

ControlUp Synthetic Monitoring

Catch Availability and Performance Issues Before Your Users Do

ControlUp Synthetic Monitoring (formerly Scoutbees) goes beyond reactive alerting by continuously simulating real user interactions with EUC gateways, network resources, web applications, and cloud services from cloud and on-premises vantage points.

Name	Type	Uptime	Tags	Health
HTTPS pdxl.com https://pdxl.com	HTTP	100%		2023-06-16 10:00 pm Response Time - 611ms Total: 611ms
Azure AD Tech Marketing https://login.microsoftonline.com	ENTRA ID	0%		
Azure VM Health Service http://168.63.129.16/?comprversions	HTTP	0%		
Citrix - Storefront https://storefront.jagtorlab.com	HTTP	0%		
Citrix Cloud Gateway https://controlup.cloud.com/Citrix/Store...	HTTP	100%	EUC Infrastructure: VMware	
Citrix StoreFront 02 Availability	ping	0%		

Instead of waiting for employees to report that Citrix is slow or a VPN gateway is unreachable, Scouts run configurable automated tests at regular intervals and alert IT the moment something fails, before a single helpdesk ticket is filed.

With ControlUp Synthetic Monitoring, teams don't just monitor availability, they validate the complete user experience. EUC Scouts simulate the full login and app launch flow through Citrix, Omnisia Horizon, and Azure Virtual Desktop, capturing each connection stage's timing and taking a screenshot at the end so IT can see exactly what a user would encounter. Network Scouts check DNS, ping, traceroute, and TCP ports as frequently as every minute. Web Transaction Scouts replay click-by-click user journeys through SaaS applications. And Application Scouts monitor the health of Microsoft Teams, Exchange Online email delivery, and Azure AD authentication continuously.

ControlUp Synthetic Monitoring transforms availability management from a reactive, complaint-driven process into a proactive, always-on early warning system.

BENEFITS OF CONTROLUP SYNTHETIC MONITORING

ControlUp Synthetic Monitoring detects availability and performance issues before users notice them, giving IT the lead time to investigate and remediate rather than react to a wave of helpdesk calls.

Monitor the full EUC connection stack continuously, including gateways, brokers, authentication flows, and app launch, with detailed per-stage timing that pinpoints exactly where a failure or slowdown is occurring.

Cover every layer of the IT environment in one platform, from EUC gateways and network infrastructure to SaaS applications, web transactions, and cloud services including Microsoft Teams and Exchange Online.

Deploy tests from cloud hives across US, Europe, and Asia with no setup required, or install custom hives on-premises to monitor internal resources that are not publicly accessible.

EUC Scouts	EUC Scouts simulate real user login and application launch flows through supported EUC gateways, capturing per-stage connection timing and a session screenshot so IT knows exactly what a real user would experience.	Supports Citrix Virtual Apps and Desktops (CVAD), Citrix Cloud, Omnisssa Horizon, Azure Virtual Desktop, Windows 365, and StoreFront
		Per-stage timing breakdown covering gateway authentication, brokering, session launch, and app load
		Session screenshot captured at test completion for visual confirmation of success or failure
Infrastructure Scouts	Infrastructure Scouts test the availability and response times of network resources and datacenter components as frequently as every minute, giving IT continuous visibility into connectivity health across the environment.	Built-in tests for DNS lookup, TCP and UDP ports, ping, traceroute, and shell script execution
		Configurable test frequency down to every minute for critical resources
		Monitors internal servers, VPN gateways, file shares, print services, and any reachable network resource
Web Transaction Scouts	Web Transaction Scouts replay step-by-step user interactions with web and SaaS applications, simulating full login and workflow journeys using a browser-based recording tool that eliminates the need for manual scripting.	Click-for-click browser automation with a ControlUp browser plugin for easy step recording
		Supports standard web authentication flows and MFA bypass via service account or SMS code integration
		Per-step timing and success validation so failures are pinpointed to the exact interaction that broke
Application Scouts	Application Scouts proactively monitor the health and availability of Microsoft cloud services, including Microsoft Teams call quality, Exchange Online email delivery via the Microsoft Graph API, and Azure AD authentication.	MailScout monitors Exchange Online email delivery end to end and alerts on delivery failures before employees report missing messages
		Microsoft Teams monitoring validates call quality and service availability
		Azure AD authentication health monitoring detects identity provider issues before users are locked out
Cloud and Custom Hives	Hives are the vantage points from which Scouts run. Cloud Hives are fully managed and hosted across three global regions with no setup required. Custom Hives are deployed on-premises to test internal resources that cannot be reached from the cloud.	Cloud Hives available in US, Europe, and Asia with no installation or management overhead
		Custom Hives deployable on Windows (Linux support in progress) to monitor resources behind the corporate perimeter
		Scouts can run from multiple hive locations simultaneously to detect geographic availability differences

ControlUp is the AI company for IT operations that keeps the digital workplace running. Leading DEX capabilities and agentic AI come together to see, detect, ask, and remediate issues before they reach employees, enabling Autonomous Endpoint Management (AEM). IT leads, employees thrive, and work flows.