

# RMS Participant Operations Guide

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Accops Reservation Management System

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## Release Notes Document Revision History

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## Introduction

End-users from active directory added into Accops RMS with are referred as participants, who are going to view and connect to their respective reserved VMs from courses or self-study reservations. Participants will also be able to see announcements and their account settings.

Participants will be able to do following operations in RMS:

1. View announcements on dashboard
2. Connect to Course Reservations (Created by Admin/Incharge) users
3. Create and manage Self-study and Course Self-Study Reservations
4. View account settings

## How does user get participant access?

Users are not authorized in RMS by default and if a user can be enabled as participant in following manner:

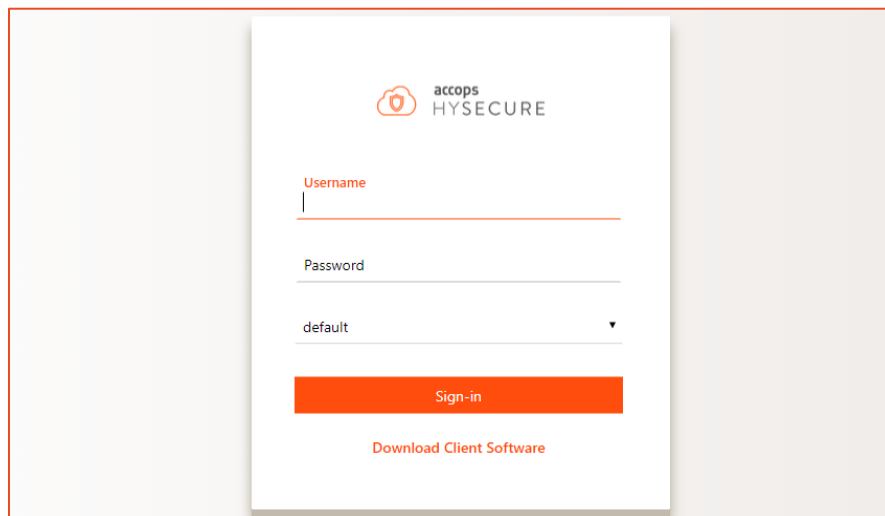
- User is added into a course or self-study reservation by administrator using
- Administrator has allowed RMS access to all authenticated users

If any authorization error is shown while login, participants should contact incharges or reservation administrator for checking their participation in any course.

## Login into RMS

To access RMS, follow below steps:

1. Open RMS URL on compatible browsers (Firefox/Chrome/IE/Edge)
2. On Login screen, provide appropriate username and password (Select organization is multiple organizations are there)



3. Click on Sign-in button
4. User will be authentication and navigated to RMS portal

## What is there in RMS for Participants?

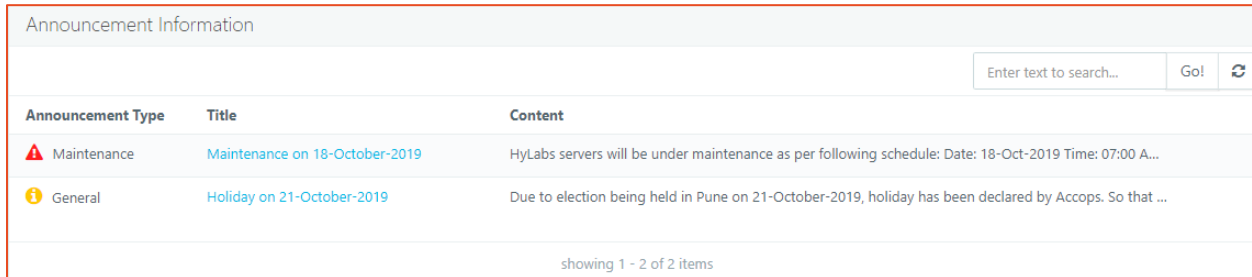
A participant user, after logging into RMS, can perform following actions:



- Dashboard - Viewing important announcements
- Viewing and accessing reservations created for it
- Creating and managing self-study reservations

## Dashboard - Viewing Announcements

The default landing page for RMS user is Dashboard and for user with **Participant** role, it displays the announcements created by reservation admin.

