Flexxible®

Documentation

FlexxClient

Document generated on: 24/2/2025

This file was downloaded from https://docs.flexxible.com/flexxclient/en, FlexxClient v25.2. For updated information, please visit https://docs.flexxible.com/flexxclient/en.

Contents

- Getting Started 15
- FlexxAgent 15
  - Features 16
  - Functionality 16
  - Data retention 20
- FlexxAgent / Supported Systems 22
- FlexxAgent / Supported Systems / Windows 23
  - Supported versions 24
  - Software Requirements 24
    - Considerations for Windows versions in EOL 25
    - Limitations 25
  - Download 26
  - Unattended Deployment 26
    - Installation 28
    - Uninstall 29
  - Supported Parameters 30
  - Proxy Configuration 31
    - Proxy configuration through command line 31
    - Configuration through registry keys 31
  - Update 33
    - Auto update 33
    - Manual Update 33
  - Logs 34
    - Installation and update logs 34
    - FlexxAgent Analyzer logs 34
    - FlexxAgent service logs 34
- FlexxAgent / Supported Systems / Linux 37
  - Supported versions 38
  - Requirements 38
  - Limitations 39
  - Proxy Configuration 39
  - Download and installation 39
    - Installation Scripts 39

Copyright © 2024 Flexxible. Todos los derechos reservados.

        - Installation steps 40
        - Installation script parameters 40
        - Examples 41
    - Offline installation 41
        - Offline installation steps 41
    - Uninstall 42
        - Uninstallation script parameters 43
        - Examples 43
    - Update 43
    - Obtained fields 44
    - Logs 47
- FlexxAgent / Supported Systems / macOS 48
    - Supported versions 48
    - Limitations 48
    - Proxy Configuration 49
    - Download and installation 49
        - Installation Scripts 49
        - Installation script parameters 50
        - Examples 50
    - Uninstall 51
        - Uninstallation script parameters 51
        - Examples 51
    - Update 52
    - Obtained fields 52
- FlexxAgent / Supported Systems / ChromeOS 55
    - Supported versions 55
    - Limitations 56
    - Download and installation 56
        - How to launch the installation to devices 56
    - Update 58
    - Information obtained from the device 59
- FlexxAgent / Supported Systems / Android 62
    - Supported versions 62
    - Limitations 63
    - Download and installation 63

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Update 66
- Obtained fields 67
- FlexxAgent / Network considerations 70
  - Required URLs and Ports 70
  - Deep SSL Inspection 71
  - Wake on LAN (WoL) 72
  - Considerations for remote support through proxy 72
- FlexxAgent / Guides and tutorials for FlexxAgent 73
- FlexxAgent / Guides and tutorials / Check FlexxAgent connectivity 74
  - Creating a scheduled task 74
  - Validation of results 80
- FlexxAgent / Guides and tutorials / Deploy FlexxAgent using Microsoft Intune 80
- FlexxAgent / Guides and tutorials / Install FlexxAgent configuring proxy 91
  - Example 91
  - Explanation of the options 92
    - proxyPersistConfig 93
    - RepairAgent 94
- FlexxAgent / Guides and tutorials / Apply proxy configuration via group policies (GPO) 95
- FlexxAgent / Guides and tutorials / Deployment of FlexxAgent with Group Policy (GPO) 95
  - Deploying 95
  - Verification 95
- Analyzer 101
  - Included tools 104
  - Web Interface 107
    - List Views 107
    - Detail Views 108
    - Search options 108
    - Column filter 109
    - Page navigation 109
- Analyzer / App Catalog & Inventory 109
- Analyzer / Diagnosis 111
  - Web Interface 112
  - Timeframe selection 115

Copyright © 2024 Flexxible. Todos los derechos reservados.

    - Resource consumption charts 115
    - Performance Counters 116
        - CPU 117
        - RAM 118
        - GPU 118
        - Network Latency 118
        - Disk Usage 118
    - Applications and Processes Tables 119
- Analyzer / Carbon footprint analysis 119
    - Web Interface 119
        - Overview 121
        - Printed copies 121
        - Energy 121
- Analyzer / User experience 122
    - Basic concepts 123
        - WRI (Workspace Reliability Index) 126
        - User surveys 126
    - Web Interface 126
        - Global view 128
        - Individual view 129
- Analyzer / Workspaces in Analyzer 129
    - Workspace detail 130
    - Workspace analysis 132
        - Displays 133
        - Installed Apps 135
        - Running Apps 135
        - Issues in the last 30 days 136
        - Usage history 136
- Analyzer / App Groups 136
    - Group Types 136
    - Users consuming applications in the selected group 137
    - Creating a New Application Group 137
- Analyzer / App Versions 138
    - Graphical view 138
    - Table view 139

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Analyzer / Polls 139
  - Poll Settings 139
    - List view 141
    - Detail view 141
  - Poll Execution 141
- Analyzer / Users in Analyzer 141
  - List view 143
  - Detail view 144
    - User data in the detail view 144
- Analyzer / User Groups 144
  - List view 145
  - Detail view 147
- Portal 147
  - Sidebar menu 147
  - Organization selector 149
    - Select the organization with the keyboard 149
  - User Settings 150
    - My logins 151
    - Settings 151
  - Tables 152
    - Top bar 152
    - Content 153
    - Bottom bar 153
- Portal / Analyzer in Portal 154
- Portal / Analyzer / Installed apps 155
  - Installed Apps Details 156
    - Overview 157
    - Versions 157
    - Workspaces 157
- Portal / Analyzer / Licenses 157
  - Types of licenses 157
  - License list view 160
    - Create a License 160
  - License detail view 160
    - Details 161

Copyright © 2024 Flexxible. Todos los derechos reservados.

        - Installed apps 163
        - Usage history 163
        - Running applications 164
- Portal / Analyzer / SAM 165
- Portal / Operations 165
- Portal / Flows 167
    - Overview 170
        - Edit and delete a flow 172
    - Target 172
    - Flow 174
        - Flow conditions 174
    - Notification 175
- Portal / Tenants 176
    - Types of organizations 177
        - Partner-type organizations 178
        - Client-type organizations 178
        - Suborganizations 178
    - List of tenants 178
        - Tenant interface 178
- Portal / Tenants / Activation 179
- Portal / Workspaces in Portal 180
- Portal / Workspaces / Workspace Groups 181
    - Static Workspaces Group 183
    - Dynamic Workspaces Group 184
    - Entra ID Workspace Group 184
    - Group management 184
        - Details 185
        - Workspaces 185
        - History 185
        - Location 185
        - Schedule 185
        - Sync 185
    - Create groups 185
        - Create a static Group of Workspaces from Portal 189
        - Creating a Static Workspaces Group from Workspaces 190

Copyright © 2024 Flexxible. Todos los derechos reservados.

        - Creating a Dynamic Workspaces Group 190
        - Creating an Entra ID Workspaces Group 191
    - Group editing 192
        - Editing a Dynamic Workspaces Group 193
        - Deleting a Workspaces Group 193
- Portal / Microservices 193
    - Microservices management 194
        - Activation in Portal 195
        - Microservice creation 195
        - States of the microservices 195
        - Considerations about the code to use 196
    - Ways to consume microservices 197
        - End-user execution 197
        - Execution through a flow 198
        - Execution from Workspaces 198
- Portal / Microservices / Enabled 200
- Portal / Microservices / Marketplace 200
- Portal / Microservices / Designer 203
    - Microservice creation 205
- Portal / Microservices / Audit Log 207
- Portal / Updates 207
    - Considerations on Patch Management 210
- Portal / Updates / Summary 211
- Portal / Updates / Reporting groups in patch management 211
    - Reporting groups at risk 212
- Portal / Updates / Recipients 213
    - Settings 213
- Portal / Settings 215
- Portal / Settings / Information 215
- Portal / Settings / Users 217
    - Create users 220
    - User export and import 222
    - Additional options 222
- Portal / Settings / Roles 223
    - Create a new role 224

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Roles table 225
  - Roles Subtable 225
- Detail view 226
  - Details 226
  - Permissions 227
    - All tenants 227
    - Tenant 227
    - Portal Permissions 227
    - Workspaces permissions 227
    - Analyzer permissions 228
    - All reporting groups 228
    - Reporting Groups 229
  - Users 229
- Portal / Settings / Roles / Roles included by default 229
- Portal / Settings / Roles / Additional considerations 229
  - Levels of access by modules 230
    - Portal 233
    - Workspaces 233
    - Analyzer 234
- Portal / Settings / Modules 234
- Portal / Settings / Products 234
  - Action's 246
    - View details 247
    - FlexxAgent Settings - Proxy 247
    - FlexxAgent Settings - Remote Assistance 247
    - Reporting 247
- Portal / Settings / Integrations 249
  - Integration with Entra ID 249
    - Register a new integration with Entra ID 251
- Portal / Settings / Reporting Groups 251
  - Reporting groups creation 251
    - Fishing pattern 253
  - Reporting groups list 253
    - View details 254
    - FlexxAgent configuration (Remote Assistance) 255

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Portal / Settings / Directives 255
  - New Policy 256
- Portal / Access Considerations 258
  - User authentication 258
    - Enterprise Application Consent and Permissions in Entra ID 260
- Portal / Guides and tutorials for Portal 260
- Portal / Guides and tutorials / Creation and management of Workspaces Groups 260
  - Static Workspaces Groups 263
    - How to create a static Workspaces Group from Portal 264
    - How to create a static Workspaces Group from Workspaces 264
  - Dynamic Workspaces Groups 264
    - How to create a dynamic Workspaces Group 265
  - Entra ID Workspaces Groups 266
    - How to create an Entra ID Workspaces Group 266
  - How to manage a Workspaces Group from Portal 268
  - How to manage a Workspaces Group from Workspaces 268
- Portal / Guides and tutorials / Scheduled Microservice Execution 269
  - How to schedule the execution of a microservice 271
- Portal / Guides and tutorials / Patch policy 272
  - How to define the patch policy 272
- Portal / Guides and tutorials / Enable a microservice for the end user 276
  - How to enable a microservice for the end-user 276
- Workspaces 278
  - Interface and Access Segmentation 278
    - Level 1 282
    - Level 2 282
    - List Views 282
    - Filtering Options 282
    - Filter management 283
    - Available operations 284
  - Detail Views 284
- Workspaces / Level 1 284
- Workspaces / Level 1 / UX Panel 288
  - Organization filtering 289

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Date filtering 290
- Widgets 290
  - Default widgets 290
- Workspaces / Level 1 / Workspaces View 291
- Filtering 291
  - Header filtering options 296
  - List filtering options 296
  - Filter management 296
- Microservices execution 297
- Available operations 297
- Operations from the list view 297
  - Power and connection actions 297
  - Tags 298
  - FlexxAgent 298
  - Maintenance (drain mode) 298
  - Refresh Workspace info 299
  - Force compliance check 299
  - Force update custom fields 299
  - Remote Administration 299
  - Remote Assistance 300
  - Machine type 300
  - Notifications 300
  - Change reporting group 300
- Workspaces / Level 1 / Workspaces / Detail view 300
- Available actions 301
  - Microservices execution 302
  - Operations 302
- General 302
- Extended 302
- Tabs 305
  - Sessions 306
  - Performance 306
  - Jobs 307
  - Alerting 307
  - Events Log 308

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Connection log 308
- Windows services 308
- Disks 309
- Boot history 309
- Notifications 310
- Security 310
- Compliance 311
- Group Policy (GPO) 311
- PnP Devices 312
- System Summary 312
- Reporting groups history 312

- Workspaces / Level 1 / Workspaces / Remote Assistance 313
  - Features 315
  - Types of remote assistance 316
  - Interactive remote assistance 316
  - Unattended remote assistance 316
  - Dynamic Remote Assistance 317
  - Requirements to perform remote assistance 317
  - Settings 319
  - Activation 320
    - Activation file download 320
  - Processes 321
  - Behavior of remote assistance through proxy 323
  - Flexxible Tools 325
- Workspaces / Level 1 / Sessions 325
  - Available operations 325
    - Session management 328
    - Remote Assistance 329
    - Notifications 329
- Workspaces / Level 1 / Sessions / Detail view 329
  - Available actions 329
    - Microservices execution 330
    - Operations 330
  - General 330
  - Tabs 330

Copyright © 2024 Flexxible. Todos los derechos reservados.

        - Connections 331
        - Performance 332
        - Login information 332
        - Notifications 332
        - Group Policy (GPO) 332
- Workspaces / Level 1 / Connection Logs 332
- Workspaces / Level 1 / Jobs 332
    - List view 335
        - Top options 336
        - Jobs list 336
    - Detail view 336
        - Statuses 337
        - Available information 337
        - Logs 337
        - Workspaces 338
    - Job subscription 338
- Workspaces / Level 1 / Alerting 338
    - Available actions at the top of the list 339
    - Alerts in device or session views 340
- Workspaces / Level 1 / Profile Storage 340
    - List view 341
        - Available operations 342
    - Detail view 342
- Workspaces / Level 2 342
- Workspaces / Level 2 / Alert notification profiles 343
- Workspaces / Level 2 / Alert Subscriptions 345
    - Creating subscriptions 346
- Workspaces / Level 2 / Events Log 347
    - List view 347
        - Filtering options 348
        - Events logs info in Workspaces 348
    - Detail view 349
    - Additional event settings 349
- Workspaces / Level 2 / Locations 349
    - List view 350

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Detail view 351
- Workspaces / Level 2 / Networks 351
  - List view 351
  - Detail view 353
- Workspaces / Level 2 / Notifications 353
  - Notifications section 353
  - Types of notifications 355
    - Popup notifications 355
    - Notifications 355
- Workspaces / Level 2 / Reporting groups from Workspaces 355
  - List view 355
    - Download FlexxAgent 360
  - Detail view 360
    - Devices 360
- Workspaces / Level 2 / Servers 362
  - List view 362
    - Available operations 364
  - Detail view 364
    - General 364
    - Extended 365
    - Tabs 365
- Workspaces / Level 2 / Wireless networks 366
  - List view 367
  - Detail view 372
- Workspaces / Guides and tutorials for Workspaces 372
- Workspaces / Guides and tutorials / Configure email alerts 372
- Workspaces / Guides and tutorials / How to provide remote assistance to a user 374
- Automate 375
- Automate / Self-Service Panel 378
  - Features 382
  - Parameters 383
  - Approval Workflow 383
  - Default Microservices Included 384
- Automate / Support 385
  - Case opening 386

Copyright © 2024 Flexxible. Todos los derechos reservados.

        - Required Information 389
    - Case tracking 389
        - Case statuses 390
    - Case closure 391
- Monitor 392
    - Use Cases 393
        - Uptime monitoring 394
        - Application monitoring 398
        - Environmental impact assessment 398

Copyright © 2024 Flexxible. Todos los derechos reservados.

Getting Started

FlexxClient enables organizations to manage and improve their digital experience while automating common IT tasks to increase efficiency, reduce downtime and boost productivity.

With **FlexxClient**, IT leaders can confidently showcase their digital health through real-time user feedback and device performance observability.

FlexxClient is designed for complex and distributed endpoints, all managed from a single console, with self-healing technology that automatically detects and resolves issues without human intervention.

FlexxClient offers a SaaS platform that enables analysis, management, and monitoring of users' work devices, as well as experience management. Among its tools, it includes the following modules:

- Portal
- FlexxAgent
- Workspaces
- Analyzer
- Automate
- Monitor

To start using **FlexxClient**, in addition to the subscription, the installation of FlexxAgent on user computers is required. As soon as it starts reporting, you'll be able to access the different modules that make up the platform.

Documentation in PDF

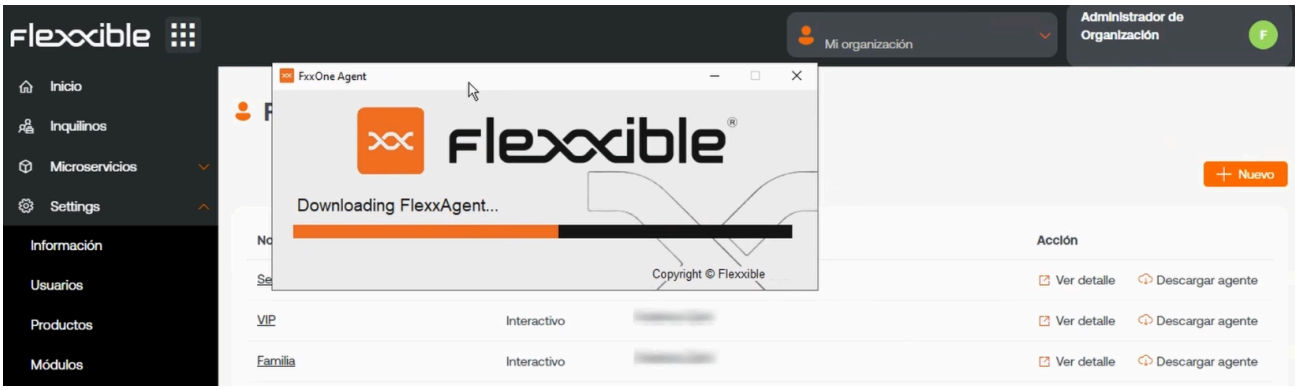
The FlexxClient documentation for this version can be downloaded **here** in PDF format.

> **The downloaded file is an export of the content of this website for the selected version as of the version's publication date. It is recommended to periodically check for new versions on this page.**

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent

FlexxAgent is the solution's local component, responsible for collecting information about devices and applications and sending it to the service's web consoles. It consists of a binary that, once installed, establishes encrypted and secure end-to-end communications, and is compatible with multiple operating systems including Microsoft Windows, Linux, macOS, ChromeOS and Android.



Features

It is a mandatory component of the solution; therefore, FlexxAgent must be installed to view and manage a device on the consoles. It allows the execution of actions on demand remotely and automatically to improve the efficiency of support teams. It simplifies user self-service by enabling users to execute support actions autonomously without leaving the session.

FlexxAgent's tasks are diverse and crucial. It gathers data about device status, usage, and errors and reports on resource and application utilization. It performs self-healing actions and provides a secure remote support interface for users. This interface ensures that users can receive support without compromising their security. It also offers unattended access for administrators and can perform operations on devices, including powering them on over the network using Wake-On-LAN (WoL).

Functionality

Copyright © 2024 Flexxible. Todos los derechos reservados.

The operating, installation, diagnostic particularities or details of FlexxAgent for each operating system are described in their respective article. The global functionalities of FlexxAgent, as well as its level of operability for each supported operating system, are defined in the following table:

Feature	Windows	Linux	MacOS	Android	ChromeOS
Storage information	⭐⭐⭐	⭐⭐⭐	⭐⭐⭐	⭐⭐	⭐⭐
Network information	⭐⭐⭐	⭐⭐⭐	⭐⭐⭐	⭐⭐	⭐⭐
System hardware information	⭐⭐⭐	⭐⭐	⭐⭐	⭐	⭐
System performance information	⭐⭐⭐	⭐⭐	⭐⭐	⭐	⭐
User session performance information	⭐⭐⭐	⭐⭐	⭐⭐	⭐	⭐
Diagnostic information	⭐⭐⭐	⭐⭐	⭐⭐	⭐	⭐
User notifications	⭐⭐⭐	⭐⭐	⭐⭐	⭐	⭐
Antivirus and EDR information	⭐⭐⭐				
Installed apps	✅	✅	✅	✅	✅

Copyright © 2024 Flexxible. Todos los derechos reservados.

Feature	Windows	Linux	MacOS	Android	ChromeOS
FlexxAgent auto-update	✅	✅	✅	Managed by Google Play	Managed by Google Play
Session and power actions	✅	✅	✅	n/a	n/a
Proxy support	✅	✅	✅		
OS update information	✅	✅		n/a	n/a
Microservices execution	✅	✅		n/a	n/a
OS update application	✅	✅		n/a	n/a
User processes	✅	✅			
System processes	✅	✅			
System event collection	✅	n/a	n/a	n/a	n/a
Applied GPO collection	✅		n/a	n/a	n/a
Plug & Play devices and errors	✅			n/a	n/a

Copyright © 2024 Flexxible. Todos los derechos reservados.

Feature	Windows	Linux	MacOS	Android	ChromeOS
Custom fields	✅			n/a	n/a
Compliance information	✅			n/a	n/a
Wake on LAN	✅			n/a	n/a
System services	✅			n/a	n/a
End user microservice	✅			n/a	n/a
Flows	✅			n/a	n/a
CrowdStrike integration	✅				
Application and system errors	✅				
User experience surveys	✅				
Remote Assistance	✅				
Unattended remote assistance	✅				
Dynamic Remote Assistance	✅				

Copyright © 2024 Flexxible. Todos los derechos reservados.

INFO

Levels of collected data:

⭐ Basic

⭐ ⭐ Medium

⭐ ⭐ ⭐ Advanced

n/a means that functionality is not available for that operating system.

Data retention

The data collected by FlexxAgent is sent to the service with retention times by data type, as defined below:

Type	Information	Retention
Alerting	Monitoring alerts generated on the devices	Indefinitely
Connection Logs	Includes information on when users log on, disconnect, reconnect, or log off on their device.	30 days
Boot duration	Device uptime	31 days
Sessions	Session performance information and counters	2 hours of statistics
Workspaces	Device information, statistics, and details	3 months of statistics
Unreported workspaces	Since a device stops reporting, how many days until it is removed from the console	Controlled by a setting, default 31 days

Copyright © 2024 Flexxible. Todos los derechos reservados.

Type	Information	Retention
Events logs	Log retention time for default and additional system logs, defined in FlexxAgent settings	7 days
Plug and Play events	Peripheral information and events	7 days
Jobs	Log of actions performed in the environment	90 days
Notifications	Log of historical notifications generated in the environment	3 months

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems

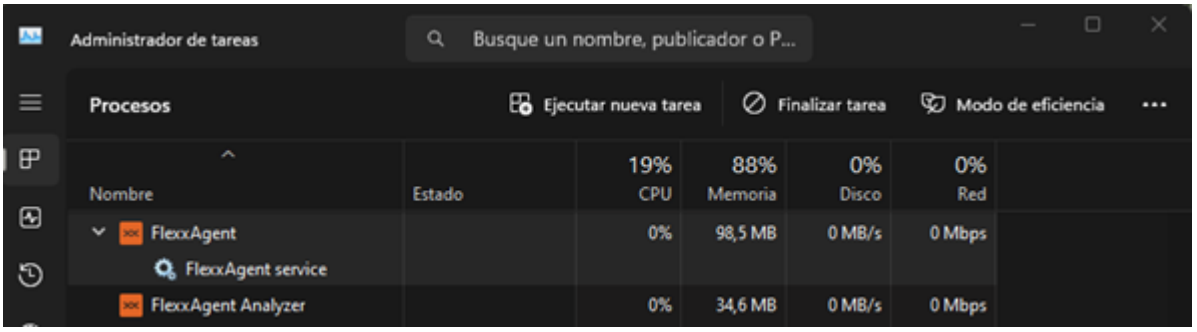
The agent is available in the support cycle for the following operating systems.

- Microsoft Windows
- Linux
- macOS
- ChromeOS
- Android

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems / Windows

FlexxAgent supports 64-bit Windows operating systems; it cannot be installed on 32-bit systems. The installation binary is available with and without a graphical interface, making it fully compatible with unattended deployment mechanisms and the installation wizard.



FlexxAgent consists of a Windows service called FlexxAgent Service, which manages two processes: FlexxAgent (process), which runs at the system level, and FlexxAgent Analyzer (process), which starts for each user session.

This structure enables FlexxAgent to address multiple session devices, such as terminal servers, Citrix, or AVD, and acquire detailed metrics to enhance diagnostic capabilities.

For example, if a person is working on their laptop, the FlexxAgent process would run at the system level, and the FlexxAgent Analyzer would run from the user's identity. If the device hosts multiple user sessions, in addition to FlexxAgent at the system level, FlexxAgent Analyzer will run for each user session on that device.

In terms of resource requirements, FlexxAgent has very modest consumption, hovering around the following values:

- Disk space used: < 200 MB
- CPU: < 0.5%
- RAM: 100-200 MB

FlexxAgent Service (system)

Copyright © 2024 Flexxible. Todos los derechos reservados.

- For resource consumption information, including performance counters, hardware, sessions, profiles, disks, partitions, and Windows services, the default value is 60 seconds.
- Event log error events are sent every 10 minutes.
- User profile information is obtained every 15 minutes.

FlexxAgent Analyzer (user)

- Includes application usage analysis, diagnostic data, and user experience.
- Data is collected locally every 15 seconds.
- The report is sent to the service every 5 minutes, although this metric can change in specific functionalities.

> **INFO**
>
> These values can be adjusted in `Settings` on the different consoles, providing flexibility to meet specific needs.

Supported versions

The operating systems compatible with FlexxAgent are those still within the manufacturer's support cycle. Although installation is allowed on versions without such support, certain functionalities might not be available.

Microsoft operating systems with full support and compatibility are:

- Microsoft Windows 10 or later
- Microsoft Windows Server 2016 or later

FlexxAgent can also be installed on Windows 7 and 8.1 SP1, Windows Server 2008 R2 SP1, and Windows Server 2012, but it will be subject to some limitations.

Software Requirements

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent also requires certain software components:

- .NET Framework 4.6.2 or later, Flexxible recommends installing `.NET Framework 4.8`.
- Windows PowerShell 4.0 or later (Windows PowerShell 5.1 recommended)
    - Note: The Azure PowerShell execution policy should be set to `Unrestricted`.

Considerations for Windows versions in EOL

Windows versions in End of Life (EOL), meaning they are out of support, have some limitations in running FlexxAgent, which may cause certain functionalities to not be supported.

Limitations

Some limitations might disable its functionalities when using FlexxAgent on older Windows operating systems that are out of support:

- GPU consumption metric collection
- Flow execution
- End-user microservices execution
- Storage unit information is not displayed.
- For virtual machines, broker and hypervisor detection is not available for all providers.
- There is no User Input Delay (UID) data because this counter is only supported on Windows Server 2019 and later, and Windows 10, version 1809 and later.

Broker detection might not work for all brokers. There is no user input delay performance data as this counter does not exist in Windows 7 or Windows Server 2008 R2.

Windows 7 and 2008

The installation of FlexxAgent supports the Windows 7 x64 or Windows Server 2008 R2 SP1 operating system under the following conditions:

- The update KB4474419: `SHA-2 code signing support update for Windows Server 2008 R2, Windows 7, and Windows Server 2008: September 23, 2019` must be installed.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- The update KB3140245: `Update to enable TLS 1.1 and TLS 1.2 as default secure protocols in WinHTTP in Windows` must be installed, and follow the instructions in the `How to enable TLS 1.1 and TLS 1.2 as default secure protocols in WinHTTP in Windows` section of the Microsoft support page.
- Requires at least .NET Framework 4.6, but Flexxible recommends installing `.NET Framework 4.8`.
- PowerShell 2.0 with Windows 7 is not compatible with the required TLS 1.2 version to install FlexxAgent. `Windows Management Framework 5.1` is required to be installed, which installs PowerShell 5.1.

Windows 8 and 2012

The installation of FlexxAgent supports the Windows 8 operating system under the following conditions:

- `.NET Framework 4.6.2` is required, Microsoft blocks the installation of later versions of .NET Framework on Windows 8.0.
- All Windows security updates are required to ensure `compatibility with TLS 1.2 and SHA-2 code signing`.

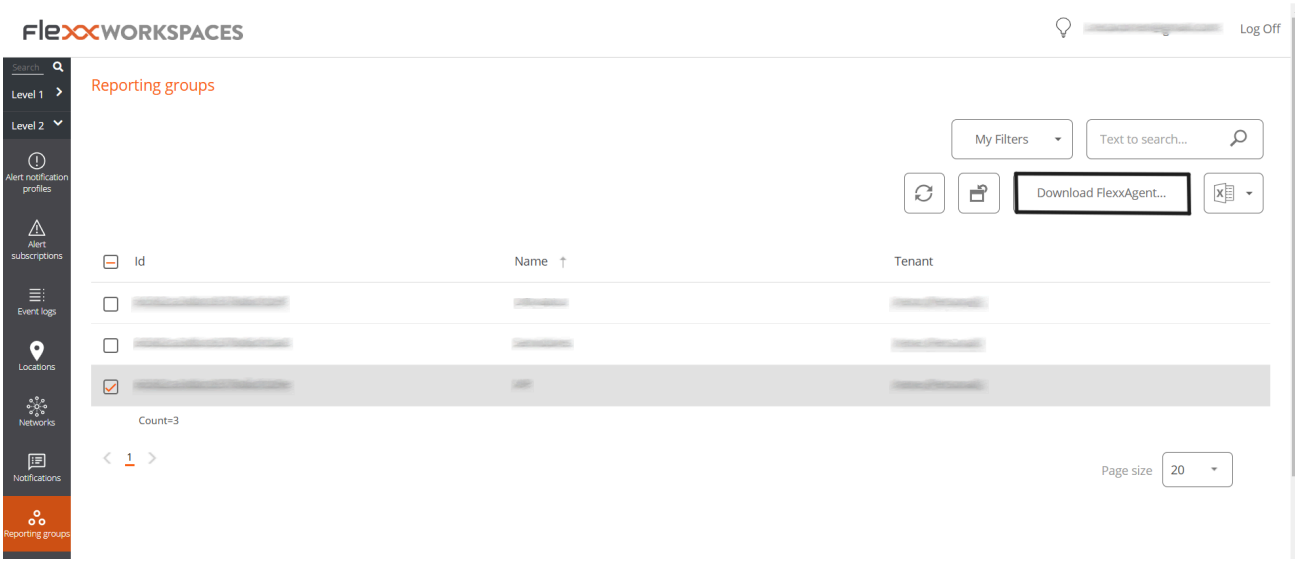
Download

INSTALLATION BINARY DOWNLOAD WITHOUT GRAPHICAL INTERFACE

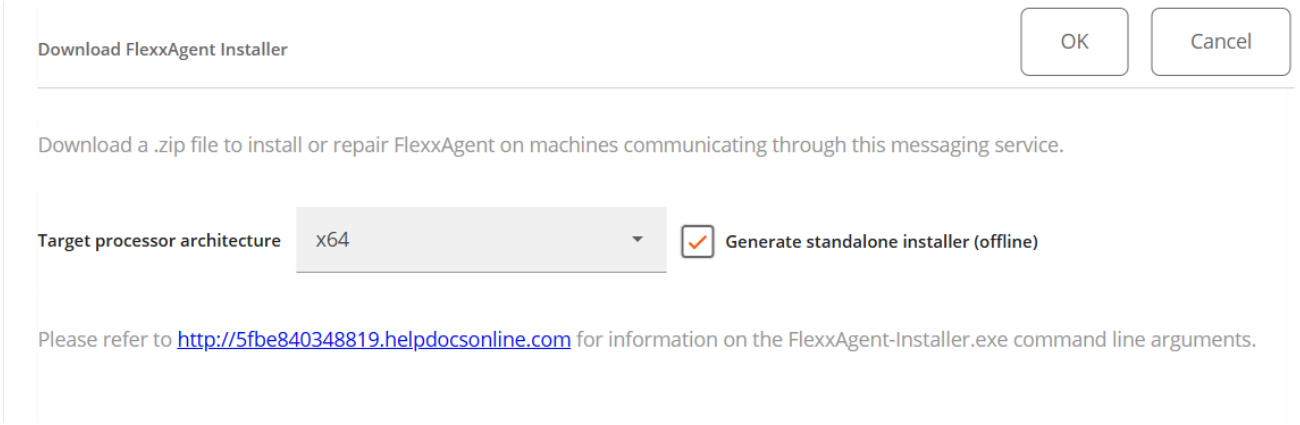
The download of FlexxAgent without a graphical interface is done from `Workspaces` -> `Level 2` -> `Reporting Groups`.

In the list view table, you must select the report group for which you want to download the agent and click on the `Download FlexxAgent` button.

Copyright © 2024 Flexxible. Todos los derechos reservados.



A window will open to download the FlexxAgent installer.



- If the `Generate standalone installer (offline)` option is selected, during installation, the binary will not require internet access for verification or downloading binaries.

- If, on the contrary, the `Generate standalone installer (offline)` option is not selected, the minimum installation package will be downloaded. In this manner, the binary will access the internet to verify and download the latest binaries.

Unattended Deployment

The agent supports being launched using unattended deployment methods, such as distribution by GPOs, Intune, SCCM, and many more tools.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Installation

Unattended installation is performed through PowerShell.

```
Start-Process "<ruta>\FlexxAgent-Installer.exe" -ArgumentList "<agregar parámetro>" -WindowStyle Hidden -Wait
```

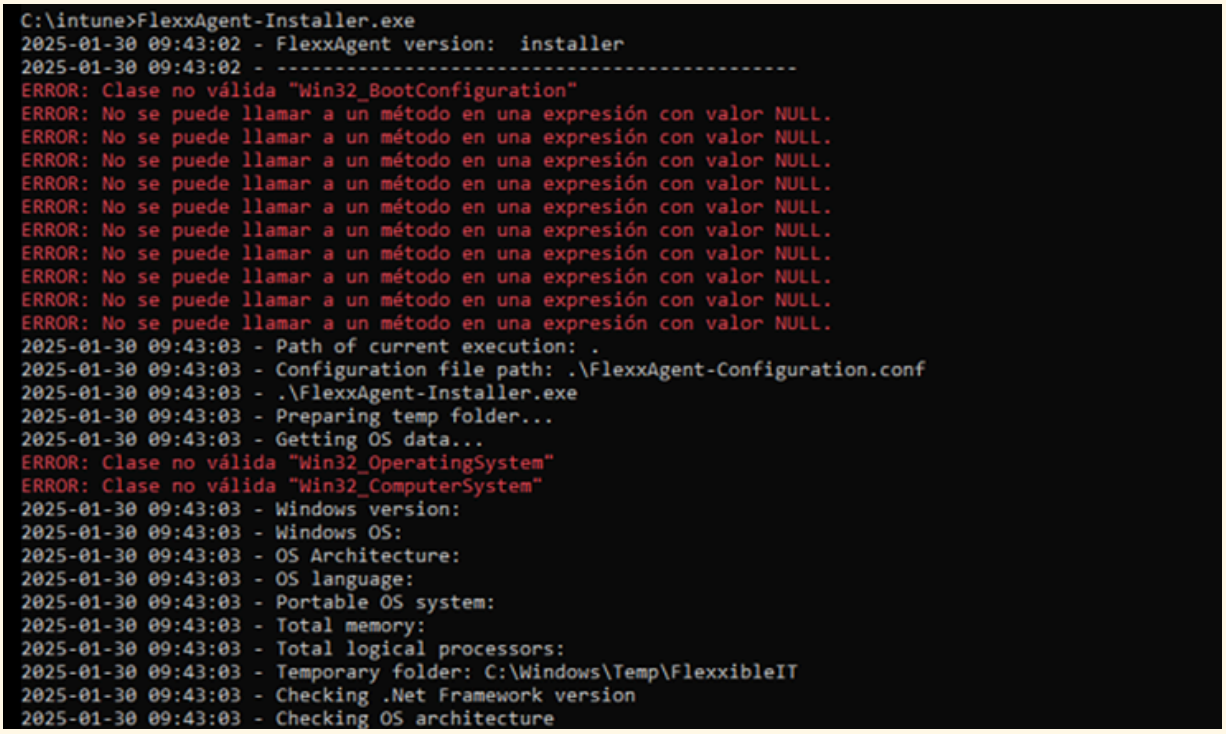
Example of unattended installation adding an installation parameter:

```
Start-Process "<ruta>\FlexxAgent-Installer.exe" -ArgumentList "-repairAgent true" -WindowStyle Hidden -Wait
```

Copyright © 2024 Flexxible. Todos los derechos reservados.

WARNING

During the installation or uninstallation of FlexxAgent, if the device has issues caused by the Windows Management Instrumentation (WMI) service, it is possible that the process will report these errors in the CMD window:



To fix it, Flexxible recommends running the following commands:

`Stop-Service winmgmt -Force`

`winmgmt /resetrepository`

`Start-Service winmgmt`

Uninstall

To uninstall unattended: `"C:\Program Files\Flexxible\FlexxAgent\VDIServiceUpdater.exe" /Uninstall "C:\Program Files\Flexxible\FlexxAgent\FlexxAgent.exe" /quiet`

Copyright © 2024 Flexxible. Todos los derechos reservados.

The Microsoft Windows installer used to uninstall FlexxAgent does not delete all files, folders, registry keys, or registry values created during the installation of FlexxAgent. If you need a clean system image, you can safely delete the following files, folders, registry keys and registry values.

▸ **Archivos** (clic para expandir)

▸ **Carpetas** (clic para expandir)

> ⚠ **WARNING**
>
> After uninstalling FlexxAgent, it could still appear in the list of services even if all files have been deleted. This would prevent FlexxAgent from being reinstalled.
>
> To fix it, Flexxible recommends running the following command as an administrator in the CMD window:
>
> `sc delete "FlexxAgent service"`
>
> Next, restart the device.

Supported Parameters

Parameter	Type	Caption	
RepairAgent	[bool]	Forces repair. Fails if the agent is not installed.	
proxyAbsoluteUri	[string]	URI and port of the proxy.	
proxyUser	[string]	User for authenticated proxy.	
proxyPass	[string]	Password for authenticated proxy.	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Parameter	Type	Caption	
proxyPersistConfig	[switch]	If specified, the configuration is persisted in the registry.	
configFilePath	[string]	Alternative directory for the FlexxAgent-Configuration.conf archive.	
DebugMode	[switch]	When specified, creates a text file in the same folder with the script execution transcription.	

Proxy Configuration

FlexxAgent supports transparently configured proxies at the system level without configuring. Proxies with and without authentication are also supported. Proxy configuration can be done via the command line or by modifying registry keys that control this configuration.

Proxy configuration through command line

Installation with parameters: `FlexxAgent-Installer.exe -proxyAbsoluteUri ip.ad.dre.ss:port -proxyPersistConfig:$True`

Where ip.ad.dre.ss:port refers to the IP or DNS plus the proxy port, or including credentials:

`FlexxAgent-Installer.exe -proxyAbsoluteUri ip.ad.dre.ss:port -proxyUser ProxyUserName -proxyPass ProxyUserPassword -proxyPersistConfig:$True`

Configuration through registry keys

The registry keys that store the proxy configuration for FlexxAgent are located:

`Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`

Copyright © 2024 Flexxible. Todos los derechos reservados.

Registry keys related to the proxy configuration:

- Key Proxy_URL
- Key Proxy_User
- Key Proxy_Pwd

Key Proxy_URL

- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Key Name: Proxy_URL
- Key type: REG_SZ
- Supported values: the URL and port; for example 'http://192.168.1.1:3128' or 'https://192.168.1.1:3128'

Key Proxy_User

- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Key Name: Proxy_User
- Key type: REG_SZ
- Supported values: the username to authenticate to the proxy; for example 'Administrator'. It can be bypassed for unauthenticated proxies.

Key Proxy_Pwd

- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Key Name: Proxy_Pwd
- Key type: REG_SZ
- Supported values: The password to authenticate to the proxy. It can be bypassed for unauthenticated proxies. The value of the Proxy_Pwd key can be set in plain text (not recommended) or base64 encoded and enclosed by «&&&». For example: `&&&VGhpc0lzTjArQCQzY3VyZVBAJCR3MHJk&&&` for the “Proxy_Pwd” value. In either case, FlexxAgent encrypts the value as soon as FlexxAgent starts or tries to transmit

Copyright © 2024 Flexxible. Todos los derechos reservados.

information. You can use a site like https://www.base64encode.org/ to create the base64-encoded password string.

> **INFO**
>
> Taking into account that FlexxAgent triggers a process at the system level (FlexxAgent.exe) and another at the session level (FlexxAgent Analyzer.exe), and depending on how the proxy acts at one level or the other, it may be necessary to apply different configurations to both processes by defining the `Proxy Type`. This can be done from the FlexxAgent Settings, in `Products`.

Update

FlexxAgent can be updated automatically or manually from Workspaces.

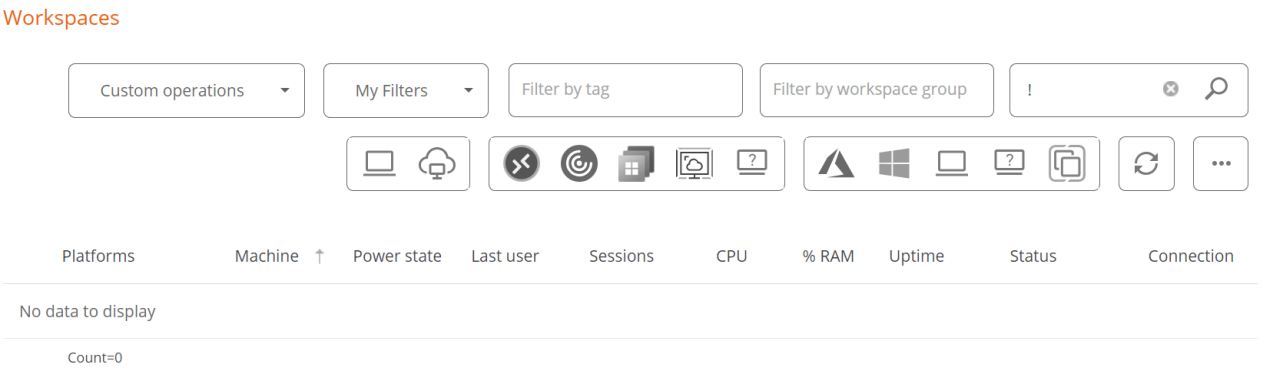
Auto update

This functionality is controlled with settings that are usually enabled in Workspaces. The path to view or change the configuration of this functionality is `Workspaces` -> `Level 3` -> `Settings` -> `Auto update`. Selecting `True` will allow a new version of FlexxAgent to be detected and sent automatically to all active devices in the organization. This action will leave a `Job` in Workspaces with all the operation details.

Manual Update

The path to manually update FlexxAgent is `Level 1` -> `Workspaces` -> `Operations` -> `FlexxAgent` -> `Update to latest version`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



The different installed versions are in the dropdown option for `My filters` -> `Predefined filters` -> `FlexxAgent version summary`. This will generate a view of all devices grouped by the FlexxAgent version.

Once the update operation is executed, a `Job` with all the details of the operation will be generated in the corresponding section.

Logs

FlexxAgent can generate three types of logs:

- Installation and update logs
- FlexxAgent Analyzer logs
- FlexxAgent service logs

These records allow consulting information and diagnosing problems from the installation of FlexxAgent.

Installation and update logs

Copyright © 2024 Flexxible. Todos los derechos reservados.

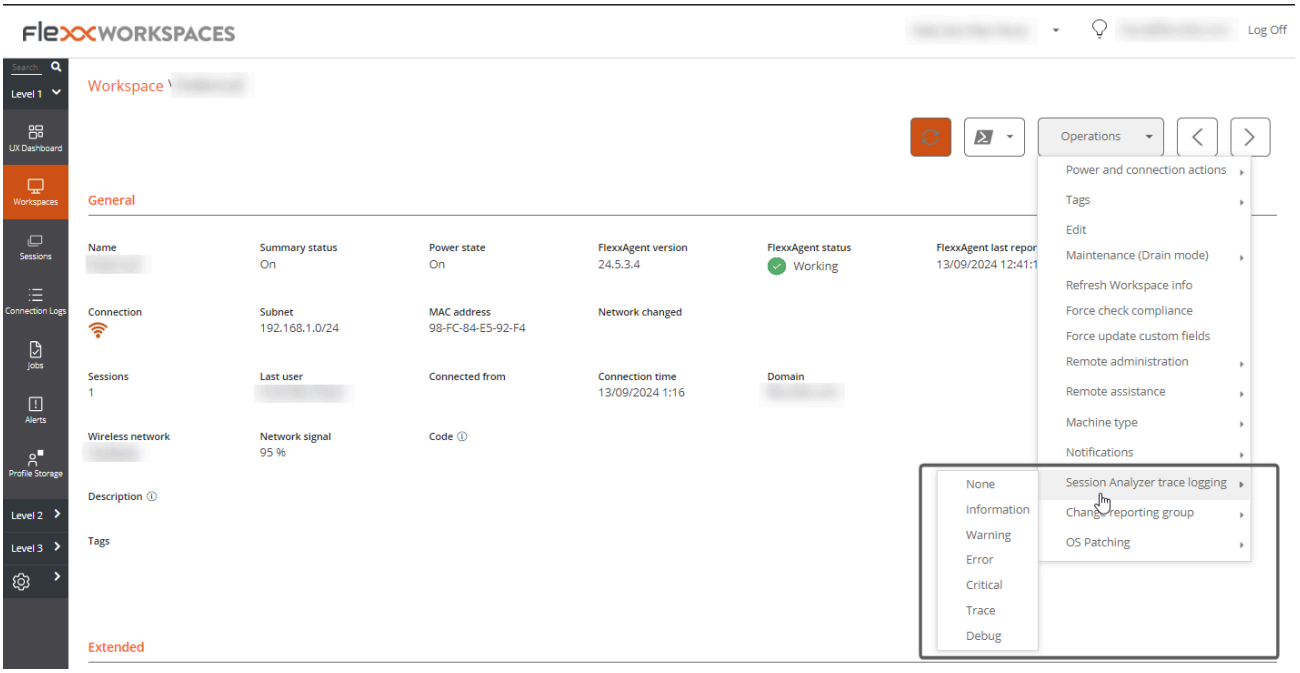
A text log file is left in the `C:\Windows\Temp\Flexxible` folder, containing information about the installation or update process, as well as dependency information and process details.

FlexxAgent Analyzer logs

FlexxAgent Analyzer logs are stored in the `%LOCALAPPDATA%\FAAgent\Logs` directory. These can be configured to include or not include information by levels of criticality.

Change log level for FlexxAgent Analyzer

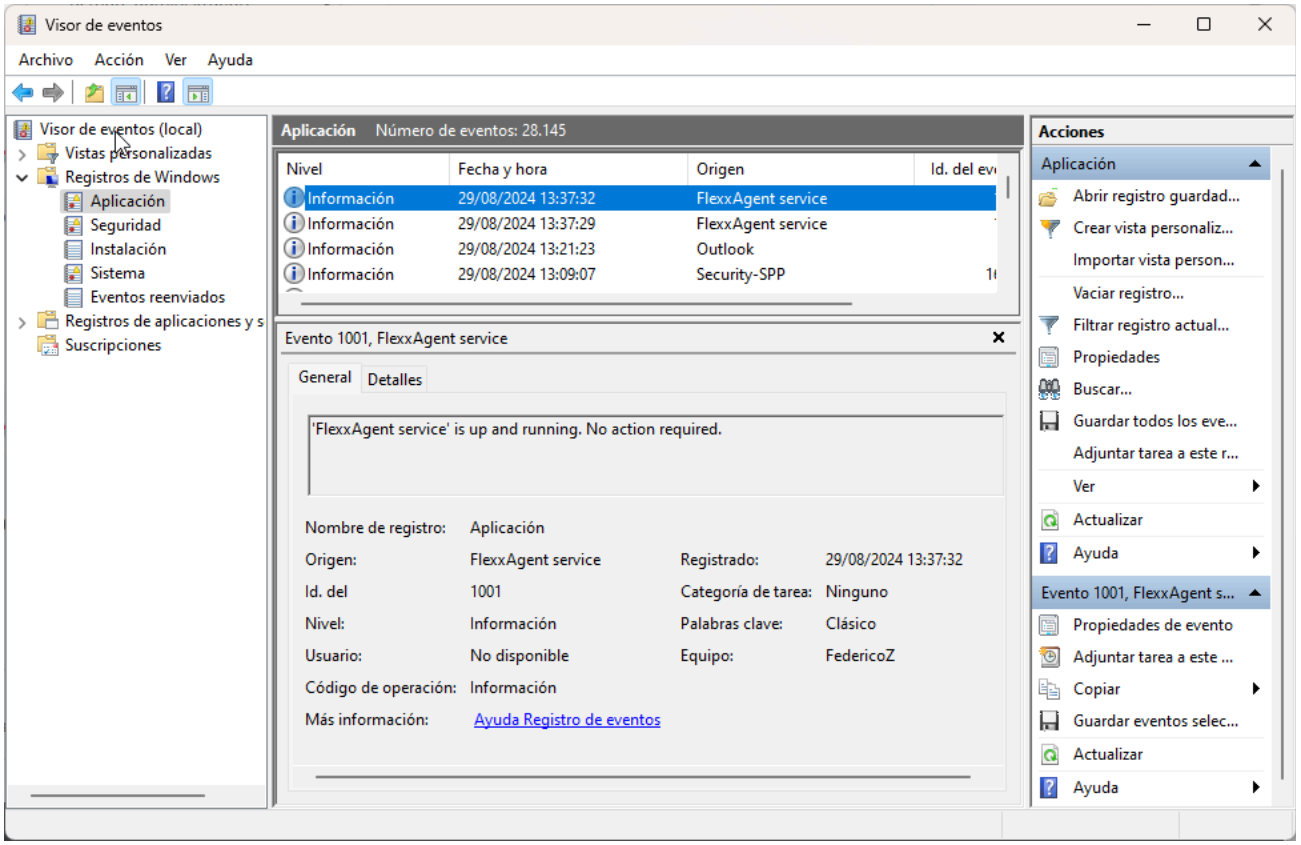
From Workspaces, it is possible to change the log level for one or more devices through the options available in the `Operations` button.



FlexxAgent service logs

FlexxAgent service logs can be consulted in the `Application` branch, within the `Event Viewer` of Windows.

Copyright © 2024 Flexxible. Todos los derechos reservados.

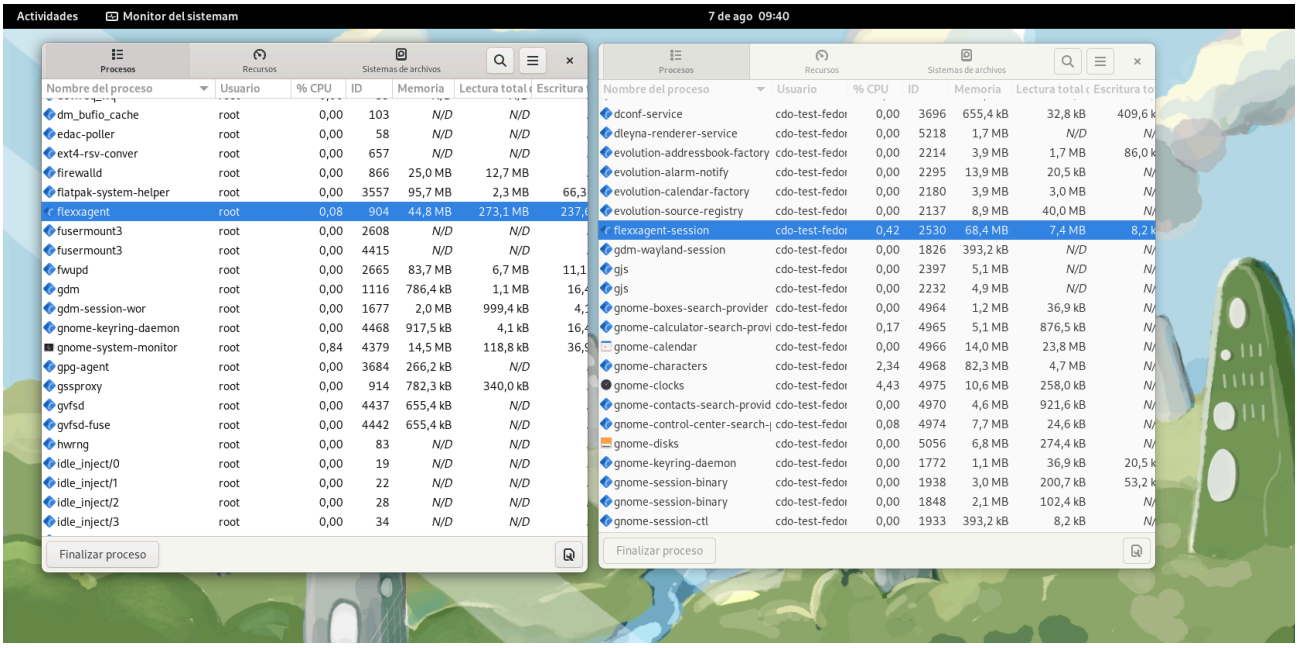


Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems / Linux

The Linux agent allows the inclusion of devices with this operating system in the service consoles, enabling support teams to have complete visibility of all devices in use within the organization.

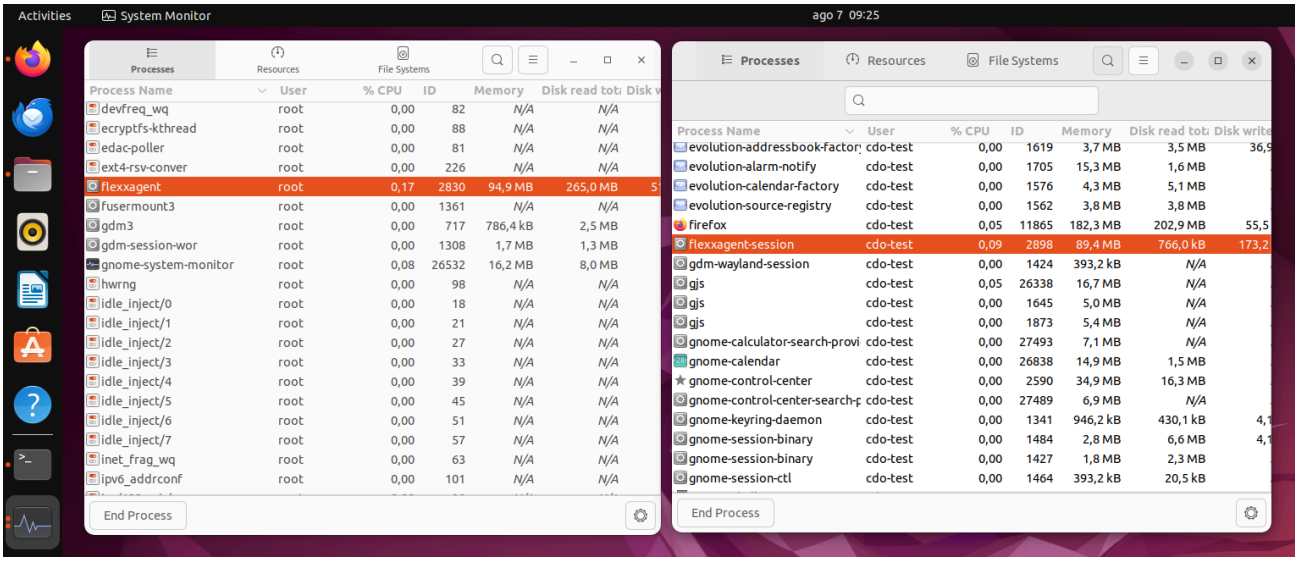
Linux support includes distributions like Fedora, Debian, and its derivative, Ubuntu. Both physical and virtual devices on VMware as a hypervisor and VDIs published with Citrix as a broker are supported.



FlexxAgent is composed of a process of the same name, which runs at the system level and obtains all device information: its consumption metrics, performance, and all information visible in the consoles related to the device.

FlexxAgent-Session initiates an instance for each user session on the device. It gathers information about the session, such as the applications in use and their consumption, system resource usage by the session, and session delivery times.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Supported versions

FlexxAgent supports the following distributions and versions:

- Fedora 37 or later
- Debian/GNU Linux 11 (bullseye) or later
- Ubuntu 22.04, 24.04

More distributions are regularly validated.

To include a distribution in the list of supported distributions, please contact Flexxible.

Requirements

Before installing, updating all system packages is recommended. The necessary components will be installed, depending on the distribution.

Package dependencies for Fedora and Debian:

- dmidecode
- imvirt
- systemd

Copyright © 2024 Flexxible. Todos los derechos reservados.

Limitations

Certain functionalities are unavailable for Linux, such as remote assistance, user microservices, flow execution, the collection of plug-and-play peripheral data, and proxy use.

The on-demand execution of microservices from Workspaces supports Bash as a scripting language.

Proxy Configuration

FlexxAgent for Linux supports communication through authenticated and unauthenticated proxies. The proxy information must be provided to Flexxible to include it in the configuration file mentioned in the next point.

Required data:

- For unauthenticated proxy, it will be necessary to provide `URL` and `Port`.
- For authenticated proxies, `User` and `Password` must be added to the above.

Download and installation

To install FlexxAgent, you must run the installation script using a preset configuration file.

Installation Scripts

Path to download the installation script on **Ubuntu/Debian**:

> `https://update.workspaces.flexxible.com/agents/FlexxAgent/latest/debian/x64/flexxagent-install.sh`

Path to download the installation script on **Fedora**:

> `https://update.workspaces.flexxible.com/agents/FlexxAgent/latest/fedora/x64/flexxagent-install.sh`

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent downloads its latest version when the script is executed before installation.

The configuration file is required for the installation. It can be obtained by contacting Flexxible.

Installation steps

1. Download the installer from the URL.
2. Grant permissions to the script.
   ```
   sudo chmod +x ./flexxagent-install.sh
   ```
3. Run the script.
   ```
   sudo ./flexxagent-install.sh -c [configuration file]
   ```
4. Clean the files used.

Installation script parameters

Parameter	Caption
`-v,--version <VERSION>`	Use a specific version, by default `latest`.
`-d,--distro <DISTRO>`	The script automatically detects the DISTRO in use on the system it is running on. This parameter helps force the FlexxAgent version installation for a specific DISTRO when working with derived or similar distros.
`--verbose,-Verbose`	Displays diagnostic information.
`-c,--config <CONFFILE>`	Applies the configuration from a configuration file by default, `settings.conf`.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Parameter	Caption
`-o, --offline`	Installs FlexxAgent from a given package file, instead of downloading it. Please check the Offline installation section for more details.
`-?,--?,-h,--help,-Help`	Shows help.

Examples

Install FlexxAgent with the configuration file:

> `flexxagent-install.sh [-c|--config <path/file.conf>]`

Install a specific version of FlexxAgent:

> `flexxagent-install.sh [-v|--version <VERSION>]`

Force the FlexxAgent installation for a specific distribution:

> `flexxagent-install.sh [-d|--distro <DISTRO>]`

Access the help:

> `flexxagent-install.sh -h|-?|--help`

Offline installation

Offline installation is available if there is some networking restriction in your environment. To perform an offline installation, please ask your contact at Flexxible how to obtain the package and installer for your distribution.

Installation packages provided according to the distribution

> Debian: `flexxagent.deb`

Copyright © 2024 Flexxible. Todos los derechos reservados.

> Fedora: `flexxagent.rpm`

Offline installation steps

1. Place the FlexxAgent package file, the configuration file, and the installation script in the same folder.
2. Grant permissions to the script:

```
sudo chmod +x ./flexxagent-install.sh
```

3. Run the script with the `-o` or `--offline` parameter and indicating the name of the package file to install:

```
sudo ./flexxagent-install.sh -c [archivo de configuración] -o [paquete de Flexxagent]
```

4. Clean the files used.

Uninstall

The uninstallation script can be downloaded from

```
https://update.workspaces.flexxible.com/agents/Linux/FlexxAgent/latest/flexxagent-uninstall.sh
```

Steps for uninstallation:

1. Download the uninstaller from the URL.
2. Grant permissions to the script.

```
sudo chmod +x ./flexxagent-uninstall.sh
```

3. Run the script.

```
sudo ./flexxagent-uninstall.sh
```

Copyright © 2024 Flexxible. Todos los derechos reservados.

4. Clean the files used.

Uninstallation script parameters

Parameter	Caption
`-d,--distro <DISTRO>`	The script automatically detects the DISTRO in use on the system it is running on. This parameter helps force the FlexxAgent version uninstallation for a specific DISTRO when working with derived or similar distros.
`-c,--cleanup <VERSION>`	Cleans configurations and logs; default is `false`.
`-?,--?,-h,--help,-Help`	Shows help.

Examples

Uninstall and clean up configurations and logs:

> `flexxagent-uninstall.sh [-c|--cleanup]`

Force the uninstallation for a DISTRO:

> `flexxagent-uninstall.sh [-d|--distro <DISTRO>]`

Access the help:

> `sudo ./flexxagent-uninstall.sh --help`

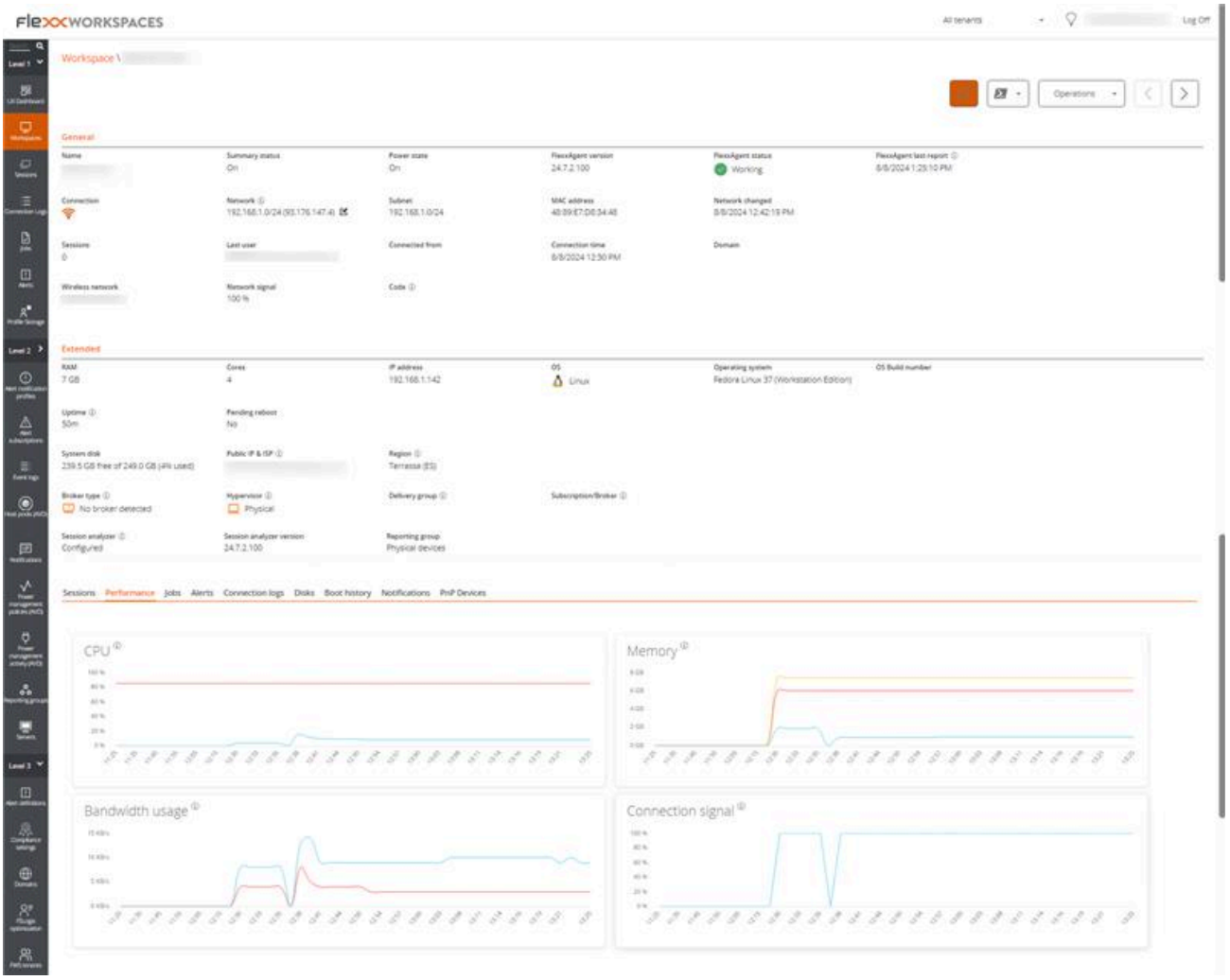
Update

There are two ways to update FlexxAgent to its latest version:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- From Workspaces, select the device and perform: `Operations -> FlexxAgent -> Update to the latest version`.
- Re-running the installation script to download and install the latest version.

Obtained fields



FlexxAgent obtains and sends the following general information to the consoles:

- **Name**: device name
- **Device Status**: on or off
- **Version**: FlexxAgent version
- **FlexxAgent Status**: running or stopped
- **Last FlexxAgent report**: date and time of last report received

Copyright © 2024 Flexxible. Todos los derechos reservados.

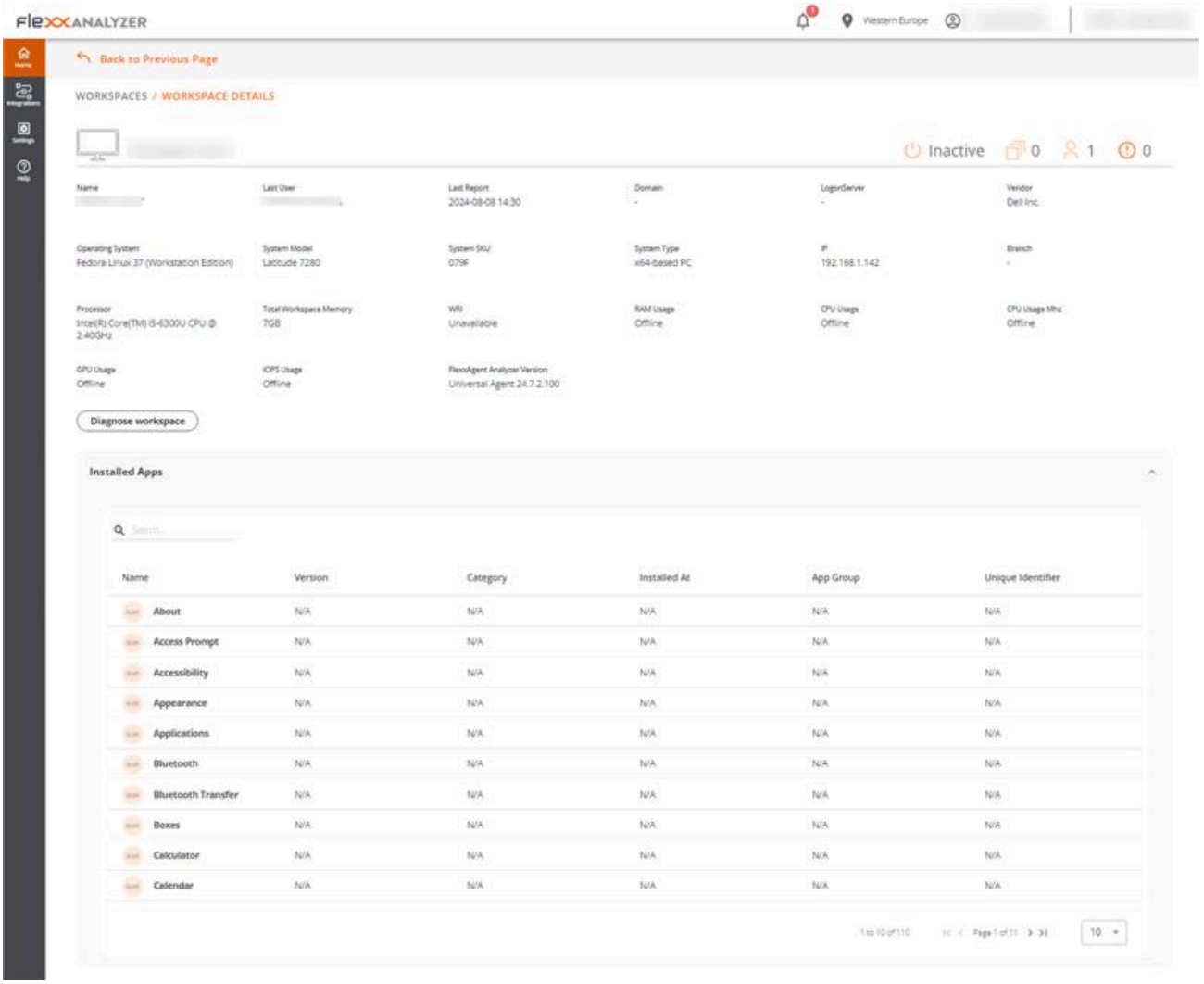
- **Connection**: Wireless LAN, mobile network, ethernet, unknown
- **Network**: device network addressing and public IP for internet access. These networks are created automatically when more than four workspaces are connected to the same network.
- **Subnet**: device network segment
- **MAC address**
- **Wireless network**: network name
- **Network signal**: reception percentage
- **Network changes**: last time the network changed
- **Sessions**: number of user sessions
- **Last User**: last user who logged in
- **Connected From**: name of the device from which the user has logged in
- **Connection time**: session start date and time
- **Code**: this field lets users identify the workspace with a personal code. This code must be manually filled in individually using the Edit option in the Operations menu of the workspace details.
- **RAM**: total available RAM capacity
- **Cores**: number of processor cores
- **IP address**: device IP address on the local network
- **OS**: operating system name
- **Operating system**: operating system version
- **System disk**: total disk capacity and usage in percentage
- **Public IP and ISP**: this ISP is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Region**: obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Broker type**: if detected, shows the broker in use.
- **Delivery group**: if detected, collection of machines selected from one or more machine catalogs.
- **Subscription**: if detected, subscription in use for Citrix Cloud, Azure, etc.
- **Hypervisor**: if virtualization is detected, shows the hypervisor in use.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Session Analyzer**: whether configured or not
- **Session Analyzer version**: Session Analyzer version number
- **Report group**: report group to which the device belongs

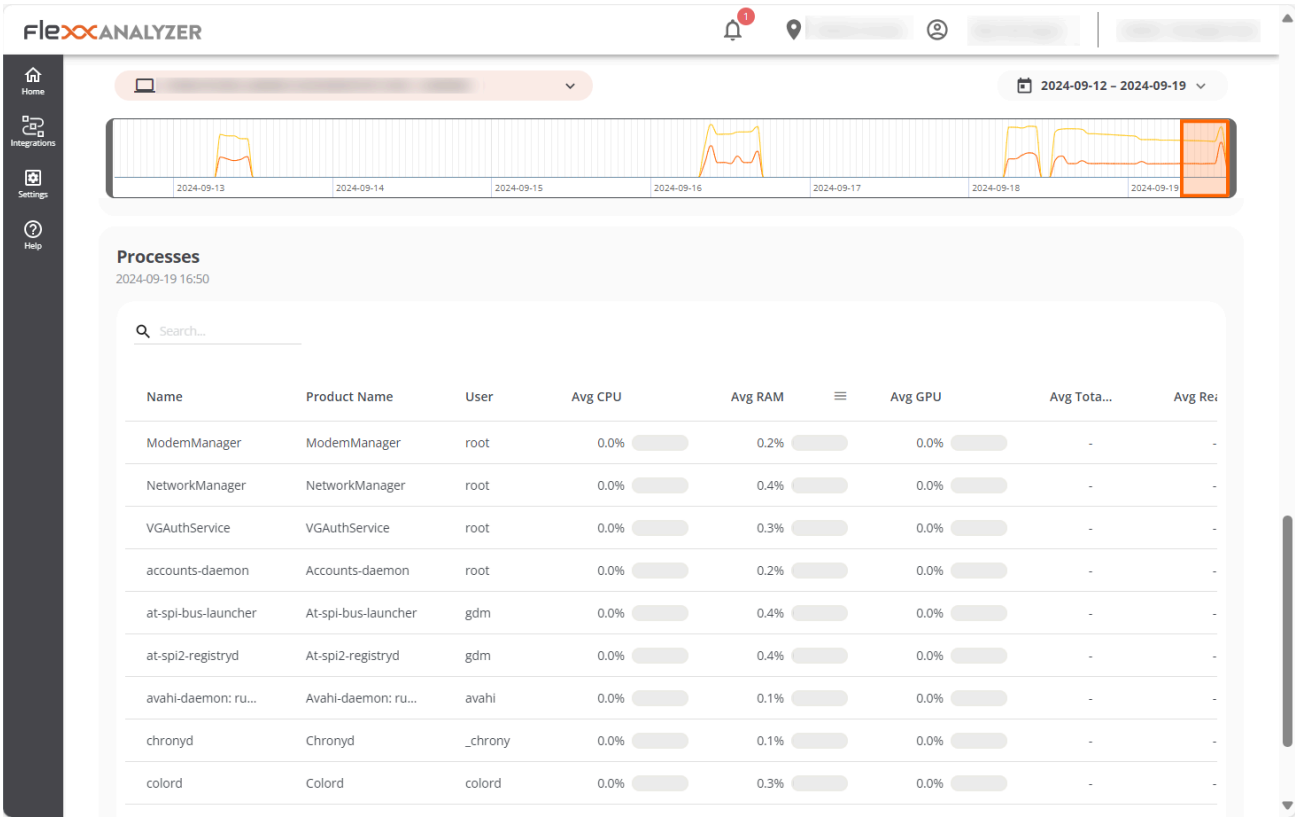
At the detailed information level in the device view in Workspaces, it includes:

- List of sessions with each session's resource consumption details (CPU/RAM)
- List of workspace disks with occupied space
- Graphic performance counters for CPU, RAM, bandwidth, and wireless connection signal



The Analyzer module receives general device data, as well as information about CPU and RAM consumption, installed applications, and also running processes and applications.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Logs

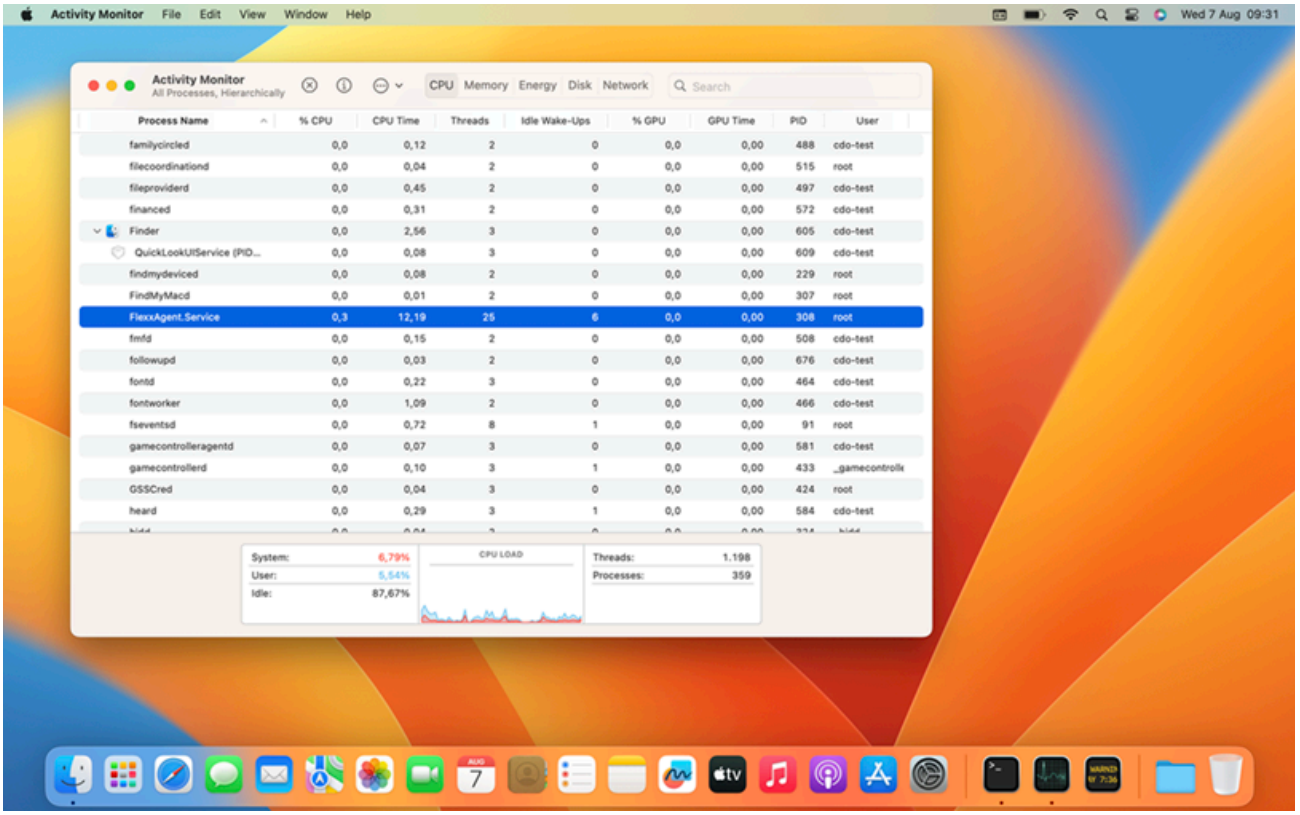
FlexxAgent can generate two types of logs:

- FlexxAgent log (system): located in the `/var/log/flexx/` folder
- FlexxAgent Session log (user session): located in the `/home/[user]/.config/flexx/logs/` folder

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems / macOS

The macOS agent allows Mac devices to be included in the service consoles, enabling support teams to see all devices used within the organization.



Supported versions

Support for macOS includes version Monterey 12 and later. Regarding architectures, FlexxAgent supports both Intel processors (amd64 architecture) and Apple processors with arm architecture (arm64).

Limitations

Certain features are not available for macOS, such as remote assistance, the execution of on-demand microservices from Workspaces or user microservices and flows, or the sending of notifications.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Due to how the operating system functions, the expected behavior on macOS is that when the device screen is locked, the operating system stops background processes, causing the device to stop reporting information to the consoles or receiving actions until the screen is unlocked or the session is started again.

Proxy Configuration

FlexxAgent for macOS supports communication through both authenticated and unauthenticated proxies. The proxy information must be provided to Flexxible to include it in the configuration file mentioned in the next point.

Required data:

- For unauthenticated proxy, it will be necessary to provide `URL` and `Port`.
- For authenticated proxies, `User` and `Password` must be added to the above.

Download and installation

To install FlexxAgent, you must run the installation script using a preset configuration file.

Installation Scripts

Path to download the installation script for **x64 architecture**:

> `https://update.workspaces.flexxible.com/agents/FlexxAgent/latest/macos/x64/flexxagent-install.sh`

Path to download the installation script for **ARM architecture**:

> `https://update.workspaces.flexxible.com/agents/FlexxAgent/latest/macos/arm64/flexxagent-install.sh`

The configuration file is required for the installation. It can be obtained by contacting Flexxible.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Steps for installation:

1. Download the installer from the URL.
2. Grant permissions to the script, open the terminal, and execute:
   > `sudo chmod +x ./flexxagent-install.sh`
3. Run the script.
   > `sudo ./flexxagent-install.sh -c [configuration file]`
4. Clean files.

Installation script parameters

Parameter	Caption
`-v,--version <VERSION>`	Use a specific version, by default, `latest`.
`--verbose,-Verbose`	Displays diagnostic information.
`-c,--config <CONFFILE>`	Applies the configuration from a configuration file by default `settings.conf`.
`-?,--?,-h,--help,-Help`	Shows help.

Examples

Install FlexxAgent with the configuration file:

> `flexxagent-install.sh [-c|--config <path/file.conf>]`

Install a specific version of FlexxAgent:

> `flexxagent-install.sh [-v|--version <VERSION>]`

Copyright © 2024 Flexxible. Todos los derechos reservados.

Access the help:

```
flexxagent-install.sh -h|-?|--help
```

Uninstall

The uninstallation script can be downloaded from:

```
https://update.workspaces.flexxible.com/agents/MacOS/FlexxAgent/latest/flexxagent-uninstall
```

Steps for uninstallation:

1. Download the uninstaller from the URL.
2. Grant permissions to the script.
   ```
   sudo chmod +x ./flexxagent-uninstall.sh
   ```
3. Run the script.
   ```
   sudo ./flexxagent-uninstall.sh
   ```

Uninstallation script parameters

Parameter	Caption
`-c,--cleanup <VERSION>`	Cleans configurations and logs; default is `false`.
`-?,--?,-h,--help,-Help`	Shows help.

Examples

Uninstall and clean up configurations and logs:

```
flexxagent-uninstall.sh [-c|--cleanup]
```

Access the help:

Copyright © 2024 Flexxible. Todos los derechos reservados.

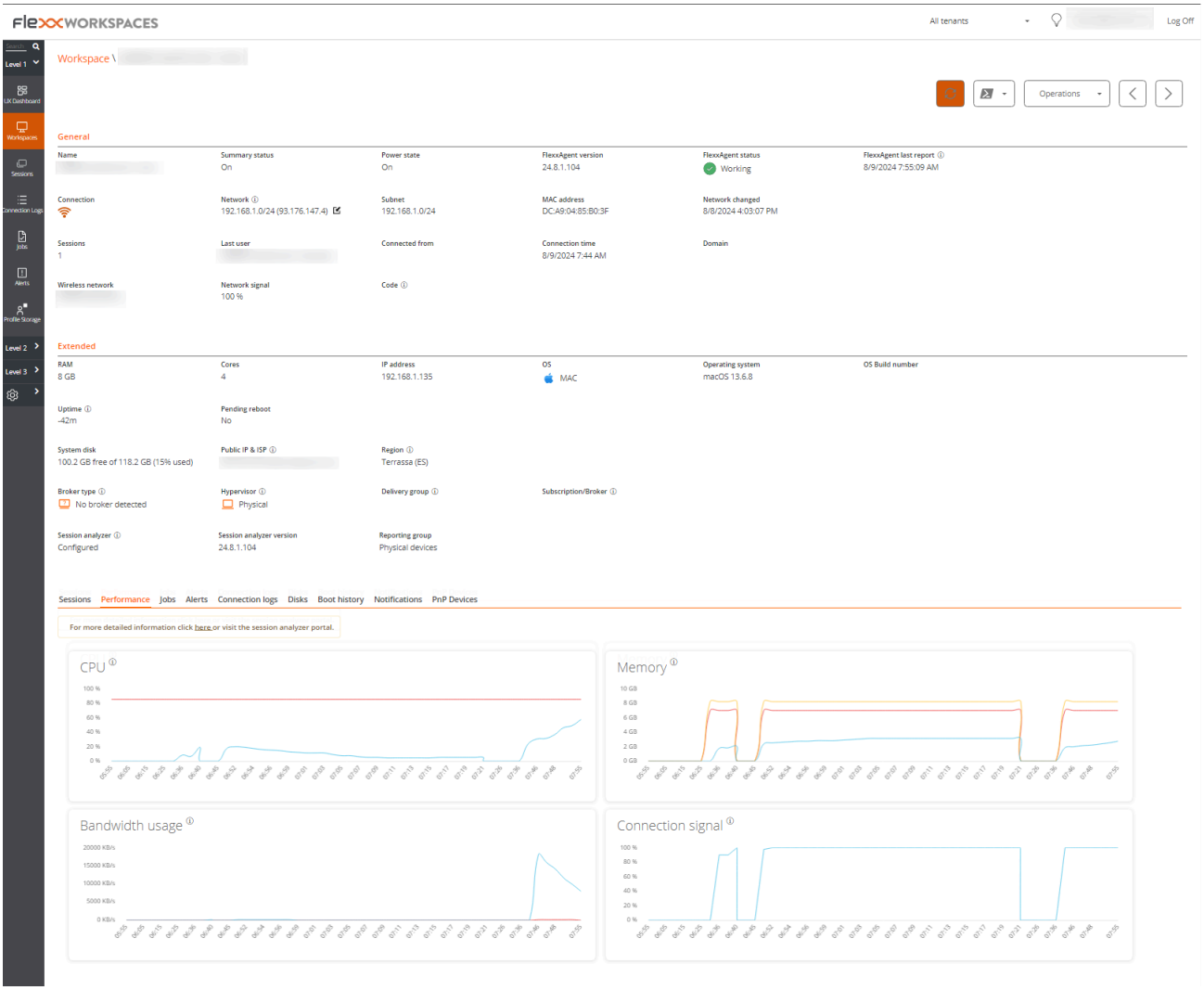
```
sudo ./flexxagent-uninstall.sh --help
```

Update

The agent can be updated to the latest version in two ways:

- From Workspaces, select the device and perform: `Operations -> FlexxAgent -> Update to the latest version`.
- Re-running the installation script to download and install the latest version.

Obtained fields



FlexxAgent obtains and sends the following general information to the consoles:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Device Name**: device name
- **Device Status**: on or off
- **FlexxAgent version**
- **FlexxAgent Status**: running or stopped
- **Last FlexxAgent report**: date and time of last report received
- **Connection**: wireless LAN, mobile network, ethernet or unknown.
- **Network**: device network addressing and public IP for internet access. These networks are created automatically when more than four workspaces are connected to the same network.
- **Subnet**: device network segment
- **MAC address**
- **Wireless network**: network name
- **Network signal**: reception percentage
- **Network changes**: last time the network changed
- **Sessions**: number of user sessions
- **Last User**: last user who logged in
- **Connected From**: name of the device from which the user has logged in
- **Connection time**: session start date and time
- **Code**: this field lets users identify the workspace with a personal code. This code must be manually filled in individually using the Edit option in the Operations menu of the workspace details.
- **RAM**: total available RAM capacity
- **Cores**: number of processor cores
- **IP address**: device IP address on the local network
- **OS**: operating system name
- **Operating system**: operating system version
- **System disk**: total disk capacity and usage in percentage
- **Public IP and ISP**: the ISP is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Region**: obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Session Analyzer**: whether configured or not
- **Session Analyzer version**: Session Analyzer version number
- **Report Group**: report group to which the device belongs.

Performance counter format information is also retrieved:

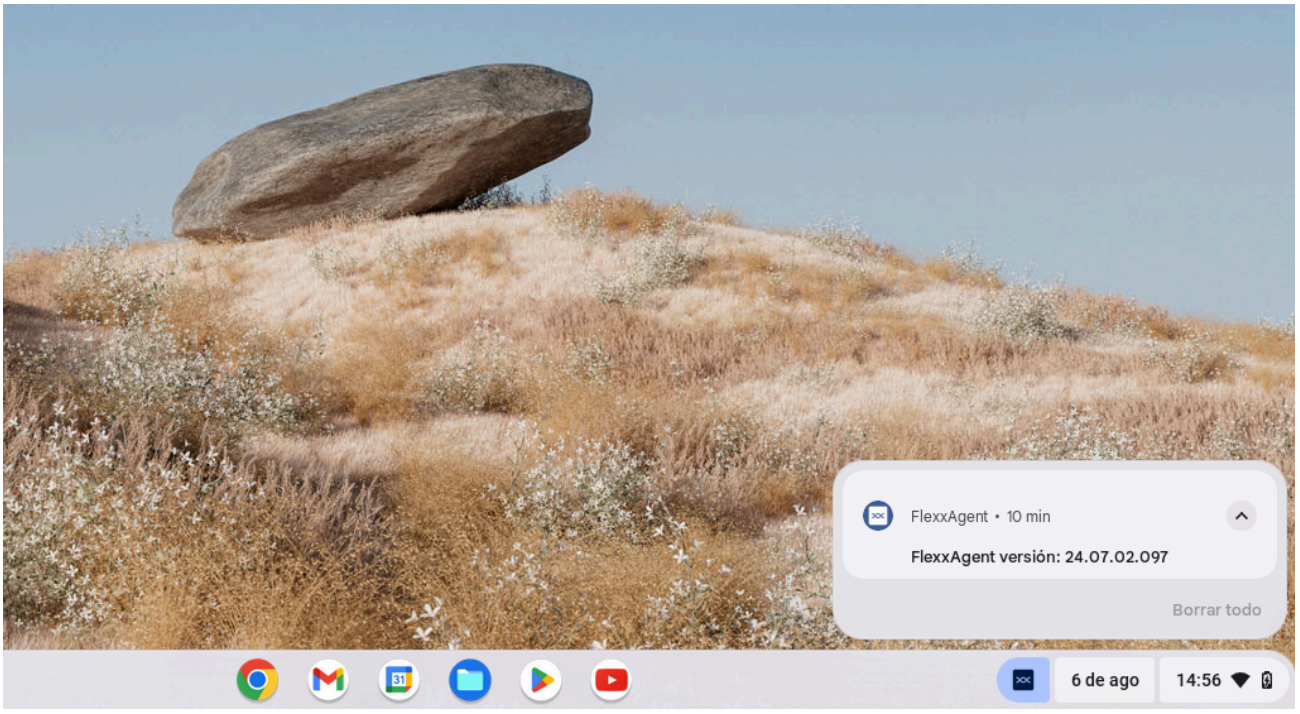
- CPU
- RAM
- Bandwidth
- Wireless connection signal percentage
- List of sessions
- List of disks with total and occupied capacity

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems / ChromeOS

The ChromeOS agent allows the inclusion of devices with this operating system in the service consoles, thus enabling complete visibility for support teams, both desktop and mobile devices of users. ChromeOS devices require an MDM platform like Google Admin to distribute the FlexxAgent APK.

For this operating system, FlexxAgent is offered in APK application format for the customer to distribute to devices with the mechanism of their choice.



When running FlexxAgent on a ChromeOS device, the fixed notification indicates that the agent is installed and running.

Supported versions

FlexxAgent runs on ChromeOS devices version 112 or later. The `ChromeOS Flex` edition is not supported.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Limitations

Due to the restrictions of this operating system, certain functionalities are not available for this type of device, such as the execution of power actions, remote assistance, user microservices, or microservices from Workspaces or flows.

Due to how the ChromeOS operating system works, when the device screen is locked, it disconnects from the network, so the agent stops reporting. It starts reporting again when the device is unlocked.

Download and installation

It is installed unattended from the Google Admin console. Flexxible must request the application's APK file and the configuration file in JSON format to install FlexxAgent.

How to launch the installation to devices

Broadly speaking, the procedure consists of:

1. From Google Admin, add the app as "Add private Android app" (Apps -> Web and Mobile apps).
2. Go to Devices -> Chrome -> Apps and extensions -> Users & browsers, select the OU in which you want to deploy the app.
3. Add the app, assign the managed configuration (JSON) and mark as "Force install".

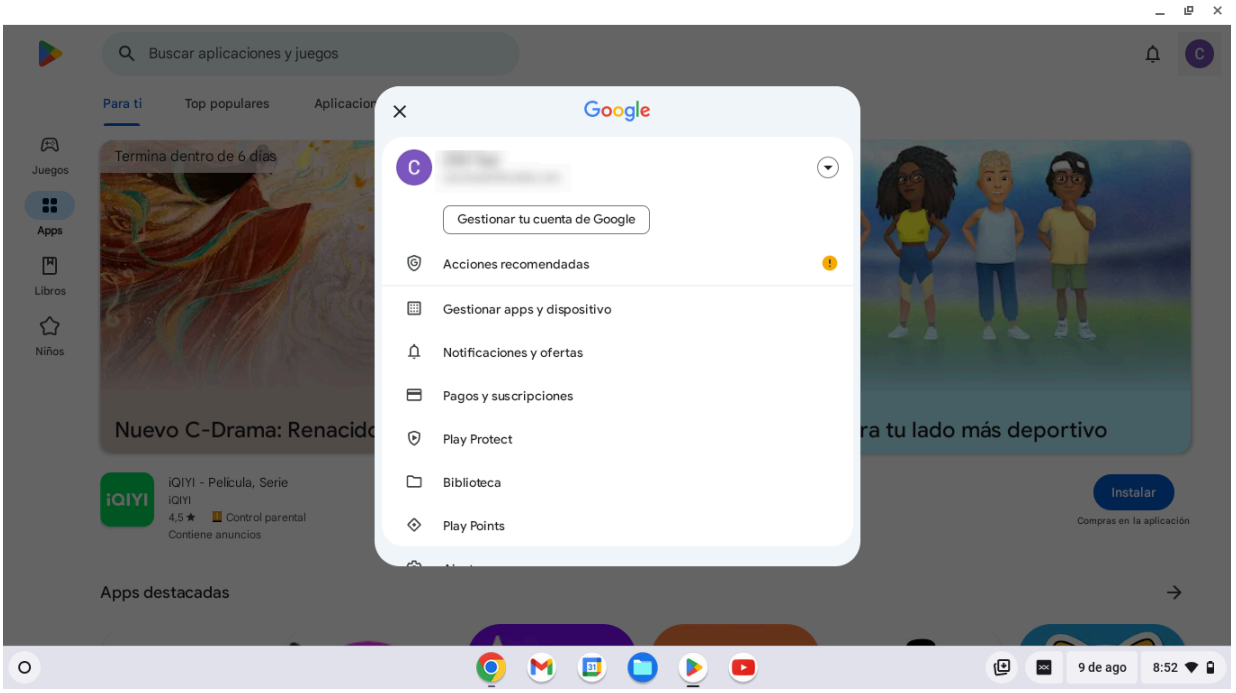
> Please review the linked links for more information on registering apps or deploying them to managed users in Google Admin.

For FlexxAgent to be configured correctly, the application needs to be opened at least once after installation on every device where it is distributed.

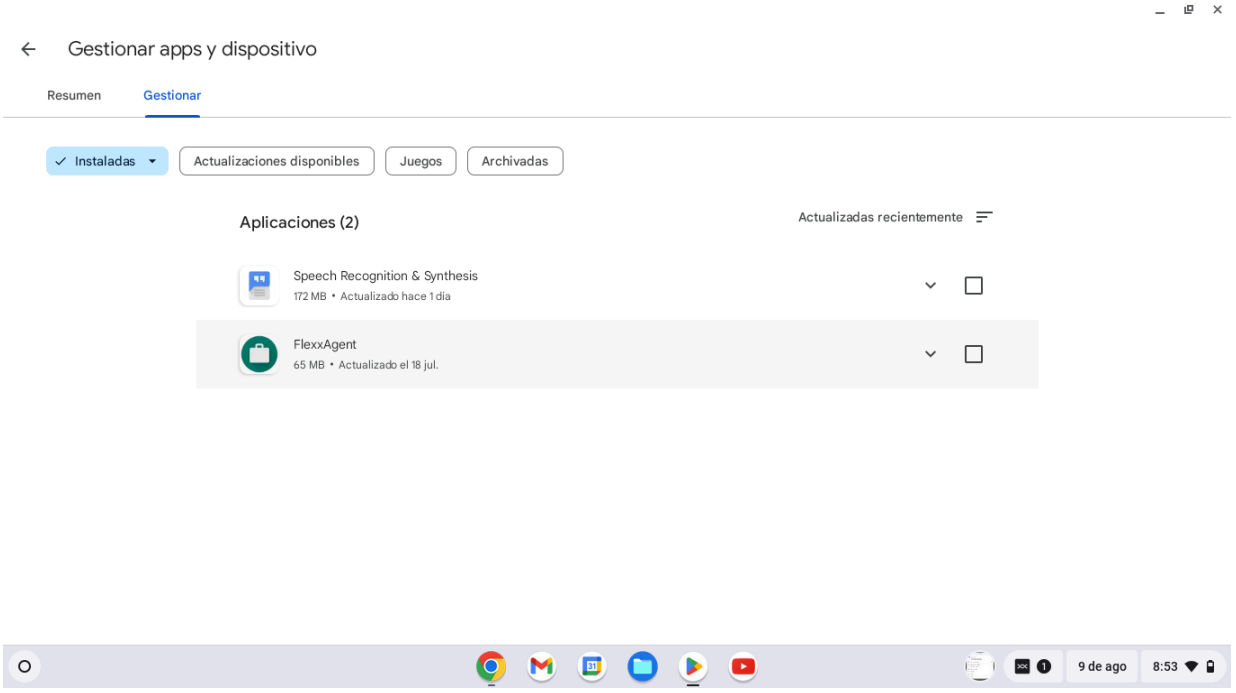
To perform this action, follow these steps:

Copyright © 2024 Flexxible. Todos los derechos reservados.

1. Access Google Play and go to "Manage apps and devices".

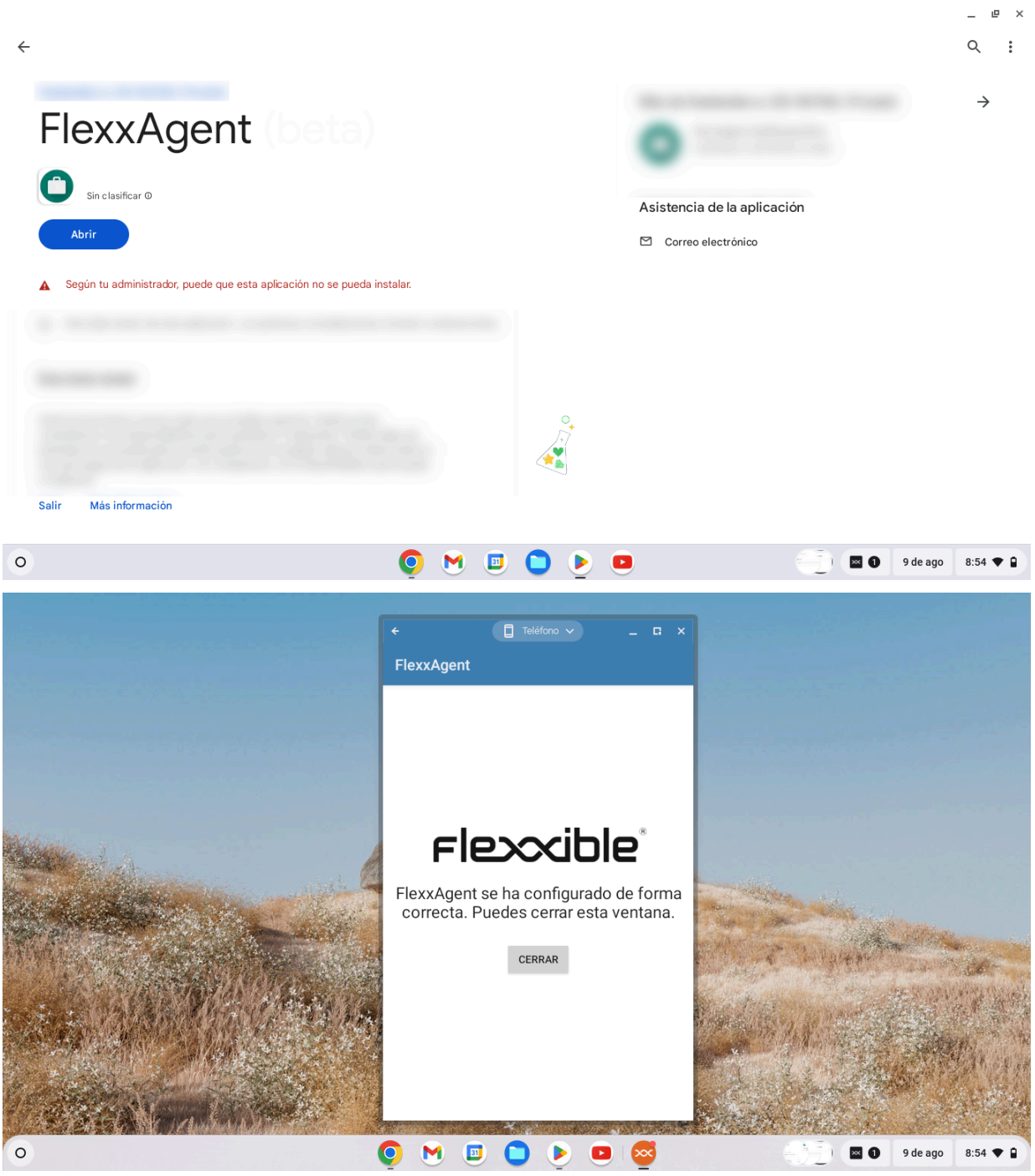


2. Go to the "Manage" tab and click on the FlexxAgent app.



3. On the app detail screen, click "Open". A window will open, confirming that the app has been successfully configured. Next, you can close the window.

Copyright © 2024 Flexxible. Todos los derechos reservados.



> These steps do not need to be repeated when updating FlexxAgent. They are only necessary after the first installation.

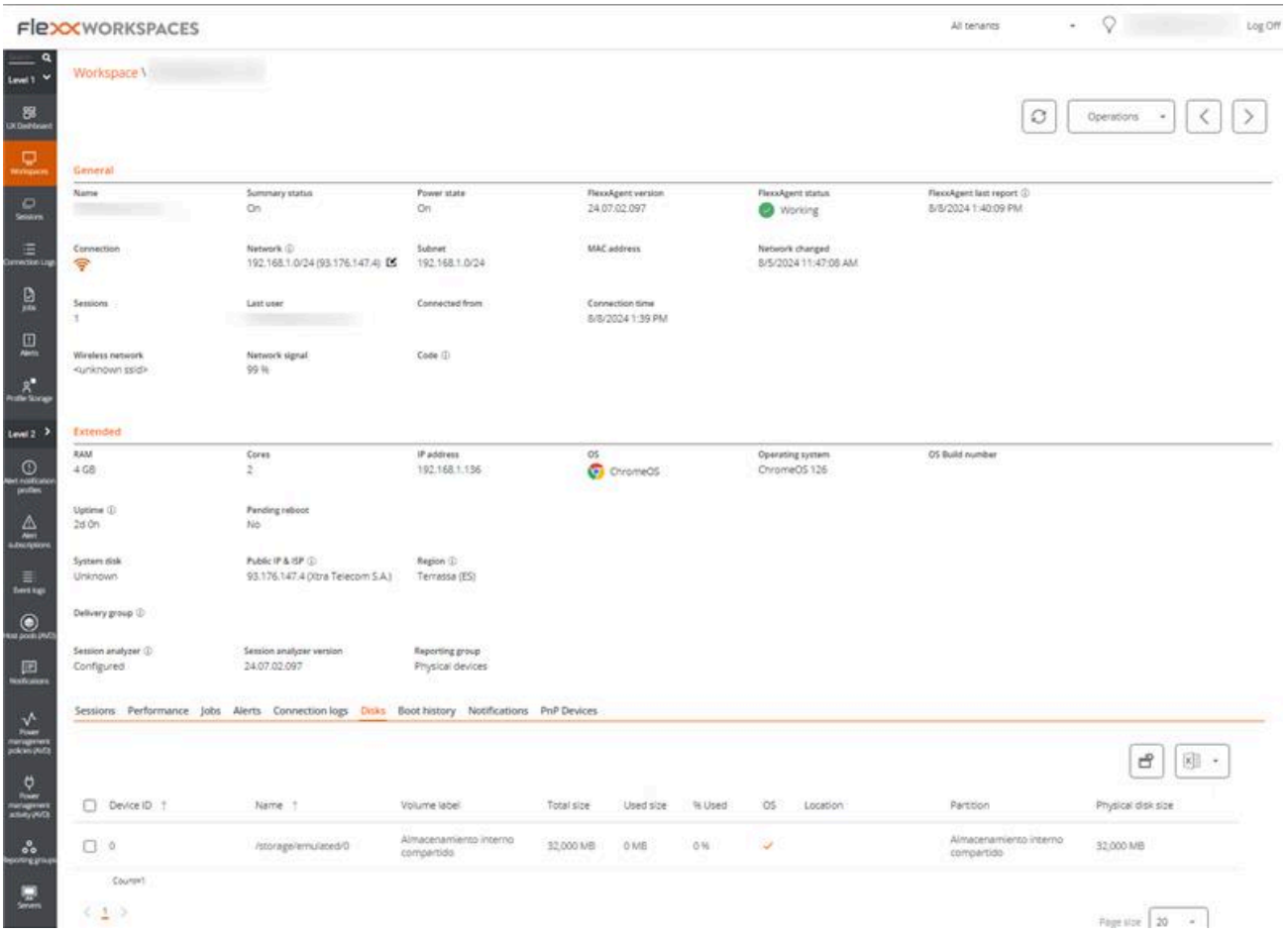
Update

The new version is distributed from Google Admin after configuring it.

Copyright © 2024 Flexxible. Todos los derechos reservados.

> Please review the linked links for more information on registering apps or deploying them to managed users in Google Admin.

Information obtained from the device



FlexxAgent obtains and sends the following general information to the consoles:

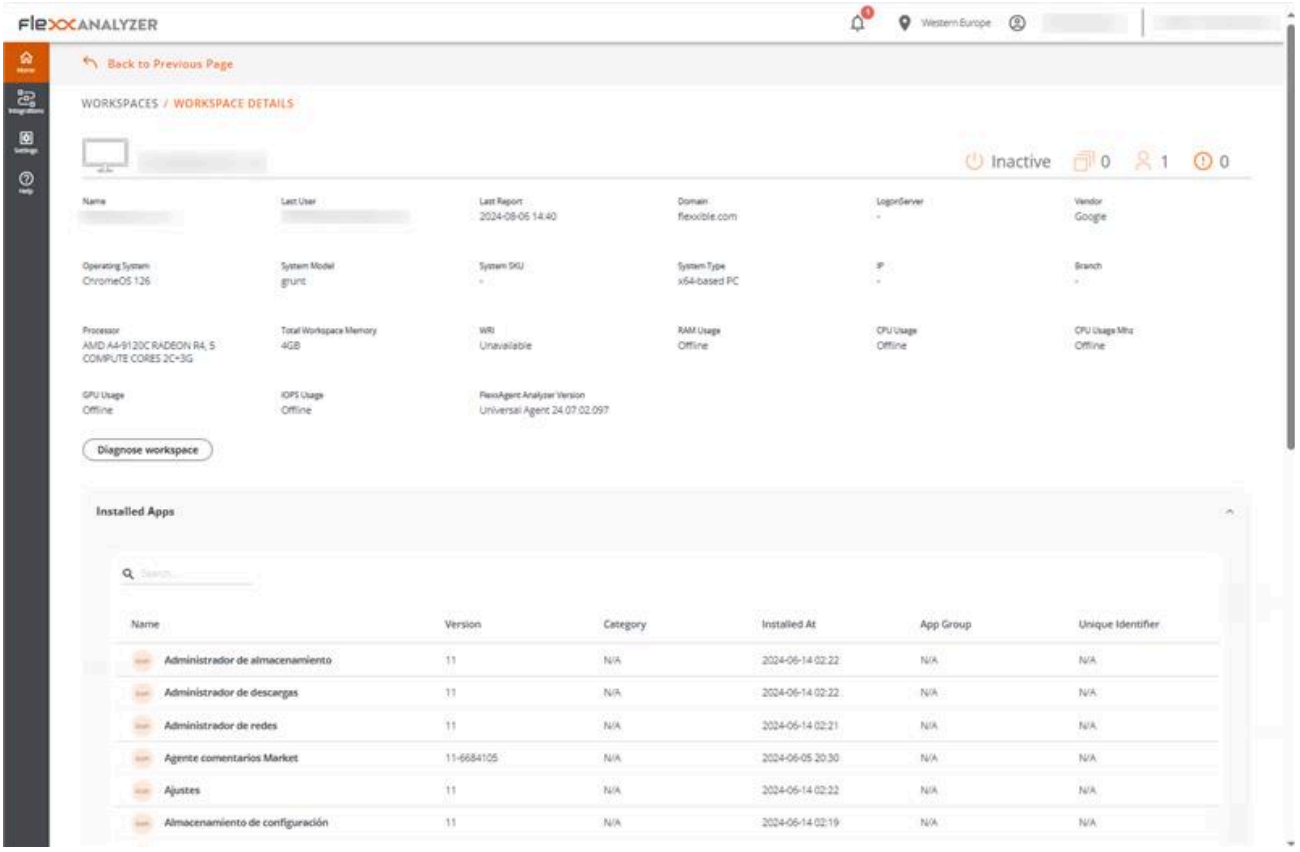
- **Device Name**
- **Device Status**: on or off
- **FlexxAgent version**
- **FlexxAgent Status**: running or stopped
- **Last FlexxAgent report**: date and time of last report received
- **Connection**: Wireless LAN, mobile network or unknown
- **Network**: device network addressing and public IP for internet access. These networks are created automatically when more than four workspaces are connected to the

Copyright © 2024 Flexxible. Todos los derechos reservados.

same network.

- **Subnet**: network segment of the device.
- **Network changes**: last time the network changed
- **Sessions**: number of user sessions
- **Last User**: last user who logged in
- **Connected From**: name of the device from which the user has logged in
- **Connection Time**: date and time of session start.
- **Code**: this field lets users identify the workspace with a personal code. This code must be manually filled in individually using the Edit option in the Operations menu of the workspace details.
- **RAM**: total available RAM capacity
- **Cores**: number of processor cores
- **IP address**: device IP address on the local network
- **OS**: operating system name
- **Operating system**: operating system version
- **Uptime**: time the device has been running since it was last started or rebooted.
- **Reboot Pending**: shows if the device requires a reboot for updates.
- **Public IP and ISP**: the ISP is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Region**: obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Session Analyzer**: whether configured or not
- **Session Analyzer version**: Session Analyzer version number
- **Report group**: report group to which the device belongs

Copyright © 2024 Flexxible. Todos los derechos reservados.



General device data, as well as the installed applications and their versions, are sent to the Analyzer.

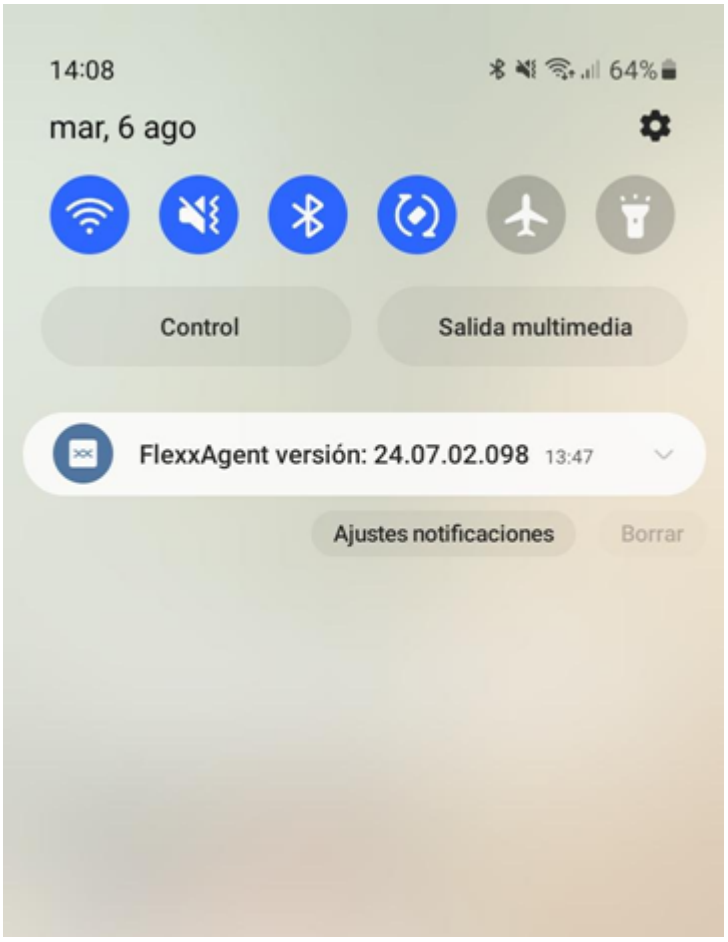
Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Supported Systems / Android

The Android agent allows the inclusion of devices with this operating system in the service consoles, enabling complete visibility for the support teams for desktop computers and users' mobile devices.

For this operating system, FlexxAgent is provided in APK application format for the customer to distribute to the devices with the mechanism of their choice.

Android devices require an MDM platform like Google Admin to distribute the FlexxAgent APK.



When running FlexxAgent on an Android device, the fixed notification indicates that the agent is installed and running.

Supported versions

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent runs on Android devices version 9.0 or later.

Limitations

Due to the restrictions of mobile operating systems, certain functionalities are unavailable for this type of device, such as the execution of power actions, remote assistance, user microservices, or microservices from Workspaces or flows.

Some devices block services or do not allow them to connect to the internet when the screen is locked for battery-saving reasons. In these cases, it is also possible that when the screen is locked, the device may stop reporting until it is unlocked again. This depends on the device manufacturer and the OS version.

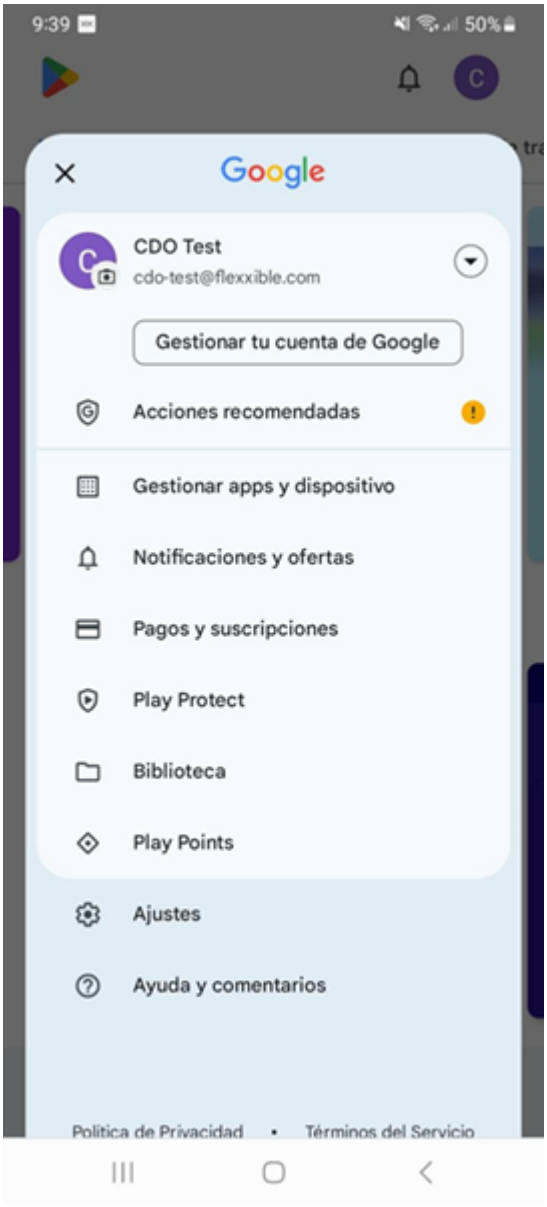
Download and installation

Flexxible must provide both the configuration and FlexxAgent's APK file. The APK file must be distributed from the existing MDM according to its APK distribution methods.

For FlexxAgent to be configured correctly, the application needs to be opened at least once after installation on every device where it is distributed. To perform this action, follow these steps:

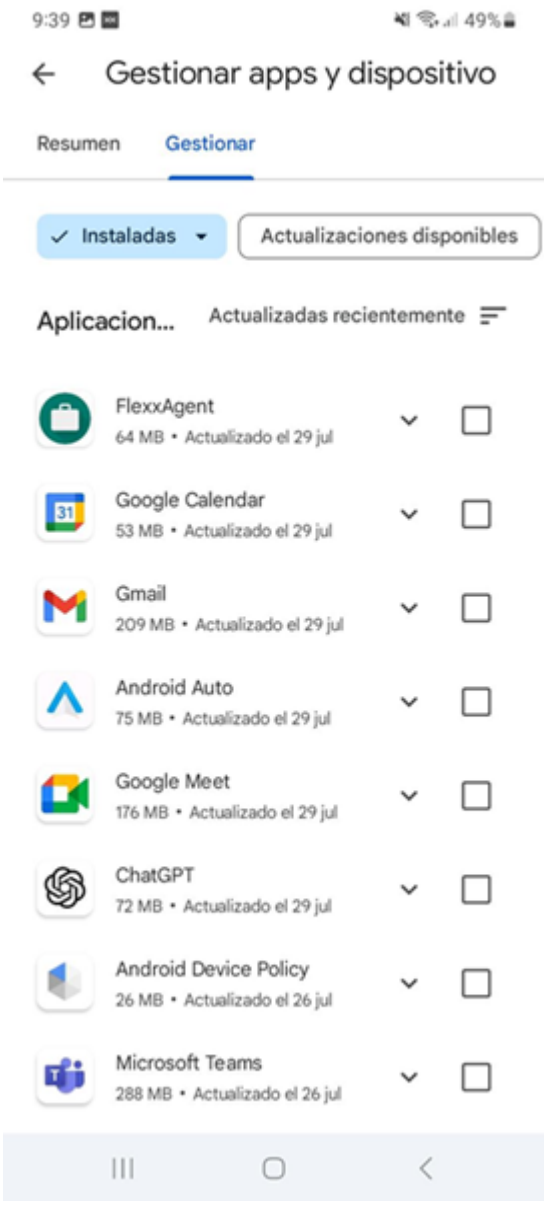
1. Access Google Play and go to "Manage apps and devices".

Copyright © 2024 Flexxible. Todos los derechos reservados.



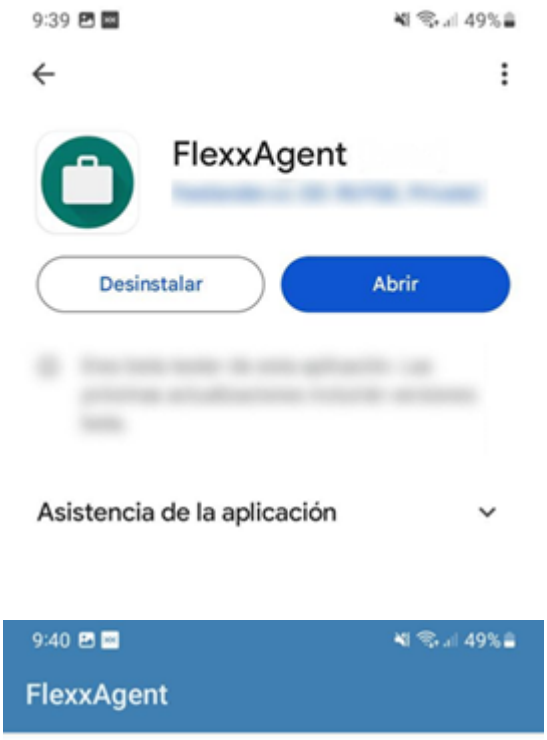
2. Go to the "Manage" tab and click on the FlexxAgent app.

Copyright © 2024 Flexxible. Todos los derechos reservados.



3. On the app detail screen, click "Open". A window will open, confirming that the app has been successfully configured. Next, you can close the window.

Copyright © 2024 Flexxible. Todos los derechos reservados.



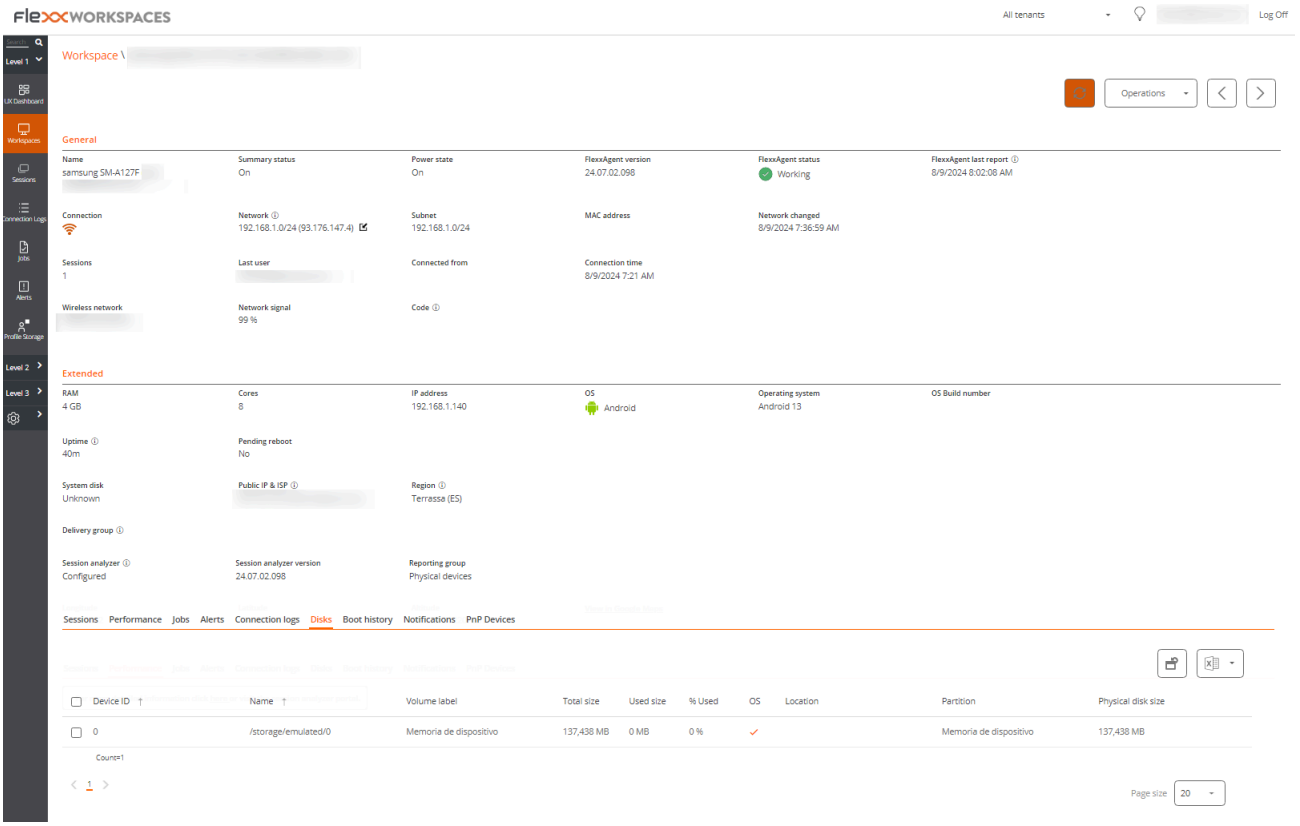
> These steps do not need to be repeated when updating FlexxAgent. They are only necessary after the first installation.

Update

Copyright © 2024 Flexxible. Todos los derechos reservados.

The new APK must be redistributed from the MDM according to its APK distribution or update methods.

