



Desktop Director 2.1

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Desktop Director 2.1

Desktop Director provides an overview of XenDesktop hosted desktops and XenApp sessions. It enables support teams to perform basic maintenance tasks and to monitor and troubleshoot system issues.

In This Section

Under this node, you will find the following resources for Desktop Director:

About Desktop Director 2.1	A description of Desktop Director features, known issues, and fixed issues
System Requirements	Environment requirements for using Desktop Director
Installing and Upgrading Desktop Director	An overview to Desktop Director installation and upgrades
Configuring Desktop Director	How permissions and roles affect the Desktop Director interface; how to configure permissions and other advanced settings
Using Desktop Director	How to use Desktop Director, including descriptions of the information displayed

About Desktop Director 2.1

Desktop Director provides an overview of XenDesktop hosted desktops and XenApp sessions. A single Desktop Director installation can support multiple XenDesktop sites and XenApp sessions.

What's New in This Release

- Support for personal vDisks, which allow user-related changes to pooled desktops to be maintained across sessions. Using Desktop Director, you can view the personal vDisk status for a machine and, if necessary, reset it so that the applications for all users assigned to the machine are returned to factory settings.

For more information on personal vDisks, see [XenDesktop 5.6](#).

- Enhanced user interface for the HDX panel. The top two properties, in order of priority, for each channel are now displayed.
- See "Fixed Issues," later in this topic, for other changes.

Features

Important: Depending on how your administrator configures Desktop Director, you might not have access to some tasks or portions of the user interface.

- A dashboard that crisply summarizes real-time machine issues, usage metrics, and host and controller health information for your XenDesktop environment. Note: *Machine* refers to desktops and virtual machines delivered by XenDesktop.
- Support for troubleshooting XenApp sessions through the display of session information on the User Details page.
- Comprehensive HDX monitoring. HDX information appears on the User Details and Machine Details pages for XenDesktop and XenApp sessions and is available as a downloadable report from those pages.
- Support for multiple XenDesktop sites:
 - Deploy a single Desktop Director web site to manage multiple XenDesktop sites and to support user troubleshooting across multiple XenDesktop and XenApp sites.
 - The Dashboard, Desktop Groups, and Machine List pages are available when Desktop Director is configured with multiple XenDesktop sites.
 - Global search for users, desktops, and desktop groups across all XenDesktop sites.
- All relevant information aggregated from multiple sources (XenDesktop and XenApp controllers, Citrix Profile management, Windows Management Instrumentation, and Active Directory) so you can manage from one centralized tool.

- Different views of the Desktop Director interface to support:
 - Site management: Search for desktops and desktop groups and view the full Desktop Director interface.
 - User troubleshooting: Search for users and view the User Details page. User permissions for XenDesktop sites and XenApp farms determine the content displayed and the available commands.
- User session and machine management features such as:
 - Log off or disconnect user desktop or application sessions.
 - Start, stop, suspend, and resume machines.
 - Enable or disable maintenance mode.
 - Assign machines to users.
 - Start a Microsoft Remote Assistance session for a XenDesktop user.
 - Send messages to multiple XenDesktop virtual machines.
- Intuitive and informative interface to optimize user support and troubleshooting:
 - Drill down through simple searches and follow links from aggregate to detailed information.
 - Search for a user by name to quickly access all user information and commands for common tasks.
 - For XenDesktop sessions, search for users, machines, and desktop groups across all sites in a single step from the same location. For XenApp sessions, search for users and view all of a user's XenApp sessions across all farms.
 - Search for and sort machines by their properties.
 - Quickly determine machine state (which machines a user can access and whether a user is assigned or connected to a machine) in real-time to ensure high availability for users.
 - Create customized machine list views and save them for one-click access from any Desktop Director page.
 - Monitor machine metrics across the entire XenDesktop site to maintain a healthy and stable environment for your end users.
 - Troubleshoot HDX features for XenDesktop and XenApp sessions.

Known Issues

If a user is logged on to the Desktop Director service when you start the hotfix installation, the installation wizard prompts you twice to restart the Desktop Director server after the upgrade is complete. To avoid this issue, stop IIS before performing the upgrade. [46805]

When the VMWare tools are not installed on an ESX Virtual Desktop, Desktop Director power actions (such as shutdown or restart) do not work. Desktop Director does not provide an alert about a failed power action and does not display transitioning power states, so the user will not know when a power action fails. [12856]

The upgrade installer sets `Service.AutoDiscoveryAddresses` to "localhost" in `web.config` if you do not set a value for the XenDesktop controller in the installation wizard. This results in silent logon errors if there is no controller on the localhost, such as in a XenApp-only installation scenario. To avoid logging the errors, remove the XenDesktop discovery key from IIS. For more information, see [Advanced Configuration](#). [35677]

A XenApp server can take longer than 10 seconds to acknowledge a Session Control > Terminate command, causing the Desktop Director interface to time out with error code 105 ("Server unresponsive"). The XenApp session is logged off successfully and is shown as terminated the next time Desktop Director refreshes. [32790]

When a session is connected using XenCenter (that is, it is a non-brokered session), the Desktop Director Machine Details page displays the session Connection type as "RDP" instead of "Console". [34071]

Changing the `sessionState` timeout to "0" in the Desktop Director configuration file prevents Desktop Director from starting. [35960]

If Desktop Director is open in multiple browser windows or tabs, the user may be automatically logged off if a window or tab remains inactive for an extended time. [14403]

If Desktop Director is configured to monitor multiple XenDesktop sites, the list of sites on the Site Selection page may not be in alphabetical order. [35940]

If the name of a virtual desktop contains "MBCS", Desktop Director cannot display data collected from that desktop. [267462]

When monitoring a XenApp server running UAC, Desktop Director cannot collect certain data if the user is not a member of the Windows Administrators group. For further details, refer to XenApp documentation. [270418]

You cannot launch a shadowing session for virtual desktops running Windows XP 64-bit. [272106]

If the browser window is less than 768 pixels high, the Search box does not work. [25171]

The **Reset personal vDisk** button is dimmed when you are monitoring Windows XP virtual desktops running WinRM 2.0. To enable the button, change the WinRM port listening order by changing the `Connector.WinRM.Ports` setting to '5985,80'. Refer to [Advanced Configuration](#) for details of how to do this. [273609]

After upgrading Desktop Director to version 2.1, the following error message may be displayed in the console when viewing a desktop: 'Failed to retrieve data: Server reported unexpected error (error code 100). View server event logs for further information.' This may be because one or two third party .dll files have been removed and not refreshed during the upgrade. For more details of this issue and how to resolve it, see <http://support.citrix.com/article/CTX132904>. [0299901]

Fixed Issues

When a single XenApp server has a large number of ICA sessions, HDX data for any ICA session on that XenApp server may not appear. [48469]

The ConfigRemoteMgmt tool cannot be used to configure permissions for a user security group. [252766]

Users may unexpectedly receive an insufficient permissions error when attempting to perform a power control action. This affects users who are assigned the help desk role on some, but not all, desktop groups. [33988, 256755]

When viewing a XenDesktop session for a pooled desktop, if the HDX or mapped client drive data is not current, log off from Desktop Director and then back on to refresh the data. [48172, 48245]

Shadowing Windows XP (32-bit Edition) systems does not work. [LA0695]

System Requirements

Desktop Director 2.1 is compatible with the following versions of XenDesktop and XenApp, and has the same server-side requirements as those versions:

- XenDesktop 5.6, XenDesktop 5.5, XenDesktop 5 Service Pack 1

Personal vDisks are not supported for XenDesktop 5.5 or XenDesktop 5 Service Pack 1.

