



# **Avaya one-X<sup>®</sup> Agent Microsoft Azure Virtual Desktop (AVD) setup**

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## Overview

Azure Virtual Desktop is a flexible cloud virtual desktop infrastructure (VDI) platform that securely delivers virtual desktops and remote apps with maximum control.

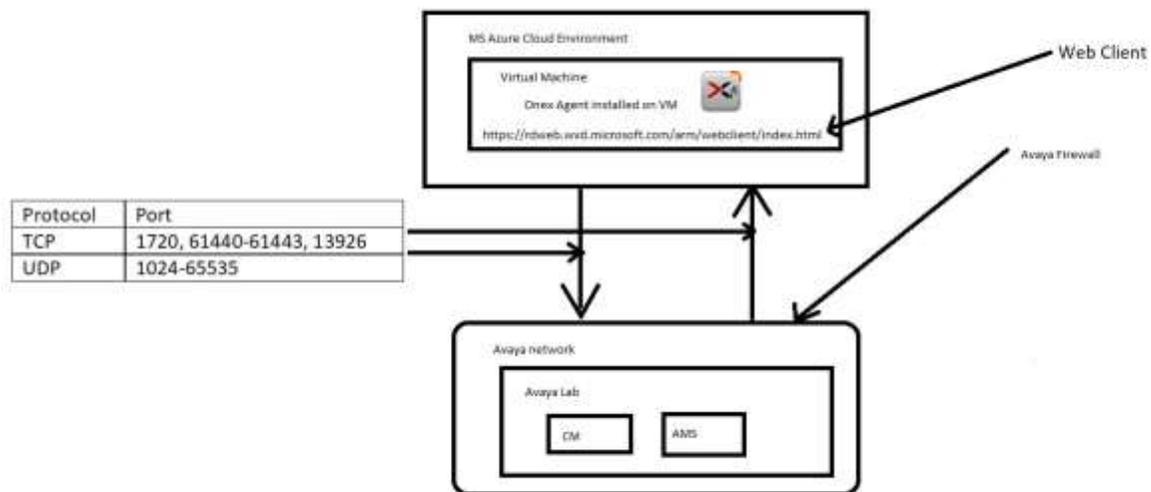
OneX-Agent is tested with virtual desktops and remote app.

Avaya Aura applications are installed on Avaya on-prem and oneX-Agent is installed on Microsoft Azure Virtual Desktop. Ports needs to be open to have communication between Avaya Aura applications and oneX-Agent. User have to refer to oneX-Agent port matrix document to check which all ports should be opened.

Avaya oneX-Agent port settings document can be found on Avaya Support site.

<https://support.avaya.com/>

<https://download.avaya.com/css/public/documents/100141155>



This document describes configuration steps required for using One-X Agent on Windows 10 Enterprise OS with Azure Virtual Desktop VDI (Virtual Desktop Infrastructure).

Testing had been performed on

- Windows 10 Enterprise Multi session Version 20H2

This document contains two sections:

- General settings required for MS Azure such as resource group, virtual network
- Settings required for Azure Virtual Desktop such as host pool, session hosts, application groups, user and role assignments.

All these settings can be done logging to Microsoft Azure website  
<https://portal.azure.com>

On oneX-Agent all call scenarios, transfer call, conference call and all modes including telecommuter mode have been tested successfully.

3 to 4 user sessions tested successfully on app and session host.

**Note:** Avaya support for VDI solutions requires that the audio stream be outside the VDI path. If a customer implements a solution where the audio is delivered through the VDI path and encounters issues including audio degradation, it is the responsibility of the customer and the VDI vendor to troubleshoot and resolve the issue. Avaya will only accept support tickets when the issue can be reproduced in a supported environment outside of the VDI.

### **Some Important points to note :-**

The user must be sourced from the same Active Directory that's connected to Azure AD.

Virtual machine/session host should be joined to domain.

