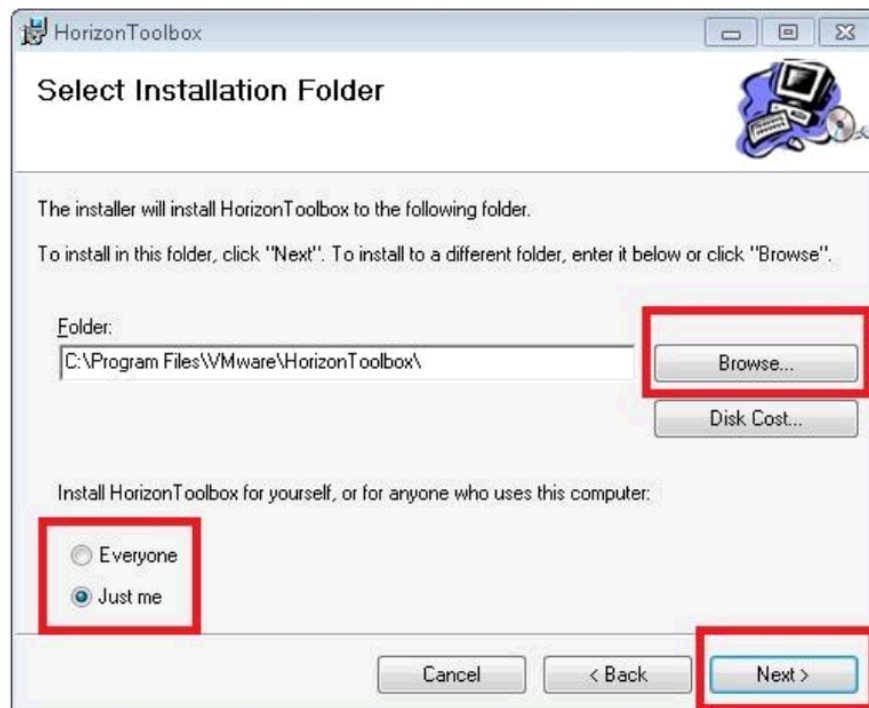
Step 0: Uninstall your previous installed Horizon Toolbox. Refer to “1.4 uninstall”.

Step 1: Download installation file “VMware-Horizon-Toolbox-x64-x.x.x.msi” to your View connection server 6.0 or later.

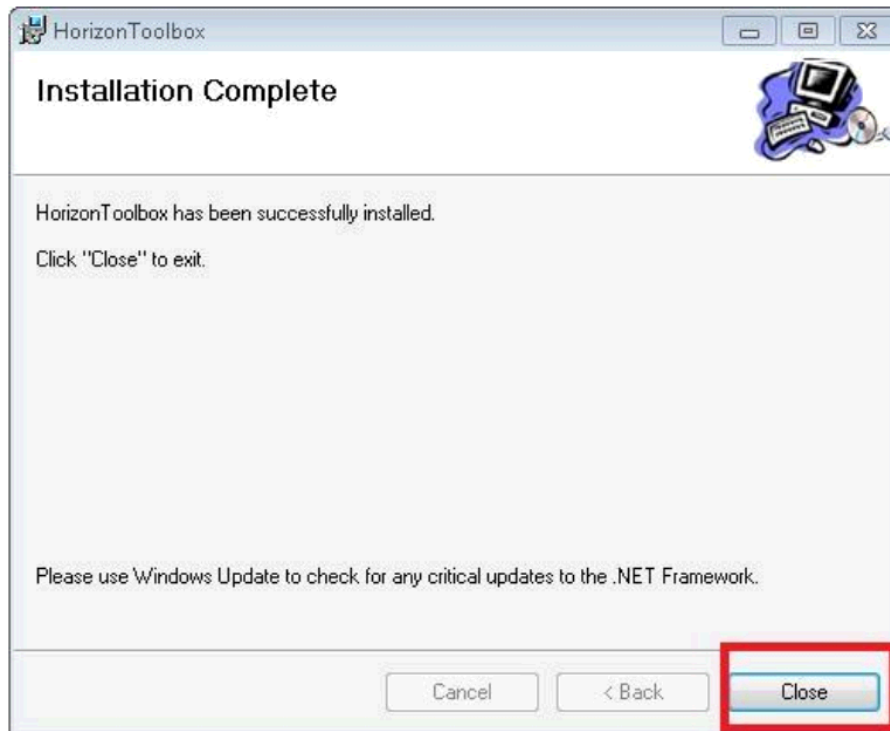
Step 2: Double click the installation file to install, Click “Next” to continue



