

# Stratusphere<sup>™</sup> UX

Advanced Mode SpotCheck 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") SpotCheck Advanced Mode Feature. This is not a complete training or user guide, but is meant to guide you through the basic steps to employ the Advanced Mode SpotCheck 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 3600 Mansell Road Suite 200 Alpharetta, Georgia 30022 U.S.A. Phone: 678-397-0450 www.liquidware.com

©2019 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. 19-0325.6.1.1

# Contents

STRATUSPHERE UX ADVANCED MODE SPOTCHECK	3
.OG IN TO STRATUSPHERE UX	3
LOCATING THE ADVANCED MODE SPOTCHECK TAB	4
Navigating Advanced Mode SpotChecks	5
Creating More Advanced Filtering Rules	8
GETTING HELP WITH STRATUSPHERE UX	10
Using Online Resources	10
CONTACTING SUPPORT	10

# Stratusphere UX Advanced Mode SpotCheck

Liquidware's Stratusphere<sup>™</sup> UX is a desktop monitoring and diagnostics solution for 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 SpotCheck outlines a broad-to-narrow series of steps that enable a cursory health check of an existing platform or architecture. The SpotCheck inspection focuses on key user-experience metrics and leverages known levels of acceptable performance and baselines as a means to identify infrastructure and platform constraints that can contribute to a poor user-experience.

Stratusphere UX Advanced Mode SpotCheck:

- Provide a 360° view of virtual desktop resource usage and overall performance
- Gain visibility of critical issues, both known and unknown
- Identify and provide analysis of bottlenecks and performance issues
- Establish real-world thresholds as a baseline to gauge normal/abnormal operations

SpotChecks are a good way to stay ahead of the complexity and challenges associated with supporting common platform and cloud architectures. The feature provides you with the visibility—details, metrics and information— necessary to minimize risk in your environment and make sure you are meeting performance expectations and delivering satisfying 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**.



iquidware Stratusphere							
Log In							
Product	Stratusphere UX 🔻		Product	Valid until	License Details		
Domain		🖌 S	tratusphere FIT	Forever	500/unlimited machines, 137/unlimited users		
Domain	Eccal Directory	🖌 S	tratusphere UX	500/unlimited machines, 137/unlimited users, 8/100 collectors			
Password	Jser name Password Contact sales@liquidware.com for additional licensing needs.						
	Log In						
			Licensed to Liquidware L	Labs, Inc.	© 2018 Liquidware Labs, Inc		

# Locating the Advanced Mode SpotCheck Tab

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**.

liquidwa	re							
Diagnostics	Inventory	Advanced						
1	Search		Sport eks	Dashb	onards	Inspectors	Trends & Top Consumers	My Tab
		lic Search: 2	Type search word	Click on "Advance Stratusphere UX A Stratusphere UX A Stratus	Advanced Mode.	•	Search Now Details	
		XLL I APP	LICATION   BROWSER	I DISK   DISPLAY   EVENT	GROUP   IP   LOGIN   MACI	HINE   NETWORK   USER	ADIRECTORY	

#### liquidware

Stratusphere							
Diagnostics Inventory Adva	nced						
Search	SpotChecks	Dashboards	Inspectors	Trends & Top Consumers			
Stratusphere UX SpotChecks II       SpotCheck 30       Zero Thresholds       2 returned         Refresh       Stop       Close All       Open All       Set Thresholds       Date: Today       Today         NEX       Scores   CPU   MEMORY   DISK   NETWORK   GPU   ALERTS AND EVENTS   APPS   CON       Datastore   EXPERIENCE   IP   LOGIN   REMORE DISPLAY   TRACE ROUTE   VHOST   VMAC							
Click here to run the SpotCheck 360 greater than zero thres Wext, click on "SpotChecks" to view the Stratusphere UX Advanced Mode feature.							
	Machine Name		User Name	UX Score			
		rob-surface-lt	rcorradini	B+			
		desktop-ieam0m1	pierre	B+			
	1	float1003.pso.uga.edu	smartk	B+			
		atl-l1531	cwalker	B+			
		mcvf-pc	mcvf	B+			
		atl-I1546.lwl.corp	mvanfrayen	B+			
	test tfm B+						
	desktop-uphnmq9 matt tye B+						
		xps730.db.net	db	B+			
#4. Lowest 25 FTT Scores by Machine & User Name (following date) 🖓 🧿 🏢							

