

Implementing Citrix XenDesktop 4 1Y0-A17 Exam

Preparation Guide 1.0
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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 subject Citrix certification 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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1 The Exam

- 1.1 Purpose of Exam** The 1Y0-A17 Implementing Citrix XenDesktop 4 exam certifies that successful candidates have the knowledge and skills necessary to install, configure and administer a Citrix XenDesktop 4 implementation in an enterprise environment.
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- 1.2 Number of Questions** The A17 exam is a 59-question exam written in English.
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- 1.3 Passing Score** The passing score for this exam is 59% and is based on the analysis of scores of candidates from the alpha exam.
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- 1.4 Time Limit** Native English speakers have 80 minutes to complete the exam. Non-native English speakers who take the exam in English have 110 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.
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- 1.5 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.
- In the United States and Canada, call 1-800-931-4084. Worldwide, visit the Pearson VUE website (www.VUE.com) to locate a testing center in your area and register for an exam with Pearson VUE.
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**1.6
Certification
Tracks**

The A17 exam is a requirement for the Citrix XenDesktop 4 Citrix Certified Administrator (CCA) track. To become certified in this track, candidates must take and pass the A17 exam.

This exam may also be a requirement for advanced certification tracks. For the most up-to-date certification information visit www.citrixtraining.com.

**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 he or she 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.

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.

**1.8
Commenting
During Live
Exam**

Citrix Education is committed to continually monitoring and updating our exams as needed. As a practice, Citrix Education regularly reviews and refreshes exams and exam questions even after the beta exam period is over. Comments made by candidates during beta and live exams are used as anecdotal feedback and considered by the Citrix Exam Development team when making decisions about the exam and specific exam questions.

2 The Intended Audience

2.1 Intended Audience

The A17 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, Inc. 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
 - Data center Administrators
 - Citrix Certified Instructors
-

3 Preparatory Recommendations for the Exam

3.1 Introduction

It is recommended that candidates have the knowledge and skills necessary to install, configure and administer a Citrix XenDesktop 4 implementation in an enterprise environment before taking the A17 exam.

3.2 Recommended Knowledge and Skills

Prior to taking this exam, candidates should have the knowledge of and/or experience with:

- Licensing, installing, and configuring Citrix XenApp™, Citrix XenServer™, Citrix Provisioning Services™ and Citrix Access Gateway™
 - 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 have at least six (6) months of experience installing, configuring and maintaining a Citrix XenDesktop 4 implementation using the following Citrix technologies:

- XenApp 5.0 for Windows Server 2003
 - Provisioning Services 5.0
 - XenServer 5.0 Enterprise Edition and/or Essentials for XenServer
 - Access Gateway 9.0 Enterprise Edition
-

3.4 Recommended Materials

For optimal performance on this exam, Citrix recommends that exam-takers obtain 6 months of field experience and complete the following:

- Attend or self-study the CMB-200-2I Implementing the Citrix Desktop Delivery Infrastructure instructor-led training course (which includes select modules from CXD-200-1I Implementing Citrix XenDesktop 3 and 4, CXS-200-1I Implementing Citrix XenServer Enterprise Edition 5.0, and CPV-200-1I Implementing Citrix Provisioning Server 5.0)
 - Study the XenApp Administrator's Guide (refer to Citrix eDocs (<http://support.citrix.com/proddocs>) XenApp > XenApp 5 Feature Pack for Windows Server 2003 > XenApp Administration)
 - Study the Access Gateway 9.0 Enterprise Edition Administrator's Guide (refer to http://support.citrix.com/servlet/KbServlet/download/18674-102-19409/AGEE_AdminGuide.pdf)
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4 Exam Sections and Weights

4.1 Introduction

The 1Y0-A17 Implementing Citrix XenDesktop Enterprise Edition 4 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	5%
Installing XenDesktop	18%
Building Provisioning Services vDisks	15%
Configuring Desktop Delivery Controller for XenDesktop	7%
Delivering Desktops	10%
Managing XenDesktop	8%
Troubleshooting Desktop Images for Virtualization	14%
Delivering and Managing Applications	8%
Total	100%

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 implementations of Citrix XenDesktop 4 to increase their likelihood of passing.

For optimal performance please attend or self study the courses referenced in Option 1 or Option 2 in section 3.4 above and obtain at least 6 months of hands-on experience.”

