

# Xendesktop Troubleshooting

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~~Citrix Issues and Solutions: XenApp and XenDesktop ...  
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Webinar: Troubleshooting Provisioning Services Target Boot  
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QUICK TIP TROUBLESHOOTING CITRIX ISSUES how to  
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TROUBLESHOOTING TIPS

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Advanced TroubleshootingHow to Troubleshoot “ Citrix is  
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See CTX118976 - How to Configure XenDesktop to Function Without an Organizational Unit in Active Directory. Examine the event log on the desktop machine in question for further error indications, and if necessary use logging of the workstation agent service to capture traces of the launch sequence actions.

### ~~Troubleshooting XenDesktop Launch Issues~~

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## ~~Citrix XenDesktop: Common Issues Every IT Admin Should Know~~

Troubleshooting the XenDesktop Virtual Desktop Agent  
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The Server OS Machines tab includes the load evaluator index , which indicates the distribution of performance counters and tool tips of the session count if you hover over the link. Click the Failure Reason of a failed machine to get a detailed description of the failure and actions recommended to troubleshoot the failure.

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This tool has been around for a few years now and as of version 1.2.1.5 it also supports XenDesktop 7. Print Detective is an information gathering utility that can be used for troubleshooting problems related to print drivers. It enumerates all printer drivers from the specified Windows machine, including driver specific information.

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Use Logon Duration data to troubleshoot user logon issues. In the User Details view, the duration is displayed as a number value below which the time the logon occurred is displayed and a graph of the phases of the logon process. As users logon to XenApp and XenDesktop, the Monitor Service tracks the phases of the logon process from the time the user connects from Citrix Receiver to the time when the desktop is ready to use.

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Basic Troubleshooting (Manual Check of Citrix Health Assistant Steps) VDA Software Installation – Verify VDA agent is

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Check for details about the user 's logon, connection, and applications. Shadow the user 's machine. Record the ICA session. Troubleshoot the issue with the recommended actions in the following table, and, if needed, escalate the issue to the appropriate administrator.

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Troubleshooting Methodology for NetScaler, StoreFront with XenApp and/or XenDesktop. In this example, the environment consists of a NetScaler setup that uses NetScaler Gateway in ICA proxy mode (Basic Mode), Load Balancing and Global Server Load Balancing, StoreFront servers, Active Directory servers, XenApp Data Collectors and Worker servers, XenDesktop Delivery Controllers and machines with a Virtual Desktop Agent installed.

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Troubleshooting VDA and DDC is necessary when a VDA cannot register with a DDC or launch fails. Once the VDA is registered with a DDC, the flowchart can be used to isolate the virtual infrastructure like XenServer or VMware Virtual Center SDK.

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