

VMware vRealize Operations for Horizon Administration

vRealize Operations for Horizon 6.0

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Contents

VMware vRealize Operations for Horizon Administration	5
1 Monitoring Your View Environment	7
Using the View Dashboards	7
Introducing the View Dashboards	7
View Overview Dashboard	9
View Infrastructure Dashboard	9
View Users Dashboard	10
View Remote Sessions Dashboard	11
View VDI Pools Dashboard	11
View RDS Pools Dashboard	12
View TS Pools Dashboard	13
View Applications Dashboard	13
View Desktop Usage Dashboard	14
View Remote Session Details Dashboard	15
View RDS and TS Host Details Dashboard	15
View Adapter Self Health Dashboard	16
Using the View Reports	17
Introducing the View Reports	17
2 Maintaining vRealize Operations for Horizon	19
Pair the Broker Agent with a View Adapter Instance	19
Modify the Broker Agent Service Logging Level	20
Reissue View Desktop Authentication Tokens	20
Change the Desktop Pools to Monitor	21
Change View Events Database Credential Settings	21
3 Troubleshooting a vRealize Operations for Horizon Installation	23
Create a vRealize Operations Manager Support Bundle	23
Download vRealize Operations for Horizon Broker Agent Log Files	24
Download vRealize Operations for Horizon Desktop Agent Log Files	24
View the Collection State and Status of a View Adapter Object	24
View Collector and View Adapter Log Files	26
Modify the Logging Level for View Adapter Log Files	26
Index	27

VMware vRealize Operations for Horizon Administration

VMware vRealize Operations for Horizon Administration provides information about how to use VMware vRealize™ Operations Manager™ to monitor a VMware Horizon™ with View™ environment.

Intended Audience

This information is intended for users who monitor the performance of objects in View environments in VMware vRealize Operations Manager and administrators who are responsible for maintaining and troubleshooting a vRealize Operations for Horizon configuration.

Monitoring Your View Environment

When you install the vRealize Operations for Horizon solution, preconfigured View dashboards and predefined View report templates appear in the vRealize Operations Manager user interface. You can use these View-specific dashboards and reports along with the standard vRealize Operations Manager object monitoring features to monitor your View environment.

This chapter includes the following topics:

- [“Using the View Dashboards,”](#) on page 7
- [“Using the View Reports,”](#) on page 17

Using the View Dashboards

The View dashboards are in the **View** group in the **Dashboard List** menu in the vRealize Operations Manager user interface.

Most View dashboards contain at least one master (or providing) widget and several receiving widgets. Master widgets provide data to receiving widgets, and receiving widgets update the data they display depending on the information they receive from master widgets.

The widgets on the View dashboards are created from standard vRealize Operations Manager widgets. If your user account has the necessary access rights, you can modify the View dashboards and widgets or create your own View dashboards.

For information about creating and modifying dashboards and customizing widgets, see the *vRealize Operations Manager Customization and Administration Guide*.

Introducing the View Dashboards

You can use the preconfigured View dashboards to monitor the performance of your View environment.

Table 1-1. View Dashboard Summary

View Dashboard	What It Shows	When To Use It
“View Overview Dashboard,” on page 9	Status of your end-to-end View environment, including the top View-related alerts.	<ul style="list-style-type: none"> ■ Assess View pod usage, client performance, and the overall user experience ■ View the top View-related alerts
“View Infrastructure Dashboard,” on page 9	Information about the health, workload, and connectivity of infrastructure hosts, remote desktops, datastores, RDS hosts, and Terminal Services hosts in your View environment.	<ul style="list-style-type: none"> ■ Understand the relationships between objects in your View infrastructure ■ Assess the underlying vSphere and View infrastructure

Table 1-1. View Dashboard Summary (Continued)

View Dashboard	What It Shows	When To Use It
“View Users Dashboard,” on page 10	Metrics and open alerts for all logged in user sessions across all monitored View pods in your environment.	<ul style="list-style-type: none"> ■ Troubleshoot user problems ■ Obtain detailed information about specific users
“View Remote Sessions Dashboard,” on page 11	Metrics and performance information for all types of sessions, including VDI desktop sessions, RDS desktop sessions, and application sessions.	<ul style="list-style-type: none"> ■ Identify and troubleshoot poorly performing remote sessions
“View VDI Pools Dashboard,” on page 11	Metrics and performance information for VDI pools.	<ul style="list-style-type: none"> ■ Troubleshoot poorly performing desktop virtual machines and sessions
“View RDS Pools Dashboard,” on page 12	Metrics and performance information for RDS pools. NOTE This dashboard is specific to Horizon 6.0.x with View environments.	<ul style="list-style-type: none"> ■ Identify the RDS hosts that are using the most resources ■ Troubleshoot poorly performing RDS desktop and application sessions
“View TS Pools Dashboard,” on page 13	Metrics and performance information for Terminal Services pools. NOTE This dashboard is specific to Horizon View 5.3.x environments.	<ul style="list-style-type: none"> ■ Identify the Terminal Services hosts that are using the most resources ■ Troubleshoot poorly performing Terminal Services desktop sessions
“View Applications Dashboard,” on page 13	Status and performance information for application pools and their associated farms, RDS hosts, application sessions, applications, and Horizon clients. NOTE This dashboard is specific to Horizon 6.0.x with View environments.	<ul style="list-style-type: none"> ■ Understand the relationships between objects in your application infrastructure ■ Troubleshoot remote applications
“View Desktop Usage Dashboard,” on page 14	Usage data for all of the desktop pools in your View environment, including VDI and RDS desktop pools.	<ul style="list-style-type: none"> ■ View active and disconnected sessions and identify session trends for selected desktop pools ■ View top alerts for selected desktop pools
“View Remote Session Details Dashboard,” on page 15	Detailed information about all types of sessions running in your View environment, including VDI desktop sessions, RDS desktop sessions, and application sessions.	<ul style="list-style-type: none"> ■ Troubleshoot poorly performing sessions ■ Identify when session problems occurred ■ Collect in-guest process data from desktop sessions
“View RDS and TS Host Details Dashboard,” on page 15	Detailed information about the RDS hosts and Terminal Services hosts in your View environment.	<ul style="list-style-type: none"> ■ View desktop and application sessions currently running on selected RDS and Terminal Services hosts ■ Identify when RDS and Terminal Services host problems occurred ■ Collect and view in-guest process data from RDS hosts
“View Adapter Self Health Dashboard,” on page 16	Health information for your View adapters and the broker agents connected to those adapters. This dashboard also contains license compliance information.	<ul style="list-style-type: none"> ■ Troubleshoot View adapter problems ■ Monitor license use

