

Citrix Access Suite 4.0: Build/Test

456 Exam

Preparation Guide

Citrix Education

4.0

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851 W. Cypress Creek Road
Ft. Lauderdale, FL 33309
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This Exam Preparation Guide is designed to allow readers to assess the types of items 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 this certification exam.

Author: Kpayah S.P. Tamba, Experienced Exam Developer

Item Development Team
Ed George Ph.D., Courseware Developer, Citrix Education Jo Harder, Senior Architect, Worldwide Consulting Solutions Jason Herrera, Lead Channel SE, Channel Readiness Michele Bellanca, Software Test Engineer III, Engineering Karla Stagray, Senior Courseware Development Lead, Citrix Education Jennifer Lang, Software Test Engineer II, Virtualization Systems Group Dina Mills, Product Support Specialist, Readiness NT/W 2000 Derrick Rountree, Senior Test Engineer, Engineering Angel Soto, Channel Sales Engineer, SE Readiness Team Paul Wilson, Senior Product Specialist, Password Manager Olivier Withoff, Senior Product Readiness Manager, Worldwide Support Readiness Beth Roberts, Product Readiness Manager, Technical Support Ed York, Architect, Worldwide Consulting Solutions Sierra Hampton, Senior Exam Development Lead, Citrix Education Kpayah S.P. Tamba, Experienced Exam Developer, Citrix Education
Subject-Matter Experts
Florian Becker, Principal Consultant, Worldwide Consulting Services Stacy Scott, Product Readiness Manager, Technical Support Elizabeth Teixeira, Product Support Specialist, Technical Support James West, Lead Escalation Engineer, Technical Escalation Lydia Kellman, Senior Courseware Developer, Citrix Education Chi Ho, Level II Support Engineer, Technical Support David Bowie, Technical Support Engineer Level II, Technical Support Sam Clark, Technical Relationship Manager, Technical Support Medardus Clont, Escalation Engineer, U.S. Escalation Team Jennifer Emfinger, NA Channel Sales Engineer, North America Channel Sales Dimitry Feigin, Lead Software Test Engineer I, Password Manager Daniel Feller, Senior Architect, Worldwide Consulting Solutions Parry Kitchner, Software Test Engineer II, Engineering Scott Lindars, Product Readiness Manager, Worldwide Technical Support Alexander Lyublinski, Lead Software Test Engineer System III, Access Suite Team Barbara O'Grady, Product Readiness, Technical Support Nick Powell, Test Engineer, Engineering Jonathan Rabinowitz, Lead Technical Support Engineer, Advanced Technical Support Amirmohsen Shahheidari, Software Test Engineer, Life Cycle Maintenance Ping Wu, Test Engineer, Engineering
Test Engineers for Simulation Exam
Lourdes Soler, Experienced Exam Developer, Citrix Education Alejandra Amador, Exam Developer, Citrix Education Rhonda Rowland, Senior Technology Lead, Citrix Education

Acknowledgement

The Citrix Access Suite 4.0: Build/Test Exam (456) is a complex and rigorous exam. Developing the content for this exam took many months of sleeplessness, hard work and dedication. This exam could not have been a success without the work of the “Man Behind the Project.”

The Citrix Exam Development team would like to acknowledge the contributions and remember the unselfish efforts of Edwin George, Ph.D., who passed away in 2006. Ed worked diligently and tirelessly to design, test and implement this exam. His vision and passion for perfection were integral to the success of this high-stakes simulation exam. Unfortunately, he did not live to see this exam published.

The Exam and Courseware Developers who worked with Ed during his tenure at Citrix will long remember him.

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1. Purpose

This document provides a list of exam objectives for the 1Y0-456 Citrix Access Suite 4.0: Build/Test exam and a list of resources to help prepare exam-takers for the simulation and multiple-choice items associated with these objectives. This document outlines, at a high level, topics covered in the exam and provides instructions on how to obtain information about these topics. Exam-takers should read this document carefully before preparing to take the exam.

This exam certifies that successful candidates for the CCEA and CCIA certifications have the knowledge and skills necessary to build and test a Citrix Access Suite 4.0 implementation.

2. The Exam

This guide pertains to the 1Y0-456 Citrix Access Suite 4.0: Build/Test Exam. This is a 28-item exam, consisting of 23 simulation and 5 multiple-choice items, all written in English. Localized versions of this exam will be available in German, French and Japanese. The passing score for this exam is 67%. The passing score for Citrix Certified Instructors (CCIs) is also 67%.

Native English speakers have 240 minutes to complete the exam. Non-native English speakers who take the exam in English have 270 minutes to complete the exam. Non-native English speakers must explicitly contact Pearson VUE to ask for the time extension when registering for the exam in English. Exam-takers should verify the specific policies with the test provider.

This version of the exam is based on Citrix Access Suite 4.0 products. It includes nomenclature and features consistent with these products.

This exam is a requirement for the Citrix Certified Enterprise Administration 4 (CCEA) and the Citrix Certified Integration Architect 4 (CCIA) certifications.

This exam is administered through Pearson VUE. For details on the rules and procedures associated with registering for and taking the exam, please visit <http://citrix.com/English/SS/education/feature.asp?contentID=23891>.

