

CA Unified Infrastructure Management for Citrix XenApp



At a Glance

CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) takes a multifaceted approach to managing a Citrix XenApp infrastructure. It insures administrators can get unified insight into all various technologies—including network, storage, web servers, Citrix components etc.—that impact the performance and availability of the Citrix services being delivered. The solution drills down to the individual user and session performance details, further assisting administrators in troubleshooting and determining root-cause analysis on an individual basis as well as simulating the user experience from different locations.

Key Benefits/Results

Unified monitoring. Single solution for monitoring all infrastructure components across network, storage, application, compute and user experience.

Fast problem resolution. Accelerate identification of failures and performance issues, optimize service levels, and add capacity based on facts.

Rapid time-to-value. Take advantage of pre-configured dashboards and templates based on best practices.

Key Features

Citrix XenApp application monitoring. Monitor critical services, processes and internal Citrix XenApp metrics with best practices templates and action-oriented dashboards to quickly identify issues and trends.

Monitor supporting Citrix components. Monitor additional supporting Citrix technologies, including Licensing Server, Provisioning Server (PVS), Web Interface Server, and XenDesktop to avoid impacting the performance the users experience with their Citrix XenApp application environment.

Multi-layer end-user experience monitoring. The solution tracks both how active sessions and users are doing in terms of ICA latency as well simulating a user and recording the performance across multiple locations.

Supporting infrastructure monitoring. Monitors all non-Citrix components as well, including physical + virtual servers, databases, applications, network devices and flow, storage and more—all within a single architecture.

Business Challenges

Citrix remote end-user computing solutions such as Citrix XenApp and Citrix XenDesktop have become standard solutions to address Mobility and BYOD initiatives. However, these environments add additional layers of complexity to application delivery and ensuring high service levels and rapid fault isolation requires a multi-faceted monitoring approach.

Delivering superior user experience. Applications delivered via a XenApp infrastructure are usually business critical and users expect the same level of application responsiveness and availability they are used to from locally installed applications.

Maintaining high service levels. Citrix XenApp serves as the delivering infrastructure for critical business services and can be a single-point of failure. A unified monitoring solution ensures fast problem resolution to identify root-cause(s) quickly versus a siloed approach.

Solution Overview

CA UIM for Citrix XenApp provides end-to-end monitoring of a Citrix XenApp environment by monitoring every layer of the infrastructure that can impact performance and availability. Through innovative dashboards and best practices it allows administrators to quickly answer questions around activities and issues related to:

- **Citrix XenApp servers:** CPU and memory usage; Processes and Services; Number of sessions and users; IMA traffic; and metrics related to potential bottlenecks inside of the XenApp application and supporting components such as XML Brokers, Zone Data Collectors, License, Profile and PVS Servers.
- **Supporting infrastructure:** Storage and network performance, Virtualization infrastructure, MS SQL Server, Web-Servers, and Active Directory.
- **End-user experience:** Real-time monitoring of individual user session and proactive simulated logon performance from multiple locations.

All these capabilities delivered as a single solution with customizable administrative dashboards, reports and service level monitoring.

Critical Differentiators

CA UIM uses a Message Bus Architecture as a core element that is streamlined, comprehensive and efficient. It enables all monitoring components to communicate with each other, without direct program-to-program connections and acts as an abstraction layer between the core system and the monitoring probes. This leads to significant improvements in reliability, scalability and development agility.

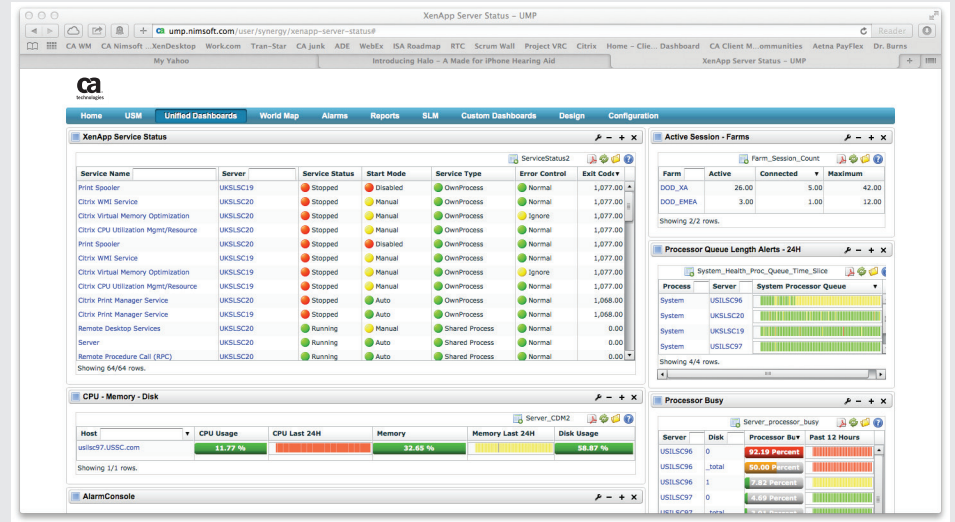
Unified views of the entire Citrix application delivery infrastructure:

Citrix XenApp can be a complex environment with several layers and dependent sub-systems. If you experience performance bottlenecks or failure in any of those supporting systems, it can be the root-cause of performance degradation experienced by users. CA UIM brings all these pieces into a cohesive view for alerting, troubleshooting, service level management etc.

End-to-end application monitoring.

While CA UIM provides complete monitoring for Citrix XenApp, this environment should not be managed as a silo. CA UIM allows monitoring of the extended application environment that is being delivered via Citrix XenApp, such as IBM WebSphere, RedHat JBoss, Oracle WebLogic or SAP etc.

CA UIM Dashboard for Citrix XenApp Server Performance and Availability



Broad monitoring integration: Monitoring plays a vital role in Citrix environments and is best utilized when fully integrated with existing systems and processes, including management, reporting, security and more. CA UIM platform offers flexible APIs and customization capabilities that enable organizations to maximize integration across all layers of monitoring, including data, message bus, operations and presentation layer. With CA UIM, event and threshold data can be shared through direct integration with SMS, email, service desk and CMDB applications. In addition, CA UIM features software development kits (SDKs) in several programming languages—including Perl, C/C++, VB/VB script, .NET and Lua—that enable efficient development of custom data collectors.

Related Products/Solutions

- **CA UIM for Citrix XenDesktop.** Providing complete monitoring for Citrix XenDesktop environments.
- **CA Cloud Service Management.**

For more information, please visit ca.com/uim

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