

CA Unified Infrastructure Management for Citrix



CA Unified Infrastructure Management (CA UIM, formerly CA Nimsoft Monitor) for Citrix gauges the availability and performance of Citrix applications from the end user's perspective—providing your team with a definitive picture of how they are really performing. CA UIM acts as a virtual user, exercising published applications and providing preemptive service level monitoring. With the solution, it's easy to remotely execute and measure the time required to open a Citrix ICA session, login to an application and conduct any transaction.

Key Benefits/Results

- Increased visibility accelerates problem identification and resolution.
- Monitoring from an end-user's perspective preempts reduced business productivity.
- Proactively notifies business service managers in advance of SLA compliance breaches.

Key Features

- End-to-end response time monitoring for Citrix published applications.
- Solution includes published application record/playback wizard.
- Supports raw *.ica files for data encryption/compression and more.
- Monitors multiple published applications from a single probe.
- Distributed probe deployment enables multi-point user perspectives.
- Numerous Citrix response reporting and notification options.

Business Challenges

Increasingly, Citrix solutions are being utilized to enable cost-effective and centrally controlled distribution of applications throughout a business environment. In this centralized model broad user populations are heavily dependent upon optimized service delivery to achieve business productivity goals. Given this business-critical reliance, Citrix application performance must be proactively monitored from the end-user's perspective.

Solution Overview

CA UIM for Citrix acts as a virtual user, exercising published applications with preemptive service level monitoring. CA UIM provides a comprehensive solution to improve the end user experience, from monitoring application response time at the desktop through monitoring the performance and availability of the entire IT infrastructure. CA UIM can give you a complete 360 degree view of business-critical services. All CA UIM information is correlated to business service dashboards and measured against pre-defined Service Level Agreements to warn you against SLA-threatening conditions.

CA UIM for Citrix is a rapidly deployed solution that requires minimal customization and administration.

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.

Response monitoring: The solution monitors Citrix availability and performance from the end-user's perspective by automatically and remotely performing the following sequence of Citrix transactions: Citrix ICA session open, application login, any series of Citrix-published application transactions can be performed, application log-out, and Citrix ICA session close. For each phase in this sequence end-to-end response times are measured, analyzed and displayed in intuitive CA UIM service level reports.

Response monitoring macro recorder: The solution offers a wizard-based macro recorder which captures application transactions commonly performed by end-users. A Citrix desktop or published application is launched within the recorder and exercised just the way an end user would. Completed application recordings are saved and imported into the CA UIM probe in preparation for remote distribution and interval-based execution.

Response monitoring probe: CA UIM for Citrix includes a response monitoring probe that is the vehicle for distributing application macro recordings to multiple remote locations. Once distributed, the probe executes the recorded application and performs transaction response monitoring according to defined monitoring profiles. The response monitoring probe alerts upon the following response times:

- ICA connect time
- ICA session login time
- Published application launch time
- Recorded application run time
- ICA session logoff time
- ICA session total time
- ICA ping time

Multi-point end-user experience

monitoring: The lightweight CA UIM probe and distributed architecture makes it possible to proactively view end-user service levels from strategic locations across a widespread Citrix deployment.

Multi-application monitoring from a single probe: To maximize your probe investment, a single CA UIM for Citrix response monitoring probe will support multiple monitoring profiles. Each profile within the probe is unique in the Citrix server it connects to, its published application and recorded transaction sequence, alarm thresholding, poll frequency and more.

Concurrent profile definition enables probe scalability: Probe scalability is enabled by running monitoring profiles concurrently—alarm notification is triggered when a user-defined profile limit is exceeded. Additionally, alarm notification occurs when a monitoring profile is still running when the next poll interval is scheduled to start.

Support for *.ica files enhances

functionality: CA UIM for Citrix provides support for raw *.ica files as an out-of-the-box feature. Supporting *.ica files introduces configuration options that enhance the probe's own inherent functionality, for example it allows for the implementation of encryption and compression to secure and optimize data transport. Additional *.ica file configuration options include: Citrix server IP address, timeout values, authentication information, published application to use and more.

Comprehensive reporting: For early awareness of degrading Citrix application service levels, CA UIM offers business service dashboards, performance trend

reports, SLA monitoring and reporting and remote notification options such as email, GMS/SMS, PDA, SNMP and more.

CA UIM for Citrix prerequisites:

The system hosting the CA UIM ICA response probe and CA UIM manager requires the following configuration:

- Microsoft .NET 2.0
- Citrix Access Client
- Access to a remote Citrix MetaFrame Presentation Server

Related Products/Solutions

In addition to the CA UIM for Citrix monitoring solution, application modules exist for MS Exchange, Lotus Notes, SAP R/3, WebSphere Application Server and other widely deployed applications. These are complemented by server platform solutions: Windows, UNIX, Linux, IBM Power Systems (formerly AS/400 and iSeries) and Novell Open Enterprise Server (formerly NetWare). Database solutions include: Oracle, DB/2, Sybase, Informix and MS SQL Server. Also included are solutions to enable full management of complex network infrastructures, including routers, switches, firewalls and more.

For more information, please visit ca.com/uim

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