

# Implementing Citrix XenDesktop 3 A14 Exam

Exam Preparation Guide 2.0  
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**Disclaimer**

This exam preparation guide is designed to allow you to assess the types of questions that may be asked during the A14 Implementing Citrix XenDesktop 3 exam. Reading the contents of this guide in no way ensures a passing score on the certification exam.

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# 1 The Exam

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- 1.1 Purpose of Exam** The 1Y0-A14 Implementing Citrix XenDesktop 3 exam certifies that successful candidates have the knowledge and skills necessary to install, administer and support Citrix XenDesktop 3 implementations in an enterprise environment.
- 
- 1.2 Number of Questions** The A14 exam is a 60-question exam written in English. The passing score for the exam is 63%.
- 
- 1.3 Time Limit** Native English speakers have 75 minutes to complete the exam. Non-native English speakers who take the exam in English have 105 minutes to complete the exam.
- If a non-native English speaker wishes to have the time extension when registering for the exam in English, he or she must ask for it; it will not be given unless it is explicitly requested. Exam-takers should verify the specific policies for time extensions with the test provider.
- 
- 1.4 Registration and Administration** This exam is administered through Pearson VUE. For details on the rules and procedures associated with registering for and taking the exam, please visit the Exams page at [www.citrixtraining.com](http://www.citrixtraining.com).
- 
- 1.5 Registering with Pearson VUE** In the United States and Canada, call 1-800-931-4084. Worldwide, visit the Pearson VUE website ([www.VUE.com](http://www.VUE.com)) to locate a testing center in your area and register for an exam with Pearson VUE.

**1.6  
Certification  
Tracks**

The A14 exam is a requirement for the Citrix XenDesktop 3 Citrix Certified Administrator (CCA) track. To become certified in this track, candidates must pass the A14 exam.

This exam may also be a requirement for advanced certification tracks. For the most up-to-date certification information visit [www.citrixtraining.com](http://www.citrixtraining.com).

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**1.7 Citrix Exam  
Retake Policies**

If a candidate fails an exam on the first attempt, he or she must wait 24 hours from their original appointment time before they can register to retake the exam. If a candidate fails on a second attempt, and any attempt thereafter, he or she must wait 14 days after a failed attempt to retake the exam. Beta exams may only be taken once.

For more information on Citrix Education retake policies, please visit [www.citrixtraining.com](http://www.citrixtraining.com).

Citrix Education monitors retake activity for breaches of this policy. Breach of this policy can result in sanctions up to and including temporary ban from taking Citrix exams and/or decertification.

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**1.8  
Commenting  
During Live  
Exam**

Citrix Education is committed to continually monitoring and updating our exams as needed. As a practice, there are regular reviews and refreshes of exams even during the live administration of the exam. Comments made by candidates during exams are used as anecdotal feedback and considered by the Citrix Exam Development team when making decisions about the exam and specific exam questions. Comments are not considered when determining the final results for a specific exam; making comments during an exam will NOT impact a candidate's final pass/fail decision.

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## 2 The Intended Audience

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### 2.1 Intended Audience

The A14 exam is a rigorous examination of subjects that are critical to an administrator's role as defined by subject matter experts (SMEs) at Citrix Systems. This role includes, but is not limited to:

- Network Administrators / Network Engineers
  - System Administrators / System Engineers
  - Desktop Administrators / Desktop Operators
  - Microsoft Active Directory Administrators / Microsoft Windows Administrators
  - Datacenter Administrators
  - Citrix Certified Instructors
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## 3 Preparatory Recommendations for the Exam

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### 3.1 Introduction

It is recommended that candidates have the knowledge and skills necessary to install, administer and configure Citrix XenDesktop 3 implementations in an enterprise environment before taking the A14 exam.

