Deploying Citrix XenDesktop 7 Solutions

1Y0-300 Exam

Preparation Guide 5.0
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Disclaimer

This exam preparation guide is designed to provide candidates with necessary information about the exam, including study resources and sample questions which enable candidates to assess the types of questions that may be asked during the 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 the Preparation Guide and Exam

This guide provides a detailed description of the exam, including intended audience and topics covered, as well as direct links to resources used to build the exam, information on how to prepare for the exam and details on the types of questions the exam contains. The guide is intended to help candidates prepare for the 1Y0-300 Deploying Citrix XenDesktop 7 Solutions exam. Candidates should read this guide carefully before attempting this exam.

The 300 exam was developed to measure the minimum knowledge and skills required to deploy an enterprise environment consisting of Citrix XenDesktop 7 running on Windows Server 2012. Passing this exam means a candidate demonstrated the minimum level of knowledge and skills required to build, test, and roll out enterprise environments consisting of Citrix XenDesktop 7 running on Windows Server 2012.

This exam does not measure assessment, design, and management related skills. It also does not test on features included in Citrix XenDesktop Platinum edition.

1.2 Standard Setting

Citrix Education regularly beta tests the content of its high stakes certification exams. Once the questions are developed for an exam, Citrix Education releases them in a beta exam for FREE.

The Deploying Citrix XenDesktop 7 Solutions (300) exam was beta-tested from July 15 - August 6, 2013. A total of 227 candidates (34% from the Americas, 58% from EMEA, and 8% from APAC) took it and also completed a survey to determine how much experience they had with XenDesktop 7. A professional then analyzed the exam and survey results to determine which questions should be kept in the final versions of the exam. This analysis provided the basis for a recommended passing score and time limits for the exam. Once the passing score was determined, beta candidates who obtained that score or higher, received a passing result on the exam.

If you are interested in participating in future beta exams, please visit the [Citrix Education SME Hub](#) to create a profile and indicate that you are interested in taking beta exams.

1.3 Number of Questions

The 300 exam is a 64-question exam written in English. The exam consists of 57 multiple choice items and 7 simulation items. Some items on this exam are unscored.

1.4 Passing Score

The passing score for this exam is 66%.

1.5 Time Limit

Type of Candidate	Time Limits Allowed	Notes
Native English Speakers	180 minutes	
Non-native English speakers who take exam in countries where English is a foreign language	180 minutes +30 minutes (time extension)	Time extension granted automatically
Non-native English speakers who take exam in countries where English is NOT a foreign language	180 minutes +30 minutes	Must call Pearson VUE or register in person to explicitly request the time extension *A $7 USD surcharge will be added to phone registrations.*

*The time limit for this exam is 180 minutes. The total seat time is 215 minutes. The total seat time includes times allotted for the NDA and surveys.

1.6 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.vue.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.*

1.7 Certification Tracks

The 300 exam is a requirement for the Citrix Certified Professional – Virtualization (CCP-V) track.

This exam may also fulfill requirements for advanced certification tracks. For the most up-to-date certification information visit http://training.citrix.com/cms/education/certification/.

1.8 Citrix Exam Retake Policies

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. Beta exams may only be taken once.

Citrix Education monitors retake activity for breaches of this policy. Breach of this policy can result in sanctions up to and including a temporary ban from taking Citrix exams and/or decertification.

For more information on the Citrix Exam Retake Policy, please visit training.citrix.com/exams.

1.9 Citrix Candidate Conduct Policy

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.

To review the Candidate Conduct Policy, please visit training.citrix.com/exams.

1.10 Commenting During Live Exam

Citrix Education is committed to continually monitoring and updating our exams as needed. As a practice, Citrix Education regularly reviews and revises exams even after closing the beta period. Comments typed into the exam interface during an exam are considered when making decisions about revising questions.

Candidates are encouraged to use the commenting feature to provide feedback to Citrix Education. However, candidates should be mindful of the time used to provide comments on an exam as it will be subtracted from the allocated time of the test. Candidates can refer to the time clock at any time to view and be cognizant of the test time remaining.

2 The Intended Audience

2.1 Intended Audience

The 300 exam is focused on those topics that are most important to those who build, test and roll out Citrix XenDesktop 7 solutions. Citrix Education selected these topics based on feedback from subject matter experts (SMEs) who perform these tasks in the field.

