

eG Enterprise offers a single pane of glass view of your Citrix XenApp, XenServer, and XenDesktop deployments.

eG Enterprise analyzes the metrics from every tier of the virtual desktop infrastructure in real-time and compares the metrics with automatically generated baselines to determine the problem areas. A patented automatic root-cause diagnosis engine analyzes the problem areas and based on inter-application dependencies, accurately points administrators to the layer where the problem actually originated – this keeps the help desk focused on the problem source rather than the problem effects. The root-cause, once identified, is instantly intimated to the administrator via the eG monitoring console, email, SMS, or pager, thereby compelling the user to quickly initiate corrective measures. Faster problem resolution ensures a high uptime for the virtual desktop service.

eG Enterprise also offers a wealth of reports that are critical as administrators look to scale their VDI deployments. By analyzing the resource usage levels with load, administrators can determine how the infrastructure needs to be sized for future rollouts. Analysis of peak usage times, identification of top resource consuming users, load analysis across tiers, etc., can all be done using eG Enterprise’s web-based reporting capability.

What the eG XenDesktop Monitor Reveals?

Citrix XenApp Technology	<ul style="list-style-type: none"> Is the IMA communication between the DDC and the other servers in the farm (i.e., other DDCs/ the License server/ data store) working properly? Is the DDC able to connect to the data store?
VM Platforms	<ul style="list-style-type: none"> Is the DDC able to communicate with the virtualization platform? Are any hosts unavailable in a desktop group? Which are the unavailable hosts and which group do they belong to?
Desktop Groups	<ul style="list-style-type: none"> How many desktops exist within a group? On which hosting infrastructure are these virtual desktops operating? How many more desktops on the hosting infrastructure are yet to be allocated to a desktop group? Are there any powered off desktops within a desktop group? Which desktops in a group are currently in use and which users are logged in to these desktops? Are there idle desktops within a group? Does any group have desktops that are currently in an 'Unknown' power state?
Desktop Controllers	<ul style="list-style-type: none"> Is the DDC healthy or have the log files captured any critical errors/warnings? Is the DDC accessible? If so, how quickly is the DDC responding to requests? Which users have administrator rights to the DDC?
DDC Farm	<ul style="list-style-type: none"> How many DDCs are in the farm? Which ones are these? How many desktop groups have been configured on the farm? How many of the desktop groups are currently unavailable? Which farms do they belong to? Is the license server currently available and accessible to the DDC?
Virtual Desktops	<ul style="list-style-type: none"> Is the Citrix virtual desktop agent unavailable? Is any virtual desktop in the maintenance mode currently? Is any virtual desktop disabled? Is any virtual desktop unavailable? Is any virtual desktop currently in an 'Unknown' power state? Are many virtual desktop sessions logging out suddenly? Is any virtual desktop unregistered?

About eG Innovations

eG Innovations, Inc. (www.eginnovations.com) is a global provider of performance monitoring and triage solutions for both virtual and physical IT infrastructures. The company’s patented technologies provide proactive monitoring of every layer of every tier in the infrastructure, thereby enabling rapid diagnosis and recovery in enterprise and service provider networks. By ensuring high availability and optimum performance of mission-critical business services, eG Innovations’ solutions help enhance customers’ competitive positioning, lower operational costs and optimize the performance of their infrastructures. The company’s eG VM Monitor™ has won several industry awards including the “**Best of VMworld 2008**” in the Application and Infrastructure Management category and Readers Choice Awards from VirtualizationAdmin.com and Virtualization Journal.

For more information
info@eginnovations.com
www.eginnovations.com

