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Vendor: Citrix

Exam Code: 1Y0-A16

Exam Name: Architecting a Citrix Virtualization Solution

Version: Demo

Testlet 1**Executive Summary**

Healthy Helping Hands is a multi-national health care equipment company with operations in 10 countries. The organization manufactures and distributes a variety of health care products ranging from its unique baby breathing devices to diabetes supplies to wheelchairs.

Based on current projections, Health Helping Hands expects to expand the company primarily through small, targeted acquisitions, as well as a modest amount of organic growth. The organization has been affected by numerous technical challenges, specifically with delivering applications to its users-4,000 employees, approximately 500 of which are contractors. In addition, because the timing and size of acquisitions is unpredictable, the IT staff must have the ability to adjust the technical integration of newly acquired companies to accommodate unpredictable timing: for example, while a period of several weeks or months may have been planned, the integration may need to be completed in several days. These challenges caused the company to investigate the Citrix Delivery Center offerings, leading to the CIO's decision to move forward with those Citrix Delivery Center products and features that address IT and user needs.

With users spread throughout numerous offices, some with and some without IT staff, it is imperative that supportability, administration and security are factored into the new solution. However, for the 4,000 employees and contractors within the organization, the CIO has mandated that users should be provided with a highly available virtualization solution that best suits their job function.

1.1 Current Citrix Environment

Healthy Helping Hands currently runs a Citrix Presentation Server 4.0 farm based on Windows Server 2000 that services the Human Resources (HR) applications. Because this product has reached 'end-of-life' and is no longer supported, and this farm has had numerous growth issues, the CIO has designated that the new design will incorporate XenApp, XenDesktop, and/or XenServer as appropriate to address present and future application and access requirements. However, before moving into the design phase, the current Presentation Server environment, as well as infrastructure, user requirements, applications and related areas have been assessed to determine current status, issues and considerations for the new design.

The Consulting project team worked on-site at Healthy Helping Hands during the week of February 1-5, 2010, conducting this Infrastructure Assessment as defined in the Statement of Work, dated January 20, 2010. This document represents the deliverable for the Infrastructure Assessment phase of the project.

1.2 Key Project Findings

During the week of February 1, 2010, an assessment of Healthy Helping Hands' Application Delivery environment was conducted and the project team determined several key findings:

- The current environment is built on 32-bit architecture, although some hardware may support 64-bit architecture.
- The CIO wants to migrate all IT platforms to 64-bit during upgrade/replacement programs only.

1.3 Next Steps

After thoroughly reviewing this document Healthy Helping Hands should take the following actions within the short term (one-to-two weeks) and long term (several weeks or longer):

Long-Term Activities:

- Migrate all IT platforms to 64-bit for compatibility and support

1.4 Issue Status and Resolution

The following issues were also addressed during the course of this assessment:

Issue	Description	Status	Assignment/Resolution
Printing	Print jobs intermittently fail	Closed	Printer bandwidth had been set to 10Kbps on some servers, thus users perceived that print jobs were failing when they were actually just very slow. Printer bandwidth limit was removed where it existed.
Logon time slow	Users report that logon can sometimes take two minutes or more	Closed	Terminal Server roaming profiles were only configured for some users and these were housed on an antiquated file server running on Windows Server 2000; however the antiquated file server is no longer being used and local profiles were implemented. Policies and profiles should be revisited during the upcoming design effort. The following steps were taken to perform a pilot test of EdgeSight and collect information on the slow logon times: <ul style="list-style-type: none"> • Installed EdgeSight server with the appropriate software versions for all prerequisites documented in the EdgeSight Installation Guide. • Installed the EdgeSight Web Server, SQL Server 2005 SP2 Database with Reporting Services and EdgeSight console on a single server for the pilot. • Installed the EdgeSight agent on all eight of the servers in the Presentation Server 4.0 farm. • Configured EdgeSight to use the default worker and agent settings. • Verified that all eight of the agents reported to the EdgeSight console within the first 24 hours after installation.
Users cannot log on	During logins, users intermittently receive "no license" errors	In progress	Terminal Server and Citrix licensing has not been monitored since the current farm was installed and the user base has increased. License information is required to assess usage patterns and license denial.

Users

Currently, only the Human Resources group accesses applications hosted on Citrix Presentation Server 4.0. HR users typically log onto the HR applications suite as needed, approximately two or three times throughout the day and then log off when finished due to security requirements. When a new Human Resources employee joins the company, he/she is added to this group and thus gains access to the HR applications suite.

In general, this group reports overall satisfaction with application access through Presentation Server. However, some users have reported printing issues as described in Section 1.4.

With the exception of the San Francisco and New York locations where the majority of the IT staff is located, users are generally frustrated with the IT staff because of hardware and application access issues associated with traditional application delivery. In formal and informal settings, the CIO has presented the concept of virtualizing applications and desktops, and users have responded favorably. Thus, the CIO has decided that Healthy Helping Hands will virtualize all applications and desktops, making the delineation based on job requirements.

Client Devices

All of the HR users currently accessing the Presentation Server-based applications do so by means of Windows XP or Windows Vista laptop or desktop computers.

With the exception of Customer Service, most office users have computers that run Windows XP or Vista. The manufacturing employees have access to locked-down antiquated computers on the manufacturing floor and common areas. For several years, the Manufacturing Department has reported numerous problems related to frequent equipment failures. This has normally been blamed on the environmental conditions, such as dust, dirt and vibration, found on the manufacturing floor. The Customer Service employees also have antiquated computers. Both the manufacturing and customer service devices will be replaced with new thin client devices as part of this initiative.

Some employees have purchased their own handheld devices, such as iPhone, HP iPAQ with Windows Mobile and Blackberry. As part of an earlier initiative, Microsoft ActiveSync is installed on the Citrix servers to facilitate Windows-based PDA sync for a small group of users. This feature is still available but should be disabled for security reasons. These devices are not officially supported by the IT department at Healthy Helping Hands; only "best effort" support is provided.

Current breakdown of computer devices at Healthy Helping Hands:

Device Type	# of Devices	Operating System	Browser	Citrix Plug-Ins				
				Presentation Server	Streaming	Single Sign-On (Password Manager)	Access Gateway	Other
Windows 2000	250	Windows 2000	IE 6	N/A	N/A	N/A	N/A	N/A
Windows XP	1000	Windows XP	IE 6/7	Web Versions 10.x-11.x	None	None	None	None
Windows Vista	1000	Windows Vista	IE 7/8	Web Versions 10.x-11.x	None	None	None	None
Macintosh	10	Mac OS X (Intel)	Safari 4	N/A	N/A	N/A	N/A	None

Applications

The HR applications suite, named PositivelyPeople, is based on a front-end application that provides access to various modules, including payroll, time sheets, vacation requests, new hires and former employees. The sensitive data in the PositivelyPeople application must be treated with strict confidentiality and must only be accessible to members of the HR user group; distribution of the data must be prevented. The output of the modules can be in either Microsoft Word or Excel file formats, so these applications are co-located with PositivelyPeople on the same Presentation Servers and likewise presented as published applications. Thus, users are presented with three applications, PositivelyPeople, Word and Excel, and within these applications each user creates his/her own customized view. Installation of PositivelyPeople is performed manually based on a thoroughly documented process, and Installation Manager is used to deploy Word and Excel. Because only these three applications are published, there is no process for testing and integrating new applications. All applications are published with consistent settings.

In addition, all users require access to office productivity applications including e-mail

Several months ago, Healthy Helping Hands explored hosting the CAD application on XenApp 5.0 Platinum for Windows Server 2003 (x86), but only a maximum of five concurrent user sessions could successfully be hosted on each server due to heavy resource requirements even with CPU and memory optimization enabled.

The vendor for PositivelyPeople has tested and certified the application to run on Windows Server 2008. The vendor has also found that leveraging High Availability for XenApp applications would be beneficial.

