

# Citrix XenApp 5 for Windows Server 2003: Administration

## 1Y0-A23 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

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**1.1 Purpose of Exam** This document provides a list of exam objectives for the Citrix XenApp 5 for Windows Server 2003: Administration exam (A23) and a list of resources that will help prepare exam-takers for items associated with these objectives. This document outlines, at a high level, topics that are covered in the exam and instruction on how to obtain information about these topics. Exam-takers should read this document carefully before preparing for the exam.

This exam certifies that successful exam-takers have the knowledge and skills necessary to install, administer and support a Citrix XenApp 5 Feature Pack 2 implementation in a Windows Server 2003 environment.

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**1.2 Number of Questions** The A23 exam is a 66-question exam written in English.

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**1.3 Passing Score** The passing score for this exam is 60% and is based on the analysis of ratings provided by Subject Matter Experts during the Angoff Workshop.

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**1.4 Time Limit** Native English speakers have 90 minutes to complete the exam. Non-native English speakers who take the exam in English have 120 minutes to complete the exam.

Non-native English speakers must explicitly ask for the time extension when registering for the exam in English. Exam-takers should verify the specific process 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 Citrix Education page at [www.citrixtraining.com](http://www.citrixtraining.com).

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**1.6 Registering with Pearson VUE** In the United States and Canada, call 1-800-931-4084. A surcharge will be added to phone registrations. 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.

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**1.7  
Certification  
Tracks**

The A23 exam is a requirement for the Citrix XenApp 5 for Windows Server 2003 Citrix Certified Administrator (CCA) track. To become certified in this track, exam-takers must take and pass one of the following exams based on the training they acquired or the product they have experience with:

<b>Training Acquired/Expertise</b>	<b>Recommended Exam(s)</b>
Citrix XenApp 5 for Windows Server 2003	1Y0-259 Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Administration
Citrix XenApp 5 Feature Pack 2 for Windows Server 2003	1Y0-A23 Citrix XenApp 5 for Windows Server 2003: Administration

These exams may also be requirements for advanced certification tracks. For the most up-to-date certification information visit [www.citrixtraining.com](http://www.citrixtraining.com).

**1.8 Citrix Exam  
Retake Policies**

If an exam-taker 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 an exam-taker 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.

**1.9  
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 exam-takers 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

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### 2.1 Intended Audience

The A23 exam is a rigorous examination of subjects that are critical to an administrator's role as defined by Citrix Systems' subject matter experts. This role includes, but is not limited to:

- Citrix Administrators of XenApp
  - Help desk personnel
  - Systems Engineers
  - Technical Consultants
  - Trainers
  - Systems Administrators
-

## 3 Preparatory Recommendations for the Exam

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### 3.1 Introduction

It is recommended that exam-takers have the knowledge, skills and abilities necessary to install, administer and support Citrix XenApp 5 Feature Pack 2 prior to taking this exam.

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### 3.2 Recommended Knowledge and Skills

Exam-takers should have the following knowledge and skills prior to taking this exam:

- Basic administration of Citrix XenApp 5 Feature Pack 2
  - Basic administration of Microsoft Windows Server 2003
  - Basic network administration, including the ability to:
    - Log on/Log off
    - Navigate the system
    - Create users
    - Manage user permissions and administrator rights
    - Configure operating system options
  - Application installation in a multi-user environment
  - Network management using SNMP
- 

### 3.3 Recommended Product Experience

It is recommended that exam-takers have at least six months of experience with the following:

- Installing, configuring and administering Citrix XenApp 5 Feature Pack 2
  - Installing and managing Citrix Licensing
  - Publishing applications and enabling access for users
  - Configuring and maintaining printers in the environment
  - Configuring farm and zone settings
  - Creating and administering policies for Citrix XenApp 5 Feature Pack 2
-

**3.4  
Recommended  
Course**

For optimal performance on this exam, Citrix recommends that exam-takers attend or self-study the CTX-1259CI Citrix XenApp 5 for Windows Server 2003: Administration instructor-led training course and obtain hands-on experience if possible.