HDX information displays are not supported for XenDesktop 5 Service Pack 1.

- XenApp 6.5

Additional setup is required on the XenApp server to support Desktop Director.

Desktop Director 2.1 supports the following browsers:

- Internet Explorer 8 or 9
- Firefox 8.x
- Safari 5

Adobe Flash Player 10 must be installed to view the graphs.

To log on to Desktop Director, a user must be an Active Directory domain user and must have the following rights to access back-end systems:

- Read rights in all Active Directory forests to be searched (see [Supporting Users Across Multiple Active Directory Domains and Forests](#))
- Certain XenDesktop and XenApp permissions (see [Configuring Desktop Director](#))
- Permissions to retrieve real time status and metrics directly from the desktop machines (see [Configuring Permissions on the Desktop Machine](#))
- Optionally, permissions to offer Remote Assistance to end users running XenDesktop sessions (see [Configuring Remote Assistance Permissions](#))

Installing and Upgrading Desktop Director

This topic, intended only for administrators, covers installation and upgrade scenarios as well as how to add XenDesktop sites and XenApp farms to a Desktop Director installation.

Desktop Director 2.1 is compatible with the following releases:

- XenDesktop 5.6, XenDesktop 5.5, XenDesktop 5 Service Pack 1
- XenApp 6.5

The Desktop Director installer checks for prerequisites, installs missing components, sets up the Desktop Director web site, and performs basic configuration. The default configuration provided by the installer handles typical deployments. Refer to [Configuring Desktop Director](#) for information such as configuring permissions and handling multiple Active Directory forests.

To install Desktop Director for XenDesktop 5.6

Desktop Director is installed by default as a web site on the XenDesktop controller and is configured with "localhost" for the server address. Desktop Director communicates with that local controller by default. If you do not install Desktop Director during XenDesktop installation, you can later use the XenDesktop installer to add Desktop Director. For information on using the XenDesktop installer, refer to the eDocs XenDesktop node for your version.

If Desktop Director is installed on a server that does not have a XenDesktop controller installed, you are prompted to enter the address of a XenDesktop controller. Desktop Director communicates with that specified controller by default. Specify only one controller address for each XenDesktop site you wish to monitor. Desktop Director automatically discovers all other controllers in the same XenDesktop site and fails over to those other controllers if the controller you specified fails.

Note: Desktop Director does not load balance between controllers.

To secure the communications between the browser and the web server, Citrix recommends that you implement SSL on the IIS web site hosting Desktop Director. Refer to the Microsoft IIS documentation for instructions. No Desktop Director configuration is required to enable SSL.

To upgrade to Desktop Director 2.1

Before upgrading Desktop Director, start the Windows Remote Management (WinRM) service through the Services Management Console or by entering `winrm quickconfig` at the command prompt.

To upgrade to Desktop Director 2.1 for a XenDesktop 5 Service Pack 1 or XenDesktop 5.5 deployment, use the XenDesktop 5.6 upgrade download (either the XenDesktop Virtual

Desktop Agent upgrade or the Desktop Director upgrade).

The upgrade retains your configuration settings.

To install Desktop Director for XenApp 6.5

If Desktop Director 2.1 is already installed for XenDesktop, complete the configuration for XenApp as follows:

- Use the IIS Manager Console on each Desktop Director server to update the list of XenApp server addresses in the application settings as described in [Configuring Multiple Sites](#). You will supply the server address of one controller per XenApp farm: Any of the other controllers in a XenApp farm are then used automatically for failover. Desktop Director does not load balance between controllers.
- Configure each XenApp worker server to accept WinRM queries as described in [Configuring Permissions on the Desktop Machine](#).
- Configure a firewall exception for port 2513, used for communication between Desktop Director and XenApp.

To install Desktop Director for XenApp only

To install Desktop Director for XenApp only for the first time, follow these steps. Typically Desktop Director is installed on a separate computer from the XenApp controllers. You cannot perform a fresh installation of Desktop Director 2.1; you must install version 2.0, then upgrade to 2.1. (The XenApp installer does not include Desktop Director.)

1. Go to the download page for your XenApp 6.5 edition on the Citrix web site and download "XenApp Additional Components," which includes Desktop Director 2.0.
2. From the XenApp download page, select **Components**, then download Desktop Director 2.1.
3. Install Desktop Director 2.0.
4. Install Desktop Director 2.1. This upgrades your installation to version 2.1. This file does not include the prerequisites, which is why you must have first installed version 2.0.
5. Download the WMI provider hotfix from <http://support.citrix.com/article/CTX131221> and install it on all appropriate XenApp servers.
6. Use the IIS Manager Console on each Desktop Director server to update the list of XenApp server addresses in the application settings as described in [Configuring Multiple Sites](#). You will supply the server address of one controller per XenApp farm: any of the other controllers in a XenApp farm are then used automatically for failover. Desktop Director does not load balance between controllers.

Important: For XenApp addresses, be sure to use the setting `Service.AutoDiscoveryAddressesXA`, not the default setting `Service.AutoDiscoveryAddresses`.

7. Configure each XenApp worker server to accept WinRM queries as described in [Configuring Permissions on the Desktop Machine](#).
8. Configure a firewall exception for port 2513, used for communication between Desktop Director and XenApp.
9. To secure the communications between the browser and the web server, it is recommended that you implement SSL on the IIS web site hosting Desktop Director. Refer to the Microsoft IIS documentation for instructions. No Desktop Director configuration is required to enable SSL.

To upgrade Desktop Director for XenApp only

If you have already installed Desktop Director 2.0 for XenApp only, follow these steps to upgrade to version 2.1:

1. From the XenApp download page, select **Components**, then download Desktop Director 2.1.
2. Download the WMI provider hotfix from <http://support.citrix.com/article/CTX131221> and install on all appropriate XenApp servers.
3. Install Desktop Director from the desktopdirector.msi file included in the .zip file. This upgrades your installation to version 2.1.

To add XenDesktop sites or XenApp farms to Desktop Director

If Desktop Director is already installed, configure it to work with multiple XenDesktop sites or XenApp farms as follows.

1. Use the IIS Manager Console on each Desktop Director server to update the list of XenDesktop or XenApp server addresses in the application settings as described in [Configuring Multiple Sites](#).
2. Configure each virtual desktop or XenApp worker server to accept WinRM queries as described in [Configuring Permissions on the Desktop Machine](#).

Configuring Multiple Sites

To configure Desktop Director to support multiple XenDesktop and/or XenApp sites, configure these settings in the IIS Manager Console as described in [Advanced Configuration](#).

For XenDesktop sites, add an address of a controller from each XenDesktop site to the following setting:

```
Service.AutoDiscoveryAddresses = SiteAController,SiteBController
```

where SiteAController and SiteBController are the addresses of XenDesktop controllers from two different sites.

For XenApp sites, add an address of a controller from each XenApp farm to the following setting:

```
Service.AutoDiscoveryAddressesXA = FarmAController,FarmBController
```

where FarmAController and FarmBController are the addresses of XenApp controllers from two different farms.

Configuring Desktop Director

The following topics are intended only for administrators.

Delegated Administration and Desktop Director	How to control the Desktop Director view for different users
Configuring Permissions on the Desktop Machine	For users who are not local administrators of the desktop machine or XenApp worker server, grant permission to view data from WinRM
Configuring Remote Assistance Permissions	Enable users who are not local administrators of the XenDesktop machine to initiate Remote Assistance
Supporting Users Across Multiple Active Directory Domains and Forests	Enable searches across multiple Active Directory forests

Delegated Administration and Desktop Director

The Desktop Director interface presented to a user is based on XenDesktop and XenApp administrative permissions that determine the following:

- The pages the user can access, collectively referred to as a *view*. Desktop Director provides these views:
 - **Site management view:** This view provides access to the full Desktop Director interface and enables searches for desktops and desktop groups.
 - **User troubleshooting view:** This view provides access to the User Details page and enables searches for users only.
- The desktop groups, desktops, and sessions the user can view.
- Whether controls, such as power and session settings, are enabled for the user.