Step 3: Select installation folder and choose “Everyone” or “Just me”.

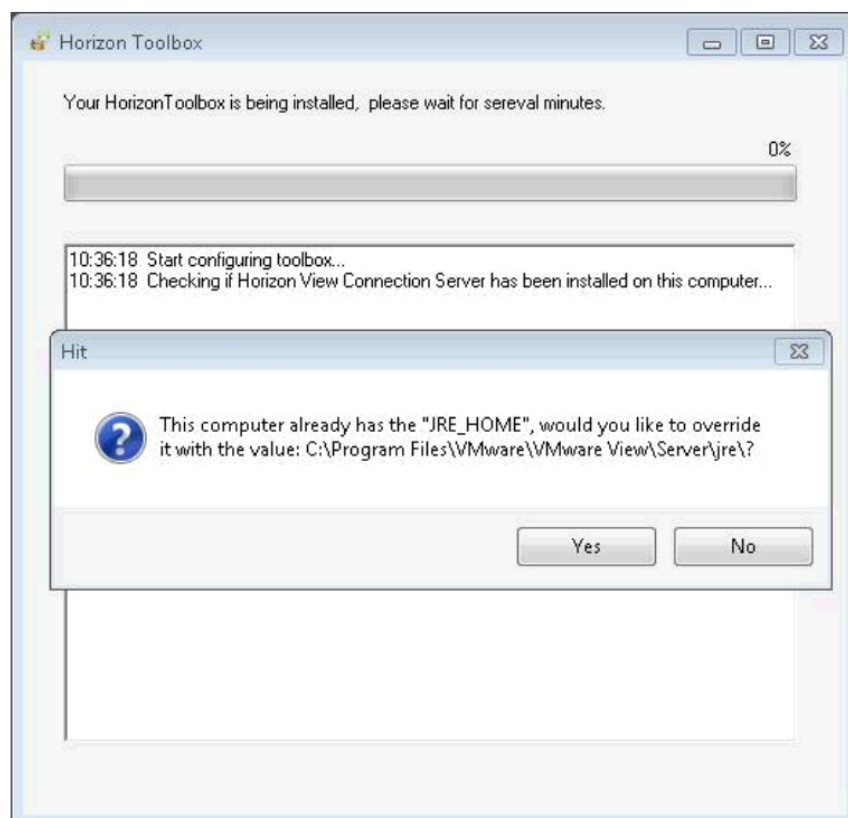


Step 4: Click “Next” until you see the following picture, and click “Close”.

