



HP Education Services Course Overview

HODN05 - CXD-203: Managing Citrix XenDesktop 7 Solutions

The Managing Citrix XenDesktop 7 Solutions course provides students with the skills required to effectively support a Citrix application and desktop virtualization solution in a Windows Server 2012 environment. This course is based on final product code and is currently available through select Citrix Authorized Learning Centers (CALCs). During this course, students will learn how to successfully manage, monitor, support and troubleshoot a XenDesktop 7 solution, which includes growing the implementation to accommodate changes in the environment (adding new applications, new users, new desktops and new policies) and troubleshooting common issues

Audience

This course is recommended for Operators and Administrators that need to manage an existing XenDesktop 7 solution.

Prerequisites

Before taking this course, Citrix recommends that students have:

- An understanding of server, desktop and application virtualization concepts
- Experience with Windows Server 2012, specifically:
 - Active Directory
 - Domains
 - Groups and User Accounts
 - Organizational Units
 - Group Policy Objects
- Experience with Windows 7 and Windows 8 user interfaces
- Basic storage knowledge (manage existing storage types, add new storage)
- Basics of Citrix licensing
- Familiarity with at least one hypervisor (XenServer, Hyper-V, or vSphere)
- Basic understanding of the different types of profiles (local, roaming, mandatory)
- Completed the following courses or can demonstrate equivalent knowledge:
 - CXD-102 Introduction to XenDesktop 7

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|------------------------------|---|
| Course title: | HODN05 - CXD-203: Managing Citrix XenDesktop 7 Solutions |
| Category/Subcategory: | Citrix |
| Course length: | 5 days |
| Delivery language: | English |
| To order: | You can register your interest for this course online at http://www.hp.com.au/education . At the site, select the course under Citrix portfolio and you will see dates for the course. Register your interest for the date of your choice. |

Course objectives

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

- Understand the XenDesktop 7 architecture, components, and communication
- Delegate administration and manage licenses
- Manage and monitor their hypervisor
- Manage applications and desktops in a XenDesktop environment
- Manage StoreFront and access for external end users
- Manage policies and profiles
- Manage sessions, sites, and users
- Manage printing
- Manage Provisioning Services and Personal vDisks

Detailed course outline

Module 1: Understanding the Architecture of a XenDesktop Solution

- XenDesktop Architecture Overview
- User Layer
 - o Citrix Receiver
- Access Layer
 - o Citrix NetScaler
 - o Citrix StoreFront
 - o Discussion Question
- Control Layer
 - o Delivery Controller
 - o Machine Creation Services
 - o Citrix Provisioning Services
 - o Hypervisor
 - o Virtual Delivery Agent (VDA)
 - o Discussion Question
- Resource Layer
 - o Applications
 - o Operating System Image
 - o Citrix User Profile Management (UPM)
 - o Policies
 - o Personal vDisk
- Management Layer
 - o Citrix Studio
 - o Citrix Director
 - o Discussion Question
- XenDesktop Site
- Ports

Module 2: Managing Licenses and Delegating Administration

- Managing Licenses in Studio
 - o Discussion Question
 - o Viewing Licensing Information
 - Types of Licenses
 - o Downloading, Allocating, and Importing a License File
 - o Discussion Question
 - o Adding a License Administrator
- Managing Delegated Administration
 - o Administrators
 - o Roles
 - o Scopes
 - o Adding an Administrator
 - o Creating a Custom Scope
 - o Editing a Custom Scope
 - o Creating a Custom Role
 - o Editing a Custom Role
 - o Editing an Administrator's Permissions
 - o Running a Delegated Administration Report
 - o Discussion Question
 - o Using PowerShell
 - o Discussion Question
- Monitoring Configuration Logs
 - o Displaying Configuration Log Content
 - o Generating Configuration Log Reports
 - o Changing Configuration Logging Settings
 - o Discussion Question
- Troubleshooting: Managing Licenses and Delegating Administration
- Reinforcement Exercise: Configuring Roles and Scopes

