# ControlUp for Citrix XenDesktop

One of the key objectives of any Citrix admin is to deliver virtual desktops that are healthy, stable and fine-tuned to your end-users and provide them with the best end-user experience possible. By using ControlUp you can simplify the process of solving some of the unique management, monitoring and troubleshooting challenges that exist in any XenDesktop infrastructure.

Troubleshooting Storage Performance Issues

High IOPS usage on multiple XenDesktop VMs or high Datastore latency can affect the performance of the entire VDI infrastructure and cause poor user experience. Solutions like PVS based images with write cache to RAM or flash based storage solutions help reduce IOPS related issues but operations like user profile load or image replication are still susceptible to storage performance issues.

XenDesktop admins quickly spot storage performance issues across multiple layers, from the physical hosts and Datastores all the way to specific user sessions and processes with ControlUp's dashboard. The detection of root cause issues is accelerated by easily correlating performance metrics in real-time.
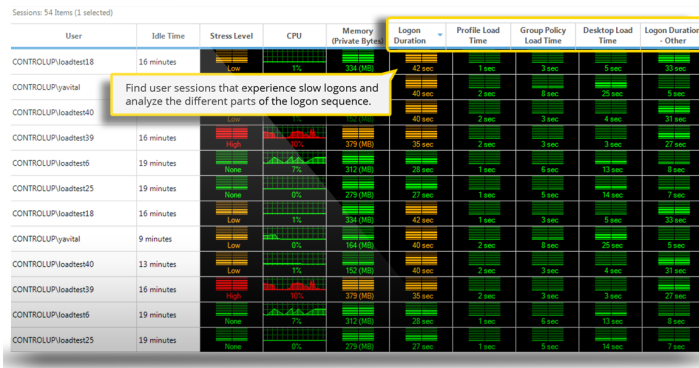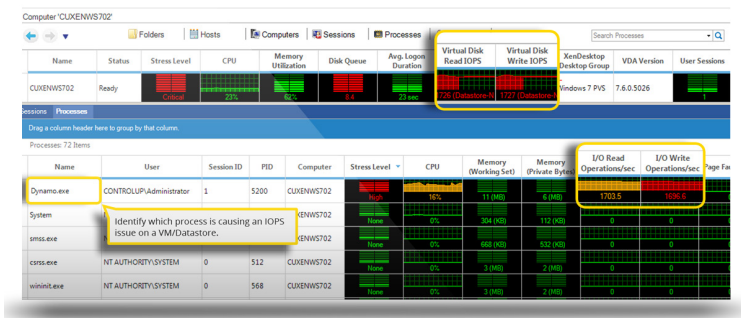
End-User Experience Monitoring

Ensuring an excellent end-user experience is a key objective for any Citrix admin managing a XenDesktop infrastructure. Issues such as slow logon times and application launches can have a dramatic effect on the end-user experience and need to be resolved quickly to avoid frustration.

By alerting the Citrix team when defined metrics cross their thresholds, ControlUp provides early detection of issues that might affect the end-user experience. One such example is sending an alert via e-mail or push notifications when there are slow user logons. Once detected, the real-time views can help troubleshoot the issue by displaying a breakdown of the logon process into major phases such as User Profile, Group Policy, and Desktop Load times.

Troubleshooting VDA Registration Issues

The VDA registration process is quite complex and involves a lot of prerequisites both from the DDC and the VDA standpoints. A standard troubleshooting process includes reading multiple logs, comparing registry keys from registered and unregistered VDAs and restarting services on the relevant DDCs and VDA endpoints.

ControlUp enables XenDesktop admins to quickly compare the Windows configuration between a registered and unregistered VDA, access logs from multiple computers and restart services from a central location. The ControlUp Controllers pane helps isolate the root cause of the failed registration and verify the issue is resolved.
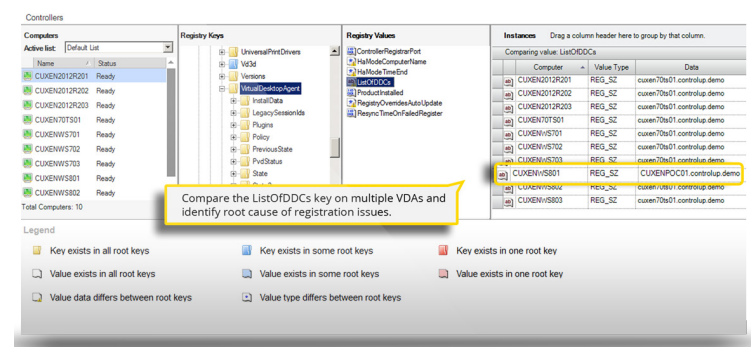
Supporting End-Users

Whether you troubleshoot an application issue inside a user session, need to send a message to users in a remote branch or log users off from a specific desktop catalog in order to complete an image update, interaction with end-users is a common routine for any Citrix admin.

Besides basic user actions like 'Logoff' and 'Send Message', ControlUp includes a rich array of contextual management actions that enable efficient troubleshooting of end-user related issues. For example, the 'Kill Policy' user action temporarily removes Group Policy restrictions that lockdown the user desktop, thus enabling a quick way to change settings and run commands inside a restricted user session.
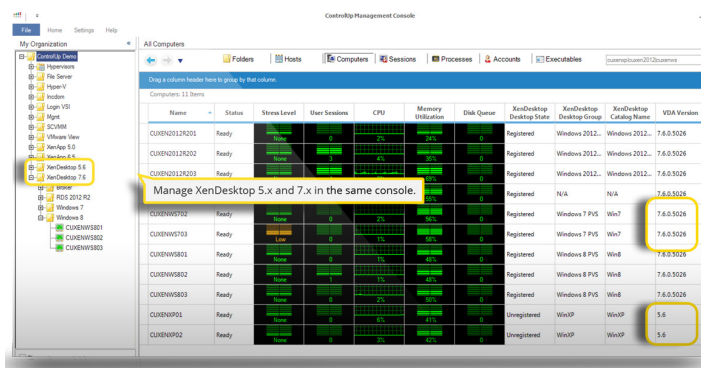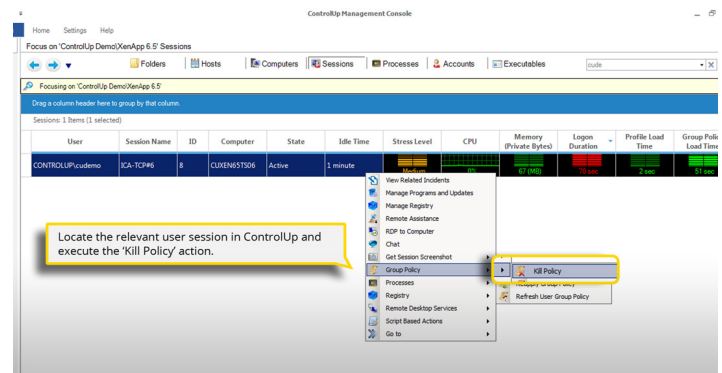
Managing Multiple Sites and Versions

Legacy applications running on older OS versions and long migration projects are just some of the reasons many enterprise customers need to support multiple XenDesktop sites and versions in their production environments. Built-in Citrix consoles such as Desktop Studio, EdgeSight and Director were not designed to support multiple XenDesktop versions and create a huge management challenge for Citrix admins.

Supporting all XenDesktop versions, including XenDesktop 5.x and the latest XenDesktop 7.x versions, ControlUp presents a unified view of all VMs and user sessions in a single console. All major troubleshooting and management features are supported on all XenDesktop versions and enable a streamlined management experience regardless of the XenDesktop site/edition being monitored.

User Session Activity Reporting

When an end-user reports s/he had a performance issue "last Tuesday", it's the job of the Citrix admin to figure out which XenDesktop VM and physical host was used at the time in order to start the troubleshooting process. Other reasons a Citrix admin needs historical user session reports include usage trend analysis, license consumption, login tracking for security purposes and application usage analysis.

ControlUp incorporates a full historical reporting module that enables customers to save unlimited performance and usage data including hosts, desktops, user sessions and even processes data. The ControlUp Reporter analyzes the historical data and creates Excel graphs and reports.

ControlUp is trusted by these and many more great customers!

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