1Y0-203 Citrix XenApp and XenDesktop 7.15 Administration

Exam Preparation Guide 4.1

October 18, 2018
Disclaimer

This exam preparation guide is designed to provide candidates with necessary information about the 1Y0-203 exam, including study resources and ways to interpret the exam objectives to better enable candidates to assess the types of questions that may be asked during the exam. Please be aware that the content of this guide in no way ensures a passing score on the certification exam.
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## Contributors & Marks
- Prep Guide Author: 26
- Subject Matter Experts (SMEs): 26
- Notice: 27
- Marks: 27
Exam Overview

Number of Items
The 1Y0-203 exam is an 64-question exam written in English. The exam consists of multiple choice items only.

Passing Score
The passing score for this exam is 70.

Time Limit

<table>
<thead>
<tr>
<th>Type of Candidate</th>
<th>Time Limits*</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native English speakers</td>
<td>90 minutes</td>
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<tr>
<td>Non-native English speakers that take the exam in</td>
<td>90 minutes +30</td>
<td>Time extension granted automatically</td>
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<td>Non-native English speakers that take the exam in</td>
<td>90 minutes +30</td>
<td>Must request time extension from Citrix.</td>
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<td>countries where English is NOT a foreign language</td>
<td>minutes (time</td>
<td>Submit your request here: Time Extension</td>
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<tr>
<td></td>
<td>extension)</td>
<td>Request</td>
</tr>
</tbody>
</table>

*The time limit for this exam is 90 minutes. The total seat time is 90 + 35 minutes. The total seat time includes times allotted for the NDA and surveys.

Intended Audience
The 1Y0-203 exam is intended for IT professionals who install, configure, and manage Citrix XenApp and XenDesktop 7.15.

The intended audience for the Citrix XenApp and XenDesktop 7.15 Administration Exam includes individuals who:

- Have experience installing, configuring, and managing enterprise environments that contain:
  - XenApp published desktops (Server OS)
  - XenApp published applications (Mobilizing Windows Applications)
  - XenDesktop personal and persistent desktops (for VDI)

Registration and Administration
This exam is administered at Pearson VUE testing centers worldwide. To learn more about the rules and process of taking an exam, please visit [http://training.citrix.com/exams](http://training.citrix.com/exams).

Worldwide, visit the Pearson VUE website [http://www.pearsonvue.com/citrix](http://www.pearsonvue.com/citrix) to locate a testing center in your area and register for an exam. You may also register in person at any Pearson VUE testing center. If you reside in the United States or Canada, you may also register by calling 1-800-931-4084.

**Note:** A $7 USD surcharge will be added to phone registrations.
Retake Policy
Candidates must wait 24 hours from their original appointment time before they can register to retake an exam. After a second attempt, and any attempt thereafter, the candidate must wait 14 calendar days to retake the exam.

All Citrix Certification candidates are required to read and agree to be bound by the Candidate Conduct Policy. This policy details specific information regarding what Citrix Education defines as cheating and breaches of security. Violations of this policy can result in actions including, but not limited to, classification of scores as invalid, decertification and testing bans.

For more information about Citrix policies, please visit http://training.citrix.com/exams.
Preparing for the Exam

Recommended Knowledge and Skills

Candidates should have knowledge of the following prior to taking this exam:

- Intermediate knowledge of Microsoft Windows Server
  - Install and configure operating system options
  - Windows Server roles
  - Domain Name System
  - Dynamic Host Configuration Protocol
  - IIS

- Basic knowledge of Active Directory
  - User rights and permissions
  - Delegation of administrative rights
  - Active Directory Domain Services
  - Active Directory Certificate Services
  - Users/Groups
  - GPOs
  - OUs

- Basic administration skills, including:
  - Networking protocols such as TCP/IP
  - Communication protocols such as RDP
  - Firewall concepts
  - E-mail administration and account creation
  - Remote Desktop Services policies and profiles
  - VPN technologies
  - Folder redirection
  - Ability to create shares and give permission to shared folders/files
  - Ability to create and modify AD group policies

- Knowledge of database concepts
- Securing network communications
- Knowledge of virtualization concepts
  - Hypervisor management
  - Application virtualization and delivery
  - Virtual machine creation
  - Architecture of virtual machine attributes such as
    - Storage
    - VLANS
- Knowledge of user profiles
- Knowledge of storage concepts
- Knowledge of desktop operations
  - Installation, setup, configuration and maintenance of virtual delivery agent
    OS
  - Windows 7, Windows 8 and Windows 10
  - Linux
  - Managing client devices
    - Windows devices
    - Linux devices
    - Mac OS devices
    - Tablets
    - Smartphones
    - Thin clients