Breakdown of all user groups and their application requirements:

User Group	Responsibilities	Application Requirements and Comments	Location	User Count
Engineers	Design the latest products and enhancements	Primary requirement is access to high-resource CAD application.	Based out of corporate and regional offices	100
Manufacturing	Read the latest product designs and integrate into production floor setup	Most users are based on the factory floor and are not computer savvy; they require access to a time clock and one ERP application to log completed projects. Managers require access to the full ERP suite.	Based out of Mexico City and Hong Kong locations	3000
Finance	Tabulate sales and financial information	Users require access to a suite of sensitive financial data applications, including payroll. Individual print jobs may sometimes be very large.	Based out of corporate and regional offices	200
Human Resources	Assist with new employees and termination guidelines, as well as benefits	Users require access to a suite of sensitive HR applications. Printing security is a high concern.	Based out of corporate and regional offices	100
IT	Build and maintain the infrastructure used to support business activities	Most users require access to all applications for administration purposes.	Based out of physical data center locations only	150
Marketing	Develop advertisements and marketing campaigns utilizing various forms of media	Primary requirement is access to high-resource marketing design application and CRM database. This group sometimes has complex printing requirements.	Based out of corporate offices	200
Sales	Generate revenue based on face-to-face customer contact	Users require access to ERP and CRM applications; they are moderately computer savvy.	Corporate, regional, branch and virtual offices with frequent travel to customer locations	150
Customer Service	Take orders and provides product support for customers	Users require access to ERP and CRM applications; each minute of downtime costs \$1,000 USD.	Based out of corporate offices	50
Contractors	Perform various short-term tasks, most commonly with IT or Engineering	Requirements depend on assigned task; however, data security is the foremost concern.	Most commonly but not always based out of corporate offices	500

Application Access

Users access applications by means of the Web Interface The internal Web Interface site, , is accessible to all employees but only presents applications to the Human Resources group at this time If the Web Interface will be used in the future environment, this URL should be used because this employee group is already familiar with it.

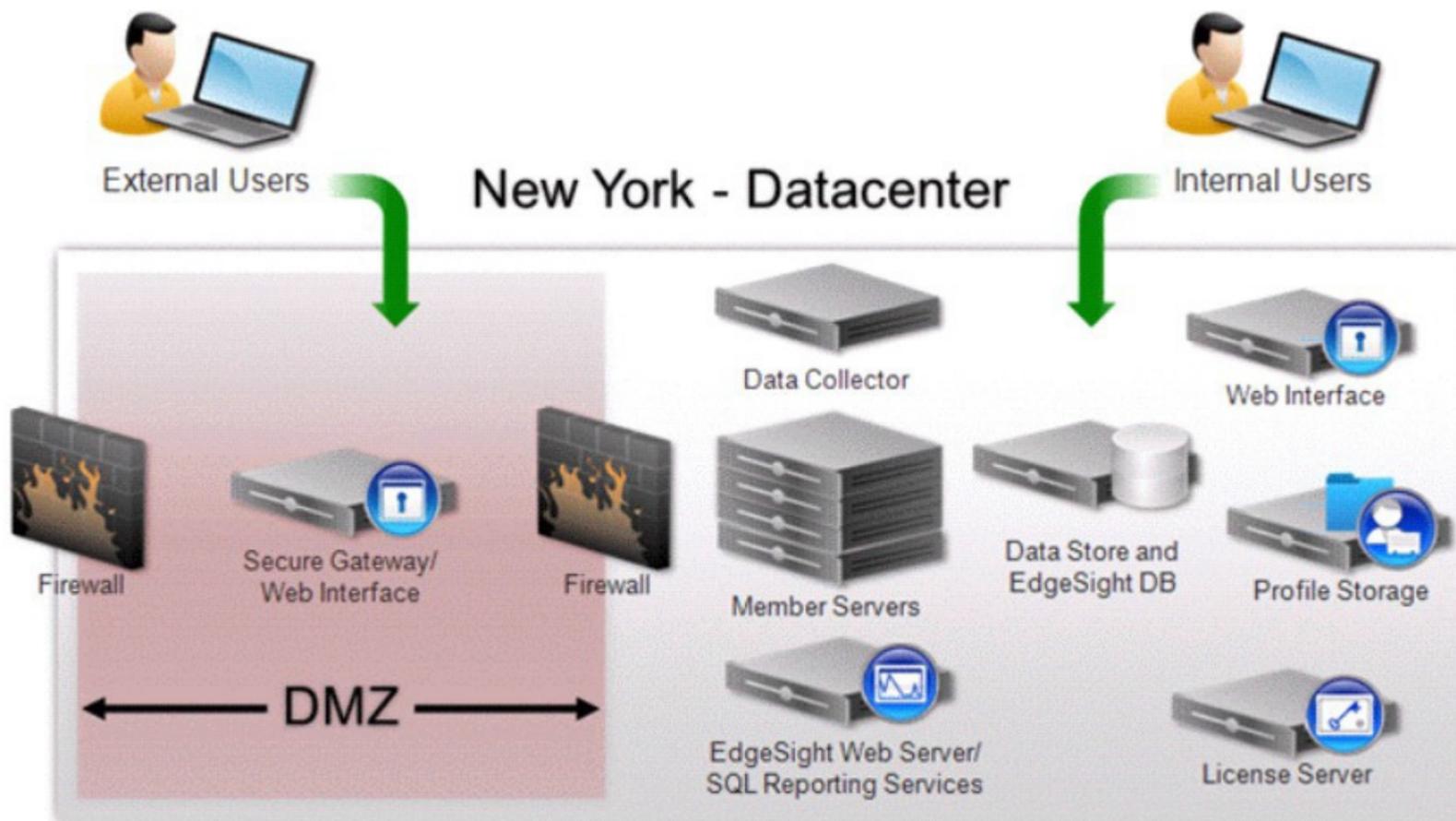
Most of the HR users access their application suite internally, however, the IT staff recently created a Secure Gateway/Web Interface server in the DMZ so that users could access their applications while traveling. However, this server is based on older hardware and has had intermittent issues over the past few weeks. Thus, most HR users can no longer rely on having remote access to their applications.

In the new environment, all employees should have remote access to their applications and/or desktops, with the exception of manufacturing floor employees and contractors.

XenApp Farm

TheXenApp farm is based on the following:

- One dedicated data collector
- One internal Web Interface server
- One Citrix/Microsoft Terminal Services license server
- One SQL Server 2005 server hosting the Data Store and EdgeSight databases
- One web server hosting EdgeSight web server and SQL Reporting Services
- One antiquated file server hosting old user profiles
- One Secure Gateway/Web Interface server located in the DMZ
- Eight Presentation Server 4.0 servers



Hotfix Rollup Pack 2 (PSE400W2K3R02) is the only hotfix installed on each of the Presentation Server 4.0 servers.

A Citrix policy is configured for all Human Resources group users and has these characteristics:

Policy Name	Connection Type & Filter	Policy Setting\ Group	Configuration
HR Users	All servers	Client Devices\Resources\Audio	
		Turn Off Speakers	Enabled
		Client Devices\Resources\Drives	
		Mapping	Enabled: Turn off Floppy disk drives, hard drives, CD-ROM drives, and remote drives.
		Printing\Client Printers	
		Auto-Creation	Enabled: Auto-create the client's default printer only
		Printer Properties Retention	Enabled: Saved on client device only

The Advanced Load Evaluator has been applied to all servers in the farm.

Virtualized Desktops

At the current time, virtualized desktops are not used. Published desktops are only made available to administrators, and all users in the HR group access their three applications by means of published applications. Because all applications will be virtualized in the future, Healthy Helping Hands will consider published desktops or virtualized desktops for users based on what is deemed most appropriate. The CIO has determined that where virtualized desktops will be used, High Availability is required.

