

# Proactive Citrix End User Experience Performance Monitoring

**“These are now required features for End User Experience Management Tools”**



“Goliath has features like logon simulation, logon duration analysis, and end user experience reporting, which are fully integrated into Goliath Performance Monitor. This provides us with end-to-end monitoring as well as the capability to validate on a daily basis that the IT infrastructure can successfully serve Citrix users.”

**Abhijit Dhar**  
**VP of Technology Services, Whitehat Virtual**

[www.goliathtechnologies.com](http://www.goliathtechnologies.com)

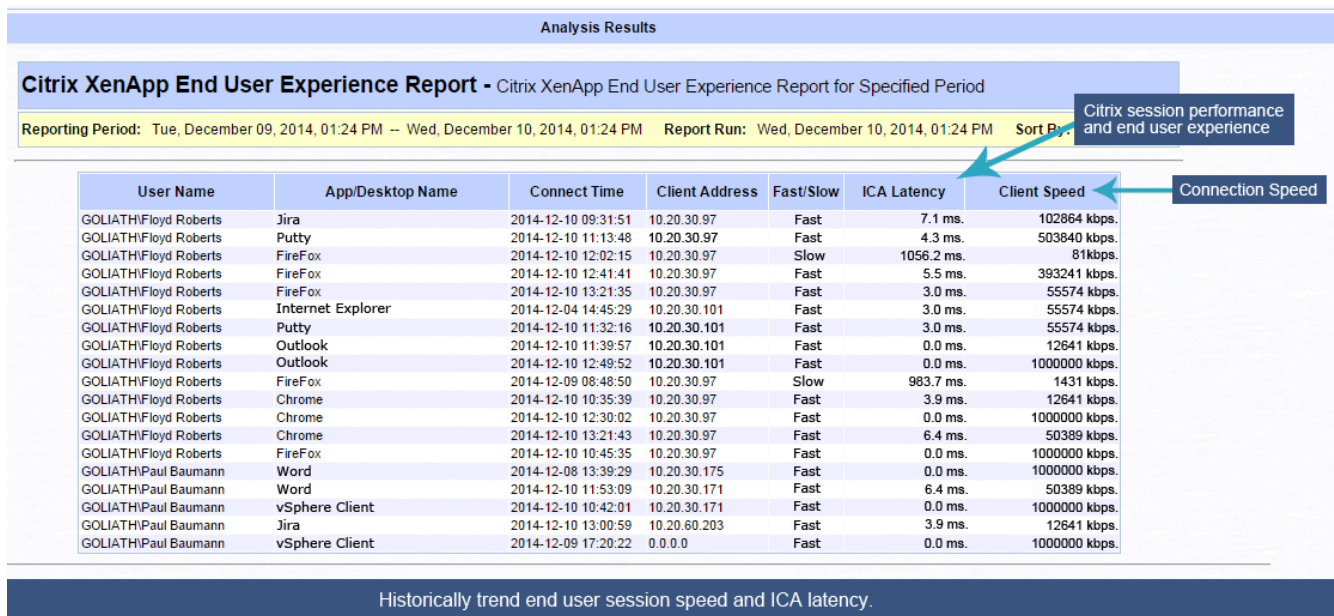


**GOLIATH**  
TECHNOLOGIES

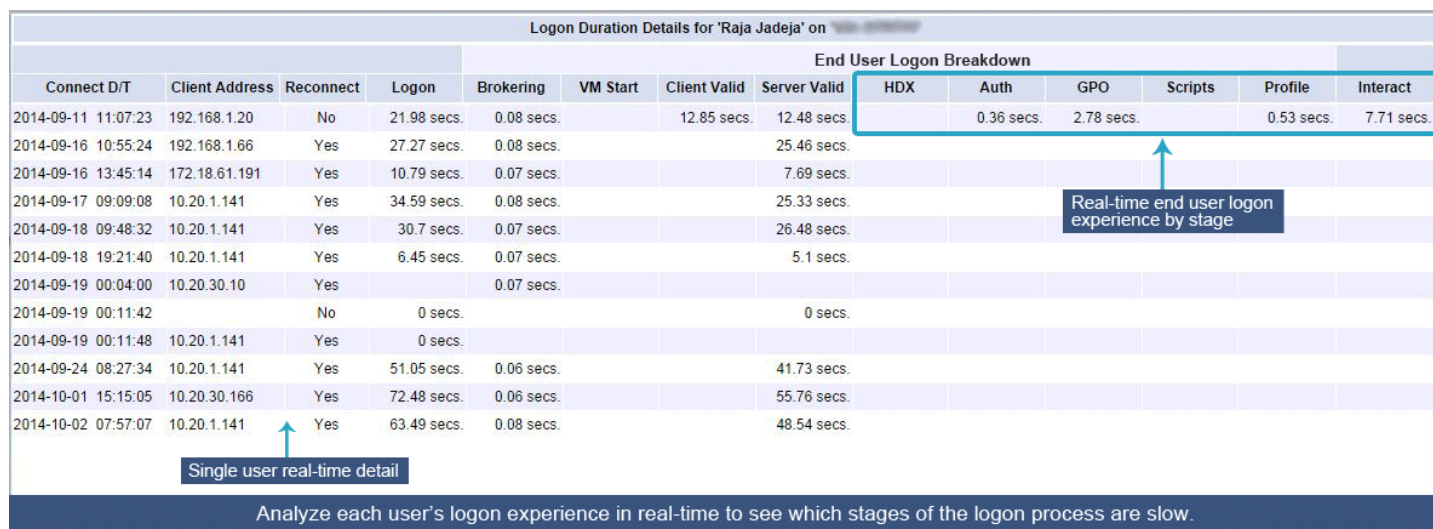
# Anticipate, Troubleshoot, Resolve and Prevent Citrix End User Experience Issues

Our purpose-built monitoring and management software tools give Citrix administrators an understanding of what end users are experiencing from the time they initiate a logon, through the logon process, and while working in their Citrix Session. You can use this integrated tool set to proactively monitor and manage the entire Citrix IT Delivery Infrastructure to easily identify the root cause of performance issues and resolve them before end-users notice.

