Enterprise Computing Solutions - Education Services

NABÍDKA ŠKOLENÍ

Prosím kontaktujte nás zde

Arrow ECS, a.s., 28. října 3390/111a, 702 00 Ostrava

Email: training.ecs.cz@arrow.com
Phone: +420 597 488 811

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

Kód: | **DÉLKA:** | **CENA:**

CTX_CWS-115 | 16 Hours (2 DENNÍ) | Kč bez DPH 25,700.00

Description

Kurz je zaměřen na pracovníky, kteří budou podporovat uživatele přistupující k Citrix Virtual Apps and Desktops. V tomto kurzu se naučíte používat Citrix Director k interakci

Cíle

• 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

Určeno pro

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.

Vstupní znalosti

This course requires little to no previous experience with Citrix Virtual Apps and Desktops.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. service desk capacity. An ideal candidate for this course interacts with end users to troubleshoot and resolve issues.

Program

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
• The Help Desk Role in the Fundamental Architecture
• Problem Resolution Methodology
• The Help Desk Role Goals

• Citrix Director Role and Purpose
• Access to Director for Help Desk Administrators
• Common Director Monitoring Tasks
• Common Help Desk Administrator Troubleshooting Tasks
Module 4: Citrix Workspace App

Module 3: Providing and Troubleshooting End User Access
• End User Access Overview
• Components in the Access and User Layers
• Support End User Access
Module 5: App and Desktop Launch
• FlexCast Architecture
• User Sessions
• App and Desktop Launch Process
• Supporting the App and Desktop Launch Process

• Workspace App Types
• Deploying Citrix Workspace app
• Pass though Authentication
• Supporting Citrix Workspace App

Module 6: HDX Session - User Experience Module 7: Printing
• User Profiles
• HDX Technologies
• Supporting User Sessions

• Introduction to Printing
• Printing Components Overview
• Supporting Printing

Termíny školení

Termíny školení na vyžádání, kontaktujte nás prosím

Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.