

View Resources, Diagnostics & Info

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Resources

In the User Portal's Resources section, you can manage your teams and credentials. It's also where you can download the Application Workspace Agent, if it's not already installed.

My Teams

Displays all the teams you are entitled to.

My Credentials

Displays all the stored credentials you have used.

Download Agent

Downloads the Application Workspace Agent corresponding with the Application Workspace Server. This button is not available in Application Workspace Launcher and is hidden from the web interface if you already have the Agent installed.

Diagnostics

Under the User Portal's Diagnostics, you'll find information about the Application Workspace Server, your device, you as a user, and configured variables. This is also where you can reset your workspace applications and settings back to their defaults, and where you can submit a diagnostic report to your system administrator.

Workspace

Allows you to reset your workspace applications and settings to default.

Server

Displays general information about the Application Workspace Server.

Device

Device – Displays Agent and device information, and the device collection of which your device is member.

Network – Displays network information and HTTP headers.

Content Access – Displays the URIs from where the Agent retrieves content.

Sessions – Displays all sessions currently using the Application Workspace Agent.

Modules – Displays all modules currently loaded within Application Workspace Agent.

Recast



The **Device** > **Platform language** represents the system locale of the device.

User

User – Displays user information like address, job title, department etc.

Memberships – Displays your membership of groups and identity sources.

Local Session – Displays info about your local session.

Context – Displays your membership of contexts.



The **User** > **Local Session** > **Language** represents the display language set by the user for the device.

Variables

Displays all variables configured by your system administrator which are valid within your current Application Workspace.

Tasks

Displays a log with all Application Workspace tasks that run silently in the background. The tasks log is emptied after a device reboot.



Information like membership, local session, context, modules, variables and tasks are useful for your system administrator and support team when there's a need to troubleshoot issues.

Submit diagnosis

Opens the **Submit a diagnostic report** window where you can add a description of an issue you encountered with Application Workspace. The system will automatically attach relevant diagnostic information to the report and after you click **Confirm** it will send it to your system administrator.



This option is only enabled if the Agent is running locally.

Info Center

In the User Portal's Info Center, you can open the Introduction window and see the Application Workspace Server and Application Workspace Agent versions.

Recast

Introduction

Opens the **Welcome to your new Workspace** dialog box.

About

Opens a dialog box displaying the version of the Application Workspace Server and Application Workspace Agent.

Log out

Logs you out of the current session.