Participant will be able to view the announcements but will not be able to create or modify it.



Announcement Type	Title	Content
 Maintenance	<a href="#">Maintenance on 18-October-2019</a>	HyLabs servers will be under maintenance as per following schedule: Date: 18-Oct-2019 Time: 07:00 A...
 General	<a href="#">Holiday on 21-October-2019</a>	Due to election being held in Pune on 21-October-2019, holiday has been declared by Accops. So that ...

showing 1 - 2 of 2 items

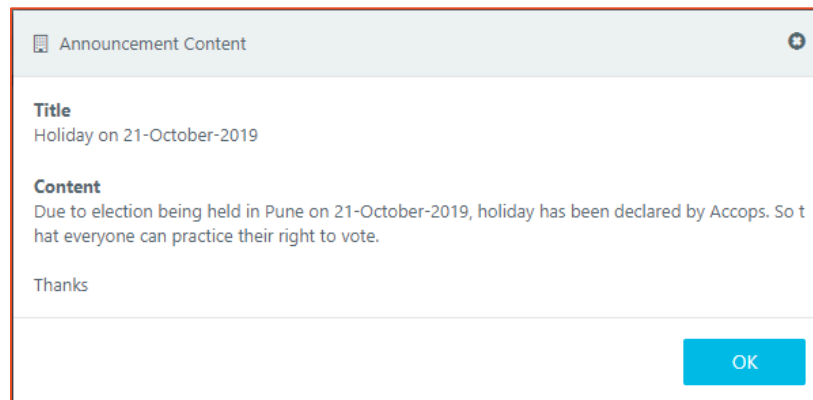
**List View and default sorting:** The announcements are shown in a list view (default sorted with announcement type, keeping maintenance announcements on top).

**Search:** User can also search specific announcements by providing appropriate search string.

**Sort:** All columns Announcement Type, Title or Content are sortable and clicking on column header sorts the announcements.

### Viewing details of an announcement:

User can click on title (Link) to view the announcement content:



Announcement Content

**Title**  
Holiday on 21-October-2019

**Content**  
Due to election being held in Pune on 21-October-2019, holiday has been declared by Accops. So that everyone can practice their right to vote.

Thanks

OK

## My Reservations

On **My Reservations** page, participant can see all reservations, in which it is having membership. The possible types of reservations can be:

- **Course Reservations** (Created by administrators)
  - Connect to reserved VMs from reservation
  - Perform power operations: Shutdown, restart, power off
- **Course Self-Study Reservations** (created by participant itself)
  - Create Course Self-study reservations
  - Modify Course Self-study reservations
  - Cancel Course Self-study reservations
  - Delete Course Self-study reservations
  - Fix Reservation
- **Self-study Reservations** (created by participant itself)
  - Create Course Self-study reservations
  - Modify Course Self-study reservations
  - Cancel Course Self-study reservations
  - Delete Course Self-study reservations
  - Fix Reservation

A participant can filter reservations' list view by applying appropriate filter. Following filters are available:

1. **Active:** Active reservations are those that are in either Running, Not Running, Finished, Preparing, Cancelling.
2. **Upcoming:** Upcoming reservations are those that are in Not Running, Finished, Preparing, Cancelling state.
3. **Running:** These are reservations that are currently in running state.
4. **Cancelled:** Cancelled reservations are those that are cancelled by participant themselves or by admin. Cancelled reservations are deleted after 5 days.
5. **Expired:** Expired reservations are those whose schedules are finished. Expired reservations are deleted after 5 days
6. **All:** All filter displays all the reservations that are present for user irrespective of its state. These include Course reservations, course self-study reservations as well as self-study reservations.