## End User Experience Report



## Real-Time End User Logon Breakdown Analysis



# Real-Time End User Logon Analysis

**Citrix XenApp Session Logon Duration Report - Session Logon Duration (in Seconds) Report for Specified Period**

Reporting Period: Sun, June 28, 2015, 11:00 PM -- Sun, July 05, 2015, 11:00 PM    Report Run: Sun, July 05, 2015, 11:00 PM    Sort By: XA Server Name

XA Server Name	User Account Name	User Display Name	Connect D/T	Reconnect	Logon Duration Breakdown									
					Logon	Client Valid	Auth	GPO	Scripts	Profile	Interactive	Group Name	App Name	
XenApp001	AHOIENDOFAMILY	ENDOFAMILY	2015-07-03 05:57:57	No	29.8	4.06	0.08	10.30	0.22	2.90	12.98	Tracker Desktop		
XenApp001	AHOIORCORE	ORCORE	2015-07-03 06:14:07	No	34.9	5.17	0.08	10.23	0.28	2.89	13.69	Tracker Desktop		
XenApp001	AHOIORFAMILY1	ORFAMILY1	2015-07-03 05:53:59	No	26.0	4.37	0.08	9.36	0.20	0.31	11.86	Tracker Desktop		
XenApp001	AHOIPACUBB	PACUBB	2015-07-05 16:20:27	No	30.6	5.24	0.09	10.64	0.25	0.36	12.64	Tracker Desktop		
XenApp001	AHOIPREOP2	PREOP2	2015-07-03 06:05:55	No	27.6	2.57	0.08	9.94	0.22	2.65	12.12	Tracker Desktop		

