SmartHub Console User Guide

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SmartHub Console User Guide 1.1
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Welcome

This guide steps through the implementation, configuration and use of SmartHub.

Feature Summary

- Alerts
  - *Alert or notify users*
  - *Smart tag support*
  - *HTML format*
- Concierge
  - *GoToAssist live chat support*
  - *Supports GTA keyboard and mouse control*
- Auto Launch
  - *Enable or disable Windows startup applications*
- Application Request
  - *Request applications in an easy to use interface*
  - *Integrated with Podio*
- Tags
  - *PowerShell based*
  - *Build custom tags based on any information on the client*

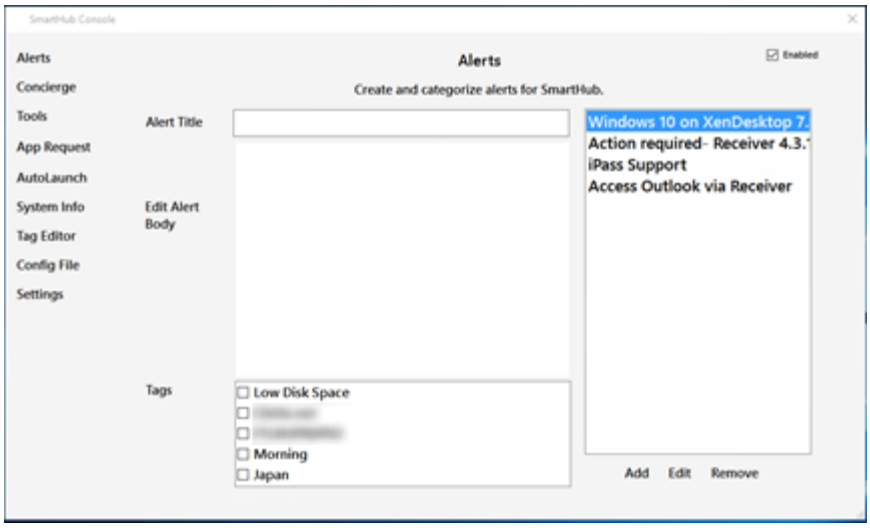
Feature Detail

Alerts

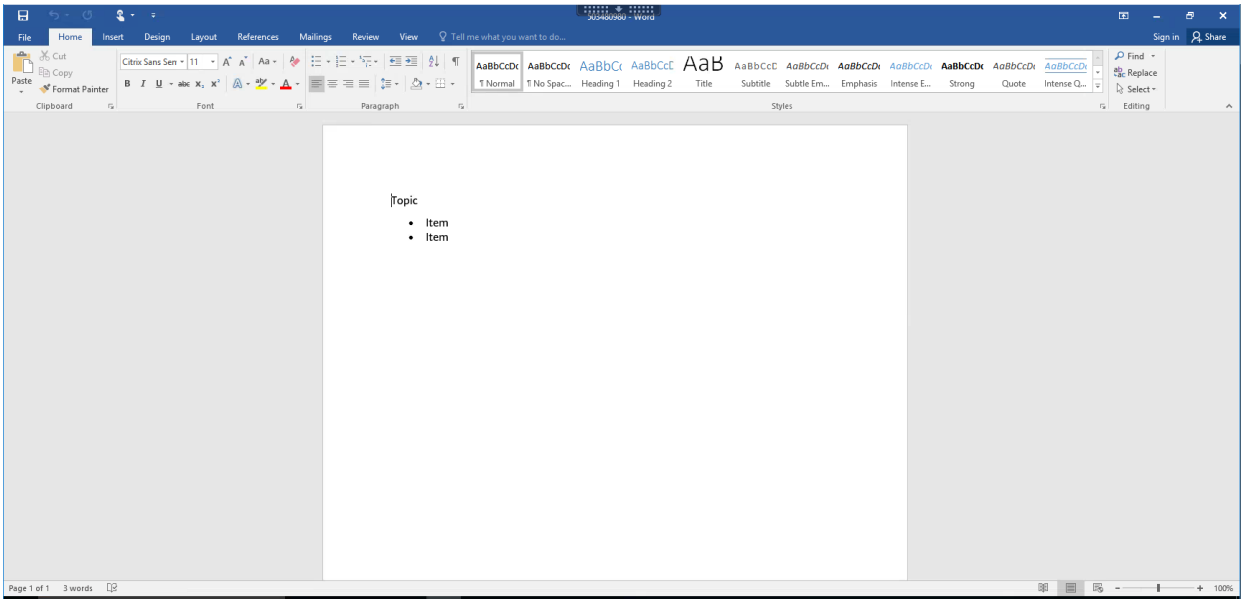
Alert many users or few. Fully customizable alerts can be sent to any user of SmartHub based on any criteria on their endpoint. Informed end users call support less and are much more productive.

Add a Notification

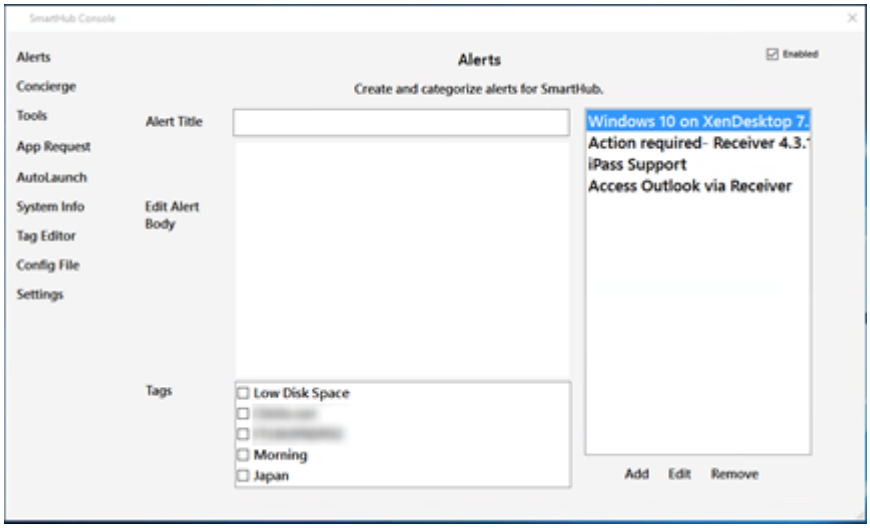
1. Launch the SmartHub Console and click on Alerts.



