



Installing eG Agents on AVD Session Hosts Using Nerdio Manager

eG Innovations Product Documentation

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Chapter 1: What is Nerdio Manager?

Nerdio Manager allows IT Professionals and System Integrators to deploy, manage and autoscale large AVD & Windows 365 Cloud PC desktop environments in the Enterprise. Nerdio Manager can be connected to an existing setup or used to stand up a brand-new deployment.

As Microsoft AVD is a fairly new cloud-based VDI solution, it provides very limited automation capabilities. Administrators often have to write complex queries / scripts in AVD to perform even simple configuration tasks such as creating a host pool or adding session hosts to a pool. With the Nerdio Manager, administrators can achieve these tasks and setup their entire AVD infrastructure in less than an hour! This is why, the Nerdio solutions are common place in many AVD deployments today.

1.1 eG Integration with the Nerdio Manager

There are many ways by which you can install eG agents on AVD session hosts. Here are a few approaches:

- **Using the eG agent installable:** You can download the eG agent installable from the eG manager to every session host, and run the installable to deploy the eG agent;
- **Using the eG agent installation script in the command line:** You can copy the eG agent installation script from the eG manager and paste it in the command line of any orchestration tool in use in your environment. The tool will automatically push the eG agent to target session hosts.
- **Using an Azure golden image:** You can create a golden image on Azure, and then bundle the eG agent into the golden image. Every session host you create using that golden image will automatically have the eG agent installed on it.
- **Using the Nerdio Manager:** Where the Nerdio Manager pre-exists, administrators may want to leverage the automation capabilities of that software to perform routine monitoring tasks such as installing eG agents on AVD session hosts. To facilitate this, eG Enterprise integrates with the Nerdio Manager. Administrators can now use Nerdio's admin portal to quickly install agents on all session hosts in an AVD host pool or on specific session hosts. No operational expertise or elaborate scripts are required to achieve this. This document discusses how you can use the Nerdio manager to install the eG agent on AVD session hosts.

Chapter 2: How to Use the Nerdio Manager to Install eG Agents on AVD Session Hosts?

The first step to achieving this is to login to the admin portal of the Nerdio Manager. Once in, you can deploy the eG agents using any the following approaches:

- Create a new AVD host pool from a master desktop image bundled with the eG agent; in this case, the eG agent will be automatically installed on all session hosts in the host pool. (OR)
- Run the eG agent installation script on a host pool, so the agent is automatically installed on all AVD session hosts in that pool
- Install the eG agent on individual session hosts in a single click

Each of these approaches is dealt with separately in the sub-sections to come.

2.1 Creating a New AVD Host Pool from the Master Image Containing the eG Agent

This approach is ideal if you want eG agents to be automatically installed on all AVD session hosts that are created using the same master desktop image.

The broad steps to achieve this are as follows:

1. Create the agent installation script
2. Attach the agent installation script to a master desktop image - this can be an existing image or a new one
3. Assign the master desktop image to an existing or new AVD host pool

The procedure below includes all the steps listed above.

1. Login to the admin portal of the Nerdio Manager. Figure 2.1 will then appear.

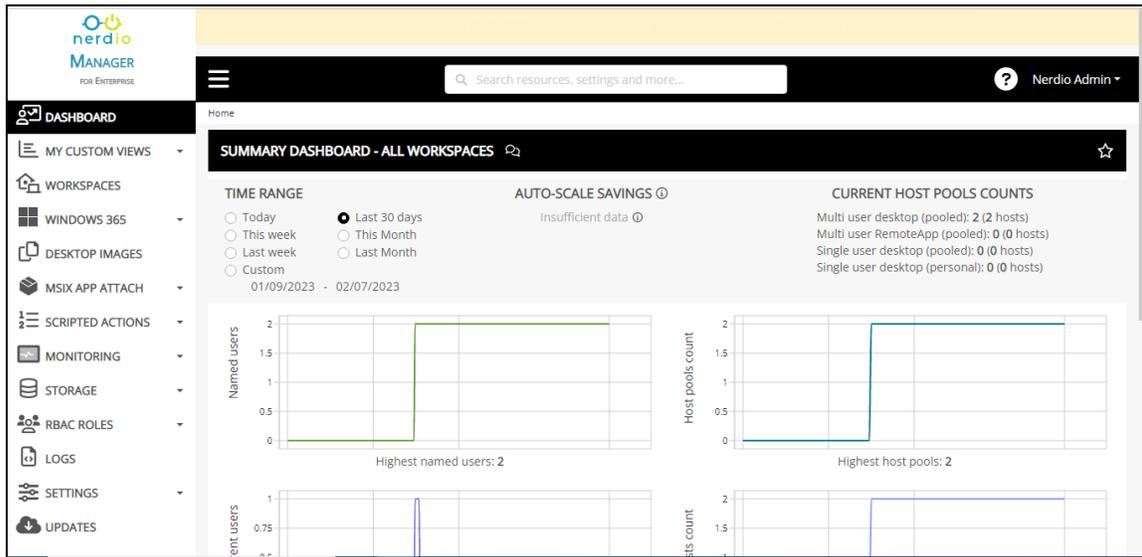


Figure 2.1: The Admin portal of the Nerdio Manager

2. To create the agent installation script, first, expand the **SCRIPTED ACTIONS** node in the left panel, and click on the **Windows scripts** option within. The right panel will then change as depicted by Figure 2.2. Click on the **Add scripted action** button in the right panel to add a new script.

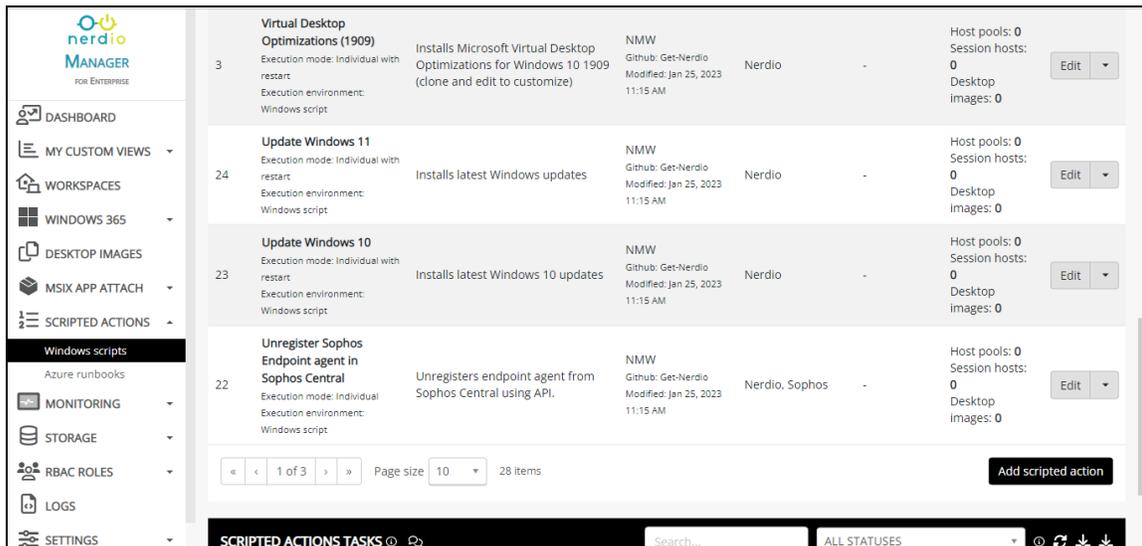


Figure 2.2: Clicking on the Add scripted action button

3. Figure 2.3 will then appear. Here, provide a unique **NAME** for the new script.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME:

DESCRIPTION:

TAGS:

SCRIPT EXECUTION MODE:

ENABLE CLOUD PC

SCRIPT

Figure 2.3: Assigning a NAME to the new agent installation script

- Then, proceed to configure the entire agent installation script in the **SCRIPT** text area of Figure 2.3. For that, using another browser tab page, connect to the eG manager to which the eG agents on AVD session hosts should report. Login to the admin interface of the eG manager. Figure 2.4 will then appear.

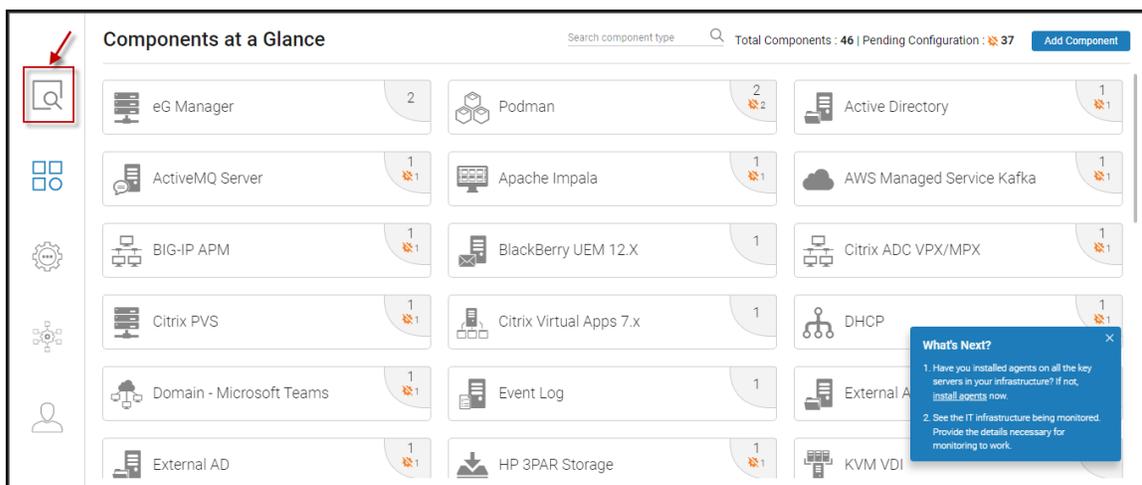


Figure 2.4: The eG Admin interface

- Click on the button indicated by Figure 2.4 above. Figure 2.5 will then appear. Click on **Microsoft AVD Session Hosts** in Figure 2.5.

