

Citrix Presentation Server 4.0 : Support *Three days—Instructor-led*

COURSE TOPICS:

Support of Presentation Server

- ▶ Servers and Components
- ▶ Server Communication
- ▶ Citrix and Windows Services
- ▶ Monitoring and Support Tools
- ▶ Potential Causes for Common Symptoms

Resource Manager

- ▶ Resource Manager Architecture
- ▶ Changing the Farm Metric Server
- ▶ Summary Database
- ▶ Configuring the Data Source Name
- ▶ Configuring the Database Connection Server
- ▶ Enabling the Summary Database
- ▶ Resource Manager Metrics
- ▶ Establishing Baselines
- ▶ Adding and Configuring Application Metrics
- ▶ Adding Server Metrics
- ▶ Configuring Server Metric Thresholds
- ▶ Monitoring Metric Data

Resource Manager (Continued)

- ▶ Managing Metric Data
- ▶ Reports
- ▶ Generating a Report Specification
- ▶ Generating Reports in the Report Center
- ▶ Resource Manager Web Console
- ▶ Configuring the Resource Manager Web Console
- ▶ Running Queries and Generating Reports

Server Farm Monitoring

- ▶ Server Farm Monitoring
- ▶ Publishing Presentation Server Console
- ▶ Session Information
- ▶ Session Management Commands
- ▶ Access Suite Console Features
- ▶ Viewing Alerts and Logs
- ▶ Configuring the Company Knowledge Database
- ▶ Using the Dashboard to Monitor Server Performance
- ▶ Command-Line Utilities
- ▶ The Citrix Diagnostic Facility
- ▶ Using CDF Trace
- ▶ Creating Trace Reports Using CDF Viewer

QUERY Commands

- ▶ Using the QUERYDC Command
- ▶ Using the QUERYHR Command
- ▶ Using the QUERYDS Command

Server Farm Optimization and Troubleshooting

- ▶ Server Capacity
- ▶ Network Optimization

- ▶ Optimizing Network Interface Cards
- ▶ Optimizing Hardware and Software Components
- ▶ Server Load Optimization
- ▶ Determining Load Bias
- ▶ Using QUERYDS and QFARM to Determine Load
- ▶ Server Farm Optimization
- ▶ Optimizing CPU Utilization
- ▶ Configuring a Reboot Schedule and a Dedicated Data Collector
- ▶ Server Farm Troubleshooting
- ▶ Troubleshooting the IMA Service

Data Store Support

- ▶ Data Store Access Methods
- ▶ Data Store Monitoring
- ▶ IMA Service Monitoring
- ▶ Database Tools
- ▶ Data Store Maintenance and Optimization
- ▶ Compacting an Access Database
- ▶ Backing Up and Restoring an Access Data Store
- ▶ Recreating the Local Host Cache
- ▶ Database Server Availability
- ▶ Database Troubleshooting
- ▶ Troubleshooting Connectivity to the Data Store

Client Support

- ▶ Client Connection Process
- ▶ Client Security
- ▶ Using ICA Encryption
- ▶ Securing Authentication
- ▶ Supporting Smart-Card Authentication
- ▶ Configuring Kerberos Authentication
- ▶ Kerberos with and without Pass-Through Authentication
- ▶ Disabling Pass-Through Authentication
- ▶ Troubleshooting

Published Application Support

- ▶ Application Loading and Optimizations
- ▶ Viewing and Scheduling Virtual Memory Optimization
- ▶ Viewing Relocated .DLLs
- ▶ Viewing Rebased .DLLs
- ▶ Excluding Executables from Rebasing
- ▶ Application, Server Resource, and Network Monitoring
- ▶ Security Configuration Monitoring
- ▶ Application Compatibility and Test Environment
- ▶ Using Application Isolation Rules
- ▶ Troubleshooting Application Isolation Environments
- ▶ Troubleshooting Virtual IP Address Configuration

Policy Management

- ▶ Active Directory Policies
- ▶ Processing of Active Directory Policies
- ▶ Active Directory Policy Management
- ▶ Citrix Policy Management
- ▶ Processing of Citrix Policies
- ▶ Troubleshooting Policies
- ▶ Confirming ICA Listener Settings
- ▶ Generating an Active Directory Resultant Set of Policy Report
- ▶ Generating a Citrix Resultant Policy

Print Management

- ▶ Printing Path for Auto-Created Printers

- ▶ Optimizing Printing for LAN Users
- ▶ Optimizing Printing for Slow Connections
- ▶ Verifying Ctx_SmaUser Account Settings
- ▶ Verifying Printing Component Settings
- ▶ Verifying Client Settings
- ▶ Print Server and Driver Settings
- ▶ Troubleshooting Printing
- ▶ Overriding Default Administrator Rights
- ▶ Identifying Potential Causes
- ▶ Troubleshooting Slow Printing & Failed Print Jobs
- ▶ Capturing Print Communications

Web Interface Support

- ▶ Web Interface Communications, Configuration Methods and Server
- ▶ Configuring Logs for Web Interface
- ▶ Enabling Detailed Error Messages
- ▶ Web Interface Site Structure & Security
- ▶ Client to Web Interface Communication
- ▶ Web Interface to Presentation Server Communication
- ▶ Securing Servers with Citrix SSL Relay and HTTPS
- ▶ Client to Presentation Server Communication
- ▶ Securing Communication from the Client to Presentation Server
- ▶ Web Interface Troubleshooting
- ▶ Verifying Settings for All Servers
- ▶ Using the Repair Option

Troubleshooting Web Interface Options

- ▶ Enabling Tracing with ASP.NET
- ▶ Authentication Troubleshooting
- ▶ Troubleshooting Explicit Authentication
- ▶ Troubleshooting Pass-Through Authentication
- ▶ Troubleshooting Smart-Card Authentication
- ▶ Troubleshooting Integrated Authentication
- ▶ Troubleshooting ICA Authentication Tickets
- ▶ Troubleshooting the Least Busy Server Determination
- ▶ Troubleshooting Address Translation
- ▶ Troubleshooting Error Messages

Secure Gateway Support

- ▶ Secure Gateway Components, Connection Process and Monitoring
- ▶ Monitoring the Secure Gateway Service
- ▶ Monitoring the Secure Ticket Authority
- ▶ Using the Secure Gateway Management Console
- ▶ Using the Secure Gateway Diagnostics Tool
- ▶ Secure, Configure and Install Gateway Optimization
- ▶ Configuring Firewalls and Load Balancing Servers
- ▶ Identifying Keep-Alive Values and Server Certificate Requirements
- ▶ Digital Certificates
- ▶ Establishing Identities with Certificates

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