Module 3 - Managing and Monitoring the Hypervisor

- Architecture Overview
- Managing Virtual Machines within a Hypervisor
 - o Creating a Virtual Machine
 - o Copying a Virtual Machine
 - o Discussion Question
 - o Taking a Snapshot
 - o Discussion Question
 - o Reverting to a Snapshot
 - o Discussion Question
 - o Adjusting Virtual Machine or Template Resources
 - Adding Storage to a Virtual Machine or Template
 - Adjusting the Storage Allocated to a Virtual Machine
 - Deleting the Storage Allocated to a Virtual Machine or Template
 - Adjusting the Memory Allocated to a Virtual Machine or Template
 - Adjusting vCPUs Allocated to a Virtual Machine or Template
 - Adding a Virtual Network Interface Controller (NIC)
 - Adjusting a Virtual NIC
 - Activating or Deactivating a Virtual NIC
 - Removing a Virtual NIC
 - o Discussion Question
- Configuring and Customizing Alerts
 - o Discussion Question
- Troubleshooting: Managing and Monitoring Hypervisors
- Reinforcement Exercise: Creating a Virtual Machine Template

Module 4: Managing Desktops and Applications

- Architecture Overview
- Managing Machine Catalogs
 - o Creating a New Machine Catalog
 - Installing the Virtual Delivery Agent (VDA)
- Machine Creation Services
- Creating a Machine Catalog
 - o Creating a Server OS Machine Catalog
 - o Creating a Desktop OS Machine Catalog
 - o Creating a Remote PC Access Machine Catalog
 - o Adding Machines to a Machine Catalog
 - o Managing Computer Accounts
 - o Updating Desktops in a Machine Catalog
 - o Deleting Machines from a Machine Catalog
- Managing Delivery Groups
 - o Creating a Delivery Group
 - o Securing a Delivery Group
 - o Managing Power for Machines in a Desktop OS Delivery Group
 - o Reallocating Machines in a Delivery Group
 - o Discussion Question
 - o Shutting Down and Restarting Desktops
 - o Enabling and Disabling Maintenance Mode
 - o Discussion Question
 - o Removing Desktops from Delivery Groups
 - o Deleting a Delivery Group
 - o Managing the Remote PC Access Delivery Group
- Troubleshooting: Managing Desktops and Applications
- Reinforcement Exercise: Creating Machine Catalogs and Delivery Groups

Module 5: Managing StoreFront and External Access

- StoreFront Architectural Overview
 - StoreFront Components
 - StoreFront Communication
 - Discussion Question
- StoreFront Management Console
- Creating and Adding a New Store
- Hiding a Store
 - Discussion Question
- Managing Authentication
 - Configuring Authentication
 - Discussion Question
 - Enabling End Users to Change their Passwords
- Enabling Remote Access to the Store
- Configuring the NetScaler Secure Ticket Authority (STA)
- Creating Endpoint Analysis Policies
 - Discussion Question
- Managing Delivery Controllers
 - Adding Delivery Controllers
 - Editing Delivery Controllers
 - Removing Delivery Controllers
 - Discussion Question
- Managing Receiver Updates
 - Removing a Store
 - Discussion Question
- Troubleshooting: Managing StoreFront
- Reinforcement Exercise: Create and Configure a New Store

Module 6: Managing Policies and Profiles

- Creating Policies Using Studio
- Creating Policies Using Group Policy
 - Discussion Question
- Creating a Policy Using Studio
 - Unfiltered Policy
 - Applying a Policy Using Studio
 - Editing a Policy Using Studio
 - Prioritizing Policies Using Studio
 - Obtaining the Resultant Set of Policy Using Studio
 - Discussion Question
 - Using a Computer Template In Studio
 - Exporting a Policy Template Using Studio
 - Importing a Policy Template Using Studio
 - Creating and Applying a Group Policy Object
 - Editing a Group Policy Object
 - Using a User Template with Group Policy
 - Importing a Policy Template with Group Policy
 - Exporting a Policy Template with Group Policy
 - Prioritizing a Policy Using Group Policy
 - Discussion Question
- Policy Precedence (Studio vs. Group Policy Objects)
 - Obtaining the Resultant Set of Policy Using Group Policy Objects
- Troubleshooting: Managing Policies
- Managing User Profiles
 - Configuring Folder Redirection
 - Discussion Question
 - Managing Profile Settings Using Citrix Policies
 - Resolving Conflicting Profiles
 - Streaming User Profiles
 - Discussion Question
- Troubleshooting: Profile Management
- Reinforcement Exercise: Working with Policies and Profiles

