

Goliath Application Availability Monitor

Technology Overview

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Introduction

The Goliath Application Availability Monitor is an industry-first software that provides organizations of all sizes with an early warning system, alerting IT administrators of access and performance issues with business-critical applications before their end users ever attempt to logon.

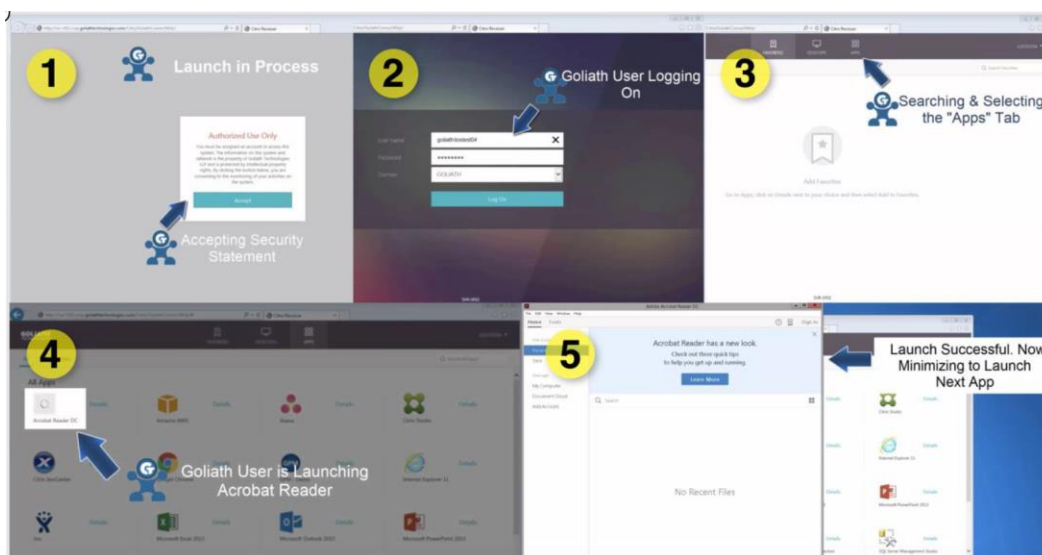
IT professionals everywhere can now receive customizable alert notifications and warnings directing them to the exact failure points in the workflow for desktop virtualization platforms like Citrix, VMware or RDS. In order to proactively monitor Citrix XenApp & Xen Desktop, VMware Horizon View and Microsoft RDS effectively, the Application Availability Monitor must verify application availability and that the entire delivery infrastructure and workflow is executing properly. This is all made possible by the Goliath Virtual User – a small footprint technology that automates the process of logging on to Citrix/VMware Horizon/RDS to confirm application availability, and that the workflow is operating properly. The Goliath Virtual User is deployed on premises or remotely (wherever end users are located), automatically logs on like a real user to confirm applications will launch and is configured exactly like a real user with the same permissions within Active Directory.

For the first time, IT professionals can be proactively alerted to common application availability issues instead of reacting after end users open support tickets.

Below is a depiction of the Goliath Virtual User in action – automatically initiating a connection to the application and in doing so confirming that the entire application delivery infrastructure and workflow are working properly to launch applications:

Common Application Availability Issues

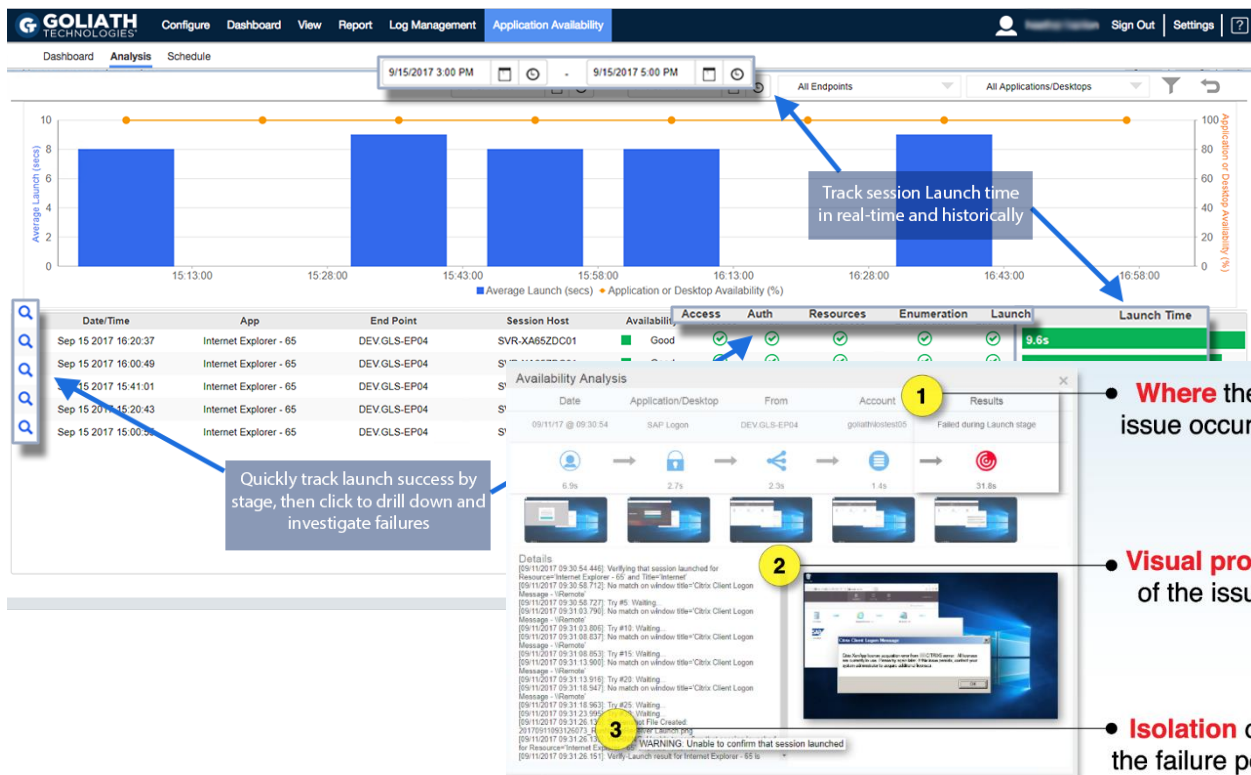
- Networks Not Available Issues in the Desktop Virtualization Delivery infrastructure
 - Citrix: ICA, NetScaler, StoreFront, XenApp, XenDesktop, VDI Sessions
 - VMware Horizon: Load Balancer, Connection Server & Composer, vCenter Server, Virtual Desktop Pools, RDSH Pools
 - Microsoft RDS: RD Gateway, RD Web Access, RD Session Host, RD Virtualization Host
 - Back-end Systems: Active Directory, SQL, License Servers, Profile Servers
- Virtualized Desktops or Applications
- Applications Not Enumerating
- Application or Desktop Launch Failure
- Slow Application Launch Times



Step-by-Step Screenshot Analysis

At each phase of the logon process for Citrix XenApp/XenDesktop, VMware Horizon View or Microsoft RDS, the Application Availability Monitor takes a screenshot to provide visual evidence and objective proof of logon success or logon failure. This allows IT administrators to see the potential impact that typically elusive items like disclaimers, error messages, secondary authentication and multiple launch sequences may have on the outcomes of the logon process. This also provides objective evidence of the root cause of the logon issue that can be shared with management, vendors and counterparts to end finger-pointing and put permanent fix actions in place.

As illustrated below, you can quickly drill down to investigate failures right from the Application Availability dashboard by clicking on the magnifying glass. In just three steps, you can then see where the logon issues occurred during the logon process and what the issue was:



- **Where** the issue occurred
- **Visual proof** of the issue
- **Isolation** of the failure point

1. In this case, failure occurred at the launch stage (marked by the '1')
2. The screenshot (2) proves that the application failed to launch and shows the root cause of the Citrix workflow and application launch failure as being the result of a licensing problem.
3. By navigating to the "Details" or "Analytics" section (3), we can see that the launch failed at the point of verifying that Internet Explorer launched.

