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TRAINING OFFERING

Skontaktuj się z nami

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Email: szkolenia.ecs.pl@arrow.com
Phone: 12 616 43 00

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

Kod:	**Czas trwania:**	**Cena netto:**
CTX_CWS-115	16 Hours (2 days)	zł5,300.00

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 apture 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
• 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

Terminy

Na żądanie. Prosimy o kontakt

Dodatkowe informacje

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