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**1Y0-264 Citrix XenApp (Presentation  
Server 4.5): Support**

**Practice Exam**

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## 1Y0-264 Citrix XenApp (Presentation Server 4.5): Support Practice Exam

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Along with the materials listed above, this practice exam is meant to be used in preparation for the 1Y0-264 Citrix XenApp (Presentation Server 4.5): Support exam. Also suggested for preparation are other books that relate to the subjects and above all, personal experience with the products. Citrixperience.com recommends further preparation by using other 1Y0-264 products found at [www.Citrixperience.com](http://www.Citrixperience.com).

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## #Monitoring, Managing and Maintaining the Environment

1. Scenario: Two new Systems Administrators were hired in the IT department. The Director of the IT department wants to monitor the configurations that these administrators make in the server farm and generate reports on a regular basis until the new administrators are comfortable in the environment. A Senior Systems Administrator is given the task of setting this up. How should the Senior SA monitor and generate reports about the new administrators' configurations in the server farm?
  - a. Set up Configuration Logging
  - b. Configure Health Monitoring and Recovery
  - c. Use Resource Manager
  - d. Through the Event Log

Answer: a.

Explanation: The Configuration Logging feature allows you to keep track of administrative changes made to your server farm environment. By generating the reports that this feature makes available, you can determine what changes were made to your server farm, when they were made, and which administrators made them. This is especially useful when multiple administrators are modifying the configuration of your server farm. It also facilitates the identification and, if necessary, reversion of administrative changes that may be causing problems for the server farm.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 229

2. If users are experiencing problems connecting to the Presentation Server farm through Web Interface, and there are no other network problems going on at the time, a likely cause is an issue with the \_\_?\_\_ Service.
  - a. MFCOM
  - b. XTE
  - c. XML
  - d. SMA

Answer: c.

Explanation: When users are having problems connecting to the Presentation Server farm through Web Interface, unless there is another known network problem going on at the time that is affecting everything, a likely cause is an issue with the XML Service on one of the Presentation Servers.

Source: Citrix Knowledge Center, Article CTX103677

3. If an administrator needs to find out the maximum number of concurrent users a published application had over a period of time for licensing purposes, which report should he generate?
  - a. Application Usage
  - b. Application
  - c. Application Availability
  - d. Configuration Logging

Answer: a.

Explanation: To find out the maximum number of concurrent users a published application had over a period of time, an administrator should generate an Application Usage report.

Source: Field Experience

4. What does a 'Server metric alert' in Resource Manager indicate?

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- a. That a server metric is not yet active
- b. The value for a server metric has fallen outside of normal limits for a defined period of time
- c. The value of a server metric falls between the set limits
- d. That a server metric is set to stop indefinitely

Answer: b.

Explanation: Both yellow (warning) and red (error) alerts occur when the value for a metric falls outside of the normal limits and remains there for a defined period of time.

Source: Monitoring Server Performance with Citrix Presentation Server 4.5, Pages 35 – 37

5. What action should an administrator take when a critical alert appears for the Farm Metric Server in Resource Manager?
- a. Turn on automatic updates for the summary database
  - b. Demote the primary Farm Metric Server
  - c. Upgrade Presentation Server on the primary Farm Metric Server
  - d. Promote the backup Farm Metric Server

Answer: c.

Explanation: When a critical alert appears for a Farm Metric Server, the summary database software version for the primary Farm Metric Server is not accepted because another server in the server farm has a later version of the summary database software installed. You need to upgrade the software on the primary Farm Metric Server, which means upgrading Presentation Server.

Source: Monitoring Server Performance with Citrix Presentation Server 4.5, Page 58

6. SmartAuditor allows which of the following? (Choose 2)
- a. Monitoring and examining user activity of applications
  - b. Password logging and network sniffing
  - c. Tracking software inventory and purchasing for tax purposes
  - d. Ensures regulatory compliance for security purposes

Answer: a.d.

Explanation: SmartAuditor allows you to record any user's session, over any type of connection, from any computer running Presentation Server. Recorded sessions are cataloged and archived for retrieval and playback. Available only in the Citrix Presentation Server Platinum Edition, SmartAuditor uses flexible policies to automatically trigger recordings of Presentation Server sessions. This enables IT to monitor and examine user activity of applications - such as financial operations and healthcare patient information systems – demonstrating internal control, thus ensuring regulatory compliance and successful security audits. Similarly, SmartAuditor also aids in technical support by speeding problem identification and time-to-resolution.

Source: Citrix SmartAuditor for Presentation Server 4.5, Page 5

7. Which of the following services looks for issues and raises alerts in the Access Management Console?
- a. XTE
  - b. XML
  - c. MFCOM
  - d. SMA

Answer: d.

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Explanation: The Citrix Suite Monitoring and Alerting (SMA) Service watches the event log and the Citrix WMI for issues and raises alerts in the Access Management Console.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 40

8. What service must be installed and enabled on target servers so that packages created with the Installation Manager Packager can be installed on the servers?
- ADF
  - XTE
  - SMA
  - XML

Answer: a.

Explanation: The ADF Installer Service must be installed and enabled so that the packages that were created with the Installation Manager Packager can be installed on the target servers.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 38

9. Scenario: The Help Desk is reporting that users of Web Interface who are attempting to log in with Smart Cards are receiving a message to the effect that the request is too large. Which service should you suspect is causing this error?
- XTE
  - XML
  - SMA
  - ADF

Answer: b.

Explanation: The Citrix XML Service limits requests to 4096 KB in order to prevent security problems. The desktop credentials pass-through authentication feature, introduced in NFuse Classic 1.7, works by sending the user group membership to the XML service. If a user belongs to a large number of groups, all of their group SID's may exceed 4096KB. A Hotfix will fix this issue.

Source: Citrix Knowledge Center, Article 943036

10. Scenario: A Network Administrator is going to configure a new firewall. The firewall will sit right between your Citrix License Server and the Presentation Server farm. The Network Administrator needs to know what ports should be open for the License Server and the Presentation Server farm to communicate. Which two tasks do you need to accomplish so the Network Administrator can configure the firewall correctly? (Choose 2)
- Tell the Network Administrator the license server vendor daemon uses a random port
  - Tell the Network Administrator the License Manager daemon uses port 27000
  - Configure the license server vendor daemon with a static port and tell the Network Administrator the port number
  - Configure the XML Service with a new port and tell the Network Administrator the port number

Answer: b.c.

Explanation: By default, the license server has two daemons that are used in the license check in and check out process: The License Manager daemon and the license server vendor daemon. The License Manager daemon uses port 27000 and the license server vendor daemon uses a random port. If there is a firewall between the license server and the Presentation Server farm, communication issues could arise when the license server vendor daemon port number changes to a different port. To prevent this issue, an administrator needs to configure the license server

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to use a static port for the license server vendor daemon and have the Network Administrator open that port, along with the License Manager daemon port of 27000, on the firewall.

Source: Citrix Knowledge Center, Article CTX103356

11. Scenario: A Systems Administrator needs to create a custom Health and Monitoring Recovery test. What is the name of the executable that the administrator needs to run to configure the custom test?
- HRMSDKTester
  - HRMSDKCustom
  - HRMSDKConfig
  - HRMSDKInstall

Answer: a.

Explanation: To create a custom Health Monitoring and Recovery test, an administrator should use HRMSDKTESTER.EXE.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 94

12. Scenario: Jim, the Citrix administrator of a medium-sized server farm, notices that the logon monitor test is continuously sending an alert to the Event Log notifying him that the test for CTXServer01 has failed. Several users are connected to the server and Jim does not want to disrupt those connections, but he would like to disallow new connections to the server. Which of the following actions should Jim take?
- In the properties of the server farm, configure the logon monitor test to Remove Server from Load Balancing for a failed test
  - In the properties of CTXServer01, configure the logon monitor test to Remove Server from Load Balancing for a failed test
  - In the properties of the server farm, configure the logon monitor test to Reboot Server for a failed test
  - In the properties of CTXServer01, configure the logon monitor test to Reboot Server for a failed test

Answer: b.

Explanation: If a Health Monitoring and Recovery test identifies an issue with a server, one of the following actions can be taken: Alert Only, Remove Server from Load Balancing, Shutdown IMA, Restart IMA or Reboot Server. In the case that the administrator wishes to keep connections to the server but not allow new connections, the administrator would choose Remove Server from Load Balancing. Since the administrator only wants this action to affect CTXServer01, he would configure the action in the properties of the server, not the server farm.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Pages 240-242

13. When using Health Monitoring and Recovery tests, if the administrator wishes to keep a server accessible to current connections when a server is failing a test, but not take new connections, which of the following actions should the administrator configure?
- Alert Only
  - Remove Server from Load Balancing
  - Shutdown IMA
  - Restart IMA
  - Reboot Server

Answer: b.

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Explanation: If the administrator wishes to keep a server accessible to current connections but not new connections when the server is failing a Health Monitoring and Recovery test, the server should configure the action Remove Server from Load Balancing. Alert Only would still allow new connections, while Shutdown IMA, Restart IMA and Reboot Server would kick off all of the existing sessions.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Pages 240-242

14. Session Reliability is provided by the Citrix \_?\_ Service.
- XML
  - IMA
  - SMA
  - XTE

Answer: d.

Explanation: Session Reliability is provided by the Citrix XTE Service through the Common Gateway Protocol on port 2598.

Source: Citrix Knowledge Center, Article CTX104147

15. What action should an administrator take when a critical alert appears for the Database Connection Server in Resource Manager?
- Turn on automatic updates for the summary database
  - Promote a different Presentation Server to the Database Connection Server
  - Restart the IMA Service on the Database Connection Server
  - Upgrade Presentation Server on the Database Connection Server

Answer: c.

Explanation: When a critical alert appears for a Database Connection Server, the summary database software version for the Database Connection Server is not accepted because another server in the server farm has a later version of the summary database software installed. You need to upgrade the software on the Database Connection Server, which means upgrading Presentation Server.

Source: Monitoring Server Performance with Citrix Presentation Server 4.5, Page 58

16. Scenario: The Director of the IT department came to the decision that the IT department should be keeping track of all administrative changes that are made in the server farm by Systems Administrators for security and informational purposes. One of the Senior Systems Administrators was given the task of setting this up. What should the administrator set up to accomplish this task?
- Health Monitoring and Recovery
  - Configuration Logging
  - Resource Manager
  - The Windows Event Log

Answer: b.