XenDesktop Administrative Permissions

XenDesktop administrative permissions impact Desktop Director as follows.

Note: For information on how to assign XenDesktop administrative rights through Desktop Studio, refer to the eDocs XenDesktop node for your release.

- **Full administrator.** This administrator has full access and can access the site management and user troubleshooting views, view all desktop groups, desktops, and sessions, and perform all commands.
- **Machine administrator.** This administrator has access to the site management and user troubleshooting views but can only view desktops in the desktop group that he or she is delegated to manage. The administrator can perform the Power Control command but cannot perform any other commands.
- **Assignment administrator.** This administrator has access to the site management and user troubleshooting views but can only view desktops in the desktop group that he or she is delegated to manage. The administrator can perform all commands.
- **Read-only administrator.** This administrator has access to the site management and user troubleshooting views and can view all desktop groups, desktops, and sessions.
- **Help desk administrator.** This administrator has access only to the user troubleshooting view and can only view desktops in the desktop group that he or she is delegated to manage. The administrator cannot perform the Maintenance Mode or Assign/Unassign commands, but can perform all other commands.

XenApp Administrative Permissions

XenApp administrative permissions impact Desktop Director as follows.

Note: For information on how to assign XenApp administrative permissions through Citrix AppCenter, search the eDocs XenApp node for your release for "Delegating Tasks to Custom Administrators."

- **View Published Applications and Content, View Session Management, View Server Information.** An administrator with all three of these permissions has access to the user troubleshooting view and can only view sessions (on servers or for applications) that the administrator is delegated to manage.
- **Log Off Users.** An administrator with all three view permissions plus this one can log off sessions. This permission is set on application folders at the farm level.
- **Disconnect Users.** An administrator with all three view permissions plus this one can disconnect sessions. This permission is set on application folders at the farm level.
- **Send Message.** An administrator with all three view permissions plus this one can send messages to user desktops. This permission is set on application folders at the farm level.

Permissions for Multiple Sites

When Desktop Director is configured with multiple XenDesktop and/or XenApp sites, the views that the user has access to are combined.

If a user has access to the site management view for multiple XenDesktop sites, the Home page has a link for each site, used to switch between sites and access the Dashboard or Machine List page. The Home page does not list sites for which the user only has access to the user troubleshooting view.

If a user has access to the user troubleshooting view for any XenDesktop or XenApp site, the user can search for users and view details on the User Details page.

Configuring Permissions on the Desktop Machine

Important: In this topic, *desktop machine* refers to both XenDesktop virtual desktops and XenApp worker servers.

Desktop Director supplements information from XenDesktop and XenApp controllers and Active Directory with real-time status and metrics retrieved directly from the desktop machine through Windows Remote Management (WinRM). By default, only local administrators of the desktop machine (typically domain administrators and other privileged users) have the necessary permissions to view the real-time data.

For information about installing and configuring WinRM, see [Enabling WinRM for Desktop Director](#).

To enable other users to view the real-time data, you must grant them permissions. For example, suppose there are several Desktop Director users (HelpDeskUserA, HelpDeskUserB, and so on) who are members of an Active Directory security group called HelpDeskUsers. The group has been assigned the “Help Desk” administrator role in Desktop Studio, providing them with the XenDesktop Controller permissions required. However, the group also needs access to the information from the desktop machine.

To provide the needed access, you can configure the required permissions in one of two ways:

- Grant permissions to the Desktop Director users (impersonation model)
- Grant permissions to the Desktop Director service (trusted subsystem model)

You also need to configure permissions for any users who need to reset personal vDisks.

Granting permissions to the Desktop Director users (impersonation model)

By default, Desktop Director uses an impersonation model: The WinRM connection to the desktop machine is made using the Desktop Director user’s identity. It is therefore the user that must have the appropriate permissions on the desktop.

You can configure these permissions in one of two ways:

- Add users to the local Administrators group on the desktop machine
- Grant users the specific permissions required by Desktop Director

The second option avoids giving the Desktop Director users (for example, the HelpDeskUsers group) full administrative permissions on the desktop. For details on the second option, see “Assigning Permissions to a Specific User or Group” later in this topic.

Granting permissions to the Desktop Director service (trusted subsystem model)

Instead of providing the Desktop Director users with permissions on the desktop machines, you can configure Desktop Director to make WinRM connections using a service identity and grant only that service identity the appropriate permissions.

With this model, the users of Desktop Director have no permissions to make WinRM calls themselves. They can only access the data via Desktop Director.

The “DesktopDirector” application pool in IIS is configured to run as the service identity. By default, this is the APPPOOL\DesktopDirector virtual account. When making remote connections this account appears as the server’s Active Directory computer account, for example, MyDomain\DesktopDirectorServer\$. You must configure this account with the appropriate permissions.

If multiple Desktop Director web sites are deployed, you must place each web server’s computer account into an Active Directory security group that is configured with the appropriate permissions.

To set Desktop Director to use the service identity for WinRM instead of the user’s identity, configure the following setting as described in [Advanced Configuration](#):

```
Connector.WinRM.Identity = Service
```

You can configure these permissions in one of two ways:

- Add the service account to the local Administrators group on the desktop machine
- Grant the service account the specific permissions required by Desktop Director

The second option avoids giving the service account full administrative permissions on the desktop machine. For details on the second option, see “Assigning Permissions to a Specific User or Group,” next.

Assigning Permissions to a Specific User or Group

The following permissions are required for Desktop Director to access the information it requires from the desktop machine through WinRM:

- Read and execute permissions in the WinRM RootSDDL
- WMI namespace permissions:
 - root/cimv2 - remote access
 - root/citrix - remote access
 - root/RSOP - remote access and execute
- Membership of these local groups:
 - Performance Monitor Users

- Event Log Readers

The `ConfigRemoteMgmt.exe` tool, used to automatically grant these permissions, is on the XenDesktop installation media in the `x86\Virtual Desktop Agent` and `x64\Virtual Desktop Agent` folders and on the XenApp installation media in the `tools` folder. You must grant permissions to all Desktop Director users.

To grant the permissions to an Active Directory security group, user, or computer account, run the tool with administrative privileges from a command prompt using the following arguments.

```
ConfigRemoteMgmt.exe /configwinrmuser domain\name
```

where *name* is a security group, user, or computer account. For example, to grant the required permissions to a user security group:

```
ConfigRemoteMgmt.exe /configwinrmuser MyDomain\HelpDeskUsers
```

Or to grant the permissions to a specific computer account:

```
ConfigRemoteMgmt.exe /configwinrmuser MyDomain\DesktopDirectorServer$
```

Granting Personal vDisk Reset Permissions to Desktop Director users

By default, only the local administrator of the desktop machine can reset personal vDisks. To enable other users to reset personal vDisks, add these users to an Active Directory security group, then add this security group to the `PvDResetUserGroup` registry key on the desktop machine. The `PvDResetUserGroup` registry key is:

```
HKEY_LOCAL_MACHINE\Software\Citrix\personal vDisk\Config\PvDResetUserGroup (REG_SZ)
```

Only one security group can be configured to the registry key.

Configuring Remote Assistance Permissions

Desktop Director integrates with Microsoft Remote Assistance to allow Desktop Director users to shadow end user XenDesktop sessions. By default, only local administrators of the virtual machine (typically domain administrators and other privileged users) have the necessary permissions to view the real-time data and offer Remote Assistance.

