



1Y0-201: MANAGING CITRIX XENDESKTOP 7.6 SOLUTIONS EXAM PREP GUIDE

Preparation Guide 1.0

May 12, 2015

Table of Contents

Exam Overview

Number of Questions	3
Passing Score	3
Time Limit	3
Intended Audience	3
Registration and Administration	3
Policy Links	4

Prepping for the Exam

Recommended Knowledge and Skills	5
Recommended Product Experience	6
Recommended Course	7
Unauthorized Preparation Materials	7
Section Titles and Weights	8
Interpretation of Objectives	9
Sections, Objectives, Examples and References	10
Appendix: Practice	21

Contributors & Marks

Author	24
Subject Matter Experts	24
Notice	25
Marks	25
Disclaimer	26

Exam Overview

Number of Questions

The 1Y0-201 exam is a 78-question exam written in English. Some of the items on this exam will not be scored and thus will not affect your final result in any way. The unscored items are included in this exam solely for research purposes.

Passing Score

The passing score for this exam is 62%.

Time Limit

Type of Candidate	Time Limits	Notes
Native English Speakers	90 minutes	
Non-native English speakers that take the exam in countries where English is a foreign language	90 minutes +30 minutes (time extension)	Time extension granted automatically
Non-native English speakers that take the exam in countries where English is NOT a foreign language	90 minutes +30 minutes	Must call Pearson VUE.

**The time limit for this exam is 90 minutes. The total seat time is 115 minutes. The total seat time includes times allotted for the NDA and surveys.*

Intended Audience

The 1Y0-201 exam is focused on those topics that are most important to those who manage, maintain, monitor and troubleshoot Citrix XenDesktop 7.6 solutions. Citrix Education selected these topics based on feedback from subject matter experts (SMEs) who perform these tasks in the field. Those who manage, maintain, monitor and troubleshoot XenDesktop 7.6 solutions may hold various job titles such as:

- Systems Administrators/Citrix Administrators
- Desktop Administrators
- Application Administrators
- Technical Support Staff

Registration and Administration

This exam is administered at Pearson VUE testing centers worldwide. To learn more about the rules and process of taking an exam, please visit the [exam page](#) on our website.

Worldwide, visit the Pearson VUE website (www.pearsonvue.com/citrix) to locate a testing center in your area and register for an exam. To register in the United States and Canada, you may also register in person at any Pearson VUE testing center or call 1-800-931-4084. Note: A \$7 USD surcharge will be added to phone registrations.

Policy Links

Candidates must wait 24 hours from their original appointment time before they can register to retake an exam. After a second attempt, and any attempt thereafter, the candidate must wait 14 calendar days to retake the exam.

All Citrix Certification candidates are required to read and agree to be bound by the Candidate Conduct Policy. This policy details specific information regarding what Citrix Education defines as cheating and breaches of security. Violations of this policy can result in actions including, but not limited to, classification of scores as invalid, decertification and testing bans.

For more information about Citrix policies, please visit training.citrix.com/exams.



Prepping for the Exam

Recommended Knowledge and Skills

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

- Intermediate knowledge of Microsoft Windows Server 2012 R2
 - Install and configure operating system options
 - Windows Server roles
 - Domain Name System
 - Dynamic Host Configuration Protocol
 - Group Policy Objects
 - IIS
- Intermediate knowledge of Active Directory
 - User rights and permissions
 - Delegation of administrative rights
 - Active Directory Domain Services
 - Active Directory Certificate Services
 - Users/Groups
 - GPOs
 - OUs

- Intermediate administration skills, including:
 - Understanding of networking protocols such as TCP/IP
 - Understanding of firewall concepts
 - Understanding of e-mail administration and account creation
 - Understanding of Remote Desktop Services policies and profiles
 - Ability to create shares and give permission to shared folders/files
 - Ability to create and modify AD group policies
 - Understanding of VPN technologies
 - Understanding of roaming profiles and folder redirection
- Knowledge of database concepts
- Basic knowledge of SQL Server 2012
- Securing network operating systems
- Knowledge of virtualization concepts
 - Hypervisor management
 - Application virtualization and delivery
- Knowledge of user profiles
- Knowledge of storage configuration and management
 - How storage works from an architectural standpoint
 - Storage Protocols

