
Duration
2 days

Cost
$1,995

Only Citrix provides a complete virtual app and desktop solution to meet all your needs from a single, easy-to-deploy platform. Give employees the freedom to work from anywhere while cutting IT costs. Deliver Windows, Linux, web, and SaaS applications or full virtual desktops to workers on any device, anywhere.

Course Overview and Objectives

Designed for students with previous XenApp and XenDesktop experience, who would like to expand their skillset and learn about advanced troubleshooting tools and methods. Learn about the tools used and issues encountered by Citrix support using real world support ticket scenarios. Students will have access to a virtual lab environment to troubleshoot some of the top support issues and learn how to effectively identify the root cause and implement appropriate solutions. The course covers XenApp and XenDesktop services, databases, StoreFront, and Virtual Delivery Agent registration and connection.

Upon completion of this course, students will:

- Apply a methodical process to troubleshoot issues with Citrix components
- Use troubleshooting tools to identify root cause of issues
- Use CDF tracing and logging to identify root cause of issues
- Use the XenApp and XenDesktop PowerShell SDK to troubleshoot and remediate issues
- Troubleshoot XenApp and XenDesktop services
- Troubleshoot database connectivity issues
- Troubleshoot Citrix StoreFront
- Troubleshoot user connection issues
- Troubleshoot the Virtual Delivery Agent (VDA) registration process

Scope and Target Audience

Scope:

- Course level: Advanced
- Course duration: 2 Days
- Course format: Combines lecture with hands-on labs
- Platform supported: Citrix XenApp and XenDesktop

Target Audience:
• Administrators
• Implementers/Engineers
• Architects

Prerequisites

It is recommended to gain a basic understanding of the following concepts and technologies:

• Familiarity with how to navigate and use Windows Server 2012 R2
• Experience with Microsoft’s PowerShell language (although a PowerShell introduction is included in this course)

Agenda

This class is comprised of the following modules:

Module 1: Troubleshooting Introduction

• Support Methodology
• Troubleshooting tools
• Citrix Director
• CDF Tracing
• Citrix Insight Services
• Citrix Diagnostic Toolkit

Module 2: Using PowerShell

• PowerShell Syntax
• PowerShell help and discovery Cmdlets
• XenApp and XenDesktop PowerShell SDK

Module 3: Troubleshooting StoreFront

• StoreFront enumeration and authentication
• StoreFront services
• XML Broker communication
• Certificate issues
• Firewall configurations

Module 4: Troubleshooting the XenApp and XenDesktop Controller

• FMA services architecture
• Connection issues to the SQL database
• XenApp and XenDesktop site recovery
• Mitigating orphaned controllers

Module 5: Troubleshooting VDA Registration

• VDA registration options
• VDA registration communications
• Common registration failures
• XDPing tool
Module 6: Troubleshooting VDA Connections

- Connection communication flow
- Common connection failures
- Citrix Receiver clean-up
- XenApp load balancing issues
- Analyzing ICA files
- PortICA logging

Additional Details

For more information, please contact training@cloudharmonics.com.
www.cloudharmonics.com - 408-498-9206