To enable other users to initiate Remote Assistance, grant them the required permissions by using the appropriate Microsoft Group Policy settings for Remote Assistance. For information, see [How to Enable Remote Assistance for Desktop Director](#).

Supporting Users Across Multiple Active Directory Domains and Forests

Desktop Director uses Active Directory to search for users and to look up additional user and machine information. By default, Desktop Director searches the domain or forest in which:

- The administrator's account is a member
- The Desktop Director web server is a member (if different)

Desktop Director attempts to perform searches at the forest level using the Active Directory global catalog. If the administrator does not have permissions to search at the forest level then only the domain is searched.

To search or look up data from another Active Directory domain or forest requires that you explicitly set the domains or forests to be searched. Configure the following setting as described in [Advanced Configuration](#):

```
Connector.ActiveDirectory.Domains = (user), (server)
```

The value attributes “(user)” and “(server)” represent the domains of the Desktop Director *user* (the administrator) and Desktop Director *server* respectively.

To enable searches from an additional domain or forest, add the name of the domain to the list, as shown in this example:

```
Connector.ActiveDirectory.Domains = (user), (server), ENDUSERDOMAIN
```

For each domain in the list Desktop Director attempts to perform searches at the forest level. If the administrator does not have permissions to search at the forest level, then only the domain is searched.

Advanced Configuration

Some advanced Desktop Director configuration, such as to support multiple XenDesktop and/or XenApp sites or multiple Active Directory forests, is controlled through settings in Internet Information Services (IIS) Manager. To configure advanced settings using IIS:

1. Open the Internet Information Services (IIS) Manager console.
2. Browse to the Desktop Director web site, located under *Server Name* > **Sites** > **Default Web Site** > **DesktopDirector**.
3. Double-click **Application Settings**.
4. Double-click a setting to edit it.

Important: When you change a setting in IIS, the Desktop Director service automatically restarts and logs off users.

Using Desktop Director

Topics in this section include a quick tour to help you get started, a description of each task you can perform, and descriptions of the information displayed.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop or Citrix AppCenter for XenApp, you might not have access to some tasks or portions of the user interface.

Getting Started with Desktop Director

In the following tour you log on to Desktop Director and then access details by searching for a user and following links.

To access Desktop Director

1. Open a web browser and navigate to `http://server/desktopdirector`, where *server* is the address or hostname of the server where Desktop Director is installed. If SSL is enabled through IIS, you must use “https” instead.
2. Enter your user name, password, and domain and then click **Log On**.

To search for a user

You receive the best results by searching for users who are permanently assigned a machine or are using a shared machine. In these steps, you search for a user name to display information for that user.

1. In the **Search** box, enter the first few characters of a user name. For example, to search for the name “Rachana Chavan” you could type `rac`, `chav`, or `ra cha`. If that user’s username is “rchavan” you could type `rch`.
2. When the search results appear, select the name from the list. If the name you are looking for is not listed, change your search string and try again. If there are too many search results, add to your search string and try again. The User Details page for the user appears.

For more help, see [Searching for Users, Machines, and Desktop Groups](#).


To troubleshoot a XenApp session

For these steps, suppose that a user reports a problem with an HDX feature in a XenApp session.

1. Search for the user.
2. On the User Details page, click the **View All** tab (under the user name) and select the server running the problem application. If there is only one XenApp session running and no XenDesktop machines are assigned to the user, the tab does not appear.
3. Review the session information.
4. If the issue is related to an HDX feature, click the row for the feature to view alerts, status, and other information.

To navigate to detailed views

In these steps, you follow links to troubleshoot and attempt to fix unregistered machines. (You might not have permissions to perform this task.)

1. If multiple XenDesktop sites are configured, click the Desktop Director button (top-left corner) to return to the Home page and then select a site. Alternatively, select a site from the **Select a site** menu at the top of any page. If one XenDesktop site is configured, click the Navigate to Dashboard icon  to return to the Dashboard.
2. Suppose that on the Dashboard page the number of unregistered machines displayed is increasing. In the Category table, click **Unregistered** to show the distribution of unregistered machines among desktop groups in the Desktop Groups graph.
3. In the Desktop Groups graph, click the bar for the machines you want to reboot.

The Machine List page appears, filtered by the category **unregistered** and by the desktop group that you clicked. The view also shows useful details such as when and why the machine became unregistered. For help with customizing the view, see [Filtering the Machine List](#).

4. To restart the machines to see if they register, select the machines in the Matching Machines list and click **Power Control > Forced Restart**.
5. If the machines do not register after a few minutes, use Desktop Director to further troubleshoot this issue by viewing additional details for the machines.

Searching for Users, Machines, and Desktop Groups

To view details for users or machines, enter a user, machine, or desktop group name in the **Search** box. When search results appear, select a name.

When you enter a search string, Desktop Director searches for users in Active Directory and for machines managed by the connected XenDesktop controllers. A search spans all XenDesktop sites configured to support Desktop Director. The search results even include users who are not currently using or assigned to a machine.


When Desktop Director is deployed for XenApp only, or you are using the User Troubleshooting view for XenDesktop, search results are limited to users.

Here are some tips for using search:

- Matches in search results are case-insensitive. A search string of `rao` matches “Rao”, “RAO”, and other case variations.
- When searching for a user:
 - You only need to type enough of a name to narrow the search results. You can type the first few characters of the name (username, first, last, or display) or the first few characters of each name separated by a space.
 - For example, to search for “Robert”, “John, Robertson”, or “roberts”, use `rob`. Note that neither `rob` nor `rob jo` match the display name “John Robertson”, but `jo` and `jo rob` do match it. The search string `jo rob` matches both “John, Robertson” and “Robert, Jones”.
- When searching for a machine or desktop group, type a search string that is contained in the machine name or that is part of the desktop group name. For example, to search for “xd_vista_00231” or “xd_xp_0123”, use `23`. (You might not have permissions to perform this task.)

Filtering the Machine List

The Machine List page enables you to specify the machines you want listed as well as the columns of XenDesktop-related information you want to view for those machines. After you specify the machines and columns, you can save those settings as a search. (You might not have permissions to perform these tasks.)

You can access your saved searches, along with the preconfigured searches, from any page by clicking the Select Saved Search icon  at the top of any page. The preconfigured searches provide the same view that is accessed when you click a row in the category table on the Dashboard page.

To filter the machine list

1. Define the machines that you want to include by completing the three fields that define a filter:
 - The first field is the machine property. Click the field and select a property.
 - The middle field is an operator such as “is” or “starts with”. Click the field and select an operator.
 - The last field is a value for the property. You either enter a value or select a value from a list, depending on the property selected.
2. Click + to add another filter to the search.
3. To save the filters as a search, click **Save** or **Save As**. (You cannot change a preconfigured search.)
4. Other tasks you can perform on searches:
 - To delete the displayed search from the saved searches, click **Delete**.
 - To return to an unfiltered view (to show all desktops), click **Clear**.

To choose which columns to include in the Machine List table

- Select items in the **Select Columns** tree.

To sort the machines by the properties shown in a column

- Click a column heading.

To access saved searches

- From any Desktop Director page, click the Select Saved Search icon and choose a search.

Controlling Machines

You can use Desktop Director to control the power state of a machine, change the maintenance mode, reset the personal vDisk, or assign users to a machine. (You may not have permissions to perform these tasks.)

Note: If a user is logged on when you select maintenance mode, maintenance mode takes effect as soon as that user logs off. After you put a machine in maintenance mode, it is under your control and unavailable to users until you take it out of maintenance mode. When a user tries to connect to a machine that is in maintenance mode, a message notifies the user that the machine is unavailable and suggests trying the connection later. A machine in maintenance mode also prevents the controller from automatically managing the machine power state.

