

SOLUTION BRIEF

AUTOSTEPS



Monitor the performance of business-critical systems from an end user perspective even when they are not working.

Today's infrastructure is complex and we know from experience that monitoring single components such as servers and network does not provide the full picture when we focus on the end user experience. PerformanceGuard allows you to gain quick insight into HOW or IF the end users are actually affected when your traditional monitoring tools report an issue with the infrastructure. You will even know if end users are affected by a situation that wasn't reported by your other tools. This becomes possible because PerformanceGuard monitors the end user experience WHEN it is being experienced from the same device being used. But what happens when your users go home after work? In this situation you are bound to rely on the information you get from all your traditional tools.

How can you tell whether end users can access for example a restored database if no real end users are accessing the system to let you know?

The end user experience can be measured synthetically 24/7 with PerformanceGuard AutoSteps. You can deploy AutoSteps across your organization's geography to test the performance and availability of your business-critical systems from all user locations. This way you can ensure that your systems are up and running when the end users get back to work. Monitoring your infrastructure with AutoSteps will provide nonbiased scheduled measurements perfectly suited for SLA agreements and KPI reports for C-level management reporting. AutoSteps is a versatile tool for any business who wants reliable data on end user performance all day, every day.



WHAT IT DOES

AutoSteps provides synthetic measurements by acting as an end user accessing business-critical systems and performing typical end user tasks. The response times and availability of the systems are reported back to PerformanceGuard where the data can be used to assess the overall performance of the system from an end user perspective. It notifies the right people if a system requires attention when it is needed. In the situation where this happens during out of office hours it will allow time to remedy the issue before the end user show up for work.

SIMPLE CONFIGURATION

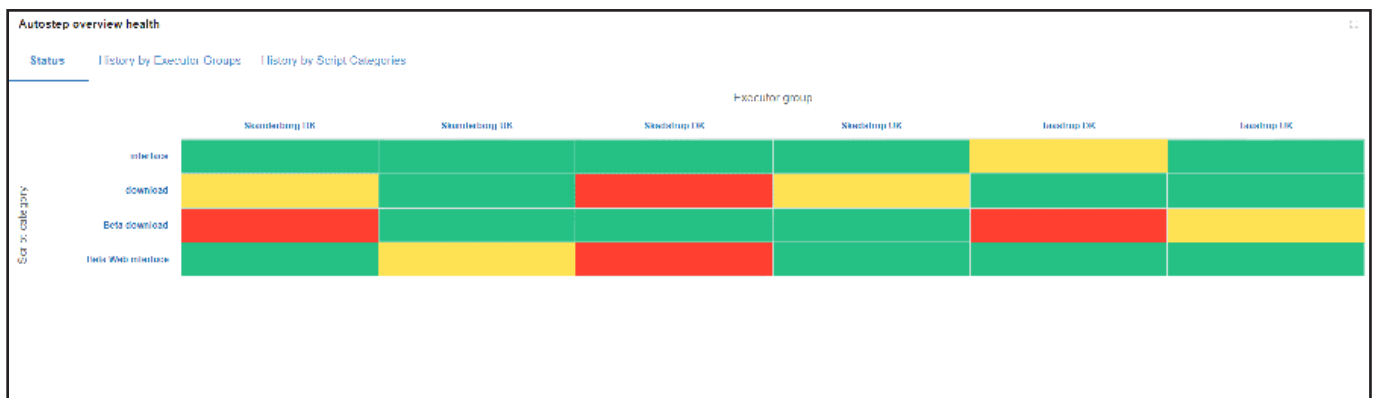
Setting up the synthetic tests are done in a few steps by creating a Job. A Job consists of a Script, an Executor Group and a Schedule. The Script defines the synthetic test and the Executor Group contains the AutoSteps computers that should run the test. The Schedule defines how often the test is performed. There is no manual distribution of scripts with AutoSteps to the computers performing the synthetic tests. This is because AutoSteps handles this automatically when the schedule defines that it is time to perform the test. The scripts are all stored in one place and any adjustment will thus take effect immediately after the change

EASY SCALING

The described automated features allow for very easy scaling. If an AutoSteps computer has been assigned many tests that run often, it may not have time to complete them all at the scheduled time. To accommodate this, all you have to do is install AutoSteps on a new computer and add this computer to the Executor Group and you are done - the load balancing of the tests is done automatically by AutoSteps.

AUTOSTEPS AND PERFORMANCEGUARD

AutoSteps is an add-on to the PerformanceGuard installation and is installed on computers where a PerformanceGuard Agent is already installed. In PerformanceGuard, computers with AutoSteps installed, are recognized and are now available for running synthetic measurements. It is recommended that only dedicated computers are used for performing synthetic tests with AutoSteps as the test will most often interact with the user desktop – if the test is running while an end user is working on the computer, the test may be disrupted by the end user and vice versa.



PERFORMANCEGUARD AUTOSTEPS REQUIREMENTS:

SERVER:

PerformanceGuard 7.3 or newer

Computer:

OS Versions supported:

- Windows 7 - 64-bit
- Windows 8/8.1 - 64 bit
- Windows 10 - 64 bit.

Software required:

- PerformanceGuard Agents 7.3 or newer
- Microsoft .NET 4.6.2 or newer

User:

AutoSteps requires a user name for running the scripts. This can be a local user on the computer or an Active Directory account. The user must be supplied during installation of AutoSteps.