

Monitoring Citrix Environments using HPE OMi

The Comtrade OMi Management Pack (MP) for Citrix is an availability and performance management solution that extends the end-to-end service monitoring capabilities of HPE OMi to include the Citrix infrastructure, applications and desktops. It fully integrates topology, health, and performance data into the OMi Operations Console, providing the operations overview across the Citrix XenApp/XenDesktop environment and enabling delivery of effective business service management. Citrix MP enables users to monitor, detect, troubleshoot, solve, and prevent problems occurring in networks, systems, and applications across the Citrix environment. It also provides alerts generated according to availability, performance, configuration or security situations that are identified.

- Discovery and visualization of the XenApp/XenDesktop, Storefront, Provisioning Services and License Server environment
- Health, availability and performance monitoring
- Monitoring of Citrix components and tasks
- Problem identification and resolution

Supported software versions

- HPE Operations Manager i for Linux 10.10, 10.12 IP1, 10.60
- HPE Operations Manager i for Windows 10.10, 10.12 IP1, 10.60
- HPE Operations Agent 12.00.078, 12.01.020, 12.02.008
- HPE Operations Bridge Reporter 10.01, 10.02
- Citrix XenApp/XenDesktop 7.x
- Citrix StoreFront 2.x and 3.x
- Citrix License Server 1.0, 2.0, 4.5, 11.11, 11.14
- Citrix Provisioning Services 7.x

From a technical perspective

Comtrade OMi MP for Citrix is installed on OMi management server and uses the HPE Operations Agent on the XenApp/XenDesktop Delivery Controllers, Storefront, Provisioning, and License Servers and machine agents to collect information. Machine agents collect information remotely from the Server OS and the Desktop OS machines, requiring no changes on those systems to get their health and performance details.

DISCOVERY AND VISUALIZATION

Automatic discovery and visualization of the Citrix Licence server, XenApp/XenDesktop, StoreFront environment and Provisioning Services using topology view and event, health and performance perspectives.

Centralized monitoring of the Citrix discovered hierarchies via the OMi Operations Console.

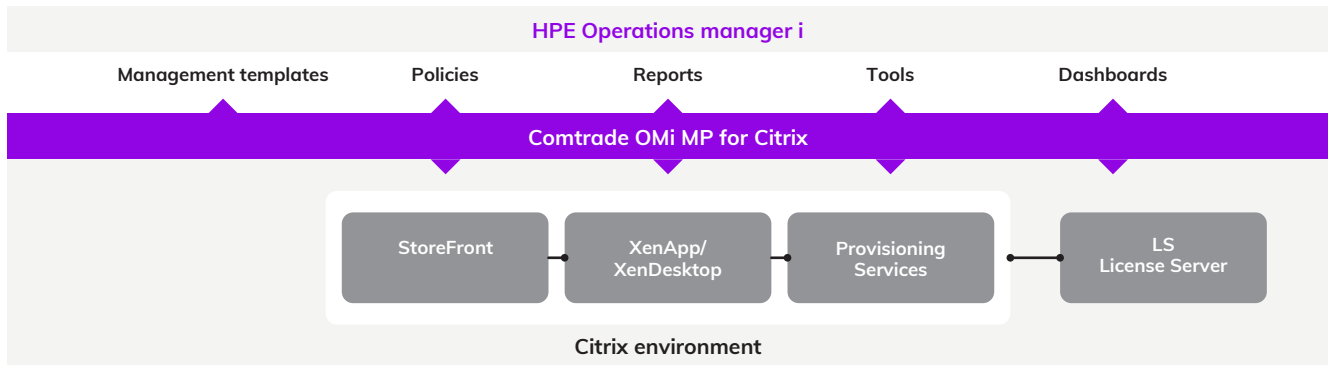
DASHBOARDS

Pre-defined dashboards give a quick overview of the health and performance of the key Citrix components

REPORTS & PERFORMANCE GRAPHS

Pre-defined reports and performance graphs allow you to see historical performance trends based on metrics associated with the monitored objects.

MP deployment in OMi



Early detection of performance issues

Detection of performance degradation before it affects end users. Though the use of automated synthetic transactions via StoreFront and the Delivery Controller backend, early detection of inability or slow access to the environment can be detected and corrected before end users are aware of a problem.

Monitoring the Desktop and Server OS Machines performance issues such as high CPU utilization or latency generate alerts to notify IT of possible performance degradation.



Monitoring of Citrix infrastructure

Early detection of issues in the Citrix infrastructure allows IT to address them quickly. The MP monitors the Citrix services and communication paths and generates notifications of any issues. This allows IT to resolve issues quickly to reduce outages or eliminate any performance issues.

Notification of any Desktop registration failures allows IT to make sure that the desktops are ready for business use when needed.



High level visualizations

Automated discovery enables topology views that provide a high level overview of the Citrix landscape and the ability to drill down to get to the root cause.



Fully integrated into OMi

This MP is fully integrated into the OMi environment, enabling the use of the Run-time Service Model Views, pre-defined Graph templates and performance dashboards. Additionally pre-defined reports are available for HPE Operations Bridge Reporter.