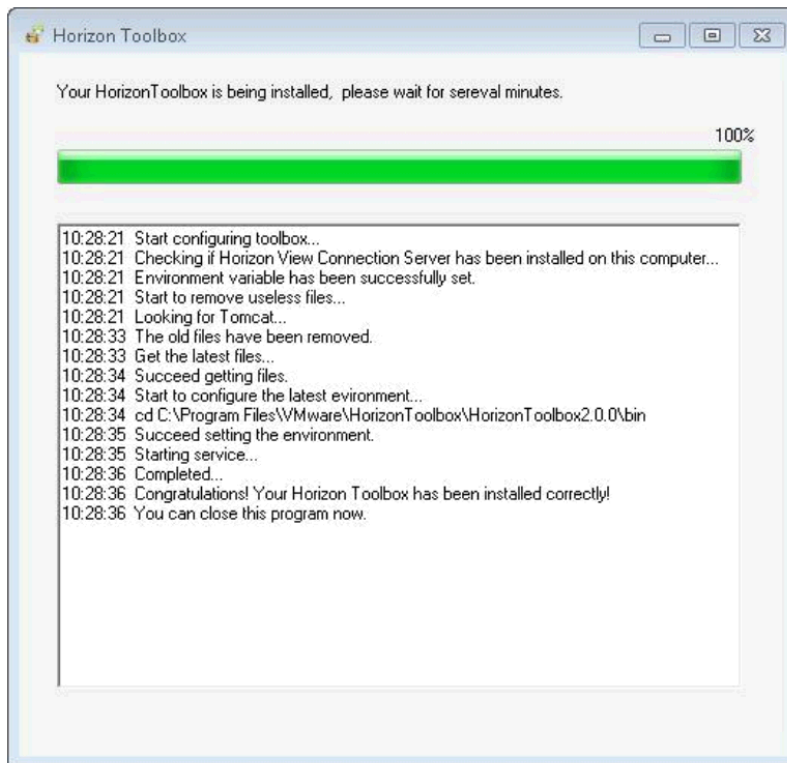


Note: The installation process is finished here, but a “setup” process will be started automatically after the installation process.

Step 5: If you have installed some other JRE on your connection server, you may meet the following dialog and we suggest you click “Yes”. You can also click “No” if you are going to use a different JRE.

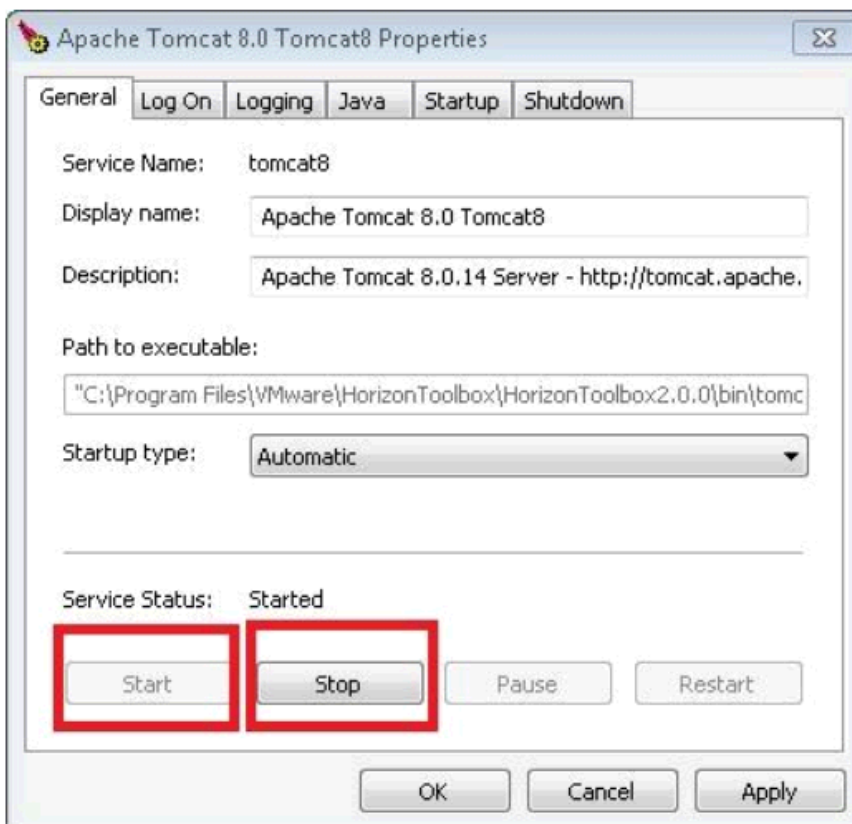


Step 6: Close the “setup” window and Enjoy Horizon Toolbox



## 1.2. Start & Stop

Horizon Toolbox starts automatically. But you can use "tomcat8w.exe" to start/stop it. You can find "tomcat8w.exe" in "C:\Program Files\VMware\HorizonToolbox\HorizonToolbox2.0.0\bin" folder if you use the default installation folder.