Explanation: The Configuration Logging feature allows you to keep track of administrative changes made to your server farm environment. By generating the reports that this feature makes available, you can determine what changes were made to your server farm, when they were made, and which administrators made them. This is especially useful when multiple administrators are modifying the configuration of your server farm. It also facilitates the identification and, if necessary, reversion of administrative changes that may be causing problems for the server farm.

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Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 229

17. Scenario: The Director of Human Resources asked the IT group if they can set up a feature to record all sessions for a particular published application. The Director of IT informs her that they can configure \_\_?\_\_ for that purpose.
- Configuration Logging
  - Health Monitoring and Recovery
  - SmartAuditor
  - Resource Manager

Answer: c.

Explanation: SmartAuditor allows you to record any user's session, over any type of connection, from any computer running Presentation Server. Recorded sessions are cataloged and archived for retrieval and playback. Available only in the Citrix Presentation Server Platinum Edition, SmartAuditor uses flexible policies to automatically trigger recordings of Presentation Server sessions. This enables IT to monitor and examine user activity of applications - such as financial operations and healthcare patient information systems – demonstrating internal control, thus ensuring regulatory compliance and successful security audits. Similarly, SmartAuditor also aids in technical support by speeding problem identification and time-to-resolution.

Source: Citrix SmartAuditor for Presentation Server 4.5, Page 5

18. Scenario: The Help Desk reports that some users who connect to their published applications through Web Interface are experiencing connection problems; others are connecting just fine. An administrator should investigate the \_\_?\_\_ Service on all of the load balanced servers in the farm that those particular users are trying to connect to.
- MFCOM
  - XTE
  - XML
  - SMA

Answer: c.

Explanation: When users are having problems connecting to the Presentation Server farm through Web Interface, unless there is another known network problem going on at the time that is affecting everything, a likely cause is an issue with the XML Service on one of the Presentation Servers.

Source: Citrix Knowledge Center, Article CTX103677

19. If an administrator sees an 'Unreachable alert' in the Access Management Console, this could mean that the \_\_?\_\_ Service is not running on the server used to discover the farm.
- XTE
  - XML
  - SMA
  - MFCOM

Answer: d.

Explanation: If an administrator sees an 'Unreachable alert' in the Access Management Console, this could mean that the MFCOM Service is not running on the server used to discover the farm.

Source: Monitoring Server Performance with Citrix Presentation Server 4.5, Page 41

20. SNMP traffic uses which two ports?
- 80 and 443

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- b. 1494 and 1604
- c. 2512 and 2513
- d. 161 and 162

Answer: d.

Explanation: SNMP traffic uses UDP ports 161 and 162.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 198

21. IMA server-to-server communication uses which port?

- a. 443
- b. 1494
- c. 2513
- d. 2512

Answer: d.

Explanation: Port 2512 is used for server to server communication using the IMA Service.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

22. Which port does the Access Management Console use?

- a. 135
- b. 443
- c. 1494
- d. 2513

Answer: a.

Explanation: The Access Management Console uses port 135.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 213

23. Citrix SSL Relay uses which port?

- a. 135
- b. 443
- c. 80
- d. 1494

Answer: b.

Explanation: Citrix SSL Relay uses port 443.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 213

24. Client-to-server ICA sessions use what port?

- a. 135
- b. 443
- c. 1494
- d. 1604

Answer: c.

Explanation: ICA sessions use port 1494.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 213

25. Client-to-server UDP sessions use port \_\_?\_\_.

- a. 443
- b. 1494
- c. 135
- d. 1604

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Answer: d.

Explanation: Client to server UDP sessions use port 1604.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 213

26. The IMA Service uses which port for communication between the Presentation Server Console and Presentation Servers?
- 2513
  - 2512
  - 2598
  - 8082

Answer: a.

Explanation: The IMA Service uses port 2513 for communication between the Presentation Server Console and Presentation Servers.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

27. Scenario: The IT department is installing a firewall that will sit between the main office and the satellite offices. The Presentation Server farm is in the main office but there are Citrix administrators in each of the satellite offices. Which port do they need to make sure to open on the firewall to allow the administrators in the satellite offices to configure the Presentation Server farm using the Presentation Server Console?
- 1494
  - 443
  - 2512
  - 2513

Answer: d.

Explanation: The IMA Service uses port 2513 for communication between the Presentation Server Console and Presentation Servers, so the IT department needs to be sure and open port 2513 to be able to configure the Presentation Servers from the satellite offices.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

28. Session Reliability uses port \_\_?\_\_.
- 27000
  - 1494
  - 2598
  - 8082

Answer: c.

Explanation: Session Reliability uses port 2598.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

29. The License Management Console uses port \_\_?\_\_.
- 27000
  - 1494
  - 2598
  - 8082

Answer: d.

Explanation: The License Management Console uses port 8082.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

30. Server to license server communication takes place over port \_?\_.  
a. 27000  
b. 1494  
c. 2598  
d. 8082

Answer: a.

Explanation: Server to license server communication takes place over port 27000.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 214

31. Hewlett Packard and other printers use port \_?\_ for printing.  
a. 1433  
b. 1521  
c. 5000  
d. 9100

Answer: d.

Explanation: Hewlett Packard and other printers use port 9100 for printing.

Source: Microsoft Knowledge Center, Article 246868

32. Which port is used by Presentation Server to communicate with an IBM DB2 database?  
a. 1433  
b. 1521  
c. 5000  
d. 9100

Answer: c.

Explanation: Port 5000 is used by Presentation Server to communicate with an IBM DB2 database.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 36

33. Which port is used by Presentation Server to communicate with an Oracle database?  
a. 1433  
b. 1521  
c. 5000  
d. 9100

Answer: b.

Explanation: Port 1521 is used by Presentation Server to communicate with an Oracle database.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 36

34. Which port is used by a Presentation Server to communicate with a Microsoft SQL database?  
a. 1433  
b. 1521  
c. 5000  
d. 9100

Answer: a.

Explanation: Port 1433 is used by Presentation Server to communicate with a Microsoft SQL database.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 36

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35. When a Presentation Server client launches an application, it establishes a connection to the listener over port \_?\_.
- 443
  - 1494
  - 2598
  - 80

Answer: b.

Explanation: When a Presentation Server client attempts to launch an application, it establishes a connection to the listener over port 1494. If Session Reliability is in use, a connection will instead be established with the Citrix XTE Service over port 2598.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 198

36. A Presentation Server client using Session Reliability establishes a connection to the \_?\_ Service over port \_?\_.
- XML / 443
  - XML / 80
  - XTE / 2598
  - IMA / 2513

Answer: c.

Explanation: A Presentation Server client using Session Reliability establishes a connection to the Citrix XTE Service over port 2598 instead of port 1494, which would be used without Session Reliability.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 198

37. If you change the port number that the license server communicates over, which of the following must you also do to ensure proper licensing in your server farm?
- Download a newly generated license file for the license server
  - Update all of the clients with the new port number
  - Specify the new port number in all license files on the server
  - Give the license server vendor daemon a static port number

Answer: c.

Explanation: If you change the port number that the license server communicates over, you must specify the new port number in all license files on the server.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 253

38. If you change the license server name, which of the following must you also do to ensure proper licensing in your server farm?
- Download a newly generated license file for the license server
  - Update all of the clients with the new license server name
  - Specify the new license server name in all license files on the server
  - Update all of the Presentation Servers with the new license server name

Answer: a.

Explanation: If you change the license server name, you must download a newly generated license file. This may involve returning and reallocating the licenses at MyCitrix.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 253

39. Scenario: An administrator wishes to allow an existing Microsoft SQL database to be replicated. Which of the following commands should the administrator use?

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- a. DSMMAINT MIGRATE
- b. DSMMAINT PUBLISHSQLDS
- c. DSMMAINT CONFIG
- d. DSMMAINT FAILOVER

Answer: b.

Explanation: DSMMAINT PUBLISHSQLDS publishes a Microsoft SQL data store to allow replication.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 92

40. Scenario: An administrator needs to move data from an Access database to a Microsoft SQL database. Which of the following commands should the administrator use?
- a. DSMMAINT MIGRATE
  - b. DSMMAINT PUBLISHSQLDS
  - c. DSMMAINT CONFIG
  - d. DSMMAINT FAILOVER

Answer: a.

Explanation: DSMMAINT MIGRATE moves data from one data store database to another. It can also be used to move a data store to a different server or rename a data store.

Source: Citrix Knowledge Center, Article CTX677542

41. Which steps are involved in the migration of an Access database to a Microsoft SQL database? (Choose 3)
- a. Restart the XML Service on all Presentation Servers
  - b. Execute DSMMAINT MIGRATE on the Microsoft SQL server
  - c. Create a new Microsoft SQL database and a new DSN file
  - d. Execute DSMMAINT CONFIG on the server hosting the Access database

Answer: b.c.d.

Explanation: Use the following steps to migrate from Access to Microsoft SQL Server: 1) Create a new database on Microsoft SQL server. 2) Create a new Mf20.dsn file pointing to the new database created in Step 1. 3) On the host server (Microsoft SQL server), execute the DSMMAINT MIGRATE command, entering the current DSN file as the source and the new DSN file created in Step 2 as the destination. 4) Execute DSMMAINT CONFIG on the original host server (Access server) to point to the new DSN file. 5) Stop and restart the IMA Service on the host server. When the IMA Service on the host server is restarted, the remaining indirect servers begin accessing the new data store indirectly through the host server. 6) Copy the DSN file created in Step 2 to all remaining indirect servers in the farm. 7) Execute DSMMAINT CONFIG on all remaining indirect servers to establish a direct connection to the new database through the DSN copied in Step 6. 8) Stop and restart the IMA Service on all remaining indirect servers in the farm.

Source: Citrix Knowledge Center, Article CTX677542

42. Scenario: An administrator is performing a migration of an Access database to a Microsoft SQL database. The path to the DSN file is C:\Program Files\Citrix\Independent Management Architecture\Mf20.dsn. Which of the following is required when executing the DSMMAINT MIGRATE command?
- a. Enter the name of the DSN file, not the full path
  - b. Enter the name of the DSN file in quotations
  - c. Enter the full path of the DSN file in quotations
  - d. Enter the full path of the DSN file without quotations

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Answer: c.

Explanation: Enter the complete path (inside quotation marks if the path contains spaces) of the DSN file when required as a parameter for the DSMMAINT MIGRATE command.