Exam-takers who have attended or self-studied the CTX-1259BI Citrix Presentation Server 4.5 and XenApp 5.0 for Windows Server 2003: Administration instructor-led training course should take the 1Y0-259 Presentation 4.5 and XenApp 5.0 for Windows Server 2003: Administration exam. For more information on the 1Y0-259 exam and to access the 1Y0-259 exam preparation guide, please visit <http://www.citrixtraining.com/courses/exams/index.cfm>.

As with all Citrix exams, it is recommended that exam-takers obtain hands-on experience working directly with the product.

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### 3.5 Updated Terminology

Please note that the contents of this exam and the exam preparation guide reflect current product nomenclature and features included in Citrix XenApp 5 Feature Pack 2. The following table provides the updated names for several features and components of XenApp.

<b>New Terminology*</b>	<b>Former</b>
Delivery Services Console	Access Management Console
HDX MediaStream Multimedia Acceleration	WAN Optimization
HDX 3D Browser Acceleration	SpeedScreen Acceleration
Offline Plug-in	XenApp Plug-in for Streamed Apps
Online Plug-in	XenApp Plug-in for Hosted Apps
Profile Management	Portable Profile Manager
Single Sign-on	Single Sign-on powered by Password Manager
Provisioning Services	Provisioning Server for Datacenters

\*The list in the above table is not exhaustive. For additional information on Citrix XenApp 5 Feature Pack 2, please visit Citrix eDocs at: <http://support.citrix.com/proddocs/index.jsp>.

### 3.6 New Features in XenApp 5 Feature Pack 2

The following are some of the new features in XenApp 5 Feature 2:

- **Power and Capacity Management** helps reduce power consumption as well as improve management of XenApp server capacity by dynamically scaling up or scaling down the number of online XenApp servers. Consolidating sessions onto fewer online servers improves server utilization, while providing sufficient capacity to handle load and minimizing unnecessary power consumption.
- **VM hosted apps** isolate applications by publishing each application on an individual server and hosting them from virtual machines or physical computers running Windows single-user desktop operating systems. Users access these applications just as they would applications hosted from XenApp servers.
- **HDX MediaStream for Flash** supports Adobe Flash Player 10, and enables Adobe Flash content to play locally on the user device. With this feature, user devices with Adobe Flash Player 10 experience a high definition playback. Additionally, using local Flash Players reduces the strain on server and network resources.
- **HDX plug-n-play for USB storage devices** enables users to interact with USB mass storage devices connected to their user devices when connected to a XenApp session. With this feature enabled, users can connect or disconnect a USB device from a session at any time, regardless of whether the session was started before or after the drive connection.
- **Receiver for Windows** is the recommended client-side solution for delivering and updating Citrix plug-ins on user devices. The Merchandising Server provides the administrative interface for configuring, delivering, and upgrading plug-ins for your users' computers. The Merchandising Server and Receiver work together to streamline the installation and management of application delivery to the user desktops.

For additional information regarding new features in XenApp 5 Feature Pack 2, please visit Citrix eDocs at

<http://support.citrix.com/proddocs/index.jsp>.

## 4 Exam Sections and Weights

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### 4.1 Introduction

The Citrix XenApp 5 on Windows Server 2003: Administration exam (1Y0-A23) is divided into ten (10) sections and is based on XenApp 5 Feature Pack 2. Each section of the exam is weighted as follows, totaling 100%.

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### 4.2 Section Titles and Weights

Section	Weight
Installing and Managing XenApp	8%
Configuring Farm Settings	15%
Configuring XenApp Sessions	15%
Configuring Policies	14%
Publishing Applications and Content	11%
Troubleshooting	3%
Creating and Assigning Load Evaluators	4%
Configuring Printing	17%
Enabling Web Access to Published Applications and Content	9%
Securing Access to Published Applications and Content	4%
<b>Total</b>	<b>100%</b>

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### 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 an exam-taker'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.