## 1.3. Optional Configurations

### 1.3.1. HTTPS port and SSL certificate

Edit your firewall inbound rule for allowing 18443 port.

If you want to change HTTPS port or SSL certificate, please edit "HorizonToolbox2.0\conf\server.xml":

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

### 1.3.2. Horizon View Connection Server configuration

If your Horizon View connection server is not installed in the default folder, please edit "HorizonToolbox2.0\webapps\toolbox\WEB-INF\applicationContext.xml":

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

If your View administrator UI([https://\[connectionserver\]/admin](https://[connectionserver]/admin)) does not use the default "443" port, please edit "HorizonToolbox2.0\webapps\toolbox\WEB-INF\spring-servlet.xml":

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

Please restart "Horizon Toolbox" after you have saved your configuration.

## 1.4. Uninstall

### 1.4.1. Standard uninstallation

Similar with other programs, open Control Panel and switch to "Uninstall or change a program", find "HorizonToolbox" program from the program list and uninstall it.

This method works for HorizonToolbox 2.0 and later.

### 1.4.2. Manual uninstallation:

This is not suggested for Horizon Toolbox 2.0, but you can uninstall manually. This method works for HorizonToolbox 1.5 and later.

Step 1: "Command Prompt" and go to "bin" folder in your target folder, for example, "cd C:/HorizonToolbox1.5/bin"

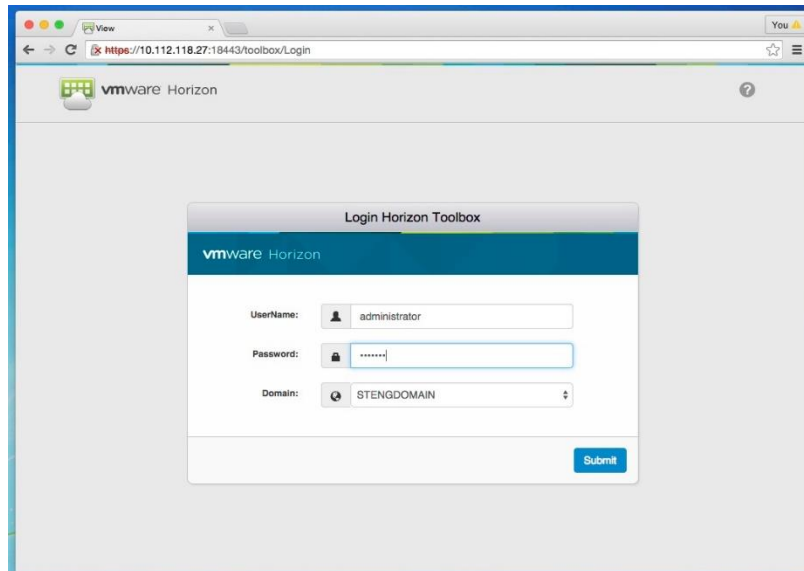
Step 2: Execute "service.bat remove"

Step 3: Optional: Delete "HorizonToolbox1.5" folder

## 2. Usage Guide

### 2.1. Access

Open [https://\[YourServer\]:18443/toolbox/](https://[YourServer]:18443/toolbox/) with IE9/10, Chrome, Firefox or Safari. IE8 is not supported. 18443 is the default port and can be changed. You can login with your "Horizon Administrator" account (or read-only administrator account).