Databases

A single SQL Server 2005 server currently houses only the Presentation Server 4.0 data store and Edge Sight databases. This server is maintained by the Healthy Helping Hands database administrators, and a full backup is performed each night as part of the regular maintenance program.

Citrix Database	Database Type and Version	Server	Shared or Dedicated	Database Backup Type/Frequency	Redundancy/High Availability
Data Store	SQL Server 2005	HHHS QL01	Shared with ES database	Full/nightly	None
Resource Manager Summary Database	Not used				
Configuration Logging	Not used				
EdgeSight	SQL Server 2005	HHHS QL01	Shared with Data Store database	Full/nightly	None
Password Manager Central Store	Not used				
SmartAuditor	Not used				

The backend database for the Positively People application is housed at the main data center. It is based on a clustered configuration of SQL Server 2005. Healthy Helping Hands is moving all databases to SQL Server 2008 based on robust new hardware and virtualized servers. They would like to transition the Citrix and Positively People databases to this new platform as soon as reasonably possible.

Windows Server and Active Directory

The Presentation Servers are based on Windows 2000 Server. Healthy Helping Hands understands that Microsoft has ended support for this platform and plans to move to Windows Server 2003.

The Terminal Services License Server is hosted on a single domain controller with 100 Client Access Licenses (CALs). Because Windows XP devices include embedded Windows 2000

Server Terminal Services licenses, only about half of the Terminal Services CALs have been consumed.

The IT staff of Healthy Helping Hands has built all of the servers in the Presentation Server farm manually. These servers have been in service for several years with no significant changes, so the

process of building or rebuilding a server has not been a regular part of maintenance tasks.

However, an automated, easy-to-use server build process must be incorporated as part of the new farm design.

The Citrix-related servers are housed within Active Directory as follows:

- Domain, healthyhelpinghands.com
- Organizational Unit (OU). Citrix Servers
- OU: Presentation Servers (contains the Data Collector and member servers in the production farm)
- OU: Other (contains all other servers)

No logon scripts are enabled for users; Healthy Helping Hands abandoned logon scripts last year in favor of Group Policy Objects.

Healthy Helping Hands applies a minimal set of Group Policy Objects (GPOs) to the Presentation Servers. Only one GPO is applied directly to the Citrix Servers OU, which configures Internet

Explorer settings. Other policies are applied at a higher level and include settings for Windows Updates.

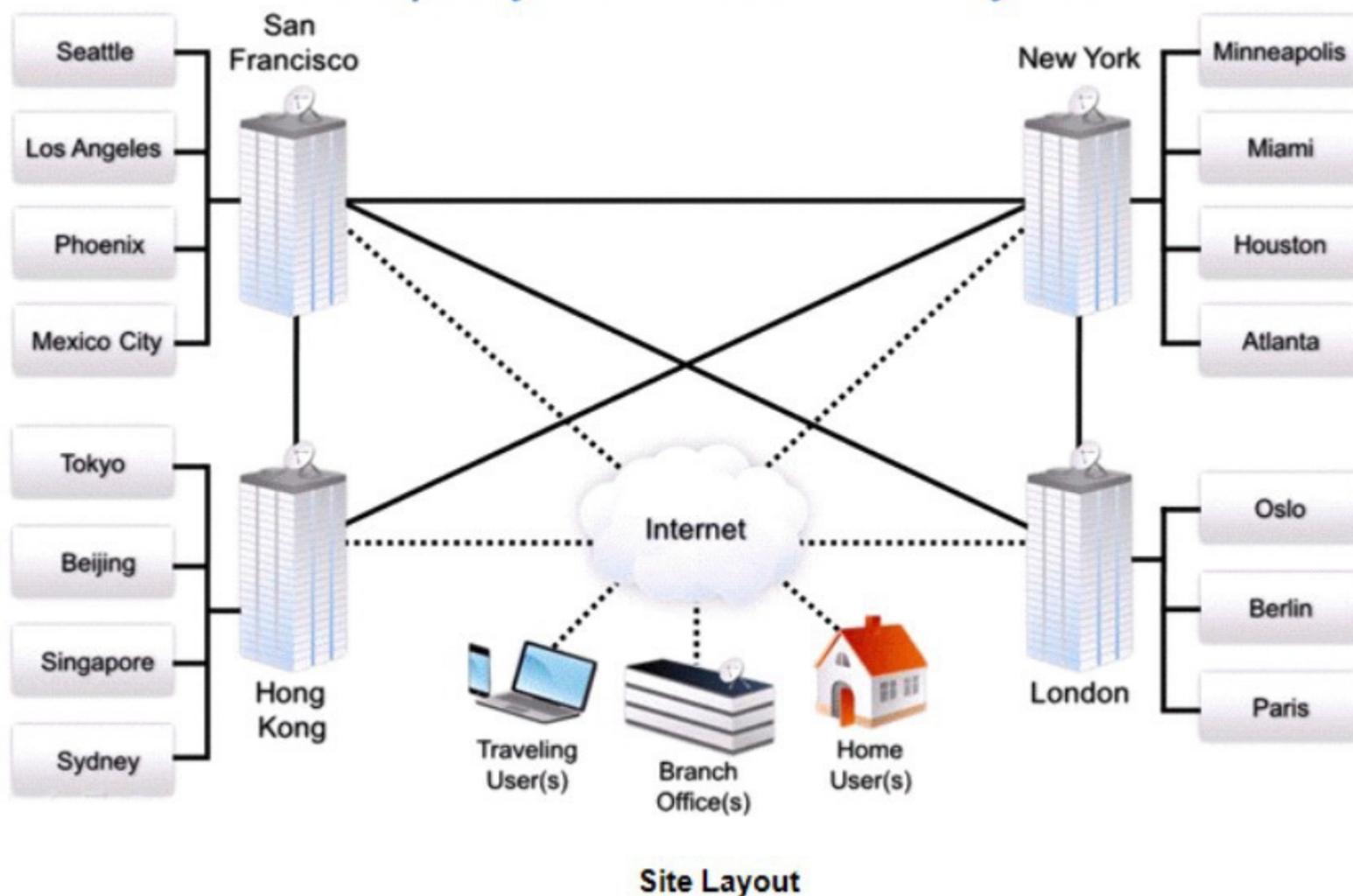
Roaming profiles were implemented previously, but issues were experienced with one of the Positively People modules. Instead, local profiles are being used and administrators must

manually delete the profiles when necessary. No Terminal Services-specific home drives have been implemented, as they have been deemed unnecessary.

Network Architecture

The site layout of Healthy Helping Hands:

Company-wide Network Layout



Site Layout

Healthy Helping Hands is a worldwide organization comprised of four data centers in New York, San Francisco, London and Hong Kong and numerous regional offices each connected by a private wide area network to a data center. Additionally, hundreds of users work from small regional offices. Approximately 20% of all users work from home offices or travel part-time. This is likely to increase significantly due to a new flexible working policy for corporate users. Because of this, reliability of remote access will become more important. The CIO has emphasized that internal WAN traffic must be kept to a minimum. As such, each user has a "home" data center, to which he/she primarily connects; if there is a failure, virtualized applications should fail over to the designated backup data center. Based on this architecture, the data centers are designed to support specific functions:

Data Center	Data Center Connections	Functionality
New York	3 (San Francisco, London, Hong Kong)	Americas East and primary data center
San Francisco	3 (New York, Hong Kong, London)	Americas West data center and backup/disaster recovery site
London	2 (New York, San Francisco)	European data center
Hong Kong	2 (New York, San Francisco)	Asia Pacific data center

Enterprise Storage

User data is stored on the HP SAN. Healthy Helping Hands plans to have a Hewlett-Packard Storage Works solution with a capacity of more than 1000TB space physically located at each of the four main data centers. Initially, only about 200TB of space will be used, and there is an internal effort underway to delete files that are no longer required. Healthy Helping Hands plans to upgrade the storage solution in order to incorporate redundancy, High Availability and replication between the primary and backup data centers.