- Knowledge of desktop operations
 - Installation, setup, configuration and maintenance of popular client operating systems
 - Windows 7, Windows 8, Windows 8.1
 - Mac
 - Linux
 - Managing alternate client devices
 - Desktop appliance
 - Tablets
 - Smartphones
 - Thin clients

Recommended Product Experience

We recommend that candidates have about six months of experience with the following tasks in a XenDesktop 7.6 solution:

- Managing, maintaining, monitoring and troubleshooting virtualization solutions consisting of:

- Server and Desktop OS machines
- Hosted applications
- NetScaler Gateway
- Provisioning Services
- XenServer
- StoreFront
- Receiver
- Profile Management
- Backing up components in virtualization environments
- Updating components in virtualization environments
- Creating reports for trend analysis in environments consisting of:
 - XenApp and XenDesktop
 - Server and Desktop OS machines
 - Hosted applications
 - VDI
 - HDX 3D Pro
 - NetScaler Gateway
 - Provisioning Services
 - XenServer
 - StoreFront
 - Receiver
 - Profile Management

Recommended Course

Citrix Education recommends that candidates have hands-on experience with XenDesktop 7.6 prior to taking this exam. One of the best ways to do this is by taking formal Citrix training courses. The following course provides basic training on administrative tasks.

- CXD-203: Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 (instructor-led training course or self-study)

As with all Citrix exams, it is recommended that candidates get hands-on experience by working directly with the products covered on the exam.

While this hands-on experience can be done on the job, Citrix Education official courses offer a safe and robust environment to learn these tasks. Thus they are one of the best ways to prepare for the exam.

Unauthorized Preparation Materials

At this time, Citrix Education does not offer practice tests. While there are companies who advertise practice tests and have a money-back guarantee that customers will pass the exam, most of these companies are selling unauthorized preparation materials that include stolen exam questions and answers.

Citrix Education continuously monitors these sites, and when possible, takes appropriate actions.

Citrix Education also monitors exam results to ensure that candidates are not using unauthorized materials to prepare for exams. If it is determined that a candidate used unauthorized materials to prepare for an exam, the candidate's score will be invalidated and his or her certification will be revoked.

When looking for materials in addition to authorized Citrix training to prepare for certification, Citrix Education recommends visiting <http://www.certguard.com/> to verify the legitimacy of the site. This site flags sites that are acting as brain dumps.

Section Titles and Weights

Section	Weight
Managing a Citrix XenDesktop 7.6 Solution	34%
Maintaining a Citrix XenDesktop 7.6 Solution	18%
Monitoring a Citrix XenDesktop 7.6 Solution	17%
Troubleshooting a Citrix XenDesktop 7.6 Solution	31%
Total	100%



Interpretation of Objectives

Exam-takers should refer to the objectives and examples listed in this guide in order to determine not only which topics will be on the exam but also examples of the topics that could be tested.

For example, if the objective reads, “Asses the printing infrastructure” and one of the examples reads, “Perform print driver stress testing”, exam-takers could expect to see:

- **A scenario describing a printing infrastructure:**

Scenario: A Citrix Architect is assessing the current printing infrastructure at CGE. As part of the assessment, the architect wants to perform print driver stress testing.

- **A question that requires determining how to assess the print drivers**

How can the architect assess which printer drivers are in use in the current environment?

Note: The examples listed in the Sections, Objectives and Examples section of this guide do NOT encompass all potential topics that could be tested and are only provided as guidance. The objectives and examples for this exam were developed by Exam Project Managers and subject matter experts based on identified tasks that relate to managing, maintaining, monitoring and troubleshooting a Citrix XenDesktop 7.6 solution. The number of questions written for each objective relates directly to the importance of that objective, and is proportional to how frequently that task is performed.