To control one machine

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. Perform tasks:
 - On the User Details or Machine Details pages, click **Power Control** or **Maintenance Mode** and choose a command.
 - On the Machine Details page, click **Assignment** and choose to **Assign** or **Unassign** the machine to a user or group of users. This task is not available for pooled-random or streamed machine types.
 - On the User Details or Machine Details pages, click **Reset personal vDisk** to reset the user's applications to factory settings. This task is available only for pooled machines with personal vDisks.

To control several machines

1. The commands for controlling several machines at a time are on the Machine List page. To navigate to that page, use any of these methods:
 - Click the Select Saved Search icon and choose a search.
 - From the Dashboard, follow links to drill down to the Machine List page. For example, in the machine Usage panel you might click a value in the Disconnected column.
 - From the Desktop Group Details page, click a value in the Status or Usage tables.
2. Select one or more machines or select the check box in the table heading to select all machines.
3. On the Machine List page, click **Power Control** or **Maintenance Mode** and choose a command.

Interacting with User Sessions

You might not have permissions to perform these tasks.

To change the user session status

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. On the details page, click **Session Control** and choose **Disconnect** or **Log off**. If you disconnect a session, the user's applications continue to run and the desktop remains allocated to that user. If the user reconnects, the same desktop is allocated. If you log off a session, it closes and the desktop becomes available to other users unless it is allocated to a specific user.

To send a message to a user session

You can send a message from Desktop Director to a user who is currently connected. The message pops up on the user desktop. If the user is not connected, the user does not receive the message. This feature provides a convenient method for quickly sending information to a user you are assisting without leaving Desktop Director.

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. On the details page, click **Send Message**.

Shadowing a User

For XenDesktop sessions, the User or Machine Details pages include a link that starts the Microsoft Remote Assistance client so you can view and work on the virtual machine of a user you are assisting.

Use of this feature requires that Internet Explorer automatically prompts for file downloads (see "To configure Internet Explorer for Shadowing" after these steps) and requires permissions for Remote Assistance (see [Configuring Remote Assistance Permissions](#)).

1. Search for the user or machine name as described in [Searching for Users, Machines, and Desktop Groups](#).
2. On the details page, click **Shadow**. Depending on your browser settings, a dialog opens to give you choice of whether to open or save the .msrcincident file.
3. Click **Open**. The file type association dialog box opens.
4. Click **Allow** to run the file.

A confirmation prompt opens on the user's desktop. The user must click **Yes** to start the desktop sharing session.

You can now view the user's desktop. You can request that the user allow you to share control of the user's keyboard and mouse.

To configure Internet Explorer for Shadowing

The browser downloads a Microsoft Remote Assistance (.msra) file which you must open with the Remote Assistance client to start a shadowing session. To allow Internet Explorer to launch Remote Assistance automatically, you must enable the Internet Explorer **Downloads > Automatic prompting for file downloads** security setting. By default, this option is enabled for sites in the Local intranet zone. If the Desktop Director site is not in the Local intranet zone, consider adding the site manually to this zone.

Interpreting the Information Displayed

The following topics provide brief descriptions of all information displayed in Desktop Director and a summary of the tasks you can perform from each page.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop or Citrix AppCenter for XenApp, you might not have access to some tasks or portions of the user interface.

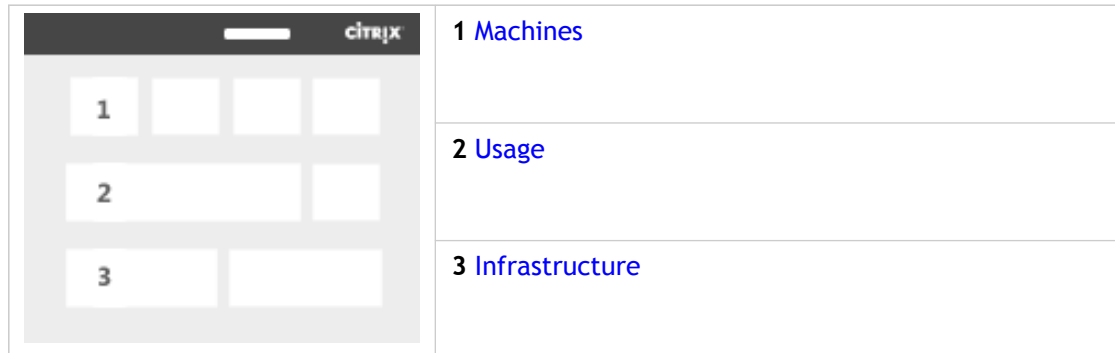
[Dashboard](#)

[User Details or Machine Details](#)

[Desktop Groups](#)

[Machine List](#)

Dashboard



The Dashboard provides summary information for XenDesktop environments. Click a link above for information, including any actions you can take.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop, you might not have access to some tasks or portions of the user interface.

The Dashboard page opens after you start Desktop Director and select a XenDesktop site from the Home page (if multiple ones are configured). After navigating away from the Dashboard, click the Navigate to Dashboard icon at the top of the page to return. You can also click the Desktop Director button in the upper-left corner to return to the Dashboard (for a single site) or the Home page (for multiple sites).

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

Machines

Category table

The Category table lists the number of machines in the following states, which are indicators of issues that might require action.

- All: All machines which are members of desktop groups.
- Unregistered: Machines that are running but are not registered with a controller.
- High CPU: Machines with a high CPU usage metric, as measured against the policy rule CPU Usage Monitoring Threshold. CPU usage is a machine level setting under Workstation Agent Settings > Conditions.*
- High Latency: Machines with a high ICA latency metric, as measured against the policy rule ICA Latency Monitoring Threshold. ICA latency is a user level setting under Workstation Agent Settings > Conditions.*
- High Profile Load Time: Machines with a high profile load time metric, as measured against the policy rule Profile Load Time Monitoring Threshold. Profile load time is a user level setting under Workstation Agent Settings > Conditions.* This information appears only if you have Citrix Profile management installed.
- Last Connection Failed: Machines to which a user was brokered but did not successfully connect or log on.
- Pending Update: Machines provisioned by Machine Creation Services that are not using the latest disk version.

* Administrators set policies using either Group Policy Editor or Desktop Studio, as described in “Working with XenDesktop Policies” under the XenDesktop node.

Note that each category corresponds to a pre-configured search. Click the Select Saved Search icon at the top of any page to choose a search.

Actions:

- Select a category row to refresh the graphs that summarize how machines in that category are distributed across servers, catalogs, and desktop groups.
- Click a link in the Number column or click a graph to go to the Machine List page to see details for all machines in the selected category.

Servers graph

The Servers graph lists the hypervisor servers that are hosting machines in the selected category and shows the number of machines hosted by each server. Machines that are not running or are not virtualized are shown as None.

Actions:

- Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and server.

Catalogs graph

The Catalogs graph lists the catalogs that are being used by machines in the selected category and shows the number of machines using each catalog.

Actions:

- Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and catalog.

Desktop Groups graph

The Desktop Groups graph lists the desktop groups that contain machines in the selected category and shows the number of machines in each desktop group.

Actions:

- Click a bar in the graph to navigate to the Machine List page with the view filtered by that category and desktop group.

Usage

Usage table

The Usage table includes a summary of machine states for each desktop group and for all the virtual machines in the site:

- Total: The total number of machines.
- % Usage: The percentage of machines on which user sessions (both connected and disconnected) are running.
- The number of machines that are in each of the following states.
 - Connected. Machines to which users are connected.
 - Disconnected. Machines that have sessions running but are disconnected.
 - Ready. Machines that are ready for brokering.
 - Unregistered. Machines that are running but not registered with a controller.
 - Off. Machines that are not running.