## Course Reservations

As specified briefly in above section, participant will be able to connect the reserved VMs from course reservation and will also be able to perform power operations on them:

### Connecting Course Reservations

To connect a course reservation, a participant can follow below steps:

1. In RMS portal, go to **My Reservations** page
2. Click on **Connect** button shown for running reservation

Name	Reservation For	Course Code	Classroom	OS Information	Reservation Creator	Start Date & Time	End Date & Time	Action	Current Status
Res-JLEW2N	Java on Ubuntu	JAVA-ON-UB...		Ubuntu Linux (64-bit)	faculty2	02-11-2018 05:40 PM	02-11-2018 07:31 PM	Connect	Running <small>Ends In 1 Hr : 2 Min</small>

3. A reserved VMs will be assigned to participant and connection will be initiated in new tab.

### Power Operations on Reserved VMs

Participant will also be able to perform power operations on reserved VMs, once it is assigned to him/her.

A reserved VM will get assigned to user on connect action only and thus, participant must attempt to connect to reservation at least once to enable the power operation.

Once connection attempt is done and a free reserved VM is assigned, following power operations can be initiate by participants:

- Power on reserved VM (Currently in powered off state)
- Power off/Shut down an already running reserved VM
- Restart the reserved VM

Name	Reservation For	Course Code	Classroom	OS Information	Reservation Creator	Start Date & Time	End Date & Time	Action	Current Status
Res-JLEW2N	Java on Ubuntu	JAVA-ON-UB...		Ubuntu Linux (64-bit)	faculty2	02-11-2018 05:40 PM	02-11-2018 07:31 PM	Connect	Running <small>Ends In 0 Hr : 56 Min</small>

### Connection Issues – Try Power Operations

HyLabs enables power operations on reserved VMs by Participants. These power operations can also be used, if participant is failing to connect to their respective reserved VMs.

In some cases, due to some internal module initiation failures, connection issues can be faced by participants and then they can attempt to restart and connect again.

## Course Self-study Reservations

Course Self-study is reservation, which re-uses the VMs from parent course reservation in off course reservation hours.

Participant can create course self-study reservation for courses having course self-study enabled.

### Create Course Self-study Reservation

To create a course self-study reservation, follow the below steps:

1. In RMS portal go to **Reservations** page
2. Click on button **Add New Reservation**
3. In **Add Reservation** wizard,
  - a. In **Option** tab, select **Reservation For** as **Course Self-study**
  - b. In **Course Self-study** tab
    - i. Select **Course, Gold Master and Reservation** for which course self-study needs to be created
    - ii. Provide **Display Name** for this reservation (Optional)
    - iii. Click on **Next** button

Add New Reservation

Self-Study Reservation | Schedule Availability

Reservation For: Course Self-study Reservation


Course: PS-HWS1 - [PS-HWS1]

