

## CTX-1264BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Support

This course provides learners with the skills necessary to monitor, maintain and troubleshoot network environments running Citrix Presentation Server 4.5 and Citrix XenApp 5.0 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 and 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

### 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 containing Citrix XenApp 5.0 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 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 Presentation Server 4.5: Support exam, a requirement for the Citrix Certified Enterprise Administrator (CCEA) for Citrix Presentation Server 4 certification.

## Topic Outline

Provided is the topic outline for CTX-1264BI.

- Supporting XenApp
  - Citrix XenApp 5.0 for Windows Server 2003
  - XenApp Components
  - XenApp Communication
  - Services Used by XenApp
  - Monitoring and Support Tools
- Monitoring the Server Farm
  - Server Farm Monitoring
  - Session Information
  - Session Management Options
  - Hotfix Management
  - Metrics, Alarms and Alerts
  - Health Monitoring and Recovery
  - Command-Line Utilities
  - QUERY Commands
  - DSMAINT 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 Plugins
  - XenApp Plugin for Hosted Apps Features
  - XenApp Web Plugin Features
  - XenApp Plugin Features
  - XenApp Plugin for Streamed Apps Features
  - 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
  - XenApp Plugin 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 Site Structure
  - Web Interface Logs
  - Internet Explore and the Web Interface
  - Web Interface Security
  - Web Interface to XenApp Communication
  - Client to XenApp Communication
  - 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

For more information and to register for this course, please visit [www.CitrixEducation.com](http://www.CitrixEducation.com).