GOLIATH TECHNOLOGIES®

How to **Troubleshoot** and **Resolve** Citrix End-User Experience Issues

Step-by-step instructions from real life scenarios

In this troubleshooting guide, we provide real world examples and steps to resolution for some of the most common Citrix end–user experience issues.

See how you can pinpoint the root cause of even complex issues in just a few clicks.

Slow or Failed Logons

A large health system using Citrix & Epic Hyperspace reduced logon times by 80%

1. Start off in the Virtual Apps and Desktops view, which lists out all user sessions. Search for the appropriate user (or sort by logon duration), and **see all sessions and logon times** for the past week, month, etc. Logon times are color coded to let you know when logon duration is longer than what is considered normal.

2. Click into the session with the offending logon time to bring up more session details. In the Logon Tab **you can see all stages of the logon process** broken out and see which stage is delaying the logon process.

3. In this case, **86% of the total logon time was spent on the Client Validation stage**. The Delivery Controllers causing the slowness are listed right next to the duration for this stage of the logon process.

4. The issue was quickly resolved by allocating more memory to the delivery controllers during busiest logon times. **Root cause was found in just 3 clicks.**
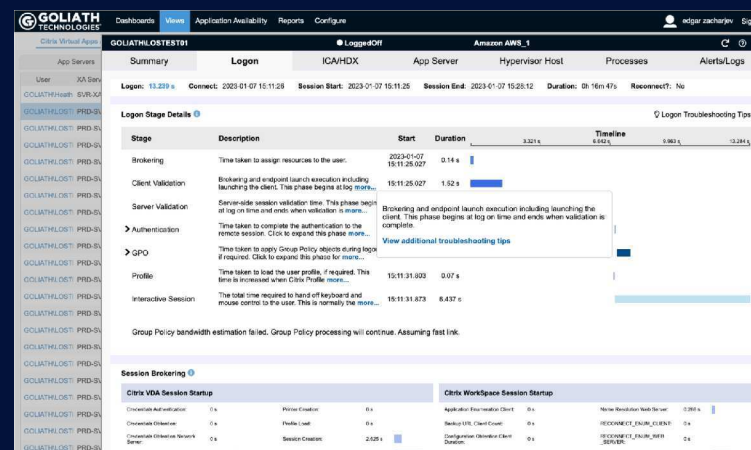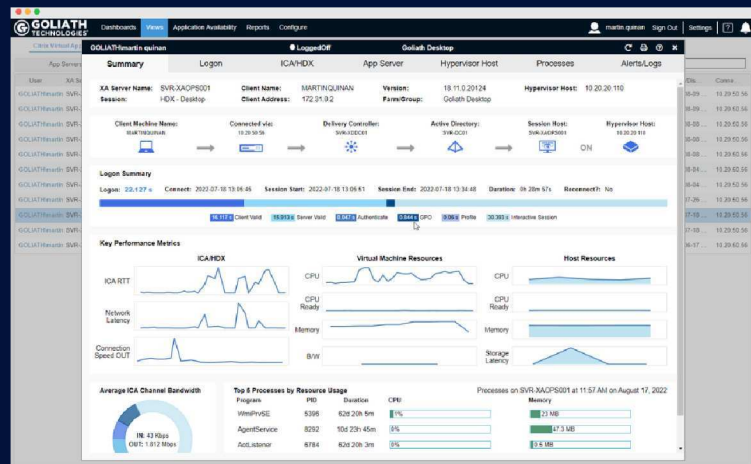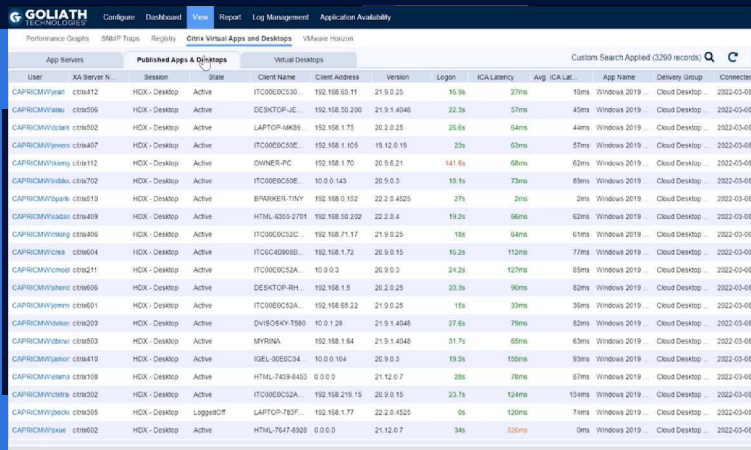
"In order to deliver exceptional end user experience, we can either hire expensive Citrix consultants invest in technologies like Goliath. Goliath's embedded intelligence and automation not only helps us troubleshoot but also proactively prevents end user performance issues from happening."
– John Bennett, Principal Consultant and Head of EPPM Practice at Critigen

