

# **Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008**

## **1Y0-A08 Exam**

**Preparation Guide**

**Citrix Education**

**3.0**

**6 October 2009**



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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 Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 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** The 1Y0-A08 exam certifies that successful exam takers have the knowledge and skills necessary to monitor, maintain, optimize and troubleshoot an enterprise environment that contains a server farm running XenApp 5.0 in accordance with best practices.

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**1.2 Beta Testing** The 1Y0-A08 exam was beta tested from 10/31/2008 to 11/30/2008.

Once all the questions were developed for the 1Y0-A08 exam, it was offered at no charge to individuals who expressed interest in obtaining the certification.

Exam Takers 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 was determined, exam takers who obtained a passing score on the beta exam also obtained their certification.

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

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**1.3 Number of Questions** The 1Y0-A08 exam is a 51-question exam written in English. The exam consists of 47 traditional items (multiple-choice, multiple-response and drag and drop) and 4 simulation items.

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**1.4 Passing Score** The passing score for this exam is 70% and is based on the analysis of scores of exam takers from the beta exam.

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

Native English speakers have 180 minutes to complete the exam. Non-native English speakers who take the exam in English have 210 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 they choose.

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**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.citrixtraining.com](http://www.citrixtraining.com).

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**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/citrix](http://www.vue.com/citrix)) to locate a testing center in your area and register for an exam with Pearson VUE.

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**1.8 Certification Tracks**

The 1Y0-A08 exam is part of the CCAA for XenApp 5 for Windows Server 2008 certification track. To become certified in this track, candidates must take and pass the following exams:

- 1Y0-A05 Implementing Citrix XenApp 5.0 for Windows Server 2008 exam
  - 1Y0-A08 Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 exam
- 

**1.9 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 registering 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 activities for breaches of this policy. A 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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**1.10 Commenting During Live Exam**

Citrix Education is committed to continually monitoring and updating its 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.

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## 2 The Intended Audience

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### 2.1 Intended Audience

The 1Y0-A08 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:

- Citrix Access Partners
  - Systems Administrators
  - Citrix Consultants/Architects
  - Sales/Systems Engineers (SEs)
  - Citrix Certified Instructors (CCIs)
  - Help Desk II and above personnel in an enterprise environment
  - Citrix Certified Administrators for XenApp 5.0 on Windows Server 2008
- 

### 2.2 Defining the Role being Tested

The intended audience was determined by SMEs for XenApp through a Job Task Analysis (JTA) procedure. The SMEs defined the audience by discussing the job functions that require use of Citrix XenApp 5.0 for Windows Server 2008.

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## 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 perform the job of supporting an existing XenApp 5.0 for Windows Server 2008 implementation in an enterprise environment 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:

- Knowledge of Microsoft Windows Server 2008, including the ability to:
    - Configure operating system options
    - Create share folders and manage the folders' access control list
  - Intermediate knowledge of Active Directory for Windows Server 2008, including the ability to:
    - Create users/manage user accounts, permissions and profiles
    - Configure and apply group policy objects
  - Intermediate network administration skills, including the ability to:
    - Configure the local area network using static or dynamic IP addressing scheme
    - Configure firewall settings
  - Knowledge of Microsoft SQL Server database administration
- 

### 3.3 Recommended Product Experience

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

- Citrix XenApp 5.0 for Windows Server 2008
- 

### 3.4 Recommended Course

Exam takers should attend or self-study the Citrix Course CXA-300 11 Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008.

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## 4 Exam Sections and Weights

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### 4.1 Introduction

The Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 (A08) exam is divided into five (5) sections. Each section of the exam is weighted as follows, totaling 100%.

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### 4.2 Section Titles and Weights

Section	Weight
Monitoring, Managing and Maintaining the Environment	10%
Scaling the Environment to Meet Business Requirements	18%
Maintaining Data and Server Integrity	10%
Troubleshooting	42%
Optimizing the Environment	20%
<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 at 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 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. Exam takers are expected to have at least six months of experience implementing Citrix XenApp 5.0 for Windows Server 2008 in enterprise environments to increase their likelihood of passing this exam.

For optimal performance, Citrix recommends that exam takers attend or self-study the CXA-300 II Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 course and obtain field experience.

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### 5.2 Obtaining an Evaluation License of XenApp 5.0

Exam takers can get hands-on experience by obtaining an evaluation license for Citrix XenApp 5.0 for Windows Server 2008. A copy of the software (Citrix XenApp 5.0 for Windows Server 2008) can be obtained by downloading it from MyCitrix.com. Evaluation licenses may also be obtained by attending or purchasing the CXA-300 II Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 course.

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### 5.3 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
XenApp Documentation	Refer to the XenApp Document Library included with the product
XenApp Help File	Refer to the XenApp Help files included with the product
Properties of Citrix Services	Refer to the Citrix Services included with the product
Citrix XenApp Advanced Configuration Tool	Refer to the XenApp Advanced Configuration tool included with the product
XenApp 5.0 Administrator's Guide	Refer to <a href="http://support.citrix.com/servlet/KbServlet/download/12606-102-16435/Administrators_Guide.pdf">http://support.citrix.com/servlet/KbServlet/download/12606-102-16435/Administrators_Guide.pdf</a>

<a href="#">CXA-300-II - Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008</a>	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find a course schedule in your region, please visit <a href="http://www.citrixeducation.com">www.citrixeducation.com</a> .
Cisco Networking Integration with the Citrix ICA Protocol	Refer to <a href="http://support.citrix.com/servlet/KbServlet/download/4728-102-11557/Cisco_Networking_Integratio.pdf">http://support.citrix.com/servlet/KbServlet/download/4728-102-11557/Cisco_Networking_Integratio.pdf</a>
Windows 2008 Server Manager	Refer to Server Manager included with the Windows Server 2008 operating system
Knowledge Base Articles: ctx113304, ctx488760, ctx089874, ctx115762, ctx109374, ctx075552, ctx108361, ctx107181, ctx105292, ctx112231, ctx105257, ctx101877, ctx112685, ctx113004, ctx735338, ctx677542, ctx111914, ctx101739, ctx111656, ctx106023, ctx112711, ctx113858, ctx112659, ctx108338, ctx106233, ctx103057, ctx111964, ctx107659, ctx891671, ctx112711, ctx108638, ctx075552, ctx102345	Knowledge Base articles are available at: <a href="http://support.citrix.com/">http://support.citrix.com/</a>
Citrix Developer Network	Refer to <a href="http://community.citrix.com/display/cdn/HMR+Test+Pack">http://community.citrix.com/display/cdn/HMR+Test+Pack</a>
CDF trace console in the Access Management Console	Refer to the Access Management Console included with the product
Citrix Licensing, Version 11.5 for Windows Getting Started with Citrix Licensing Guide	Refer to <a href="http://support.citrix.com/servlet/KbServlet/download/11187-102-18287/GettingStartedLicensing.pdf">http://support.citrix.com/servlet/KbServlet/download/11187-102-18287/GettingStartedLicensing.pdf</a>

These links are subject to change without notice.

