



Stratusphere™ UX

Advanced Mode Dashboards Guide

Introduction

This guide has been authored by experts at Liquidware Labs to provide information and guidance to walk you through an evaluation of the Stratusphere UX (UX stands for “User eXperience”) Advanced Mode Dashboards. This is not a complete training or user guide, but is meant to guide you through the basic steps to employ the Advanced Mode Dashboards and to introduce you to key features and functionality.

Information in this document is subject to change without notice. No part of this publication may be reproduced in whole or in part, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any external use by any person or entity without the express prior written consent of Liquidware.

Liquidware Labs, Inc.
3600 Mansell Road
Suite 200
Alpharetta, Georgia 30022
U.S.A.
Phone: 678-397-0450
www.liquidware.com

©2018 Liquidware Labs Inc. All rights reserved. Stratusphere, ProfileUnity, FlexApp, FlexDisk and ProfileDisk are trademarks of Liquidware Labs. All other products are trademarks of their respective owners. 18-1028.6.1.0

Contents

STRATUSPHERE UX ADVANCED MODE DASHBOARDS.....	3
LOG IN TO STRATUSPHERE UX	3
CUSTOM DASHBOARDS	4
LOCATING THE CUSTOM DASHBOARD VIEWS.....	4
NAVIGATING THE CUSTOM DASHBOARDS	5
CUSTOM DASHBOARD USE CASE EXAMPLE	7
TRENDS & TOP CONSUMERS DASHBOARDS.....	9
LOCATING THE TRENDS & TOP CONSUMERS VIEWS	9
OVERVIEW OF TRENDS & TOP CONSUMERS	10
<i>Overview Trend</i>	<i>10</i>
<i>Compare Trend.....</i>	<i>10</i>
<i>Top Consumers.....</i>	<i>11</i>
NAVIGATING THE TRENDS & TOP CONSUMERS VIEWS	12
<i>Dashboard Interface.....</i>	<i>12</i>
<i>Search, Time and Date</i>	<i>13</i>
<i>Dashboard Controls and Menus.....</i>	<i>14</i>
<i>Graph Controls</i>	<i>15</i>
TRENDS & TOP CONSUMERS USE CASES	16
<i>Overview Trend and Compare Trend Use Case Example.....</i>	<i>16</i>
<i>Top Consumers Use Case Example.....</i>	<i>19</i>
GETTING HELP WITH STRATUSPHERE UX	21
USING ONLINE RESOURCES.....	21
CONTACTING SUPPORT	21

Stratusphere UX Advanced Mode Dashboards

Liquidware's Stratusphere™ UX is an essential desktop monitoring and diagnostics solution for desktop administrators and engineers who support physical, virtual and cloud environments. Unlike other tools, which provide top-down or infrastructure-centric details, Stratusphere UX was designed to expose, quantify and trend the user experience—for all users, all machines and all applications; all the time.

The Stratusphere UX Advanced Mode Dashboards provide a front-end and overview of key metrics and user experience indicators. The dashboards were designed to lower the barrier of entry and create an easier visibility interface in support of user workload monitoring and diagnostic activities.

Stratusphere UX Advanced Mode Dashboards help provide the means to:

- Leverage custom-build dashboards to easily gain visibility to important KPIs
- Find a user, machine or machine group, view and compare details over a given timeframe
- Create a stepping-off point, from which you can easily drill in and diagnose issues
- Identify trends and gain visibility into the top 1,000 consumers within an environment

Stratusphere UX and the Advanced Mode Dashboards are designed to save organizations time and money while boosting productivity. Advanced Mode Dashboards allow administrators to proactively monitor environments and visually correlate trends in those areas of the architecture and platform infrastructure—those areas that have the greatest impact on user experience.

Log in to Stratusphere UX

To log in to the solution:

1. Open your browser and type `https://<your-virtual-appliance-ip-address>`.
2. At the web login page, select Stratusphere UX from the **Product** drop-down, and enter your **User name** and **Password**.

The default Administration Interface credentials for the Stratusphere Hub are:

*User name: ssadmin
Password: sspassword*

Note: For AWS, use your VM Instance ID for the password.

Product	Valid until	License Details
✓ Stratusphere FIT	Forever	500/unlimited machines, 137/unlimited users
✓ Stratusphere UX	Forever	500/unlimited machines, 137/unlimited users, 8/100 collectors

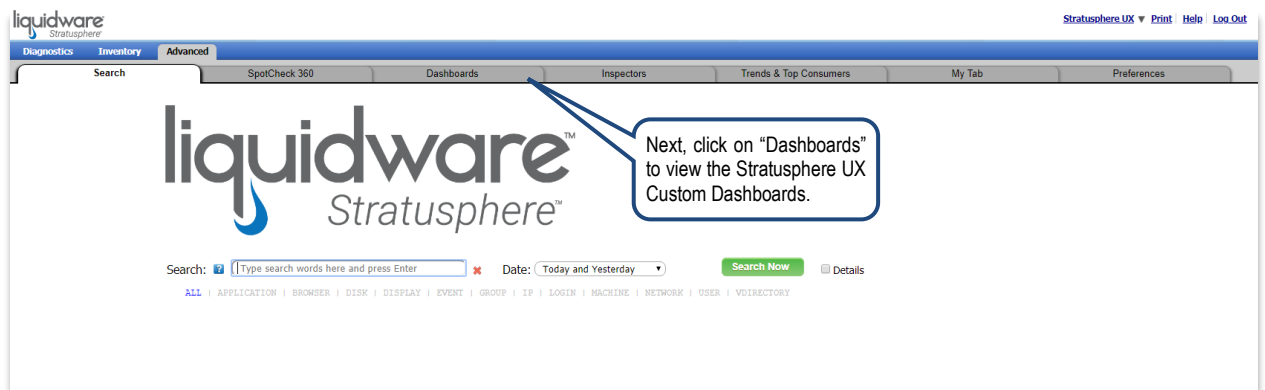
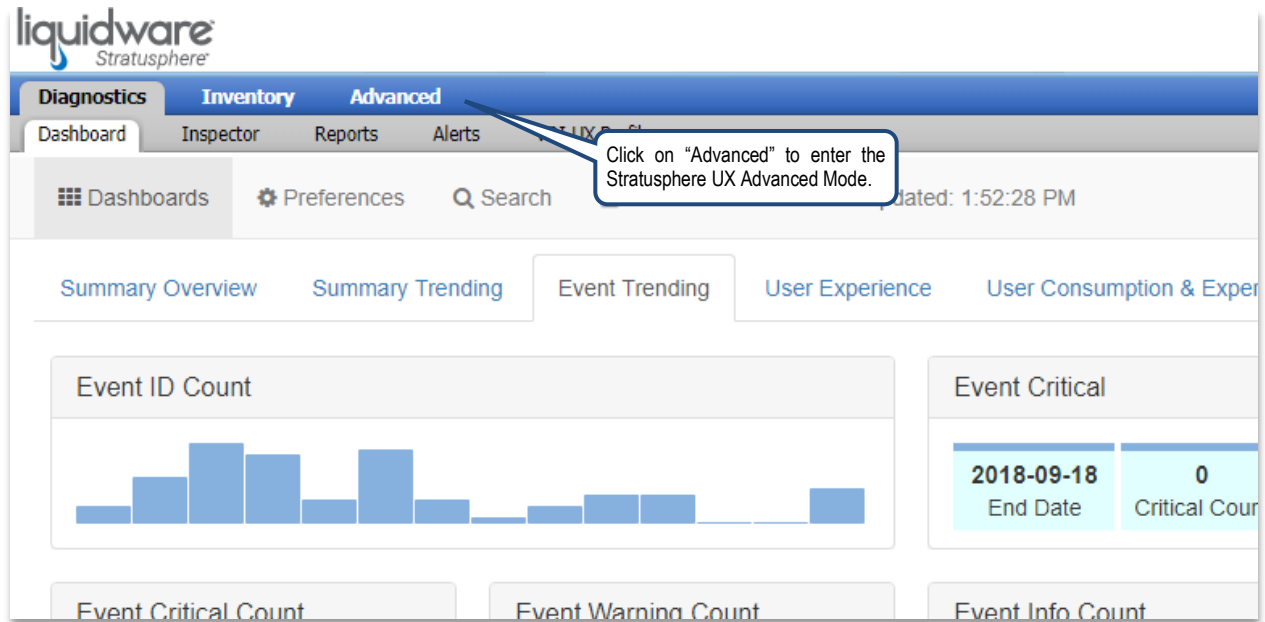
Contact sales@liquidware.com for additional licensing needs.

Licensed to Liquidware Labs, Inc. © 2018 Liquidware Labs, Inc.