3. Preparatory Recommendations for the Exam

It is recommended that exam-takers have the knowledge and skills necessary to build and test a Citrix Access Suite 4.0 implementation prior to taking this exam. Exam-takers are expected to possess senior-level expertise in the implementation of Citrix products, including:

- Building Citrix Presentation Server 4 implementations for enterprise environments that may include application isolation environments, complex printing scenarios, multiple farms and zones and Web Interface 4.2 sites.
- Building Citrix Password Manager 4.1 implementations for enterprise environments that include Active Directory-based central stores with enabled features, such as the Password Manager Service, identity verification questions, self-service key recovery and application definitions for Windows and web-based applications.
- Building Access Gateway 4.2 Advanced Edition implementations for enterprise environments that include web, file and network resources; provide access to applications published on Presentation Server, including Web Interface 4.2 sites; and incorporate logon points that include endpoint analysis and other scans as well as applicable policies.
- Integrating Citrix Access Suite 4.0 products together while ensuring that:
 - ❑ Applications or content published on Presentation Server are enabled for use with Password Manager in accordance with an environment's security policies and are accessible through a number of access scenarios, including multiple Web Interface sites and Access Gateway 4.2 Advanced Edition logon points.
 - ❑ Policies and scan requirements applied in product implementations are maintained during integration.
 - ❑ Access is granted to users in accordance with policies and scan requirements from internal and external locations.
- Testing pilot implementations or proof of concept environments that include the entire Citrix Access Suite 4.0 to determine if they meet specified design requirements.

3.1 Recommended Knowledge and Skills

It is recommended that exam-takers have the prerequisite knowledge of the following enterprise-based software:

- Citrix Presentation Server 4, including the following components:
 - ❑ Web Interface 4.2
 - ❑ Secure Gateway
- Citrix Access Gateway 4.2 Advanced Edition
- Citrix Password Manager 4.1
- Microsoft Active Directory Services
- Microsoft Windows Server 2003 or Advanced Server

In addition to product knowledge, exam-takers should have knowledge of:

- Network operating systems, including security, implementation and administration
- Citrix methodology and best practices for implementation

It is also recommended that exam-takers have the skills necessary to build and test Citrix Access Suite 4.0 implementations, inclusive of all suite products and components in the previous list.

3.2 Recommended Experience

It is recommended that exam-takers have at least two (2) years of practical experience with individual Citrix products and a minimum of six (6) months of experience integrating the following:

- Configuring and integrating these Citrix Access Suite 4.0 components:
 - ❑ Presentation Server 4 (including Web Interface 4.2)
 - ❑ Password Manager 4.1
 - ❑ Access Gateway 4.2 Advanced Edition
- Performing system tests on Citrix Access Suite 4 implementations

It is also recommended that exam-takers attend and/or self-study the CTX-1456AI Citrix Access Suite 4.0: Build/Test course, prior to taking this exam.

3.3 Recommended Certification Program Paths

This exam is included in both the Citrix Certified Integration Architect 4 (CCIA) and Citrix Certified Enterprise Administrator 4 (CCEA) certification tracks. The skills tested in this exam are derived from knowledge acquired from the courses and materials available within these tracks. It is strongly recommended that candidates for these certifications complete the courses and pass the exams related to the administration of the individual Citrix Access Suite products prior to attempting this exam.

3.3.1 Recommended CCIA 4 Certification Path

The following represents the recommended path a person takes to achieve the CCIA 4 certification:

- Obtain two (2) years experience in the design and integration of Citrix solutions with at least six (6) months hands-on experience building implementations of Citrix Access Suite 4.0. (recommended)
- Take the CTX-1455AW eLearning course and pass the included assessment (required)
- Attend and/or self-study the CTX-1256BI course (recommended)*
- Pass the 256 exam (required)*
- Attend and/or self-study the CTX-1306AI course (recommended)*
- Pass the 306 exam (required)*
- Attend and/or self-study the CTX-1326AI course (recommended)*
- Pass the 326 exam (required)*
- Attend and/or self-study the CTX-1456AI course (recommended)
- **Pass the 456 exam (required)**
- Attend and/or self-study the CTX-6113AI course (recommended)
- Pass the 613 exam (required)
- Attend and/or self-study the CTX-6114AI course (recommended)
- Pass the 614 exam (required)
- ***Obtain the CCIA 4 credential***

3.3.2 Recommended CCEA 4 Certification Path

The following represents the recommended path a person takes to achieve the CCEA 4 certification:

- Obtain two (2) years of practical hands-on experience in building, testing and administering Citrix solutions in enterprise environments (recommended)
- Take the CTX-1455AW eLearning course and pass the included assessment (required)
- Attend and/or self-study the CTX-1256BI or CTX-1259AI course (recommended)*
- Pass the 256 or 259 exam (required)*
- Attend and/or self-study the CTX-1306AI, CTX-1308 or CTX-1309AI course (recommended)*
- Pass the 306, 308 or 309 exam (required)*
- Attend and/or self-study the CTX-1326AI or CTX-1327AI course (recommended)*
- Pass the 326 or 327 exam (required)*
- Attend and/or self-study the CTX-1258AI course (recommended)
- Pass the 258 exam (required)
- Attend and/or self-study the CTX-1456AI course (recommended)
- **Pass the 456 exam (required)**
- ***Obtain the CCEA 4 credential***

* The associated training materials and exams on administering the individual products can be taken in any order. Citrix recommends that they be completed prior to attempting the 456 exam.

4 Exam Sections and Weights

The 1Y0-456 Citrix Access Suite 4.0: Build/Test exam is divided into four (4) sections. Each section of the exam is weighted as follows, totaling 100%:

- | | |
|--|-----|
| ▪ Building and Testing Presentation Server 4 (including Web Interface 4.2) | 44% |
| ▪ Building and Testing Password Manager 4.1 | 18% |
| ▪ Building and Testing Access Gateway 4.2 Advanced Edition | 24% |
| ▪ Performing System Tests on Citrix Access Suite 4 Implementations | 14% |

5 Exam Objectives and Resources

The simulation and multiple-choice items on this exam were developed directly from the exam objectives. The exam objectives are used to test knowledge and skills related to each section of the exam.

