

1Y0-A20 Citrix XenApp 6.5 Administration Practice Exam

Section 1: Understanding the Citrix Architecture

1.1

Specific Task: Determining how to create a dedicated controller (data collector) including identifying aspects of the controllers election preferences (including election process)

Objective: Given stated requirements, determine how to create and elect a dedicated controller

1. **Scenario:** An administrator is attempting to configure a XenApp server as the backup data collector in the server farm. While attempting to configure the server in the AppCenter, the administrator finds that election preference cannot be configured on the server.

Which two tasks should the administrator perform to allow the server to be configured as the backup data collector? (Choose two.)

- a. Specify the server's mode.
- b. Leave and rejoin the server farm.
- c. Change the server's zone membership.
- d. Re-name the zone in which the server resides.

Answer: a.b.

Explanation: The server mode specifies whether a XenApp server can host sessions and be a data collector or host sessions only. The default is to host sessions and be a data collector, so in the above scenario, the setting was configured when XenApp was installed or changed sometime after. To change the configured server mode, the server must leave and farm and rejoin it, specifying the desired mode as it is rejoining.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Install and Configure > Preparing to Install and Configure XenApp > Before Configuring XenApp

<http://support.citrix.com/proddocs/topic/xenapp65-install/ps-config-prep.html>

Section 2: Licensing and Installing XenApp

2.1

Specific Task: Identifying the function of XA Role Manager when installing XA

Objective: Based on an environment that is using the XA role manager for installation, determine how to complete the installation to meet the needs of the environment (what needs to be installed where).

2. An administrator is installing XenApp using the Server Role Manager. The administrator is installing a feature that allows users to have access to their resources on the network without re-entering their credentials after logging on to their Windows user devices.

Which XenApp component in the Server Role Manager will the administrator install to allow users access to their network resources without re-entering their Windows credentials?

- a. EdgeSight Agent
- b. SmartAuditor Agent
- c. Single Sign-on Plug-in
- d. Provisioning Services Target Device

Answer: c.

Explanation: Single Sign-on can be installed using the Server Role Manager. With Single Sign-on, users authenticate once and automatically log on to their password-protected resources. Single Sign-on also enforces password policies, monitors all password-related events and automates user tasks, including password changes. EdgeSight monitors applications, devices, sessions, license usage, and the network in real time. SmartAuditor allows the recording of on-screen activity of any user's session, over any type of connection, from any server running XenApp. Provisioning Services Target Device installs the fully integrated Provisioning Server role.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Install and Configure > Installing XenApp Using the Wizard-Based Server Role Manager <http://support.citrix.com/proddocs/topic/xenapp65-install/ps-install-wizard.html> and Technologies > Single Sign-on <http://support.citrix.com/proddocs/topic/technologies/pm-library-wrapper.html>

Section 3: Configuring XenApp Sessions

3.1

Specific Task: Configuring HDX technologies

Objective: Determine when to configure HDX/Speedscreen technologies based on a given scenario.

3. **Scenario:** Two XenApp servers deliver published applications to the media department in a small company. One of the primary responsibilities of the media department is creating Flash videos. The users have been noticing slower response times and degraded video performance when testing their videos. Management requests this to be resolved with as little change to the server farm as necessary.

Which XenApp feature should the administrator implement to resolve the issue?

- a. Server-to-client redirection
- b. Stream applications to servers
- c. Stream applications to user devices
- d. HDX MediaStream Flash Redirection

Answer: d.

Explanation: HDX MediaStream Flash Redirection allows the administrator to move the processing of Adobe Flash to user devices. This helps reduce server and network load and gives a high definition user experience. The Citrix Receiver, Adobe Flash Player, and IE 7 and above are required to use Flash Redirection. Server-to-client redirection is used for HTTP, HTTPS, Real Player, QuickTime and MMS, but not Flash. Streaming to the server wouldn't change anything – the load would still be on the server. Streaming to the client would require much more server farm configuration than enabling Flash Redirection, including profiling the applications and providing an AppHub for the profiles, and installing the offline plug-in on the user devices.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Enhancing the User Experience With HDX > Configuring HDX MediaStream Flash Redirection

<http://support.citrix.com/proddocs/topic/xenapp65-admin/hd-flash-wrapper-ad.html>

Section 4: Configuring XenApp Policies

4.1

Specific Task: Understanding policy hierarchy including when a user is part of multiple policies (priority)

Objective: Determine how to ascertain the resultant policy behavior for a specific user or user group

4. **Scenario:** In a XenApp resource delivery environment with a mixture of Windows 7 and Windows XP user devices, an administrator used the AppCenter to create a policy named Redirect-Enable for call center employees. Redirect-Enable enables client file redirection. A short time later, a different administrator created a policy named Redirect-Disable, which disables client file redirection for call center employees, using the Group Policy Management Editor.