Actions:

- Select a row to display the usage graph for that desktop group.
- Click a desktop group name to go to the Desktop Group Details page with the view filtered for that desktop group.
- Click a value in the table to go to the Machine List page with the view filtered for that desktop group and category.

Usage graph

The usage graph reflects the percentage of machines that are in use for the selected or all desktop groups.

Actions:

- Mouse over a line to view the usage percentage.

The graph shows usage over the past 24 hours, based on snapshots taken once an hour on the hour, with the current time shown as a dotted line. The local time zone of the browser is used.

Infrastructure

Host table

This table contains health status icons and displays alerts about issues with the XenDesktop controller's connection to the host and with CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:

On the Dashboard page: shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.

On the Machine Details and User Details page: shows the health status of the server on which the desktop is running.

On the Desktop Group page: shows the health status of the hosts for the desktop group.

Alerts are based on thresholds defined by the hypervisor administrator.

Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.

Actions:

- Mouse over a red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)

Controller table

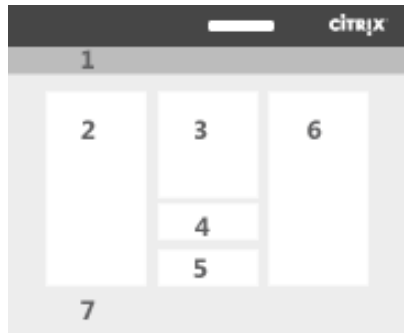
The Controller table contains health status icons and displays alerts regarding the number of XenDesktop controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.

If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.

Actions:

- Mouse over the red icon for Services or DB Access to see list of all services failing.

User Details or Machine Details

	1 User and Machine Details	4 Policies and SmartAccess Filters
	2 Machine Details or Applications and Server Details	5 Activity
	3 Session Details	6 HDX
		7 Infrastructure

The User Details or Machine Details pages for XenDesktop and XenApp sessions provide information for a specific user or machine. Click a link above for information, including any actions you can take.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop or Citrix AppCenter for XenApp, you might not have access to some tasks or portions of the user interface. You must have read permissions on a XenDesktop site, desktop group, XenApp farm, or application/server folder to view related information.

To access the User Details or Machine Details pages, click a user or machine link in the search results.

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

[Controlling Machines](#)

[Interacting with User Sessions](#)

[Shadowing a User](#)

User and Machine Details

View All

A tab that appears under the user name when the user has access to multiple desktops, desktop groups, and/or application servers. If the user is not assigned to any machines, the menu indicates that there is no desktop group and the page is dimmed.

Under each XenApp server is a list of the published applications launched in the current session. The list does not include applications opened from a published application. For example, if the user opens an Excel attachment in Outlook, Excel is not included in the list.

Actions:

- Click to view the list and then select an item.

User's display name and assigned desktops or XenApp server

Displays when you search for a user.

For XenDesktop sessions: shows the desktops that the user can access (either the name of the desktop group, or a specific machine if the user is currently connected).

For XenApp sessions: shows the connected XenApp server.

Machine name and assigned users

Displays when you search for a machine.


A menu lists the assigned users unless the machine type is pooled-random or streamed. If the machine is randomly assigned, the current user name appears.

Actions:

- Choose a user from the menu.

User name

Actions:

- Click the  icon or the *user name* link to display contact and other user information obtained from Active Directory.

Phone number

Displays when you search for a user.

Email address

Actions:

- Click the link to send an email from your email client.

Machine Details

Power Control

Actions:

- Use these commands to change the power state of the machine. The commands available vary based on the machine state.

Assignment

Actions:

- Use these commands to assign a user to or remove a user from a machine. These commands are available only when the page is showing details for a machine and the desktop group type is pooled and the allocation type is static.

Reset personal vDisk

Actions:

- Use this command to reset the applications for the user assigned to this machine to factory settings. Note that other data and settings stored on the personal vDisk are not removed or updated in any way. This command is available only for pooled machines with personal vDisks; users have a separate personal vDisk for each machine that is assigned to them. For you to be able to reset a personal vDisk, the user does not have to be logged on to the machine, but the machine must be turned on.

Machine name

The Active Directory account name of the machine.

Site name

The XenDesktop site name where the machine is located. (Appears only if Desktop Director is configured to support users across multiple XenDesktop sites.)

Power state

The current power state of the machine, including starting, suspending, suspended, unmanaged, and unknown.

Maintenance mode

The state of the machine maintenance mode.

Actions:

- Use this command to enable or disable maintenance mode for the machine.

For information, see [Controlling Machines](#).

Registration state

The state of the machine registration with the controller.

Desktop group

The name of the desktop group which maps the user to a machine. (Appears only if Desktop Director is configured to support users across multiple XenDesktop sites.)

Actions:

- Click the desktop group name to go to the Desktop Group page.

Catalog

The name of the catalog used to create the machine.

Type

Either Pooled, Dedicated, Existing, Physical, or Streamed.

OS type

The operating system running on the machine.

Allocation type

Either Static or Random. Hosted VDI desktops are indicated by "App Hosting".

Machine IP

The IP address of the machine. The machine must be running and registered for its IP address to be available to the controller.

Organizational unit

The Active Directory organizational unit (OU) to which the machine belongs.

Actions:

- Mouse over the text displayed to view the entire string.

Agent version

The version of the Virtual Desktop Agent installed on the machine.

Host

The name of the host (hypervisors and other components needed to host machines) to which this machine belongs. The host name is available only when the machine is hosted (generally a virtual machine).

Server

The name of the server on which this machine is running. The server name is available only when the machine is running.

VM name

The name of the virtual machine that represents this machine in the host.

vCPU, Memory, Hard disk

The hardware details for the machine. Available only when the machine is running.

Personal vDisk status, profile size, profile used, apps size, apps used

The details of the personal vDisk for the machine. If the machine does not have a personal vDisk, 'Personal vDisk not available' is displayed.

Actions:

- If the status displays an error icon, mouse over the icon to view details of the error.

Applications and Server Details

Applications

The published applications running within this session. When an application is stopped it is removed from the list at the next refresh. Applications launched from other applications (such as opening an Excel document from Outlook) are not shown.

Farm name

The farm to which the XenApp server running the session belongs.

Zone name

The zone to which the XenApp server running the session belongs.

Server name

The name of the XenApp server running the session.

IP addresses

The IP addresses of the server.

Organizational unit

The Active Directory organizational unit (OU) to which the XenApp server belongs.

Actions:

- Mouse over the text displayed to view the entire string.

Print spooler health

Whether the Windows Print Spooler Service is healthy and ready for use.

OS type

The OS running on the XenApp server.

XenApp version

The XenApp version installed on the server.

XenApp hotfixes

The XenApp hotfix versions installed on the server.

Session Details

Session details are shown for a XenDesktop session when the machine displayed is in use. Session details are shown for current XenApp sessions and include published applications only.

Session Control

Actions:

- Use these commands to perform an action on the user's session.

Shadow

For XenDesktop sessions only.

Actions:

- Use this command to start Microsoft Remote Assistance. For information, see [Shadowing a User](#).

Send Message

Actions:

- Use this command to send a message to the user's session. The message opens on the user's machine. This command is available to a XenDesktop session only if the machine is in use.

ID

XenApp only: The session ID.

State

The session state such as active, preparing, connecting, and disconnected.

Time in state

The elapsed time since the session status last changed. For example, if the session is disconnected the time shown is how long the session has been disconnected.

Log on time

The time at which the user logged on, shown in the browser's time zone.

