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## **New Features**

#### • Support for Citrix VDI user sessions

This new release introduces integration with Citrix Delivery Controller to get VDI user session information. With this release, VDI and Desktop teams in addition to the already powerful end-to-end, automated and agentless Application Dependency Mapping for Citrix VDI and user session analysis for Omnissa Horizon, are now empowered with end-user session information for Citrix clients to pin-point bottlenecks down to the VDI thinclient. With this addition, analyzing user sessions provides desktop teams with deep insights into performance, user behavior, and infrastructure health, enabling proactive management and faster problem resolution.

Uila users can visualize the username, associated virtual desktop VM, session start time, pool or farm information, etc. Also, for the associated virtual Desktop VM, users have full visibility into the associated alarms, conversation, infrastructure resources, applications in use and process level information.

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Vi	ew: D	OC-102												
Su	mmary	Session												
	R	Filter	R Filter	R Filter	Filter	∽ Filter	~						R Filter	R
8	User		Desktop	🗘 Group	≎ s	tate 🗘 Protocol		Logon Duration <b>≎</b> (ms)	Peak Round-Trip ≎ Time (ms)	CPU 🗘	Метогу 🗘	Storage 🗘	Client 🗘	Client
•	user1	I	kevin-win10	windows	Active	HDX		0 🖸	0	100		83	ASUSG14	10.212
L	.ogon Du	uration HE	DX Process	Alarms Depe	ndent Services	Conversation	Network C	CPU Memory	Storage PC	CoIP User Experien	ce Log Analysis			
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		stablishment				18003 n		WI						
		ogon Duratio				0 ms								
		ogon Time				12/16/2	)24 12:12 PI	М						

Uila uObserve Integrates with ChatGPT to simplify user experience while using the solution

With this release, users can be empowered with integration of their uObserve solution with ChatGPT, OpenAI's advanced conversational AI. This collaboration empowers users to seamlessly interact with uObserve, offering instant, accurate, and context-aware support for all their queries. With the integration you can:

- a. Get Instant Answers to Questions and get top tips on troubleshooting
- b. Access Comprehensive User Guide Documentation
- c. Tap into the Uila Knowledgebase



This can be accessed by clicking the following icon in the UI. This will open up a new browser window, where you can access "AskUila". You will need to still have your own login details for ChatGPT.

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			AskUila $\vee$				SU
	uila DC-102 ~ 💿	<ul><li>ChatGPT</li><li>Sora</li></ul>					
	Deskhared	AskUila			AskUila		
*	Dashboard 😑	88 Explore GPTs			By Chia-chee Kuan 🎗		
	Performance	Projects		This GPT is used to an	swer support and doci Uila uObserve.	umentation questions for	
	Security	🛱 New project					
	Network Device	2024			Thank you for accessing		
Ţ	Application	AIOps Remediation in Uila			"AskUila". We are		
	Service Grouping	Support Inquiry Response					
	Dependency Mapping	Uila Support Inquiry					
	Transaction Analysis	vIC Overview and Functions		Message AskUila			œ
	Service Availability	View plans		•			

#### • Natively analyze PCoIP traffic to provide deeper VDI visibility

With this new release, Uila uObserve has extended its VDI monitoring and troubleshooting capability, to natively analyze PCoIP traffic to provide deeper VDI visibility and effective troubleshooting for communication between thin-client solutions and the rest of the VDI infrastructure.

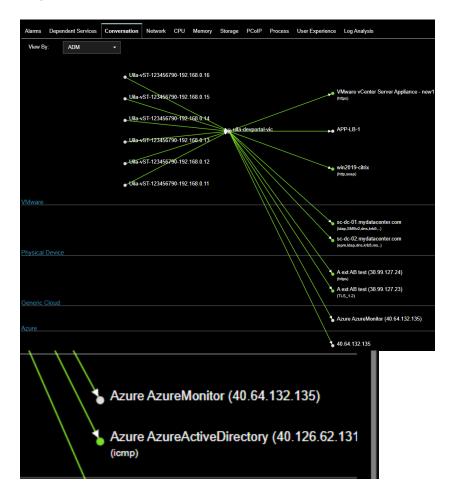
PCoIP is a remote display protocol developed by Teradici (support for HP Anywhere, Leostream, etc.), that allows users to securely access virtual desktops, applications, and physical workstations over a network. Uila users now have deeper PCoIP traffic visibility between the thin-client and the VDI infrastructure in the Data Center, including critical statistics such as, session duration, round-trip time, packet transfer, and packet losses. With this capability, users can identify scenarios of higher latencies that can affect user experience, making the remote desktop feel sluggish, as well as optimize their VDI environment for applications with different bandwidth needs.