Most of the exam objectives correspond or map to field experience. To increase their chances of passing, exam-takers should have at least two (2) years of practical experience with individual Citrix products and for a minimum of six (6) months of that time, hands-on experience building, integrating and testing Citrix Access Suite 4.0 implementations for enterprise environments.

For optimal performance, Citrix recommends that exam-takers complete all of the preparatory recommendations for this exam and obtain field experience. In addition, it is strongly recommended that exam-takers follow the recommended certification paths outlined in section 3.3 of this guide.

5.1 Exam Resources

The following resources were used to develop this exam:

- CTX-1456AI Citrix Access Suite 4.0: Build/Test
- CTX-1256BI Citrix Presentation Server 4.0: Administration
- CTX-1306AI Citrix Access Gateway 4.2 with Advanced Access Control: Administration
- CTX-1326AI Citrix Password Manager 4.0: Administration

These courses are available at Citrix Authorized Learning Centers (CALCs) worldwide. To find a CALC, please visit <http://www.citrix.com/English/SS/education/feature.asp?contentID=24019>.

Note: The address of this site is subject to change.

In addition to the resources listed above, exam-takers can also prepare for the exam by reading or self-studying the following administrator's guides:

- Citrix Presentation Server 4.0
- Citrix Advanced Access Control
- Citrix Password Manager 4.1

These administrators' guides are available on the CDs that ship with these products and exam-takers can download them from <http://support.citrix.com/kb/homepage.jspa>.

Note: The address of this site is subject to change.

5.2 Exam Objectives

The following outline includes the exam sections and their corresponding objectives. The CTX-1456AI Citrix Access Suite 4.0: Build/Test course should be used to prepare for this exam.

It is also strongly recommended that exam-takers complete the preparatory recommendations listed in section 3 of this document.

I. Building and Testing Presentation Server 4 (including Web Interface 4.2)

- Given a console for Presentation Server:
 - ❑ Configure a farm that consists of multiple zones, servers and administrative accounts to meet stated requirements and follow best practices.
 - ❑ Publish and test the installation of a specific application in an application isolation environment, following relevant best practices.
 - ❑ Configure policies, including zone preference and failover and printing policies, following best practices.
- Given an Access Suite Console for Presentation Server 4, configure Web Interface 4.2 so that it meets stated requirements for addressing, authentication and application launching by following best practices.

II. Building and Testing Password Manager 4.1

- Given an Access Suite Console and requirements for an Active Directory-based central store, configure the central store following best practices.
- Given Password Manager installation files and a Windows Server 2003 system that already has an SSL certificate installed, configure the appropriate server accounts, install the Password Manager Service and configure the service to communicate with the Password Manager Agent.
- Given an Access Suite Console for an installation of Password Manager and a specification for identity verification, enable identity verification, create and select identity verification questions, configure the key recovery method and then test and verify that the configuration works as designed.
- Given a Password Manager Console and a specific Windows or web application, set up an application definition.
- Given a Password Manager Console and a user account, define the Agent settings and the key recovery method according to the provided specifications.
- Given Password Manager installation files and a server running Presentation Server, install the Password Manager Agent for use with published applications.
- Given a task to integrate Presentation Server with Password Manager, identify the appropriate steps to build an implementation to meet stated requirements.

- Given a scenario describing an environment where Presentation Server is integrated with Password Manager, identify the cause for test failures.

III. Build and Test Citrix Access Gateway 4.2 Advanced Edition

- Given an Access Suite Console for an Access Gateway Advanced Edition implementation, integrate Access Gateway Advanced Edition with farms for Presentation Server following best practices.
- Given an Access Suite Console for a new deployment of Access Gateway Advanced Edition, configure a specific web, file, network or email resource based on stated criteria and best practices.
- Given a scenario of an environment that includes Access Gateway Advanced Edition and Presentation Server, identify the appropriate configuration to add a farm for Presentation Server to an Access Gateway Advanced Edition implementation.
- Given a scenario describing an Access Gateway Advanced Edition implementation, identify the appropriate configuration to provide access to users through a logon point.
- Identify the prerequisites and parameters for creating a web resource for a Web Interface 4.2 site for Access Gateway Advanced Edition.

IV. Perform System Tests on Citrix Access Suite 4 Design

- Given an Access Suite Console for Presentation Server, verify that a new implementation is set up appropriately to meet stated requirements.
- Given an Access Suite Console for Password Manager, verify that a new implementation is set up appropriately to meet stated requirements.
- Given an Access Suite Console for Access Gateway Advanced Edition, verify that a new implementation is set up appropriately to meet stated requirements.

6 Appendix A: 456 Exam Features and Functionalities

In this exam, there are three types of items: traditional multiple-choice, full-screen simulation and embedded simulation items. The purpose of this appendix is to discuss the full-screen and embedded simulation items, as they are unique to Citrix exams. This section of the preparation guide provides a tutorial on the user interface, scoring and answering rules and timing matters for these unique item types.

The 456 Exam consists of some unique features that exam-takers need to know before attempting the exam. The user interface for this exam has been customized to meet the needs of the unique items included. However, some standard components typical for all exams are included in this exam as well.

All of the items in the 456 exam open in the main window. The 456 exam is delivered at Pearson VUE (VUE).

The main window in the exam at VUE may contain any item scenarios, requirements or multiple-choice item text, as well as the helms. The navigation helm, which is found at the lower portion of the screen, consists of the 'Previous', 'Comment' and 'Next' buttons. These buttons can be used to navigate forward and backward as well as to make comments related to the item.

