

Enterprise class support and management for Azure Virtual Desktop



**Automation
and intelligence
for Azure
Virtual Desktop
management
and support**

Save
60% average
on your monthly
AVD bill
by activating the
Power Management
functionality

Microsoft Azure
Government

Datasheet
SMARTWORKSPACES
for Azure Virtual Desktop

Simplify and streamline Azure Virtual Desktop management

Deliver and maintain the best levels of service, performance and user experience for your organization

About **SMARTWORKSPACES** for Azure Virtual Desktop

SMARTWORKSPACES is an enterprise support and management platform for Azure Virtual Desktop. **SMARTWORKSPACES** runs within your Azure tenant and, through a single pane console, delivers level 1 and level 2 administration and support of Azure Virtual Desktop environments.

flexible | **SMARTWORKSPACES**
for Azure Virtual Desktop



Key platform benefits

Native Azure security – **SMARTWORKSPACES** is installed and is completely self-contained within your Azure tenant. With no requirement for Active Directory Federation Services, identity data remains within your Azure service giving you total control over security.

Multitenant management – whether you are a service provider or you have multiple Azure Virtual Desktop sites within your organization, **SMARTWORKSPACES** enables you to manage multiple tenants all from one place.

Subscription independent – no matter how you manage your Azure Virtual Desktop Azure subscriptions, with **SMARTWORKSPACES** you can integrate and manage environments across multiple subscriptions. Simply add your Azure subscription details and **SMARTWORKSPACES** does the rest for you.

Delegated admin rights – Delegate L1 and L2 administration rights to support staff. The actions performed by a delegated admin are always impersonated as an administrator so, support users do not need to have individual administrative permissions to perform their role.

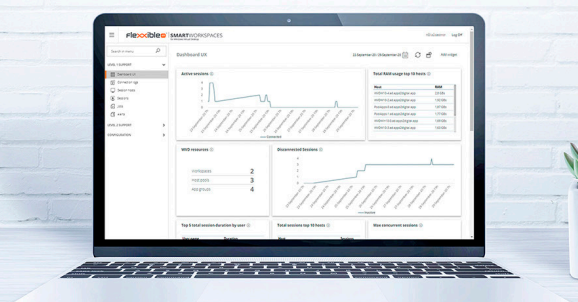
Intelligence at your fingertips – Download usage and performance data across your entire Azure Virtual Desktop environment. User sessions, virtual machines, connection, event log data and more can be exported to Excel Workbooks for reporting, analysis and presentation.

Optimized performance – with automated and scheduled execution of custom scripts and user profile optimization **SMARTWORKSPACES** helps you keep your Azure Virtual Desktop environments healthy.

Azure cost savings – with many customizations available, **SMARTWORKSPACES** helps you save on your Azure costs. Optimize your user profiles to save on storage. Take advantage of the ability to program and manage session stop and start times so your session hosts are only consuming resources when necessary.

Azure SQL – Scale your database and reduce costs. Focus on your business using an intelligent database with Azure SQL

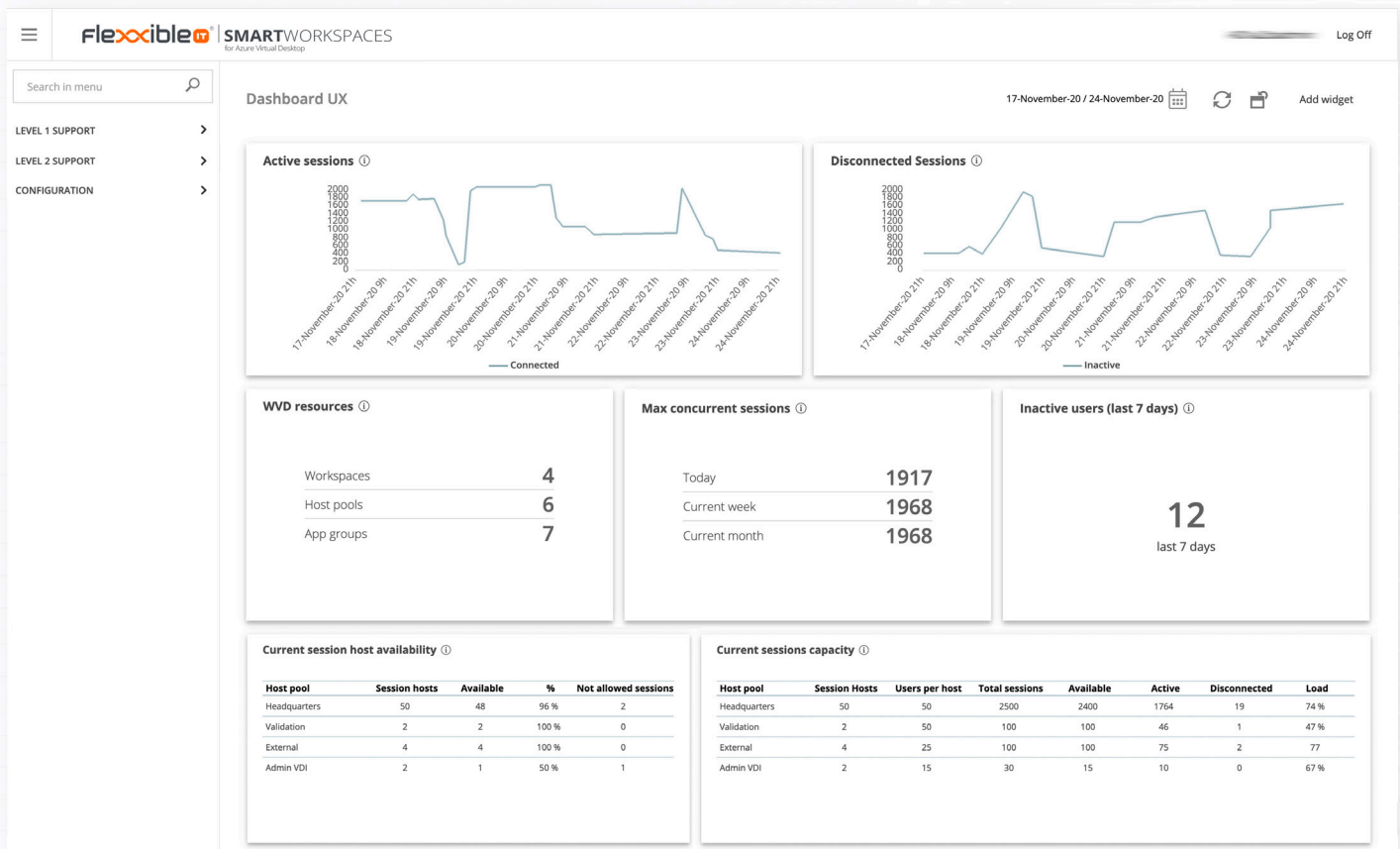
Co-branding – customize your **SMARTWORKSPACES** with your corporate logos and company colors.