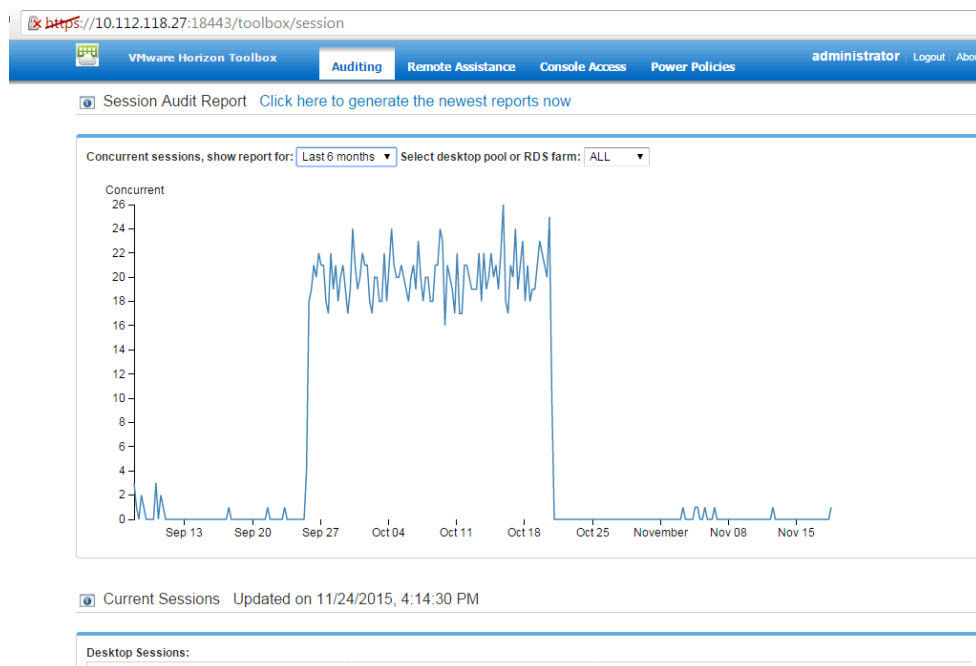


## 2.2. Auditing

### 2.2.1. 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.



### 2.2.2. Users Usage

This page shows the accumulated using time for last 2 days/7 days/1 month/6 months. 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.



### 2.2.3. 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.

### 2.2.4. 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).

This page also shows the detailed information for all broker sessions, including user name, Client IP addresses, login time and log out time.

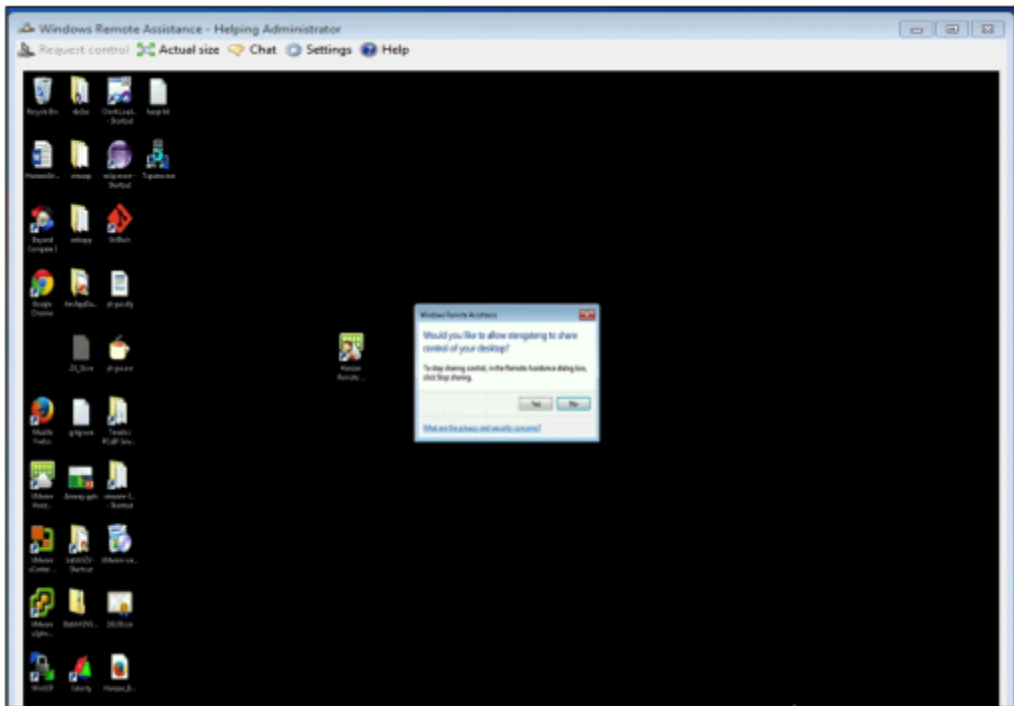
Client IP information Updated on 11/23/2015, 2:01:00 PM

