CXD-105 Citrix Virtual Apps and Desktops 7.x Help Desk Support

Course Details

Course Outline

1. **Fundamental Architecture for the Help Desk Role**
   - Introduction to Citrix Virtual Apps and Desktops
   - The Help Desk Role for Citrix Virtual Apps and Desktops
   - Help Desk Support Methodology
   - Citrix Help Desk Priorities
2. **Citrix Director**
   - Introduction to Citrix Director
   - Navigating the Director Console
   - Performing Typical Help Desk Actions
3. **End User Access**
   - Access Methods
   - Authentication
   - Subscriptions, Favorites, and Experience
   - Solving User Access Issues
   - Real World Troubleshooting Scenarios
4. **Citrix Receiver**
   - Receiver Types
   - Receiver Deployment Methods
   - Solving User Issues with Citrix Receiver
5. **User Sessions**
   - Defining User Sessions
   - Solving Session Related Issues
6. **Printing with User Sessions**
   - Printer Types and Management
   - Solving Common Printer Related Issues
7. **Support**
   - Citrix Help Desk Support Methodology
   - Solving Additional User Issues and Scenarios