- Knowledge of storage concepts
- Knowledge of desktop operations
  - Installation, setup, configuration and maintenance of virtual delivery agent
    OS
  - Windows 7, Windows 8 and Windows 10
  - Linux
  - Managing client devices
    - Windows devices
    - Linux devices
    - Mac OS devices
    - Tablets
    - Smartphones
    - Thin clients
**Recommended Product Experience**

We recommend that candidates have at least six months of experience with the following Citrix technologies:

- XenApp and XenDesktop 7.15 LTSR
- StoreFront 3.x
- Citrix Gateway 12
- Citrix Profile Management
- Citrix Receiver

**Recommended Training**

Citrix Education recommends that candidates have hands-on experience with Citrix XenDesktop 7.15 LTSR prior to taking this exam. One of the best ways to do this is by taking a formal Citrix training course. The following course provides training on administration for Citrix XenApp and XenDesktop 7.15 LTSR.

- CXD-210: Citrix Virtual Apps and Desktops 7.1x Administration (instructor-led training course)*

*Although the course is maintained on the Current Release of Citrix Virtual Apps and Desktops it is the best way to prepare for the exam based on the Long Term Services Release of XenApp and XenDesktop and where applicable differences will be highlighted in the prep guide.

As with all Citrix exams, it is recommended that candidates get hands-on experience by working directly with the products covered on the exam.
Unauthorized Preparation Materials

Citrix Education monitors exam results to ensure that candidates are not using unauthorized materials to prepare for exams. If it is determined that a candidate used unauthorized materials to prepare for an exam, the candidate’s score will be invalidated and his or her certification will be revoked.

When looking for materials in addition to authorized Citrix training to prepare for certification, Citrix Education recommends that you visit http://www.certguard.com to ensure that a site is indeed legitimate. This site flags websites that are acting as brain dumps, which have unauthorized materials.
### Section Titles and Weights

<table>
<thead>
<tr>
<th>Section</th>
<th>Weight</th>
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</thead>
<tbody>
<tr>
<td>Architecture Overview</td>
<td>9%</td>
</tr>
<tr>
<td>Initial Requirements</td>
<td>3%</td>
</tr>
<tr>
<td>Installing and Configuring a XenApp and XenDesktop Site</td>
<td>9%</td>
</tr>
<tr>
<td>Provisioning and Delivering App and Desktop Resources</td>
<td>16%</td>
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<tr>
<td>Providing Access with StoreFront and Receiver</td>
<td>8%</td>
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<tr>
<td>Understanding and Configuring Citrix Policies</td>
<td>9%</td>
</tr>
<tr>
<td>Application Presentation and Management</td>
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<tr>
<td>Printing with XenApp and XenDesktop</td>
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<tr>
<td>Citrix Profile Management</td>
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<td>Managing the XenApp and XenDesktop Site</td>
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<td>XenApp and XenDesktop Site Redundancy Considerations</td>
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<td>XenApp and XenDesktop Basic Security Considerations</td>
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<td>Monitoring the XenApp and XenDesktop Site</td>
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<tr>
<td>Supporting and Troubleshooting XenApp and XenDesktop Site</td>
<td>3%</td>
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<tr>
<td>TOTAL</td>
<td>100%</td>
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The section weights included in this guide are intended to help you in understanding how much of the exam is devoted to the topics listed. In fact, the percentages directly map to the number of questions on the exam. For example, if an exam has 60 questions, and Section 1 is weighted at 50%, then 30 of the questions on the exam will relate to Section 1 (60*50% = 30).

Please be warned that section weights are NOT used to calculate your score. Scoring is far more complicated as exam questions may be given different weights based on their overall importance. Because some questions may have different point values assigned to them, section weights and exam scores do not always have a one-to-one correlation.

For more information on how scoring works in Citrix exams read the blog [The Scoring Secrets for Citrix Exams - Divulged](https://example.com/thescoringsecrets).
Interpretation of Objectives

Candidates should refer to the objectives and examples listed in this guide in order to determine which topics will be on the exam, as well as examples of the topics that could be tested.

For example, if the objective reads, “Assess the printing infrastructure” and one of the examples reads, “Perform printer driver stress testing” candidates could expect to see:

- A scenario describing a printing infrastructure:
  - Scenario: A Citrix Architect is assessing the current printing infrastructure at CGE. As part of the assessment, the architect wants to perform printer driver stress testing.

- A question that requires determining how to assess the printer drivers:
  - How can the architect assess which printer drivers are in use in the current environment?

Note: The examples listed in the “Sections, Objectives, Examples and References” section of this guide do NOT encompass all potential topics that could be tested. The examples are only provided as guidance.

The objectives and examples for this exam were developed by Exam Project Managers and Subject Matter Experts (SMEs) based on identified tasks that relate to installing, configuring, managing and troubleshooting Citrix XenDesktop 7.15 LTSR.
### Sections, Objectives, Examples and References

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<thead>
<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Topics</th>
<th>References</th>
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<tbody>
<tr>
<td>1.01</td>
<td>Identify the layers in the layered architecture approach to XenApp and XenDesktop</td>
<td>Architecture Overview By Layers</td>
<td>Module 1 of <a href="https://support.citrix.com/article/CTX139331">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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<tr>
<td>1.02</td>
<td>Determine the appropriate delivery method based on a scenario</td>
<td>FlexCast Management Architecture</td>
<td>Module 1 of <a href="https://support.citrix.com/article/CTX139331">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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<td>Hosted Shared Desktop</td>
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<td>On-Demand Apps</td>
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<td>Hosted VDI (Random/non-persistent)</td>
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<td></td>
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<td>Hosted VDI (Static/persistent)</td>
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<td>Remote PC</td>
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<td>VM Hosted Applications</td>
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<td>User Segmentation Process</td>
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<td>FlexCast Model Strategy Assignment</td>
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<tr>
<td>1.03</td>
<td>Determine the appropriate hosting platform based on requirements</td>
<td>Hosting Platform: On-Premises</td>
<td>Module 1 of <a href="https://support.citrix.com/article/CTX128909">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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<td></td>
<td></td>
<td>Hosting Platform: Cloud-Hosted</td>
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<td>Hosting Platform: Citrix Cloud</td>
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<td>Hosting Platform: Service Provider Connection flow process</td>
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<td>Objective Number</td>
<td>Objective</td>
<td>Examples</td>
<td>References</td>
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<tr>
<td>2.01</td>
<td>Determine the supporting environment requirements necessary for a XenApp and XenDesktop deployment</td>
<td>Organizational Unit (OU) Structure, DNS, DHCP, Service Accounts, Certificate Authority, Certificates, Group Policy Management, Firewall Ports, Storage, Database Platforms, SQL Sizing</td>
<td>Module 2 of CXD-210 Virtual Apps and Desktops 7.1x Administration</td>
</tr>
<tr>
<td>2.02</td>
<td>Identify the license requirements of non-Citrix components in a XenApp and XenDesktop environment</td>
<td>Hypervisor, Windows Server for Base XA/XD Components, Session Hosts (Server OS/Desktop OS), Remote Connections (Such as RDS), Applications</td>
<td>Module 2 of CXD-210 Virtual Apps and Desktops 7.1x Administration</td>
</tr>
</tbody>
</table>

References:

- https://docs.citrix.com/en-us/xenapp-and-xendesktop/7-6-long-term-service-release/xad-system-requirements-76.html#par_anchortitle_2730
<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Examples</th>
<th>References</th>
</tr>
</thead>
</table>
| 3.01             | Determine which license model/type to use for a given environment         | Models/Types  
Concurrent versus Device Licensing Editions                                                | Module 3 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](http://support.citrix.com/article/CTX128013)  
http://docs.citrix.com/en-us/licensing/11-14/getting-started.html  
https://support.citrix.com/article/CTX101810?_ga=1.152481913.1792716913.1420195523  
http://discussions.citrix.com/topic/356545-xenapp-76-cannot-point-to-license-server/  
| 3.02             | Determine how to install and configure the Citrix License Server          | Install Citrix License Server  
Understand the Role  
Install License Files  
License Management Console Dashboard Page                                                  | Module 3 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://docs.citrix.com/en-us/licensing/11-10/lic-admin-cmds-intro-c/lic-admin-cmds-list-deletes-user-device-r.html)  
https://docs.citrix.com/en-us/licensing/11-10/lic-admin-cmds-list-deletes-user-device-r.html  
| 3.03             | Determine how to test license functionality in a newly configured XenApp and XenDesktop environment | Validate license server host name  
Verify product edition  
Reboot/re-read license file                                                             | Module 3 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://docs.citrix.com/en-us/licensing/11-10/lic-admin-cmds-intro-c/lic-admin-cmds-list-deletes-user-device-r.html)  
https://docs.citrix.com/en-us/licensing/11-10/lic-admin-cmds-list-deletes-user-device-r.html  
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<th>Objective Number</th>
<th>Objective</th>
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<tr>
<td>3.04</td>
<td>Determine how to install and configure the Delivery Controller</td>
<td>Install the Role FMA services</td>
<td>Module 3 of <a href="https://msdn.microsoft.com/en-us/library/ms188659.aspx">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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<tr>
<td>3.05</td>
<td>Determine how to configure a XenApp and XenDesktop Site based on a requirements</td>
<td>XenApp and XenDesktop Site Database Configuration SQL Connections</td>
<td>Module 3 of <a href="https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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<tr>
<td>3.06</td>
<td>Determine how to configure the database for a given environment</td>
<td>Databases Overview Database Failure Separate Databases</td>
<td>Module 3 of <a href="https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
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Section 4: Provisioning and Delivering App and Desktop Resources