The intended audience for the Deploying Citrix XenDesktop 7 Solutions exam is individuals who:

- Possess intermediate-level knowledge of virtualization technologies
- Have experience deploying virtualization solutions in enterprise environments, centered around the following use cases:
    - XenApp hosted shared desktops (PC Refresh)
    - XenApp hosted applications (Mobilizing Windows Applications)
    - XenDesktop, personal and persistent desktops (for VDI/PvD)

Those who build, test and roll out XenDesktop 7 solutions may have various job roles such as:

- Virtualization Engineers
- Virtualization Consultants
- Citrix Partners

3 Preparatory Recommendations for the Exam

3.1 Introduction

Citrix Education recommends that prior to taking this exam candidates have the knowledge, skills and abilities required to build, test, and roll out an enterprise environment that contains Citrix XenDesktop 7 on Windows Server 2012.

3.2 Recommended Knowledge and Skills

Specifically, candidates should have the following knowledge and skills prior to taking this exam:

- Knowledge of how the following Windows components integrate with Citrix technologies:
  - Active Directory Domain Services
  - Active Directory Certificate Services
  - Policies
  - Domain Name System (DNS)
  - Dynamic Host Configuration Protocol (DHCP)
  - Group Policy Objects (GPOs)
  - NTFS Permissions
  - Authentication and Authorization
  - Knowledge of IIS
  - Microsoft Windows Operating Systems
    - Windows 8
    - Windows 7
    - Windows Server 2012
- Roles and features of Windows Server 2012
- Knowledge of SQL 2008 R2 and newer
- Knowledge of SQL clustering and mirroring
- General networking skills (i.e. routing, switching)
- Knowledge of hypervisors
- Knowledge of shared storage configuration and management

3.3 Recommended Product Experience

We recommend that candidates have about six months of experience with the following tasks in a XenDesktop 7 solution:

- Installing Required Technologies
- Configuring Technical Components
- Testing Configurations

**3.4
Recommended
Course**

Citrix Education recommends that candidates have 6 months of hands-on experience with XenDesktop 7 prior to taking this exam. One of the best ways to do this is by taking formal Citrix training courses. The following course provides training on tasks related to building, testing and rolling out a XenDesktop 7 solution.

- CXD 300-4I: Deploying App and Desktop Solutions with Citrix XenDesktop 7 (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.

**3.5 Authorized
and
Unauthorized
Preparation
Materials**

Citrix Education now offers practice exams to help you prepare for your certification exams. Please click this link to learn more about this exciting new offering: http://training.citrix.com/cms/education/practiceexams.

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 practice exams and 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.

4   Exam Sections and Weights

4.1 Introduction

The 300 exam includes three (3) sections.

4.2 Section Titles and Weights

Each section of the exam is weighted as follows, totaling 100%.

Section	Weight
Installing Required Technologies	31%
Configuring Technical Components	61%
Testing Configurations	8%
Total	**100%**

4.3 How Section Weights Relate to Questions on the Exam

The section weights included in this guide are intended to help you in understanding how much of the exam is devoted to the topics listed. In fact, the percentages directly map 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).

Please be warned that section weights are NOT used to calculate your score. Scoring is far more complicated as exam questions may be given different weights based on their overall importance. 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.

For example, in an exam where each question is worth one point, a candidate's exam score can be calculated using the arithmetic mean. The candidate's final score would be:

Section	Number of Questions	Maximum Points per Question	Number of Questions Correct	Percentage Score per Section	Arithmetic Mean Score ((Section 1 + Section 2)/2)
1	4	1	2	50%	=(50%+50%)/2 = 50%
2	8	1	4	50%	

In the example above, the arithmetic means worked. However, if the same concept is used with questions that are weighted differently, that is, they have different maximum point values, this calculation would not work. See the example below.