Source: Citrix Knowledge Center, Article CTX677542

43. Which of the following is the correct way to point to the DSN file using DSMMAINT?

- a. dsn:Mf20.dsn
- b. dsn:"Mf20.dsn"
- c. dsn:C:\Program Files\Citrix\Independent Management Architecture\Mf20.dsn
- d. dsn:"C:\Program Files\Citrix\Independent Management Architecture\Mf20.dsn"

Answer: d.

Explanation: Enter the complete path (inside quotation marks if the path contains spaces) of the DSN file when required as a parameter for the DSMMAINT MIGRATE (or CONFIG) command.

Source: Citrix Knowledge Center, Article CTX677542

44. Scenario: An administrator is restoring a Microsoft SQL data store database from backup. Which of the following steps in the restore process should the administrator take? (Choose 3)

- a. Execute DSMMAINT FAILOVER to point to the new database
- b. Create a new DSN file that points to the restored database
- c. Copy the new DSN file to all servers in the farm
- d. Use "DSMAINT /backup" and "DSMAINT /recover"
- e. Restart the IMA Service on all servers in the farm

Answer: b.c.e.

Explanation: To restore a Microsoft SQL (or Oracle) data store database from backup: 1) Restore the database. 2) Create a new DSN file that points to the restored database. 3) Execute the DSMMAINT CONFIG command on the server with the new DSN file. 4) Stop and restart the IMA Service. 5) Verify that the server is using the correct DSN by checking at the following registry setting: HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\IMA\DataSourceName 6) If the IMA Service started successfully, copy the DSN file created in Step 2 to all servers in the farm. 7) Execute the DSMMAINT CONFIG command to change the IMA service configuration on all servers in the farm. 8) Stop and restart the IMA service on all servers in the farm.

Source: Citrix Knowledge Center, Article CTX677542

45. When a Microsoft SQL data store database must be restored to a new server from backup, each Presentation Server requires a new \_\_?\_\_.

- a. Server name
- b. Password
- c. Database administrator account
- d. DSN file

Answer: d.

Explanation: In a situation where a backup of the data store database must be restored to a new Microsoft SQL database server, each Presentation Server requires a new DSN file and updated registry information for the new database.

Source: Citrix Knowledge Center, Article CTX677542

46. Scenario: An administrator is restoring a Microsoft SQL database to a new server. Which of the following choices on the Options page should the administrator select?

- a. Preserve the replication settings

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- b. Prompt before restoring each backup
- c. Restrict access to the restored database
- d. Overwrite the existing database

Answer: d.

Explanation: When restoring a Microsoft SQL database, an administrator should select 'Overwrite the existing database' in order to avoid receiving a 'Restore failed' error.

Source: Citrix Knowledge Center, Article CTX112524

47. Scenario: An administrator wants to configure rules that will allow or deny a Presentation Server client from connecting to a Presentation Server. Which of the following should the administrator use to configure the rules?
- a. ICACLIENT.ADM 'Trusted server configuration'
  - b. Presentation Server policies
  - c. Access Gateway rules
  - d. Firewall rules

Answer: a.

Explanation: ICACLIENT.ADM is a Citrix-provided GPO that contains rules for connection parameters. An administrator uses it to configure the 'Trusted server configuration' rule to allow or deny a Presentation Server connection.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 335

48. Presentation Server client-to-server connection settings in the ICACLIENT.ADM template include: (Choose 4)
- a. Firewall
  - b. Network routing
  - c. User authentication
  - d. Remoting client devices
  - e. User experience

Answer: b.c.d.e.

Explanation: The ICACLIENT.ADM template is a Citrix-provided GPO that uses 23 Citrix-specific rules to configure and secure client connections to Presentation Server farms. The rules are specified in the following connection settings: 'Network routing' (includes Proxy and 'Trusted server configuration'), 'User authentication,' 'Remoting client devices' and 'User experience.'

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Pages 335, 336

49. To keep Presentation Server clients from connecting to malicious servers, an administrator should configure specific Presentation Server connection settings in \_?\_.
- a. Presentation Server policies
  - b. 'Trusted server configuration' in ICACLIENT.ADM
  - c. firewall rules
  - d. Web Interface with Secure Gateway

Answer: b.

Explanation: The 'Trusted server configuration' setting in the ICACLIENT.ADM template allows specific Presentation Server connection rules to be configured to allow or deny a Presentation Server client to connect.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 336

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50. In which setting of the ICACLIENT.ADM template would an administrator configure Session Reliability, trusted server configuration, proxy settings, and TLS/SSL data encryption?
- Remoting client devices
  - User authentication
  - Network routing
  - User experience

Answer: c.

Explanation: An administrator can configure Session Reliability, trusted server configuration, proxy (type, SOCKS, client, client failover and authentication) and TLS/SSL data encryption and server identification in the 'Network routing' setting of the ICACLIENT.ADM template.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 127, 128

51. In which setting of the ICACLIENT.ADM template would an administrator configure Smart card and Kerberos?
- Remoting client devices
  - User authentication
  - Network routing
  - User experience

Answer: b.

Explanation: An administrator can configure Smart card and Kerberos authentication, local user name and password, locally stored credentials and Web Interface authentication ticket in the 'User authentication' setting of the ICACLIENT.ADM template.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 129

52. In which setting of the ICACLIENT.ADM template would an administrator configure drive mapping, printers, hardware access, image capture, microphone and clipboard?
- Remoting client devices
  - User authentication
  - Network routing
  - User experience

Answer: a.

Explanation: An administrator can configure client drive mapping, printers, hardware access, image capture, microphone and clipboard in the 'Remoting client devices' setting of the ICACLIENT.ADM template.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 130

53. In which setting of the ICACLIENT.ADM template would an administrator configure remote applications, client audio, graphics and display settings?
- Remoting client devices
  - User authentication
  - Network routing
  - User experience

Answer: d.

Explanation: An administrator can configure remote applications, client audio, graphics and display settings in the 'User experience' setting of the ICACLIENT.ADM template.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 131

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54. In an environment where some users are connecting to ICA sessions with Session Reliability and others are connecting without Session Reliability, which of the following ports should be opened for internal users? (Choose 2)
- Port 1494 inbound traffic
  - Port 1494 outbound traffic
  - Port 2598 inbound traffic
  - Port 2598 outbound traffic

Answer: a.c.

Explanation: The default port on servers for inbound traffic from ICA sessions is 1494. The outbound port from the server used for the ICA session is allocated dynamically when the session is established. If Session Reliability is invoked, ICA traffic is tunneled through the Common Gateway Protocol, which uses TCP port 2598 by default. Like ICA traffic, the designated port is used for inbound sessions to Presentation Server, and a dynamically allocated port is used for outbound traffic. Ports 1494 and 2598 should be opened only to internal inbound traffic. Sessions originating from clients connecting over the Internet should be secured by means of the Secure Gateway or Access Gateway.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 27

## #Troubleshooting

55. Scenario: An administrator has concluded that the port used by Session Reliability is not responding. Which of the following services should an administrator troubleshoot to resolve this issue?
- IMA
  - XML
  - IIS
  - XTE

Answer: d.

Explanation: There are a couple of instances when an administrator will know that the port that is used by Session Reliability (default port 2598) is not responding. Session Reliability uses the Citrix XTE Service to operate. The administrator should troubleshoot the Citrix XTE Service to resolve the issue.

Source: Citrix Knowledge Center, Article CTX106531

56. Scenario: An administrator is configuring SSL Relay for secure communication between the Web Interface server and Presentation Server. Which two steps does the administrator need to take for SSL Relay configuration? (Choose 2)
- Install a root certificate on the Web Interface server
  - Install a server certificate on the Web Interface server
  - Ensure the Presentation Server is configured to listen on TCP port 443
  - Ensure the Presentation Server is configured to listen on TCP port 2598

Answer: a.c.

Explanation: When configuring SSL Relay for secure Web Interface to Presentation Server communication, be sure to install a root certificate on the Web Interface server and configure the Presentation Server to listen on TCP port 443.

Source: Web Interface 4.5 Administrator's Guide, Page 65

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57. Which of the following steps must an administrator take to allow the use of smart cards in a Web Interface implementation? (Choose 3)
- Install the Web Client on all client devices
  - Disable Pass-Through on the client
  - Enable Pass-Through on the client
  - Enable the Windows Directory Service Mapper on the Web Interface server
  - Enable smart card authentication on Web Interface

Answer: c.d.e.

Explanation: To allow the use of smart cards with Web Interface: 1) Install the Client for Windows on all client devices. Web Client cannot be used for smart cards because of security concerns. 2) Enable Pass-Through on the client. 3) Enable the Windows Directory Service Mapper on the Web Interface server so that authentication can be handled by Active Directory. 4) Enable smart card authentication in Web Interface.

Source: Web Interface 4.5 Administrator's Guide, Pages 81 - 84

58. Scenario: All of the users in the Sales department have several network printers configured on their client devices. They have been printing to print devices in other departments and the other departments have started complaining that the Sales users are tying up their printers. To alleviate this, the IT department has been asked to allow each Sales user to only connect to the network printers in their area. Which of the following policy rules should the administrator assigned to this task configure for the Sales group?
- Session printers
  - Auto-creation
  - Print job routing
  - Printer properties retention

Answer: a.

Explanation: The 'Session printers' policy rule allows an administrator to control the assignment of network printers.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 615 - 618

59. Scenario: Several users in the company have to work on different floors of the building and different client devices throughout the day. Of course, they must use the same login credentials no matter which computer they are working on. When they connect to published applications, they need to be able to print from a nearby print device no matter where they are. Which policy rule should the IT department configure and how should the policy be filtered to make sure that these users always have a nearby print device to print to?
- Session printers / Users and Groups
  - Session printers / Client IP Address
  - Print job routing / Users and Groups
  - Print job routing / Client IP Address

Answer: b.

Explanation: The 'Session printers' policy rule allows an administrator to control the assignment of network printers. In this case, the policy should be configured by IP address. That way, the IT department can assign the IP range of the computers on each level of the building to a different policy so when a user is on the fifth floor they will have access to the fifth floor printers and when they have to move to floor two, they will have access to the second floor printers.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 615 - 618

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60. If an administrator wants to configure print jobs to route directly from the Presentation Server to the network print server, which policy rule should be configured?
- Auto-creation
  - Session printers
  - Print job routing
  - Printer properties retention

Answer: c.

