

1Y0-204: Citrix Virtual Apps and Desktops 7 Administration

Exam Preparation Guide 3.0

March 29, 2022

citrix

Disclaimer

This exam preparation guide is designed to provide candidates with necessary information about the **1Y0-204** exam, including study resources and ways to interpret the exam objectives to better enable candidates to assess the types of questions that may be asked during the exam. Please be aware that the content of this guide in no way ensures a passing score on the certification exam.



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Notice & Marks

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Exam Overview

Number of Items

The 1Y0-204 exam is a 65-question exam written in English.

Disclaimer: Some of the items on this exam will not be scored and thus will not affect your final result in any way. The unscored items are included in this exam solely for research purposes.

Passing Score

The passing score for this exam is 62%.

Time Limit

| Type of Candidate | Time Limits* | Notes |
|---|--|---|
| Native English speakers | 90 minutes | |
| Non-native English speakers that take the exam in countries where English is a foreign language | 90 minutes +30 minutes (time extension) | Time extension granted automatically |
| Non-native English speakers that take the exam in countries where English is NOT a foreign language | 90 minutes +30 minutes (time extension) | Must request time extension from Citrix. Submit your request here: Time Extension Request |

The time limit for this exam is 90 minutes. The total seat time is 90 + 25 minutes. The total seat time includes times allotted for the NDA and surveys.

Intended Audience

The 1Y0-204 exam is intended for IT professionals who install, configure, and manage Citrix Virtual Apps and Desktops 7 either on-premises or in the Citrix Cloud. Those who install, configure, and manage such solutions may hold various job titles such as:

- Systems Administrators/Citrix Administrators
- Desktop Administrators
- Application Administrators

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 <https://training.citrix.com/learning/certification-policies>.

Worldwide, visit the Pearson VUE website (<http://home.pearsonvue.com/citrix>) to locate a testing center in your area and register for an exam OR to take an exam from Home or Office (Online remote proctoring). You may also register in person at any Pearson VUE testing center. If you reside in the United States or Canada, you may also register by calling 1-800-931-4084.

Note: A \$7 USD surcharge will be added to phone registrations.

Retake Policy

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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.

Breach of this policy can result in sanctions up to and including a ban from taking Citrix exams and/or decertification.

For more information about our policies, including the Citrix Exam Retake Policy and the Candidate Conduct Policy, please visit <https://training.citrix.com/learning/certification-policies>.



Prepping for the Exam

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Recommended Knowledge and Skills

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

- Intermediate knowledge of Microsoft Windows Server
 - Install and configure operating system options
 - Windows Server roles
 - Domain Name System
 - Dynamic Host Configuration Protocol
 - IIS
- Basic knowledge of Active Directory
 - User rights and permissions
 - Delegation of administrative rights
 - Active Directory Domain Services
 - Active Directory Certificate Services
 - Users/Groups
 - GPOs and OUs
- Basic administration skills, including:
 - Understanding of networking protocols such as TCP/IP
 - Understanding of communication protocols such as RDP
 - Understanding of firewall concepts
 - Understanding of e-mail administration and account creation
 - Understanding of Remote Desktop Services policies and profiles
 - Ability to create shares and give permission to shared folders/files
 - Ability to create and modify AD group policies
 - Understanding of VPN technologies
 - Understanding of roaming profiles and folder redirection`
- Knowledge of database concepts
- Securing network communications
- Knowledge of virtualization concepts
 - Hypervisor management
 - Application virtualization and delivery
 - Virtual machine creation
 - Architecture of virtual machine attributes such as
 - Storage
 - VLANS
- Knowledge of user profiles
- Knowledge of Microsoft Folder Redirection
- Knowledge of storage concepts
- Knowledge of desktop operations
 - Installation, setup, configuration, and maintenance of virtual delivery agent OS
 - Windows 10
 - Windows Server 2016
 - Managing client devices
 - Desktops
 - Laptops
 - Tablets
 - Smartphones
 - Thin clients
- High-level knowledge of Cloud concepts
 - Private clouds
 - Public clouds
 - Hybrid clouds
 - Cloud-based SaaS

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Recommended Product Experience

We recommend that candidates have at least six months of experience with the following Citrix technologies:

- Citrix Virtual Apps and Desktops 7 or newer
- StoreFront
- Citrix Profile Management
- Citrix Workspace app
- Citrix Gateway 12 or newer

Recommended Training

Citrix Education recommends that candidates have hands-on experience with Citrix Virtual Apps and Desktops 7 prior to taking this exam. One of the best ways to do this is by taking a formal Citrix training course. The following course provides training on administration for Citrix Virtual Apps and Desktops 7.

