Flexxible®

Documentation

FlexxDesktop

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Getting Started

Recognized in the Gartner® Magic Quadrant™ for DaaS*, the **FlexxDesktop** platform provides organizations with support, analysis, monitoring, and automation of the virtualization infrastructure from day one.

With centralized management for administrators and managers to observe and act on devices in real-time, **FlexxDesktop** offers the ability to identify and resolve issues as they arise and enables automated solutions for the most common tasks. Reduces support hours, costs, and frustration.

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

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

To start using **FlexxDesktop**, in addition to the subscription, the installation of FlexxAgent on physical or virtual user devices and the configuration of infrastructure elements or cloud service subscriptions that make up the session delivery infrastructure is required.

- Gartner, Magic Quadrant for Desktop as a Service, Stuart Downes, Craig Fister, Sunil Kumar, Eri Hariu, Mark Margevicius, and Tony Harvey, September 5, 2023. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally, and MAGIC QUADRANT is a registered trademark of Gartner, Inc. and/or its affiliates and is used herein with permission. All rights reserved. Gartner does not endorse any vendor, product, or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Documentation in PDF

The documentation of FlexxDesktop for this version is available in PDF format for download from **here**.

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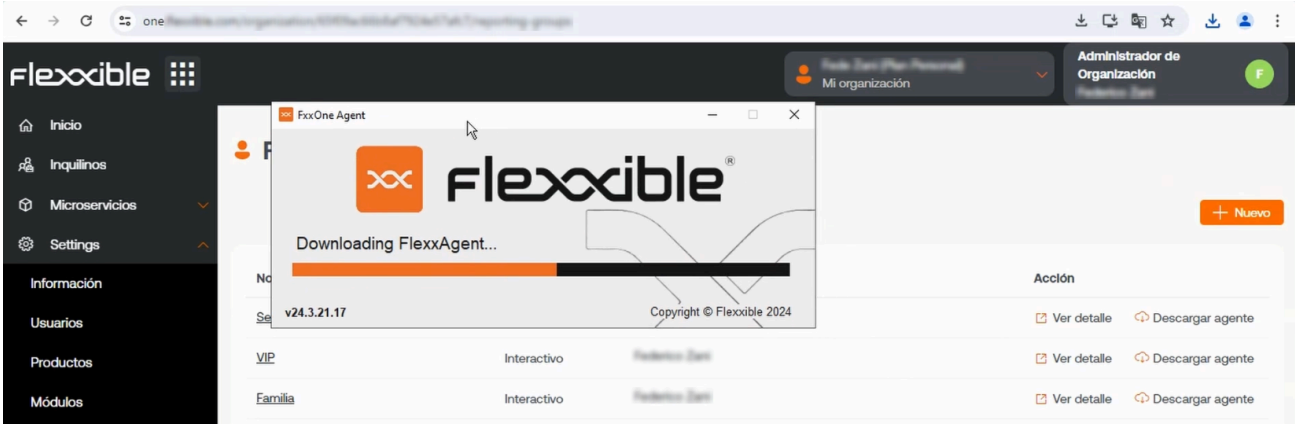
FlexxAgent / Features

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.

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.

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FlexxAgent / Supported Systems

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

- Microsoft Windows
- Linux
- macOS
- ChromeOS
- Android

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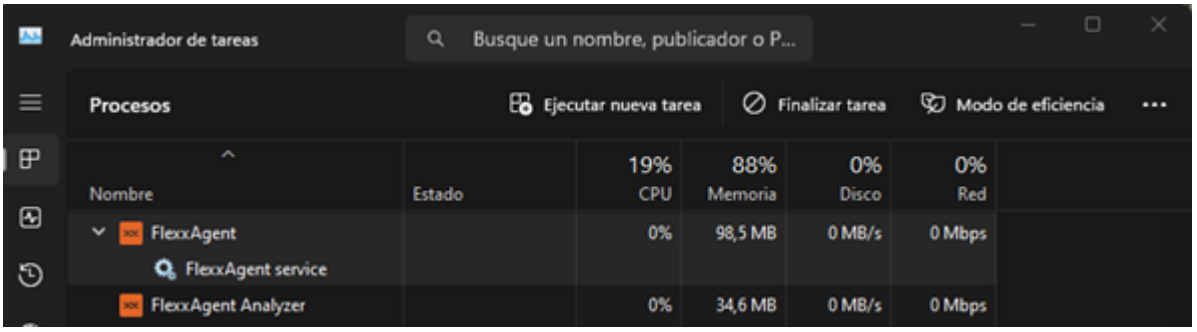
FlexxAgent / Supported Systems / Windows

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.

Regarding resource requirements, FlexxAgent has very optimized consumption, hovering around the following values:

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

FlexxAgent Service (system)

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- 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.

> 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 their support cycle by the manufacturer. Although installation is allowed on versions without such support, it should be noted that 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

FlexxAgent also requires certain software components:

- .NET Framework 4.6.2 or later

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- Windows PowerShell 4.0 or later (Windows PowerShell 5.1 recommended)

Limitations

When using FlexxAgent on older Windows operating systems that are out of support, it does not support the following Analyzer features:

- User surveys
- GPU consumption metric collection
- Flow execution
- User microservices execution

If FlexxAgent is installed on a Windows 7 or Windows Server 2008 R2 operating system, the following KBs must be installed:

- KB4474419: `SHA-2 code signing support update for Windows Server 2008 R2, Windows 7, and Windows Server 2008: September 23, 2019.`
- KB3140245: `Update to enable TLS 1.1 and TLS 1.2 as default secure protocols in WinHTTP in Windows` and follow the instructions in the section `How to enable TLS 1.1 and TLS 1.2 as default secure protocols in WinHTTP in Windows` on the Microsoft support page.

Download

The installation binary download is available without a graphical interface.

Installation binary download without graphical interface

To download FlexxAgent without a graphical interface, it is necessary to do so from `Workspaces` -> `Level 2` -> `Report groups`. In the upper right part of the screen there is a button that allows the download with two options:

- Minimum installation package: During the installation, the binary will access the internet to check and download the most recent binaries.

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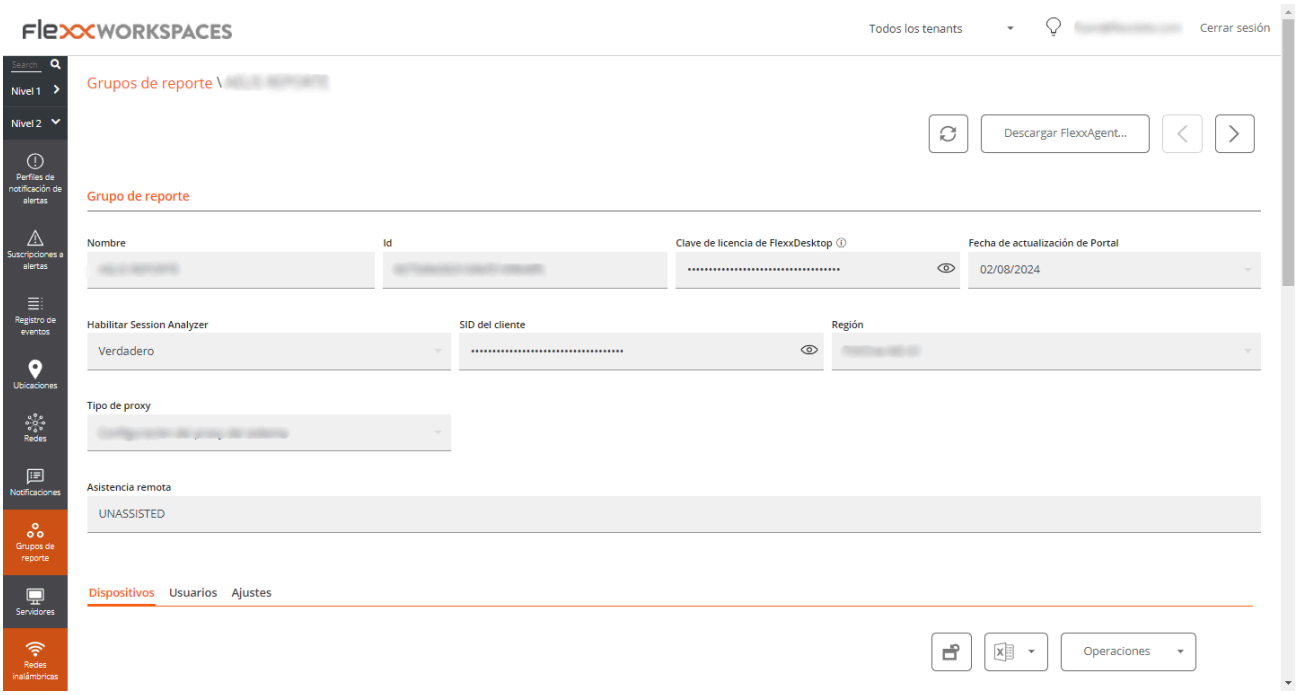
- Standalone package: During the installation, the binary will not require internet access to check or download binaries.



Unattended deployment

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

Installation

Unattended installation is performed via PowerShell.

```
Start-Process "<path>\FlexxAgent-Installer.exe" -ArgumentList "<add parameter>" -WindowStyle Hidden -Wait
```

Example of unattended installation adding installation parameter:

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

Uninstallation

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

Supported parameters

Parameter	Type	Description	
RepairAgent	[bool]	Forces the repair. Fails if the agent is not installed.	
proxyAbsoluteUri	[string]	Proxy URI and port.	
proxyUser	[string]	User for authenticated proxy.	
proxyPass	[string]	Password for authenticated proxy.	
proxyPersistConfig	[switch]	If specified, the configuration persists in the registry.	
configFilePath	[string]	Alternative directory for the FlexxAgent-Configuration.conf file.	
DebugMode	[switch]	When specified, it creates a text file in the same folder with the script execution log.	

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 via command line

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

Where ip.ad.dre.ss:port is the proxy IP or DNS plus the 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 at:

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

Registry keys related to proxy configuration:

- Key Proxy_URL
- Key Proxy_User
- Key Proxy_Pwd

Proxy_URL Key

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

Proxy_User Key

- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Key name: Proxy_User
- Key type: REG_SZ

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- Allowed values: the username to authenticate to the proxy; for example `Administrator`. It can be omitted for unauthenticated proxies.

Proxy_Pwd Key

- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Key name: Proxy_Pwd
- Key type: REG_SZ
- Supported values: The password to authenticate with the proxy. It can be omitted for unauthenticated proxies. The Proxy_Pwd key value can be set in plain text (not recommended) or encoded in base64 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 information. You can use a site like https://www.base64encode.org/ to create the base64 encoded password string.

Update

FlexxAgent can be updated automatically or manually from Workspaces.

Automatic Update

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

Manual Update

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

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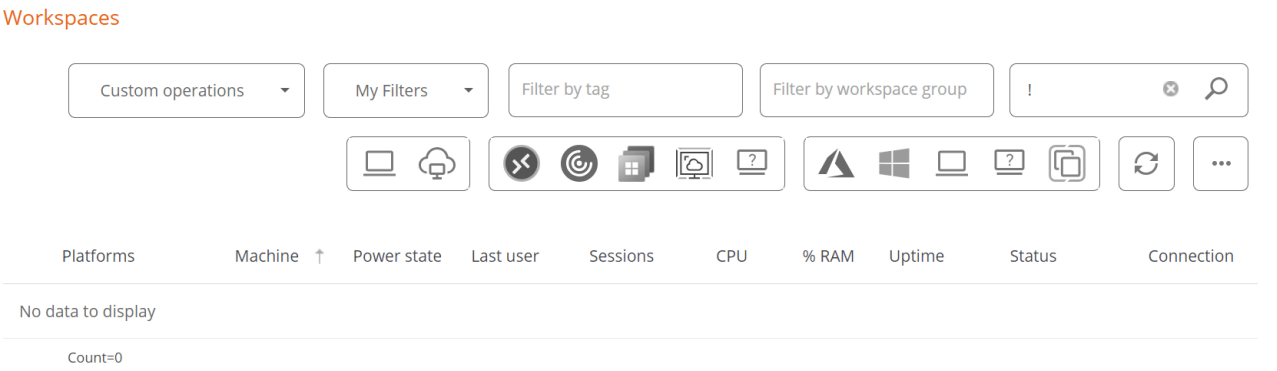

Different installed versions can be seen in the drop-down option `My filters` -> `Predefined filters` -> `FlexxAgent version summary`. This will generate a view of all devices grouped by FlexxAgent version.

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 logs allow you to consult information and diagnose problems from the installation of FlexxAgent.

Installation and update logs

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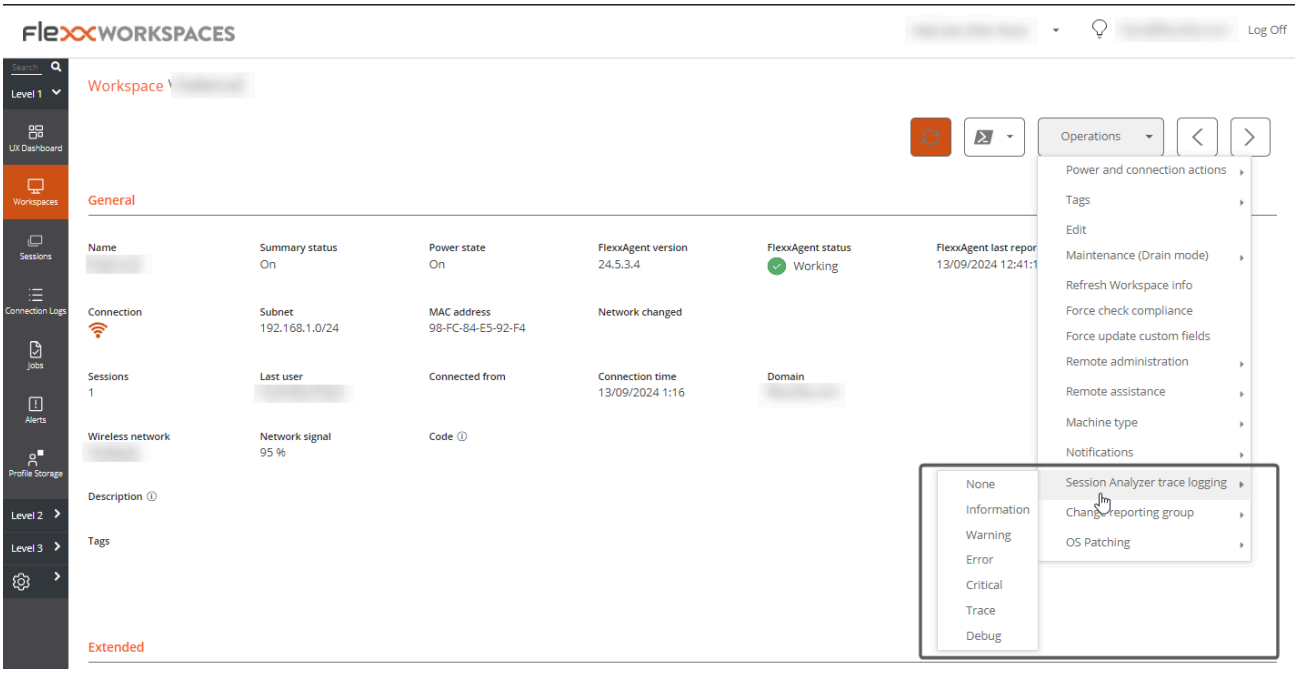
Inside the folder `C:\Windows\Temp\Flexxible` a text log is left containing information about the installation or update process, including dependency information and process details.

FlexxAgent Analyzer logs

Logs from FlexxAgent Analyzer are stored in the `%LOCALAPPDATA%\FAAgent\Logs` directory. These can be configured to include or exclude information based on criticality levels.

Change log level for FlexxAgent Analyzer

From Workspaces, it is possible to change the log level for one or multiple devices using 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.

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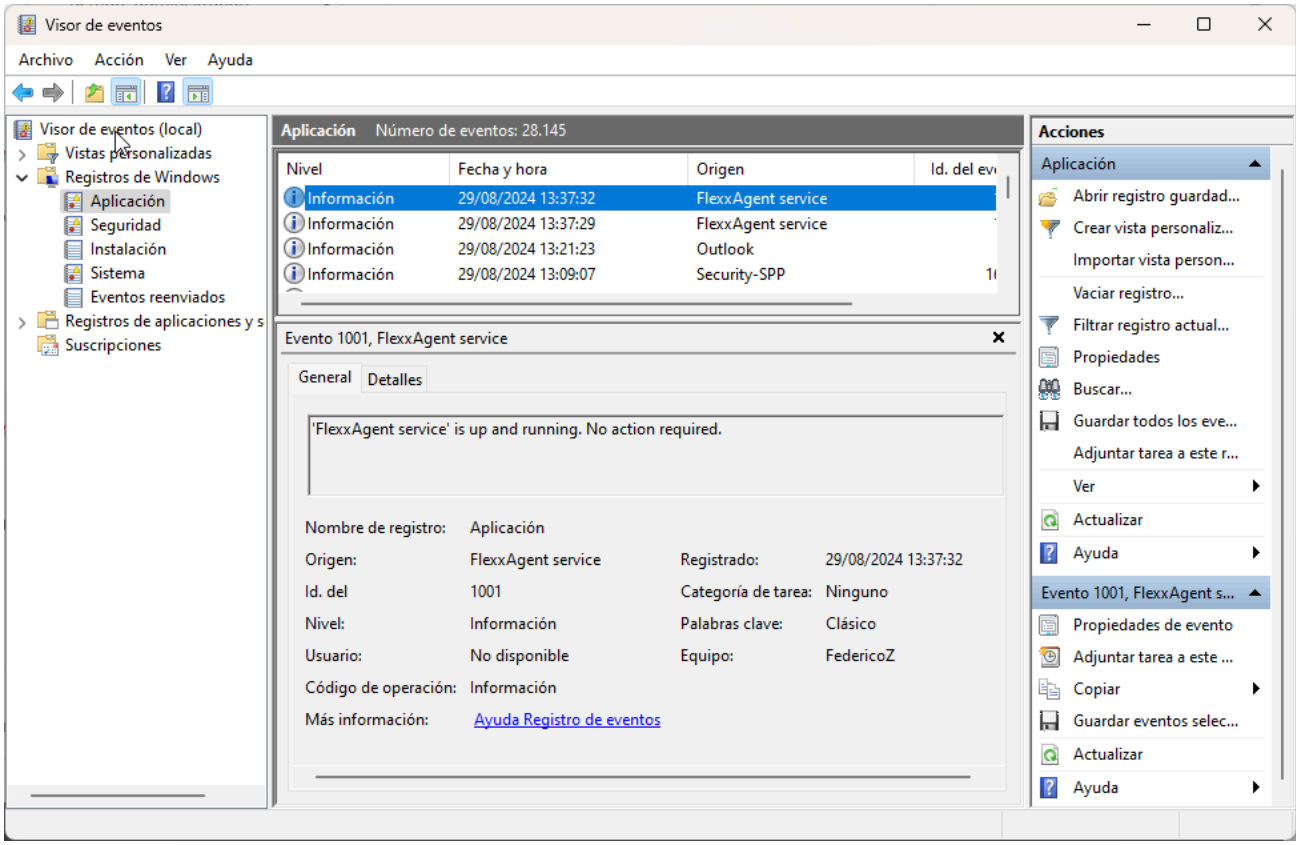

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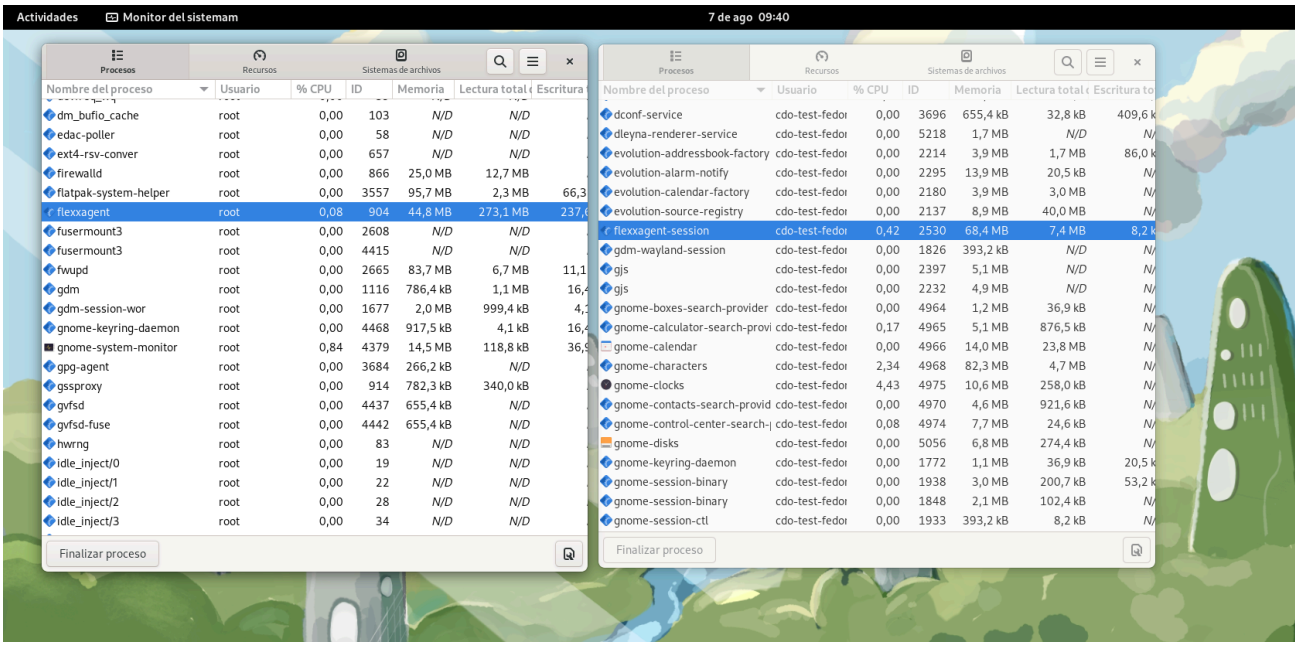
FlexxAgent / Supported Systems / Linux

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 such as 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 collects session-related information, such as the applications used and their resource consumption, system resource usage by the session, and session delivery times.

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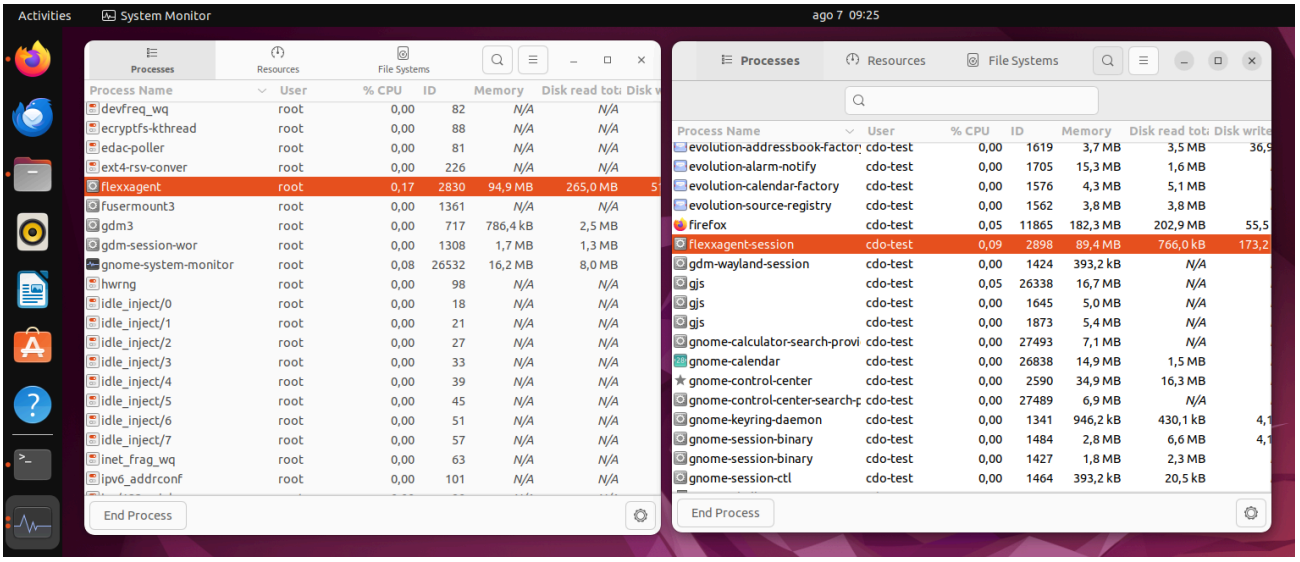

Supported versions

Currently, FlexxAgent officially 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 periodically validated.

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

Requirements

Before installing, updating all system packages is recommended.

The necessary components will be installed, depending on the distribution. The packages are detailed below.

Package dependencies for Fedora and Debian:

- dmidecode
- imvirt

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- systemd

Limitations

Certain functionalities are not available for Linux, such as remote assistance, user microservices, or executing flows, as well as collecting data from plug and play peripherals and proxy usage.

On-demand microservice execution from Workspaces supports Bash as the scripting language.

Download and installation

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

The installation script can be downloaded from

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

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

The configuration file is required for 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 up the used files.

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Installation script parameters

Parameter	Description
`-v,--version <VERSION>`	Use a specific version; default is `latest`.
`-d,--distro <DISTRO>`	The script automatically detects the DISTRIBUTION in use on the system it is running on. This parameter helps to force the installation of the FlexxAgent version for a specific DISTRIBUTION when working with derived or similar distributions.
`--verbose,-Verbose`	Displays diagnostic information.
`-c,--config <CONFFILE>`	Applies the configuration from a configuration file; default is `settings.conf`.
`-?,--?,-h,--help,-Help`	Displays 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 installation of FlexxAgent for a specific distribution:

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

Access the help:

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

Uninstallation

The uninstallation script can be downloaded from

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

Steps to uninstall:

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
   ```

4. Clean up the used files.

Uninstallation script parameters

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

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Parameter	Description
`-?,--?,-h,--help,-Help`	Displays help.

Examples

Uninstall and clean configurations and logs:

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

Force 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:

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

Obtained fields

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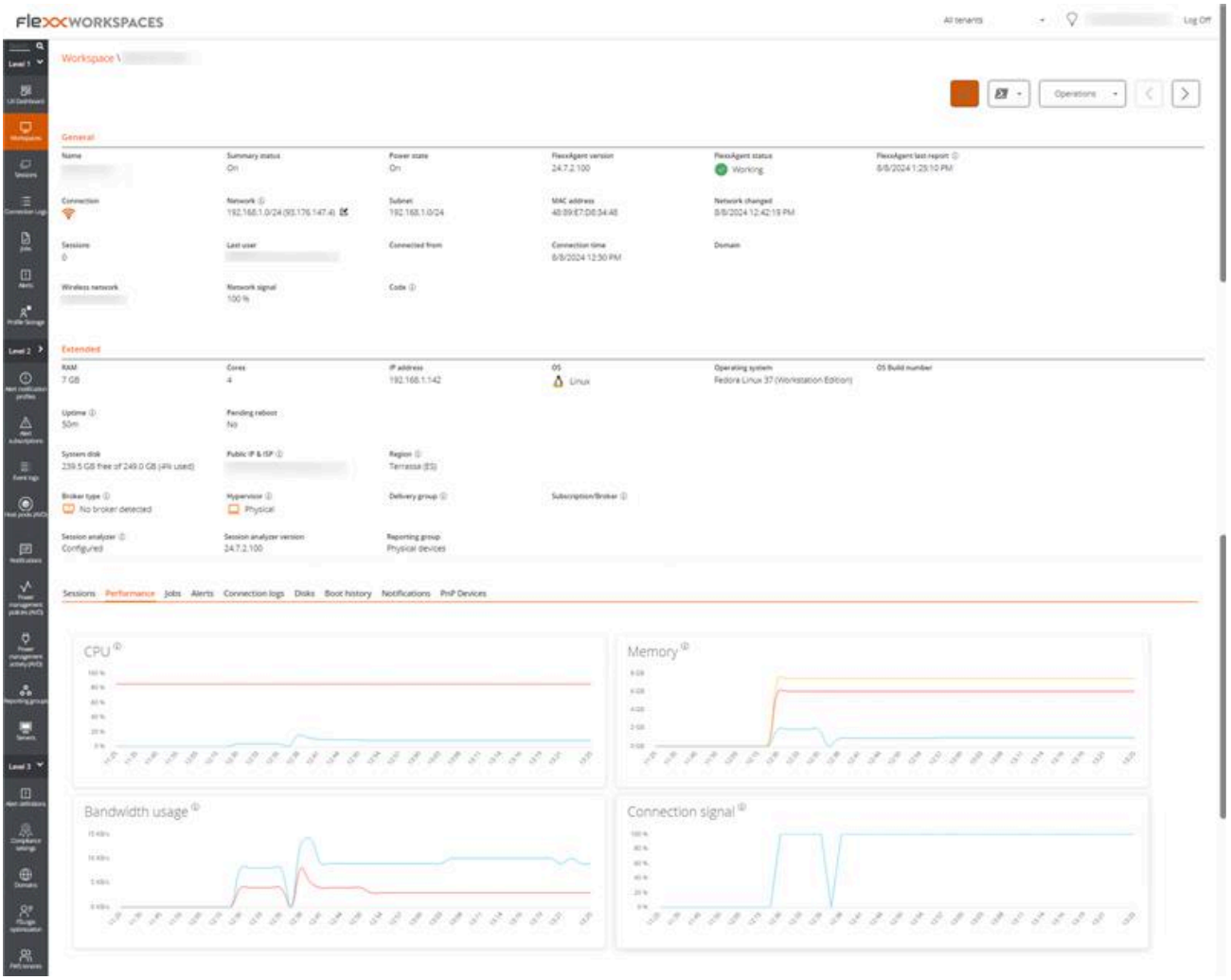

FlexxAgent obtains and sends the following general information to the consoles:

- **Name**: device name
- **Device status**: on, off
- **Version**: FlexxAgent version
- **FlexxAgent status**: running, stopped
- **Last FlexxAgent report**: date and time of last report received
- **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's network segment
- **MAC Address**

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- **Wireless network**: network name
- **Network signal**: network reception percentage
- **Network changes**: last time the network changed
- **Sessions**: number of user sessions
- **Last user**
- **Connected from**
- **Connection time**: date and time of session start
- **Code**: allows the user to 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's local network IP address
- **OS**: operating system name
- **Operating system**: operating system version
- **System disk**: total disk capacity and usage percentage
- **Public IP and ISP**: this ISP is obtained using the public IP. It may 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 session broker used.
- **Delivery group**: if detected, collection of machines selected from one or more machine catalogs.
- **Subscription**: if detected, the subscription in use for Citrix Cloud, Azure services, etc.
- **Hypervisor**: if virtualization is detected, shows the hypervisor used.
- **Session Analyzer**: whether it is 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 resource consumption details (CPU/RAM) for each session

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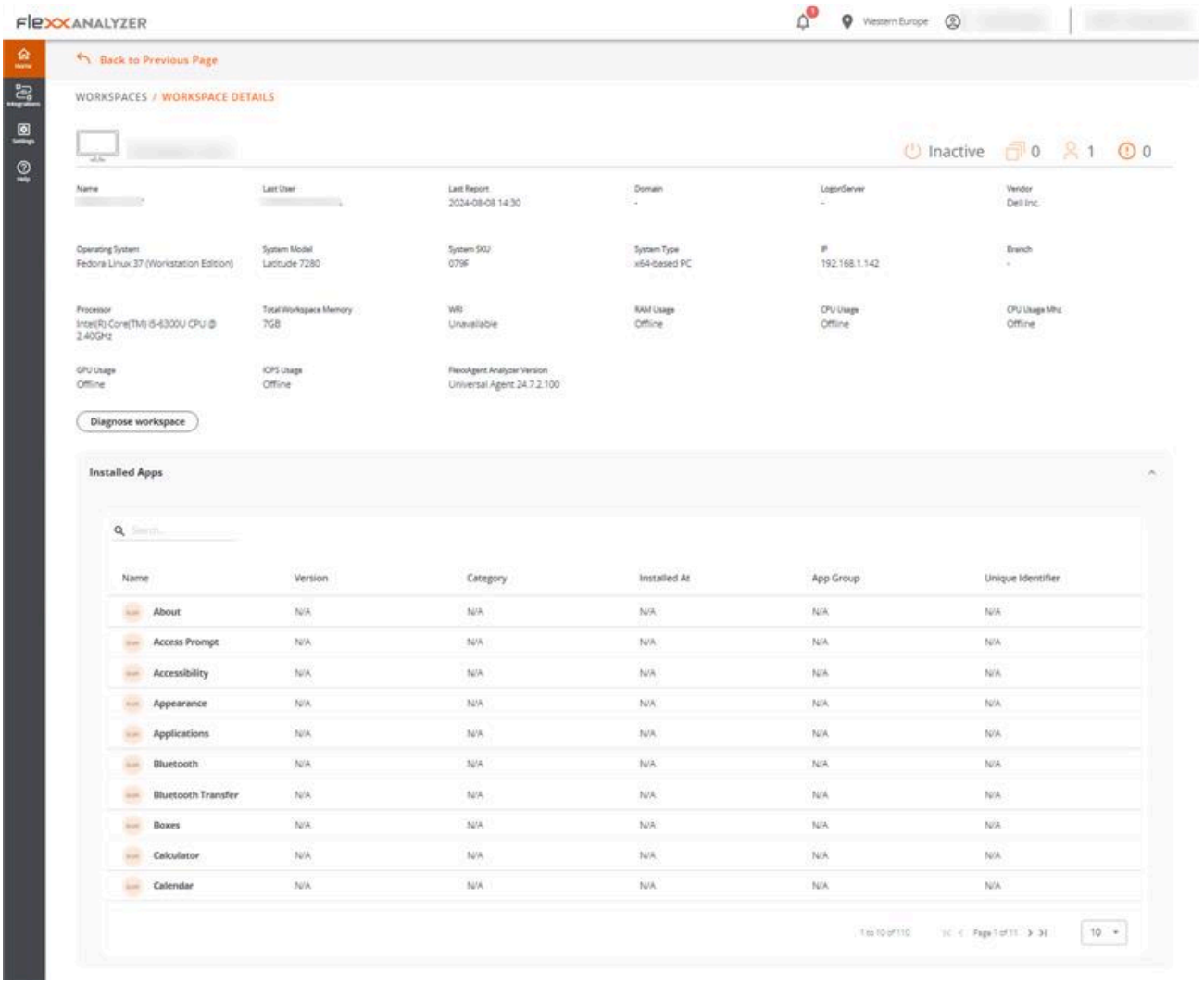
- List of workspace disks with occupied space
- Graphical performance counters for CPU, RAM, bandwidth, and wireless connection signal



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

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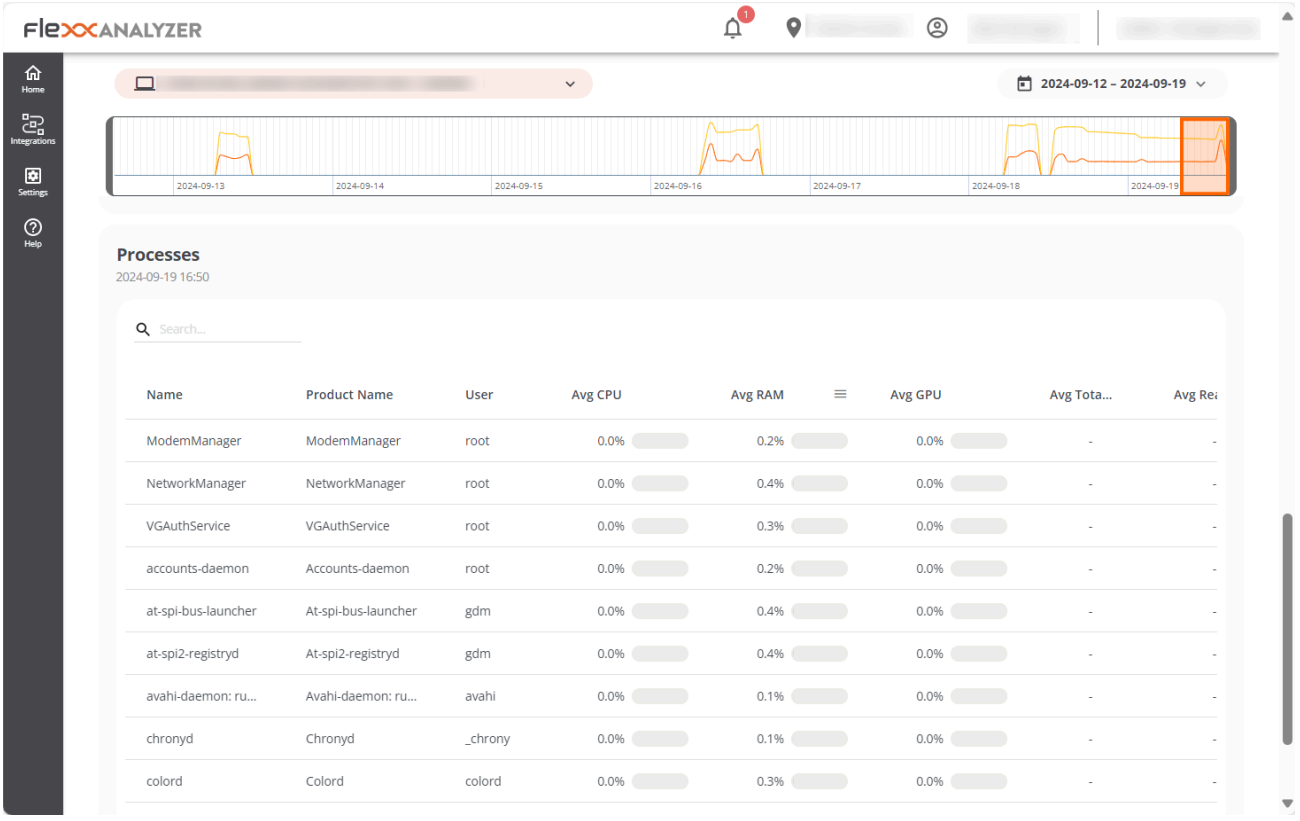

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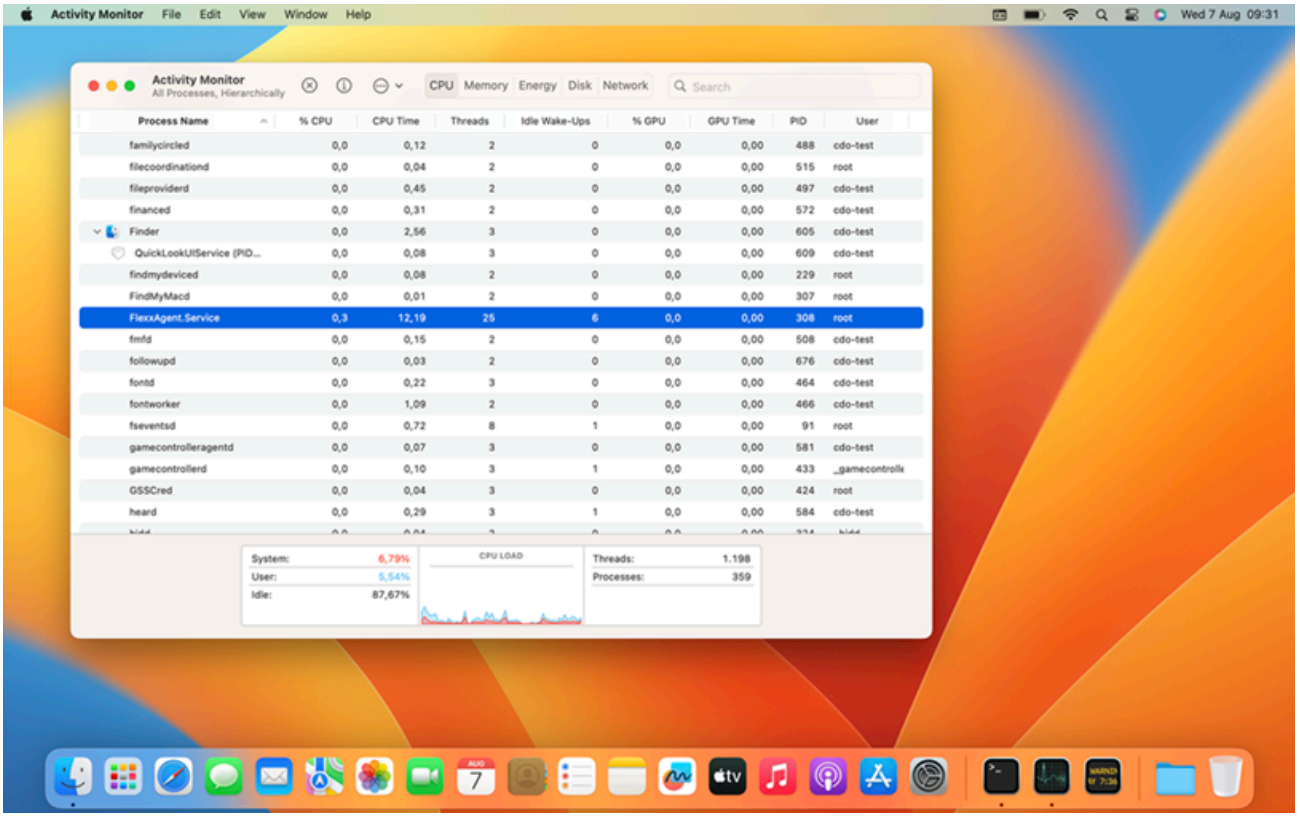
FlexxAgent / Supported Systems / macOS

The macOS agent allows you to include devices with this operating system in the service consoles, thereby enabling complete visibility for support teams of all devices in use within the organization. Support for macOS includes versions starting from 10.15.



Supported versions

Support for macOS starts with version Catalina (10.15) or later. Regarding architectures, FlexxAgent supports both Intel processors (amd64 architecture) and Apple processors with arm architecture (arm64).

Limitations

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

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An expected behavior in macOS, due to how the operating system works, is that when the device screen is locked, the operating system stops background processes, so the device stops reporting information to the consoles or receiving actions until the screen is unlocked or the session is started again.

Download and installation

The installation script that downloads FlexxAgent in its latest version can be obtained from `https://update.workspaces.flexxible.com/agents/MacOS/FlexxAgent/latest/flexxagent-install.sh`

The configuration file must be obtained from Flexxible and is required for installation.

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	Description
`-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`.

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Parameter	Description
`-?,--?,-h,--help,-Help`	Displays 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>]
```

Access the help:

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

Uninstallation

The uninstallation script can be downloaded from:

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

Steps to uninstall:

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
   ```

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Uninstallation script parameters

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

Examples

Uninstall and clean configurations and logs:

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

Access the help:

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

Update

It is possible to update the agent to the latest version in two ways:

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

Obtained fields

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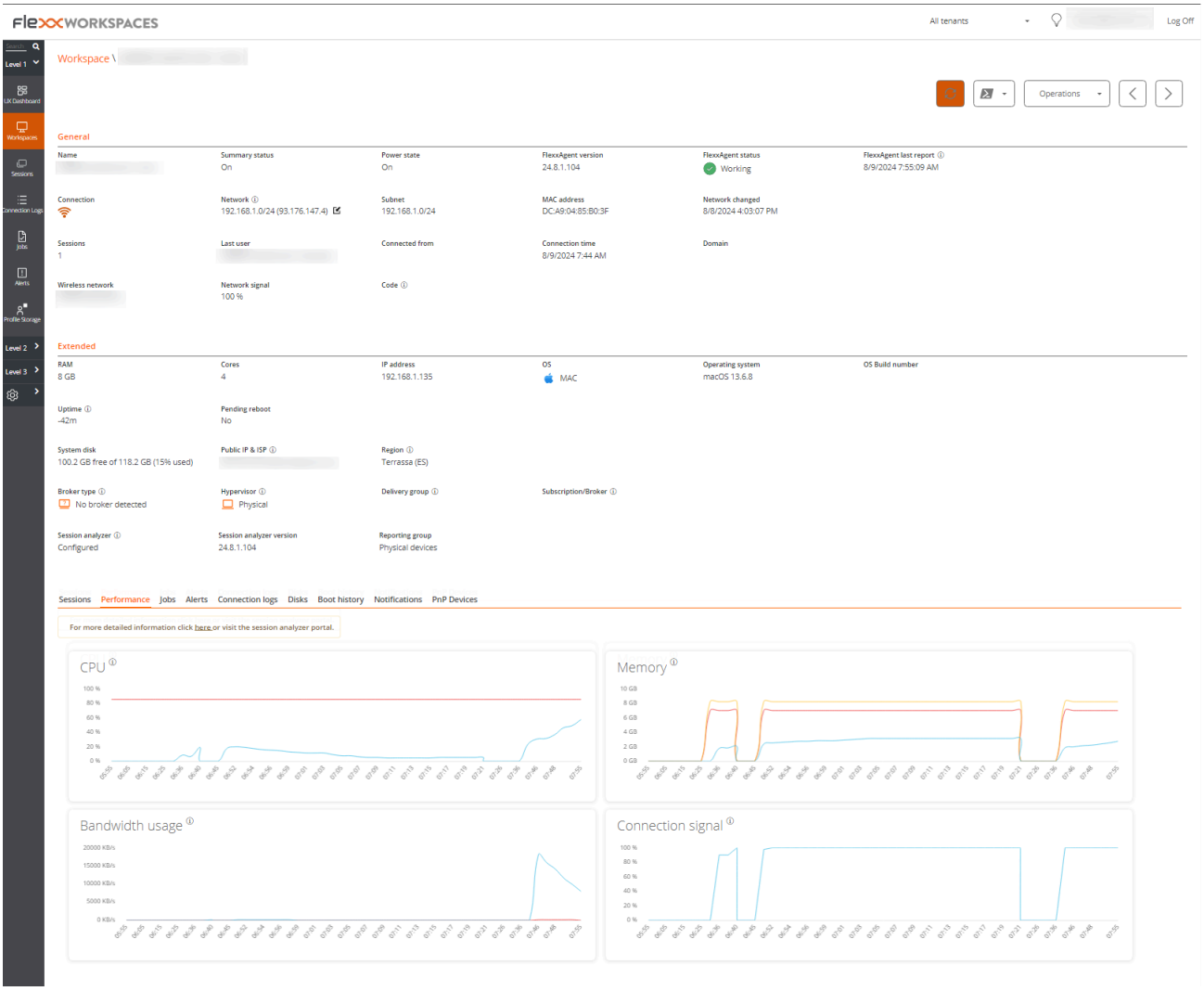

FlexxAgent obtains and sends the following general information to the consoles:

- Device name
- Device status (on, off...)
- FlexxAgent Version
- FlexxAgent Status: running, stopped.
- Last FlexxAgent report: date and time of last report received.
- 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

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- Wireless network: network name
- Network signal: network reception percentage
- Network changes: last time the network changed
- Sessions: number of user sessions.
- Last user
- Connected from
- Connection time: date and time of session start
- Code: allows the user to identify the workspace with an identification code. This code must be filled in using the `Edit` option in the `Operations` menu of the workspace details.
- RAM: total capacity of available RAM
- Cores: number of processor cores
- IP Address: device IP address on the local network
- OS: name of the operating system
- Operating System: version of the operating system
- System disk: total disk capacity and usage in percentage
- Public IP and ISP: This ISP is obtained using the public IP. It may 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 it is configured or not.
- Session Analyzer Version: version number of Session Analyzer.
- Report Group: report group to which the device belongs.

Performance counter information is also retrieved:

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

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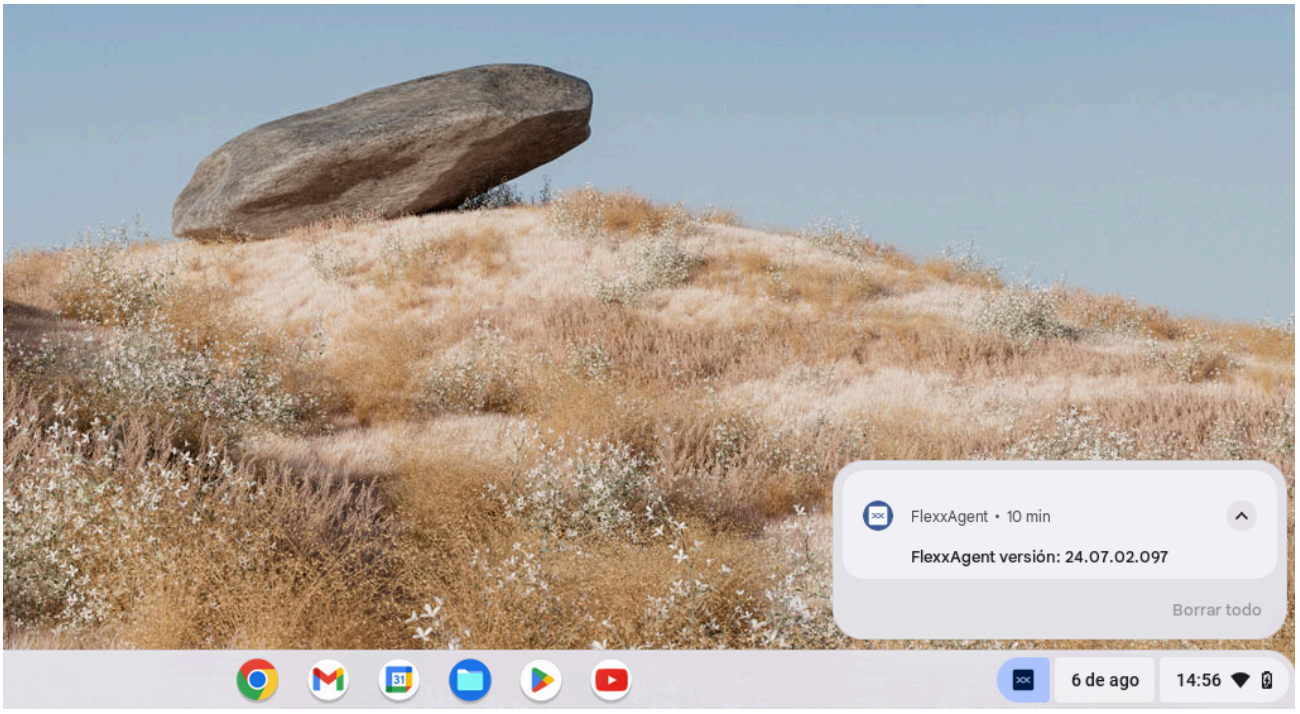
FlexxAgent / Supported Systems / ChromeOS

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 client to distribute to the devices using the mechanism of their choice.



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

Supported versions

FlexxAgent works on ChromeOS devices, version 112 or higher. The `ChromeOS Flex` edition is not supported.

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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

In broad terms, the procedure consists of:

1. From Google Admin, register 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 where you want to deploy the app.
3. Register 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:

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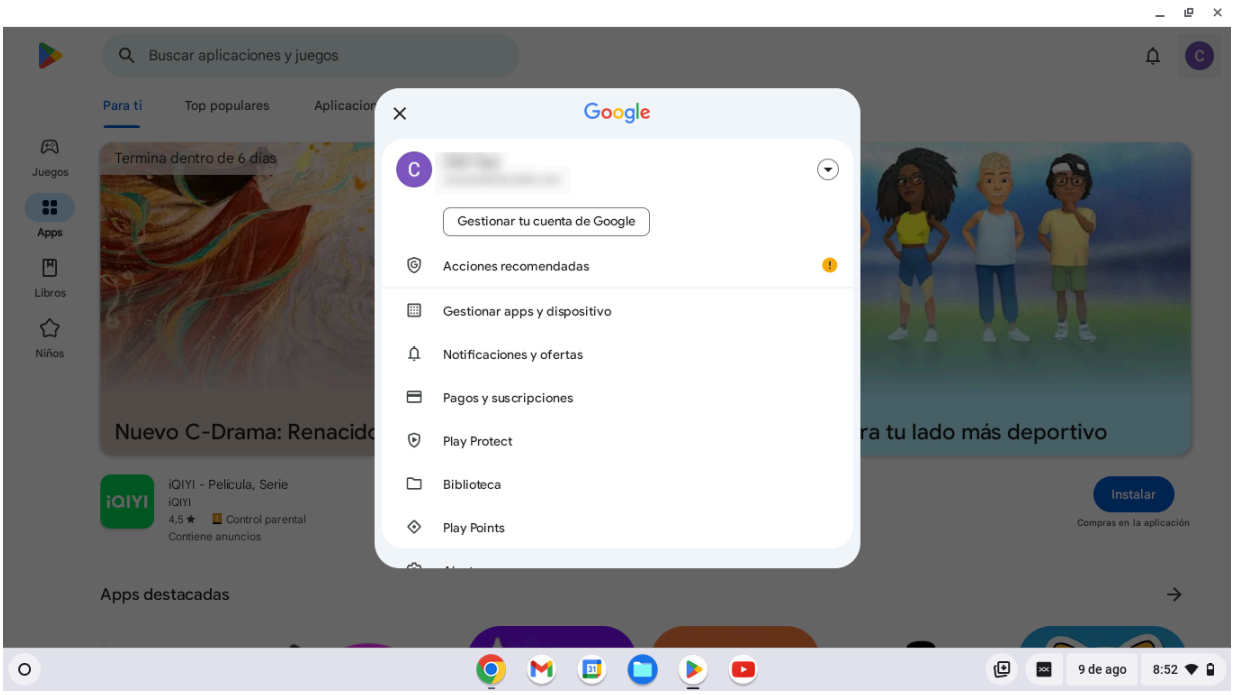
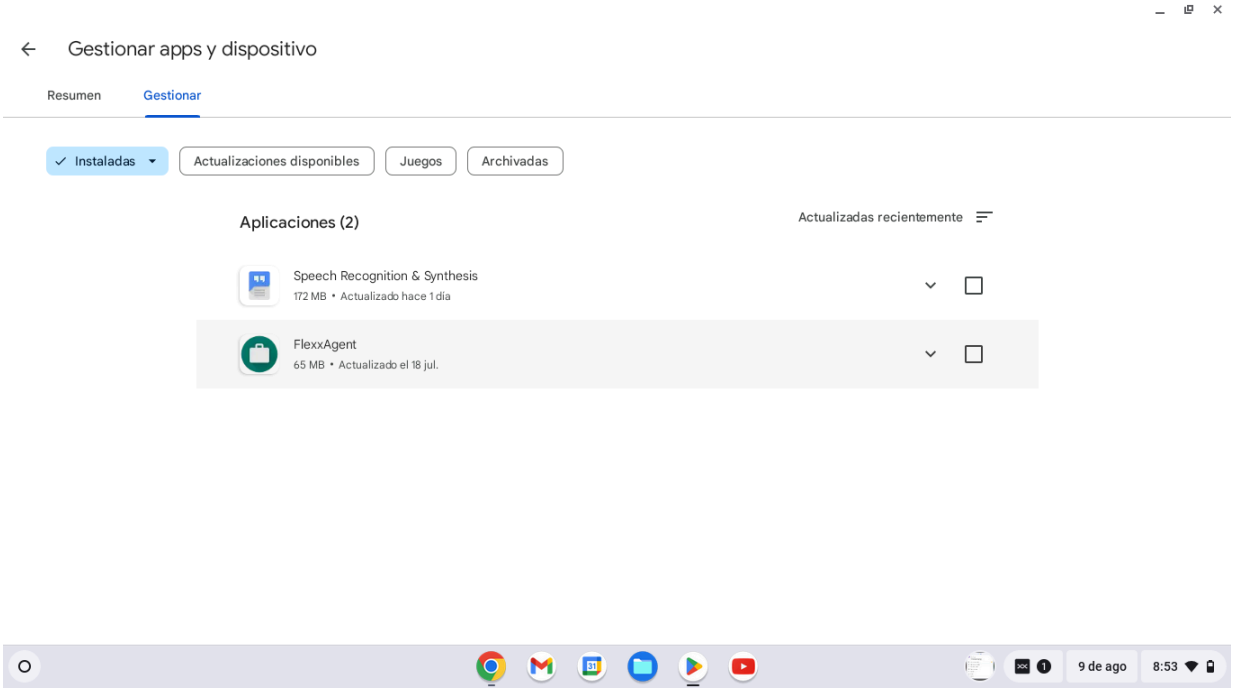
1. Access Google Play and go to "Manage apps and devices."



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



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

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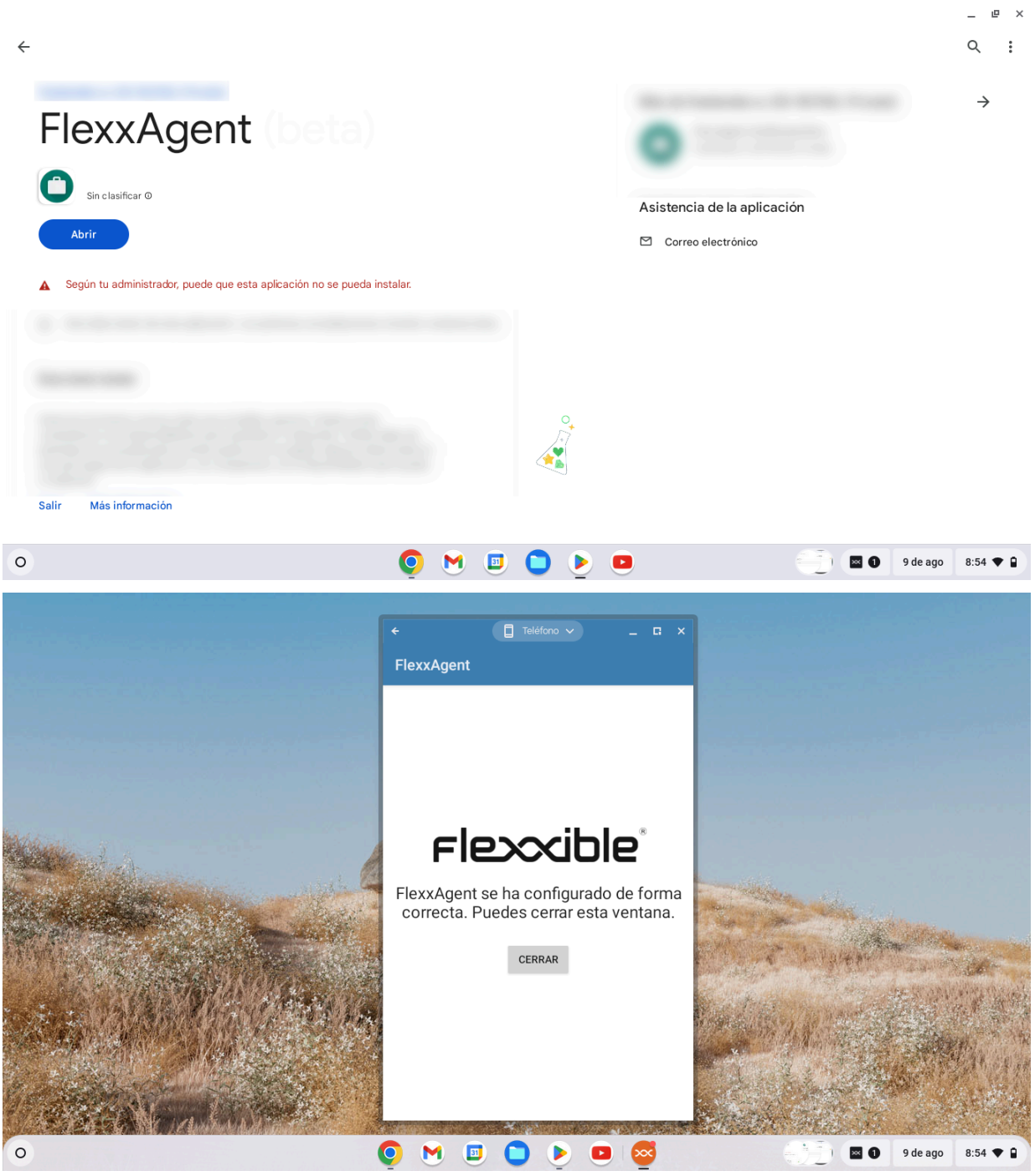

> These steps do not need to be repeated when updating FlexxAgent. They are only necessary after the first installation.

Update

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

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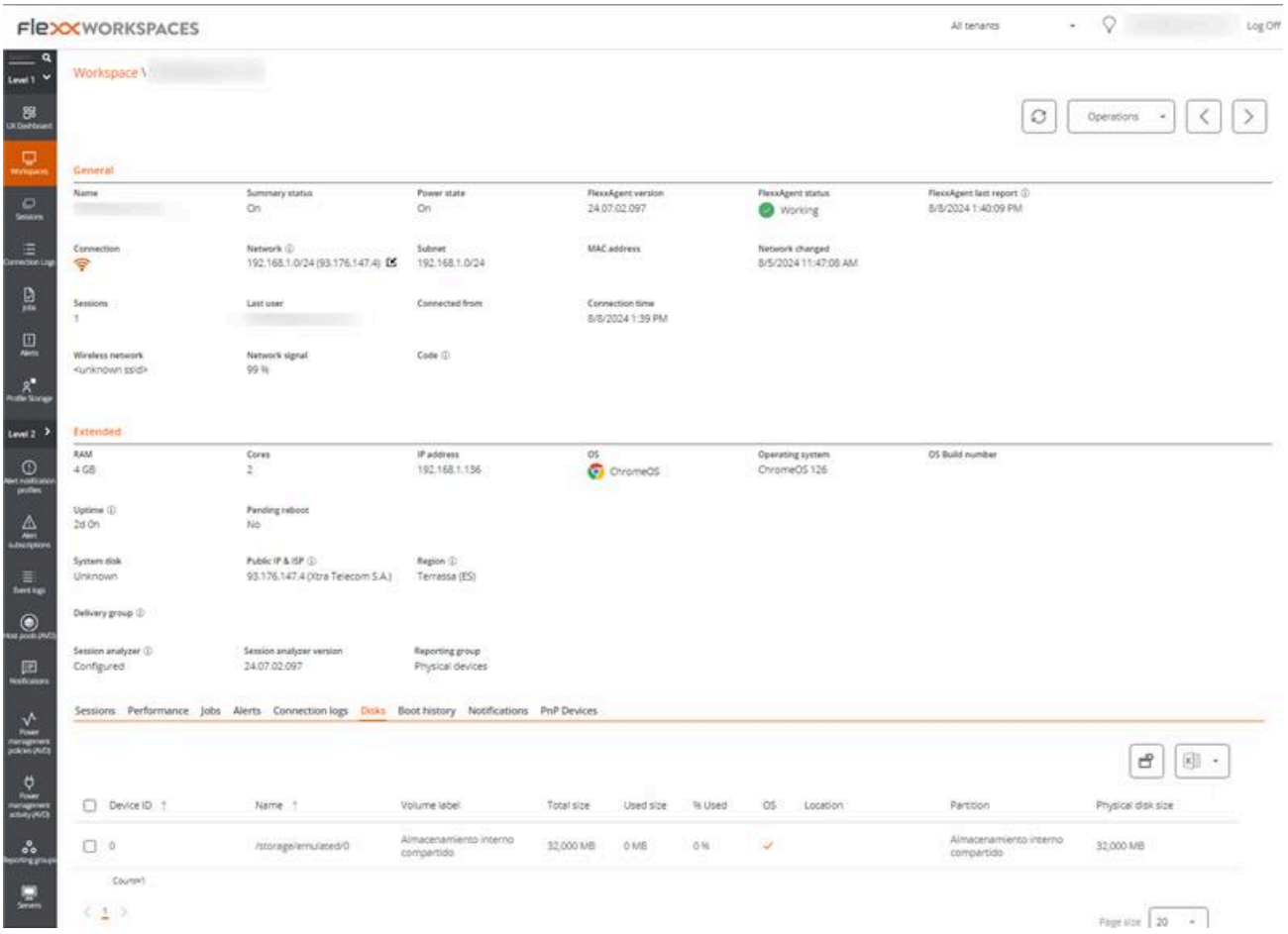
> Please review the linked links for more information on registering apps or deploying them to managed users in Google Admin.

Information obtained from the device



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

- Device name.
- Device status (on, off...).
- FlexxAgent version.
- FlexxAgent status: Running, stopped.
- Last FlexxAgent report: Date and time of last report received.
- Connection: Wireless LAN, Mobile network, unknown.
- Network: Device network addressing and public IP for internet access. These networks are created automatically when more than four workspaces are connected

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to the same network.

- Subnet: Network segment of the device.
- Network changes: Last time the network changed.
- Sessions: Number of user sessions.
- Last user.
- Connected from.
- 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: IP address of the device on the local network.
- OS: Name of the operating system.
- Operating system: Operating system version.
- Uptime: Session time.
- Pending restart: Shows if the device requires a restart for updates.
- Public IP and ISP: This ISP is obtained using the public IP. It may not be accurate if connected to a corporate network or using a VPN.
- Region: This region is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- Session Analyzer: Configured or not.
- Session Analyzer version: Session Analyzer version number.
- Report group: Report group to which the device belongs.

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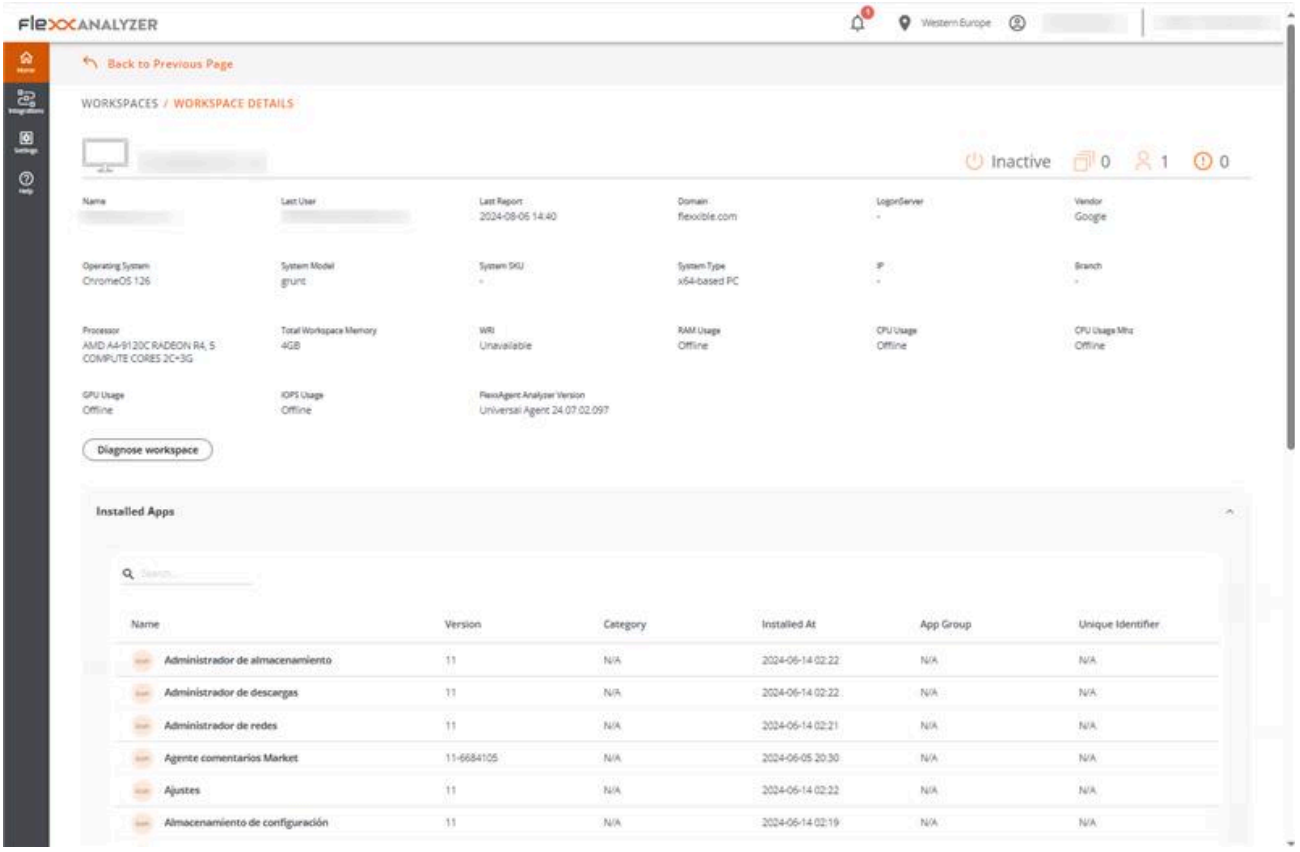

General device data, as well as the installed applications and their versions, are sent to the Analyzer.

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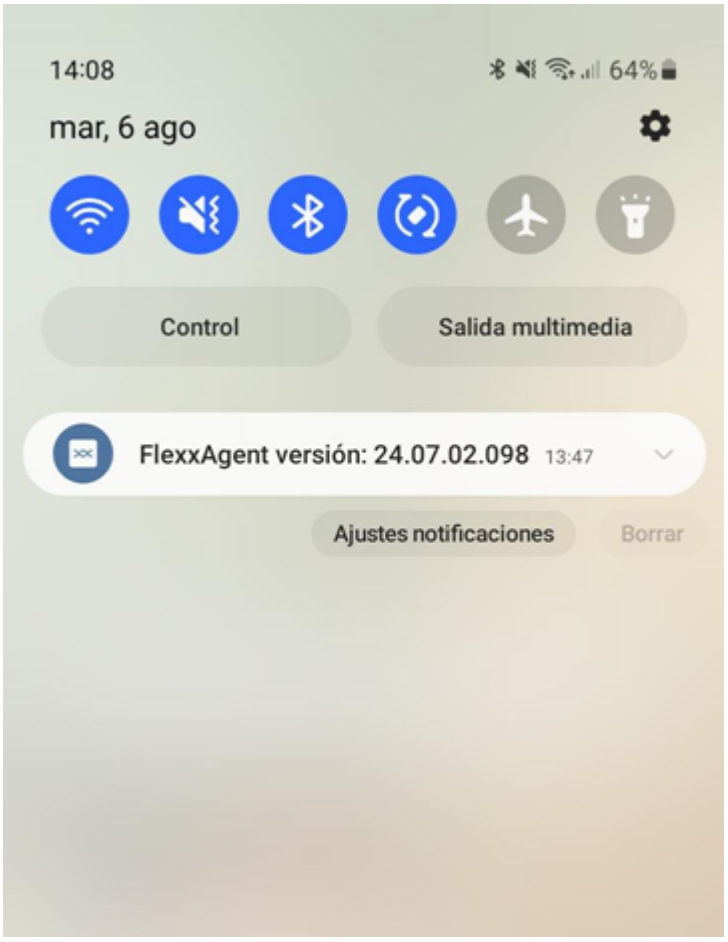
FlexxAgent / Supported Systems / Android

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 devices using 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

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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."

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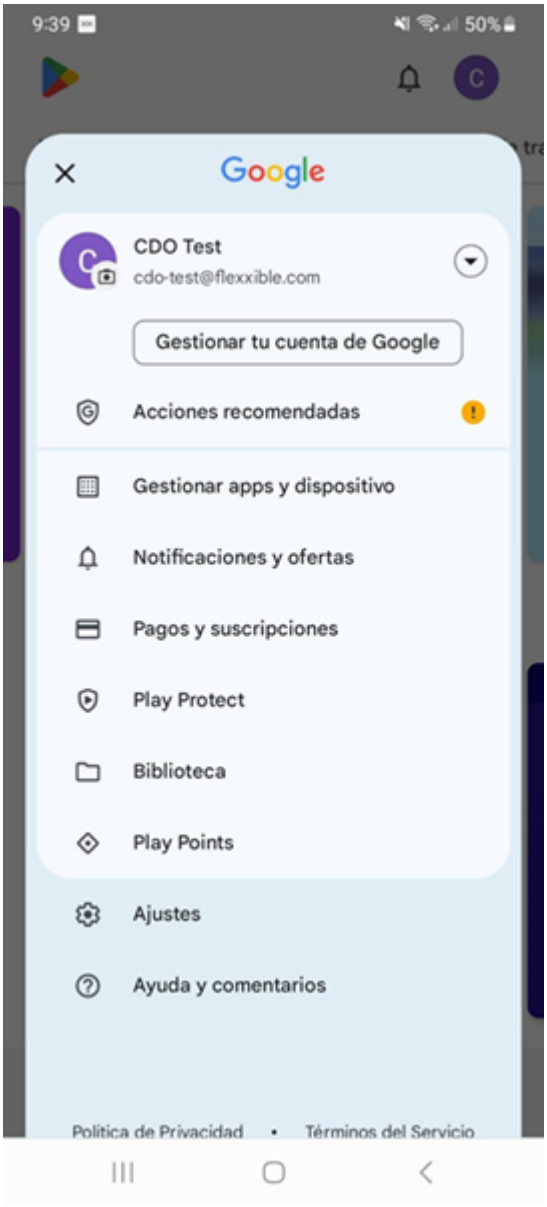

2. Go to the "Manage" tab and click on the FlexxAgent app.

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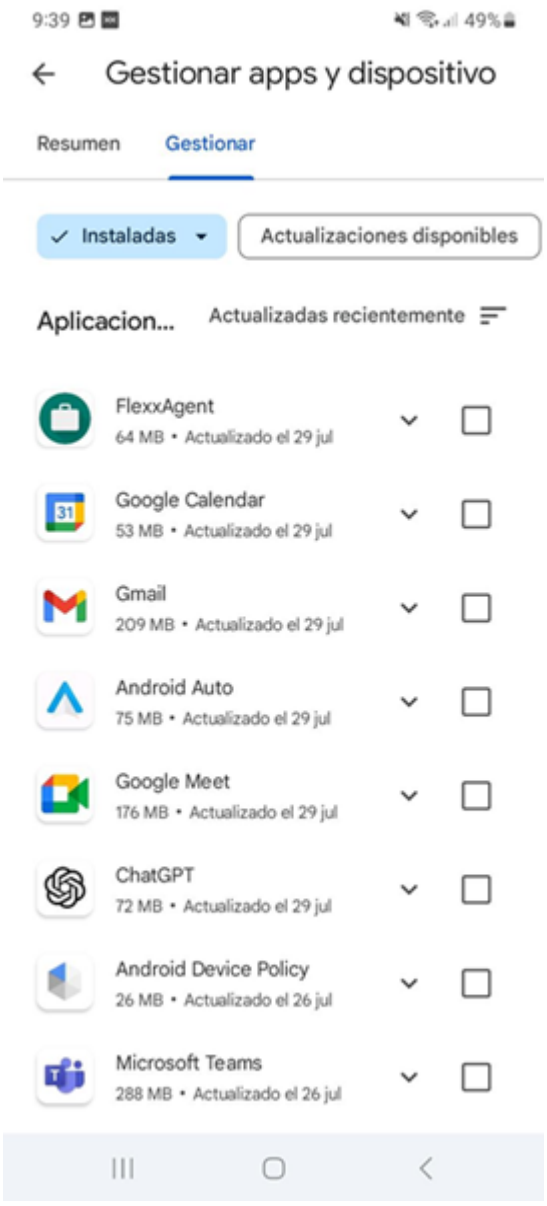

3. On the app detail screen, click on "Open." A window will open, confirming that the app has been successfully configured. Next, you can close the window.

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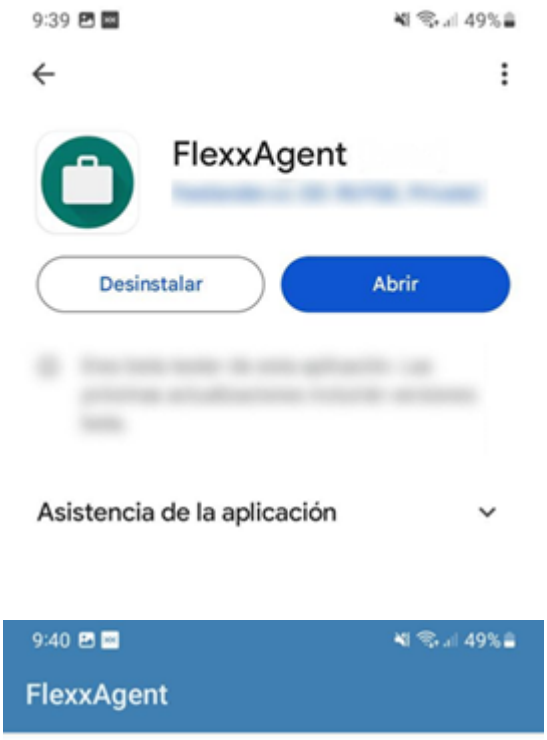

> These steps do not need to be repeated when updating FlexxAgent. They are only necessary after the first installation.

Update

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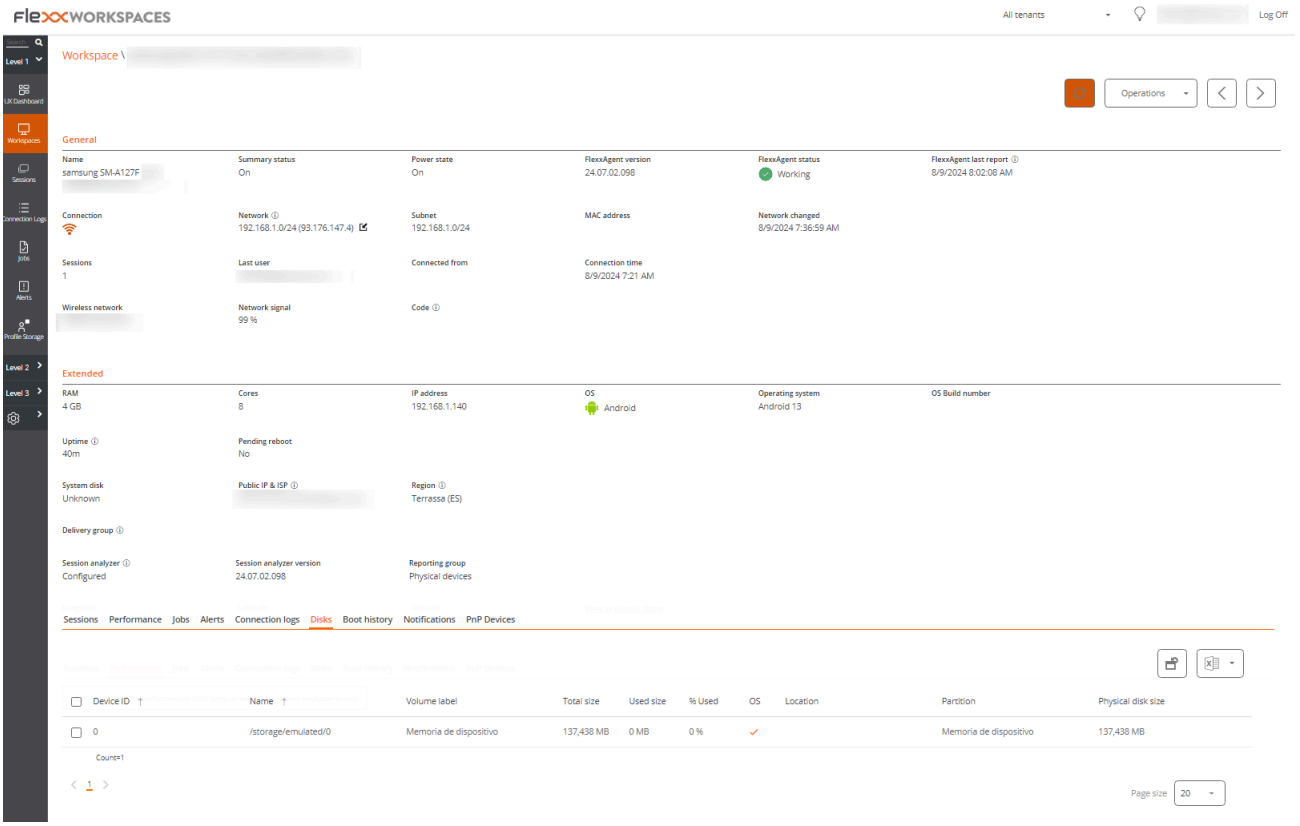
The new APK must be redistributed from the MDM according to its APK distribution or update methods.

Obtained fields



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

- Name: Device model.
- Device status (on, off...).
- FlexxAgent version.
- FlexxAgent status: Running, stopped.
- Last FlexxAgent report: Date and time of last report received.
- Connection: Wireless LAN, Mobile network, unknown.
- Network signal: Network reception percentage.
- Subnet: Network segment of the device.
- Network changes: Last time the network changed.
- Sessions: Number of user sessions.

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- Last user.
- Connected from.
- 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: IP address of the device on the local network.
- OS: Name of the operating system.
- Operating system: Operating system version.
- Uptime: Session time.
- Pending restart: Shows if the device requires a restart for updates.
- Public IP and ISP: This ISP is obtained using the public IP. It may not be accurate if connected to a corporate network or using a VPN.
- Region: This region is obtained using the public IP. It might not be accurate if connected to a corporate network or using a VPN.
- Device report group.

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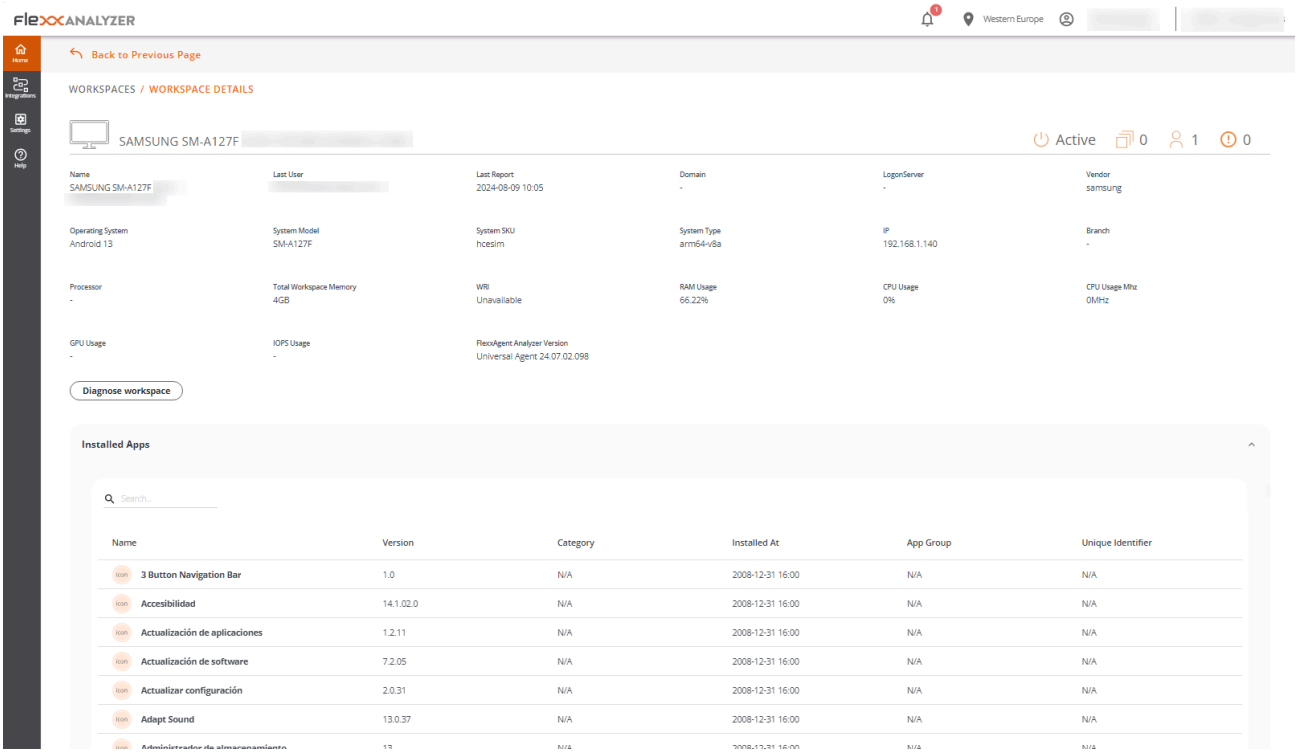

General device data, as well as the installed applications and their versions, are sent to the Analyzer.

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FlexxAgent / Network considerations

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

Regarding bandwidth usage, when FlexxAgent starts, it collects and sends an initial report of approximately 75 kb. From that moment on, it sends differential reports of roughly 3-4 kb and performs on-demand or automatic actions on the device. During the times it is performing these actions, network traffic could increase.

FlexxAgent Analyzer collects user session information, such as application and resource usage, every 15 seconds. It aggregates this information into about 35-50KB files sent to the consoles every 5 minutes.

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

Required URLs and ports

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

URL	Scope	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

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URL	Scope	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
ra.flexxible.com	Agent – Remote Assistance	443	West Europe	FXXOne, FlexxClie FlexxDes
https://update.workspaces.flexxible.com/	Agent	443	West Europe	FXXOne, FlexxClie FlexxDes
https://agents-weu.flexxible.com	Agent	443	West Europe	FlexxClie FlexxDes
https://agents-weu.one.flexxible.com	Agent	443	West Europe	FXXOne

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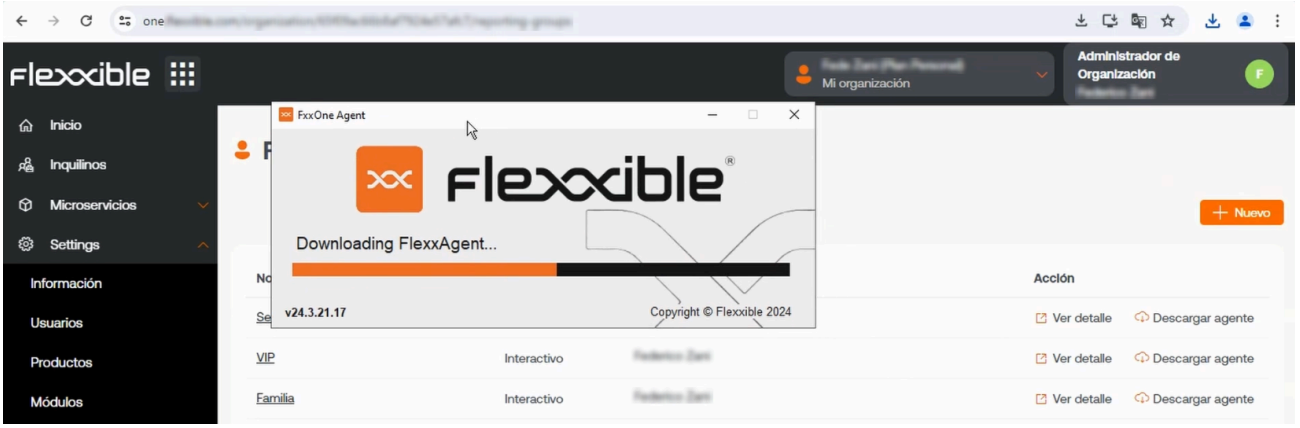
FlexxAgent / Guides and tutorials for FlexxAgent



This section offers resources designed to maximize the use of FlexxAgent. It includes detailed instructions on its deployment and installation, as well as advanced configuration options, which will allow adapting FlexxAgent 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.

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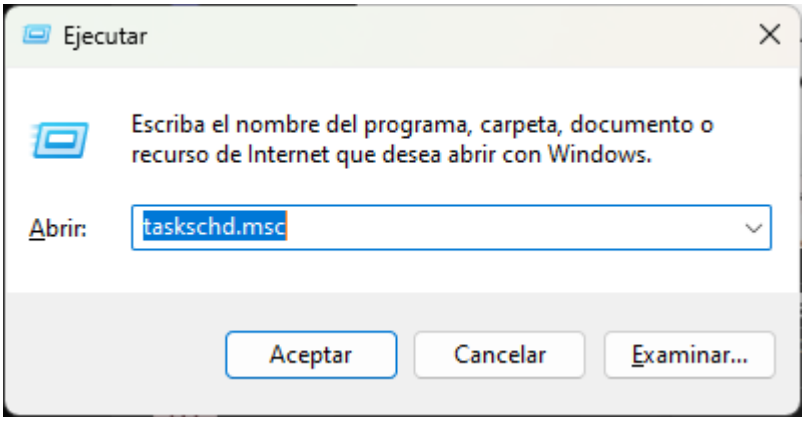
FlexxAgent / Guides and tutorials / Check FlexxAgent connectivity

To validate the connectivity of FlexxAgent with the SaaS instances of the service and ensure its correct execution, the procedure defined here must be carried out on a test device. This should 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` pane, select the option `Create Basic Task` and name the task (it can be `FlexxAgent check connectivity`). Type a description if desired and click `Next`.

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

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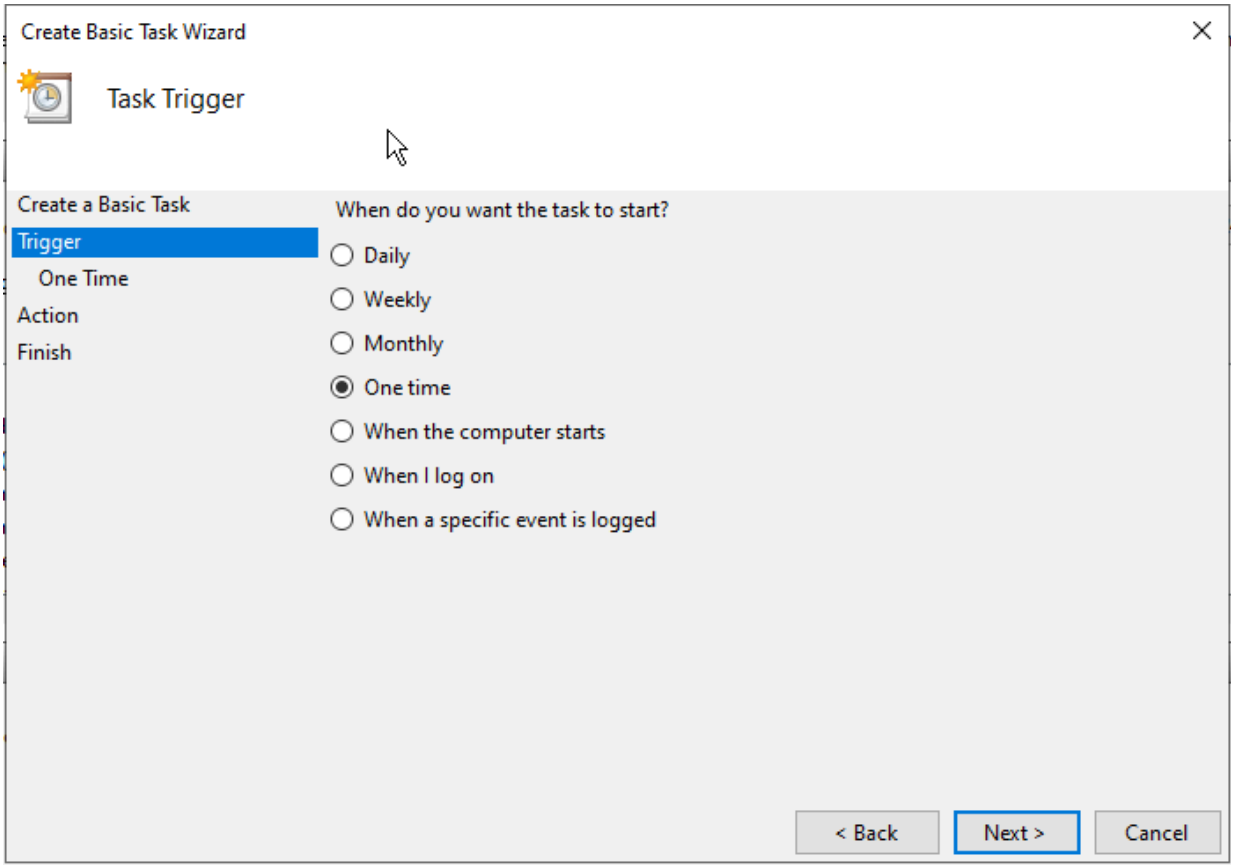

4. Select the action `Start a program` and press `Next`.

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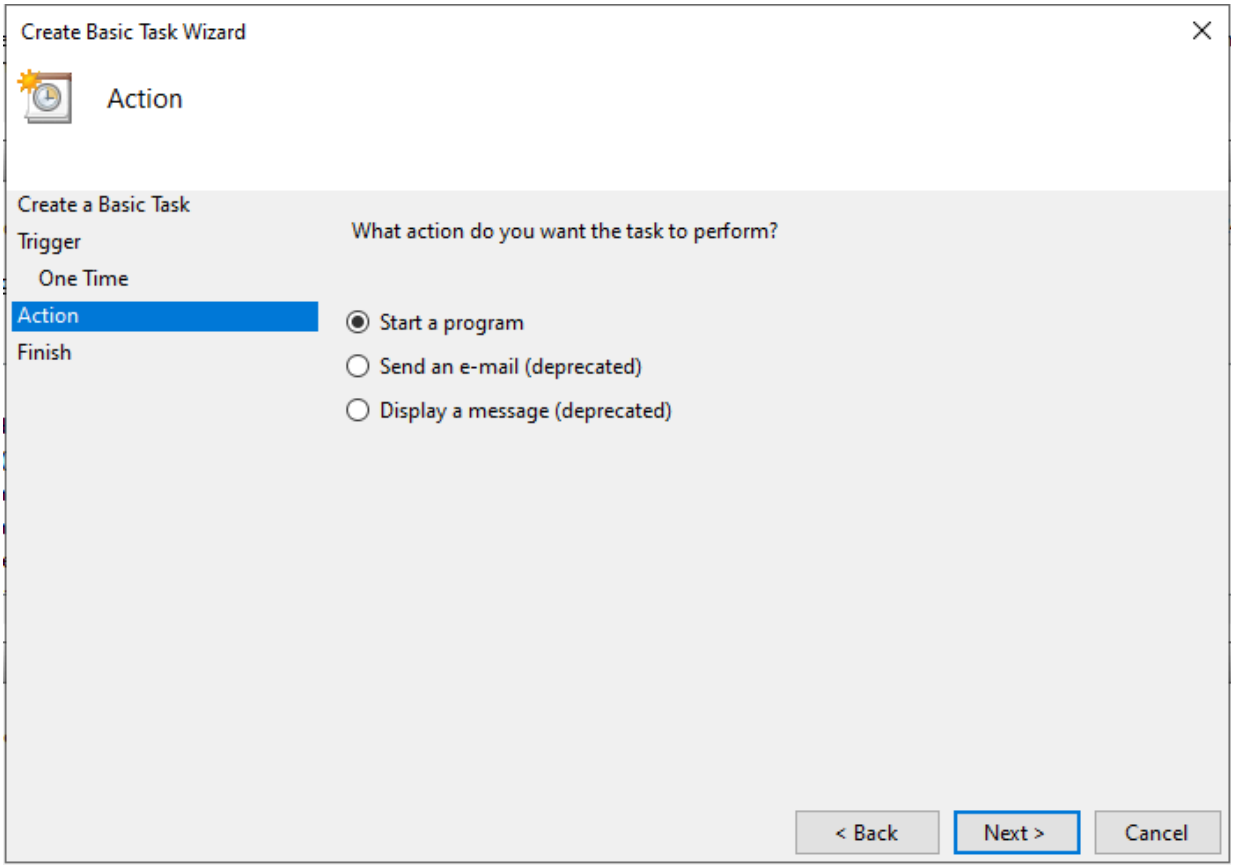

5. In the `Program/script` field, type or navigate to the path `C:\Program Files\Flexxible\FlexxAgent\FlexxAgent.exe`. In `Add arguments`, type `/TestMessagingEngine`. Click `Next`.

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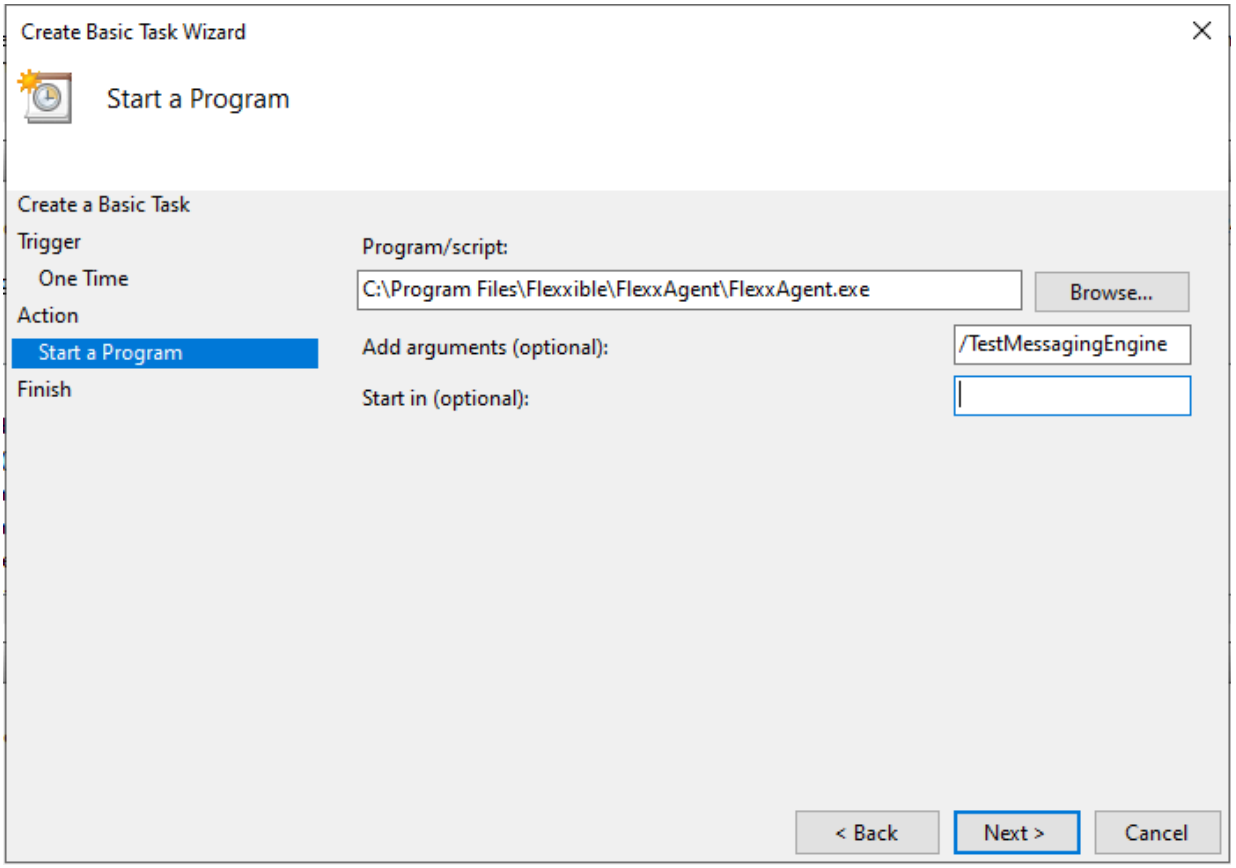

6. Select `Open the Properties dialog for this task when I click Finish` and press `Finish`. The task properties dialog will open.

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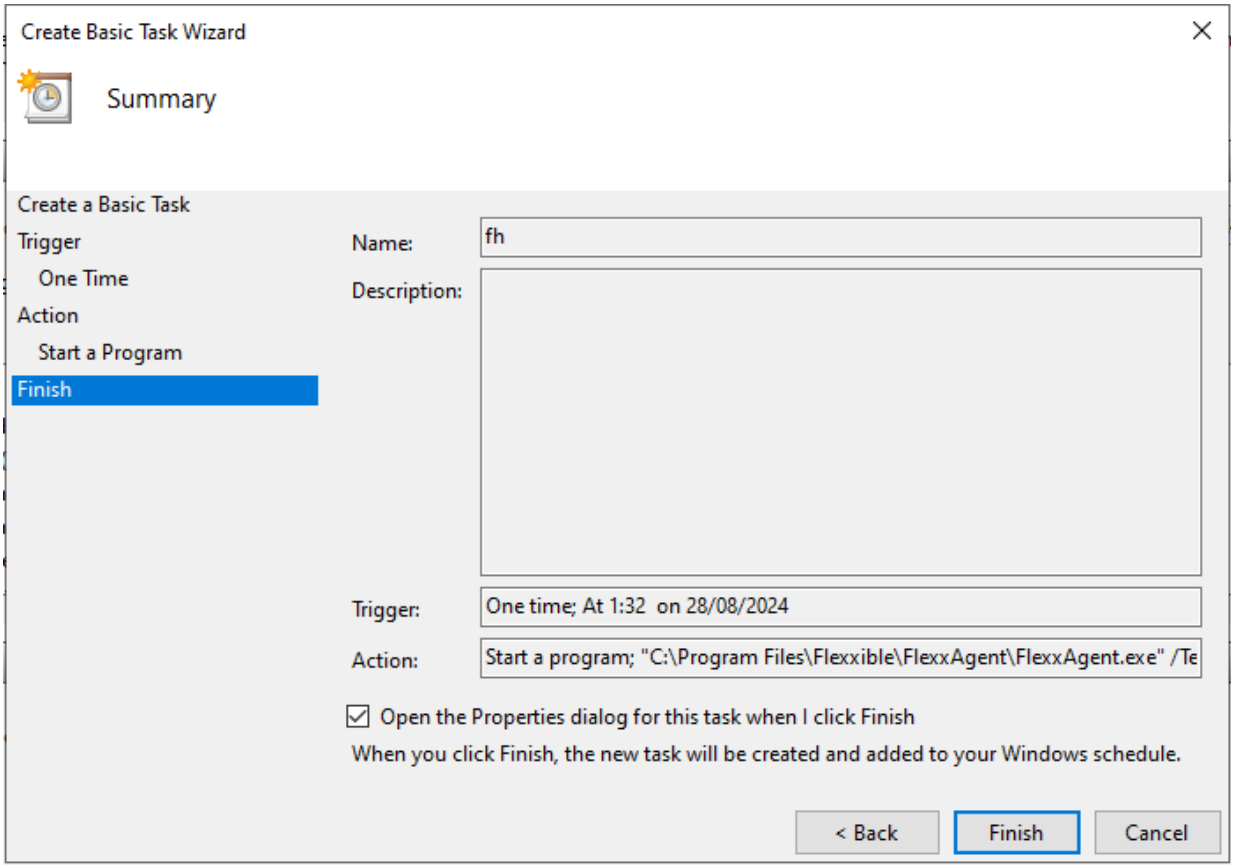

7. Click `Change User or Group`. In the text box of the pop-up window, type `SYSTEM` and then press `Check Names`. This action will check that the `SYSTEM` group exists to run the task under its identity. Click `OK` to close the popup window. In the properties window, you must select `Run with highest privileges` in the checkbox and click `OK`.

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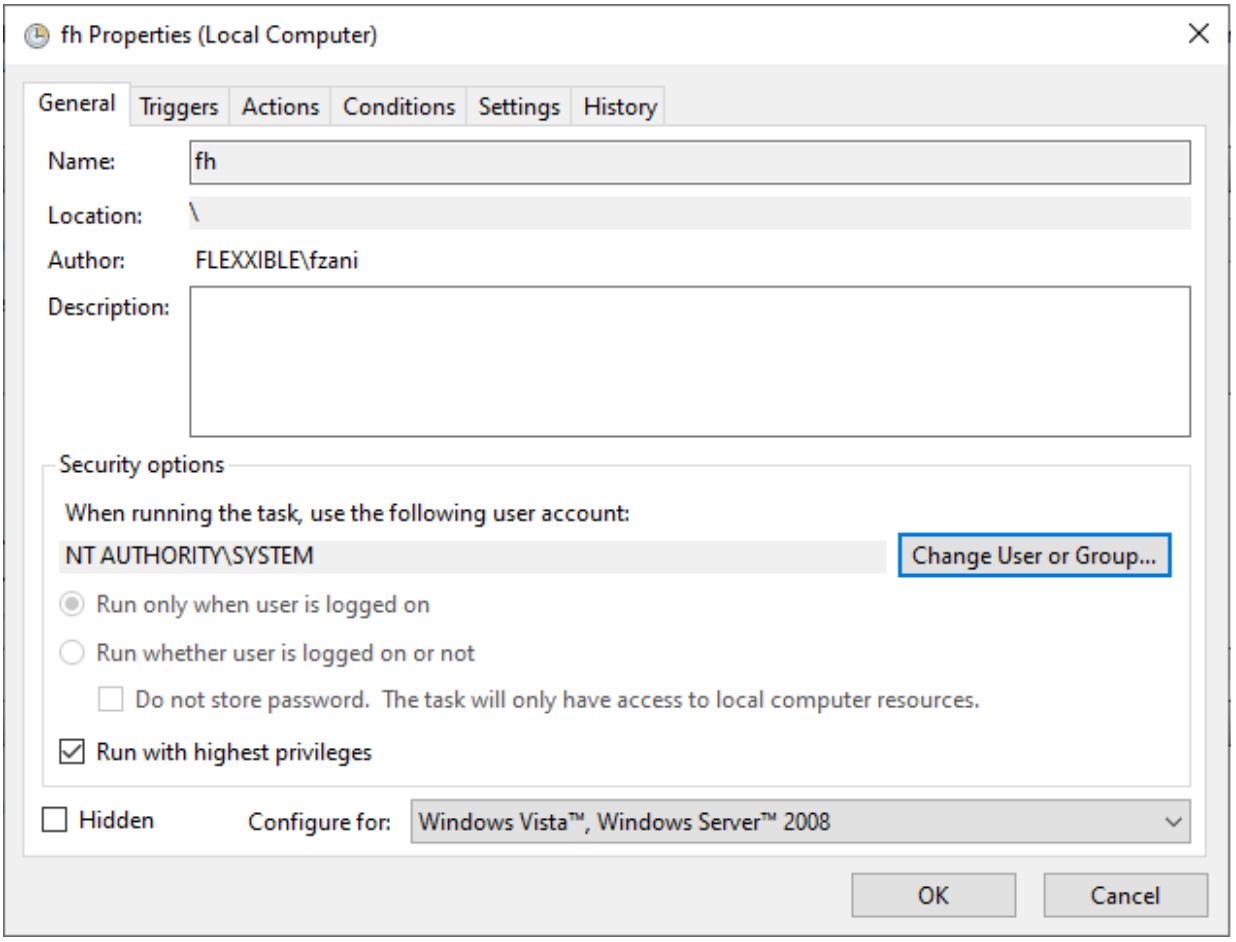

8. In the Windows Task Scheduler management console, locate the newly created task `FlexxAgent check connectivity`. Right-click on it and select `Run`. In the task list, it will appear as `Running`.

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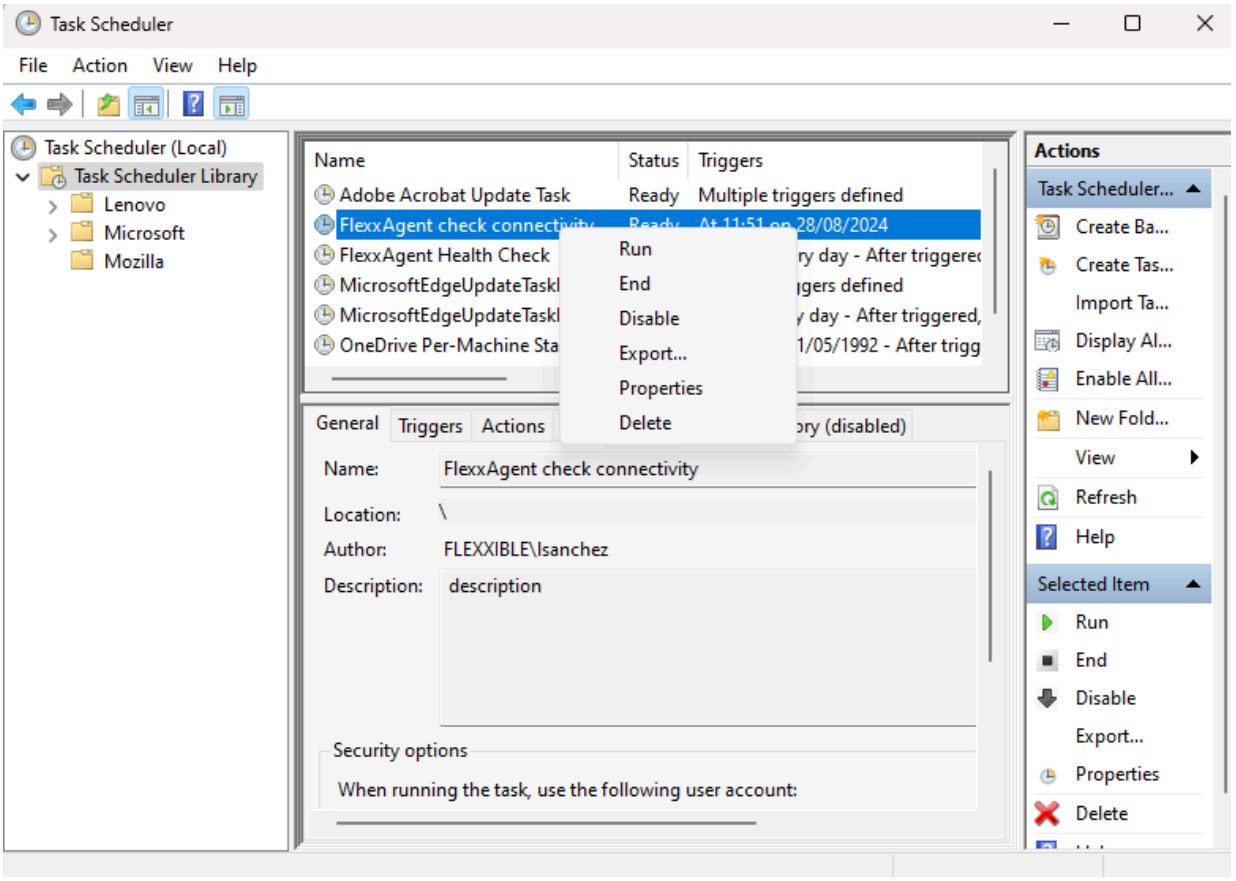

9. Select the `History` tab to view the progress of the task until the `Task Completed` event is seen. If the history is disabled, it can be enabled with the option `Enable All Tasks History` in the right pane of the console.

Validation of results

To review the information of the FlexxAgent messaging engine, access the `Event Viewer` and check the information messages with the source service `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`.

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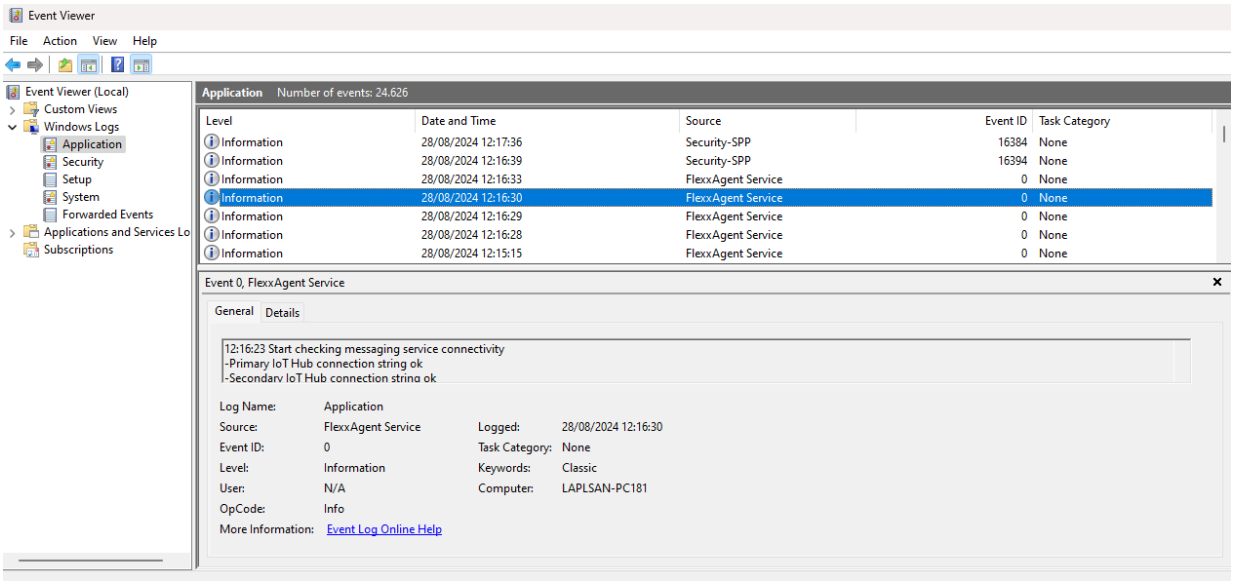
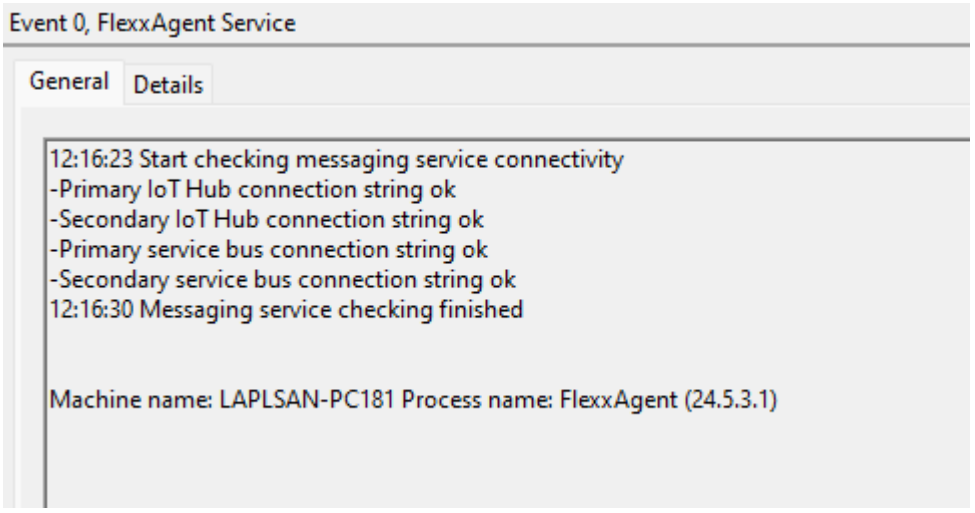


2. In the list, find the event of `FlexxAgent Service`. If there are several, select the one that is reporting connectivity. This event reports the status of all connections:



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FlexxAgent / Guides and tutorials / Deploy FlexxAgent using Microsoft Intune

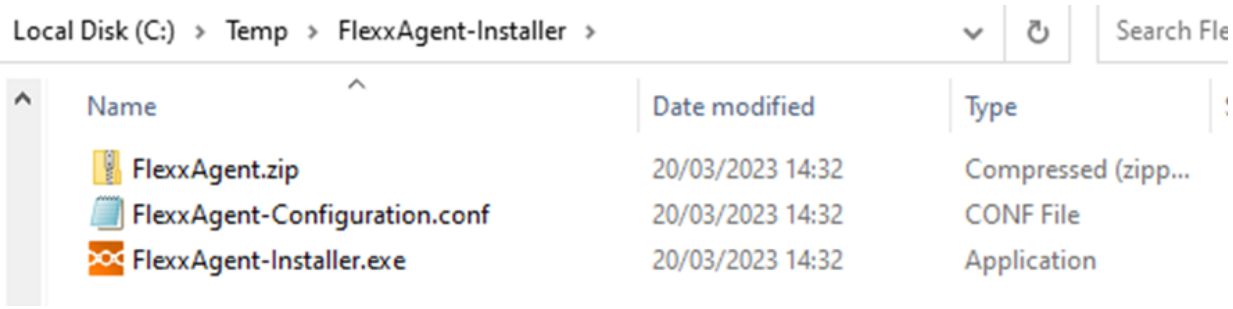
FlexxAgent can be deployed using Microsoft Intune. Before doing so, ensure the following prerequisites are met:

- Microsoft Windows 10 version 1607 or later
- 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)
  - Associated with Azure Entra ID (also known as a `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 FlexxAgent offline installation package; this way, you will have all the necessary files for installation directly from Intune.

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

1. Unzip the installation package to a 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`.

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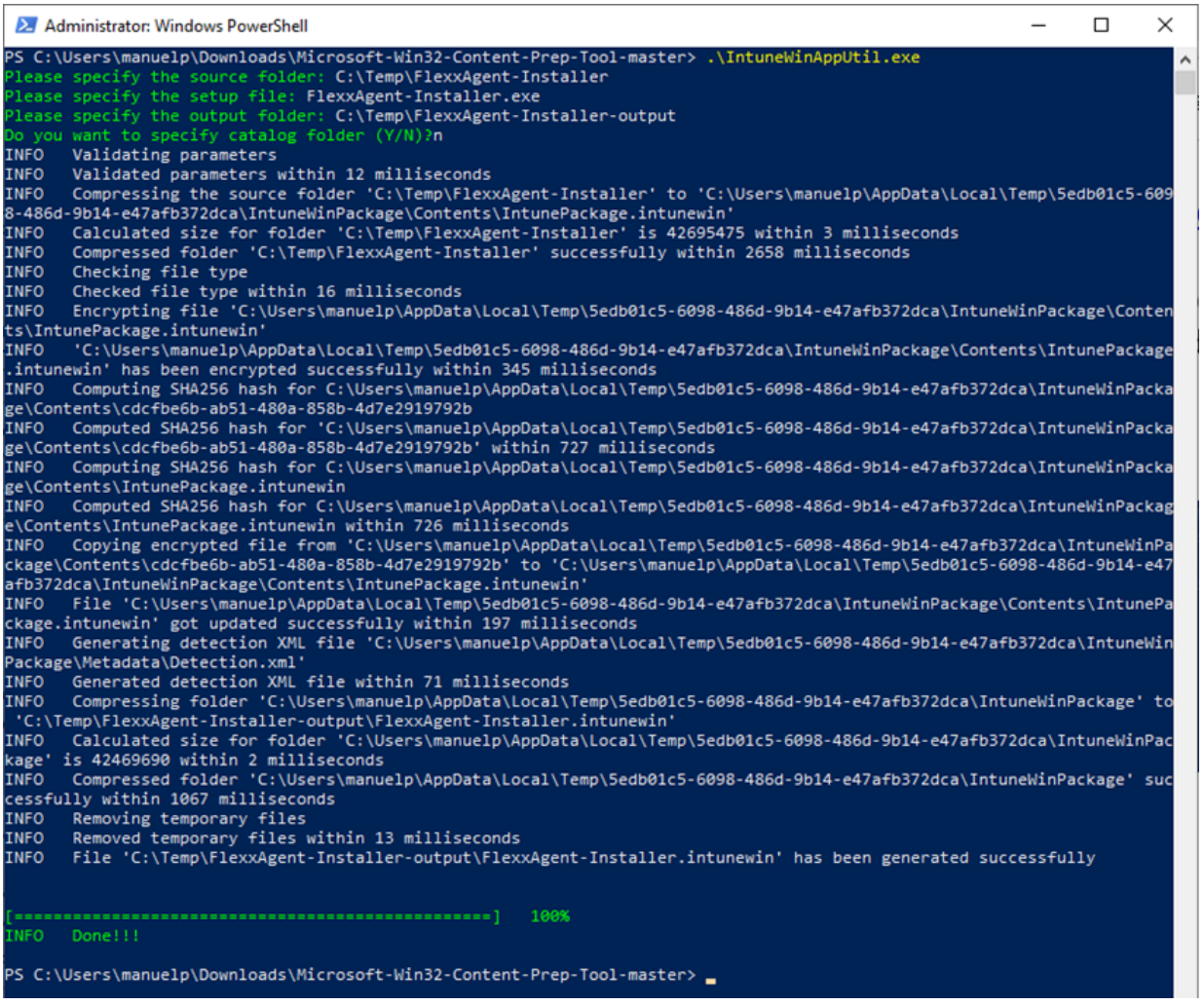
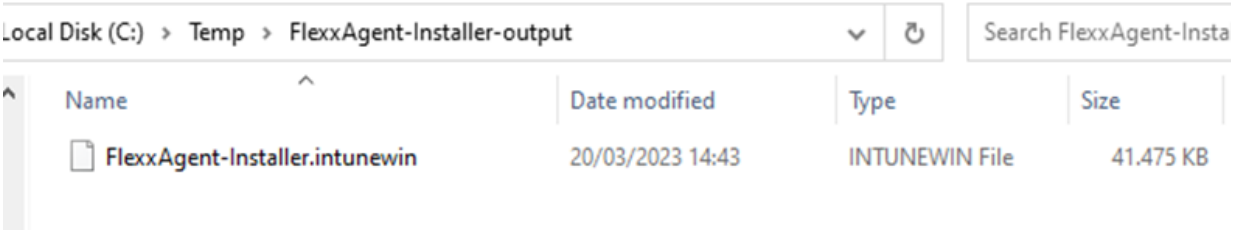
4. Create the FlexxAgent installation package (in this example, it was extracted to `C:\Temp\FlexxAgent-Installer`). And convert it into an Intune package using the tool IntuneWinAppUtil.exe (Microsoft Win32 Content Prep Tool).



5. Confirm that the package has been created correctly.



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

7. Enter the Intune administration center.

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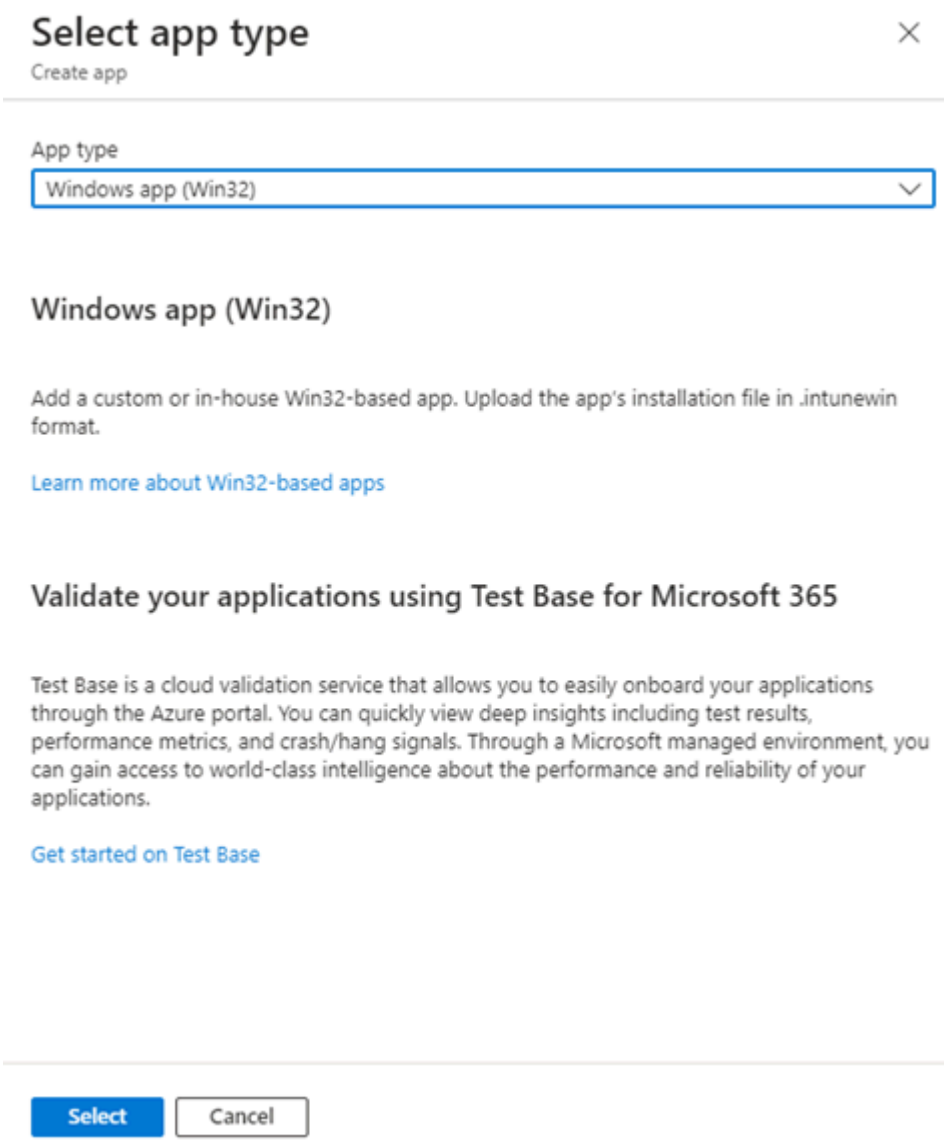
8. Select `Apps` and then `All Apps`.

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



10. In 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).

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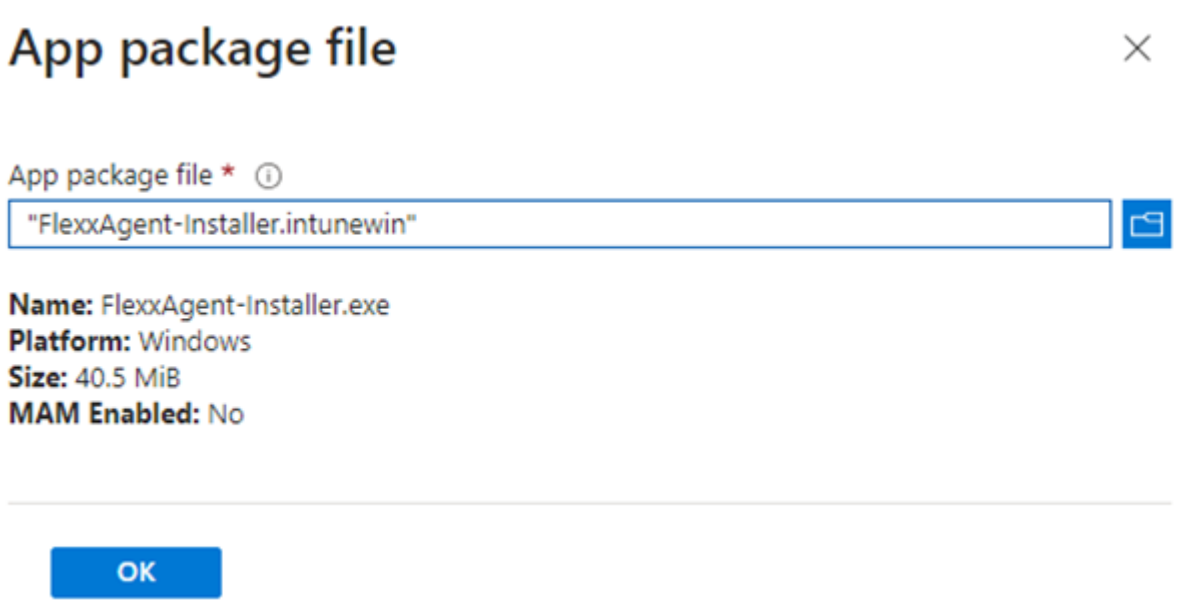

11. In the application information tab, enter the FlexxAgent information.

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

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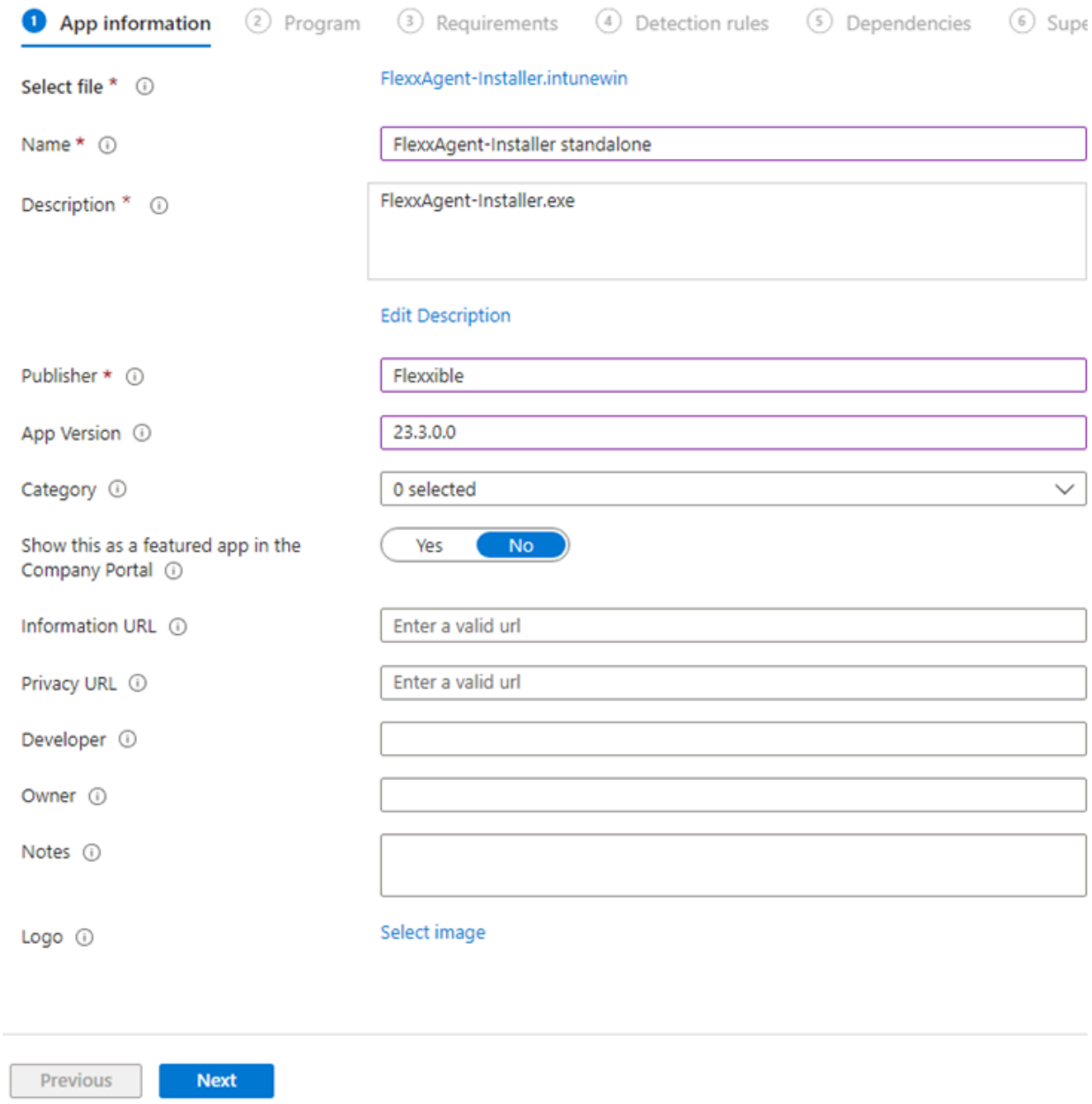

12. In the `Program` tab, include information about the installation command, uninstallation command, and other details.

    - Install command: `FlexxAgent-Installer.exe`

    > Note: if necessary, proxy values can be introduced in this command.

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

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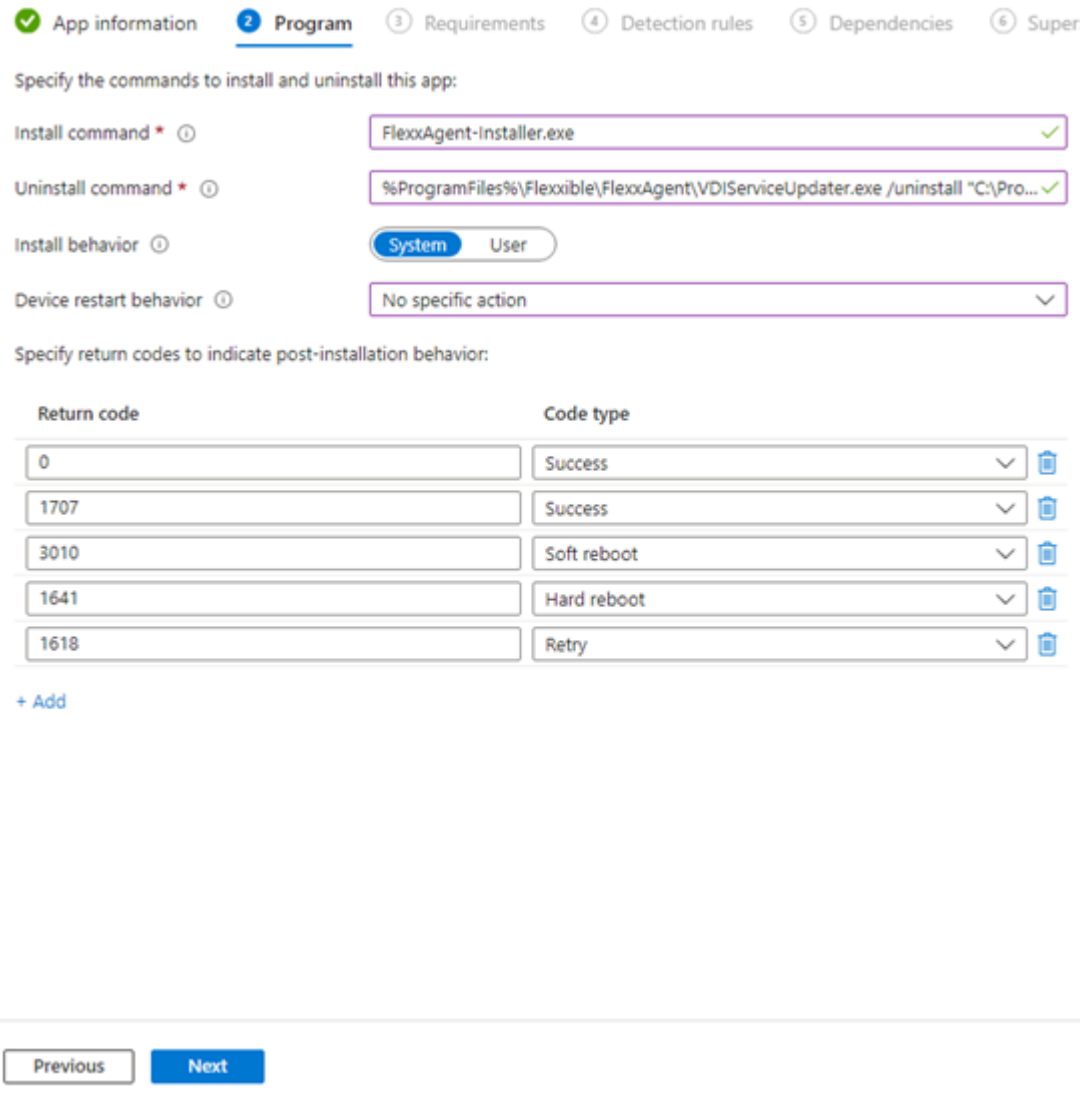
> Note: double quotes are mandatory.

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



13. In the `Requirements` tab, include information about the operating system architecture:

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

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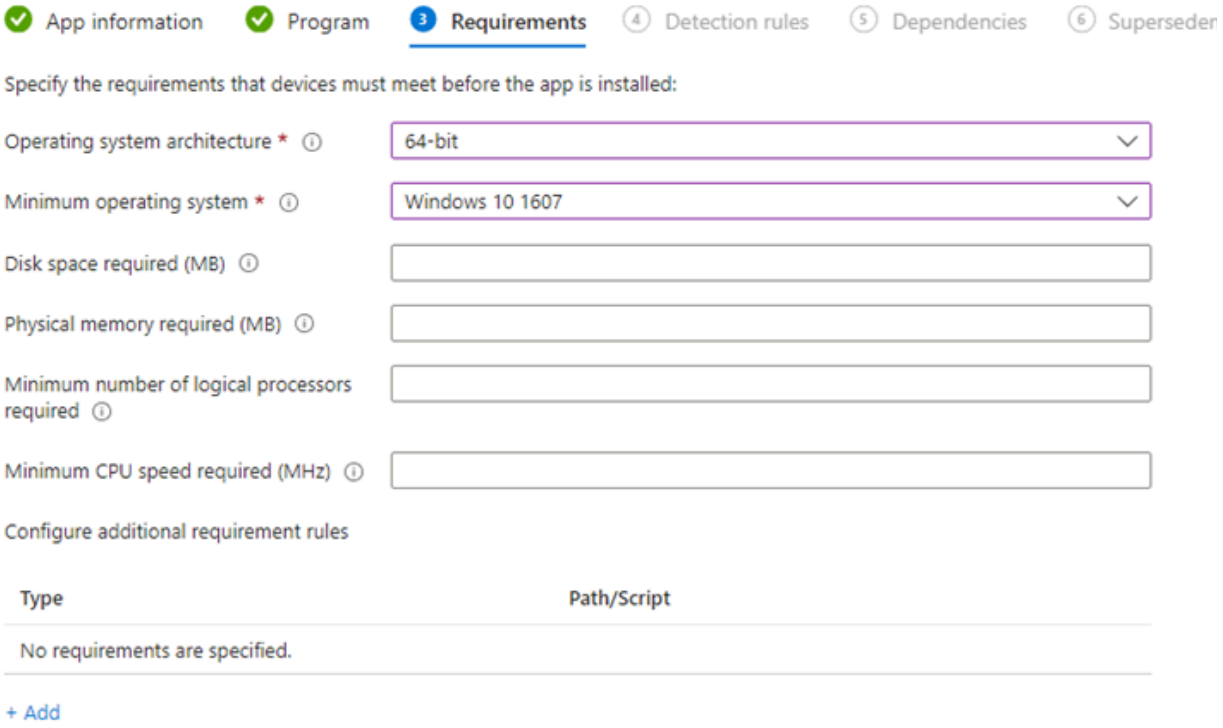

14. In the `Detection Rules` tab, select `Manually configure detection rules` and click the `+Add` link. In the rule to be created, fill in the following fields:

    - 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

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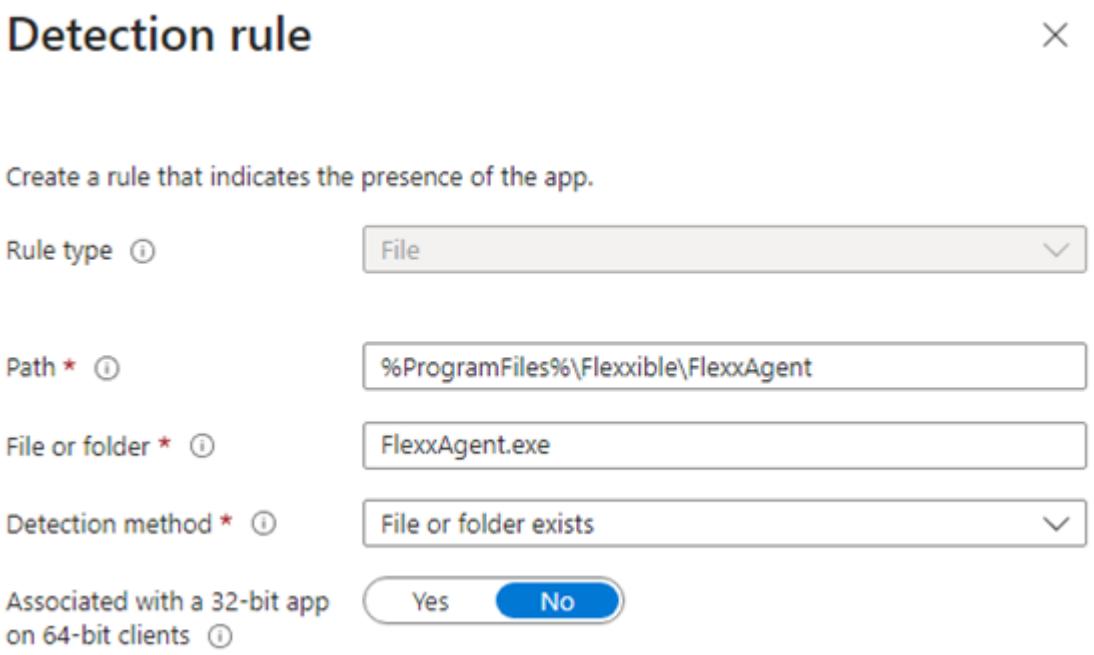
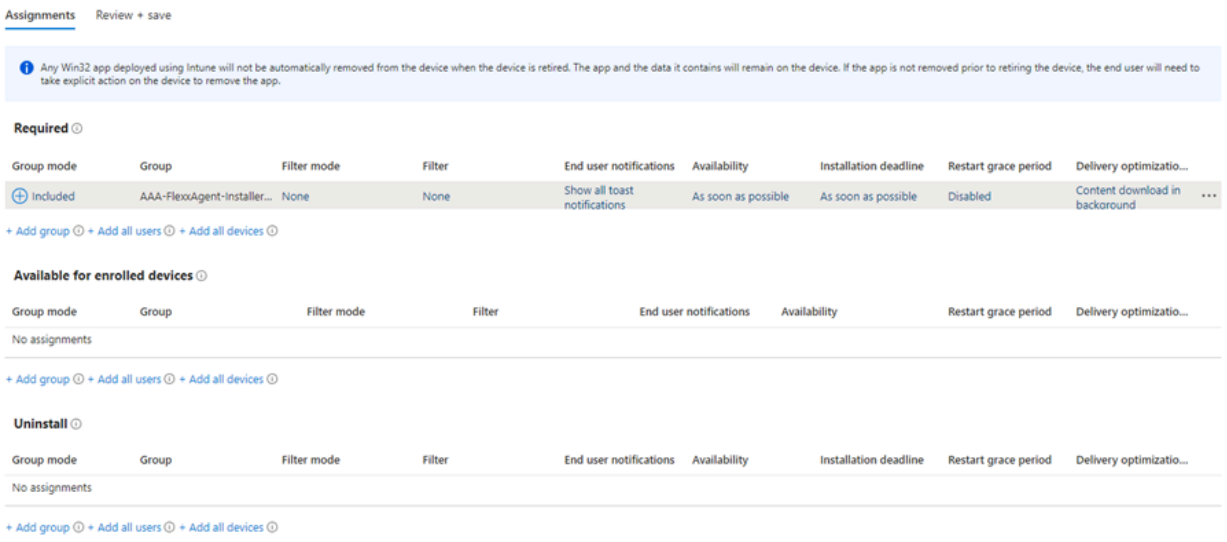


15. In the `Assignments` tab, create an Azure Entra ID security group containing the devices on which this package will be installed.



16. At this point, ensure that the appropriate notification for the end-user is selected.

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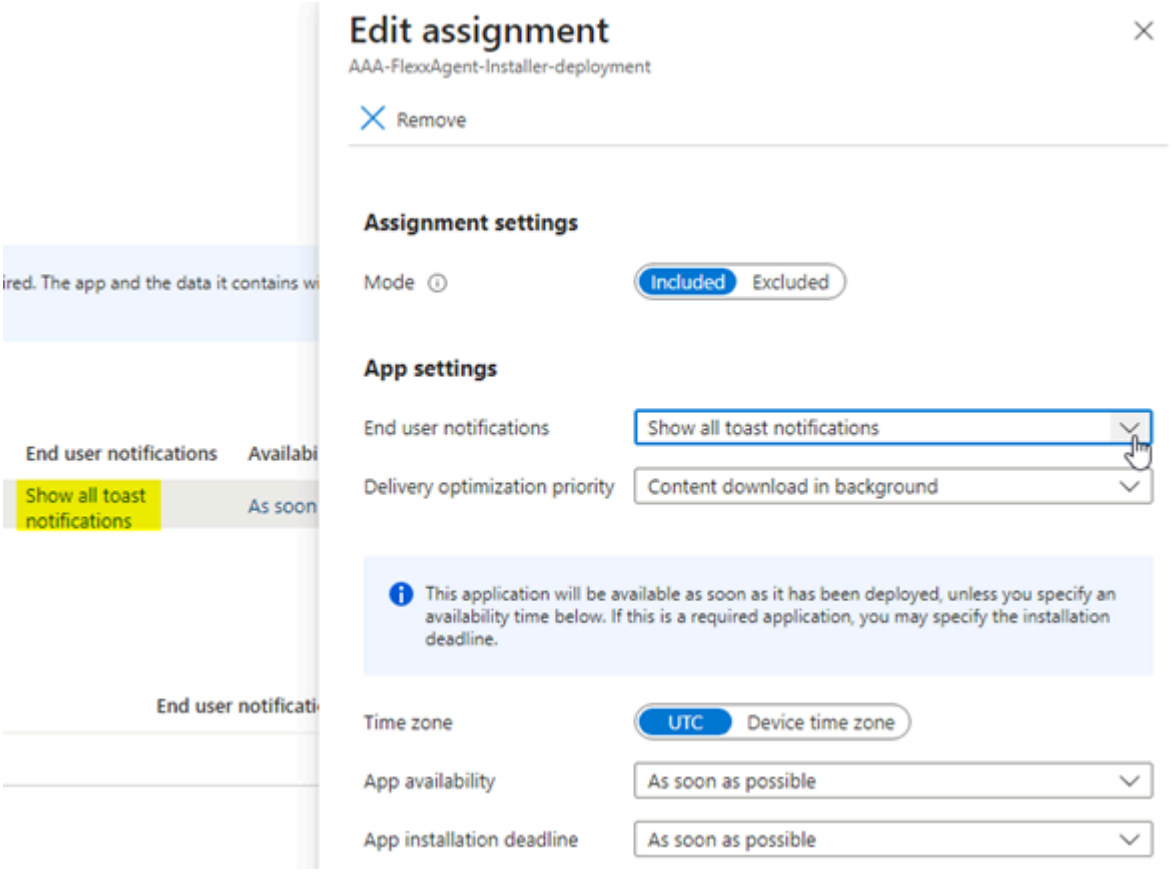
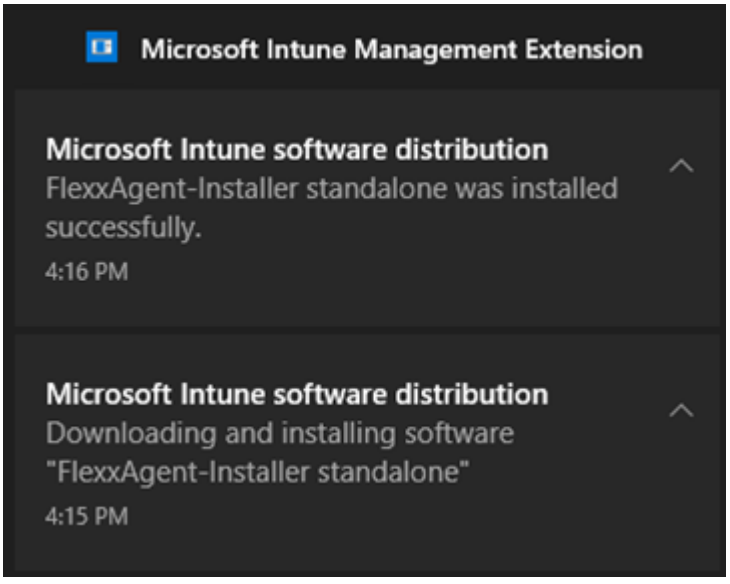


17. Click on `+Add all devices` so that it deploys to all devices enrolled in Intune.

18. Once `Review+Create` is pressed, the deployment will begin. Allow at least one hour for it to take effect and complete.



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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

During the installation of FlexxAgent, you can include the proxy server configuration using the following command line options:

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

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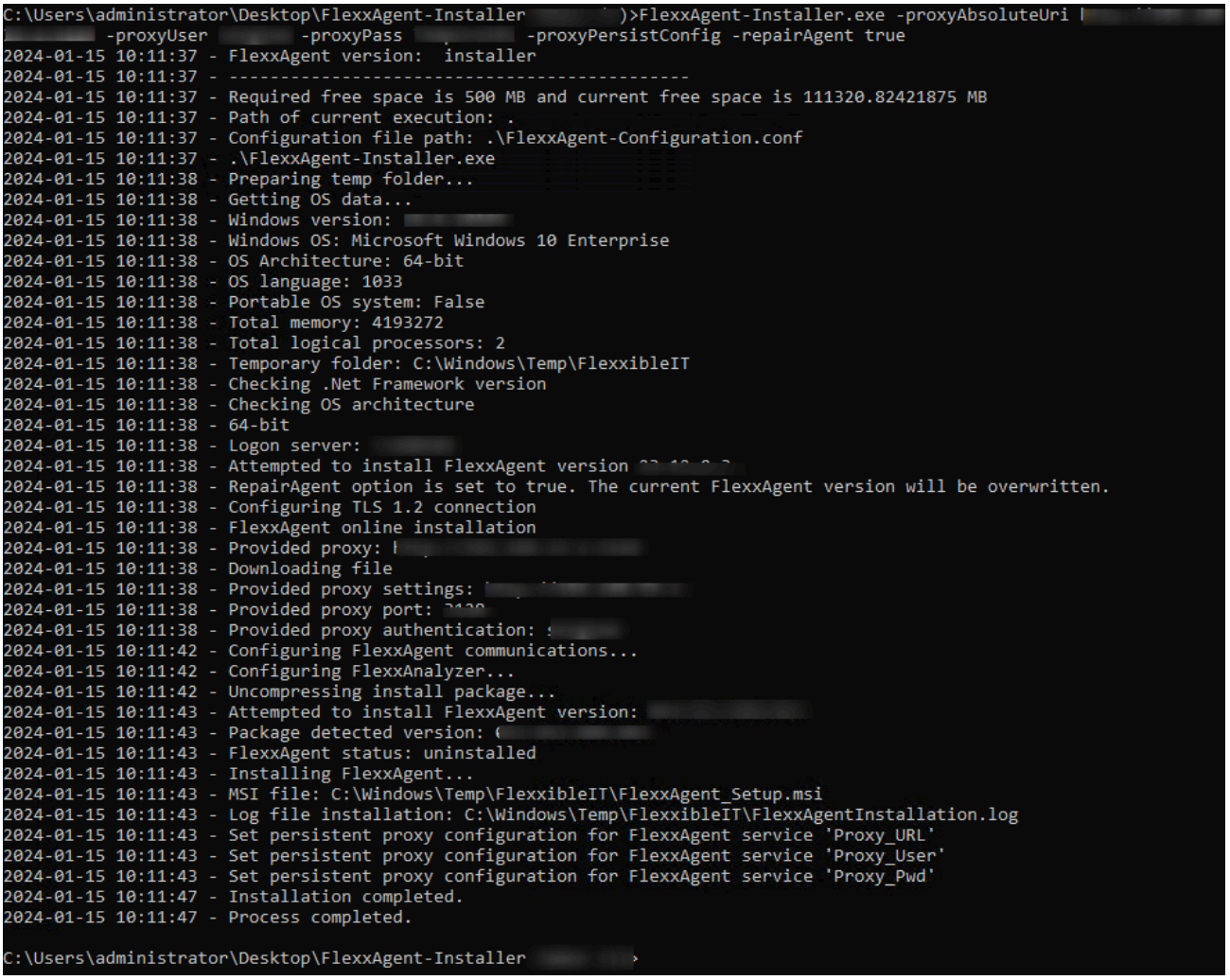

Explanation of the options

- **proxyAbsoluteUri**: the address of the proxy server, expressed as a complete “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 aforementioned 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.

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

proxyPersistConfig

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

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

Proxy_URL Key

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

Proxy_User Key

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

Proxy_Pwd Key

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

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- Accepted values: the password to authenticate on the proxy. It can be omitted 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 value “Proxy_Pwd”.

RepairAgent

If `$true`, forces the repair of FlexxAgent; it is important to know that the command will fail if this parameter is specified and FlexxAgent has not been previously installed.

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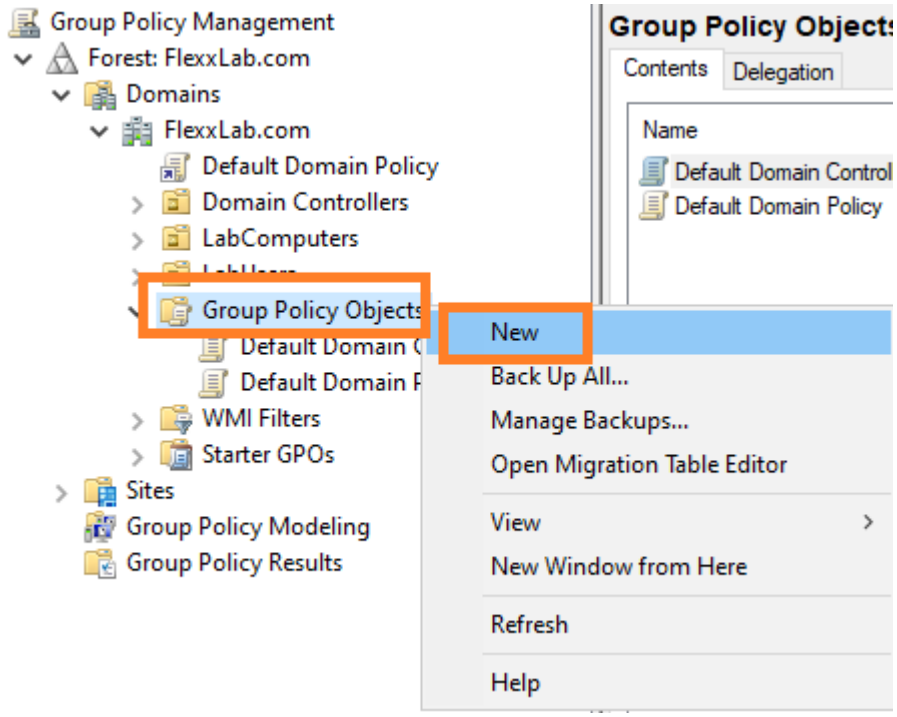
FlexxAgent / Guides and tutorials / Apply proxy configuration via group policies (GPO)

In many cases, the organization's connectivity goes through a proxy; it could be for security, performance, or other reasons. The 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 the procedure below:

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 (option `Edit...`)

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

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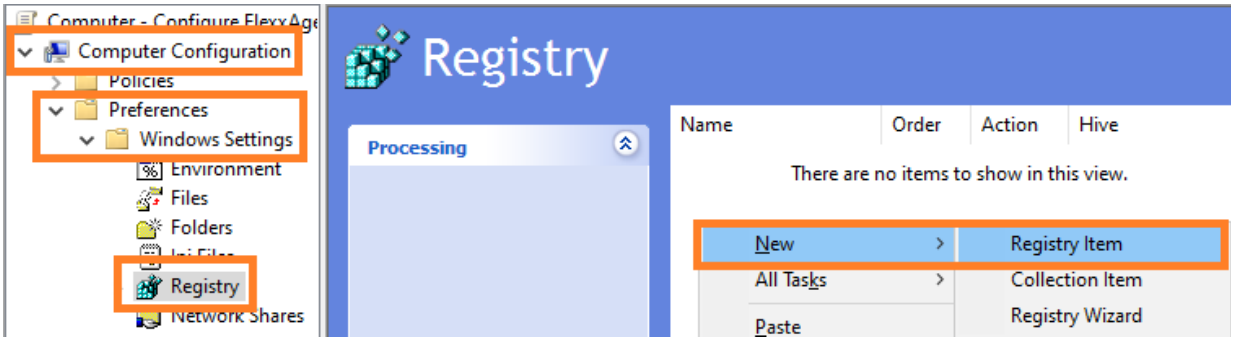

5. Add the following information and click `OK`.

   - 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. For example `https://192.168.1.1:3128`.

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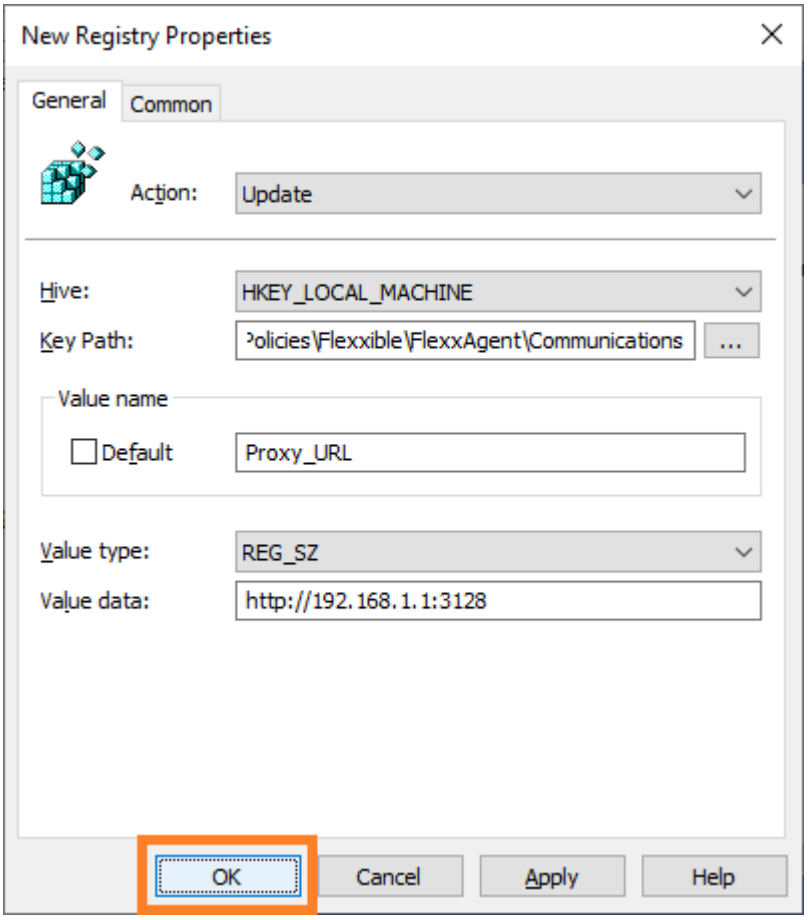
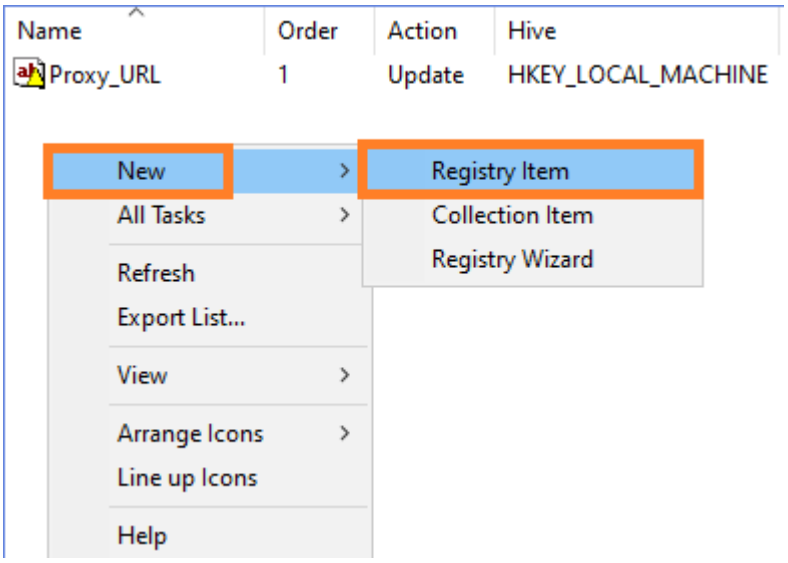


6. In the right panel, add another registry entry with the right mouse button, selecting `New` -> `Registry Item`.



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

    - Action: Update

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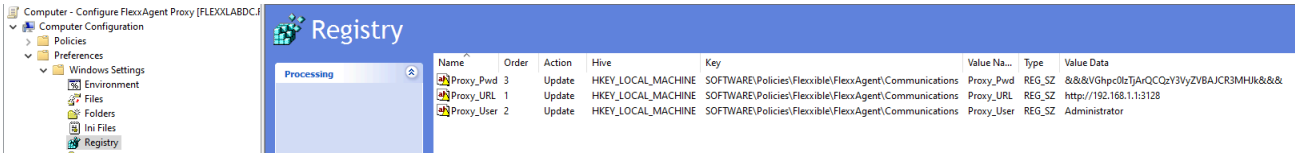
- Key path: `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Flexxible\FlexxAgent\Communications`
- Value Name: Proxy_User
- Value type: REG_SZ
- Value data: the username to authenticate to the proxy server. For example `Admin`.

8. In the right panel, add another registry entry 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 to authenticate to the proxy server, corresponding to the user configured in the previous step.
     - The value of the `Proxy_Pwd` key can be filled in plain text (not recommended) or base64 encoded by putting the string “&&&” before and after. Example: `&&&VGhpc0lzTjArQCQzY3VyZVBAJCR3MHJk&&&`.
     - In any case, FlexxAgent encrypts the value of this field at startup.
     - To encode the password in base64, you can use some web service, such as https://www.base64encode.org/.

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



11. Close the editor.

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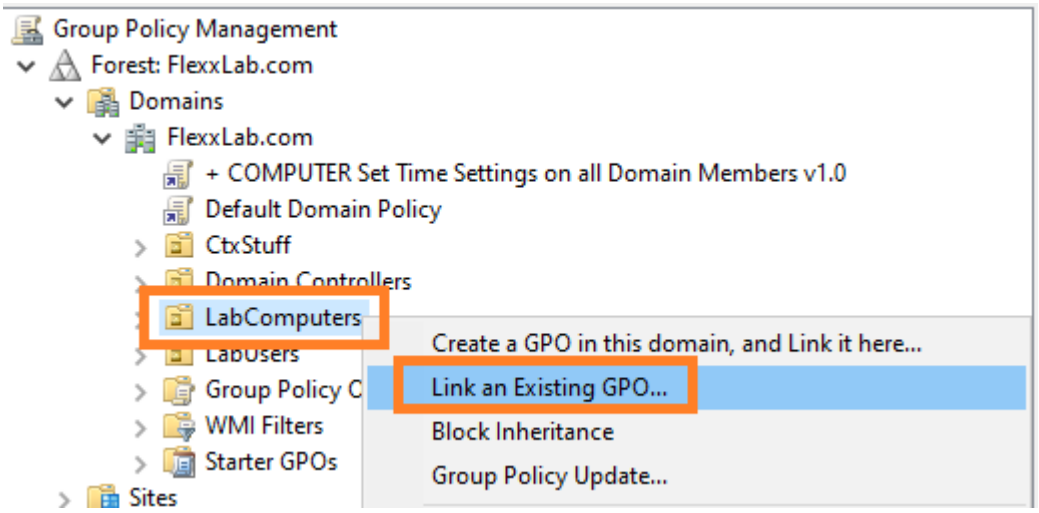
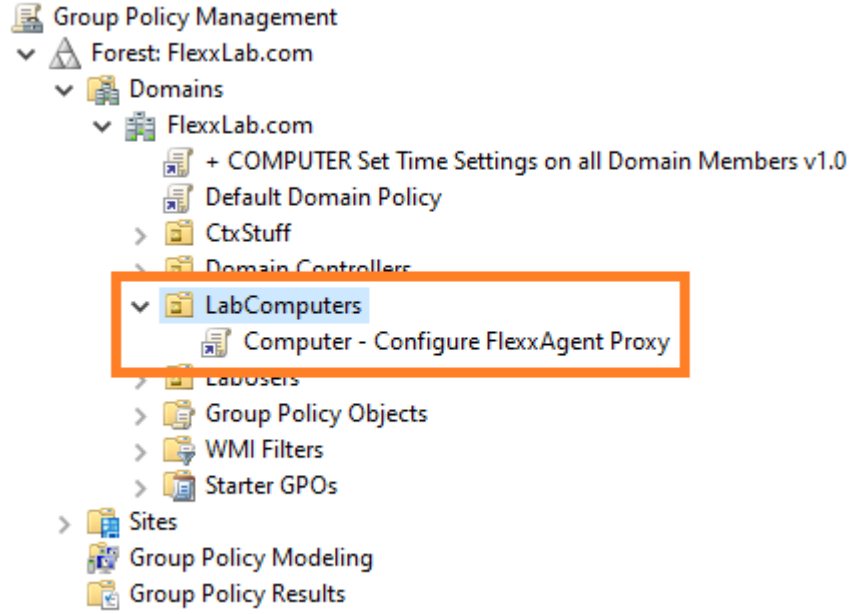
12. With the right mouse button, select the list of devices that will receive this configuration within the domain controller (under the domain or organizational unit) and select `Link an Existing GPO`.



13. Select the group policy created earlier.

14. The policy is linked to the selected devices in the domain controller.



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

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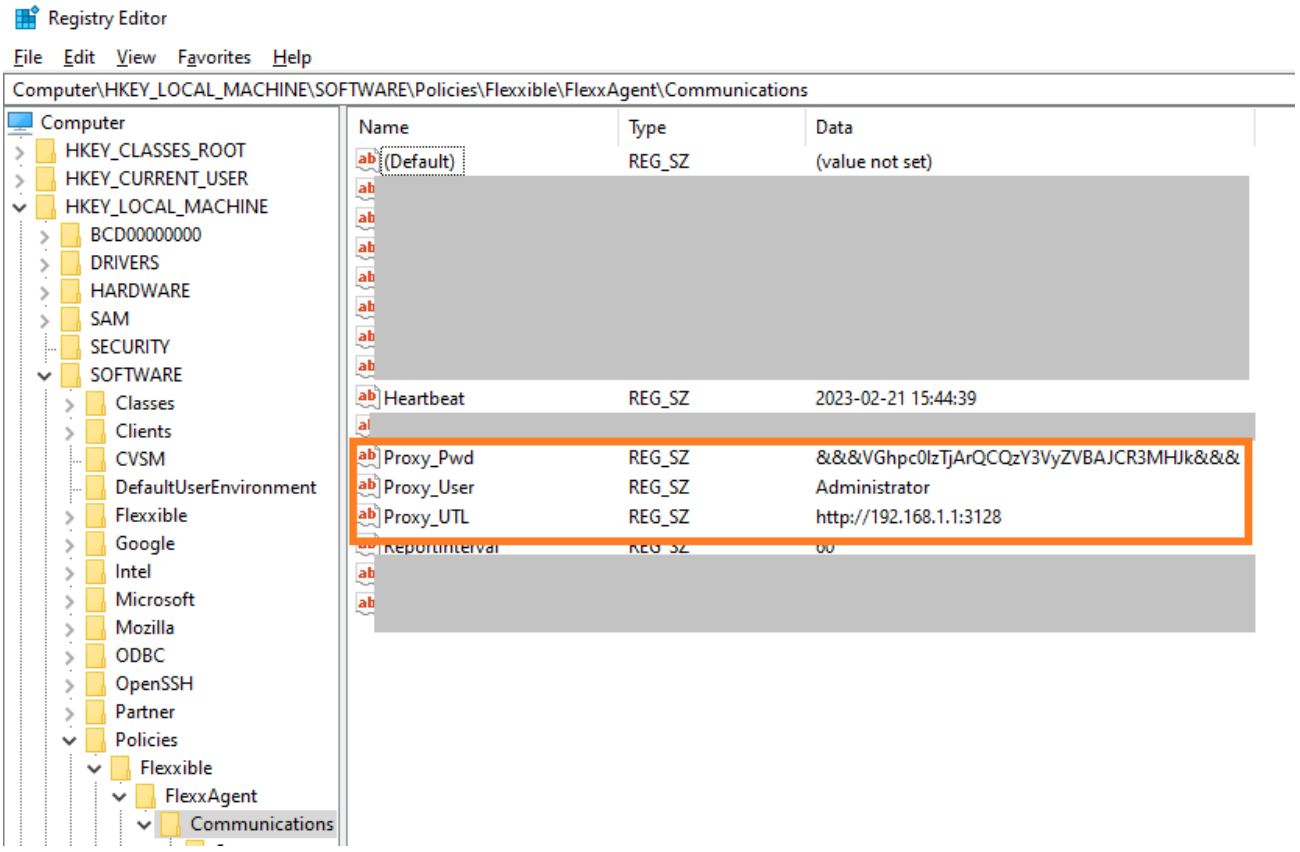

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FlexxAgent / Guides and tutorials / Deployment of FlexxAgent with Group Policy (GPO)

FlexxAgent can be deployed using Group Policy in Windows (GPOs). For this, you need access to the agent installation package, which can be downloaded from the Flexxible portal.

Deployment

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: Ensure that, besides the executable, the line includes the necessary parameters for the installation, such as the proxy if needed.

2. Save the file for later use.
3. Run the Group Policy Management Console on a domain controller that has the Remote Server Administration Tools installed.
4. Create a new Group Policy Object within the Group Policy container.

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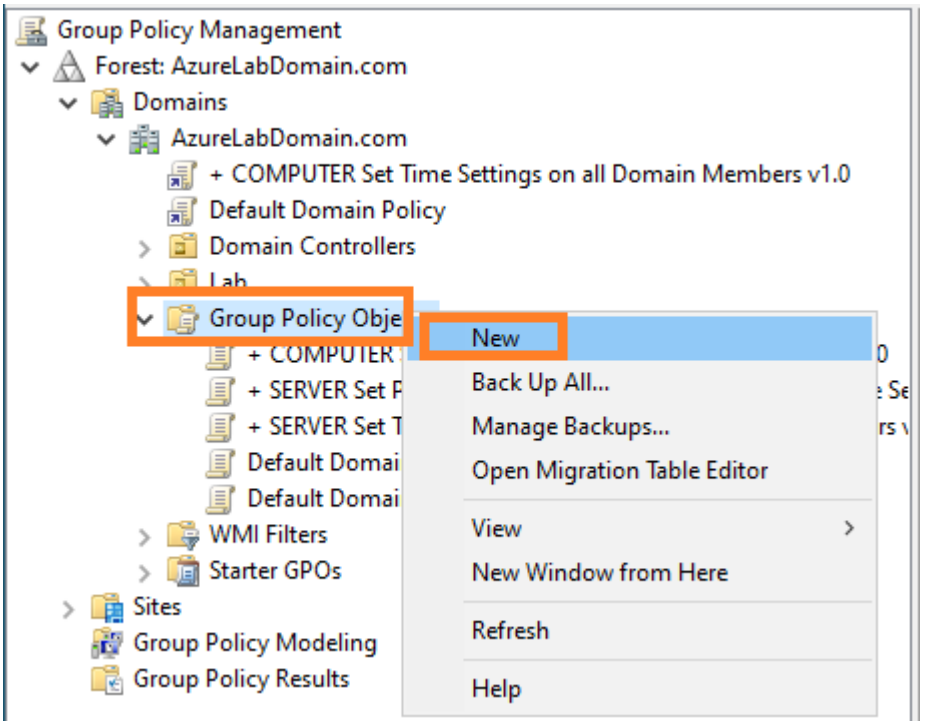
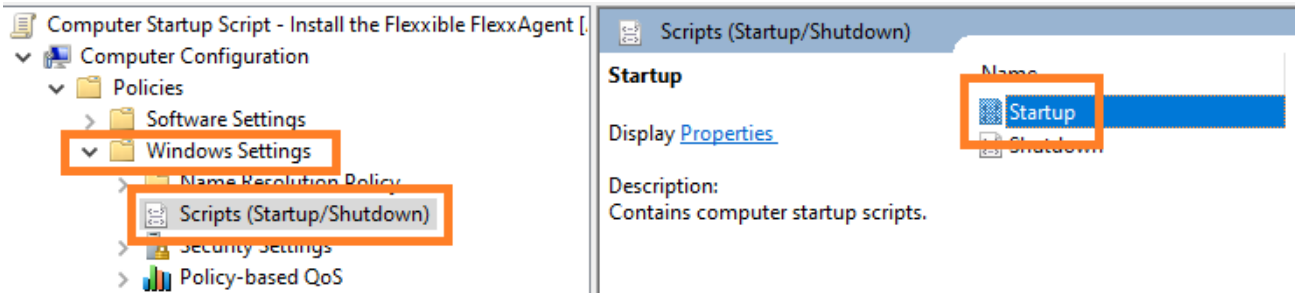


5. Give a name to the new policy. Choose one that is meaningful.
6. Right-click on the group policy and select `Edit`.
7. Expand the tree `Computer Configuration` -> `Windows Settings` and select `Scripts (Startup/Shutdown)`



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

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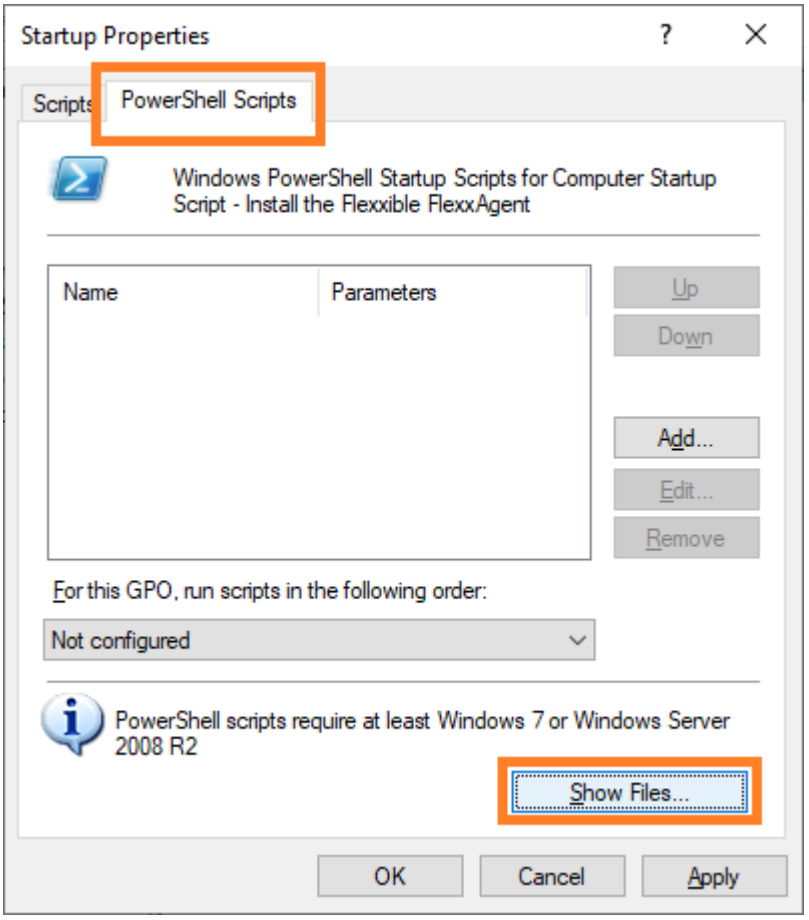
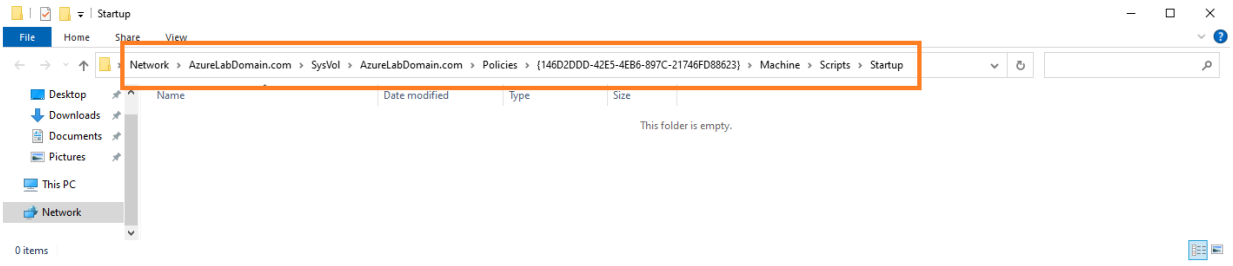
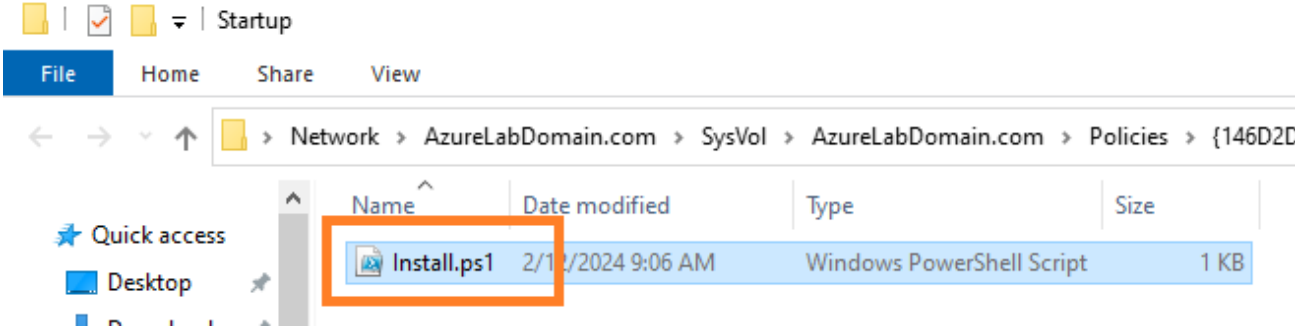


9. The network folder where the scripts for the group policy are stored will open.



10. Copy the file `Install.ps1` created at the beginning and paste it into the network storage folder for the group policy scripts.



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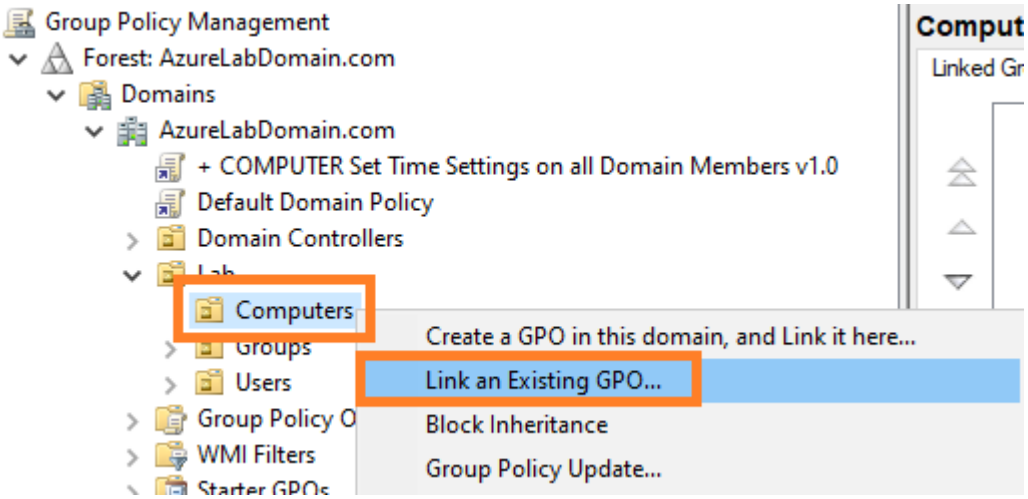
11. Now you can close the Windows Explorer that provided access to the folder with the Group Policy scripts.
12. The startup script properties modal window will reappear. Click the `Add...` button.
13. A file selection dialog will appear. Find the script to use by clicking the `Browse...` button.
14. The previous path will open, where the file created at the beginning of the procedure will be located. Double-click it or select it and click the `Open` button.
15. Once the file is selected, choose `Ok` to close the dialog. The file will appear in the configuration modal window.
16. Select `OK` to close this window. You will return to the Group Policy editor. This window can be closed.
17. Find the branch of the organization within the domain controller where the computers you want to install FlexxAgent on are located. Select the branch and right-click on it. Select `Link an Existing GPO`.



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

Verification

To validate the installation of FlexxAgent on a domain machine, you must restart a machine in the domain so that the Group Policy takes effect. After the restart, access the

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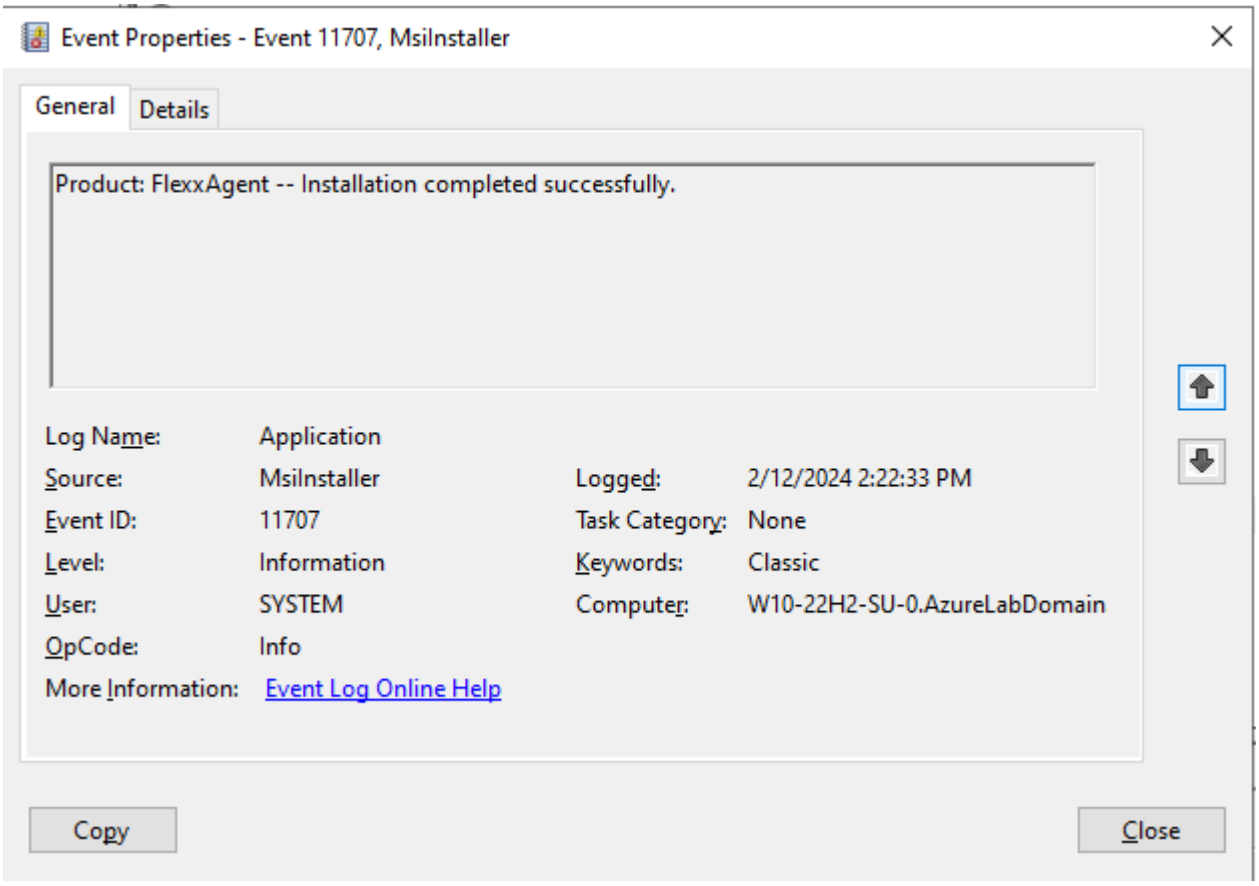
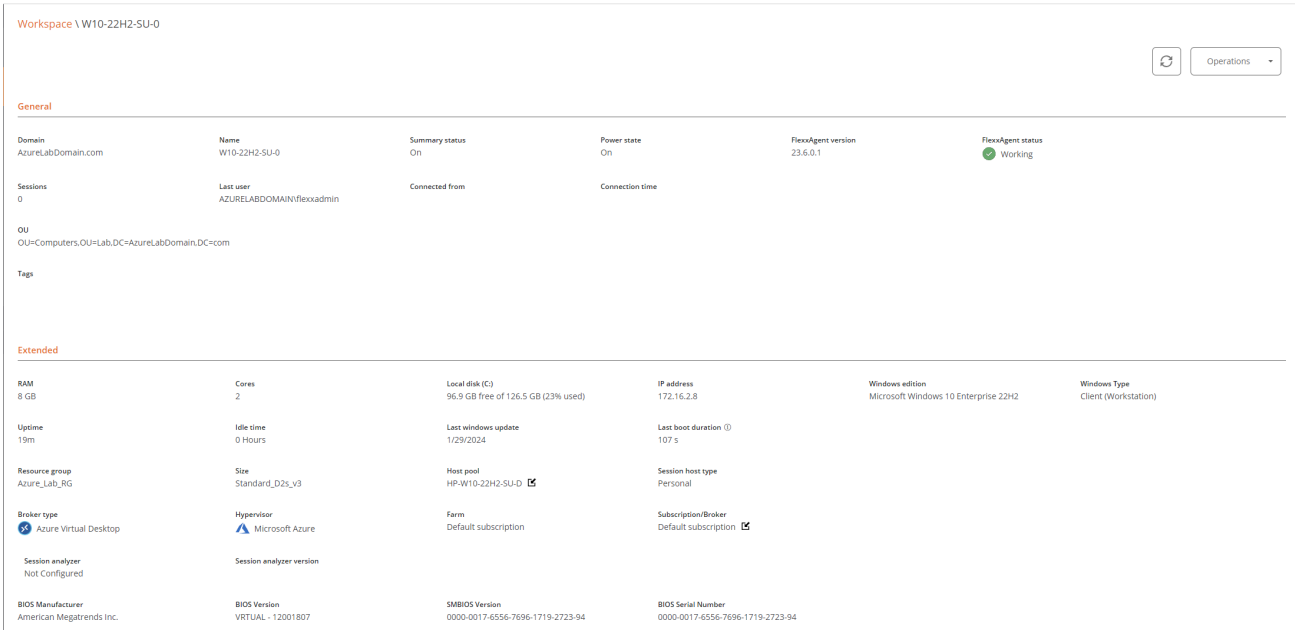
application event log and you will see several events generated during the installation and first execution of FlexxAgent, including:



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



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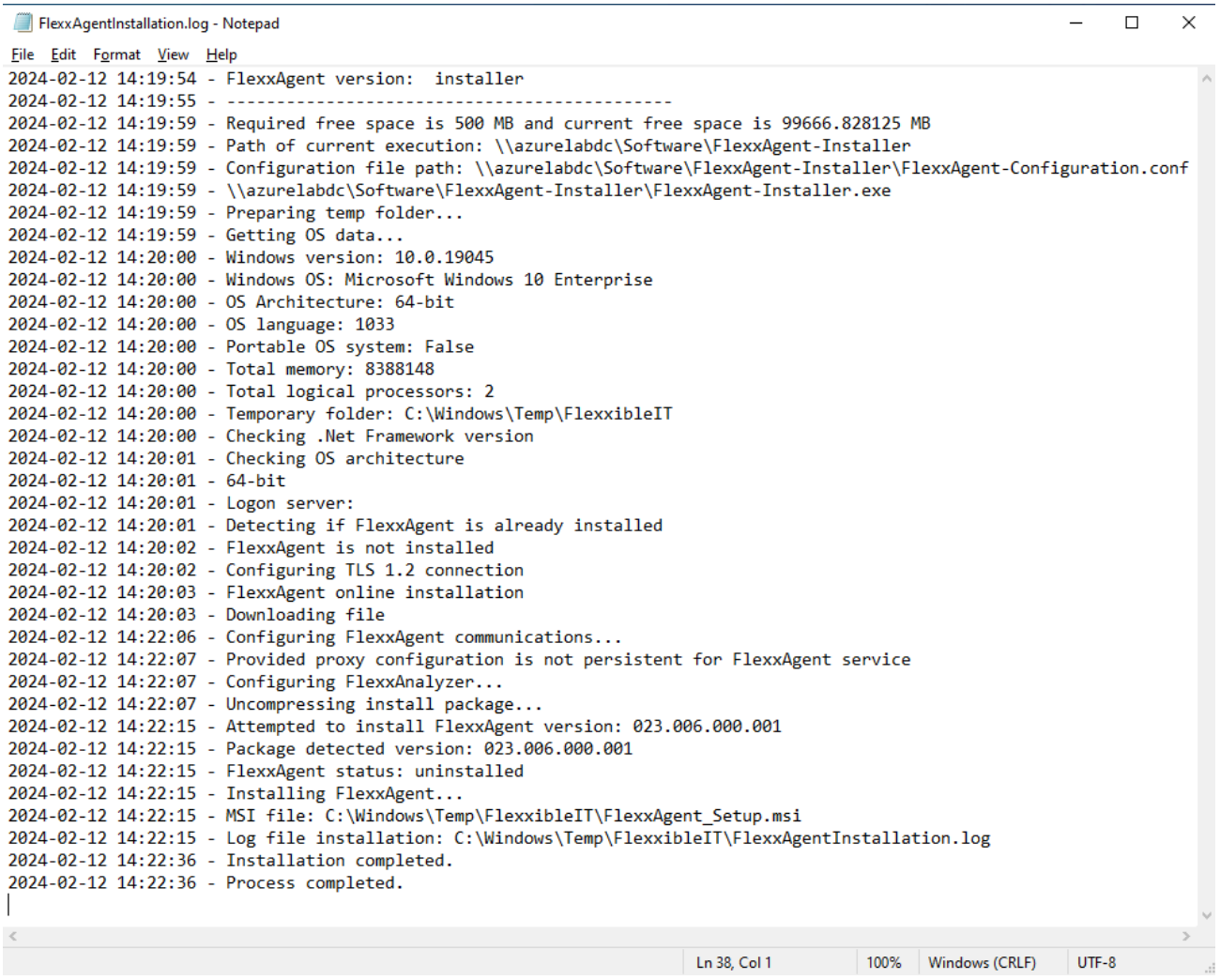
The installation log can be viewed in detail in the file `C:\Windows\Temp\FlexxAgentInstallation.log`.



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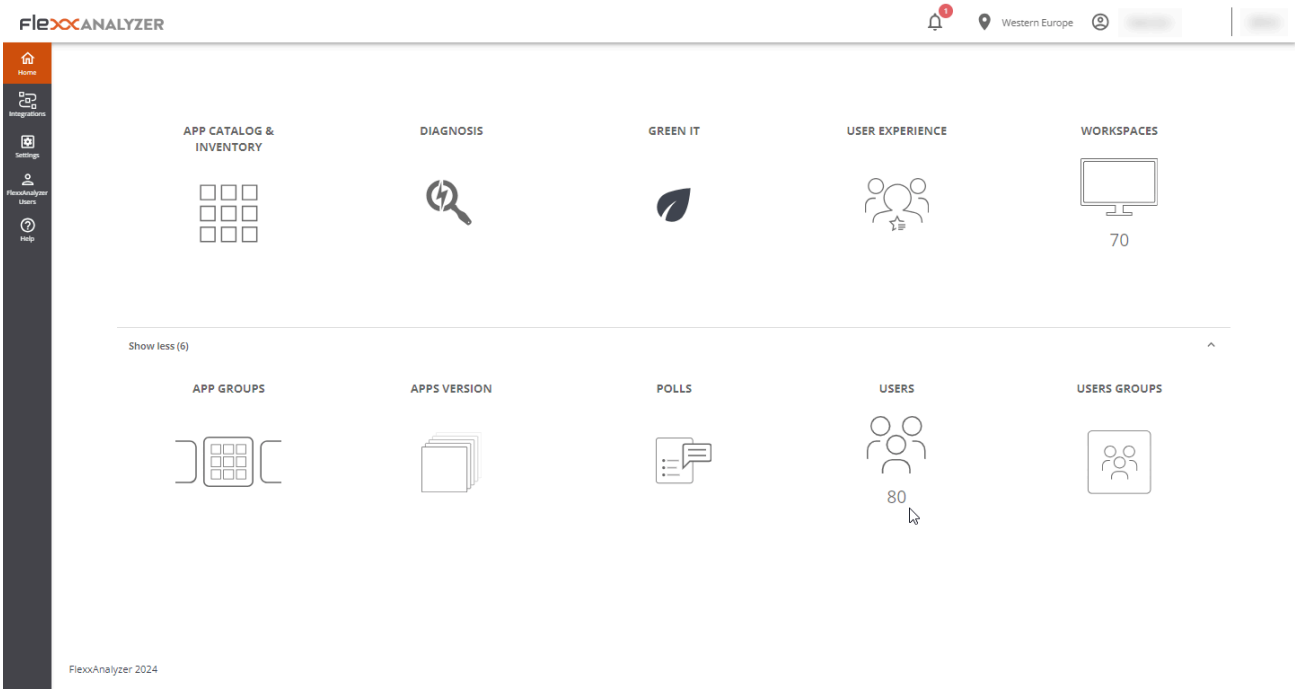
Analyzer / Analyzer

Analyzer is a comprehensive solution for digital experience management (DeX), which is responsible for collecting analytical data from devices and evaluating the performance of applications.



Included tools

With Analyzer, a set of tools is available to perform a thorough analysis of the user experience, both at the individual and organizational level.

It also collects information about paper printing and the organization's carbon footprint, in addition to cataloging and inventorying the 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:

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- App Catalog & Inventory: Provides an inventory of applications and their versions within the organization.
- Diagnosis: Enables a diagnostic view and allows viewing the details of resource and application usage by devices within 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 solve problems through the analysis of device performance and user sentiment.
- Workspaces: Provides an inventory view of the devices and collects information on detected problems.
- App Groups: Allows creating groups of applications for joint analysis.
- Apps version: Provides a condensed view of the applications with the most versions over a period of time.
- Polls: Allows configuring the sending of surveys to capture user sentiment and use this data to construct the user experience index (UXI).
- Users: Contains information about detected users and for each details the applications and devices used historically.
- User Groups: Allows creating groups of users.

Interface

List views

List views allow you to filter and select elements in the different module options.

The results will appear in a list format, where you can use filters or navigate between the various result pages.

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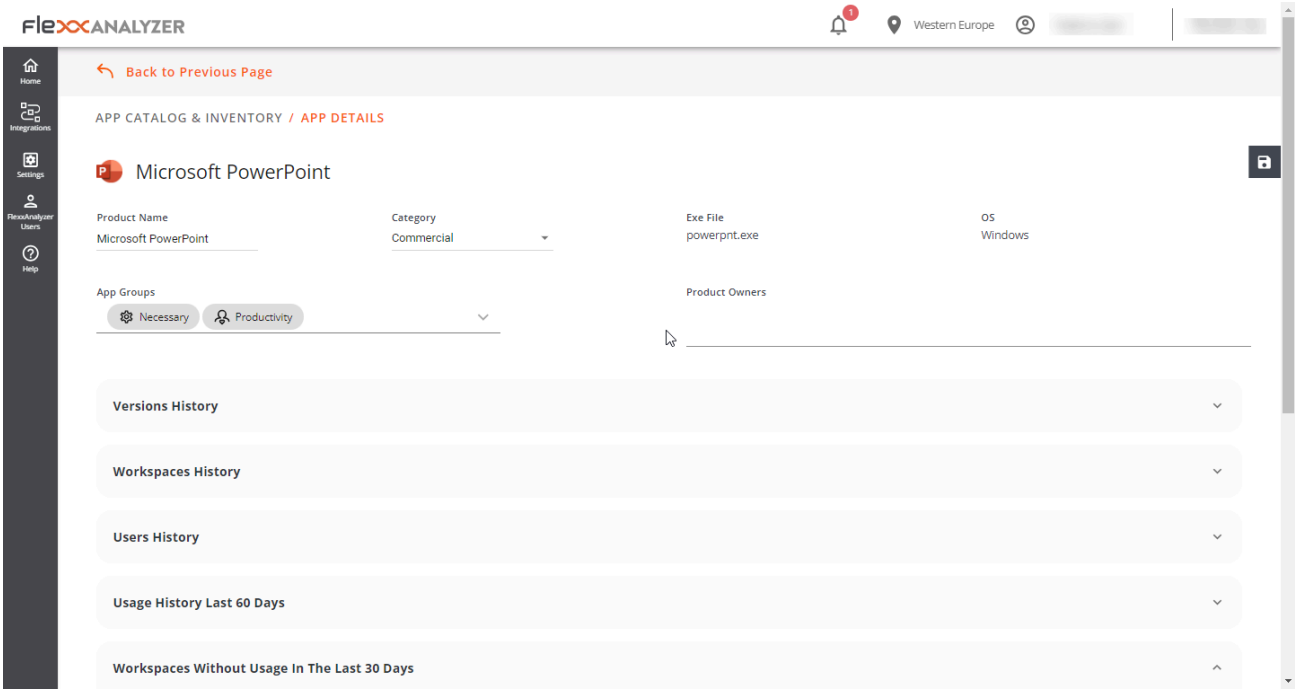
Name	Unique Identifier	OS	Workspaces	Users	Versions	Last Report	Discovered Date	Category	App Groups	Avg RAM	Max RAM
AnyDesk	anydeskclient_usr_7.0.14_inc...	Windows	1 (0%)	1 (1%)	1	2024-01-08	2024-01-08	NonCategor...		176 MB	277 MI
Anydesk.exe	anydesk.exe	Windows	21 (8%)	20 (12%)	2	2024-02-16	2022-12-02	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

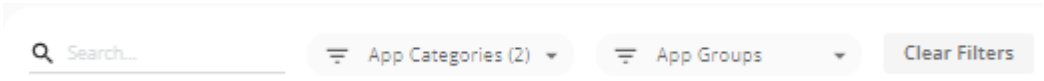
Detail views

When an item in the list view is selected, the detail view is accessed, allowing deeper consultation of the selected item data.



Search options

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



Column filter

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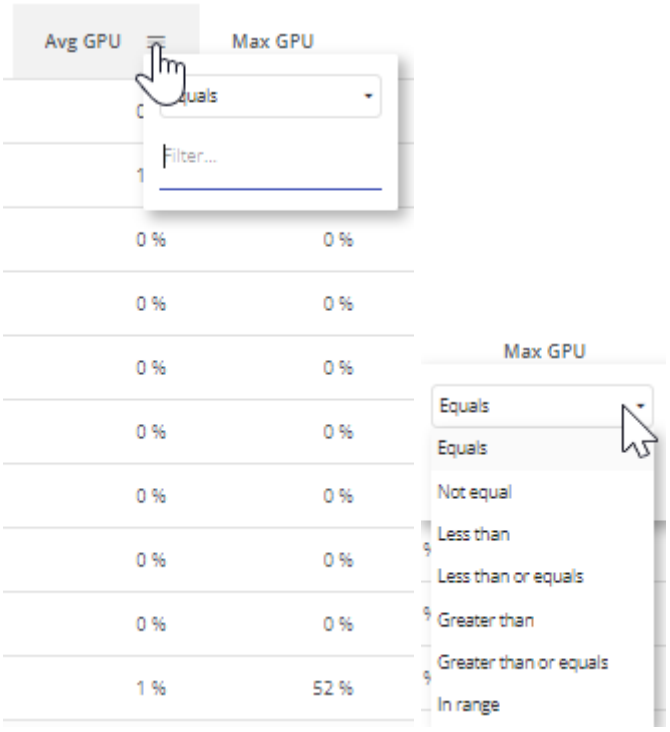
The list views contain a series of filters with various logical operators (also known as boolean operators) that allow you to compare values, depending on the information shown in the column.



Logical operators to operate with:

Condition	Description
Equal to	The condition for filtering results must be equal to the specified value.
Not equal to	The condition for filtering results must be different from the indicated value.
Greater than	The condition for filtering results must be greater than the specified value.
Less than	The condition for filtering results must be less than the specified value.

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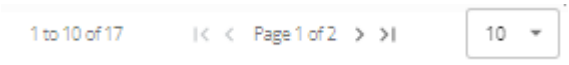
Condition	Description
Greater or equal to	The condition for filtering results must be greater than or equal to the specified value.
Less or equal to	The condition for filtering results must be less than or equal to the specified value.