# Navigating Advanced Mode SpotChecks

The Advanced Mode SpotChecks are comprised of default and published configurations. We've provided a few default configs to get you started, with an easy-to-use feature to allow you to create custom-defined metrics and threshold values for your organization.

liquidware: Stratusphere:						Stratusphere UX V Print Help Log Out
Diagnostics Inventory Advanced						
Search SpotCh	ecks	Dashboards	Inspectors	Trends & Top Consumers	My Tab	Preferences
Stratusphere UX SpotChecks 🖬	SpotCheck 360	> Zero Thresholds	v 2 returned			Completed: 2 @ 5 seconds
Refresh Stop Close All Open.	GPU KPIs G Alert Percer User Owned	reater than 50% (njeans) [ M tages for Virtual Desktops (db Processes starting with Reg (	AG: <i>Physical Desktops</i> ] vieneman) [ MG: <i>Virtual Desktops</i> (dbieneman)	The SpotCheo to default and	k config pull-down published configur	provides access ations.
Click here to run the SpotCheck	CPU Queue Domain Cor Elevated Pro	- 2 CPU >4 or 4 CPU >8 (dbie troller Remote Desktop Acces cess 'Admin Privilege' (dbiene	eneman) <b>s</b> (dbieneman) eman)			
#1. LOWESL 25 UX SCORES by Machine & USEL Machine Nan	HTTP Brows FTP Browse Onedrive ar	er Connections (dbieneman) <sup>•</sup> Connections (dbieneman) d Dropbox Usage (dbieneman				0X 50016 <= 5
	Facebook P Twitter Proc Netflix Proc	ocess Connections (dbieneman ess Connections (dbieneman) ess Connections (dbieneman)	m)			
	Sharepoint Teams Clier Outlook Clie	Process Connections (dbiener t Process Connections (dbiener nt Process Connections (dbiener connections (dbiener)	ian) eman) neman)			
	Application	Processes accessing Lwl.corp i	internal resources (dbieneman)			•
#4. Lowest 25 FIT Scores by Machine & Use	- Default Spot	Check Configs				FIT Score <= 3
Machine Nam	SpotCheck : SpotCheck : SpotCheck :	60 > Zero Thresholds 60 Medium Thresholds 60 Higher Thresholds				
	- Other Users	SpotCheck Configs				

Above you will note three default SpotCheck configurations:

- The "> Zero Thresholds" -- returns top machine and User Names greater than zero
- The "Medium Thresholds" determined by an ~80 percent threshold
- The "Higher Thresholds" determined by an ~95 percent threshold

liquidware					Stratusphere UX V Print Help Log	<u>g Out</u>
Diagnostics Inventory Advanced						
Search SpotChecks	Dashboards	Inspectors	Trends & Top Consumers	My Tab	Preferences	
Stratusphere UX SpotChecks  SpotCheck 36	) > Zero Thresholds 🔹 💌	2 returned			Completed: 2 @ 5 seconds	
Refresh Stop Close All Open All Set Three	olds Details: 🗉 Limit: (	25 • Date: Today	•			
ALL   SCORES   CPU   MEMORY   DISK   NETWORK   GPU   ALERTS AND EV	ENTS   APPS   CON.	etting up a new S	notCheck	VMACHINE		
Click here to run the SpotCheck 360 groater the	n zoro thrasholds configuratio CO	nfig is quick and	easy.			
SpotChec	k Configuration Thresholds 🖬	-	·	×		
#1. Lowest 25 UX Scores by Machine & User N Run This®	CLOAD/SAVE CGroup Filter Vie	Action O	Search: metrics	Apply	UX Score <= 3	
Machine Name	1					
Reload	29 0 :: enabled :: Kevin's Awesome Spot	Sheck (kcooke)*	Save Delete S	save As		
Description	Awesome sporcheck		When Public Readable and Enabled this S	potCheck config		
			Only Admins can make Public Readable.			
	🗆 Publish		Public Readable			
	01 11:59:27 Created on: 2019-0	02-01 11:58:44				
Choosing LOAD/SAVE allows you to o	reate by: kcooke					
a new threshold configuration or co	an a					
a new inconoid configuration of co	UX Score <= •	3 <u>#1</u>	Enabled Lowest UX Scores by Mad	chine & User Name		
#4. Lor existing one.	UX Compute (y) <= •	3 #2	Enabled Lowest UX Scores (Comp	ute) by Machine &	FIT Score <= 3	
	UX IO (x) <= •	3 #3	Enabled Lowest UX Scores (IO) by	y Machine & User I		
<u>#4,</u> Machine	/User FIT Score <= •	3 #4	Enabled Lowest FIT Scores by Ma	chine & User Nam		
<u>#5,</u> Machine	/User FIT Compute (y) <= •	3 #5	Enabled Lowest FIT Scores (Comp	pute) by Machine 8		
<u>#6,</u> Machine	/User FIT IO (x) <= •	3 <u>#6</u>	Enabled Lowest FIT Scores (IO) b	iy Machine & User 💌		_

