Help Desk Support for Citrix XenDesktop 5.6 and XenApp 6.5
GHD-100

Delivery Type: Classroom
Duration: 3 days

Overview

This course introduces help desk and tier 1/tier 2 support professionals to concepts and troubleshooting strategies for XenApp and XenDesktop environments. Students will learn the fundamental concepts behind the types of resources available from a XenApp or XenDesktop deployment, the communication requirements for each environment, and the process involved with accessing a resource from either environment. Help desk professionals will be able to identify if an issue affects a general problem area and then break down the issue into a more specific cause. Some issues will be appropriate for the help desk to take action directly to solve. For other issues, the help desk may be required to identify and direct the issue to the appropriate team, such as XenApp or XenDesktop administrators, network administrators, application teams, or other. Interactive instructor-led discussion and hands-on lab exercises guide learners through help desk tasks and prepare them to troubleshoot common issues encountered in a XenApp environment.

Objectives

- ✓ Identify components, communication, and services of Citrix XenApp 6.5.
- ✓ Identify components, communication, and services of Citrix XenDesktop 5.6.
- ✓ Describe and use the different management consoles.
- ✓ Identify and use tools from Citrix for troubleshooting and diagnosing issues (for example: qfarm, lbdiag, Quick Launch).
- ✓ Describe delegated administrator privileges for XenApp and XenDesktop.
- ✓ Describe the various resource types available for XenApp and XenDesktop.
- ✓ Understand the core architecture and communication requirements for the Citrix Receiver, Web Interface, and the XenApp/XenDesktop architecture.
- ✓ Understand the XenApp and XenDesktop logon process and cause for possible delays or issues.
- ✓ Recognize how XenApp and XenDesktop policies are processed.
- ✓ Recognize how Active Directory GPO's apply to sessions.

- ✓ View resultant set of policies using policy modeling and view configured policy settings.
- ✓ Understand how ICA session printing is routed.
- ✓ Identify services and settings that affect printing.
- ✓ Understand the Web Interface and Secure Gateway communication processes.
- ✓ Manage sessions.
- ✓ Shadow users.
- ✓ Troubleshoot application issues, including seamless applications.
- ✓ Troubleshoot sessions and session connectivity issues.