Profile path

The network path of the profile loaded for this session.

For XenDesktop sessions: Reported for Citrix Profile management only.

For XenApp sessions: Reported for Citrix Profile management or Active Directory.

Actions:

- To navigate to the network path, right-click the path, copy it, and then paste the path in a browser address field.

Profile load time

How long it took to load the user's Citrix Profile management profile (if that service is used). For XenDesktop sessions, an alert appears if this value exceeds a threshold, as measured against the policy rule Profile Load Time Monitoring Threshold. Profile load time is a user level setting under Workstation Agent Settings > Conditions. Administrators set policies using the following tools:

- Group Policy Editor
- Desktop Studio, as described in "Working with XenDesktop Policies" under the XenDesktop > Manage node

Profile size

The size of the profile, shown if Citrix Profile management is not used.

Endpoint name

The name of the client machine, if it is connected.

Endpoint IP

The IP address of the client machine, if it is connected.

Connection type

Either HDX, HDX secure (shown as "SecureICA is enabled"), RDP, or a third-party protocol.

Receiver version

The version number of Citrix Receiver.

Receiver type

XenApp only: The Citrix Receiver used for the session.

Latency

The latency (in ms) between the HDX client and machine. For XenDesktop sessions, an alert displays if usage exceeds the policy rule ICA Latency Monitoring Threshold. ICA latency is a user level setting under Workstation Agent Settings > Conditions. Administrators set policies using the following tools:

- Group Policy Editor
- Desktop Studio, as described in "Working with XenDesktop Policies" under the XenDesktop > Manage node

Shows the last one minute of history and is updated every five seconds.

Launched via

XenDesktop only: The address (IP or server name) of the Web Interface that requested the machine launch.

Connected via

XenDesktop only: The network peer address (IP or server name) of the HDX TCP/IP connection. This is typically the address of the Citrix Access Gateway, if it is used.

Policies and SmartAccess Filters

Policies

The list of policies applied to the user's session. This is the calculated Resultant Set of Policy (RSOP).

Actions:

- If a **View All** link is present, click it to view the full list of policies.

SmartAccess Filters

The list of the Citrix Access Gateway SmartAccess Filters applied to the session based on the access control conditions which apply to the connection.

Actions:

- If a **View All** link is present, click it to view the full list of filters.

Activity

The activity graphs display when the User Details or Machine Details pages display a specific session that is running.

Actions:

- Mouse over the history line for details.

The graphs display the last one minute of history and are updated every five seconds.

CPU

The total usage percentage across all processors. For XenDesktop hosted machines, an alert displays if usage exceeds the policy rule CPU Usage Monitoring Threshold. CPU usage is a machine level setting under Workstation Agent Settings > Conditions. Administrators set policies using the following tools:

- Group Policy Editor
- Desktop Studio, as described in “Working with XenDesktop Policies” under the XenDesktop > Manage node

Memory

The percentage of physical memory used.

Network

The total bytes per second read from or written to all network interfaces on the machine.

HDX

HDX status is available when the machine is in use and connected via HDX. Desktop Director does not support the display of HDX information for XenDesktop 5 Service Pack 1.

Desktop Director retrieves the status information from the desktop machine via Windows Remote Management (WinRM). Because the collection and analysis of HDX status is progressive and occurs in the background, the initial results shown may be subsequently updated with new information.

The status icons in the HDX panel indicate whether a feature is working correctly or has associated errors or warnings.

Actions:

From the HDX panel:

- Click the Download System Report button for a report containing HDX details.
- Click a row to view details.

From the details window:

- Use the controls in the top-left corner to page through the features.

The data updates every 60 seconds.

Adobe Flash

HDX MediaStream for Flash: Enables Adobe Flash content to play locally on user devices, providing users with a high definition playback.

Audio

HDX RealTime: Ensures crisp CD quality audio for XenDesktop and XenApp sessions.

Direct 3D (XenDesktop only)

HDX 3D for Professional Graphics: Supports the delivery of 3D professional graphics applications, both OpenGL and DirectX based, which need graphics hardware (GPU) acceleration for optimal performance.

Graphics

HDX RichGraphics: Optimizes the performance of graphics-intensive applications or desktops.

Mapped Client Drives

Supports client-side drives.

Network

Provides performance information for all HDX channels that are known to consume a lot of bandwidth.

Printing, Scanner, Smart Cards, USB Devices (XenDesktop only)

HDX Plug-n-Play: Enables users to connect devices and use them with hosted desktops and applications as they would on a local machine. Also supports simple connectivity to local machine resources.

Windows Media

HDX MediaStream: Enables Windows Media Player content that is streamed to the endpoint to play locally on user devices, providing users with a high definition playback.

Infrastructure

Host table

This table contains health status icons and displays alerts about issues with the XenDesktop controller's connection to the host and with CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:

On the Dashboard page: shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.

On the Machine Details and User Details page: shows the health status of the server on which the desktop is running.

On the Desktop Group page: shows the health status of the hosts for the desktop group.

Alerts are based on thresholds defined by the hypervisor administrator.

Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.

Actions:

- Mouse over a red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)

Controller table

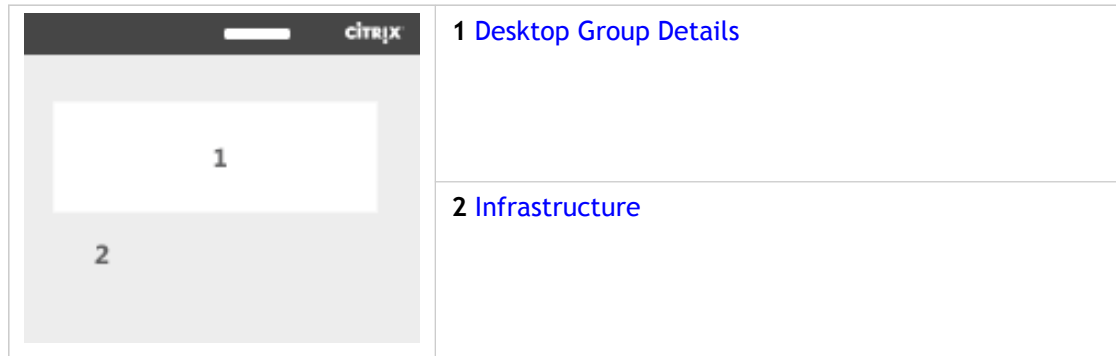
The Controller table contains health status icons and displays alerts regarding the number of XenDesktop controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.

If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.

Actions:

- Mouse over the red icon for Services or DB Access to see list of all services failing.

Desktop Groups



The Desktop Groups page provides information similar to the Dashboard except it is filtered by desktop group and contains additional details. Click a link above for information, including any actions you can take.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop, you might not have access to some tasks or portions of the user interface.

To access the Desktop Groups page, click a desktop group link:

- In the search results.
- In the Usage table on the Dashboard.
- On the User Details or Machine Details pages.

Related tasks:

[Getting Started with Desktop Director](#)

[Searching for Users, Machines, and Desktop Groups](#)

Desktop Group Details

Desktop Group Details

The Desktop Group Details table lists information about the desktop group, including the machine type and catalogs used to populate the desktop group, and the list of user groups to which the desktop group is published. For a desktop group type of pooled with an allocation type of static, the number of assigned and unassigned machines also displays.

Actions:

- Click the number links for Assigned Machines and Unassigned Machines to go to the Machine List page.

Status table

The Status table lists the number of machines in the desktop group that are in various states. For a description of the machine states, see “Category table” in the [Machines](#) table.

Actions:

- Click a number link to go to the Machine List page to see details filtered by the desktop group and selected state.