Section	Number of Questions	Maximum Points per Question	Number of Questions Correct	Percentage Score per Section	Arithmetic Mean Score ((Section 1 + Section 2)/2)
1	10	1	7	70%	=(70%+30%)/2 =
2	10	10	3	30%	50%

The final score produced above is incorrect because 30 points in Section 2 weigh far more than 7 points in Section 1. On Citrix exams, we tend to calculate the final score as a percentage of:

Total Points Earned / Total Points Possible

Which means, the correct score should be:

(7 * 1) + (3 * 10) / (10 * 10) + (10 * 1)

Which is equal to: 37/110

And thus, the final score is 34%.

For more information on how scoring works in Citrix exams read the blog The Scoring Secrets for Citrix Exams - Divulged.

5   Exam Objectives and Resources for the Exam

5.1 Introduction

All questions on this exam were developed based on tasks and testing aspects identified by subject matter experts. Exam objectives and testing aspects are used to focus the exam on the most important concepts. The objectives and testing aspects for this exam can be found in section 5.3.

In this guide we list all of the objectives and testing aspects and provide you with suggested reading material to help prepare for the exam. In some cases, the objectives require that candidates have field experience including hands-on experience building, testing, and rolling out Citrix XenDesktop 7 in enterprise environments. By obtaining this experience, candidates are more likely to pass this exam.

5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Citrix Knowledge Base Articles	
Resource	**Location***
Using XenDesktop with Multiple Active Directory Forests	http://support.citrix.com/article/ctx122417
How to Install Desktop Director 2.1 on XenApp 6.5	http://support.citrix.com/article/CTX135749
Implementation Guide - Migrating from MCS to PVS	http://support.citrix.com/article/CTX129451
XenDesktop and XenApp Best Practices	http://support.citrix.com/article/CTX132799
XenDesktop FAQ - Personal vDisk	http://support.citrix.com/article/CTX131553
XenServer 6.2.0 Administrator's Guide	http://support.citrix.com/article/CTX137828
Adjusting the vCPU Count for dom0 in XenServer 6.1.0	http://support.citrix.com/article/CTX134738
Citrix StoreFront - Implementation Guide	http://support.citrix.com/article/CTX133185
How to Configure Desktop Pass-Through with Storefront and Receiver 3.x	http://support.citrix.com/article/CTX133855
Access Gateway Error: Could not Connect to Application (SSL Error 38)	http://support.citrix.com/article/CTX132767
Citrix eDocs	
Resource	**Location***
Add, remove, or move Controllers	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-mng-cntrlr-add-rm-mv-cntrlr.html

System requirements for XenDesktop 7	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-sys-requirements.html
Components in this release	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-overview-components-rho.html
Install using the graphical interface	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-get-started-new-install-gui.html
Delegated Administration	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-manage-delegatedadmin.html
Advanced configuration	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-monitor-advance-config.html
Enabling Domain Management	http://support.citrix.com/proddocs/topic/provisioning-7/pvs-ad-domain-enable.html
Deploy Receiver from Receiver for Web	http://support.citrix.com/proddocs/topic/receiver-windows-34/ica-client-deploy-from-rec-for-web.html
Configuring Receiver for Web Using the Configuration Files	http://support.citrix.com/proddocs/topic/dws-storefront-12/dws-configure-wr-conf-file.html
StoreFront	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-plan-storefront.html
Deploy virtual desktops to VMs using the XenDesktop Setup Wizard	http://support.citrix.com/proddocs/topic/provisioning-7/pvs-xendesktop-setup-wizard-readme.html
Create a Delivery Group application	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-create-deliv-group-application.html
Flash Redirection Policy Settings	http://support.citrix.com/proddocs/topic/xenapp65-admin/ps-ref-policies-multimedia-hdx-flash.html
Configuring Remote Assistance Permissions	http://support.citrix.com/proddocs/topic/director-10/director-cfg-remoteassist-permission.html
Configure the Universal Print Server	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-print-univ-print-server.html
Setup machine catalogs	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-get-started-current-set-up-catalog.html