- [CWS-215: Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud](#) (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 products covered on the exam.

Unauthorized Preparation Materials

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

When looking for materials in addition to authorized Citrix training to prepare for certification, Citrix Education recommends that you visit <http://www.certguard.com> to ensure that a site is indeed legitimate. This site flags websites that are acting as brain dumps, which have unauthorized materials.

Interpretation of Objectives

Candidates should refer to the objectives and examples listed in this guide in order to determine which topics will be on the exam, as well as examples of the topics that could be tested.

For example, if the objective reads, “Assess the printing infrastructure” and one of the examples reads, “Perform printer driver stress testing” candidates could expect to see:

- A scenario describing a printing infrastructure:
 - Scenario: A Citrix Architect is assessing the current printing infrastructure at CGE. As part of the assessment, the architect wants to perform printer driver stress testing.
- A question that requires determining how to assess the printer drivers:
 - How can the architect assess which printer drivers are in use in the current environment?

Note: The examples listed in the “Sections, Objectives, Examples and References” section of this guide do NOT encompass all potential topics that could be tested. The examples are only provided as guidance.

The objectives and examples for this exam were developed by Exam Project Managers and Subject Matter Experts (SMEs) based on identified tasks that relate to installing, configuring, and managing Citrix Virtual Apps and Desktops 7.

Sections, Objectives and References

- Citrix Product Documentation: <https://docs.citrix.com>
- Citrix Support: <https://www.citrix.com/support>
- Citrix Blogs: <https://www.citrix.com/blogs/>

| Objective Number | Objective | Topics | References |
|---|--|--|---|
| Section 1: Architecture Overview | | | |
| 1.01 | Identify the layers in the layered architecture approach to Virtual Apps and Desktops. | User Layer Access Layer Control Layer Resource Layer Hardware Layer On-Premise vs Citrix Cloud | Module 1 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/tech-zone/toc/by-product/citrix-virtual-apps-and-desktops/design-guidance.html https://docs.citrix.com/en-us/tech-zone/learn/diagrams-posters/virtual-apps-and-desktops.html https://docs.citrix.com/en-us/tech-zone/learn/diagrams-posters/virtual-apps-and-desktops-service.html https://www.citrix.com/blogs/2018/05/31/cloud-guidepost-understanding-the-control-plane-and-planning-the-access-layer/ |
| 1.02 | Determine the appropriate hosting platform based on requirements. | Hosting Platform: On-Premises Hosting Platform: Service Provider Hosting Platform: Cloud Hosted Hosting Platform: Citrix Cloud Citrix Virtual Apps and Desktops Hosting Platforms Architecture Layers - The Citrix Cloud Approach | Module 1 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/tech-zone/toc/by-product/citrix-virtual-apps-and-desktops/reference-architectures.html |

| Objective Number | Objective | Topics | References |
|--------------------------------------|--|---|--|
| Section 2: Deploying the Site | | | |
| 2.01 | Identify what is required for a given environment prior to deployment. | Service Accounts The Site Database Windows Licensing for Citrix Virtual Apps and Desktops | Module 2 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/technical-overview.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/install-configure/install-prepare.html#configure-a-microsoft-rds-license-server-for-windows-server-workloads |
| 2.01 | Identify what is required for a given environment prior to deployment. | Service Accounts The Site Database Windows Licensing for Citrix Virtual Apps and Desktops | Module 2 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/system-requirements.html |
| 2.02 | Determine how to configure Citrix Licensing for a given environment. | Consider Citrix License Editions Access Citrix Licenses How to Apply a License File | Module 2 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/licensing/current-release/license-types.html https://docs.citrix.com/en-us/licensing/licensing-guide-for-citrix-virtual-apps-desktops.html https://docs.citrix.com/en-us/licensing/current-release/license-server-getting-started.html |
| 2.03 | Determine how to install and configure the Delivery Controller. | Delivery Controller Services Delivery Controller Services Communication Service Scripting Local Host Cache (LHC) Local Host Cache (LHC) Normal Operations vs Outage | Module 2 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/technical-overview.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/manage-deployment/local-host-cache.html |
| 2.04 | Determine how to configure a Site based on a list of requirements. | Site Database Types Site Databases Configuration | Module 2 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/technical-overview/databases.html |