**5.4 Exam Objectives**

For all sections, at least six (6) months of experience administering a Citrix XenApp 5.0 for Windows Server 2008 implementation is recommended.

**Note:** Field experience is considered technical and practical experience with the Citrix XenApp 5.0 for Windows Server 2008 product in a pilot or production environment. Hands-on experience is considered technical or practical experience with the Citrix XenApp 5.0 for Windows Server 2008 product in a lab or proof-of-concept (POC) environment.

<b>Section</b>	<b>Objectives</b>
Monitoring, Managing and Maintaining the Environment	<ul style="list-style-type: none"> <li>• Given a description of an issue in an environment, determine how to use the Citrix Monitoring Tools to resolve the issue.</li> <li>• Given a description of an environment, determine which Citrix software service should be monitored.</li> <li>• Given a list of requirements, determine how to configure one or more plug-ins centrally using the ICAClient.ADM template.</li> </ul>
Scaling the Environment to Meet Business Requirements	<ul style="list-style-type: none"> <li>• Given a list of requirements, determine when to configure special folder redirection for a XenApp Services site or XenApp Web site.</li> <li>• Given a list of needs, determine how to manage memory to meet those needs.</li> <li>• Given a list of needs, determine when to manage memory to meet those needs.</li> <li>• Given a list of needs, determine how to manage CPU to meet those needs.</li> <li>• Given a list of needs, determine when to manage CPU to meet those needs.</li> <li>• Given a description of an environment and a list of applications for the environment, determine the appropriate streaming method for the applications.</li> <li>• Given a list of requirements, determine when to configure zone preference and failover to meet those requirements.</li> </ul>
Maintaining Data and Server Integrity	<ul style="list-style-type: none"> <li>• Given a description of an environment, determine when to replicate the data store.</li> <li>• Given a description of an issue with the data store, determine what needs to be done to resolve the issue.</li> <li>• Given a description of an environment, determine how to compare hotfixes or troubleshoot hotfix-related issues.</li> </ul>

<p>Troubleshooting</p>	<ul style="list-style-type: none"> <li>• Based on stated needs, identify the description of a particular IMA communication process or identify IMA start-up issues.</li> <li>• Based on stated requirements, identify the steps to capture IMA communication using CDF tracing in the Access Management Console.</li> <li>• Based on stated requirements, identify the steps to capture specific output messages using CDFControl.</li> <li>• Given a scenario and a list of policies in an environment, identify the reason for unexpected behaviors with those policies.</li> <li>• Given a scenario describing a load manager-related issue, determine how the issue should be resolved.</li> <li>• Based on stated requirements, identify the commands to capture load manager status using the CLI.</li> <li>• Given a description of an ICA connectivity issue, such as logging into a session, identify the steps to troubleshoot that issue.</li> <li>• Based on a description of a licensing-related issue, choose the correct steps to identify the status of licenses in the LMC, review the license file or check a licensing issue using the CLI.</li> <li>• Given a scenario or a description of a Web Interface connectivity issue, such as connecting to Web Interface through a VPN or directly, identify the steps to troubleshoot that issue.</li> <li>• Given a description of an issue in an environment that has Web Interface with Secure Gateway identify the steps to troubleshoot that issue.</li> <li>• Given a description of a printing issue, determine how to resolve the issue.</li> <li>• Given a description of an application streaming issue, determine how to troubleshoot the issue.</li> <li>• Given a description of a data store connection issue, determine the troubleshooting steps needed to resolve the issue.</li> </ul>
<p>Optimizing the Environment</p>	<ul style="list-style-type: none"> <li>• Based on the need to optimize ICA traffic, disable or limit virtual channels and bandwidth.</li> <li>• Based on stated requirements to improve the performance of servers in a XenApp farm, determine how to optimize the servers within that farm.</li> <li>• Based on specific printing needs, configure</li> </ul>

<p>Optimizing the Environment (Cont'd)</p>	<p>printing settings or options to meet those needs.</p> <ul style="list-style-type: none"> <li>• Based on stated requirements to improve the performance of applications in a XenApp farm, determine how to optimize the applications for that environment using the Access Management Console.</li> <li>• Based on the need to improve users' experience in an environment, including minimizing logon time, implementing session reliability, session reconnection and client options, modify or configure new settings to meet the stated requirements.</li> </ul>
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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 monitoring, managing, maintaining, scaling, troubleshooting and optimizing a Citrix XenApp 5.0 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 Advanced Administration for Citrix XenApp 5.0 for Windows Server 2008 exam consists primarily of traditional multiple-choice items. This exam also includes non-traditional Simulation items and Drag and Drop items. These types of items allow for exam takers to answer questions by interacting with the interface, and in some instances by dragging objects to predefined destinations.

All traditional multiple-choice items and non-traditional simulation items store the selected answers so that exam takers may revisit the item and see their chosen answers. In the drag and drop non-traditional items, this is **NOT** the case. If exam takers navigate away from a drag and drop non-traditional item, their previous selection is **NOT** visible to them once they revisit the item. **If exam takers revisit a previously answered drag and drop non-traditional item, they will be prompted to answer the item again.**

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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 6.4 and 6.5 or similar text that alerts exam takers that this is a panel onto which an object should be dragged. Objects which 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.