Obtained fields



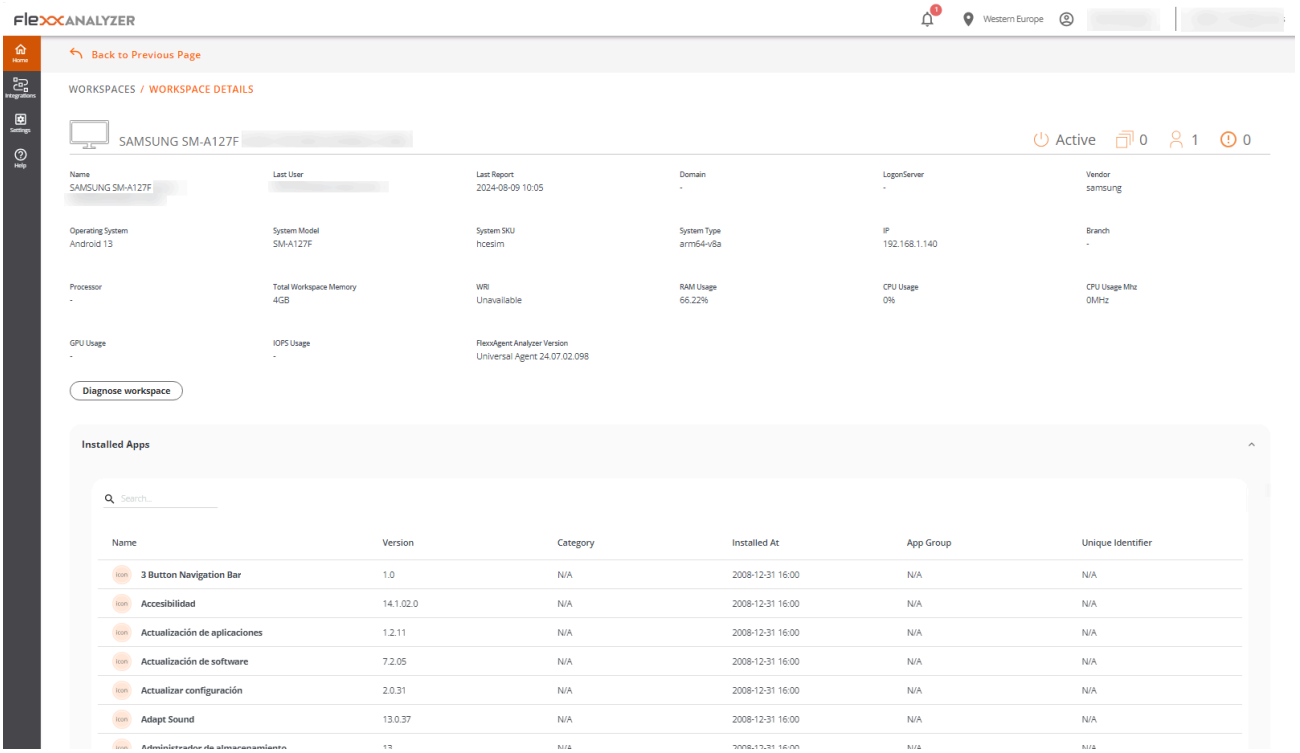
FlexxAgent obtains and sends the following general information to the consoles:

- **Name**: device model
- **Device Status**: on or off
- **FlexxAgent version**
- **FlexxAgent Status**: running or stopped
- **Last FlexxAgent report**: date and time of last report received
- **Connection**: Wireless LAN, mobile network or unknown
- **Network signal**: reception percentage
- **Subnet**: device network segment
- **Network changes**: last time the network changed
- **Sessions**: number of user sessions

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Last User**: last user who logged in
- **Connected From**: name of the device from which the user has logged in
- **Connection time**: session start date and time
- **Disk List**: total capacity and disk usage in percentage
- **Wireless Network**: network name (SSID)
- **Network Signal**: network signal reception percentage
- **Code**: this field lets users identify the workspace with a personal code. This code must be manually filled in individually using the Edit option in the Operations menu of the workspace details.
- **RAM**: total available RAM capacity
- **Cores**: number of processor cores
- **IP address**: device IP address on the local network
- **OS**: operating system name
- **Operating system**: operating system version
- **Uptime**: time the device has been running since it was last started or rebooted.
- **Reboot Pending**: shows if the device requires a reboot for updates.
- **Public IP and ISP**: the ISP is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Region**: obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- **Report group**: report group to which the device belongs

Copyright © 2024 Flexxible. Todos los derechos reservados.



General device data, as well as the installed applications and their versions, are sent to the Analyzer.

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Network considerations

FlexxAgent, in its usual operation, requires a series of network requirements to connect to cloud orchestration services and support complex network ecosystems and proxies. Before proceeding with the deployment of the agent on devices, it is recommended to validate that at the network level they can access the defined destinations in required URLs and ports.

Regarding bandwidth usage, when FlexxAgent starts, it collects and sends an initial report of approximately 75 KB; from that point, it sends differential reports of approximately 3-4 KB. This process is responsible for executing on-demand or automatic actions on the device. At times when you are performing these actions, network traffic may increase.

FlexxAgent Analyzer collects user session information every 15 seconds, such as application consumption, resource usage, and more. And it adds this information in files of about 35-50 KB, which are sent every 5 minutes to the consoles.

In multi-user systems, a single instance of FlexxAgent will run and as many instances of FlexxAgent Analyzer as user sessions the system has.

Required URLs and Ports

In terms of communications, FlexxAgent must be able to contact the orchestration layer of the service hosted on the Internet, which includes:

URL	Ambit	Port	Region	Produ
queue***.servicebus.windows.net	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
flxiothub***.azure-devices.net	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes

Copyright © 2024 Flexxible. Todos los derechos reservados.

URL	Ambit	Port	Region	Produ
https://west-eu.agent-api.flexxanalyzer.com	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
https://flexxibleglobal.blob.core.windows.net	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
https://api.ipify.org	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
ras.flexxible.com `(ra.flexxible.com will be deprecated in June 2025)`	Agent – Remote Assistance	443	West Europe	FXXOne, FlexxClie FlexxDes
https://update.workspaces.flexxible.com/	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
https://agents-weu.one.flexxible.net	Agent	443	West Europe	FXXOne
https://agents-weu.flexxible.net	Agent	443	West Europe	FlexxClie FlexxDes

> *** unique identifier provided by Flexxible.

Deep SSL Inspection

Some security solutions include Deep SSL Inspection (deep SSL inspection) in cases where you use this functionality. Deep SSL Inspection should be disabled for the following

Copyright © 2024 Flexxible. Todos los derechos reservados.

URLs:

- https://flxsbname***.servicebus.windows.net
- https://flxiothub***.azure-devices.net
- https://agents-weu.flexxible.net
- https://ras.flexxible.com

Wake on LAN (WoL)

Wake on LAN allows devices to be powered on by sending a `Magic packet` that instructs the network card to power on. The following is required in order to use this functionality:

- Compatible network card
- Activate WoL in BIOS/UEFI
- Configure WoL in the operating system
- A `Bridge` device on the same network as the device to be powered on, with FlexxAgent installed and reporting.

Normally, Wake on LAN works within a local network, being able to jump between subnets as long as no firewall or network device prevents the sending of the magic packet. If this is the case, in environments segmented into subnets, the network level exception should be configured to allow the addressing of the magic packet between subnets.

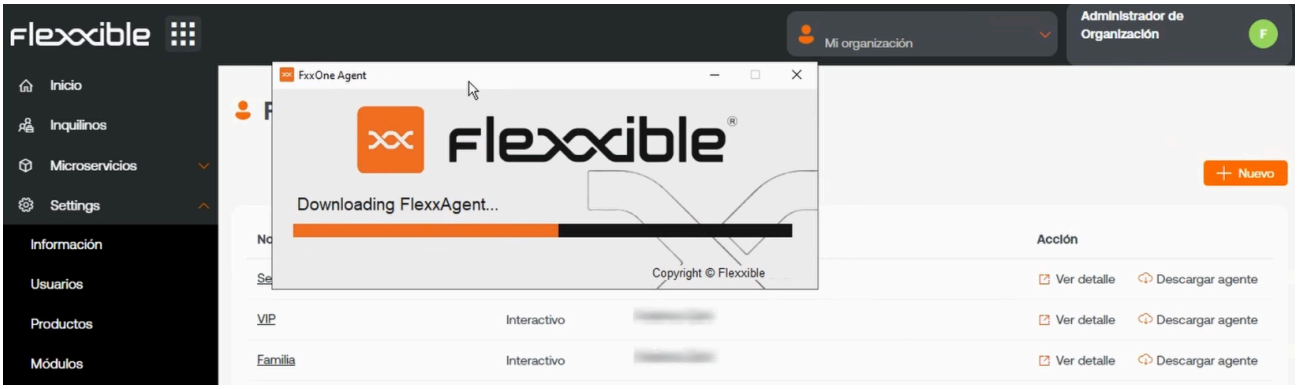
Considerations for remote support through proxy

For remote support, FlexxAgent will always use proxy when it is configured and accessible.

In case it is configured with a proxy but it is not accessible at that moment, remote support will be launched with the “auto detect” option which will use the internet exit configuration set by the end user.

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Guides and tutorials for FlexxAgent



This section offers resources designed to maximize the use of FlexxAgent. It includes detailed instructions on deployment and installation, as well as advanced configuration options that allow FlexxAgent to be tailored to specific needs.

Each guide has been created to facilitate understanding and application, regardless of the user's level of experience. In addition to step-by-step instructions, you will find procedures and solutions to common problems.

Copyright © 2024 Flexxible. Todos los derechos reservados.

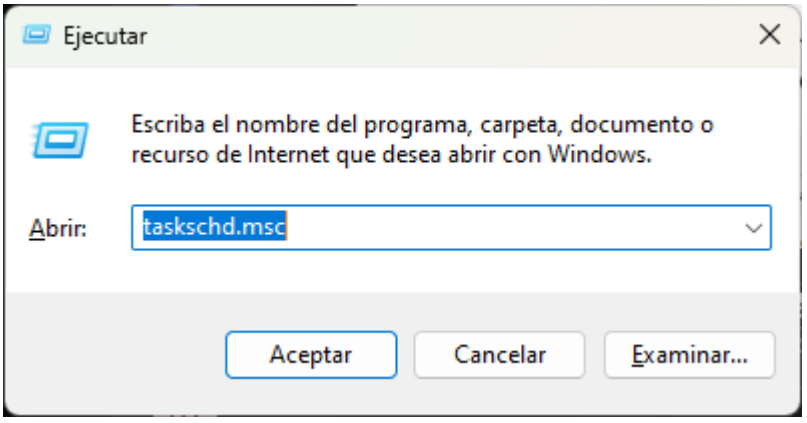
FlexxAgent / Guides and tutorials / Check FlexxAgent connectivity

To validate the connectivity of FlexxAgent with the SaaS service instances and ensure its correct execution, the procedure defined here must be carried out on a test device. This must be part of the same corporate network where the devices that will receive the future deployment of FlexxAgent are hosted.

> Note: This procedure only applies to **Windows** systems.

Creating a scheduled task

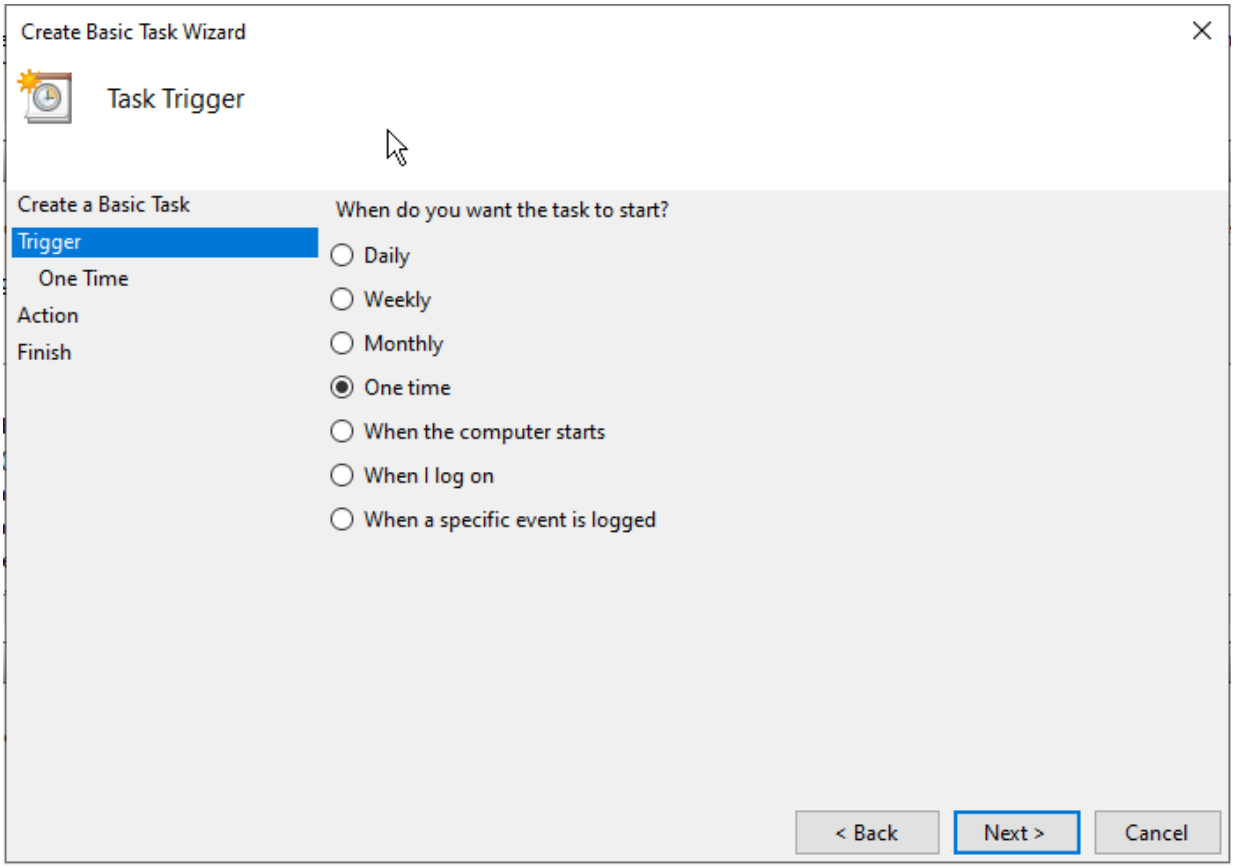
1. Access the `Run` menu (`Windows + R`) and type the command `taskschd.msc`. This opens the Windows task scheduler management console.



2. In the `Actions` panel, select the `Create Basic Task` option and name the task (it can be `FlexxAgent check connectivity`). You can write a description if desired, and click `Next`.

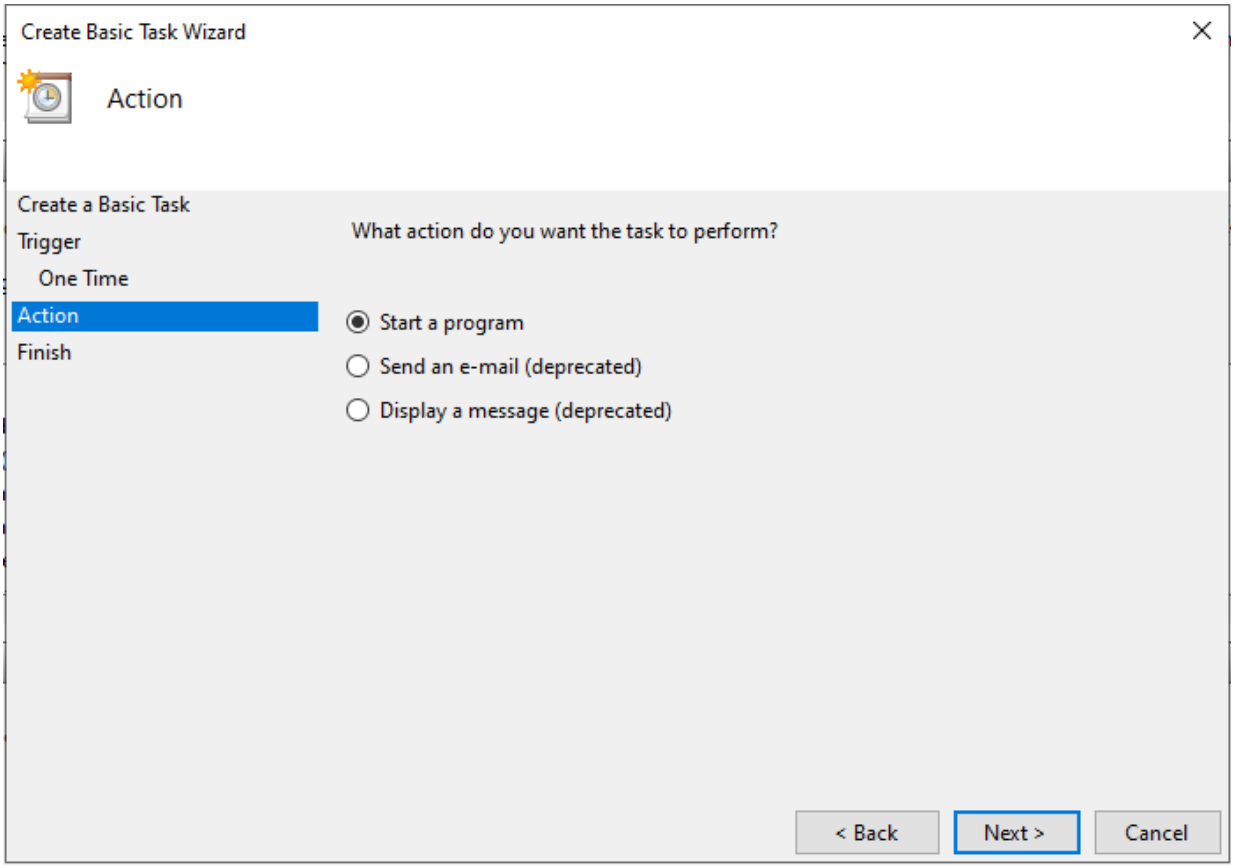
3. Next, select `One Time` and click `Next`. A date picker will appear, but it is not relevant because the task will be executed manually. Click `Next`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



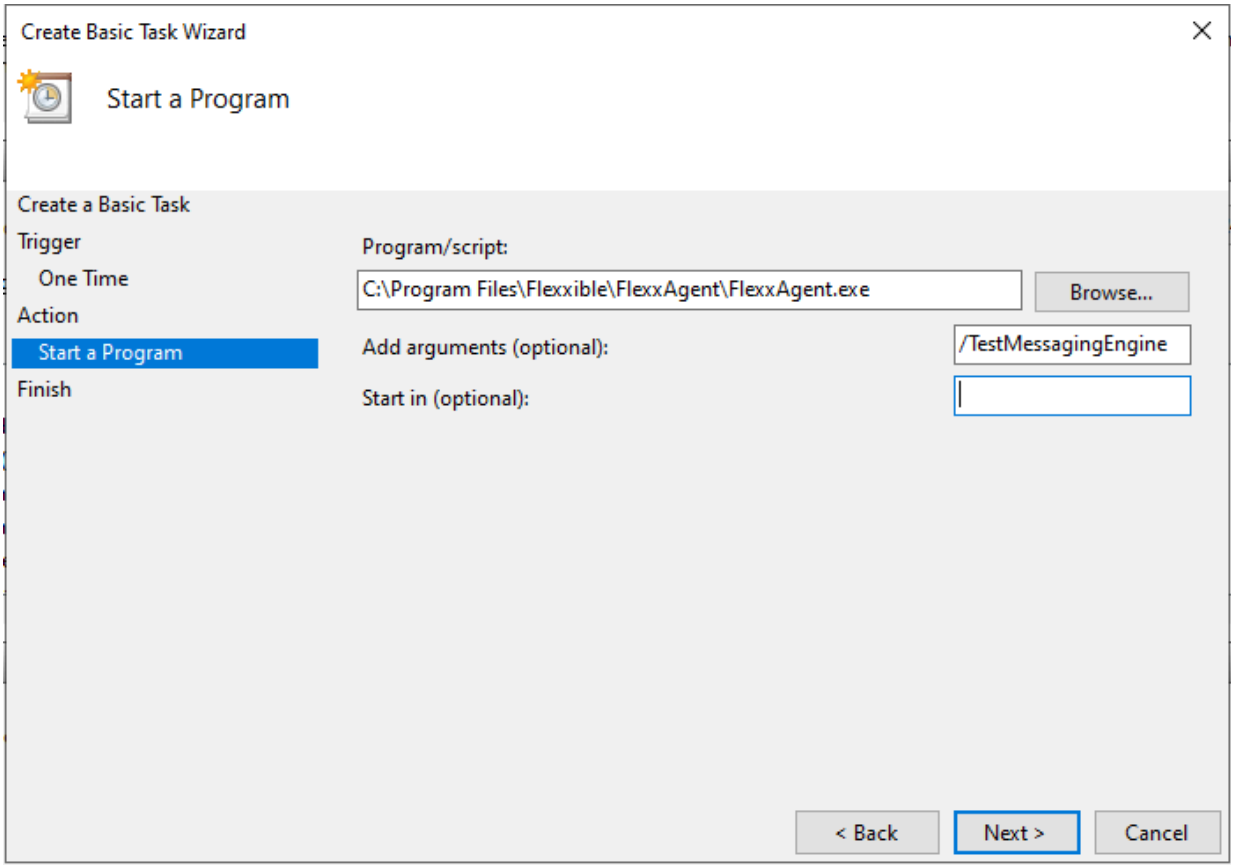
4. Select the `Start a program` action and click `Next`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



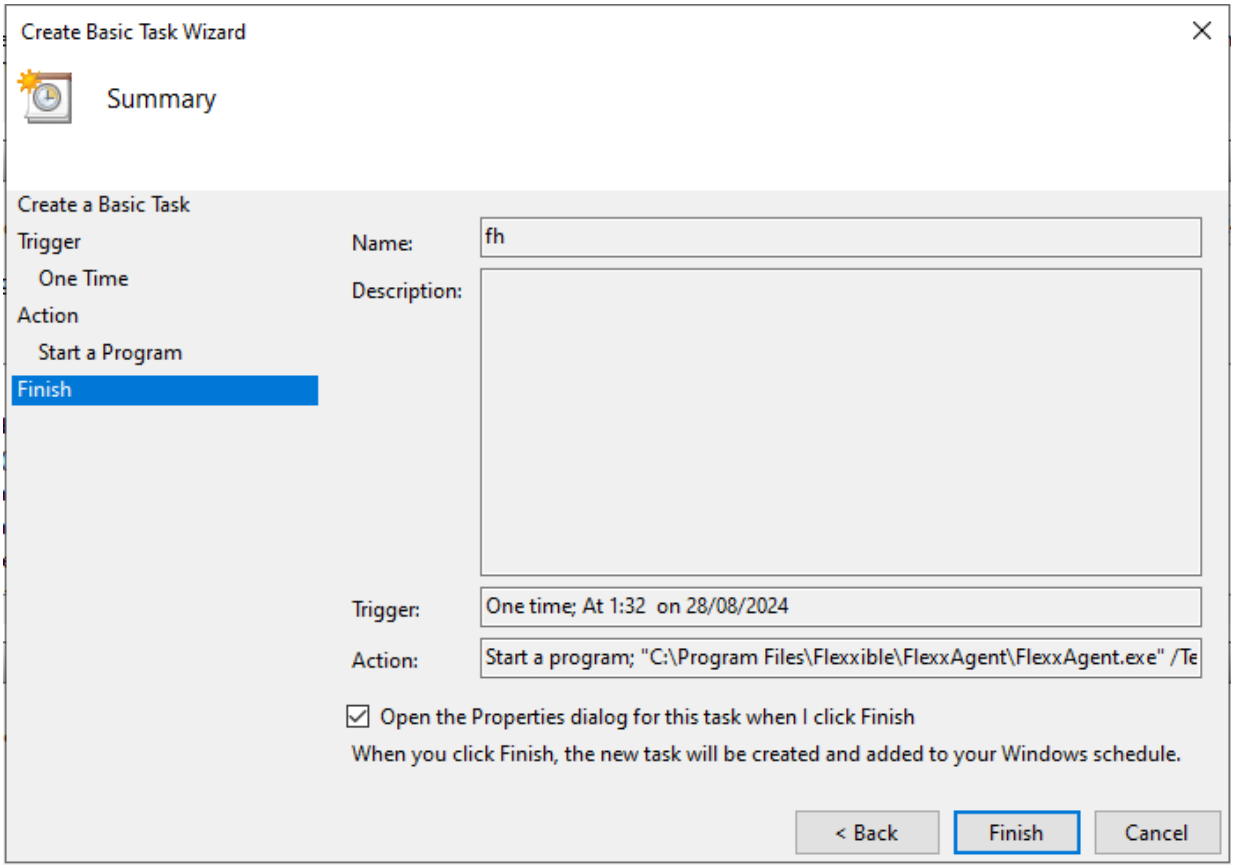
5. In the `Program/script` field, type or browse to the path `C:\Program Files\Flexxible\FlexxAgent\FlexxAgent.exe`. In `Additional Arguments`, type `/TestMessagingEngine`. Click `Next`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



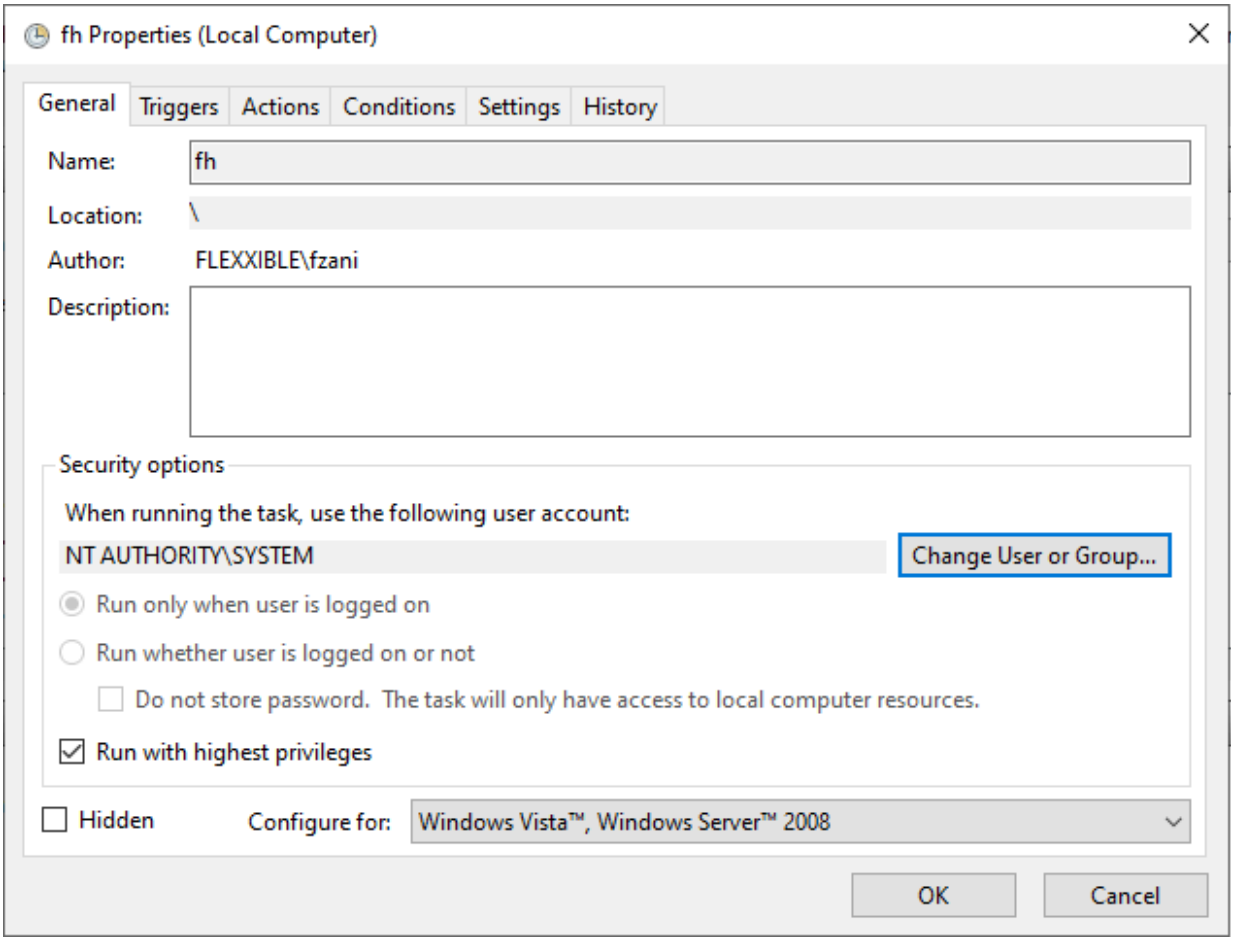
6. Select `Open the Properties dialog for this task when I click Finish` and click `Finish`. The task properties dialog will open.

Copyright © 2024 Flexxible. Todos los derechos reservados.



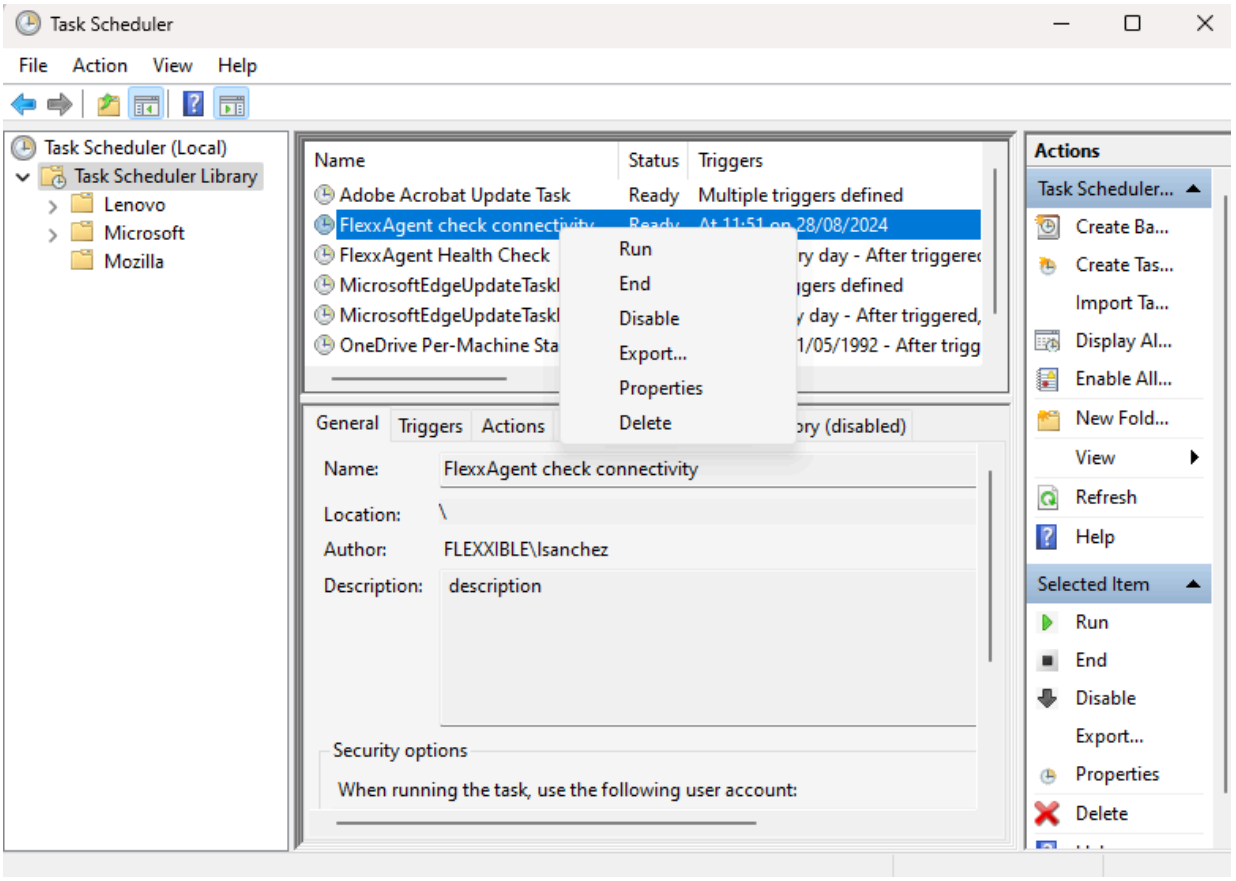
7. Click on `Change User or Group`. In the text box of the pop-up window, type `SYSTEM` and then click `Check Names`. This action will check that the `SYSTEM` group exists to run the task under its identity. Hacer clic en `Aceptar` (OK) para cerrar la ventana emergente. En la ventana de propiedades, se debe seleccionar `Ejecutar con los privilegios más altos` en el checkbox y pulsar `Aceptar`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



8. In the Windows task scheduler management console, search for the newly created task `FlexxAgent check connectivity`. Right-click on it and select `Run`. It will appear as `Running` in the task list.

Copyright © 2024 Flexxible. Todos los derechos reservados.



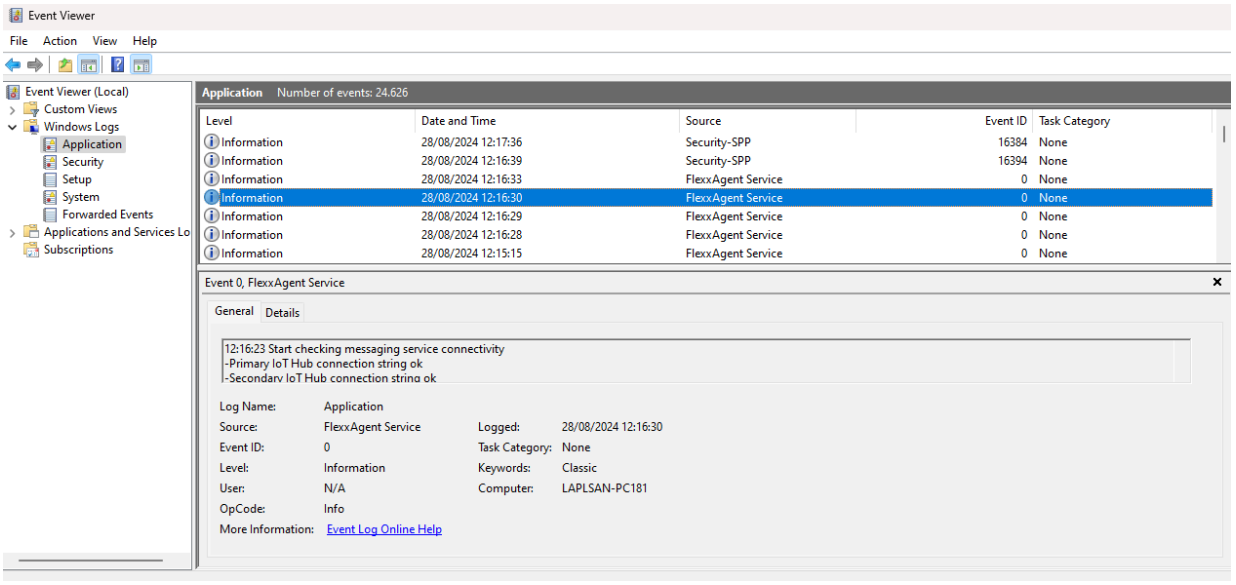
9. Select the `History` tab to see the progress of the task until you see the `Task completed` event. In case the history is disabled, it can be enabled with the `Enable history for all tasks` option in the right panel of the console.

Validation of results

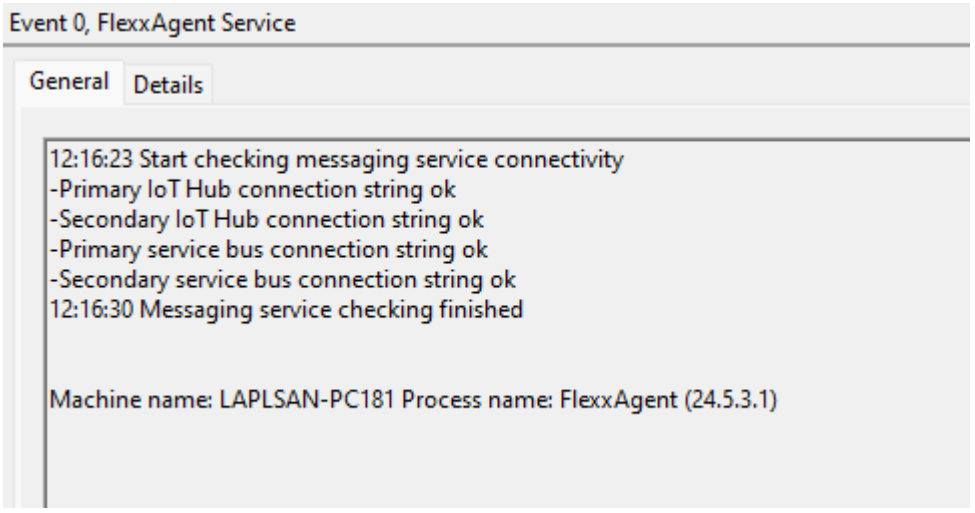
To review the FlexxAgent messaging engine information, access the `Event Viewer` and check for informational messages with the source service of `FlexxAgent Service`:

1. Access the `Run` menu (`Windows + R`) and type `eventvwr.msc`. This command will open the Windows event viewer. On the left side, select `Windows Logs` -> `Application`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



2. In the list, search for the `FlexxAgent Service` event. If there are several, select the one reporting connectivity. This event reports the status of all connections:



Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Guides and tutorials / Deploy FlexxAgent using Microsoft Intune

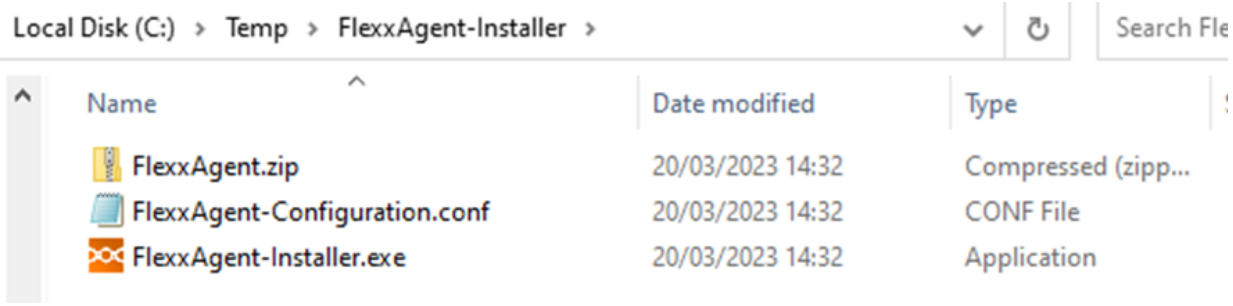
FlexxAgent can be deployed using Microsoft Intune. Before doing it, you need to check that you have the following requirements:

- Microsoft Windows 10 version 1607 or later
- The devices must be enrolled in Intune and added to the active directory in one of the following configurations:
  - Registered in Azure Entra ID (especially in `Bring your own device` environments)
  - Joined to Azure Entra ID (also known as `Joined device`)
  - Associated with a hybrid environment (AD / Azure Entra ID)
- The `Microsoft Win32 Content Prep Tool` is required.

> It is recommended to have the 'offline' installation package of FlexxAgent; that way, you will have all the files necessary for installation from Intune itself.

Once you have the installation package and the previous requirements, the procedure to install the agent using Intune is as follows:

1. Unzip the installation package to some folder. You will see the files:

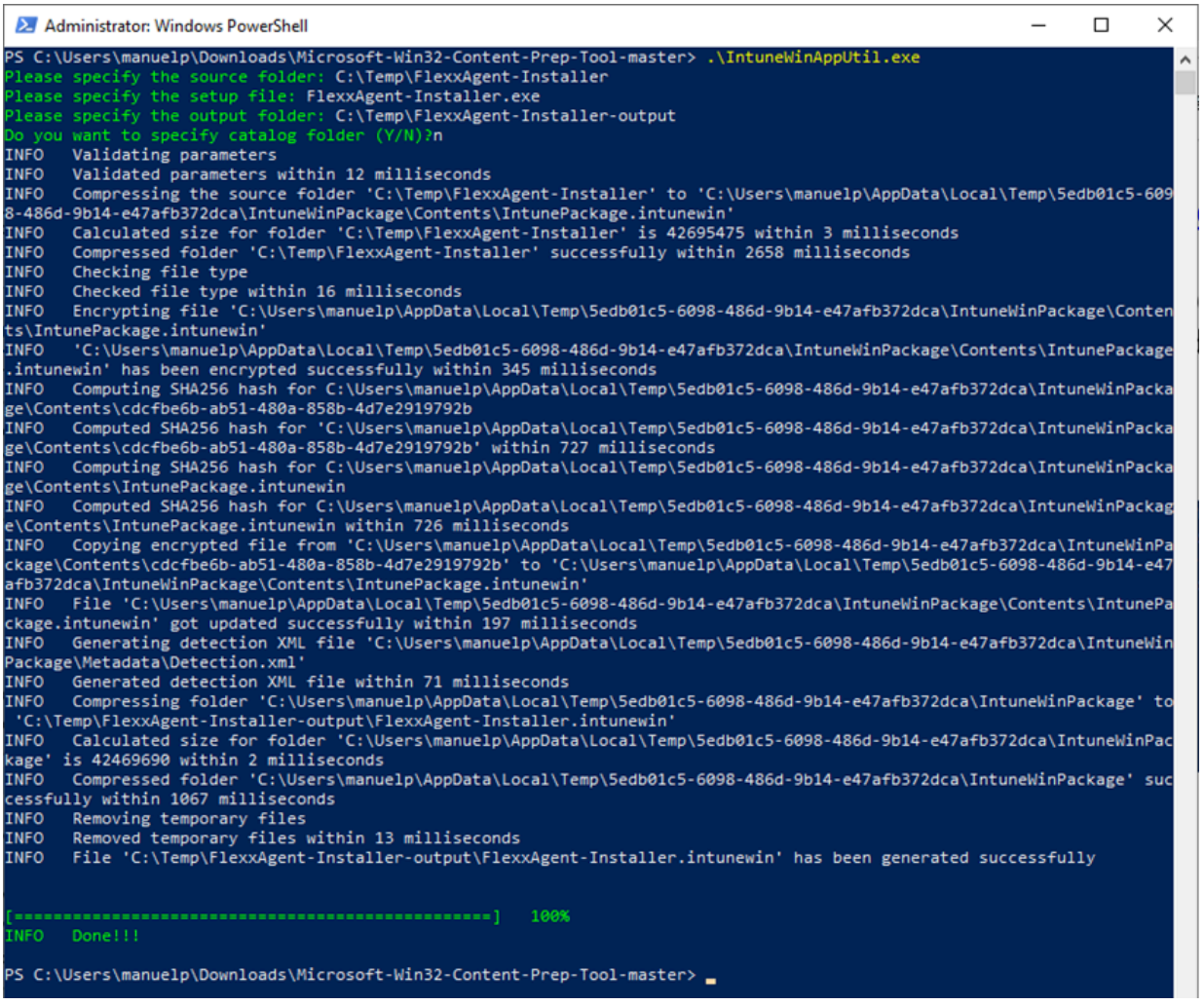


2. Download the `Microsoft Win32 Prep Tool`. For more information, see Prepare a Win32 app to be uploaded to Microsoft Intune.

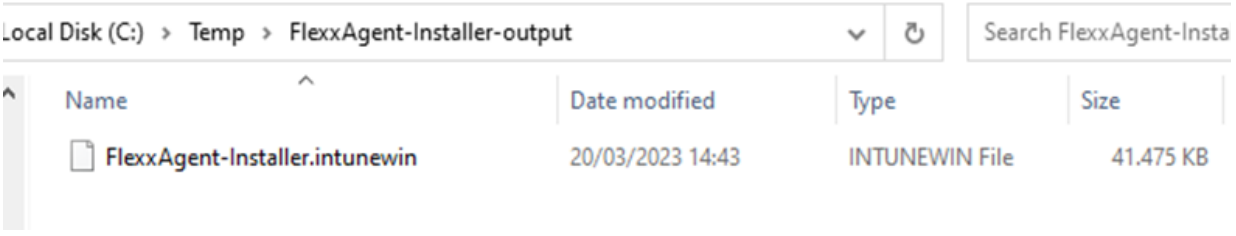
3. Create an empty folder; for example: `C:\Temp\FlexxAgent-Installer-output`.

Copyright © 2024 Flexxible. Todos los derechos reservados.

4. Create the FlexxAgent installation package (in this example, it was extracted to `C:\Temp\FlexxAgent-Installer`). And convert it into an Intune package using the IntuneWinAppUtil.exe tool (Microsoft Win32 Content Prep Tool).



5. Confirm that the package has been created correctly.



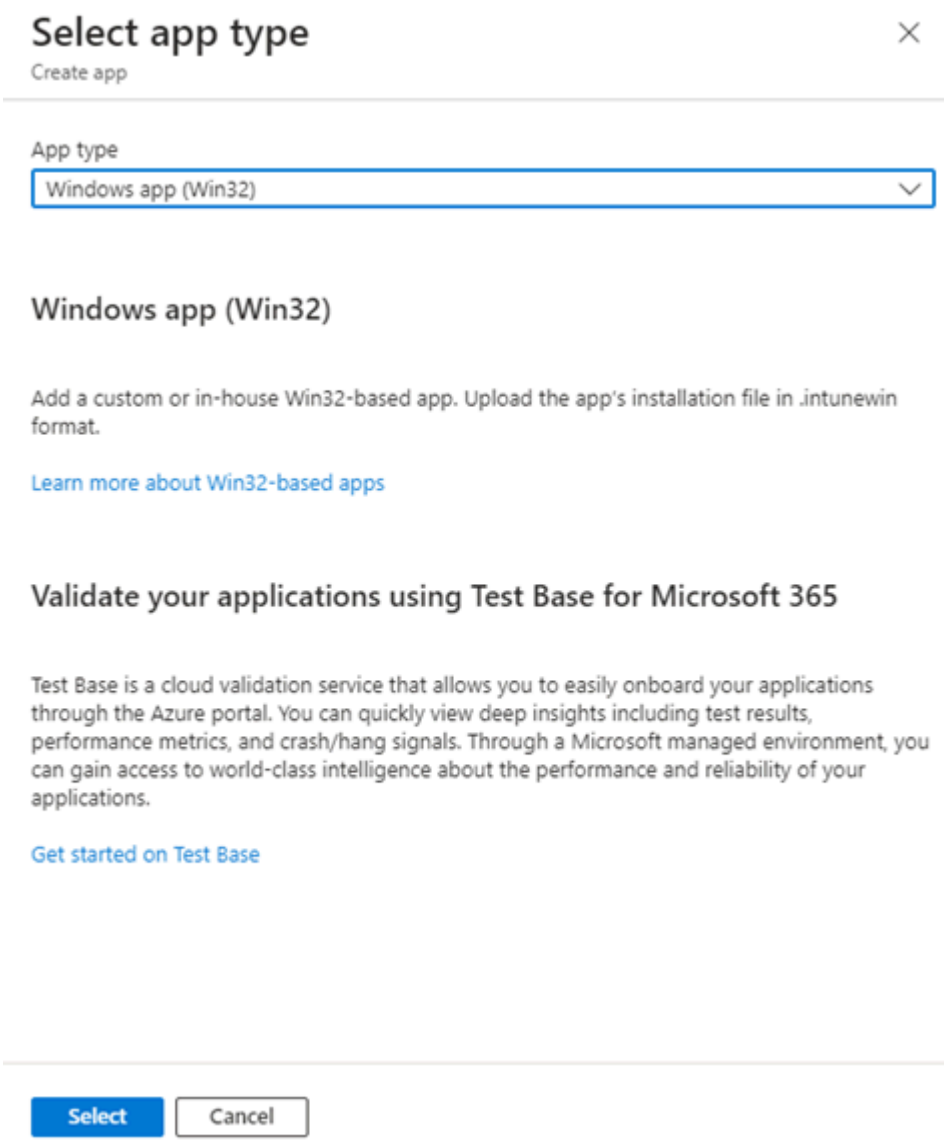
6. The created package is used to deploy an application within Intune.

7. Go to the Intune admin center.

Copyright © 2024 Flexxible. Todos los derechos reservados.

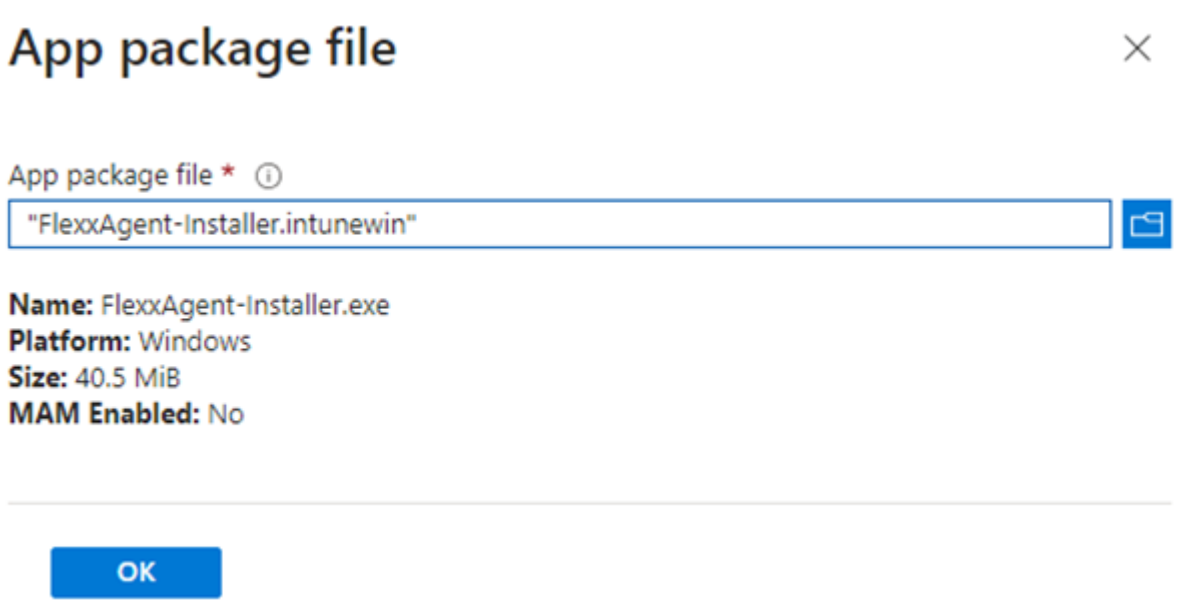
8. Select `Apps` and then `All Apps`.

9. Select `+ Add` and choose `Windows app (Win32)` for the application type.



10. On the application information tab, click `Select app package file` and browse for the previously created package (in this example, it's in the folder C:\Temp\FlexxAgent-Installer-output).

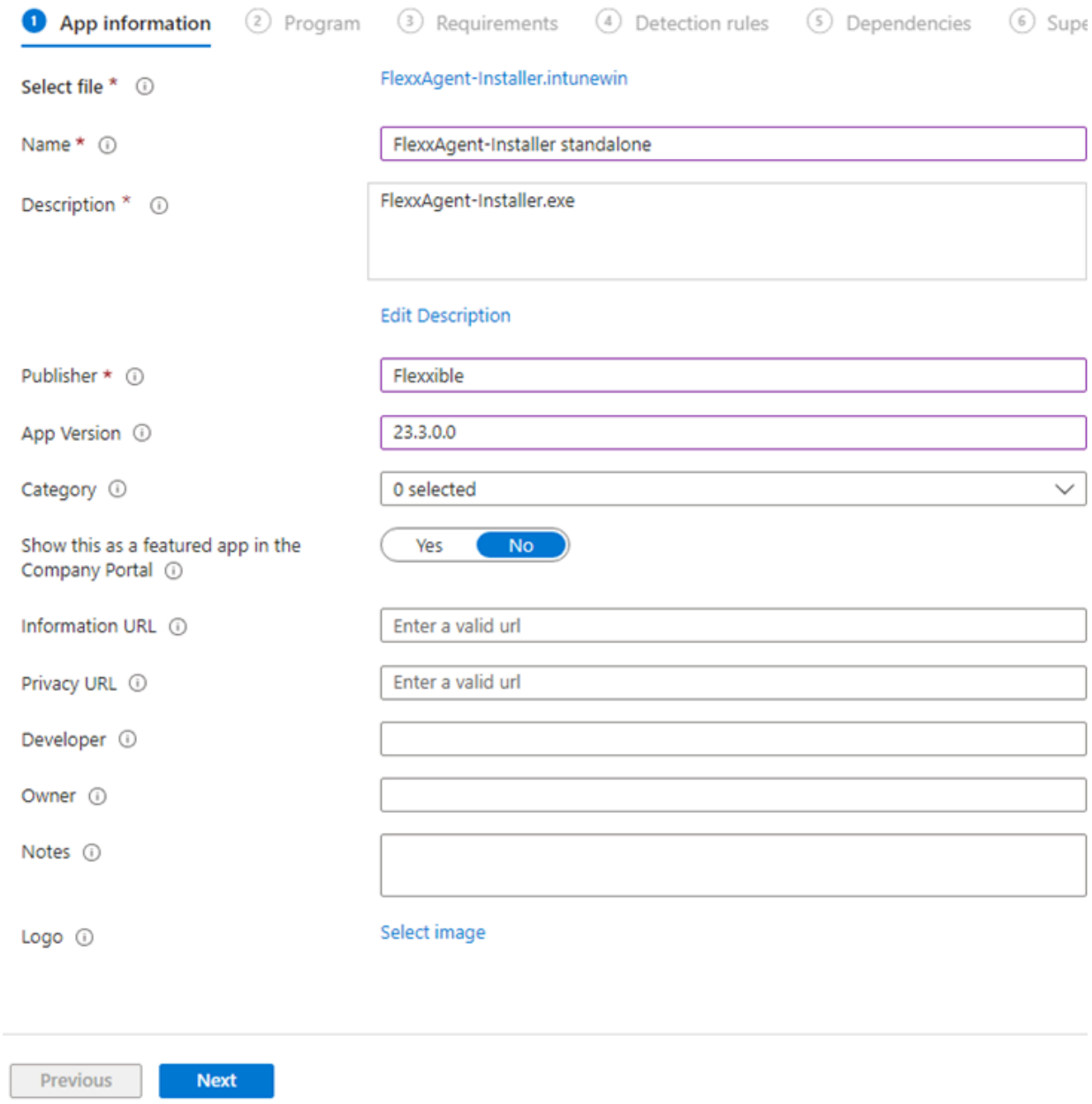
Copyright © 2024 Flexxible. Todos los derechos reservados.



11. On the application information tab, enter the information for FlexxAgent.

    - Name: FlexxAgent-Installer standalone
    - Publisher: Flexxible
    - App version: this information is provided in the properties of the FlexxAgent-Installer.exe file.

Copyright © 2024 Flexxible. Todos los derechos reservados.



12. On the `Program` tab, you need to include information about the install command, uninstall command, and other data.

    - Install command: `FlexxAgent-Installer.exe`

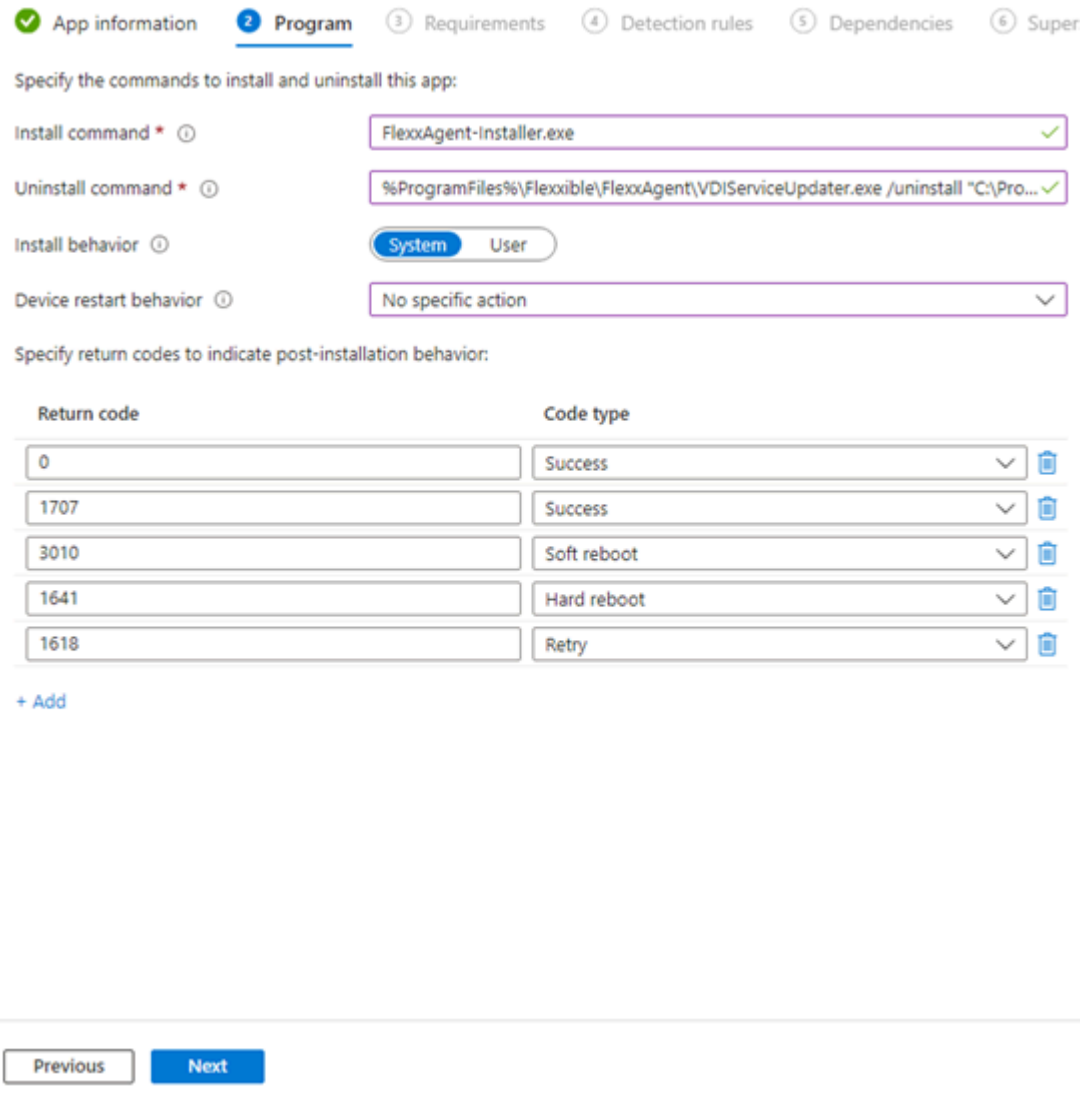
    > Note: if necessary, you could introduce proxy values in this command.

    - Uninstall command: `%ProgramFiles%\Flexxible\FlexxAgent\VDIServiceUpdater.exe /uninstall "C:\Program Files\Flexxible\FlexxAgent\FlexxAgent.exe" /quiet`

Copyright © 2024 Flexxible. Todos los derechos reservados.

> Note: double quotes are mandatory.

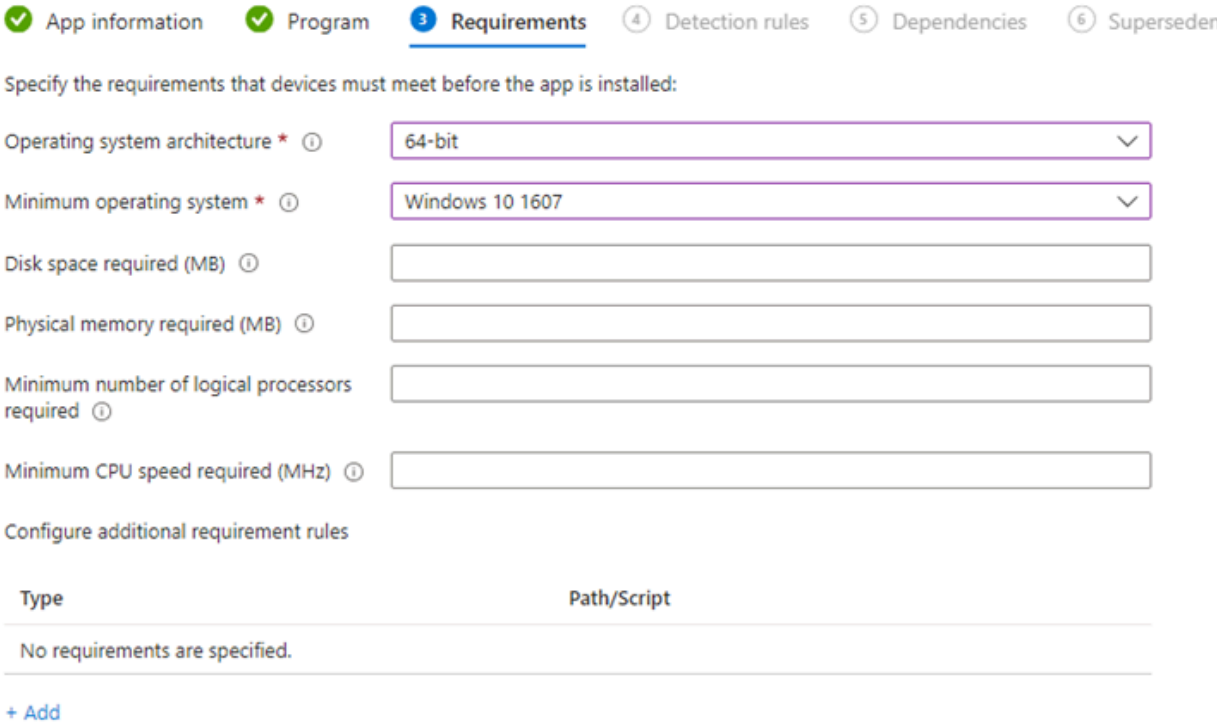
- Install behavior: system
- Device restart behavior: no specific action



13. On the `Requirements` tab, you need to include information about the operating system architecture:

    - Operating system architecture: 64-bit
    - Minimum operating system: Select accordingly to the version used in the current installation (device fleet). For example, the minimum: `Windows 10 1607`.

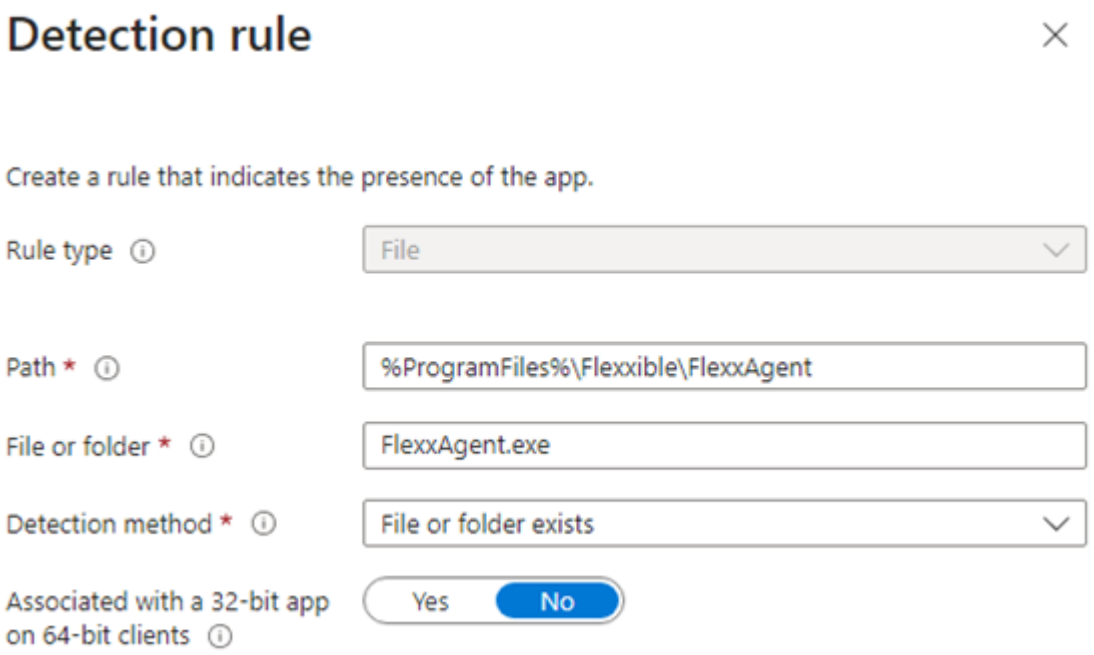
Copyright © 2024 Flexxible. Todos los derechos reservados.



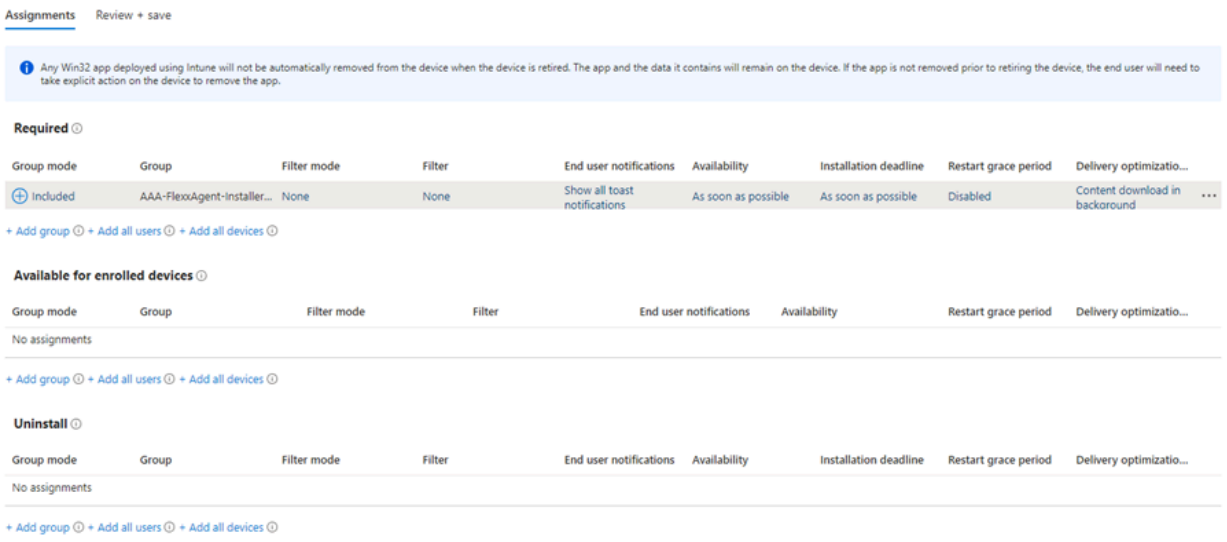
14. On the `Detection Rules` tab, select `Manually configure detection rules` and click on the link `+Add`. In the rule you are going to create, fill in the following fields:

    - Rule type: File
    - Path: %ProgramFiles%\Flexxible\FlexxAgent
    - File or folder: FlexxAgent.exe
    - Detection method: File or folder exists
    - Associated with a 32-bit app on 64-bit clients: No

Copyright © 2024 Flexxible. Todos los derechos reservados.

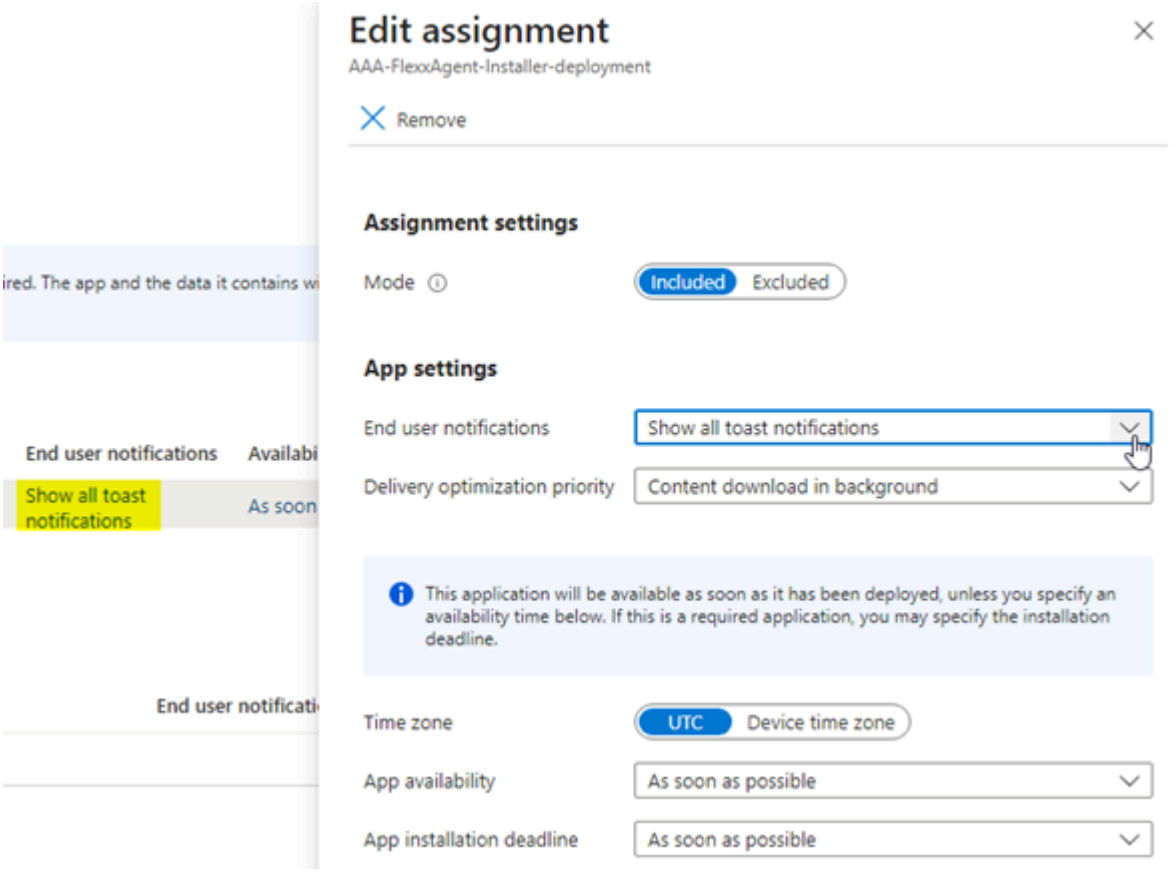


15. On the `Assignments` tab, create an Azure Entra ID security group containing the devices on which this package is to be installed.



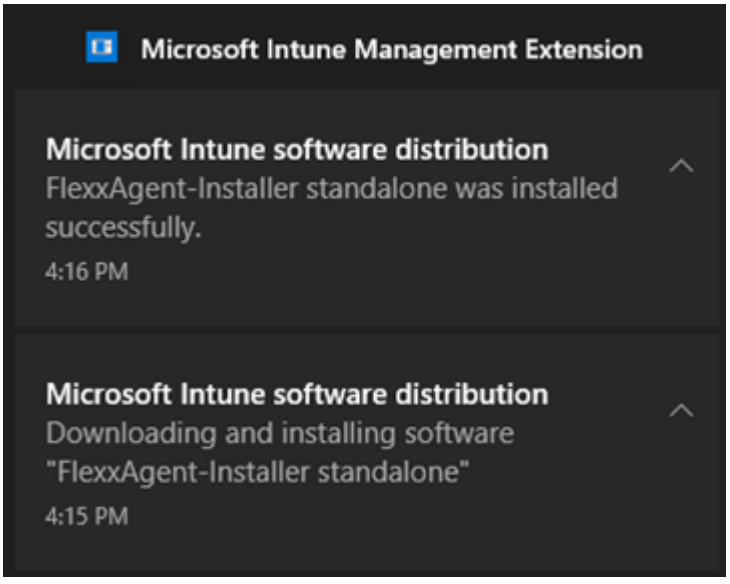
16. At this point, make sure to select the appropriate notification for the end user.

Copyright © 2024 Flexxible. Todos los derechos reservados.



17. Click on `+Add all devices` so that it is deployed on all devices enrolled in Intune.

18. Once you click `Review+Create`, the deployment will begin. You need to allow at least one hour for it to take effect and complete.



Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Guides and tutorials / Install FlexxAgent configuring proxy

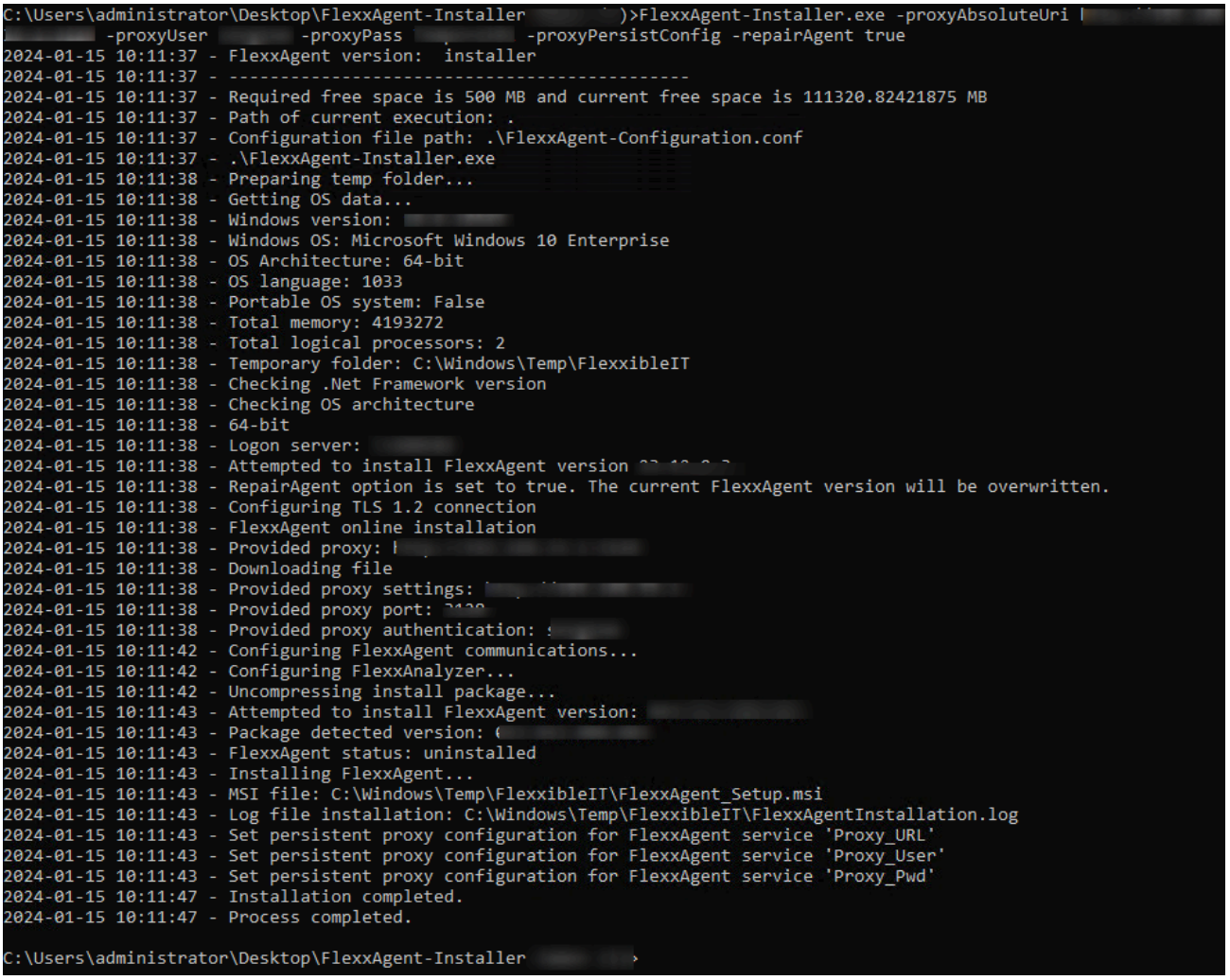
FlexxAgent needs to have internet connectivity. In many organizations, users connect to the internet using a proxy server.

Example

In the installation of FlexxAgent, the proxy server configuration can be included using the following command line options:

```
FlexxAgent-Installer.exe -proxyAbsoluteUri <http(s)://ip.ad.dre.ss:port> -proxyUser ProxyUserName -proxyPass ProxyUserPassword -proxyPersistConfig -$True
```

Copyright © 2024 Flexxible. Todos los derechos reservados.



Explanation of the options

- **proxyAboluteUri**: the address of the proxy server, expressed as a full “URL”; for example `https://192.168.1.1:3128`.
- **proxyUser**: the user identifier for authentication on the proxy server; for example `Administrator`. This parameter is optional if the proxy server does not require authentication.
- **proxyPass**: the password for the above identifier. This parameter is optional when the proxy does not require authentication.

The value can be plain text (not recommended) or base64 encoded, preceded and followed by the string “&&&"; for example `&&&VGhpc0lzTjArQCQzY3VyZVBAJCR3MHJk&&&`, in any case, FlexxAgent encrypts this value at startup.

Copyright © 2024 Flexxible. Todos los derechos reservados.

> For base64 encoding, you can use any generator, such as https://www.base64encode.org/.

proxyPersistConfig

This parameter must be specified to persist the proxy configuration entered in the other parameters. If not specified, the proxy configuration will only be used in the installation process and will not affect subsequent executions of FlexxAgent.

For Windows operating systems, the proxy configuration data will persist in the registry, within the following keys:

Key Proxy_URL

- Key path: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications
- Key Name: Proxy_URL
- Key type: REG_SZ
- Supported values: the URL and port; for example 'http://192.168.1.1:3128' or 'https://192.168.1.1:3128'

Key Proxy_User

- Key path: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications
- Key Name: Proxy_User
- Key type: REG_SZ
- Supported values: the username to authenticate to the proxy; for example 'Administrator'. It can be bypassed for unauthenticated proxies.

Key Proxy_Pwd

- Key path: HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications
- Key Name: Proxy_Pwd
- Key type: REG_SZ

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Accepted values: the password for authenticating to the proxy. It can be bypassed for unauthenticated proxies. The Proxy_Pwd key value can be set in plain text (not recommended) or base64 encoded and enclosed by «&&&»; for example `&&&VGhpc0lzTjArQCQzY3VyZVBAJCR3MHJk&&&` for the “Proxy_Pwd” value.

RepairAgent

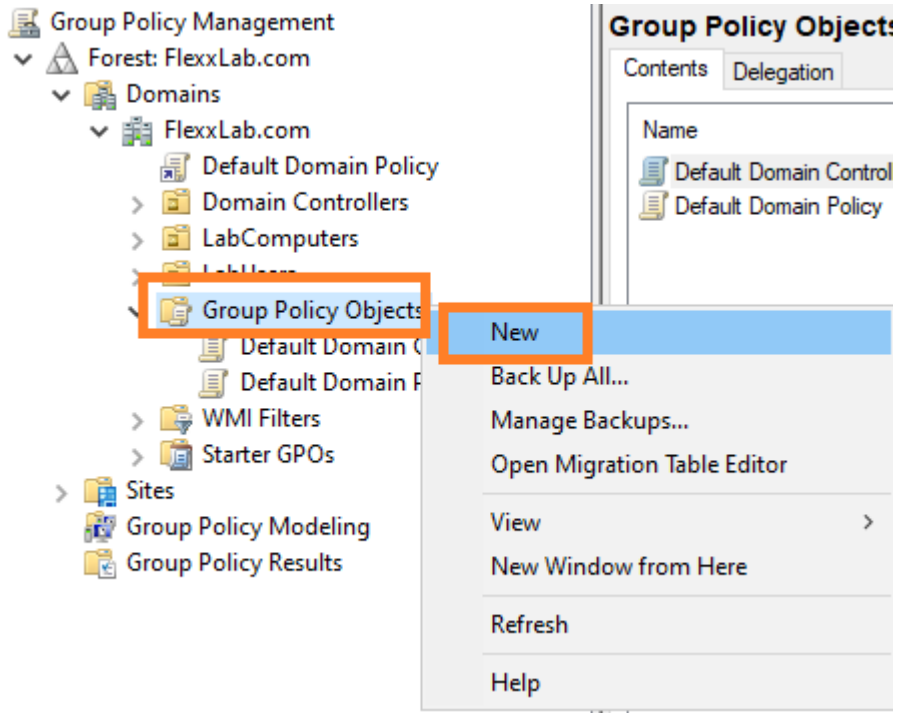
The repair of FlexxAgent must be executed as `FlexxAgent-Installer.exe -repairAgent`. The command will fail if this parameter is specified and FlexxAgent has not been previously installed.

Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Guides and tutorials / Apply proxy configuration via group policies (GPO)

In many cases, the organization's connectivity goes through a proxy; it could be for security, performance, or other reasons. This proxy configuration in FlexxAgent can be done in two ways: using a group policy (GPO) or during the agent installation. To configure the proxy using a group policy, follow these steps:

1. Access the domain controller's group policy management console. Create a new policy using the `New` option from the menu that appears when you right-click on `Group Policy Objects`.

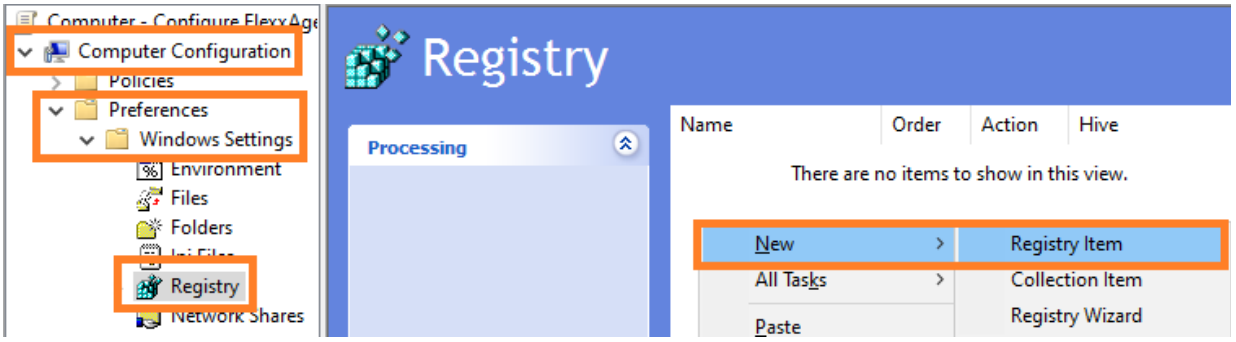


2. Give the new policy an appropriate name and click the `OK` button.

3. Select the policy with the right mouse button and edit it (select `Edit...`)

4. In the edit window, expand `Computer Configuration`, `Preferences`, and `Windows Settings`. Select `Registry` and then `New` -> `Registry Item`.

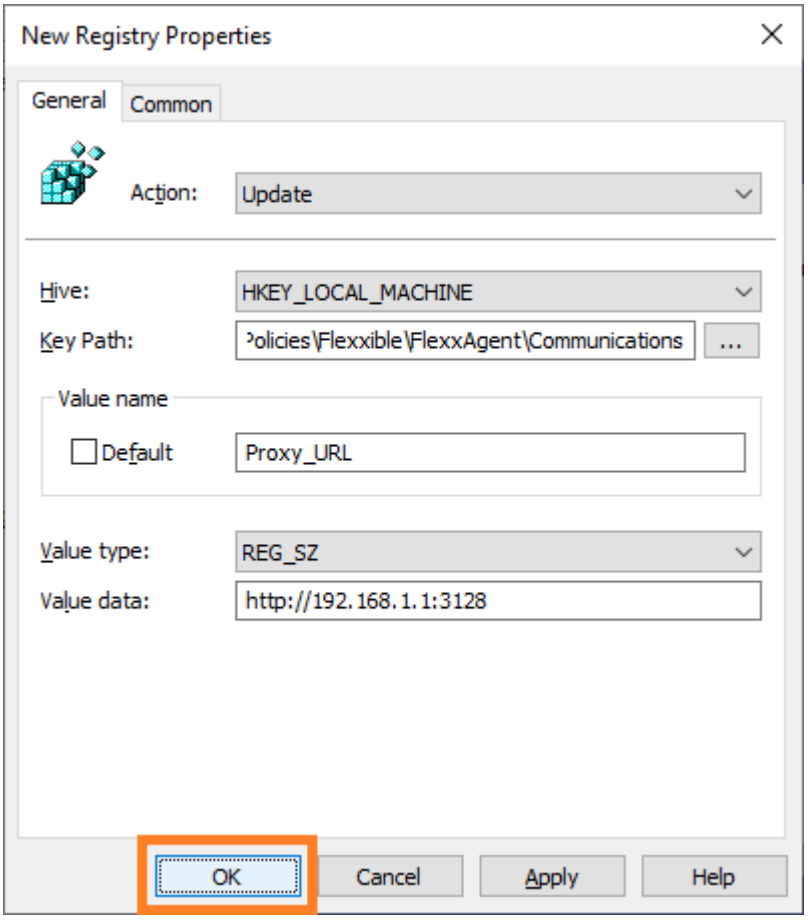
Copyright © 2024 Flexxible. Todos los derechos reservados.



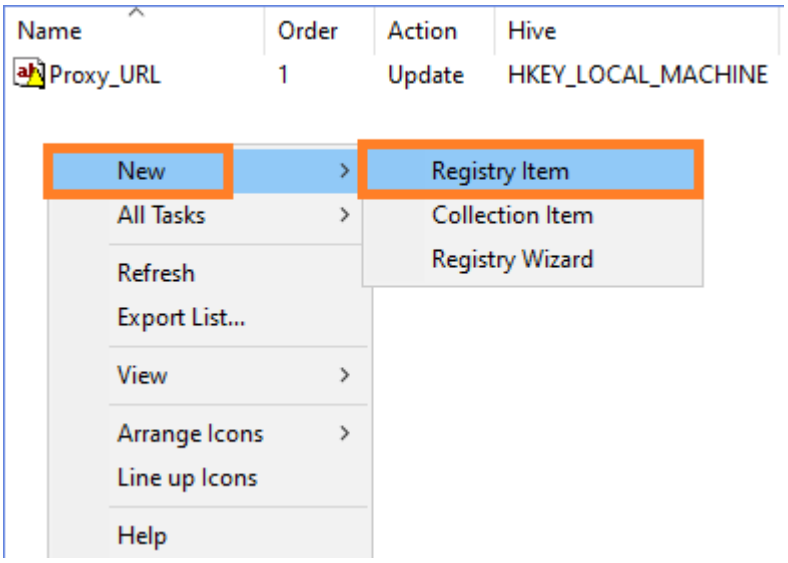
5. Add the following information and click `OK`.

   - Action: Update
   - Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
   - Value Name: Proxy_URL
   - Value type: REG_SZ
   - Value data: the proxy's address (URL) and port number. For example `https://192.168.1.1:3128`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



6. In the right panel, add a new registry entry again with the right mouse button, selecting `New` -> `Registry Item`.



7. Add the following information and click `OK`.

    - Action: Update

Copyright © 2024 Flexxible. Todos los derechos reservados.

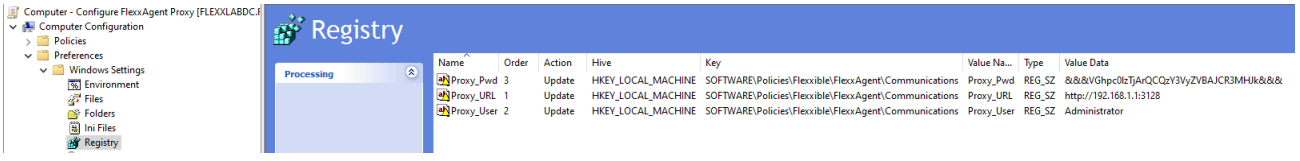
- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Value Name: Proxy_User
- Value type: REG_SZ
- Value data: the username to authenticate to the proxy server. For example `Admin`.

8. In the right panel, add a new registry entry again with the right mouse button, selecting `New` -> `Registry Item`.

9. Add the following information and click `OK`.

   - Action: Update
   - Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
   - Value Name: Proxy_Pwd
   - Value type: REG_SZ
   - Value data: the password for authenticating to the proxy server, corresponding to the user configured in the previous step.
     - The `Proxy_Pwd` key value can be filled in plaintext (not recommended) or encoded in base64 by putting the string `&&&` before and after it. Example: `&&&VGhpc0lzTjArQCQzY3VyZVBAJCR3MHJk&&&`.
     - In any case, FlexxAgent encrypts the value of this field at startup.
     - To encode the password in base64, you can use a web service like https://www.base64encode.org/.

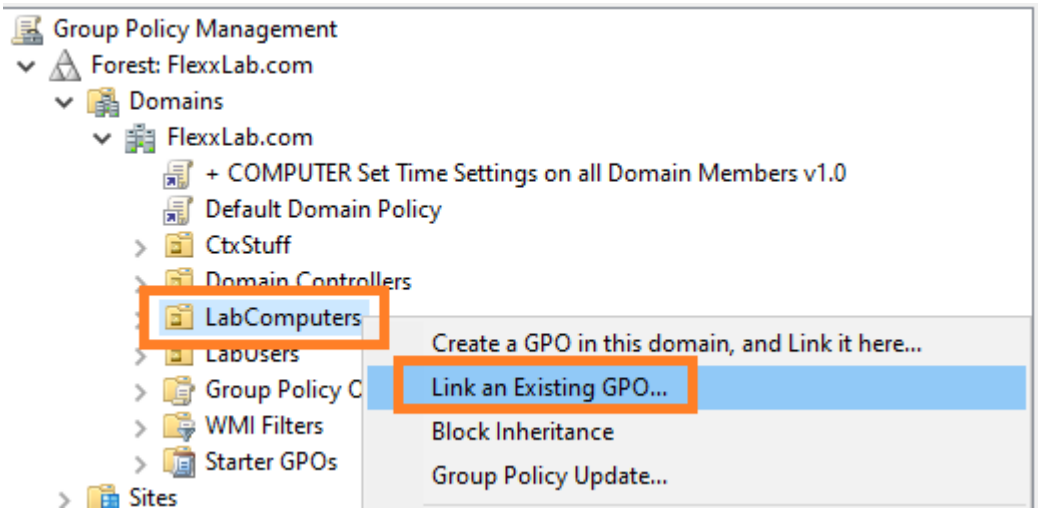
10. Three registry entries will have been created in the group policy.



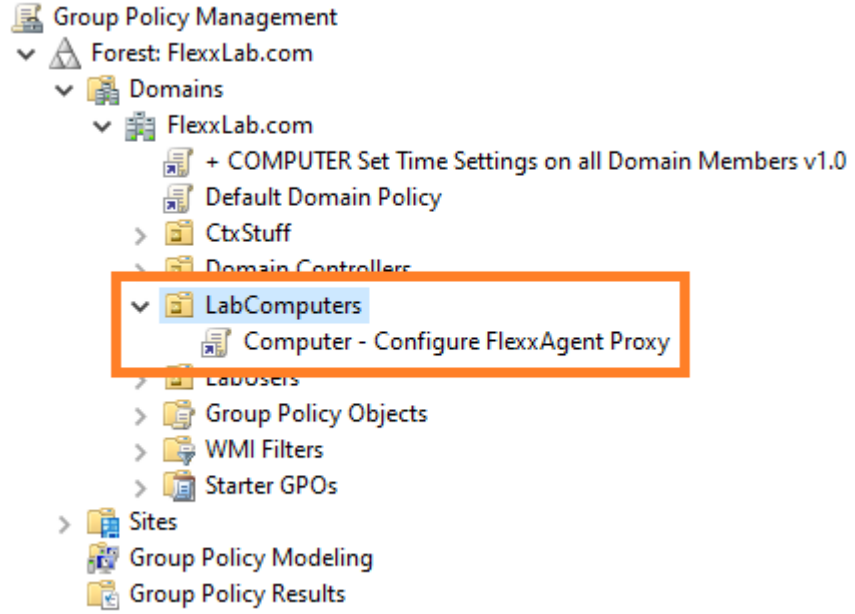
11. Close the editor.

Copyright © 2024 Flexxible. Todos los derechos reservados.

12. With the right mouse button, select the list of devices that will receive this configuration within the domain controller (under the domain or organizational unit) and select `Link an Existing GPO`.

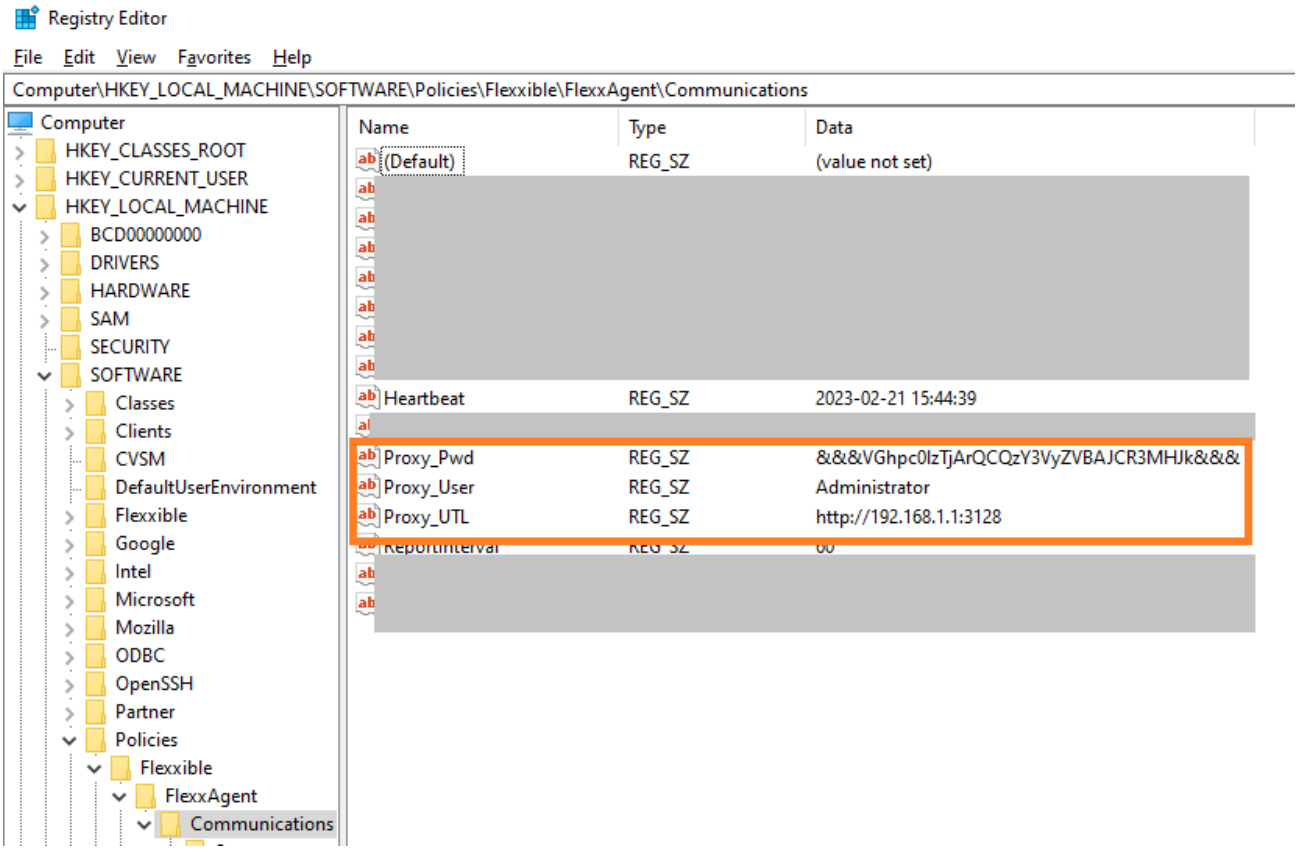


13. Select the previously created group policy.
14. The policy is linked to the devices selected in the domain controller.



15. **Optional step**: if you want to verify on a computer that the group policy has been applied correctly, you need to restart the computer. Once it starts, you can go to the registry editor and check that the entries were created correctly.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

FlexxAgent / Guides and tutorials / Deployment of FlexxAgent with Group Policy (GPO)

FlexxAgent can be deployed using group policies in Windows (GPOs). You need access to the agent installation package, which can be downloaded from the Flexxible portal.

Deploying

1. Create a Powershell `script` called `Install.ps1` with the following content:

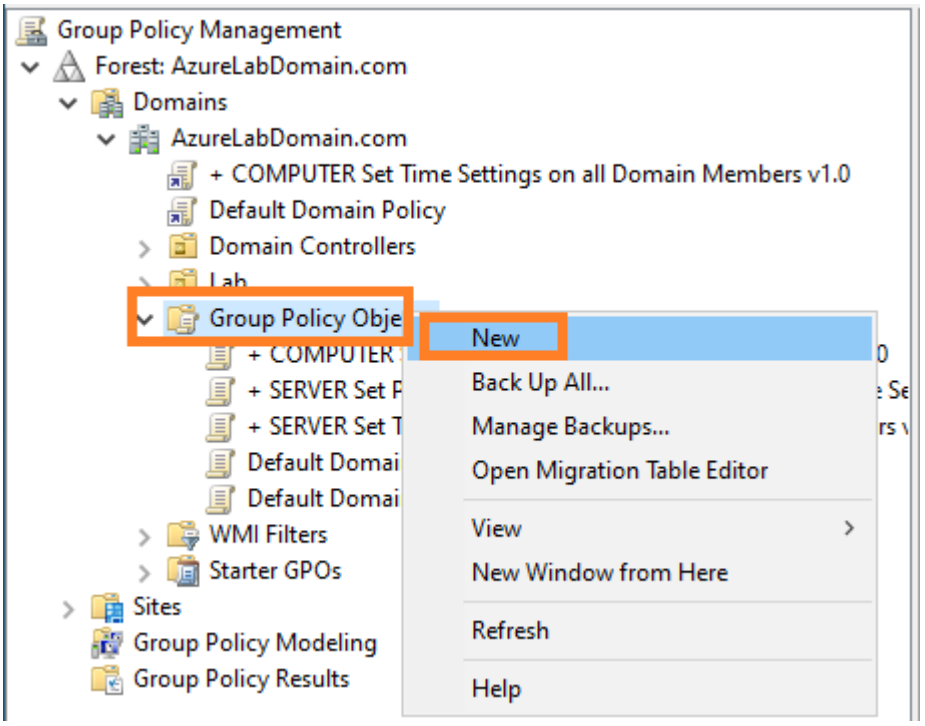
   Start-Process `Path to the file\FlexxAgent-Installer.exe`

   Example: Start-Process `C:\Temp\FlexxAgent-Installer\FlexxAgent-Installer.exe`

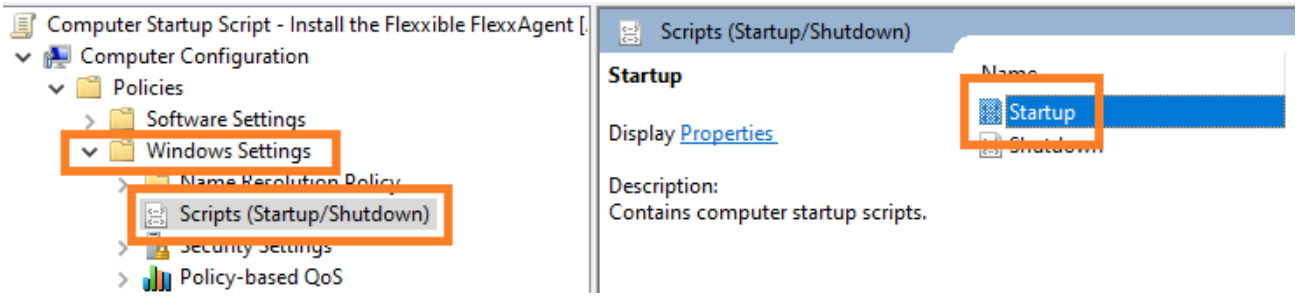
> Note: Make sure that, apart from the executable, the line includes the necessary installation parameters, such as the proxy, if needed.

2. Save the file for later use.
3. Run the group policy management console in a domain controller that has remote computer management tools installed.
4. Create a new group policy within the group policy container.

Copyright © 2024 Flexxible. Todos los derechos reservados.

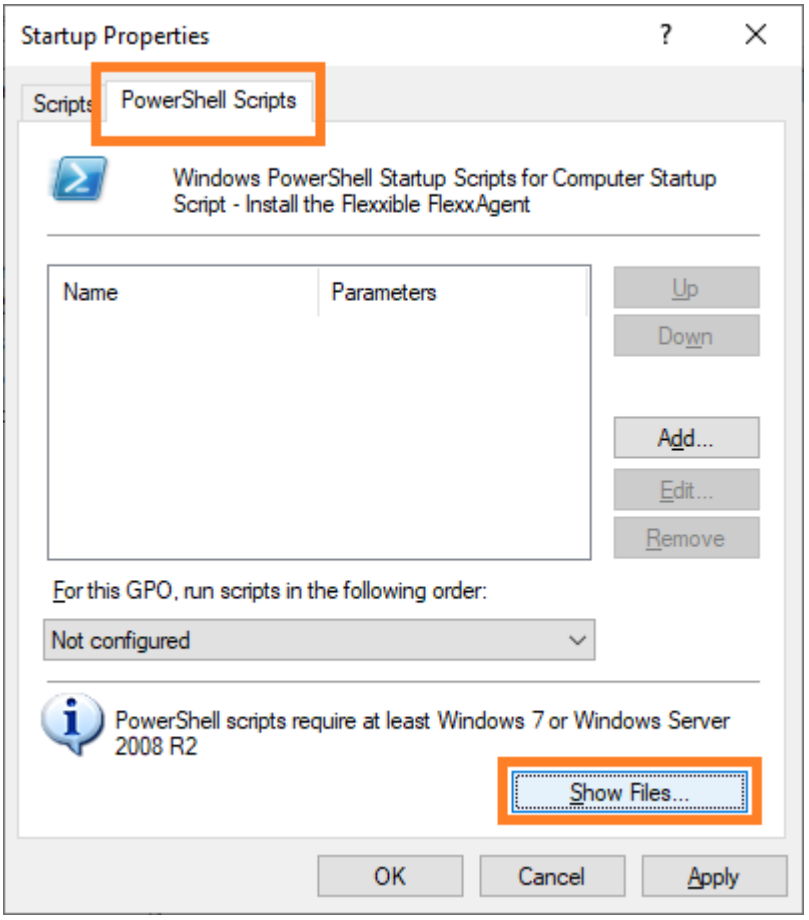


5. Give the new policy a name. Choose one that is meaningful.
6. Right-click on the group policy and select `Edit`.
7. Expand the tree `Computer Configuration` -> `Windows Settings` and select `Scripts (Startup/Shutdown)`

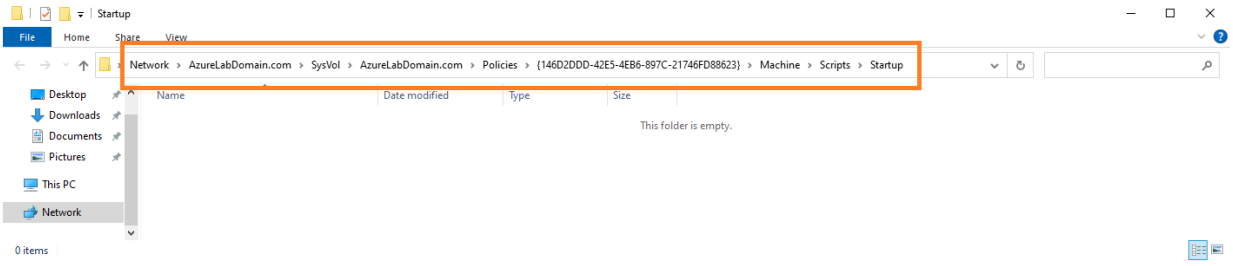


8. A dialog will appear in a new window. Select `PowerShell Scripts` in it. Next, click on the `Show Files...` button

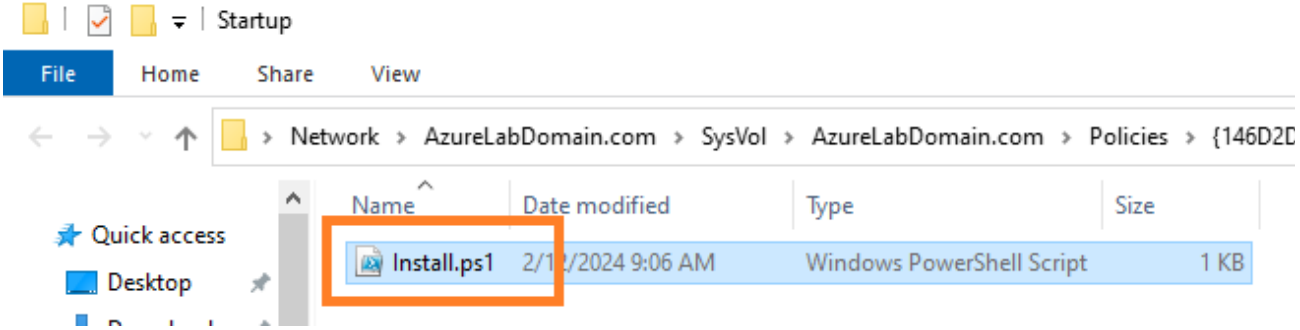
Copyright © 2024 Flexxible. Todos los derechos reservados.



9. The network folder where the scripts for the group policy are stored will open.

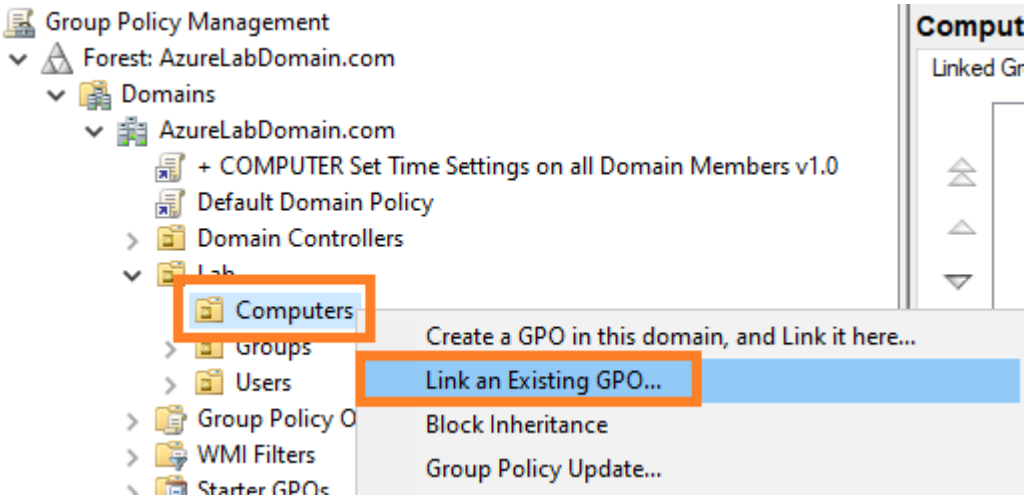


10. Copy the file `Install.ps1` that was created at the beginning and paste it into the network folder for storing Group Policy scripts.



Copyright © 2024 Flexxible. Todos los derechos reservados.

11. You can now close the Windows Explorer window that accessed the folder with the group policy scripts.
12. The startup script properties modal window will be visible again. Click on the `Add...` button.
13. A file selection dialog will appear. Find the script to use by clicking on the `Browse...` button.
14. The previous path will open, where the file created at the beginning of the procedure will be. Double-click on it or select it and click the `Open` button.
15. Once the file is selected, select `Ok` to close the dialog. The file will appear in the configuration modal window.
16. Select `OK` to close this window. You'll return to the group policy editor. This window can be closed.
17. Find the organizational unit branch, within the domain controller where the computers for FlexxAgent installation are located. Select the branch and right-click on it. Select `Link an Existing GPO`.



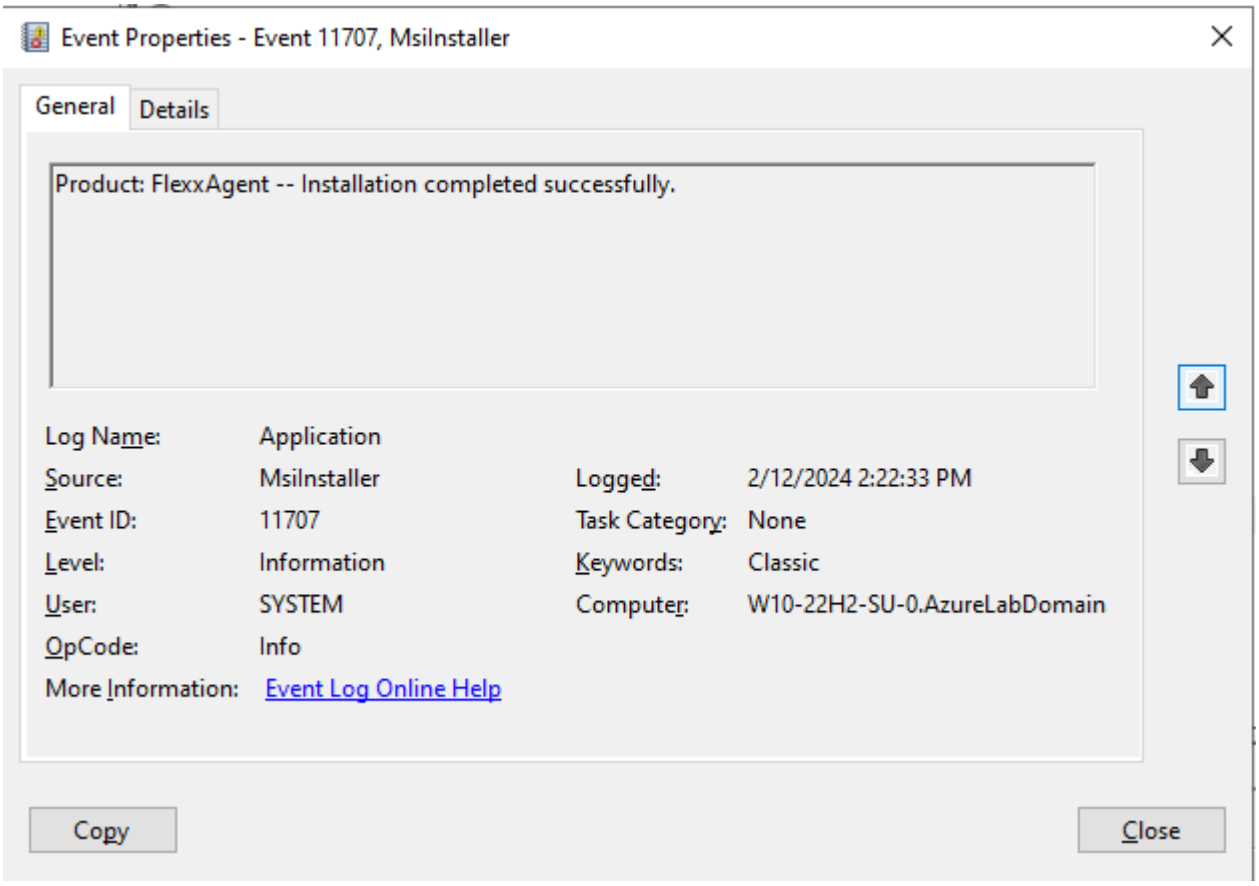
18. A selection dialog will appear where the previously created policy will be selected. Once selected, click `OK`.

Verification

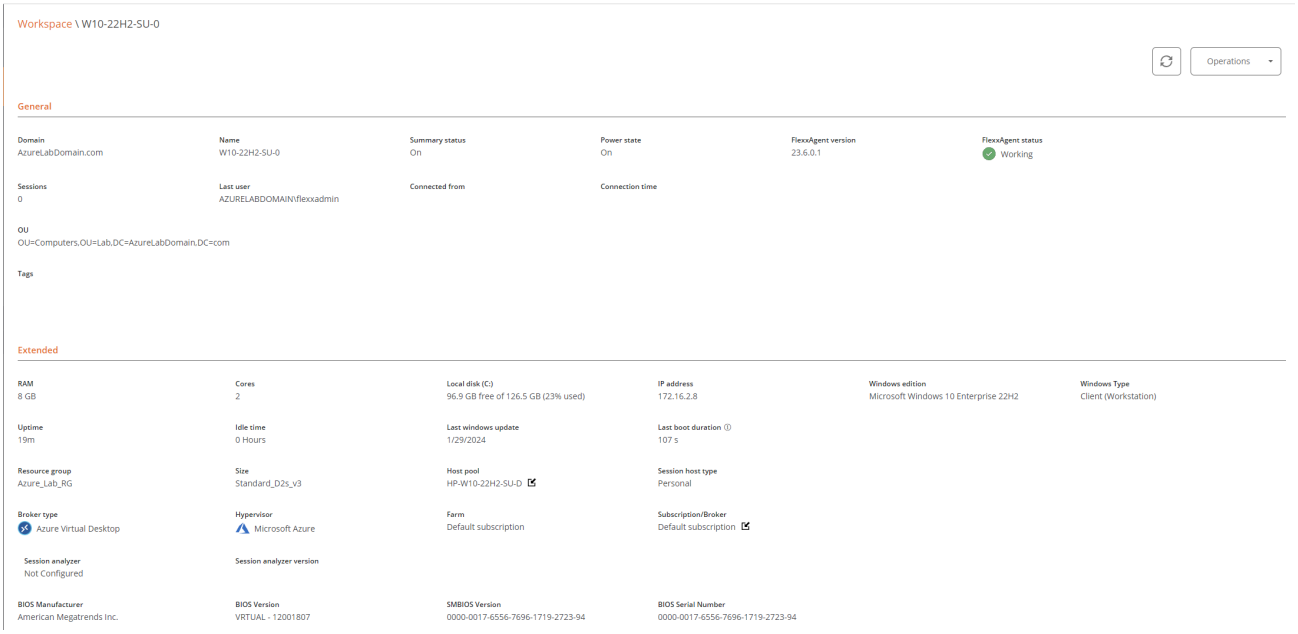
To validate the installation of FlexxAgent within a domain machine, restart a machine in the domain for the group policy to take effect. After the restart, access the application event

Copyright © 2024 Flexxible. Todos los derechos reservados.

log and you will see several events generated during the installation and initial run of FlexxAgent, including:

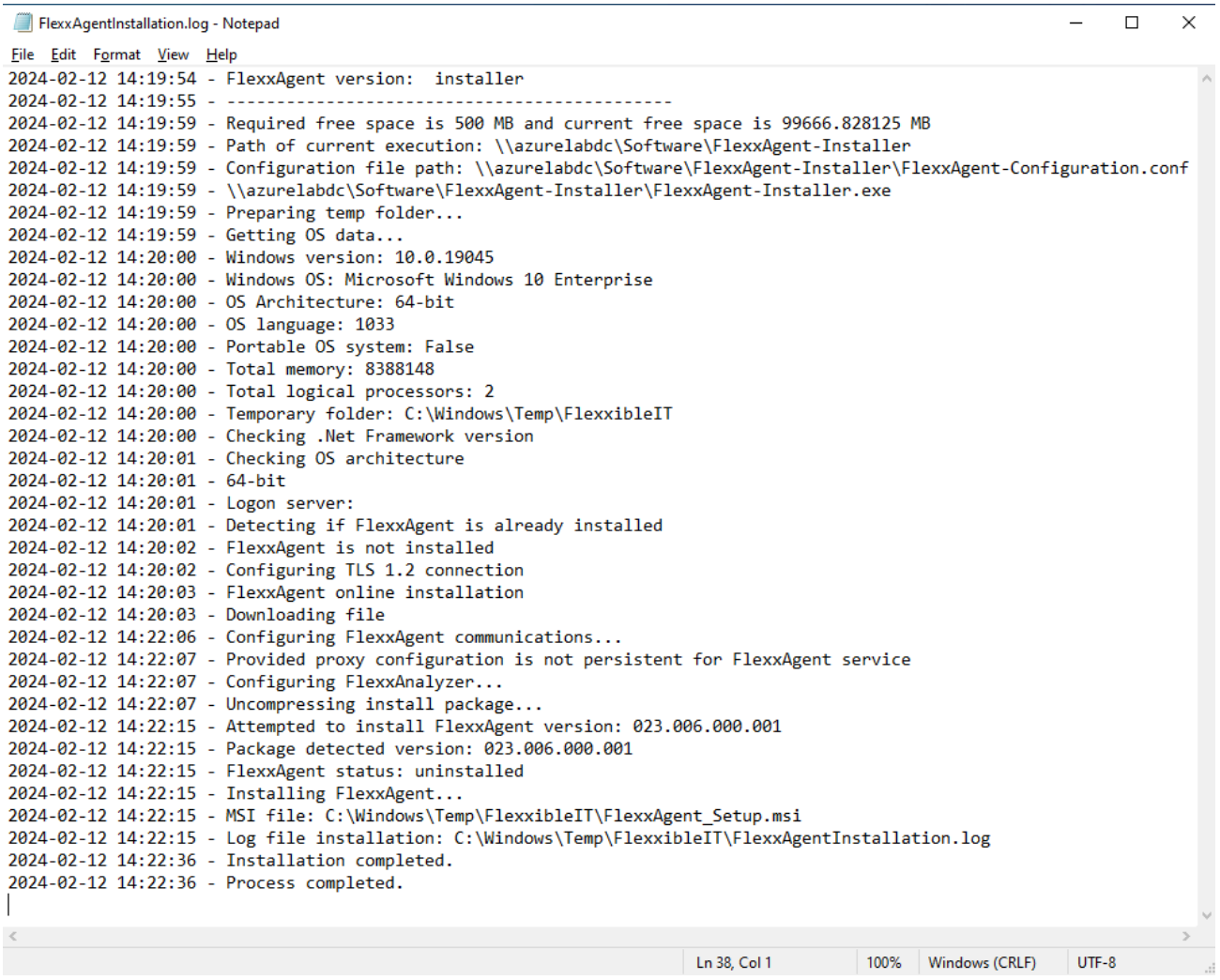


After a few minutes, you will see the new device registered in the Workspaces module and in the `Workspaces` view of the Portal.



Copyright © 2024 Flexxible. Todos los derechos reservados.

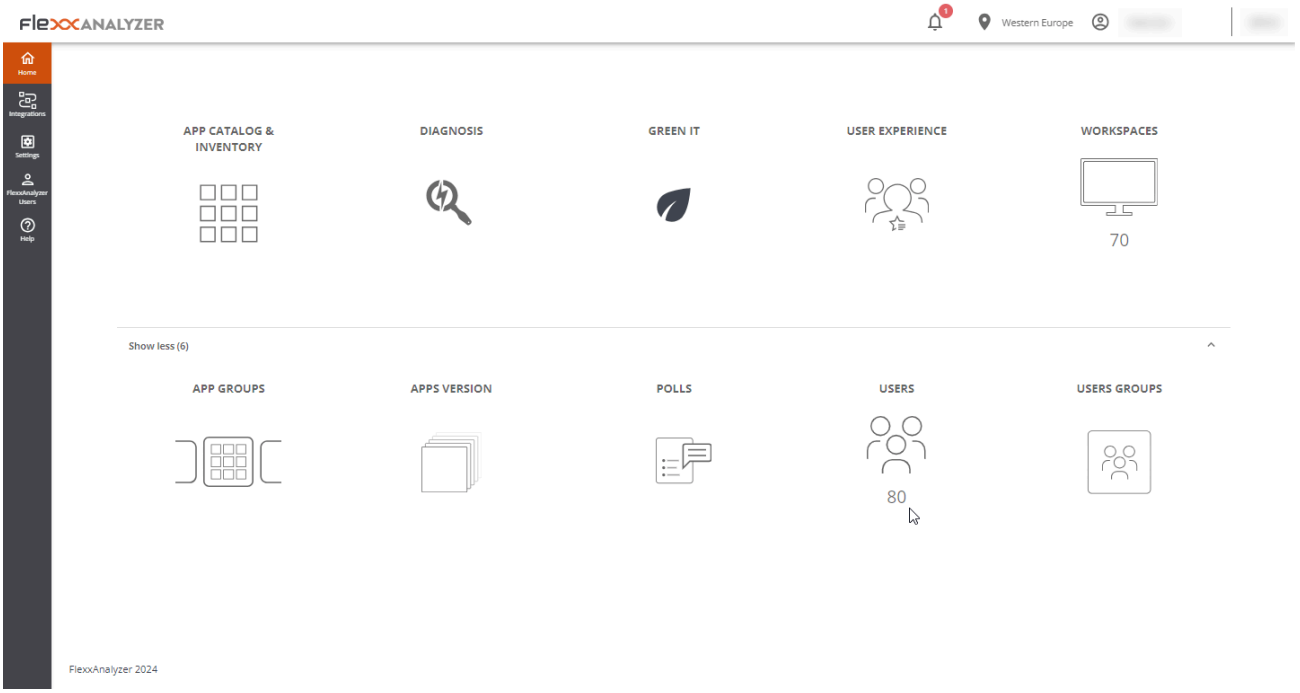
The installation log can be seen in detail in the file `C:\Windows\Temp\FlexxAgentInstallation.log`.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer

Analyzer is a comprehensive solution for managing digital experience (DeX), responsible for collecting analytical data from devices and evaluating application performance.



Included tools

With Analyzer, you can have a series of tools that allow you to perform a thorough analysis of user experience, both individually and organizationally.

It also collects information about paper printing and the organization's carbon footprint, as well as cataloging and inventorying installed applications.

It allows conducting surveys to obtain a subjective evaluation of users' perception, as well as detailed diagnostics of resources consumed per user session or per application in each session.

Tools included in Analyzer:

- App Catalog & Inventory: offers an inventory of applications and their versions in the organization.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Diagnosis: enables a diagnostic view and allows viewing the usage details of resources and applications by devices in configurable time slots.
- Green IT: allows evaluating the carbon footprint generated by printing and the electrical consumption of devices and their peripherals.
- User experience: helps detect and resolve issues by analyzing device performance and user sentiment.
- Workspaces: offers an inventory view of devices and collects information on detected issues.
- App Groups: allows creating groups of applications for joint analysis.
- Apps version: offers a condensed view of the most versioned applications in a given time period.
- Polls: allows configuring the sending of surveys to capture user sentiment and use this data to build the experience index (UXI).
- Users: contains information on detected users and details the applications and devices used historically for each of them.
- User Groups: allows creating groups of users.

Web Interface

List Views

List views allow filtering and selecting items in the different options of the module.