| Objective Number | Objective | Topics | References |
|---|--|--|--|
| Section 3: The Apps and Desktops Images | | | |
| 3.01 | Determine what is required in an environment for a specified master image. | Citrix Virtual Delivery Agent (VDA) Install Citrix Virtual Delivery Agent (VDA) Registration and Considerations | Module 3 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/install-configure/install-vdas.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/manage-deployment/vda-registration.html |
| Section 4: Provisioning and Delivering App and Desktop Resources | | | |
| 4.01 | Determine how to manage Machine Catalogs and Delivery Groups. | Add a Host Connection for the Resource Location The Machine Catalogs and Delivery Groups Relationship | Module 4 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/manage-deployment/connections.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/install-configure/machine-catalogs-create.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/install-configure/delivery-groups-create.html |
| 4.02 | Determine how to deploy machines using Machine Creation Services. | MCS Process MCS I/O Optimization Create Machine Catalogs and Delivery Groups MCS and the Cloud Connector | Module 4 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/tech-zone/design/reference-architectures/image-management.html#mcs-high-level-vm-and-disk-architecture https://www.citrix.com/blogs/2016/08/03/introducing-mcs-storage-optimisation/ https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/install-configure/machine-catalogs-create.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-itsr/install-configure/delivery-groups-create.html https://docs.citrix.com/en-us/citrix-cloud/citrix-cloud-resource-locations/citrix-cloud-connector.html |

| Objective Number | Objective | Topics | References |
|------------------|--|---|--|
| 4.03 | Determine the behavior of different types of machines provisioned using Machine Creation Services. | MCS Created Random/Non-Persistent Desktop - Reboot Effects MCS Created Static/Persistent Desktop - Reboot Effects | Module 4 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/tech-zone/design/reference-architectures/image-management.html#machine-creation-services |
| 4.04 | Determine where to configure the resource location for a given environment. | Traditional On-Premises Deployment Public Cloud Deployment Citrix Cloud with an On-Premises Resource Location Citrix Cloud with a Public Cloud Resource Location Citrix Cloud with both an On-Premises Resource Location and a Public Cloud Resource Location | Module 4 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/tech-zone/learn/diagrams-posters/virtual-apps-and-desktops.html https://docs.citrix.com/en-us/tech-zone/learn/diagrams-posters/virtual-apps-and-desktops-service.html https://docs.citrix.com/en-us/tech-zone/toc/by-product/citrix-virtual-apps-and-desktops/reference-architectures.html |

Section 5: Providing Access to App and Desktop Resources

| | | | |
|------|---|---|--|
| 5.01 | Determine how to implement a specified authentication method based on given requirements. | User Access to Resources Store Authentication Methods Store Authentication Service Server Groups | Module 5 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/storefront/1912-ltsr/plan/user-access-options.html https://docs.citrix.com/en-us/storefront/1912-ltsr/plan/user-authentication.html https://docs.citrix.com/en-us/storefront/1912-ltsr/configure-server-group.html |
| 5.02 | Determine how to implement Workspace Experience User Authentication based on a scenario. | Username and Password Through Cloud Connectors Federated Authentication with Azure AD | Module 5 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/storefront/1912-ltsr/plan/user-authentication.html https://docs.citrix.com/en-us/citrix-cloud/citrix-cloud-management/identity-access-management.html |

| Objective Number | Objectives | Topics | References |
|--|--|--|--|
| 5.03 | Determine how to deploy Workspace Apps in a given environment. | Deploying Citrix Workspace App The Citrix Workspace App Experience Citrix Workspace App Configuration Configure Citrix Workspace App with an ADMX File Configure Citrix Workspace App Manually | Module 5 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-workspace-app-for-windows/deploy.html https://docs.citrix.com/en-us/citrix-workspace-app-for-windows/configure.html |
| 5.04 | Determine the communication flow when delivering an app or desktop to a user in a given environment. | Workspace Experience StoreFront On-Premises Configure On-Premises StoreFront with Cloud Connectors | Module 5 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/manage-deployment/storefront.html https://docs.citrix.com/en-us/citrix-workspace/overview.html |
| Section 6: Managing the User Experience | | | |
| 6.01 | Determine how to configure Citrix policies based on a scenario. | Citrix Policy Precedence Citrix Policy Settings Citrix Policy GPO Loopback Considerations Citrix Policy Filters Citrix Policy Resultant Set | Module 6 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies/policies-processes.html#policy-processing-order-and-precedence https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies/policies-compare-model.html |
| 6.02 | Determine the appropriate policy priority based on a scenario. | Citrix Policy Priority | Module 6 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies/policies-compare-model.html#prioritize-policies |
| 6.03 | Determine the appropriate user experience settings to configure to achieve a specific outcome. | Load Management Session Reliability Auto Client Reconnect ICA Keep-Alive | Module 6 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/manage-deployment/sessions.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/delivery-groups-manage.html#load-manage-machines-in-delivery-groups |