User Experience Dashboard

Deliver proactive monitoring with real-time data to support your Azure Virtual Desktop infrastructure.

Configurable dashboard to monitor overall health of Azure Virtual Desktop environment. Drag and drop widgets can be arranged to display session, user, RAM and bandwidth information over a specified timeframe.



L1 Support

- **User Experience Dashboard**
- Help Desk
- Session Host Management
- Session Management
- Consolidated Connection Logs

- Power Management Scheduling
- Profile Optimization
- User Session Shadowing
- Automated configuration of remote assistance

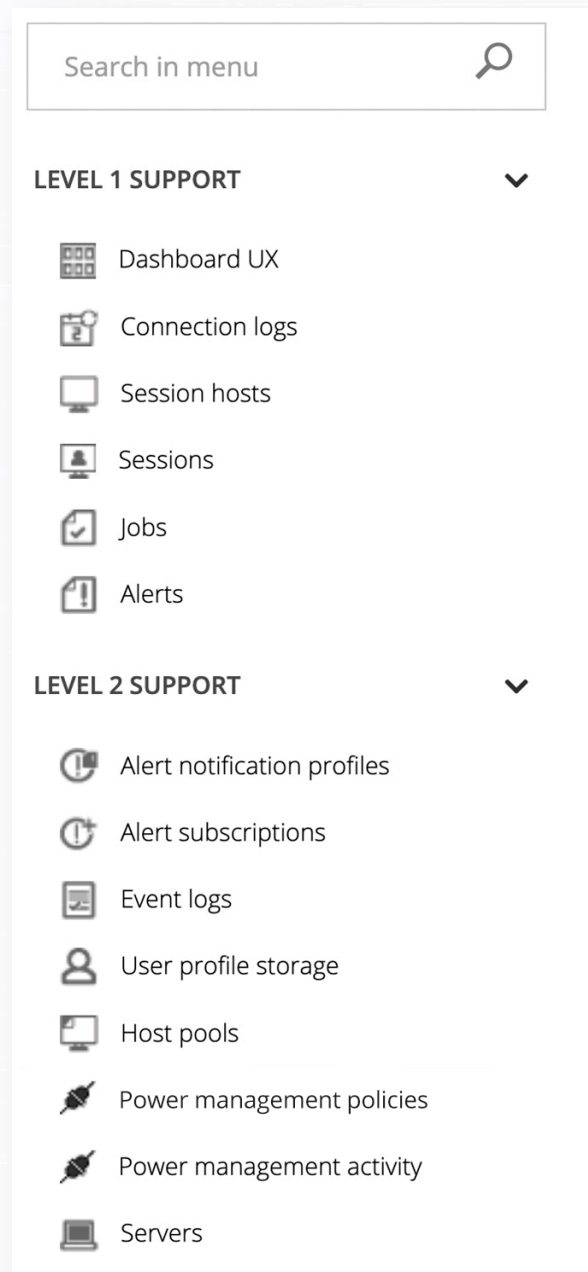
L2 Support

- Alerting
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- Auditing - Jobs

Help Desk

Improve user satisfaction and productivity with a dedicated controlled and secure support console.

Accelerate the time taken to resolve common support requests with a dedicated help desk console for level 1 and level 2 support roles. Assigned and delegated admin rights deliver the tools needed for effective support.



