

Citrix XenApp (Presentation Server 4.5): Support

1Y0-264 Exam

Preparation Guide

Citrix Education

5.0

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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 1Y0-264 exam certifies that successful candidates have the knowledge and skills necessary to administer, support and troubleshoot a Citrix Presentation Server 4.5 implementation.

1.2 Beta Testing Once all the questions were developed for the 1Y0-264 exam, it was offered at no charge to individuals who expressed interest in obtaining the certification.

Candidates took this exam and completed a survey. A Psychometrician analyzed the exam and survey results to determine which questions should be kept in the final versions of the exam. The Psychometrician also recommended the passing score range and the timing for the exam.

Once the analysis was completed and the passing score determined, candidates who obtained a passing score on the beta exam also obtained their certification.

To participate in future beta exams, e-mail training@citrix.com a request to be added to the beta exam mailing list.

1.3 Number of Questions The 1Y0-264 exam is a 43-question exam written in English.

1.4 Passing Score The passing score for this exam is 67% and is based on the analysis of scores of candidates from the beta exam.

1.5 Time Limit Timing for this exam was determined by analysis of the results of the beta exam.

Native English speakers have 60 minutes to complete the exam. Non-native English speakers who take the exam in English have 90 minutes to complete the exam.

Non-native English speakers must explicitly ask for the time extension when registering for the exam in English. Candidates should verify the specific process with the exam provider they choose.

1.6 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.CitrixEducation.com.

1.7 Registering with Pearson VUE

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.

1.8 Certification Tracks

The 1Y0-264 exam is part of the Citrix XenApp (Presentation Server) 4 Citrix Certified Enterprise Administrator (CCEA) track. To become certified in this track, candidates must take and pass the following:

Certification	Required Exam(s)	Required eLearnings
CCEA	<ul style="list-style-type: none">• 1Y0-259 exam• 1Y0-327 exam• 1Y0-309 OR 308 exam• 1Y0-456 exam• 1Y0-264 OR 1Y0-258	<ul style="list-style-type: none">• CTX-1455CW

1.9 Citrix Exam Retake Policies

If a candidate fails an exam on their 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 exam 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.

1.10 Commenting During Live Exam

Citrix Education is committed to monitoring continually 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 1Y0-264 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:

- Systems Engineers
 - Technical Consultants
 - Network Administrators
 - Windows Administrators
 - Security Administrators
 - Helpdesk Personnel
-

2.2 Defining the Role being Tested

The intended audience was determined by SMEs for the product through a Job Task Analysis (JTA) procedure. The SMEs defined the audience by discussing the job functions that require use of the Citrix Presentation Server 4.5 product.

3 Preparatory Recommendations for the Exam

3.1 Introduction

It is recommended that candidates have the knowledge, skills, and abilities necessary to administer, support and troubleshoot Citrix Presentation Server 4.5 prior to taking this exam.

3.2 Recommended Knowledge and Skills

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

- Intermediate knowledge of Microsoft Windows 2003 (Server or Advanced Server)
 - Advanced administration of Citrix Presentation Server 4.5 in an enterprise environment, including:
 - Adding and collapsing zones
 - Configuring zone preference and failover
 - Adding, deleting and combining server farms
 - Basic network administration, including the ability to:
 - Navigate the system.
 - Create user accounts and manage permissions and administrator rights.
 - Configure operating system options.
 - Configure DNS.
-

3.3 Recommended Product Experience

It is recommended that candidates have at least 6 months of experience with the following:

- Maintaining and managing a Presentation Server 4.5 environment
 - Migrating a data store database from Microsoft Access database or Microsoft SQL Database Engine (MSDE) to a Microsoft SQL Server database, Oracle, or IBM DB2
 - Using the Access Suite Console
 - Applying hotfixes, patches and service packs using Installation Manager; maintaining application conformity across the farm; using the Access Suite Console to view hotfixes
- Maintaining Data Integrity
 - Replicating the data store
 - Backing up the data store
 - Optimizing the data store
- Troubleshooting a Presentation Server 4.5 environment including:
 - Using the Citrix Diagnostic Facility (i.e. Access Suite Console

