rto software™
Keeping Applications in Business

June, 2007

Performance Tip of the Month

Challenge: *How to diagnose user experience issues on "Thin Clients".*

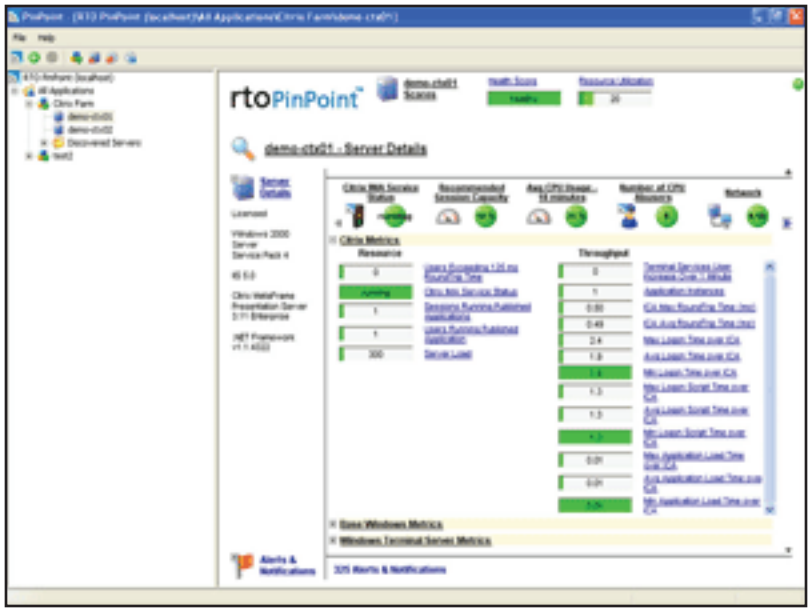
Unlike desktops running Citrix clients, thin clients can present a challenge to administrators trying to diagnose user experience issues. However, thin clients can experience the same problems that befall desktops; network latency and CPU or memory bottlenecks. Thin clients also pose an additional challenge when deploying software.

So, if you have thin clients in your enterprise, how do you ensure that your user's experience is as good as a desktop client?

The Solution: *RTO PinPoint™.*

RTO PinPoint™ has been designed, from its inception, to support "Thin Client" devices. In most cases, the RTO PinPoint agent can automatically deploy to the thin client eliminating the need for additional costly, time consuming deployment techniques. Once deployed, RTO PinPoint has unique metrics that document each step of the logon process and measure CPU and memory on the thin client device. And in the case of poor performance, RTO PinPoint can report the time of each segment in the ICA roundtrip time.

See how it works...



- Click to view a RTO PinPoint Metrics Screenshot.
- Click to view a sample Citrix Client Report.

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