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## 5 Exam Objectives and Resources for the Exam

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### 5.1 Introduction

The items for the exam were developed directly from the exam objectives. The exam objectives are used to test exam-takers' knowledge, skills and abilities related to each section of the exam. Some of the exam objectives will correspond, or map, to field experience. Exam-takers should have at least six months of experience with implementations of Citrix XenApp 5 Feature Pack 2 to increase their likelihood of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers attend the CTX-1259CI XenApp 5 for Windows Server 2003: Administration course and obtain field experience.

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### 5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
CTX-1259CI XenApp 5 for Windows Server 2003: Administration	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit:  <a href="http://www.citrixtraining.com/courses/index.cfm">http://www.citrixtraining.com/courses/index.cfm</a> *
Citrix eDocs Library	The Citrix eDocs Library can be found here:  <a href="http://support.citrix.com/proddocs/index.jsp">http://support.citrix.com/proddocs/index.jsp</a>

In addition, the Citrix XenApp 5 Feature Pack 2 product was used for hands-on experience in developing items for the exam.

\*Links are subject to change

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**5.3  
Exam  
Objectives**

For all sections, hands-on experience administering a Citrix XenApp 5 Feature Pack 2 Enterprise Edition implementation is recommended.

**Note:** Field experience is considered technical and practical experience with Citrix XenApp 5 Feature Pack 2 Enterprise Edition in a pilot or production environment. Hands-on experience is considered technical or practical experience with Citrix XenApp 5 Feature Pack 2 Enterprise Edition in a lab or proof-of-concept (POC) environment.

Section	Objectives
Installing and Managing XenApp	<ul style="list-style-type: none"> <li>• Determine the most appropriate database or configuration to meet stated requirements.</li> <li>• Given a list of installation options, specify which ones are applicable within a specific scenario.</li> <li>• Based on the needs of a given environment, choose the appropriate steps to migrate an existing XenApp farm to a Feature Pack 2 farm.</li> <li>• Based on a scenario, identify the required steps to configure licensing for Citrix XenApp.</li> <li>• Determine how to install components of Power and Capacity Management.</li> </ul>
Configuring Farm Settings	<ul style="list-style-type: none"> <li>• Given a list of privileges and/or a representation of the GUI from the management console, identify steps and/or options to manage administrator rights and access.</li> <li>• Given a scenario, which includes customer requirements and information on a Citrix XenApp implementation, specify the appropriate election preferences that should be configured for a data collector.</li> <li>• Based on specific application types and/or client connections, determine when and/or how to configure CPU Utilization Management, Virtual Memory Optimization, Virtual IP Addressing, Connection Limits, Keep Alive settings, or other ICA settings.</li> <li>• Based on a description of an existing farm, determine which Health Monitoring and Recovery tests should be run or which recovery action should be configured when</li> </ul>

<p>Configuring Farm Settings (cont'd)</p>	<p>checking for a specific problem.</p> <ul style="list-style-type: none"> <li>Given requirements, identify the appropriate step(s) to log and audit events to meet these requirements.</li> </ul>
<p>Configuring XenApp Sessions</p>	<ul style="list-style-type: none"> <li>Given a scenario, identify the appropriate plug-in to use.</li> <li>Given various plug-in delivery methods, including Active Directory Services, a network share, command line install and manual installation, identify the steps that must be taken to deliver the plug-in successfully.</li> <li>Given a scenario that includes a list of requirements, identify the steps to create and deliver plug-ins to Citrix Receiver using the Merchandising Server.</li> <li>Given a scenario and/or description of user challenges and/or interactions with the environment, determine how to configure HDX and SpeedScreen features to optimize the user experience.</li> </ul>
<p>Configuring Policies</p>	<ul style="list-style-type: none"> <li>Based on stated requirements, choose the correct steps to configure and/or the rationale for configuring Citrix XenApp policies.</li> <li>Given a scenario depicting an environment, identify the appropriate steps to apply a policy.</li> <li>Given requirements, choose the steps to assign Citrix XenApp policies to meet those requirements.</li> <li>Given a scenario in which a Citrix XenApp 5 Feature Pack 2 implementation contains multiple policies and requirements for specific users to have an exception to a policy, make decisions for increasing or decreasing the priority of policies to ensure that exceptions are made.</li> </ul>
<p>Publishing Applications and Content</p>	<ul style="list-style-type: none"> <li>Based on stated requirements, choose the appropriate configurations to publish applications or content.</li> <li>Given a scenario, choose the appropriate method to provide users access to applications or content.</li> <li>Given a scenario and/or requirements for a specific type of content redirection, identify the appropriate type of content redirection to implement and/or choose the appropriate options to configure the different types of content redirection or published content and applications with content redirection.</li> </ul>