Helms in the Exam at VUE

In the left margin of the screen is the counter helm. This helm contains a counter, which displays the number of the item being tested. In the top margin is the title helm. The title helm of the exam includes a 'Select for Review' checkbox and the time remaining for the exam. The select for review and time remaining options function the same for this exam as they do for traditional multiple-choice exams. *See figure 1 for an example.*

Depending on which simulation item type the exam presents, the main window components may differ slightly. The purpose of the two different simulation item types as well as the features that are unique to them are addressed in the next section.

6.1 Full-screen Simulation Items

Full-screen simulation items are used to test exam-takers' abilities to complete specific configuration tasks. When this type of item is delivered, exam-takers are expected to read and synthesize information included in the scenario and then complete configurations in accordance with best practices.

The main window is the first window presented for this type of item. In addition to the buttons in the helm, the main window contains a 'Simulation' button. Clicking this button opens the simulated environment.

Below is an example of the main window for full-screen simulation items in the VUE environment.

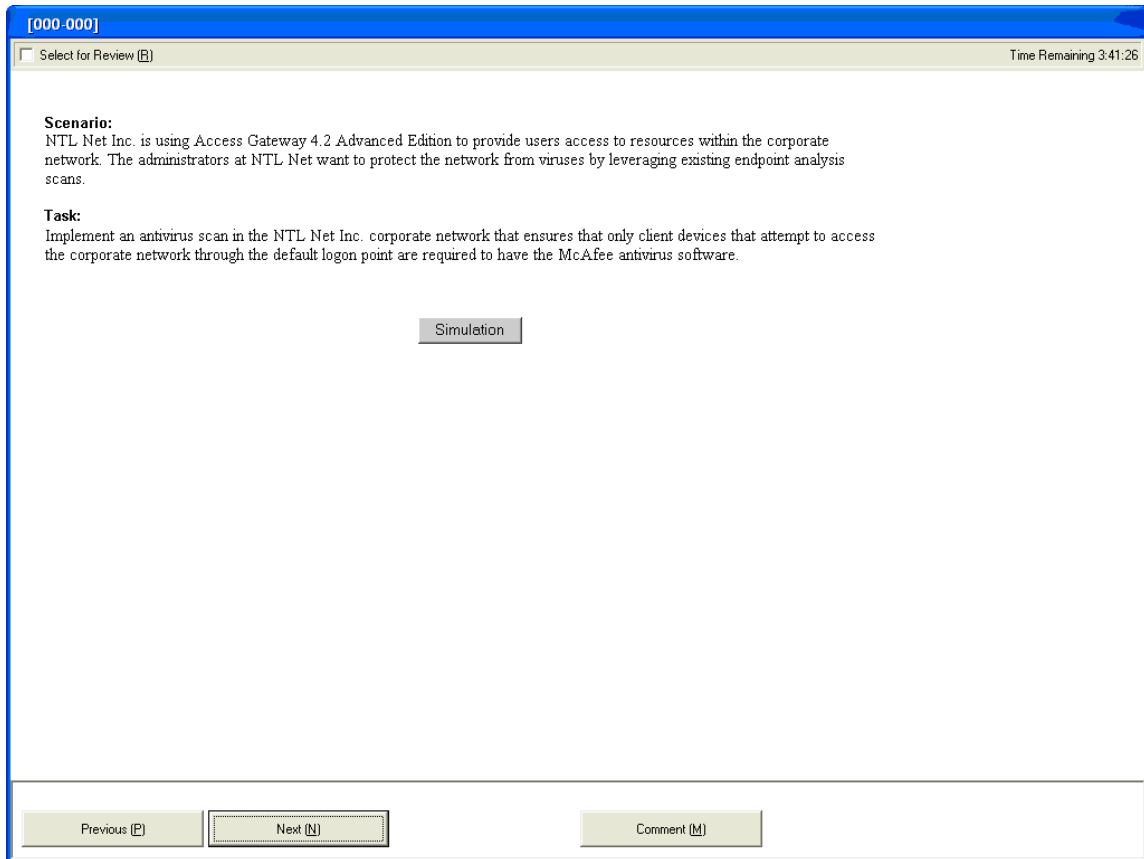


Figure 1: Main window for a full-screen simulation item in the VUE environment

Once the 'Simulation' button is clicked and the simulated environment is launched, exam-takers are presented with either a console, a system desktop or a system selection window to select different devices. Regardless of which screen exam-takers are presented, a floating window with all the relevant information from the main window is also presented. This floating window also has additional marking functionality. It is resizable and movable and it can be closed or reopened by simply clicking the 'X' button in the upper right corner.

Below is an example of the simulated environment with a floating window.

