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# ScriptLogic Asset Manager for Citrix® XenApp™



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## Tracking application license usage in XenApp environment

Citrix® XenApp™ is an on-demand application delivery solution that centralizes application management in the datacenter and delivers instant and secure access to Windows® applications to users anywhere. IT administrators can now allow users in different locations to effectively access and share software and licenses. While such access offers great economies of scale, there are significant challenges in controlling and tracking software license usage. License agreements for published applications also vary and are complex. Asset Managers built in license intelligence understands those license agreements and can provide accurate reports on license usage and compliance.

### Asset Manager Citrix Service Architecture

ScriptLogic Asset Manager system is capable of getting data directly from the Citrix server. This makes it possible to see what applications the users have access to – even though they might not have used the applications yet. The ScriptLogic Asset Manager agent is used for metering whether or not the users use the applications that they have access to on the Citrix server.

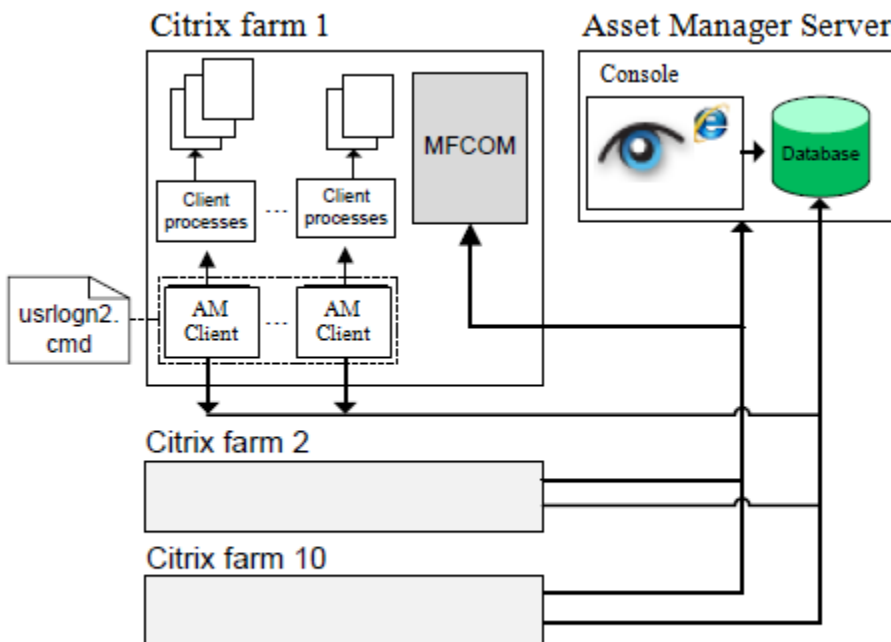


Figure 1

**Figure 1** above, illustrates the integration between ScriptLogic’s Asset Manager Citrix service and Asset Manager system core. The systems runs on the principle that the Asset Manager Citrix service is connected to one of the Citrix farms servers (preferably the data connection server). The service then has a polling policy to check every 10 seconds against the Asset Manager server to see if it has to perform any assignments.

The service itself is dependent on the specific server having MFCOM (MetaFrame Component Object Model). This component is merely a tool used as an interface to gain access to Citrix data, like what is installed and who has access to it. As the illustration shows, there are three farms connected to the Asset Manager server, namely: Citrix farm 1, Citrix farm 2 and Citrix up to farm 10. The Asset Manager system is capable of having up to 10 farms running simultaneously, but usually one farm is enough. A nice bonus feature is that the Asset Manager Citrix service is able to extract data from the Citrix Summary database, if it is set up. The use of Citrix Summary database increases the accuracy of metering of Citrix applications on when and how long they were running, etc.

**Note:** The Summary database can't be installed on all Citrix versions; it must be a Platinum or Enterprise edition.

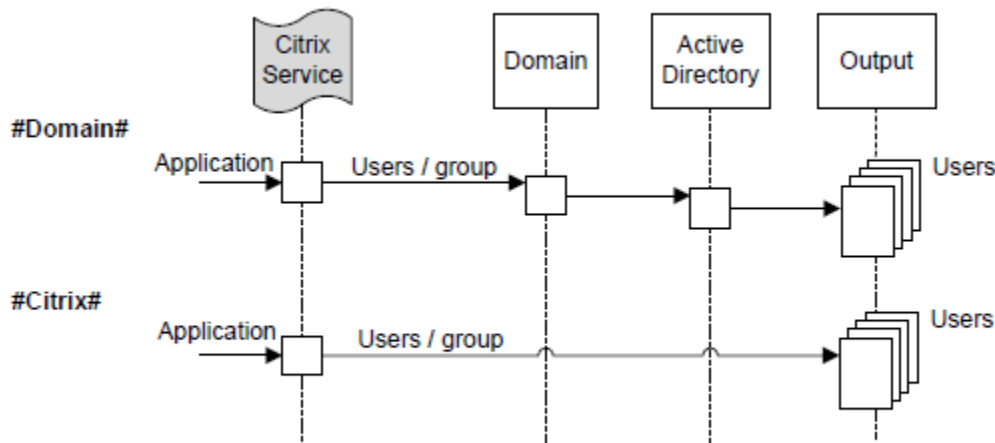


Figure 2

**Figure 2** above illustrates the ability of Asset Manager to use not only Domains and Active Directory (AD) to find users and groups, but also Citrix users and groups. A user is normally put into an Active Directory catalog and then can be easily added to a Citrix application. A user might also be in an AD group which is in a nested group, and or even across other domains. The Asset Manager Citrix service supports the use of domains and AD, or the users connected to a Citrix Application that are in nested groups or simply added to an application without the use of AD.

## Data extraction procedure from Citrix

The Asset Manager Citrix service functions by polling the Asset Manager server first for new assignments. Every 10 seconds it checks if it must launch and which functions it must execute. There are three main functions the service does:

- The first one is to get all the data it can from Citrix, ex: which users are connected to which applications, and then import them to Asset Manager
- The second main function takes care of ensuring that the data in Asset Manager is in sync with the data in Citrix, for instance users that are binded to an application will be deleted in Asset Manager once the user is cut off from an application on Citrix
- The last main feature is to be able to fetch data from the Citrix Summary database, if it is enabled

The Citrix service is protected from spontaneous crashes, it will restart itself on critical circumstances and a logging feature enables the ability to check for errors while the service runs.

## Summary of Benefits

ScriptLogic's Asset Manager is a comprehensive cost-effective software product that helps implement Software Asset Management (SAM) in companies. It's a centralized, real time application for organizations to identify and monitor software applications and licenses being used on physical servers, desktops, VMware® and published applications in Citrix XenApp. So start tracking your license costs, usage and begin calculating potential savings today.

**Get more information at [www.scriptlogic.com/assetmanager](http://www.scriptlogic.com/assetmanager)**