Custom Dashboards

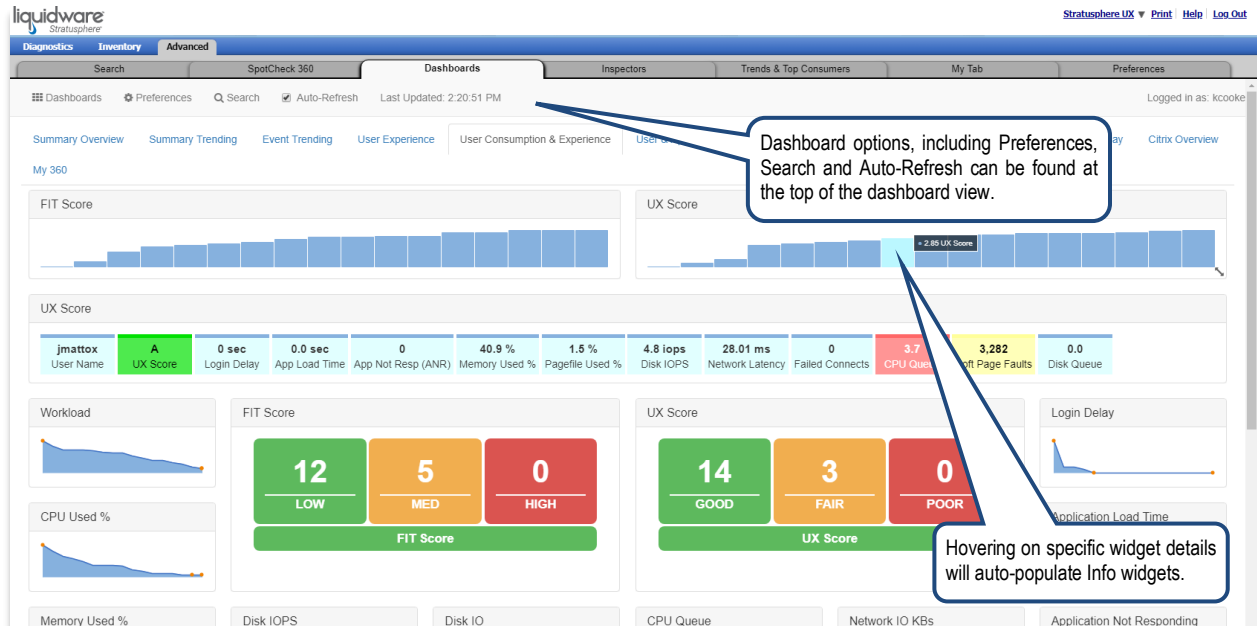
Locating the Custom Dashboard Views

After you have successfully logged in, you will see the UX Diagnostics Custom Dashboards. This view is also present in the Advanced Mode Dashboards. First click on **Advanced** then the sub-tab **Dashboards**.

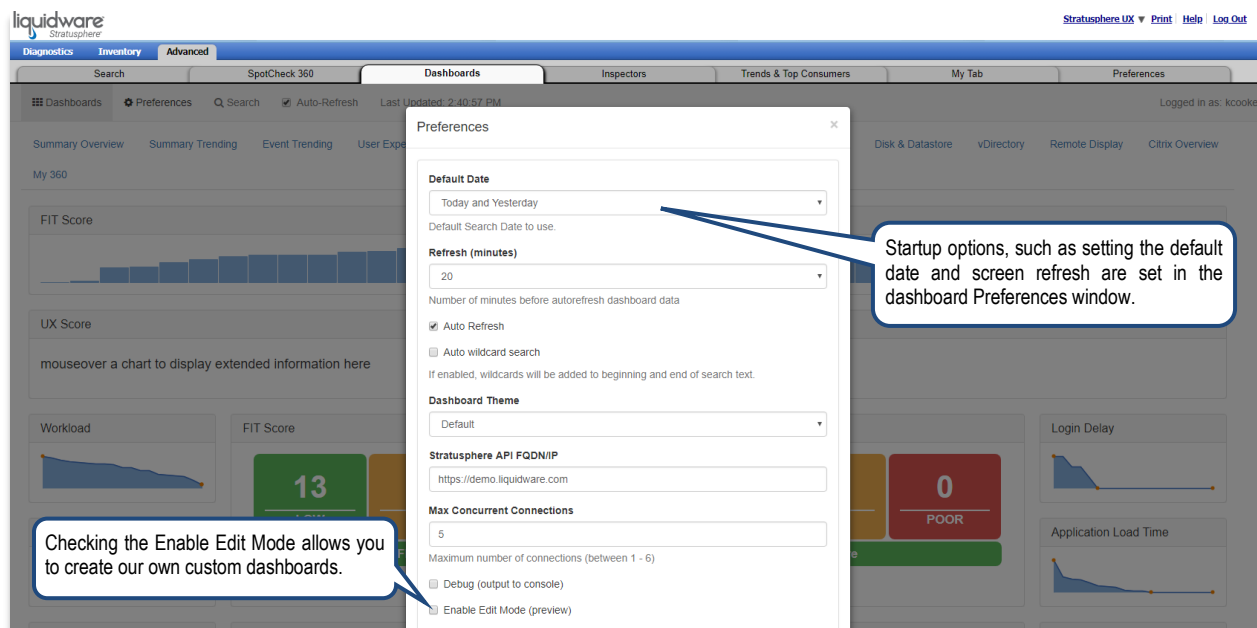


Navigating the Custom Dashboards

The Advanced Mode Dashboards are comprised of custom-built tabs. We've provided a few dashboard views to get you started, and the easy-to-use builder provides the ability to create custom views that focus on the KPIs and information that matter most to you. Custom dashboard settings and focus can be set in the **Preferences** and **Search** controls. Hovering on specific details will auto-populate Info widgets. In this case, user experience details are exposed as you hover over the presented UX Scores.



Dashboard **Preferences** allow you to set start-up behaviors like the default view window and screen refresh period. This is also where you **Enable Edit Mode**, to create your own custom dashboards.



The dashboard **Search** controls provide you with the ability to tailor and focus your dashboard view. Once you've defined the desired **Date** and **Time Ranges**, you can set the depth of detail via **Resolution** and enter your user, machine, application and datastore search terms. When you're ready, scroll to the bottom of the search controls list and click on the **Go** button to execute the query.

The screenshot displays the Stratusphere UX Advanced Mode Dashboards interface. The top navigation bar includes tabs for Diagnostics, Inventory, Advanced, SpotCheck 360, Dashboards, Inspectors, Trends & Top Consumers, My Tab, and Preferences. The main content area is divided into several sections. On the left, there are search controls for Date Range, Time Range, Resolution, Machine Name, and Machine ID. The central and right sections display various dashboards, including FIT Score, UX Score, Workload, CPU Used %, Login Delay, and Application Load Time. Callout boxes provide instructions on how to use these controls.

Choose your date and time ranges for the information you are seeking.

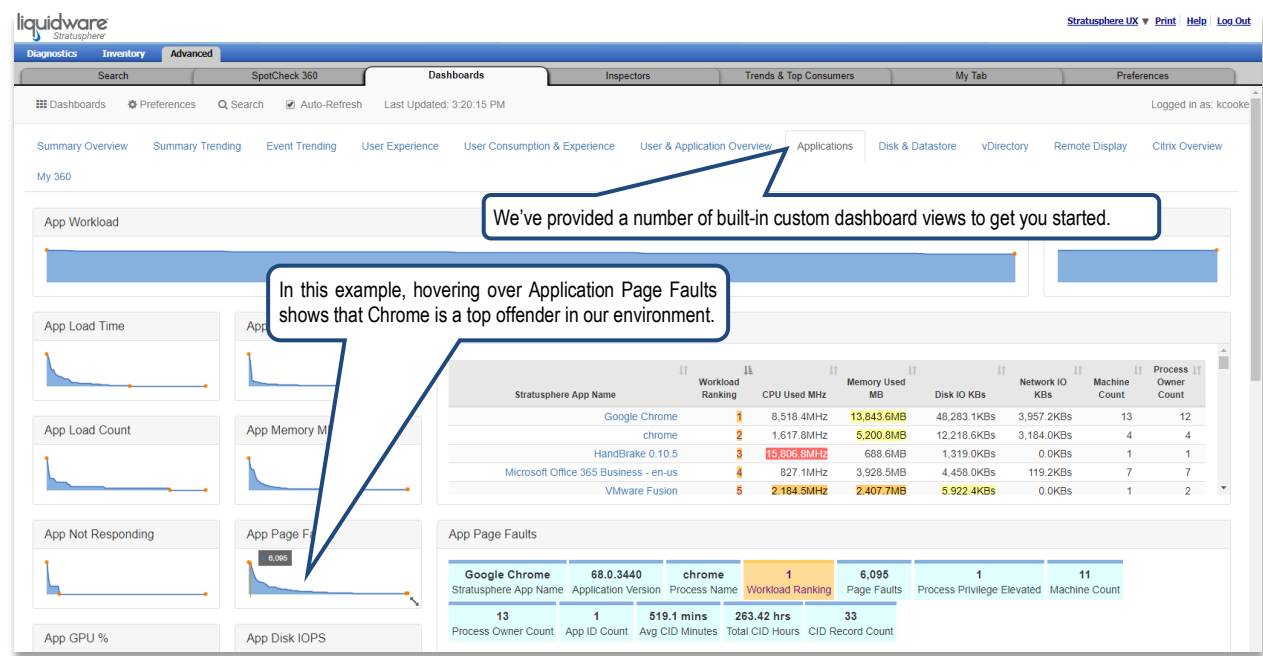
Define the resolution of data to see more or less detail.

Easily search by user name, machine, group, application, or datastore.

Custom Dashboard Use Case Example

Advanced Mode Custom Dashboards enable you to organize and define KPI as well as other measures of success in the management and delivery of end-user workspaces. Perhaps you are looking to better understand and operationalize the delivery of a key application. In this example, we'll look at Google Chrome. Start by leveraging the provided **Applications** dashboard view.