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<tr>
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<th>Objective</th>
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<tr>
<td>4.01</td>
<td>Determine the registration process of the Virtual Delivery Agent</td>
<td>Virtual Delivery Agent requirements Virtual Delivery Agent registration</td>
<td>Module 4 of <a href="https://msdn.microsoft.com/en-us/library/ms188659.aspx">CXD-210 Virtual Apps and Desktops 7.1x Administration</a></td>
</tr>
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</table>

Contributors & Marks

Exam Overview

Preparation

References

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<thead>
<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Examples</th>
<th>References</th>
</tr>
</thead>
</table>
| 4.02             | Determine how to manage Machine Catalogs and Delivery Groups | Machine Catalog types  
Master Virtual Machine Considerations  
Delivery Group types  
Machine Catalog and Delivery Group Relationship | Module 4 of CXD-210 Virtual Apps and Desktops 7.1x Administration  
| 4.03             | Determine the appropriate provisioning method type to use in a given environment | Provisioning Methods  
Provisioning Methods - Comparison of Advantages  
Provisioning Methods - Comparison of Considerations | Module 4 of CXD-210 Virtual Apps and Desktops 7.1x Administration |
| 4.04             | Determine how to deploy machines using Machine Creation Services | Machine Creation Services (MCS) process  
Machine Creation Services configuration  
Machine Creation Services wizard | Module 4 of CXD-210 Virtual Apps and Desktops 7.1x Administration  
https://support.citrix.com/article/CTX218082  
https://support.citrix.com/article/CTX128580  
| 4.05             | Determine the behavior of different types of machines provisioned using Machine Creation Services | Reboot Effects - Random Desktop  
Reboot Effects - Static/persistent Desktop  
Updating Master Image - Random/non-persistent Desktop  
Updating Master Image - Static/Persistent Desktop | Module 4 of CXD-210 Virtual Apps and Desktops 7.1x Administration |
| 4.06             | Determine how to implement Office 365 in a XenApp and XenDesktop environment | Install and run Microsoft Office 365 | Module 4 of CXD-210 Virtual Apps and Desktops 7.1x Administration  
<table>
<thead>
<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Examples</th>
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</thead>
<tbody>
<tr>
<td>5.01</td>
<td>Determine how to set up Citrix StoreFront</td>
<td>StoreFront communications StoreFront configuration</td>
<td>Module 5 of CXD-210 Virtual Apps and Desktops 7.1x Administration <a href="https://support.citrix.com/article/CTX139343">https://support.citrix.com/article/CTX139343</a></td>
</tr>
<tr>
<td>5.03</td>
<td>Determine which Citrix Receiver type and/or deployment option to use in a given environment</td>
<td>Deploy Receiver Configure Receiver Receiver for Web HTML5 - Receiver Native Receiver</td>
<td>Module 5 of CXD-210 Virtual Apps and Desktops 7.1x Administration</td>
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<tr>
<td>Objective Number</td>
<td>Objective</td>
<td>Examples</td>
<td>References</td>
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</table>
| 6.01             | Determine how to configure Citrix policies according to leading practices | Policy engines  
Policies Precedence  
Policies Priorities  
Policies Loopback  
Policies Filters  
Baseline Policy  
Policy Modeling  
Policy Templates  
Policy Comparison | Module 6 of CXD-210 Virtual Apps and Desktops 7.1x Administration |
| 6.02             | Determine how to manage the user experience with through policies | Load Management  
Session Reliability  
Auto Client Reconnect  
ICA Keep-Alive  
Workspace Control  
Session sharing  
Resource sharing | Module 6 of CXD-210 Virtual Apps and Desktops 7.1x Administration  
http://docs.citrix.com/en-us/xenapp-and-xendesktop/7-6-long-term-service-release/xad-policies-article/xad-policies-settings-wrapper/xad-policies-settings-load-mgmt.html  
https://support.citrix.com/article/CTX202493 |
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</table>
| 8.01             | **Determine the appropriate printer mapping for a given environment** | Printer Type: Client Attached  
Printer Type: Client Mapped  
Printer Type: VDA Attached  
Printer Type: VDA Mapped  
Printing Provisioning | Module 8 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://www.citrix.com/blogs/2015/08/21/xenappxendesktop-7-6-network-printing-considerations/)  
| 8.02             | **Identify the appropriate printer driver(s) to use based on a scenario** | Printer Drivers  
Printer Driver Mapping  
Universal Print Driver  
Universal Printer  
Universal Print Server | Module 8 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/pages/printing-graphics) |
| 8.03             | **Determine how to resolve printing issues** | Universal Print Driver Default Fallback  
StressPrinters Tool  
Print Detective  
Citrix UPS Print Driver Certification Tool | Module 8 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/pages/printing-graphics)  
[Lab Guide for CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/pages/printing-graphics) |
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<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Examples</th>
<th>References</th>
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**Section 9: Citrix Profile Management**

<p>| 10.01 | Determine how to delegate permissions to other administrators | Delegated Administrators Roles Scopes Custom Roles and Scopes Building a Custom Administrator | Module 10 of <a href="https://docs.citrix.com/en-us/xenapp-and-xendesktop/7-6/xad-security-article/xad-delegated-admin.html">CXD-210 Virtual Apps and Desktops 7.1x Administration</a> |</p>
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<tr>
<th>Objective Number</th>
<th>Objective</th>
<th>Examples</th>
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<tbody>
<tr>
<td>10.02</td>
<td>Determine how to use PowerShell to query information in the XenApp and XenDesktop Site</td>
<td>PowerShell vs. Studio PowerShell Service Modules</td>
<td>Module 10 of CXD-210 Virtual Apps and Desktops 7.1x Administration</td>
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<td><a href="https://www.citrix.com/blogs/2013/12/09/xendesktop-7-director-and-configuration-logging/">https://www.citrix.com/blogs/2013/12/09/xendesktop-7-director-and-configuration-logging/</a></td>
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<td><a href="https://docs.citrix.com/content/dam/docs/en-us/provisioning-services/7-6/downloads/PowerShellProgramGuide7-6.pdf">https://docs.citrix.com/content/dam/docs/en-us/provisioning-services/7-6/downloads/PowerShellProgramGuide7-6.pdf</a></td>
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<tr>
<td>10.03</td>
<td>Determine how to configure a restart schedule for Server OS or Desktop OS VDAs in a given environment</td>
<td>PowerShell Configuration of Restart Schedules Power Manage Desktop OS Machines</td>
<td>Module 10 of CXD-210 Virtual Apps and Desktops 7.1x Administration</td>
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<td><a href="https://docs.citrix.com/content/dam/docs/en-us/provisioning-services/7-6/downloads/PowerShellProgramGuide7-6.pdf">https://docs.citrix.com/content/dam/docs/en-us/provisioning-services/7-6/downloads/PowerShellProgramGuide7-6.pdf</a></td>
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| 11.01            | Determine the impact of a component failure in a given environment | License Server failure  
Site Database Server failure  
Delivery Controller Server failure  
StoreFront server failure | Module 11 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://docs.citrix.com/en-us/licensing/11-12-1/lic-architecture.html)  
[https://support.citrix.com/article/CTX135207](https://support.citrix.com/article/CTX135207)  
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## Section 12: XenApp and XenDesktop Basic Network Security Considerations