In the previous LOAD/SAVE settings you will have the option to **Reload** an existing configuration or create a new one. In addition to defining a menu title and description, you have the following options as it relates to how your SpotCheck will appear on the main pull-down menu:

- Enabled setting to place the SpotCheck on the pull-down menu
- Publish when used with 'Enable,' SpotCheck will appear at the top of the pull-down in 'Published' section (must be admin)
- Public Readable when used with 'Enable,' SpotCheck will appear at the bottom of the pull-down in 'Other Users' section (must be admin)

liquidware Stratusphere					Stratusphere UX V Print Help Log Out
Diagnostics Inventory Advanced					
Search SpotChecks	Dashboards	Inspectors	Trends & Top Consumers	My Tab	Preferences
Stratusphere UX SpotChecks  SpotChecks	eck 360 > Zero Thresholds	▼ 2 returned		)	Completed: 2 @ 5 seconds
Refresh Stop Close All Open All S	et Thresholds Details: L	imit: 25 • Date: Today	B DISPLAY   TRACE ROUTE   VHOST		
Click here to run the SpotCheck 360 area	ator than zero throcholds configuratio	n or coloct another SpotChee	k configuration above	×	
#1. Lowest 25 UX Scores by Machine & User N Run Machine Name Det Det Core State Stat	This CLAAD/SAVE GROUP FILT Eload 290 :: enabled :: Kevin's Awesom nu Title: Kevin's Awesome SpotCheck cription: Enabled	ER View® Action®	Search: metrics	Apply Save As	UX Score <= 3
#4. Lowest 25 FIT Scores by Machine & User Machine Name	Updated: 2019-02-01 11:59:27 Created on: by: kccoke by: this SpotCheck configuration on a specific M arch Machine Group: Virtual Machines arch User Group:	2019-02-01 11:58:44 kccoke achine Group, User Group or both.		The SpotCheck Grou you to filter on spec machine or user grou	up Filter options allows cific Stratusphere UX ups

Views to show and manage the metrics used to support your SpotCheck configuration can be managed in the Views Option.

liquidware					Stratusphere UX V Print Help Log Out
Diagnostics Inventory Advanced					
Search SpotCh	hecks Dashboards	Inspectors	Trends & Top Consumers	My Tab	Preferences
Stratusphere UX SpotChecks	Kevin's Awesome SpotCheck	▼			Completed: 2 @ 1 seconds
Refresh Stop Close All Open A	Set Thresholds Details:	Limit: 25 🔹 Date: Today	•		
	TALERES AND AVAILS     AND 1     CONSUMPTION     E       SpotCheck Configuration Thresher     Run ThisO     O Load/Save     O Croit       #25     Display     Session Latency r       #29     Applications     Connection Latency r       #29     TraceRoute     Latency r       #20     Machine/User     VCPU Latency	ARABINOR   CERTIFIC   19   DOTA   BROT	Search: latency able Top Session Latency by Machine abled Top Session Latency by Machine abled Top App TOP Latency Use Proce abled Top Trace Route Latency for Des- tabled Top Trace Route Latency for CPU Latency %	Apply & User Name sees to Remote Do it Name & IP to Ma ck View option all poggle how metr our configuration.	llows you to ics will be

How columns are displayed in your configuration—or the way metrics names are displayed—can be controlled in the View settings. In the below example, we search for all Stratusphere UX metrics that include the term "latency" in its name.



