Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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CWS-115: Citrix Virtual Apps and Desktops Help Desk Support

CODE: **LENGTH:**   **PRICE:**

CTX_CWS-115   16 Hours (2 days)   £1,675.00

Description

Learn to support end-users accessing virtual apps and desktops as part of a Citrix solution. In this course, you will learn to use Citrix Director to interact with user sessions and to capture information for solving issues or escalating to the administration team. Gain foundational knowledge about the Citrix Virtual Apps and Desktops technology and an understanding of how components interact. You will learn about each component focusing on common user related issues that may arise, and how to apply a methodical approach to solve them using real world scenarios. By the end of the course, you will be able to solve or escalate end-user issues appropriately

Objectives

• How to support end-users connecting to Citrix Virtual Apps and Desktops through Citrix Workspace App
• How to use Citrix Director to gather information and interact with user sessions
• A methodology to approach user related issues to minimize time to resolution
• An understanding of the Citrix Virtual Apps and Desktops solution and the role of the components

Audience

Built for those supporting a Citrix Virtual Apps and Desktops solution in a help desk or service desk capacity. An ideal candidate for this course interacts with end users to troubleshoot and resolve issues.

Prerequisites

Built for those supporting a Citrix Virtual Apps and Desktops solution in a help desk or service desk capacity. An ideal candidate for this course interacts with end users to troubleshoot and resolve issues.

Programme

Module 1: Fundamental Architecture for the Help Desk Role •Citrix Site Infrastructure and Deployment Models •The Help Desk Role in the Fundamental Architecture •Problem Resolution Methodology • The Help Desk Role Goals
Module 2: Citrix Director and its role in Help Desk Support •Citrix Director Role and Purpose •Access to Director for Help Desk Administrators •Common Director Monitoring Tasks •Common Help Desk Administrator Troubleshooting Tasks
Module 3: Providing and Troubleshooting End User Access •End User Access Overview •Components in the Access and User Layers •Support End User Access Module 4: Citrix Workspace App • Workspace App Types • Deploying Citrix Workspace app • Pass though Authentication • Supporting Citrix Workspace App Module 5: App and Desktop Launch •FlexCast Architecture •User Sessions •App and Desktop Launch Process •Supporting the App and Desktop Launch Process
Module 6: HDX Session - User Experience •User Profiles •HDX Technologies •Supporting User Sessions Module 7: Printing • Introduction to Printing •Printing Components Overview •Supporting Printing

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.