

CTX-308 - Citrix Platform Monitoring & Troubleshooting



Days: 2

Prerequisites: Strong foundational knowledge of Windows Server and desktop operating systems, Active Directory, policies, profiles, networking, hypervisors, and Citrix administration is recommended.

Audience: Experienced Citrix administrators and engineers responsible for monitoring, diagnosing, and troubleshooting Citrix Virtual Apps and Desktops environments.

Description: This two-day instructor-led course teaches students to monitor and troubleshoot Citrix Virtual Apps and Desktops environments. Students use Citrix Director, session recording, uberAgent, automation and diagnostic tools, architecture and traffic-flow analysis, and hands-on troubleshooting techniques.

Course Objectives: Upon completion of this course, students will:

- Identify tools used to monitor, automate, and troubleshoot Citrix environments.
- Apply advanced Citrix Director monitoring techniques.
- Use session recording and infrastructure monitoring to investigate activity.
- Install, configure, and manage Citrix uberAgent and its dashboards.
- Analyze architecture and communication flows to identify failure points.
- Troubleshoot access, authentication, launch, controller, VDA registration, and HDX issues.

OUTLINE:

MODULE 1: MONITORING, TROUBLESHOOTING, AND AUTOMATION TOOLS

- Citrix site support
- Monitoring and troubleshooting tools
- Automation tools

MODULE 2: MONITORING WITH CITRIX DIRECTOR

- User sessions and infrastructure
- Application and desktop probing
- Cost optimization and gateway monitoring

MODULE 3: ACTIVITY MONITORING

- Session watermarking
- Session recording

MODULE 4: DIRECTOR AND CONSOLE INTEGRATION

- Console and Insight monitoring
- Director integration

MODULE 5: CITRIX UBERAGENT

- Splunk and uberAgent architecture
- Installation and endpoint configuration
- Dashboards, alerts, reporting, logging, and troubleshooting

MODULE 6: TROUBLESHOOTING FOUNDATIONS

- PowerShell
- Architecture and communications

MODULE 7: TROUBLESHOOTING ACCESS

- StoreFront and gateway
- Authentication

- Application and desktop launch

MODULE 8: TROUBLESHOOTING CONTROLLERS AND VDAS

- FMA services
- VDA registration

MODULE 9: TROUBLESHOOTING HDX

- HDX connections
- Scout EMS, ELIAS, and Scout Board