ControlUp Logon Simulator Administrators Guide

Contents

About the simulator:

Like its name implies the ControlUp Logon Simulator allows you to simulate user logons using "synthetic sessions" to test the availability and the responsiveness of all the elements taking part in a real user's login in your XenApp /XenDesktop Environment.

The ControlUp Logon Simulator is designed to communicate directly with the Citrix Storefront store (even through Citrix Netscaler Gateway) via native API's to:

- Authenticate via Citrix Storefront.
- Mimic Citrix Receiver traffic flow.
- Ensure the availability of the StoreFront Service.
- enumerate applications and ensure broker availability.
- launch application or desktop sessions against your catalogs.
- Track key metrics such as connection time, logon time, etc. to ensure a successful end to end connection.
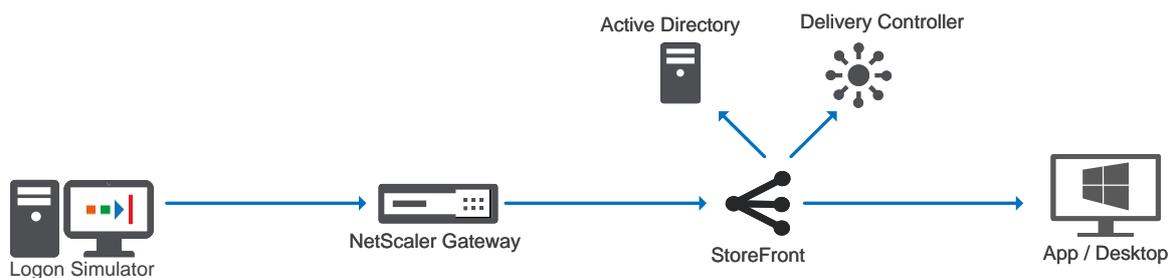
Client Requirements:

To run the logon simulator, the computer running the software must comply to the following requirements:

- The logon simulator must be run from a Microsoft Windows 7 or newer computer.
- The user must not be an administrator. If you run as an administrator the simulator will fail.
- .Net Framework 4.6.1 is required.
- Citrix Receiver 4.0 or newer must be installed.

Back End Requirements:

The XenApp or XenDesktop environment must comply to the following items:

- Citrix Storefront 2.0 and upwards.
- Citrix XenApp 6.5 or XenDesktop / XenApp 7.x and upwards.

Netscaler Gateway connectivity:

To connect to a Citrix Storefront environment behind a Netscaler Gateway, the Netscaler Gateway must have a Citrix Receiver session policy as below:
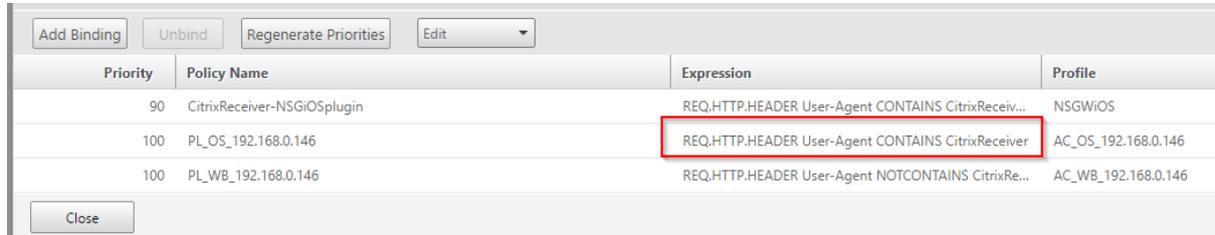
|	Priority	Policy Name	Expression	Profile
Add Binding Unbind Regenerate Priorities Edit ▼				
	90	CitrixReceiver-NSGiOSplugin	REQ.HTTP.HEADER User-Agent CONTAINS CitrixReceiv…	NSGWiOS
	100	PL_OS_192.168.0.146	REQ.HTTP.HEADER User-Agent CONTAINS CitrixReceiver	AC_OS_192.168.0.146
	100	PL_WB_192.168.0.146	REQ.HTTP.HEADER User-Agent NOTCONTAINS CitrixRe…	AC_WB_192.168.0.146
Close				

Known Issues:

- Presently, 2 factor authentications are not supported.
- Presently, if more than 1 Citrix Storefront store is available to the gateway, the first store available will be used.
- Netscaler gateway, in front of a Citrix web interface environment / pnagent environment is not and will not be supported.