Sections, Objectives, Examples and References

Objective Number	Objective	Examples	References
Section 1: Managing a Citrix XenDesktop 7.6 Solution			
1.01	Manage Server OS images and Desktop OS images	<p>Understand how a current machine catalog is updated.</p> <p>Understand how a current vDisk is updated.</p> <p>Understand how new applications are made available to existing delivery groups.</p>	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-75/cds-update-master-vm-rho.html
1.02	Create Citrix policies	<p>Understand Citrix policy priorities.</p> <p>Understand policy processing order and filtering.</p> <p>Understand how USB devices are configured for redirection.</p>	http://support.citrix.com/proddocs/topic/xendesktop-bdx/cds-admin-support-usb-mass-storage-bdx.html http://support.citrix.com/proddocs/topic/xendesktop-7/cds-policies-wrapper-rho.html
1.03	Manage license usage	<p>Understand which licenses are appropriate for the environment.</p> <p>Understand how license servers are added to the Citrix Studio.</p> <p>Understand how the XenApp edition is setup in Citrix Studio.</p>	http://support.citrix.com/proddocs/topic/xenapp6-w2k8-admin/ps-console-policies-search-view-v2.html http://support.citrix.com/proddocs/topic/licensing-11121/lic-admin-cmds-intro-c.html
1.04	Delegate administrative rights	<p>Understand how scopes are managed.</p> <p>Understand how roles are managed.</p> <p>Understand what roles are delegated to others.</p>	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-delegated-admin.html
1.05	Publish server/desktop OS-hosted applications	<p>Understand how application visibility is limited.</p> <p>Understand the different ways that applications can be made available to users.</p> <p>Understand how applications are published in an environment containing App-V.</p>	http://support.citrix.com/proddocs/topic/citrix-configurationlogging-admin-v1-xd71/export-logreportcsv-xd71.html http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-deliver-xenapp.html

Objective Number	Objective	Examples	References
1.06	Manage virtual machine settings	Understand how templates are edited. Understand how VM snapshots are used. Understand how a VM is backed up.	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-delegated-admin.html
1.07	Manage device collections, target devices, and vDisks	Understand how additional target devices are added to an existing collection. Understand how vDisk replication is managed. Understand how the PVS target device is updated.	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-deliver-vdi.html http://blogs.citrix.com/2014/07/07/turbo-charging-your-iops-with-the-new-pvs-cache-in-ram-with-disk-overflow-feature-part-two/ http://blogs.citrix.com/2011/10/06/pvs-write-cache-sizing-considerations/ http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-dg-manage-apps.html
1.08	Manage Personal vDisk	Understand the requirements to have personal vDisk. Understand what folder redirection is being used. Understand how the location of the vDisk is determined.	http://support.citrix.com/proddocs/topic/xencenter-61/xs-xc-templates-new.html
1.09	Configure/modify NetScaler Gateway	Understand how STAs are checked. Understand how the session policy is modified. Understand how the receiver client is checked.	http://support.citrix.com/proddocs/topic/netscaler-gateway-105/ng-how-session-policies-work-tsk.html http://support.citrix.com/proddocs/topic/netscaler-gateway-101/ng-install-simplified-config-tsk.html#ng-install-simplified-config-tsk
1.10	Managing the store	Understand how stores/sites are added. Understand what a beacon is. Understand how the legacy PNAgent feature is added to the store.	http://support.citrix.com/proddocs/topic/dws-storefront-26/dws-configure-pna-auth.html http://blog.citrix24.com/storefront-2-6-mandatory-store-explained/

