



1Y0-252

Citrix

*Citrix 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.

Answer: E

Question: 4

Which three symptoms indicate failure of the Web Interface? (Choose three.)

- A. Printer mappings are not holding in Web Interface sessions.
- B. Users are unable to authenticate on the Web Interface Login page.
- C. Printing from applications accessed through Web Interface is failing.
- D. Applications are not enumerating after logging on to the Web Interface.

E. Users are unable to launch applications in a Web Interface environment.

Answer: B, D, E

Question: 5

Nina is the acting MetaFrame Administrator Company.com. She received multiple calls from users this morning reporting that they could not launch Microsoft Word using Program Neighborhood. These users were able to launch the applications the day before and this is the first time they have had this issue. When trying to connect to the published application, users receive an error message that states "WINWORD.EXE failed to start. The Citrix server is unable to process your request to start this published application at this time. Please try again later." This error usually occurs a few minutes after the user has logged onto the network.

Users access their applications through Program Neighborhood using the MetaFrame Presentation Server Client for Win32. In the environment, load evaluators are enabled that include an Application User Load rule which limits connections to applications after the load level is full. Users have limited ability to launch applications based on the number of required licenses per launch. Logon status is enabled. The Server Operations team has reported that no changes were made to Active Directory or Windows Server 2003.

What are two possible causes for the issue described? (Choose two.)

- A. The Citrix Connection Configuration listener settings are misconfigured.
- B. The load evaluator settings were altered and are not appropriate for the environment.
- C. The CMSTART.EXE registry file is corrupt, missing and/or the user is not permitted to launch it.
- D. The user or user group does not have permission assigned to access the server where the applications reside.

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 takes a call from a user who has received an error message that states "The system could not log you on". The user is attempting to log on from a remote location. There have been no reports of network issues and the domain controller seems to be accepting authentication requests from other users. After confirming that the user is using the correct credentials, you proceed with determining if the issue is a Citrix Client issue.

Which three steps must be completed to determine whether the issue is caused by the Citrix Client? (Choose three.)

- A. Check that UDP port 1604 is open.
- B. Open TCP port 3389 on the server.
- C. Have the user uninstall the Citrix Client and use RDP instead.
- D. Enable logons in the Citrix Connection Configuration Utility for RDP connections.

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