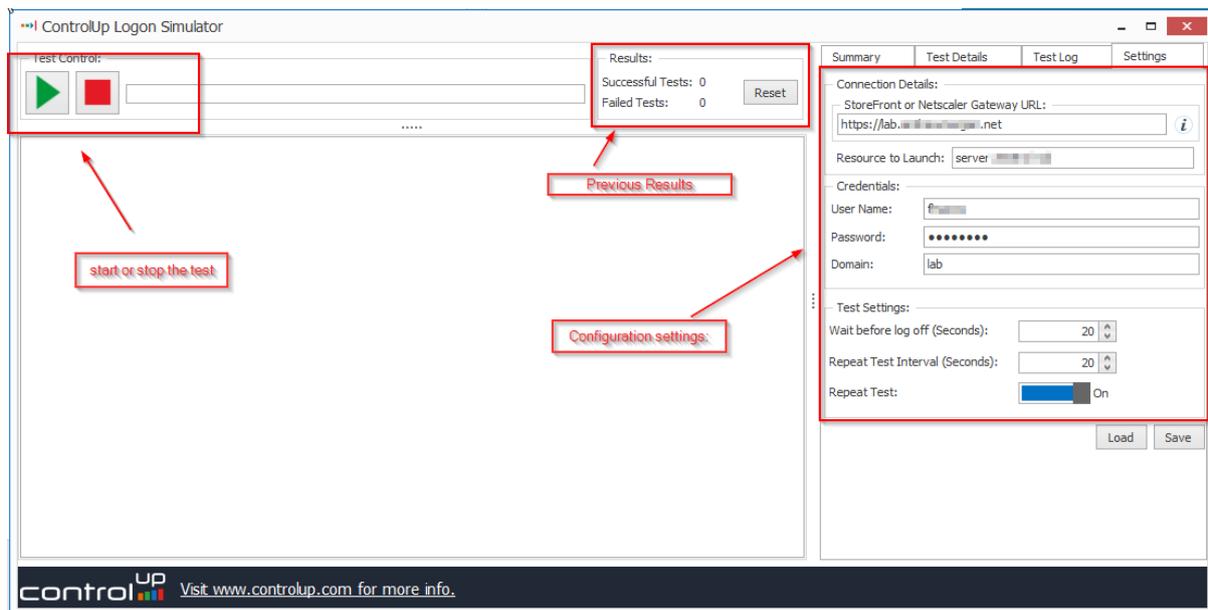## Installing the ControlUp Logon Simulator:

Once you have downloaded the logon simulator, simply run the MSI and follow the simple installation steps to choose a directory.
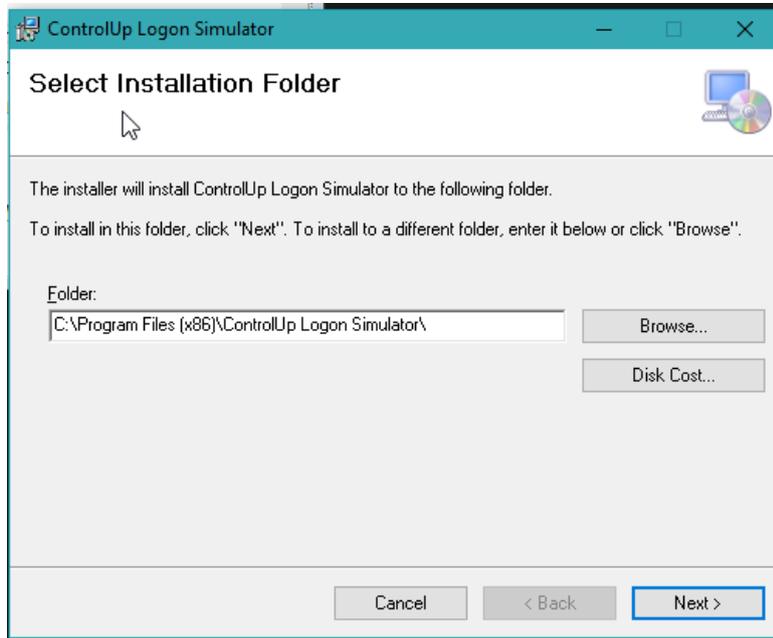
Once installed, you will find a shortcut on the start menu as below:
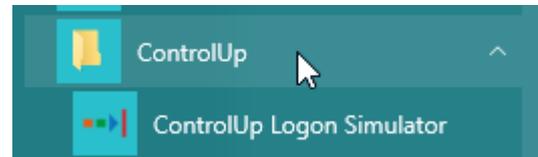
Using the Logon Simulator:

Once you open the Logon Simulator (and accept the EULA on first run), you will be prompted with the default UI for the simulator.

The UI is fairly idiot proof, but start with the settings page to configure your environment:

StoreFront or Netscaler Gateway URL:

This is the internal or external URL to storefront or Netscaler Gateway. Enter the URL for the Citrix Storefront server or the Netscaler Gateways address as you would in the receiver utility:

When using Storefront, use the Stores direct path, NOT the Store's website:

e.g.: https://storefront.company.local/citrix/store
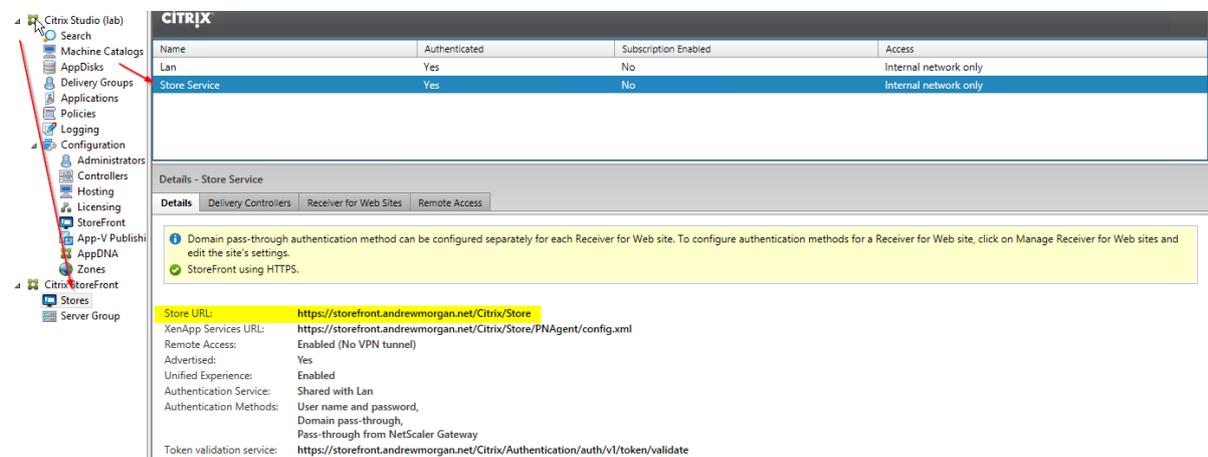
Resource to launch:

This value is the full name of the application or desktop, as it appears in storefront.

Info: this can also be a star (*) and the simulator will select a random resource.

Credentials:

These are the windows credentials the logon simulator will use to connect to storefront or Netscaler Gateway.

Wait before log off:

This is the amount of time, after a successful logon, the simulator will wait before requesting a log off.

Repeat Test Interval:

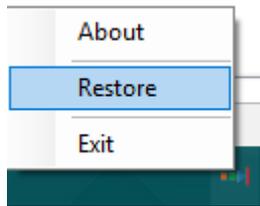The amount of time between tests when "Repeat Test" is toggled.

Loading / saving:

The configuration can be loaded & saved by the settings tab on the right-hand side of the application. This configuration can also be called on the command line.

