



Goliath Application Availability Testing Service for Citrix Prerequisites

Setup Process

During the POC of Goliath Application Availability Testing Service for Citrix, we use the following process to ensure we get you up and running and able to fully test the capabilities of the application availability testing service for Citrix. The 7 days of testing begins when we meet to deliver the logon simulator to you. These are the steps:

1. Customer sets up a test user account for the simulator and sends us the credentials
2. Customer configures GPO to execute a logoff for the simulated user account
3. Goliath sets up the POC in the hosted environment
4. Goliath and Customer meet to walk through usage of the Logon Simulator and provide access. During the meeting we will:
 - a. Show customer how to access and log in
 - b. Configure alert notifications and email reports
 - c. Enable the simulations
 - d. Review how to troubleshoot using the logon simulator

Goliath Application Availability Testing Service for Citrix Requirements

- **Citrix Portal Address:** External URL to connect to your Citrix environment
- **Simulated User Account:** Citrix Account with rights to applications and or desktops to will be launched by the Hosted Logon Simulator
- **Application/Desktop:** The name and window title of the applications and or desktops that will be launched
- **Notification Information:** The email address(es) that will be receiving the alert notifications and reports
- **Logoff Execution:** Ability to enabled a session idle timer for the simulated user or application
- **GPO to logoff simulated user account:** Group policy should be configured to logoff the simulated user account after two to five minutes of being disconnected or idle

Two-Factor/Multifactor Authentication:

- We support two-factor (2FA)/multifactor authentication (MFA) with static keys
- If you're using two-factor (2FA)/multifactor authentication (MFA) with dynamically generated tokens or passwords a dialog is necessary

Citrix XenApp & XenDesktop Version Support:

- **XenApp 4.5 – 7.9**
 - **XenDesktop 7.0 – 7.9**
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