Usage table

The Usage table lists the total number of machines in this desktop group and the number of those machines in various usage states. For a description of the usage states, see [Usage](#).

Actions:

- Click a number link to go to the Machine List page to see details filtered by the desktop group and selected state.

Usage graph

The Usage graph reflects the percentage of machines for the current desktop group that are connected or disconnected.

Actions:

- Mouse over the usage line to view the usage percentage.

The graph reflects usage over the past 24 hours with the current time shown as a dotted line. The local time zone of the browser is used.

Infrastructure

Host table

This table contains health status icons and displays alerts about issues with the XenDesktop controller's connection to the host and with CPU, memory, bandwidth (network usage), and storage (disk usage). The health status provided is based on the context of the Infrastructure table:

On the Dashboard page: shows the health status of each host and the entire site. If no icon appears for a particular metric, the metric is not supported by the type of host in use. If a host has an alert, the Overall row also includes an alert.

On the Machine Details and User Details page: shows the health status of the server on which the desktop is running.

On the Desktop Group page: shows the health status of the hosts for the desktop group.

Alerts are based on thresholds defined by the hypervisor administrator.

Health information is not available for Microsoft System Center Virtual Machine Manager (SCVMM) hosts.

Actions:

- Mouse over a red icon to view the specific server for which the alert was raised, the time and date of the alert, and the conditions that caused the alert. Click the server name link to go to the Machine List page filtered by that server. (The link is not available if Desktop Director is configured to support users across multiple XenDesktop sites.)

Controller table

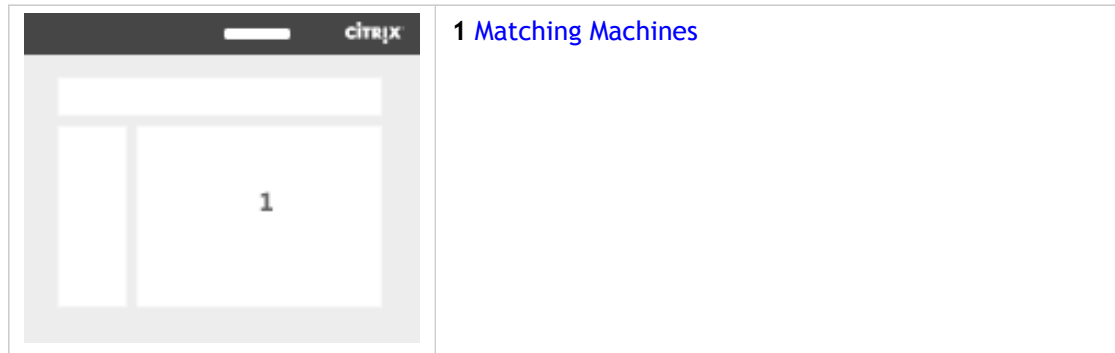
The Controller table contains health status icons and displays alerts regarding the number of XenDesktop controllers online, services running, and services connected to the database. The health status is provided for each controller and the entire site. If a controller has an alert, the Overall row also includes an alert.

If the controller cannot be reached on the network, the icon in each column turns red. If a service is not responding, the icon in the Service column turns red. If a service is reporting a problem with its connection to the database, the icon in the DB Access column turns red.

Actions:

- Mouse over the red icon for Services or DB Access to see list of all services failing.

Machine List



The Machine List page shows a list of XenDesktop-managed machines that can be filtered and sorted. Click the link above for information, including any actions you can take.

Important: Depending on how your administrator configures your role and permissions in Desktop Studio for XenDesktop, you might not have access to some tasks or portions of the user interface.

To access the Machine List page:

- From the Dashboard, click a number link or a bar in a graph.
- From the Desktop Groups page, click a number link.
- From any page, click the Select Saved Search icon and choose a search.

Related tasks:

[Getting Started with Desktop Director](#)

[Filtering the Machine List](#)

[Controlling Machines](#)

Matching Machines

Actions:

- For information on filtering the machine list, choosing the columns to include in the machine list, and sorting the machines by properties, see [Filtering the Machine List](#).
- Click an icon in the Select Columns header to collapse or expand that area.
- Select machines, click **Power Control**, **Maintenance Mode**, or **Session Control**, and choose a command. (To select all machines listed in one click, select the checkbox in the table heading.)
- Select machines and click **Send Message**.

Name

The Active Directory account name of the machine.

DNS Name

The DNS name of the machine.

State

The summary state of the machine, such as Connected, Disconnected, or Unregistered.

User

For statically assigned machines, the assigned user(s). For randomly assigned machines, the user logged on to the machine.

User UPN

The User Principle Name from Active Directory.

User Display Name

The display name from Active Directory.

Desktop Group

The desktop group to which this machine belongs.

Catalog

The catalog name for the machine.

Machine Type

The catalog name for the machine.

Allocation Type

The allocation for pooled machines, such as Static or Random.

Catalog

The catalog name for the machine.

Machine Type

The machine type, such as Pooled, Dedicated, or Streamed.

Allocation Type

The allocation for pooled machines, such as Static or Random.

Is Allocated

Whether the machine is allocated.

Maintenance Mode

Whether the machine is in maintenance mode.

Conditions

The machine condition such as high CPU usage, high ICA latency, or high profile load time.

IP Address

The IP address of the machine (as known by the broker). The machine must be running and registered for its IP address to be available to the broker.

OS

The Windows version installed on the machine.

Agent Version

The Virtual Desktop Agent version running on the machine.

License ID

The ID used to check out a license, if device-based licensing is used.

Power State

The current power state of the machine, including starting, suspending, suspended, unmanaged, and unknown.

Host

The host connection name. Does not apply to machines with the machine type Physical.

Server

The hosting server name. Does not apply to machines with the machine type Physical.

VM

The name of the virtual machine that represents this machine in the host. Does not apply to machines with the machine type Physical.

Pending Update

Whether machines provisioned by Machine Creation Services are using the latest disk version. Applies only to machines with the machine type Pooled.

Registration State

The registration state such as Unregistered, Pending, or Registered.

Broker

The DNS name of the XenDesktop broker to which this machine is registered.

Unregistered Reason

The condition that led to unregistering the machine, such as Shutdown or ForcedDeregistration.

Unregistered Time

The date and time when the machine became unregistered.

Session State

The session state such as Reconnecting, Active, or Disconnected.

Current User

The name of the user logged on to the machine.

Logon Time

The session start time.

Session Change Time

The date and time of the last session state change. For example, the time at which the session disconnected.

Endpoint

The name of the client machine.

Endpoint (IP)

The IP address of the client machine.

Connected Via

The network peer address (IP or server name) of the HDX or RDP TCP/IP connection. This is the address of the Citrix Access Gateway, if it is used.

Launched Via

The address (IP or server name) of the Web Interface that requested the machine launch.

Connection Type

The connection protocol such as HDX or RDP.

SecureICA

Whether SecureICA is enabled for the connection.

SmartAccess Filters

The list of the Citrix Access Gateway SmartAccess Filters applied to the session. These are the filters that Access Gateway endpoint analysis matched on the endpoint during machine launch.

Plug-in Version

The version number of Citrix Receiver.

Last Connection Failure

The reason the last connection to this machine failed, such as Registration Timeout or Licensing.

Last Connection Time

The date and time of the last connection.

Last Connection User

The user who last connected.

Last Connection Failure

The reason the last connection to this machine failed, such as Registration Timeout or Licensing.

Last Connection Time

The date and time of the last connection.

Last Connection User

The user who last connected.

Apps in Use

The VDI-hosted applications running on the machine. Available only for hosted VDI desktops.

Published Apps

The VDI-hosted applications published to the machine. Available only for hosted VDI desktops.