Monitoring Citrix Secure Ticketing Authority (STA)

eG Enterprise v6

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Secure Ticketing Authority (STA) works hand-in-hand with any Secure Gateway Server for accessing resources and applications hosted by one or more Citrix Access Suite products. STA is a core component of the Citrix Secure Gateway. The vital functions of the STA are generating Tickets and validating them in the future, for access to the resources on the Citrix server.

Errors in ticket generation and validation, if not resolved in time, could result in critical resources remaining inaccessible to users. Continuous monitoring and proactive alerting of probable error conditions could help prevent such situations. The specialized monitoring model that eG Enterprise provides for the *Citrix STA* (see Figure 1.1), enables 24 x 7 monitoring of the STA, and proactive alerting of issues that surface.

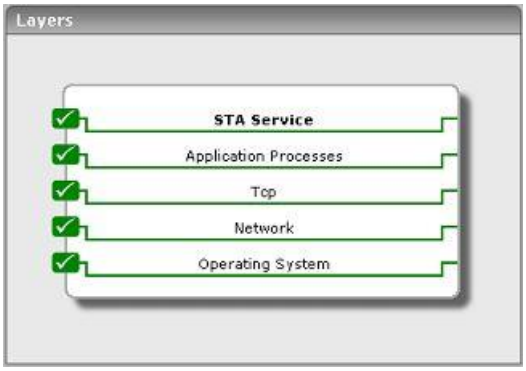

Figure 1.1: The layer model of the Citrix STA

Figure 1.1 monitors Citrix STA 6.x only.

Using this model (see Figure 1.1)administrators can find quick answers to the following performance queries related to the Citrix STA:

- How many tickets were successfully generated by the STA? Did the STA fail to generate any tickets?
- Were too many tickets and data retrieval requests invalidated by the STA?
- Have many ticket requests timed out? Should the timeout setting be reset?

Since the four layers at the bottom of Figure 7.1 have been dealt with extensively in the *Monitoring Unix and Windows Servers* document, the section that follows will discuss the **STA Service** layer alone.

1.1 The STA Service Layer

The tests associated with this layer monitor the crucial ticket generation and validation functions of the STA, and report their status.

Figure 1.2: The test associated with the STA Service layer

1.1.1 STA Test

The STA test reports the status of the tickets requested and generated by the Secure Ticket Authority.

Purpose	Reports the status of the Tickets requested and generated by the Secure Ticket Authority		
Target of the test	Any Citrix STA		
Agent deploying the test	An internal agent		
Configurable parameters for the test	1. **TEST PERIOD** – How often should the test be executed 2. **HOST** – The host for which the test is to be configured 3. **PORT –** Refers to the port used by the Citrix STA		
Outputs of the test	One set of results is reported for every Citrix STA being monitored		
Measurements made by the	**Measurement**	**Measurement Unit**	**Interpretation**

test	**Validated data requests:** The rate at which successful ticket validation and data retrieval requests were received during the lifetime of the STA.	Requests/Sec	
	Failed data requests: The rate at which unsuccessful ticket validation and data retrieval requests were received during the lifetime of the STA.	Requests/Sec	
	Validated ticket requests: The rate at which successful ticket generation requests were received during the lifetime of the STA	Requests/Sec	
	Failed ticket requests: The rate at which unsuccessful ticket generation requests were received during the lifetime of the STA.	Requests/Sec	
	Active tickets: The total count of active tickets currently held in the STA.	Number	
	Percent bad data requests: The total percentage of unsuccessful ticket validation and data retrieval requests received during the lifetime of the STA	Percent	
	Percent bad ticket requests: The total percentage of unsuccessful ticket generation requests received during the lifetime of the STA	Percent	

	Ticket timeouts: The rate at which ticket timeouts occur at the STA	Timeouts/Sec	

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Conclusion

This document has described in detail the monitoring paradigm used and the measurement capabilities of the eG Enterprise suite of products with respect to **Citrix Secure Ticketing Authority (STA)**. For details of how to administer and use the eG Enterprise suite of products, refer to the user manuals.

We will be adding new measurement capabilities into the future versions of the eG Enterprise suite. If you can identify new capabilities that you would like us to incorporate in the eG Enterprise suite of products, please contact support@eginnovations.com. We look forward to your support and cooperation. Any feedback regarding this manual or any other aspects of the eG Enterprise suite can be forwarded to feedback@eginnovations.com.