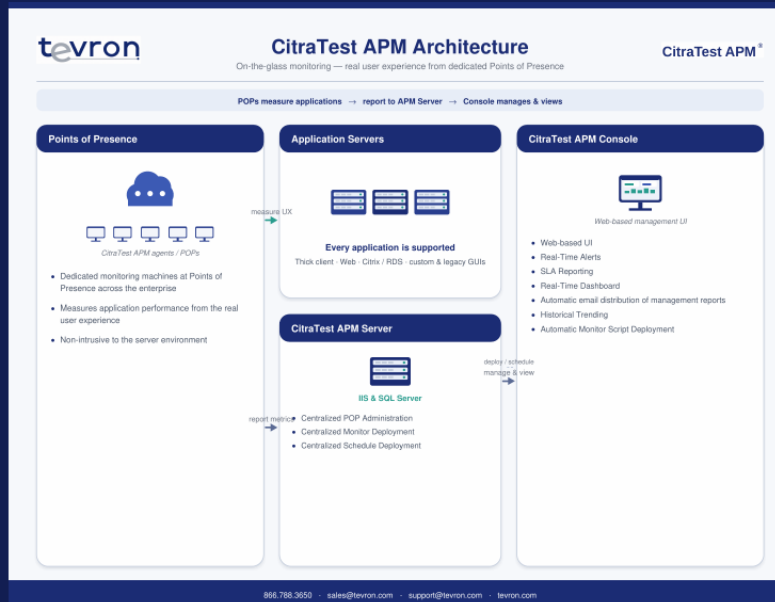


CitraTest APM

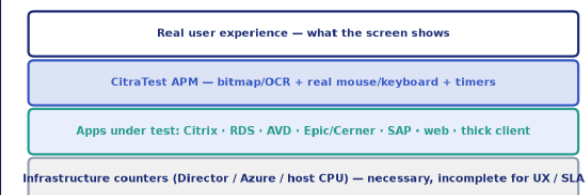
End-to-end application performance from the user's screen

Glass-level synthetic monitoring for Citrix, RDS, AVD, and every Windows application.

Docs: QS Rev 46.7.7.2026 · User Guide 8.80a1 · Rel Notes [902c1] · No agents on session hosts



Glass-level measurement stack



Glass-level

What the screen shows

No host agents

Synthetics from outside

One license

Every Windows app

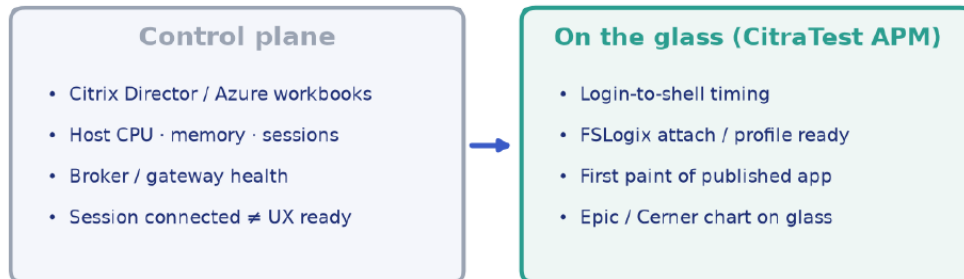
24x7 SLA

Publish · Scenario · Alert

Director and Azure are necessary — not sufficient

Citrix and RDS stack many layers: broker, gateway, profile, FSLogix, image, app, and network. Infrastructure can look healthy while the published app still paints late or hangs on a dialog. CitraTest APM closes that gap by timing what appears on the desktop — the same signal that drives help-desk tickets.

