

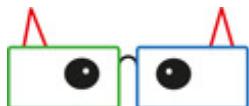
A close-up photograph of a man's face. He is wearing a large, brown, fluffy fur hat and a dark-colored jacket with a textured pattern. His eyes are wide open, looking directly at the viewer with a surprised or shocked expression. The background consists of horizontal wooden planks, suggesting a rustic or cabin-like setting.

Troubleshoot XenApp With Style

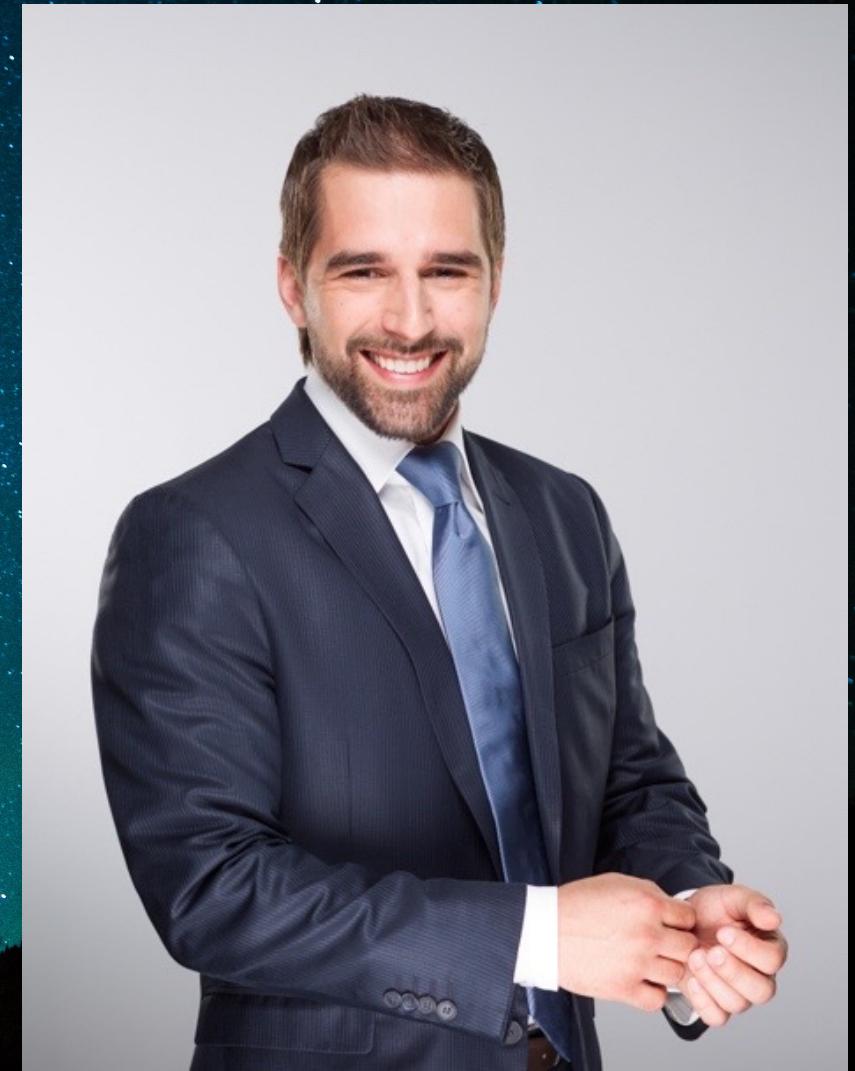
SINISA SOKOLIC

- CTO@RISC
- 17 Years Experience in the field
- Citrix XenApp and XenDesktop

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How to Troubleshooting Guides

- **Troubleshooting Methodology for NetScaler, StoreFront with XenApp and/or XenDesktop**
 - <https://support.citrix.com/article/CTX140153>
- **How to Troubleshoot Slow Logons on XenApp**
 - <https://support.citrix.com/article/CTX101705>

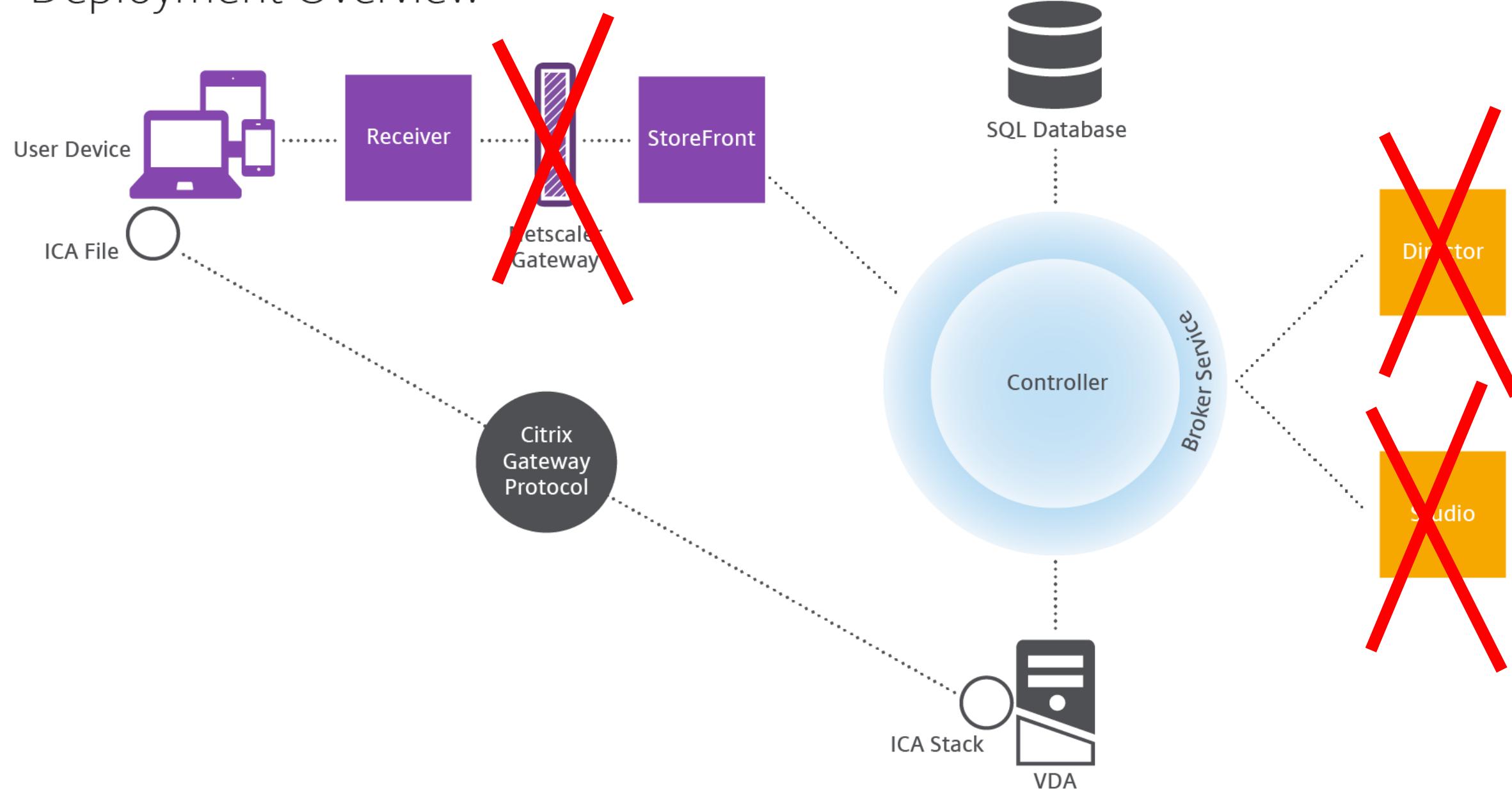
Questions to ask

- What is the problem?
- Who has the problem?
- Since when do you have that problem?
- Can you track down a specific time when the problem happens?
- Where does it happen?
 - Specific location?
 - Specific system?
- During which action does it happen?

Further questions

- Active Directory
 - Sites
 - Kerberos
- Network
 - Routes
 - Load balancing
- File servers
 - SMB
 - Folder redirection
- Application deployment and configuration
 - Application configuration
- Group Policies
 - Loopback
- Hypervisor
- Operating systems
- Specific configurations not documented anywhere

Deployment Overview



First things to do

- Start simple
 - Eventlogs
- Dive Deeper
 - Verbose and debug logging
 - Network traces
- Gather as much information you can get
- Identify the issue

A man with dark hair and a serious expression stands in a dimly lit, outdoor setting at night. He is wearing a light-colored, short-sleeved button-down shirt. His right arm is replaced by a highly articulated, metallic robotic arm, which is sheathed in a black leather gauntlet. He holds a long, silver-colored sword hilt with both hands, pointing it towards the camera. The background is dark and out of focus, showing what appears to be a stone wall or bridge structure.

Your Armory

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CITRIX | Support Knowledge Center



Known Issue

Important: Users experiencing difficulties upgrading from Worx Home 10.3.10 to Secure Hub 10.4? We've discovered a bug with iOS and are working with Apple on a resolution. For current status, situation summary, and end-user workarounds please [click here](#) to read the following Knowledge Base article.

Browse Solutions By Product

Search All Products



Log In

CTX203082

Citrix Supportability Pack

[Tools](#) | [Miscellaneous](#) | 191 found this helpful | Created: 16 Nov 2015 | Modified: 03 Nov 2016

Languages

English

Download

Citrix Supportability Pack v1.3.0.zip

Citrix Supportability Pack v1.3.0

Created Date: Nov 23, 2015

Updated Date: Nov 3, 2016

Welcome to the Citrix Health Assistant

The Citrix Health Assistant is a Windows-based tool to help Citrix administrators verify and troubleshoot configurations.

VDA Registration Check

This release of the Citrix Health Assistant focuses on the VDA Registration Check tool for XenApp and XenDesktop sites. The tool checks whether a Virtual Delivery Agent is correctly installed and registered with a Delivery Controller. If failures occur, possible reasons are provided and corrective actions suggested. [Learn More](#)

Start a VDA registration check

To launch a check on this machine, click **Start a VDA registration check**.

Citrix Health Assistant

<https://support.citrix.com/article/CTX207624>

VDA registration check results



Congratulations! Check succeeded.

To open the folder containing the log, click **Log** above, and then click **Open folder**.

To launch another check, click **Start another VDA registration check**.

- ✓ Step 1 - VDA software installation >
- ✓ Step 2 - VDA machine domain membership >
- ✓ Step 3 - VDA communication port availability >
- ✓ Step 4 - VDA services status >
- ✓ Step 5 - Windows firewall configuration >
- ✓ Step 6 - Communication with DDC >
- ✓ Step 7 - Time sync with DDC >

Start another VDA registration check

Administrator: Windows PowerShell

```
PS C:\Users\administrator\Desktop\XDPing> .\XdpPing.exe
```

XDPing 2.2.0.0
Created by Citrix Systems Engineering and Escalation teams.
Help us improve this tool by providing feedback through <http://twitter.com/CitrixEscEMEA>.

UpdateVersion Error The remote server returned an error: (404)
Checking version : You are using the latest version.

Local Machine::

NetBIOS Name = HOMEWRD0001
OS Version = Microsoft Windows NT 6.2.9200.0
Platform = X64 Platform

Computer Domain: homelab.local
Role = Member Server
Membership = Verified, SID:S-1-5-21-488839823-2286249391-

Administrator: Windows PowerShell

```
NIC #2 "isatap.{99A98288-FEA1-4124-B1BF-C8C364A525F7}":  
Network      = Tunnel, 0Gb/s, Down  
MAC          = 00:00:00:00:00:00:E0  
DNS servers  = 192.168.178.4  
Address #0   = fe80::5efe:192.168.178.12%5/0.0.0.0, Deprecated, Origin=WellKnown/LinkLayer  
Lease        = 58/4294967295/4294967295  
-----  
WCF Endpoints: BrokerAgent::  
C:\Program Files\Citrix\Virtual Desktop Agent\BrokerAgent.exe  
Version Number :7.11.0.11  
-----  
XenDesktop version 7.11.0.11  
wsHttpBinding:  
Citrix.Cds.Protocol.Worker.ILaunch:  
http://localhost/Citrix/VirtualDesktopAgent/ILaunch:  
    Ping Service: /Citrix/VirtualDesktopAgent/ILaunch  
    Connect = Tcp to ::1:80 via ::1 ("Loopback Pseudo-Interface 1") [OK]  
    Service = Listening [OK]  
wsHttpBinding:
```

XdPing.exe

homelab\Domain Users
Everyone
BUILTIN\Remote Desktop Users
BUILTIN\Users
BUILTIN\Administrators
NT AUTHORITY\REMOTE INTERACTIVE LOGON
NT AUTHORITY\INTERACTIVE
NT AUTHORITY\Authenticated Users
NT AUTHORITY\This Organization
LOCAL
homelab\SCCMadmins

```
Connect = Tcp to ::1:80 via ::1 ("Loopback Pseudo-Interface 1") [OK]  
Service = Listening [OK]  
wsHttpBinding:  
Citrix.Cds.Protocol.Worker.IConfiguration:  
http://localhost/Citrix/VirtualDesktopAgent/IConfiguration:  
    Ping Service: /Citrix/VirtualDesktopAgent/IConfiguration  
    Connect = Tcp to ::1:80 via ::1 ("Loopback Pseudo-Interface 1") [OK]  
    Service = Listening [OK]  
wsHttpBinding:  
Citrix.Cds.Protocol.Worker.ISessionManager:  
http://localhost/Citrix/VirtualDesktopAgent/ISessionManager:  
    Ping Service: /Citrix/VirtualDesktopAgent/ISessionManager  
    Connect = Tcp to ::1:80 via ::1 ("Loopback Pseudo-Interface 1") [OK]  
    Service = Listening [OK]  
netNamedPipeBinding:  
Citrix.Cds.Protocol.Skylight.ISkylightLaunch:
```



Step 6 - Communication with DDC ▾

VDA and Controller communication verified.