View Overview Dashboard

The View Overview dashboard shows the overall status of your View environment. Use the View Overview dashboard to visualize the end-to-end View environment, its underlying environment, and alerts.

The View Top Alerts widget shows the alerts of the greatest significance for View objects. When you select a pod in the View Pods widget, the Pod Indicator Metrics, Pod Session Metrics, and Pod Capacity Metrics widgets show data for the pod that you selected.

Tips for Using the View Overview Dashboard

- Click an alert in the View Top Alerts widget to open the alert details.
- Because the data in the Pod Indicator Metrics widget is rolled up for the entire pod, this widget provides valuable information about client performance and the user experience.
- To view the overall status of a pod, view the values of the Pod Health, Pod Workload, Pod Connected Sessions, and Pod Disconnected Sessions metrics in the Pod Indicator Metrics widget.
- To assess the connection quality between Horizon clients and remote desktops, view the values of the Pod Average PCoIP Latency, Pod Average PCoIP Packet Loss, Pod PCoIP TX Bandwidth, and Pod PCoIP RX Bandwidth metrics in the Pod Indicator Metrics widget.
- Use the View Pods widget to determine the total number sessions, including the number of connected and disconnected sessions, for a selected pod. Use the Pod Session Metrics widget to view desktop, application, PCoIP, RDP, and Blast HTML session metrics.
- To view capacity-related metrics for a selected pod, including the percentage of capacity used, the usable session capacity, and the maximum session capacity, see the metrics in the Pod Capacity Metrics widget.

View Infrastructure Dashboard

Use the View Infrastructure dashboard to quickly assess the underlying vSphere and View infrastructure that supports your View environment.

View Infrastructure Hosts, View VDI Desktop VMs, View Datastores, View RDS Hosts, and View TS Hosts are Heat Map widgets. These widgets show information about the health, workload, and connectivity of infrastructure hosts, remote desktops, datastores, RDS (Microsoft Remote Desktop Services) hosts, and Terminal Services hosts in your View environment.

You can select an object in any widget and click the **Dashboard Navigation** button on the widget toolbar to navigate to vSphere dashboards. You can double-click an object to navigate to the object **Summary** tab in vRealize Operations Manager.

NOTE RDS hosts are specific to Horizon 6.0.x with View environments. Terminal Services hosts are specific to Horizon View 5.x and earlier environments.

Tips for Using the View Infrastructure Dashboard

- The colored rectangles in each widget represent particular objects. For example, in the View VDI Desktop VMs widget, each rectangle represents a particular virtual machine. You can point to a rectangle to view basic information about its associated object.
- The size of the rectangle indicates the value of one metric, the color of the rectangle indicates the value of another metric, and the widget configuration determines which metric values the widget shows. For example, if you select **Sized by Workload - Colored by Health** from the **Configuration** drop-down menu, rectangles are sized according to the value of the workload attribute and are colored according to the value of the health attribute. Red indicates a low value and green indicates the high end of the value range.

View Users Dashboard

Use the View Users dashboard to visualize and troubleshoot user-specific problems. This dashboard is especially useful for View administrators and help desk specialists who need to troubleshoot problems for users.

The View Sessions widget shows all logged in user sessions across all monitored View pods in your environment. The Identifier 3 column contains the user name in domain\username format. The Identifier 5 column contains the name of the associated desktop pool or, for RDS desktop sessions and remote application sessions, the name of the RDS host that hosts the session.

Tips for Using the View Users Dashboard

- When a user calls in, use the search text box on the View Sessions widget toolbar to find the user's session. You can select filtering criteria, such as the user ID or name, from the drop-down menu.
- You can select a session in the View Sessions widget and click the **Dashboard Navigation** button on the widget toolbar to navigate to the View Remote Session Details dashboard or launch View Administrator.
- When you select a user session in the View Sessions widget, status information for the objects associated with that session appear in the Session Related Objects widget. Each icon in the Session Related Objects widget represents a specific object. If an object or any of its related objects has an active alert, a red triangle appears next to the icon.
- When you click an icon in the Session Related Objects widget, the metrics collected for that object appear in the Object Metrics widget. This information can help you identify metrics that are outside of their normal ranges. For example, datastore demand might be high, or the provisioned disk space for that user might be higher than normal.
- For most objects, the Object Metrics widget displays a preconfigured list of metrics that are specific to the object type. For objects that do not have preconfigured lists of metrics, the Object Metrics widget shows metrics that might be important to the selected object or that are outside of their expected range, above or below a certain threshold, or marked as KPIs.
- When you click an icon in the Session Related Objects widget, graphs that contain the values of metrics over time for that object appear in the Object Metric Charts widget. These graphs provide a quick view of the trends in KPIs. A gray bar next to a metric name indicates the expected range for that metric. You might notice an anomaly or see that some metrics are above the dynamic thresholds for a particular desktop.
- To add additional metrics to the Object Metric Charts widget for future analysis, select the metrics in the Object Metrics widget and click the **Move to Graph** Icon.
- Use the Object Alerts widget to view open alerts associated with the object you selected in the Session Related Objects widget. You can double-click an alert to view information about its possible cause and its effect on your environment.

