

CXD-105 Citrix XenApp and XenDesktop 7.1x Help Desk Support

Course Overview

This is a 2-day class

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 XenApp and XenDesktop 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.



Who Should Attend

Built for help desk members whom are new to XenApp and XenDesktop 7.x and are focused on supporting end users. Potential students include help desk members, service desk members, and others who focus on solving user issues with XenApp and XenDesktop in a supporting role.

Course Objectives

- How to support end-users connecting to Virtual Apps and Desktops through Citrix Receiver
- 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 XenApp and XenDesktop solution and the role of the component

Course Outline

1 Fundamental Architecture for the Help Desk Role

Introduction to XenApp and XenDesktop
The Help Desk Role for XenApp and XenDesktop
Help Desk Support Methodology
Citrix Help Desk Priorities

2 Citrix Director

Introduction to Citrix Director
Navigating the Director Console
Performing Typical Help Desk Actions

3 End User Access

Access Methods
Authentication
Subscriptions, Favorites, and Experience
Solving User Access Issues
Real World Troubleshooting Scenarios

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4 Citrix Receiver

Receiver Types
Receiver Deployment Methods
Solving User Issues with Citrix Receiver

5 User Sessions

Defining User Sessions
Solving Session Related Issues

6 Printing with User Sessions

Printer Types and Management
Solving Common Printer Related Issues

7 Support

Citrix Help Desk Support Methodology
Solving Additional User Issues and Scenarios