Gold Master: PS-W7x66

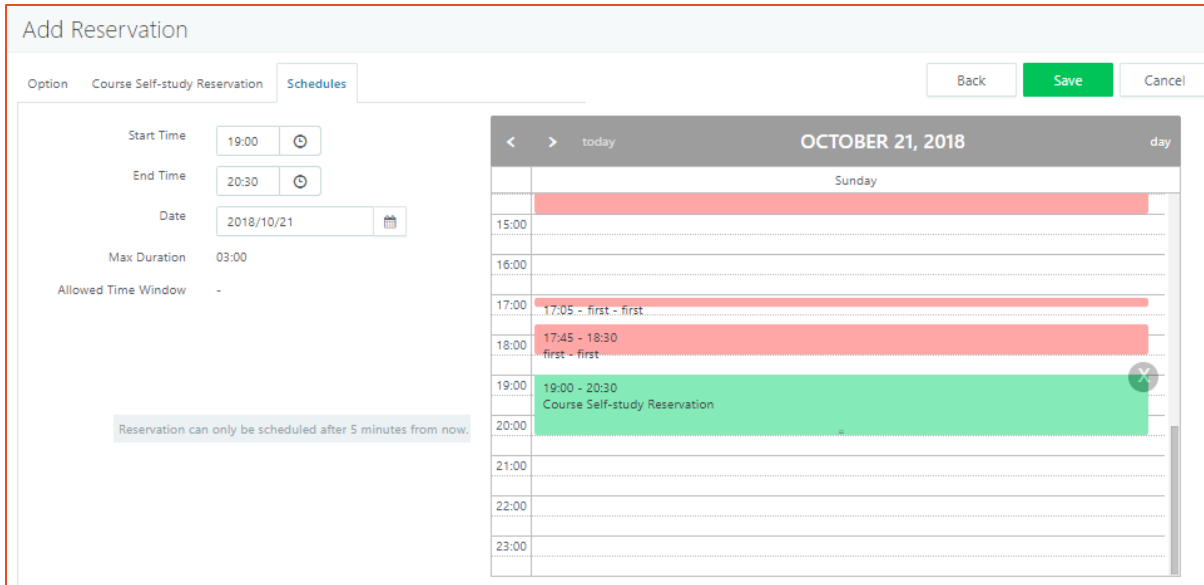
Reservation: Res-N37D2T

Display Name: CSS-HyWorks01

Gold Master Information

 Name - PS-W7x66  
OS - Microsoft Windows 7 (32-bit)  
HDD(GB) - 30  
RAM(MB) - 2048  
CPU - 2

- c. In **Schedules** tab, select appropriate schedule and click on **Save** button



- d. Course self-study reservation will be created and on scheduled time will be prepared for participant.

Participants are also allowed to manage their self-study reservations, following management operations can be done by participants:

### Edit Course Self-study Reservation

Participant can edit course self-study reservation created by him/her to change time slot.

For running course self-study reservations start time cannot be edited. To modify a Course self-study reservation, follow below steps:

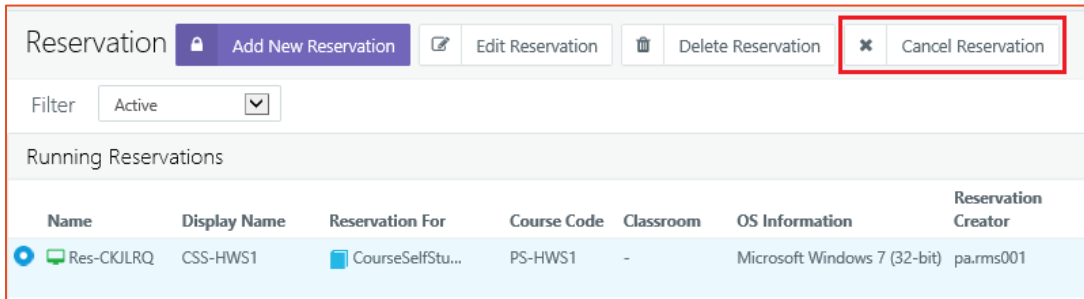
1. In RMS portal go to **Reservations** page
2. Select Course Self-study reservation and click on button **Edit Reservation**
3. In **Course Self-study Reservation** tab,
  - a. Selected Course, Gold Master or Reservation **cannot** be changed
  - b. **Display Name** can be updated
4. Click on **Next** button
5. In **Schedule Availability** tab,
  - a. Update course self-study schedule as per requirement
    - i. **Running reservations:** Start Date and Start time cannot be modified, only End time can be changed
    - ii. **Not running reservations:** Start Date, Start time and End time can be updated
6. Click on **Update** button to update reservation. Course self-study reservation with new display name (if modified) will be accessible as per modified schedule.

