

The case of the

# Frozen Conversation

**FINISHED**





## Details of the incident

- The CEO angrily complains to IT that Microsoft Teams meetings „never work properly.“
- Inventory shows that all devices in the company are well-equipped for their intended use.
- There are unclear indications of network performance problems.
- The complaint is the only user feedback that IT admins have to begin troubleshooting.

## Measures taken: Use of Argus Experience

- Collected historical performance data provides vital clues for troubleshooting endpoint and network performance
- Insight: the problem occurs exclusively on a few Laptops used by managers and salespeople during Teams call.
- A closer examination of Argus Experience data shows that call quality often degrades and calls terminate shortly after a CAD software package is launched for screen-sharing during Teams sales presentations.

## Result

- Correlation of performance data and user feedback shows that while CAD software does not overburden the CPU it downloads very large amounts of data immediately after launch.
- Simple solution: Launch the CAD software on system startup so Teams call quality remains unaffected during sales presentations.



**Incident:**  
"...sound craps out  
and video jerks"

**Client:**  
Anna Admin

**Born:**  
1997-03-13

**A shudder ran through me when Anna, my IT admin client, entered my office. I could see from her icy demeanor that I was going to have a particularly tough case on my hands. Once again she was confronted with an unusual tech problem and few clues to inform troubleshooting. In tense and faltering words, she conveyed her dilemma to me.**





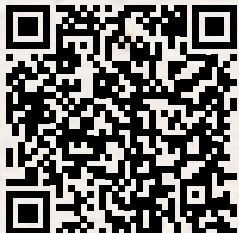
## A quite unhappy CEO

The working day was almost over and Anna was looking forward to finishing it without anyone trying to delete the Internet or access a Nigerian prince's millions via the company server. Suddenly, Mr. B, the CEO, appeared in her doorway, his face red like a forge fire and on the verge of exploding. Mr. B shouted that an important customer presentation had almost reached the finish line when the connection suddenly went down. Dr. B. was in the middle of his explanation when his image froze at the worst possible moment: turning him into the caricature of a constipated chipmunk. He only realized this, when he heard the laughter of the potential customer.

## Historical connections

She tried to think of ways to troubleshoot using the scant information she had to get her head out of the noose. The trace of the frozen call had long since gone cold, how was she supposed to solve a problem that she only knew from the highly emotional narrative of a middle-aged manager? I quietly reassured her that the ever-watchful "eyes" of Argus Experience could provide the performance data and insights she needed. I called up the relevant metrics from the past 90 days and quickly noticed some interesting patterns.

**Free trial  
version:**



## Enough power?

Mr. B's annoyance was understandable but blaming my client was not. She tried to explain that the up-to-date IT inventory showed that all of the devices used for the call were well-equipped and had updated software. Unfortunately, that did nothing to calm him. Instead he ended the conversation quite tersely, saying, „I don't want to hear technical lectures, I want you to solve this NOW!"

## What a CAD!

We saw that bandwidth usage would dramatically spike during other sales presentations over Teams so it was not an isolated case. She wondered why users hadn't reported the issue earlier so she could have addressed it before it provoked the CEO. She knew, she could not change the past but she could draw valuable insights from Argus data.

For example, while frozen calls seemed to happen sporadically, she noticed that they most often affected two high-performing salespeople. She analyzed the data further and noted that bandwidth usage skyrocketed on those two PCs immediately after CPU utilization spiked. She now had a prime suspect – a program launch! She followed the clues and saw that a recently added CAD program was started during some calls. She deduced that the salespeople were screen-sharing the CAD program during their presentations. But she knew that those PCs were optimized to handle the program's processing demands. Then her analysis revealed a key piece of evidence. When launched, the CAD program would start downloading several gigabytes of program updates, library content and related data. In fact, the program would consume virtually all available bandwidth, crushing the latency-sensitive Teams data stream like a truck squashing frogs trying to cross a busy highway.



## A straightforward solution for a complicated problem

Anna devised an elegant solution– change the start-up settings for salespeople who used the CAD program during presentations. The program would launch during start-up so all of the necessary downloads were completed well before Teams calls began. There would be no more frozen or disrupted calls. She presented her findings to a now-apologetic Mr. B. As it turned out, the team had in fact signed the customer from the earlier call, despite the technology mishap. He praised her for fast work and even seemed to have a slightly better appreciation of the hard work that IT admins performed.



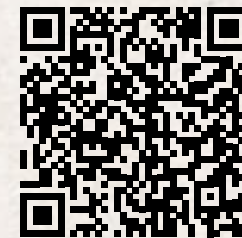
### What are the DEX Files?

Based on real-world case scenarios and presented like classic detective mysteries, the DEX Files provide examples of all the benefits that IT teams, users and company managers can achieve by implementing a **Digital Employee Experience (DEX)** solution.

DEX is an explicit shift away from traditional device-centric approaches to IT infrastructure management toward a focus on the quality and productivity of day-to-day user experiences with the hardware, software and networks they use for work.

„You might as well talk to the wall.“  
When end users talk about their IT  
and support teams like that, it's time  
to act! You can turn user complaints  
and IT frustration into consistently  
positive and productive experiences.

Find out in the next **DEX-File 003**  
how Argus can enhance your  
ITSM operations.



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NOW!**