



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

Skontaktuj się z nami

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

Kod:	Czas trwania:	Cena netto:
CTX_CWS-115	2 days	zł3,300.00

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.

Cel szkolenia

- 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

Uczestnicy

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.

Wymagania wstępne

This course requires little to no previous experience with Citrix Virtual Apps and Desktops.

Program szkolenia

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

Terminy

Na żądanie. [Prosimy o kontakt](#)

Dodatkowe informacje

Jeśli interesują Cię inne szkolenia tego producenta - skontaktuj się z nami.