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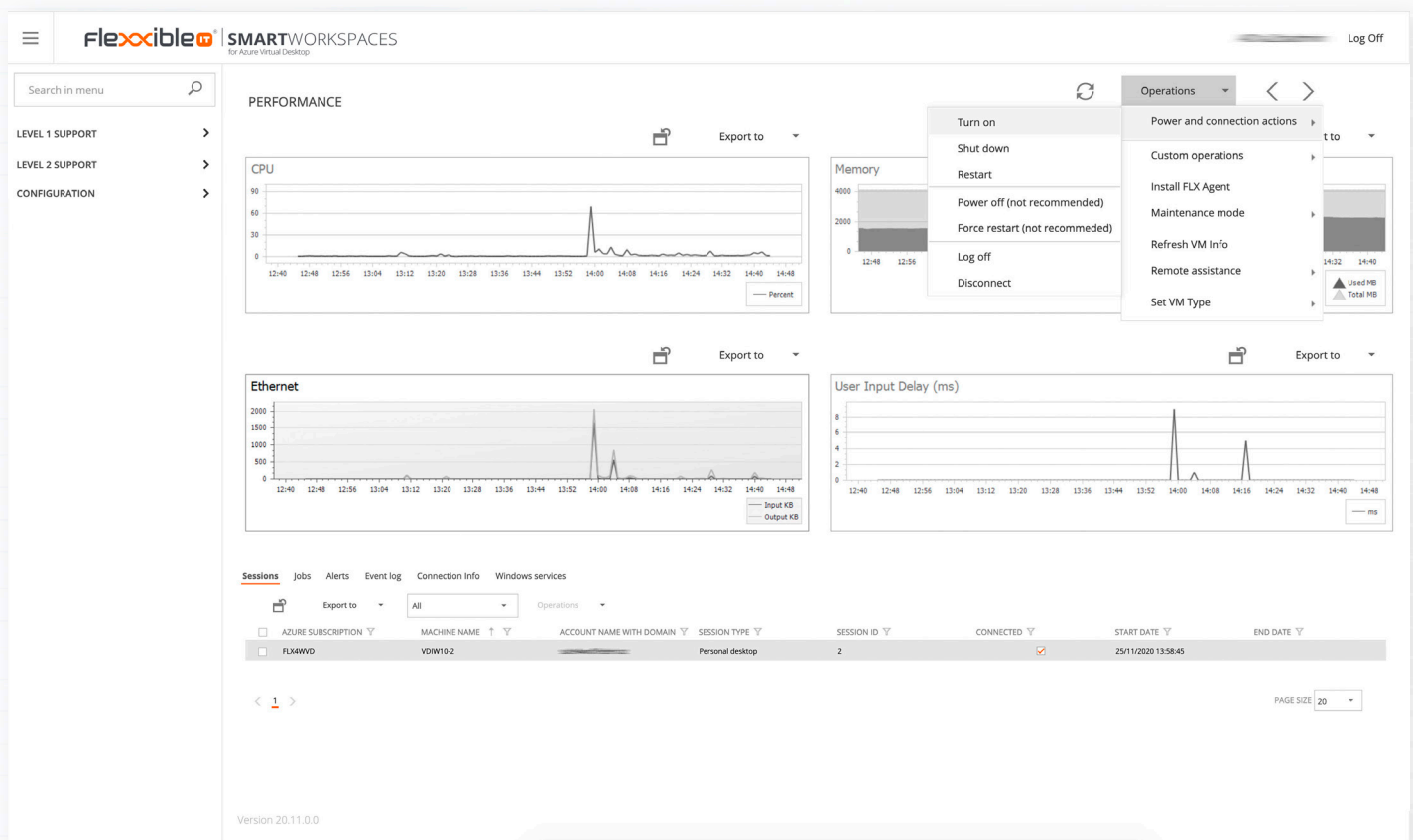
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Session Host Management

Easily identify session hosts for routine and support actions. A unified view enables rapid search and remediation.

Session hosts are displayed in the console allowing easy identification and management of all hosts. Session host CPU, memory, latency, and network metrics are displayed for the last two hours. Allows support to log user off, restart, power on/off, disconnect the session, notify user or start remote assistance.



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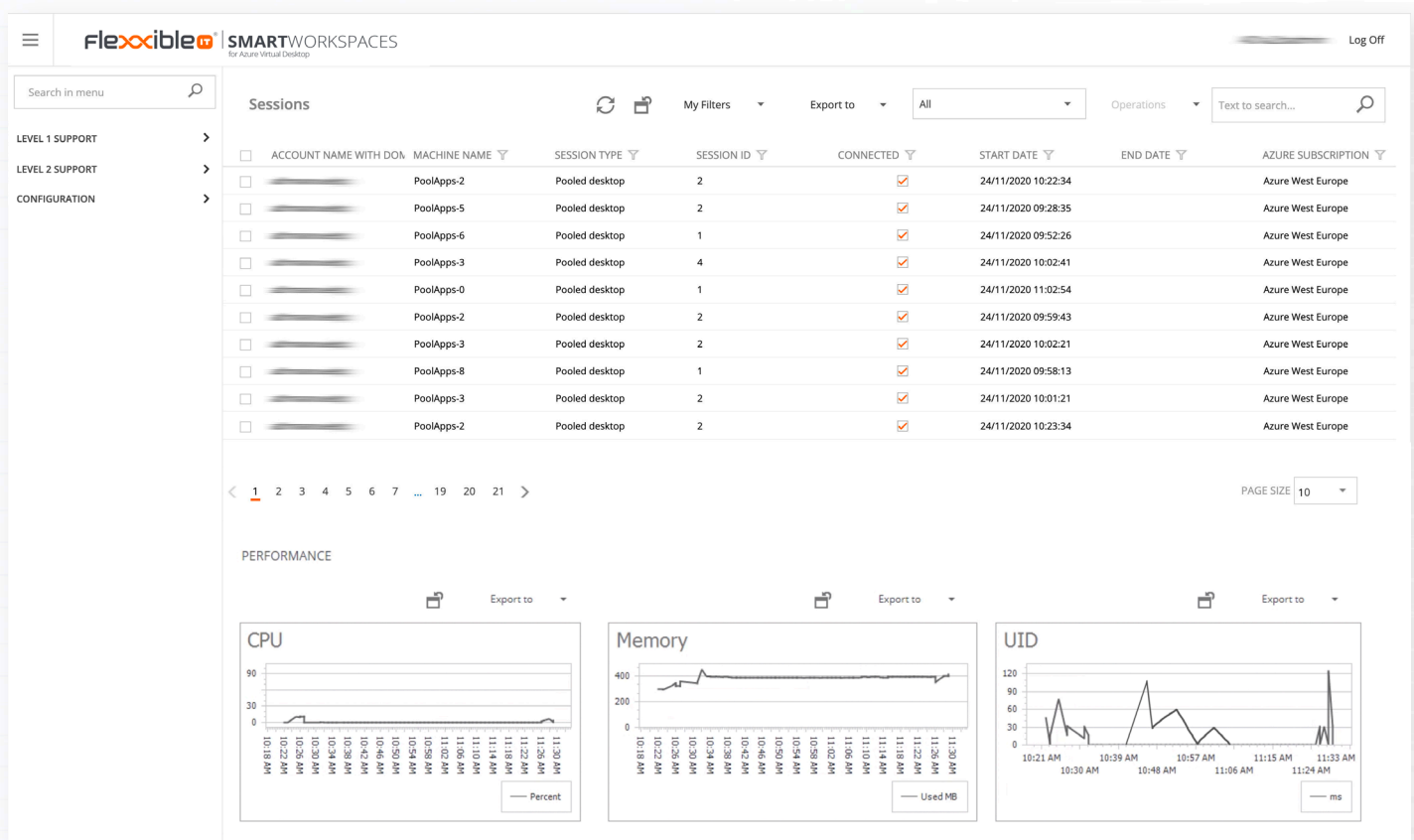
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Session Management