| Objective Number | Objectives | Topics | References |
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| Section 7: Published App and Desktop Presentation and Management | | | |
| 7.01 | Determine which application specific properties to use in Delivery Groups based on a scenario. | Application Properties Workspace App Application Delivery Categories | Module 7 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/manage-deployment/applications-manage.html |
| 7.02 | Determine how to optimize Server OS published applications for a given environment. | Delivery Group Properties - Application Prelaunch Delivery Group Properties - Application Lingering Session Sharing | Module 7 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/delivery-groups-manage.html#configure-session-prelaunch-and-session-linger-in-a-delivery-group https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/application-groups-create.html#session-sharing-with-application-groups |
| 7.03 | Determine how to present applications to users based on a scenario. | Featured App Groups Shortcut integration Self-Service Mode | Module 7 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/publish-content.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/manage-deployment/applications-manage.html |
| 7.04 | Determine how to configure application groups. | Application Groups | Module 7 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/application-groups-create.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/install-configure/application-groups-manage.html |

| Objective Number | Objectives | Topics | References |
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| Section 8: Managing Printing for User Sessions | | | |
| 8.01 | Determine the appropriate printer mapping for a given environment. | Endpoint Attached Print Job Routing Endpoint Mapped: Print Job Routing VDA Attached Print Job Routing VDA Mapped Print Job Routing Printer Mapping Setting - Auto Creation Printer Mapping Setting - Session Printers | Module 8 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/printing.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/printing/printing-provision-printers.html |
| 8.02 | Identify appropriate printer drivers based on a scenario. | Printer Drivers Printer Driver Mapping Universal Print Driver Universal Printer Universal Print Server | Module 8 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/printing/printing-maintain-environment.html |
| 8.03 | Identify the printing requirements for a given environment. | Saving User Printing Preferences Built-In Citrix Secure Printing | Module 8 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/printing/printing-best-practices.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/printing/printing-policies-preferences.html |
| Section 9: Citrix Profile Management | | | |
| 9.01 | Determine how to configure Citrix Profile Management. | User Profile Migration Citrix Profile Management - User Store Profile Caching Active Write Back Profile Streaming Process Profile Protection | Module 9 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/manage-deployment/user-profiles.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/policies/reference/profile-management.html |

| Objective Number | Objectives | Topics | References |
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| Section 10: Managing the Site | | | |
| 10.01 | Determine how to delegate permissions to other administrators. | On-Premises Delegated Administration On-Premises Administrator Roles On-Premises Administrator Scope how to Create an On-Premises Custom Administrator Define Administrator Access Permissions for Citrix Cloud How to Create a Citrix Cloud Delegated Administrator | Module 10 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/secure/delegated-administration.html https://docs.citrix.com/en-us/citrix-cloud/overview/signing-up-for-citrix-cloud/signing-up-for-citrix-cloud.html https://docs.citrix.com/en-us/citrix-cloud/citrix-cloud-management/identity-access-management.html |
| 10.02 | Determine how to use PowerShell to query information in the Site. | Use PowerShell with an On-Premises Deployment Use PowerShell with a Citrix Cloud Deployment | Module 10 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/sdk-api.html https://developer-docs.citrix.com/projects/citrix-virtual-apps-desktops-sdk/en/1912/ |
| 10.03 | Determine the appropriate power management decisions for a given environment. | Schedule Restarts How to Power Manage a Server OS Machine | Module 10 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/install-configure/delivery-groups-manage.html#power-managed-machines-in-a-delivery-group https://developer-docs.citrix.com/projects/citrix-virtual-apps-desktops-sdk/en/1912/Broker/New-BrokerRebootScheduleV2/ |