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| 12.01            | Determine how to configure basic network security for XenApp and XenDesktop components | Network Topology Security  
Citrix Component Security                                                                                   | Module 12 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/article/CTX200415)  
Lab Guide for [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/article/CTX200415)  
| 12.02            | Determine how to configure XML Service Trust                              | XML Service Trust                                                                                                                                                                                         | Module 12 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/article/CTX200415) |
| 12.03            | Determine how to secure remote access using Citrix Gateway and the Secure Ticket Authority | Citrix Gateway  
HDX Proxy  
Secure Ticket Authority (STA)                                                                                                                                                     | Module 12 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://support.citrix.com/article/CTX200415)  
[https://support.citrix.com/article/CTX206009](https://support.citrix.com/article/CTX206009)  
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| 13.01            | Determine how to search for and view user session information with Citrix Director | Search for a Session  
Search for Session Parameters  
Viewing a Session  
Viewing Details about a Session  
Switching Between Sessions | Module 13 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/)  
[https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/](https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/) |
| 13.02            | Identify tabs and basic navigation of Citrix Director                     | Application Instances  
Connection and Machine Failures  
Historical Data  
Custom Reporting  
Notifications  
Resource Utilization  
Failed Machines  
Licensing Status  
User Connection Failures  
Average Logon Duration | Module 13 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/) |
| 13.03            | Determine how to configure HDX insight integration with Citrix Director   | What is HDX Insight  
What does HDX Insight add to Director                                                                                                        | Module 13 of [CXD-210 Virtual Apps and Desktops 7.1x Administration](https://www.reddit.com/r/Citrix/comments/4q5i9p/check_receiver_version/) |
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| 14.01            | Determine which tool to use to troubleshoot a given issue | Event Logs  
Using the XenApp and XenDesktop Management Consoles  
Using Studio  
Using Director  
The Citrix Supportability Pack  
VDA Cleanup Utility  
XDPing Tool  
CDF Control  
Scout  
The Citrix Insight Services  
The Citrix Call Home Technology | Module 14 of CXD-210 Virtual Apps and Desktops 7.1x Administration |
| 14.02            | Identify ways to proactively support common tasks in an environment | Periodic Tasks  
Look for Warnings and Alerts  
Verify backBackup Citrix Databases  
Test your connections  
Verify Registration and Session Availability  
Review Hotfixes and Patches  
Verify change control operations  
Confirm Your Capacity  
Review your Citrix Policies  
Assess your Software Version and Requirements  
Assess your Software Use | Module 14 of CXD-210 Virtual Apps and Desktops 7.1x Administration  
Appendix: Practice

Introduction

Exam-takers should refer to the objectives listed in the “Sections, Objectives, Examples and References” section of this guide in order to determine which topics will be on the exam and examples of topics for each objective.

For example, if the **objective** reads, "Identify the appropriate plug-in to use," exam-takers should expect to see:

- A **scenario describing the need to install a specific XenApp Plug-in**
  
  **Scenario:** XenDesktop was recently implemented in an environment. A Citrix Administrator in the environment needs to tell the end users which Citrix Receiver type to install in order to access their XenDesktop resources. The end users in the environment will need to access hosted applications through Receiver for Web.

- A **question that requires you to "determine which Citrix Receiver type to install" based on the scenario**

  *Which Citrix Receiver type should the administrator instruct the end users to install?*

Sample Question 1

**Scenario:** A Citrix Administrator is troubleshooting an issue in which users cannot enumerate applications.

Which layer should the administrator look at to troubleshoot resource presentation to users?

A. Control  
B. Access  
C. Resource  
D. Compute

**Answer:** B

**Objective:** Identify the layers in the layered architecture approach to XenApp and XenDesktop

**Source:** CXD-210 Course, Module-1
Sample Question 2

Which FlexCast delivery model has the lowest Total Cost of Ownership (TCO)?

A. Published Applications
B. Hosted VDI (Random/Non-Persistent)
C. Remote PC
D. VM-Hosted Applications

Answer: A

Objective: Determine the appropriate delivery method based on a scenario

Source: CXD-210, Module-1

Sample Question 3

Which SQL permission is required to create a XenApp and XenDesktop Site database through the Citrix Studio console?

A. dbcreator
B. sysadmin
C. setupadmin
D. Serveradmin

Answer: B

Objective: Determine how to configure a XenApp and XenDesktop Site based on a requirements

Source: Source: CXD-210, Module-3
Sample Question 4

**Scenario:** A Citrix Administrator needs to reduce supply overhead by limiting users' printing sources. The administrator needs to stop automatic creation of all client printers in a session and map printers based on the floor of the building from which the user's session connects.

Which two policies should the administrator configure to complete this task?
(Choose two.)

A. Auto-Create Client Printers  
B. Direct Connections to Print Servers  
C. Printer Properties Retention  
D. Session Printer

**Answer:** A, D

**Objective:** Determine how to resolve printing issues

**Source:** CXD-210 Course, Module 8 and Lab Guide.
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