COURSE OVERVIEW

Course Name:
(CWS-115) Citrix Virtual Apps and Desktops 7 Help Desk Support

COURSE DURATION: 2 Days

Gauteng:
3rd Floor, 34 Whitely Road
Melrose Arch
Johannesburg
2196

Gauteng:
192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town:
3rd Floor, Thomas Pattullo Building
19 Jan Smuts St
Cape Town
8000

Durban:
9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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INTRODUCTION

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 Citrix Virtual Apps and Desktops 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.

DELIVERY METHOD

Our courses have flexible delivery options:
- In-person classroom training at the Impactful training facilities
  - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client

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INTENDED AUDIENCE

Built for those supporting a Citrix Virtual Apps and Desktops solution in a help desk or service desk capacity. An ideal candidate for this course interacts with end users to troubleshoot and resolve issues.

PREREQUISITES

This course requires little to no previous experience with Citrix Virtual Apps and Desktops.

COURSE CONTENT

Module 1: Fundamental Architecture for the Help Desk Role
- Citrix Site Infrastructure and Deployment Models
- The Help Desk Role in the Fundamental Architecture
- Problem Resolution Methodology
- The Help Desk Role Goals

Module 2: Citrix Director and its role in Help Desk Support
- Citrix Director Role and Purpose
- Access to Director for Help Desk Administrators
- Common Director Monitoring Tasks
- Common Help Desk Administrator Troubleshooting Tasks

Module 3: Providing and Troubleshooting End User Access
- End User Access Overview
- Components in the Access and User Layers
- Support End User Access

Module 4: Citrix Workspace App
- Workspace App Types
- Deploying Citrix Workspace app
- Pass though Authentication
- Supporting Citrix Workspace App

Module 5: App and Desktop Launch
- FlexCast Architecture
- User Sessions
- App and Desktop Launch Process
- Supporting the App and Desktop Launch Process

Module 6: HDX Session - User Experience
- User Profiles
- HDX Technologies
- Supporting User Sessions

Module 7: Printing
- Introduction to Printing
- Printing Components Overview
- Supporting Printing

LEARNING PATH

1 CWS-115
Citrix Virtual Apps and Desktops 7 Help Desk Support

Administrator Track

2 CWS-215
Citrix Virtual Apps and Desktops 7 Administration On-Premises and