



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Citrix Virtual Apps and Desktops Help Desk Support

CODE:	LENGTH:	PRICE:
CTX_CXD-105	16 Hours (2 days)	€1,295.00

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.

Note: Both Instructor-Led Training and Self Paced Online versions of this course replace CXD-104I: Citrix XenDesktop 7 Helpdesk Support.

Objectives

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

- Complete help desk tickets thoroughly with the appropriate documentation
- Troubleshoot and resolve issues within their scope in a timely manner
- Escalate issues that are out of scope to the appropriate team/individual
- Ensure issues are fully resolved and steps are taken to prevent them from reoccurring
- Think strategically and use the proper consoles during troubleshooting to quickly determine the root cause of a problem.

Audience

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

Training Development

This course is offered instructor-led (ILT) and virtual instructor-led (vILT) with demonstrations and the practical application of concepts through hands-on exercises in a live lab environment.

Prerequisites

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

Before taking this course, Citrix recommends that students:

An understanding of server, desktop and application virtualization concepts

Take the free CXA-104 Citrix XenApp 7.6: Overview eLearning course.

Programme

Provided is the topic outline for the Citrix XenApp and XenDesktop Helpdesk Support course:

Module 1: Supporting XenApp and XenDesktop as a Helpdesk Representative

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

Module 3: Researching Issues with Citrix Studio

- Delegated Administration

Module 2: Configuring Citrix Receiver and Using Citrix StoreFront-Working with Machine Catalogs

- Authentication to a XenApp or XenDesktop Environment

- Understanding Citrix Receiver

- Navigating Receiver

- Troubleshooting Receiver Issues

- Working with Delivery Groups

- Understanding Citrix Policies

- Understanding End-User Profiles

- Troubleshooting Policies

Module 4: Printing in a XenApp and XenDesktop EnvironmentModule 5: Resolving Issues Using Citrix Director

- Printing Concepts

- Architecture

- Default Printing Behavior

- Printer Provisioning

- Citrix Universal Print Driver and Server

- Troubleshooting Printing Issues

- Citrix Director

- Viewing User Details

- Interacting with the End User

- Resolving End-User Issues

- Monitoring with the Director Dashboard

- Troubleshooting Director Issues

Session Dates

On request. Please [Contact Us](#)

Additional Information

[This training is also available as onsite training. Please contact us to find out more.](#)