In the below example, you should see that Chrome is the top resource consumer in our environment. The application also experienced the most page faults and was witnessed on 11 machines with 13 different process owners.



Clicking on the dashboard widget sparkline for **App Page Faults** will expose a more detailed table of relevant information, including a complete list of all user-owned applications observed during this time period, as well as details on machines, process owner counts and total time each application or process was executing.

Showing Data for App Page Faults

Show 10 entries

Stratusphere App Name	Application Version	Process Name	Workload Ranking	Page Faults	Process Privilege Elevated	Machine Count	Process Owner Count	App ID Count	Avg CID Minutes	Total CID Hours	CID Record Count
Google Chrome	68.0.3440	chrome	1	6,095	1	11	13	1	519.1mins	263.42hrs	33
chrome	Unknown	chrome	2	5,182	0	4	4	1	16.6mins	1.37hrs	6
Google Chrome	69.0.3497	chrome	3	3,095	0	3	4	1	587.3mins	45.13hrs	5
Mozilla Firefox 62.0 (x64 en-US)	62.0	firefox	4	2,020	0	3	4	1	531.0mins	59.86hrs	7
Host Process for Windows Services	10.0.17134	svchost	5	2,428	1	10	13	1	771.8mins	1,139.74hrs	91
VMware Fusion	8.5.10	vmware-vmx	6	587	0	1	1	1	342.5mins	11.42hrs	2
Software Reporter Tool	33.171.200	software_reporter_tool	7	6,421	0	3	4	1	15.0mins	1.00hrs	4
Modern Setup Host	10.0.17134	setuphost	8	1,450	1	1	1	1	20.4mins	0.34hrs	1
System	Unknown	system	9	2,476	0	30	1	1	997.6mins	965.03hrs	57
svchost	Unknown	svchost	12	561	1	19	4	1	248.2mins	211.14hrs	45

Showing 1 to 10 of 100 entries

Previous 1 2 3 4 5 ... 10 Next

Drilling in one more level, we are able to explore Google Chrome and gain a complete 360 Dashboard view of the application, including all the machine and user names that have been running the application during the focused timeframe. This 360 view includes almost 20 tables of information, from totals by application version number as well as totals by Windows OS version—each with corresponding user experience values and resources consumed.

360 Dashboard for Application Name: Google Chrome

Completed: 18 @ 17 seconds

Refresh Stop Close All Open All Set Values Date: Today and Yesterday

APPLICATION | CONSUMPTION | EXPERIENCE | NETWORK | TREND

Machines Running Application (following date)

Stratusphere App Name	Application Version	Machine Name	Workload Ranking	GPU Core Used %	CPU Used MHz	Memory Used MB	Read IOPS	Write IOPS	Disk Read KB/s	Disk Write KB/s	Network Recv KB/s	Network Sent KB/s	Sum Disk IO MB/s	Sum Network IO MB/s	Sum Active Hours	Process Owner Count
Google Chrome	68.0.3440	swi-han-gateway	1	13.14 %	1,689.6 MHz	769.9 MB	2,278.2 iops	2,367.9 iops	1,189.0 KB/s	1,346.4 KB/s	219.6 KB/s	4.60 KB/s	99,705.7 MB	8,815.61 MB	119.6 hrs	2
Google Chrome	68.0.3440	af5-11549.lvl.corp	2	2.97 %	706.2 MHz	2,037.5 MB	2,167.7 iops	2,769.7 iops	1,066.1 KB/s	1,278.5 KB/s	108.5 KB/s	3.50 KB/s	323,572.9 MB	15,458.60 MB	1,787.0 hrs	2
Google Chrome	68.0.3440	xps730	3	0.00 %	677.2 MHz	662.9 MB	458.2 iops	477.1 iops	684.4 KB/s	763.2 KB/s	27.5 KB/s	11.50 KB/s	138,816.9 MB	3,734.18 MB	243.1 hrs	2
Google Chrome	68.0.3440	af5-11546.lvl.corp	4	1.71 %	416.6 MHz	545.7 MB	899.2 iops	922.3 iops	605.7 KB/s	467.2 KB/s	1.9 KB/s	0.70 KB/s	125,953.8 MB	306.46 MB	725.3 hrs	2
Google Chrome	68.0.3440	sewvs12-03.se.lvl.corp	5	91.94 %	5,404.8 MHz	521.0 MB	276.9 iops	275.5 iops	22.7 KB/s	27.3 KB/s	0.0 KB/s	0.00 KB/s	6,920.3 MB	0.00 MB	165.1 hrs	1
Google Chrome	68.0.3440	desktop-6gr599q.lvl.corp	6	2.29 %	323.7 MHz	849.3 MB	469.2 iops	547.9 iops	243.9 KB/s	304.7 KB/s	11.3 KB/s	3.10 KB/s	32,407.8 MB	848.89 MB	337.4 hrs	2
Google Chrome	69.0.3497	af5-11546.lvl.corp	7	1.40 %	227.8 MHz	761.9 MB	416.0 iops	543.0 iops	907.6 KB/s	427.2 KB/s	26.8 KB/s	3.00 KB/s	28,323.3 MB	630.73 MB	116.4 hrs	2
Google Chrome	69.0.3497	sewvs12-01.se.lvl.corp	8	0.00 %	522.7 MHz	841.3 MB	117.1 iops	139.9 iops	25.7 KB/s	60.1 KB/s	15.9 KB/s	0.70 KB/s	4,206.9 MB	811.40 MB	75.4 hrs	1

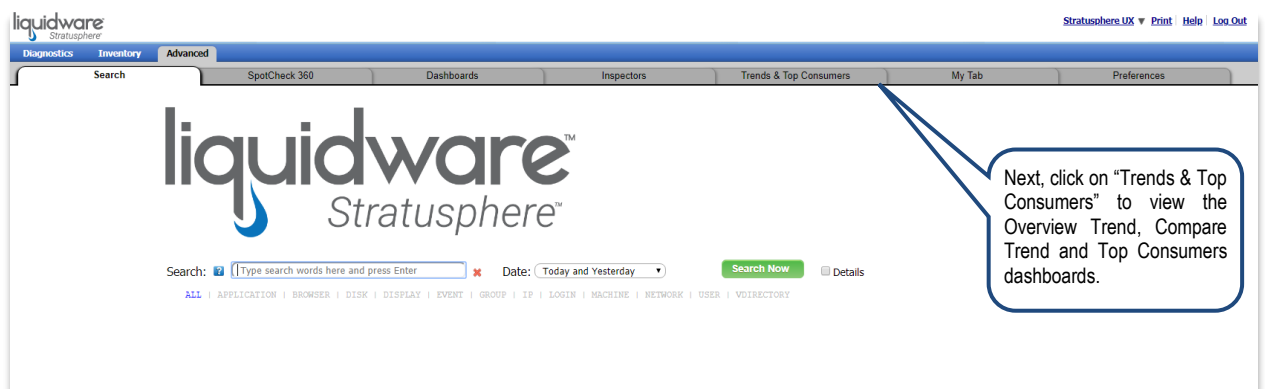
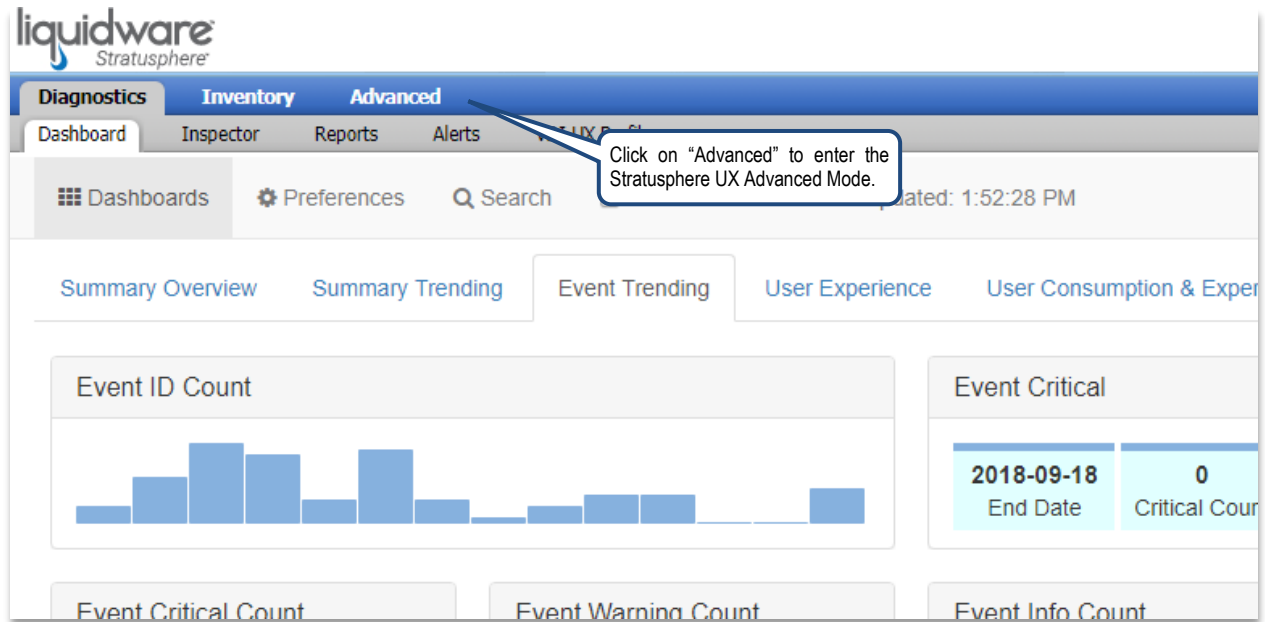
User Application Experience by Owner (following date)