Objective Number	Objective	Examples	References
1.11	Manage the Delivery Controller environment	<p>Understand how load balancing and reliability is managed.</p> <p>Understand how delivery controller integrated with the hypervisor.</p> <p>Understand how the desktop delivery controller communicates with the VDA.</p>	<p>http://blogs.citrix.com/2014/11/11/xendesktop-7-6-connection-leasing-design-considerations/</p> <p>http://support.citrix.com/proddocs/topic/provisioning-7/pvs-vdisks-update-wrapper.html</p> <p>http://support.citrix.com/article/CTX126992</p> <p>http://support.citrix.com/article/CTX131207</p>
1.12	Manage user profiles	<p>Understand the types of profiles.</p> <p>Understand how the Universal Profile Manager is configured.</p> <p>Understand how folder redirection is configured.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-controller-intro.html</p> <p>http://blogs.citrix.com/2009/03/20/long-term-planning-for-profile-management/</p> <p>http://support.citrix.com/proddocs/topic/user-profile-manager-5-x/upm-new-features-den.html</p> <p>http://blogs.citrix.com/2012/08/13/citrix-profile-management-and-vdi-doing-it-right-part-3/</p>
1.13	Managing HDX3D Pro	<p>Understand how HDX 3D Pro is configured.</p> <p>Understand how bandwidth limits are configured.</p> <p>Understand how the hypervisor is configured for GPU.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-controller-intro.html</p> <p>http://support.citrix.com/article/CTX135811</p>
1.14	Manage the print environment	<p>Understand how printers are added/excluded from Citrix Universal Printing.</p> <p>Understand how the Citrix Universal Printing is optimized.</p> <p>Understand how print routing order is determined.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-print-policies-prefs.html</p> <p>http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-provisioning-printers-overview-v2.html</p> <p>http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-printing-universal-network.html</p>

Objective Number	Objective	Examples	References
1.15	Managing configuration logging	<p>Understand how Citrix Director is configured.</p> <p>Understand how Citrix Director communicates with the desktop delivery controller and XenApp 6.5.</p> <p>Understand what information Citrix Director provides.</p>	<p>http://support.citrix.com/article/CTX132805</p> <p>http://blogs.citrix.com/2014/10/16/citrix-director-7-6-deep-dive-part-2-support-for-xenapp-6-5/</p>
Section 2: Maintaining a Citrix XenDesktop 7.6 Solution			
2.01	Update the desktop image	<p>Understand how applications are added.</p> <p>Understand how updates and hotfixes are applied.</p> <p>Understand what options are available when applying updates.</p>	<p>http://support.citrix.com/proddocs/topic/xendesktop-als/hd-3d-ux.html</p>
2.02	Configure power management settings	<p>Understand how VDAs are powered on after the build.</p> <p>Understand how the power management setting is changed.</p> <p>Understand how work days/times are modified.</p>	<p>http://support.citrix.com/proddocs/topic/xendesktop-als/hd-3d-ux.html</p> <p>http://support.citrix.com/proddocs/topic/xendesktop-als/cds-policies-rules-hdx-3d-pro-xd5fp1.html</p>
2.03	Maintain Delivery Groups	<p>Understand how applications are added/removed.</p> <p>Understand how desktops are added/removed from the delivery groups.</p> <p>Understand how a delivery group is put into maintenance mode.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-help-shadow-users.html</p>
2.04	Maintain Machine Catalogs	<p>Understand how machines are added/removed from a machine catalog.</p> <p>Understand how new machine catalogs are created.</p> <p>Understand how machines are updated in a machine catalog.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-help-shadow-users.html</p>

Objective Number	Objective	Examples	References
2.05	Maintain the XenServer	Understand how XenServer metadata is backed up/restored. Understand how the XenServer is updated manually. Understand IntelliCache.	http://support.citrix.com/article/CTX136165
2.06	Maintain vDisks	Understand the difference between a dynamic and a static vDisk. Understand how a vDisk is merged. Understand how storage is made available for a multi-server PVS environment.	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-monitor-deployment-wrapper.html http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-help-logon-user.html
Section 3: Monitoring a Citrix XenDesktop 7.6 Solution			
3.01	Use Citrix Director to monitor the environment	Understand how the dashboard is used to identify issues. Understand how slow login types are identified. Understand how user session processes are identified.	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-monitor-deployment-wrapper.html http://support.citrix.com/proddocs/topic/xendesktop-7/cds-control-power-management-rho.html http://support.citrix.com/proddocs/topic/director-210/director-control-desktop.html http://support.citrix.com/proddocs/topic/director-210/director-shadow-user.html http://support.citrix.com/proddocs/topic/provisioning-61/pvs-vdisks-update-wrapper.html
3.02	Monitor machine processes and failures	Understand how virtual machine issues are identified. Understand where machine registration errors are viewed. Understand how the personal vDisk status is displayed.	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-help-send-messages.html http://blogs.citrix.com/2014/03/25/director-dashboard-explained/