Scheduling and Automation

Unlike other technologies, the Goliath Application Availability Monitor has built-in logon scheduling functionality. This provides an easy-to-use, templated approach to constructing launch sequences. This gets you scheduled in minutes – not hours – without the need for custom scripting or recording sequences. The Application Availability Monitor can be scheduled to run automatically and continuously across multiple applications, determining logon performance across different locations and/or different types of users as needed. For example, it can run throughout the day so your IT staff will know immediately if there is a problem and at which stage of the process the problem is occurring. Launches can be scheduled to execute, for example, before doctors or nurses start their shift so that healthcare IT can be alerted to issues before these end users feel the impact of an application/desktop performance issue.

Easy to use forms are available to facilitate creation, with no scripting required

Endpoint	Name	User	App/Desktop
DEV-GLS-EP04	GAAM - TEST #1 - SS	goliath/lostest05	Internet Explorer - 65
DEV-GLS-EP03	GAAM - Test #2 - no SS	goliath/lostest04	Internet Explorer - 65
DEV-GLS-EP03	Google Chrome	goliath/lostest05	Google Chrome
DEV-GLS-EP03	Test2	user	appName

Max Run Time

Max Run Time	User Account
255 seconds	goliathik
1440 seconds	goliathik
255 seconds	goliathik
195 seconds	us

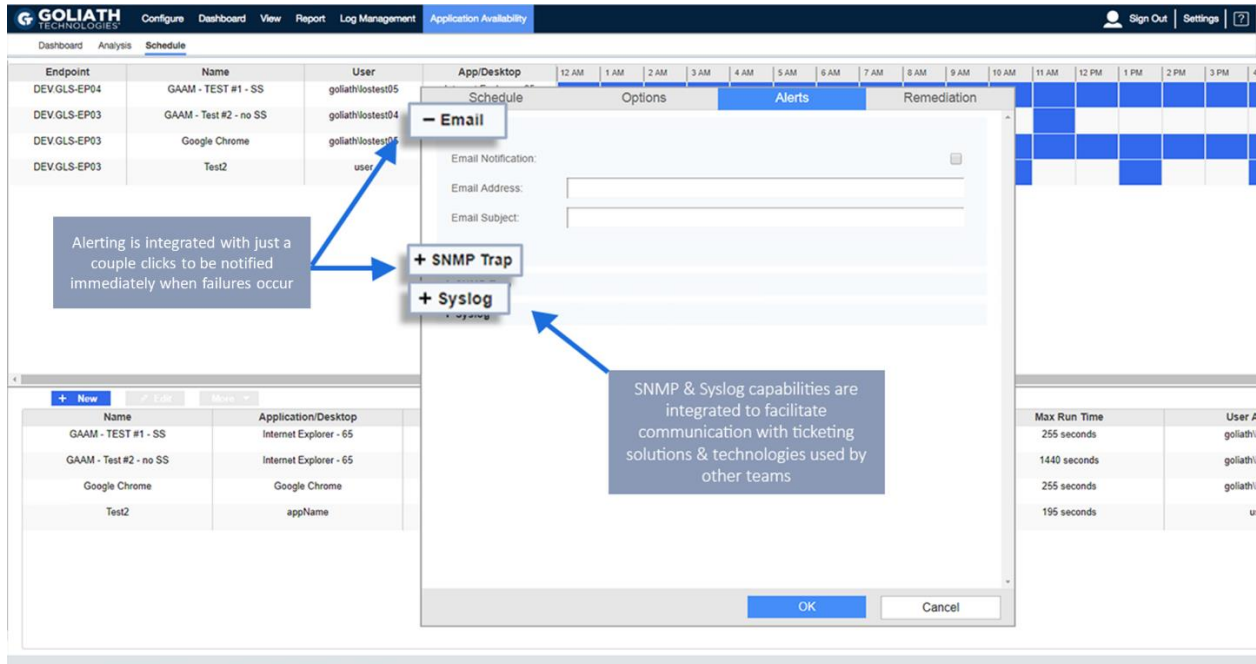
Easily schedule launches, then plot how they are getting scheduled and optimize launch frequency using the schedule display

