



Streamlining VDI Troubleshooting for a Better End User Experience

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Virtual Desktop Infrastructure (VDI) is a popular solution for organizations seeking to provide their employees with secure and flexible access to their corporate desktops and applications. VMware Horizon is one of the most popular VDI products on the market, used by many different types of organizations, especially in the healthcare area. Like with any technology, issues can arise that impact the user experience and productivity.

Let's explore common VDI issues and effective troubleshooting strategies to quickly identify and resolve problems.

Common VDI Issue: Slow Logons

Slow logons are common and frustrating for end users. This issue can be impactful in any environment, especially where users log in frequently or where time-sensitive tasks are involved. Slow logons can be caused by a number of issues, including network latency, login scripts, Group Policy Objects, and VMware infrastructure issues.

General VDI Performance Issues

Like any other technology, VDI performance issues can also manifest in a more general way, with users reporting things like slowness or their desktop or applications not functioning correctly. VDI performance issues can be caused by infrastructure level issues or application-level issues.

Infrastructure level issues often tie back to one of the main VMware vSphere resources: compute (CPU and memory), network, or storage.

Application-level issues can manifest as slow application response times or unexpected errors.

Troubleshooting VMware Horizon Performance Issues

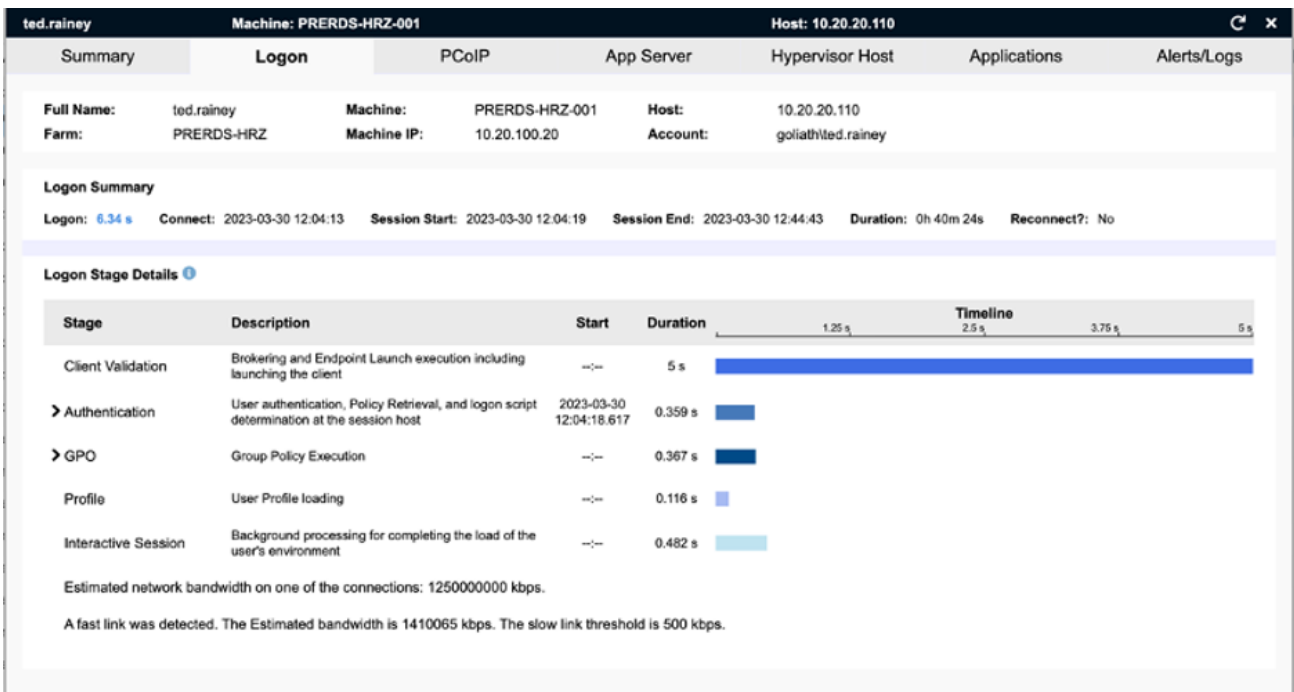
Here are five simple steps to help begin troubleshooting VDI issues:

- Check network connectivity: Ensure the user's device is properly connected to the network and verify network settings.
- Verify user permissions: Check the user account has the appropriate permissions to access the virtual desktop and applications.
- Check resource utilization: Check for any bottlenecks in CPU, memory, or storage utilization in all areas of the infrastructure.
- Analyze logs: Analyze logs to identify any issues that may be impacting performance.
- Check for changes: Check to see if any changes have recently been made to the VMware Horizon or VMware vSphere infrastructure or applications.
- Streamlining Troubleshooting for a Better End User Experience

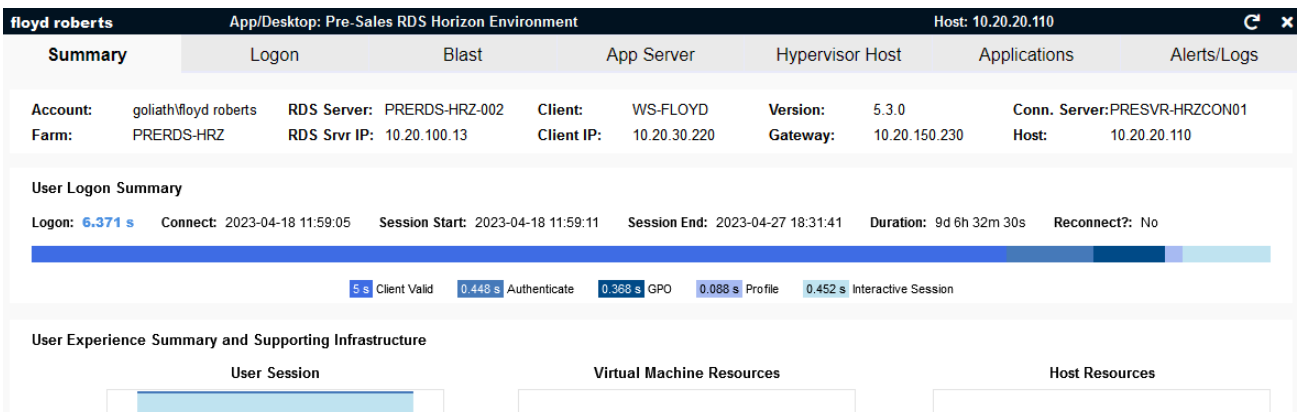
Streamlining the troubleshooting process can help minimize the frustration and downtime for end users and ensure that they can continue to work without interruption. A streamlined process can also help IT administrators to quickly diagnose and fix issues, reducing the time and resources needed for troubleshooting.

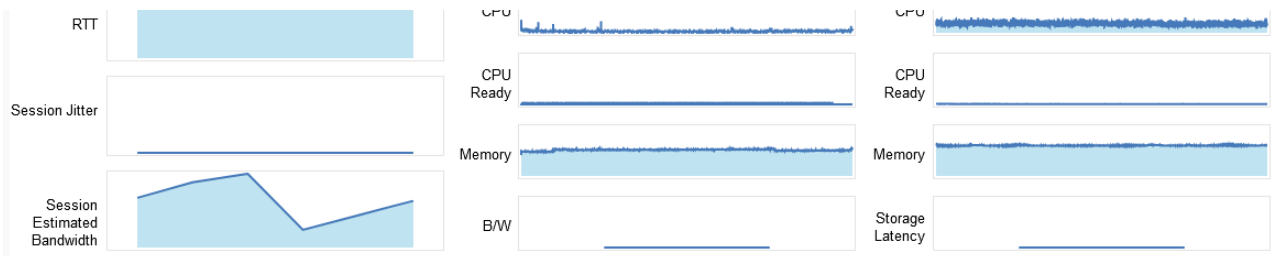
Using Goliath Performance Monitor to Streamline VMware Horizon Troubleshooting

Goliath Performance Monitor streamlines the VMware Horizon troubleshooting process by offering an intuitive interface which allows administrators to easily identify and address common performance issues. Goliath Performance Monitor simplifies diagnosing logon problems by providing detailed insights into the logon process and pinpointing areas causing delays.