2. Add a title for the alert and click on “Edit Alert Body.” Edit this document directly or copy HTML data to the document.



3. Check a tag that pertains to the alert.

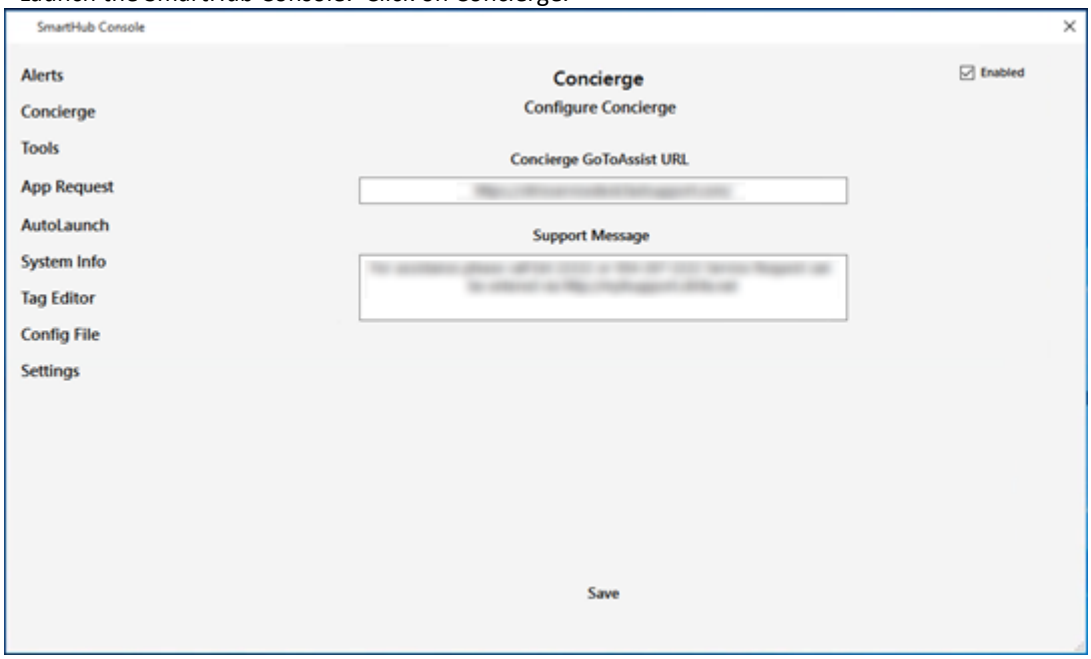


4. Click add.

Concierge

GoToAssist live chat support.

1. Launch the SmartHub Console. Click on Concierge.



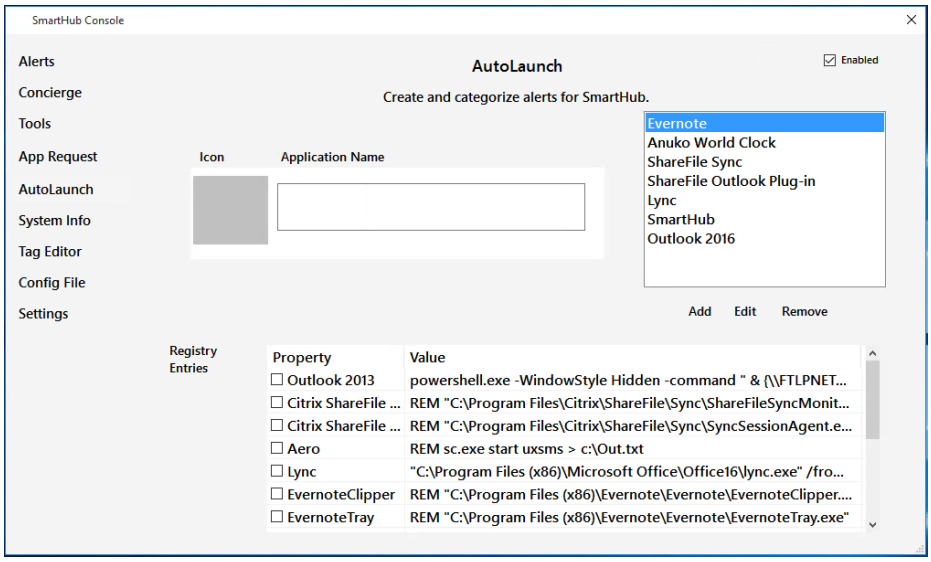
2. Edit the GoToAssist URL and Support Message. Click Save.

