Citrix Platform Monitoring & Troubleshooting (CTX-308)

Duration: 2 Days Course Code: CTX-308

Overview:

In this course you will learn how to use tools for monitoring and troubleshooting a Citrix Virtual Apps and Desktops environment. You'll learn advanced use cases for Citrix Director. You'll also learn about uberAgent and how to install, manage, and configure Splunk, ESA and UXM dashboards, and the uberAgent plug-in. You'll also understand core architecture and traffic flows as they relate to common breakpoints and the troubleshooting tools to identify issues. Get hands-on as the course guides you through using these monitoring tools and troubleshooting techniques. This course is a necessary step in enabling you with the right training and skills, to not only monitor a CVAD environment and Infrastructure, but also to make well informed troubleshooting decisions.
Product Versions Covered: Citrix DaaS, Citrix Virtual Apps and Desktops 7 2507 LTSR, NetScaler Console 14.1, and uberAgent 7.4.x./7.5.x

Target Audience:

This course is intended for IT professionals responsible for monitoring, maintaining, and troubleshooting Citrix platform environments, including administrators and engineers.

Objectives:

- **After this course participants should be able to:**
- Identify tools available for monitoring and troubleshooting Citrix Virtual Apps and Desktop.
- Examine advanced use cases for Citrix Director, including infrastructure monitoring, application probing, session recording, and integration with NetScaler Console/HDX Insight.
- Install, Configure, and Manage Citrix uberAgent.
- Understand advanced architectures and communication flows to aid with troubleshooting a Citrix Virtual Apps and Desktop Site.

Prerequisites:

Strong foundational knowledge of:

- Windows Server and Desktop operating systems.
- Active Directory, Policies, Profiles, Networking and Hypervisors.
- Citrix Architecture and Deployment of Apps and Desktops using CVAD or Citrix DaaS

Testing and Certification

None

Follow-on-Courses:

CTX-306: Citrix Platform Enterprise Deployment

CTX-307: Securing the Citrix Platform

Content:

Module 1: Citrix Tools for Monitoring, Troubleshooting, and Automation

- Introduction to Support a Citrix Virtual Apps and Desktops Site
- Tools for Monitoring and Troubleshooting
- Tools for Automation

Module 2: Monitoring CVAD with Citrix Director

- Citrix Director Introduction
- Monitor and Interact with Users Sessions
- Infrastructure Monitor
- Application and Desktop Probing
- Cost Optimization
- Citrix Director and NetScaler Gateway

Module 3: Activity Monitoring with Session Recording

- Session Watermark
- Session Recording

Module 4: Citrix Director and NetScaler Console Integration

- Introduction to NetScaler Console
- Insight Monitoring
- Integrate Citrix Director with NetScaler Console

Module 5: Install, Configure, and Manage Citrix uberAgent

- Introduction to Citrix uberAgent
- Splunk
- Architecture Overview
- Architecture Deep Dive
- Installing and Configuring uberAgent
- uberAgent - Endpoint Configuration
- Dashboards
- Alert and Reporting
- Logging and Troubleshooting

Module 6: Introduction to Troubleshooting

- Introduction to PowerShell
- Architecture and Communication

Module 7: Troubleshoot Access Issues

- Troubleshooting StoreFront
- Troubleshooting NetScaler Gateway
- Troubleshooting Access and Authentication
- Troubleshooting App/Desktop Launch

Module 8: Troubleshoot Delivery Controller Issues

- Validating FlexCast Management Architecture (FMA) Services

Module 9: Troubleshoot Virtual Delivery Agent (VDA) Registration Issues

- Troubleshooting VDA Registration

Module 10: Troubleshoot HDX Connections

- Troubleshooting HDX Connections
- Installing Scout EMS, ELIAS, and Scout Board

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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