Server Hardware

Characteristics of all physical servers associated with the Presentation Server 4.0 environment:

Facet	Citrix Servers
Number of Processors	2
Processor Type	Intel Xeon 64-bit compatible
Processor Speed	1.5.0Ghz
Memory (GB)	4GB
Disk Capacity	5x36GB
Disk Speed	SCSI
RAID	RAID5 with Hot Spare
Maximum NIC Speed	1000Mb/Full (set to Auto)
Management Software	IBM Director

Going forward, Healthy Helping Hands is planning to purchase new hardware to support the planned virtualization environment. This capital expenditure has received preliminary budgeting approval; however, where feasible and reasonable, server virtualization should be incorporated in order to maximize the efficiency of data center operations.

Security

Users log on to the Presentation Servers based on Active Directory credentials. In addition, the Positively People application requires secondary credentials. Healthy Helping Hands explored using Citrix Single Sign-on (Password Manager), but the rollout failed because training was not provided to users. Due to the sensitive nature of the HR application, shadowing was disabled during installation of the Presentation Servers. Going forward, however, shadowing should be enabled during installation and only allowed by Citrix policy for Level 3 support personnel. Anti-virus software is installed on each server, and it is automatically updated every hour.

HR users can access their applications externally by means of the Secure Gateway server; however, this server has had intermittent failures recently. A reliable remote access solution is a requirement for the design project.

Systems Monitoring and Management

Healthy Helping Hands primarily uses EdgeSight Service Monitoring to monitor the Presentation Server environment. When the farm was first implemented, Resource Manager and a centralized monitoring tool were used as the primary monitoring tools but were abandoned when EdgeSight 5.0 was implemented about six months ago. Because EdgeSight Service Monitoring is included with Platinum licensing, there was no additional cost to Healthy Helping Hands.

Disaster Recovery

Although the data center in San Francisco serves as the disaster recovery site for many of Healthy Helping Hands' IT operations, the Presentation Server environment is not incorporated into this site. A detailed Disaster Recovery Plan for the Citrix environment does not exist at this time. As such, the Citrix environment has not been included in any disaster recovery test. Going forward, the CIO has mandated the use of the San Francisco data center for disaster recovery.

QUESTION 1

Scenario: The IT managers at Healthy Helping Hands are looking at a project to expand and upgrade their Citrix environment to meet their current and future business needs. The main business requirement for this project is to provide secure and reliable access to company-owned applications for all the current and future staff, including contractors around the world.

Which two issues present a risk to the project and its deadlines based on the assessment document? (Choose two.)

- A. Print jobs intermittently fail
- B. A dispersed user community
- C. Wide range of device types in use
- D. Unpredictable timing and size of acquisitions
- E. External access only through an intermittently failing Secure Gateway

Correct Answer: BD

Explanation

Explanation/Reference:

QUESTION 2

Which three sections should an architect incorporate into the Project Initiation Document (PID) to ensure that the project meets the business and technical requirements of Healthy Helping Hands? (Choose three.)

- A. Risk Log
- B. Stage Plan
- C. Project Scope
- D. Detailed Design
- E. Resource Requirements

Correct Answer: ACE

Explanation

Explanation/Reference:

QUESTION 3

Given the three user types in the Healthy Helping Hands environment, task workers, mobile workers and knowledge works, which two user groups would be classified as task workers? (Choose two.)

- A. Sales
- B. Engineers
- C. Marketing
- D. Manufacturing
- E. Customer Service

Correct Answer: DE

Explanation

Explanation/Reference:

QUESTION 4

Given the three user types in the Healthy Helping Hands environment, task workers, mobile workers, and knowledge workers, which two user groups would be classified as knowledge workers? (Choose two.)

- A. Sales
- B. Marketing
- C. Engineers
- D. Manufacturing
- E. Customer Service

Correct Answer: BC

Explanation

Explanation/Reference:

QUESTION 5

Based on the assessment document, for which user group may an administrator need to use ICA session policies to control session bandwidth?

- A. Sales
- B. Finance
- C. Marketing
- D. Customer Service
- E. Human Resources

Correct Answer: B

Explanation

Explanation/Reference:

QUESTION 6

Given the three user types in the Healthy Helping Hands environment, task workers, mobile workers and knowledge workers, which two user groups would be classified as mobile workers? (Choose two.)

- A. IT staff
- B. Sales staff
- C. HR employees
- D. Marketing personnel

Correct Answer: BC

Explanation

Explanation/Reference:

QUESTION 7

Scenario: As Healthy Helping Hands continues to expand, the demands placed on the current solution will increase significantly. As such, an architect must assess the current hardware to identify constraints against the company's future growth.

Which statement best describes a current hardware constraint?

- A. Hard drive capacity cannot be expanded due to space limitations.
- B. Existing server processors are not capable of supporting 64-bit architecture.
- C. The existing 1Gbps server NIC speed is insufficient for home user connectivity.
- D. Server memory is at or above the maximum supported by the current hardware and operating system.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 8

Printing security is a key requirement for the Human Resources department of Healthy Helping Hands.

Which printing policy setting should be configured to enhance security for the HR department?

- A. All User Printers
- B. Session Printers only

- C. User's Default Printer only
- D. Local (Non-Network) Printers only

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 9

The architect is deciding how to best deliver the Healthy Helping Hands application suite.

Based on the information given in the assessment document, which application should be streamed to desktops rather than published?

- A. Finance application suite
- B. Engineer's CAD application
- C. Manufacturing ERP application suite
- D. HR PositivelyPeople application suite

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 10

During the data collection and analysis phase of the project, architects discovered that certain user groups require access to several versions of Internet Explorer.

How should the architect design a deployment scenario for older versions of Internet Explorer that must be maintained indefinitely in the environment?

- A. Create one virtual machine hosted application for each Internet Explorer version and publish the applications.
- B. Create one streaming application for each Internet Explorer version and stream the applications directly to user devices.
- C. Create one application isolation environment for each Internet Explorer version and publish the applications with XenApp.
- D. Create application silos by installing different versions of Internet Explorer to different XenApp servers and publish the applications with XenApp.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 11

Scenario: Before upgrading or expanding the Healthy Helping Hands environment, an architect wants to be sure that all current application issues are identified so they can be addressed.

Based on the assessment document, which two tools would be best suited to ensure all current issues have been identified before moving forward with the project? (Choose two.)

- A. EdgeSight
- B. Resource Manager
- C. Windows Event Logs
- D. Windows Performance Monitor

Correct Answer: AC
Explanation

Explanation/Reference:

QUESTION 12

Based on the assessment document, which two actions must the architect take regarding Citrix licensing in order to properly assess the environment? (Choose two.)

- A. Restart the IIS Service.
- B. Restart the Citrix Licensing Service.
- C. Add the REPORTLOG keyword to the options file.
- D. Create a file called REPORT.LOG in C:\Program Files\Citrix\MyFiles.
- E. Select a network share to which the local system account has write access.

Correct Answer: BC
Explanation

Explanation/Reference:

QUESTION 13

Scenario: The IT manager at Healthy Helping Hands decided to pilot EdgeSight on the existing Presentation Server 4.0 farm to gather information regarding the slow logon times that Human Resources users are experiencing. The administrators completed the following tasks:

1. Installed the EdgeSight Server on a Windows Server 2003 SP1 server with the appropriate software versions for all prerequisites documented in the EdgeSight Installation Guide
2. Installed the EdgeSight Web Server, SQL Server 2005 SP2 Database with Reporting Services and EdgeSight console on a single server for the pilot
3. Installed the EdgeSight agent on all eight of the servers in the Presentation Server 4.0 farm
4. Configured EdgeSight to use the default worker and agent settings
5. Verified that all eight of the agents reported to the EdgeSight console within the first 24 hours after installation

After seven days, the data is examined and the reports show the following:

Session information, such as Logon Time and Session ID, is captured and reported for all the user sessions. Detailed information about the logon experience, such as the Profile Load Time (PLSD) or Logon Script Execution time (LSESD), is displayed in the reports.

