

# CXA-300-11 Advanced Administration for Citrix XenApp 5.0 for Windows Server

**Vendor Course Code:** CXA-300-11

**Course Length:** 5 days

**Overview:** This course provides learners with the skills necessary to monitor, maintain and troubleshoot network environments running XenApp for Windows Server 2008 software. Learners are introduced to the tools used to monitor the XenApp farm, record farm activity and generate reports. In addition, learners take away the skills needed to maintain data and server integrity and to scale, optimise and troubleshoot the XenApp farm.

*This course includes the Citrix exam. Within 6 months of completing this course, please contact DDLs and we will book your exam at our VUE testing centre.*

**Skills Gained:** 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 Citrix XenApp software
- Configure metrics, alarms and Health Monitoring and Recovery tests
- Plan and optimise 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 initialisation, 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, optimise and troubleshoot printing and printing policies
- Monitor, optimise and troubleshoot Web Interface and Secure Gateway

## Key Topics:

### Supporting XenApp

- XenApp Components
- XenApp Communication
- XenApp Services
- Monitoring and Support Tools

### Monitoring the Server Farm

- Monitoring Tools
- Data Store Monitoring
- IMA Service Monitoring
- Health Monitoring and Recovery
- Configuring Health Monitoring and Recovery
- Hotfix Management
- Managing Hotfixes
- Log Files
- Session Monitoring
- Real Time Data
- Alerts
- Command-Line Utilities
- QUERY Commands
- QFARM Command
- QUERYDC Command
- QUERYHR Command
- QUERYDS Command

### Optimising the Environment

- Hardware Optimisation

- Network Optimisation
- Software Optimisation
- Configuring a Reboot Schedule
- Optimising CPU Utilisation
- Configuring ICA Connection Limits
- Server Farm Capacity Planning
- Scaling the Data Collector
- Adding, Deleting or Changing Servers and Farms
- Configuring Data Collector Preferences
- Configuring a Dedicated Data Collector
- Configuring Zone Preference and Failover
- Supporting Mixed Server Farms
- Performance Troubleshooting

#### **Optimising and Troubleshooting the Data Store**

- Data Store Basics
- Data Store Database Performance
- Access Data Store Maintenance and Optimisation
- Compacting an Access Database
- Backing Up and Restoring an Access Data Store
- SQL Data Store Maintenance and Optimisation
- Migrating to SQL Data Store
- Data Store Security
- Encrypting IMA Communications
- Data Store Troubleshooting
- Starting the IMA Service
- Troubleshooting the IMA Service
- Troubleshooting the ODBC Connection
- Recreating the Local Host Cache
- Tracing with SQL Profiler

#### **Optimising and Troubleshooting Applications**

- Application Loading
- Application Compatibility
- Streaming Applications
- Troubleshooting Streaming Sessions
- Application Optimisations
- Removing Unnecessary Features
- Siloing Applications
- Disabling Smooth Scrolling
- Virtual Memory Optimisation
- Implementing Virtual Memory Management
- Troubleshooting DLL Rebasing
- Application Testing
- Performing Application Unit Testing
- Performing Application Integration Testing
- Application Troubleshooting

#### **Managing Policies**

- Active Directory Policies
- Managing Active Directory Policies
- Processing of Active Directory Policies
- Specifying the User Profile
- Configuring Folder Redirection
- Specifying Logon Scripts
- Citrix Policies
- Processing of Citrix Policies
- Troubleshooting Policies
- Generating a Citrix Resultant Policy
- Generating an Active Directory Resultant Set of Policy Report
- Confirming ICA Listener Settings
- Client Policy Configuration
- Configuring Windows Trusted Sites

### **Optimising and Troubleshooting Printing**

- ICA Session Printing
- Citrix Print Manager Service
- Verifying Citrix Print Manager Service Settings
- Print Settings
- Driver Management
- Print Optimisation
- Optimising Printing for LAN Users
- Optimising Printing for WAN Users
- Printing Troubleshooting
- Troubleshooting Slow Printing Across a WAN
- Overriding Default Administrator Rights
- Identifying Potential Issues
- Troubleshooting Failed Print Jobs