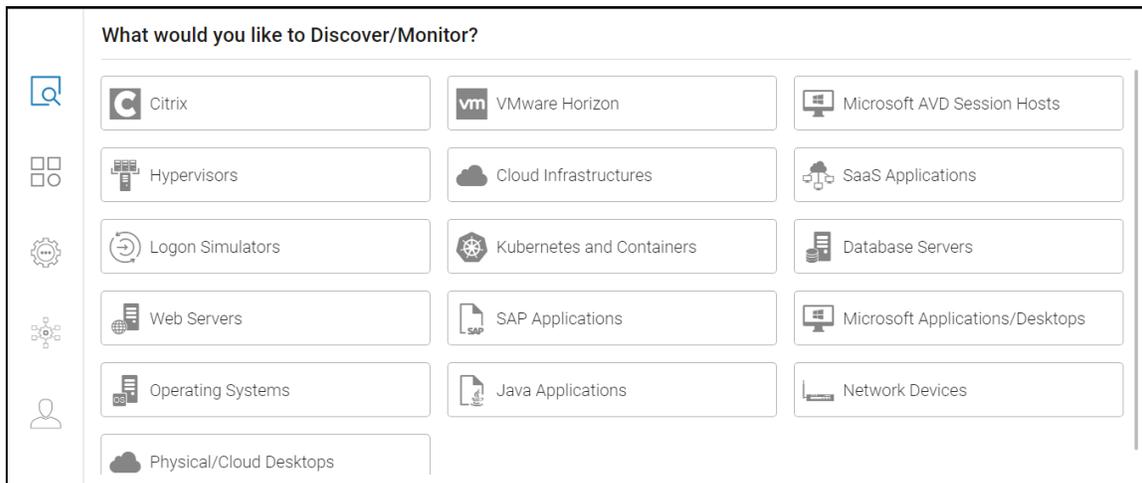


Figure 2.5: Choosing to discover/monitor Microsoft AVD Session Hosts

- This will open Figure 2.6. Select **Command Line** as the **Installation Method**. Then, pick an **Operating System** and **Environment** that match the OS and flavor of the session hosts on which the agent is to be installed. The agent installation PowerShell script that corresponds to your specification will then be displayed. Click on the **Copy** button below the script.

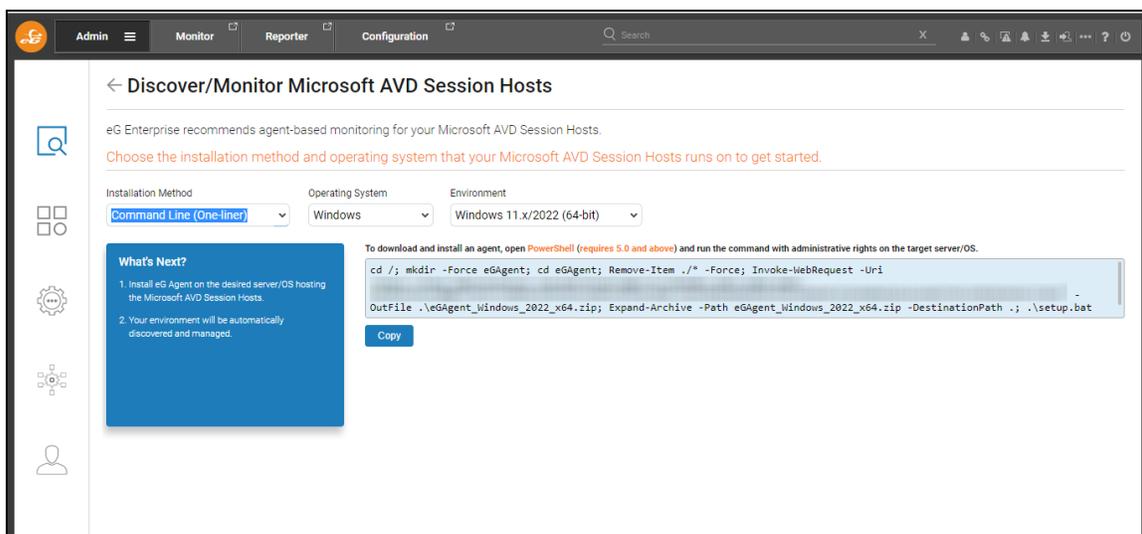


Figure 2.6: Copying the agent installation PowerShell script

- Then, switch back to Figure 2.3 of the Nerdio Manager, and paste the copied script in the **SCRIPT** text area (see Figure 2.7). Finally, click the **Save & close** button in Figure 2.7.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME:

DESCRIPTION:

TAGS:

SCRIPT EXECUTION MODE:

ENABLE CLOUD PC

SCRIPT

```
cd /; mkdir -Force eGAgent; cd eGAgent; Remove-Item ./* -Force; Invoke-WebRequest -Uri  
-OutFile .\eGAgent_Windows_2022_x64.zip; Expand-Archive -Path eGAgent_Windows_2022_x64.zip -  
DestinationPath .; .\setup.bat nopause
```

Cancel Save & close

Figure 2.7: Pasting the agent installation script

8. Now, proceed to attach the new script you created to a master desktop image. You can create a new master image for monitoring purposes, or use an existing image. To create a new master image, click on the **DESKTOP IMAGES** node in the left panel of Figure 2.2. Figure 2.8 will then appear.

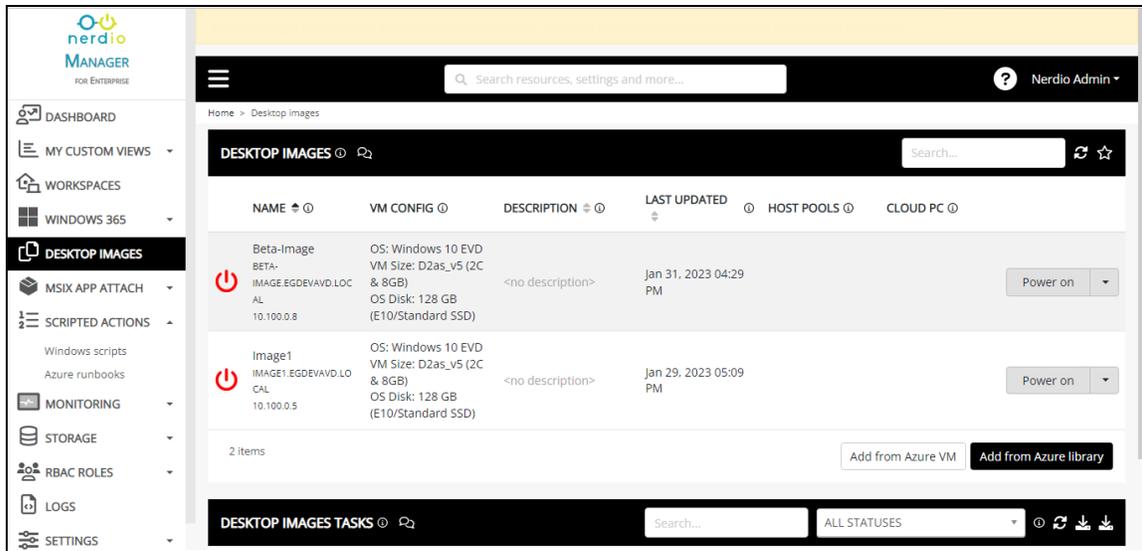


Figure 2.8: List of pre-existing desktop images

9. To create a new desktop master image, click on the **Add from Azure library** button. Figure 2.9 will then appear.

ADD DESKTOP IMAGE ⓘ

Add desktop image from Azure image library.

NAME: eG-Agent-Image ⓘ

DESCRIPTION: ⓘ

AZURE IMAGE: Windows 10 (1909) Enterprise (single-session) ⓘ

VM SIZE: D2as_v5 (2C & 8GB @ \$0.09/hr) ⓘ

OS DISK: 128 GB (E10 Standard SSD @ \$0.02/hr) ⓘ

Join to AD

Do not create image object ⓘ

Skip removal of local profiles ⓘ

Enable time zone redirection ⓘ

Set time zone: (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi ⓘ

Remove FSLogix apps ⓘ

Install certificates ⓘ

Provide custom credentials for a local administrator user Off

Geographic distribution & Azure compute gallery ⓘ Off

Run the following scripted actions: ⓘ On

1. eG-Agent-Install (Combined) x

Pass AD credentials ⓘ

> Apply tags ⓘ

This task may take up to an hour to complete. You can monitor progress in the Desktop Images Tasks section.

Cancel OK

Figure 2.9: Creating a new desktop master image

10. In Figure 2.9, give a **NAME** to the new desktop master image. Select the **AZURE IMAGE**, **VM SIZE**, and **OS DISK** of the new image.

11. Then, switch on the **Run the following script actions** flag, and then select the agent installation PowerShell script that you created previously. This will make sure that every time an AVD session host is created from the master desktop image, the installation script is triggered, and the agent is automatically installed on that session host.
12. Finally, click the **OK** button in Figure 2.9.
13. If you choose to attach the script to an existing image instead, then first, click on **DESKTOP IMAGES** in the left panel. You will find the list of desktop images that pre-exist in the right panel. Click on the down-arrow button (adjacent to **Power on**) corresponding to the desktop image that you want to modify, and select **Run script** from the menu that pops out (see Figure 2.10).