Stratusphere App Name	Application Version	Process Owner Name	Process Name	Workload Ranking	App Not Responding ANR	App Load Count	App Load Time	App Load Time (raw)	Page Faults	GDI Objects	Sum Active Hours	User Count	Machine Count	CID Record Count
Google Chrome	68.0.3440	sung han	chrome	1	0	2	3.1 sec	3.091 sec	491	102	119.5 hrs	1	1	2
Google Chrome	68.0.3440	jwu	chrome	2	0	2	0.0 sec	1.000 sec	933	169	1,785.7 hrs	1	1	2
Google Chrome	68.0.3440	david	chrome	3	0	0	0.0 sec	0.000 sec	95	48	165.1 hrs	1	1	2
Google Chrome	68.0.3440	mvanfrayen	chrome	4	0	2	24.2 sec	24.245 sec	373	110	725.1 hrs	1	1	2
Google Chrome	68.0.3440	db	chrome	5	0	2	11.2 sec	11.164 sec	777	117	242.8 hrs	1	1	2
Google Chrome	69.0.3497	david	chrome	6	0	1	7.3 sec	7.297 sec	387	53	75.4 hrs	1	1	1
Google Chrome	68.0.3440	jmattox	chrome	7	0	0	0.0 sec	0.000 sec	527	64	336.8 hrs	1	1	2
Google Chrome	69.0.3497	mvanfrayen	chrome	8	0	1	0.0 sec	1.000 sec	1,677	192	116.3 hrs	1	1	1

Trends & Top Consumers Dashboards

Locating the Trends & Top Consumers Views

After you have successfully logged in, you will see the UX Diagnostics Dashboard. To view the Advanced Mode Trends & Top Consumers Dashboards, first click on **Advanced** then the sub-tab **Trends & Top Consumers**.



Overview of Trends & Top Consumers

The Advanced Mode Trends & Top Consumers dashboards are comprised of three tabs, each providing a different view and ability to visualize Stratusphere UX metrics to suit your needs.

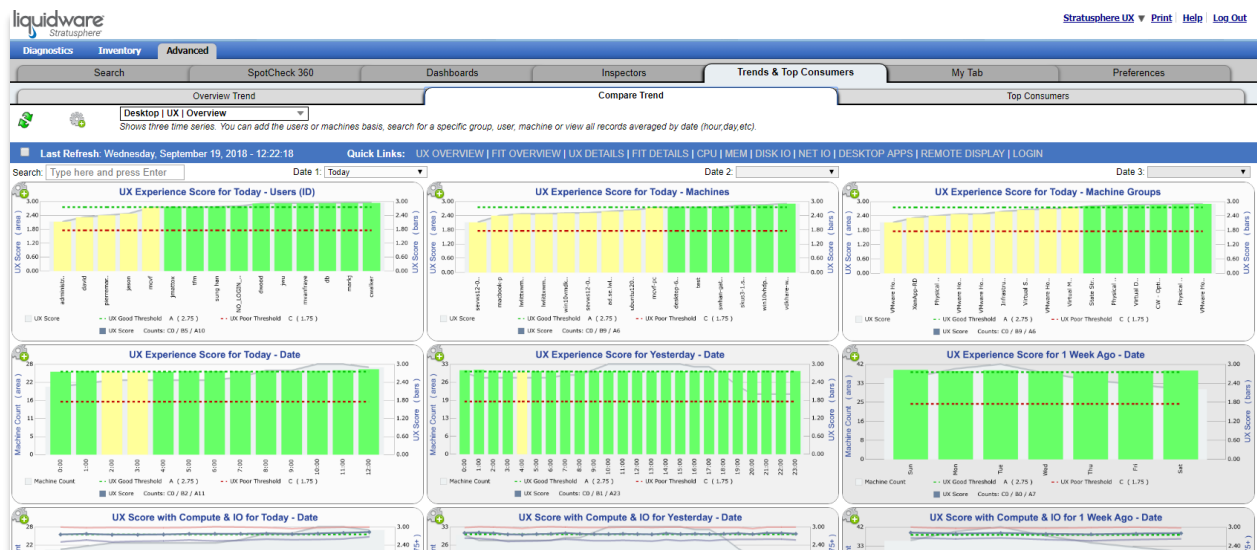
Overview Trend

The first dashboard tab, **Overview Trend**, displays a single view determined by the date, basis and resolution defined in the dashboard controls.



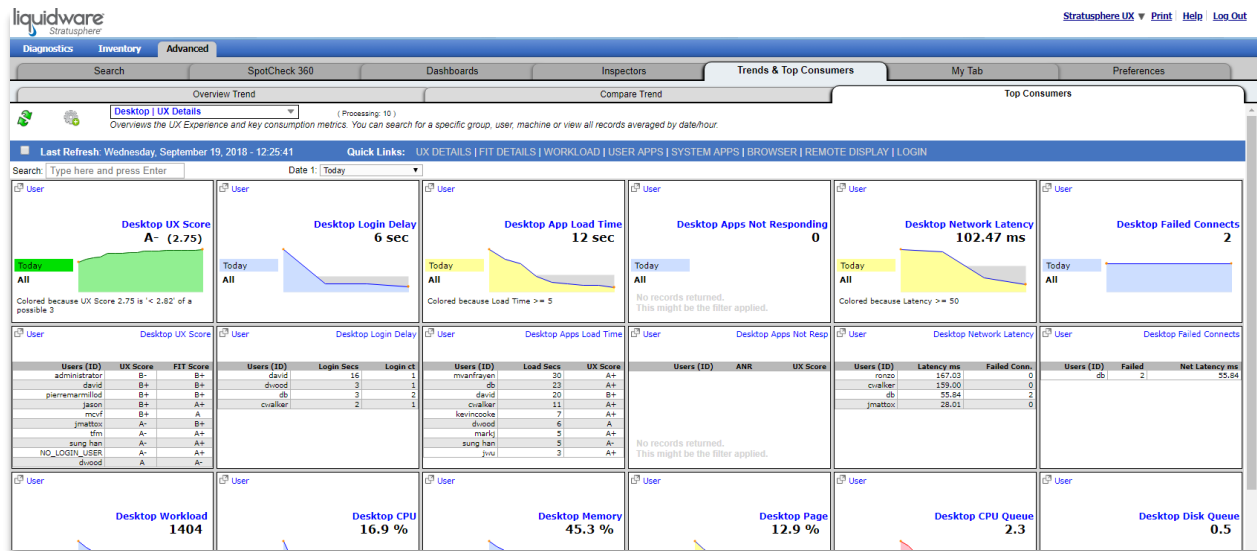
Compare Trend

The next dashboard tab, **Compare Trend**, displays three-time views. Each of the three can be tailored to show a different date, basis and resolution from within the dashboard controls.



Top Consumers

The third dashboard tab, **Top Consumers**, displays key user experience and trend metrics in a single view. Specific details are averaged and depicted as a series of sparkline graphs and tables, averaged by date/hour.

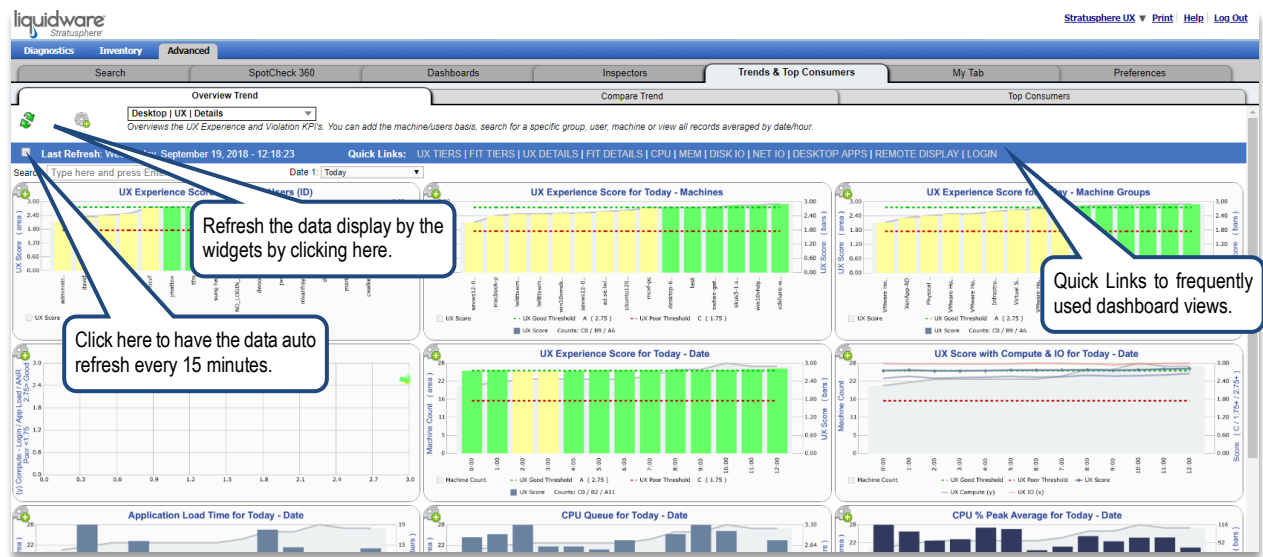


Navigating the Trends & Top Consumers Views

Each of the dashboard tabs, **Overview Trend**, **Compare Trend** and **Top Consumers** have similar features and functionality.