In range	The condition for filtering results must be between the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

Navigation between pages

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



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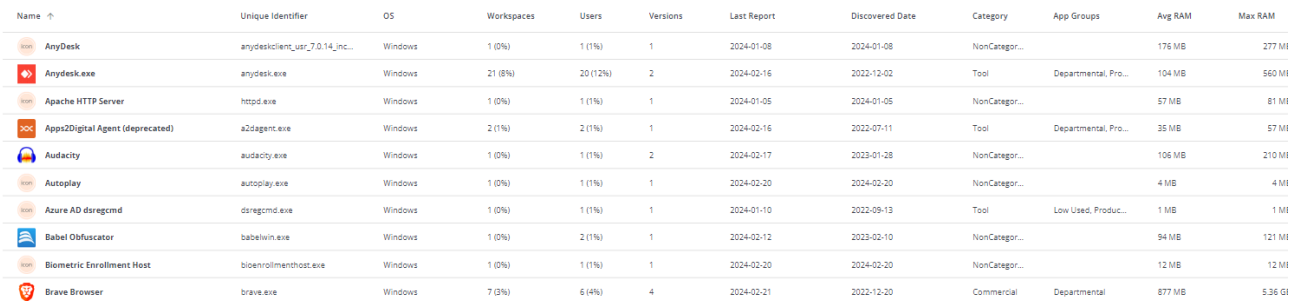
Analyzer / App Catalog & Inventory

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
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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

The list view displays the following information:

- Product name.
- Unique application identifier.
- Operating system for which the application is designed.
- Number and percentage of devices running the application.
- Users and percentage with respect to the total who have executed it.
- Number of versions.
- Date of the last recorded activity of this application.
- Discovery date.
- Category.
- Application group.
- Average and maximum values for CPU, RAM, GPU, and IOPS usage.

Detail view

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

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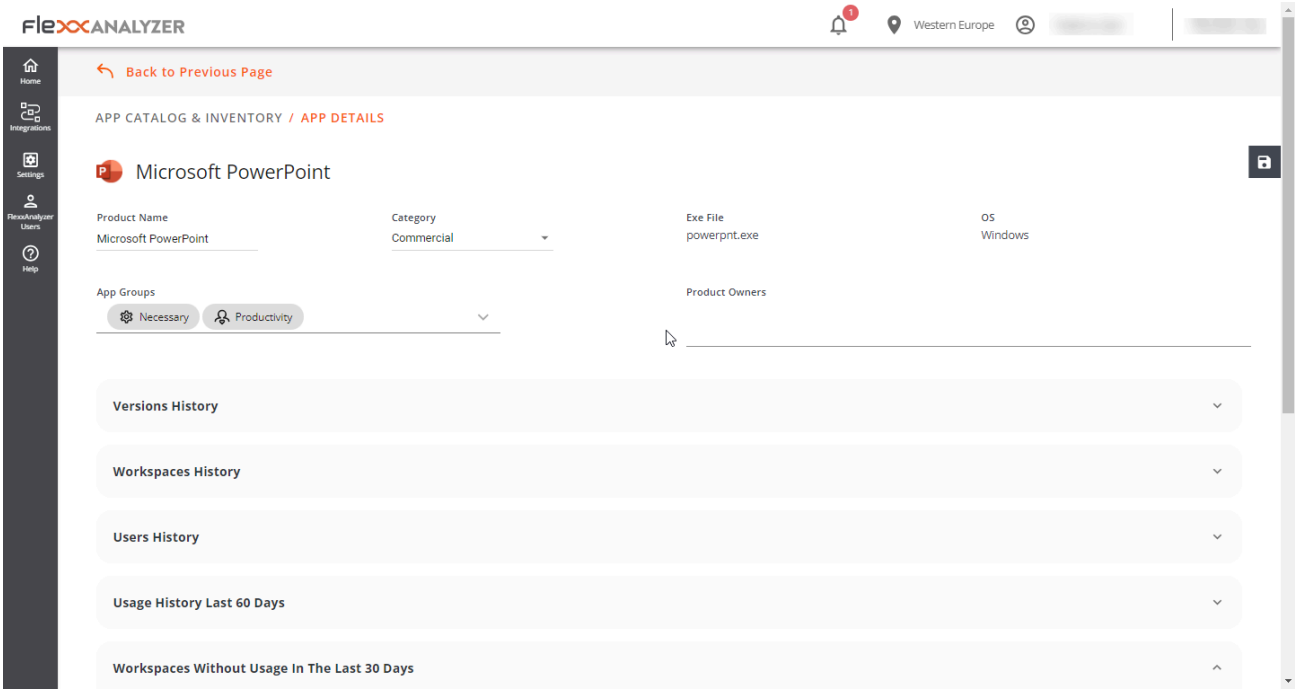

The fields `Product Name`, `Category` or `App Groups`, at the top of the list view, can be edited and saved using the sliding `Save changes` button on the right side.

Version History

From `Version History`, you can access the different recorded versions of the selected application. Here you can consult:

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

Workspaces history

It offers details of recent app usage on the devices, for each app it contains:

- Device name.
- Reported version.
- Report date.

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Users History

Provides details of recent usage by users, for each application it includes:

- Username.
- Reported version.
- Report date.

Usage History Last 60 Days

From this section, you can see a list of the 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, within the last 60, that the application was detected running in this user session.
- Last Report: Date of the last recorded 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 not been used in the last 30 days, which helps to identify opportunities for license optimization. Includes information regarding:

- Device name.
- Installation date.
- Last detection report.

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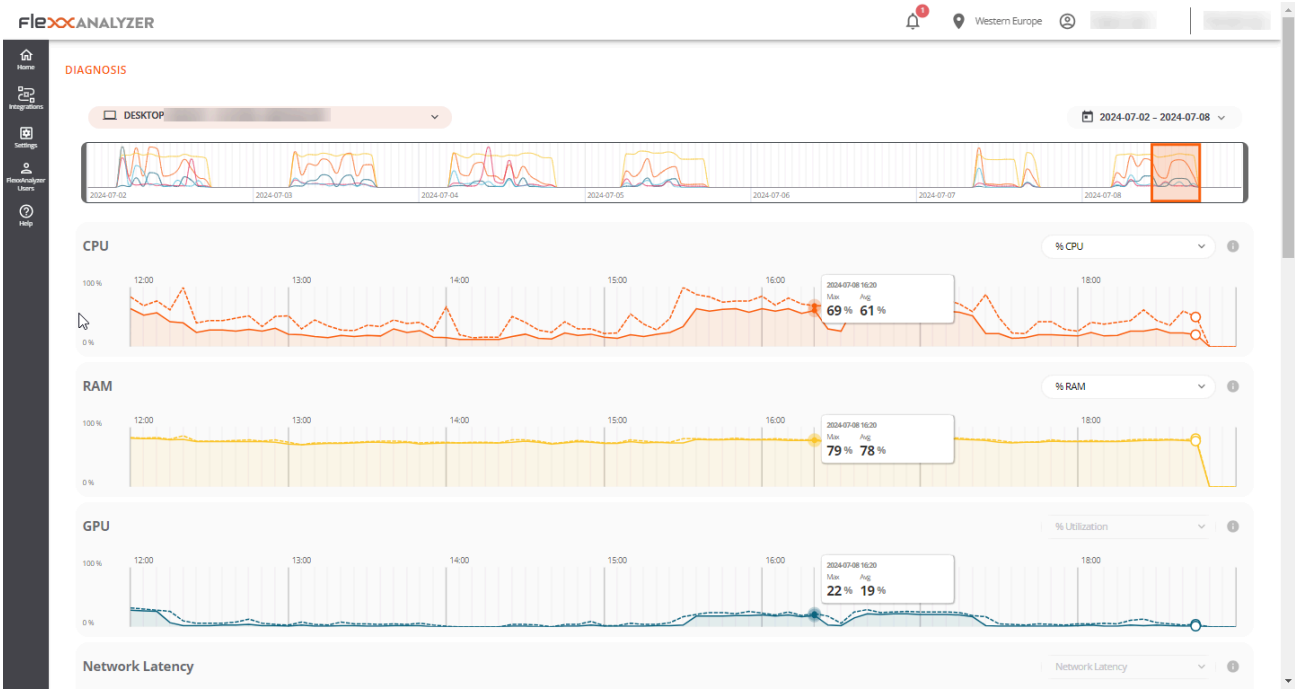
Analyzer / Diagnosis

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



Interface

From the `Diagnosis` dropdown menu, it is possible to search for a device and the user's session you want to analyze. If you start typing a username, the dropdown menu will filter to show only devices matching that name.

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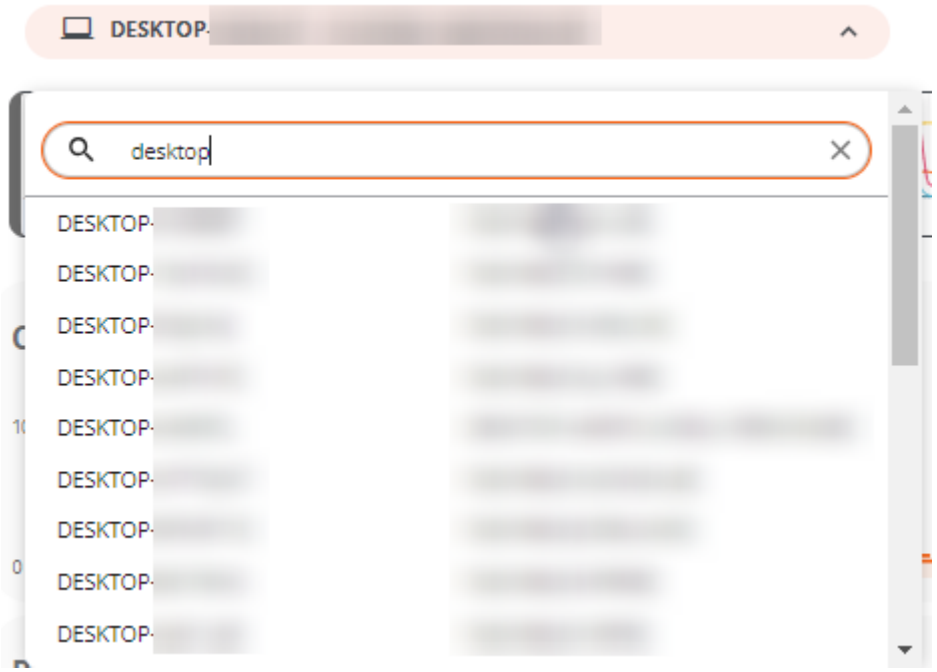
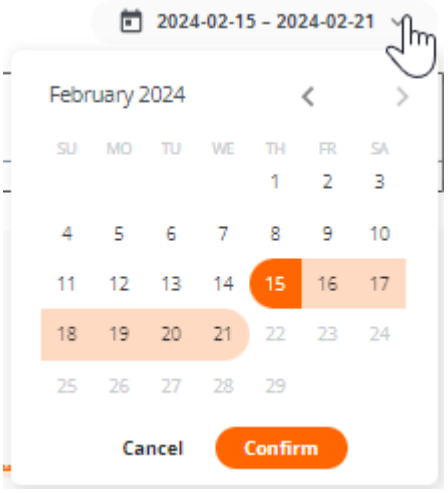


It is possible to select a date range of one week for analysis. By default, data from the last seven days will be displayed, although it is possible to select a custom period by clicking on the dropdown list. Only devices used during the selected period will appear.

When you want to explore a different time span, the calendar will highlight with a lighter color the days the device has not been used.



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

Time Frame Selection

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Once the device, user, and dates for which you want to see the data analysis are selected, a graph will appear at the top area, with a zoom window of six hours.

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

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

Resource Consumption Charts

After placing the time window at the exact point you need to analyze, five resource consumption charts will be displayed in the lower area: CPU, RAM, GPU, Network Latency, and Disk Usage. Each chart will display six hours corresponding to the selection area on the timeline graph.

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

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Hovering over any of the charts will display a box with the resource consumption for that specific moment. It is possible to click on any point in 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 of the counters on-screen includes several display options.

CPU

- **% CPU**: Shows the total CPU usage in the system, equivalent to what the task manager shows.
- **% User Time**: Represents the percentage of CPU time used 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 in all system processes and activities.

RAM

- **% RAM**: Shows the total memory usage in the system, equivalent to what the task manager shows.
- **Available RAM**: Represents the amount of free memory in the system to run new applications without causing performance issues.
- **Committed MB**: Indicates the amount of virtual memory actively used by running processes and applications.

GPU

- **% utilization**: Shows the total GPU usage in the system, equivalent to what the task manager shows.

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Network Latency

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

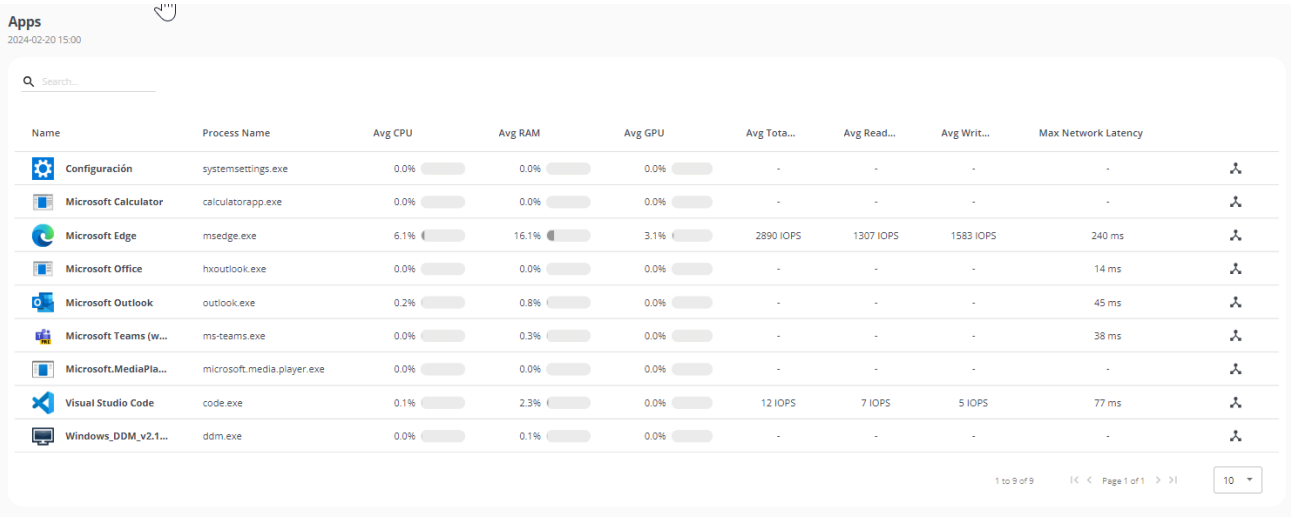
Disk Usage

- **Total IOPS**: Shows the total IOPS (input/output operations per second) generated by 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, executable, and the resources it consumed are displayed.



The results of the tables can be filtered using the search bar at the top of each table. Results can also be sorted by clicking on any of the table columns.

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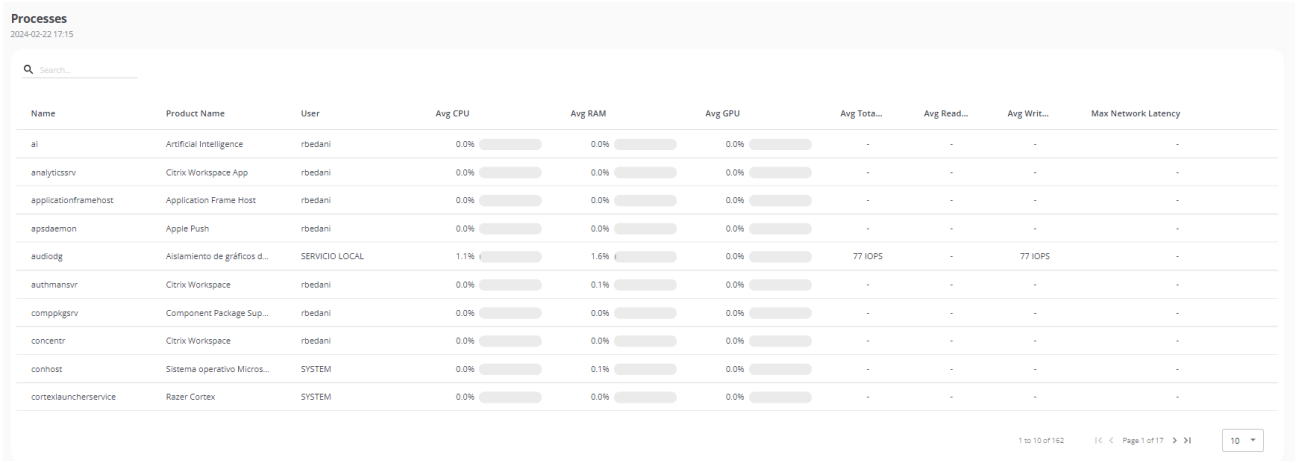

If you select a point on the chart to view the resource consumption data for a specific moment, the tables will automatically be sorted so that the programs that consumed the most resources in the selected graph appear first.

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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 you can make a significant difference is in the management and optimization of resource use, such as energy and paper.

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

Interface

This dashboard view is divided into three tabs:

- Overview (visión general) is where the unified data of the entire carbon footprint generated is presented.
- Printed copies offer information about the monthly prints in the organization, both black and white and color; metrics of the users and the printers generating 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 resulting from energy generation.

> Important: carbon footprint data for electricity consumption and printing is only recorded for physical devices, not for virtual machines.

Overview

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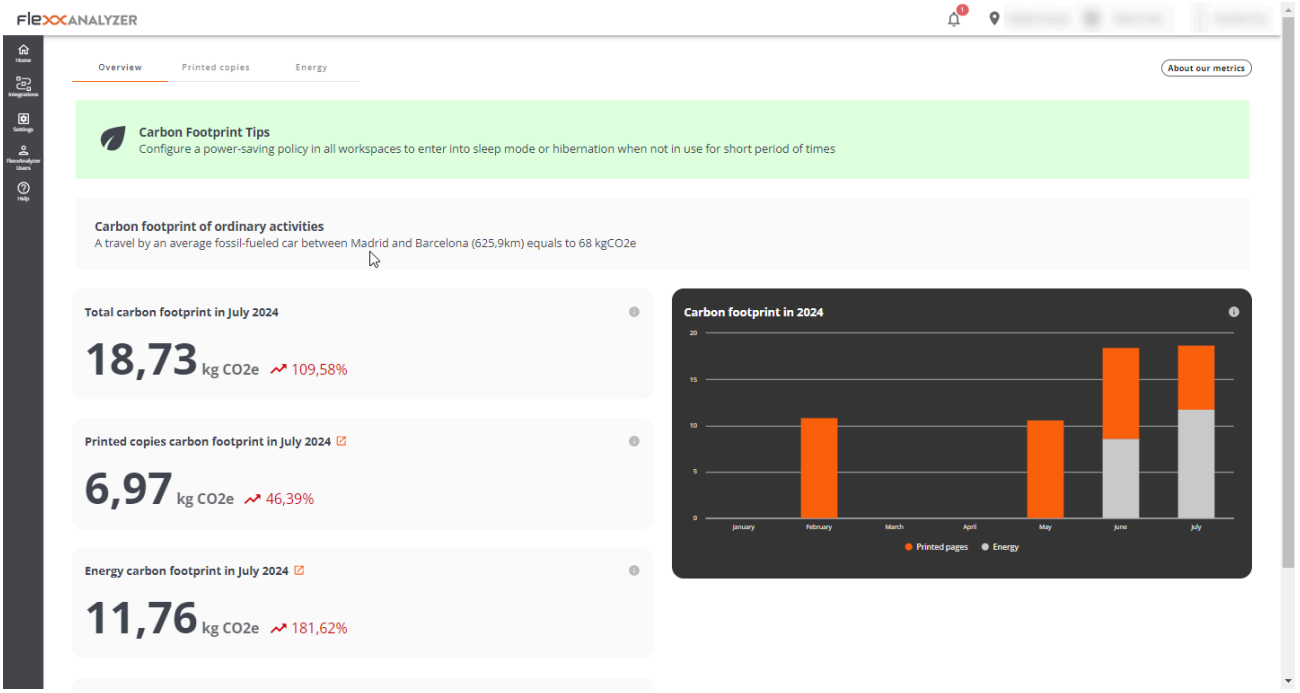

The overview view groups the collected data at both energy consumption and printing levels to display monthly information.

Data contained in the view (current month):

- Total generated carbon footprint.
- Carbon footprint generated by printing.
- 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 managing and optimizing resource use in printing involves taking measures that lead to reducing paper and energy consumption, as well as the carbon footprint associated with printing devices.

This section presents a dashboard-type view with information on the printings performed and the carbon footprint generated by this activity.

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

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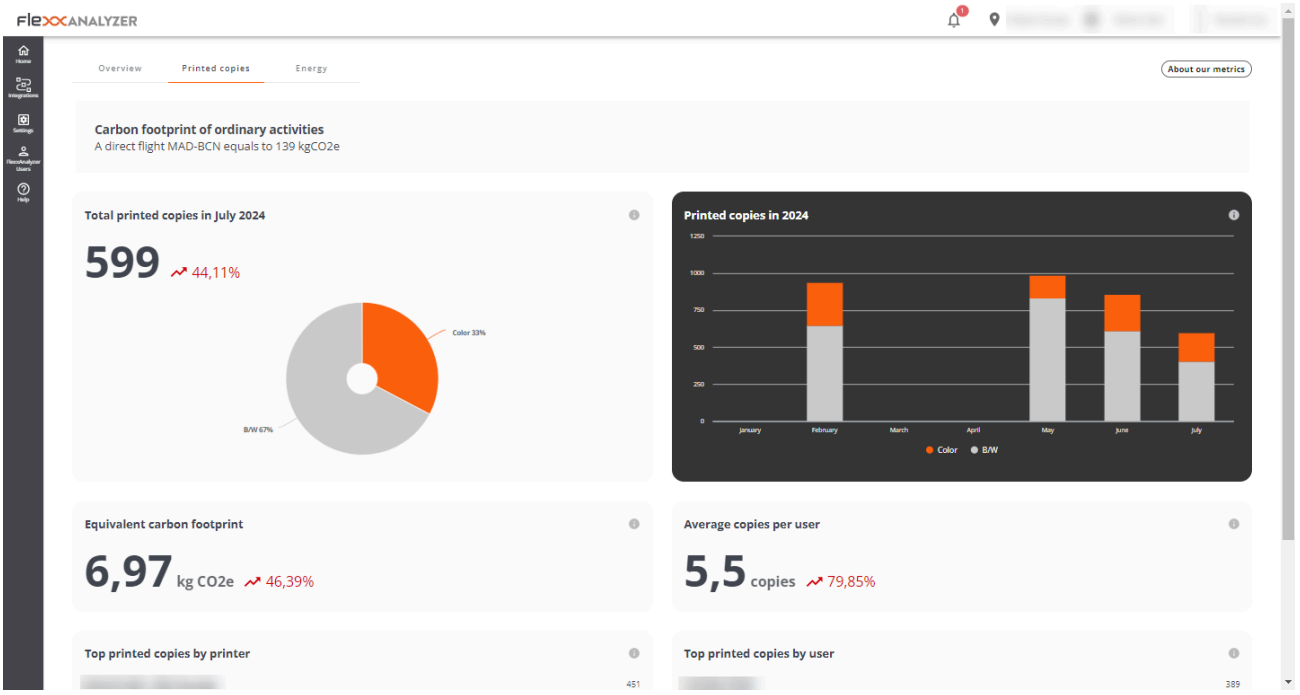
- 10 g of CO2e per black and white A4 copy
- 15 g of CO2e per A4 color copy



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

Energy

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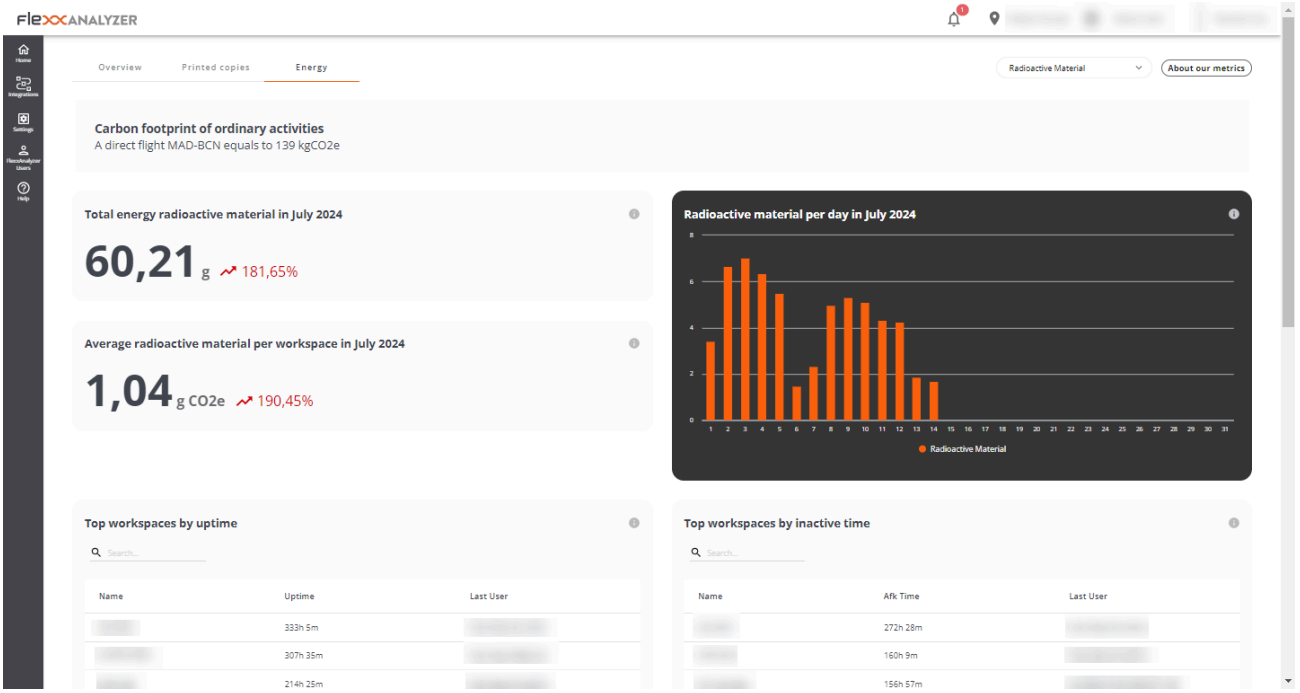

The carbon footprint of energy consumption is calculated by multiplying the energy consumption of the device and the average kgCO2e per kWh in Spain which is 0.1 kgCO2e/kWh.

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

This section presents a dashboard-type view with information on the carbon footprint and radioactive waste generated by the electrical consumption of the devices.

Using the selector at 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]**: Graph of the estimated grams of radioactive waste generated in the current month.
- **Top workspaces by uptime**: Top 10 devices by uptime in the current month.

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- **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. The radioactive material calculations are made using average consumption of the CPU and screen 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 generating the most radioactive material while inactive. Calculated using the average CPU and screen by the average radioactive material generated per kWh in Spain (0.512 g).

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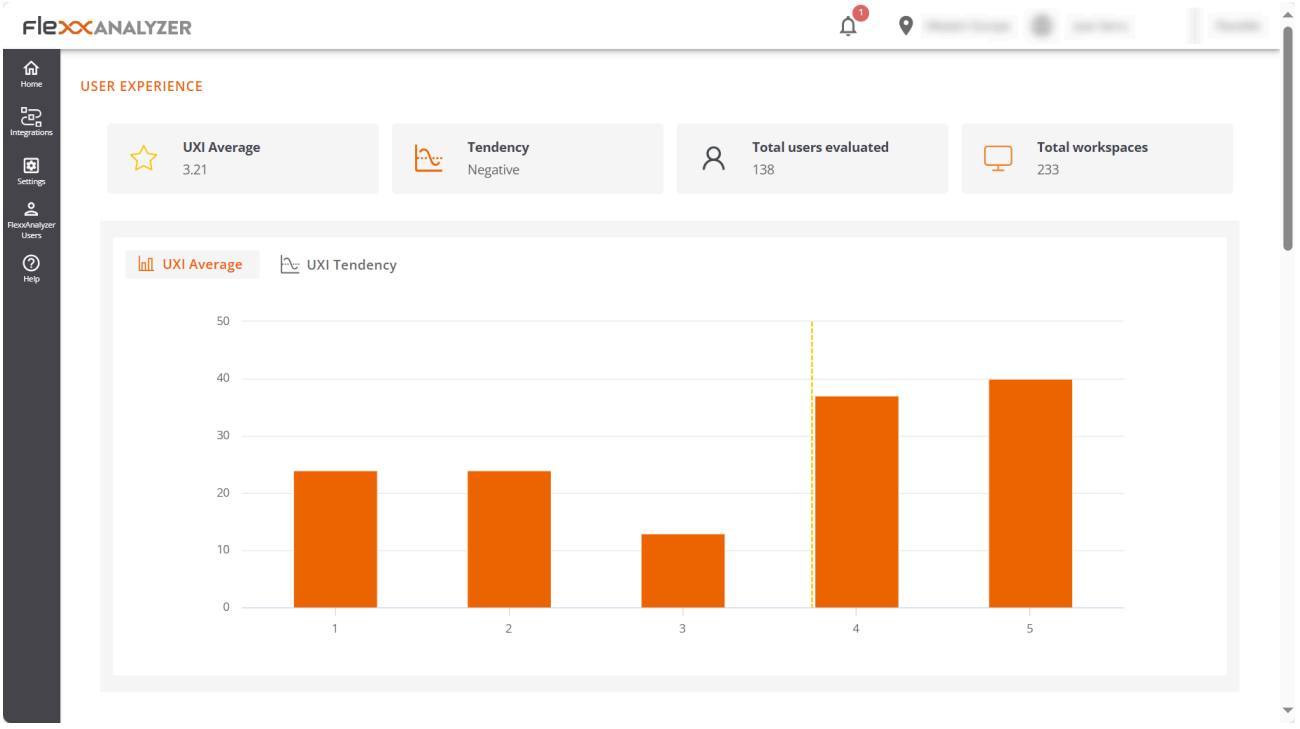
Analyzer / User Experience

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



Basic Concepts

Analyzer constructs the UXI indicator based on the weight 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 taken into account, which, if certain issues occur on the devices, subtract points from an initial 5-star rating. These metrics include:

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Indicator	Severity	Threshold
HIGH_CPU	MEDIUM	Above 85% for over 10 minutes
HIGH_RAM	MEDIUM	Above 95% for over 10 minutes
BSOD	HIGH	Presence of a BSOD (blue screen of death)
APP_CRASHES	HIGH	Presence of application crashes.
APP_HANGS	HIGH	Presence of application hangs
TEAMS_PROBLEMS	HIGH	Issues detected in Microsoft Teams
PNP_ERRORS	HIGH	Errors detected in peripherals
WIFI_SIGNAL	HIGH	Signal below 30% for 10 minutes
LOGIN_DURATION	HIGH	Greater than 60 seconds
UPTIME	LOW	Greater than 15 days
RESTART_PENDING	LOW	Greater 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

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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 indicator.

Severity	Penalty
HIGH	0.2
MEDIUM	0.016
LOW	0.008

User surveys

User sentiment is captured by launching surveys. And the way to respond is to provide a satisfaction grade based on a score between 0 and 5 stars.

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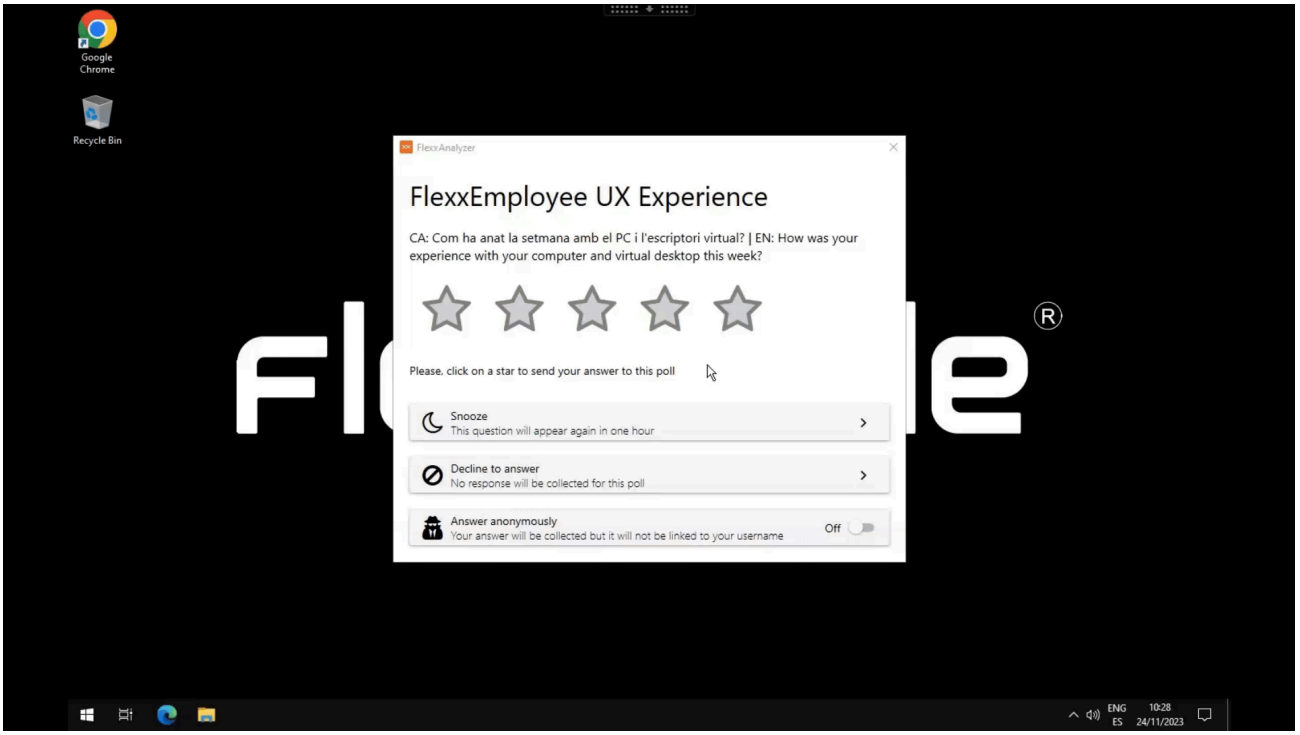

Interface

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

Overview

The global numbers are offered at the top.

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

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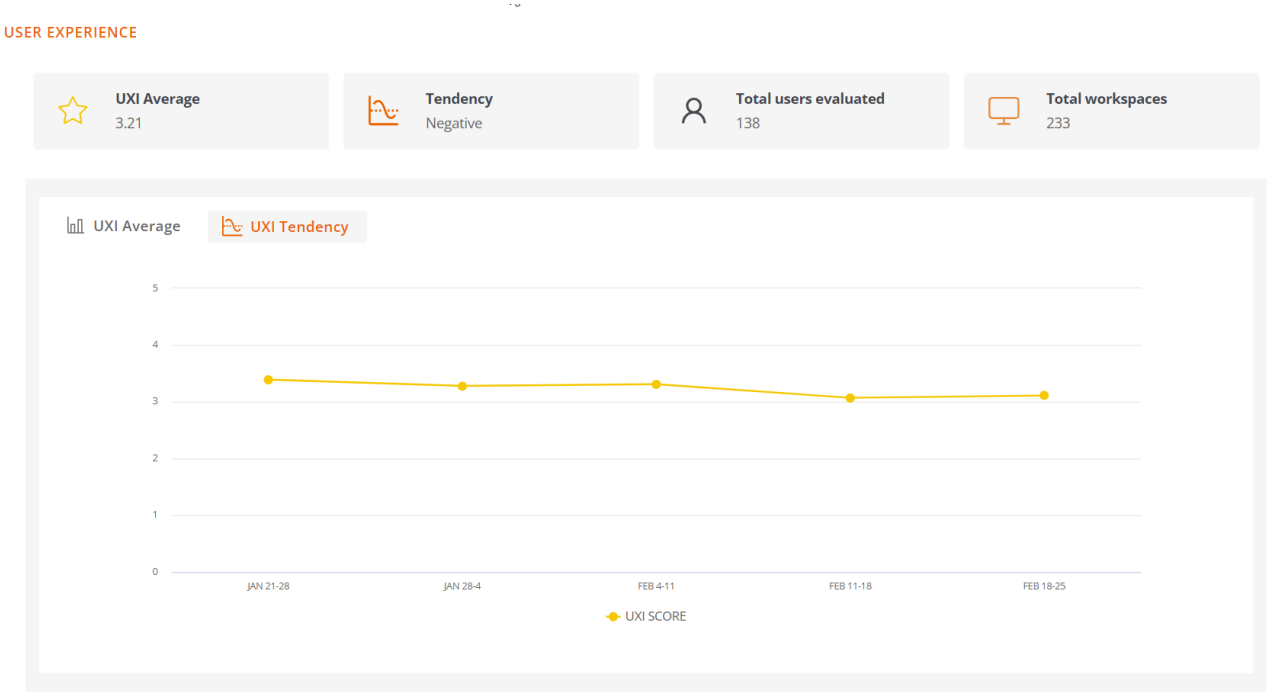

Two charts are also included:

- UXI Average: shows the distribution of users by UXI level, along with the organization 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. Tables containing information on users who require attention due to significant variations in this indicator or very low scores can also be viewed.

Individual view

This view offers the user's data under analysis, which include:

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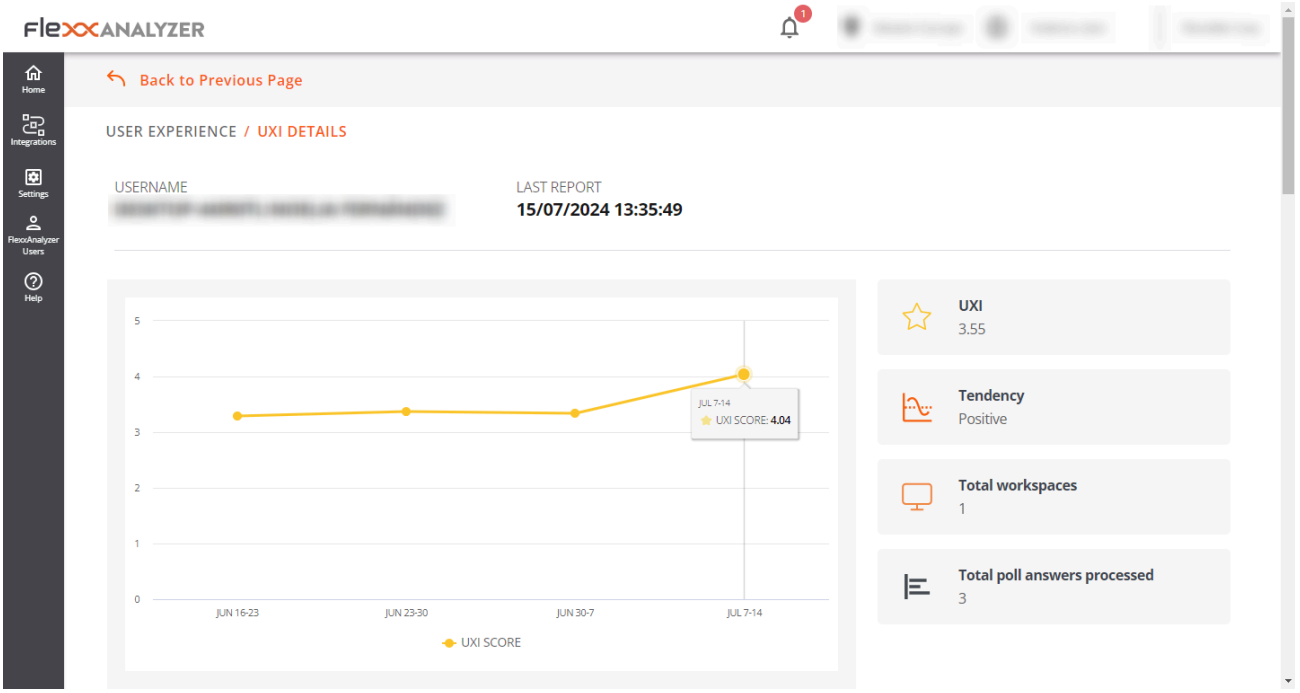

- Username: username reported in the user's session.
- Last report: date of the last report received for this user
- UXI Average: experience indicator for the user; can range between 0 and 5.
- Tendency: indicator that, based on the evolution of the user's UXI average, shows whether its trend is positive 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 considered in this evaluation.

At the bottom of the screen, the information is detailed in 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: offers a table that contains all the devices the user worked on in that time frame, as well as how many times they worked on each one, the operating system, and the WRI indicator for each.
- Issues in the last 30 days: Table showing the list of issues detected in devices used by the user in the last 30 days, along with the date and the score deducted by each.

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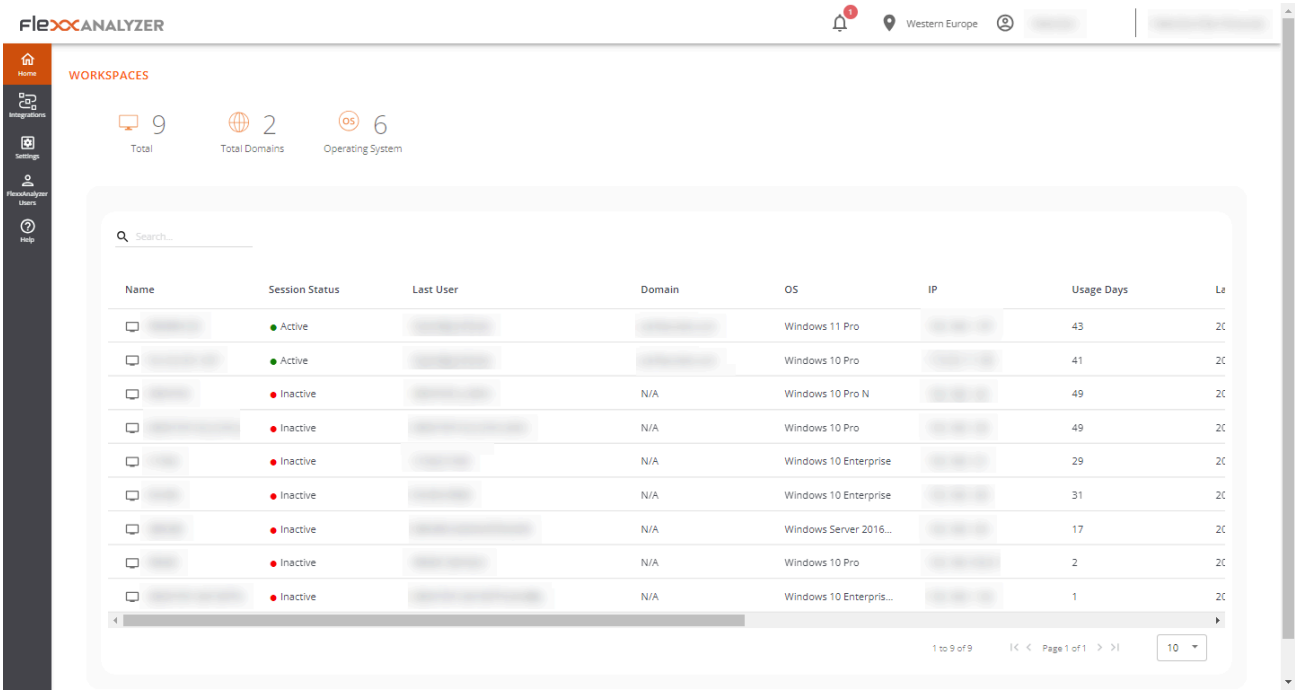
Analyzer / Workspaces

The `Workspaces` view provides an inventory overview of the monitored devices, including identification and characteristics, as well as their resources, applications, and user usage.

Interface



This section consists of a list view with global information about the environment and the list of devices; additionally, when you click on a record in the list, the detailed view of a device is enabled.

List view

At the top, a summary is displayed that includes the total number of monitored devices, the number of registered domains, and the different operating systems detected in the network.

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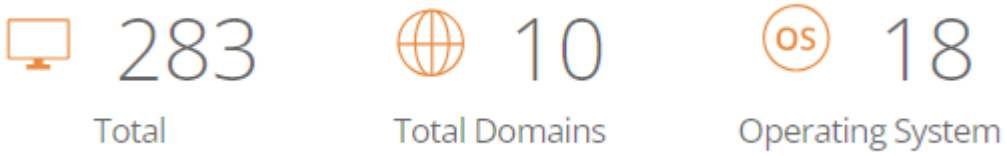
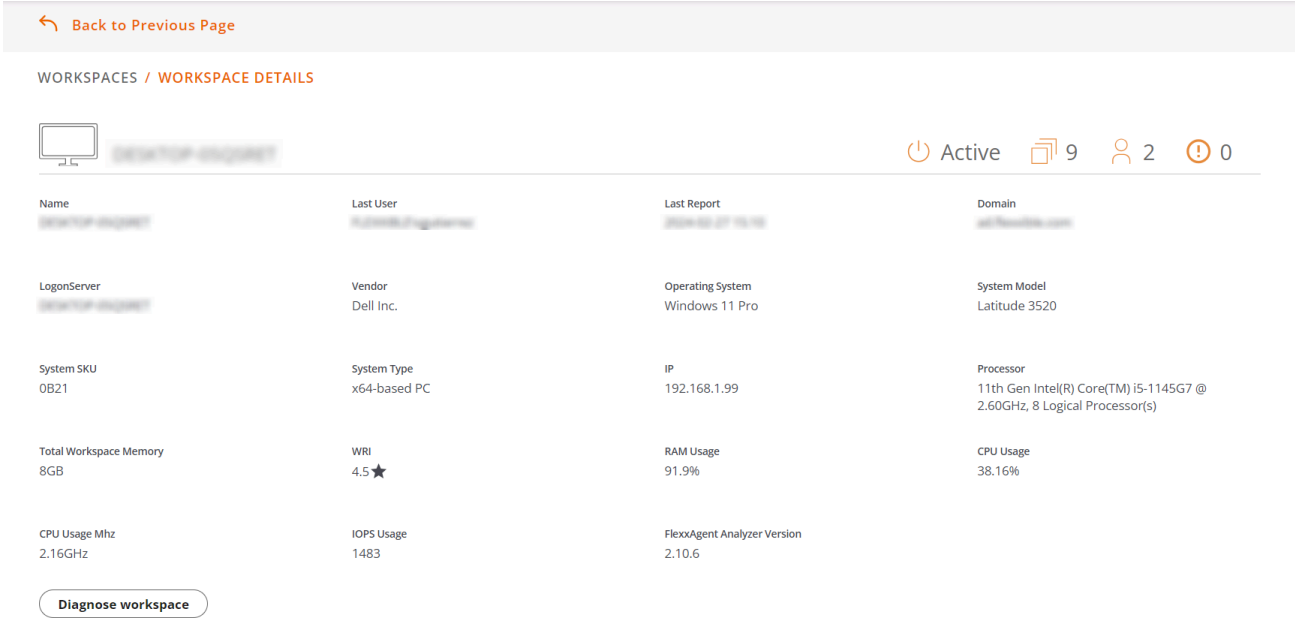


In the list view interface, you can see a list of devices, including the device name, active or inactive session, the domain to which it belongs, the operating system it is using, the IP address, the time it has been in use, the last user who logged in to it; in addition to other technical data such as CPU, RAM, IOPS usage per device, and the version of FlexxAgent.

Individual Workspace view



The detailed view provides detailed information about the device, which includes:

Name	Text string that contains the hostname
Last user	Last user who used the device.
Last Report	Date of the last report sent by FlexxAgent.

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Name	Text string that contains the hostname
Domain	Domain to which the device belongs.
LogonServer	Server that authenticates the user during login.
Vendor	Device manufacturer.
Operating System	Operating system of the device.
System Model	Device model.
System SKU	Manufacturer's SKU identifier.
System type	System type, defines the system architecture.
IP	Device IP address.
Processor	Processor brand name.
Total workspaces memory	Total amount of memory present in the system.
WRI	Device workspace reliability index.
Ram Usage	Percentage of RAM used.
CPU usage	Percentage of processor utilized.
CPU usage	Processor usage in MHz.
GPU usage	Percentage of GPU usage.
IOPS usage	Average number of disk IOPS.
FlexxAgent Analyzer version	Running version of the FlexxAgent Analyzer

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Below the listing, there is a button that allows viewing usage data for the device in Diagnosis.

The bottom of the device detail view consists of 5 sections:

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

Displays

Contains information about the screens connected to the device, their current and maximum resolution, and size. This information is also used for estimating the carbon footprint based on the electrical consumption generated by the screens.

Installed Apps

Shows a list view with data of the installed applications, containing information about the name, version, category, installation date, application group, and unique identifier.

Running Apps

Shows a list of running applications, containing the process name and the average resource usage for CPU, RAM, and GPU.

Issues in the last 30 days

This table includes the list of alerts generated in Workspaces, which are sent daily to Analyzer and, for each one, it reports the score deducted from the Device Workspace Reliability Index.

Usage history

Table with information about the usage history of the device, showing the user(s) who use the device, as well as the days they use it.

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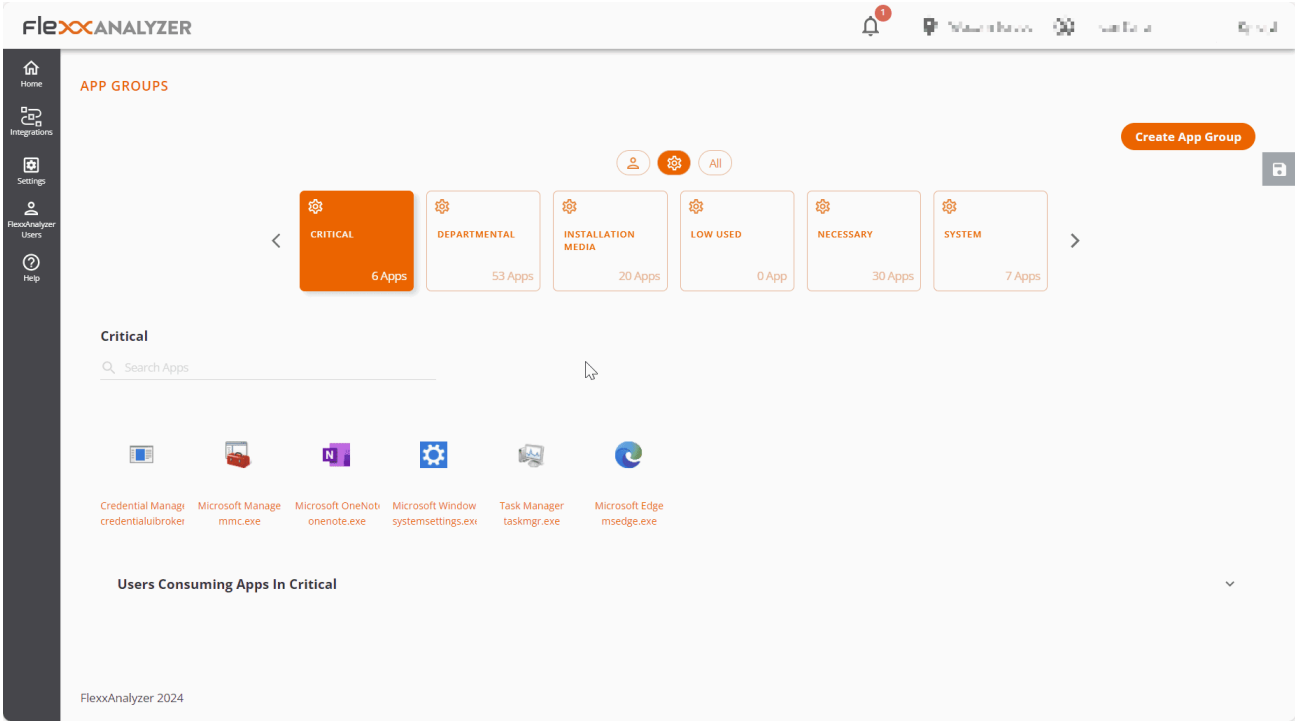
Analyzer / App Groups

App Groups offers the possibility to create application groups to display aggregated 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 mosaic.

Types of groups

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

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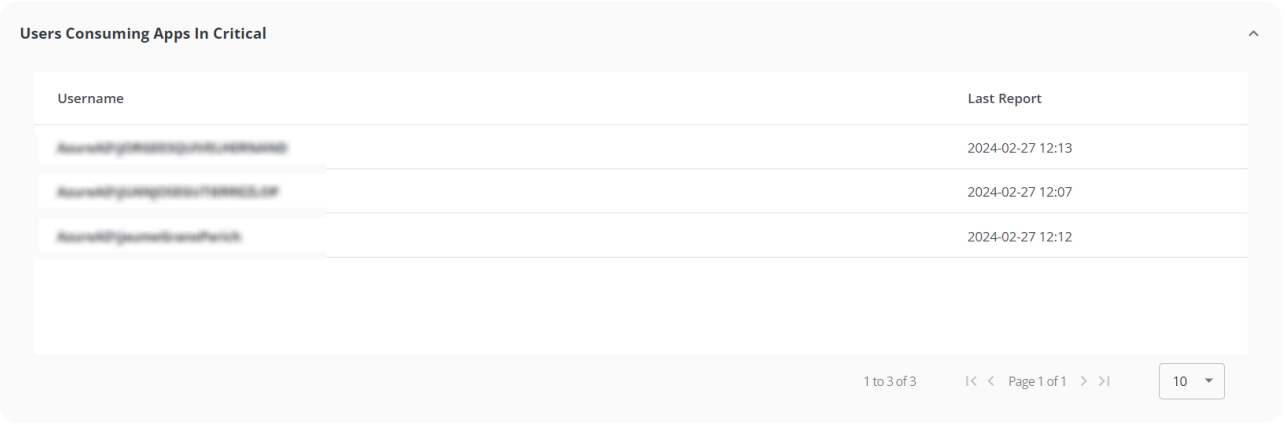
Users using applications from the selected group

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 group name and, through the `Add APP` button, the applications to be added.

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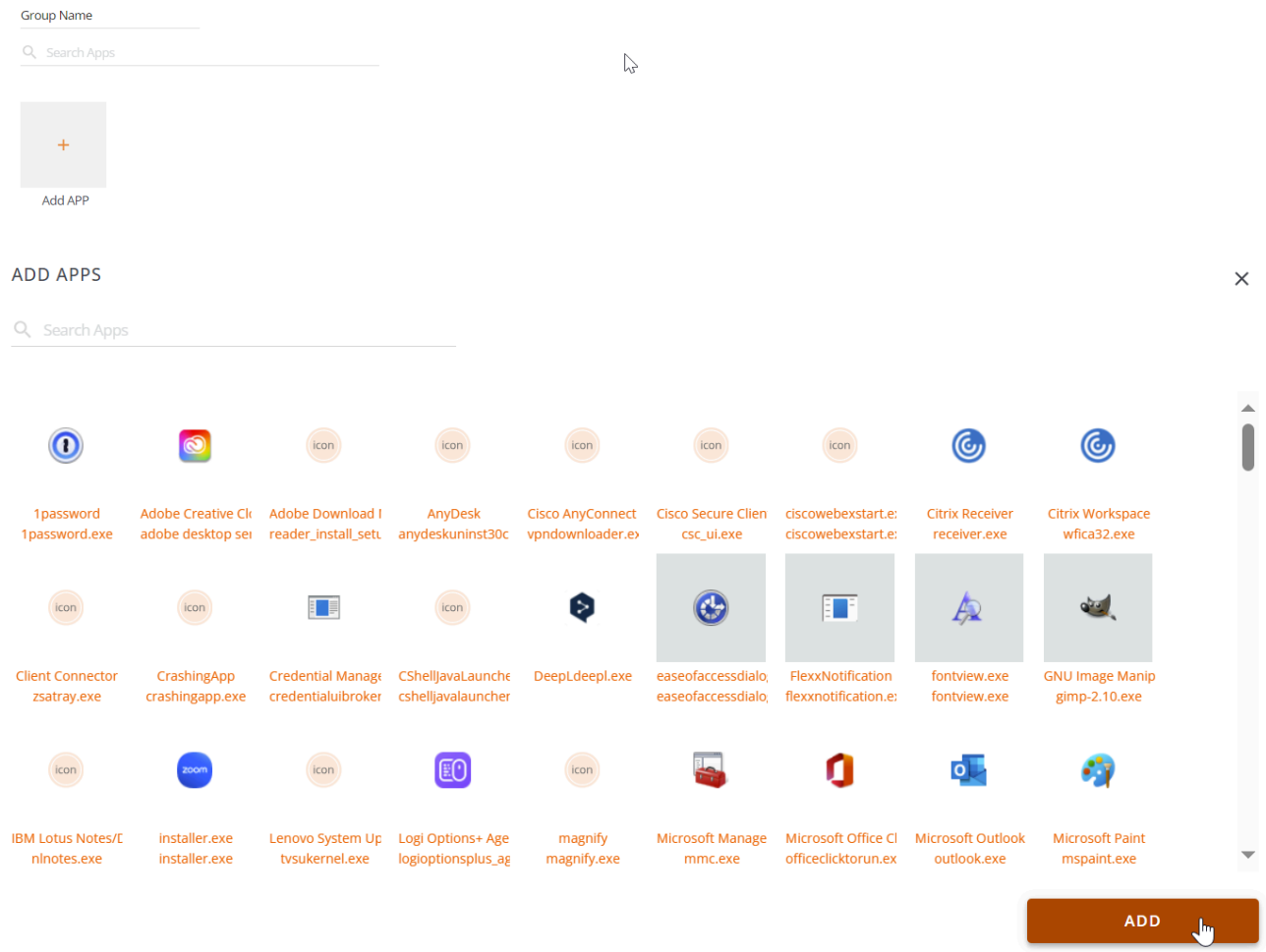

Finally, to save, click on the `Save changes` button.

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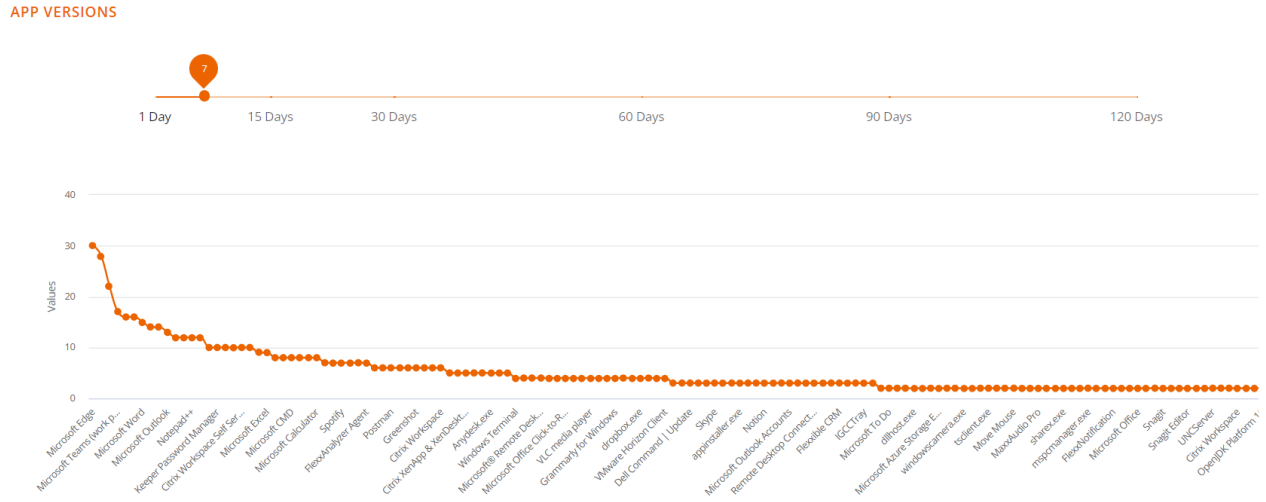
Analyzer / App Versions

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

Graphical View

In the upper area of the `App Versions` 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 beginning and those with fewer at the end.

Table View

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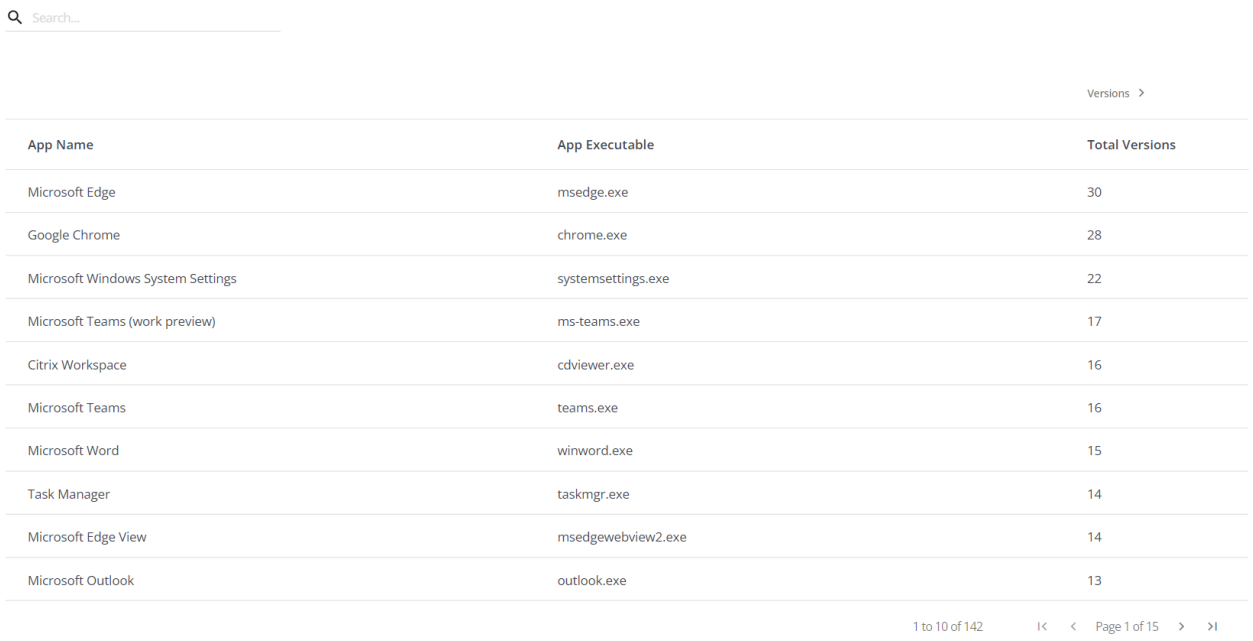

At the bottom, there is a table detailing the information:

- Application Name
- Executable Name
- Total number of versions.

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

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Analyzer / Polls

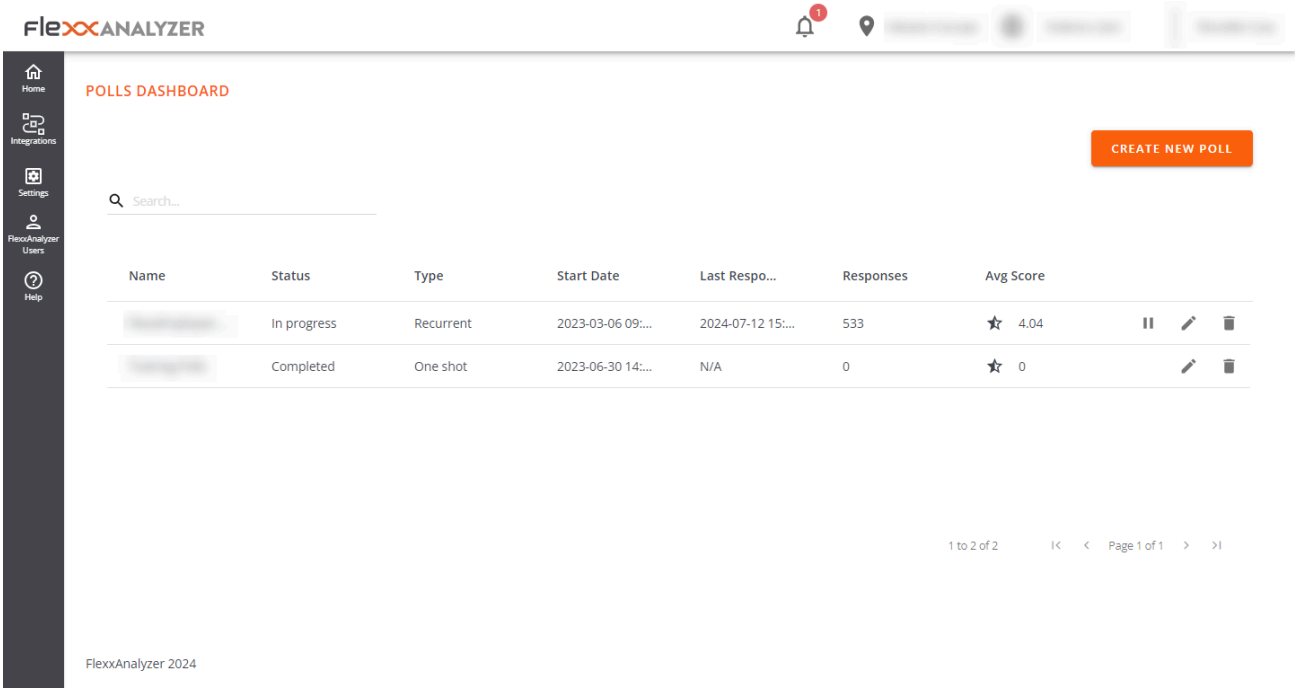
Polls allow obtaining the user's sentiment or perception regarding very simple questions, trying to simplify the response mechanisms as much as possible to maximize the users' response rate.

The information collected by the surveys is processed along with the data that make up the WRI (Workspace Reliability Index) to build the UXI dashboard (User Experience Indicator).

Poll Configuration

The `Polls` section allows creating, modifying, and deleting polls for users, scheduling their execution, selecting which users will receive them, and more options.

List view



Accessing the section will display a list of the configured polls, if any, as well as a preview of their settings.

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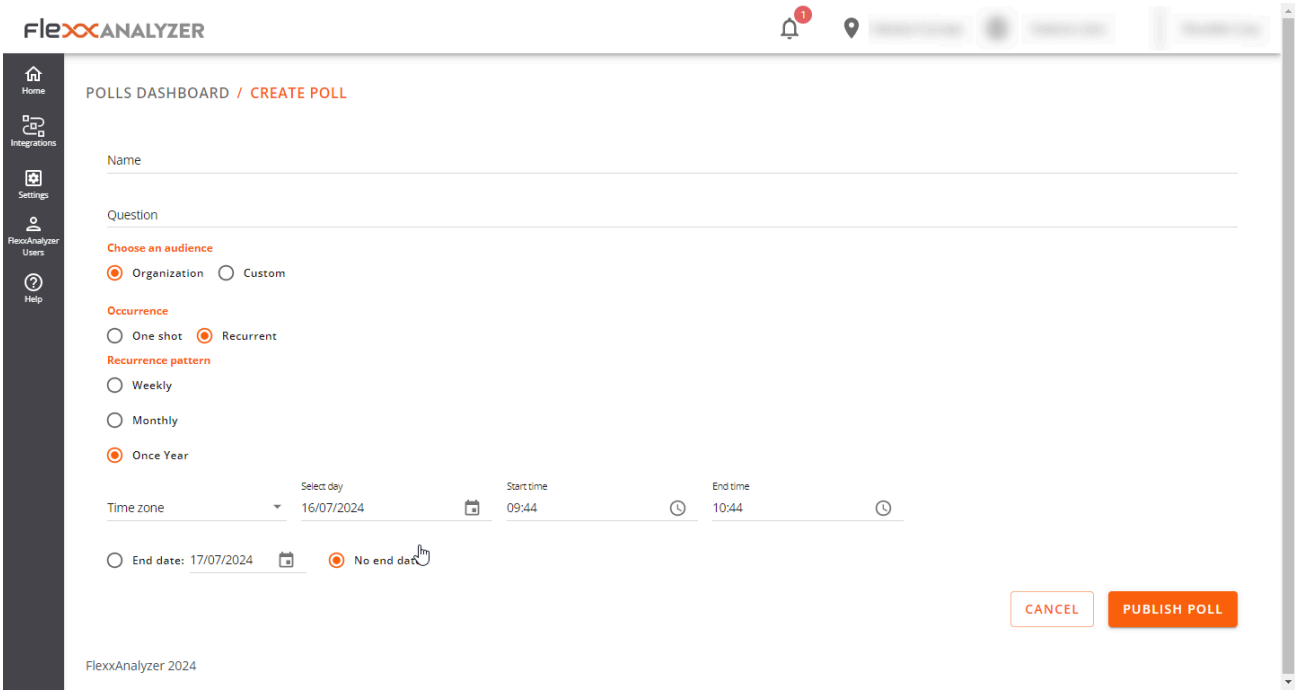
Detail view

By accessing an already created poll for modification or simply creating a new one through the button at the top right, you can access the poll's configuration.



The configuration options include:

- Name
- Question.
- Audience.
- Occurrence.

Name

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

Question

Contains the question you want to ask the users, the user's response is determined on a scale of 1 to 5 stars.

Audience

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The audience configuration allows launching the poll to the entire organization, selected groups of users, or organization groups.

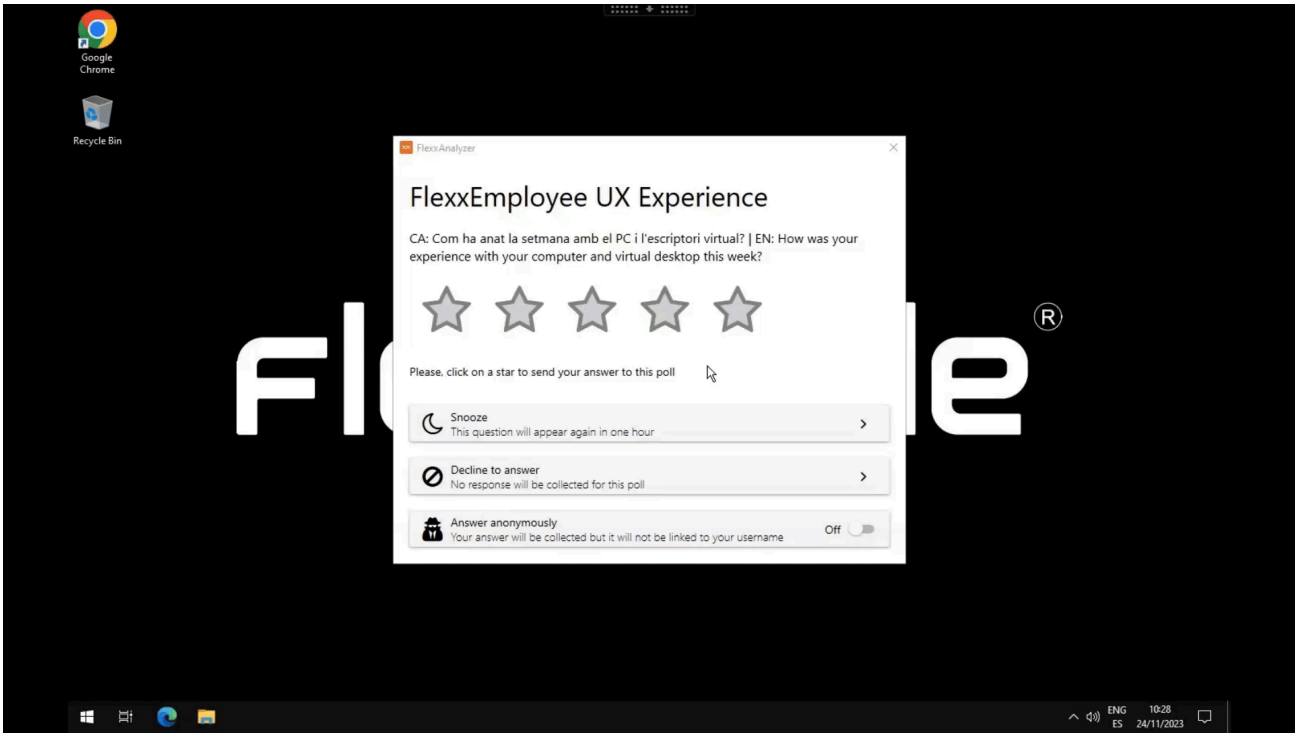
Occurrence

The occurrence options allow configuring the poll to launch it to users either once or on a recurring basis. The available recurrence options include:

- Weekly.
- Monthly.
- Yearly.

In all cases, it is allowed to select the specific day for launching the survey, as well as an end date for this recurrence. If no end date is required, it is also possible not to set an end date, in which case the survey would be launched indefinitely with the applied configuration.

Poll Execution



When it's time for execution, the users defined in the audience configuration will receive the survey, to which they will have to respond by clicking on the number of stars (from 1 to

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5) with which they rate their response. These data are processed along with the data that make up the WRI (Workspace Reliability Index) to build the UXI (User Experience) dashboard.

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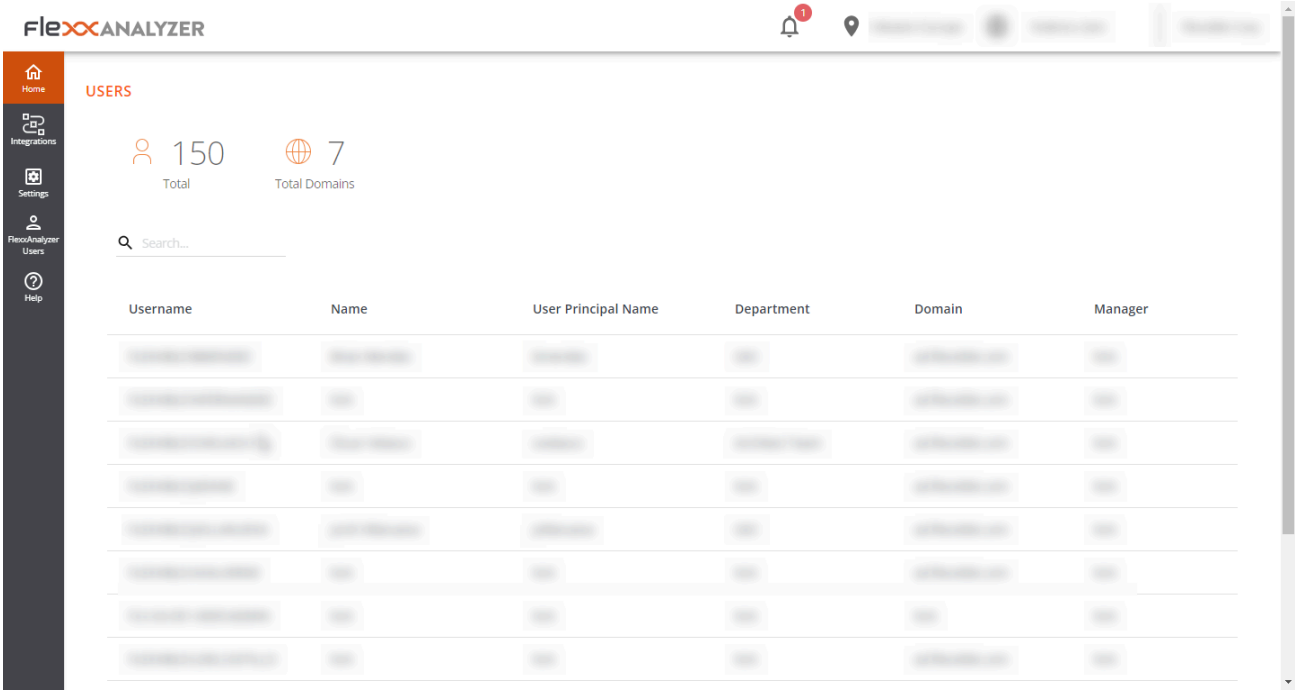
Analyzer / Users

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

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

List view



User data in the table view

This view allows you to see condensed information on the total number of users and domains as well as a table view with the data of all users. This data includes:

- Username: Username used for session login.
- Name: User's "display Name".
- UPN: User principal name.

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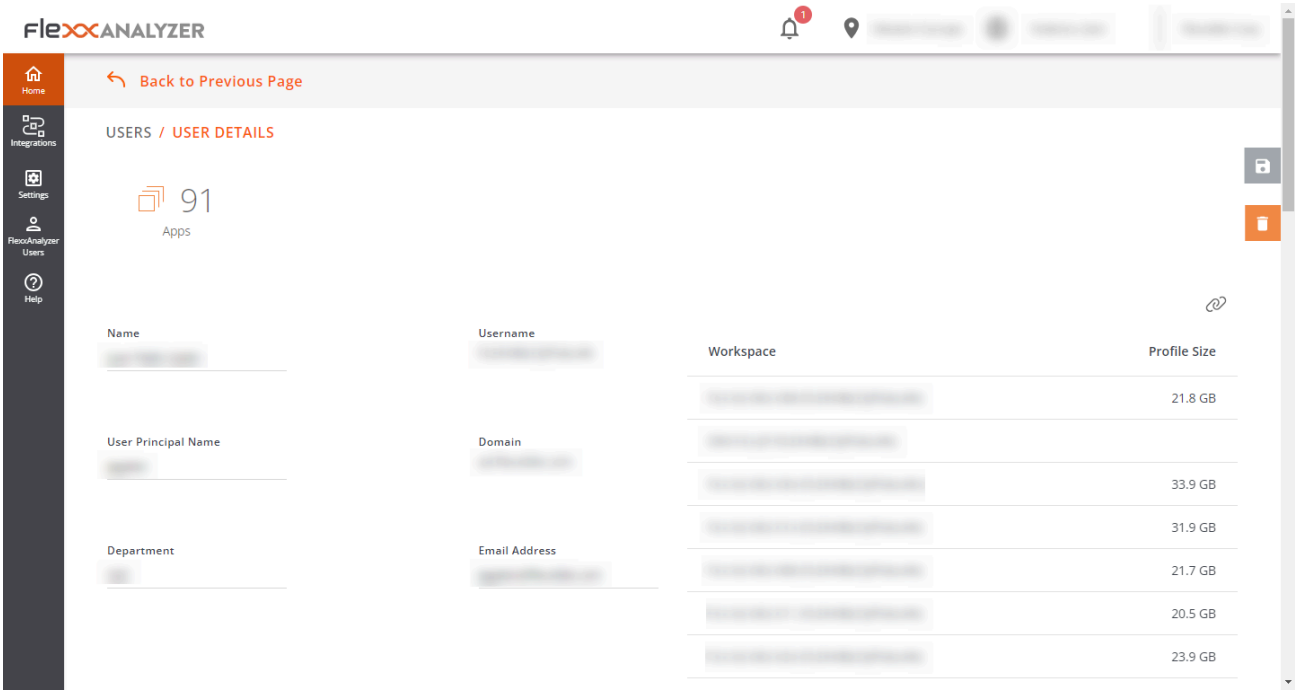
- Department: Department provided in Active Directory or Entra ID.
- Domain: Domain in Entra ID or Active Directory where the device resides.
- Manager: User's manager provided in Entra ID or Active Directory.
- Usage days: Total days the user has logged in.
- Profile size: Disk space occupied by the user's profile.
- Last report: Date of the last FlexxAgent report.

Detail view

When accessing any user, the detail view is enabled:



User data in the detail view

This view gathers data related to the user, which includes:

- Total number of applications used by the user.
- Username: Username used for session login.
- Name: User's "display Name".
- UPN: User principal name.

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- Domain: Domain in Entra ID or Active Directory where the device resides.
- Department: Department provided in Active Directory or Entra ID.
- Email Address: User's email address.

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

- Workspace: Device name.
- Profile size: Disk space occupied by the user's profile.

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

Used applications present a table view that contains all the applications used by the user. The table contains:

- Name: Name of the application.
- 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: Category of the application.

Usage history shows information about the devices used by the user and contains:

- Workspace: Device name.
- Days: Usage days.
- Last report: Date of the last FlexxAgent report.

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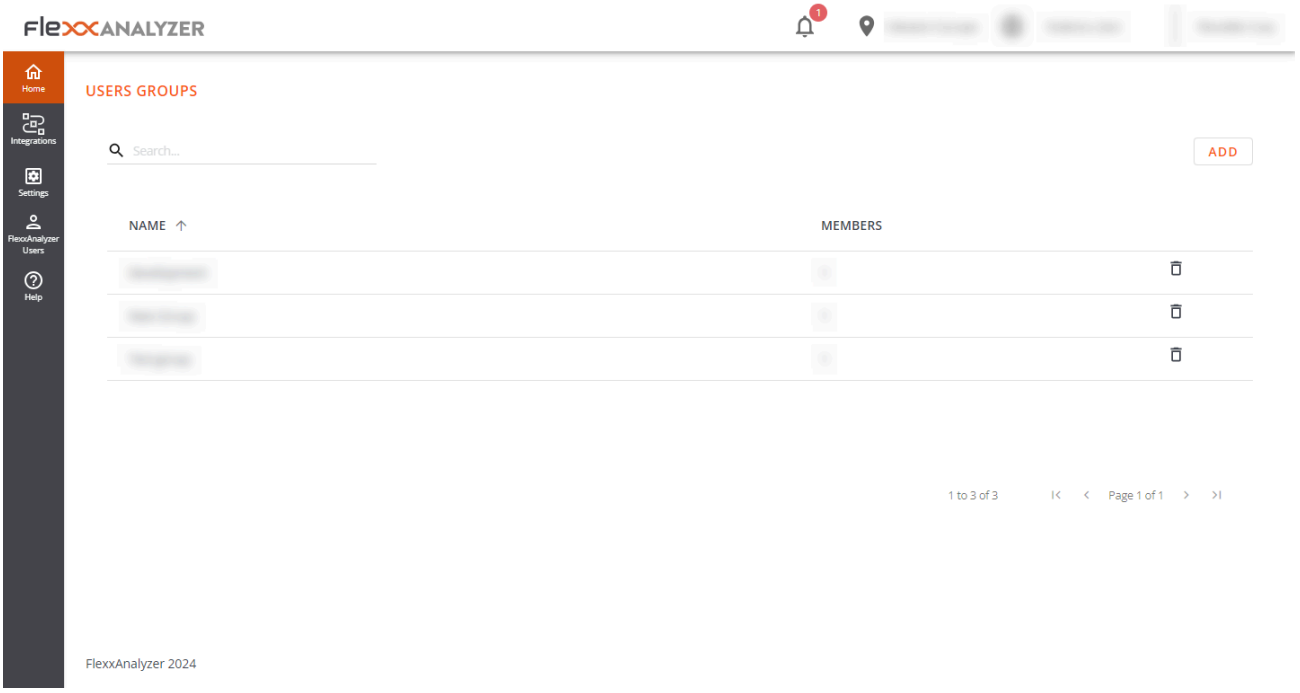
Analyzer / User Groups

Users Groups allows creating 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 in the upper right corner of the screen allows creating new groups.



Detail view

Within the details of a user group, it is possible to remove any user using the button on the far right (shaped like a trash can), likewise, it is possible to add new users to the group with the `Add` button in the top right corner of the screen.

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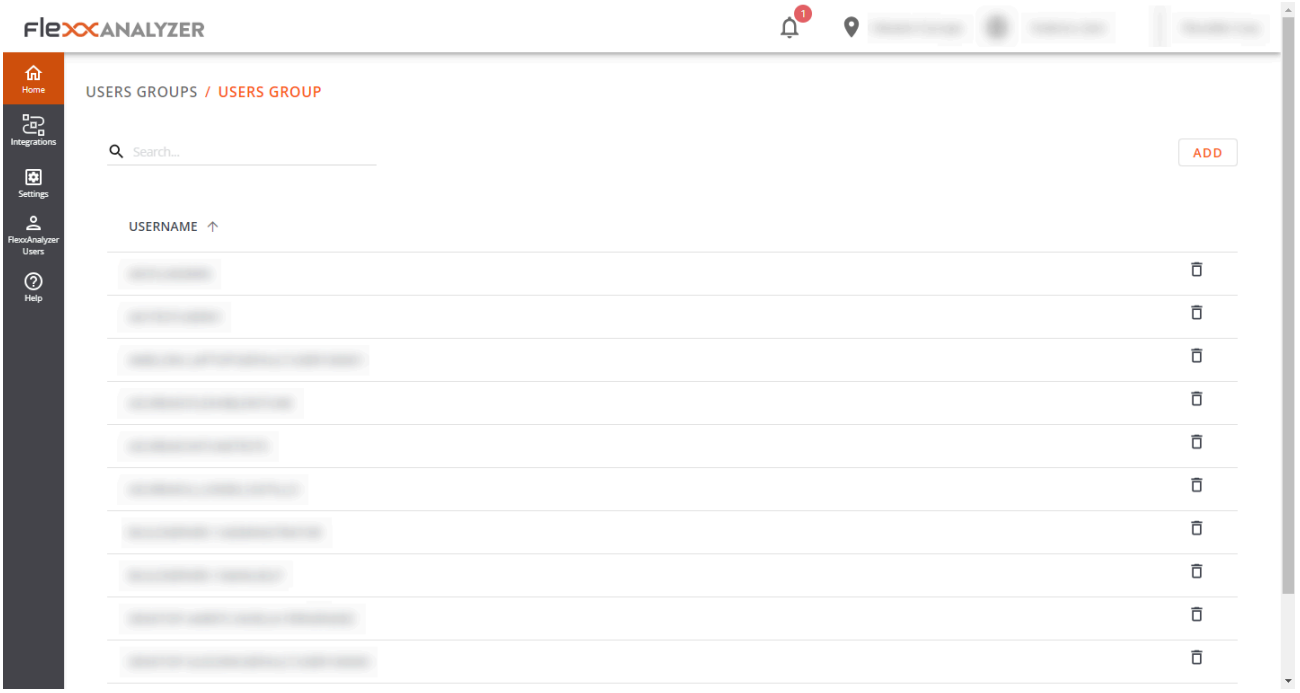

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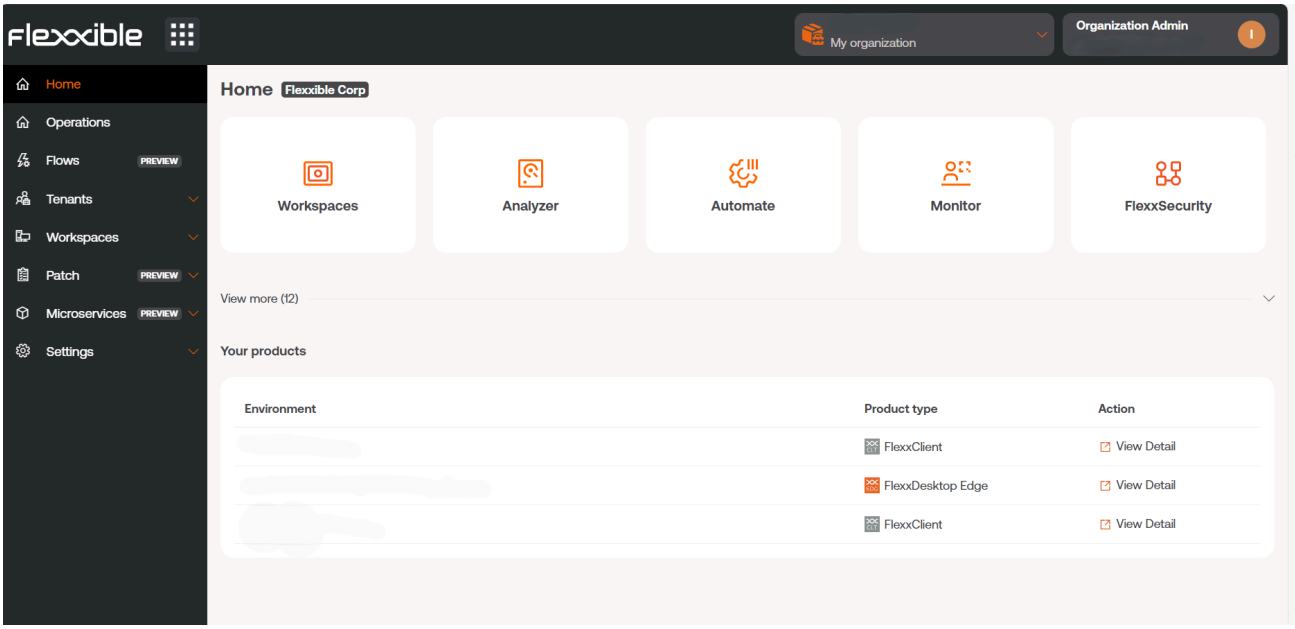
Portal / Introduction

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

Through Portal, license consumption data can be consulted by environment; manage report groups, which enable device segmentation; and activate functionalities in FlexxAgent. Portal integrates with OAuth2, a framework that allows user authorization, so they can log in easily using their corporate credentials.

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



Sidebar Menu

This option offers several fields of action.

- Operations
- Flows
- Inquilinos

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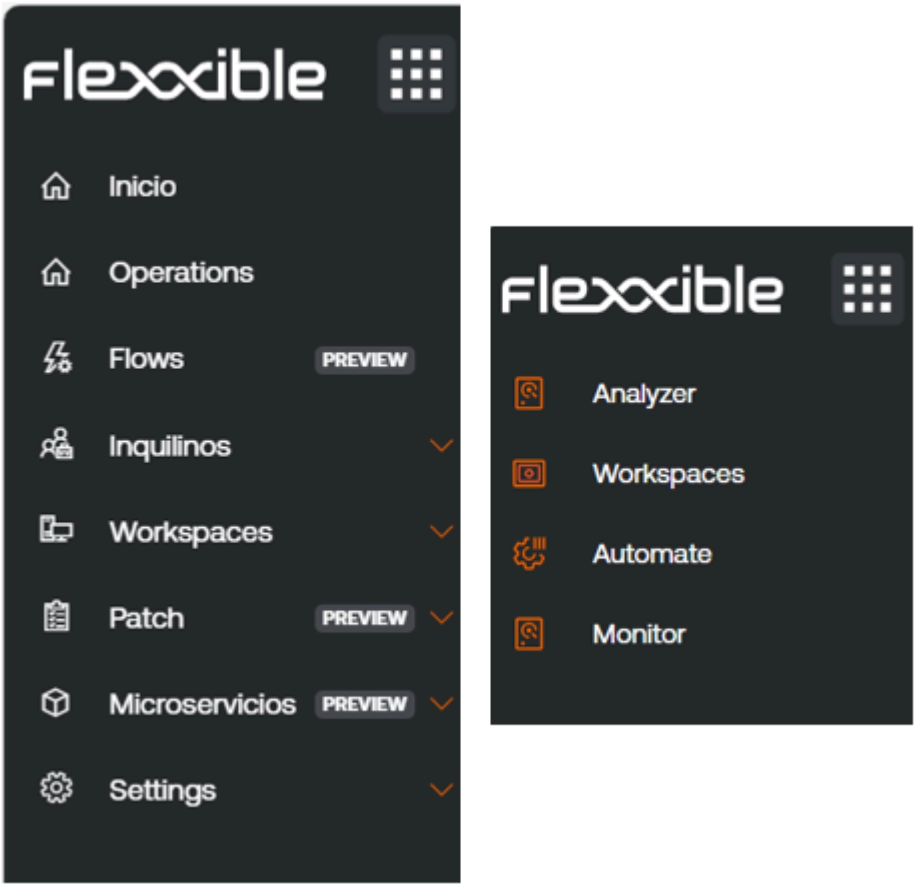
- Workspaces
- Patch
- Microservicios
- Settings

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 content of the sidebar menu for the list of available applications. To return to the previous state of the menu, simply press the button again.



Organization Selector

At the top, toward the center, is the organization selector. If a user has access to multiple organizations, such as in the case of service providers, they can select the organization to manage very easily.

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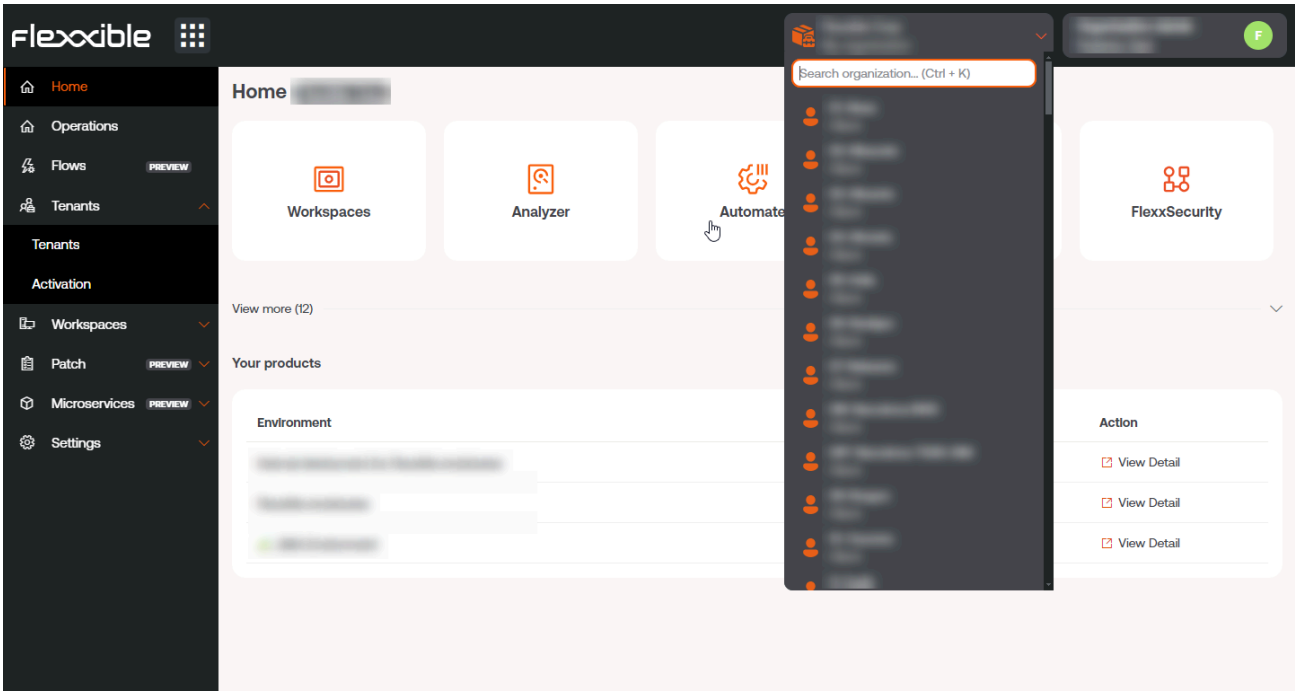
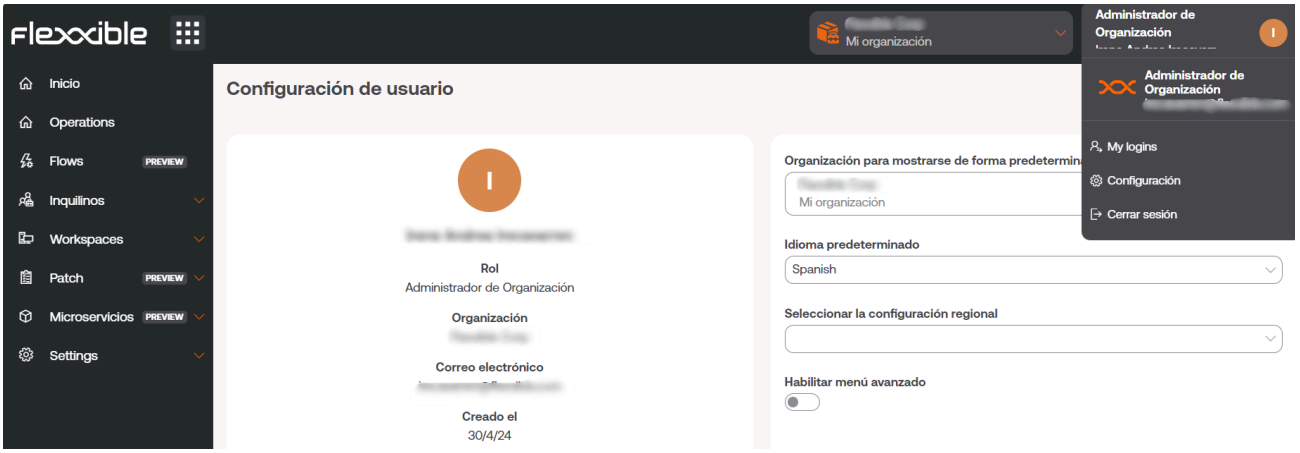


It is possible to interact with the organization selector with both the mouse and the keyboard. Pressing `Ctrl+K` (`Cmd+K` on Mac) opens the selector to scroll and search for an organization, using the cursor keys for that. To select an organization, just use the `Enter` key. It is also possible to type text to filter the results in the list.

User Configuration

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



If you click on the user's name, you can review and manage:

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- My logins
- Configuración
- Log out

My logins

Displays information about the user's session logins, including IP address, user agent, access dates, and accessed module. The data comes directly from the authentication provider. At most, logins from the last 30 days or the last 1000 logins can be viewed.

Configuration

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

Default organization

In managed service provider (MSP) environments, when a user navigates through Portal from a non-default organization, they should be aware that the application will revert to the default organization when the page is reloaded.

> To change the default organization that Portal displays, click on `Organization to be displayed by default`.

Advanced menu

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

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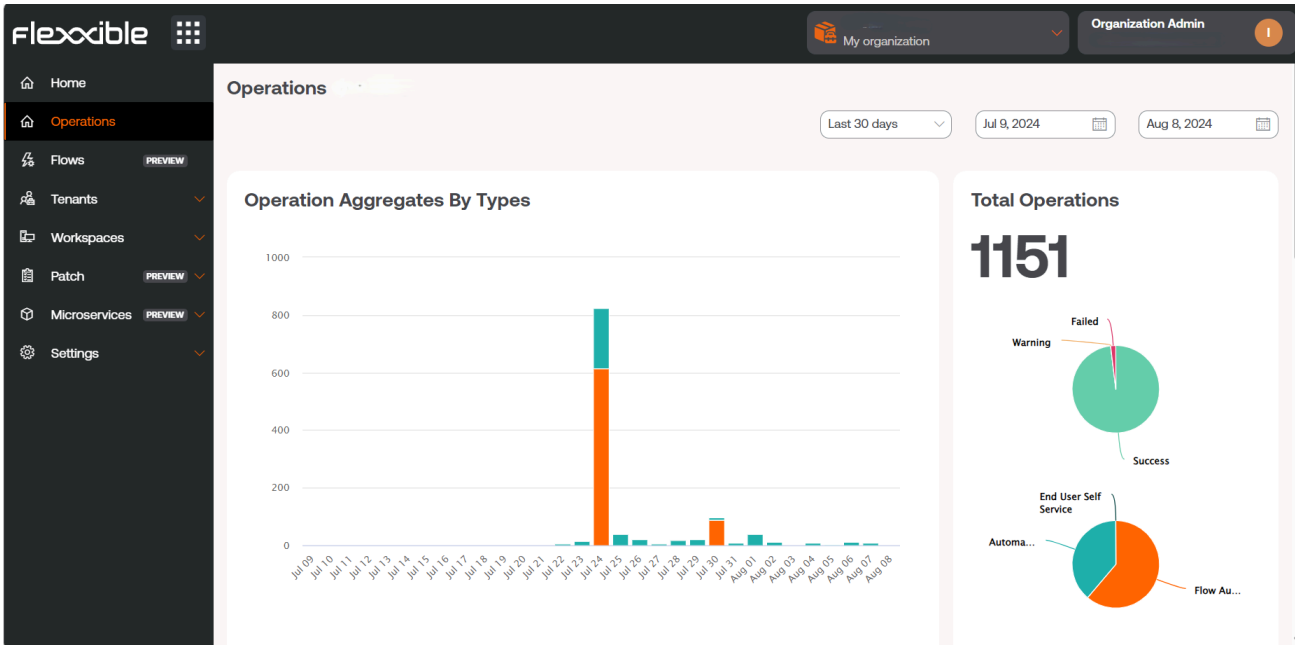
Portal / Operations

The `Operations` section displays graphs of the three types of operations, regarding the microservices, that have been carried out on the devices.

- **Automated support action**: These are the executions of microservices performed on-demand from Workspaces by users belonging to the technical support teams.
- **Flow execution**: These operations include the automatic executions of microservices in `Flows`, when the conditions are met.
- **User microservice**: These are the executions of microservices performed by the user themselves, without the need for help from the support team.

> All actions leave an audit log in the `Jobs` section of Workspaces, allowing for a chronological trace of users and devices involved, as well as the details of the executed code and its generated output.



In this view, two types of charts are generated, whose results are related to the date range set in the upper menu.

- **Operations by type**: Displays the number of operations performed by type and day, following the chosen date cycle.

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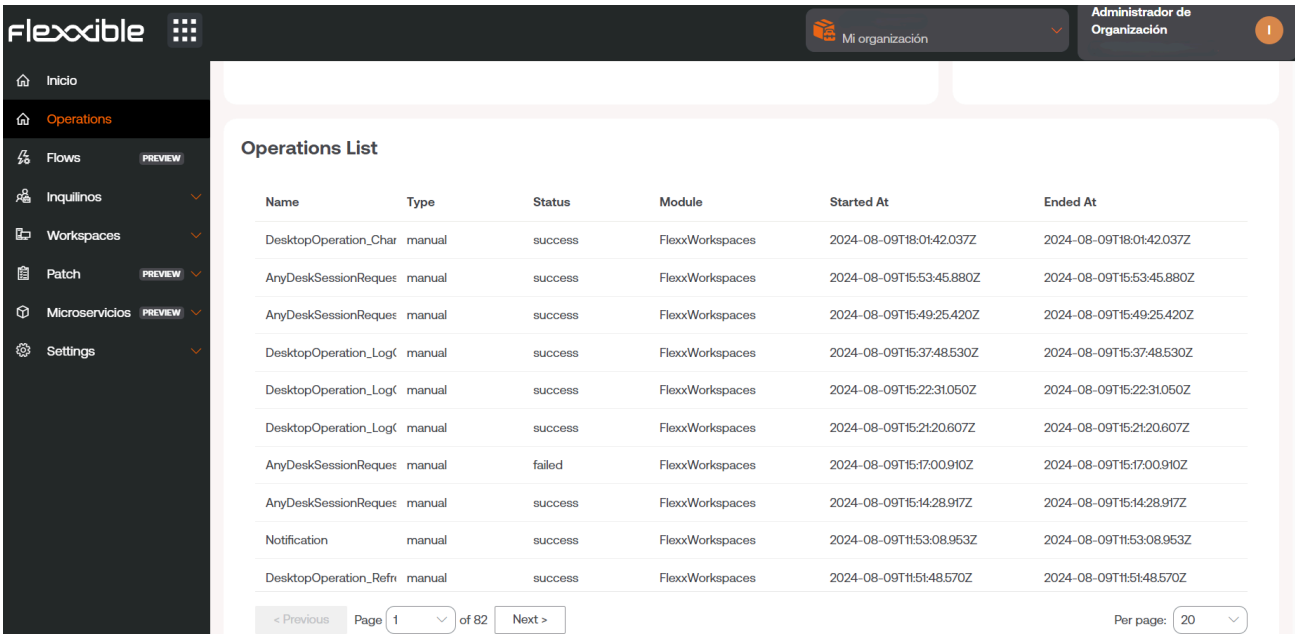
- **Total operations**: Provides two pie charts. The upper one indicates how many operations have been successful, failed, or with warnings, out of the total operations performed. And the lower one indicates the type of operations performed out of that total.



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

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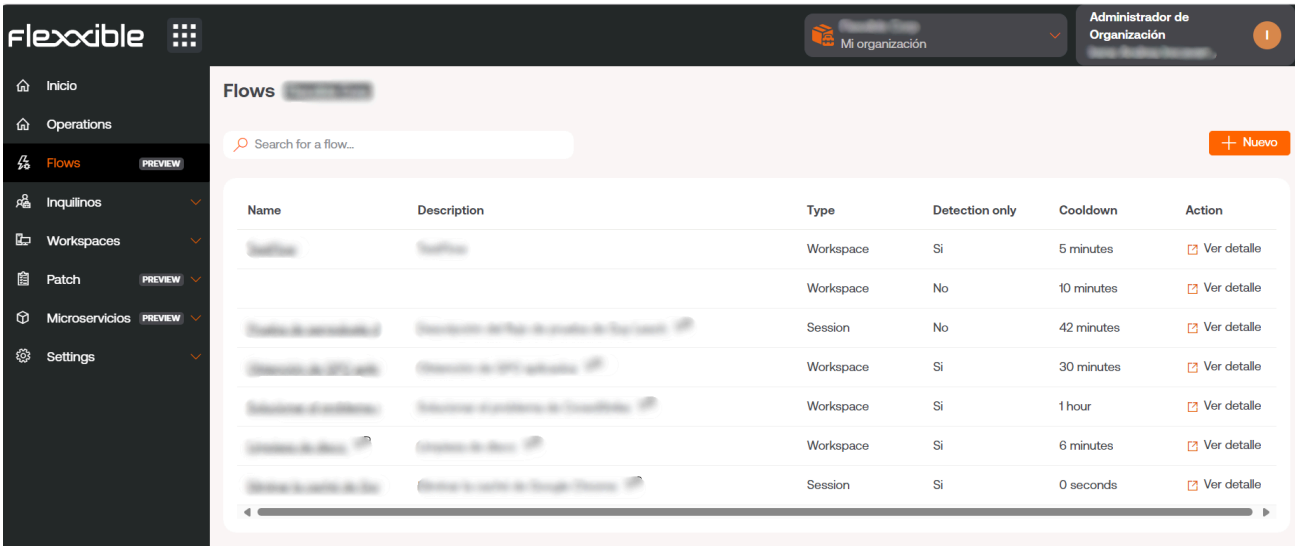
Portal / Flows

Flows allow creating automation flows to detect specific situations by evaluating compliance with certain conditions, and act based on the result of that evaluation.

This approach simplifies proactive diagnostic actions, solves problems quickly when focused on their detection, and provides a very efficient way to enable self-remediation mechanisms for common issues.