### **Optimising and Troubleshooting Clients**

- ICA Sessions
- Administering ICA Sessions
- Initialising ICA Sessions
- Troubleshooting ICA Session Initialisation
- ICA Connectivity
- Troubleshooting ICA Connectivity
- Disabling Pass-Through Authentication
- Replacing Application Icons
- RADE Sessions
- Initialising RADE Sessions
- Troubleshooting RADE Session Initialisation
- Logons
- Troubleshooting Slow Logons
- ICA Protocol Security
- Certificates
- Certificate Revocation List Checking
- Enabling Certificate Revocation List Checking
- Smart Card Support
- Copying Smart Card User Certificates
- Kerberos Authentication
- Configuring Kerberos without Pass-Through Authentication
- Configuring Kerberos with Pass-Through Authentication

### **Optimising and Troubleshooting Sessions**

- Session Connection Settings
- Configuring Virtual IP Addresses
- Configuring Broadcast Settings
- Configuring the Citrix XML Service
- Configuring Time Zone Settings
- Session Reconnection Configuration
- Configuring Keep-Alive Settings
- Configuring Session Reliability
- Configuring Auto Client Reconnect

### **Optimising and Troubleshooting Web Interface**

- Web Interface Communications
- Web Interface Configuration Methods
- Web Interface Site Structure
- Web Interface Logs
- Enabling Detailed Error Messages
- Internet Explorer and the Web Interface
- Web Interface Security
- Web Interface to XenApp Communication
- Securing Servers with Citrix SSL Relay
- Securing Servers with HTTPS
- Client to XenApp Communication

- Securing Communication from the Client to XenApp
- Client to Web Interface Communication
- Securing Communication from the Client to Web Interface
- Client to Web Interface Communication Troubleshooting
- Verifying Site Settings
- Verifying Settings for All Servers
- Using the Repair Option
- Troubleshooting Web Interface Errors
- Authentication Troubleshooting
- Troubleshooting Explicit Authentication
- Troubleshooting Pass-Through Authentication
- Troubleshooting Smart Card Authentication
- Troubleshooting ICA Authentication Tickets
- Troubleshooting the Least Busy Server Determination
- Troubleshooting Address Translation
- Enabling Tracing with ASP.NE
- Troubleshooting Error Messages

#### **Optimising and Troubleshooting Secure Gateway**

- Secure Gateway Components
- Secure Gateway Connection Process
- Secure Gateway Monitoring
- Monitoring the Secure Gateway Service
- Monitoring the Secure Ticket Authority
- Using the Secure Gateway Management Console
- Using the Secure Gateway Diagnostics Tool
- Secure Gateway Optimisation
- Configuring Secure Gateway with Web Interface
- Installing the Secure Gateway Proxy
- Configuring Firewalls
- Load Balancing Servers
- Identifying Keep-Alive Values
- Digital Certificates
- Identifying Server Certificate Requirements
- Secure Gateway Troubleshooting
- Viewing Event Logs and Access Logs
- Identifying Connection Issues
- Identifying Certificate Issues
- Using Web Server Load Balancers
- Placing Secure Gateway Parallel to the Load Balancer
- Using Network Address Translation

#### **Target Audience:**

This course is intended for IT professionals, such as server, network, system and help desk administrators familiar with Microsoft® Windows Server™ 2003 and Windows Server 2008 environments. System engineers, analysts, consultants, architects and Citrix Solution Advisors are appropriate candidates for this course.

#### **Prerequisites:**

The following are preparatory recommendations for this course:

- Working knowledge of Microsoft Windows Server 2003 with Terminal Services
- Familiarity with Microsoft Windows Server 2008 with Terminal Services
- Familiarity with Microsoft SQL Server 2005 with Reporting Services
- Working knowledge of the architecture and administrative tasks associated with Citrix XenApp
- CXA-201-11 Implementing Citrix XenApp 5.0 for Windows Server 2008 or CXA-202-11 Implementing Citrix XenApp 5.0 for Windows Server 2008 Skills Update