NOTE vRealize Operations Manager collects and evaluates data and determines normal or abnormal behavior based on historical trends. Determining abnormal behavior, analyzing a problem, and resolving an issue for a particular user, desktop, virtual machine, or other infrastructure object requires investigation by a help desk specialist or virtual infrastructure administrator.

View Remote Sessions Dashboard

The View Remote Sessions dashboard provides a quick view of all types of sessions running in your View environment. The widgets on the dashboard are organized into three columns: the left column contains widgets for VDI desktop sessions, the middle column contains widgets for RDS desktop sessions, and the right column contains widgets for application sessions. Each column contains a Heat Map widget and four Top-N Analysis widgets.

You can click the **Dashboard Navigation** button on any widget toolbar to navigate to the View Remote Session Details dashboard and see detailed information about a particular session.

NOTE RDS desktop sessions and application sessions are specific to Horizon 6.0.x with View environments.

Tips for Using the View Remote Sessions Dashboard

- The colored rectangles in the VDI Desktop Sessions, RDS Desktop Sessions, and Application Sessions widgets represent particular objects. For example, in the VDI Desktop Sessions widget, each rectangle represents a particular VDI desktop. You can point to a rectangle to view basic information about its associated object.
- The size of the rectangle indicates the value of one metric, the color of the rectangle indicates the value of another metric, and the widget configuration determines which metric values the widget shows. For example, if you select **Sized by Workload - Colored by Health** from the **Configuration** drop-down menu, rectangles are sized according to the value of the workload metric and are colored according to the value of the health metric. Red indicates a low value and green indicates the high end of the value range.
- Use the Top-N Analysis widgets to view the sessions of each type that have the highest latency, transmission bandwidth, transmission packet loss, and logon times. Viewing the extreme performers in any category can help you to assess the overall performance of your environment.

View VDI Pools Dashboard

Use the View VDI Pools dashboard to view the performance of VDI desktop pools and sessions in your View environment. A VDI desktop pool can be a linked-clone desktop pool, automated desktop pool, or manual desktop pool.

The widgets below the VDI Desktop Pools and VDI Desktop Pool Indicator Metrics widgets are organized into two columns: the left column contains widgets for VDI desktop pool virtual machines and the right column contains widgets for VDI desktop pool sessions. Each column contains a Heat Map widget and four Top-N Analysis widgets.

The VDI Desktop Pools widget is the master widget for the Heat Map widgets on the dashboard. For example, when you select a desktop pool in the VDI Desktop Pools widget, the VDI Desktop Pool VMs widget shows the desktop virtual machines in that desktop pool and the VDI Desktop Pool Sessions widget shows the desktop sessions that are currently logged on for that desktop pool.

You can click the **Dashboard Navigation** button on a widget toolbar to navigate to other dashboards. In some widgets, including VDI Desktop Pools and VDI Desktop Pool VMs, you can use **Dashboard Navigation** button to launch View Administrator.

Tips for Using the View VDI Pools Dashboard

- Use the graphs in the VDI Desktop Pool Indicator Metrics widget to see the values of selected metrics over time and obtain a quick view of the trends in KPIs.

- The colored rectangles in the VDI Desktop Pool VMs and VDI Desktop Pool Sessions widgets represent particular objects. For example, in the VDI Desktop Pool VMs widget, each rectangle represents a particular virtual machine. You can point to a rectangle to view basic information about its associated object.
- The size of the rectangle indicates the value of one metric, the color of the rectangle indicates the value of another metric, and the widget configuration determines which metric values that the widget shows. For example, if you select **Sized by Workload - Colored by Health** from the **Configuration** drop-down menu, rectangles are sized according to the value of the workload metric and are colored according to the value of the health metric. Red indicates a low value and green indicates the high end of the value range.
- Use the Top-N Analysis widgets for desktop virtual machines to view the virtual machines that have the highest CPU, memory, disk, and network workload. Use the Top-N Analysis widgets for desktop sessions to view the sessions that have the highest latency, transmission bandwidth, transmission packet loss, and logon times. Viewing the extreme performers in any category can help you to assess the overall performance of your environment.

View RDS Pools Dashboard

Use the View RDS Pools dashboard to view the performance of the farms, RDS hosts, RDS desktop pools, and application pools in your View environment. The View RDS Pools dashboard is specific to Horizon 6.0 with View and later environments.

The widgets on the View RDS Pools dashboard are organized into three columns: the left column contains widgets for farms, the middle column contains widgets for RDS desktop pools, and the right column contains widgets for application pools.

Each column on the View RDS Pools dashboard contains a Resource List widget, a Heat Map widget, and four Top-N Analysis widgets. Each Resource List widget is the master widget for the Heat Map widget in its column. For example, when you select a farm in the Farms widget in the first column, the Heat Map widget in that column shows data for the farm that you selected.

In the Farms, RDS Desktop Pools, and Applications Pools widgets, you can click the **Dashboard Navigation** button on the widget toolbar to launch View Administrator. In the other widgets, you can click the **Dashboard Navigation** button to navigate to other dashboards.