Session Slowness

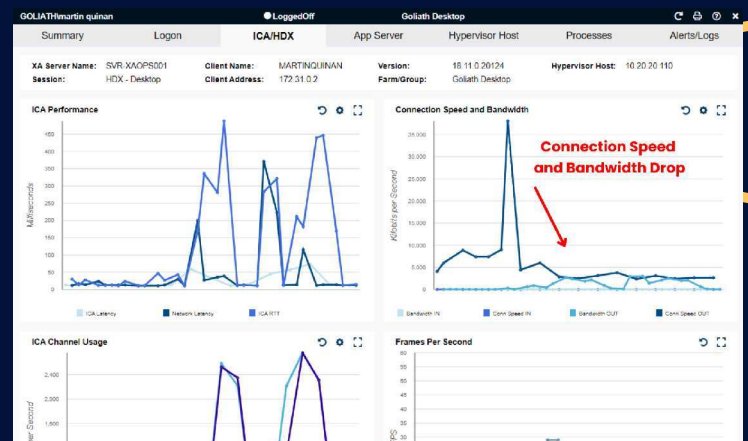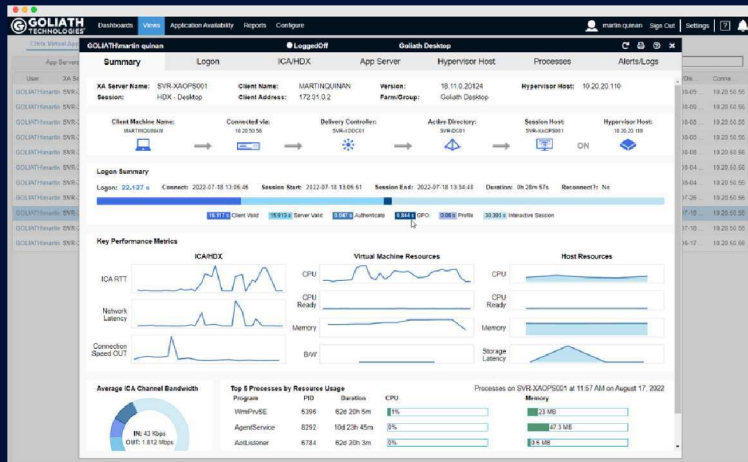Critigen, global professional service provider, remedies ongoing slowness complaints

1. Start off in the Virtual Apps and Desktops view, and filter by ICA latency to **confirm that end users are indeed experiencing slow session performance.**

2. Click into a user session to investigate further, **then click into the ICA/HDX tab.**

3. In this case, it was observed that connection speed and bandwidth dropped simultaneously, indicating that **there was not enough bandwidth allocated to Citrix** to support the applications running on it.

4. The fix is simple – allocating more bandwidth to Citrix. **Root cause was found in just 3 clicks.**

Remote Worker Issues

Penn National is able to determine when issues are due to user behavior or slow WiFi

1. **Locate the user's session** in the Virtual Apps and Desktops view.

2. Click in to **view the session details** and navigate to the ICA/HDX tab.

3. ICA latency was spiking while connection speed dropped, indicating that **there is an issue with the home network.**

4. Short term, IT suggested they reduce the number of users connected to the home WiFi to improve connection speed. Long term, they upgraded their internet package. **Root cause was identified in just 3 clicks.**

"We selected Goliath Technologies because their end user experience monitoring identifies systems degrading before physicians and patients are impacted. This early warning system coupled with enhanced performance data and analysis puts us in a better position to quickly resolve issues."
– Mike Nelson, Sr. VP of Strategic Services, Universal Health Services
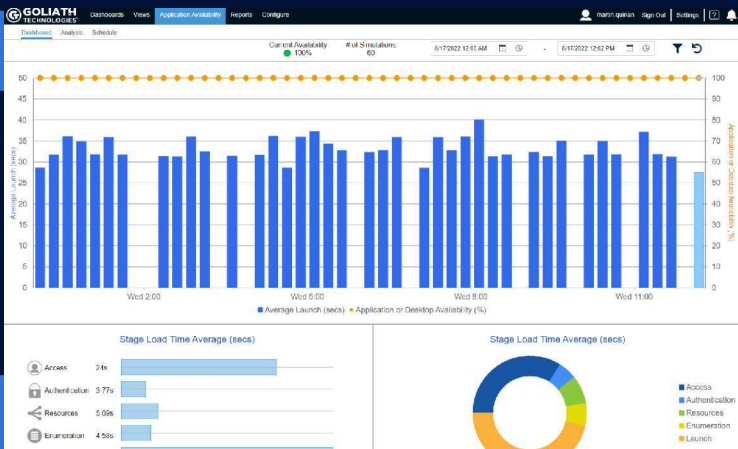

Application Availability

Universal Health Services ensure applications are always available

1. View availability dashboard to **see the current status of application availability**, or view availability trends over time using historical data. Goliath Application Availability Monitor continuously launches applications to ensure they are available.
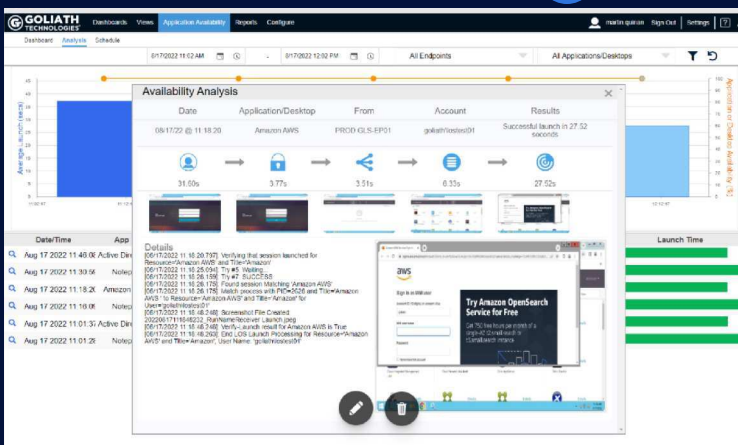
2. If an application launch fails, click into the Analysis tab to view each individual synthetic logon. **Any failed launches and the faulty stage of the logon process will be indicated** in this view.

3. Click into any failed logons, viewing a breakdown of the logon process and root cause of the failure. **Get all the information pertaining to the logon** such as location, duration, user, and application, including screenshots of each stage from the viewpoint of the end user.

4. Receive failure alerts in real time, letting IT take immediate action to **resolve issues before end users are impacted** and avoid any potential outages.

Learn how you can do the same at your organization, and start making troubleshooting easy!

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