RMS Assistant Operations Guide

Accops Reservation Management System

Last Updated: 31 October 2018
## Release Notes Document Revision History

<table>
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<th>Date</th>
<th>Changes</th>
</tr>
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<tbody>
<tr>
<td>31-Oct-2018</td>
<td>First draft of RMS Assistant User Guide</td>
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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 to 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.

   - 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:
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
   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 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
   c. In Schedules tab, select appropriate time-slot for reservation and click on Save button
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.
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
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Tel: India +91 9595 277 001 | Europe +49 341 3315 78 30
Email: sales@accops.com | Web: www.accops.com
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