

RMS Assistant Operations Guide

Accops Reservation Management System

Last Updated: 31 October 2018

Copyright © 2018, Accops Systems Private Limited. All Rights Reserved.

The information contained in this document represents the current view of Accops Systems Private Limited. on the issues discussed as of the date of publication. Because Accops Systems Private Limited. must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Accops Systems Private Limited., and Accops Systems Private Limited. cannot guarantee the accuracy of any information presented after the date of publication.

This white paper is for informational purposes only. ACCOPS SYSTEM PRIVATE LIMITED. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) or for any purpose, without the express written permission of Accops Systems Private Limited.

Contact Accops Systems Private Limited.

Email: info@accops.com

Call: +91 9595 277 001

Release Notes Document Revision History

<i>Date</i>	<i>Changes</i>
31-Oct-2018	First draft of RMS Assistant User Guide

Table of Contents

Table of Contents	3
Introduction.....	4
Assistant User Creation in RMS.....	4
Assistant Operations in RMS	5
Viewing Announcements	5
Gold Master: Content Management and Power Operations.....	6
Connecting Gold Master	6
Power Operations on Gold Master.....	6
Reservations.....	7
Course Reservation	8
Course Self-study Reservation.....	13
Self-study Reservation	15
My Settings	17

Introduction

An assistant is like faculty, an AD user with some more restrictions on reservation management system than incharge.

Assistant's role in RMS is for assisting, faculty or incharge in managing courses, reservation etc.

In Accops Reservation Management System, when a user is assigned with **Assistant** role, enables it to perform following actions in RMS:

1. Viewing the announcements (notifications) shared by reservation admin
2. Connecting to assigned Gold Master VM and making changes as per lab (course) requirements
3. Reservation Management of the course
 - a. Modifying course reservations
4. Creating Self-study and Course Self-study reservations for self-use
5. Viewing notification settings under screen **My Settings**

All above operations will be covered in detail in later section of this document.

Assistant User Creation in RMS

A user can be designated as **Assistant** role in following two manners:

- User is added under assistant category while creating course from RMS portal
- RMS Users CSV is being imported into RMS and users are given role of assistant

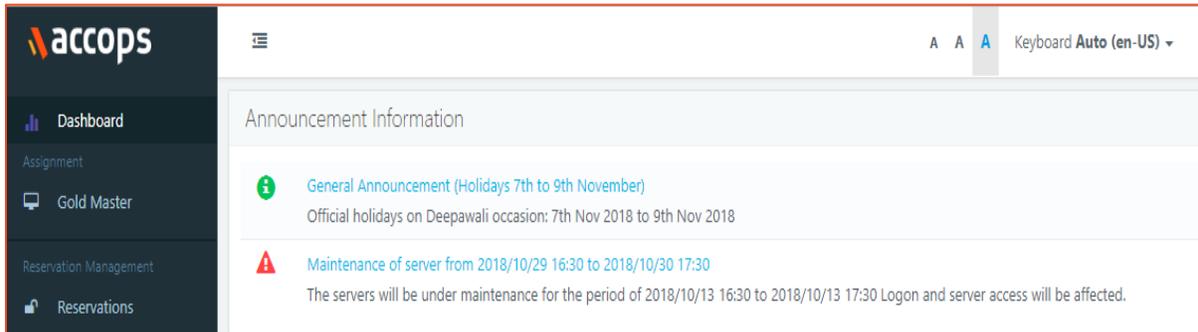
Once assigned with **Assistant** role, user will be able to perform above specified activities.

Assistant Operations in RMS

Viewing Announcements

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

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



The announcements are shown in a list view and user can click on title (Link) to view more details.



Gold Master: Content Management and Power Operations

An assistant will be able to connect to following types of Gold Master VMs:

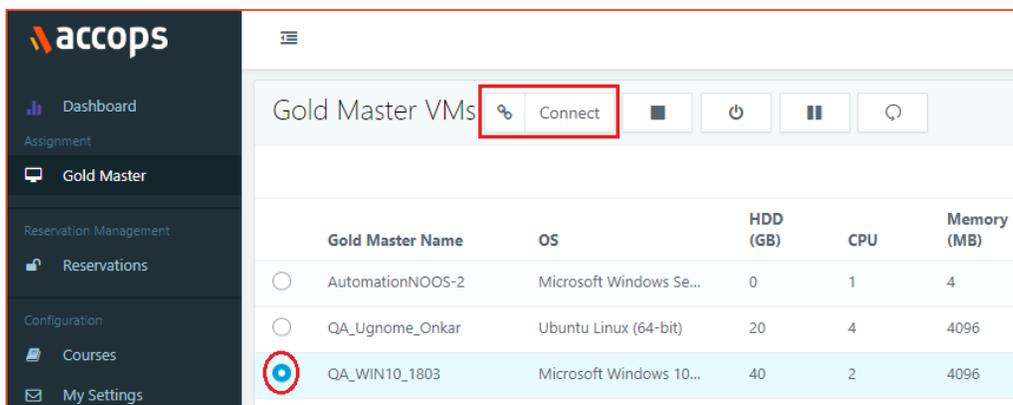
- Course default Gold Master (not restricted to admin)
- Gold Master which is assigned to course and assistant is member of that course

Connection to Gold Master enables assistant for managing contents, which will be required for course.

Connecting Gold Master

If a Gold Master is powered-on and ready for connection, assistant user will be able connect to it by:

1. Select Gold Master from the list view
2. Click on **Connect** button



3. Remote session to Gold Master will be initiated on new tab and incharge will be able to make the changes into Gold Master.
 - a. On logon assistant user is provided local administrator privileges, which helps in content management and doing privileged operations on Gold Master

Power Operations on Gold Master

Assistant will also be able to perform power operations on assigned Gold Master VMs. The power operations are displayed as per current power state of Gold Master.

- For Powered on VMs: Shutdown, Power off, Suspend and Restart operations are available
- For Powered off VMs: Option to Power on will be shown
- For Suspended VM: Option to Resume/Power on will be displayed

Assistant cannot make RMS configurational changes to gold master settings on RMS.

Reservations

User assigned with assistant role can connect to reservations and modify configurations. In this section, detailed information on reservation management by assistant will be provided.

Course Reservations

An Assistant can edit course reservations that are already created by Incharge/Reservation Admin/system.

Assistant cannot create a new course reservation. Assistant cannot Cancel or Delete a course reservation.

Connecting Course Reservations

An assistant is authorized to connect to one of the reserved VMs from the course reservations, created in RMS; to connect to a course reservation:

1. In RMS portal go to **Reservations** page
2. Currently running reservations, will be shown with **Connect** button
3. Click on **Connect** button
4. One of the reserved VM will be assigned and configured for incharge user access and connection will be opened in a new tab

Edit Course Reservation

An assistant can modify an existing course reservation by selecting a reservation from list view and click on **Edit** button.

Reservation modification can be done to make changes in following properties:

- **Total VMs:** Change the count to a newer value. Reducing the numbers will not delete any existing deployed VMs but increasing the number will deploy new VMs on next preparation cycle.
- **Allow Extensions:** Enable disable or change configuration
- **Reuse VMs for each run of reservation:** Enable or disable the configuration
- **Assignment Lifespan:** Interchanging between option **Permanent** and **Temporary** is possible
- **Modify existing schedules:** Edit the schedule configurations of existing schedules. Existing schedules can also be deleted from edit wizard
- **Add new schedules:** New schedules can be added
- **Modify RMS Users (Incharges, Assistants, Participants)**
- **Modify Access Policies**

On saving reservations new configurations will be come into effect.

Note:

- When editing a reservation, reservation type, associated course or gold master cannot be changed.

Fix Reservation

Fix Reservation refers to action, which enables Assistant to heal the reserved VMs, not running in appropriate state for user connection.

Error Conditions and categorization:

Based on the nature of error conditions, they can be kept in following two categories:

- **Soft Errors**
 - Reserved VMs not having any IP address
 - Reserved VMs with agent status as not responding
 - Reserved VMs having customization pending or in progress
- **Critical Errors**
 - Some VMs were failed to deploy during preparation time
 - VMs are deployed but now cannot be located on DVM Provider (Known as Missing)
 - Reserved VMs with customization failed

Fix Reservation Algorithm

As explained in above section, errors can be categorized into soft and critical error categories and to fix them two different mechanisms can be used:

- **Fix Soft Errors:** On using **Soft Error Fix**, followed backend events will happen:
 1. Check if VMs are powered on
 - a. If not, then power them on
 2. Check if VMs are having IP addresses
 - a. If not, re-fetch details from dedicated session provider
 3. If IP is available, check DVM Agent status
 - a. If not responding then try to refresh agent status, by connecting to fetched IP
 4. If after above three steps, desktop does not come into responding state, then attempt to restart the DVM
 5. It will go for a wait of 2 minutes (refresh interval)
 6. As per the status of above operations, log the status and exit