AutoLaunch

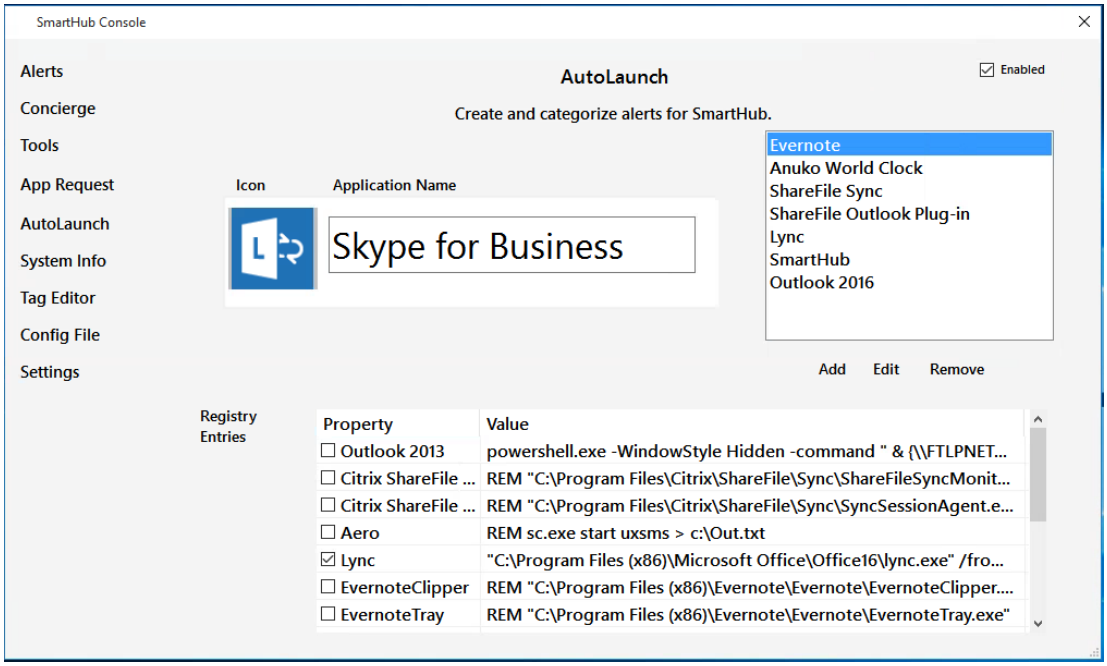
Enable or disable Windows startup applications. Start-Up applications can enable a more productive user experience or slow down logon speeds. This feature of SmartHub allows the user chose their own start-up experience.

Add an AutoLaunch Item

1. Start the SmartHub Console. Click on AutoLaunch



2. Click on the Gray box to select an icon. Add an application name.

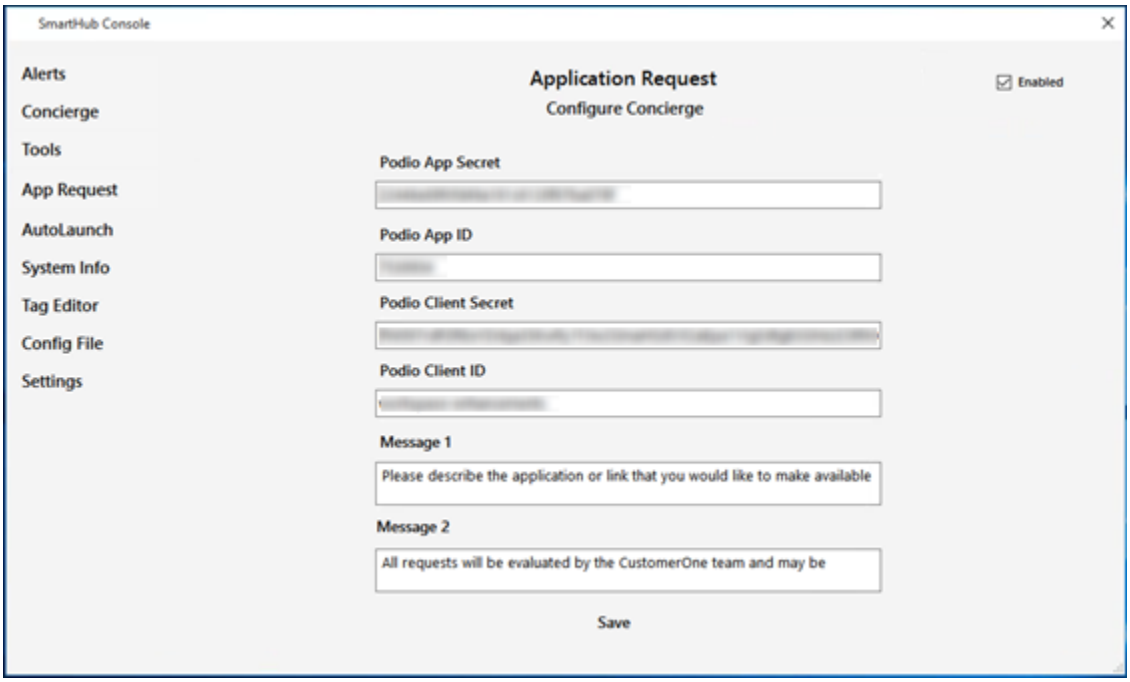


3. Check the registry entries that enable the application to launch on startup. Click Add.

Application Request

Request applications with an easy to use interface.

1. Launch the SmartHub Console, click on App Request.



2. Fill in the Podio application authentication information. Click on Save.

Application Request Podio Integration

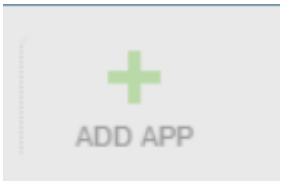
SmartHub integrates with the SmartHub Application Request App on Podio. This will guide you on adding the SmartHub Request App on your Podio workspace and the details needed to integrate with the SmartHub console.

All application fields can be customized per your organization's preferences except for the following.

