



# Quick Start Guide

## SysTrack Desktop Assessment

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## Introduction

SysTrack Desktop Assessment is a registration-based cloud assessment solution that enables customers and partners to capture detailed metrics and data about end user environments. This on-demand tool provides IT with a self-service platform to assess and quantify user, application and infrastructure requirements in order to successfully transform a desktop environment. Leveraging this tool, IT can accelerate time to value and ensure that their environments are right-sized to best meet end user requirements.

## Getting Started

Running a SysTrack Desktop Assessment includes the following steps:

1. [Register](#) on the SysTrack Desktop Assessment page.
2. [Download the Assessment Client to install SysTrack on Child systems](#) to be included in the assessment.
3. Wait two weeks to gather sufficient data.
4. [Analyze, investigate, and view your assessment results.](#)

## How to Register

To use the SysTrack Desktop Assessment you must register and provide credentials to access your assessment information:

1. Register on SysTrack Desktop Assessment page. You will be sent a confirmation email link to verify your email address.
2. If you have already registered on the site, you can use the **Login** link at the top right of the page to sign in.



You cannot use the same email address for multiple registrations. If you are a VMware partner assisting customers with assessments, use the customer's email address when registering for an assessment.

3. Complete the required fields on the registration form, and click the **Continue** button.
4. Read and accept the **Terms of Service**.
5. Wait until the **Registration saved** message is displayed.
6. Check your email for a registration confirmation email.
7. Click on the link in the confirmation email to validate your email address.
8. A System Administrator will approve your registration and send you an email that includes a link to begin your assessment process. The link will only be active for six hours. If clicking on the link does not work, copy and paste the link into your browser.
9. At the Login page, enter a desired user name and password, and then confirm your password.



The password should be something other than your email address. The password should be at least 8 characters and include at least one upper case letter, one lower case letter, and one number.

10. Click the **Complete Registration** button. The Dashboard page displays.

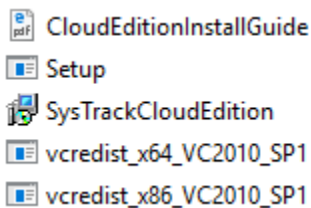


For the first three days, you will only have access to the first set of links. The remaining links to reports and dashboards will become active after sufficient data has been gathered to populate the reports and dashboards.

## Download and Install the SysTrack Assessment Client on Child Systems

Once you have successfully logged onto the SysTrack Desktop Assessment site you need to download the SysTrack Assessment Client and install SysTrack on Child systems to be included in the assessment:

1. Click the **Download Assessment Client** link under **Assess** at the top of the page on the Assessment tab to download the ClientInstall.zip file, and follow the Windows dialogs to download the file.
2. Open the zip file to display the contents:



3. The Install instructions are provided in the **CloudEditionInstallGuide.pdf** document. It is recommended that you first open this document and follow the instructions and prerequisites for installing the SysTrack Assessment Client.



Once you have installed the SysTrack Assessment Client on the child systems you wish to include in the assessment, it is recommended that you wait 14 days to capture enough data to accurately reflect usage patterns for resource sizing and use-case definition.

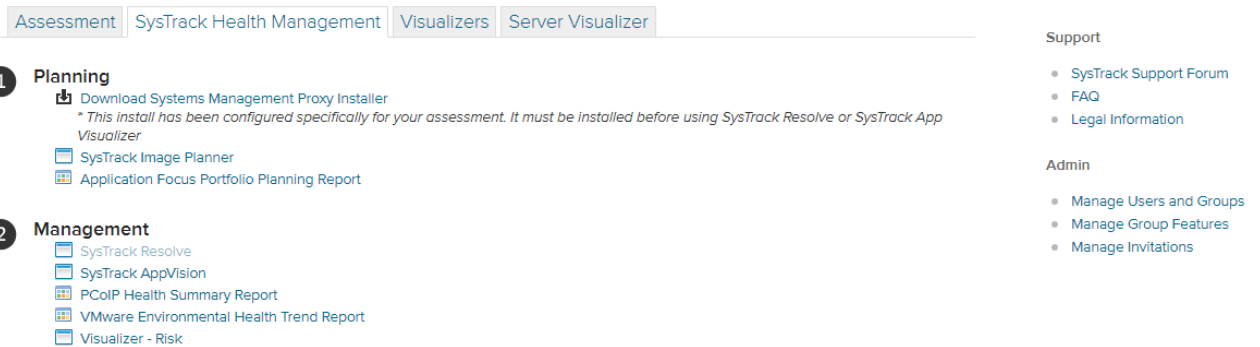


For information about installing the SysTrack Assessment Client on non-persistent systems, please refer to section 5.9.2 of the Install Guide: “Advanced Installation: golden image based non-persistent “Pooled System””