- and CDF tracing tools)
 - Using Resource Manager
 - Troubleshooting the following:
 - IMA Service
 - ICA connectivity
 - Data Store
 - Load Manager
 - Clients
 - Printing
 - Web Interface and Secure Gateway
 - Licensing
 - Application Isolation Environments (e.g. using REGMON, CDF VIEWER, etc.)
 - Optimizing a Presentation Server 4.5 implementation, including:
 - CPU
 - Servers
 - Printers
 - Applications
 - Memory
 - Bandwidth
 - ICA Traffic
 - Load Manager
-

**3.4
Recommended
Course**

Candidates should attend or self-study the Citrix Course CTX-1264AI Citrix Presentation Server 4.5: Support.

4 Exam Sections and Weights

4.1 Introduction

The Citrix Presentation Server 4.5: Support exam (1Y0-264) is divided into three (3) sections. Each section of the exam is weighted as follows, totaling 100%.

4.2 Section Titles and Weights

Section	Weight
Monitoring, Managing and Maintaining the Environment	37%
Troubleshooting	37%
Optimizing the Environment	26%
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 at least 6 months of experience with Citrix implementations of Citrix Presentation Server 4.5 to increase their likelihood of passing.

For optimal performance, Citrix recommends that candidates attend or self-study the CTX-1264AI Citrix Presentation Server 4.5: Support course and obtain field experience.

5.2 Obtaining an Evaluation License of Presentation Server 4.5

Candidates can get some hands-on experience by obtaining an evaluation license for Presentation Server 4.5. 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 CTX-1264 Citrix Presentation Server 4.5: Support course.

5.3 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
CTX-1264 Citrix Presentation Server 4.5: Support course	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit the Citrix Education web site: http://www.citrix.com/English/SS/education/feature.asp?contentID=24019&ntref=edu_training .
Citrix Presentation Server Administrator's Guide	The administrator's guide is available on the CD for Citrix Presentation Server 4.5. It is also available for download on the Citrix Support web site: http://support.citrix.com/article/CTX112223 Note: This address is subject to change.
Knowledge Base Articles: CTX 112206	Knowledge Base articles are available at: http://support.citrix.com/

<p>CTX 943036 CTX 106023 CTX112524 CTX677542 CTX 112957 CTX108662 CTX103356 CTX107232 CTX112539 CTX051476 CTX108699 CTX107977 CTX106023 CTX106868</p>	
<p>Monitoring Server Performance with Citrix Presentation Server Guide</p>	<p>This guide is available for download on the Citrix Support web site: http://support.citrix.com/article/ctx112421</p> <p>Note: This address is subject to change.</p>
<p>Citrix SmartAuditor for Presentation Server 4.5 Guide</p>	<p>This guide is available for download on the Citrix Support web site: http://support.citrix.com/article/ctx113599</p> <p>Note: This address is subject to change.</p>
<p>Licensing: Troubleshooting Guide</p>	<p>This guide is available for download on the Citrix Support web site: http://support.citrix.com/article/ctx108662</p> <p>Note: This address is subject to change.</p>
<p>Secure Gateway for Windows Administrator's Guide</p>	<p>This guide is available for download on the Citrix Support web site: http://support.citrix.com/article/ctx103759</p> <p>Note: This address is subject to change.</p>
<p>CTX-1261AW Citrix Presentation Server 4.5: Application Streaming Administration course</p>	<p>This eLearning course can be accessed from the following web site: https://citrix.learning.accenture.com/citrix/lang-default/SYS_login.asp</p>
<p>Web Interface Administrator's Guide</p>	<p>This guide is available for download on the Citrix Support web site: http://support.citrix.com/article/ctx106472</p> <p>Note: This address is subject to change.</p>

5.4 Exam Objectives

For each exam objective, the chart below lists the corresponding Citrix course and/or available technical publications.