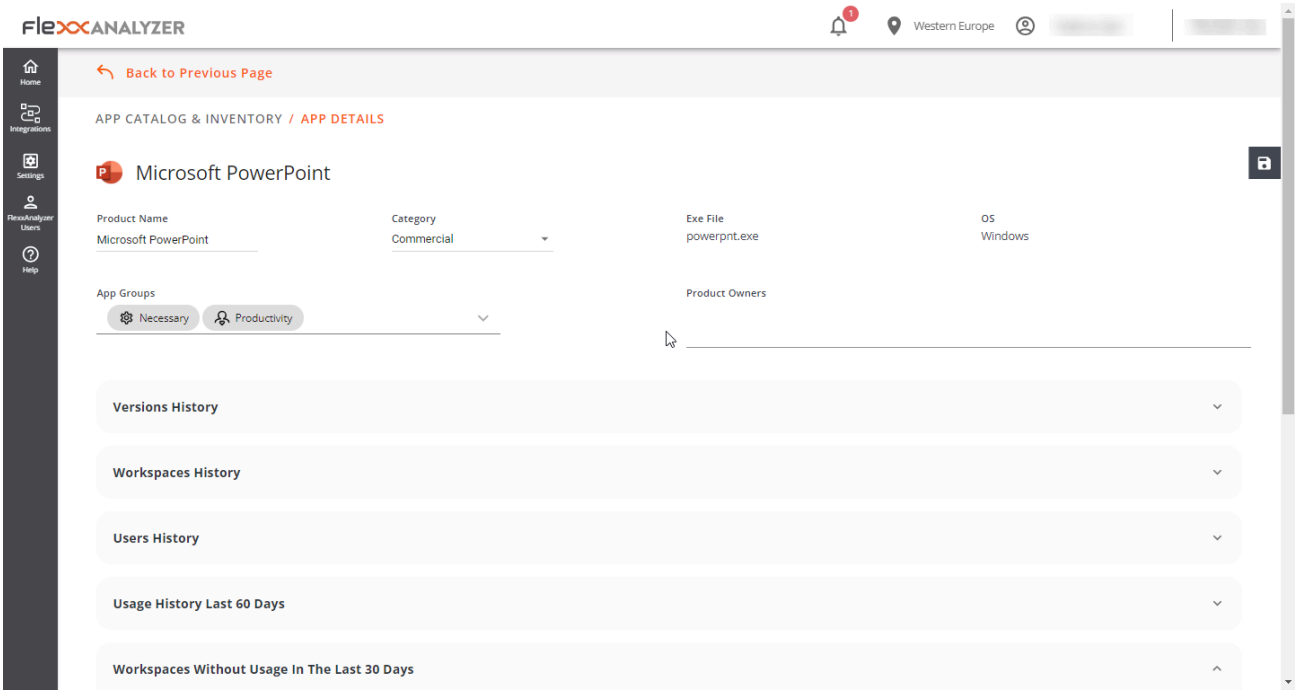
Results will appear in a list format, where you can make use of filters or navigate between different result pages.

Name	Unique Identifier	OS	Workspaces	Users	Versions	Last Report	Discovered Date	Category	App Groups	Avg RAM	Max RAM
AnyDesk	anydeskclient_usr_7.0.14_inc...	Windows	1 (0%)	1 (1%)	1	2024-01-08	2024-01-08	NonCategor...		176 MB	277 MB
Anydesk.exe	anydesk.exe	Windows	21 (8%)	20 (12%)	2	2024-02-16	2022-12-02	Tool	Departmental, Pro...	104 MB	560 MB
Apache HTTP Server	httpd.exe	Windows	1 (0%)	1 (1%)	1	2024-01-05	2024-01-05	NonCategor...		57 MB	81 MB
Apps2Digital Agent (deprecated)	a2dagent.exe	Windows	2 (1%)	2 (1%)	1	2024-02-16	2022-07-11	Tool	Departmental, Pro...	35 MB	57 MB
Audacity	audacity.exe	Windows	1 (0%)	1 (1%)	2	2024-02-17	2023-01-28	NonCategor...		106 MB	210 MB
Autoplay	autoplay.exe	Windows	1 (0%)	1 (1%)	1	2024-02-20	2024-02-20	NonCategor...		4 MB	4 MB
Azure AD dsregcmd	dsregcmd.exe	Windows	1 (0%)	1 (1%)	1	2024-01-10	2022-09-13	Tool	Low Used, Produc...	1 MB	1 MB
Babel Obfuscator	babelwin.exe	Windows	1 (0%)	2 (1%)	1	2024-02-12	2023-02-10	NonCategor...		94 MB	121 MB
Biometric Enrollment Host	bioenrollmenthost.exe	Windows	1 (0%)	1 (1%)	1	2024-02-20	2024-02-20	NonCategor...		12 MB	12 MB
Brave Browser	brave.exe	Windows	7 (3%)	6 (4%)	4	2024-02-21	2022-12-20	Commercial	Departmental	877 MB	5.36 GB

Copyright © 2024 Flexxible. Todos los derechos reservados.

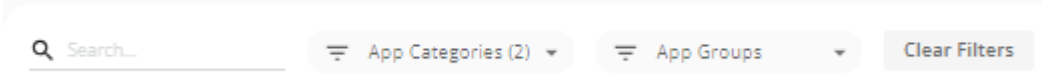
Detail Views

When an item is selected from the list view, you access the detail view, which allows consulting data of the selected item in more depth.



Search options

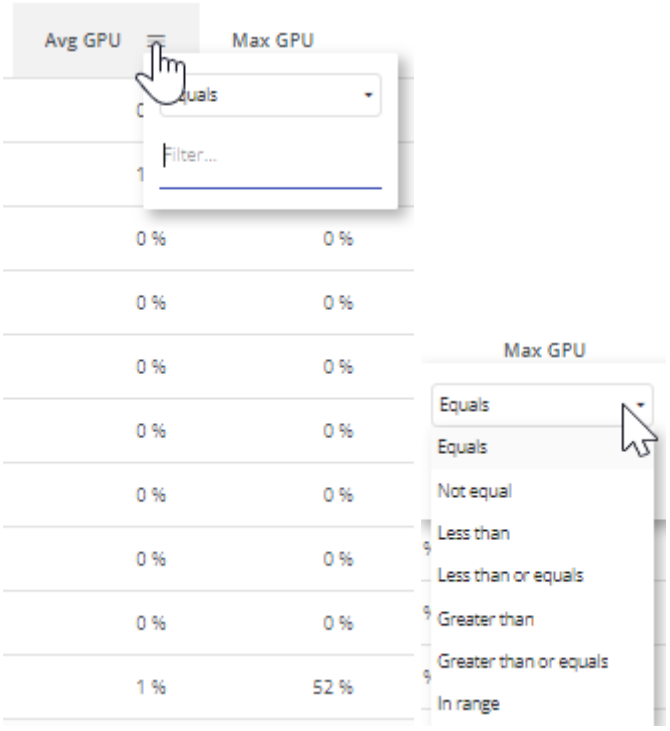
From any of the list views, you can access search options that allow locating a record within all results offered in the list.



Column filter

List views contain a series of filters with several logical operators (also known as boolean operators) that allow comparing values, depending on the information shown in the column.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Logical operators that can be operated with:

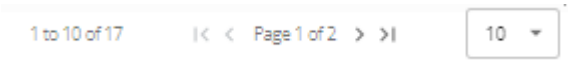
Condition	Caption
Equal to	The condition for filtering results must be equal to the value stated.
Not equal to	The condition for filtering results must be different from the value stated.
Greater than	The condition for filtering results must be greater than the value stated.
Less than	The condition for filtering results must be less than the value stated.
Greater or equal to	The condition for filtering results must be greater than or equal to the value stated.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Condition	Caption
Less or equal to	The condition for filtering results must be less than or equal to the value stated.
In range	The condition for filtering results must be between the values stated.
Start with	The condition for filtering results must start with the value stated.
End with	The condition for filtering results must end with the value stated.

Page navigation

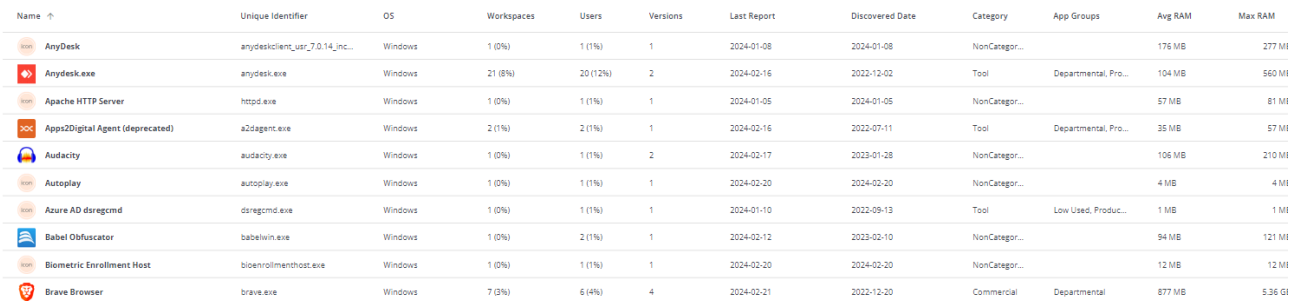
At the bottom of any list view is the page navigator. It's useful for navigating between pages of results.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / App Catalog & Inventory

From the `App Catalog & Inventory` option you can see a list of all the applications that have been discovered by FlexxAgent. At the top, next to a dropdown menu, there is a search bar that filters categories and application groups.



Name	Unique Identifier	OS	Workspaces	Users	Versions	Last Report	Discovered Date	Category	App Groups	Avg RAM	Max RAM
AnyDesk	anydeskclient_usr_7.0.14_inc...	Windows	1 (0%)	1 (1%)	1	2024-01-08	2024-01-08	NonCategor...		176 MB	277 MI
Anydesk.exe	anydesk.exe	Windows	21 (8%)	20 (12%)	2	2024-02-16	2022-12-02	Tool	Departmental, Pro...	104 MB	560 MI
Apache HTTP Server	httpd.exe	Windows	1 (0%)	1 (1%)	1	2024-01-05	2024-01-05	NonCategor...		57 MB	81 MI
Apps2Digital Agent (deprecated)	a2dagent.exe	Windows	2 (1%)	2 (1%)	1	2024-02-16	2022-07-11	Tool	Departmental, Pro...	35 MB	57 MI
Audacity	audacity.exe	Windows	1 (0%)	1 (1%)	2	2024-02-17	2023-01-28	NonCategor...		106 MB	210 MI
Autoplay	autoplay.exe	Windows	1 (0%)	1 (1%)	1	2024-02-20	2024-02-20	NonCategor...		4 MB	4 MI
Azure AD dsregcmd	dsregcmd.exe	Windows	1 (0%)	1 (1%)	1	2024-01-10	2022-09-13	Tool	Low Used, Produc...	1 MB	1 MI
Babel Obfuscator	babelwin.exe	Windows	1 (0%)	2 (1%)	1	2024-02-12	2023-02-10	NonCategor...		94 MB	121 MI
Biometric Enrollment Host	bioenrollmenthost.exe	Windows	1 (0%)	1 (1%)	1	2024-02-20	2024-02-20	NonCategor...		12 MB	12 MI
Brave Browser	brave.exe	Windows	7 (3%)	6 (4%)	4	2024-02-21	2022-12-20	Commercial	Departmental	877 MB	5.36 GI

List view

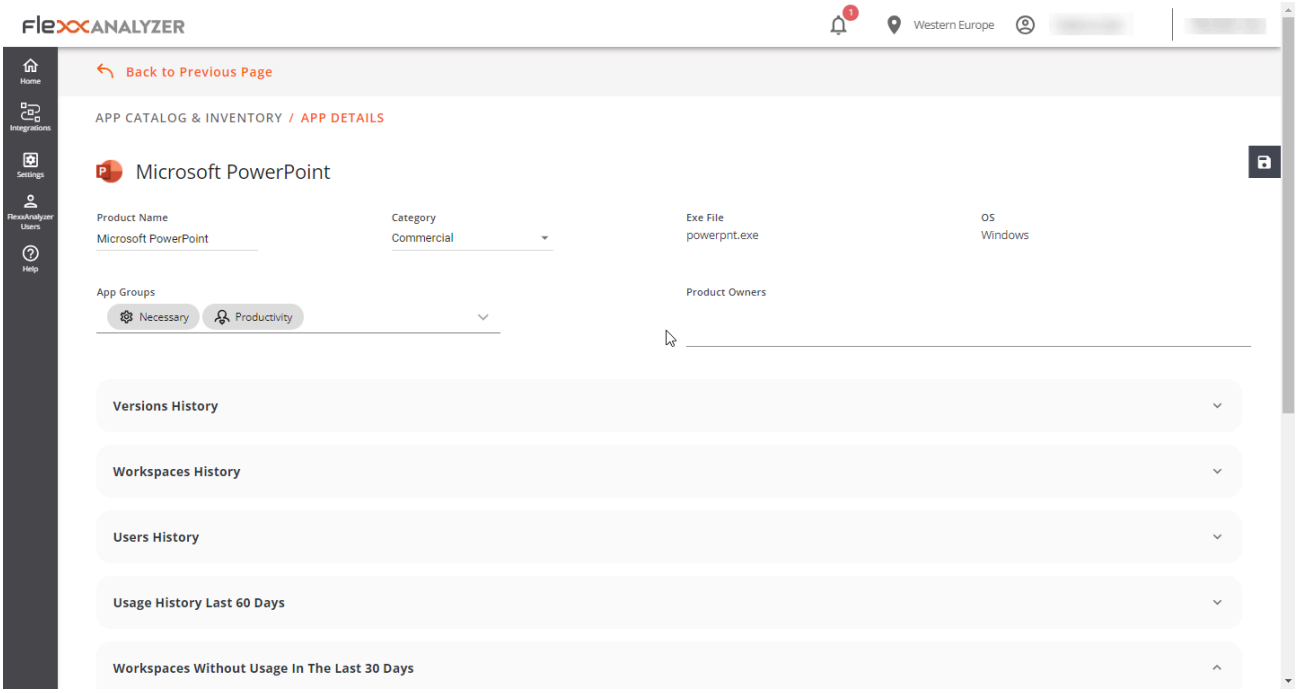
In the list view you can see the following information:

- Product Name
- Application unique identifier
- Operating system for which the application is designed
- Number and percentage of devices running the application
- Users and percentage out of total who have run it
- Number of versions
- Date of last record where activity of this application was found
- Discovery date
- Category
- Application group
- Average and maximum values on CPU, RAM, GPU and IOPS usage

Detail view

When accessing the desired application, it is possible to see more specific information and assign `Product Owners` to the application.

Copyright © 2024 Flexxible. Todos los derechos reservados.



The fields `Product Name`, `Category` or `App Groups`, at the top of the list view, can be edited, and saved through the `Save changes` sliding button on the right side.

Version History

From `Version History` you can access the different registered versions of the selected application. Here you can check:

- `Product Version`: the registered version or versions of the product
- `Image`: version architecture type (32 or 64 bits)
- `Discovery Date`: date of first record of this version
- `Last Report`: date of last registered report

Workspaces history

It provides details of the recent usage of the application on devices, each application contains:

- Device Name
- Reported version

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Report date

Users History

It provides details of recent user usage, each application contains:

- Username
- Reported version
- Report date

Usage History Last 60 Days

From this section, you can see a list of different user sessions that have used the selected application during the last 60 days, it contains:

- Username: user session in which the execution of this application was recorded.
- Workspace: device on which the execution of this application was recorded.
- Days: number of days, out of the last 60, that the application was detected running in this user session.
- Last Report: date of the last registered report in the user session.

Workspaces without usage in the last 30 days

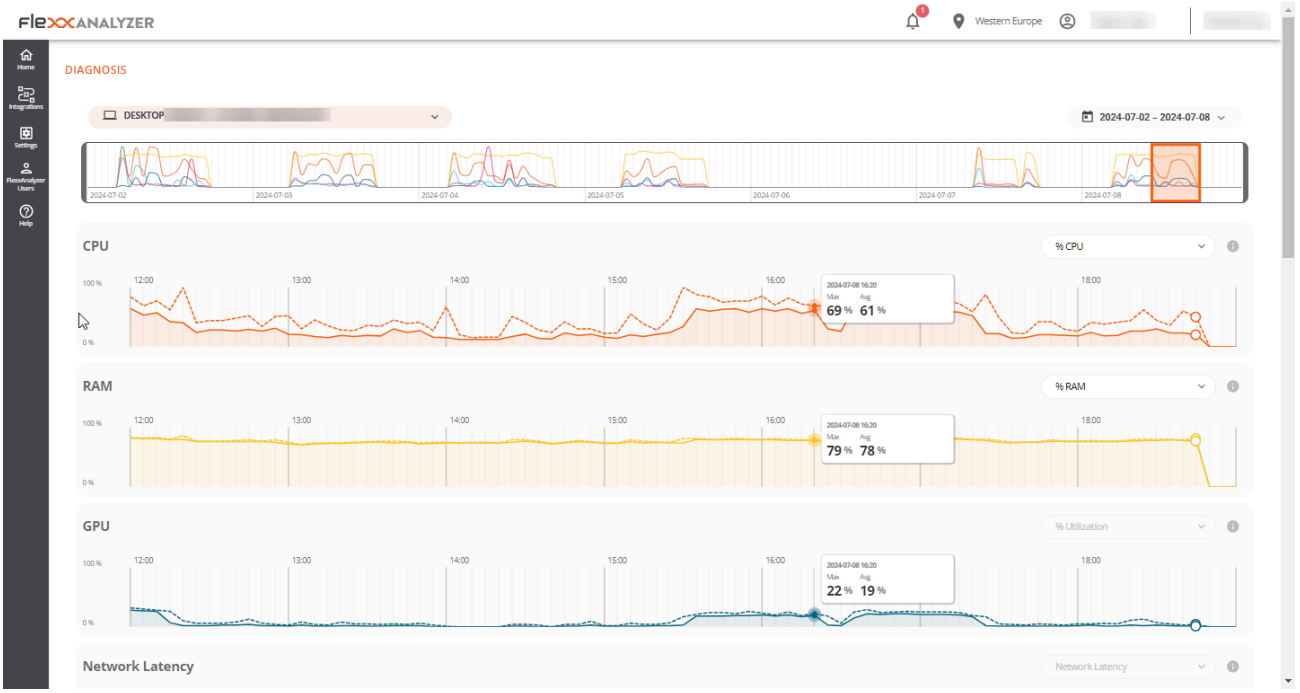
This list shows the devices that have the application installed but have had no usage in the last 30 days, which helps identify opportunities for license optimization. Includes:

- Device Name
- Installation date
- Last detection report

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / Diagnosis

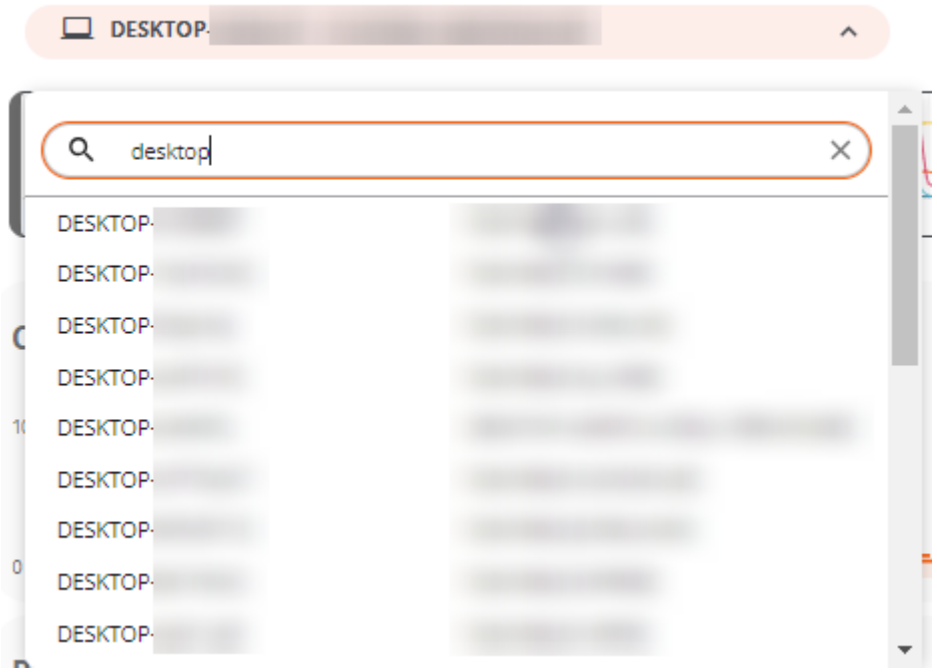
From the `Diagnosis` option, you can perform a detailed analysis of a device's resource consumption, as well as the applications and processes used in the user's session.



Web Interface

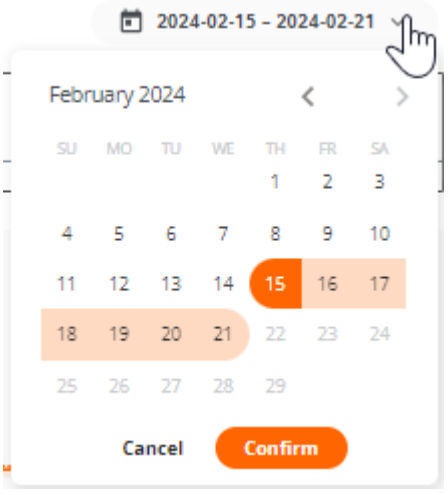
From the `Diagnosis` dropdown menu, you can search for a device and the user session you want to analyze. If you start typing a username, the dropdown menu will filter to show only devices that match that name.

Copyright © 2024 Flexxible. Todos los derechos reservados.



It's possible to select a one-week date range for the analysis; by default, data from the last seven days will be shown, although you can select a custom period by clicking the dropdown list. Only the devices used in the selected period will appear.

When you want to explore a different time span, the calendar will mark the days the device wasn't used with a lighter color.



Once the selections are made, the resource consumption information for the selected period, device, and user will be displayed.

Timeframe selection

Copyright © 2024 Flexxible. Todos los derechos reservados.

Once the device, user, and dates on which you want to see the data analysis are selected, a chart will appear at the top, with a six-hour zoom window.

You can drag and drop the selection area on the chart to view the resource consumption data for a more specific period.

You can also click on a point on the chart to see the resource consumption data for that specific moment without manually dragging the selection area. The rest of the page data will reflect the selected period, device, and user.

Resource consumption charts

After placing the time window at the exact point that needs to be analyzed, five resource consumption charts will be displayed at the bottom area: CPU, RAM, GPU, Network Latency, and Disk Usage. Each chart will show six hours corresponding to the selection area in the timeline chart.

The charts show the total resources consumed by the device. If more than one user was using the device during that period, the charts will show the resources consumed by all users.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Hovering over any of the charts will display a box with the resource consumption for that specific moment. You can click on any point of any of the charts to see which applications and processes were running at that specific moment; by default, the most recent data for the selected period will be displayed.

Performance Counters

Each counter on the screen includes several display options.

CPU

- **% CPU**: shows the total CPU usage in the system, equivalent to what Task Manager shows.
- **% User Time**: represents the percentage of CPU time utilized by applications and processes running in user mode.
- **% Privileged time**: indicates the percentage of CPU time used by the operating system and system services in privileged mode.
- **% Processor time**: shows the total CPU time used across all system processes and activities.

RAM

- **% RAM**: shows the total memory usage in the system, equivalent to what Task Manager shows.
- **Available RAM**: represents the amount of free memory in the system for running new applications without causing performance issues.
- **Committed MB**: indicates the amount of virtual memory actively used by the running processes and applications.

GPU

- **% utilization**: shows the total GPU usage in the system, equivalent to what Task Manager shows.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Network Latency

- **Network Latency**: shows the system latencies.

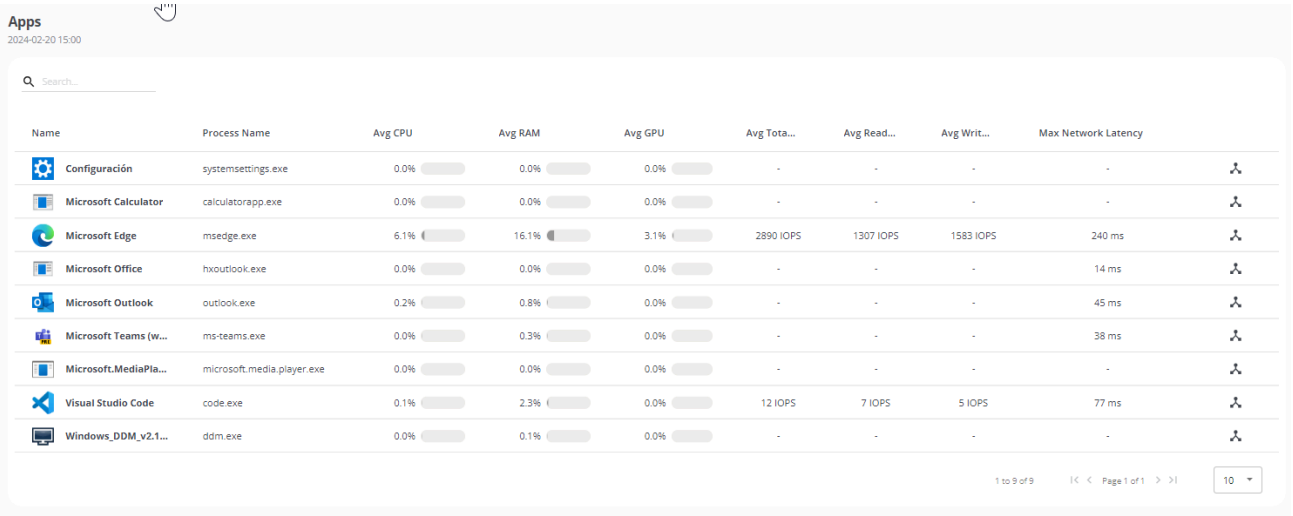
Disk Usage

- **Total IOPS**: shows the total IOPS (input/output operations per second) generated by the applications and processes on the disk.
- **IOPS read per second**: sum of all read IOPS, per second.
- **IOPS write per second**: sum of all write IOPS, per second.

Applications and Processes Tables

At the bottom, you will find the application and process tables, which show all the applications and processes that the user had running on that device at the time marked with the time frame selection.

For each application, the name, the executable, and the resources it consumed are shown.



You can filter the table results using the search bar at the top of each one. You can also sort the results by clicking any of the columns in the table.

If you select a point on the chart to see the resource consumption data for a specific moment, the tables will automatically sort to show first the programs that consumed the

Copyright © 2024 Flexxible. Todos los derechos reservados.

most resources in the selected chart.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / Carbon footprint analysis

Green IT, or green technology, is an approach that seeks to minimize the environmental impact of information and communication technologies. One of the areas where it can make a significant difference is in the management and optimization of resource usage, such as energy and paper.

This Analyzer option presents a series of metrics and data related to paper printing and the electrical consumption of devices and their peripherals, which are essential for understanding and improving energy efficiency and sustainability in the work environment.

Web Interface

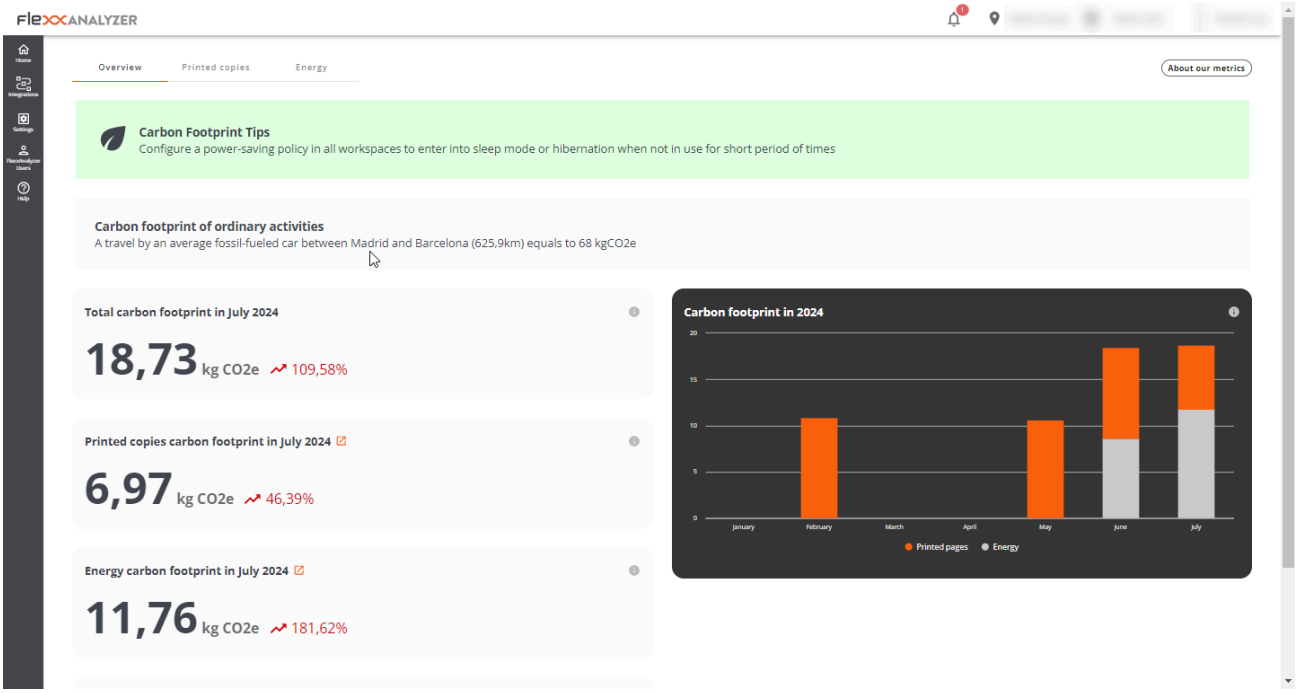
This dashboard view is divided into three tabs:

- Overview (visión general): where unified data of the entire generated carbon footprint is presented.
- Printed copies: provides information about the monthly prints in the organization, either in black and white or color; the metrics of the users and printers that generate the most prints.
- Energy: provides information about the energy consumption generated by the use of devices and their peripherals, as well as data on radioactive waste produced from energy generation.

> Important: carbon footprint data for electrical consumption and prints are recorded only for physical devices, not for virtual machines.

Overview

Copyright © 2024 Flexxible. Todos los derechos reservados.



The overview view groups the collected data regarding both energy consumption and prints, to show monthly information.

Data contained in the view (current month):

- Total generated carbon footprint
- Carbon footprint generated by prints
- Carbon footprint generated by electrical consumption
- Amount of radioactive waste generated in the current month
- Graphical view of the monthly evolution of the generated carbon footprint

Printed copies

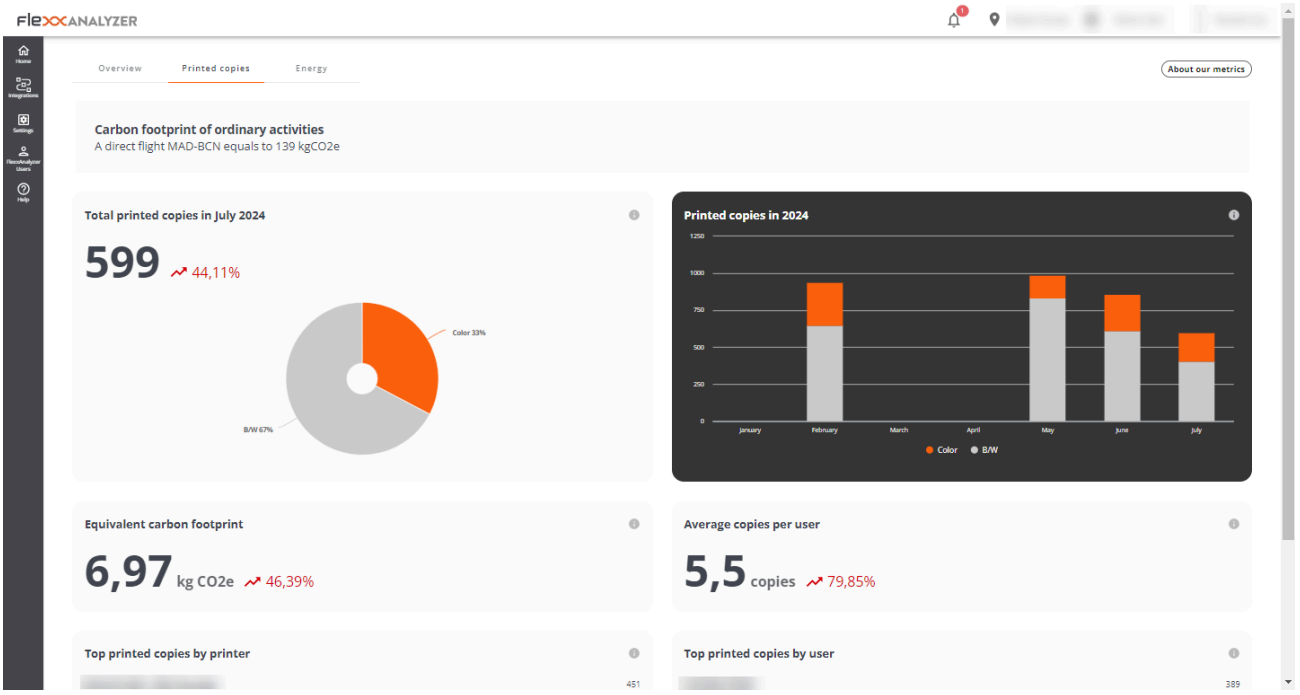
The adoption of Green IT practices for the management and optimization of resource usage in the field of printing involves taking measures that lead to a reduction in paper and energy consumption, as well as the carbon footprint associated with printing devices.

This section presents a dashboard view with information about the prints made and the carbon footprint generated by this activity.

The carbon footprint of the printed copies is calculated using the following estimates:

Copyright © 2024 Flexxible. Todos los derechos reservados.

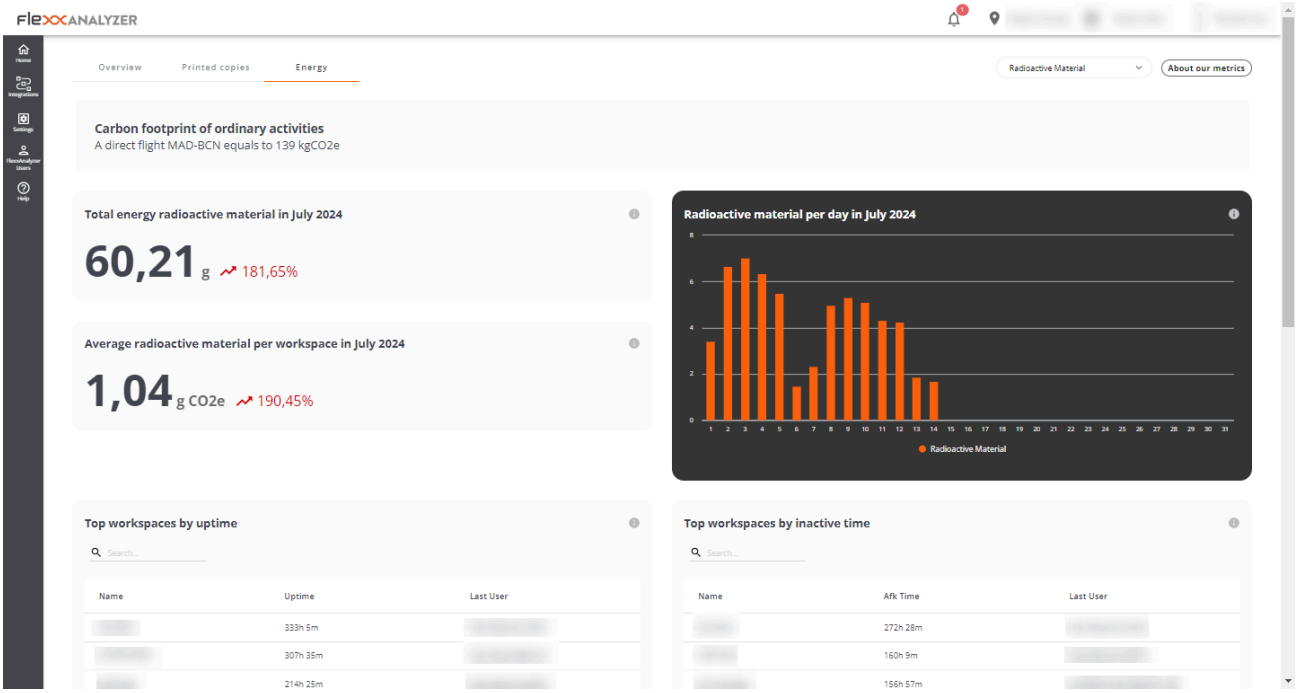
- 10 g of CO2e per A4 black and white copy
- 15 g of CO2e per A4 color copy



- **Total printed copies in [current month]** (Número de impresiones en el mes en curso): shows short-term trends in paper usage. Helps identify areas of intensive use, as well as opportunities to reduce the number of prints or promote duplex printing.
- **Equivalent carbon footprint** (Total de la huella de carbono generada en el mes en curso): provides a direct idea of the environmental impact of printing activities. It can motivate the adoption of policies to reduce the carbon footprint, such as digitizing documents and implementing paperless initiatives.
- **Top printed copies by printer** (Top de impresiones por impresoras): view of printers, sorted by the number of prints in the current month.
- **Printed copies in [Current year]**: overview of total black and white and color prints made, month by month, during the current year.
- **Average copies per user**: average number of prints per user in the current month.
- **Top printed copies by user** (Top de impresiones por usuario): list of users, sorted by number of prints during the current month.

Energy

Copyright © 2024 Flexxible. Todos los derechos reservados.



The carbon footprint of energy consumption is calculated by multiplying the energy consumption of the device, showing the average kgCO2e per kWh in Spain, which is 0.1 kgCO2e/kWh.

The radioactive material from energy is calculated by multiplying the device's energy consumption and is shown with the average kgCO2e per kWh in Spain, which is 0.512 g/kWh.

This section presents a dashboard view with information about the carbon footprint and radioactive waste generated by the electric consumption of the devices.

Using the selector on the top right, it is possible to select the view of radioactive material or generated carbon footprint.

Radioactive material

- **Total energy radioactive material in [Current month]**: shows the total grams of radioactive material generated during the current month.
- **Average radioactive material per workspace in [Current month]**: shows the average radioactive material per workspace in the current month.
- **Radioactive material per day in [Current month]**: estimate graph of grams of radioactive waste generated in the current month.

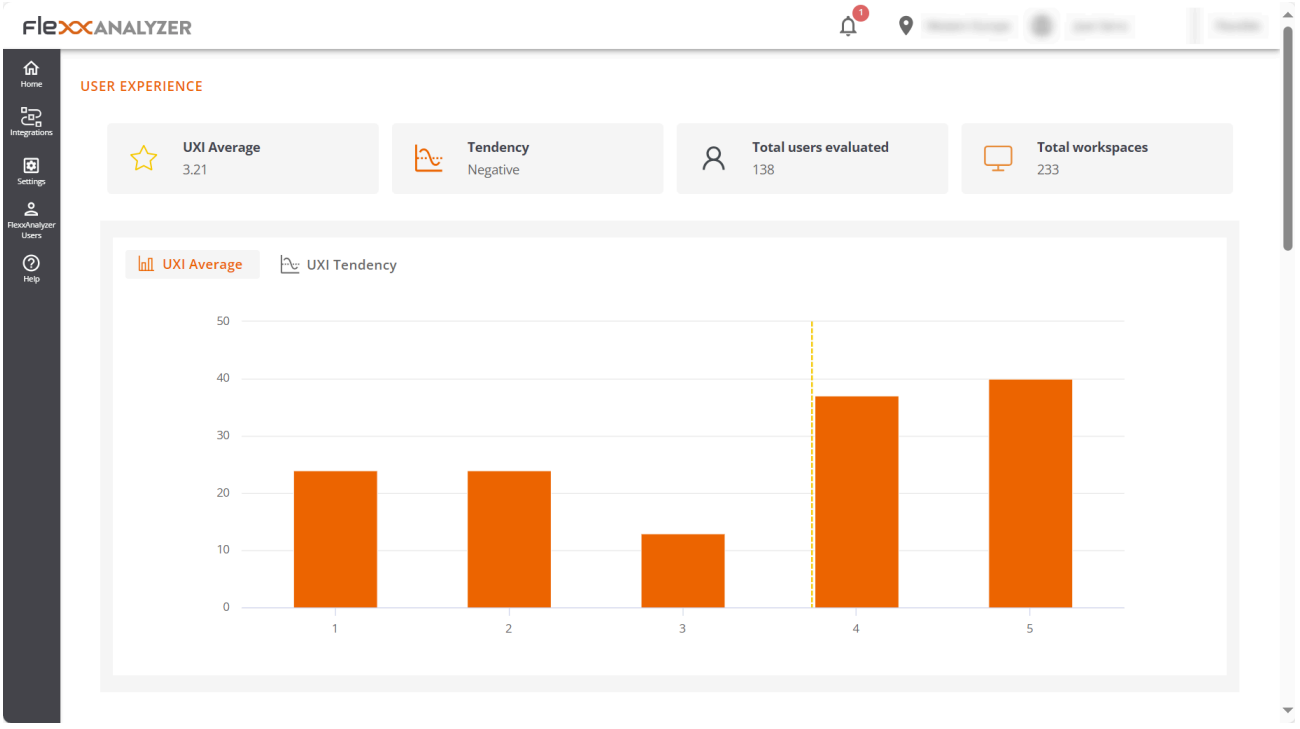
Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Top workspaces by uptime**: top 10 devices by uptime in the current month.
- **Top workspaces by inactive time**: top 10 devices by inactive time in the current month.
- **Top workspaces by radioactive material generated**: top 10 devices that generate the most radioactive material. Radioactive material calculations are made using the averages of CPU and screen consumption by the average radioactive material generated per kWh in Spain (0.512 g).
- **Top workspaces by inactive time and radioactive material generated**: top 10 devices that generate the most radioactive material while being inactive. Calculated using the averages of CPU and screen by the average radioactive material generated per kWh in Spain (0.512 g).

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / User experience

In an organization, user experience measures how employees interact with their organization's digital ecosystem; this includes evaluating the performance of the hardware and software they use during their workday, as well as their emotional perception.



Basic concepts

Analyzer builds the UXI (user experience indicator) based on the weighting of two others:

- Workspace Reliability Index (WRI)
- User sentiment

WRI (Workspace Reliability Index)

The Workspace Reliability Index, or device reliability indicator, allows for an objective performance score for a device based on the collection and analysis of detected issues. Multiple indicators are considered which, if certain issues arise in devices, reduce the score from an initial 5-star rating. These metrics include:

Copyright © 2024 Flexxible. Todos los derechos reservados.

Indicator	Severity	Threshold
HIGH_CPU	MEDIUM	Above 85% for more than 10 minutes
HIGH_RAM	MEDIUM	Above 95% for more than 10 minutes
BSOD	HIGH	Presence of a BSOD (blue screen)
APP_CRASHES	HIGH	Presence of application crashes
APP_HANGS	HIGH	Application crashes presence
TEAMS_PROBLEMS	HIGH	Detected problems in Microsoft Teams
PNP_ERRORS	HIGH	Detected peripheral errors
WIFI_SIGNAL	HIGH	Signal below 30% for 10 minutes
LOGIN_DURATION	HIGH	More than 60 seconds
UPTIME	LOW	More than 15 days
RESTART_PENDING	LOW	More than one day
CRITICAL_EVENTLOG	HIGH	Presence of critical events in the event viewer
UID	MEDIUM	High system response rate (greater than 350 ms)
LOW_STORAGE	MEDIUM	Low free disk space (less than 20%)
MULTIPLE_EVENTLOGS_ERRORS	MEDIUM	More than 50 errors generated in the event log in the last hour

Copyright © 2024 Flexxible. Todos los derechos reservados.

Indicator	Severity	Threshold
UNAVAILABLE	MEDIUM	Session unavailable for more than 5 minutes
RAM_UNDER_MINIMUM	MEDIUM	Less than 1 GB of free memory
WINDOWS_UPDATES_POOLED	MEDIUM	Windows Update service running on pooled machine

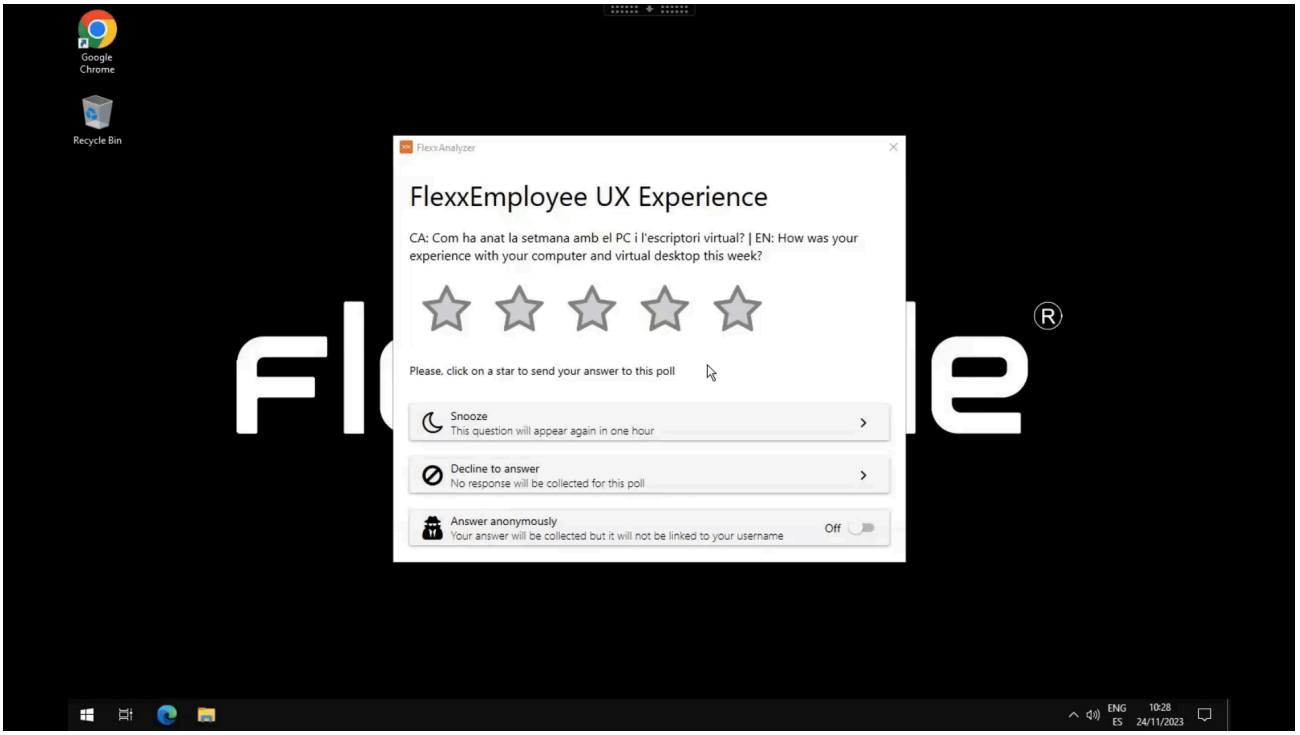
Where each severity deducts the following score from the initial 5-star rating.

Severity	Penalty
HIGH	0.2
MEDIUM	0.016
LOW	0.008

User surveys

User sentiment is captured through surveys. And the way to respond is by providing a satisfaction rating based on a score between 0 and 5 stars.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Web Interface

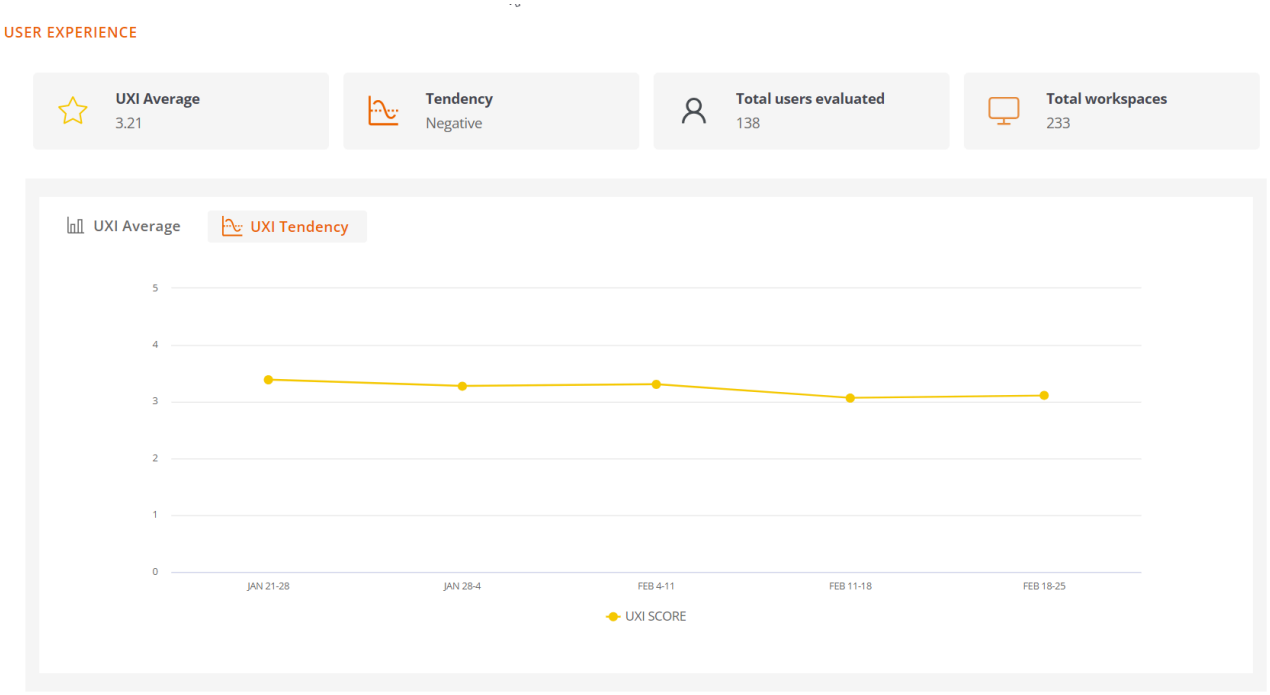
The dashboard view of the 'User Experience' section consists of the average information of all devices and users in the organization; it is calculated daily.

Global view

The global numbers are offered at the top.

- UXI Average: average experience indicator for the entire organization. It can range from 0 to 5.
- Tendency: an indicator that, based on the evolution of the UXI average, shows whether its tendency is positive or negative.
- Total users evaluated: total users evaluated
- Total workspaces: total devices evaluated

Copyright © 2024 Flexxible. Todos los derechos reservados.



Two charts are also included:

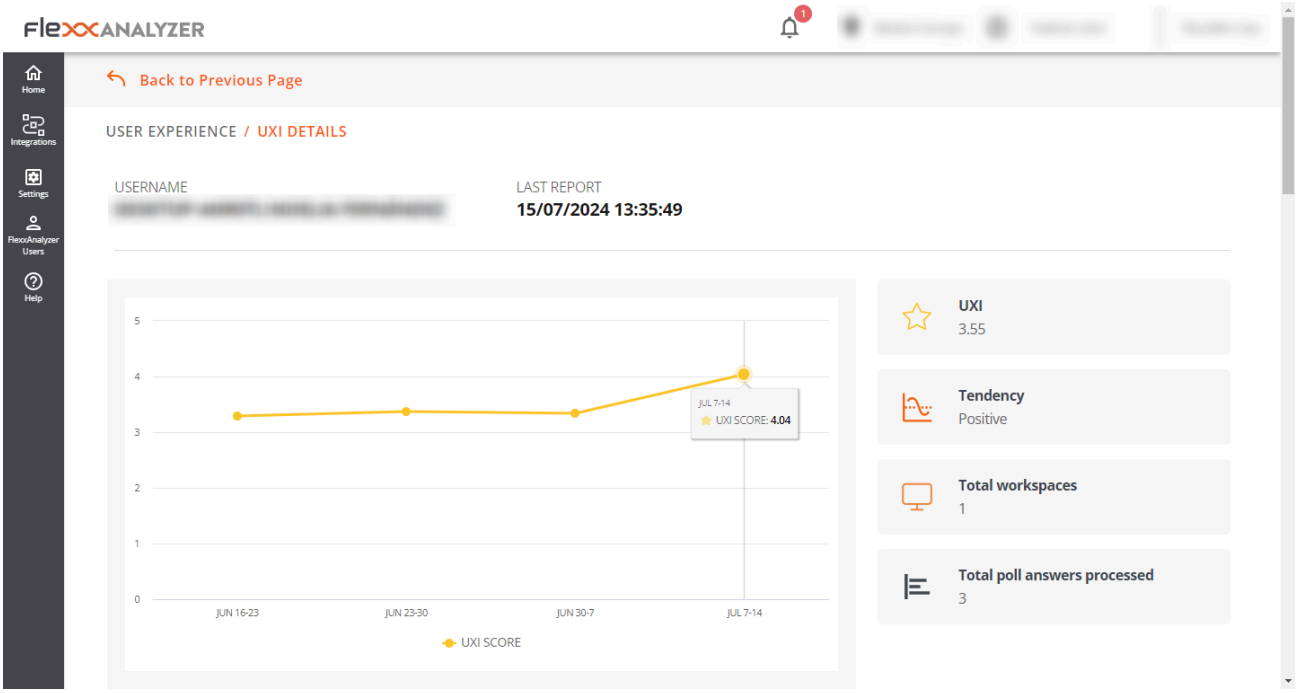
- UXI Average: shows the distribution of users by UXI level, along with the organization's average.
- UXI Tendency: shows the temporal evolution of the UXI over the last month.

At the bottom of the screen, by clicking on a user, individual cases can be evaluated. You can also see tables containing information about users who require attention due to sudden variations of this indicator or a very low score.

Individual view

This view provides the user data under analysis, including:

Copyright © 2024 Flexxible. Todos los derechos reservados.



- Username: username reported in the user's session
- Last report: date of the last report received for this user
- UXI Average: experience indicator for the user; it can range from 0 to 5.
- Tendency: an indicator that, based on the evolution of the user's UXI average, shows whether the tendency is positive or negative.
- Total workspaces: number of devices the user has worked on
- Total poll answers processed: number of surveys the user has answered and are taken into account in this evaluation.

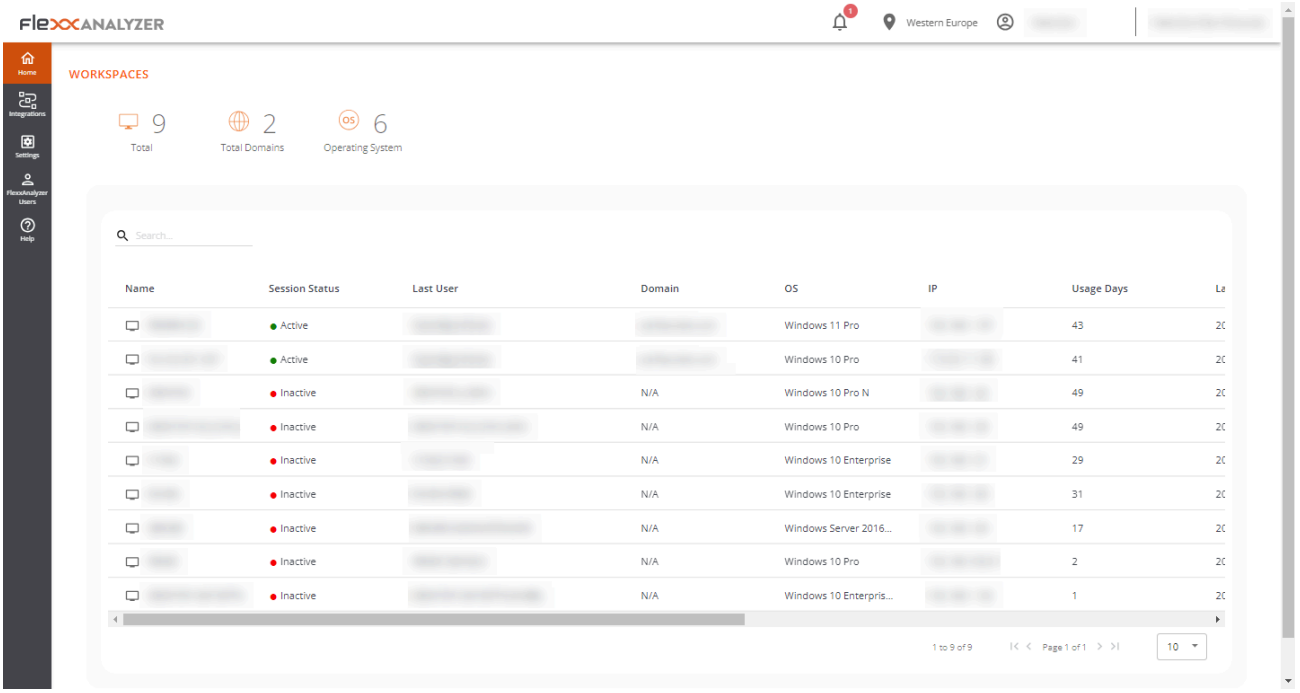
At the bottom of the screen, detailed information is included in a table format.

- Polls in the last 30 days: surveys answered by the user in the last 30 days. The detail of this view offers the user's survey scores compared to the organization's average for the same period.
- Workspaces in the last 30 days: provides a table that contains all the devices the user worked on during that time span, as well as how many times they worked on each, the operating system, and the WRI indicator of each.
- Issues in the last 30 days: table showing the list of problems detected on devices used by the user in the last 30 days, as well as the date and score that each of them deducted.

Copyright © 2024 Flexxible. Todos los derechos reservados.

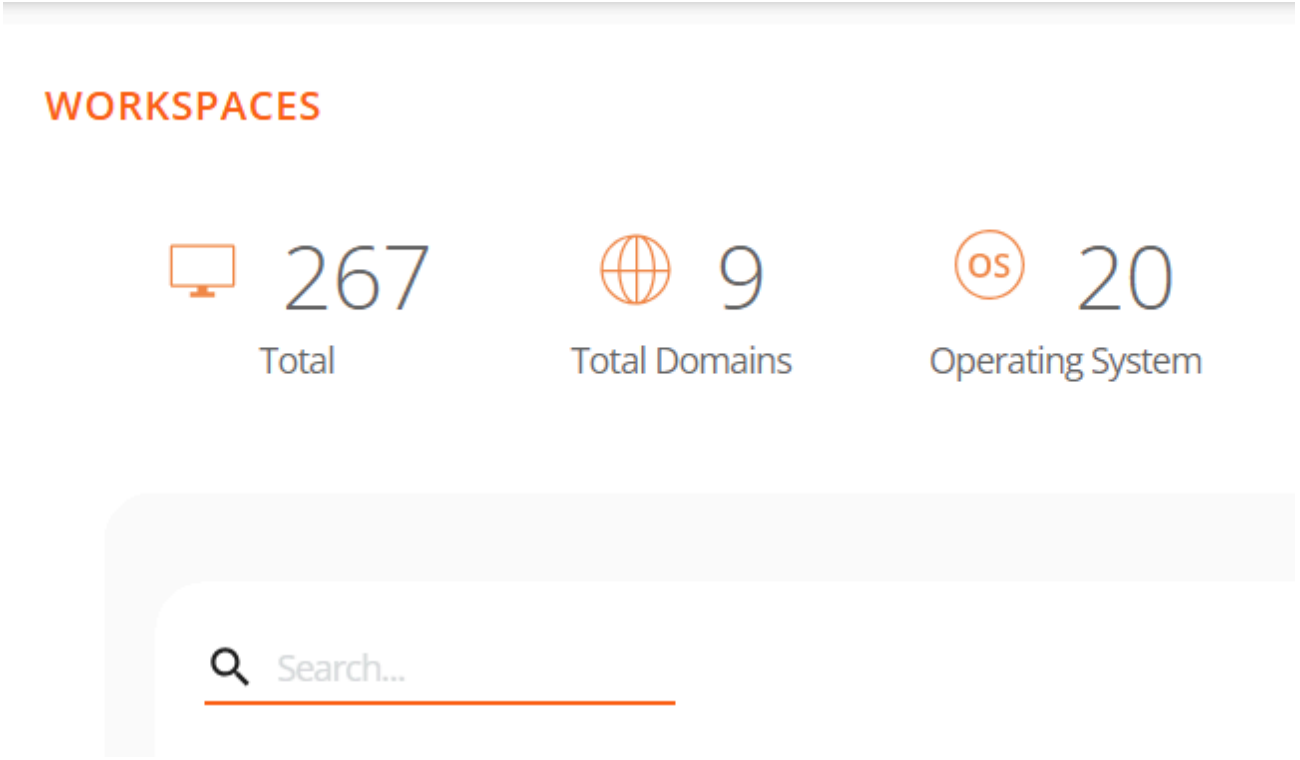
Analyzer / Workspaces in Analyzer

The `Workspaces` list view provides global information about the device environment. It shows through a table the names of the monitored devices, their session status, domain, operating system, connected IP address, and other technical data such as CPU, RAM, IOPS usage per device, and the installed version of FlexxAgent.



Above the table, there is a chart indicating key quantities: number of monitored devices, registered domains, and operating systems detected on the network. And also a search field, so that the user can easily find the device of their interest.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Workspace detail

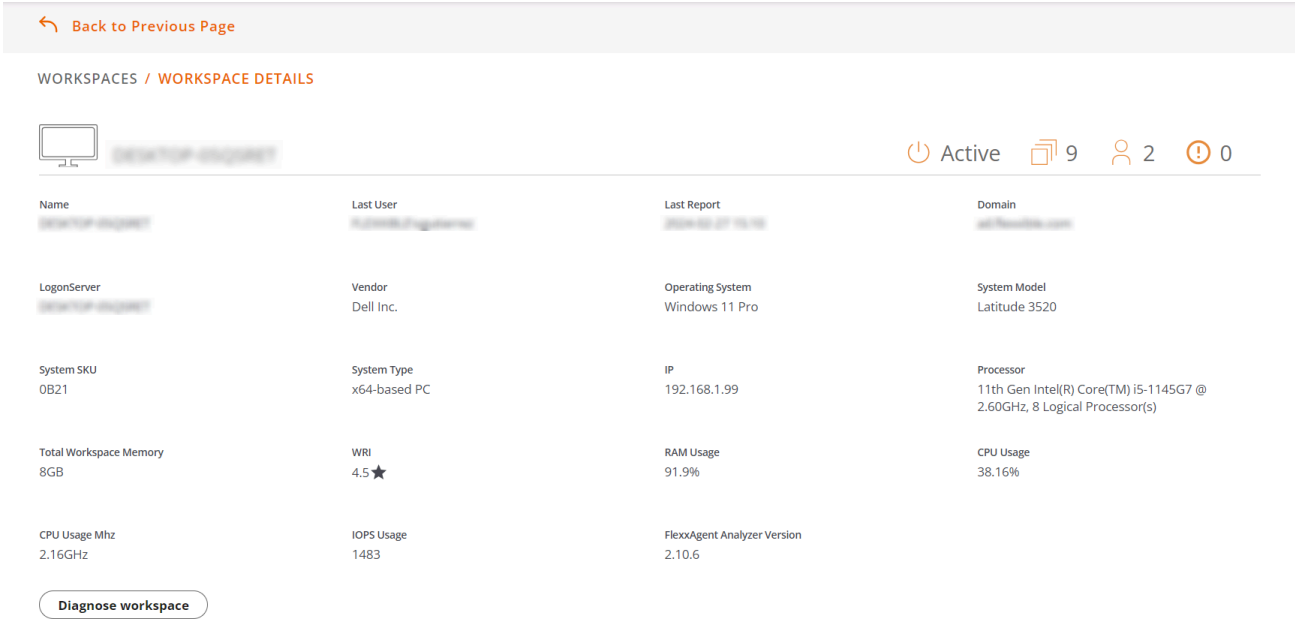
To access more precise data of a device, you must click on it in the table. Next, the user will see the following information:

Field	Data
Name	Text string containing the hostname
Last User	Last user who used the device
Last Report	Date of the last report sent by FlexxAgent
Domain	Domain of which the device is a part
LogonServer	Server that authenticates the user when logging in
Vendor	Device manufacturer

Copyright © 2024 Flexxible. Todos los derechos reservados.

Field	Data
Operating System	Device operating system
System Model	Device model
System SKU	Manufacturer SKU identifier
System Type	System type, defines the system architecture
IP	Device IP address
Processor	Commercial name of the processor
Total Workspaces Memory	Total memory present in the system
WRI	Workspace reliability index of the device
Ram Usage	Percentage of RAM used
CPU Usage	Percentage of processor used
CPU Usage	Processor usage in MHz
GPU Usage	Percentage of GPU usage
IOPS Usage	Average IOPS of the disk
FlexxAgent Analyzer Version	Running version of FlexxAgent Analyzer

Copyright © 2024 Flexxible. Todos los derechos reservados.



Below the list, the `Diagnose workspace` button allows you to see the usage data for the device, which is the same information that can be found in the `Diagnosis` section.

Workspace analysis

The lower part of the device detail view consists of five tables that analyze very specific device goals:

- Displays.
- Installed Apps.
- Running Apps.
- Issues in the last 30 days.
- Usage history.

Each of these sections has its own search field to facilitate access to the information.

Displays

It contains information about the screens connected to the device, their maximum resolution, and size. This data becomes important because the electric consumption generated by the screens is used to estimate the carbon footprint.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Installed Apps

Shows a list of the applications installed on the device. Also the version number, category, installation date, application group it belongs to, and the unique identifier assigned to it. For more information on how to edit these fields, refer to `App Catalog & Inventory`.

The information about installed applications offered by `Installed Apps` is collected by FlexxAgent Analyzer when its process starts. From there, the data will be updated every 12 hours.

Running Apps

Shows a list of applications running on the device. The table indicates the name of the process running and the average resource usage for CPU, RAM, and GPU.

The information about the running applications provided by `Running Apps` is collected by FlexxAgent Analyzer every 15 seconds and sent to the console every 5 minutes.

Issues in the last 30 days

This table includes the list of alerts generated in the Workspaces module and sent daily to the Analyzer. The table reports the score deducted from the Workspace Reliability Index for each alert found on the device.

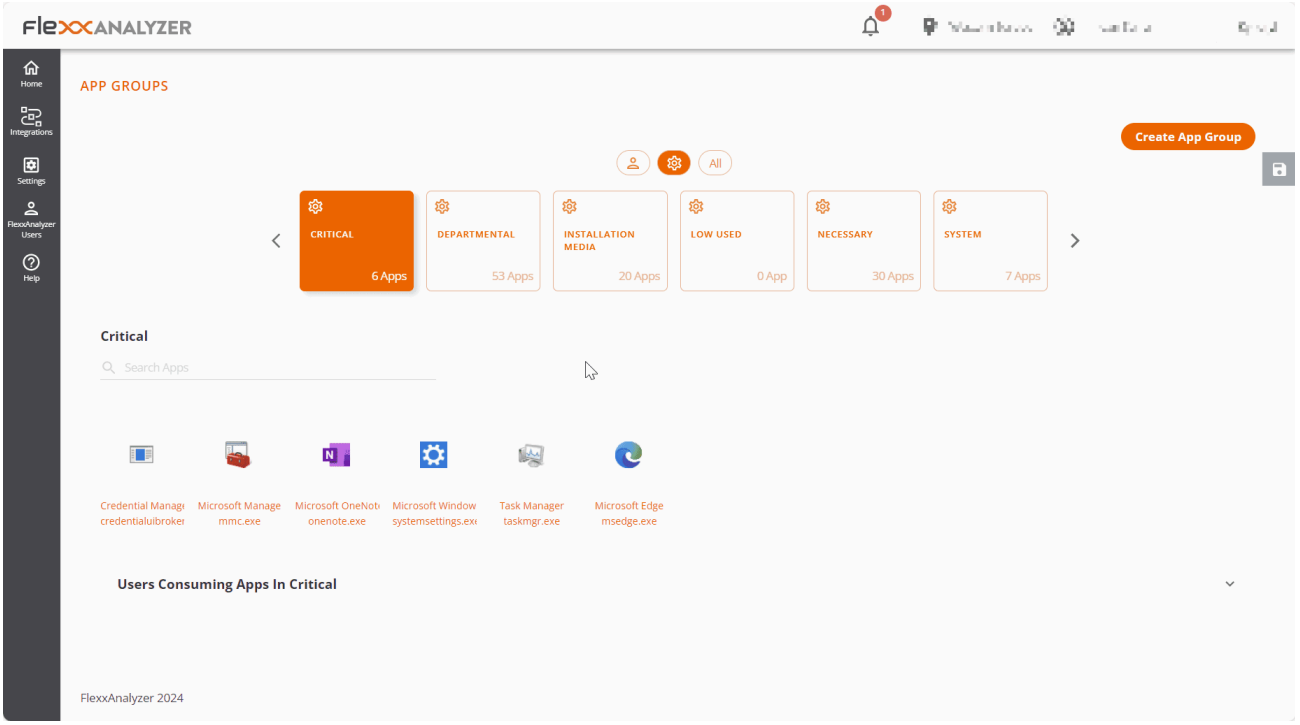
Usage history

Contains information about the device usage history. Indicates the user or users who use it, as well as the days they do.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / App Groups

App Groups provides the possibility to create application groups to display aggregate data on the analysis screens.



At the top of the main screen, three buttons allow you to filter by user applications, system applications, or view all. And below, each application group is represented in a tile.

Group Types

- `User App Group`: groups manually created from the Create App Group button.
- `System App Group`: automatically generated groups. Created by Analyzer considering the assigned configuration in the Settings option.
- `All`: includes all groups.

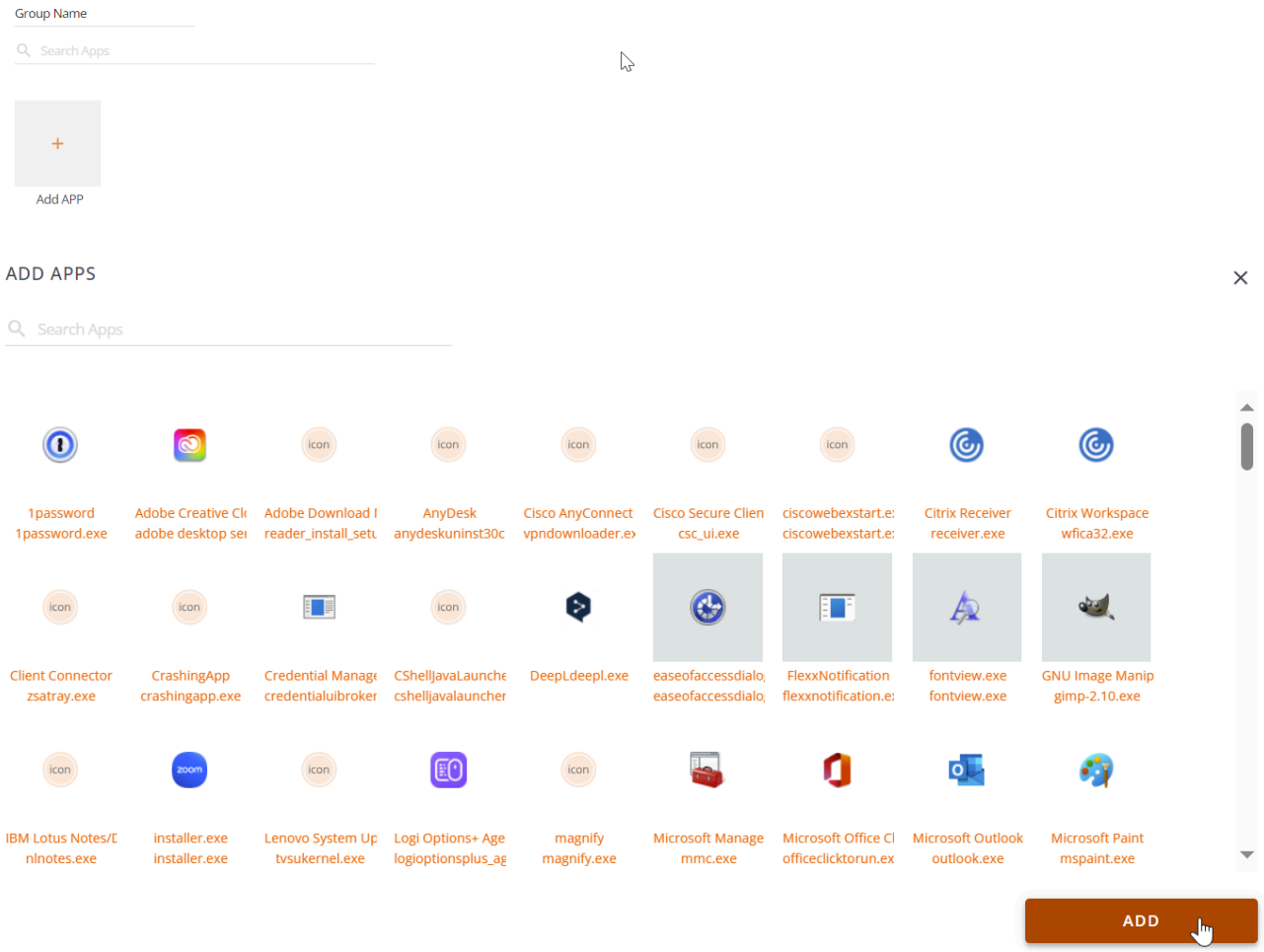
Copyright © 2024 Flexxible. Todos los derechos reservados.

Users consuming applications in the selected group

In the `Users Consuming Apps In...` section, you can see which users are using that application group.

Creating a New Application Group

When creating a new application group from `Create App Group`, you must specify the name of the group and, through the `Add APP` button, the applications you want to add.



Finally, to save, click on the `Save changes` button.

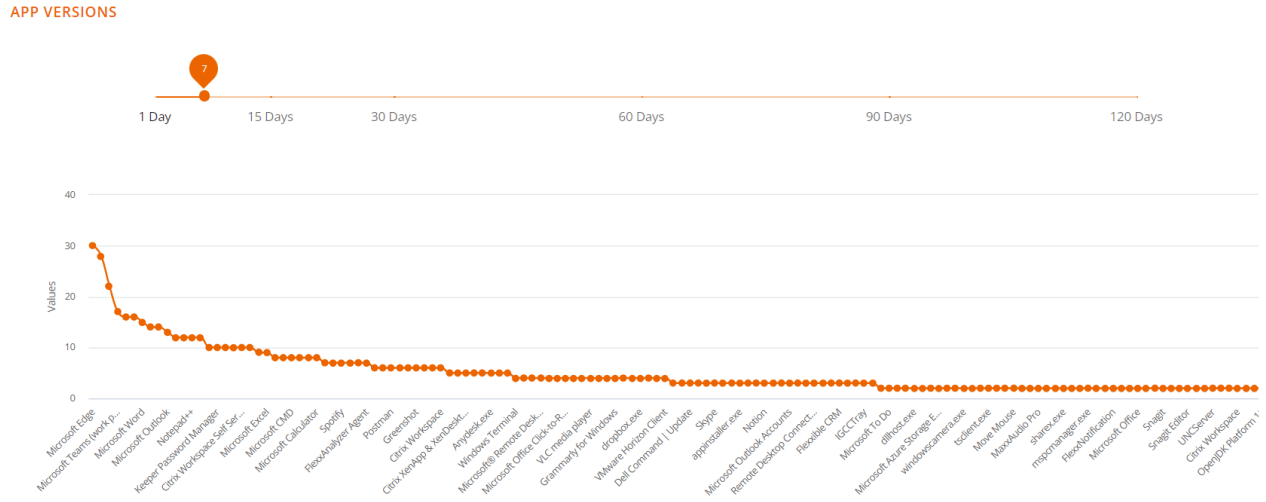
Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / App Versions

`App Versions` allows you to quickly and visually obtain information about the different versions of the same application installed on an organization's devices.

Graphical view

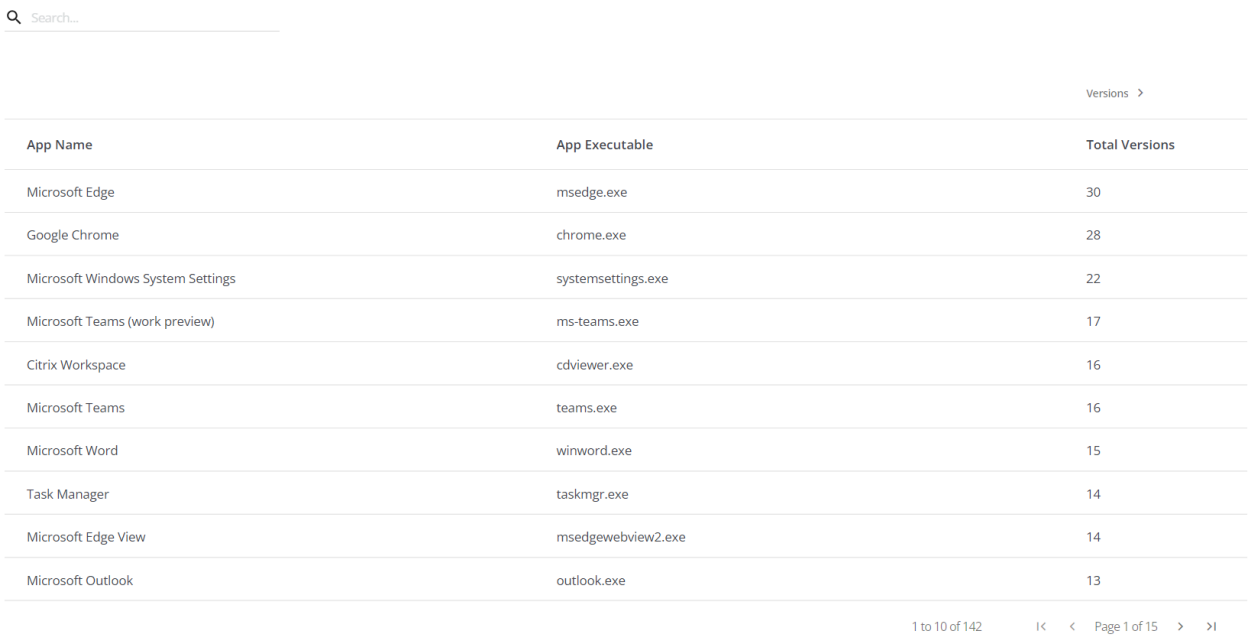
In the upper area of the `Apps Version` option, you can see a selector for the number of days you want to evaluate. By moving it, you can see the different versions of the registered applications, depending on the number of days selected.



The graph below the day selector shows the number of versions per application: those with more will be at the top and those with fewer, at the bottom.

Table view

Copyright © 2024 Flexxible. Todos los derechos reservados.



At the bottom, there is a table with detailed information:

- Application name
- Executable name
- Number of total versions

This data facilitates the task of unifying the different application versions.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / Polls

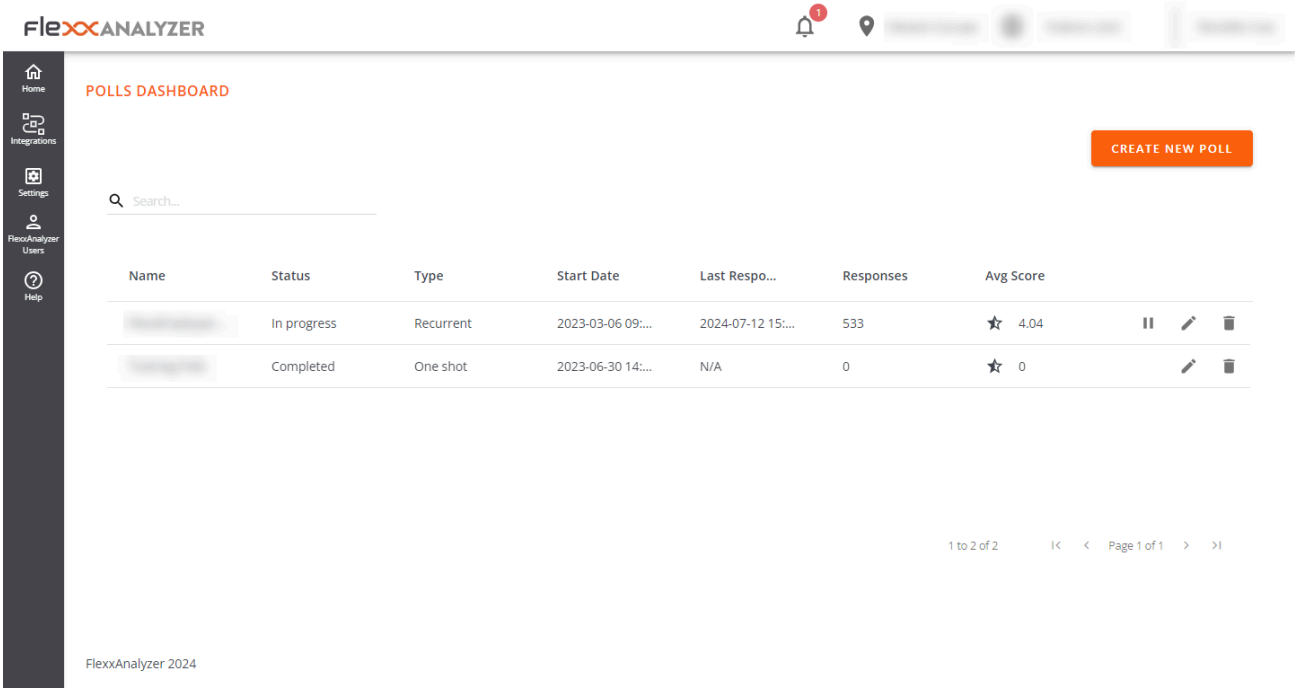
Polls allow us to get the user's sentiment or perception regarding very simple questions, trying to simplify the response mechanisms as much as possible to maximize the user response rate.

The information gathered from the polls is processed along with the data that make up the WRI (Workspace Reliability Index) to build the UXI dashboard (user experience indicator).

Poll Settings

The `Polls` section allows you to create, modify, and delete polls for users, schedule their execution, determine which users will receive them, and more options.

List view

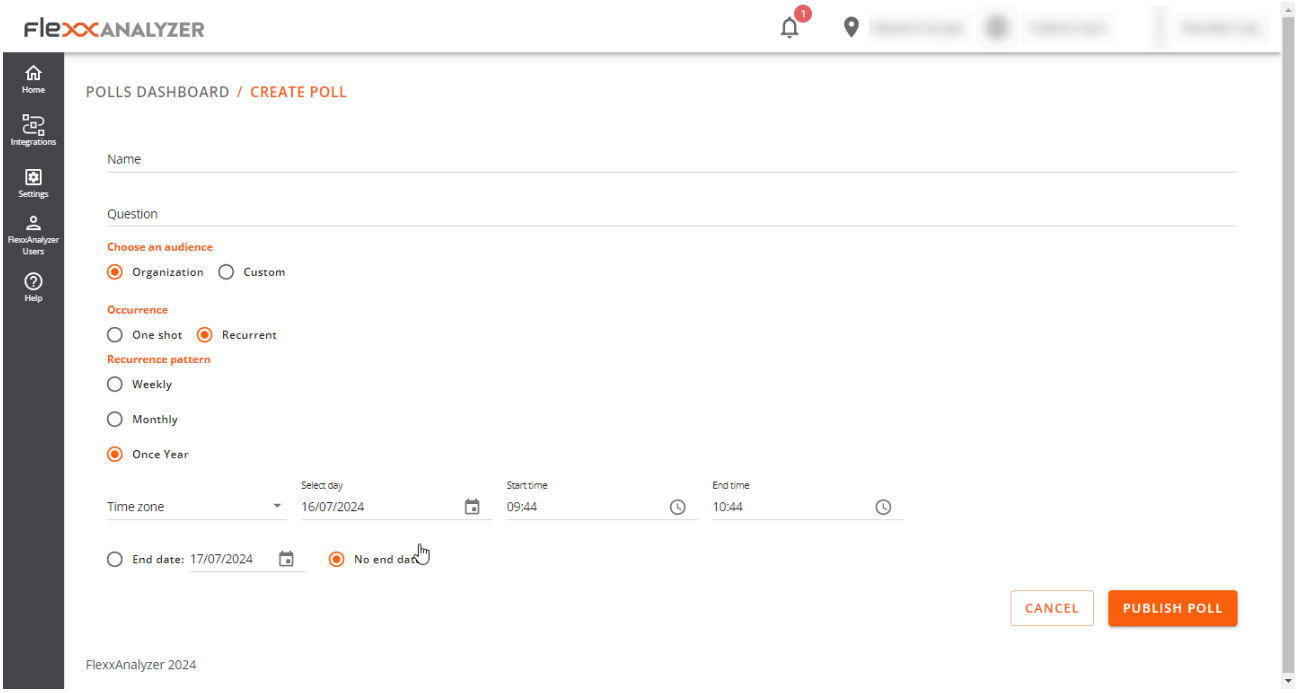


By accessing the section, you can see a list of configured polls, if any, as well as a preview of their configuration.

Detail view

Copyright © 2024 Flexxible. Todos los derechos reservados.

By accessing an already created poll to modify it or simply creating a new one using the button at the top right, you can access the settings of a poll.



The configuration options include:

- Name
- Question
- Audience
- Occurrence

Nombre

Define the name of the poll, as well as the title it will have when sent to users.

Question

Contains the question that will be asked to users; the response is determined on a scale from 1 to 5 stars.

Audience

The audience settings allow you to launch the poll to the entire organization, selected user groups, or organizational groups.

Copyright © 2024 Flexxible. Todos los derechos reservados.

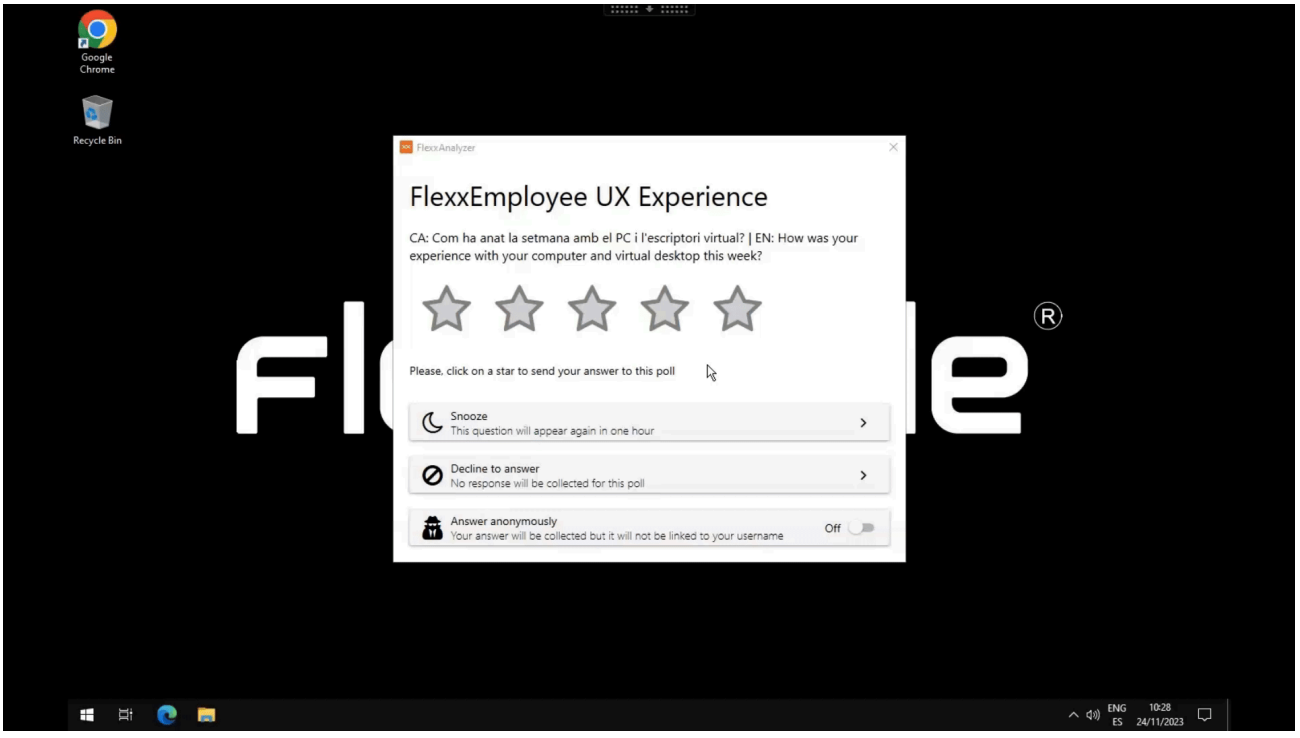
Occurrence

The occurrence options allow you to configure the poll to be launched to users either once or on a recurring basis. If it is recurring, the options are as follows:

- Weekly
- Monthly
- Yearly

In all cases, it is possible to select the specific day of the poll launch and its end date. It is also possible not to set an end date so that the poll runs indefinitely with the applied configuration.

Poll Execution



When the execution time arrives, the users defined in the audience settings will receive the poll. They need to respond by clicking on the number of stars (from 1 to 5), according to the rating. These data are processed together with the data that make up the WRI (Workspace Reliability Index) to build the UXI dashboard (user experience).

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / Users in Analyzer

The users view provides information about all users detected by FlexxAgent on the devices. It allows you to view the application and device resources used by the users in the organization.

To get more information about users, it is possible to integrate Analyzer with Active Directory or Entra ID, which will allow obtaining data that FlexxAgent cannot capture from the session, such as email address, manager, or user department.

List view

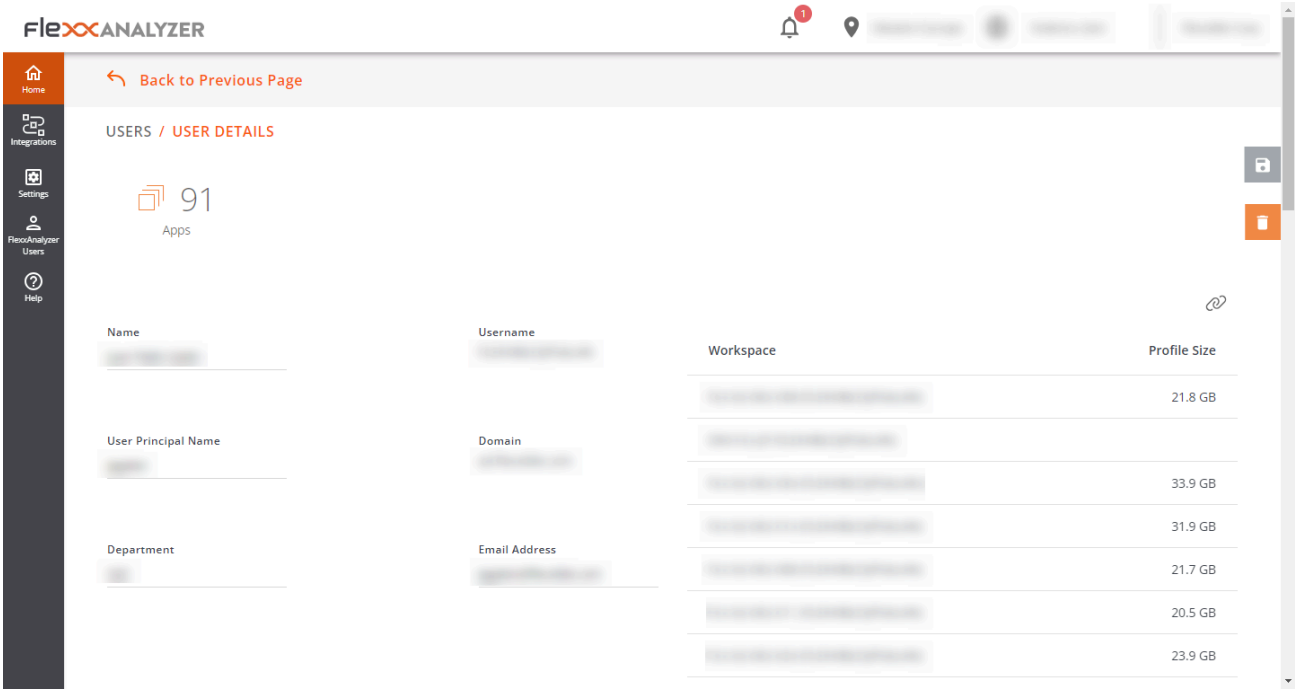
This view allows you to see condensed information about the total number of users and domains, as well as data for all users; these include:

- Username: username used for login in the session
- Name: user's display name
- UPN: principal user name
- Department: Department reported in Active Directory or Entra ID
- Domain: Entra ID or Active Directory domain where the device resides
- Manager: user's manager informed in Entra ID or Active Directory
- Usage days: total days the user has logged in
- Profile size: disk space occupied by the user profile
- Last report: date of the last FlexxAgent report

Detail view

Accessing any user enables the detail view:

Copyright © 2024 Flexxible. Todos los derechos reservados.



User data in the detail view

In this view, data related to the user is collected, including:

- Total number of applications used by the user
- Username: username used for login in the session
- Name: user's display name
- UPN: principal user name
- Domain: Entra ID or Active Directory domain where the device resides
- Department: Department reported in Active Directory or Entra ID
- Email Address: user's email address

On the right side of the screen, there is a table with a row for each device on which the user worked. This table contains:

- Workspace: device name
- Profile size: disk space occupied by the user profile

At the bottom of the screen, the 'Used applications' and 'Usage history' sections are presented.

Copyright © 2024 Flexxible. Todos los derechos reservados.

`Used applications` presents a table view containing all the applications used by the user. The table contains:

- Name: application name
- Workspace: device where the application was detected
- Version: discovered application version
- Last report: date of the last FlexxAgent report
- App Group: group to which the application belongs
- Category: application category

`Usage history` shows information about the devices used by the user. Contains:

- Workspace: device name
- Days: usage days
- Last report: date of the last FlexxAgent report

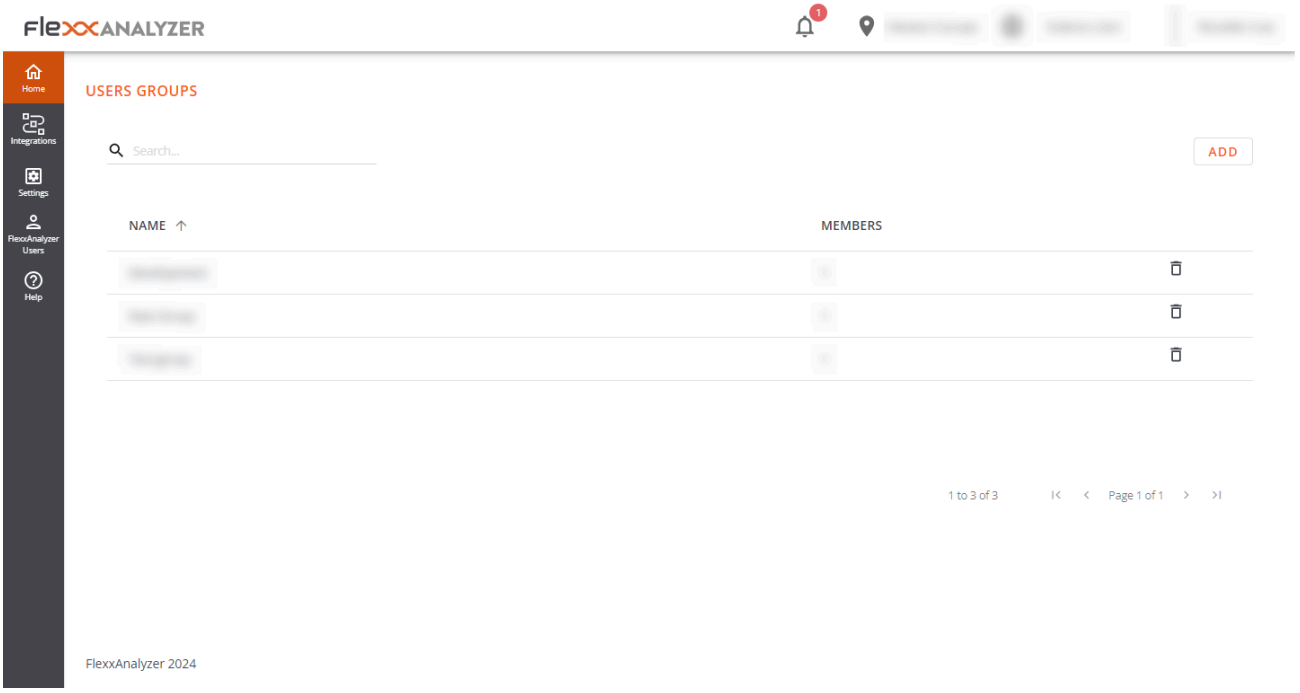
Copyright © 2024 Flexxible. Todos los derechos reservados.

Analyzer / User Groups

Users Groups allows you to create user groups using the data of the users discovered by FlexxAgent.

List view

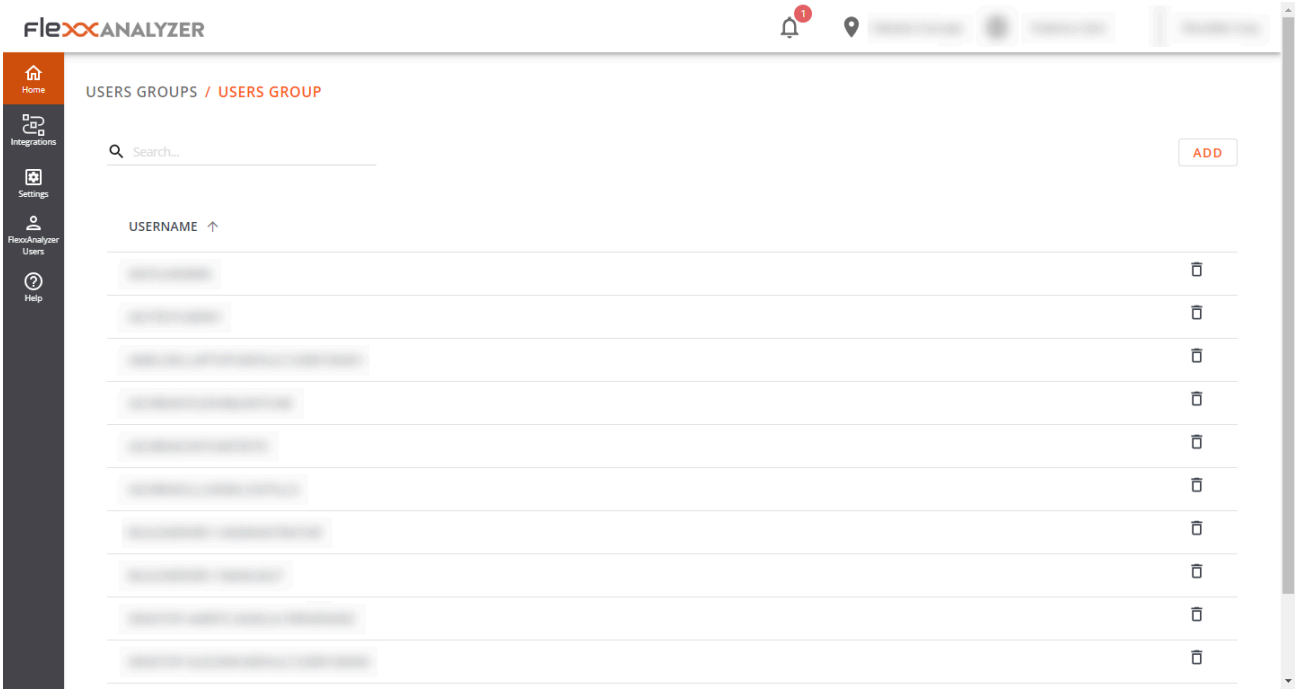
The list view presents the information of all existing groups and the button at the top right of the screen allows you to create new groups.



Detail view

Within the details of a user group, it is possible to remove any user using the trashcan-shaped button located on the far right. It is also possible to add new users to the group with the `Add` button at the top right of the screen.

Copyright © 2024 Flexxible. Todos los derechos reservados.



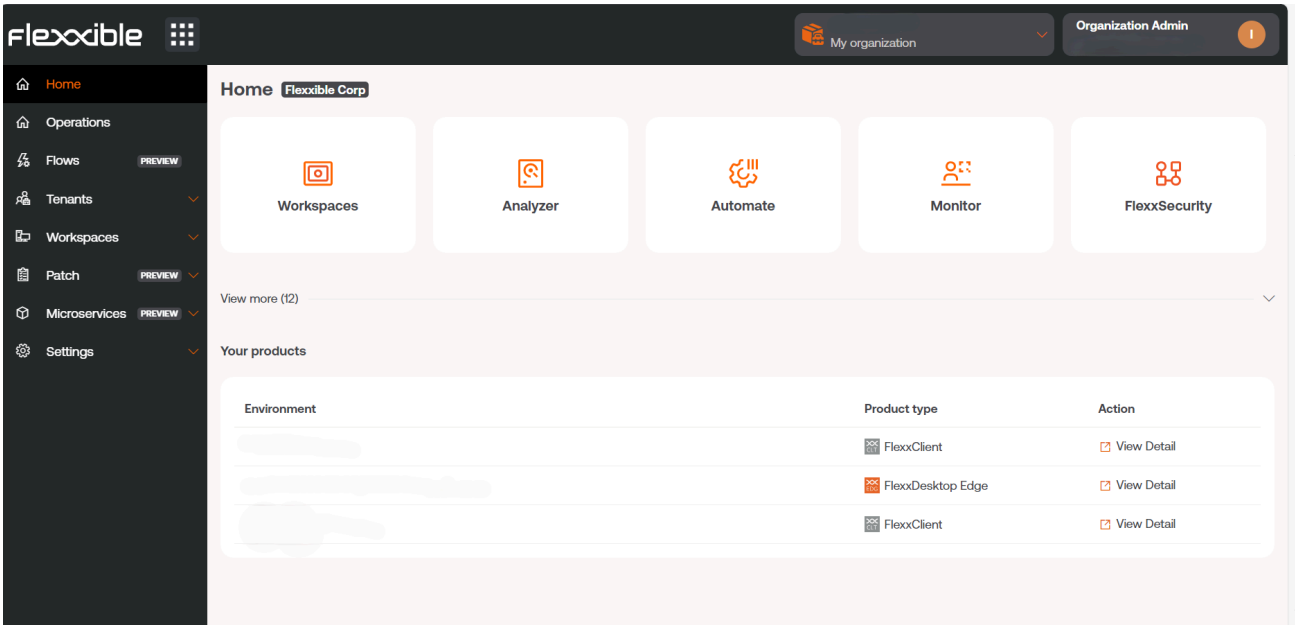
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal

Portal is the central space of the platform, from where you can access the available modules of Flexxible's products. You can create, modify or delete users and also assign them roles so they can develop and manage actions related to microservices, flows, and patch management policies.

Through Portal, you can consult license consumption data by environment; manage reporting groups, which enable device segmentation; and activate functionalities in FlexxAgent. Portal integrates with OAuth2, a framework that allows user authorization, enabling them to sign in easily using their corporate credentials.

From `Home` you can access the various modules that make up the solution and in `Your Products` to the active licenses of Flexxible's products included in your subscription.



Sidebar menu

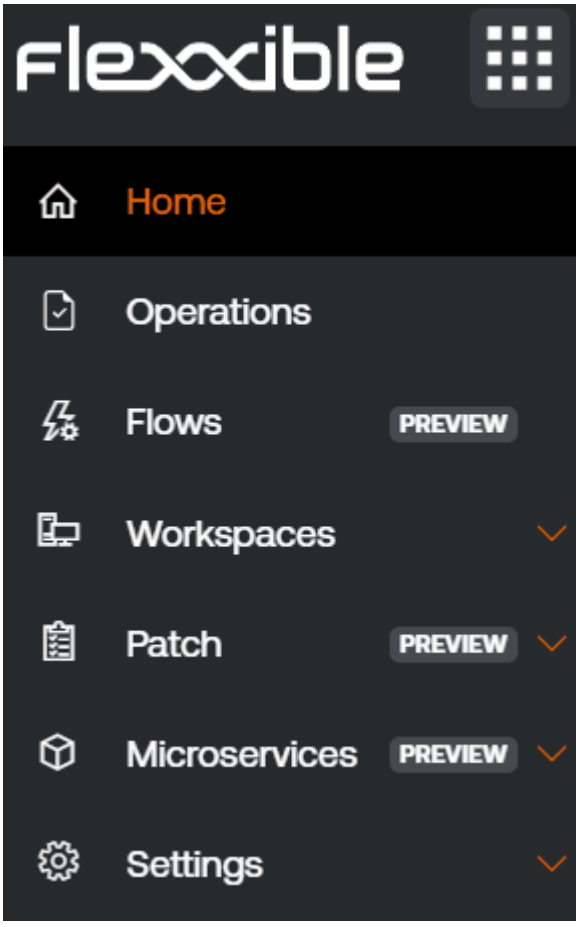
This option offers several action fields.

- Operations
- Flows
- Tenants

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Workspaces
- Updates
- Microservices
- Configuration

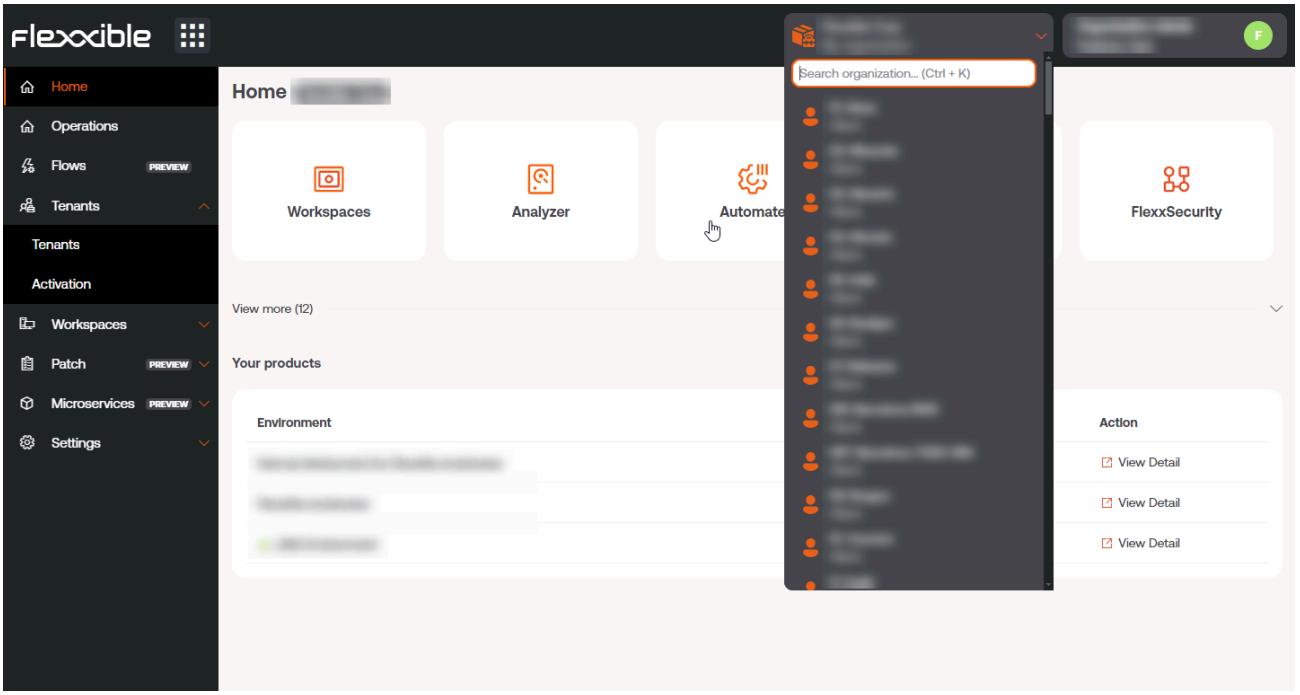
Another way to access the modules is by pressing the button with nine dots to the right of the Flexxible logo, which acts as a switch to change the sidebar content to the list of available applications. To revert to the previous menu state, just press the button again.



Organization selector

At the top, towards the center, is the organization selector. If a user has access to multiple organizations, as in the case of managed service providers (MSP), they can easily select the organization to manage using both the mouse and the keyboard.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Select the organization with the keyboard

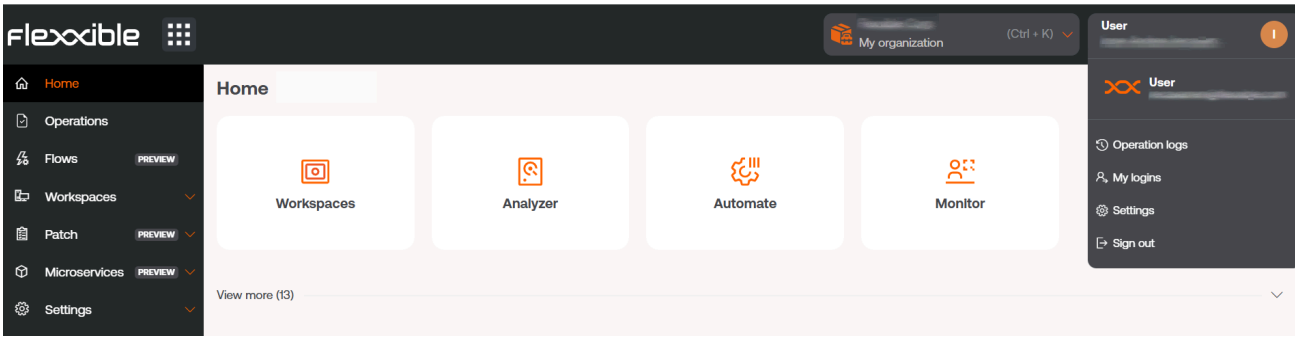
- `Ctrl + K` (`Cmd + K` on Mac): opens the selector to scroll and search for an organization, using the cursor keys. To select an organization, you must use the `Enter` key. It is also possible to type text to filter the results of the list.

- `Control + D` (`Cmd + D` on Mac): allows the user to return to the default organization when the Portal interface is in another organization. This action is very useful because it streamlines the consultation of data from one organization or another from any Portal instance. You can also return to the default organization with `Ctrl + K + O` (`Cmd + K + O` on Mac).

User Settings

In the top menu, on the right, the logged-in user's name and their assigned role in Portal are displayed.

Copyright © 2024 Flexxible. Todos los derechos reservados.



If you click on the user name you can consult and manage:

- My logins
- Settings
- Log off

My logins

Displays information about the user's session connections, including IP address, user agent, access dates, and the module accessed. The data comes directly from the authentication provider. You can view up to the last 30 days or the last 1000 login sessions at most.

Settings

This section allows the user to set a default organization, configure the language, and set regional settings for Portal and other modules, as well as activate the advanced menu.

Default Organization

The default organization is the one the user will see by default when they enter Portal. To configure it, click on `Organization to show by default`. At that moment, the available organizations the user has access to will be displayed.

Advanced menu

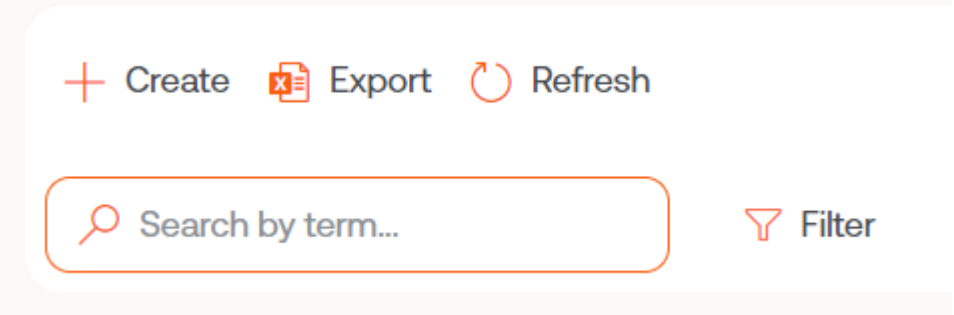
The advanced menu expands the Portal sidebar by adding shortcuts to specific functionalities of the other modules, so, for example, you can jump to a specific section of Analyzer or Workspaces.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Tables

Tables are a fundamental part of Portal because they are used to display data in all sections of the application. They are generally structured as follows:

Top bar



New

The `New` button opens a form to enter the requested data. The fields to be completed depend on the section of Portal being consulted. For example, if the user is in `Tenant`, the form would ask to add the information to create a new tenant.

Export

To export the list observed in the list view, just click `Export`. This action will download an excel file with the data displayed in the table.

Reload the table

The `Reload the table` button is a feature option, very useful when you want to refresh the list, especially when new data has been created.

Search by term

The `Search by term` field allows for more precise searches. You can enter a word that matches the data you are looking for.

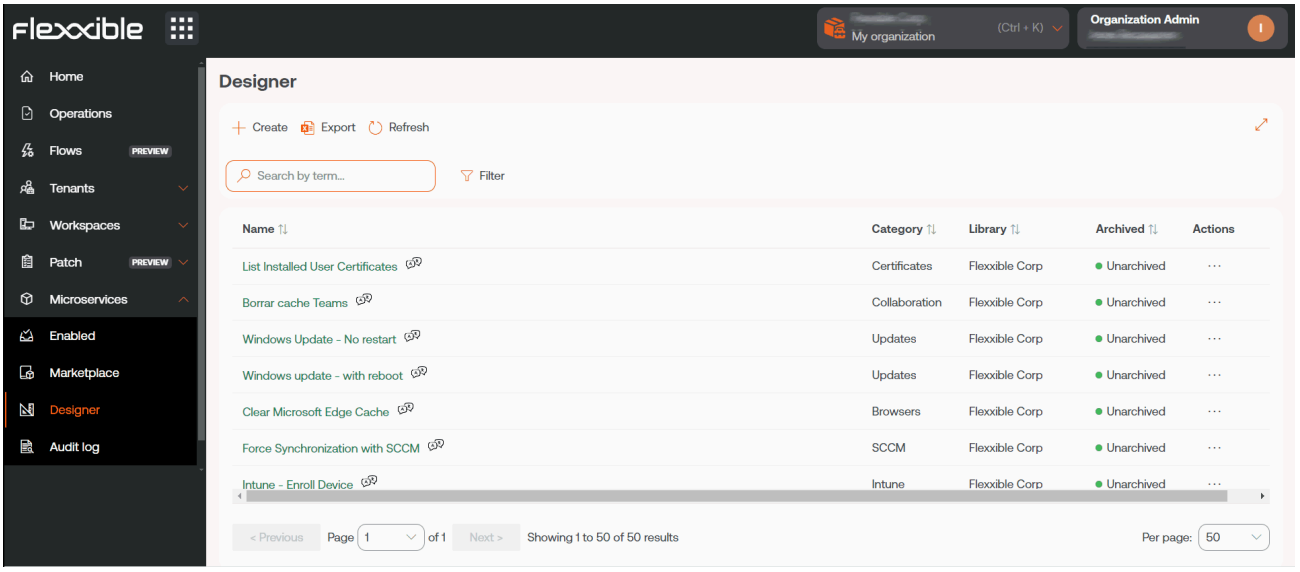
Filter

Copyright © 2024 Flexxible. Todos los derechos reservados.

The `Filter` button is a more complete alternative for searching. Clicking on it displays a menu to choose the `Field` of the table where you want to search; once the field is selected, the `Value` option enables to enter a term you want to filter by. You can create as many filters as there are field options displayed when clicking on `Filters`.

Full screen

Considering that tables are an essential part of Portal, the full screen button expands the table size to improve data visibility and enhance the user experience.

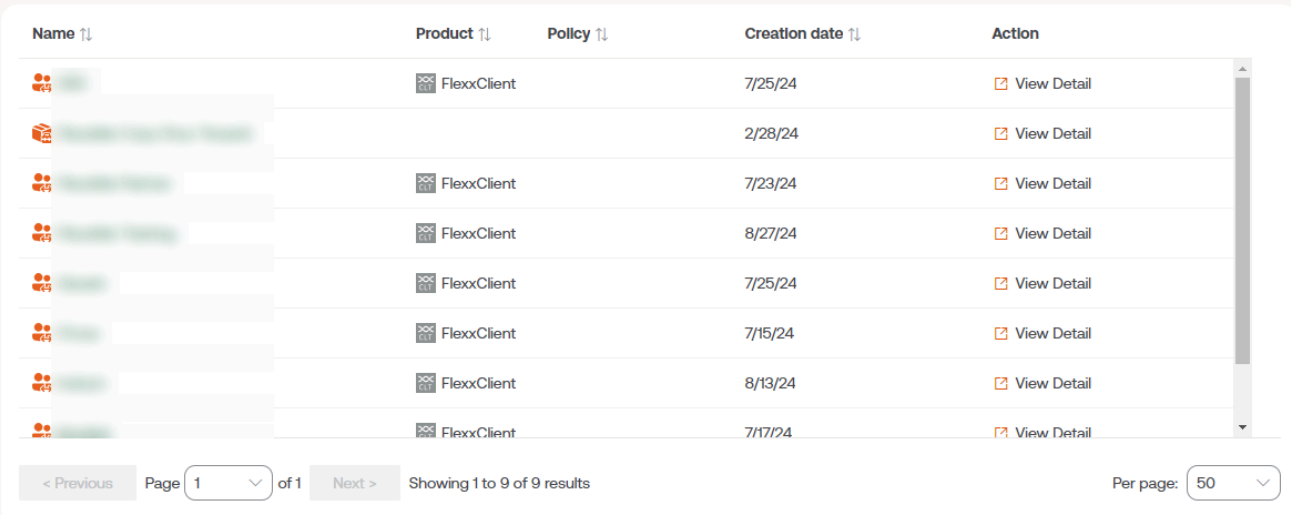


Content

Table columns order the information according to fields. The first column is always `Name`, referring to the section where the user is at that moment; for example, if the user is in `Flows`, the table will display the name of the existing flows. The name of the following columns varies according to the section of Portal being consulted.

The content of the columns can be sorted in ascending or descending order, alphabetically. And the width of these can be adjusted by placing the cursor between two field names.

Copyright © 2024 Flexxible. Todos los derechos reservados.



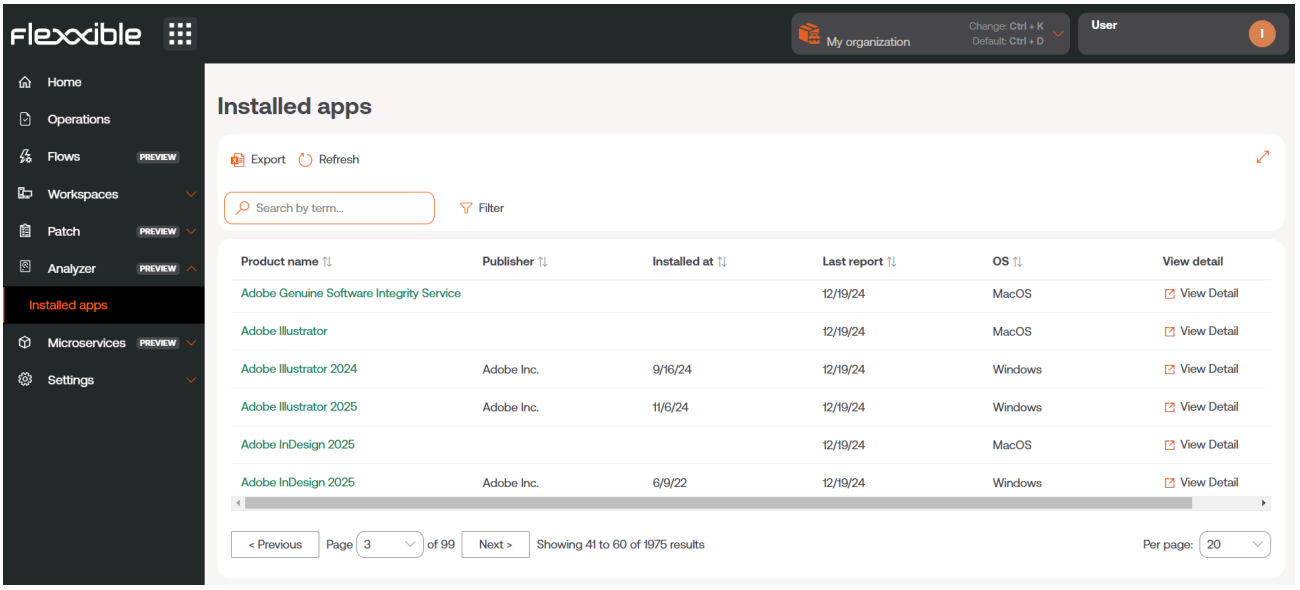
Bottom bar

All tables have at the bottom a navigation bar that allows you to select how many results to show per page, and also gives the possibility to choose the page number you want to go to.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Analyzer in Portal

The Analyzer section of `Portal` allows you to check information about applications installed on an organization's devices and the licenses acquired.



The information provided by Analyzer in Portal can also be accessed from the `Workspaces` section in the Analyzer module.

