El soporte de Citrix se centra en garantizar la satisfacción de los clientes y de sus partners con el apoyo de las distintas soluciones y productos de virtualización. Una de las iniciativas es aumentar la capacidad de los socios y clientes a aprovechar las posibilidades de auto-servicio para encontrar respuestas y resolver problemas. Un área clave de apoyo que los equipos se centran en el desarrollo de la solución de problemas y herramientas de control.

Para ello hemos aprovechado y enumerado algunas de las tools de Citrix siendo los enlaces:

**- CDFControl**
- Link: http://support.citrix.com/article/CTX111961
- # of downloads to date: 19324
- Initial release date: Jan 10, 2007
- Latest version release date: Mar 9, 2009
- One line description (i.e. what would we use it for)

Tracing and analyzing various Citrix products

**- PrintDetective**
- Link: http://support.citrix.com/article/ctx116474

- # of downloads to date: 4,762
- Initial release date: Nov 11, 2008
- Latest version release date: Jan 13, 2009
- One-ish line description (i.e. what would we use it for)

Enumerating all printer drivers from local or remote machines, including driver specific information, which can be used to find problematic print drivers (such as Non-Microsoft providers), as well as providing the option to delete drivers

**- CTXReports Tool Version 1.0**
- Link: http://support.citrix.com/article/ctx119955

- # of downloads to date: 823
- Initial release date: January 30, 2009

- Latest version release date: January 30, 2009
- One line description (i.e. what would we use it for)
  Farm and System Information Acquisition

- **MedEvac Tool Version 2.5**
- Link: http://support.citrix.com/article/ctx107935

- # of downloads to date: 14,277
- Initial release date: September 20, 2006
- Latest version release date: February 11, 2009
- One line description (i.e. what would we use it for)
  Farm and monitoring and health check utility

- **TestDefaultDebugger**
- Link: http://support.citrix.com/article/ctx111901

- # of downloads to date: 7,156
- Initial release date: 12/06/2006
- Latest version release date: 11/08/2007
- One line description (i.e. what would we use it for)
  Tests a machines ability to capture user memory dump files, when an exception occurs

- **WindowHistory**
- Link: http://support.citrix.com/article/ctx109235 ;
- # of downloads to date: 4,721
- Initial release date: 06/14/2005
- Latest version release date: 02/15/2007
- One line description (i.e. what would we use it for)
  WindowHistory constantly monitors windows in the system (session) and allows you to save information about windows for further analysis

- **MessageHistory**
- Link: http://support.citrix.com/article/ctx111068 ;
- # of downloads to date: 7,015

- Initial release date: 08/20/2006
- Latest version release date: 01/18/2007
- One line description (i.e. what would we use it for)

Logs window messages sent and/or posted to windows in a session

**- StressPrinters**

- Link: http://support.citrix.com/article/ctx109374
- # of downloads to date: 74,550
- Initial release date: 03/30/2006
- Latest version release date: 12/11/2008
- One line description (i.e. what would we use it for)

This tool can be used to simulate multiple sessions autocreating printers using the same print driver