Gain Visibility Into Your VMware Horizon Environment with ControlUp

An ideal virtual desktop environment is the one that delivers excellent user experience in a problem-free manner. To provide a flawless experience, an IT admin needs to solve for VDI complexities and make it more predictable. However, there are a range of challenges that IT admins face for VDI environments, starting from connectivity and including slow latency and unsatisfactory app performance. Concerns such as limited visibility into virtual desktop deployments, root-cause analysis challenges, and a reactive VDI management approach are common.

ControlUp and VMware partnership

To solve these VDI monitoring challenges, we have partnered with ControlUp. This collaboration helps our customers gain advanced monitoring and simplify troubleshooting for their VMware Horizon® environments. The three services that are mentioned below and supported for Horizon can be consumed on-premises or in the cloud, considering the improved data integrity and management simplicity.

ControlUp Advanced Monitoring

Through advanced monitoring with Horizon, customers can see a wide array of metrics from across their Horizon deployment covering user sessions, VMs, hosts, clusters and datastores, delivered at 3 to 30 second intervals, all through a single unified console.

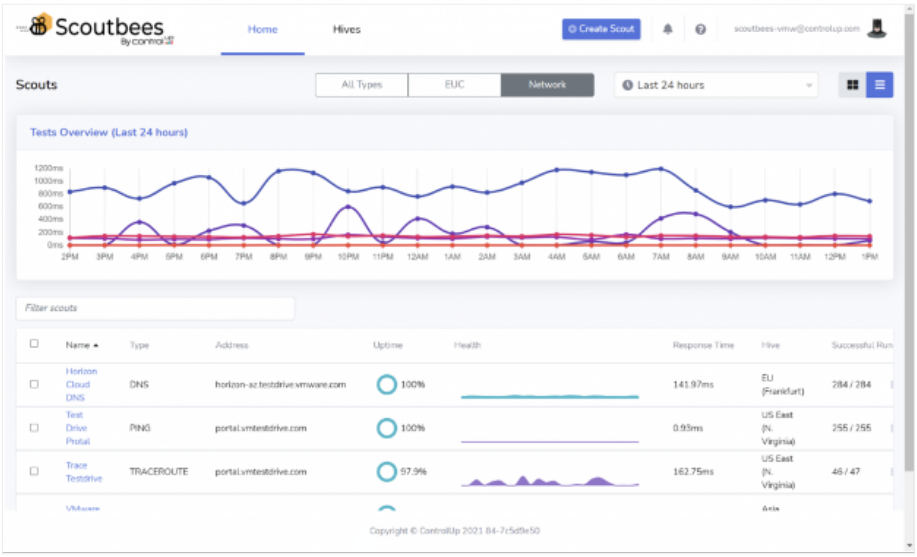
Advanced monitoring tracks a rich set of metrics during login and throughout the user session, including such factors as login duration, application load times, user input delay, latency, resource contention and others, to assign a unique User Experience Score for each user within the environment. Stress levels are also assigned to resource groups, VMs, hosts and clusters to help identify outliers and take timely corrective action.

With Incident Triggers and Script Actions, admins can set up key performance indicator (KPI)-based triggers that invoke a series of actions, from notifications to script-based automations, that help develop an automated framework with which to prevent and remediate issues. Admins can also benefit from a list of pre-built PowerShell scripts curated from a community of ControlUp users that provide an easy way of setting up automated remediation actions for a wide variety of commonly occurring problems.

Scoutbees for synthetic monitoring

ControlUp Scoutbees with Horizon monitors the availability of organizations' network resources (e.g., desktops, applications, and even the Unified Access Gateway and DNS) and notifies admins about issues they may be having. By eliminating or confirming the accessibility of a network resource, IT teams can either focus on them or eliminate them from the troubleshooting checklist.

Basically, Scoutbees performs synthetic monitoring—it sends requests for the remote resource and then reports back whether the resource is available. Scoutbees also tracks KPIs about the resource that can be used for trending and forensic purposes. Using this data, admins can check the connectivity and availability of network-based VMware products, such as the Unified Access Gateway and Horizon Connection Server. It can also proactively test the availability of web apps and network services, such as DNS, file shares, print services, and other network resources that are essential to any business.

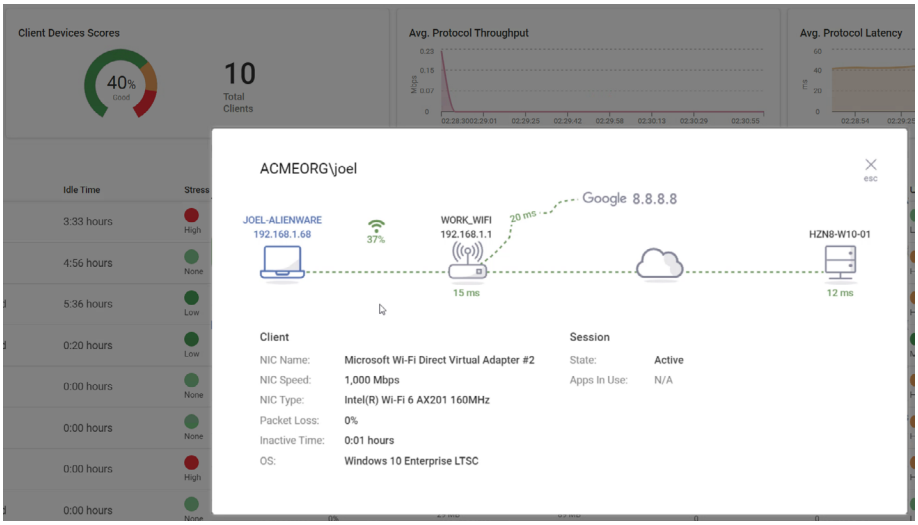


Read our blog to understand how Scoutbees can help with monitoring of your Horizon VDI and DaaS environments.

Remote DX for endpoint devices

Remote DX from ControlUp collects over a dozen KPIs from the endpoint device on which the Horizon client resides. This includes the quality, speed and authentication method of the Wi-Fi connection, the client's OS version, public IP address and other information and metrics that can help you troubleshoot issues with a Horizon connection.

A pop-up window makes Remote DX information extremely intuitive and consumable—even by frontline help desk professionals. The screenshot below shows that the connection from the device the Horizon client is running on to the user's home router is 15ms, to a good known internet site (Google) is 20ms, and to the Horizon desktop itself is only 12ms. However, we can also see that the Wi-Fi signal strength is only 37 percent, which is most likely causing issues. The help desk employee can instruct the user to move closer to their Wi-Fi router to see if the problem resolves.



Learn more in Get started with ControlUp Remote DX and VMware Horizon.

To try out Horizon Advanced Monitoring, Scoutbees or Remote DX by ControlUp, visit your MyVMware.com portal or download a free 90-day Trial License.