<p>Publishing Applications and Content cont'd</p>	<ul style="list-style-type: none"> <li>Given a scenario describing a client environment, choose when and/or how to publish an application and/or how to test or correct a problem.</li> </ul>
<p>Troubleshooting</p>	<ul style="list-style-type: none"> <li>Given a described common issue with XenApp Web sites or XenApp Services sites, determine the appropriate resolution.</li> <li>Given a scenario or screenshot that details an issue with user sessions, determine the appropriate resolution.</li> </ul>
<p>Creating and Assigning Load Evaluators</p>	<ul style="list-style-type: none"> <li>Given requirements, select the rules that must be configured and/or the options required to configure load evaluators.</li> <li>Given a description of issues regarding load balancing behavior, choose the causes of and/or appropriate options to resolve the issue(s).</li> <li>Given a scenario, determine how to configure and manage Power and Capacity Management.</li> </ul>
<p>Configuring Printing</p>	<ul style="list-style-type: none"> <li>Given a scenario, identify the appropriate filters to use when assigning network printers to users.</li> <li>Choose the appropriate options to configure printer policies when assigning users to printers.</li> <li>Given a scenario depicting user issues with printing and/or client requirements, choose the appropriate options to configure client printing policies.</li> <li>Determine when it is appropriate to implement the universal printer driver based on stated requirements.</li> <li>Specify when and/or how to configure printer driver mapping to meet stated requirements.</li> <li>Identify appropriate considerations for managing printer bandwidth.</li> <li>From a list of required steps, choose the appropriate method to add and/or replicate printer drivers to a server.</li> <li>Choose the appropriate options to configure client, network and local printers to meet stated requirements.</li> </ul>
<p>Enabling Web Access to Published Applications and Content</p>	<ul style="list-style-type: none"> <li>Given requirements, identify the appropriate steps to create Web Interface sites.</li> <li>Based on stated requirements, identify the appropriate options to configure Web Interface sites.</li> </ul>

<p>Enabling Web Access to Published Applications and Content (cont'd)</p>	<ul style="list-style-type: none"> <li>• For an implementation of Web Interface that includes a DMZ, specify the required configurations needed.</li> </ul>
<p>Securing Access to Published Applications and Content</p>	<ul style="list-style-type: none"> <li>• Given a security scenario, identify which options should be selected to configure ICA encryption.</li> <li>• Identify the appropriate options to secure access to Citrix XenApp using SSL relay.</li> <li>• Choose the appropriate options and/or steps required to implement address translation for an implementation of Web Interface that includes Secure Gateway.</li> </ul>

**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 XenApp 5 Feature Pack 2 Enterprise Edition 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.

## 6 Interactive Item Usage

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### 6.1 Introduction

The Citrix XenApp 5 for Windows Server 2003: Administration exam consists primarily of traditional multiple-choice items. This exam also includes Drag and Drop items. These types of items allow for exam-takers to answer questions by interacting with the interface by dragging objects to predefined destinations.