## Download and Install the SysTrack Cloud Proxy Service

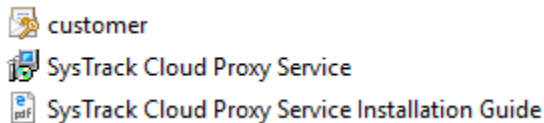
After downloading and installing the SysTrack Agent, download and install the **Systems Management Proxy Installer**, a Windows service that provides a secure connection to the SysTrack Cloud for analysis of live systems and relaying SysTrack data to the SysTrack Cloud:

1. Click the **SysTrack Health Management** tab to download the SysTrack Cloud Proxy Service.zip file, and follow the Windows dialogs to download the file.



The screenshot shows the SysTrack Health Management interface. At the top, there are tabs for Assessment, SysTrack Health Management, Visualizers, and Server Visualizer. The SysTrack Health Management tab is active. On the right side, there are links for Support (SysTrack Support Forum, FAQ, Legal Information) and Admin (Manage Users and Groups, Manage Group Features, Manage Invitations). The main content area is divided into two sections: 1. Planning and 2. Management. The Planning section includes a download icon for 'Download Systems Management Proxy Installer' with a note: '\* This install has been configured specifically for your assessment. It must be installed before using SysTrack Resolve or SysTrack App Visualizer'. Below this are links for 'SysTrack Image Planner' and 'Application Focus Portfolio Planning Report'. The Management section includes links for 'SysTrack Resolve', 'SysTrack AppVision', 'PCoIP Health Summary Report', 'VMware Environmental Health Trend Report', and 'Visualizer - Risk'.

2. Open the zip file to display the contents:



3. The install instructions are provided in the **SysTrack Cloud Proxy Service Installation Guide.pdf** document. It is recommended that you first open this document and follow the instructions and prerequisites for installing the SysTrack Cloud Proxy Service.



SysTrack Resolve and SysTrack App Visualizer will only be accessible after you have downloaded the SysTrack Cloud Proxy Service.

## Supported Operating Systems

The SysTrack Assessment Client supports the following operating systems:

- Microsoft Windows XP Service Pack 3 or later
- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

# Analyze, Investigate and View Your Assessment Results

After waiting a minimum of three days, and a recommended two weeks after installing the SysTrack Assessment Client on child systems, access the Assessment results as follows:

1. Login to the SysTrack Desktop Assessment site to display the Dashboard page.

## Demo


You are successfully collecting data from 560 machines for 823 days.  
You have 2915614 days left in your assessment.

[Provide Feedback](#)




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Assessment SysTrack Health Management Visualizers Server Visualizer


**1 Assess**

-  SysTrack Desktop Assessment Quick Start Guide
-  Download Assessment Client  
*\* This client install has been configured specifically for your assessment.*
-  Agent Collection Status



**2 Analyze**

-  Application Dependencies
-  Application Port Usage
-  Software Packages Installed

**3 Investigate**

-  SysTrack Desktop Visualizer
-  SysTrack Persona Visualizer
-  System Hardware Overview Report
-  System Demand Overview Report
-  Ask SysTrack

**4 Report**

-  SysTrack Desktop Assessment Report
-  App Volumes and VMware User Environment Manager Assessment
-  VMware Horizon with NVIDIA GRID vGPU Report
-  EVO:RAIL Workload Sizing Assessment
-  Horizon Sizing Tool

**Support**

- [SysTrack Support Forum](#)
- [FAQ](#)
- [Legal Information](#)

**Admin**

- [Manage Users and Groups](#)
- [Manage Group Features](#)
- [Manage Invitations](#)

2. The following assessment tools will be accessible after three days:
- [Reports](#) – Application Dependencies, Application Port Usage, Software Packages Installed, and the SysTrack Desktop Assessment Report
  - [Dashboards](#) – Agent Collection Status, System Hardware Overview Report, and System Demand Overview Report
  - [SysTrack Tools](#) – SysTrack Visualizers, SysTrack Resolve, SysTrack Image Planner, and Ask SysTrack

## Reports

Access pdf files of any of the following assessment reports by clicking on the linked report name. You will be prompted to either open the report, or save it:

REPORT	DESCRIPTION
<b>Application Dependencies</b>	Applications within the environments and their dependent system's IP addresses
<b>Application Port Usage</b>	Ports used by applications within the environment
<b>Software Packages Installed</b>	Software packages, versions, and number of packages installed within the environment
<b>SysTrack Desktop Assessment Report</b>	Your overall assessment report that includes: Enterprise Systems Summary, Environmental Compliance, Website Access, and Horizon Solution Recommendations

