

CTX-1264CI Citrix XenApp 5 for Windows Server 2003: Support

This course provides learners with the skills necessary to monitor, maintain and troubleshoot network environments running Citrix XenApp 5 for Windows Server 2003 software. Learners are introduced to the tools used to monitor a XenApp farm, record farm activity and generate reports. This course provides learners with the skills necessary to maintain data and server integrity, as well as to scale, optimize and troubleshoot a XenApp environment.

Audience

This course is intended for IT professionals, such as server, network, system and help desk administrators familiar with Microsoft Windows Server 2003 environments. System engineers, analysts, consultants, architects and Citrix Partner Network members are appropriate candidates for this course.

Preparatory Recommendations

The following are preparatory recommendations for this course:

- Working knowledge of Microsoft Windows Server 2003 with Terminal Services
- Working knowledge of the architecture and administrative tasks associated with Citrix Presentation Server 4.5 or attendance at one of the following courses:
 - CTX-1259BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Administration
 - CTX-4100BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Skills Update
- Completion of CTX-1455CW Common Management Platform 4.5: Administration eLearning course or equivalent knowledge

Key Skills

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

- Determine when and how to use monitoring tools to administer network environments containing Citrix XenApp 5 for Windows Server 2003
- Configure metrics, alarms and Health Monitoring and Recovery tests
- Plan and optimize the server farm
- Monitor and troubleshoot connectivity to the data store
- Monitor and troubleshoot the Citrix IMA Service and the ICA communication channel
- Troubleshoot session initialization, client settings and Application Streaming sessions
- Monitor and troubleshoot published and streamed applications
- Determine how Citrix and Active Directory policies are applied and troubleshoot unexpected policy results
- Monitor, optimize and troubleshoot printing and printing policies
- Monitor, optimize and troubleshoot Web Interface and Secure Gateway

Instructional Method

This course is an instructor-led training course with interactive presentations, discussion and the practical application through hands-on labs and group activities.

Course Length

3 days

Certification Preparation

This course is not associated with a Citrix certification program.

Registration

For more information and to register for this course, please go to www.citrixeducation.com.

Topic Outline

Provided is the topic outline for CTX-1264CI:

- Supporting XenApp
- Monitoring the Server Farm
- Optimizing and Troubleshooting the Server Farm
- Supporting the Data Store
- Optimizing and Troubleshooting Plug-ins
- Supporting Published Applications
- Managing Policies
- Optimizing and Troubleshooting Printing
- Optimizing and Troubleshooting the Web Interface
- Optimizing and Troubleshooting Secure Gateway