Deploy virtual desktops to VMs using the XenDesktop Setup Wizard	http://support.citrix.com/proddocs/topic/provisioning-7/pvs-xendesktop-setup-wizard-readme.html
Securing Your Profile Management Deployment	http://support.citrix.com/proddocs/topic/user-profile-manager-sou/upm-plan-permissions.html
File Redirection policy settings	http://support.citrix.com/proddocs/topic/xendesktop-7/ps-console-policies-rules-client-drives-v3.html
Manage Personal vDisks	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-manage-personal-vdisks.html
Install using the command line	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-install-command.html
Remote PC Access	http://support.citrix.com/proddocs/topic/xendesktop-7/cds-remotepc-plan.html
To install and set up StoreFront	http://support.citrix.com/proddocs/topic/dws-storefront-20/dws-install.html
Configure NetScaler Gateway connection settings	http://support.citrix.com/proddocs/topic/dws-storefront-20/dws-configure-gateway.html
To add a NetScaler Gateway connection	http://support.citrix.com/proddocs/topic/dws-storefront-20/dws-add-gateway.html
Configuring IP Addresses on Access Gateway	http://support.citrix.com/proddocs/topic/access-gateway-10/agee-config-ip-addresses-on-ag-con.html
Configure StoreFront	http://support.citrix.com/proddocs/topic/dws-storefront-20/dws-first-auth-store.html
Configuring Session Policies and Profiles for CloudGateway	http://support.citrix.com/proddocs/topic/access-gateway-10/agee-clg-session-policies-overview-con.html
Configuring Email-Based Account Discovery	http://support.citrix.com/proddocs/topic/dws-storefront-12/dws-plan-account-discovery.html
Creating a Session Profile	http://support.citrix.com/proddocs/topic/access-gateway-10/agee-create-session-profile-tsk.html
Configuring Endpoint Analysis for Mobile Devices	http://support.citrix.com/proddocs/topic/access-gateway-10/agee-client-connect-mobile-device-epa-con.html

Configure HDX Insight	http://support.citrix.com/proddocs/topic/xendesktop-7-cds-monitor-config-hdx.html
Diagnose user logon issues	http://support.citrix.com/proddocs/topic/xendesktop-7-cds-help-logon-user.html#cds-help-logon-user
Additional URLs	
Resource	**Location***
NTFS File Permissions for Roaming Profiles	http://technet.microsoft.com/en-us/library/cc757013.aspx
Citrix XenServer 5.6 Service Pack 2 Installation Guide	http://support.citrix.com/servlet/KbServlet/download/27193-102-666373/installation.pdf

*Links are subject to change

5.3
Sections, Objectives and Testing Aspects

Section 1: Installing Required Technologies		
Objective Number	**Objective**	**Testing Aspect**
1.1	Configure Active Directory	How
1.2	Set SQL permissions for service accounts/administrator	How
1.3	Configure database fault tolerance	Why
1.4	Configure licensing	How
1.5	Determine which components need to be installed	What
1.6	Understand communication flow and architecture	What is the flow or architecture
1.7	Configure Citrix policies using GPOs	Why
1.8	Determine which factors to consider when installing Citrix Delivery Controller	What factors to consider
1.9	Install the Virtual Delivery Agent	How
1.10	Configure a site, including connecting to a server host	How
1.11	Delegate administrative rights	How
1.12	Set up Citrix Director	How
1.13	Create a diskless VM for Provisioning Services	How
1.14	Install Provisioning Services	How
1.15	Deploy Citrix Receiver	How
1.16	Determine installation and configuration considerations for StoreFront	What considerations
Section 2: Configuring Technical Components		
Objective Number	**Objective**	**Testing Aspect**

2.1	Configure virtual desktops	How
2.2	Configure policies	Why
2.3	Configure the user experience	How
2.4	Configure shadowing permissions	How
2.5	Publish hosted applications	How
2.6	Configure printing policies	How
2.7	Set up the Universal Print Server	How
2.8	Create desktops	When
2.9	Migrate from Machine Creation Services to Provisioning Services	How
2.10	Configure high availability for Provisioning Services	Why
2.11	Configure shared folder and NTFS permissions for Roaming Profile folder	How
2.12	Configure profiles (including offline profiles)	How
2.13	Streamline user profiles	How
2.14	Configure Personal vDisk	What considerations
2.15	Configure Remote PC Access	How
2.16	Create a resource pool for virtual desktops using XenServer	When
2.17	Determine the appropriate shared storage	Why
2.18	Configure high availability for XenServer	How
2.19	Configure the network interfaces	How
2.20	Optimize DOM0	How
2.21	Configure the StoreFront store	How
2.22	Configure access to StoreFront through NetScaler Gateway	HowHow
2.23	Configure remote user access	How
2.24	Configure CNAME and ALIAS for Receiver for Web and Receiver Controller	How
2.25	Configure high availability for StoreFront	Why
2.26	Configure session profiles	When
2.27	Configure NetScaler Gateway to accept user connections using email-based discovery	When
2.28	Configure ICA proxy	How
2.29	Configure NetScaler Gateway for load balancing StoreFront servers	How
2.30	Configure end point analysis scans	How
Section 3: Testing Configurations		
Objective Number	**Objective**	**Testing Aspect**
3.1	Test backup servers/mirroring/clustering	How
3.2	Test user experience	How