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### 6.2 Description of Drag and Drop items

Drag and drop items instruct exam-takers to drag objects to pre-defined destinations. These types of items are usually used to test an exam-taker'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 exam-takers 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, exam-takers 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, exam-takers should pay careful attention to the cursor. Figures 6.1 and 6.2 depict the two cursors exam-takers will see while completing a Drag and Drop item in this exam.

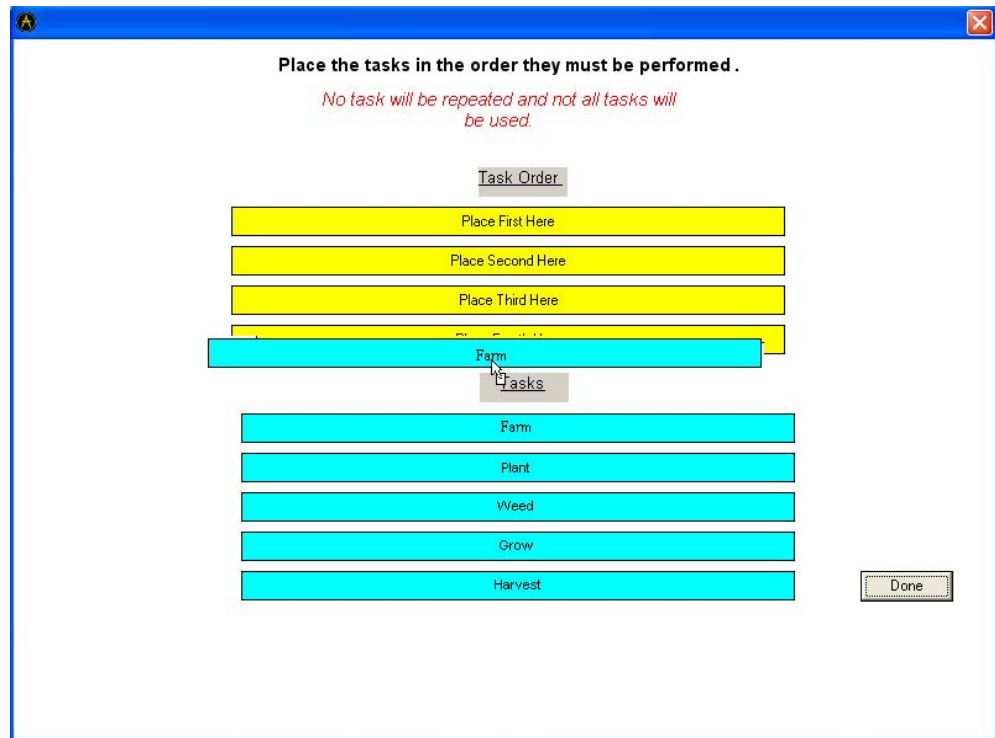
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**Figure 6.1**  
**Prohibited**  
**cursor**  
**indicator**



In this figure, an exam-taker is attempting to drag an object to a destination panel and the prohibited symbol appears. The exam-taker will not be able to drop the source panel into the destination panel when the prohibited symbol is present. The exam-takers 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, an exam-taker is attempting to drag an object to a destination panel and the insert symbol appears. The exam-taker 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 an exam-taker moves an object to the incorrect destination panel, the exam-taker can remove the item by dragging it out of the destination panel, towards the object's original location.

## 7 Appendix: Practice

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Question 1 **Scenario:** An administrator needs to determine the most appropriate database to use for a small implementation of XenApp. The administrator does **NOT** plan to use a separate database server.

Which type of database should the administrator implement for the XenApp farm based on the scenario?

- A. Oracle
- B. IBM DB2
- C. Microsoft Access
- D. Microsoft SQL Server Express

Answer: C

---

Question 2 During testing, an administrator notices that a DLL conflict exists between two recently published applications.

Which farm property can the administrator configure to resolve this conflict?