It also allows technical teams to align devices with configurations defined by the organization, evaluating them periodically and adapting them if necessary.



Configuration

Each flow comes with options that allow customizing its behavior:

- Overview
- Target
- Flow
- Notification

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

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Overview

Stores general information about the flow:

- **Description**: description of the flow
- **Created**: creation date of the flow
- **Type**: It is the scope of execution 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.
- **Cooldown**: marks the minimum time that will pass once the evaluated condition is met before the evaluation is executed again.
- **Detection only**: condition evaluation in "sampling" mode. Detects those devices that meet the conditions, but without executing the microservice defined in the flow.

Target

This setting allows defining the device group(s) where the flow will run. It supports the following configuration options:

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

Flow

From here, you can define the conditions to be evaluated, the required thresholds, and the action that will be executed if those conditions are met.

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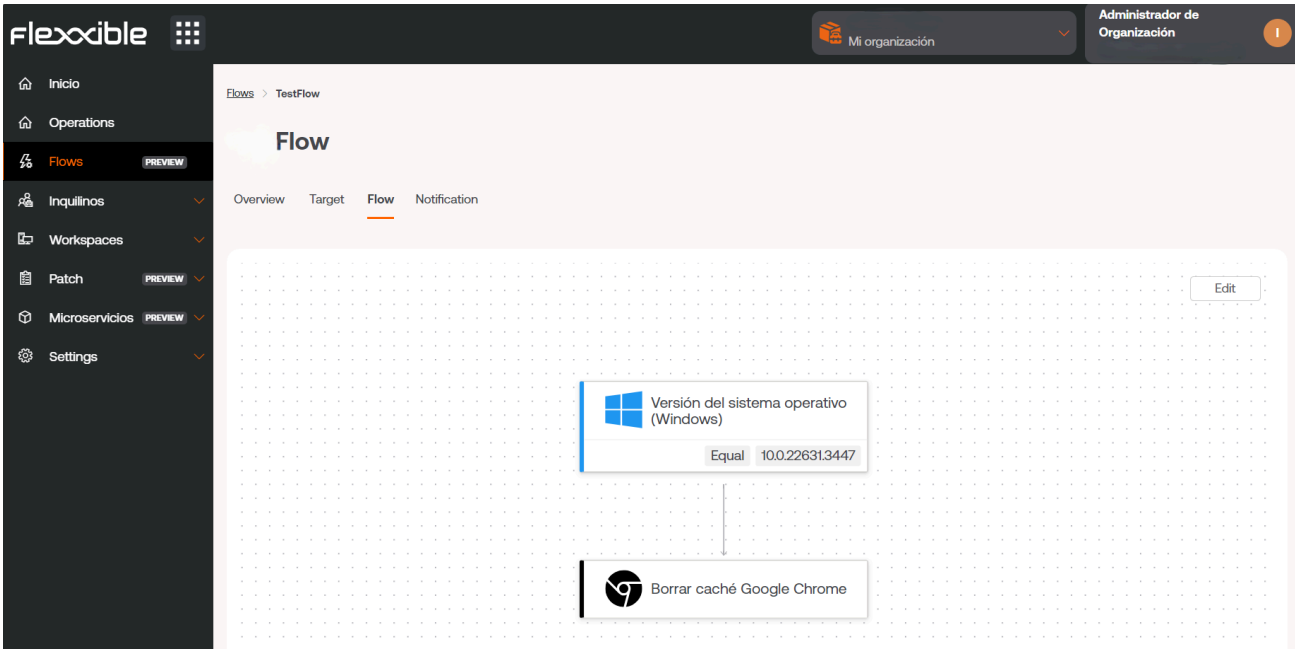

Flow conditions

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

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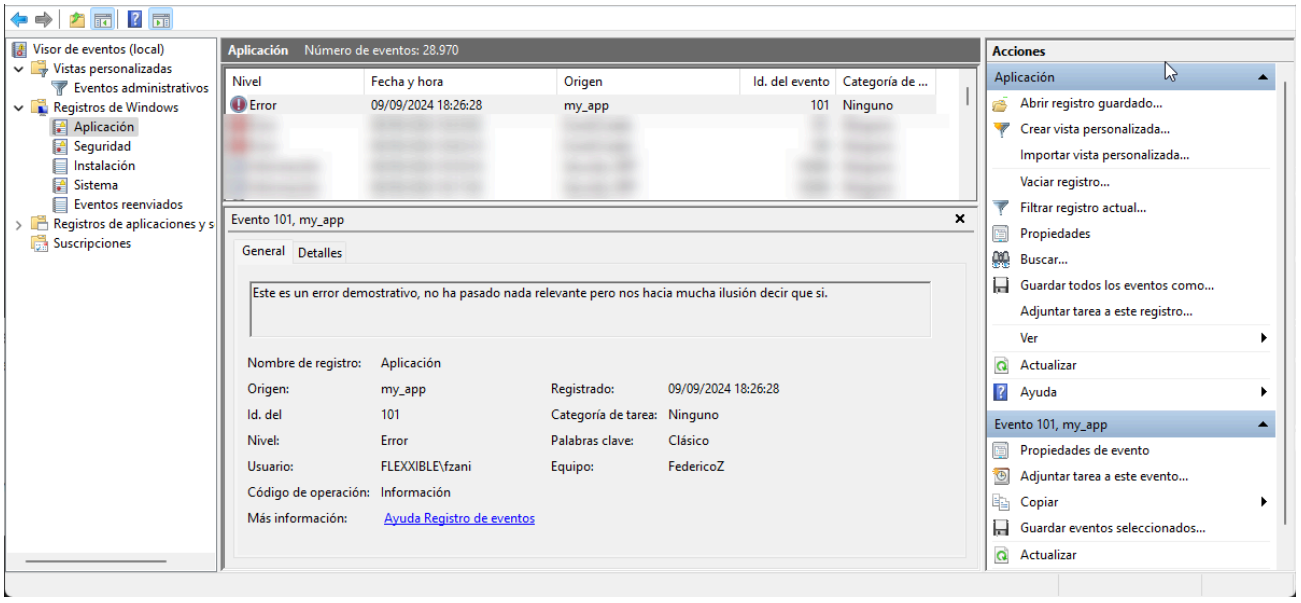

- **Operating system version**: allows obtaining the operating system version at intervals between one and twelve hours, using operators where the value is equal, starts with, ends with, or contains a specific string of text. Supported operating system: Windows.
- **Operating system language**: detects, at intervals between one and twelve hours, the operating system language. Uses operators where the value can be equal to, starts with, ends with, or contains a specific string of text. Supported operating system: Windows.
- **Percentage of free disk space of the operating system**: allows evaluating and setting a target percentage value in intervals ranging from five to sixty minutes. Supported operating system: Windows.
- **Cron Match**: checks if a cron string is met only when the current date and time exactly match the specified cron expression.
- **Actions**: allow actions to be executed once the conditions are evaluated and according to the obtained values. In this section, all microservices enabled in your subscription will appear, so you can select and include them in the flow.

Notification

This parameter is optional and can be disabled. Allows sending notifications to users at the start and end of flow execution, using operating system notifications. Once activated, it allows setting:

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- Initial message: will be sent to users at the start of the execution.
- Success message: will be sent to users upon successful execution.
- Error message: will be sent to users upon execution errors.

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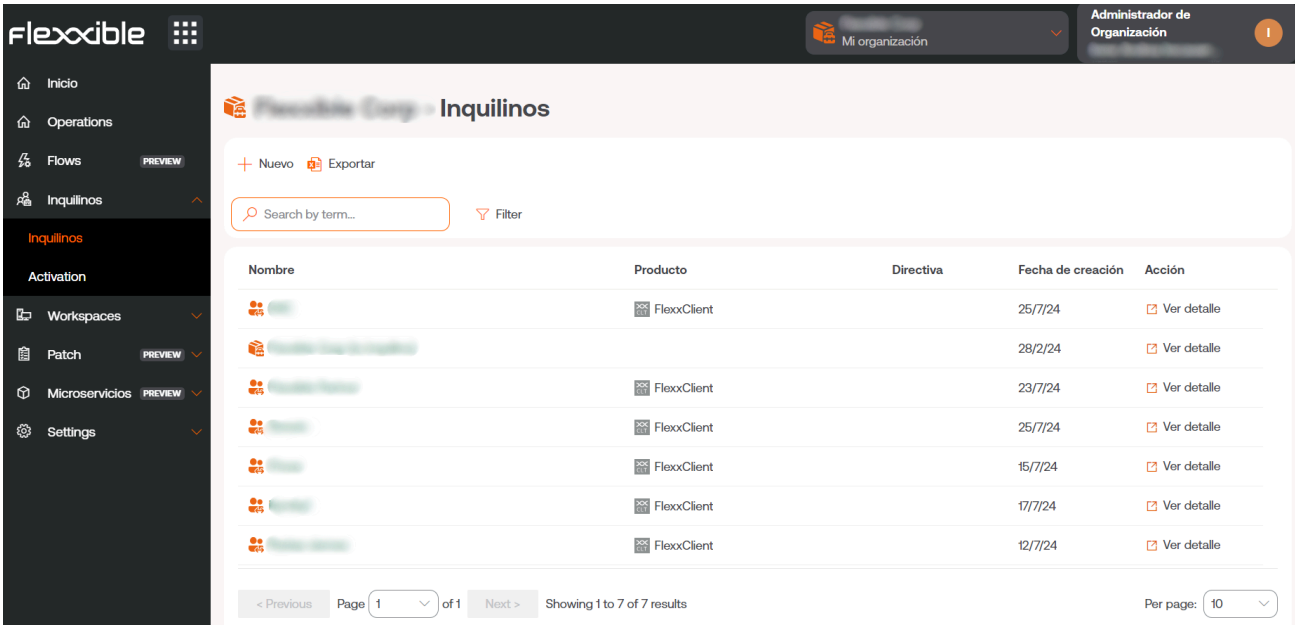
Portal / Tenants

Tenants provide organizations operating in the managed service provider (MSP) model the ability to establish subsidiary entities to which they can provide support whenever they require.

The main view of `Tenants` offers a list of organizations whose administration is delegated, provides information about the Flexxible product they own, the date of their creation, and, from `View Details`, gives the option to access more specific data.

By clicking on `New` you can create a new tenant. In addition to the above data, you will need to enter an email address, language, country, sector, product, and region; it also gives the option to assign them a Policy. The `Export` button allows you to download an excel file with the list of the current tenants.



Types of organizations

Tenants created in the Portal are assigned a profile type, which describes them as an organization. The types of organizations can generally be defined as client or partner, and establish relationships with each other, so that several client organizations can have the same partner as a service provider.

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Partner-type organizations have the authority to grant administrative access to client (tenant) type organizations that depend on them. In turn, a client-type organization has the possibility, if desired, to segment its organization into multiple sub-organizations to facilitate delegated administration.

In case a client-type organization (tenant) decides to create sub-organizations, it will have the option to apply a `Policy` for the creation of the tenant from a template, which will help configure multiple users, reporting groups, and accesses, and will allow linking that new tenant to the existing instance of the Analyzer module (for organizations that have contracted FlexxClient and FlexxDesktop products) or assign a new instance for this sub-organization.

Sub-organizations are very helpful in very large environments with a wide distribution of users and multiple service providers or very segmented technical teams, as it allows subdividing a complex organization into management units according to the implementation requirements.

> Client-type organizations can create sub-organizations at a lower level. Organization nesting is not supported, that is, creating sub-organizations from another sub-organization.

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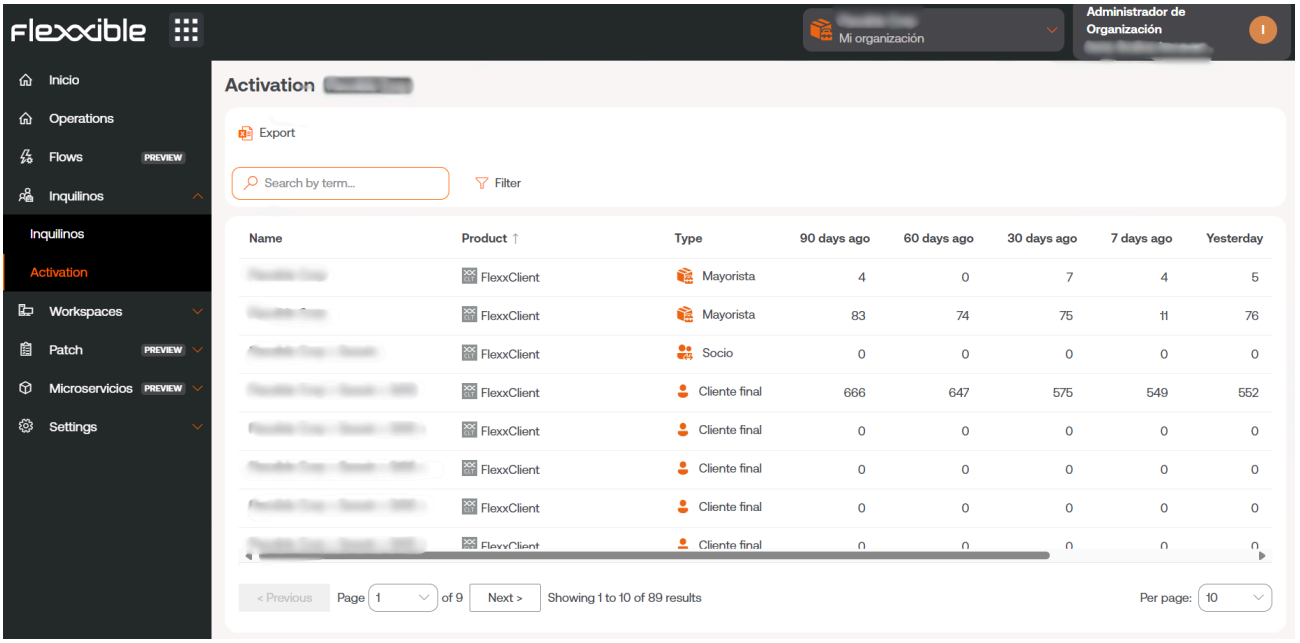
Portal / Tenants / Activations

The activations view allows service providers to evaluate the progress of FlexxAgent installations or deployments in client-type organizations where they have delegated administration.

In the table, you can see data such as the tenant's name, the Flexxible product they own, the type of organization it corresponds to, and time indicators, which make it easier to understand the progress of FlexxAgent adoption in the organization.



`Activations` also offers a search option and the alternative to apply filters to the list of results based on different parameters, such as the company name, the product they have, and the type of organization. And from `Export`, you can download the list view in excel format.

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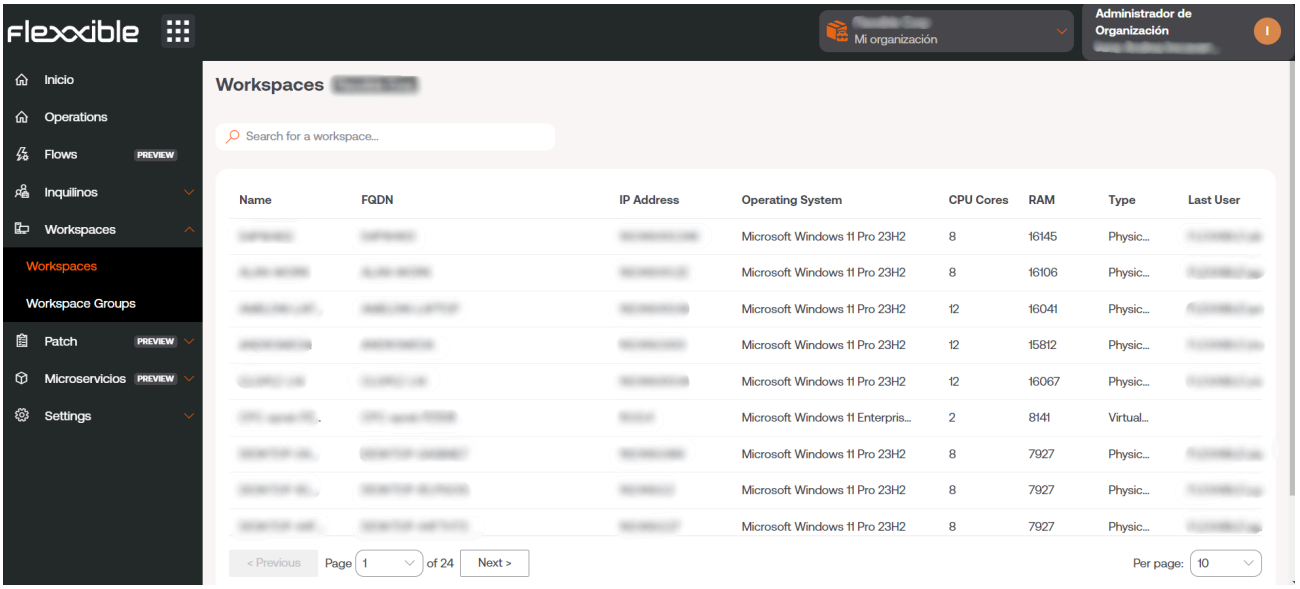
Portal / Workspaces

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



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

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

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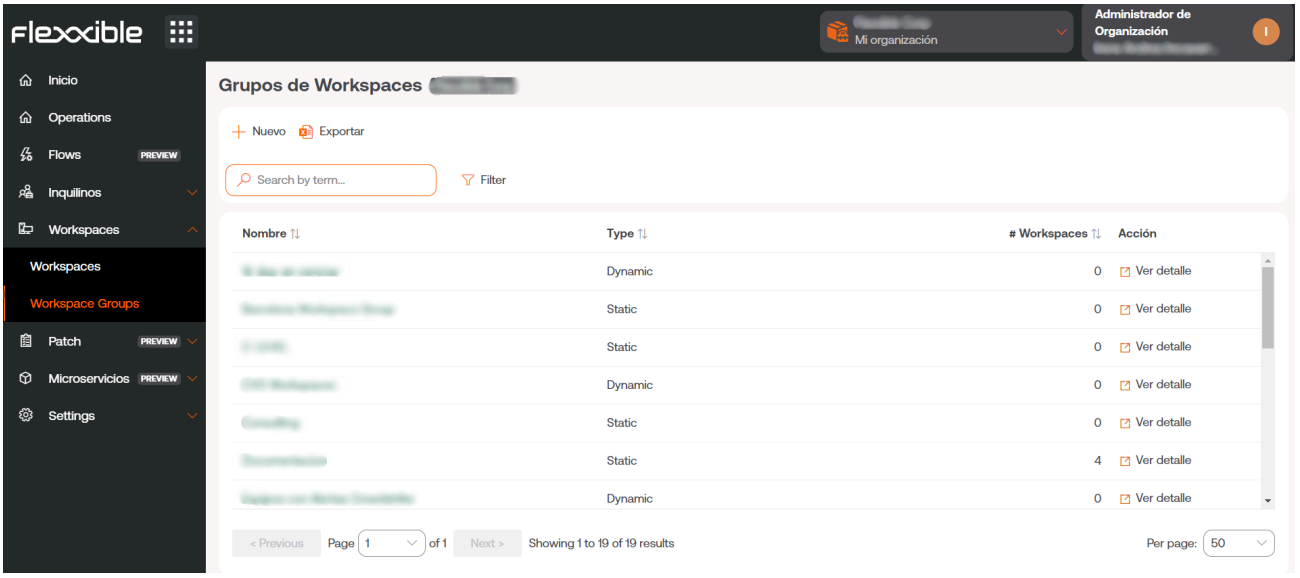
Portal / Workspaces / Workspace Groups

Workspace Groups facilitates the device management process. Organizations can group their devices based on shared characteristics or specific criteria, allowing them to monitor statistics more exhaustively and execute actions effectively.



Types of Workspace Groups

There are three types of Workspace Groups:

Static: This is a manually created workgroup with free-form criteria. It can be created either from the Portal or from the Workspaces module, by filtering the Workspaces list.

Dynamic: This is a group where some condition is periodically evaluated, for example, "devices with more than 85% memory usage". They can be created from the Workspaces module by filtering the Workspaces list.

Entra ID: This is a workgroup integrated with Entra ID, an identity management service. The creation of this type of group can be managed from `Integrations` in the Portal.

Group Management

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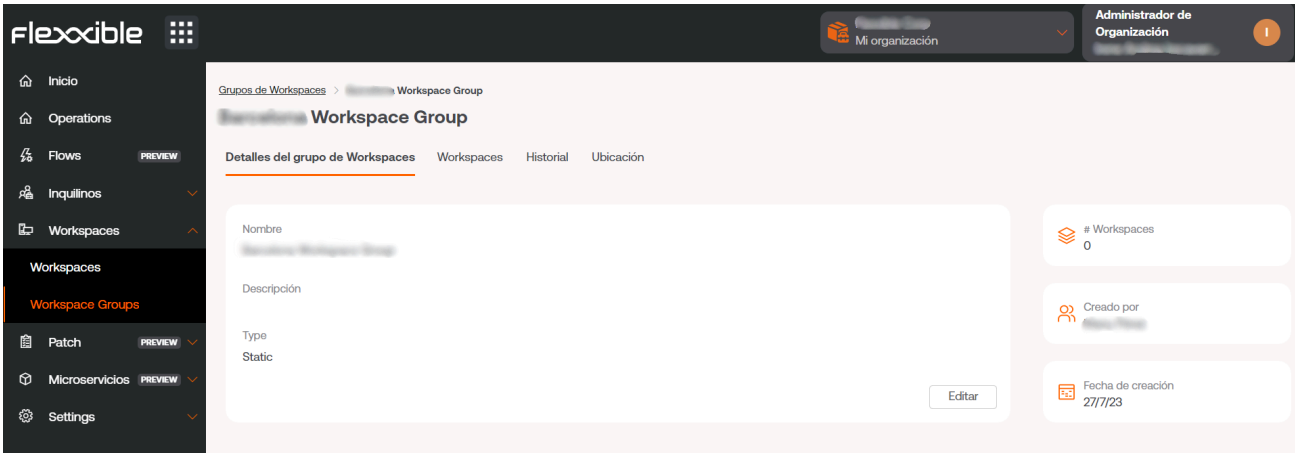
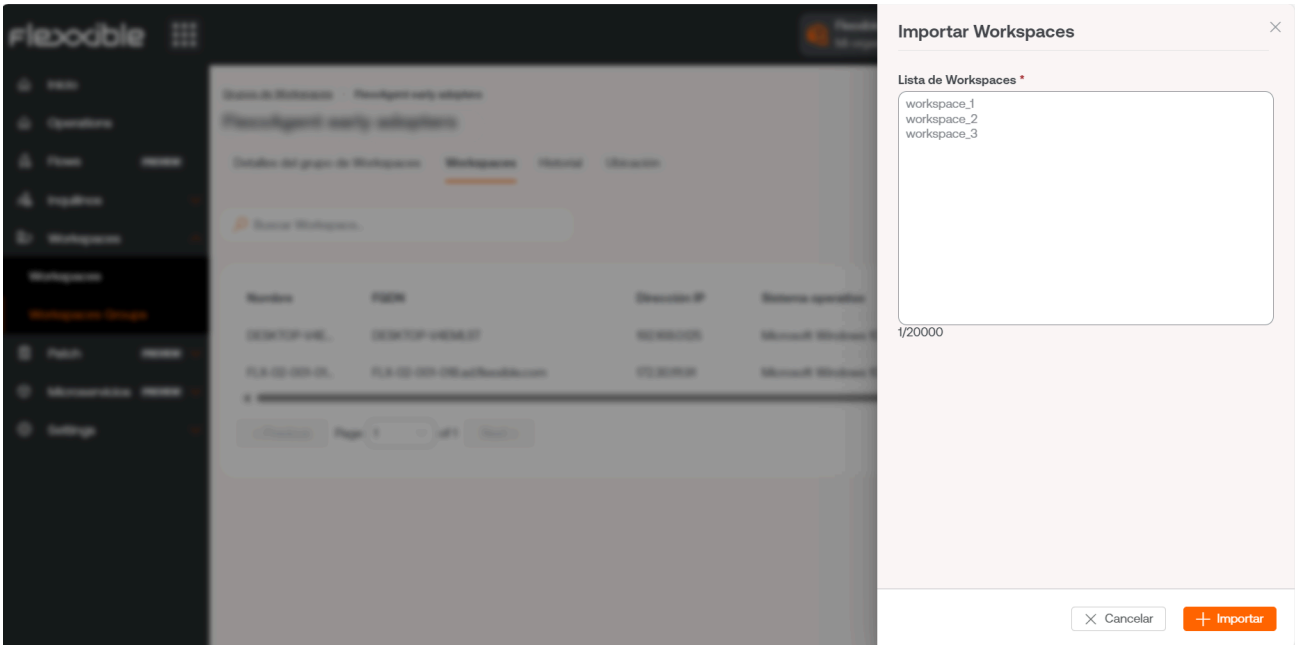
From the main view of Workspace Groups, it is possible to see the list of groups, their name, their type, and the number of devices they contain. In `View Details` specific information about the selected group can be obtained.



From `View Details` -> `Workspaces`, in addition to viewing the main data of the devices that make up that group, up to 20,000 devices can be imported by clicking on the `Import Workspaces` option.



In `View Details` you can also access the `History` tab, which shows a bar chart with the history of the selected Workspace Group; and `Location`, which allows associating GPS coordinates with the workgroup to link it to a point on the map. It should be noted that this value is only a reference and is not updated if users change locations.

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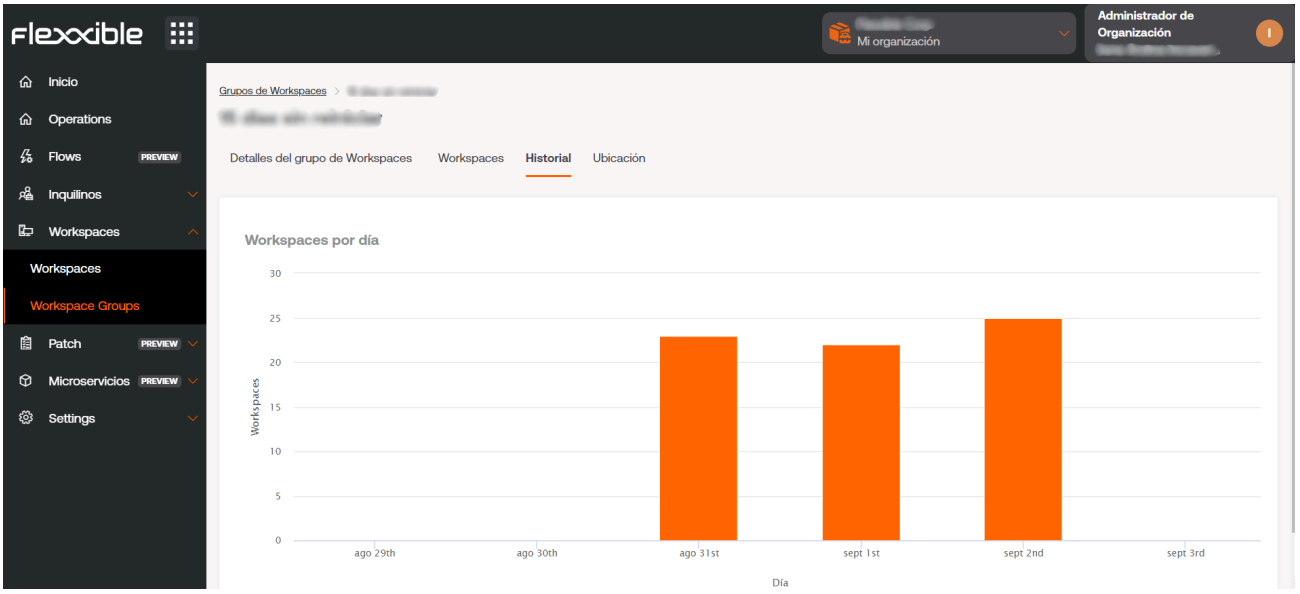
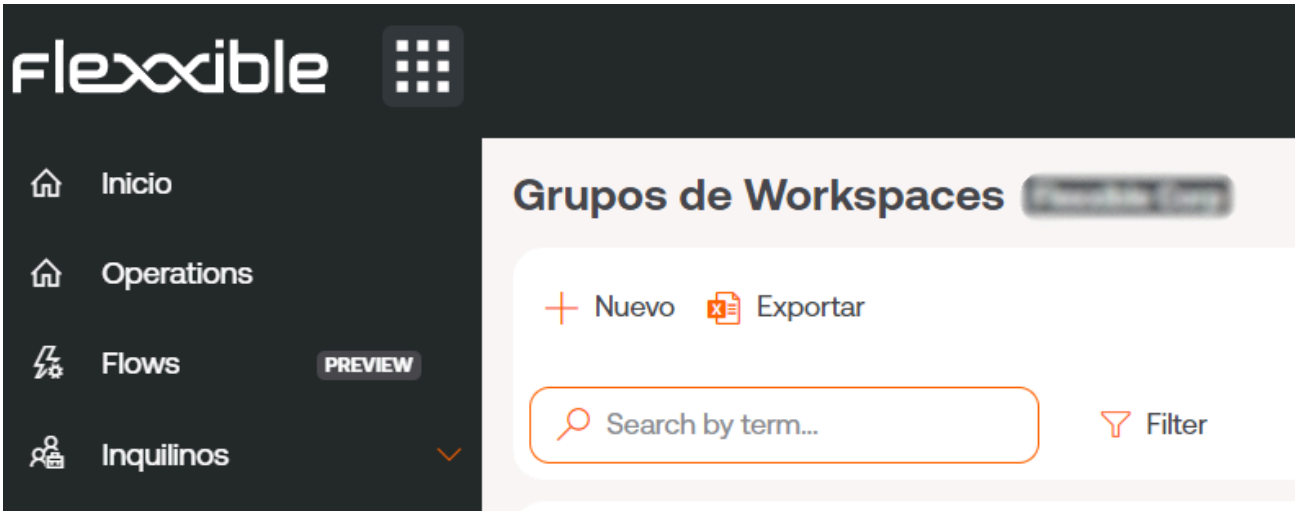


Back to the main view of `Workspace Groups`, in the top left corner, there is the `New` button, from which a group can be created by specifying the name and a short description. To the right of the button is `Export`, which downloads an Excel file with the list of groups.



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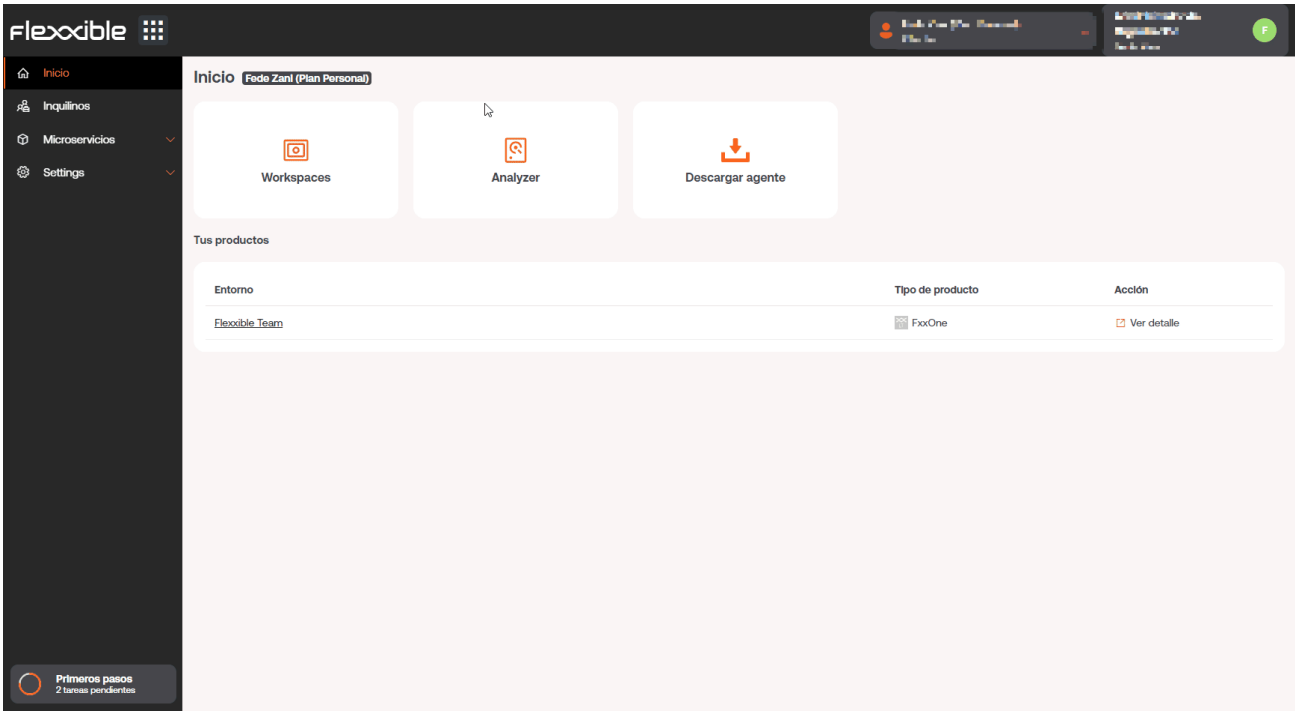
Portal / Microservices

Through `Microservices`, you can create, package, and publish scripts so that the technical teams of the organization can easily run them. This also allows delegation to initial support levels for its execution, so that user requests can be effectively addressed, and the most frequent problems can be solved.

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



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

Microservices management

Microservices have several configuration options that modify their behavior; for example, this can change depending on whether the script is run from the user session or from the local administrator.

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Activation in Portal

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, you will be able to enable it with the button located at the top right of the interface.

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

Creating microservices

To create a new microservice, you must access the `Designer` section and click on `New`. The wizard that opens will ask you to enter the following information:

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

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

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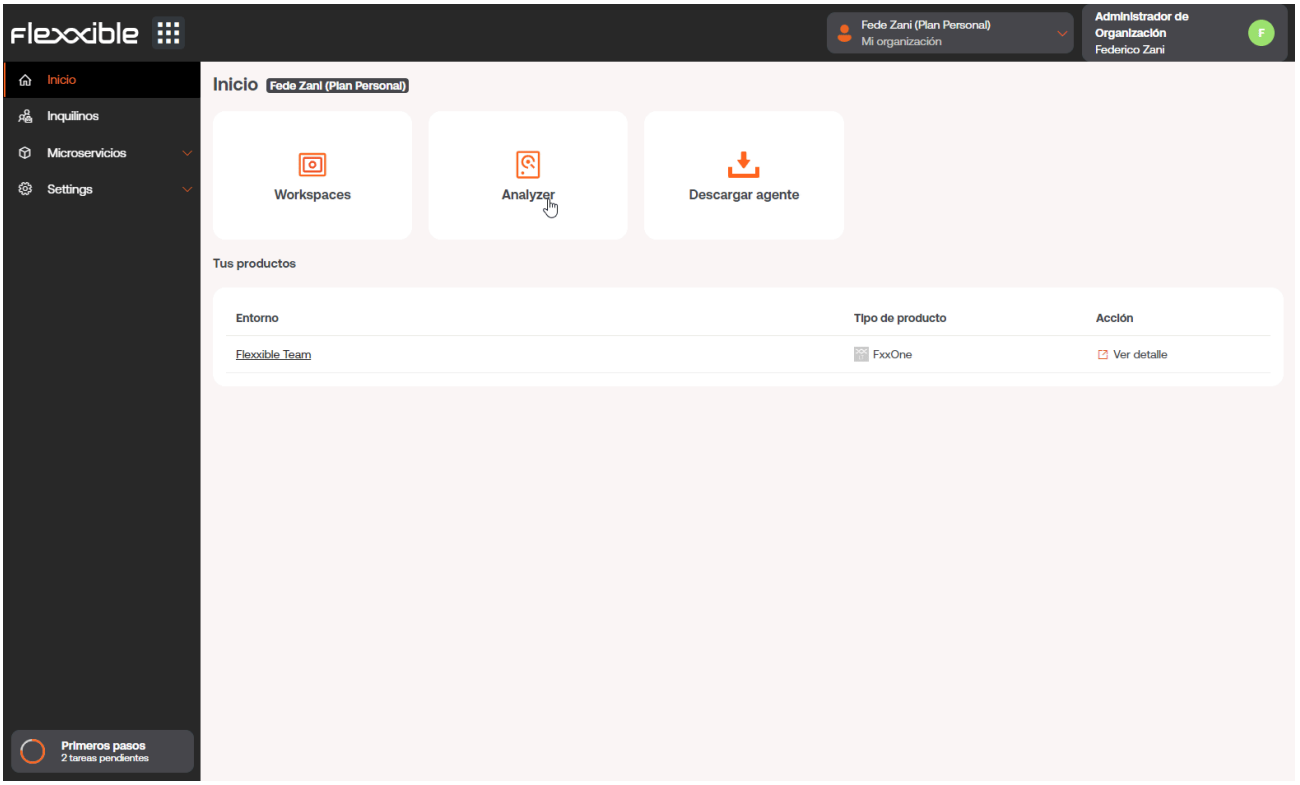

Microservices States

The microservices have three states:

- Enabled.
- Disabled.
- Archived.

Considerations on the code to use

Although microservices allow the execution of any CMD or PowerShell command on Windows devices, the commands sent will be executed from the local administrator or from the user session, depending on the scope assigned to them. This may mean that some cmdlets do not have the expected output concerning the execution; for this reason, if you are creating a script in PowerShell, you must consider a series of considerations:

- It is recommended that the version of PowerShell installed on the devices be the same as the one used to develop the microservices.

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- Microservices can be executed under the user's session identity or from the local administrator.
    - 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 may complicate access to user-specific information or their session.
    - Execution from the 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 run with the user's permission level, so if the user is not a local administrator there will be certain limitations when they want to act at the system level.
- When we want to display a message in the microservice's 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 during the execution.

Ways to consume the microservices

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

Execution by the end user

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

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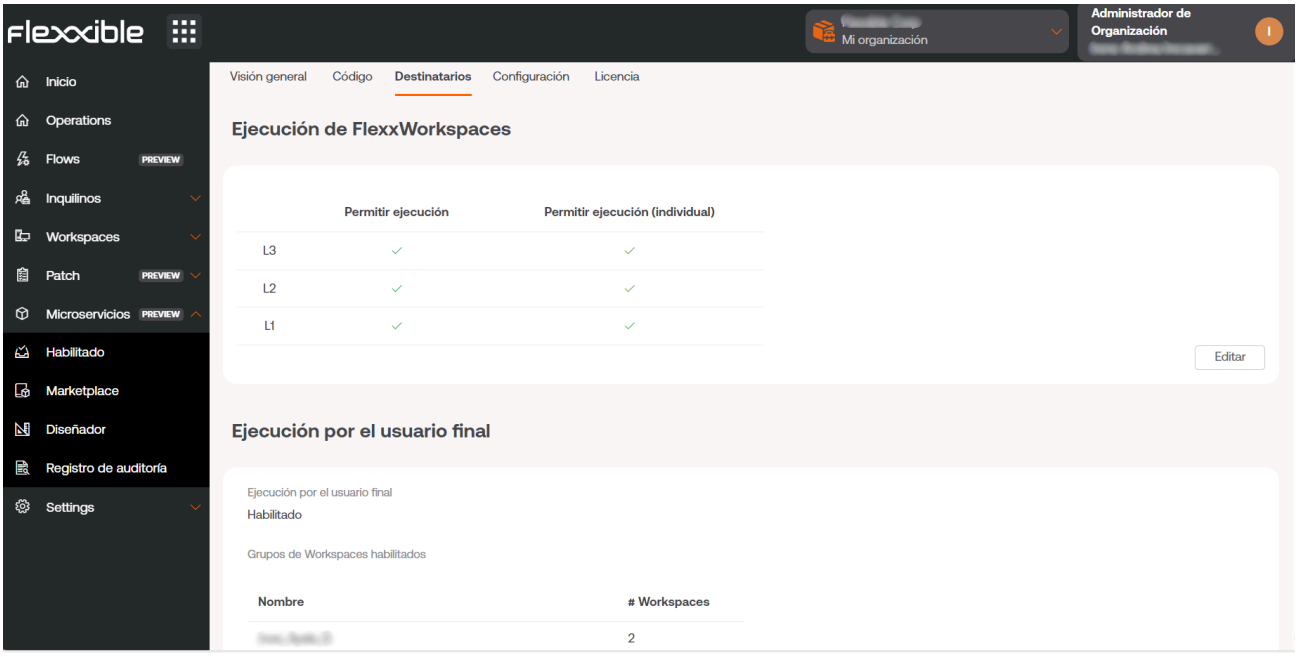

If the `Execution by the end user` option is activated, the microservice will add a button on the user's device home screen, so they can execute it more easily and directly.

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

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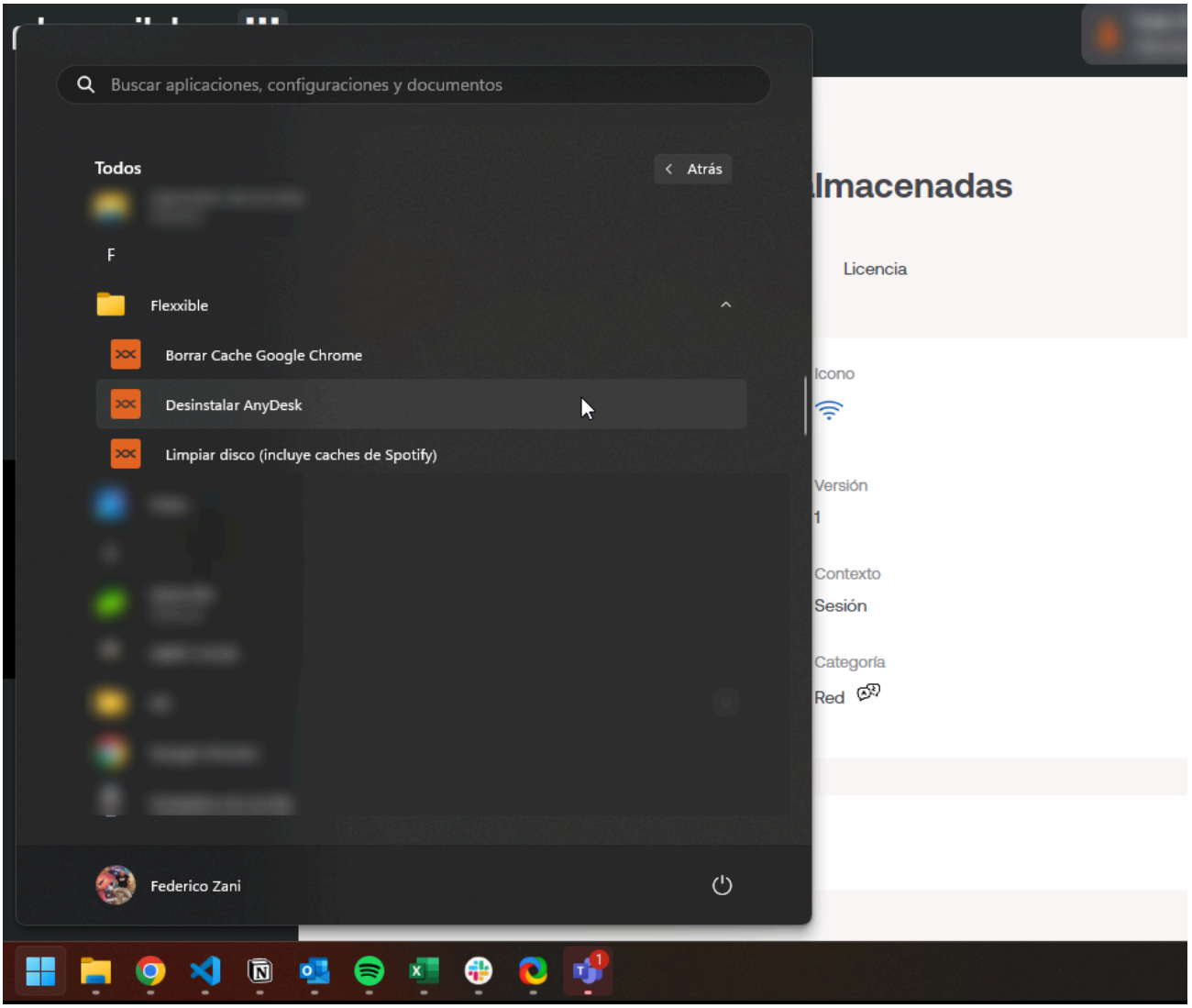

A configuration change to an existing end-user microservice can take up to 15 minutes to apply to all linked devices.

Execution through a Flow

Flows is a feature that can be configured in Portal. It allows the creation of automation flows and the automatic execution of a microservice when certain conditions on the device are met.

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 Flow section, you can obtain more information about its features and configuration.

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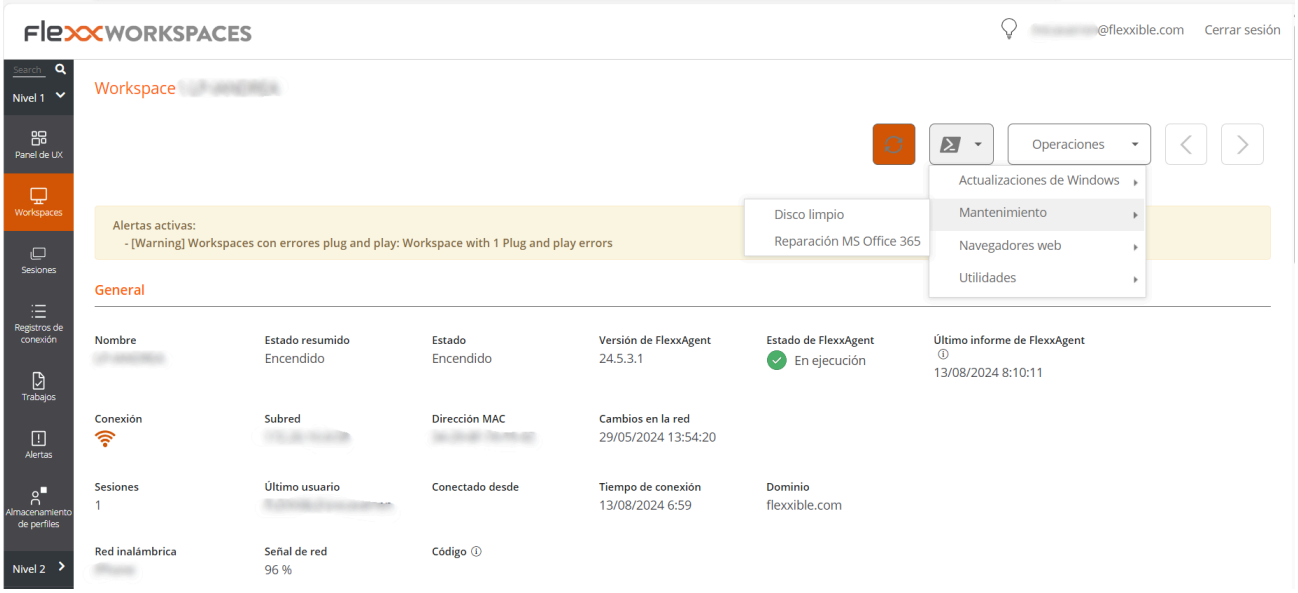
Execution from Workspaces

From the Workspaces module, you can execute any microservice that has been previously enabled in Portal. To do so, the user must go to the `Workspaces` or `Sessions` tab and select the device(s) to which they want to apply the microservice.

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

The authority to execute certain microservices will depend on the user's role or permissions 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 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 wish to execute.

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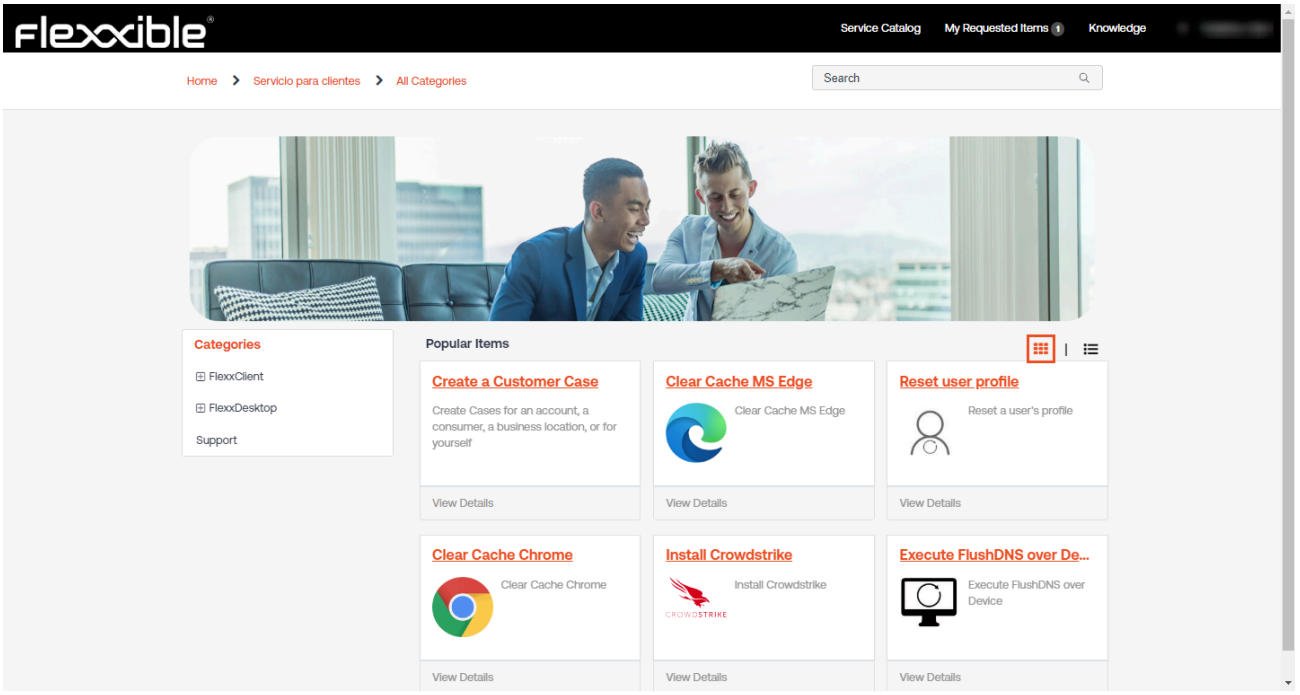

Executing a microservice from Automate has two advantages:

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

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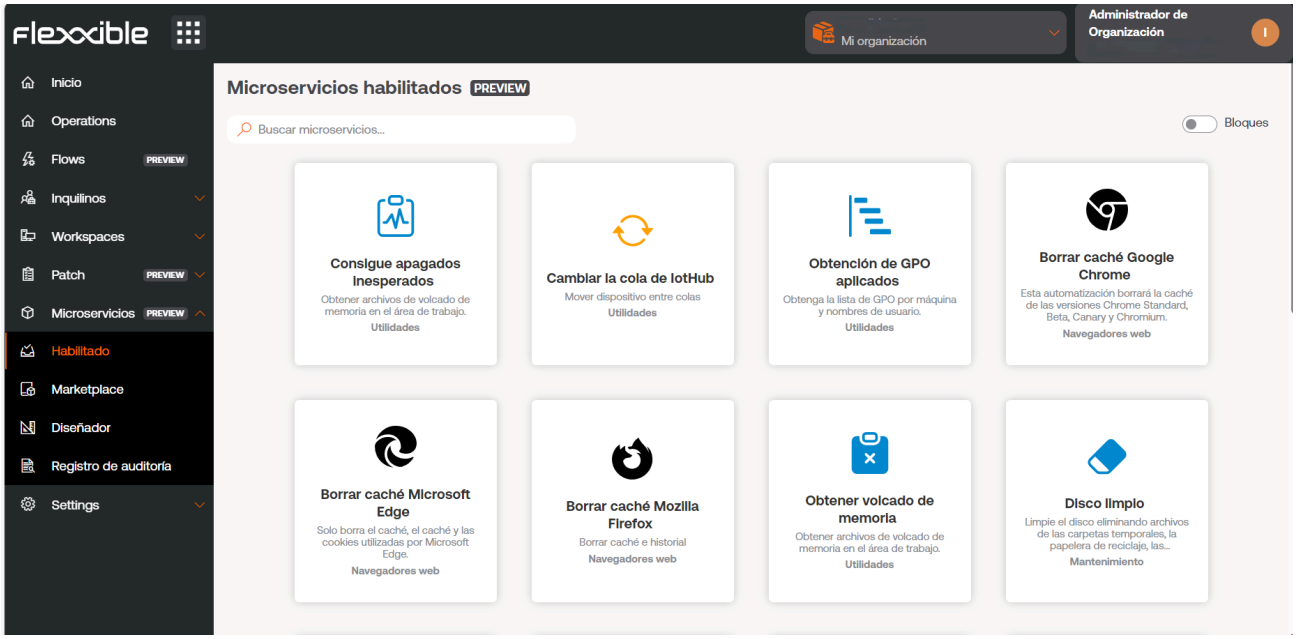
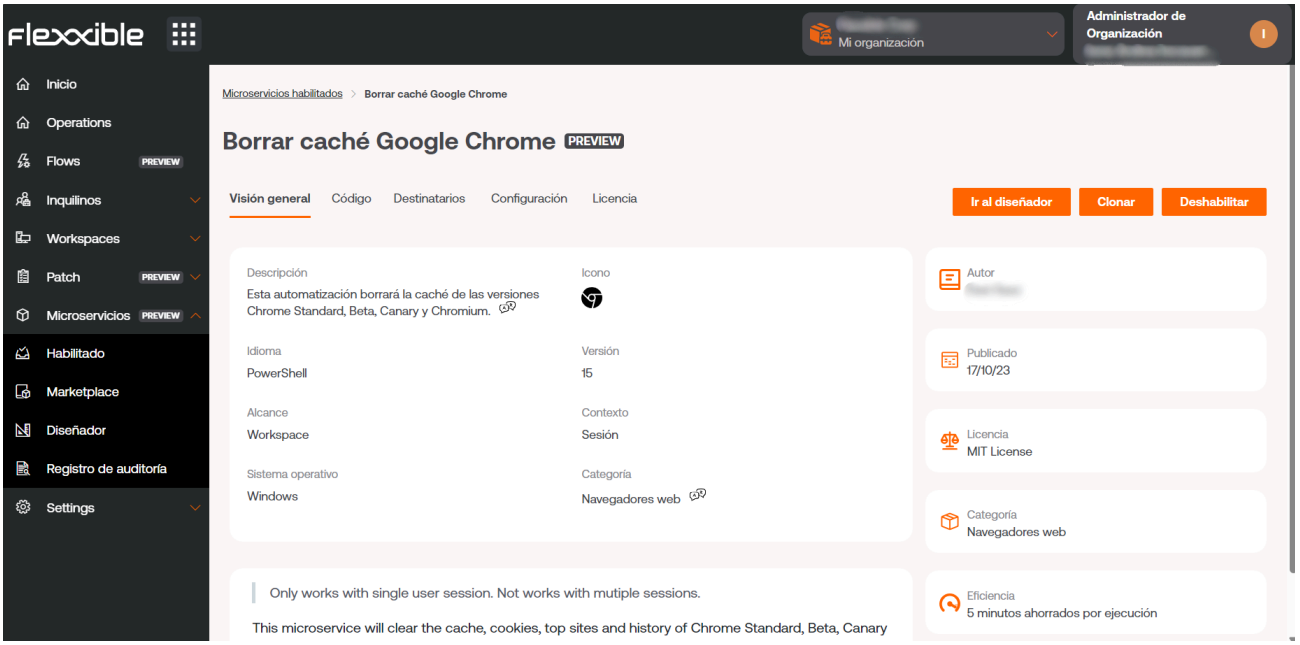
Portal / Microservices / Enabled

Enabled displays a list of microservices that are activated for the selected organization, which can be viewed as blocks or in table form.



Clicking on the name of the microservice shows specific information about it, such as the author, creation date, type of license, and efficiency, which is the estimated time saved by the user when running the script. It is also possible to access the code, with the option to clone it and even edit it.



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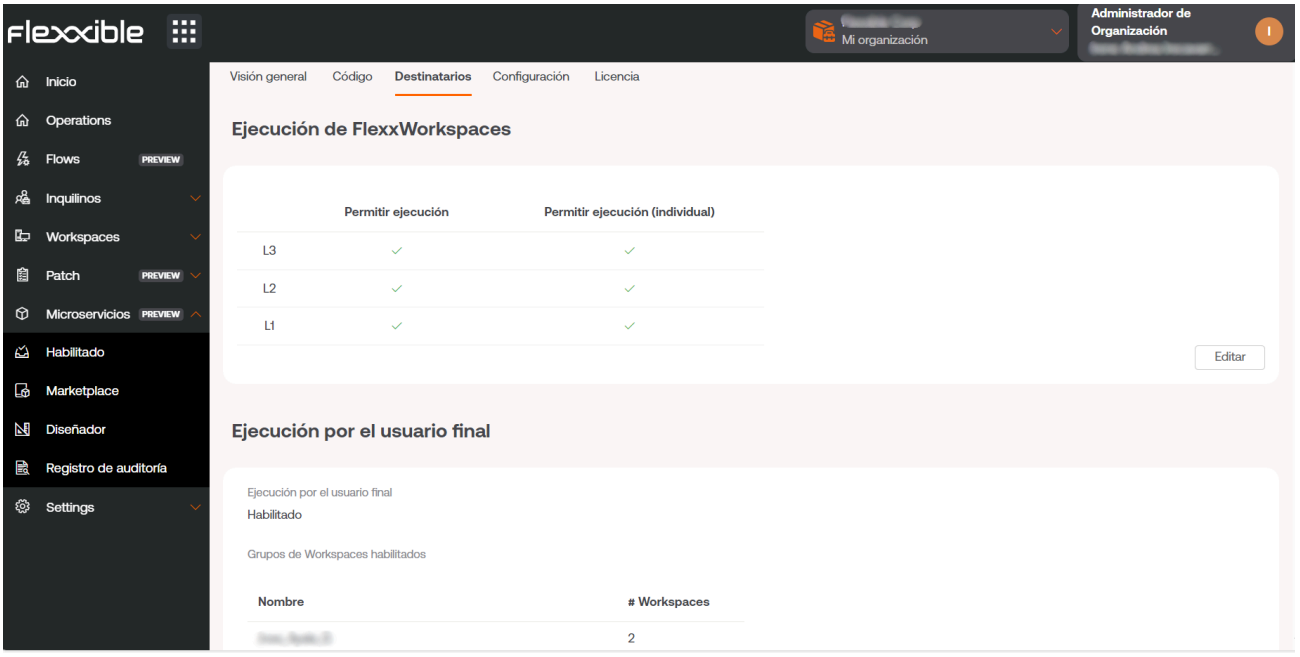
> Another way to access the list of enabled microservices is from the `Marketplace` section (in the block view), where each microservice will show its status: a green dot if it is enabled and a gray one if it is not.

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

Execution by the end user

When a microservice is enabled, the user has the option to add a button of that microservice on the Home screen of their device. To do this, they must enable the `Execution by the end user` option from `Recipients`, once the microservice they wish to manage has been selected.



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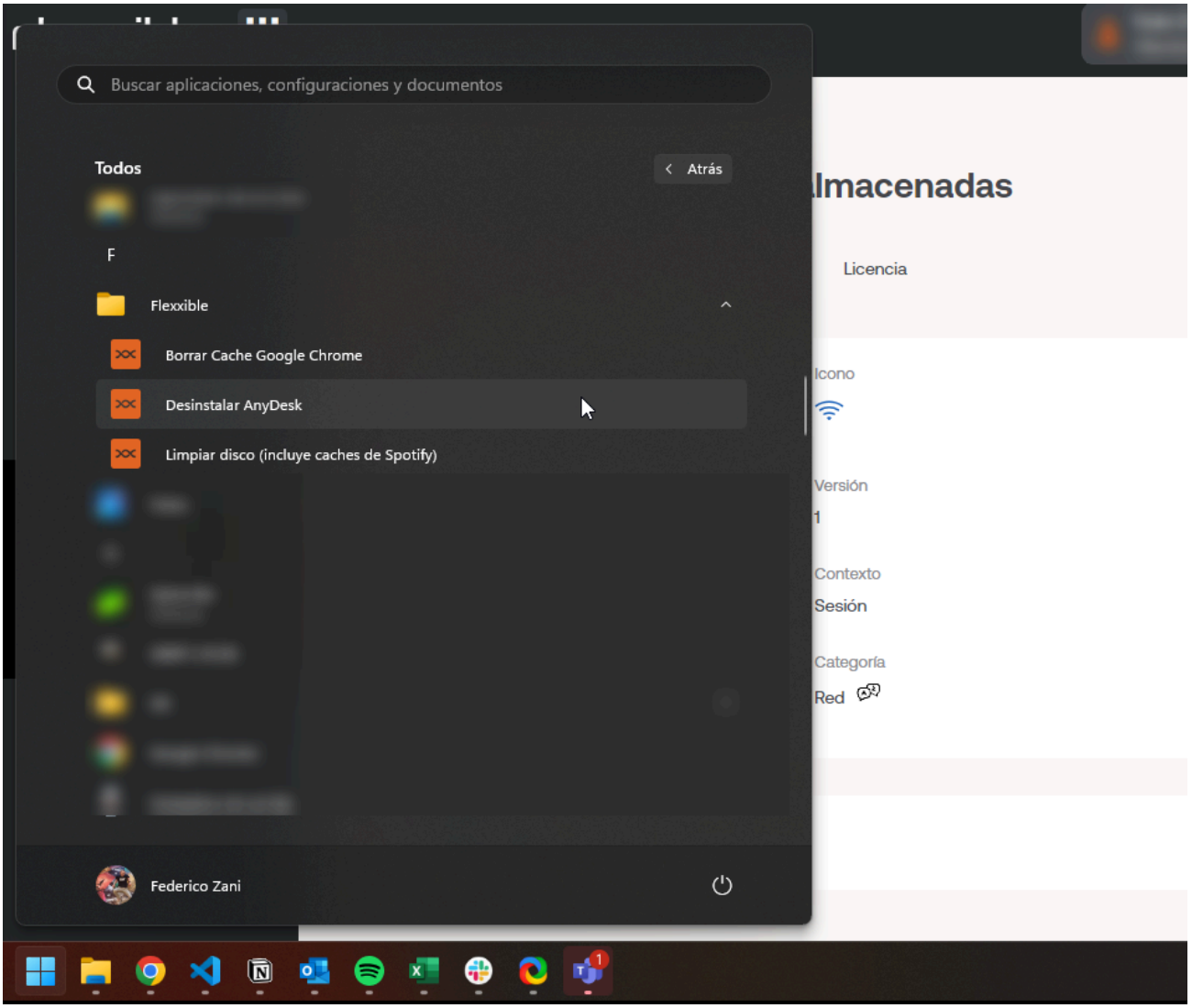

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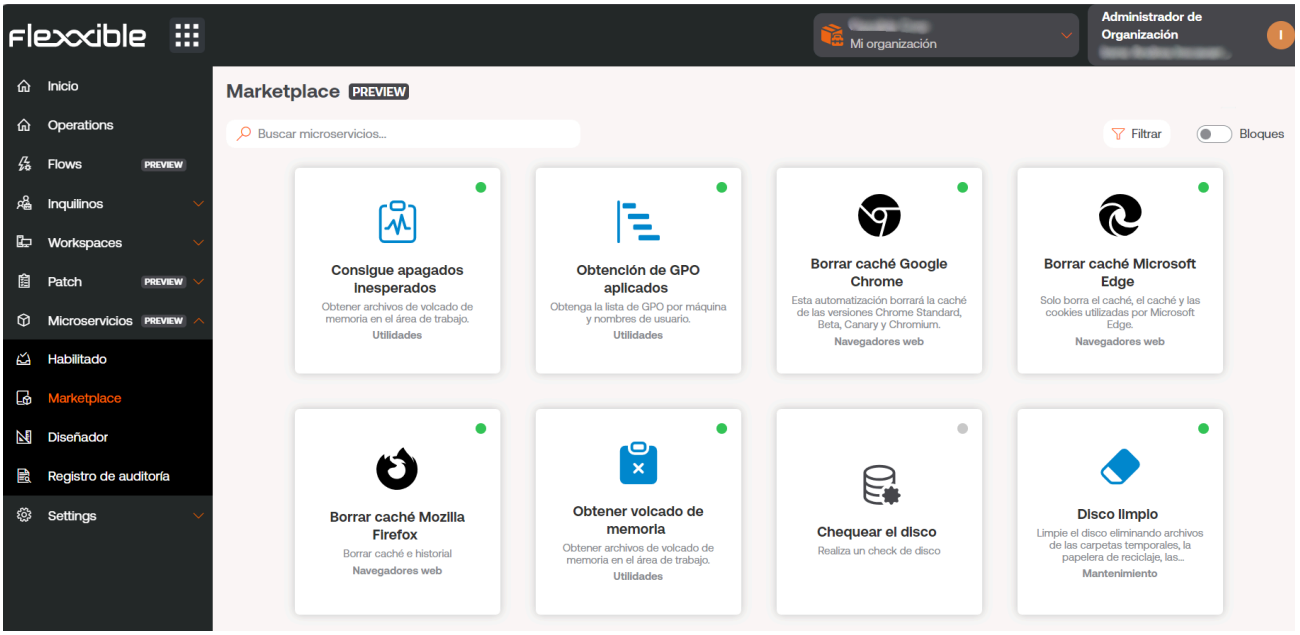
Portal / Microservices / Marketplace

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

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



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

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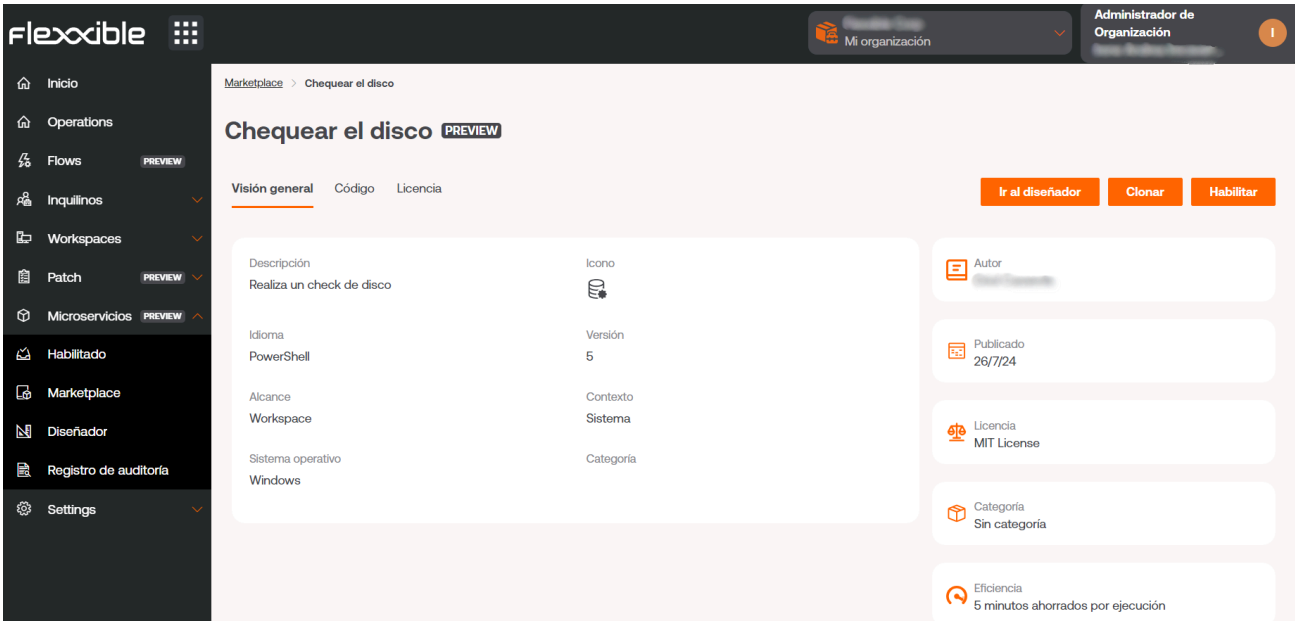
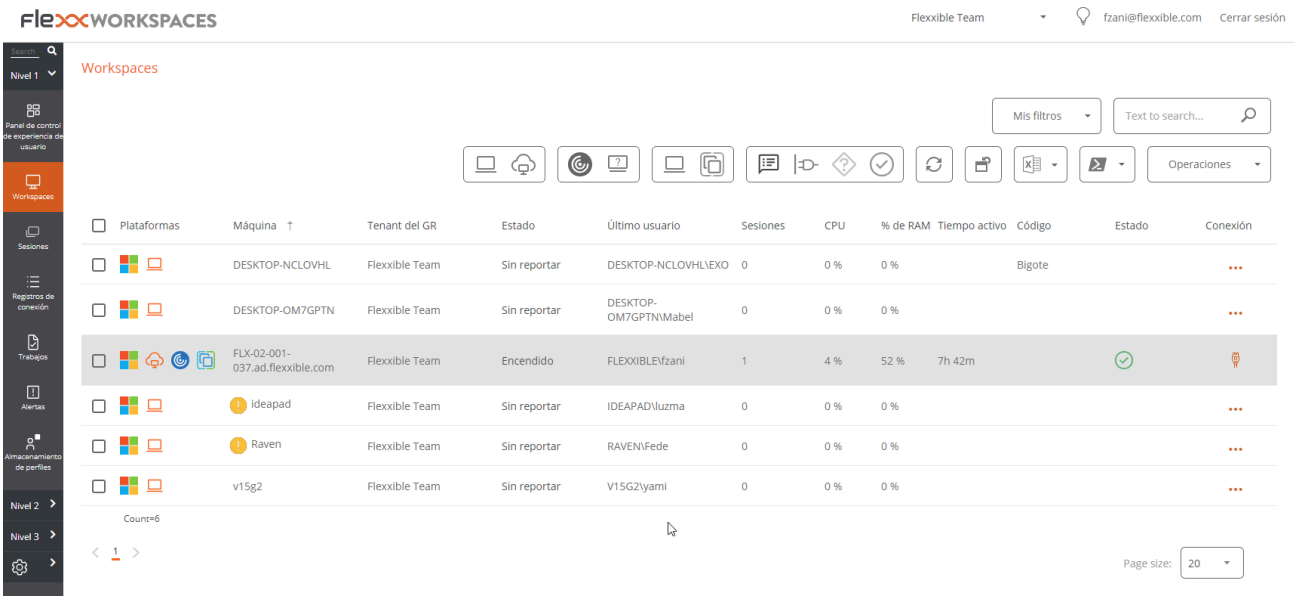


To execute a `Marketplace` microservice, it must be done from the Workspaces module.



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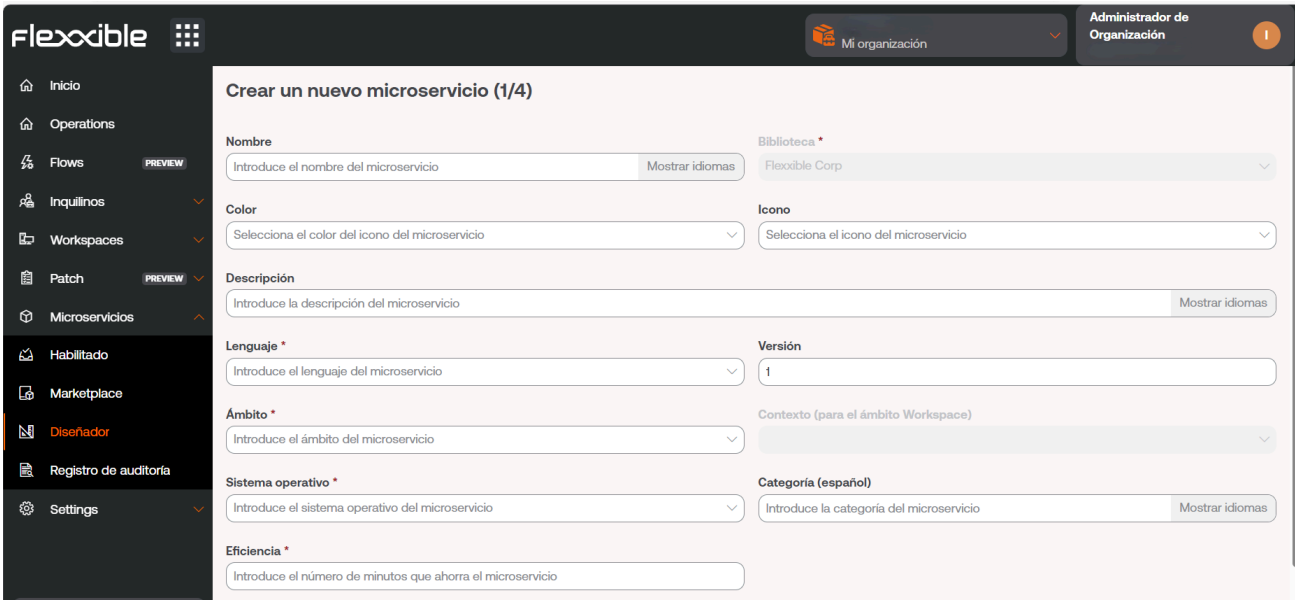
Portal / Microservices / Designer

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

Creating microservices

To create a new microservice, from the overview screen, click on `New`. The wizard that opens will ask you to enter the following information:



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

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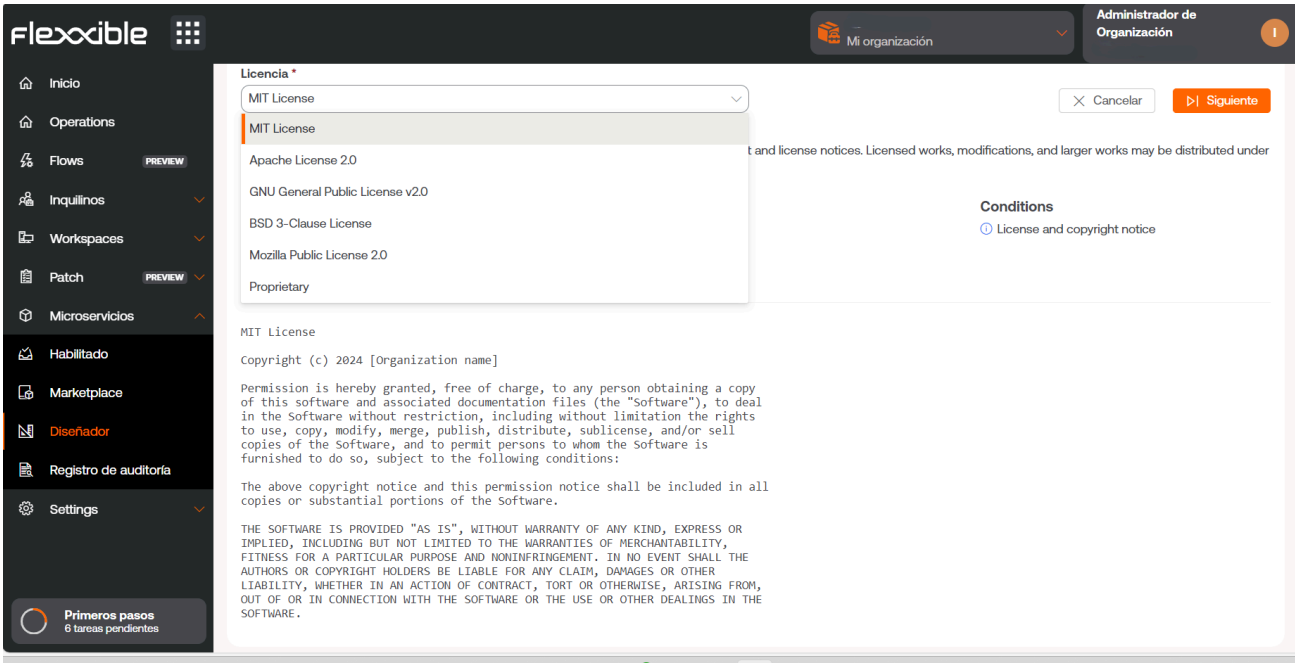
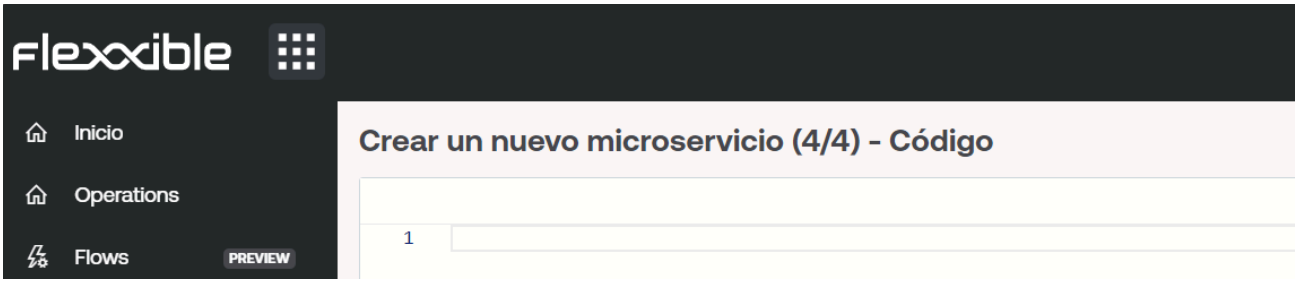
- Category: directory or group of microservices accessible from Workspaces where this microservice will be hosted.
- Time efficiency achieved with each execution.

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



As the third and fourth steps, the application will request to insert a more exhaustive description of the microservice: a README. And, finally, the script.



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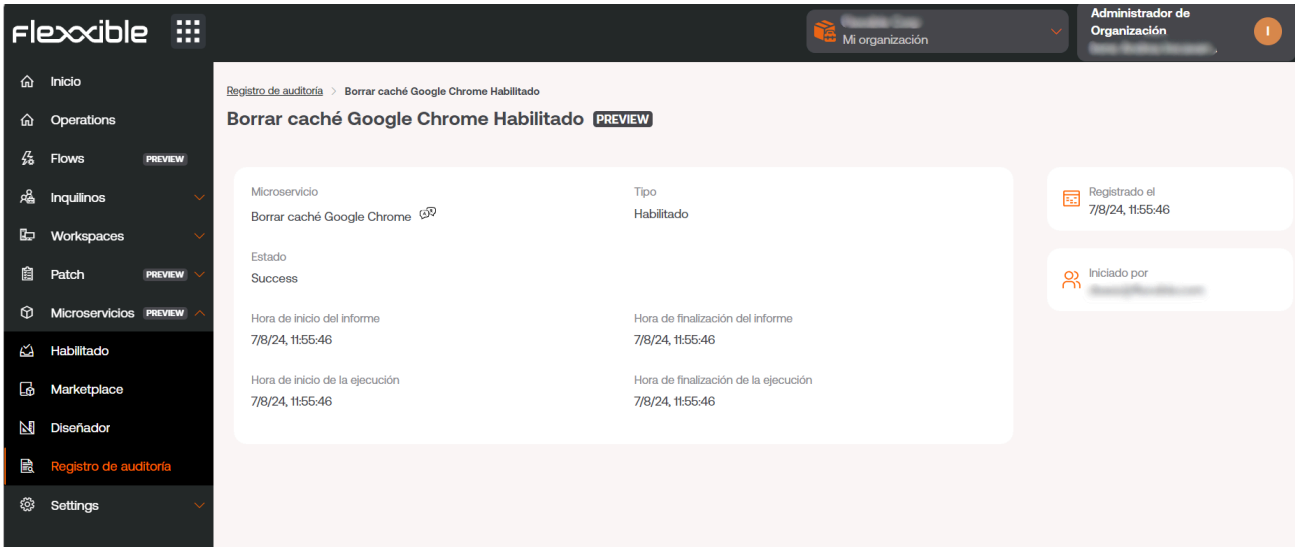
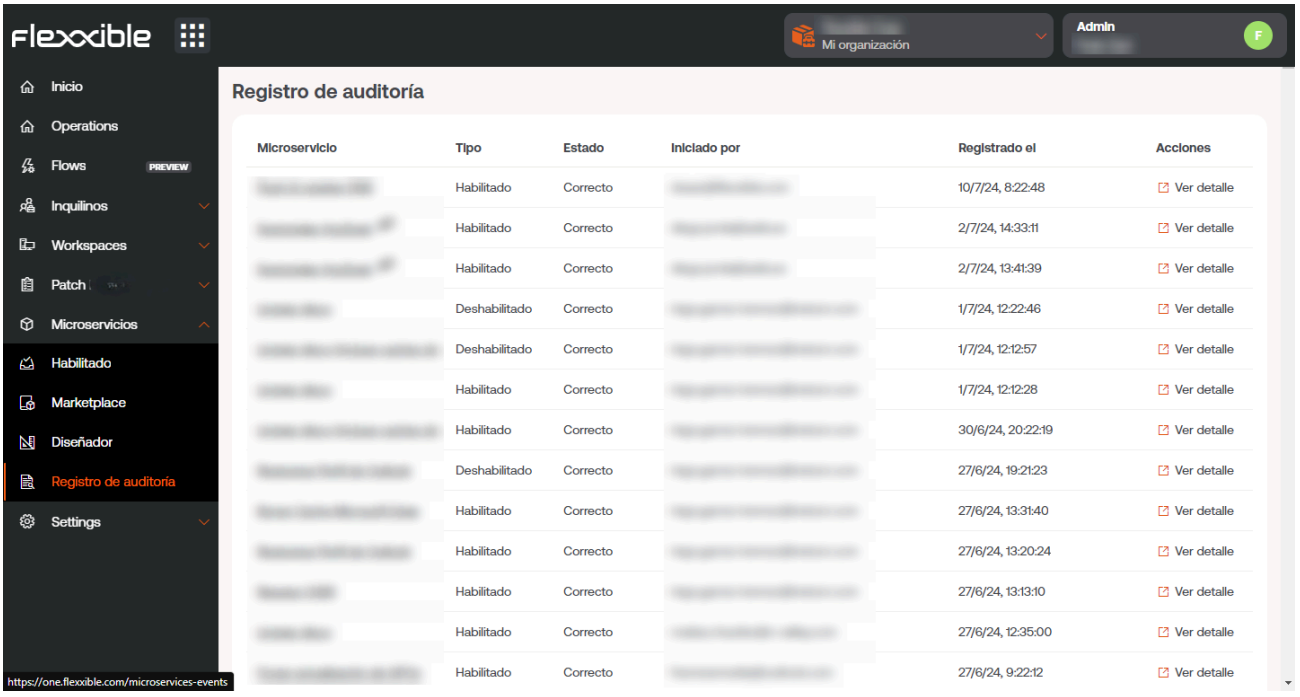
Portal / Microservices / Audit Log

The audit log allows tracking the use of microservices, it shows the log of the last hour at the start of the execution of the selected microservice and also the end time.



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



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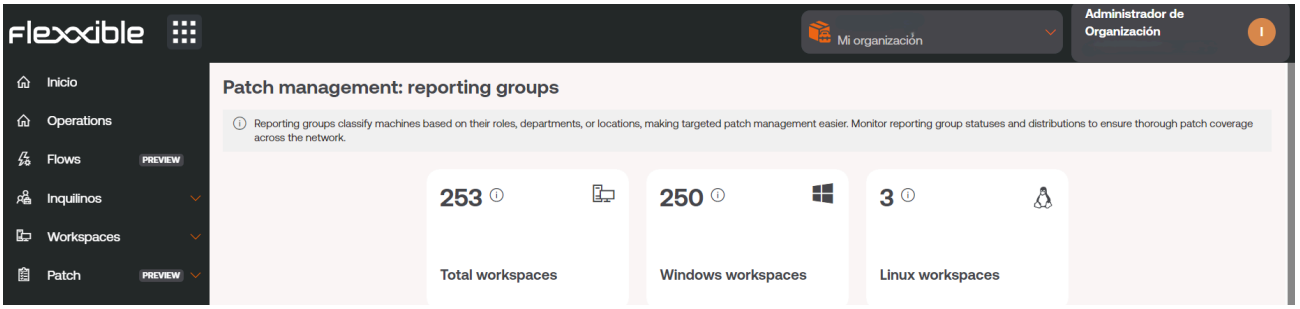
Portal / Patch

Patch management is the practice of deploying updates to operating systems, firmware, drivers, and applications on computer terminals. It is essential for keeping systems updated and secure because it significantly reduces the possibility of an attack.

By applying patches, known vulnerabilities are closed, which minimizes 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 errors, resulting in a smoother and more productive work environment. This translates to fewer interruptions and an increase in the overall efficiency of the organization.

Many regulations require organizations to keep their systems updated to protect against threats; in this regard, 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 defined pre-approval criteria, by type or criticality.

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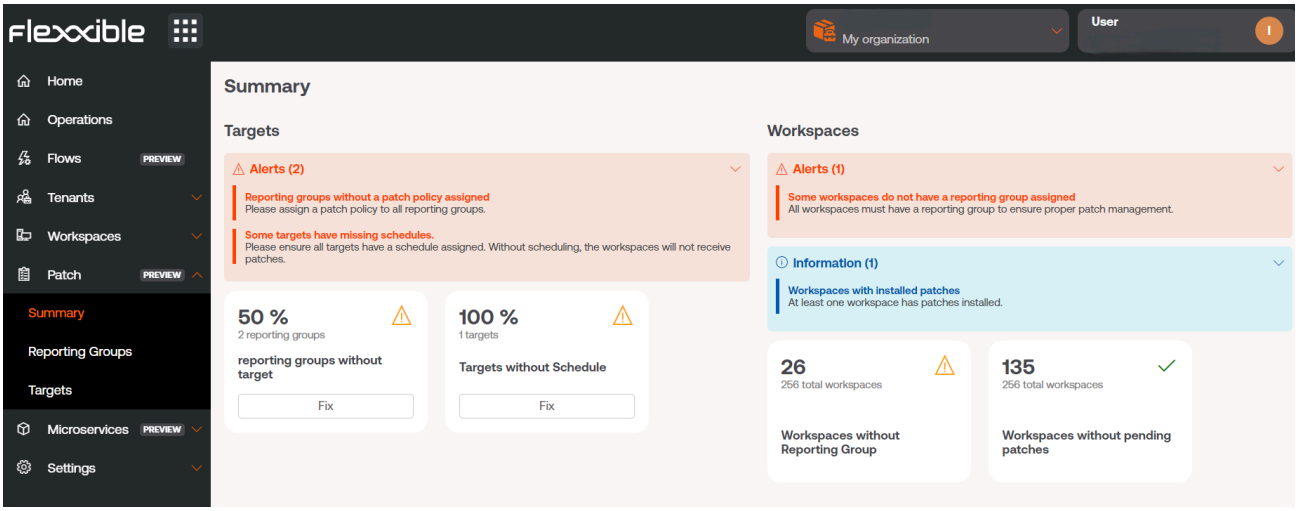
Portal / Patch / Summary

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 patch policy application, as well as the percentage of devices included in these.



On one side, the Targets section shows information on report groups without a defined target, which helps provide visibility of device groups without an established patch policy. The dashboard also provides visibility of targets without an associated schedule. The graph on Workspaces shows information on devices without an assigned report group and without pending patches relative to the total.

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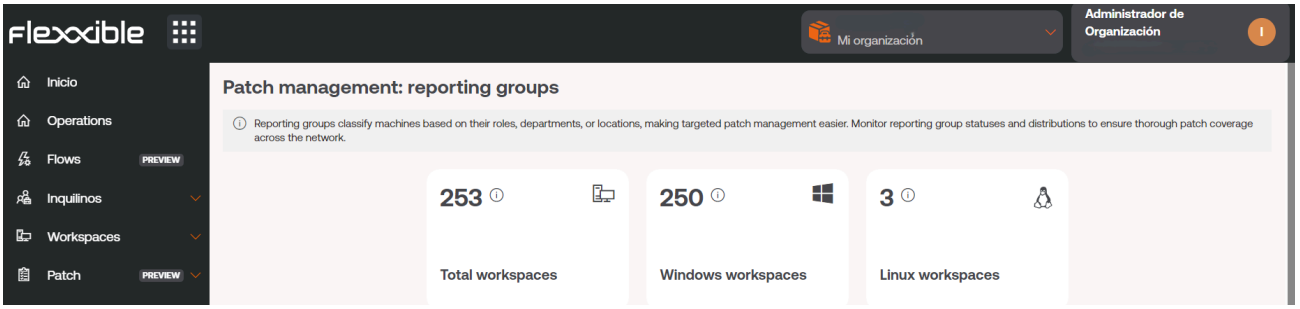
Portal / Patch / Reporting Groups

Reporting groups classify devices according to their functions and the organizations to which they belong, facilitating patch management. Using reporting groups in patch management, network-wide coverage can be ensured.

The first chart showing `Reporting Groups` refers to the total number of devices that are part of the current organization, divided by their operating system.



Reporting Groups at risk

A reporting group is considered at risk if the Target assigned to it does not meet an appropriate 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 number of devices by reporting groups.

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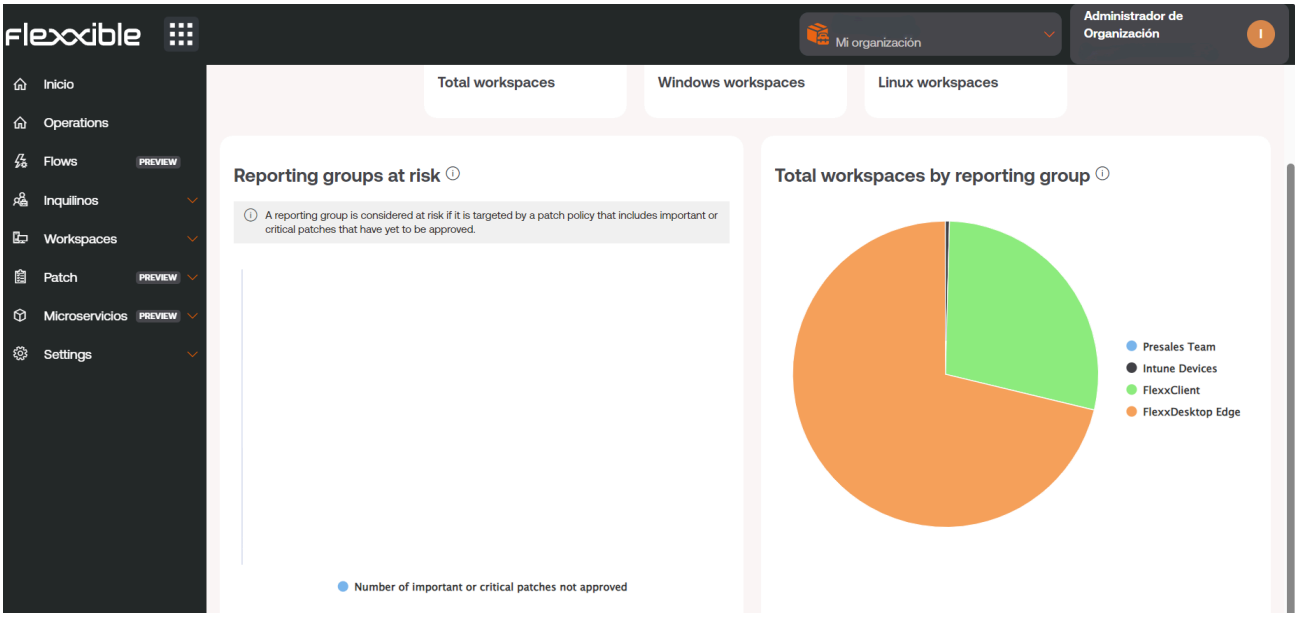

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Portal / Patch / Targets

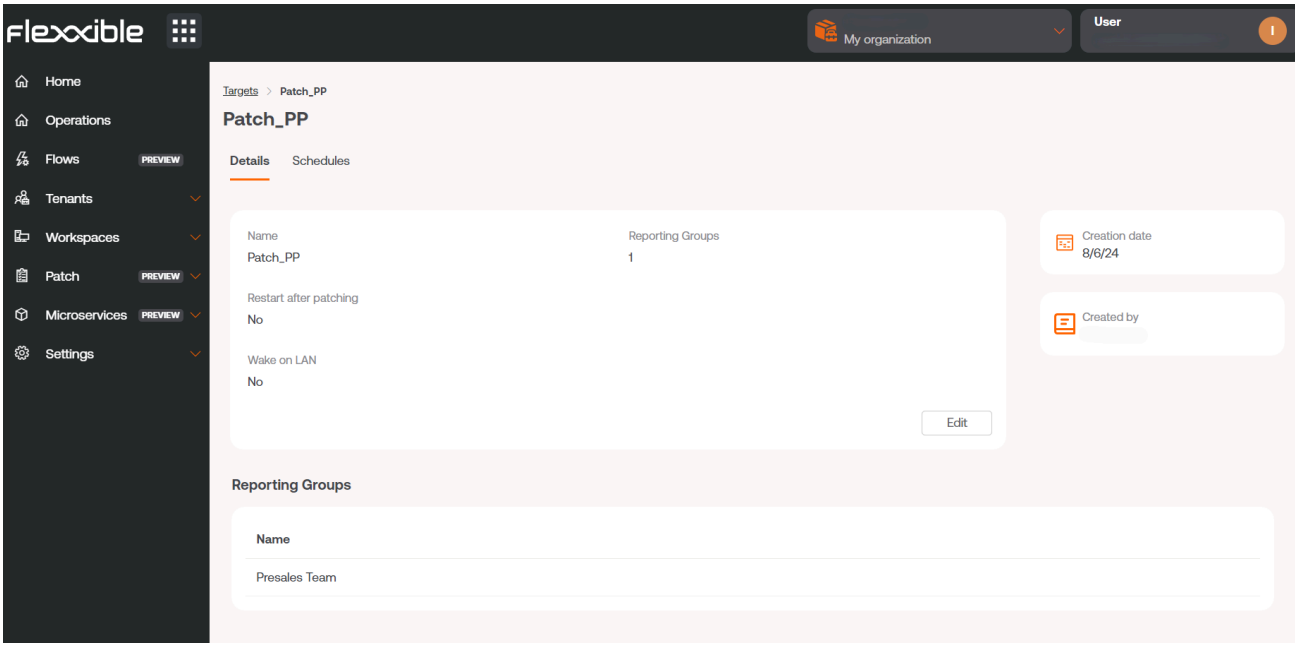
Targets allow to define the group of devices that will be the object of the patch policy through reporting groups, as well as configure additional options such as device restart after applying a patch, scheduling, or simultaneous patching.

Target Configuration

Targets have two configuration scopes:

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

- Reporting groups: Allows adding the Target to one or more reporting groups.
- Restart after patching: To automatically restart the device when patch installation is complete.



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

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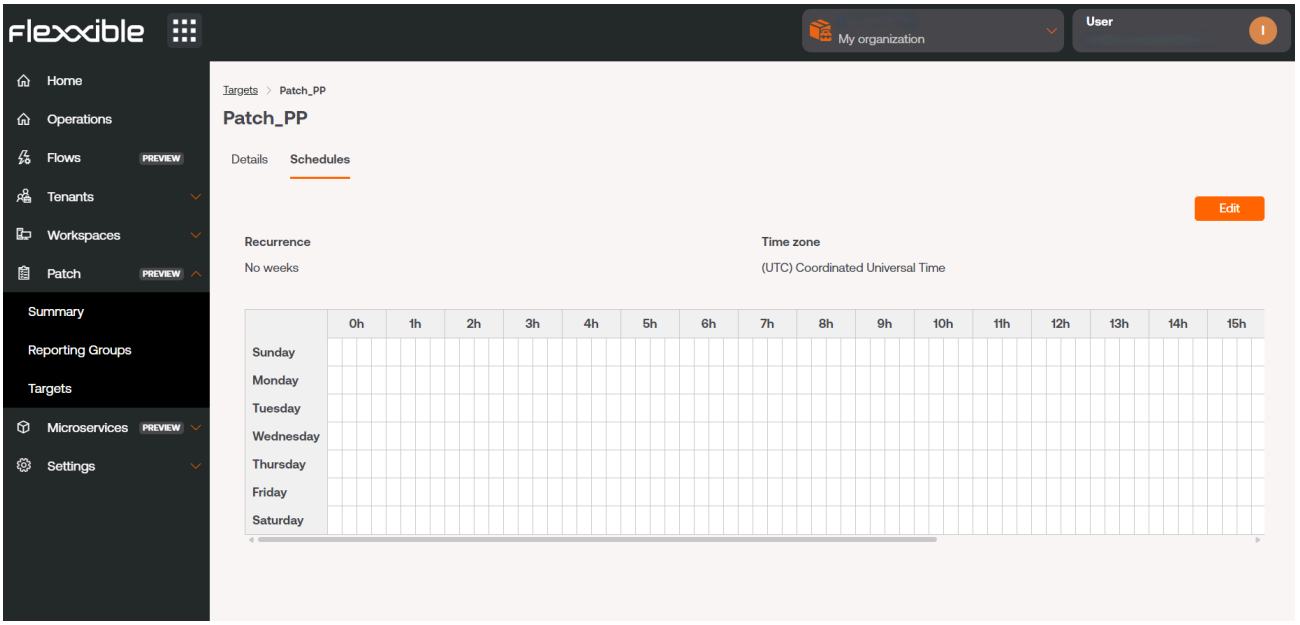

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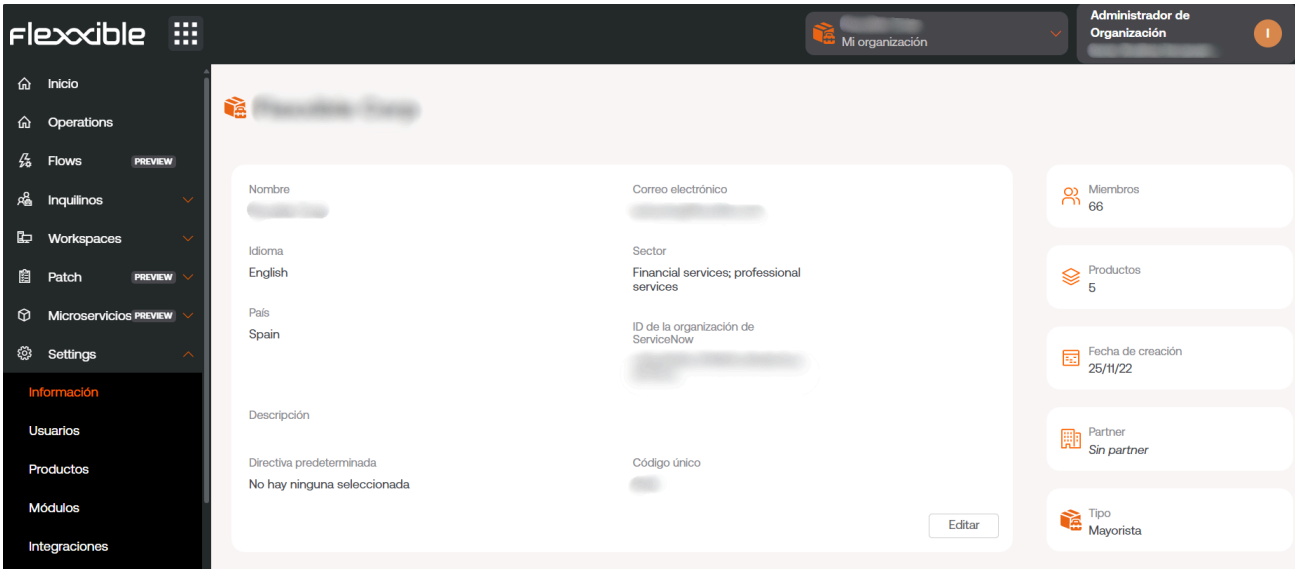
Portal / Settings

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



From there you can manage:

- Information.
- Users.
- Products.
- Modules.
- Integrations.
- Report Groups.

Information

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

Users

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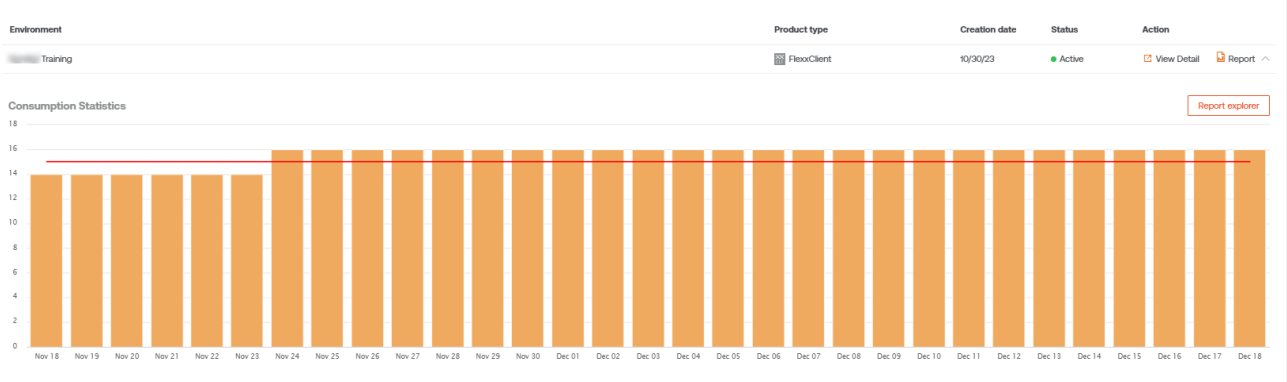
From there you can manage the users of an organization and, if applicable, those who rely on it. With the necessary permissions, users can be created and modified, and roles and access levels to Flexxible modules can be assigned to them.

More information on user management in User Management.

Products

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



This section provides information about the contracted product(s) and their associated license keys.

Modules

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

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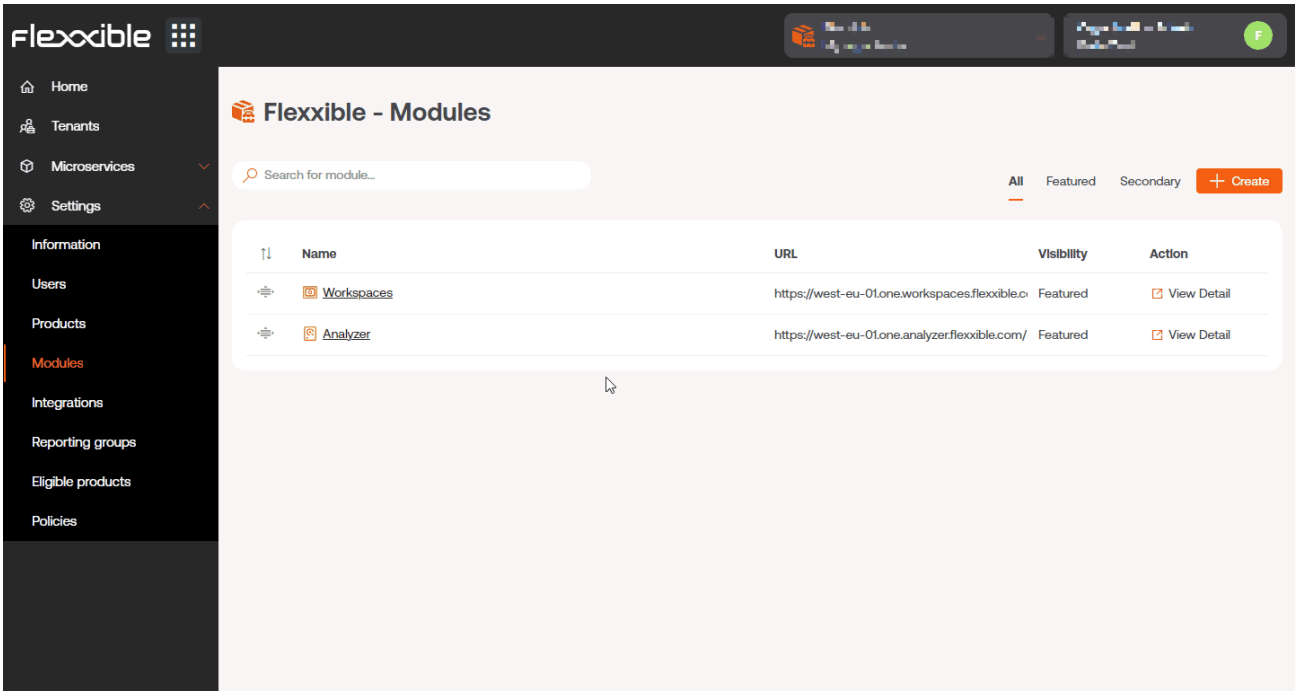
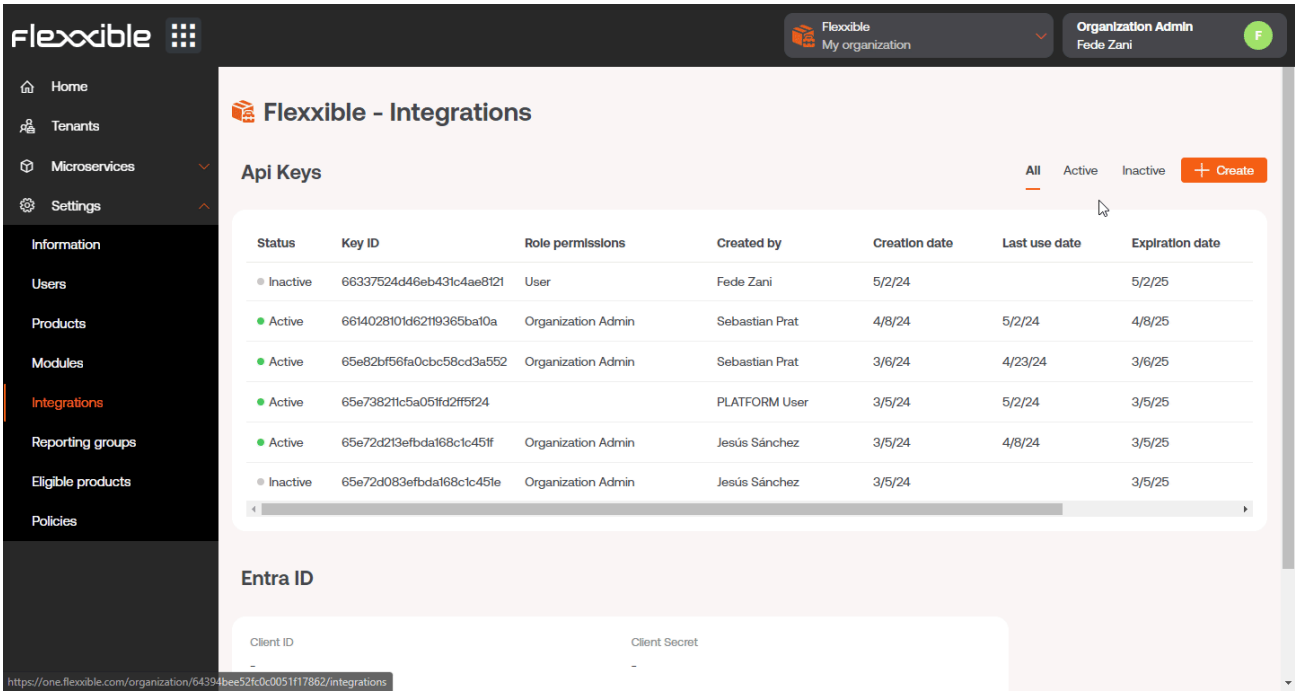


Integrations

Integrations performed via the Portal API can be viewed.



And it is possible to create new keys for integration.

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

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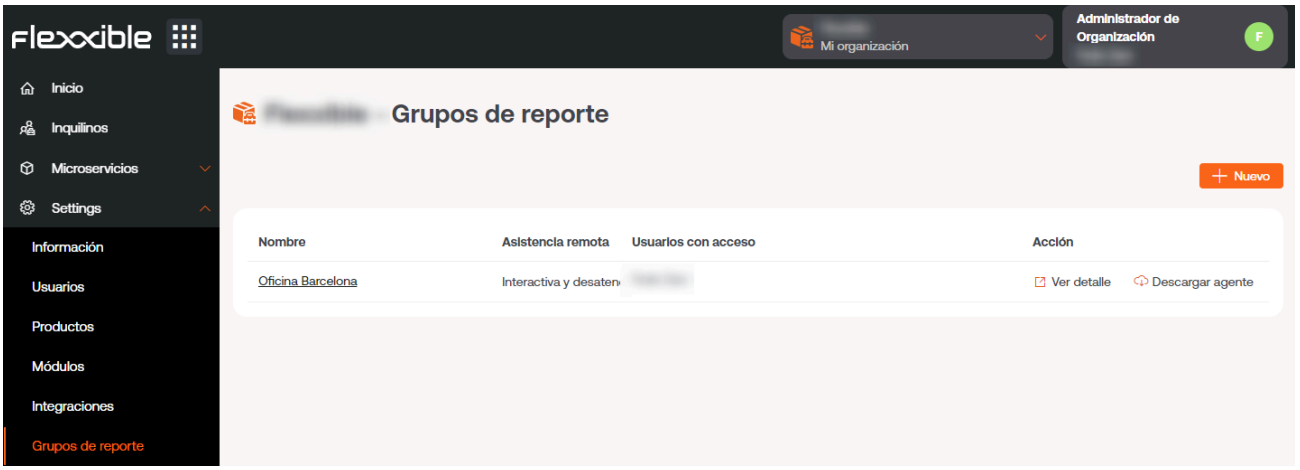
From here you can also revoke active accesses from the API.

Reporting Groups



In `Reporting Groups`, it is possible to preconfigure FlexxAgent groups, so that they can contain devices from different locations, user groups, or other criteria. It also allows remote assistance functionalities to be activated, as well as setting permissions for users to view and manage devices in Workspaces.

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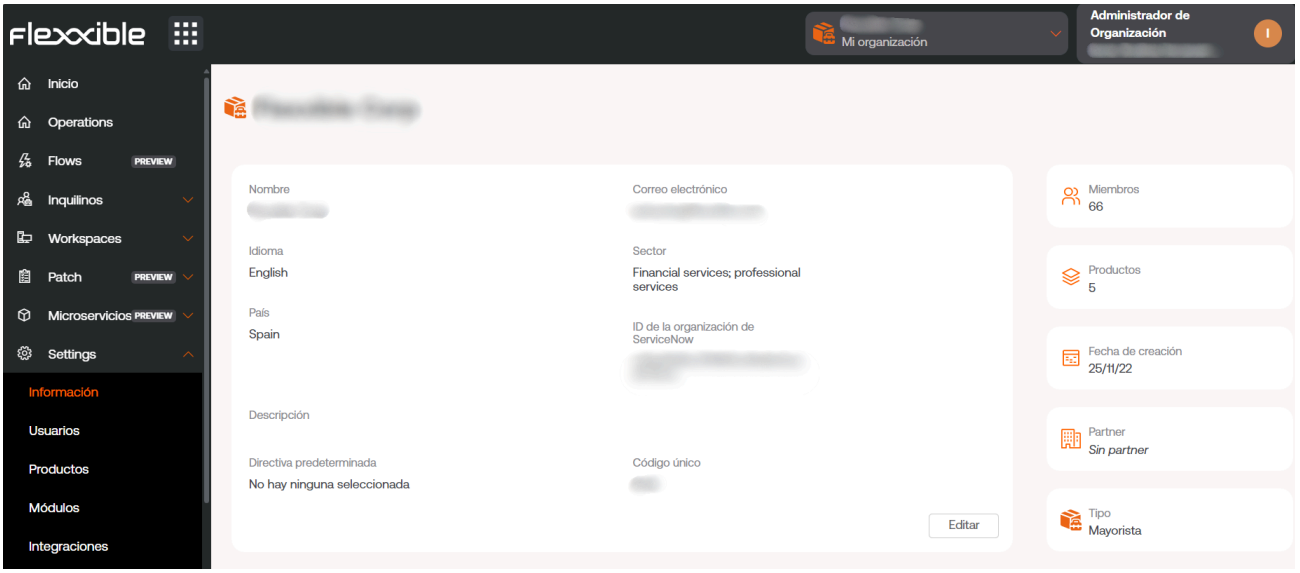
Portal / Settings / Information

This section provides specific organizational data, such as the name, reference email, the sector it belongs to, and a description of the company. Additionally, on the right side of the screen, more quantitative data is observed, such as the number of members that comprise it and the number of products it has contracted.



The `Edit` button allows modifying the organization's information, including its type.

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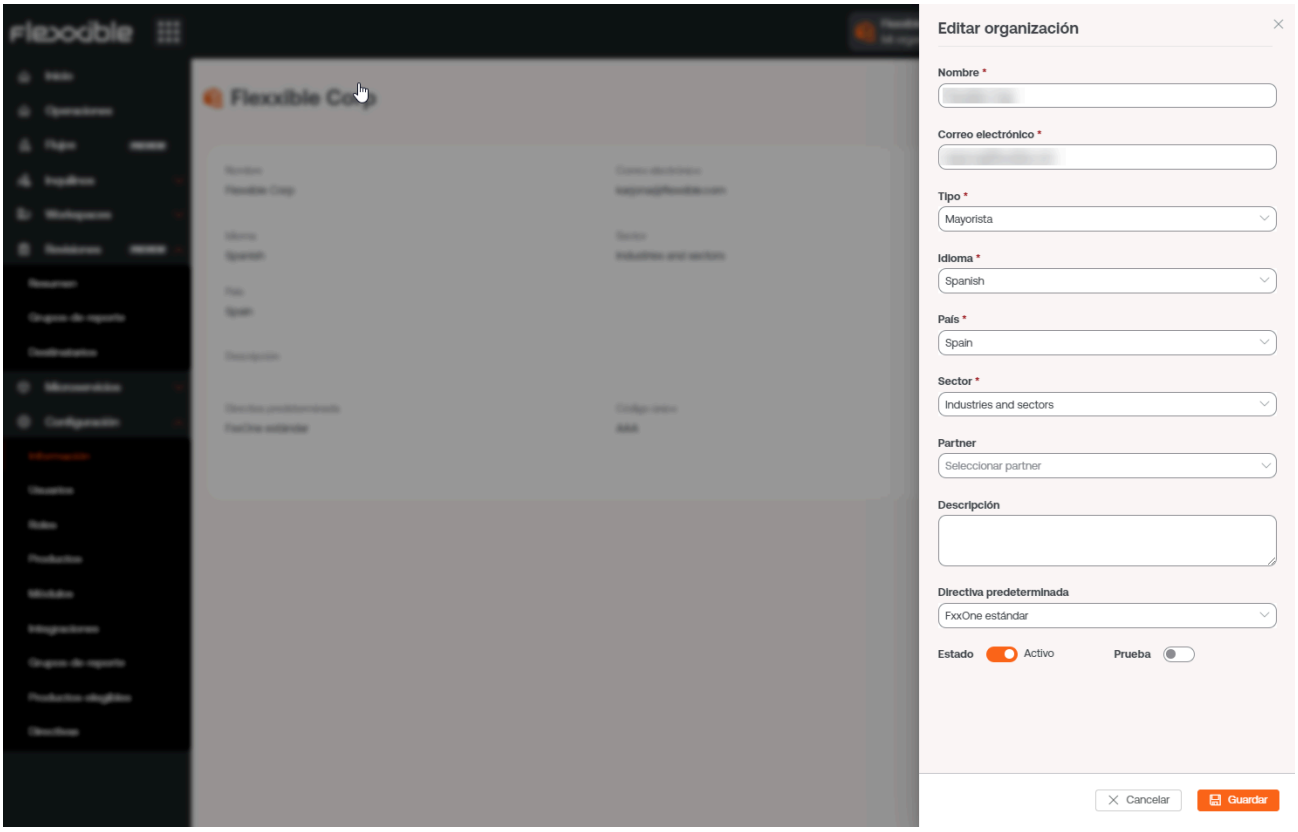

Fields that can be modified:

- Organization name
- Email associated with it
- Type: defines the type of organization. Allows, for example, the association of multiple `Client` type organizations to a `Partner` type organization (service provider).
- Language: allows setting a language from the available options.
  - Spanish
  - Catalan
  - Basque
  - English
  - Brazilian Portuguese
- Country: allows defining the country of the organization.
- Sector: allows defining the sector of the organization.
- Partner: for `Client` type organizations, allows defining or modifying the partner.
- Description: allows including a descriptive text.
- Policy: allows applying a policy.

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- Status: allows activating or deactivating the organization.
- Trial: allows including the organization's subscription in a trial period.

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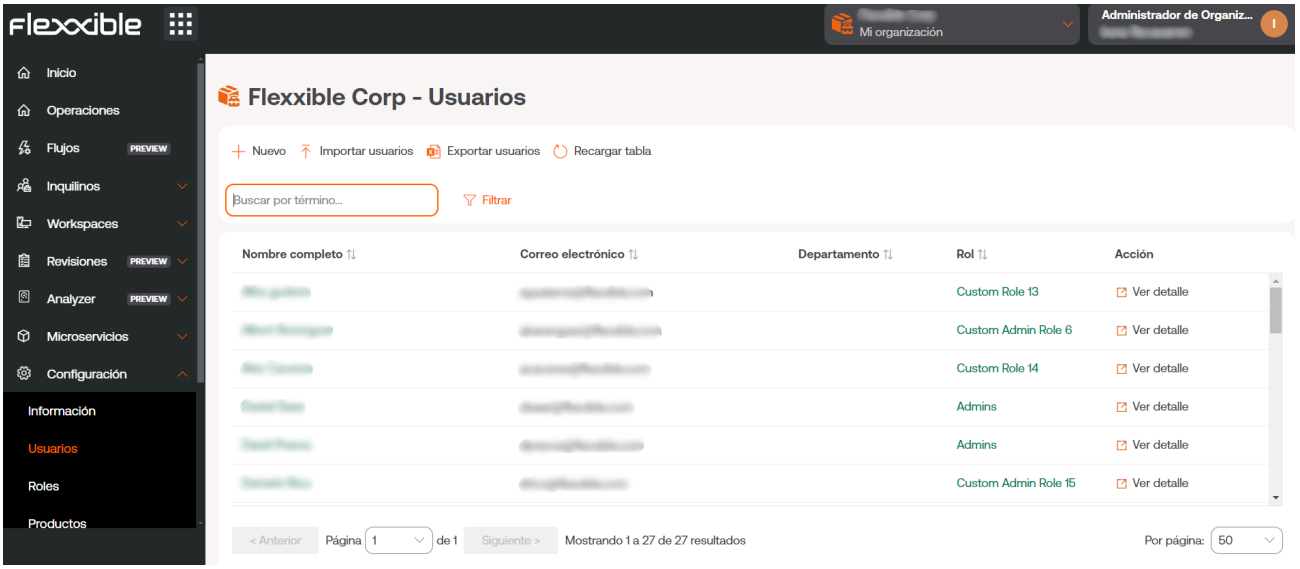
Portal / Settings / Users

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



User Creation

In the list view, the `New` button will open a window with a form to fill in the fields with the new user's information. In addition to the name, surname, and email, a user role must be assigned to access the Portal; as well as the language for using the console and the department to which they belong within the organization.

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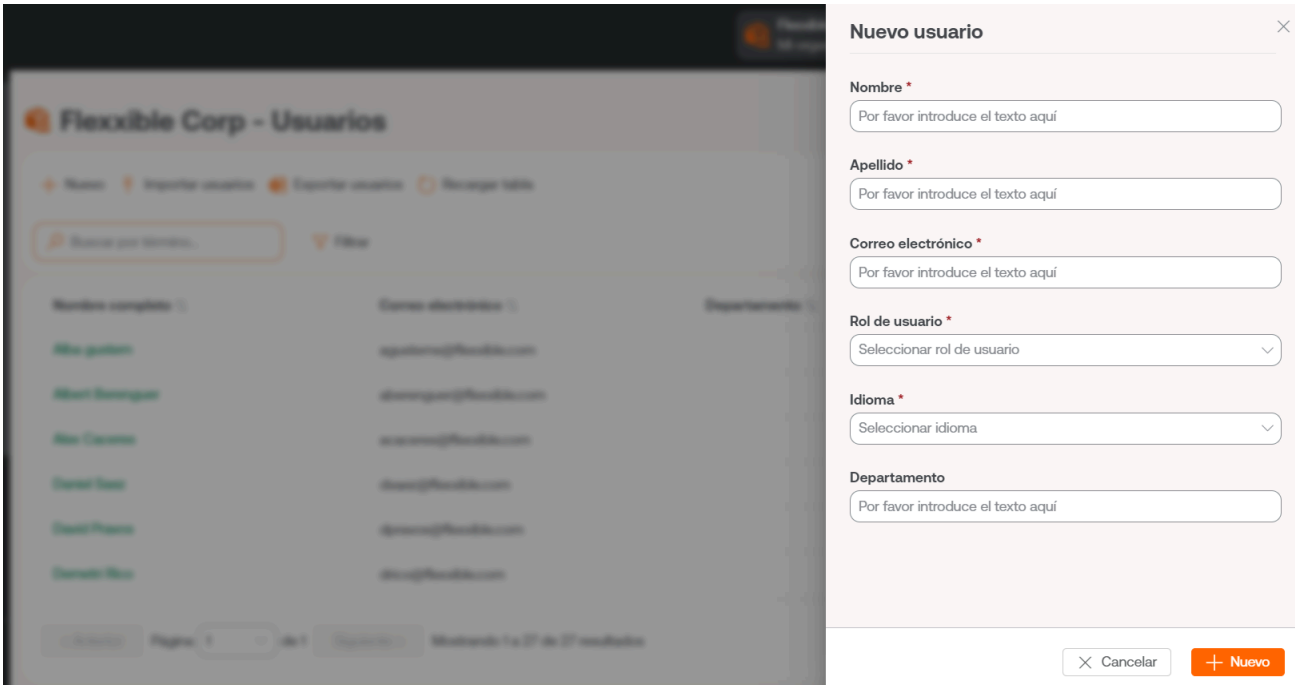
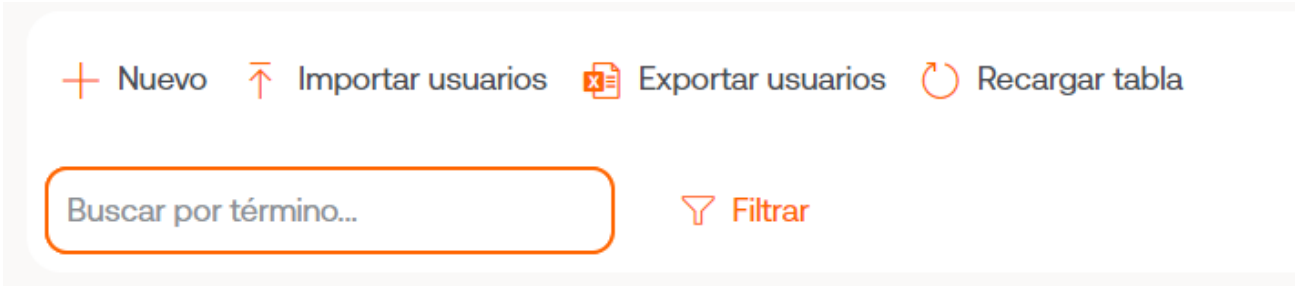


Export and import users

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

To export the list of users displayed in the list view, just press `Export users`. This action will download an excel file with the list of the organization's users and their respective data.

If you want to add multiple users at once, then click `Import users`. This action allows you to select a file from the device. If you want to perform a mass import, Flexxible recommends first doing an export to obtain the excel file in the correct format. From there, you only need to complete it with the required changes, and finally import it.



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Additional options

The options menu in the list view also allows you to `Reload the table`, which is a very useful improvement option when you want to update the user list, especially when new users have been created or imported from an excel file.

The `Search by term` field allows for more precise searches, just enter words that match any data of the users you are looking for to quickly access them.

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

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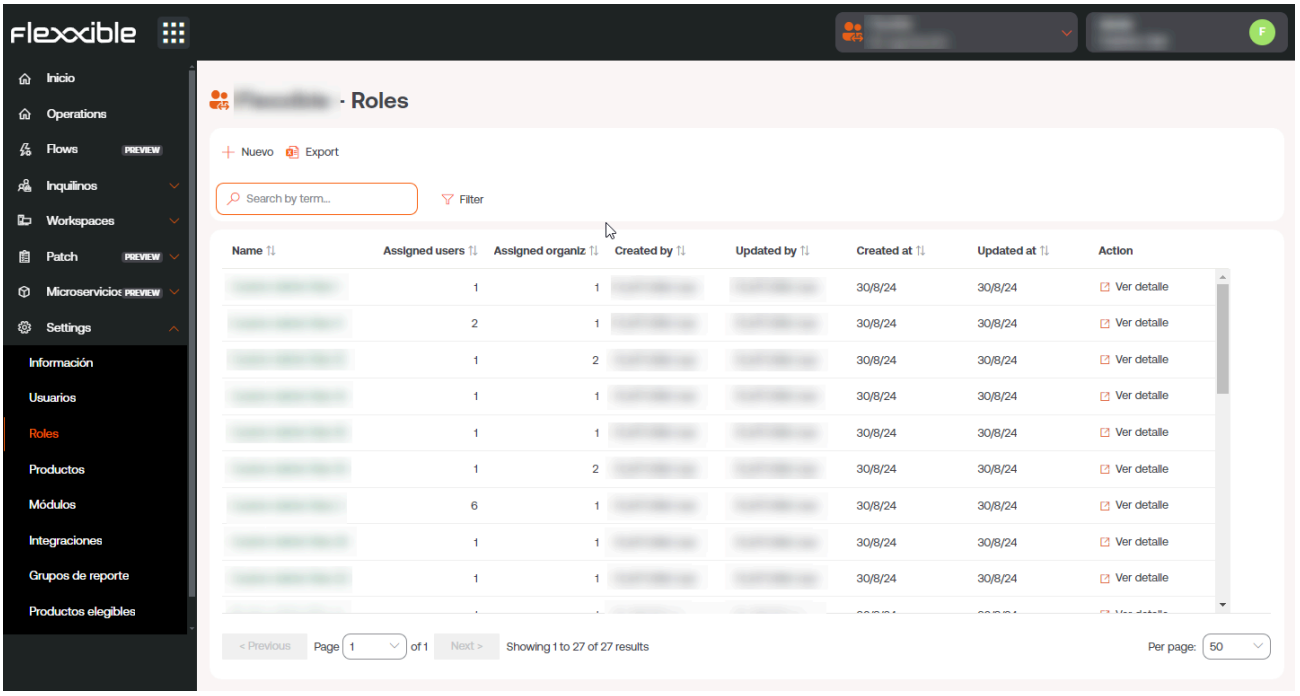
Portal / Settings / Roles

Roles allow grouping access to information from organizations or different functionalities according to the logged-in user and their role. Within the same role, multiple levels of permissions can be assigned in different organizations.

List view

The list view allows you to view or export existing roles, as well as create new ones:



At the top of the list, roles can be searched and filtered. The `New` button allows creating new roles and `Export` downloads the list in excel format.

Detail view

By clicking on an item in the roles table, you access the detail view, where several tabs will be displayed:

- Details
- Permissions

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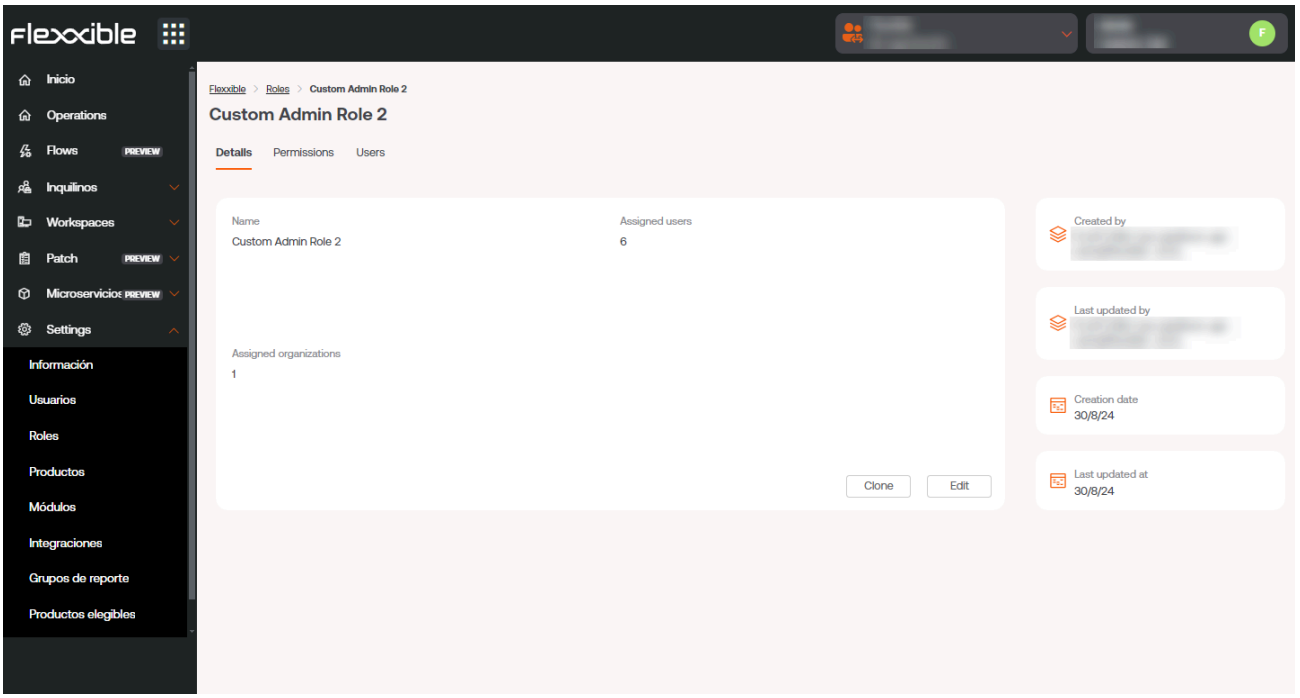
- Users

Details



The `Details` tab hosts additional information about the role: name, number of users and tenants to which the role has been assigned, creation and update dates, and the user who created it.

At the bottom right, the `Clone` button allows you to copy and reuse the role; the `Edit` button gives the option to change the role name.

Permissions

Through `Permissions`, you can view, create, or edit permissions. In this view, a single group of permissions can be configured for each selectable organization. The selectable organizations would be the set of the organization being edited, its tenants and children, successively.

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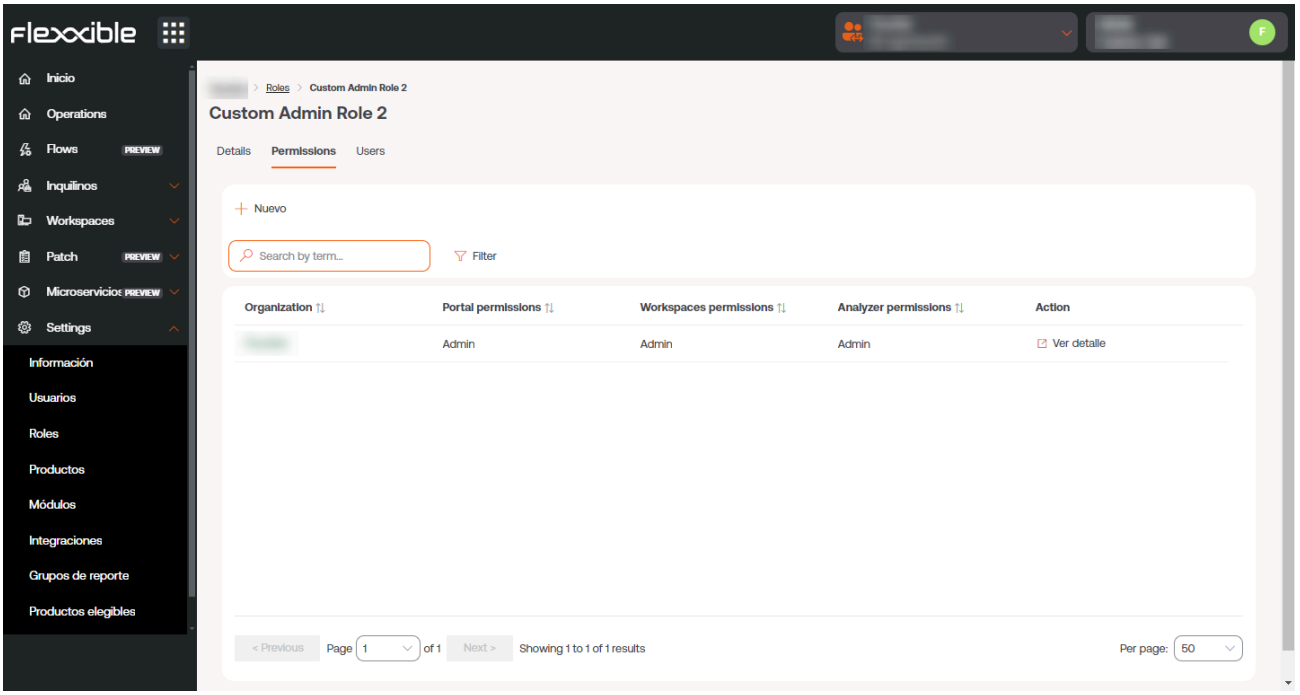

The `New` option allows you to create a new permission with the following information:

```
- [Todos los inquilinos](#todos-los-inquilinos)
- [Inquilino](#inquilino)
- [Permisos en Portal](#permisos-en-portal)
- [Permisos en Workspaces](#permisos-en-workspaces)
- [Permisos en Analyzer](#permisos-en-analyzer)
- [Todos los grupos de reporte](#todos-los-grupos-de-reporte)
- [Grupos de reporte](#grupos-de-reporte)
- [Usuarios](#usuarios)
```

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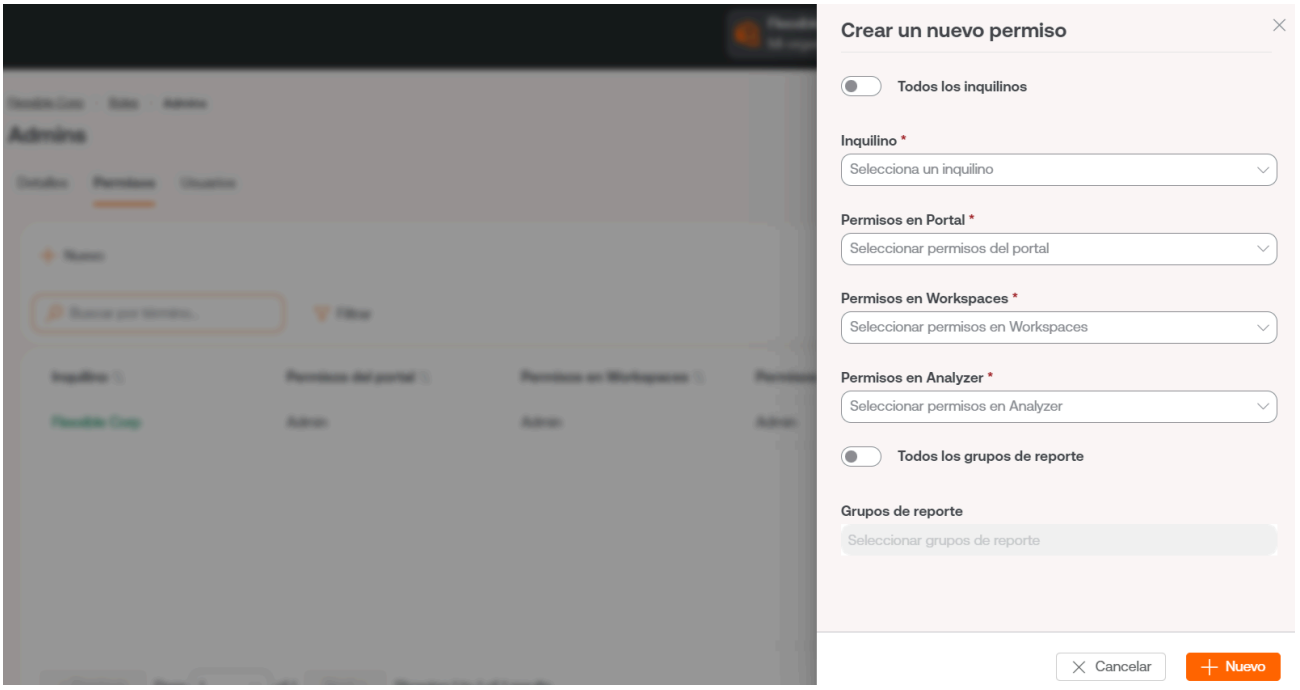

Todos los inquilinos

Allows applying permissions to all organizations to which access is available. In service provider use cases, it allows managing permissions centrally and replicating changes to client organizations that are managed.

Cuando en un rol se mezclan permisos aplicados a nivel de "Todos los inquilinos" y configuraciones especificas de una organización, que pueden ser diferentes, el permiso mas especifico gana. De esta forma se puede hacer una configuración por defecto para todas las organizaciones pero sobre escribir las que requieran modificaciones.

Tenant

Allows adding the role being edited to a single organization.

Permissions in Portal

Allows you to select the level of access to the Portal at different levels:

- User: can view but not modify information.
- Organization Administrator: can view and change organization information.

Permissions in Workspaces

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Allows you to select the level of access to Workspaces at different levels:

- Level 1: allows access to all tools of the `Level 1` group.
- Level 2: allows access to all tools of both `Level 1` and `Level 2` groups.

Permissions in Analyzer

Gives the option to allow or deny access to Analyzer.

All report groups

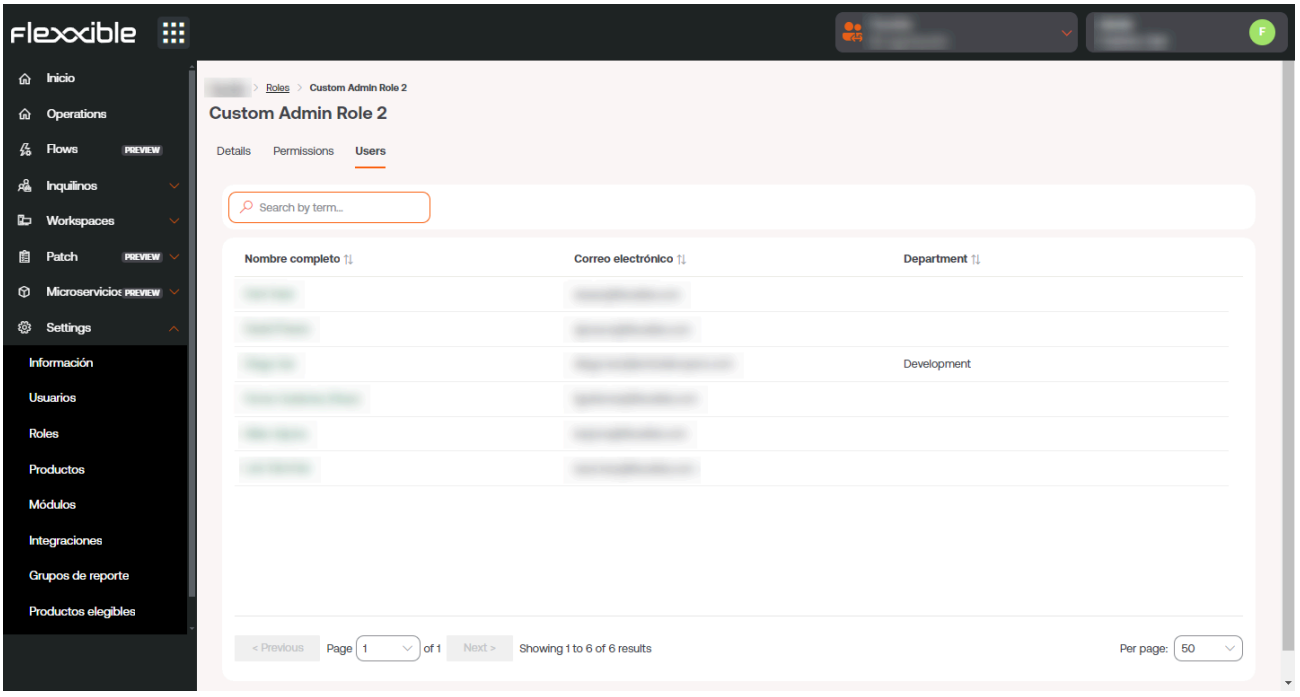
Allows applying permissions to all report groups to which access is available. In service provider use cases, it allows managing permissions centrally and replicating changes to client organizations that are managed.

Reporting Groups

Allows applying permissions to specified report groups; can be more than one.

Users

This table allows viewing the users assigned this role and gives the option to perform searches.



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Portal / Settings / Roles / Default included roles

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

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

Default included roles:

- Default included roles
  - Level 1
  - Level 1 Read Only
  - Level 2
  - Level 2 Read Only
  - Organization admin

> This role configuration 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.

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

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This role allows the most common support actions in `Workspaces`, such as providing remote assistance, sending microservices, power actions, or querying 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`, additionally restricting access to `Workspaces` to visibility only, allowing consultation in `Read-only` mode without the possibility to perform 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: Allow access

This role allows access to `Workspaces` with `Level 2`, which includes all `Level 1` support functionalities plus `Level 2` functionalities, including server, network, location, wifi network management, and alert configuration. It allows access to `Portal` as a user and also access to `Analyzer` to query information about the application or device inventory, user experience, carbon footprint, and more.

Level 2 Read Only

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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`, additionally restricting access to `Workspaces` to visibility only, allowing consultation in `Read-only` mode without the possibility to perform 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: Allow 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`, `Patching Policies`, and more.

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Portal / Settings / Roles / Additional considerations

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

Multitenant environments

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

An organization is dependent when:

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

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

Access levels by modules

Access levels are also defined for each module of the solution:

- Portal
- Workspaces
- Analyzer

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Portal

In `Portal`, there are two roles available: `User` and `Organization Administrator`. The first allows viewing actions; and the second can activate or deactivate functionalities and make general changes.

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

Available actions in each role:

Functionality	Action	Organization Admin	User	
Activations	View	X		
Operations log	View	X	X	
Microservices	Create	X	Only if it is L2 in Workspaces	
Microservices	View	X	Only if it is L1 or L2 in Workspaces	
Microservices	Modify	X	Only if it is L2 in Workspaces	
Microservices	Delete	X	Only if it is L2 in Workspaces	
Enabled microservices	View	X	Only if it is L1 or L2 in Workspaces	
Enabled microservices		Modify	X	Only if it is L2 in Workspaces

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Functionality	Action	Organization Admin	User	
FlexxAgent Configuration	View	X	X	
FlexxAgent Configuration	Modify	X		
Flows	Create	X	Only if it is L2 in Workspaces	
Flows	View	X	Only if it is L2 in Workspaces	
Flows	Modify	X	Only if it is L2 in Workspaces	
Integrations	Create	X		
Modules	Create	X		
Modules	View	X		
Modules	Modify	X		
Operations	View	X	Only if it is L1 or L2 in Workspaces	
Patch management	Create	X	Only if it is L2 in Workspaces	
Patch management	View	X	Only if it is L1 or L2 in Workspaces	

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Functionality	Action	Organization Admin	User	
Patch management	Modify	X	Only if it is L2 in Workspaces	
Patch management	Delete	X	Only if it is L2 in Workspaces	
Policies	Create	X		
Policies	View	X	X	
Policies	Modify	X		
Policies	Delete	X		
Reporting Groups	Create	X		
Reporting Groups	View	X		
Reporting Groups	Modify	X		
Roles	Create	X		
Roles	View	X		
Roles	Modify	X		
Roles	Delete	X		
Organizations	Create	X		

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Functionality	Action	Organization Admin	User	
Organizations	View	X		
Organizations	Modify	X		
Organizations	Delete	X		
Users	Create	X		
Users	View	X		
Users	Modify	X		
Users	Delete	X		
Workspaces	View	X	Only if it is L1 or L2 in Workspaces	
Workspaces Groups	Create	X		
Workspaces Groups	View	X	Only if it is L1 or L2 in Workspaces	
Workspaces Groups	Modify	X		
Workspaces Groups	Delete	X		

Workspaces

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In `Workspaces`, there are two roles available: `Level 1` and `Level 2`. The first allows the most common support actions, such as providing remote assistance, sending microservices, power actions, or consulting device information, and the second includes all `Level 1` support functionalities plus server management, networks, locations, Wi-Fi networks, and alert configuration.

Available actions in each role:

Functionality	Action	Level 1	Level 1 Read Only	Level 2	Level 2 Read Only
UX Panel	View	X	X	X	X
Workspaces	View	X	X	X	X
Workspaces	Execute operations	X		X	
Sessions	View	X	X	X	X
Sessions	Execute operations	X		X	
Connection Logs	View	X	X	X	X
Jobs	View	X	X	X	X
Jobs	Cancel	X		X	
Alerts	View	X	X	X	X
Alerts	Deactivate	X		X	
Profile Storage	View	X	X	X	X

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Functionality	Action	Level 1	Level 1 Read Only	Level 2	Level 2 Read Only
Profile Storage	Modify	X		X	
Profile Storage	Delete	X		X	
Alert notification profiles	View			X	X
Alert notification profiles	Modify			X	
Alert notification profiles	Delete			X	
Alert Subscriptions	View			X	X
Alert Subscriptions	Modify			X	
Alert Subscriptions	Delete			X	
Event Log	View			X	X
Event Log	Modify			X	
Event Log	Delete			X	
Locations	View			X	X
Locations	Create			X	
Locations	Modify			X	
Networks	View			X	X

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Functionality	Action	Level 1	Level 1 Read Only	Level 2	Level 2 Read Only
Networks	Modify			X	
Notifications	View			X	X
Notifications	Create			X	
Notifications	Modify			X	
Notifications	Delete			X	
Reporting Groups	View			X	X
Servers	View			X	X
Servers	Execute operations			X	
Wireless networks	View			X	X
Wireless networks	Modify			X	

Analyzer

Since `Analyzer` presents information and never allows modifications in the organization or its devices, it does not segment access to its functionalities, allowing or not access to users.

Therefore, the access options for `Analyzer` are

- Access
- No Access

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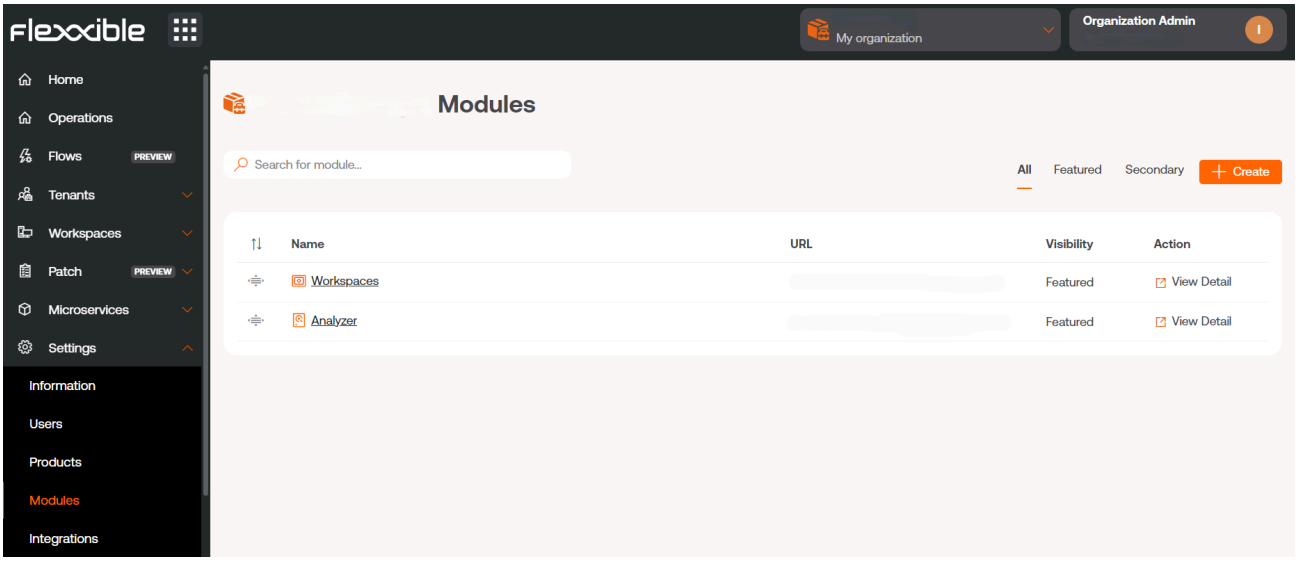
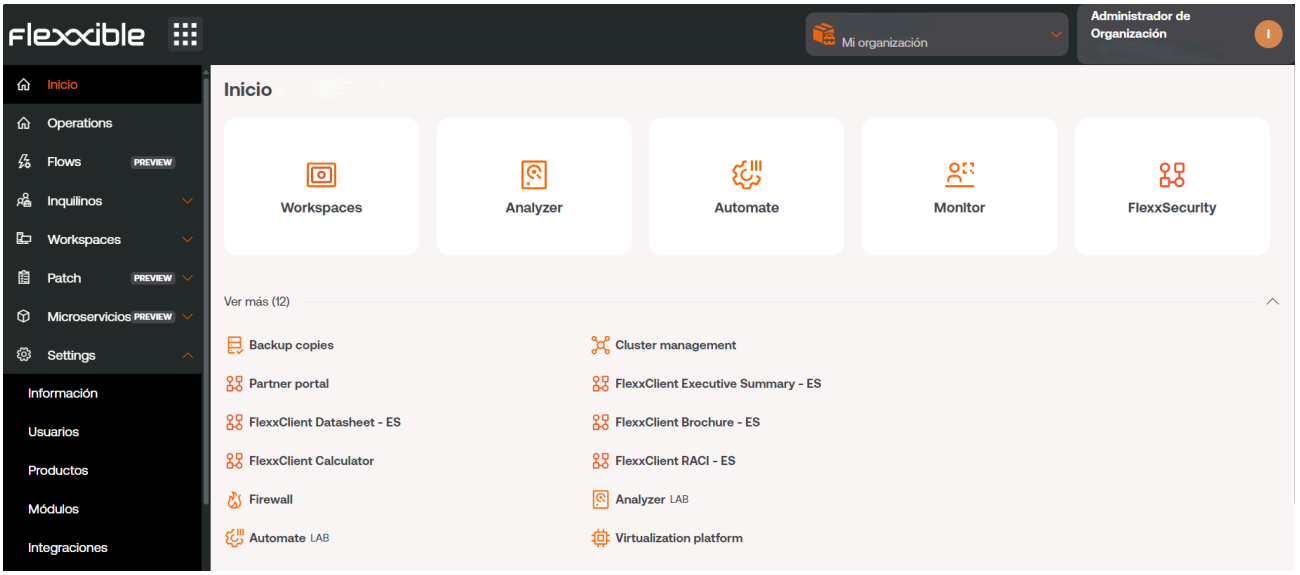
Portal / Settings / Modules

This option displays a list of available Flexxible product modules for the organization; it details their names, the corresponding URL, and their visibility level. 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 selected module and define if it is visible as featured or secondary. When it is featured, it appears among the top five modules in the `Home` section of `Portal`, standing out due to the icon size, and when it is secondary, it also appears in `Portal` but as a list, under the `View More` button.



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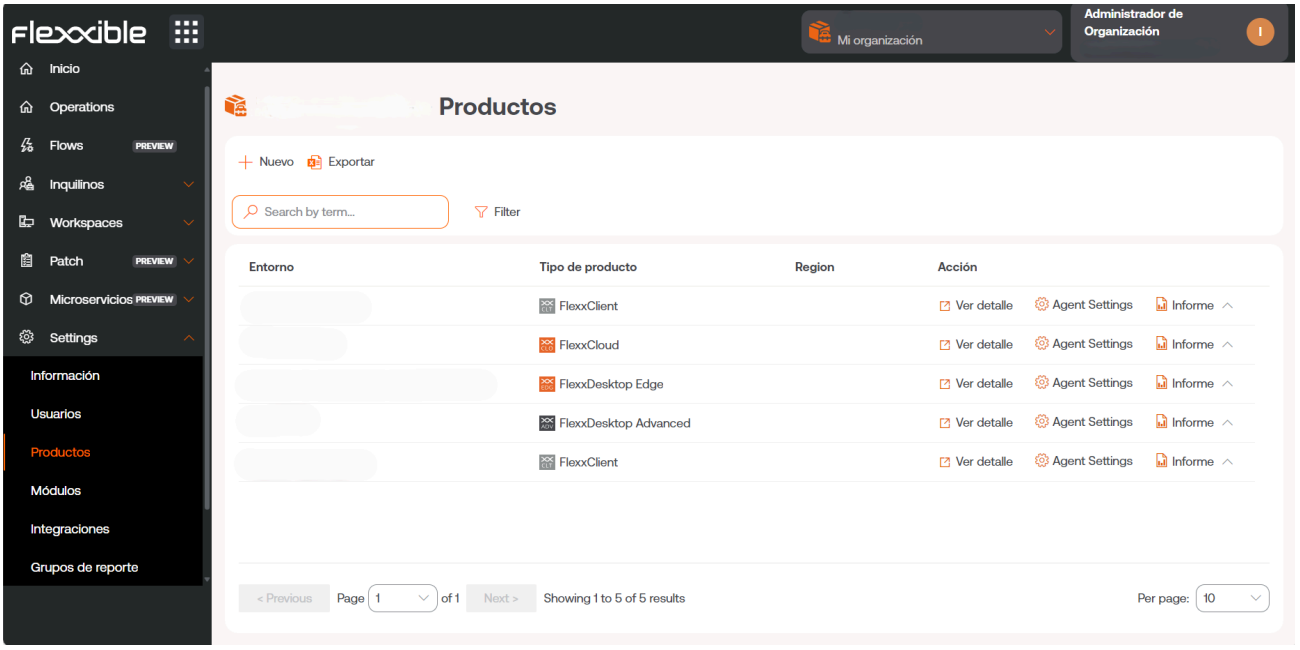
Portal / Settings / Products

From the `Products` overview, you can access information about the Flexxible environments and products available to the organization. This view offers the option to search and select filters by environment, product type, region, and status.



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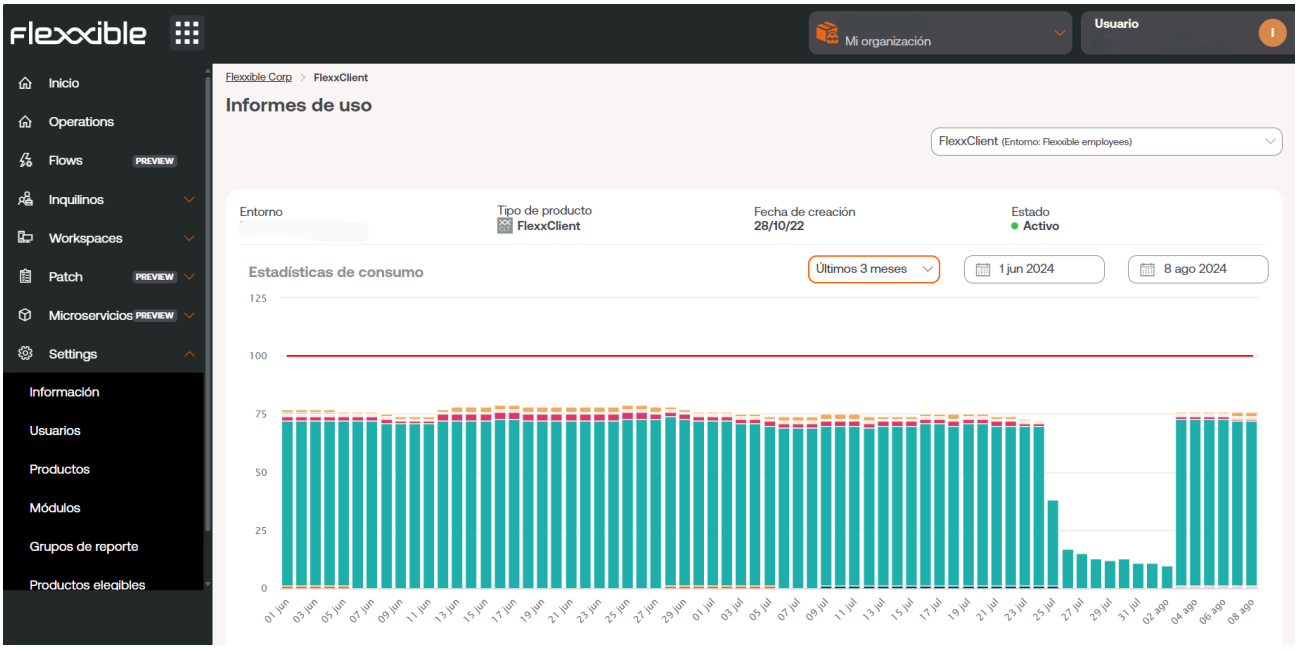
Actions

If you click on `View details`, you will get more specific data about each product, including the license key and its creation date. In `Report`, you can see the environment consumption statistics by date. And if you press the `Report Explorer` button, you can access the reports for longer periods, with a maximum of three months.



FlexxAgent Configuration

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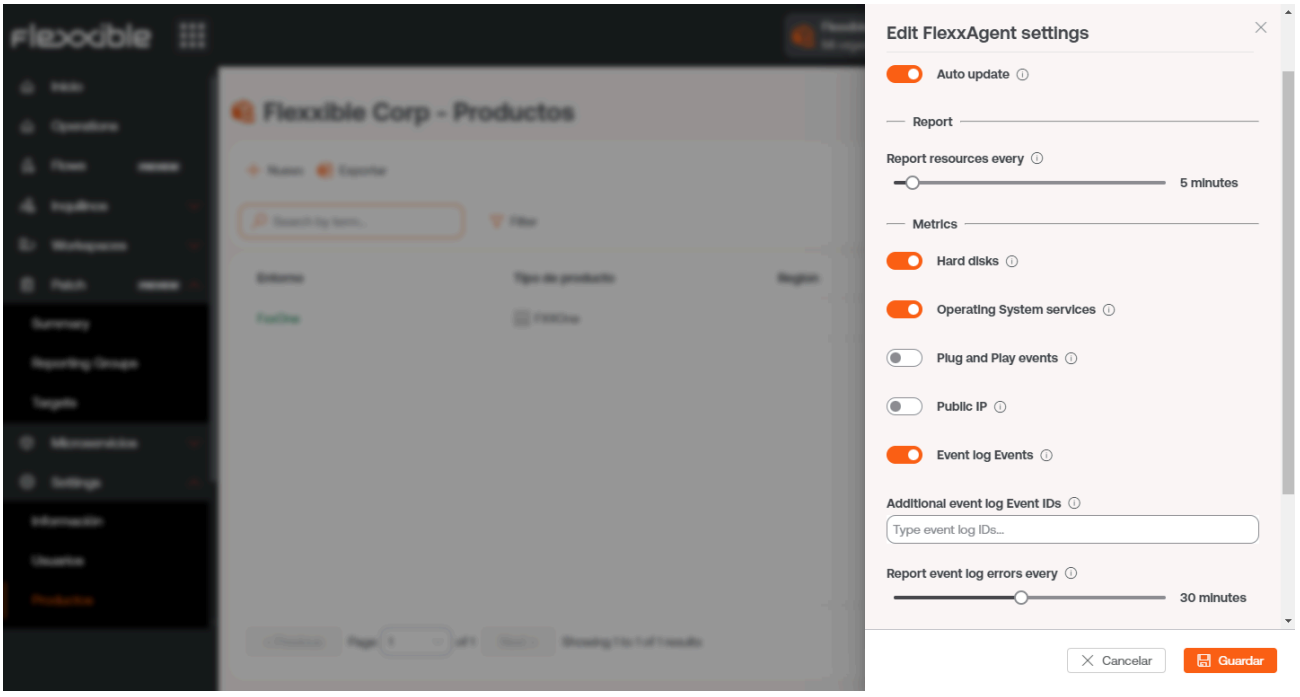

The `Agent Settings` option offers the possibility to make adjustments in the FlexxAgent configuration to modify its behavior on devices:

- **Autoupdate**: Option for FlexxAgent to auto-update when a new version is available.
- **Report resources every**: Defines how often FlexxAgent reports will be sent, which by default is every five minutes. It should be noted that reducing the reporting time in very large environments could increase network traffic, so the most optimal measure should be sought according to the organization.
- **Hard disk**: FlexxAgent can display information about the hard disk, including total, available, and used space.
- **Operating System services**: Allows viewing the Windows services running on the device.
- **Plug and Play events**: Collects and displays information about the connection of any peripheral on the device.
- **Public IP**: Allows collecting information about the public IP.
- **Even log Events**: FlexxAgent is capable of collecting critical errors thrown by devices and handling them in the Workspaces module.

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- **Additional event log events**: Allows adding new event logs at the informational level.
- **Report event logs error every**: Time interval that FlexxAgent should read and collect event logs.
- **Remote support**: Allows choosing what type of remote assistance will be used globally in the organization. It can be configured to be interactive, require user consent, unattended, or both.
- **AnyDesk actions as System Role**: On a device where the user is not the local administrator, this option defines which user, in addition to providing remote assistance, can use other application tools.

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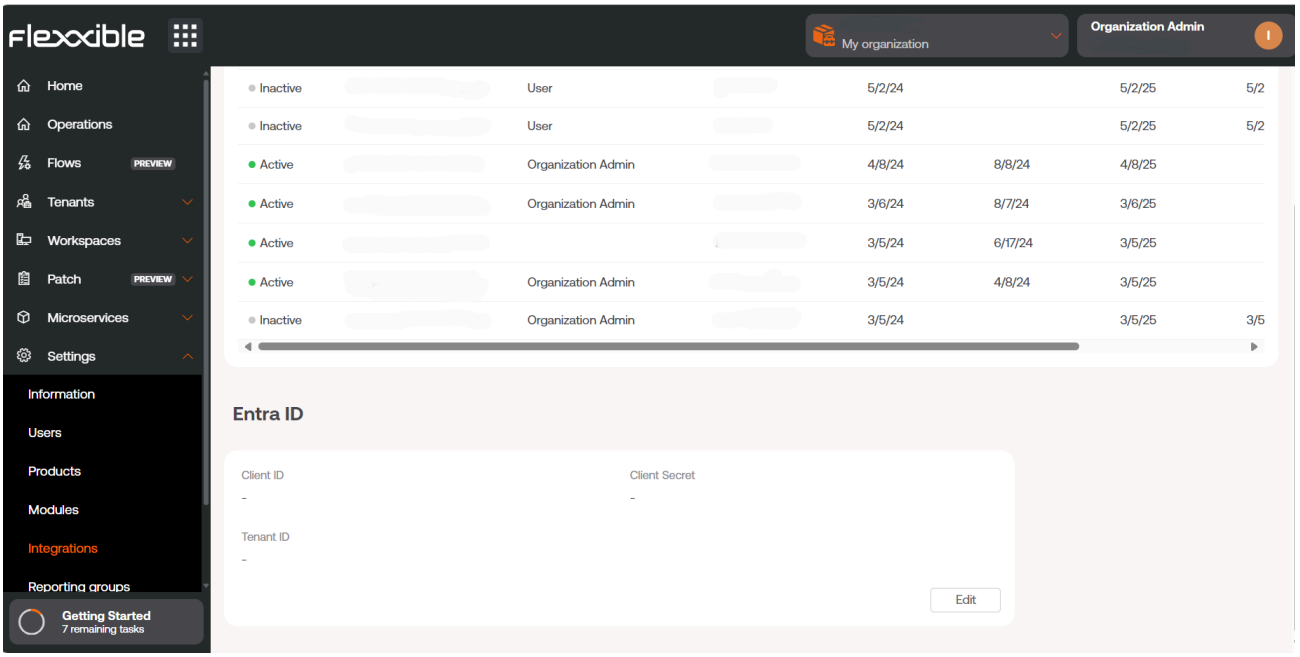
Portal / Settings / Integrations

From this section, it is possible to manage the integration of organizational units with Entra ID, which is an identity management service developed by Microsoft, with cloud-based access.

If the integration of `Portal` with Entra ID is carried out, it will be possible to treat the organizational units of teams as just another group of `Workspaces`. This would generate, in addition to dynamic and static Workspace Groups, Entra ID Workspace Groups.

The integration does not imply that these groups will exist in `Portal`, but that when you want to carry out some action on them, it will show the list of devices that make it up to make a decision.



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Portal / Settings / Reporting Groups

In the `Reporting Groups`, you can create and preconfigure groups within the same organization using different criteria to meet the needs of departments, sites, or user groups that comprise them.

It is also possible to enable remote assistance functionalities, as well as permissions to view and manage the devices comprising it in Workspaces.

Creating reporting groups

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

- Assign a name for the group.
- Select the environment to which you want the reporting group to apply.
- Choose users from the organization and grant them access to view and operate with the group's devices from Workspaces.

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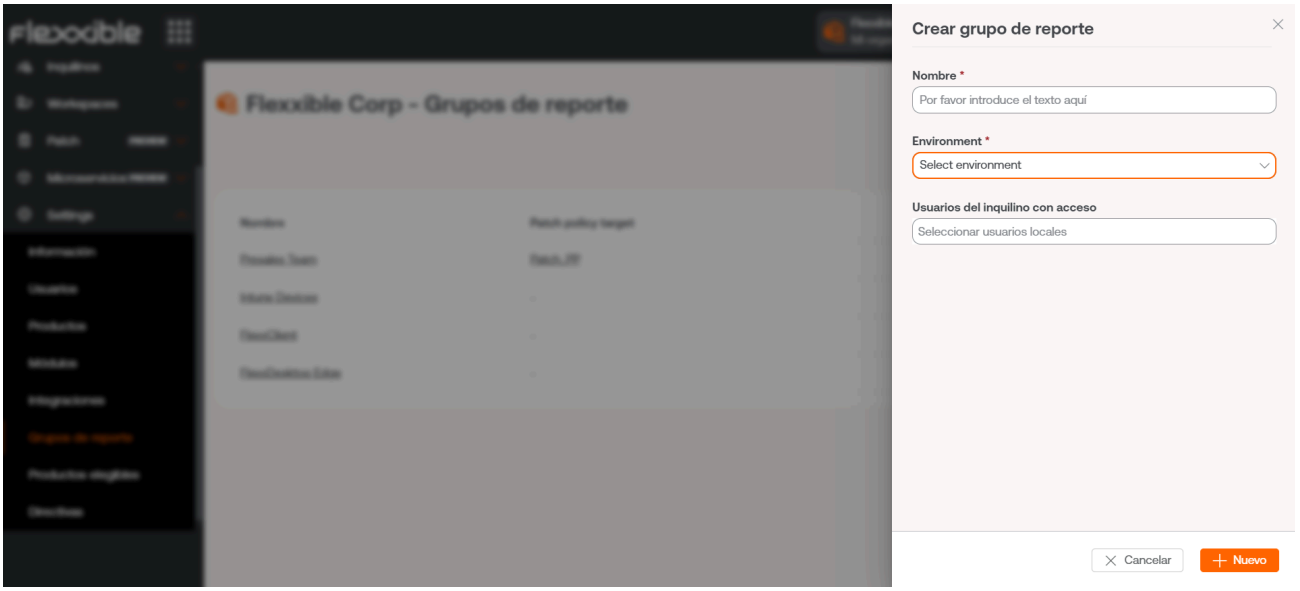

Once the new reporting group is created, the `View More` button will allow you to check that its characteristics match the previously configured settings.

FlexxAgent Configuration

The global configuration of FlexxAgent is set from `Products`, however, specific and very precise configurations can be made for the reporting groups.

To do this, simply click on `Agent Settings` and edit the behavior values of FlexxAgent. These are disabled by default, but can be edited by pressing the orange pencil icon.

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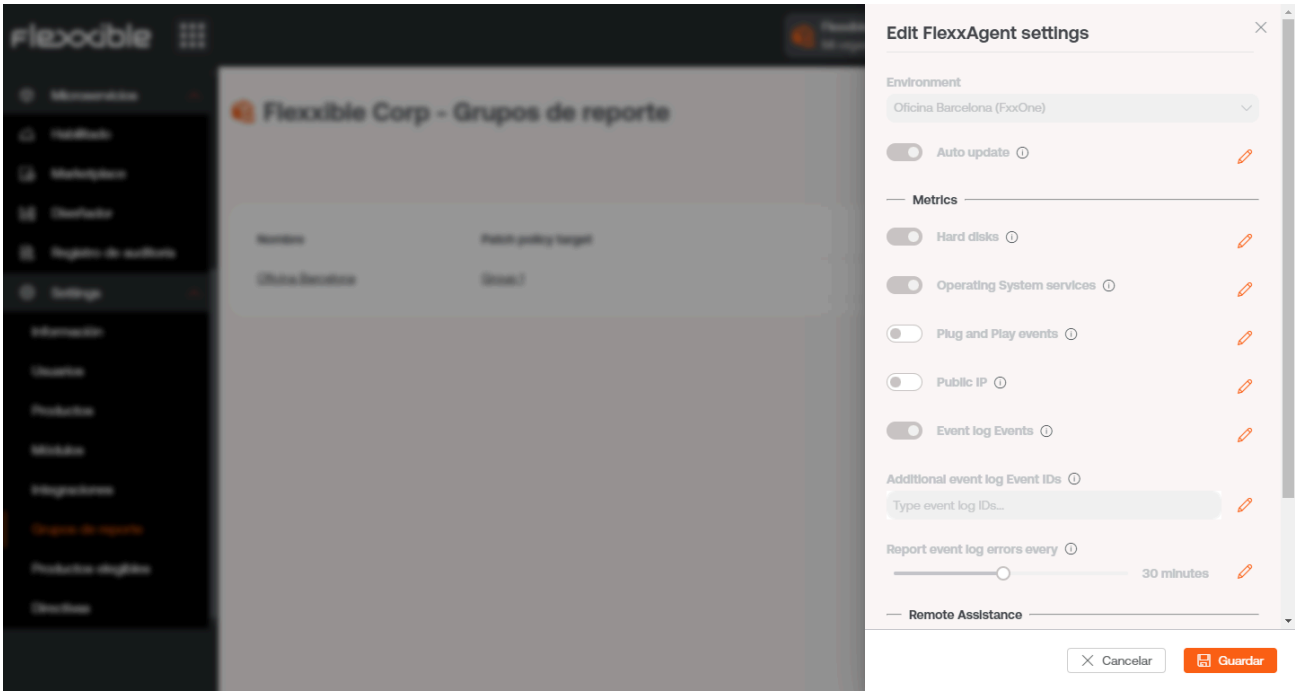

The values that can be edited are:

- **Autoupdate**: Option for FlexxAgent to auto-update when a new version is available.
- **Hard disk**: FlexxAgent can display information about the hard disk, including total, available, and used space.
- **Operating System services**: Allows viewing the Windows services running on the device.
- **Plug and Play events**: Collects and displays information about the connection of any peripheral on the device.
- **Public IP**: Allows collecting information about the public IP.
- **Even log Events**: FlexxAgent is capable of collecting critical errors thrown by devices and handling them in the Workspaces module.
- **Additional event log Event IDs**: Allows adding new event logs at the informational level.
- **Report event logs error every**: Time interval that FlexxAgent should read and collect event logs.

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- **Remote support**: Allows choosing what type of remote assistance will be used globally in the organization. It can be configured to be interactive, require user consent, unattended, or both.

- **AnyDesk actions as System Role**: On a device where the user is not the local administrator, this option defines which user, in addition to providing remote assistance, can use other application tools.

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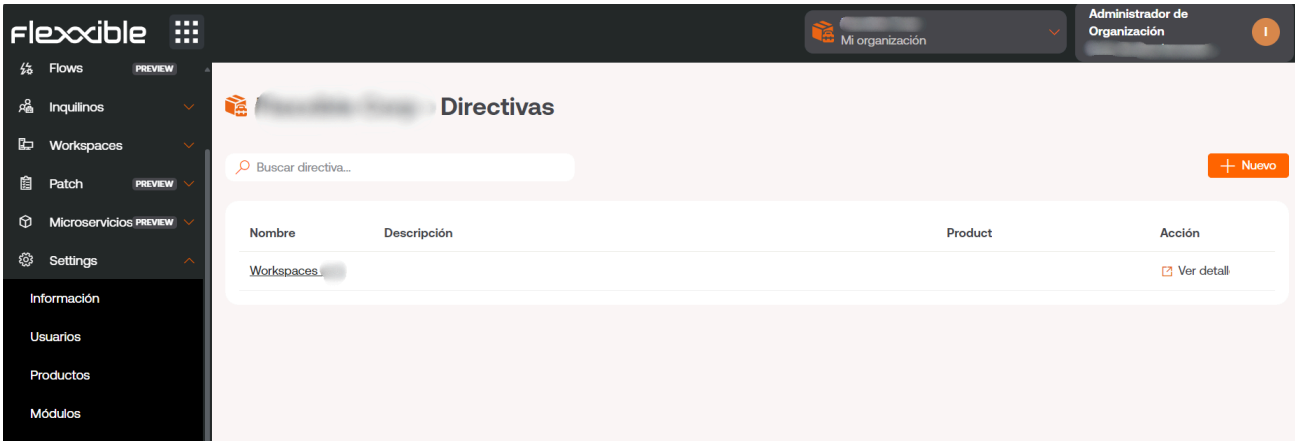
Portal / Settings / Directives

Policies allow the creation of client-type organizations through a template, so that each time a new organization is registered, it can be done following a pattern, which can be used to apply certain configurations, such as user access or the activation of FlexxAgent. They are useful for assigning certain characteristics to one or more report groups, making their management easier 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 detail` you can obtain more data, 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 registered, the report groups defined in the policy will be created, and the users defined in the policy will have access. At the same time, from the Policy itself, it can be determined whether partner-type users will have access to manage an organization in Portal or not -->



New Policy

To create a new policy, simply press the `New` tab and enter the requested information: Name, description, product to which it will be linked, and user data of the people who will be in charge of managing it.

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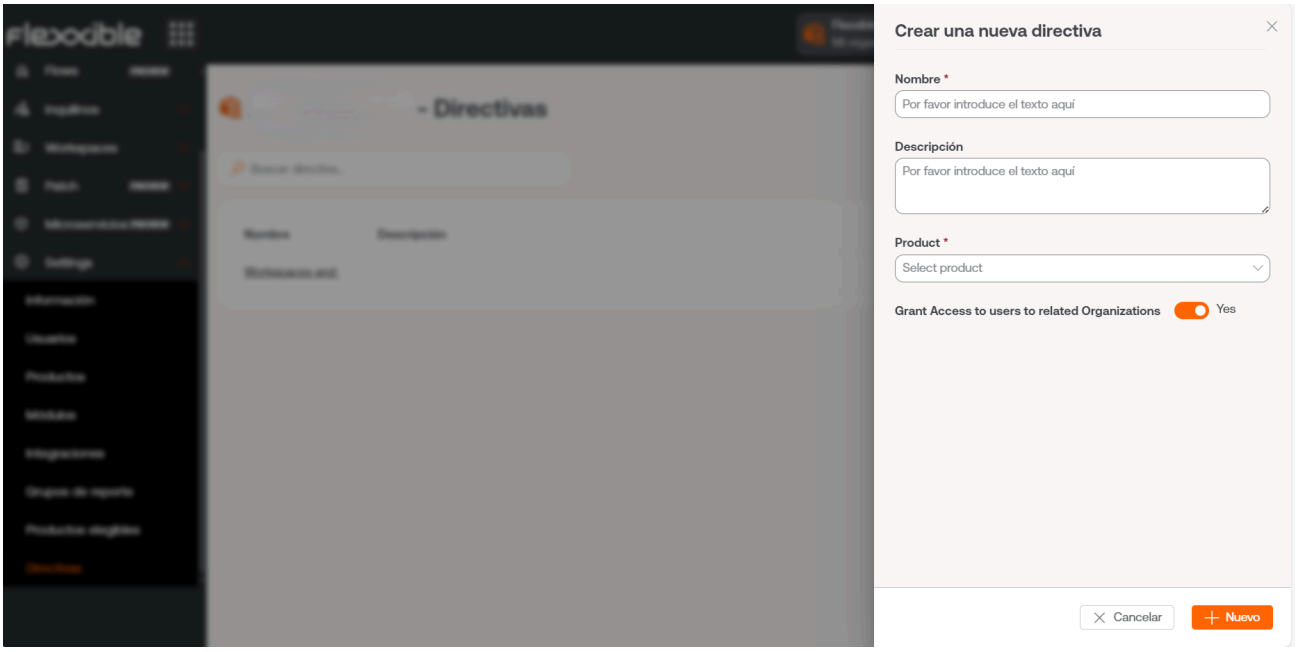
It is also possible to assign a Policy to an organization from Tenants.



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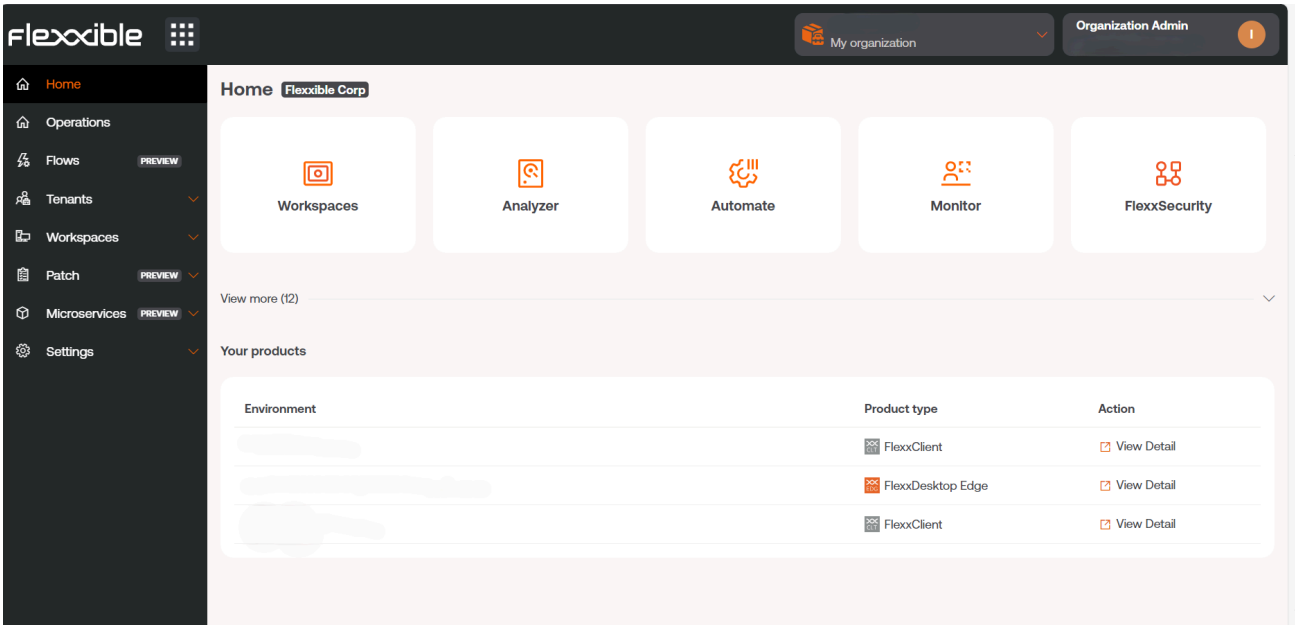
Portal / Guides and tutorials for Portal



This section offers resources designed to maximize the use of Portal. It includes detailed instructions on its initial and advanced setup, 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, there are also procedures and solutions to common problems.

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Portal / Guides and tutorials / Creating and Managing Workspaces Groups

Workspaces groups are logical groupings of a set of 'workspaces' (or endpoints) that can be used when managing an organization. They can be static and dynamic.

Static Workspaces Groups

Creating and managing static Workspaces Groups includes:

- Creating and Managing Workspaces Groups
  - Static Workspaces Groups
    - Creating Static Workspaces Groups
    - Managing Static Workspaces Groups
    - Usage from Workspaces
  - Dynamic Workspaces Groups
    - Creating Dynamic Workspaces Groups

Creating Static Workspaces Groups

A static group is defined as a series of members (workspaces) that comprise it and do not change, except if the group is modified.

To define a static workspaces group:

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 exist).

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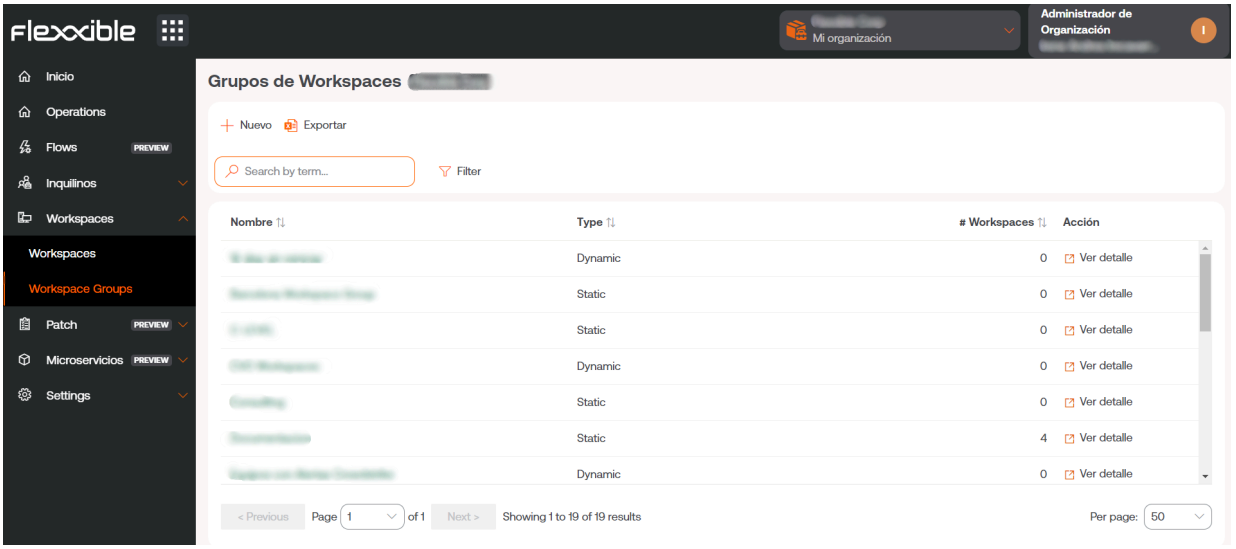
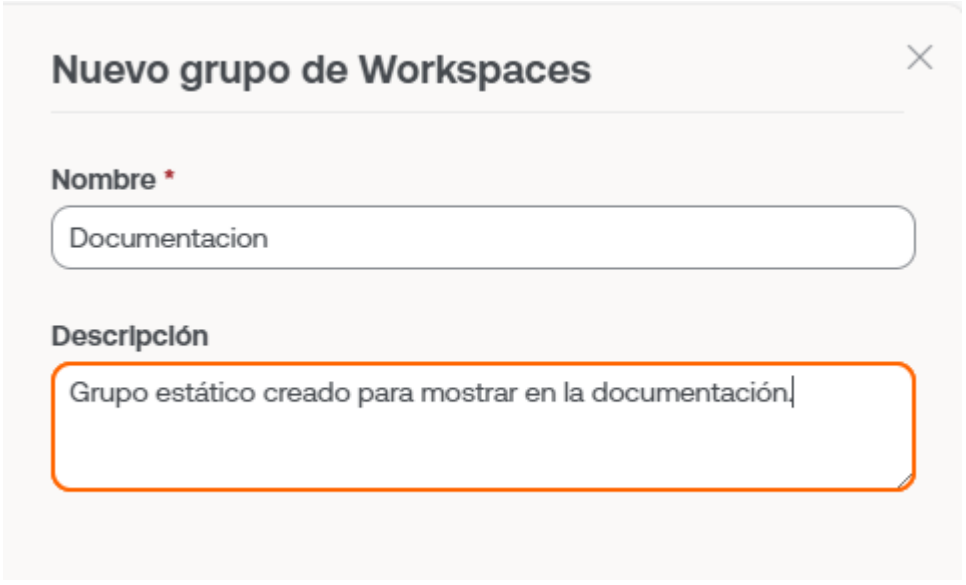


2. Click the `+ New` button at the top of the list. A pop-up panel will appear on the right side of the screen. Enter the name of the group and its description (optional). Once done, click the `+ New` button at the bottom of the pop-up panel.



3. A confirmation message for the creation of the group will appear. Close the pop-up panel using the X at the top-right of the panel.

4. The new group will appear in the list. Click on its name to access the details.

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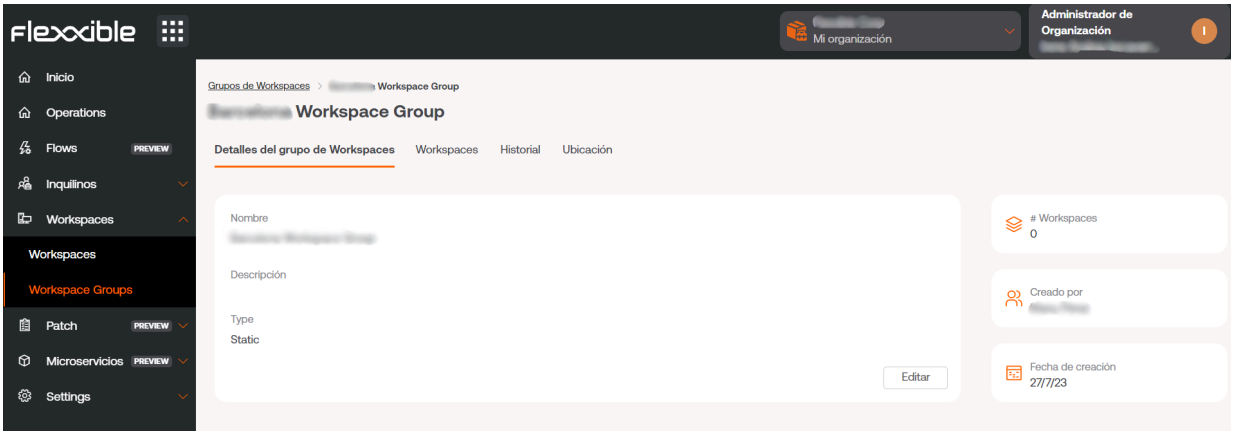

Managing Static Workspaces Groups

The group's control panel has the following tabs:

- **Details**: general information. From here, you can delete the group by clicking the `Edit` button.
- **Workspaces**: controls the devices that are part of this group.
- **History**: offers a daily view of the number of devices that make up the group.
- **Location**: a geographic location can be added to the device group if necessary.

To add devices to the group, click on the `Workspaces` tab and press `Edit`. A list of all available devices in the installation will appear. From here, you can filter by devices that are already in the group (`Added`), those that are not (`Not Added`), and by all (`All`) devices. There's also a search field to find specific devices.

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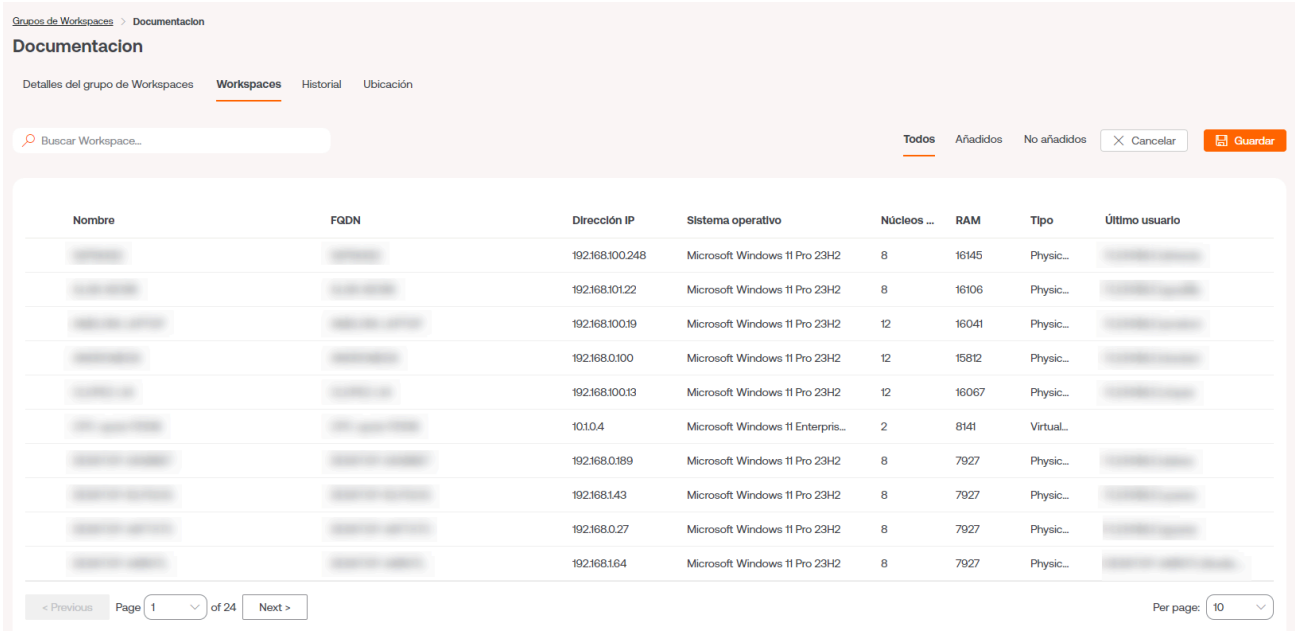
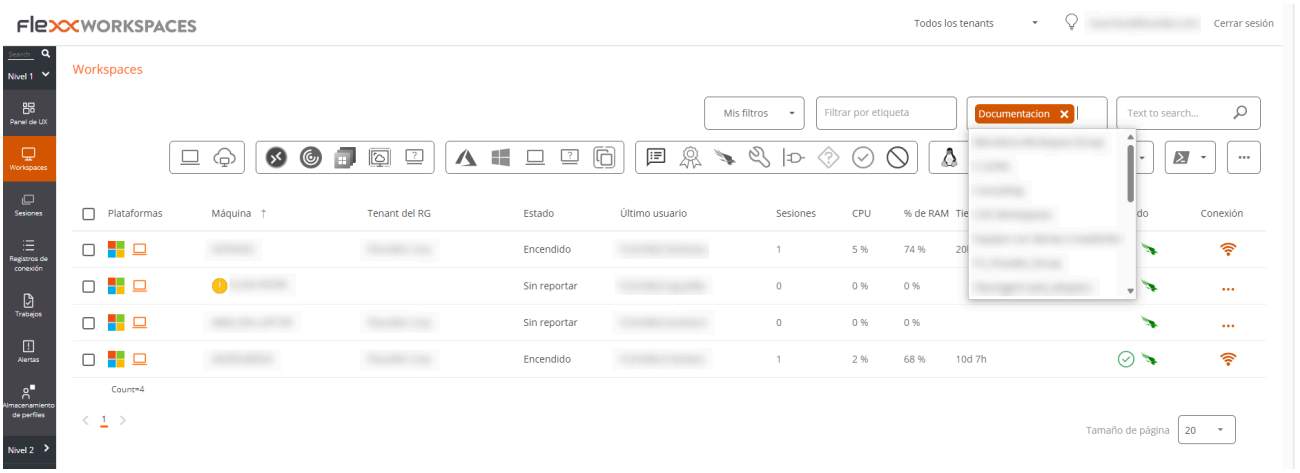


Usage from Workspaces

Once the group is defined, it can be managed within the `Workspaces` module when filtering results.



Dynamic Workspaces Groups

In addition to static groups, dynamic groups can be created based on Workspaces search filters. This way, the members of these dynamic groups can change in real-time.

Creating Dynamic Workspaces Groups

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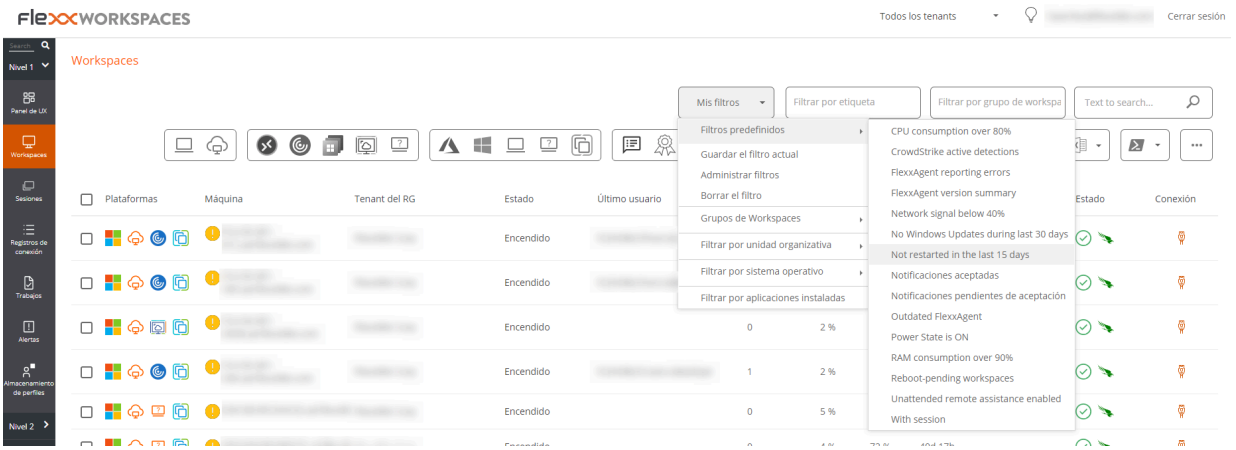
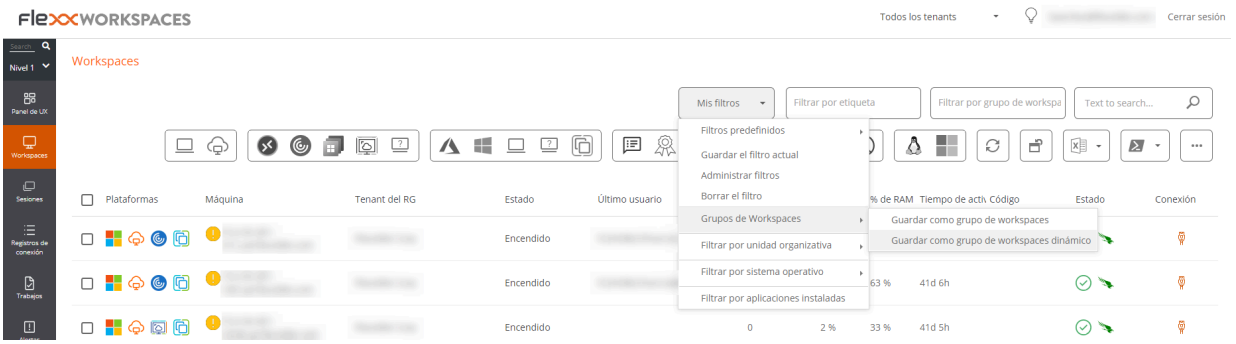
Dynamic groups are created from the `Workspaces` view within the `Workspaces` module.

1. Access the list of devices within `Workspaces`. Select or create a search filter. For simplicity, in this example, a filter that searches for devices that have not been restarted in the last 15 days is used.



2. Once inside the filter results, use the `My Filters` option -> `Workspaces Groups` -> `Save as dynamic workspaces group`.



3. A pop-up panel will appear. Give the dynamic group a name and click `OK`.

4. The system will notify you that a job has been scheduled to create this element. You can audit the execution of the task in the `Jobs` section in the left-hand menu of the `Workspaces` module.

5. Return to the `Workspaces` -> `Workspaces Groups` menu in Portal to verify that the new dynamic group has been created and check its members.

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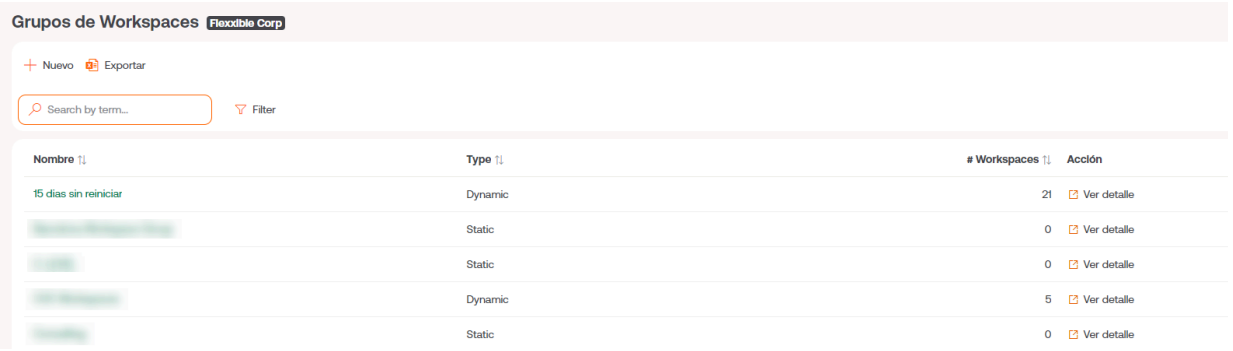

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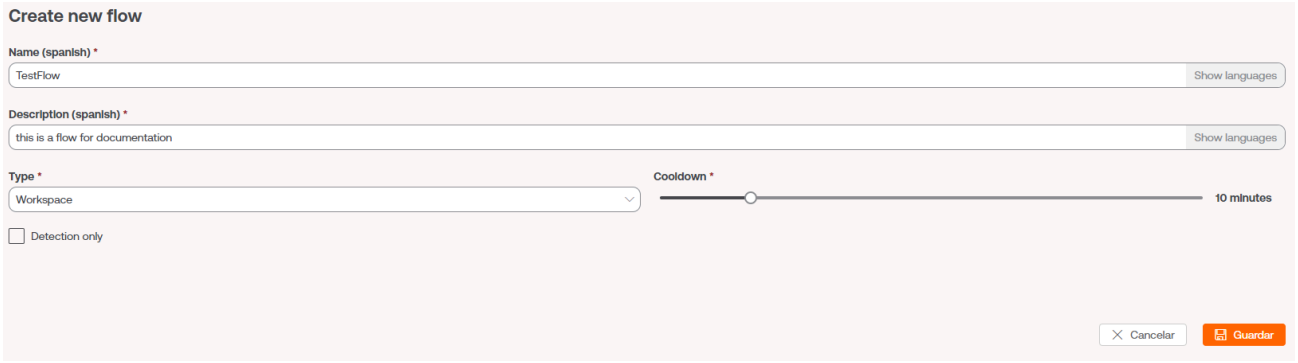
Portal / Guides and tutorials / Scheduled Microservice Execution

Microservices allow actions (queries or corrections) to be performed on devices. They can be executed in a scheduled manner through the `Flows` in the Portal, allowing microservices to be executed conditionally; one such condition could be to check if a temporal condition is met.

To schedule the execution of a microservice:

1. Click on the `Flows` option in the Portal, in the menu on the left.
2. Once there, create a new flow by clicking the `+ New` button. Or by selecting an existing flow, in case you want to modify it.
3. Fill in the flow fields. It is important to know whether the flow will be executed at the operating system level or at the user session level. Once the fields are filled in, click `Save`.



4. Click on the `Flow` tab.
5. In the panel, click the `Edit` button on the right side.
6. To add the first condition, click `+ Add condition`. A floating panel with all available conditions will appear. Select `Cron Match`.

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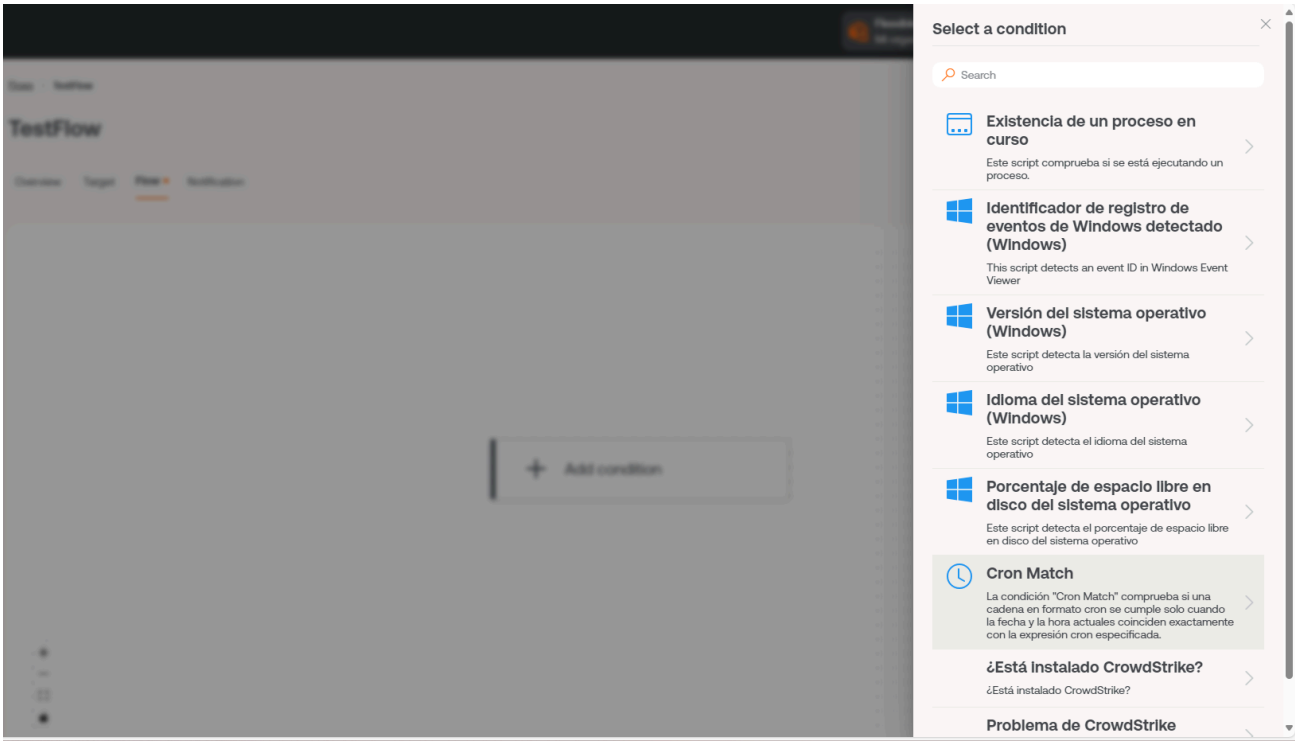

7. Add the condition check fields (how often it is checked) and the “cron” scheduling condition. Click `Save` at the bottom of the panel. In the example, the condition is checked every half hour and the “cron” condition is “every Monday at eight in the morning”.

There are many references available for checking “cron” scheduling syntax. For example: Crontab.guru

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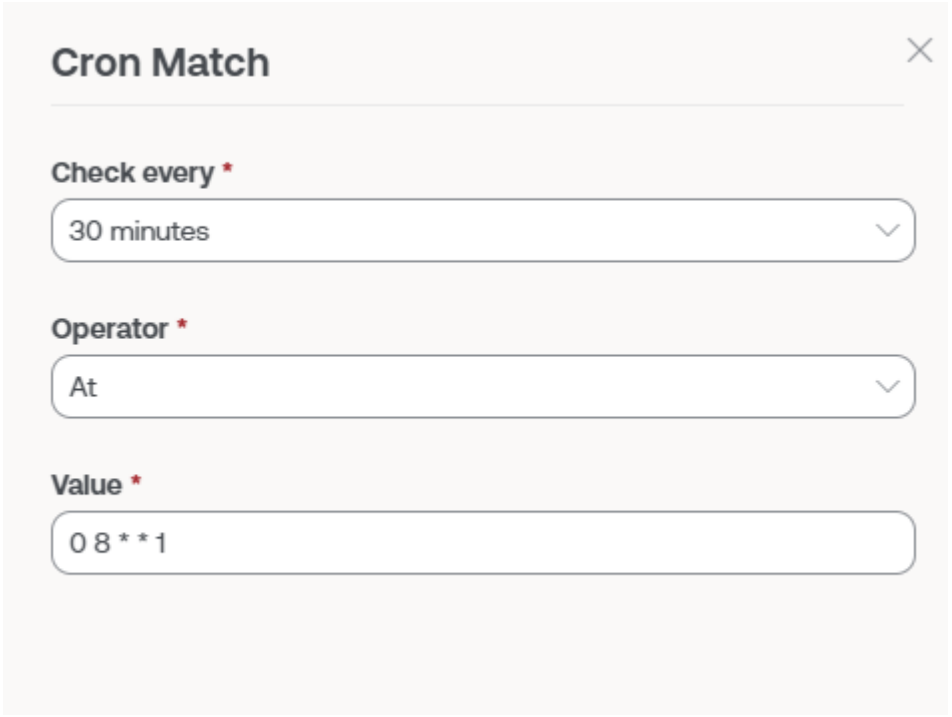
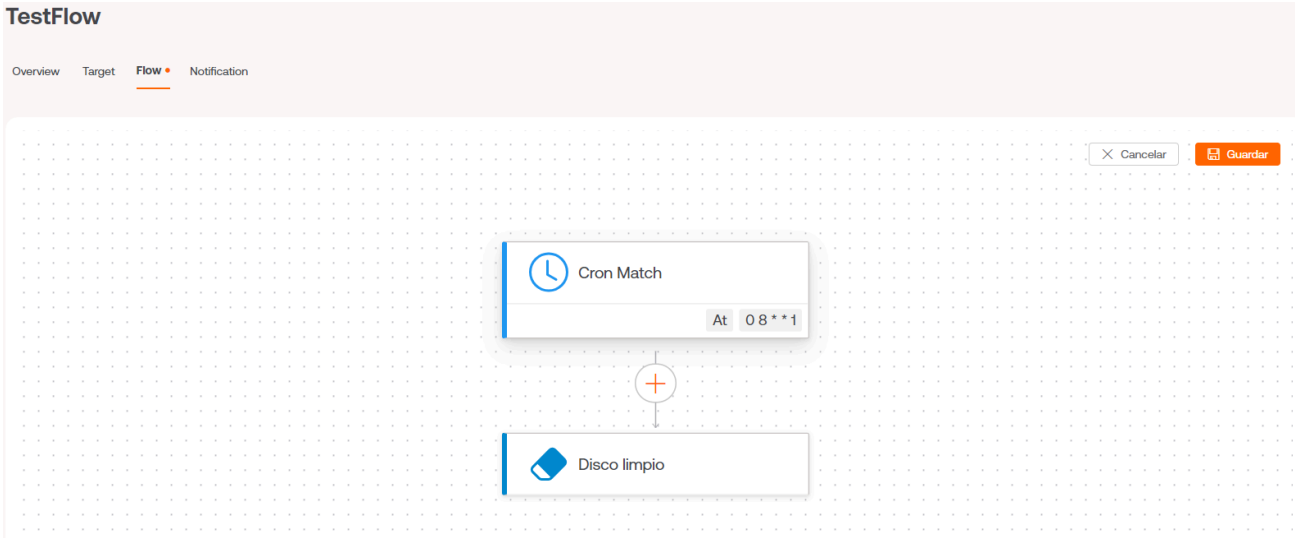


1. Click the `+` button under the condition and select `Add action` to add the microservice to be scheduled. At this point, more conditions could be added if necessary.
2. In the floating panel, select the microservice you want to schedule. In this example, “Clean disk”. Click the `Save` button at the top right.



In this example, the disk cleaning microservice has been scheduled to be executed every Monday at eight in the morning.

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> To activate the periodic execution of this microservice on the devices, it will also be necessary to configure the flow's `Target` including reporting groups, devices, or groups of devices where execution is required.

There is also an option to notify users of the flow execution. To do this, you need to enable the option and fill in the `Initial text`, `Success text`, and `Error text` fields.

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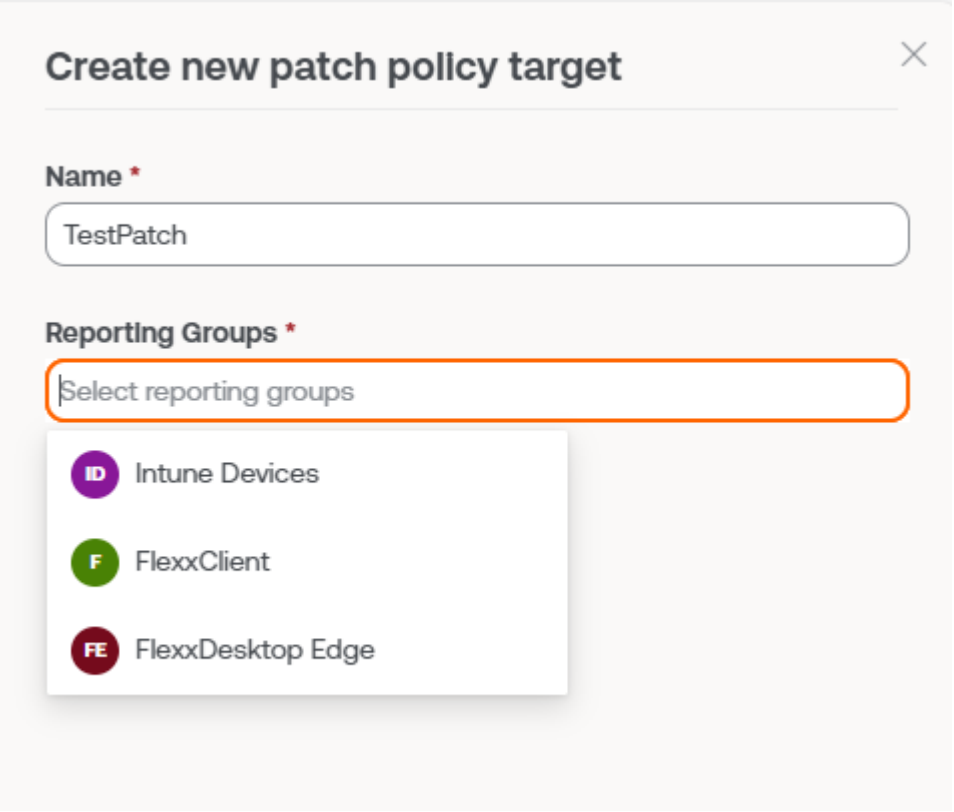
Portal / Guides and tutorials / Define the patching policy

The patching policy indicates how the operating system patching will be managed for a set of devices belonging to a reporting group. Therefore, patching is not done individually, but on those devices that belong to a specific reporting group.

To define the patching policy:

1. In the Portal menu, select the option `Patch` -> `Targets`.
2. Create a new target by clicking on the `+ New` button (or select one from the list, if you wish to modify). Give it a name and, optionally, select the reporting group to which this policy will apply.



1. Save the policy by clicking `New` at the bottom of the previous pop-up panel.
2. The information of the new policy will appear on the screen.

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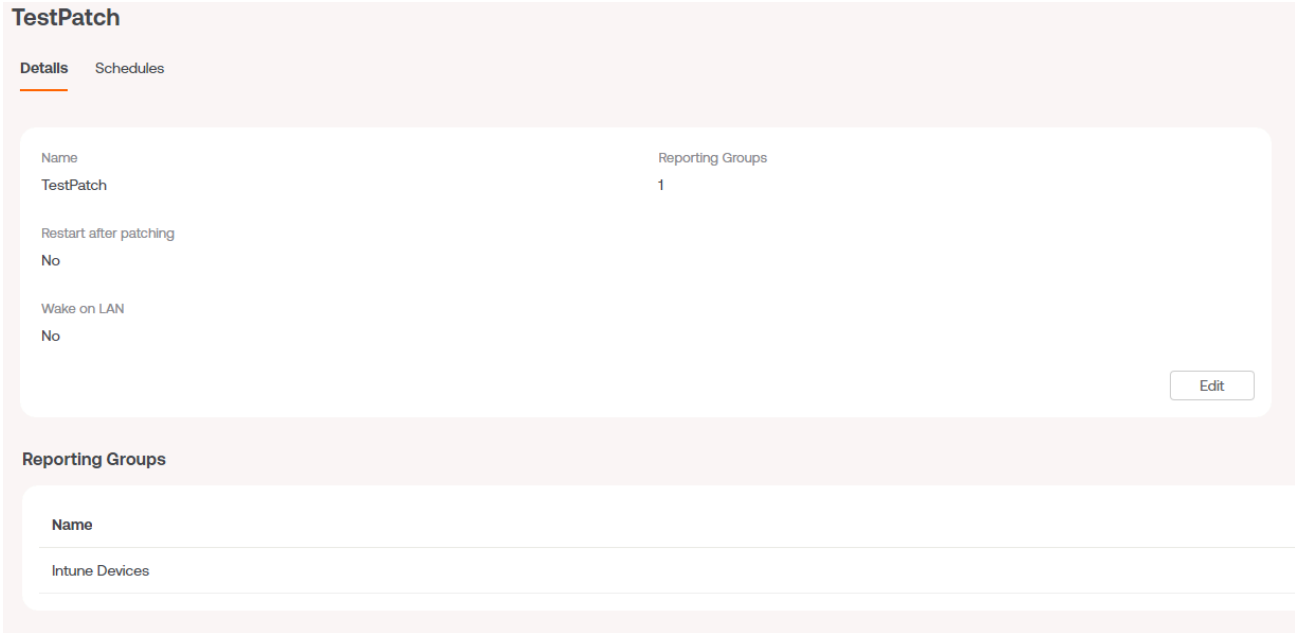
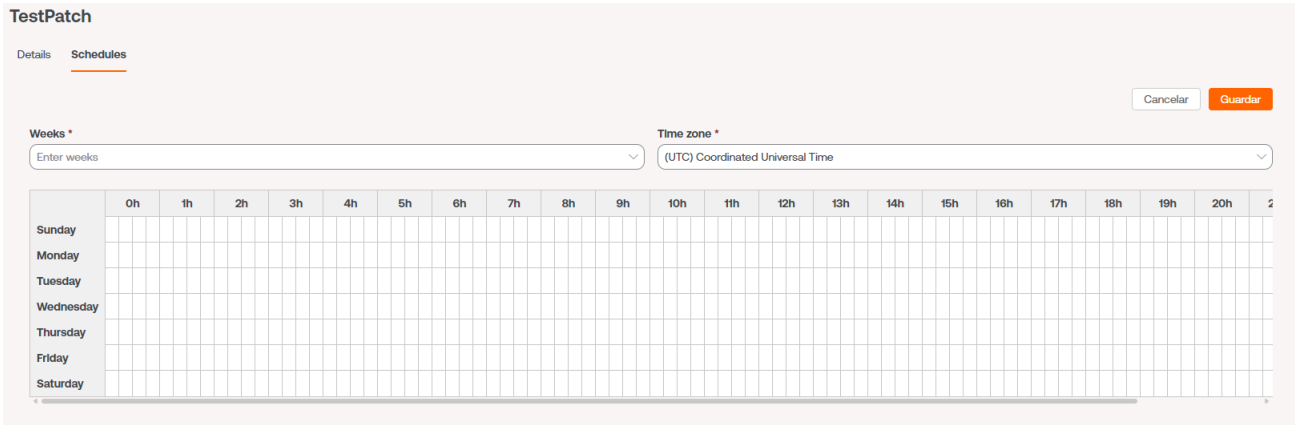


5. To change the policy's behavior, you can use the `Edit` button, which allows you to:
    - Change the policy name.
    - Change the reporting groups to which the policy applies.
    - Select whether the devices will reboot or attempt to boot on the network (`Wake On LAN`) when applying the patches.
6. To change the scheduling of the patch policy application, you must go to the `Schedules` tab -> `Edit`.



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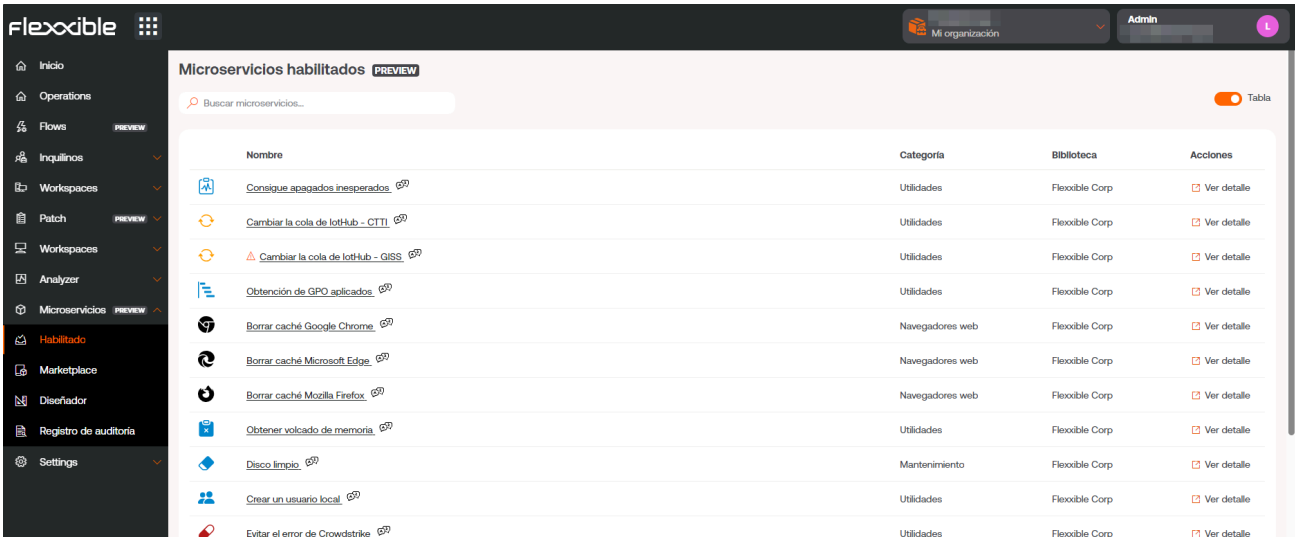
Portal / Guides and tutorials / Enable a microservice for the end user

Microservices allow actions (queries or corrections) on the equipment. One form of self-service is to offer the end user the ability to run these microservices on demand.

To enable a microservice for the end user:

1. Access the `Microservices` -> `Enabled` menu within the Flexxible Portal.
2. Once there, select the microservice you want to enable. Microservices can be organized in a list or block format.



1. Select the microservice you want to enable by clicking on its name or the `View details` link on the right. If the microservices are displayed in block format, click on the one you want. Then the details of the microservice will appear (in the example, “Clean Disk").

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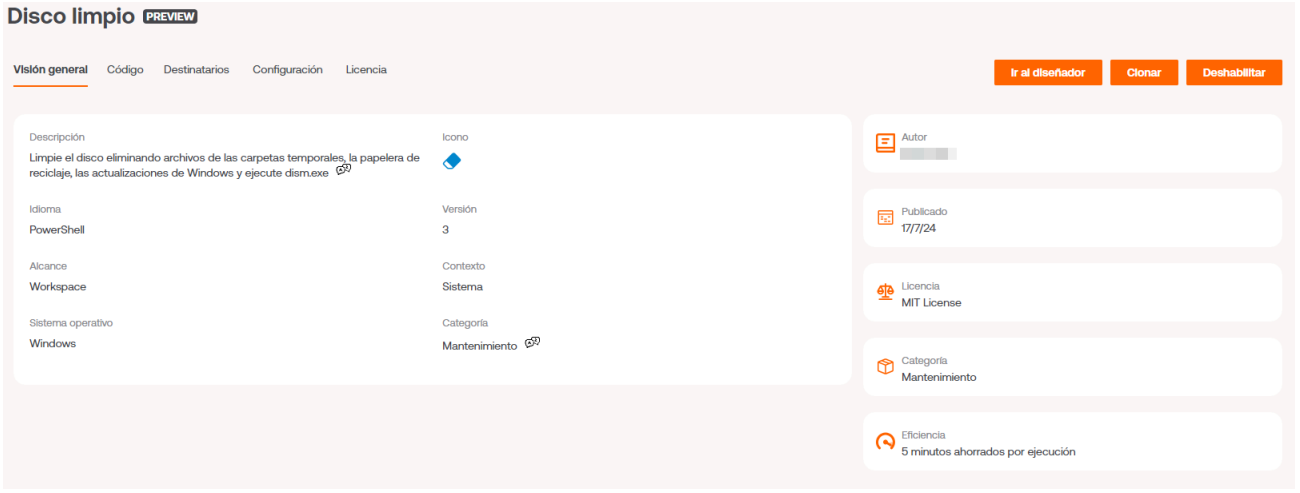
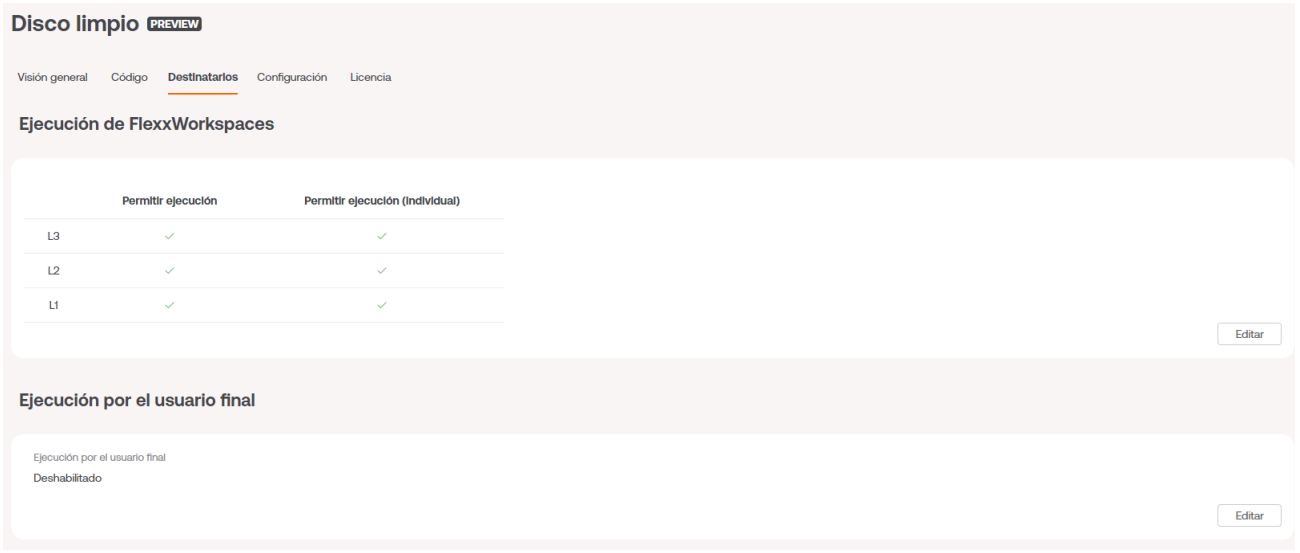


4. Select the `Recipients` tab, which shows the permissions and recipients of this microservice.



1. Click on the `Edit` button at the bottom right, within the `End user execution` section. A floating panel will appear where you can configure this execution:

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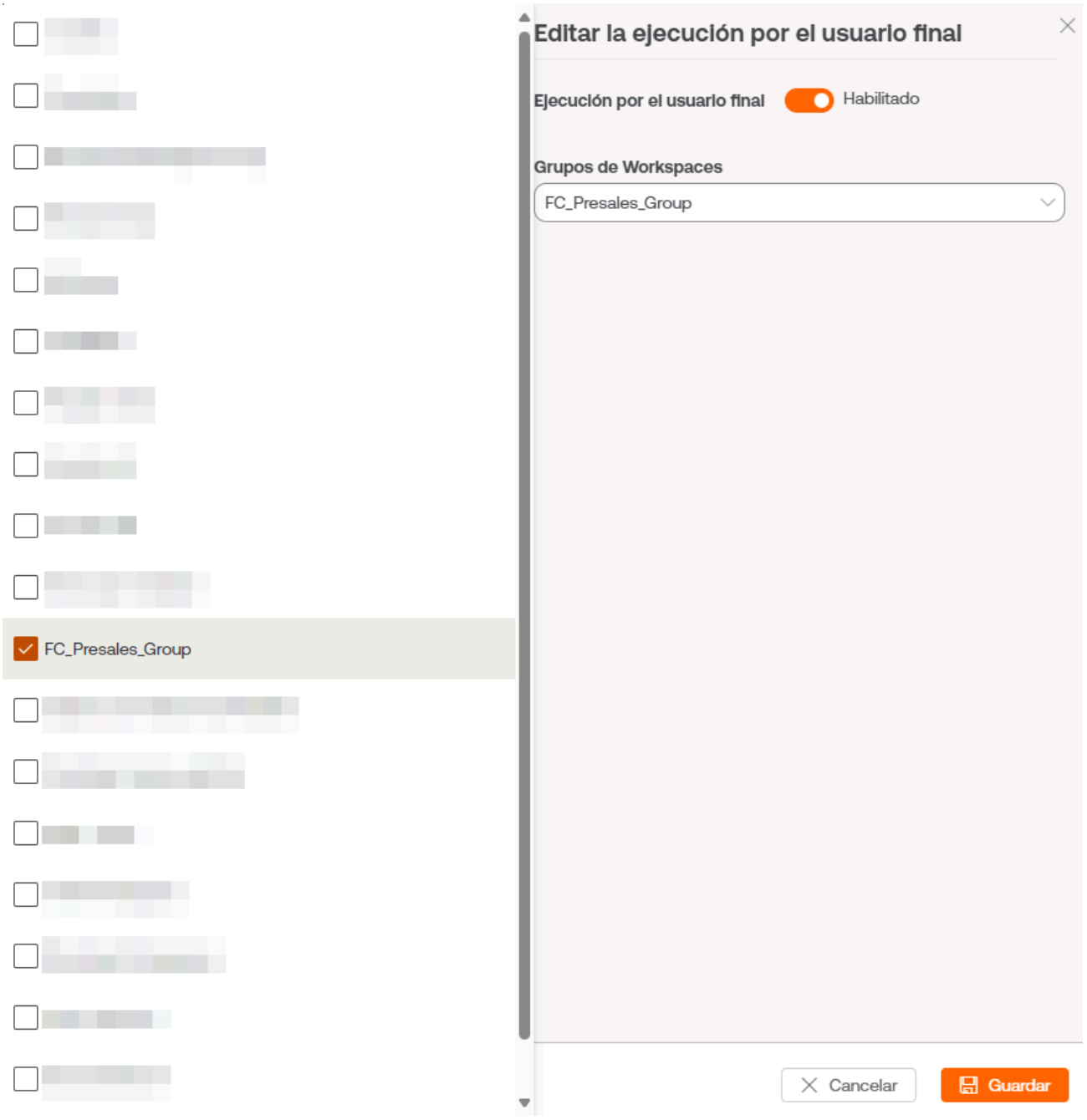

6. In the panel, enable the execution of the microservice by the end user and select one or more workspace groups where this option will be valid. Once selected, click `Save`.
7. Within the next few minutes, the new microservice will appear as a new operating system option within the `Flexxible` folder in the start menu.

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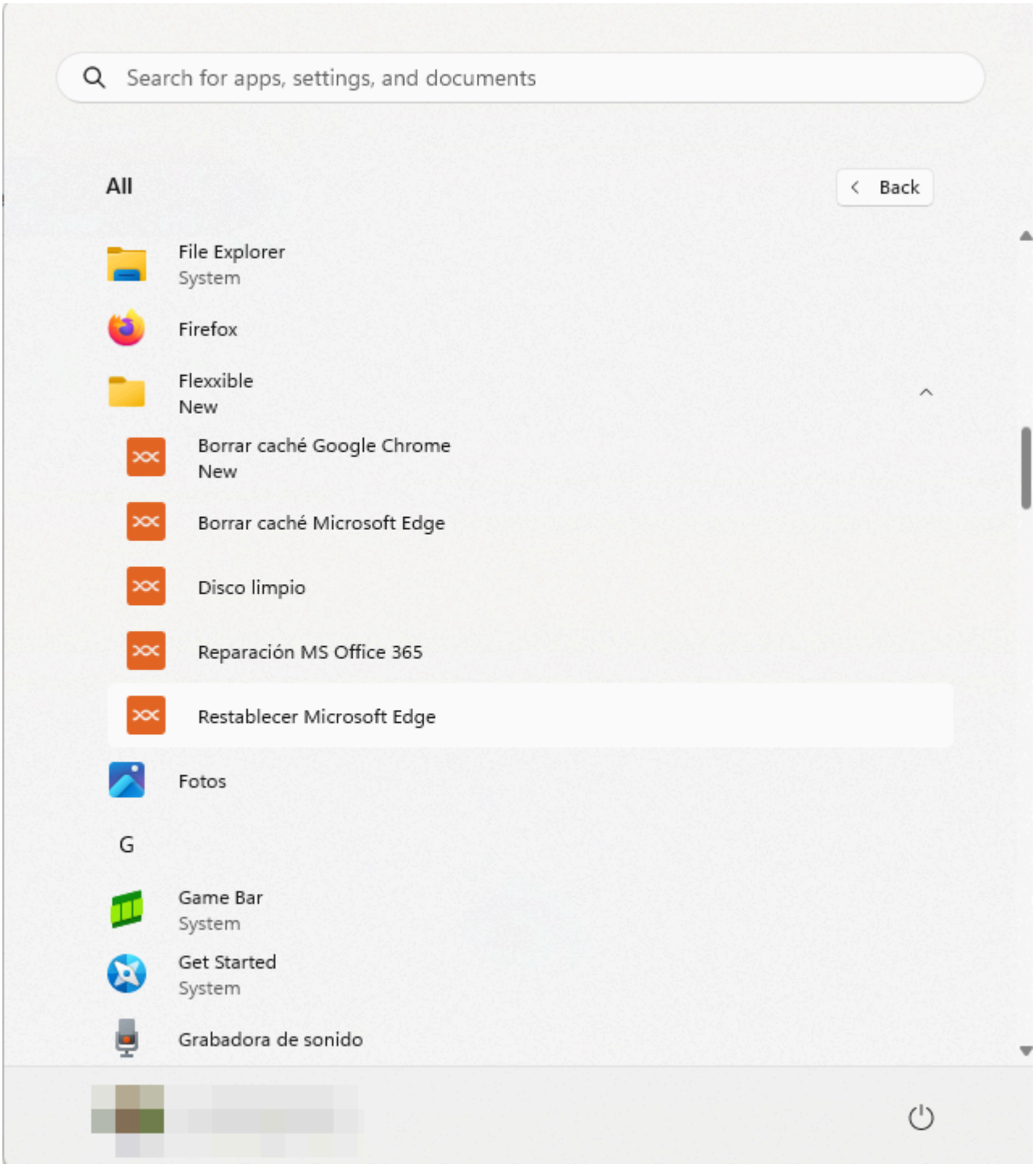

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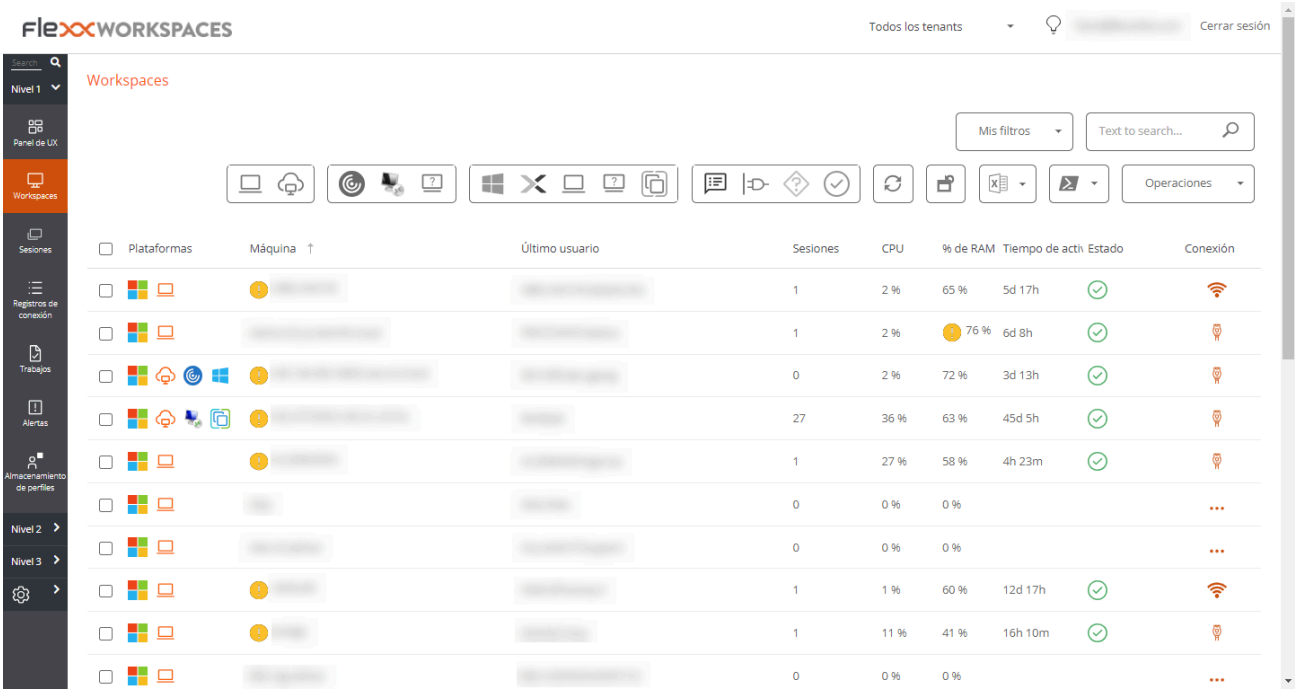
Workspaces / Workspaces

Workspaces is a unified support delivery and RMM solution, where different tools for monitoring, device management and automation converge, as well as tools for user interaction. Its access can be segmented into levels, which guarantees the delivery of appropriate tools to each technical or support team by assigning roles.



Workspaces is ready to manage user sessions for any technology. FlexxAgent is capable of identifying the virtualization and brokering technologies used in each session.

Interface and access segmentation

The functionalities available in Workspaces are segmented into three levels, so access to them is granted through roles. Clicking on any level expands the menu options to access specific functionalities.

Level 1

Gathers tools for teams with the most direct contact with end users. Includes the views of Dashboard UX, Workspaces, Sessions, Connections Logs, Jobs, Alerts, and Profile Storage. Features available at this level:

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- UX Panel
- Workspaces
- Sessions
- Connection Log
- Jobs
- Alerts
- Profile Storage

Level 2

Provides the tools that enable more detailed diagnostics, such as monitoring, filtering event logs, server management, and more. Features available at this level:

- Alert Notification Profiles
- Alert Subscriptions
- Event Logs
- Notifications
- Servers
- Locations
- Networks
- Wireless Networks

For FlexxDesktop deployments that use Azure Virtual Desktop subscriptions as a resource source for user sessions, the following functionalities are included:

- Host groups (AVD)
- Power management policies (AVD)
- Power management activity (AVD)

List views

List views allow filtering and selecting items in Workspaces and Sessions screens, among others, to obtain lists, such as devices with a certain uptime, pending reboots for updates,

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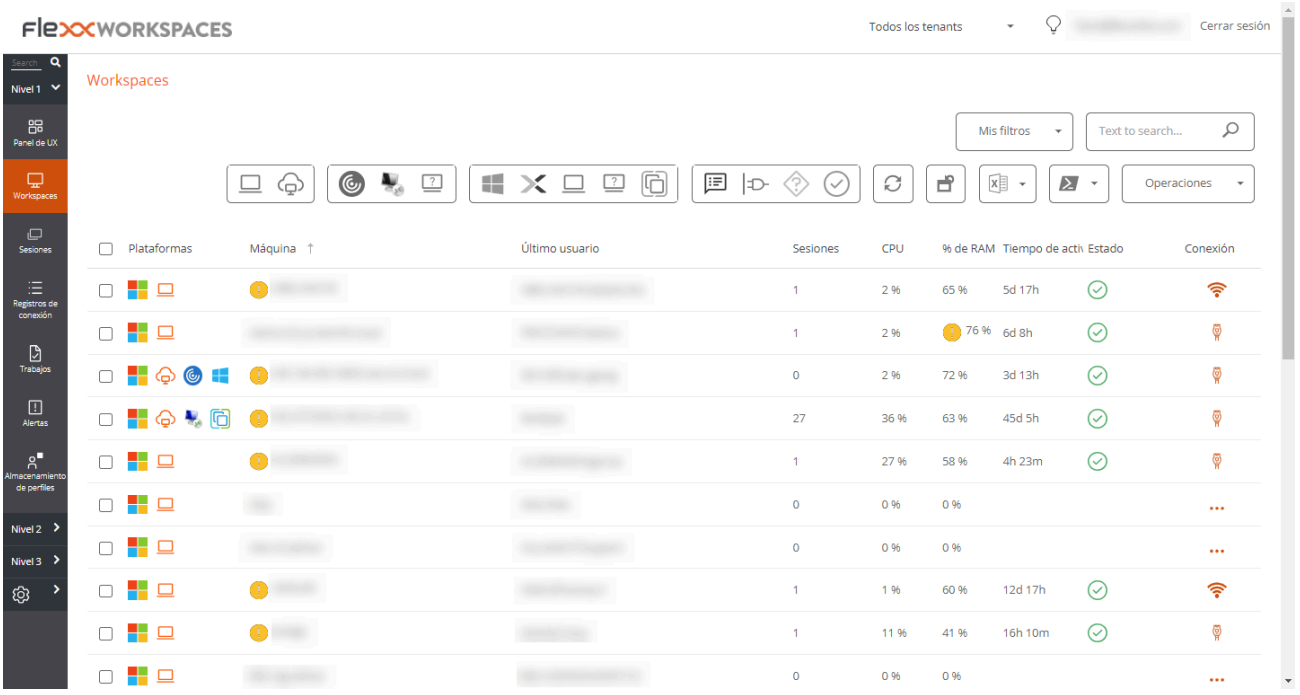
or those that haven't been used for a certain time, among many other filtering criteria. Based on the results, the lists can be used to execute specific actions such as running microservices, power actions, remote user assistance, and more.



In addition to filtering, list views also offer other options, such as exporting the lists and saving the applied filters as user filters, so that user filters can be saved in the filter selector.

Filter options in lists

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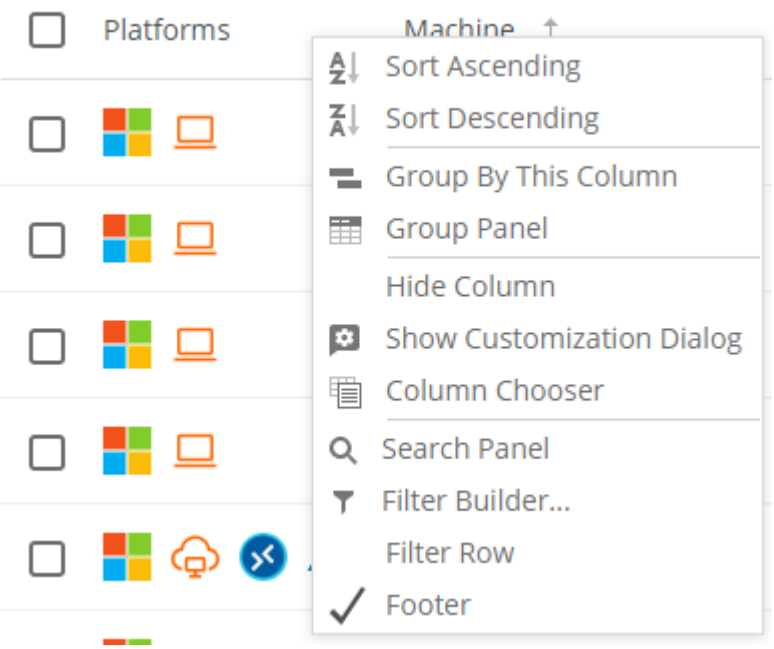

Grouping and filtering options are also available in the header row; with a right-click on the column title, you can see the options to order the list:

- Sort and group by data.
- Hide columns or add others.
- Search in all column values.
- Create a column filter or perform a filter builder, which allows performing conditional searches with logical functions.

Workspaces offers multiple tools in list views to filter, search, and group the contained information; these tools include:

- Workspaces
  - Access Interface and Segmentation
    - Level 1
    - Level 2
    - List Views
    - Filtering Options in Listings
      - Column Sorting and Searching
      - Grouping by Column
      - Column chooser

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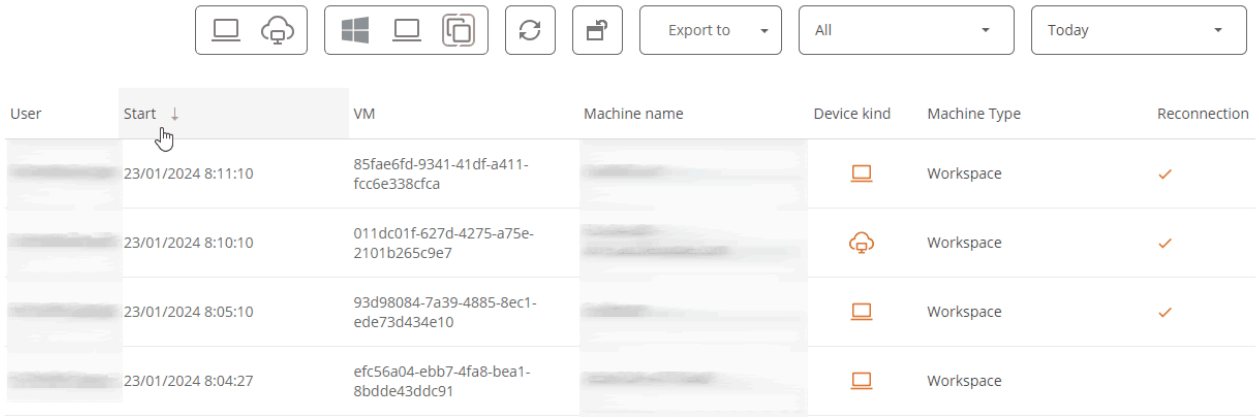
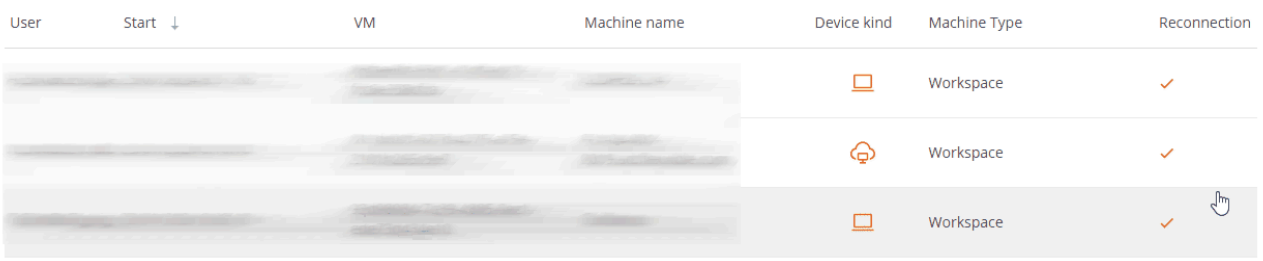
        - Filter builder
    - Filter Management
    - Available Operations
- Detail Views

Column Sorting and Searching



By clicking on one of the column headers, the values can be sorted; 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 the records based on the fields of a column, right-click on `Group by this column`. That will create a group of records for each value of the field in the used column.

Column chooser

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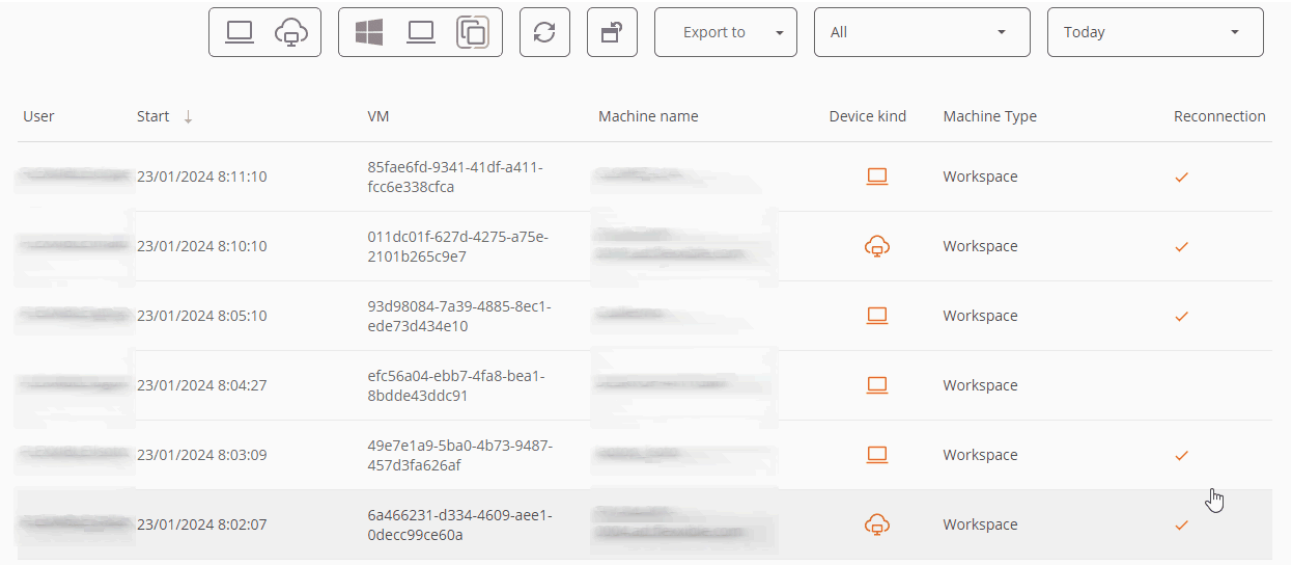
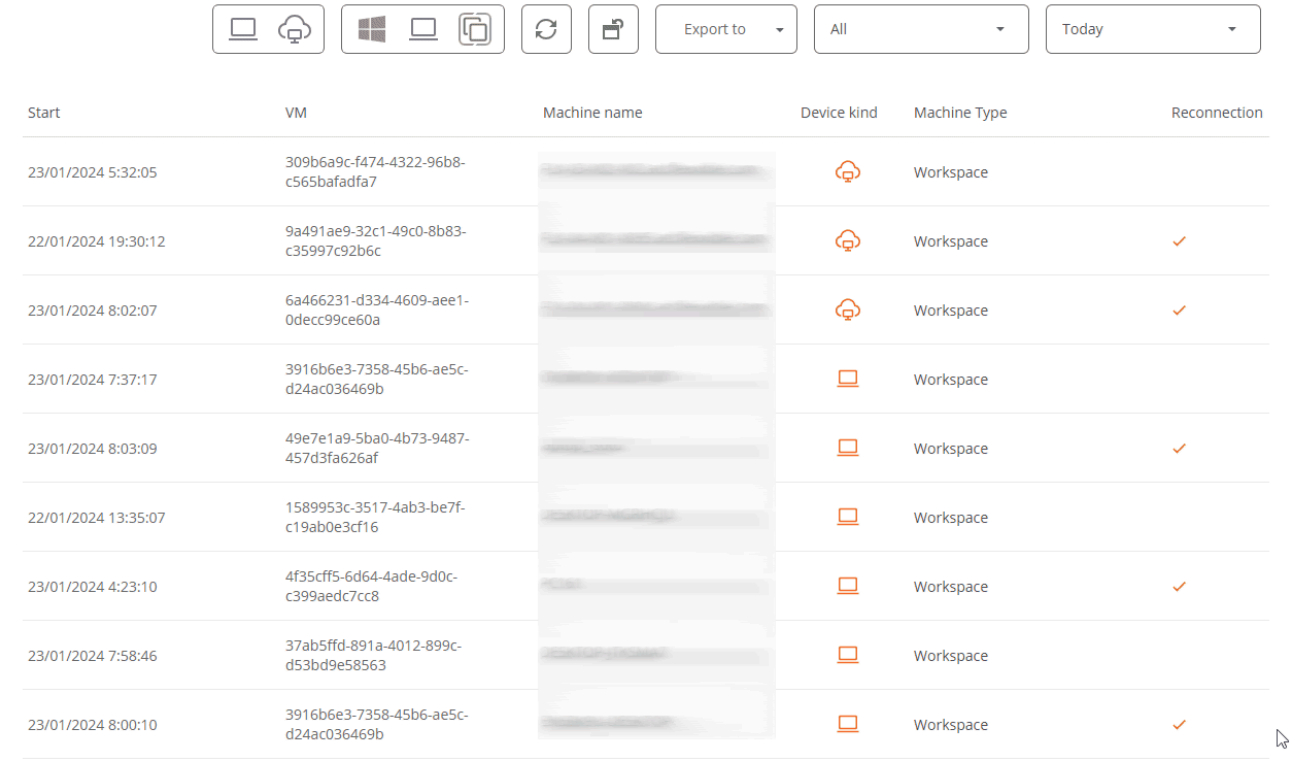


By right-clicking on the header of any column, you can access the advanced menu and `Column chooser`. This option allows you to modify the columns that appear in the header, adding or removing column titles.

Filter builder



`Filter builder` allows you to build filters by multiple criteria (inclusive and exclusive), analyze field contents, and nest queries.

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Filter management

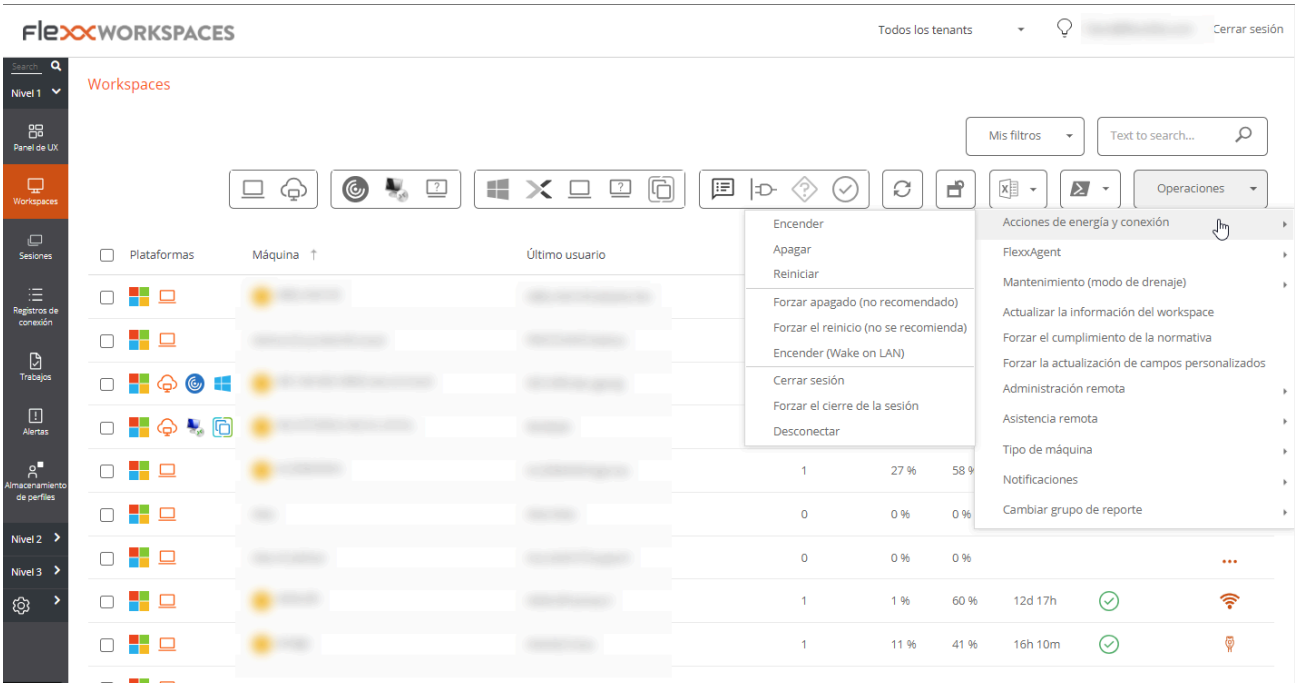
The `My Filters` button allows access to:

- Default filters: default filters included with Workspaces.
- User filters: filters that the user has saved.
- User filter management options to save, modify or delete.
- Filtering option by organizational unit (OU)
- Filtering option by operating system (OS)
- Filtering option by installed application

Below are the buttons that allow you to:

- Reset the default view of the list.
- Export the list: allows exporting the list with all details, in *.csv or *.xlsx format.
- Operations: concentrates various actions to facilitate device management.

Available operations



Depending on the list view from which the `Operations` button is activated, access will be given to different actions such as shutting down the device, logging out the user, or

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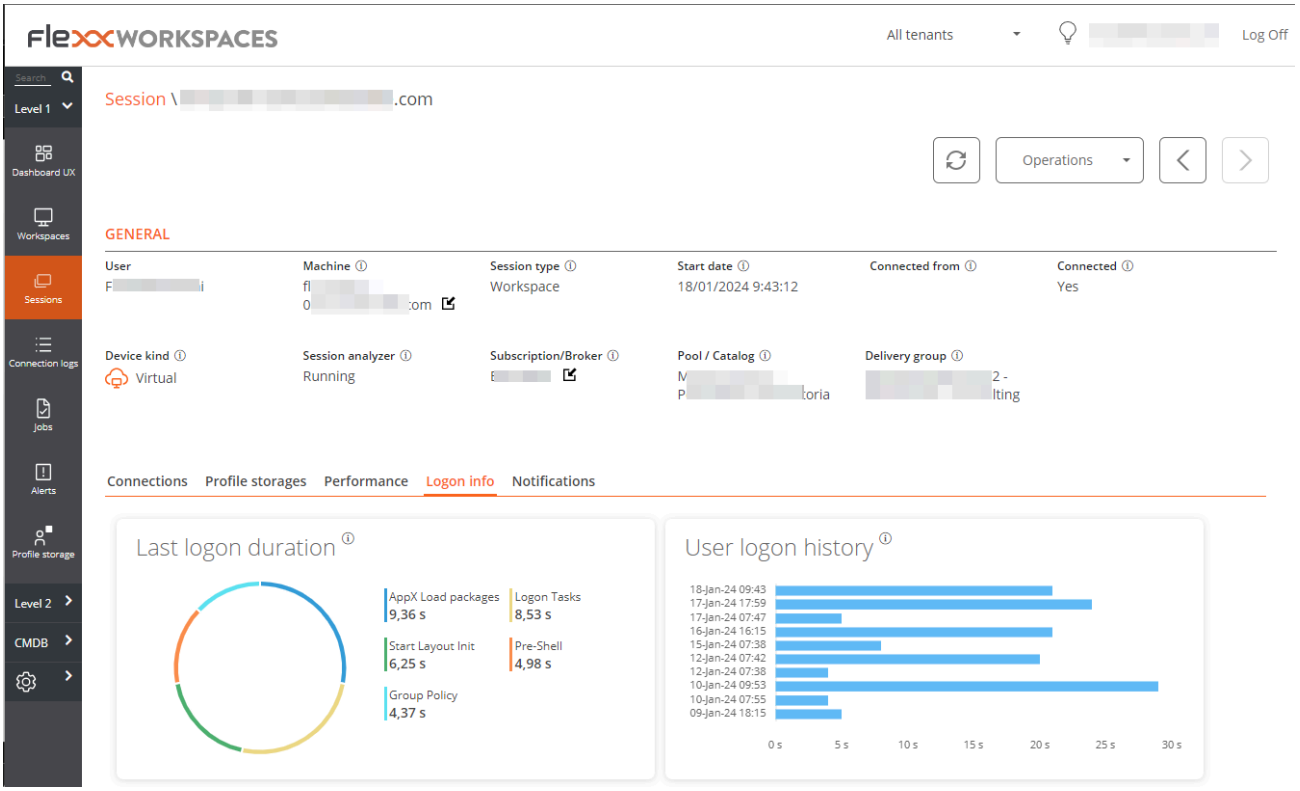
launching a notification or remote assistance, among others.

Next to the operations button is the button to execute microservices on demand.

Detail views

Clicking on an individual item from a list view will display detailed information. The data is arranged in inventory information blocks at the top of the screen; at the bottom, the information is segmented into tabs to facilitate navigation.



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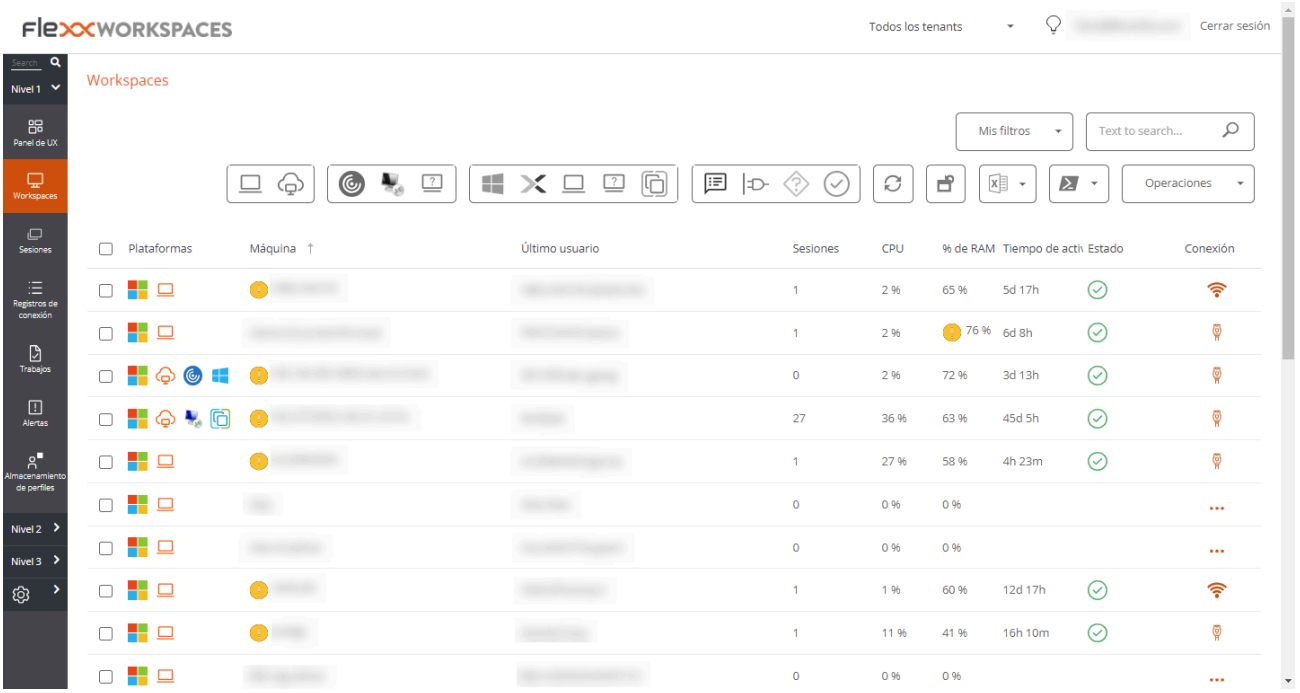
Workspaces / Level 1



Gathers tools for teams with the most direct contact with end users. Includes the views of Dashboard UX, Workspaces, Sessions, Connections Logs, Jobs, Alerts, and Profile Storage.

Features available at this level:

- UX Panel
- Workspaces
- Sessions
- Connection log
- Jobs
- Alerts
- Profile storage

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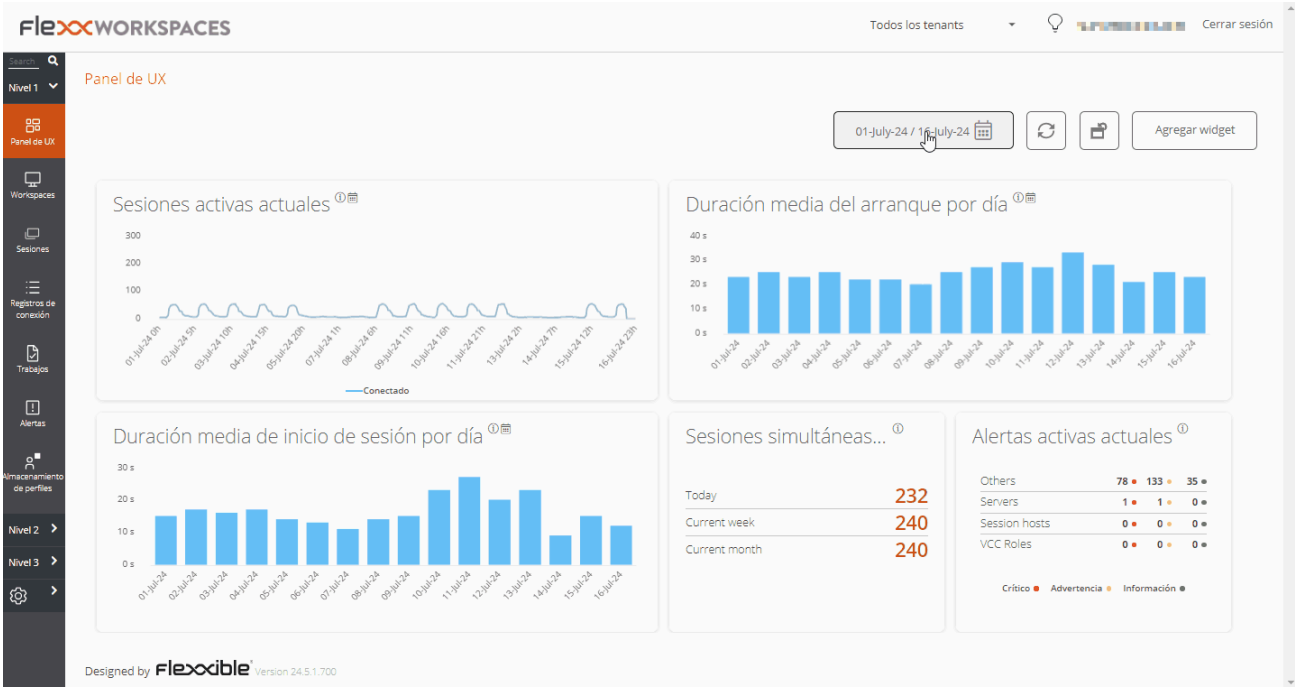
Workspaces / Level 1 / UX Panel

The Dashboard UX section allows you to graphically view the most relevant environment data, including inventory information, usage, locations, monitoring, and much more.



The view is configurable and allows you to segment the data by client organization, filter by dates, and select 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 it is only necessary to apply this configuration once.

Filter by organization

By default, the organization selector located in the top right of the screen has the `All tenants` option enabled, which allows viewing the aggregated information of all organizations that the user who logged into Workspaces has access to. 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.

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Filter by dates

The date selector button allows you to apply time filters to the dashboard data:

- Predefined filters:
  - Today
  - Yesterday
  - The last 7 days
  - The last 30 days
  - This month
  - Last month
- Custom filters that allow you to select the start and end date and time.

Widgets

The different information boxes within the dashboard are called widgets. They can be repositioned, resized, or directly deleted by clicking on the `x` that appears when hovering over them.

Widgets included by default

The widgets offered by default in Workspaces are:

Current active sessions

Simultaneous active user sessions aggregated on the platform over time. This widget displays data filtered according to the date selector.

Average boot duration per day

Organization average boot time of their devices. This widget displays data filtered according to the date selector.

Average login duration per day

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Organization average login time of their users. This widget displays data filtered according to the date selector.

Maximum simultaneous sessions

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 elements of the environment. Information alerts are shown in green, warnings in yellow, and critical alerts in red. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Inactive users (last seven days)

Users who have connected to a session at least once but have not connected in the past seven days. This widget displays data for a specific time period. Therefore, it is not filtered by the date selector.

Workspaces by ISP

A view of the different Internet Service Providers in use by the workplaces. Because these are real-time data, date filtering is omitted.

Workspaces by country

A view of the different countries from which the workspaces are connected. Because these are real-time data, date filtering is omitted.

Number of workspaces by operating system

This widget displays data in real time. Therefore, it is not filtered by the date selector.

FlexxAgent version analysis

An analysis of the different versions of FlexxAgent used by the selected organization and operating system, therefore there is a widget for each supported operating system. This widget displays data in real time. Therefore, it is not filtered by the date selector.

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The 5 sessions with the highest average duration per user

The 5 highest average session durations per user on the platform over time. This widget displays data filtered according to the date selector.

Current session capacity

Displays information about the number of sessions that can connect based on the current load in AVD (Azure Virtual Desktop) environments.

- Number of session hosts: number of session hosts in the host group.
- Users per host: number of users each session host can accept.
- Total sessions: maximum number of sessions according to the number of session hosts and each host's configuration.
- Available: how many new sessions can be connected
- Active: current number of active sessions
- Disconnected: current number of disconnected sessions
- Load: current load percentage of the session host based on current usage and availability. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Top 10 workspaces by total bandwidth currently used

The 10 workspaces using the most bandwidth currently in KB/s. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Current availability of the session host

Displays information about session host availability per host group 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.

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- Not allowed sessions: number of session hosts that are in drain mode and cannot accept new connections. This widget displays data in real time. Therefore, it is not filtered by the date selector.

The 10 session hosts currently with the highest load

The 10 session hosts currently carrying the highest load in AVD (Azure Virtual Desktop) environments. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Average login duration by group or catalog

The average duration of user logins 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 displays data in real time. Therefore, it is not filtered by the date selector.

Average login duration by operating system

The average duration of user logins by operating system. This widget displays data filtered according to the date selector.

The 10 most recent alerts

The 10 most recent alerts, sorted by severity. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Top 10 workspaces by currently used total RAM

Top 10 workspaces ordered by currently used RAM in GB. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Current AVD resources

The number of workspaces, host groups and application groups created in Azure Virtual Desktop. This widget displays data in real time. Therefore, it is not filtered by the date selector.

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Disconnected sessions

Simultaneously disconnected user sessions aggregated on the platform over time. This widget displays data filtered according to the date selector.

Workspaces by agent

Number of workspaces per agent, grouped by broker. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Workspaces by city

A view of the different cities from which the workspaces connect. Because 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. Because these are real-time data, date filtering is omitted.

Workspaces by public IP address

A view of the different public IP addresses in use by the workspaces. Because these are real-time data, date filtering is omitted.

Workspaces by hypervisor

Number of workspaces by hypervisor. This widget displays data in real time. Therefore, it is not filtered by the date selector.

Workspaces by operating system and build number

A classification of operating system and build number combinations sorted by the number of workspaces using each one. This widget displays data filtered according to the date selector.

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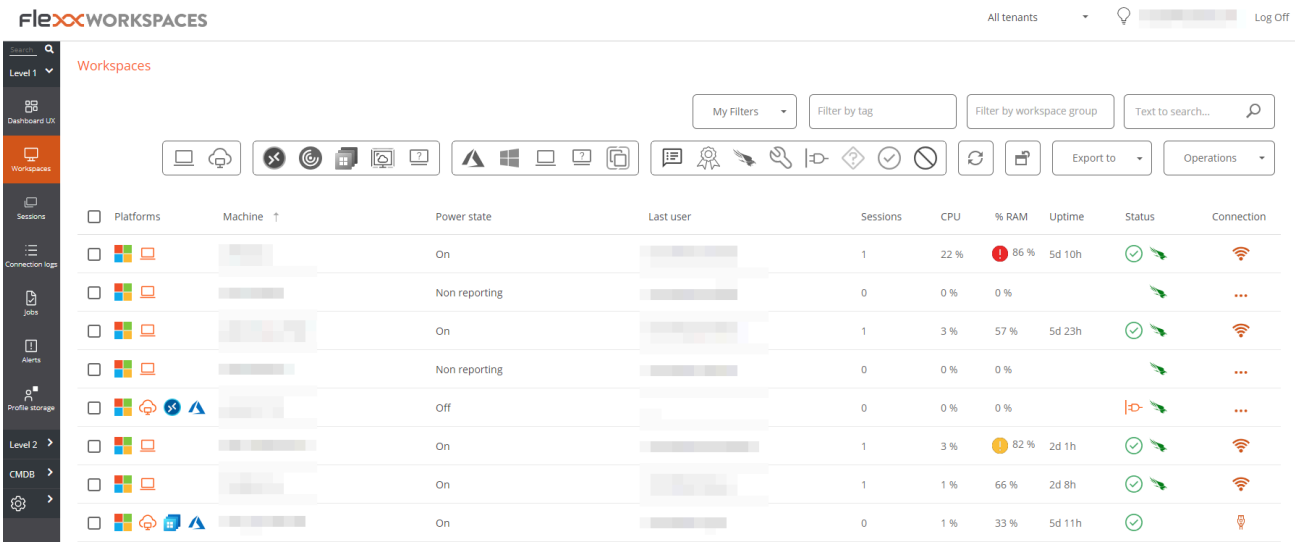
Workspaces / Level 1 / Workspaces

From the Workspaces list view, you can access the list of devices that make up the organization. This allows you to organize, filter, search, and send operations to the devices.



Filtering

The information displayed on the screen can be customized by adding or removing information columns using the `Column chooser` and saving the filters used for future queries in the user profile.

Header Filtering Options

At the top of the screen, tools and icons for each attribute are concentrated, allowing you to filter the list based on the following criteria:

- Filtering by device technology:
  - Device type: Physical or Virtual
  - Session broker used: Citrix, RDP, or Unknown
  - Hypervisor: Hyper-V, Nutanix, vSphere, Physical, or Unknown
- Filtering by device status:
  - The device has active notifications.

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- The device is off.
- The device is in an unknown state for the broker.
- The device is in an OK state.

Once a device is selected, or through multiple selection, the `Operations` button provides access to perform various tasks on the devices such as `Power and connection actions` or send `Notifications` to users. You can consult the details of these functionalities in the `Available Actions` section.

In `My Filters` there are also additional filtering options that allow selecting devices according to the applications installed on them.

List Filtering Options

Filtering options for the list view are available at List filtering options

Filter management

Filters created using the interface options can be saved as user filters and are located along with predefined filters in the My filters option

Microservice Execution

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 the microservices with administrative permissions on the devices. The actions of enabling, creating, modifying, or deleting microservices are carried out from the Portal.

Available operations

Depending on the view from which the `Operations` button is activated (list view or detail view), different actions will be accessible.

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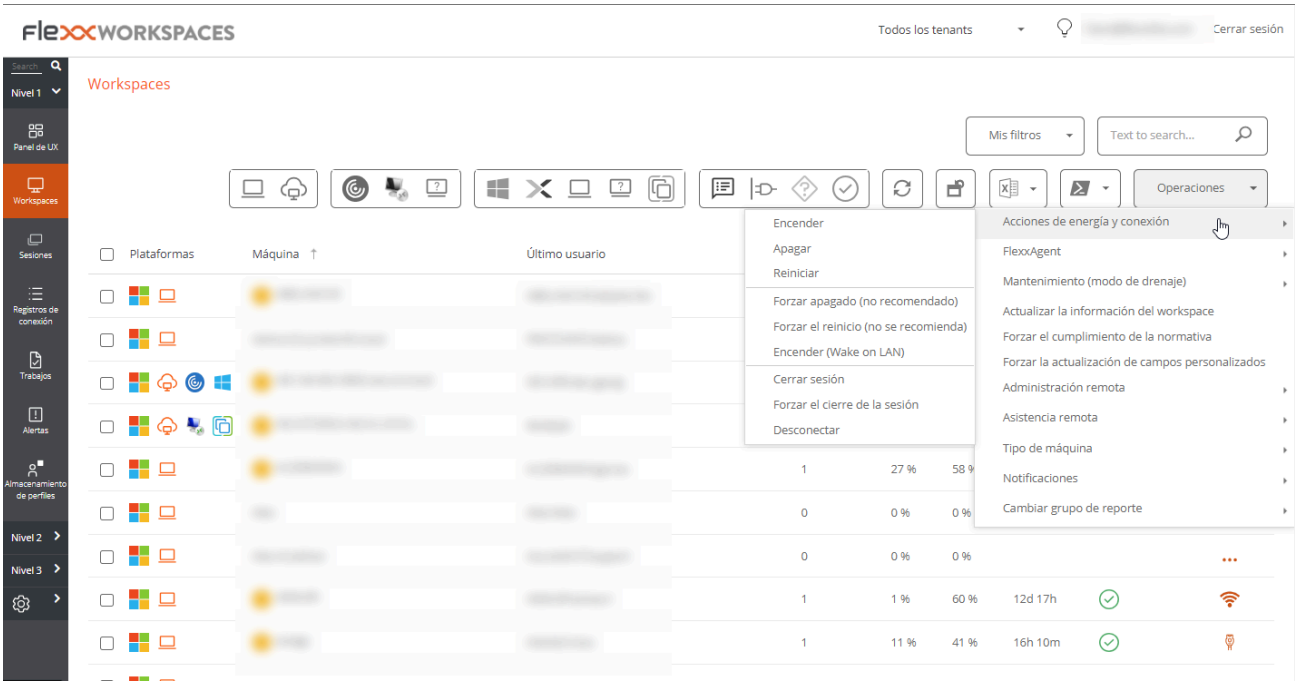

Operations from the list view

From the Workspaces list view, the following operations can be performed on the selected devices.

Power and connectivity actions

Groups actions that allow:

- Power on: only available for devices with an associated broker.
- Power off the device.
- Restart the device.
- Force power off: only available for devices with an associated broker.
- Force restart: 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 the user.
- Force user logoff.
- Disconnect the user session.

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Tags

Tags are keywords that can be assigned to one or more devices that have some characteristic in common, with the aim of recognizing and organizing them for efficient management.

To assign one or more tags, first select the desired devices and then, in `Operations`, click `Add`. From here the available tags, if any, will be displayed so that they can be associated with the device.

From `Edit`, a tag can be changed or another one assigned to the device. And `Delete` dissociates a tag from it.

The `Filter by tag` option in the top menu of the Workspaces list view allows devices to be filtered by tag name so actions can be performed on them simultaneously.

FlexxAgent

Allows updating the agent on the selected devices to the latest available version.

Maintenance (drain mode)

Only available for devices with an associated broker, allows configuring maintenance mode (Citrix) or Drain (AVD), which prevents new user logins on configured hosts.

Update the workspace information

Allows forcing the update of the selected devices' data on demand, without waiting for the periodic refresh.

Enforce compliance

Forces immediate evaluation of regulatory compliance, allows evaluating compliance on the device after making necessary corrections, without waiting for the refresh time configured in the policy settings.

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Force update of custom fields

Forces the retrieval of custom fields configured in settings. This option allows on-demand updating, without waiting for the refresh configured in settings.

Remote administration

Allows executing Microsoft remote connection, delivering a .rdp or .rdg file. This option is only available for environments connected to Azure Virtual Desktop subscriptions and with the deployment of the Workspaces console within the same subscription (also requires network level connectivity Workspaces -> Session Hosts).

Remote Assistance

Allows launching remote assistance for users in interactive mode, which requires user consent to view and take control of their session or execute remote assistance in unattended mode, which allows administrative access to server-type or self-service devices that do not necessarily have a user on the other side of the screen.

Machine type

Allows defining the device type for the selected devices so that they can be organized into different views of the console. Available options:

- **Workspace**: physical device type used by a user. It is visible in the `Workspaces` section.
- **Workspace (AVD Session Host)**: virtual device type hosted on Azure Virtual Desktop used by a user. It is visible in the `Workspaces` section.
- **Server**: physical or virtual device type that serves multiple users in the organization or its infrastructure. It is visible in the `Servers` section.
- **Hidden**: allows hiding a device from all listings.

Notifications

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Allows sending notifications to the selected devices. These can be pop-up notifications or ones that reserve a portion of the screen.

Change report group

This option allows the selected devices to be moved to another report group. Upon making the change, the configuration of the destination report group will be applied, which includes:

- Remote assistance settings
- Organization users with access and/or visibility
- Associated patch policy

If the user changing the reporting group on the devices has access to more than one organization, they can also "move" the devices to a reporting group of another organization.

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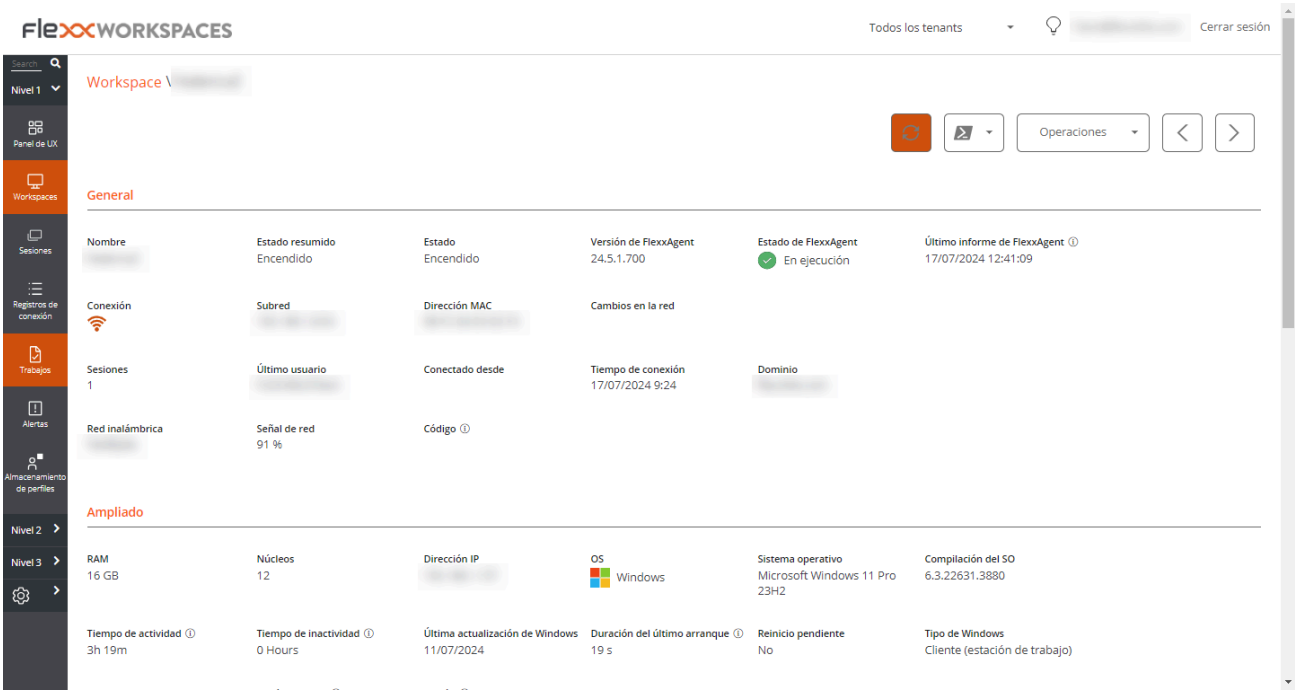
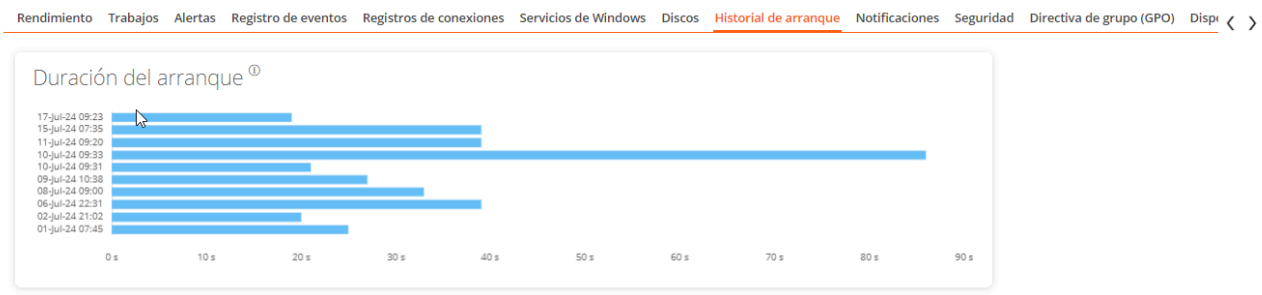
Workspaces / Level 1 / Workspaces / Detail view

Clicking on any record from the list of workspaces provides access to the device details. 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

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From the detail view of a device, it is possible to perform the same actions for the active device as in the list view, except for updating FlexxAgent, and some more actions that are only available in the detail view.

This includes:

- Microservices execution.
- Perform actions included in the `Operations` button.

Microservice Execution

From the `>-` button, it is possible to run 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 carried out from the Portal.

Operations

From the detail view of a device, the same `Operations` as in the list view can also be executed, except for updating FlexxAgent, in addition to the `Edit`, `Session Analyzer Tracking Log`, and `OS Patching` operations.

Edit

This operation allows the user to assign an identification code to a workspace and/or a description.

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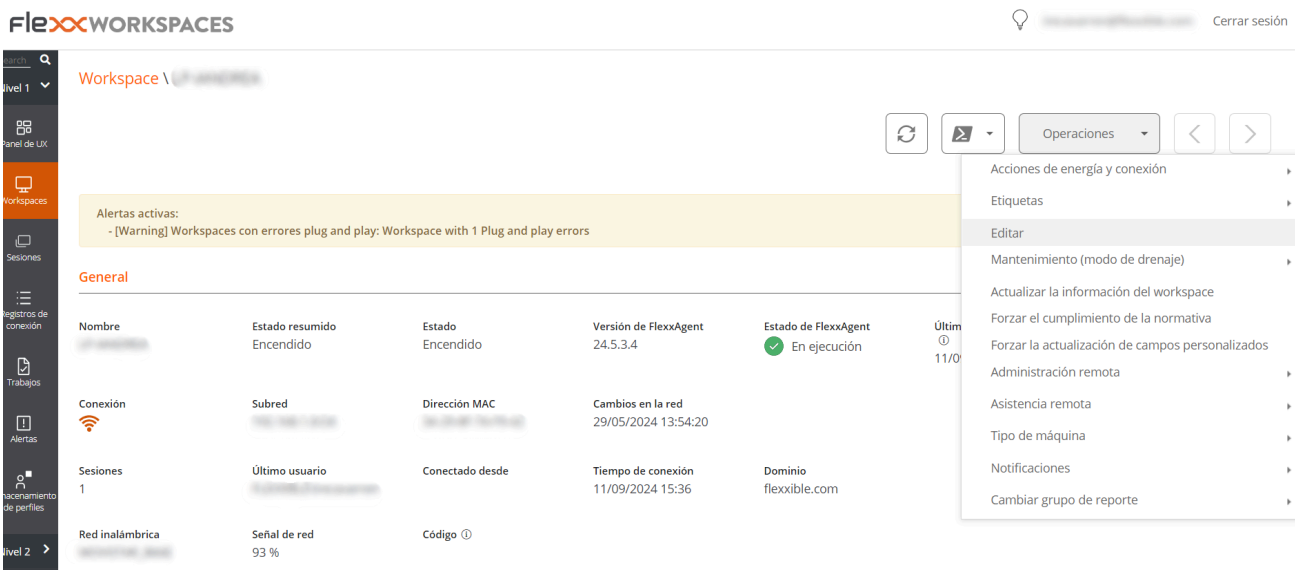
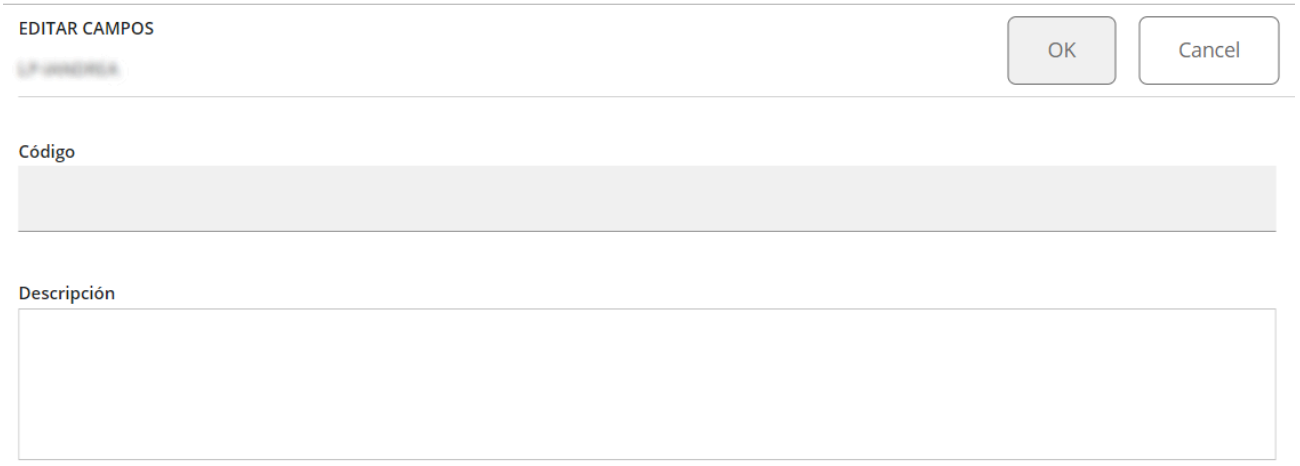


The code allows associating the device with an inventory item. To edit it, click on `Operations` -> `Edit` -> `Code`.

The `Description` field allows free text to be added 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 list views.

Session Analyzer Tracking Log

The FlexxAgent Analyzer logs can be configured to include or exclude information by levels of criticality. From `Operations` -> `Session Analyzer tracking log` you can manage the log level change for FlexxAgent Analyzer.

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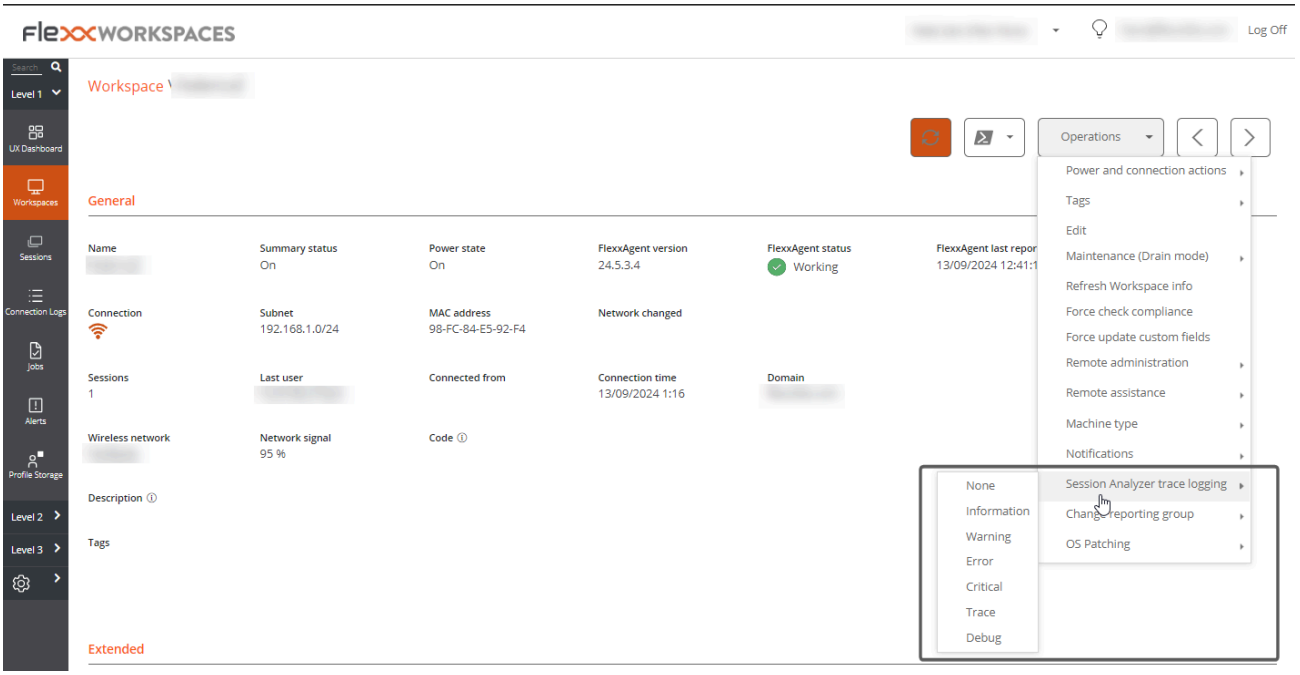
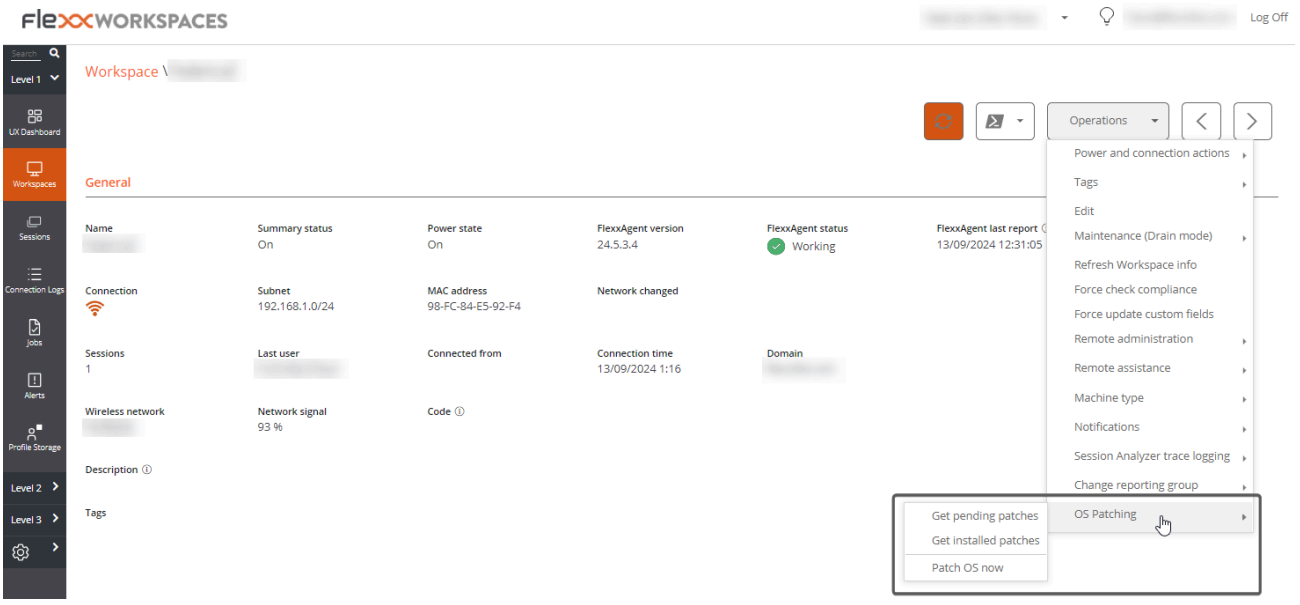


These logs are stored within the `%LOCALAPPDATA%\FAAgent\Logs` directory.

OS Patching

This option allows managing the patching of the device on screen.



The available options are:

- **Get pending patches**: obtains a list of patches available for installation on the device.
- **Get installed patches**: obtains a list of patches installed on the device.

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- **Patch now**: Installs the pending patches on the device.

For all patches, `id`, `Installation/publishing date`, `Severity`, and the `Title or name` of the package are obtained.

General

The general information block of the device contains:

- **Name**: Device hostname.
- **Status**: Power status (on-off).
- **FlexxAgent Version**: FlexxClient version number.
- **FlexxAgent Status**: FlexxAgent execution status (running - stopped).
- **Last FlexxAgent report date**: Date of the last report received from FlexxAgent on the device.
- **Connection type**: Type of connection used by the device (ethernet - wireless).
- **Subnet**: Network addressing.
- **MAC address**: MAC identifier.
- **Network changes**: Indicates if the device has recently changed its network configuration.
- **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 of the domain where the device account resides.

Extended

The extended information block of the device contains:

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- **RAM**: Total amount of RAM.
- **Cores**: Number of processor cores.
- **IP Address**: Device IP address.
- **OS**: Operating system.
- **Operating system**: Operating system version.
- **OS Build**: Operating system build number.
- **Uptime**: Time the workspace has been running since it was last started or restarted. It is important to note that if quick start (fastboot) is enabled, the workspace is only turned off when it is restarted.
- **Idle time**: The time elapsed since the last input event was received in the user session. Shows 0 if the user is effectively using any input device connected to the workspace.
- **Last Windows update**: Date of the last applied patches.
- **Duration of the last boot**: Duration of the last start (boot).
- **Pending restart**: Determines if the device has a pending restart to apply updates.

Tabs

The tabs at the bottom show grouped specific information. The following are included:

- Detail View
  - Available actions
    - Microservices execution
    - Operations
      - Edit
      - Session Analyzer Tracking Log
  - General
  - Extended
  - Tabs
    - Sessions
    - Performance
    - Jobs
    - Alerts

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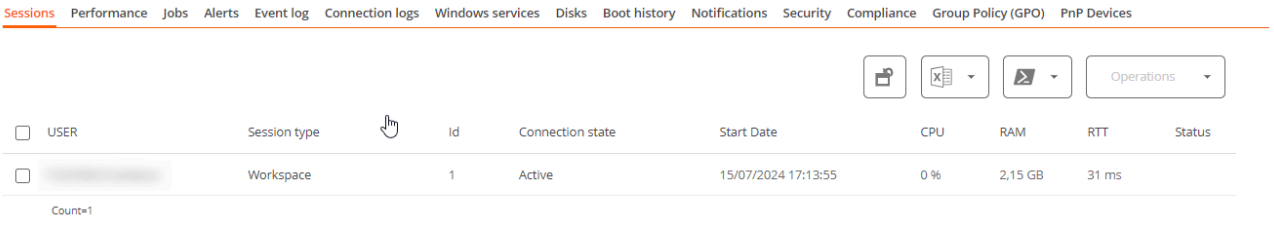
- Event log
- Connection log
- Windows Services
- Disks
- Boot history
- Notifications
- Security
- Compliance
- Group Policy (GPO)
- PnP Devices

Sessions

This tab offers a list view for user sessions established on the device, which can be active or inactive (disconnected user).



Performance

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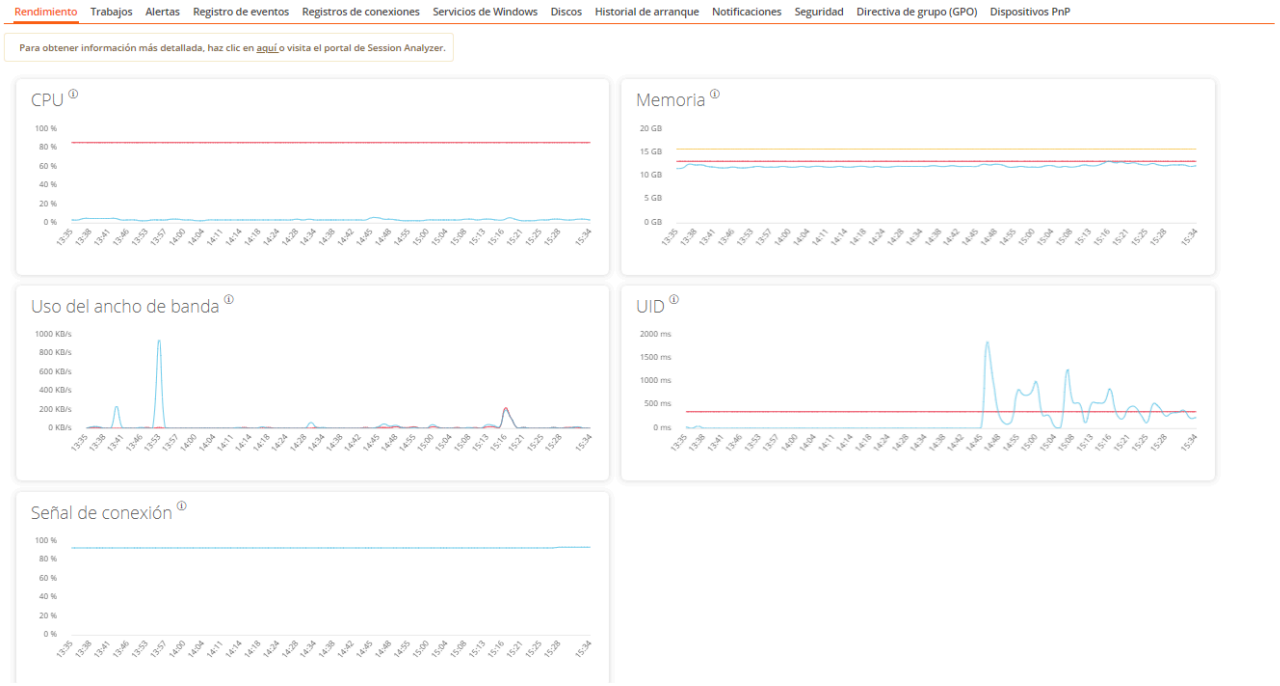
This tab groups graphs of the main performance counters for the last two hours.



Graphs are included for:

- **CPU**: Percentage of processor usage.
- **Memory**: Amount of used and available memory.
- **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**: When the device is connected via any wireless method, percentage of signal reception.

At the top of the tab, a link allows direct access to the diagnostic view for the active device in Analyzer.

Jobs

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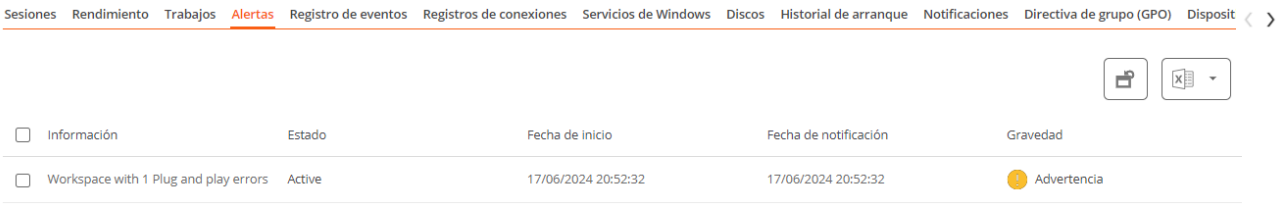
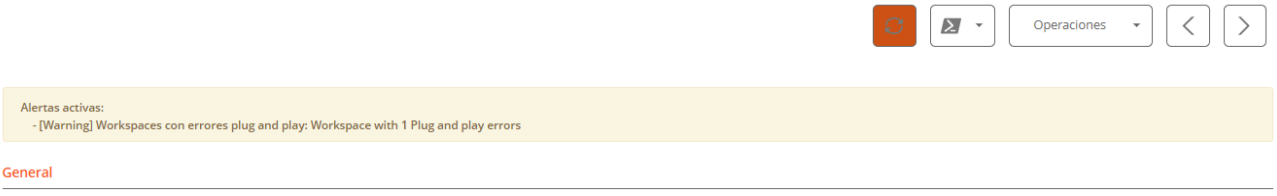
All actions performed from Workspaces on one or more devices are audited in the job queue. This tab allows you to check the jobs performed for the active device, without the need to go to the jobs section.

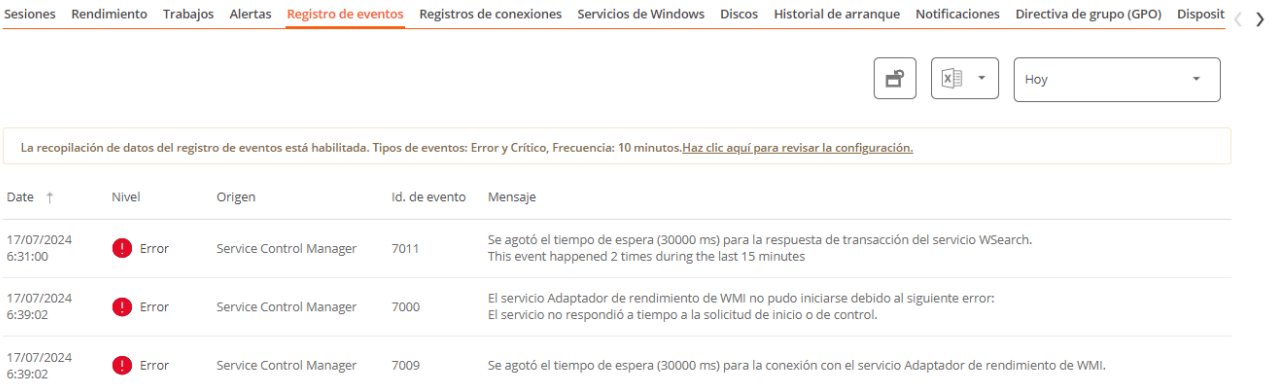
Alerts



This tab displays a list of all active alerts, if any, for the active device. When a device has an active alert, a message is additionally displayed at the top of the screen.



Event Log



This tab presents information about the log events present on the device. By default, it

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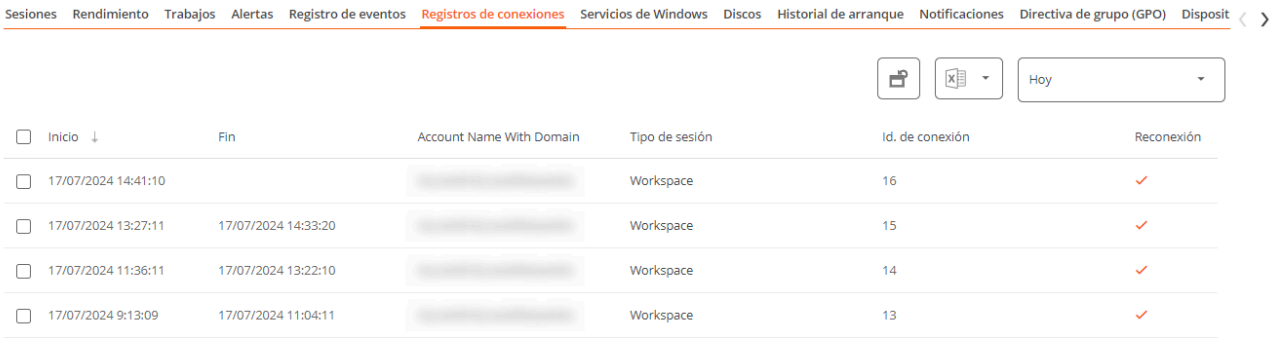
filters the errors and only shows those errors with severity `Error` or `Critical`, and it fetches them from the device at 10-minute intervals.

Using the options available in the settings, it is possible to modify the sampling time or include specific events by their ID.

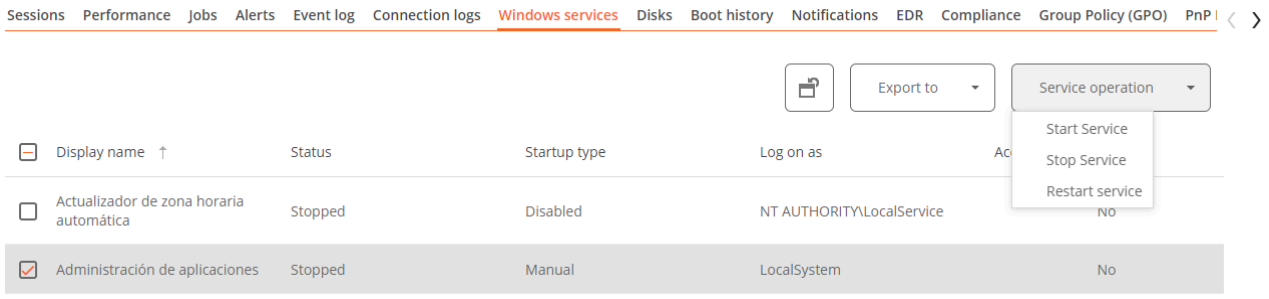
Connection Log



This tab contains information about connections to the device; that is, 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.

Windows Services



This tab allows viewing the status of services and performing start, restart, or stop operations for Windows services.

Disks

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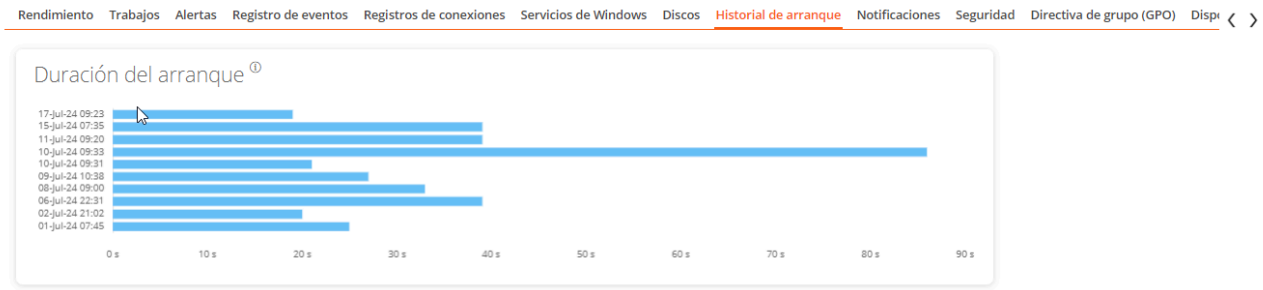
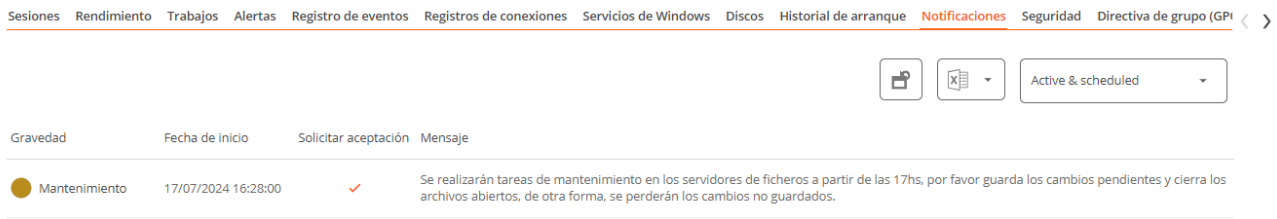
This tab offers a list view with all the partitions present on all disks identified in the system, as well as statistics on their capacity and occupancy levels.

Boot History



This tab allows viewing a graph of historical records of the time taken in the booting (boot) of the device.

Notifications



Allows you to see if the device has any active notifications and their configuration. When there are active notifications, a warning is additionally displayed at the top of the page.

Security

FlexxAgent will detect if a device has Crowdstrike Falcon installed and display the information in 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.

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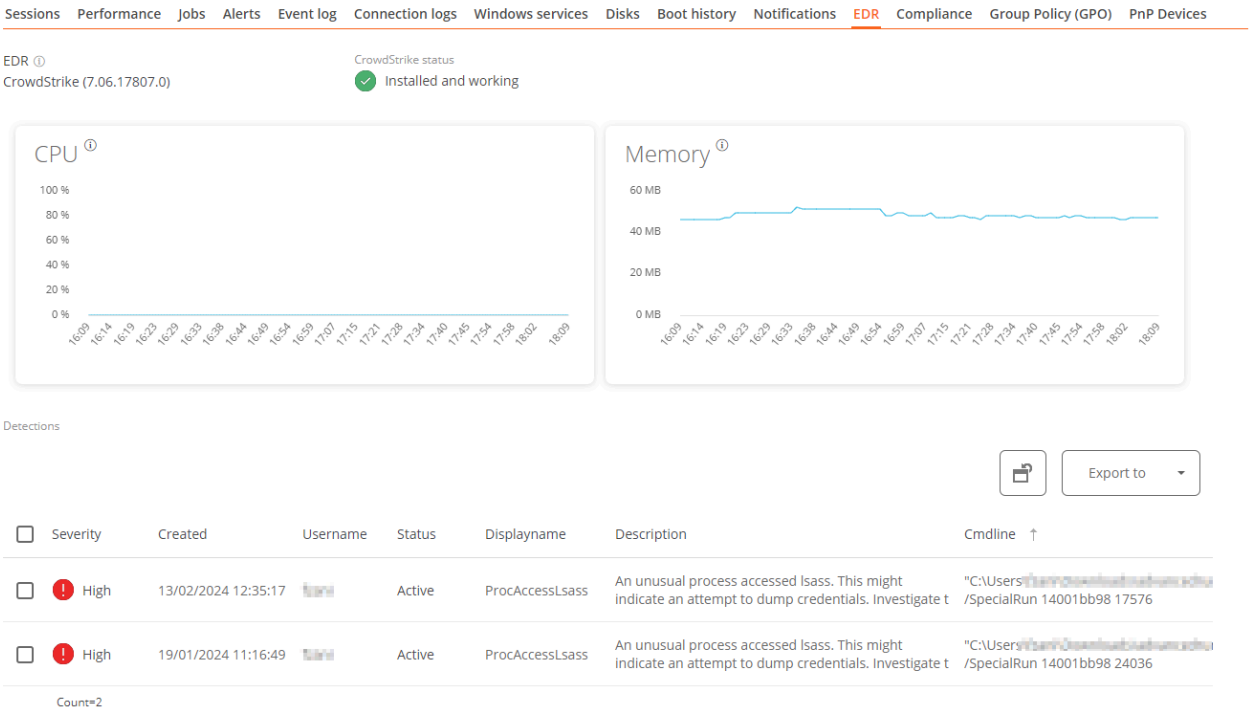
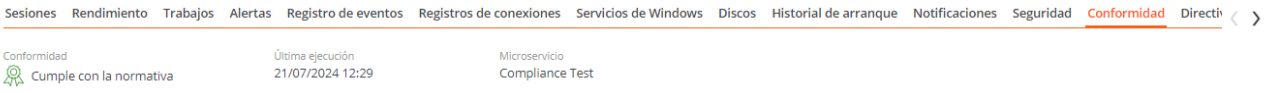


If you also want to capture detections to display them in Workspaces, you must configure the API access data to the Crowdstrike Falcon instance in the `CrowdStrike` section of `Level 3` -> `Messaging service (IoT Hub)`.

Conformity



Allows you to see 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 `Enforce compliance` action to update this field on demand.

Group Policy (GPO)

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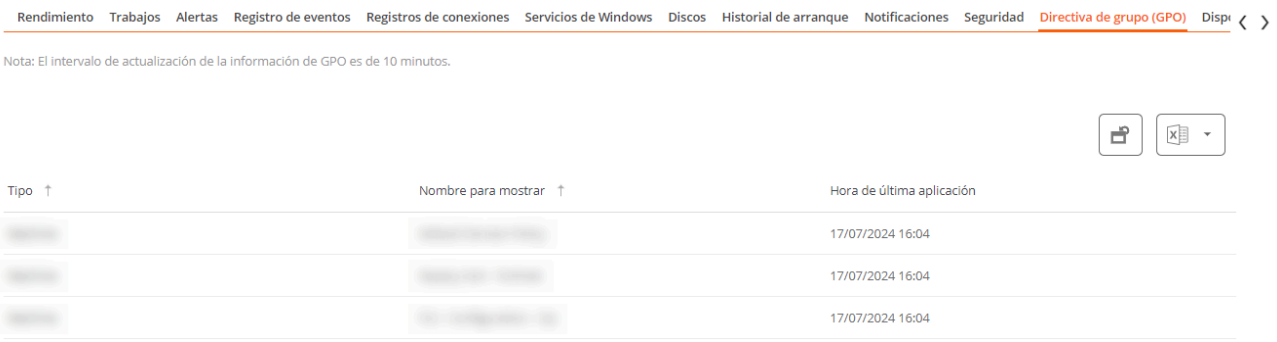
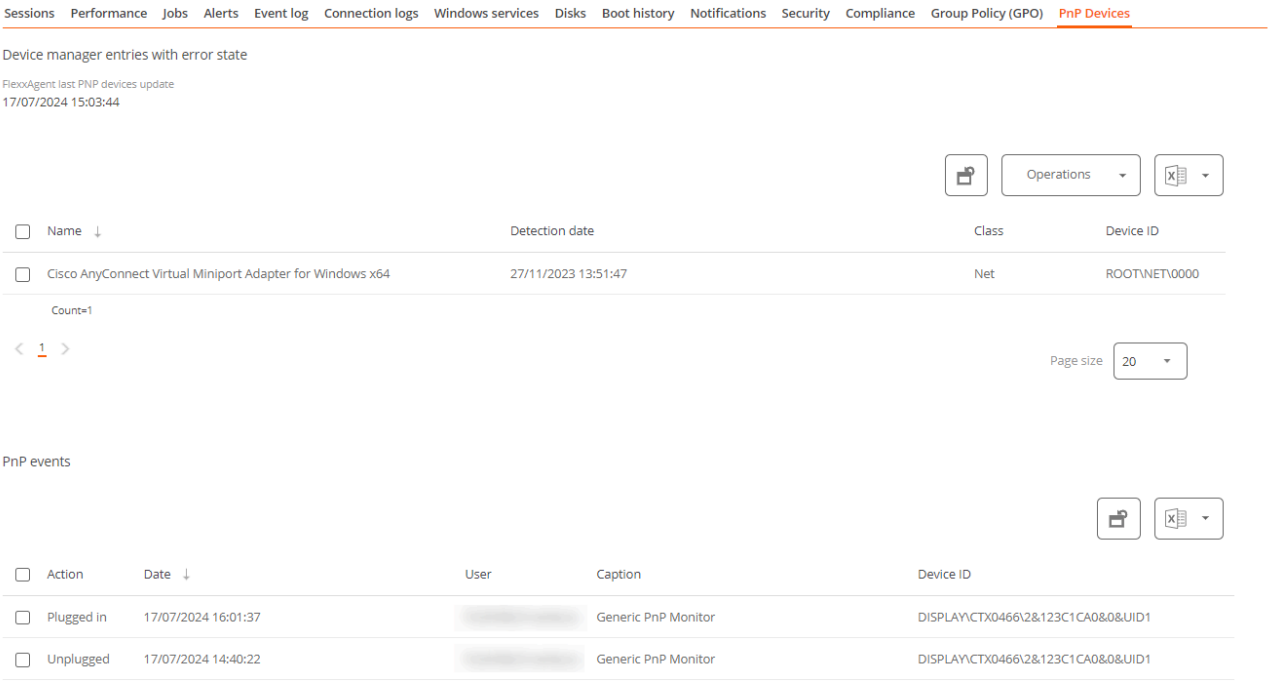


This tab shows information about the group policies applied on the active device. Allows you to view the names of the policies as well as the check time.

PnP Devices

This tab allows you to see at the top the PnP devices that are in an error state, which could be due to hardware or driver malfunction or incorrect device or driver configuration.



At the bottom of the tab, all PnP events are logged. Each time a peripheral device is connected or disconnected, a record is generated in this table with the device information.

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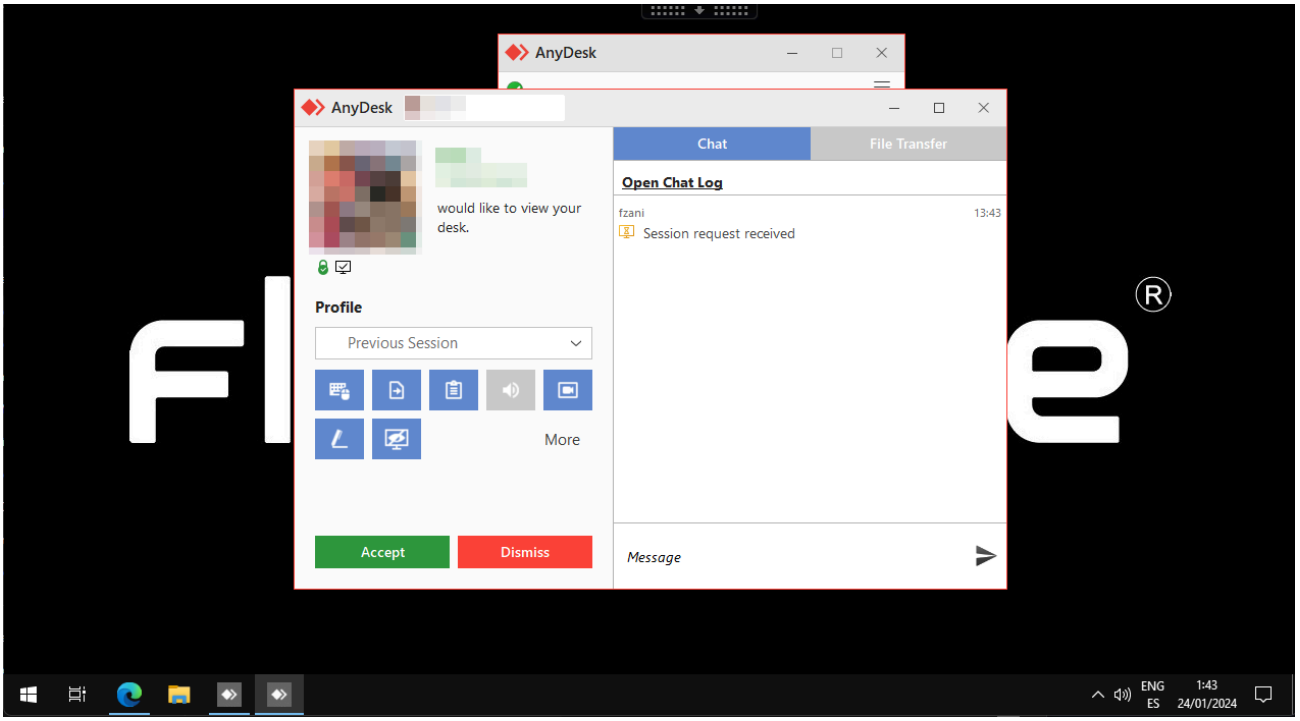
Workspaces / Level 1 / Workspaces / Remote Assistance

Workspaces includes, thanks to the alliance with AnyDesk, remote assistance tools that allow viewing and taking control of the user's session.



Remote assistance is compatible with all types of sessions, such as users on physical devices, VDIs, shared desktops, and even in virtualized application environments. It supports operating systems such as Windows, Linux (including ChromeOS), and Mac.

Remote assistance for Workspaces is designed to cover end-user devices as well as devices that do not have a user in front of them, such as servers or customer service kiosk-type devices.

Workspaces incorporates a significant improvement that allows the support operator to manage all the applications the user sees, including those that require elevation of permissions, which are launched with 'Run as administrator' or that run under User Account Control (UAC). Additionally, all AnyDesk functionalities for session recording, file transfer, and chat are activated.

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Main functions

There are two options for remote assistance:

- Interactive remote assistance: aimed at end users. Requires user consent.