| 3.3 | Verify the effects of the user profile | Why |
| 3.4 | Verify enumeration of applications and desktops | Why |

6   Interactive Item Usage

6.1 Introduction

The 300 Deploying Citrix XenDesktop 7 Solutions exam consists of traditional multiple-choice items and simulation items. The simulation items are interactive and allow candidates to answer questions by interacting with the interface.

All multiple-choice items and simulation items store the selected answers so that candidates may revisit the item and see their previously selected responses.

7 Simulation Item Types

7.1 Introduction

This exam includes 7 simulation items. The purpose of this section is to describe the look and feel and functionality of simulation items. This section of the preparation guide provides a tutorial on the user interface, scoring and answering rules, and timing matters for this unique item type.

The 300 exam consists of some unique features that candidates need to know before attempting the exam. The user interface for this exam has been customized to meet the needs of the unique items. However, this exam also contains some standard exam components.

All of the simulation items in the 300 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', 'Next' and 'Design Document' buttons. These buttons can be used to navigate forward and backward as well as to view the Design Document related to this exam.

7.2 Helms in the Exam at VUE

In the right 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 Simulation Items

Simulation items are used to test candidates' abilities to complete specific configuration tasks. When this type of item is delivered, candidates are expected to read and synthesize information included in the scenario and then complete the listed tasks in accordance with best practices.

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

Figure 1 is an example of the main window for a simulation item in the Pearson VUE environment.
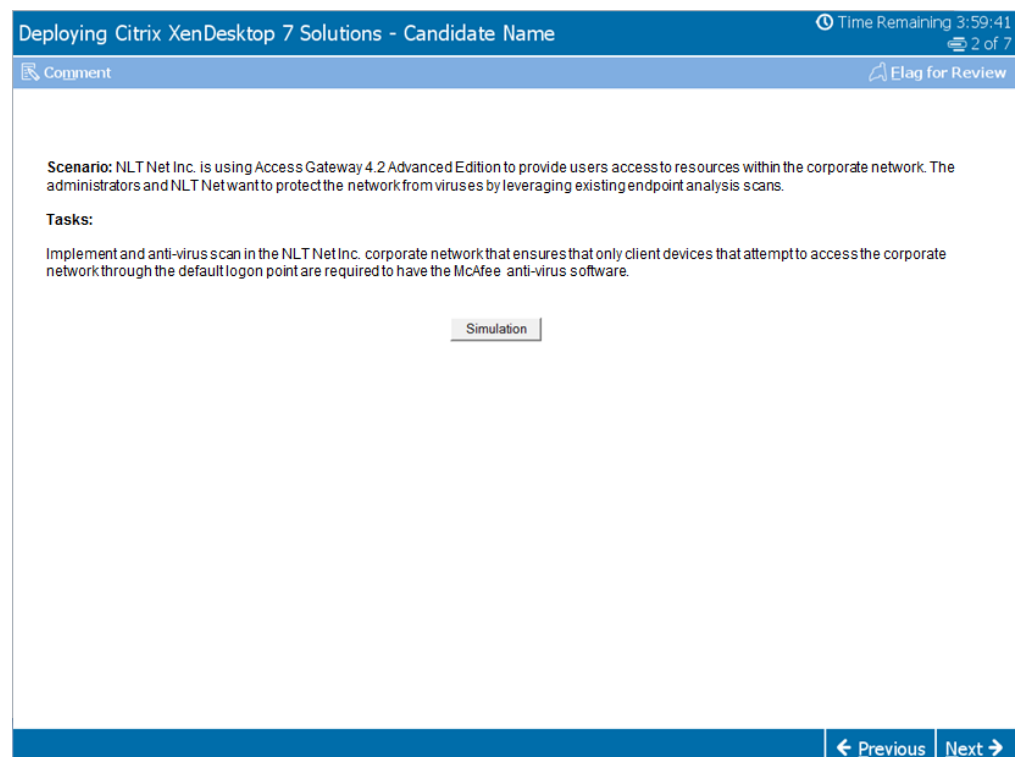
Figure 1: Main window for a simulation item