2:50:1...	© Citrix Health As...	7160	RegOpenKey	HKLM\SOFTWARE\Policies\Citrix\VirtualDesktopAgent	SUCCESS
2:50:1...	© Citrix Health As...	7160	RegQueryValue	HKLM\SOFTWARE\Policies\Citrix\VirtualDesktopAgent\ListOfDDCs	SUCCESS
2:50:1...	© Citrix Health As...	7160	RegQueryValue	HKLM\SOFTWARE\Policies\Citrix\VirtualDesktopAgent\ListOfDDCs	SUCCESS

Registry Based Configurations::

Registry based Controller list (ListOfDDCs) : [Not Configured]
[Not Configured]
It is not possible to enumerate DDC list from VDA [ERROR]

2:55:0...	XdPing.exe	7000	RegOpenKey	HKLM\SOFTWARE\Wow6432Node\Citrix\VirtualDesktopAgent	NAME NOT FOUND
-----------	------------	------	------------	--	----------------

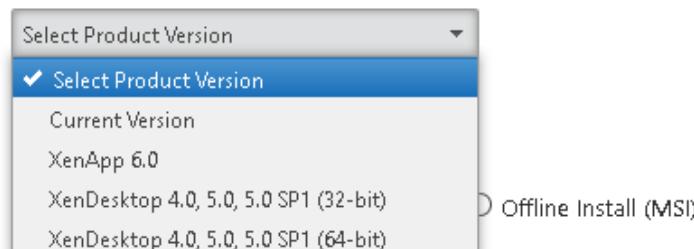
HDX Monitor

The HDX Monitor tool is used to validate the operation and configuration of key features of XenDesktop's and XenApp's HDX stack including the latest HDX virtualization technologies like MediaStream for Flash and HDX RealTime features. Consequently, this tool can also help you diagnose and troubleshoot HDX issues. Its built-in expert system analyzes all captured data and identifies potential problems in state, configuration, and/or performance. It can also suggest corrective action that can help resolve the problem or improve performance. For example, it detects when multimedia redirection is in use and if your endpoint device supports it. It also can tell you what audio codec you are using and its bitrate.

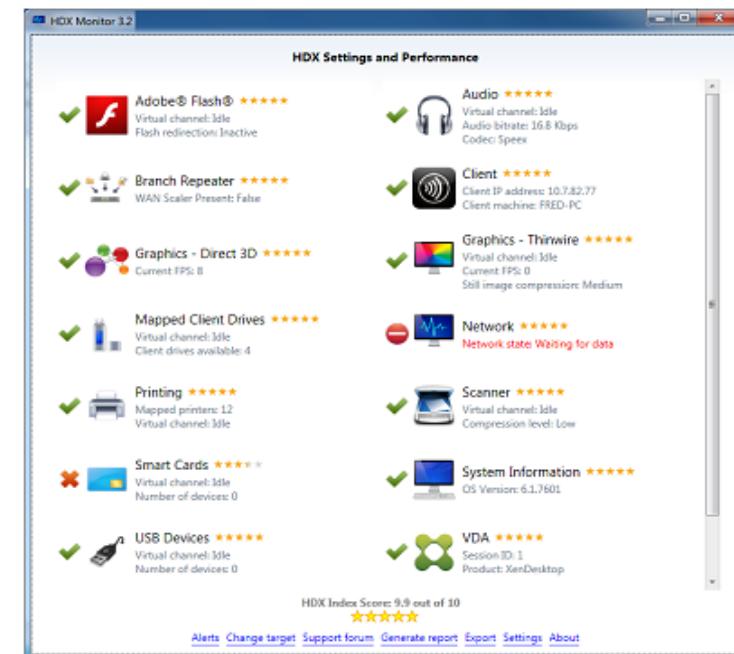
Since the release of HDX Monitor 2.x, this tool has had the ability to diagnose XenApp and XenDesktop (VDI) sessions via the WMI diagnostics interface; both locally and remotely from any machine in the domain. Now HDX Monitor 3.x provides better configurability, expanded components, and many more alerts. It also supports the recently released Excalibur Tech Preview and soon to be released next versions of XenApp and XenDesktop.

The HDX Monitor is provided "as is" without warranty of any kind. Citrix makes no commitment to provide support for this tool.

1. Choose the version:



* The Click-Once version of HDX Monitor checks for updates when run and requires an Internet connection. Choose the MSI installation method if the server or workstation where HDX Monitor is run does not have access to the Internet.



HDX Monitor 3.x

<https://support.citrix.com/article/CTX135817>



Select Target: System Import

HOMEWWS0001





HDX Settings and Performance

Adobe® Flash® ★★★★★
Flash redirection: Inactive

CloudBridge ★★★★★
WAN Scaler Present: False

Legacy Graphics ★★★★★
Still image compression: Medium
Current FPS: 0
Legacy Graphics is disabled

Printing ★★★★☆
Mapped printers: 0
Printing is disabled

System Information ★★★★★
OS Version: 10.0.14393
Logical processors: 2

Windows Media ★★★★☆
Active streams: 0

Audio ★★★★★
Number of devices: 0

Graphics - Framehawk ★★★★★
Number of monitors: 1
Current FPS: 0

Mapped Client Drives ★★★★★
Client drives available: 0

Scanner ★★★★★
Compression level: Medium

USB Devices ★★★★★
USB Devices is disabled

Client Device ★★★★★
Client IP address: Not connected

Graphics - Thinwire Advanced ★★★★★
Encoder: Deprecated
Current FPS: 0

Network ★★★★★
Network state: No performance counter(s) available

Smart Cards ★★★★★
Number of devices: 0

VDA ★★★★★
Product: XenApp
Session ID: 0
Version:

[Home | Alerts](#)

Network

Name	
Status	
Accept session reliability connections	True
ICA listener port	1494
Multi-Stream	Inactive
Multi-Stream machine	False
Multi-Stream port	

[Attributes](#) [WMI](#)[Adobe® Flash®](#)[Audio](#)[Branch Repeater](#)[Client](#)[Graphics - Thinwire](#)[Graphics - Thinwire Advanced](#)[Mapped Client Drives](#)

Network

[Printing](#)[Scanner](#)[Smart Cards](#)[System Information](#)[USB Devices](#)[VDA](#)[Windows Media](#)

See also

[Generate report](#)[Export](#)[Support forum](#)[Change target](#)[Settings](#)[About](#)

Diagnostics

[Network performance](#)[Home | Alerts](#)

Virtual Desktop Agent

HDX Index Score: 10 / 10



Name	Value
Status	
Install Directory	C:\Program Files (x86)\Citrix\Virtual Desktop Agent
Session ID	0

[Attributes](#) [WMI](#)[Adobe® Flash®](#)[Audio](#)[Branch Repeater](#)[Client](#)[Graphics - Thinwire](#)[Graphics - Thinwire Advanced](#)[Mapped Client Drives](#)[Network](#)[Printing](#)[Scanner](#)[Smart Cards](#)[System Information](#)[USB Devices](#)[VDA](#)[Windows Media](#)

See also

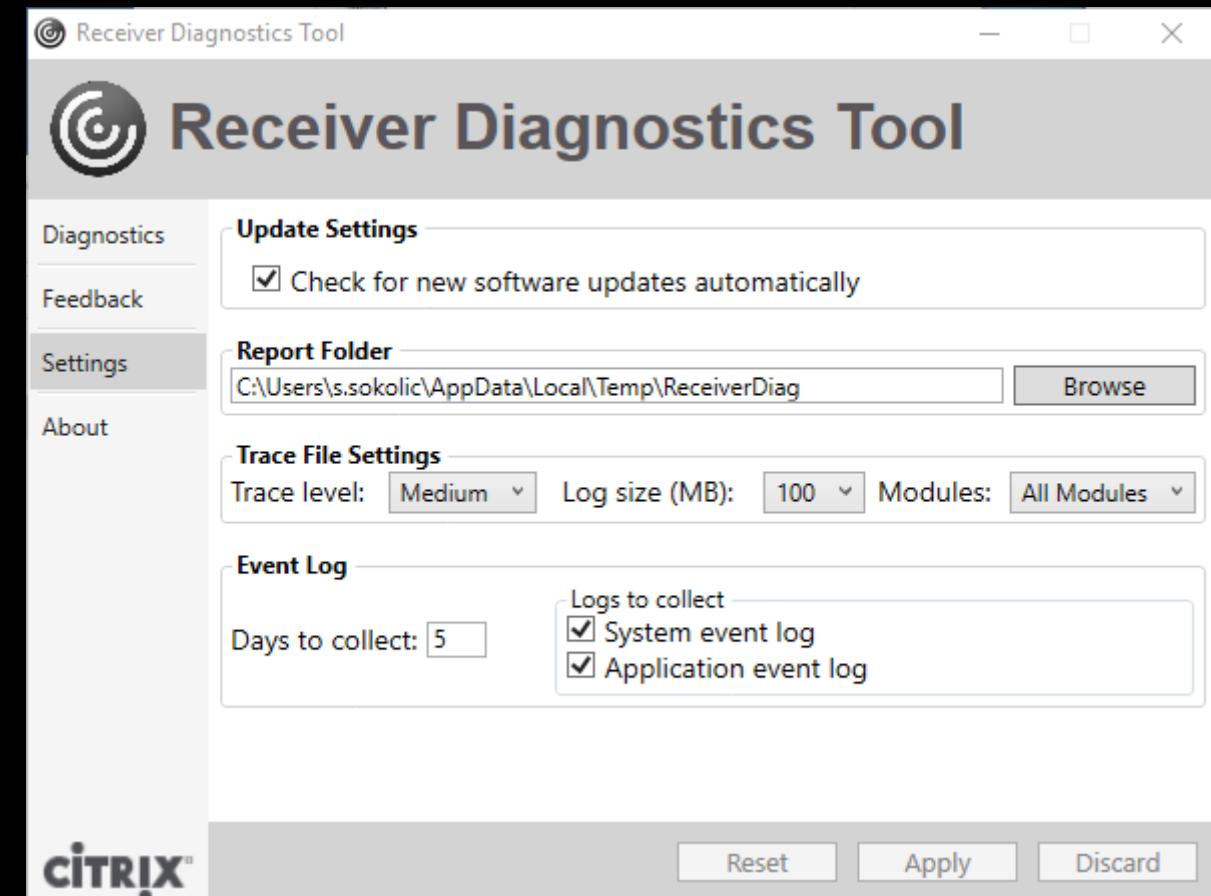
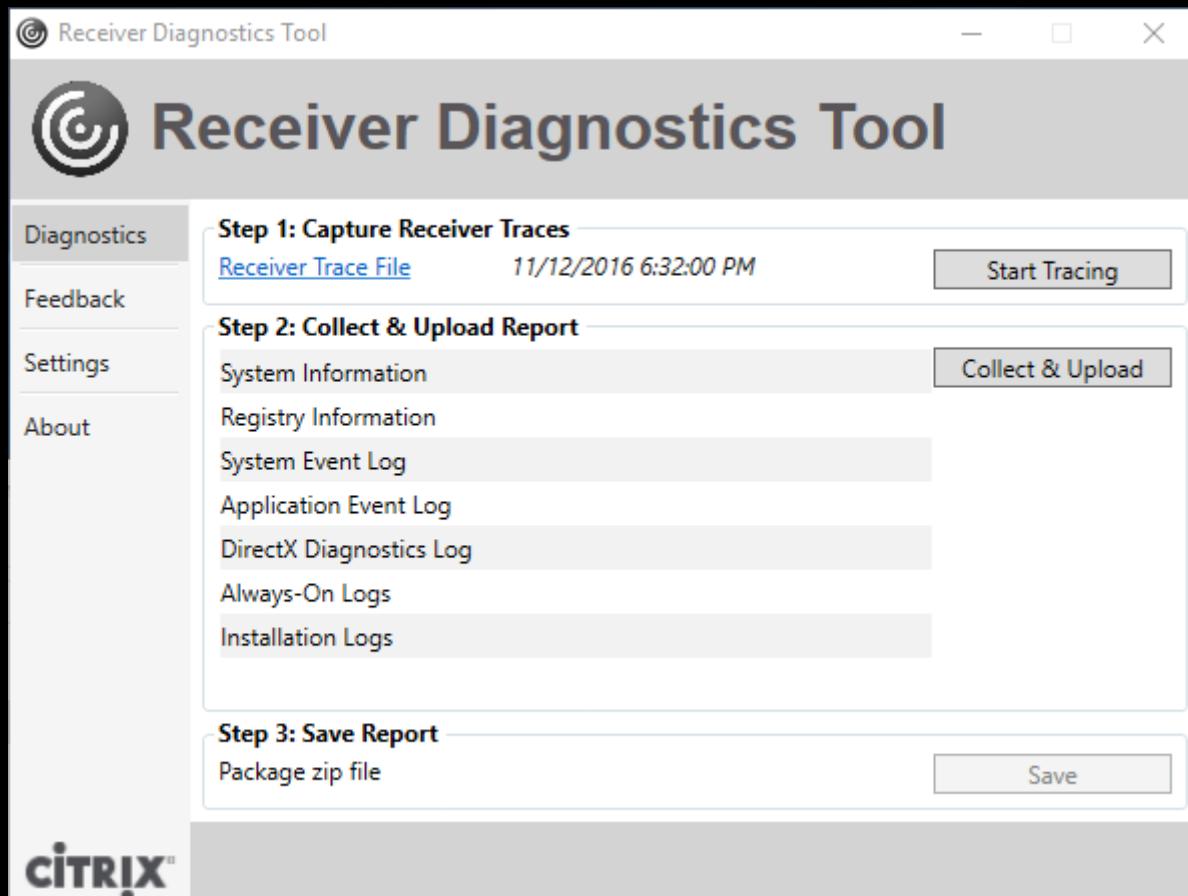
[Generate report](#)[Export](#)[Support forum](#)[Change target](#)[Settings](#)[About](#)

Versions

Component	Version
Citrix Telemetry Service - x64	2.1.0.10006
Citrix Diagnostics Facility	7.1.1.0
Citrix HDX TS (retail)	7.11.0.54
Citrix Group Policy Client-Side Extension 2.9.0.0	2.9.0.0
Citrix Virtual Desktop Agent - v6.1	7.11.0.11

Citrix Receiver Diagnostics Tool

<https://support.citrix.com/article/CTX141751>



File Home Share View Extract

ReceiverDiag_20161112_173225562

Local > Temp > ReceiverDiag > hjxnyacu.g5l > ReceiverDiag_20161112_173225562 > ReceiverDiag_20161112_173225562

Search ReceiverDiag_2016111...

