



## **Goliath Application and Availability Testing for Citrix Frequently Asked Questions**

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Goliath Application and Availability Testing for Citrix Frequently Asked Questions  
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## I. Introduction to Goliath Application and Availability Testing for Citrix

The purpose of this document is to ensure that commonly asked questions are answered in a clear, and concise manner. By utilizing the Goliath Application and Availability Testing for Citrix, we can provide the same insight into overall availability of an organizations Citrix environment, without the need for the organization to make any changes to its own infrastructure.

The Goliath Application and Availability Testing enables a Citrix administrator to configure simulated user logons, in order to ensure application/desktop availability, without the need for any changes inside of their own environment. Each configured simulation can generate failed application/desktop availability alerts, help identify the root cause of issues encountered, and provides the ability to troubleshoot and resolve these issues prior to end users being aware of such issues. Much more than a point-in-time testing utility, or traditional load testing tool, the Goliath Application and Availability Testing is a must-have proactive performance management tool for Citrix administrators that can be integrated into the IT Operations toolset.

The Goliath Application and Availability Testing facilitates continuous, and real-time testing of the Citrix delivery infrastructure, including the NetScaler, by simulating the exact same steps a user would take during the logon process. By launching real sessions with simulated end users, the Goliath Application and Availability Testing provides visibility into all applications and desktops being launched, and reports back whether they are succeeding, failing, or slow. This allows the Goliath Application and Availability Testing to alert the Citrix administrator to a problem the moment it occurs, triggered by the simulated user, not the end user.

In the case that you have questions remaining, which have not been answered within the following FAQ's, please contact our sales or support teams directly for further assistance.

Sales:

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Support:

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## II. Frequently Asked Questions

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### **Q: Can the Goliath Application and Availability Testing Service for Citrix be used to determine application or desktop availability, 24/7?**

*Yes. The Goliath Application and Availability Testing can be scheduled to check whether or not an application or desktop is available, and if it is not, send an alert.*

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### **Q: Can the Goliath Application and Availability Testing Service for Citrix be scheduled to launch at a set time?**

*Yes. The Goliath Application and Availability Testing can be scheduled to launch to test availability of an application or desktop. For example, this allows administrators to configure the simulations to start before users come into the office to determine ahead of time if end users will encounter a problem.*

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### **Q: Does the Goliath Application and Availability Testing Service for Citrix support load testing?**

*Yes, The Goliath Application and Availability Testing can load test multiple simulated Citrix XenApp and XenDesktop users logging on simultaneously locally or from remote locations. In order to accomplish this, multiple endpoints and user accounts will be needed to accommodate the appropriate load. For example, to simulate a load of 50 users logging in at the same time, one would need 50 simulation endpoints, and 50 users. The reason being, is that since we are creating a real Citrix session, more than one Citrix user cannot be logged into the same endpoint at the same time. The same user also cannot be logged in to multiple machines at the same time.*

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### **Q: Can I launch sessions for multiple users, at the same time?**

*Yes, for each user you wish to simulate sessions for at the same time, would need to be executed from their own VM. Multiple users can be launched from the same VM, if launched successively, on a staggered schedule so that the sessions do not overlap. Since the Goliath Application and Availability Testing goes through the Citrix Delivery Infrastructure, we can only simulate one user at a time, from a single VM.*

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### **Q: I have a customized Citrix Storefront or Access Gateway. Will Goliath Application and Availability Testing Service for Citrix support it?**

*Yes, The Goliath Application and Availability Testing has been designed to support a wide range of storefront customization out of the box.*

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**Q: Does Goliath Application and Availability Testing Service for Citrix support published applications, published desktops and VDI?**

*Yes, The Goliath Application and Availability Testing will be able to test availability of applications, published desktops, and VDI.*

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**Q: Can I launch published apps alongside published desktops?**

*There is no limitation on the number of apps and desktops that can be launched. If your apps and desktops are organized in separate folders, it will be necessary to configure a separate monitoring rule/schedule for each folder.*

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**Q: Some of my users have access to different apps than others. Can I monitor them both?**

*Yes, accounts should be set up to match different user types in order to simulate the account differences.*

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**Q: Can the Goliath Application and Availability Testing Service for Citrix run from a designated area of the world?**

*Yes, The Goliath Application and Availability Testing can be configured to run from a specific region of the world, upon request. The options are based on the availability of Amazon AWS regions.*

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**Q: What versions of Citrix do you support?**

*We support the following versions:*

- *XenApp: 4.5 – 7.9*
- *XenDesktop: 5.5 – 7.9*

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**Q: My storefront page has a security disclaimer before accessing the logon page, does Goliath Application and Availability Testing Service for Citrix support this?**

