

Citrix Virtual Apps and Desktops 7.x Help Desk Support CXD-105

Course Summary

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 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.

Objectives

After taking this course, students will be able to:

- 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 components

Topics

- Fundamental Architecture for the Help Desk Role
- Citrix Director
- End User Access
- Citrix Receiver
- User Sessions
- Printing with User Sessions
- Support

Audience

This course is 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.

Prerequisites

This course requires little to no previous experience with the 7.x version of the platform.

Duration

Two days

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Course Outline

I. Fundamental Architecture for the Help Desk Role

- A. Introduction to XenApp and XenDesktop
- B. The Help Desk Role for XenApp and XenDesktop
- C. Help Desk Support Methodology
- D. Citrix Help Desk Priorities

II. Citrix Director

- A. Introduction to Citrix Director
- B. Navigating the Director Console
- C. Performing Typical Help Desk Actions

III. End User Access

- A. Access Methods
- B. Authentication
- C. Subscriptions, Favorites, and Experience Solving User Access Issues
- D. Real World Troubleshooting Scenarios

IV. Citrix Receiver

- A. Receiver Types
- B. Receiver Deployment Methods
- C. Solving User Issues with Citrix Receiver

V. User Sessions

- A. Defining User Sessions
- B. Solving Session Related Issues

VI. Printing with User Sessions

- A. Printer Types and Management
- B. Solving Common Printer Related Issues

VII. Support

- A. Citrix Help Desk Support Methodology
- B. Solving Additional User Issues and Scenarios