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### 3.2 Recommended Knowledge and Skills

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

- Licensing, installing, and configuring Citrix XenApp™, Citrix XenServer™ and Citrix Provisioning Services™
  - Publishing applications, virtualizing servers, and provisioning desktops
  - ICA Client management
  - Microsoft Windows Active Directory®, including user profiles and creation and management of GPOs, OUs, and users
  - Managing clients of Microsoft Windows® and Apple Mac OS®
  - Installing, configuring, and maintaining popular client operating systems, including Microsoft Windows XP® and Vista® as well as Apple Mac®
  - Managing alternate client devices such as desktop appliances, PDAs, Blackberries®, and iPhones®
  - Microsoft Windows Server® administration, including Microsoft Windows Server 2003®, Windows Server 2008®, domain controllers, and RDP client
- 

### 3.3 Recommended Product Experience

It is recommended that candidates obtain hands-on experience with Citrix XenDesktop 3, such as what is provided in the CXD-200-1I Implementing Citrix XenDesktop 3 instructor-led training course or the CXD-200-1W Implementing Citrix XenDesktop 3 self-paced online training course as well as 6 months of real world experience using the product.

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### 3.4 Recommended Course

For optimal performance on this exam, Citrix recommends that exam-takers attend or self-study the CXD-200-1I Implementing Citrix XenDesktop 3 instructor-led training course or the CXD-200-1W Implementing Citrix XenDesktop 3 self-paced online training course as well as the CPV-200-1I - Implementing Citrix Provisioning Server 5.0 instructor-led training course or the CPV-200-1W - Implementing Citrix Provisioning Server 5.0 self-paced online training course.



## 4 Exam Sections and Weights

### 4.1 Introduction

The Implementing Citrix XenDesktop 3 (A14) exam is divided into nine (9) sections. Each section of the exam is weighted as follows, totaling 100%.

### 4.2 Section Titles and Weights

Section	Weight
Defining XenDesktop Architecture	15%
Identifying Pre-Install Considerations	7%
Installing XenDesktop	17%
Building Provisioning Services vDisks	15%
Configuring Desktop Delivery Controller for XenDesktop	7%
Delivering Desktops	10%
Managing XenDesktop	8%
Troubleshooting Desktop Images for Virtualization	13%
Delivering and Managing Applications	8%
<b>Total</b>	<b>100%</b>

### 4.3 How Section Weights Relate to Questions on the Exam

Section weights correlate directly to the number of questions on the exam. For example, if an exam has 60 questions, and section 1 is weighted as 50%, then 30 of the questions on the exam will relate to section 1 ( $60 * 50\% = 30$ ).

Section weights are NOT used to calculate a candidate's score. Section weights are meant to indicate the percentage of the exam that covers certain content. 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.

## 5 Exam Objectives and Resources for the Exam

### 5.1 Introduction

The questions for the exam were developed directly from the exam objectives. The exam objectives are used to test the knowledge, skills and abilities related to each section of the exam.

Some of the exam objectives will correspond, or map, to field or hands-on experience. Candidates are expected to have some hands-on experience with Citrix XenDesktop 3 to increase their likelihood of passing.

For optimal performance, Citrix recommends that candidates attend or self-study the CXD-200-1I Implementing Citrix XenDesktop 3 instructor-led training course or the CXD-200-1W Implementing Citrix XenDesktop 3 self-paced online course and obtain field experience.

### 5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
Instructor-led Course: CXD-200-1I Implementing Citrix XenDesktop 3	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you offering this course, please visit: <a href="http://www.citrixtraining.com/courses/index.cfm">http://www.citrixtraining.com/courses/index.cfm</a>
Citrix XenDesktop 3 Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX118856">http://support.citrix.com/article/CTX118856</a>
Citrix XenDesktop Evaluator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX118911">http://support.citrix.com/article/CTX118911</a>
Citrix XenDesktop Licensing Explained	Refer to: <a href="http://support.citrix.com/article/ctx120094">http://support.citrix.com/article/ctx120094</a>
Citrix XenDesktop 3.0 Overview	Refer to: <a href="http://support.citrix.com/article/ctx118910">http://support.citrix.com/article/ctx118910</a>
Best Practices for Citrix XenDesktop with Provisioning Server	Refer to: <a href="http://support.citrix.com/article/ctx119849">http://support.citrix.com/article/ctx119849</a>
Citrix Desktop Receiver 11.1 Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX118895">http://support.citrix.com/article/CTX118895</a>

Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop	Refer to: <a href="http://support.citrix.com/article/CTX119426">http://support.citrix.com/article/CTX119426</a>
Citrix User Profile Manager Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/ctx118943">http://support.citrix.com/article/ctx118943</a>
Using Citrix User Profile Manager with XenDesktop	Refer to: <a href="http://support.citrix.com/article/CTX119186">http://support.citrix.com/article/CTX119186</a>
User Profile Manager 2.0 Technical FAQ	Refer to: <a href="http://support.citrix.com/article/ctx119791">http://support.citrix.com/article/ctx119791</a>
Citrix Provisioning Server 5.0 Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX117916">http://support.citrix.com/article/CTX117916</a>
Provisioning Services for XenApp-Implementation Guide	Refer to: <a href="http://support.citrix.com/article/ctx120513">http://support.citrix.com/article/ctx120513</a>
Citrix XenApp Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX115519">http://support.citrix.com/article/CTX115519</a>
XenServer 5.0 Update 3 Administrator's Guide	Refer to: <a href="http://support.citrix.com/article/CTX120713">http://support.citrix.com/article/CTX120713</a>

These links are subject to change without notice.

### 5.3 Exam Objectives

For all sections, at least six (6) months of hands-on experience administering a Citrix XenDesktop 3 implementation is recommended.

**Note:** Field experience is considered technical and practical experience with Citrix XenDesktop 3 in a pilot or production environment. Hands-on experience is considered technical or practical experience with Citrix XenDesktop 3 in a lab or proof-of-concept (POC) environment.

Section	Objectives	Citrix Course and/or Technical Publication
Defining XenDesktop Architecture	<ul style="list-style-type: none"> <li>• Recall the role of a component, including infrastructure components, in a XenDesktop environment.</li> <li>• Recall the order of communication between specified components.</li> <li>• Identify how users connect depending on the endpoint device.</li> <li>• Identify when to use pooled versus assigned options.</li> <li>• Identify the importance of profiling a user environment for a XenDesktop implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience</li> <li>• Citrix XenDesktop 3 Administrator’s Guide</li> <li>• Citrix Provisioning Server 5.0 Administrator’s Guide</li> <li>• CXD-200-11 Implementing Citrix XenDesktop 3</li> <li>• User Profile Manager Technical FAQ</li> </ul>
Identifying Pre-Install Considerations	<ul style="list-style-type: none"> <li>• Given a scenario, decide how to configure Microsoft Active Directory for XenDesktop.</li> <li>• Determine the role of DHCP and DNS relate in a XenDesktop environment.</li> <li>• Given a scenario, determine the correct amount of storage needed in a XenDesktop environment.</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on experience</li> <li>• CXD-200-11 Implementing Citrix XenDesktop 3</li> <li>• Citrix XenDesktop 3 Administrator’s Guide</li> <li>• Best Practices for Citrix XenDesktop with Provisioning Server</li> <li>• Citrix Provisioning Server 5.0 Administrator’s Guide</li> <li>• Citrix XenDesktop 3.0 Overview</li> </ul>