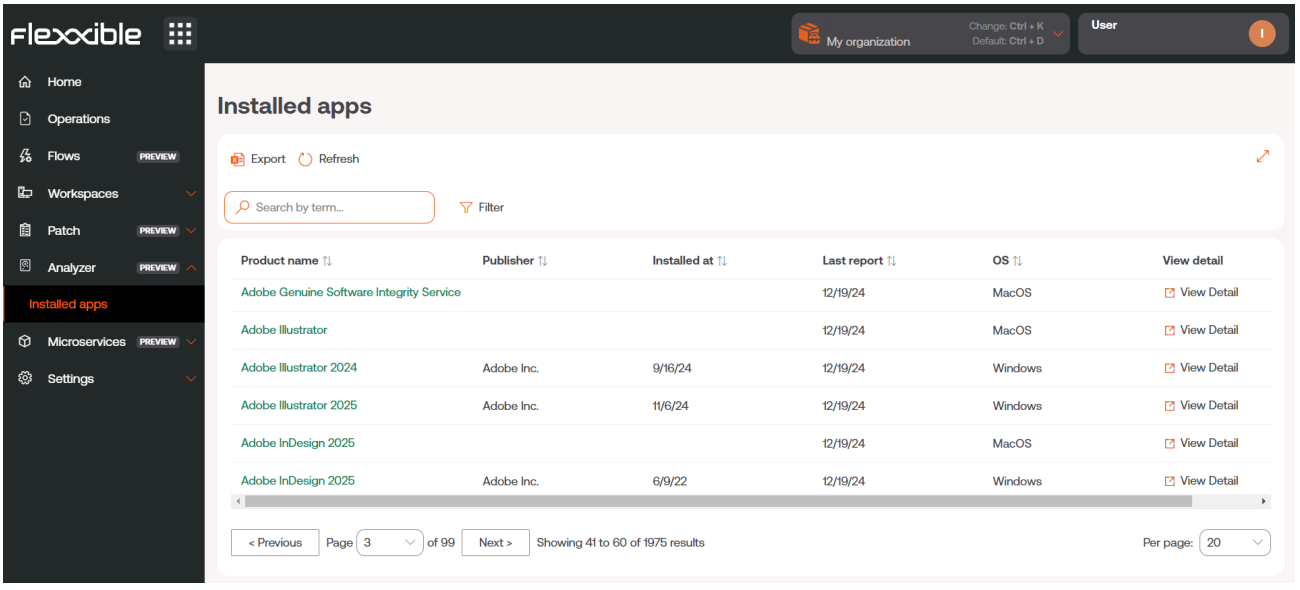
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Analyzer / Installed apps

The list view of `Installed apps` offers detailed information about all the installed applications that FlexxAgent has found on the organization's devices.

The table shows the following data:

- **Product Name**: name of the installed application
- **Publisher**: company that developed the application
- **Installed On**: date it was first reported on the device
- **Last Report**: date it was last reported on the device
- **OS**: operating system of the device on which the application is installed
- **View Details**: opens the detail view of the selected application.



Installed Apps Details

To access specific information of an installed application, from the overview click on the application's name or the `View Details` option. The following three tabs will be displayed:

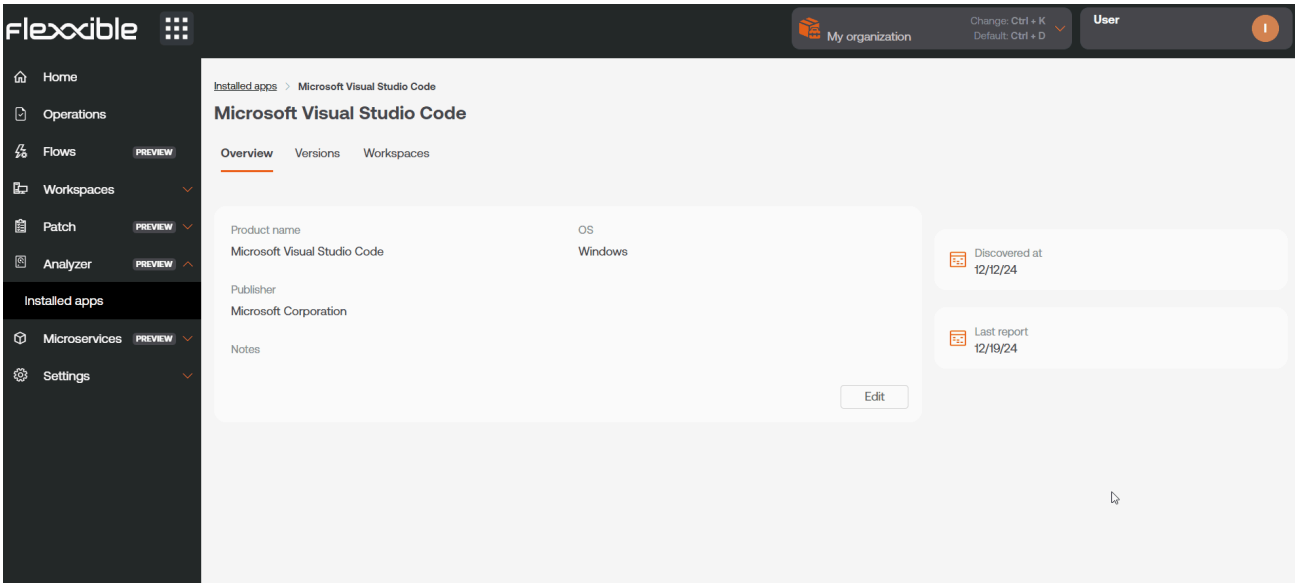
- Overview
- Versions
- Workspaces

Copyright © 2024 Flexxible. Todos los derechos reservados.

> **INFO**
>
> At each startup of FlexxAgent, the installed applications are reported and from that moment, the information is updated every 12 hours.

Overview

From here you can see the same information offered in the list view, along with the `Edit` button, which opens a modal window with a form to enter free text as a note about the application.



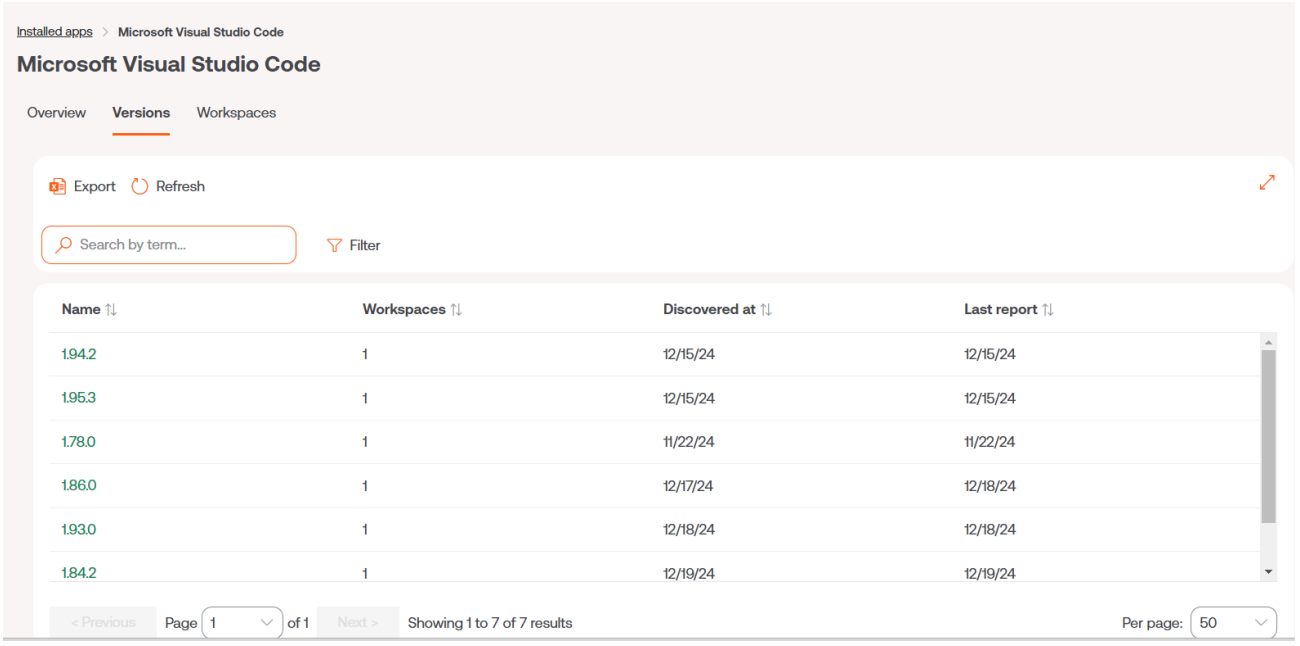
Versions

The columns of this table show the following information:

- **Name**: version number of the application being reviewed
- **Workspaces**: number of devices where this version is installed
- **Discovered On**: date the application was first reported for that version
- **Last Report**: date the application was last reported for that version

If the table has only one row, it means there is only one version installed on one or more devices.

Copyright © 2024 Flexxible. Todos los derechos reservados.



If you click on the version number, you will be redirected to a detailed view to see which devices have that version of the application installed and the date of its last report.

Workspaces

The columns of this table show the following information:

- **Name**: name of the devices on which the reviewed application is installed
- **Version**: version number of the application installed on the device
- **Installation Location**: location of the application file on the device
- **Last Report**: date it was last reported on the device

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Analyzer / Licenses

From this section, you can access information about all the software licenses that the organization has acquired. With access to this data, the organization can study the cost generated by the installation or execution of the applications on its devices to minimize the extra costs that can result from poor license management.

Types of licenses

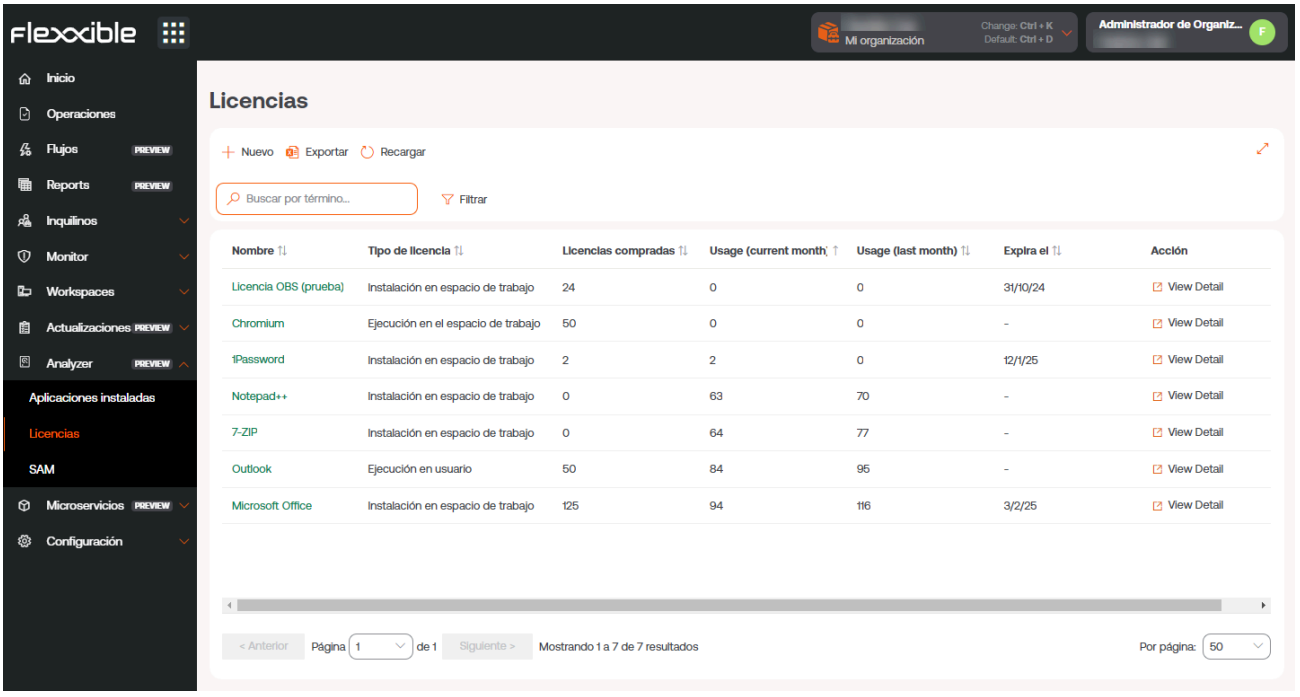
`Licenses` distinguishes three types of licenses:

- **Installed on the device**: the charge for these licenses is based on the installation of at least one of the applications that make it up.
- **Run on the device**: the charge for these licenses is based on their use (execution) and not on the installation on the device.
- **Run on user**: similar to the licenses run on the device, the charge for these licenses is based on their use (execution) by the user.

> **INFO**
>
> The use of a license starts being recorded from the moment it is created and linked to `Installed applications`

License list view

Copyright © 2024 Flexxible. Todos los derechos reservados.



The list view shows a table with the following information:

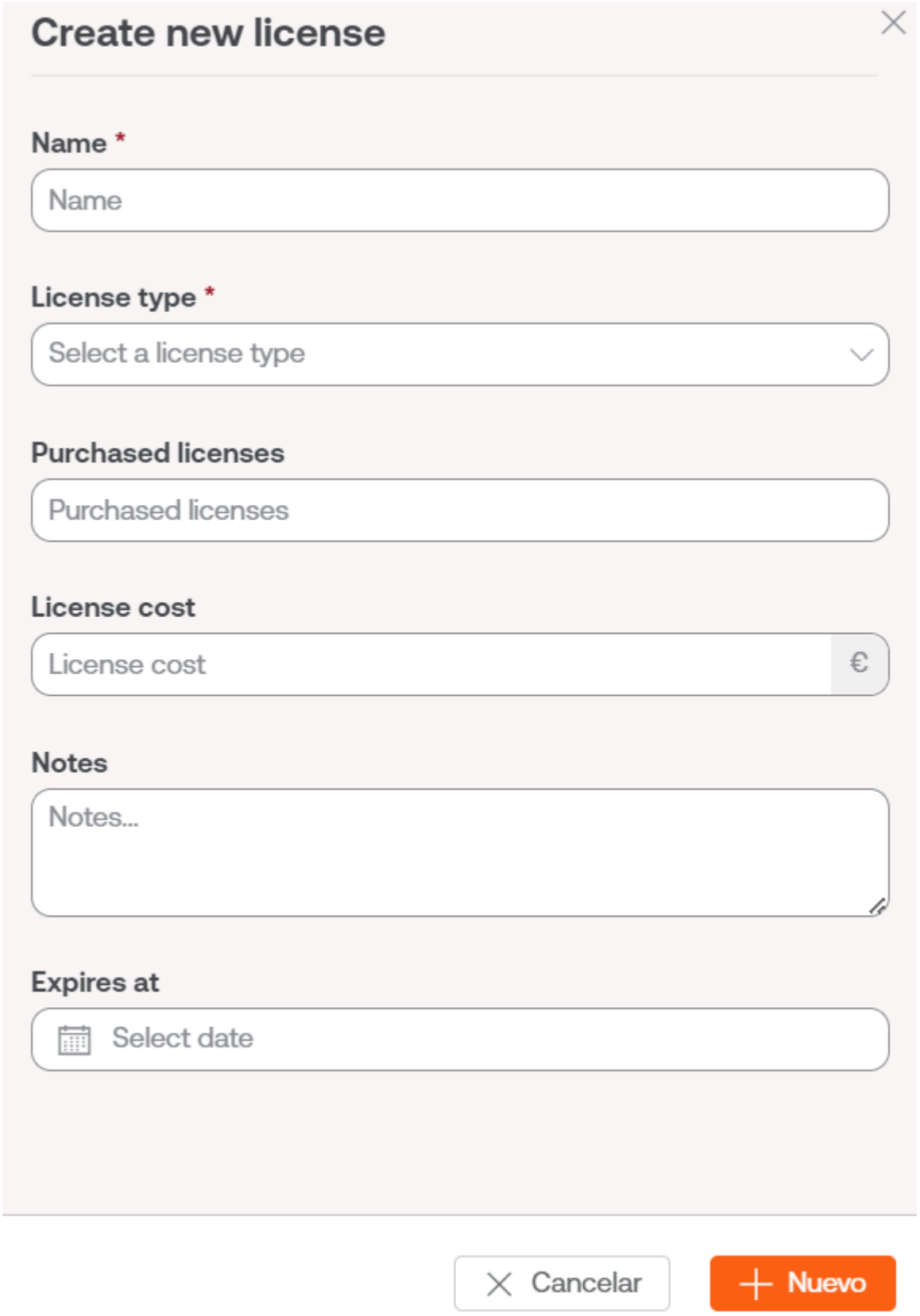
- **Name**: name of the license
- **Type of license**: installed on the device, executed on the device, or executed by user
- **Acquired licenses**: number of licenses purchased
- **Usage in the current month**: number of licenses used in the current month
- **Usage in the past month**: number of licenses used in the previous month
- **License expiration date**: deadline for the use of the license

From the same table, you can access `View details`, to see specific data of the selected license through four tabs: `Details`, `Installed apps`, `Running apps`, and `Usage history`.

Create a License

To create a new license, click the `New` button located in the list view. Next, a form will open requesting to fill in the following fields:

Copyright © 2024 Flexxible. Todos los derechos reservados.



- **Name**: name of the license that the device has
- **Type of license**: option to choose the type of license

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Purchased licenses**: number of licenses acquired
- **License cost**: cost of the license, in euros
- **Notes**: additional notes about the license
- **Expires on**: expiration date of the license

License detail view

The license detail view consists of a different number of tabs depending on the type of license, for all license types the following will appear:

- Details
- Installed applications
- Usage history

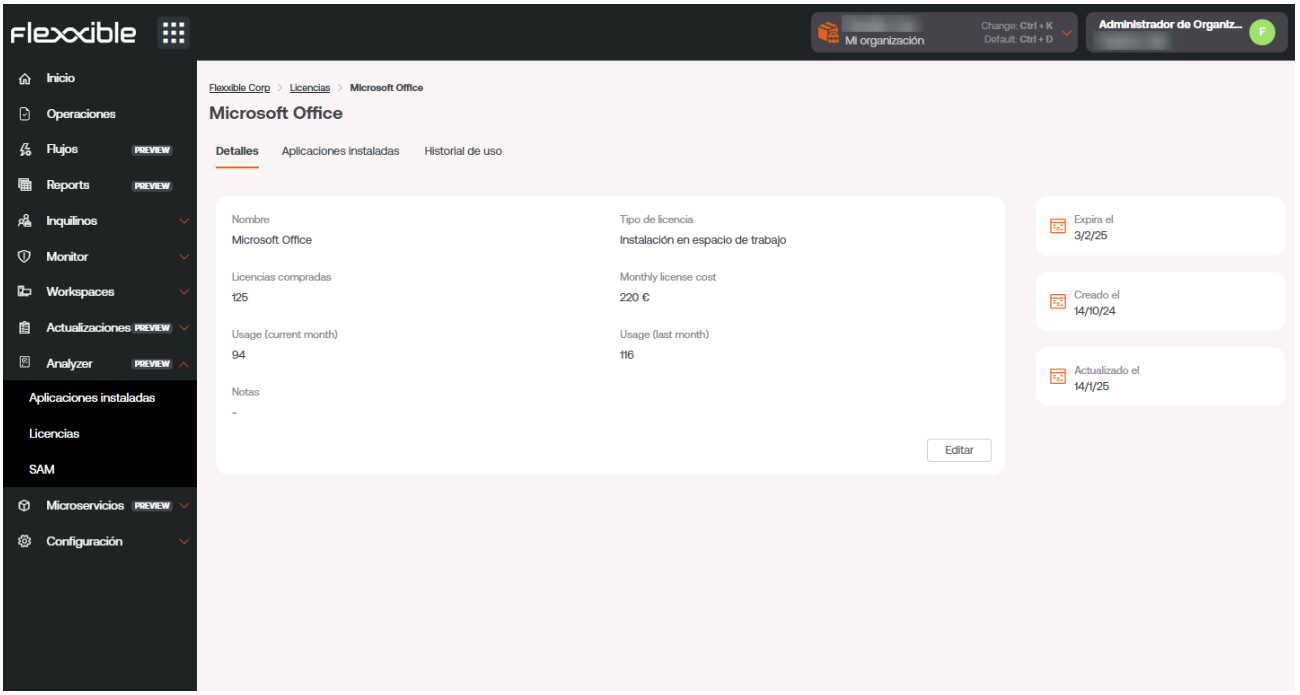
For licenses of type `Run on the device` or `Run on the user`, the following will also be enabled:

- Running applications

Details

The `Details` tab shows the same information as the list view table, plus the license cost and information about issuance, update, and expiration dates.

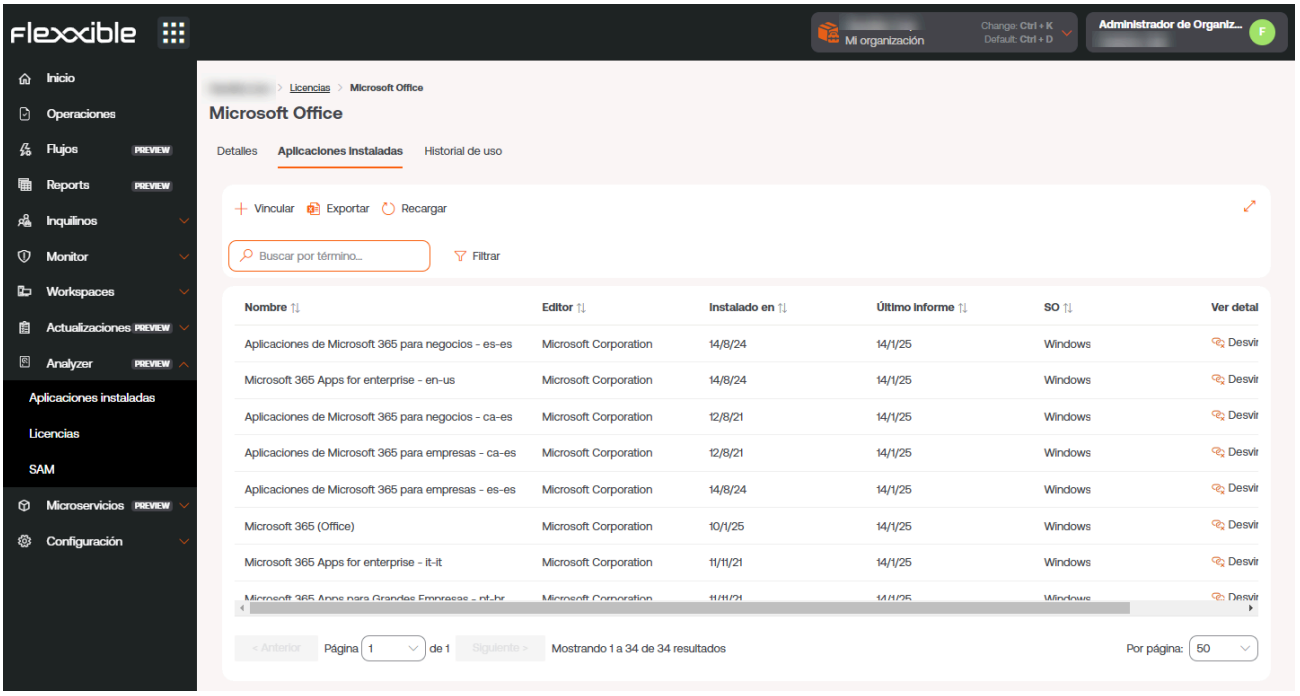
Copyright © 2024 Flexxible. Todos los derechos reservados.



The `Edit` button opens a form to fill in the missing information or update the existing data. From there, the user also has the option to add free notes with any relevant information.

Installed apps

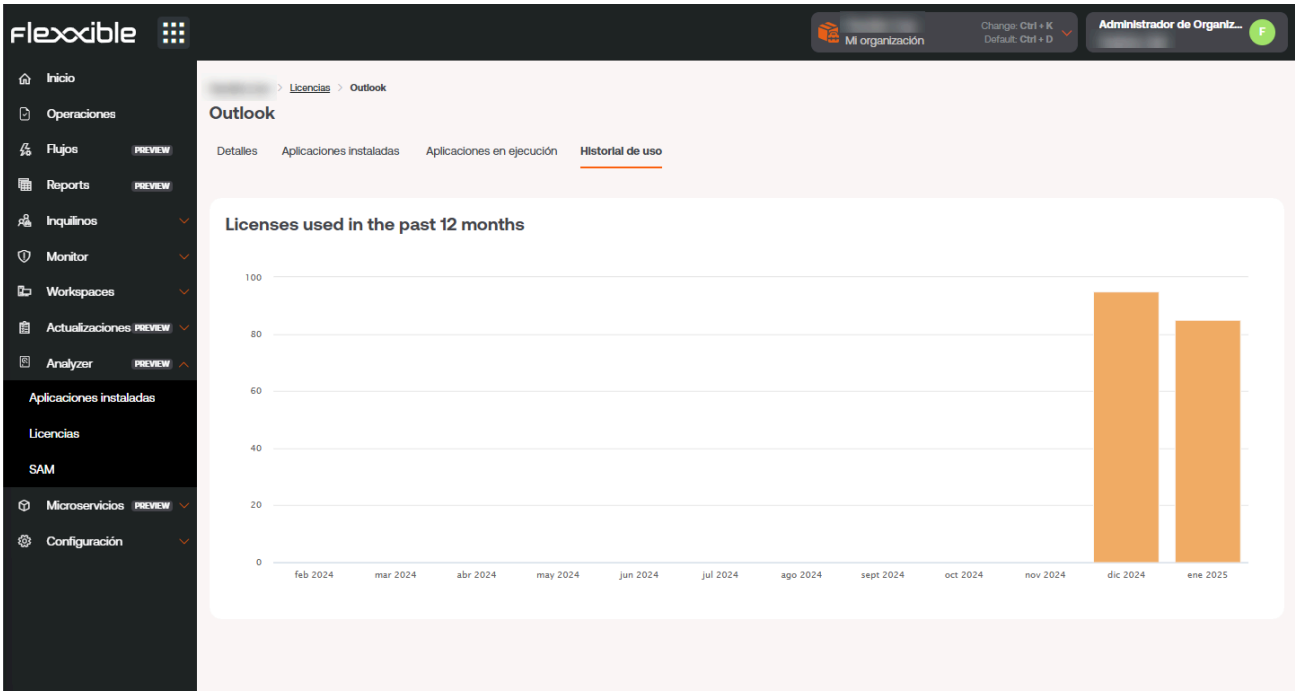
The `Installed apps` tab shows a table with a list of the installed applications that are part of the acquired license.



Copyright © 2024 Flexxible. Todos los derechos reservados.

It presents information such as the application name, the company that developed it, installation and update dates, the operating system it works on, and the option `unlink`, to detach the application from the list. On the other hand, the `Link` button opens a form with options to link an application to the list of installed applications. And `Refresh` updates the list after making changes.

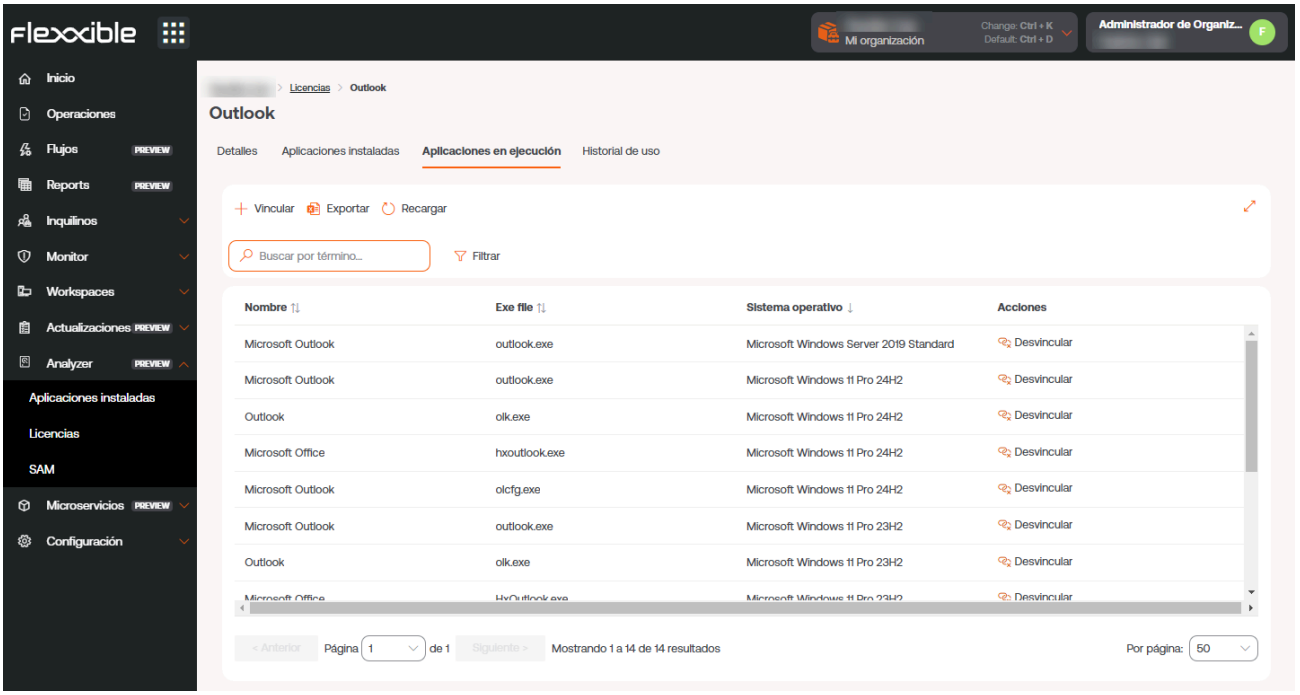
Usage history



Allows to see the usage of the license per month in a bar chart, from the moment of its creation.

Running applications

Copyright © 2024 Flexxible. Todos los derechos reservados.



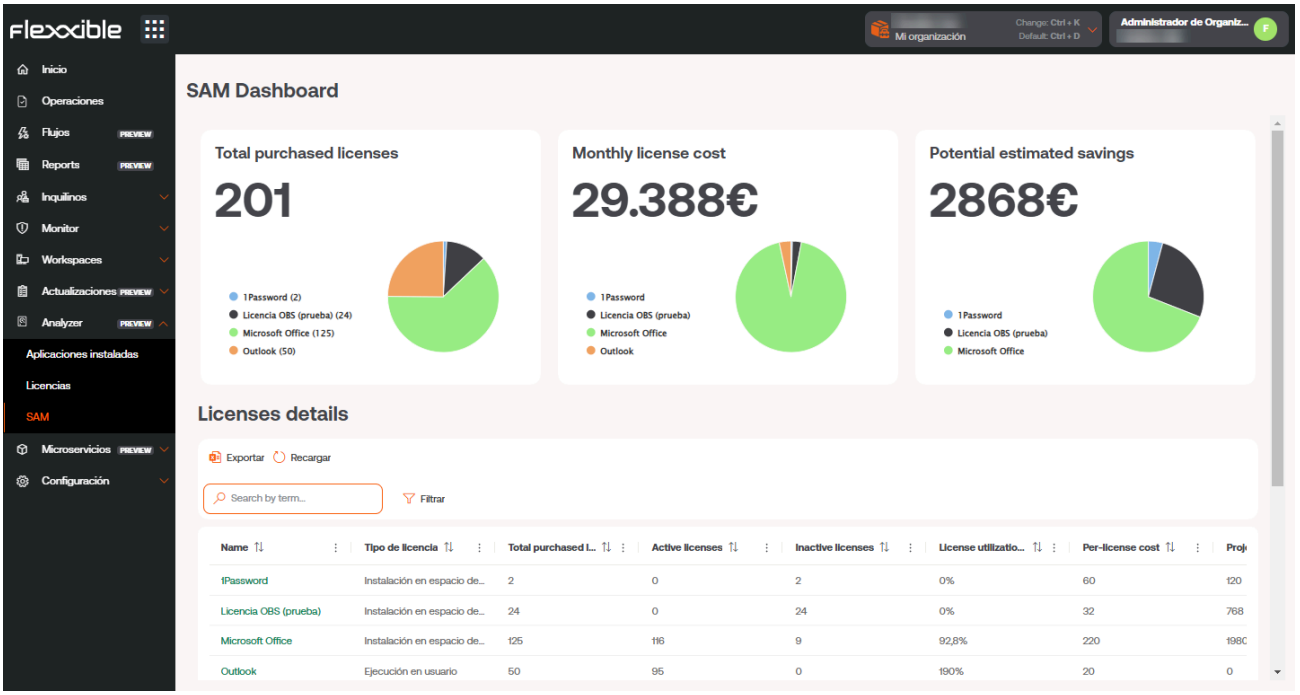
Provides information about the running applications linked to this license, that is, those applications whose execution must count a license as `in use`, with data such as the name, the binary name in the filesystem, and the operating system where it was discovered.

From this view, it is also possible to link or unlink applications to the license.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Analyzer / SAM

When at least one license has been created and properly configured, its usage can be measured in the `SAM` section.



This view consists of three widgets and a list view where it's possible to consume information about usage, cost, and potential savings that could be applied to save costs on the configured licenses.

> **INFO**
>
> The usage of a license starts being recorded from the moment it is created and associated with `Installed applications`.

The widgets included in the dashboard contain information about:

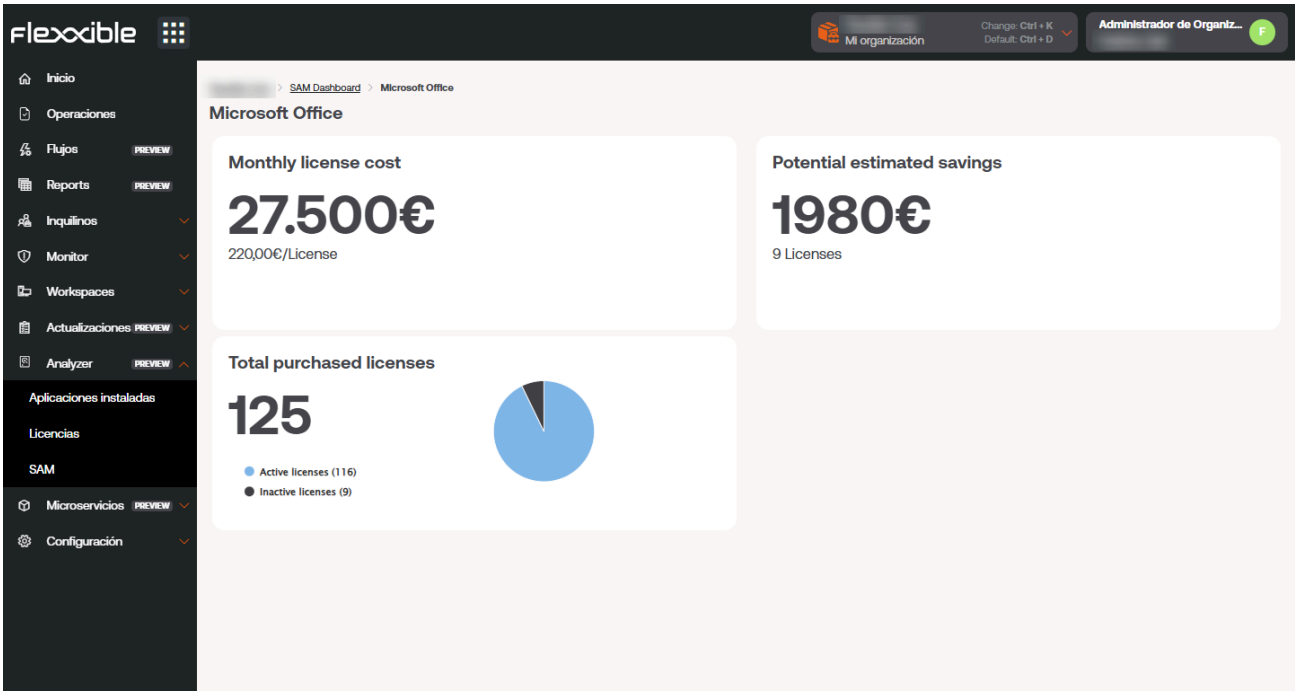
- Total licenses purchased: the total number of licenses purchased, aggregated by license
- Total cost per month: aggregated by license
- Potential savings: provides the detail in `€` of the licenses that are unused and may not be renewed to optimize costs, aggregated by license.

Copyright © 2024 Flexxible. Todos los derechos reservados.

At the bottom of the dashboard is the `License Details` table, which contains a list with the following information:

- License name
- License type
- Licenses purchased
- Number of licenses in use
- Number of unused licenses
- License usage percentage
- Price per license
- Potential savings
- Currency

By clicking on the name of any license in the table, we will access the savings view of the selected license:



This detailed view provides the following information:

- The total monthly cost of the license
- The potential savings that can be applied to the license, according to its usage in previous periods.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- El número total de licencias compradas, segmentado en licencias en uso y licencias inactivas.

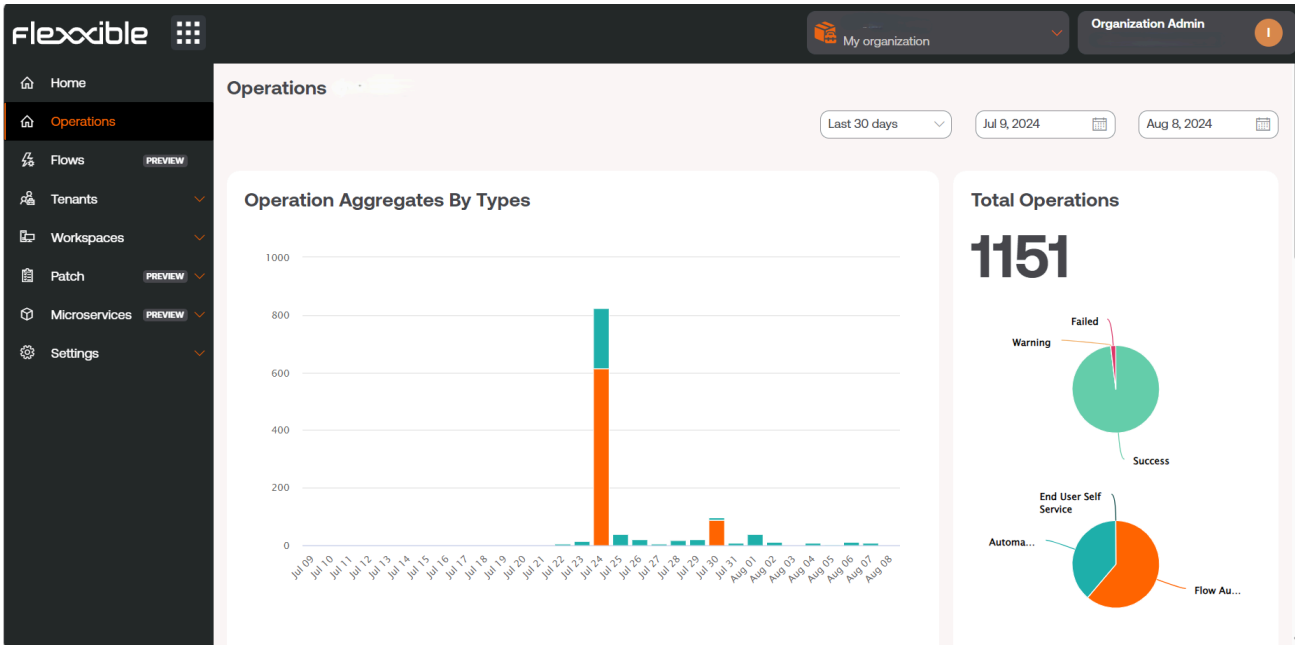
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Operations

The `Operations` section shows graphs of the three types of operations, regarding the microservices, that have been performed on the devices.

- **Automated Support Action**: these are the microservice executions performed on-demand from Workspaces by users who belong to the technical support teams.
- **Flow Execution**: these operations include the automatic executions of microservices in `Flows`, when conditions are met.
- **User microservice**: These are the executions of microservices performed by the user themselves, without needing help from the support team.

> All actions leave an audit record in the `Jobs` section of Workspaces, allowing for temporal traceability of the users and devices involved, as well as the details of the code executed and the output generated.

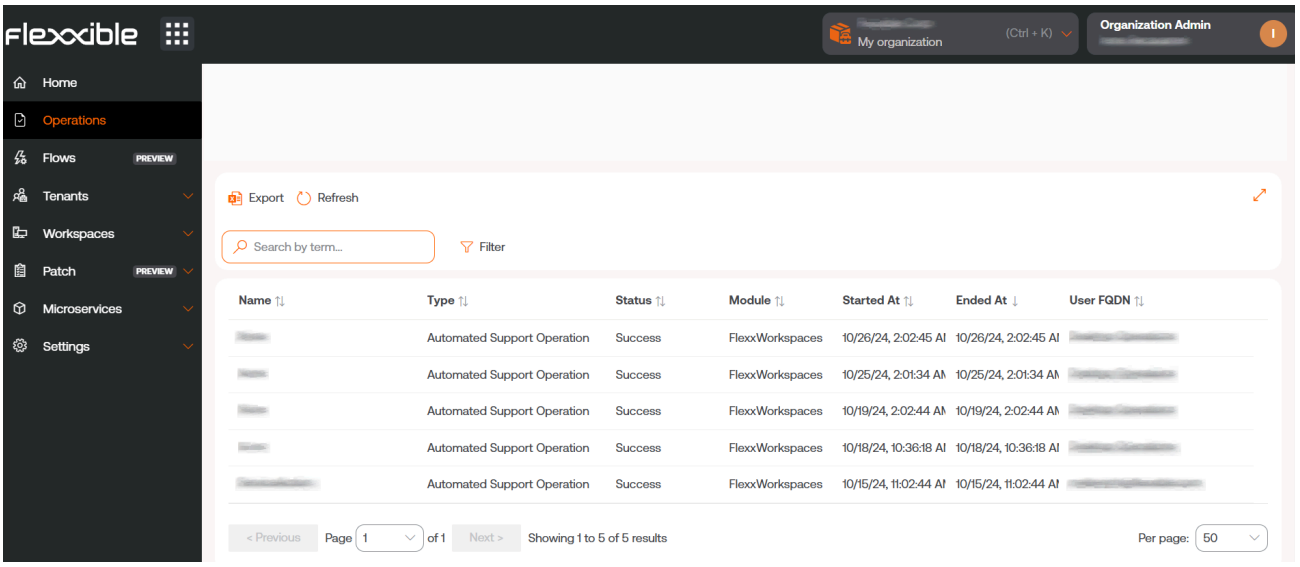


In this view, two types of graphs are generated, with results related to the date range set in the top menu.

- **Operations by Type**: shows the number of operations performed by type and day, according to the selected date cycle.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Total Operations**: provides two pie charts. The upper one indicates how many operations were successful, failed, or had warnings, out of the total operations executed. And the lower one indicates the type of operations performed from that total.

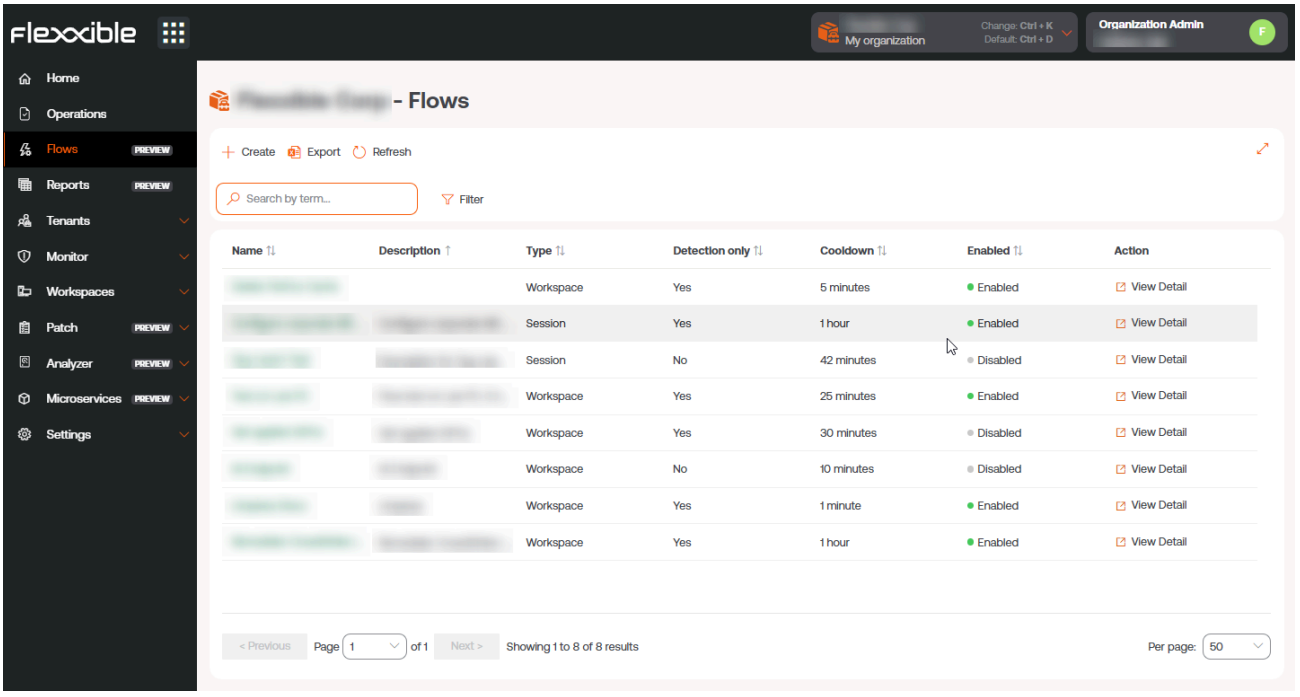


Operation List displays a table with details of the executed operations, specifying the type of operation, from which module they were carried out, and the start and end times. At the bottom of the view, there is a bar that allows you to navigate between pages, to see the details of all executions.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Flows

This functionality allows you to create automation flows to detect specific situations on devices by evaluating the compliance of certain conditions, and act based on the result of that evaluation.



This approach simplifies proactive diagnostic actions, quickly solves problems when there is a focus on their detection, and provides a highly efficient way to enable self-remediation mechanisms for common issues. It also allows technical teams to couple devices to configurations defined by the organization, evaluating them periodically and adapting them if necessary.

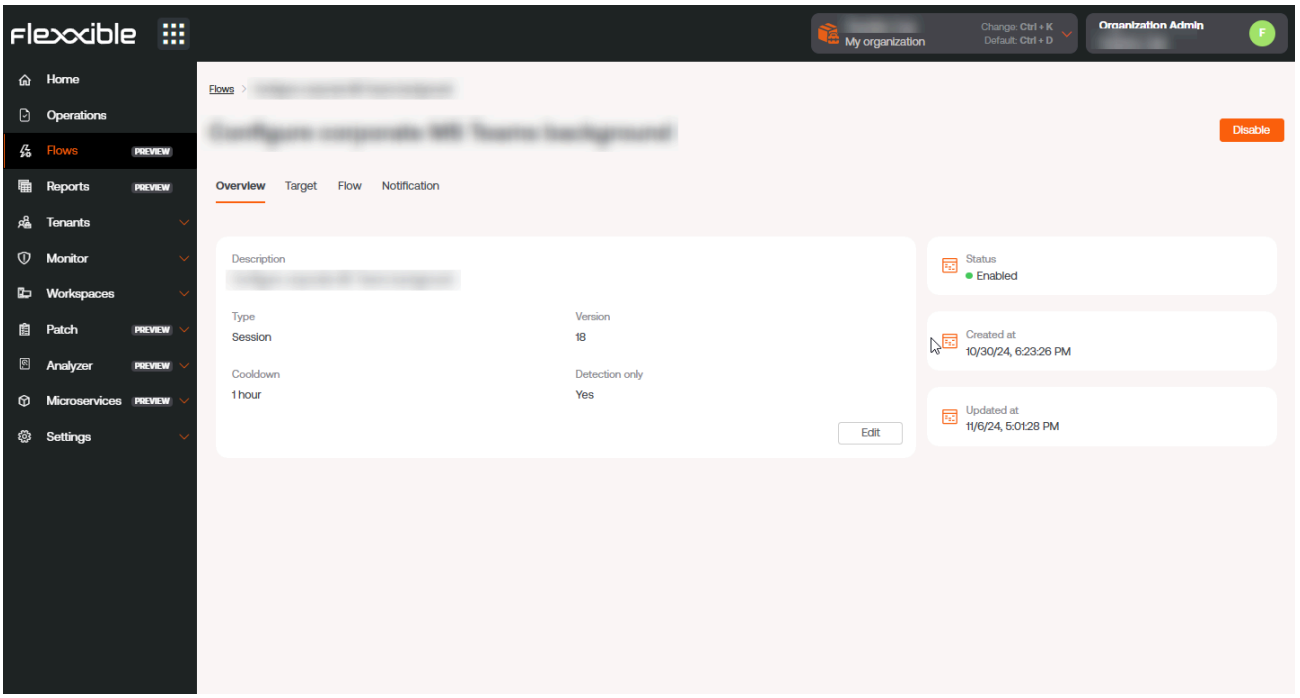
Each flow has options to customize its behavior:

- Overview
- Target
- Flow
- Notification

Copyright © 2024 Flexxible. Todos los derechos reservados.

> **INFO**
>
> A configuration change in an existing flow can take up to 15 minutes to apply to all linked devices.

Overview



Stores general information of the flow.

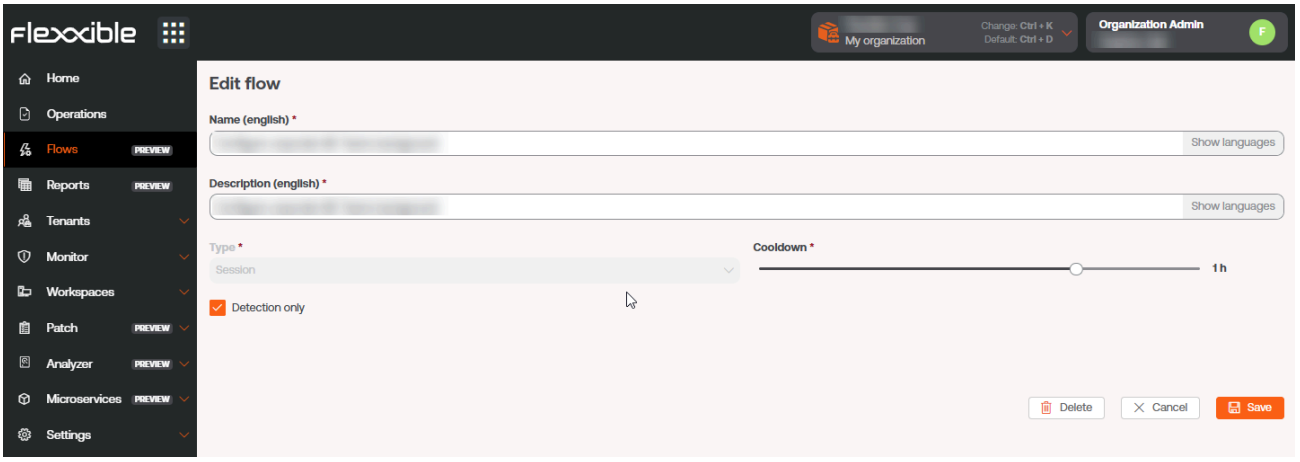
- **Description**: description of the flow
- **Type**: it is the execution scope of the flow, determined by the type of microservice to be executed. It can be done at the user session level, with the corresponding permissions, or at the device level, with administrative access.
- **Version**: indicates the version of the flow, each edition increments the counter by 1.
- **Reuse time**: marks the minimum time that will pass, once the evaluated condition is met, for that evaluation to be executed again.
- **Detection only**: evaluates conditions in a "sampling" mode. Detects those devices where the conditions are met, but without executing the microservice defined in the flow.
- **Status**: allows you to see if the flow is enabled or disabled.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Created on**: shows the creation date.
- **Update date**: shows the update date.

> **INFO**
>
> On the top right, there is a button that, depending on the state of the flow, allows it to be enabled or disabled.

Edit and delete a flow

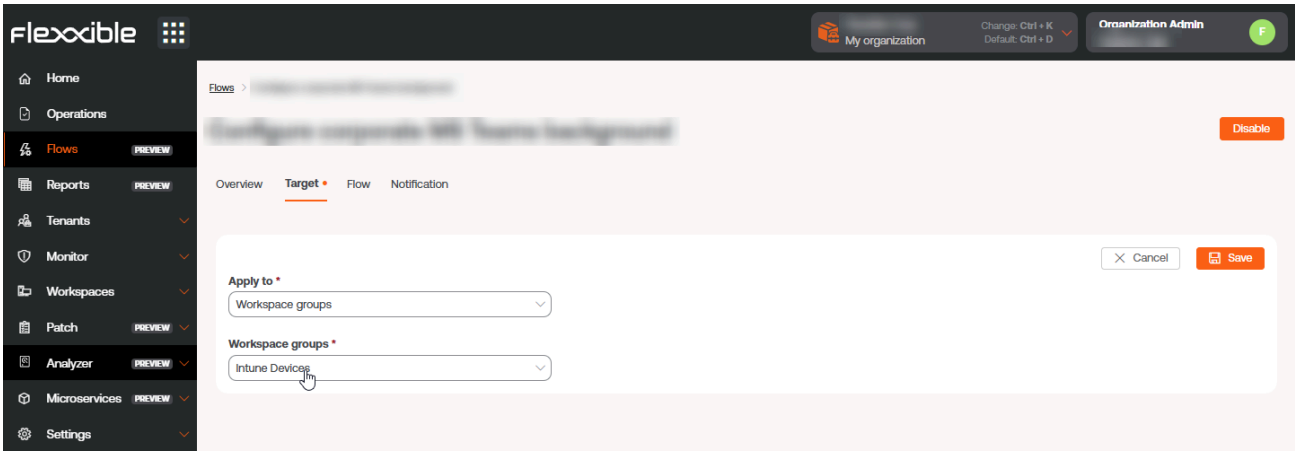


Using the `Edit` button, you can change the name, description, and reuse time of the flow.

- The `Detection Only` checkbox allows you to activate or deactivate the `Detection Only` execution mode, in which the compliance with the conditions defined in the flow is evaluated, but the microservice is not executed.
- The `Delete` button allows you to delete a flow.

Target

Copyright © 2024 Flexxible. Todos los derechos reservados.

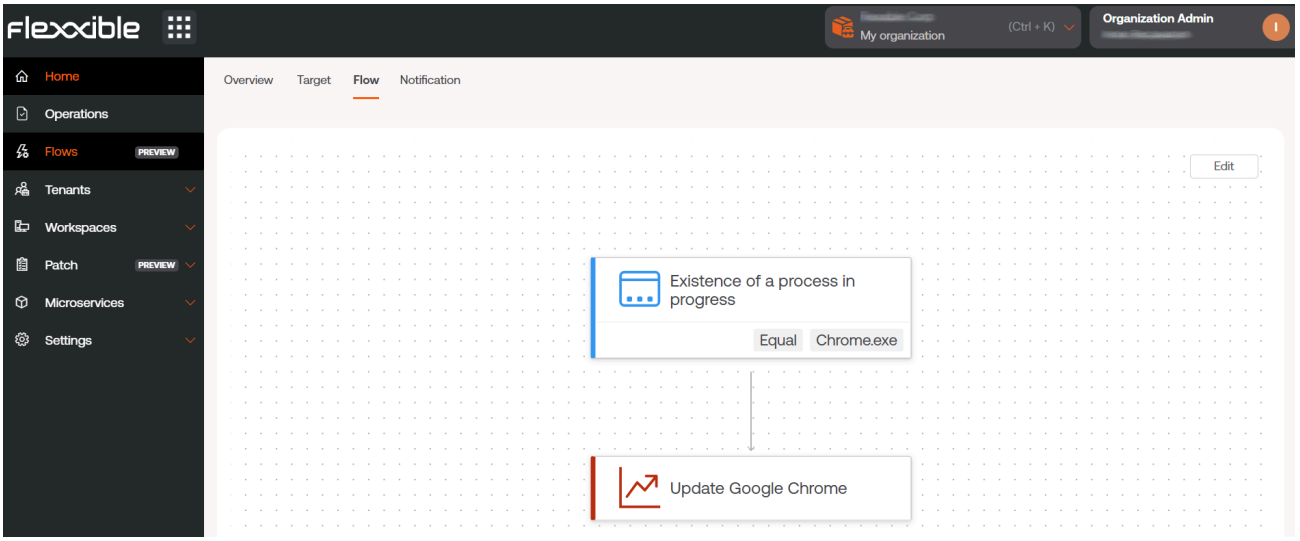


This setting allows you to define the device groups in which the flow will be executed. It supports the following configuration options:

- All devices
- A custom selection of devices
- One or more device groups
- One or several reporting groups

Flow

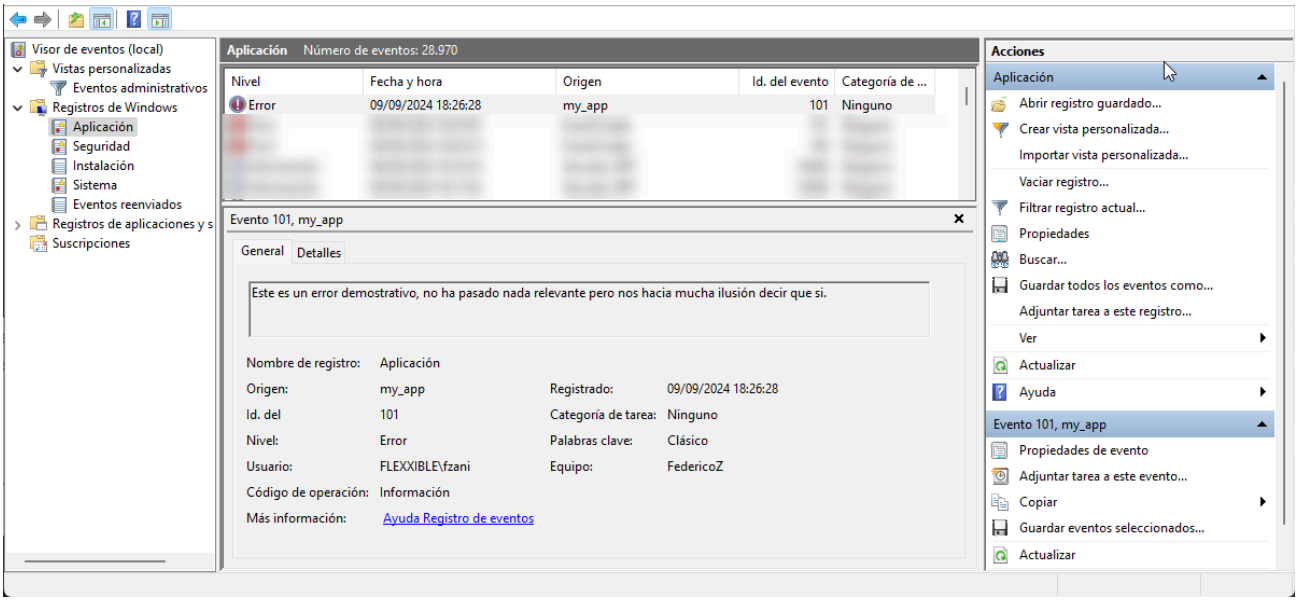
From here you can define the conditions to evaluate, the required thresholds and the action to execute if these conditions are met.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Flow conditions

- **Existence of an ongoing process**: allows you to periodically evaluate, in intervals of fifteen seconds to five minutes, the existence of a process in progress. Supported operating system: Windows.
- **Windows event log identifier detected**: this condition searches, in intervals of five to twenty minutes, for events in the Windows event viewer with a specific name, provider, or ID. These must be specified in the format `<logName>:<source>:<id>`; for example `Application:my_app:101`. Where:
  - Logname = Application
  - Source = my_app
  - id = 101

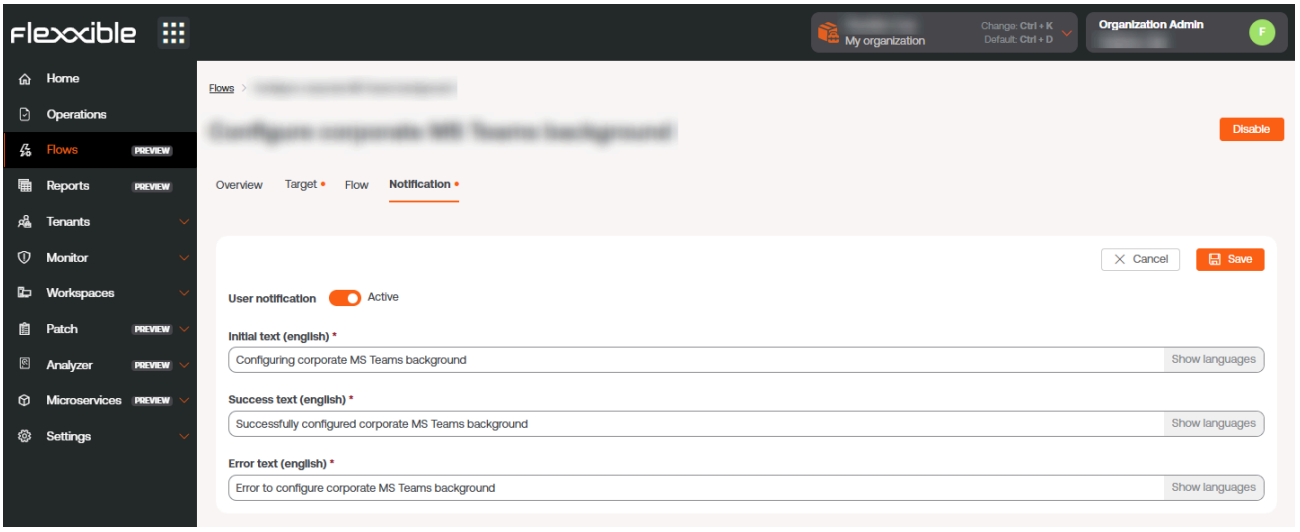


- **Operating System Version**: allows you to obtain, in intervals between one and twelve hours, the operating system version using operators where the value is equal, starts, ends, or contains a certain string of text. Supported operating system: Windows.
- **Operating system language**: detects the operating system language at intervals of one to twelve hours. It uses operators where the value can be equal, start, end, or contain a certain string of text. Supported operating system: Windows.
- **Percentage of free disk space in the operating system**: allows you to evaluate and set a target percentage value at intervals of five to sixty minutes. Supported operating system: Windows.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Cron Match**: checks if a cron formatted string matches only when the current date and time exactly align with the specified cron expression. The hours are defined in Coordinated Universal Time (UTC).
- **Actions**: once the conditions are evaluated and according to the obtained values, allow an action to be executed. In this section, all the microservices enabled in your subscription will appear to be selected and included in the flow.

Notification



This parameter is optional and can be disabled. Allows notifications to be sent to users at the start and end of the flow execution, using the operating system notifications. Once enabled, you can set:

- Initial message: will be sent to users when the execution begins.
- Success message: will be sent to users on successful execution.
- Error message: will be sent to users on execution with errors.

> **INFO**
>
> To learn how to create a flow, please refer to the Scheduled Execution of Microservices guide.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Tenants

Through `Tenants`, organizations operating in the Managed Service Provider (MSP) model have the ability to establish subsidiary entities that they can support whenever they require it.

These entities are other organizations, which in Portal adopt the name of `Tenants`.
Tenants are assigned a profile type that describes them as an organization. Therefore, all tenants belong to a type of organization.

Types of organizations

Portal distinguishes three types of organizations, establishing relationships between them:

- Partner-type organizations
- Client-type organizations
- Suborganizations

Partner-type organizations

- They have the authority to grant administrative access to client-type organizations (tenants) that depend on them.

Client-type organizations

- They have the option, if they wish, to segment their organization into multiple suborganizations to facilitate delegated administration.
- They can always see their entire set of workspaces, regardless of who has been delegated the management.
- They have the option to apply a `Policy` for the creation of their suborganizations from a template, which will help them configure multiple users, reporting groups, and accesses.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- They can link their instance of Analyzer to their suborganizations or assign them a new one.
- They have their own configurations.
- Several client-type organizations can have the same partner as a service provider.

Suborganizations

- These are subdivisions of a complex organization, management units established according to the implementation requirements.
- They are very helpful in very large environments, with wide user distribution and multiple service providers or highly segmented technical teams.
- They do not have a subscription by themselves; they use the subscription of the client-type organization that manages them.
- Each suborganization can only see its information in Workspaces. They cannot access the information of other suborganizations or of the client-type organization that manages them.
- They inherit the configuration of the client-type organization that manages them, although it can be edited. They also inherit the FlexxAgent configuration, but this is not editable.

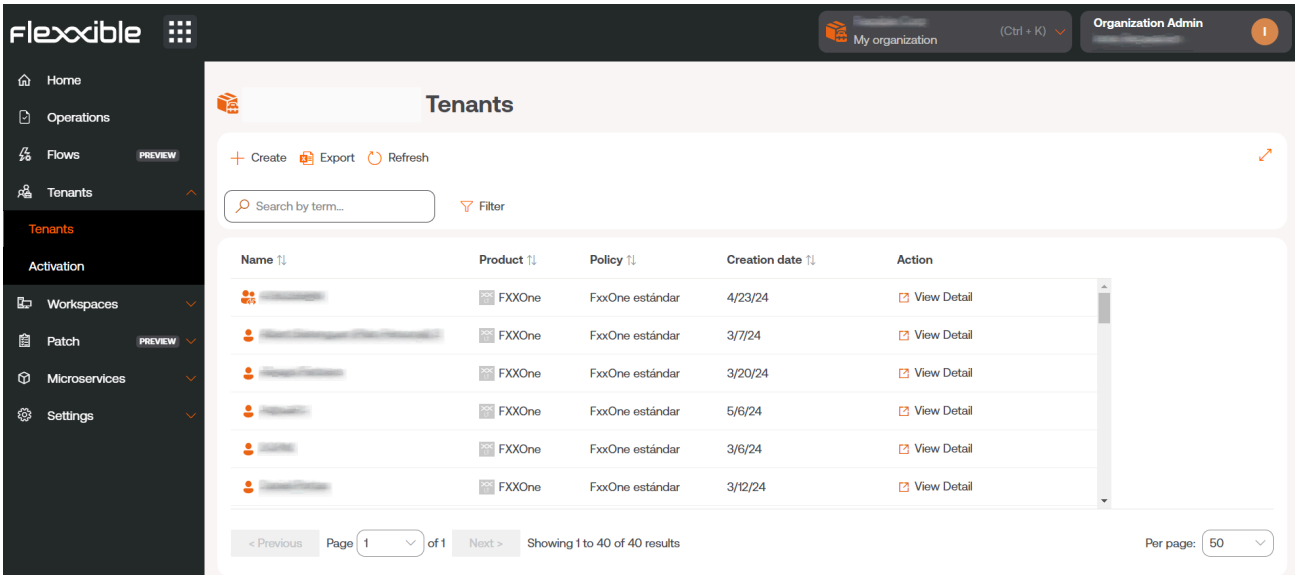
> **INFO**
>
> Client-type organizations can create suborganizations at a lower level. Suborganizations cannot be created from another suborganization.

List of tenants

The list view shows a table with the list of organizations (tenants) whose administration is delegated. It includes information about the Flexxible product they have, their policy, and creation date.

The `View Details` button opens a form that allows you to change the name of the tenant and delete it.

Copyright © 2024 Flexxible. Todos los derechos reservados.



The `New` button allows you to create a new tenant; for this, you must enter, in addition to the previous data, an email address, language, country, sector, product, and region. It also gives the option to assign a Policy. The `Export` button allows an excel file to be downloaded with the list of current tenants. And `Reload` gives the option to update the table after entering new data.

Tenant interface

If the user clicks on the name of a tenant in the table, the Portal interface will automatically switch to the `Home` page of the selected tenant's Portal. This action is very useful because it speeds up the consultation of data from one organization or another.

Portal will not revert to the default organization, even if the page is refreshed. To go back, there are three options:

- Do `Ctrl + D` (`Cmd + D` on Mac).
- Do `Ctrl + K + O` (`Cmd + K + O` on Mac).
- Directly select the default organization (`My organization`) from the `Organization Selector`, located at the top of the interface.

In the `Organization Selector`, you can differentiate tenants from suborganizations. These are prefixed by the name of the client-type organization that manages them. For example: *Client A > Suborganization-01*.

Copyright © 2024 Flexxible. Todos los derechos reservados.

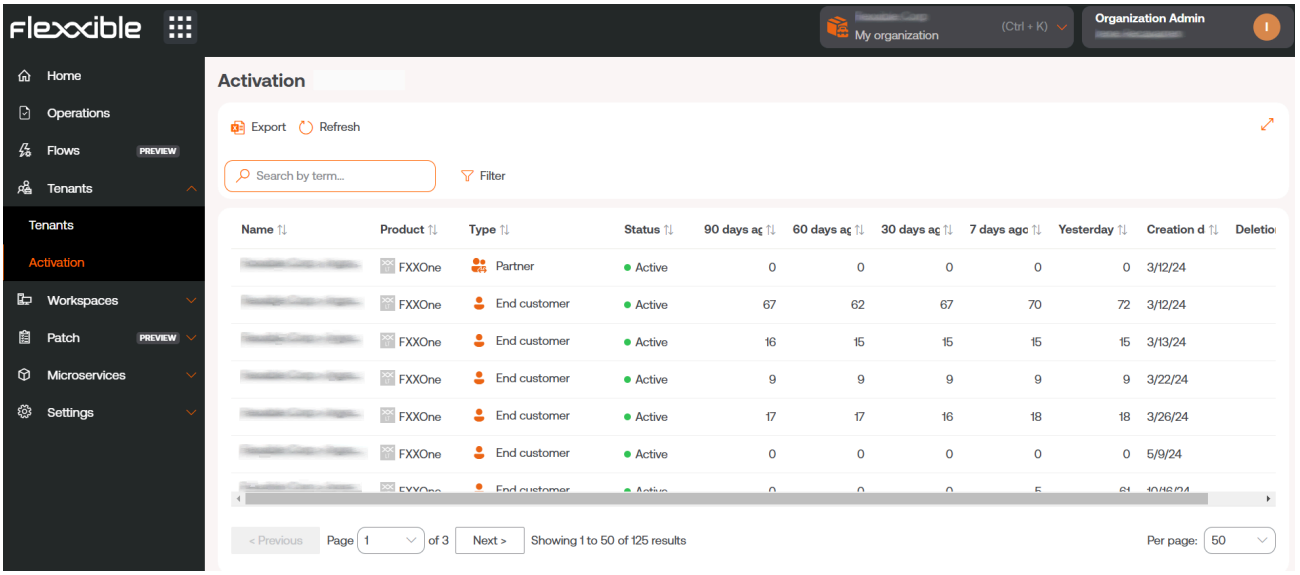
Portal / Tenants / Activation

`Activation` allows Managed Service Providers (MSPs) to evaluate the evolution of FlexxAgent installations or deployments in client organizations where they have delegated administration.

The list view table shows the names of the tenants. If it is a sub-organization, its name will be preceded by the name of the organization that manages it; for example: *Client A > Sub-organization-01*. This nomenclature is adopted because sub-organizations inherit the FlexxAgent configuration from the client organization that manages them.

The table also indicates the Flexxible product owned by the tenant, the type of organization it corresponds to, and time indicators that help to understand the evolution of FlexxAgent adoption in the organization.

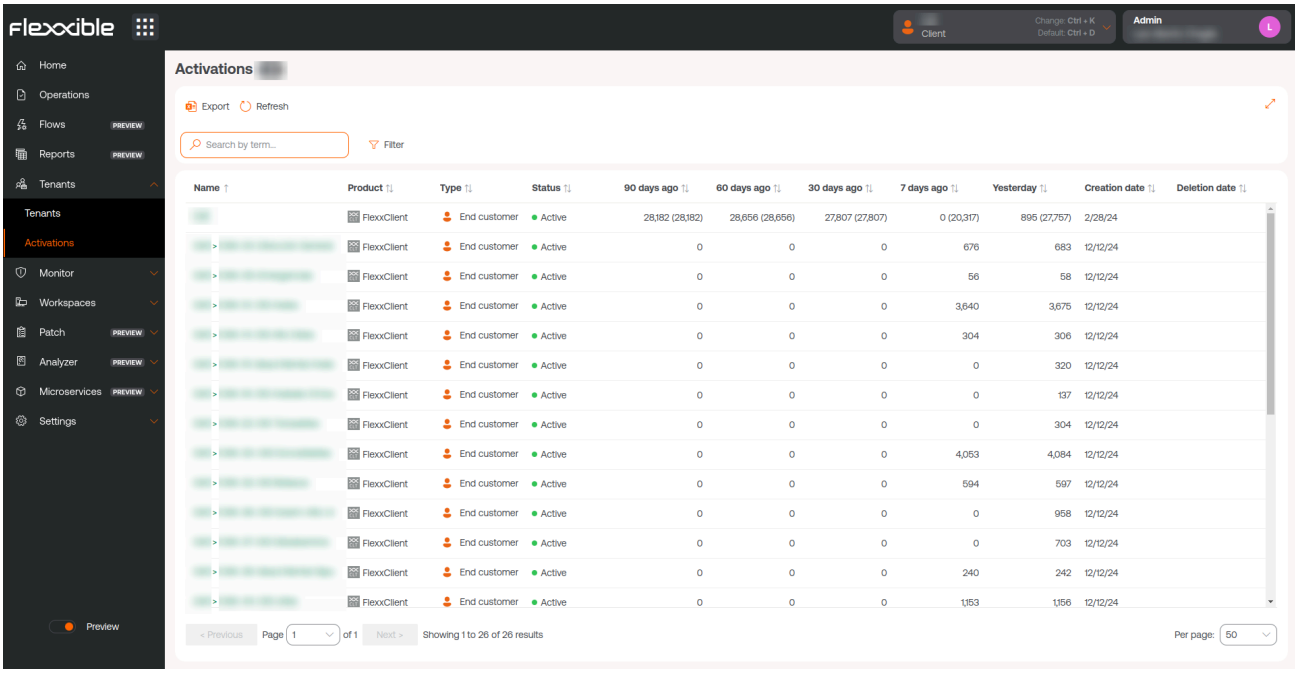
The time indicators offered by the table are *90 days ago*, *60 days ago*, *30 days ago*, *7 days ago* and *Yesterday*. Each field specifies the number (units) of active agents at that particular moment.



`Activation` also offers the option to search for tenants and the alternative to apply filters to the list of results according to different parameters, such as company name, the product they have, and the type of organization. From `Export` you can download the list view in excel format.

Copyright © 2024 Flexxible. Todos los derechos reservados.

In cases where the organization is composed of suborganizations, in the activations view it will be possible to check the activations by suborganization in a simplified way. The first line of the list will show the number of agents in the `Parent` organization followed by the total number of agents in all suborganizations in parentheses. The information for each suborganization will be represented in the following format `Parent organization>Suborganization` on the following lines:



Tenant interface

If the user clicks on the name of a tenant in the table, the Portal interface will automatically switch to the `Home` page of the selected tenant's Portal. This action is very useful because it speeds up the consultation of data from one organization or another.

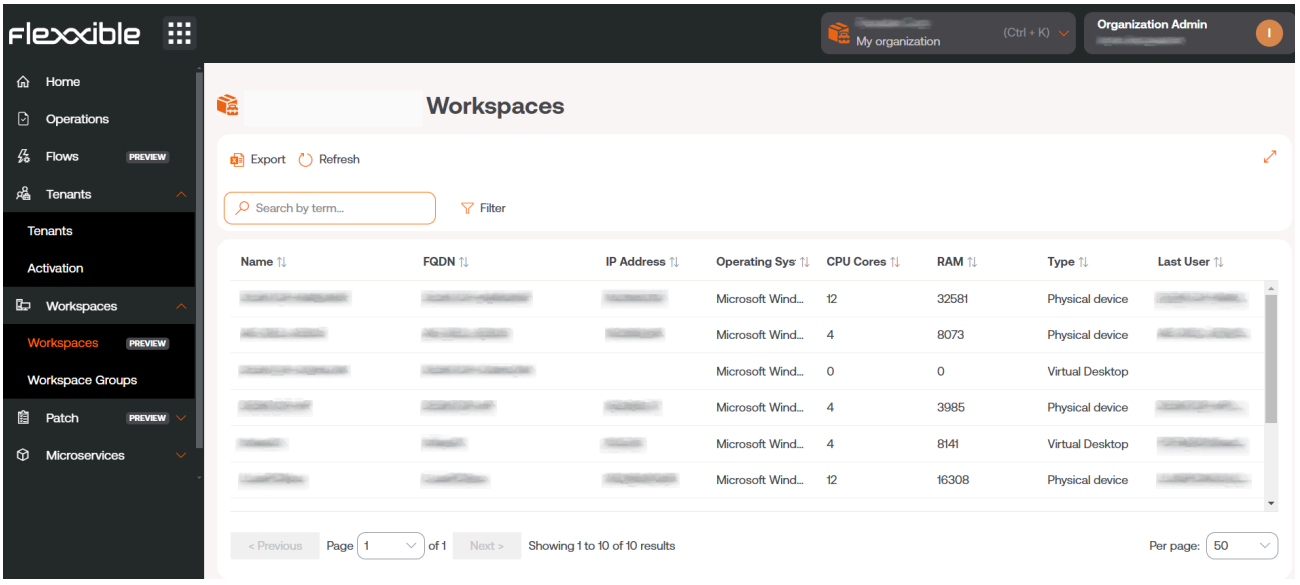
Portal will not revert to the default organization, even if the page is refreshed. There are two options to return:

- Do `Ctrl + K + 0`.
- Directly select the default organization (`My organization`) from the `Organization Selector`, located at the top of the interface.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Workspaces in Portal

The Workspaces section of `Portal` offers a list of the devices included in the subscription. It displays their inventory data: name, the Fully Qualified Domain Name (FQDN) corresponding to it, IP address, operating system, number of processor cores, amount of RAM, type of device (physical or virtual), and the assigned username.

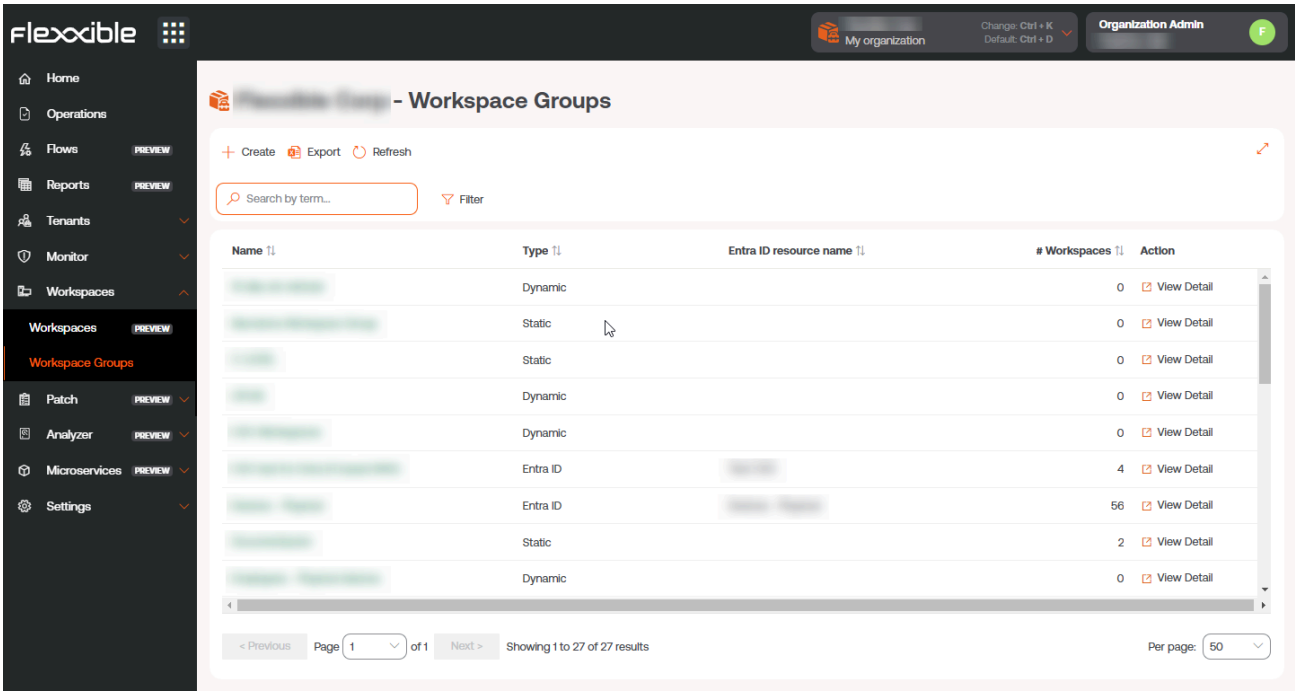


It also provides the option to perform a specific search, to find a device more quickly. At the bottom, below the list, there is a bar that allows you to scroll through the pages generated by the list of devices.

> This section is informative. Actions on the devices must be performed from the Workspaces module.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Workspaces / Workspace Groups



The `Workspaces Groups` make the device management process easier for organizations, allowing them to group devices according to shared characteristics or specific criteria to monitor statistics more thoroughly and execute effective actions.

There are three types of groups:

- Static
- Dynamic
- Entra ID

Static Workspaces Group

It is a group created manually, with free criteria. It can be created and managed from Portal and from the `Workspaces` module, by filtering the `Workspaces` list option.

Dynamic Workspaces Group

Copyright © 2024 Flexxible. Todos los derechos reservados.

It is a group in which some condition is periodically evaluated; for example: "devices with more than 85% memory usage", so its members can change in real-time. It is very useful when you want to apply specific actions on them, such as microservices to solve a specific problem. They are created from the `Workspaces` module, by filtering the list of Workspaces.

> **INFO**
>
> Dynamic Workspaces Groups evaluate the compliance of a defined condition every 60 minutes, due to this, they are not recommended as a user session detection mechanism.

Entra ID Workspace Group

It is a group that can pull members from an existing group or organizational unit in the Entra ID domain in use. The creation of this type of group requires at least one active integration with the Entra ID domain, within `Settings`->`Integrations`, in Portal.

Group management

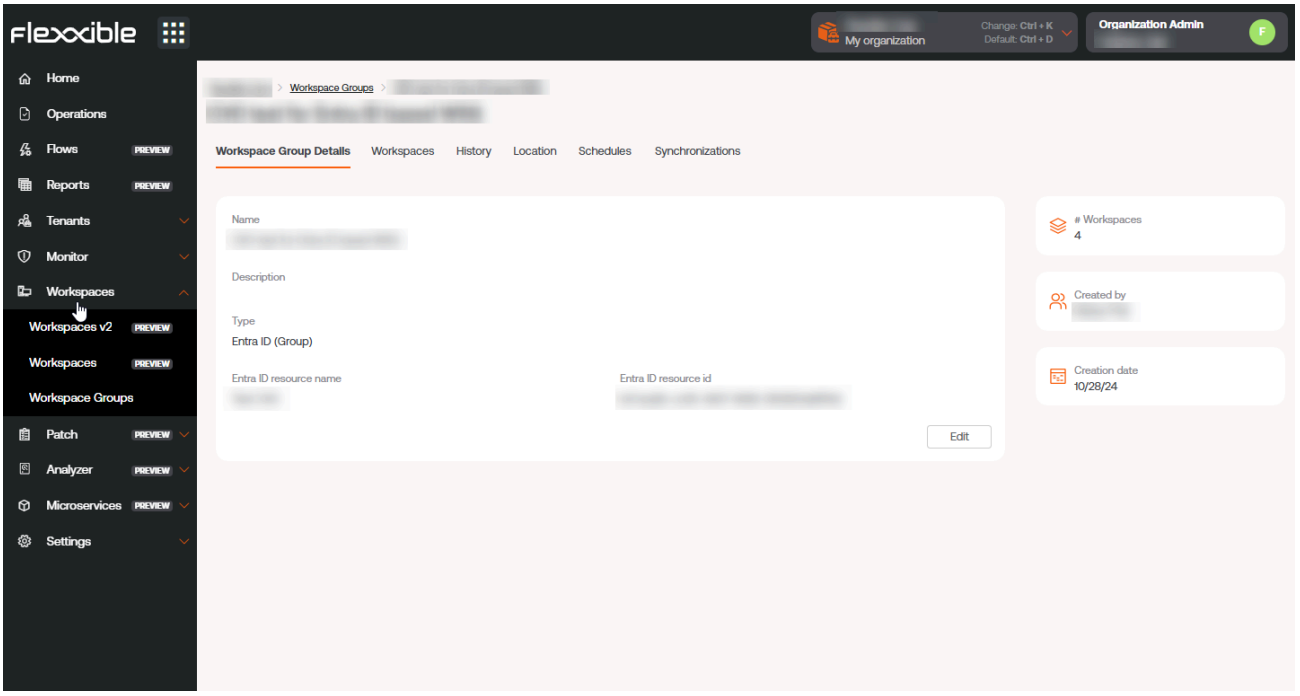
The list view of `Workspaces Groups` contains information about the group's name, type, Entra ID characteristic, and the number of devices they contain. `View details` shows the detail view of the selected group.

In the details view of a group, at the top, there are five tabs to access more information:

- Details
- Workspaces
- History
- Location
- Schedule
- Synchronizations

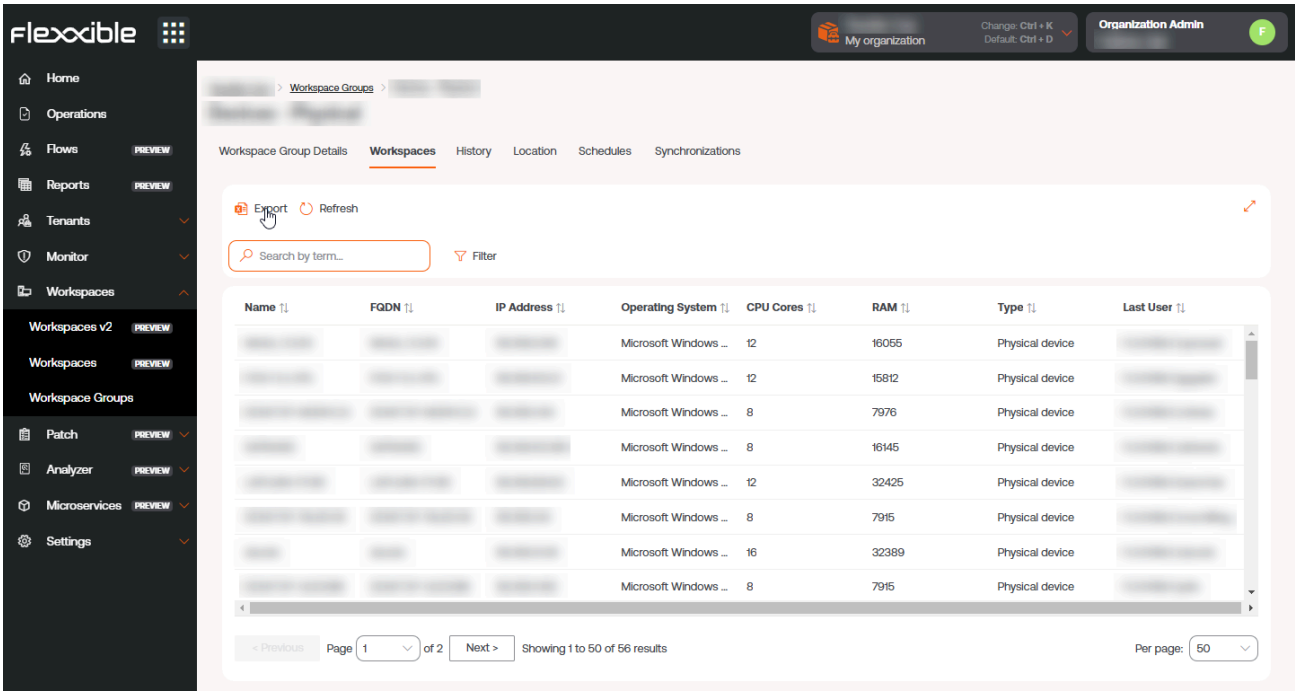
Copyright © 2024 Flexxible. Todos los derechos reservados.

Details



Shows the same data as the list view, as well as the group's creation date and the user who created it. The `Edit` button allows changing the workspace name, adding a description, or even deleting it.

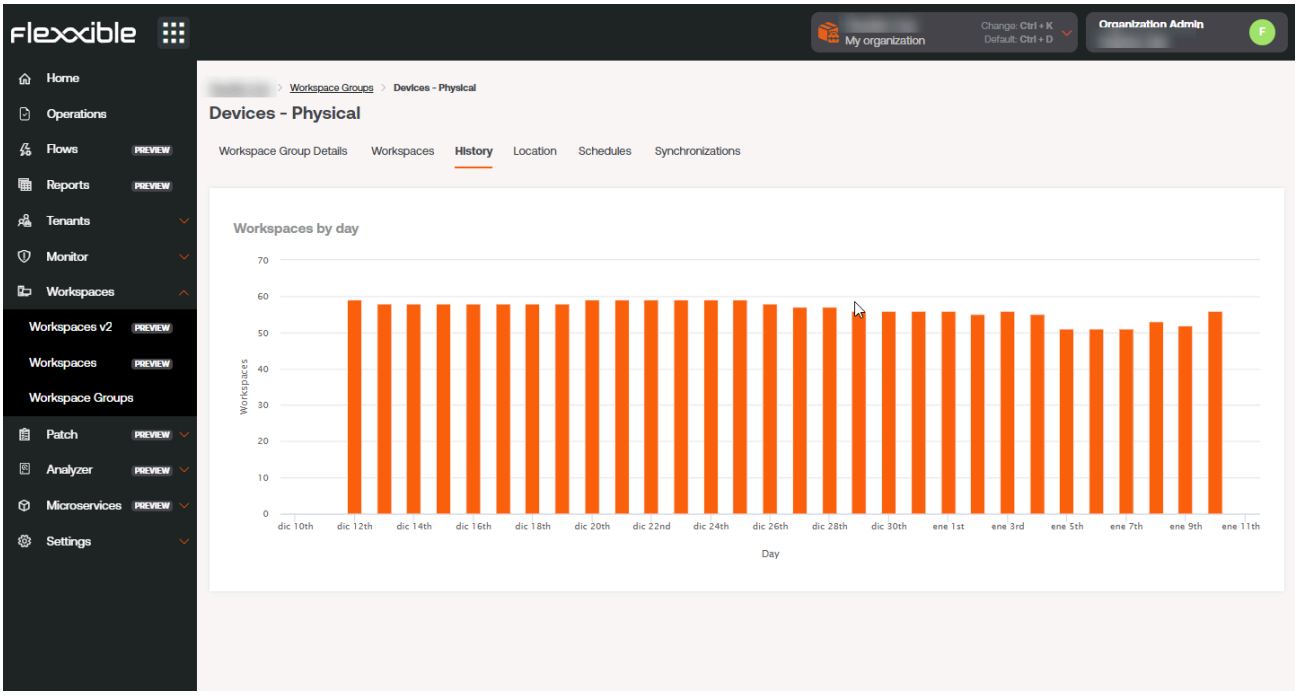
Workspaces



Copyright © 2024 Flexxible. Todos los derechos reservados.

Shows a table with a list of the workspaces that make up that group. Provides information about the Fully Qualified Domain Name (FQDN) of the device, IP address, operating system, CPU cores, Random Access Memory (RAM), type (physical or virtual), and the last user. The options `Import Workspaces` and `Edit` are only available for static workspace groups.

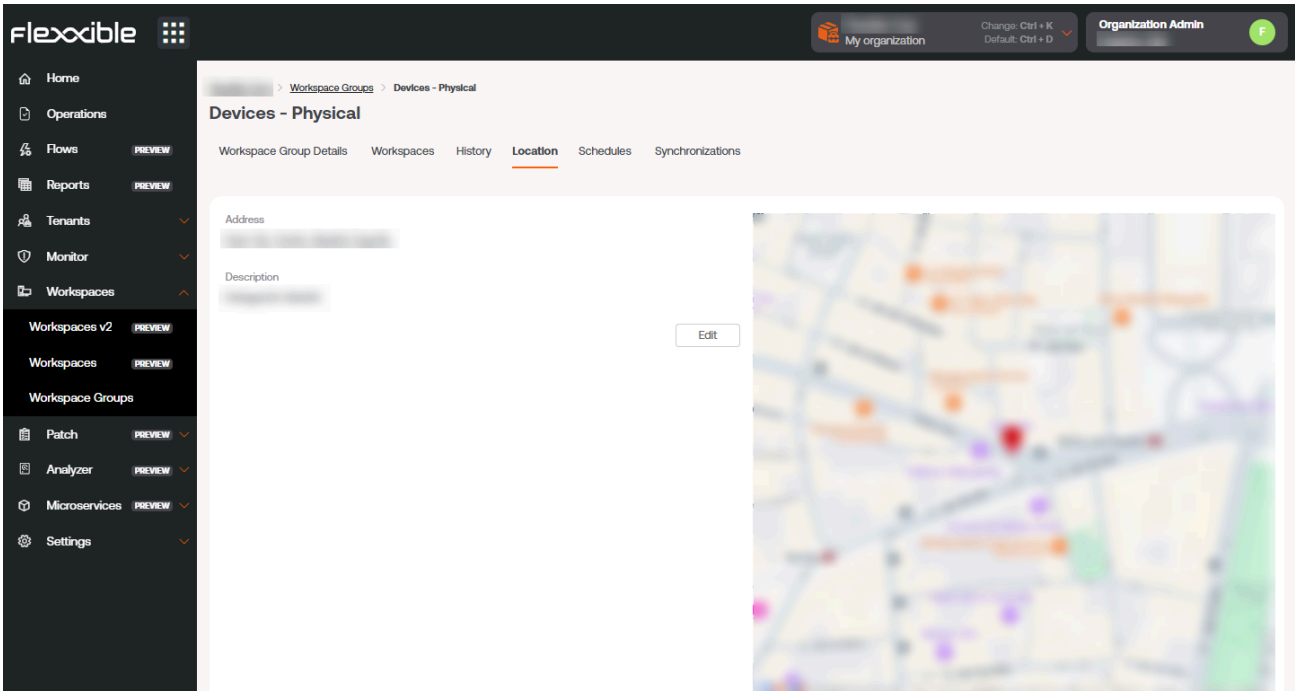
History



Displays a bar chart with the daily amount of workspaces that have made up the group over the last month. You can zoom in on the chart for better reading by selecting the bars you want to enlarge with the mouse. Using `Reset zoom`, the information returns to its original state.

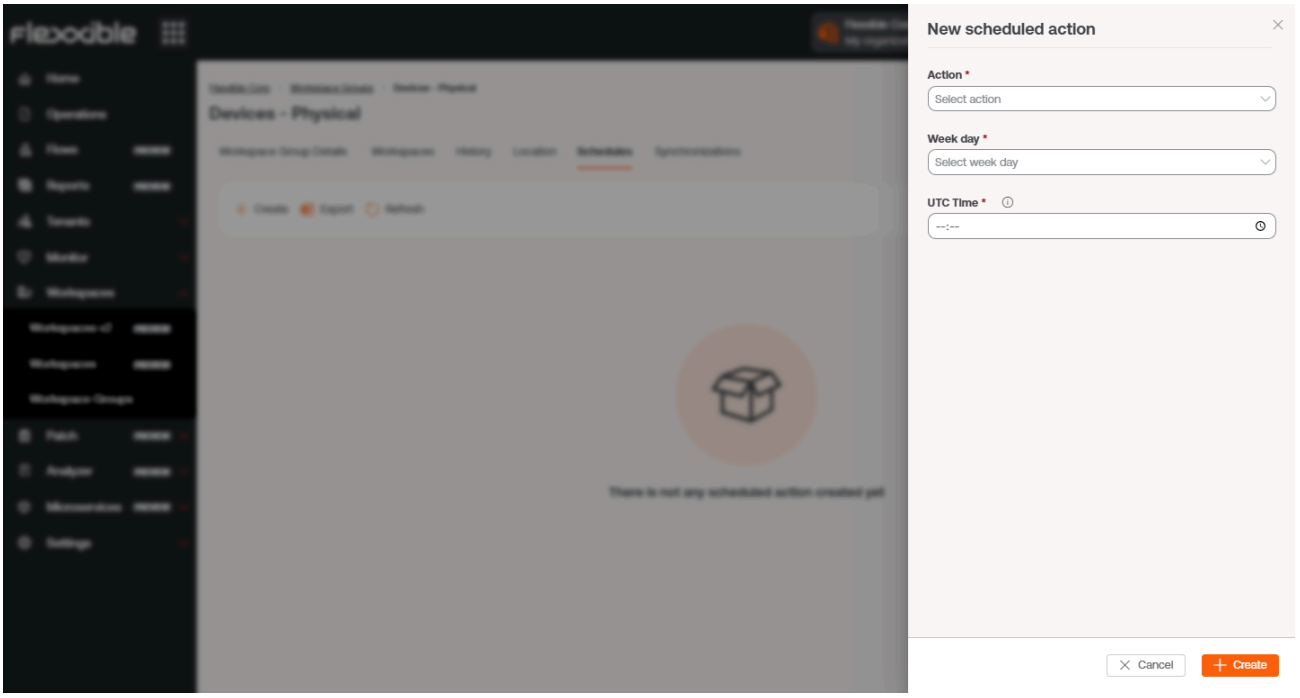
Location

Copyright © 2024 Flexxible. Todos los derechos reservados.



Allows associating GPS coordinates with the workspace group to relate it to a point on the map. This value is just a reference, it does not update if users change location.

Schedule



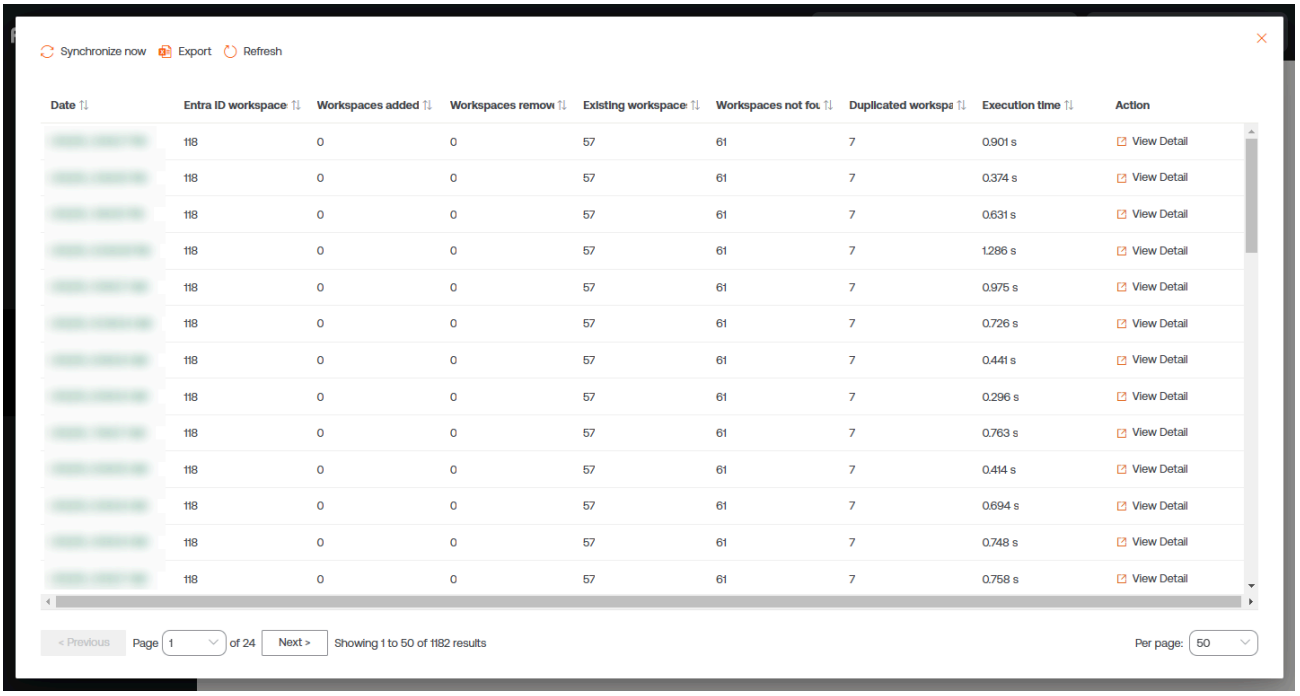
From this tab, you can schedule the power on (Wake on LAN) or the automatic shutdown of a group of workspaces. If the user wants to schedule one of these actions, they must

Copyright © 2024 Flexxible. Todos los derechos reservados.

click on the `New` button and fill in the form fields for `Action`, `Day of the week`, and `Time UTC`.

- **Action**: allows you to choose between `Wake on LAN` or `Shutdown`.
- **Day of the week**: allows choosing which day of the week the action will be performed.
- **UTC Time** : Coordinated Universal Time (UTC) allows you to set the exact time to start the action. The created action will then be displayed in a table, with columns showing the information entered in the form, as well as which user created the action and who updated the schedule and when. From `View details` you can edit and delete the scheduled action.

Sync



This tab is only visible when the group type is `Entra ID`. Displays a table with details of the synchronizations performed with information about:

- `Date` and time of the sync.
- `Entra ID Workspaces`: total number of elements in the Entra ID group or organizational unit.
- `Added Workspaces`: number of workspaces added to the group.

Copyright © 2024 Flexxible. Todos los derechos reservados.

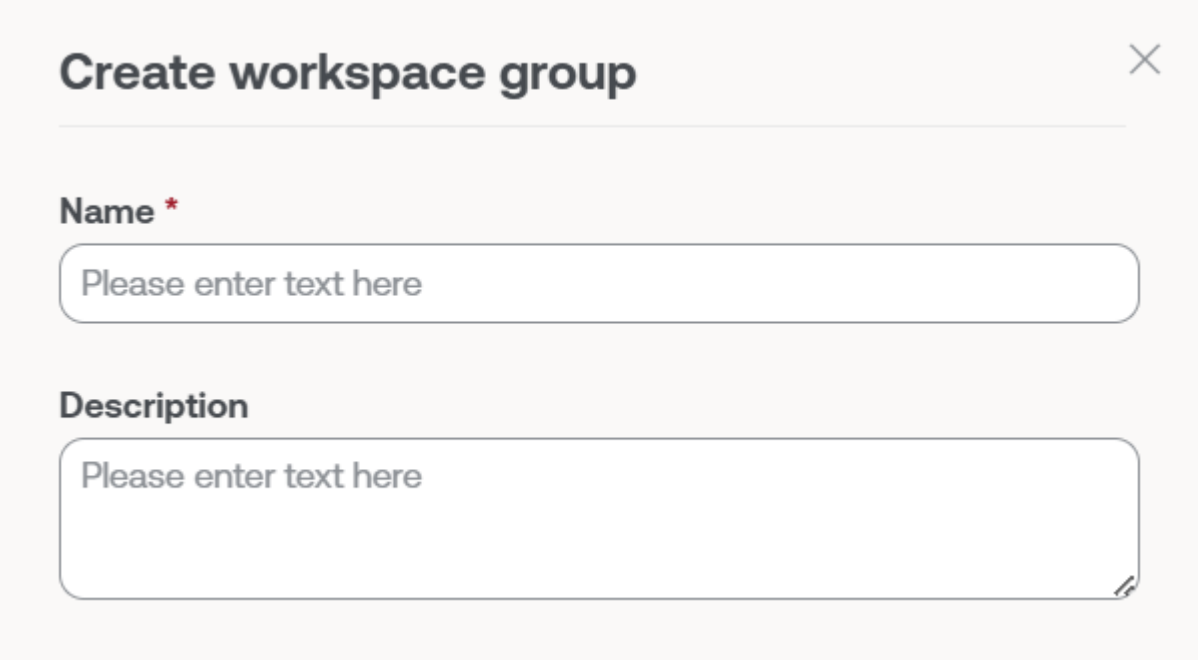
- `Deleted Workspaces`: number of workspaces deleted from the group.
- `Existing Workspaces`: number of workspaces already in the group.
- `Not Found Workspaces`: number of workspaces not found in the group; that is, workspaces that, although they are part of the Entra ID group or organizational unit, cannot be added to the group because FlexxAgent is not installed.
- `Duplicate Workspaces`: number of duplicate workspaces in the group, if any.
- `Execution Time`: the time required for synchronization.
- `Action`: allows viewing a table with synchronization information for each device in the group.

Create groups

They can be created from Portal and from Workspaces.

Create a static Group of Workspaces from Portal

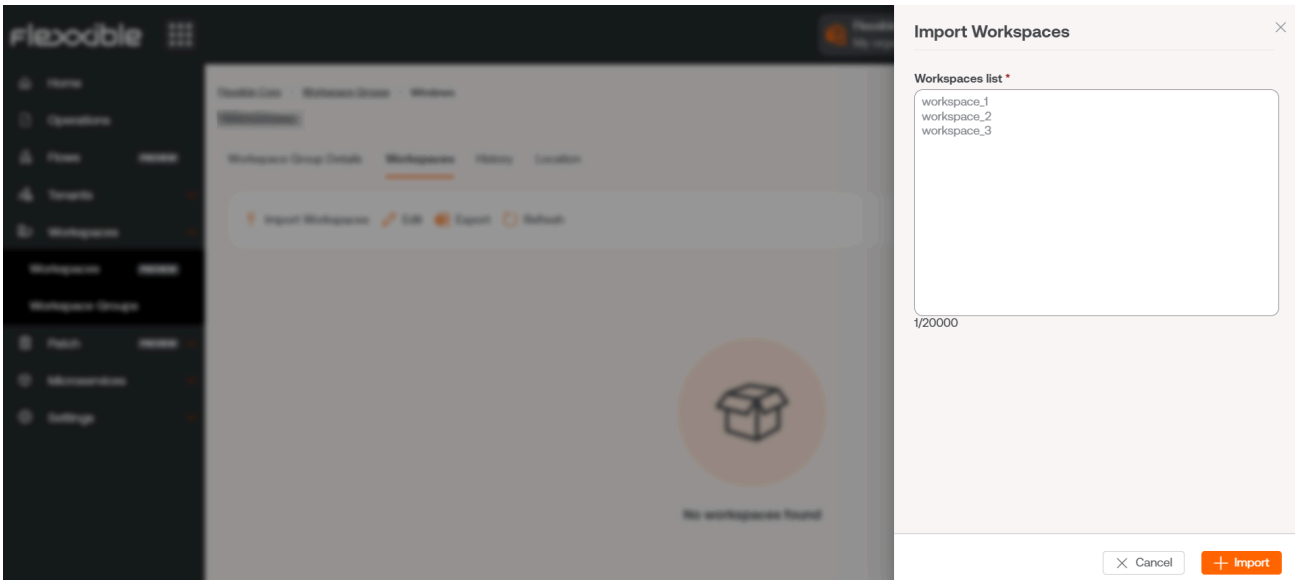
At the top of the list view of `Workspaces Groups`, click on `New`. A form will open where you will be asked to add a name and a description for the new group.



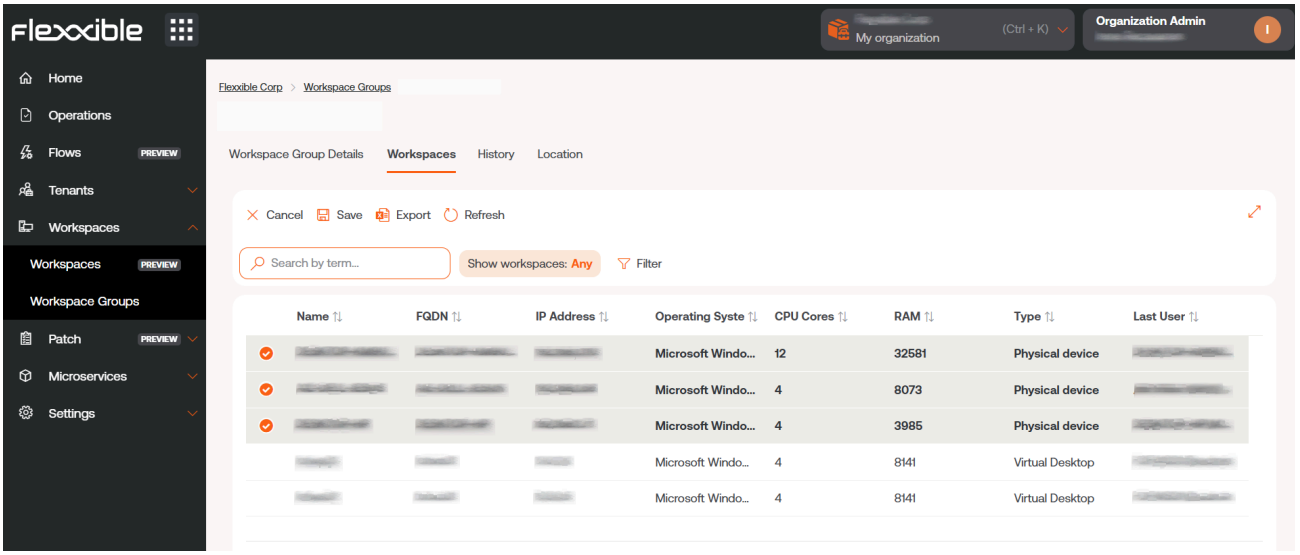
There are two ways to add devices to a static workspace group from Portal:

Copyright © 2024 Flexxible. Todos los derechos reservados.

1. In the groups table, click on `Detail View` of the desired group -> `Workspaces` -> `Import devices`. A form opens that allows importing up to 20,000 workspaces.



2. In the groups table, click on `Detail View` of the desired group -> `Workspaces` -> `Edit`. Next, select the devices you want to add. Those marked with an orange dot are added to the group and those not marked are removed. In both cases, click on `Save` to keep the changes.

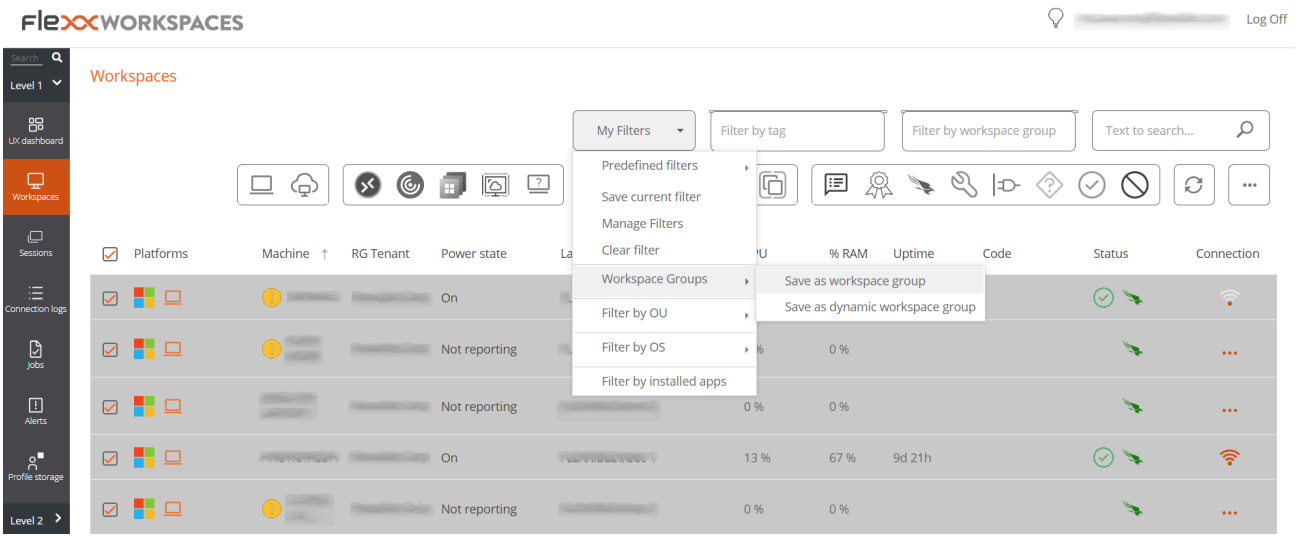


Creating a Static Workspaces Group from Workspaces

In the side menu of the `Workspaces` module, go to the `Workspaces` option. Select the desired devices in the list view and save them in a new group by clicking on `My filters` -

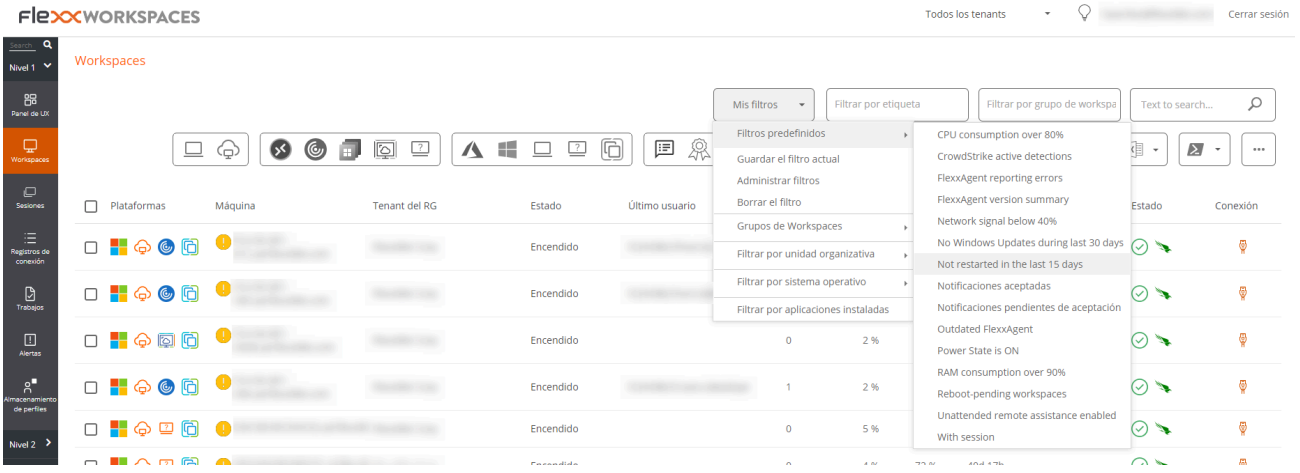
Copyright © 2024 Flexxible. Todos los derechos reservados.

> `Workspace group` -> `Save as workspace group`.



Creating a Dynamic Workspaces Group

From the list view of `Workspaces`, in the `Workspaces` module, right-click any field in the table to access `Filter builder` and choose the necessary filters to get a list with the devices that will form the new group. You can also choose filters from `My filters` -> `Default filters` or from any filtering option offered by the `Workspaces` view.



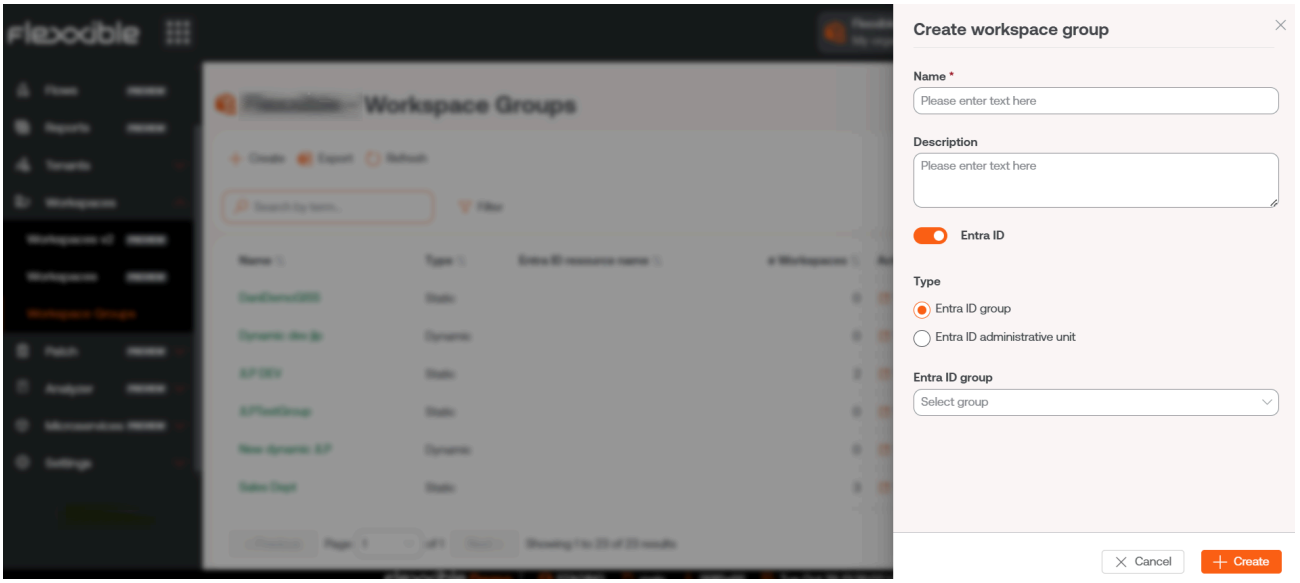
With the device list ready, go to `My filters` -> `Workspace group` -> `Save as dynamic workspace group`. Workspaces will not allow creating a group if the filters for the devices are not specified first.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces will create a `Job` with the new group. If you want to check that it has been correctly formed, you can do so from the list view of `Workspaces Groups`, in Portal.

Creating an Entra ID Workspaces Group

Entra ID groups are created from Portal. In the side menu, go to `Workspaces Groups`. Click on the `New` button located at the top of the list view. A form will open where you must add a name, a description for the group, and activate the `Entra ID` button. Next, select the type of group to be created: **Entra ID Group** or **Entra ID Administration Unit**.



Entra ID groups require an API connection, which can be configured from `Portal` -> `Settings` -> `Integrations`. Only from there can the created **Entra ID Group** and **Entra ID Administration Unit** be consulted and therefore operations can be carried out on them from the Workspaces module.

Group editing

Depending on their typology, group editing is detailed in the following points.

Editing a Dynamic Workspaces Group

Copyright © 2024 Flexxible. Todos los derechos reservados.

To change the filters of a dynamic workspace group, and therefore the members of that group, the following steps must be followed:

1. Search for the group name in the `Filter by workspace group` search box located in the `Workspaces` list view.
2. Right-click on any field in the table with the list of workspaces to access the `Filter builder`. From there you can choose the new filters for the group. Please note that Workspaces will overwrite the original filters; that is, it will remove all old filters and replace them with the new ones. Press `OK`.
3. With the new device list, go to `My filters` -> `Workspace Groups` -> `Save as dynamic workspace group`. It is important to save the group with the same name it had before so a new group is not created.

Deleting a Workspaces Group

In the list view of `Workspaces Groups`, in Portal, click on `Detail View` of the desired group. In the `Group Details` tab -> `Edit`, a form will open with the `Delete` option.

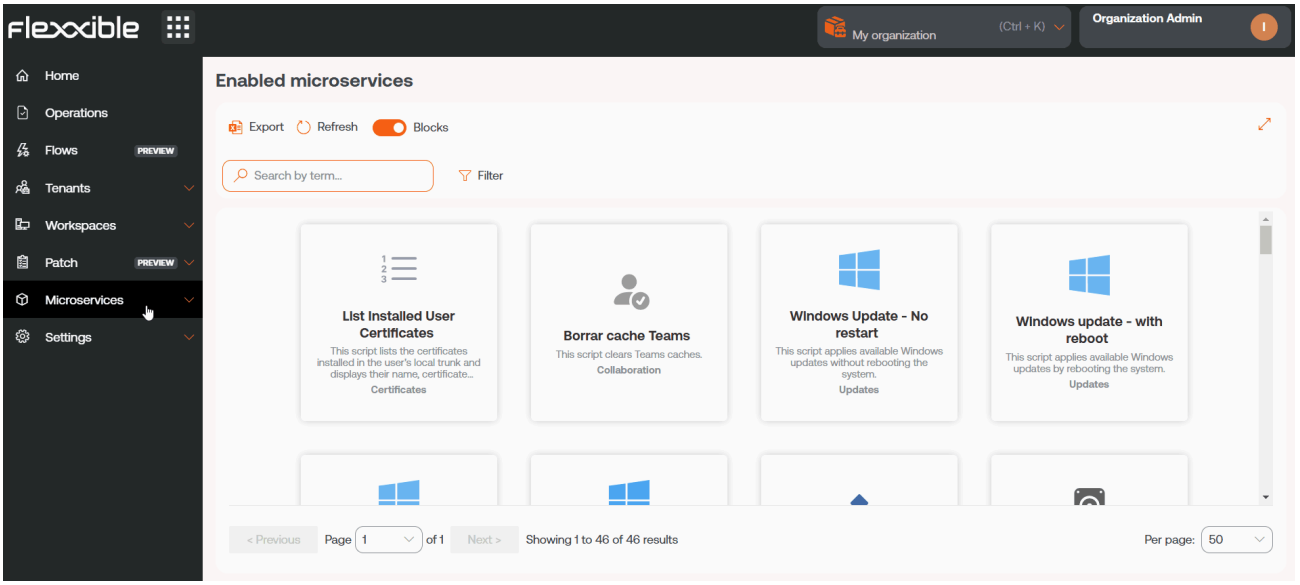
> **INFO**
>
> For more information on how to create or manage `Workspace Groups`, please refer to this guide.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Microservices

Microservices allow you to create, package, and publish scripts so the technical teams in the organization can easily execute them. This also allows initial support levels to delegate their execution, so that user requests can be efficiently handled and the most frequent problems solved.

The created microservices can be executed on the devices themselves, with local administrator permissions or with user session permissions.



They can also be scheduled to run at the most opportune time. They even support event or alert triggers, which can be used as a self-remediation mechanism when a problem is detected.

Microservices management

Microservices have several configuration options that modify their behavior; for instance, it can change depending on whether the script runs from the user session or from the local administrator.

Activation in Portal

Copyright © 2024 Flexxible. Todos los derechos reservados.

To activate a microservice and have it available for execution in Workspaces, go to `Marketplace` in `Microservices` of `Portal`. From there, after exploring and finding the microservice of interest, it can be enabled with the button located in the top right corner of the interface.

After a few seconds, the microservice will be visible in Workspaces and can be executed on the devices.