A unified view of sessions enables support to quickly identify a user's session and initiate actions.

Displays all sessions for applications and desktops. Allows support to log user off, disconnect the session, notify user or start remote assistance.



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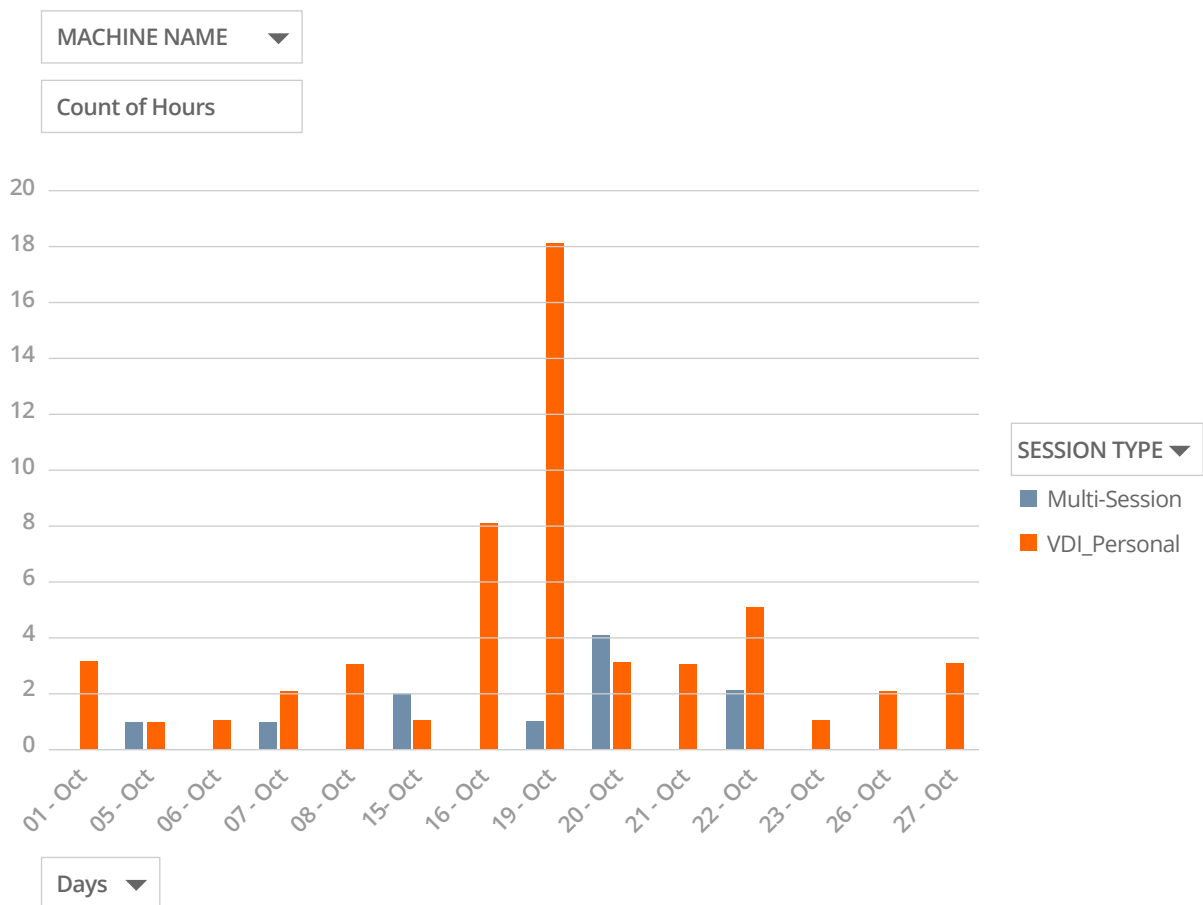
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Consolidated Connection Logs

Consolidate connection log data for easy analysis.

SMARTWORKSPACES brings together session connection information from all machines into a single view. Easily sort and search by machine, session type, user, VM. Export for analysis and service level reporting.



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Power Management Scheduling

Program and manage session start and stop times for resource and cost savings

SMARTWORKSPACES allows IT the ability to schedule automatically when sessions are turned on and off, by individuals, or by group policy to only consume resources when in use. Decide whether to shut down session hosts without sessions, shut down session hosts with no connected sessions or shut down all session hosts.

