

---

# Amazon WorkSpaces Application Manager

## User Guide



## **Amazon WorkSpaces Application Manager: User Guide**

Copyright © 2016 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

## Table of Contents

What is Amazon WAM .....	1
Setting Up .....	2
Getting Started .....	3
Using the Client App .....	4
View Controls .....	4
My Apps List .....	6
All Apps List .....	6
Application Types .....	6
Installing an Optional Application .....	7
Uninstalling an Optional Application .....	7
Launching an Application .....	7
Options .....	7
Troubleshooting .....	8
I don't see my installed applications on the Windows Start menu .....	8
Document History .....	9

# What is Amazon WAM

---

Amazon WorkSpaces Application Manager (Amazon WAM) is an AWS service that offers you on-demand access to desktop applications, with streamlined application delivery to your Amazon WorkSpaces Workspace. Amazon WAM accelerates software deployment, updates, patching, and retirement by packaging Microsoft Windows desktop applications into virtual containers that run as though they are installed natively.

# Setting Up Amazon WAM

---

To use Amazon WorkSpaces Application Manager (Amazon WAM), you must meet the following prerequisites.

- You must have an Amazon WorkSpaces Workspace provisioned for you.
- Your system administrator must have assigned at least one Amazon WAM application to you.

# Getting Started with Amazon WAM

---

To get started using Amazon WorkSpaces Application Manager (Amazon WAM), you need to connect to your WorkSpace and install the Amazon WorkSpaces Application Manager client application on your WorkSpace. The installer for the Amazon WorkSpaces Application Manager client application is located on your WorkSpace desktop. If your WorkSpace does not have the Amazon WorkSpaces Application Manager client application installer on the desktop, it will be added the next time the you reboot your WorkSpace.

To open the Amazon WorkSpaces Application Manager client application, choose the **Amazon WAM** icon on the desktop of your WorkSpace.

The Amazon WorkSpaces Application Manager client application normally runs in the background on your WorkSpace, and provides you with the Amazon WAM applications that have been assigned to you. If the Amazon WorkSpaces Application Manager client application is not running on your WorkSpace, you will not be able to access your applications.

# Using the Amazon WorkSpaces Application Manager Client Application

---

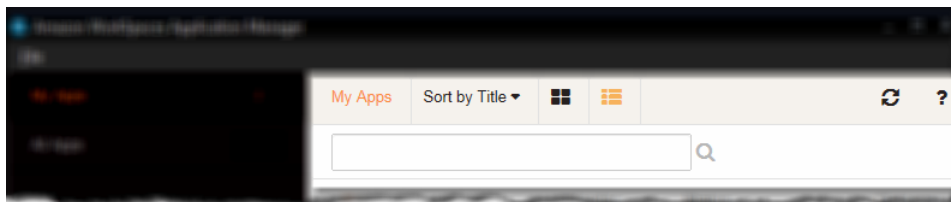
To open the Amazon WorkSpaces Application Manager client application, choose the **Amazon WAM** icon on the desktop of your WorkSpace.

## Topics

- [View Controls \(p. 4\)](#)
- [My Apps List \(p. 6\)](#)
- [All Apps List \(p. 6\)](#)
- [Application Types \(p. 6\)](#)
- [Launching an Application \(p. 7\)](#)
- [Options \(p. 7\)](#)

## View Controls

At the top of the Amazon WorkSpaces Application Manager client application are the view controls. You use the controls to modify the current view.



In the Amazon WorkSpaces Application Manager client application, you can choose from two different display types:

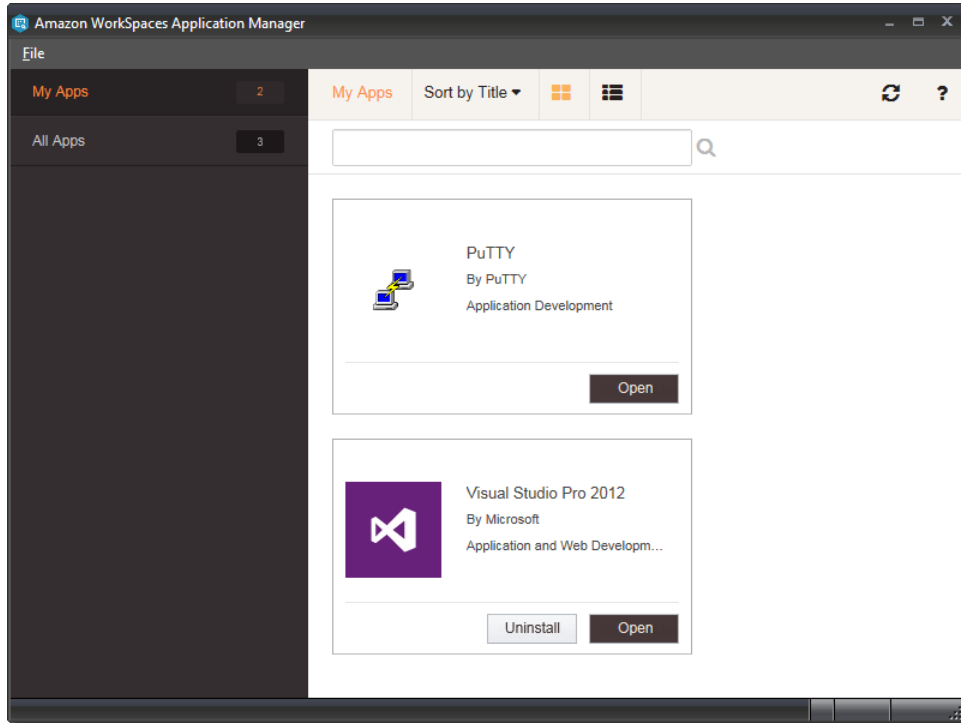
**Sort**

The sort control allows you to change the sort order of the applications in the view. You can sort by title, vendor, or category.