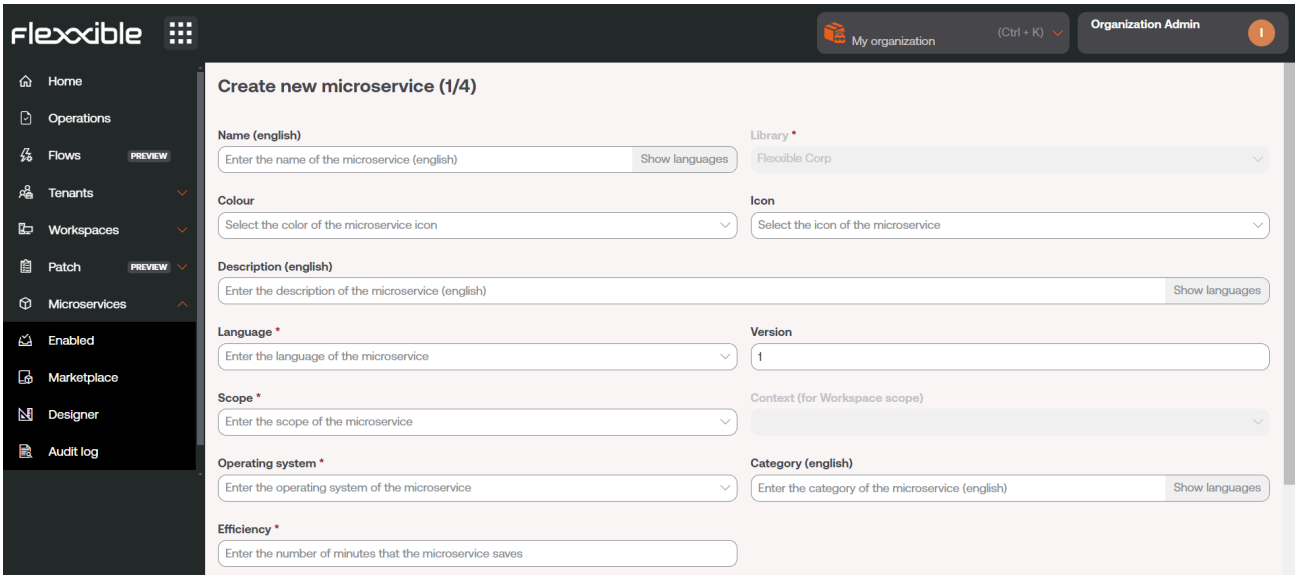
Microservice creation

To create a new microservice, go to the `Designer` section and click on `New`. The wizard will open, asking to enter the following information:

- Microservice name
- Icon color
- Microservice icon
- Brief description of what the microservice does
- The language it is developed in
- Version number
- Scope of execution, you can select at system level (administrative access) or session level (with user identity)
- Operating system it is designed for
- Category: directory or group of microservices accessible from Workspaces where this microservice will be hosted
- Time efficiency achieved with each execution

> **INFO**
>
> **The microservice name should not contain special characters** (like \ / : * ? " < > and other language-specific characters for certain keyboard distributions) if the microservice will be used as an end-user microservice.

Copyright © 2024 Flexxible. Todos los derechos reservados.



States of the microservices

Microservices have three states:

- Enabled
- Disabled
- Archived

Considerations about the code to use

Although microservices allow the execution of any CMD or PowerShell command on Windows devices, the sent commands will be executed from the local administrator or the user session, depending on the assigned scope. This can mean that some cmdlets do not have the expected output in relation to the execution performed; therefore, if a script is being made in PowerShell, a series of considerations should be taken into account:

- It is recommended that the installed version of PowerShell on the devices is the same as the one used to develop the microservices.
- The microservices can be executed under the user session identity or from the local administrator.

Copyright © 2024 Flexxible. Todos los derechos reservados.

  - Execution from the local administrator: in `Scope` you can configure `Applies to Workspaces` or `Applies to servers`, which makes it much easier to interact with processes, services, and act with administrative permissions on the device, but it can complicate accessing specific user or session information.

  - Execution from user session: in `Scope` you can configure `Applies to user sessions`, which is very useful for accessing user information such as the registry, information contained in the profile, etc. It should be noted that the script will be executed with the permission level that the user has, so if the user is not a local administrator, there will be certain limitations when acting at the system level.

- When we want to display a message in the microservice output, it is recommended to use the cmdlet "Write-Output" instead of "Write-Host".

- The output of the execution can be consulted in the details of the `Job` generated in the execution.

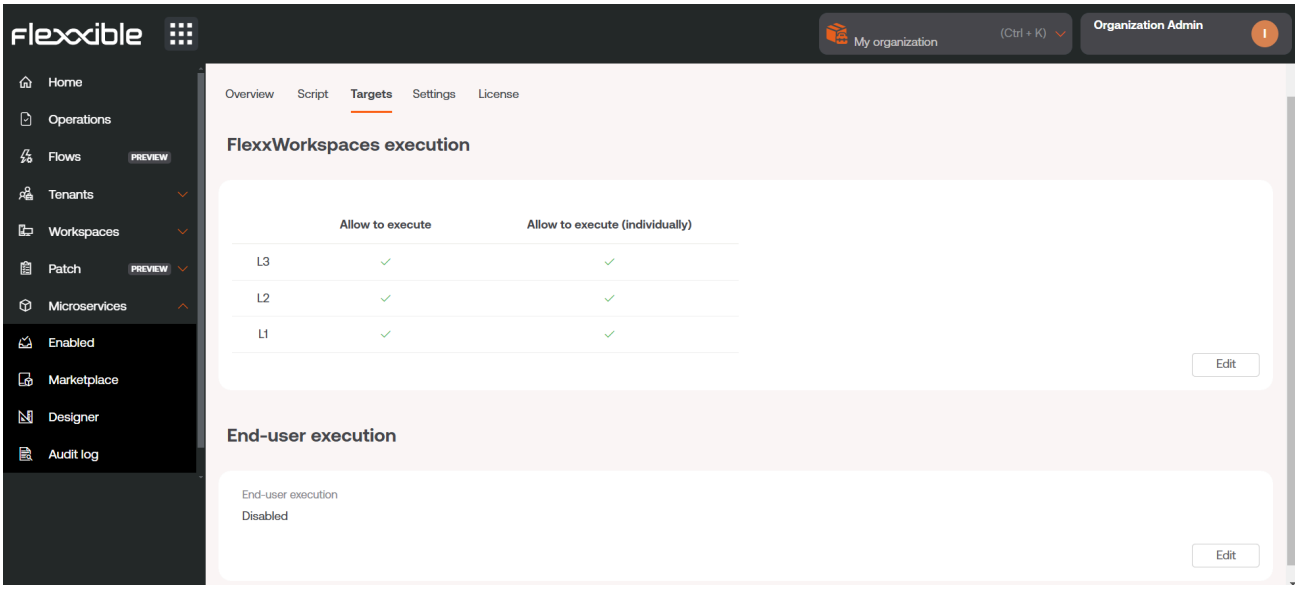
Ways to consume microservices

Microservices can be created and enabled in Portal, and from there be configured to be executed by the end-user, launched through a `Flow` or to be executed with automated or support actions from Workspaces.

End-user execution

In `Portal` -> `Enabled` by clicking on a microservice you access its characteristics. In the `Recipients` tab -> `Execution from Workspaces` the execution permissions of the microservice in Workspaces are shown. Next, in `End-user execution`, you can see if the microservice has the option enabled to be run by the end user. If so, it shows the user's name and the number of devices where it's available.

Copyright © 2024 Flexxible. Todos los derechos reservados.

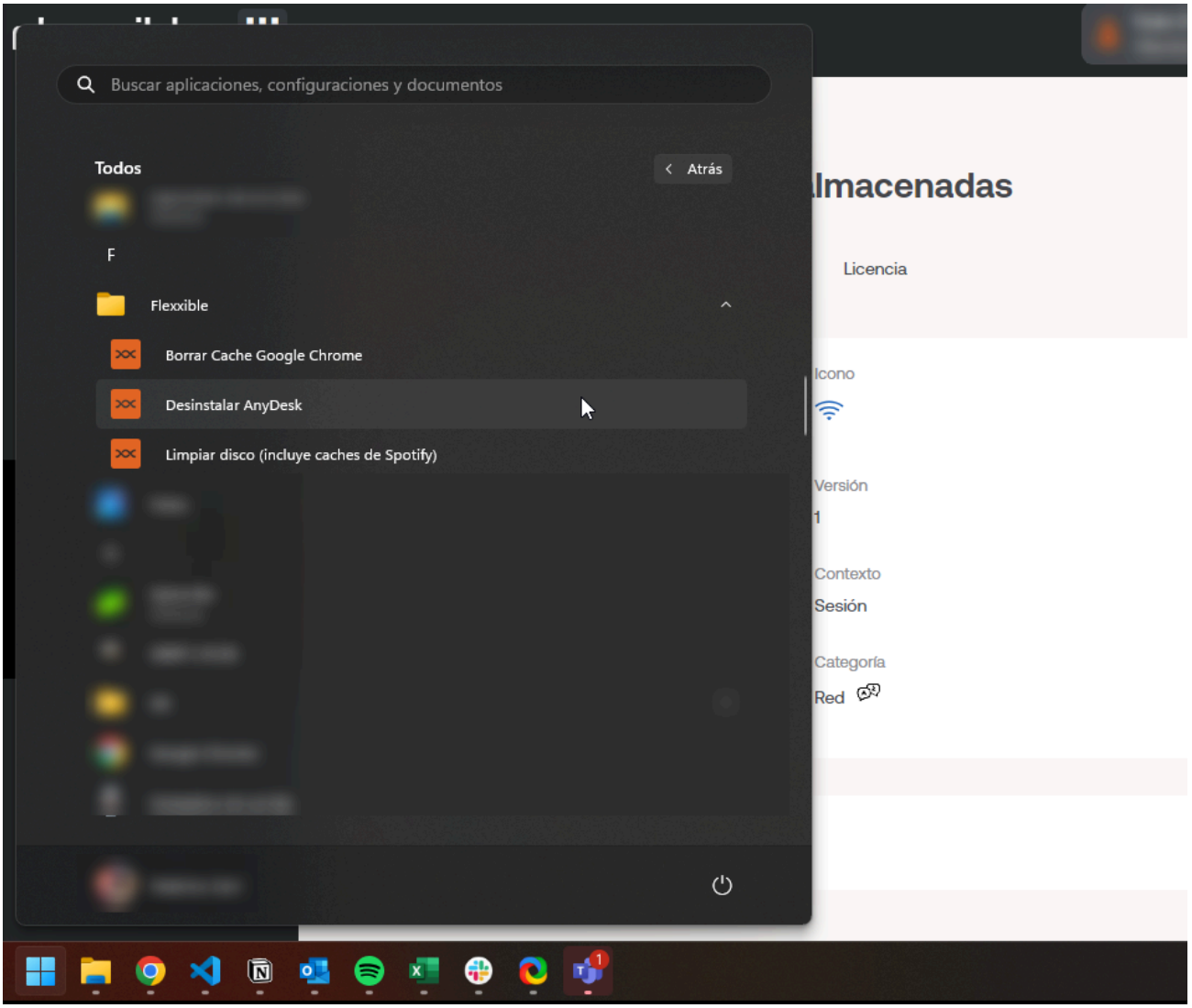


If the option `Execution by the end user` is activated, the microservice will add a button on the user's device home screen, so that it can be executed in a quicker and more direct way.

> **INFO**
>
> For more information on how to enable a microservice for the end user, please refer to this guide.

The microservice name should not contain special characters (like \ / : * ? " < > and other language-specific characters for certain keyboard distributions) if the microservice will be used as an end-user microservice.

Copyright © 2024 Flexxible. Todos los derechos reservados.



A configuration change to an existing end-user microservice can take up to 15 minutes to apply to all linked devices.

Execution through a flow

`Flows` is a feature that can be configured in Portal. It allows creating automation flows and executing a microservice automatically when certain conditions are met on the device.

Its main feature is that, through the execution of a microservice, it simplifies proactive diagnostic actions and quickly solves problems when there is a focus on their detection. In the Flows section, you can get more information about its features and configuration.

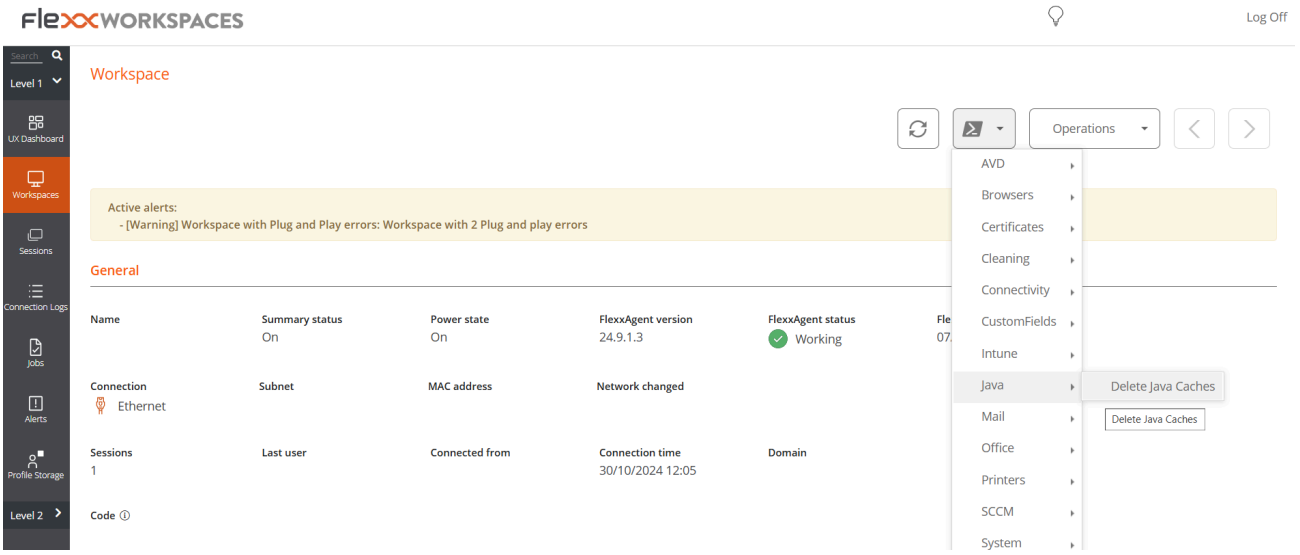
Execution from Workspaces

Copyright © 2024 Flexxible. Todos los derechos reservados.

From the Workspaces module, any microservice that has been previously enabled in Portal can be executed. To do this, the user must go to the `Workspaces` or `Sessions` tab and select the devices they want to apply the microservice to.

Microservices will be available from the `Workspaces` tab when they have been previously configured to run at the system level. And from `Sessions` when in their configuration the option to run at session level has been selected.

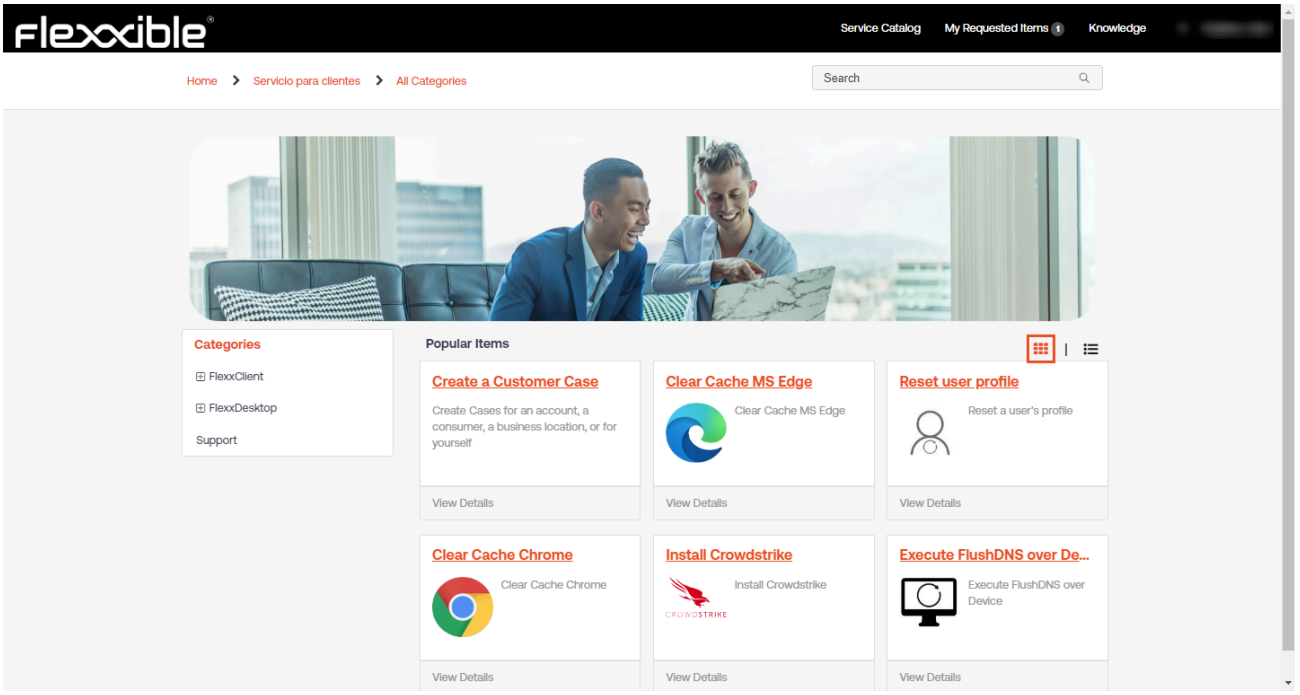
The ability to execute certain microservices will depend on the role or permissions the user has on the platform.



Microservices in Automate

It is also possible to execute a microservice from the Automate module. In this case, users do not have to go to the Home screen of their device to be able to activate it; they can do it from the Service Catalog, a space that acts as a self-service panel for the user to choose the microservice they want to execute.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Executing a microservice from Automate has two advantages:

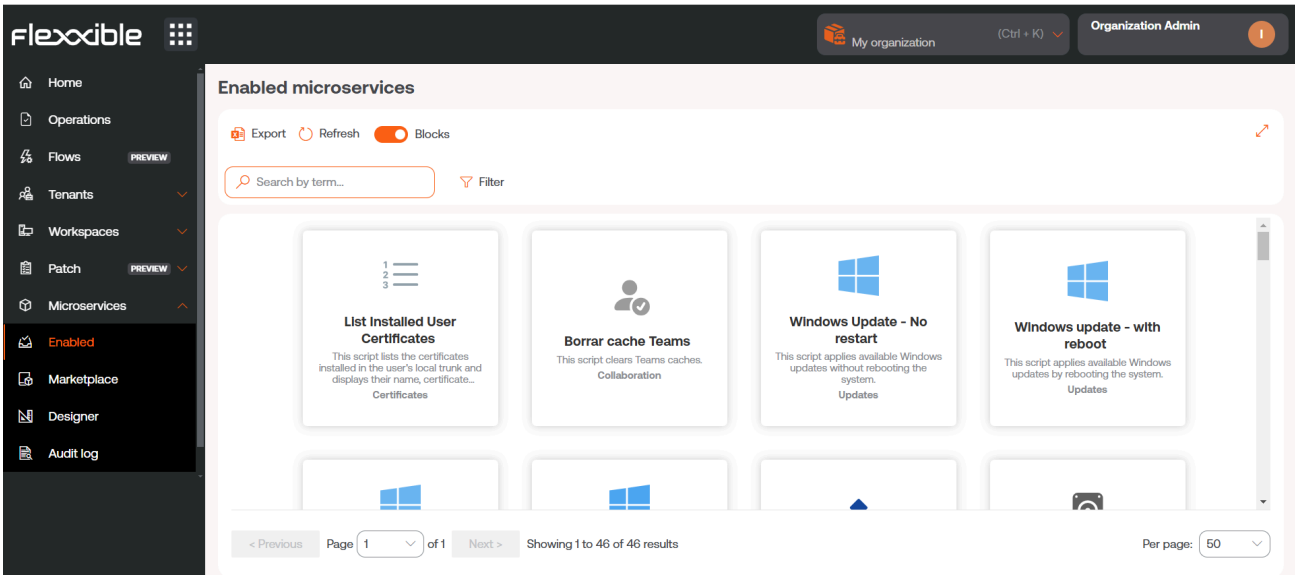
- It allows the creation of parameters: certain microservices can have different selectable values, where the user can decide the type of information they want to obtain when activating the microservice. It also has the option to enter the value of a variable to customize the execution.

- They may go through an approval flow: when it comes to executing microservices that may have significant importance, such as economic or security, they will require going through an approval process within their own organization and by Flexxible.

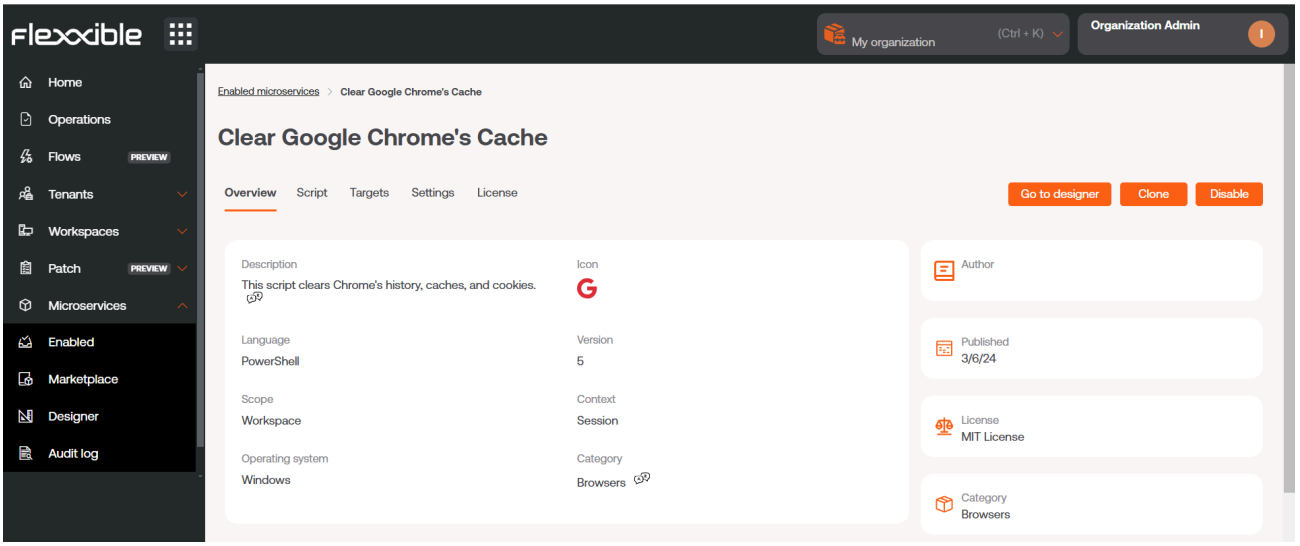
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Microservices / Enabled

Enabled shows a list of the microservices that are activated for the selected organization, they can be viewed in block form or table form.



By clicking on the name of the microservice you can see specific information about it, such as the author, creation date, type of license and efficiency, which is the estimated time the user will save when running the script. It is also possible to access the code, with the possibility to clone it and even edit it.



> Another way to access the list of enabled microservices is from the `Marketplace` section (in block view), where each microservice will show its status: a green dot if it is

Copyright © 2024 Flexxible. Todos los derechos reservados.

> enabled and a grey one if it is not.

Enabling a microservice makes it visible and opens the possibility for it to be executed from the Workspaces module, either from the `Workspaces` tab (system context) or from the `Sessions` tab (session context), depending on how the microservice has been configured in Portal.

End-user execution

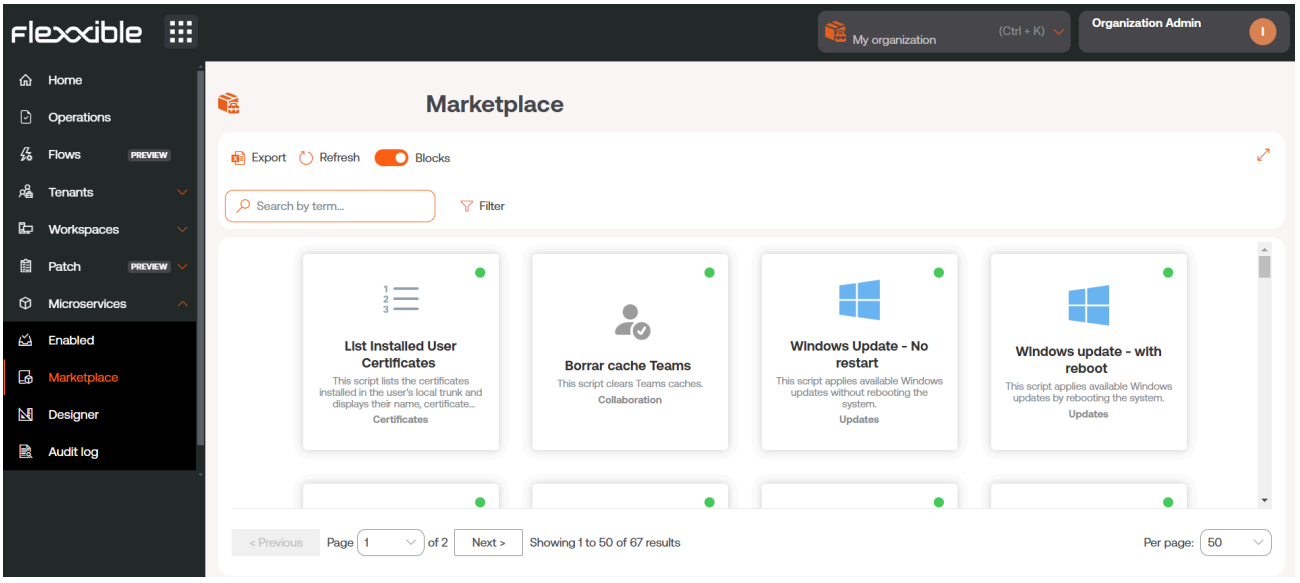
When a microservice is enabled, the user has the option to add a button for that microservice on their device's Home screen. To do this, you have to enable the `End user execution` option from `Recipients`, once you have selected the microservice you want to manage.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Microservices / Marketplace

Marketplace offers a great number of microservices that can be used without deep computer knowledge, as they are ready to be enabled and executed instantly.

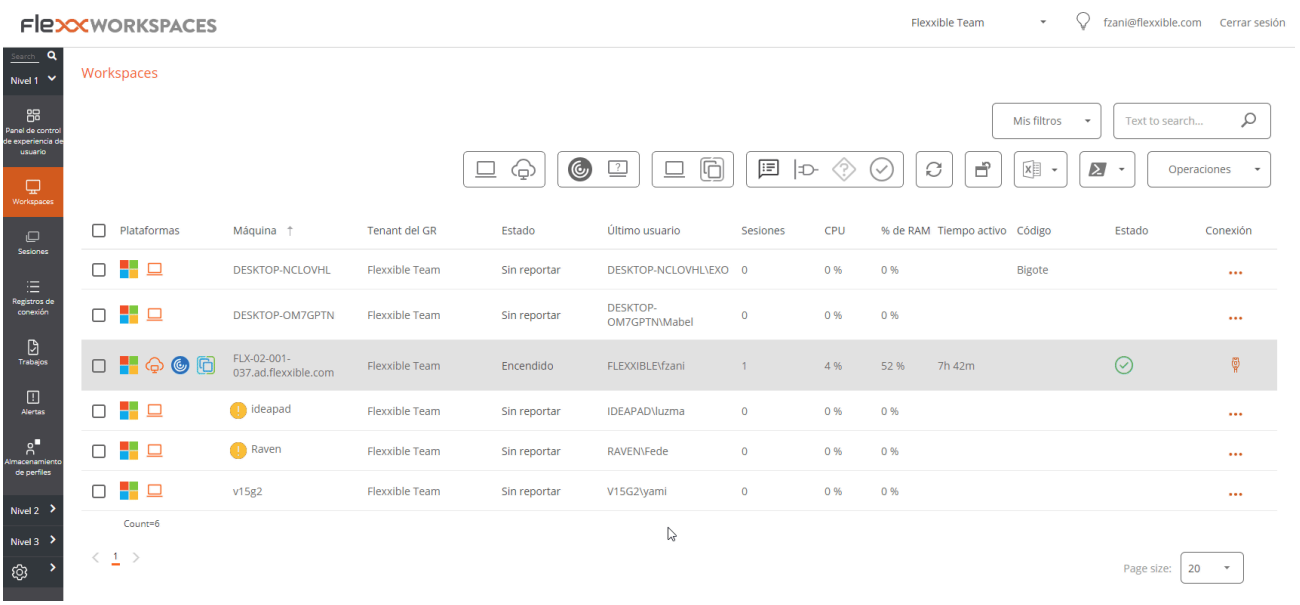
The overview of `Marketplace` shows microservices in block or table format. In both cases, a green or gray dot is shown next to the microservices. If it's green, it means the microservice is enabled and can be run directly from the Workspaces module. And if it is gray, it means it is pending activation.



To enable a microservice, just select the desired microservice and click the `Enable` button.

To run a `Marketplace` microservice, it must be done from the Workspaces module.

Copyright © 2024 Flexxible. Todos los derechos reservados.



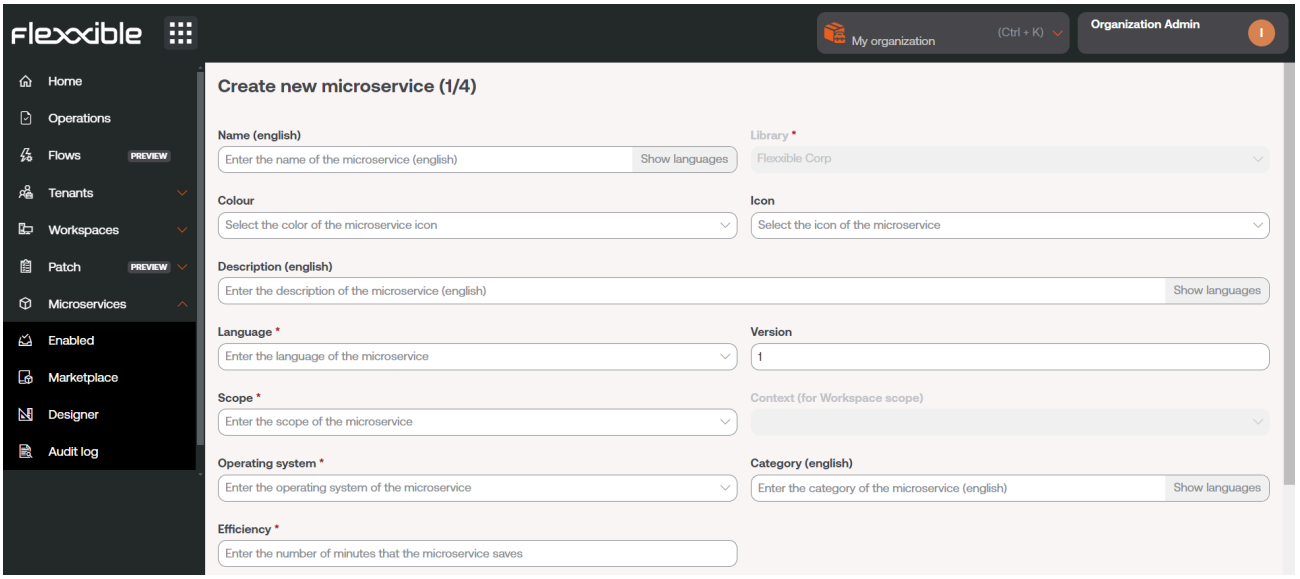
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Microservices / Designer

Designer allows access to all information related to existing microservices, such as the author, script, execution dates, problem it solves, or type of license; but above all, it allows creating new microservices.

Microservice creation

To create a new microservice, from the overview view, click on `New`. The wizard will open, asking to enter the following information:

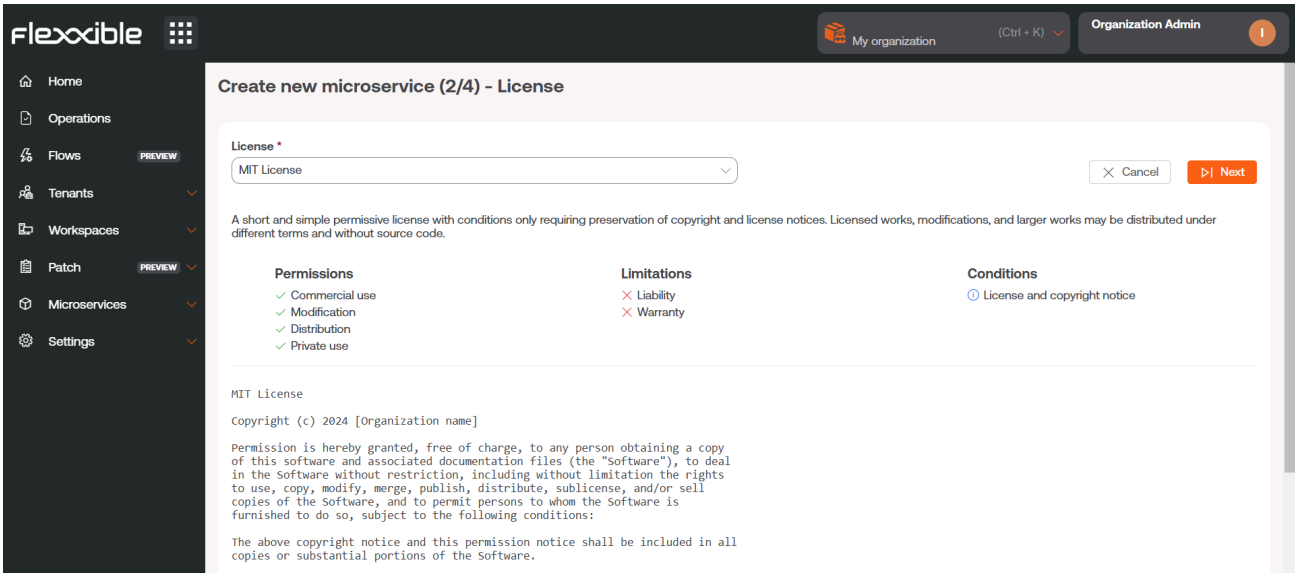


- Microservice name
- Icon color
- Microservice icon
- Brief description of what the microservice does
- The language it is developed in
- Version number
- Scope of execution, you can select at system level (administrative access) or session level (with user identity)
- Operating system for which it is designed.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Category: directory or group of microservices accessible from Workspaces where this microservice will be hosted
- Time efficiency achieved with each execution

Microservices are created in four steps. Once the above fields are filled in, the application will request, as the second step, to specify the type of license it will have.

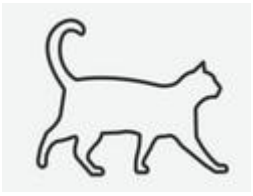


As the third step, the application will ask to insert a description of the microservice, which accepts Markdown for text formatting.

Copyright © 2024 Flexxible. Todos los derechos reservados.

INFO

To set a title with Markdown, simply start the line with `# Title`. Below are some examples of Markdown syntax:

Item	Markdown syntax	Preview
Bold	**bold**	**bold**
Italic	*italic*	*italic*
List	- List item	- List item
Link	[text](url)	text
Image	![alt](url)	
Code	`code`	`code`
:::		

And, finally, insert the script.

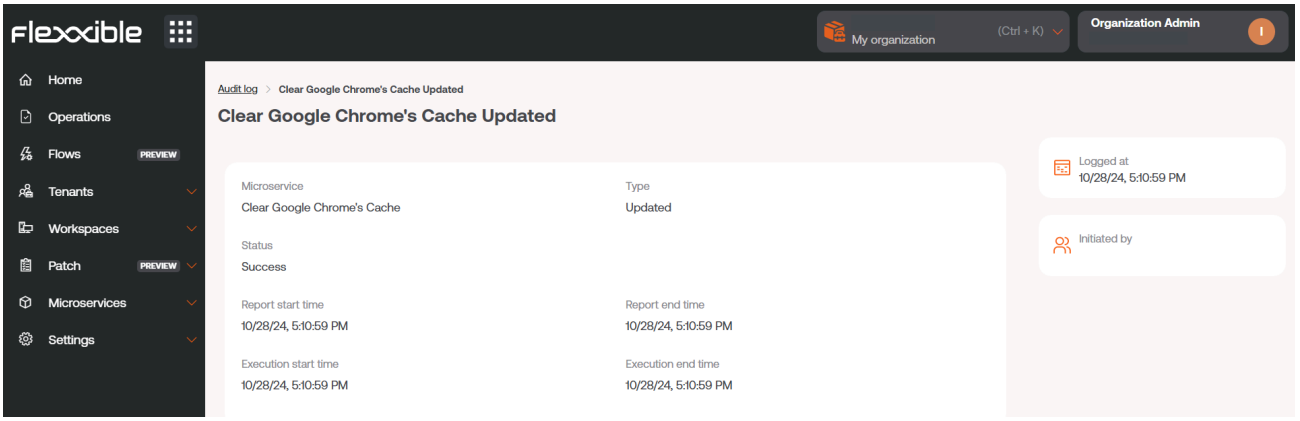
INFO

For running PowerShell code, make sure to consider the code considerations.

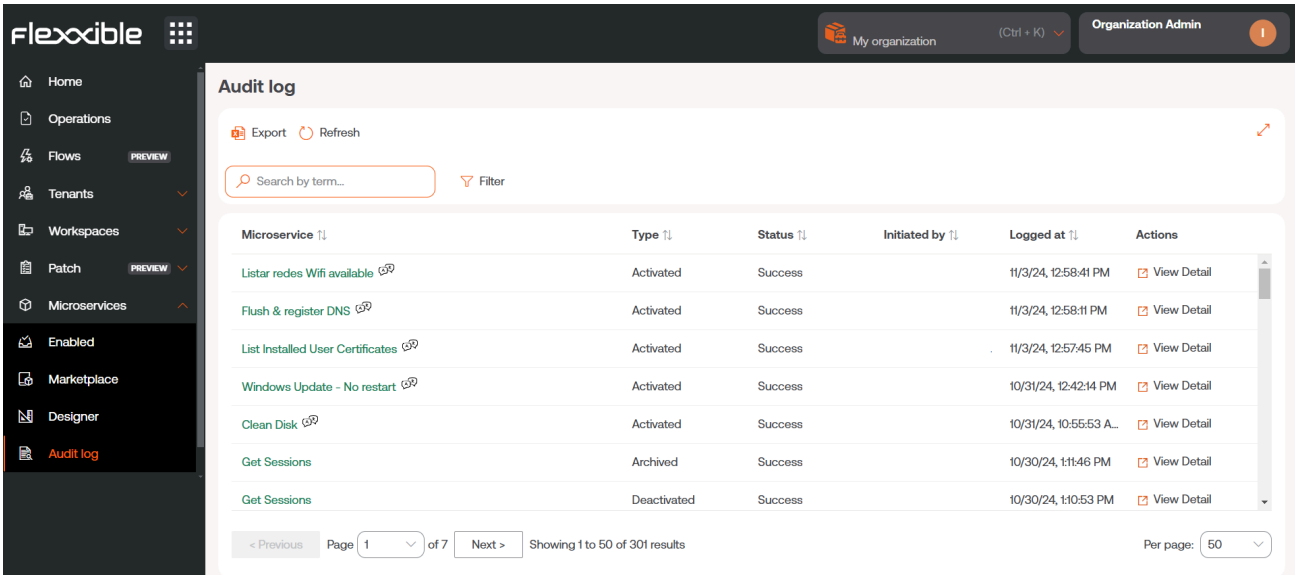
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Microservices / Audit Log

The audit log allows tracking the use of microservices, showing the most recent log of the start and end times of the selected microservice execution.



From the overview, you can also consult the rest of the information related to the microservice, such as its status, the script author, and the creation date.

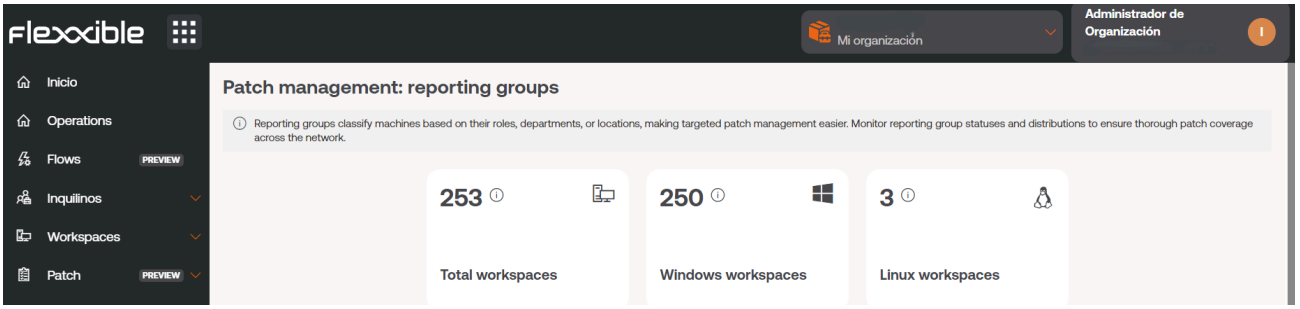


Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Updates

Patch management is the practice of deploying operating system updates, firmware, drivers, and applications on computing terminals. It is essential for keeping systems updated and secure, as it significantly reduces the potential for an attack.

By applying patches, known vulnerabilities are closed, minimizing the risk of security breaches that could compromise sensitive data and technological integrity.



Considerations on Patch Management

Besides security, patch management ensures the stability and optimal performance of operating systems and applications. Updates also fix bugs, resulting in a smoother and more productive work environment. This translates to fewer interruptions and an overall increase in organizational efficiency.

Many regulations require organizations to keep their systems updated to protect against threats; in this sense, patch management facilitates regulatory compliance and contributes to business continuity.

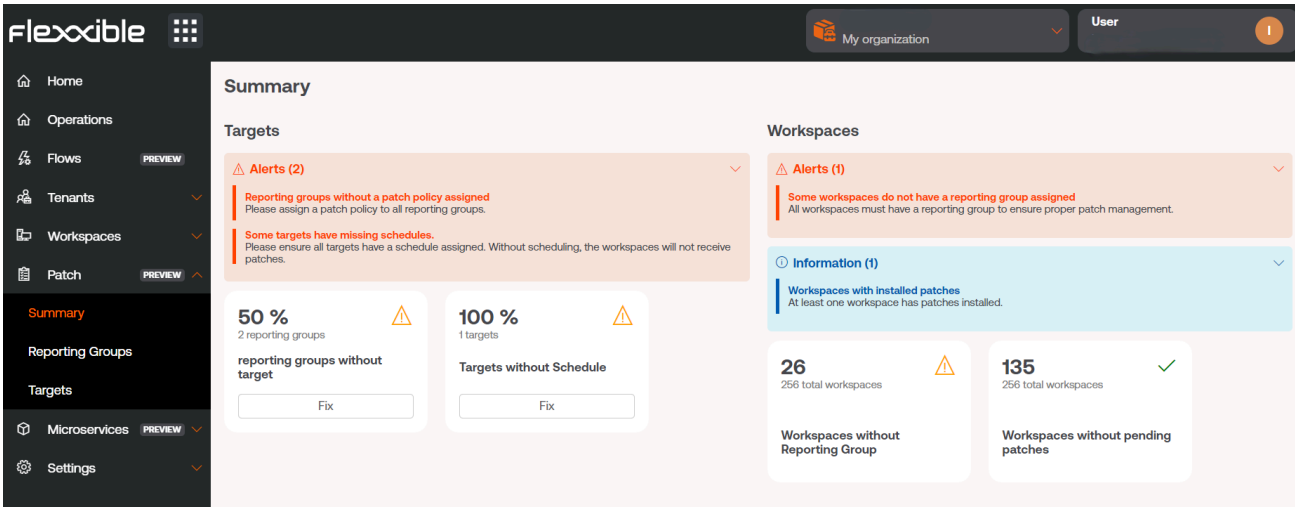
Portal includes among its functionalities the ability to create policies for the automated application of patches, based on predefined approval criteria, type, or criticality.

> **INFO**
>
> For more information on how to create a patch policy, please refer to this guide.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Updates / Summary

`Summary` offers a dashboard-type view of the patch application status in the organization. This dashboard is divided into two sections: Targets and Workspaces, which allow evaluating the progress of the patch policy implementation, as well as the percentage of devices included in them.



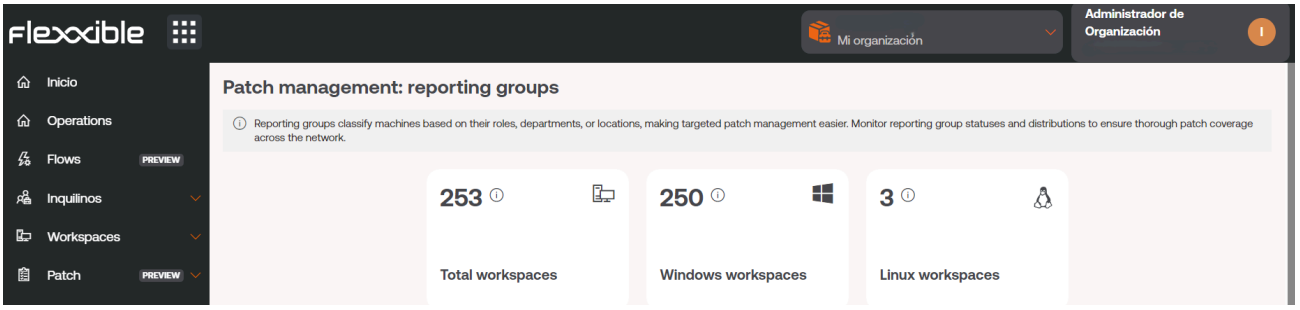
On one hand, the Targets section shows information on reporting groups without a defined target, which helps to provide visibility of device groups without an established patch policy. The dashboard also provides visibility on targets without an associated schedule. The Workspaces graph shows information about devices without an assigned reporting group and with no pending patches with respect to the total.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Updates / Reporting groups in patch management

Reporting groups classify devices according to their functions and organizations they belong to, making patch management easier. Using reporting groups in patch management ensures coverage across the entire network.

The box `Update Management: Reporting groups` shows the total number of devices that are part of the current organization, divided according to their operating system.

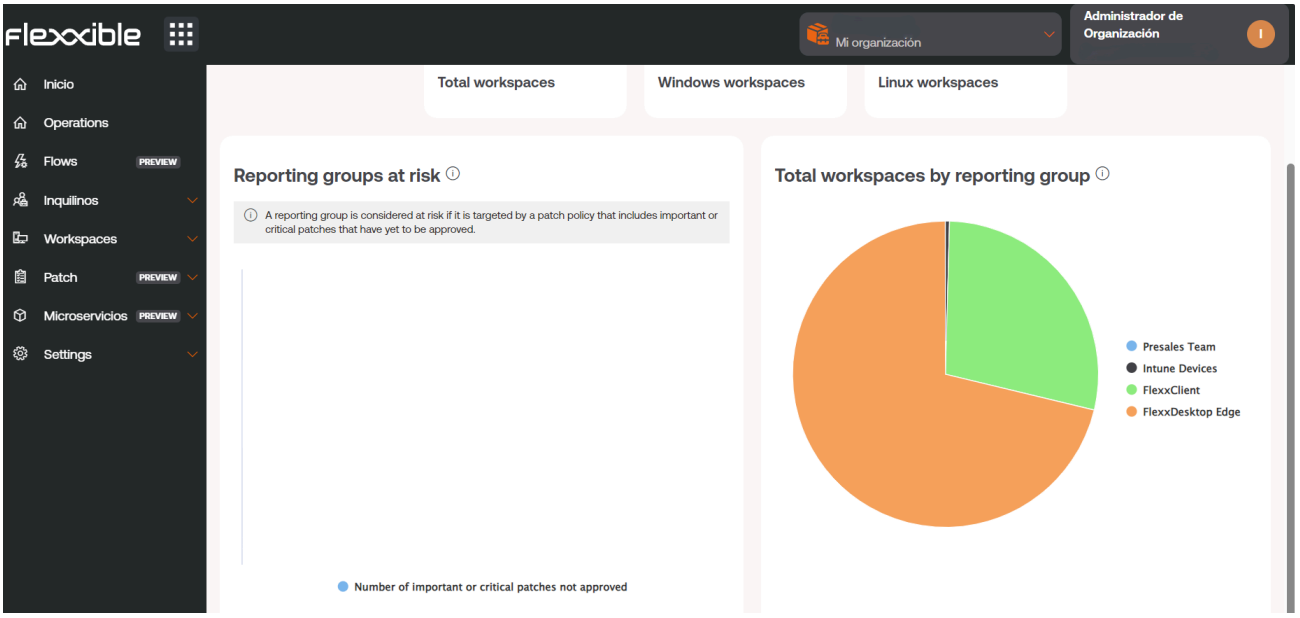


Reporting groups at risk

A reporting group is considered at risk if the Target assigned to it does not comply with an adequate patch policy.

In the image below, the first chart would show the reporting groups at risk due to missing patches (in the image, none); and the second chart details the total devices by reporting groups.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Updates / Recipients

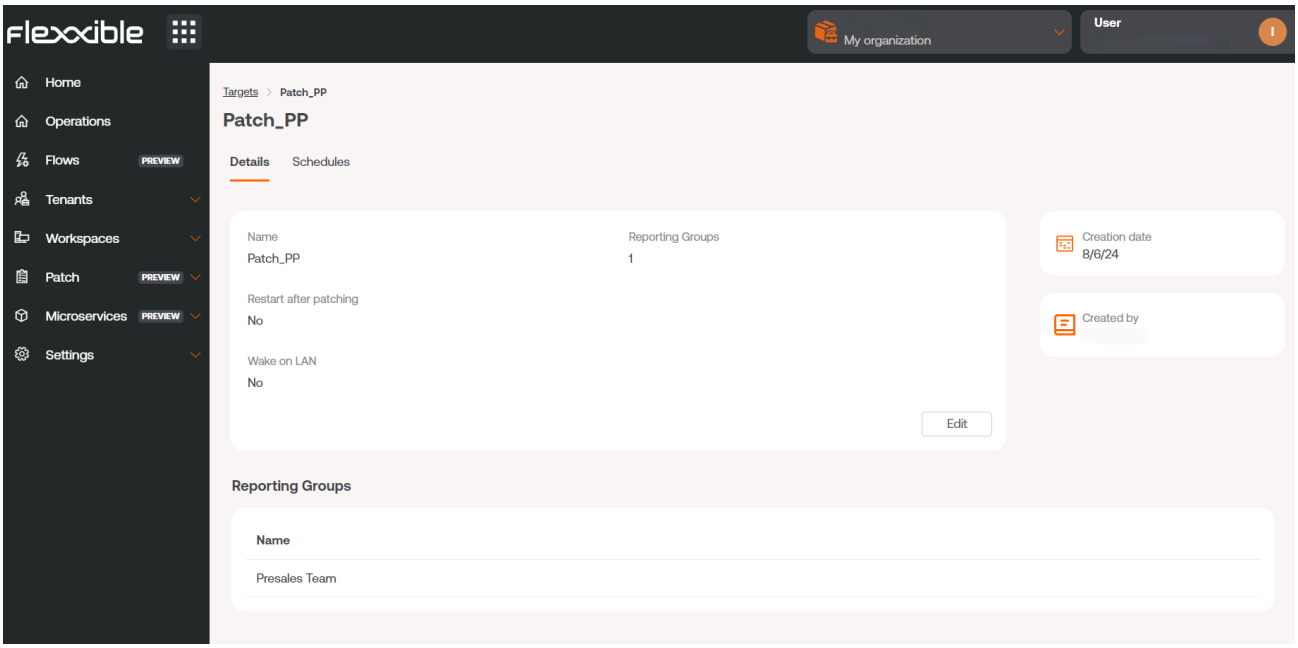
`Recipients` allows defining the group of devices that will be subject to the patch policy, through reporting groups, as well as the configuration of additional options, such as restarting the device after applying a patch, scheduling, or simultaneous patching.

Settings

Recipients have two configuration scopes:

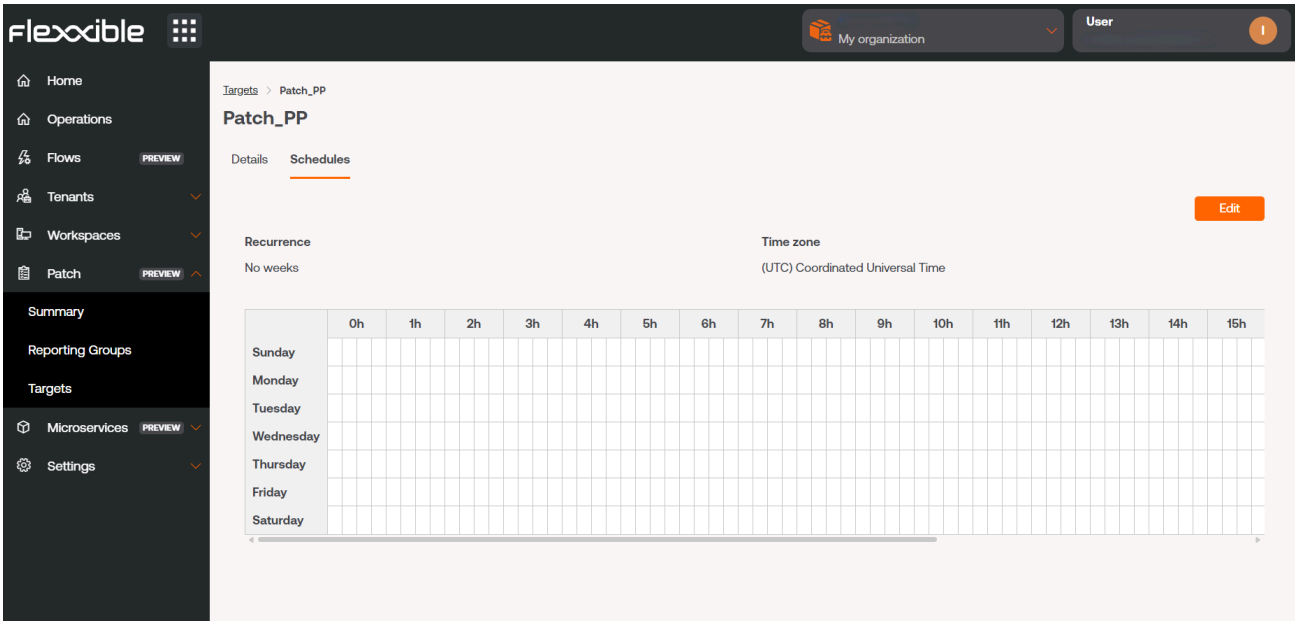
Details: Provides information about the patch name, creation date, user who created it, and the reporting groups assigned to it. From the `Edit` option, you can configure the target policy:

- Reporting groups: Allows you to add the Target to one or multiple reporting groups.
- Restart after patching: Allows the device to automatically restart when patch installation is complete.



Schedules: Allows you to define the schedule and time zone in which the patches will be applied, as well as the recurrence and time interval, customizable by day.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings

From `Settings`, you can access different configuration elements of the selected organization.

From there, you can manage:

- Information
- Users
- Products
- Modules
- Integrations
- Reporting Groups

Information

It allows you to see the general information of the selected organization: the number of members it comprises, the contracted products, email, the type of company, and more corporate data.

Users

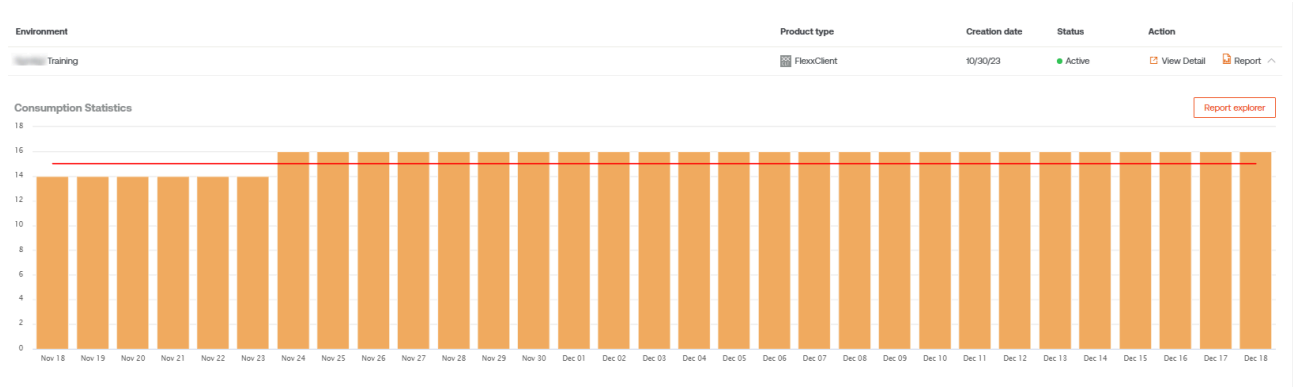
From there, you can manage the users of an organization and, if applicable, those who depend on it. With the necessary permissions, you can create and modify users, assign them roles, and access levels to Flexxible modules.

More information about user management in User Management.

Products

From the `Products` option, you can check the license consumption details by environment.

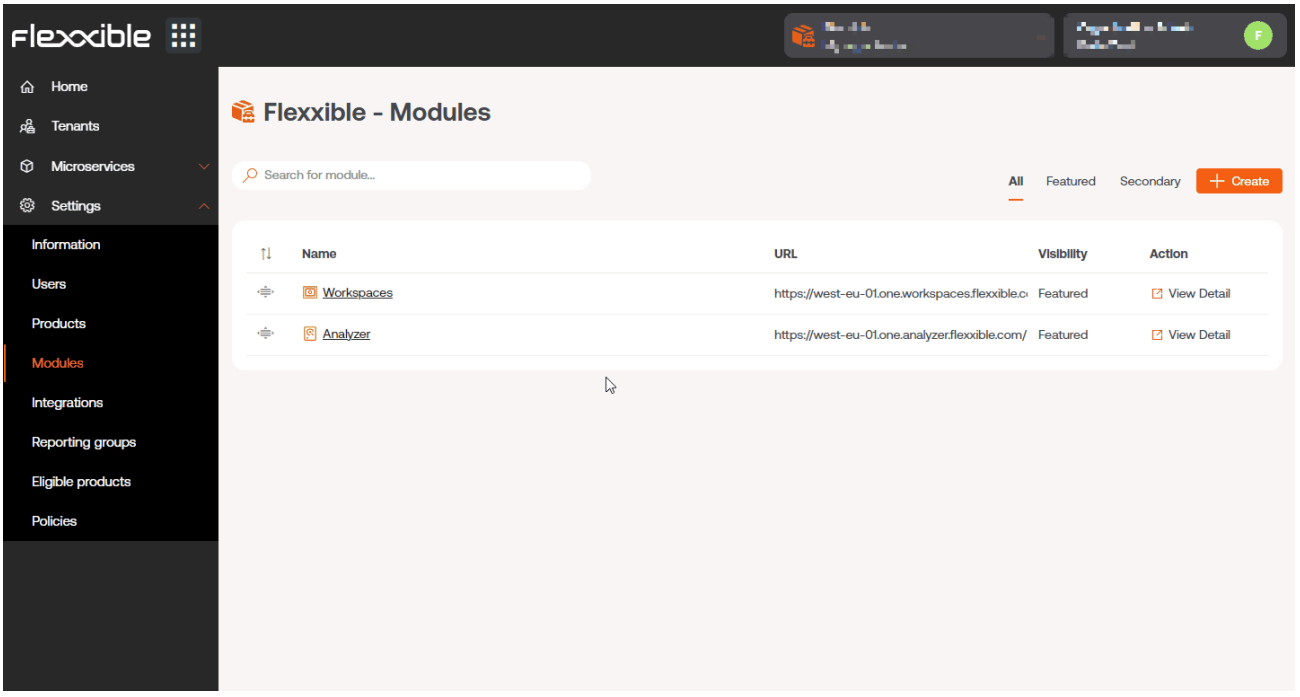
Copyright © 2024 Flexxible. Todos los derechos reservados.



This section provides information about the contracted products and their associated license keys.

Modules

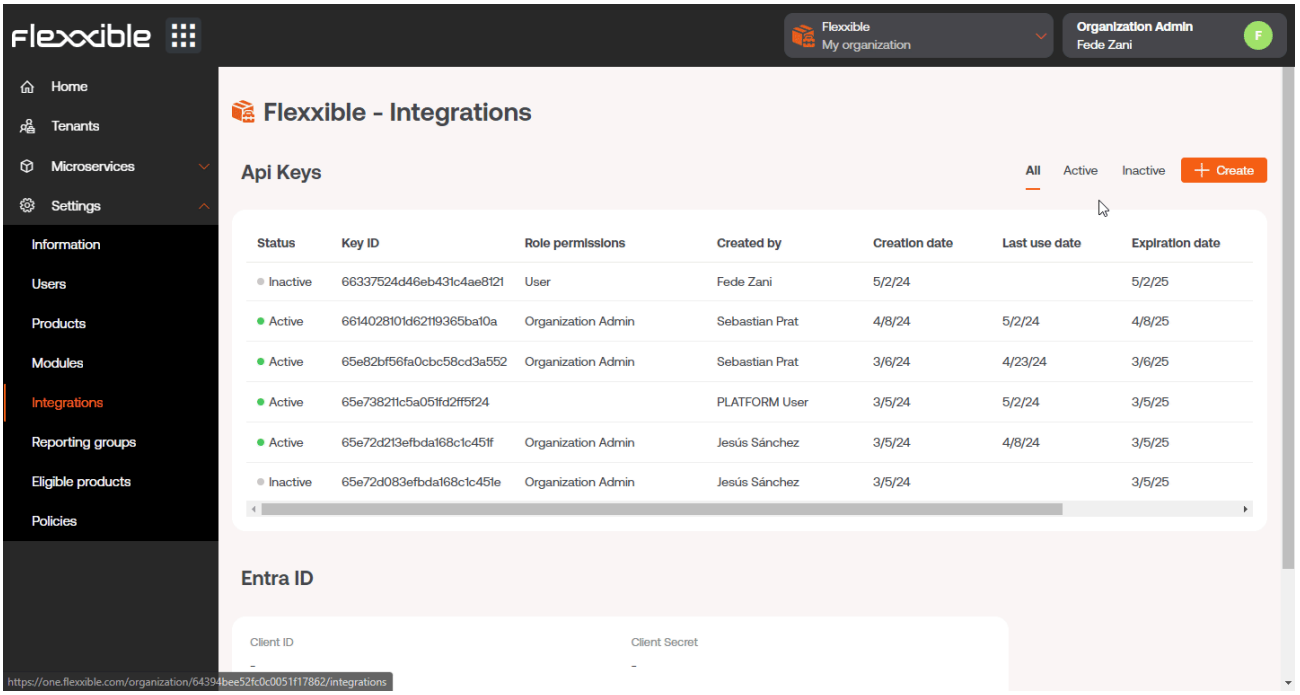
In `Modules`, the active modules in Portal are displayed, and shortcuts can be created to other tools easily; this way, the work of the support technicians is facilitated.



Integrations

You can view the integrations made through the Portal API.

Copyright © 2024 Flexxible. Todos los derechos reservados.

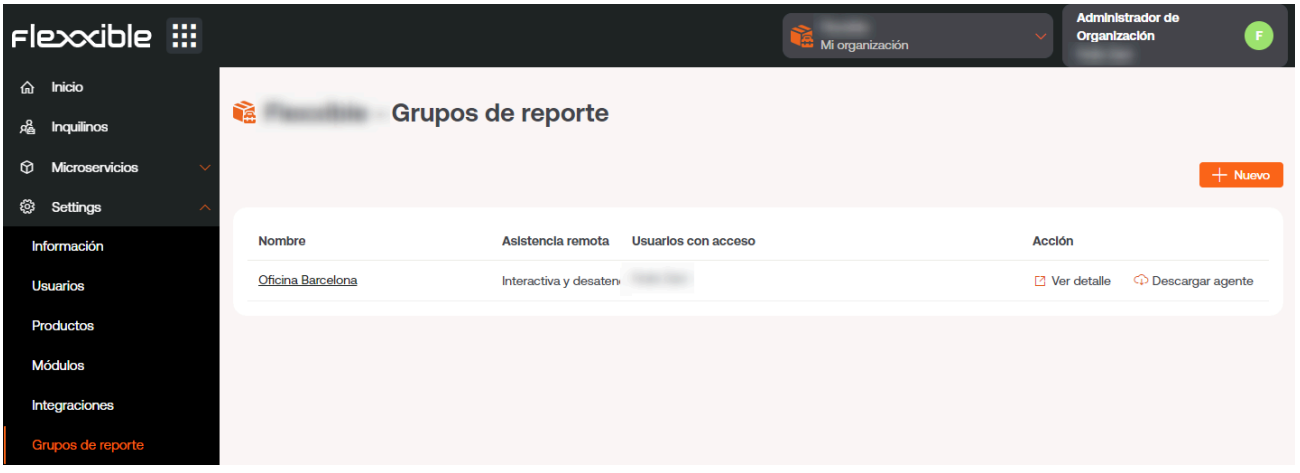


And it's possible to create new keys for the integration.

> Remember that the key will only be visible during the creation of keys.

From here, you can also revoke active API accesses.

Reporting Groups



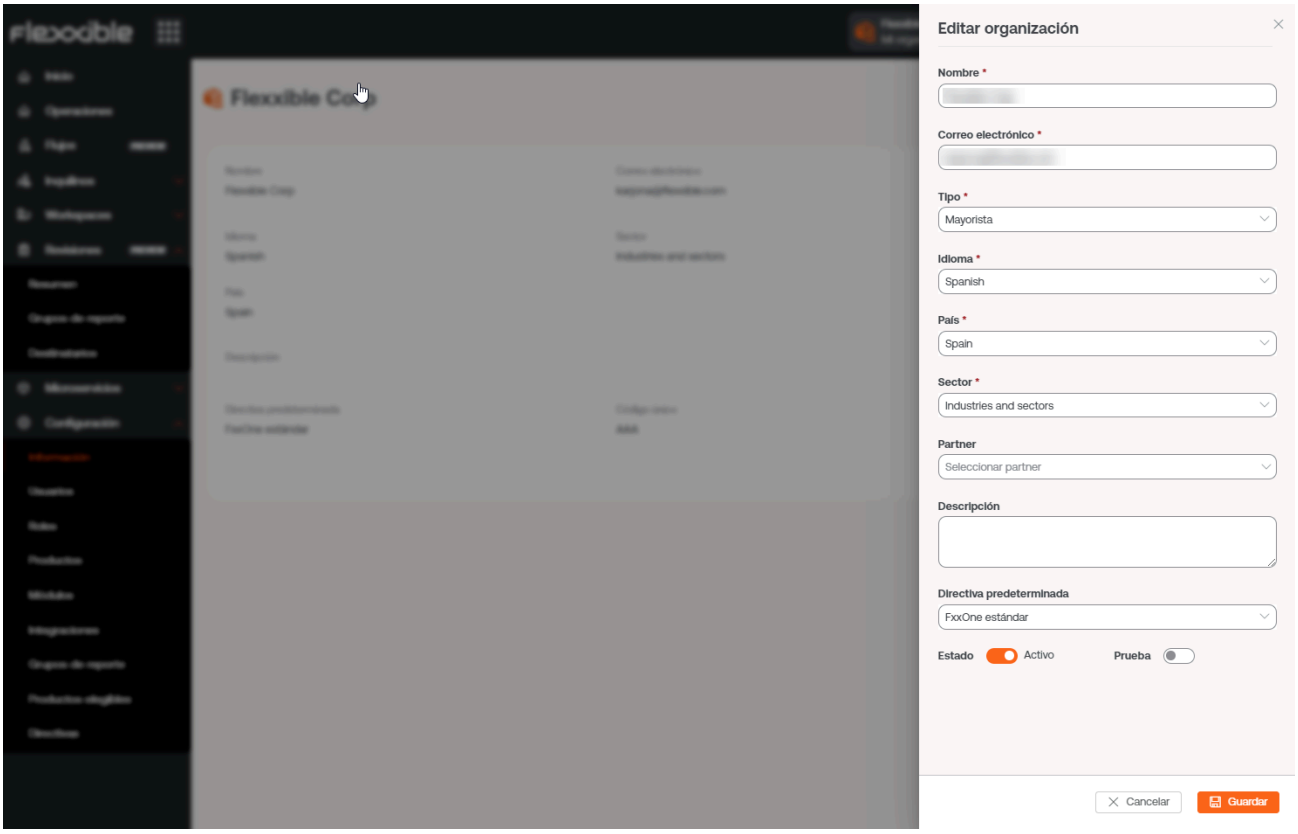
In `Report Groups` it's possible to preconfigure FlexxAgent groups, so they can contain devices from different locations, user groups, or other criteria. It also allows you to enable remote assistance features, as well as set permissions for users to view and manage devices in Workspaces.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Information

This section provides specific data about the organization, such as name, reference email address, industry they belong to, and a description of the company. Additionally, on the right side of the screen, more quantitative data can be observed, such as the number of members composing it and the number of products they have contracted.

The `Edit` button allows you to modify the information of the organization and even its type.



Fields that can be modified:

- Organization name
- Email Address associated with this
- Type: defines the type of organization. It allows, for example, to establish the belonging of multiple `Client` type organizations to a `Partner` type organization (service provider).
- Language: allows configuring a language from the available options.

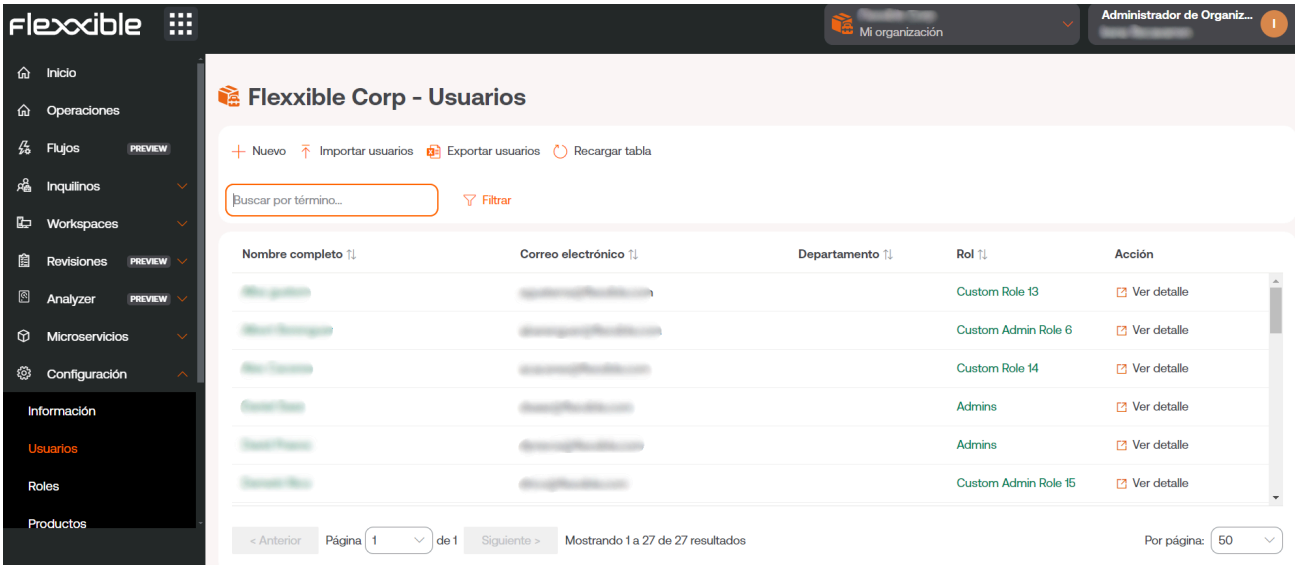
Copyright © 2024 Flexxible. Todos los derechos reservados.

    - Spanish
    - Catalan
    - Basque
    - English
    - Brazilian Portuguese
- Country: allows defining the organization's country.
- Industry: allows defining the organization's industry.
- Partner: for `Client` type organizations, it allows defining or modifying the partner.
- Description: allows including a descriptive text.
- Policy: allows applying a policy.
- Status: allows activating or deactivating the organization.
- Trial: allows including the organization's subscription in the trial period.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Users

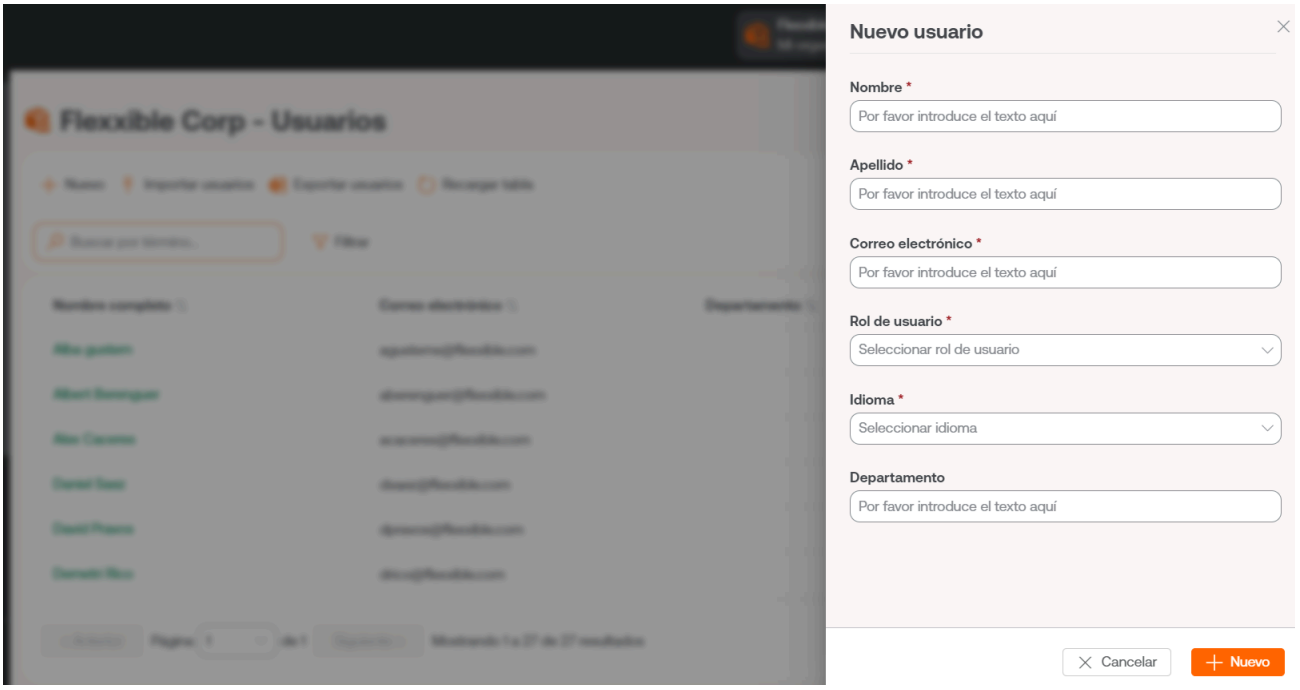
From the side menu, in `Settings` -> `Users`, users of an organization can be managed. This section allows you to view, modify, or create users, as well as assign them a role and set a language for console use.



Create users

In the list view, the `New` button will open a window with a form to fill in the fields with the information of a new user. In addition to the name, surname, and email, you must assign a user role with which they can access the Portal; as well as the language they will use the console in and the department they belong to within the organization.

Copyright © 2024 Flexxible. Todos los derechos reservados.

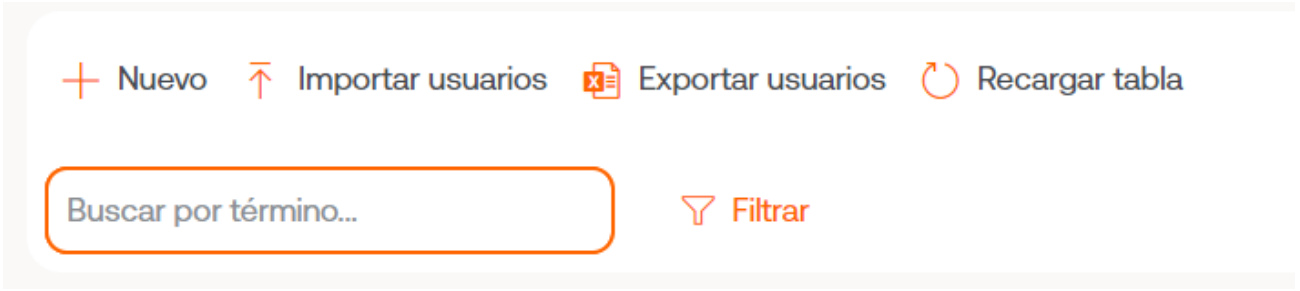


User export and import

The list view presents a table with all users created for that organization. Each row shows, in addition to the main user data, the `View details` button, from where it is possible to edit the user data and even delete them, depending on the role assigned on the platform.

To export the user list seen in the list view, just press `Export users`. This action will download an Excel file with the list of organization users and their respective data.

If you want to add multiple users at once, then you should click `Import users`. This action allows you to select a file from the device. If you are looking to perform a mass import, Flexxible recommends first exporting to obtain the Excel file with the appropriate format. From there you only need to complete it with the required changes, and finally import it.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Additional options

The options menu in the list view also allows `Reload table`, a performance-enhancing option that is very useful when you want to update the user list, especially when new ones have been created or imported from an Excel file.

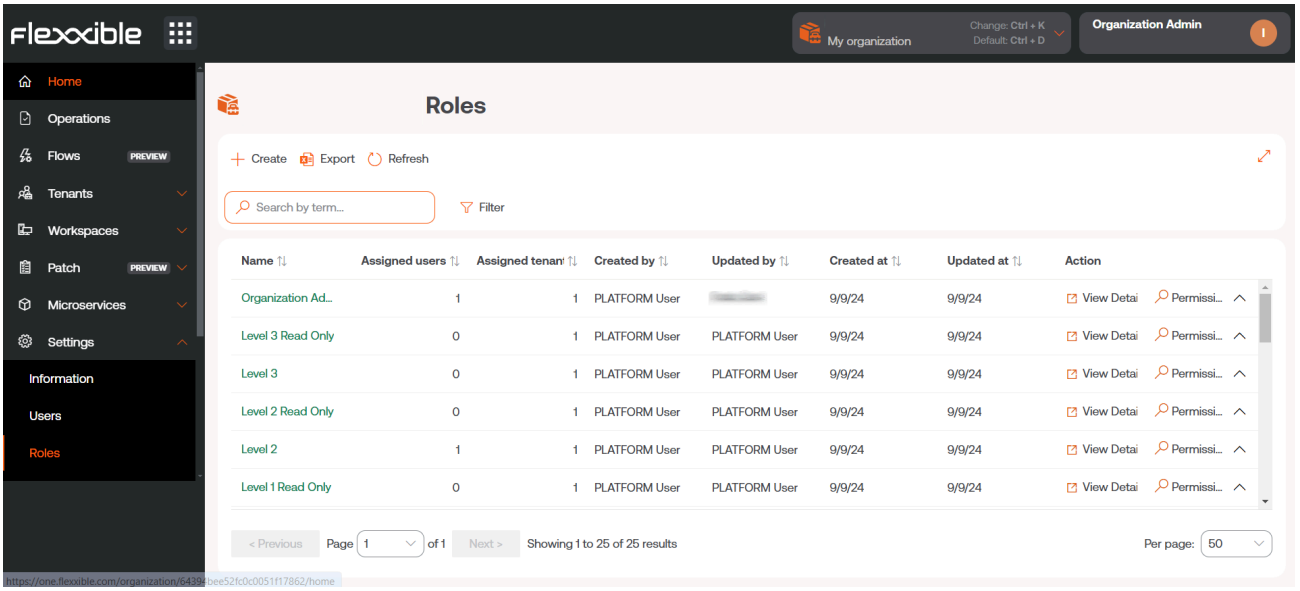
The `Search by term` field allows more precise searches, just enter words corresponding to any user data to quickly access them.

`Filter` is a more complete alternative to access specific users according to the fields that correspond to their data: full name, email, department, or role.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Roles

Roles allow segmenting access to organizational information or different platform functionalities according to the user who has logged in and the role they have applied. Within the same role, multiple levels of permissions can be assigned in different organizations.



Create a new role

To create a new role, click on the `New` button. A form will open requesting a name for the new role. Once assigned, it will appear in the roles table.

Copyright © 2024 Flexxible. Todos los derechos reservados.

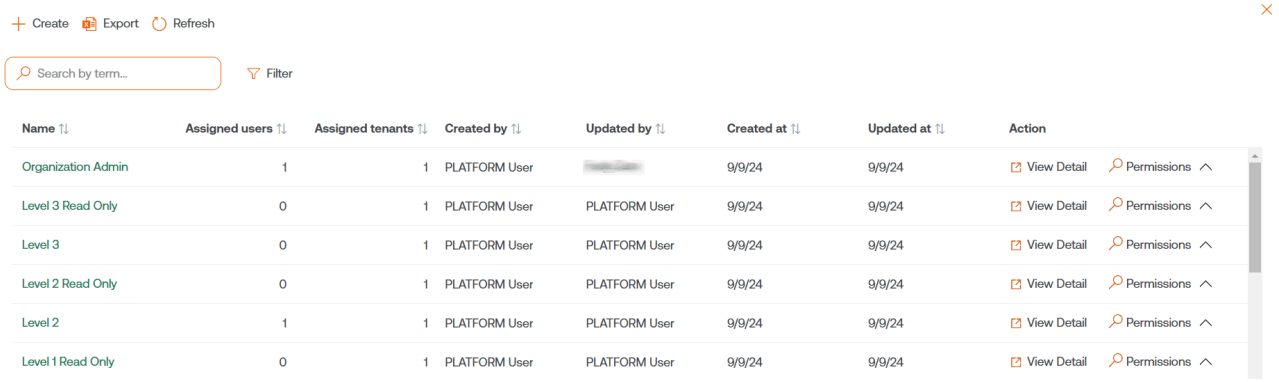
Roles table

The roles table displays the following information:

- **Name**: name assigned to the role
- **Assigned users**: users who have that role assigned
- **Assigned tenants**: users who have that role assigned
- **Created by**: user who created the role
- **Updated by**: user who updated the role information
- **Created on**: date the role was created
- **Updated on**: date the role was updated
- **Action**: allows access to `View detail` and `Permissions`

Roles Subtable

If you click on the arrow to the right of `Permissions`, a subtable will unfold from where you can access direct information about the permissions assigned to that role in Portal and in the Workspaces and Analyzer modules, as well as the tenants to which that permission has been assigned.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Detail view

Clicking on an item in the role table takes you to the detail view, where the following tabs will be displayed:

- Details
- Permissions
- Users

Details

The `Details` tab contains additional information about the role: name, number of users and tenants assigned to that role, creation and update date, and the user who created it.

At the bottom right, the `Clone` button allows copying and reusing the role. `Edit` gives the option to change the role name.

Permissions

Through `Permissions` you can view, create, or edit permissions. In this view, you can configure a unique group of permissions for each selectable organization.

The `New` option allows you to create a new permission with the following information:

- All Tenants
- Tenant
- Permissions in Portal
- Permissions in Workspaces
- Permissions in Analyzer
- All reporting groups
- Reporting Groups

All tenants

Copyright © 2024 Flexxible. Todos los derechos reservados.

It allows you to apply the permissions to all the organizations you have access to. In service provider use cases, it allows you to centrally manage permissions and replicate changes to the client organizations you manage.

When role permissions mix permissions applied at the "All tenants" level and specific configurations for an organization, which may be different, the more specific permission wins. In this way, a default configuration can be made for all organizations and overwrite those that require modifications.

Tenant

Allows informing the organization to which permissions are being granted in the role being edited; the `All tenants` check allows configuring the role's permissions to apply to all organizations that can be accessed.

Portal Permissions

It allows you to select access level to Portal at different levels:

- No access
- User
- L1 Support Team
- L1 Support Team Read Only.
- L2 Support Team
- L2 Support Team Read Only
- L3 Engineering Team
- L3 Engineering Team Read Only
- Organization Admin
- Organization Admin Read Only

Details of the visibility and allowed operations at each level can be found in Additional Considerations

Workspaces permissions

Copyright © 2024 Flexxible. Todos los derechos reservados.

In `Workspaces`, there are four roles with different levels of access available:

- Level 1
- Level 1 read-only
- Level 2
- Level 2 read-only

Details of the visibility and allowed operations at each level can be found in Additional Considerations

Analyzer permissions

Gives the option to allow or deny access to Analyzer.

All reporting groups

It allows you to apply permissions to all reporting groups you have access to. In service provider use cases, it allows you to centrally manage permissions and replicate changes to the client organizations you manage.

Reporting Groups

It allows you to apply permissions to specified reporting groups; it can be more than one.

Users

This table allows you to see the users assigned to the role and provides the option to search.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Roles / Roles included by default

The settings of the default roles affect all report groups of **only** the current organization. If the organization is of partner type and has client-type organizations below, or is client type and has sub-organizations below, they should be included as a new record in the `Permissions` tab in two formats:

- All tenants: allows you to set a unified level of access and visibility for all organizations dependent on the root organization.
- Individually: allows you to set different levels of access and visibility for each organization

Default included roles:

- Level 1
- Level 1 Read Only
- Level 2
- Level 2 Read Only
- Organization admin

> This role setting only affects the current organization. It is possible to assign more organizations with different permission levels in the `Permissions` tab of the same role in edit mode.

Level 1

Users with the `Level 1` role assigned will have the following accesses for their organization:

- Portal: User
- Workspaces: Level 1
- Analyzer: No access

Copyright © 2024 Flexxible. Todos los derechos reservados.

This role allows the most common support actions in `Workspaces`, such as providing remote assistance, sending microservices, energy actions or consulting device information. It does not enable access to Analyzer and allows the user to consult information without modifying it in Portal.

Level 1 Read Only

Users with the `Level 1 Read Only` role assigned will have the following accesses for their organization:

- Portal: User
- Workspaces: Level 1 Read Only
- Analyzer: No access

This role is identical to `Level 1`, but also restricts access to `Workspaces` to view-only, allowing information to be consulted in `Read Only` mode without the possibility of performing support or modification actions.

Level 2

Users with the `Level 2` role assigned will have the following accesses for their organization:

- Portal: User
- Workspaces: Level 2
- Analyzer: Access

This role allows access to `Workspaces` with `Level 2`, which includes all the support functionalities of `Level 1` plus `Level 2` functionalities, including server management, networks, locations, WiFi networks, and alert configuration. Allows access to `Portal` as a user and also to `Analyzer` to consult information about application or device inventory, as well as user experience, carbon footprint, and more.

Level 2 Read Only

Copyright © 2024 Flexxible. Todos los derechos reservados.

Users with the `Level 2 Read Only` role assigned will have the following accesses for their organization:

- Portal: User
- Workspaces: Level 2 Read Only
- Analyzer: No access

This role is identical to `Level 2`, but also restricts access to `Workspaces` to view-only, allowing information to be consulted in `Read Only` mode without the possibility of performing support or modification actions.

Organization admin

Users with the `Organization admin` role assigned will have the following accesses for their organization:

- Portal: Organization admin
- Workspaces: Level 2
- Analyzer: Access

This level is the highest level of access that can be granted to a user. It allows full visibility in `Analyzer`, all `Level 2` actions in `Workspaces` and the ability to modify organization properties in `Portal`, including the creation and activation of `Microservices` or `Flows`, `Patch Policies` and more.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Roles / Additional considerations

Roles allow grouping different levels of access for several organizations and, at the same time, allow grouping different levels of access by module to manage them in a simplified way.

Multiclient environments

The roles of an organization allow configuring access and visibility for the users of the organization, and also allow including the permissions to configure access and visibility to dependent organizations.

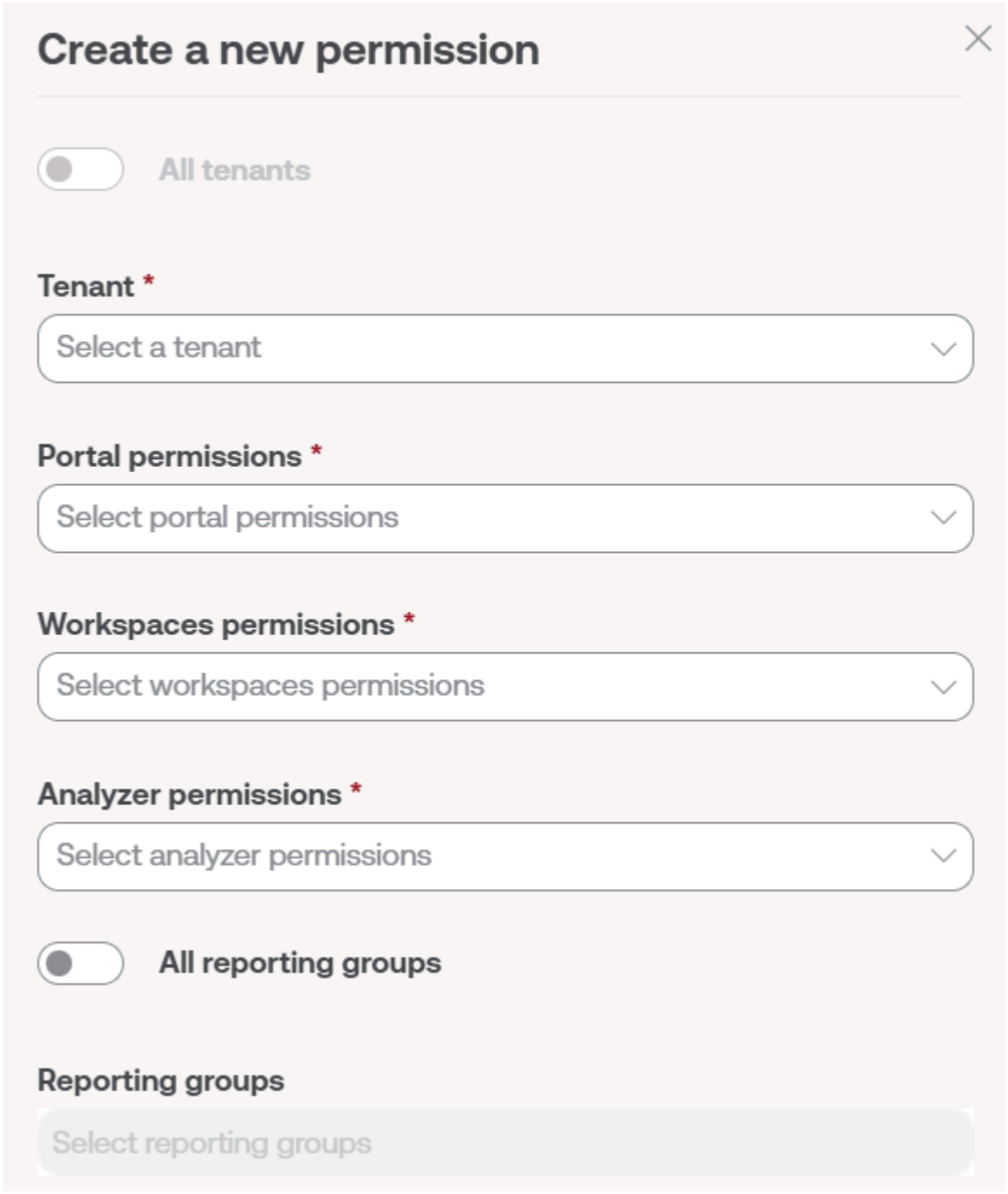
An organization is dependent when:

- It is client type and the roles and users are in the partner organization at a higher level.
- It is a sub-organization of a client organization.

Roles are assigned to users and contain the definition of levels of access and visibility, being able to establish different configurations for the root organization and its sub-organizations in the same role. This can only be done in a descending manner; that is, from a higher-level organization, permissions can be assigned to the organization itself and the organizations that depend on it.

Levels of access by modules

Copyright © 2024 Flexxible. Todos los derechos reservados.



The levels of access are also defined for each module of the solution:

- Portal
- Workspaces
- Analyzer

Portal

Copyright © 2024 Flexxible. Todos los derechos reservados.

In `Portal` the following roles exist:

0. No access
1. Organization Administrator or `1` in the table below
2. Read-only organization administrator or `2` in the table below
3. User or `3` in the table below
4. L1 support team or `4` in the table below
5. L1 support team read-only or `5` in the table below
6. L2 support team or `6` in the table below
7. L2 support team read-only or `7` in the table below
8. L3 Engineering Team or `8` in the table below
9. L3 Engineering Team Read Only or `9` in the table below
10. Billing or `10` in the table below

To access certain functionalities, in addition to access permissions in Portal, access to Workspaces is required, depending on the functionality, with role `Level 1` or `Level 2`.

These roles by levels allow configuring visibility and segmented accesses according to the needs of each organization, the detail of the visibility and actions available for each level of access to Portal is defined in the table below:

Section	Functionality	Action	1	2	3	4	5	6	
Home		Read	✅	✅	✅	✅	✅	✅	
Operations		Read	✅	✅	⭐	✅	✅	✅	
Flows		Read	✅	✅	⭐	❌	❌	❌	
		Create	✅	❌	⭐⭐	❌	❌	❌	
		Refresh	✅	❌	⭐⭐	❌	❌	❌	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Section	Functionality	Action	1	2	3	4	5	6	
		Delete	✅	❌	⭐⭐	❌	❌	❌	
Reports	List	Read	✅	✅	❌	✅	✅	✅	
	Detail	Read	✅	✅	❌	✅	✅	✅	
		Create	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
Tenants		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
	Activation	Read	✅	✅	❌	❌	❌	❌	
Monitor	Active alerts	Read	✅	✅	✅	✅	✅	✅	
	Alert Configuration	Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	✅	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
Workspaces		Read	✅	✅	⭐	✅	✅	✅	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Section	Functionality	Action	1	2	3	4	5	6	
		Refresh	✅	❌	✅	✅	❌	✅	
	Groups	Read	✅	✅	✅	✅	✅	✅	
		Create	✅	❌	⭐	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	✅	
		Delete	✅	❌	❌	❌	❌	✅	
Updates		Read	✅	✅	⭐	❌	❌	❌	
		Create	✅	❌	⭐⭐	❌	❌	❌	
		Refresh	✅	❌	⭐⭐	❌	❌	❌	
		Delete	✅	❌	⭐⭐	❌	❌	❌	
Analyzer	Installed apps	Read	✅	✅	✅	❌	❌	✅	
		Refresh	✅	❌	✅	❌	❌	✅	
Analyzer	Licenses	Read	✅	✅	❌	❌	❌	✅	
		Create	✅	❌	❌	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	✅	
		Delete	✅	❌	❌	❌	❌	✅	
SAM		Read	✅	✅	❌	❌	❌	✅	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Section	Functionality	Action	1	2	3	4	5	6	
Microservices		Create	✅	❌	❌	❌	❌	✅	
		Read	✅	✅	✅	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	✅	
	Enabled	Read	✅	✅	✅	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	✅	
Billing		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
Product		Read	✅	✅	❌	❌	❌	❌	
	Report	Read	✅	✅	✅	❌	❌	❌	
	Environment	Read	✅	✅	✅	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
	Agent Settings	Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
Integrations		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Section	Functionality	Action	1	2	3	4	5	6	
Modules		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
Information		Read	✅	✅	✅	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
Directives		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	✅	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
Reporting Groups		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
	Agent Settings	Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	

Copyright © 2024 Flexxible. Todos los derechos reservados.

Section	Functionality	Action	1	2	3	4	5	6	
	Auto update settings	Refresh	✅	❌	❌	❌	❌	❌	
	Magic link	Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	❌	
		Refresh	✅	❌	❌	❌	❌	❌	
Roles		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	
Users		Create	✅	❌	❌	❌	❌	❌	
		Read	✅	✅	❌	❌	❌	✅	
		Refresh	✅	❌	❌	❌	❌	❌	
		Delete	✅	❌	❌	❌	❌	❌	

INFO

- ✅ Has access.
- ⭐ Has access if additionally has L1 in Workspaces.
- ⭐⭐ Has access if additionally has L2 in Workspaces.
- ❌ No access.

Access Levels for Microservices

Copyright © 2024 Flexxible. Todos los derechos reservados.

In microservices, the same roles are maintained as in Portal, but with specific access levels:

Microservices

The user's role corresponds to the organization where the microservice was created.

Action	1	2	3	4	5	6	7	8	9	10
Clone / create	✅	❌	❌	❌	❌	✅	❌	✅	❌	❌
View	✅	✅	🔑	❌	❌	✅	✅	✅	✅	❌
Edit	✅	❌	💡	❌	❌	✅	❌	✅	❌	❌
Change to public or private	❌	❌	❌	❌	❌	❌	❌	❌	❌	❌
Edit visibility when private	✅	❌	💡	❌	❌	✅	❌	✅	❌	❌

INFO

- ✅ Has access.
- 🔑 Access is granted if additionally has L1 read-only access in Workspaces.
- 💡 Access is granted if the author of the microservice.
- ❌ No access.

Enabled microservices

The user's role corresponds to the organization where the microservice was enabled or disabled.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Action	1	2	3	4	5	6	7	8	9	10
Enable	✅	❌	❌	❌	❌	✅	❌	✅	❌	❌
Disable	✅	❌	❌	❌	❌	✅	❌	✅	❌	❌
Edit	✅	❌	❌	❌	❌	✅	❌	✅	❌	❌

INFO

- ✅ Has access.
- ❌ No access.

Workspaces

In `Workspaces`, there are four roles with different levels of access available:

- Level 1 or `L1` in the table below
- Level 1 read-only or `L1 RO` in the table below
- Level 2 or `L2` in the table below
- Level 2 read-only or `L2 RO` in the table below

Available actions by each role:

Functionality	Action	L1	L1 RO	L2	L2 RO
UX Panel	View	✅	✅	✅	✅
Workspaces	View	✅	✅	✅	✅
Workspaces	Execute operations	✅	❌	✅	❌
Sessions	View	✅	✅	✅	✅

Copyright © 2024 Flexxible. Todos los derechos reservados.

Functionality	Action	L1	L1 RO	L2	L2 RO
Sessions	Execute operations	✅	❌	✅	❌
Connection Logs	View	✅	✅	✅	✅
Jobs	View	✅	✅	✅	✅
Jobs	Cancel	✅	❌	✅	❌
Alerting	View	✅	✅	✅	✅
Alerting	Off	✅	❌	✅	❌
Profile Storage	View	✅	✅	✅	✅
Profile Storage	Modify	✅	❌	✅	❌
Profile Storage	Delete	✅	❌	✅	❌
Alert notification profiles	View	❌	❌	✅	✅
Alert notification profiles	Modify	❌	❌	✅	❌
Alert notification profiles	Delete	❌	❌	✅	❌
Alert Subscriptions	View	❌	❌	✅	✅
Alert Subscriptions	Modify	❌	❌	✅	❌
Alert Subscriptions	Delete	❌	❌	✅	❌
Events Log	View	❌	❌	✅	✅
Events Log	Modify	❌	❌	✅	❌

Copyright © 2024 Flexxible. Todos los derechos reservados.

Functionality	Action	L1	L1 RO	L2	L2 RO
Events Log	Delete	✗	✗	✓	✗
Locations	View	✗	✗	✓	✓
Locations	Create	✗	✗	✓	✗
Locations	Modify	✗	✗	✓	✗
Networks	View	✗	✗	✓	✓
Networks	Modify	✗	✗	✓	✗
Notifications	View	✗	✗	✓	✓
Notifications	Create	✗	✗	✓	✗
Notifications	Modify	✗	✗	✓	✗
Notifications	Delete	✗	✗	✓	✗
Reporting Groups	View	✗	✗	✓	✓
Servers	View	✗	✗	✓	✓
Servers	Execute operations	✗	✗	✓	✗
Wireless networks	View	✗	✗	✓	✓
Wireless networks	Modify	✗	✗	✓	✗

Copyright © 2024 Flexxible. Todos los derechos reservados.

> **INFO**
>
> - ✅ Has access.
> - ❌ No access.

Analyzer

Since `Analyzer` presents information and never allows modifications to the organization or its devices, it does not segment access to the functionalities it contains, therefore access is either granted or denied to users.

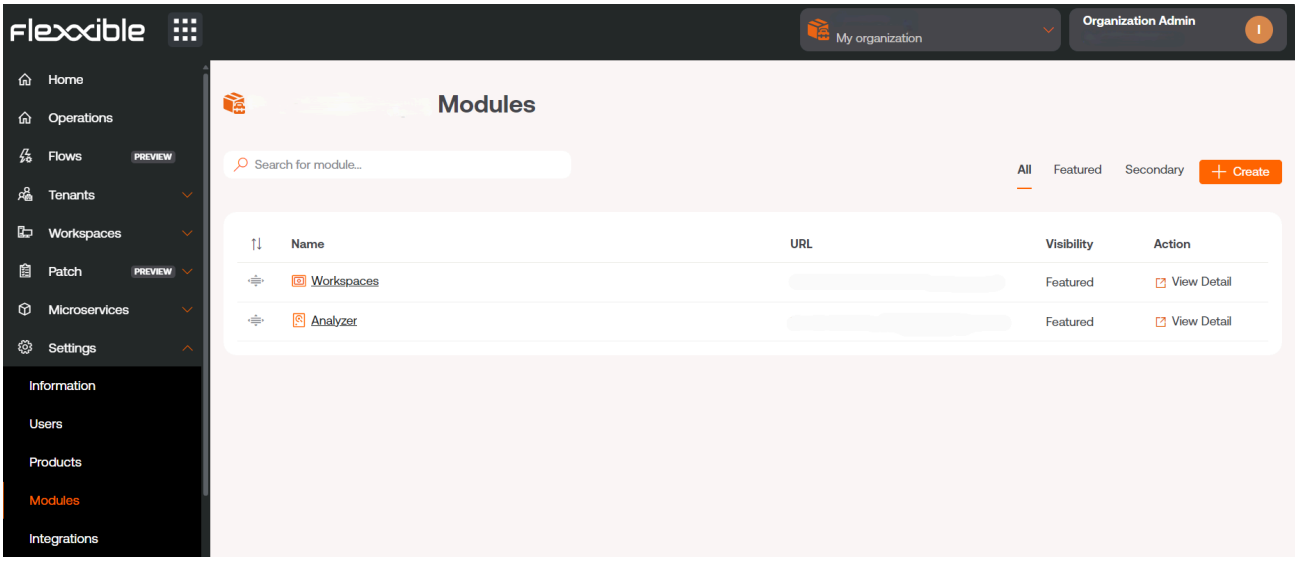
Therefore, the access options to `Analyzer` are:

- Access
- No access

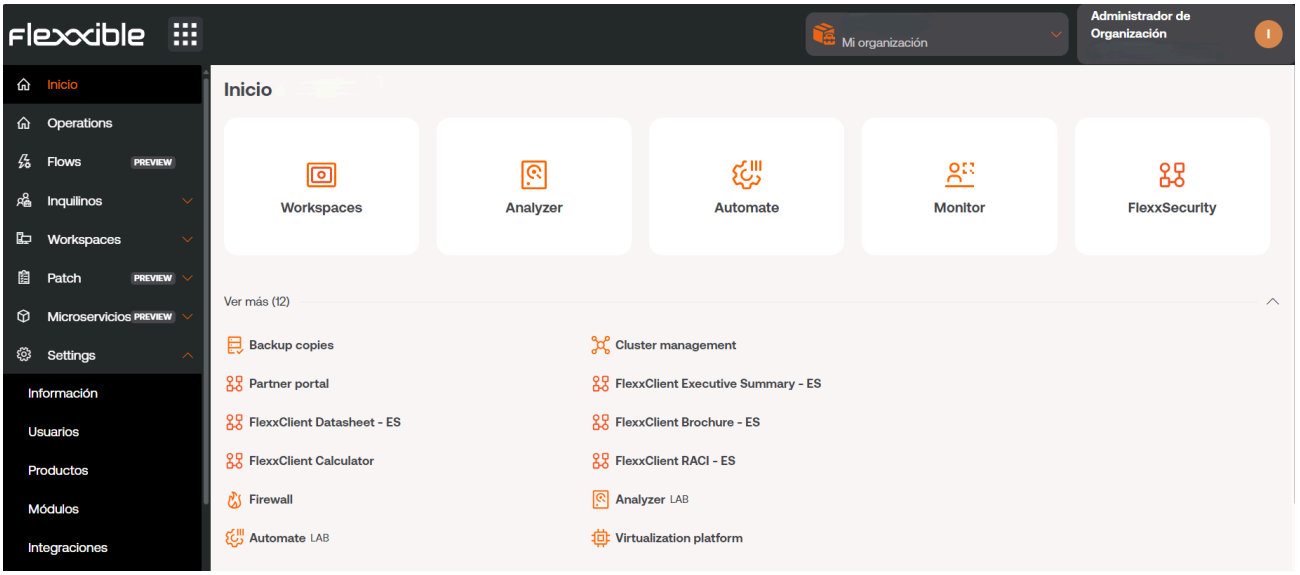
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Modules

This option shows a list of the available Flexxible product modules for the organization; it details their names, the corresponding URL, and their visibility status. And from the top of the overview, it is possible to perform a search to facilitate its configuration.



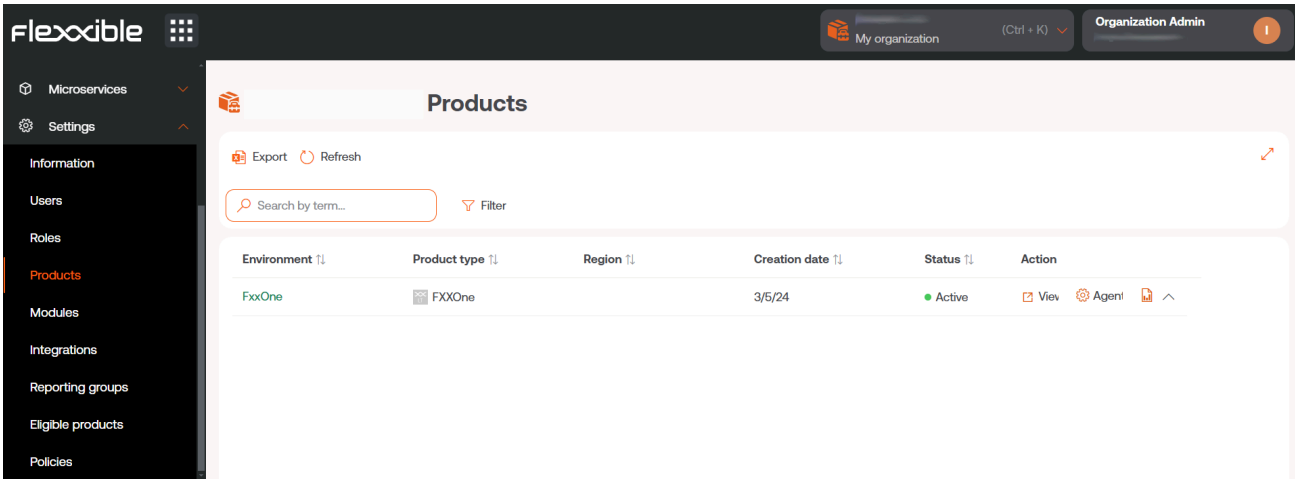
From `View Details`, you can assign a label to the chosen module and define if it is visible as featured or secondary. When it is highlighted, it appears among the top five modules of the `Home` section of `Portal`, standing out by the size of the icon, and when it is secondary it also appears in `Portal` but as a list, under the `View more` button.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Products

This section provides information about the Flexxible environments and products that the organization has. The list view shows data such as the name of the environment in which the product has been deployed, the type of product available, region, creation date within the organization, and its status; the `Actions` field allows you to view and edit its specific data.



Action's

In the list view table, the `Actions` field shows three buttons to access more precise information and edit the product's behavior: `View details`, `FlexxAgent Configuration`, and `Reporting`.

View details

This option allows editing the data of each product that the organization has: the environment in which it has been deployed, the license key, its creation date in the organization, and also its status, which can be active or inactive.

FlexxAgent Settings - Proxy

FlexxAgent consists of a Windows service called FlexxAgent Service, which manages two processes: *FlexxAgent*, which runs at the system level, and *FlexxAgent Analyzer*, which

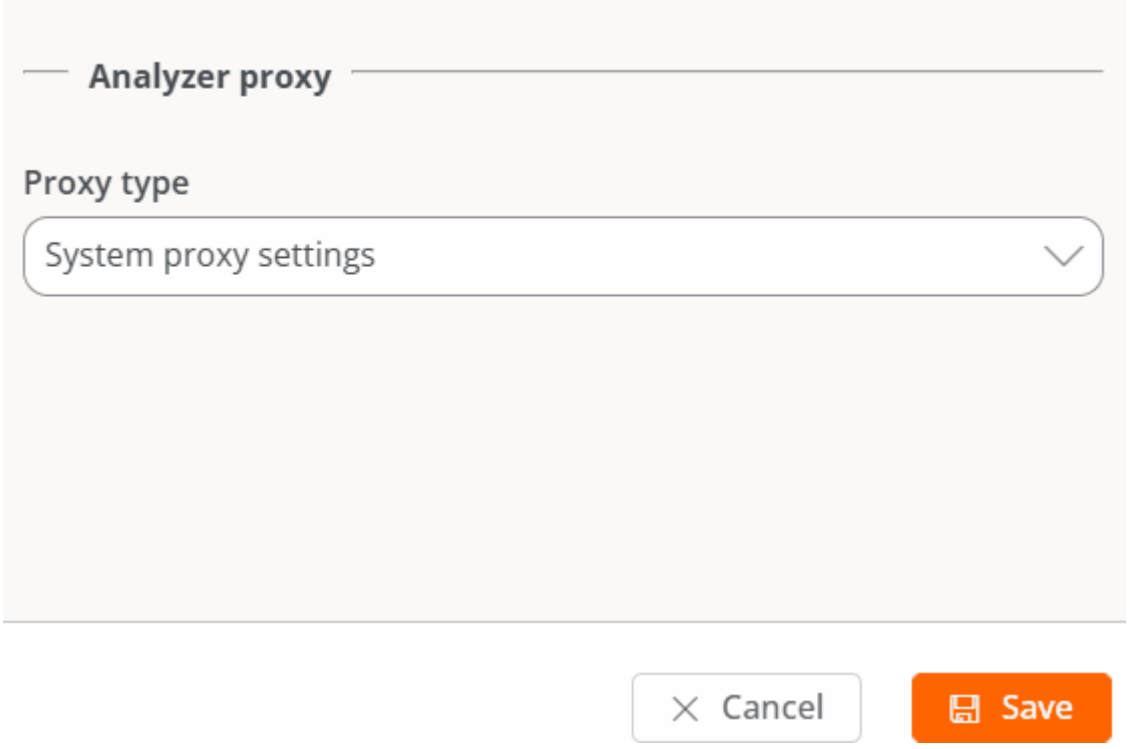
Copyright © 2024 Flexxible. Todos los derechos reservados.

starts for each user session.

The proxy settings for *FlexxAgent Analyzer* are not always the same as those for *FlexxAgent*, so depending on how the proxy operates in each environment, it will be necessary to set its adjustments appropriately.

In the FlexxAgent settings, a user with `Organization Administrator` level access can find two configuration options for the *FlexxAgent* process:

- **System proxy settings**
  - *FlexxAgent Analyzer* automatically detects and uses the proxy settings.
  - Flexxible recommends this configuration for the system proxy.
- **FlexxAgent detected config**
  - In this case, FlexxAgent uses the credentials found in the registry if they are defined during installation.
  - If not configured, FlexxAgent automatically detects the proxy settings.
  - *FlexxAgent Analyzer* uses the detected settings for the Uniform Resource Identifier (URI), user, and password.



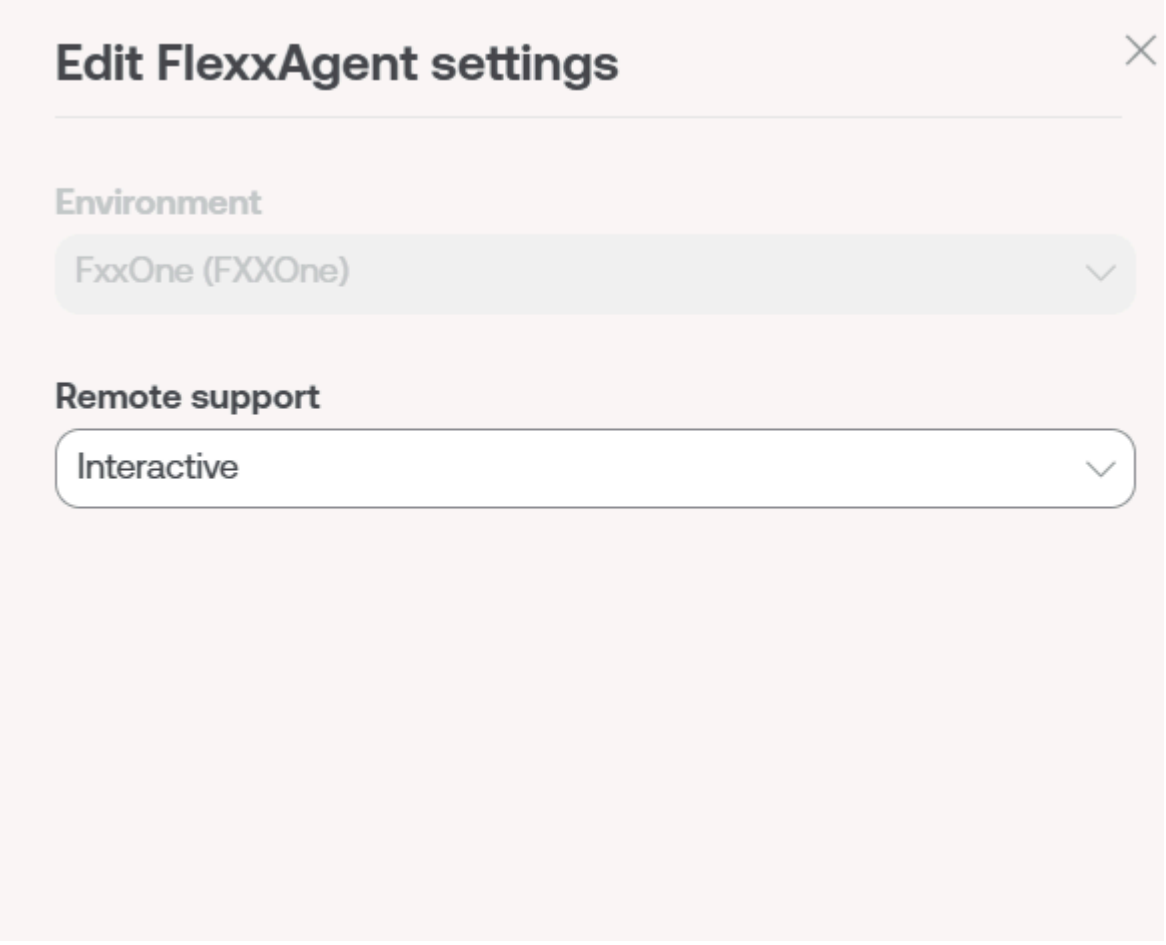
Copyright © 2024 Flexxible. Todos los derechos reservados.

The configuration of `Analyzer proxy` is done from `Portal` -> `Products` -> `Action` -> `FlexxAgent Configuration`.

FlexxAgent Settings - Remote Assistance

A user with `Organization Administrator` level access in Portal can choose what type of remote assistance the organization will use globally. It can be configured to be interactive, unattended, dynamic, or to have no access at all.

Each reporting group that the organization has can edit its own remote assistance configuration to suit its needs.



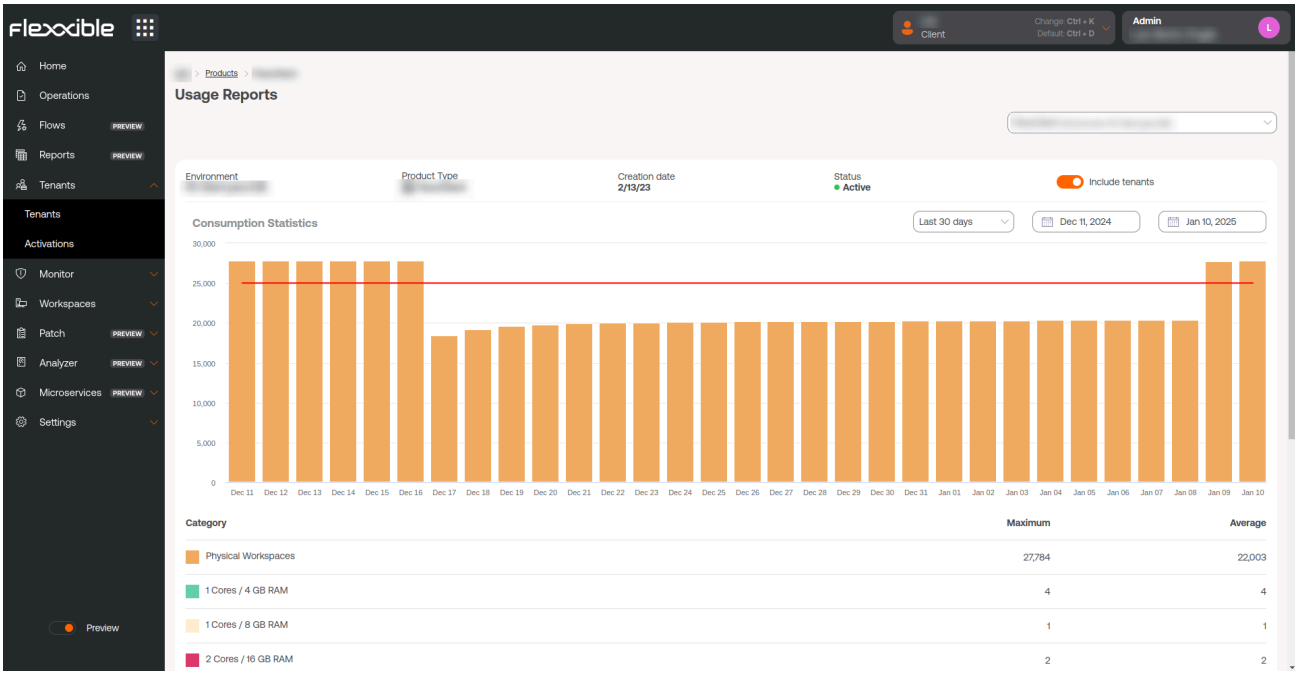
Reporting

`Reporting` shows the product's consumption statistics over the past month. By clicking on `Report Explorer`, you can access the product usage reports by environment over

Copyright © 2024 Flexxible. Todos los derechos reservados.

longer periods: *Last 30 days*, *Current month*, and *Last 3 months*. Specific dates can also be selected using the calendar options.

For organizations segmented into sub-organizations, it is possible to add all the information from the parent organization plus all its sub-organizations by activating the `Include Tenants` selector at the top right of the screen.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Integrations

From this section, it is possible to register the integration of Portal with services available to organizations on external platforms, to facilitate the management of tasks on devices, visualize unified information, or perform actions.

Integration with Entra ID

Portal's integration with Entra ID allows treating an organization's devices as another group in `Workspaces`; in this way, in addition to the dynamic and static `Workspaces Groups` that an organization could have, Entra ID Workspaces Groups would be generated.

The integration does not imply that those groups will exist in `Portal`, but at the moment when an action is desired on them in `Workspaces`, Portal will show the list of devices that comprise them to make a decision.

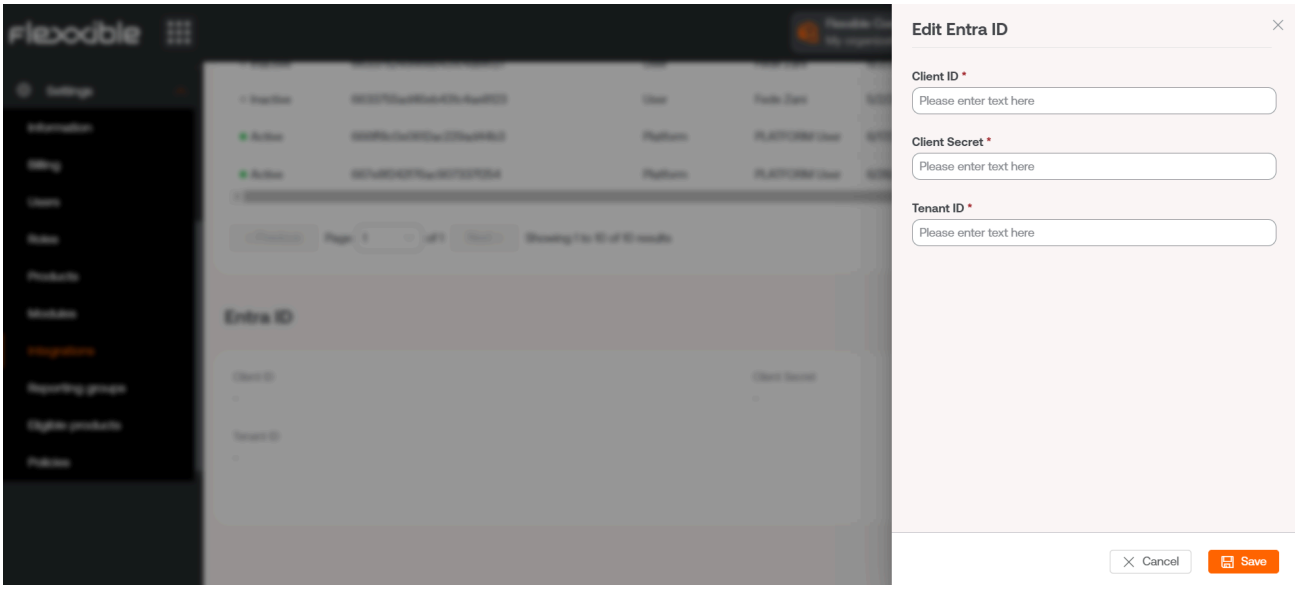
Register a new integration with Entra ID

1. To create an API connection between Portal and Entra ID, the organization must create an application registration in Azure.
2. Go to `Portal` -> `Integrations` -> `Entra ID`.
3. Click on `Edit` and enter the following information:

- **Client ID**: client identification. This can be obtained from the Azure registration panel.
- **Client Secret**: client secret (key) used for authentication. This can be obtained from the Azure registration panel.
- **Tenant ID**: this is the ID of the Azure tenant. You can obtain it here.