The screenshot shows the 'Power Management Policy' configuration page in the SMARTWORKSPACES interface. The page has a sidebar with navigation links: 'LEVEL 1 SUPPORT', 'LEVEL 2 SUPPORT', and 'CONFIGURATION'. The main content area is titled 'Power Management Policy' and includes a 'Central time' section. The 'NAME' field is set to 'Central time'. The 'TIME ZONE' is set to '(UTC-06:00) Central Time (US & Canada)'. There is an 'ENABLED' checkbox. Below this, a table shows the schedule for each day of the week, with 'FROM' and 'TO' time slots. The 'START HOUR ACTION' is set to 'Start session hosts' and the 'END HOUR ACTION' is set to 'Shut down session hosts without sessions'. Both actions have an 'APPLY ONCE' checkbox. A note at the bottom states: '*Existing sessions will be logged off before shut down the session hosts'.

	FROM	TO
SUNDAY:	05:00	17:00
MONDAY:	05:00	17:00
TUESDAY:	05:00	17:00
WEDNESDAY:	05:00	17:00
THURSDAY:	05:00	17:00
FRIDAY:	05:00	17:00
SATURDAY:	05:00	17:00

START HOUR ACTION: Start session hosts ☐ APPLY ONCE

END HOUR ACTION: Shut down session hosts without sessions ☐ APPLY ONCE

*Existing sessions will be logged off before shut down the session hosts

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Profile Optimization

Ensures that storage overheads are kept to a minimum and profile optimization is effectively and efficiently managed.

Using FSLogix shrink and optimization, **SMARTWORKSPACES** automatically discovers user profile locations and enables admins to schedule unattended user profile optimization.

The screenshot shows the 'FSLogix optimization settings' page in the SMARTWORKSPACES interface. The page is divided into several sections:

- Header:** Includes the 'flexible' logo, 'SMARTWORKSPACES for Azure Virtual Desktop', and a 'Log Off' button.
- Search:** A 'Search in menu' input field.
- Left Navigation:** A sidebar with 'LEVEL 1 SUPPORT', 'LEVEL 2 SUPPORT', and 'CONFIGURATION' (the active section).
- Main Content Area:**
 - FSLogix optimization settings:** The main title of the configuration page.
 - ACCESS & COMPACT VHDX FILES AS:** Fields for 'USER:' (set to 'AD\FsLogixSyncUser'), 'PASSWORD:', 'MAX. PARALLEL COMPACTIONS:' (set to 10), and 'REPEAT:'.
 - PERFORM COMPACTIONS IN THE FOLLOWING TIME RANGES (UTC):** A table for scheduling compactions by day of the week (SUNDAY through SATURDAY), each with 'TO' and 'TO' time slots.
 - COMPACT ONLY THE FOLLOWING LOCATIONS:** A section with a checkbox for 'AUTOMATICALLY ADD NEW LOCATIONS' and a list of file paths. The first path, '\\fslogixnas01.file.core.windows.net\\fslogixprofiles\\PROFILES\\', is selected.
 - Buttons:** 'Link', 'Unlink', 'Check access', and 'Export to'.

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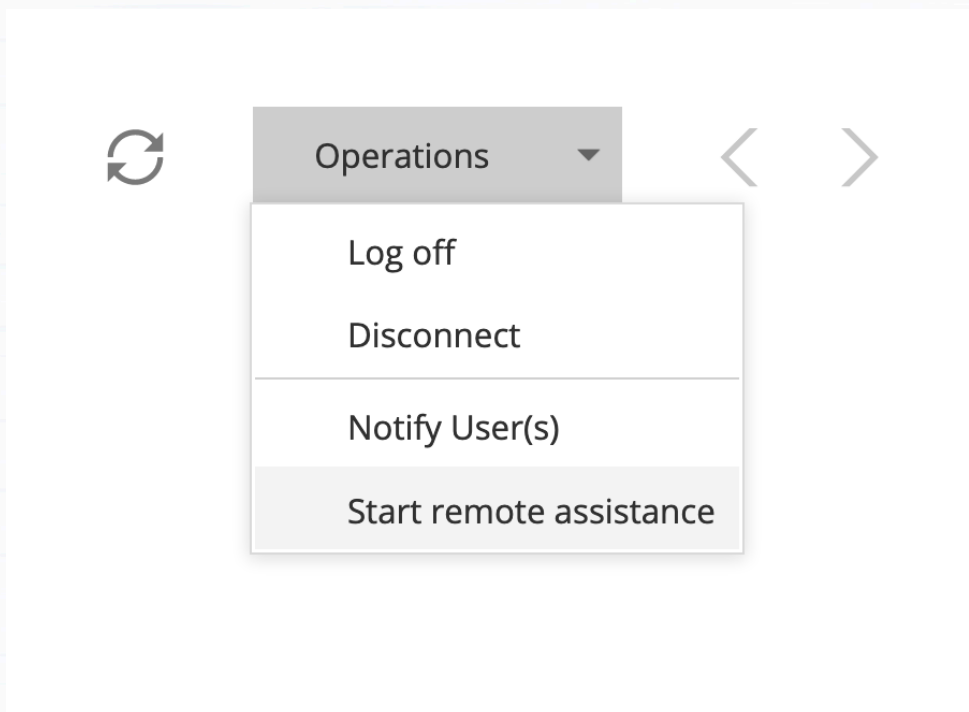
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User Session Shadowing

Deliver the best support experiences for your users by quickly identifying and resolving user requests.