Identifying Pre-Install Considerations (continued)		<ul style="list-style-type: none"> <li>• Citrix XenDesktop Evaluator's Guide</li> </ul>
Installing XenDesktop	<ul style="list-style-type: none"> <li>• Given a scenario, decide how to configure licensing for a XenDesktop implementation including Provisioning Services, XenApp and XenServer.</li> <li>• Given a description of an environment, or a list of options, figure out how to create a resource pool for virtual desktops.</li> <li>• Given a scenario, determine how an administrator should configure the Desktop Delivery Controller during installation.</li> <li>• Given a scenario, figure out how to perform basic configurations of Provisioning Services, including changing DHCP options for PXE boot.</li> <li>• Decide how an administrator should configure endpoints according to best practices.</li> <li>• Given a scenario, determine how to configure the Profile Management feature for XenDesktop.</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience</li> <li>• Citrix XenDesktop 3 Administrator's Guide</li> <li>• Citrix XenDesktop Licensing Explained</li> <li>• XenServer 5.0 Update 3 Administrator's Guide</li> <li>• CXD-200-11 Implementing Citrix XenDesktop 3</li> <li>• Citrix Provisioning Server 5.0 Administrator's Guide</li> <li>• Citrix Desktop Receiver 11.1 Administrator's Guide</li> <li>• Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop</li> <li>• Citrix User Profile Manager Administrator's Guide</li> <li>• Using Citrix User Profile Manager with XenDesktop</li> </ul>
Building Provisioning Services vDisks	<ul style="list-style-type: none"> <li>• Determine how to create or format a Provisioning Services</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience</li> <li>• Citrix XenDesktop Evaluator's Guide</li> </ul>

Building Provisioning Services vDisks (continued)	vDisk. <ul style="list-style-type: none"> <li>• Decide how an administrator needs to configure a virtual machine for a XenDesktop implementation according to best practice.</li> <li>• Determine how to add a virtual machine to Provisioning Services.</li> <li>• Given a scenario, figure out how an administrator should build a virtual desktop image using Provisioning Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Citrix XenDesktop 3 Administrator's Guide</li> <li>• Citrix Provisioning Server 5.0 Administrator's Guide</li> <li>• Provisioning Services for XenApp-Implementation Guide</li> </ul>
Configuring Desktop Delivery Controller for XenDesktop	<ul style="list-style-type: none"> <li>• Given a scenario, determine which XenDesktop properties an administrator should modify.</li> <li>• Evaluate when User-Driven Desktop Restart should be enabled or disabled.</li> <li>• Given a scenario, decide how to configure Citrix policies and options in a XenDesktop environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience</li> <li>• Citrix XenDesktop 3 Administrator's Guide</li> <li>• Citrix XenApp Administrator's Guide</li> </ul>
Delivering Desktops	<ul style="list-style-type: none"> <li>• Given a scenario, identify how to create virtual desktops.</li> <li>• Based on a scenario, determine which modifications an administrator should make to the Desktop Delivery Controller, specifically the desktop group configurations, in</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience</li> <li>• Citrix XenDesktop 3 Administrator's Guide</li> </ul>

Delivering Desktops (continued)	order to prepare it for a XenDesktop implementation.	
Managing XenDesktop	<ul style="list-style-type: none"> <li>Decide which components should be used in the remote access architecture from a list of options.</li> <li>Based on stated requirements, determine how to modify a vDisk for a XenDesktop environment.</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on experience</li> <li>Citrix XenDesktop 3 Administrator's Guide</li> <li>Citrix Provisioning Server 5.0 Administrator's Guide</li> <li>Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop</li> </ul>
Troubleshooting Desktop Images for Virtualized Delivery	<ul style="list-style-type: none"> <li>Given a description of an issue within a XenDesktop implementation, make an evaluation to identify the component of the architecture that is causing the issue.</li> <li>Given the description of an issue in a XenDesktop implementation, determine the appropriate process to diagnose the issue.</li> <li>Given a description of an issue in a XenDesktop environment, select the appropriate resolution from a set of options.</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on experience</li> <li>Citrix XenDesktop 3 Administrator's Guide</li> <li>CXD-200-11 Implementing Citrix XenDesktop 3</li> <li>Citrix Provisioning Server 5.0 Administrator's Guide</li> </ul>
Delivering and Managing Applications	<ul style="list-style-type: none"> <li>Determine how to configure multiple policies for XenApp and XenDesktop to avoid collisions in a XenDesktop implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on experience</li> <li>Citrix XenDesktop 3 Administrator's Guide</li> <li>Citrix XenApp Administrator's Guide</li> </ul>