4. Click on `Save`.
5. Click on `Check` to verify that the integration has been registered correctly.

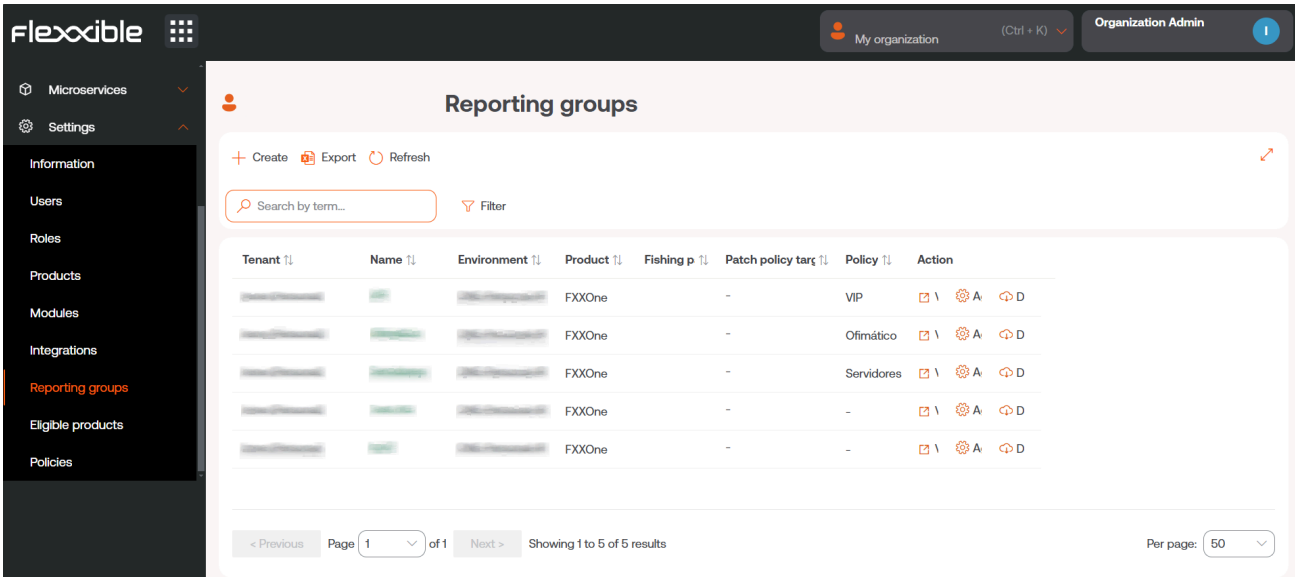
Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Reporting Groups

From `Reporting groups` you can create and preconfigure groups within the same organization using different criteria to meet the needs of departments, offices or user groups that make them up.



It is also possible to know which users and which roles have access to the reporting group. As well as activate Remote Assistance functionalities.

Reporting groups creation

To create a reporting group, press the `New` button and fill in the following fields:

- **Tenant**: it is a dropdown, to select the tenant in which the new reporting group will be created.
- **Name**: the name that the reporting group will have.
- **Environment**: opens a dropdown to select the environment in which the reporting group will be.
- **Patch directive destination**: opens a dropdown to select which patch policy the reporting group will be subjected to.
- **Fishing pattern**: it is an optional field. Allows indicating the regular expression (RegEx) that will be used to add devices to the reporting group. For example: `company`

Copyright © 2024 Flexxible. Todos los derechos reservados.

(includes all devices whose names contain the word "company") or `.*2023$` (includes devices whose name ends in "2023").

Once the reporting group has been created, it will appear in the table of the list view. The `Reload` button is very helpful if you want to refresh the list to ensure the reporting group has been created.

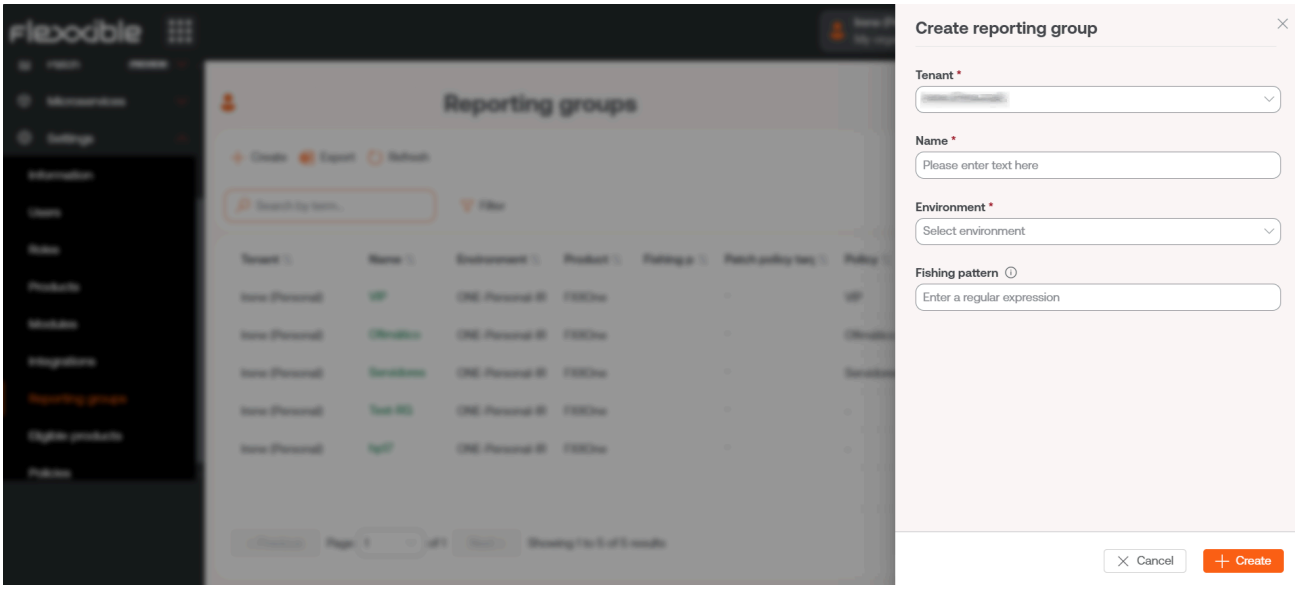
Fishing pattern

The fishing pattern allows automatically grouping in a reporting group the devices that share a regular expression (RegEx) in the name.

The devices that form the reporting group will be updated every hour. It is an automatic process that checks if there are new devices matching the configured RegEx. If there are, the devices will be moved to the corresponding reporting group.

It is important to pay attention to all the active RegEx to avoid conflicts between reporting groups, as it may happen that when creating a new one, its RegEx matches an existing one.

You can verify which reporting group a device is in from `Reporting Groups`, in the `Workspaces` module. And the history of a reporting group can be queried from the device detail view, in the `Workspaces` module.



Copyright © 2024 Flexxible. Todos los derechos reservados.

If you want to check which reporting group the device has passed through, you can do so from `Reporting group history`, in the detail view of a workspace, in the `Workspaces` module.

Reporting groups list

The list view shows a table whose fields match the data requested to create the reporting group. It also has the `Action` field, which allows access to `View details` and `Agent configuration`.

View details

The detail view allows consulting three types of information about the selected reporting group:

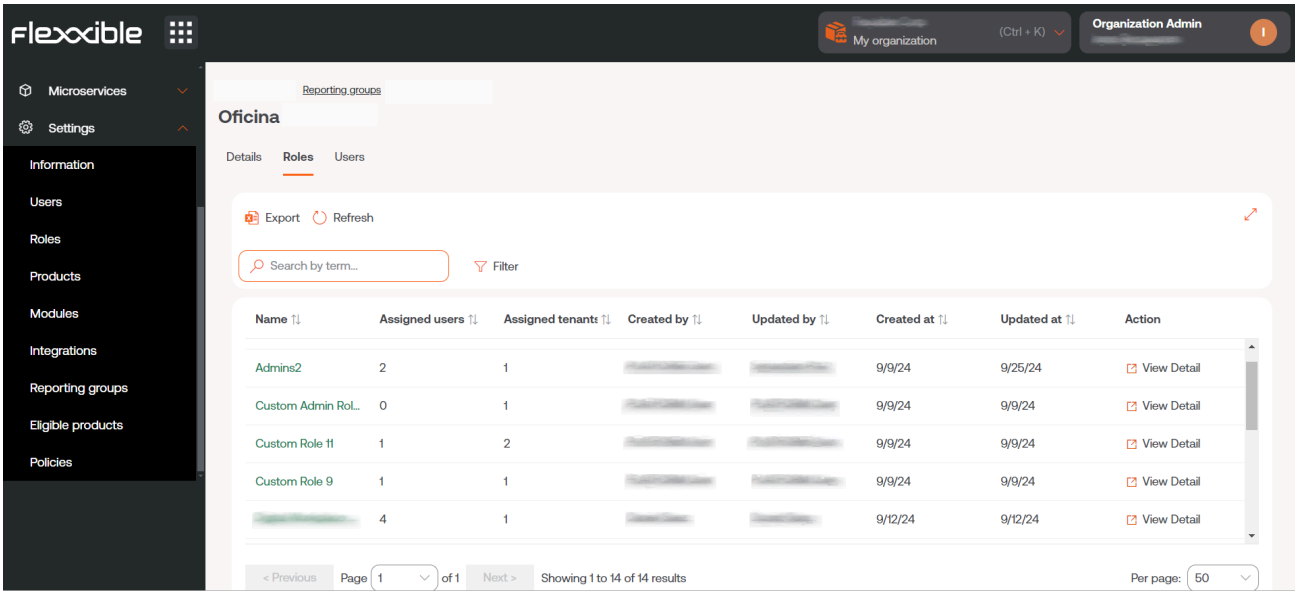
Details

This tab offers general information about the reporting group being consulted. The `Edit` button opens a form that allows you to change the initial characteristics of the group, such as the name or the patch directive destination.

Roles

This tab shows a table with the list of roles that can access the reporting group being consulted. In turn, this table also has the `Action` field -> `View details`, which allows you to consult more specific information about the roles: details, permissions and users.

Copyright © 2024 Flexxible. Todos los derechos reservados.



- **Details**: general information about the role. At the bottom right, the `Edit` button allows you to change the name of the role.
- **Permissions**: through a table, shows the permissions that this role has in the Portal, Workspaces and Analyzer modules.
- **Users**: through a table, shows a list of users assigned to that role.

> More information about roles, users and permissions in `Roles`.

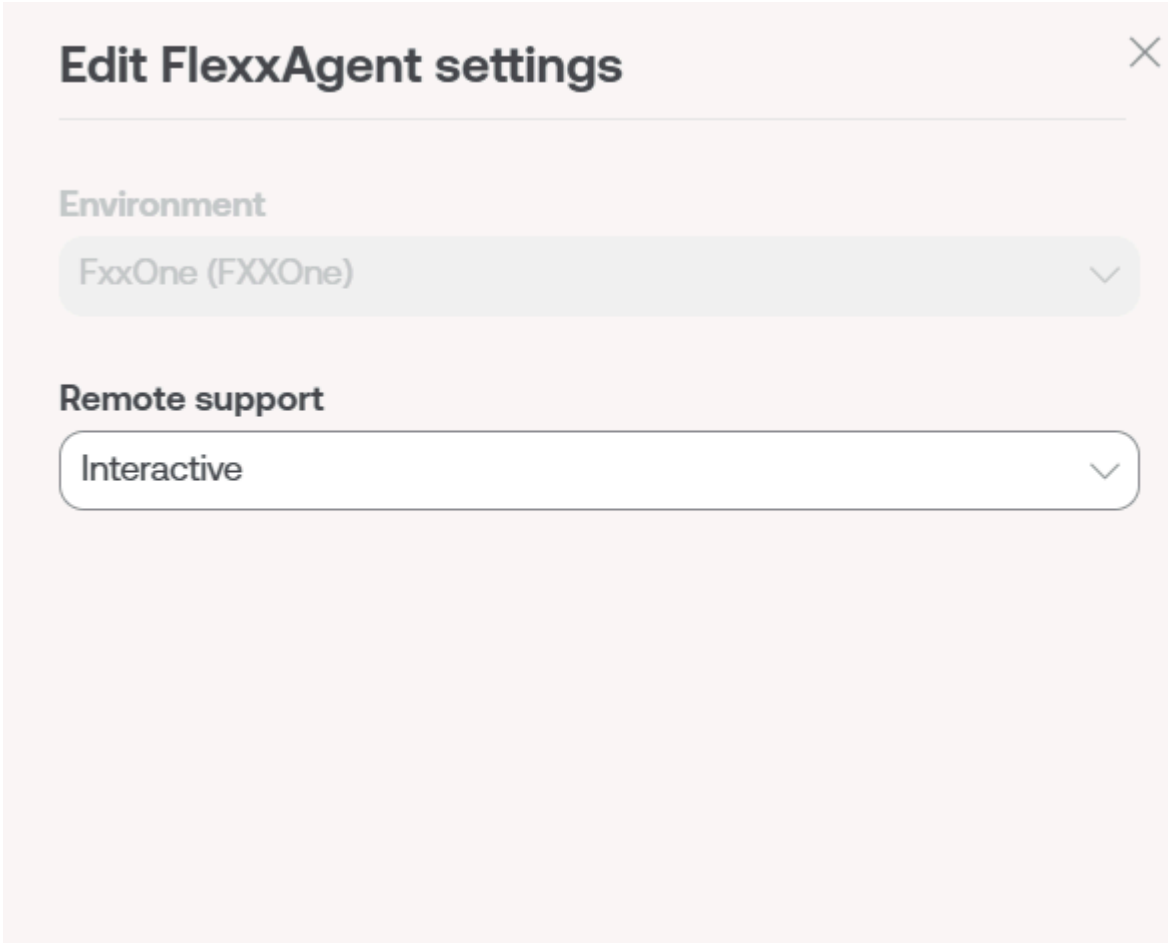
Users

This tab shows the name and associated email of the users who make up the reporting group being consulted.

FlexxAgent configuration (Remote Assistance)

From here, a user with the `Organization administrator in Portal` access level can configure the type of remote assistance that the reporting group will have: interactive, unattended, dynamic or none.

Copyright © 2024 Flexxible. Todos los derechos reservados.



This configuration is set from `Products`, however, very specific and particular configurations can be made for the reporting groups.

For those organizations with suborganizations, it is possible to list all report groups, which is the sum of the report groups of the `Parent Organization` plus the report groups of all `Suborganizations`. This view allows you to make multiple selections and enable or disable automatic updates of the agent in multiple report groups.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Settings / Directives

Policies allow you to create client-type organizations using a template, so that each time an organization is created, it can follow a pattern that can be used to apply certain configurations, such as user access or the activation of FlexxAgent. They are useful for assigning specific characteristics to one or more report groups, thus facilitating their management and saving time for users of managed service provider (MSP) organizations.

From the overview, you can access a list of the created Policies, as well as a brief description of them. By clicking on `View Details`, you can get more information, such as the report groups to which it is being applied and the names of the users responsible for its management.

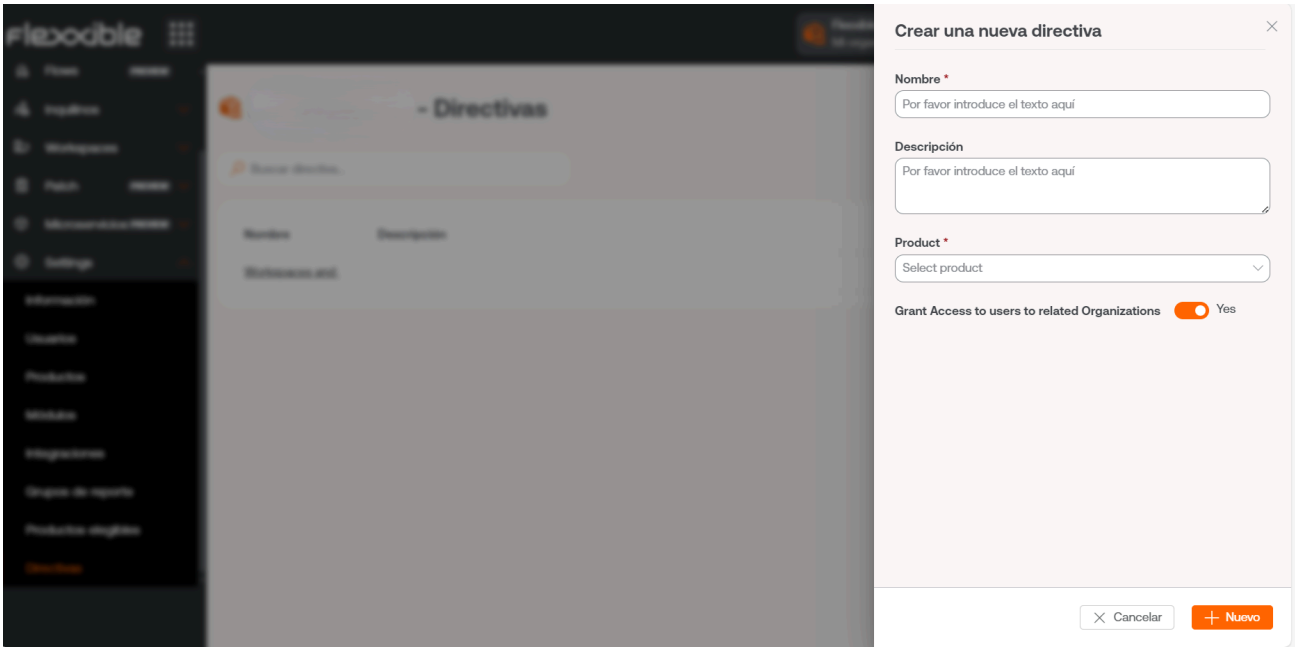
Each time a new organization is created, the report groups defined in the policy will be created, and the users specified in the policy will have access. At the same time, from the Policy itself, you can determine whether partner-type users will have access to manage an organization in Portal or not

New Policy

To create a new policy, you just need to press the `New` tab and insert the required information: Name, description, associated product, and user information for the people who will manage it.

It is also possible to assign a Policy to an organization from Tenants.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Access Considerations

To facilitate logging in to Flexxible tools, such as Portal, Analyzer, and Workspaces, authentication is delegated to existing Microsoft Entra ID (formerly Azure Active Directory) or Google accounts, which use OAuth2.

Depending on the organization's configuration and security policies, an administrator may need to authorize the use of Entra ID or Google accounts the first time they want to use them to access Flexxible tools.

User authentication

For the Flexxible SSO system to verify that the Microsoft Entra ID or Google account is valid and authorized to access its consoles, it needs an administrator to give the following consents:

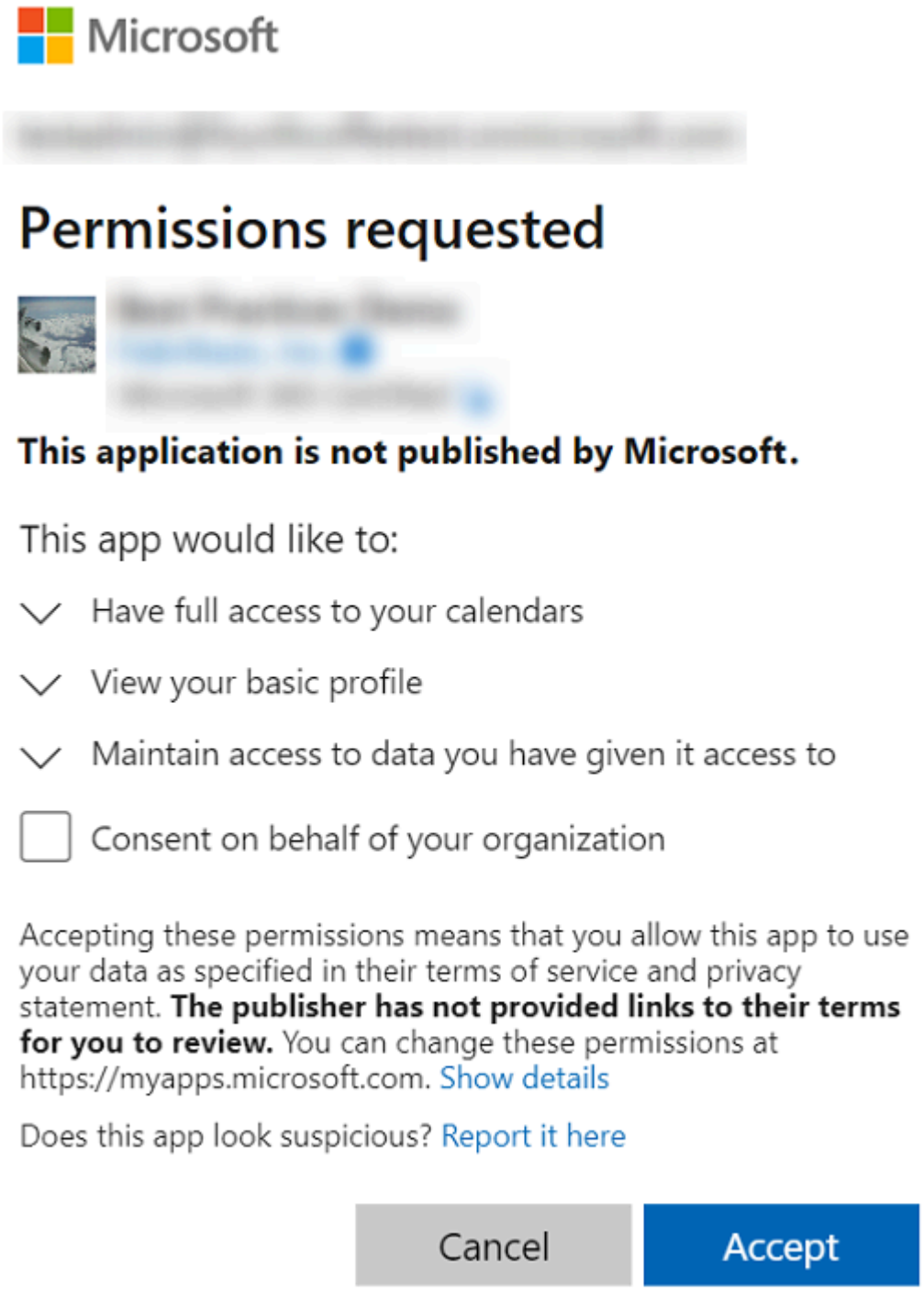
- Microsoft Entra ID: a Flexxible Enterprise Application is used in your tenant (tenant).
- Google Admin: a Flexxible OAuth client id is used in your tenant (tenant).

This is one of the usual procedures when third-party applications delegate their log in to Entra ID or Google Admin. The tenant administrator can always see what data the application has access to, who has used the application, and revoke consent, preventing users from logging in again to any Flexxible console.

Enterprise Application Consent and Permissions in Entra ID

User access can be granted individually or in groups, although there is a way to simplify the process by having **an administrator consent to the use of the Enterprise Application for your organization**. This allows users in your organization to log in to the Flexxible ODIN consoles with their corporate credentials and automatically create the Enterprise Application in your Azure tenant. For this, the administrator only needs to try logging in to Portal for the first time, which will trigger the consent request:

Copyright © 2024 Flexxible. Todos los derechos reservados.



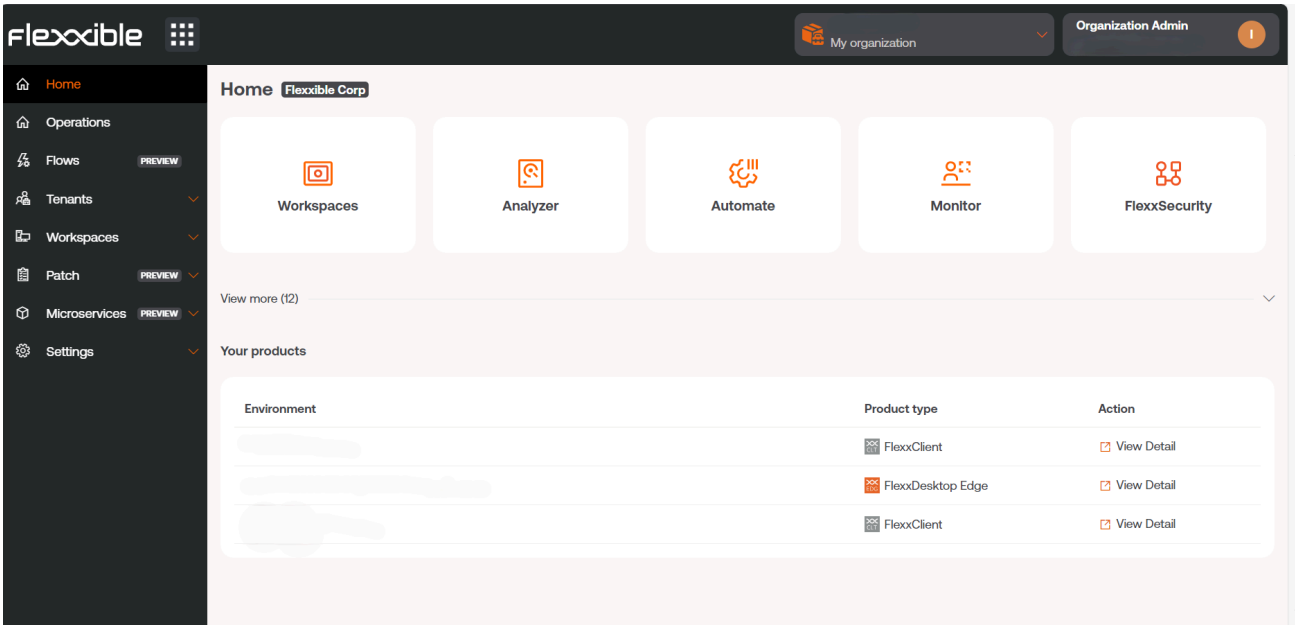
If created manually, to provide authentication the Enterprise Application must have the following permissions:

Copyright © 2024 Flexxible. Todos los derechos reservados.

Permission	Caption
Directory.Read.All	Read directory data
email	View user email addresses
offline_access	Maintain access to data you have given access to
openid	Log In
profile	View basic user profile
User.Read	Log in and read user profile

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Guides and tutorials for Portal



This section offers resources designed to maximize the use of Portal. It includes detailed instructions on initial and advanced configuration, allowing it to be tailored to specific needs.

Each guide has been created to facilitate understanding and application, regardless of the user's level of experience. In addition to step-by-step instructions, you will also find procedures and solutions to common problems.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Guides and tutorials / Creation and management of Workspaces Groups

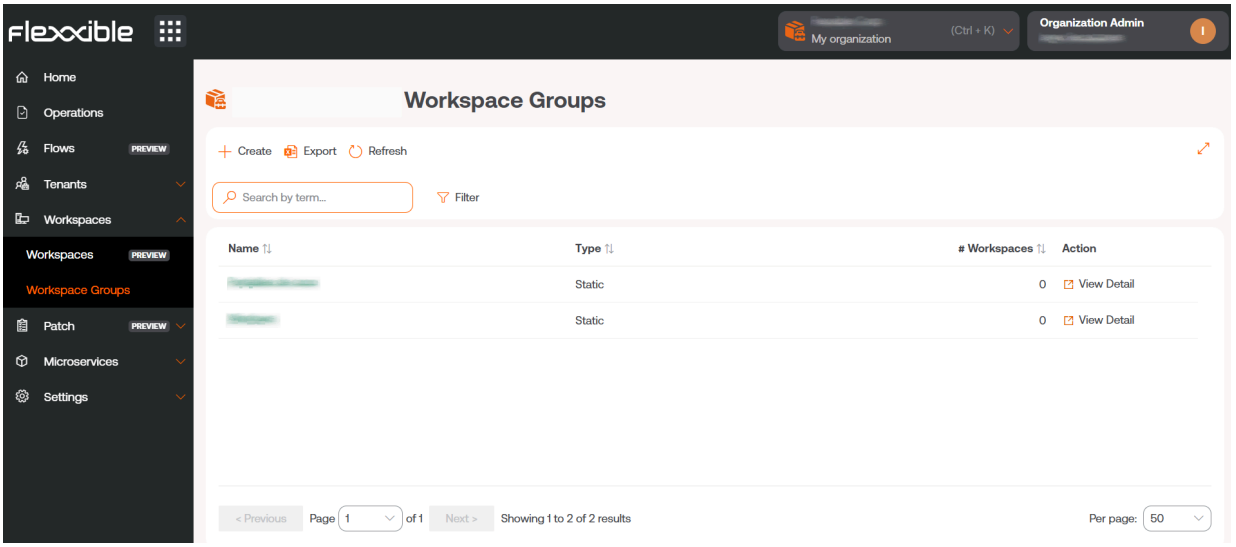
Workspaces Groups are logical groupings of a set of devices (or endpoints) that can be used when managing an organization. They can be static, dynamic, and Entra ID type.

Static Workspaces Groups

It is a group created manually, with free criteria. The devices that comprise it do not change unless the group is modified. It can be created and managed from `Portal` and from the `Workspaces` module, by filtering the list from the Workspaces option.

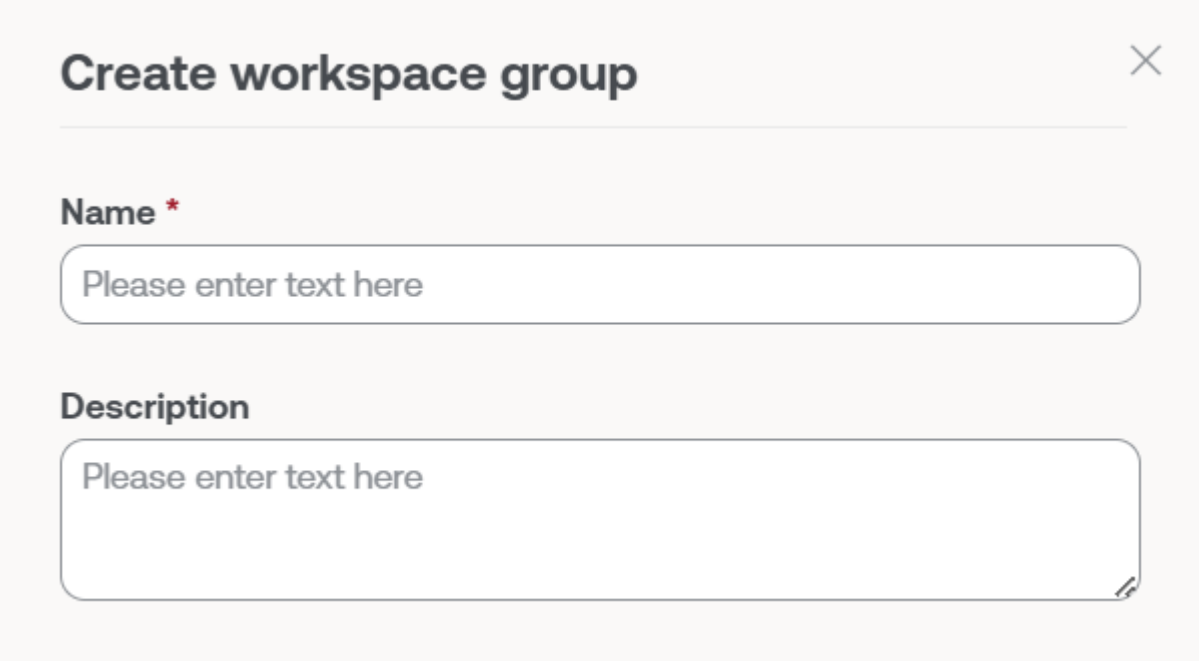
How to create a static Workspaces Group from Portal

1. Enter Portal and select the option `Workspaces` -> `Workspaces Groups` in the left side menu. A list of available groups will appear (or empty, if none exists).



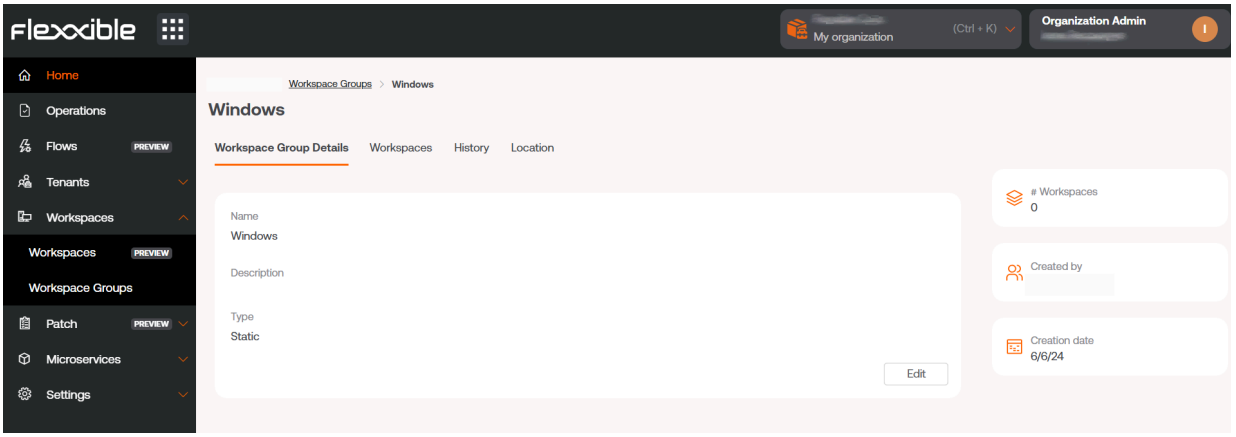
2. Click on the `+ New` button at the top of the list. A modal window will appear on the right side of the screen. Enter the group name and description (optional). Click the `+ New` button at the bottom of the window.

Copyright © 2024 Flexxible. Todos los derechos reservados.



3. A confirmation message of the group's creation will appear. Close the window using the cross at the top right.

4. The new group will appear in the Workspaces Groups list. Click on its name to access the details.

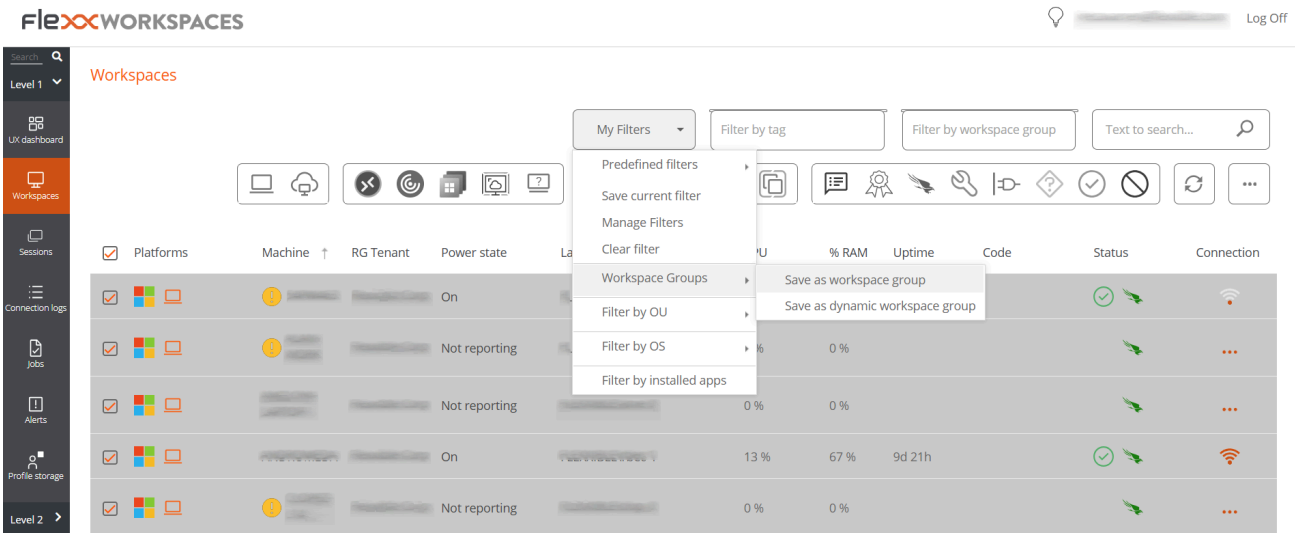


How to create a static Workspaces Group from Workspaces

1. Access `Workspaces` in the left side menu of the `Workspaces` module.
2. Select the desired devices in the list view.

Copyright © 2024 Flexxible. Todos los derechos reservados.

3. Save the devices in a new group by clicking `My filters` -> `Workspace Group` -> `Save as dynamic workspace group`.



Dynamic Workspaces Groups

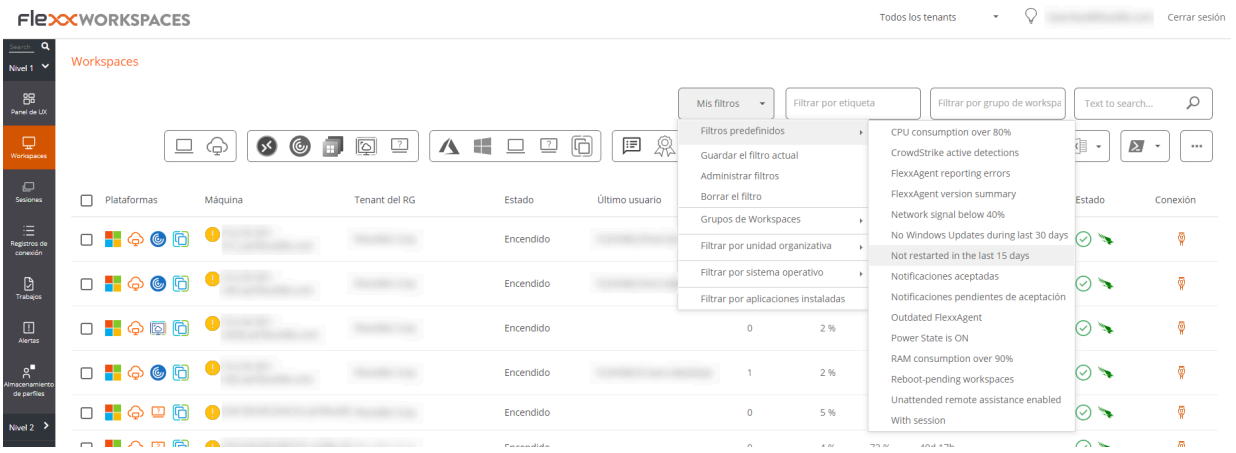
It is a group where a condition is periodically evaluated, so its members can change in real-time. Dynamic Workspaces Groups can be created from Workspaces search filters.

How to create a dynamic Workspaces Group

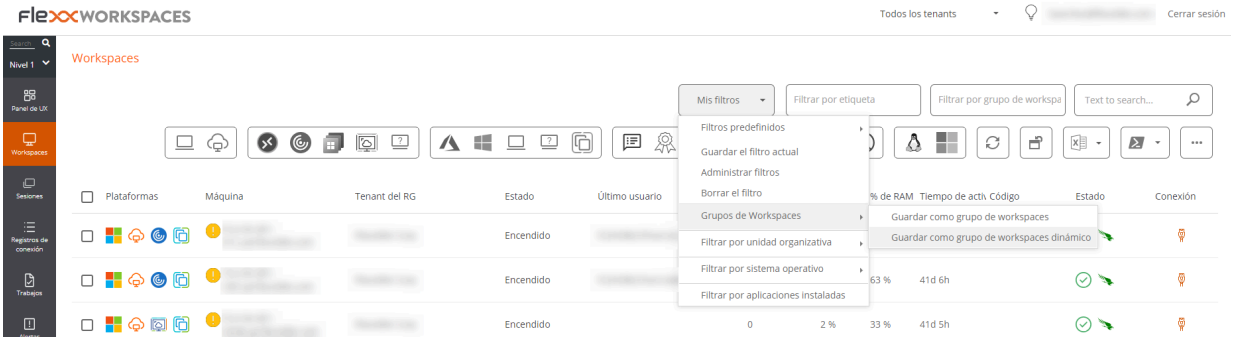
Dynamic groups are created from the `Workspaces` view, within the `Workspaces` module.

1. Access the list of devices. Select (or create) a search filter. For simplicity, in this example a filter that searches for devices that haven't restarted in the last 15 days is used.

Copyright © 2024 Flexxible. Todos los derechos reservados.



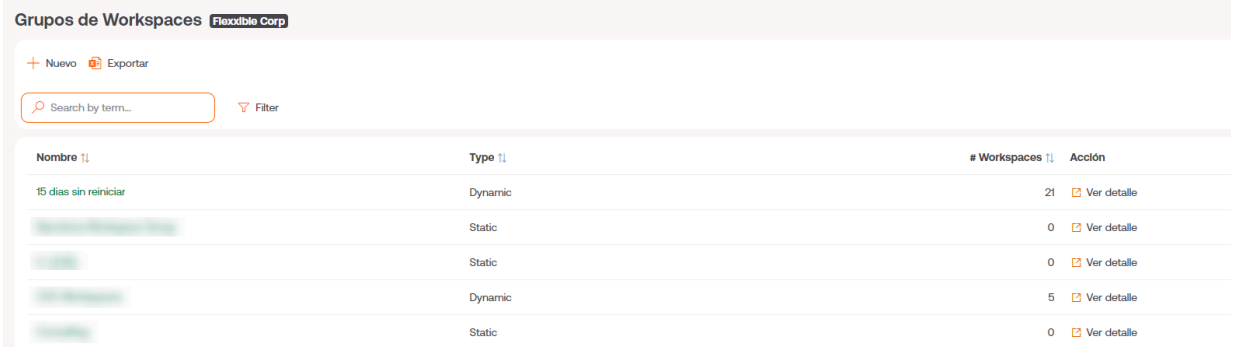
2. Once within the filter results, use the `My filters` -> `Workspaces Groups` -> `Save as dynamic workspaces group` option.



3. A pop-up panel will appear. Give the dynamic group a name and click `OK`.

4. The system notifies that a job has been scheduled to create this item. You can audit the task execution in the `Jobs` section of the left menu of the `Workspaces` module.

5. Go back to the `Workspaces` -> `Workspaces Groups` menu in Portal to check that the new dynamic group has been created and to view its members.



Copyright © 2024 Flexxible. Todos los derechos reservados.

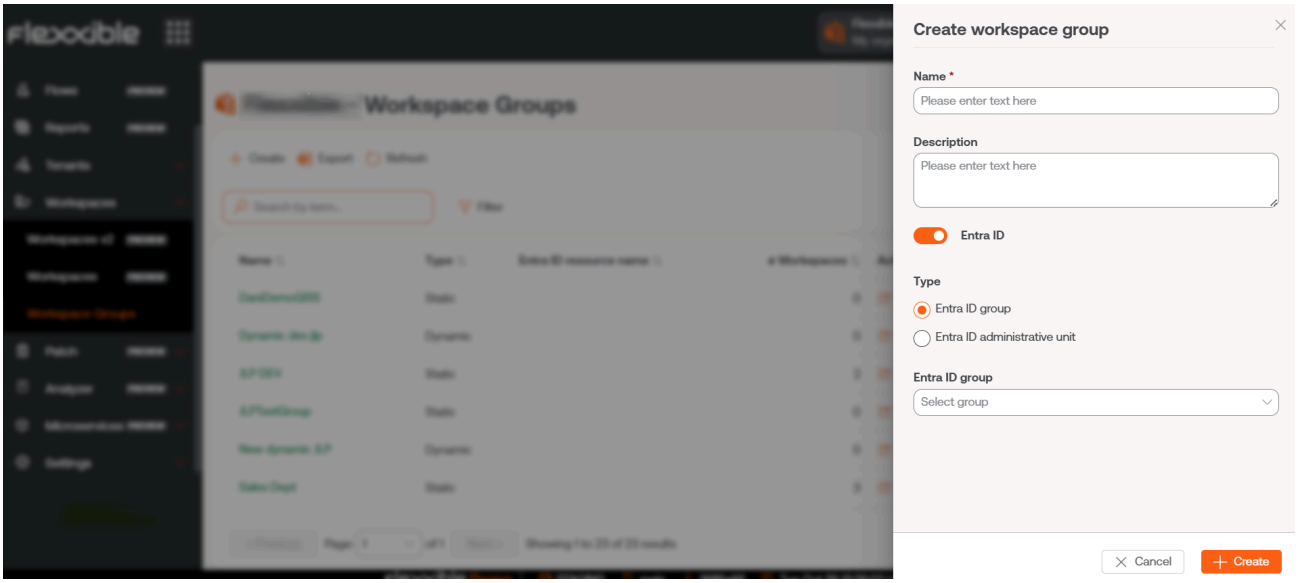
Entra ID Workspaces Groups

It is a group that can pull members from an existing group or organizational unit in the Entra ID domain in use. Creating this type of group requires at least one active integration with the Entra ID domain under `Settings` -> `Integrations` in Portal.

How to create an Entra ID Workspaces Group

Entra ID groups are created from Portal.

1. In the side menu, go to `Workspaces Groups`.
2. Click on the `New` button located at the top of the list view.
3. Next, you should add a name, a description for the group, and activate the Entra ID button. Select the type of group to be created: Entra ID Group or Entra ID Administration Unit.



Entra ID groups require an API connection, which can be configured from `Portal` -> `Settings` -> `Integrations`. Only from there can the created **Entra ID Group** and **Entra ID Administration Unit** be consulted and therefore operations can be carried out on them from the Workspaces module.

Copyright © 2024 Flexxible. Todos los derechos reservados.

How to manage a Workspaces Group from Portal

To manage a Workspaces Group, click on the name of the desired group and access the following tabs:

- **Details**: provides general information about the group. From here you can delete the group by clicking on the `Edit` button.
- **Workspaces**: shows the devices that are part of this group. This option allows exporting the list of devices comprising it.
- **History**: displays a bar graph of the daily number of workspaces that formed the group in the last month. You can zoom in on the chart for better reading by selecting the bars you want to enlarge with the mouse. By Reset zoom, the information returns to its original state.
- **Location**: a geographical location can be added to the group of devices. This value is just a reference, it does not update if users change location.
- **Programming**: From this tab you can schedule the Wake on LAN or the automatic shutdown of a group of devices. If the user wants to schedule one of these actions, they must click on the `New` button and fill in the form fields for `Action`, `Day of the week`, and `Time UTC`.
    - **Action**: allows you to choose between `Wake on LAN` or `Shutdown`.
    - **Day of the week**: allows choosing which day of the week the action will be performed.
    - **UTC Time**: Coordinated Universal Time (UTC) allows to specify the exact time to start the action.

    The created action will then be displayed in a table, with columns showing the information entered in the form, as well as which user created the action and who updated the schedule and when.

    From `View details` you can edit and delete the scheduled action.

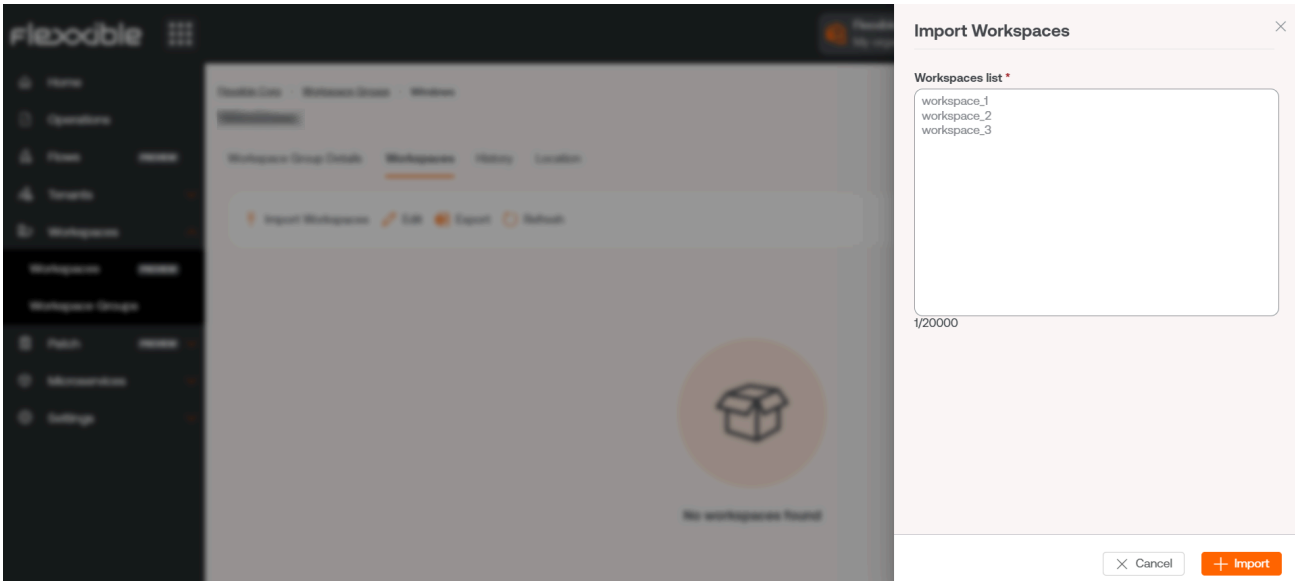
Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Syncs**: this tab is only visible when the group is of the Entra ID type. Displays a table with details of the performed syncs.

Add devices to the static Workspaces Group

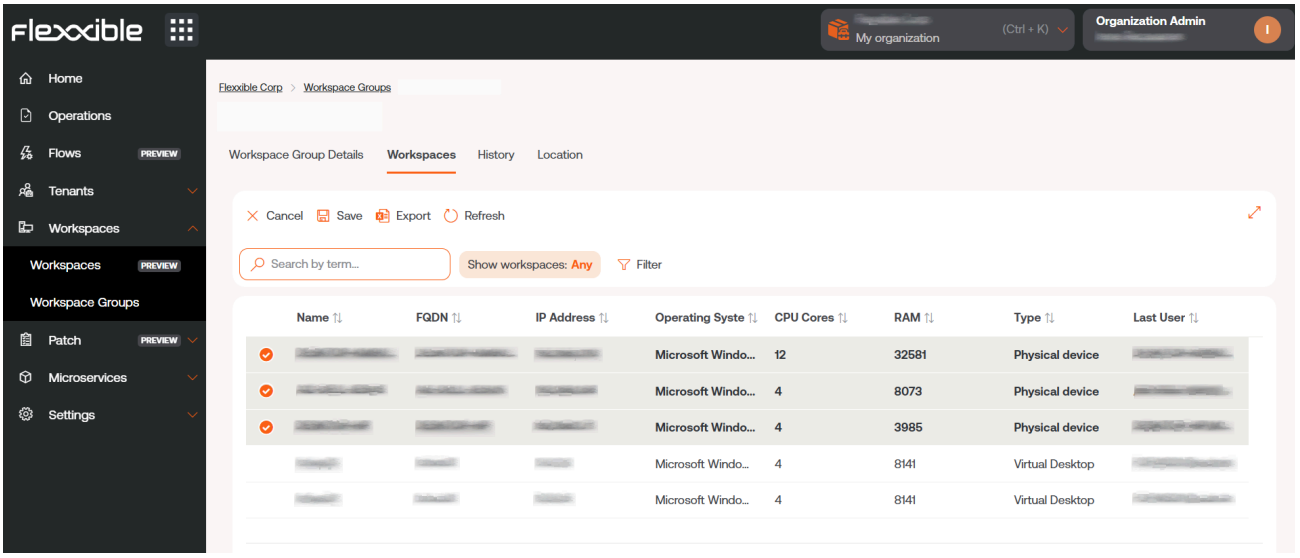
There are two ways to add devices to a Static Workspaces Group from Portal:

1. In the groups table, click on `Detail View` of the desired group -> `Workspaces` -> `Import devices`. A form opens that allows importing up to 20,000 workspaces.



2. In the groups table, click on `Detail View` of the desired group -> `Workspaces` -> `Edit`. Next, select the devices you want to add. Those marked with an orange dot are added to the group and those not marked are removed. In both cases, click on `Save` to keep the changes.

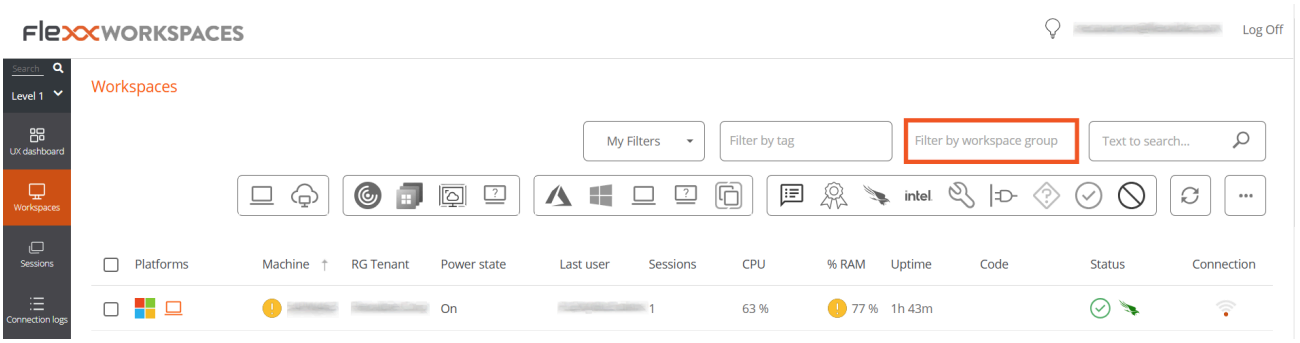
Copyright © 2024 Flexxible. Todos los derechos reservados.



How to manage a Workspaces Group from Workspaces

Once the group is defined, it can be managed within the `Workspaces` module.

1. Access `Workspaces` in the left side menu of the `Workspaces` module.
2. Filter the device list by Workspaces Groups.



3. Choose the Workspaces Group on which you want to perform actions. 4. Use the multiple options offered by the `Workspaces` module.

> **INFO**
>
> For more information about `Workspaces Groups`, please refer to their documentation.

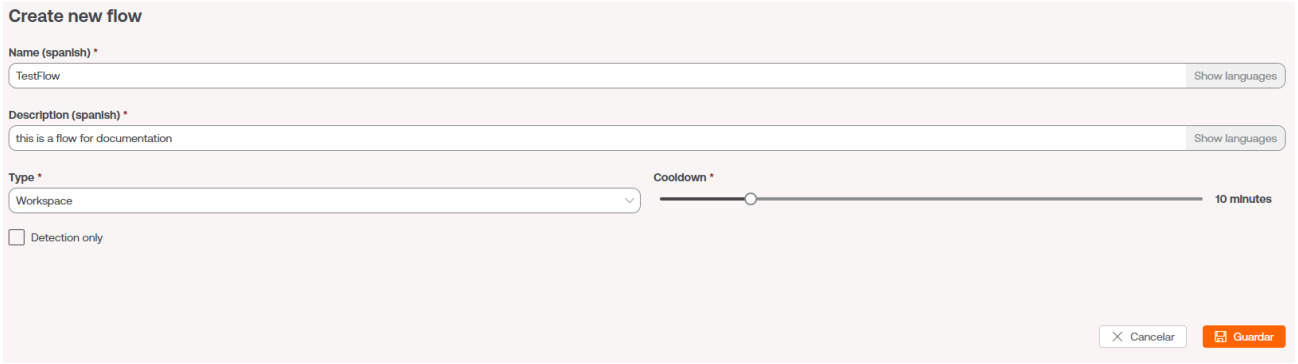
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Guides and tutorials / Scheduled Microservice Execution

Microservices allow actions (queries or corrections) on devices. They can be executed directly, from the `Workspaces` module, or scheduled through `Flows`, which allow conditional microservices execution.

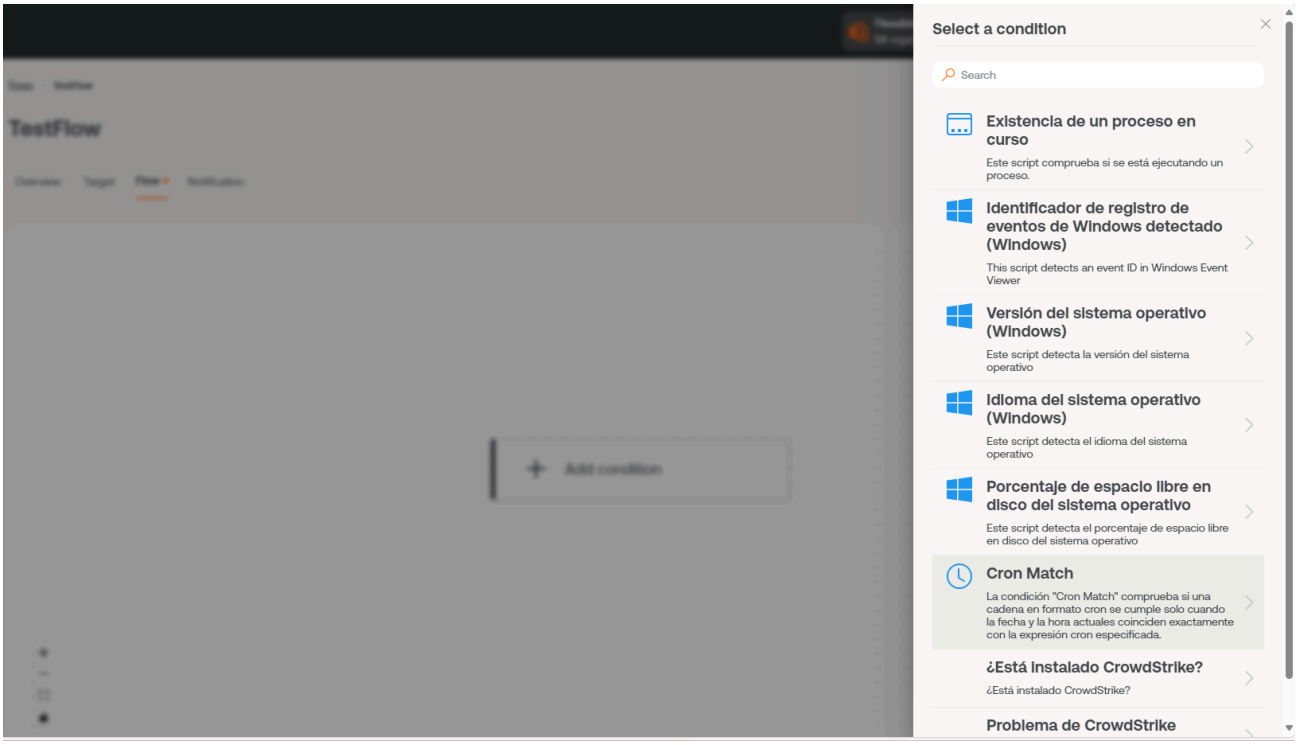
How to schedule the execution of a microservice

1. Click on the `Flows` option in the left menu of Portal.
2. Click on `+ New` to create a new flow. Or select an existing flow if you want to modify it.
3. Fill in the fields. Choose whether the flow will be executed at the operating system level or at the user session level.
4. Once the fields are filled in, click on `Save`.



5. In the flow list view, select the flow you just created.
6. Click on the `Flow` tab.
7. In the panel, click on the `Edit` button located on the right.
8. To add the first condition, go to the `+` symbol and click on `Add condition`. A panel with all available conditions will appear on the right side of the screen. Select `Cron Match`.

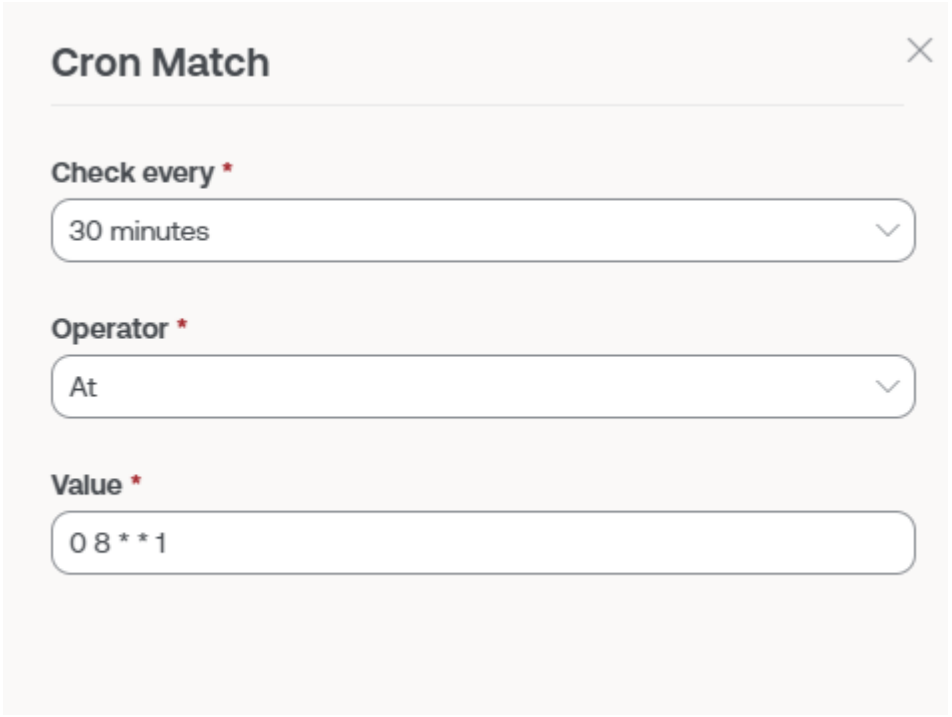
Copyright © 2024 Flexxible. Todos los derechos reservados.



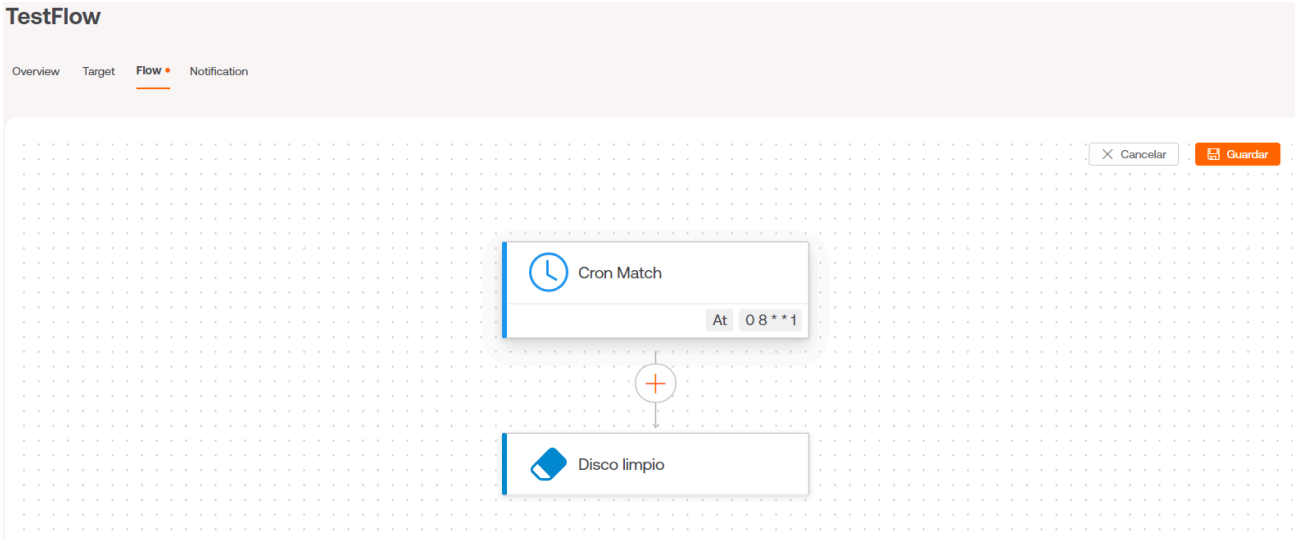
9. Add the condition check fields: `Check every`, `Operator` and `Value`, the latter in "cron" programming syntax. Note that the times are defined in Coordinated Universal Time (UTC).
10. Click on `Save` at the bottom of the panel. In this example, the condition is checked every half hour and the "cron" condition is "every Monday at eight in the morning".

There are many references available to check "cron" scheduling syntax. For example: crontab.guru

Copyright © 2024 Flexxible. Todos los derechos reservados.



11. Click on the `+` symbol located below the condition and select `Add action` to add the microservice to be scheduled. At this point, additional conditions can be added if needed.
12. Select the microservice you want to schedule. In this example, “Clean Disk”. Click on the `Save` button in the upper right corner.



In this example, the disk cleaning microservice has been scheduled to be executed every Monday at eight in the morning.

Copyright © 2024 Flexxible. Todos los derechos reservados.

To activate the periodic execution of this microservice on devices, it is also necessary to configure the `Destination` of the flow, including the report groups, devices or groups of devices where execution is required.

There is also the option to notify users about the execution of the flow. To do this, you need to enable the option and fill in the `Initial text`, `Success text`, and `Error text` fields.

> **INFO**
>
> For more information on `Flows`, please refer to their documentation.

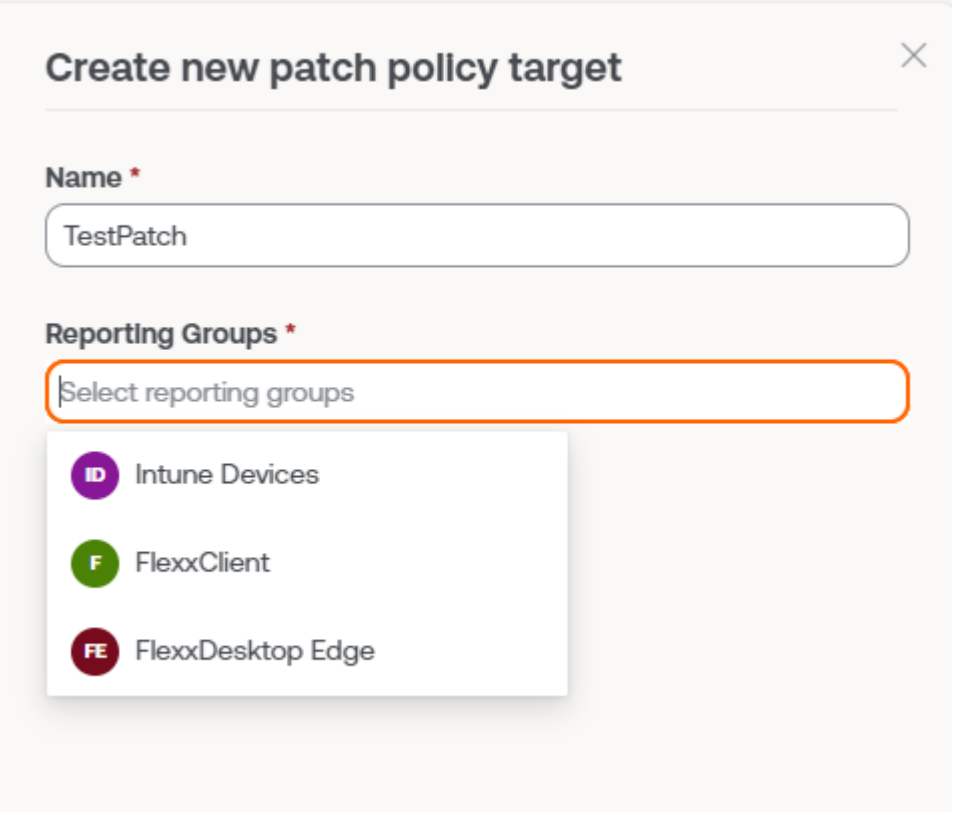
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Guides and tutorials / Patch policy

The patch policy indicates how the operating system patching of a set of devices belonging to a report group will be managed. Therefore, patching is not done on devices individually.

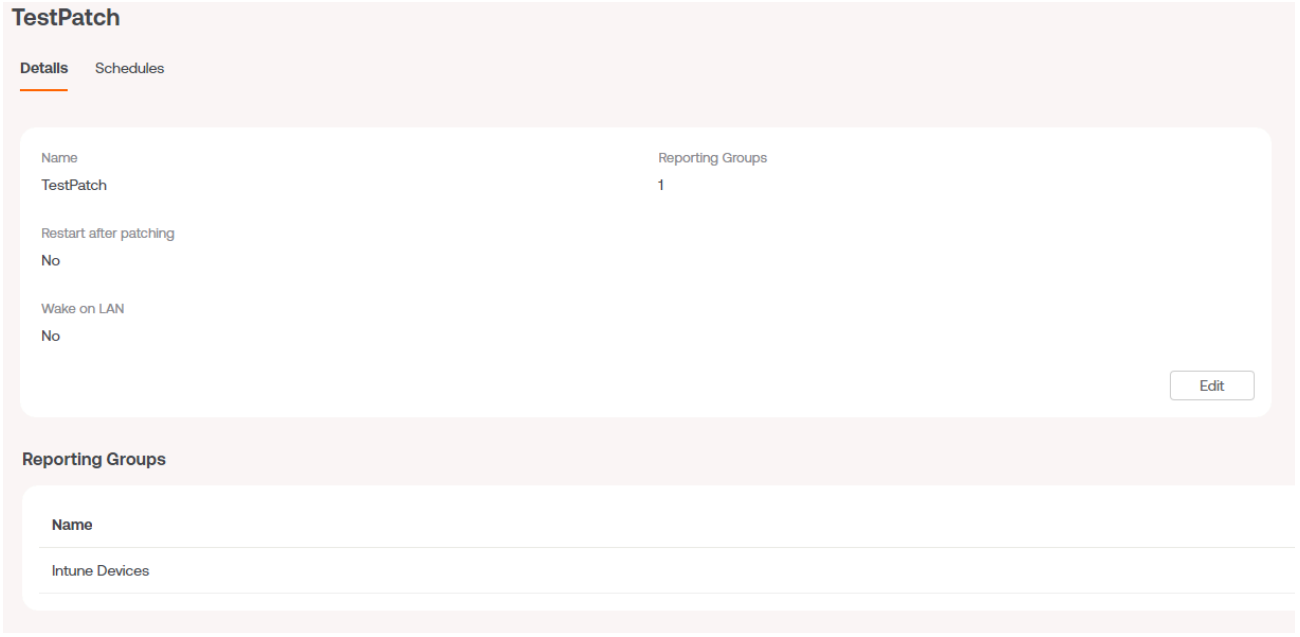
How to define the patch policy

1. In the Portal menu, select the `Updates` -> `Recipients` option.
2. Create a new recipient by clicking on the `+ New` button (or select one from the list if you want to modify it). Give it a name and optionally select the report group to which this policy will apply.

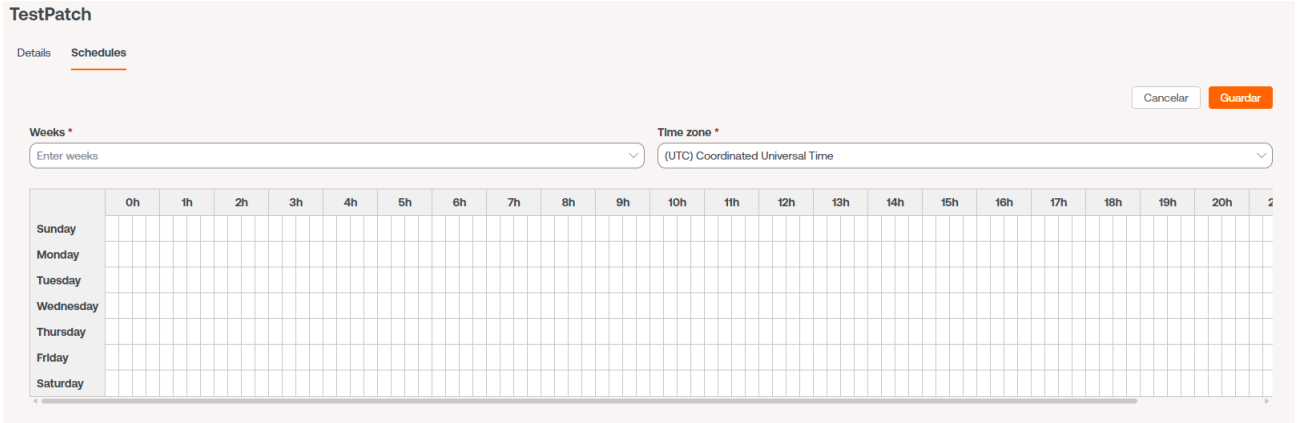


3. Click on the `Save` button.
4. The information of the new policy will appear on the screen.

Copyright © 2024 Flexxible. Todos los derechos reservados.



5. To change the behavior of the policy, you can use the `Edit` button, which allows you to:
    - Change the name of the policy.
    - Change the report groups to which the policy applies.
    - Select if the devices will restart or wake up via the network (`Wake on LAN`) after applying updates.
6. To change the scheduling of the patch policy application, go to the `Scheduling` tab -> `Edit`.



> **INFO**
>
> For more information about `Updates`, please refer to their documentation.

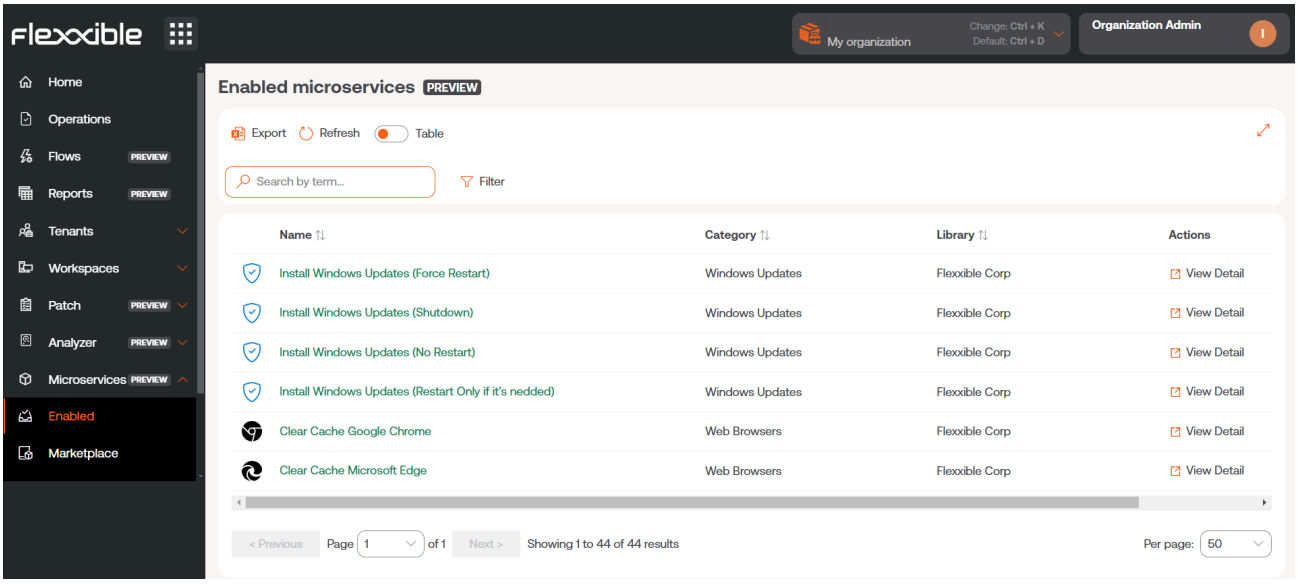
Copyright © 2024 Flexxible. Todos los derechos reservados.

Portal / Guides and tutorials / Enable a microservice for the end user

Microservices allow actions (queries or corrections) to be performed on devices, giving the end-user the ability to run them on-demand.

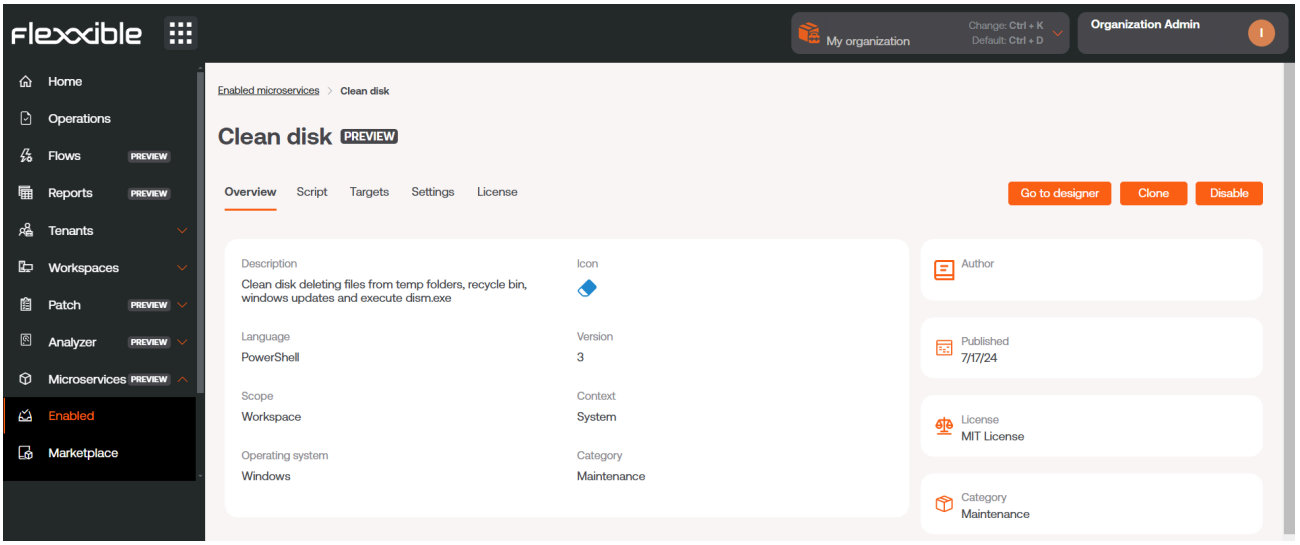
How to enable a microservice for the end-user

1. Access the `Microservices` -> `Enabled` menu within the Flexxible Portal (microservices can be organized either in blocks or lists).

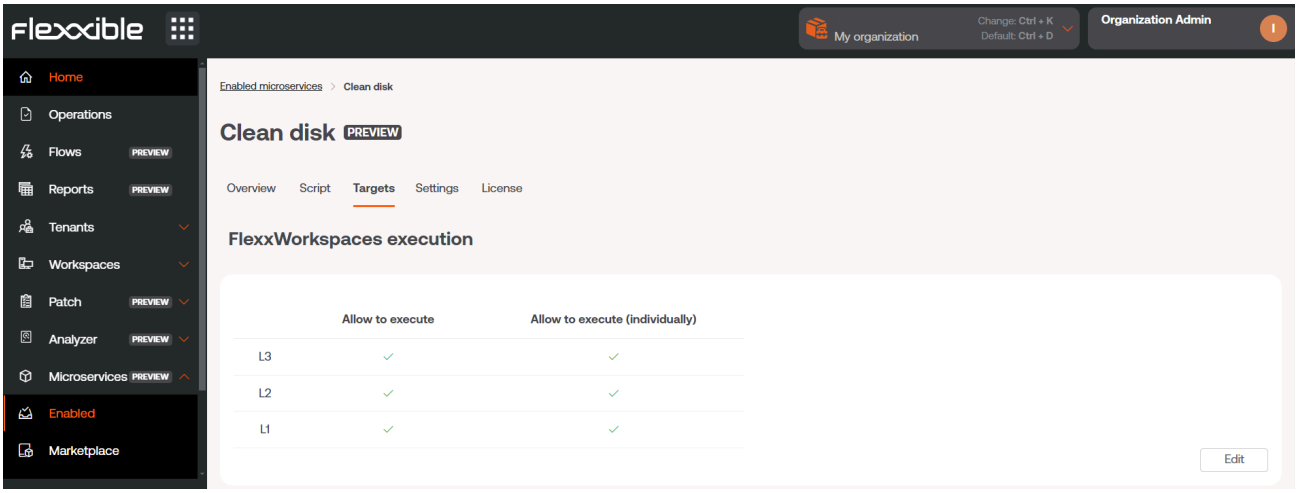


2. Select the microservice you want to enable by clicking on its name (if organized in blocks) or on the `See details` link (if organized in lists). Next, the microservice details will appear (in the example, “Clean Disk”).

Copyright © 2024 Flexxible. Todos los derechos reservados.

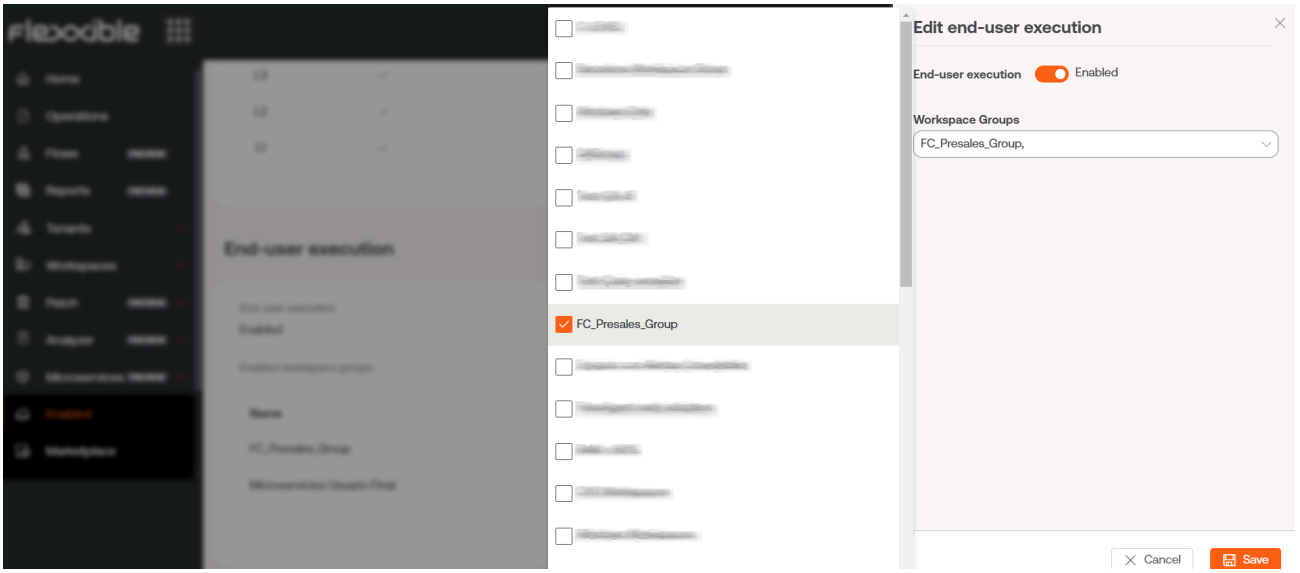


3. Select the `Recipients` tab, which shows the execution permissions and recipients of this microservice.



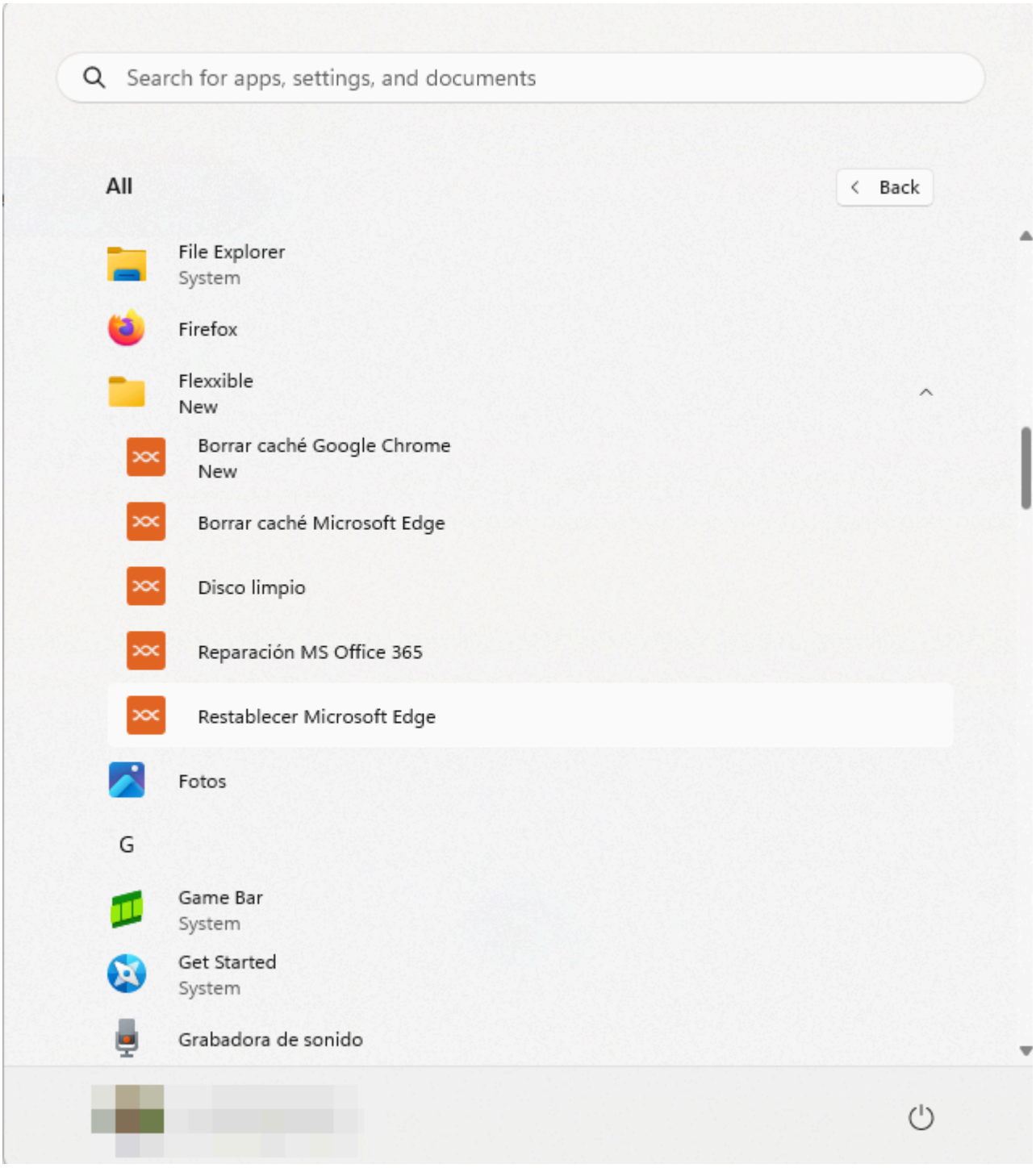
4. Click on the `Edit` button in the bottom right corner, within the `User Execution` section. A modal window with the configuration option will appear.

Copyright © 2024 Flexxible. Todos los derechos reservados.



5. In the panel, enable the execution of the microservice by the end-user and select one or more `Workspace Groups` where this option will be valid. Once selected, click `Save`.
6. In the following minutes, the new microservice will appear as a new operating system option within the `Flexxible` folder in the start menu.

Copyright © 2024 Flexxible. Todos los derechos reservados.



INFO

For more information about `Microservices`, please refer to their documentation.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces

Workspaces is a unified support delivery and RMM solution, where different tools for monitoring, managing, and automating devices converge, as well as tools for interacting with users. Access can be segmented into levels, which ensures the delivery of appropriate tools to each technical or support team through role assignment.

Workspaces is ready to manage user sessions from any technology. FlexxAgent can identify the virtualization and brokering technologies used in each session.

Interface and Access Segmentation

The functionalities available in Workspaces are segmented into two levels, so access to them is granted through roles. Clicking on any level expands the menu options to access specific features.

Level 1

It gathers the tools for the teams that have the most direct contact with end users. Includes views of Dashboard UX, Workspaces, Sessions, Connections Logs, Jobs, Alerts, and Profile Storage. Functionalities available at this level:

- UX Panel
- Workspaces
- Sessions
- Connection log
- Jobs
- Alerts
- Profile Storage

Level 2

Copyright © 2024 Flexxible. Todos los derechos reservados.

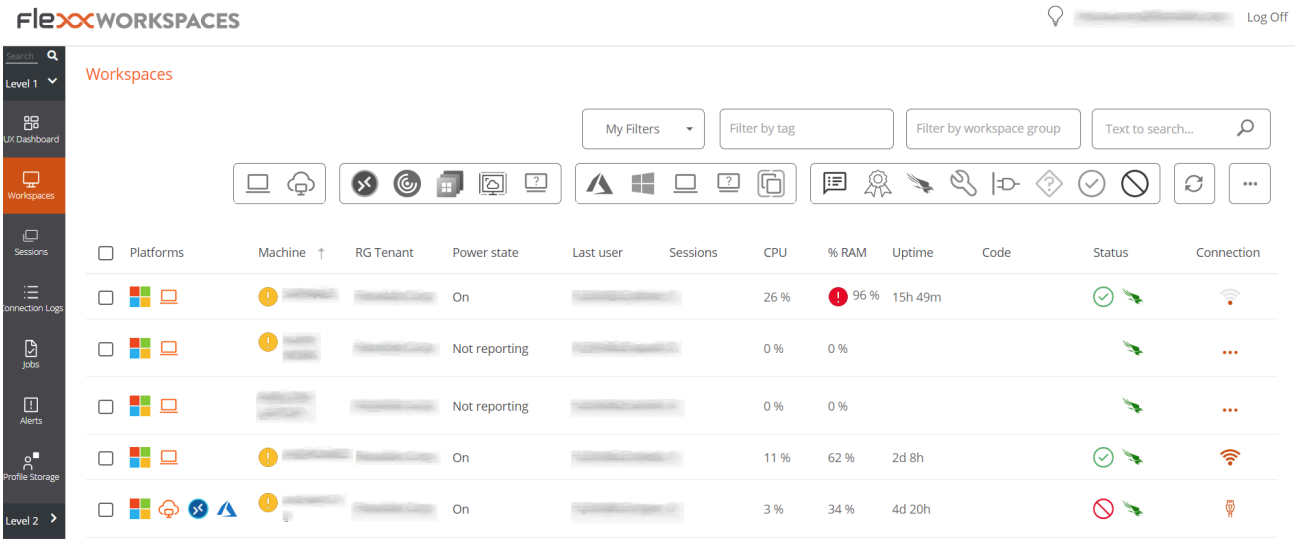
Offers tools that enable more detailed diagnostics, such as monitoring, event log filtering, server management, and more. Functionalities available at this level:

- Alert notification profiles
- Alert subscriptions
- Event log
- Notifications
- Servers
- Locations
- Networks
- Wireless networks

List Views

List views allow you to filter and select items in the `Workspaces` and `Sessions` sections, to get lists such as devices with a certain amount of uptime, with pending reboots for updates, or that have not been used for a certain period of time, among others.

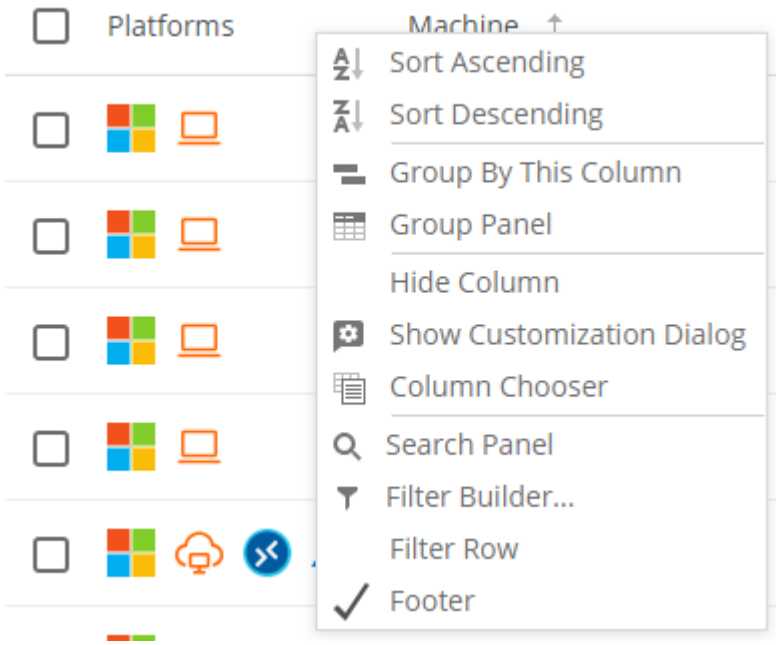
From the results, the listings can be used to perform specific tasks, such as running microservices, power actions, remote user assistance, and more.



In addition to filtering, list views also offer other options, such as exporting the listings and saving the applied filters as user filters.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Filtering Options



Grouping and filtering options are also available in the tables; with a right-click on the column header, you can see the options to sort the list:

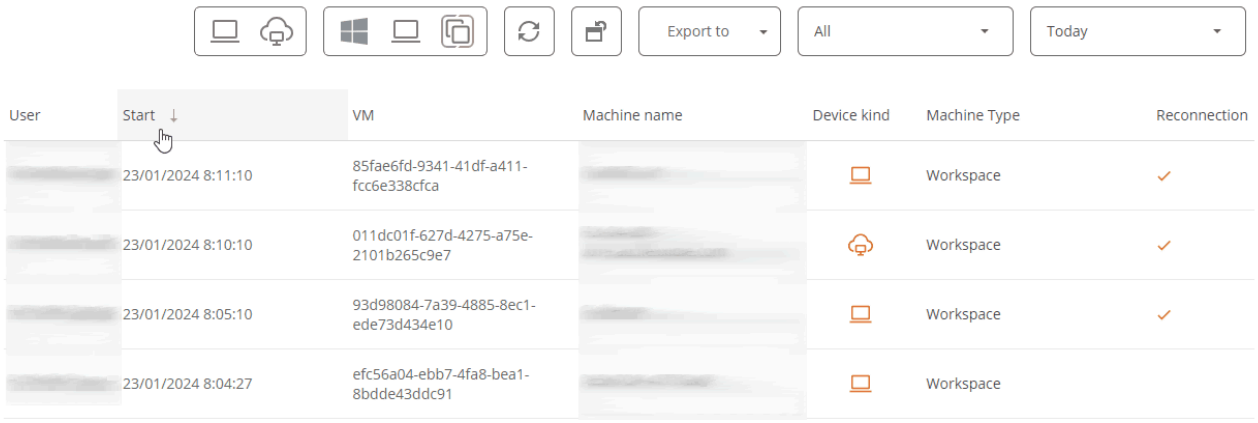
- Sort and group by data.
- Hide columns or add others.
- Search all column values.
- Create a column filter or perform conditional searches using logical functions through `Filter builder`.

Workspaces offers multiple tools in list views to filter, search, and group the contained information; these tools include:

- Column Sorting and Searching
- Grouping by Column
- - Column chooser
- Filter builder
- Filter management
- Available operations
- Detail views

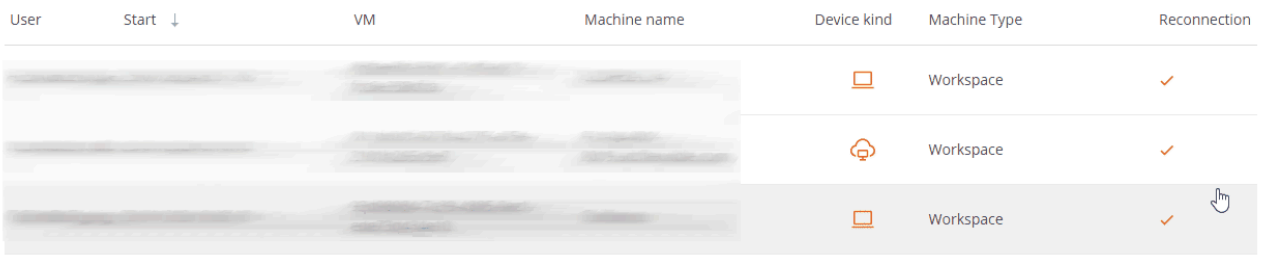
Copyright © 2024 Flexxible. Todos los derechos reservados.

Column Sorting and Searching



By clicking on one of the column headers, you can sort the values; with a right-click, you can open the context menu and activate `Filter row` to filter the content of that column within the value options.

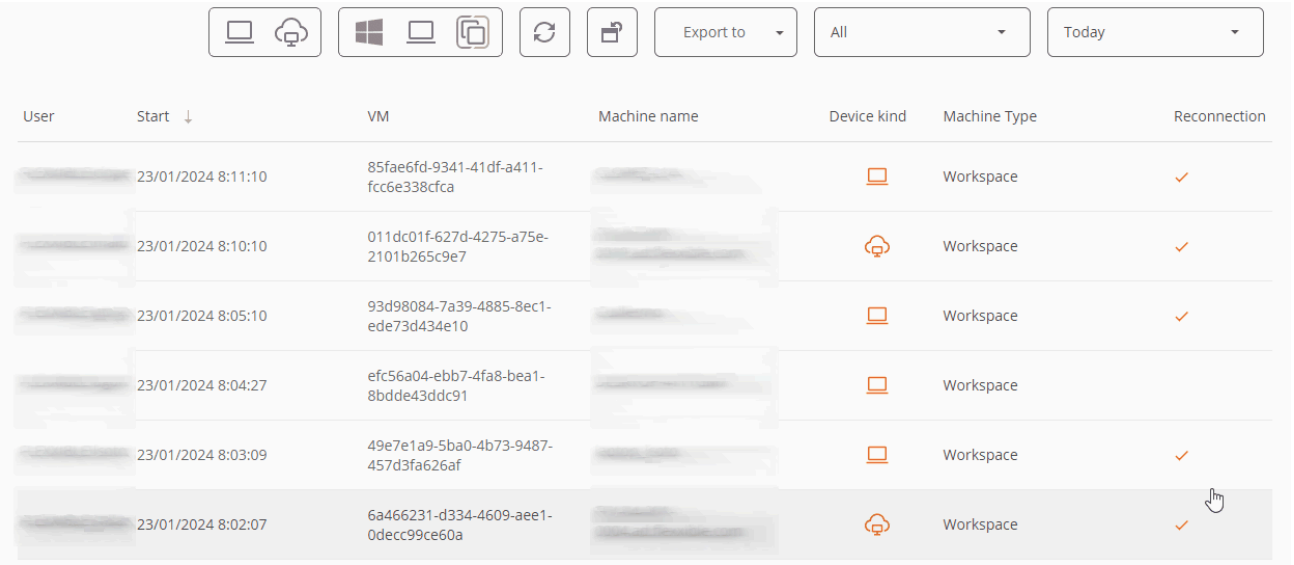
Grouping by Column



To group records based on the fields of a column, right-click on `Group by this column`. This will create a group of records for each value of the column field used.

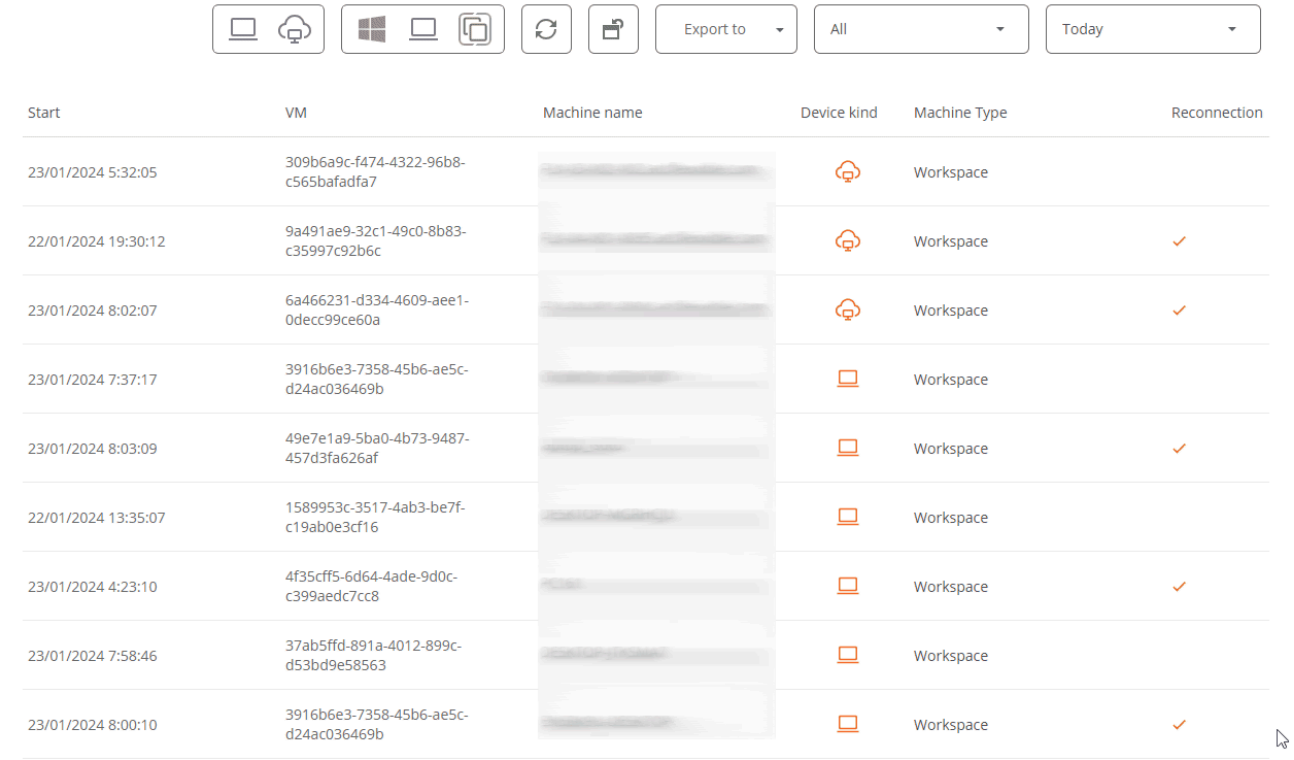
Column chooser

Copyright © 2024 Flexxible. Todos los derechos reservados.



By right-clicking on the header of any column, you can access the advanced menu and `Column chooser`. This option allows you to modify the columns displayed in the header, adding or removing column headers.

Filter builder



`Filter builder` allows you to construct filters by multiple criteria (inclusive and exclusive), analyze the content of fields, and nest queries.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Filter management

The `My Filters` button allows access:

- Default filters included by Workspaces
- User filters: filters saved by the user.
- User filter management options to save, modify, or delete.
- Opción de filtrado por unidad organizativa (OU)
- Opción de filtrado por sistema operativo (SO)
- Opción de filtrado por aplicación instalada

Below are the buttons that allow:

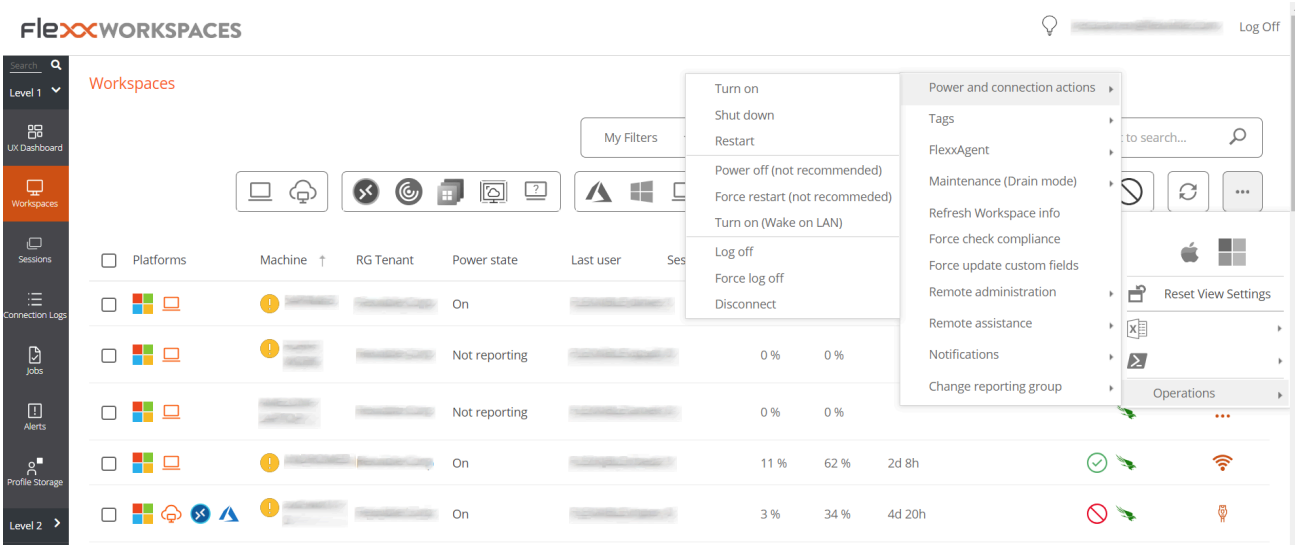
- Reset the default list view.
- Export the list: allows exporting the list with all details, in *.csv or *.xlsx format.
- Operations: centralizes various actions to facilitate device management.

Save a filter

If a user has applied one or more filters to the list of devices that Workspaces offers by default, and wishes to keep them for performing actions or returning to the new list later, they should click on the `My filters` -> `Save current filter` button and assign a name to the new filter. If no name is assigned, Workspaces will save the filter as `Entry 1`.

Available operations

Copyright © 2024 Flexxible. Todos los derechos reservados.



Depending on the list view from which the `Operations` button is activated, different actions will be accessed, such as shutting down the device, logging off the user, or sending a notification or remote support, among others.

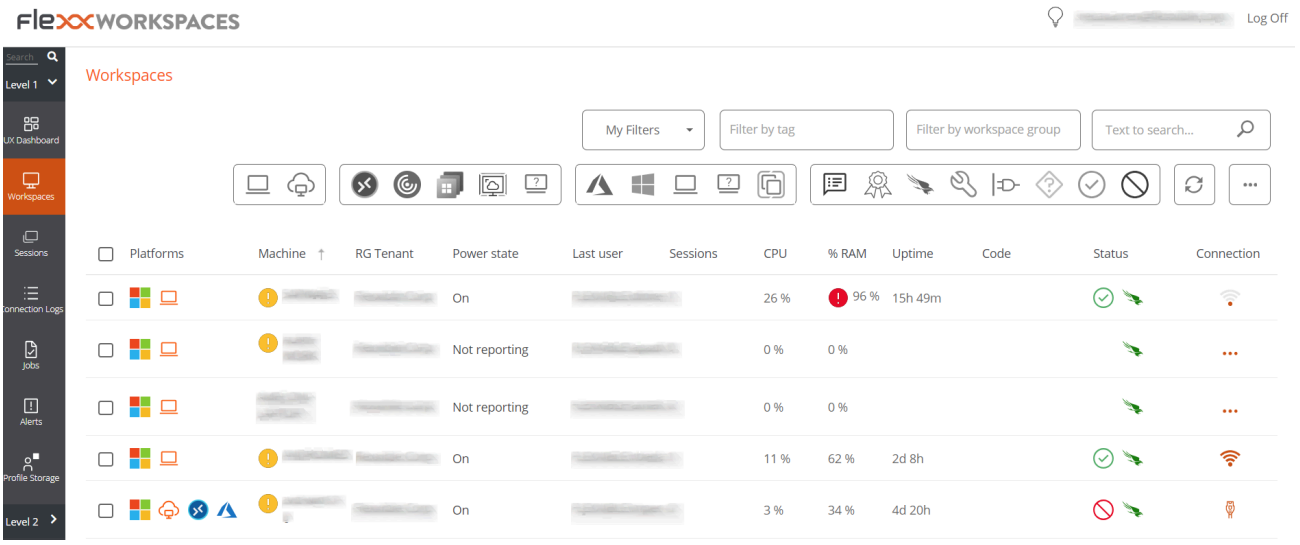
Next to the operations button is the button to run microservices on demand.

Detail Views

Clicking on an individual item from a list view will display detailed information. The data is organized into inventory information blocks at the top of the screen; at the bottom, the information is segmented into tabs to facilitate navigation.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1



It gathers the tools for the teams that have the most direct contact with end users. It includes views of Dashboard UX, Workspaces, Sessions, Connections Logs, Jobs, Alerts, and Profile Storage.

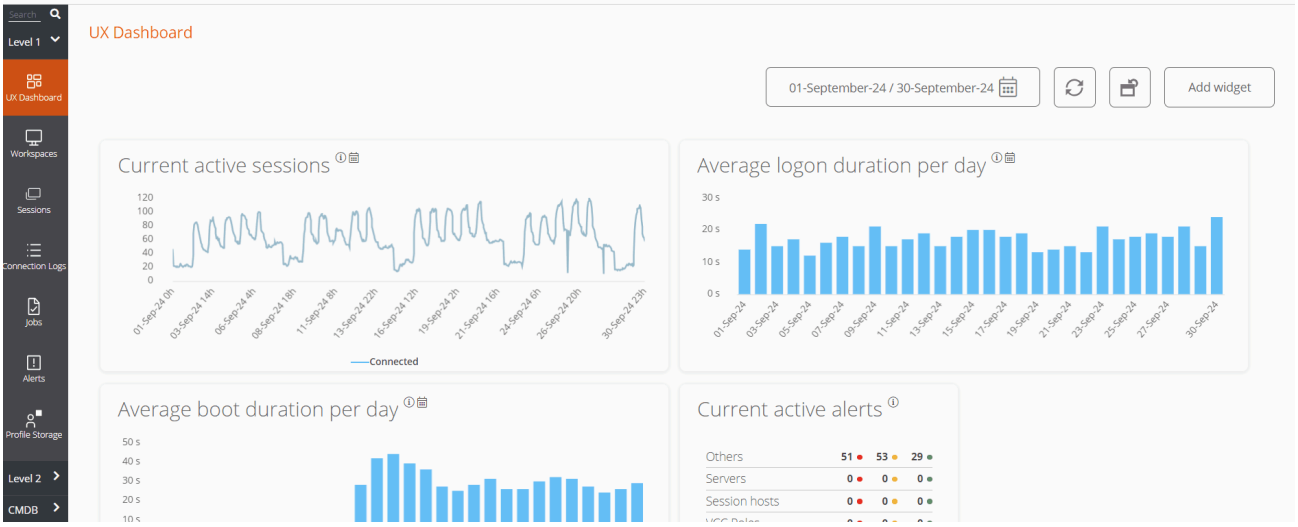
Functionalities available at this level:

- UX Dashboard
- Workspaces
- Sessions
- Connections Log
- Jobs
- Alerts
- Profile Storage

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / UX Panel

The Dashboard UX section allows you to graphically view the most relevant data of the environment, from inventory information, usage, locations, monitoring and much more.



The view is configurable and allows data segmentation by customer organization, date filtering, and selecting the widgets that will be part of the dashboard. The configuration of the widgets included in the dashboard, as well as their position and size, persists between user sessions, so this configuration only needs to be applied once.

Organization filtering

By default, the organization selector located at the top right of the screen has the 'All tenants' option enabled, allowing the aggregated information of all organizations the user has access to in Workspaces to be viewed. To view the data of only one organization, it must be selected.

> Note: this selector is only visible when the user has access to more than one organization.

Date filtering

The date selector button allows you to apply time filters to the dashboard data:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Predefined filters:
  - Today
  - Yesterday
  - Last 7 days
  - Last 30 days
  - This month
  - Last month
- Custom filters that allow selecting start and end date and time.

Widgets

The different information panels within the dashboard are called widgets, which can be repositioned, resized, or directly removed by clicking on the 'x' that appears when you hover over them.

Default widgets

The widgets offered by default in Workspaces are:

Current active sessions

Aggregated concurrent active user sessions on the platform over time. This widget displays data filtered according to the date selector.

Average boot duration per day

Organization average boot time (boot) of their devices. This widget displays data filtered according to the date selector.

Average logon duration per day

Organization average login time (login) of their users. This widget displays data filtered according to the date selector.

Maximum concurrent sessions

Copyright © 2024 Flexxible. Todos los derechos reservados.

Maximum number of simultaneous sessions on the platform during the last month, last week, and today (connected and disconnected users). This widget displays data for a specific time period. Therefore, it is not filtered by the date selector.

Active alerts

Summary of simultaneous active alerts related to different environment elements. Information alerts are shown in green, warnings in yellow, and critical alerts in red. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Inactive users (last seven days)

Users who have ever connected to a session but did not connect during the previous seven days. This widget displays data for a specific time period. Therefore, it is not filtered by the date selector.

Workspace by ISP

A view of the different internet service providers in use by the workspaces. Since these are real-time data, date filtering is omitted.

Workspace by country

A view of the different countries from which the workspaces connect. Since these are real-time data, date filtering is omitted.

Number of Workspaces per Operating system

This widget shows real-time data. Therefore, it is not filtered by the date selector.

FlexxAgent version analysis

An analysis of the different versions of FlexxAgent used by the organization and selected operating system, so there is a widget for each supported operating system. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Top 5 sessions by average duration by user

Top 5 average session duration by user on the platform over time. This widget displays data filtered according to the date selector.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Current sessions capacity

Displays information about the number of sessions that can connect according to the current load in AVD (Azure Virtual Desktop) environments.

- Number of session hosts: number of session hosts in the host pool.
- Users per host: number of users that accept each session host.
- Total sessions: number of maximum sessions according with the number of session hosts and the capacity of each one.
- Available: how many new sessions can connect
- Active: current number of active sessions
- Disconnected: current number of disconnected sessions
- Load: current load percentage of the session host according with the current usage and availability. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Top 10 workspaces by current total used bandwidth

Top 10 workspaces sorted by the currently used bandwidth in KB/s. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Current session host availability

Displays information about session host availability by host pool in AVD (Azure Virtual Desktop) environments.

- Session hosts: number of session hosts. -Available: how many session hosts are ready to accept new connections.
- %: percentage of session hosts that are available.
- Sessions not allowed: number of session hosts that are in drain mode and cannot accept new connections. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Top 10 current most loaded pooled session hosts

Top 10 current most loaded pooled session hosts in AVD (Azure Virtual Desktop) environments. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Average logon duration per pool/catalog

Average logon duration of users in the group (Azure Virtual Desktop) or catalog (Citrix environments). This widget displays data filtered according to the date selector.

Top 10 workspaces by current total sessions

Top 10 workspaces sorted by the current number of sessions. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Average logon duration per operating system

Average logon duration per operating system. This widget displays data filtered according to the date selector.

Top 10 recent alerts

Top 10 most recent alerts, sorted by severity. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Top 10 workspaces by current total RAM used

Top 10 workspaces sorted by the currently used RAM in GB. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Current AVD resources

The number of Workspaces, Host pools, and app groups created in Azure Virtual Desktop. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Disconnected Sessions

Aggregated concurrent disconnected user sessions on the platform over time. This widget displays data filtered according to the date selector.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces per broker

Number of workspaces by agent, grouped by broker. This widget shows real-time data. Therefore, it is not filtered by the date selector.

Workspace by city

A view of the different cities from which the workspaces connect. Since these are real-time data, date filtering is omitted.

Workspaces by wireless connection

A view of the different wireless connections in use by the workspaces. Since these are real-time data, date filtering is omitted.

Workspace by public ip address

A view of the different public IP addresses in use by the workspaces. Since these are real-time data, date filtering is omitted.

Workspaces per hypervisor

Number of Workspaces per hypervisor. This widget shows real-time data. Therefore, it is not filtered by the date selector.

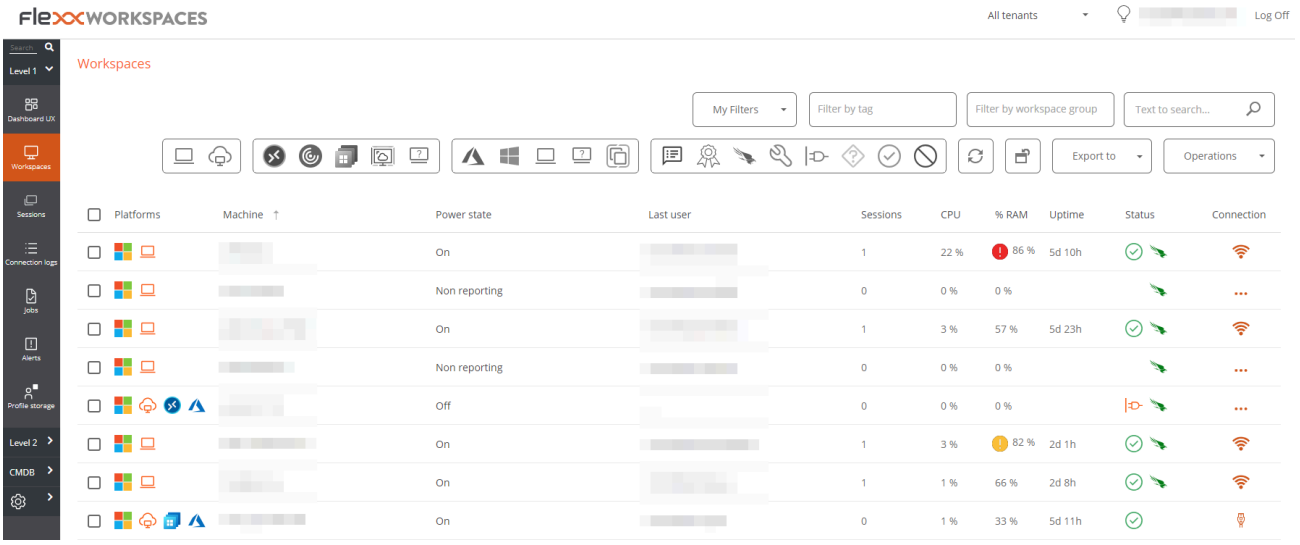
Workspaces by operating system and build number

A ranking of operating system and build number combinations sorted by number of workspaces using each one. This widget displays data filtered according to the date selector.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Workspaces View

The Workspaces list view allows access to the list of devices that make up the organization. From there you can organize, filter, search, and send operations to the devices.



Filtering

The information displayed on the screen can be customized by adding or removing columns of information using `Column chooser` and saving the filters used for future queries in the user profile.

Header filtering options

At the top of the screen, there are tools, icons for each attribute that allow you to filter the list based on the following criteria:

- Device technology filter:
  - Device kind: physical or virtual
  - Session broker used: Citrix, RDP or unknown
  - Hypervisor: Hyper-V, Nutanix, vSphere, physical or unknown
- Device state filter:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- The device has active notifications.
- The device is off.
- The device is in an unknown state for the broker.
- The device is in OK state.

Once a device is selected, or through multiple selections, the `Operations` button gives access to perform various tasks such as `Power and connection actions` or send `Notifications` to users. You can check the details of these functionalities in the section `Available actions`.

In `My filters` there are also additional filtering options that allow selecting devices according to the applications installed on them.

List filtering options

The filtering options for the list view are available at Opciones de filtrado del listado.

Filter management

Filters created through interface options can be saved as user filters. They are located along with the predefined filters in the My filters option

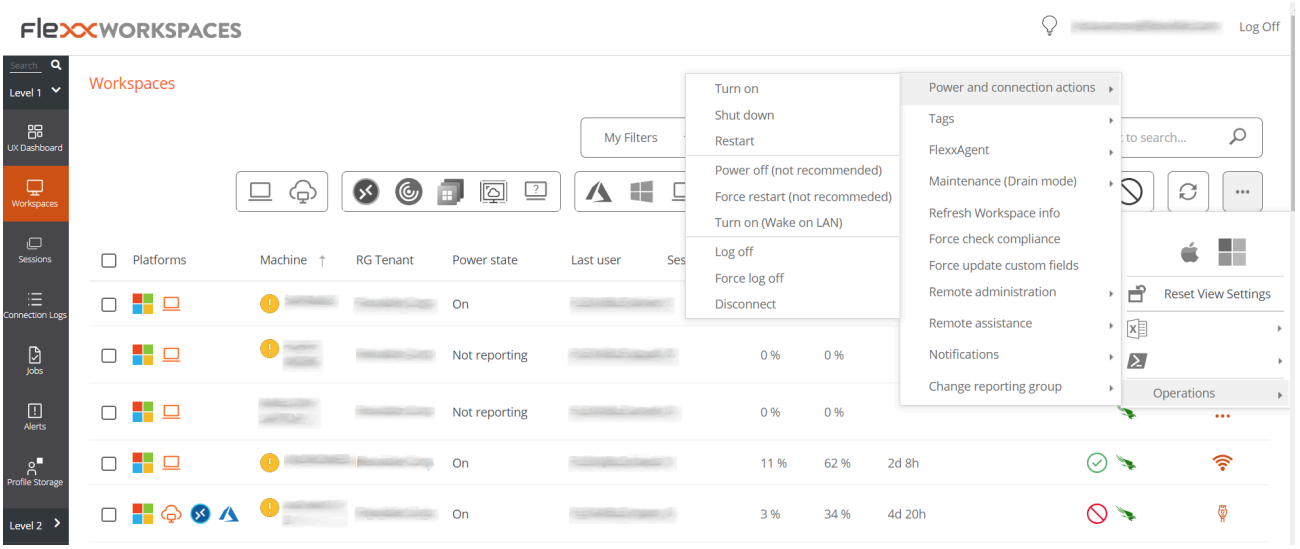
Microservices execution

From the `>-` button it is possible to execute any microservice enabled for the organization that has `System` as the configured context. This allows the execution of microservices with administrative permissions on the devices. The actions of enabling, creating, modifying, or deleting microservices are performed from the Portal.

Available operations

Depending on the view from which the `Operations` button is activated (list view or detail view), access to different actions will be granted.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Operations from the list view

From the Workspaces list view, the following operations can be performed on selected devices.

Power and connection actions

- Power on: only available for devices with an associated broker.
- Power off the device.
- Reboot the device.
- Force power off: only available for devices with an associated broker.
- Force reboot: only available for devices with an associated broker.
- Power on (Wake on LAN): only available for physical devices that are compatible and configured to support remote power on via Wake on LAN.
- Log off user.
- Force log off user.
- Disconnect user session.

Tags

Tags are keywords that can be assigned to one or more devices that share some common characteristic, in order to recognize and organize them for efficient management.

Copyright © 2024 Flexxible. Todos los derechos reservados.

To assign one or more tags, first select the devices you want and then, in `Operations`, click `Add`. From here, the available tags, if any, will be displayed so they can be associated with the device.

From `Edit` you can change the tag or assign another to the device. And `Delete` disassociates a tag from this.

The `Filter by tag` option in the top menu of the Workspaces list view allows filtering devices by tag name so that actions can be performed on them simultaneously.

FlexxAgent

Allows updating the agent on the selected devices to the latest version available.

Maintenance (drain mode)

Only available for devices with an associated broker, it allows configuring maintenance mode (Citrix) or Drain (AVD) mode, which inhibits the login for new users on the configured hosts.

Refresh Workspace info

Allows refreshing data for the selected virtual devices with the Citrix and/or Azure broker, easily updating the brokering information of the device, and is very helpful in diagnosing `Unavailable` or `Unregistered` states.

This operation does not act on physical devices. And it requires configuring a subscription to the broker from Workspaces.

Force compliance check

Forces regulatory compliance evaluation at the moment and allows evaluating compliance on the device after making the necessary corrections, without waiting for the refresh time configured in the regulatory settings.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Force update custom fields

Forces the retrieval of custom fields configured in settings. This option allows updating on demand, without waiting for the refresh configured in settings.

Remote Administration

Allows running the Microsoft remote connection, delivering an .rdp or .rdg file. This option is only available for environments connected to Azure Virtual Desktop subscriptions and with Workspace console deployment within the same subscription (also requires network level connectivity Workspace -> Session Hosts).

