
The course follows a troubleshooting methodology using real world support issues as example scenarios to demonstrate how to identify and remediate issues with the proper tools. At the end of the course students will have the skills they need to diagnose and remediate failures with a faster time to resolution and to identify the root cause to prevent future occurrences. This course was created in conjunction with Citrix Support and Citrix Consulting to identify the top support issues and incorporate them into the hands on lab exercises. All lab exercises in this course are based on real issues. This course has intensive lab exercises using the same tools that Citrix Support uses on support cases.

AUDIENCE

This course is recommended for administrators, engineers, and consultants who are interested in increasing their productivity in troubleshooting and resolving component and user issues.

PREREQUISITES

Before taking this course, Citrix recommends that students have:
» Intermediate understanding of XenApp and/or XenDesktop 7.x
» An understanding of server, desktop and application virtualization concepts
» Familiarity with Windows Server 2012 R2
» Experience with PowerShell

WHAT YOU WILL LEARN

Upon successful completion of this course, learners are able to:
» 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

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COURSE OUTLINE


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

Register by phone at 602-266-8585, or online at www.InterfaceTT.com.
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