Objective Number	Objective	Examples	References
3.03	Monitor hosted server workload	<p>Understand how a server's heavy load is identified.</p> <p>Understand how the number of users on a server is identified.</p> <p>Understand how unresponsive applications are identified.</p>	http://support.citrix.com/article/CTX127492
3.04	Monitor system performance using XenCenter	<p>Understand how alerts are added to the XenServer.</p> <p>Understand how additional graphs are viewed.</p> <p>Understand how storage performance is monitored.</p>	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-connections.html http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-mach-cat-create.html
3.05	Provisioning Services monitoring	<p>Understand how streaming services are monitored.</p> <p>Understand how the path to the vDisk stores are monitored.</p> <p>Understand how vDisk replication is monitored.</p>	http://support.citrix.com/proddocs/topic/citrix-broker-admin-v2-xd7/get-brokcatalog-xd7.html http://support.citrix.com/article/CTX132791
3.06	Monitoring NetScaler	<p>Understand how authentication issues are identified on the NetScaler.</p> <p>Understand how problems with the communication between NetScaler and Storefront are identified.</p> <p>Understand how NetScaler licensing problems are identified.</p>	http://support.citrix.com/proddocs/topic/provisioning-60/pvs-upgrade-vdisk-reverse-image-process.html#pvs-upgrade-vdisk-manually-image http://support.citrix.com/proddocs/topic/provisioning-7/pvs-vdisks-vhd-merge.html
3.07	Monitoring Delivery Controller	<p>Understand what is important to monitor using Delivery Controller.</p> <p>Understand how database connectivity/status is monitored using Delivery Controller.</p> <p>Understand how the license server connectivity and usage is monitored using Delivery Controller.</p>	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-config-logging-about.html

Objective Number	Objective	Examples	References
3.08	Monitor configuration logging	<p>Understand the positive/negative impacts of enabling configuration logging.</p> <p>Understand how the logs from configuration logging are exported.</p> <p>Understand what type of logs can be exported from configuration logging.</p>	<p>http://support.citrix.com/proddocs/topic/director-210/director-interpret-console.html</p> <p>http://support.citrix.com/article/CTX127388</p>
Section 4: Troubleshooting a Citrix XenDesktop 7.6 Solution			
4.01	Troubleshoot Delivery Controller	<p>Understand how communication issues between the Delivery Controller and the database are resolved.</p> <p>Understand how communication issues between the Delivery Controller and the VDA are resolved.</p> <p>Understand how communication issues between the Delivery Controller and the license server are resolved.</p>	<p>http://support.citrix.com/proddocs/topic/director-200/director-interpret-console.html</p> <p>http://support.citrix.com/article/CTX128075</p> <p>http://support.citrix.com/article/CTX127388</p>
4.02	Troubleshoot Virtual Delivery Agent	<p>Understand what tools can be used to troubleshoot VDA issues.</p> <p>Understand what service needs to be running on the virtual machine for the VDA to be active.</p> <p>Understand what event log needs to be reviewed to resolve VDA issues.</p>	<p>http://support.citrix.com/article/CTX126992</p> <p>http://support.citrix.com/article/CTX117452</p> <p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-monitor-personal-vdisks.html</p> <p>http://support.citrix.com/proddocs/topic/xendesktop-7/cds-sdk-cmdlet-help.html</p>
4.03	Troubleshoot licensing issues	<p>Understand where license errors can be viewed.</p> <p>Understand how expired license issues are resolved.</p> <p>Understand how the licensing administrator account is reset.</p>	<p>http://support.citrix.com/article/CTX135841</p> <p>http://support.citrix.com/proddocs/topic/licensing-11121/lic-admin-cmds-intro-c.html</p>