## Cancel Course Self-study Reservation

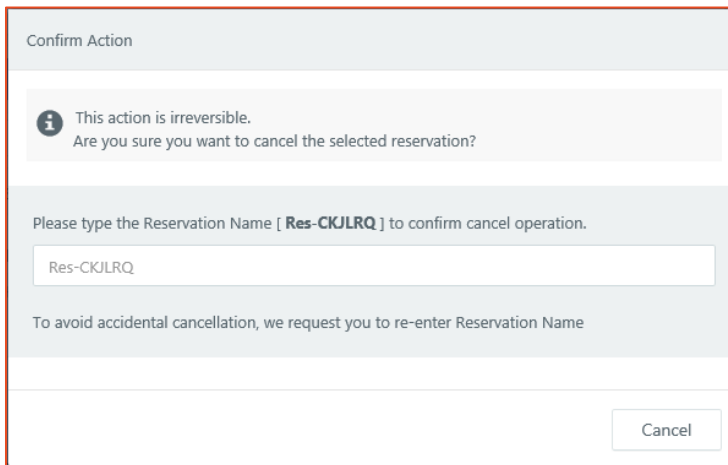
Participant can cancel course self-study created by him. Cancel operation is irreversible and hence should be done carefully. Cancelling course self-study will prevent you to connect to it.

To cancel a course self-study reservation:

1. In RMS portal go to **Reservations** page
2. Select Course Self-study reservation and click on button **Cancel Reservation**



3. Type **Reservation Name** and click on **OK** button on **Confirm Action** dialog to continue cancelling course self-study reservation



4. Reservation will be cancelled.
  - a. If reservation is in state o

## Delete Course Self-study Reservation

Participant can delete course Self-study reservation created by him/her.

Deletion operation is irreversible and hence should be performed carefully. To delete a course self-study reservation:

1. In RMS portal go to **Reservations** page
2. Select Course Self-study reservation and click on button **Delete Reservation**
3. On **Confirm Action** dialog, type reservation name correctly and it will enable **Delete** button
  - a. Click on **Delete** button to continue deleting reservation.
4. Reservation will be deleted and will no longer be accessible or visible.

## Self-study Reservations

Self-study reservation allows you to connect to a generic VM to do study.

Participant can create a self-study reservation for him/herself or connect to a self-study reservation created for him by Admin or Incharge.

Connecting to Self-study Reservations Created by Admin/Incharge

Connection process for Self-study created by admin or incharge is similar as mentioned in section [Connecting Course Reservations](#).

## Create Self-Study Reservation

To create self-study reservation, following steps can be used:

1. In RMS portal go to **Reservations** page
2. Click on button **Add New Reservation**
3. In **Add Reservation** wizard,
  - a. In **Option** tab, select **Reservation For** as **Self-study**, it will load available Gold Master VMs for self-study
  - b. In **Self-study** tab, select appropriate, **Gold Master**
  - c. Provide appropriate Display Name for self-study