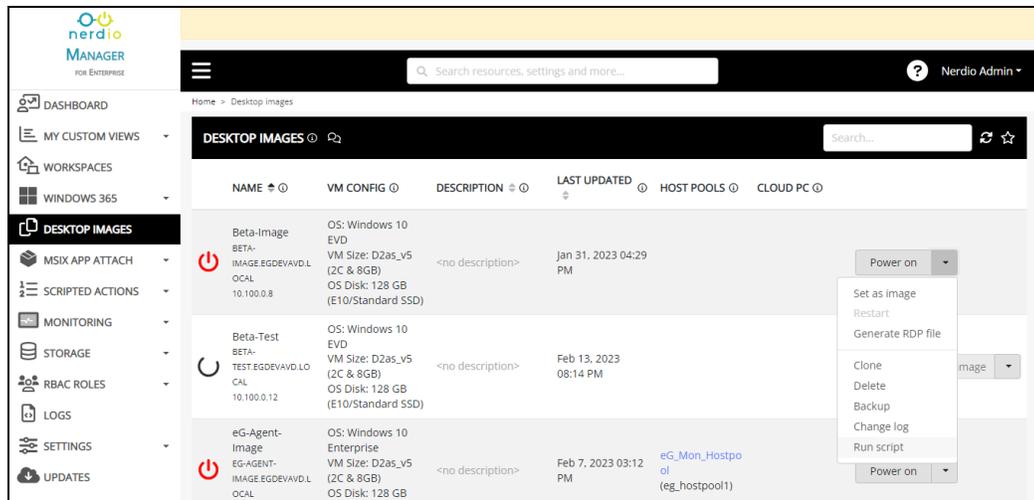


Figure 2.10: Selecting an existing desktop image to modify

14. Figure 2.11 will then appear. Select the eG agent installation script you created previously, from the '**Run the following Scripted actions...**' drop-down, and click on the **Run now** button to run the script on the image.

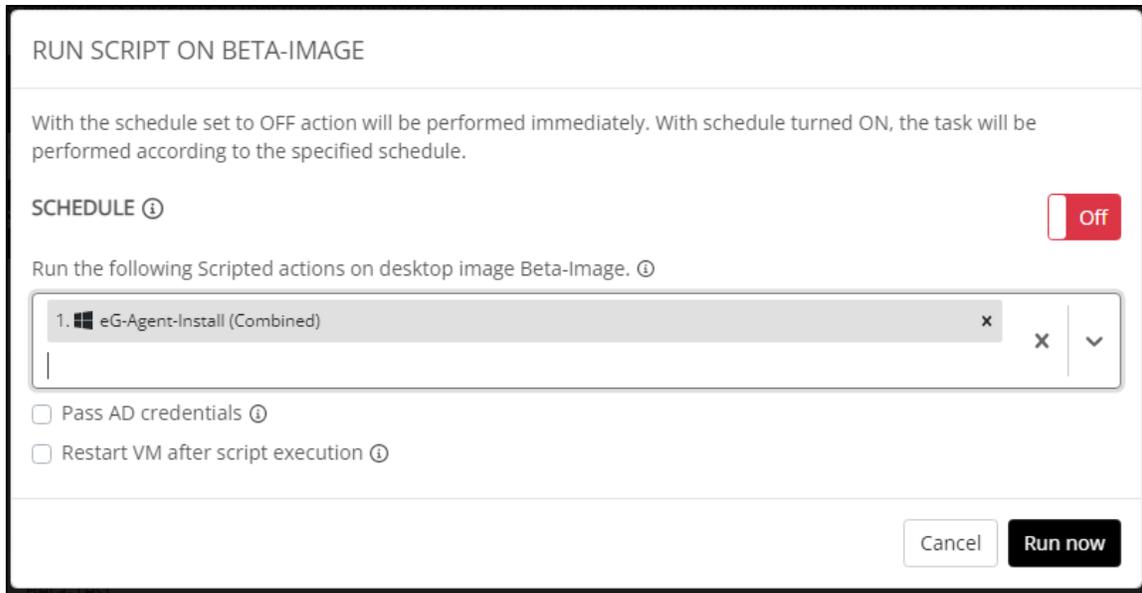


Figure 2.11: Running the eG agent installation script on an existing desktop image

15. Now that the desktop master image is available, you need to make sure that you link the image to a host pool configuration. This way, any session host that is dynamically or manually added to that pool automatically uses the linked master image, which in turn installs the eG agent on that session host.
16. To create a new host pool, first, click on the **WORKSPACES** node in the left panel of Figure 2.8.
17. Figure 2.12 will then appear.

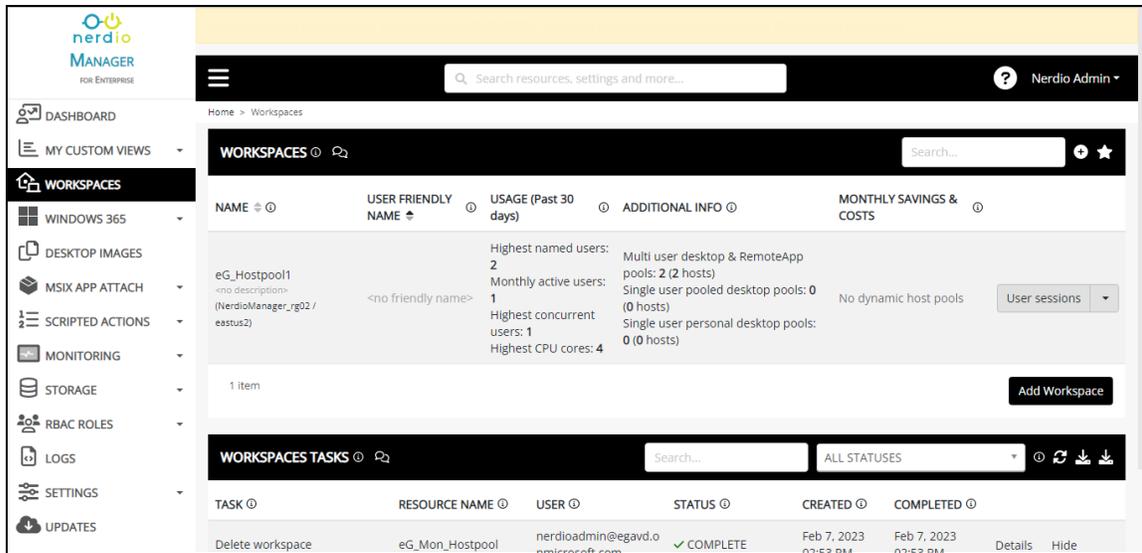


Figure 2.12: List of workspaces

- Click on an existing workspace or create a new one. For the purpose of this discussion, we will be proceeding with an existing workspace. Figure 2.13 will then appear.

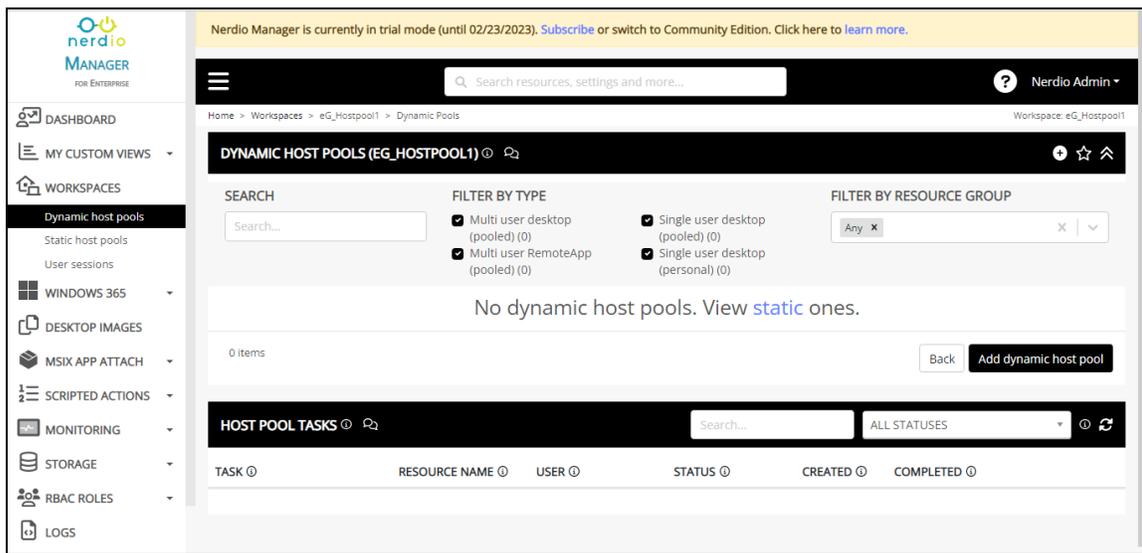


Figure 2.13: Clicking on the Add dynamic host pool button

- A Workspace manages Dynamic and/or Static host pools. A static host pool contains a set number of session hosts that the administrator configures. That is, it does not have auto-scale enabled. A dynamic host pool is a host pool whose configuration can be scaled in and out (auto-scale) as per the workload. That is, auto-scale can create the session hosts automatically based on the auto-scale configuration.

20. You can modify an existing host pool's configuration, so it uses the master desktop image that is bundled with the eG agent installation script. Alternatively, you can create a new dynamic/static host pool for this purpose. In the case of our example, we will be creating a dynamic host pool. Please refer to the Nerdio Manager documentation to know how to create a static host pool. To create a dynamic host pool, click on the **Add dynamic host pool** button in Figure 2.13. This will open Figure 2.14.

ADD DYNAMIC HOST POOL ⓘ

Name ⓘ

Description ⓘ

DESKTOP EXPERIENCE: Multi user desktop (pooled) ⓘ

DIRECTORY: Default (eG DEV AVD AD Tenant) ⓘ

FSLOGIX: Default ⓘ

RDP SETTINGS PROFILE: System defaults ⓘ

NAME: eG Prefix ⓘ

DESKTOP IMAGE: eG-Agent-Image (Feb 7, 2023 03:12 PM) ⓘ

VM SIZE: D2as_v5 (2C & 8GB @ \$0.09/hr) ⓘ

OS DISK: 128 GB (E10 Standard SSD @ \$0.02/hr) ⓘ

QUICK ASSIGN: Type user or group name ⓘ

> Apply tags ⓘ

This task may take a long time to complete. You can monitor progress in the Host Pools Tasks section.

Cancel OK

Figure 2.14: Creating a dynamic host pool

21. In Figure 2.14, give a **Name** to the new host pool. Then, from the **DESKTOP IMAGE** drop-down, select the desktop master image that you created previously. Finally, click the **OK** button in Figure 2.14.
22. Figure 2.15 will then appear. Use the options provided in Figure 2.15 to configure auto-scaling for the dynamic host pool. Refer to the Nerdio Manager documentation to understand more about each of these options. Finally, click the **Save & close** button in Figure 2.15.

