

# Using Precise™ in Citrix Environments

## A Citrix Support Overview

### Overview

Many Precise customers use Citrix Terminal Server software (also known as Citrix Presentation Server or Citrix Metaframe XP). This software allows end users to run their business applications remotely on a central server while simply displaying them on their personal computers. From an end-user's perspective, the applications respond just as quickly as if the user was directly connected to the corporate local area network (LAN).

Precise can collect and display Citrix-related information, allowing the IT organization to get answers to common questions:

- Which users are logged into my application server?
- What published applications are running on which Citrix server?
- Who is the user running a resource-intensive task on the central server, causing performance degradation for the user community?
- What percentage of server resources is consumed by each user or application?
- Has resource consumption of the published application changed over time?
- What is the average network latency between the remote users and the Citrix server?

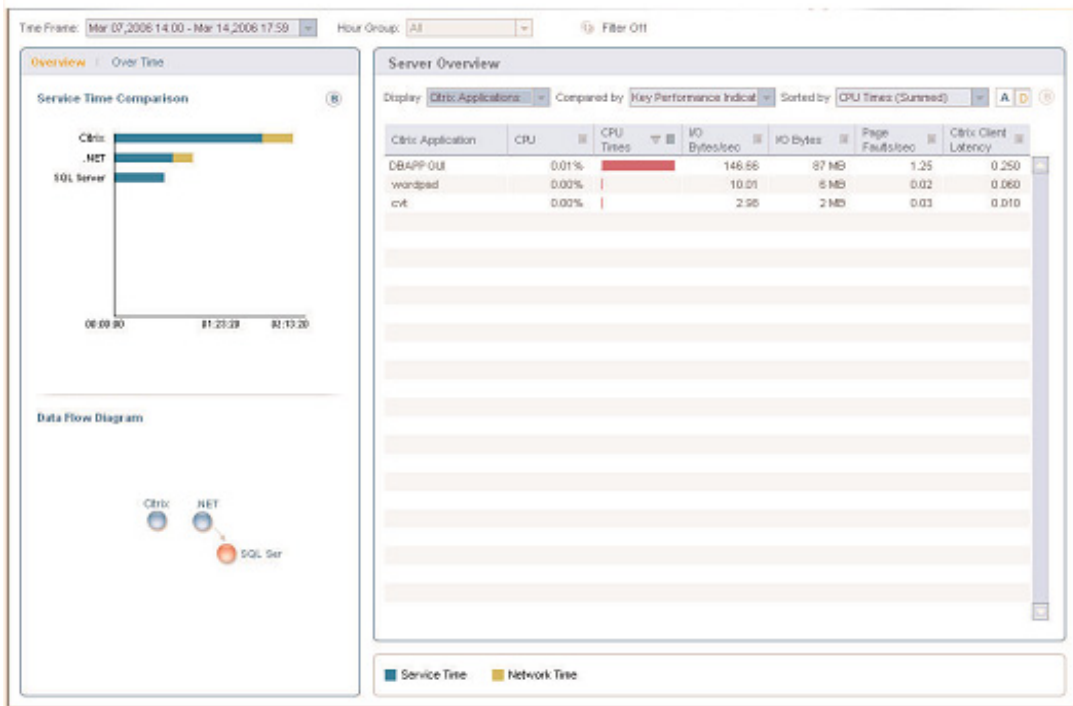


Figure 1 Precise view of Citrix applications.

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## Functionality

The Citrix-related metrics are collected using public Citrix APIs (called WFAPI SDK). These Citrix-specific entities and metrics enable Precise to correlate Citrix metrics with the underlying processes of each Citrix session.

The Citrix entities and counters include:

- Process Types (Citrix Session, General)
- Citrix Applications
- Citrix Client IPs
- Citrix Users
- Citrix Locations
- Citrix Clients
- Average Client Latency (seconds)

Precise displays the following information for each process initiated by a Citrix session within the monitored server:

- Citrix-published application resource usage, providing the ability to drill down into each published application process
- Remote client IP addresses
- Remote client user name (not the process' user name on the Citrix server)
- The remote client machine name
- Remote client average latency for each Citrix entity

An additional "Process Type" entity is included to distinguish between processes that are invoked by Citrix sessions and general-purpose processes.

## Deployment

Precise automatically detects the presence of Citrix technology without manual configuration.

## Technical Notes

- The average client latency is shown in "Key Performance Indicators" instead of the page-fault column in case the user selects to view Citrix entities in the bar view (page-fault/sec will remain).
- The average client latency counter is added to the Over-Time display drop-down (it is calculated from the session records).
- Filtering, drill-down, and sort functions are available for Citrix entities.
- Grouping is not available for the new Citrix entities.
- Precise measures all Citrix user ICA activity over tcp port 1494 and filters out mouse movement activity to ensure actual end-user application time measurements.
- Precise provides all of the same functionality for Microsoft Terminal Services using tcp port 3389.

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## About Precise Software Solutions

### Commitment, Focus, Experience

We created the Application Performance Management market and this is all we do.

For over 15 years Precise Software Solutions has helped our Global 2000 customers manage business performance in complex, heterogeneous environments, assuring availability and business continuity. Precise offers a complete solution – from discovery through ongoing management – that allows our customers to focus on their core business. We offer the broadest platform support, in terms of enterprise application, operating system, database, and development environment coverage. Precise is the solution of choice for IT as an organization-wide standard for application management.

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