**Add New Reservation**


**Self-Study Reservation** | Schedule Availability

Reservation For: Self-Study Reservation

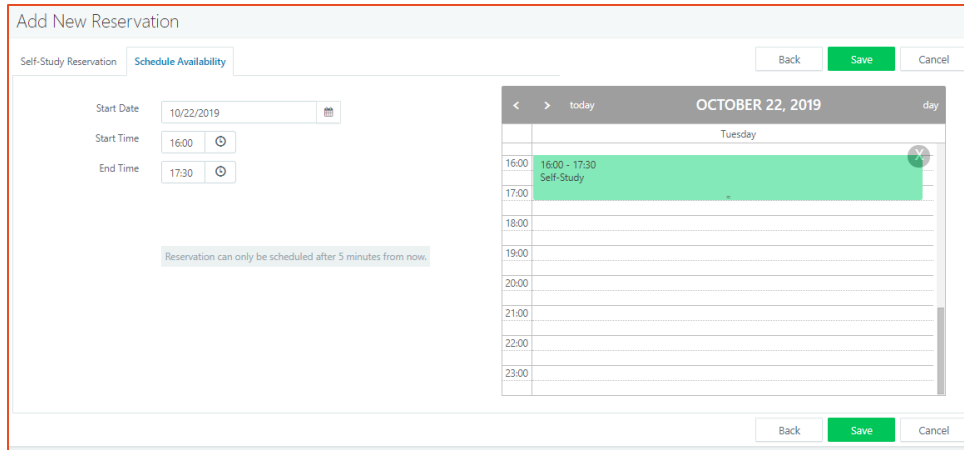
Gold Master: PS-W7x86-GM2-0001

Display Name: SS-Mon-19PM-20PM

**Gold Master Information**

 Name - PS-W7x86-GM2-0001  
OS - Microsoft Windows 7 (32-bit)  
HDD(GB) - 30  
RAM(MB) - 2048  
CPU - 2

- d. In **Schedules** tab, select appropriate timeslot for reservation and click on **Save** button



Participant can perform edit/cancel/delete reservation operations on self-study reservation created by him.

### Edit Self-study Reservation

Participants will be able to modify self-study reservations to update following settings:

1. Display Name
2. Reservation Schedule

While modifying a not running all editable properties of self-study reservations can be changed but for running reservations it will not allow to modify **State Date** or **Start Time**, other properties e.g. **Display Name** and **End Time** can be changed without any problems.

To modify a self-study reservation:

1. Login into RMS and go to **My Reservations** page
2. Select reservation to be modified
3. Change all required and allowed attributes
4. Click on **Update** button to continue modifying reservation
5. Reservation will get updated and will be delivered as per modified properties.

### Cancel Self-study Reservation

Participant can cancel self-study created by him/her.

Cancel operation is irreversible and hence should be done carefully. Cancelling self-study will prevent you to connect to it. To cancel self-study reservation:

1. In RMS portal go to **Reservations** page
2. Select Self-study reservation and click on button **Cancel Reservation**
3. On **Confirm Action** dialog, type reservation name correctly and it will enable **OK** button
  - a. Click on **OK** button to continue deleting reservation.
4. Reservation will be cancelled and will not be available for connection anymore.

### Delete Self-study Reservation

Participant can delete Self-study reservation created by him/her.

Deletion operation is irreversible and hence should be performed carefully. To delete a self-study reservation:

1. In RMS portal go to **Reservations** page

2. Select Self-study reservation and click on button **Delete Reservation**
3. On **Confirm Action** dialog, type reservation name correctly and it will enable **Delete** button
  - a. Click on **Delete** button to continue deleting reservation.
4. Reservation will be deleted and will no longer be accessible or visible.

## My Settings

My Settings page will display the configured Email address for the Participant. Participant will receive RMS related emails on this address.

## Troubleshooting and actions for error conditions

As HyLabs is designed to run with complete automation, participants are also enabled with certain level of administration of their own reservations.

This section of participant user guide will try to address some of such conditions and recommended actions for those reservations:

### Reservation Category – Course, Course Self-study, Self-study

The actions defined in this section are applicable for all types of reservations.

### Connect button is disabled - Reservations are restricted due to client group access policies

Administrators may deploy HyLabs to be accessed in restricted environment and restrict access by applying client group access policies.

In such cases, participants will be able to view reservations but **Connect** button will appear disabled.

Running Reservations								
Name	Display Name	Reservation For	OS Information	Reservation Creator	Start Date & Time	End Date & Time	Action	Current Status
Res-AR3C3	KAK	PS-NoOS	Otherx86	admin.rms001	10/22/2019 02:55 PM	10/22/2019 02:59 PM	Connect	Running Ends In 0 Hr : 0 Min
Res-3NZ5P6	SelfStudy	Self-study	Microsoft Windows 7 (32-bit)	pa.rms001	10/22/2019 02:45 PM	10/22/2019 05:39 PM	Connect	Running Ends In 2 Hr : 40 Min

**Recommended Action:** Contact administrator for allowing access, participants will not be able to solve above situation by themselves.