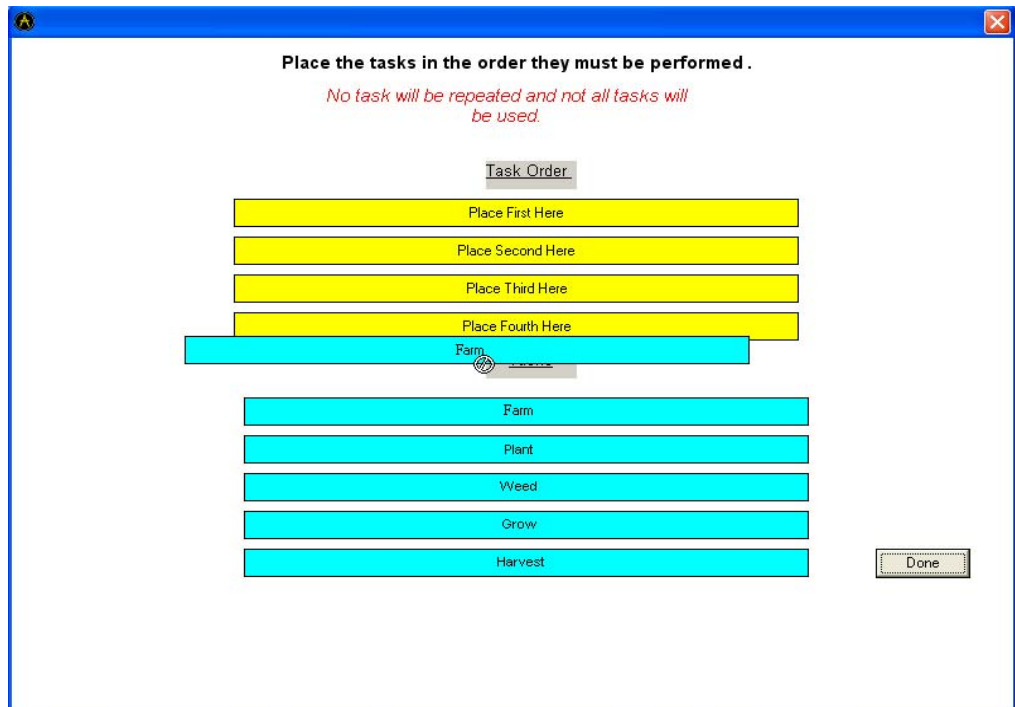
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### 6.3 Specialized cursors in Drag and Drop items

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

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**Figure 6.4**  
**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 taker 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, 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.

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**6.6 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.

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## 7 Simulation Item Types

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### 7.1 Introduction

This exam includes two types of simulation items: external simulation and embedded simulation items. The purpose of this section is to discuss the external and embedded simulation items, as they are less common to Citrix exams. This section of the preparation guide provides a tutorial on the user interface, scoring and answering rules and timing matters for these unique item types.

The A08 exam consists of some unique features that exam-takers need to know before attempting the exam. The user interface for this exam has been customized to meet the needs of the unique items included. However, some standard components typical for all exams are included in this exam as well.

All of the simulation items in the A08 exam open in the main window.

The main window in the exam may contain item scenarios, requirements or multiple-choice items, as well as the helms. The navigation helm, which is found at the lower portion of the screen, consists of the 'Previous', 'Comment' and 'Next' buttons. These buttons can be used to navigate forward and backward as well as to make comments related to the item.

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## **7.2 Helms in the Exam at VUE**

In the left margin of the screen is the counter helm. This helm contains a counter, which displays the number of the item being tested. In the top margin is the title helm. The title helm of the exam includes a 'Select for Review' checkbox and the time remaining for the exam. The select for review and time remaining options in this exam function the same way they do in traditional multiple-choice exams. *See figure 1 for an example.*

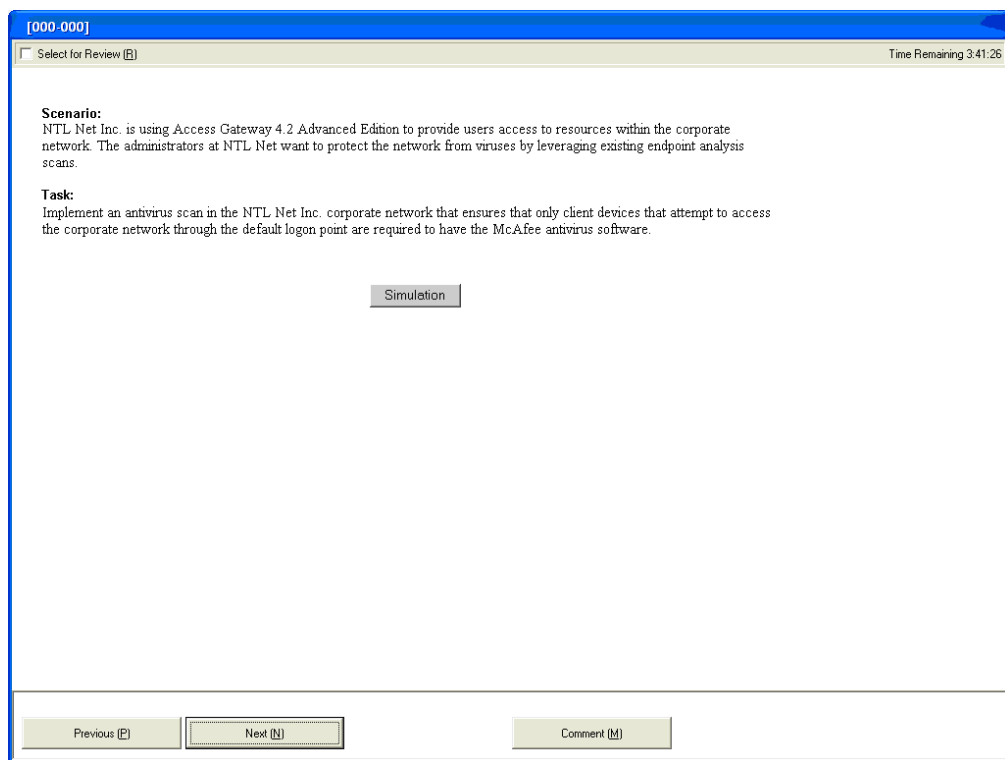
---

### 7.3 Description of External Simulation Items

External simulation items are used to test exam-takers' abilities to complete specific configuration tasks. When this type of item is delivered, exam-takers are expected to read and synthesize information included in the scenario and then complete configurations in accordance with best practices.

