

# Configure Performance Analytics for on-premises Sites

Performance analytics is the comprehensive performance monitoring solution from Citrix Analytics. It helps you monitor and view usage and performance metrics of one or more Citrix Virtual Apps and Desktops Sites in your organization. For more information, see **Performance Analytics**.

To view and use Performance Analytics, you must first configure analytics for each Site using Director.

## Prerequisites

Before configuring analytics on Director, ensure that the following requirements are met:

- Your Site and Director on version 1906 or later. For more information, see <https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/director/version-matrix.html>.
- Outbound internet access on all Delivery Controllers and the machine on which Director is installed.
- An active Citrix Cloud account to connect to Citrix Analytics service. For more information about setting up a Citrix Cloud account, see <https://docs.citrix.com/en-us/citrix-cloud/overview/signing-up-for-citrix-cloud/signing-up-for-citrix-cloud.html>.

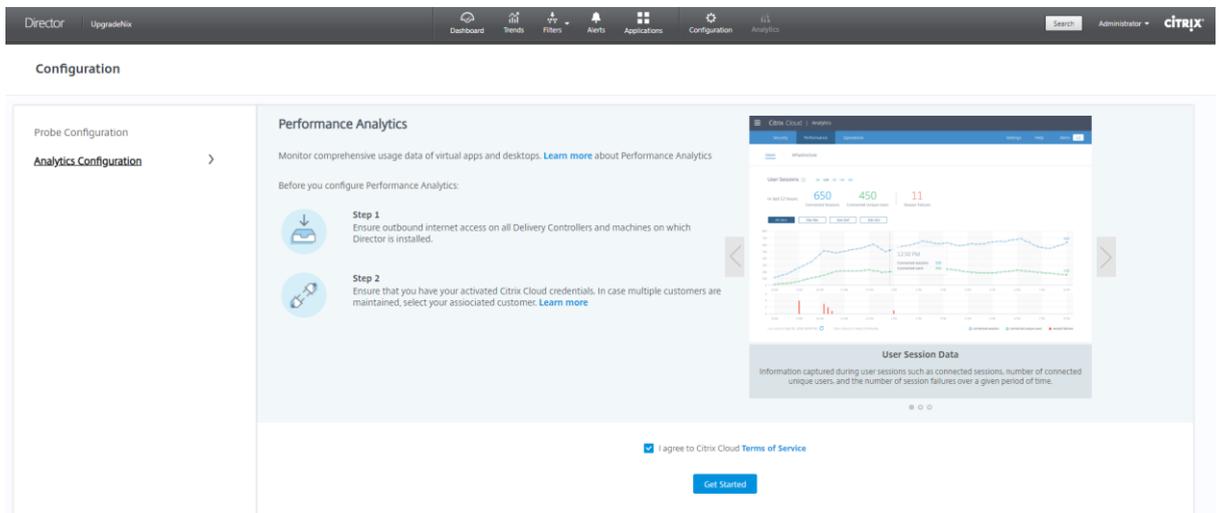
## Configuration steps

After you have verified the prerequisites, do the following:

1. Log on to Director as a full administrator and select the Site for which you want to configure analytics. Click the **Analytics** tab.



2. On the Configuration page, review the steps, select the terms of service, and then click **Get Started**.



3. Review the prerequisites and ensure that they are met. Specify your Citrix credentials and click **Authenticate**.

Configure Performance Analytics

Prerequisites:

- Ensure outbound internet access on all Delivery Controllers and machines on which Director is installed.
- Activated Citrix Cloud account. (To activate your account, log on to [citrix.cloud.com](https://citrix.cloud.com). For detailed instructions, see the [Sign up for Citrix Cloud](#) article)

Enter your Citrix credentials (citrix.com, My Citrix, or Citrix Cloud) ⓘ

Password

Cancel **Authenticate**

4. If the authentication is successful, a **Verified** status appears against your credentials. Now, select your Citrix Cloud Customer from the list and click **Save** to store the details.

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Enter your Citrix credentials (citrix.com, My Citrix, or Citrix Cloud) ⓘ

Password

 ✔ Verified

Select Citrix Cloud customer

Reconfigure **Save**

5. Click **Go to Analytics** to view the Performance Analytics dashboard in Citrix Analytics. You might be redirected to the Citrix.com or My Citrix account logon page if your Citrix Cloud session has expired.

**Note:** The first time you configure a Site, events from the Site might take some time (approximately an hour) to be processed; causing a delay in the display of metrics on the Performance Analytics dashboard. Thereafter, events refresh at regular intervals.

### Configure Performance Analytics

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Enter your Citrix credentials (Citrix.com, My Citrix, or Citrix Cloud) ⓘ

Password

 Verified

Select Citrix Cloud customer

[Reconfigure](#) [Go to Analytics](#)

6. You can repeat the configuration steps above for multiple Sites in Director. Metrics for all configured Sites are displayed on the Performance Analytics dashboard.

7. To delete or change the Citrix Cloud account details that you have saved, click **Reconfigure**. This option deletes the existing account details and allows you to configure them again.

**Note:** When you reconfigure, data transmission from the old account continues for approximately one hour until the events from the new account are transmitted. During this period, previously collected data from the old account will continue to be displayed on the Performance Analytics Dashboard.

8. If entitlement to the Citrix Analytics service for the configured customer expires, it takes around a day to stop sending the Site metrics to the Performance Analytics Dashboard.