Remote Assistance

Allows launching remote assistance to users in interactive mode, which requires user consent to view and take control of their session; or execute unattended remote assistance desatendida, which allows administrative access to server or self-service type devices that do not necessarily have a user on the other side of the screen.

Machine type

Allows defining the device type for selected devices so they can be organized in different console views. Available options:

- **Workspace**: type of physical device used by a user. It is visible in the `Workspaces` section.
- **Workspace (AVD Session Host)**: type of virtual device hosted in Azure Virtual Desktop used by a user. It is visible in the `Workspaces` section.
- **Server**: type of physical or virtual device that serves multiple users within the organization or its infrastructure. It is visible in the `Servers` section.
- **Hidden**: allows hiding a device from all lists.

Notifications

Copyright © 2024 Flexxible. Todos los derechos reservados.

Allows sending notifications to selected devices. These can be pop-up notifications or those that reserve part of the screen.

Change reporting group

This option allows changing the selected devices' reporting group. When changing, the target reporting group configuration will be applied, which includes:

- Remote Assistance configuration
- Organization users with access and/or visibility
- Associated patching policy

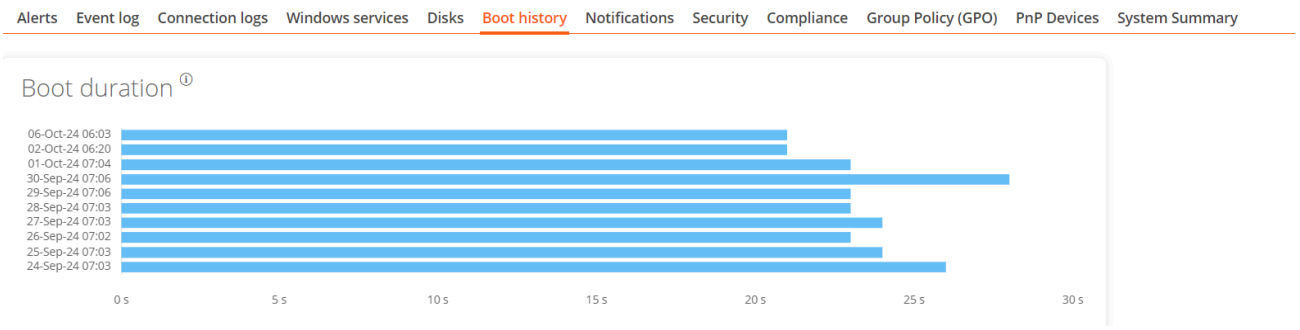
If the user changing the report group on the devices has access to more than one organization, they can also "move" the devices to a report group in another organization.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Workspaces / Detail view

Clicking on any record from the list of workspaces takes you to the device detail view. The interface is structured into four sections:

- Available actions at the top
- General information
- Extended information
- Specific information segmented into tabs at the bottom



Available actions

The detail view allows you to perform the same actions on the active device as in the list view, except for updating FlexxAgent, as well as other actions that are only available in this view.

Available actions:

- Microservices execution
- Perform actions included in the `Operations` button

Microservices execution

From the `>-` button it is possible to execute any microservice enabled for the organization that has `System` as the configured context. This allows the execution of microservices

Copyright © 2024 Flexxible. Todos los derechos reservados.

with administrative permissions on the devices. The actions of enabling, creating, modifying, or deleting microservices are performed from the Portal.

Operations

From the detail view of a device you can perform the same `Operations` as in the list view, as well as `Edit`, `Session Analyzer log tracking` and `OS Patching`.

Edit

This operation allows the user to assign an identification code to a workspace and/or a description.

The code allows associating the device with an inventory item. To edit it, click on `Operations` -> `Edit` -> `Code`.

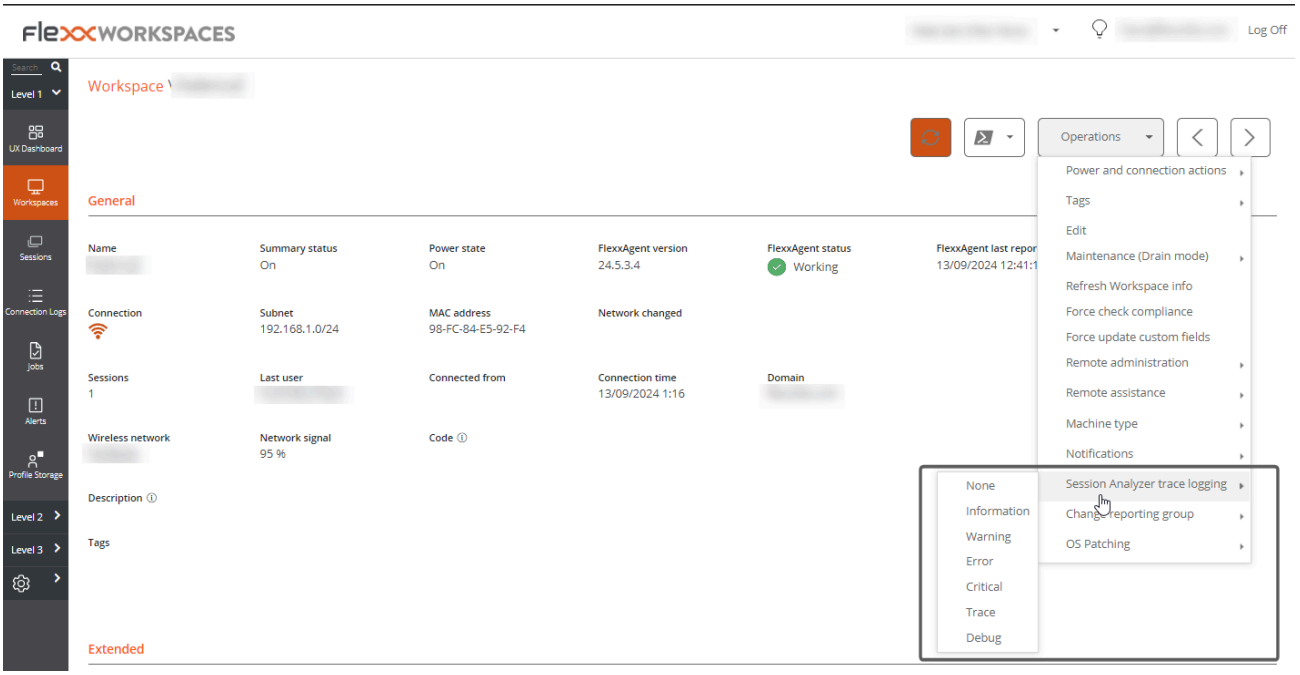
The `Description` field allows adding free text as a description or notes to the device.

When the code and/or description are defined, they will be visible in the general information block of the device, and it will be possible to filter by these fields in the list views.

Session Analyzer trace logging

FlexxAgent Analyzer logs can be configured to include or exclude information by criticality levels. From `Operations` -> `Session Analyzer trace logging` you can manage the log level change for FlexxAgent Analyzer.

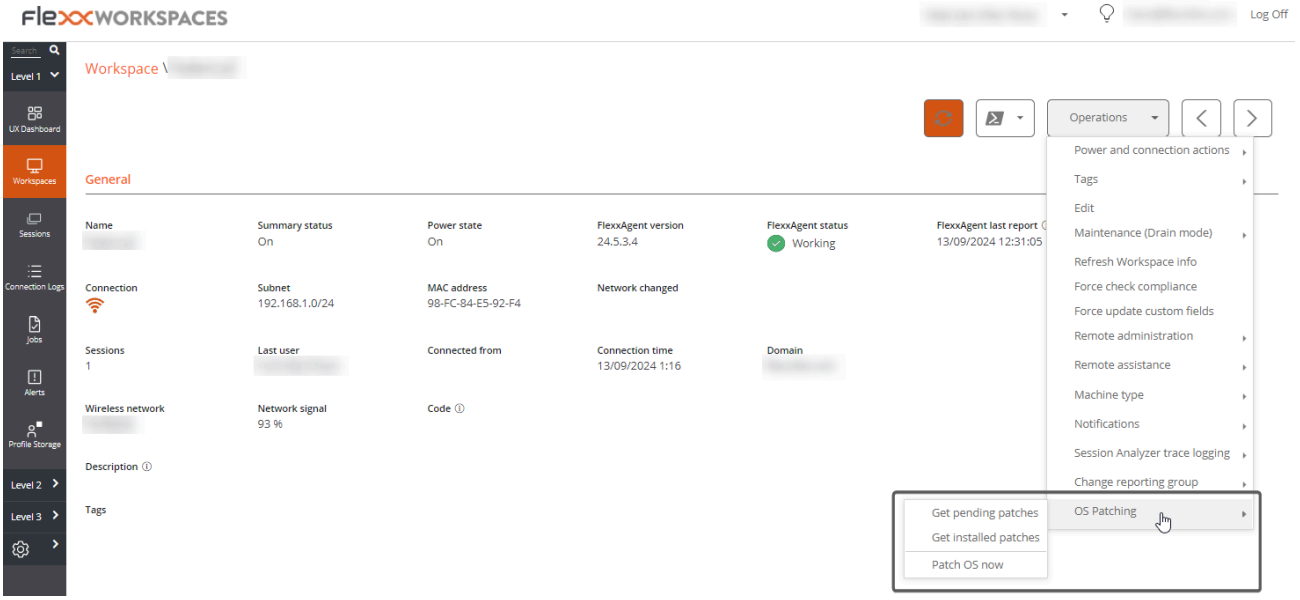
Copyright © 2024 Flexxible. Todos los derechos reservados.



These logs are stored in the directory `%LOCALAPPDATA%\FAAgent\Logs`.

OS Patching

This option allows managing the patching of the device that has Windows as the operating system.



Available options:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Get pending patches**: retrieves, in list format, the patches available for installation on the device.
- **Get installed patches**: retrieves, in list format, the patches installed on the device.
- **Patch now**: installs the pending patches on the device.

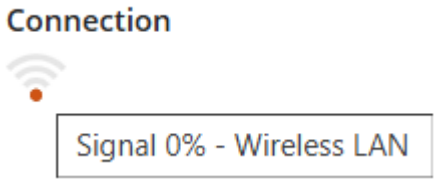
For all patches, `Id`, `Installation/publication date`, `Severity`, and the `Title or name` of the package are obtained.

General

The general information block of the device contains:

- **Name**: hostname of the device
- **Status**: power state (On - Off)
- **FlexxAgent Version**: FlexxClient version number
- **FlexxAgent Status**: FlexxAgent running state (Running - Stopped)
- **Last FlexxAgent Report**: date of the last report received from FlexxAgent on the device
- **Connection**: type of connection used by the device (Ethernet - Wireless LAN).

When the connection type is Wireless LAN, a message may appear indicating that the device has a 0% signal or that FlexxAgent may not be reporting. This occurs because the Windows location service is disabled on the device. Please check this link to learn how to enable it.



- **Subnet**: network addressing
- **MAC Address**: MAC identifier
- **Network Changes**: indicates if the device has recently changed its network configuration

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Number of sessions on the device**: number of user sessions established on the device in `Connected` or `Disconnected` state
- **Last User**: last user connected to the device in domain\account format
- **Connected from**: when the selected device is a VDI or similar, it shows the name of the endpoint from which the virtual device is accessed
- **Connection Time**: connection date
- **Domain**: domain to which the device belongs
- **OU**: organizational unit in the domain where the device's account resides

Extended

The extended information block of the device contains:

- **RAM**: total amount of RAM
- **Cores**: number of processor cores
- **IP Address**: IP address of the device
- **OS**: operating system
- **Operating system**: operating system version
- **OS Build**: operating system build number
- **Uptime**: time the workspace has been running since the last start or restart. Es importante tener en cuenta que si el inicio rápido (fastboot) está habilitado, el workspace solo está apagado cuando se reinicia.
- **Idle Time**: the time elapsed since the last input event was received in the user session. Shows 0 if the user is actively using any input device connected to the workspace.
- **Last Windows Update**: last patch application date
- **Duración del último arranque**: duración del arranque (boot) del último inicio
- **Pending reboot**: determines if the device has a pending reboot to apply updates.
- **Google Chrome Version**: Google Chrome build number, if installed.
- **Microsoft Edge Version**: Microsoft Edge build number, if installed.

Tabs

Copyright © 2024 Flexxible. Todos los derechos reservados.

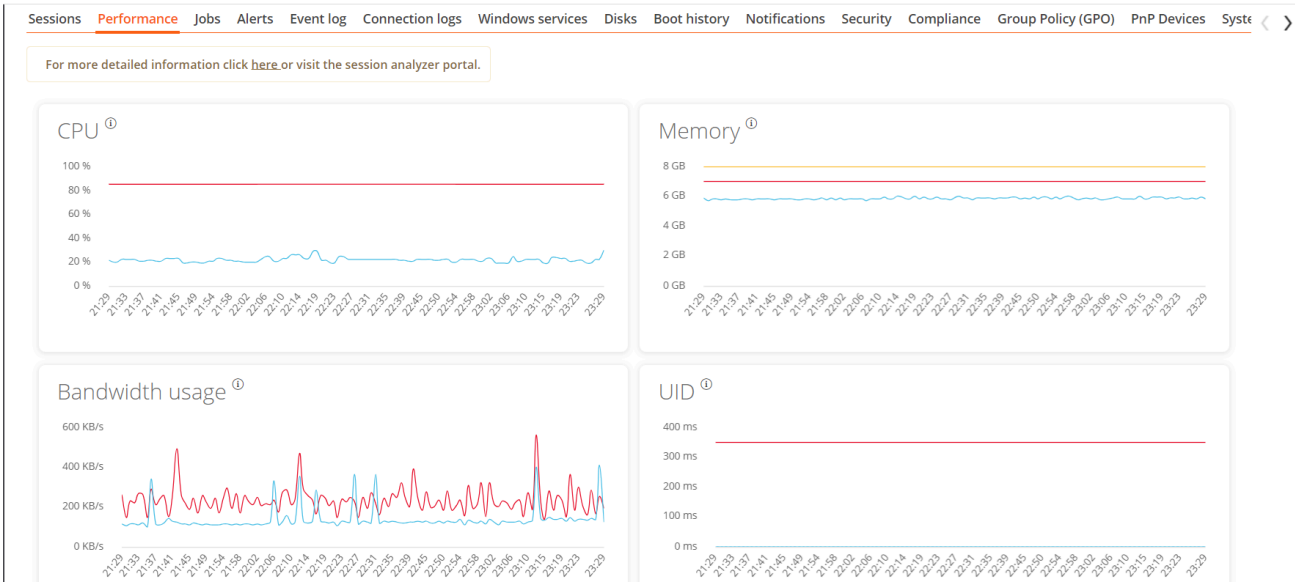
The tabs at the bottom show grouped specific information. The following are included:

Sessions

This tab offers a list view for the user sessions established on the device. They can be active or inactive (user disconnected).

Performance

This tab groups graphs of the main performance counters for the last two hours.



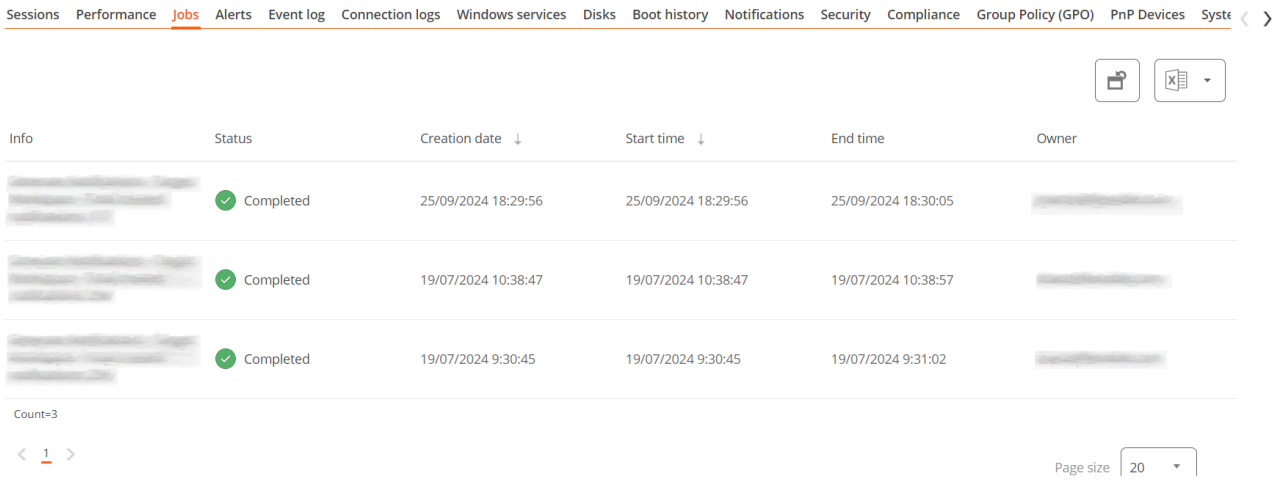
The following graphs are included:

- **CPU**: processor usage percentage
- **Memory**: amount of memory used and available
- **Bandwidth Usage**: amount of incoming and outgoing traffic
- **UID**: user input delay. Refers to the time lapse between the moment a user performs an action, such as clicking a mouse button or pressing a key, and the moment the corresponding response is displayed on the screen or executed.
- **Connection Signal**: signal reception percentage when the device connects via a wireless method.

Copyright © 2024 Flexxible. Todos los derechos reservados.

At the top of the tab, a link allows direct access to the diagnostic view for the active device in Analyzer.

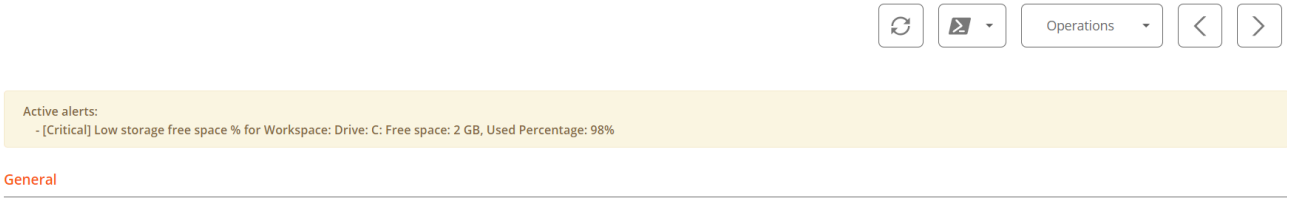
Jobs



All actions performed from Workspaces on one or more devices are audited in the job queue. This tab allows you to check the jobs performed for the active device without having to go to the jobs section.

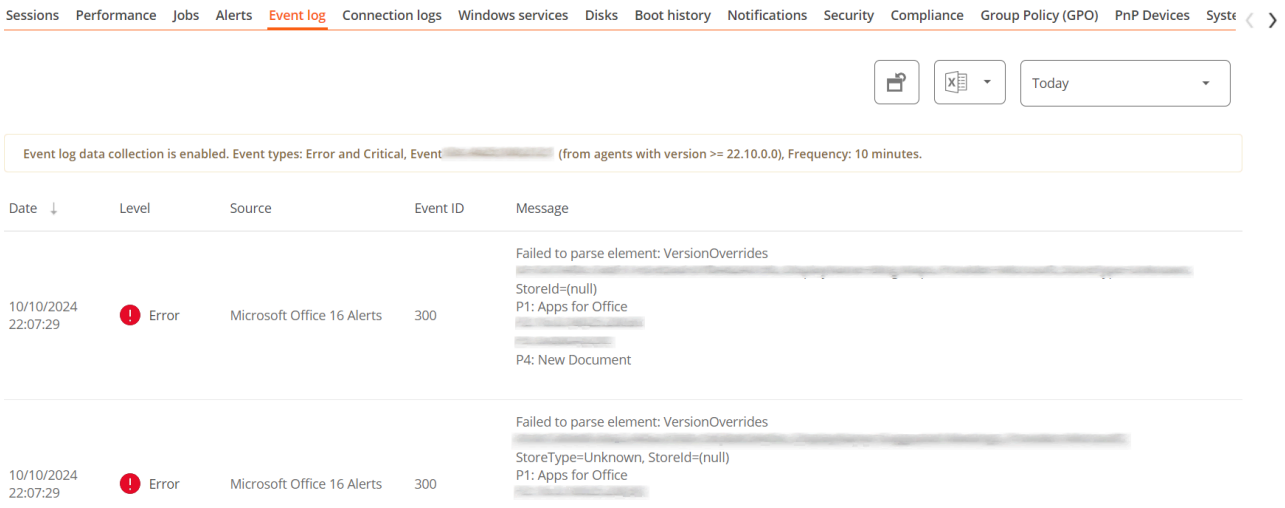
Alerting

This tab shows a list of all active alerts, if any, for the active device. When a device has an active alert, a message is also displayed at the top of the screen.



Events Log

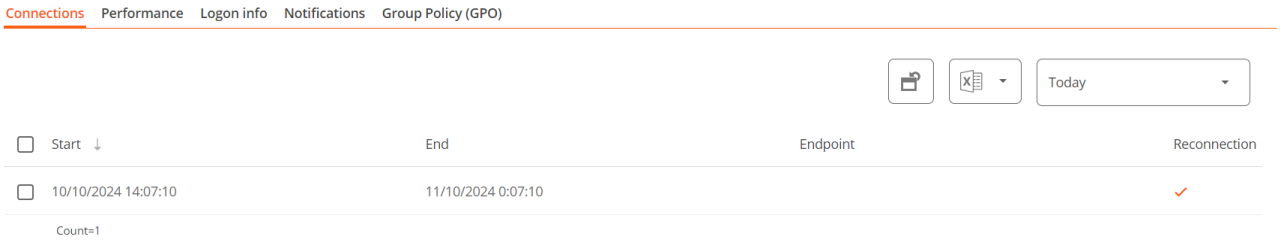
Copyright © 2024 Flexxible. Todos los derechos reservados.



This tab presents information about the log events on the device. By default, it filters errors and only shows those with severity `Error` or `Critical`. They are retrieved from the device at 10-minute intervals.

Using the options available in the configuration, it is possible to modify the sampling time or include specific events by their ID.

Connection log

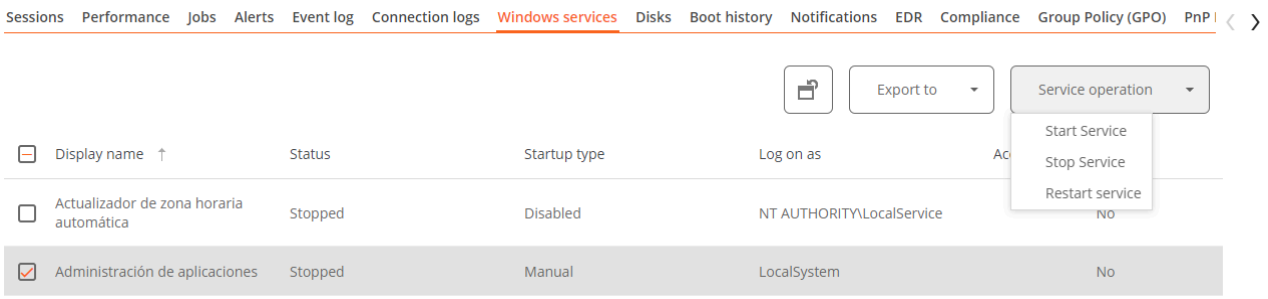


This tab contains information about the connections to the device, meaning each time a user starts or reconnects a disconnected session.

> **INFO**
>
> The session end date is only reported for disconnected or closed sessions; while the session remains active, the session end date will remain empty.

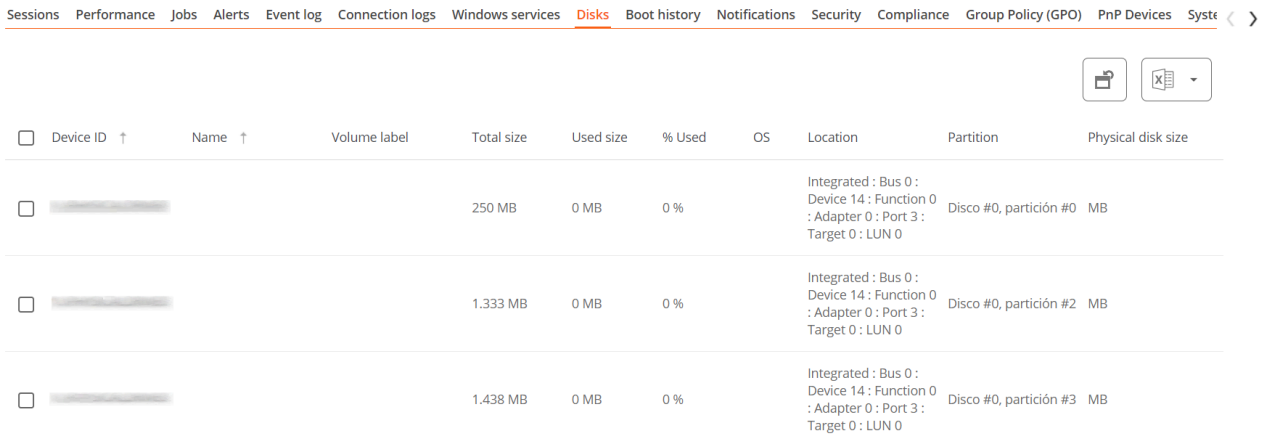
Windows services

Copyright © 2024 Flexxible. Todos los derechos reservados.



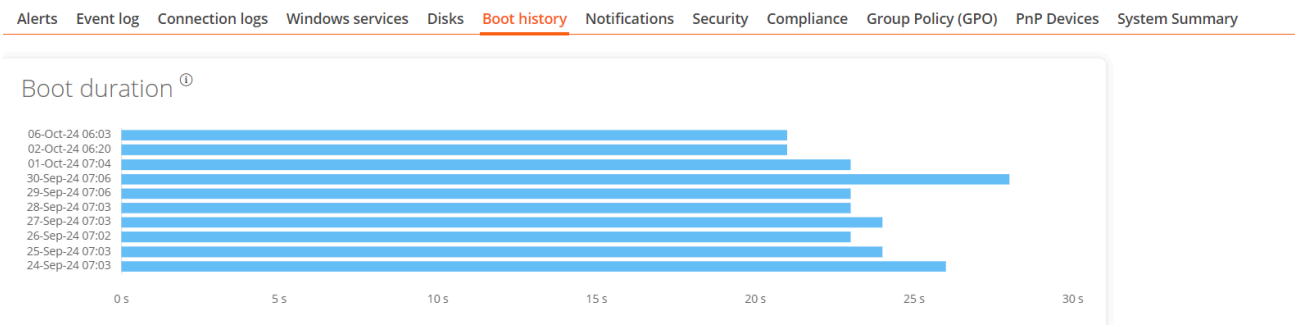
This tab allows viewing the status of the services and performing operations to start, restart, or stop Windows services.

Disks



This tab offers a list view of all the partitions present on all disks identified in the system, as well as statistics on their capacity and occupation levels.

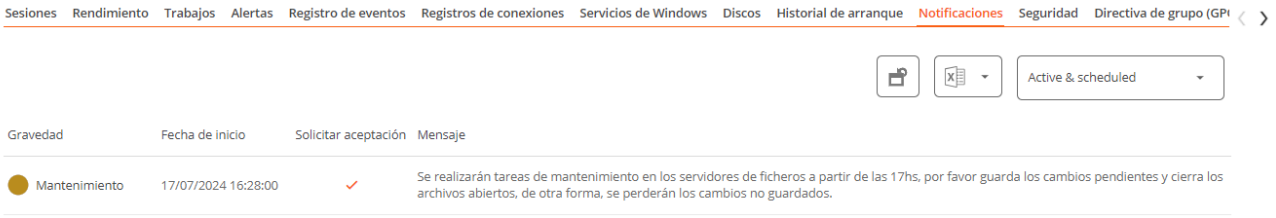
Boot history



Copyright © 2024 Flexxible. Todos los derechos reservados.

Esta pestaña permite ver una gráfica de registros históricos del tiempo ocupado en el arranque (boot) del dispositivo.

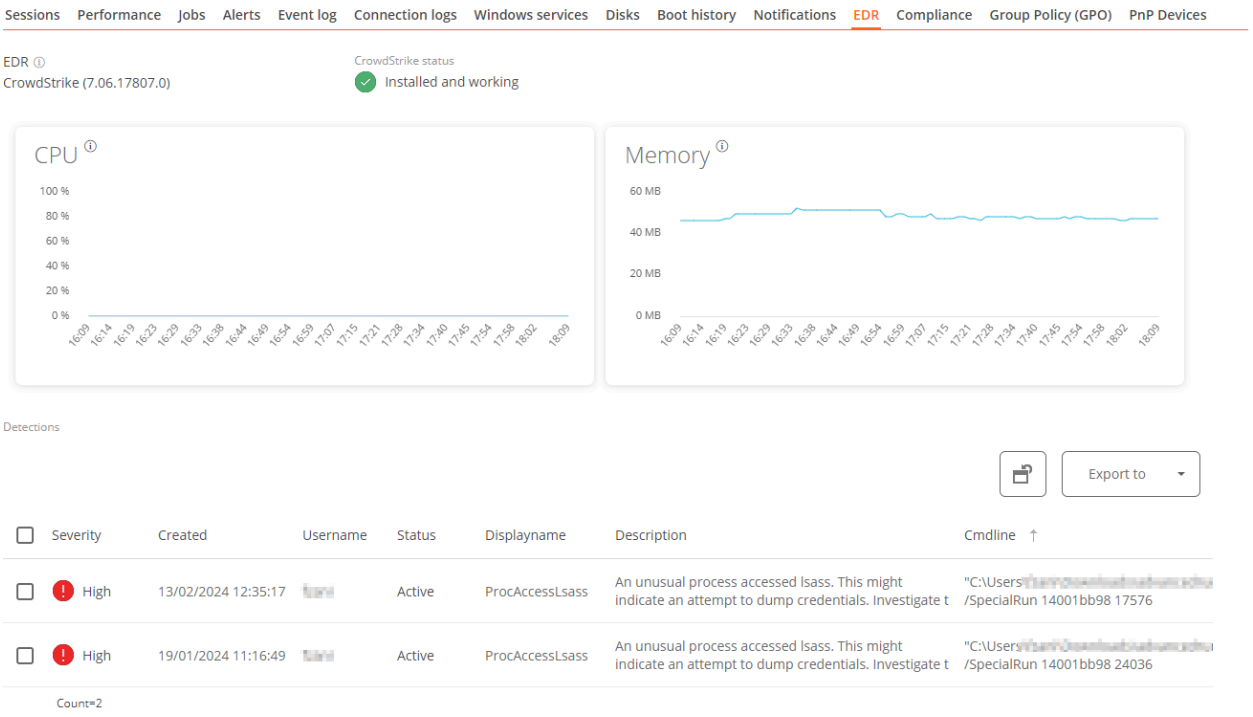
Notifications



Allows seeing if the device has any active notifications and its configuration. When there are active notifications, a notice is also displayed at the top of the page.

Security

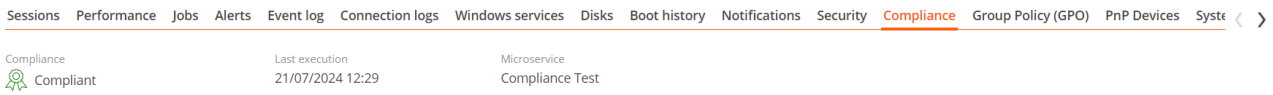
FlexxAgent will detect if a device has Crowdstrike Falcon installed and display the information on the `EDR` tab of the device detail view. There you can check the installed version, the correct or incorrect execution status, as well as the CPU and memory resource usage.



Copyright © 2024 Flexxible. Todos los derechos reservados.

If you also want to capture detections to display them in Workspaces, you must configure the access data through API to the Crowdstrike Falcon instance in the `CrowdStrike` section of `Level 3` -> `Messaging service (IoT Hub)`.

Compliance



Allows viewing the status of the compliance policy configured for the active device. In the available actions at the top, by accessing the `Operations` button, there is the action `Enforce Compliance` to update this field on demand.

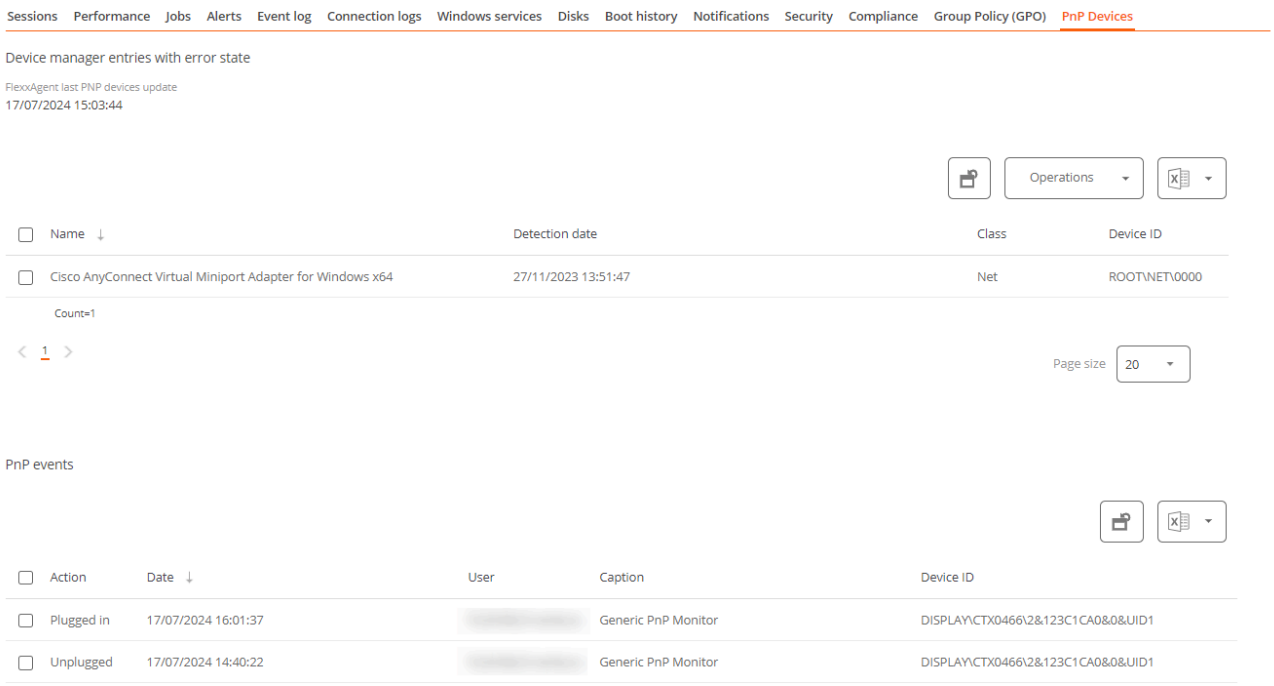
Group Policy (GPO)

This tab shows information about the group policies applied on the active device. Allows you to view the names of the policies as well as the verification time.

PnP Devices

This tab allows viewing at the top the PnP devices that are in an error state, which could be due to hardware or driver malfunctions or an incorrect configuration of the device or its driver.

Copyright © 2024 Flexxible. Todos los derechos reservados.



All PnP events are recorded at the bottom of the tab. Each time a peripheral device is connected or disconnected, a record is generated in this table with the device's information.

System Summary

This tab shows system information for Windows devices. Includes:

Field	Detail
OSVersion	Operating system version number
OtherOSDescription	Additional description of the current operating system version (optional)
OSManufacturer	Nombre del fabricante del sistema operativo. In the case of Windows-based systems, this value is "Microsoft Corporation"
SystemModel	Product name given by a manufacturer to a piece of equipment

Copyright © 2024 Flexxible. Todos los derechos reservados.

Field	Detail
SystemType	System running on the Windows-based equipment
SystemSKU	Stock keeping unit (SKU) product information (optional)
Processor	Name, number of cores, and number of logical processors of the processor
BIOSReleaseDate	BIOS Release Date
EmbeddedControllerVersion	Primary and secondary firmware versions of the embedded controller, separated by "."
BaseBoardManufacturer	Name of the organization responsible for manufacturing the physical device
BaseBoardProduct	Manufacturer-defined part number for the motherboard
BaseBoardVersion	Version of the physical device
PlatformRole	Type of chassis where Unspecified = 0, Desktop = 1, Mobile = 2, Workstation = 3, EnterpriseServer = 4, SOHOServer = 5, AppliancePC = 6, PerformanceServer = 7, MaximumValue = 8
WindowsDirectory	Operating system's Windows directory
SystemDirectory	Operating system's system directory
BootDevice	Name of the disk drive from which the Windows operating system starts

Copyright © 2024 Flexxible. Todos los derechos reservados.

Field	Detail
Locale	Name Identifier of language used by the operating system
TimeZone	Name of the operating system time zone
PageFileSpace	Actual amount of disk space allocated for use as a page file, in megabytes
PageFile	Name of the page file
BIOSMode	Device boot mode (BIOS or UEFI)
SecureBootState	Secure boot mode status (Off, On)

Reporting groups history

This tab allows viewing which reporting groups the device being queried belongs to, the inclusion date, and whether the group was assigned manually or automatically.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Workspaces / Remote Assistance

Workspaces includes remote assistance tools so that an operator can efficiently access a device and take control of the user's session to solve problems and make system changes.

The operator can manage all the applications the user sees, including those requiring elevated permissions, launched with *Run as administrator* or executed under User Account Control (UAC).

Features

- It supports all types of sessions, such as users on physical devices, VDIs, shared desktops, and even in virtualized application environments.
- Remote assistance works with or without a proxy.
- It is designed to cover end-user devices and devices that do not have a user in front of them, like servers or kiosk-type customer service devices.
- It supports devices running Windows as an operating system.
- Thanks to its configuration options, it can be used for quick remote assistance sessions with users and as a remote access mechanism to infrastructure devices, like servers.

> **INFO**
>
> To minimize the attack surface, exploit vulnerabilities, and maintain device security, FlexxAgent does not install any additional software, so there is no service "listening" for incoming connections. The process runs only (without installation) in real-time when requested from Workspaces.

Types of remote assistance

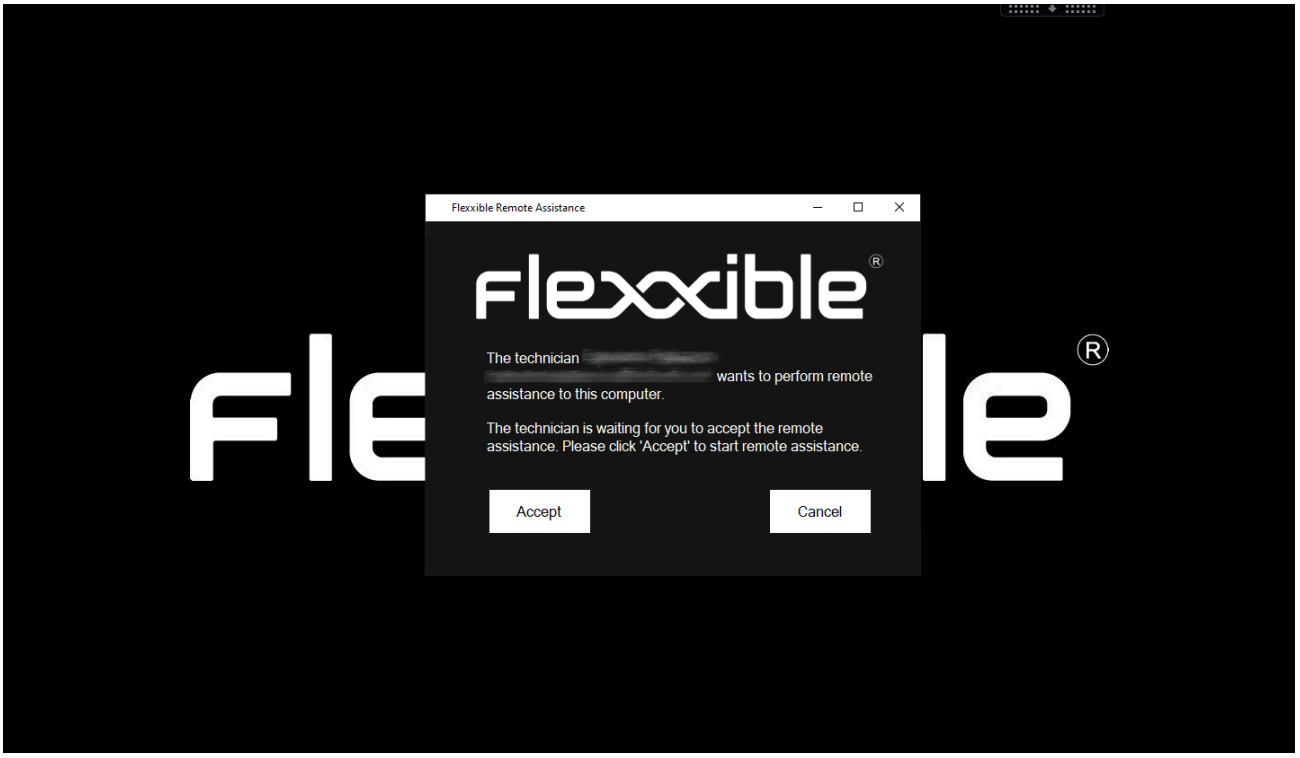
Copyright © 2024 Flexxible. Todos los derechos reservados.

There are three types of remote assistance:

- Interactive remote assistance
- Unattended remote assistance
- Dynamic remote assistance

Interactive remote assistance

Interactive remote assistance is aimed at end users. Allows a support operator to access the user's session to see what is happening on their screen or take control easily. This type of assistance requires user consent.



Unattended remote assistance

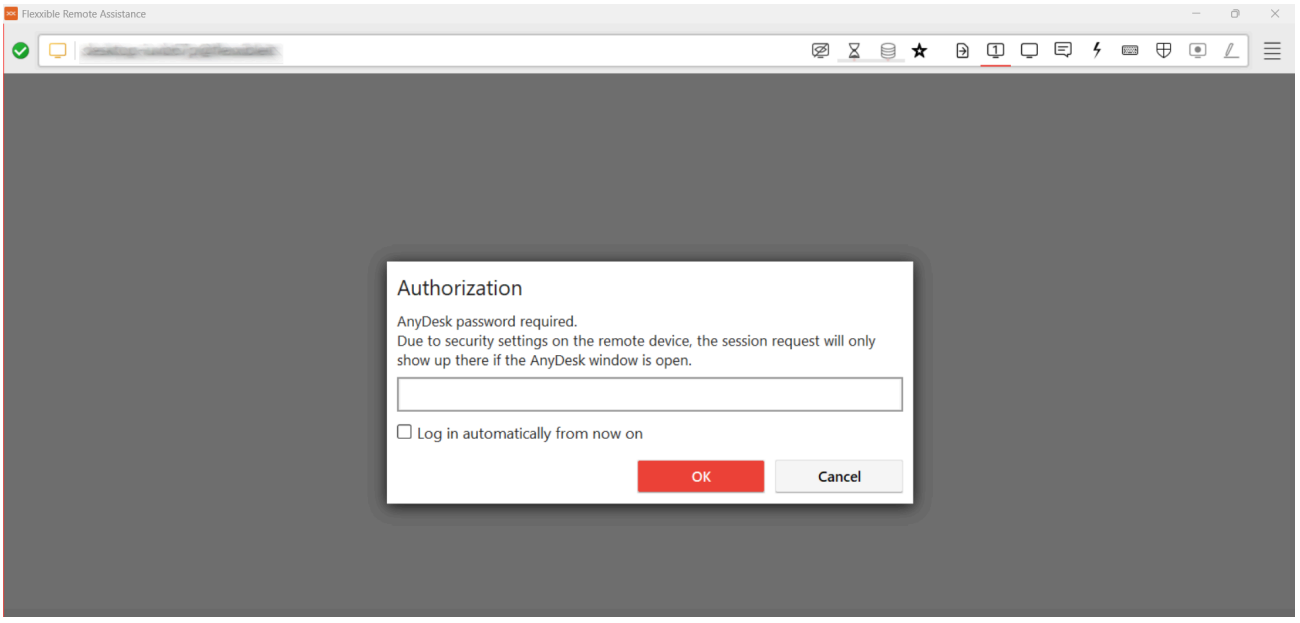
Unattended remote assistance allows access to server type or self-service kiosk computers, where no specific user is working.

Copyright © 2024 Flexxible. Todos los derechos reservados.

When the operator performs this action, Workspaces sends the order to FlexxAgent to install a custom Flexxible service, start it up, set up an access password, and inform the operator through the console that the session is already accessible with its respective authentication data:

- Session ID: session identifier.
- Password: dynamic password that regenerates with each session, it is not recommended to store it.
- Download the remote assistance access file for the operator.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Once the access file is activated by the support operator, you will need to enter the session password to take control of the device.

> **INFO**
>
> After 15 minutes since the end of the unattended remote assistance connection, it will no longer be possible to reuse the same authentication data or access file. The service will be deactivated from the device and the session password will have expired.

Dynamic Remote Assistance

Dynamic remote assistance allows an operator to act on a device regardless of whether the user has an active session at that time.

When a dynamic remote assistance is launched, FlexxAgent checks the active sessions on the device; if there is any, it launches the interactive remote assistance process. On the contrary, if there is no user session active, it will trigger the unattended remote assistance process, allowing the operator to access the device to perform maintenance tasks, even using other user accounts to log in, without interfering with the user's session or data.

Copyright © 2024 Flexxible. Todos los derechos reservados.

> **INFO**
>
> When a device is configured to receive dynamic remote assistance, the operator will not have the option to launch an unattended remote assistance process on any session of the device from the `Sessions` view.

To receive dynamic remote assistance, the device receiving the assistance must have version 24.9.2 or higher of FlexxAgent installed.

Although the reporting group to which the device belongs has been configured to receive **dynamic remote assistance**, Workspaces will display the three options to start remote assistance: interactive, unattended, and dynamic. In that specific case, the operator will not be able to activate interactive or unattended remote assistance. If attempted, Workspaces will display an error message.

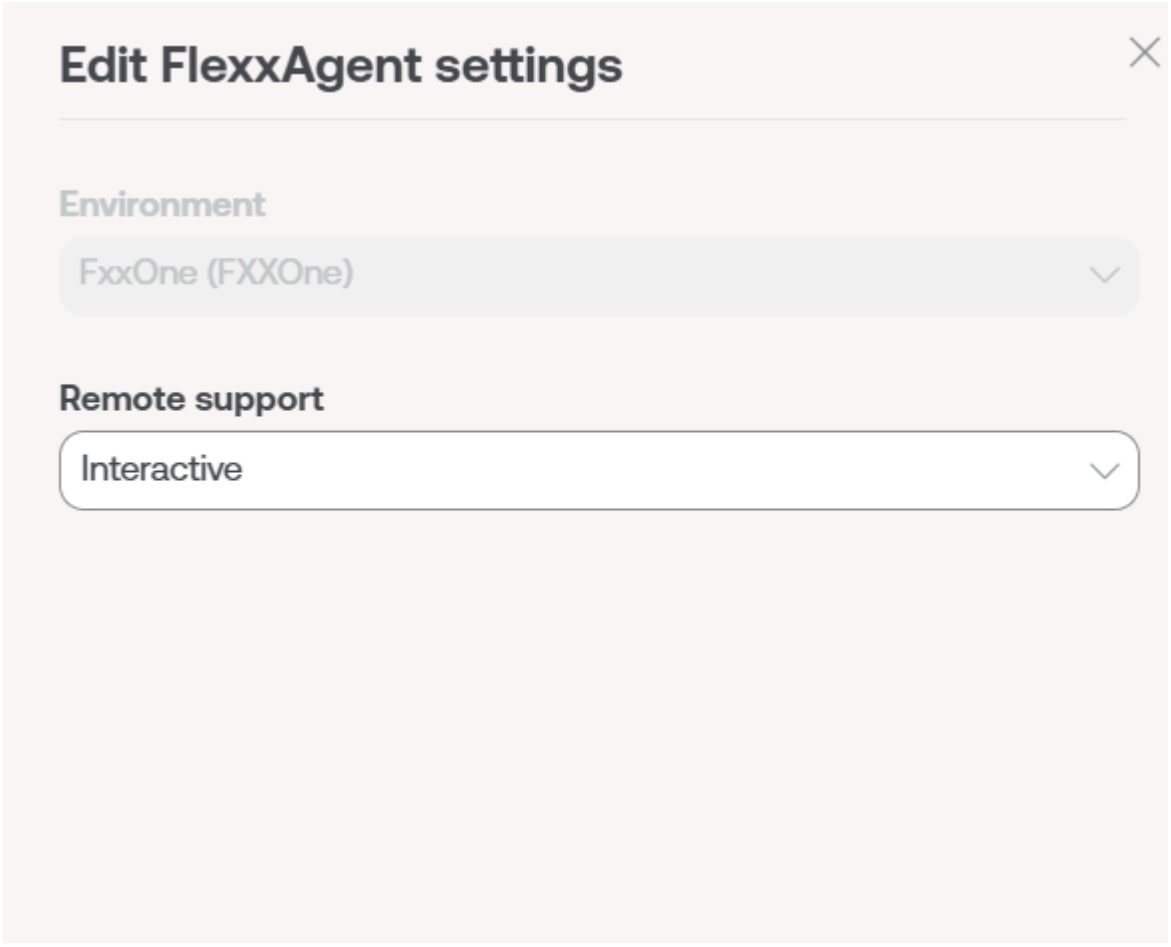
Requirements to perform remote assistance

- The device receiving remote assistance must have **FlexxAgent 23.7 or higher** installed (24.9.2 or higher for dynamic remote assistance).
- Device connectivity to ras.flexxible.com, through TCP port 443.

Settings

For a device to receive remote assistance, it must be configured from the FlexxAgent Settings (Remote Assistance) of its reporting group. From there, you can choose which type of remote assistance devices will have access to.

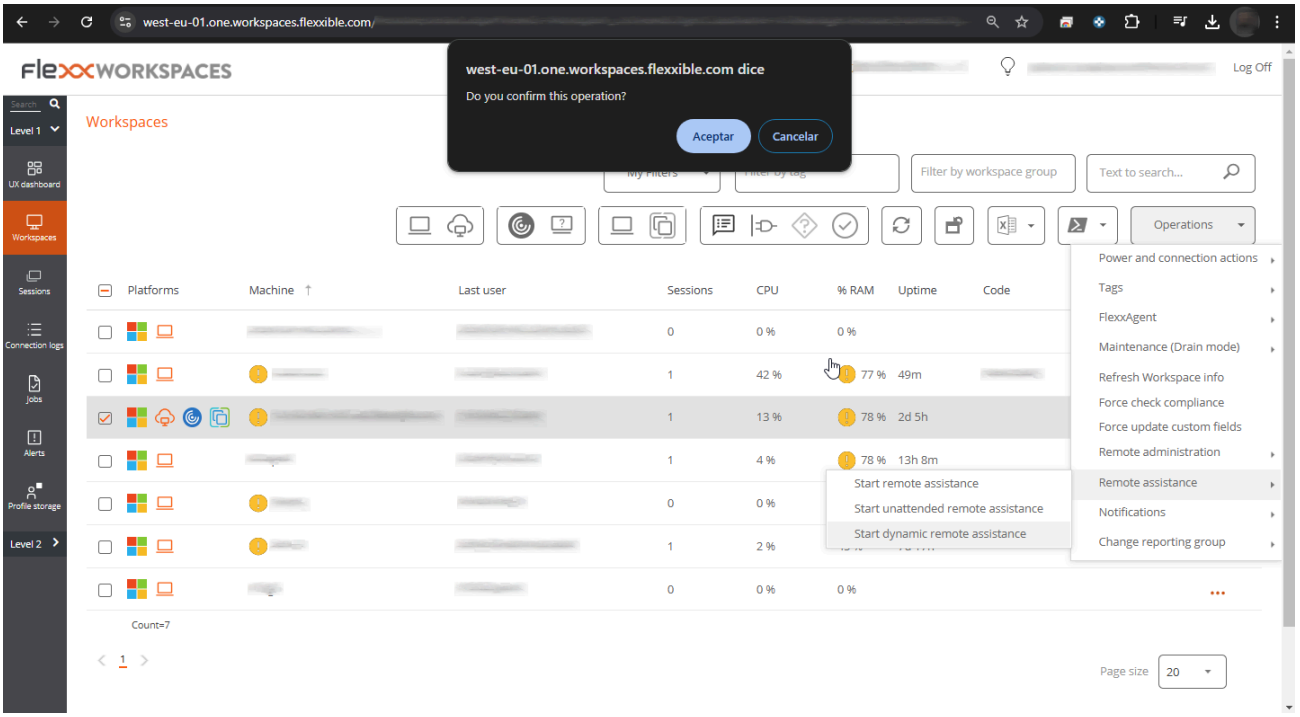
Copyright © 2024 Flexxible. Todos los derechos reservados.



Activation

Once the configuration is done, from the support side, when you want to activate remote assistance on a device, it should be done from the `Workspaces` module, having previously selected the device to be assisted. `Level 1` -> `Operations` -> `Remote Assistance`. And then choose the type of remote assistance to be provided: interactive, unattended, or dynamic.

Copyright © 2024 Flexxible. Todos los derechos reservados.



The remote assistance operation can be activated both from the `Sessions` view and from `Workspaces`.

When the operator launches the `Start remote assistance` request, FlexxAgent initiates a process (with the user's permissions) on the device and notifies the user.

Copyright © 2024 Flexxible. Todos los derechos reservados.

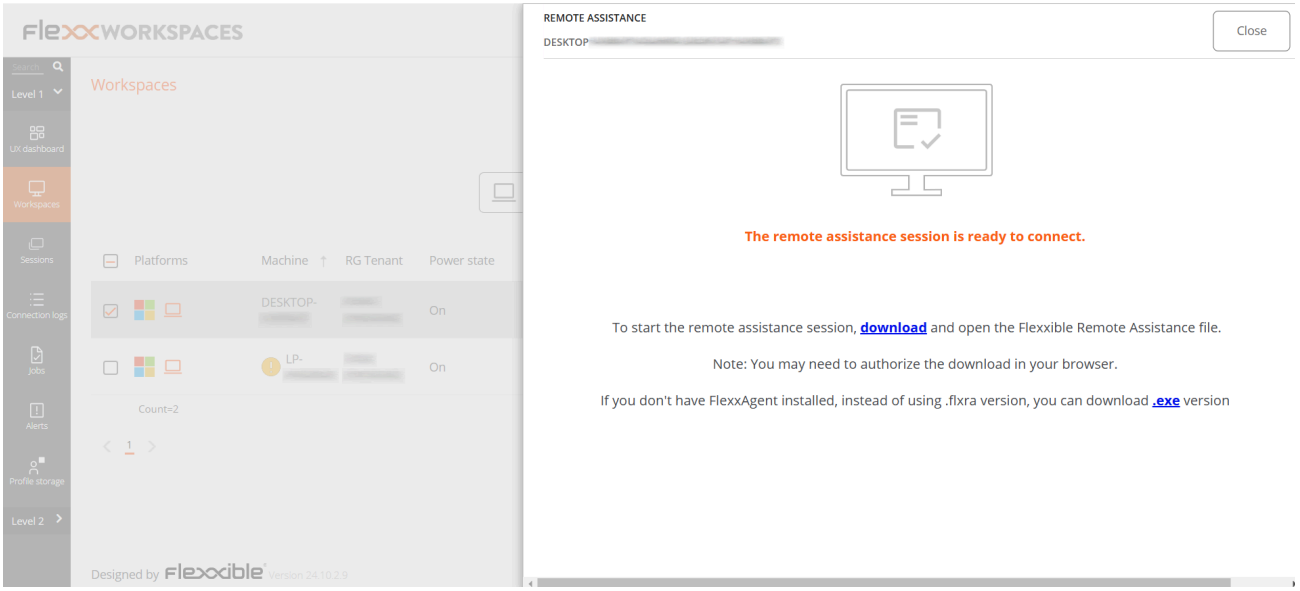
Activation file download

The support operator needs to download an activation file to provide the remote assistance service. The type of file will depend on whether the device providing support has FlexxAgent installed or not.

File for devices with FlexxAgent installed

If the support operator's device has FlexxAgent installed, they should download the Flexxible Remote Assistance file, with the extension ".flxra", and run it by double-clicking on it.

This file will run with the user's permissions, without installation, and will remain active for the duration of the remote assistance session. Once the session is over, the process will be stopped and the file will be automatically deleted from the filesystem.



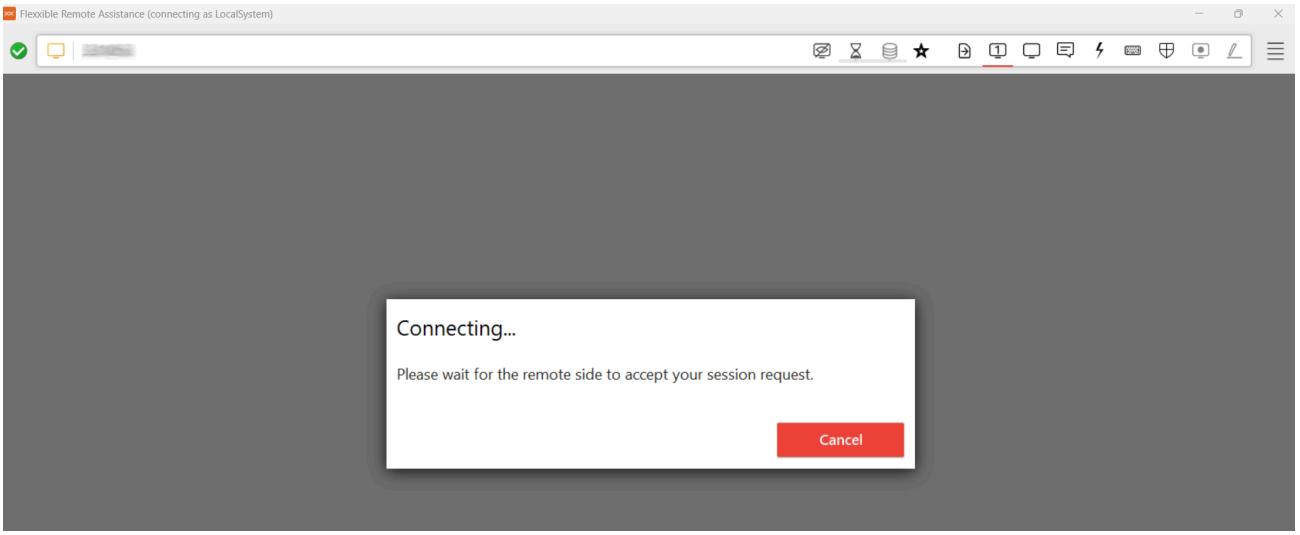
File for devices without FlexxAgent installed

If the support operator's device does not have FlexxAgent installed, they should download the file with the ".exe" extension and run it by double-clicking on it.

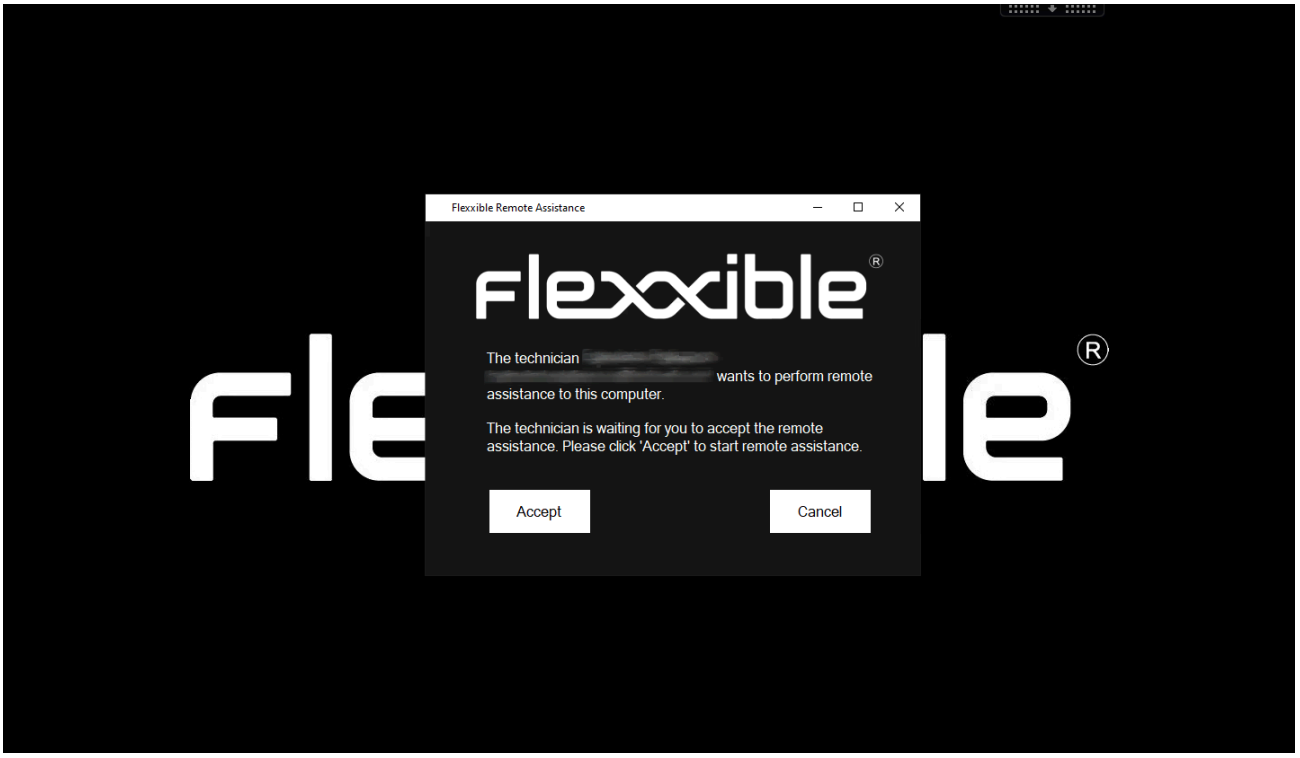
This file will run with the user's permissions, without installation, and will remain active for the duration of the remote assistance session. Once the session is over, the process will be stopped, but the file will not be automatically deleted from the filesystem.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Next, in both cases, the consent request will be sent to the user.



Wait for the user's consent.



Once remote assistance is accepted, the support operator can gain control of the session.

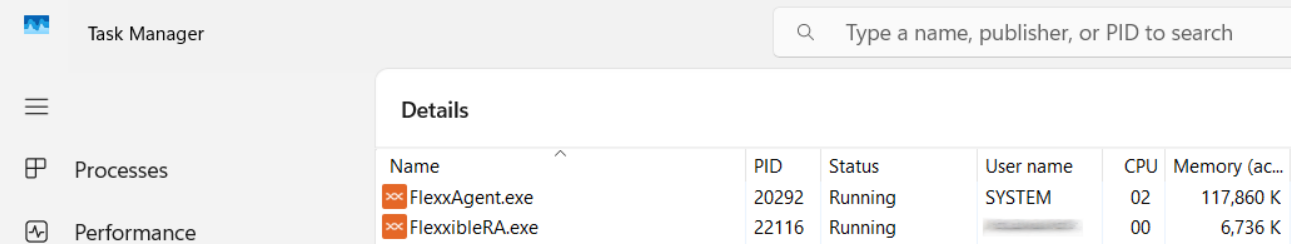
Copyright © 2024 Flexxible. Todos los derechos reservados.

> **INFO**
>
> Even if the file is executed without administrative permissions, access is not denied to the administrative tools needed for support delivery. These are in the `Flexxible Tools` menu, in the upper left corner of the remote assistance window.

Processes

When the operator downloads the remote assistance file from Workspaces, the following processes will be generated and run automatically:

- FlexxAgent.exe
- FlexxibleRA.exe



Behavior of remote assistance through proxy

From the operator's perspective, the operation is as follows:

- When executing the ".flxra" or ".exe" file, it is checked if the Proxy_Url key exists in the FlexxAgent keys. If yes, it uses it if accessible. Otherwise, the AnyDesk binary is launched with autodetect.

From the end user's perspective, when remote assistance is performed:

- FlexxAgent will detect if the proxy is configured, if it detects it and is accessible, it uses it. Otherwise, the AnyDesk binary is launched with autodetect.
- If the proxy configuration registry keys do not exist, it will detect if the operating system has the proxy configured. If it detects it and it is accessible, it uses it.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Otherwise, the AnyDesk binary is launched with autodetect.

Flexxible Tools

Since the remote assistance file is executed with the user's permission level, it may happen that the user is not a local administrator of the device. To cover these cases, `Flexxible Tools` have been incorporated.

Flexxible Tools allows activation of administrative tools in remote assistance. These are a series of functions embedded in the remote assistance application that can be accessed from the top left of the interface.

These tools can be executed with the following administrative permissions:

- CMD
- PowerShell
- Registry editor

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Task Manager

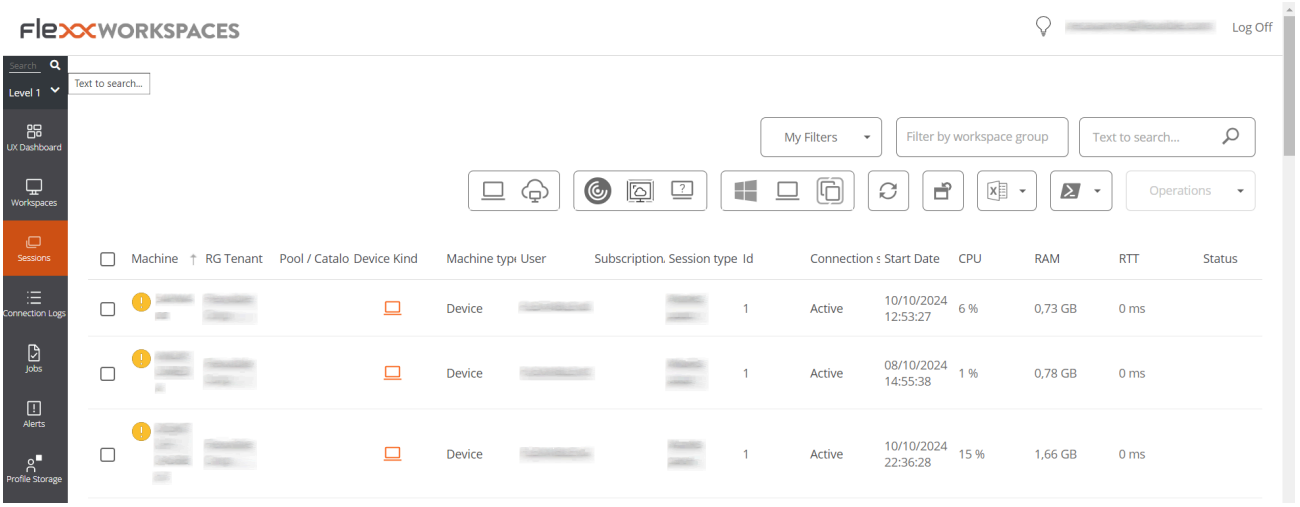
If the user has permissions in Portal, Flexxible Tools can be activated for users by role. This can be done in two ways:

- From `Portal` -> `Configuration` -> `Products`: for each product in the list, there is a `FlexxAgent Configuration` button that allows applying the change to all reporting groups.
- From `Portal` -> `Configuration` -> `Reporting Groups`: for one or several reporting groups, functionality can be activated or deactivated.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Sessions

The `Sessions` list view allows you to organize, filter, search, and send operations to active user sessions.



The information displayed on the screen can be customized by adding or removing columns of information using `Column chooser` and saving the filters used for future queries in the user profile.

Header filtering options

In the upper right area of the screen, you will find tools and icons for each attribute that, when clicked, allow you to filter the list based on the following criteria:

- Session device type: Physical or virtual.
- Session broker used: Citrix, RDP, or unknown.
- Hypervisor: Hyper-V, Nutanix, vSphere, physical or unknown.

Once the session is selected, or through multiple selection, the `Operations` button gives you access to various session management tasks like `Power and connection actions` or sending `Notifications` to users. You can check the details of these functionalities in the section Actions on devices.

List filtering options

Copyright © 2024 Flexxible. Todos los derechos reservados.

The filtering options for the list view are available at filtering-options-in-listings.

Filter management

Filters created through interface options can be saved as user filters. They are located alongside predefined filters.

Available operations

The `Operations` button allows you to perform the following operations:

Session management

The first three buttons of the `Operations` menu allow you to perform session management actions:

- Log off.
- Force log off.
- Disconnect the session.

Remote Assistance

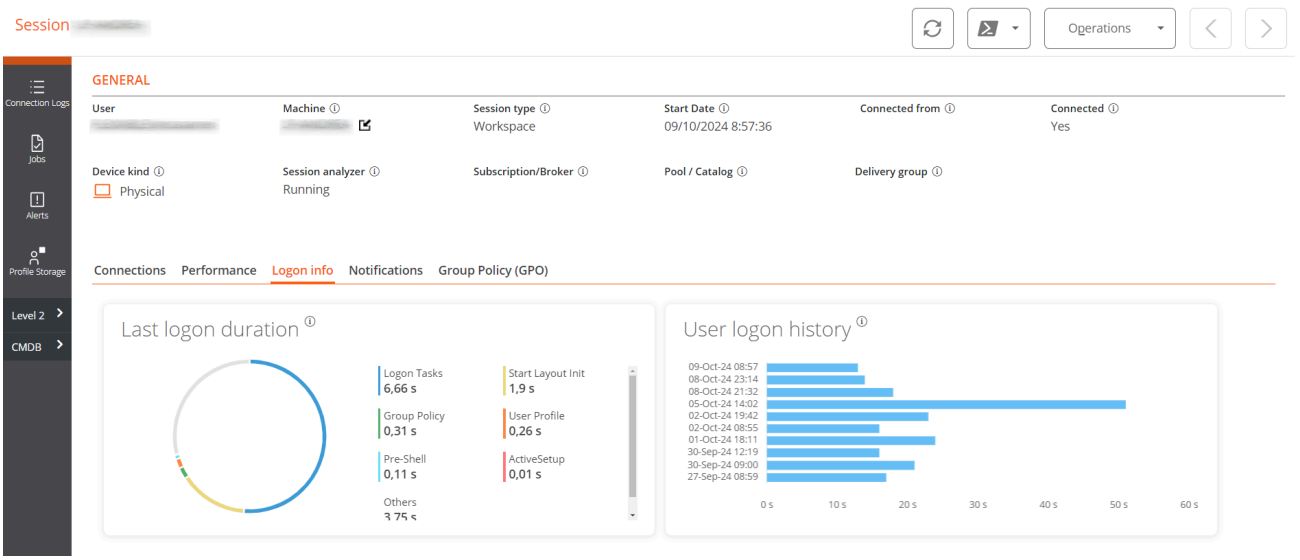
Allows launching remote assistance to users in interactive mode, which requires user consent to view and take control of their session; or execute unattended remote assistance, which allows administrative access to server or self-service type devices that do not necessarily have a user on the other side of the screen.

Notifications

Allows sending notifications to selected devices, which can be pop-up notifications or notifications that reserve a part of the screen.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Sessions / Detail view



When clicking on a record in the session list, you access the details of the selected session. The interface is structured into 3 sections:

- Available actions at the top
- General information
- Specific information segmented into tabs at the bottom

Available actions

From the device detail view, it's possible to perform the same actions as in the list view for the active device. This includes:

- Microservices execution.
- The actions included in the `Operations` button

Microservices execution

From the `>-` button, you can execute any of the microservices enabled for the organization that have `Session` as a configured context. This allows the microservices to

Copyright © 2024 Flexxible. Todos los derechos reservados.

be executed under the user's identity. The actions of enabling, creating, modifying, or deleting microservices are performed from the Portal.

Operations

From the `Operations` button, you can execute the actions detailed in Available Operations for the active device.

General

The general information block of the device contains:

- **User**: User of the session in domain\user format.
- **Machine**: Device hostname.
- **Session Type**: Session type, which can be Workspace or application for virtualized application sessions.
- **Start Date**: Date and time of session establishment.
- **Connected From**: When the selected device is a VDI or similar, it shows the endpoint name from which the virtual device is accessed.
- **Connected**: Indicates whether the user is actively connected to the session, or has disconnected from it, otherwise.
- **Device Type**: Which can be virtual or physical.
- **Session Analyzer**: Indicates whether the FlexxAgent session analysis process is active or inactive.
- **Subscription/Broker**: If used, the Microsoft Azure or Citrix service that manages user connections to the workspace (i.e. Microsoft Azure Virtual Desktop (AVD), Citrix DaaS, Citrix On-premises).
- **Group / Catalog**: If used, a collection of machines that defines the specifications of the workspaces and how they are provisioned to users (e.g. e.g. host pools in Azure Virtual Desktop or machine catalogs in Citrix).
- **Delivery Group**: If detected, a collection of machines is selected from one or more machine catalogs. It specifies which users can use those machines, plus the applications and desktops available to those users.

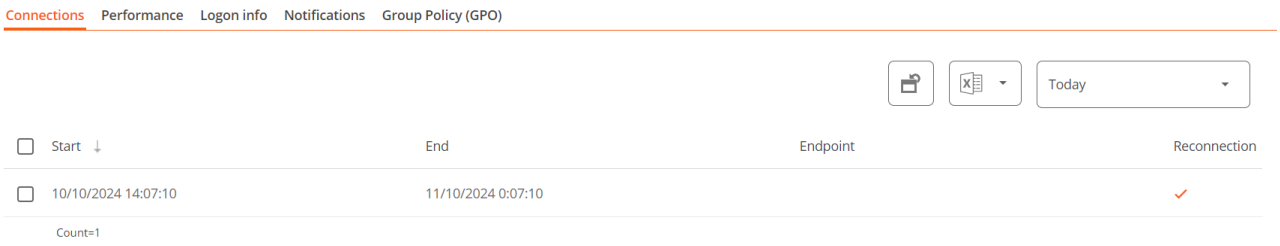
Copyright © 2024 Flexxible. Todos los derechos reservados.

Tabs

The tabs at the bottom show specific grouped information, including the following tabs:

- Connections
- Performance
- Login information
- Notifications
- Group Policy (GPO)

Connections



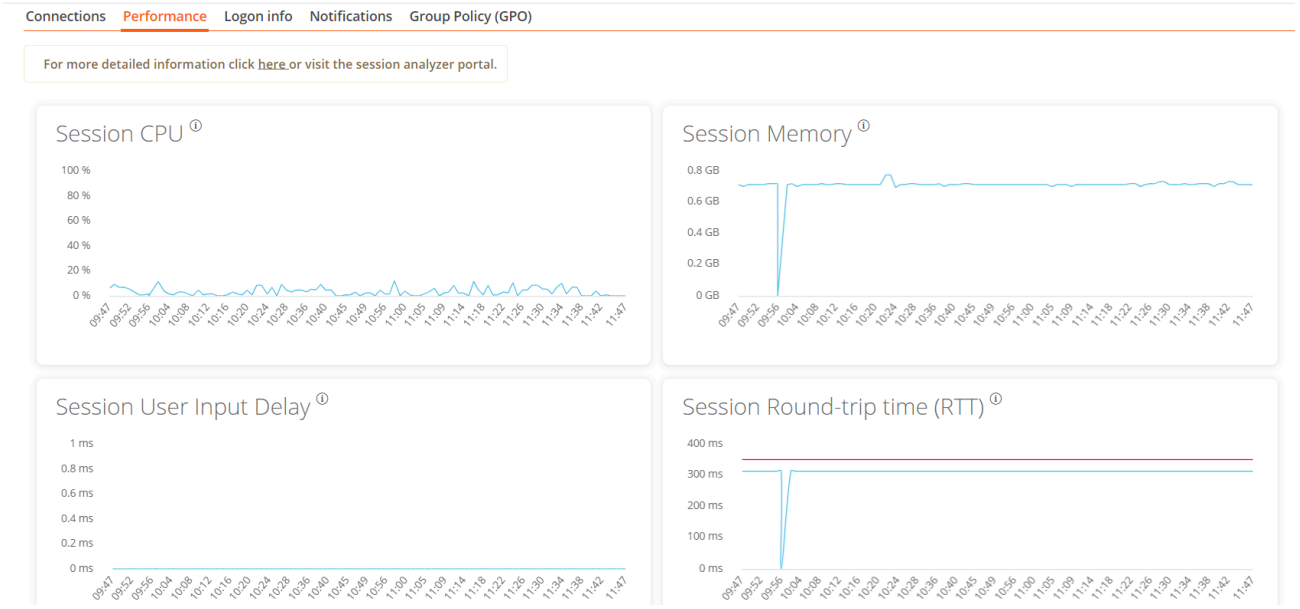
This tab contains information about the device's connections, i.e., each time a user starts or reconnects a disconnected session.

> The session end date is only reported for disconnected or closed sessions; while the session remains active, the session end date will remain empty.

Performance

Copyright © 2024 Flexxible. Todos los derechos reservados.

This tab groups graphs of the main performance counters for the last two hours.



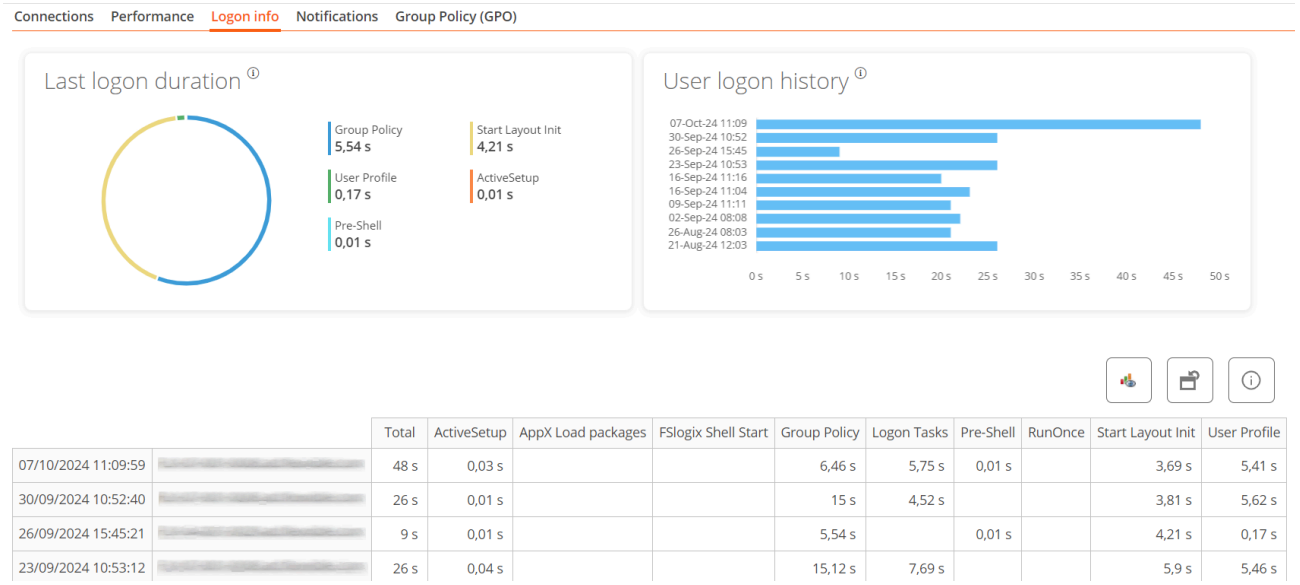
Graphs are included for:

- **CPU**: Percentage of session processor usage, excluding resources used by other sessions or system processes.
- **Memory**: Amount of memory used, excluding resources used by other sessions or system processes.
- **Session User input delay**: User input delay refers to the time lag between when a user performs an action, such as clicking a mouse button or pressing a key, and when the corresponding response is displayed on the screen or executed by the computer.
- **Session Round Trip Time (RTT)**: The time it takes for a data packet to travel from the user's device to a server or remote destination, and back to the user.

At the top of the tab, a link allows direct access to the diagnostic view for the active session in Analyzer.

Login information

Copyright © 2024 Flexxible. Todos los derechos reservados.



		Total	ActiveSetup	AppX Load packages	FSlogix Shell Start	Group Policy	Logon Tasks	Pre-Shell	RunOnce	Start Layout Init	User Profile
07/10/2024 11:09:59	[redacted]	48 s	0,03 s			6,46 s	5,75 s	0,01 s		3,69 s	5,41 s
30/09/2024 10:52:40	[redacted]	26 s	0,01 s			15 s	4,52 s			3,81 s	5,62 s
26/09/2024 15:45:21	[redacted]	9 s	0,01 s			5,54 s		0,01 s		4,21 s	0,17 s
23/09/2024 10:53:12	[redacted]	26 s	0,04 s			15,12 s	7,69 s			5,9 s	5,46 s

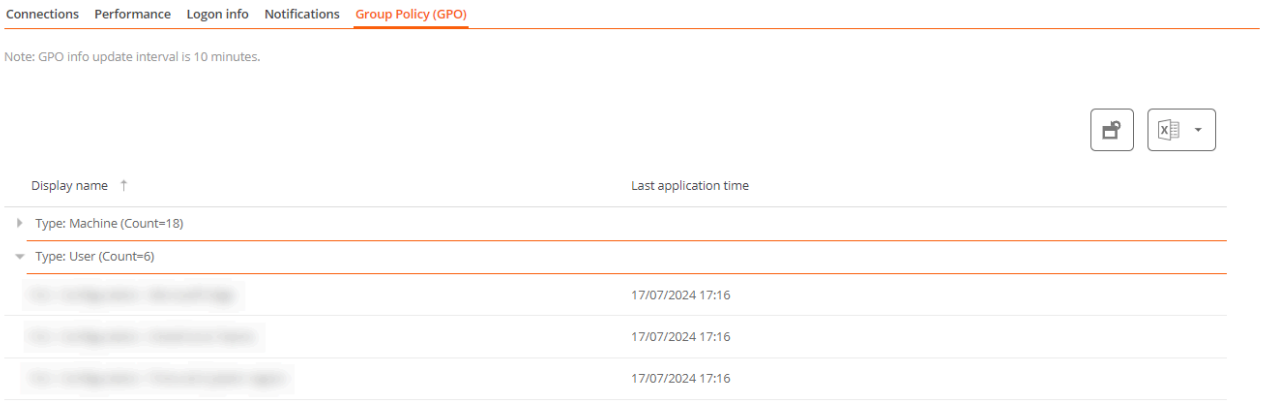
This tab allows you to view detailed information about user login times. The view is composed of two sections: At the top, two graphs are displayed. The first shows detailed information about the user's last login and the times of each step, and the second graph offers a view of historical logins and their duration in seconds.

At the bottom, there is a table with details of each login step for each recent user login.

Notifications

Allows you to see if the session has any active notifications and their configuration data. When there are active notifications, a warning is shown at the top of the page.

Group Policy (GPO)

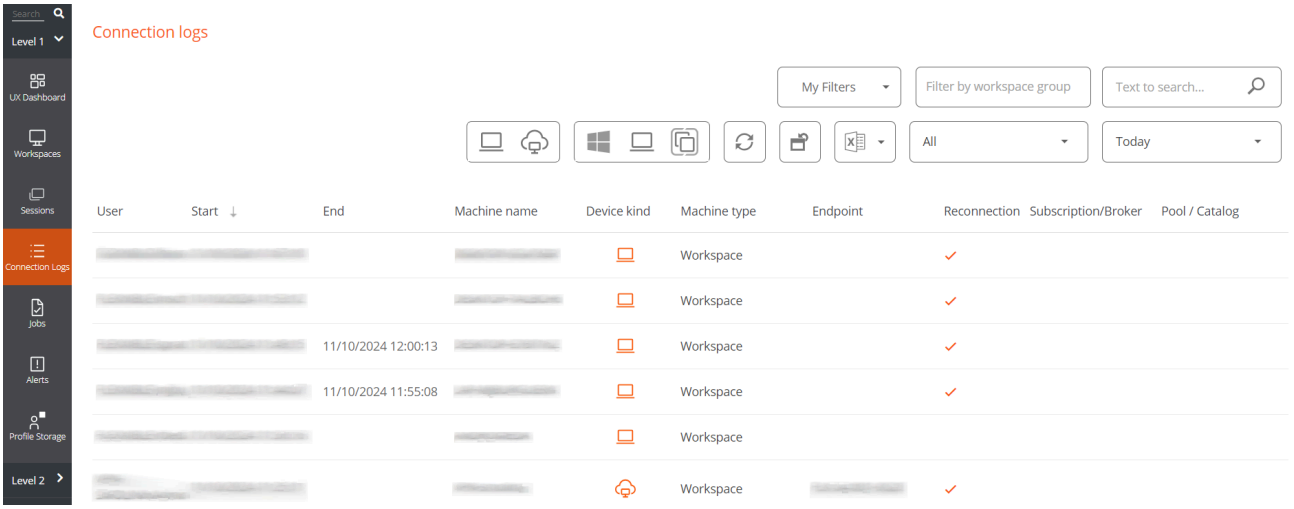


This tab shows information about the group policies applied to the active session. It allows you to view the names of the policies applied, both at the user level and at the device level.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Connection Logs

The connection log allows you to view the historical session logs of users in the organization.



The information provided in this view is (by default):

- User: username of the session account
- Start: start date and time of the connection
- End: end date and time of the connection (an empty field means the session is still open)
- Machine name: The device to which the user is connected.
- Device type: type of device, virtual or physical, used for session connection.
- Machine type: type of machine, device, or session host, serving the connection.
- Terminal: host name of the originating physical connection device
- Reconnection: checks if this session is a reconnection from the previous one.
- Subscription/Broker: name given for each supported subscription and broker.
- Group/Catalog: name of the host group containing the workspace.

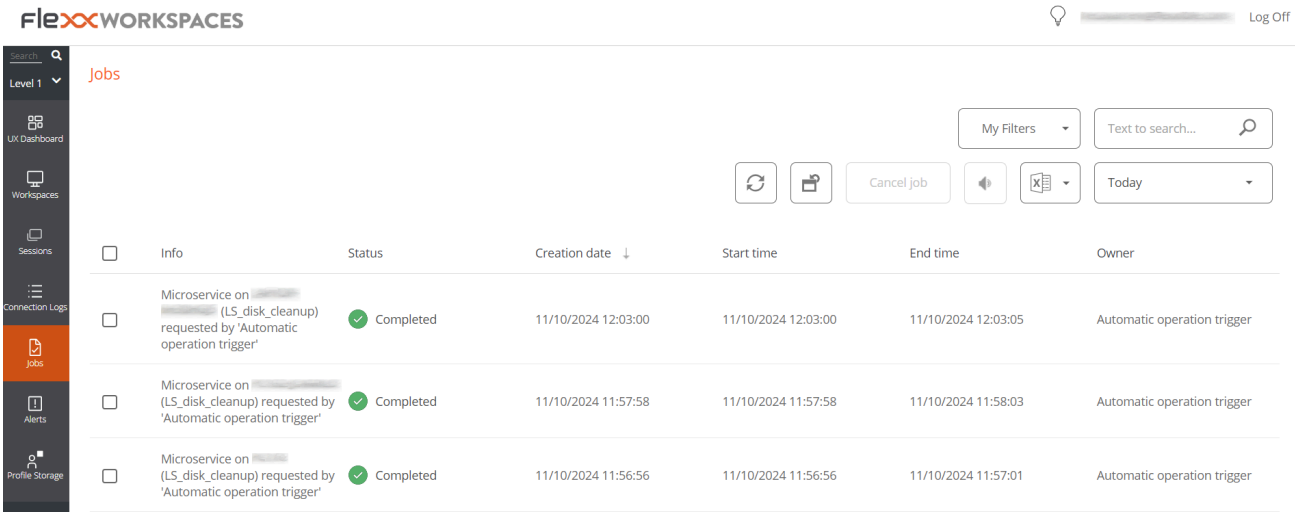
This section allows the use of the column selector and the Filtering options also available in the `Sessions` section.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Jobs

Each action performed in Workspaces generates a `Job`. These allow analyzing the results of the executions performed; for example, by checking the output of a microservice execution. `Jobs` gathers all the jobs performed in the organization, so it also provides historical execution records, which allows it to be used as an audit log.

List view



The jobs view consists of the following elements:

- Options at the top of the interface
- Job list view

Top options

- Refresh the job list and show updated values.
- Resets all settings made for the jobs view.
- Filter jobs by age:
  - Today (default filter)
  - This week
  - This month
  - This quarter

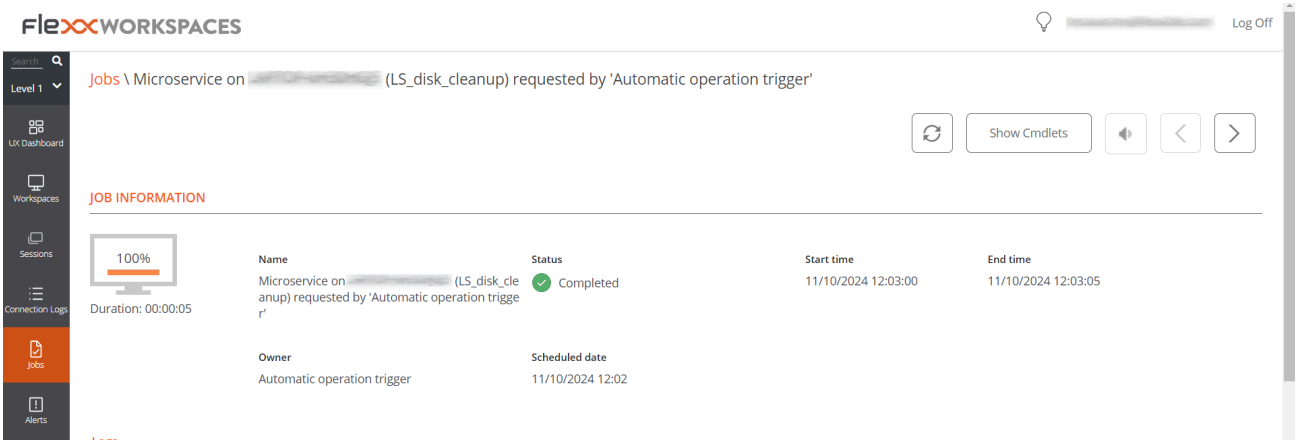
Copyright © 2024 Flexxible. Todos los derechos reservados.

    - This year
- The `Cancel` button allows canceling jobs in pending status.
- The `Notify` button allows you to subscribe to a specific job to receive an email notification when it is completed.
- The `Export to` button allows exporting in the selected type.
- The `My filters` button allows access to `Predefined filters` or user-created filters.
- Jobs can be filtered by any parameter in the list in the `Search` box.

Jobs list

The job list, like all list views in Workspaces, allows multiple filtering and customization options as defined in Filtering Options in Listings.

Detail view



The detail view includes a progress bar indicating the percentage of the job that has already been executed.

Statuses

A job can have four statuses:

- **Pending**: the task is pending to start.
- **In progress**: the task has started and is still in process.
- **Completed**: the task has finished.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Error**: the task did not finish correctly or ended with errors.
- **Canceled by the user**: when a user cancels the task.
- **Completed with errors**: when the task has been completed, but at least one step failed with non-critical errors.

Suppose a `job` takes too long in the "in progress" state without recording any information. In that case, its state will automatically change to `Error`. However, this does not mean that the job will not be completed successfully, but there is a timeout due to an activity block during the task execution.

Available information

In all cases, jobs include the following information:

- Change to be made (INFO)
- State
- Created date
- Start Date
- End Date
- User who made the change (OWNER)

At the bottom of the screen, depending on the type of job, the following tabs may appear:

- Logs
- Workspaces

Logs

The logs tab allows consulting the data of each step in the execution; for example, when a microservice is executed on a device and you want to check the script execution output. This information is saved in the corresponding step (log line in list).

> To improve the visibility of script outputs, it is recommended, in the case of PowerShell scripts, to use the `Write-Output` command instead of `Write-Host`. More information at Considerations about the code to use.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces

The `Workspaces` tab allows you to easily see the information of the devices that executed the job, in case of multiple executions.

Job subscription

This feature allows subscribing to specific jobs, that have not yet started or are in progress. The system will notify by email when they are completed.

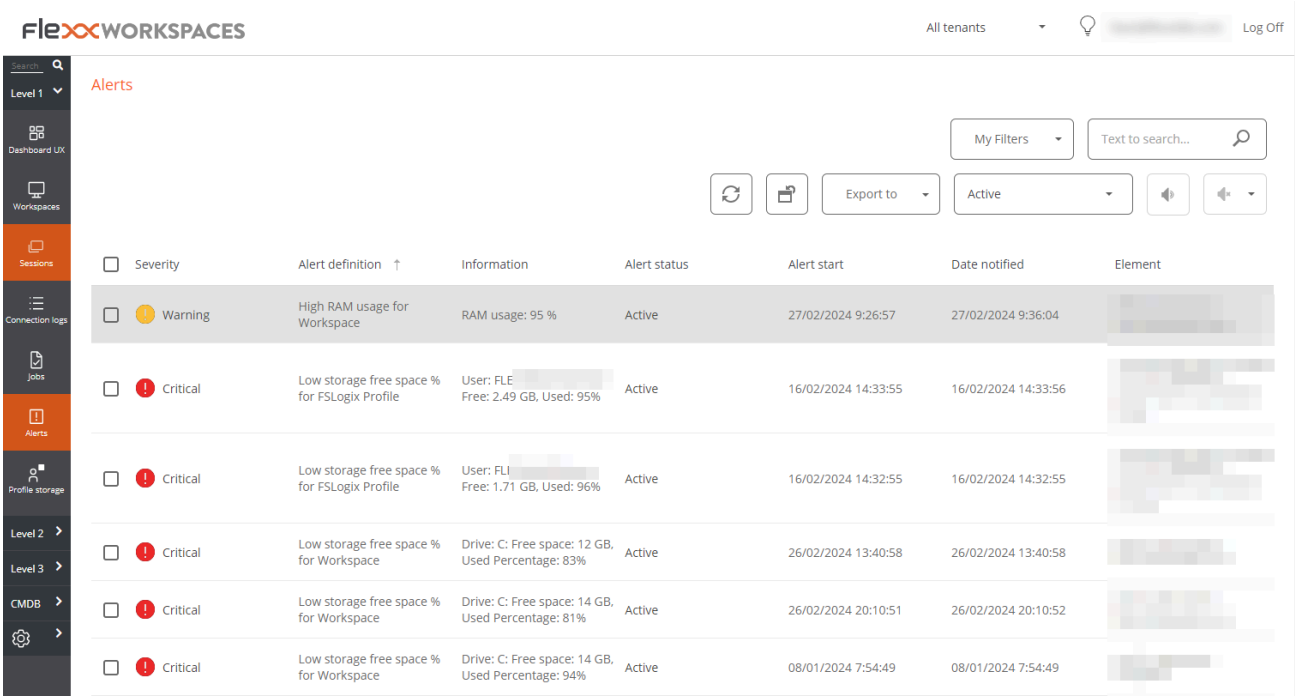
To subscribe, select the jobs from the list and activate the `Send notification` button.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Alerting

Workspaces has a real-time monitoring system, with all the relevant alerts from devices, sessions, and other important environment information.

The list of active alerts can be found in the `Level 1` -> `Alerts` section.



Available actions at the top of the list

As in all Workspaces list views, a series of tools are concentrated at the top to facilitate filtering and management. Included:

1. Refresh the view.
2. Restore default view.
3. Export the current view to `CSV File` or `XLSX File`.
4. View alerts by status: `Active`, `Active or Warning`, `Ignored` or `All`.
5. Enable notifications for an alert.
6. Disable notifications for an alert.
7. Filter by various categories.

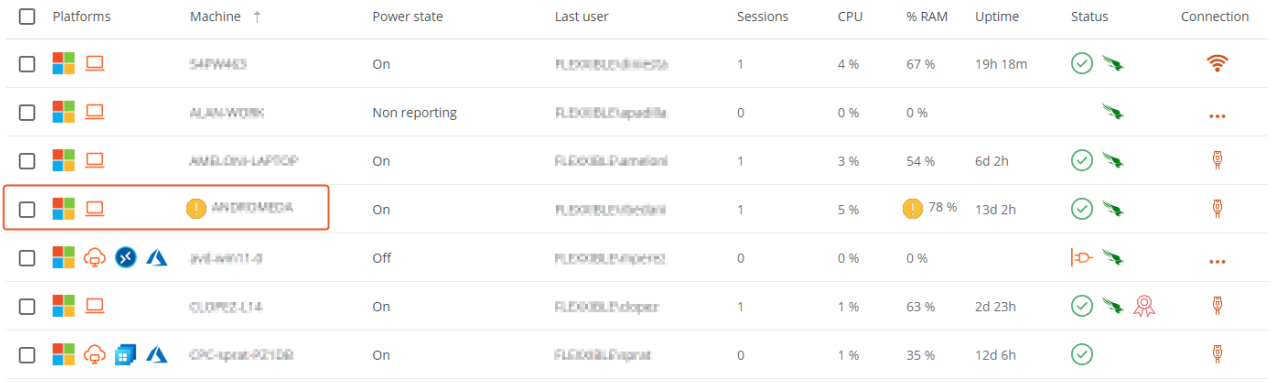
Copyright © 2024 Flexxible. Todos los derechos reservados.

8. Search alerts by text.

All active alerts allow notifications to be disabled, so they can be "hidden".

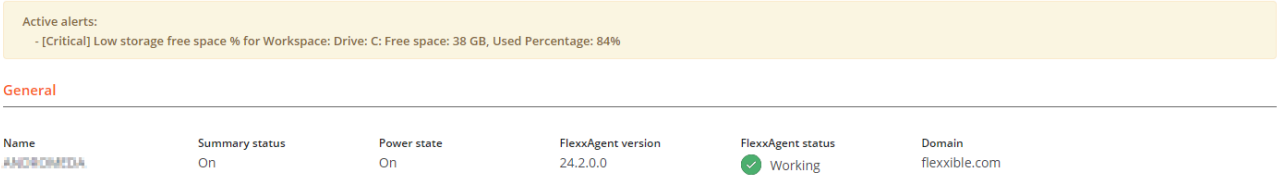
Alerts in device or session views

Alerts are also visible in the list and detail views of the `Workspaces` and `Sessions` sections:



When a device has an active alert, in addition to the system alert itself, an alert icon `!` can be seen in the device list view.

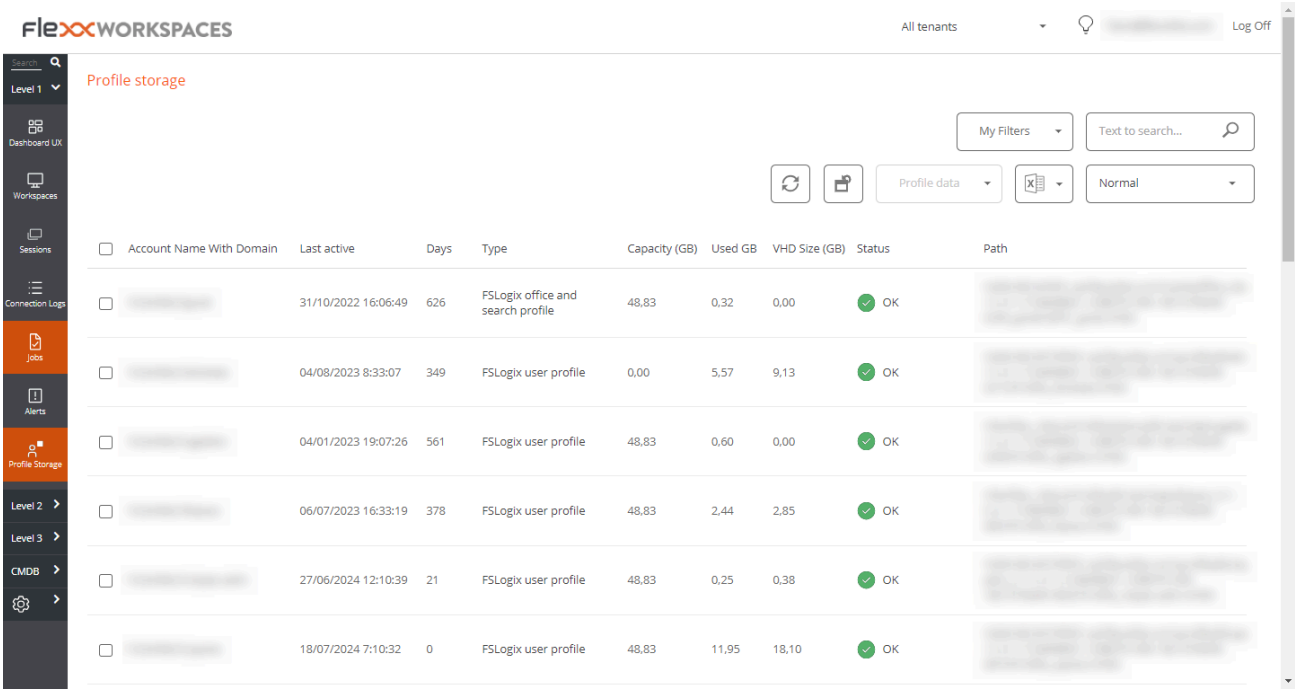
A warning is also added when accessing the details screen.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 1 / Profile Storage

When FlexxAgent detects the use of FSLogix profiles in user sessions, it collects information about them in this section.



This information is also visible as a tab in the active session details view.

List view

This view groups all detected profiles and allows the same filtering functionalities available in Workspaces.

Available operations

At the top of the interface, the `Profile Data` button allows you to perform the following operations with the selected profile(s):

- **Delete profile**: removes the VHDX file from the folder, allowing a new VHDX file to be created at the user's next login.
- **Compact now**: starts a compaction job using Jim Moyle's "Invoke-FslShrinkDisk.ps1".

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Compact Now Forcing Logout**: Forces any existing user session to close and initiates a compaction operation.
- **Set status to Ok**: when an operation fails, this option returns the profile to an "OK" status in the list.
- **Remove from this list**: removes the profile from the list. If it still exists physically, it will appear back in the list when the agent detects it again.

Detail view

The profile detail view contains all the information, as well as the history of actions performed on them. Information fields available for a profile:

- **User**: in domain\account format
- **Path**: UNC path to the profile storage
- **Status**: indicates if the profile is functional or has any integrity issues.
- **Is backup**: determines if it is a backup profile and therefore not directly accessible to the user.
- **Type**: type of profile. It may be the profile itself or Office caches.
- **Uses Cloud Cache**: indicates if the Cloud Cache functionality is enabled.
- **Last activity**: last usage record in date and time format.
- **Days Inactive**: Indicates the number of inactive days in the profile.
- **Machine**: Last device that used the profile.
- **VHD size (GB)**: current profile size.
- **VHD size update**: date and time of the last data update by FlexxAgent.
- **Used (GB)**: Space occupied by the profile in GB.
- **Capacity (GB)**: Maximum space available in the profile.
- **Last compaction**: date and time of the last compaction.
- **Last size update**: last profile size refresh by FlexxAgent.
- **Last Update Duration**: Processing time for data retrieval.
- **Notes**: Allows adding annotations to the profiles.

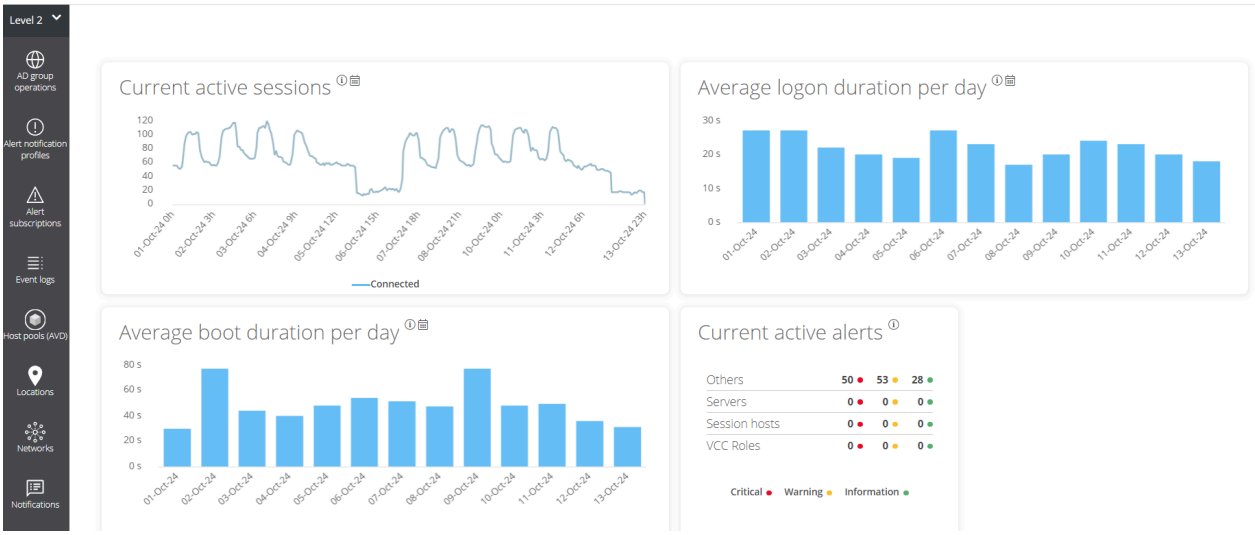
Copyright © 2024 Flexxible. Todos los derechos reservados.

The bottom contains a table with the list of historical compactions performed on the selected profile.

More information about this functionality and its configuration in `FSLogix Optimization`.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2



The `Level 2` section groups functionalities to expand the range of available actions. Includes access to configuration functions that allow sending alerts externally, accessing the unified Windows event log, notifications management, and servers.

Functionalities available at this level:

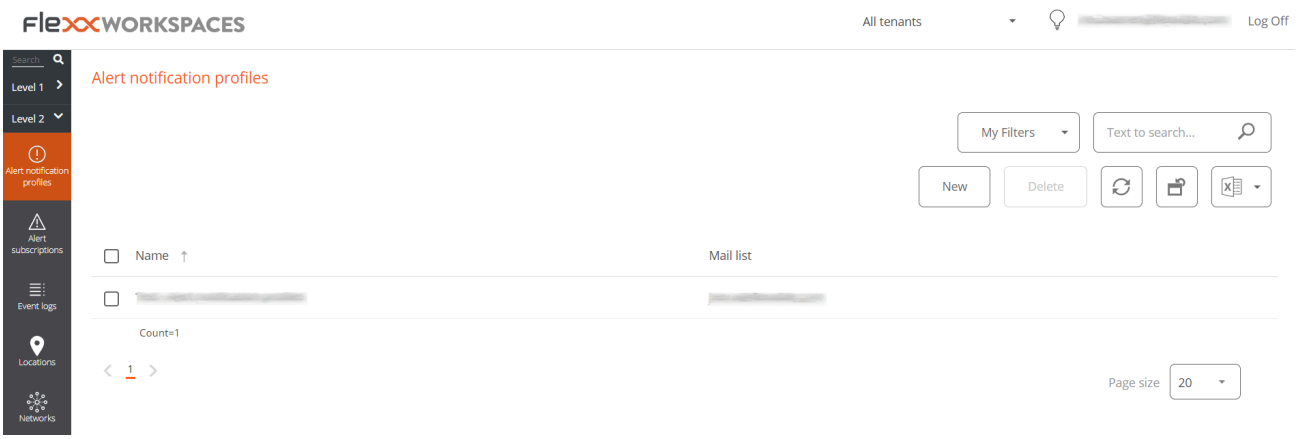
- Alert notification profiles
- Alert subscriptions
- Event Logs
- Notifications
- Servers
- Locations
- Networks
- Wifi networks

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Alert notification profiles

This function allows a user with the `Level 2` role to configure an alert notification profile. An alert notification profile consists of a name and an email address and allows subscribing to specific alert definitions to receive an email when they are triggered.

You can access this functionality from the `Workspaces` -> `Level 2` -> `Alert Notification Profiles` module.



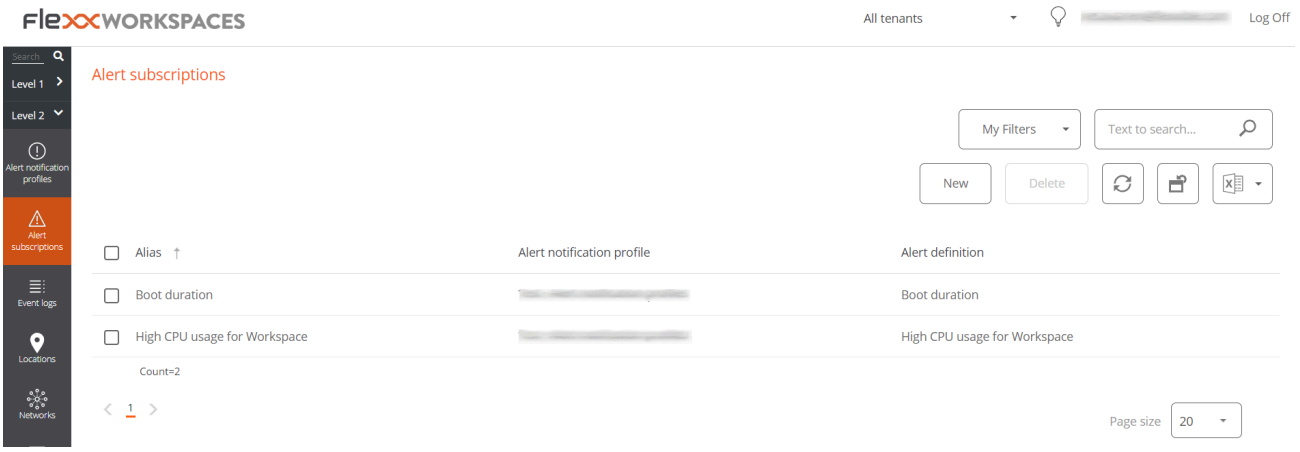
Creating a notification profile is very easy. Just click on `New`, provide a name and email address, and save the changes.

To receive alerts via email, you need to select the alerts of interest and subscribe to them. More information at Alert subscriptions.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Alert Subscriptions

You can access alert subscriptions via the side menu `Level 2` -> `Alert subscriptions`



Alert subscriptions allow you to receive important alert notifications as needed. For example, if a user only wants to receive alerts related to low mobile or wifi signal on the devices, they can subscribe to `Low connection signal for Workspace` in `Alert definition`, so they will only receive alert emails of this type.

Creating subscriptions

To create a new alert, you have to click on the `New` button at the top right of the list view and fill in the following fields:

- `Alias`: a friendly name for the subscription
- `Alert definition`: the type of alert that will be used
- `Alert notification profile`: the type of alert notification that will be used

An email with the alert data will be sent once the subscription is created, if any of the alert definitions associated with it are triggered.

Copyright © 2024 Flexxible. Todos los derechos reservados.

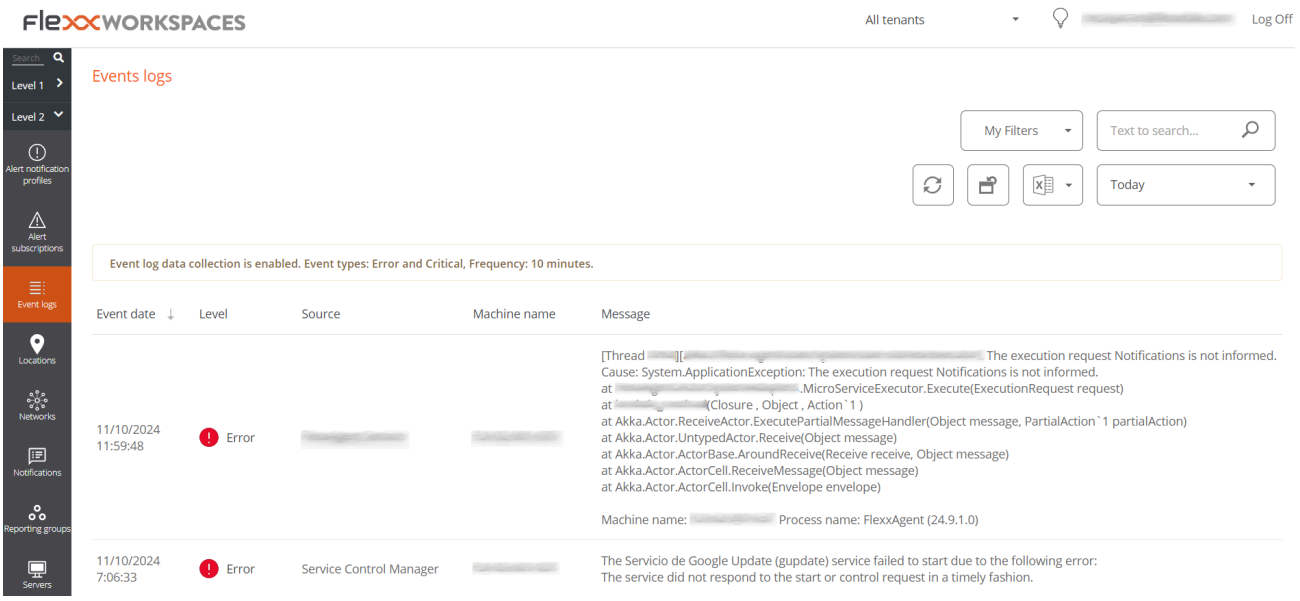
Workspaces / Level 2 / Events Log

The event log is a powerful diagnostic tool that, by default, centralizes critical and error events.

List view

This tab presents information about the log events present on the device. By default, it filters the errors and only shows those errors with `Error` or `Critical` severity and retrieves them from the device at ten-minute intervals. This time can be modified in the Workspaces settings.

The `Event Log` section lists the event viewer events for Windows devices. By default, Workspaces only processes and shows in this section the critical and error events from the application, security, and system event logs.



The default view is for `Today`, which starts at 12:00 p.m. in the time zone defined in the Workspaces instance. The time filter can be changed to the values:

- Today
- This week
- This month

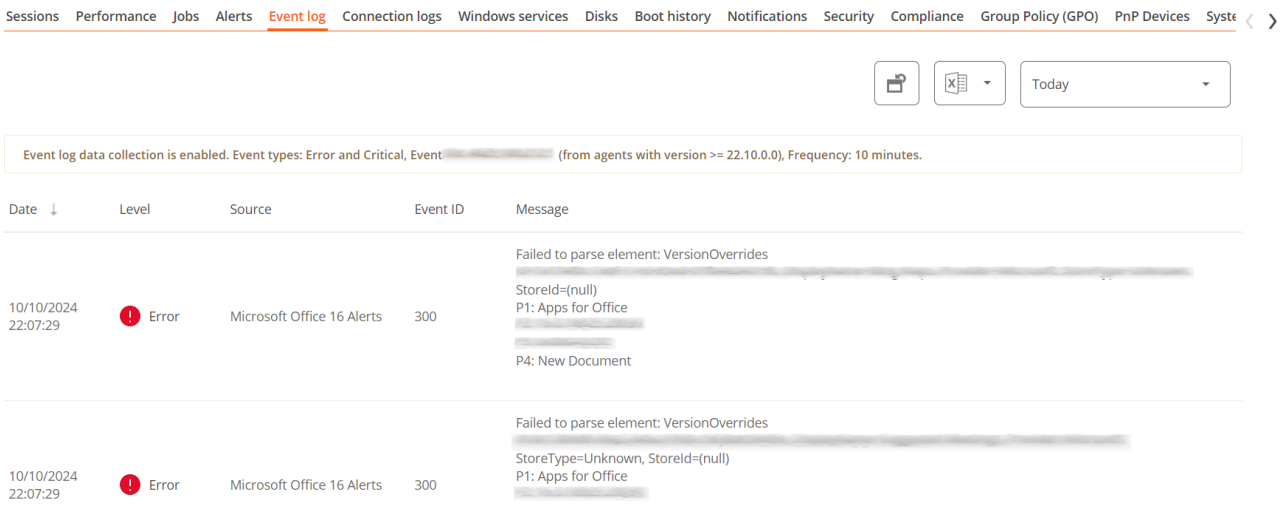
Copyright © 2024 Flexxible. Todos los derechos reservados.

- This quarter
- This year

Filtering options

This view allows the same filtering functionalities available in Workspaces. An example would be to filter by an event with a specific ID to obtain a list of affected devices, subsequently applying corrective actions.

Events logs info in Workspaces



In the details view of a Windows device, a tab is activated that groups the event logs for that device.

Detail view

The detail view of an event log contains all its information:

- **Event Date**: event registration date in day and time format
- **Level**: event severity level
- **Source**: event source
- **Event ID**: numeric identifier of the event
- **Log File**: event log file that hosts the event
- **Machine Name**: hostname of the device that logs the error

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Message**: content of the event message

Additional event settings

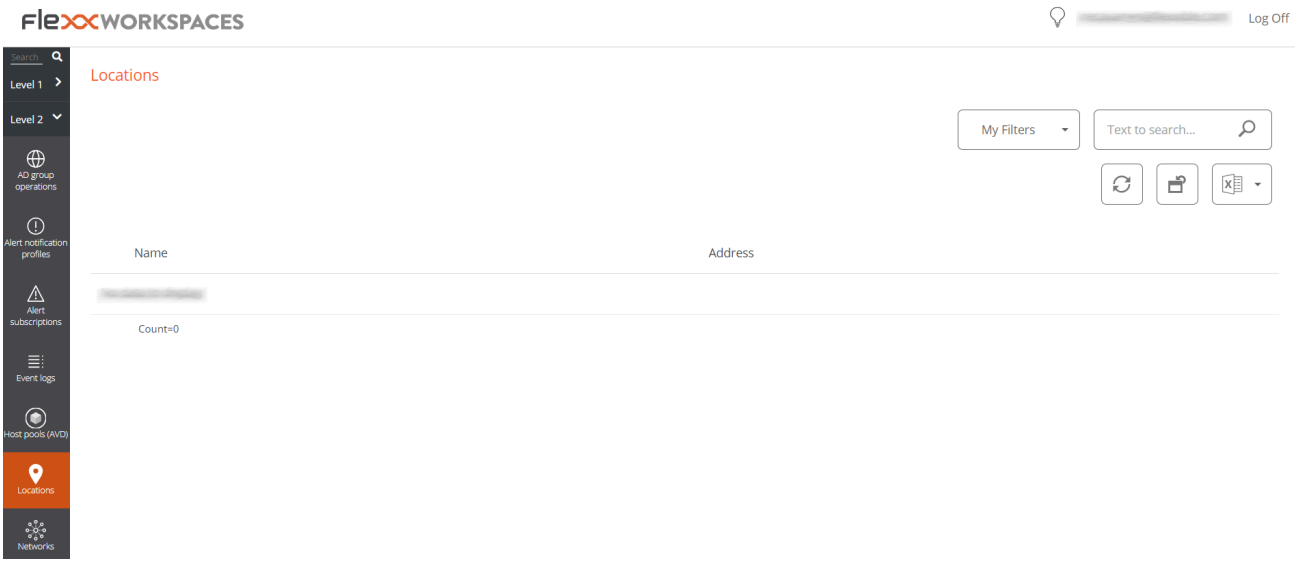
Users with an administrator role can add events that do not meet the default filtering conditions to, for example, add events with a specific ID that, although they have an informational severity level, are relevant to the organization, as well as change the log update time.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Locations

Workspaces supports physical locations as a grouping entity for devices and networks, to which coordinates can be linked for geolocation.

List view



Networks allow associating one or more wireless networks to them, and locations allow associating multiple networks.

Detail view

A location consists of the following information:

- **Name**: friendly name of the location
- **Address**: postal address
- **Latitude**: numerical value of latitude
- **Longitude**: numerical value of longitude

At the bottom, you can see the tabs:

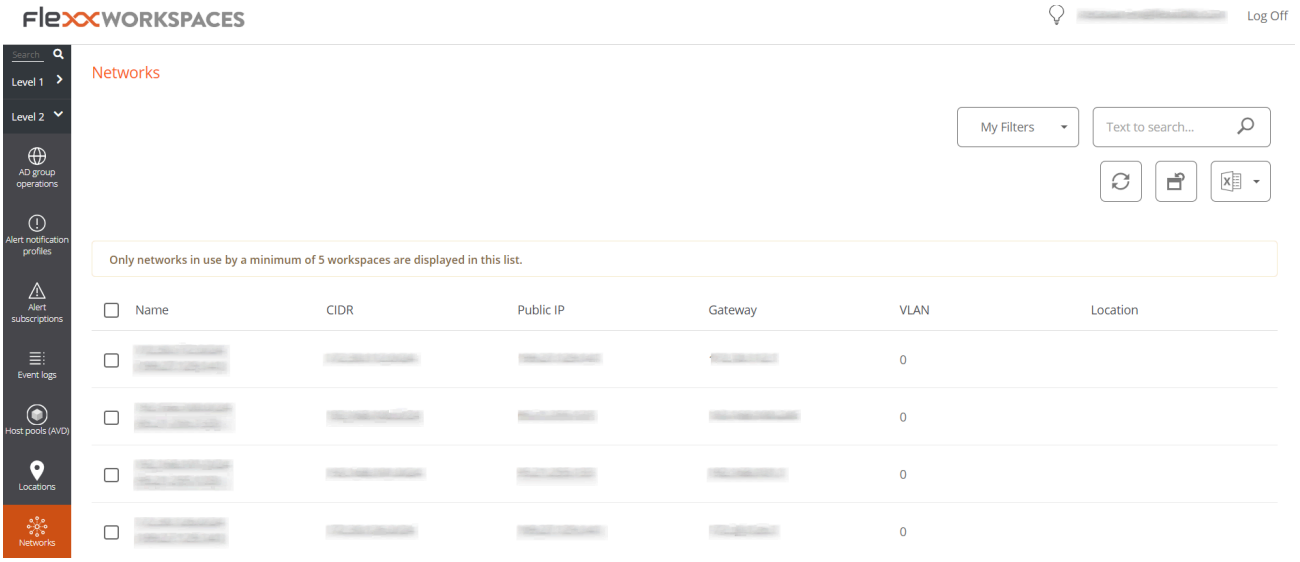
Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Networks**: networks identified by FlexxAgent included in that location; it contains two options:
  - **Link**: allows linking a new network to the policy.
  - **Unlink**: allows unlinking a network from the policy.
- **Workspaces**: devices included in the location

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Networks

FlexxAgent collects multiple network information from devices. When more than five devices report the same network in the same organization, the network is automatically created in Workspaces. These help to automatically maintain an inventory of all networks detected in devices to get an accurate location mapping based on network data.