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
Cdf	File folder					11/12/2016 6:30 PM
EventLog	File folder					
System	File folder					
Manifest	XML Document	1 KB	No	1 KB	39%	11/12/2016 6:32 PM
PackingList.csv	CSV File	1 KB	No	1 KB	43%	11/12/2016 6:32 PM
ReceiverDiag	LOG File	8 KB	No	67 KB	90%	11/12/2016 6:31 PM

Quick access

Desktop Downloads Documents Pictures Music Videos

OneDrive

This PC

C on HOMEWW D on HOMEWW Desktop Documents Downloads E on HOMEWW F on HOMEWW Music Pictures Videos X on HOMEWW

6 items

Receiver Diagnostics Tool

CIS Authentication

Citrix user name:

Step 1: [C](#) Receiver [T](#)

Step 2: [C](#) System In [T](#)

[Forgot your details? Don't have any?](#)

Service request (8-digit, optional):

System E [T](#)

Application [T](#)

DirectX D [T](#)

Description (optional):

Always-On [T](#)

Installation [T](#)

Upload Close

Step 3: [S](#) Package [T](#)

Review the Upload package

Start Tracing Collect & Upload Save

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Configuration Manager Trace Log Tool - [C:\Users\s.sokolic\AppData\Local\Temp\Temp1_ReceiverDiag_20161112_173225562.zip\ReceiverDiag.log]

File Tools Window Help

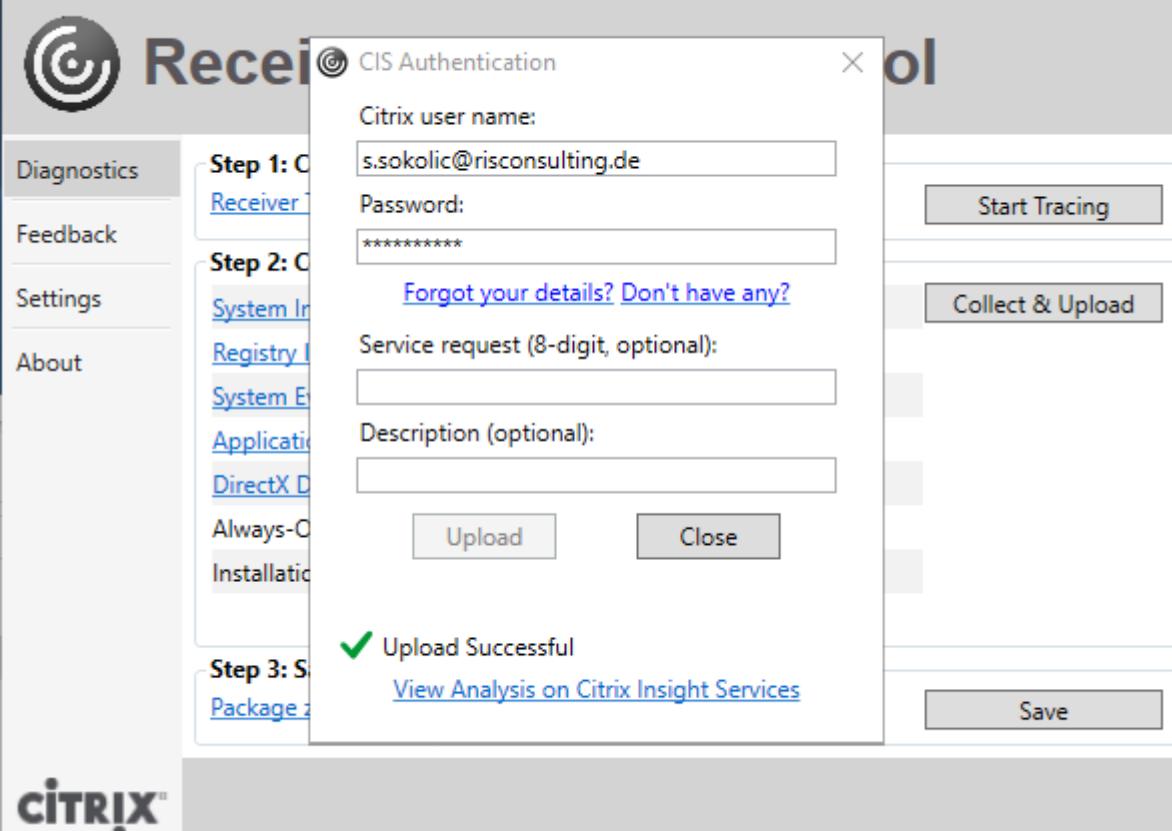
Log Text

```
18:32:26.3634887|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: value for property "NetConnectionID" is "Ethernet"
18:32:26.3634897|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: retrieving value for property "Speed"
18:32:26.3634985|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: value for property "Speed" is "1000000000"
18:32:26.3635016|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: retrieving value for property "Description"
18:32:26.3635068|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: value for property "Description" is "Microsoft Hyper-V Network Adapter"
18:32:26.3635078|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: retrieving value for property "NetConnectionStatus"
18:32:26.3635126|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: value for property "NetConnectionStatus" is "2"
18:32:26.3636496|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: retrieving value for property "PhysicalAdapter"
18:32:26.3636574|VERB|Rem.BusinessLogic.SystemInfoWMI|GetPropertyValue: value for property "PhysicalAdapter" is "False"
18:32:26.3637937|VERB|Rem.BusinessLogic.SystemInfoWMI|GetNetworkInfo: done retrieving network information ...
18:32:26.3662394|ERRO|GetRegKey64|RegOpenKeyEx failed for subKey: SOFTWARE\MozillaPlugins\@adobe.com\FlashPlayer, ErrorCode: 2
18:32:26.3663024|VERB|GetEnvironmentInfo|System information collection finished
18:32:26.3698119|INFO|Collect|Exporting registry to csv file ...
18:32:26.3955660|WARN|ProcessRegistryKey|HKEY_LOCAL_MACHINE Missing Registry key SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings\ZoneMap\Domains
18:32:26.3998642|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\AuthManager
18:32:26.3998788|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\CitrixCAB
18:32:26.4152206|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\Install
18:32:26.4152360|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\InstallDetect
18:32:26.4152462|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\PluginPackages
18:32:26.4166881|WARN|ProcessRegistryKey|HKEY_CURRENT_USER Missing Registry key SOFTWARE\Citrix\ReceiverInside
18:32:26.4189915|INFO|Collect|Registry successfully exported into C:\Users\s.sokolic\AppData\Local\Temp\ReceiverDiag\hxnyacu.g5\ReceiverDiag_20161112_173225562\System\Registry.csv
18:32:26.4270857|VERB|ExportEventLogFile|Begin exporting System file
```

ReceiverDiag.log

Date/Time: Component:
Thread: Source:

18:32:35.4006633|INFO|CreateArchive|Adding the ReceiveDiag debug log to the zip package



The screenshot shows the main interface of the 'Receiver Diagnostics Tool'. The left sidebar has tabs for 'Diagnostics' (selected), 'Feedback', 'Settings', and 'About'. The right panel features a large heading 'Receiver Diagnostics Tool' with a circular logo. A message box says 'We'd love to hear your suggestions for improving the Receiver Diagnostics Tool:'. Below it is a 'System Information:' section listing the following details:

OS Name:	Microsoft Windows 10 Enterprise
OS Version:	10.0.14393
OS Architecture:	64-bit
Receiver Version:	4.5.0.10018
IE Version:	11.447.14393.0
Default Browser:	None
Main CPU:	Intel(R) Core(TM) i7-4770K CPU @ 3.50GHz
Number of CPU cores:	2

At the bottom, there are buttons for 'Attach Receiver Trace' and 'Share with Citrix'.

CDFControl: Viewing C:\Users\s.sokolic\Documents\ReceiverDiag_20161112_14543302\Cdf\RcvrLogs.etl

File View Tools Filter Help

Trace Categories

Start Tracing Stop Tracing Select Your Categories

Controller Stats:

Number of Buffers: 0 Free Buffers: 0 Events Lost: 0

Buffers Written: 0 Log Buffers Lost: 0 Realtime Buffers Lost: 0

Consumer Stats:

Total Events Parsed: 41515 Buffers Read: 173

#	CPU	Time	Thread	Process	Session	Module	Src	Line	Function	Level	Class	Message	Comments
414...	0	2016/11/12 16:54:21:58350	6752	1180	-1	***		5650		9	Information	: Entry.	
414...	0	2016/11/12 16:54:21:58350	6752	1180	-1	***		284		9	Information	: Entry.	
414...	0	2016/11/12 16:54:21:58350	6752	1180	-1	***		245		9	Information	: Entry.	
414...	0	2016/11/12 16:54:21:58354	6752	1180	-1	***		248		9	Information	: Got the reg value.	
414...	0	2016/11/12 16:54:21:58354	6752	1180	-1	***		267		9	Information	: Return pnaDisabled: 1.	
414...	0	2016/11/12 16:54:21:58355	6752	1180	-1	***		287		9	Information	: PNAGlobalsDisabled. Return.	
414...	1	2016/11/12 16:54:22:08180	732	1180	-1	***		4122		9	Information	: Entry: hWnd: 50692. message: 275. wParam: 44033. lParam: 0.	
414...	1	2016/11/12 16:54:22:08180	732	1180	-1	***		4410		9	Information	: WM_TIMER. Watchdog timer.	
414...	1	2016/11/12 16:54:22:08180	732	1180	-1	***		4414		9	Information	: wParam WFENG_IPC_TIMER.	
414...	1	2016/11/12 16:54:22:08180	732	1180	-1	***		491		9	Information	: Entry. pCbList: 35C23C8.	
414...	1	2016/11/12 16:54:22:08180	732	1180	-1	***		531		9	Information	: Exit. pNewCbList: 35C2350.	
415...	1	2016/11/12 16:54:22:08180	732	1180									
415...	1	2016/11/12 16:54:22:08180	732	1180									
	#	CPU	Time	Thread	Process	Session	Module	Src	Line	Function	Level	Class	
	57	0	2016/11/12 16:53:31:50861	2920	4760	-1	Receiver_SelfServic...	_#dotNet#_	0		9	Error	
	69	0	2016/11/12 16:53:31:61257	5400	5084	-1	CitrixReceiver	_#dotNet#_	0		9	Error	
	76	1	2016/11/12 16:53:31:61429	5400	5084	-1	CitrixReceiver	_#dotNet#_	0		9	Error	
415...	1	2016/11/12 16:54:22:15246	5808	6508	-1	***		2495		9	Information	: Call GetActiveSessionCount()	
415...	1	2016/11/12 16:54:22:15248	5808	6508	-1	***		601		9	Error	: Unrecognized Error Code	
415...	1	2016/11/12 16:54:22:18955	5876	1180	-1	***		1440		9	Information	: Entry. pMainFrame: 162A760.	
415...	1	2016/11/12 16:54:22:18955	5876	1180	-1	***		1447		9	Information	: nRunCount: 0. m_bPersist: 1. m_fErrorDialogVisible: 0. m_nAutoReconnectsPending: 0. LanchQueueEmpty: 1. RSManagerQueryUnload: 1.	
415...	0	2016/11/12 16:54:22:58419	6752	1180	-1	***		5650		9	Information	: Entry.	
415...	0	2016/11/12 16:54:22:58420	6752	1180	-1	***		284		9	Information	: Entry.	
415...	0	2016/11/12 16:54:22:58420	6752	1180	-1	***		245		9	Information	: Entry.	
415...	0	2016/11/12 16:54:22:58422	6752	1180	-1	***		248		9	Information	: Got the reg value.	
415...	0	2016/11/12 16:54:22:58422	6752	1180	-1	***		267		9	Information	: Return pnaDisabled: 1.	
415...	0	2016/11/12 16:54:22:58422	6752	1180	-1	***		287		9	Information	: PNAGlobalsDisabled. Return.	

Enter module name or select a binary file:

CDFControl

<https://support.citrix.com/article/CTX111961>

IcaClient_Lib_Khook_CtGUID
IcaClient_Lib_Vtrace_CtGUID
IcaClient_Ui_CPViewer_CtGUID

IcaClient_Lib_RSTrayNotificationMgr_CtGUID
IcaClient_Lib_TaskbarShared_CtGUID
IcaClient_Ctx64Injector_CtGUID

IcaClient_DriversVd_Vdcpm_CtGUID
IcaClient_Engine_TWPlayer_CtGUID
IcaClient_ConnectionCenter_CtGUID

View Tools Filter Help

Trace Categories

Controller Stats:

Number of Buffers: 0
Free Buffers: 0
Events Lost: 0

Buffers Written: 0
Log Buffers Lost: 0
Realtime Buffers Lost: 0

Consumer Stats:

Total Events Parsed: 23
Buffers Read: 4

Module	Src	Line	Function	Level	Class	Message
DAL	#dotNet#_	0		1	Error	DAL *** IsDatabaseUpdateInProgress(): FAILED: Citrix.Fma.Sdk.Dal.DALConnectionFailedException: Cannot connect to database server --> System.