Explanation: The 'Print job routing' rule determines whether or not a client printer is auto-connected. When the rule is configured to 'Connect directly to network print server if possible,' the print jobs are routed directly from the Presentation Server to the network print server. If 'Always connect indirectly as a client printer' is configured, print jobs are routed through the client device via the ICA protocol and redirected to the network print server.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 611

61. Scenario: Sales personnel for the company work on the second floor of the corporate building. Sales personnel are often on the eighth floor working closely with the Corporate department. Sales personnel do not desire to print to the printer devices on the eighth floor, as they prefer printing to their own print devices down on the second floor. The IT department realizes that printing on a different subnet of the LAN can make printing slow. What policy rule setting should the IT department configure for the Sales personnel to speed up printing on the LAN for the Sales department?
- Printing > Drivers > 'Universal driver'
  - Bandwidth > Session Limits > Printer
  - Printing > Client Printers > 'Print job routing' > 'Always connect indirectly as client printer'
  - Printing > Client Printers > 'Print job routing' > 'Connect directly to network print server if possible'

Answer: d.

Explanation: Routing print jobs directly to the print server can increase printing speeds for LAN users. It also increases bandwidth, but that isn't as much of a factor on a LAN as it is on a WAN.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 360

62. The `_?` policy rule is used to assign network printers to users.
- Auto-creation
  - Session printers
  - Print job routing
  - Printer properties retention

Answer: b.

Explanation: The 'Session printers' policy rule is used to assign network printers to users in a Presentation Server environment. Administrators can assign the default printer as well as designate the connection to network printers based on the desired policy filter.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 615

63. If the policy rule 'Native printer driver auto-install' is enabled, what is the default setting?
- Use universal driver only if requested driver is unavailable
  - Do not automatically install drivers
  - Install Windows native drivers as needed
  - Use only printer model specific drivers

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- e. Use universal driver only

Answer: c.

Explanation: If the rule 'Native printer driver auto-install' is enabled, the setting 'Install Windows native drivers as needed' is selected by default. Because of this, there is a potential of a large number of undesired print drivers to be installed in the farm. An administrator can limit which drivers are installed by using the driver compatibility list or by changing the setting to 'Do not automatically install drivers.'

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 628, 629

64. Which of the following print driver policy settings has the potential for allowing a large number of undesired print drivers to be installed in the server farm?
- a. Use universal driver only if requested driver is unavailable
  - b. Do not automatically install drivers
  - c. Install Windows native drivers as needed
  - d. Use only printer model specific drivers
  - e. Use universal driver only

Answer: c.

Explanation: When the rule 'Native printer driver auto-install' is enabled, the setting 'Install Windows native drivers as needed' is selected by default. When this setting is left by itself, there is a potential of a large number of undesired print drivers to be installed in the farm. An administrator can limit which drivers are installed by using the driver compatibility list or by changing the setting to 'Do not automatically install drivers.'

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 628, 629

65. Scenario: John is an administrator in a large company. The company just received an order of over 100 new print devices. There are ten different models of print devices. John is going to install the original manufacturer drivers on one server and replicate them to the other servers. He wants to use the manufacturer drivers for the printers, but he also wants to make sure that there is always a driver available in case there are unforeseen printing issues, or in case a rogue print device is installed in the company. Which of the following steps should he take? (Choose 3)
- a. Enable the rule 'Install Windows native drivers as needed'
  - b. Enable the rule 'Do not automatically install drivers'
  - c. Enable the rule 'Use universal driver only if requested driver is unavailable'
  - d. Create a driver compatibility list and select 'Allow only drivers in the list'
  - e. Create a driver compatibility list and select 'Allow all drivers except those in the list'

Answer: b.c.d.

Explanation: By not allowing native print drivers to automatically be installed from auto-created printers, John will make sure that no rogue drivers make it into the farm. By using a driver compatibility list, he will control which drivers are allowed in the farm. Since he knows the drivers that are allowed, but doesn't know which drivers might try to install later, he selects 'Allow only drivers in the list' and adds the known acceptable drivers to the list. By selecting the 'Use universal driver only if the requested driver is unavailable' rule, John is making sure that there is always a driver available, whether it's the manufacturer's driver or the universal driver.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 628, 635, 636

66. Which of the following features should be used to deny a print driver known to cause issues with printing from being used in a Presentation Server environment where native print drivers are allowed?

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- a. Print driver replication
- b. Print driver mapping
- c. Universal print driver
- d. Print driver compatibility list

Answer: d.

Explanation: The print driver compatibility list allows an administrator to control print drivers available to users. During user logon, native drivers are permitted and the auto-created printers are checked against the list of allowed or denied print drivers.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 635

67. Which of the following features is used to resolve compatibility issues between print drivers that have different names for the same printer on different server operating systems?
- a. Print driver replication
  - b. Print driver mapping
  - c. Universal print driver
  - d. Print driver compatibility list

Answer: b.

Explanation: A print driver mapping list is used to resolve compatibility issues between print drivers that have different names for the same printer on different server operating systems.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 637

68. Scenario: A print driver was installed in the server farm with the name HP LaserJet 4. Some users on an older Windows operating system have the same print driver, but it was installed with the name HP LaserJet 4/4M. What should an administrator do to make sure that the printer auto-creates in the users' sessions?
- a. Turn on print driver replication
  - b. Create universal print driver policy
  - c. Map the name HP LaserJet 4/4M to the name HP LaserJet 4
  - d. Add the driver HP LaserJet 4/4M to the driver compatibility list and select 'Allow drivers except those in the list'

Answer: c.

Explanation: A print driver mapping list is used to resolve compatibility issues between print drivers that have different names for the same printer on different server operating systems. To map print driver names, in the Presentation Server Console, expand the Printer Management node. Right-click the Drivers node. Select Mapping. The Driver Mapping dialog appears. Select the appropriate operating system from the Platform drop-down list. The Add Mappings dialog appears. Type the name of the client print driver in the Client Driver field. Select the name of the print driver from the Server Driver drop-down list and click OK to add the mapping. Click OK to close the Driver Mapping dialog.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 637 – 639

69. An administrator should use which of the following best practices to keep a driver from crashing the Citrix Print Manager Service? (Choose 3)
- a. Use driver mapping to native drivers
  - b. Use mappings when available
  - c. Use third-party PCL6 drivers
  - d. Never install untested printer drivers in a production server farm

Answer: a.b.d.

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Explanation: To keep a driver from crashing the Citrix Print Manager Service (CPSVC.EXE), use the following best practices: 1) Use native Windows drivers or the Citrix universal print driver. 2) Use driver mapping to native drivers. 3) See CTX089874 Troubleshooting and Explaining the Citrix Universal Print Driver. 4) Avoid updating a driver. Always attempt to uninstall a driver, restart, and then install the new/replacement driver. 5) Unused drivers should be uninstalled or restricted within the Presentation Server Console. 6) Try to avoid using version 2 kernel-mode drivers. 7) Give users write access to <root directory>\system\spool to handle third-party printer drivers that are not 100 percent Terminal Server-aware. 8) Try avoiding third-party PCL6 drivers (it is preferable to use PCL5 or PS). 9) Never install untested printer drivers on a production server/server farm. 10) Do not install ALL native printer drivers on the server (unneeded growth of the data store, and will slow down logon performance). 11) Use mappings when available. 12) Scheduled spooler restart and spool directory cleanup during a server restart is fighting the problem symptoms, not the problem source.

Source: Citrix Knowledge Center, Article CTX113789

70. Either `_?_` or `??_` must be configured in Web Interface to allow applications to be streamed to client devices. (Choose 2)
- Remote
  - Streaming
  - Local
  - Dual mode streaming

Answer: b.d.

Explanation: When Web Interface is configured with Streaming, users stream applications to their desktop and launch them locally. When Dual Mode Streaming is selected, users stream applications to their desktop and launch them locally, but if streamed applications are not available, remote versions are launched. If Remote is selected in Web Interface, users access published applications installed on a remote server.

Source: Web Interface 4.5 Administrator's Guide, Page 51

71. Users running applications using Workspace Control cannot reconnect to their applications when:
- The session times out
  - They manually log off
  - Session Reliability is disabled
  - The applications are remote

Answer: b.

Explanation: Users must manually log off from their applications to not be able to reconnect in Workspace Control. When the HTTP session times out, users can log in and reconnect to their launched applications. Workspace Control only works with remote applications, not streamed.

Source: Web Interface 4.5 Administrator's Guide, Page 115

72. Which of the following steps should be taken to troubleshoot the IMA Service failure to start condition? (Choose 6)
- Examine the registry key `CurrentlyLoadingPlugin`
  - Verify the Service Control Manager time-out is set at the default value
  - Verify that ODBC connectivity exists when connecting directly to the data store
  - Verify the IMA Service is running on the server that is connecting directly to the data store when connecting to the data store through an intermediary server

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- e. Review the entries in the event log
- f. Review alerts in Resource Manager and the Access Management Console
- g. Verify the Print Spooler Service is started in the System context

Answer: a.c.d.e.f.g.

Explanation: To troubleshoot the IMA Service failure to start condition: 1) Examine the CurrentlyLoadingPlugin for its value; 2) Verify that ODBC connectivity exists when connecting directly to the data store; 3) Verify the IMA Service is running on the server that is connecting directly to the data store when connecting to the data store through an intermediary server; 4) Review the entries in the event log for the IMA Service error code that is returned; 5) Review alerts in Resource Manager and the Access Management Console; 6) Verify the Print Spooler Service is started in the System context rather than for a user.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 156

73. Scenario: An administrator receives an "IMA Service Failed" message with error code 2147483649 when restarting a Presentation Server. Which of the following steps should the administrator take to troubleshoot the issue? (Choose 2)
- a. Change the IMA Service startup account to the local administrator
  - b. Verify the Service Control Manager time-out is set at the default value
  - c. Review the entries in the event log
  - d. Check for a missing TEMP directory
  - e. Verify the Print Spooler Service is started in the System context

Answer: a.d.

Explanation: If an administrator receives an "IMA Service Failed" message with error code 2147483649 when restarting a Presentation Server, the administrator should: 1) Change the IMA Service startup account to the local administrator; 2) Check for a missing TEMP directory if the IMA Service starts under the local administrator account; 3) Switch the service back to the local system account and try manually creating the TEMP directory; 4) Verify that both the TMP and TEMP environment variables point to this directory.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 157

74. Scenario: After starting a Presentation Server, an administrator receives an error that the IMA Service could not be started, but when investigating the error, the administrator notices that the IMA Service has actually started. Which of the following should the administrator do to eliminate this error going forward?
- a. Change the default Service Control Manager default time-out value
  - b. Change the IMA Service startup account to the local administrator
  - c. Manually create the %systemroot%\TEMP directory
  - d. Run DSMMAINT RECREATELHC

Answer: a.