| Objective Number | Objectives | Topics | References |
|---|---|---|---|
| Section 11: Citrix Virtual Apps and Desktops Basic Security Considerations | | | |
| 11.01 | Determine how to configure basic network security for Virtual Apps and Desktops components. | Certificates Public and Private CAs | Module 11 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/secure/tls.html |
| 11.02 | Determine how to enable XML Service Trust for certain authentication types. | How to Configure an XML Service Trust | Module 11 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/secure/best-practices.html#xml-trust |
| 11.03 | Determine how to secure remote access using Citrix Gateway and the Secure Ticket Authority. | Citrix Gateway Secure Ticket Authority | Module 11 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/secure/storefront-netScaler.html |
| Section 12: Monitoring the Site | | | |
| 12.01 | Determine how to monitor user sessions based on given requirements. | View a Session View Session Details View the HDX Channels | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/site-analytics.html |

| Objective Number | Objectives | Topics | References |
|------------------|--|--|--|
| 12.02 | Determine how to analyze published apps in a given environment. | Application Health, Usage, Probing Historical Application Failure Monitoring App Monitoring Policies | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/troubleshoot-deployments/applications/app-probing.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/troubleshoot-deployments/applications/desktop-probing.html |
| 12.03 | Determine how to monitor machines that are running the Virtual Delivery Agent (VDA) based on a scenario. | VDA Machine Monitoring Monitor the Disk Historical Resource Utilization | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/troubleshoot-deployments/machines.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/site-analytics/trends.html |
| 12.04 | Determine what to monitor within a Site to find the root cause of a common issue. | Average Logon Duration Site Infrastructure | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/troubleshoot-deployments/user-issues/session-startup.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/troubleshoot-deployments/user-issues/user-logon.html |
| 12.05 | Determine how to configure alerts and notifications based on a scenario. | Alerts and Notifications Director Notifications SCOM Integration | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/site-analytics/alerts-notifications.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/site-analytics/alerts-notifications.html#scom-alerts |
| 12.06 | Determine how to use Citrix ADM to optimize monitoring through Citrix Director. | Citrix ADM Setup Process Citrix ADM Benefits to Director Monitoring | Module 12 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/director/install-and-configure/hdx-insight.html |

| Objective Number | Objectives | Topics | References |
|--|--|---|--|
| Section 13: Supporting and Troubleshooting Citrix Virtual Apps and Desktops | | | |
| 13.01 | Determine the proper tool to use to troubleshoot a given issue. | VDA Cleanup Utility HDX Monitor Citrix Health Assistant Citrix Scout Microsoft Common Tools Microsoft Sysinternals | Module 13 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://support.citrix.com/article/CTX207624 https://docs.citrix.com/en-us/citrix-virtual-apps-desktops/1912-ltsr/manage-deployment/cis/scout.html https://support.citrix.com/article/CTX209255 https://docs.microsoft.com/en-us/sysinternals/ |
| 13.02 | Identify ways to proactively support common tasks in an environment. | Verify backups of Key Citrix Components Backup Citrix Databases Test Your Connections Verify Registration and Session Availability Confirm Capacity Review Citrix Policies | Module 13 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://www.citrix.com/blogs/2014/03/25/director-dashboard-explained |

| Objective Number | Objectives | Topics | References |
|--|---|--|---|
| Section 14: Migrating to Citrix Cloud | | | |
| 14.01 | Determine how to migrate policies and catalogs in a given environment. | PVS Catalogs Manual Migration Tasks | Module 14 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/migrate.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/migrate-workloads.html |
| 14.02 | Determine how to deploy or maintain Citrix Cloud Connector. | Citrix Cloud Connector Installation Citrix Cloud Connector Silent/Automated Installation Proxy and Firewall Considerations Define Resource Locations | Module 14 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-cloud/citrix-cloud-resource-locations/citrix-cloud-connector.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/install-configure/resource-location.html https://www.citrix.com/blogs/2017/03/15/automating-the-cloud-connector-installation |
| 14.03 | Determine how to configure Virtual Apps and Desktops with an on-premises resource location. | VDA Registration Local Host Cache (LHC) | Module 14 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/manage-deployment/vda-health-checks.html https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/manage-deployment/local-host-cache.html |
| 14.04 | Determine the migration process to use for a given scenario. | Move Citrix Virtual Apps and Desktops on-premises deployment to Citrix Cloud with an on-premises resource location | Module 14 of CWS-215 Citrix Virtual Apps and Desktops 7 Administration On-Premises and in Citrix Cloud https://docs.citrix.com/en-us/citrix-virtual-apps-desktops-service/migrate/migrate-on-prem-to-cloud.html https://docs.citrix.com/en-us/tech-zone/design/reference-architectures/virtual-apps-and-desktops-service.html |

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