CDFControl: Viewing C:\Users\administrator\Desktop\CDF Control\CDFControl_log_18.11.2016_15-13-23\CDFLogFile1.etl

File View Tools Filter Help

Trace Categories

Module Src Line Function

HostDAL	#dotNet#_	0	
---------	-----------	---	--

module name or select a binary file:

- entityDAL
- entityFiltering
- entityInterService
- entityLog
- entityLogging
- entitySnapIn
- entitySnapIn
- entityFiltering
- entityInterService
- entityLog

Enter module name or select a binary file:

<input type="checkbox"/> ADIdentityDAL	<input type="checkbox"/> AnalyticsL
<input type="checkbox"/> ADIdentityFiltering	<input type="checkbox"/> AnalyticsS
<input type="checkbox"/> ADIdentityInterService	<input type="checkbox"/> AppLibrary

Process completed

Trace Categories

Delivery Controller Services

All Modules

Clear Selected

All IMA

Application Enum/Launch

Citrix Licensing

Citrix Policies

Delivery Controller Services

Device Mapping

Display

EUEM

Flash Redirection

Keyboard/Mouse

Management Consoles

Multimedia

Printing

Profile Management

Provisioning Services

Session Connectivity

Session Experience

Windows Receiver

Always On Tracing

figLoggingSupport

BrokerLeasing

BrokerLhc

BrokerLicensing

BrokerOpEvent

CitrixXenDesktopModule

Citrix_CommonCommands

ConfigSyncServer

ConfigurationLoggingInter

ConfigurationLoggingLog

ConfigurationLoggingLog

ConfigurationLoggingLog

ConfigurationLoggingLog

- ◀ HOMELAB
- Site Info
 - XDSite
 - Broker DB Info
 - Installed DB version
 - XDDBDiag
 - Broker Service Status
 - Registered Service Instances
 - Broker License Test
 - Citrix Licensing Detail
 - Broker Admin
 - Broker Admin Permission
 - Delivery Controllers
 - Catalogs
 - Machines
 - Delivery Groups
 - Server OS Agents
 - Desktop OS Agents
 - Published Applications
 - Configured Delivery Agents
 - Connection Log
 - Active HDX Sessions
 - Hypervisor Connections
 - Broker Hypervisor Connection
 - Hypervisor Alerts
 - Load Management Policy Settings
 - Configuration Logging
- ▶ RDS Configuration
 - LicensingSettings
 - Session Settings
 - Specified License Servers
 - Registered License Servers
- ▶ Policies
- ▶ Monitoring Service
- ▶ HOMEWAP0004.homelab.local

Start CDF Trace



Collect & Upload



https://support.citrix.com/article/CTX130147

Citrix Scout

File ▾ Config ▾ Help ▾

Citrix Scout

▶ HOMELAB

Select Machines to gather CDF traces from:
Choose up to 10 machines for data collection

Select	Computer Name	User	Type	Status	Action
<input checked="" type="checkbox"/>	HOMEWAP0004.homelab.local	administrator	Controller	✓	
<input checked="" type="checkbox"/>	HOMEWRD0002.homelab.local	homelab\s.sokolic	ServerVDA	✓	
<input checked="" type="checkbox"/>	HOMEWRD0003.homelab.local	homelab\s.sokolic	ServerVDA	✓	

Help Continue Cancel

Start CDF Trace Collect & Upload



File ▾ Config ▾ Help ▾

Citrix Scout

▶ HOMELAB Citrix Scout

Select Machines to gather CDF traces from:

Choose up to 10 machines for data collection

Select	Computer Name	User	Type	Status	Action
<input checked="" type="checkbox"/>	HOMEWAP0004.homelab.local	administrator	Controller	✓	
<input checked="" type="checkbox"/>	HOMEWRD0002.homelab.local	homelab\s.sokolic	ServerVDA	✓	
<input checked="" type="checkbox"/>	HOMEWRD0003.homelab.local	homelab\s.sokolic	ServerVDA	✓	

Help Continue Cancel

Start CDF Trace Collect & Upload

▶ HOMELAB Citrix Scout

CDF Trace

Running CDF trace on selected machines...

Elapsed time: 00:00:04

Tracing

Stop

Start CDF Trace Collect & Upload



Collection Settings

Update Settings

Check for new software updates automatically

Report folder

C:\Users\ADMINI~1\AppData\Local\Temp\2\Scout\Report

[Browse](#)

Event Log

Days of Event Logs to collect
 Collect all Event Logs

5 Days

Logs to Collect
 System Event Log
 Application Event Log

CDF trace file settings

Circular Log
 Sequential Log
 Multiple Sequential Log
 Append Log

Max Log Size 56 MB

Note:

The maximum value for Max Log Size is 120 MB.

If you select "Multiple Sequential" Logs, Scout will only include the 5 most recent logs in the results file.

This is to help reduce the overall size of the Scout data file.

Machine Settings

Max number of machines for data collection 10

Max number of DDCs/VDAs to display 1000

Proxy server

Don't use a proxy server
 Use proxy server from Internet Explorer
 Use this proxy server:

Address: 127.0.0.1

Port: 8080

[Ok](#)

[Cancel](#)

Scout-2016-11-15-2106

File Home Share View

Scout-2016-11-15-2106

Name

HOMELAB

FeatureTracking

Manifest

PackingList

Scout

ServerPortCheck

Usage

7 items 1 item s

Name	Date modified	Type	Size
Active HDX Sessions	11/15/2016 9:07 PM	File folder	
Broker Admin	11/15/2016 9:07 PM	File folder	
Broker Admin Permission	11/15/2016 9:07 PM	File folder	
Broker DB Info	11/15/2016 9:07 PM	File folder	
Broker Hypervisor Connection	11/15/2016 9:07 PM	File folder	
Broker License Test	11/15/2016 9:07 PM	File folder	
Broker Service Status	11/15/2016 9:07 PM	File folder	
Catalogs	11/15/2016 9:07 PM	File folder	
Citrix Licensing Detail	11/15/2016 9:07 PM	File folder	
Configuration Logging	11/15/2016 9:07 PM	File folder	
Configured Delivery Agents	11/15/2016 9:07 PM	File folder	
Connection Log	11/15/2016 9:07 PM	File folder	

Registry

File Home Share View

Registry

HKCU-CtrlPanel/Desktop

HKLM-Software-Citrix

HKLM-Software-Microsoft-Cryptography

HKLM-Software-Policies-Citrix

HKLM-Software-PoliciesExplorer

HKLM-Software-Winlogon

HKLM-Software-WinNTWindows

HKLM-Software-Wow6432Node-Citrix

HKLM-Software-Wow6432Node-Microsoft...

HKLM-Software-Wow6432Node-Policies...

HKLM-System-Citrix

HKLM-System-CurrentControlSet-Contr...

7 items 1 item s

Name	Date modified	Type	Size
HKCU-CtrlPanel/Desktop	11/15/2016 9:07 PM	File folder	
HKLM-Software-Citrix	11/15/2016 9:07 PM	File folder	
HKLM-Software-Microsoft-Cryptography	11/15/2016 9:07 PM	File folder	
HKLM-Software-Policies-Citrix	11/15/2016 9:07 PM	File folder	
HKLM-Software-PoliciesExplorer	11/15/2016 9:07 PM	File folder	
HKLM-Software-Winlogon	11/15/2016 9:07 PM	File folder	
HKLM-Software-WinNTWindows	11/15/2016 9:07 PM	File folder	
HKLM-Software-Wow6432Node-Citrix	11/15/2016 9:07 PM	File folder	
HKLM-Software-Wow6432Node-Microsoft...	11/15/2016 9:07 PM	File folder	
HKLM-Software-Wow6432Node-Policies...	11/15/2016 9:07 PM	File folder	
HKLM-System-Citrix	11/15/2016 9:07 PM	File folder	
HKLM-System-CurrentControlSet-Contr...	11/15/2016 9:07 PM	File folder	

**CITRIX**
Insight Services

My Citrix Username

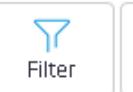
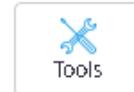
Password

Sign In Remember me[Forgot your password?](#)[Sign up for a Citrix Account](#)New to Insight Services? [Learn more](#)[Legal Notice](#) | [Data Collection and Privacy Policy](#)



Suchen





<input type="checkbox"/>	Issues	Product	Description	Upload Identifier	Upload Time	Case Number	Username	Size
<input type="checkbox"/>	No Issues Detected	XA/XD Call Home	Citrix-Call-Home-2016-11-13.zip		03:50 am 11/13/2016		sinisa.sokolic	279 KB
<input type="checkbox"/>	⚠ 1 Issue Detected	XenDesktop	Scout-2016-11-13-011913-HOMELAB.zip	HOMELAB	01:20 am 11/13/2016		sinisa.sokolic	4 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		06:38 pm 11/12/2016		sinisa.sokolic	1 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		03:57 pm 11/12/2016		sinisa.sokolic	1 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		03:50 pm 11/12/2016		sinisa.sokolic	140 KB
<input type="checkbox"/>	⚠ 2 Issues Detected	XenDesktop	Scout-2016-11-08-211728-HOMELAB.zip	HOMELAB	09:20 pm 11/08/2016		sinisa.sokolic	3 MB
<input type="checkbox"/>	No Issues Detected	XA/XD Call Home	Citrix-Call-Home-2016-11-6.zip		10:52 am 11/06/2016		sinisa.sokolic	252 KB

Diagnostic Report CSV PDFXenDesktop 7 Overview Analysis Results

XenDesktop 7 Overview

Health Check Summary

Diagnostic Report (1 live alert)



We are constantly feeding Insight Services new problem and best practices definitions. If we haven't solved your issue or you have a specific environment concern, [Click here](#) to open a case with Support (support contract required), or search our [Knowledge Base](#).



Issue Name: [1160 - Only one controller detected - XD 7.x](#)

≡ Citrix Insight Services

Hi, Sinisa Sokolic

[Reports](#) New | [Workspace](#) | [Archive](#)

Search



Health Check

	Issues	Product	Description	Upload Identifier	Upload Time	Case Number	Username	Size
<input type="checkbox"/>	No Issues Detected	XA/XD Call Home	Citrix-Call-Home-2016-11-13.zip		03:50 am 11/13/2016		sinisa.sokolic	279 KB
<input type="checkbox"/>	⚠ 1 Issue Detected	XenDesktop	Scout-2016-11-13-011913-HOMELAB.zip	HOMELAB	01:20 am 11/13/2016		sinisa.sokolic	4 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		06:38 pm 11/12/2016		sinisa.sokolic	1 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		03:57 pm 11/12/2016		sinisa.sokolic	1 MB
<input type="checkbox"/>	Upload Completed		ReceiverDiag		03:50 pm 11/12/2016		sinisa.sokolic	140 KB
<input type="checkbox"/>	⚠ 2 Issues Detected	XenDesktop	Scout-2016-11-08-211728-HOMELAB.zip	HOMELAB	09:20 pm 11/08/2016		sinisa.sokolic	3 MB
<input type="checkbox"/>	No Issues Detected	XA/XD Call Home	Citrix-Call-Home-2016-11-6.zip		10:52 am 11/06/2016		sinisa.sokolic	252 KB


[Diagnostic Report](#) CSV PDF
[XenDesktop 7 Overview](#)
[Analysis Results](#)
XenDesktop 7 Overview[Health Check Summary](#)[Environment](#)[Connection Overview](#)[Controller Overview](#)[VDA Overview](#)

Select Log or Trace to view:

Logs and Traces

Show Date / Time in

UTC/GMT

Application Log

HOMEWRD0003.homelab.local

(Right-click an entry to use the Quick Filter)

Show Advanced Filtering

Search in table

<https://docs.citrix.com/en-us/xenapp-and-xendesktop/7-11/manage-deployment/cis.html>

Reports New | Workspace | Archive XenDesktop HOMELAB sinisa.sokolic 11/13/2016 [Health Check](#)

63 Checks Executed

1 Issues Found

1 Min Scan Completed

1 / 24 Configuration Issues

0 / 2 Performance Issues

0 / 14 Security Issues

0 / 23 Availability Issues

Issue Summary [Clear Filters](#)

1160 - Only one controller detected - XD 7.x
Severity: **Medium** | Category: **General** | Created: Jul 16, 2014

Problems and Fixes [Clear Filters](#)

Health Check (1 live alert)

We are constantly feeding Insight Services new problem and best practices definitions. If we haven't solved your issue or you have a specific environment concern, [Click here](#) to open a case with Support (support contract required), or search our [Knowledge Base](#).

Resolutions and Recommendations

cis.citrix.com

- **How to Generate Diagnostic Data for Upload to Citrix Insight Services**
 - <https://support.citrix.com/article/CTX135408>
- **How to Upload Data to Citrix Insight Services (CIS)**
 - <https://support.citrix.com/article/CTX136396>
- **FAQ: Citrix Insight Services (CIS)**
 - <https://support.citrix.com/article/CTX131233>



User name:

Password:

Log On

Event Viewer

File Action View Help

Event Viewer (Local)

Citrix Delivery Services Number of events: 721

Actions

Citrix Delivery Services

- Open Saved Log...
- Create Custom View...
- Import Custom View...
- Clear Log...
- Filter Current Log...
- Properties
- Find...
- Save All Events As...
- Attach a Task To this Log...
- View
- Refresh
- Help

Event 4, Citrix Subscriptions Store Service

Event Properties

Attach Task To This Event...

Copy

Save Selected Events...

Refresh

Help

Level	Date and Time	Source	Event ID	Task Category
Information	11/13/2016 11:13:55 AM	Citrix Service Monitor	2 (5000)	
Information	11/13/2016 11:13:54 AM	Citrix Service Monitor	5 (5000)	
Information	11/13/2016 11:13:54 AM	Citrix Domain Services	2 (5000)	
Information	11/13/2016 11:13:54 AM	Citrix Domain Services	2 (5000)	
Information	11/13/2016 11:13:54 AM	Citrix Domain Services	2 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Domain Services	5 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Domain Services	5 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Domain Services	5 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Credential Wallet Service	2 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Subscriptions Store Service	2 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Subscriptions Store Service	2 (5000)	
Information	11/13/2016 11:13:53 AM	Citrix Subscriptions Store Service	12 (2902)	
Information	11/13/2016 11:13:52 AM	Citrix Subscriptions Store Service	2 (5000)	
Information	11/13/2016 11:13:52 AM	Citrix Subscriptions Store Service	2 (5000)	
Information	11/13/2016 11:13:52 AM	Citrix Subscriptions Store Service	2 (5000)	
Information	11/13/2016 11:13:51 AM	Citrix Peer Resolution Service	2 (5000)	
Information	11/13/2016 11:13:51 AM	Citrix Peer Resolution Service	2 (2701)	
Information	11/13/2016 11:13:51 AM	Citrix Peer Resolution Service	5 (5000)	
Information	11/13/2016 11:13:51 AM	Citrix Peer Resolution Service	6 (2701)	
Information	11/13/2016 11:13:51 AM	Citrix Peer Resolution Service	3 (2701)	
Information	11/13/2016 11:13:50 AM	Citrix Credential Wallet Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Subscriptions Store Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Subscriptions Store Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Subscriptions Store Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Subscriptions Store Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Subscriptions Store Service	5 (5000)	
Information	11/13/2016 11:13:50 AM	Citrix Configuration Replication Service	1 (2801)	
Information	11/13/2016 11:13:50 AM	Citrix Configuration Replication Service	5 (2801)	
Information	11/13/2016 11:13:50 AM	Citrix Configuration Replication Service	2 (2801)	
Information	11/13/2016 11:13:49 AM	Citrix Store Service	2 (1)	
Information	11/13/2016 11:13:49 AM	Citrix Authentication Service	2 (1)	
Information	11/13/2016 10:46:20 AM	Citrix Store Service	1 (1)	

Event 4, Citrix Subscriptions Store Service

General Details

Subscriptions Synchronizer Replication node is Off-line, this may be the first node of the mesh.