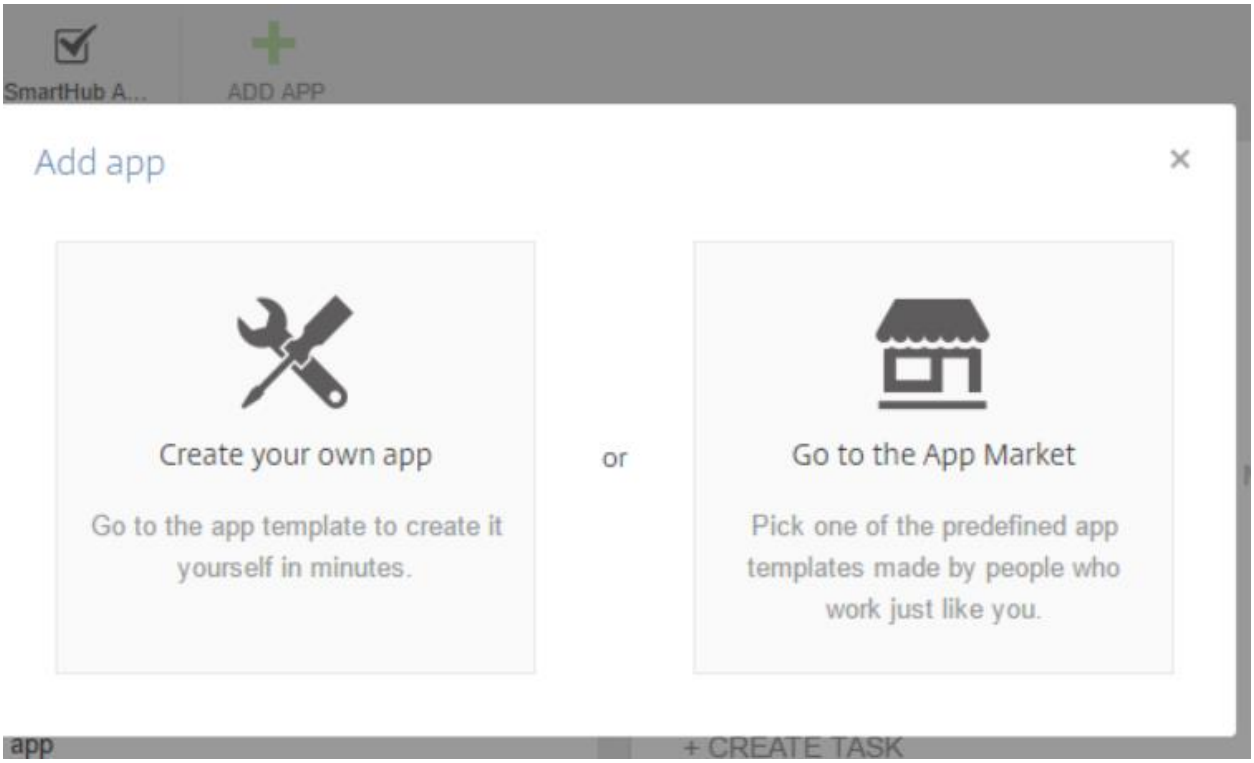
- External ID requested-by – Field ID 118691331
- External ID additional-ie-requirements-and-components -- Field ID 118691336

1. Go to your Podio workspace or create a new one for free at www.Podio.com.

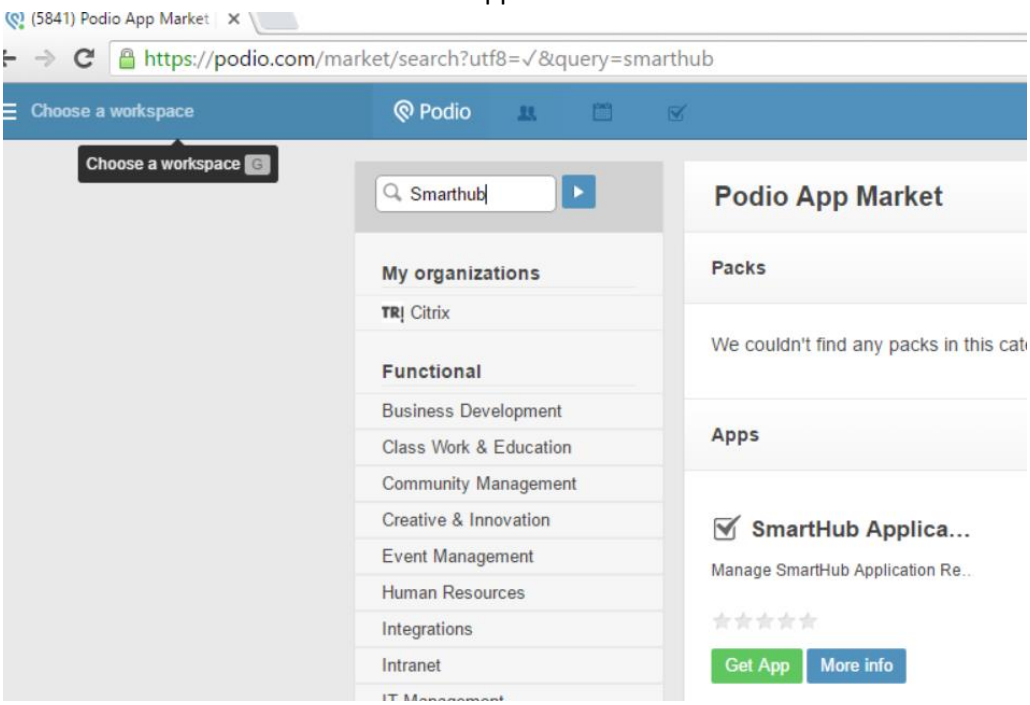
2. Click on Add App



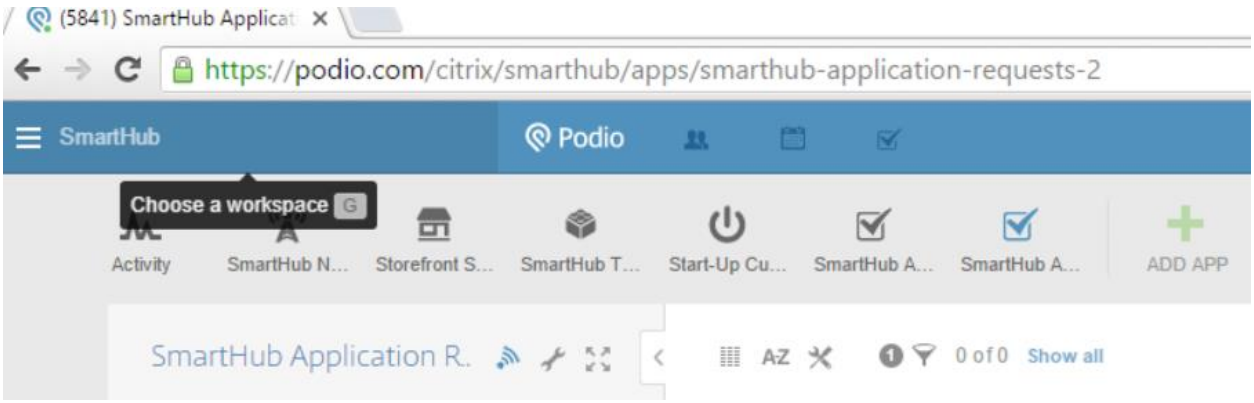
3. Click on “Go to the App Market”



