



Goliath Performance Monitor Frequently Asked Questions: VMware

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I. Frequently Asked Questions

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: How am I notified when there is an alert?

Q: How quickly do I receive and alert?

All alerts are sent out in real time by email, text message, SMNP Trap, Syslog, TAP, and Beeper.

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 am on vSphere 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 does Goliath Performance Monitor detect and troubleshoot high ICA Latency?

Goliath Performance Monitor leverages its API integration to track, trend, and alert on session ICA Latency. This allows GPM to identify sessions with poor performance for troubleshooting purposes. GPM further provides troubleshooting capability by alerting when there is High ICA latency for a user, and allows a drill down inside the ICA protocol from the XenApp/XenDesktop session display to identify if a network, user behavior, or resource (CPU, Memory, Disk) issue is causing the delay.

Q: Can you get ICA Channel metrics for user sessions?

Yes, ICA Latency and ICA Channel utilization is broken down on a per user basis, per user session.

Q: Can I have detailed reports sent to me regularly?

Of course, with Goliath Performance Monitor you can have reports sent to you as often as you'd like.

Q: How do I manage the monitoring rules?

Q: What do the colors next to the monitoring rules mean?

The monitoring rules in Goliath Performance Monitor are color coded based on the rule severity so that users and administrators can assess the state of their environment at a quick glance. The colors range from green for green for normal, yellow for caution, red for critical and additional colors in between.

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: What do I do if I see an alert for a critical event?

You can open up the alert to view the alert description as well as additional notes. This information can then be used to troubleshoot the issue taking place or.

Q: How long does Goliath Performance Monitor keep historical data for?

Users can customize the setting for different events regarding historical data by going to the Settings tab and then Database Maintenance.

Q: If vCenter 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 VMware object exists in subsequent queries to vCenter and will add it back in if deleted.