<p>Delivering and Managing Applications (continued)</p>	<ul style="list-style-type: none"> <li>• Decide how to configure printing policies.</li> <li>• Based on a given scenario, figure out how to deliver an application through XenApp in a XenDesktop environment.</li> </ul>	
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**5.4 How Objectives Relate to Questions on the Exam**

Objectives summarize what the test is designed to measure. Objectives are developed by Exam Developers and SMEs based on identified tasks that relate to the job of administering a Citrix XenDesktop implementation. The number of questions written for each objective relates directly to the importance of that task in doing the job and is proportional to how frequently the task is performed

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## 6 Interactive Item Usage

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### 6.1 Introduction

The Implementing Citrix XenDesktop 3 exam consists primarily of traditional multiple-choice questions. However, this exam also includes Drag and Drop and Point and Click items. These types of questions allow for interactivity. Drag and Drop questions allow for exam-takers to interact with an interface by dragging objects to predefined destinations, and Point and Click questions allow for exam-takers to click responsive areas (hot spots) of an image. Both the Drag and Drop and Point and Click item types contain very clear instructions on everything an exam-taker will need to know in order to perform the required tasks.

Traditional multiple-choice questions store the selected answers so that exam-takers may revisit the question and see their chosen answers. This is not the case with non-traditional items. If exam-takers navigate away from a non-traditional question, their previous selection is **not** visible to them once they revisit the item. **If exam-takers revisit a previously answered non-traditional question and attempt to review their previous selection, they will be prompted to answer that question again.**

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### 6.2 Description of Drag and Drop items

Drag and Drop items instruct candidates to drag objects to predefined destinations. These types of items are usually used to test a candidate's understanding of a process, order, or other regimented ordered concept.

In these items, predefined destinations are marked by rectangular objects called destination panels. Destination panels indicate where objects can be placed in the user interface. These panels contain instructions, such as "Place Here" or "Place First Here" (as shown in Figures 6.1 and 6.2) or similar text that alerts candidates that this is a panel onto which an object should be dragged. Objects that can be moved are marked by an action word or sentence.

As with the other non-traditional items, candidates must click the "Done" button within the task window when finished in order to record their answer(s) and move on to the next item.

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### 6.3 Specialized cursors in Drag and Drop items

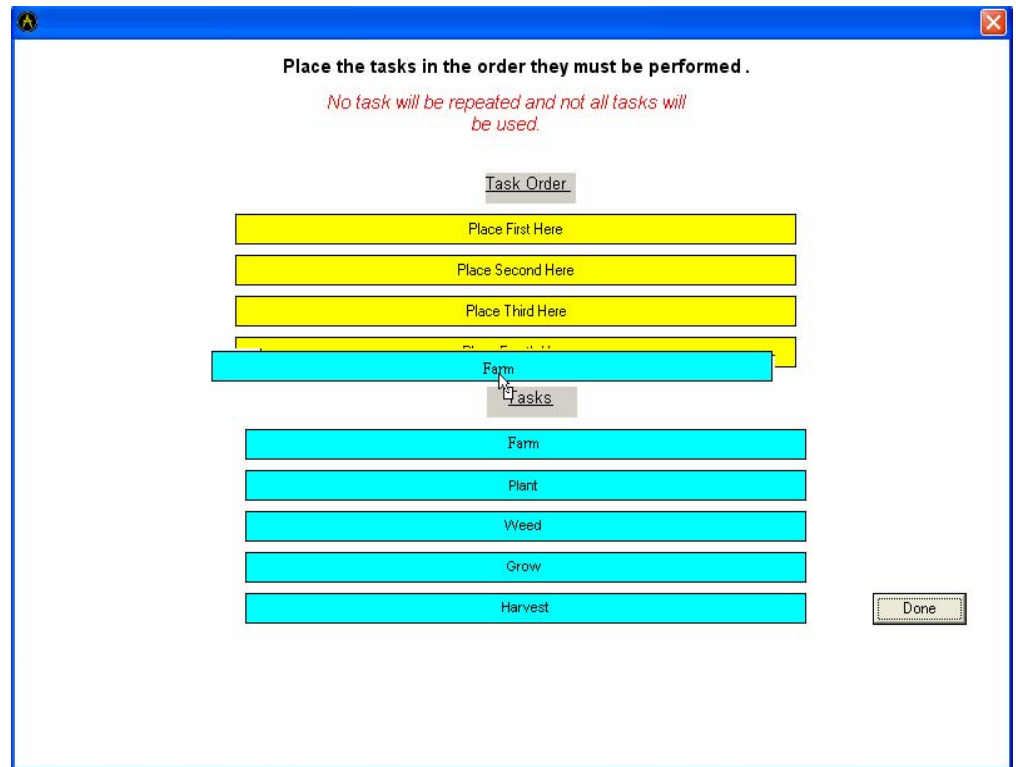
While dragging these objects, candidates should pay careful attention to the cursor. Figures 6.1 and 6.2 depict the two cursors candidates will see while completing a Drag and Drop item in this exam.

