

# Citrix Monitoring on SCOM



## Citrix Management Pack by Teqwave

### Infrastructure and End-User Monitoring for Citrix VAD

The Citrix Management Pack extends Microsoft System Center Operations Manager (SCOM) by enabling administrators to manage, monitor, and troubleshoot Citrix environments in the context of business-critical applications and infrastructure.

The Management Pack monitors the availability and health of the Citrix infrastructure. It collects session and machine metrics, providing insight into Citrix performance and usage information.

- ✓ Infrastructure Monitoring
- ✓ Logon Process Monitoring
- ✓ User Session and Machine Monitoring
- ✓ StoreFront Monitoring
- ✓ License Server Monitoring
- ✓ Reporting and Analytics
- ✓ Microsoft SCOM Integration

# Management Pack for Citrix

## Features

### Discovery

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Auto-discovery and visualization of Citrix infrastructure components including Sites, Zones, Delivery Groups, Application groups, Applications, Delivery Controllers, and Hosting connections

### Logon Process Monitoring

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The Management Pack identifies users that have issues accessing their desktops or applications, giving you the ability to drill down to individual logon process phases.

### Infrastructure Monitoring

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Continuously monitor your critical Citrix configuration. Identify connectivity issues, high utilization, load, and availability problems.

### Session & Machine Monitoring

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Get insight into users logging in to the virtual desktops and applications. Identify users facing poor responsiveness. Investigate the performance history of each Desktop or Server OS machine.

# Management Pack for Citrix

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## Features

### **StoreFront Availability**

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Ensure that end-users can connect to StoreFront. Regularly verifies the connection.

### **License Server Monitoring**

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Monitors the license server's health. Notifies about license usage, over/under licensing, and expiration dates.

### **Reporting & Analytics**

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Extensive reports and analytics for user activity, application activity, resource consumption, system health, and licensing.

### **Advanced Dashboards**

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Dashboards help to quickly drill down into the root cause of a problem and speed up recovery processes.

### **Integrated**

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Native, and full Microsoft SCOM integration

# Management Pack for Citrix

## Benefits

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### Discovery

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The Topology View gives deep insights into the infrastructure and helps to understand the dependencies and impact of issues.

### Single Pane of Glass

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Manage and monitor the Citrix infrastructure via a single integrated console.

### Monitoring and Alerting

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Continuously monitor Citrix Sites, their components, and the end-user performance. The alerting information contains troubleshooting advice to help you fix issues faster.

### Advanced Analytics

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Integrated reports, graphs, and dashboards help to understand historical performance trends and predict future performance.

# Management Pack for Citrix

## Details

### **User Logon Performance & History**

The Management Pack monitors the performance of each end-user logon process and collects logon details, including individual logon phases such as Brokering Time, VM Start Time, HDX Connection Time, Authentication Time, Profile Load Time, GPOs Time, Logon Scripts Time, and Interactive Session Time.

### **Application Usage**

The Management Pack collects application usage details for each application. This helps you to understand which applications are being used most, how many users are using it, as well as the number of concurrent users, the number of distinct users, etc.

### **End-User Session Performance & Activity Details**

The Management Pack collects user activity and session details, including user session duration, applications, and desktops, CPU and memory usage, session bandwidth usage, roundtrip time, and end-point network latency, making the user experience visible.

# Management Pack for Citrix

## Details

### Historical Reporting and Analytics

When an end-user reports a performance issue from “last Friday”, a Citrix administrator must be able to determine which server was used at the time to start the application troubleshooting process. Access to historical data speeds up the diagnostics process. Moreover, it allows to perform usage trend analysis and reporting on logons and application usage.

The Management Pack saves performance and usage data for Citrix Virtual Apps & Desktops. It offers extensive user activity, application activity, resource consumption, system health, and licensing reports.

### Server OS and Desktop OS Performance

The Management Pack gives you insight into each Server and Desktop OS machine performance, CPU utilization, memory usage, network utilization, number of sessions, and the average user session latency.

# Management Pack for Citrix

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## Details

### **StoreFront Availability Monitoring**

It is crucial to ensure that the end-users can connect to StoreFront, get authenticated, and have access to applications and desktops. The Management Pack periodically checks if all configured Stores are available, and if users can connect and logon to StoreFront. It regularly verifies the connection to the backend servers and their response times to ensure they are fully operational.

### **Citrix License Server Monitoring**

Monitor the license server's health and get notified about license usage, over/under licensing, and expiration dates. If there are issues with licensing, none of the system components will work.

It is essential to be notified about unnormal license usage, plus monitoring the license server's overall health. The Management Pack will also help you with historical/trending and top usage reports.

# Management Pack for Citrix

## Licensing

### Licensing

The Citrix Management Pack is licensed on a per-user basis. The licensing models are available per named Citrix user, and per concurrent user.

### Software Support

Within the support time frame, customers will receive direct support from our support team, software updates, and free upgrades to the latest Teqwave software versions.

Permanent licenses require one year of support. Subscription licenses include support.

### Services

To help customers get a most effective set-up NiCE is offering remote installation assistance.

Remote professional services include installation and configuration, training, and custom application enhancements.



# Management Pack for Citrix

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Microsoft  
Partner

Gold Application Development  
Gold Datacenter



## FAQ

### **What SCOM version are supported?**

The Citrix Management Pack supports Microsoft SCOM 2016 and later.

### **What Citrix versions are supported?**

The Citrix Management Pack supports Citrix Virtual Apps and Desktops 7.15 LTSR and later

### **Do you provide custom services?**

Yes. Whenever you need a specialized tweak or enhancement to fit your environment best, NiCE will assist with professional Management Pack authoring services.

# Management Pack for Citrix

Microsoft  
Partner  


Gold Application Development  
Gold Datacenter

## Contact

### Get in touch for more information

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