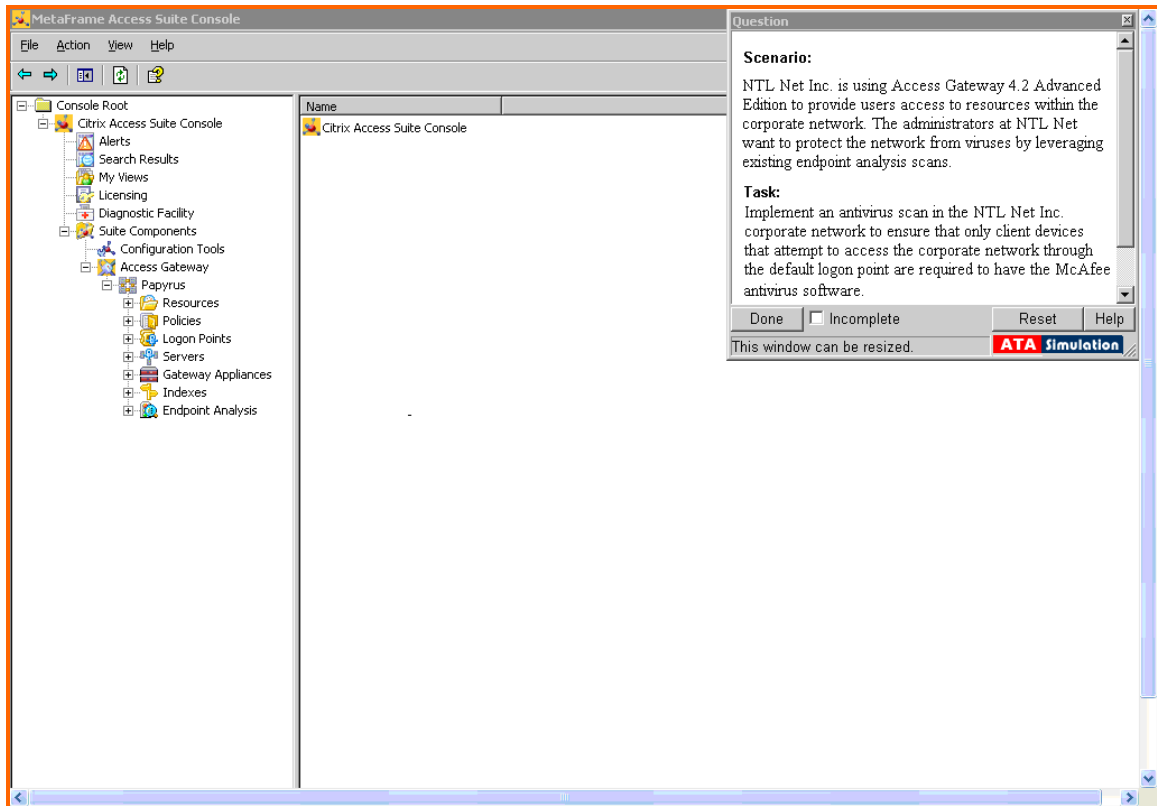


Figure 2: Full-screen simulated environment with a floating window

Whether a console or a desktop is launched, the simulated environment looks identical to the real user interface of the product with which exam-takers are familiar. Consoles can be minimized or closed; desktops and alternate applications, including administrative tools, can be accessed from the 'Start' menu of the server as in a real environment.

Citrix Education worked closely with subject matter experts (SMEs) to ensure that the most relevant features and settings available within the real products are also available within the simulated environments. However, features such as Help menu items, other settings deemed irrelevant to the task(s) exam-takers are being asked to address or settings otherwise outside the typical path taken, were not included in the simulation.

By default, the floating window resides in the upper-right corner of the simulated environment. Exam-takers can move or resize the floating window as needed. When exam-takers complete the required tasks or want to return to the main window, they should click the 'Done' button in the floating window. Clicking the 'Done' button saves the final configurations made and closes the simulation window. Whether or not exam-takers configure any settings or complete the required configurations, they still have to click the 'Done' button to exit the simulated environment. Exam-takers can go back to the simulated environment after clicking the 'Done' button as many times as they wish and make changes if they desire. Whenever they click the 'Done' button, whatever new configurations they make will be saved. If they did not configure anything, their

original configuration will remain as-is.

Note: Whenever candidates try to visit the simulated environment for a full-screen simulation item that has been visited on a previous occasion, the following warning message pops up:

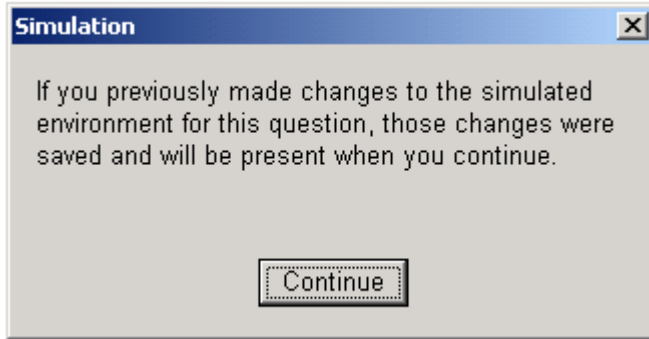


Figure 3: Standard Warning Message

Clicking the 'Done' button prompts the simulated environment to save its state for scoring and results retention. Depending on the number of configuration steps or the system resources on the computer owned by the test center, exam-takers may experience a slight delay after clicking the 'Done' button. While such delays are rare, if they occur, Citrix recommends that exam-takers refrain from using the mouse or keyboard while the simulation saves its state, as these actions may prolong the delay. Delays of this type are rare and usually last no longer than 20 seconds.

If exam-takers choose to mark an item incomplete before exiting the simulated environment, they can do so by checking the 'Incomplete' checkbox at the bottom of the floating window. At the end of the exam, exam-takers may review the items they marked as incomplete.

Exam-takers can also reset the simulated environment by clicking the 'Reset' button. Clicking the 'Reset' button clears any configurations made within a particular simulated environment. This restores the simulated environment to a clean state—the state it was in when it was first visited. Exam-takers should only use the 'Reset' button if they would like to reconfigure the simulated environment. Otherwise, they can delete or undo unwanted configurations and they will still get the appropriate score. A 'Help' button is also provided in the floating window. This button provides basic help text to guide exam-takers on how to use simulations. This help text is not customized to the specific item and will not guide exam-takers on how to make specific configurations for an item.

Below is an example of the floating window.