The UPN you use to subscribe to Azure Virtual Desktop must exist in the Active Directory domain the VM/Session Host is joined to.

## **General settings required for MS Azure**

Resource group - A container that holds related resources for an Azure solution. The resource group can include all the resources for the solution, or only those resources that you want to manage as a group. You decide how you want to allocate resources to resource groups based on what makes the most sense for your organization.

1. Create a new resource group, which contains all the later created resources
  - a. On Search bar, type "Resource Group"
  - b. Click to Resource Group
  - c. Click "Create" to create a new resource group
  - d. Select the subscription
  - e. Enter the resource group name
  - f. Select the resource group region
  - g. Click Review + create

- h. Click Create to create
- i. After successfully created, you will find the new created resource group under “Resource groups” section. for example “Avaya-Client”

Azure Virtual Network (VNet) is the fundamental building block for your private network in Azure. VNet enables many types of Azure resources, such as Azure Virtual Machines (VM), to securely communicate with each other, the internet, and on-premises networks. VNet is similar to a traditional network that you'd operate in your own data center, but brings with it additional benefits of Azure's infrastructure such as scale, availability, and isolation.

2. Start creating resources. First, we need a virtual network
  - a. From Search bar, look for “Virtual networks”
  - b. Click Create to create a new virtual network
  - c. Select the Subscription and the Resource group under which you want to put the new virtual network
  - d. Enter the virtual network name example Avaya-Client-VNET
  - e. Select the Region
  - f. Keep everything else as default and click Review + create
  - g. Once the new virtual network created, you can go to the virtual network by clicking to “Go to resource”. Otherwise, just go for next step

## Settings required for Azure Virtual Desktop

Host pools are **a collection of one or more identical virtual machines (VMs), also known as "session hosts," within Azure Virtual Desktop environments.** Each host pool can contain an app group that users can interact with as they would on a physical desktop

3. Create an Azure Virtual Desktop host pool. This host pool will contain all the Windows virtual machines which are pooled for remote desktop users to login
  - a. On Search bar, search for “Azure Virtual Desktop”
  - b. In Azure Virtual Desktop screen, click “Create a host pool”
  - c. Select the Subscription and the Resource Group
  - d. Enter the Host Pool name, example Avaya-Client-HP
  - e. Select a Location from dropdown list. This location is where the metadata (not the actual resources) is stored
  - f. Select “Yes” for the Validation environment

- g. Select Host pool type as “Pooled”, so that all remote users can share multiple virtual machine session hosts in the pool. Or Select Host pool type as “Personal”, so that each virtual machine is dedicated to one user.
- h. Select “Breath-first” for the Load balancing algorithm
- i. Enter the max session limit, example 20
- j. Click “Next: Virtual Machines”

Create virtual machines (session hosts) and assign these to the created host pool

- k. While being in Create host pool wizard, select “Add virtual machines”, virtual machines settings will be shown
- l. Select the Resource Group
- m. Enter the virtual machine name prefix, the created virtual machines will have the name starting with this prefix, i.e. AVD-0, AVD-1, AVD-2, etc
- n. Select virtual machine location, this is geographic location that host the virtual machines
- o. Select Availability Options
- p. Select an Image type as Gallery.
- q. Image as Windows 10 Enterprise Multi session Version 20H2
- r. Select a virtual machine size. F4s\_V2 (4 CPU / 8GB RAM)
- s. Enter number of Virtual Machines you want to create
- t. Select OS disk type Standard SSD
- u. Boot Diagnostics – select Enable with managed storage account

#### Network and Security

- a. Select an available virtual network and available subnet under that virtual network
- b. Keep the security group type as Basic
- c. Select No for Public Inbound ports, unless you want to directly access to the virtual machine from Internet
- d. In Domain to join, select “Azure Active Directory”
- e. Select “No” for Enroll VM with Intune
- f. Enter the Virtual Machine Administrator Account. This is the local admin account of the created virtual machine.
- g. Click “Next:Workspace>” to create a workspace