5.2 Obtaining an Evaluation License of XenDesktop 4

Candidates can get hands-on experience by obtaining an evaluation license for Citrix XenDesktop 4. Individuals can obtain a copy of the software by downloading it from MyCitrix.com. Evaluation licenses may also be obtained by attending or purchasing the CXD-200-1I - Implementing Citrix XenDesktop 3 and 4 course or the CMB-200-2I Implementing the Citrix Desktop Delivery Infrastructure course.

5.3 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 and 4	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you offering this course, please visit: http://www.citrixtraining.com/courses/index.cfm
Citrix eDocs Library <ul style="list-style-type: none"> XenDesktop Administrator’s Guide (XenDesktop > XenDesktop 4 > Administering XenDesktop) XenDesktop Evaluator’s Guide 	Refer to: http://support.citrix.com/proddocs

(XenDesktop > XenDesktop 4 > Evaluating XenDesktop) • XenApp Administrator's Guide (XenApp > XenApp 5 Feature Pack for Windows Server 2003 > XenApp Administration)	
Provisioning Services Administrator's Guide	Refer to: http://support.citrix.com/servlet/KbServlet/download/17631-102-167256/ProductGuide.pdf
XenServer Administrator's Guide	Refer to: http://support.citrix.com/servlet/KbServlet/download/18051-102-19048/reference.pdf
Access Gateway Enterprise Edition Administrator's Guide	Refer to: http://support.citrix.com/servlet/KbServlet/download/18674-102-19409/AGEE_AdminGuide.pdf
Citrix User Profile Manager Administrator's Guide	Refer to: http://support.citrix.com/servlet/KbServlet/download/19053-102-19629/UserProfileManagerAdminGuide.pdf
Citrix Desktop Receiver Administrator's Guide	Refer to: http://support.citrix.com/servlet/KbServlet/download/19147-102-19672/Citrix-Desktop-Receiver-Administrators-Guide.pdf
Citrix Access Gateway Enterprise Edition Integration Guide for Citrix XenApp and Citrix XenDesktop	Refer to: http://support.citrix.com/servlet/KbServlet/download/20734-102-350008/AGEE_XA_XD_Integration.pdf
Profile Management Frequently Asked Questions	Refer to: http://support.citrix.com/servlet/KbServlet/download/19061-102-641250/ProfileMgtFAQ.pdf
Implementation Guide - Provisioning Services for XenApp (CTX120513)	Refer to: http://support.citrix.com/article/ctx120513
Using XenDesktop	Refer to:

with Multiple Active Directory Forests (CTX122417)	http://support.citrix.com/article/ctx122417
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These links are subject to change without notice.

5.4 Exam Objectives

For all sections, some hands-on experience administering a Citrix XenDesktop 4 implementation is recommended.

Note: Field experience is considered technical and practical experience with the Citrix XenDesktop 4 in a pilot or production environment. Hands-on experience is considered technical or practical experience with the Citrix XenDesktop 4 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"> Recall the role of a component, including infrastructure components, in a XenDesktop environment. Recall the flow of communication between specified components. Identify how users connect depending on the endpoint device. Identify when to use pooled versus assigned options. Identify the importance of profiling a user environment for a XenDesktop implementation. 	<ul style="list-style-type: none"> Hands-on experience CXD-200-11 Implementing Citrix XenDesktop 3 and 4 Citrix eDocs <ul style="list-style-type: none"> XenDesktop Administrator's Guide (XenDesktop > XenDesktop 4 > Administering XenDesktop) Profile Management Frequently Asked Questions
Identifying Pre-Install Considerations	<ul style="list-style-type: none"> Given a scenario, decide how to configure Microsoft Active Directory for XenDesktop. 	<ul style="list-style-type: none"> Hands-on experience Citrix eDocs <ul style="list-style-type: none"> XenDesktop Evaluator's Guide (XenDesktop >

	<ul style="list-style-type: none"> • Determine how DHCP and DNS relate in a XenDesktop environment. • Given a scenario, determine the correct amount of storage needed in a XenDesktop environment. 	<p>XenDesktop 4 > Evaluating XenDesktop)</p> <ul style="list-style-type: none"> • Using XenDesktop with Multiple Active Directory Forests
<p>Installing XenDesktop</p>	<ul style="list-style-type: none"> • Given a scenario, decide how to configure licensing for a XenDesktop implementation including Provisioning Services, XenApp and XenServer. • Given a description of an environment, determine how to create a resource pool for virtual desktops. • Given a scenario, determine how an administrator should configure the Desktop Delivery Controller during installation. • Given a scenario, figure out how to perform basic configurations of Provisioning Services, including changing DHCP options for PXE boot. • Decide how an administrator should configure endpoints according to best practices. • Given a scenario, determine how to 	<ul style="list-style-type: none"> • Hands-on experience • Citrix eDocs <ul style="list-style-type: none"> ▪ XenDesktop Administrator's Guide (XenDesktop > XenDesktop 4 > Administering XenDesktop) • Provisioning Services Administrator's Guide • Citrix User Profile Manager Administrator's Guide • XenServer Administrator's Guide • Citrix Desktop Receiver Administrator's Guide