Goliath Performance Monitor is a valuable tool for helpdesk teams, enabling basic troubleshooting, triage, and efficient routing of issues to the appropriate teams. The summary screen provides an overview of critical components, while the application tab allows quick identification of potential issues.





Top 5 Applications by Resource Usage

Program	PID	Duration	CPU	Memory
AgentService	27296	21d 19h 0m	0%	93.6 MB
GoogleCrashHandler	38508	8d 15h 40m	0%	1.8 MB
GoogleCrashHandler64	63160	8d 15h 40m	0%	1.4 MB
LogonUI	428	247d 14h 44m	0%	51.4 MB
LogonUI#1	57296	5d 18h 51m	0%	27.8 MB

Processes on PRERDS-HRZ-002 at 1:22 PM on May 3, 2023

Administrators at various levels can use GPM for initial triage and troubleshooting, starting with the summary screen and examining the applications tab to rule out obvious issues. On-demand remediation enables first-call support staff to perform common administrative actions such as logging off, disconnecting sessions, or ending processes directly from GPM.

Benchmark End User Experience

One of the most powerful features of Goliath Performance Monitor is their unique end user experience reporting. This is the only available solution that objectively scores end user experience and then benchmarks it against industry best practices.

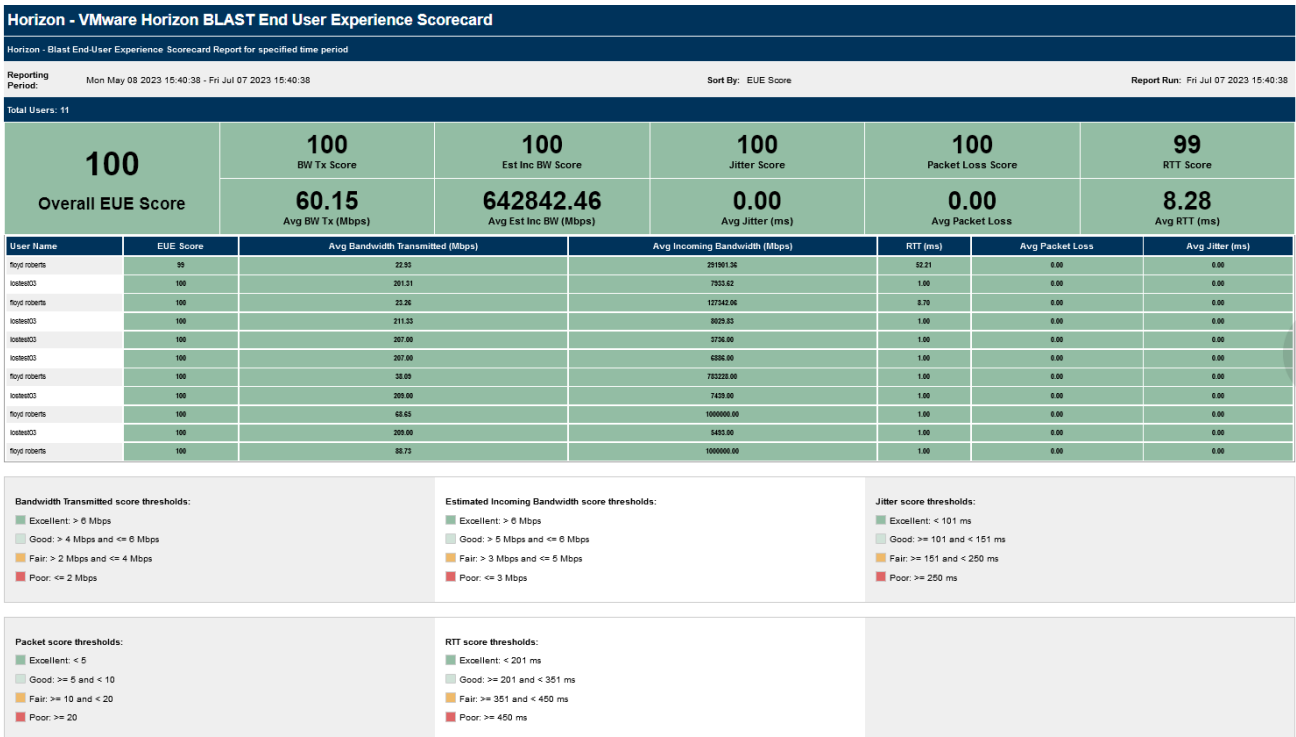


Figure 4 – The New Horizon End User Experience Scorecard

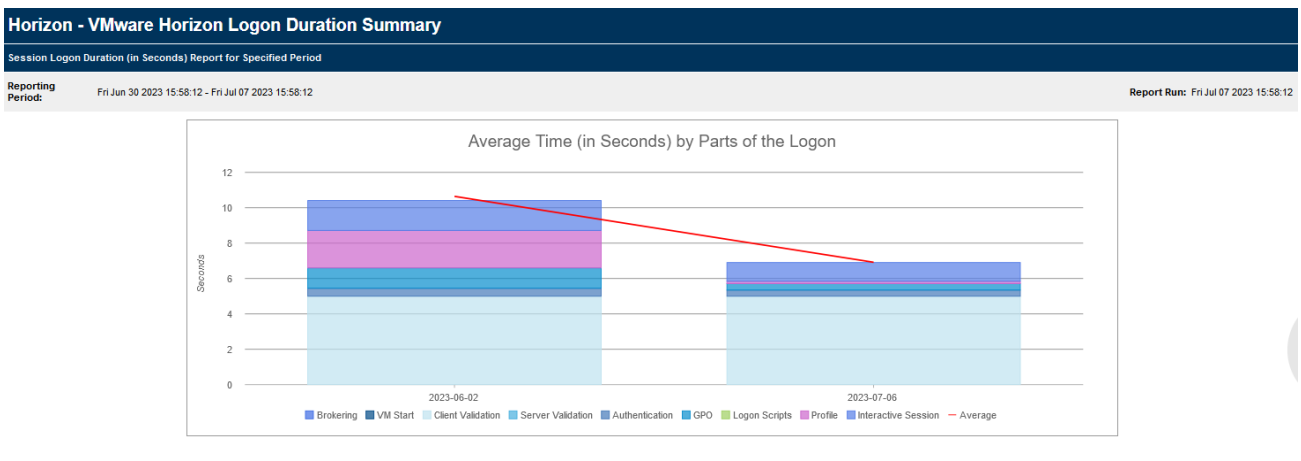
This scorecard allows administrators to quickly see not only how their Horizon environment is performing, but what the end user experience is like. This allows administrators to proactively take a closer look at their environment potentially before their end users have issues.

It's recommended that this report be run regularly to quickly highlight the end users that are having issues. You should run this weekly for proactive troubleshooting and run monthly to roll up to management to provide an objective view of the end user experience.

Other recommended ways to leverage this unique reporting are:

- Run before and after new technology deployments to objectively measure impact on end users
- Compare subgroups of users (i.e., remote vs on-site, Windows vs ChromeOS, Internal vs off-shore contactors, etc.)

The logon duration summary report is also new in this release, allowing for quick troubleshooting of long logons.



Goliath Performance Monitor now collects a number of additional key metrics for VMware Horizon environments:

- Client Name and IP
- Horizon client version
- Horizon gateway/proxy
- Connection server and IP
- Session app/desktop name

Conclusion

A methodical approach to troubleshooting VDI is critical to maintaining the reliability, performance, and efficiency of the virtual desktop infrastructure, and ensuring that end users have a productive and efficient computing experience. By following the simple steps outlined above, IT teams can provide a solid foundation for troubleshooting VMware Horizon VDI environments and ultimately deliver a better end user experience.

**To see how Goliath
Performance Monitor can
transform troubleshooting and
resolution of VMware Horizon
issues in your environment,
you can get started with a free
trial or request a demo.**