#### Create Workspaces

- h. Select “Yes” for “Register desktop app group”

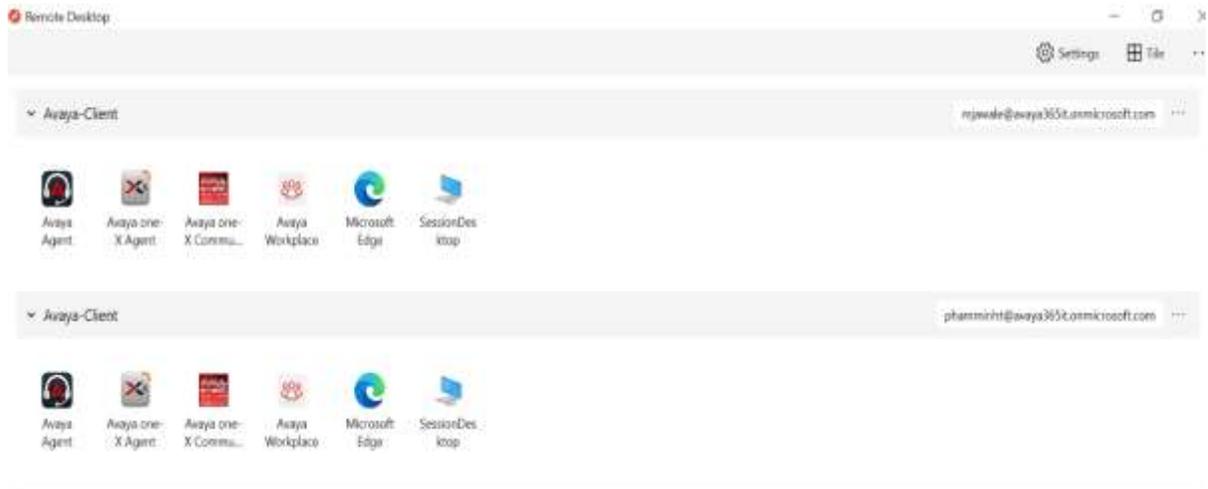
- v. In “To this workspace”, select existing workspaces from dropdown list, or create a new workspaces
  - w. (If create new workspace) Enter workspace name and click OK
  - x. (Optional) Click “Next: Advanced” and “Tags” to enable diagnostic and tag the newly created resources
  - y. Click “Review + create”
  - z. After validation is passed, click “Create”
4. Create Application Group

The default app group created for a new Azure Virtual Desktop host pool also publishes the full desktop. In addition, you can create one or more RemoteApp application groups for the host pool. Follow this tutorial to create a RemoteApp app group and publish individual Start menu apps.

Reference:- [Manage app groups for Azure Virtual Desktop portal - Azure | Microsoft Docs](#)

- a. Enter values for subscription, resource group, host pool , location
  - b. Select Application group type as RemoteApp
  - c. Enter Application Group Name
  - d. Applications:- click on Add application
  - e. Select Application source as File path or start menu
  - f. Assignments – select users from Azure AD users or user groups
  - g. Register Application group :- select yes
  - h. Enter Advanced and tags tab values
  - i. Click review and create
  - j. After review click on create.
5. Go To Virtual machines
- a. Select virtual machine
  - b. IAM
  - c. Click on Add
  - d. Add Role Assignment
  - e. Search in box Virtual Machine
  - f. DevTest Labs User, Virtual Machine Administrator Login, Virtual Machine Contributor, Virtual machine User Login roles should get selected.
  - g. Select tole Virtual Machine Administrator Login and click next
  - h. Select Assign access to User, Group or service princpal on members tab
  - i. Click on Select members
  - j. Search user and select users

- k. Click on next
  - l. Click on Review and assign.
6. Using remote client user can directly login to session host or click on the app to work on it.  
For Example:-



7. User can also use web client to access oneX-Agent app

<https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

For Example.