- **Forcefully Fix Errors:** Selecting this option will use the following mechanism:
 1. VMs having soft errors:
 - a. Apply soft-fix for the VMs having soft errors
 - b. If soft-fix does not work, then delete and recreate those VMs
 2. VMs having critical errors:
 - a. Deploy missing or failed VMs
 - b. Delete VMs having customization running, pending or failed status and recreate them

Fix Reservation Process

To fix a reservation following process can be followed:

1. Identify Reservations running with error:

- When ready VMs count in running reservation is less than total VMs then reservation is running with error and status is displayed as **Red**. On mouse hover, it also displays the number of reserved VMs having issues.

Name	Course Name Course Code	Classroom	Gold Master	Reservation Creator	Ready VMs Total VMs	Start Date & Time End Date & Time	Action	Current Status	Deployer Stage
Res-7CG7S6	HIMANSHU HIMANSHU		CentOS 7 Self Study	Himanshu Patil	4 5	03-10-2018 10:15 AM 31-10-2018 10:14 PM	Connect	Running	✓

- If reservation is running with no errors, its status will be shown as running with **Green** background.

2. Understanding Error Conditions:

Whenever any reservation is shown to be running with error and shown with Red – Running status, following steps can be used to understand the error conditions:

- Hover mouse on reservation status, it should display the number of reserved VMs having issues.
- Click on Fix Reservation button, it will display a dialog with detailed list of reserved VMs having errors:

Reservation Desktop Information For - 'Res-YQ8B4R'	
Total DVMS :	4
Ready DVMS :	3
DVMS with soft error	
DVMS without IP address :	0
Non responsive DVMS :	1
DVMS customization require :	0
DVMS customization in-progress :	0
DVMS with critical error	
DVMS customization fail :	0
DVMS not yet created :	0
Missing DVMS :	0
- Details	
<input type="checkbox"/> Forcefully fix errors	
<input type="button" value="Fix soft errors"/> <input type="button" value="Cancel"/>	

Apply Fix

Based on error details, Assistant can decide the type of fix mechanism to use, following two processes can be used:

1. **Fix Soft Errors:** If there are only soft errors, then Assistant can opt to go for Fix Soft errors (**NOT** Selecting checkbox **Forcefully fix errors**)
2. **Forcefully Fix Errors:** The option can be used in following two conditions:
 - a. Errors are not corrected even after applying the soft fix
 - b. Reservation is having critical errors and forceful fix is required.

Assistant can choose to either fix soft errors or select Fix All errors.

Fix reservation process will take some time. Another fix reservation operation cannot be started until first fix reservation is done.

Fix reservation will reboot the VMs if needed.

Fix All reservation will recreate VMs that are not corrected after reboot

Extend Reservation

If a course reservation is configured to allow extensions, then assistant is having option to extend the reservation as per configurations.

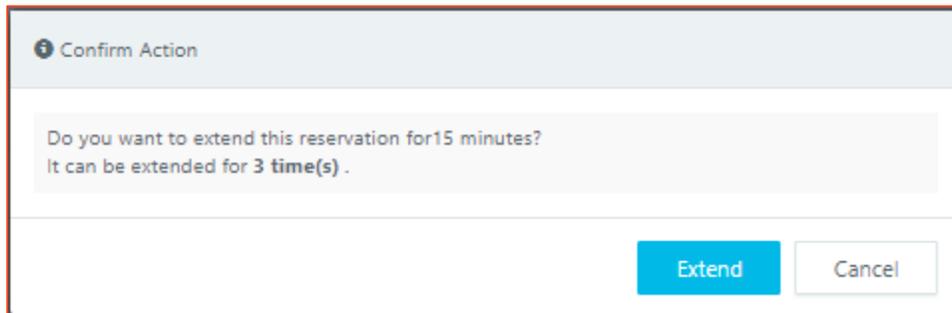
When assistant extends a course reservation, it applies for complete class and the current occurrence will be extended.