# **Creating More Advanced Filtering Rules**

SpotChecks can also be created using more advanced filtering rules. In the next example, we'll create a more targeted ruleset that employs Boolean logic; specifically, we'll add a rule that looks up the process name 'outlook' and filters based on an average latency above 100 milliseconds.



Above we've begun the creation of a new SpotCheck configuration that will include average application latency. The **pn\_avg\_ping\_latency** metric is chosen. Below we select **Custom** from the View options menu to provide access to the Boolean 'AND' feature.

liquidware					Stratusphere UX V Print Help Log Out
Diagnostics Inventory Advanced Search SpotChecks	Dashboards	Inspectors	Trends & Top Consumers	My Tab	Preferences
Stratusphere UX SpotChecks 🛛 Kevin's	Awesome SpotCheck	▼ 1 returned			Completed: 1 @ 8 seconds
Refresh Stop Close All Open All Se	t Thresholds Details: 🔳 I	Limit: 25 🔹 Date: Today	· · · ·		
#79. Top 25 App TCP Latency User Processes to Rem	ote Domain (following date)		JE DISPLAT   IMACE KOULE   VRUSI   VRAC	nine	Connection Latency ms > 0 ms
Proc SpotCheck Configuration Thresholds 2					× ×
Run This O Load/Save O Group Filter	VIEWO Sea	rch: latency Apply			
<u>#72</u> , Applications pn_avg_ping_latency_ms	Show All Show Diabled Show Diabled Show Tagged Toggle Title Toggle Raw Columns Toggle Raw Columns Toggle Raw Tolumns Toggle Math	Choose O the ability selected r	22 € Enabled Top App TCP L Custom to provide access / to more narrowly filte netric	atency User Processes to Re as to add r on the	mote Domain

With the 'AND' filtering custom option enabled, we can now refine our filtering capability to look for applications with a Connection Latency greater than 100 that also include the text 'outlook.'



In the sample results below, you'll note that this SpotCheck provided a point-in-time view of all users running Outlook with a network latency greater than 100 milliseconds. All destination addresses are also provided to also gain a view to the connection of each Outlook instance – in this case, it is presumed to be Exchange or an Office 365 cloud-hosted server.

usphere UX SpotCh	ecks 🖬 Kevin's Awesome SpotCh	ec <b>k</b>	■ 1 returned	i renos & iop Consumers	My Iab	Completed: 1 @ 7 seconds
H Stop Close	All Open All Set Thresholds ( ) NETWORK   GPU   ALERTS AND EVENTS   APPS   Cy User Processes to Remote Domain (	Details:  CONSUMPTION   DATASTY following date)	Limit: 25 V Date: ( ORE   EXPERIENCE   IP   LOGIN   C O III	Today • • • • • • • • • • • • • • • • • • •		process_name like 'outlook'ms
ess Owner Name	Stratusphere App Name	Process Name	Destination Domain	Connection Latency ms		
rcorradini	Microsoft Office 365 Business - en-us	outlook	52.97.146.194	272.59 ms		
cwalker	Microsoft Office 32-bit Components 2013	outlook	40.97.170.178	128.98 ms		
cwalker	Microsoft Office 32-bit Components 2013	outlook	40.97.154.226	119.32 ms		
mvanfrayen	Microsoft Office 365 Business - en-us	outlook	salesforce.com	113.53 ms		
cwalker	Microsoft Office 32-bit Components 2013	outlook	40.97.124.194	109.72 ms		
cwalker	Microsoft Office 32-bit Components 2013	outlook	40.97.127.114	107.55 ms		
cwalker	Microsoft Office 32-bit Components 2013	outlook	40.97.127.130	107.55 ms		
	SC	potCheck res outlook with a nilliseconds. N	sults for all users ru latency greater that Note the destination	nning an in 100		

# **Getting Help with Stratusphere UX**

In this document, we have covered a brief overview of the Stratusphere UX Advanced Mode SpotCheck feature. 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:

Main Line:		1-678-397-0460
Toll Free in US &	& Canada:	1-866-914-9665
Europe/Middle	East/Africa:	+44 800 014 8097
Toll Fre	e in Europe	
	UK:	0800 014 8097
	Netherlands:	0800 022 5973
	Switzerland:	0800 561 271