

Module Title : CXD-302:XenApp and XenDesktop Advanced Concepts - Troubleshooting

Duration : 2 days

Overview

Designed for students with previous XenApp and XenDesktop experience, who would like to expand their skillset and learn about advanced troubleshooting tools and methods. Learn about the tools used and issues encountered by Citrix support using real world support ticket scenarios. Students will have access to a virtual lab environment to troubleshoot some of the top support issues and learn how to effectively identify the root cause and implement appropriate solutions. The course covers XenApp and XenDesktop services, databases, StoreFront, and Virtual Delivery Agent registration and connection.

Recommended prerequisite courses:

- CXD-203 Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 or
- CXD-300 Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 or
- CMB-300 Deploy and Manage Citrix XenApp/XenDesktop 7.6 Fast Track

Associated Courses:

- CXD-301 XenApp and XenDesktop Advanced Concepts – Optimizing the End-User Experience

Key Skills

Upon successful completion of this course, learners are able to:

- Apply a methodical process to troubleshoot issues with Citrix components
- Use troubleshooting tools to identify root cause of issues
- Use CDF tracing and logging to identify root cause of issues
- Use the XenApp and XenDesktop PowerShell SDK to troubleshoot and remediate issues
- Troubleshoot XenApp and XenDesktop services
- Troubleshoot database connectivity issues
- Troubleshoot Citrix StoreFront
- Troubleshoot user connection issues
- Troubleshoot the Virtual Delivery Agent (VDA) registration process

Audience

This course is recommended for those who are interested in increasing their productivity in troubleshooting and resolving component and user issues. Specifically:

Course Outline :: CXD-302: XenApp and XenDesktop Advanced Concepts - Troubleshooting::

- Administrators
- Implementers / Engineers
- Architects

Instructional Method

This course is offered in instructor-led training (ILT)/virtual instructor-led training (vILT) formats with application of concepts through hands-on exercises in a live lab environment.

Course Materials

As part of this course you will receive the following materials:

- Access to a lab environment for the duration of the course
- Lab exercise guide
- Student manual containing materials presented by instructor with notes and references from Citrix architects
- Job aid summarizing key points and references for easy access
- Online courseware with videos covering course topics and lab demonstrations from various experts throughout Citrix

Preparatory Recommendations

Citrix recommends students prepare for this course by taking the one of the following courses:

- CXD-203 Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6
- CXD-300 Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6
- CMB-300 Deploy and Manage Citrix XenApp/XenDesktop 7.6 Fast Track

It is also recommended to gain a basic understanding of the following concepts and technologies:

- Familiarity with how to navigate and use Windows Server 2012 R2
- Experience with Microsoft's PowerShell language (although a PowerShell introduction is included in this course)

Topic Outline

Module 1: Troubleshooting Introduction

- Support Methodology
- Troubleshooting tools
- Citrix Director

- CDF Tracing
- Citrix Insight Services
- Citrix Diagnostic Toolkit

Module 2: Using PowerShell

- PowerShell Syntax
- PowerShell help and discovery Cmdlets
- XenApp and XenDesktop PowerShell SDK

Module 3: Troubleshooting StoreFront

- StoreFront authentication
- StoreFront enumeration
- StoreFront services
- XML Broker issue
- Subscription store backup and restore

Module 4: Troubleshooting the XenApp and XenDesktop Controller

- FMA services architecture
- Validating FMA services
- XenApp and XenDesktop SQL connectivity and authentication
- XenApp and XenDesktop site recovery and cleanup

Module 5: Troubleshooting VDA Registration

- VDA registration options
- VDA registration communications
- Common registration failures
- VDA registration troubleshooting methods

Module 6: Troubleshooting VDA Connections

- Connection communication flow
- Common connection failures
- Citrix Receiver clean-up
- XenApp load balancing issues
- Analyzing ICA files



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- Active Directory authentication with Citrix Director
- Enhanced reboot scheduling in Citrix Studio