Once the 'Simulation' button is clicked and the simulated environment is launched, candidates 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; it can be closed or reopened by simply clicking the 'X' button in the upper right corner.

Figure 2 shows an example of the simulated environment with a floating window.
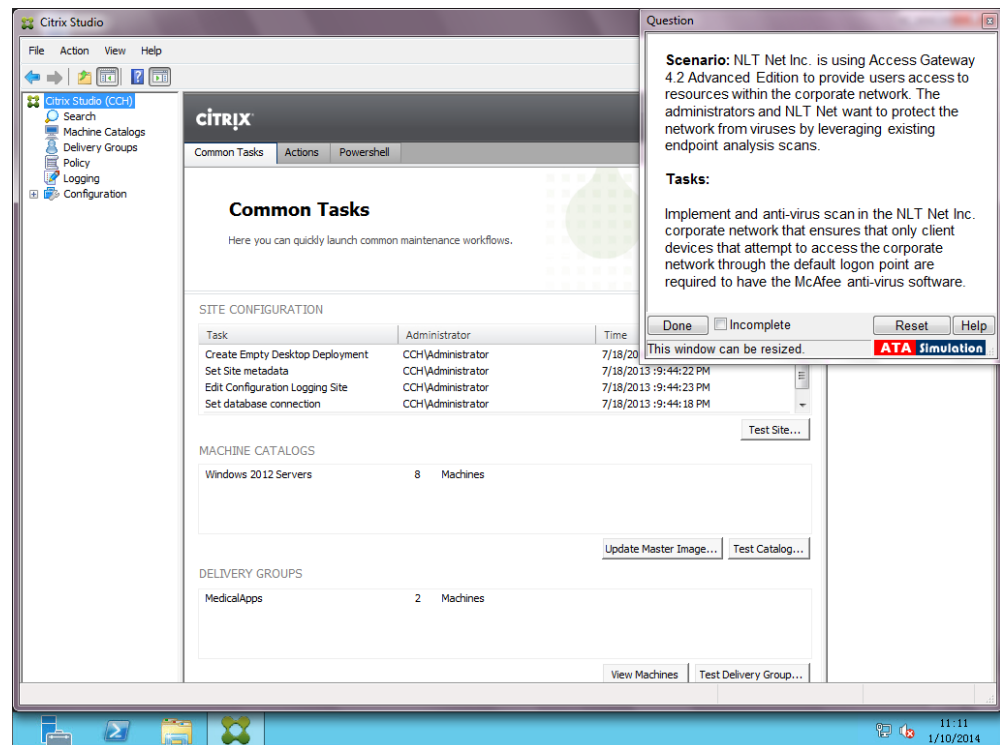
Figure 2: Simulated environment with a floating window

The simulated environment looks identical to the real user interface of the product with which candidates are familiar. Consoles can be minimized or closed; consoles can be reopened using the icon on the desktop or the task bar.

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

By default, the floating window resides in the upper-right corner of the simulated environment. Candidates can move or resize the floating window as needed. When candidates 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 candidates configure any settings or complete the required configurations, they still have to click the 'Done' button to exit the simulated environment. Candidates 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 candidates try to visit the simulated environment for a simulation item that has been visited on a previous occasion, the following warning message appears:
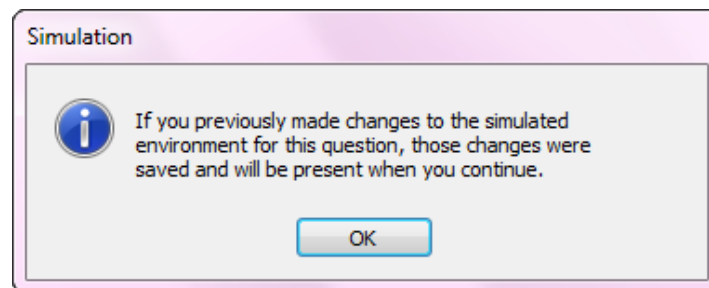

Figure 3: Standard Warning Message

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 test center's computer, candidates may experience a slight delay after clicking the 'Done' button. While such delays are rare, if they occur, Citrix recommends that candidates 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 candidates 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, candidates may review the items they marked as incomplete.

