



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Citrix Virtual Apps and Desktops 7.1xHelp Desk Support

CODE:

CTX_CXD-105

LENGTH:

16 Hours (2 days)

PRICE:

kr18,000.00

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.

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 help desk representatives support XenApp and XenDesktop 7.x users

Prerequisites

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

1. Supporting XenApp and XenDesktop as a Help Desk Representative

- XenApp and XenDesktop 7.x Architecture
- XenApp and XenDesktop 7.x Infrastructure

2. Configuring Citrix Receiver and Using Citrix StoreFront

- Overview of the Help Desk
- Authentication to a XenApp or XenDesktop Environment
- Understanding Citrix Receiver
- Troubleshooting Receiver Issues
- Navigating Receiver
- Delegated Administration
- Working with Machine Catalogs
- Working with Delivery Groups
- Understanding Citrix Policies
- Understanding End-User Profiles

4. Printing in a XenApp and XenDesktop Environment

- Troubleshooting Policies
- Printing Concepts
- Architecture
- Default Printing Behavior
- Printer Provisioning
- Citrix Universal Print Driver and Server
- Troubleshooting Printing Issues

5. Resolving Issues Using Citrix Director

- Citrix Director
- Viewing User Details
- Interacting with the End User
- Resolving End-User Issues
- Monitoring with the Director Dashboard
- Troubleshooting Director Issues

Session Dates

Ved forespørsel. Vennligst [kontakt oss](#)

Tilleggsinformasjon

Denne treningen er også tilgjengelig som trening på stedet. [Kontakt oss for å finne ut mer.](#)