UserName	Client IP	Login Time	Log out Time
STENGDOMAIN\peter	10.113.161.211	2015-11-18 18:43:49.43	2015-11-19 04:44:04.367
STENGDOMAIN\steng	10.112.116.143	2015-11-18 13:40:15.97	2015-11-18 13:50:30.43

## 2.3. Remote Assistance

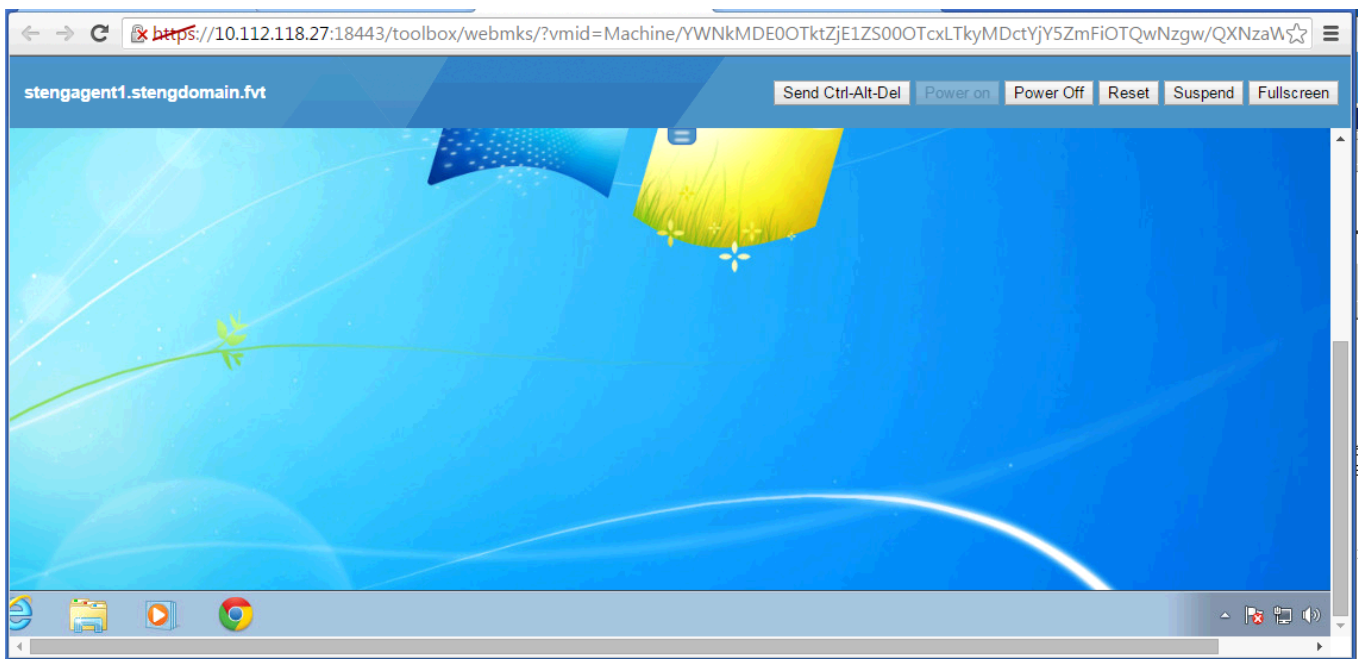
Remote Assistance provides the capability for administrator or IT helpdesk to remotely view and/or control end-user's desktop, in Horizon View environment. It's also called session shadowing.