Control plane vs usable desktop



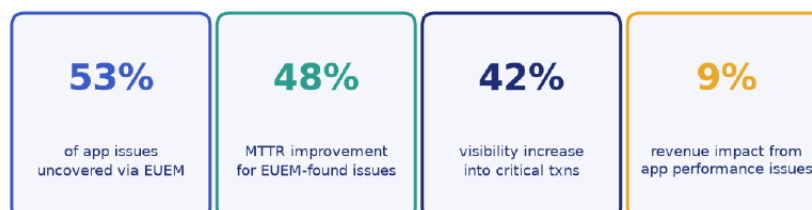
A green Director or Azure dashboard is not a usable desktop — measure what users feel.

What users actually feel

- Login-to-shell — time until the desktop or published session is ready to work.
- FSLogix attach / profile ready — profile delays show up as a slow glass, not a red host.
- First paint of the published app — HDX/RDP deliver pixels; Workspace URL tests are not farm tests.
- Epic / Cerner: the chart in Hyperspace or Hyperdrive must appear on the glass — a portal URL is not an EHR test.

Why EUEM matters (Aberdeen)

Aberdeen — End-User Experience Monitoring (as cited on Tevron.com)



Source: Aberdeen research as cited on Tevron.com — not Tevron customer ROI.

Watch Citrix, RDS, AVD — and every Windows app

Set up one solution to monitor Citrix Virtual Apps and Desktops / DaaS, Microsoft RDS / RemoteApp, Azure Virtual Desktop, Windows 365, Epic, Cerner, SAP, Salesforce, Java, .NET, and every Windows application — including published apps that only exist as pixels on the glass. Synthetics run from outside production, like real users connecting with the client. No agents on VDAs or RDSH.

One license · every Windows application path



1 Synthetic GUI path

Robots drive the real client — login, launch, and in-session steps — comparing the screen to baseline images.

2 No session-host agents

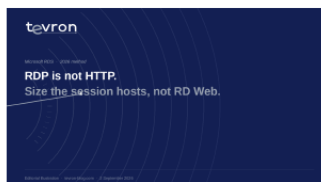
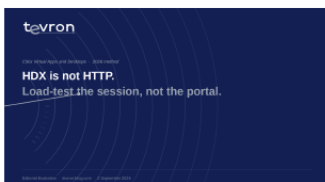
Playback machines sit outside production. Session hosts stay clean; you measure like a person would.

3 Validate user SLAs

Up to four response-time limits per monitor/timer; green / yellow / red dashboards; alerts at first sign of trouble.

2026 platform positioning

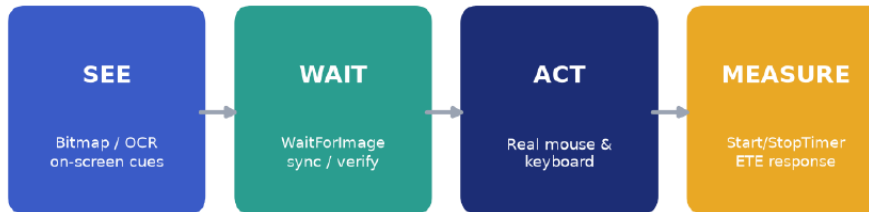
Tevron site positioning (2026): CitraTest APM measures from the user's screen on Windows 11 and Windows Server 2025 endpoints and session hosts, including CVAD, Citrix DaaS, Microsoft RDS, AVD, and Windows 365. Rel Notes [902c1] document Win11 / Server 2022 packaging currency; QS/UG OS lists are narrower — confirm with Tevron for RFP hardware quotes.



Eyes, hands, and stopwatches

CitraTest encodes a real end-user workflow into a Visual Basic / .NET script and plays it back as an automated transaction. It does not hook application APIs or rewrite the AUT. It watches the screen with bitmap images and OCR (eyes), then drives the machine with real mouse and keyboard (hands). StartTimer / StopTimer capture end-to-end response from the user's perspective.

Real-user performance loop



Repeat each UI transition — timers measure true on-screen response

WaitForImage is the sync contract

- After every click that should open a window or finish a transaction, WaitForImage on proof the screen is ready.
- Place StartTimer immediately after the initiating action; StopTimer immediately after the confirming WaitForImage.
- Prefer a static bitmap over OCR when text never changes; reserve OCR for values that only exist at runtime.
- Keep images small and unique; mask regions that legitimately change (dates, edit-box contents, dynamic URLs).