**Figure 6.1**  
**Prohibited**  
**cursor**  
**indicator**



In this figure, a candidate is attempting to drag an object to a destination panel and the prohibited symbol appears. The candidate will not be able to drop the source panel into the destination panel when the prohibited symbol is present. The candidate should reposition the source panel on the desired destination panel until he or she sees the insert symbol shown in Figure 6.2.

**Figure 6.2**  
**Insert cursor**  
**indicator**



In this figure, a candidate is attempting to drag an object to a destination panel and the insert symbol appears. The candidate will be able to drop the source panel into the desired destination panel when the insert symbol is present.

#### 6.4 Deselecting an option in a Drag and Drop Item

If a candidate moves an object to the incorrect destination panel, the candidate can remove the item by dragging it out of the destination panel, toward the object's original location.

#### 6.5 Description of Point and Click Items

Point and Click items, or hot spot items, require candidates to click responsive areas in an image. This type of item is usually used to test candidates' knowledge of a product's UI.

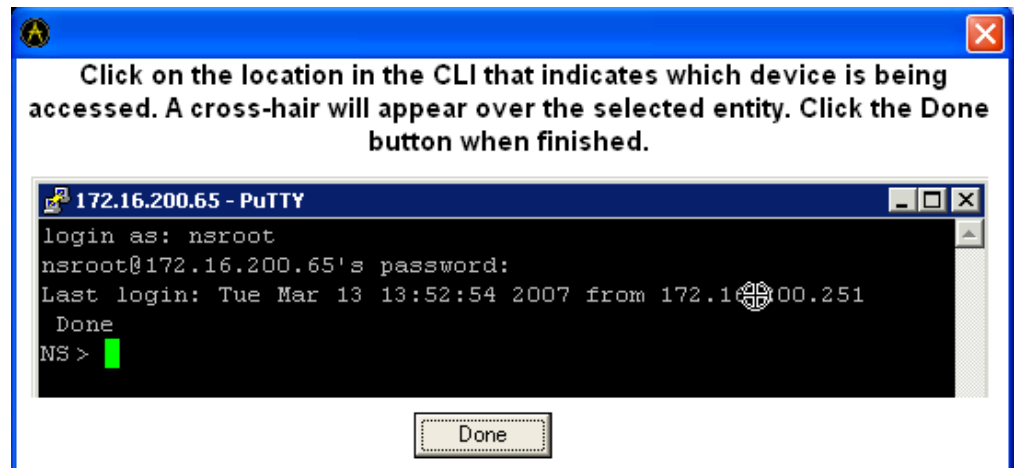
In a Point and Click item, usually an image of a configuration screen or network topology is displayed. Instructions direct candidates to which element they should select in the item. (As shown in Figure 6.3).

As with the other non-traditional items, candidates must click the "Done" button within the task window when finished in order to record their answer(s) and move on to the next item.

### 6.6 Specialized Indicator in Point and Click Items

When candidates click a spot in a Point and Click item, a cross-hair will appear on that spot to indicate that it has been selected (as shown in Figure 6.3).