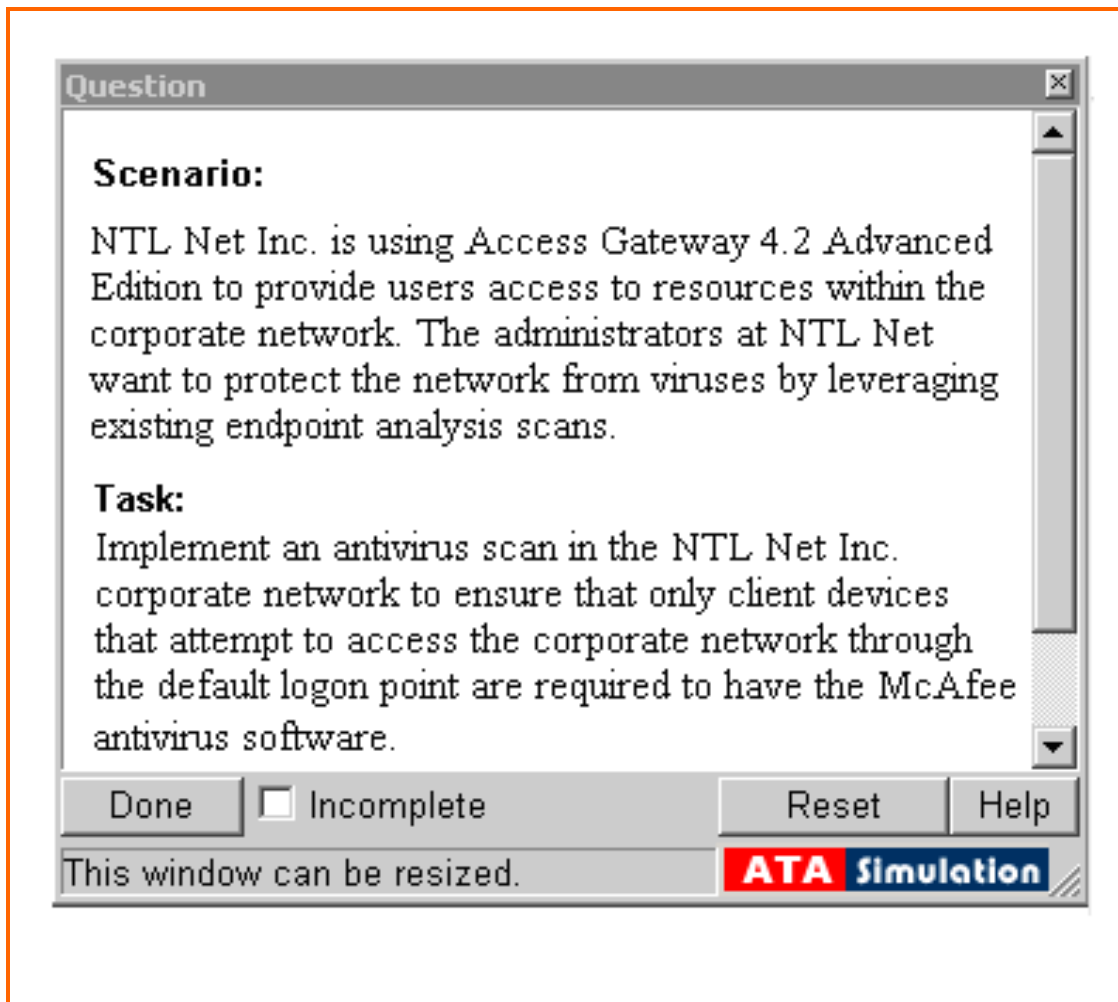


Figure 4: Floating window

Another form of the full-screen simulation item is the Full-Screen System Selection Window Simulation Item. This item type opens to a screen where exam-takers can select the system they would like to configure by clicking on the name of the system. This launches the simulated environment for that system. In order to return to the system selection window, exam-takers must click the 'Select Computer' button at the bottom of the lower right corner of the helm. The 'Select Computer' button returns an exam-taker to the system selection window.

Below is an example of the full-screen system selection window.