**Additional Logon Duration Details**

Action	Time	Duration	Details
Brokering	06:05:55	0.06 secs.	ZDC / DDC Broker: DDC02
Get Account Data	06:05:45.8952031	0.00 secs.	Account details: Account Name : CN=PREOP2,OU=AMC Users,DC=augustamed,DC=com Account Domain Name : AUGUSTAMED.COM DC Name : VDC1.augustamed.com DC Domain Name : AUGUSTAMED.COM Domain Controller details: Domain Controller Name : VDC1.augustamed.com Domain Controller IP Address : 10.53.33.2 List of applicable Group Policy objects: Local Group Policy
Domain Controller Data	06:05:45.8952031	0.52 secs.	795 Making system calls to access specified file. \\augustamed.com\SysVol\augustamed.com\Policies\{CED2D608-2760-468F-94F9-A121EF360A5E}\gppt.ini Making system calls to access specified file. \\augustamed.com\SysVol\augustamed.com\Policies\{31B2F340-016D-11D2-945F-00C04FB984F9}\gppt.ini Making system calls to access specified file. \\augustamed.com\SysVol\augustamed.com\Policies\{045706DB-4FB8-49DC-BE80-FF1E3B6AF5C1}\gppt.ini Making system calls to access specified file. \\augustamed.com\SysVol\augustamed.com\Policies\{BE0E399D-68BE-4A0E-8158-6B66948B6AB2}\gppt.ini
LDAP Calls	06:05:46.4255963	0.00 secs.	

**All Users** (points to User Account Name column)

**Root cause analysis of policy, script and profile delay** (points to Domain Controller Data details)

Schedule or run on demand reports for logon duration

# Real-time End User Simulation

**Monitor IT®**

Dashboard    CPU    Memory    Storage    Availability    Logon Simulator

Monitor > Logon Simulator    demo - Sign Out | Settings | Help

Logon Simulator & Application or Desktop Availability

Application or Desktop	Session/Host	Web Interface / Storefront Address	User Name	Simulation Location	Logon Started	Details	%Availability	Logon Duration
Windows Powershell	SVR-XA6502	http://10.20.60.92/citrix/devsite03web/	DevLOSTEST01	PROD.SVR-GLOS01	06/24/2015 14:56:00		0	Failed
Safari	SVR-XA6501	http://10.20.60.92/citrix/devsite03web/	DevLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:38:50		0	Failed
Microsoft Word	SVR-XA6501	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST03	QA.SVR-MIT03	06/24/2015 15:42:56		0	Failed
FireFox - Video	SVR-XA6501	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:43:48		0	Failed
Chrome - Video	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST05	PROD.SVR-GLOS02	06/24/2015 14:40:37		100	Succeeded
Windows Powershell	SVR-XA7604	http://10.20.60.92/citrix/devsite03web/	DevFloyd Roberts	QA.SVR-MIT03	06/24/2015 15:32:02		100	Succeeded
Paint	SVR-XA7604	http://10.20.60.92/citrix/devsite03web/	DevFloyd Roberts	QA.SVR-MIT03	06/24/2015 15:32:37		100	Succeeded
Chrome	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST03	QA.SVR-MIT03	06/24/2015 15:41:44		100	Succeeded
Firefox	SVR-XA6501	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:42:07		100	Succeeded
Notepad++	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST03	QA.SVR-MIT03	06/24/2015 15:42:34		100	Succeeded
Chrome	SVR-XA6501	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:42:53		100	Succeeded
Notepad++	SVR-XA6501	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:43:19		100	Succeeded
Firefox	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST03	QA.SVR-MIT03	06/24/2015 15:45:16		100	Succeeded
Asana	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST03	QA.SVR-MIT03	06/24/2015 15:45:45		100	Succeeded
Asana	SVR-XA6502	http://svr-wi01/citrix/devsite01/	GoliathLOSTEST01	PROD.SVR-GLOS01	06/24/2015 15:49:26		100	Succeeded

**Test location, user, and app/desktop specific conditions** (points to User Name column)

**Logon succeeded, failed or was slow** (points to Logon Duration column)

Confirm logon success, failure, or slowness in real-time. Alert on failures triggered in real-time.

