

Monitoring IGEL Endpoint Deployments

Total Performance Visibility: From Workspaces to Workloads



Key Benefits

- ☑ **Proactively monitor** IGEL endpoints, IGEL UMS and IGEL Cloud Gateways. Learn about problems before users do.
- ☑ **Eliminate blind spots.** Track performance every step of the way – across endpoints, virtual infrastructure and cloud services and facilitate rapid troubleshooting.
- ☑ **Optimize user support.** Provide help desk staff end-to-end views and drilldowns from a user session to the IGEL endpoint, enabling faster and accurate support.
- ☑ **Pinpoint the cause of performance issues** by correlating performance of the digital workspace with that of the corresponding endpoint, thereby reducing mean time to repair (MTTR).
- ☑ **Baseline usage levels** of IGEL endpoints and servers and plan for capacity upgrades.



IGEL – Simple, Smart and Secure Endpoint OS

Organizations that are enabling employees to work from home have a range of virtual application and desktop technology choices today including Citrix, VMware Horizon, AWS WorkSpaces, Microsoft Azure Virtual Desktops (AVD) and other virtualization technologies. In all cases, access to the virtual applications and desktops is enabled from endpoint devices.



IGEL is one of the premier players in this space, providing next-gen edge operating systems for secure delivery of workspaces. IGEL provides software-defined, hardware-agnostic solutions that are simple, smart and secure and can support many use cases from repurposing old, existing hardware to new fast endpoints.

360° Visibility into Digital Workspace Experience

Most organizations have tools that provide deep visibility into the data center components, the servers and virtual desktops. A key missing piece that limits end-to-end visibility is the endpoint that a user uses to connect to their digital workspace. If the endpoint is slow or has a resource bottleneck, it affects user experience. At the same time, lack of visibility into endpoint performance hinders troubleshooting. Administrators often spend hours troubleshooting in the data center when the real issue is on the endpoint.

eG Enterprise integrates with the IGEL software-defined endpoint management platform to eliminate the visibility gap in IGEL-based digital workspace deployments. From the eG Enterprise console, administrators can monitor and report on the performance of their IGEL endpoints, IGEL UMS and IGEL Cloud Gateways. The end-to-end performance visibility and embedded analytics provided by eG Enterprise - along with the enhanced endpoint management and control provided by IGEL - enable end user computing teams to successfully make the shift from managing desktops to managing the digital customer experience.

Monitor and Report on IGEL Endpoints

Using extremely lightweight agents that are auto-provisioned on your IGEL endpoints, you can monitor key resource usage parameters on the endpoints. You can track device uptime and detect any unexpected reboots, identify when users are connected to the device and for how long, analyze network and TCP activities across thousands of endpoints and detect any home network or Wi-Fi issues impacting user access to digital workspaces.

- **Identify resource intensive endpoints:** Track the processes responsible and remediate problems quickly.
- **Provide end-to-end visibility into user sessions:** Contextual drilldowns allow administrators to analyze user session performance and drilldown to the performance of the endpoints they are using.
- **Identify user network issues:** Track Wi-Fi connectivity, home network and ISP performance and prove it's a user-end problem.



Implement in Minutes: SaaS or On-Premises

- ✓ Download the IGEL Ready certified eG VM Agent directly from the secure [IGEL App Portal](#). Assign the agent to device profiles and auto-deploy via UMS.
- ✓ Start monitoring in minutes with no manual intervention: Auto-discover IGEL clients and configure them for easy analysis.

Oversee the Performance of IGEL UMS

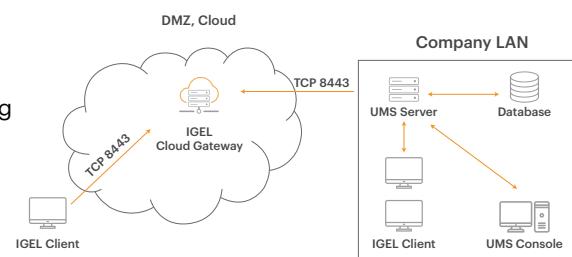
The IGEL UMS servers are the core of any IGEL deployment. If the UMS server is not available or is slow, it can affect endpoint availability and performance. eG Enterprise is the only solution with customized monitoring, diagnosis and reporting capabilities for IGEL UMS.

- Is the IGEL UMS server available and responding to requests?
- Are the SSL certificates deployed on the server valid and until how long?
- Are the key processes supporting IGEL UMS running?
- Is the server hosting IGEL UMS sized correctly?
- Is the Java virtual machine supporting IGEL UMS configured correctly? Does it have sufficient heap memory? Are there any garbage collection issues, etc.?

Monitor the Health of the IGEL Cloud Gateway

If an IGEL Cloud Gateway is down, IGEL endpoints from a remote location cannot connect to the IGEL control plane. eG Enterprise offers answers to common questions, including:

- How many IGEL endpoints are connected through an IGEL cloud gateway?
- How many endpoints are disconnected and how many endpoints are logging out, when connected through an IGEL Cloud Gateway?
- What is the HTTP session load on IGEL Cloud Gateway? Is it unusually high?
- Are there any error messages in the log files of the IGEL Cloud Gateway?



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.

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