**(Card View)**

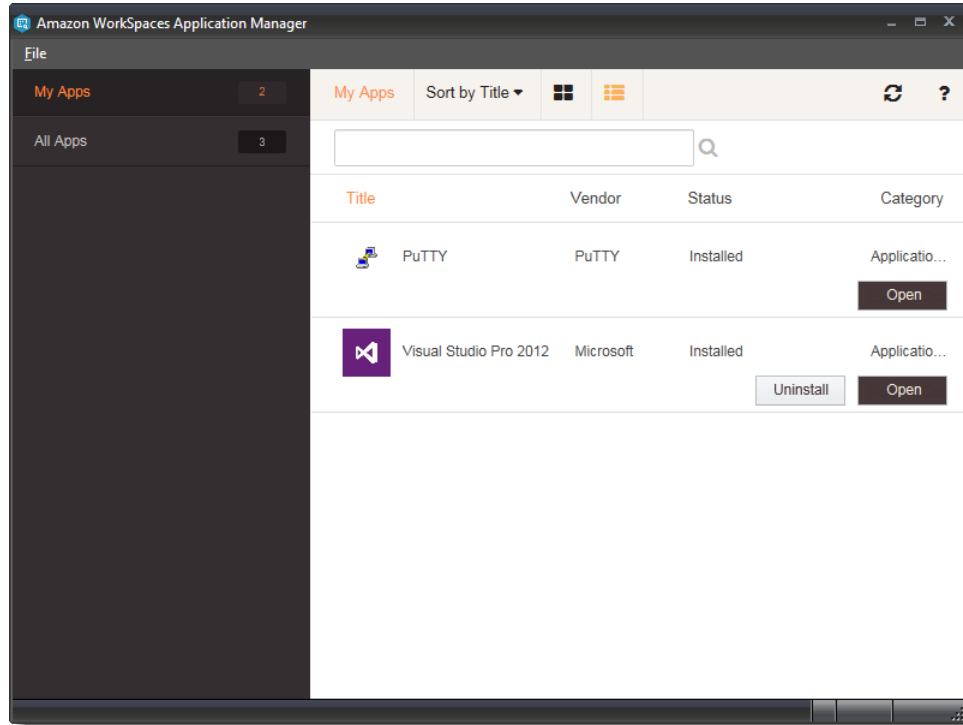
Displays the card view.



**(List View)**

Displays the list view.





### (Refresh)

Causes a manual refresh of your application list. Normally, your application list automatically updates, but you can force a refresh by choosing this control.

### Search bar

In the search bar, enter any part of the title, vendor, status, or category to search for. The results of the search are displayed in the list.

## My Apps List

The **My Apps** list displays only the applications that have been installed on your Workspace.

## All Apps List

The **All Apps** list displays all of the applications that have been assigned to you, regardless of whether they have been installed on your Workspace.

## Application Types

There are two types of applications, required applications and optional applications. Your Amazon WAM administrator determines the type when applications are assigned to you. Required applications are automatically installed when you connect to your Workspace. Optional applications are applications that you install manually; they have a **Status** of *Available*.

### Topics

- [Installing an Optional Application \(p. 7\)](#)
- [Uninstalling an Optional Application \(p. 7\)](#)

## Installing an Optional Application

To install an optional application, perform the following steps:

1. Open the Amazon WorkSpaces Application Manager client application.
2. Choose the **All Apps** tab.
3. Your optional, yet uninstalled, applications will be marked as `Available`. Find the application to install and choose **Install**. The application is installed and is available when the installation is complete.

## Uninstalling an Optional Application

Do not uninstall any Amazon WAM applications from the Windows Control Panel. Doing so will cause unexpected behavior. To uninstall an optional application, perform the following steps:

1. Open the Amazon WorkSpaces Application Manager client application.
2. Choose the **My Apps** tab.
3. If an application is optional, it has an **Uninstall** button in the tile. Find the application to uninstall and choose **Uninstall**. The application is removed from your WorkSpace.

## Launching an Application

Amazon WAM applications are seamless, so you can launch them from the Start menu on your WorkSpace as you would any other application. Alternatively, you can find the application in the My Apps list and choose **Open**.

## Options

You can access the options for the Amazon WorkSpaces Application Manager client application by choosing **File, Options** from the menu. AWS does not recommend that you modify any of the options unless specifically instructed to by your Amazon WAM administrator.

# Troubleshooting Amazon WAM Application Issues

---

## Topics

- [I don't see my installed applications on the Windows Start menu \(p. 8\)](#)

## I don't see my installed applications on the Windows Start menu

If the Amazon WorkSpaces Application Manager client application is not running, you won't see your installed applications on the Windows Start menu. To open the Amazon WorkSpaces Application Manager client application, choose the **Amazon WAM** icon on the desktop of your Workspace.

# Document History

---

The following table describes important additions to the *Amazon WAM User Guide*. We also update the documentation frequently to address the feedback that you send us.

- **Latest documentation update:** April 9th, 2015

Change	Description	Date Changed
Initial release	Initial release of the <i>Amazon WAM User Guide</i> .	April 9th, 2015