

BMC Performance Manager for Citrix Presentation Server

Key Benefits

- > Improve use productivity for IT operations and staff by providing notifications in the event of performance exceptions
- > Detect changes within the Citrix environment, and automatically generate and escalate notifications
- > Increase utilization by using data to monitor trends within applications, memory, or users
- > Use analysis of historical trends and reports to assist IT with optimizing the allocation of users and applications, so ROI is maximized.

Virtualized desktops are increasing in popularity as a cost-effective method for centralizing the deployment and management of business applications, with Citrix Presentation Server as the market leader. Managing the performance of the Citrix Presentation Server farm is critically important to businesses, which require high-availability and quality of service for their end users.

Business Opportunity

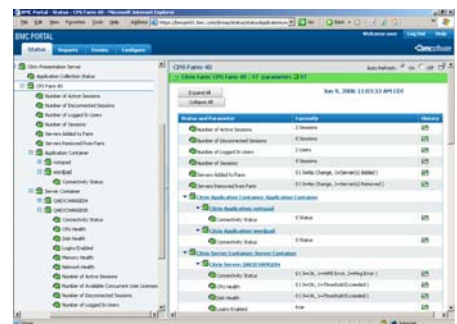
The ideal solution for Citrix Presentation Server monitoring would be an enterprise management offering that can be deployed and configured quickly, with simple administration and minimum maintenance requirements. Once deployed, the monitoring solution would enable administrators to:

- > Automatically discover and monitor all of the component servers and applications within the Citrix farm
- > Monitor the availability and performance of the Citrix farm, servers, and business applications
- > Provide a quick health-status check for key server parameters, such as CPU, disk, memory, and network interface performance
- > Collect and report on metrics being monitored, to assist with future growth and plan for optimization and allocation of resources within the environment

The BMC Solution

BMC® Performance Manager for Citrix Presentation Server provides automated discovery, availability, and performance monitoring for Citrix Presentation Servers, applications, and sessions for a Citrix farm. Collection of performance metrics is accomplished remotely, with no software installation required within the Citrix environment being monitored.

Monitoring performance and availability of Citrix Presentation Servers, hosted applications, and user-session status enables IT to quickly determine how infrastructure problems affecting the end-user experience may be resolved.



BMC Performance Manager for Citrix Presentation Server provides a comprehensive view of your Citrix farm, servers, applications and session status.

Benefits of BMC Performance Manager for Citrix Presentation Server

Remote Monitoring of Infrastructure Elements
 BMC Performance Manager for Citrix Presentation Server monitors elements by utilizing Windows Management Instrumentation (WMI) and Performance Monitor counters. This allows the Citrix farm servers to have data collected remotely, without the need to install software locally on each of the servers being monitored.

Monitoring Session and User Information

The number of active and disconnected user sessions running within the Citrix farm is tracked, as are the number of users logged onto a particular server within the farm.

Performance Monitoring

BMC Performance Manager for Citrix Presentation Server provides historical data reports showing peaks and valleys, to help IT organizations reach optimal deployment for applications, and enhance utilization and productivity for user sessions.



This product integrates with BMC Atrium technologies.

Automated Health Status Monitoring

BMC Performance Manager for Citrix Presentation Server provides key performance indicators for CPU, Disk, Memory, and Networking, which provide an “at a glance” indication about the need for increasing the performance capabilities of these metrics. An alert from one of these metrics indicates a performance bottleneck that is impeding your users. These status monitors are the result of best practices suggestions from Citrix support. Using these suggestions, BMC Performance Manager for Citrix Presentation Server alleviates the IT operations staff from having to perform the necessary calculations and aggregations. Instead, it provides a single status alert that informs the operator of the need for additional capacity.

Thresholds and Notification Policies.

With BMC Performance Manager for Citrix Presentation Server, customers specify thresholds for both alarms and warnings. Any time these thresholds are exceeded, customers will receive a real-time notification via their browser, e-mail, pager, or an SNMP trap.

BMC Performance Manager Solutions

BMC Performance Manager includes solutions to manage locally with an agent or remotely without an agent. Customers can choose the level of management required and deploy the right-sized solution to meet their performance monitoring needs and view all of the managed systems through the BMC Performance Manager Portal. You don't have to choose between agent and agent-less monitoring. BMC Performance Manager provides you with the flexibility to manage your infrastructure with one or both solutions.

BMC Performance Manager Portal

The BMC® Performance Manager Portal offers a flexible interface to manage the health of an application, operating system, middleware, or hardware with customized views, dashboards, charts, alerts, and event status. It is built on the BMC Portal infrastructure that provides centralized management through a Web-based browser, minimizing implementation, driving common workflows, and reducing maintenance and training for all BMC products.

The BMC Performance Manager Portal improves the usage experience across BMC products for sign-on, navigation, administration, and configuration.

BMC Performance Manager Reporting

BMC Performance Manager Reporting is provided to customers at no charge. It provides a wide range of predefined reports for Microsoft Windows, UNIX, and Linux environments. If you need further reporting capability, the licensed BMC Reporting Studio provides an easy-to-use, drag-and-drop interface for creating reports.

BMC Performance Manager Intelligent Alerts

BMC® Performance Manager Intelligent Alerts continually analyzes and correlates performance variables from dozens of enterprise subsystems to create Adaptive Behavior Profiles™, bands of normalcy defined by Dynamic Thresholds™, that reflect each server's unique rhythms. Deviations outside the norm result in meaningful and actionable Trusted Alarms™ that allow you to identify problems faster, and reduce problem resolution times.

How BMC Performance Manager for Citrix Presentation Servers Helps You Achieve BSM

Successful BSM implementations depend on a well-instrumented infrastructure that supplies relevant information about critical performance, availability, and throughput. It also must interact tightly with the overarching configuration and change processes.

BMC Performance Manager for Citrix Presentation Servers helps you achieve BSM by:

- > Using one common management method to proactively optimize your IT infrastructure throughout the enterprise application lifecycle
- > Implementing consistent methodology and automation of repetitive, complex, and error-prone tasks
- > Using dynamic, event-driven processing to prioritize batch and online workflows
- > Controlling all aspects of enterprise data management with common tools across mainframe, distributed, and desktop environments

Platform Support

BMC Performance Manager for Citrix Presentation Server supports the following enterprise-class operating environments:

BMC Portal Remote Service Monitor Requirement

- > Windows RSM, only

Managed system Operating System Requirement

- > Windows 2000 Server sp2 and later
- > Windows Server 2003, 2003 R2

Managed System Citrix Requirement

- > Citrix MetaFrame FR3/SP3
- > Citrix Presentation Server 3.0
- > Citrix Presentation Server 4.0

For specific release and version information, refer to the product release notes or visit the Platform and Compatibility (PAC) matrix on the BMC Support site at www.bmc.com.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC® Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031

BMC Software, the BMC Software logos and all other BMC Software product or service names are registered or trademarks of BMC Software, Inc. All other registered trademarks or trademarks belong to their respective companies. © 2006 BMC Software, Inc. All rights reserved.

