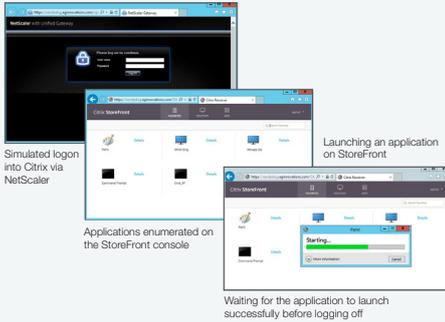


eG Enterprise Logon Simulator for Citrix XenApp & XenDesktop



Key Benefits

- ✓ **Deliver great user experience for Citrix users:** Provide fast and uninterrupted Citrix services
- ✓ **Proactively detect Citrix logon issues** before end-users and business services are affected
- ✓ **Speed up mean time to resolution (MTTR):** Find and fix Citrix logon problems before users call the helpdesk
- ✓ **Benchmark and optimize your Citrix infrastructure:** Be the first to know if any changes are impacting the Citrix logon experience
- ✓ **Complete visibility into Citrix 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
Partner Solutions



User Experience & Logon Monitoring Challenges

For years, slow logons have been the most common complaint of Citrix users. When a user logs on multiple times in a day, from multiple devices, slow logons can lead to frustration and lower productivity. For Citrix administrators, slow logon is one of the most difficult problems to resolve because of the many steps involved in the logon process and its dependency on many Citrix tiers (StoreFront, Delivery Controller, XenApp/XenDesktop) and other infrastructure tiers (Active Directory, profile management, storage, etc.).

Tracking Citrix logon time is very challenging:

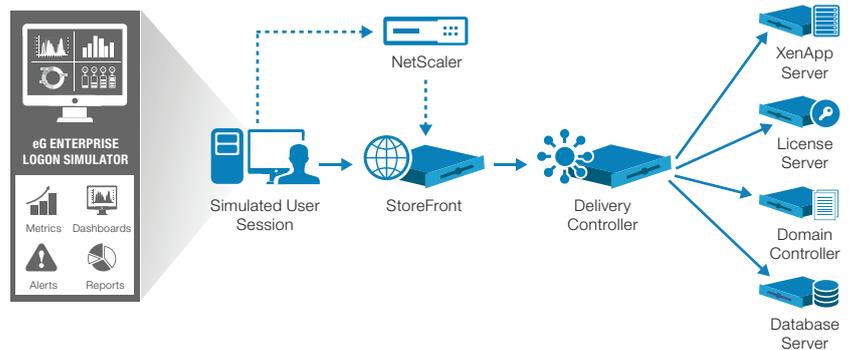
- There are many application and infrastructure tiers involved and it is impossible to track all the processes involved from one location in the network.
- It is difficult to get a consistent assessment of Citrix logon performance because different users are associated with varying profiles and policies.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

The Solution: Proactive Citrix Logon Simulation

The eG Enterprise Logon Simulator for Citrix XenApp and XenDesktop is a purpose-built synthetic performance monitoring solution for providing proactive visibility into the logon performance of Citrix 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 Citrix XenApp or XenDesktop.**



Using an agentless approach, this tool simulates a user logging into a Citrix StoreFront or NetScaler gateway 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 Citrix delivery infrastructure (NetScaler, StoreFront, Delivery Controller, XenApp Server, etc.), the results represent the cumulative health of all the tiers supporting Citrix logon.



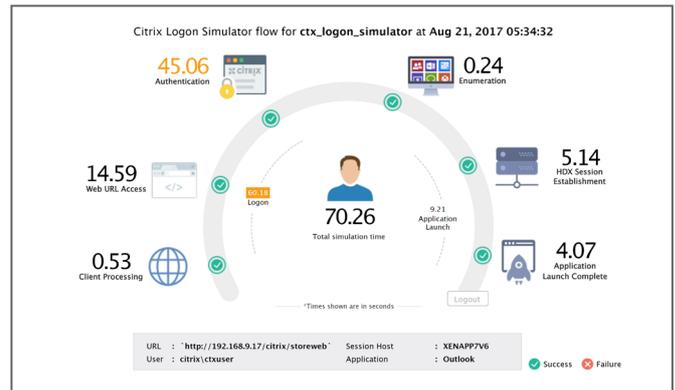
Monitoring Citrix logon performance using eG Enterprise Logon Simulator

Key Capabilities for Citrix Logon Simulation and Performance Monitoring

Detailed Diagnostics & Logon Analysis

The eG Enterprise Logon Simulator for Citrix XenApp and XenDesktop is simple to implement. Installed on any desktop with a web browser and Citrix Receiver, it targets a Citrix logon URL and chosen applications/desktops at pre-configured intervals, and tests Citrix logon availability and performance 24x7 – across on-premises and Citrix Cloud environments.

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.



APPLICATION/DESKTOP	SIMULATION	WEB URL	USER	SESSION HOST	LOGON	ENUMERATION	APPLICATION
					Availability	Duration (secs)	Launch
Desktop_helpdesk	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	Desktop_helpdesk	✓	23.3193	04.5206
Outlook	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	XENAPPV6	✓	60.3793	9.2074
Edtopus	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	XENAPPV6	✓	21.8455	18.4547
Print	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	XENAPPV6	✓	4.6173	6.4273
Windows Media Player	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	XENAPPV6	✓	45.9403	18.5573
Wordpad	ctx_logon_sim...	http://xendesk.org	citrix/ctxuser	XENAPPV6	✓	22.8455	18.6245

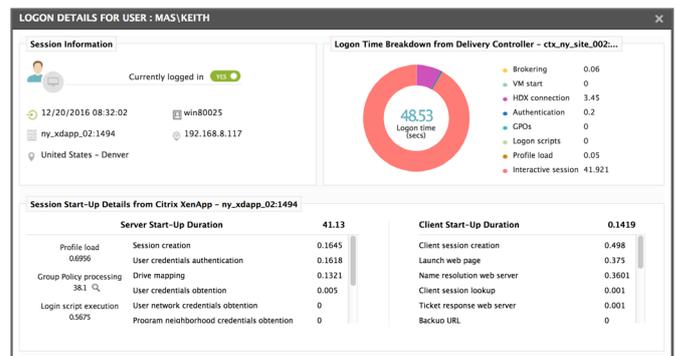
Identify & Solve Key Citrix Logon Problems

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

Real User Logon Monitoring

Complement Citrix logon simulation by monitoring real Citrix users as they logon to their Citrix 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 problem in Citrix or in the supporting infrastructure.



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

- Simulates the exact process that end-users go through during Citrix logon
- Helps baseline & compare logon performance across multiple locations
- Agentless and lightweight: Adds minimal overhead
- Tests if the entire Citrix delivery infrastructure works in concert to support user logon
- Automates alerts and accurately pinpoints logon issues
- Supports XenApp 6.x and 7.x, and XenDesktop 7.x
- 24x7 logon testing highlights issues before users notice
- Provides detailed application availability and logon metrics
- Complements eG Enterprise's real user Citrix logon monitoring

eG Enterprise Express is a FREE, SaaS version of eG Enterprise Logon Simulator for Citrix XenApp and XenDesktop.

START MONITORING LOGONS TODAY: www.eginnovations.com/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.

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