**Q: Does Goliath Application and Availability Testing Service for Citrix support disclaimers after the logon page?**

*Yes, The Goliath Application and Availability Testing can handle security disclaimers prior to and after the logon page.*

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**Q: The results window is empty when I navigate to the Goliath Application and Availability Testing Service for Citrix dashboard.**

*The Application and Availability Testing Service is failing before it is able to create the log file. Confirm whether there is an agent deployed on the server, that it is updated, and that the service running properly. It is also possible that User Account Control has not been disabled.*

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**Q: What is the Citrix Account name for? How is it different from the Authentication User Name?**

*The authentication username is the username for the simulated test user that is in the format that should be passed to the Storefront in order to sign in. The Citrix Account name is the test username in the form of domain\user. In some circumstances the domain name is not needed to authenticate to the storefront page which is why we have created a separate field.*

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**Q: How does Goliath Application and Availability Testing Service for Citrix log off the session?**

*The Citrix session logoff is typically handled by installing our agent on the ZDC/DDC, so that it can complete the session handling, and log the instance off once the simulation has completed. Citrix uses the account name and the agent to ask the farm to logoff any sessions used by the test account.*

*Where environment restrictions don't allow for the Goliath Agent to be installed on the ZDC/DDC, the logoff can be handled by configuration of group policy settings which force the session logoff after a specific period of time.*

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**Q: Can the Goliath Application and Availability Testing Service for Citrix determine how long it takes different stages of the logon process to execute?**

*The Goliath Application and Availability Testing does not have the ability to analyze stages of Logon Duration i.e GPO, Profile Load, Scripting, etc. Goliath Performance Monitor will be required to see this level of detail.*

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**Q: Can the Goliath Application and Availability Testing Service for Citrix alert me when a simulations logon duration time is slow?**

*Yes, the Goliath Application and Availability Testing allows you to define a Logon Duration threshold, on a per simulation basis. If any application/desktop simulation exceeds the threshold, a notification will be sent.*

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**Q: How quickly will I receive alerts?**

**Q: How will I be alerted when there is a problem?**

*Alerts can be received via email and will arrive as soon as The Goliath Application and Availability Testing identifies a failure point. Detailed reports can be scheduled and sent to your email regularly as well.*

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**Q: Can I configure a report of logon sessions and Citrix uptime/downtime?**

*Reports can be configured for The Goliath Application and Availability Testing, by navigating to the Reports tab, choosing schedule, selecting the report type of "Alert Analysis," and choosing the option for AdvancedWatch & LOS. Reports will also include the simulation logs to allow for easier reading and comparison.*

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**Q: Can I monitor multiple apps or desktops at once?**

*Each simulation is limited to a single Citrix account, Citrix portal, and folder (if you have apps nested in folders). If the applications or desktops fulfil the same settings as stated above, there is no limit to the number of application or desktops launched, however there is a 240 character limit. Any number of monitoring rules can be configured, which can be run in parallel or serially, if configured with the correct settings.*

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**Q: Goliath Application and Availability Testing Service for Citrix is failing on the log in page.**

**Q: Why can't Goliath Application and Availability Testing Service for Citrix find the Apps?**

*If you have customized your login screen, please report the id/name of the HTML fields of the login form. We will add them to the list of supported ids/names and issue an update.*

*If you have customized your Citrix app screen, you may need to modify your Goliath Application and Availability Testing Service for Citrix rule. If you have placed the apps inside of a frame, you need to specify the name of the frame in the Tab/Folder name with <name of frame>#; the # lets Goliath Application and Availability Testing Service for Citrix know that it needs to look for a frame. If you have placed them inside of a folder as well, you will need to add the path in this box. They can be combined: framename#folder1/folder2 will look inside the frame and navigate through both folders before looking for the app names. Finally, LOS looks at the alt names of the icon images to determine what needs to be clicked. If the alt name does not match the app name, you need to specify the alt name in the monitoring rule instead.*

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**Q: Can the Goliath Application and Availability Testing Service for Citrix report on historical simulations?**

**Q: Does the Goliath Application and Availability Testing Service for Citrix retain historical data? If so, how long?**

*Yes, The Goliath Application and Availability Testing Service for Citrix has the ability to report on historical simulations, and can do so on either a scheduled basis, or by running the reports on demand. The historical information is unlimited, and can be changed at any time using the 'Database Maintenance' option in settings.*

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**Q: The log window shows “Unable to Start the Goliath Application and Availability Testing Service for Citrix PowerShell Command and Script for App=...”**