SMARTWORKSPACES delivers user shadowing with the ability to easily search for and identify users and to remotely shadow their session. With user permission, support staff can take control of a session to quickly resolve support issues. Available for VDI, multisession VDI, and published application sessions.



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Automated configuration of remote assistance

Simplify remote assistance enablement with auto configuration.

SMARTWORKSPACES simplifies and speeds up the enablement of remote assistance. Easily configured per Host Pool, it automates the installation and configuration of the remote assistance agent and the configuration of firewall rules.

The screenshot displays the Flexible IT SMARTWORKSPACES interface. The top navigation bar includes the logo, 'SMARTWORKSPACES for Azure Virtual Desktop', and a 'Log Off' button. A left sidebar contains a search menu and navigation links for 'LEVEL 1 SUPPORT', 'LEVEL 2 SUPPORT', and 'CONFIGURATION'. The main area is titled 'Session hosts' and features a table with columns: AZURE SUBSCRIPTION, MACHINE, STATUS, SESSIONS, ASSIGNED USER, HOST POOL, CPU, and %. A dropdown menu is open over the table, showing 'Power and connection actions' with options like 'Assign Flag', 'Custom operations', 'Install FLX Agent', 'Maintenance mode', 'Notify User(s)', 'Refresh VM Info', 'Remote assistance' (highlighted), and 'Set VM Type'. The 'Remote assistance' option has sub-options 'Start remote assistance' and 'Enable remote assistance'. Below the table, a 'Host pool' configuration window is visible, showing 'Default Desktop Template' and 'GENERAL' settings. It includes fields for 'VIRTUAL MACHINE TYPE' (Personal), 'ASSIGNMENT TYPE' (Automatic), and 'FLX AGENT INSTALLATION' (On host detection). A 'REMOTE ASSISTANCE ENABLING' section is also present, with a dropdown menu showing 'When no sessions are open' (highlighted in orange), 'Do not enable', 'On host detection', 'When no sessions are open', and 'Within an hours range'. The bottom of the interface shows 'App groups' and 'Jobs' tabs, with 'App groups' selected, displaying a list of app groups including 'PoolVDI01'.

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- Consolidated Connection Logs

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Alerting

Proactively manage Azure Virtual Desktop SLAs with monitoring and SNMP alerts.

L2 support can set SNMP event alerts to send to any SNMP capable monitoring platform. Setting alerts when system thresholds such as, CPU, RAM, latency, storage etc. are reached informs IT of any potential performance issues.

SEVERITY	ALERT DEFINITION	INFORMATION	ALERT STATUS	ALERT START	DATE NOTIFIED	ELEMENT
Critical	Critical event log		Inactive			
Warning	High CPU usage - Session host		Inactive			
Critical	Critical event log		Inactive			
Warning	VM assigned RAM under minimum		Active			
Warning	Multiple errors in event log		Inactive			
Warning	NTFS error event log		Inactive			
Warning	High User input delay		Inactive			
Warning	VM assigned RAM under minimum		Active			
Warning	Multiple errors in event log		Inactive			
Warning	High RAM usage - Server		Inactive			
Warning	High RAM usage - Server		Inactive			
Warning	High User input delay		Inactive			
Warning	User profile storage compaction issue		Inactive			
Informational	User inactive for a long time		Inactive			
Warning	High User input delay		Inactive			
Warning	High User input delay		Inactive			
Warning	VM assigned RAM under minimum		Inactive			
Warning	Multiple errors in event log		Active			
Warning	High CPU usage - Session host		Inactive			
Warning	NTFS error event log		Inactive			

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- Help Desk
- Session Host Management
- Session Management
- Consolidated Connection Logs

- Power Management Scheduling
- Profile Optimization
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Event log subscription & action

Remove complexity and reduce expensive level 3 interventions with automated remediation.

Events recorded in the event log, can be used by IT to monitor for known issues. These defined events can be used to trigger scripts for automated problem resolution improving user satisfaction and reducing support costs.

The screenshot displays the Flexible IT SMARTWORKSPACES interface. The top navigation bar includes the Flexible IT logo, 'SMARTWORKSPACES for Azure Virtual Desktop', and a 'Log Off' button. A search bar is located on the left. The main content area is titled 'Events log' and features a table with columns: EVENT DATE, EVENT TYPE, SOURCE, MACHINE NAME, MACHINE TYPE, and MESSAGE. The table lists several error events, including 'An unmarshaling policy check was performed when unmarshaling a custom marshaled object and the class (F6C29334-47DC-4397-9150-F549CF1D4861) was rejected', 'StartMenuExperienceHost (7772.P.98) TILEREPPOSITORYS-1-5-21-763547315-597230256-1312956510-1160: Error -1023 (0xffffc01) occurred while opening logfile C:\Users\vszente\AppData\Local\TileDataLayer\Database\EDB.log.', and 'The RdAgent service terminated unexpectedly. It has done this 1 time(s). The following corrective action will be taken in 0 milliseconds: Restart the service.'

Below the Events log table, there is a section for 'Triggers' with a 'New' button and a 'Delete' icon. A table lists configured triggers with columns: NAME, SOURCE, EVENT LOG SOURCE, EVENT LOG ID, EVENT LOG KEYWORD, and ENABLED. The triggers listed are 'App crash' (Event log, Microsoft-Windows-PerfNet, 1.511, billing, enabled), 'Service error' (Event log, Microsoft-Windows-PerfNet, 321,859,125, enabled), and 'App freeze' (Event log, Microsoft-Windows-Search-ProfileNotify, 3.596, enabled).