Candidates 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. Candidates should only use the 'Reset' button if they want to reconfigure the simulated environment from its original state. 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 candidates on how to use simulations. This help text is not customized to the specific items and will not guide candidates on how to make specific configurations for an item.

Figure 4 is an example of the floating window.
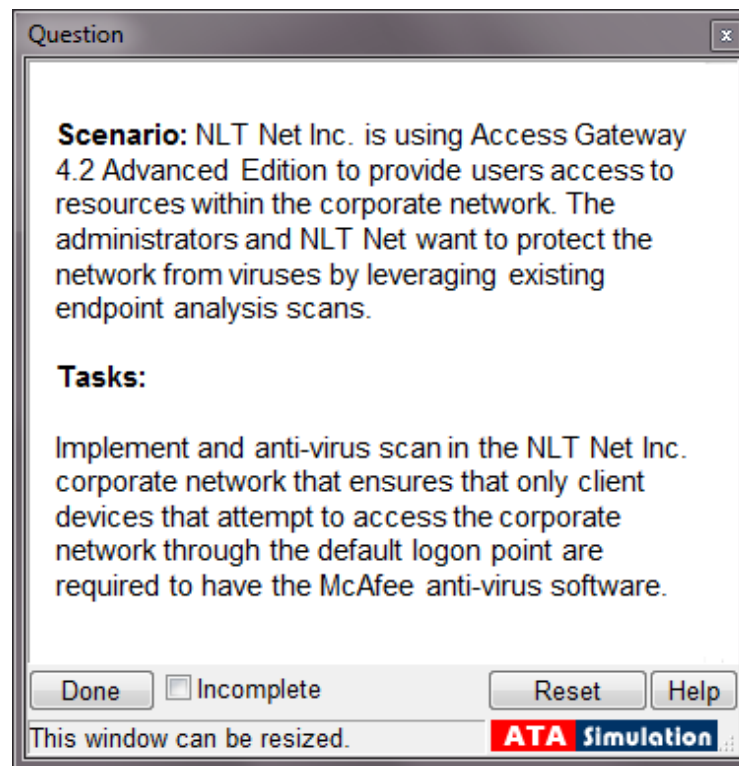
Figure 4: Floating window

8   Scoring and Answering Process

8.1 Scoring

In order to receive points on a simulation item, candidates 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 in which a best practice is identified, candidates are expected to adhere to the best practice.

Based on the nature of what is being tested, candidates may receive partial credit for completing some of the required tasks. The exam was designed to allow for partial scoring. Candidates 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.

8.2 Answering Process for Simulation Items

SMEs identified the most common paths candidates may take to perform the tasks included in a simulation item. As such, candidates 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 various menu options, mouse clicks, keyboard inputs and multiple consoles as needed. While the Exam Development team endeavored to ensure that the most common ways to complete a task were available in the simulation items, some actions may be excluded or otherwise unavailable within the simulation. In those limited cases in which an action is not allowed in a simulation, candidates will need to use an alternative, correct action to complete the required configurations.

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

9   Time Matters for this Exam

9.1 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 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.

Candidates configuring a 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.

10   Appendix: Practice

10.1 Introduction

Exam-takers should refer to the objectives and testing aspects listed in section 5 of this guide in order to determine not only which topics will be on the exam but also *how* these topics will be tested.

For example, if the **objective** reads, "*Identify the appropriate plug-in to use*," and the **testing aspect** reads, "*When*," 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 type should the administrator instruct the end users to install?*

The objectives and testing aspects for this exam were developed by Exam Project Managers and subject matter experts based on identified tasks that relate to building, testing, and rolling out a Citrix XenDesktop 7 solution. The number of questions written for each objective relates directly to the importance of that objective as it relates to building, testing, and rolling out, and is proportional to how frequently that task is performed.