For all sections, at least 6 months of experience administering a Citrix Presentation Server 4.5 implementation is recommended.

Section	Objectives	Citrix Course and/or Technical Publication
Monitoring, Managing and Maintaining the Environment	<ul style="list-style-type: none"> • Determine when and how to use, as well as what can be used with, Citrix Presentation Server Monitoring Tools, given a list that includes Health Monitoring and Recovery, ConfigLog, Access Management Console and Presentation Server Console with their associated purposes. • Determine which Citrix software service an administrator should verify when attempting to resolve the issue, given a description of an issue in a CPS environment. • Determine which specific report is needed to address a depicted need in a scenario. • Determine the cause of alerts found in the Access Management Console • Identify the appropriate port number to use for a Citrix and/or Windows Service, given a description of an environment (for example: licensing, Secure Gateway usage, firewalls, etc.). 	<ul style="list-style-type: none"> • Knowledge Base articles: CTX 112206 CTX 943036 CTX 106023 CTX112524 CTX677542 CTX 112957 • Monitoring Server Performance with Citrix Presentation Server Guide • Citrix SmartAuditor for Presentation Server 4.5 Guide • Citrix Presentation Server Administrator's Guide • Hands-on Experience

	<ul style="list-style-type: none"> • Identify the proper steps to maintain a SQL-based data store including restoring the database. • Determine what or how to configure clients using the ICAClient.ADM template to meet the requirements of a scenario. 	
Troubleshooting	<ul style="list-style-type: none"> • Determine how you would troubleshoot the IMA Service, given a specific scenario dealing with IMA process and start-up issues. • Determine how you would troubleshoot Citrix Policies, given a specific scenario. • Determine the cause of client connectivity issues and/or how to identify TCP/IP issues as they relate to ICA connectivity in a given scenario that excludes Web Interface and Secure Gateway. • Determine how to troubleshoot logon status in a specific scenario where network connectivity and TCP/IP have been ruled out as root causes. • Determine how to troubleshoot licensing including step(s) to ensure the appropriate license is installed and verifying connectivity between the license server and the server running Presentation Server. • Identify causes and/or resolutions of session login or active session 	<ul style="list-style-type: none"> • Citrix Presentation Server Administrator's Guide • Knowledge Base articles: CTX108662 CTX103356 CTX107232 CTX112539 CTX051476 CTX108699 CTX107977 • Licensing: Troubleshooting Guide • Secure Gateway for Windows Administrator's Guide • CTX-1264 Citrix Presentation Server 4.5: Support course • CTX-1261AW Citrix Presentation Server 4.5: Application Streaming Administration course • Web Interface Administrator's Guide

	<p>performance, initialization and connectivity issues.</p> <ul style="list-style-type: none"> • Identify issues that can occur in a Web Interface with Secure Gateway implementation or how to resolve an issue that has occurred, given a specific scenario. • Identify solutions to common printing issues including reasons why the Citrix Print Manager Service would fail within a specific environment or predict the results of a specific configuration of a printing policy within a specific environment. • Identify the cause(s) of and remedies for a data store connection issue, given a description of the issue. • Identify causes of Application Streaming issues, given a scenario. 	
<p>Optimizing the Environment</p>	<ul style="list-style-type: none"> • Determine the appropriate bandwidth optimization technique to use for a given scenario include printing bandwidth and data compression. (e.g. SpeedScreen and printer) • Identify or determine the appropriate ICA traffic and/or session sharing optimization techniques for a given environment. • Identify areas to optimize application performance (including processor hogs and application bandwidth) and/or the implications of enabling/disabling 	<ul style="list-style-type: none"> • Citrix Presentation Server Administrator's Guide • CTX-1264 Citrix Presentation Server 4.5: Support course • Knowledge Base articles: CTX106023 CTX106868

	memory optimization (CPU and .DLL optimization) for a specific scenario.	
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5.5 How Objectives Relate to Questions on the Exam

Objectives summarize what the exam 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 Presentation Server 4.5 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 Appendix: Practice

Question 1 **Scenario:** Every time the network engineers at an organization try to start the IMA Service, an error message states that the IMA Service could not be started. Their Presentation Server environment is currently using a direct connection for the data store.

