Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS, Woluwedal 30, 1932 Sint-Stevens-Woluwe

Email: education.ecs.benelux@arrow.com
Phone: +32 2 332 19 57

Citrix Platform Monitoring & Troubleshooting

CODE:	LENGTH:	PRICE:
CTX_CTX-308	16 Hours (2 days)	€2,350.00

Description

In this course you will learn how to use tools for monitoring and troubleshooting a Citrix Virtual Apps and Desktops environment.
You'll learn advanced use cases for Citrix Director.
You'll also learn about uberAgent and how to install, manage, and configure Splunk, ESA and UXM dashboards, and the uberAgent plug-in.
You'll also understand core architecture and traffic flows as they relate to common breakpoints and the troubleshooting tools to identify issues.
Get hands-on as the course guides you through using these monitoring tools and troubleshooting techniques.
This course is a necessary step in enabling you with the right training and skills, to not only monitor a CVAD environment and Infrastructure, but also to make well-informed troubleshooting decisions.
Product Versions Covered: Citrix DaaS, Citrix Virtual Apps and Desktops 7 2507 LTSR, NetScaler Console 14.1, and uberAgent 7.4.x./7.5.x

Objectives

• Identify tools available for monitoring and troubleshooting Citrix Virtual Apps and Desktop.
• Examine advanced use cases for Citrix Director, including infrastructure monitoring, application probing, session recording, and integration with NetScaler Console/HDX Insight.
• Install, Configure, and Manage Citrix uberAgent.
• Understand advanced architectures and communication flows to aid with troubleshooting a Citrix Virtual Apps and Desktop Site.

Audience

For administrators and engineers.

Prerequisites

Strong foundational knowledge of:

- Windows Server and Desktop operating systems.
- Active Directory, Policies, Profiles, Networking and Hypervisors.
- Citrix Architecture and Deployment of Apps and Desktops using CVAD or Citrix DaaS

Programme

Module 1: Citrix Tools for Monitoring, Troubleshooting, and Automation
• Introduction to Support a Citrix Virtual Apps and Desktops Site
• Tools for Monitoring and Troubleshooting
• Tools for Automation

Module 2: Monitoring CVAD with Citrix Director
• Citrix Director Introduction
• Monitor and Interact with Users Sessions
• Infrastructure Monitor
• Application and Desktop Probing
• Cost Optimization
• Citrix Director and NetScaler Gateway

Module 3: Activity Monitoring with Session Recording
• Session Watermark
• Session Recording

Module 4: Citrix Director and NetScaler Console Integration
• Introduction to NetScaler Console
• Insight Monitoring
• Integrate Citrix Director with NetScaler Console

Module 5: Install, Configure, and Manage uberAgent
• Introduction to Citrix uberAgent
• Splunk
• Architecture Overview
• Architecture Deep Dive
• Installing and Configuring uberAgent
• uberAgent - Endpoint Configuration
• Dashboards
• Alert and Reporting
• Logging and Troubleshooting

Module 6: Introduction to Troubleshooting
• Introduction to PowerShell
• Architecture and Communication

Module 7: Troubleshoot Access Issues
• Troubleshooting StoreFront
• Troubleshooting NetScaler Gateway
• Troubleshooting Access and Authentication
• Troubleshooting App/Desktop Launch

Module 8: Troubleshoot Delivery Controller Issues
• Validating FlexCast Management Architecture (FMA) Services

Module 9: Troubleshoot Virtual Delivery Agent (VDA) Registration Issues
• Troubleshooting VDA Registration

Module 10: Troubleshoot HDX Connections
• Troubleshooting HDX Connections
• Installing Scout EMS, ELIAS, and Scout Board

Follow on courses

Recommended Next Training:

- CTX-306: Citrix Platform Enterprise Deployment
- CTX-307: Securing the Citrix Platform

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
04 Feb 2027	Virtual Classroom (CET / UTC +1)	CET	English	Instructor Led Online		€2,350.00
15 Apr 2027	Virtual Classroom (CET / UTC +1)	CEDT	English	Instructor Led Online		€2,350.00
10 Jun 2027	Virtual Classroom (CET / UTC +1)	CEDT	English	Instructor Led Online		€2,350.00

Additional Information

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