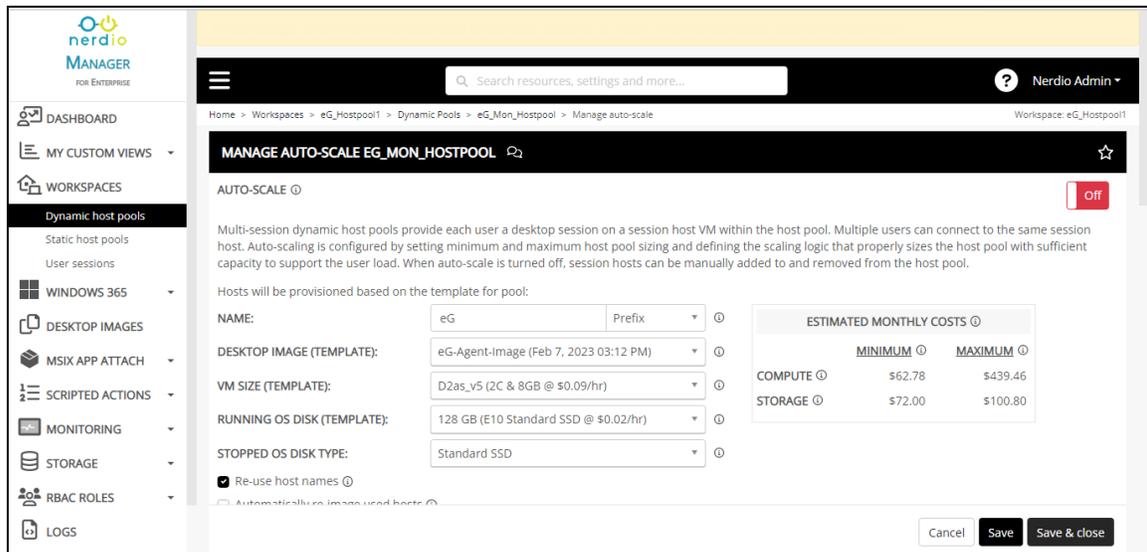


Figure 2.15: Configuring auto-scaling

23. Once the pool is created and auto-scaling rules kick in, new session hosts are dynamically added to the pool with the specifications configured in Figure 2.14. Each session host will be automatically created out of the **DESKTOP IMAGE** chosen from Figure 2.14. Since this is the image to which the eG agent installation script is attached, invoking the image will trigger script execution, which in turn will install the eG agent on the session host.

2.2 Single-click eG Agent Installation on an AVD Host Pool

This is ideal if you want to install eG agents on all AVD session hosts in specific host pools.

The broad steps to achieve this are as follows:

1. Create the agent installation script
2. Run the installation script on the target AVD host pools

The procedure below includes all the steps mentioned above.

1. Login to the admin portal of the Nerdio Manager.
2. Figure 2.16 will then appear.

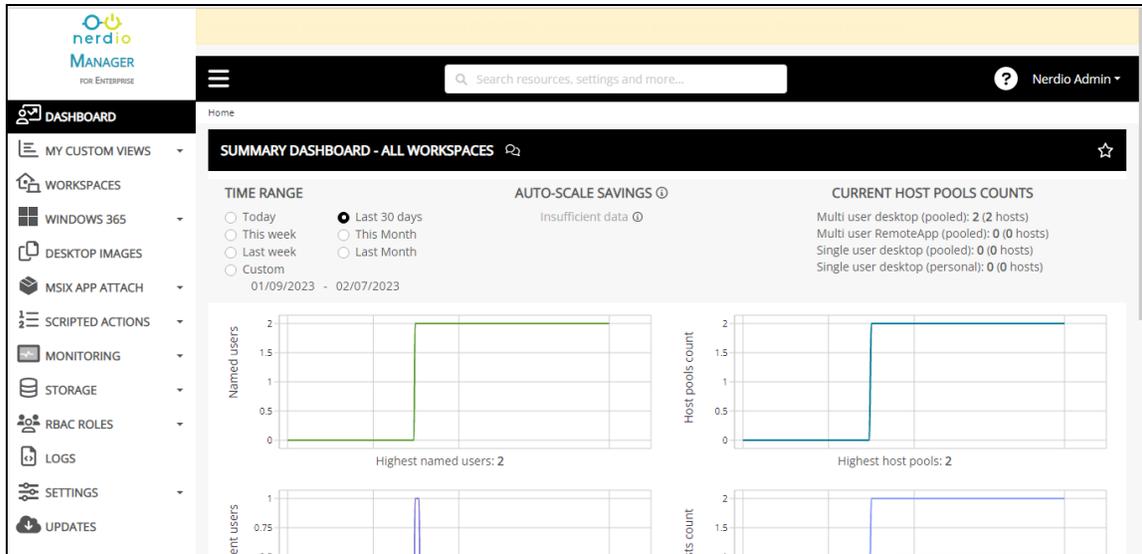


Figure 2.16: The Admin portal of the Nerdio Manager

3. To create the agent installation script, first, expand the **SCRIPTED ACTIONS** node in the left panel, and click on the **Windows scripts** option within. The right panel will then change as depicted by Figure 2.17. Click on the **Add scripted action** button in the right panel to add a new script.

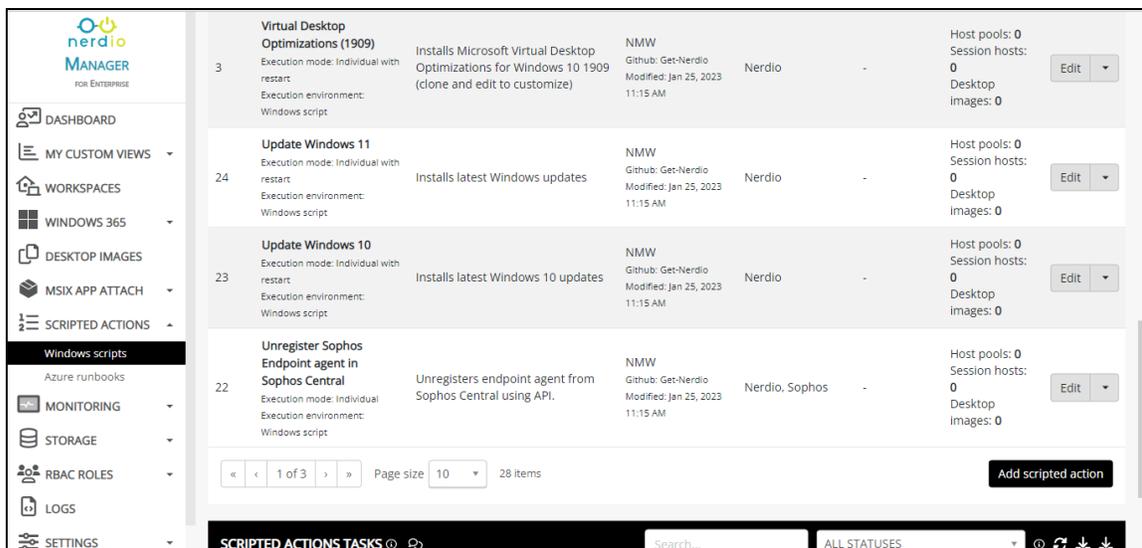


Figure 2.17: Clicking on the Add scripted action button

4. Figure 2.18 will then appear. Here, provide a unique **NAME** for the new script.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME: ⓘ

DESCRIPTION: ⓘ

TAGS: ⓘ

SCRIPT EXECUTION MODE: ⓘ

ENABLE CLOUD PC Off ⓘ

SCRIPT ⓘ

|

Figure 2.18: Assigning a NAME to the new agent installation script

5. Then, proceed to configure the entire agent installation script in the **SCRIPT** text area of Figure 2.18. For that, using another browser tab page, connect to the eG manager to which the eG agents on AVD session hosts should report. Login to the admin interface of the eG manager. Figure 2.19 will then appear.

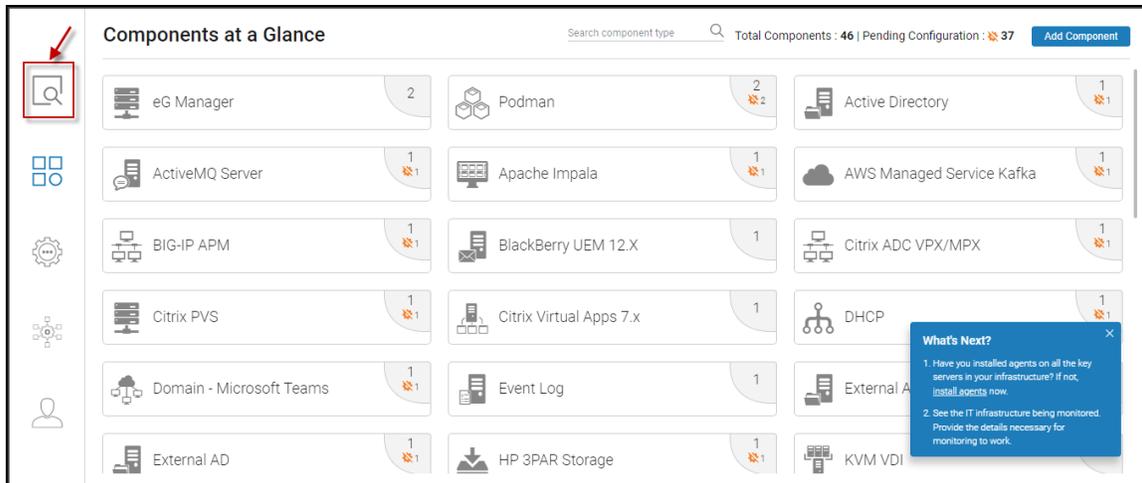


Figure 2.19: The eG Admin interface

- Click on the button indicated by Figure 2.19 above. Figure 2.20 will then appear. Click on **Microsoft AVD Session Hosts** in Figure 2.20.

