

# Silk Performer Citrix

Digital workspace delivery systems like Citrix provide employees with more flexibility to work both inside and outside the office with the devices and apps they prefer while still improving security, manageability, and compliance for the Windows desktop environment.

## Product Highlights

Surprisingly, many Citrix deployments are inadequately tested for scalability and load, risking business failure. Businesses often use reasons such as high costs, limited time, inadequate skills, and inaccurate results to bypass performance testing. OpenText™ Silk Performer removes these barriers with the following attributes for Citrix testing:

- Deep integration with Citrix and unique end-user-focused Citrix support
- A proven, fast, and efficient interface for test development by novice and experienced users
- Realistic, data-driven, cost-effective test environments that optimize test hardware usage
- Uncomplicated packaging, pricing, and usage models

## Key Features

### Optical Character Recognition

Advanced, native optical character recognition (OCR) is effective for processing session-dependent text-based data in Citrix. It enables you to add reliable synchronization points, parse session information for reuse in the script, and add text-based functional verifications, all independent of any screen settings on the client. Alternative equivalent solutions require overhead-adding, intrusive technology on the Citrix server, which results in less effective character recognition.

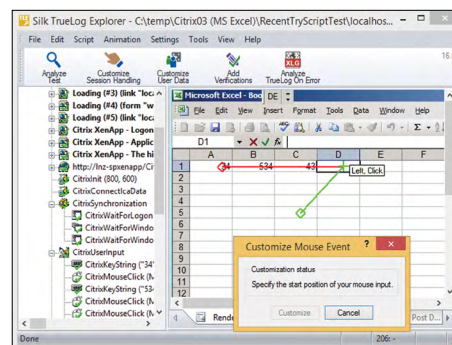


Figure 1. Silk True Log

### Animated Replay

Provides visual step-by-step script execution and sophisticated script debugging information, such as detailed logs about window and user events. User actions are displayed through animation showing all mouse moves and keystrokes.

### Visibility into Citrix Actions

Deep integration into the Citrix software development kit (SDK) provides effective interpretation of embedded application execution. The ability to interpret complete window constructions and deconstructions ensures script synchronization with application loading, which gives a realistic profile of the application. Alternative equivalent solutions only provide basic high-level integration into Citrix, which limits the ability to understand detailed actions during execution.

## System Requirements

### Operating System

- Windows 10
- Windows 8.1
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 & 2012 R2

### Automated Script-to-Window Synchronization

Robust script synchronization with window events using 'relative' window coordinates ensures that tests are stable, reliable, and accurate.

### Easy Insertion of Script-to-Screen Syncs

Synchronization of script-to-screen events after the script has been recorded means screen events occur when text is being updated, without displaying them in a new window by using OpenText™ OCR detection. The intrusiveness of alternative equivalent solutions contradicts any post-recording capabilities they offer, as it occurs.

## Key Benefits

### Faster, Easier Citrix Test Creation

- Without the need for complex add-ins or restrictive licensing, any team member—from novice to experienced engineer—can quickly and easily create tests with a simple workflow-driven interface.
- For Citrix, Silk Performer uses non-intrusive OCR to capture and validate unique objects on users' screens.

- Additionally, integration with Citrix's ICA protocol means Silk Performer automates synchronization tasks that other solutions ignore or address with fragile, time-intensive manual adjustments.
- Tests are then fine-tuned and maintained with wizards and graphical cues, arming your entire team to quickly build the most comprehensive and realistic Citrix performance tests possible, eliminating the time barrier from load testing.

### Accurate, Cost-Effective Citrix Test Execution

- Some solutions enable important performance tests to 'pass' without validating that screen objects have actually loaded correctly. This is unacceptable for Citrix environments. Silk Performer's Citrix support assures user satisfaction by ensuring that screen elements actually load with appropriate response time.
- Couple this with tests that represent variable user behavior using your own data, and you have an accurate, realistic view of Citrix performance.

### Performance Analysis Completes the Picture

- Uniquely, Silk Performer uses visual replay during analysis to show exactly what happens on a screen when a failure occurs. End-to-end troubleshooting is provided with Silk Performer's server analysis module to monitor performance across the infrastructure during tests. This means that when Silk Performer isolates the issues, your team has the details to quickly fix them.

### Cost-Conscious Usage Model

- Silk Performer enables teams to test more with a flexible and uncomplicated usage model. OpenText's Citrix support enables any team member to use Silk Performer to test any supported technology—within a specific global region (Americas, EMEA, or APAC) and without restrictions.

### Reuse Script Assets for Synthetic Monitoring

- Efficiently reuse load-testing scripts for synthetic monitoring in OpenText™ Silk Performance Manager to monitor real-time user experience of your Citrix applications in production.
- Please refer to the Silk Performance Manager data sheet for details.

### Technical Specification

#### Supported Environments

- Citrix Client: Citrix Receiver for Microsoft Windows 4.9.7 & 4.9.8 (LTSR), Citrix XenApp Client 12.x, Citrix Web Interface 5.1, 5.2, 5.3, 5.4, Citrix StoreFront / Netscaler Gateway, Citrix Workspace-App 1912

#### Protocols and Interfaces for Load Testing

- HTTP(S)/HTML, HTTP/2, IPv6, Ajax, mobile devices, Java over HTTP, HTTP Live Streaming (HLS), Unicode (UTF-8), SOAP (XML), FTP, LDAP, MAPI, IMAP, SMTP/POP, SSL, CORBA (IIOP), Java RMI (EJB/J2EE), .NET Remoting, Oracle Forms, Citrix, VMWare Horizon View, ODBC, Oracle Call Interface (OCI), DB2 CLI, TCP/IP, UDP, Tuxedo ATMI, Jolt, TN3270E, TN5250, T100/200+, and UI-Level (Silk Test, Selenium)

#### Open Interfaces

- .NET Framework
- Java Framework
- DLL Interface

#### Packaged Applications (CRM/ERP)

- Remedy ARS Web
- SAP
- PeopleSoft
- Siebel
- Oracle Applications
- Oracle Forms

#### Real-Time Server Monitors

- Windows and UNIX system/network counters
- JMX
- SNMP
- Microsoft IIS
- Apache
- IBM WebSphere
- WebLogic
- iBoss
- Oracle
- SAP
- VMware
- IBM DB2
- Microsoft SQL Server

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