The main window is the first window presented for this type of item. In addition to the buttons in the helm, the main window contains a 'Simulation' button. Clicking this button opens the simulated environment.

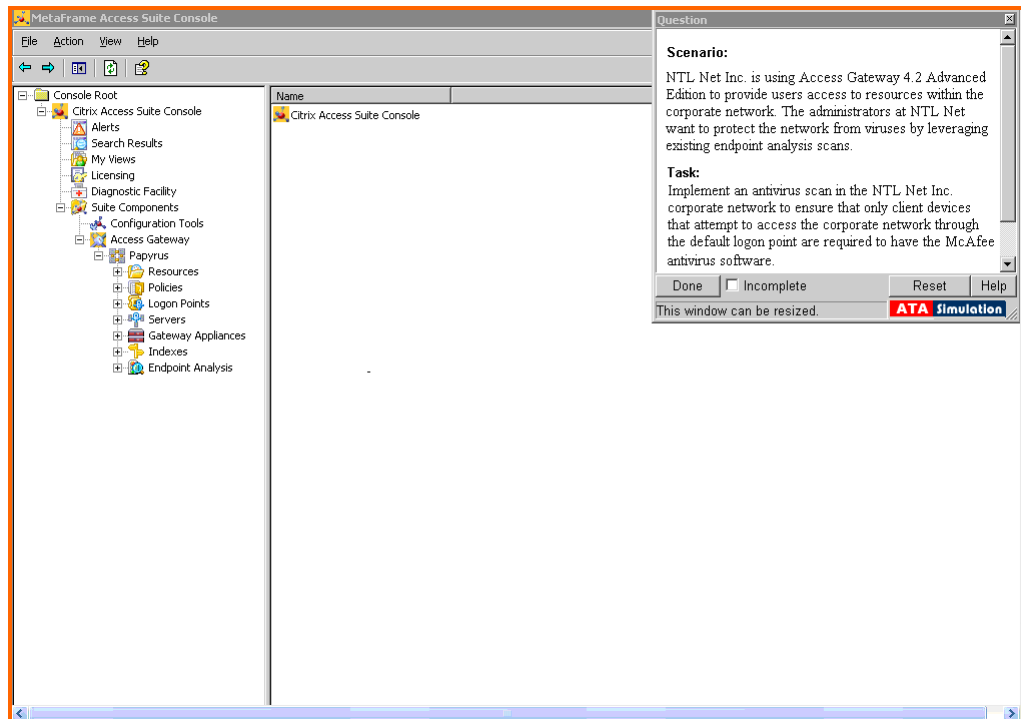
Below is an example of the main window for external simulation items in the VUE environment.



**Figure 1: Main window for an external simulation item**

Once the 'Simulation' button is clicked and the simulated environment is launched, exam-takers are presented with a console. A floating window with all the relevant information from the main window is also presented. This floating window has an additional marking functionality. It is resizable and movable and it can be closed or reopened by simply clicking the 'X' button in the upper right corner.

Below is an example of the simulated environment with a floating window.



**Figure 2: External simulated environment with a floating window**

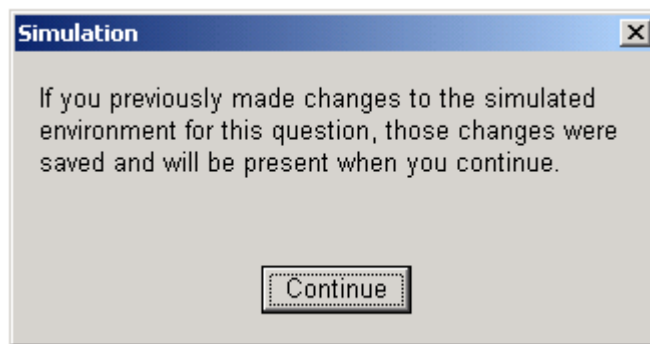
The simulated environment looks identical to the real user interface of the product with which exam-takers are familiar. Consoles can be minimized or closed; desktops and alternate applications, including administrative tools, can be accessed from the ‘Start’ menu of the server as in a real environment.

Citrix Education worked closely with subject matter experts (SMEs) to ensure that the most relevant features and settings available within the real products are also available within the simulated environments. However, features such as Help menu items, other settings deemed irrelevant to the task(s) exam-takers are being asked to address or settings otherwise outside the typical path taken, were not included in the simulations.

By default, the floating window resides in the upper-right corner of the

simulated environment. Exam-takers can move or resize the floating window as needed. When exam-takers complete the required tasks or want to return to the main window, they should click the 'Done' button in the floating window. Clicking the 'Done' button saves the final configurations made and closes the simulation window. Whether or not exam-takers configure any settings or complete the required configurations, they still have to click the 'Done' button to exit the simulated environment. Exam-takers can go back into the simulated environment after clicking the 'Done' button as many times as they wish and make changes as desired. Whenever they click the 'Done' button, whatever new configurations they make will be saved. If they did not configure anything, their original configuration will remain as-is.

**Note:** Whenever exam-takers try to visit the simulated environment for an external simulation item that has been visited on a previous occasion, the following warning message pops up:



**Figure 3: Standard Warning Message**

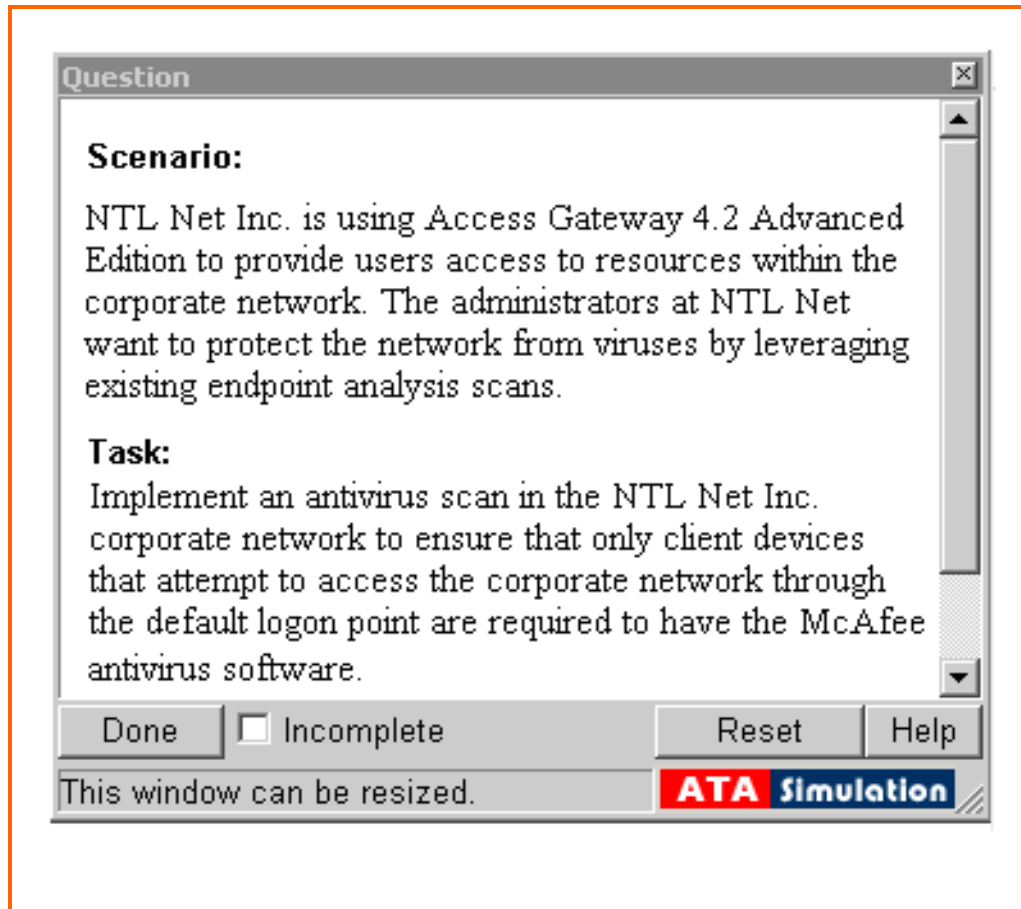
Clicking the 'Done' button prompts the simulated environment to save its state for scoring and results retention. Depending on the number of configuration steps or the system resources on the computer owned by the test center, exam-takers may experience a slight delay after clicking the 'Done' button. While such delays are rare, if they occur, Citrix recommends that exam-takers refrain from using the mouse or keyboard while the simulation saves its state, as these actions may prolong the delay. Delays of this type are rare and usually last no longer than 20 seconds.

If exam-takers choose to mark an item incomplete before exiting the simulated environment, they can do so by checking the 'Incomplete' checkbox at the bottom of the floating window. At the end of the exam, exam-takers may review the items they marked as incomplete.

Exam-takers can also reset the simulated environment by clicking the 'Reset' button. Clicking the 'Reset' button clears any configurations made within a particular simulated environment. This restores the simulated environment to a clean state; the state it was in when it was first visited. Exam-takers should

only use the 'Reset' button if they want to reconfigure the simulated environment from scratch. Otherwise, they can delete or undo unwanted configurations and they will still get the appropriate score. A 'Help' button is also provided in the floating window. This button provides basic help text to guide exam-takers on how to use simulations. This help text is not customized to the specific items and will not guide exam-takers on how to make specific configurations for an item.

Below is an example of the floating window.



*Figure 4: Floating window*

#### 7.4 Citrix Simulation Item Demo

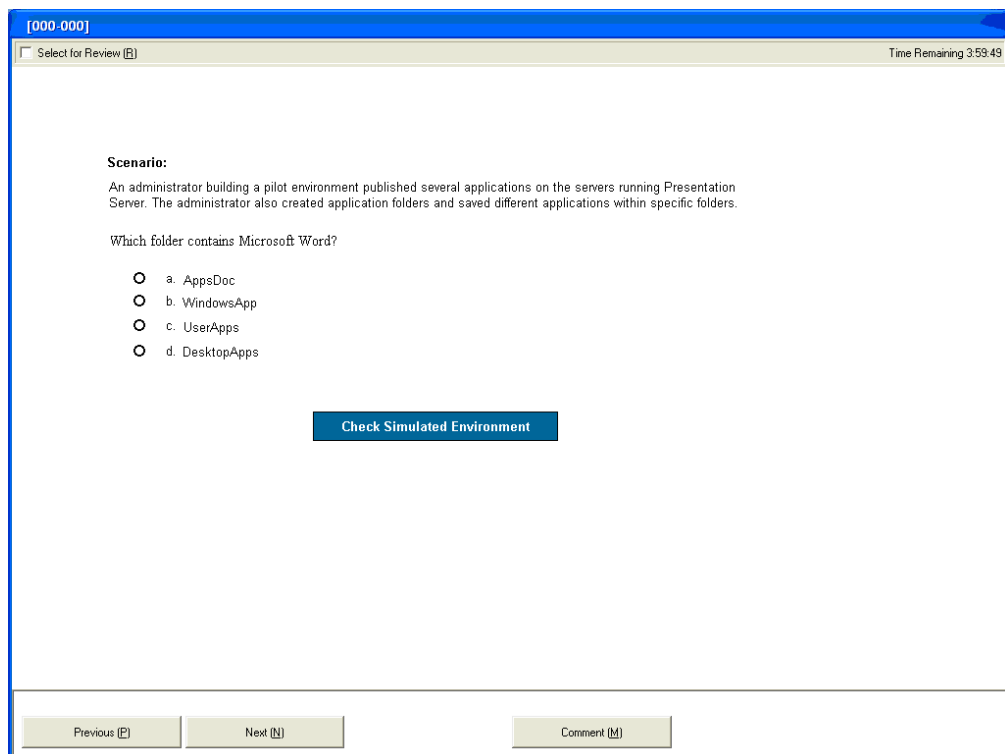
If you would like to view a demo of a Citrix simulation item, please go to [http://www.findcitrixtraining.com/content/index.cfm/content\\_id:26](http://www.findcitrixtraining.com/content/index.cfm/content_id:26).

