

eG Enterprise Logon Simulator for VMware Horizon



Key Benefits

- ✓ **Deliver great user experience** for Horizon users & provide fast and uninterrupted VDI services
- ✓ **Proactively detect VDI logon issues** before end-users and business services are affected
- ✓ **Speed up mean time to resolution:** Find and fix VDI logon problems before users call the helpdesk
- ✓ **Benchmark and optimize your VDI infrastructure:** Be the first to know if any changes are impacting the Horizon logon experience
- ✓ **Complete visibility into Horizon logon performance:** Monitor real user logon experience and simulation results from a single console

“With eG Enterprise, we can see and understand our whole IT infrastructure end to end, and ensure optimum performance. This is putting us one step ahead of our customers and we are now in full control of the user experience.”

Roberto Trombino
Technical Team Lead, Partner Solutions

User Experience & Logon Monitoring Challenges

For years, slow logons have been the most common complaint of VDI users. When a user logs on multiple times in a day, from multiple devices, slow logons can lead to frustration and lower productivity. For VMware Horizon administrators, slow logon is one of the most difficult problems to solve because of the many steps involved in the logon process and its dependency on many Horizon tiers (Connection Server, Access Point, Identity Manager, RDS Hosts, vSphere hypervisor, vCenter) and other infrastructure tiers (Active Directory, database, storage, etc.).

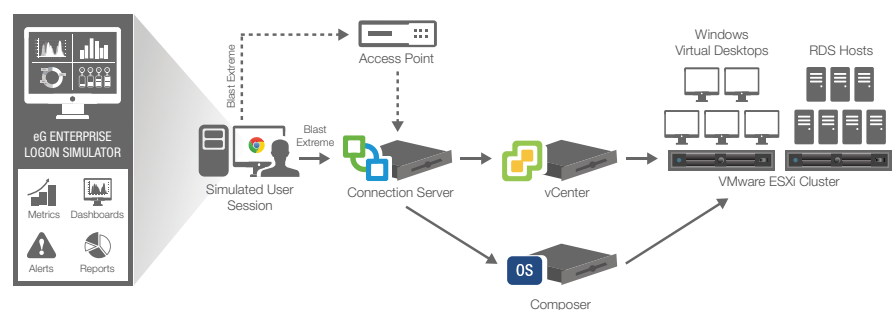
Tracking VMware Horizon logon time is very challenging:

- There are many application and infrastructure tiers involved and it is impossible to track all the processes involved from one location in the network.
- It is difficult to get a consistent assessment of VDI logon performance because different users are associated with varying profiles and policies.
- Furthermore, there will be times when no one is logging into the Horizon farm. It is important to know if VDI logon is working at all times, and whether users can launch their applications and desktops successfully after they logon.

The Solution: Proactive VMware Horizon Logon Simulation

The eG Enterprise Logon Simulator for VMware Horizon is a purpose-built synthetic monitoring solution that provides proactive visibility into the logon performance of VMware Horizon (formerly VMware View) infrastructures. An integral part of the eG Enterprise performance monitoring suite, the Logon Simulator simulates exactly the same process that users perform when they logon to VMware Horizon.

Using an agentless approach, this tool simulates a user logging into a Horizon Connection Server or Access Point through a web browser, seeing a list of published applications and desktops, clicking on one or more of the applications or desktops, and launching them sequentially. Since each simulation tests the entire Horizon delivery infrastructure (Connection Server, RDS Hosts, vSphere hypervisor, etc.), the results represent the cumulative health of all the tiers supporting VDI logon.



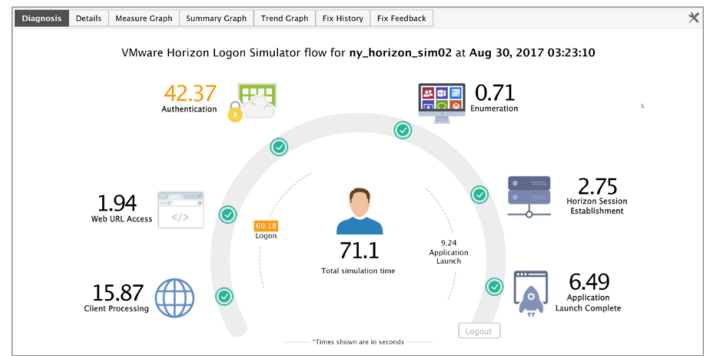
Monitoring VMware Horizon logon performance using eG Enterprise Logon Simulator