	<p>configure the Profile Management feature for XenDesktop.</p>	
<p>Building Provisioning Services vDisks</p>	<ul style="list-style-type: none"> • Determine how to create or format a Provisioning Services vDisk. • Decide how an administrator needs to configure a virtual machine for a XenDesktop implementation according to best practice. • Determine how to add a virtual machine to Provisioning Services. • Given a scenario, determine how an administrator should build a virtual desktop image using Provisioning Services. 	<ul style="list-style-type: none"> • Hands-on experience • Citrix eDocs <ul style="list-style-type: none"> ▪ XenDesktop Evaluator's Guide (XenDesktop > XenDesktop 4 > Evaluating XenDesktop) ▪ XenDesktop Administrator's Guide (XenDesktop > XenDesktop 4 > Administering XenDesktop) • Implementation Guide - Provisioning Services for XenApp • Provisioning Services Administrator's Guide
<p>Configuring Desktop Delivery Controller for XenDesktop</p>	<ul style="list-style-type: none"> • Given a scenario, determine which XenDesktop properties an administrator should modify. • Evaluate how user-driven desktop restart should be enabled or disabled. • Given a scenario, determine how to configure Citrix policies and options in a XenDesktop environment. 	<ul style="list-style-type: none"> • Hands-on experience • Citrix eDocs <ul style="list-style-type: none"> ▪ XenApp Administrator's Guide (XenApp > XenApp 5 Feature Pack for Windows Server 2003 > XenApp Administration)
<p>Delivering Desktops</p>	<ul style="list-style-type: none"> • Given a scenario, identify how to create virtual desktops. • Based on a scenario, determine which 	<ul style="list-style-type: none"> • Hands-on experience

	<p>modifications an administrator should make to the desktop group configurations on the Desktop Delivery Controller in order to prepare it for a XenDesktop implementation.</p>	
<p>Managing XenDesktop</p>	<ul style="list-style-type: none"> • Determine which components should be used in a remote access architecture given a list of options. • Based on stated requirements, determine how to modify a vDisk for a XenDesktop environment. 	<ul style="list-style-type: none"> • Hands-on experience • Citrix eDocs • Provisioning Services Administrator's Guide • Access Gateway Enterprise Edition Administrator's Guide
<p>Troubleshooting Desktop Images for Virtualized Delivery</p>	<ul style="list-style-type: none"> • Given a description of an issue within a XenDesktop implementation, determine the cause of the issue. • Given a description of an issue in a XenDesktop implementation, determine the appropriate process to diagnose the issue. • Given a description of an issue in a XenDesktop environment, select the appropriate resolution. 	<ul style="list-style-type: none"> • Hands-on experience • CXD-200-11 Implementing Citrix XenDesktop 3 and 4 • Citrix eDocs <ul style="list-style-type: none"> ▪ XenDesktop Administrator's Guide (XenDesktop > XenDesktop 4 > Administering XenDesktop)
<p>Delivering and Managing Applications</p>	<ul style="list-style-type: none"> • Determine how to configure multiple policies for XenApp and XenDesktop to 	<ul style="list-style-type: none"> • Hands-on experience • Citrix eDocs <ul style="list-style-type: none"> ▪ XenApp Administrator's

	<p>avoid collisions in a XenDesktop implementation.</p> <ul style="list-style-type: none"> • Determine how to configure printing policies based on a description of an environment. • Based on a given scenario, figure out how to deliver an application through XenApp in a XenDesktop environment. 	<p>Guide (XenApp > XenApp 5 Feature Pack for Windows Server 2003 > XenApp Administration)</p>
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5.5 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 4 implementation. The number of questions written for each objective relates directly to the importance of that task in doing the job and how frequently the task is performed.

6 Interactive Item Usage

6.1 Introduction

The Implementing Citrix XenDesktop 4 exam consists primarily of traditional multiple-choice items. This exam also includes non-traditional Drag and Drop items. These types of items allow for candidates to answer questions by interacting with the interface by dragging objects to predefined destinations.

