

## CES-200-11 Implementing Citrix EdgeSight 5.0

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.

### Audience

This course is intended for IT professionals, analysts, consultants, and Citrix Partner Network Members.

### Preparatory Recommendations

There are no preparatory recommendations for this course.

### Key Skills

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

### Instructional Method

This instructor-led course includes classroom lecture and the practical application of features through demonstrations, practices, and hands-on exercises.

### Course Length

2 days

### Registration

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

### Topic Outline

Provided is the topic outline for CES-200-11:

- 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 Experience Monitoring
    - Use Case 5: Application Performance and Stability
    - Use Case 6: Web Application Performance
    - Use Case 7: Branch Office Performance
- 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 Consumes High Resources