Explanation: The Service Control Manager has a time-out of six minutes, but the IMA Service can take longer than six minutes to start. If the Service Control Manager reports that the IMA Service could not be started but the service eventually starts, ignore the message and change the default time-out value.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 157

75. If the IMA Service fails to start, which of the following should an administrator do to troubleshoot the failure to start?
- a. Change the default Service Control Manager default time-out value

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- b. Examine the registry key CurrentlyLoadingPlugin
- c. Run DSMMAINT RECREATELHC
- d. Verify the Service Control Manager time-out is set at the default value

Answer: b.

Explanation: To troubleshoot the IMA Service failure to start condition: 1) Examine the CurrentlyLoadingPlugin for its value; 2) Verify that ODBC connectivity exists when connecting directly to the data store; 3) Verify the IMA Service is running on the server that is connecting directly to the data store when connecting to the data store through an intermediary server; 4) Review the entries in the event log for the IMA Service error code that is returned; 5) Review alerts in Resource Manager and the Access Management Console; 6) Verify the Print Spooler Service is started in the System context rather than for a user.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 156

76. Scenario: An administrator noticed that the IMA Service failed to start on a Presentation Server that is directly connected to the data store. Which step should the administrator take to troubleshoot the issue?
- a. Change the default Service Control Manager default time-out value
  - b. Run DSMMAINT RECREATELHC
  - c. Verify that ODBC connectivity exists
  - d. Verify the Service Control Manager time-out is set at the default value

Answer: c.

Explanation: When the IMA Service fails to start on a Presentation Server that has a direct connection to the data store, verify that ODBC connectivity exists.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 156

77. If the IMA Service fails to start on a Presentation Server, check for IMA Service errors in the \_\_?\_\_ and alerts in \_\_?\_\_ and \_\_?\_\_.
- a. Presentation Server Console; Network Manager; Microsoft Operations Manager
  - b. Configuration log; NetMon; the registry
  - c. TEMP folder; Load Manager; SysMon
  - d. Event log; Resource Manager; Access Management Console

Answer: d.

Explanation: To troubleshoot the IMA Service failure to start condition: 1) Examine the CurrentlyLoadingPlugin for its value; 2) Verify that ODBC connectivity exists when connecting directly to the data store; 3) Verify the IMA Service is running on the server that is connecting directly to the data store when connecting to the data store through an intermediary server; 4) Review the entries in the event log for the IMA Service error code that is returned; 5) Review alerts in Resource Manager and the Access Management Console; 6) Verify the Print Spooler Service is started in the System context rather than for a user.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 156

78. If the IMA Service fails to start on a Presentation Server with a "Setup could not start the IMA Service" error, verify that the Print Spooler Service is \_\_?\_\_. (Choose the best option to finish the sentence)
- a. started in the System context
  - b. disabled
  - c. set to Manual
  - d. started under a Local Administrator account

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Answer: a.

Explanation: If the IMA Service fails to start on a Presentation Server with a “Setup could not start the IMA Service” error, verify the Print Spooler Service is started in the System context rather than for a user.

Source: Citrix Knowledge Center, Article CTX440269

79. Scenario: Program Neighborhood users connecting to a Presentation Server farm running Windows Server 2003 servers are randomly losing having their connections to published applications dropped and reset by the servers. Which of the following might resolve this issue?
- Extend the timeout in Session Reliability for the farm
  - Double the ICA KeepAlive time in the server farm
  - Enable ‘Do not allow smart card device redirection’ in Group Policy for all of the Presentation Servers
  - Enable Auto Client Reconnect

Answer: c.

Explanation: Symptoms: With Citrix Presentation Server installed on Windows 2003, the user starts a session to either a published or custom, application or desktop using Program Neighborhood or Program Neighborhood Agent. After being connected for an undetermined amount of time, the session is dropped and the server has reset the connection. Cause: The Windows 2003 series of operating systems is the first to offer Smart Card Redirection. It is not known how this feature impairs the ICA connection; however, a workaround that resolves the issue is available. Resolution: It was found that by enabling the 'Do not allow smart card device redirection' setting (in a Microsoft Group Policy), the ICA sessions that were exhibiting the issue no longer lost their connections.

Source: Citrix Knowledge Center, Article CTX107232

80. Scenario: The Help Desk is reporting that users in the Marketing department are having an issue with their mice and keyboards freezing when they are using the published application PowerPoint 2007. The Help Desk has determined that the users are using PowerPoint at a very high session size: 1930x1447 at 24-bit color. Which of the following is causing this issue?
- Licenses for PowerPoint 2007 have passed their limit
  - The SessionPoolSize registry entry is too high
  - SpeedScreen Latency Reduction has been disabled
  - The default per session memory limit has been reached

Answer: d.

Explanation: Symptoms: Sessions appear to freeze or hang when using certain applications that use a large amount of GUI resources in sessions with corresponding large display resolutions and high color depths. Microsoft Office PowerPoint 2007 may not display consistently at the maximum session size of 1930x1447 at 24-bit color. The Windows Picture & Fax Viewer may not display consistently with resolutions sizes larger than 1600x1200 at 24-bit color. Cause: You may have reached the default per-user session memory limit in Windows Server 2003. Solution: Increase the SessionPoolSize through the SessionPoolSize registry entry.

Source: Citrix Knowledge Center, Article CTX112539

81. Scenario: Some users in the Media department have been reporting to the Help Desk that when using the Windows Picture and Fax Viewer on dual-monitors, their computers are ‘freezing.’ The Help Desk determined that the users are launching the published Windows Picture and Fax Viewer application in the server farm. The Help Desk also determined that in all cases, the users

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with the issue have their resolution sizes set larger than 1600x1200 at 24-bit color. Which of the following will probably resolve this issue?

- a. Increase the SessionPoolSize registry entry
- b. Decrease the SessionPoolSize registry entry
- c. Increase RAM in the users' workstations
- d. Install high-performance graphics accelerator cards

Answer: a.

Explanation: Symptoms: Sessions appear to freeze or hang when using certain applications that use a large amount of GUI resources in sessions with corresponding large display resolutions and high color depths. Microsoft Office PowerPoint 2007 may not display consistently at the maximum session size of 1930x1447 at 24-bit color. The Windows Picture & Fax Viewer may not display consistently with resolutions sizes larger than 1600x1200 at 24-bit color. Cause: You may have reached the default per-user session memory limit in Windows Server 2003. Solution: Increase the SessionPoolSize through the SessionPoolSize registry entry.

Source: Citrix Knowledge Center, Article CTX112539

82. Which of the following can be causes of auto-created printers failing to delete after the user logs off their session? (Choose 3)

- a. Too many users are trying to print to the same print device
- b. There is no comment field or it has been altered
- c. Print jobs are pending in the print queue
- d. The spooler service might not be working properly

Answer: b.c.d.

Explanation: Auto-created printers may fail to delete after the user logs off for many different reasons. Some of the reasons are: The spooler service may not be working or was not working properly upon logoff. This may require the manual deletion of printer objects from the server's registry and the restarting of the print spooler service. Print jobs were pending in the print queue. They were not set to delete at logoff and/or users could not delete pending jobs before logoff. Citrix uses the comment field of an auto-created printer to determine if this printer object should be deleted at logoff and there is no comment field or the comment field was altered. The session is in a disconnect state and/or the users profile has not unloaded successfully. Auto-created printers created using the legacy naming style might not be deleted when a session is terminated. The issue occurs if the Print Spooler and Citrix Print Manager Service restart while a session is active on the server. Auto-created printers that no longer have an associated session are not deleted when the Citrix Print Service (CPSVC) restarts.

Source: Citrix Knowledge Center, Article CTX051476

83. Scenario: Auto-created printers are not deleting after users log off of their sessions. Which of the following tasks should the administrator perform in this case? (Choose 2)

- a. Restart the Citrix Print Service
- b. Manually delete printer objects from the server's registry
- c. Manually delete the printers from the ICA session
- d. Restart the Spooler Service

Answer: b.d.

Explanation: When auto-created printers are not deleting after users log off of their sessions, the spooler service may not be working or was not working properly upon logoff. This may require the manual deletion of printer objects from the server's registry,

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HKLM\System\CurrentControlSet\Control\Print\Printers, and the restarting of the print spooler service.

Source: Citrix Knowledge Center, Article CTX051476

84. If an administrator feels that multiple policies are leading to unexpected results, the administrator should troubleshoot the issue by: (Choose 3)
- Confirming ICA listener settings
  - Establish an ICA connection
  - Initiating an RDP connection
  - Change the policy priorities

Answer: a.b.c.

Explanation: The process for troubleshooting unexpected policy results is: 1) Establish an ICA connection; 2) Review Citrix policy settings by generating a Citrix resultant policy report; 3) Initiate an RDP connection; 4) Review the Active Directory policy settings, including Terminal Services policies; 5) Review settings within the farm node of the Access Management Console; 6) Confirm ICA listener settings.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Pages 325, 326

85. The `_?` displays all Citrix policies that apply to a specific session, assisting in the troubleshooting of that session.
- Farm node in the Access Management Console
  - Citrix resultant policy report
  - Group Policy Management Console
  - Citrix Connection Configuration Tool

Answer: b.

Explanation: If it is determined that there is an unexpected policy behavior, an administrator can confirm policy settings by generating a Citrix resultant policy report using the Presentation Server Console.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 327

86. Scenario: An administrator created a Presentation Server policy for the Training group to be allowed to shadow the Student group. Which of the following does the administrator need to do to allow the Student group to be shadowed?
- Set the Permissions rule to Enabled, click Configure and select the Student group
  - Select the shadowing policy and choose 'Apply this policy to' and add the Student Group
  - Set the Permissions rule to Disabled, click Configure and select the Training group
  - Select the shadowing policy and choose 'Apply this policy to' and add the Training Group

Answer: b.

Explanation: After creating a policy to allow the Training group to shadow the Student group, the policy needs to be filtered by users to specify that the policy should be applied to the Student group. The administrator would take the following steps: Select the shadowing policy and choose Actions > Policy > 'Apply this policy to.' Select Users in the left pane and select 'Filter based on users.' Select the Student group from the correct domain and click Add. Click OK.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 177

87. Scenario: An administrator created a Presentation Server policy for the Training group to be allowed to shadow the Student group but when users in the Training group try to shadow users

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in Student group, they receive an “Error 5 – Access Denied” message. Which of the following does the administrator need to do to allow the Student group to be shadowed?

