



1Y0-252

(MetaFrame Presentation Server 3.0: Troubleshooting Enterprise Environment)

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Question: 1

Sandra, the MetaFrame Administrator, has been asked to assess why print jobs from network printers are so slow. Sandra knows that one possible cause could be:

- A. Auto-creation of printers failed
- B. Printers are mapped incorrectly
- C. The Print Job Routing policy is misconfigured
- D. The Client printer mapping rule is misconfigured

Answer: C

Question: 2

A help desk administrator receives several calls from users who complain that they have degraded performance when multiple sessions of Microsoft Office 2003 applications are open on their desktops. The users are accessing published versions of Outlook and Excel. The administrator attempts to recreate the issue but is unsuccessful. This issue occurred periodically over the last couple of months but there is no reported resolution. What are the first two steps in troubleshooting this issue? (Choose two.)

- A. Create an action plan
- B. Investigate the time line
- C. Check the baseline information
- D. Determine the scope of the issue

Answer: B, D

Question: 3

Users in the Company.com Sydney office complain that they are unable to print to network printers which they normally access. The print server, which is on the LAN, is still up and running. No new printers or drivers have been added to the environment. The Citrix Connection Configuration utility has the client settings configured so that client printers are connected at logon. Windows client printer mapping as well as Client LPT mapping are enabled. On the domain controller, user accounts are configured to connect to client printers at logon. The correct printer drivers are installed. Naming conventions and mappings are correct. What is the cause of this problem?

- A. Client printers should not be connected at logon.
- B. Default settings for printer mapping should be used.
- C. MetaFrame Presentation Server Printer Management properties are disabled.
- D. The LPT ports have been enabled in the Citrix Connection Configuration utility.
- E. A MetaFrame Presentation Server policy has the printing virtual channel disabled.

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Answer: E

Question: 4

Which three symptoms are associated with the Citrix Connector for Windows Server 2008 (three.)

- A. Printer mapping fails
- B. Users are unable to log on to the application
- C. Printing from a remote client fails
- D. Applications are not visible to the user
- E. Users are unable to log on to the application

Answer: B, D, E

Question: 5

Nina is the acting Manager of the IT department and has received multiple calls from users this morning reporting that they are unable to launch the Program Neighborhood application and this is the first time this has occurred. The application, users report that the Citrix server is unavailable and this is the first time. Please try again later. After the user has logged onto the network using the MetaFrame Presentation Server evaluators are enabled and connections to applications based on the user's profile are established. The Server Operation status is enabled. The Server Operation status is enabled. The Server Operation status is enabled. (Choose two.)

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- A. The Citrix Connector for Windows Server 2008 is not installed.
- B. The Citrix Connector for Windows Server 2008 is not running.
- C. The Citrix Connector for Windows Server 2008 is not configured.
- D. The Citrix Connector for Windows Server 2008 is not updated.

Answer: B, C

Question: 6

Which step of troubleshooting requires an administrator to determine the source cause of the issue and design a plan to address it?

- A. Define the issue
- B. Create an action plan
- C. Implement the action plan

D. Consider the possible causes

Answer: B

Question: 7

The help desk administrator reports that the Citrix console displays an error message that states "The system cannot find the path specified" when a user attempts to log on from a remote location. The user is using the Citrix Client. The administrator confirms that the issue is a Citrix Client issue. Which two actions should be taken to resolve the issue?

- A. Check that UDP port 1494 is open on the client.
- B. Open TCP port 1494 on the client.
- C. Have the user log on from a local workstation.
- D. Enable logons from the client.
- E. Uncheck "Only allow direct connections" in the Citrix Client properties.

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Answer: B, D, E

Question: 8

Users are complaining that they are unable to access the Citrix Web Interface. There is no pattern for the failures. The administrator is using DNS round-robin to load balance the Citrix Web Interface. Which two tools should you use to troubleshoot the issue?

- A. Windows DNS Manager
- B. Access Suite Configuration
- C. Web Interface Configuration
- D. Presentation Server Configuration

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Question: 9

Which file must be present in the Citrix Web Interface directory to allow users to log on to the Citrix Web Interface rather than the Citrix Client?

- A. CONFIG.XML
- B. WEBXML.CONF
- C. WEBCONFIG.CONF
- D. WEBINTERFACE.CONF

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Answer: D

Question: 10

Which Microsoft Toolset is used for the Web Interface deployment?

- A. Network Monitor
- B. Performance Monitor
- C. Access Suite Configuration
- D. Computer Management

locked in your Web

Answer: A

Question: 11

You work as a MetaFrame Administrator. You are configuring the Web Interface and are using the Web Interface Administrator Guides. Within the Administrator Guides, you find that users cannot connect to the Web Interface. What are the two most likely causes?

- A. Network failure
- B. Permission failure
- C. Web Interface service is not running
- D. Hardware load

servers running the Web Interface balancer, are not running. The Administrator complains that remote users cannot connect to the Web Interface. What are the

Answer: A, D

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