Tips for Using the View RDS Pools Dashboard

- The colored rectangles in the RDS Hosts, RDS Desktop Sessions, and Application Sessions widgets represent particular objects. For example, in the RDS Hosts widget, each rectangle represents a particular RDS host. You can point to a rectangle to view basic information about its associated object.
- The size of the rectangle indicates the value of one metric, the color of the rectangle indicates the value of another metric, and the widget configuration determines which metric values the widget shows. For example, if you select **Sized by Workload - Colored by Health** from the **Configuration** drop-down menu, rectangles are sized according to the value of the workload metric and are colored according to the value of the health metric. Red indicates a low value and green indicates the high end of the value range.
- Use the Top-N Analysis widgets for RDS hosts to view the RDS hosts that use the most CPU processor time and have the highest number of committed bytes in use, disk transfers per second, and bytes sent per second. Use the Top-N Analysis widgets for RDS desktop and application sessions to view the sessions that have the highest latency, transmission bandwidth, transmission packet loss, and session logon times. Viewing the extreme performers in any category can help you to assess the overall performance of your environment.

View TS Pools Dashboard

Use the View TS Pools dashboard to view the performance of Terminal Services desktop pools, Terminal Services hosts, and Terminal Services desktop sessions in your View environment. The View TS Pools dashboard is specific to View 5.3.x and earlier environments.

The widgets on the View TS Pools dashboard are organized into two columns: the left column contains widgets for Terminal Services hosts and the right column contains widgets for Terminal Services desktop pool sessions. Each column contains a Heat Map widget and four Top-N Analysis widgets.

The Terminal Services Desktop Pools widget is the master widget for the Heat Map widgets. For example, when you select a desktop pool in the Terminal Services Desktop Pools widget, the TS Hosts widget shows the Terminal Services host for that desktop pool and the TS Desktop Sessions widget shows the Terminal Services desktop sessions for that desktop pool.

For most widgets, you can click the **Dashboard Navigation** button on the widget toolbar to navigate to other dashboards.

Tips for Using the View TS Pools Dashboard

- Use the graphs in the TS Desktop Pool Indicator Metrics widget to see the values of selected metrics over time and obtain a quick view of the trends in KPIs.
- The colored rectangles in the TS Hosts and TS Desktop Sessions widgets represent particular objects. For example, in the TS Hosts widget, each rectangle represents a particular Terminal Services host. You can point to a rectangle to view basic information about its associated object.
- The size of the rectangle indicates the value of one metric, the color of the rectangle indicates the value of another metric, and the widget configuration determines which metric values that the widget shows. For example, if you select **Sized by Workload - Colored by Health** from the **Configuration** drop-down menu, rectangles are sized according to the value of the workload metric and are colored according to the value of the health metric. Red indicates a low value and green indicates the high end of the value range.
- Use the Top-N Analysis widgets for Terminal Services hosts to view the hosts that have the highest CPU processor time, disk transfers per second, bytes sent per second, and committed bytes in use.
- Use the Top-N Analysis widgets for Terminal Services desktop sessions to view the sessions that have the highest CPU processor time, session disk reads per second, session bytes sent per second, and session logon times.
- Viewing the extreme performers in any category can help you to assess the overall performance of your environment.

View Applications Dashboard

Use the View Applications dashboard to view the status and performance of application pools and their associated farms, RDS hosts, application sessions, applications, and Horizon clients. The View Applications dashboard is specific to Horizon 6.0.x with View and later environments.

NOTE You can hide dashboards that are not relevant to your View environment. For information about configuring dashboards, see the vRealize Operations Manager documentation.

The Application Infrastructure widget shows the relationships between the objects in each infrastructure tier and is the master widget for the View Application Topology dashboard. Each object is represented by a badge. When you select a badge in the Application Infrastructure widget, the other widgets on the dashboard show data for that object.

Tips for Using the View Applications Dashboard

- In the Application Infrastructure widget, you can view objects according to health, workload and number of anomalies or faults. To change the view, click a badge in the upper left corner of the widget. For example, to show the current workload for the objects in your application infrastructure, click the Workload badge. Point to a badge to see detailed information about the associated object.
- When you click a badge in the Application Infrastructure widget, the widget highlights related objects and status information for those objects appears in the Related Objects widget. Each icon in the Related Objects widget represents a specific object. If an object or any of its related objects has an active alert, a red triangle appears next to the icon.
- Use the Object Metrics widget to view the metrics collected for an object that you select. This information can help you identify metrics that are outside their normal ranges.
- For most objects, the Object Metrics widget displays a preconfigured list of metrics that are specific to the object type. For objects that do not have preconfigured lists of metrics, the Object Metrics widget shows metrics that might be important to the selected object or that are outside of their expected range, above or below a certain threshold, or marked as KPIs.
- Use the Object Alerts widget to view open alerts associated with the object you selected in the Related Objects widget. You can double-click an alert to view information about its possible cause and its effect on your environment.

View Desktop Usage Dashboard

Use the View Desktop Usage dashboard to view usage data for the desktop pools in your View environment.

The All Desktop Pools widget lists all of the VDI and RDS desktop pools in your View environment and is the master widget for the dashboard. When you select a pool in the All Desktop Pools widget, the other widgets on the dashboard show information about the pool you selected. The All Desktop Pools widget also contains several columns that show aggregate metrics.

You can select a desktop pool in the All Desktop Pools widget and click the **Dashboard Navigation** button to navigate to other View dashboards or launch View Administrator.

Tips for Using the Desktop Usage Dashboard

- Use the Pool Session Trend widget to view connected and disconnected sessions for the selected pool. The charts in this widget enable you to compare the number of sessions during different time periods.
- Use the Pool Active Sessions widget to view all connected sessions for the selected pool. This widget also contains several metric columns, including Logon Timestamp. You can click the **Dashboard Navigation** button to navigate to the View Remote Session Details dashboard.
- Use the Pool Disconnected Sessions widget to view all disconnected sessions for the selected pool. This widget also contains several metric columns, including Time Disconnected. You can click the **Dashboard Navigation** button to navigate to other View dashboards or launch View Administrator. Click the **Time Disconnected** column to sort and show which sessions have been disconnected for the longest period of time.
- Use the Top Pool Alerts widget to view active alerts for the selected pool and its children.
- Use the Pool Events widget to view a timeline of pool events and alerts.