Timer pipeline → results

End-to-end timer pipeline (from the GUI)



Results & observability



From script to fleet in one path

The Quick Start (Rev 46.7.7.2026) puts the operational story in one place: configure CitraTestAPMAgent, Publish Script from the Advanced IDE, bind Monitors + Groups + Schedules into a Scenario, then watch Dashboard pies and SLA Admin. Agents pull published packages and launch per schedule — including versioned publishes so you can burn in a revision on a few agents before fleet-wide rollout.

CitraTest APM — publish · schedule · SLA (Quick Start path)



Failover APMAgent: standby until primary silent >60 min · one script version per agent
 QS Rev 46.7.7.2026 · up to four SLA response-time limits per Monitor/Timer

Four SLA limits

Up to four response-time limits per Monitor/Timer. Green ≤ SLA1; yellow pass but > SLA1; red fail.

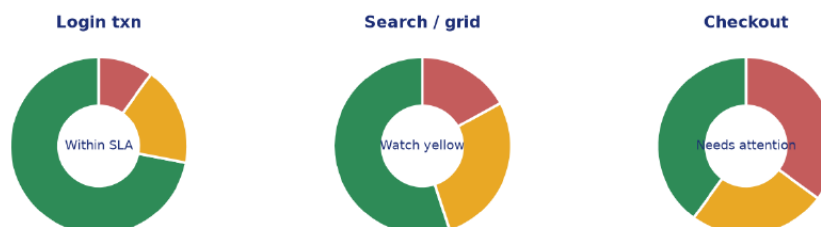
Failover >60 min

Standby Failover APMAgent activates if primary is silent >60 minutes (special license; still needs Group/Scenario).

Availability

Monitor Required Availability feeds Summary Reports — successful iterations, independent of response time.

Illustrative SLA dashboard view (green ≤ SLA1 · yellow · red fail)

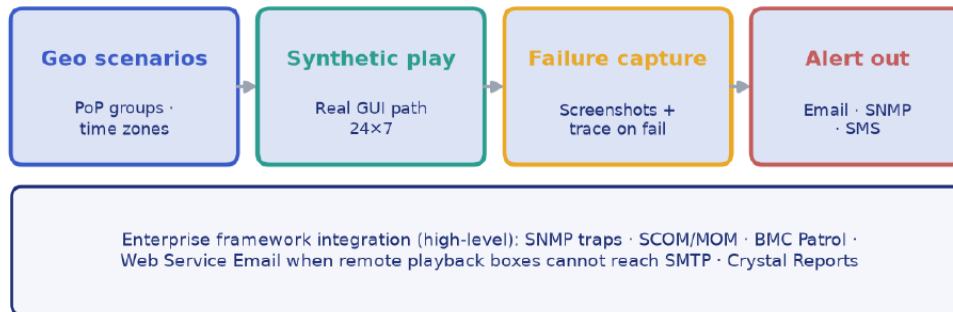


Conceptual example of APM Web Console Dashboard pies — not live customer data.

Around-the-clock GUI transactions

CitraTest APM periodically executes synthetic transactions, taking response-time measurements along the way. By driving any application just like a real user — visually examining the desktop and responding with keyboard and mouse — it ensures applications are available and working effectively, alerting you at the first sign of trouble.

Synthetic monitoring & alerting stack



What operators get on failure

Screenshots on fail

- CaptureScreen on soft-fail or abort paths
- Trace Viewer with screen captures
- Triage without reproducing live

Geo & schedule

- Groups = playback machines / PoPs
- Agent-local or fixed time zones
- Exclude days · 24h clock · intervals

Alert channels

- Email / SNMP / SMS from playback
- Web Service Email when SMTP blocked
- SetApplicationStatus for up/down views

Enterprise framework integration (high-level)

CitraTest APM results and alerts can feed existing ops stacks via SNMP traps, Microsoft SCOM/MOM, BMC Patrol, ODBC results databases, and Crystal Reports. Match Agent and Web Console versions when upgrading — many features require paired builds (Rel Notes).

