

CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support

This course provides learners with the skills necessary to monitor, maintain and troubleshoot network environments running XenApp (Citrix Presentation Server 4.5) software. Learners are introduced to the tools used to monitor the Presentation Server farm, record farm activity and generate reports. In addition, learners take away the skills needed to maintain data and server integrity and to scale, optimize and troubleshoot the XenApp (Presentation Server) farm.

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 Solution Advisors 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 XenApp (Presentation Server 4.5)
- CTX-1455CW Citrix Common Management Platform 4.5: Administration
- CTX-1255AW Citrix Presentation Server 4.0: Architectural Overview
- CTX-1259AI Citrix XenApp (Presentation Server 4.5): Administration

Key Skills

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

- Determine when and how to use monitoring tools to administer network environments running Presentation Server software
- 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 instructor-led training course provides interactive presentations, discussion and practical application through hands-on labs and group activities.

Course Length

3 days

Certification Preparation

This course prepares learners to take the 1Y0-264 Citrix XenApp (Presentation Server 4.5): Support exam, a requirement for the Citrix Certified Enterprise Administrator (CCEA) for Citrix XenApp (Presentation Server 4) certification.

Topic Outline

Provided is the topic outline for CTX-1264AI.

- Supporting Presentation Server
 - Presentation Server Components
 - Presentation Server Communication
 - Services Used by Presentation Server
 - Monitoring and Support Tools
- Monitoring the Server Farm
 - Server Farm Monitoring
 - Session Information
 - Session Management Options
 - Metrics, Alarms and Alerts
 - Health Monitoring and Recovery
 - Command-Line Utilities
 - QUERY Commands
 - DSMANT Command
- Optimizing and Troubleshooting the Server Farm
 - Server Capacity
 - Network Optimization
 - Server Farm Optimization
 - Server Farm Troubleshooting
- Supporting the Data Store
 - Data Store Access Methods
 - Data Store Monitoring
 - IMA Service Monitoring
 - Database Tools
 - Data Store Maintenance and Optimization
 - Database Troubleshooting
- Optimizing and Troubleshooting Clients
 - Client Connection Process
 - Troubleshooting Session Initialization
 - Citrix Application Streaming Sessions
 - Troubleshooting Streaming Sessions
- Supporting Published Applications
 - Application Loading
 - Application Optimizations
 - Virtual Memory Optimization
 - Application Monitoring
 - Server Resource Monitoring
 - Application and Network Configuration Monitoring
 - Security Configuration Monitoring
 - Application Compatibility
 - Application Test Environment
 - Application Troubleshooting
- Managing Policies
 - Active Directory Policies
 - Active Directory Policy Management
 - Citrix Policy Management
 - Troubleshooting Policies
 - ICA Client Policy Configuration
- Optimizing and Troubleshooting Printing
 - Print Optimization
 - Printing Path for Auto-Created Printers
 - Print Server and Driver Settings
 - Universal Printing
- Optimizing and Troubleshooting Web Interface
 - Web Interface Communications
 - Web Interface Configuration Methods
 - Web Interface Configuration Server
 - Web Interface Site Structure

- Web Interface Security
- Client to Web Interface Communication
- Web Interface to Presentation Server Communication
- Client to Presentation Server Communication
- Web Interface Troubleshooting
- Authentication Troubleshooting
- Optimizing and Troubleshooting Secure Gateway
 - Secure Gateway Components
 - Secure Gateway Connection Process
 - Secure Gateway Monitoring
 - Secure Gateway Optimization
 - Digital Certificates
 - Secure Gateway Troubleshooting

Registration

Please go to www.citrixeducation.com to locate a Citrix Authorized Learning Center (CALC) offering CTX-1264AI.