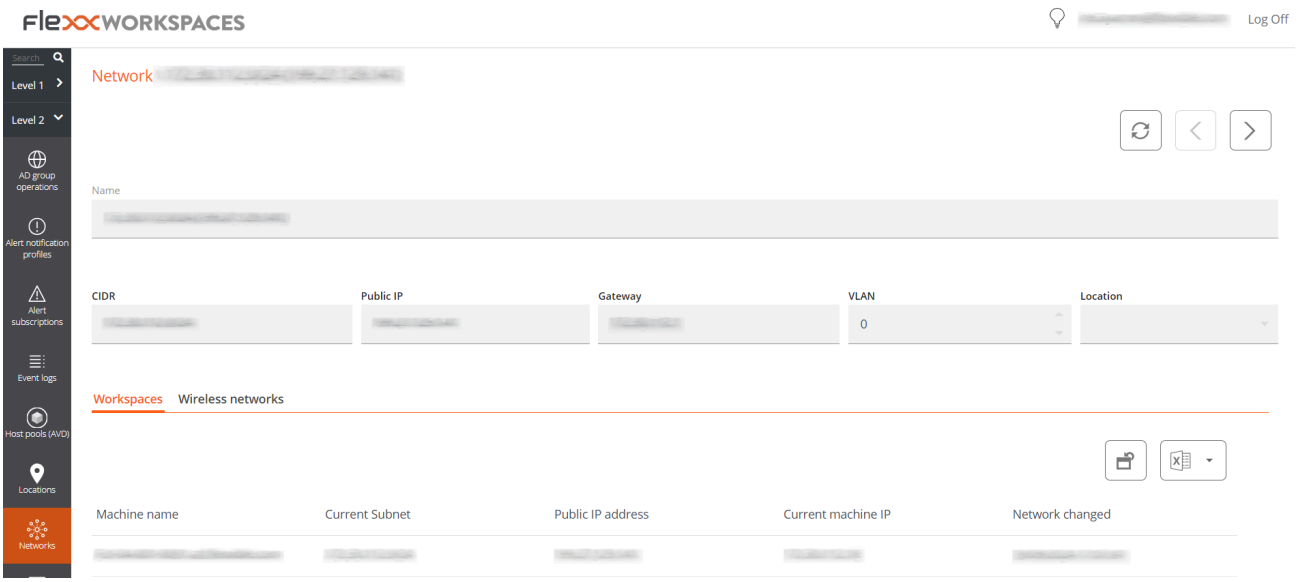
List view

The list view allows you to see the relationship of networks discovered by the agent. It allows searches, filtering, sorting, showing or hiding columns, and more.

It also allows you to select a network from the list and delete it; in that case, if FlexxAgent detects that network again on more than five devices, it will recreate it.

Detail view

Copyright © 2024 Flexxible. Todos los derechos reservados.



At the top block of the detailed view of a network, there is a list of collected fields:

- **Name**: network name; by default the CIDR followed by the public IP. Allows customization.
- **CIDR**: Network CIDR
- **Public IP**: the network's public IP for internet access
- **Gateway**: IP address of the network's gateway
- **VLAN**: VLAN identifier, if any
- **Location**: `Location` associated with the network. Requires preconfiguring at least one location.

At the bottom of the interface, there are two tabs:

- **Workspaces**: shows the list of devices connected to the network.
- **Wireless Networks**: shows the list of `Wireless Networks` linked to the network. It allows linking or unlinking wireless networks previously discovered by FlexxAgent on the devices with the link or unlink buttons at the top of the list.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Notifications

Notifications are a powerful tool for communicating directly, securely, and effectively with users. Given their versatility, they are especially useful in service disruption scenarios as they allow maintaining effective communication with users even when the company's communication infrastructures and tools are not functional.

Notifications section

By default, the `Notifications` section displays information about active and scheduled notifications. To close them, you need to select the notifications you wish and press the `Close notifications` button.

As with all list views, you can filter the list content using the tools available in filtering functionalities.

Types of notifications

Workspaces includes two types of notifications that allow you to send different types of messages to users:

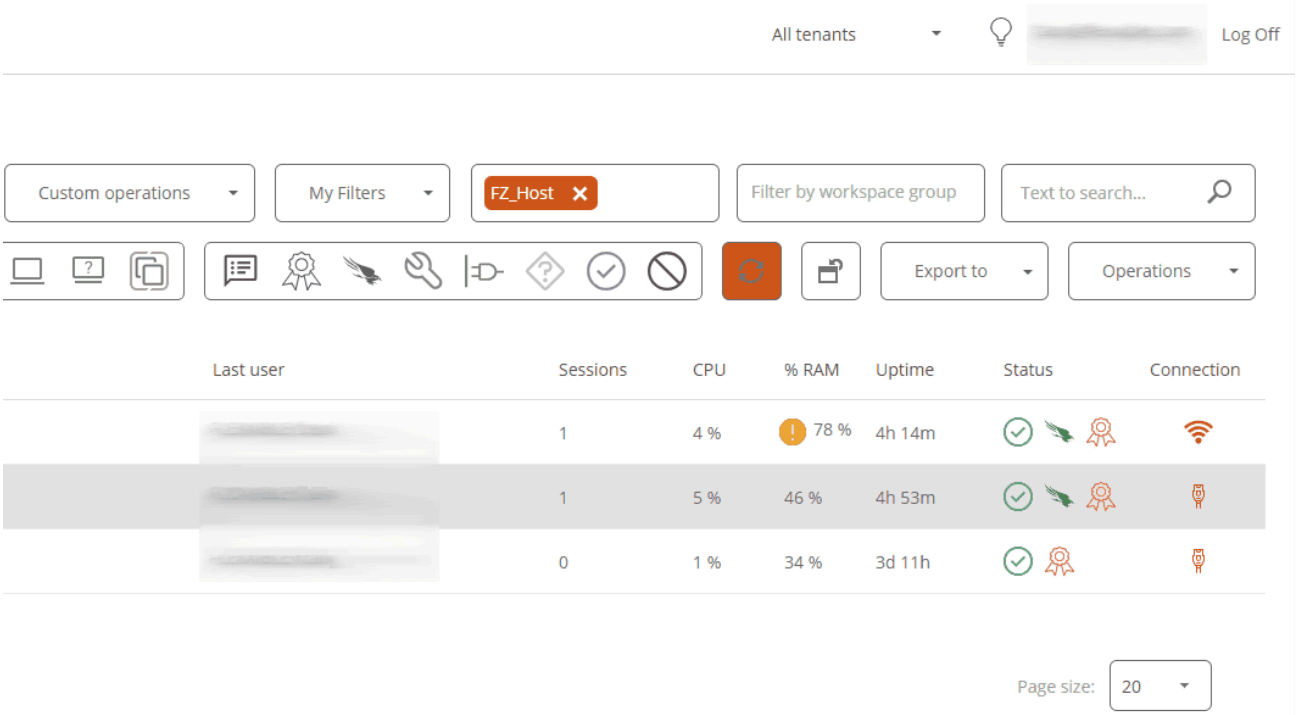
- Pop-up notifications that allow launching a pop-up window with a message that the user can close with a click.
- Notifications: designed for service disruption events, where corporate communication channels might not be available. They are used when ensuring the message reaches users as quickly as possible to avoid a high volume of users trying to contact the support department.

Popup notifications

Sending notifications is available in the `Sessions` and `Workspaces` sections of Level 1. To send a popup notification, select the target sessions or devices and execute:

Copyright © 2024 Flexxible. Todos los derechos reservados.

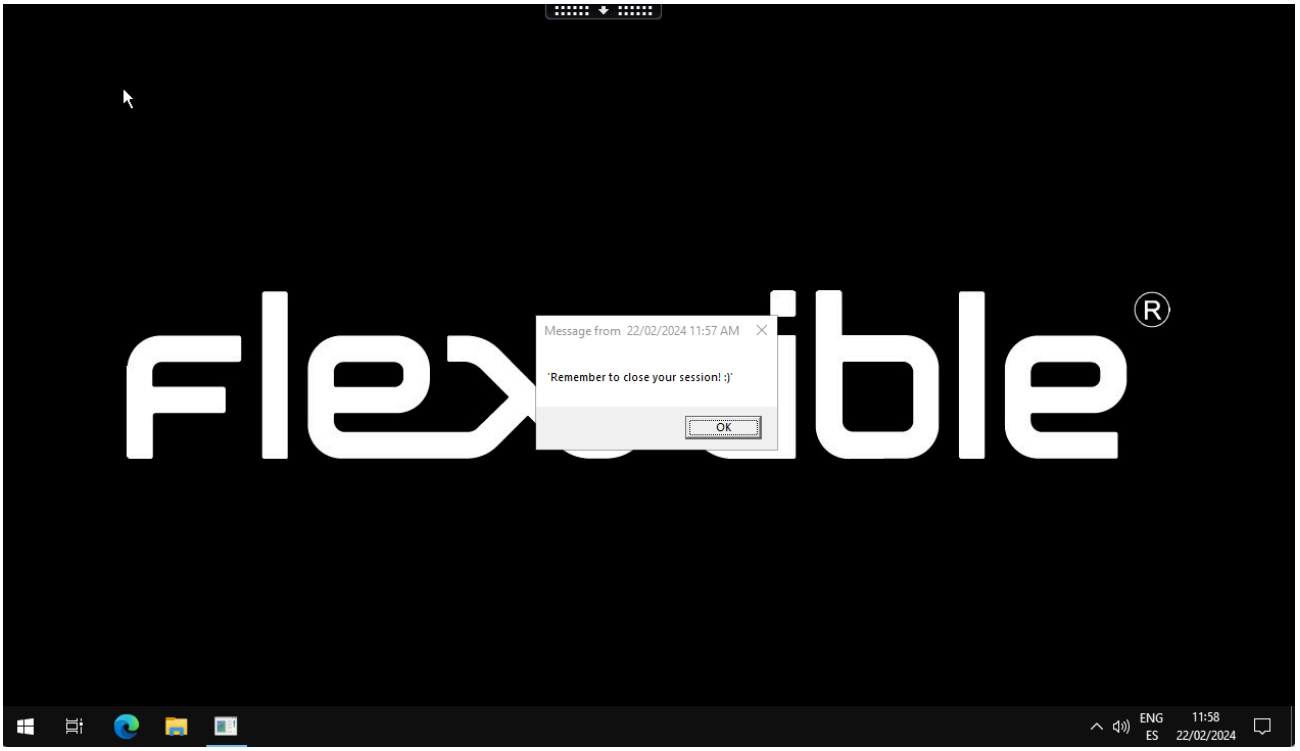
- `Operations` -> `Notifications` -> `Send pop-up message`.
- Specify the message and click `Ok`.



The user in the session will receive a window in the center of their screen with the configured message.

These notifications are based on Windows system tools. If all devices or sessions are selected and a message of this type is sent, the message will only reach the users who are working (in session) at that moment. If any user enters their session after the message is received, it will not be visible.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Notifications

Notifications have many additional features aimed at maintaining effective communications and protecting the information transmitted to users.

While on screen, notifications reserve that space so the user can no longer occupy it with their applications. This is a mechanism to ensure that the user has the message visible.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Notifications can be configured for time intervals; intervals can be defined in which all sessions already started and future sessions receive this notification and it remains active during that period of time.

To configure and launch a notification, the following is required:

- Define a time zone.
- Set start and end date and time.
- Severity, with three levels to choose from:
  - Informative: generates a gray notification.
  - Maintenance: will generate a yellow notification.
  - Technical issue: generates a red notification.
- Request acceptance: enables a button to get user feedback; once accepted, it closes for the user.
- Disable minimize: when enabled, prevents users from minimizing the notification.
- Message text
- Additional information: extra message that will appear when hovering over the notification.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Link: to include a status page, if available. -Blinking: allows configuring blinking in the notification to increase its visibility.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Reporting groups from Workspaces

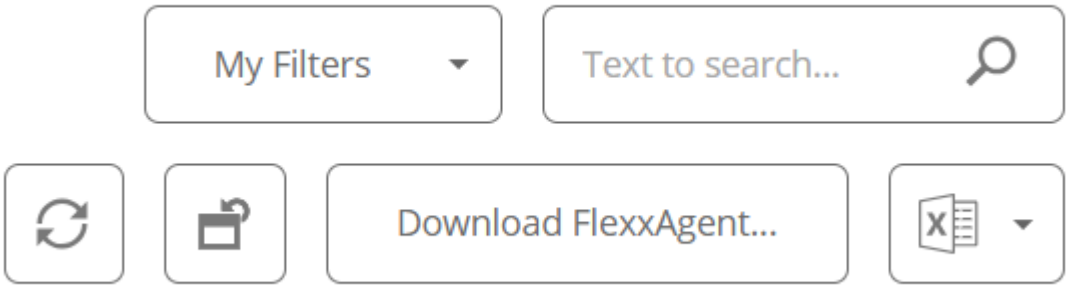
The `Report Groups` view from the `Workspaces` module allows you to see the status of the report groups created in the organization. It shows general information about the devices that make them up and offers the possibility to download FlexxAgent onto them.

List view

The list view shows a table with the listing of the report groups, according to their ID number, name, and corresponding organization.

At the top, there are a series of buttons that allow actions on the list of report groups.

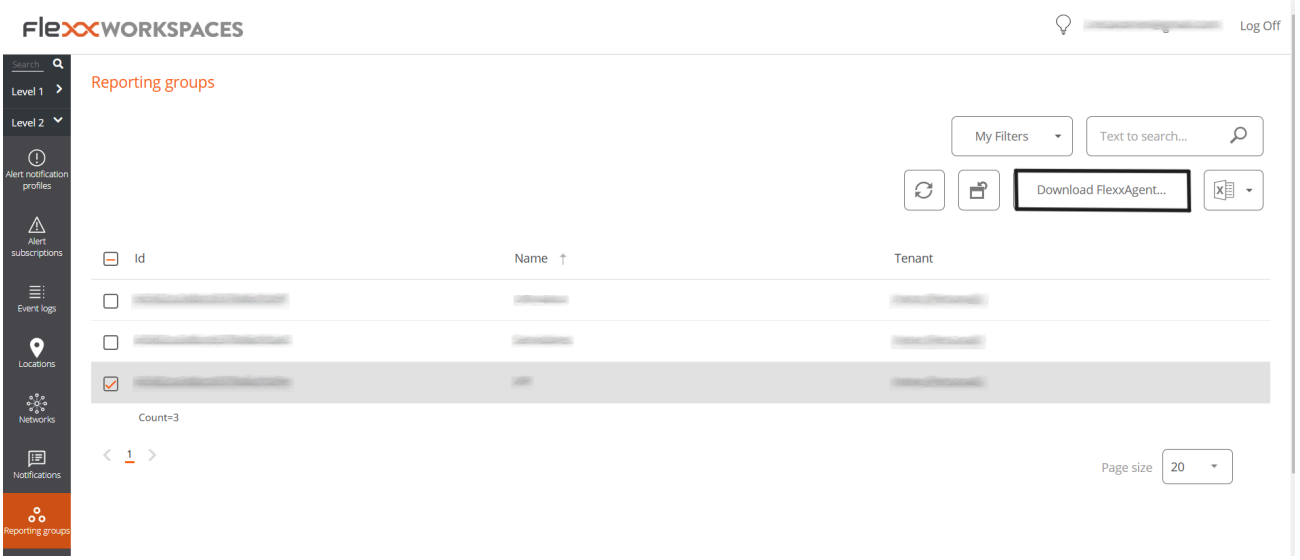
- **My filters**: allows you to manage filters to search for report groups.
- **Text to search**: free search box to find groups that match the entered term.
- **Refresh**: reloads the list of report groups after applying search filters.
- **Reset all settings for this view**: returns to the initial settings of the list.
- **Export all items**: allows you to download the list of report groups in CSV and XLSX formats.
- **Download FlexxAgent**: FlexxAgent will be downloaded to the selected report groups.



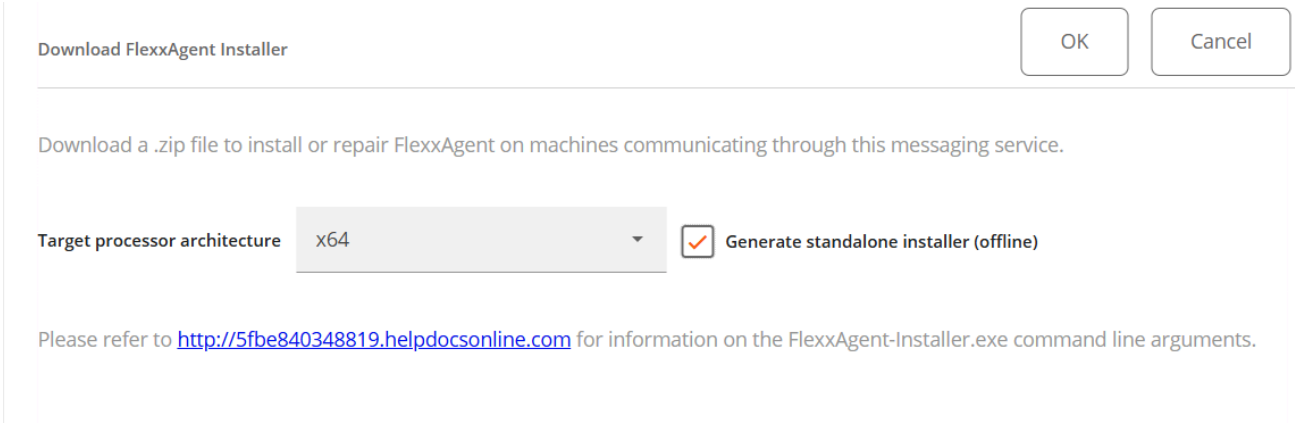
Download FlexxAgent

Copyright © 2024 Flexxible. Todos los derechos reservados.

In the list view table, you must select the report group for which you want to download the agent and click on the `Download FlexxAgent` button.



A window will open to download the FlexxAgent installer.



If the `Generate standalone installer (offline)` option is selected, during installation, the binary will not require internet access for verification or downloading binaries.

If, on the contrary, the `Generate standalone installer (offline)` option is not selected, the minimum installation package will be downloaded. In this manner, the binary will access the internet to verify and download the latest binaries.

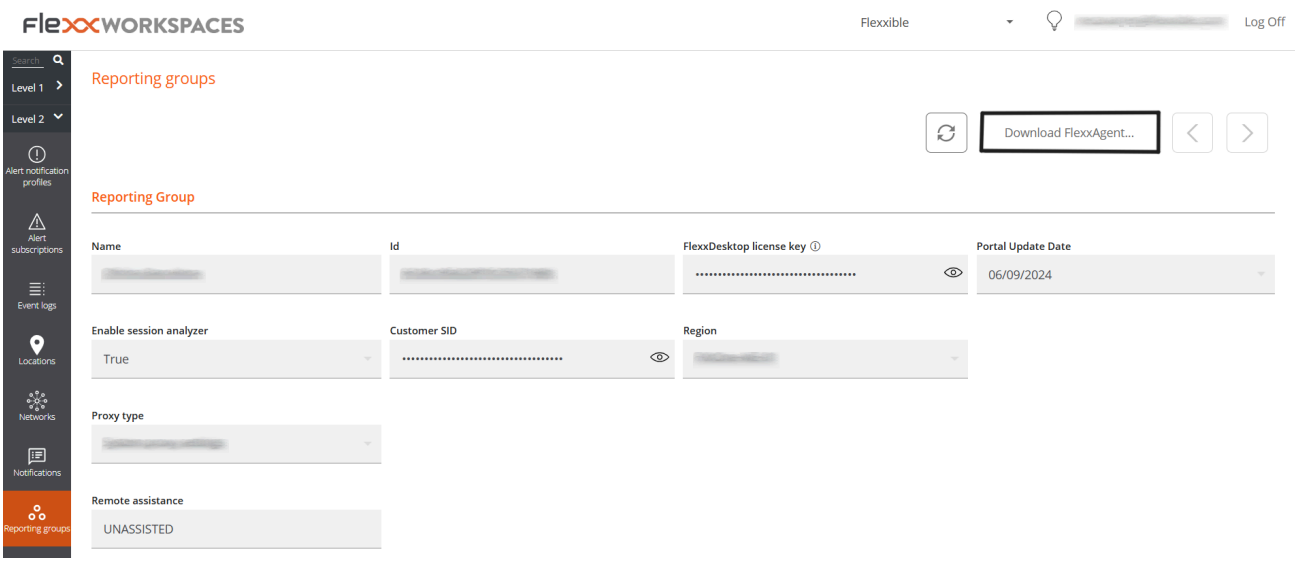
For other installation options, you can consult the FlexxAgent documentation.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Detail view

To obtain specific information about a report group, you need to select one in the list view table.

The detail view offers specific data about the selected report group: name, ID, FlexxDesktop license key, Portal update date, whether it has an Analyzer session enabled, client SID (security identifier), region, types of proxy and remote assistance enabled.



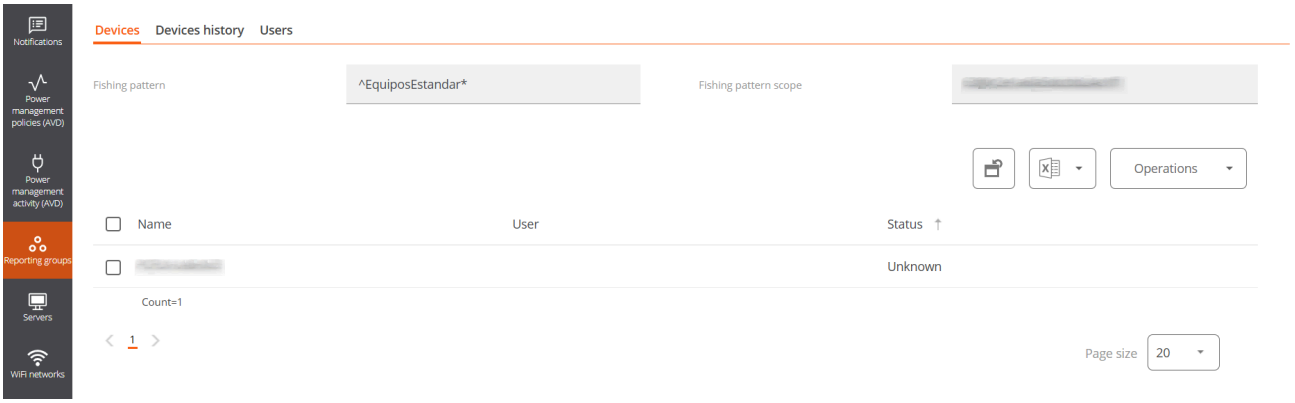
Devices

The detail view of the report groups also presents specific information on three areas:

Devices

This is the list of devices that make up the report group being consulted. When it comes to a group that uses the fishing pattern to add devices, the configured RegEx term appears in a top box, as well as the id associated with the report group being queried.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Devices history

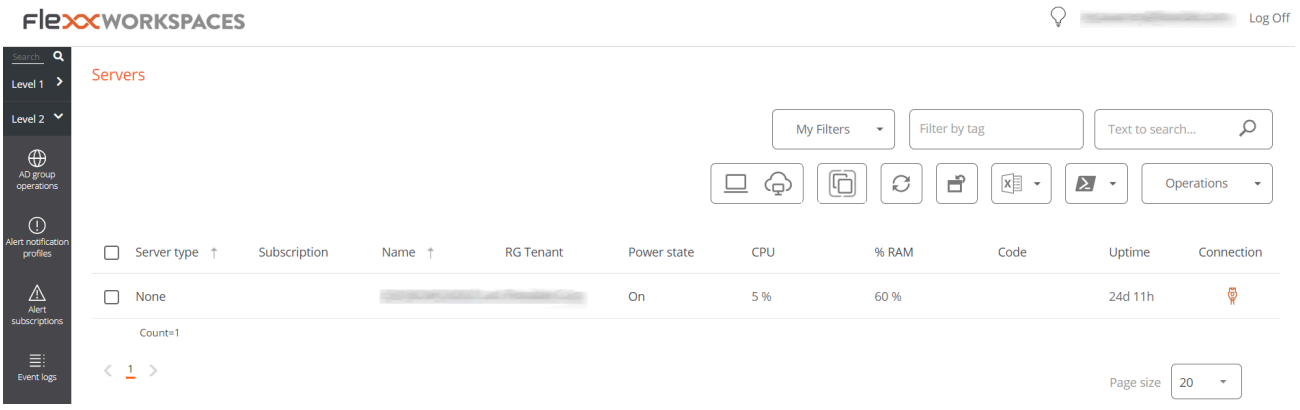
It provides the name and the date of incorporation of the devices to the report group, also whether they have been assigned the group manually or automatically and the source and destination groups to which the devices have belonged.

Users

This is the list of users who belong to the report group. La tabla informa sobre el inquilino y rol que tienen asignados dentro de la organización

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Servers



The 'Servers' view allows access to the list of servers in the environment. When FlexxAgent is installed on a device, it will by default appear in the `Workspaces` section. To move the device to the `Servers` view, from the `Workspaces` section you must select the device and execute the `Machine Type` -> `Server` operation

More information on how to include a device in this list.

List view

The list view contains all servers configured as such in Workspaces and allows the same actions with the devices listed in the `Workspaces` view.

Available operations

From the list view, at the top right of the interface, the following tools are included:

- Filtering Options
- Microservices
- Operations

Filtering options

This view allows the same filtering functionalities available in Workspaces.

Copyright © 2024 Flexxible. Todos los derechos reservados.

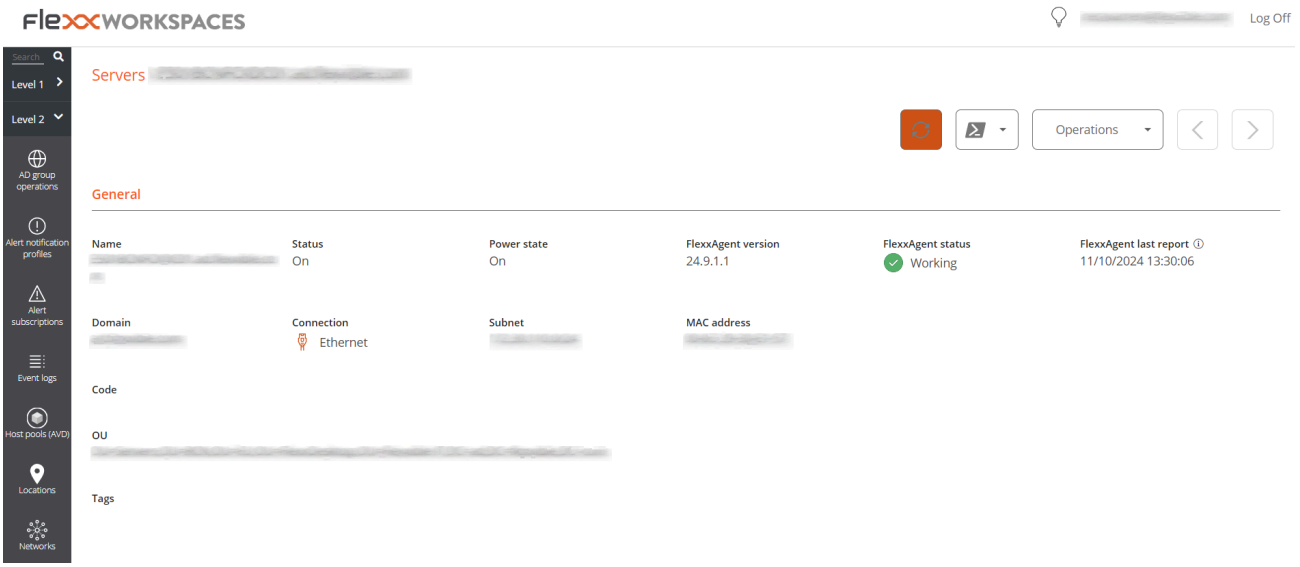
Microservices

From the `>-` button it is possible to execute any of the microservices enabled for the organization that have `System` as the configured context. This allows the execution of microservices with administrative permissions on the devices. The actions of enabling, creating, modifying, or deleting microservices are performed from the Portal.

Operations

The `Operations` button allows executing the same device management actions as the Workspaces view.

Detail view



The detail view of a server, in addition to the operations available at the top of the interface, contains the following sections:

- General information
- Extended information
- Specific information segmented into tabs at the bottom

General

The general information block of the device contains:

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **Name**: hostname of the device
- **Status**: power state (on-off)
- **FlexxAgent Version**: FlexxClient version number
- **FlexxAgent Status**: FlexxAgent execution status (running - stopped)
- **FlexxAgent Last Report Date**: date of the last report received from FlexxAgent on the device
- **Domain**: domain to which the device belongs
- **Connection Type**: type of connection used by the device (ethernet - wireless)
- **Subnet**: network addressing
- **MAC Address**: MAC identifier
- **Code**: allows a string to be set as code
- **Network Changes**: indicates if the device has recently changed its network configuration
- **Tags**: allows identification tags to be associated
- **OU**: organizational unit in the domain where the device's account resides

Extended

The extended information block of the device contains:

- **RAM**: total amount of RAM
- **Cores**: number of processor cores
- **IP Address**: IP address of the device
- **Windows Edition**: edition of the operating system
- **OS Build**: operating system build number
- **Uptime**: the length of time the workspace has been running since it was last started or restarted; it's important to note that if fast startup (fastboot) is enabled, the workspace is only off when restarting.
- **Fast Startup**: indicates if fastboot is enabled on the server
- **Last Windows Update**: last patch application date
- **Duración del último arranque**: duración del arranque (boot) del último inicio
- **Pending reboot**: determines if the device has a pending reboot to apply updates.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- **System disk**: indicates the used space of the system disk.
- **Public IP and ISP**: if public IP data collection is enabled, shows the public IP and the provider.
- **Region**: if it's an Azure virtual machine, will show the Azure region of the host.
- **BIOS Manufacturer**: BIOS manufacturer
- **BIOS Version**: current BIOS version
- **SMBIOS Version**: current SMBIOS version
- **BIOS Serial Number**: unique BIOS identifier
- **Session Analyzer**: indicates the status of the FlexxAgent Analyzer process, which can be:
  - **Not configured**: The FlexxAgent is configured to not launch Session Analyzer.
  - **Disabled**: The FlexxAgent is not launching Session Analyzer because it has been disabled using the registry key 'AvoidLaunchAnalyzer'.
  - **Configured**: The FlexxAgent is configured to launch Session Analyzer in all the user sessions.
  - **Installed**: Session Analyzer is already installed in the workspace so FlexxAgent won't try to launch it.
  - **No compatible**: FlexxAgent no inicia Session Analyzer porque no es compatible con el sistema operativo del workspace (por ejemplo, una versión de Windows de 32 bits).

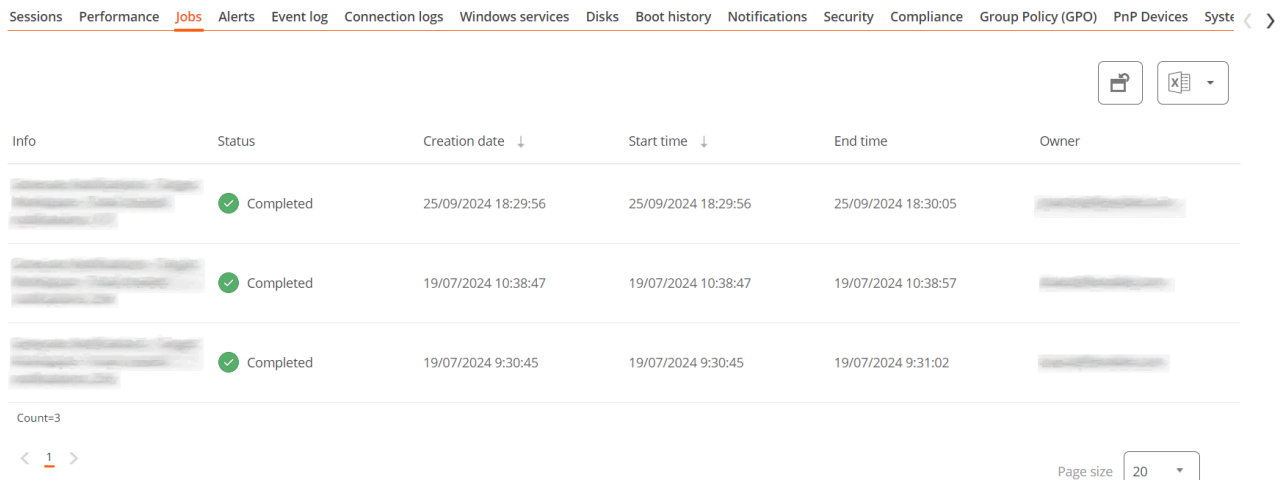
Tabs

The tabs at the bottom show grouped specific information. The following are included:

```
- [Trabajos](#trabajos)
- [Rendimiento](#rendimiento)
- [Alertas](#alertas)
- [Registro de eventos](#registro-de-eventos)
- [Discos](#discos)
- [Historial de arranque](#historial-de-arranque)
- [Seguridad](#seguridad-edr)
- [Directiva de grupo (GPO)](#directiva-de-grupo-gpo)
- [Dispositivos PnP](#dispositivos-pnp)
```

Copyright © 2024 Flexxible. Todos los derechos reservados.

Jobs



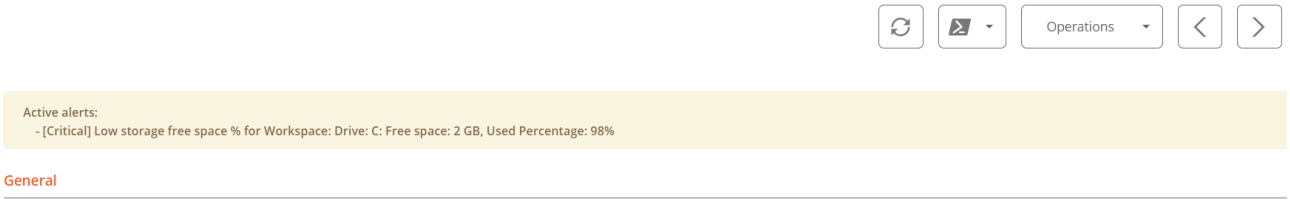
All actions performed from servers on one or more devices are audited in the job queue. This tab allows you to check the jobs performed for the active device without having to go to the section.

Performance

In the performance tab, graphical information about CPU, memory, and bandwidth usage is displayed.

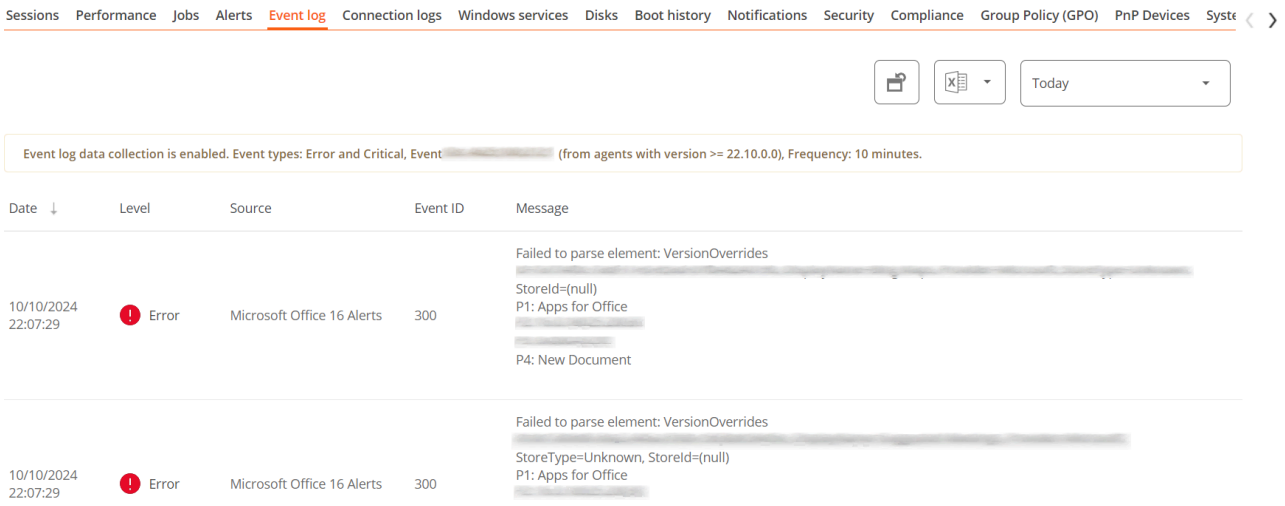
Alerting

This tab shows a list of all active alerts, if any, for the active device. When a device has an active alert, a message is also displayed at the top of the screen.



Events Log

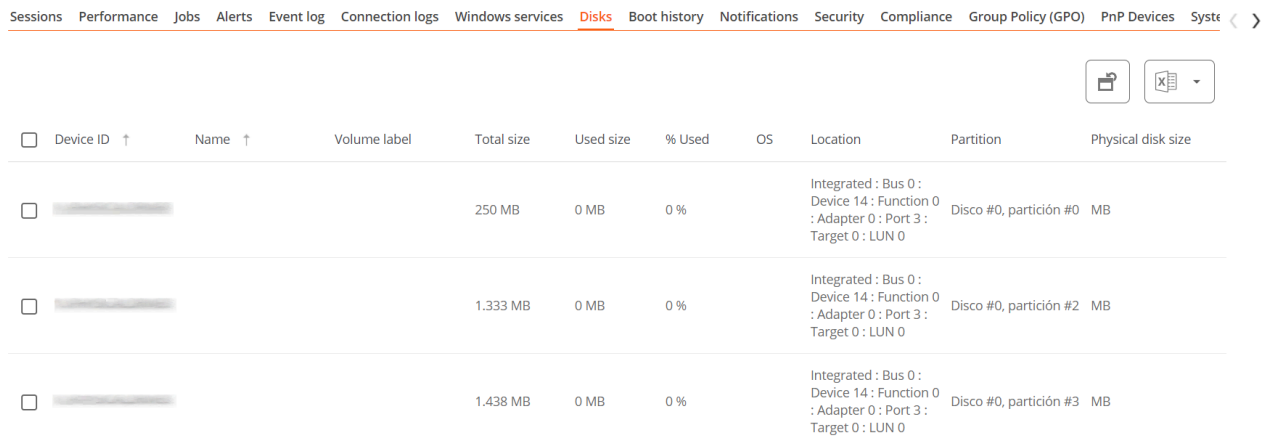
Copyright © 2024 Flexxible. Todos los derechos reservados.



This tab presents information about the log events present on the device; by default, it filters errors and only shows those with `Error` or `Critical` severity; it obtains them from the device in 10-minute intervals.

Using the available options in `Settings`, it is possible to modify the sampling time or include specific events by their ID.

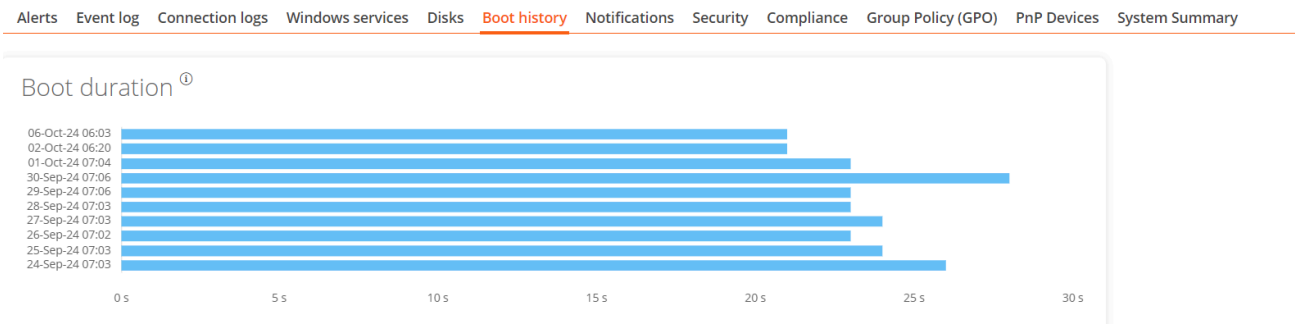
Disks



This tab offers a list view of all partitions present on all disks identified in the system, as well as statistics on their capacity and occupancy levels.

Boot history

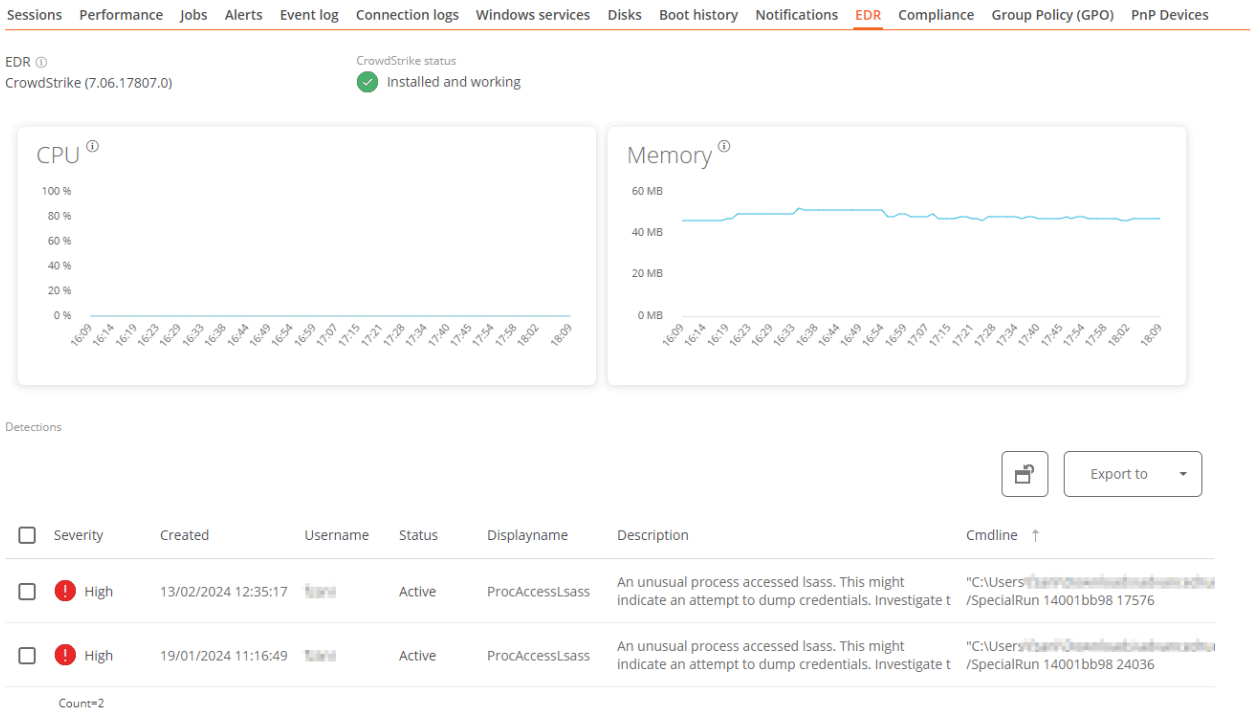
Copyright © 2024 Flexxible. Todos los derechos reservados.



Esta pestaña permite ver una gráfica de registros históricos del tiempo ocupado en el arranque (boot) del dispositivo.

Security (EDR)

FlexxAgent will detect if a device has Crowdstrike Falcon installed and display the information on the `EDR` tab of the device detail view. There you can check the installed version, the correct or incorrect execution status, as well as the CPU and memory resource usage.



If it is also desired to capture detections to display them in Workspaces, access data must be configured via API to the Crowdstrike Falcon instance in the `CrowdStrike` section of `Level 3` -> `Messaging service (IoT Hub)`.

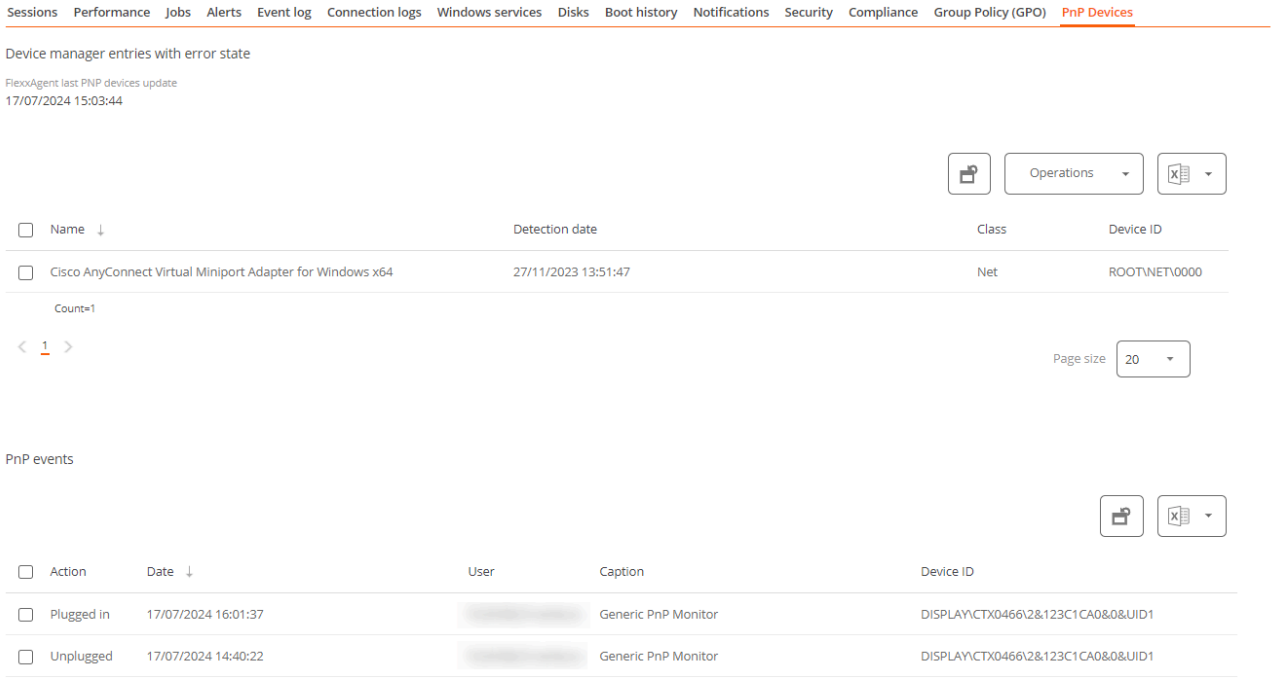
Group Policy (GPO)

Copyright © 2024 Flexxible. Todos los derechos reservados.

Esta pestaña muestra la información de las políticas de grupo aplicadas en el dispositivo activo. Allows viewing information of policy names such as the name and time of check.

PnP Devices

This tab allows you to see at the top the PnP devices that are in an error state, which may be due to a hardware or driver malfunction, or incorrect device or driver configuration.



At the bottom of the tab, all PnP events are recorded. Each time a peripheral device is connected or disconnected, a record is generated in this table.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Level 2 / Wireless networks

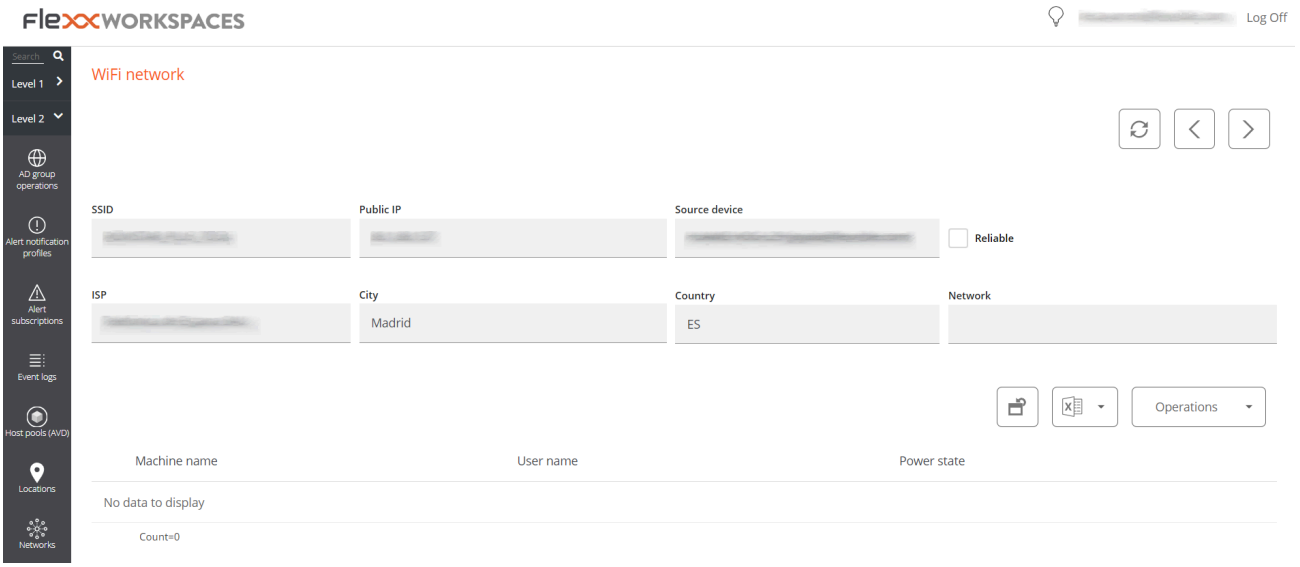
FlexxAgent collects multiple network information from devices. When FlexxAgent identifies the use of a wireless network, it is automatically created in Workspaces. These help to automatically maintain an inventory of all networks detected on devices to get precise location mapping based on network data. It is possible to associate it with Networks and Locations allowing to build a network inventory, the connected devices, the network operators in use, and much more.

List view

The list view allows you to see the relation of wireless networks discovered by the agent. You can search, filter, sort, show or hide columns, and more.

It also allows selecting a wireless network from the list and marking it as a trusted network; in that case, if FlexxAgent detects the network again in more than five devices, it will recreate it.

Detail view



At the top block of the detailed view of a network, there is a list of collected fields:

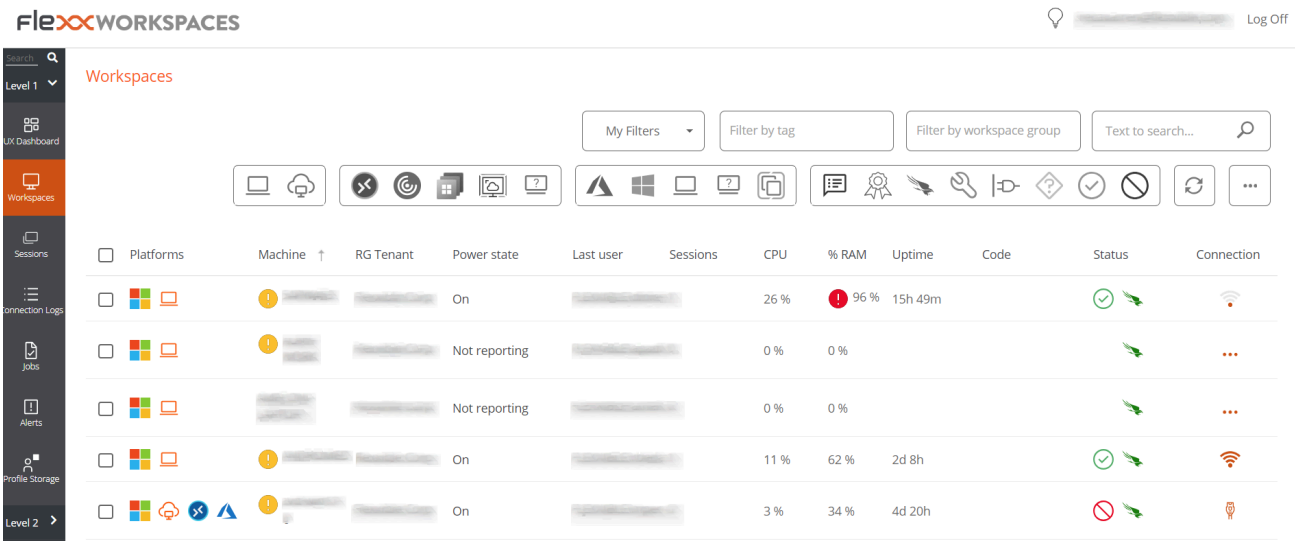
Copyright © 2024 Flexxible. Todos los derechos reservados.

- **SSID**: network name; by default the CIDR followed by the public IP. Allows customization.
- **Public IP**: The public IP for internet access of the network
- **Source device**: name of the device that declared the wireless network for the first time.
- **Trusted**: shows if this wireless network has been marked as trusted.
- **ISP**: connectivity provider
- **City**: Shows the city from which the internet exit is established.
- **Country**: shows the country from which the internet access is established.
- **Network**: allows associating this wireless network with a `Network`.

Connected devices to the network are displayed at the bottom.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Guides and tutorials for Workspaces



This section offers resources designed to maximize the use of Workspaces. It includes detailed instructions on configuring and using functionalities, along with advanced settings that will allow you to tailor Workspaces to specific needs.

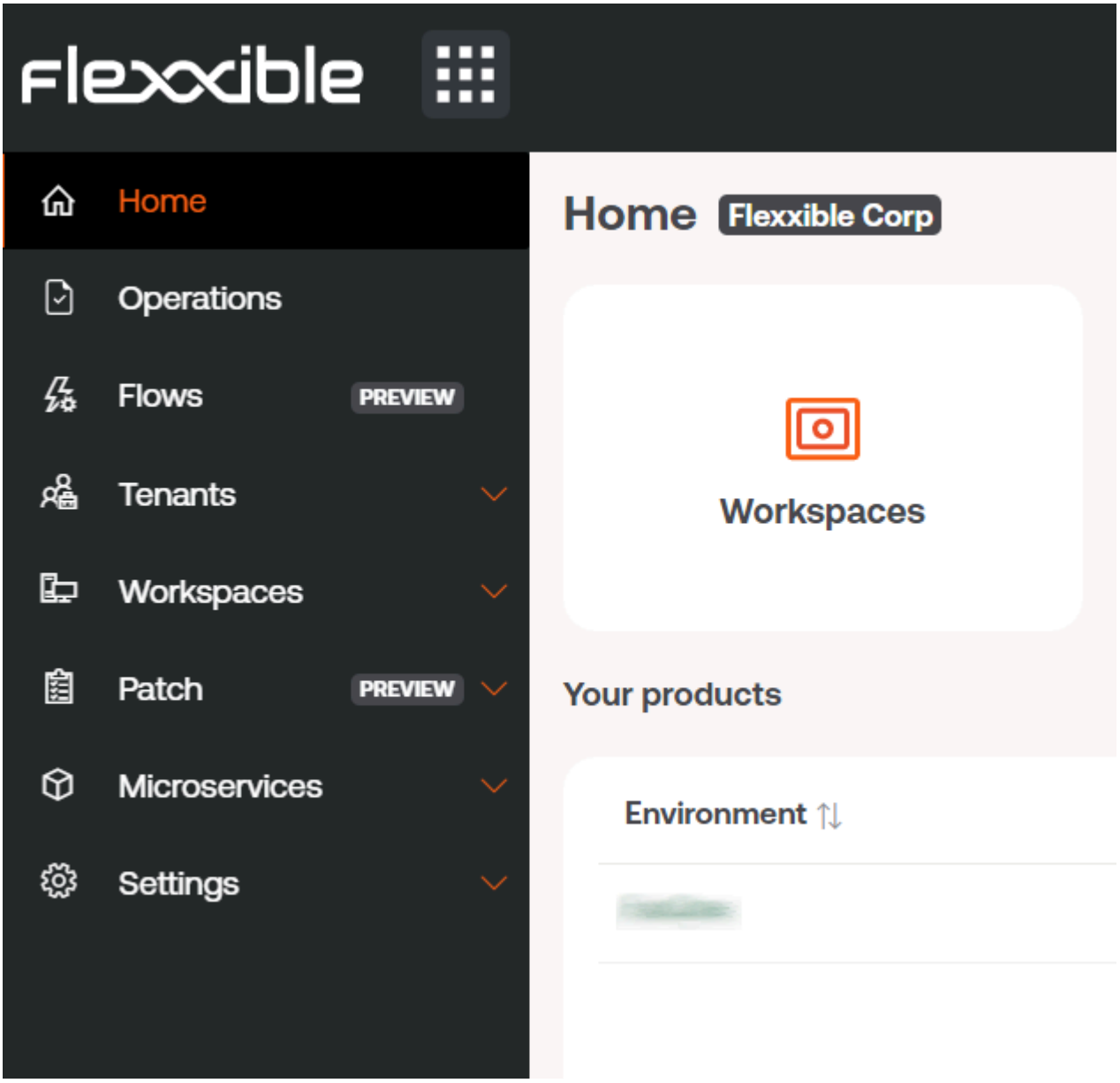
Each guide has been created to facilitate its understanding and application, regardless of the user's experience level. In addition to step-by-step instructions, you will also find detailed procedures and solutions to common problems.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Guides and tutorials / Configure email alerts

Any operator authorized by the Level 2 role can configure the receipt of email alerts:

1. Open the `Workspaces` module.



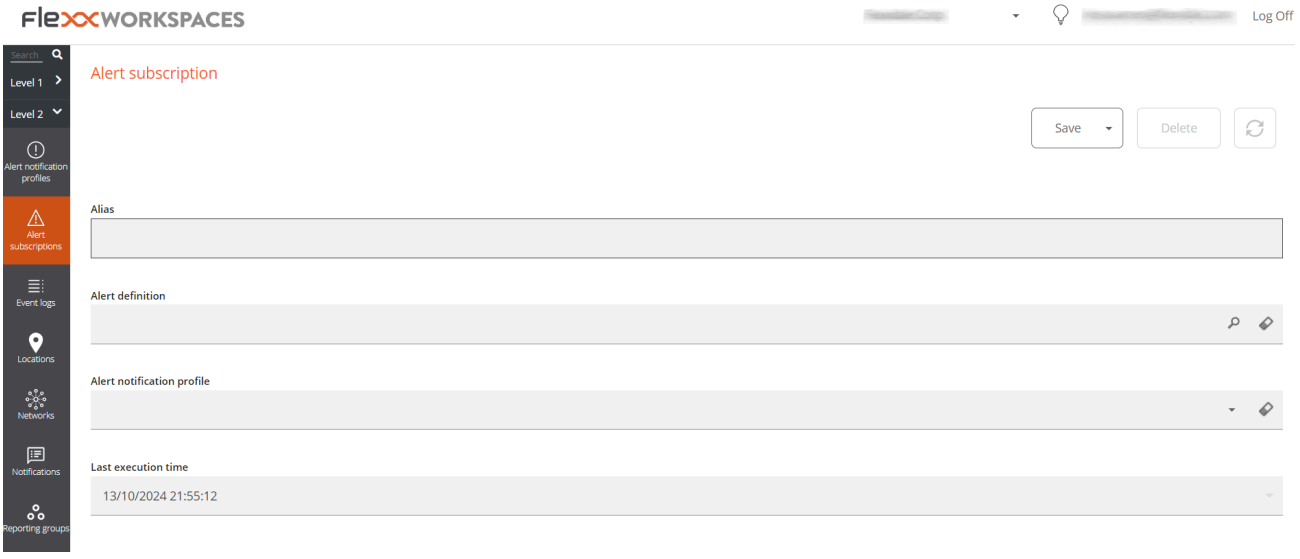
2. In the left menu, go to `Level 2` -> `Alert Notification Profiles`.

3. Click on `New` in the top right. This action will allow you to create a new profile to receive alert notifications. You need to define a name for the profile and the email

Copyright © 2024 Flexxible. Todos los derechos reservados.

address or addresses to which notifications will be sent.

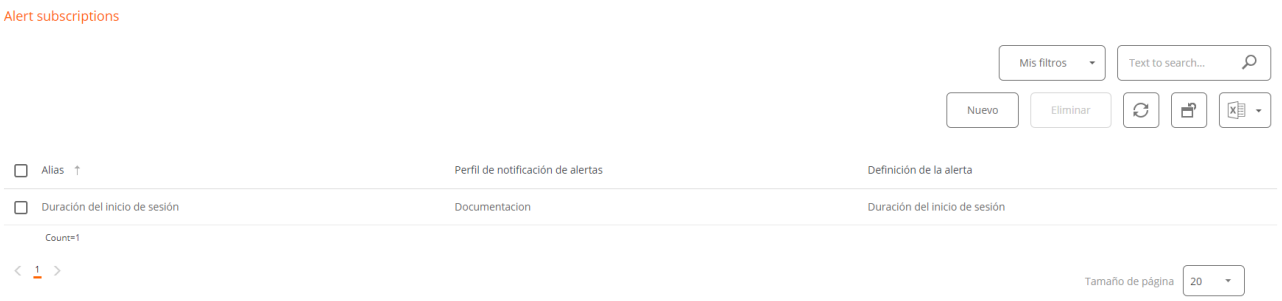
4. Click the `Save` button in the top right.
5. Next, link an alert definition to the notification profile that was created in previous steps. Select the `Alerts Subscriptions` option from the `Level 2` menu in the left navigation bar. Click on the `New` button on the top left. A panel like the following will appear:



6. Name the subscription with an alias, select the alert or alerts using the magnifying glass icon on the right side of the field. Using this icon will bring up a floating panel to search and select one or more alerts. Then, select the desired subscription profile (in this example, the one created in previous steps).

7. Once the fields are filled, click the `Save` button. The new subscription will appear in the list.

Copyright © 2024 Flexxible. Todos los derechos reservados.



In this example, each time an alert is issued about the session startup duration, the notification profile called “Documentation” will be notified by email to the address or addresses specified in its definition.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Workspaces / Guides and tutorials / How to provide remote assistance to a user

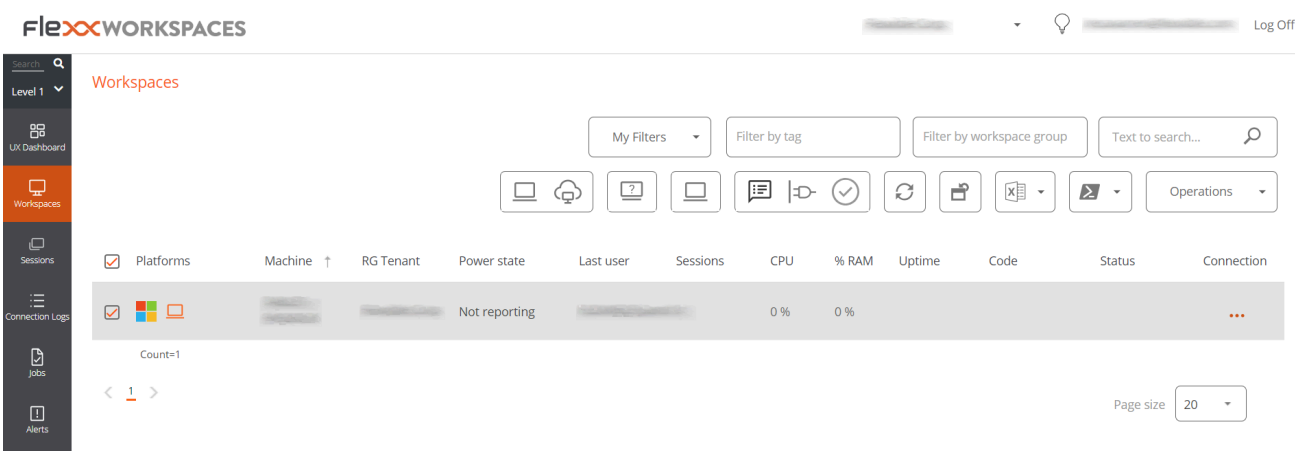
Remote assistance allows direct operation on a user's workstation desktop. The operator acts as the device administrator and works remotely with the user's desktop.

To provide remote assistance:

1. Access the `Workspaces` module.
2. Access the `Workspaces` or `Sessions` section from the navigation bar on the left side.

> Sessions allow searching for a specific user, while `Workspaces` lists the available devices. When performing remote assistance on a device, it will be conducted on the session that is currently active.

1. Search and/or select the device/session on which remote assistance will be performed.



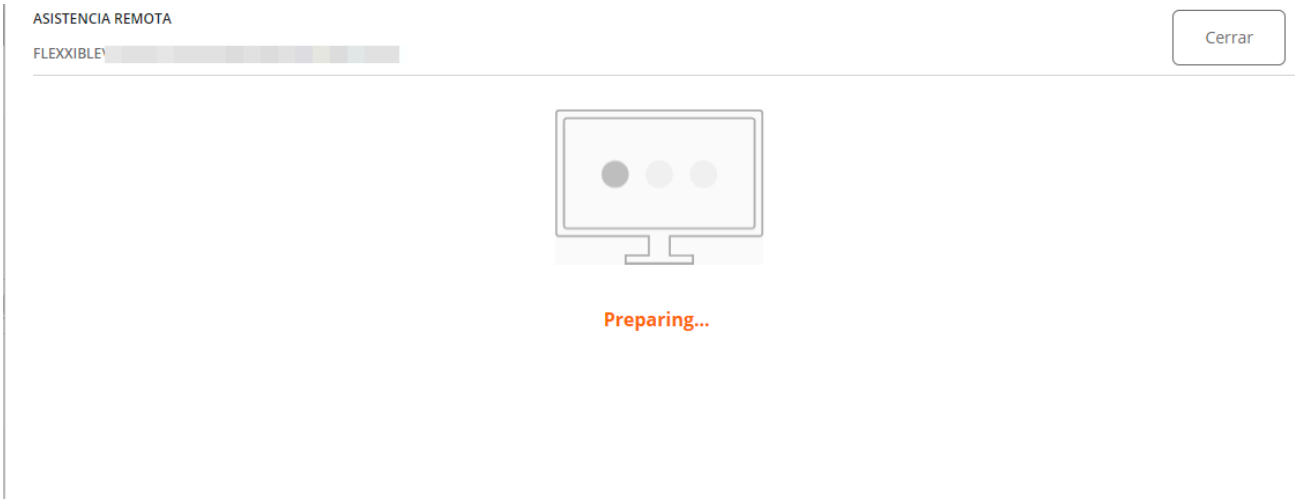
4. Open the `Operations` menu on the button in the upper bar of the equipment list. In some cases, as in the previous image, the button will be behind the button with three dots (...) on the mentioned bar. Next, select:

   `Operations` -> `Remote Assistance` -> `Start remote assistance`

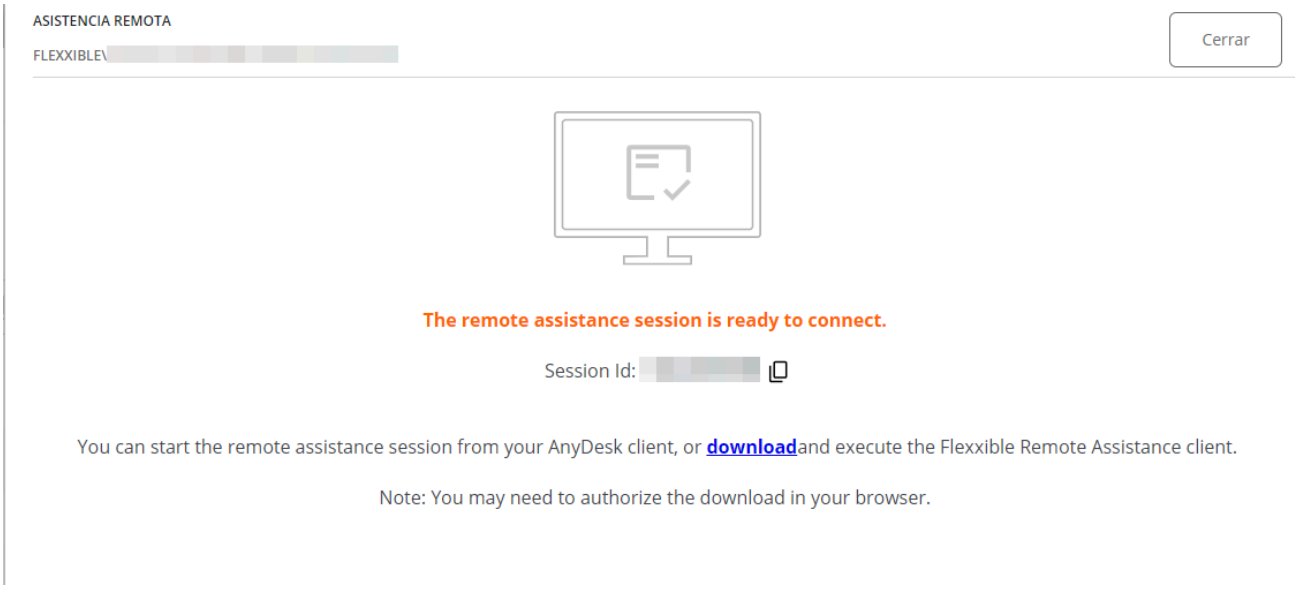
5. Select `Ok` to confirm the operation.

6. A floating panel will appear indicating that remote assistance is being prepared.

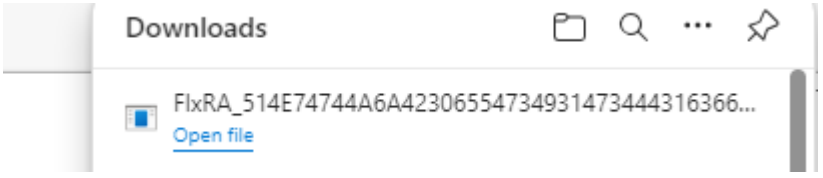
Copyright © 2024 Flexxible. Todos los derechos reservados.



7. Once prepared, the information will appear.

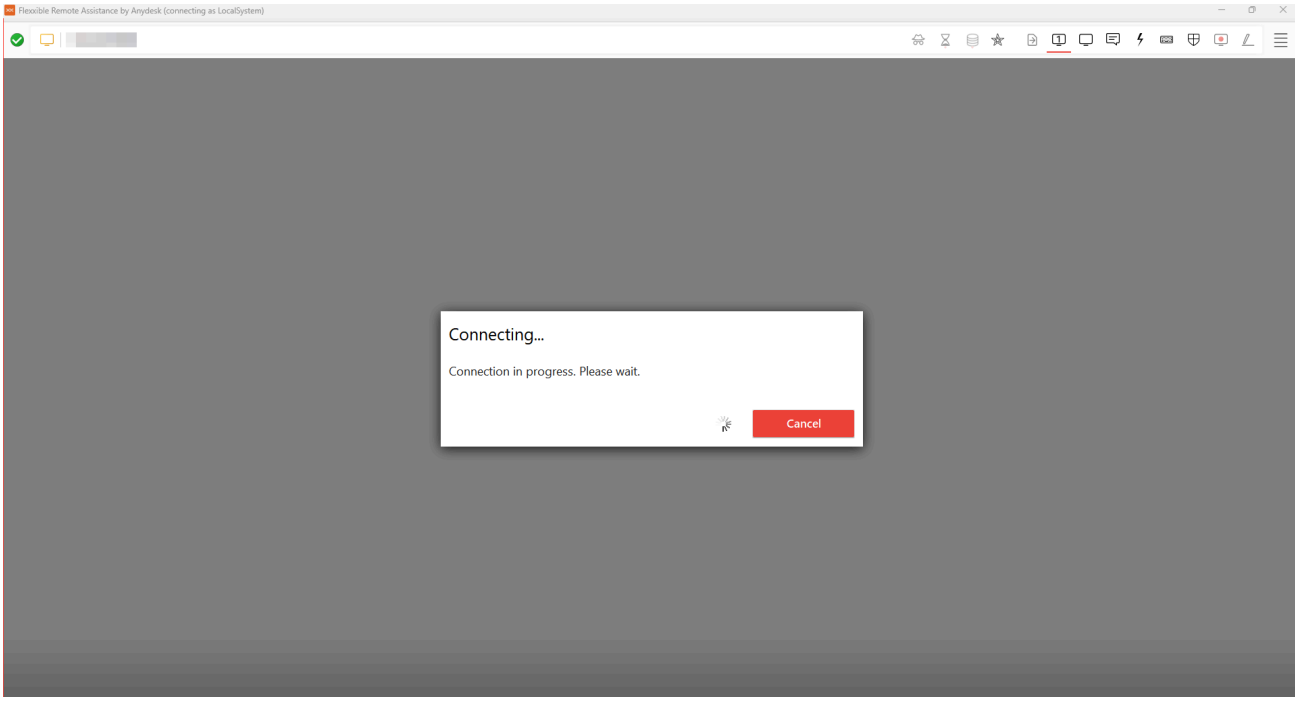


8. This assistance is temporary, and the operator will need to download an executable file from the `download` link in this floating panel.



9. Download and run the file. This operation will run an application to facilitate remote assistance. The operator will have to wait for the user to give permission to perform remote assistance on their device.

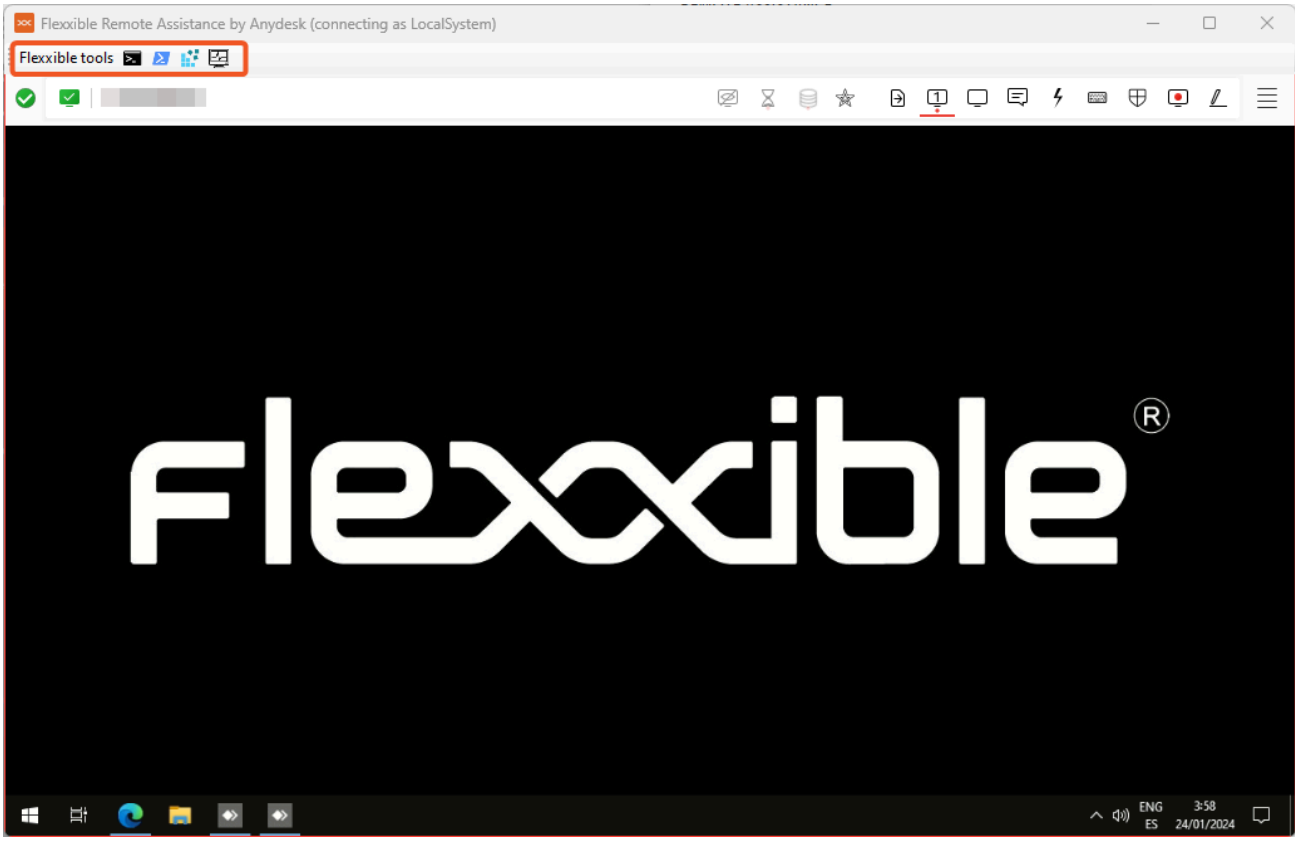
Copyright © 2024 Flexxible. Todos los derechos reservados.



10. Once the user grants their consent, the remote assistance session can be conducted. The operator has access to the user's desktop and can perform operations and provide the needed help to solve the user's problems.

If the operator has the necessary permissions and is in a user session without administrative permissions, they can use `Flexxible Tools` to act on the device with administrative permissions:

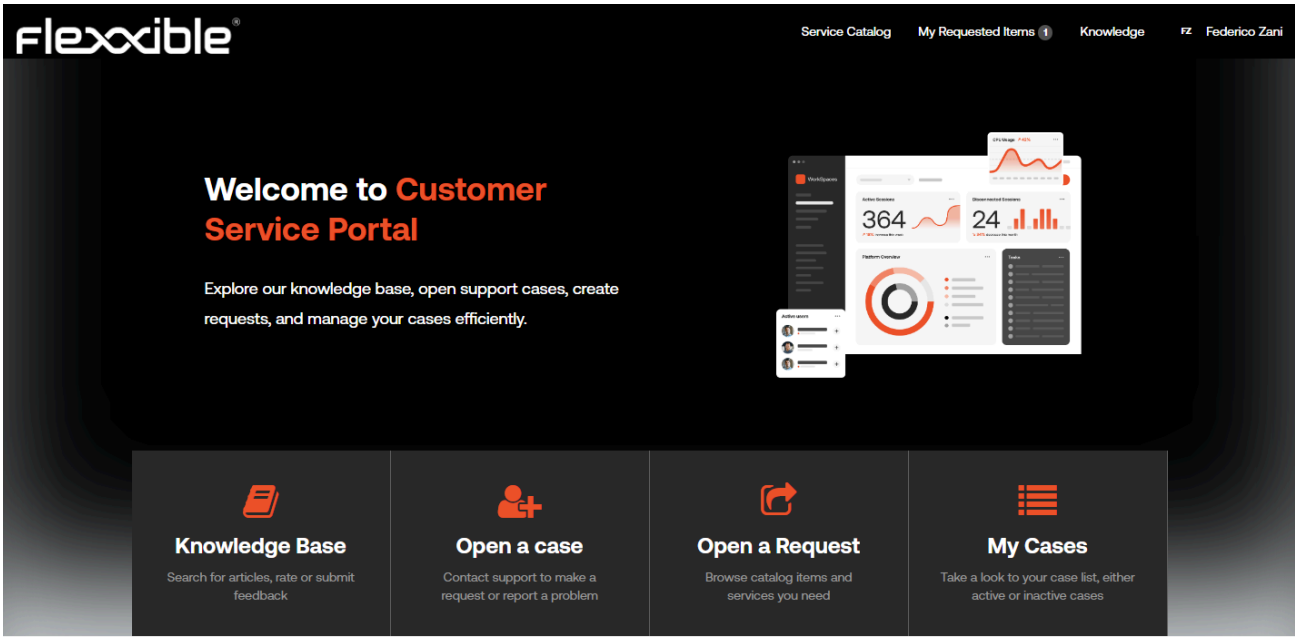
Copyright © 2024 Flexxible. Todos los derechos reservados.



Copyright © 2024 Flexxible. Todos los derechos reservados.

Automate

It's the module that provides users and IT teams, through a portal, a catalog of microservices that can be executed automatically, offering a self-service panel, accessible via browser for the user. It also offers the possibility to contact the specialized support team for any incidents, requests, or queries.



Thanks to the workflows developed by the Flexxible team using ServiceNow, it is possible to execute the microservices based on approval workflows defined with the client and proactive management in incident resolution. The fact that the Automate module is based on ServiceNow also allows easy integration with customers' CRM tools, whether by email, APIs, Integration HUB, etc. In this way, end users, technical staff, and administrative personnel are in direct contact with Flexxible's operations teams.

From Automate it is possible to:

- Publish a self-service dashboard for end users and technical teams.
- Contact Flexxible support services.

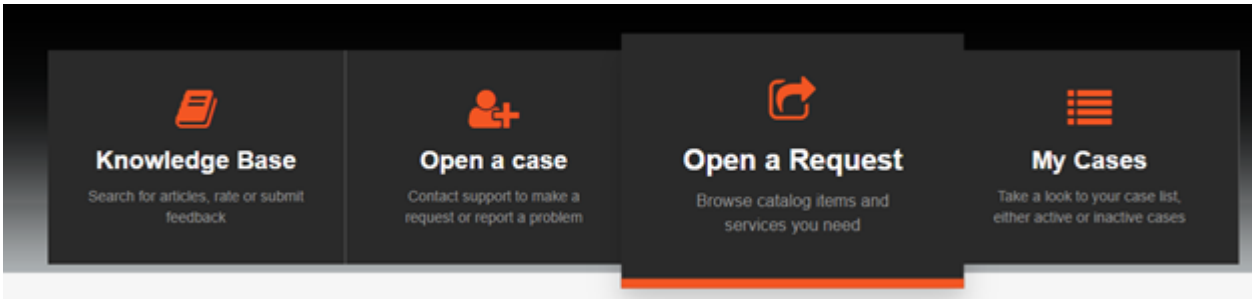
Copyright © 2024 Flexxible. Todos los derechos reservados.

Automate / Self-Service Panel

Automate is a module developed for the interaction of the client with the Flexxible support team and is also responsible for the automatic execution of microservices that, due to their particular configuration, need to go through an approval workflow or the selection of various parameters before they can be executed.

Features

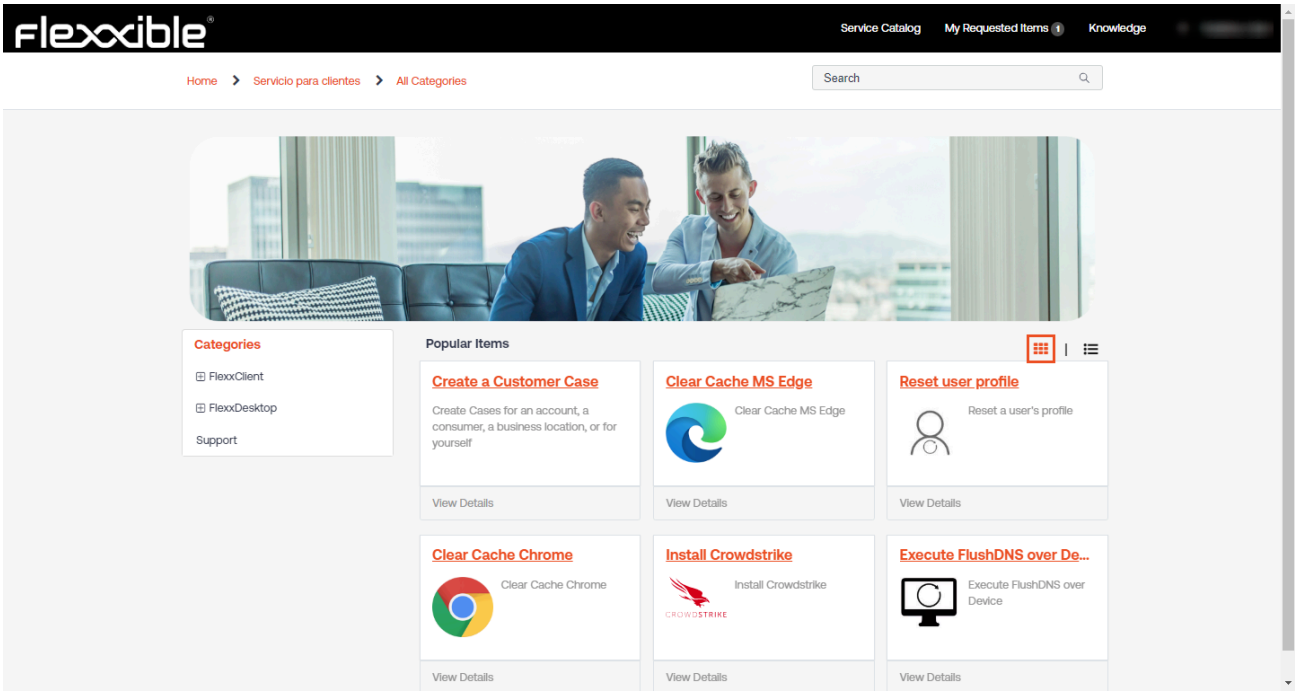
On the main screen of the Automate portal, there's a section called “Open a Request”.



This section leads to a catalog of microservices available based on the services contracted by the client. This catalog may contain automations for FlexxClient, FlexxDesktop, or even both, depending on the active subscription products.

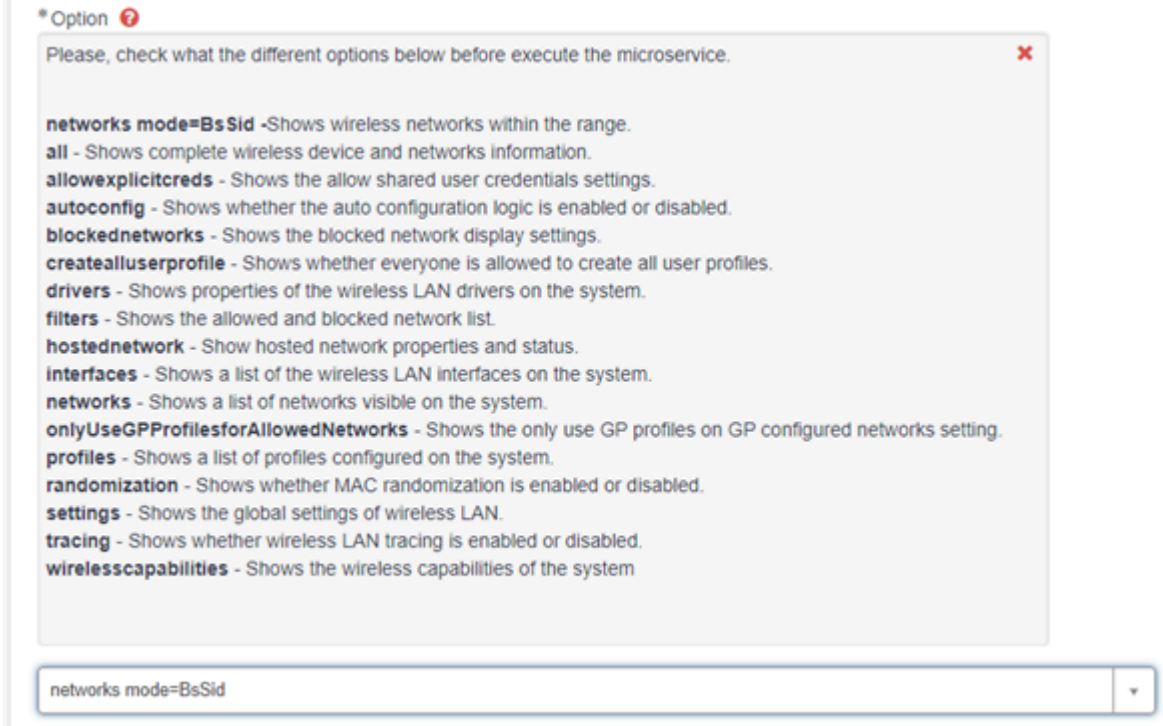
To access the available microservices, the user only needs to select the available/desired option and the different categories with the existing microservices will be displayed. By selecting one of the categories, the enabled microservices for it will appear on the right:

Copyright © 2024 Flexxible. Todos los derechos reservados.



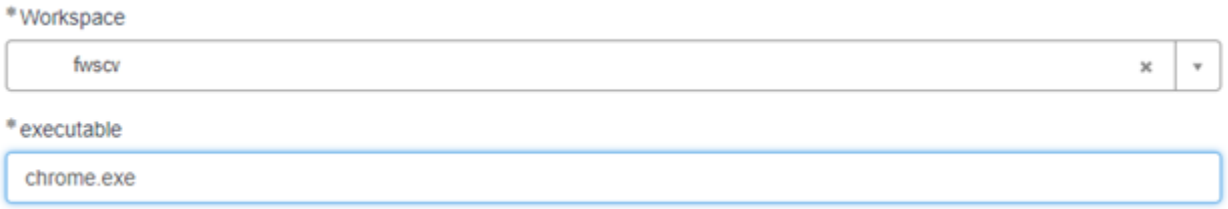
Parameters

Certain microservices may have different selectable values; for example, in the case of “Get Wifi information”, where the user can select the type of information they want to obtain:



Copyright © 2024 Flexxible. Todos los derechos reservados.

In other cases, it is necessary for the user to directly enter the variable value of the microservice execution; for example, in “Kill Process by EXE name” it will be the user who must indicate the name of the executable they want to remove from the computer:



Approval Workflow

Certain requests may require approval before they can be executed automatically, as they may have a financial impact, or perhaps require prior analysis to ensure they can be executed safely. For example, the deployment of new virtual desktops within a DaaS service environment, or the modification of a registry key on physical machines for specific application configuration.

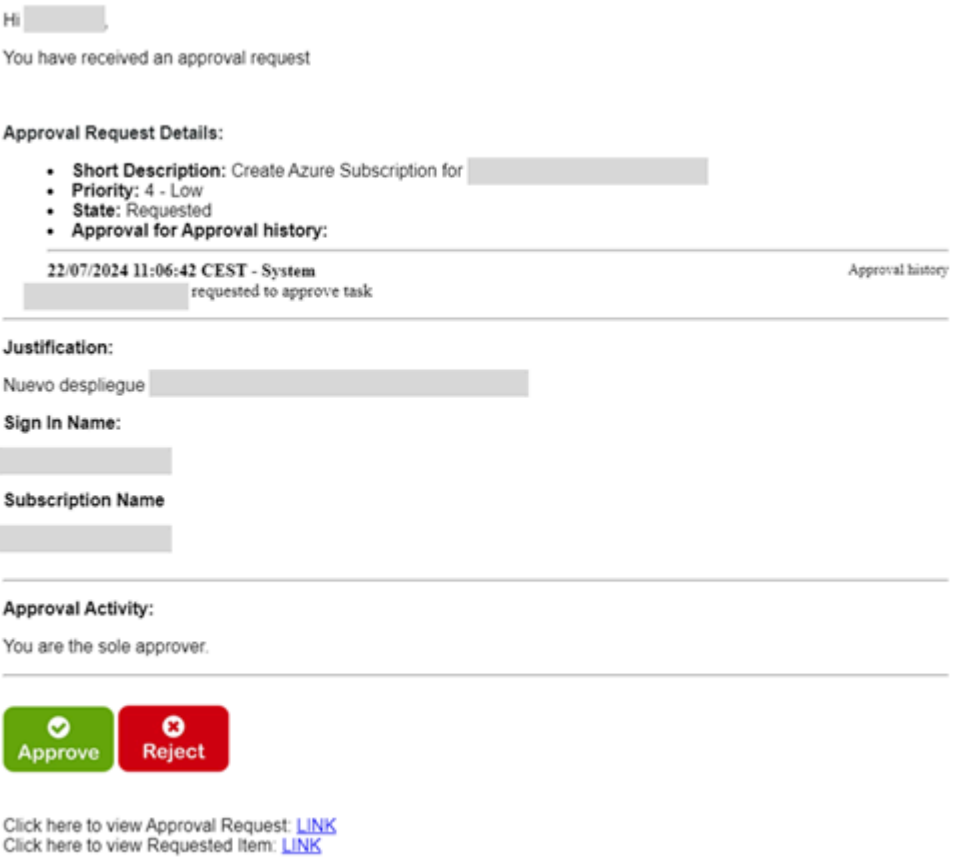
Automate allows approval workflows to be defined for the microservices identified within that casuistry. By default, there are two types of approval flows:

- Approval by a client or MSP manager: in this case, one or more users within the organization with permissions to approve requests are identified. When a user requests the execution of a microservice that requires approval, the approvers will receive an email indicating the details of the request, as well as the possibility to approve, reject it directly from the email, or access the request for more information.
- Approval by a client or MSP manager and the Flexxible manager: this type of approval flow is indicated for requests where new resources are deployed within a FlexxDesktop environment, where Flexxible is responsible for the service (FlexxDesktop Advanced, Enterprise, or Edge). In this way, the request is analyzed by the technical team before execution to ensure it does not affect the service provided to the client.

The image below shows an example of the notification automatically sent by the system requesting approval for the execution of the microservice to create a new Azure

Copyright © 2024 Flexxible. Todos los derechos reservados.

subscription. In this case, given the economic impact, the client has decided to include it within the approval flows.


Hi ,

You have received an approval request

Approval Request Details:

- **Short Description:** Create Azure Subscription for
- **Priority:** 4 - Low
- **State:** Requested
- **Approval for Approval history:**

22/07/2024 11:06:42 CEST - System — Approval history
requested to approve task

Justification:

Nuevo despliegue

Sign In Name:

Subscription Name

Approval Activity:

You are the sole approver.

Approve Reject

Click here to view Approval Request: LINK
Click here to view Requested Item: LINK

Default Microservices Included

Flexxible has an Automate catalog of microservices available to FlexxClient customers. The following are included:

- Active Directory:
  - Execute GPOUpdate Over Device
  - Get Workspaces applied policies
- Administrative Tasks:
  - Create Registry Key
  - Modify Registry Key
  - Delete Registry Key
  - Create Restore Point

Copyright © 2024 Flexxible. Todos los derechos reservados.

    - Get Workspace configured printers
    - Get Workspace Mapped Units.
- Applications:
    - Install Putty
    - Install Seven Zip
    - Install SumatraPDF
    - Install WinSCP
    - Install/Update Chrome
- Power Management:
    - Configure Hibernate Feature
    - Retrieve Power Schemes
    - Set Default Power Schemes
    - Remove Power Schemes
- Security:
    - Get workspace Windows update report
    - Install Crowdstrike
    - Install Windows Updates
    - Run Microsoft Defender Quick Scan
    - Run Microsoft Defender Full Scan
- Support Tasks:
    - Clear Chrome Cache
    - Clear Edge Cache
    - Clear Firefox Cache
    - Create VPN Profile
    - Execute cleanup over device
    - Execute FlushDNS over device
    - Force Time Synchronization
    - Get all Processes
    - Get Network Adapter Properties
    - Get Network Configuration
    - Get Wifi Information

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Kill Process by EXE name
- Kill Process by process ID
- Recreate Outlook Profile
- Restart Immediate
- Restart Service
- Shutdown Immediate
- Start Service
- Stop Service
- User Notification

The client can request through their service provider or directly to Flexxible the creation of other microservices to meet the specific requirements of their operation.

Copyright © 2024 Flexxible. Todos los derechos reservados.

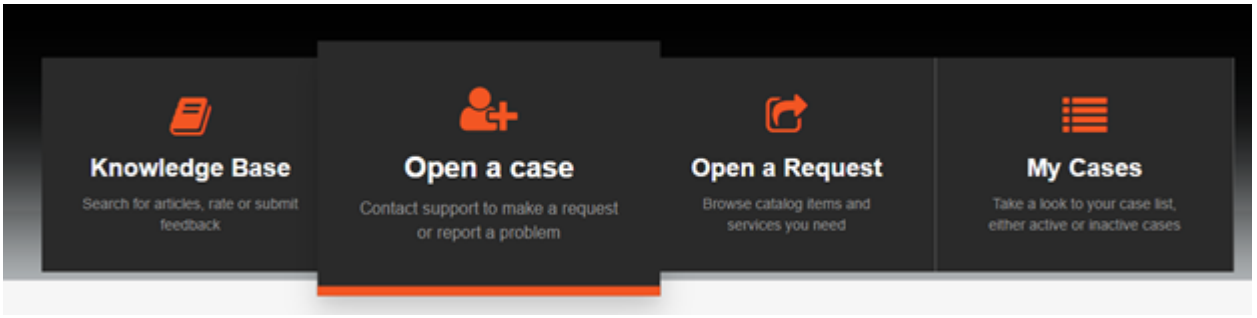
Automate / Support

Automate allows end users, technical staff, and administrative personnel to interact with the Flexxible team through support options that allow opening and staying updated on the lifecycle of support cases.

Case opening

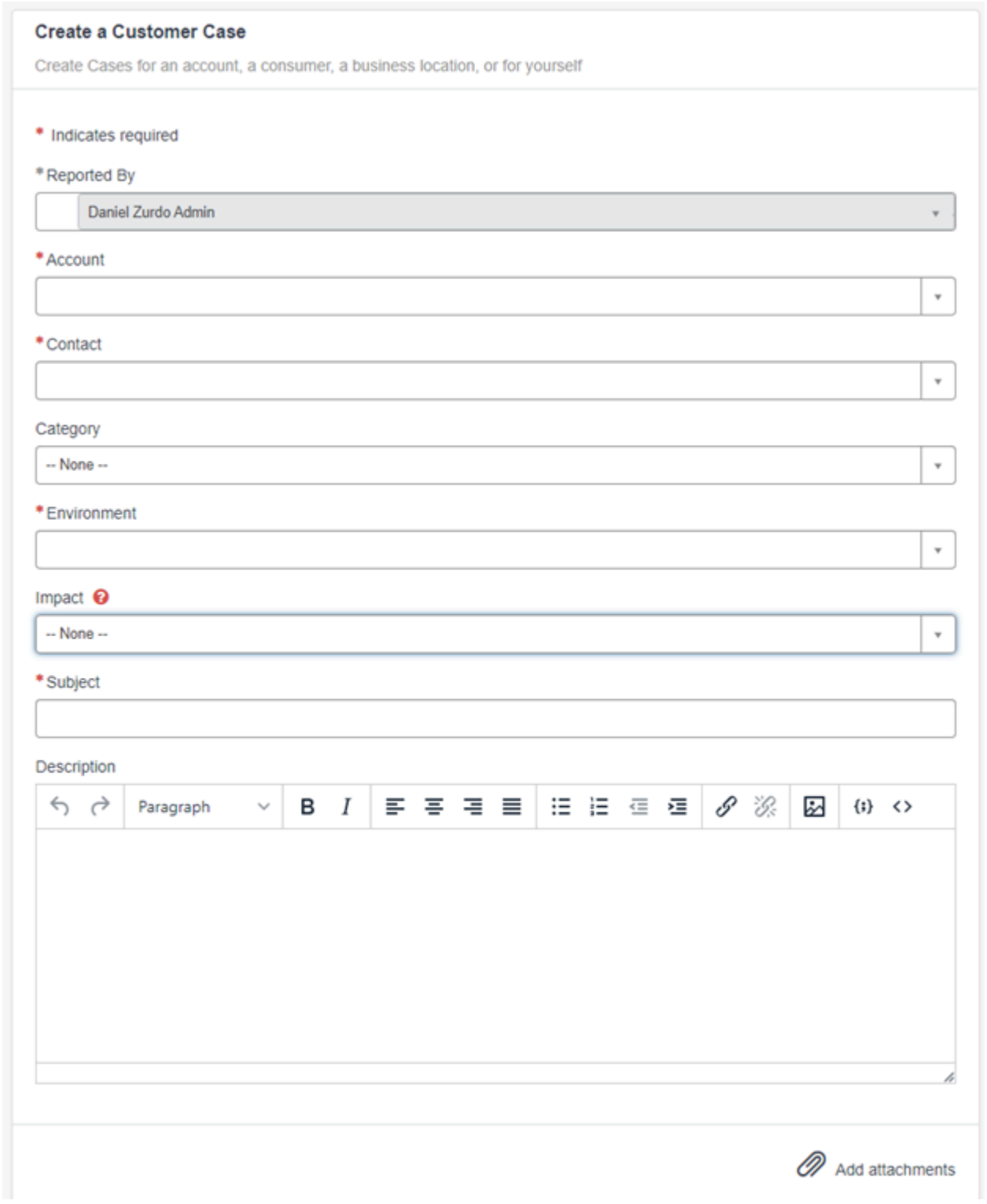
For any user, whether from the technical team or an end user, to open a support case with Flexxible, they must have been previously registered through the portal with the necessary permissions to access Automate services.

Once the user is inside the portal, the option to open a case will appear in the central part of the page, as shown in the following image:



Once the user clicks on `Open a case`, a screen will appear where, based on their permissions, they can select the account on which they want to open the case or if they want to open it on behalf of someone else.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Required Information

Copyright © 2024 Flexxible. Todos los derechos reservados.

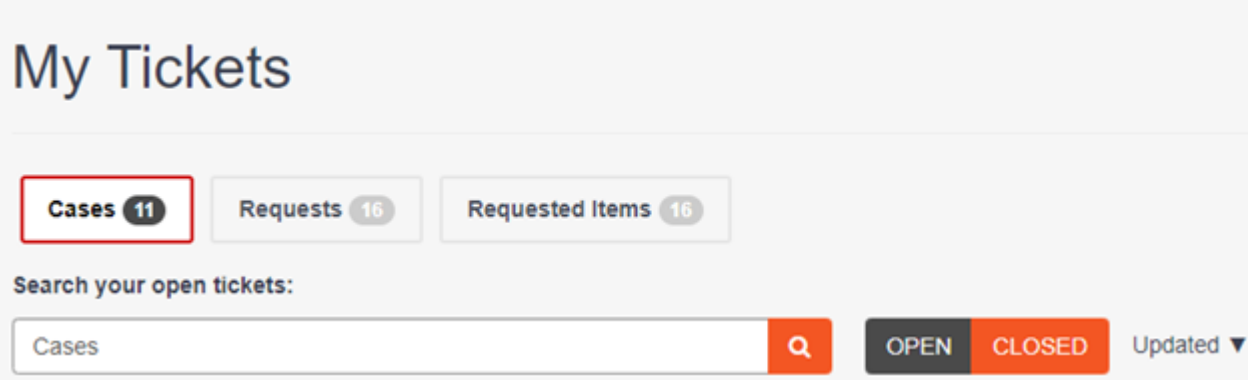
Field	Caption
`reported by`	It will always be the user who opens the case.
`Account`	It will be selectable if the user belongs to an MSP and has more than one client/account assigned.
`contact`	It is used to open the case “on behalf of”; that is, on behalf of another user who has the issue, query, or request.
`Environment`	It is related to the tenant or reporting group where the user's team with the issue, query, or request is located.
`Impact`	It is the categorization of the urgency of the case being opened; it can have three values: “High”, “Medium”, and “Low”.
`Subject`	It is to provide a brief description of what is required.
`Description`	It is to provide case details so that the operations teams can start working on it. The more detail provided, the easier it will be to complete the request.

There is also an option at the bottom right of the form to add attachments to the request. Images or documents that can facilitate the completion of the requested task can be included.

Case tracking

Once a case has been created on the main screen, information about cases will appear under the `My tickets` section, both those being managed and those already resolved.

Copyright © 2024 Flexxible. Todos los derechos reservados.

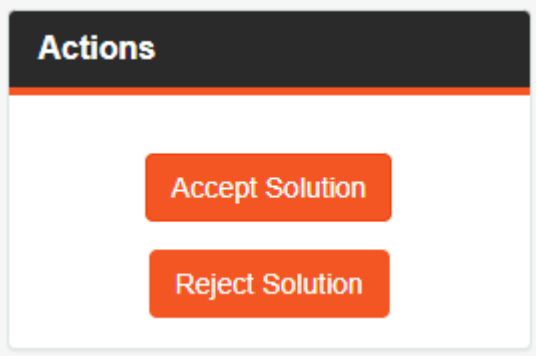


This information is also accessible from the upper menu of the page, in the `My Cases` section.

Case statuses

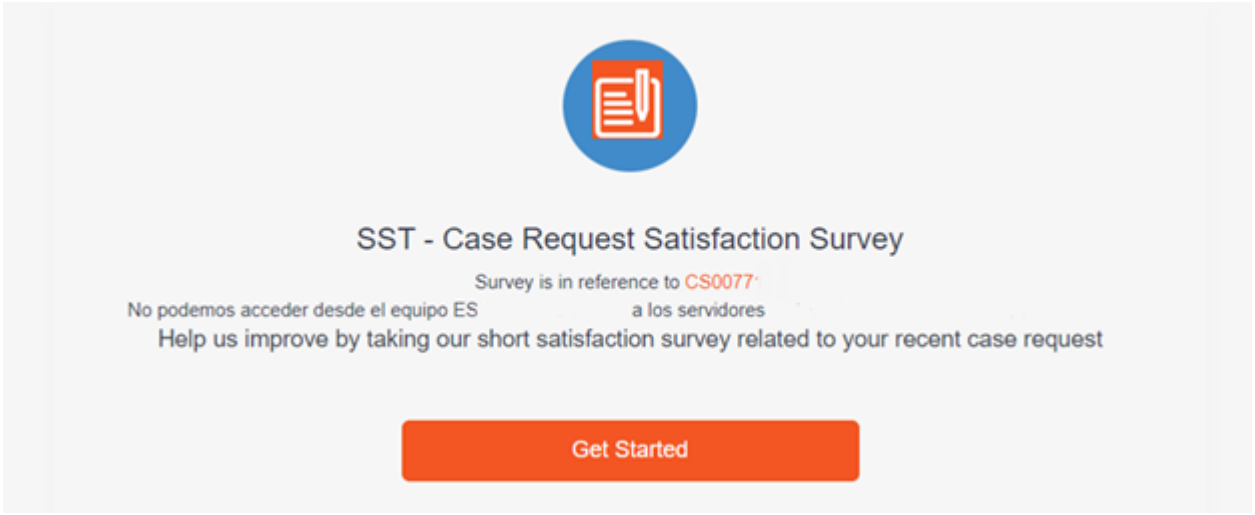
A case is in the `New` state when it has been created.

When a case has been resolved, it changes to the `Resolved` state. The user can accept the resolution, in which case the ticket will change to the `Closed` state, or reject the resolution so the case reverts to the `Open` state. To reject or accept the request, it is necessary to access the ticket and in the `Actions` section select the desired option.



If the resolution acceptance is selected, the system may ask you to complete a two-question survey.

Copyright © 2024 Flexxible. Todos los derechos reservados.



If the rejection of the solution is selected, a new screen will appear requesting the reasons for rejecting it. Once the information has been added in the text field in the form, the `Reject Solution` button will be enabled as shown in the following image:

Case closure

While the Flexxible team is working on a case, the user can close it if the issue has been resolved or for any other reason. To do this, access the case and, within the `Actions` section, press `Close case`.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Monitor

Monitor is a monitoring module based on Grafana Cloud, which allows graphical visualization of information obtained from Workspaces and Analyzer. It queries data from the APIs and displays them in custom graphs for good information management. Its main function is to help monitor and analyze various data sources in real-time, facilitating the interpretation and tracking of systems and applications.

System and application monitoring

Monitor supervises systems and applications. It can monitor the status and performance of devices linked to Workspaces, as well as the applications installed on them.

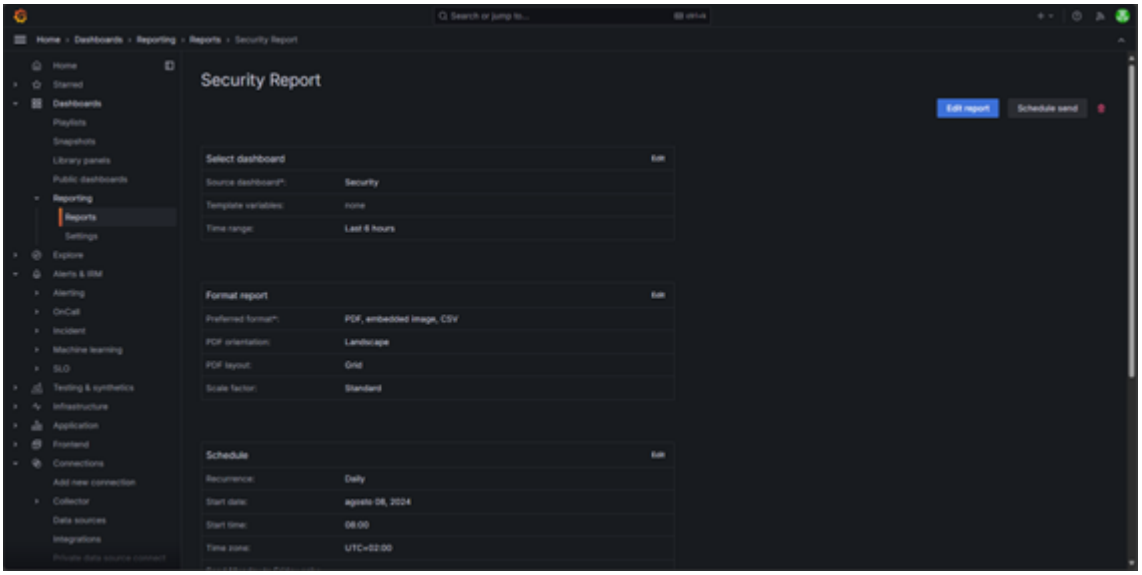
Real-time data visualization

With Monitor, you can see all the information from Workspaces and applications in real-time. It allows setting specific time intervals for each dashboard to emphasize specific moments. It also helps identify and prevent errors as they happen and to analyze incidents by time intervals.

Copyright © 2024 Flexxible. Todos los derechos reservados.

Analysis and reports

One of Monitor's key features is its ability to analyze data in detail and generate automatic reports. This is useful to understand how resources work, make informed decisions, and improve efficiency.



Data sources

Monitor can integrate with multiple data sources. This functionality allows gathering and visualizing information from different tools. Currently, by obtaining data from Workspaces and Analyzer, it can provide a complete view of the systems and applications, integrating

Copyright © 2024 Flexxible. Todos los derechos reservados.

queries to observe specific data. This integration offers various benefits such as centralizing information, correlating it, and flexibility when graphing it.

Paneles de control (dashboards)

One of Monitor's most powerful features is its dashboards, which allow you to visualize, analyze, and monitor data more efficiently by creating panels that display information obtained from data sources.

These panels not only display data graphically but also offer interactivity with the user, allowing exploration of information, application of filters, and adjustment of time ranges to analyze trends or patterns.

Some functionalities of the dashboards:

- Full customization
- Interactive visualization
- Share and collaborate

Alerts and notifications

Configurations that monitor a specific metric and send alerts when it reaches a predefined threshold. This feature allows you to stay informed in real-time about important events and take action when necessary, facilitating intervention and minimizing the impact of potential problems before they become critical incidents.

User and permissions management

User and permissions management allows controlling who can access the dashboards, what actions users can perform, or limit access to certain data sources, helping to secure and maintain the integrity of the information.

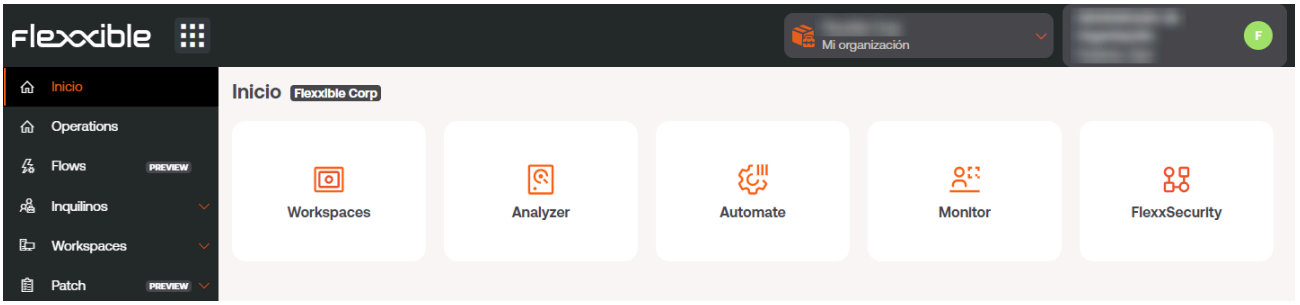
Some key functions in user and permission management:

- User groups: allows managing users by groups, facilitating the management of permissions at a group level.

Copyright © 2024 Flexxible. Todos los derechos reservados.

- Folder and dashboard access control: permissions can be configured at the folder or dashboard level, allowing control over who can access certain information.

Access to Monitor

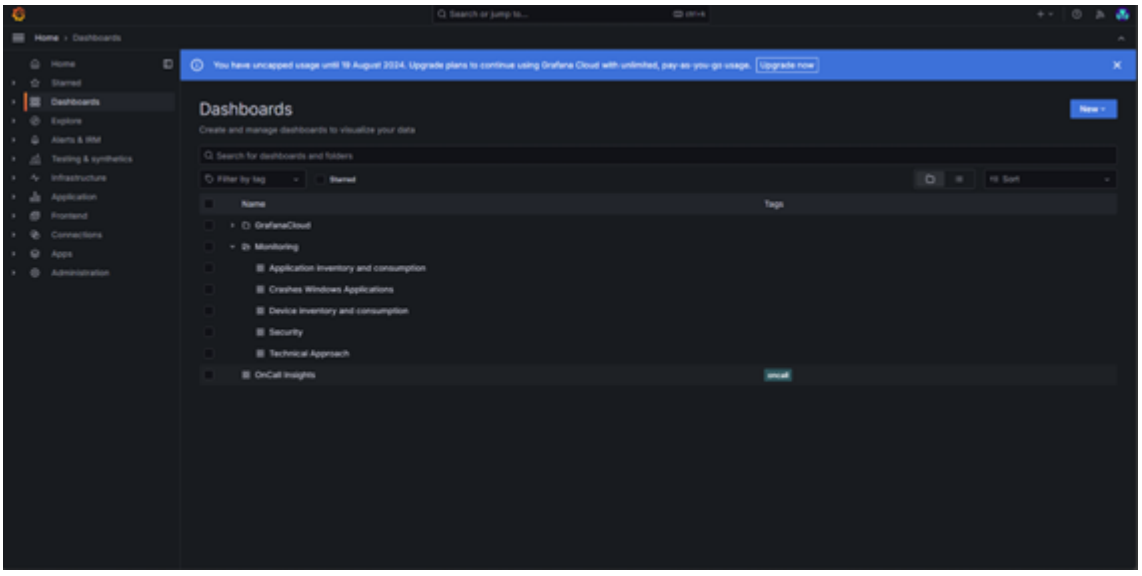


'Monitor' can be accessed from Portal. Clicking on the module will lead to the LogIn page:

- Select the `Sign In` option to log in.
- Enter username and password.

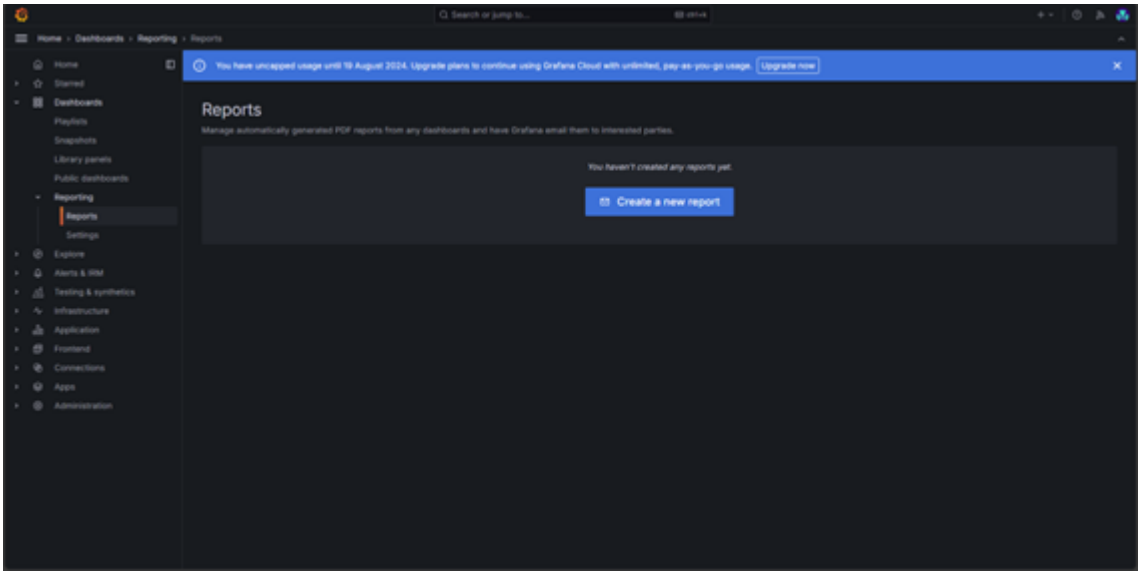
Navigate

To access all available charts and navigate through them, select `Dashboards` -> `Monitoring`.



You can configure or manage automatic or on-demand reports by accessing `Dashboards` -> `Reporting-Reports`.

Copyright © 2024 Flexxible. Todos los derechos reservados.



Default dashboards

There are five default charts that allow managing different aspects of the environment:

- Technical focus
- Windows application errors
- Application inventory and consumption
- Device inventory and consumption
- Security

It is possible to adapt or create custom charts depending on the focus or usage.

Use Cases

Below are a series of use cases as examples to describe Monitor's possibilities.

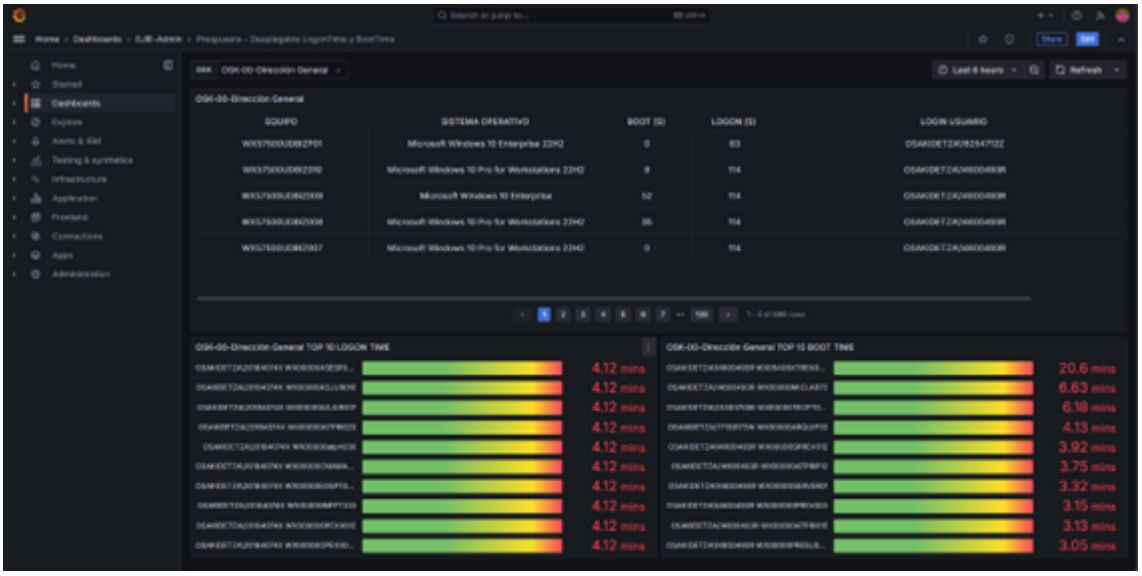
Uptime monitoring

> If you need to ensure devices comply with usage policies by monitoring uptime and user logon time.

With Monitor, it is possible to create detailed charts showing each device's uptime and user logon time. It also offers the option to apply filters for a clear and detailed view of

Copyright © 2024 Flexxible. Todos los derechos reservados.

devices showing high times or to generate a periodic report with this data. All of this is useful if the organization needs to ensure its devices comply with usage policies.



Application monitoring

> You need to control consumption on devices, monitor the usage of a group of applications or a specific application.

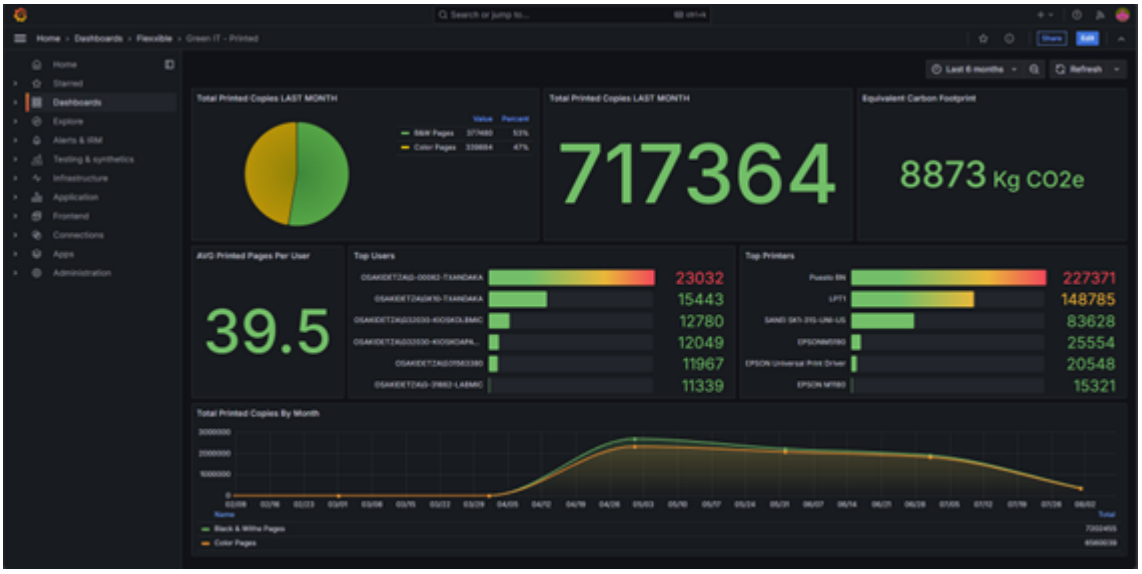
Monitor creates charts that collect information on consumption, application usage, versions, etc. Thanks to Monitor's dashboards, it is possible to have an overall view of device usage to know how to act based on the analysis results.

Environmental impact assessment

Copyright © 2024 Flexxible. Todos los derechos reservados.

> Given the significant number of copies made per printer in the last month, it is necessary to monitor and manage the environmental impact associated with these activities, and thus take measures to reduce the carbon footprint generated by printers.

By obtaining the data from Green IT it is possible to create monitoring and management panels that allow you to see the analysis of the environmental impact created, taking into account factors such as color, black and white prints, equipment switching on time, etc.



Copyright © 2024 Flexxible. Todos los derechos reservados.