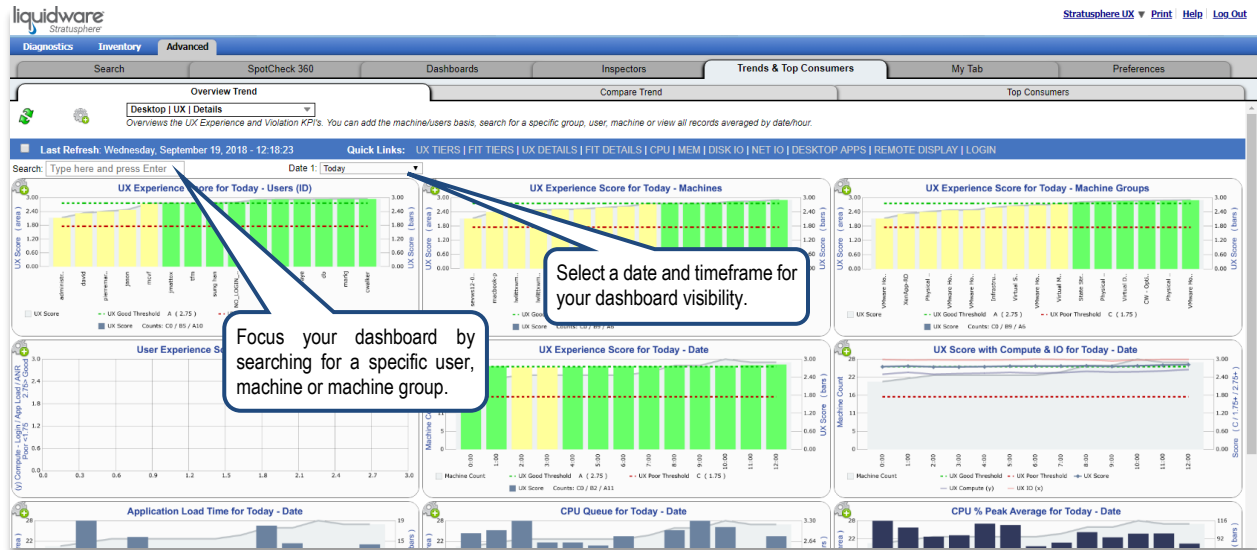
Dashboard Interface

All dashboard widgets can be refreshed to the most current metrics collected by the Stratusphere Connector ID Key (CID Key) by simply clicking on the double arrow icon in the upper left area of the interface. Related, you can have the data and metrics provided in the widgets auto-refresh every 15 minutes by checking the **Auto Refresh** box. **Quick Links** have been provided to make it easier to access frequently needed dashboard views—to support monitoring and diagnostics use cases.



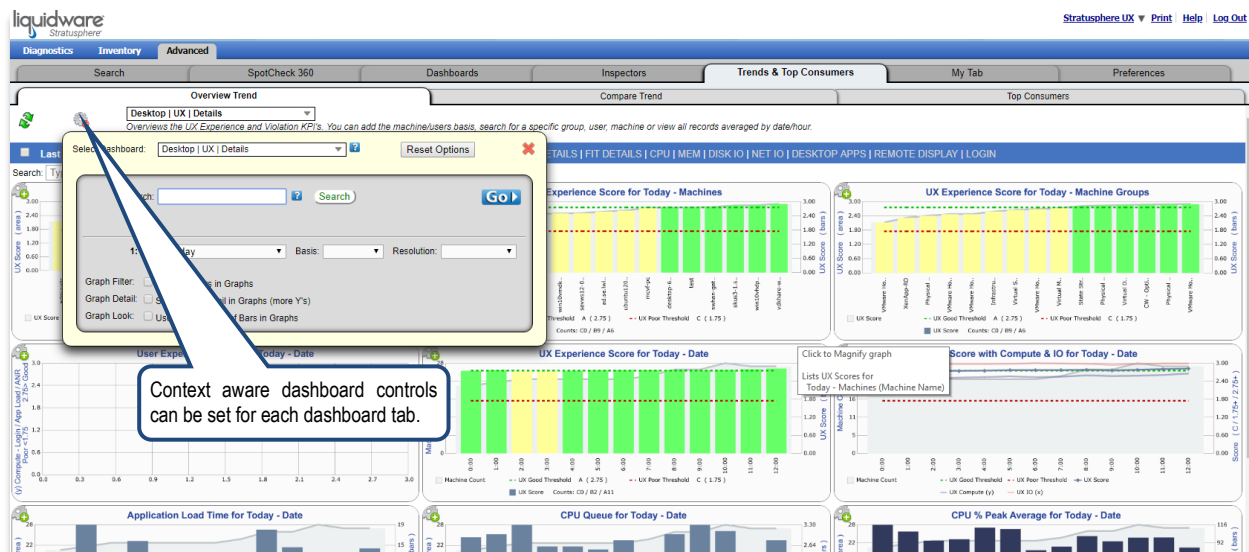
Search, Time and Date

You can change the focus of the dashboard and search for specific users, machines or machine groups right from the search box located at the top of the interface. Similarly, the dashboard interface provides the ability to quickly and easily select a date and timeframe for your query.

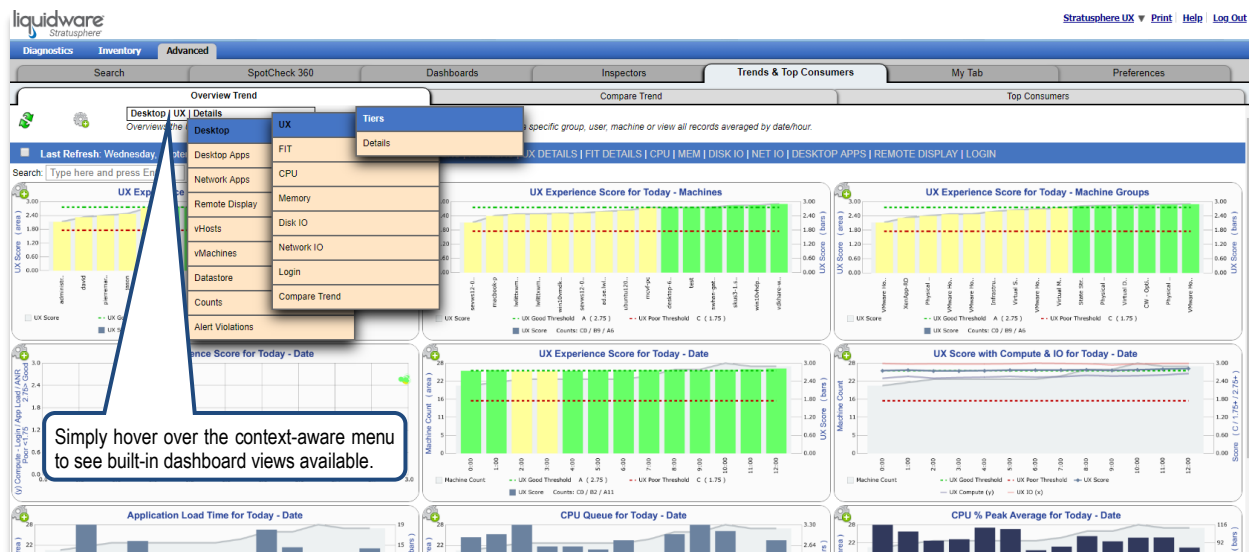


Dashboard Controls and Menus

Dashboard Controls can be set for each tab view. Controls are context aware (based on dashboard type and features available). Control settings will persist for each monitoring and diagnostics setting. Some defaults can be set in the **Preferences** tab (See the **Preferences** section in the **Stratusphere UX Quick Start Guide** for more detail).