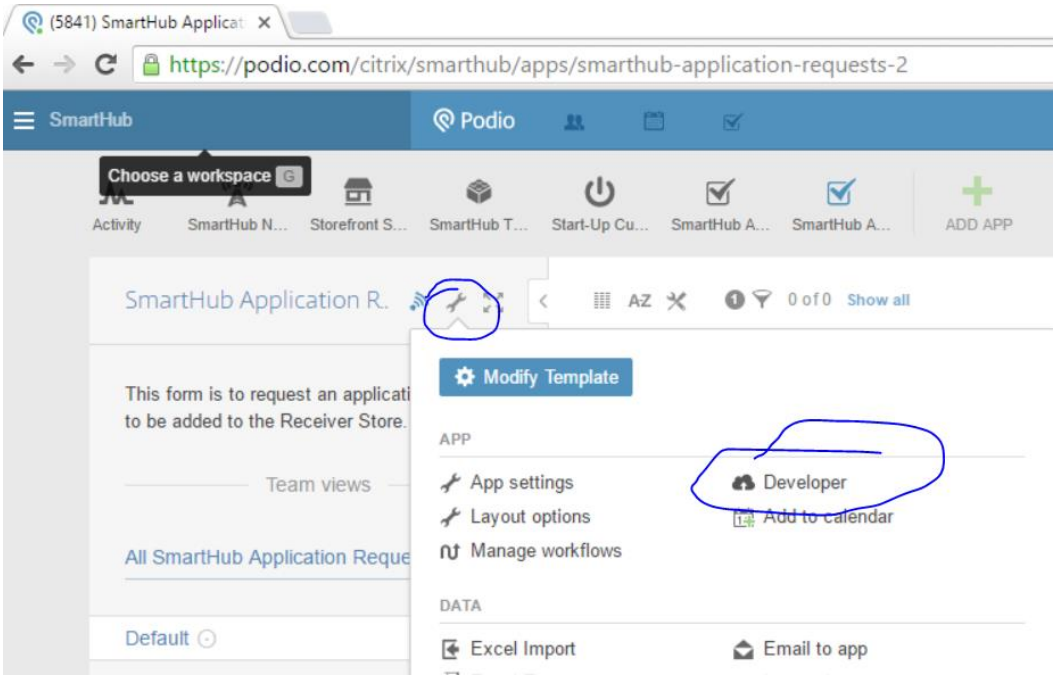
4. Search for SmartHub and click on “Get App”



5. Follow the prompts and open the app in Podio.

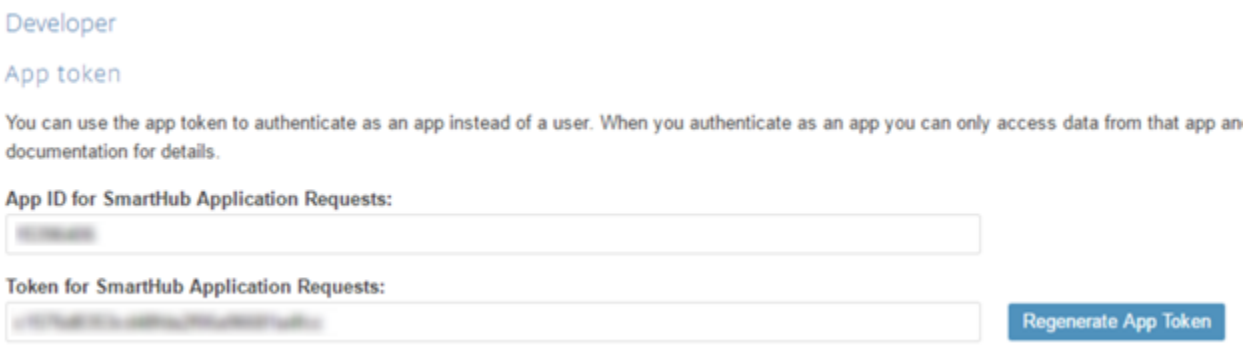


6. Click on the wrench and select “Developer”

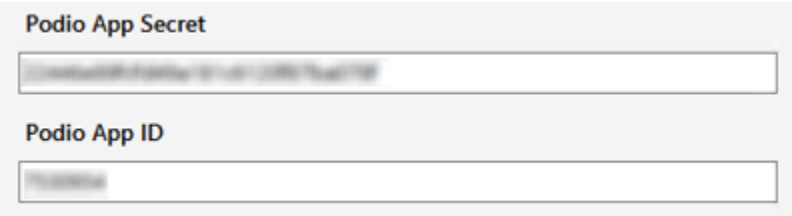


7. Copy the App ID and App Token\Secret – these values must be added to the SmartHub Console – the data will not match this example!

