



Monitoring Citrix Secure Ticketing Authority (STA)

eG Innovations Product Documentation

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Chapter 1: Introduction

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. For this purpose, the eG Enterprise provides a specialized monitoring model for the *Citrix STA*, which is explained in the following topics.

Chapter 2: Administering the eG Manager to work with a Citrix STA 6.x

To do the above, do the following:

1. Log into the eG administrative interface.
2. If a Citrix STA 6.x is already discovered, then directly proceed towards managing it using the **COMPONENTS - MANAGE/UNMANAGE** page (Infrastructure - > Components - > Manage/Unmanage). However, if it is yet to be discovered, then run discovery (Infrastructure-> Components -> Discover) to get it discovered or add the Citrix STA 6.x manually using the **COMPONENTS** page (Infrastructure-> Components - > Add/Modify). Remember that components manually added are managed automatically. Discovered components, however, are managed using the **COMPONENTS - MANAGE/UNMANAGE** page. Figure 2.1 and Figure 2.2 clearly illustrate the process of managing a Citrix STA 6.x.

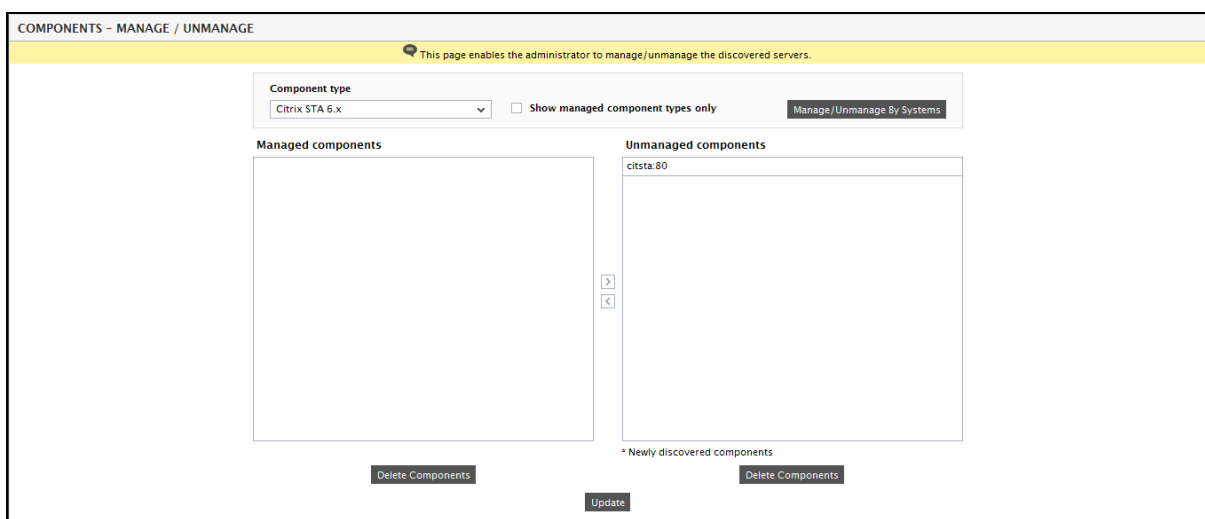


Figure 2.1: Selecting the Citrix STA 6.x to be managed

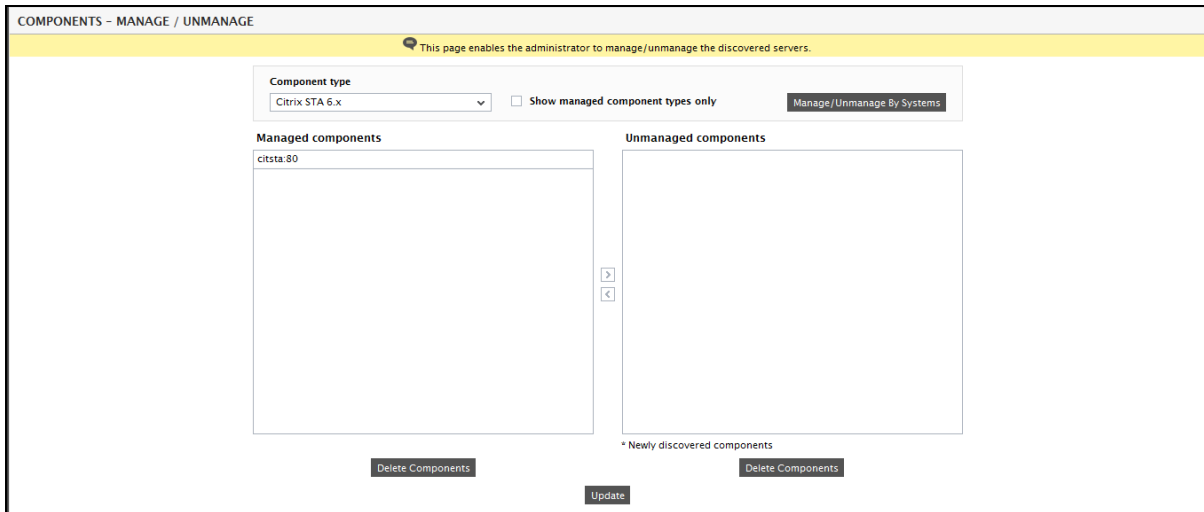


Figure 2.2: Managing the Citrix STA 6.x server

3. Next, sign out of the eG administrative interface.

Chapter 3: Monitoring the Citrix STA 6.x

The specialized monitoring model that eG Enterprise provides for the *Citrix STA* (see Figure 3.1), enables 24 x 7 monitoring of the STA, and proactive alerting of issues that surface.

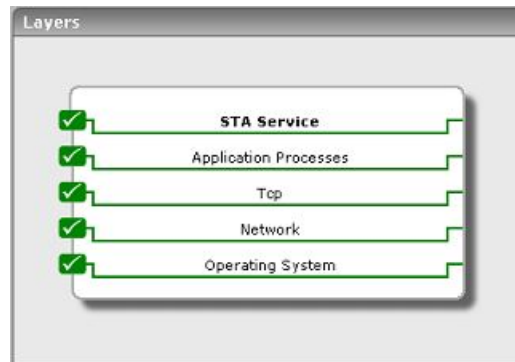


Figure 3.1: The layer model of the Citrix STA

Note:

Figure 3.1 monitors Citrix STA 6.x only.

Using this model (see Figure 3.1) 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 3.1 have been dealt with extensively in the *Monitoring Unix and Windows Servers* document, the section that follows will discuss the **STA Service** layer alone.

3.1 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 3.2: The test associated with the STA Service layer

3.1.1 STA Test

The STA test 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

Outputs of the test : One set of results is reported for every Citrix STA being monitored.

Configurable parameters for the test

Parameter	Description
Test Period	How often should the test be executed
Host	The IP address of the host for which the test is being configured.
Port	Refers to the port used by the Citrix STA

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation
Validated data requests	The rate at which successful ticket validation and data retrieval requests were	Requests/Sec	

Measurement	Description	Measurement Unit	Interpretation
	received during the lifetime of the STA.		
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	

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

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.

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