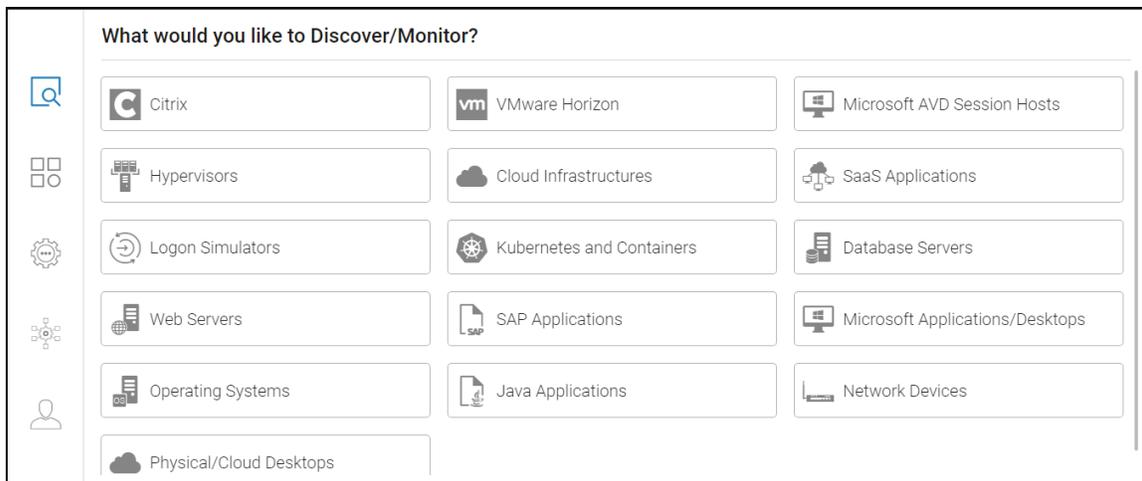


Figure 2.20: Choosing to discover/monitor Microsoft AVD Session Hosts

- This will open Figure 2.21. Select **Command Line** as the **Installation Method**. Then, pick an **Operating System** and **Environment** that match the OS and flavor of the session hosts on which the agent is to be installed. The agent installation PowerShell script that corresponds to your specification will then be displayed. Click on the **Copy** button below the script.

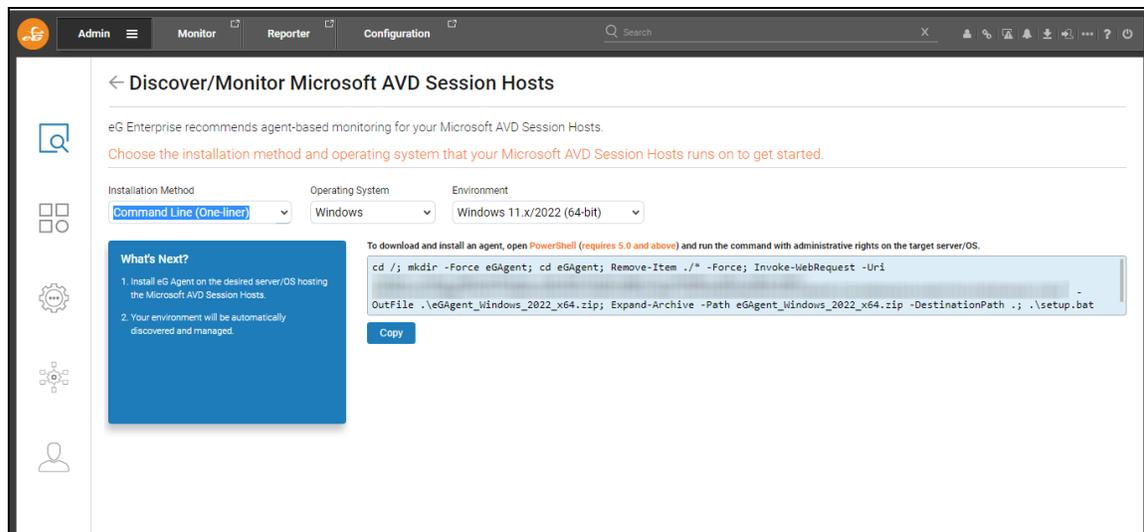


Figure 2.21: Copying the agent installation PowerShell script

8. Then, switch back to Figure 2.18 of the Nerdio Manager , and paste the copied script in the **SCRIPT** text area (see Figure 2.22). Finally, click the **Save & close** button in Figure 2.22.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME:

DESCRIPTION:

TAGS:

SCRIPT EXECUTION MODE:

ENABLE CLOUD PC

SCRIPT

```
cd /; mkdir -Force eGAgent; cd eGAgent; Remove-Item ./* -Force; Invoke-WebRequest -Uri  
-OutFile .\eGAgent_Windows_2022_x64.zip; Expand-Archive -Path eGAgent_Windows_2022_x64.zip -  
DestinationPath .; .\setup.bat nopause
```

Cancel Save & close

Figure 2.22: Pasting the agent installation script

9. Now, proceed to run this script on target AVD session hosts. For that, first, click on the **WORKSPACES** node in the left panel of Figure 2.17. The right panel will change as depicted by Figure 2.24.

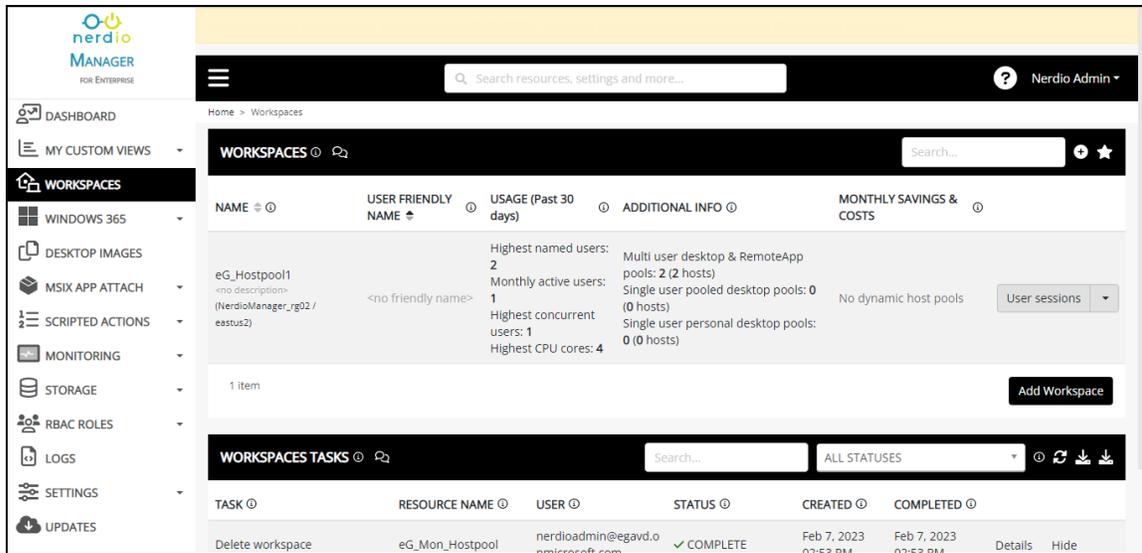


Figure 2.23: List of workspaces

- Click on the workspace that contains the host pools of interest to you. By default, the **Dynamic host pools** in the chosen workspace will be listed (see Figure 2.24).

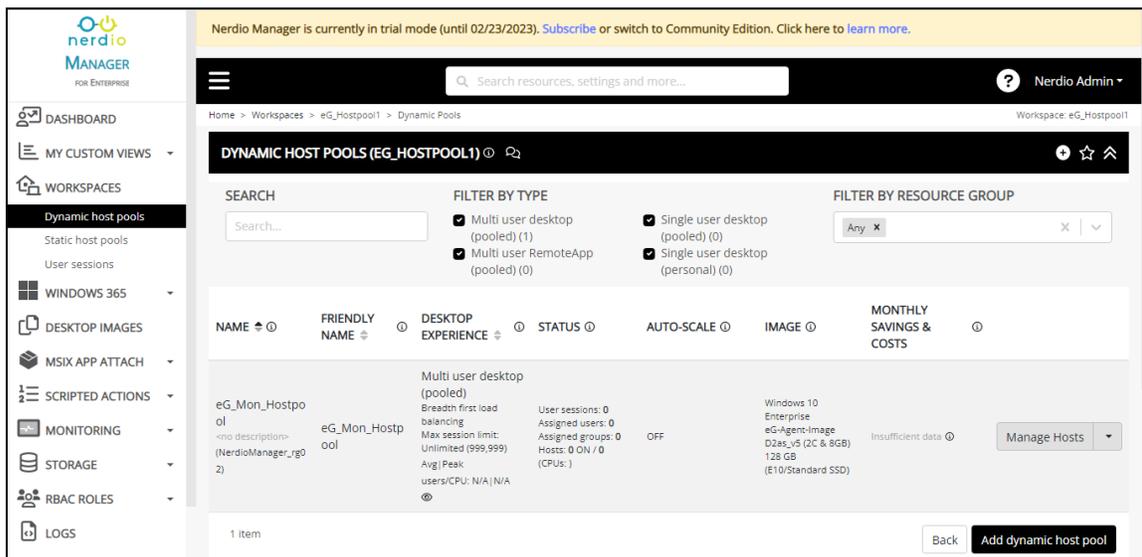


Figure 2.24: The Dynamic host pools that pre-exist

- Let us say that the AVD session hosts to be monitored are within Static host pools. In this case, click on the **Static host pools** option under **WORKSPACES** in the left panel of Figure 2.24. This will open Figure 2.25.

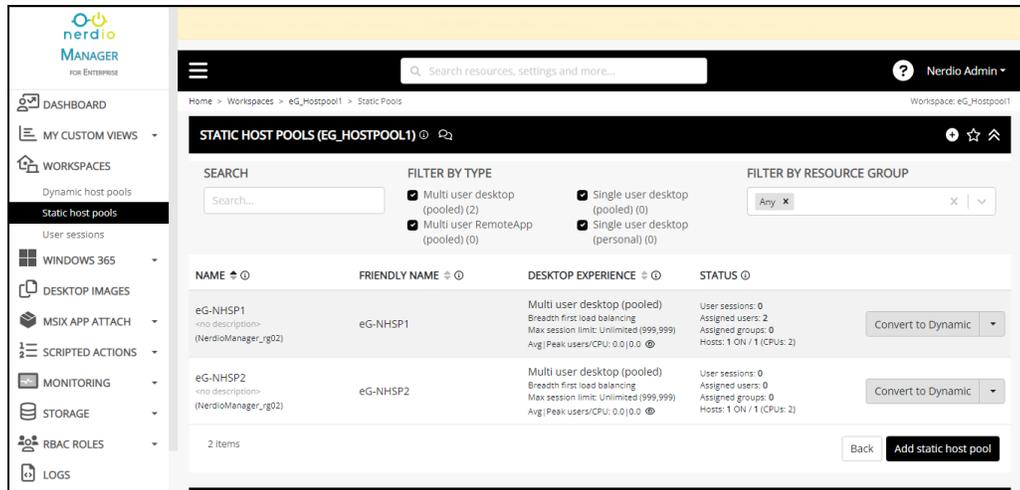


Figure 2.25: Clicking on the Static host pools option

- To install the eG agent on all AVD session hosts in a host pool, first, click on the down-arrow next to **Convert to Dynamic** against that host pool. A menu depicted by Figure 2.26 will then pop up. Hover your mouse pointer over the **Hosts** menu in Figure 2.26, and select the **Run script** option from within,

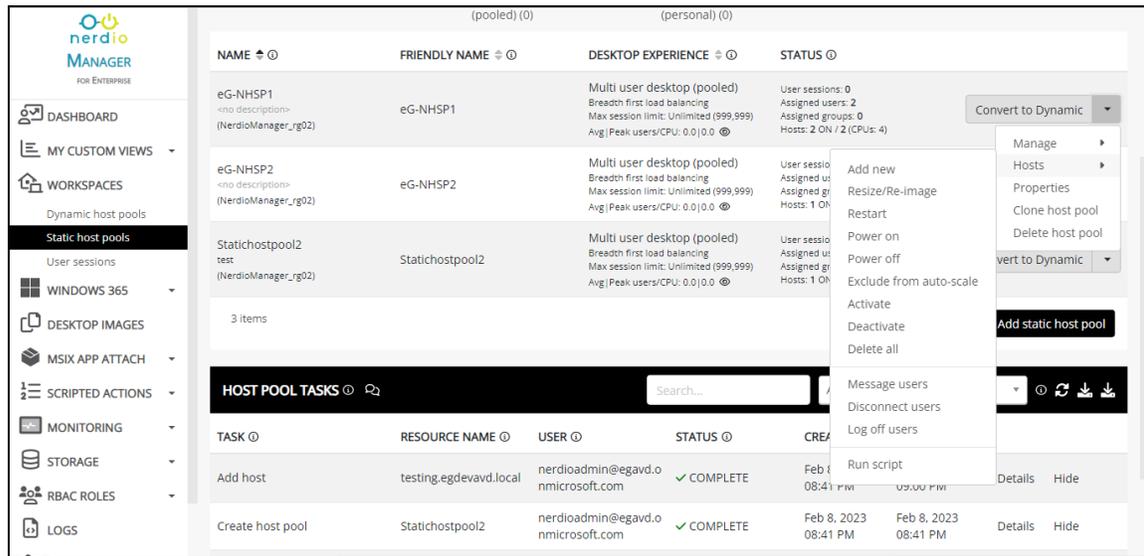


Figure 2.26: Choosing the Run script option for a host pool

- Figure 2.27 will then appear. From the '**Run the following Scripted actions . . .**' drop-down, select the agent installation script you created previously.

RUN POWERSHELL SCRIPT ON ALL HOSTS

Run the following scripted actions on all VMs in eG-NHSP1 ⓘ

1. eG-Agent-Install (Combined) x

Pass AD credentials ⓘ

Restart VMs after script execution ⓘ

PROCESS HOSTS IN GROUPS OF: ⓘ

NUMBER OF FAILURES BEFORE ABORTING: ⓘ

With the schedule set to OFF action will be performed immediately. With schedule turned ON, the task will be performed according to the specified schedule.

SCHEDULE ⓘ Off

Send a message to all users on a session host before performing the operation. Session hosts will be placed into drain mode (deactivated) before the message is sent.

MESSAGING ⓘ Off

Figure 2.27: Running the eG agent installation script on an AVD session host

14. Finally, click the **Run now** button in 2.2.
15. Now, repeat steps 12-14 on every AVD host pool on which you want the agent deployed.

2.3 Single-click Installation of eG Agent on Individual AVD Session Hosts

This approach is ideal if you want to install eG agents on specific AVD session hosts in a host pool, and not on all of them.

The broad steps to achieve this are as follows:

1. Create the agent installation script
2. Run the installation script on the target AVD session hosts

The procedure below includes all the steps mentioned above.

1. Login to the admin portal of the Nerdio Manager.
2. Figure 2.28 will then appear.

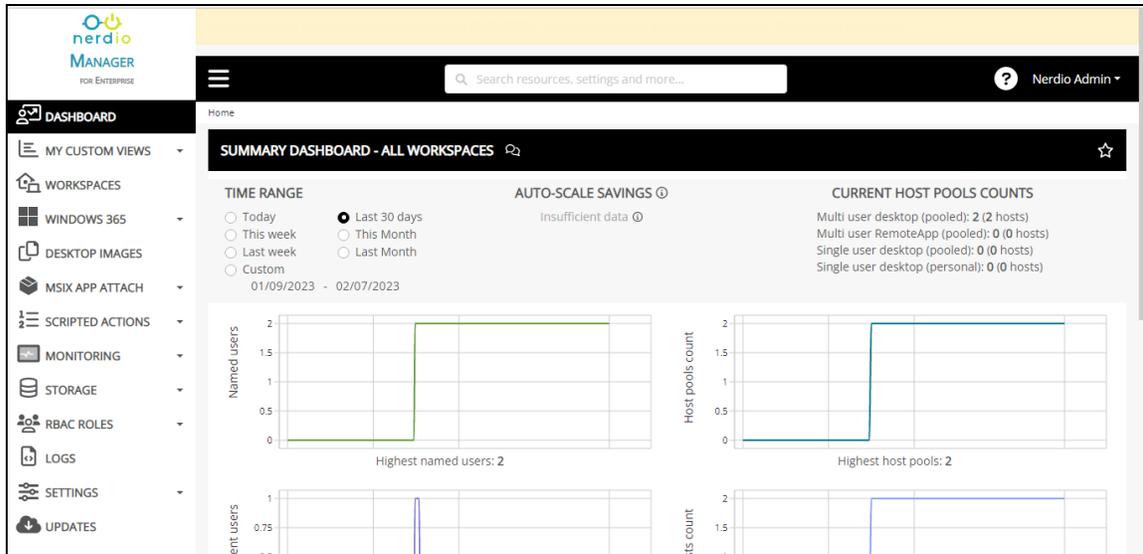


Figure 2.28: The Admin portal of the Nerdio Manager

3. To create the agent installation script, first, expand the **SCRIPTED ACTIONS** node in the left panel, and click on the **Windows scripts** option within. The right panel will then change as depicted by Figure 2.29. Click on the **Add scripted action** button in the right panel to add a new script.

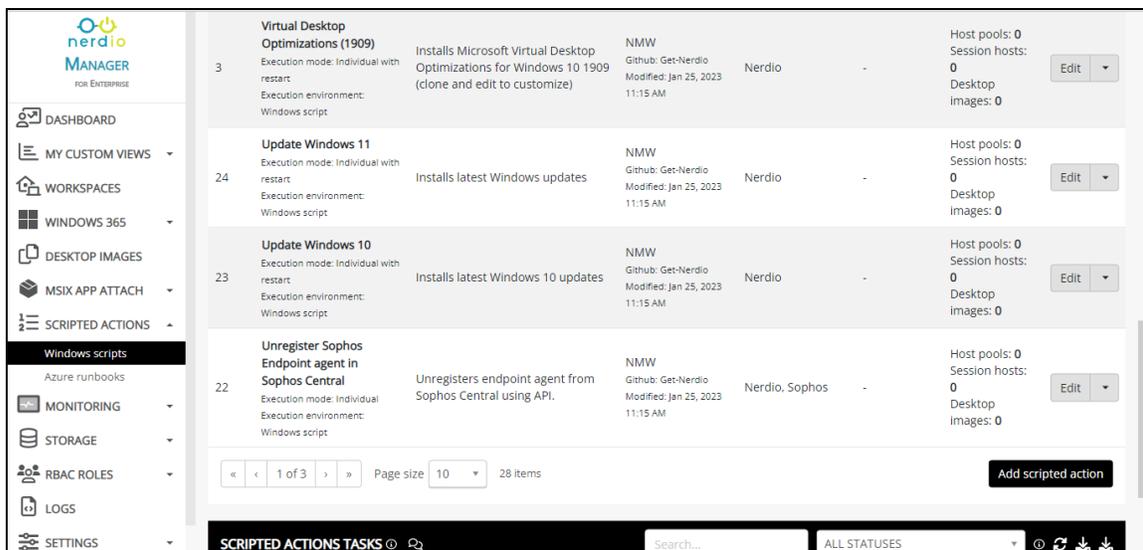


Figure 2.29: Clicking on the Add scripted action button

4. Figure 2.30 will then appear. Here, provide a unique **NAME** for the new script.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME: ⓘ

DESCRIPTION: ⓘ

TAGS: ⓘ

SCRIPT EXECUTION MODE: ⓘ

ENABLE CLOUD PC Off ⓘ

SCRIPT ⓘ

|

Figure 2.30: Assigning a NAME to the new agent installation script

5. Then, proceed to configure the entire agent installation script in the **SCRIPT** text area of Figure 2.30. For that, using another browser tab page, connect to the eG manager to which the eG agents on AVD session hosts should report. Login to the admin interface of the eG manager. Figure 2.31 will then appear.