Logon Duration GPU Process	Alarms Dependent Service	s Conversation Network	CPU Memory Ste	orage PCoIP	User Experience	Log Analysis	
No data available.							
<ul> <li>uila.com/user1 New-H8-3</li> </ul>	New-H8 Active	ECOIP N/A D	0.00 295	N/A 100			94 1
Ulla.comuseri New-no-3	New-no Active	POOIP NA G	0.00 295	N/A (100			94
Logon Duration PCOIP GPU	Process Alarms Depende	ent Services Conversation	Network CPU Mer	mory Storage	PCoIP User Ex	perience Log Analysis	
RT Latency: Ser	-	Peak Incoming			Avg. Incoming		
Max: 295 ms Min: 147 ms	111	Max: 13 KB/s Min: 875 B/s			Max: 15.38 KB/s Min: 0kbits/s		
% Incoming Pac		Available Netwo			Transmission B		
Max: 0 % Min: 0 %		Max: 179 KB/s Min: 22,46 KB/s			Max: 109.86 MB/s Min: 107.29 MB/s		
Avg. Outgoing		% Transmitted P					
Max: 11.50 KB/s		Max: 0 %					
Min: 125 B/s		Min: 0 %					

• Classify Azure Cloud Public SaaS services/IP address



With this new release, users can classify Azure Cloud's Public SaaS services/IP address in use, and take advantage of the auto creation of External Devices in the Application Dependency Maps, on those Azure SaaS Internet IP addresses in use as shown below.

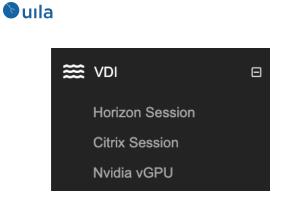


To enable this feature, you must enable the "Use Azure Public Cloud Address Book" button from the VIC settings menu.

VST	Alarm	Software Up	odate	VIC	Security	Device Monitoring	Log Analysis	Server Monitoring	User Experience	VDI	Global	Accounts Management	VIC Installation
Monito	ring												
On	🕑 Mq	onitor External	l Device	s									
Manua	l Display	y External De	vice by	/ IP/Su	bnet								
+	New	in ε	xternal	Subnet	t Discovery								Use Azure Public Cloud Address Book 🛛 📀

## Enhancements

• Redesigned VDI User Interface With this new release, the NVIDIA vGPU stats are now available in its own menu, along with Horizon and Citrix VDI sessions.



### • Redesigned Alarm configuration User Interface

With this new release, the alarm configuration interface is redesigned. Users would first select the group or category, before selecting the individual alarm type.

Alarm Action Configuration				×
1 Category 2 Type	e <b>3</b> Severity <b>4</b> Fi	ilter 5 Recipients	← Prev	Next →
Description				
Category	Periodic	Realtime	Log Analysis	
Group Type				
◯ VM				
Host/VPC     Switch Port				
Horizon VDI				
Datastore				

### • Host/ IP Up/Down monitoring

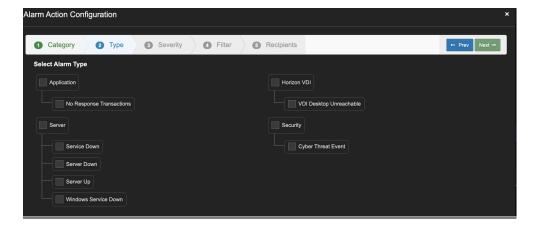
Users have the ability of monitoring for the up/down status for any Host/IP address.

Description				
0-1				
Category	Periodic	Realtime	Log Analysis	
Group Type				
_ vм				
Switch Port				
System Logs				
Host/IP Down				
arm Action Configuration				
Category     2 Type	3 Severity 4 F	Filter 5 Recipients		← Prev Next
Select Alarm Type				
Host/IP Down				



#### • Server Up alarm notification

Users have the ability of getting notified if a previously DOWN server is now restored.



#### • Vulnerable services/protocols listing

With this new release, users can easily visualize vulnerable or deprecated services like SMBv1, NTLM, etc. in the Security Dashboard.

•											
VM	≎ Health ≎	Application Response ≎ Time(ms)	Transactions/min ≎	Traffic/s 🗘		Action					
192.168.0.201	100	0	0	4 B	0	IÊI	Ŧ				
cvst (192.168.1.152)	100	997	0	5 B	0	ı	¥				
dns (192.168.0.5)	100	0	0	4 B	0	I <sup>‡</sup> I	¥				
	192.168.0.201 cvst (192.168.1.152)	192.168.0.201 100 cvst (192.168.1.152) 100	VM         Health ©         Response © Time(mb)           192.168.0.201         100         0           cvst (192.168.1.152)         100         997	VM         Health ©         Response ©         Transactions/min ©           192.168.0.201         100         0         0           cvst (192.168.1.152)         100         997         0	VM         Health th ellth ellth ellth ellth th ellth ellth ellth th ellth th ellth th e	VM         Health th Response or Transactions/min th Traffic/s Packets/s to Transactions/min th Traffic/s Packets/s to Packets/s	VM         Response Transactions/min 0         Traffic/s 0         Packets/s 0         Action           192.168.0.201         00         0         4B         0         0           cvst (192.168.1.152)         100         997         0         5B         0         0				

#### Host/Datastore level storage alarms

With this new release, users can now setup alarms for Read/Write latency at the Host and Datastore levels.

