The Citrix EdgeSight™ product line extends and improves IT management capabilities, enabling enterprises to monitor, measure and optimize all aspects of application performance — for any application and any user in any location. Delivering superior visibility to performance from the user perspective across all applications and application delivery methods, Citrix EdgeSight enables IT managers to proactively monitor application availability; rapidly identify problem source and resolve performance issues; and intelligently plan and optimize capacity.

Available as EdgeSight for Presentation Server™ and EdgeSight for Endpoints™, the Citrix EdgeSight product line provides you with the ability to manage application performance and availability where it counts most — at the business-user level.
Incorporating Citrix Presentation Server™-specific performance metrics, Citrix EdgeSight provides comprehensive, end-to-end performance management for Presentation Server environments. From the instant the user launches an application, EdgeSight for Presentation Server provides critical performance information enabling both session-level visibility for real-time alerting and problem resolution, and server-centric analysis for performance and capacity management. These unique capabilities enable IT administrators and support staff to:

- **Monitor and measure actual end-user experience** — Presentation Server administrators have real-time visibility to session-level performance and can address potential performance issues before users are impacted.

- **Identify and diagnose slow login issues** — EdgeSight monitors the Presentation Server login process providing visibility into key metrics such as profile load time, login script execution and security authentication.

- **Assess your application delivery environment’s status at a glance with the new alert and dashboard views** — Identify those users, machines and applications most heavily impacted by performance problems for fast prioritization of crucial resources.

- **Diagnose application performance problems in real time** — The support organization can immediately locate the applicable server and analyze highly detailed session-level data to isolate and resolve performance problems.

- **Analyze system resources for improved capacity management** — System planners can understand and trend Presentation Server resource consumption based on the number of active user sessions and applications on each server to ensure future capacity requirements are met.

**Technology Innovation**

Citrix EdgeSight for Presentation Server delivers an innovative approach to improving performance for Citrix applications and environments. Unique visibility into Presentation Server enables this solution to monitor and measure key processes such as the user login and the performance of Citrix® ICA® communications. The self-configuring, non-intrusive, server-side agent collects Citrix-specific performance metrics, including session-level data as well as application, system and network performance data. The patented distributed processing technology and local data storage eliminate unnecessary network traffic and ensure highly granular data is available to isolate the source of reported problems. A central server collects agent data for analysis and provides centralized configuration and administration. Reporting is based on Microsoft® Reporting Services; it includes a standard set of high-level and detailed reports as well as the ability to easily create custom reports to meet specific business requirements.
REAL-TIME VISIBILITY AND HISTORICAL ANALYSIS

Citrix EdgeSight for Presentation Server monitors individual Citrix ICA sessions, as well as total and per-session system resources and application and network performance. Real-time alerting provides immediate notification when performance thresholds are crossed. The alert includes the historical context leading up to the problem, enabling rapid root-cause identification and resolution. Historical analysis of this data identifies performance trends, eliminating guesswork and greatly improving capacity planning capabilities. As users or applications increase, resource consumption can be analyzed to determine optimum capacity per server. Additionally, reports highlight top performance problems by user, such as memory by session, latency by session, and log-in time.

KEY FEATURES

Citrix Presentation Server Integration — breaks down the login in process into more than 30 unique steps enabling fast identification of issues such as authentication, client download, login script execution and profile load time

Alert and Dashboard Views — at-a-glance status of your application delivery performance through a real-time view of the most heavily impacted users, applications and machines

User Session Data and Analysis — captures session-level performance metrics, providing a detailed understanding of application performance as experienced by the end user and enabling faster problem identification and resolution

Real-time Performance Alerts — performance threshold alerts are easily configurable and notify Presentation Server administrators and support personnel ahead of an impending performance problem. Event-driven alerts include application crashes or hangs, and network, host or client unavailability.

Single, Real-time View of Client and Server-side Performance — provides a simultaneous and real-time view of server and client performance for any given user session, eliminating finger-pointing on the source of the problem

Application Usage — automatically collects application usage information for every application and user, providing detailed reports on usage over any given time period

Network Connection Data — monitors back-end connections between Presentation Servers and application and/or database servers. Measurements include network latency, delay and volume per user session. Understanding network and back-end server performance is critical to pinpointing the true source of performance problems.

Management Console and Service Desk Integration — readily integrates with industry-standard system management consoles, such as HP OpenView, IBM Tivoli Event Console and Microsoft® MOM 2005, as well as service desk applications such as BMC Magic and Remedy Service Desk

KEY CITRIX-SPECIFIC METRICS

• Client log-in — times for the individual processes for a login to complete
• ICA roundtrip — time taken for the ICA information to travel from client to server and back
• Application crashes, errors and hangs — application performance on the Citrix server
• Memory — total, per user session and per process
• CPU — total, per user session, and per process
• Session duration — the length of time a user is logged into a Citrix server
• Active and inactive session counts — the number of logged-in user sessions on a given Citrix server
• ICA user session latency — the latency between the ICA client and Citrix server

KEY SERVER METRICS

• System memory, CPU, and disk
• Page faults — measurement of page faults per second
• Network round-trip time, latency and volume — back-end performance measurements by user session
Citrix Application Delivery Infrastructure
Deliver Any Application to Any User with the Best Performance, Security, Cost and Agility

Citrix® NetScaler® for delivering Web-based applications — Optimize all web applications with an integrated networking solution that accelerates performance, improves security, and substantially reduces load on servers.

Citrix Presentation Server™ for delivering Windows-based Applications — Save millions in management costs and eliminate data security risks by installing all Windows applications in the datacenter and virtualizing or streaming them to end users over the network.

Citrix Desktop Server™ for delivering desktops — Reduce the cost, management and security risk of desktop computing by delivering Windows desktops virtually from the datacenter in a way that actually improves the end user experience.

Citrix Access Gateway™ for enabling secure application access — Provide a secure single point of access to all applications that automatically customizes access policies based on user scenarios.

Citrix WANScaler™ for accelerating applications to branch users — Instantly improve the performance of applications delivered over the wide area network while reducing bandwidth by up to 75%.

Citrix EdgeSight™ for monitoring end user experience — Ensure applications are meeting business metrics at all times by monitoring performance from the user’s perspective.