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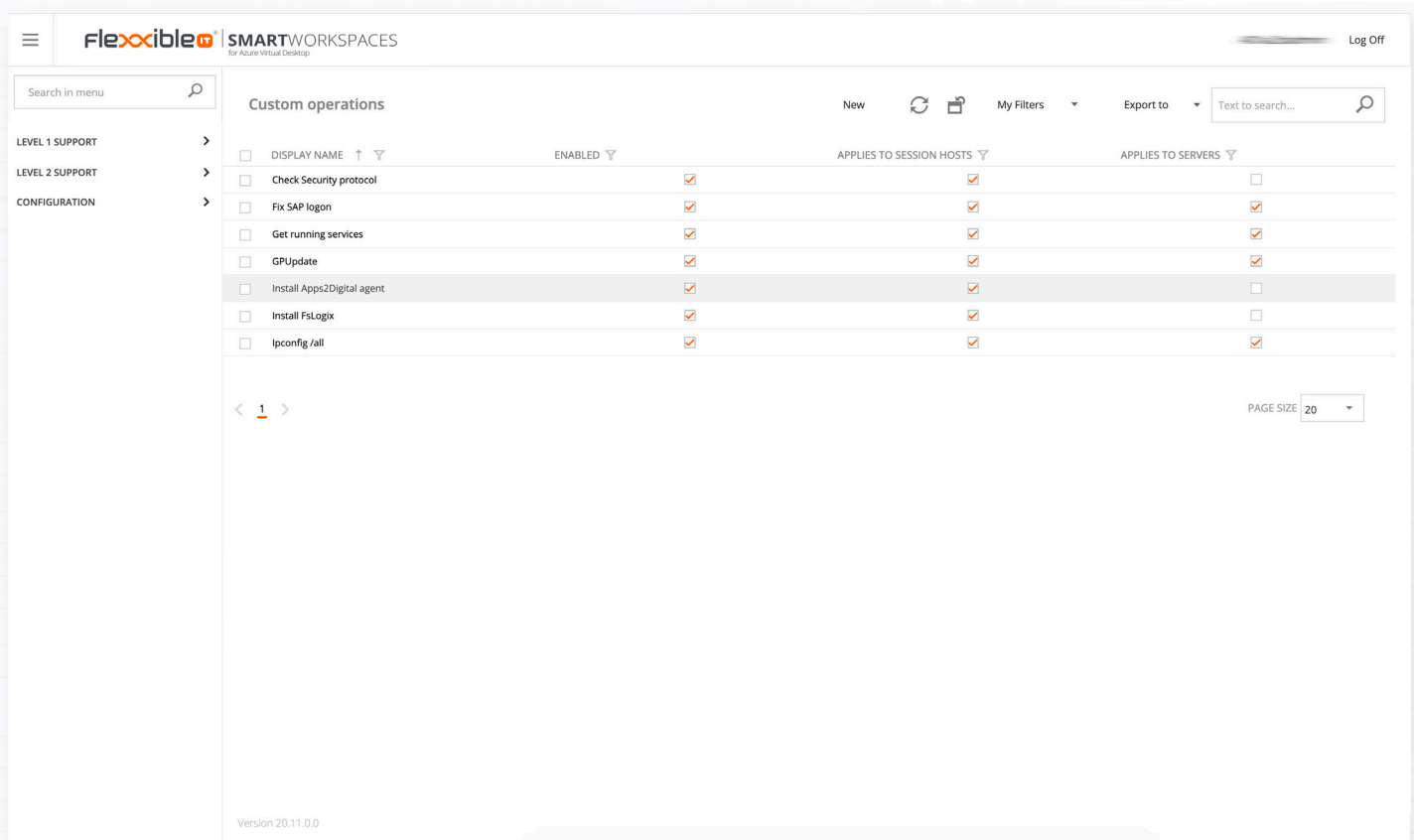
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Custom Operations

Simplify support and speed time to resolution with predefined operations.

Remove the need for support to run command line operations. Custom operations are tested scripts that remotely execute on one or more VMs. Pre-defined scripts can be created to install packages, manage registry keys and automatically run common tasks associated with user applications.



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- **Custom Operations**
- Automated Operations
- Auditing - Jobs

Automated Operations

Reduce support interventions and keep your Azure Virtual Desktop environment running smoothly.

When defined events are recorded in the event log, custom operations can be configured for automated execution. This enables IT to resolve common issues with end user applications and desktops without support intervention.

flexible

SMARTWORKSPACES

for Azure Virtual Desktop

Log Off

Search in menu

LEVEL 1 SUPPORT

LEVEL 2 SUPPORT

CONFIGURATION

Custom operation

Install Apps2Digital agent

Save

Refresh

Info

Back

Forward

DISPLAY NAME:

Install Apps2Digital agent

ENABLED

DESCRIPTION:

SCRIPT:

```
$url = 'https://downloads.apps2digital.com/agent/releases/Apps2Digital-Installer.exe'
$output = "$ENV:Temp\Apps2Digital-Installer.exe"
$start_time = Get-Date
```

APPLIES TO SESSION HOSTS

APPLIES TO SERVERS

Users

Triggers

Triggered Events

New

Delete

Export to

NAME	SOURCE	EVENT LOG SOURCE	EVENT LOG ID	EVENT LOG KEYWORD	ENABLED
App crash	Event log		1.511	billing	ENABLED
Service error	Event log	Microsoft-Windows-PerfNet	321.859.125		ENABLED
App freeze	Event log	Microsoft-Windows-Search-ProfileNotify	3.596		ENABLED

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Auditing - Jobs

Quickly trace and identify actions that have failed or effected operations.