StoreFront Eventlog

Application and Services Logs > Citrix Delivery Services or Windows Logs > Citrix Delivery Services

User: N/A Computer: HOMEWWW0002.homelab.local
OpCode:
Message:

StoreFront Verbose Logging

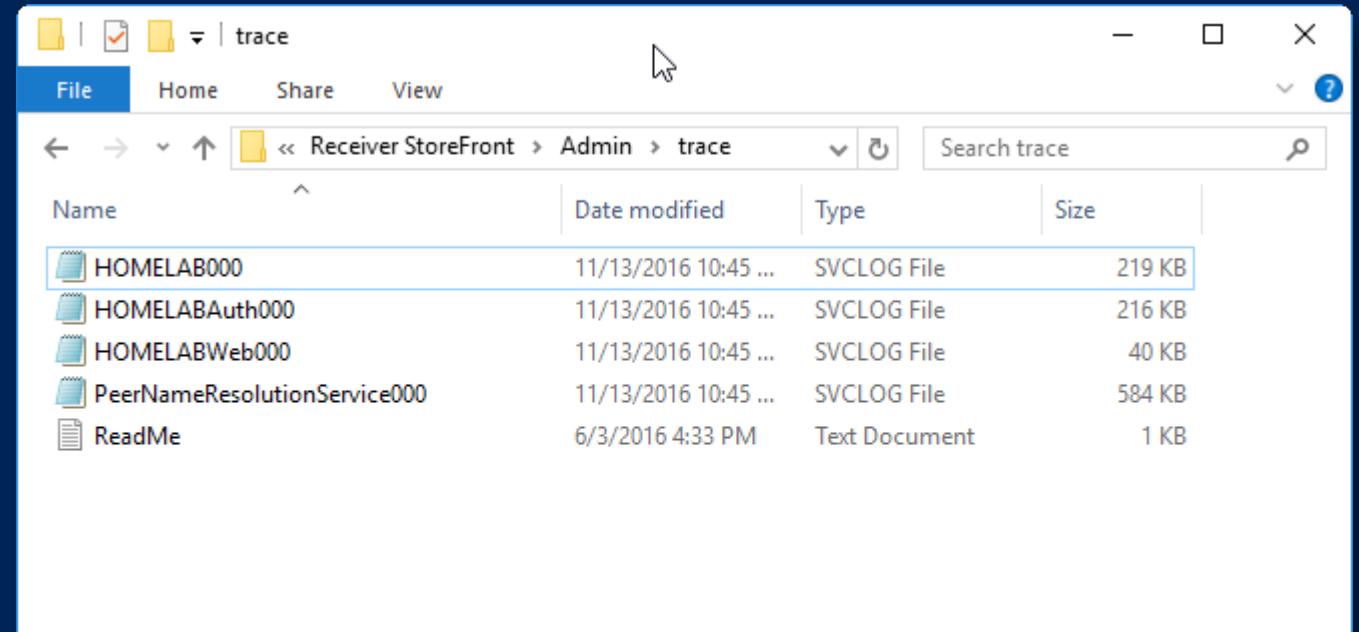
<http://support.citrix.com/article/CTX139592>

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2016 Microsoft Corporation. All rights reserved.

