



Citrix

CXD-105: Citrix Virtual Apps and Desktops 7.x Help Desk Support

Learn to manage Help Desk support of XenApp and XenDesktop 7.x in this 2-day course.

\$2,000.00

- 2 Days

Upcoming Dates

Course Description

The Citrix XenApp and XenDesktop Help Desk Support course provides help desk representatives with the skills required to effectively troubleshoot and resolve user issues faster, prevent issues from reoccurring and use the proper consoles during troubleshooting to quickly determine the root cause of user issues within a XenApp or XenDesktop 7.x environment.

Students will leave class with the ability to troubleshoot user issues, including interpreting user needs, asking the proper questions to resolve common issues, and applying documentation practices when troubleshooting to ensure a smooth transition when escalation is necessary.

Course Outline

Module 1: Supporting XenApp and XenDesktop as a Help Desk Representative

- XenApp and XenDesktop 7.x Architecture
- XenApp and XenDesktop 7.x Infrastructure
- Overview of the Help Desk

Module 2: Configuring Citrix Receiver and Using Citrix StoreFront

- Authenticating to a XenApp or XenDesktop Environment
- Understanding Citrix Receiver
- Navigating Receiver
- Troubleshooting Receiver Issues

Module 3: Researching Issues with Citrix Studio

- Delegated Administration
- Working with Machine Catalogs
- Working with Delivery Groups
- Understanding Citrix Policies
- Understanding End-User Profiles
- Troubleshooting Policies

Module 4: Printing in a XenApp and XenDesktop Environment

- Printing Concepts
- Architecture

- Default Printing Behavior
- Printer Provisioning
- Citrix Universal Print Driver and Server
- Troubleshooting Printing Issues

Module 5: Resolving Issues Using Citrix Director

- Citrix Director
- Viewing User Details
- Interacting with the End User
- Resolving End-User Issues
- Monitoring with the Director Dashboard
- Troubleshooting Director Issues

Audience

This course is intended for help desk representatives support XenApp and XenDesktop 7.x users.

Prerequisites

Before taking this course, Citrix recommends that students:

- Have an understanding of server, desktop and application virtualization concepts
- Take the free CXA-104 Citrix XenApp 7.6: Overview eLearning course

What You Will Learn

- Portal Page Customization
- Supporting XenApp and XenDesktop as a Help Desk Representative
- Configuring Citrix Receiver and Using Citrix StoreFront
- Researching Issues with Citrix Studio
- Printing in a XenApp and XenDesktop Environment
- Resolving Issues Using Citrix Director