Administrative and user auditing creates an audit trail across the entire Azure Virtual Desktop environment. All jobs executed and their status is recorded for all administrative and user actions.

The screenshot shows the Flexible SMARTWORKSPACES interface. The top navigation bar includes the Flexible logo and SMARTWORKSPACES for Azure Virtual Desktop. The left sidebar has a search bar and navigation links for LEVEL 1 SUPPORT, LEVEL 2 SUPPORT, and CONFIGURATION. The main content area is titled 'Jobs' and features a table with columns: STATUS, CREATION DATE, START TIME, END TIME, and OWNER. The table lists several jobs, including 'ShutDown on WVDW10-4 (ad/sebastianp)' and 'TurnOn on PoolApps-1'. A detailed view of a job is shown on the right, including a progress bar, job information, and a list of steps with their status and start times.

STATUS	CREATION DATE	START TIME	END TIME	OWNER
Completed	23/11/2020 15:24:29	23/11/2020 15:24:30	23/11/2020 15:25:33	
Completed	23/11/2020 10:45:31	23/11/2020 10:45:31	23/11/2020 10:48:37	
Completed	23/11/2020 10:39:09	23/11/2020 10:39:10	23/11/2020 10:42:28	
Completed	23/11/2020 9:10:52	23/11/2020 9:10:53	23/11/2020 9:16:02	
Completed	23/11/2020 8:41:56	23/11/2020 8:42:22	23/11/2020 8:43:18	
Completed	23/11/2020 8:34:02	23/11/2020 8:34:31	23/11/2020 8:34:31	
Completed	23/11/2020 2:53:30	23/11/2020 2:53:30	23/11/2020 2:53:54	

Operation detail
TurnOn on WVDW10-4

JOB INFORMATION

NAME: TurnOn on WVDW10-4
STATUS: Completed
OWNER: ADAdmin
SCHEDULED DATE:

Duration: 00:03:36

Steps

NAME	STATUS	START TIME
Execute via Flex Agent	Succeeded	
Execute via Azure Subscription	Completed	19/02/2021 11:06:33
Execute via RSM	Succeeded	
Read new VM power state	Completed	19/02/2021 11:10:09

Operation detail
TurnOn on WVDW10-4

Text to search...

Start Date	Duration	Status	Source	Description
19/02/2021 11:06:34	0.15s	OK	Azure Subscription	Set CPU Priority
19/02/2021 11:06:34	1.65s	OK	Azure Subscription	Azure Init AZ Accounts
19/02/2021 11:06:35	0.76s	OK	Azure Subscription	Azure Init
19/02/2021 11:06:36	1.46s	OK	Azure Subscription	Azure Login

Command

```
$process = Get-Process -Id $pid
$process.PriorityClass = 'BelowNormal'
```

Command

```
Import-Module Az.Accounts -Cmdlet Connect-AzAccount
```

Command

```
Import-Module Az.DesktopVirtualization
```

Command

```
$subs = ...
$tenant = ...
$sp = ...
$spassword = ConvertTo-SecureString -String '...' -AsPlainText -Force
$creds = New-Object System.Management.Automation.PSCredential -ArgumentList $sp, $spassword
Az.Accounts\Connect-AzAccount -Credential $creds -ServicePrincipal -SubscriptionId $subs -TenantId $tenant -SkipContextPopulation -Force -Scope Process
```

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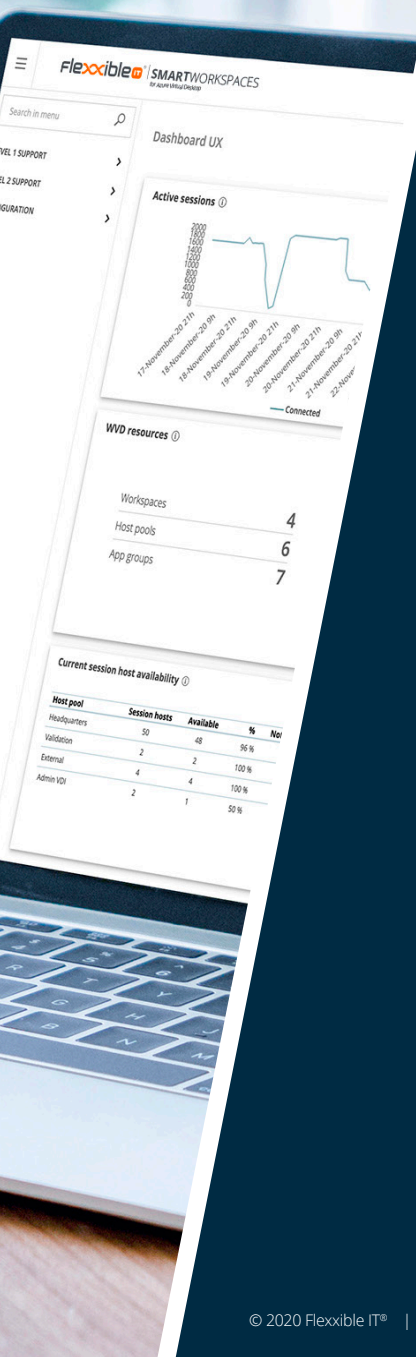
Official worldwide
Azure Virtual Desktop
partner integrators

flexible[®]IT

Leading a revolution in digital transformation

Flexible IT leads innovation in digital workspace management and delivery.

SMARTWORKSPACES, a family of cloud services, software and purpose-built appliances, delivers an intelligent, fast and simple way to deploy and manage multi-cloud hosted digital workspace infrastructure. Our solutions help organizations fast-track transformation while offering unparalleled experiences for users and IT.



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