# Monitoring IGEL Endpoint Deployments with eG Enterprise

Total Performance Visibility: From Workspaces to Workloads

Key Benefits

✓ **Proactively monitor** your IGEL endpoints and UMS servers. Learn about problems before users do.

✓ **Eliminate blind spots.** Track performance every step of the way – across endpoints, virtual infrastructure and cloud services and facilitate rapid troubleshooting

✓ **Pinpoint the cause of performance issues** by correlating Citrix/VDI performance and the corresponding endpoint, thereby reducing mean time to repair (MTTR)

✓ **Baseline usage levels** of IGEL endpoints and servers and plan for capacity upgrades
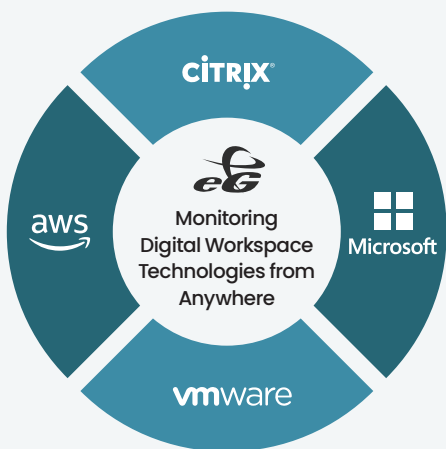
IGEL – Simple, Smart and Secure Endpoint OS

Organizations that are enabling employees to work from home have a range of virtual application and desktop technology choices today including Citrix, VMware Horizon, AWS WorkSpaces, Microsoft Windows Virtual Desktops (WVD) and other virtualization technologies. In all cases, access to the virtual applications and desktops is enabled from endpoint devices. IGEL is one of the premier players in this space, providing next-gen edge operating systems for secure delivery of workspaces. IGEL provides software-defined, hardware-agnostic solutions that are simple, smart and secure and can support many use cases from repurposing old, existing hardware to new fast endpoints.

360° Visibility into Digital Workspace Performance

Most organizations have tools that provide deep visibility into the datacenter components, the servers and virtual desktops. A key missing piece limiting the end-to-end visibility is the endpoint that users connect to their digital workspaces from. If the endpoint is slow or has a resource bottleneck, it affects user experience. At the same time, lack of visibility into endpoint performance hinders troubleshooting. Administrators often spend hours troubleshooting in the datacenter when the real issue is on the endpoint.

eG Enterprise integrates with the IGEL software-defined endpoint management platform to eliminate the visibility gap in IGEL-based digital workspace deployments. From the eG Enterprise console, administrators can monitor and report on the performance of their IGEL endpoints and the IGEL Universal Management Suite (UMS) components. The end-to-end performance visibility and embedded analytics provided by eG Enterprise - along with the enhanced endpoint management and control provided by IGEL - enable end user computing teams to successfully make the shift from managing desktops to managing the digital customer experience.

Monitor and Report on IGEL Endpoints

Using extremely lightweight agents that are auto-provisioned on your IGEL endpoints, you can monitor key resource usage parameters on the endpoints. You can track device uptime and detect any unexpected reboots, identify when users are connected to the device and for how long and analyze network and TCP activities across thousands of endpoints.

- **Identify resource intensive endpoints:** Endpoint reports highlight the top resource consuming endpoints and provides empirical insights for additional analysis.

- **Provide end-to-end visibility into user sessions:** Context-based drilldowns allow administrators to analyze user session performance and drilldown to the performance of the endpoints they are using.

- **Support several use cases:** Use historical data to diagnose current problems, provide insights for past problems and detect trends.

👍 Implement in Minutes:
SaaS or On-Premises

✓ eG Enterprise leverages IGEL's custom partitions, which is automatically created in each device/endpoint. The UMS Server then automatically pushes the eG Endpoint Agent to the devices.

✓ Start monitoring in minutes with no manual intervention: Auto-discover your IGEL clients, have them automatically group based on directories configured in the IGEL console for easy analysis.

IGEL Endpoint Monitoring
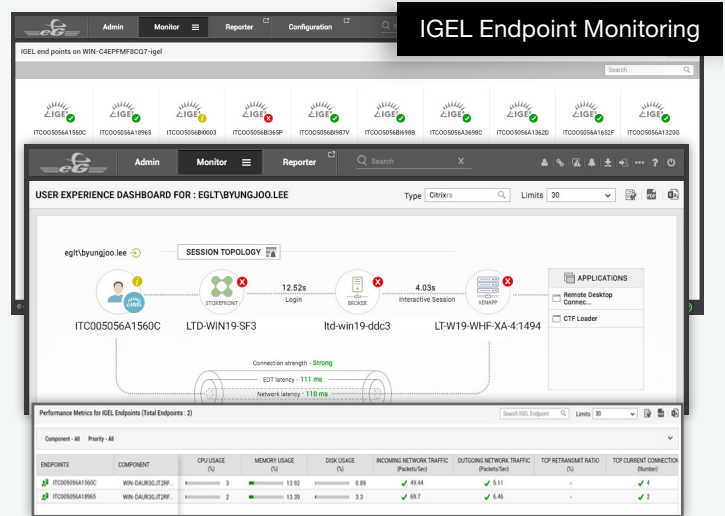
Oversee the Performance of IGEL UMS

The IGEL UMS servers are the core of any IGEL deployment. All endpoints are provisioned and controlled by the UMS servers. If the UMS server is not available or is slow, it can affect endpoint availability and performance. eG Enterprise is the only solution with customized monitoring, diagnosis and reporting capabilities for IGEL UMS.

- Is the IGEL UMS server available and responding to requests from end clients?

- Are the SSL certificates deployed on the server valid and until how long?

- Are the key processes supporting IGEL UMS running and what resources are they consuming?

IGEL UMS Monitoring

- Is the server hosting IGEL UMS sized correctly – does it have sufficient capacity to handle the endpoint workload expected?

- Is the Java virtual machine supporting IGEL UMS configured correctly? Does it have sufficient heap memory? Are there any garbage collection issues, etc.?

- Are there any errors reported in the   UMS logs?
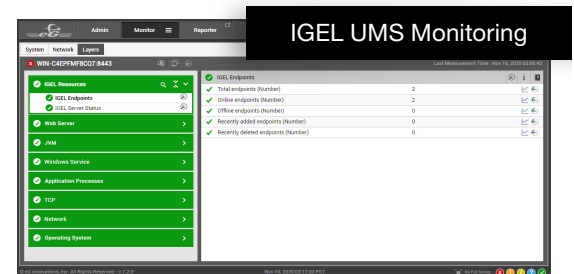
About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.