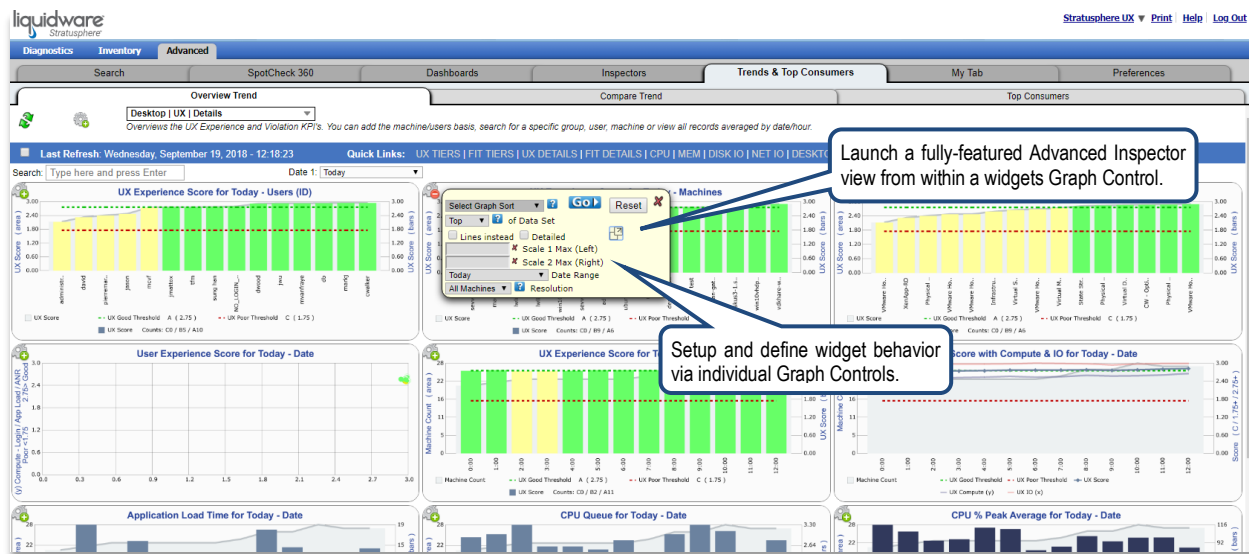


Each of the dashboards provide a context-aware menu, allowing you quick and easy access to monitoring and diagnostics dashboard views.

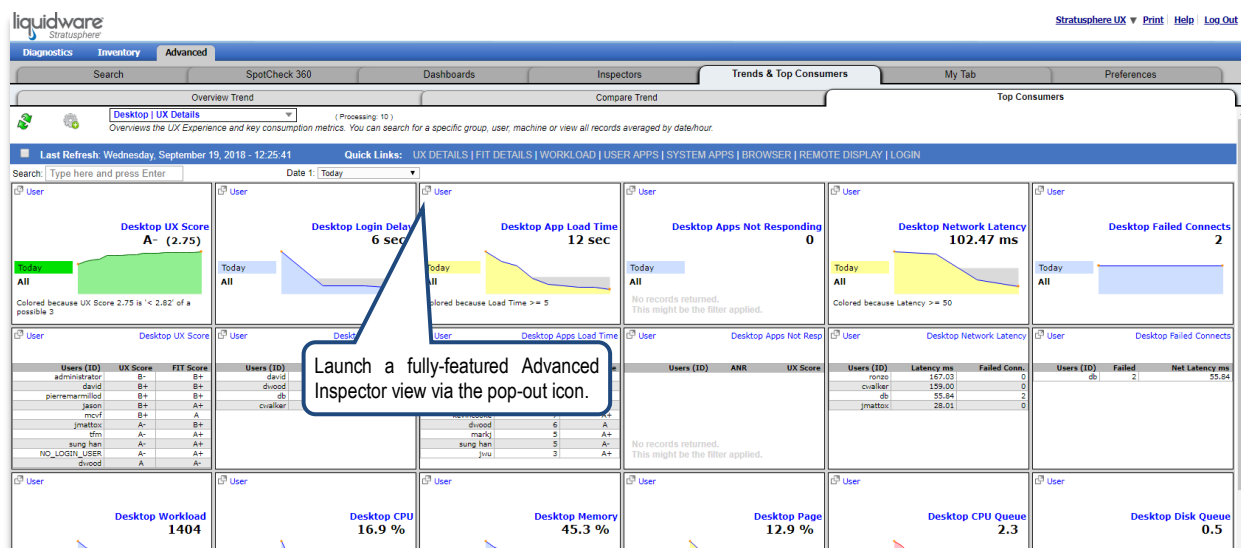


Graph Controls

Each widget on the **Overview Trend** and **Compare Trend** dashboards provide individual controls via the **Graph Control**. In addition to graph settings, the ability to set a different date/time ranges and resolution, you can also launch an **Advanced Mode Inspector** pop-out window from here.



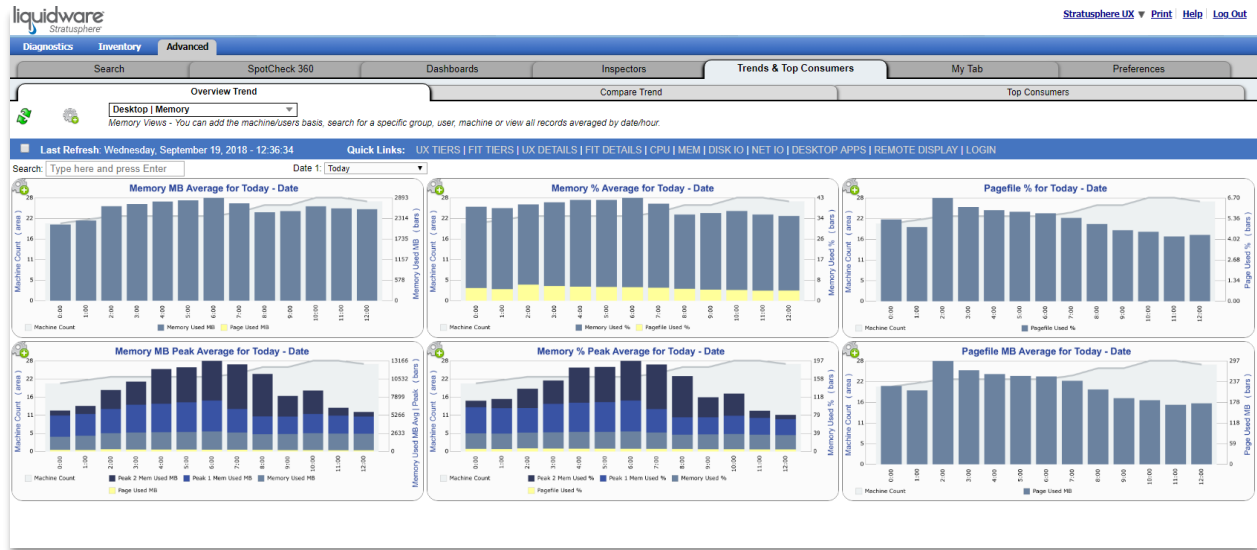
You can also pop-out an **Advanced Mode Inspector** view from within the **Top Consumers** sparkline graphs.



