



Implementing Citrix EdgeSight 5.0

Duration: 2 Days **Course Code: CES200-11**

Overview:

This course provides learners with the knowledge and skills necessary to use Citrix EdgeSight 5.0 to monitor their IT environments, including XenApp servers, applications, hardware devices and network performance. Learners will gain hands-on experience configuring EdgeSight monitoring and alerting and will practice proactively identifying potential performance problems, evaluating reported issues, and conducting historical analysis through reporting.

Target Audience:

This course is designed for IT professionals, Architects, Systems Engineers and Citrix Partner Network members.

Objectives:

- Upon the successful completion of this course, learners are able to:
 - Plan an EdgeSight implementation
 - Install EdgeSight server and agent
 - Configure EdgeSight server and agent
 - Manage an EdgeSight environment
 - Configure monitoring scripts
 - Define alerts
 - Interpret alert and report data
 - Use alert and report data to reactively and proactively respond to issues
-

Prerequisites:

There are no preparatory recommendations for this course.

Content:

Introduction to Citrix EdgeSight

- EdgeSight Benefits.
- EdgeSight Features
- EdgeSight Product Line
- EdgeSight Primary Components
- EdgeSight Architecture
- Server Deployment Options

Installing and Configuring EdgeSight

- EdgeSight Installation Dependencies and Considerations
- EdgeSight Server Installation
- EdgeSight Server Configuration
- Managing Departments
- Managing Devices
- Managing Groups of Devices
- Managing Groups of Users
- Managing Users and Roles
- EdgeSight Agent Installation
- EdgeSight Agent Configuration

Configuring Alerts.

- Alert Types
- Alert Overhead
- Alert Rules
- Defining Alert Rules
- Alert Actions

Active Application Monitoring

- Active Application Monitoring Architecture
- Script Creation
- Creating an AAM Script
- Recording Instructions
- Managing and Organizing Scripts
- Test Script Execution

Using Real-Time Data to Diagnose Issues

- Real-Time Troubleshooters and Monitors
- Real-Time Reports
- Capturing Remote Snapshots and Crash Reports
- Managing the Real-Time Dashboard
- Alert Console
- Alert List
- Use of Information Reported by EdgeSight
 - Use Case 1: XenApp Farm Health
 - Use Case 2: Application Support
 - Use Case 3: Device Issue Resolution
 - Use Case 4: Device Health

Using Historical Data for Analysis and Reporting

- Reports Overview
- Report Access
- Use of Information Reported by EdgeSight
 - Use Case 1: Application Support
 - Use Case 2: Endpoint Device Health and Capacity Planning
 - Use Case 3: XenApp Health and Capacity Planning
 - Use Case 4: End-User Expe

Managing the EdgeSight Environment

- Management of Company Settings
- Management of Server Configurations
- Maintaining Server Data
- Messages in the EdgeSight Console
- Troubleshooting EdgeSight
 - Issue 1: Agent Does Not Register with the Server
 - Issue 2: Real-Time Reports are not Available
 - Issue 3: EdgeSight Server or Agent Cannot Obtain a License
 - Issue 4: EdgeSight Consu

Additional Information:

Klassikaal, Open rooster

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 01924 377489

info@globalknowledge.co.uk

www.globalknowledge.co.uk

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK