

# Citrix Access Gateway 4.5 Advanced Edition: Administration

## 308 Exam

### Preparation Guide

### Citrix Education

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**This Exam Preparation Guide is designed to allow you to assess the types of questions that may be asked during the subject Citrix certification exam. Please be aware that the content of this guide in no way ensures a passing score on such certification exam.**

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# 1 Purpose

This document provides a list of exam objectives for the Citrix Access Gateway 4.5 Advanced Edition: Administration exam (308) and a list of resources that will help prepare exam-takers for items associated with these objectives. Topics that are covered in the exam and instructions on how to obtain information about these topics are outlined in this document at a high-level. Exam-takers should read this document carefully before beginning preparation for the exam.

This exam certifies that successful candidates have the knowledge and skills necessary to install, administer and support a Citrix Access Gateway 4.5 Advanced Edition implementation.

## 2 The Exam

This guide pertains to the 308 exam. The 308 exam is a 67-question exam written in English. Native English speakers have 90 minutes to complete the exam. Non-native English speakers who take the exam in English have 120 minutes to complete the exam. The passing score for this exam is 65%.

This version of the exam is based on Citrix Access Gateway 4.5 Advanced Edition. It includes product nomenclature and features consistent with this version of the product.

The exam is administered through Pearson VUE. For details on the rules and procedures associated with registering for and taking the exam, please visit the <http://www.citrix.com/English/SS/education/exams.asp> web site.

## 3 The Intended Audience

The 308 exam is a rigorous examination of subjects that are critical to an administrator's role as defined by Citrix Systems' subject-matter experts. This role includes, but is not limited to:

- Citrix Access Gateway 4.5 Advanced Edition Administrators
- Citrix Access Suite 4.0 Administrators
- Systems Engineers
- Technical Consultants
- Technical Trainers
- Network Administrators
- Windows Administrators
- Security Administrators

## 4 Preparatory Recommendations for the Exam

It is recommended that exam-takers obtain experience installing, administering and supporting Citrix Access Gateway 4.5 Advanced Edition prior to taking this exam.

## 4.1 Recommended Knowledge and Skills

It is recommended that exam-takers have the following knowledge and skills prior to taking this exam:

- Basic administration of Citrix Access Gateway 4.5 Advanced Edition
- Basic knowledge of SSL VPN technologies, including certificates
- Knowledge of Microsoft Windows 2003 Server and Advanced Server
- Intermediate knowledge of Active Directory 2003
- Basic knowledge of web application architecture, such as ASP.NET
- Basic administration of Internet Information Services (IIS) servers
- Intermediate network administration skills, including the ability to:
  - ❑ Navigate the system
  - ❑ Create users
  - ❑ Manage permissions and administer rights
  - ❑ Configure operating system options
  - ❑ Create shares and grant access to shared folders and files
  - ❑ Configure DNS
- Basic knowledge of networking topics, including:
  - ❑ Routing
  - ❑ Protocols, including TCP and ICA
  - ❑ Firewall administration
- Basic knowledge of network management using SNMP

## 4.2 Recommended Experience

It is recommended that exam-takers have at least six months of experience with the following:

- Installing Access Gateway 4.5 Advanced Edition
- Configuring resources for use with an Access Gateway 4.5 Advanced Edition implementation
- Configuring continuous and endpoint analysis scans in an environment
- Configuring logon points for Access Gateway 4.5 Advanced Edition
- Defining policies for an Access Gateway 4.5 Advanced Edition implementation
- Configuring access server farm settings
- Migrating access server farm settings

It is also recommended that exam-takers attend the Citrix course CTX-1308AI Citrix Access Gateway 4.5 Advanced Edition: Administration.

## 5 Exam Sections and Weights

The Citrix Access Gateway 4.5 Advanced Edition: Administration exam (308) is divided into seven (7) sections. Each section of the exam is weighted as follows, totaling 100%:

- |                                                                                               |     |
|-----------------------------------------------------------------------------------------------|-----|
| ▪ Installing Access Gateway 4.5 Advanced Edition Option (both the appliance and the software) | 10% |
| ▪ Configuring Network Resources                                                               | 17% |
| ▪ Configuring Endpoint Analysis                                                               | 15% |
| ▪ Configuring Logon Points                                                                    | 14% |
| ▪ Defining Policies (for both the appliance and the software)                                 | 22% |
| ▪ Configuring Access Server Farm Settings                                                     | 14% |
| ▪ Migrating Access Server Farm Settings                                                       | 8%  |

## 6 Exam Objectives and Resources for the Exam

The questions for the exam were developed directly from the exam objectives. The exam objectives are used to test the exam-taker's knowledge, skills and abilities related to each section of the exam.