10.2 Sample Question 1

A Citrix Engineer needs to utilize the cross-platform feature of Citrix Profile Management.

Based on Citrix documentation, what should the engineer configure on the folder that stores the definition files?

A. Modify permissions for Creator Owner to Read-Only.
B. Remove authenticated users from inheriting permissions on subfolders.
C. Set an ACL to define read access for authenticated users, and read-write access for administrators.

D. Set an ACL to define read/write access for authenticated users, and no permissions for administrators.

Answer: C
Objective: Configure shared folder and NTFS permissions for Roaming Profile folder
Testing Aspect: How

Source: Citrix eDocs
http://support.citrix.com/proddocs/topic/user-profile-manager-sou/upm-plan-permissions.html

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10.3 Sample Question 2

Leadership decides that external Android access will NOT be supported, so a Citrix Engineer needs to deny access to Android-based devices.

Which policy should the engineer use to accomplish this goal in NetScaler?

A. HDX
B. Traffic
C. Session
D. Authentication

Answer: C
Objective: Configure session profiles
Testing Aspect: When

Source: Citrix eDocs
http://support.citrix.com/proddocs/topic/access-gateway-10/agee-client-connect-mobile-device-epa-con.html

11   Appendix: FAQ

**11.1
Introduction**

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

11.2 FAQ

Question	Answer
How is the exam graded?	When a candidate selects an option as the correct response to an item or configures a setting or set of settings, those settings are saved in the exam when the candidate clicks the 'Next' or 'Done' button. At the end of the exam, when candidates click the 'End Exam' or 'Exit Exam' button, the final responses to the items on the exam are graded using scripts and scoring logics.
How are my grades calculated?	A complex but thorough grading algorithm is used to calculate your final score. Your grades are calculated using the scores you receive for each item. **Note**: 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.
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 'Incomplete' check box, and click the 'Done' button? Will the item be scored?	Yes, the configured setting will be saved, but the item will be flagged as 'incomplete' so that you may revisit it at 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 of whether the item is marked as 'Incomplete' or not.
What happens when I configure the simulated environment, but then make a change to a	The particular setting you change will be updated, but all the other settings will remain the same.

particular setting in the environment and click the 'Done' button?	
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?	The old setting and the new settings are saved and graded at the end of the exam.
What is the function of the 'Reset' button?	The 'Reset' button clears the simulated environment and returns the item to the state it was originally in when the candidate first launched it.
What is the function of the 'Done' Button?	The 'Done' button saves whatever configurations or changes you make within the simulated environment and returns the item to the main window.
What is the function of the 'Incomplete' checkbox?	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.
What is the function of the 'Return to Question' button?	The 'Return to Question' button returns the simulated environment item to the main window for that item.
What happens if I launch a simulated environment, do not perform any configurations, click the 'Done' button, and move to another item? Is it marked incomplete?	No, the item is saved, and it does not appear as an incomplete item unless you mark it as incomplete using the '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 require a short but noticeable period 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 other 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 waiting time for you. If you click a button continuously for a very long period,

	you may cause your exam to crash. Citrix suggests that candidates 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 few seconds, and the exam will load/reload. The exam screen may go blank for a few 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 configuration steps are those steps that, if not configured properly, would result in 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.
How many steps can I miss before failing an item?	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, candidates could miss one or several non-critical steps and still receive partial credit depending on the item.
How do I know if the simulation is functioning correctly?	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.

Note: If you are trying to configure something and you notice that the simulation is not allowing you to configure as you would like, **STOP**, re-read the scenario and tasks and try to configure the item again. |
What should I do if I cannot find what I am looking for within the simulated environment?	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.
Can I explore in the simulated environment and will I be penalized for doing so?	Yes, you can explore the simulated environment. And no, you will not be penalized by any means for exploring the environment.
Will I be penalized for doing more than is requested to answer a particular item?	No, you will not be penalized for doing more than is required; however, Citrix advises that you do not "over configure" any settings, as this will not give you extra credit and could result in errors, which could decrease your score.
Are the items on the 300 exam conditional?	No, the 300 exam items are not conditional. Your response to each item is treated independently and will not affect your response to the next item.