



Quick Start Guide

SysTrack Desktop Assessment

Contents

Introduction	2
Getting Started.....	2
How to Register.....	2
Download and Install the SysTrack Assessment Client on Child Systems.....	3
Supported Operating Systems	4
Analyze, Investigate and View Your Assessment Results	4
Reports.....	5
Dashboards	5
Dashboard Controls	6
SysTrack Site Visualizer	6
Customer Support Forums.....	6

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.

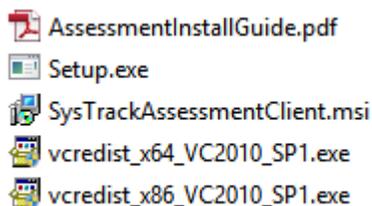


For the first three days, you will only have access to the first set of links. The remaining links to reports and dashboards will become active after sufficient data has been gathered to populate the reports and dashboards.

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 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 **AssessmentInstallGuide.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.

Supported Operating Systems

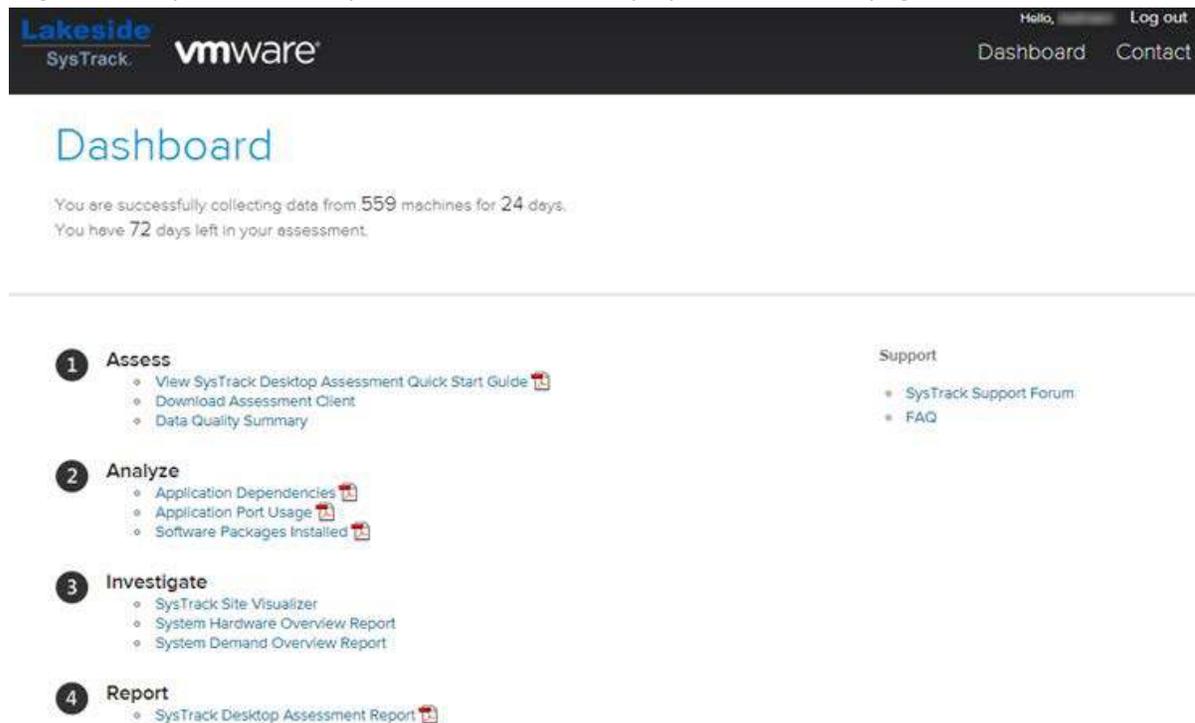
The SysTrack Assessment Client supports the following operating systems:

- Microsoft Windows XP Service Pack 2 or later
- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1

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.



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](#) – Data Quality Summary, System Hardware Overview Report , and System Demand Overview Report
- [SysTrack Site Visualizer](#) –an IT Manager diagnostic tool provide an in depth perspective of specific systems and users

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
Application Dependencies	Applications within the environments and their dependent system's IP addresses
Application Port Usage	Ports used by applications within the environment
Software Packages Installed	Software packages, versions, and number of packages installed within the environment
SysTrack Desktop Assessment Report	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
Data Quality Summary	Includes: <ul style="list-style-type: none">• Overall System Data Collection Summary - collection status for all systems currently being assessed.• Count of System by Data Collection Summary – summary of progress being made in the data collection for the VMware assessment• Count of Systems by Time Range of Last Connection – summary of general state of data communications for systems in the assessment• Data Collection Details for Selected Status – additional information for the selected data collections status including a reason for the status• System Details for Selected Time – details for time since last communication from systems in the selected communication time range
Hardware Overview	Includes the following details for systems being assessed: <ul style="list-style-type: none">• Operating System• Memory• CPU
Demand Overview	System demand overview for the systems being assessed including: <ul style="list-style-type: none">• System health summaries• Top 5 health concerns• System user details• Used packages for selected user on system

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.
	Export icon. Located on the top right of Dashboard blocks. Click to export data to an .xml file.
	Tool tip icon. Located on the top right of Dashboard blocks. Click for a description of each data block.

SysTrack Site Visualizer

SysTrack Site Visualizer objectively measures and reports on the quality of the end user experience, and provides an IT Manager perspective of specific systems and users and in-depth problem diagnostics. The tool allows 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.

For details on using SysTrack Site Visualizer, access the User Guide by clicking on the Help icon  in the top right corner of the Site Visualizer Dashboard.

Customer Support Forums

For more information and discussion on your Horizon Optimization Assessment go to the customer support forums at <https://forum.lakesidesoftware.com/HOAForum>. To login to the support forums use the VMware User ID and Password you created when registering for the Horizon Optimization Assessment.

Lakeside Software, Inc.
40950 Woodward Avenue
Bloomfield Hills, Michigan 48304
www.LakesideSoftware.com
Direct: +1 248.686.1702 (Americas)
Direct: +44 (0) 1753 260081 (EMEA)

Lakeside
SysTrack.