Alarm Action Configuration			
Category 2 Type	Severity	Filter 6 Recipients	← Prev Next →
Description			
Category	Periodic	Realtime	Log Analysis
Group Туре			
VM Host/VPC			
Switch Port			
Horizon VDI			
Datastore			

• External Subnet Discovery for easy configuration of Site level EUE and Subnet Analysis

With this new release, users can now easily discover subnets in their environment automatically for easier configuration of site level end user experience and subnet analysis. This can be done from the VIC settings menu. Select the "External Subnet Discovery" button, and then select a date range to use for the discovery process.

9					
VST Alarm Software Upda	ate VIC Security Device Monitoring	Log Analysis Server Monitoring	User Experience VDI	Global Accounts Managemen	t VIC Installation
Monitoring					
on 🔗 Monitor External D	levices				
Manual Display External Device	ce by IP/Subnet emal Subnet Discovery				
Discovered		×			
Subnet Name	Summary	Actions			
Subnet(10.3.252.0)	10.3.252.0/24	<u> </u>			
Subnet(10.3.240.0) Subnet(10.3.249.0)	10.3.240.0/24				
Subnet(10.3.250.0)	10.3.250.0/24				
Subnet(10.3.234.0)	10.3.234.0/24	<u> </u>			
Subnet(10.3.245.0)	10.3.245.0/24				
Total: 6 records.					

#### • Email Notification description

With this new release, the email notification will use the Alarm Description as the Email Subject.

Alarm	Alarm Actions Configuration											
🛦 Pi	A Please confirm configurations has been set before adding alarm actions.											
+ New Syslog Action + New Email Action + New Snmp Trap Action + New Zabbix Action + New Remediation Action							New Remediation Action					
Description						Sever	ity	Category	Actions			
SNM	P Trap to 192.168.0.219							Critical Pe		Periodic	Ľ	Î
data	data center state						Critical; Major; Minor		Realtime	ľ	Î	
Send	Send to Syslog.								Critical; Major; Minor Realtime			

## **Fixed Issues**

- 1. Uila vST Auto Deployment for Nutanix AHV environments.
- 2. Storage statistics support for SCSI disk.
- 3. Network function chain issues when user changes the Nutanix Prism Central username.
- 4. Certain reports may not get generated, where the % processed disappears at the end.
- 5. Cluster names that include the "#" sign, may run into monitoring issues.
- 6. After rebooting the VM, process monitoring may not resume for some VMs.

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Uila Release Notes v6.0



### **Known Issues**

- 1. Subnet Analysis: Usage Trending chart and the Conversation table data may not match under certain conditions.
- 2. Bookmark may not display the image.
- 3. Root Cause analysis screen may lose process bar chart under certain conditions.

# Contact Uila Support

Uila software solutions are designed with ease of installation and simplified maintenance in mind. The Uila team is dedicated to exceeding your expectations and knows that any downtime is too much in today's competitive world. Our goal is to keep your applications running 24 X 7. We offer a simple and effective support program to meet your needs.

Customers who purchased Uila products and under support contract will receive the following benefits:

- 24 X 7 support
- Unlimited support via email or phone call
- Free software minor release update
- Free software major release upgrade

Email: <u>support@uila.com</u> Phone: +1-(408) 400-3706

# About Uila

Uila resolves Complex IT Disruptions for Enterprise Organizations with its Intelligent Full-Stack Observability Platform, that correlates Application and Infrastructure Performance to isolate and remediate issues before business impact. With Uila, IT teams can visualize application workload dependencies across cloud platforms, rightsize infrastructure resources, troubleshoot disruptions for any onsite or remote VDI user due to application/network/infrastructure challenges, plan workload migration strategies for Cloud deployments and use AIOps to streamline troubleshooting and reduce MTTR with remediation actions. And most importantly, this is done WITHOUT any agents. Uila also allows security teams to combat advanced cyber threats, by providing comprehensive application anomaly insights, cyber threats & Data Exfiltration activities. Organizations use Uila to align themselves with their IT teams and cut MTTR from days to minutes to always keep End-User Experience at peak performance & secure, across cloud boundaries.