Training: Citrix
CTX-308 Citrix Platform Monitoring & Troubleshooting

TRAINING GOALS:

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

Objectives

- 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.

Target Audience

Potential students include administrators and engineers of Citrix Virtual Apps and Desktops solution.

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CONSPECT:

- 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

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- 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

REQUIREMENTS:

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.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by Citrix (course completion).

TRAINER:

Certified Citrix Instructor

ADDITIONAL INFORMATION:

Recommended Training:

- CTX-306 Citrix Platform Enterprise Deployment
- CTX-307 Securing the Citrix Platform

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