PS C:\Users\administrator> Add-PSSnapin Citrix.DeliveryServices.Framework.Commands
PS C:\Users\administrator> Set-DSTraceLevel -All -TraceLevel Verbose
PS C:\Users\administrator>
```

Before start...

Trace Levels:
Off, Error, Warning, Info, Verbose



A screenshot of a Windows File Explorer window titled "trace". The path shown is "Receiver StoreFront > Admin > trace". The window displays a list of log files and a README file. The columns are "Name", "Date modified", "Type", and "Size". The log files are SVCLOG files, all created on 11/13/2016 at 10:45 AM. The README file is a Text Document from 6/3/2016 at 4:33 PM.

Name	Date modified	Type	Size
HOMELAB000	11/13/2016 10:45 ...	SVCLOG File	219 KB
HOMELABAAuth000	11/13/2016 10:45 ...	SVCLOG File	216 KB
HOMELABWeb000	11/13/2016 10:45 ...	SVCLOG File	40 KB
PeerNameResolutionService000	11/13/2016 10:45 ...	SVCLOG File	584 KB
README	6/3/2016 4:33 PM	Text Document	1 KB

DebugView on \\HOMELAB002 (local)

File Edit Capture Options Computer Help

Time Debug Print

272 11:03:58 AM [26500] shell\osshell\lmui\ntshru\!dll\shre
273 11:03:58 AM [26500] shell\osshell\lmui\ntshru\!dll\shre
274 11:03:59 AM [26500] shell\osshell\lmui\ntshru\!dll\shre
275 11:03:59 AM [26500] shell\osshell\lmui\ntshru\!dll\shre
276 11:05:03 AM [26500] shell\lib\bindctx.cpp(128)\explor
277 11:05:03 AM [26500] shell\lib\bindctx.cpp(128)\explor
278 11:05:03 AM [26500] shell\lib\bindctx.cpp(128)\explor
279 11:05:03 AM [26500] shell\lib\bindctx.cpp(128)\explor
280 11:05:04 AM [26500] shell\lib\bindctx.cpp(128)\explor
281 11:05:04 AM [26500] shell\lib\bindctx.cpp(128)\explor
282 11:05:04 AM [26500] shell\lib\bindctx.cpp(128)\explor
283 11:05:04 AM [26500] shell\lib\bindctx.cpp(128)\explor
284 11:05:06 AM [26500] shell\lib\bindctx.cpp(128)\explor
285 11:05:06 AM [26500] shell\lib\bindctx.cpp(128)\explor
286 11:05:06 AM [26500] shell\lib\bindctx.cpp(128)\explor
287 11:05:06 AM [26500] shell\lib\bindctx.cpp(128)\explor
288 11:09:20 AM [26500] shell\osshell\lmui\ntshru\!dll\shrengin
289 11:09:20 AM [26500] shell\osshell\lmui\ntshru\!dll\shrengin
290 11:09:29 AM [26500] onecoreuap\base\diagnosis\platform\notificati
291 11:09:29 AM [15020] Greenshot.Helpers.CaptureHelper: 2016-11-13 11:09:29,921 [Greenshot] DEBUG - Capturing with mode ActiveWin
292 11:09:29 AM [26500] onecoreuap\base\diagnosis\platform\notificati
293 11:09:29 AM [26500] Msg:[onecoreuap\base\diagnosis\platform\notificati
294 11:09:29 AM [26500]]
295 11:09:29 AM [26500] onecoreuap\base\diagnosis\platform\notificati
296 11:09:29 AM [26500] onecoreuap\base\diagnosis\platform\notificati
297 11:09:29 AM [26500] Msg:[onecoreuap\base\diagnosis\platform\notificati
298 11:09:29 AM [26500]]

File Home Share View

← → ↑ ↵ << Receiver StoreFront > Admin > trace

Name Date modified Type Size

AGServices000 11/13/2016 10:37 ... SVCLOG File 3 KB
ConfigurationReplication000 11/13/2016 10:45 ... SVCLOG File 128 KB
CredentialWallet000 11/13/2016 10:45 ... SVCLOG File 127 KB
DomainServices000 11/13/2016 10:45 ... SVCLOG File 106 KB
HOMELAB000 11/13/2016 10:45 ... SVCLOG File 219 KB
HOMELABAAuth000 11/13/2016 10:45 ... SVCLOG File 216 KB
HOMELABWeb000 11/13/2016 10:45 ... SVCLOG File 40 KB
PeerNameResolutionService000 11/13/2016 10:45 ... SVCLOG File 584 KB
ReadMe 6/3/2016 4:33 PM Text Document 1 KB
Roaming000 11/13/2016 10:37 ... SVCLOG File 29 KB
ServiceMonitor000 11/13/2016 10:45 ... SVCLOG File 29 KB
SubscriptionStore000 11/13/2016 10:45 ... SVCLOG File 125 KB

12 items

Microsoft Service Trace Viewer - c:\users\s.sokolic\desktop\homelab000.svclog							
File Edit View Activity Help Look For <input type="text"/> Search In: None Level: All Filter Now Clear Find What: <input type="text"/> Look In: All Activities Find							
Activity Project Message Graph Group By - (None) Create Custom Filter Activity - 000000000000							
Activity	# Traces	Description	Level	Thread ID	Process Na...	Time	Trace Identifier
000000000000	246	Application_Start Starts	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Configuring SSL to use: TLS 1.0, TLS 1.1, TLS 1.2	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Set up container...	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Filter by types (inclusive): all allowed	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Filter by keywords: all allowed	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		filtering disabled	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Received XML message:<?xml version="1.0"?><WINGProviderChainConfig><ProviderChainGroup><TransformerChain id="...">	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Leasing expiry values: Leasing:300s Failed:300s Pending:30s	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Creating service pool Service:com.citrix.wing.core.mpssource.MPSService LoadBalancing:LoadBalancer Bypass:01:00:00 ...	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		TimedAppSessionCache has a validity period of 00:01:00	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		[ZoneMapper::ctor] Zones:	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		[ZoneMapperFactory::Ctor()] Map	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Best status Working found from values:[Working]	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Looking for default.ica at path: C:\inetpub\wwwroot\Citrix\HOMELAB\App_Data\default.ica	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Looking for template ica files in folder: C:\inetpub\wwwroot\Citrix\HOMELAB\App_Data\templates\	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Default ica file found?: True	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Found 2 template ica files: [C:\inetpub\wwwroot\Citrix\HOMELAB\App_Data\templates\DAC.ica,C:\inetpub\wwwroot\Citri...	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Best status Working found from values:[Working]	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		FarmHealthCheck Enabled=True Monitoring 1 farms, Polling period:60s	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Container set up	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Obtain certificates from Delivery Service certificate store	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Opening Delivery Service certificate store: Citrix Delivery Services at LocalMachine	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=1_Citrix_HOMELAB Replication Identity with thumbprint FB2639E0BB32A8A926A6D0359588A4B19C2414...	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=Synchronization Service with thumbprint EEC4CE11C2DD4416CC8C1509103138AFCA8CF185	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=HOMELABAuth with thumbprint CD2B0269F7390C3415B0922253C2909F57EF86A1	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=Roaming Certificate with thumbprint B1617EFAE11616D4F49231D3D50EF01401A45090	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=HOMELABWeb with thumbprint 63FC45DA3086FBAC80B78BAF90DCAC8E50F16791	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=Subscription Synchronisation Replication Identity with thumbprint 12C751ECA69F8717D505656DB57ED08...	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=HOMELAB with thumbprint 11EF6409C5CCB2BD7051C0986074F2BEBE4C07E1	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Certificate: CN=Credential Wallet Replication Identity with thumbprint 057F5399BD7E17C44E4E54371F2707F6D7DA7381	Information	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Adding certificate 4a56fab-a3e9-4b9e-81f5-80640c640720 [11EF6409C5CCB2BD7051C0986074F2BEBE4C07E1] to dictio...	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...
		Adding certificate 22d2b4d9-02d2-4c0e-a6e9-fd3fd6e4d7c [CD2B0269F7390C3415B0922253C2909F57EF86A1] to dictio...	Verbose	190	w3wp	11/13/2016 10:45:1...	Citrix.Deliver...

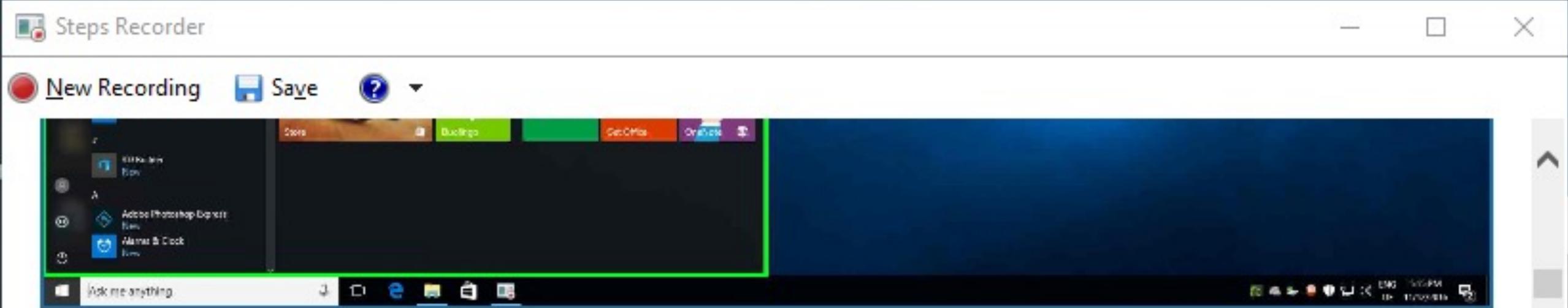
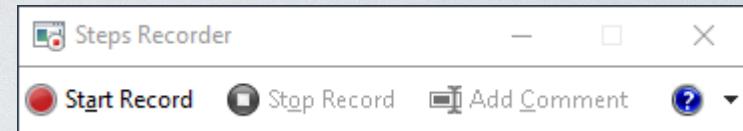
SvcTraceViewer.exe

C:\Program Files (x86)\Microsoft SDKs\Windows\v10.0A\bin\NETFX 4.6.2 Tools

Microsoft Tools

Steps Recorder

<https://support.microsoft.com/en-us/help/22878/windows-10-record-steps>



Previous Next

Step 3: (11/12/2016 5:15:17 PM) User keyboard input on "Citrix Receiver (window)" in "Citrix Receiver" [...]



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Sysinternals Suite

By Mark Russinovich

Updated: August 29, 2016

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Bewerten

Diese Inhalte freigeben

Introduction

The Sysinternals Troubleshooting Utilities have been rolled up into a single Suite of tools. This file contains the individual troubleshooting tools and help files. It does not contain non-troubleshooting tools like the BSOD Screen Saver or NotMyFault.

The Suite is a bundling of the following selected Sysinternals Utilities:

AccessChk	Hex2dec	PsLogList
AccessEnum	Junction	PsPasswd
AdExplorer	LMDDump	PsService
AdInsight	ListDLLs	PsShutdown
AdRestore	LiveKd	PsSuspend
Autologon	LoadOrder	RAMMap

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Process Explorer - Sysinternals: www.sysinternals.com [homelab\s.sokolic]

File Options View Process Find Users Help

Process	User Name	Session	CPU	Private Bytes	Working Set	PID	Description	Company Name	Command Line
EmAgentGui.exe	homelab\s.sokolic	3	0.90	56,620 K	19,808 K	5108	EmAgentGui	Matrix42 AG	"C:\Program Files\Matrix42\Matrix42 Enterprise Manager Agent\EmAgentGui.exe"
explorer.exe	homelab\s.sokolic	3	0.45	77,876 K	119,904 K	3180	Windows Explorer	Microsoft Corporation	C:\Windows\Explorer EXE
explorer.exe	homelab\s.sokolic	3	10.924 K	39,708 K	1496	Windows Explorer	Microsoft Corporation	C:\Windows\explorer.exe /factory,{75df2b7-6936-4c06-a8bb-676a7b00b24b} -Embedding	
Greenshot.exe	homelab\s.sokolic	3	0.01	52,420 K	52,156 K	7108	Greenshot	Greenshot	"C:\Program Files\Greenshot\Greenshot.exe"
Interrupts		0	0.63	0 K	n/a		Hardware Interrupts and DPCs		
IpOverUsbSvc.exe	<access denied>			7,556 K	11,156 K	6860	Windows IP Over USB PC Service	Microsoft Corporation	"C:\Program Files (x86)\Common Files\Microsoft Shared\Phone Tools\CoreCon\11.0\bin\IpOverUsbSvc.exe"
LogonUI.exe	<access denied>		< 0.01	12,640 K	38,452 K	916			
lsass.exe	<access denied>		0.03	6,584 K	14,696 K	660	Local Security Authority Process	Microsoft Corporation	C:\Windows\system32\lsass.exe
Memory Compression	<access denied>		< 0.01	284 K	70,576 K	2400			
MSASCuI.exe	homelab\s.sokolic	3	0.20	3,336 K	10,508 K	1928	Windows Defender notification icon	Microsoft Corporation	"C:\Program Files\Windows Defender\MSASCuI.exe"
MsMpEng.exe	<access denied>		0.49	130,120 K	81,768 K	2428	Antimalware Service Executable	Microsoft Corporation	"C:\Program Files\Windows Defender\MsMpEng.exe"
NisSrv.exe	<access denied>		0.49	11,428 K	8,128 K	2804	Microsoft Network Realtime Inspection Service	Microsoft Corporation	"C:\Program Files\Windows Defender\NisSrv.exe"
OneDrive.exe	homelab\s.sokolic	3	0.20	5,928 K	15,684 K	6072	Microsoft OneDrive	Microsoft Corporation	"C:\Users\s.sokolic\AppData\Local\Microsoft\OneDrive\OneDrive.exe" /background
PresentationFontCache.exe	<access denied>		0.56	25,532 K	16,700 K	2980	PresentationFontCache.exe	Microsoft Corporation	C:\Windows\Microsoft.NET\Framework64\v3.0\WPF\PresentationFontCache.exe
procexp.exe	homelab\s.sokolic	3	0.01	2,780 K	9,980 K	3412	Sysinternals Process Explorer	Sysinternals - www.sysinter... "C:\Users\s.sokolic\Desktop\procexp.exe"	
procexp64.exe	homelab\s.sokolic	3	0.18	22,688 K	71,448 K	4128	Sysinternals Process Explorer	Sysinternals - www.sysinter... "C:\Users\s.sokolic\Desktop\procexp.exe"	
rdpclip.exe	homelab\s.sokolic	3	0.01	3,696 K	12,156 K	5776	RDP Clipboard Monitor	Microsoft Corporation	rdpclip
Receiver.exe	homelab\s.sokolic	3	0.18	9,856 K	17,536 K	932	Citrix Receiver Application	Citrix Systems, Inc.	"C:\Program Files (x86)\Citrix\ICA Client\Receiver\Receiver.exe" -autoupdate -startplugins -disableshowcontrol...
redirector.exe	homelab\s.sokolic	3	0.18	1,612 K	7,644 K	5800	Citrix FTA, URL Redirector	Citrix Systems, Inc.	"C:\Program Files (x86)\Citrix\ICA Client\redirector.exe" /startup
RuntimeBroker.exe	homelab\s.sokolic	3	0.18	16,912 K	28,196 K	1392	Runtime Broker	Microsoft Corporation	C:\Windows\System32\RuntimeBroker.exe -Embedding
SCNotification.exe	homelab\s.sokolic	3	0.20	27,420 K	37,708 K	6120	SCNotification	Microsoft Corporation	"C:\Program Files\Windows Resource Protection\SCNotification\SCNotification.exe"
SearchFilterHost.exe	<access denied>		< 0.01	1,708 K	7,456 K	6980			
SearchIndexer.exe	<access denied>		< 0.01	30,548 K	27,168 K	4584	Microsoft Windows Search Indexer	Microsoft Corporation	"C:\Program Files\Windows Resource Protection\Search\SearchIndexer\SearchIndexer.exe"
SearchProtocolHost.exe	<access denied>		< 0.01	2,188 K	11,060 K	7072			
SearchUI.exe	homelab\s.sokolic	3	2.88	45,648 K	51,216 K	3152	Search and Find UI		
SelfService.exe	homelab\s.sokolic	3	0.01	57,320 K	80,324 K	4592	Citrix Receiver	Citrix Systems, Inc.	"C:\Program Files (x86)\Citrix\ICA Client\SelfService\SelfService.exe"
SelfServicePlugin.exe	homelab\s.sokolic	3	0.01	11,796 K	21,716 K	3848	Citrix Receiver	Citrix Systems, Inc.	"C:\Program Files (x86)\Citrix\ICA Client\SelfService\SelfServicePlugin.exe"
services.exe	<access denied>		0.01	4,060 K	8,544 K	652			
ShellExperienceHost.exe	homelab\s.sokolic	3	0.01	27,716 K	49,560 K	5292	Windows Shell Experience Host		
sihost.exe	homelab\s.sokolic	3	0.01	5,896 K	24,792 K	668	Shell Infrastructure		
sms.exe	<access denied>		0.01	400 K	976 K	352			
spwow64.exe	homelab\s.sokolic	3	0.01	4,072 K	14,032 K	3808	Print driver host		
spoolsv.exe	<access denied>		0.01	5,688 K	10,100 K	1452	Spooler Subsystem		
ssonsvr.exe	<access denied>		0.03	1,812 K	7,188 K	6652			
svchost.exe	<access denied>		0.02	8,140 K	19,808 K	748	Host Process		
svchost.exe	<access denied>		0.02	6,224 K	11,704 K	812	Host Process		
svchost.exe	<access denied>		0.42	1,452 K	5,264 K	1460	Host Process		
svchost.exe	<access denied>		0.46	43,820 K	51,392 K	984	Host Process		
svchost.exe	<access denied>		0.01	94,320 K	116,620 K	992	Host Process		
svchost.exe	<access denied>		0.01	14,456 K	18,252 K	368	Host Process		
svchost.exe	<access denied>		0.01	10,216 K	21,700 K	412	Host Process		
svchost.exe	<access denied>		< 0.01	54,236 K	54,224 K	724	Host Process		
svchost.exe	<access denied>		0.14	15,984 K	18,700 K	732	Host Process		
svchost.exe	<access denied>		0.02	2,708 K	9,200 K	1848	Host Process		
svchost.exe	<access denied>		0.02	3,068 K	7,892 K	1220	Host Process		
svchost.exe	<access denied>		0.02	2,020 K	5,988 K	1940	Host Process		
svchost.exe	<access denied>		0.02	8,692 K	22,368 K	2144	Host Process		
svchost.exe	<access denied>		0.02	7,940 K	18,008 K	2356	Host Process		

wfica32.exe:4100 Properties

Image Performance Performance Graph GPU Graph Threads TCP/IP Security Environment Strings

Variable	Value
ALLUSERSPROFILE	C:\ProgramData
APPDATA	C:\Users\s.sokolic\AppData\Roaming
CLIENTNAME	HOMEWWS0100
CommonProgramFiles	C:\Program Files (x86)\Common Files
CommonProgramFiles(x86)	C:\Program Files (x86)\Common Files
CommonProgramW6432	C:\Program Files\Common Files
COMPUTERNAME	HOMEWWS0001
ComSpec	C:\Windows\system32\cmd.exe
FPS_BROWSER_APP_PROFILE_STRING	Internet Explorer
FPS_BROWSER_USER_PROFILE_STRING	Default
HOMEDRIVE	C:
HOMEPATH	\Users\s.sokolic
LOCALAPPDATA	C:\Users\s.sokolic\AppData\Local
LOGONSERVER	\\\HOMEWDC0001

<https://technet.microsoft.com/en-us/sysinternals/processexplorer>

wininit.exe	<access denied>	1,024 K	4,128 K	528	PROCESSOR_LEVEL	6	
winlogon.exe	<access denied>	1,756 K	5,612 K	612	PROCESSOR_REVISION	3c03	
winlogon.exe	<access denied>	2,080 K	6,924 K	6528	ProgramData	C:\ProgramData	
WmiPrvSE.exe	<access denied>	< 0.01	10,328 K	17,984 K	2184		

Process Monitor - Sysinternals: www.sysinternals.com										
Time ...	Process Name	PID	Operation	Path	Result	Detail	User	Session	Command Line	
12:43:...	C:\Windows\system32\AUTHMANSVR.exe	3912	CreateFile	C:\Program Files (x86)\Citrix\AuthManager\AuthManSvr.exe	SUCCESS	SyncType: SyncTy... homelab\s.sokolic		3	"C:\PROGRAM FILES (X86)\CITRIX\AUTHMANAGER\AUTHMANSVR.EXE" /HTC:344 -Embedding	
12:43:...	C:\Windows\system32\AUTHMANSVR.exe	3912	CloseFile	C:\Program Files (x86)\Citrix\AuthManager\AuthManSvr.exe	SUCCESS		homelab\s.sokolic	3	"C:\PROGRAM FILES (X86)\CITRIX\AUTHMANAGER\AUTHMANSVR.EXE" /HTC:344 -Embedding	
12:43:...	C:\Windows\system32\SelfService.exe	4592	CreateFile	C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	Desired Access: R... homelab\s.sokolic		3	"C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps	
12:43:...	C:\Windows\system32\SelfService.exe	4592	QueryNetwork...	C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	CreationTime: 11/1... homelab\s.sokolic		3	"C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps	

Event Properties

- Event
- Process
- Stack

Image

Citrix Receiver
Citrix Systems, Inc.

Name: SelfService.exe
Version: 4.5.0.14155
Path: C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe
Command Line: "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps

PID: 4592 Architecture: 32-bit

12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk SUCCESS
12:43:... Self Service.exe 4592 QueryNetwork... C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk SUCCESS

Auth ID: 00000000:0031a419
Started: 11/13/2016 11:47:18 AM Ended: (Running)

Modules:

Module	Address	Size	Path	Company	Version	Timestamp
SelfService.exe	0xa30000	0x49c000	C:\Program Files (x86)\Citrix\ICA Cli...	Citrix Systems, ...	4.5.0.14155	8/23/2016 7:29...
SFC.DLL	0x60f0000	0x3000	C:\Windows\SysWOW64\SFC.DLL	Microsoft Corpora...	10.0.14393.0 (...)	7/16/2016 2:36...
WindowsAppR...	0x6820000	0x51000	C:\Users\s.sokolic\AppData\Local\Cl...	Citrix Systems, ...	4.5.0.65534	8/23/2016 12:5...

Next Highlighted

Copy All Close

12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic\AppData\Roaming\Citrix SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 QueryBasicInfor... C:\Users\s.sokolic\AppData\Roaming SUCCESS CreationTime: 11/1... homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic\AppData\Roaming SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 QueryBasicInfor... C:\Users\s.sokolic\AppData\Roaming SUCCESS CreationTime: 11/1... homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic\AppData\Roaming SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming SUCCESS homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 QueryBasicInfor... C:\Users\s.sokolic\AppData\Roaming SUCCESS CreationTime: 11/1... homelab\s.sokolic 3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic

<https://technet.microsoft.com/en-us/sysinternals/processmonitor>

12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	Desired Access: R... homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 QueryBasicInfor... C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	CreationTime: 11/1... homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CreateFile C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	Desired Access: R... homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 QueryBasicInfor... C:\Users\s.sokolic\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\DESKTOP - Windows Server 2012 R2 (1).lnk	SUCCESS	CreationTime: 11/1... homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps
12:43:... Self Service.exe 4592 CloseFile C:\Users\s.sokolic	SUCCESS	homelab\s.sokolic	3 "C:\Program Files (x86)\Citrix\ICA Client\SelfServicePlugin\SelfService.exe" -showMyApps

Command Prompt - netstat

TCP	192.168.178.13:49699	homewms0002:9001	ESTABLISHED
TCP	192.168.178.13:49725	homewdc0001:microsoft-ds	ESTABLISHED
TCP	192.168.178.13:49745	homewsw0001:10123	ESTABLISHED
TCP	192.168.178.13:49749	db5sch10110442:https	ESTABLISHED
TCP	192.168.178.13:50407	db5sch101101929:https	ESTABLISHED
TCP	192.168.178.13:53166	homewww0002:https	ESTABLISHED
TCP	192.168.178.13:53282	homewrd0003:2598	ESTABLISHED
TCP	192.168.178.13:53283	homewww0002:https	ESTABLISHED
TCP	192.168.178.13:53725	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53726	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53727	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53728	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53729	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53730	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53731	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53732	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53733	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53734	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53735	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53736	a104-124-157-174:http	TIME_WAIT
TCP	192.168.178.13:53737	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53738	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53739	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53740	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53741	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53742	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53743	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53744	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53745	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53746	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53747	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53748	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53749	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53750	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53751	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53752	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53753	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53754	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53755	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53756	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53757	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53758	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53759	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53760	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53761	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53763	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53764	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53765	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53766	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53767	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53768	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53769	192.168.178.1:49000	TIME_WAIT
TCP	192.168.178.13:53770	192.168.178.1:49000	TIME_WAIT

TCPView - Sysinternals: www.sysinternals.com

File Options Process View Help

Process / PID Protocol Local Address Local Port Remote Address Remote Port State

[System Proc... 0	TCP	homewws0001.ho...	53994	dm2301-skpfe.onedrive.live.com	http	TIME_WAIT
[System Proc... 0	TCP	homewws0001.ho...	53996	homewws0002.homelab.local	https	TIME_WAIT
[System Proc... 0	TCP	homewws0001.ho...	53998	192.168.178.1	49000	TIME_WAIT
AuthManSrv... 3912	TCP	homewws0001.ho...	53166	homewws0002.homelab.local	https	ESTABLISHED
AuthManSrv... 3912	TCP	homewws0001.ho...	53283	homewws0002.homelab.local	https	ESTABLISHED
CcmExec.exe 2348	TCP	homewws0001.ho...	49745	homewws0001.homelab.local	*	10123
CcmExec.exe 2348	UDP	HOMEWWS0001	64427	HOMEWWS0001	0	LISTENING
EmAgent.exe 2232	TCP	HOMEWWS0001	4242	HOMEWWS0001	0	LISTENING
EmAgent.exe 2232	TCP	HOMEWWS0001	9000	HOMEWWS0001	0	LISTENING
EmAgent.exe 2232	TCP	homewws0001.ho...	49699	homewws0002.homelab.local	9001	ESTABLISHED
EmAgent.exe 2232	UDP	HOMEWWS0001	54186	*	*	
EmAgent.exe 2232	TCPV6	homewws0001.ho...	4242	homewws0001.homelab.local	0	LISTENING
EmAgent.exe 2232	TCPV6	homewws0001.ho...	9000	homewws0001.homelab.local	0	LISTENING
EmAgent.exe 2232	TCPV6	[0:0:0:0:0:1]	53999	[0:0:0:0:0:1]	4243	ESTABLISHED
EmAgentGui... 5108	TCP	HOMEWWS0001	4243	HOMEWWS0001	0	LISTENING
EmAgentGui... 5108	TCPV6	homewws0001.ho...	4243	homewws0001.homelab.local	0	LISTENING
EmAgentGui... 5108	TCPV6	[0:0:0:0:0:1]	4243	[0:0:0:0:0:1]	53999	ESTABLISHED
explorer.exe 3180	TCP	homewws0001.ho...	50407	db5sch101101929.wns.windows.com	https	ESTABLISHED
Isass.exe 660	TCP	HOMEWWS0001	49668	HOMEWWS0001	0	LISTENING
Isass.exe 660	TCP	HOMEWWS0001	49707	HOMEWWS0001	0	LISTENING
Isass.exe 660	UDP	HOMEWWS0001	59878	*	*	
Isass.exe 660	TCPV6	homewws0001.ho...	49668	homewws0001.homelab.local	0	LISTENING
SCNotification... 6120	TCP	services.exe	652	services.exe	*	
services.exe 652	TCP	spoolsv.exe	1452	spoolsv.exe	*	
spoolsv.exe 1452	TCP	spoolsv.exe	1452	spoolsv.exe	*	
svchost.exe 812	TCP	svchost.exe	992	svchost.exe	*	
svchost.exe 992	TCP	svchost.exe	992	svchost.exe	*	
svchost.exe 992	TCP	svchost.exe	368	svchost.exe	*	
svchost.exe 992	TCP	svchost.exe	984	svchost.exe	*	
svchost.exe 992	TCP	svchost.exe	1460	svchost.exe	*	
svchost.exe 992	TCP	svchost.exe	984	svchost.exe	*	
svchost.exe 992	UDP	svchost.exe	412	svchost.exe	*	
svchost.exe 992	UDP	svchost.exe	992	svchost.exe	*	
svchost.exe 992	UDP	svchost.exe	4420	svchost.exe	*	
svchost.exe 992	UDP	svchost.exe	812	svchost.exe	*	
svchost.exe 992	TCPV6	homewws0001.ho...	epmap	homewws0001.homelab.local	0	LISTENING
svchost.exe 992	TCPV6	homewws0001.ho...	ms-wbt-server	homewws0001.homelab.local	0	LISTENING
svchost.exe 368	TCPV6	homewws0001.ho...	49665	homewws0001.homelab.local	0	LISTENING
svchost.exe 984	TCPV6	homewws0001.ho...	49666	homewws0001.homelab.local	0	LISTENING
svchost.exe 1460	TCPV6	homewws0001.ho...	49678	homewws0001.homelab.local	0	LISTENING
svchost.exe 412	UDPV6	homewws0001.ho...	123	*	*	
svchost.exe 984	UDPV6	homewws0001.ho...	500	*	*	

Properties for CtxSvcHost.exe: 3032

Citrix Service Host Executable
Citrix Systems, Inc.
Version: 7.11.0000.0038
Path: C:\Program Files (x86)\Citrix\System32\CtxSvcHost.exe

End Process OK

netstat and TCPView

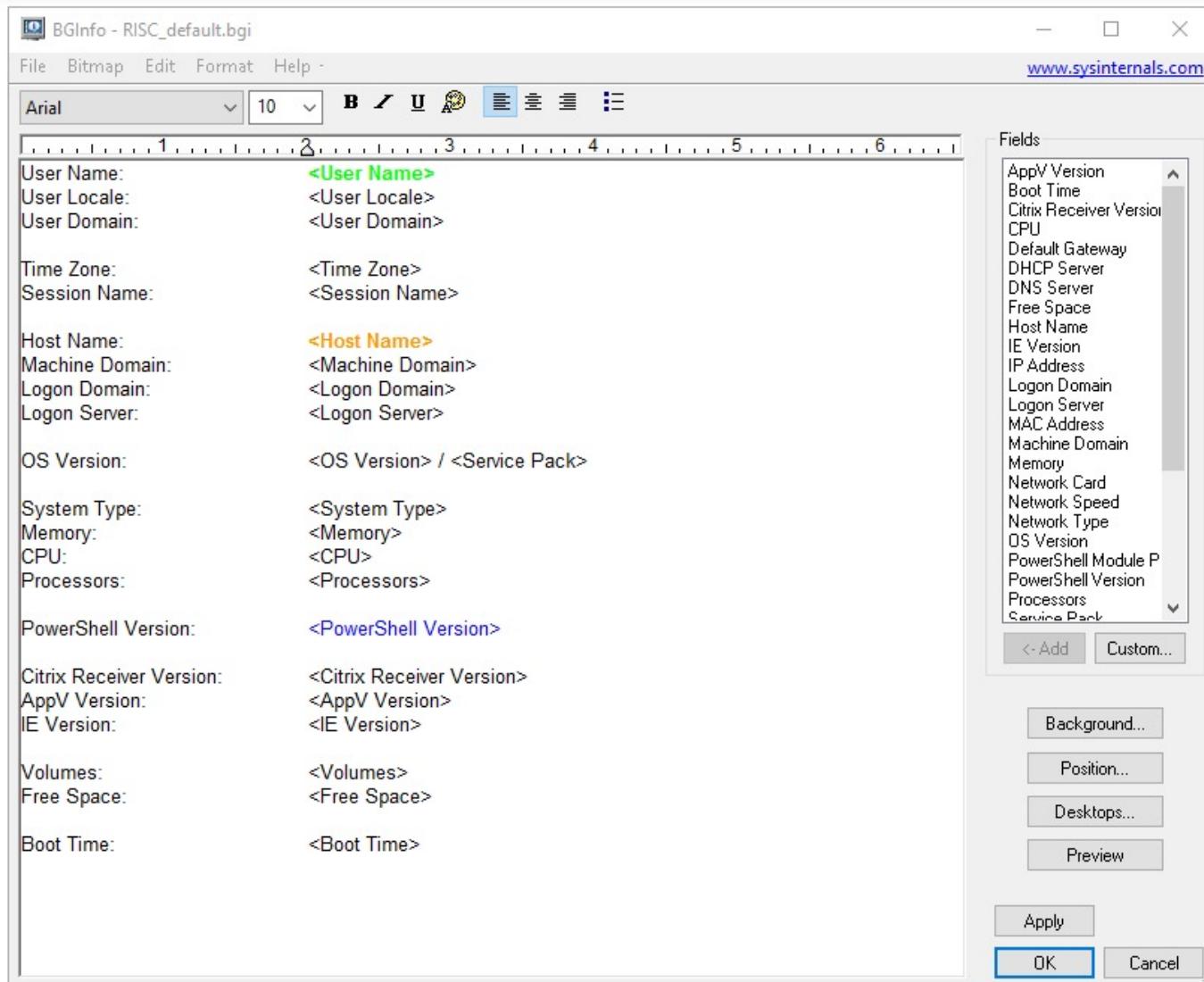
Activate Windows Go to Settings to activate Windows

TCP

192.168.178.13:53781	192.168.178.1:49000	TIME_WAIT
192.168.178.13:53782	192.168.178.1:49000	TIME_WAIT
192.168.178.13:53783	192.168.178.1:49000	TIME_WAIT
192.168.178.13:53784	192.168.178.1:49000	TIME_WAIT
192.168.178.13:53785	192.168.178.1:49000	TIME_WAIT

Endpoints: 76 Established: 11 Listening: 34 Time Wait: 3 Close Wait: 0

BGinfo



User Name:	administrator
User Locale:	en-US
User Domain:	homelab
Time Zone:	W. Europe Standard Time
Session Name:	(none)
Host Name:	HOMEWRD0001
Machine Domain:	homelab
Logon Domain:	homelab
Logon Server:	HOMEWDC0001
OS Version:	Windows Server 2016 / No service pack
System Type:	Server, Stand-alone, Terminal Server, DataCenter
Memory:	2048 MB
CPU:	3.50 GHz Intel Core i7-4770K (Hyper-Threaded)
Processors:	2
PowerShell Version:	5.1.14393.0
Citrix Receiver Version:	4.5.0.65534
AppV Version:	5.2.0.0
IE Version:	11.447.14393.0
Volumes:	C:\ 199.78 GB NTFS
	D:\ 200.00 GB NTFS
	C:\ 187.01 GB NTFS
	D:\ 199.88 GB NTFS
Boot Time:	11/8/2016 11:32 PM

Collect data...

Database Settings

BGInfo can record the information about your system in a database. A single database located on a network share can accumulate information about systems throughout your network.

If you specify a .MDB or .TXT file for your database it will be created if it does not already exist. If you specify a .XLS file the file must already exist.

Important: When using a .MDB or .XLS file all systems accessing the file must have the same version of MDAC installed. Database updates may fail if different versions are used. It is recommended that systems have a minimum of MDAC 2.5 and JET 4.0.

Select a database to record information to:

File...SQL...

- Create a new database record for every run.
- Record only the most recent run for each computer.

OKCancel

bginfo - Notepad

File Edit Format View Help