Name	Application/Desktop	End Point	Frequency	Next Run Time	Max Run Time	User Account	Status
GAAM - TEST #1 - SS	Internet Explorer - 65	DEV-GLS-EP04	10 Minutes	Sep 19 2017 09:20:00	255 seconds	goliath/lostest05	
GAAM - Test #2 - no SS	Internet Explorer - 65	DEV-GLS-EP03	1 Day	Suspended	1440 seconds	goliath/lostest04	
Google Chrome	Google Chrome	DEV-GLS-EP03	10 Minutes	Sep 19 2017 09:20:00	255 seconds	goliath/lostest05	
Test2	appName	DEV-GLS-EP03	3 Hours	Suspended	195 seconds	user	

Alert Notifications

The Application Availability Monitor provides the ability to have alert notifications sent immediately if a workflow validation fails by email, SNMP, SYSLOG, or to the customer's ticketing or enterprise monitoring solution. This allows critical uptime and availability information to be delivered prior to end users knowing there is a problem.

Below is an example of the alert notification feature within the scheduling display:



The screenshot displays the 'Application Availability' section of the GOLIATH TECHNOLOGIES interface. A modal window titled '- Email' is open, showing fields for 'Email Notification', 'Email Address', and 'Email Subject'. Below these fields are buttons for '+ SNMP Trap' and '+ Syslog'. A callout box on the left states: 'Alerting is integrated with just a couple clicks to be notified immediately when failures occur'. Another callout box on the right states: 'SNMP & Syslog capabilities are integrated to facilitate communication with ticketing solutions & technologies used by other teams'. The background shows a schedule grid and a table of endpoints.

Endpoint	Name	User
DEVGLS-EP04	GAAM - TEST #1 - SS	goliath\lostest05
DEVGLS-EP03	GAAM - Test #2 - no SS	goliath\lostest04
DEVGLS-EP03	Google Chrome	goliath\lostest05
DEVGLS-EP03	Test2	user

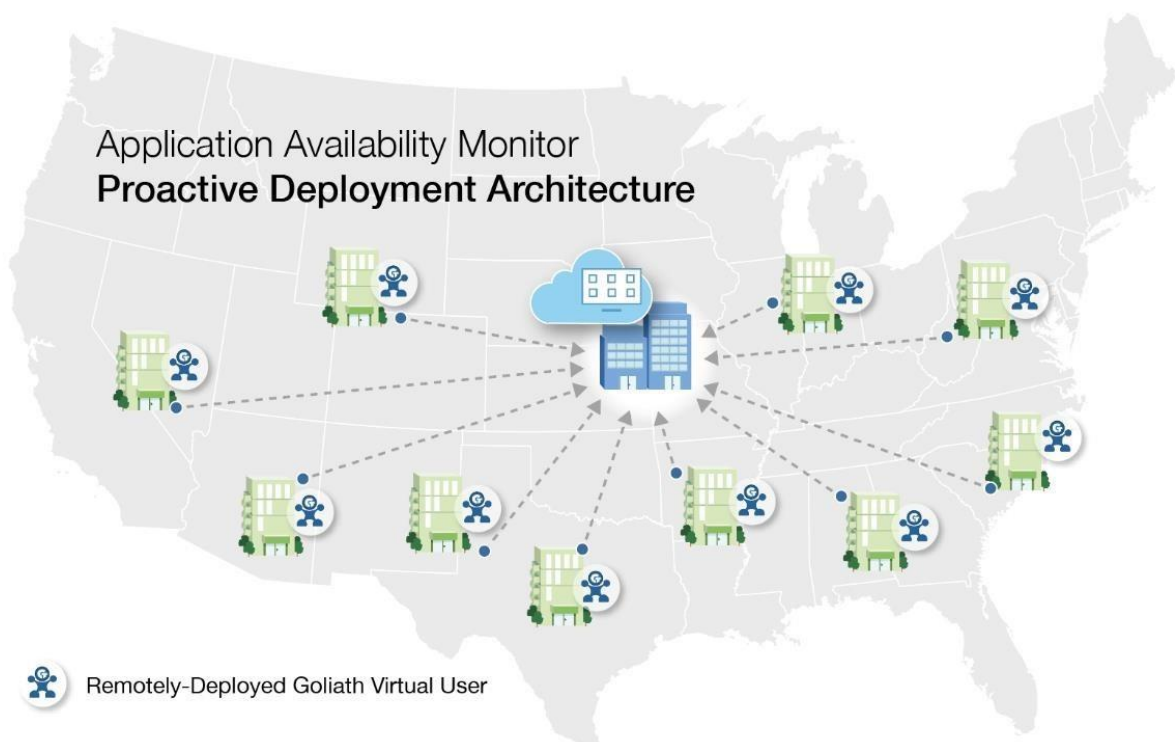
Name	Application/Desktop
GAAM - TEST #1 - SS	Internet Explorer - 65
GAAM - Test #2 - no SS	Internet Explorer - 65
Google Chrome	Google Chrome
Test2	appName