## 7.5 Description of Embedded Simulation Items

Embedded simulation items are used to assess exam-takers' abilities to test an implementation and identify whether the configurations in the environment correspond to the settings described in the scenario. These items provide a simulated environment; however, the environment cannot be configured by exam-takers. Instead, the environment is provided to allow exam-takers the opportunity to navigate through the provided consoles or desktops and check configurations. Exam-takers are expected to return to the main window to answer questions or otherwise indicate whether settings are configured for the embedded simulation item.

Just like the external simulation items, the main window is the first window presented. The main window contains a 'Check Simulated Environment' button. Clicking the 'Check Simulated Environment' button opens the simulated environment within the main window; however, unlike the external simulation items, the simulated environment for this type of item embeds itself in the main window, in the same area where the scenario, requirements or questions were originally presented.

Below is an example of the main window for an embedded simulation item in the VUE environment.

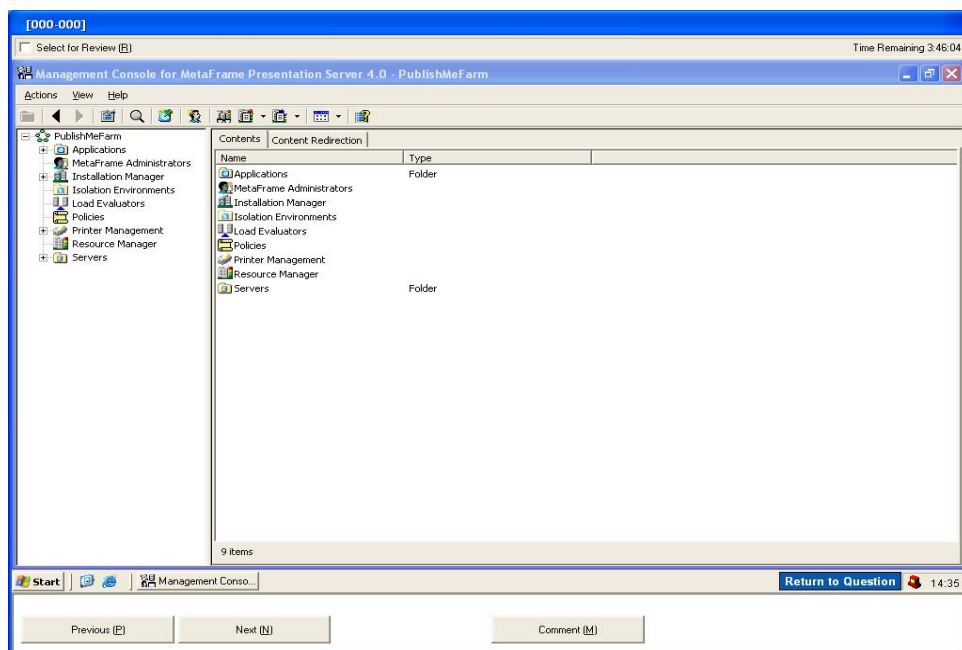


**Figure 6: Embedded Simulation Item**

Once the 'Check Simulated Environment' button is clicked, the simulation launches an environment embedded in the main window, and the helm is still

available. A floating window is not available in an embedded simulation. Therefore, exam-takers must return to the main window to read the scenario, requirements, etc., when necessary. In order to do so, they must click the 'Return to Question' button, which is located in the lower right corner of the simulated environment.

Below is an example of how a simulated environment launches in an embedded simulation item in the VUE environment.



**Figure 8: Embedded simulated environment**

In the embedded simulated environment, exam-takers can navigate through a console to check settings. However, new configurations cannot be made in this environment. Once configurations are determined, exam-takers should use the 'Return to Question' button to return to the main window and answer any relevant questions about the simulated environment.

In the main window, once exam-takers select their answers, they can use the 'Next' button in the helm to move to the next item. Note, since there are no configurations being stored in this item type, the 'Done' button is NOT included.

Note: Most of the buttons on the helm in the exam can be activated using shortcut keys. For example, holding down the Alt key and pressing P from the keyboard will activate the 'Previous' button and return an exam-taker to the

previous item. Holding down the Alt key and pressing M will launch the comment button. In order to determine which shortcut keys to use, please look for the letter in parenthesis within the exam.

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## 8 Scoring and Answering Process

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### 8.1 Scoring

In order to receive points for a simulation item, exam-takers must complete all the tasks in accordance with the requirements in a manner that is deemed acceptable. For this exam, SMEs defined “acceptable” as actions that meet the requirements without rendering harm to the environment. In those items where there is an identified best practice, exam-takers are expected to adhere to the best practice.

Based on the nature of what is being tested, exam-takers may receive partial credit for completing some of the required tasks.

The exam was designed to allow for partial scoring. Exam takers can earn points for items in which all critical tasks are correctly configured rather than only gaining credit when all tasks, critical and non-critical, are configured correctly.

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### 8.2 Answering Process for Simulation Items

SMEs identified multiple ways that exam takers could respond to the simulation items in order to meet the requirements of scenarios and best practices while configuring or interacting with those items. As such, exam-takers will find that most actions that could be taken to configure a real implementation to meet the requirements are also available in the simulations. Examples of possible ways to answer items include using menus, shortcut keys, key strokes, mouse clicks and multiple consoles as needed. While Citrix took many steps to ensure that the most common ways to complete a task were available in the simulation items, there may be some actions that are excluded or otherwise unavailable within the simulation. In those limited cases in which an action is not allowed in a simulation, exam-takers are encouraged to use an alternative action to complete the required configurations.

Exam-takers are required to create and/or configure specific settings and/or policies within the external simulated environments. Some of the external simulation items contain specific instructions that specify how exam-takers should name these settings and policies. However, if not specified, exam-takers are not penalized for misspelling the names of these settings and/or policies. For some of the external simulation items, Citrix did not specify how the settings and/or policies should be named. In such cases, exam-takers can name the settings and/or policies whatever they choose.

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## 9 Time Matters for this Exam

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### 9.1 Time for this exam

The A08 Exam is unique in many ways. Actions performed by exam-takers, such as configuring a task or selecting an answer, are constantly saved during the exam. This makes the exam resource-intensive. Exam-takers can register to take this exam at most of VUE's testing centers. Please contact VUE for more information.