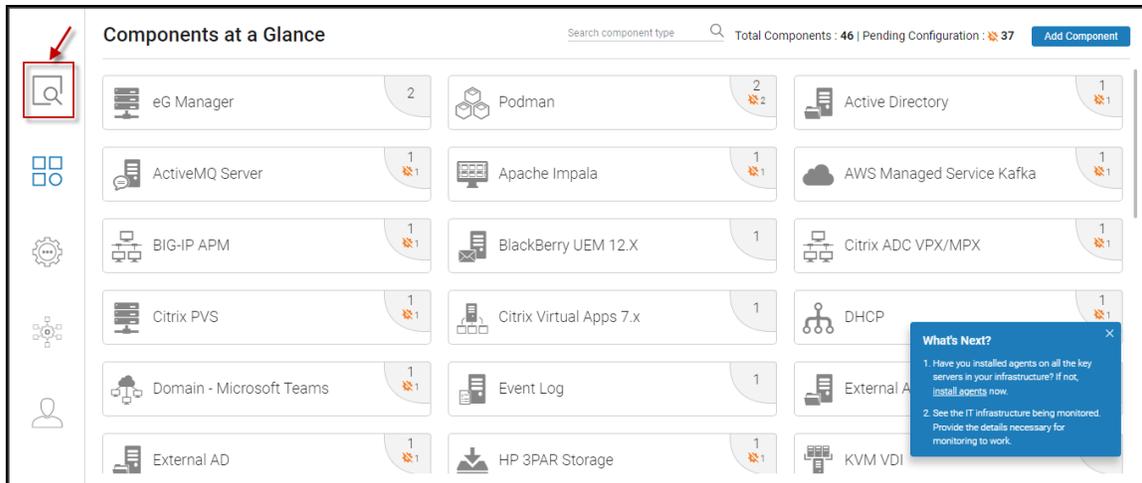


Figure 2.31: The eG Admin interface

6. Click on the button indicated by Figure 2.31 above. Figure 2.32 will then appear. Click on **Microsoft AVD Session Hosts** in Figure 2.32.

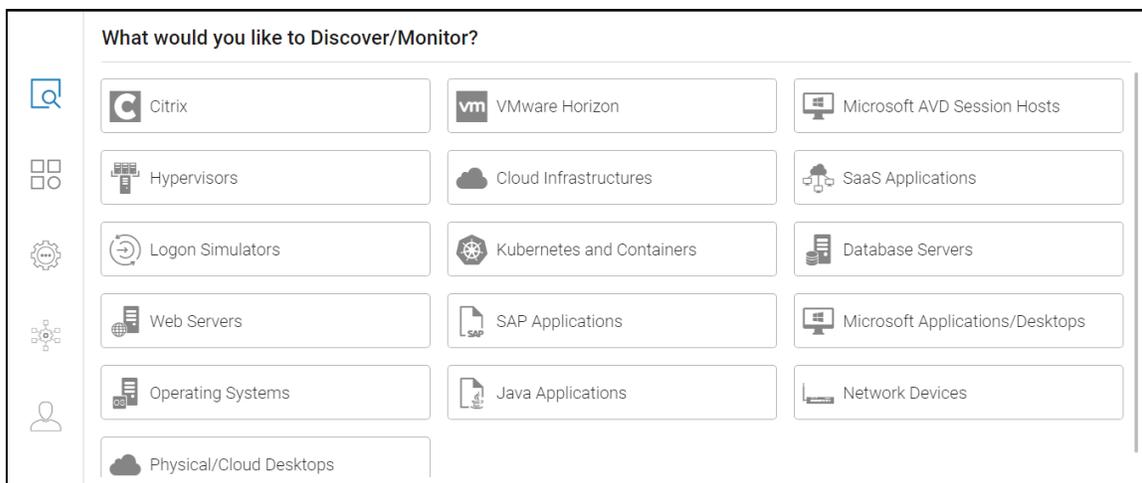


Figure 2.32: Choosing to discover/monitor Microsoft AVD Session Hosts

7. This will open Figure 2.33. Select **Command Line** as the **Installation Method**. Then, pick an **Operating System** and **Environment** that match the OS and flavor of the session hosts on which the agent is to be installed. The agent installation PowerShell script that corresponds to your specification will then be displayed. Click on the **Copy** button below the script.

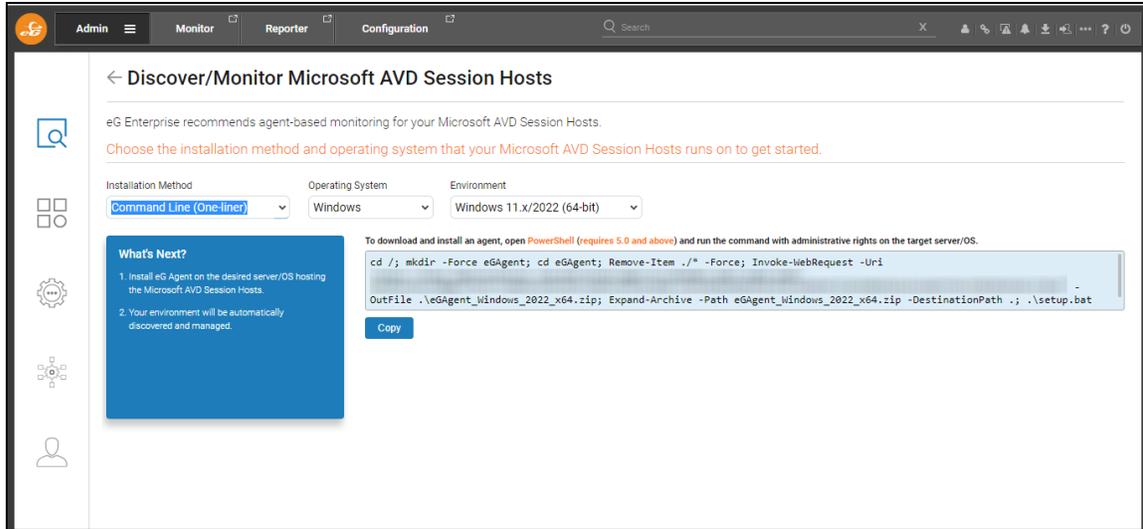


Figure 2.33: Copying the agent installation PowerShell script

8. Then, switch back to Figure 2.30 of the Nerdio Manager , and paste the copied script in the **SCRIPT** text area (see Figure 2.34). Finally, click the **Save & close** button in Figure 2.34.

CREATE SCRIPTED ACTION

Create a new scripted action that can be re-used throughout Nerdio Manager

NAME:

DESCRIPTION:

TAGS:

SCRIPT EXECUTION MODE:

ENABLE CLOUD PC

SCRIPT

```
cd /; mkdir -Force eGAgent; cd eGAgent; Remove-Item ./* -Force; Invoke-WebRequest -Uri  
-OutFile .\eGAgent_Windows_2022_x64.zip; Expand-Archive -Path eGAgent_Windows_2022_x64.zip -  
DestinationPath .; .\setup.bat nopause
```

Figure 2.34: Pasting the agent installation script

9. Now, proceed to run this script on target AVD session hosts. For that, first, click on the **WORKSPACES** node in the left panel of Figure 2.29. The right panel will change as depicted by Figure 2.36.

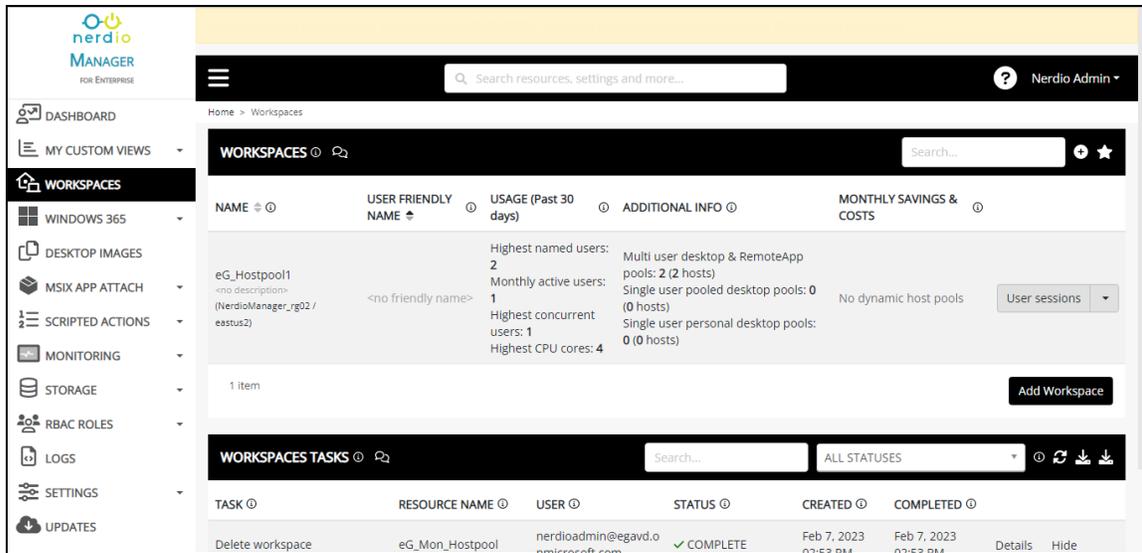


Figure 2.35: List of workspaces

- Click on the workspace that contains the host pools of interest to you. By default, the **Dynamic host pools** in the chosen workspace will be listed (see Figure 2.36).

