Citrix Enterprise Deployment, Monitoring and Troubleshooting Combo

Duration: 5 Days Course Code: CTX-314

Overview:

Designed for experienced IT professionals, this course expands the foundational administrative skills by introducing scalability, redundancy, and advanced configurations. You will learn to build and combine App Layers to optimize management of your app and desktop images. You will learn how to implement Workspace Environment Management to improve logon times, centralize user settings management, and optimize the performance of machines. Additionally, in this course you will learn how to use tools for monitoring and troubleshooting a CVAD environment. You'll learn advanced use-cases for Citrix Direct and learn about uberAgent and ow 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 tools to identify issues.
Product Versions Covered: Citrix Virtual Apps and Desktops 2507 LTSR, App Layering 2507, and WEM 2511

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

Experienced Citrix administrators and engineers managing and troubleshooting CVAD environments.

Objectives:

- **After this course participants should be able to:**
- How to implement advanced administration concepts such as backups, disaster recovery, scalability, and redundancy for a Citrix Virtual Apps and Desktop Site
- Create, administer, and manage App Layering OS, platform, application, elastic, and user layers.
- Integrate Citrix App Layering into a Citrix Virtual Apps and Desktop deployment.
- Install and initialize WEM and integrate into Citrix Virtual Apps and Desktops and Citrix DaaS.
- Configure WEM features to improve the end user environment and virtual resource consumption.
- Migrate an on-premises WEM deployment to WEM service.
- 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.

Testing and Certification

None

Follow-on-Courses:

None

Content:

Module 1: Intro to CVAD Advanced Configuration, Redundancy, and Scalability

- Citrix Virtual Apps and Desktops Redundancy and Scalability
- StoreFront and NetScaler Gateway
- Site Infrastructure Redundancy and Scalability
- Machines Running the Virtual Delivery Agent

Module 2: Manage CVAD Multiple Locations

- Zones
- VDA Registration in a Multi-Zone Environment
- Zone Preference
- Optimal Gateway Routing and Zones
- StoreFront Resource Aggregation
- Managing StoreFront Store Subscriptions in a Multi-Location Environment

Module 3: Backups and Disaster Recovery

- Backups
- Disaster Recovery Considerations
- Disaster Recovery Process

Module 4: Intro to WEM Architecture Components

- WEM Features and Benefits
- WEM On-Premises Components and Deployments
- WEM Service Components and Deployments
- WEM Component Communication Workflows
- WEM Service Component Communication Workflows

Module 5: WEM Deployment and Initial Installation

- On-premises WEM: Leading Practice Installation Prerequisites and Steps
- Creating the WEM Database
- Running the WEM Infrastructure Service Configuration Utility
- WEM On-Premises vs WEM Service
- WEM Service: Leading Practice Installation Prerequisites and Steps
- ADMX Template Configuration
- WEM Agent Installation
- WEM Consoles
- WEM Initial Setup

Module 6: WEM System and Log On Optimization

- WEM System Optimization Overview
- WEM CPU Management
- WEM Memory Management
- Additional System Optimization Features

Module 9: WEM Monitoring, Reporting, and Troubleshooting

- WEM Monitoring and Reporting
- WEM On-Premises Troubleshooting
- WEM Service Troubleshooting
- WEM Agent Troubleshooting

Module 10: Upgrading WEM and Migration to WEM Service

- Upgrading Workspace Environment Management
- WEM On-Premises Migration to WEM Service

Module 11: Intro to App Layering and Architecture Overview

- Citrix App Layering Introduction
- Citrix App Layering Architecture

Module 12: OS, Platform, and App Layers

- The OS Later
- The Platform Layer
- The App Layers

Module 13: Elastic App and User Layers

- Elastic App Layers
- User Layers

Module 14: Layer Priority and Maintaining an App Layering Environment

- Layer Priority
- Updating Layers
- Maintaining and Updating the App Layering Environment
- Common Citrix App Layering Considerations and Additional Resources

Module 15: Citrix Tools for Monitoring, Troubleshooting, and Automation

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

Module 16: 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 17: Activity Monitoring with Session Recording

- Session Watermark
- Session Recording

Module 18: Citrix Director and NetScaler Console Integration

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

Module 19: 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 20: Introduction to Troubleshooting

- Introduction to PowerShell
- Architecture and Communication

Module 21: Troubleshoot Access Issues

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

Module 22: Troubleshoot Delivery Controller Issues

- Validating FlexCast Management Architecture (FMA) Services

Module 23: Troubleshoot Virtual Delivery Agent (VDA) Registration Issues

- Troubleshooting VDA Registration

Module 24: Troubleshoot HDX Connections

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

- WEM Log On Optimization Overview
- WEM Assigned Actions
- WEM Environmental Settings
- Citrix Profile Management In WEM

Module 7: WEM Security and Lockdown Features

- WEM Security Management Features
- Privilege Elevation and Process Hierarchy Control
- WEM Transformer

Module 8: The WEM Agent

- WEM Settings Processing and WEM Agent Caches
- WEM Agent Integration with Citrix Virtual Apps and Desktops and Citrix DaaS

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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