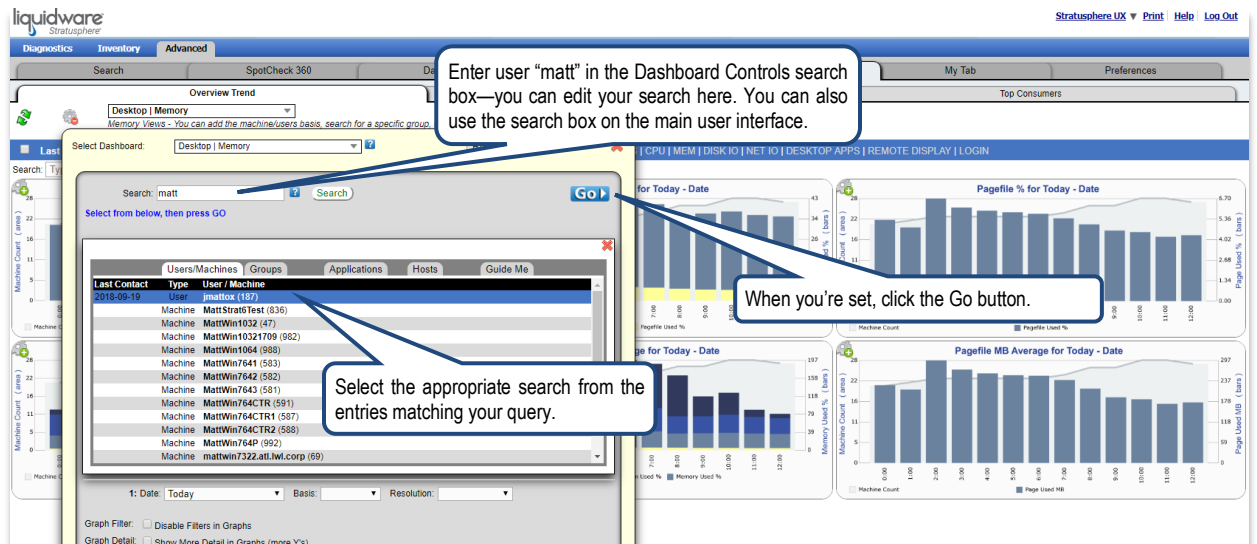
Trends & Top Consumers Use Cases

Overview Trend and Compare Trend Use Case Example

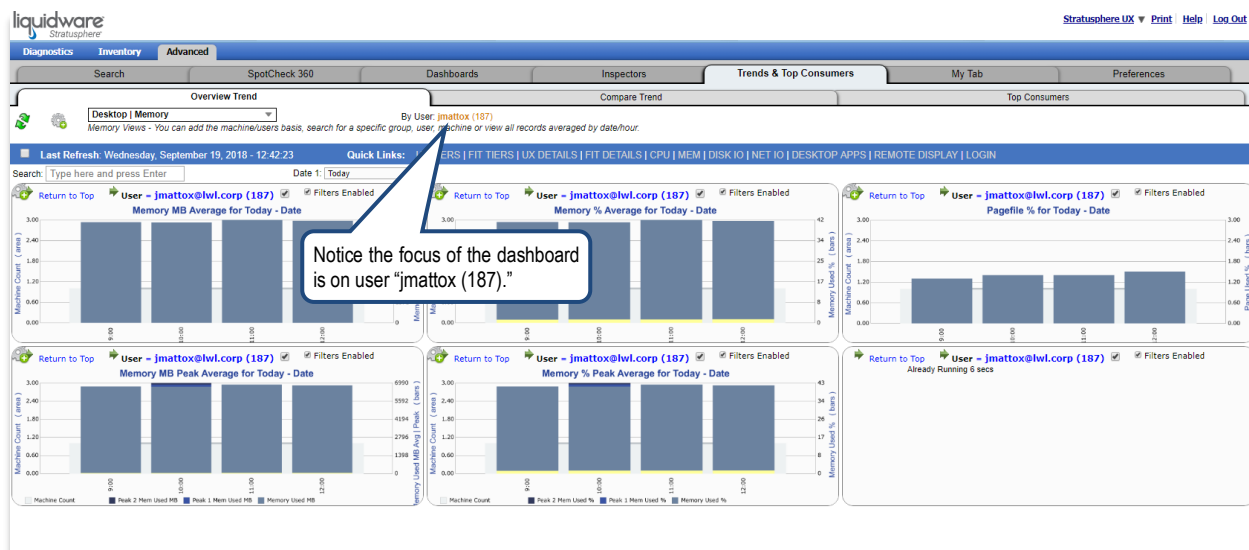
The **Overview Trend** and **Compare Trend** tabs are a great place to begin a helpdesk or diagnostic exercise. For example, begin on the **Overview Trend** and select **MEM** on the **Quick Link** bar. Notice the Dashboard view now depicts Memory MB, Memory % and Pagefile averages for the selected timeframe (today).



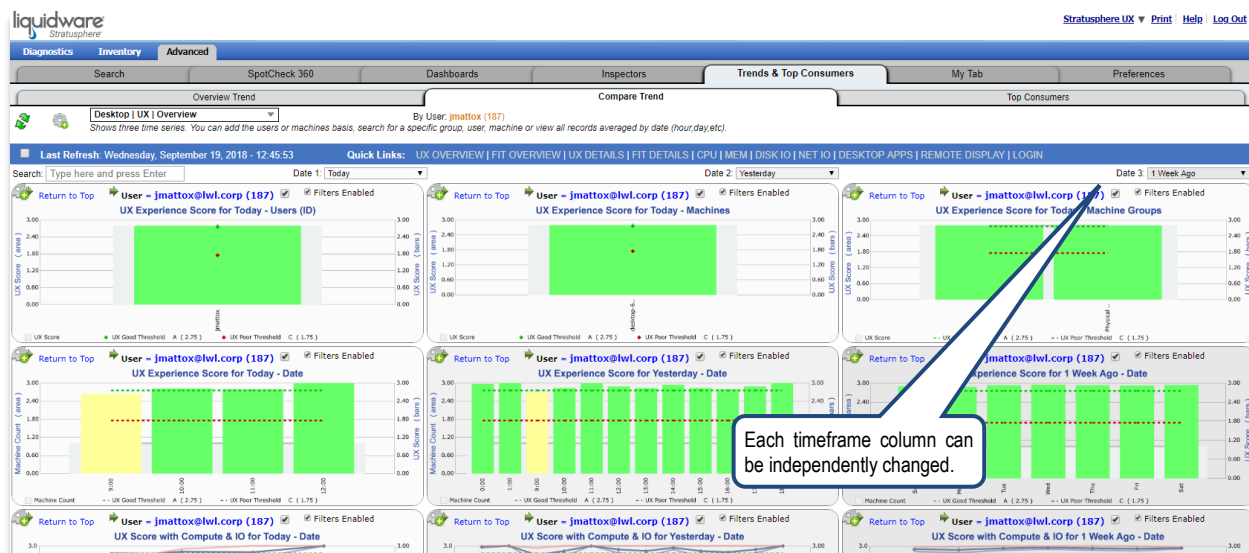
You can change the timeframe and focus on a specific user—perhaps user Mattox has called into the helpdesk and you suspect a memory-related issue. Type “matt” into Search box on the Dashboard Controls window and hit the enter key on your keyboard. Select user “jmattox” in the search results and click the **Go** button.



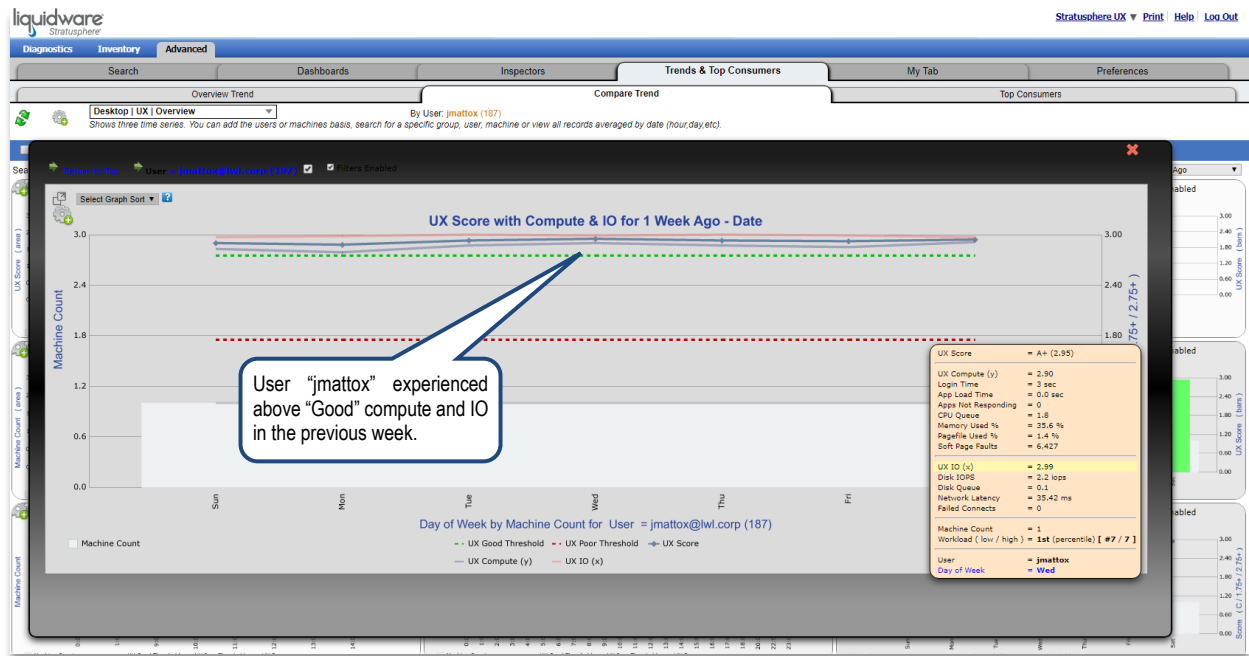
Take note that the dashboard focus has refreshed with details for the user named “jmatttox (187).” The most recent few hours for this user are now shown.



If you’d like to see how user “jmatttox” may have consumed different resources over time, click over to the **Compare Trend** dashboard tab, and enter the same search for “jmatttox” on that screen. You are now provided with three-timeframe view for this user. Set each column to a different time view—for example, set the second column view to **Yesterday** and the third column to **1 Week Ago**. Each of these timeframes can be independently selected from the Date pull down boxes or in the search

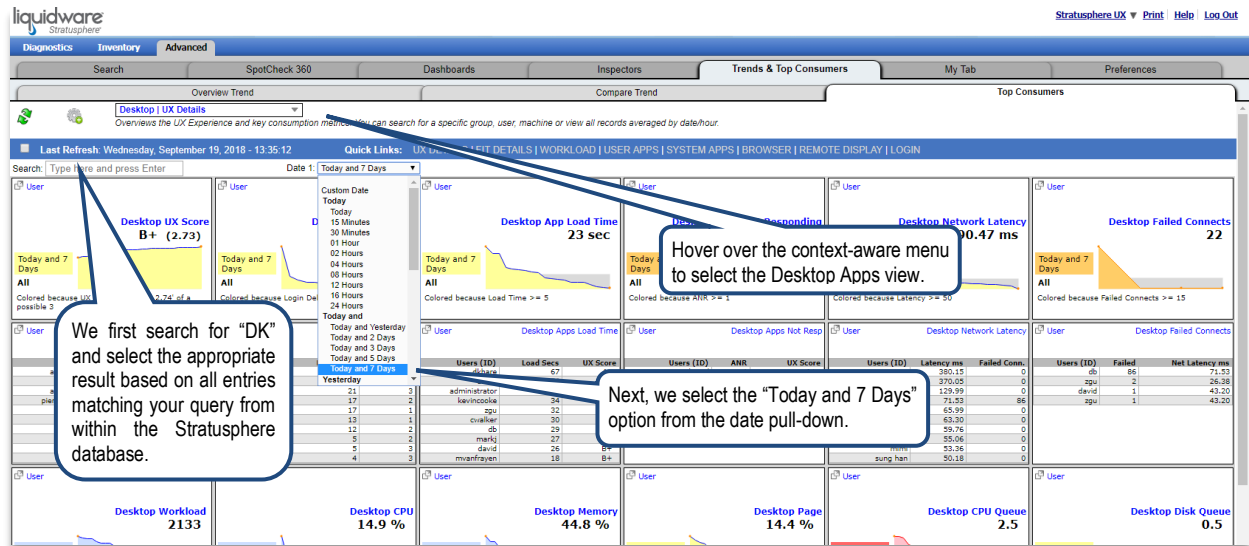


If you'd like a larger view, as well as the ability to gain hover details, click on any dashboard widget. Here you'll see that user "jmattox" had above "Good" compute and IO performance over the previous week. User Experience IO was a 2.00 out of 3.00 on Wednesday.