Pre-requisite for extending Course reservation:

- Course reservation must be configured to allow extensions.
- Course must be in running state

For extending a course reservation, following steps can be used:

1. Select a running reservation
2. Click on **Extend Reservation** button
3. Confirm the action and course reservation will now run extended up to configured time



Course Self-study Reservation

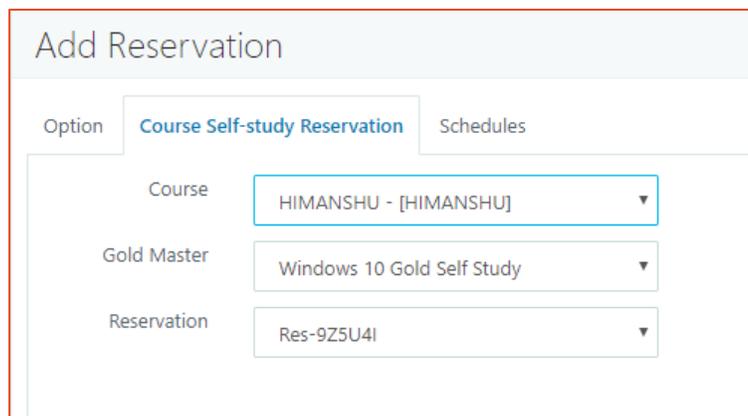
Course Self-study is reservation, which re-uses the VMs from parent course reservation in off course reservation hours.

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

Create Course Self-study Reservation

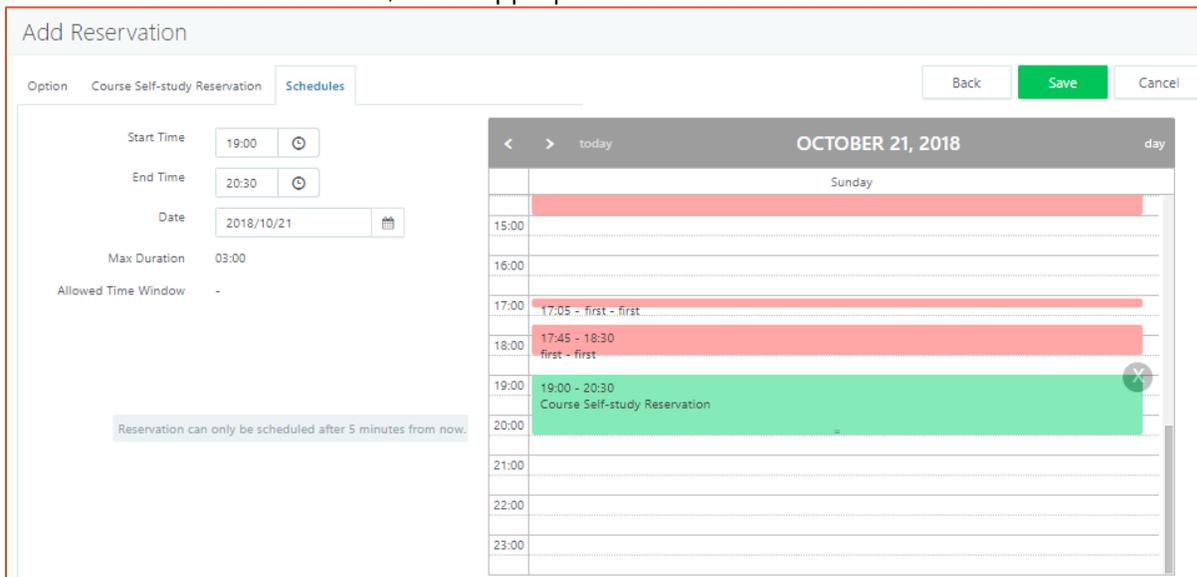
To create a course self-study reservation, follow the below steps:

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, select **Course, Gold Master and Reservation** for which course self-study needs to be created and click on **Next** button



The screenshot shows the 'Add Reservation' form with the 'Option' tab selected. The 'Course Self-study Reservation' sub-tab is active. Three dropdown menus are visible: 'Course' is set to 'HIMANSHU - [HIMANSHU]', 'Gold Master' is set to 'Windows 10 Gold Self Study', and 'Reservation' is set to 'Res-9Z5U4I'.

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



The screenshot shows the 'Add Reservation' form with the 'Schedules' tab selected. On the left, there are input fields for 'Start Time' (19:00), 'End Time' (20:30), 'Date' (2018/10/21), 'Max Duration' (03:00), and 'Allowed Time Window' (-). A message states 'Reservation can only be scheduled after 5 minutes from now.' On the right, a calendar view for 'OCTOBER 21, 2018' shows a grid of time slots. A green bar is selected for the 19:00 - 20:30 slot, labeled 'Course Self-study Reservation'. Other slots are red and labeled 'first - first'.

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

Edit Course Self-study Reservation

Assistant 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.