Figure 6.3



In this figure a candidate has selected the spot they believe correctly answers the question. The spot the candidate chose is indicated by the cross-hair symbol.

### 6.7 Deselecting a spot in a Point and Click Item

If candidates click the wrong spot, the candidate can deselect the spot by clicking it again. Once the spot has been deselected, the cross-hair symbol will disappear.

## 7 Appendix: Practice

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Question 1 Which tool must an administrator use to create a virtual desktop image in a XenDesktop environment?

- A. XenDesktop Setup Wizard
- B. Provisioning Server Console
- C. Access Management Console
- D. Provisioning Server Image Builder

**Answer: D**

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Question 2 **Scenario:** In a distributed environment with each component installed on a separate server, an administrator receives calls from users who state that when they log in to Web Interface none of their desktops will launch. The administrator discovers that users with active sessions are unaffected.

Which component of the XenDesktop environment could be causing this issue?

- A. XenServer
- B. XenApp server
- C. Provisioning Services
- D. Desktop Delivery Controller

**Answers: D**

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Question 3 An administrator configured a desktop group to have an idle pool of 10 desktops but noticed that none of the desktops are powered on.

What could cause this issue?

- A. The desktop group is disabled
- B. No users are assigned to the desktop group
- C. All virtual machines are in maintenance mode
- D. The log off behavior is set to restart the desktop when a user logs off

**Answer: C**

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Question 4 An administrator needs to install \_\_\_\_\_ to ensure that communication between desktops and controllers is confidential. (Choose the correct option to complete the sentence.)

- A. Citrix Licensing
- B. Citrix Virtual Desktop Agent
- C. Citrix Management Consoles
- D. Microsoft Active Directory

**Answer: D**

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## Question 5

**Scenario:** One month after the initial configuration of Microsoft Active Directory and the installation of the Desktop Delivery Controller (DDC), an administrator needs to add an additional DDC. The administrator adding the additional DDC did **NOT** complete the initial configuration and installation.

Which two types of permissions does the administrator need to have in order to add the additional DDC? (Choose two.)

- A. read properties on the Controllers security group
- B. write properties on the Controllers security group
- C. write information to the Service Connection Point
- D. create children on the RegistrationServices container
- E. create children on the RegistrationServices container

**Answers: B and D**

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## Question 6

An administrator should \_\_\_\_\_ to prevent users from interrupting ICA connections. (Choose the correct option to complete the sentence.)

- A. disable USB support
- B. disable the remote desktop protocol
- C. enable user-driven desktop restart
- D. enable the maximum connection timer

**Answer: B**

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Question 7 Which type of filter should an administrator apply to a group of users to limit bandwidth when the users are connecting from home?

- A. Users
- B. Client Name
- C. Client IP Address
- D. Virtual Desktop Group Name

**Answer: C**

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Question 8 An administrator must set the desktop group's logoff behavior to \_\_\_\_\_ so that users' virtual desktops are automatically suspended when sessions are disconnected. (Choose the correct option to complete the sentence.)

- A. shutdown
- B. do nothing
- C. leave powered on
- D. restart the virtual desktop

**Answer: A**

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Question 9 An administrator needs to make several applications available to remote users who will **NOT** have access to the corporate network.

How should the administrator make the applications available to the remote users?

- A. Create policies in XenApp
- B. Host the application in XenApp
- C. Host the application on a public computer
- D. Stream the applications in offline mode to their corporate issued laptops

**Answer: D**

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Question 10 **Scenario:** An administrator created several virtual machines (VMs) in a pooled desktop group using the XenDesktop Setup Wizard. When the idle pool started the VMs, a message appeared stating that there is no bootable device.

What should the administrator do to get the VMs to startup correctly?

- A. Change the boot order of the VMs to boot from the network
- B. Ensure the VMs are not in maintenance mode in the desktop group
- C. Boot the device directly from the target device on the Provisioning Server
- D. Change the vDisk to Private Image mode in the Provisioning Server Console

**Answer: A**

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