- Unattended remote assistance: allows unattended access to technical equipment.

Flexxible tools are also included, which allow activating administrative tools in remote assistance.

Activation

The activation of remote assistance, as well as the configuration of options that will be available for a device, is carried out from the configuration of the reporting group to which that device belongs, in Portal.

Although remote assistance uses AnyDesk technology, no traffic is generated from the devices to their servers, which allows it to work even in network environments with traffic filtering to AnyDesk servers.

Remote assistance can be configured to allow interactive or unattended access.

Requirements

To function properly, remote assistance requires device connectivity to ra.flexxible.com via TCP port 443.

Additional considerations

When the operator downloads the remote assistance file from Workspaces, it will generate the following processes:

- FlxRA_xxxx: the file that is downloaded from the web
- FlexxibleRemoteAssistance_xxxx: this process is responsible for initiating the remote assistance connection.

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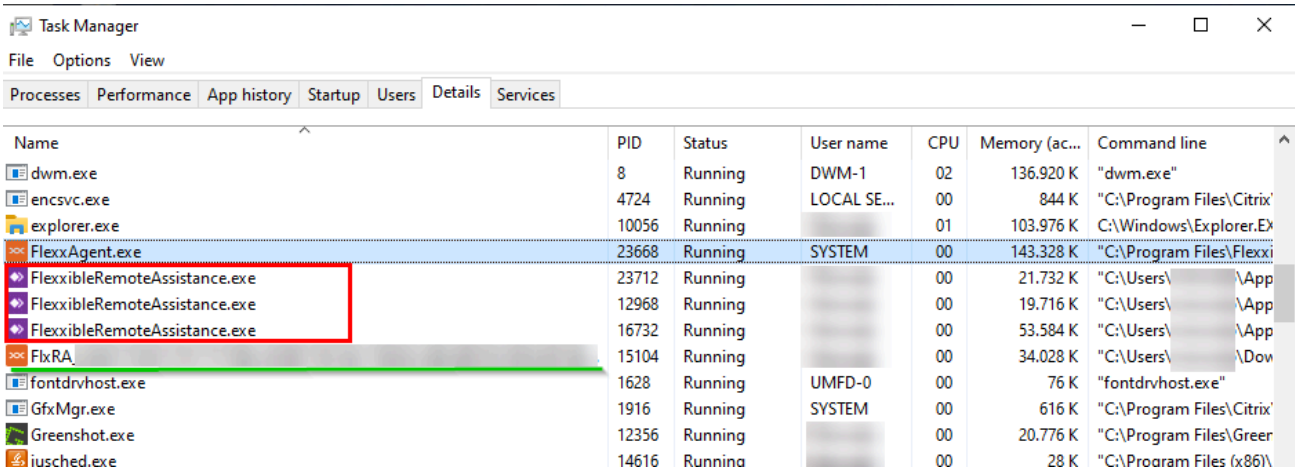
On the user's device, an AnyDesk.exe process will be generated and executed automatically when remote assistance is requested.



Interactive remote assistance

To minimize the attack surface, vulnerability exploitation, and maintain device security, FlexxAgent does not install any additional software, so there is no service or process "listening" for incoming connections. The AnyDesk process only runs (without installation) in real-time when requested from Workspaces.

Remote assistance allows support staff to access the user's session to see what is happening on their screen or take control easily. It is accessible from both the `Sessions` view and `Workspaces` and can be executed from the `Operations` button in the top right of the interface.

`Operations` -> `Remote assistance` -> `Start remote assistance`

When the operator initiates the `Start remote assistance` request, FlexxAgent launches an AnyDesk process (with user permissions) on the device and notifies the user with the session ID.

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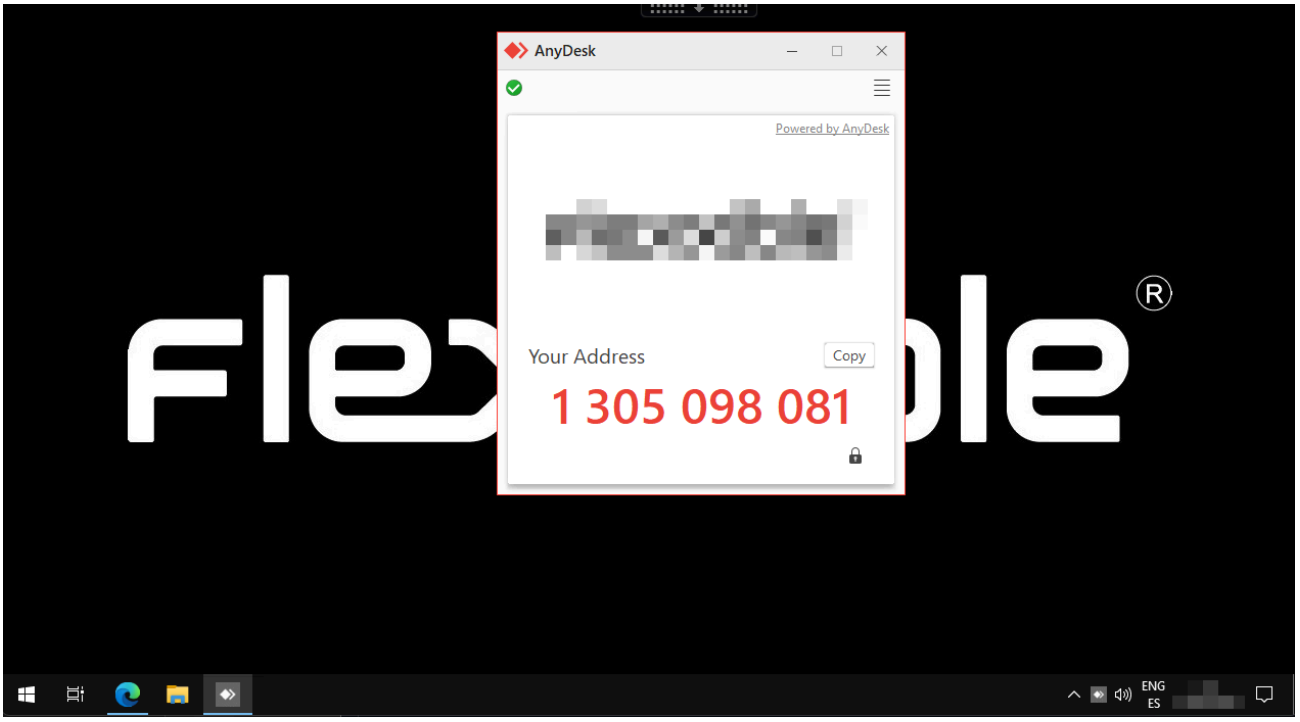

From the support side, an application is displayed to access the user's session, which can be downloaded by clicking `Download` from the remote assistance window in `Workspaces`. Once downloaded, this application must be executed to send the consent request to the user.

> Note: Once the remote assistance session access application is downloaded, it will expire in 15 minutes and will not allow access to the session.

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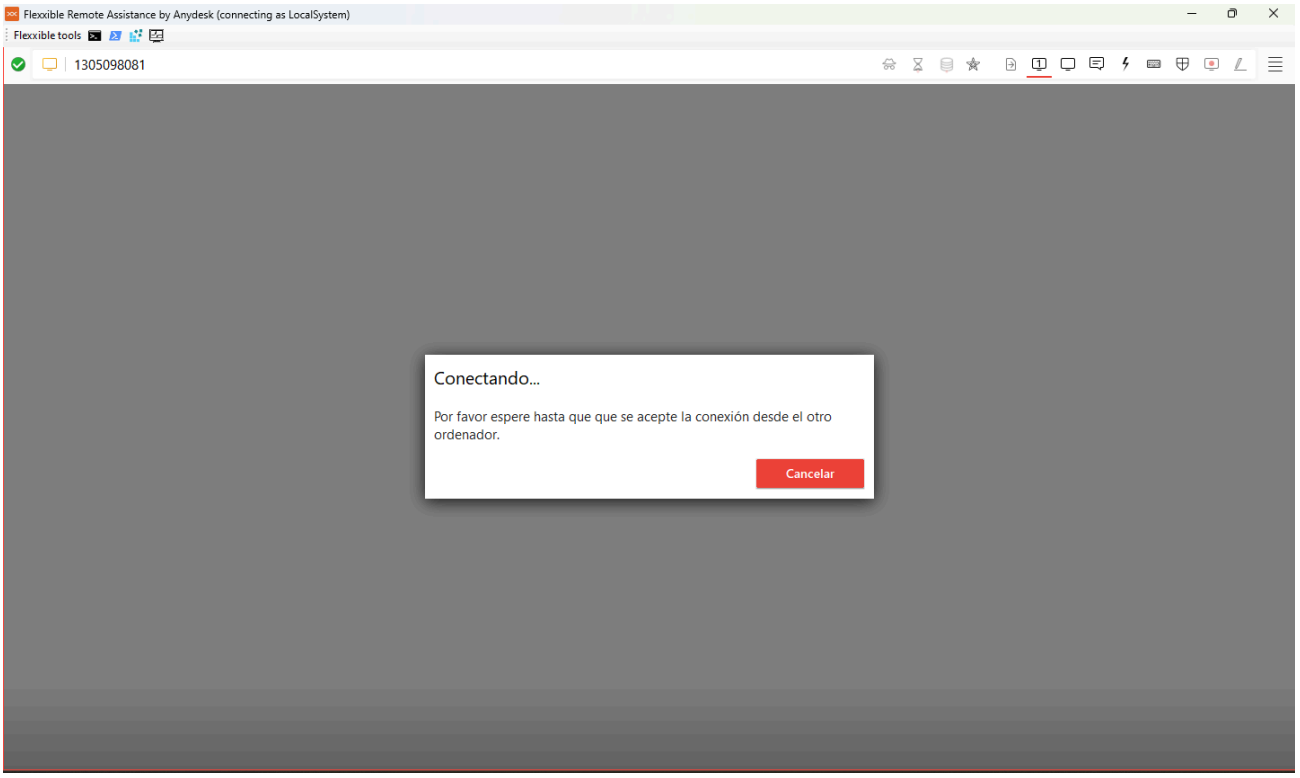
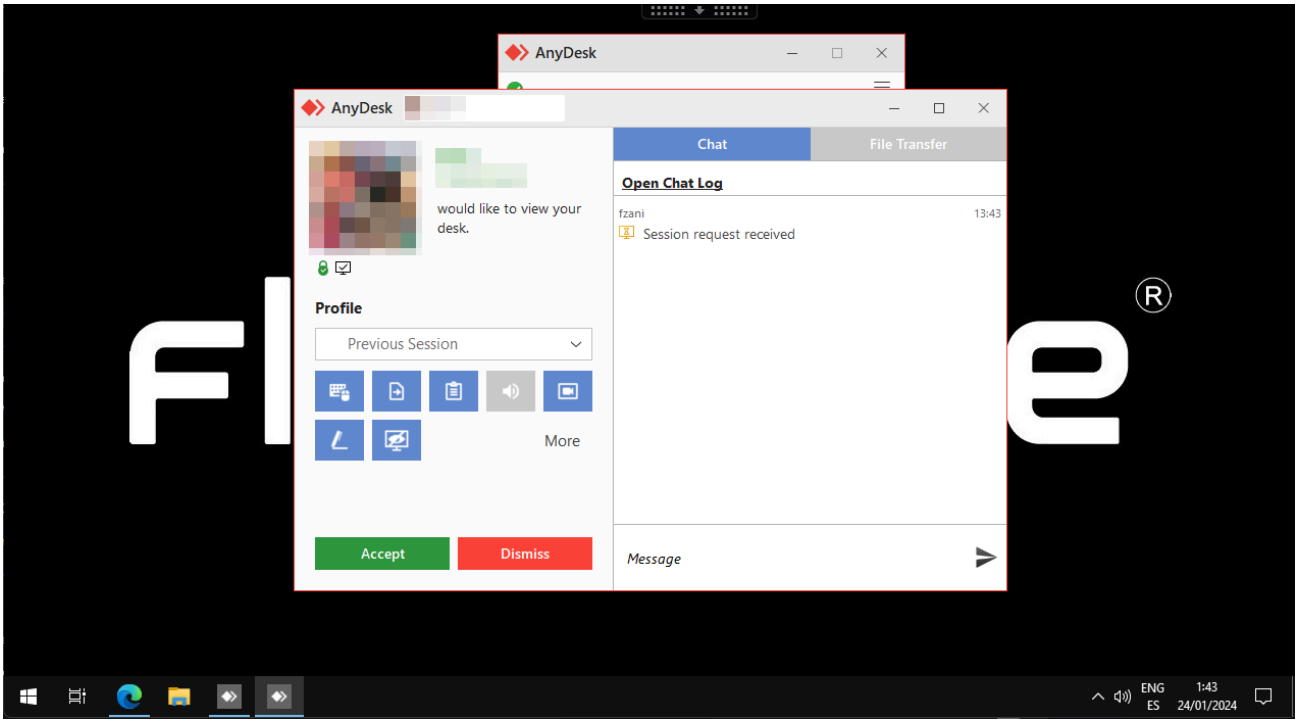


The user's consent must be awaited:



From the acceptance of remote assistance, the support staff can take control of the session.

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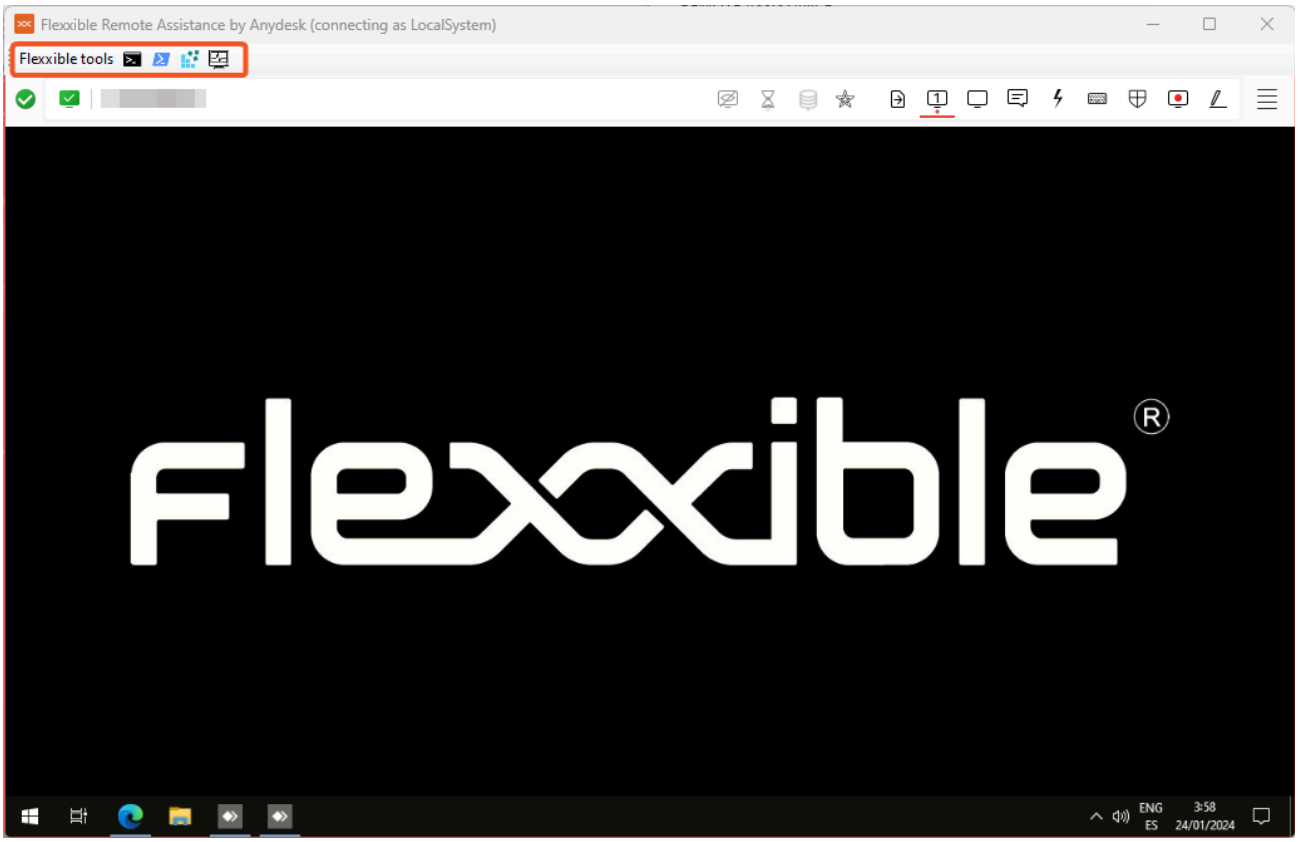
The AnyDesk binary will only be present on the device's filesystem when remote assistance is requested and will run with the user's permissions, without installation, and will remain active for the duration of the remote assistance session. Once the session ends, the process will be stopped, and the binary deleted from the filesystem.



> Important: The fact that the AnyDesk binary runs without administrative permissions does not prevent access to the necessary administrative tools for support delivery. These are offered for remote assistance within the Flexxible tools menu at the top left of the remote assistance window.

Unattended Remote Assistance

Unattended remote assistance allows access to server-type or self-service kiosk devices, where there is no specific user working.

To access the device unattended, the following action must be performed:

`Operations` -> `Remote assistance` -> `Start unattended remote assistance`

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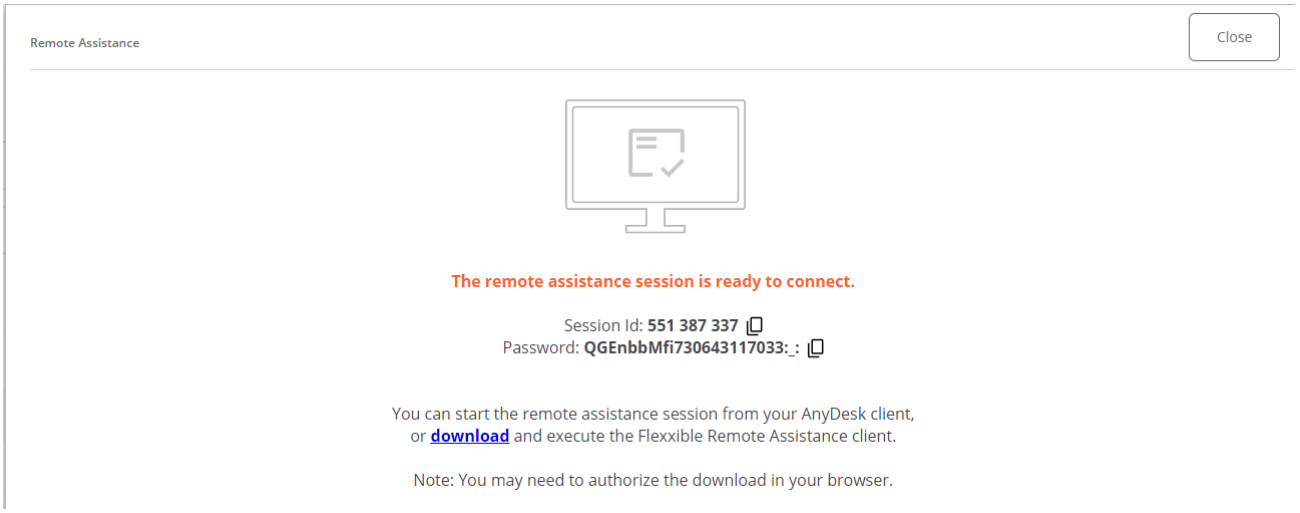
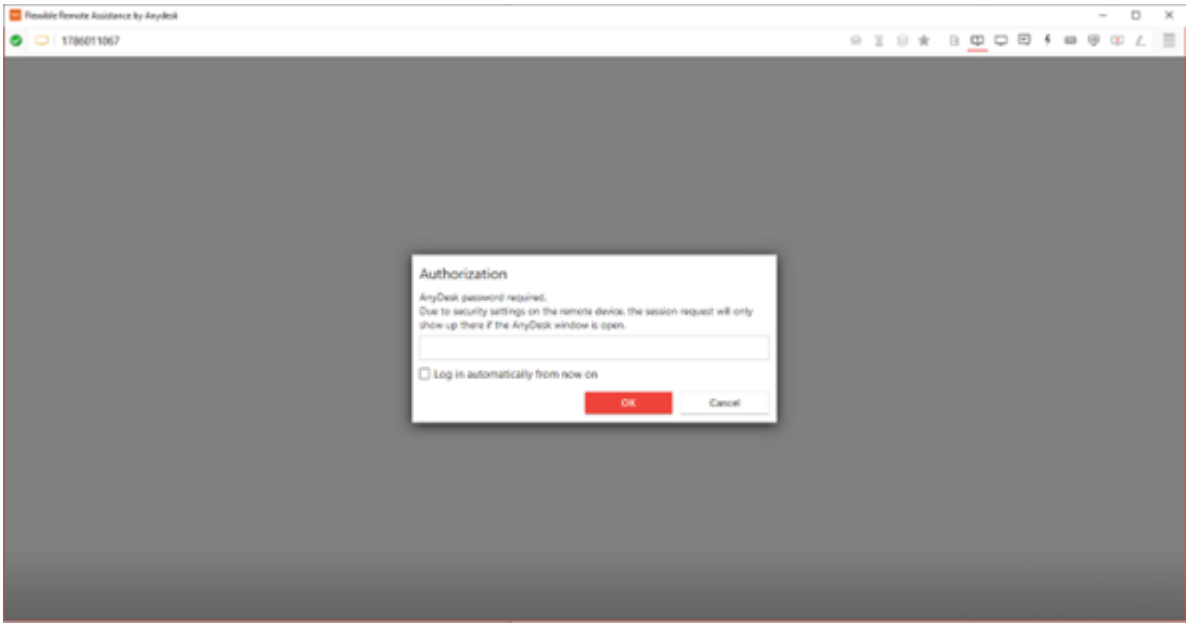


When the operator performs this action, Workspaces sends the order to FlexxAgent to install a custom AnyDesk service, start it, configure an access password, and inform the operator via the console that the session is now accessible with the respective authentication data:

- Session ID: is the session identifier.
- Password: is a dynamic password that regenerates in each session; it is not recommended to store it.
- Download the remote assistance access application for the operator: a mini-application that allows access to the session for 15 minutes. If access is not made within that time, it will expire and will not allow control of the device.



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Once the access application has been started by the support operator, it will be necessary to enter the session password to take control of the device.

As soon as the session is interrupted by closing the remote assistance binary, the service will remain operational for 15 minutes before being automatically uninstalled, preventing access to the device until the action `Operations` -> `Remote assistance` -> `Start unattended remote assistance` is executed again.

> Note: 15 minutes after the end of the unattended remote assistance connection, it will no longer be possible to reuse the same authentication data or access binary. The custom AnyDesk service will be uninstalled from the device and the session password will have expired.

This mechanism offers unattended access on demand and preserves the security of devices by not having services "listening" at times when they are not required.

Flexxible tools

Since the AnyDesk binary 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.

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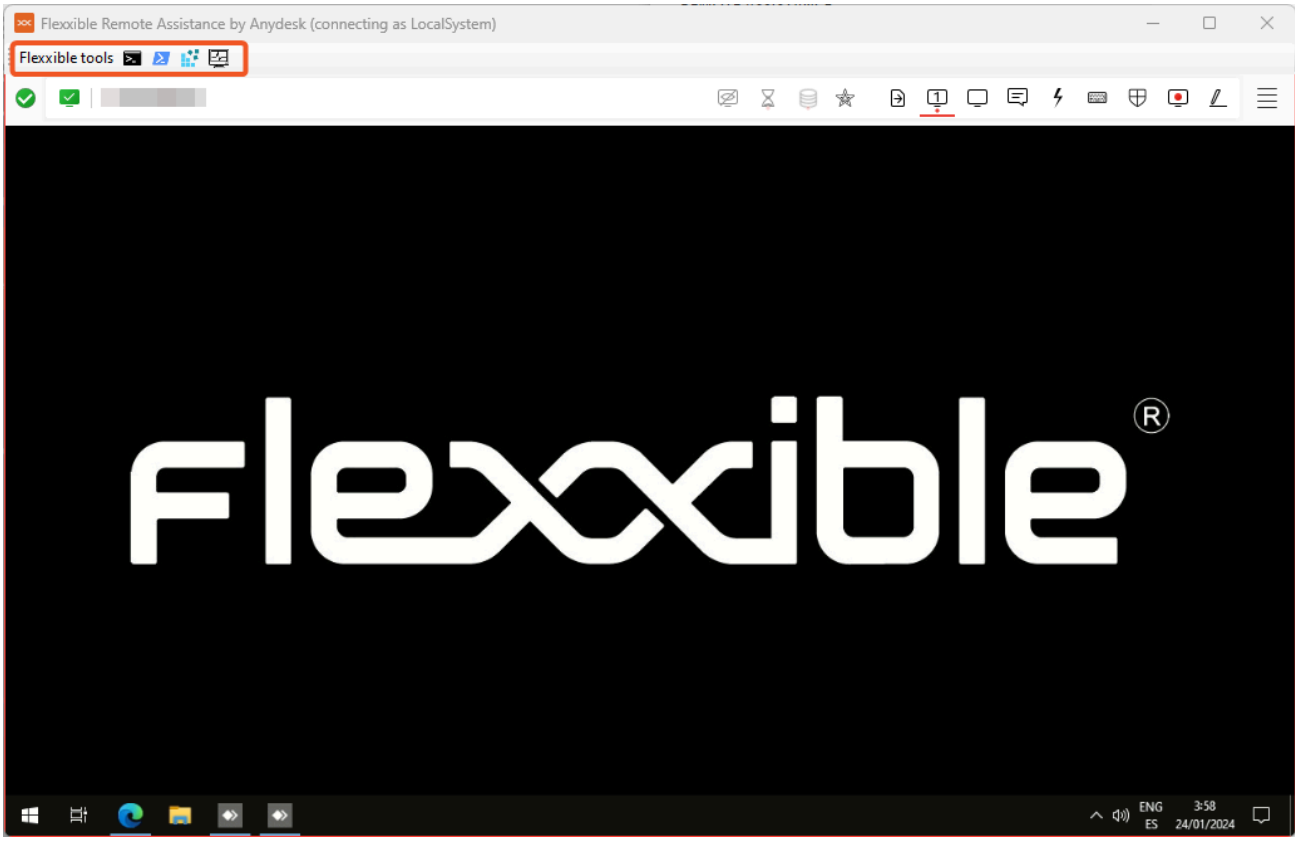

This is a series of functions embedded in the remote assistance application that can be accessed from the top left part of the interface.

These tools can be executed with administrative permissions of:

- CMD
- PowerShell
- Registry Editor
- Task Manager

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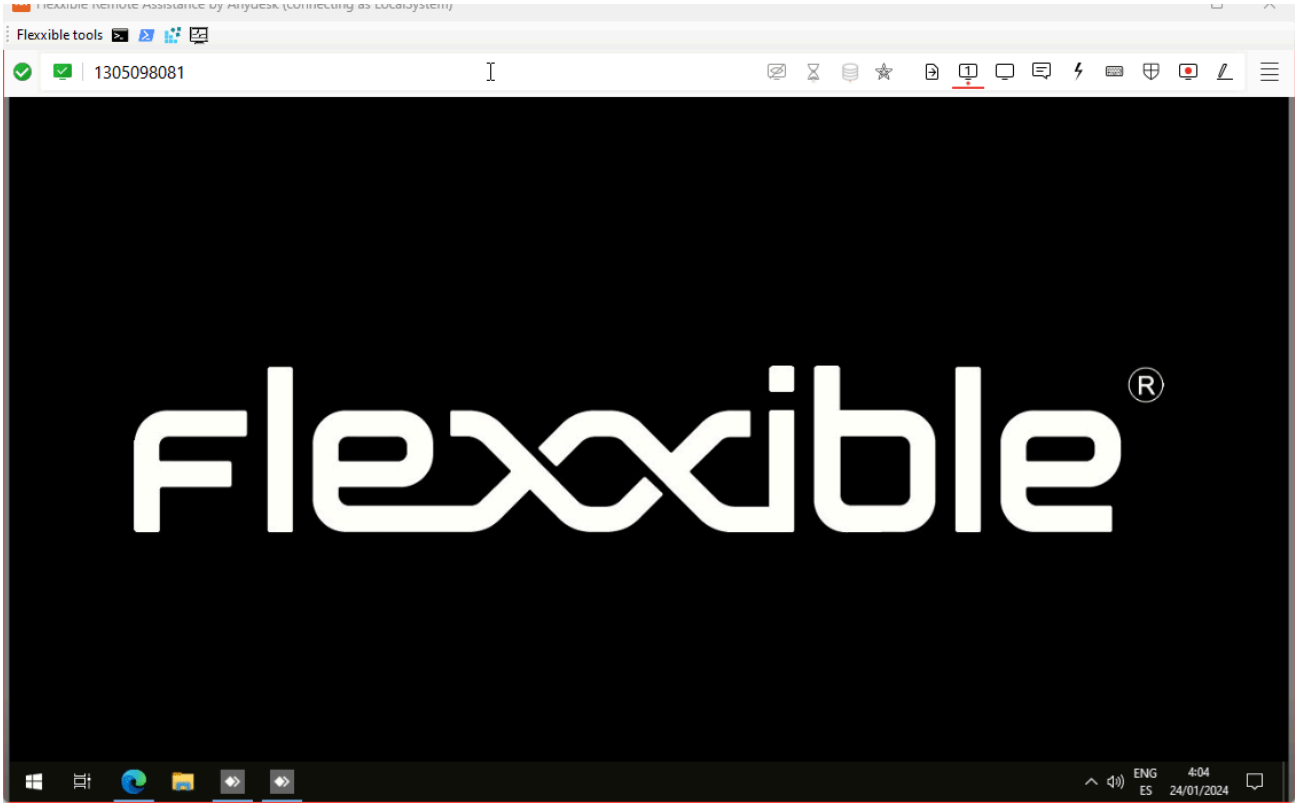

Si el usuario tiene permisos en Portal, las Flexxible Tools pueden activarse para usuarios por rol, esto puede hacerse por dos vías:

- Desde `Portal->Configuración->Productos`: en el listado de productos, para cada producto hay un botón `Configuración del agente` que permite aplicar el cambio para todos los grupos de reporte.
- Desde `Portal->Configuración->Grupos de reporte`: permite activar o desactivar la funcionalidad para SOLO uno o varios grupos de reporte.

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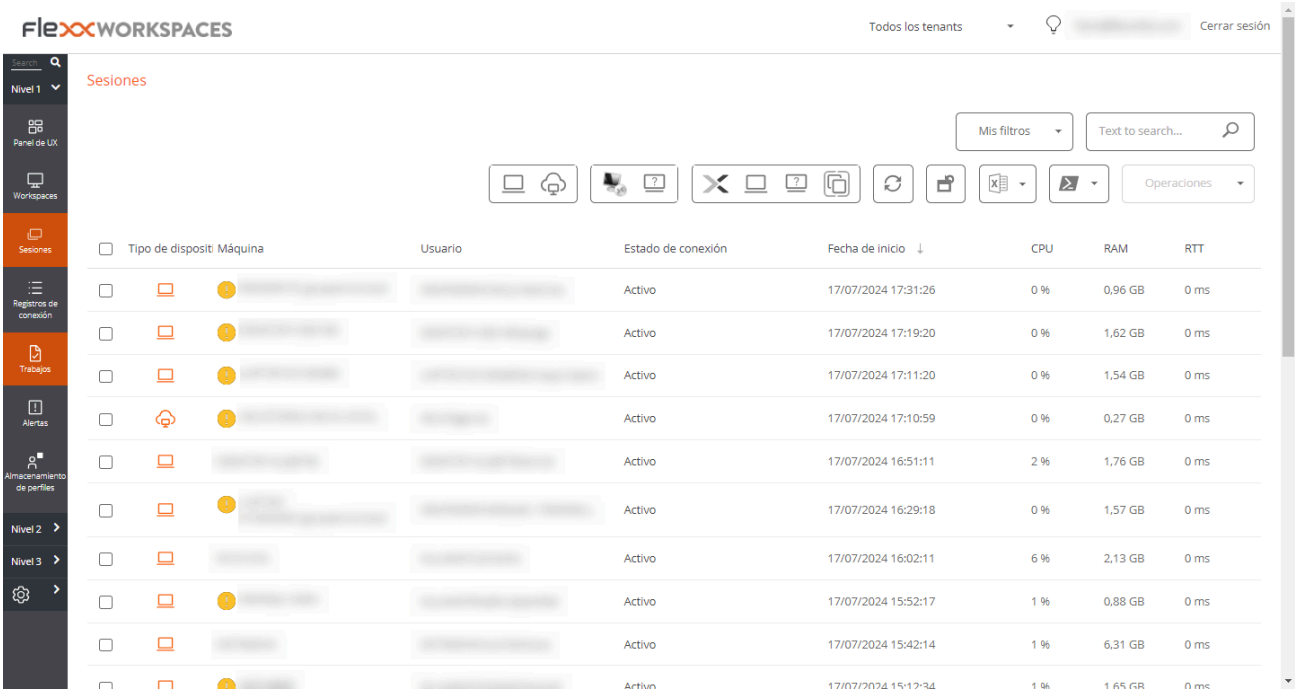
Workspaces / Level 1 / Sessions

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 information columns using the `Column chooser` and saving the filters used for future queries in the user profile.

Header Filtering Options

In the upper right-hand corner of the screen, tools are concentrated, icons for each attribute that, when clicked, allow filtering 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 via multiple selections, the `Operations` button provides access to various session management tasks such as `Power and connection actions` or

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sending `Notifications` to users. You can check the details of these functionalities in the section Actions on devices.

List Filtering Options

Filtering options for the list view are available in Filtering options for the list.

Filter management

Filters generated through the interface options can be saved as user filters. They are located alongside predefined filters.

Available operations

Using the `Operations` button, the following operations can be performed:

Session Management

The first three buttons in the `Operations` menu allow session management actions to be performed:

- Log out.
- Force session log out.
- Disconnect 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 to execute unattended remote assistance, which permits administrative access to server-type or self-service devices that do not necessarily have a user on the other side of the screen.

Notifications

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Allows sending notifications to selected devices, which can be either pop-up notifications or notifications that reserve a screen area.

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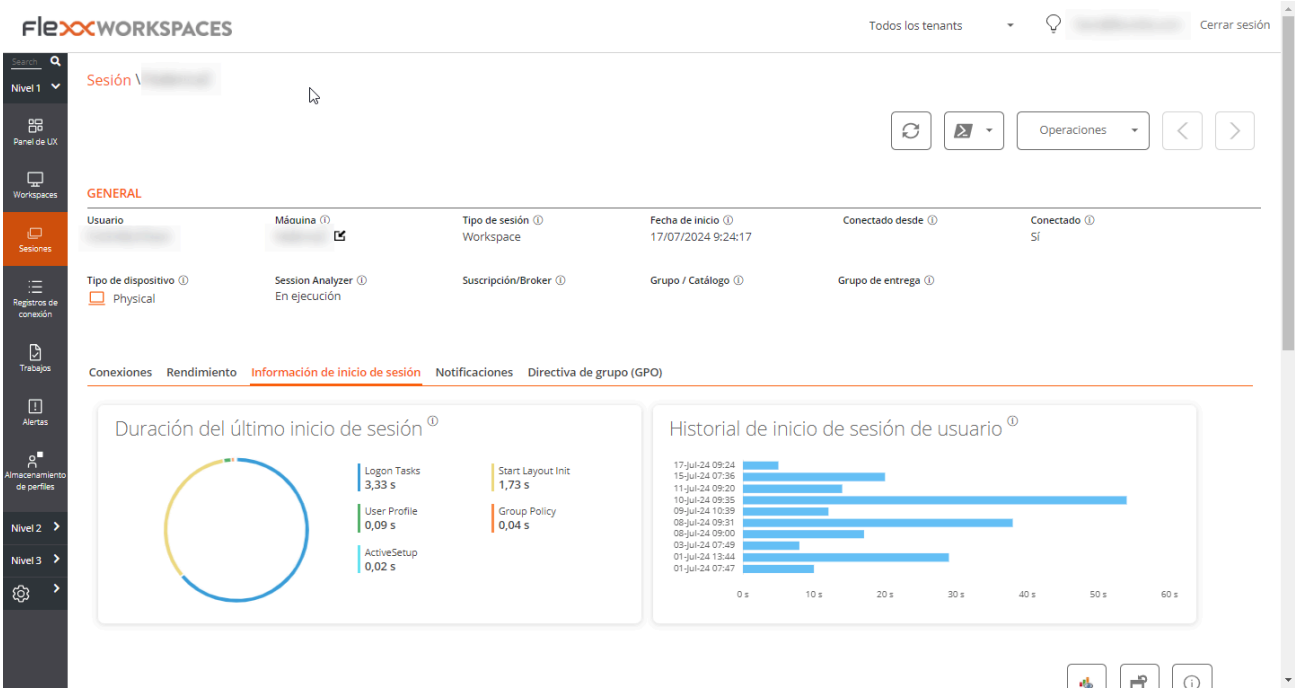
Workspaces / Level 1 / Sessions / Detail view



By clicking on a record from the session list, you can access details of the selected session. The interface is structured into three sections:

- Available actions at the top.
- General information.
- Specific information segmented into tabs at the bottom.

Available actions

From the device detail view, it is possible to perform the same actions for the active device as in the list view, which includes:

- Microservices execution.
- The actions included in the `Operations` button

Microservice Execution

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From the `>-` button, it is possible to execute any of the organization's enabled microservices that have `Session` configured as context, allowing the microservices to be executed under the user's identity. The actions of enabling, creating, modifying, or deleting microservices are carried out 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**: Session user in domain\username format.
- **Machine**: Device hostname.
- **Session type**: Type of session, can be Workspace or application for virtualized application sessions.
- **Start date**: Session establishment date and time.
- **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.
- **Connected**: Indicates whether the user is actively connected to the session or, if not, has disconnected from it.
- **Device type**: 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 (e.g., 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 groups in Azure Virtual Desktop or machine catalogs in Citrix).

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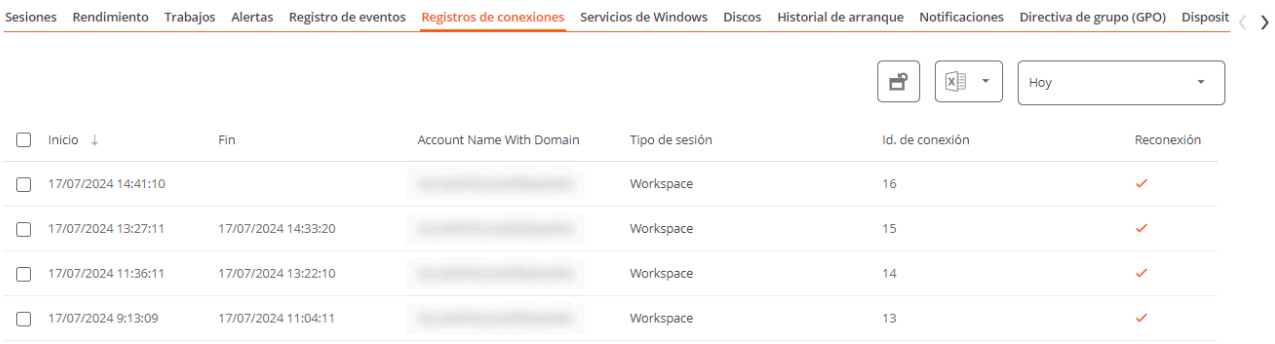
- **Delivery group**: If used, a collection of machines selected from one or more machine catalogs. Specifies which users can use these machines, as well as the applications and desktops available to those users.

Tabs

The tabs at the bottom show grouped specific information; the following tabs are included:

- Connections.
- Performance.
- Login information.
- Notifications.
- Group Policy (GPO).

Connections



This tab contains information about connections to the device; that is, 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

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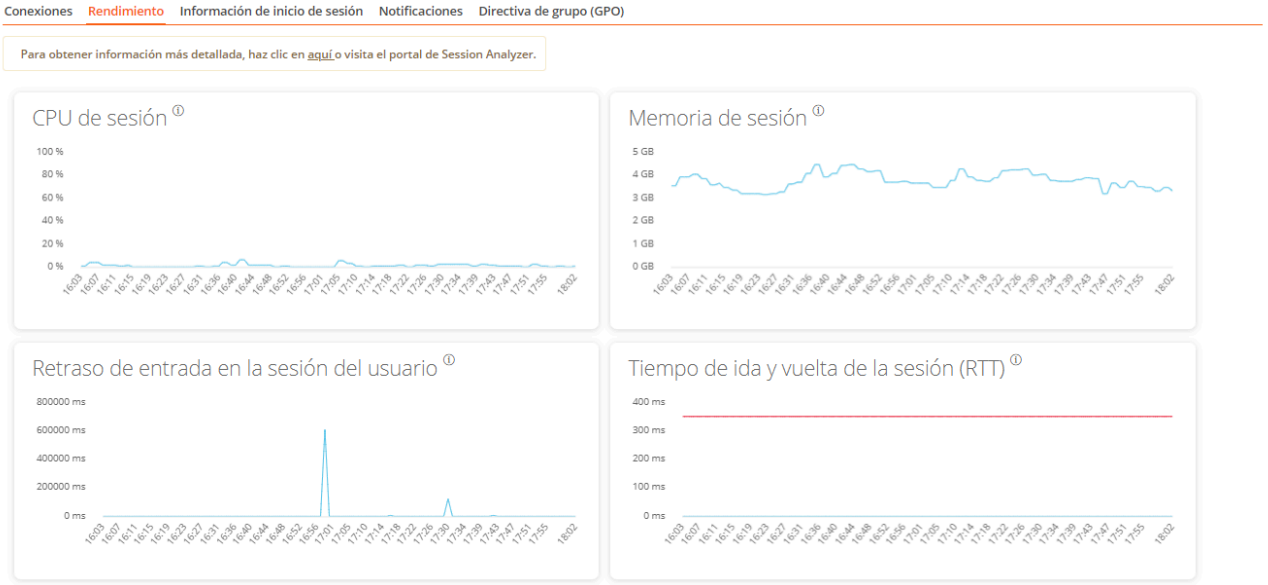
This tab groups performance counter charts for the last two hours.



Charts include:

- **CPU**: Percentage of session processor usage, excluding the resources used by other sessions or system processes.
- **Memory**: Amount of memory used, excluding the resources used by other sessions or system processes.
- **User input delay in the session**: User input delay refers to the time lapse 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.
- **Session Round-Trip Time (RTT)**: Time it takes for a data packet to travel from the user's device to a remote server or destination and then return 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

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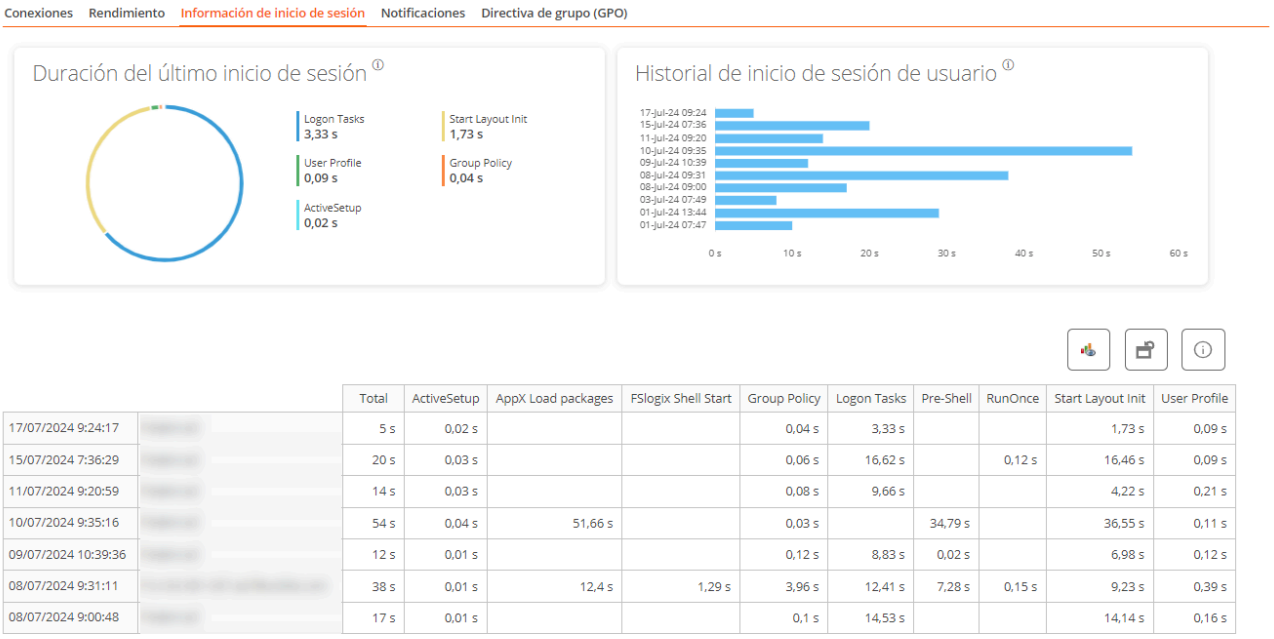

		Total	ActiveSetup	AppX Load packages	FSlogix Shell Start	Group Policy	Logon Tasks	Pre-Shell	RunOnce	Start Layout Init	User Profile
17/07/2024 9:24:17	[redacted]	5 s	0,02 s			0,04 s	3,33 s			1,73 s	0,09 s
15/07/2024 7:36:29	[redacted]	20 s	0,03 s			0,06 s	16,62 s		0,12 s	16,46 s	0,09 s
11/07/2024 9:20:59	[redacted]	14 s	0,03 s			0,08 s	9,66 s			4,22 s	0,21 s
10/07/2024 9:35:16	[redacted]	54 s	0,04 s	51,66 s		0,03 s		34,79 s		36,55 s	0,11 s
09/07/2024 10:39:36	[redacted]	12 s	0,01 s			0,12 s	8,83 s	0,02 s		6,98 s	0,12 s
08/07/2024 9:31:11	[redacted]	38 s	0,01 s	12,4 s	1,29 s	3,96 s	12,41 s	7,28 s	0,15 s	9,23 s	0,39 s
08/07/2024 9:00:48	[redacted]	17 s	0,01 s			0,1 s	14,53 s			14,14 s	0,16 s

This tab allows viewing detailed information about user login times. The view consists of two sections. The top section shows two graphs: the first one provides detailed information about the user's last login and the times of each step, while the second graph offers a view of the historical logins and their durations in seconds.

In the bottom section, a table presents the details of each step of the login process for each recent user login.

Notifications

Allows viewing if the session has any active notification and its configuration. When there are active notifications, an alert is additionally displayed at the top of the page.

Group Policy (GPO)

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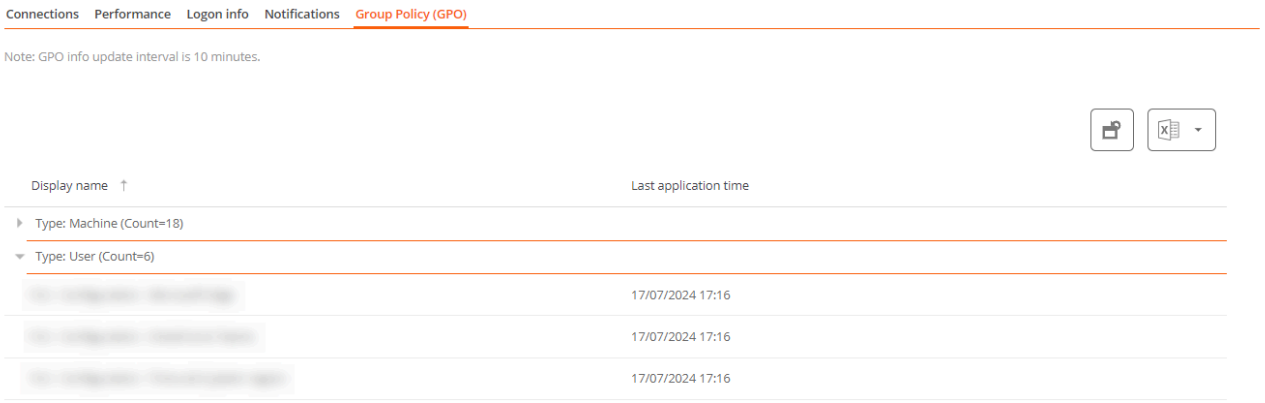

This tab displays information about the group policies applied in the active session. It allows viewing the names of the applied policies at both user and device levels.

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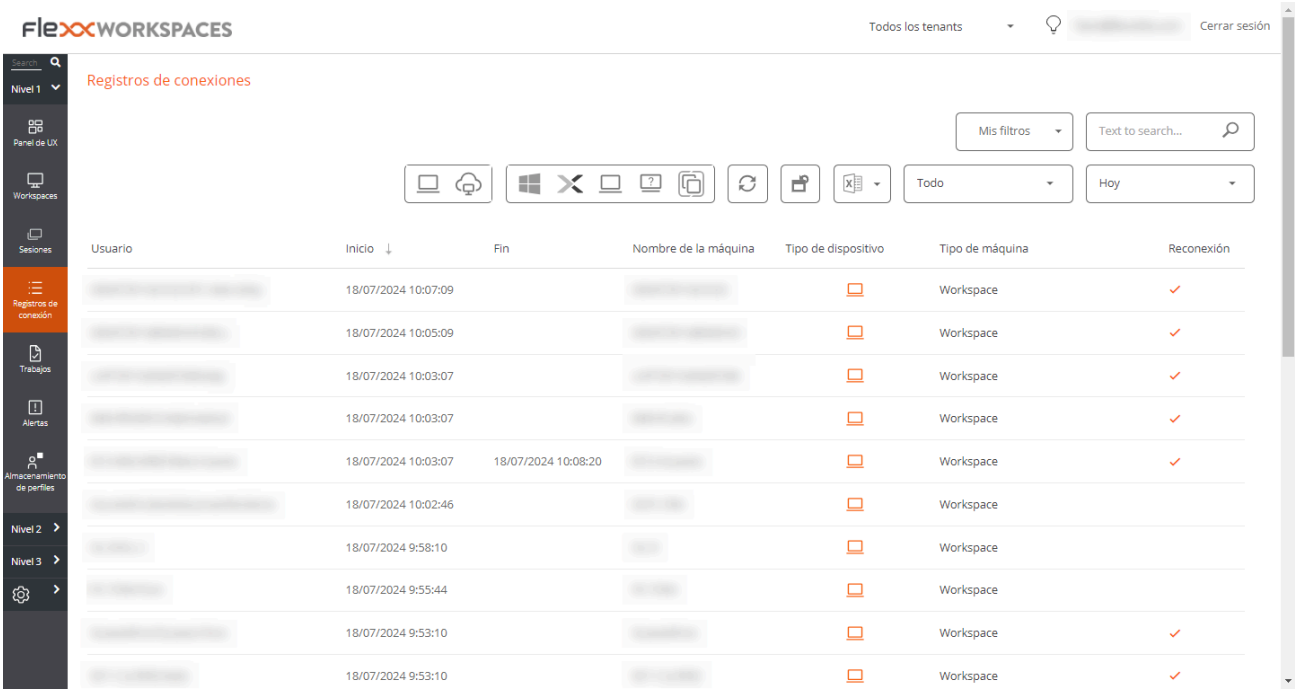
Workspaces / Level 1 / Connection Logs



The connection log allows you to see the historical records of user sessions within the organization.

The information provided in this view is (by default):

- User: session account username
- Start: date and time of connection start
- End: date and time of connection end (an empty field means the session is still open)
- Machine name: Device to which the user is connected.
- Device type: type of device, virtual or physical, used for the session connection.
- Machine type: type of machine, device, or Session Host, that serves the connection.
- Terminal: hostname of the physical origin connection computer
- Reconnection: checks if this session is a reconnection of the previous one.
- Subscription/Broker: name given for each supported subscription and broker.
- Group/Catalog: name of the host group that contains the workspace.

This section allows the use of the column selector and the Filtering Options also available in the `Sessions` section.

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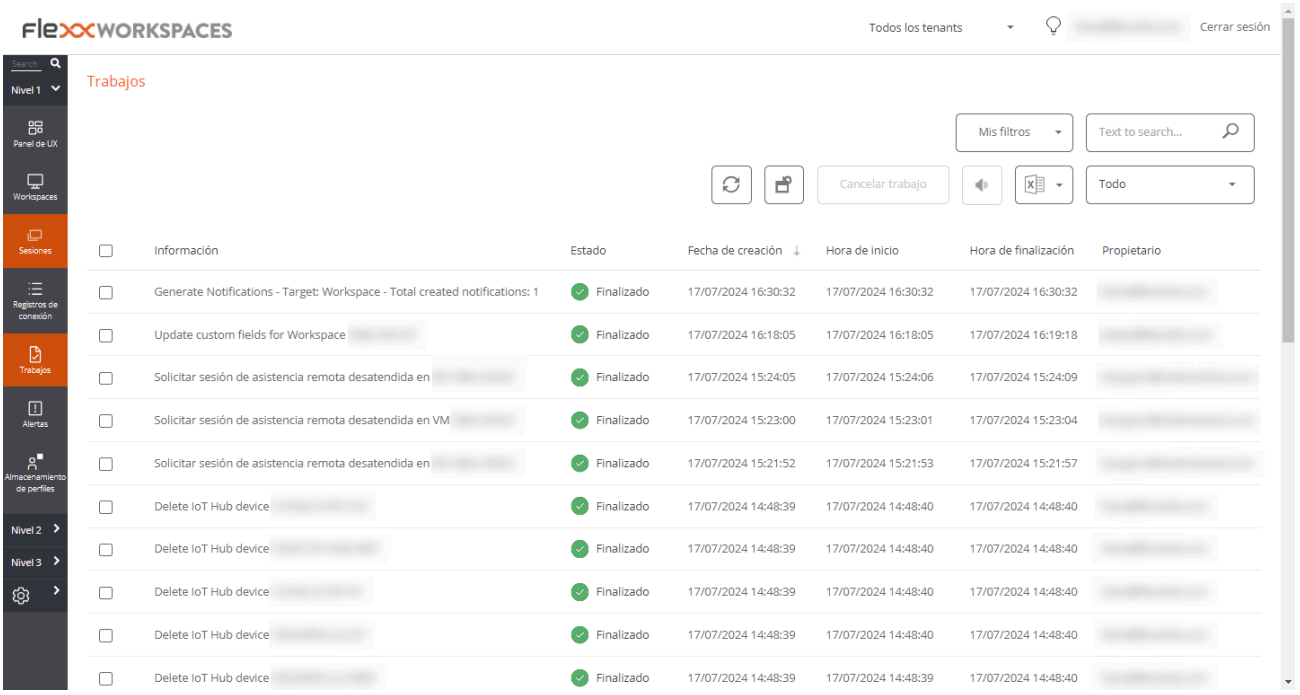
Workspaces / Level 1 / Jobs

Each action performed in Workspaces generates a `Job`. These allow analyzing the result of the executions performed; for example, by consulting the output of the execution of a microservice. `Jobs` collects all the work done within the organization, therefore it also provides historical records of executions, 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

Options at the top

- Refresh the job list and display the updated values.
- Reset all settings made for the job view.
- Filter jobs by age:
  - Today (default filter)

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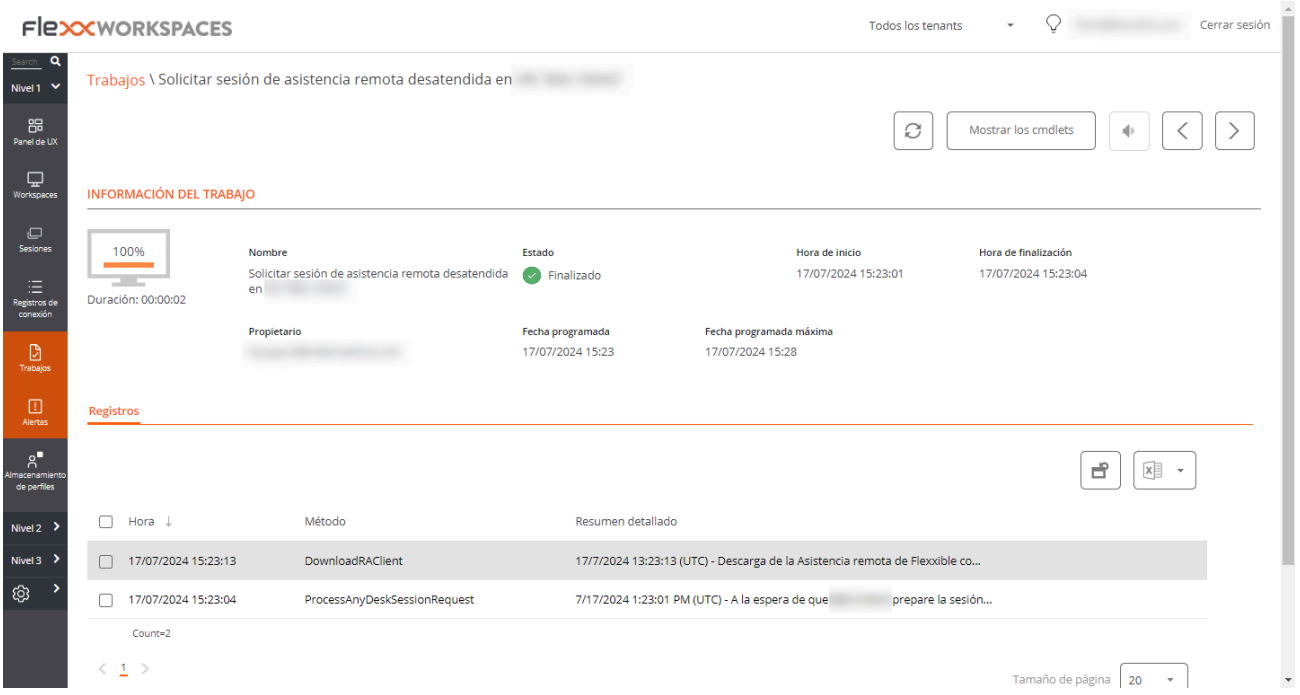
    - This week
    - This month
    - This quarter
    - This year
- The `Cancel` button allows cancelling jobs in a pending state.
- The `Notify` button allows subscribing to a specific job to receive an email notification when it is completed.
- The `Export to` button allows exporting in the selected type.
- The `My Filters` button allows access to `Predefined Filters` or user-created ones.
- Jobs can be filtered by any parameter in the list in the `Search` box.

Jobs list

The job list, like all Workspaces list views, allows multiple filtering and customization options, defined in Filtering options in listings.

Detail view



The detail view includes a progress bar indicating the percentage that has already been executed.

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States

A job can have four states:

- **Pending**: the task is awaiting to be started.
- **In progress**: the task has started and is still in process.
- **Completed**: the task has finished.
- **Error**: the task did not finish correctly or finished with errors.
- **Canceled by the user**: when a user cancels the task.
- **Completed with errors**: when the task is completed, but at least one step failed with non-critical errors.

Suppose a `job` takes too much time in the "in progress" state without logging any information. In that case, its status will automatically change to `Error`. However, this does not mean that the job will not be successfully completed, but that there is a timeout due to activity blockage during the task execution.

Information available

In all cases, jobs include the following information:

- The change to be made (INFO)
- The state
- Creation date
- Start date
- End date
- The user who made the change (OWNER)

At the bottom of the screen, depending on the type of job, the following tabs may appear:

- Records
- Workspaces

Records

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The log tab allows consulting the data of each step in the execution; for example, when a microservice is executed on a device and the output of the script execution needs to be verified. This information is stored in the corresponding step (log line in the 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 in Considerations about the code to be used.

Workspaces

The `Workspaces` tab allows easily viewing information about the devices that executed the job in the case of multiple executions.

Job Subscription

This feature allows subscribing to specific jobs, meaning that the system will notify you by email when they are completed. It is only possible to subscribe to jobs that have not yet started or are in progress. To subscribe, select the jobs from the list and activate the `Send notification` button.

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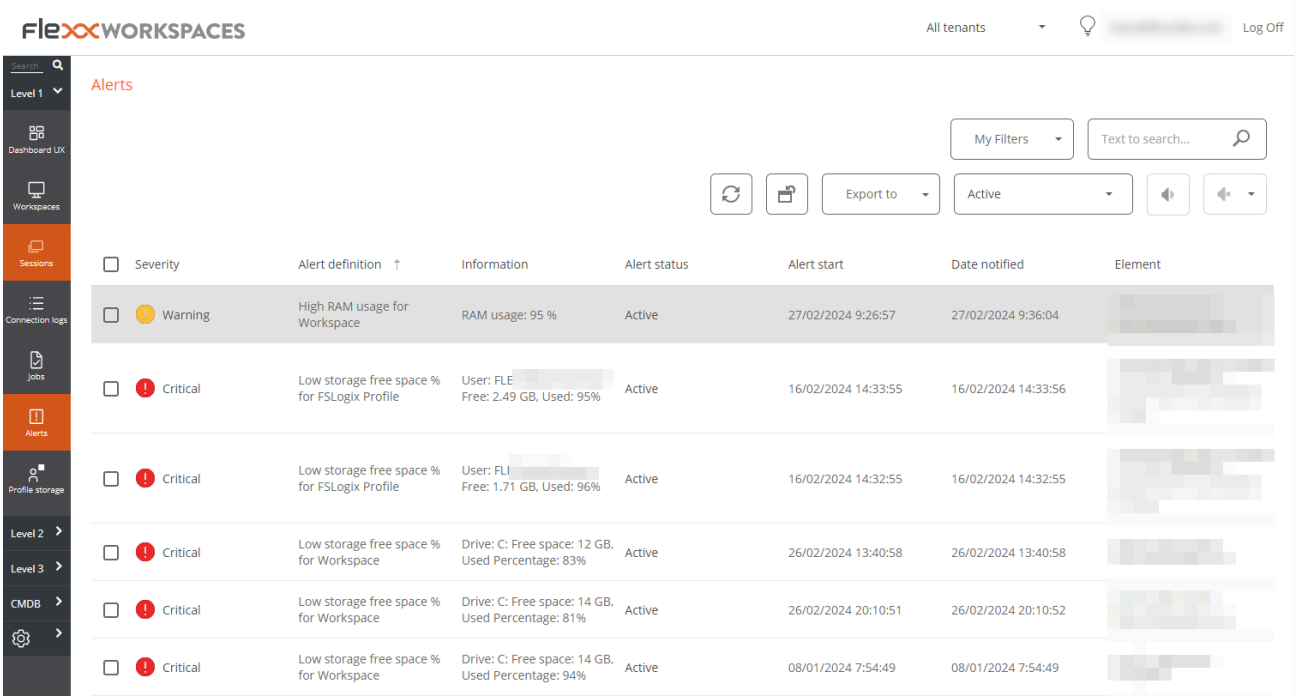
Workspaces / Level 1 / Alerts

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.



Actions available at the top of the list

As with all list views in Workspaces, a series of tools are concentrated at the top to facilitate filtering and management. They include:

1. Refresh the view.
2. Reset the view to default values.
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.

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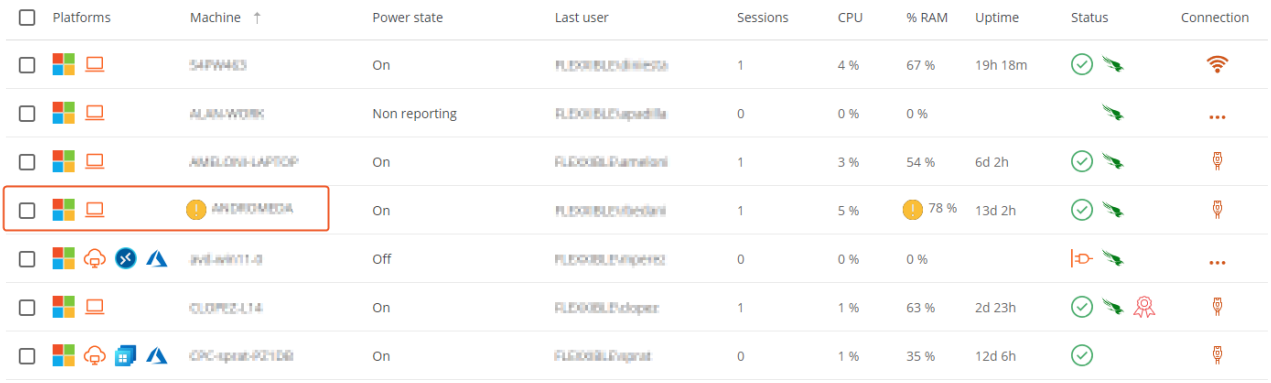
8. Search for alerts by text.

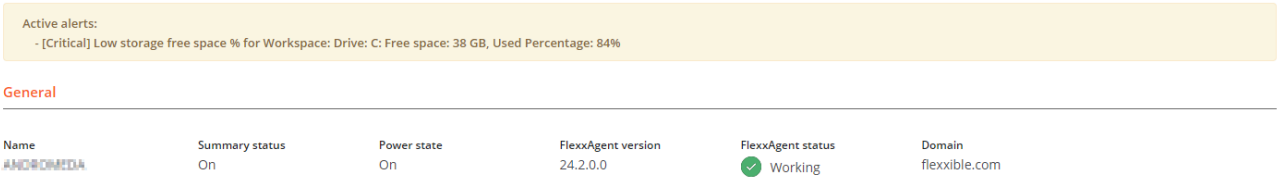
All active alerts can disable notifications, making it possible to "hide them".

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's own alert, an alert icon `!` can be seen in the device list view.



A notice is also added when accessing the details screen.

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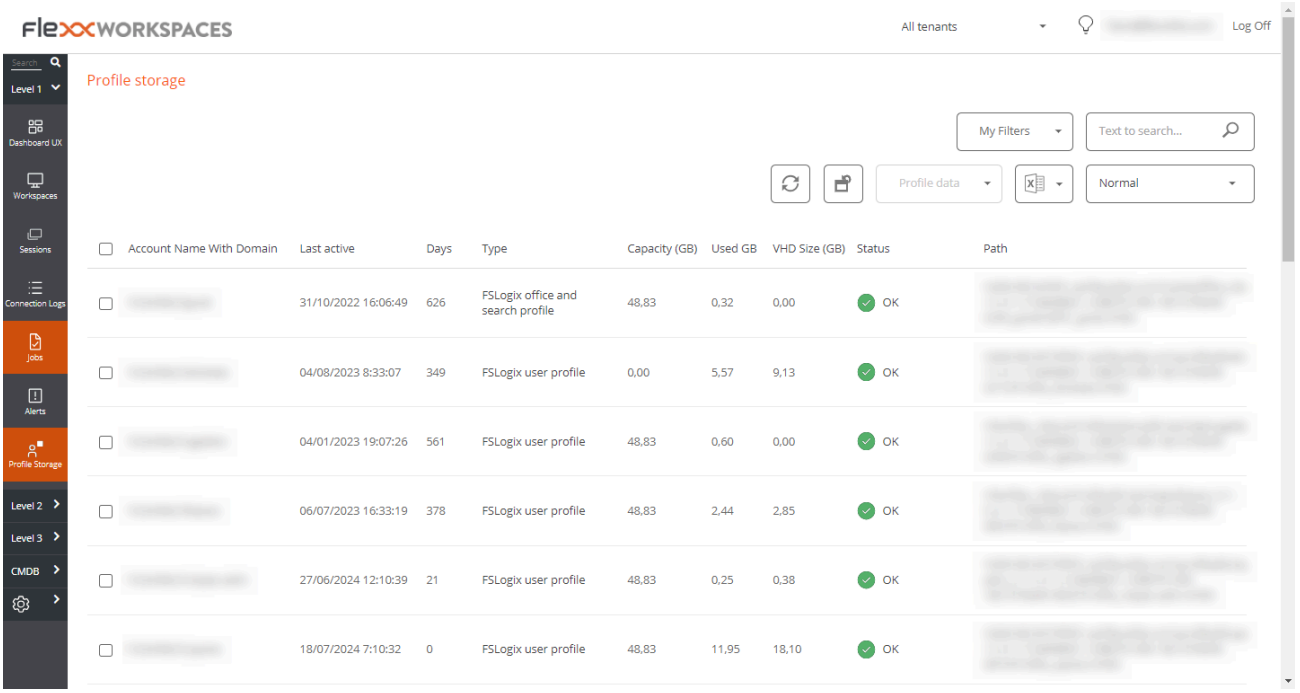
Workspaces / Level 1 / Profile Storage

When FlexxAgent discovers the use of FSLogix profiles in user sessions, it collects information about them in this section.



This information is also made 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 the following operations with the selected profile(s):

- **Delete profile**: removes the VHDX file from the folder, which allows the creation of a new VHDX file on the user's next login.
- **Compact now**: starts a compaction job using "Invoke-FslShrinkDisk.ps1" by Jim Moyle.

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- **Compact Now Forcing Logout**: Logs off any existing user session 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 physically exists, it will reappear 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 of 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 can 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 days of inactivity for the profile.
- **Machine**: The last device that used the profile.
- **VHD size (GB)**: current profile size.
- **VHD size update**: date and time of the last profile data update by FlexxAgent.
- **Used (GB)**: Space used by the profile in GB.
- **Capacity (GB)**: Maximum available space in the profile.
- **Last compaction**: date and time of the last compaction.
- **Last size update**: last size refresh of the profile by FlexxAgent.
- **Last Update Duration**: Processing time to obtain data.
- **Notes**: Allows adding notes to the profiles.

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The bottom part contains a table with the historical compaction records carried out on the selected profile.

More information about this functionality and its configuration in `FSLogix Optimization`.

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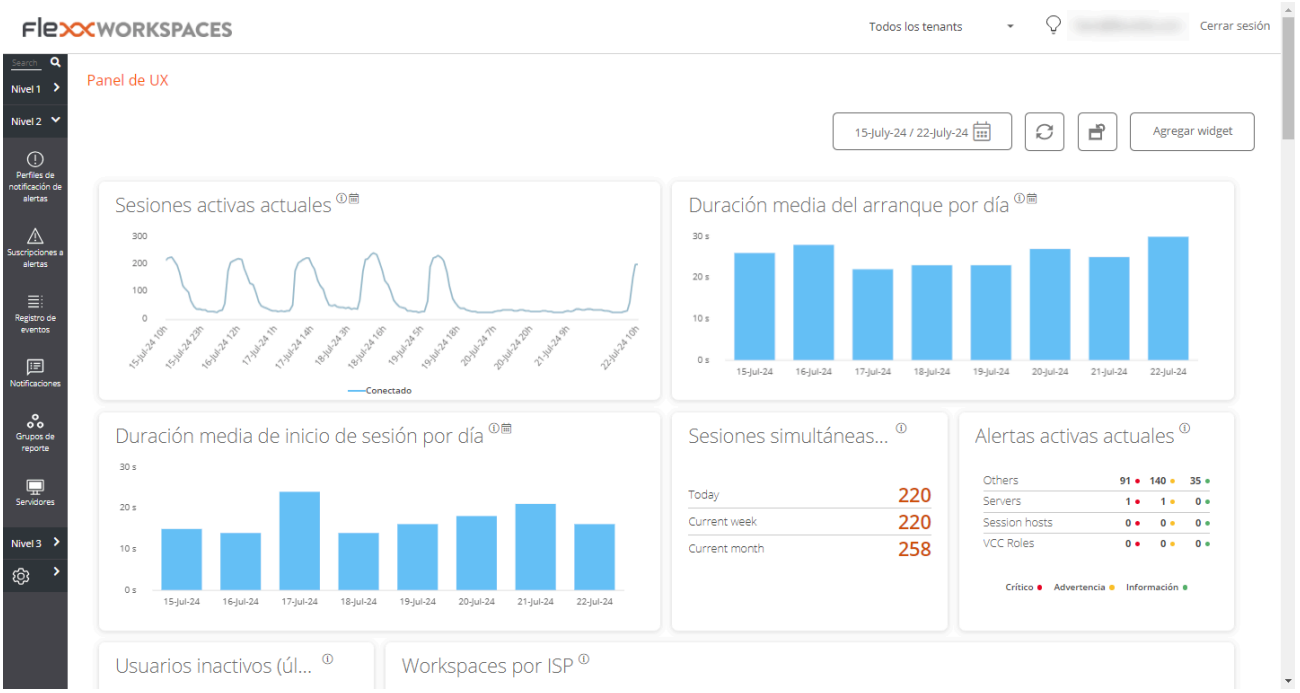
Workspaces / Level 2



The `Level 2` section groups functionalities to expand the range of available actions. It includes access to configuration functions that allow external alert sending, access to the unified Windows event log, notifications management, and servers.

Features available at this level:

- Perfiles de notificación de alertas
- Suscripciones a alertas
- Registro de eventos
- Notificaciones
- Servidores
- Ubicaciones
- Redes
- Redes inalámbricas

For FlexxDesktop deployments that use Azure Virtual Desktop subscriptions as a resource source for user sessions, the following functionalities are included:

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- Host groups (AVD)
- Power management policies (AVD)
- Power management activity (AVD)

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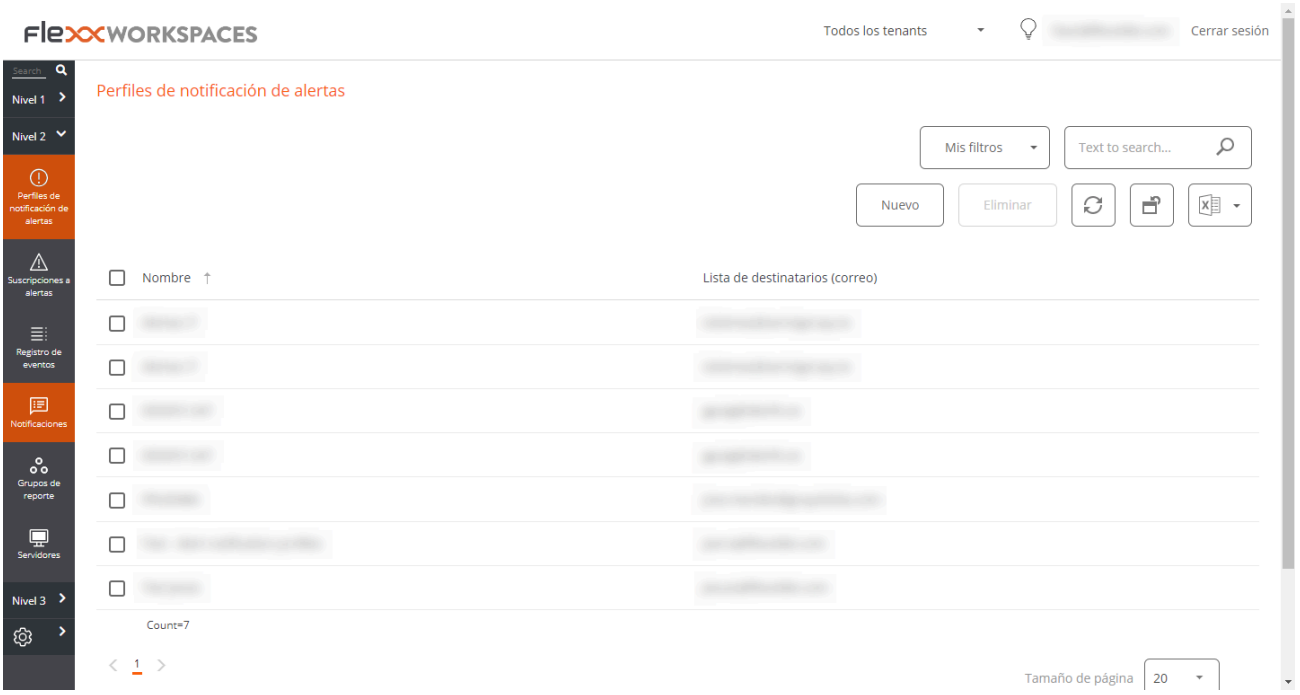
Workspaces / Level 2 / Alert notification profiles

This function allows a user with `Level 2` role to configure an alert notification profile. An alert notification profile consists of a name and an email address and allows, once a subscription to an alert definition has been created, subscribing to specific alert definitions to receive an email when they are triggered.

This functionality can be accessed from `Level 2` -> `Alert notification profiles`.



Creating a notification profile is very simple. Just click on `New`, specify a name and email address, and save the changes.

To receive alerts via email, it is necessary to select the desired alerts and subscribe to them. More information at Suscripciones a alertas.

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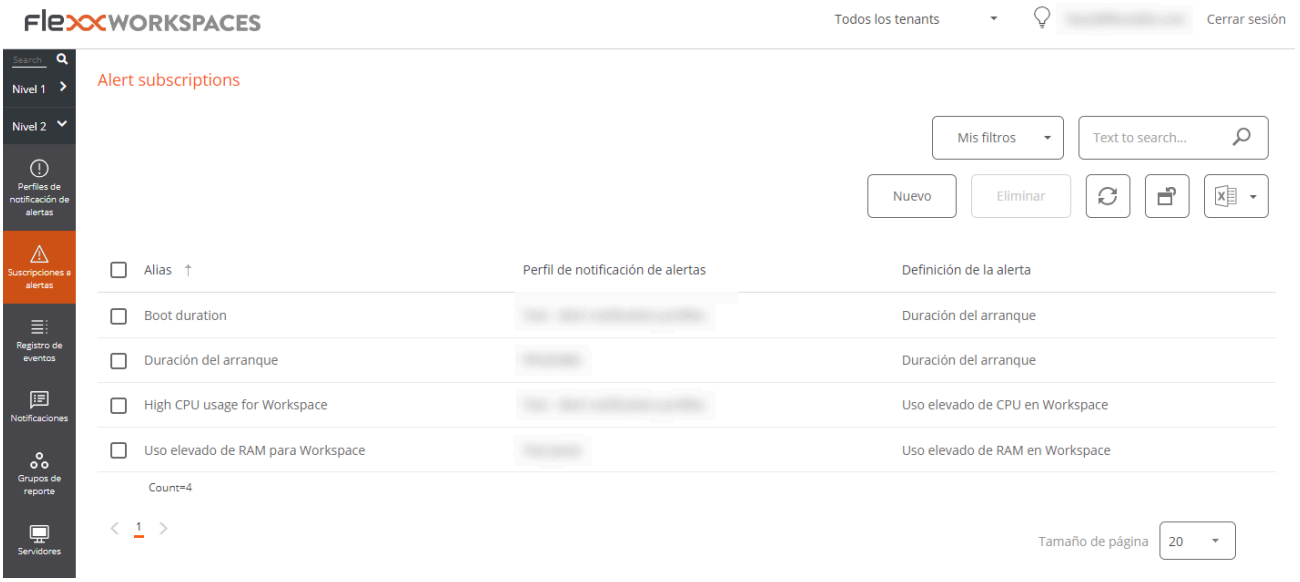
Workspaces / Level 2 / Alert Subscriptions

It is possible to access the alert subscriptions through the side menu `Level 2` -> `Alert subscriptions`

List view



Alert subscriptions allow you to receive important alert notifications according to your needs. For example, if a user only wants to receive alerts related to low mobile or wifi network signal on devices, they can subscribe to `Low connection signal for Workspace` in `Alert definition`, so that they only receive alert emails of this type.

Detail view

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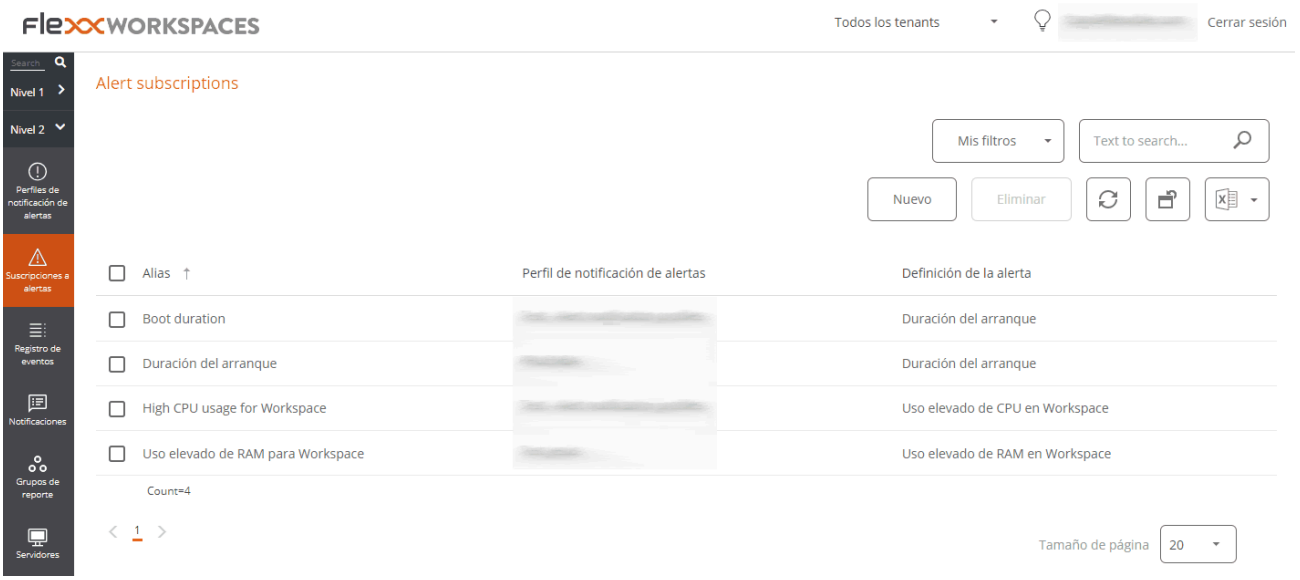

Subscription creation

To create a new alert, click the `New` button on 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.

Once the subscription is created, if any of the associated alert definitions are activated, an email with the alert details will be sent.

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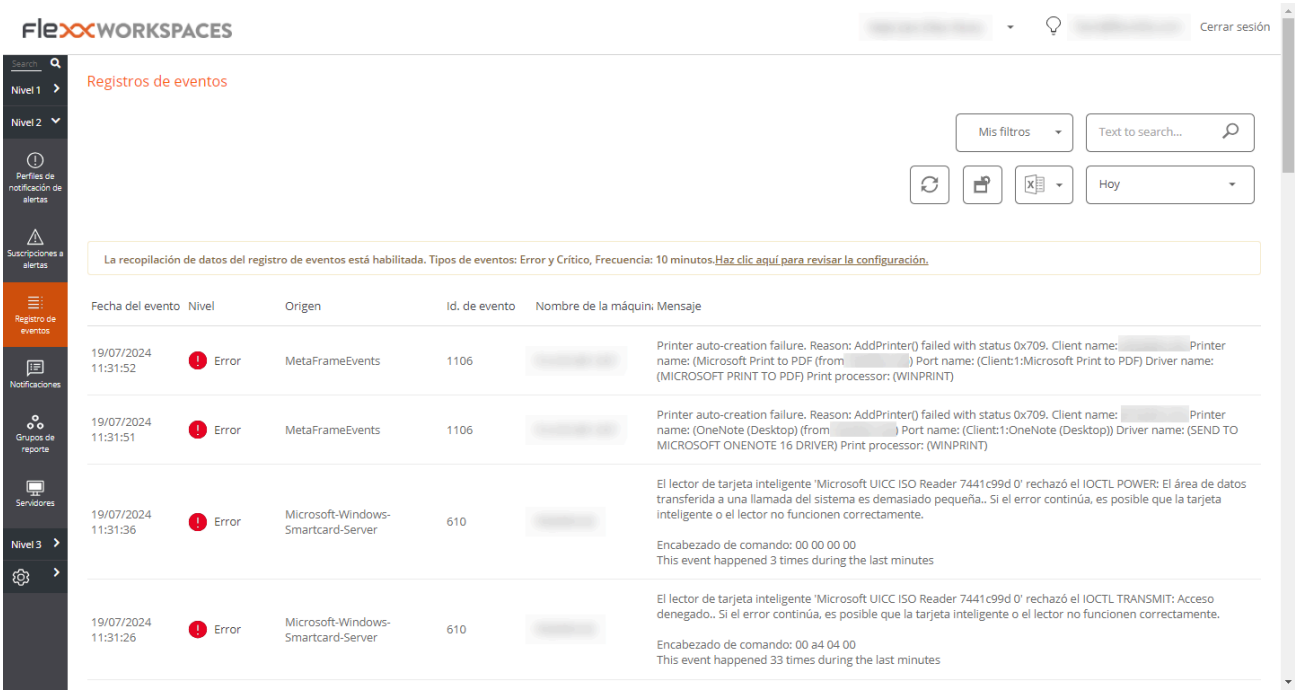
Workspaces / Level 2 / Event Log

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 errors and only shows those errors with severity `Error` or `Critical` and retrieves them from the device at ten-minute intervals.

The `Event Log` section lists the events from the event viewer for Windows devices. By default, Workspaces only processes and displays in this section the critical and error events from the application, security, and system event logs.

Events are collected every ten minutes by default. This time can be modified in the Workspaces settings.

The default view is for `Today`, which starts at 12:00 AM in the timezone defined in the Workspaces instance. The time filter can be changed to the following values:

- Today

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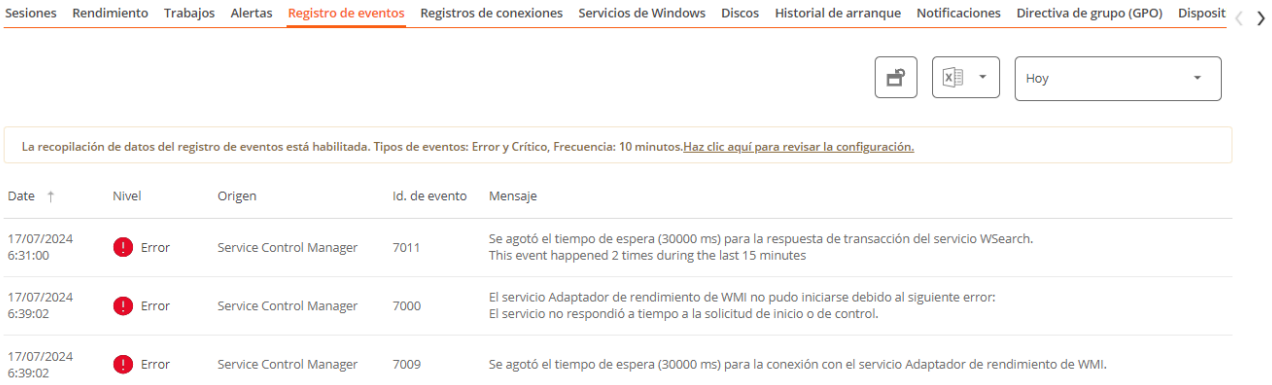
- This week
- This month
- This quarter
- This year

Filtering options

This view allows the same filtering functionalities available in Workspaces. An example would be filtering by an event with a specific ID to obtain a list of affected devices, in order to subsequently apply corrective actions.

Event log information 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 the information of the event:

- **Event Date**: event registration date in day and time format
- **Level**: event severity level
- **Source**: event source
- **Event ID**: numerical identifier of the event
- **Log File**: event log file hosting the event
- **Machine Name**: hostname of the device that records the error

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- **Message**: content of the event message

Additional event configuration

Users with the administrator role can add events that do not meet the default filtering conditions to, for example, add events with a specific ID that, even if they have an informational severity level, are relevant to the organization, as well as change the log update time.

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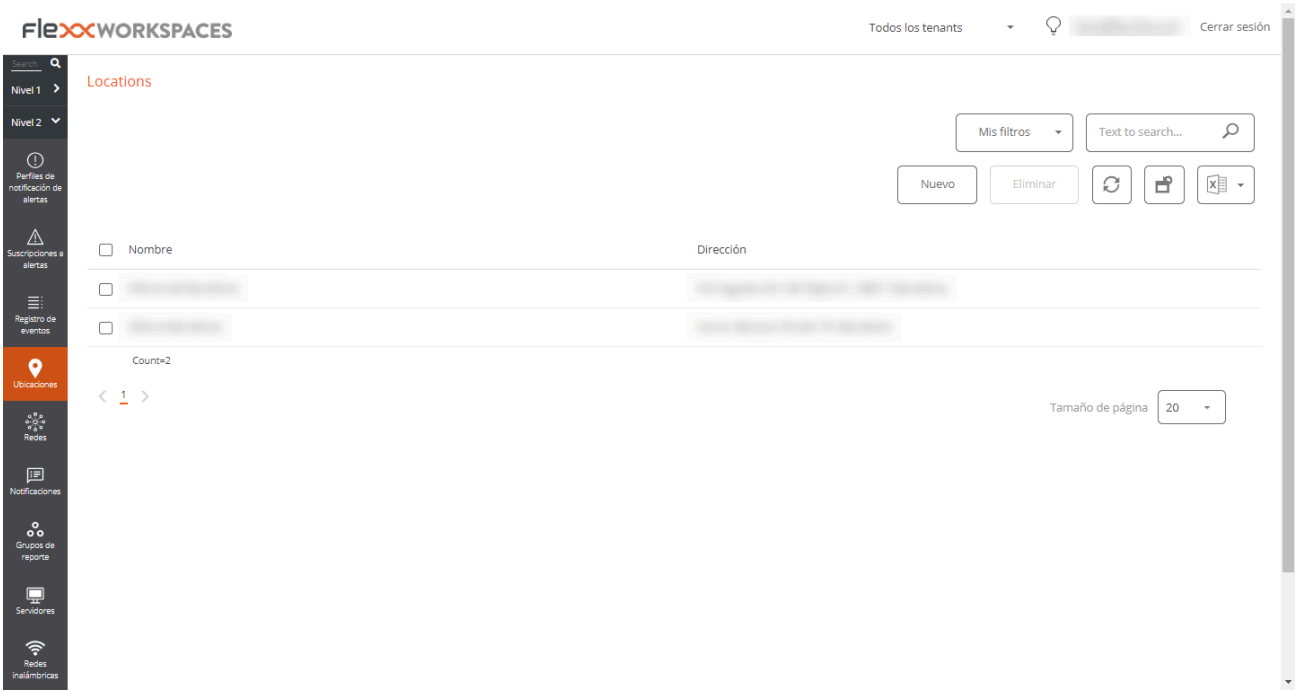
Workspaces / Level 2 / Locations

Workspaces supports physical locations as an entity for grouping devices and networks, to which coordinates can be linked for geolocation.

List view



Networks allow you to associate one or more wireless networks to them, and locations allow you to associate multiple networks.

Detail view

A location consists of the following information:

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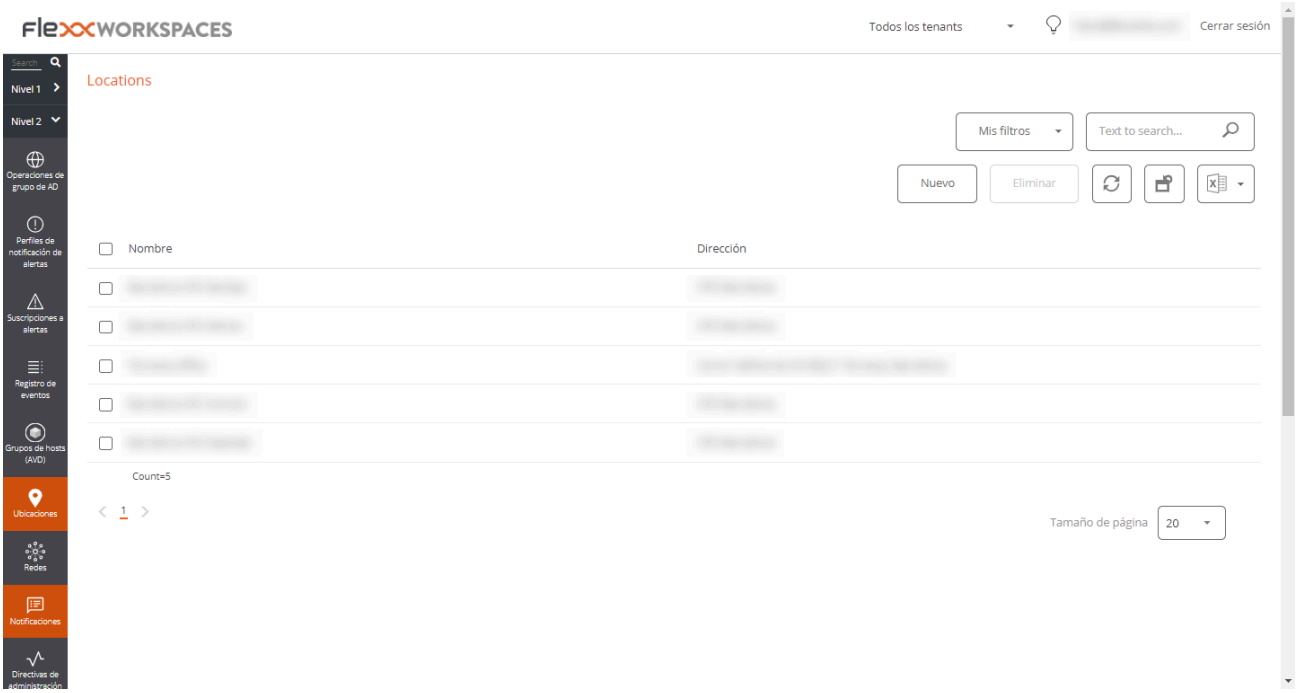

- **Name**: friendly name of the location
- **Address**: postal address
- **Latitude**: numeric value of latitude
- **Longitude**: numeric value of longitude

At the bottom, the tabs can be seen:

- **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

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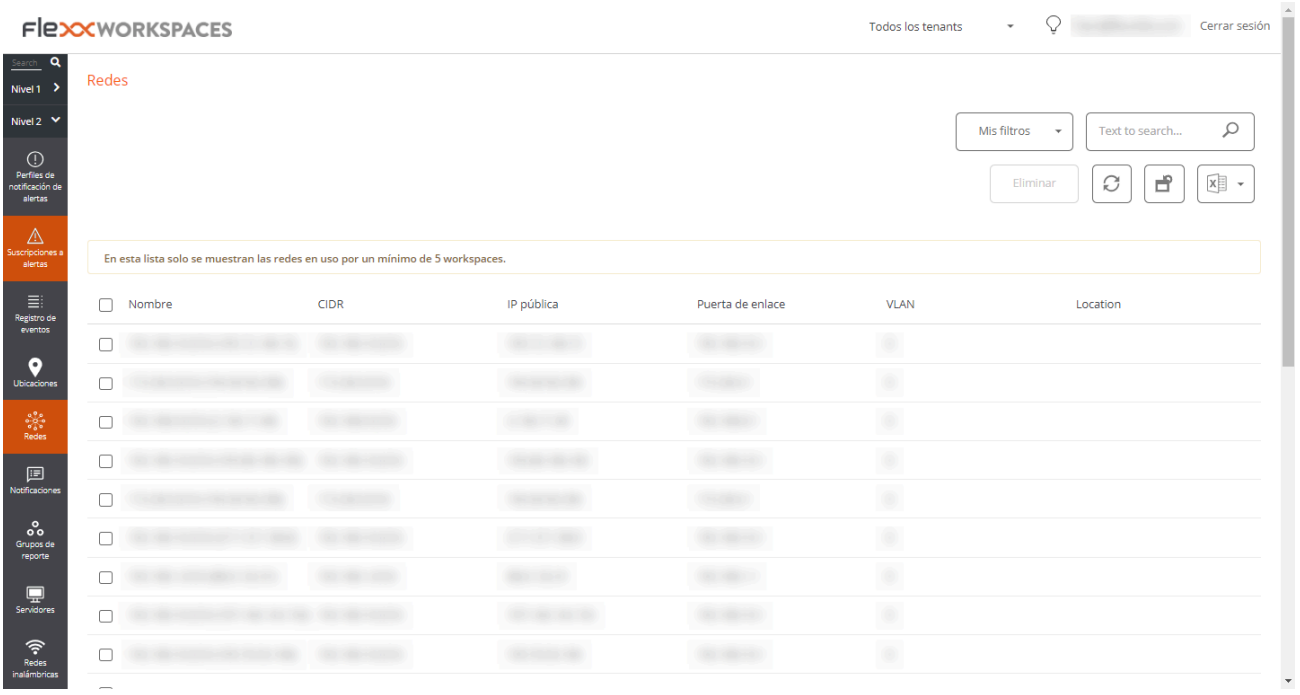
Workspaces / Level 2 / Networks

FlexxAgent collects multiple pieces of network information on the 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 on devices to obtain precise 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 or showing/hiding columns, and more.

It also allows selecting a network from the list and deleting it; in that case, if FlexxAgent detects that network again on more than five devices, it will create it again.

Detail view

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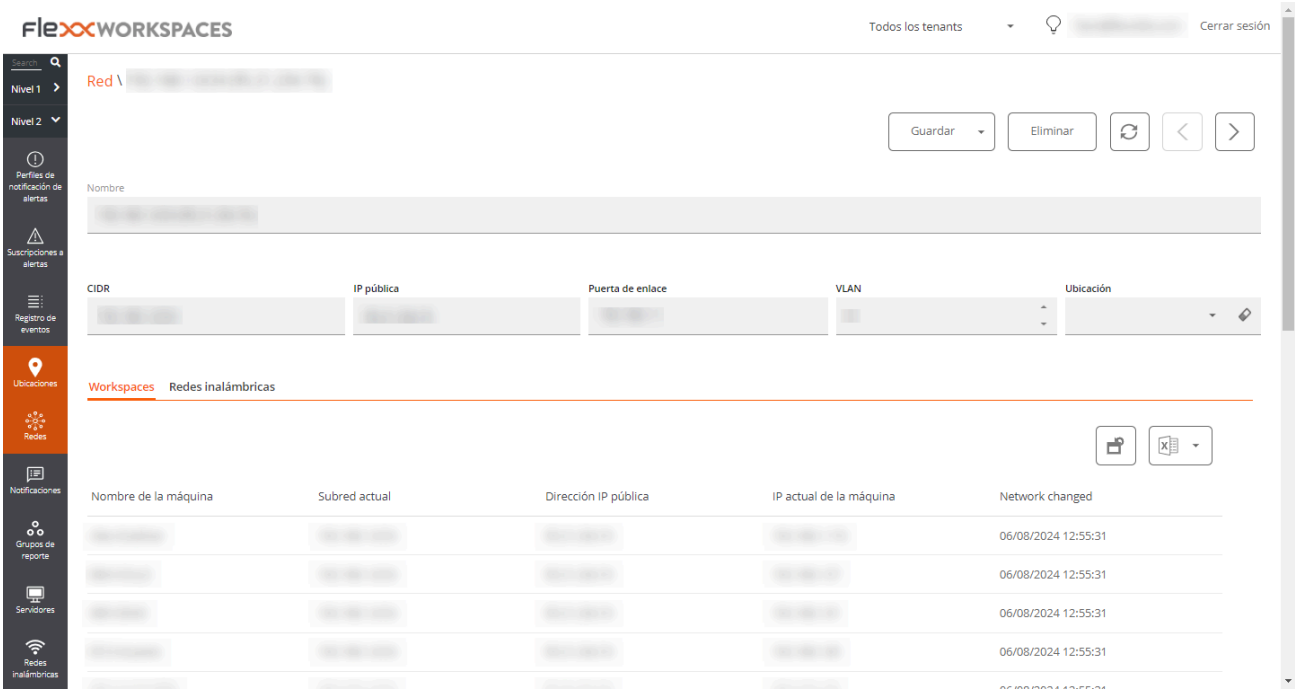

In the upper block of the detail view of a network, you will find the list of collected fields:

- **Name**: name of the network; by default the CIDR followed by the public IP. Allows customization.
- **CIDR**: CIDR of the network
- **Public IP**: the public IP for internet access of the network
- **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 relationship of devices connected to the network.
- **Wireless Networks**: shows the list of `Wireless Networks` linked to the network. Allows linking or unlinking wireless networks previously discovered by FlexxAgent on devices using the link or unlink buttons at the top of the list.

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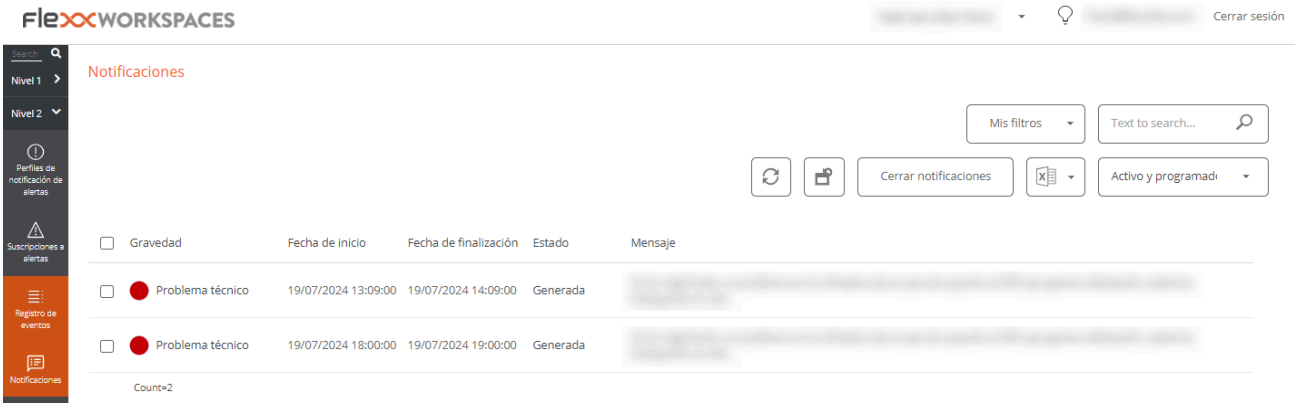
Workspaces / Level 2 / Notifications

Notifications are a powerful tool to communicate directly, securely, and effectively with users. Due to their versatility, they are especially useful in service disruption scenarios as they allow effective communication with users, even when the company's infrastructures and communication tools are not functional.

Notifications section

By default, the `Notifications` section displays information about active and scheduled notifications.



This list view also allows for closing active or scheduled notifications. To do so, it is necessary to select the notifications to close and press the `Close notifications` button.

As in all list views, it is possible to filter the content of the list using the tools available in filter functionalities.

Types of notifications

