

Frequently Asked Questions SysTrack Cloud Edition Citrix Health Check

Q. What is the SysTrack Cloud Edition Citrix Health Check?

A. The SysTrack Cloud Edition is a cloud-based, self-service assessment solution built by Lakeside Software. It enables customers and partners to capture detailed metrics and data about their Citrix environment and leverage that information to gain operational insights into the servers and the user experience and aid in planning the adoption and migration to the latest versions of Citrix products.

Q. How do I get it and how much does it cost?

A. The SysTrack Cloud Edition is a NO COST service that can be accessed from citrixhealthcheck.com. Leveraging the tool simply involves registering and running the assessment.

Q. What are the system requirements?

A. Because it is a cloud-based service, customers can enjoy detailed results with no infrastructure setup or investment required. The service does leverage an agent in order to collect data. It is supported for download and installation on any supported Windows Server operating system running Terminal Services.

Q. How do I deploy the agents?

A. Agents are provided as MSI files and can be deployed by directly executing them on the servers or via any third-party MSI distribution tool. The installation is transparent and does not require a server reboot. The agent does not utilize any kernel mode components.

Q. What is the agent's footprint?

A. The SysTrack agent is a patented, ultra-lightweight solution, which on average consumes less than 0.5% CPU of a single CPU core. That collected data are summarized on a daily basis by the agent and then sent securely SysTrack Cloud service. This process requires minimal network traffic (in the order of

magnitude of a few hundred kilo Bytes per server per day.

Q. Is there a limit on the number of systems that I can assess?

A. Yes. The assessment is limited to twenty (20) Terminal Servers and 500 desktop systems.

Q. Is there a limit on the length of time the assessment can be run?

A. Yes. The assessment is limited to sixty (60) days measured from the day of the signup for the service.

Q. What do I do if I want to continue to use the service after 60 days?

A. If you would like to utilize SysTrack past the 60 day analysis period please contact us at citrix@LakesideSoftware.com.

Q. How can I invite others to view the data?

A. The original registrant can invite and administer additional users within the portal using the "Invite User" link option.

Q. Is there a limit on the number of assessments one company can conduct?

A. Yes. The offering is intended to provide a single assessment per organization. Should you need additional time for your assessment, please contact us at citrix@lakesidesoftware.com

Q. What if my organization prefers to use an on-premises tool for assessment and analysis?

A. The full version of SysTrack is a suitable tool for on-premises deployments of the SysTrack master server. Please contact us at citrix@lakesidesoftware.com

Q. How much time needs to elapse between the deployment of the agents and data being displayed in the dashboards?

A. Once the agent is installed it can take 24 – 48 hours before any data will begin to show up in the dashboards of the SysTrack Cloud Edition. Until that time, the reports and dashboards will be blank.

Q. What kind of data does the agent collect?

A. The agent collects up to 10,000 discrete data points as frequently as every 15 seconds. These data pertain to server processes, applications, user sessions, errors, system events, and similar categories. The agent does not capture screens or logs keyboard inputs, mouse movements, and does not record Citrix sessions.

Q. Do you support both PVS and MCS Non-Persistent Systems?

A. Yes, PVS and MCS non-persistent and persistent systems are both supported with the use of a local, persistent file cache in the case of non-persistent desktops. Refer to the documentation for specific installation parameters.

Q. Where are my data stored?

A. The SysTrack Cloud Edition leverages a Microsoft Azure™ infrastructure. The communication between your systems and SysTrack Cloud Edition is encrypted. Data and Database security are government by Microsoft Azure.

Q. How long does a typical assessment take?

A. Most organizations complete an assessment within 30 days. Data collection starts immediately upon agent deployments. Most organizations collect at least two weeks of data prior to the data being used for migration and planning purposes. The in-depth troubleshooting facilities within the SysTrack Cloud Edition can be used immediately after agent deployment.

Q. What type of data do I have access to during the assessment?

A. Among other things, the SysTrack Cloud Edition Citrix Health Check provides the following: user experience scoring, software package information, software usage reporting, server capacity, utilization information including CPU, memory, I/O and network, hardware inventory, power consumption, application information, published applications and desktops along with all sub-processes, Citrix license consumption and recommendations for CCU vs. user/device licensing.

Q. Can I build my own reports out of the collected data?

A. No. The reporting and data visualization in the SysTrack Cloud Edition has been pre-configured. Custom reporting and integration with third party data sources such as Citrix Director and other tools are available with the full SysTrack product.

Q. Can I cancel the service?

A. You can easily remove the agents from your systems and cease using the service at any time. The collected data are deleted from SysTrack Cloud edition within 30 days.

Q. Where do I find technical help?

A. Lakeside Software provides an online support forum for SysTrack Cloud Edition at <https://ceforum.lakesidesoftware.com/>

Q. Where can I learn more about SysTrack?

A. You can learn more about SysTrack at <http://www.lakesidesoftware.com>