Module 7: Managing Sessions, Sites, and Users with Director

- Director Overview
 - Accessing Director
- Monitoring within the Director Dashboard
 - Monitoring Infrastructure
 - Monitoring Connected Sessions
 - Monitoring Logon Duration Averages
 - Monitoring Machine and User Connection Failures
- Monitoring and Managing User Sessions
 - Viewing User Sessions
 - Searching for a User
 - Monitoring User Applications
 - Monitoring User Machine Processes
 - Managing a User's Machine Power Status
 - Enabling or Disabling Maintenance Mode
 - Disconnecting a User Session
 - Logging Users Off Sessions
 - Shadowing a User Session
 - Sending a Message to a User
 - Monitoring HDX Channels
 - Discussion Question
 - Resetting a User's Profile
 - Monitoring Historical Trends
- Troubleshooting: Managing Sites, Sessions, and Users
- Reinforcement Exercise: Monitoring and Managing Sessions, Sites, and Users

Module 8: Managing Printing

- Printing in a XenDesktop 7 Solution
- Managing Printing
- Default Printing Behavior
- Configuring Client Printing
 - Modifying Client Printer Auto-Creation
 - Adding Session Printers
- Managing Printer Drivers
 - Automatic Installation of In-Box Printer Drivers
 - Configuring Printer Driver Mapping and Compatibility
 - Universal Printer Driver (UPD)
 - Controlling Universal Printing Behavior
- Optimizing Printing Performance
 - Configuring Printing Optimization
 - Setting Up and Managing the Universal Print Server
- Troubleshooting: Managing Printing
- Reinforcement Exercise: Managing Printing

Module 9: Managing Provisioning Services and Personal vDisks

- Citrix Provisioning Services
- Why Machine Creation Services or Provisioning Services?
- Provisioning Services Overview and Architecture
 - Discussion Question
- Navigating the Provisioning Services Console
 - Starting, Stopping, and Restarting Provisioning Services and Creating a Device Collection
 - Creating the vDisk File
 - Discussion Question
- Migrating from Machine Creation Services to Provisioning Services
 - Cloning the Master Machine Creation Services Image
 - Preparing the Master Image for Provisioning Services
 - Creating the Master vDisk Image Using the Imaging Wizard
 - Creating the Provisioning Services Target Devices
 - Migrating the Delivery Group

- Creating a New Machine Catalog
 - o Assigning a Machine Catalog to a Delivery Group
- Assigning vDisks to Target Devices
 - o Starting Target Devices within a Collection
 - o Sending Messages to Target Devices within a Collection
 - o Restarting Target Devices within a Collection
 - o Disabling the Target Device
 - o Shutting Down Target Devices within a Collection
 - o Deleting the Target Device
 - o Checking Target Device Status from the Console
 - o Deleting vDisks
- Updating vDisks
 - o Checking for Automatic vDisk Updates
 - o Automating vDisk Updates
 - o VHD Chain of Differencing Disks
 - o Merging VHD Differencing Disks
 - o Promoting Updated Versions
 - o Discussion Question
- Managing Personal vDisks
 - o Personal vDisks
 - o Relocate User Profiles
 - o Manage Storage for Hosts with Personal vDisks
 - o Manage Images
 - o Manage Inventory Updates
 - o Discussion Question
 - o Monitor Log Files
- Troubleshooting: Managing Personal vDisks and Provisioning Services
- Reinforcement Exercise: Provisioning Services

For more information

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com.au/education>.

Next steps

In addition to field experience, this course prepares candidates for the Managing XenDesktop 7 Solutions exam. By passing the Managing Citrix XenDesktop 7 Solutions exam, candidates will gain the new Citrix Certified Associate – Apps and Desktops certification. This exam and certification are expected to release in Q4 2013.

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