

2 Days

CXD-105: Citrix XenApp and XenDesktop Help Desk Support

The course provides the help desk representatives the required skills to troubleshoot user issues, determine the root cause, resolve them, and prevent reoccurrence within a XenApp or XenDesktop 7.x environment. It also provides the ability to interpret the user needs and apply documentation practices during the troubleshooting process and ensures the smooth transition for escalation.

Course Objective:

- The delegates will be able to
- Make an appropriate documentation and complete helpdesk tickets.
- Troubleshoot and resolve the XenApp and XenDesktop issues
- Strategic use of consoles to determine the root cause of the problem
- Take necessary steps to put off reoccurrence
- Escalate the issues for further actions that are out of scope.

Course Details

Course Outline

1. Support XenApp and XenDesktop as a Helpdesk Representative

- Architecture and Infrastructure of XenApp and XenDesktop
- Overview of the Helpdesk

2. Configuration of Citrix Receiver and Using Citrix Storefront

- Authentication to the environment [XenApp and XenDesktop]
- Understand and Navigate the Citrix Receiver
- Troubleshoot receiver issues

3. Citrix Studio Research

- Understand end-user profile and Citrix policies
- Working with Machine catalogs and Delivery Groups
- Delegated Administration

4. Printing in a XenApp and XenDesktop Environment

- Understand the concepts of Printing
- Default behavior of printing
- Provisioning Printers
- Citrix Universal print Server and Driver
- Troubleshoot printing issues of the end user

5. Resolving issues with Citrix Director

- Citrix Director
- Monitoring the Dashboard
- Interact and resolve end user issues

- Troubleshoot Director issues

Who Should Attend

Helpdesk representatives who need to support XenDesktop 7 App and Desktop users

Pre Requisite

- Basic Understanding of Server, Desktop, and Application Virtualization Concepts
- Experience on Citrix XenDesktop 7

Exams

[CXD-105]

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