Max Run Time	User #
255 seconds	goliath\l
1440 seconds	goliath\l
255 seconds	goliath\l
195 seconds	ur

Deployment

The Application Availability Monitor can be deployed however you desire. You can deploy it on-premises or in the cloud to identify individual, site or geographic application availability issues. Because the logon attempts can be scheduled and remotely deployed, it can be strategically positioned at the location users sign in from to provide visual proof regarding logon success, logon failure or logon slowness from the user's unique access location. This way, IT admins can diagnose whether issues are location-specific or global in nature, providing the help desk with relevant data regarding availability and performance.

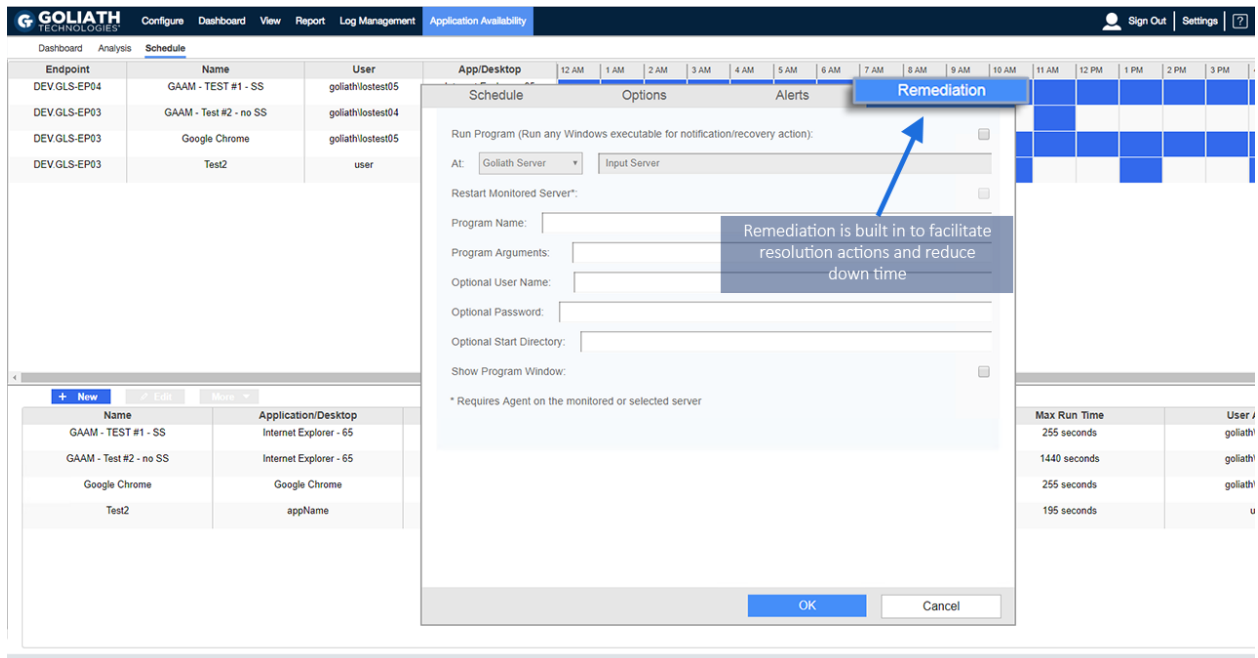
This is an illustration of how a deployment is configured for ten remote locations that log on daily to centralized applications hosted in the internal cloud.



Remediation

The Goliath Application Availability Monitor also includes an integrated remediation engine. The remediation engine is customizable; however, it comes with a comprehensive list of prebuilt rules geared toward quick, automated resolution and prevention of further issues or complications. For example, a XenApp server could be set into maintenance mode to prevent future failed logon attempts, or key dependencies on role servers could be checked to automate the investigation process.

Below is a screenshot of the remediation feature within the scheduling display:



The screenshot shows the Goliath Application Availability Monitor interface. The main window displays a schedule grid with columns for time slots from 12 AM to 3 PM. A modal window is open for configuring a remediation action. The modal has tabs for 'Schedule', 'Options', 'Alerts', and 'Remediation'. The 'Remediation' tab is active, showing fields for 'Run Program', 'At', 'Restart Monitored Server*', 'Program Name', 'Program Arguments', 'Optional User Name', 'Optional Password', 'Optional Start Directory', and 'Show Program Window'. A callout box points to the 'Remediation' tab with the text: 'Remediation is built in to facilitate resolution actions and reduce down time'. Below the modal, there is a table with columns 'Name' and 'Application/Desktop'.

Name	Application/Desktop
GAAM - TEST #1 - SS	Internet Explorer - 65
GAAM - Test #2 - no SS	Internet Explorer - 65
Google Chrome	Google Chrome
Test2	appName

Integration with Goliath Performance Monitor

The Goliath Application Availability Monitor is also fully integrated into the Goliath Performance Monitor. As a result, IT professionals not only can identify application availability issues, but also the root cause. Other technologies called “logon simulators” may be able to simply ‘identify’ a logon failure, but without full integration into an enterprise monitoring product, there is no way of identifying why a performance issue occurred. If applications are being monitored individually, they are being gauged separately and may look fine. It is only when executing the fully integrated launch process by multiple users – including remote access, application/desktop availability and the delivery infrastructure – that you not only trigger issues but see contextual, objective evidence of the actual location and root cause of these issues.

Summary

Goliath’s Application Availability Monitor is the only solution available today that proactively gauges logon performance by canvassing the entire delivery infrastructure exactly as an end user would use it. The Goliath Virtual User can do this over the same network using the same profile permissions/setup as the actual end user. The result is an advanced warning system that accurately reports issues-empowering administrators to identify and resolve end user experience issues related to logon initiation and logon duration before productivity is hindered.

The Application Availability Monitor technology can deliver these capabilities through proactive, real-time, threshold-based alerts, the live dashboard, detailed drilldowns/screenshots for logon process analysis and rich historical reporting. Those features, combined with a fast and simple process for deployment, configuration and operation allow organizations to preemptively identify issues before users are impacted. It also enables them to identify where the issue is occurring, pinpoint the root cause and collaborate toward resolution faster than ever before.

**To see how Goliath can help you proactively
improve end user experience:**

Register for a Demo:

<https://goliathtechnologies.com/goliath-application-availability-monitor/>

Send us an Email: techinfo@goliathtechnologies.com

Give us a Call: 1 (855) 465-4284