## Dashboards




Access the following dashboards by clicking on their linked names:

DASHBOARD	DESCRIPTION
<b>Agent Collection Status</b>	Includes: <ul style="list-style-type: none"> <li>• <b>Overall System Data Collection Summary</b> - collection status for all systems currently being assessed.</li> <li>• <b>Count of System by Data Collection Summary</b> – summary of progress being made in the data collection for the VMware assessment</li> <li>• <b>Count of Systems by Time Range of Last Connection</b> – summary of general state of data communications for systems in the assessment</li> <li>• <b>Data Collection Details for Selected Status</b> – additional information for the selected data collections status including a reason for the status</li> <li>• <b>System Details for Selected Time</b> – details for time since last communication from systems in the selected communication time range</li> </ul>

DASHBOARD	DESCRIPTION
<b>System Hardware Overview</b>	Includes the following details for systems being assessed: <ul style="list-style-type: none"> <li>• Operating System</li> <li>• Memory</li> <li>• CPU</li> </ul>
<b>System Demand Overview</b>	System demand overview for the systems being assessed including: <ul style="list-style-type: none"> <li>• System health summaries</li> <li>• Top 5 health concerns</li> <li>• System user details</li> <li>• Used packages for selected user on system</li> </ul>
<b>Application Focus Portfolio Planning Report</b>	Application focus data summarized for portfolio planning. Details include: <ul style="list-style-type: none"> <li>• Focus time for all users on handled vs. unhandled applications</li> <li>• List of applications with details such as focus time, user count, and status (handled vs. unhandled)</li> <li>• List of users with status details</li> </ul>
<b>PCoIP Health Summary Report</b>	Includes: <ul style="list-style-type: none"> <li>• Trend data for Average Latency, Average Receive Packet Loss, and Average Transmit Packet Loss</li> <li>• Pie chart showing the experiences of users (good, fair, poor) with selected trend metric</li> <li>• Top 15 users by bandwidth use and the top 10 focus applications for whichever top bandwidth user is selected</li> </ul>
<b>VMware Environmental Health Trend Report</b>	Overall health data, including: <ul style="list-style-type: none"> <li>• Overall trend over time</li> <li>• Top 5 health issues for a selected day</li> <li>• Top impacted systems</li> </ul>

## Dashboard Controls

SysTrack Dashboards include the following system controls for viewing your assessment data:

CONTROL	DESCRIPTION
	Gear icon located in top left corner of Dashboard. Click to display the picker and reset icons.
	Picker icon. Displays a list of items displayed on the Dashboard. Select or deselect the checkboxes next to items to control what is displayed.
	Reset icon. Click to reset the Dashboard to the original display.

## SysTrack Tools

Access the following SysTrack tools by clicking on their linked names:

Tool	DESCRIPTION
<b>SysTrack Visualizer – Desktop, Enterprise, Risk, Persona, and Server</b>	<ul style="list-style-type: none"><li>• <b>Desktop:</b> Provides an in-depth perspective of specific systems and users and in-depth problem diagnostics. Drill-downs to the individual user, system, and application level and view data including software packages, applications, system performance, security, people, latency, power, storage, application virtualization, and fault management.</li><li>• <b>Enterprise:</b> Provides a higher-level perspective, delivering a summarized picture of what’s happening across the entire desktop landscape.</li><li>• <b>Risk:</b> Provides reports to assist in identifying areas of potential security risk including details of application configurations and inventory, hardware and system configurations, and installed software packages.</li><li>• <b>Persona:</b> Provides abstract models of applications and resources according to user types, or personas. These models are based on actual work patterns, behaviors and tools observed in the environment.</li><li>• <b>Server:</b> Presents metrics relevant to the various servers in an organization and allows the analysis of capacity, usage, and performance.</li></ul>
<b>Ask SysTrack</b>	Search feature enabling natural-language queries. Assists in locating the SysTrack resource that best addresses a question, such as: "Is user experience getting better or worse?"
<b>SysTrack Resolve</b>	Automated system diagnostics of user service issues. Displays critical key performance indicators in a graphical format. Only accessible with the System Proxy download and install.
<b>SysTrack Image Planner</b>	Provides a blueprint for the implementation of VDI desktop pools and golden images for non-VDI environments by analyzing actual application license demand by tracking the use of application packages by users in order to reduce images to a manageable number while optimizing users.



## SysTrack Support Forums

For more information and discussion on your SysTrack Desktop Assessment click the SysTrack Support Forum link on the right hand side of the dashboard. To login to the support forums use the VMware User ID and Password you created when registering for the SysTrack Desktop Assessment.

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