



Goliath Performance Monitor Frequently Asked Questions: Citrix XenServer

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Legal Notices

Goliath Performance Monitor Frequently Asked Questions

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I. Introduction to Goliath Performance Monitor 11.5

Goliath Performance Monitor from Goliath Technologies is ushering in a new paradigm in managing the complexity in XenApp and XenDesktop environments. The solution has been architected based on the input from customers, technology and service provider partners like Citrix as well as integrators. We have listened to the difficulties they all have managing virtual desktop environments, specifically XenApp and XenDesktop, and the limited management tools available to them.

Goliath Performance Monitor 11.5 delivers significant proactive monitoring and troubleshooting enhancements for the users of Citrix XenApp and XenDesktop. The solution now gives greater clarity and understanding to IT professionals tasked with delivering end-user experiences through XenApp and XenDesktop, by enabling new drill down and correlation enhancements which link applications/user/server performance. XenApp and XenDesktop which allows quickly pinpoints points of failure, enables quick troubleshooting and delivers proactive remediation and alerting capabilities for the entire XenApp and XenDesktop environment – keeping virtual application and desktop sessions running smoothly without interruption.

II. Goliath Performance Monitor Evaluation License

Goliath Performance Monitor's Evaluation allows you to configure every aspect of the product without limitation including hypervisor integration, agent deployments, XenApp & XenDesktop integration, building custom dashboards, alerting, reporting, and more. The evaluation includes the following license allowances:

VMware/XenServer Hosts	10
Windows/Linux/XenApp/VDI Agents	100
Network Devices	5

If your evaluation and Proof of Concept process requires a different configuration than that which the licensing indicated herein allows for, please contact your account manager, or Goliath Sales or Support as follows for assistance with your query:

Sales:

eMail: sales@goliathtechnologies.com

Phone: 1-855-465-4284

Support:

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III. Frequently Asked Questions

Q: What versions of Citrix XenApp and XenDesktop are supported?

Goliath Performance Monitor supports Citrix XenApp 4.5 to 7.6 and XenDesktop 5.6 to 7.6

Q: How does Goliath Performance Monitor collect the data? WMI? Powershell? Agent?

Q: What type of load does Goliath Performance Monitor give?

Goliath Performance Monitor uses a combination of agent and agentless to retrieve information. The agent used is very light weight, it uses 0.1% CPU, 1.5 MB size on Disk, about 25 MB RAM / about 50 MB RAM on XenApp.

Q: Does Goliath Performance Monitor work well with antivirus?

Goliath Performance Monitor is coded in C++ and works nicely with all other software's without any problems.

Q: I saw that Goliath Performance Monitor is Gold Image Ready – can you go into further detail about this?

The Intelligent Agent can be installed into the Gold or Master Image for provisioned environments using Citrix PVS or MCS. No scripts, registry edits, machine GUID stripping, or image closing process is necessary after the install. The Intelligent Agent will automatically handle being provisioned and check in correctly after the VMs boot up from the image.

Q: I am on vSphere and XenCenter constantly, can Goliath Performance Monitor integrate into it?

Yes it does, we have a vCenter plugin so you can get all the information you want without having to go between two products.

Q: How can I use Goliath Performance Monitor for troubleshooting slow storage and freezing?

These types of issues are generally caused by Storage Latency conditions, which can be tracked by going to the Performance Graphs part of the product under the View tab, and then opening the Storage Performance for the hosts and VMs under XenServer and VMware. This data can also be picked up by the Dashboard heat map by clicking on the chart icon, and alerts can be sent to identify when high storage latency occurs.

Q: How does Goliath Performance Monitor compare to Citrix EdgeSight?

Goliath Performance Monitor actually compliments EdgeSight by capturing metrics about end user experience and correlating that with data from the physical environment and virtual infrastructure that EdgeSight doesn't capture. This prevents silos of visibility that make it difficult to identify and remediate performance issues.

Q: Can Goliath Performance Monitor replace Citrix EdgeSight?

A combination of Goliath Performance Monitor, Goliath Logon Simulator, and Goliath for Netscaler has the feature-set to replace Edgesight.

Q: How long does it take for the agent(s) to be deployed?

Q: Is there a limit to how many agented are deployed at a time?

There is no limit to the number of agents that can be deployed; each agent can be deployed in anywhere from 1-30 seconds depending on your network and where the agents is being pushed to (remote vs local servers).

Q: Does Goliath Performance Monitor have a tablet or phone application?

Goliath Performance Monitor can be accessed on mobile platforms without using an application.

Q: Can I get historical data even if an unexpected reboot of a Provisioned Citrix Server or VDI occurs?

Yes the Intelligent agent will capture information and send it back to the Goliath Server in real-time, including events relative to the crash or reboot for troubleshooting

Q: Does it report back in a multi-farm / multi-site configuration? Is it capable of handling that type of structure?

Yes, Goliath Performance Monitor supports multi-site, multi-farm configurations, even if they are across multiple domains, disparate subnets, and even different geographical locations.

Q: How do you use the End to End Connection report to dig deeper into the user experience?

The End-to-End Connection report allows admins to identify patterns of slow performance to the route, application, or endpoint from which a session took place to see if there is a trend in performance with any of those commonalities.

Q: I am not seeing session information on the XenApp/XenDesktop Sessions > Published Apps & Desktops Screen. What am I missing?

The problem could be one of two things:

a) The integration is not enabled. Here are the key steps to enable the integration:

- 1. Deploy the agent to one of your Data Collectors/XML Brokers*
- 2. From Configure > Inventory select the ZDC you deployed the agent to, and select edit at the bottom.*
- 3. Check the box to enable the XenApp inventory collection.*

b) If you followed the steps in the first time run wizard or the guide that takes you through that process, there may be some other condition occurring which is preventing the session data to appear such as:

- Windows Firewall – TCP Port 82 (default) should be allowed outbound to the MonitorIT server*
- If your architecture is on windows server 2012/R2 .Net 3.5 may be needed as .net 4.5 is not backward compatible.*

If you are still experiencing difficulty after checking both of those scenarios, please contact support at support@goliathtechnologies.com or submit at ticket at <http://goliathtechnologies.com/support/ticket/>

Q: How do I uninstall or remove agents?

You can uninstall agents by going to 'Configure' and then 'Inventory'. On the Inventory screen, select the Server/Workstation/VM with the agent you would like to uninstall and click the 'Delete' button at the bottom on the page. Once that is done log into the Server/Workstation/VM and delete the 'MonitorIT' folder located by default in the 'C:\Program Files' parent folder. The agent can also be uninstalled via command prompt, please contact support@goliathtechnologies.com for proper documentation.

Q: If XenServer adds a server to the Goliath Performance Monitor Inventory, is there a way to remove that server from showing up?

At this time, our customers move it into a group called 'Filtered-Out'; we will be adding a feature however that will allow you to exclude objects so we never bring them in. The problem with how the functionality works right now, is that if deleted, the product will "see" that the Citrix object exists in subsequent queries to XenCenter and will add it back in if deleted.

Q: In Goliath Performance Monitor, is there any way to find out the CPU Ready States from XenServer?

If you go to any of the VMs it trends CPU Ready State and there are also alerts that can be defined if it crosses a threshold. This can be accomplished by clicking on any of the chart icons next to a VM, as well as clicking on the App Server Performance from the XenApp Session Display.