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### 9.2 System Clock versus Actual Time

The time remaining is displayed in the top right corner of the main window for all the item types; however, it is not visible from within the external simulation items once the simulated environment is launched. The time displayed on the task bar of the simulated environment desktop is part of the simulation. It is the time of the simulated server and, therefore, may not be accurate.

Exam takers configuring an external simulation item can use the Alt + Tab combination keys to toggle between the simulated environment and the main window in order to view the time remaining.

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## 10 Appendix A: Practice

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Question 1      **Scenario:** An administrator has enabled Special Folder Redirection on the Citrix XenApp farm. All domain users, except for one, are able to save documents to their local desktops.

The Special Folder Redirection option is \_\_\_\_\_, which is affecting this one user from saving documents to his or her local desktop. (Choose the correct phrase to complete the sentence.)

- A. enabled in a Citrix policy
- B. enabled on the XenApp Web site
- C. enabled on the XenApp Services site
- D. disabled using the ICAClient.ADM template

Answer: A

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Question 2      An administrator should enable 'Fair sharing of CPU between sessions' at the farm level when \_\_\_\_\_. (Choose the correct phrase to complete the sentence.)

- A. SmoothRoaming is enabled
- B. the server has four or more CPUs
- C. one or more sessions dominate the CPU time on the server
- D. the administrator creates a load evaluator using 'Load Throttling' as a rule

Answer: C

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Question 3

**Scenario:** A company has a Citrix XenApp farm consisting of 20 servers in a single datacenter. The XenApp Plugin is installed on all client devices used to access hosted applications. An administrator is instructed to develop a plan for business continuity purposes. The IT manager recently signed a contract to rent a new facility to serve as a remote datacenter and secondary site for the company. Additional Citrix XenApp servers will be set up at the remote datacenter for use in the event that all servers at the primary datacenter become unavailable.

In order to ensure that users are directed to the Citrix XenApp servers at the remote datacenter in the event of a failure, the administrator must configure \_\_\_\_\_ and \_\_\_\_\_. (Choose the two correct phrases to complete the sentence.)

- A. the remote datacenter in the same zone
- B. the remote datacenter in a different zone
- C. a zone preference and failover policy and filter by users
- D. a zone preference and failover policy and filter by servers

Answers: B and C

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Question 4

An administrator should replicate the data store when \_\_\_\_\_. (Choose the correct phrase to complete the sentence.)

- A. there are multiple zones in a farm
- B. there are more than 100 Citrix XenApp servers in a farm
- C. users are experiencing slow application enumeration using Web Interface
- D. the IMA service is taking longer than normal to start on remote Citrix XenApp servers

Answer: D

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Question 5 An administrator would like to give all the junior administrators the ability to shadow users in the Marketing department.

Which two steps should the administrator take to configure a shadowing policy for the junior administrators? (Choose two.)

- A. Apply the policy to the Marketing group
- B. Apply the policy to the Junior Admins group
- C. Apply the policy to all Citrix XenApp servers
- D. Add the Marketing group to the Permissions node of the policy
- E. Add the Junior Admins group to the Permissions node of the policy

Answers: A and E

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Question 6 **Scenario:** An administrator notices that a Citrix XenApp server has twice as many users as another Citrix XenApp server hosting the same applications. Since the Advanced load evaluator is assigned to both servers, the administrator suspects that one of the load evaluator rules is causing this server to report a high value.

What should the administrator do to determine which load evaluator rule is causing the Citrix XenApp server to report the high value?

- A. Run QFARM /APP at the command-line interface
- B. Run QFARM /LOAD at the command-line interface
- C. View the server information in the Access Management Console
- D. View Load Manager Monitor in the XenApp Advanced Configuration tool

Answer: D

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Question 7

**Scenario:** A farm has two servers, XenApp1 and XenApp2, which is new to the farm. Users are able to enumerate their list of Web Interface applications through Secure Gateway and launch applications from XenApp1, but cannot launch applications from XenApp2. Port 8080 is opened for XML traffic on each of the Citrix XenApp servers.

Which two actions should the administrator take to troubleshoot this issue? (Choose two.)

- A. Recreate the Local Host Cache on XenApp1
- B. Add XenApp2 as an STA server in the Secure Gateway configuration
- C. Run NETSTAT -A on XenApp2 to verify that the server is listening on port 8080
- D. Use telnet to connect to ports 1494, 8080 and 2598 on XenApp2 from Secure Gateway

Answers: C and D

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Question 8

**Scenario:** An administrator has profiled WinZip and plans to stream it to servers; however, when the application is launched it does **NOT** stream to the server. Instead, the administrator receives the generic error message: "An error has occurred."

Which troubleshooting step can the administrator use to resolve this issue?

- A. Republish WinZip to "stream to client"
- B. Enable Raderun switches in the registry
- C. Rename the ctx\_streamingsvc account to ctx\_streamingsvc2
- D. Check the .RAD file to confirm that the size of the package is correct

Answer: B

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Question 9 In which two ways could an administrator configure the page file for optimal performance on a Citrix XenApp server? (Choose two.)

- A. Place the page file on its own disk controller
- B. Configure the initial and maximum size to the same value
- C. Always place the page file on the same disk as the operating system
- D. Set the initial value to one half of the physical memory and the maximum value to 1.5 times the physical memory

Answers: A and B

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Question 10 A .DLL collision involving AutoCAD is occurring in a Citrix XenApp farm, which is affecting the performance of other applications hosted on the servers where AutoCAD is published.

What should an administrator configure to resolve this issue?

- A. CPU Utilization
- B. Session Sharing
- C. Workspace Control
- D. Memory Optimization

Answer: D

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## 11 Appendix B: FAQ

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### 11.1 Introduction

Due to the uniqueness of this exam, a FAQ section has been added to address some of the questions frequently asked by exam-takers.