```
"Time_Stamp","User_Name","Host_Name","OS_Version","Service_Pack","Machine_Domain","Logon_Domain","Logon_Server","System_Type","Network_Card","IP_Address","Subnet_Mask","Defau  
"11/13/2016 2:08:06 PM","administrator","HOMEWRD0001","Windows Server 2016","No service pack","homelab","homelab","HOMEWDC0001","Server, Stand-alone, Terminal Server, DataCen  
"11/13/2016 2:08:22 PM","administrator","HOMEWRD0001","Windows Server 2016","No service pack","homelab","homelab","HOMEWDC0001","Server, Stand-alone, Terminal Server, DataCen
```

System Center 2012 R2 Configuration Manager Toolkit

<https://www.microsoft.com/en-us/download/details.aspx?id=50012>

The screenshot shows a Windows application window titled "Configuration Manager Trace Log Tool - [C:\Users\s.sokolic\Desktop\HDX_Monitor.log]". The window has a standard menu bar with File, Tools, Window, and Help. Below the menu is a toolbar with icons for opening files, saving, printing, and other functions. The main area is labeled "Log Text" and contains a list of log entries. Many entries are highlighted in red, indicating errors. The log entries are as follows:

- at Citrix.Console.HDXMonitor.Models.DataAccess.WMIDataAccessor.QueryObjects(String machineName, WMIQuery wmi)
- at Citrix.Console.HDXMonitor.Models.DataAccess.BaseDataAccessor.ProcessQueryThreadProc(Object stateInfo)
- 17:57:32.1311 : HDX-Monitor:ProcessQueryThreadProc: MachineName = HOMEWWS0001 Namespace = Citrix.Console.HDXMonitor.Models.CSharp.WMIQuery Query = select * from Citrix_XenApp error:Invalid namespace stack: at System.Management.Managem...
- at System.Management.ManagementScope.InitializeGuts(Object o)
- at System.Management.ManagementScope.Initialize()
- at System.Management.ManagementObjectSearcher.Initialize()
- at System.Management.ManagementObjectSearcher.Get()
- at Citrix.Console.HDXMonitor.Models.DataAccess.WMIDataAccessor.ProcessQueryResults(ManagementObjectSearcher searcher)
- at Citrix.Console.HDXMonitor.Models.DataAccess.WMIDataAccessor.QueryObjects(String machineName, WMIQuery wmi)
- at Citrix.Console.HDXMonitor.Models.DataAccess.BaseDataAccessor.ProcessQueryThreadProc(Object stateInfo)
- 17:57:32.1311 : HDX-Monitor:Fail to initialize VDA select * from Citrix_XenDesktop error:WMI query results are not defined stack: at Citrix.Console.HDXMonitor.Models.Providers.BaseDataProvider.ProcessWMIQueryObjects(DataQueryInfo query)
- 17:57:32.1311 : HDX-Monitor:Fail to initialize VDA select * from Citrix_XenApp error:WMI query results are not defined stack: at Citrix.Console.HDXMonitor.Models.Providers.BaseDataProvider.ProcessWMIQueryObjects(DataQueryInfo query)
- 17:57:32.1331 : HDX-Monitor:ProcessQueryThreadProc: MachineName = HOMEWWS0001 Namespace = Citrix.Console.HDXMonitor.Models.CSharp.WMIQuery Query = select * from Citrix_Sessions error:Invalid namespace stack: at System.Management.Managem...
- at System.Management.ManagementScope.InitializeGuts(Object o)
- at System.Management.ManagementScope.Initialize()
- at System.Management.ManagementObjectSearcher.Initialize()
- at System.Management.ManagementObjectSearcher.Get()
- at Citrix.Console.HDXMonitor.Models.DataAccess.WMIDataAccessor.ProcessQueryResults(ManagementObjectSearcher searcher)
- at Citrix.Console.HDXMonitor.Models.DataAccess.WMIDataAccessor.QueryObjects(String machineName, WMIQuery wmi)
- at Citrix.Console.HDXMonitor.Models.DataAccess.BaseDataAccessor.ProcessQueryThreadProc(Object stateInfo)
- 17:57:32.1331 : HDX-Monitor:Fail to initialize Sessions select * from Citrix_Sessions error:WMI query results are not defined stack: at Citrix.Console.HDXMonitor.Models.Providers.BaseDataProvider.ProcessWMIQueryObjects(DataQueryInfo query)
- 17:57:33.0138 : HDX-Monitor:No where clause for perf query
- 17:57:33.1292 : HDX-Monitor:[loading_required]
- 17:57:33.1292 : HDX-Monitor:Waiting for System Information
- 17:57:33.1292 : HDX-Monitor:Waiting for VDA
- 17:57:33.1292 : HDX-Monitor:Waiting for Sessions
- 17:57:33.1292 : HDX-Monitor:Current Session ID:
- 17:57:33.1292 : HDX-Monitor:Current Session Key:
- 17:57:33.1292 : HDX-Monitor:VDA provider which is a required provider is not loaded with data. Error: RequiredProviderLoad failed.

At the bottom of the window, there are two columns: "Date/Time:" and "Component:", both currently empty.

Resultant Set of Policy

File Action View Favorites Window Help

administrator on HOMEWRD0003 - RSOP

- Computer Configuration
 - Software Settings
 - Windows Settings
- Administrative Templates
 - Citrix Components
 - Citrix Receiver
 - CEIP
 - Client Engine
 - Diagnostics
 - Multi-Stream ICA
 - StoreFront
 - User authentication
 - Network
 - Windows Components
 - Extra Registry Settings
- User Configuration
 - Software Settings
 - Windows Settings
 - Administrative Templates

StoreFront

Select an item to view its description.

Setting	State	GPO Name
NetScaler Gateway URL/StoreFront Accounts List	Enabled	Citrix_Receiver_Settings

Resultant Set of Policy

s.sokolic on HOMEWRD0003 - RSOP

- User Configuration
 - Software Settings
 - Windows Settings
 - Administrative Templates
 - Citrix Components
 - Control Panel
 - Personalization
 - Start Menu and Taskbar

Personalization

Select an item to view its description.

Setting	State	GPO Name
Load a specific theme	Enabled	Local Group Policy

rsop.msc

Untitled-1.ps1 - Visual Studio Code

File Edit View Go Help

Untitled-1.ps1 ×