Objective Number	Objective	Examples	References
4.04	Troubleshoot common printing issues	<p>Understand how client printer mapping issues are resolved.</p> <p>Understand how printer driver issues are resolved.</p> <p>Understand how printer queue issues are resolved.</p>	http://support.citrix.com/article/CTX136668
4.05	Troubleshoot user connectivity issues related to Application and Desktop launch	<p>Understand how session sharing issues are resolved.</p> <p>Understand how slow app starts are resolved.</p> <p>Understand how NetScaler certificate issues are resolved.</p>	http://support.citrix.com/article/CTX125277 http://support.citrix.com/article/CTX136668
4.06	Troubleshoot Citrix policies	<p>Understand how policy conflicts are resolved.</p> <p>Understand how Citrix Policy Reporter is used to resolve issues.</p> <p>Understand how policy filtering issues are resolved.</p>	http://support.citrix.com/proddocs/topic/citrix-monitor-admin-v1-xd7/get-monitordatastore-xd7.html http://support.citrix.com/article/CTX136668
4.07	Troubleshoot issues with application performance	<p>Understand how application performance issues are resolved.</p> <p>Understand what tools can be used to identify slow performance issues.</p> <p>Understand what components in an infrastructure can affect application performance.</p>	http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-monitor-deployment-wrapper.html
4.08	Troubleshoot XenServer issues	<p>Understand how shared storage issues are resolved.</p> <p>Understand how pool master failures are resolved.</p> <p>Understand how an unresponsive virtual machine is forcefully shut down.</p>	http://support.citrix.com/servlet/KbServlet/download/2389-102-704421/CTX101810_28th_June_2013.pdf http://support.citrix.com/proddocs/topic/xendesktop-bdx/cds-install-single-server-bdx.html

Objective Number	Objective	Examples	References
4.09	Troubleshoot Provisioning Services related issues	<p>Understand how debug logging is enabled in PVS.</p> <p>Understand how crashed services are resolved for PVS.</p> <p>Understand how issues related to target device not being added are resolved.</p>	<p>http://support.citrix.com/article/CTX133153</p> <p>http://support.citrix.com/servlet/KbServlet/download/2389-102-704421/CTX101810_28th_June_2013.pdf</p>
4.10	Troubleshoot personal vDisk failures	<p>Understand how logging is enabled for personal vDisks.</p> <p>Understand how personal vDisk update issues are resolved.</p> <p>Understand how disk space issues related to applications/user profiles for personal vDisks are resolved.</p>	<p>http://support.citrix.com/article/CTX131432</p>
4.11	Troubleshoot Machine Creation Services	<p>Understand how Active Directory identity service issues are resolved.</p> <p>Understand how update process issues are resolved.</p> <p>Understand how issues with the delta disk growth are resolved.</p>	<p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-ssl.html</p> <p>http://support.citrix.com/proddocs/topic/xenapp-xendesktop-76/xad-controller-change.html</p> <p>http://blogs.citrix.com/2011/07/11/pvs-secrets-part-3-ports-threads/</p> <p>http://support.citrix.com/proddocs/topic/lic-find-by-version/lic-find-doc-by-version-c.html</p>
4.12	Troubleshoot StoreFront issues	<p>Understand how user's inability to access desktops and/or apps through StoreFront are resolved.</p> <p>Understand how domain pass-through authentication issues are resolved.</p> <p>Understand how propagation synchronization issues are resolved.</p>	<p>http://support.citrix.com/article/CTX138855</p> <p>http://support.citrix.com/proddocs/topic/dws-storefront-21/dws-hide-store.html</p> <p>http://support.citrix.com/article/CTX132716</p> <p>http://support.citrix.com/article/CTX134190</p>