Key Capabilities for VMware Horizon Logon Simulation and Performance Monitoring

Detailed Diagnostics & Logon Analysis

The eG Enterprise Logon Simulator for VMware Horizon is simple to implement. Installed on any desktop with a web browser, it targets a configured Horizon Connection Server site URL and chosen applications/desktops at pre-configured intervals, and tests VDI logon availability and performance 24x7.

Any problematic step causing slow logon is clearly highlighted, so administrators can triage the problem immediately. The eG Enterprise Logon Simulator can be run from multiple endpoints and from any global or remote location.



External Agents	APPLICATION/DESKTOP	SIMULATION	WEB URL	USER	LOGON	ENUMERATION AVAILABILITY	LAUNCH	APPLICATION
CHN/Desktop_helpdesk	my_horizon_sim02	http://horizonvm02.org	chrisjett	✓	20.2338	✓	0.2438	0.2438
CHN/Catlook	my_horizon_sim02	http://horizonvm02.org	chrisalan	✓	10.7299	✓	2.74	2.74
CHN/dlpplus	my_horizon_sim02	http://horizonvm02.org	chrisalan	✓	5.3	✓	1.2	1.2
CHN/jaart	my_horizon_sim02	http://horizonvm02.org	chrisalan	✓	6.35	✓	1.2	1.2
CHN/Windows Media Player	my_horizon_sim02	http://horizonvm02.org	chrisjett	✓	6.11	✓	4.1	4.1
CHN/Wordpad	my_horizon_sim02	http://horizonvm02.org	chrisjett	✓	6.16	✓	1.2	1.2

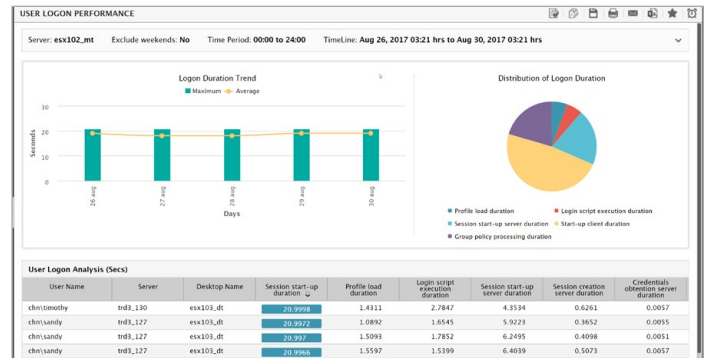
Identify & Solve Key VDI Logon Problems

- Slow session logon
- Session disconnect after logon
- Authentication failure
- Application unavailability
- Slow application enumeration
- Slow application launch
- VDI session not starting after logon

Real User Logon Monitoring

Complement Horizon logon simulation by monitoring real VDI users as they logon to their Horizon infrastructure. Identify the cause of slow logon by obtaining a breakdown of every step of the logon process – authentication, profile loading, GPO processing, etc. Get actionable data to troubleshoot issues and optimize user experience.

eG Enterprise helps pinpoint the cause of slowness: where the problem is, which users are experiencing issues, and whether it is a VMware issue or a problem in the supporting infrastructure.



Why is the eG Enterprise Logon Simulator a Must-Have for VDI Admins?

- Simulates the exact process that end-users go through during VDI logon
- Helps baseline & compare logon performance across multiple locations
- Agentless and lightweight: Adds minimal overhead
- Tests if the entire Horizon delivery infrastructure works in concert to support user logon
- Automates alerts and accurately pinpoints logon issues
- Supports VMware Horizon 7.x
- 24x7 logon testing highlights issues before users notice
- Provides detailed application availability and logon metrics
- Complements eG Enterprise's real user VDI logon monitoring

eG Enterprise Express is a FREE, SaaS version of eG Enterprise Logon Simulator for VMware Horizon.

START MONITORING LOGONS TODAY: www.eginnovations.com/eg-enterprise-express

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.