- A. Keep Alive
- B. Connection Limits
- C. CPU Utilization Management
- D. Virtual Memory Optimization

Answer: D

---

Question 3 **Scenario:** Users in a XenApp farm with limited bandwidth access content containing .JPEG images. Users are **NOT** concerned about the quality of the images, but they do need the images to download quickly. An administrator enabled HDX 3D Browser Acceleration.

Which settings should the administrator configure to fit the needs of the users in the scenario?

- A. Compress JPEG images. Set the image compression level to 'Low'.
- B. Compress JPEG images. Set the image compression level to 'High'.
- C. Compress JPEG images. Set the image compression level to 'Medium'.
- D. Allow the image compression level to be determined by available bandwidth and image size.

Answer: B

---

Question 4 **Scenario:** An administrator is configuring a XenApp farm in which employees will use a published application to view and edit images. The administrator enabled the Progressive Display policy rule and set the Compression Level to High.

What is the lowest setting that the administrator can configure for the Progressive Display Compression Level in order for the SpeedScreen policy to effectively work?

- A. Low
- B. High
- C. Very high
- D. Ultra high

Answer: C

---

**Question 5**      **Scenario:** An administrator needs to determine how to deliver a published application to users accessing published resources from a variety of client devices. Some of the client devices are CPU constrained and connect across networks with limited bandwidth. The Citrix Online Plug-in and the Citrix Offline Plug-in are installed locally on user client devices, and users will access the published application from the Web Interface.

Which option should the administrator select when publishing the application?

- A. Streamed to client
- B. Streamed to server
- C. Accessed from a server
- D. Streamed if possible, otherwise accessed from a server

Answer: C

---

**Question 6**      **Scenario:** Remote users access published resources through a XenApp Services site. When users attempt to log in, authentication fails and they do **NOT** see any application icons.

An administrator should ensure that the \_\_\_\_\_ and the \_\_\_\_\_ are functioning correctly. (Choose the two correct options to complete the sentence.)

- A. IMA service
- B. ICA browser
- C. HTTP service
- D. Citrix XML Service

Answers: A, D

---

**Question 7**      Which two methods can an administrator use to create a custom load evaluator? (Choose two.)

- A. Assign rules to a new load evaluator.
- B. Edit the properties of a duplicate load evaluator.
- C. Modify the properties of the Default load evaluator.
- D. Revise the properties of the Advanced load evaluator.

Answers: A, B

Question 8

**Scenario:** An administrator is managing printing for a company in which employees are assigned to user groups based on their department. IP addresses are assigned at logon and employees are permitted to choose the name assigned to their client device. Employees in the Finance department access and print confidential documents from several servers in the farm. For security reasons, the administrator must ensure that employees in the Finance department print to specific printers within the department. The administrator imports the network print server and creates a policy to assign network printers.

Which filter must the administrator apply to the policy to meet the needs of the Finance department?

- A. Users
- B. Servers
- C. Client Name
- D. Client IP Address

Answer: A

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Question 9

**Scenario:** An administrator is creating a Web Interface site for users to access published resources in a XenApp environment. Users will authenticate using smart cards.

When creating the site, where should the administrator configure user authentication to take place?

- A. At Web server
- B. At Web Interface
- C. At third party using Kerberos
- D. At Microsoft AD FS account partner

Answer: B

---

Question 10 **Scenario:** Employees in the Finance user group access the company's financial documents using a published application. An administrator needs to ensure that when the Finance users access the company's financial documents, the ICA encryption level for the published application is set to '128-bit RC5'. When the Finance users access all other applications, the ICA encryption level for those applications must be set to '40-bit RC5'.

Which three steps must the administrator take to configure ICA encryption for the scenario? (Choose three.)

- A. Assign a policy filter based on users.
- B. Create a policy that sets the encryption level to '40-bit RC5'.
- C. Create a policy that sets the encryption level to '128-bit RC5'.
- D. Set the client options for the published application to an encryption level of '40-bit RC5'.
- E. Set the client options for the published application to an encryption level of '128-bit RC5'.

Answers: A, B and E

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