View Remote Session Details Dashboard

Use the Remote Session Details dashboard to view detailed information about all types of sessions running in your View environment.

NOTE RDS desktop sessions and application sessions are specific to Horizon 6.0.x with View environments.

The View Remote Sessions widget lists all of the VDI desktop sessions, RDS desktop sessions, and application sessions in your environment and is the master widget for the dashboard.

Tips for Using the View Remote Session Details Dashboard

- Use the Session Indicator Metrics widget to view the values of important session metrics, including session health, session workload, session logon time and PCoIP session latency, bandwidth, and packet loss.
- Use the Session Logon Breakdown widget to view important logon metrics, including total logon time, desktop logon time, profile load time, and shell load time.
- Run actions in the Session Processes widget to obtain information about in-guest desktop processes and their resource usage, including CPU, memory, and IO use. The Get Desktop Processes and Get Desktop Services actions can help you determine which desktop processes and applications are using the most resources. The Get Desktop/Client Traceroute action provides information about network distance and quality between the desktop and client.
- Use the Session Health & Events widget to see a timeline of health and anomalies for the selected session. The timeline is annotated with session-related events and alerts.

View RDS and TS Host Details Dashboard

Use the View RDS and TS Host Details dashboard to view detailed information about the RDS and TS hosts in your View environment.

NOTE RDS hosts are specific to Horizon 6.0.x with View environments.

The RDS and TS Hosts widget shows all of the RDS and TS hosts in your environment and is the master widget for the dashboard.

Tips for Using the View RDS and TS Host Details Dashboard

- Use the RDS and TS Host Indicator Metrics widget to view the values of important host metrics, including health, workload, total sessions, desktop sessions, application sessions and PCoIP latency, bandwidth, and packet loss.
- Run actions in the RDS and TS Host Processes & Users widget to obtain information about in-guest host processes and their resource usage, including CPU, memory, and IO use. The Get Host Processes, Get Host Services, and Get Host Users actions can help you determine which host processes, applications, and users are using the most resources.
- The RDS and TS Host Sessions widget shows the desktop and application sessions currently running on the selected host. Information about the collection state and status, health score, workload, session state, protocol, and latency for each session appears in sortable columns. You can click the **Dashboard Navigation** button to navigate to the View Remote Session Details dashboard.
- Use the RDS and TS Host Health and Events widget to see a time line of health and anomalies for the selected host. The time line is annotated with host-related events and alerts. Use the toolbar buttons to select the types of events and alerts to display.

View Adapter Self Health Dashboard

Use the View Adapter Self Health dashboard to view health information for vRealize Operations for Horizon adapters and for the vRealize Operations for Horizon broker agents that are connected to those adapters. You can also use the View Adapter Status dashboard to verify license compliance.

The Select View Adapter widget is the master widget for the adapter-related widgets on the dashboard. When you select an adapter in the Select View Adapter widget, the View Adapter Statistics and View Adapter Status widgets show data for the adapter that you selected.

The Select View Broker Agent widget is the master widget for the broker agent-related widgets on the dashboard. When you select a broker agent in the Select View Broker Agent widget, the View Broker Agent Event DB Collection Statistics, View Broker Agent Metric Collection Statistics, View Broker Agent Topology Collection Statistics, and View Broker Agent Status widgets show data for the broker agent that you selected.

Tips for Using the View Adapter Self Health Dashboard

- Use the View Adapter Status widget to view important metrics for the selected adapter, including the length of the last collection period, the number of desktops that sent data samples during the last collection period, and the total number of objects that the adapter received during the last collection period.
- Use the View Broker Agent Status widget to view important metrics for the selected broker agent, including the topology, metric, and database event collection times and the user session, desktop virtual machine, and database event record counts.
- Use the License Usage History widget to check license compliance during the past 30 days. This graph tracks the number of concurrent users connected to the View environment.
- Use the Active License Alerts widget to view open license alerts associated with the View adapter that you selected. You can double-click an alert to view information about its possible cause and its effect on your environment.
- View collection statistics for the selected broker agent in the View Broker Agent Topology Collection Statistics, View Broker Agent Metric Collection Statistics, and View Broker Agent DB Event Collection Statistics widgets. These widgets show simple graphs that contain the values of their associated collection metrics over time.

Understanding Broker Agent Metrics

Although the broker agent metrics on the View Adapter Status dashboard are accurate, their values might be misleading. Because these metrics correspond to different activities within the broker agent, they are updated at different intervals. For this reason, some metrics might appear to be stale or not up-to-date.

For example, the Topology Collection Time, User Session Count, and Desktop VM Count metrics in the View Broker Agent Status widget are updated only once per hour. Because the User Session Count metric value can be up to an hour old, it might not agree with the session count value that appears on other dashboards.

In another example, the DB Event Collection Time and DB Event Record Count metrics might show a question mark (?) to indicate that there is no data, even though data has been collected. This situation occurs when no relevant vRealize Operations for Horizon database events are collected during the last six hours because these metrics are updated only when the broker agent sends events (for example, session connection and View error events) to the adapter.

In general, metric collection metrics are sent every five minutes and topology collection metrics are sent every hour. Database event collection metrics might be sent as often as once per minute or as seldom as there are relevant vRealize Operations for Horizon events.

Using the View Reports

The predefined report templates for an object type appear on the **Reports** tab in vRealize Operations Manager. To access the **Reports** tab for a View object, select **Environment > Horizon View Environment** and select the object. All of the reports that are associated with that object appear on the **Reports** tab.

Introducing the View Reports

The predefined View reports provide information about remote desktop and application usage, desktop and application pool configuration details, and license compliance.