Which statement accurately describes why the End-User Experience Metrics (EUEM) is unavailable through the default reports on the EdgeSight Console?

- A. These metrics are available but must be accessed by querying the agent's local Firebird database directly.
- B. These metrics are available in the EdgeSight SQL database; a custom report can be created through Reporting Services.
- C. The Human Resource users are accessing the Presentation Server 4.0 environment using an unsupported Citrix plug-in that does not send the metrics.
- D. The server running Presentation Server 4.0 does not support the collection of these metrics because the server is unaware of the EUEM virtual ICA channel.

Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 14

-- Exhibit

Transaction Network Delay				
Transaction Network Delay for department "All", between 9/14/2009 and 9/21/2009, grouped by "Host", "Date", "Device"				
Date	Server	Network	Client	Total (ms)
9/14/2009	118.84	1.00	0.33	120.17
9/15/2009	78.49	1.82	0.45	80.76
9/16/2009	111.28	2.04	0.67	113.99
9/17/2009	67.42	2.21	0.44	70.07
9/18/2009	91.26	1.78	0.89	93.93
9/19/2009	118.97	8.70	0.23	127.90
9/20/2009	103.24	0.70	0.11	104.05
9/21/2009	121.20	1.01	0.20	122.41

Generated 9/21/2009 | EdgeSight 5.1 | © Citrix Systems, Inc. | Server HHHCES01.hhh.org Page 1 of 1

-- Exhibit --

Scenario: Healthy Helping Hands has created a new pilot XenApp 5 Platinum Edition farm with applications delivered to 25 pilot users. The pilot farm includes all the applications that were previously published to the HR users and some additional applications to support Manufacturing. During the pilot week of September 14th, the users of the PositivelyPeople application reported that the application was responding slowly.

Fortunately, EdgeSight had been installed and configured in the pilot farm and was recording data during the pilot. Attached in the exhibit is the information gathered from the Transaction Network Delay report from EdgeSight.

Which theory effectively explains the data that is presented in the report?

- A. The XenApp server is waiting on another host to respond, most likely the server hosting the PositivelyPeople database.
- B. The XenApp server is waiting on the network packet queue to clear as evidenced by the 9ms network latency being reported.
- C. The XenApp server is reaching maximum capacity, and the lack of physical resources on the XenApp server is causing the response delay.
- D. The Network Delay on 9/19/2009 is probably the source of complaints from the HR Users.
An average network latency of almost 9ms is unacceptable.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 15

Healthy Helping Hands has decided to replace the PCs used by the Customer Service and Manufacturing teams with new thin clients, as the PCs are running operating systems which are no longer covered by extended support.

How many of these thin clients will need to be purchased?

- A. 50
- B. 250
- C. 3000
- D. 3050

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 16

How should an architect recommend delivering applications to the Manufacturing users at Healthy Helping Hands?

- A. Publish the applications to new PCs.
- B. Publish the applications to their existing devices.
- C. Use XenDesktop to deliver disk-based thin clients.
- D. Publish the applications to new diskless thin clients.

Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 17

Scenario: The IT managers at Healthy Helping Hands are looking into making New York and San Francisco their two principal sites, each capable of failing over to the other. This will be one of the major requirements for the Citrix infrastructure design.

Which two backend infrastructure components need improvements in disaster recovery support as part of this project? (Choose two.)

- A. HP SAN storage
- B. User Profile server
- C. PositivelyPeople database
- D. Terminal Services license server

Correct Answer: CD

Explanation

Explanation/Reference:

QUESTION 18

Which two components need to be included in the updated disaster recovery plan, given the current Disaster Recovery Plan as outlined in the assessment document? (Choose two.)

- A. EdgeSight database
- B. User data directories
- C. Citrix XenApp servers
- D. User profile directories
- E. PositivelyPeople database

Correct Answer: CE

Explanation

Explanation/Reference:

QUESTION 19

Scenario: In order to plan for the possibility of a pandemic flu, the HR department for Healthy Helping Hands has asked an architect to test whether the infrastructure could accommodate 300 key or "at risk" workers working from home over a two week period.

Based on the information in the assessment document, can the existing infrastructure support such a situation?

- A. No, there are insufficient licenses available to support this requirement.
- B. Yes, sufficient capacity exists to support this temporary requirement; no action is required.
- C. No, two additional servers are required to support the remote workers during this two week period.
- D. No, the Secure Gateway/Web Interface server has insufficient capacity to support this requirement.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 20

Scenario: As part of a government initiative to provide support to the general public during a global pandemic, Healthy Helping Hands is required to contribute to a national helpline service. This will require an additional 500 to 2000 users to be logged into the Healthy Helping Hands applications. To comply with this requirement, Healthy Helping Hands will need to provide the additional capacity within 24 hours of the request. The additional capacity must also be fully secure and fault tolerant.

Based on the current infrastructure, how would the architect meet the requirement in this scenario?

- A. The current infrastructure would only require publishing additional applications in the current XenApp farm.
- B. To meet capacity requirements, XenDesktop would be required to allow additional connections to be made.
- C. The current infrastructure would only require the Secure Gateway/Web Interface components to be upgraded.
- D. To meet capacity requirements a Provisioning Services server would be required to bring additional server capacity online when required.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 21

Scenario: The IT managers at Healthy Helping Hands want to develop a new virtualized environment based out of their San Francisco and New York sites to provide applications to all of their staff. This represents a large increase in the number of servers and users from the current system.

Which option represents a technical challenge that needs to be overcome in order to meet this objective?

- A. Disabled user Logon Scripts
- B. Minimal set of Group Policy Objects
- C. Local User Profiles on XenApp Servers
- D. All Citrix servers isolated in a separate OU

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 22

Based on the CIO's WAN traffic requirement, users at which two locations would have a single point of failure when attempting to access applications? (Choose two.)

- A. Hong Kong Site
- B. Berlin Regional Office
- C. Rome Sales Branch Office
- D. New York Main Data Center

Correct Answer: BC

Explanation

Explanation/Reference:

QUESTION 23

Based on the CIO's WAN traffic requirement, users at which two locations would have a single point of failure when attempting to access to their applications? (Choose two.)

- A. New York Main Site
- B. San Francisco Office
- C. Berlin Regional Office
- D. Manchester Branch Sales Office

Correct Answer: CD

Explanation

Explanation/Reference:

QUESTION 24

Scenario: The IT managers at Healthy Helping Hands are updating their environment. Recently the HR users have been experiencing intermittent outages in remote access to their application.

Which solution should be included in the project to address this problem?

- A. Issue company laptops to HR users.
- B. Replace the existing Secure Gateway server.
- C. Add a second Secure Gateway server to the environment.
- D. Request that HR users upgrade their Internet connections.

Correct Answer: B

Explanation

Explanation/Reference:

QUESTION 25

Scenario: The Healthy Helping Hands infrastructure assessment identified that the Manufacturing team has access to locked-down terminals in order to complete their work. However, frequent breakdowns due to unauthorized software installations have caused productivity problems for the Manufacturing staff.

How can an architect reduce the breakdowns as the applications are moved to a virtual environment?

- A. Upgrade the workstations to new computers.
- B. Lock the workstations using local group policies.
- C. Upgrade the workstations to diskless computers.
- D. Deploy the Desktop Appliance Lock on all workstations.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 26

The IT managers at Healthy Helping Hands plan to move all application access to XenApp and request that all users are able to connect to published resources from their home computers.

After reviewing the infrastructure assessment, which risk may result in a user being unable to connect?