Workspaces include two types of notifications that allow different types of messages to be sent to users:

- Popup notifications: allow launching a popup window with a message that the user can close with a click.

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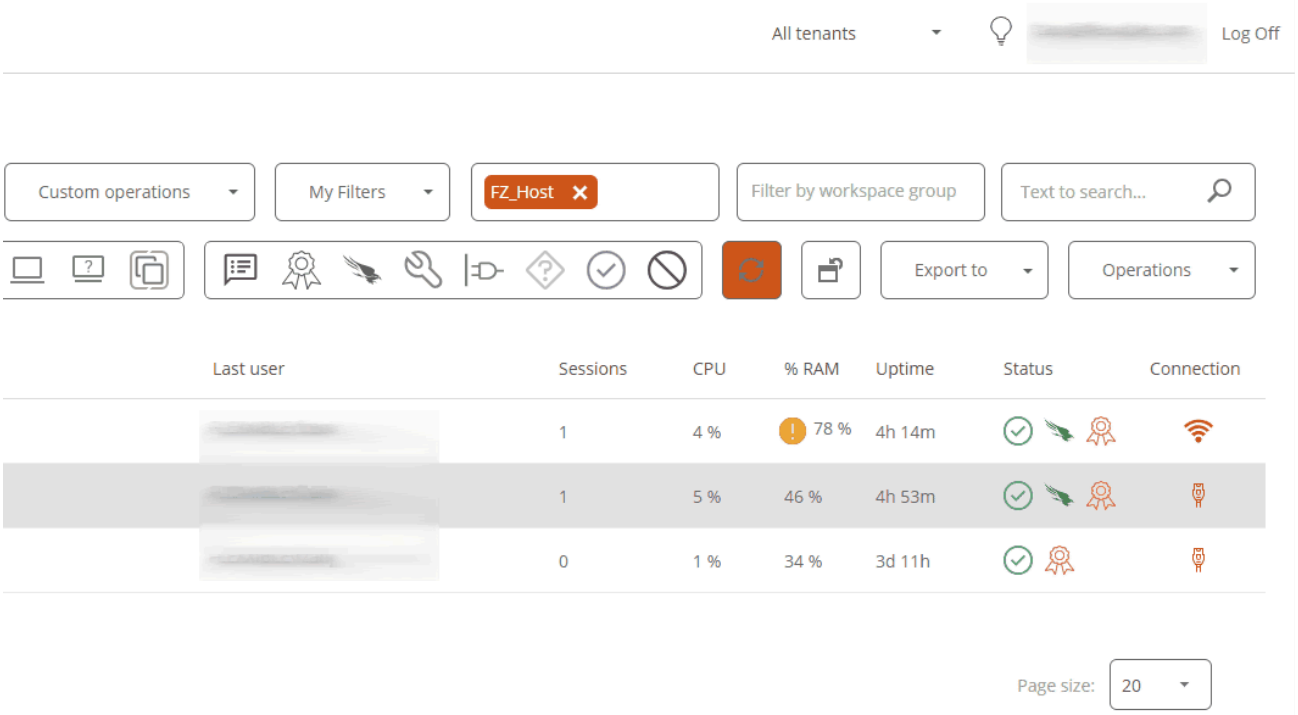
- Notifications: designed for service disruption events where corporate communication channels might not be available. They are used when you want to ensure that the message reaches users as quickly as possible to avoid a large volume of users trying to contact the support department.

Popup notifications

Sending notifications is available in the `Sessions` and `Workspaces` sections of Level 1. To send a popup notification, target sessions or devices must be selected and execute:

- Click on `Operations` -> `Notifications` -> `Send popup 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 the Windows system tools. If all devices or sessions are selected and a message of this type is sent, the message will only reach users who are

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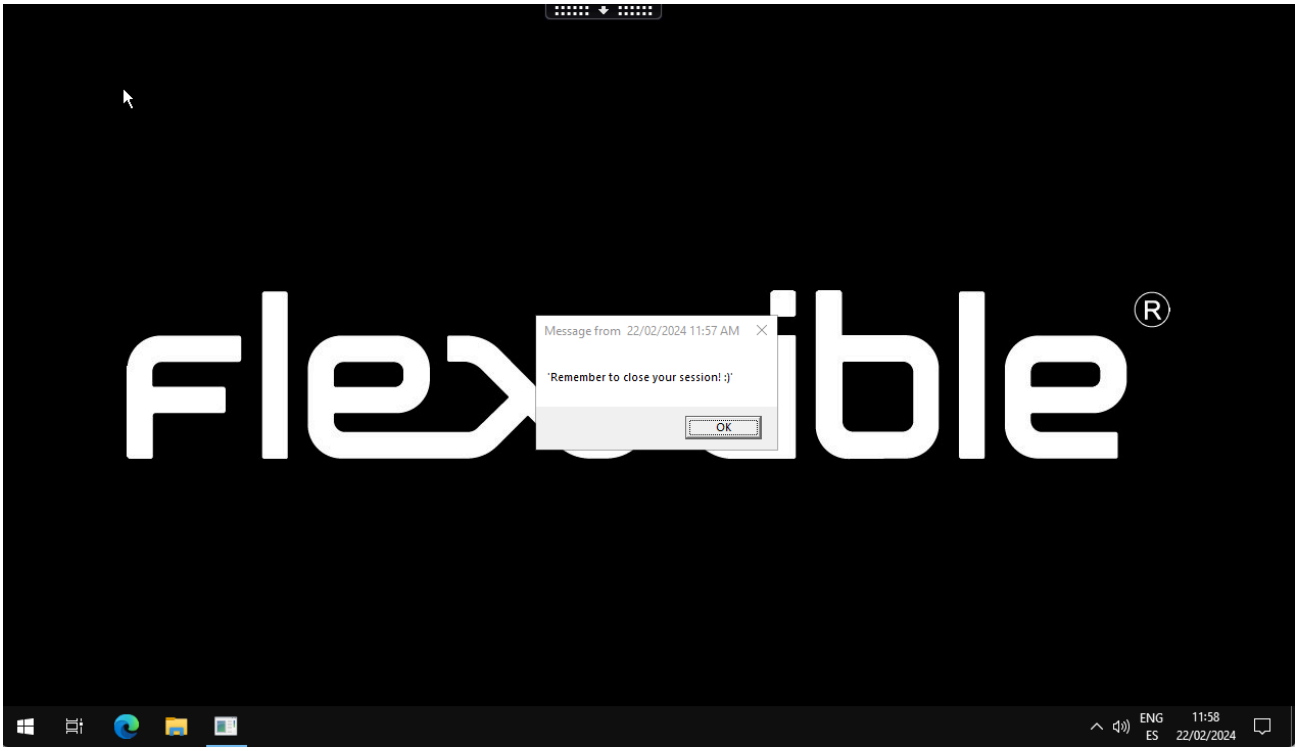
working (in session) at that moment. If any user enters their session after the message reception time, it will not be visible.



Notifications

The notifications have many additional functionalities aimed at maintaining effective communications while protecting the information transmitted to the users.

While on screen, the notifications reserve that space so that the user can no longer occupy it with their applications. This is a mechanism to ensure the user can see the message.

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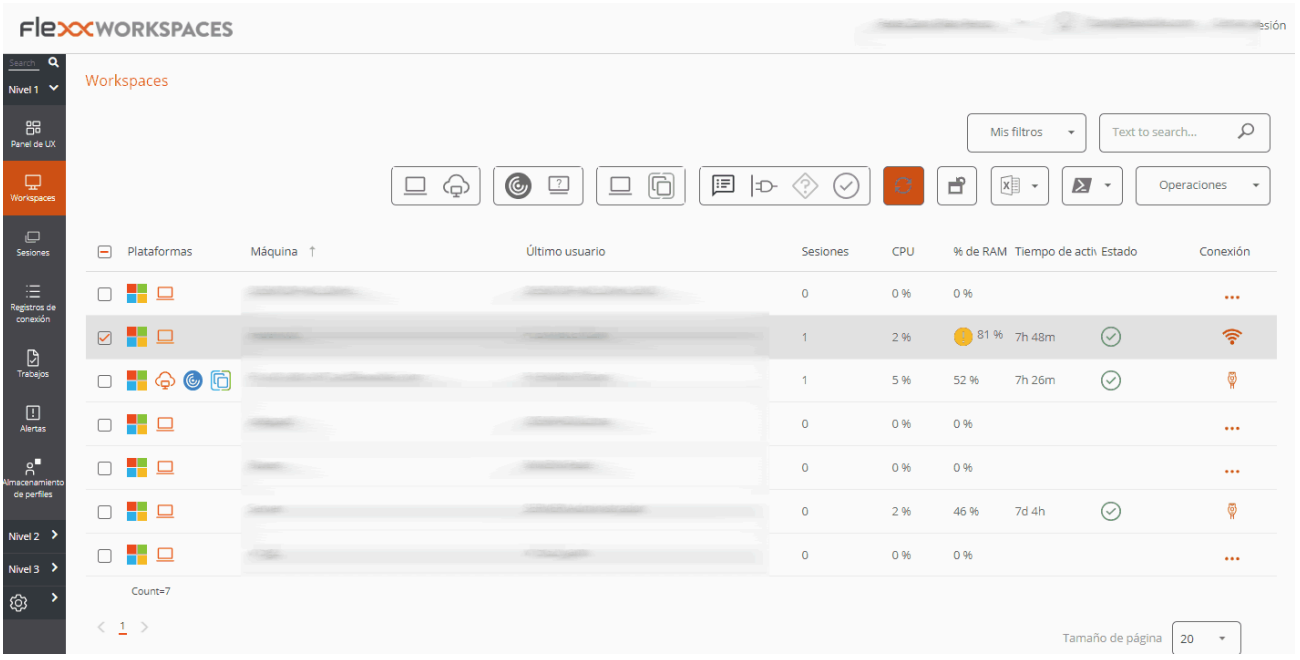
Notifications can be configured for time intervals; you can define periods during which all started and future sessions receive the notification, and it remains active during that period.



To configure and launch a notification you need to:

- Define a time zone

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- Start and end date and time
- The severity, being able to choose between three levels:
    - Informative: will generate a gray notification.
    - Maintenance: will generate a yellow notification.
    - Technical issue: will generate a red notification.
- Request acceptance: enables a button to get user feedback; once the notification is accepted, it closes for the user.
- Disable minimize: activated prevents users from minimizing the notification.
- Message text
- Information text: additional message that appears when hovering over the notification.
- Link: to include a status page, if any. Intermittence: allows configuring blinking in the notification to increase its visibility.

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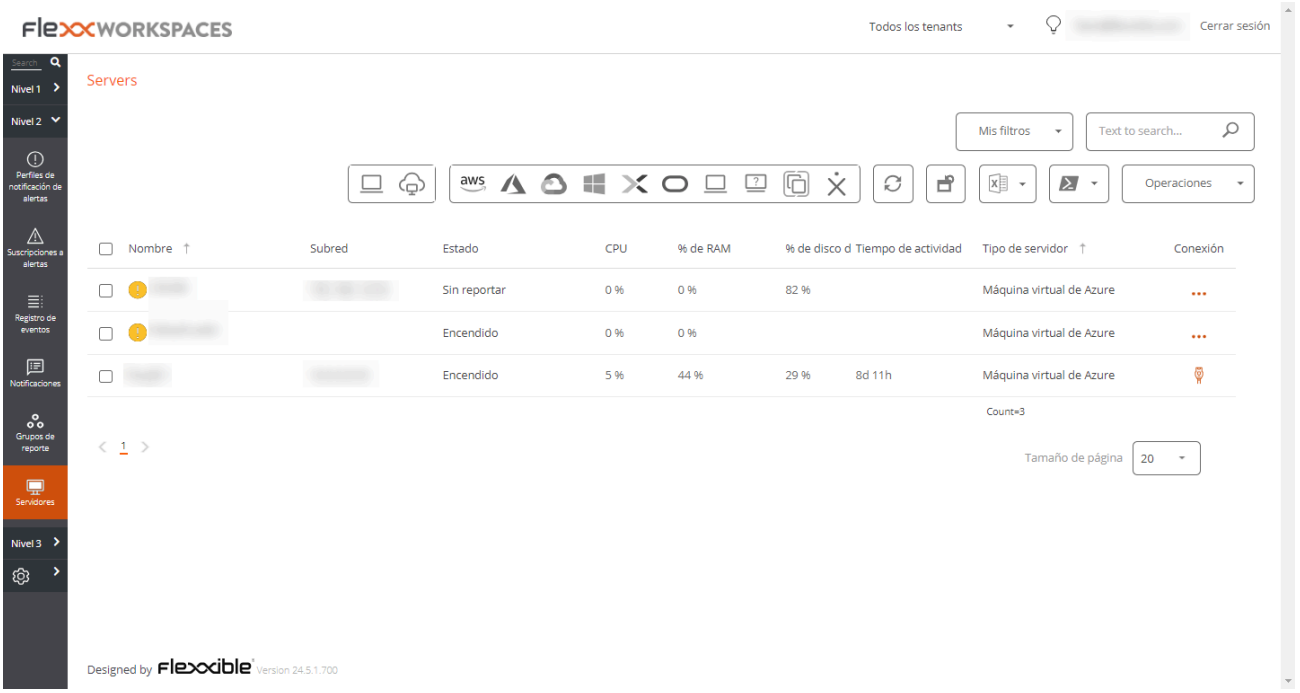
Workspaces / Level 2 / Servers



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 select the device and execute the operation `Machine Type`->`Server`

More information on how to include a device in this list.

List view

The list view contains all the 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

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- Operations

Filtering options

This view allows the same filtering functionalities available in Workspaces.

Microservices

From the button `>-` it is possible to execute any of the microservices enabled for the organization that have `System` as configured context. This allows the execution of microservices with administrative permissions on the devices. The actions of enabling, creating, modifying, or deleting microservices are carried out from the Portal.

Operations

The `Operations` button allows executing the same device management actions as the Workspaces view.

Detail view

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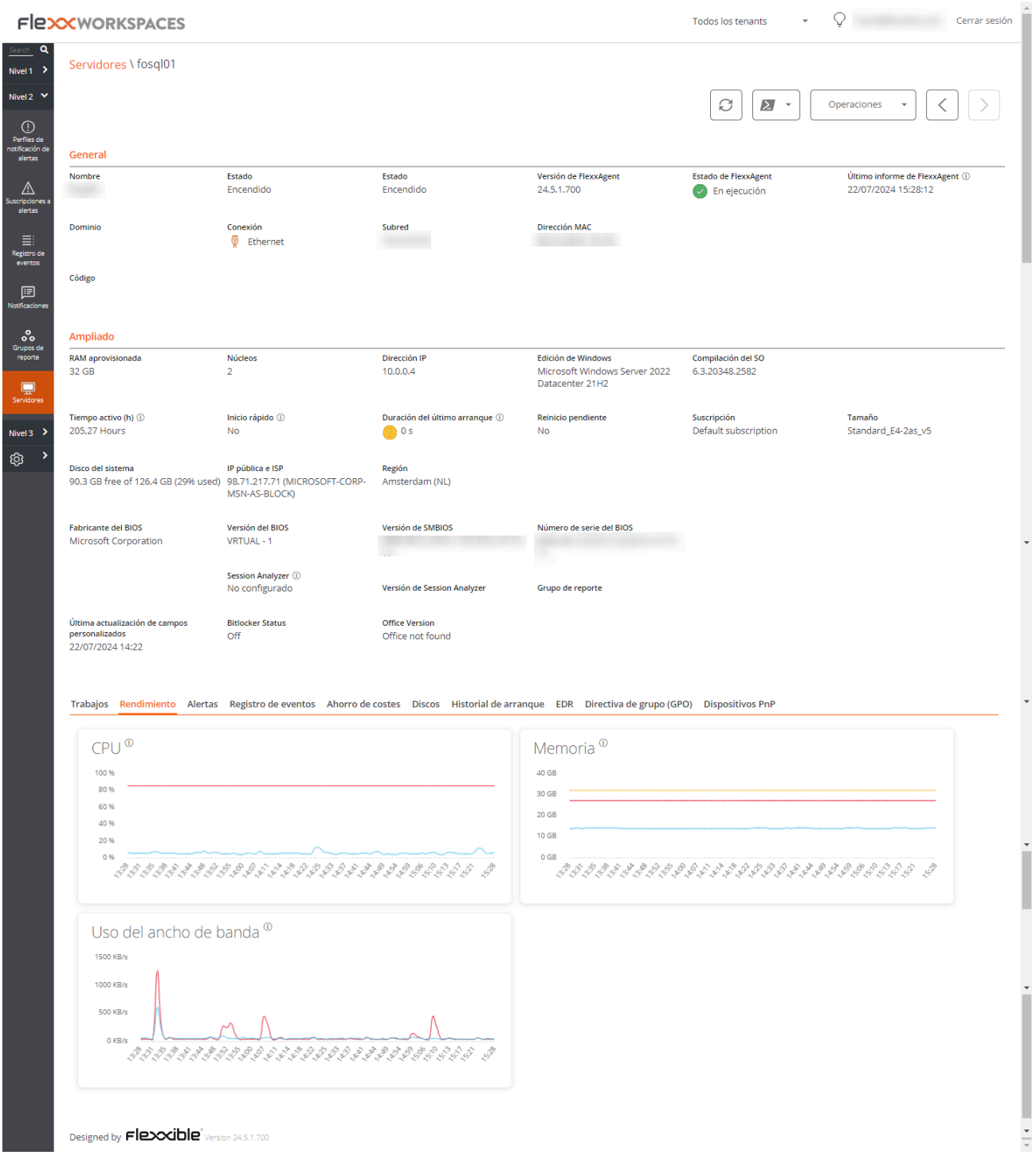

The detailed view of a server, in addition to the operations available at the top of the interface, contains the following sections:

- General information
- Extended information
- Specific information segmented into tabs at the bottom

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General

The general information block of the device contains:

- **Name**: hostname of the device
- **State**: power state (on-off)
- **FlexxAgent Version**: version number of FlexxClient
- **FlexxAgent Status**: execution status of FlexxAgent (running - stopped)
- **Last FlexxAgent 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 associating identifying tags.
- **OU**: organizational unit of the domain in which the device 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**: time that the workspace has been running since the last time it was started or restarted; it is important to note that if fastboot is enabled, the workspace is only shut down when it is restarted.
- **Fastboot**: indicates if the server has fastboot enabled

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- **Last Windows Update**: date of the last patch applied
- **Last boot duration**: duration of the boot of the last startup
- **Pending restart**: Determines if the device has a pending restart to apply updates.
- **System Disk**: Indicates the used space of the system disk.
- **Public IP and ISP**: if public IP data collection is enabled, it shows the public IP and provider.
- **Region**: if it is an Azure virtual machine, it 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 identifier of the BIOS
- **Session Analyzer**: indicates the status of the FlexxAgent Analyzer process, which can be:
  - **Not configured**: FlexxAgent is configured not to launch Session Analyzer.
  - **Disabled**: FlexxAgent does not initiate Session Analyzer because it has been disabled using the 'AvoidLaunchAnalyzer' registry key.
  - **Configured**: FlexxAgent is configured to start Session Analyzer in all user sessions.
  - **Installed**: FlexxAgent will not attempt to start Session Analyzer because Session Analyzer is already installed in the workspace.
  - **Not compatible**: FlexxAgent does not start Session Analyzer because it is not compatible with the workspace's operating system (e.g., a 32-bit version of Windows).

Tabs

The tabs at the bottom show grouped specific information. The following are included:

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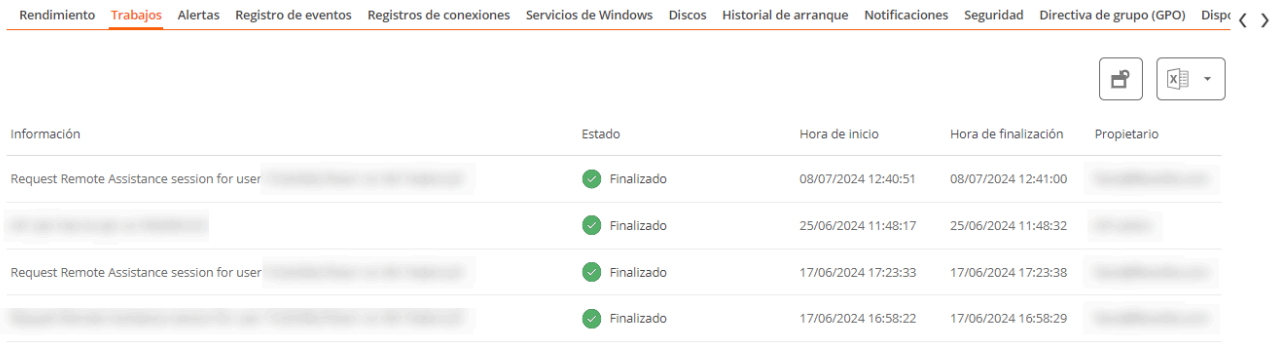
```
- [Trabajos](#trabajos)
- [Rendimiento](#rendimiento)
- [Alertas](#alertas)
- [Registro de eventos](#registro-de-eventos)
- [Discos](#discos)
- [Historial de arranque](#historial-de-arranque)
- [Seguridad](#seguridad-edr)
- [Directiva de grupo (GPO)](#directiva-de-grupo-gpo)
- [Dispositivos PnP](#dispositivos-pnp)
```

Jobs

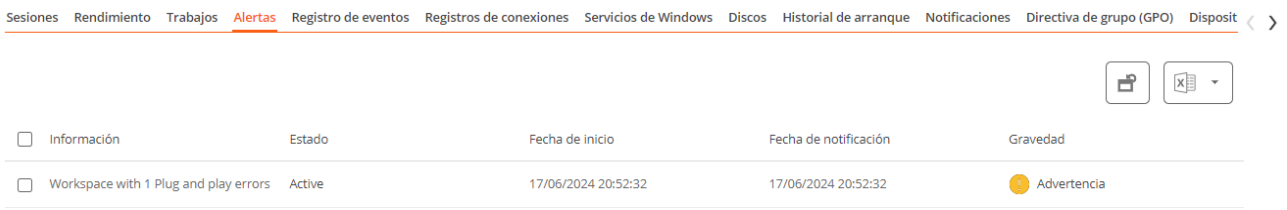


All actions carried out from servers on one or more devices are audited in the job queue. This tab allows you to consult the jobs carried out for the active device, without having to go to the section.

Performance

The performance tab shows graphical information on CPU, memory, and bandwidth usage.

Alerts



This tab displays a list of all active alerts, if any, for the active device. When a device has an

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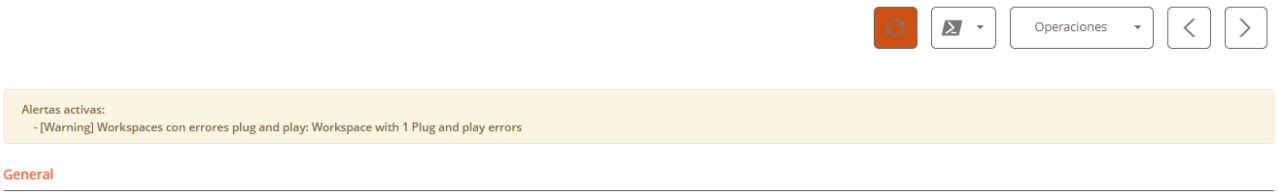
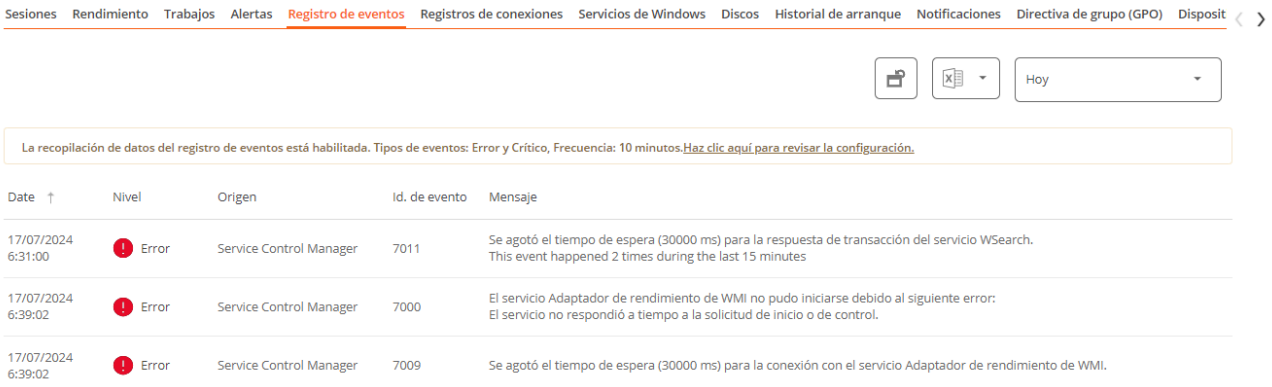
active alert, a message is additionally displayed at the top of the screen.



Event Log



This tab presents information about the log events present on the device; by default, it filters errors and only shows those with severity `Error` or `Critical`; it obtains them from the device at 10-minute intervals.

Through the options available in `Settings`, it is possible to modify the sampling time or include specific events by their ID.

Disks

This tab offers a list view with all the partitions present on all disks identified in the system, as well as statistics on their capacity and occupancy levels.

Boot History

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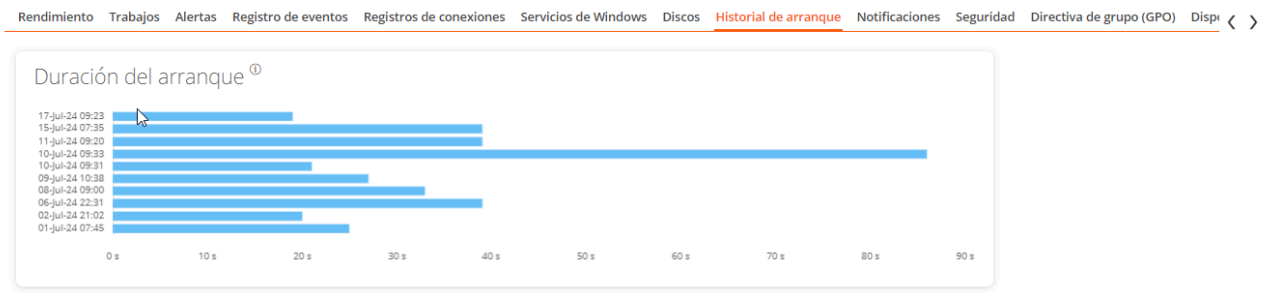
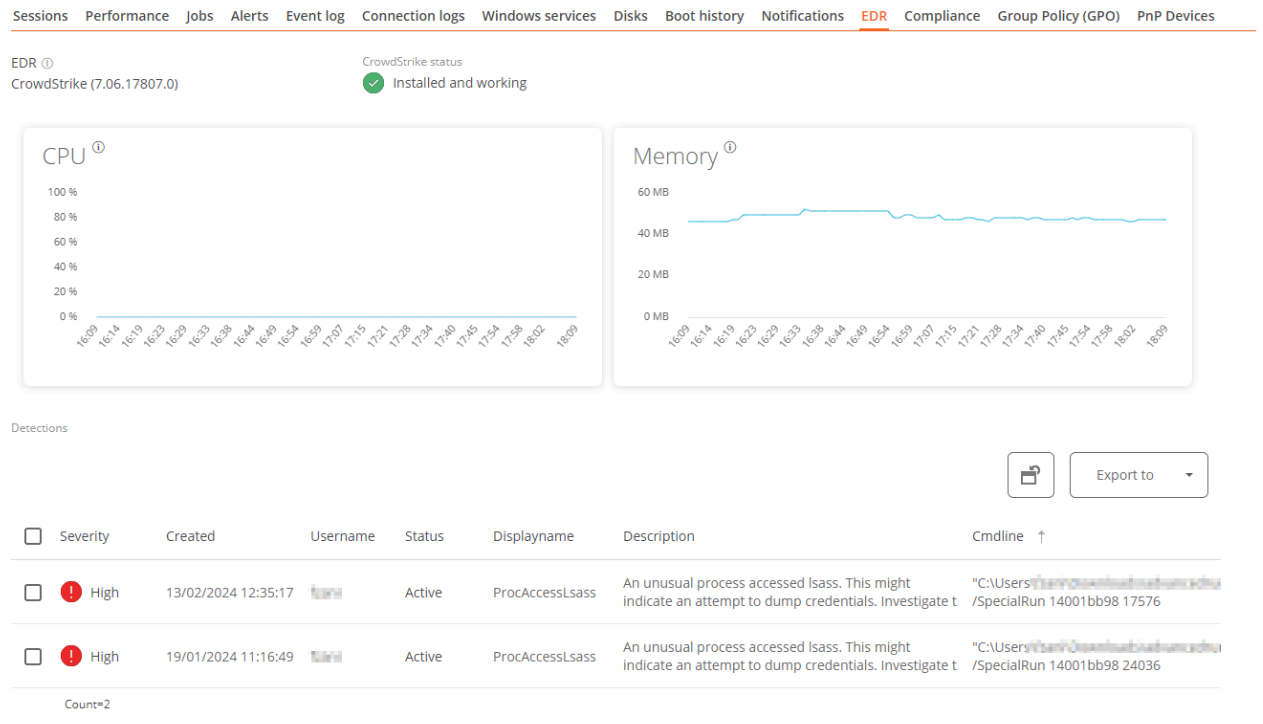


This tab allows viewing a graph of historical records of the time taken in the booting (boot) of the device.

Security (EDR)

FlexxAgent will detect if a device has Crowdstrike Falcon installed and display the information in 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 in addition it is desired to capture detections to display them in Workspaces, the access data must be configured through the API to the instance of Crowdstrike Falcon in the `CrowdStrike` section of `Level 3` -> `Messaging service (IoT Hub)`.

Group Policy (GPO)

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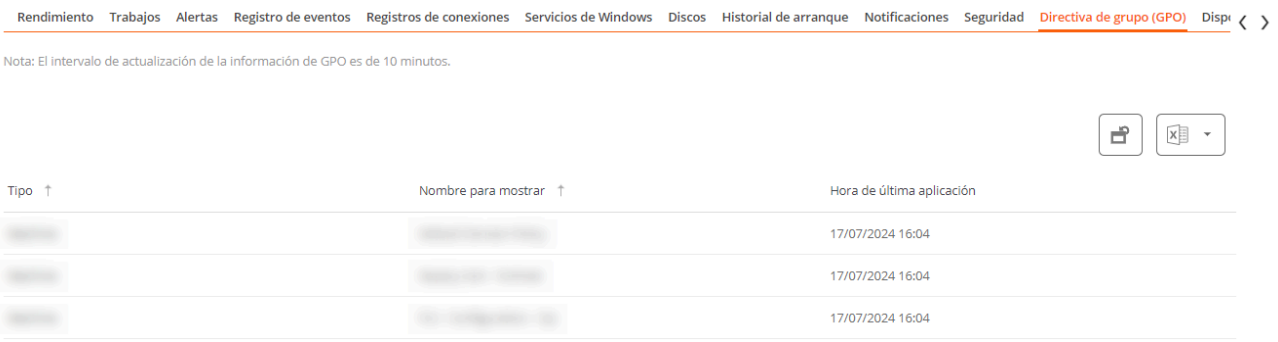
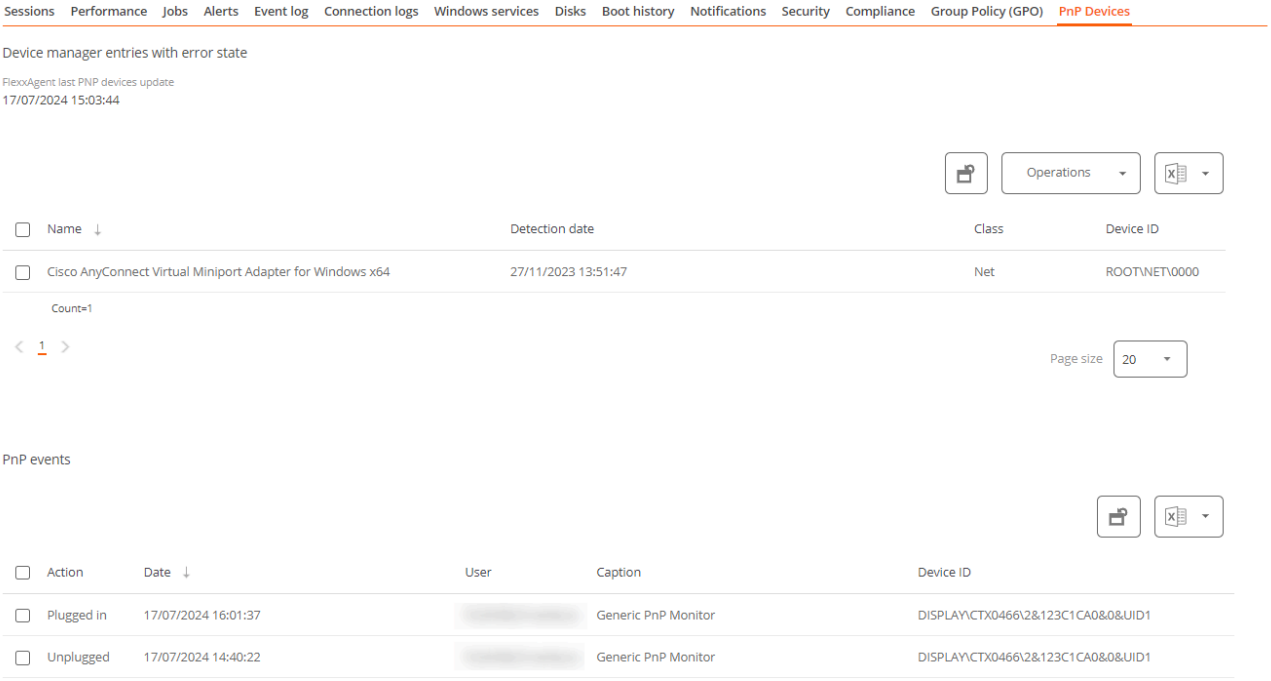


This tab displays the information of the group policies applied to the active device. It allows viewing policy information such as name and check time.

PnP Devices

This tab allows you to see at its top the PnP devices that are in an error state, which may be due to hardware or driver malfunction or incorrect configuration of the device or its driver.



At the bottom of the tab, all PnP events are logged. Each time a peripheral device is connected or disconnected, a record is generated in this table with the device information.

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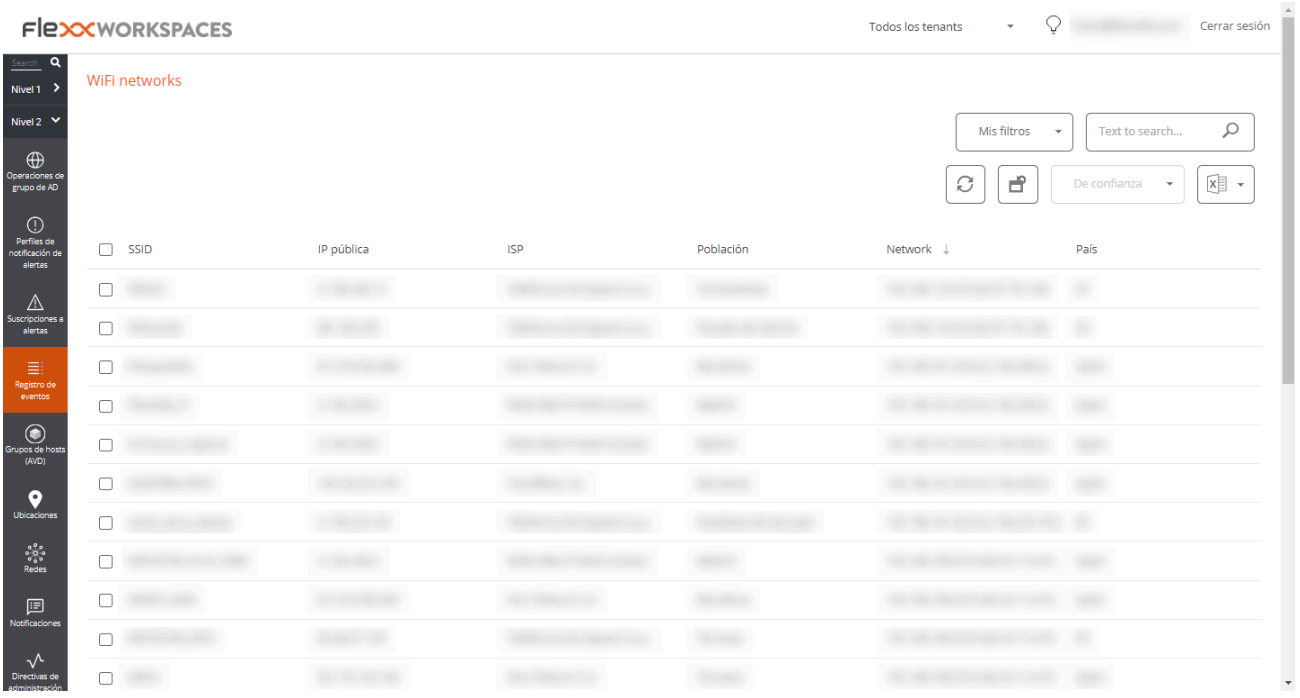
Workspaces / Level 2 / Wireless networks

FlexxAgent collects multiple pieces of network information on the devices. When FlexxAgent identifies the use of any wireless network, it is automatically created in Workspaces. These help to automatically maintain an inventory of all networks detected on devices to obtain an accurate location mapping based on network data. It is possible to associate it with Networks and Locations allowing the construction of a network inventory, connected devices, network operators in use, and much more.

List view



The list view allows you to see the relationship of wireless networks discovered by the agent. It lets you 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 on more than five devices again, it will recreate it.

Detail view

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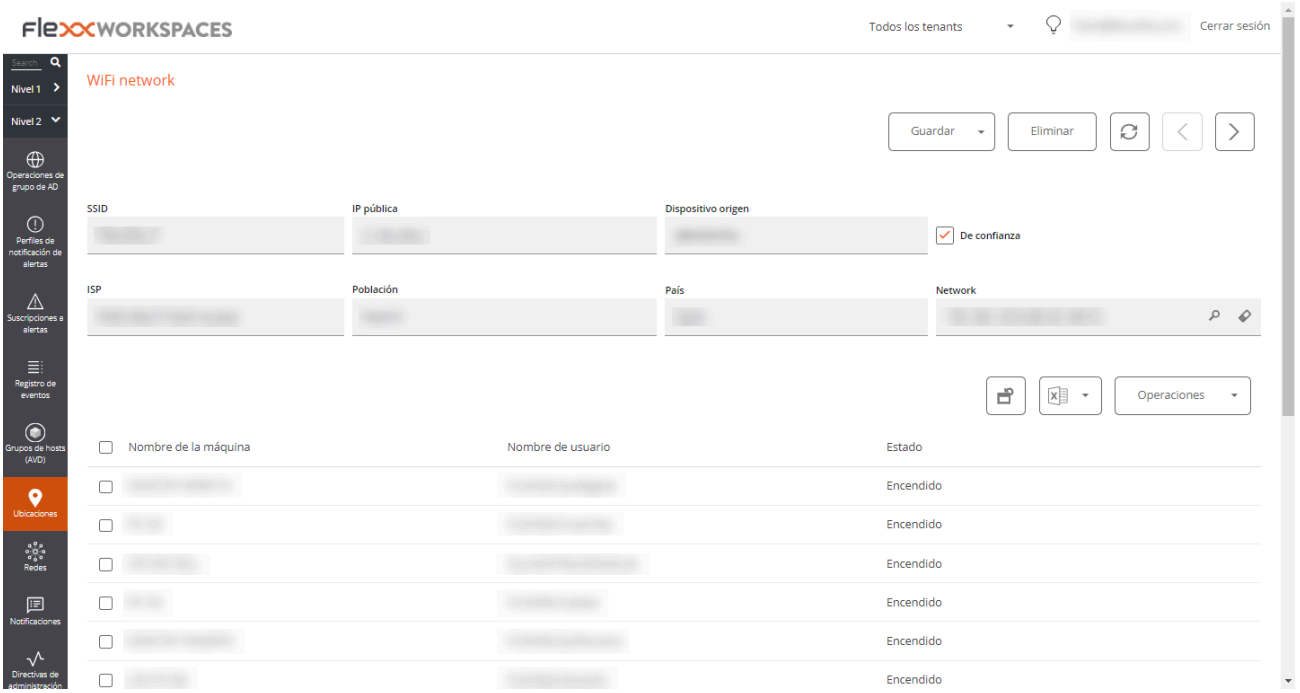

In the upper block of the detail view of a network, you will find the list of collected fields:

- **SSID**: network name; by default, the CIDR followed by the public IP. Customization is allowed.
- **Public IP**: The public IP for internet network access
- **Origin device**: name of the device that first declared the wireless network.
- **Trusted**: shows whether this wireless network has been marked as trustworthy.
- **ISP**: connectivity provider
- **Population**: Shows the population from which the internet connection is established.
- **Country**: shows the country from which the internet exit is established.
- **Network**: allows associating this wireless network with a `Network`.

At the bottom, the relationship of devices connected to the network is shown.

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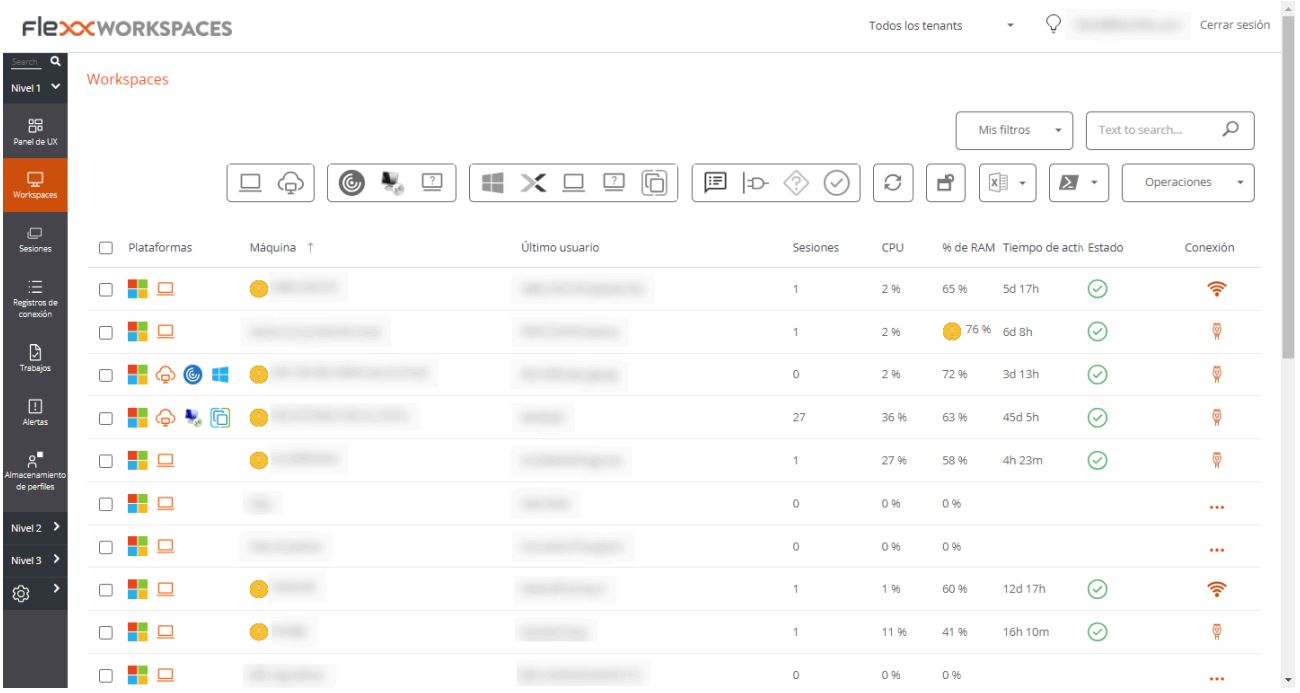
Workspaces / Guides and tutorials for Workspaces



This section offers resources designed to maximize the use of Workspaces. It includes detailed instructions on the setting and use of functionalities, along with advanced configurations that will allow you to adapt Workspaces 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 detailed procedures and solutions to common problems.

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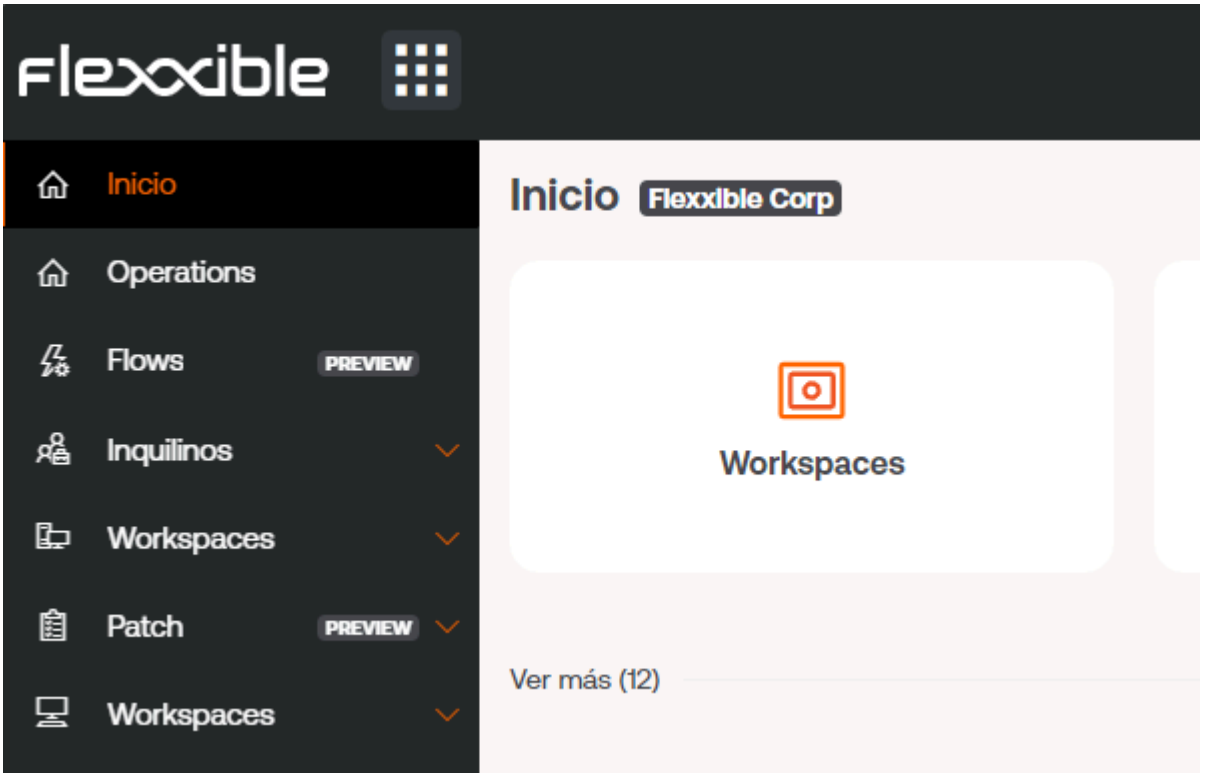
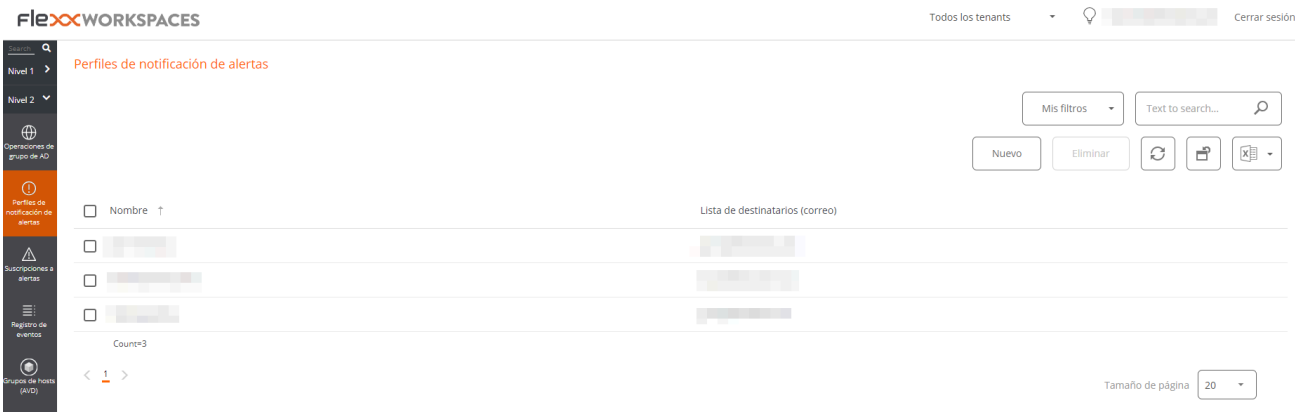
Workspaces / Guides and tutorials / Configure email alerts

Any operator authorized through the Level 2 role can configure the reception of email alerts:

1. Open the `Workspaces` module.



1. In the left menu, go to `Level 2` -> `Alert Notification Profiles`.



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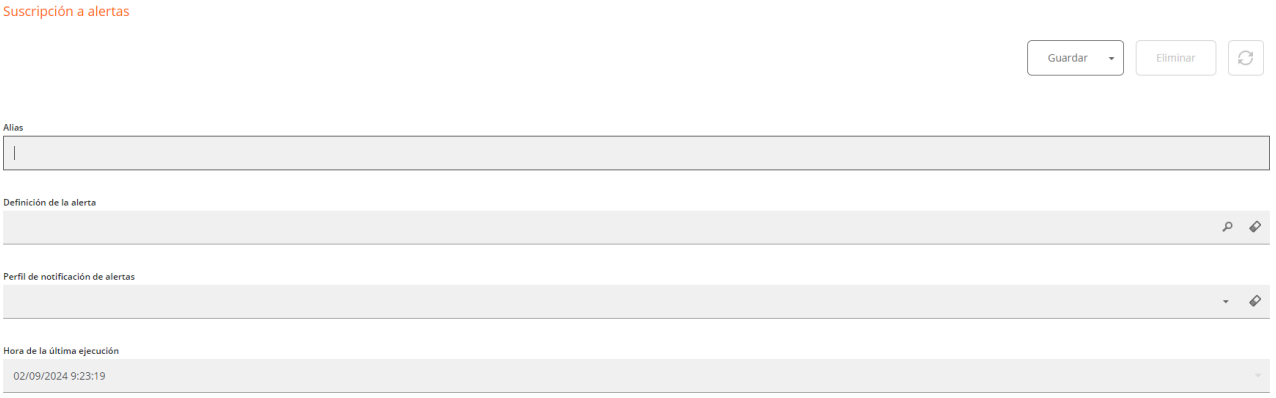
3. Click on `New` in the upper right corner. This action will allow you to create a new profile for receiving alert notifications. A name for the profile and the email address or addresses to which the notifications will be sent must be defined.

4. Press the `Save` button in the upper right corner.
5. Next, link an alert definition to the notification profile that was created in previous steps. Select the `Alert Subscriptions` option from the `Level 2` menu on the left navigation bar. Click on the `New` button in the upper left corner. A panel will appear as follows:



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, a floating panel will appear to search and select one or more alerts. Then, select the desired subscription profile (in this example, the one created in previous steps).

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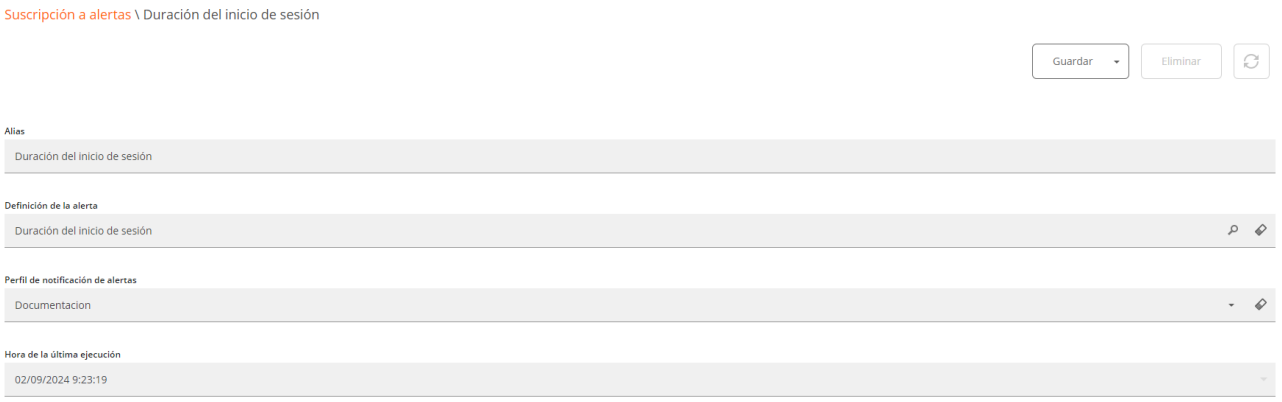
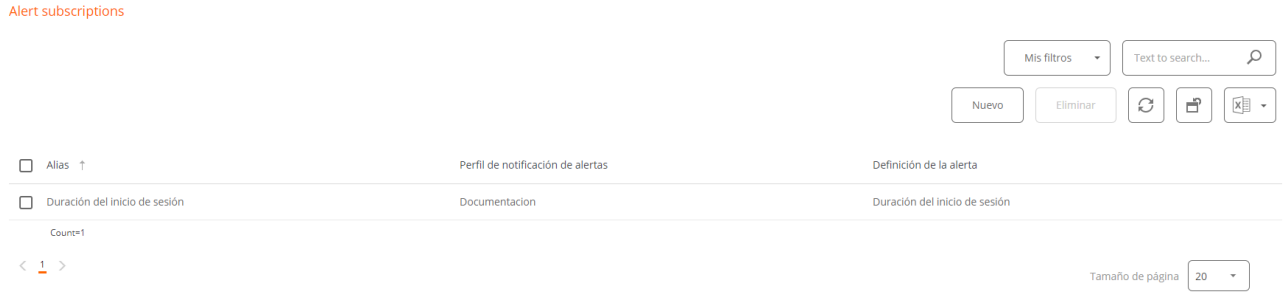


7. Once the fields are filled in, press the `Save` button. The new subscription will appear in the list.



In this example, each time an alert is issued about login duration, the notification profile called "Documentation" will be notified by email to the address or addresses specified in its definition.

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Workspaces / Guides and tutorials / How to provide remote assistance to a user

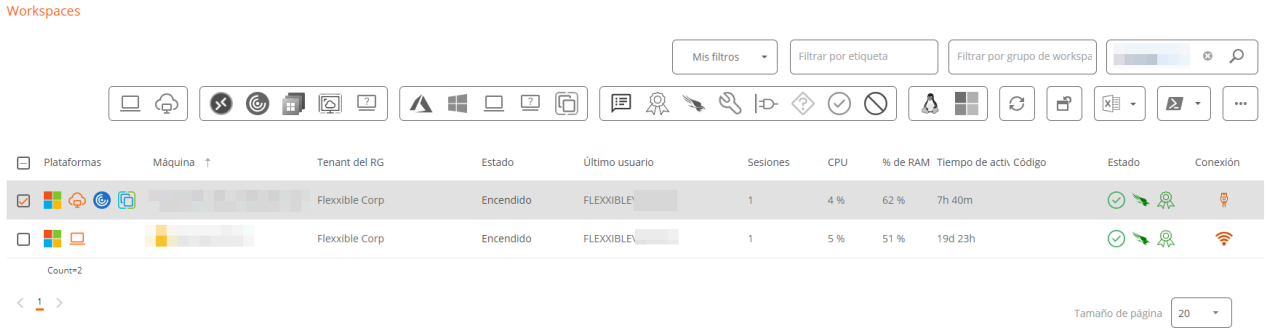
Remote assistance allows direct operation on a user's desktop. The operator acts as the device administrator and works remotely with the user's desktop.

To provide remote assistance:

1. Access the `Workspaces` module.
2. Go to the `Workspaces` or `Sessions` section from the left navigation bar.

> Sessions allow you to search for a specific user, while `Workspaces` lists available devices. When remote assistance is provided on a device, it will be on the session that is currently active.

1. Search for and/or select the device/session on which remote assistance will be given.



4. Open the `Operations` menu from the button on the top bar of the device 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.

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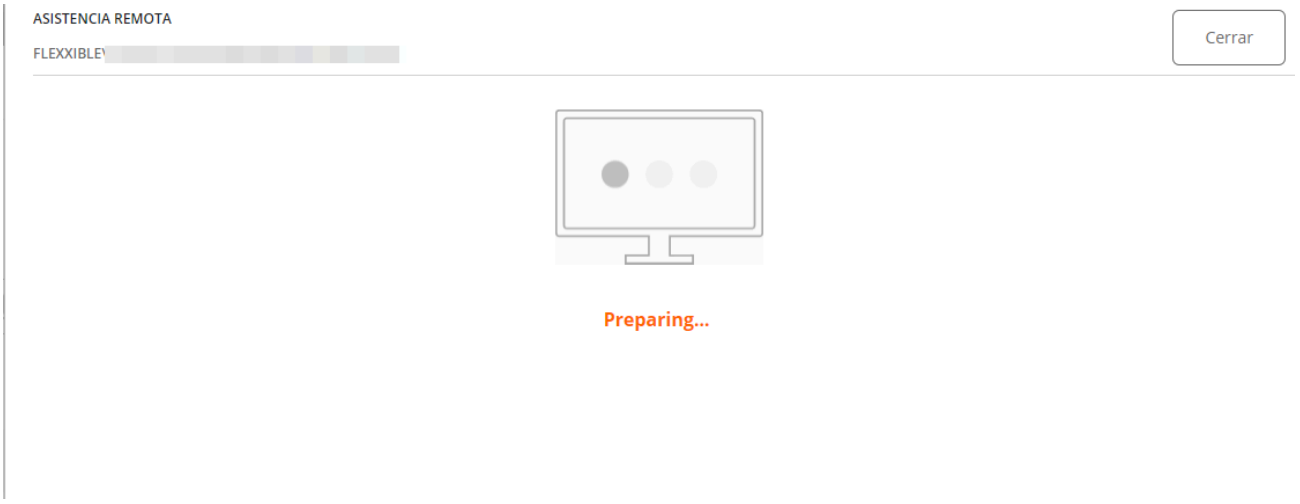
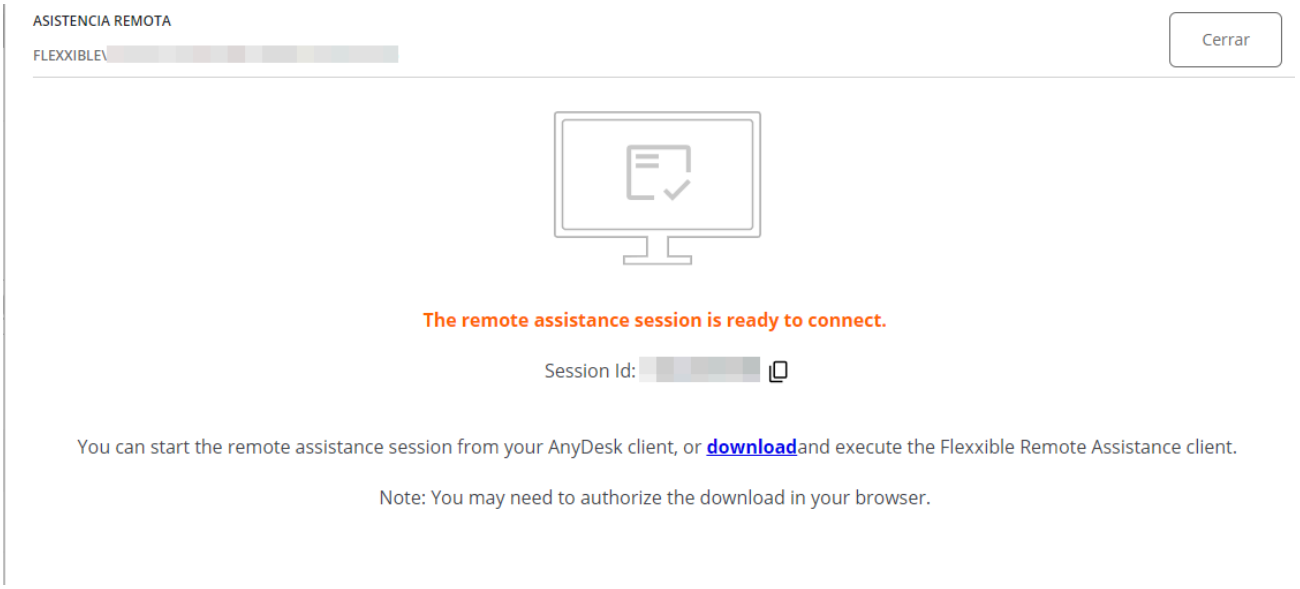
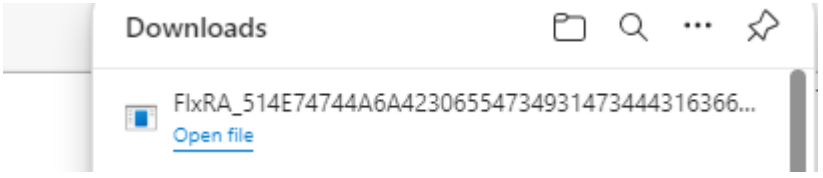


7. Once prepared, the information will be displayed.



8. This assistance is temporary and the operator will need to download an executable file from the `download` link on this floating panel.



9. Download and run the file. This operation will execute an application to enable remote assistance. The operator will have to wait for the user to grant permission for remote assistance on their device.

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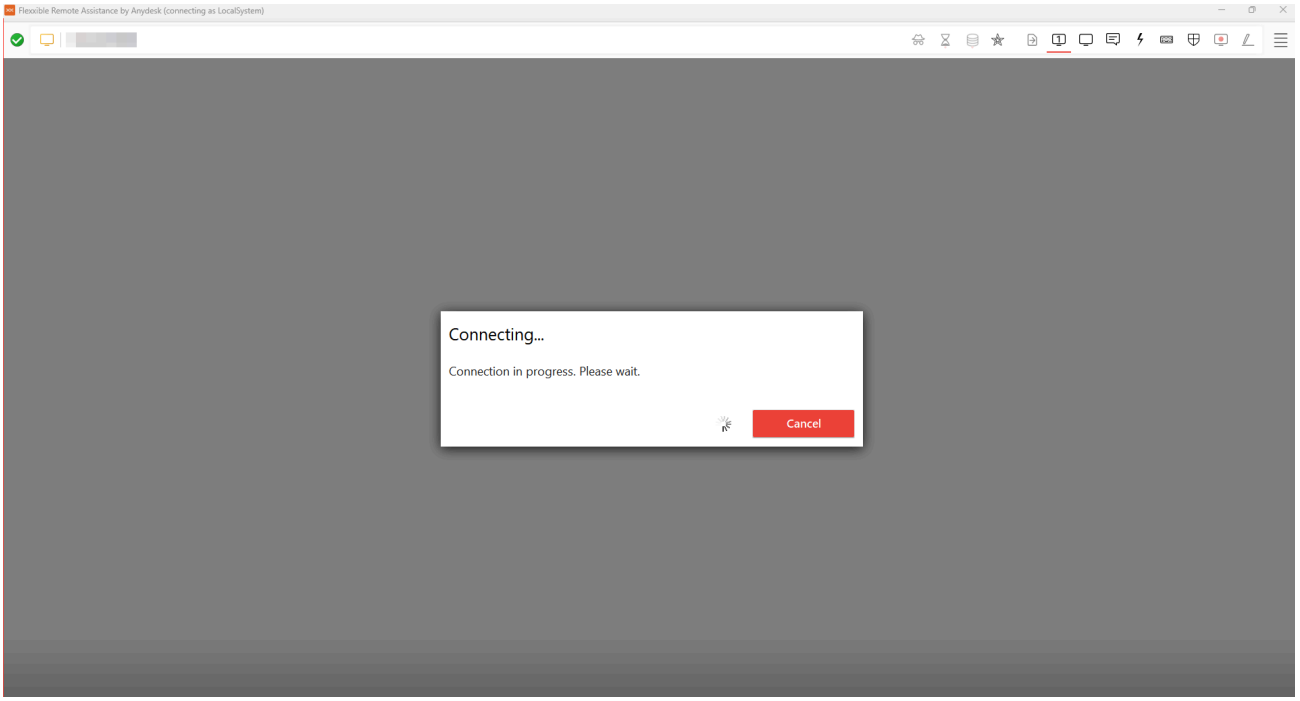
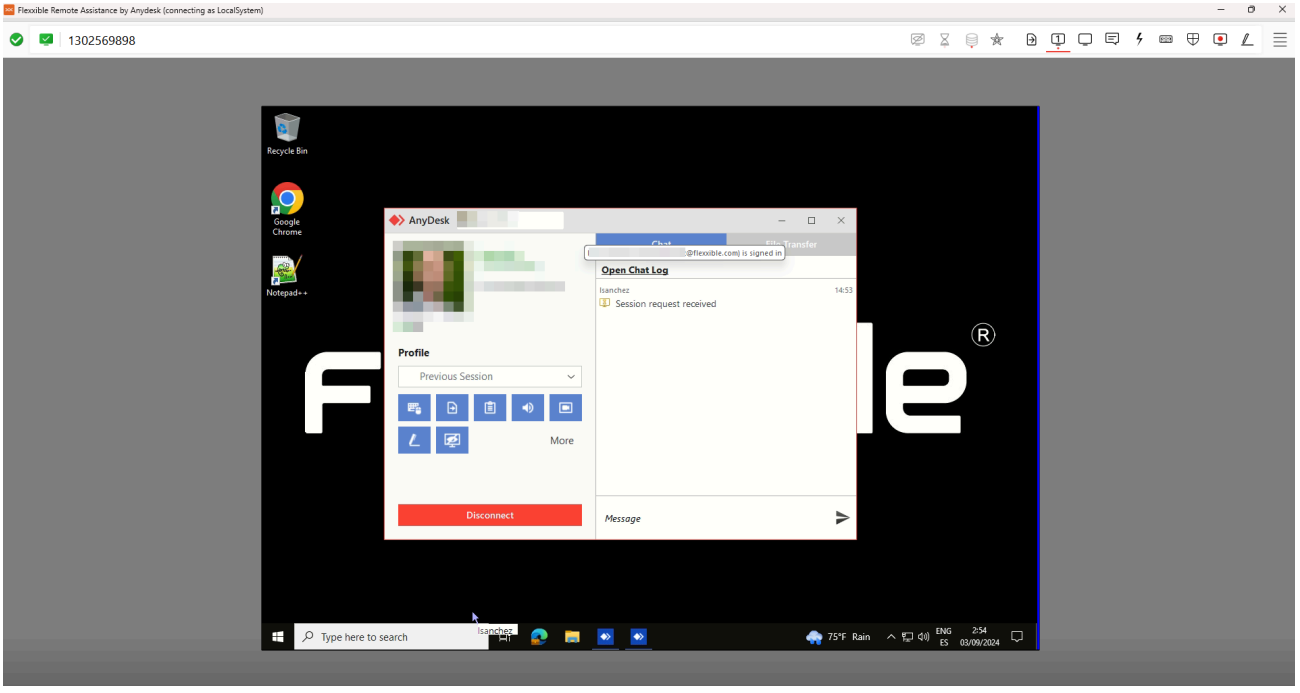


10. Once the user gives their consent, the remote assistance session can be conducted. The operator has access to the user's desktop and can perform operations and provide the assistance needed to resolve the user's issues.



If the operator has the necessary permissions and is in a user session without administrative rights, they can use `Flexxible Tools` to act on the device with administrative permissions:

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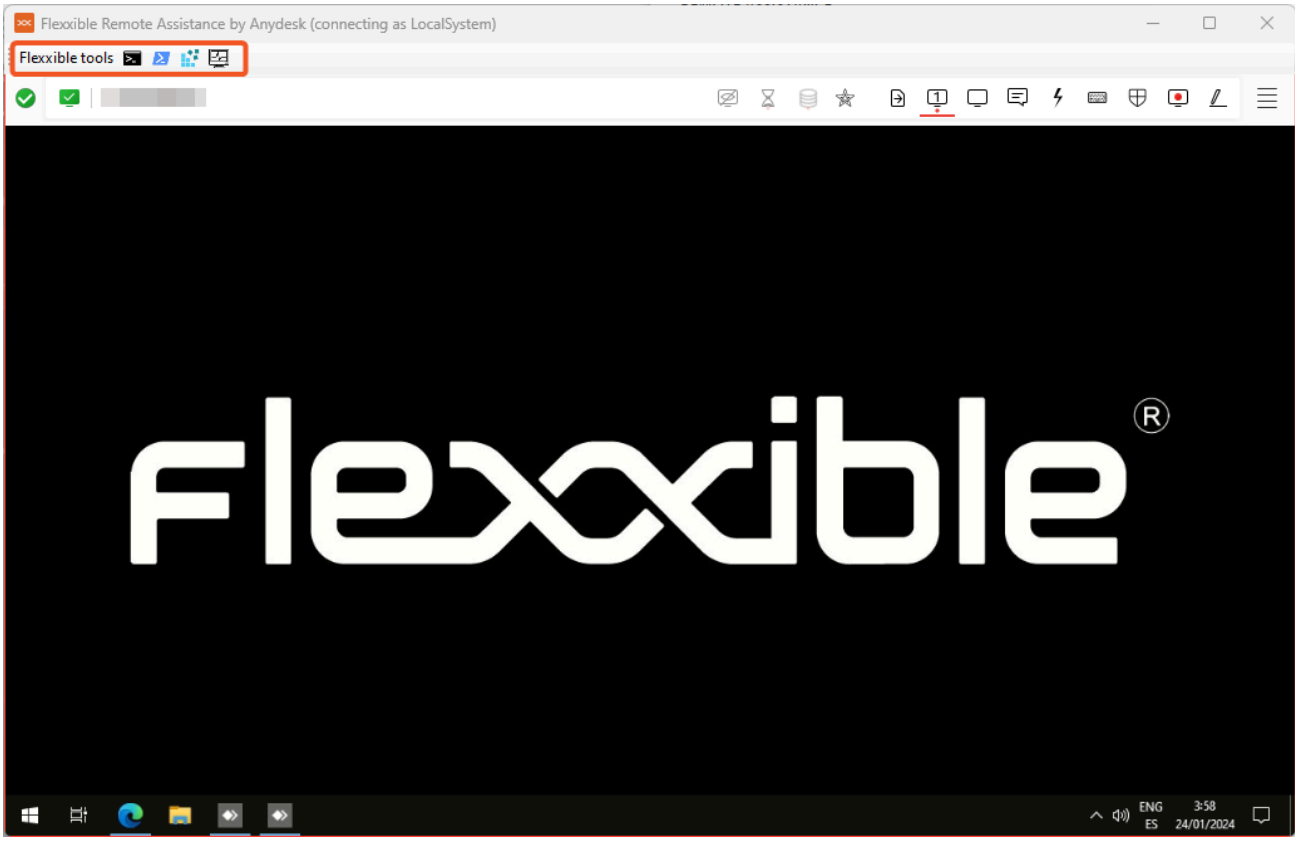

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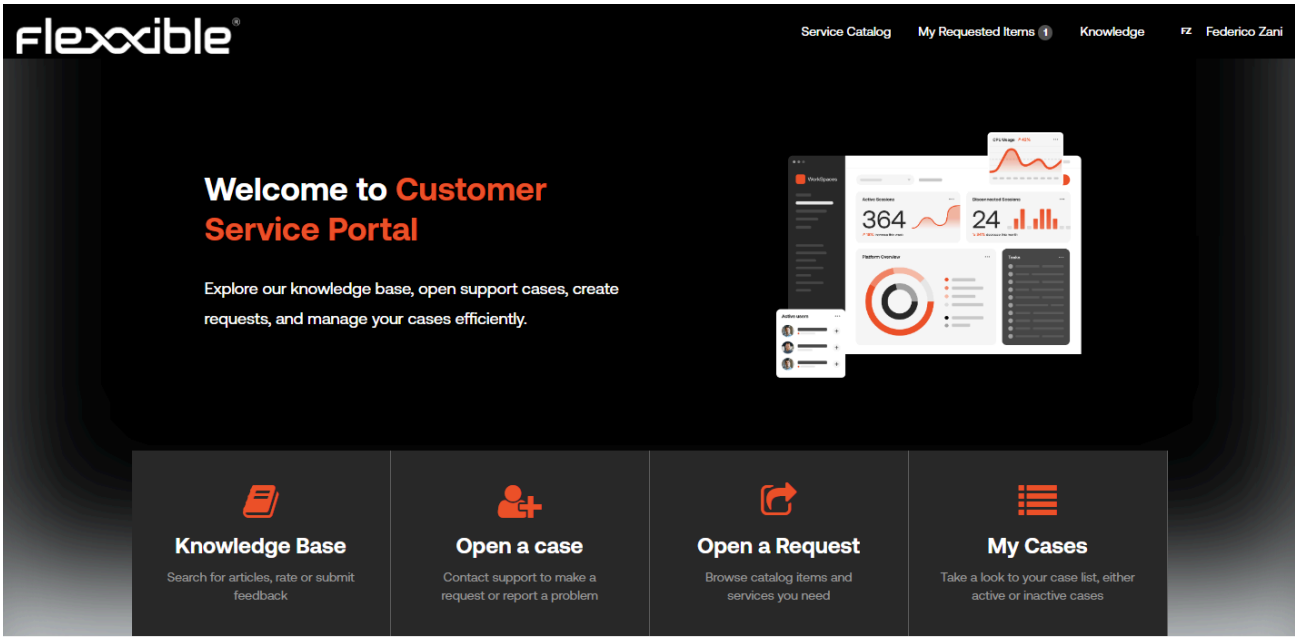
Automate / Features

It is the module that provides users and IT teams, through a portal, a catalog of microservices that can be executed in an automated manner, offering a self-service panel accessible to the user through a browser. It also offers the possibility to contact the specialized support team for any incidents, requests, or queries that may arise.



Thanks to the workflows developed by the Flexxible team using ServiceNow, it is possible to execute the microservices based on approval flows 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 via 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 panel for end users and technical teams.
- Contact Flexxible support services.

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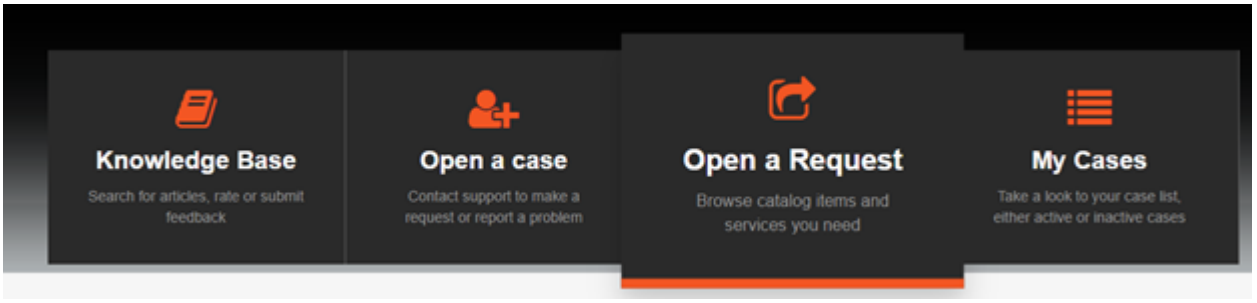
Automate / Self-Service Panel

Automate is a module developed for client interaction with Flexxible's support team and is also responsible for the automatic execution of microservices that, due to their particular configuration, need to go through an approval flow or the selection of various parameters before they can be executed.

Features

On the main screen of the Automate portal, there is a section called “Open a Request”.



This section leads to a catalog of available microservices based on the services contracted by the client. This catalog may contain automations for FlexxClient, FlexxDesktop, or even both, depending on the active products of the subscription.

To access the available microservices, the user only needs to select the available/desired option and the different categories with existing microservices will be displayed. By selecting one of the categories, the enabled microservices for that category will appear on the right:

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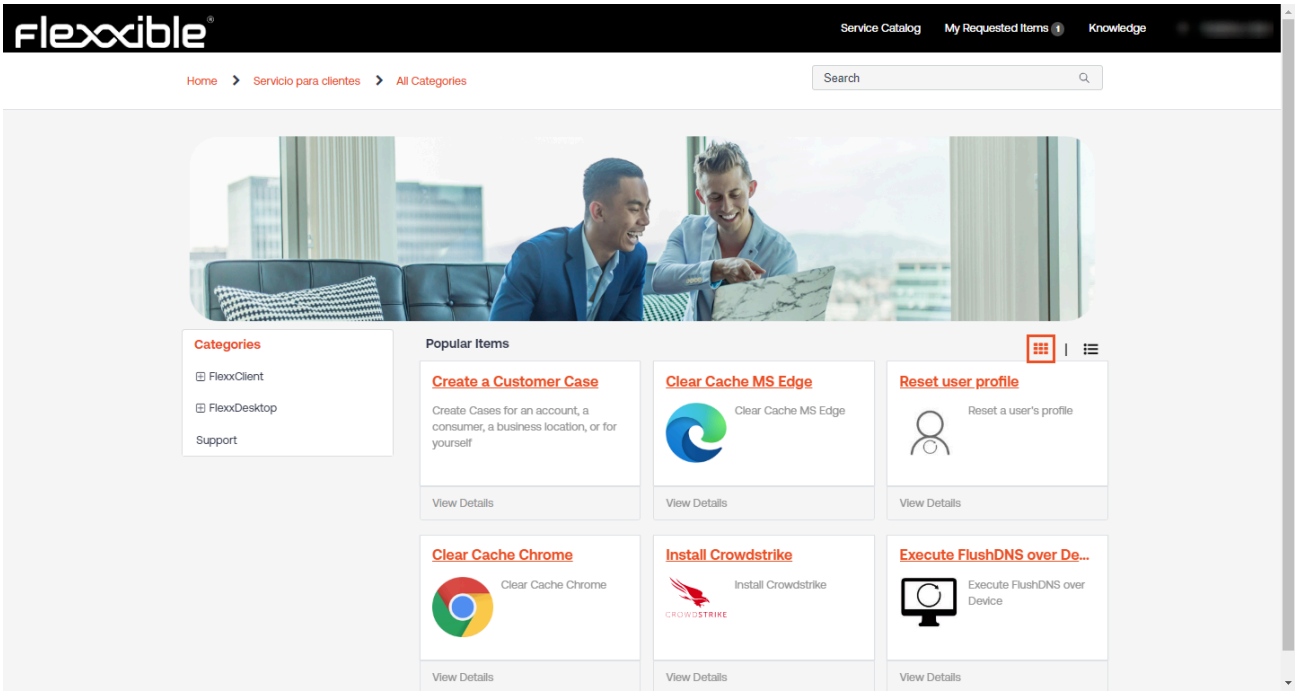
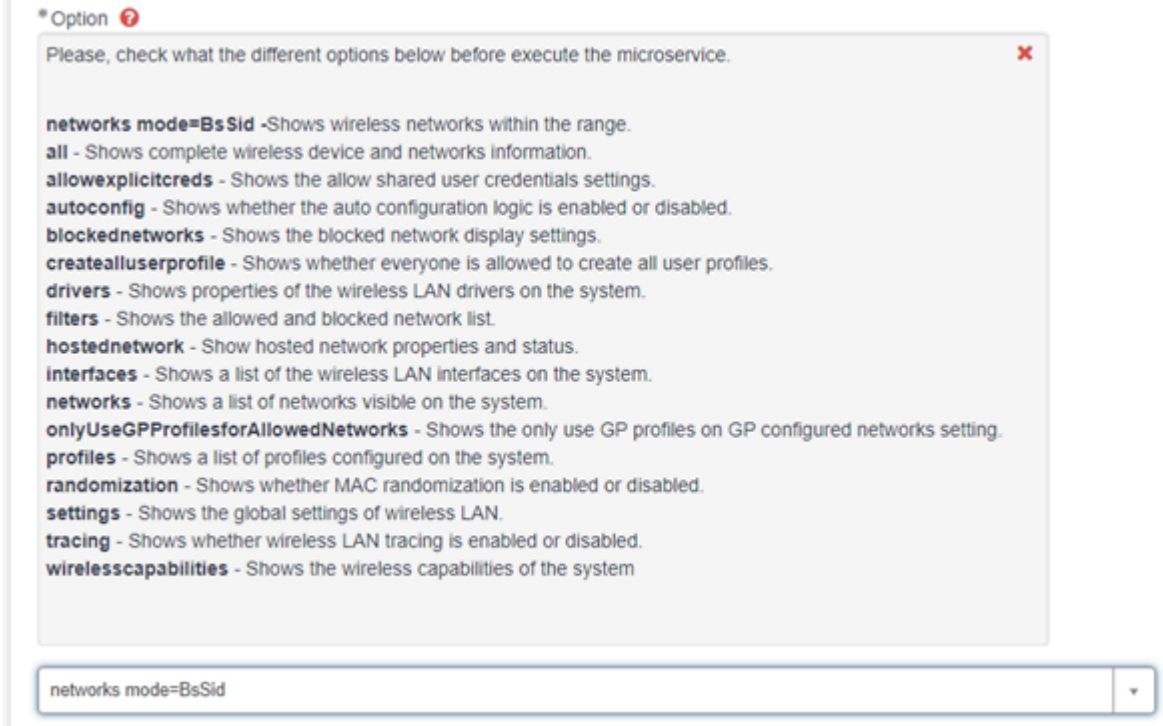


Parameters

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:



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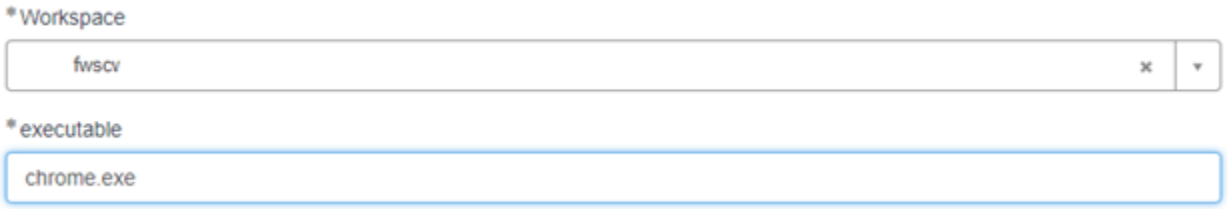
In others, it is necessary for the user to directly enter the variable value of the microservice execution; thus, for example, in “Kill Process by EXE name,” the user must indicate the name of the executable they want to eliminate from the device:



Approval Flow

Certain requests may require approval before they are automatically executed, as they could have economic impacts 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 devices for specific application configuration.

Automate allows approval flows to be defined for microservices that are identified within this type of scenario. There are two standard types of approval flows:

- Approval by a responsible party from the client or MSP: in this case, one or more users within the organization are identified with permissions to approve requests. When a user requests the execution of a microservice that requires approval, the responsible parties will receive an email indicating the details of the request, along with the option to approve or reject it directly from the email or to access the request for more information.
- Approval by a responsible party from the client or MSP and Flexxible's responsible party: this type of approval flow is indicated for requests involving the deployment of new resources within a FlexxDesktop environment, where Flexxible is responsible for the service (FlexxDesktop Advanced, Enterprise, or Edge). Thus, the request is analyzed by the technical team before execution to ensure that it does not affect the service being provided to the client.

In the image below, you can see an example of a notification automatically sent by the system requesting approval for the execution of the microservice to create a new Azure

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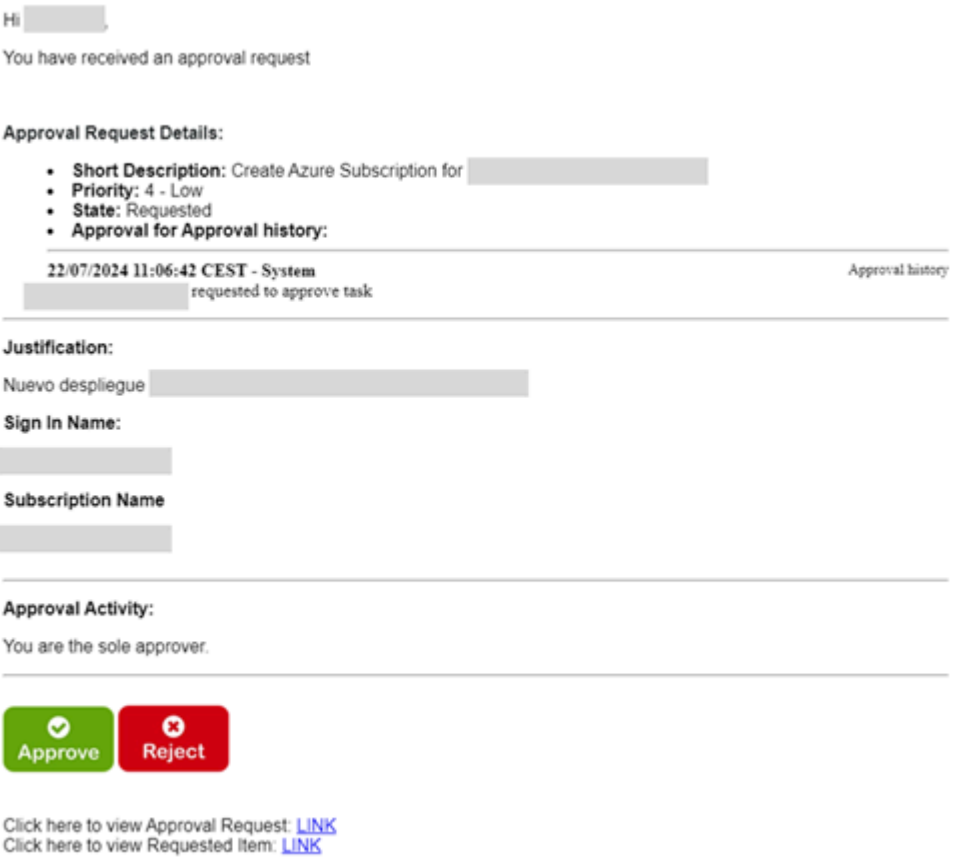
subscription. In this case, due to the economic impact, the client has decided to include it within the approval flows.


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 Included Microservices

Flexxible has a catalog of microservices available for FlexxDesktop customers within Automate. The following are included within this:

- Active Directory (Active Directory):
  - Active Directory VM reset Account
  - Create AD user account
- Image Management
  - Create Snapshot from Template
  - Restore Snapshot from Template
- Session Management
  - Backup User Profile

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    - Close user Session
    - Close all user sessions
    - Reset user Profile
    - Restore user profile Backup
- Workspace Management
    - Create a set of APPServers or VDIs
    - Execute action over workspace
    - Execute action over workspace group
    - Modificar los recursos asignados a una máquina virtual (Modify Resources Assigned to VM)
    - Set maintenance OF/OFF for a workspace
    - Set maintenance OF/OFF for a workspace group
    - Actualizar un conjunto de máquinas (Update Set of VMs)

The client can request other microservices to be created through their service provider or directly from Flexxible, to meet their specific operational requirements.

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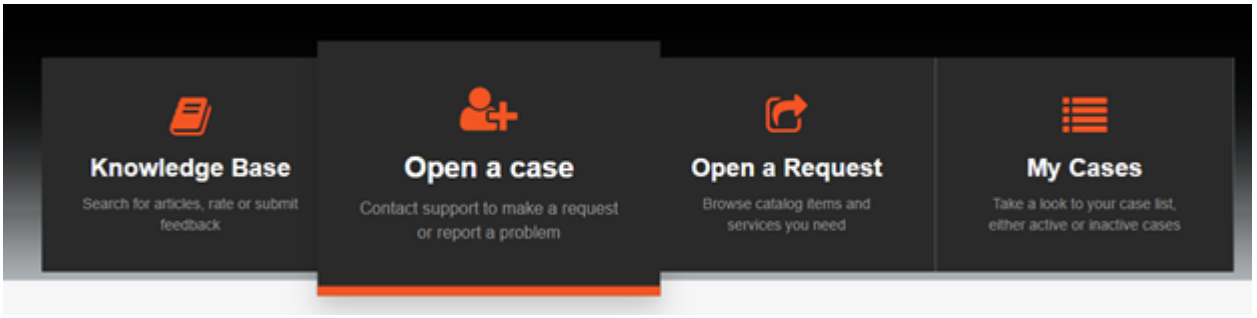
Automate / Support

Automate allows end-users, technical staff, and administrative personnel to interact with the Flexxible team through support options that enable opening and keeping updated on the lifecycle of support cases.

Case opening

For any user, whether from the technical team or end-user, to open a support case with Flexxible, they must first be registered through the portal with the necessary permissions to access the Automate services.

Once the user is within 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.

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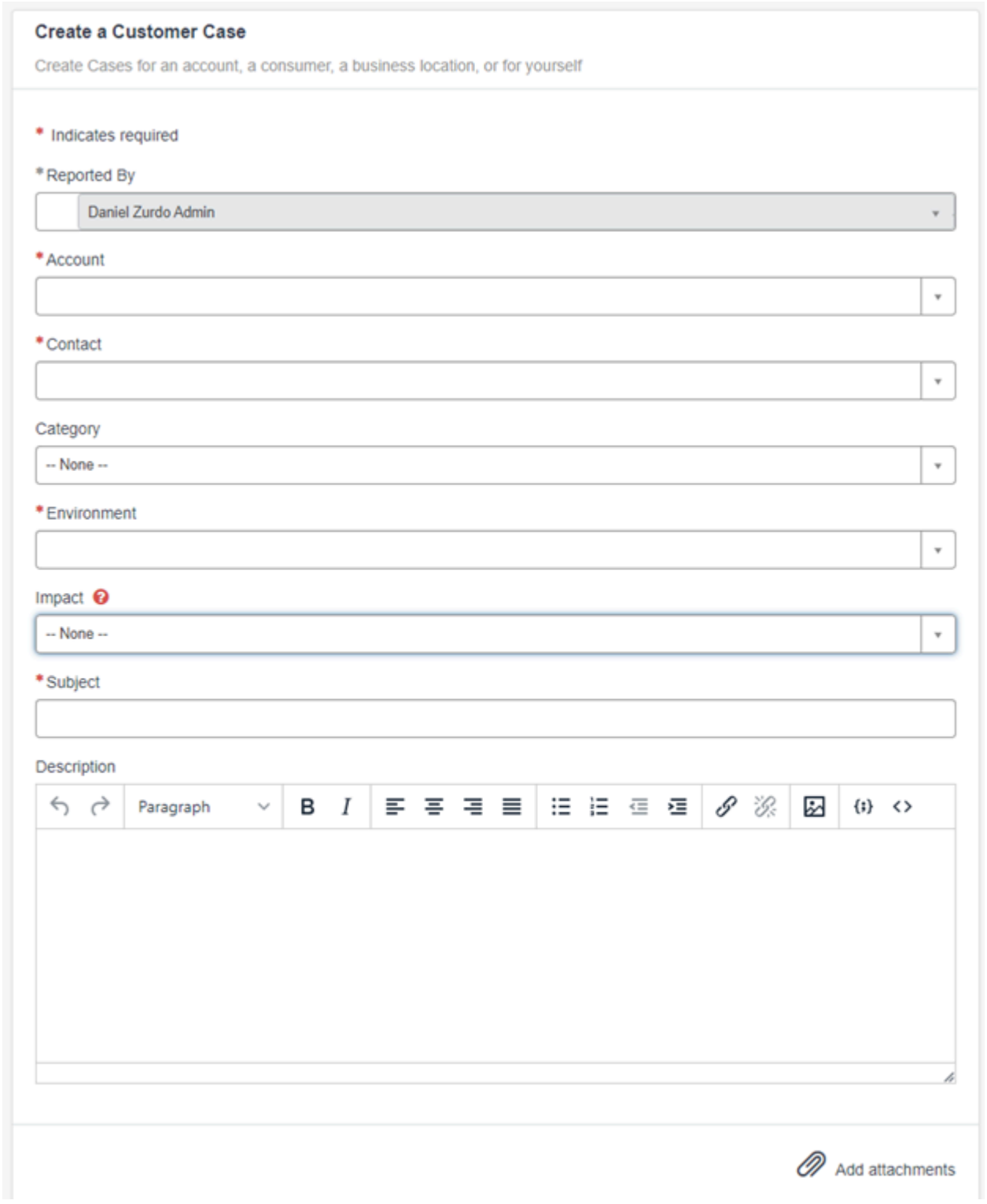

Required information

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Field	Description
`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 under their responsibility.
`contact`	It is used to open the case “on behalf of”; that is, on behalf of another user who has the incident, query, or request.
`Environment`	It is related to the tenant or reporting group where the user's team with the incident, 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`	This is to provide a brief description of the requirement.
`Description`	It is to provide the 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. You can include images or documents that might facilitate completing the requested task.

Case tracking

Once a case has been created on the main screen, information about the cases, both those being handled and those already resolved, will appear under the `My tickets` section.

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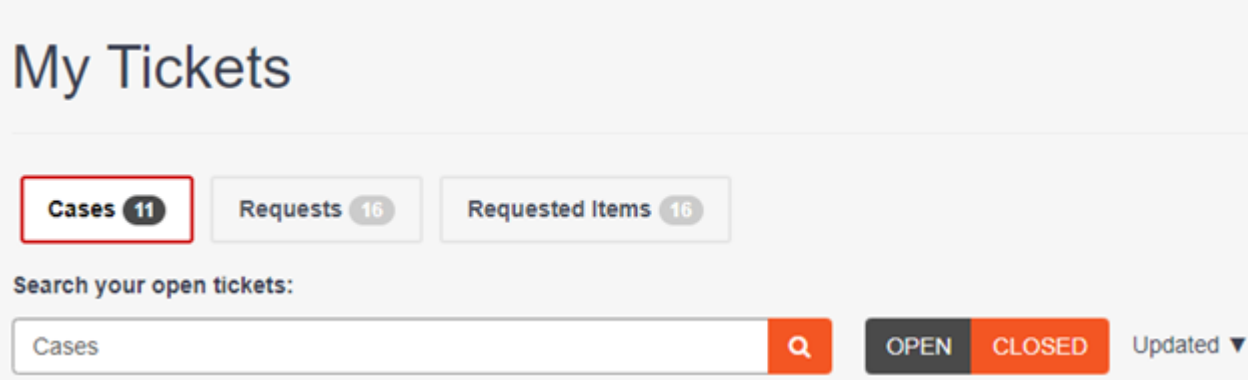
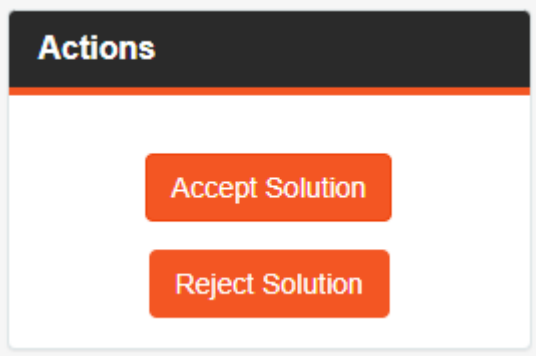


This information is also accessible from the top menu of the page, in the `My Cases` section.

Case statuses

A case is in the `New` state when it has been created.

When a case has been resolved, it moves 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 for the case to revert to the `Open` state. To either reject or accept the request, you need to access the ticket and select the desired action in the `Actions` section.



If you choose to accept the resolution, the system may ask you to complete a two-question survey.

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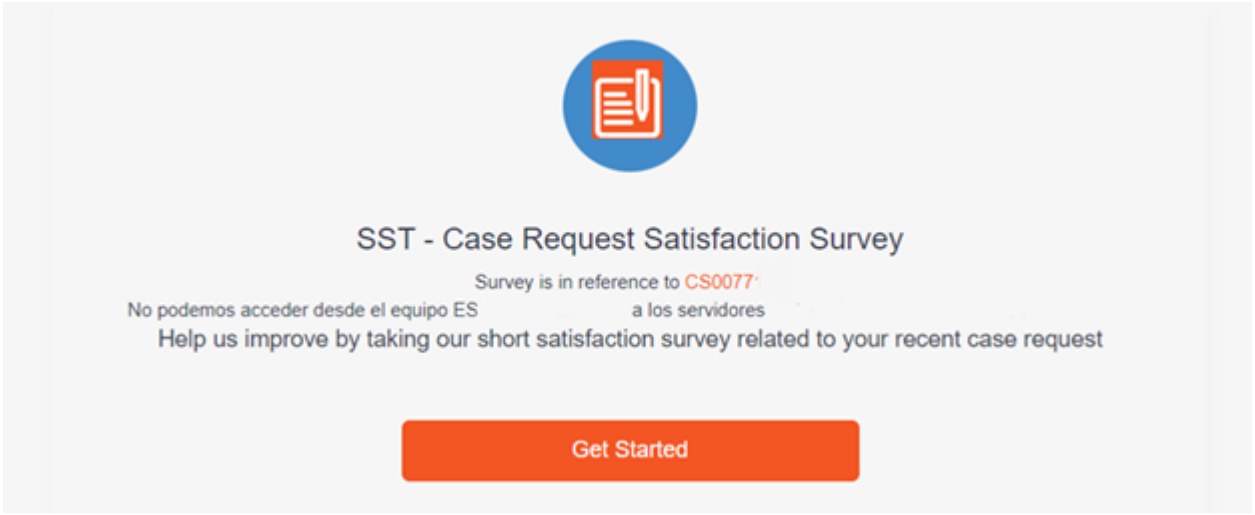

If rejecting the solution is selected, a new screen will appear requesting the reasons for the rejection. Once the information has been added to the text field in the form, the `Reject Solution` button will be enabled as shown in the following image:

Case closing

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, you must access the case and, within the `Actions` section, click `Close case`.

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Monitor / Features

Monitor is a monitoring module based on Grafana Cloud, which allows graphical visualization of the information obtained from Workspaces and Analyzer. It queries data from the APIs and displays it in custom graphs for effective 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.

Systems and Applications 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 view all Workspaces and application information in real-time. It allows you to set specific time intervals for each dashboard to emphasize particular moments. It also helps to identify and prevent errors as they occur and to analyze incidents by time intervals.

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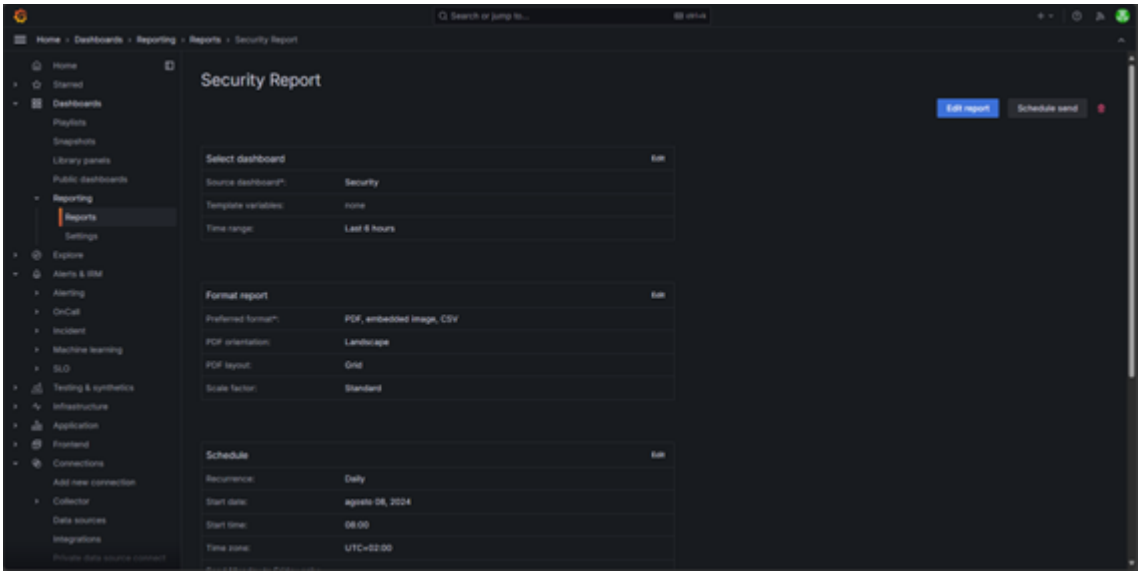
Analysis and Reports

One of the key features of Monitor is its ability to analyze data in detail and generate automatic reports. This is useful for understanding how resources work, making informed decisions, and improving 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 systems and applications, integrating

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queries to observe specific data. With this integration, various benefits are obtained, such as information centralization, correlation, and flexibility in graphing.

Dashboards

Monitor's most powerful features are its dashboards, which allow data to be visualized, analyzed, and supervised more efficiently by creating panels that display information obtained from sources on the screen.

These dashboards not only display data graphically but also offer interactivity with the user, allowing exploration of information, application of filters, and adjustment of the time range to analyze trends or patterns.

Some functionalities of the dashboards:

- Complete customization
- Interactive visualization
- Share and collaborate

Alerts and Notifications

These are 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 limiting access to certain data sources, helping with information security and integrity.

Some key functions in user and permissions management:

- User groups: allows user management by groups, facilitating group-level permission management.

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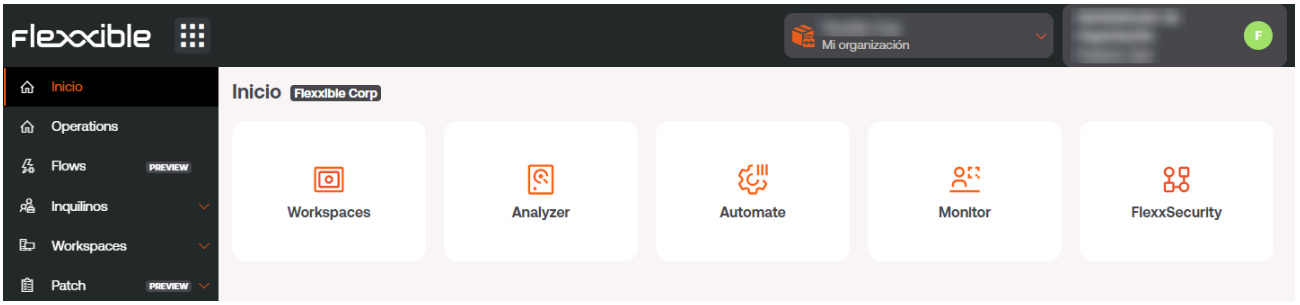
- Access control for dashboards and folders: permissions can be configured at the folder or dashboard level, allowing control over who can access certain information.

Access to Monitor

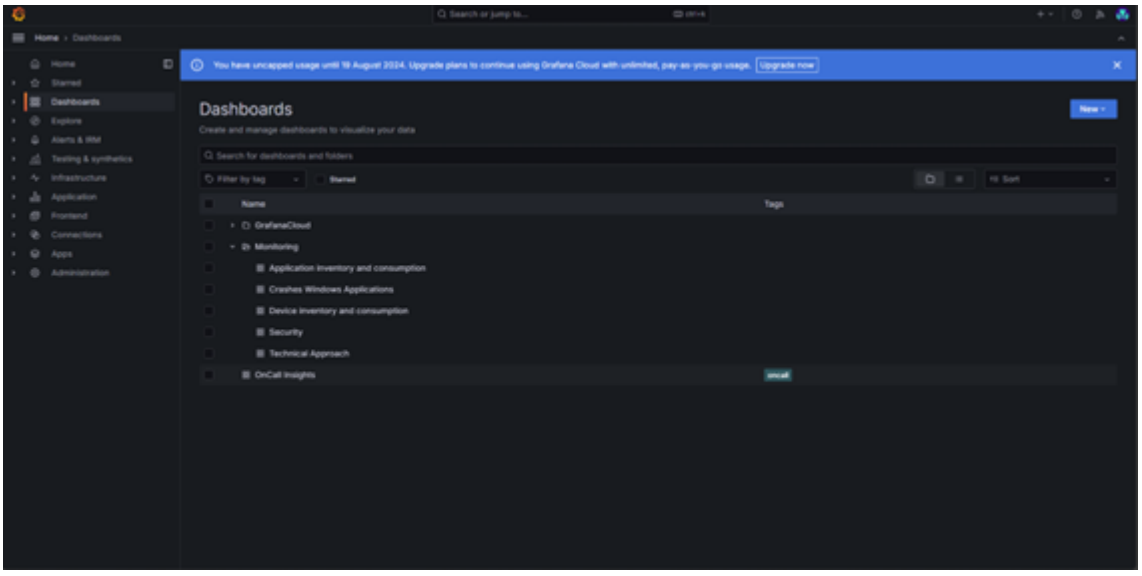


You can access `Monitor` from Portal. Clicking on the module will take you to the LogIn page:

- Select the `Sign In` option to log in.
- Enter username and password.

Navigation

To access and navigate through all available graphs, select `Dashboards` -> `Monitoring`.



You can configure or manage automatic or on-demand reports by accessing `Dashboards` -> `Reporting-Reports`.

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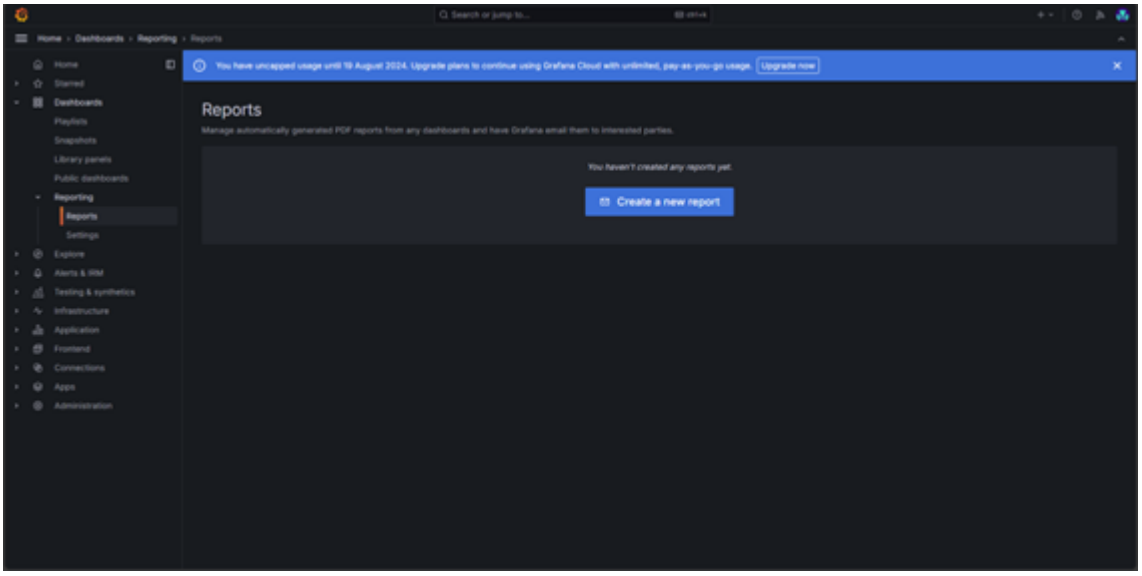

Default Dashboards

There are five default graphs that allow managing different environment features:

- 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 use.

Use cases

Below are a series of use cases as examples to describe the possibilities of Monitor.

Uptime monitoring

> If you need to ensure that equipment complies with usage policies, monitoring the power-on time and user login time.

With Monitor, it is possible to create detailed charts that show the power-on time of each device and the user's session start time. Additionally, it provides the option to apply filters

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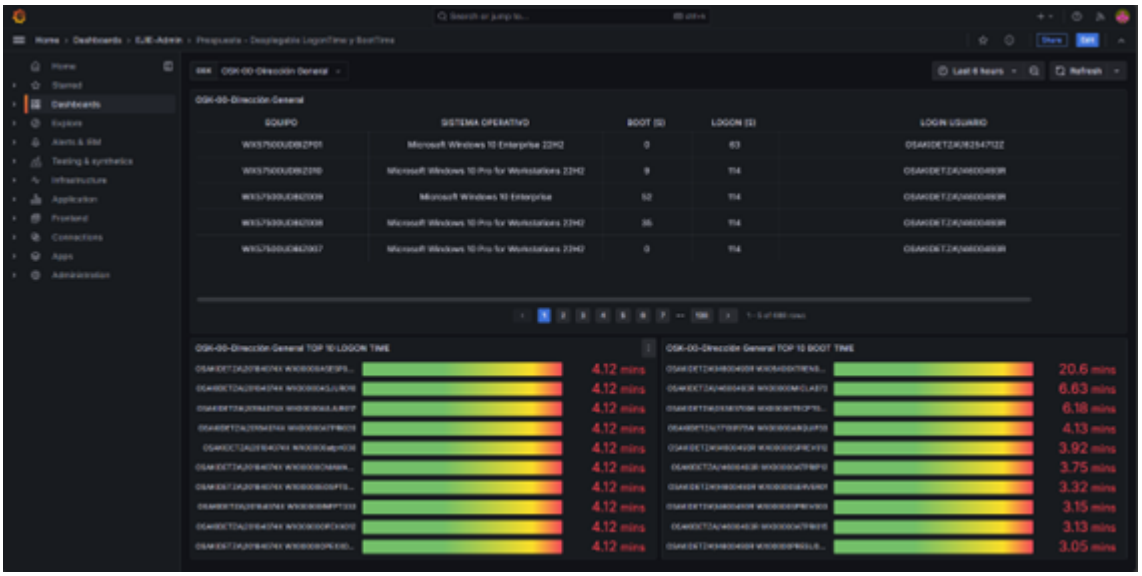
for a clear and detailed view of devices showing high times, or to generate a periodic report with this data. All of this is useful if the organization needs to ensure that its equipment complies with usage policies.



Application monitoring

> Requires controlling consumption on devices, supervising the use of a group of applications or a specific application.

Monitor creates graphs that gather information about consumption, application usage, versions, etc. Thanks to Monitor's dashboards, it is possible to have an overview of device usage to know how to act in response to the analysis results.

Environmental impact assessment

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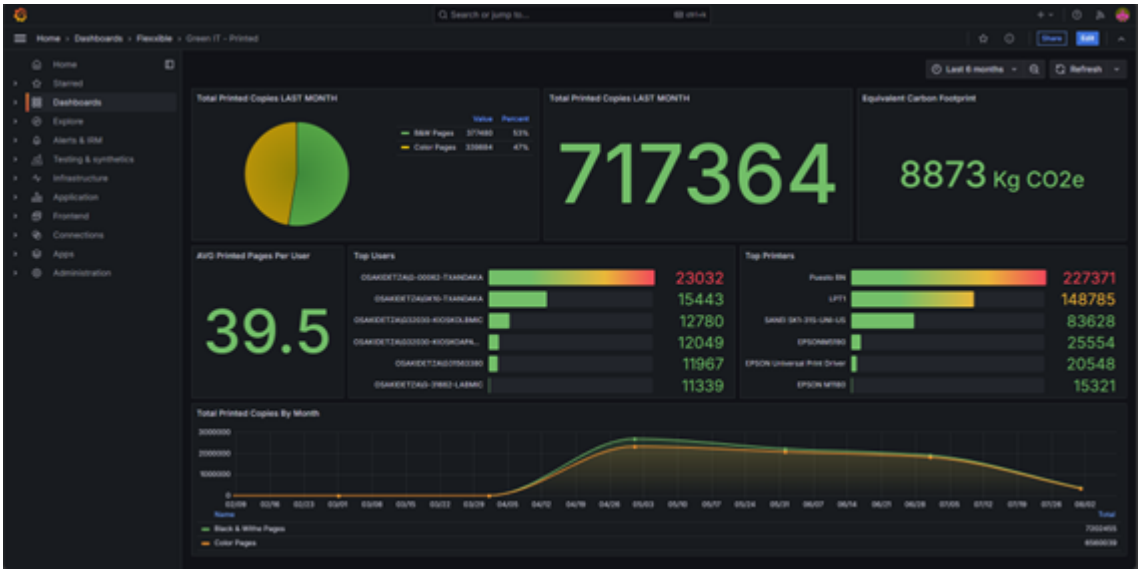
> Given the significant number of copies made by the printer in the last month, it is necessary to monitor and manage the environmental impact associated with these activities, and thus take measures to reduce the carbon footprint generated by the printers.

By obtaining data from Green IT, it is possible to create monitoring and management dashboards that allow viewing the environmental impact analysis, considering factors such as color prints, black and white prints, power-on time of the device, etc.



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