Delete Course Self-study Reservation

Assistant can delete course Self-study reservation created by him. Deletion operation is irreversible and hence should be performed carefully and when needed.

Fix Course Self-study Reservation

Assistant can fix course self-study reservation by him. Fix reservation process is same as defined in section [Fix Reservation](#).

Self-study Reservation

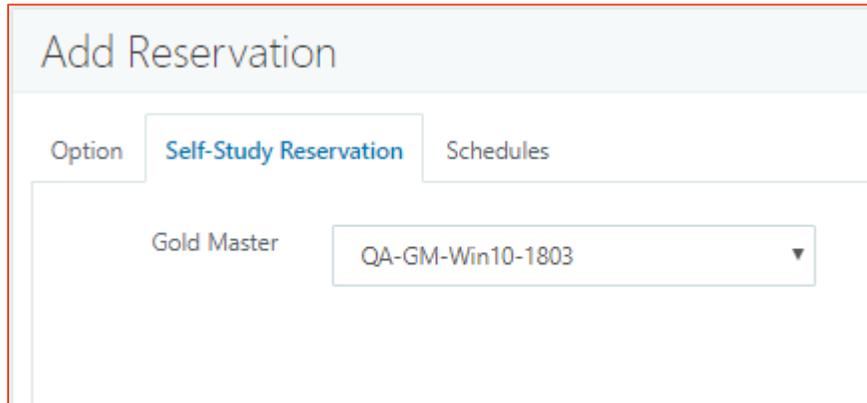
Self-study reservation refers to a reservation created for doing the self-studies. Apart from course reservations and course self-studies, institutions can also have one general purpose self-study Gold Master, which can be used by any RMS user to do self-studies.

An assistant can manage self-study reservation for himself/herself.

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**, go to next tab
 - b. In **Self-study** tab, select appropriate, **Gold Master** and go to next tab



The screenshot shows the 'Add Reservation' wizard interface. At the top, the title 'Add Reservation' is displayed. Below the title, there are three tabs: 'Option', 'Self-Study Reservation', and 'Schedules'. The 'Self-Study Reservation' tab is currently selected and highlighted in blue. Underneath the tabs, there is a label 'Gold Master' followed by a dropdown menu. The dropdown menu is open, showing the selected value 'QA-GM-Win10-1803' and a downward-pointing arrow.

-
-
- c. In **Schedules** tab, select appropriate time-slot for reservation and click on **Save** button

Add Reservation

Option Self-Study Reservation **Schedules** Back Save Cancel

Start Time 20:00
End Time 21:30
Date 2018/11/02
Allow Extensions
Extension Duration 15 Minutes
No. of Times 1

Reservation can only be scheduled after 5 minutes from now.

NOVEMBER 2, 2018 Friday
17:00
18:00
19:00
20:00 20:00 - 21:30 Self-Study
21:00
22:00
23:00

Back Save Cancel

Assistant can perform edit/delete/fix reservation operation on course self-study reservation by him.

Edit Self-study Reservation

Assistant can edit self-study reservation created by him. Time window can be edited
For running self-study reservations start time cannot be edited.

Delete Self-study Reservation

Assistant can delete self-study reservation created by him.
Delete operation is irreversible and should be done carefully and only when needed.

Confirm Action

i This action is irreversible.
Are you sure you want to delete?

Please type the Reservation Name [Res-CQU9XX] to confirm delete operation.

res-C

Delete Cancel

Fix Reservation

Assistant can do Fix reservation operation on self-study reservation created by him. Fix soft errors will attempt to correct VM by rebooting it. Fix All errors will attempt to correct VMs that is not fixed by reboot by recreating them.

My Settings

My Settings page will display the configured Email address for the Assistant. The configurations are fetched from authentication server and cannot be modified by Assistant.

My settings configurations are used to send notifications to the user for his/her reservations

About Accops

Accops Systems Private Limited. under "Accops" brand is a globally leading developer and provider of Enterprise Mobility solutions involving Application and Desktop Virtualization, Secure Remote Access and Privilege Access Management solutions.

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.



Accops, HyWorks, HyDesk, HyID, HyLite, HySecure and HyAssist are registered trademarks of Accops Systems Private Limited. Other names may be trademarks of their respective owners. Accops System has the right to change, modify, transfer or otherwise revise the publication without notice.

Tel: India +91 9595 277 001 | Europe +49 341 3315 78 30

Email: sales@accops.com | Web: www.accops.com

Copyright © 2017, Accops Systems Private Limited. All Rights Reserved.