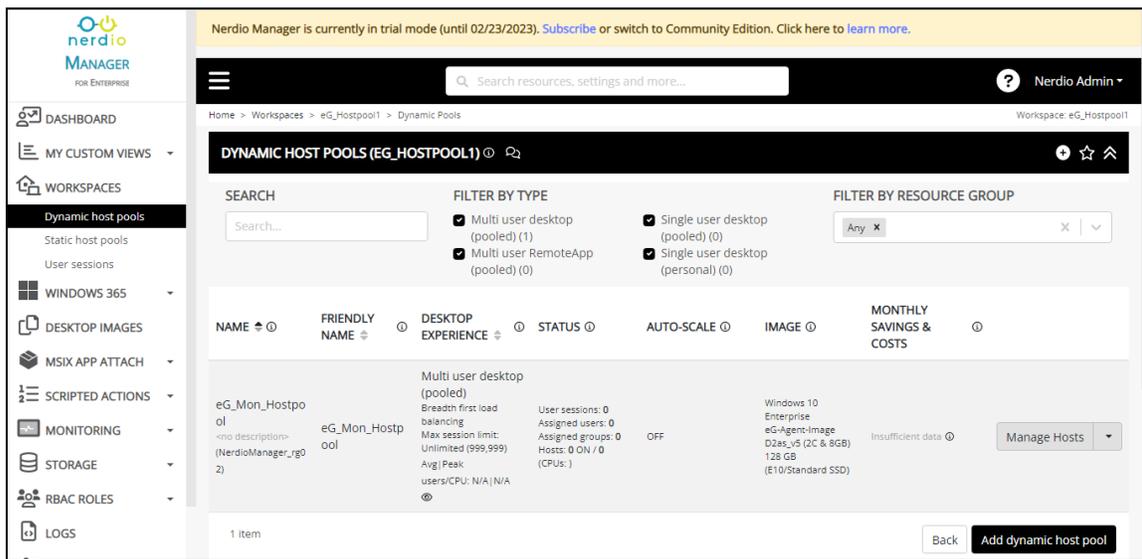


Figure 2.36: The Dynamic host pools that pre-exist

- Let us say that the AVD session hosts to be monitored are within Static host pools. In this case, click on the **Static host pools** option under **WORKSPACES** in the left panel of Figure 2.36. This will open Figure 2.37.

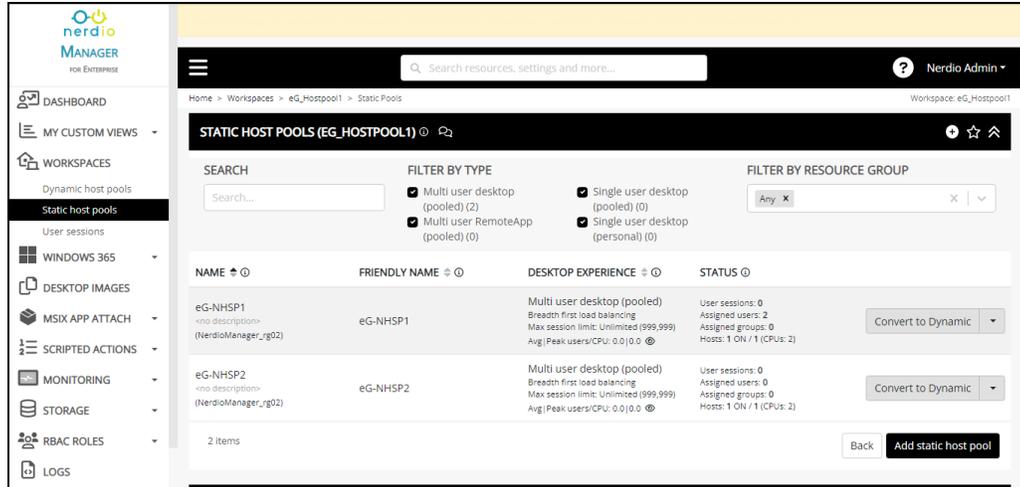


Figure 2.37: Clicking on the Static host pools option

- Click on the static host pool that contains the target AVD session hosts. Figure 2.38 will then appear, displaying the AVD session hosts in the chosen pool.

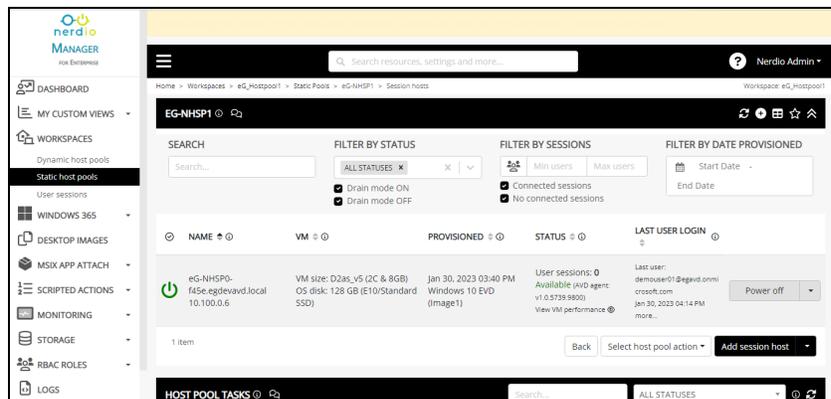


Figure 2.38: The list of AVD session user hosts in the static host pool

- To install the eG agent on any of the session hosts displayed therein, first, click on the down arrow button adjacent to the **Power off** button corresponding to that session host. From the menu that pops out, select the **Run script** option (see Figure 2.39).

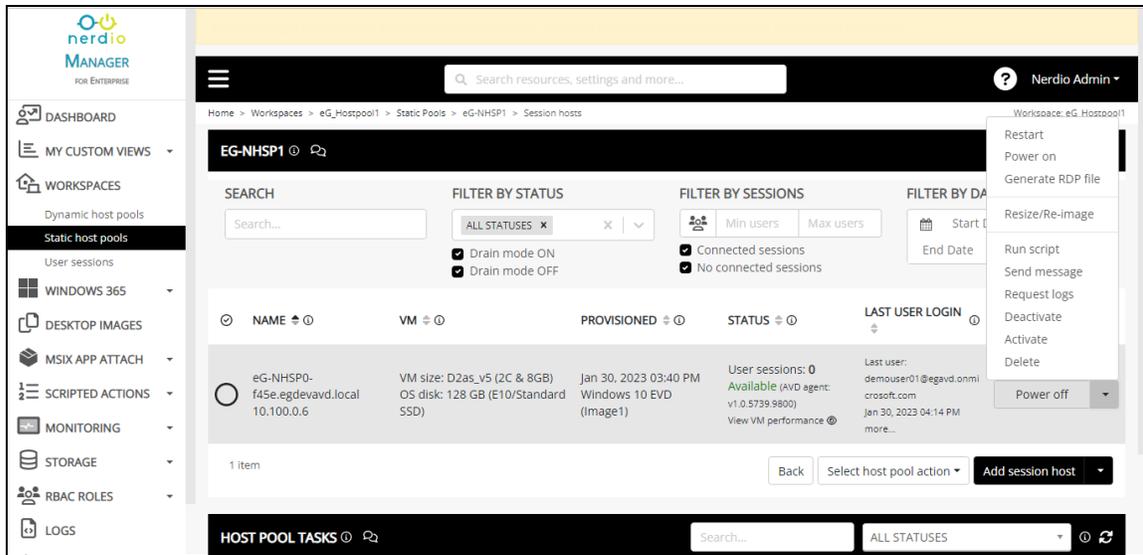


Figure 2.39: Running the eG agent installation script on an AVD session host

14. Figure 2.40 will then appear. From the '**Run the following Scripted actions . . .**' drop-down, select the agent installation script you created previously.

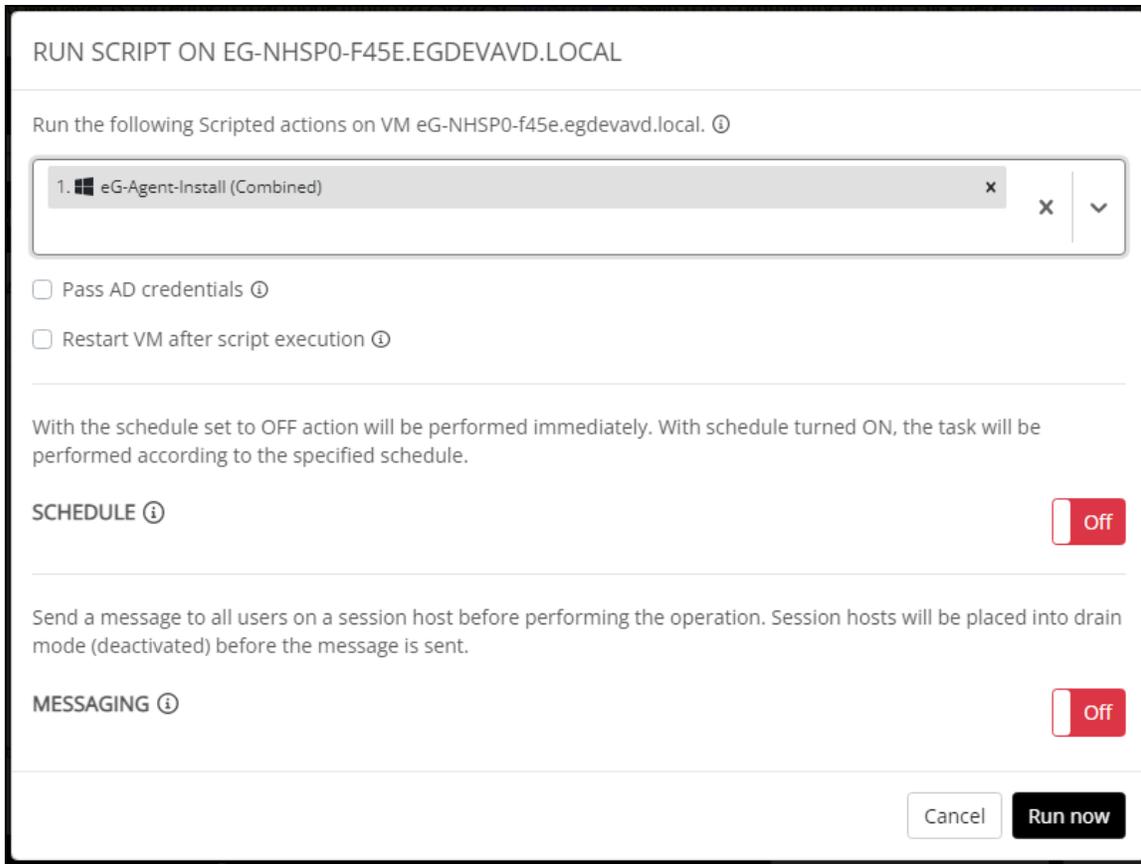


Figure 2.40: Selecting the agent installation script to run

15. Finally, click the **Run now** button in Figure 2.40.
16. Now, repeat steps 12-15 on every AVD session host on which you want the agent deployed.

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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