### Connect button is shown with White background and click does not work

Actual start time of reservation has not come

Running Reservations										
Name	Display Name	Reservation For	Course Code	Classroom	OS Information	Reservation Creator	Start Date & Time	End Date & Time	Action	Current Status
Res-P431J8	CSS-HWS1	CourseSelfStudy	PS-HWS1	-	Microsoft Windows 7 (32-bit)	pa.rms001	10/22/2019 03:40 PM	10/22/2019 05:31 PM	Connect	Running Starts In 0 Hr : 4 Min
Res-3NZ5P6	SelfStudy	Self-study	-	-	Microsoft Windows 7 (32-bit)	pa.rms001	10/22/2019 02:45 PM	10/22/2019 05:39 PM	Connect	Running Ends In 2 Hr : 3 Min

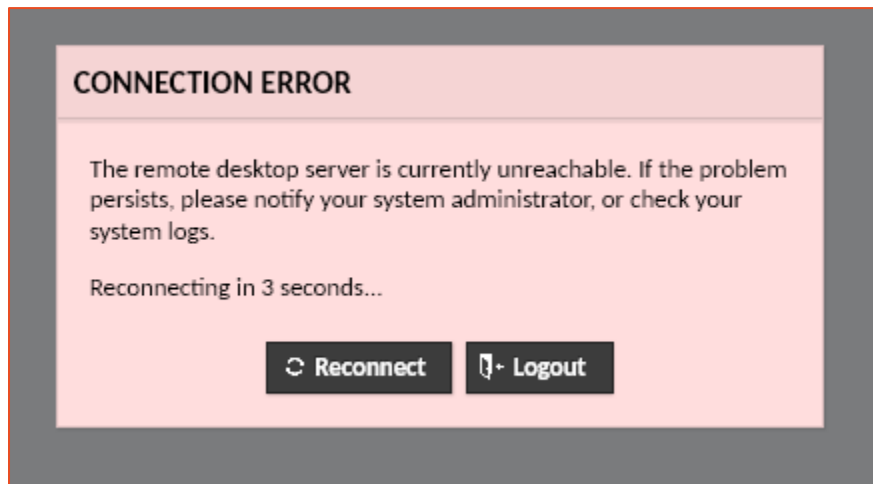
**Recommended Action:** None, wait for reservation start time to occur



## Running without error but connection is getting failed (Server unreachable)

Mostly system/network is causing connection failures e.g. user is not having remote access to virtual machine.

Running Reservations											
Name	Display Name	Reservation For	Course Code	Classroom	OS Information	Reservation Creator	Start Date & Time		End Date & Time	Action	Current Status
Res-AR13C3	KAK	PS-NoOS	PS-NoOS		Otherx06	admin.rms001	10/22/2019 02:55 PM	10/22/2019 02:59 PM		Running <small>Ends In 0 Hr : 0 Min</small>	
Res-3NZ5P6	SelfStudy	Self-study	-	-	Microsoft Windows 7 (32-bit)	pa.rms001	10/22/2019 02:45 PM	10/22/2019 05:39 PM		Running <small>Ends In 2 Hr : 40 Min</small>	



### Recommended Action:

Power operations: Some of connection issues can be solved by simply rebooting the reserved VM. Participants will be able to perform power operations, when they have click on **Connect** button at least once. To perform, reserved VM reboot, follow below steps:

1. Select reservation from list
2. Click on button **Reboot**
3. Wait for some time (2-3) minutes to let restart get completed
4. Re-attempt connect operations to verify if machine has started working correctly.

Please note, **Fix Reservation** will not appear, unless it's of type self-study or course self-study and reserved VM is running with errors.

