

HDX Insight powered by Citrix NetScaler Insight Center

Overview

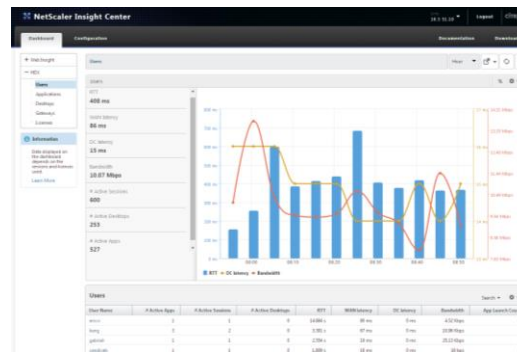
HDX Insight™ enables IT to deliver an exceptional user experience by providing unprecedented end-to-end visibility into the Citrix ICA™ traffic that passes through the NetScaler™ or CloudBridge™ application networking fabric. HDX Insight delivers compelling and powerful business intelligence and failure analysis capabilities for the network, virtual desktops, applications and application fabric. HDX Insight can both instantly triage on user issues, and, by providing network and application intelligence, stop issues before they happen.

HDX Insight is part of the NetScaler Insight Center™ and is based on the popular industry standard AppFlow™. NetScaler Insight Center leverages the NetScaler Application Deliver Controller (ADC) and the CloudBridge WAN optimization solution that are uniquely situated in the application ‘line of sight’ both in the data center and the branch to provide a 360-degree view for applications, including virtual desktop traffic.

A growing demand for virtual desktop solutions combined with emerging mobile and cloud applications have made performance and reliability paramount to

successfully delivering applications to the business over a variety of networks to myriad device types.

Delivering the performance that is expected by users requires tools that can instantly analyze immediate and historical data on the user experience to solve issues, as well as proactively monitoring the network and application infrastructure for business planning and predictive fault finding.



HDX Insight Features

HDX Insight makes it easier for IT organizations to overcome the expense and obstacles to achieving better application visibility. These obstacles and expense can include the need to deploy intrusive network taps, install software agents on every server or instrument each application for specialized monitoring.

Proactive Monitoring

- **Fast Failure Analysis:** HDX Insight allows administrators to dissect the network data from various angles including desktop, application, user groups and at the individual user level. This results in a fast root-cause-analysis for customer issues.
- **Real-time Client/Server Latency Measurements:** In addition to TCP level jitter and latency information, HDX Insight provides detailed breakdown of ICA session latency by client, ICA RTT, and by server. These are viewed in real-time or historically on simple dashboards.

Complete ICA Visibility

- **Powerful data correlation** between application and network data enables reporting and analysis on applications, the network and users.
- **When deployed in-line,** NetScaler and CloudBridge detect and dissect ICA connections to provide complete visibility into the protocol.
- **HDX Insight provides the ability to drill down** to provide visibility and troubleshooting at the user level. Moreover, HDX Insight can sort issues by a specific application or server that might be impacting a group of users.

Integrated with XenDesktop and NetScaler Insight

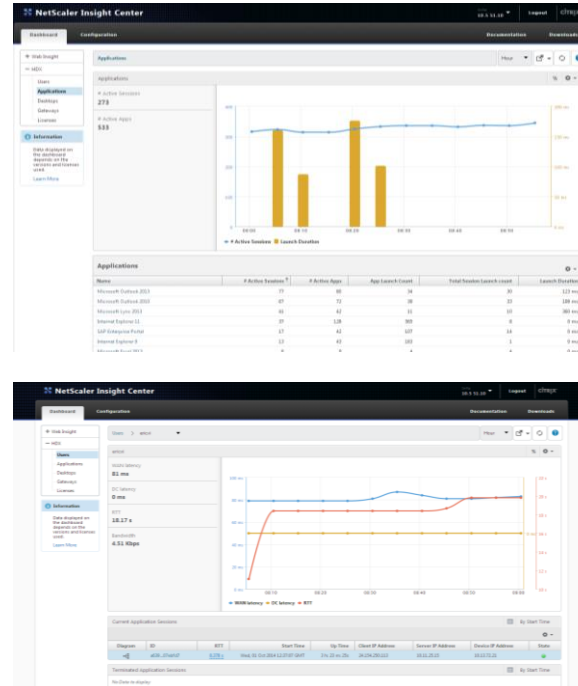
- The HDX Insight solution seamlessly integrates with XenApp and XenDesktop management tools to provide a single location for management and monitoring of XenApp and XenDesktop applications.

Powerful Reports

HDX Insight provides the following reports both in historical and real-time views

- Top Users by number of apps/desktop launched, bandwidth consumed, client device information, app launch count, active sessions, active desktops, and latency.
- Top Desktop (per specific time frame such as daily, weekly, monthly or custom) across all XenApp/XenDesktop users by total number of launches, established sessions, uptime, and session latency.
- Top Apps (per specific time frame such as daily, weekly, monthly or custom) across all XenApp users, by up-time and total number of launches.

In addition, HDX Insight also provides ICA level metrics on bandwidth per channel, receiver version, application data, and session RTT for each for individual XenApp or XenDesktop user.



Simple Deployment

HDX Insight is available as part of the NetScaler Insight Center Solution. NetScaler Insight Center runs on a virtual server that is fed the information from the NetScaler and CloudBridge appliances (including virtual appliances) that are in a unique strategic position to gather relevant

ICA traffic for HDX Insight to perform the network and application analytics.

Addressing Common User Concerns

HDX Insight can address common user and IT issues and concerns in a matter of minutes such as users complaining of having slowness with applications or their desktop. An administrator can address this issue by:

- Logging into the NetScaler Insight Center and viewing user information from the dashboard.
- Viewing overall user statistics and then isolating user specific data
- Identifying high RTT on the client connection, high WAN latency but low DC (data center) latency.
- Recommending a physical network rather than a shared WiFi connection. This helps improve the WAN link and address the problem.

For More Information

Additional information on NetScaler, CloudBridge and NetScaler Insight Center can be obtained by visiting the “tech Info” tab on the Citrix NetScaler page at:

<http://www.citrix.com/netscaler>

<http://www.citrix.com/cloudbridge>