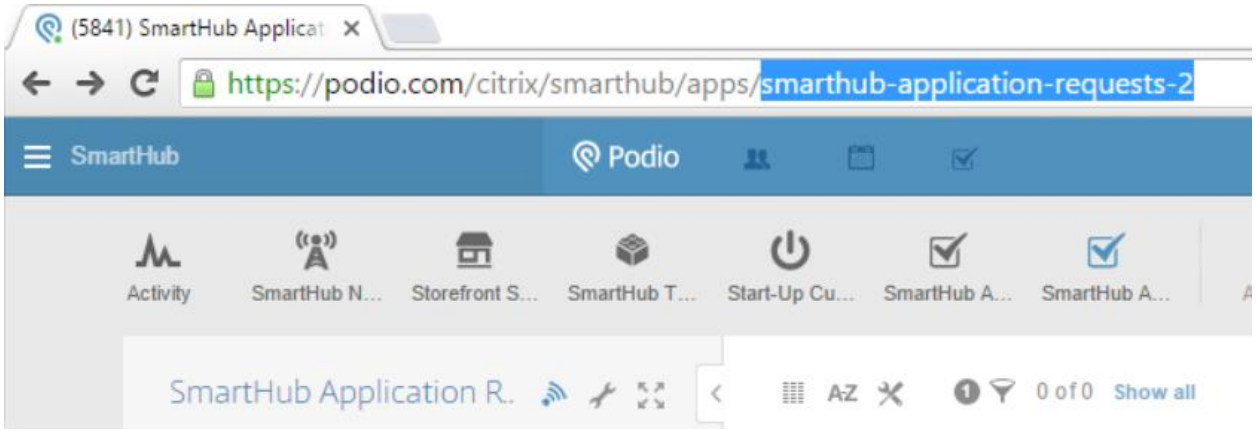
Podio:



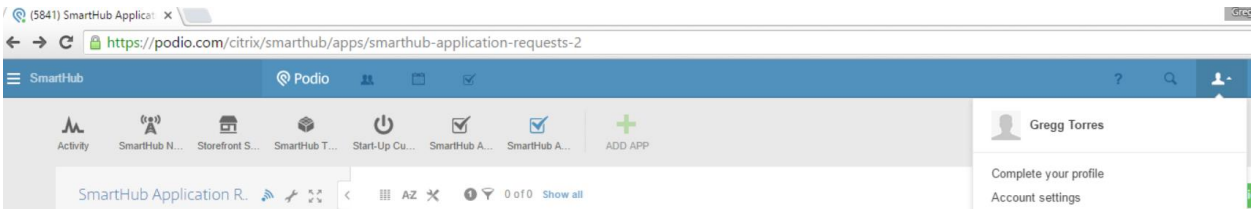
SmartHub Console – App Requests:



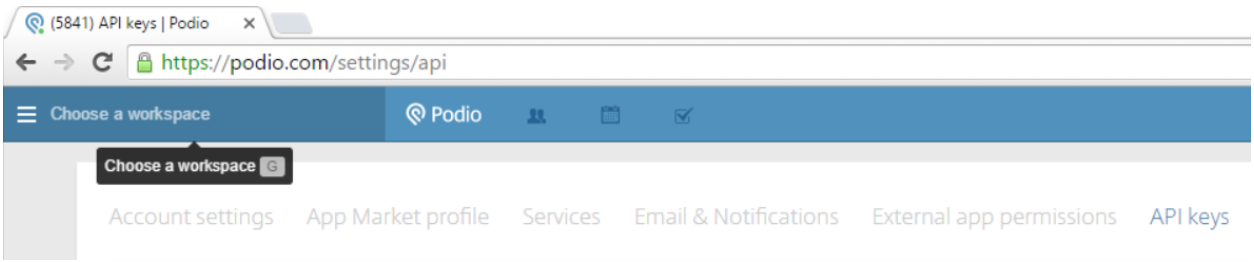
8. Copy the application name – shown here



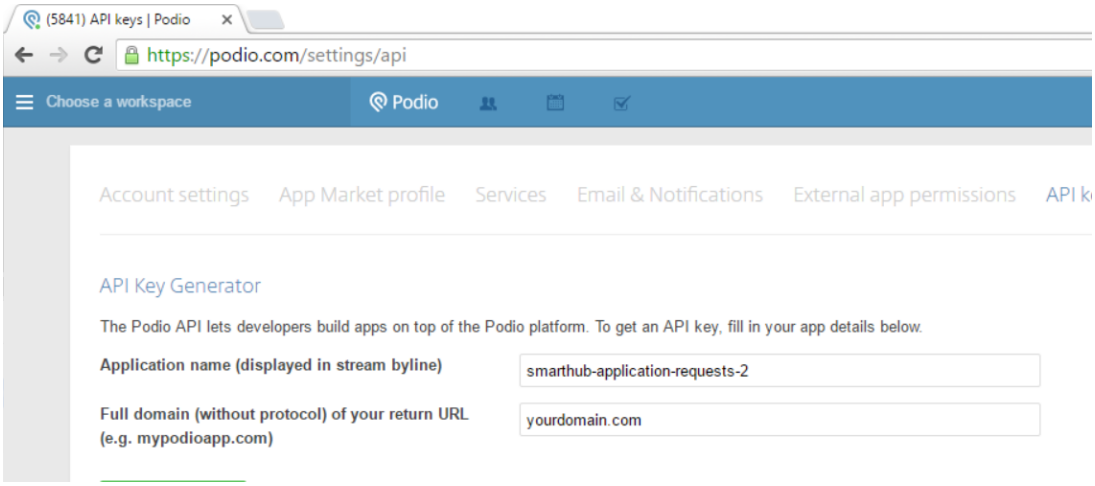
9. Click on the user icon on the application screen, select “Account Settings”
    a. User must have full rights to the Podio workspace.