Some of the exam objectives will correspond, or map, to field experience. Exam-takers are expected to have at least six months of experience with Citrix implementations of Access Gateway 4.5 Advanced Edition to increase their chances of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers attend the CTX-1308AI Citrix Access Gateway 4.5 Advanced Edition: Administration course and obtain field experience.

## 6.1 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
CTX-1308AI Citrix Access Gateway 4.5 Advanced Edition: Administration	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find a CALC, please visit the <a href="http://citrix.com/English/SS/education/feature.asp?contentID=24019">http://citrix.com/English/SS/education/feature.asp?contentID=24019</a> web site. <b>Note: This site is subject to change.</b>
Citrix Access Gateway Advanced Edition Administrator's Guide	The administrator's guide is available on the CD "Citrix Access Gateway 4.5 Advanced Edition for Windows" under the filename Advanced_Edition_Administrator_Guide. It is also available for download at <a href="http://support.citrix.com/docs/">http://support.citrix.com/docs/</a> . <b>Note: This site is subject to change.</b>

## 6.2 Exam Objectives

The content for these sections and objectives was developed using the resources listed in section 6.1 of this guide.

### I. Installing Access Gateway 4.5 Advanced Edition Option (both the appliance and the software)

- Specify appropriate installation options and setup configurations for Advanced Access Control based on stated requirements.
- Determine which basic configurations are needed for Advanced Access Control based on stated requirements.
- Determine which security settings to implement through Advanced Access Control based on stated requirements and desired results.
- Determine the required configuration to add, connect and remove an Access Gateway appliance from an environment based on stated requirements.
- Identify the steps for configuring new user interface features in the Access Gateway Administration tool (for example, disabling desktop sharing – per group).

## **II. Configuring Network Resources**

- Identify the required steps for defining resources for Advanced Access Control based on a scenario.
- Select the required configurations for web resources based on a scenario.
- Select the required configurations for file share resources based on a scenario.
- Select the required configurations for web-based email resources based on a scenario.
- Determine the required configurations to enable email synchronization based on stated requirements.
- Select the appropriate configuration for enabling client tunnel resources based on a scenario.
- Identify the appropriate configuration for multiple Web Interface sites from a single logon point based on stated requirements.

## **III. Configuring Endpoint Analysis**

- Identify the required steps for importing and grouping scan packages to ensure that multiple scan types, including continuous scans, can run simultaneously using logic operators.
- Select the required steps to create scans given a scenario or a screen shot of the Access Management Console.
- Determine when and which type of rules should be added to a scan given stated requirements and desired results.
- Select the appropriate configurations for enabling endpoint policies for the Access Gateway appliance based on stated requirements.
- Identify the required steps for deploying endpoint analysis client software in an enterprise environment based on a description of the infrastructure.
- Specify how scan outputs can be used as a condition for a given environment.
- Determine how and when to use scan outputs for policies in a described environment given detail on the policy.
- Identify which Access Gateway 4.5 Advanced Edition endpoint analysis scans were used based on the user interface or scan feature.

## **IV. Configuring Logon Points**

- Identify the required steps, configurations or user interface to create a logon point for a given scenario or screen shot of the Access Management Console.
- Identify the required steps to deploy logon points to an environment.
- Identify which clients should be deployed based on descriptions of the environment or stated requirements.
- Determine the appropriate logon privileges for an Access Gateway 4.5 Advanced Edition implementation.
- Specify the appropriate configurations for advanced authentication, including two-factor authentication using RSA, SafeWord, LDAP, or RADIUS, given a screen shot or an authentication requirement.
- Identify the steps for logging on to an access farm given server names and locations.