To generate a report, you select an object, click the **Reports** tab, and click **Report Templates**. The listed report templates are associated with the object you selected. The object determines the scope of the generated report. For example, you can run a template against one specific pool or all pools, depending on the object you select.

Table 1-2. Summary of View Reports

Template Name	Objects	Report Content
View Application Pool Details	<ul style="list-style-type: none"> ■ Application Pool ■ Pod Pools (tier) ■ View Pod 	Application pool configuration and application pool, RDS farm, and RDS host usage information.
View Application Pool Usage	<ul style="list-style-type: none"> ■ Application Pool ■ Pod Pools (tier) ■ View Pod 	Current application usage count, usage trend, and sessions.
View Desktop Pool Usage	<ul style="list-style-type: none"> ■ VDI Desktop Pool ■ RDS Desktop Pool ■ TS Desktop Pool ■ Pod Pools (tier) ■ View Pod 	Desktop pool usage information, including usage count and trend and connected and disconnected desktop information.
View Pod License Compliance	<ul style="list-style-type: none"> ■ View Pod 	Current and daily maximum usage count and last 30-day trend.
View Pool Usage Overview	<ul style="list-style-type: none"> ■ Pod Pools (tier) ■ View Pod 	Overview of desktop and application pool session usage.
View RDS Desktop Pool Details	<ul style="list-style-type: none"> ■ RDS Desktop Pool ■ TS Desktop Pool ■ Pod Pools (tier) ■ View Pod 	Configuration, usage trend, logon and PCoIP latency trend, RDS farm usage, and host usage for RDS or TS desktop pools.
View VDI Desktop Pool Details	<ul style="list-style-type: none"> ■ VDI Desktop Pool ■ Pod Pool (tier) ■ View Pool 	VDI desktop pool configuration information, desktop status counts, and usage, logon, PCoIP latency, and error trends.
View VDI Desktop Session Statistics	<ul style="list-style-type: none"> ■ VDI Desktop Pool ■ Pod Pool (tier) ■ View Pool 	VDI desktop pool connection, logon, PCoIP, and workload statistics.

Maintaining vRealize Operations for Horizon

2

If your View environment changes after the initial configuration of the broker agent, you can modify the broker agent settings on the View Connection Server host where the broker agent is installed.

This chapter includes the following topics:

- [“Pair the Broker Agent with a View Adapter Instance,”](#) on page 19
- [“Modify the Broker Agent Service Logging Level,”](#) on page 20
- [“Reissue View Desktop Authentication Tokens,”](#) on page 20
- [“Change the Desktop Pools to Monitor,”](#) on page 21
- [“Change View Events Database Credential Settings,”](#) on page 21

Pair the Broker Agent with a View Adapter Instance

If you reinstall the View adapter to which the broker agent is connected, or you want to connect the broker agent to a different View adapter instance, you must reconfigure the broker agent to pair with the View adapter instance.

Prerequisites

- Verify that you have the server key for the View adapter instance to pair with the broker agent. You specified the server key when you created a credential for the adapter instance.
- Verify that you have the IP address of the View Connection Server host where you installed the View adapter.

Procedure

- 1 Log in to the View Connection Server host where you installed the broker agent with a domain user account.

Local accounts do not have the necessary privileges to configure the broker agent settings.

- 2 From the **Start** menu, select **VMware > vRealize Operations View Broker Agent Settings**.
- 3 In the **vRealize Operations View Adapter** section of the vRealize Operations View Broker Agent Settings dialog box, type the IP address and port number for the node or remote collector where the View adapter instance is running.

By default, the broker agent uses port 3091 to communicate with the View adapter. You can modify the default port number, depending on your network configuration.

- 4 Click **Test** to test the connection to the IP address and port.
- 5 Click **Pair Adapter** to pair the broker agent with the View adapter instance.

- 6 When the wizard prompts you for the adapter server key, type and confirm the server key for the View adapter and click **OK** to start the pairing process.

The status of the pairing process appears in the Pair View Adapter window.

- 7 After the pairing process succeeds, click **Close** to close the Pair View Adapter window.

- 8 Click **Apply** to save your settings.

The status of your configuration appears in the Applying Configuration Settings window.

- 9 After the configuration settings are successfully applied, click **Close** to close the Applying Configuration Settings window.

Modify the Broker Agent Service Logging Level

You can modify the logging level for the Broker Agent service by modifying the broker agent configuration.

Procedure

- 1 Log on to the View Connection Server host where the broker agent is installed with a domain user account.

Local accounts do not have the necessary privileges to configure all settings.

- 2 From the **Start** menu, select **VMware > vRealize Operations View Broker Agent Settings**.

- 3 In the **vRealize Operations View Broker Agent Service** section on the vRealize Operations View Broker Settings dialog box, select a log level from the **Log level** drop-down menu.

The available log levels are Off, Error, Warning, Information, and Verbose. The log level is set to Information by default. To troubleshoot problems, set the logging level to Information. To view detailed messages, including micro steps, queries, and returned results, set the logging level to Verbose.

NOTE If you set the logging level to Verbose, log files can become large very quickly. Set the logging level to Verbose only for short periods of time. Broker agent log files are purged once a week.

- 4 Click **Apply** to save your settings.

The status of your configuration appears in the Applying Configuration Settings window.

- 5 After the configuration settings are successfully applied, click **Close** to close the Applying Configuration Settings window.

Reissue View Desktop Authentication Tokens

If you believe that the security of your View environment might be compromised, you can issue a new authentication token for each desktop virtual machine and RDS host in your View environment.

Procedure

- 1 Log in to the View Connection Server host where you installed the broker agent with a domain user account.

Local accounts do not have the necessary privileges to configure broker agent settings.

- 2 From the **Start** menu, select **VMware > vRealize Operations View Broker Agent Settings**.