Environment is part of the test

Because matching is visual, display properties are part of the contract. Color depth, resolution, Appearance theme, font smoothing, and ClearType should match between the machine that captured images and the machines that play them back — or you will chase false “image not found” failures.

Reliability practices for durable scripts



Sync before you type · keep images small & unique · mask dynamic regions · restore desktop

QS Rev 46.7.7.2026 Edge walkthrough · UG 8.80a1 display contract / Relearn · Rel Notes [902c1]

Quick Start Edge example

- Capture Edge taskbar → ClickOnImage; window proof → WaitForImage.
- Address field: click spot + yellow mask over dynamic URL content.
- StartTimer(“Load Page”) after URL; StopTimer after Tevron logo WaitForImage.
- Compile → Play → Trace Log Viewer — primary debug surface.

Advanced IDE & [902c1]

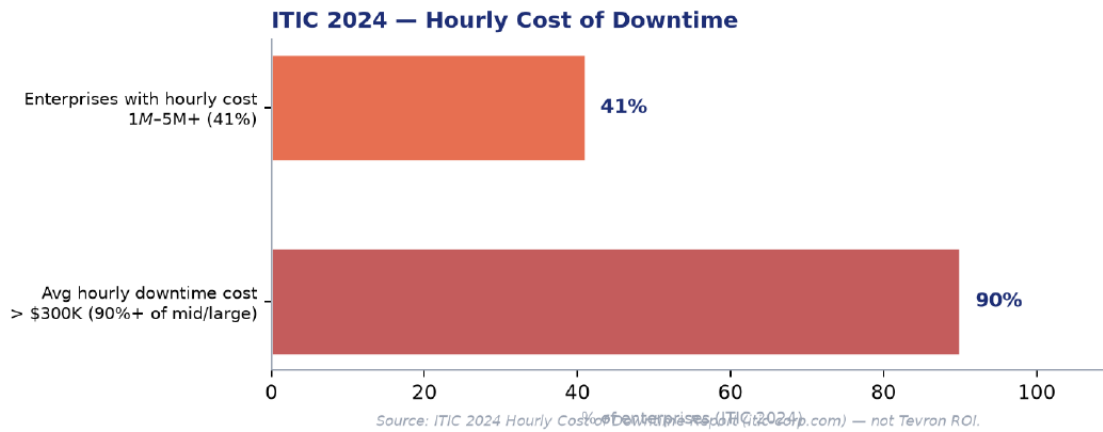
- Advanced IDE is the default “VS-lite” authoring surface (ribbons, Image Editor, Solution Explorer).
- Rel Notes [902c1 March 2025]: create scripts as Visual Studio 2022 projects alongside 2015/2017/2019.
- New VS 2010–2013 projects removed; opening older projects ports to VB 2015.
- Playback of existing binaries protected; modernization on open/rebuild.

Operator habits that prevent false alarms

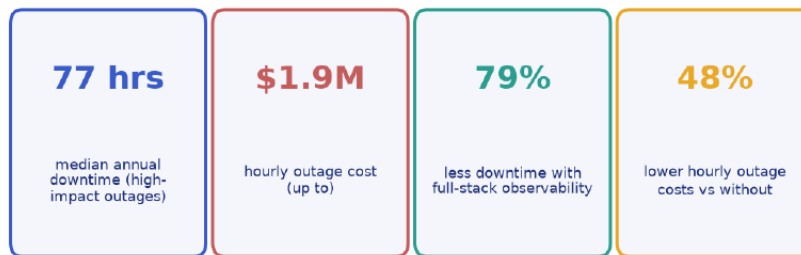
- Sync before you type — most production failures are lost sync, not mysterious keystroke bugs (UG Appendix R).
- Use STANDARD_TIMEOUT for expected waits; short timeouts when probing optional dialogs.
- Relearn Mode (Image.0.bmp siblings) or per-configuration image folders when you cannot fully standardize displays.
- On failure, restore a clean desktop for the next iteration (cleanup subs, dedicated cleanup script, or logoff modes).