- a. Set the Permissions rule to Enabled, click Configure and select the Student group
- b. Select the shadowing policy and choose ‘Apply this policy to’ and add the Student Group
- c. Set the Permissions rule to Disabled, click Configure and select the Training group
- d. Select the shadowing policy and choose ‘Apply this policy to’ and add the Training Group

Answer: b.

Explanation: After creating a policy to allow the Training group to shadow the Student group, the policy needs to be filtered by users to specify that the policy should be applied to the Student group. The administrator would take the following steps: Select the shadowing policy and choose Actions > Policy > ‘Apply this policy to.’ Select Users in the left pane and select ‘Filter based on users.’ Select the Student group from the correct domain and click Add. Click OK.

Source: Citrix Knowledge Center, Article CTX103473

88. To allow mobile users to record audio notes from the field, which of the following policy settings should be applied?

- a. Enable ‘Sound quality’
- b. Disable ‘Turn off speakers’
- c. Enable ‘Use client microphones for audio input’
- d. Disable ‘Use client microphones for audio input’

Answer: c.

Explanation: To allow users to record audio: 1) Create a new policy; 2) From the Actions menu, select Properties; 3) Select Client Devices > Resources > Audio > Microphones; 4) Select Enabled and ‘Use client microphones for audio input.’ 5) Click OK.

Source: Citrix Presentation Server 4.5 Administrator’s Guide, Page 194

89. To effectively troubleshoot application streaming, an administrator should ensure that: (Choose 3)

- a. The latest Streaming Client is installed on both the server used to stream the application and the client device
- b. Users are configured for application streaming
- c. The latest Program Neighborhood Agent client is installed on the client device
- d. The Access Platform and Program Neighborhood Agent Services sites are configured for application streaming

Answer: a.c.d.

Explanation: To effectively troubleshoot application streaming, an administrator should ensure that: 1) The latest Streaming Client is installed on the server used to stream the application; 2) The latest Streaming Client is installed on the client device; 3) The latest Program Neighborhood Agent client is installed on the client device; 4) The license server has a Presentation Server 4.5 Enterprise Edition license that uses the Platinum licensing model; 5) Enterprise Edition or Platinum Edition is selected in the Access Management Console; 6) All servers are pointing to a license server containing the appropriate licenses; 7) Applications are published for application streaming; 8) Published applications are configured with Offline Access Users; 9) ‘Enable offline access’ is selected for the published application; 10) The Access Platform and Program Neighborhood Agent Services sites are configured for application streaming.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Pages 222, 279

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90. In an environment where Session Reliability is enabled but users are consistently losing their connections before the session becomes active again, which of the following should the administrator do to resolve the issue?
- Enable Auto Client Reconnect
  - Extend the ICA KeepAlive timeout
  - Enable SpeedScreen Latency Reduction Manager
  - Extend the Session Reliability timeout

Answer: d.

Explanation: The 'Seconds to keep sessions active' option for Session Reliability has a default of 180 seconds, or three minutes. This feature is designed to be convenient to the user because it does not prompt the user for re-authentication. So if connections are consistently dropping before the session becomes active again, the administrator might need to extend the 'Seconds to keep sessions active' option.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 181

91. Auto Client Reconnect only works if the server \_\_?\_\_ broken connections.
- disconnects
  - resets
  - logs off
  - connects

Answer: a.

Explanation: Auto Client Reconnect works only if the server disconnects sessions when there is a broken or timed out connection. If a server's ICA-TCP connection is configured to reset sessions with a broken communication link, automatic reconnection does not occur.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 183

92. Which of the following factors can contribute to slow logons? (Choose 5)
- Large profiles
  - Unnecessary virtual channels
  - Inadequate server permissions
  - Logon scripts
  - Profile paths
  - Font searching

Answer: a.b.d.e.f.

Explanation: Slow logons can be contributed to: Large profiles, which take more time to load than smaller profiles; Problematic or unnecessary virtual channels; Logon scripts, which might have unnecessary statements causing delays; Profile paths, which can be minimized by using roaming profiles; Font searching, which can be difficult to troubleshoot and might require network monitors/sniffers and third-party tools.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Pages 205, 206

93. Only users and groups that are members of the local \_\_?\_\_ group can access resources on the server using the ICA or RDP protocol.
- Administrators
  - Users
  - Remote Desktop Users
  - Power Users

Answer: c.

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Explanation: Only users and groups that are members of the local Remote Desktop Users group can access resources on the server using the ICA or RDP protocol. Users can be added at Presentation Server installation or later using Computer Management on the server.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 65

94. When attempting to connect to a Presentation Server, the client stops at: "Checking your credentials," and the following logon message appears: "You do not have access to this Session." Which of the following will resolve this problem?
- Reboot the Presentation Server
  - Update the client to the latest version
  - Add the user to the Remote Desktop Users group
  - Enable 'Any connection' in Connection Access Control in the Properties of the farm

Answer: d.

Explanation: If users are attempting to connect to a Presentation Server and the client stops at: "Checking your credentials," and the following logon message appears: "You do not have access to this Session," make sure to enable 'Any connection' in Connection Access Control in the Properties of the farm to resolve this problem.

Source: Citrix Knowledge Center, Article CTX106920

95. Scenario: After changing the port number in the license file and executing the command `lmread -c`, you get the following error: `lmread failed: Cannot connect to license server (-15, 10:10061 "Winsock: Connection refused")`. Which of the following will resolve this error?
- Change the license server port
  - Change the Citrix vendor daemon port to a static number
  - Open port 27000 on the firewall
  - Change the licensing model to Platinum licensing

Answer: a.

Explanation: If, after changing the port number in the license file and executing the command `lmread -c`, you get the following error: `lmread failed: Cannot connect to license server (-15, 10:10061 "Winsock: Connection refused")`, change the license server port using the following steps: 1) Back up both license files. 2) Remove the read only attribute on the properties of each license file. 3) Using a text editor, modify the Server line by appending a port number after hostname or any. Save the file 4) Execute `lmreread` to reread the license file into memory without stopping and starting the CitrixLicensing service. 5) At a command prompt, type `netstat -a` to verify the new port number. 6) Modify all .lic files in the MyFiles directory with the same port number and run an `lmreread` against those files as well. 7) Change the port number in the Management Console to reflect the new port.

Source: Citrix Knowledge Center, Article CTX103008

96. If a server's ICA-TCP connection is configured to reset sessions with a broken communication link, `_?_` will not work.
- Session Reliability
  - Auto Client Reconnect
  - SpeedScreen Latency Reduction
  - SmoothRoaming

Answer: b.

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Explanation: If a server's ICA-TCP connection is configured to reset sessions with a broken communication link, Auto Client Reconnect does not work. Auto Client Reconnect works only if the server disconnects sessions when there is a broken or timed out connection.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 183

97. Scenario: The IT department installed a new firewall in their existing environment where Secure Gateway is used and applications are delivered over the Internet. Users are complaining they are being disconnected after remaining idle for a relatively short amount of time – something that didn't happen with the old firewall. What can the IT department do to resolve this issue?
- Enable ICA KeepAlive
  - Enable Auto Client Reconnect
  - Extend the Session Reliability timeout
  - Enable SpeedScreen Latency Reduction Manager

Answer: a.

Explanation: When using Secure Gateway in an environment where published applications are delivered over the Internet, firewalls or other network hardware may terminate an idle session too early. By default, Secure Gateway uses TCP port 443 to tunnel ICA/SSL traffic across the Internet. Port 443 is reserved for HTTPS traffic that, in most cases, does not cause problems for ICA/SSL traffic. However, some firewalls may terminate connections on port 443 if they remain idle for 10 minutes. While such a low idle time-out value is favorable for HTTPS connections, you may want to allow longer idle times for ICA/SSL users. To prevent the session from becoming idle and being terminated by the firewall, you can enable an ICA-level KeepAlive process that maintains traffic between the Presentation Server, through Secure Gateway, to the ICA Client.

Source: Citrix Knowledge Center, Article CTX435418

98. What do you do if you allocate licenses and download the files to your license server but are unable to check out a license? (Choose 4)
- Enter the hostname of the license server in the license file
  - Verify you are using the Platinum licensing model
  - Verify that the product-side setting contains the right license server name
  - Verify that the product is using the same port number as the license server
  - Change the Citrix vendor daemon port to a static number
  - Ensure that the license file contains licenses for the desired product

Answer: a.c.d.f.

Explanation: If you allocate licenses and download the files to your license server but are unable to check out a license, make sure that you: 1) Enter the hostname of the license server in the license file. 2) Verify that the product-side setting contains the right license server name. 3) Verify that the product is using the same port number as the license server. 4) Ensure that the license file contains licenses for the desired product. For example, Citrix XenApp Enterprise Edition only works if the license file specifies the Enterprise edition.

Source: Licensing: Troubleshooting Guide, Page 2

99. Scenario: An administrator allocated licenses and downloaded the files to the license server. He entered the hostname of the license server in the license file and verified the product is using the same port number as the license server. What else must he do before licenses can be checked out? (Choose 2)
- Verify the Platinum licensing model is being used
  - Verify that the product-side setting contains the right license server name

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- c. Change the Citrix vendor daemon port to a static number
- d. Ensure that the license file contains licenses for the desired product

Answer: b.d.

Explanation: To be able to check out licenses, make sure you: 1) Enter the hostname of the license server in the license file. 2) Verify that the product-side setting contains the right license server name. 3) Verify that the product is using the same port number as the license server. 4) Ensure that the license file contains licenses for the desired product. For example, Citrix XenApp Enterprise Edition only works if the license file specifies the Enterprise edition.

Source: Licensing: Troubleshooting Guide, Page 2

100. Which of the following conditions can cause "SSL Error 4"? (Choose 3)
- a. The Web Interface and Secure Gateway are on the same server
  - b. HTTPS is configured incorrectly on the ICA client
  - c. A web server load balancer is placed between the client and the Secure Gateway
  - d. Traffic for ICA/SSL is refused

Answer: a.c.d.

Explanation: SSL Error 4 can be caused when the Web Interface and Secure Gateway are on the same server, a web server load balancer is placed between the client and the Secure Gateway and clients can communicate with the network using HTTPS, but traffic for ICA/SSL is refused.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 540

101. Scenario: In a Web Interface with Secure Gateway implementation, users attempting to launch published applications receive an SSL Error 4. Why does this error happen?
- a. ICA/SSL is terminated by Secure Gateway
  - b. ICA/SSL is terminated by the web server load balancer
  - c. The ICA client HTTPS connection is misconfigured
  - d. Incorrect server address information on the ICA file

Answer: b.