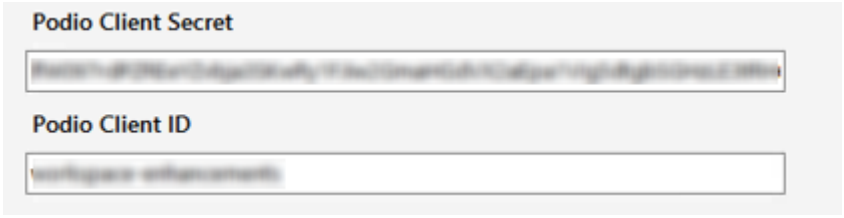
10. Click on “API Keys”



11. Type in the application name saved from step number 8, your domain name and click on “Generate API Key”



12. Copy the client ID and Client Secret and put the values in the SmartHub Console.

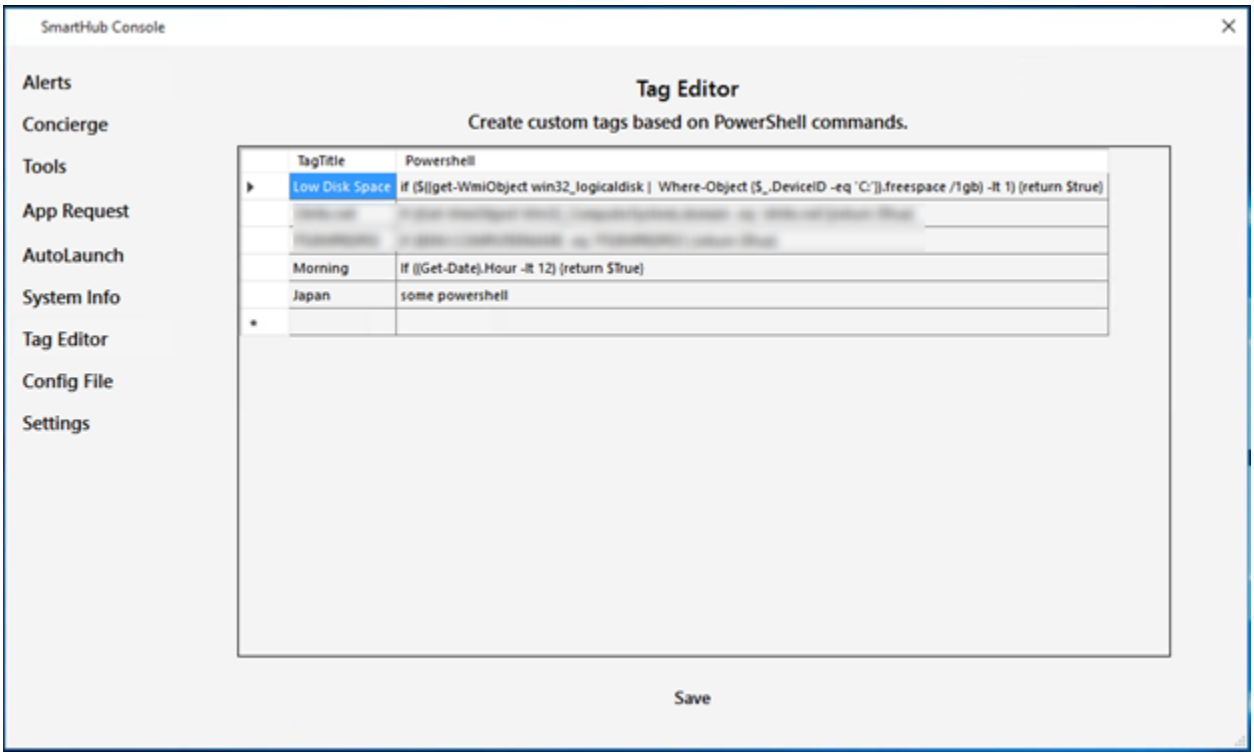


Tag Editor

Custom tagging support based on Windows PowerShell. Alerts can be based off of almost anything.

Add a Tag

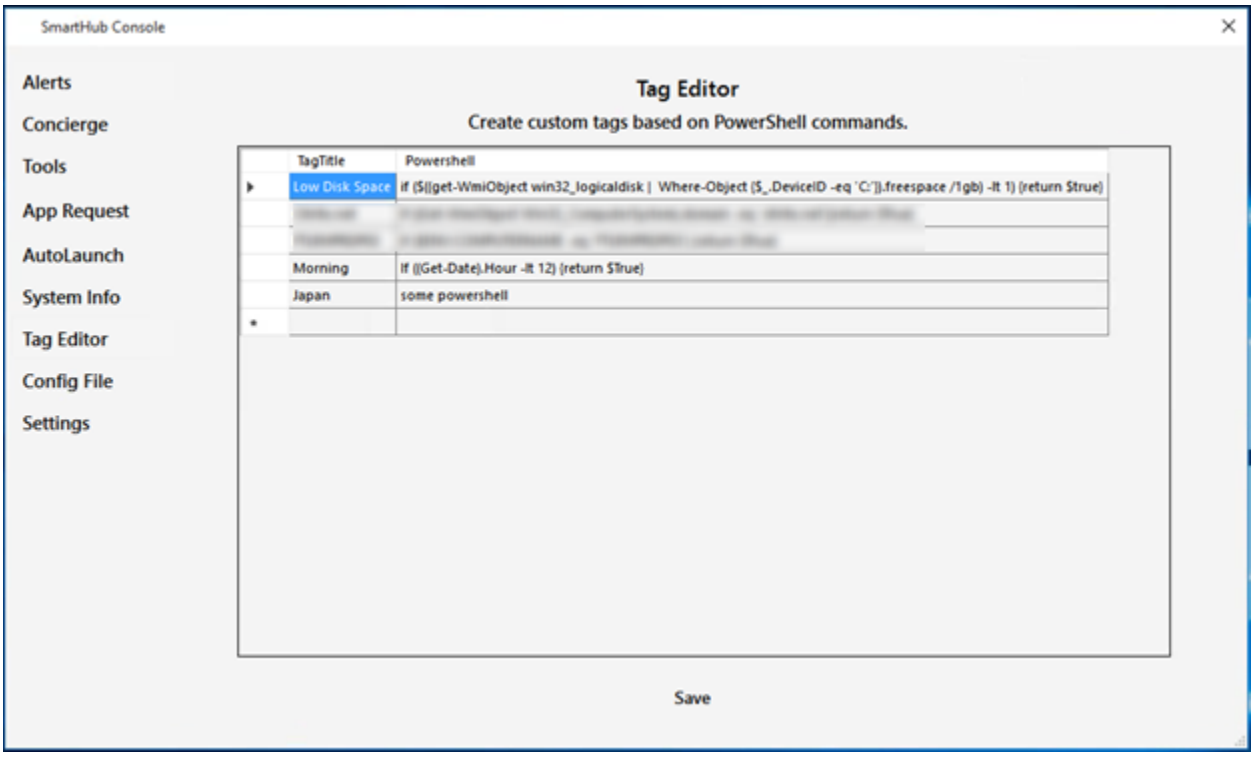
1. Launch the SmartHub Console. Click on Tag Editor.