## End User Logon Simulation Drilldown

demo - Sign Out | Settings | Help

Logon Simulator & Application or Desktop Availability						
Web Interface / Storefront Address	User Name	Simulation Location	Logon Started	Details	%Availability	Logon Duration
http://svr-wi01/Citrix/DEVSITE01	Goliath\LOSTEST05	PROD.SVR-GLOS02	05/26/2015 12:51:54		50	
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST01	PROD.SVR-GLOS01	05/26/2015 14:18:57		0	
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST03	QA.SVR-MIT03	05/26/2015 14:16:09		0	
http://svr-sf02/Citrix/DEVSITE02Web/	Goliath\LOSTEST01	PROD.SVR-GLOS01	05/26/2015 14:15:23		0	
http://svr-sf02/Citrix/DEVSITE02Web/	Goliath\LOSTEST01	PROD.SVR-GLOS01	05/26/2015 14:15:40		0	

Logon Simulator & Application or Desktop Availability Detail	
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST01
https://gcc-access.saibcvpn.com/vpn/index.htm...	Goliath\LOSTEST03
http://svr-wi01/Citrix/DEVSITE01	Goliath\LOSTEST05
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST01
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST03
http://svr-wi01/Citrix/DEVSITE01	Goliath\LOSTEST01
http://svr-wi01/Citrix/DEVSITE01/	Goliath\LOSTEST03
http://svr-wi01/Citrix/DEVSITE01	Goliath\LOSTEST01
http://10.20.60.92/Citrix/DEVSITE03Web/	DevFloyd Roberts
http://10.20.60.92/Citrix/DEVSITE03Web/	DevFloyd Roberts

Authentication at NetScaler and Storefront

Searching Available Applications or Desktops

Identify failure point

End user logon failure analysis

## End User Activity Report

Citrix XenApp - End User Activity, with Session Total 'Active' & Average 'Active' Time for Specified Period

Reporting Period: Sat, November 01, 2014, 04:59 PM -- Thu, December 10, 2014, 05:00 PM  
 Track a user's active time in a session between logon and logoff  
 Sort By: User Account Name

User Account Name	Session Count	Active Hours	Average Hours	Last Session Time
GOLIATH\Bill Karounos	1	0.00	0.00	2014-11-05 13:54:56
GOLIATH\Floyd Roberts	16	0.54	0.03	2014-12-10 16:33:52
GOLIATH\Michael Corleone	1	0.00	0.00	2014-11-10 11:10:10
GOLIATH\Paul Baumann	2	5.61	2.81	2014-12-10 14:05:54
GOLIATH\Raja Jadeja	2	228.65	114.32	2014-12-09 08:04:56
GOLIATH\Floyd Roberts	16	0.54	0.03	2014-12-10 16:33:52
GOLIATH\Michael Corleone	1	0.00	0.00	2014-11-10 11:10:10
GOLIATH\Paul Baumann	2	5.61	2.81	2014-12-10 14:05:54
GOLIATH\Bill Karounos	1	0.00	0.00	2014-11-05 13:54:56
GOLIATH\Floyd Roberts	16	0.54	0.03	2014-12-10 16:33:52
GOLIATH\Michael Corleone	1	0.00	0.00	2014-11-10 11:10:10
GOLIATH\Paul Baumann	2	5.61	2.81	2014-12-10 14:05:54
GOLIATH\Bill Karounos	1	0.00	0.00	2014-11-05 13:54:56
GOLIATH\Floyd Roberts	16	0.54	0.03	2014-12-10 16:33:52
GOLIATH\Michael Corleone	1	0.00	0.00	2014-11-10 11:10:10
GOLIATH\Paul Baumann	2	5.61	2.81	2014-12-10 14:05:54
GOLIATH\Raja Jadeja	2	228.65	114.32	2014-12-09 08:04:56
GOLIATH\Floyd Roberts	16	0.54	0.03	2014-12-10 16:33:52

Make data-driven decisions around IT budgeting, capacity planing and utilization by viewing active session times within your environment.