Why proactive UX monitoring is a board-level topic

Industry research consistently shows that application performance issues surface first through end-user experience — and that downtime and outage costs remain material for mid-size and large enterprises. The figures below are third-party findings with sources on each chart. They are not Tevron customer ROI claims.



New Relic 2024 Observability Forecast



Source: New Relic Observability Forecast 2024 / press release Oct 22, 2024 — Industry context, not Tevron ROI.

Aberdeen on EUEM (as cited on Tevron.com)

Aberdeen — End-User Experience Monitoring (as cited on Tevron.com)

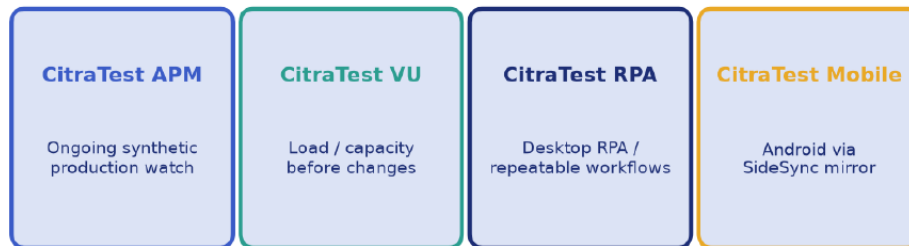


Source: Aberdeen research as cited on Tevron.com — not Tevron customer ROI.

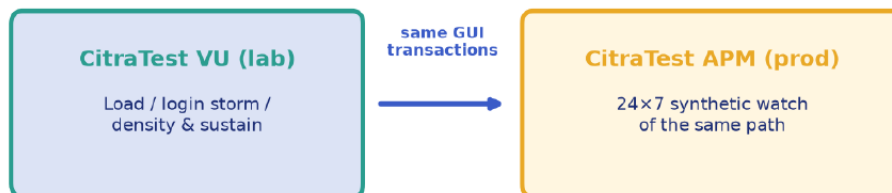
One glass-level family

CitraTest APM shares the same on-the-glass idea as CitraTest VU (load/capacity), CitraTest RPA (robotic process automation for repeatable desktop workflows), and CitraTest Mobile (Android via Samsung SideSync). Use VU to size the farm before and during changes; use APM to watch the same GUI transactions in production.

Related Tevron products (same glass-level idea)



Method: size with VU → watch the same path in APM



VU OCR Engine: OCR is not a wait/sync — sync with images first (QS / Rel Notes [878a1]).



VU OCR reminder (do not conflate)

Under CitraTest VU, the shared CitraTest VU OCR Engine consolidates OCR for density with image caching. Hard rules from QS / Rel Notes [878a1]: OCR in VU mode is not a wait/sync (no timeout); sync with image functions first, then OCR; no full-screen OCR or OCR-based Advanced Areas on that path. APM monitoring scripts use the standard eyes-and-hands model with WaitForImage as the sync contract.

Ready to watch the glass?

Schedule a Demo · Contact Sales · Validate user SLAs from the real screen

Schedule a Demo / Contact Sales

Schedule a Demo

tevron.com/ScheduleDemo.aspx

See glass-level APM on your apps

Contact Sales

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APM product page:
<https://www.tevron.com/application-performance-monitoring-citratest-apm.aspx>



Documentation stamp

Quick Start Rev 46.7.7.2026 · User Guide 8.80a1 · Rel Notes [902c1 March 2025]

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