- A. Client computer is an Apple Macintosh.
- B. User only has a 512Kbps Internet connection.
- C. Client files are not available on the Web Interface server.
- D. User does not have administrative permissions on the client computer.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 27

In the future upgraded environment, Healthy Helping Hands wants to provide the IT department with the ability to interact with user sessions for training and troubleshooting without compromising security demands.

How can an architect meet the needs of the Healthy Helping Hands IT department?

- A. Enable shadowing in the current environment.
- B. Use Group Policy to enable Microsoft Remote Support.

- C. Purchase licenses for a third party remote viewing software.
- D. Enable shadowing once the environment is migrated to XenApp 5.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 28

Scenario: Several users in the HR user group will be traveling to trade conferences this year to meet industry training requirements and stay current on developing trends in the field. While working remotely, these users will need to upload presentations and training material distributed during the conferences onto sponsored USB keys.

Based on the analysis document, how can an architect ensure that the current environment allows the HR user group to meet this need?

- A. Edit the HR Users policy to allow client mappings.
- B. Provide a secure FTP site for presentation and training material uploads.
- C. Maintain the current environment since it currently allows users to map their drives.
- D. Move the Secure Gateway/Web Interface server to the DMZ in the environment to allow for remote connections.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 29

Scenario: In order to ensure that additional servers and client desktops can be made available as quickly as possible, Healthy Helping Hands is eager to take advantage of the functionality of Provisioning Services to provide virtual hard drives for virtual servers and workstations. However, one of the main requirements from Healthy Helping Hands is that virtualized applications should seamlessly failover to the designated backup datacenter when necessary.

What should an architect suggest for the storage of desktop and/or server vDisks in order to comply with the company's requirement?

- A. A distributed SAN to store all virtual hard drives
- B. A centralized SAN to store all virtual hard drives
- C. The local hard drive of the user's file or profile server to store the virtual hard drives
- D. The local hard drive of the first Provisioning Services server installed to store the virtual hard drives

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 30

Due to difficulties with the current Secure Gateway environment, an architect has been asked to ensure that remote users will only have to enter their credentials once in order to gain secure access to all of their resources.

Which architectural components are required to best achieve this goal?

- A. Web Interface with 128-bit SSL enabled and Password Manager
- B. Access Gateway, Advanced Access Control and Password Manager
- C. Web Interface with 128-bit SSL, Advanced Access Control and Password Manager
- D. Access Gateway, Web Interface, Advanced Access Control and Password Manager

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 31

Which component must an architect use to provide TLS-based encryption between the Web Interface server in the DMZ and any internal XenApp or XenDesktop servers in the final design?

- A. IIS 6
- B. Secure Gateway
- C. Access Gateway
- D. Citrix SSL Relay

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 32

As part of the new design, the Healthy Helping Hands organization wants to implement an additional layer of token-based authentication.

Which two vendors could the architect suggest in order to provide "out-of-the-box" support for token-based authentication for Access Gateway? (Choose two.)

- A. RSA
- B. Vasco
- C. SafeSign
- D. SafeWord

Correct Answer: AD

Explanation

Explanation/Reference:

QUESTION 33

The architect discovered two considerations during the assessment that may be addressed by enabling SmartAuditor.

What are these two considerations? (Choose two.)

- A. Users report that print jobs intermittently fail.
- B. Users are not able to access their applications remotely.
- C. Employees are required to log off when not using PositivelyPeople.
- D. Users are frustrated with the IT Staff because of application access issues.

Correct Answer: CD

Explanation

Explanation/Reference:

QUESTION 34

Scenario: After assessing the Healthy Helping Hands infrastructure, an architect recommends that all desktops be virtualized using a XenServer, XenDesktop and Provisioning Services environment. The architect also recommends purchasing XenDesktop platinum licenses.

Which parameter should the architect recommend for monitoring in order to ensure integration with the organization's existing storage solution?

- A. CPU usage on the XenDesktop servers
- B. Disk queue length on the XenDesktop server
- C. CPU usage on the Provisioning Services servers
- D. Disk queue length on the Provisioning Services servers

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 35

Scenario: A review of the Healthy Helping Hands architecture has identified that about 20% of users work from home or while travelling. Following complaints about the reliability of the remote access, the architect recommended deploying the Access Gateway appliance with applications and desktops provided by XenApp or XenDesktop accordingly. As part of the disaster recovery plan, Healthy Helping Hands has stated that all users must be able to connect to the Citrix infrastructure from home.

Which component of the proposed architecture may create a bottleneck during this scenario?

- A. XenApp server(s)
- B. XenDesktop server(s)
- C. Web Interface server(s)
- D. Access Gateway appliance(s)

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 36

Scenario:

Users in the Engineering and Marketing departments frequently suffer performance issues when accessing the CAD application and the Marketing design application, which are both resource-intensive applications. Healthy Helping Hands would like to provide the users in both the Engineering and Marketing departments with a better experience when they access these applications.

Which XenApp feature can an architect enable to improve the user experience?

- A. Create a Service Level Policy to enable preferential load balancing
- B. Apply an Advanced load evaluator to the CAD applications and the Marketing design applications
- C. Apply the Default load evaluator to the servers hosting the resource-intensive applications.
- D. Apply a Custom load evaluator to the CAD and Marketing design applications.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 37

How can the architect ensure that users in the Engineering and Marketing departments have preferential access to CPU resources?

- A. Apply the service level policy to the Engineering and Marketing groups based on the client name filter.
- B. Apply the service level policy to the servers on which the applications reside based on the server filter.
- C. Apply the service level policy to the Engineers and Marketing user groups based on the users filter.
- D. Apply the service policy to the Engineering and Marketing user groups based on the Access Control filter.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 38

How can the architect apply an advanced load evaluator to the CAD and Marketing design applications?

- A. Assign the Advanced load evaluator to all applications in the farm.
- B. Assign the Advanced load evaluator to the servers hosting the applications.
- C. Assign the Advanced load evaluator to the CAD and Marketing design applications.
- D. Assign the Advanced load evaluator to all servers in the farm.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 39

How can the architect apply the Default load evaluator to the servers hosting the CAD and Marketing design applications?

- A. Assign the Default load evaluator to all applications in the farm.
- B. Assign the Default load evaluator to the servers hosting the applications.
- C. Assign the Default load evaluator to the CAD and Marketing design applications.
- D. Assign the Default load evaluator to the all servers in the farm.

Correct Answer: D
Explanation

Explanation/Reference:
Reference: <http://support.citrix.com/proddocs/topic/xenapp65-admin/lm-wrapper-v2.html>

QUESTION 40

How can the architect apply the Custom load evaluator to the CAD and Marketing design applications?

- A. Assign the Custom load evaluator to all applications in the farm.
- B. Assign the Custom load evaluator to the servers hosting the applications.
- C. Assign the Custom load evaluator to the CAD and Marketing design applications.
- D. Assign the Custom load evaluator to all servers in the farm.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 41

Why should the architect apply the service level policy to the Engineering and Marketing groups based on the client name filter?

- A. The policy allots more CPU shares to the specific user groups using these applications.
- B. The policy increases the bandwidth for the users in the Engineers and Marketing user groups.
- C. The policy allots more memory to sessions in which these applications are opened.
- D. The policy reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 42

Why should the architect apply the service level policy to the servers on which the application resides based on the server filter?

- A. The policy allots more CPU shares to those using these applications.
- B. The policy increases the bandwidth for the users accessing the applications on these servers.
- C. The policy allots more memory to sessions in which these applications are opened.
- D. The policy reduces the length of time it takes for users to access these applications.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 43

Why should the architect create a service level policy that is applied to the Engineers and Marketing user groups based on the users filter?

- A. This allots more CPU shares to those using these applications.
- B. This increases the bandwidth for the users in the Engineers and Marketing user groups.
- C. This allots more memory to sessions in which these applications are opened.
- D. This reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 44

Why should the architect apply the service level policy to the Engineering and Marketing user groups based on the Access Control filter?