```
1 Write-Host "This script enables UserEnvDebugLogging. Do not forget to turn it off after troubleshooting" -ForegroundColor Red
2 $VerbosePreference = "Continue"
3
4 #Name of the log file - variable -
5 $LogFilePath = "$($env:SystemDrive)\enable_UserEnvDebuglogging.log"
6
7 start-transcript -Path $LogFilePath -Append
8
9 Write-Host "Enable UserEnvDebugLogging" -ForegroundColor Green
10 Write-Host "Create Folder first" -ForegroundColor Green
11 $FolderPath = "$env:windir\debug\usermode"
12 $Name = "usermode"
13 New-Item -Path $FolderPath -ItemType Directory -Force
14
15 Write-Host "Enable Logging" -ForegroundColor Green
16 $registryPath = "HKLM:\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Diagnostics"
17 $Name = "GPsvcDebugLevel"
18 $value = "0x30002"
19 IF (!(Test-Path $registryPath))
20 {
21     New-Item -Path $registryPath -Force
22     New-ItemProperty -Path $registryPath -Name $name -Value $value -PropertyType DWORD -Force
23 }
24 ELSE
25 {
```

UserEnvDebugLogging

gpsvc - Notepad

File Edit Format View Help

```
GPSVC(63c.1314) 14:21:27:040 ProcessGPOList:+ Entering for extension Group Policy Drive Maps
GPSVC(63c.1314) 14:21:27:040 ProcessGPOList: No changes. CSE will not be passed in the IwbemServices intf ptr
GPSVC(63c.1314) 14:21:27:041 ProcessGPOList: lpGPOInfo->lpGPOInfoHandle->dwExtnCount is 2 for Group Policy Drive Maps.
GPSVC(63c.1314) 14:21:27:112 ProcessGroupPolicyCompletedExInternal: Entering. Extension = {5794DAFD-BE60-433F-88A2-1A31939AC01F}, dwStatus = 0x0
GPSVC(63c.1314) 14:21:27:112 ReadGPOList:+
GPSVC(63c.1314) 14:21:27:112 ReadGPOList: Read Key:0
GPSVC(63c.1314) 14:21:27:113 ReadGPOList:-- (Result:TRUE)
GPSVC(63c.1314) 14:21:27:113 GetWbemServices: CoCreateInstance succeeded
GPSVC(63c.1314) 14:21:27:115 ConnectToNameSpace: ConnectServer returned 0x0
GPSVC(63c.1314) 14:21:27:115 ProcessGroupPolicyCompletedExInternal: Extension {5794DAFD-BE60-433F-88A2-1A31939AC01F} was able to log data. Error = 0x0, dwRet = 0. Clearing the dirty flag
GPSVC(63c.1314) 14:21:27:116 CExtSessionLogger::Log: Didn't find an instance of the extension object when trying to set the dirty flag.
GPSVC(63c.1314) 14:21:27:118 ProcessGroupPolicyCompletedExInternal: Finished processing extension <Group Policy Drive Maps> at 297108843 ticks (ms)
GPSVC(63c.1314) 14:21:27:118 ProcessGroupPolicyCompletedExInternal: Leaving. Extension = {5794DAFD-BE60-433F-88A2-1A31939AC01F}, Return status dwRet = 0x0
GPSVC(63c.1314) 14:21:27:118 ProcessGPOList: Extension Group Policy Drive Maps returned 0x0.
GPSVC(63c.1314) 14:21:27:119 ProcessGPOList: Extension Group Policy Drive Maps status was not updated because there was no changes and no transition or rsop wasn't enabled
GPSVC(63c.1314) 14:21:27:119 ProcessGPOList:--+
GPSVC(63c.1314) 14:21:27:119 CPolicyCriticalSectionCollection: Deleting critical section for UserSid <S-1-5-21-488839823-2286249391-2631909352-500>
GPSVC(63c.1314) 14:21:27:119 Deleting sidString <S-1-5-21-488839823-2286249391-2631909352-500>
GPSVC(63c.1314) 14:21:27:120 ProcessGPOs(User): -----
GPSVC(63c.1314) 14:21:27:120 ProcessGPOs(User): -----
GPSVC(63c.1314) 14:21:27:120 ProcessGPOs(User): Processing extension Group Policy Folders
GPSVC(63c.1314) 14:21:27:120 ReadGPOList:+
GPSVC(1a98.1a8c) 14:21:27:121 CGPNotify::RegisterForNotification: Entering with target Machine and event 0000000000001320
GPSVC(1a98.1a8c) 14:21:27:122 CGPNotify::RegisterForNotification: Exiting with status = 0
GPSVC(63c.1314) 14:21:27:120 CheckGPOs: ReadGPOList count = 0
GPSVC(63c.1314) 14:21:27:124 ReadGPOList:+
```

usermode

File Home Share View

This PC > Local Disk (C:) > Windows > debug > usermode

Name	Date modified	Type	Size
gpsvc	11/13/2016 2:32 PM	Text Document	1,140 KB

1 item | 1 item selected 1.11 MB

Search & Compare



beep

2016-11-04 07:27:46	26.36	0.53	2.02
2016-11-04 07:26:10	90.94	0.53	2.22

applog Number of events: 16

Level	Date and Time	Source	Event ID	Task C...
Information	04.11.2016 07:33:56	Winlog...	4101	None
Information	04.11.2016 07:28:19	Desktop...	9003	None
Information	04.11.2016 07:28:19	Winlog...	4101	None
Warning	04.11.2016 07:27:44	Winlog...	6001	None
Warning	04.11.2016 07:27:42	Winlog...	6004	None
Warning	04.11.2016 07:27:35	Winlog...	6006	None
Warning	04.11.2016 07:27:17	Winlog...	6005	None
Warning	04.11.2016 07:12:15	MetaFr...	1104	(2)
Warning	04.11.2016 07:12:13	MetaFr...	1104	(2)
Information	04.11.2016 07:12:10	Desktop...	9003	None
Information	04.11.2016 07:12:09	Winlog...	4101	None

Event 6006, Winlogon

General Details

The winlogon notification subscriber <GPClient> took 77 second(s) to handle the notification event (Logon).

Log Name: Application

gpsvc.log - Notepad

File Edit Format View Help

```
GPSVC(444.900) 07:26:09:905 Setting GPsession state = 1
GPSVC(444.900) 07:26:11:983 SID = S-1-5-21-515967899-1292428093-682003330-2139
GPSVC(444.900) 07:26:11:999 bMachine = 0
GPSVC(444.900) 07:26:11:999 Setting GPsession state = 1
GPSVC(444.900) 07:26:11:999 Message Status = <Applying user settings...>
GPSVC(444.900) 07:26:12:014 Setting GPsession state = 1
GPSVC(444.1500) 07:26:12:014 GPOLockPolicySection: Sid = (null), dwTimeout = 30000, dwType = 0
GPSVC(444.1500) 07:26:12:014 LockPolicySection called for user <Machine>
GPSVC(444.1500) 07:26:12:030 Sync Lock Called
GPSVC(444.1500) 07:26:12:030 Reader Lock got immediately. m_cReadersInLock : 1
GPSVC(444.1500) 07:26:12:030 Lock taken successfully
GPSVC(444.1500) 07:26:12:030 UnLockPolicySection called for user <Machine>
GPSVC(444.1500) 07:26:12:045 Found the caller in the ReaderHavingLock List. Removing
GPSVC(444.1500) 07:26:12:045 Setting lock state as notLocked
GPSVC(444.1500) 07:26:12:045 UnLocked successfully
GPSVC(444.1500) 07:26:12:061 Opened Existing Registry key
GPSVC(444.1500) 07:26:12:077 UncPath : '\SYNCHRONIZE\SYSTEM\beep\NETLOGON'
GPSVC(444.1500) 07:26:12:077 GetDomainControllerConnectionInfo: Enabling bandwidth estimation
GPSVC(444.1500) 07:26:12:592 Started bandwidth estimation successfully
GPSVC(444.1500) 07:26:12:608 ProcessGPOs: Computer's domain is same as user's domain
GPSVC(444.1500) 07:26:12:608 GetLdapHandle: Getting ldap handle for host: CKZ99.kna...
GPSVC(444.1500) 07:26:12:608 GetLdapHandle: Server connection established.
GPSVC(444.1500) 07:26:12:624 GetLdapHandle: Bound successfully.
GPSVC(444.1500) 07:26:12:624 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gpext.dll
GPSVC(444.1500) 07:26:12:624 ReadGPExtensions: Rsop entry point not found for gptext.dll
GPSVC(444.1500) 07:26:12:639 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gpext.dll
GPSVC(444.1500) 07:26:12:639 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gptext.dll
GPSVC(444.1500) 07:26:12:639 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gpext.dll
GPSVC(444.1500) 07:26:12:639 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gptext.dll
GPSVC(444.1500) 07:26:12:655 ReadGPExtensions: Rsop entry point not found for gptext.dll
GPSVC(444.1500) 07:26:12:655 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gpext.dll
GPSVC(444.1500) 07:26:12:655 ReadGPExtensions: Rsop entry point not found for gptext.dll
GPSVC(444.1500) 07:26:12:655 ReadGPExtensions: Rsop entry point not found for C:\Windows\system32\gpext.dll
GPSVC(444.1500) 07:26:12:655 ReadGPExtensions: Rsop entry point not found for gptext.dll
GPSVC(444.1500) 07:26:14:108 NlaQueryNetSignatures returned 1 networks
GPSVC(444.1500) 07:26:14:108 Estimated bandwidth on one of the connections : 0 kbps
GPSVC(444.1500) 07:26:14:124 Estimated bandwidth on one of the connections : 520640 kbps
GPSVC(444.1500) 07:26:14:124 ProcessGPOs: Logging Data for Target <juergen.weber>.
```

beep

	2016-11-08 09:43:36	Name		Date modified	Type		Size					
	2016-11-08 09:43:05	Logfile2.PML		08.11.2016 09:58	ProcMon Log File		5.633.604 KB					
	2016-11-08 09:41:19	96.27	0.55	0.94	1.05	1.25	4.39	1.53	0.84	0.13		
	2016-11-08 09:39:16	36.03	0.56	0.36	0.39	0.5	2.75	0.75	0.38	0.06		
	2016-11-08 09:37:57	43.44	0.56	0.39	0.5	0.83	2.86	1.72	0.38	0.03		
	2016-11-08 09:36:48	47.70	0.53	0.5	0.42	0.53	1.97	0.86	0.66	0.05		
	2016-11-08 09:33:41	105.08	0.53	0.3	0.48	0.53	0.7	5.84	1.05	0.53	0.14	0.11
	2016-11-08 09:29:30	42.56	0.59	0.31	0.39	0.61	2.63	0.55	0.41	0.03		
	2016-11-08 09:26:25	138.05	0.55	0.31	0.58	0.59	1.69	5.27	1.13	0.48	0.13	0.13
	2016-11-08 09:21:47	112.55	0.53	0.36	0.56	0.53	0.72	3.34	0.94	0.45	0.16	0.08

Troubleshooting Tools

- Complete List of Citrix Support Troubleshooting Tools
 - <https://support.citrix.com/article/CTX126294>
- Citrix Supportability Toolkit
 - <https://support.citrix.com/article/CTX203082>
- Microsoft Sysinternals Tools
 - <https://technet.microsoft.com/en-us/sysinternals/bb842062>
- Windows 10 SDK
 - <https://developer.microsoft.com/en-US/windows/downloads/windows-10-sdk>

Thank You!

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