Objective Number	Objective	Examples	References
4.13	Troubleshoot Receiver issues	Understand how authentication issues are resolved. Understand how Citrix Receiver configuration issues are resolved. Understand how USB device redirection issues are resolved.	http://support.citrix.com/article/CTX135782 http://support.citrix.com/article/CTX134101
4.14	Troubleshoot user profile issues	Understand how slow logon issues are resolved. Understand how corrupt profile data issues are resolved. Understand how user personalization issues are resolved.	http://support.citrix.com/proddocs/topic/user-profile-manager-5-x/upm-troubleshoot-wrapper-den.html
4.15	Troubleshoot issues related to NetScaler Gateway	Understand how binding issues with StoreFront are resolved. Understand how STA problems are resolved. Understand how firewall issues with the NetScaler connection to VDAs are resolved.	http://support.citrix.com/article/CTX126673

Appendix: Practice

Introduction

Exam-takers should refer to the objectives listed above in section 5 of this guide in order to determine which topics will be on the exam and examples of topics for each objective.

For example, if the objective reads, “Identify the appropriate plug-in to use,” exam-takers should expect to see:

- A “scenario describing the need to install a specific XenApp Plug-in”

Scenario: XenDesktop was recently implemented in an environment. A Citrix Administrator in the environment needs to tell the end users which Citrix Receiver type to install in order to access their XenDesktop resources. The end users in the environment will need to access hosted applications through Receiver for Web.

- A question that requires you to “determine which Citrix Receiver type to install” based on the scenario

Which Citrix Receiver should the administrator instruct the end users to install?

The objectives for this exam were developed by Exam Project Managers and subject matter experts based on identified tasks that relate to managing, maintaining, monitoring and troubleshooting a Citrix XenDesktop 7.6 solution.

The number of questions written for each objective relates directly to the importance of that objective as it relates to managing, maintaining, monitoring and troubleshooting, and is proportional to how frequently that task is performed.

Sample Question 1

Scenario: A Citrix Administrator manages a centralized XenDesktop 7.6 environment that has seven geographically dispersed branch offices. Users at the branch furthest from the main office are complaining about poor system performance. Monitoring indicates high latency as a possible reason.

How can the administrator attempt to remedy performance issues at the furthest branch in the fewest steps?

- A. Install Cloud Bridge and then install the Cloud Bridge Plug-in on the endpoint of each complaining user.
- B. Create a new policy from the ‘Optimized for WAN’ template and assign the policy to the IP range of each branch office.
- C. Create a new policy to limit the bandwidth usage of all redirection settings and assign the policy to the IP range of each branch office.
- D. Download the ‘Optimized for WAN’ template from the Citrix website, import the policy in Citrix Studio and assign the policy to the IP range of each branch office.

Answer: B

Objective: Create Citrix policies

Source: Citrix Discussions

<http://discussions.citrix.com/topic/346030-xd-71-director/>

Sample Question 2

Scenario: A Citrix Administrator creates additional Desktop OS machines for the Accounting user group. After creating the Desktop OS machines, users in the group receive the following error when they try to log in:

‘No desktops currently available.’

Which action should the administrator take to resolve this issue?

- A. Take the Delivery Group out of maintenance mode.
- B. Adjust the Weekday Peak Power Management options.
- C. Add the new Desktop OS machines to the Accounting Delivery Group.
- D. Provision the new Desktop OS machines using the XenDesktop Setup Wizard.

Answer: C

Objective: Maintain Delivery Groups

Source: Citrix eDocs

<http://support.citrix.com/proddocs/topic/xendesktop-7/cds-create-update-desktops-wrapper-rho.html>

Sample Question 3

Scenario: A XenServer resource pool is used as the hosting infrastructure for a XenDesktop deployment. Delivery Controllers in the environment are unable to send power on commands to Server and Desktop OS machines.

What is a possible cause of this error?

- A. The Citrix License Server is unreachable.
- B. The Configuration Logging service is NOT running.
- C. The high availability for XenServer has NOT been enabled.
- D. The pool master for the XenServer resource pool is unreachable.