Client file redirection will be _____. (Select the best choice to complete the sentence.)

- a. enabled for all call center employees.
- b. disabled for all call center employees.
- c. enabled for call center Windows 7 user devices.
- d. disabled for call center Windows XP user devices.

Answer: b.

Explanation: Client file redirection will be disabled for call center employees when they log on to the farm. Because Redirect-Disable was processed at the domain level, it takes precedence over the policy created first, which was processed at the farm level. Both Windows 7 and Windows XP user devices will handle the policies the same way.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Working with Citrix Policies

<http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-policies-creating-wrapper-v2.html>

Section 5: Publishing Applications and Content

5.1

Specific Task: Differentiating between application delivery methods (remote, streaming)

Objective: Based a scenario, determine the expected results/consequences of the application delivery method configured

5. **Scenario:** An administrator set up two versions of a company's proprietary application to be delivered through application streaming. The applications can't be installed in the same place because the versions will conflict, so the administrator created a profile for each application version, placed them on the App Hub, and configured 'Streamed to server' as the application delivery method.

What will be the outcome of delivery of the two versions of the application?

- a. The applications will conflict offline unless 'Streamed to client' is chosen.
- b. 'Streamed to server' will isolate each application version for a successful delivery.
- c. Users will have an inconsistent user experience without locally installing the applications.
- d. The applications will conflict without an application silo created for each version of the application.

Answer: b.

Explanation: Streamed applications are placed in an App Hub on a file or web server, providing application isolation, so no application silo is needed. 'Streamed to server' provides a consistent user experience, like locally installed applications. The applications are not being used offline, so 'Streamed to client' would not work in this case.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Publish Publishing in XenApp > Evaluating Application Delivery Methods

<http://support.citrix.com/proddocs/topic/xenapp65-publishing/ps-planning-application-delivery-v2.html>

Section 6: Additional Management

6.1

Visit Citrixexperience.com for more Citrix certification preparation products.

Specific Task: Configuring delegated admin accounts

Objective: Given a scenario and/or requirements, determine how to configure delegated administrator accounts to meet those requirements

6. **Scenario:** A senior XenApp administrator with full privileges is delegating administrator tasks to three junior XenApp administrators. The junior administrators will have full permissions to printers, published applications, and servers. The senior administrator added the three junior administrator accounts to an existing Active Directory user group named Junior Administrators. The Junior Administrators group has been designated as a Citrix administrator.

What are two steps the senior administrator will take to assign administrator tasks to the Junior Administrators group? (Choose two.)

- a. Use the AppCenter to select the group.
- b. Select the group in the Microsoft MMC.
- c. In Active Directory, assign permissions to the group.
- d. Assign custom tasks to the group on the Privileges page.
- e. Open the Permissions page and assign custom tasks to the group.

Answer: a.e.

Explanation: To assign the custom tasks to the Junior Administrators group, in the AppCenter, choose the Administrators node. On the Administrators tab, select the Junior Administrators group. On the Actions pane, click Administrator properties. On the Privileges page, the senior administrator would see 'View only', 'Full administration', or 'Custom'. Choose 'Custom'. Then on the Permissions page custom tasks can be delegated to the Junior Administrators group.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Managing Citrix Administrators

<http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-admin-acct-mgmt-wrapper-v2.html>

Section 7: Monitoring and Managing Performance and Load

7.1

Specific Task: Determining when a load evaluator is needed based on a scenario

Visit Citrixexperience.com for more Citrix certification preparation products.

Objective: Given a scenario, determine when to use default, advanced or custom load evaluator

7. **Scenario:** A company has 400 employees that launch published applications in a XenApp server farm from their user devices each work day. At the same time each morning, all of the users start launching published applications. The administrator is concerned that users might have logon issues if too many connections are being attempted on the same server.

The administrator decides to add _____ to the servers to make sure that users don't have issues logging into the XenApp servers. (Select the best choice to complete the sentence.)

- a. the Default load evaluator
- b. the Advanced load evaluator
- c. a Custom load evaluator with the Scheduling rule
- d. a Custom load evaluator with the Context Switches rule

Answer: a.

Explanation: The Default load evaluator has the Server User Load and Load Throttling rules. Server User Load will make sure that the server reports a full load at 100 users and Load Throttling makes sure that too many concurrent login attempts don't occur on one server. The Advanced load evaluator has CPU Utilization Load, Memory Usage, Page Swaps and Load Throttling rules. The Default and Advanced load evaluators cannot be customized with other load rules. A Custom load evaluator can be customized, using the load evaluators of the administrator's choice.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Manage Server and Resource Loads

<http://support.citrix.com/proddocs/topic/xenapp65-admin/lm-wrapper-v2.html>

and

XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Manage Server and Resource Loads > To create a new load evaluator > List of Load Management Rules

<http://support.citrix.com/proddocs/topic/xenapp65-admin/lm-rules-list.html>

Section 8: Configuring Printing

8.1

Specific Task: Identifying UPD functionalities

Objective: Based on a scenario, determine which driver to use (UPD, native, other)

8. **Scenario:** The product development department outputs many prints of conceptual products each day from their print device which is auto-created in a session. Print driver policy settings only allow Universal printing. The product development department has requested higher quality prints, even if the prints will take more time to print. The XenApp Universal Printing policy is configured for 'Best quality (lossless compression)'. An administrator is configuring the Universal Printing policy to disable compression for printing.

Which Universal Printer driver will the administrator use to disable compression for printing?

- a. PS
- b. XPS
- c. EMF
- d. PCL4
- e. PCL5c

Answer: c.

Explanation: Only the EMF driver allows the setting 'No compression' in a Universal Printing policy. When Universal printing is configured in a session, XenApp uses the EMF driver by default. The driver preference order can be changed using the 'Universal driver preference' setting, but the EMF driver will be used for 'No compression' no matter which driver is at the top of the preference list.

Source: XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Policy Settings Reference > ICA Policy Settings > Printing Policy Settings > Universal Printing Policy Settings

<http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-console-policies-Universal-printing.html> and

XenApp > XenApp 6.5 for Windows Server 2008 R2 > Manage > Policy Settings Reference > ICA Policy Settings > Printing Policy Settings > Drivers Policy Settings
<http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-console-policies-rules-printer-drivers-v2.html>

Section 9: Enabling and Securing Web Access to Published Applications

9.1

Specific Task: Configuring WI resilience

Objective: Determine the appropriate failover options to configure within the WI console to meet requirements.

9. While configuring the Web Interface for fault tolerance among XenApp servers, an administrator should specifically configure the _____ option to keep it from trying to contact a crashed server. (Select the best choice to complete the sentence.)
 - a. 'Socket timeout'
 - b. 'ICA ticket lifetime'
 - c. 'Bypass any failed server for'
 - d. 'Use the server list for load balancing'

Answer: c.

Explanation: The Web Interface provides fault tolerance among servers running the Citrix XML Service. Use 'Server Farms' in the Web Interface Management console to configure fault tolerance. If an error occurs while communicating with a XenApp server, the Web Interface will not attempt to contact the failed server until the bypass time elapses and communication continues with the remaining servers on the 'Servers' list. 'ICA ticket lifetime' determines the lifetime of an ICA ticket for Citrix clients. To configure the Citrix XML Service time-out duration, enter values in the 'Socket timeout' box. If load balancing is desired, check the 'Use the server list for load balancing' box.

Source: Technologies > Web Interface > Web Interface 5.4 > Web Interface Administration > Managing Servers and Farms > To configure fault tolerance
<http://support.citrix.com/proddocs/topic/web-interface-impington/wi-configure-fault-tolerance-gransden.html> and

Technologies > Web Interface > Web Interface 5.4 > Web Interface Administration > Managing Servers and Farms > Specifying Advanced Server Settings
<http://support.citrix.com/proddocs/topic/web-interface-impington/wi-specify-advanced-settings-gransden.html>

Section 10: Troubleshooting

10.1

Specific Task: Troubleshooting IMA

Objective: Determine how to troubleshoot IMA given a scenario

10. **Scenario:** A XenApp server farm includes one XenApp server dedicated to delivering a 3D CAD design application. After rebooting the server one evening for regular maintenance, the engineering department reported that they were unable launch the CAD published application the next morning. The administrator found that the IMA Service had not started on the server.

What are three of the troubleshooting steps the administrator can take to help resolve the issue of the IMA Service stopping? (Choose three.)

- a. Check that the PSRequired registry entry is set to 1.
- b. Make sure the imalhc.mdb file is excluded from an antivirus scan.
- c. Verify that a directory named 'Temp' is present in the root directory.
- d. Ensure the CurrentlyLoadingPlugin registry entry specifies a valid value.
- e. Validate that the Print Spooler Service is using the Local System account.

Answer: c.d.e.

Explanation: There can be a number of reasons that the IMA Service doesn't start or appear to start after booting a XenApp server. These include the IMA Service load time taking more than 6 minutes, the IMA Service subsystem missing the CurrentlyLoadingPlugin registry entry, a missing Temp directory, the Print Spooler Service being stopped, disabled, or not configured under the Local System account, ODBC not configured correctly, the size of the Roaming Profiles, or another server with an identical NetBIOS name on the same network. Setting PSRequired to 1 forces the IMA Service to communicate with the data store to create a record for a newly named server, which does not help resolve the issue in the scenario. Citrix Consulting recommends optimizing a XenApp server by excluding specific files from an antivirus virus scan and one of those files is the imalhc.mdb file, which isn't a troubleshooting step to take in this scenario.

Source: <http://support.citrix.com/article/CTX105292>