Status Tray:

A status tray will appear when the simulator is minimised as below:

Test Output:

The following event logs are logged by the ControlUp Logon Simulator to the Application log:

Event Description	Event Type	Event ID
Successful connection	Warning	1000
The Connection failed during storefront connectivity	Error	1002
The Connection failed while receiving resource list	Error	1002
The Connection failed during ICA File request	Error	1003
The Connection failed during ICA File handling	Error	1004
The Connection failed during session initialisation	Error	1005
The Connection failed during session Connection	Error	1006
The Connection failed during session logon	Error	1007
The Connection failed during session logoff	Error	1008
The connection failed concurrently	Error	1100

Warning/Error events are used for compatibility with the ControlUp agent (which does not collect information events)

Command line:

The Logon simulator has a rich supported command line as below:

- /s or /start - Auto starts a test on load (you must specify settings).
- /noeula - Automatically accepts EULA on your behalf.
- /config=c:\example\example.xml - the configuration file to load.
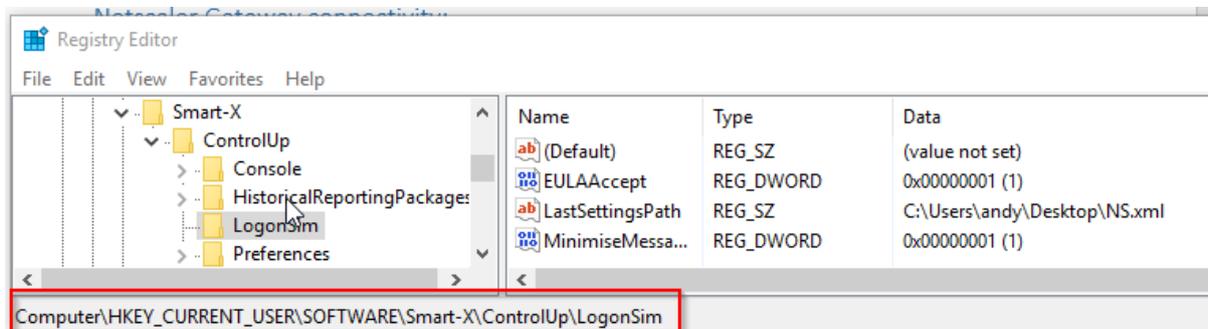- /? - shows an interactive copy of this text:

Example:

ControlUpLogonSim.exe /noeula /s /config=c:\users\user\desktop\settings.xml

Running the above text from the command line would:

- Loads the application.
- Accepts the EULA.
- Loads the config file.
- begin the test routine immediately.

Registry keys:

The logon simulator will store 3 registry keys in the user's registry, below you will find a breakdown of their values:

Setting:	Type:	Explanation:
EULAAccept	Dword	1 = accepted
LastSettingsPath	String	The last successfully loaded or saved path to a configuration
MinimiseMessageShown	Dword	1 = the message has been shown on first minimise.

Integration with ControlUp Incident Triggers

Please follow these steps to enable automatic alerts when 5 connection failures are detected:

1. Make sure the ControlUp Logon Simulator VM is added as a managed computer to the ControlUp organization
2. Create a new Windows Event Incident Trigger with the following filter:

Now configure relevant follow-up alerts (e-mail or mobile push notifications)

When this incident fires, you'll receive the following alarm:

This is an automated alert from ControlUp, which you requested to receive using an incident trigger.

A windows event log entry was recorded on one of your monitored computers.
Organization Name: ControlUp Demo

Trigger name: Logon Simulator 5 Failed Logons

Computer name: CUXEN65TS20.controlUp.demo

Event Source: ControlUp Logon Monitor

Event Type: Error

Event ID: 1100

User: N/A

Full Message: The ControlUp Logon Monitor failed 5 times to successfully connect.

Incident timestamp (UTC +3 Jerusalem Standard Time): 9/22/2016 3:06:54 PM

In order to configure which e-mail alerts you receive, please open ControlUp and edit the settings for the trigger specified above.
You can also opt-out from ControlUp e-mail alerts completely, stopping the delivery of all ControlUp alerts to your e-mail address.
Click Here to disable all ControlUp e-mail alerts.