



3 Rampant Application Nightmares on XenApp and RDS

3 COMMON PAIN POINTS WITH MANAGING XENAPP AND RDS ENVIRONMENTS AND HOW STACKSWARE CAN HELP

Citrix XenApp and Microsoft Remote Desktop Services, or more commonly known as RDS, are session virtualization technologies that power the application infrastructure of thousands of enterprises, and for good reason! Session virtualization offers central management of user profiles and requires a modest resource footprint per user session. Additionally, as a single application installation services many user sessions, patching applications and agents is a breeze. Update your base application and you're all set.

But there's an issue - application usage in XenApp and RDS is often a black box. From our conversations with IT administrators, the most basic questions from their managers and software auditors about their application usage are often unanswerable with their current toolsets.



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1. TRACKING APPLICATION USAGE AS XENAPP AND RDSH FARMS GROW

XenApp worker servers and RD session hosts are often virtualized on hypervisors like VMware ESXi. For various reasons, these hosts may be deleted or powered off temporarily and new hosts may be cloned from base images. Since your VM landscape is always in flux, it is difficult to forecast software license requirements and application usage.

StacksWare is built from the ground up for hypervisors. Our StacksWare Internal Monitor, the virtual appliance that sits in your datacenter, scans your virtual environment and detects host deletions and additions. As new hosts are added and powered on, we immediately start monitoring these new machines. No additional configuration is needed per host.

Packages

 Office Professional Plus 2013
Microsoft

251 of 63 licenses used at \$114.00 per user in the last 90 days
\$21,432.00 liability
\$7,182.00 spent

Users VMs

The table below shows the aggregation of package usage over all machines.

VM	Last Used	Launched
Xenapp Farm Server #1	05/10/2016 07:02 am	42
Xenapp Farm Server #3	05/10/2016 12:42 pm	42
windows-vm-1	05/10/2016 03:33 am	43

2. CORRELATE APPLICATION USAGE TO PHYSICAL HOST RESOURCES

High availability environments with vMotion offer automatic failover and VM consolidation to keep your business alive and cost efficient. However, as more applications and operating systems (e.g. Windows Server 2008 R2, Windows Server 2012 R2) move to licensing models based on physical and virtual core licensing, understanding the physical infrastructure underlying your application stack has become increasingly important. For example, if your XenApp worker server or RD session host runs Windows Server 2012 R2, you may find out (perhaps even during an audit) that these servers have run on many more physical hosts and cores than you thought. Too often this results in thousands of dollars in extra expense.

By integrating directly with the hypervisor, StacksWare grabs the underlying physical host information of your virtualization infrastructure along with the resource usage of each virtual host. We then determine exactly which applications ran on which virtual machine and physical host. This allows you to correlate core counts to application usage in each virtual server to better capacity plan your licenses.

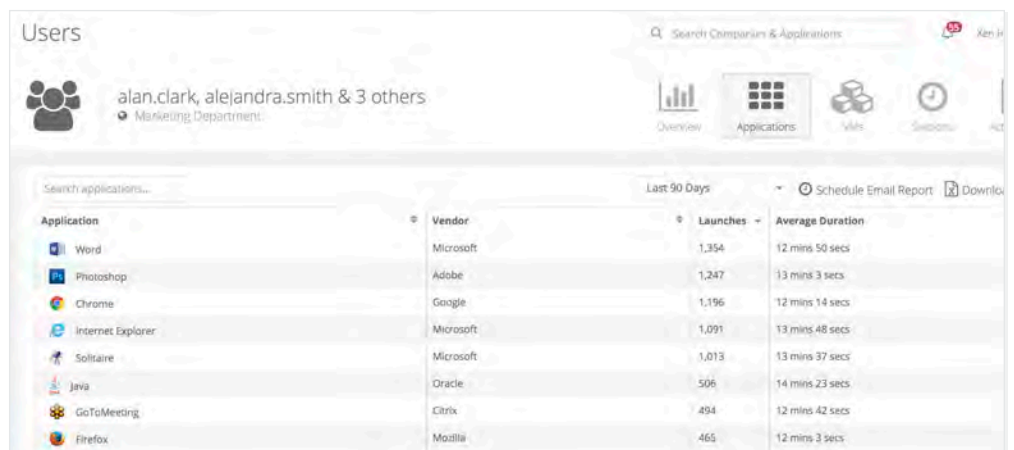


The screenshot shows the 'VMs' interface for 'Xenapp Farm Server #1' (Microsoft Windows Server 2012 R2). It displays a table of application usage across various host systems.

Status	Host Name	Start Time	End Time	Duration
●	HostSystem 16	04/21/2016 08:44 pm	In progress	
●	HostSystem 18	04/19/2016 11:50 am	04/21/2016 08:44 pm	2c
VM ran on this host	HostSystem 2	04/16/2016 06:24 am	04/19/2016 11:50 am	3c
●	HostSystem 10	04/13/2016 07:25 am	04/16/2016 06:24 am	2c
●	HostSystem 17	04/11/2016 11:22 pm	04/13/2016 07:25 am	1c

3. BALANCING APPLICATION UTILIZATION ON XENAPP AND REMOTE DESKTOP SERVICES

For companies with expensive published software like Microsoft Office, utilizing software licenses to their maximum potential is critical. Even the most data-driven IT enterprises can easily rack up several thousand dollars in unnecessary licensing costs for their expensive applications. More scarily, with software vendor audits on the rise, over-utilizing licenses can result in heavy fines or litigation from vendors like Microsoft.



The screenshot shows the 'Users' interface for 'alan.clark, alejandra.smith & 3 others' (Marketing Department). It displays a table of application usage over the last 90 days.

Application	Vendor	Launches	Average Duration
Word	Microsoft	1,354	12 mins 50 secs
Photoshop	Adobe	1,247	13 mins 3 secs
Chrome	Google	1,196	12 mins 14 secs
Internet Explorer	Microsoft	1,091	13 mins 48 secs
Solitaire	Microsoft	1,013	13 mins 37 secs
Java	Oracle	506	14 mins 23 secs
GoToMeeting	Citrix	494	12 mins 42 secs
Firefox	Mozilla	465	12 mins 3 secs

STRUGGLING WITH THESE ISSUES?

Before you spend any time rolling your own scripts to gather application usage for your environment, save yourself days of pain and get in contact with us! You can request a demo at www.stacksware.com



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