# End-to-End Connection Report

Reporting Period: Mon, December 08, 2014, 11:21 AM -- Wed, December 10, 2014, 11:21 AM Report Run: Wed, December 10, 2014, 11:22 AM Sort By: User Name

End user connection path experience

User Name	App/Desktop Name	Connect Time	Client Address	Client Name	Client Type	Client Version	Broker/ZDC	Server/VDI	Fast/Slow	ICA Latency	Client Speed
GOLIATH\Floyd Roberts	Jira	2014-12-10 10:39:44	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	7.1 ms.	102864 kbps.
GOLIATH\Floyd Roberts	Jira	2014-12-10 10:31:34	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	4.3 ms.	503840 kbps.
GOLIATH\Floyd Roberts	Chrome	2014-12-10 11:15:36	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	5.5 ms.	393241 kbps.
GOLIATH\Floyd Roberts	FreeFox	2014-12-10 09:03:46	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	3.0 ms.	55574 kbps.
GOLIATH\Floyd Roberts	FreeFox	2014-12-10 10:35:39	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	3.0 ms.	55574 kbps.
GOLIATH\Floyd Roberts	FreeFox	2014-12-10 11:15:36	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	3.0 ms.	55574 kbps.
GOLIATH\Floyd Roberts	Putty	2014-12-01 21:56:43	10.20.30.101	SVR-TS02	Windows	12.3.0.8	SVR-XA08	SVR-XA08	Fast	0.0 ms.	12641 kbps.
GOLIATH\Floyd Roberts	Internet Explorer	2014-12-09 09:49:42	10.20.30.101	SVR-TS02	Windows	12.3.0.8	SVR-XA6501	SVR-XA6502	Fast	0.0 ms.	12641 kbps.
GOLIATH\Floyd Roberts	Chrome	2014-12-09 08:48:50	10.20.30.97	SVR-TS02	Windows	12.3.0.8	SVR-XA6501	SVR-XA6502	Fast	3.9 ms.	12641 kbps.
GOLIATH\Floyd Roberts	FreeFox	2014-12-09 08:48:50	10.20.30.97	SVR-TS02	Windows	12.3.0.8	SVR-XA6501	SVR-XA6502	Fast	6.4 ms.	50389 kbps.
GOLIATH\Floyd Roberts	Internet Explorer 10	2014-12-08 11:20:36	10.20.30.97	SVR-TS02	Windows	12.3.0.8	SVR-XA08	SVR-XA08	Fast	2.4 ms.	412653 kbps.
GOLIATH\Floyd Roberts	Internet Explorer 10	2014-12-08 12:17:25	10.20.30.97	SVR-MIT03	Windows	12.3.0.8	SVR-XA08	SVR-XA08	Fast	2.4 ms.	412653 kbps.
GOLIATH\Floyd Roberts	Internet Explorer 10	2014-12-08 13:53:24	10.20.30.97	SVR-MIT03	Windows	12.3.0.8	SVR-XA08	SVR-XA08	Fast	2.4 ms.	412653 kbps.
GOLIATH\Floyd Roberts	Internet Explorer 10	2014-12-08 15:00:14	10.20.30.97	SVR-MIT03	Windows	12.3.0.8	SVR-XA08	SVR-XA08	Fast	2.4 ms.	412653 kbps.
GOLIATH\Floyd Roberts	Chrome	2014-12-09 08:14:28	10.20.30.97	SVR-MIT03	Windows	12.3.0.8	SVR-XA6501	SVR-XA6502	Fast	4.1 ms.	384375 kbps.
GOLIATH\Floyd Roberts	Chrome	2014-12-10 10:25:40	10.20.30.97	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6502	Fast	3.7 ms.	234132 kbps.
GOLIATH\Paul Baumann	Internet Explorer	2014-12-04 13:32:34	10.20.30.178	SVR-MIT03	Windows	14.2.0.10	SVR-XA6501	SVR-XA6502	Fast	3.7 ms.	234132 kbps.
GOLIATH\Paul Baumann	Outlook	2014-12-08 11:46:25	10.20.30.175	LT-MATT	Windows	14.2.0.10	SVR-XA6501	SVR-XA6501	Fast	2.9 ms.	332312 kbps.
GOLIATH\Paul Baumann	Outlook	2014-12-08 13:39:29	10.20.30.175	LT-MATT	Windows	14.2.0.10	SVR-XA6501	SVR-XA6502	Fast	5.2 ms.	501297 kbps.
GOLIATH\Paul Baumann	Word	2014-12-10 10:45:28	10.20.30.171	LT-MATT	Windows	14.2.0.10	SVR-XA6501	SVR-XA6502	Fast	3.3 ms.	100126 kbps.
GOLIATH\Paul Baumann	vSphere Client	2014-12-10 10:42:01	10.20.30.171	LT-MATT	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	3.3 ms.	100126 kbps.
GOLIATH\Paul Baumann	Word	2014-12-09 17:20:22	0.0.0.0	SVR-MIT01	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	4.1 ms.	384375 kbps.
GOLIATH\Raja Jadeja	Citrix AppCenter	2014-12-09 05:54:18	10.20.30.154	SVR-MIT01	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	3.9 ms.	12641 kbps.
GOLIATH\Raja Jadeja	AWS Console	2014-12-08 15:51:07	10.20.30.154	LT-RAJA	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	0.0 ms.	12641 kbps.
GOLIATH\Raja Jadeja	Citrix AppCenter	2014-12-09 08:04:56	10.20.30.154	LT-RAJA	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	0.0 ms.	12641 kbps.
GOLIATH\Raja Jadeja	Jira	2014-12-09 08:04:56	10.20.30.154	LT-RAJA	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	7.1 ms.	102864 kbps.
GOLIATH\Raja Jadeja	Remote Desktop	2014-12-08 15:51:07	10.20.30.154	LT-RAJA	Windows	14.1.0.0	SVR-XA6501	SVR-XA6501	Fast	4.3 ms.	503840 kbps.