- 3 In the **Security** section of the vRealize Operations View Broker Agent Settings dialog box, click **Re-issue Desktop Tokens**.

- 4 When the operation is finished, click **Close**.

- 5 Click **Close** again to exit the vRealize Operations View Broker Agent Settings dialog box.

The configuration change might take several minutes to propagate to the View adapter and all of the desktop agents in your View environment.

Change the Desktop Pools to Monitor

You can add or remove desktop pools from the scope of monitored objects by modifying the broker agent configuration.

Prerequisites

Obtain the IDs for the desktop pools to monitor. You can find pool IDs in View Administrator. For more information, see the administration document for your View version.

Procedure

- 1 Log on to the View Connection Server host where the broker agent is installed with a domain user account.
Local accounts do not have the necessary privileges to configure all settings.
- 2 From the **Start** menu, select **VMware > vRealize Operations View Broker Agent Settings**.
- 3 In the **Desktop pools** section on the vRealize Operations View Broker Settings dialog box, select **Specify desktop pools** and type the IDs of the desktop pools in the text box.
Use a comma to separate each desktop pool ID. If you do select **Specify desktop pools**, vRealize Operations Manager monitors all desktop pools.
- 4 Select whether to include or exclude the listed desktop pools.
- 5 If you are monitoring a Horizon 6.0 with View or later environment, select whether to monitor application pools.
You cannot filter the application pools to monitor. If you select this setting, vRealize Operations Manager monitors all application pools.
- 6 Click **Validate Pools** to verify that the broker agent can connect to the desktop pools that you specified.
- 7 Click **Apply** to save your settings.
The status of your configuration appears in the Applying Configuration Settings window.
- 8 After the configuration settings are successfully applied, click **Close** to close the Applying Configuration Settings window.

Change View Events Database Credential Settings

If the credentials for your View events database change after the initial broker agent configuration, you must modify the credential settings for the database in the broker agent configuration.

Procedure

- 1 Log on to the View Connection Server host where the broker agent is installed with a domain user account.
Local accounts do not have the necessary privileges to configure all settings.
- 2 From the **Start** menu, select **VMware > vRealize Operations View Broker Agent Settings**.
- 3 In the **Events database** section of the vRealize Operations View Broker Agent Settings dialog box, type the event database user name and password.
- 4 Click **Validate DB Credentials** to verify that the broker agent can connect to the View events database.

- 5 Click **Apply** to save your settings.

The status of your configuration appears in the Applying Configuration Settings window.

- 6 After the configuration settings are successfully applied, click **Close** to close the Applying Configuration Settings window.

Troubleshooting a vRealize Operations for Horizon Installation

3

If problems occur after you install and configure vRealize Operations for Horizon, you can collect log files and send the files to VMware for technical support.

This chapter includes the following topics:

- [“Create a vRealize Operations Manager Support Bundle,”](#) on page 23
- [“Download vRealize Operations for Horizon Broker Agent Log Files,”](#) on page 24
- [“Download vRealize Operations for Horizon Desktop Agent Log Files,”](#) on page 24
- [“View the Collection State and Status of a View Adapter Object,”](#) on page 24
- [“View Collector and View Adapter Log Files,”](#) on page 26
- [“Modify the Logging Level for View Adapter Log Files,”](#) on page 26

Create a vRealize Operations Manager Support Bundle

If the View adapter does not operate as expected, you can gather log and configuration files in a support bundle and send the support bundle to VMware for analysis.

Procedure

- 1 Log in to the vRealize Operations Manager user interface with admin privileges.
- 2 Click the **Administration** tab and select **Support > Support Bundles**.
- 3 Click the **Create Support Bundle** (plus sign) icon.
- 4 Select the type of support bundle to generate and the nodes to include in the support bundle.
- 5 Click **OK** to create the support bundle.

The progress of the support bundle appears in the Status column on the Support Bundles pane. Support bundle creation might take several minutes, depending on the size of the logs and the number nodes. You can click the **Reload Support Bundle** icon to refresh the status.

- 6 Select the support bundle and click the **Download Support Bundle** icon to download the support bundle to the server.

You cannot download a support bundle until its status is Succeed. For security, vRealize Operations Manager prompts you for credentials when you download a support bundle.

- 7 (Optional) Send the support bundle to VMware for support.

Download vRealize Operations for Horizon Broker Agent Log Files

If the vRealize Operations for Horizon broker agent does not operate as expected, you can download the broker agent log files and send the log files to VMware for support.

By default, broker agent log files are purged after one week.

Procedure

- 1 Log in to the View Connection Server host where the broker agent is installed as an administrator.
- 2 Navigate to `C:/ProgramData/VMware/vCenter Operations for View/logs` on the View Connection Server host.

The logs directory contains the broker agent log files.

- 3 Use an archive program to create a ZIP file that contains the log files in the logs directory.
- 4 Send the ZIP file to VMware for support.

Download vRealize Operations for Horizon Desktop Agent Log Files

If the vRealize Operations for Horizon desktop agent is not operating as expected, you can download the desktop agent log files from the remote desktop and send the log files to VMware for support.

View administrators can use the `vdmin` command to create a Data Collection Tool (DCT) bundle that contains log files from one or more remote desktops. For information about creating DCT bundles, see the View administration document for your View version.

Prerequisites

Verify that you can use Horizon Client to connect to the remote desktop.

Procedure

- 1 Use Horizon Client to connect to the remote desktop from which to collect the desktop agent log files.
- 2 On the remote desktop, navigate to `C:\ProgramData\VMware\VDM\logs` and locate the desktop agent log files.

Desktop agent log file names begin with `v4v-`.

- 3 Use an archive program to create a ZIP file that contains the desktop agent log files.
- 4 Send the ZIP file to VMware for support.