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### 11.2 FAQ

Question	Answer
How is the exam graded?	When an exam-taker selects an option as the correct response to a question, configures a setting or set of settings, those settings are saved within the exam when the exam-taker clicks the 'Next' or 'Done' button. At the end of the exam, when exam-takers click the 'End Exam' or 'Exit Exam' button, the final responses to the questions on the exam are graded using scripts and scoring logics.
How are my grades calculated?	<p>A complex but thorough grading algorithm is used to calculate your final score. Your grades are calculated using the scores you receive for each question, along with other factors taken into consideration.</p> <p><b>Note:</b> Calculating your final score using the averages for the sections on the exam will, in most cases, vary from the final score indicated on your score report. Please see section 4.3 "How Section Weights Relate to Questions on the Exam" for more details.</p>
What happens when I configure a setting in the simulated environment and click the 'Done' button?	When you configure a setting in the simulated environment and click the 'Done' button, the setting you configured is saved and you are returned to the main window of that item.
What happens when I configure a setting in the simulated environment, check the	Yes, the configured setting will be saved, but the item will be flagged as 'incomplete' so that you may revisit it at

<p>'Incomplete' check box, and click the 'Done' button, will the item be scored?</p>	<p>the end of the exam. Since you have already configured the environment, you do not have to remove the incomplete check mark in order to get credit. You will be graded according to your response, regardless if the item is marked as 'Incomplete' or not.</p>
<p>What happens when I configure the simulated environment, but then make a change to a particular setting in the environment and click the 'Done' button?</p>	<p>The particular setting you change will be updated but all the other settings will remain the same.</p>
<p>What happens when I configure a setting in the simulated environment, click the 'Done' button, go back into the simulated environment and configure new settings?</p>	<p>The old setting and the new settings are saved and graded at the end of the exam.</p>
<p>What is the function of the 'Reset' button?</p>	<p>The 'Reset' button clears the simulated environment of a full-screen item and returns the item to a clean state. It returns the item to the same state it was in before you made any configurations to it.</p>
<p>What is the function of the 'Done' Button?</p>	<p>The 'Done' button saves whatever configurations or changes you make within the simulated environment and returns the item to the main window.</p>
<p>What is the function of the 'Incomplete' checkbox?</p>	<p>The 'Incomplete' checkbox marks or flags an item as incomplete so that you may edit that item at the end of the exam. You may click the 'Review Incomplete' button on the review screen at the end of the exam to review all the items marked 'Incomplete' in a sequential order, or you may double-click a single item marked 'Incomplete' to review that item from the review screen at the end of the exam.</p>
<p>What is the function of the 'Return to Question' button?</p>	<p>The 'Return to Question' button returns the simulated environment for an embedded simulation item to the main window for that item.</p>
<p>What happens if I launch a simulated environment, do not perform any configurations,</p>	<p>No, the item is saved, and it does not appear as an incomplete item unless you mark it as incomplete using the</p>

click the 'Done' button, and move to another item, is it marked incomplete?	'Incomplete' checkbox in the floating window.
How can I speed up the loading of items during the exam?	There is no way to speed up the loading of items. The simulation items are large and as such require slightly longer time to load. When you notice that an item is loading, please do not interact with the item until it is fully loaded. If you continuously click the 'Done,' 'Next' or any buttons while an item is loading or while the state of an item is being saved, this could delay the processing time, which will, in turn, cause a longer wait time for you. If you click a button continuously for a very long period, this may cause your exam to crash. Citrix suggests that exam-takers refrain from clicking buttons when the exam is loading items or saving configurations.
What should I do when the exam screen looks blank?	When the exam screen goes blank, do not touch the mouse or keyboard for a couple of seconds, and the exam will load/reload. The exam screen may go blank for a couple of milliseconds when navigating from one item to another because the exam is trying to load the new or next item. The exam screen may also go blank when it is saving certain configurations. However, if the exam screen goes blank for more than 20 seconds on any given instance, please contact the test center administrator.
How do I know how much time I have remaining to complete the exam?	In the exam, there is a 'Time Remaining' clock. However, the clock is only available from the main window. You can use the Alt + Tab keys to toggle between the simulated environment and the main window in order to view the 'Time Remaining' clock.
What happens if I miss only one configuration step?	Citrix worked with subject matter experts (SMEs) to identify critical configuration steps for each of the simulation items on the exam. Critical configurations steps are those steps that if not configured properly would result in

	<p>the task required not being completed at all, not even partially. If you miss one of those critical steps, you could lose all the points for that item. However, if you miss some of the non-critical steps, you may still get some points for the other steps you configured or answered correctly.</p>
<p>How many steps can I miss before failing an item?</p>	<p>You could fail an item by missing one or several steps depending on the nature of the step or steps you miss. Some steps are considered critical, and as such, missing a critical step could result in partial credit or no credit at all. However, exam takers could miss one or several non-critical steps and still receive partial credit depending on the item.</p>
<p>How do I know if the simulation is functioning correctly?</p>	<p>If the navigational buttons are responding correctly, the simulated environment is launching correctly and all the icons in the wizard or console are displaying correctly as well, then the simulation is working.</p> <p><b>Note:</b> If you are trying to configure something and you notice that the simulation is not allowing you to configure as you would like, <b>STOP</b>, re-read the scenario and tasks and try to configure the item again.</p>
<p>What should I do if I cannot find what I am looking for within the simulated environment?</p>	<p>Everything you need to address the full-screen items on the exam are provided in the scenarios and in the simulated environments of those items. If you cannot find what you are looking for, please go back and re-read the scenario. If you are convinced that there is a problem, please use the 'Comment' button and comment on the problem.</p>
<p>Can I "hunt-and-peck" in the simulated environment and will I be penalized for doing so?</p>	<p>Yes, you can hunt-and-peck in the simulated environment and no, you will not be penalized by any means for "hunting-and-pecking."</p>
<p>Will I be penalized for doing more than is requested to answer a particular question?</p>	<p>No, you will not be penalized for doing more than is required; however, Citrix advises that you do not "over configure"</p>

	any settings, as this will not give you extra credit and could result in errors, which could decrease your score.
Is the A08 exam a conditional exam?	No, the A08 exam is not a conditional exam. Your response to each item is treated independently and will not affect your response to the next item.
Are the 'Yes' / 'No' options in the embedded item on the exam interrelated or linked to each other in any way?	No, the 'Yes' / 'No' items are not interrelated. They should be treated as individual questions.