What should an administrator do to troubleshoot this issue?

- A. Verify ODBC connectivity.
- B. Verify IMA Service connectivity.
- C. Ensure that Citrix MFCOM Service started.
- D. Ensure that the server running Presentation Server is restarted.

Answer: A

Question 2 **Scenario:** To help with the increased use of the Secure Gateway, the administrator installs two new Secure Gateway servers and two new Web Interface servers. When users try to connect to the environment, they receive the following error:

"ERROR: None of the configured Citrix Secure Gateway STAs are available."

To resolve the issue in the scenario, the administrator must verify that the _____, the _____ and the _____. (Choose the three correct phrases to complete the sentence.)

- A. STA server is available in the Presentation Server farm
- B. default web site in IIS is running on Web Interface
- C. Citrix XML Service is available in the Presentation Server farm
- D. IIS server hosting the Web Interface does not require authentication
- E. HTTP port 80 traffic is allowed to flow between the STA, Web Interface and Secure Gateway servers
- F. HTTP port 3389 traffic is allowed to flow between the STA, Web Interface and Secure Gateway servers

Answers: A, C and E

Question 3

Which two steps should be taken when an administrator is unable to import session printers from other domains because the network print servers reside in a workgroup or the printers are in a different domain than the Presentation Server farm? (Choose two.)

- A. Provide the credentials for the print server domain.
- B. Import the network printers using their IP addresses instead of DNS names.
- C. Add the network print servers to the same domain as the Presentation Server farm.
- D. Add the servers running Presentation Server to the same workgroup as the network print server.

Answers: A and C

Question 4

A user is trying to gain off-line access to a streamed application using only Program Neighborhood Agent. However, the user is unable to connect.

What is causing this issue?

- A. The Web Client is not installed on the user's computer.
- B. The Streaming Client is not installed on the user's computer.
- C. The user is trying to launch the application from Web Interface.
- D. The user is trying to launch the application from Program Neighborhood.

Answer: B

Question 5

Scenario: An administrator set up off-line access to specific applications for certain users. The administrator is now testing the setup and is unable to connect to the applications.

Which step does the administrator need to take to resolve this issue?

- A. Configure off-line users at the farm level.
- B. Reconfigure the License Server to use off-line licenses.
- C. Configure applications for off-line use at the server level.
- D. Configure off-line licenses for the users within the company.

Answer: A

Question 6

An administrator needs to _____ in order to remove a server in a Presentation Server farm from a load balance table after an IMA Service failure. (Choose the correct phrase to complete the sentence.)

- A. enable the appropriate Health Monitoring check
- B. configure the IMA Service to run QFARM/LOAD
- C. enable the Load Throttling rule within the Server Load Evaluator
- D. change the Windows services dependencies of the IMA Service

Answer: A

Question 7

Scenario: An administrator of a Presentation Server environment receives an error when attempting to log on. The administrator discovers that the port used by Session Reliability is not responding.

Which service should the administrator verify is enabled?

- A. IMA
- B. XTE
- C. SMA
- D. XML

Answer: B

Question 8

Scenario: An administrator decides to check all traffic in a Presentation Server environment to ensure it is flowing correctly due to a recent change in firewall rules. However, the administrator is unable to open the Presentation Server Console.

Which port, if closed, would most likely cause the described issue?

- A. 443
- B. 1494
- C. 2512
- D. 2513

Answer: D

Question 9

Frequent users of a published AutoCAD application are noticing that the application is running slower than normal.

The administrator needs to enable the _____ SpeedScreen capability to improve performance of the AutoCAD applications. (Choose the correct option to complete the sentence.)

- A. Latency Reduction
- B. Progressive Display
- C. Browser Acceleration
- D. Multimedia Acceleration

Answer: B