2. Type your tag title. Add a powershell script that returns a $true. For example; we would like to target our Japanese users. Their desktop names start with “JPN.” The following powershell will return a $true if that is the case.

```
if ($ENV:COMPUTERNAME -match "JPN") {Return $True}
```

Copy this statement to the powershell column.



3. Click Save. This tag can now be used to target alerts.

Tag Examples

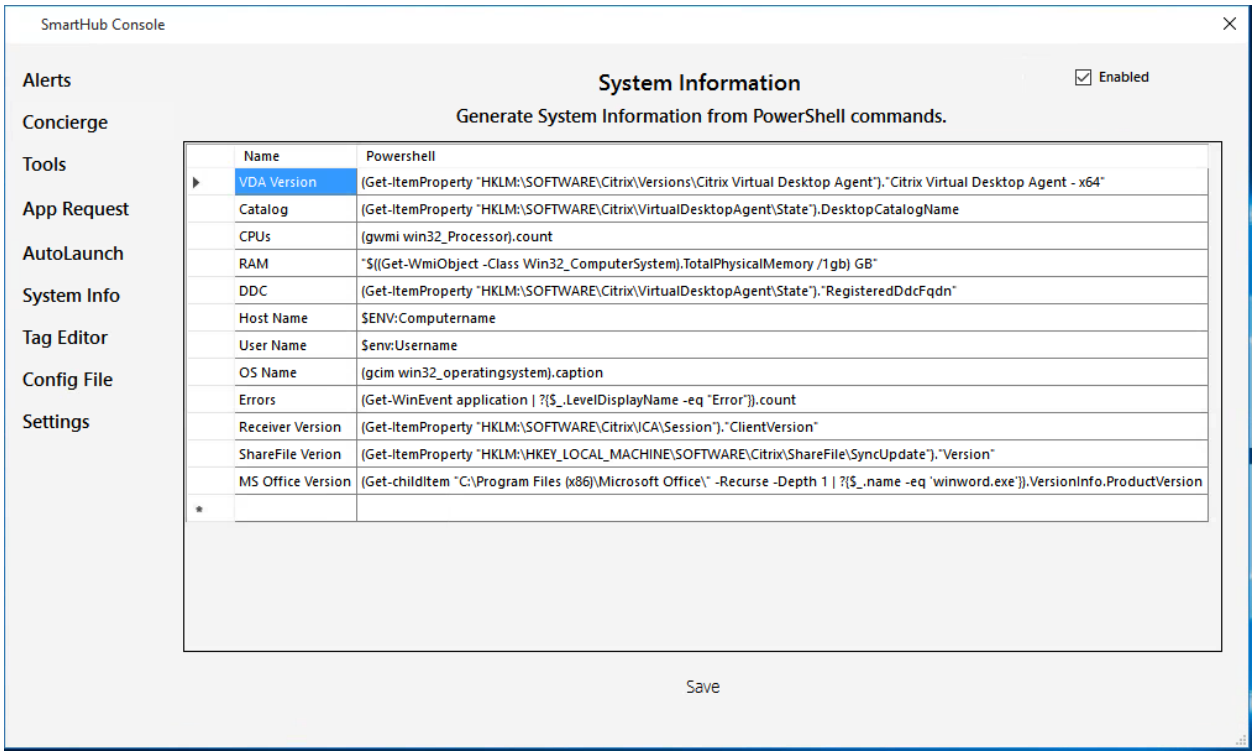
Low Disk Space	if ($((get-WmiObject win32_logicaldisk \| Where-Object {$_.DeviceID -eq 'C:'}).freespace /1gb) -lt 1) {return $true}
On Domain	if ((Get-WmiObject Win32_ComputerSystem).domain -eq yourdomain.com'){return $True}
Morning	If ((Get-Date).Hour -lt 12) {return $True}
Japan	if ($ENV:COMPUTERNAME -match "JPN") {return $true}
All Users	return $true

System Information

Custom system information gathered via Windows PowerShell. Data can be based off of any local PowerShell command.

Add a System Info Object

1. Launch the SmartHub Console. Click on System Info.



2. Add a name and a PowerShell command. Click Save. The text from the PowerShell command will be displayed on the SmartHub client.

System Info Object Examples

VDA Version	(Get-ItemProperty "HKLM:\SOFTWARE\Citrix\Versions\Citrix Virtual Desktop Agent")."Citrix Virtual Desktop Agent - x64"
Catalog	(Get-ItemProperty "HKLM:\SOFTWARE\Citrix\VirtualDesktopAgent\State").DesktopCatalogName
CPUs	(gwmi win32_Processor).count
RAM	$((Get-WmiObject -Class Win32_ComputerSystem).TotalPhysicalMemory /1gb) GB
DDC	(Get-ItemProperty "HKLM:\SOFTWARE\Citrix\VirtualDesktopAgent\State")."RegisteredDdcFqdn"
Host Name	$ENV:Computername
User Name	$env:Username
OS Name	(gcim win32_operatingsystem).caption
Errors	(Get-WinEvent application | ?{$_.LevelDisplayName -eq "Error"}).count
Receiver Version	(Get-ItemProperty "HKLM:\SOFTWARE\Citrix\ICA\Session")."ClientVersion"
ShareFile Verion	(Get-ItemProperty "HKLM:\HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ShareFile\SyncUpdate")."Version"
MS Office Version	(Get-childItem "C:\Program Files (x86)\Microsoft Office\" -Recurse -Depth 1 | ?{$_.name -eq 'winword.exe'}).VersionInfo.ProductVersion