Explanation: In a Web Interface with Secure Gateway implementation, an SSL Error 4 occurs when the ICA/SSL session is terminated by the web server load balancer. This can happen when the Web Interface server and Secure Gateway are on the same server and a web server load balancer is placed between the client and the Secure Gateway.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 540

102. Scenario: In a Web Interface with Secure Gateway implementation, users attempting to launch published applications receive an SSL Error 4. The administrator troubleshooting the issue figures out that this is happening because the Web Interface server and Secure Gateway are on the same server and a web server load balancer is placed between the client and the Secure Gateway. Which of the following solutions can resolve the issue? (Choose 2)
- a. Configure SSL Relay for Web Interface to Presentation Server communication
  - b. Place Secure Gateway parallel to the load balancer
  - c. Use address translation and forward all traffic to the Secure Gateway
  - d. Use an alternate address for Web Interface

Answer: b.c.

Explanation: There are two solutions to the web server load balancer/Web Interface with Secure Gateway SSL Error 4 issue: 1) Place Secure Gateway parallel to the load balancer. 2) Use a network address translation (NAT) solution and forward all traffic to the Secure Gateway.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Pages 539 – 544

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103. Scenario: An administrator is installing an SQL database to use as the data store database. The administrator has created a DSN and the ODBC tested successfully. During installation, the administrator receives the error message: "Error 26013. Function InitializeTree2 returned failure in CTX\_MF\_IMA\_InitializeTree2 the database username or password may be wrong." Installation is terminated and Presentation Server is not installed. While creating the DSN, the administrator might have cleared which of the following checkboxes? (Choose 2)
- Use ANSI quoted identifiers
  - Use ANSI nulls, paddings and warnings
  - Change the default database
  - Connect to SQL server to obtain default settings
  - Attach database filename

Answer: a.b.

Explanation: Symptoms: When installing Citrix Presentation Server to use SQL as a data store the user may receive the error message: "Error 26013. Function InitializeTree2 returned failure in CTX\_MF\_IMA\_InitializeTree2 the database username or password may be wrong." This occurs even though the user has created a DSN, and the ODBC tests completed successfully. Installation is then terminated and Presentation Server is not installed. Cause: While creating the DSN, the user may have cleared the following check boxes: Use ANSI quoted identifiers, and Use ANSI nulls, paddings and warnings. These options are normally selected by default. Resolution: Create a new, blank database and during installation ensure that these two options are enabled in the Microsoft SQL Server DSN Configuration. Installation should now complete successfully.

Source: Citrix Knowledge Center, Article CTX107977

104. Which of the following can affect the time it takes to stream an application to a client? (Choose 3)
- Proximity of the profile to the client
  - Network traffic
  - Frequency of profile backups
  - Folder redirection
  - Proximity of the Presentation Server to the client

Answer: a.b.c.

Explanation: To keep the time it takes to stream an application to a client to a minimum, it is important to locate the file server with the profile as close to the client as possible. Administrators should take network traffic considerations, such as bandwidth availability and the time of day/day of week, into account to help keep streaming time to a minimum. It is also recommended to keep folder redirection for the Application Data folder at a minimum when rolling out Application Streaming in an enterprise environment. This will allow the user's profile to load faster since the Application Streaming cache will not be roamed in as part of the user's profile.

Source: Presentation Server 4.5 Application Streaming Delivery and Profiling Best Practices, Pages 5 and 6

105. To allow a specific profile to be delivered to users within a given IP address range, administrators can configure \_?\_.
- Dual-mode streaming
  - Zone preference and failover

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- c. Alternate profiles
- d. Streaming profiles

Answer: c.

Explanation: Alternate profiles can be configured when publishing a streamed application within the Access Management Console by configuring the Advanced options of the published application. This allows a specific profile to be delivered to users within a given IP address range. For example, if an organization has two geographically dispersed data centers located in Sydney and Ft. Lauderdale, alternate profiles can be specified to direct the Australian users to a file share located in the Sydney data center and the North American users to a file share located in the Ft. Lauderdale data center. A beginning and ending IP address must be specified when configuring alternate profiles.

Source: Presentation Server 4.5 Application Streaming Delivery and Profiling Best Practices, Page 5

106. Scenario: The Help Desk has reported that they are receiving calls from users that an application is taking a long time to open. The Systems Administrators recognize that this application is being streamed to the users. The users are in a remote office. The Presentation Server farm and file server holding the application profile are the main corporate office. Which change to the streaming environment will most likely speed up the delivery of the application to the end users?
- a. Keep a backup of the application profile in the remote office
  - b. Place the application profile on a file server in the remote office
  - c. Use an alternate profile for the IP range of the remote office
  - d. Place a Presentation Server hosting the application in the remote office

Answer: b.

Explanation: To keep the time it takes to stream an application to a client to a minimum, it is important to locate the file server with the profile as close the users as possible.

Source: Presentation Server 4.5 Application Streaming Delivery and Profiling Best Practices, Page 6

107. In order to ensure applications are properly streamed directly to clients, an administrator should make sure: (Choose 2)
- a. The latest Streaming Client is installed on the Presentation Server
  - b. The latest Streaming Client is installed on the client device
  - c. The latest Program Neighborhood Agent is installed on the client device
  - d. The latest Web Client is installed on the client device

Answer: b.c.

Explanation: To make sure that applications are properly streamed directly to clients, an administrator should make sure that the latest Streaming Client is installed on the client device and that the latest Program Neighborhood Agent is installed on the client device. The Streaming Client only needs to be installed on the Presentation Server if the application is going to be streamed to the Presentation Server. The Web Client is not used or needed for application streaming.

Source: Citrix Application Streaming Guide, Page 11

108. In order to ensure an application is properly streamed to a Presentation Server, an administrator must ensure:
- a. The latest Streaming Client is installed on the Presentation Server

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- b. The latest Streaming Client is installed on the client device
- c. The latest Web Client is installed on the client device
- d. The latest Program Neighborhood Agent is installed on the Presentation Server

Answer: a.

Explanation: To ensure proper streaming of an application to a Presentation Server, the latest Streaming Client should be installed on the Presentation Server. The client doesn't need the streaming client to access the application on the Presentation Server. Program Neighborhood Agent does not need to be installed on the Presentation Server.

Source: Citrix Application Streaming Guide, Page 11

109. When a user launches a streamed application, the `_?_` file is sent to the client with information about the application profile location.
- a. `.RAD`
  - b. `RADERUN.EXE`
  - c. `RADESVC`
  - d. `RADECACHE`

Answer: a.

Explanation: When a user initiates a connection to a streamed application, the `.RAD` file is sent to the client and `RADERUN.EXE` (the RADE launcher) is executed. The RADE Launcher performs a remote procedure call into the Citrix Streaming Service (`RADESVC`) with all the parameters. The Streaming Services retrieves the application profile location from the `.RAD` file.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 219

110. The `.RAD` file contains what information pertinent to launching a streamed application?
- a. The location of the XML Service in the Presentation Server farm
  - b. The location of the application profile on a file server
  - c. The username and password to access the XML Service in the Presentation Server farm
  - d. The username and password to access the file server containing the application profile

Answer: b.

Explanation: The location of the application profile, which resides on a file server, is contained in the `.RAD` file. The `.RAD` file is sent to the client when a user initiates a streamed application launch.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 219

111. The Citrix Streaming Service checks that the locally logged on user has access to `_?_`.
- a. a Platinum Edition license
  - b. the file share
  - c. the Presentation Server farm
  - d. the data store database

Answer: b.

Explanation: During the streaming application process, the Citrix Streaming Service checks that the locally logged on user has access to the file share that contains the application profile. If the user does not have access, the service will require Windows to prompt for credentials.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 219

112. Scenario: A user attempts to launch a streamed application, but is prompted for a username and password. Which of the following is probably the reason?
- a. No Platinum Edition licenses are available

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- b. The user does not have permission to access the Presentation Server farm
- c. The user does not have permission to access the file share
- d. The user does not have permission to access the data store database

Answer: c.

Explanation: During the streaming application process, the Citrix Streaming Service checks that the locally logged on user has access to the file share that contains the application profile. If the user does not have access, the service will require Windows to prompt for credentials.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 219

113. Scenario: An administrator recently applied Hotfix Rollup Pack 1 for Citrix Presentation Server 4.5 to the server farm. The Streaming Client version 1.0 and Presentation Server Client 10.1 are both installed on all client devices. The administrator notices in the License Management Console that more licenses are being consumed than actual connected users. The Platinum licensing model is being used. Which of the following tasks will fix this issue?
- a. The IT department must purchase more Platinum licenses
  - b. Upgrade the License Manage Console to the latest version
  - c. Upgrade the Streaming Client on the client devices to the latest version
  - d. Upgrade the license server to the latest version

Answer: c.

Explanation: Symptoms: The License Management Console shows more licenses in use than the number of users connected. Cause: After applying Hotfix Rollup Pack 1 for Citrix Presentation Server 4.5, the client hardware ID identifier is written in uppercase, which causes two licenses to be consumed if you are using version 1.0 of the Streaming Client with version 10.1 of the Presentation Server Client on the same client system. This issue occurs when mixed versions of the Streaming Client and Presentation Server Client are used on the same device. Resolution: 1. Install Streaming Client version 1.1 or later. 2. Install Presentation Server Client version 10.1 or later. 3. Install the appropriate hotfix rollup pack. Note: Hotfix Rollup Pack 1 for Presentation Server 4.5 updates the licensing engine to be compatible with Platinum licenses. Install this update to all servers running Presentation Server 4.5.

Source: Citrix Knowledge Center, Article CTX114151

## #Optimizing the Environment

114. Scenario: The Reporting department is complaining about applications running slow. The applications that they are complaining about are published applications in the server farm. The Reporting department is in a remote office that connects to the server farm over a WAN which has become quite congested with network traffic. The administrator has already optimally configured printer auto-creation and print job routing. What should the administrator do next to assist with this issue?
- a. Apply a session printers policy
  - b. Apply a printer bandwidth policy
  - c. Apply a SpeedScreen Progressive Display policy with ultra-high compression
  - d. Apply a legacy client printers policy

Answer: b.