- A. This allots more CPU shares to those using these applications.
- B. This increases the bandwidth for the users accessing these applications.
- C. This allots more memory to sessions in which these applications are opened.
- D. This reduces the length of time it takes for users to access these applications.

Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 45

Why should the architect assign the Advanced load evaluator to all applications in the server farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 46

Why should the architect assign the Advanced load evaluator to the servers hosting the applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 47

Why should the architect assign the Advanced load evaluator to the CAD and Marketing design applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the amount of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 48

Why should the architect assign the advanced load evaluator to all the servers in the farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 49

Why should the architect assign the Default load evaluator to all applications in the farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 50

Why should the architect assign the Default load evaluator to the servers hosting the applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.

D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: B

Explanation

Explanation/Reference:

QUESTION 51

Why should the architect assign the Default load evaluator to the CAD and Marketing design applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 52

Why should the architect assign the Default load evaluator to all the servers in the farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 53

Why should the architect assign the Custom load evaluator to all applications in the server farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 54

Why should the architect assign the Custom load evaluator to the servers hosting the CAD and Marketing design applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the amount of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 55

Why should the architect assign the Custom load evaluator to the CAD and Marketing design applications?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 56

Why should the architect assign the Custom load evaluator to all the servers in the farm?

- A. It ensures that the applications are launched on the least loaded server in the farm.
- B. It increases the priority of the applications.
- C. It allots more CPU to sessions in which these applications are opened.
- D. It reduces the length of time it takes for the users in the Engineers and Marketing user groups to access these applications.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 57

Which type of user profiles should an architect use in the Healthy Helping Hands environment going forward?

- A. Citrix Profile management with folder redirection
- B. Terminal Services Roaming profiles with folder redirection.
- C. Local profiles without folder redirection.
- D. Citrix Profile management without folder redirection.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 58

How should Citrix Profile management be implemented?

- A. The Profile Management service (MSI) should be installed on both XenApp servers and XenDesktop virtualized desktops.
- B. The Profile Management service (MSI) should be installed on the Active Directory Domain Controllers.
- C. The Profile Management service (MSI) should be installed on the Web Interface servers.
- D. The Profile Management service (MSI) should be installed on all zone data collectors and desktop delivery controllers.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 59

How should Terminal Services roaming profiles be implemented?

- A. Within the Active Directory user account, a read-only profile path should be designated.
- B. Within the Active Directory user account, a user-specific Terminal Services profile path with write access should be designated.
- C. Within the appropriate Active Directory OU, a read-only profile path should be designated as a GPO setting.
- D. Within the appropriate Active Directory OU, a user-specific Terminal Services profile path with write access should be designated as a GPO setting.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 60

How should local profiles be implemented?

- A. Within the Active Directory user account, a profile named NTUSER.MAN should be designated.
- B. Within the Active Directory user account, a profile named NTUSER.DAT should be designated.
- C. Within the appropriate Active Directory OU, a profile named NTUSER.MAN should be designated as a GPO setting.
- D. Within the appropriate Active Directory OU, a profile named NTUSER.DAT should be designated as a GPO setting.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 61

Why is folder redirection recommended?

- A. It minimizes the size of the synchronized profile data.
- B. It is the only way to save Internet Explorer favorites.
- C. It causes user data to be saved on the domain controller.
- D. It saves user data to a network repository.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 62

Why should the Profile Management service (MSI) be installed on the Active Directory Domain Controllers?

- A. It minimizes network traffic.
- B. It is the only way to save Internet Explorer favorites.
- C. It causes user data to be saved on the domain controller.
- D. It saves user data to a network repository.

Correct Answer: C

Explanation

Explanation/Reference:

QUESTION 63

Why should the Profile Management service be installed on the Web Interface servers?

- A. The Web Interface is used for authentication.
- B. It is the only way to save Internet Explorer favorites.
- C. It allows users to access their desktops and applications from a central location.
- D. It saves user data to a network repository.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 64

Why should Profile Management service (MSI) be installed on all zone data collectors and desktop delivery controllers?

- A. The zone data collectors and desktop delivery controllers contain dynamic session information.
- B. It is the only way to save Internet Explorer favorites.
- C. It causes user data to be saved on the zone data collectors and desktop delivery controllers.
- D. It saves user data to a network repository.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 65

Why is folder redirection NOT recommended?

- A. It eliminates the need for the folder contents to traverse the network.
- B. It requires a network repository for users.
- C. It requires administrative configuration.
- D. It introduces the possibility of profile corruption.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 66

Why is Citrix Profile management without folder redirection recommended?

- A. It increases application response time within the users' session.
- B. It requires a network repository for users.
- C. It requires administrative configuration.
- D. It introduces the possibility of profile corruption.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 67

Scenario:

Healthy Helping Hands is looking to simplify application management even further by leveraging application streaming. They are looking to stream the PositivelyPeople application for the HR group.

What would be the best profiling method to use to ensure that this application works correctly, according to the requirements of the HR group?

- A. Profile the application to Windows Server 2003 and Windows Server 2008.
- B. Profile the application for Windows Server 2008 and use Inter-Isolation Communication to link to Microsoft Word and Excel.
- C. Profile the application for Windows Server 2008, Windows Server 2003, Windows XP and Windows Vista to ensure that the application will be available on all of the operating systems.
- D. Profile the application to Windows XP and Windows Vista operating systems in case users need to access the application when offline.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 68

How can Healthy Helping Hands best accomplish publishing the application?

- A. When the application is ready to be published, browse to the .PROFILE file in the console and publish the application.
- B. Ensure that both Microsoft Word and Excel are published in the console before publishing the PositivelyPeople application.
- C. Before publishing the application use the Profiler to make sure that both Microsoft Word and Excel profiles are linked to the PositivelyPeople profile, and then publish the application.
- D. Publish the application as you would publish a hosted application.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 69

How can Healthy Helping Hands best accomplish profiling the application for multiple operating systems?

- A. Use one profiling server, specifically from the oldest client or server operating system, to which applications will be streamed.
- B. Use two profiling servers, one for each operating system family.
- C. Use four profiling servers, one for each unique operating system.
- D. Use three profiling servers, one for each application.

Correct Answer: A

Explanation

Explanation/Reference:

Reference: <http://support.citrix.com/servlet/KbServlet/download/18183-102-641274/AppStreamingDeliveryProfilingBestPractices.pdf> (page 1)

QUESTION 70

How can Healthy Helping Hands best accomplish publishing the application for offline access?

- A. Publish the application as 'Access from server'.
- B. Publish the application as 'Streamed to client' and select 'Enable offline access' so that users can access the application when offline.
- C. Select the 'Streamed to client' option to enable streaming to the local machine.
- D. Publish the application as 'Streamed if possible otherwise access from server' and select 'Enable offline access' so that users can access the application when offline.

Correct Answer: B

Explanation

Explanation/Reference:

QUESTION 71

Why is installing the application on both Windows Server 2003 and Windows Server 2008 and then publishing it to the users the best possible choice?

- A. The user will be able to launch the application on any platform as long as the Web Client or Client for Java is installed.
- B. The user can launch the application from server-based operating systems.
- C. Installing the application on Windows Server 2003 and then on Windows Server 2008 simplifies streaming.
- D. The user will be presented with an option to launch or not launch the application.

Correct Answer: C

Explanation

Explanation/Reference:

Reference: <http://support.citrix.com/proddocs/topic/xenapp6-w2k8/ps-stream-intro-wrapper-for-xenapp-library-v2.html>

QUESTION 72

Why is publishing the application as 'Streamed if possible otherwise access from server' the best possible choice?

- A. The user will have the choice of application access method.
- B. It provides the most efficient network access method.
- C. If the client is unable to stream the application, the user will still be able to access the application from the server.
- D. The application will be available offline for all clients that support it.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 73

Why is publishing the application as 'Accessed from server' the best possible choice?

- A. Selecting 'Access from server' will allow the application to be streamed across the XenApp farm.
- B. The user can launch the application on server based operating systems.
- C. Installing the application on Windows Server 2003 and then Windows Server 2008 simplifies streaming.
- D. The user will be presented with an option to launch or not launch the application.

Correct Answer: A

Explanation

Explanation/Reference:

QUESTION 74

Why is publishing the application as 'Streamed to server' the best possible choice?

- A. 'Streamed to server' option eliminates confidential HR data from being stored on any user device.
- B. It reduces the risk of application conflicts.
- C. It improves the application performance.
- D. It eases application administration and increases application compatibility for the XenApp farm.

Correct Answer: D

Explanation

Explanation/Reference:

QUESTION 75

Why is profiling the application for Windows Server 2008 and using Inter-Isolation Communication the best possible choice?

- A. Supporting one operating system eases management and administration.
- B. It makes the application available from any XenApp server in the farm.
- C. The use of Inter-Isolation Communication allows the PositivelyPeople application to automatically launch its helper applications.
- D. It uses the most recent Microsoft operating system technology available.

Correct Answer: C
Explanation

Explanation/Reference:

Reference: <http://support.citrix.com/proddocs/topic/xenapp5fp-w2k8/ps-stream-profile-iic-overview-v2.html>

QUESTION 76

Why is publishing the helper applications required before publishing PositivelyPeople?

- A. The Microsoft Word and Excel executables must be registered with the console before PositivelyPeople can be published.
- B. The application needs to enumerate both Microsoft Word and Excel in order to launch.
- C. The console will perform version validation of Microsoft Word and Excel to ensure compatibility with PositivelyPeople.
- D. PositivelyPeople requires that Microsoft Word and Excel be published separately.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 77

Why is publishing the application in the same manner as a hosted application the best possible choice?

- A. This is the quickest possible deployment method for the application.
- B. This deployment method does not cause conflicts between PositivelyPeople and the helper applications.
- C. All other deployment methods have the potential to accidentally delete the program binaries.
- D. This is the only deployment method supported by the software vendors.

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 78

Why should Healthy Helping Hands use one profiling server from the oldest client or operating system to which applications will be streamed?

- A. It allows Healthy Helping Hands to most efficiently achieve a high success rate when delivering applications to several platforms.
- B. It reduces the number of operating system images used by the profiling servers that must be maintained.
- C. It is the quickest possible deployment method.
- D. Healthy Helping Hands only has one profiling server available.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 79

Why should Healthy Helping Hands use two profiles, one for each operating system family?

- A. It ensures the highest application compatibility with the client operating systems.
- B. It is the minimum number of servers that can support both 32-bit and 64-bit client operating systems.
- C. It is the quickest possible deployment method.
- D. Healthy Helping Hands only has two profiling servers available.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 80

Why should Healthy Helping hands use four profiles, one for each unique operating system?

- A. It allows Healthy Helping Hands to achieve the highest success rate when delivering applications to several platforms.
- B. It allows for customization of program features for each client operating system.
- C. It is the only way to ensure application compatibility across multiple operating system platforms.
- D. It increases application security by isolating each profile to its own server.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 81

Why should Healthy Helping Hands use three profiling servers, one for each application?

- A. It ensures the highest application compatibility between the two helper applications and the PositivelyPeople application.
- B. This is the minimum number of servers that can support the three applications.
- C. Microsoft Word and Excel cannot be installed on the same server.
- D. It increases application security by isolating each application to its own server.

Correct Answer: D
Explanation

Explanation/Reference:

QUESTION 82

Why should Healthy Helping Hands publish the application as 'Access from server'?

- A. The PositivelyPeople application has only been tested on server operating systems.
- B. This deployment is the most reliable for users.
- C. It allows users to keep their current device configurations.
- D. This deployment method uses less network bandwidth.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 83

Why should Healthy Helping Hands publish the application as 'Streamed to client' and select the 'Enable offline access' option?

- A. This allows all HR users to access the PositivelyPeople application when disconnected from the network.
- B. It reduces the need for application updates.
- C. It improves the application performance.
- D. It makes application access for PositivelyPeople more secure.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 84

Why should Healthy Helping Hands select the 'Streamed to client' option?

- A. This allows all HR users to access the PositivelyPeople application when disconnected from the network.
- B. It reduces the need for application updates.
- C. It improves the application performance.
- D. It makes application access for PositivelyPeople more secure.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 85

Why should Healthy Helping Hands publish the application as 'Streamed if possible otherwise access from server' and select the 'Enable offline access' option?

- A. This allows all HR users to access the PositivelyPeople application when disconnected from the network.
- B. It reduces the need for application updates.
- C. It improves the application performance.
- D. It makes application access for PositivelyPeople more secure.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 86

Healthy Helping Hands has determined that Citrix Repeater will be used for WAN acceleration but can only budget for six appliances at this time.

Where should an architect deploy these appliances?

- A. Deploy two each in New York, San Francisco and Hong Kong.
- B. Deploy two each in San Francisco and New York and one each in Mexico City and Hong Kong.
- C. Deploy two each in New York and San Francisco and one each in Hong Kong and London.
- D. Deploy two in New York and one each in San Francisco, Hong Kong, London and Miami.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 87

Network traffic is expected to double from the manufacturing locations when a new application is added early next year. How should Healthy Helping Hands address this requirement?

- A. Deploy the Repeater plug-in to all physical and virtual desktops in the manufacturing locations.
- B. Deploy the Repeater plug-in to all devices company-wide.
- C. Budget for three Branch Repeater appliances.
- D. Budget for two pairs of Access Gateway Enterprise Edition appliances.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 88

Why should the Repeater plug-in be deployed to all physical and virtual desktops in the manufacturing locations?

- A. It will accelerate ICA and CGP traffic.
- B. It will accelerate ICA, CGP and SSL traffic.
- C. It will encrypt all user data.
- D. It will compress screen paints generated by several users.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 89

Why should Repeater plug-in be deployed to all the devices?

- A. Increasing bandwidth between international sites takes a long time.
- B. This is the most cost-effective solution that addresses future bandwidth requirements.
- C. The devices would support the Repeater plug-in.
- D. Using Repeater plug-in offers better performance when installed on HP printers.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 90

Why should three additional Branch Repeater devices be recommended?

- A. Increasing bandwidth between international sites takes a long time.
- B. This solution resolves the bandwidth issue while also achieving redundancy for the main sites.
- C. Using Branch Repeater is a more cost-effective solution than leasing additional bandwidth.
- D. Using Branch Repeater offers better stability and more predictable results than leasing additional bandwidth.

Correct Answer: C
Explanation

Explanation/Reference:

QUESTION 91

Why should two pairs of Access Gateway Enterprise Edition appliances be recommended?

- A. Increasing bandwidth between international sites takes a long time.
- B. Access Gateway provides more features than Branch Repeater.
- C. Leasing additional bandwidth is expensive.
- D. Access Gateway is less expensive than Branch Repeater.

Correct Answer: A
Explanation

Explanation/Reference:

QUESTION 92

Scenario:

The information gathered during the Healthy Helping Hands infrastructure assessment has been used by an architect to design a new infrastructure. The architect is concerned with potential bandwidth issues for users in the regional offices. As part of the design, the architect needs to deliver monthly reports detailing the end user experience of virtual desktop users located in these regional offices. The architect wants to leverage EdgeSight to monitor the new infrastructure. Which monitoring solution should the architect implement in the environment?

- A. EdgeSight for XenApp
- B. EdgeSight for virtual desktops
- C. EdgeSight for Load Testing
- D. EdgeSight for NetScaler

Correct Answer: B
Explanation

Explanation/Reference:

QUESTION 93

How should the architect implement the EdgeSight for XenApp agent?

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