Traditional multiple-choice items store the selected answers so that candidates may revisit the item and see their chosen answers. In non-traditional items, such as Drag and Drop items, this is **NOT** the case. If candidates navigate away from a non-traditional item, their previous selection is **NOT** visible to them once they revisit the item. **If candidates revisit a previously answered non-traditional item, they will be prompted to answer the item again.**

6.2 Description of Drag and Drop items

Drag and drop items instruct candidates to drag objects to pre-defined 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 6.4 and 6.5) or similar text that alerts candidates that this is a panel onto which an object should be dragged. Source panels are objects which can be moved and are marked by an action word or sentence.

For all 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.

6.3 Specialized cursors in Drag and Drop items

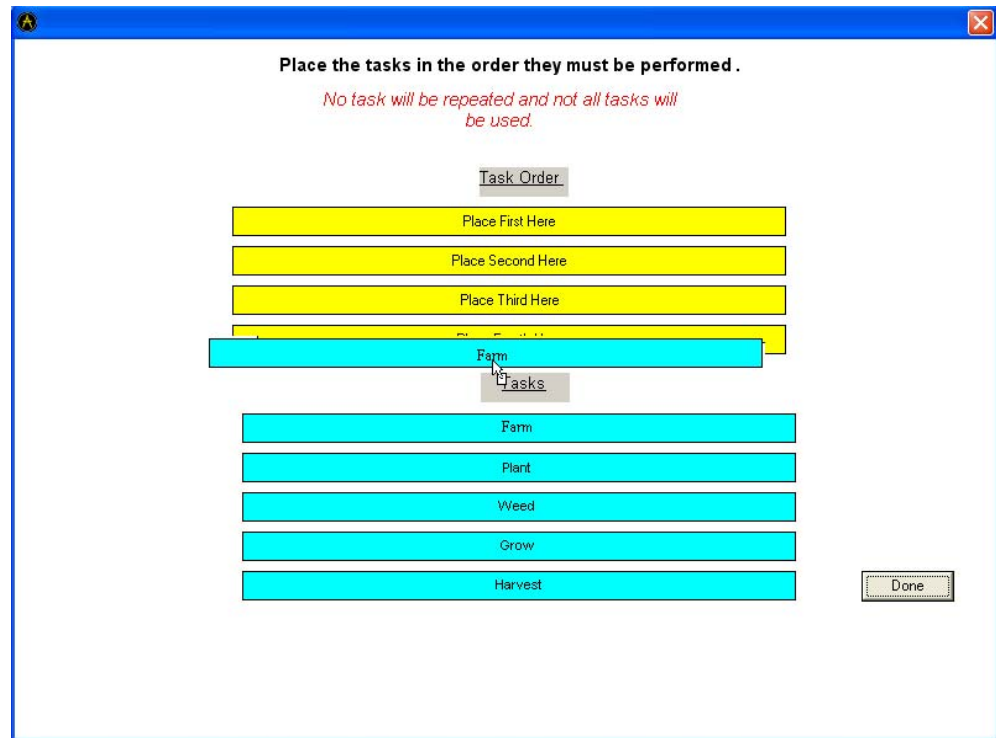
While dragging these objects, candidates should pay careful attention to the cursor. Figures 6.4 and 6.5 depict the two cursors candidates will see while completing a Drag and Drop item in this exam.

Figure 6.4
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 6.5.

Figure 6.5
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.

6.6 Deselecting an option in a Drag and Drop Item

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

7 Appendix: Practice

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

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

Answer: D

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

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

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

Answer: B

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

Answers: B and D

Question 6 In order to prevent users from interrupting ICA connections, an administrator should _____. (Choose the correct option to complete the sentence.)

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

Answer: C

- 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

- Question 8 An administrator is trying to run Provisioning Server Image Builder on a virtual machine (VM), but the vDisk does NOT appear in My Computer as a local disk and a red cross covers the Provisioning Services status icon.

The vDisk does NOT appear in My Computer because the administrator has NOT _____. (Choose the correct option to complete the sentence.)

- A. formatted the vDisk
- B. set the VM to boot from the network
- C. placed the vDisk in Standard Image mode
- D. added the Microsoft Active Directory account for the VM

Answer: B

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

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 start up 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. Change the vDisk to Private Image mode in the Provisioning Server Console
- D. Boot the device directly from the target device on the Provisioning Services server

Answer: A