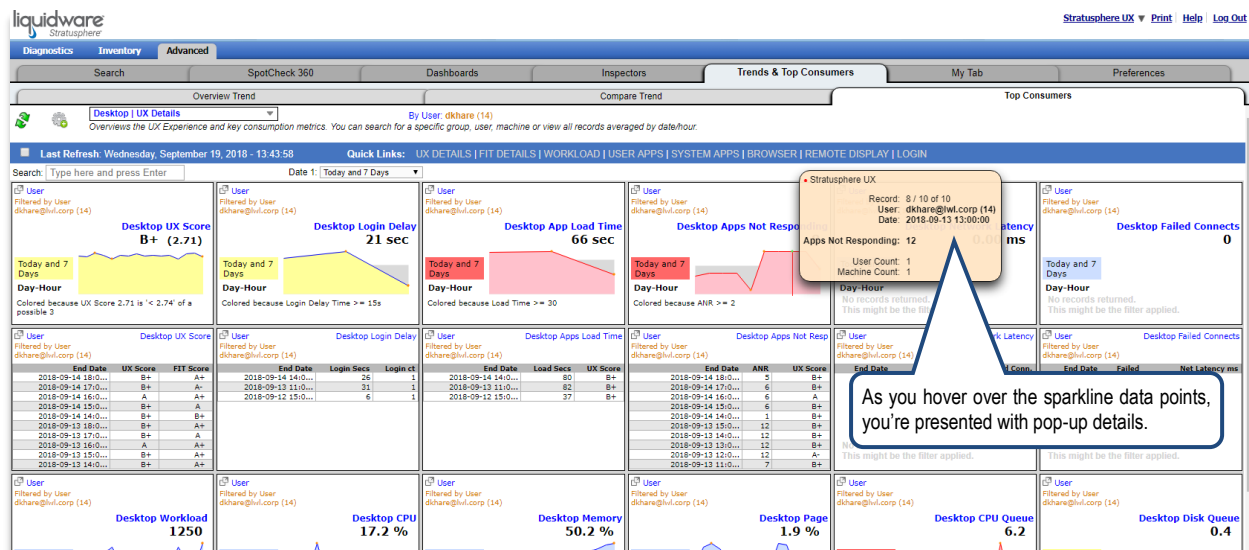


Top Consumers Use Case Example

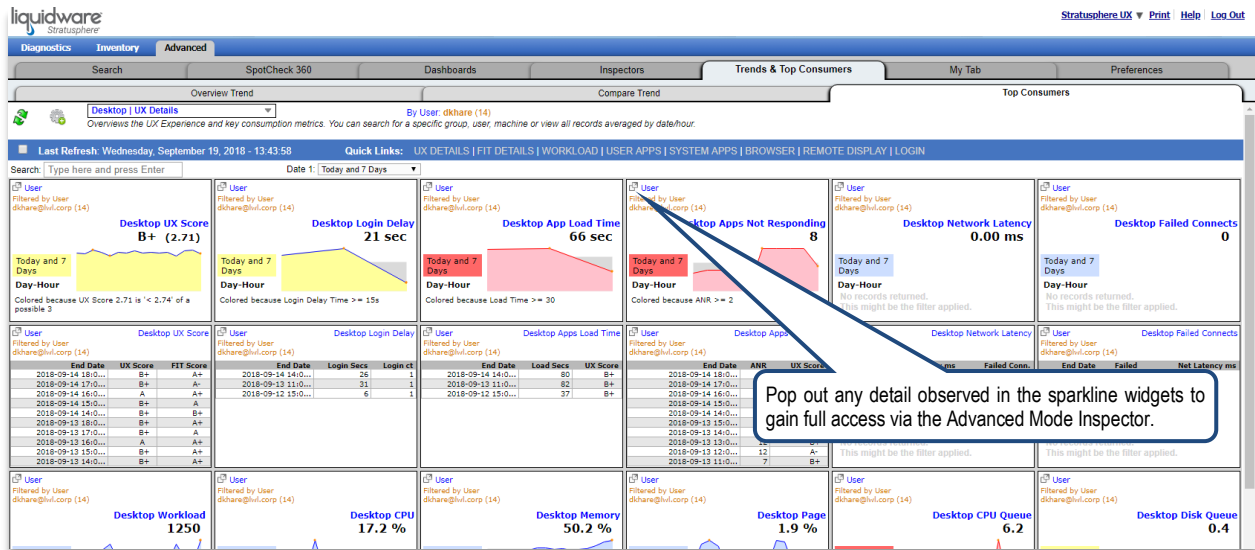
The **Top Consumers** tab offers trend views with complimentary sparkline and table widgets. All views are based on the top 1,000 consumers (worst users, machines or machine groups). Each displayed sparkline metric is averaged over the depicted timeframe, with 168 data points shown. For example, let's have a look at user "DK" and his application use over the past week. Perform a search for user "DK," select the timeframe and select **Desktop Apps** → **User Owned** from the menu.



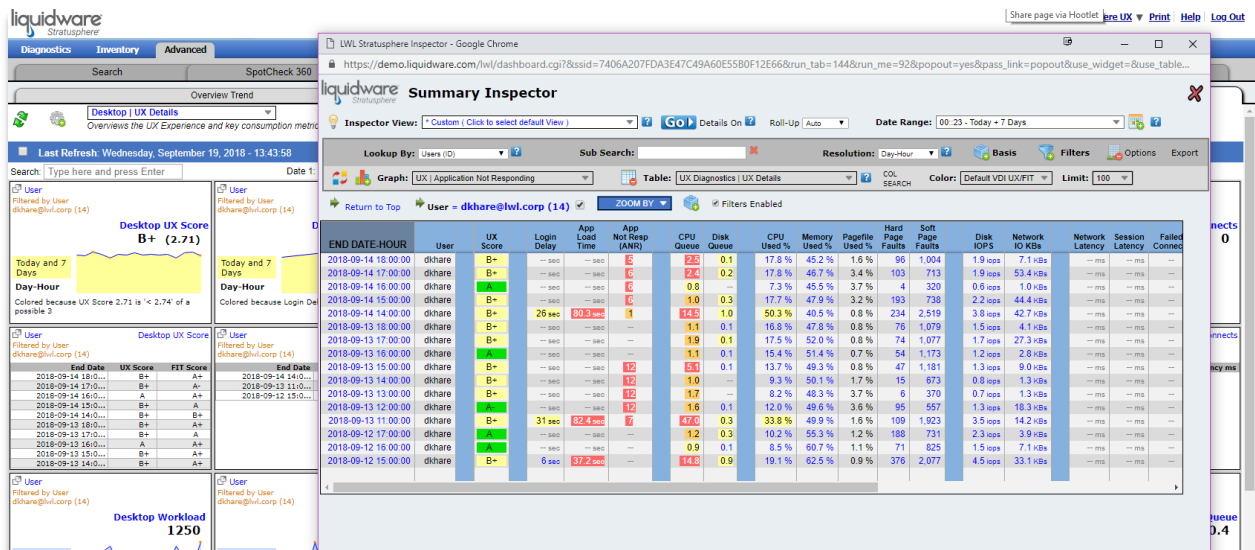
Hover details show that user "DK" had a number of applications that were non-responsive over the time window examined.



To see more detail about the applications running for this user—during this time period—simply click on the pop-out icon to gain full Advanced Mode Inspector visibility.



You will now note the specific day-hour when non-responding applications and other resource constraints occurred over the same time and date window.



Getting Help with Stratusphere UX

In this document, we have covered a series of the features and functions available in the Stratusphere UX Advanced Mode Dashboards. If you have questions or run into issues while using Stratusphere, Liquidware is here to help. Our goal is to provide you with the knowledge, tools, and support you need to be productive.

Using Online Resources

Liquidware maintains various kinds of helpful resources on our Customer Support Portal. If you have questions about your product, please use these online resources to your full advantage. The Support Portal includes product forums, a searchable Knowledge Base, documentation, and best practices among other items. You can visit our website at <http://www.liquidware.com/>.

Contacting Support

If you wish to contact our Support staff for technical assistance, please either log a request on the Liquidware Customer Support Portal or give us a call. Prior to Logging a Case you may want to review these helpful tips:

- Check the Product Documentation included with your Liquidware Product.
- Try to see if the problem is reproducible.
- Check to see if the problem is isolated to one machine or more.
- Note any recent changes to your system and environment.
- Note the version of your Liquidware product and environment details such as operating system, virtualization platform version, etc.

To speak directly with Support, please use the following numbers:

Toll Free in USA & Canada: 1-866-914-9665

International: + 1-678-397-0460