Answer: D

Objective: Troubleshoot Delivery Controller

Source: Citrix White Papers

http://support.citrix.com/servlet/KbServlet/download/2389-102-704421/CTX101810_28th_June_2013.pdf

Sample Question 4

Scenario: XenApp 6.5 is deployed in an environment. XenDesktop 7.6 was recently deployed in the same environment. A Citrix Administrator needs to update the License Server configuration settings for the XenDesktop 7.6 deployment. The administrator attempts to point the XenDesktop site to the License Server that currently hosts licenses for the XenApp 6.5 deployment but encounters an error.

What should the administrator do to resolve this issue?

- A. Restart the License Server.
- B. Confirm that port 27000 is NOT blocked by a firewall.
- C. Upgrade the License Server to the supported version.
- D. Change the license edition within Citrix Studio to the correct edition.

Answer: C

Objective: Troubleshoot licensing issues

Source: Citrix eDocs

<http://support.citrix.com/proddocs/topic/lic-find-by-version/lic-find-doc-by-version-c.html>

Contributors & Marks

Author

Tawnisha Reynolds

Subject Matter Experts

Arnd Kagelmacher
Bader El Khalfi
Bart Groot Zevert
Bart Van Vugt
Carl Behrent
Danny van Dam
Denis Gundarev
Florian Zoller

Gerjon Kunst
Hamdi Mehdi
AIME IRIGO ZACLO
James Hadden
Juan Pablo Otalvaro
Julien Sybille
Mark Maxfield
Marc van der Veer

Mathias Irmer
Max Oehmicke
Ramandeep Singh
Raymond Kain
Roy Textor
Ryan Mahon
Ryan Revord
Sean Dodson

Sergio García Muñoz
Sharin Yeoh
Sylvester Pillay

Notice

Citrix® Systems, Inc. (Citrix) makes no representations or warranties with respect to the content or use of this publication. Citrix specifically disclaims any expressed or implied warranties, merchantability, or fitness for any particular purpose. Citrix reserves the right to make any changes in specifications and other information contained in this publication without prior notice and without obligation to notify any person or entity of such revisions or changes.

© Copyright 2015 Citrix Systems, Inc. All Rights Reserved.

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval systems, for any purpose other than the purchaser’s personal use, without express written permission of:

Citrix Systems, Inc.
851 W. Cypress Creek Road
Ft. Lauderdale, FL 33309
<http://www.citrix.com>

Marks

The following marks are service marks, trademarks or registered trademarks of their respective owners in the United States and other countries.

Mark	Owner
Adobe®, Reader®, Acrobat®, Flash®, Macromedia®	Adobe Systems, Inc.
iPhone™, iPad™, Mac®, OS X®	Apple, Inc.
Citrix®, Citrix XenApp™, Citrix Access Gateway™, Citrix Online Plug-in™, Citrix Offline Plug-in™, Client for Java, Citrix Offline Plug-in™, Citrix Receiver™, HDX™, ICA®, MyCitrix™, Citrix Provisioning Services™, XenDesktop®, XenServer®, Citrix Desktop Receiver™, Citrix Receiver™, Citrix Go To™, GoToAssist®, NetScaler Gateway™, ShareFile®, Worx Home™, WorxEnroll™, WorxMail™, WorxWeb™, XenMobile	Citrix Systems, Inc.
IBM®, DB2®	International Business Machines, Inc.
Active Directory®, Microsoft®, Microsoft Internet Explorer®, Access®, Excel®, Outlook®, Word®, PowerPoint®, Office®, SQL Server®, SQL Express™, Windows®, Windows Server®, Windows Mobile®, Windows 7™, Windows XP™, Visual J#™, SharePoint™, Windows Vista®, Remote Desktop Services®, Windows PowerShell™, Windows Media®	Microsoft Corporation
Oracle®	Oracle Corporation
Java®	Sun Microsystems, Inc.
UNIX®	The Open Group

Disclaimer

This exam preparation guide is designed to provide candidates with necessary information about the 1Y0-201 exam, including study resources and ways to interpret the exam objectives to better enable candidates to assess the types of questions that may be asked during the exam. Please be aware that the content of this guide in no way ensures a passing score on the certification exam.