Explanation: Applying a printer bandwidth policy allows the administrator to control the amount of maximum bandwidth in kilobytes per second that may be used for printing. This will free up some bandwidth for other resources, including applications, using the WAN link.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 234, 613

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115. Which of the following Presentation Server policies can be configured for print devices to either connect directly or indirectly to a network print server?
- Auto-creation
  - Legacy client printers
  - Printer properties retention
  - Print job routing
  - Turn off client printer mapping

Answer: d.

Explanation: 'Print job routing' has two settings: 'Connect directly to network print server if possible' and 'Always connect indirectly as a client printer.' If the concern is bandwidth usage over a WAN connection, 'Always connect indirectly as a client printer' should be used.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 611

116. Scenario: The Reporting department is in a remote office that connects to the server farm over a WAN that is fairly congested with network traffic. In the Reporting department, users have no printers physically connected to their client devices. They have four network printers in their office that are all defined on their client devices. Which of the following configurations should the administrator make for printing in the Reporting department? (Choose 2)
- Enable the 'Session printers' rule and select 'Set default printer to the client's main printer'
  - Enable the 'Print job routing' rule and select 'Connect directly to network print server if possible'
  - Enable the Auto-creation rule and select 'Auto-create all client printers'
  - Enable the 'Print job routing' rule and select 'Always connect indirectly as a client printer'

Answer: c.d.

Explanation: 'Auto-create all client printers' automatically connects all the printers on a client device. 'Always connect indirectly as a client printer' routes print jobs through the client device, where it is redirected to the network print server. Data sent to the client device is compressed using the ICA protocol; therefore, less bandwidth is consumed as the data travels across the WAN.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Pages 608 – 613

117. When   ?   is configured, packets are sent to each client device to determine whether a connection still exists.
- Session Reliability
  - Client Auto Reconnect
  - ICA Keep-Alive
  - SpeedScreen

Answer: c.

Explanation: ICA Keep-Alive is a setting used to manage the states of the ICA sessions to ensure that they are accurately reported. When ICA Keep-Alive is configured, packets are sent to each client device to determine whether a connection still exists. If the client device does not respond, the state of the session using the connection is changed from active to disconnected.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 1077

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118. \_\_\_ allows a user to disconnect from one ICA session and reconnect from another device to continue that same session.
- Session Reliability
  - Auto-creation
  - ICA KeepAlive
  - SmoothRoaming

Answer: d.

Explanation: SmoothRoaming allows a user to disconnect from one ICA session and reconnect from another device to continue that same session.

Source: CTX-1259AI Citrix Presentation Server 4.5: Administration, Page 615

119. \_\_\_ allows Clients for Windows, Java and Windows CE to detect broken connections and automatically reconnect users to disconnected sessions.
- Session Reliability
  - Auto Client Reconnect
  - SpeedScreen
  - ICA Keep-Alive

Answer: b.

Explanation: Auto Client Reconnect allows Clients for Windows, Java and Windows CE to detect broken connections and automatically reconnect users to disconnected sessions. When a client detects an involuntary disconnection of a session, it attempts to reconnect the user to the session until there is a successful reconnection or the user cancels the reconnection attempts.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 182

120. \_\_\_ keeps sessions active on the user's screen and displays a spinning hourglass when network connectivity is interrupted.
- Session Reliability
  - Auto Client Reconnect
  - SpeedScreen
  - ICA Keep-Alive

Answer: a.

Explanation: Session Reliability keeps sessions active on the user's screen when network connectivity is interrupted. Users continue to see the application they are using until network connectivity resumes, but the display freezes and the cursor changes to a spinning hourglass. The advantage is that when network connectivity resumes, they don't have to reconnect to the application. To enable Session Reliability, choose 'Allow users to view sessions during broken connection' in the Session Reliability settings.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 180

121. Which of the following optimizes the responsiveness of graphics-rich HTML pages in published versions of Microsoft Outlook?
- SpeedScreen Browser Acceleration
  - SpeedScreen Multimedia Acceleration
  - SpeedScreen Flash Acceleration
  - SpeedScreen Image Acceleration
  - SpeedScreen Progressive Display

Answer: a.

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Explanation: SpeedScreen Browser Acceleration optimizes the responsiveness of graphics-rich HTML pages in published versions of Microsoft Outlook, Outlook Express and Internet Explorer.  
Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 184

122. Which of the following allows you to improve interactivity in a high-detailed application such as AutoCAD?
- SpeedScreen Browser Acceleration
  - SpeedScreen Multimedia Acceleration
  - SpeedScreen Flash Acceleration
  - SpeedScreen Image Acceleration
  - SpeedScreen Progressive Display

Answer: e.

Explanation: SpeedScreen Progressive Display allows you to improve interactivity when displaying high-detail images by temporarily increasing the level of compression (decreasing the quality) of such an image when it is first transmitted over a limited bandwidth connection, to provide a fast (but low quality) initial display. If the image is not immediately changed or overwritten by the application, it is then improved in the background to produce the normal quality image, as defined by the normal lossy compression level. AutoCAD is a good example of an application that would benefit by using SpeedScreen Progressive Display.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 185

123. Which of the following allows you to increase the compression of the SpeedScreen Image Acceleration and SpeedScreen Progressive Display without impacting image quality?
- SpeedScreen Latency Reduction Manager
  - SpeedScreen Browser Acceleration
  - SpeedScreen Multimedia Acceleration
  - SpeedScreen Flash Acceleration
  - Heavyweight Compression

Answer: e.

Explanation: Heavyweight compression allows you to increase the compression of the SpeedScreen Image Acceleration and SpeedScreen Progressive Display without impacting image quality. Because heavyweight compression is CPU intensive and affects server scalability, it is recommended for use only with low bandwidth connections.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 185

124. Scenario: SpeedScreen Image Acceleration and SpeedScreen Progressive display are already being used in a low bandwidth environment but users are still complaining of long load times for images. Which of the following should an administrator configure to help with the image load times and still keep the image quality?
- SpeedScreen Latency Reduction Manager
  - Lossy compression level
  - Heavyweight Compression
  - SpeedScreen Multimedia Acceleration
  - Ultra-High Compression

Answer: c.

Explanation: Heavyweight compression allows you to increase the compression of the SpeedScreen Image Acceleration and SpeedScreen Progressive Display without impacting

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image quality. Because heavyweight compression is CPU intensive and affects server scalability, it is recommended for use only with low bandwidth connections.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 185

125. Which of the following can be configured to help with application performance on a low bandwidth connection?
- Auto Client Reconnect
  - ICA KeepAlive timeout
  - Session Reliability timeout
  - Heavyweight compression

Answer: d.

Explanation: Heavyweight compression is recommended for use only with low bandwidth connections.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 185

126. Scenario: An administrator wants to know if the Session Reliability port is reachable on a server with the IP address 192.168.0.59. Which of the following commands should the administrator run?
- Telnet 192.168.0.59 2598
  - Netstat 192.168.0.59 2598
  - Telnet 192.168.0.59 1494
  - Netstat 192.168.0.59 1494

Answer: a.

Explanation: To find out if a port is reachable or not, use the network command Telnet followed by the server name or IP address. Session Reliability uses port 2598, ICA uses port 1494, and so in this scenario 2598 is the correct usage.

Source: CTX-1264AI Citrix XenApp (Presentation Server 4.5): Support, Page 200

127. If an administrator determines that DLL collisions are occurring with a certain application, which of the following features can be enabled to help fix the problem?
- Virtual Memory Optimization
  - CPU Utilization Management
  - Load Throttling
  - Health Monitoring and Recovery

Answer: a.

Explanation: A DLL collision is when an application tries to load two DLLs at the same base memory address. When a collision occurs, the DLL has to be relocated to an available base memory address. When this happens, the DLL can no longer be shared by other applications, and hence this takes up more actual memory. Overall application performance is slowed down. When an administrator determines that this is happening, Virtual Memory Optimization should be enabled to fix the problem.

Source: Citrix Knowledge Center, Article CTX106023

128. What happens when a DLL collision occurs and the DLL has to be relocated to an available base memory address?
- More CPU time is consumed
  - More memory is consumed
  - More network bandwidth is consumed

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d. More hard drive space is consumed

Answer: b.

Explanation: When a collision occurs, the DLL has to be relocated to an available base memory address. When this happens, the DLL can no longer be shared by other applications and more memory is consumed on the server, increasing the amount of paging and thus affecting overall system performance.

Source: Citrix Knowledge Center, Article CTX106023

129. What feature was designed to decrease Virtual Memory consumption of applications and improve application initialization time?

- a. ICA KeepAlive
- b. Load Throttling
- c. Virtual Memory Optimization
- d. Heavyweight Compression

Answer: c.

Explanation: Virtual Memory Optimization was designed to decrease Virtual Memory consumption of applications and improve application initialization time.

Source: Citrix Knowledge Center, Article CTX106023

130. \_\_\_ changes a DLL so that it loads at an optimal base memory address to avoid collisions and relocations.

- a. Load Throttling
- b. CPU Utilization Management
- c. Binding
- d. DLL Rebasing

Answer: d.

Explanation: DLL Rebasing changes a DLL so that it loads at an optimal base memory address to avoid collisions and relocations.

Source: Citrix Knowledge Center, Article CTX106023

131. Virtual Memory Optimization uses \_\_\_ to avoid DLL collisions and relocation.

- a. DLL Rebasing
- b. Binding
- c. Health Monitoring and Recovery
- d. CPU Utilization Management

Answer: a.

Explanation: Virtual Memory Optimization uses DLL Rebasing to avoid DLL collisions and relocation.

Source: Citrix Knowledge Center, Article CTX106023

132. What feature should be enabled when user demand exceeds available RAM and causes farm performance to degrade?

- a. CPU Utilization Management
- b. Virtual Memory Optimization
- c. Load Throttling
- d. Health Monitoring and Recovery

Answer: b.

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Explanation: Virtual Memory Optimization should be enabled when user demand exceeds available RAM and causes farm performance to degrade.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 247

133. Scenario: An administrator enabled Memory Utilization Management and ran a scheduled memory optimization but still had a published application fail. What should the administrator do to fix the problem?
- a. Enable CPU Utilization Management
  - b. Create a custom load evaluator with Load Throttling and Context Switches rules and apply it to the failed application
  - c. Exclude the failed application from memory optimization
  - d. Run a custom memory Health Monitoring and Recovery test

Answer: c.

Explanation: If, after enabling memory utilization management and running a scheduled memory optimization, published applications fail, exclude those applications from memory optimization.

Source: Citrix Presentation Server 4.5 Administrator's Guide, Page 247