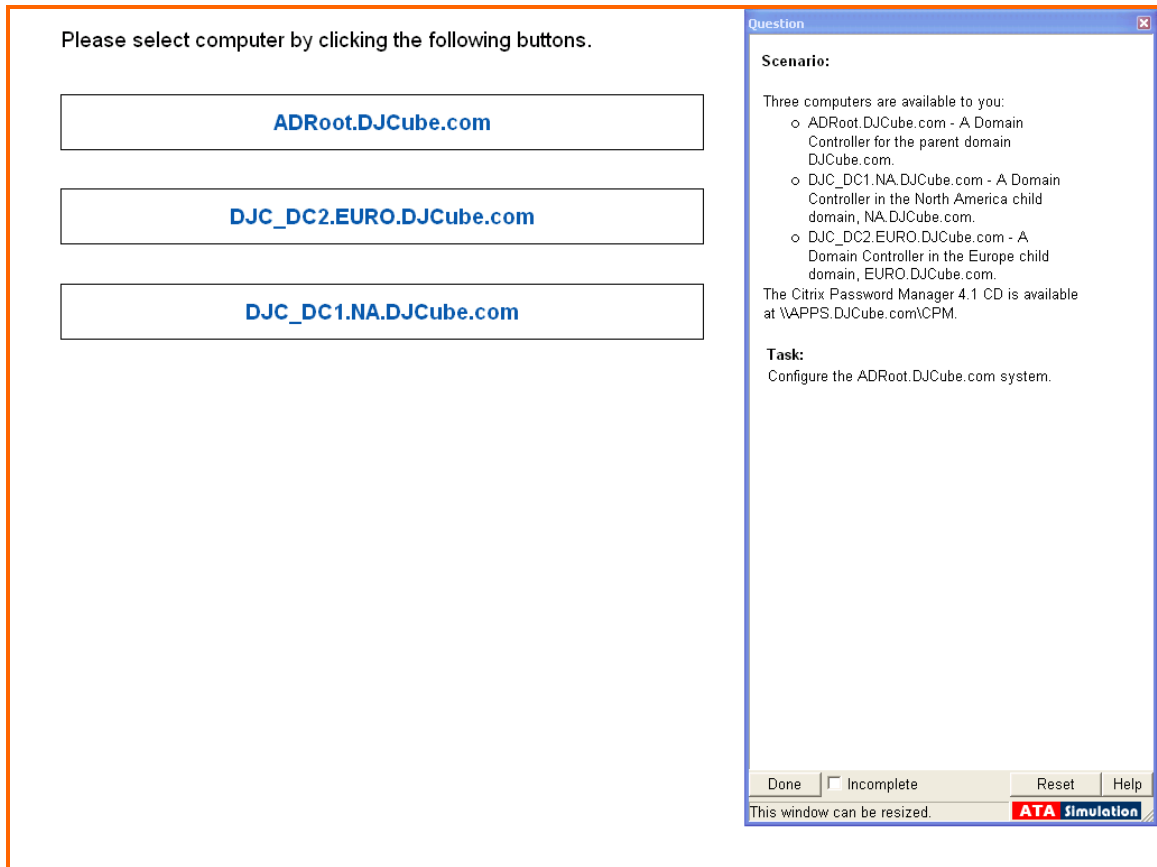


Figure 5: Full-screen System Selection Window

6.2 Embedded Simulation Items

Embedded simulation items are used to assess exam-takers' abilities to test an implementation and identify whether the configurations in the environment maps to the settings described in the scenario. These items provide a simulated environment; however, this environment cannot be configured by exam-takers. Instead, this environment is provided to allow exam-takers the opportunity to navigate through the provided consoles or desktops and check configurations. Exam-takers are expected to return to the main window to answer questions or otherwise indicate whether settings are configured for the embedded simulation item.

Just like the full-screen simulation items, the main window is the first window presented. The main window contains a 'Check Simulated Environment' button. Clicking the 'Check Simulated Environment' button opens the simulated environment within the main window; however, unlike the full-screen simulation items, the simulated environment for this type of item embeds itself in the main window, in the same area where the scenario, requirements or questions were originally presented.

Below is an example of the main window for an embedded simulation item in the VUE environment.

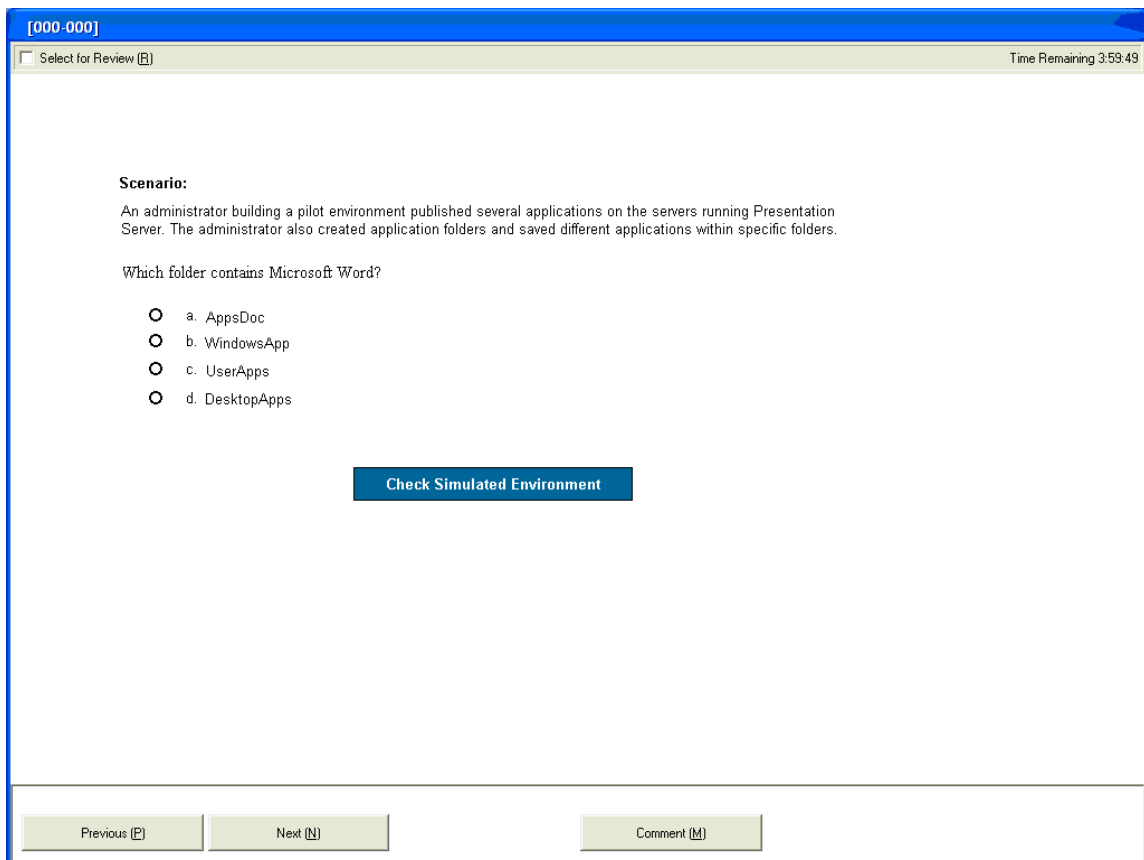


Figure 6: Embedded Simulation Item in the VUE environment

Once the 'Check Simulated Environment' button is clicked, the simulation launches an environment embedded in the main window, and the helm is still available. A floating window is not available in an embedded simulation. Therefore, exam-takers must return to the main window to read the scenario, requirements and so on when necessary. In order to do so, they must click the 'Return to Question' button, which is located in the lower right corner of the simulated environment.