Please read [https://\[your\\_server\]:18443/toolbox/static/ra/help.html](https://[your_server]:18443/toolbox/static/ra/help.html) for more information.



## 2.4. Console access

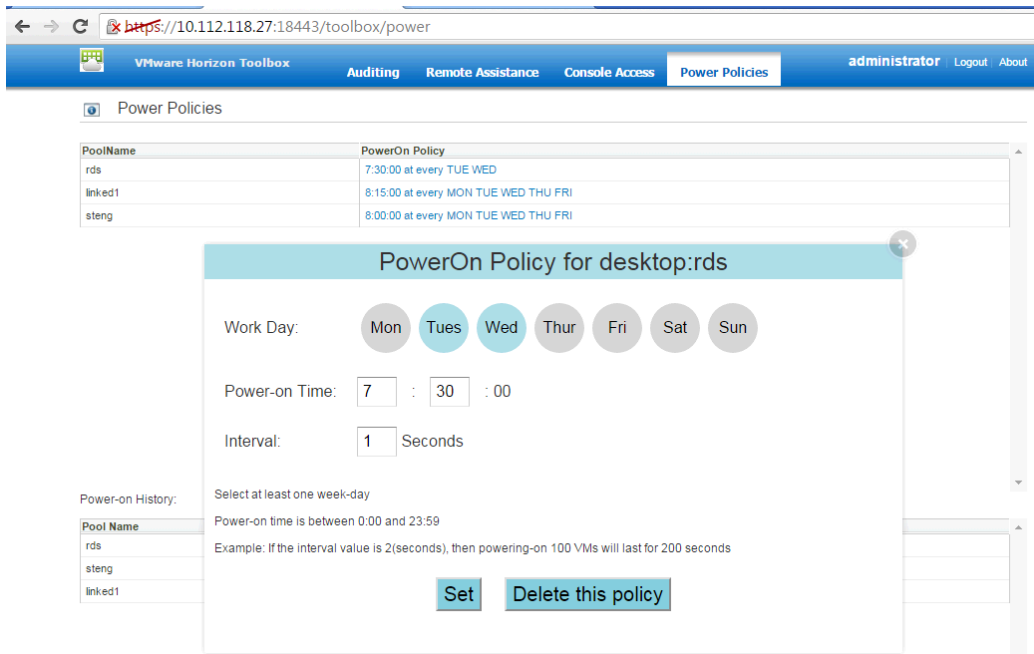
This page lists all VMs for desktop pools, and you can filter VMs by VM name or DNS name. Clicking the VM name, the vSphere console for that VM will pop out.



## 2.5. Power Policy

This page lists all desktop pools and their power policies. Power Policy can power on all VMs in a desktop pool with some schedule, like 8:00 AM on all work days. You can setup power policy for each desktop pool.





## 3. Trouble Shooting

### 3.1. Toolbox logs

C:\Program Files\VMware\HorizonToolbox\HorizonToolbox2.0\webapps\toolbox\horizontoolbox.log

And

C:\Program Files\VMware\HorizonToolbox\HorizonToolbox2.0\logs\\*.log

### 3.2. Auditing related

"Event Database" should be configured in "View Administrator". Refer to this link if you don't know how to configure Event Database:

<https://pubs.vmware.com/horizon-view-60/index.jsp?topic=%2Fcom.vmware.horizon-view.installation.doc%2FGUID-1360BFDF-9F90-47FD-8B6C-E842CF951A53.html>

### 3.3. Remote assistance related

Client side logs:

C:\ProgramData\VMware\Horizon Remote Assistance\requestor\_<UserName>.log

For example:

C:\ProgramData\VMware\Horizon Remote Assistance\requestor\_nanw.log