

AVD Help Assist – Deployment and Usage Guide

Overview

AVD Help Assist enables IT administrators and helpdesk teams to manage active user sessions in Azure Virtual Desktop environments. The tool allows quick session lookup, shadowing, messaging, and logging off users — all from a single, intuitive interface.

License Activation & Startup Access

AVD Help Assist uses a startup access password and a simplified license activation process based on the Azure Tenant ID.

1. First-Time Launch Flow:

- Startup Password
 - Required for all users.
 - Set during first launch, then validated on every startup.
- License Activation
 - User is prompted to enter their Azure Tenant ID.
 - The application connects to the licensing server, binds and validates the license, and displays the plan and expiration date.
- License Renewal:
 - If a user purchases again using the same Tenant ID, the expiration date is extended by 1 year.

Repeat Purchases

If the same Tenant ID is used for a second purchase:

- The existing license is automatically extended by 1 year from the current expiration date.

Manual License Re-Activation

If needed, the tenant can update or re-activate their license at any time:

- Navigate to Help → Activate License
- Re-enter the Tenant ID

Startup Access Password (Required)

To ensure secure use of AVD Help Assist, a startup access password is required before the application loads.

- On first launch, if no password is configured, the user will be prompted to create one.
- On subsequent launches, the password will be required to access the application.
- You can change the startup password from the Help → Set Startup Password menu.

Prerequisites

Azure Environment

- Active Azure Subscription
- AVD Host Pool deployed and running
- Azure App Registration created (for API access)

Local Machine Requirements

- PC must be domain-joined to the same domain as AVD hosts
- Must have network access to AVD host machines (VPN is allowed)
- User must have rights to perform RDP shadow, log off, and message actions

Required User Permissions on AVD Hosts

1. Permissions

- The app must be run under a domain account
- The account must be in the local Administrators group on each AVD session host

2. Group Policy Configuration

To enable session Remote Control:

- Path:

Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Connections

- Policy: Set rules for remote control of Remote Desktop Services user sessions
- Setting: Full Control with user's permission
- Ensure the following are also enabled: Allow users to connect remotely using Remote Desktop Services

Web App Registration and Permissions

1. Register an Azure Web App

- Go to: Azure Active Directory → App registrations → New registration

- Name: AVDHelpAssist
- Platform: Web
- Redirect URI: (leave blank or use placeholder)

2. Grant API Permissions

- Azure Service Management: user_impersonation
- Microsoft Graph: Directory.Read.All, User.Read.All
- Admin consent is required

3. Create Client Secret

- Store securely: Client ID, Tenant ID, Secret Value

4. Role Assignment

- Go to the Resource Group with your AVD Host Pool
- Assign role: Desktop Virtualization Reader to your App Registration

Connecting to Azure

1. Enter:

- Client ID (Application ID)
- Client Secret

2. Click Connect to Azure WebApp

3. After authentication:

- Select Subscription, Resource Group, and Host Pool
- Click Get Active Sessions

 The list of active sessions will appear

Managing Sessions

Each session entry shows:

- User Principal Name
- Host
- Session ID
- State
- App Type (e.g., Desktop)
- Start Time

Available actions:

-  Connect (Shadow session – requires user approval)

Note: Connect is not supported for RemoteApp sessions. For these, only Send Message and Log Off actions are available.

-  Send Message
-  Log Off

 Make sure your user account has shadowing rights and domain access.

 License Information

You can view current license details (Plan, Expiration Date, Tenant ID) at:

- [Help → License Information](#)

Resolve Problems

Problem: Shadowing or session control fails due to insufficient permissions.

Solution: Ensure the application is run with administrative privileges.

You can either:

- Right-click the AVD Help Assist shortcut and select “Run as administrator” manually each time.
- Or configure the shortcut to always run as administrator:
 - Right-click the shortcut → Properties → Compatibility tab → Check “Run this program as an administrator”.

 Support

Need help? Contact us at:

 support@itssi.pl