

Nimsoft Monitor for Citrix

Proactively Monitor Service Levels to Ensure Peak End-user Productivity

Features

- End-to-end response time monitoring for Citrix published applications.
- Solution includes published application record/playback wizard.
- Supports raw *.ica files for data encryption/compression and more.
- Monitors multiple published applications from a single probe.
- Distributed probe deployment enables multi-point user perspectives.
- Numerous Citrix response reporting and notification options.

Benefits

- Increased visibility accelerates problem identification and resolution.
- Monitoring from an end-users perspective preempts reduced business productivity.
- Proactively notifies business service managers in advance of SLA compliance breaches.

Introduction

Increasingly, Citrix solutions are being utilized to enable cost-effective and centrally controlled distribution of applications throughout a business environment. In this centralized model broad user populations are heavily dependent upon optimized service delivery to achieve business productivity goals. Given this business-critical reliance, Citrix application performance must be proactively monitored from the end-user's perspective.

The Solution

Nimsoft Monitor for Citrix acts as a virtual user exercising published applications with preemptive service level monitoring.

Nimsoft Monitor for Citrix Response Monitoring

The solution monitors Citrix availability and performance from the end-user's perspective by automatically and remotely performing the following sequence of Citrix transactions: Citrix ICA session open, application login, any series of Citrix-published application transactions can be performed, application log-out, and Citrix ICA session close. For each phase in this sequence end-to-end response times are measured, analyzed, and displayed in intuitive Nimsoft Monitor service level reports.

Nimsoft Monitor for Citrix Response Monitoring Macro Recorder

The solution offers a wizard-based macro recorder captures application transactions commonly performed by end-users. A Citrix desktop or published application is launched within the recorder and exercised just the way an end user would. Completed application recordings are saved and imported into the Nimsoft Monitor probe in preparation for remote distribution and interval-based execution.

Nimsoft Monitor for Citrix Response Monitoring Probe

The Nimsoft Monitor for Citrix probe is the vehicle for distributing application macro recordings to multiple remote locations. Once distributed, the probe executes the recorded application and performs transaction response monitoring according to defined monitoring profiles. The Nimsoft Monitor probe alerts upon the following response times:

- ICA connect time
- ICA session login time

Data Sheet

- Published application launch time
- Recorded application run time
- ICA session logoff time
- ICA session total time
- ICA ping time

Multi-point End-user Experience Monitoring

The light-weight Nimsoft Monitor probe and distributed Nimsoft Monitor architecture makes it possible to proactively view end-user service levels from strategic locations across a wide-spread Citrix deployment.

Multi-application Monitoring from a Single Probe

To maximize your probe investment a single Nimsoft Monitor for Citrix Response Monitoring Probe will support multiple monitoring profiles. Each profile within the probe is unique in the Citrix server it connects to, its published application and recorded transaction sequence, alarm thresholding, poll frequency, and more.

Concurrent Profile Definition Enables Probe Scalability

Probe scalability is enabled by running monitoring profiles concurrently—alarm notification is triggered when a user-defined profile limit is exceeded. Additionally, alarm notification occurs when a monitoring profile is still running when the next poll interval is scheduled to start.

Support for *.ica Files Enhances Functionality

Nimsoft Monitor for Citrix provides support for raw *.ica files as an out-of-the-box feature. Supporting *.ica files introduces configuration options

that enhance the probe's own inherent functionality, for example it allows for the implementation of encryption and compression to secure and optimize data transport. Additional *.ica file configuration options include: Citrix server IP address, timeout values, authentication information, published application to use, and more.

Nimsoft Monitor for Citrix Reporting

For early awareness of degrading Citrix application service levels, Nimsoft Monitor offers business service dashboards, performance trend reports, SLA monitoring and reporting, and remote notification options such as email, GMS/SMS, PDA, SNMP, and more.

Nimsoft Monitor for Citrix Prerequisites

The system hosting the Nimsoft Monitor ICA Response Probe and Nimsoft Monitor Manager requires the following configuration:

- Microsoft .NET 2.0
- Citrix Access Client
- Access to a remote Citrix MetaFrame Presentation Server

Part of the Nimsoft Monitor Family

Nimsoft provides a comprehensive solution to improve the end user experience, from monitoring application response time at the desktop through monitoring the performance and availability of the entire IT infrastructure. Nimsoft Monitor is the only product that can give you a complete 360 degree view of business-critical services. All Nimsoft Monitor information is correlated to business service dashboards and measured against

pre-defined Service Level Agreements to warn you against SLA-threatening conditions.

In addition to the Nimsoft Monitor for Citrix Monitoring solution, application modules exist for MS Exchange, Lotus Notes, SAP R/3, WebSphere Application Server, and other widely deployed applications. These are complemented by server platform solutions: Windows, UNIX, Linux, IBM Power Systems (formerly AS/400 and iSeries), and Novell Open Enterprise Server (formerly NetWare). Database solutions include: Oracle, DB/2, Sybase, Informix, and MS SQL Server. Also included are solutions to enable full management of complex network infrastructures, including routers, switches, firewalls, and more.

Nimsoft Monitor for Citrix is a rapidly deployed solution that requires minimal customization and administration.



About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

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