

# HERMES SoftLab Citrix Presentation Server SMART Plug-In for HP Software



The HERMES SoftLab Citrix Presentation Server™ SMART Plug-in for HP Software, in combination with HP Software products, provides the first power-user grade management solution for Citrix Presentation Server environments.

## Challenges

Thin-client computing with Citrix brings important benefits to large corporations. However, companies still face significant challenges when it comes to managing this environment:

- User experience is extremely latency-sensitive, yet most diagnostic tools only measure bandwidth
- Corporate IT first-level support often finds it difficult to address Citrix-related issues
- Users perceive central application management as a significant loss of control, and thus expect even higher service levels than with conventional desktop deployments

By using this Smart Plug-in (SPI), the end user service level is no longer an emotion, but is instead a measured and managed core of business activity.

## Benefits

The most significant benefits this SPI delivers are:

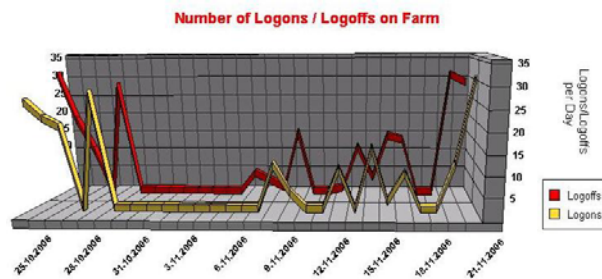
- **Non-stop availability:** Alerts and alarms measuring availability and performance of Citrix Presentation Server™, Web Interface for Citrix® Presentation Server, Secure Gateway for Citrix® Presentation Server, and Citrix® License Server are displayed, logged, and can even be linked to automatic email/paging alerts or automatic counteraction, such as rebooting or taking off-line. Logons can be throttled to prevent the black-hole effect in a farm.
- **Latency:** The source of this significant user experience problem can be confirmed and isolated to specific components as soon as the user logon process starts. Trending reports enable proactive solutions before users are impacted. No user/client side agents are required.
- **Scalability:** SPI for Citrix integrates with the HP Software family, which is itself designed for large corporate environments. Autodiscovery, Top 10 reports, and Mass Commands all simplify manageability as the Citrix environment increases.
- **End to end:** Citrix management within the HP Software environment covers back-end applications, network equipment, as well as full OS and hardware management. Databases, routers, SAP applications, and Citrix servers are all examples in the chain of service level delivery for an ERP system. The HP Software family of solutions automatically integrates the individual point solutions for each link into full end-to-end managed service.

## Key features

The SPI offers the following key features:

- Policies:
  - Monitors the availability of Presentation Server, License Server, and Secure Gateway
  - Monitors the user logon process on Presentation Servers and Web Interfaces
  - Throttle logons to prevent the 'black hole effect' in a Citrix farm
  - Monitor Citrix license use
  - Detect Data Store inconsistencies
  - Monitor session end-user latency and resource consumption
  - Detect Data Collector change in a zone
- Tools:
  - Mass disconnect/logoff/send message
    - All farm/zone/server/user sessions
  - Enable/disable/show status of logons
    - Farm/zone/server level
  - Start/stop/show status of Citrix services
  - User logon process details
- Service map:
  - Auto-discovered; displays dependencies between servers and published applications
  - Reflects impact of incidents (messages) on applications
- Reports and graphs
  - Top applications by CPU/Memory use
  - Top servers by session latency
  - Applications (number of concurrent users)
  - Sessions (logon/logoff activity, details)
  - Accounting (user and application scope)
  - Threshold Assistant (adjust policies to environment)
  - Licenses (utilization)
  - Logon process (duration)
  - Reports generated on farm and individual server level

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- Operating environments: Compatible with:
  - All Citrix Presentation Server 1.0 FR3/3.0/4.0/4.5 editions
  - Windows 2000/2003 Server family
  - HP Operations for Windows 7.21/7.50
  - HP Operations for UNIX 7.1x/8.1x/8.2x
  - HP Reporter 3.5/3.6
  - HP Performance Manager 5.0/6.0



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