

# CITRIX MONITORING

PerformanceGuard is a unique and proven software solution for monitoring end-user performance for companies that uses Citrix.

### AN OFF-THE-SHELF SOLUTION FOR PROACTIVE MANAGEMENT OF CITRIX SYSTEM PERFORMANCE

The ability to manage end-user availability and quality of service on Citrix enables IT staff to proactively and strategically manage the IT function while making a positive impact on business performance. IT staff have access to consistent and objective measurements of application and network performance, making it easy to identify bottlenecks.

PerformanceGuard Citrix Monitoring delivers availability and application performance data, as well as application usage statistics for each end-user ICA session measured at the Citrix server. Using pre-defined baselines, alerts are triggered by application issues and performance bottlenecks and enables IT staff to quickly identify and proactively resolve these matters within the Citrix environment. By providing an accurate picture of service quality, PerformanceGuard also enables IT to be compliant with service level agreements (SLA).

PerformanceGuard audits essential aspects of a Citrix-based infrastructure and displays performance data in real-time - without influencing the results in any way. Performance issues related to configuration changes such as software updates and new applications are instantly detected and alerts are dispatched.

PerformanceGuard Citrix Monitoring enables IT staff to create an accurate picture of how each individual user experiences IT system services. PerformanceGuard Citrix Monitoring delivers both a real-time view and a historic perspective of performance data, which can be retrieved and presented in a variety of ways depending on the purpose, or exported to other system management tools.

### WHAT IT DOES

The PerformanceGuard Citrix Monitoring consists of an agent installed on Citrix servers, and a PerformanceGuard server, which collects data from the agents. This data consists of a range of essential counters about the connections between the Citrix servers and the ICA clients, services on the Citrix server itself and quality of service of application back-end servers.

With respect to the connection between the Citrix server and the connected ICA clients, PerformanceGuard Citrix Monitoring provides the following:

- Client Latency - quality of the connection between the server and the clients.
- Client Traffic Amount - load on the ICA connection.
- Citrix Login Time - time required for full desktop login.
- Citrix Session Startup Time - time required to establish an ICA session.
- Citrix Session Duration – total connection time.

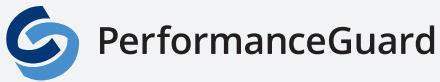
As to the Citrix server itself, the PerformanceGuard Citrix Monitoring measures a wide range of Windows performance counters e.g.:

- CPU Usage
- Memory Usage
- Disk Activity
- Network Traffic

These measurements are conducted both for the entire server and for individual processes.

Monitoring of application performance between the Citrix Server and an application server, the PerformanceGuard Citrix Monitoring offers a wide selection of counters e.g.:

- Response Time - how long the Citrix Server and the user must wait for a response from any given application server.

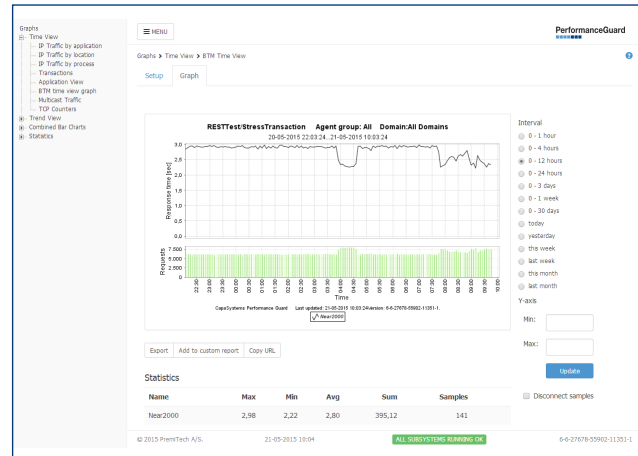


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- Data Load - the amount of data transmitted between the Citrix Server and the application server.

The administration and maintenance of the PerformanceGuard Citrix Monitoring is handled the same way as other configuration modifications of the PerformanceGuard system.

The PerformanceGuard Citrix Monitoring licensing is part of the standard PerformanceGuard licensing - however, for each Citrix Server it requires one license for the server itself plus one license for each concurrent ICA session on the server.



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