View the Collection State and Status of a View Adapter Object

You can view collection state and status information for a View adapter object in the vRealize Operations Manager user interface. This information can help you diagnose and troubleshoot adapter problems.

You can also view important metrics, statistics, and license information for View adapter instances on the View Adapter Self Health dashboard. See "[View Adapter Self Health Dashboard](#)," on page 16.

Procedure

- 1 Log in to the vRealize Operations Manager user interface with admin privileges.
- 2 Click the **Administration** tab and click **Environment Overview**.
- 3 Expand **Adapter Instances** and click **View Adapter Instance**.

View adapter instance objects appear on the **List** tab in the right pane.

- 4 Point to the icon in the **Collection State** column to see whether vRealize Operations Manager should be collecting data for the adapter instance object.

The collection state indicates whether vRealize Operations Manager should be collecting data for the object.

Option	Description
Collecting	Object is set to collect data.
Not Collecting	Object is set to not collect data.
Starting	Collection is starting.
Stopping	Collection is stopping.
Updating	Object is being updated.
Failed	Object configuration problem.
In Maintenance	Object is in scheduled maintenance.
In Maintenance (Manual)	Object is in manual maintenance.
Removing	Object is being removed.

- 5 Click the icon in the **Collection State** column to view more information about the collection state.

Option	Description
Adapter Instance	Name of the adapter instance.
Collector Name	Name of the collector on which the adapter instance is running.
Last Heartbeat	Amount of time since vRealize Operations Manager received a heartbeat message from the adapter instance. A long period of time might indicate a connection problem.
Heartbeat Sleep Time	Heartbeat sleep time value, which determines the interval between heartbeat messages. The default heartbeat sleep time value is 10 seconds.
Status	Status message from the collector.
Last Collection Time	Amount of time since the end of the last collection cycle and the number of metrics that the adapter instance collected during that cycle.
Last Collection Duration	Length of time of the last collection cycle.
Metric Sparklines	Graphical representations of the last collection cycle duration and the number of metrics and objects that the adapter collected during that cycle.

- 6 Point to the icon in the **Collection Status** column to see whether vRealize Operations Manager is receiving data for the adapter instance object.

The collection status value indicates whether vRealize Operations Manager is receiving data for the object. An object has a status value only if its collection state is Collecting.

Option	Description
Data Receiving	vRealize Operations Manager is receiving data for the object
Old Data Receiving	Data is not current. The most recent value is at least five monitoring cycles old.
No Data Receiving	The adapter instance is collecting data, but vRealize Operations Manager has not received data for the object.
None	vRealize Operations Manager or collection was recently started and no data has been received for five monitoring cycles.
Unknown	Status of the object is not known.
No parent object monitoring	The adapter instance object is stopped.
Collection down	Collector or adapter instance is not operational.

What to do next

If you discover problems with a View adapter instance, you can check the log files for error messages. See [“View Collector and View Adapter Log Files,”](#) on page 26.

View Collector and View Adapter Log Files

You can view collector and View adapter log files in the vRealize Operations Manager user interface. Log files are organized in log type folders.

Procedure

- 1 Log in to the vRealize Operations Manager user interface with admin privileges.
- 2 Click the **Administration** tab, click **Support**, and click **Logs**.
- 3 Select **Log Type** from the **Group by** drop-down menu.
- 4 Double-click the **Collector** folder and double-click the folder for the node on which the adapter instance is running.
- 5 Perform these steps to view log files.
 - a Double-click a log file to view the contents of the log file.
 - b Type line numbers in the **Starting line** and **# of lines** text boxes and click the **Load log content** icon (>) to view a specific part of the log file.
- 6 Click the **Reload Tree** icon to reload the log tree information and collapse all open folders.

Modify the Logging Level for View Adapter Log Files

You can modify the logging level for the collector node that contains the log files for a View adapter instance.

Procedure

- 1 Log in to the vRealize Operations Manager user interface with admin privileges.
- 2 Click the **Administration** tab, click **Support**, and click **Logs**.
- 3 Select **Log Type** from the **Group by** drop-down menu.
- 4 Expand the **Collector** folder.
- 5 Select the node on which the View adapter instance is running and click the **Edit Properties** icon.
- 6 In the Logging Level column, click the logging level for the View adapter log class.

For example: `com.integrien.adapter3.V4V.V4VAdapter`

A drop-down menu appears.

- 7 Select a logging level from the down-menu.

To troubleshoot problems, set the logging level to Info. To view detailed messages, including micro steps, queries, and returned results, set the logging level to Debug.

NOTE If you set the logging level to Debug, log files can become large very quickly. Set the logging level to Debug only for short periods of time.

- 8 Click **OK** to save your changes.

Index

A

about **5**
adapter log files **26**
adapter logs **23, 26**
administration **19**
authentication **20**

B

broker agent reconnection **19**
broker agent logs **20, 24**

D

dashboards **7**
desktop agent, log files **24**
desktop pools **21**

E

events database **21**

L

log files
 adapter **23**
 broker agent **24**
 desktop agent **24**
logging
 adapter **26**
 broker agent **20**

M

monitoring a View environment **7**
monitoring desktop pools **21**

R

reconnecting broker agent **19**
reports **17**

S

security tokens **20**
selecting desktop pools **21**

T

tokens **20**
troubleshooting **23**

V

View Adapter Self Health dashboard **16**

View adapter status **24**
View Applications dashboard **13**
View dashboard overview **7**
View Desktop Usage dashboard **14**
View Infrastructure dashboard **9**
View Overview dashboard **9**
View RDS and TS Host Details Dashboard **15**
View RDS Pools dashboard **12**
View Remote Session Details dashboard **15**
View Remote Sessions dashboard **11**
View TS Pools dashboard **13**
View Users dashboard **10**
View VDI Pools dashboard **11**