*LogonSimulator.exe needs to be running on the host machine. It can be found in the MonitorIT installation directory inside of the bin folder. If Goliath Application and Availability Testing Service for Citrix is not running on the MonitorIT host machine (which is recommended), then this file needs to be moved to the Goliath Application and Availability Testing Service for Citrix machine manually. It should be placed in the Startup folder to ensure that it is running.*

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**Q: Is secondary authentication or two-factor authentication supported by the Goliath Application and Availability Testing Service for Citrix?**

**Q: Does the Goliath Application and Availability Testing Service for Citrix support smart card authentication?**

*Yes, Goliath Application and Availability Testing supports two-factor, multi-stage, and smart card based authentication configured with static keys.*

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**Q: Does the Goliath Application and Availability Testing Service for Citrix support RSA authentication?**

*Yes, Goliath Application and Availability Testing supports RSA authentication with static tokens/keys.*

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**Q: Does this work with RDS or Terminal Services?**

*Not at this time, however, it is on the roadmap and we are looking for design partners to be involved in the beta program. If you are interested, please email us at [techinfo@goliathtechnologies.com](mailto:techinfo@goliathtechnologies.com) and the product management team will contact you directly.*

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**Q: Is the Goliath Application and Availability Testing Service for Citrix creating real Citrix Sessions?**

*Yes, which is why the technology is so effective in testing the actual availability of your Citrix environment. Because the simulations take the exact same steps an actual end user would need to take in order to launch their applications or desktop, it will provide you with objective evidence based on practical results.*

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**Q: How does this product differ from a product like LoginVSI?**

*You would have to speak with LoginVSI to do a comparison but we believe the major difference is that we test the entire delivery infrastructure, including the NetScaler. LoginVSI focuses on load testing typically used in the early stages of buildouts or pre-production load testing. Goliath Application and Availability Testing typically is used as an ongoing confirmation of your Citrix infrastructures availability, in a production environment.*

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**Q: How often does/can the Goliath Application and Availability Testing Service for Citrix be scheduled to run?**

*The Goliath Application and Availability Testing can be scheduled to run as often as you'd like.*

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**Q: Does the Goliath Application and Availability Testing Service for Citrix provide how long each progression of the simulation took (ie, load storefront, find application)?**

*Yes, after the simulation has completed, you can view simulation break downs, and see how long each stage took. These stages include loading Internet Explorer, navigating to the Storefront, authentication, searching and finding the application, and verifying that the application opened.*

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**Q: Is there any scripting involved with the Goliath Application and Availability Testing Service for Citrix?**

*No, we handle all of this for you.*

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**Q: I have 8 data centers, do I have to deploy 8 simulators?**

*Only if the requirement is to test the architecture, and delivery infrastructure present in each datacenter.*

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**Q: I have 100 applications, do I have to make a rule for each one in order to test them?**

*No, multiple applications can be included in a single monitoring rule.*

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**Q: Will the Goliath Application and Availability Testing Service for Citrix tell you where in the logon process a session has failed?**

*Yes, identifiable issues include invalid username/password for the simulation account, application not found, application not available, NetScaler Gateway or Storefront not available, and popups.*

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**Q: Can you see/watch the simulation taking place in real-time?**

*Yes. With the Goliath Application and Availability Testing, we can provide you with RDP access to the VM where the simulations are taking place, so you that can login to watch the simulations as they execute.*

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**Q: Can the Goliath Application and Availability Testing Service for Citrix open applications within a XenApp published desktop?**

**Q: Can it simulate applications after the launch of a session for example, launching a web page from a VDI?**

*At this time, further action cannot be made once the session itself is confirmed a success or failure. Actionable items (such as opening a website, or application within a desktop session) are currently part of the roadmap for future releases.*

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**Q: Does the Goliath Application and Availability Testing Service for Citrix work with only certain profile management tools like Citrix UPM, Flex Profiles, etc.?**

*No, the Goliath Application and Availability Testing Service for Citrix is agnostic and not dependent on specific profile management tools.*

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**Q: Does the Goliath Application and Availability Testing Service for Citrix give the same results without using NetScaler for ICA transparency?**

*Yes, we do not have any dependency on the NetScaler to gather ICA metrics.*

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**Q: Are you able to use the Goliath Application and Availability Testing Service for Citrix to simulate logging onto a regular PC in addition to Citrix Sessions?**

*No, at this time we only support launching Citrix Sessions. We are actively looking for design partners to support simulating logons to VMware Horizon/View and Microsoft Remote Desktop Services. Please email us at [techinfo@goliathtechnologies.com](mailto:techinfo@goliathtechnologies.com) if you would be interested in learning more about how to become a design partner with Goliath Technologies.*

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