## **V. Defining Policies (for both the appliance and the software)**

- Identify parameters for defining connection policies in an Access Gateway 4.5 Advanced Edition implementation.
- Identify the required steps and configurations for creating and deploying an access policy with a resource type based on stated requirements.
- Identify the steps for creating a typical policy filter.
- Identify the required configurations for creating a custom policy filter.
- Specify which settings must be enabled to configure policies to meet stated requirements.
- Determine the level of access to grant to users through access policies based on the client browser type being used.
- Determine the appropriate troubleshooting tools based on a given scenario, including the session monitoring tool, event viewer and access policy manager.

## **VI. Configuring Access Server Farm Settings**

- Identify the appropriate steps or tools to log and audit events.
- Identify the appropriate steps to change service account information based on stated requirements.
- Identify the appropriate steps to change farm membership based on stated requirements.
- Select the appropriate steps to configure administrative access control given a scenario.
- Identify the required configuration options and logging tools to aggregate logging data using the event log consolidator.
- Identify the necessary steps for integrating Access Gateway 4.5 Advanced Edition with Citrix Presentation Server 4.0 and 4.5.

## **VII. Migrating Access Server Farm Settings**

- Identify appropriate configuration for migrating older versions of Advanced Access Control to Access Gateway 4.5 Advanced Edition, including the use of the migration wizard, import and export tools.
- Identify which elements must be considered prior to migration, given a scenario in which an upgrade from Access Gateway Standard to Access Gateway 4.5 Advanced Edition is to occur.

## 7 Appendix: Practice

1. **Scenario:** An administrator creates three web resources: a Marketing portal, which is restricted to partners and marketing employees; a Human Resources portal, which is exclusively for employees of the Human Resources department; and a sales web application, which is also used by the Marketing department.

What must be created before users can access these resources?

- A. A single filter for all three resources
- B. A single policy for all three resources
- C. Three filters with one filter applied to each of the resources
- D. Three policies with one policy applied to each of the resources

**Answer: D**

2. Which two steps must an administrator take to ensure that a file share appears in the navigation page for users? (Choose two.)
  - A. Publish the file share.
  - B. Specify the file share as the home page.
  - C. Create a policy that allows users access to the file share.
  - D. Select the file share in the properties of the navigation page.

**Answers: A and C**

3. Which two statements are true regarding a bandwidth scan? (Choose two.)
- A. Bandwidth scans check the bandwidth between client devices and the Access Gateway appliance.
  - B. An administrator can use a bandwidth scan to determine if the connecting client meets the minimum amount of bandwidth required.
  - C. An administrator can use a bandwidth scan to determine which applications clients are allowed to connect to based on their bandwidth.
  - D. Bandwidth scans check the bandwidth between the Advanced Access Control server and the servers running Presentation Server in the environment.

**Answers: A and B**

4. Which identifier is required to allow users to access resources in an access server farm with browser-only access through the Access Gateway appliance?
- A. The IP address of the Web Interface server
  - B. The FQDN of an Access Gateway appliance
  - C. The FQDN of the Advanced Access Control server hosting the logon point
  - D. The IP address of the Advanced Access Control server hosting the logon point

**Answer: B**

5. Which setting should be enabled when configuring a connection policy to ensure automatic drive mapping on client devices using a Windows logon script?
- A. Run scripts at logon
  - B. Execute logon scripts
  - C. Run DRIVEMAP.EXE
  - D. Execute mandatory profile

**Answer: B**

6. **Scenario:** The administrator wants to ensure that client devices using Netscape as their browser type are only allowed to edit documents on servers in a trusted environment using applications published on servers running Presentation Server.

Which type of access should be given to clients to meet this requirement?

- A. Live Edit
- B. Download
- C. HTML Preview
- D. File type association

**Answer: D**

7. When changing the service account information for an access server farm, which statement is true?
- A. The new service account is automatically added to the local administrator's group.
  - B. The new service account must be manually added to the local administrator's group.
  - C. The original service account is automatically removed from the domain administrator's group.
  - D. The original service account must be manually removed from the domain administrator's group.

**Answer: A**

8. Which utility should an administrator use to migrate configuration files from previous versions of Advanced Access Control to Access Gateway 4.5 Advanced Edition?
- A. Upgrade Wizard
  - B. Migration Wizard
  - C. Import/Export Tool
  - D. Server Configuration Tool

**Answer: B**