Full visibility into every stage of the application access process.

## Complete End User Experience Monitoring and Management Tools:

- Logon Simulator**

The Logon Simulator proactively anticipates end-user logon issues. This logon performance tool **simulates end users** going through the same Citrix logon process as real end-users. When the Logon Simulator detects logon failures or slowness you get alerted before real end users are impacted.
- Logon Duration Analysis**

The Logon Duration Analysis tool lets you **troubleshoot** and **resolve** logon slowness issues using real-time dashboards and historical reports that break down each stage of the logon process to determine exactly where the slowness is occurring.
- End User Experience Report**

The End User Experience Report lets you determine if a Citrix user's session was slow, the **correlation** to the connection speed, and the launch location so you can zero in on the fault domain.
- End-to-End Connection Report**

The End-to-End Connection Report is designed for you to troubleshoot and resolve **end user session slowness** in connection routes. This report correlates end-user experience metrics to the exact combination of the Web Interface, Broker, and server for each user's session.
- ICA Latency**

In just two easy clicks, drill down into real-time ICA channel metrics like user connection speed, bandwidth usage, and bandwidth allocation by ICA channel to identify the root cause of ICA latency issues. Also run historical reports.
- End User Activity Report**

The End User Activity Report lets you view employee or contractor active session time within your Citrix environment allowing you to make **data-driven decisions** around IT budgeting, capacity planning, and utilization.

- **End-to-End Performance Monitor**

The End-to-End Performance Monitor is built to **anticipate** and **prevent** end-user experience issues through proactive end-to-end monitoring of all the elements in the Citrix delivery infrastructure.