## Reservation Category – Course Self-study, Self-study

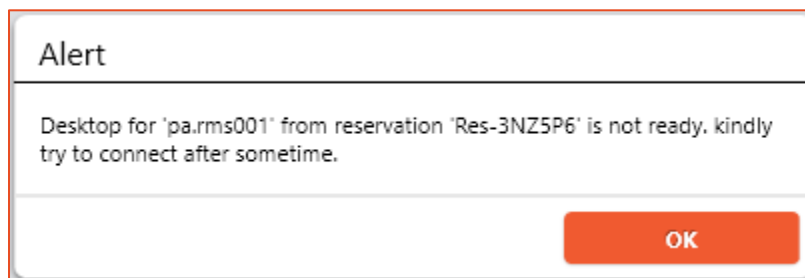
The actions available here, are specifically for self-study reservations and will not work for course reservations.

## Running with error (Red Color) and on connection displays Not ready error

Case#1: In most cases, the reservations are either recently created and still in customization (Desktop configuration) state

Case# 2: Reservation is deployed but customization is stuck or required services are not started.

Running Reservations								
Name	Display Name	Reservation For	OS Information	Reservation Creator	Start Date & Time	End Date & Time	Action	Current Status
Res-ARI3C3	KAK	PS-NoOS	Otherx86	admin.rms001	10/22/2019 02:55 PM	10/22/2019 02:59 PM	Connect	Running <small>Ends In 0 Hr : 0 Min</small>
Res-3NZ5P6	SelfStudy	Self-study	Microsoft Windows 7 (32-bit)	pa.rms001	10/22/2019 02:45 PM	10/22/2019 05:39 PM	Connect	Running <small>Ends In 2 Hr : 40 Min</small>



### Recommended Action:

Case# 1: If reservation is very recently created, wait for some time to get it configured correctly. Reservation should come into ready state – Green Color with Running state.

Case# 2: If reservation is created a long time ago may be 30-40 minutes back, then reservation can be fixed using below steps:

1. Select reservation from list
2. Click on button **Fix Reservation**
3. **Fix Reservation** dialog will be displayed with options to
  - a. **Fix soft errors**
  - b. **Fix all error**
4. Click on **Fix all errors**, which will first try to fix errors by applying soft-fixes (e.g. refreshing status, rebooting assigned reserved VM), if soft-fixes do not work, it will automatically recreate reserved VM

## Reservation Category – Course

Actions defined in this section, can be used for course reservations and get participants fix some of the problems on their own.

### Course reservation connection failure post power operations as well

As mentioned under troubleshooting topic [Running without error but connection is getting failed \(Server unreachable\)](#), reboot can help in solving some issues. But even after reboot as well, problems are not getting solved, then participants can attempt to get assigned with any other free reserved VM in course reservation.

Below steps can be used to get assigned with any other free reserved VM:

1. Attempt to logout from HyLabs by clicking on **Logout** button (Don't close browser)
2. **Logout** dialog will be displayed
  - a. Uncheck the checkbox '**Retain running course reservation desktops**' and click on button **Yes**
3. This will completely logout the user and will remove its current assignments
4. Re-login in to HyLabs, a new free reserved VM should get assigned and if last occurred issue is not a common problem – it should not happen in new assigned VM.

**Note:**

1. **Retain running course reservation desktops** option must be enabled by reservation admin then only it will be visible to end-users.
  - a. By default, '**Retain running course reservation desktops**' option is checked to assign same desktops to user every time
2. If no free desktops are available, then user will get assigned with same desktop and user should contact administrator for support.
3. Even when assignments are getting changed, users will not be able to see it on HyLabs portal and user should contact administrator, if problem persists even after logging out with selecting option '**Retain running course reservation desktops**'

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Accops’ s software and hardware products enable businesses to efficiently virtualize, secure and deliver business applications, corporate workspace and network services to their employees, partners, vendors, home users and mobile users, enabling instance access from anywhere using any device.



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