Below is an example of how a simulated environment launches in an embedded simulation item in the VUE environment.

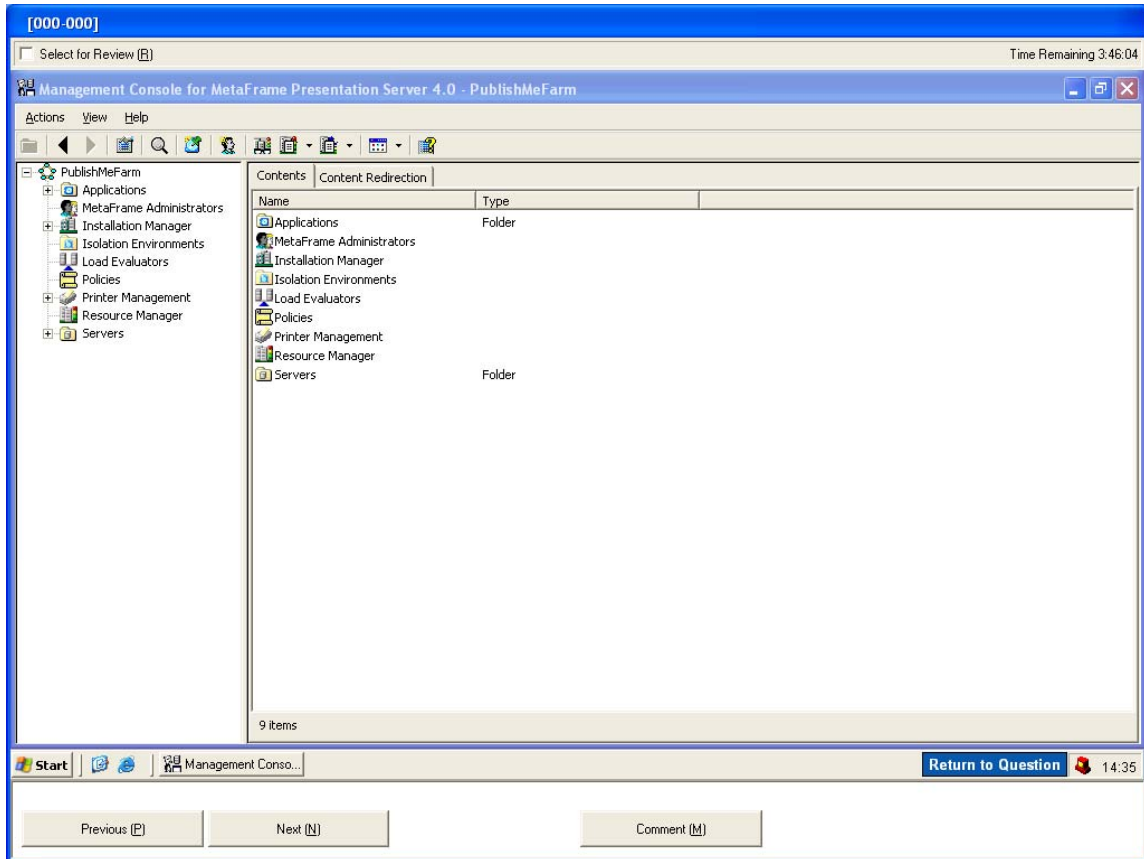


Figure 7: Embedded simulated environment in the VUE environment

In the embedded simulated environment, exam-takers can navigate through a console to check settings. However, new configurations cannot be made in this environment. Once configurations are determined, exam-takers should use the 'Return to Question' button to return to the main window and answer any relevant questions about the simulated environment.

In the main window, once exam-takers select their answers, they can use the 'Next' button in the helm to move to the next question. Note, since there are no configurations being stored in this item type, the 'Done' button is not included.

Most of the buttons on the helm in the exam at VUE can be activated using shortcut keys. For example, holding down the Alt key and pressing P from the keyboard will activate the 'Previous' button and return an exam-taker to the previous item. Holding down the Alt key and pressing M will launch the comment button. In order to determine which shortcut keys to use, please look for the letter in parenthesis.

6.3 Scoring and Answering Process

6.3.1 Scoring

In order to receive points for a simulation item, exam-takers must complete all the tasks in accordance with the requirements in a manner that is deemed acceptable. For this exam, SMEs defined “acceptable” as actions that meet the requirements without rendering harm to the environment. In those items where there is an identified best practice, exam-takers are expected to adhere to the best practice.

Based on the nature of what is being tested, exam-takers may receive partial points for completing some of the required tasks.

The exam was recalibrated to allow for partial scoring, the revised scoring engine enables a more comprehensive assessment of performance. Candidates can now earn points for items in which all *critical* tasks are correctly configured rather than only gaining credit when all tasks, critical and non-critical, are configured correctly. Due to this change in the exam, including the implementation of partial scoring, 67% has been determined as the new passing score for this exam.

6.3.2 Answering Process for Simulation Items

SMEs identified multiple ways that candidates could respond to the simulation items in order to meet the requirements of scenarios and best practices while configuring or interacting with those items. As such, exam-takers will find that most actions that could be taken to configure a real implementation to meet the requirements are also available in the simulation. Examples of possible ways to answer items include using menus, shortcut keys, key strokes, mouse clicks, command line interfaces and multiple consoles as needed. While Citrix took many steps to ensure that the most common ways to complete a task were available in the simulation items, there may be some actions that are excluded or otherwise unavailable within the simulation. In those limited cases in which an action is not allowed in a simulation, exam-takers are encouraged to use an alternative action to complete the required configurations.

Exam-takers are required to create and/or configure specific settings and/or policies within the full-screen simulated environments. Some of the full-screen simulation items contain specific instructions that specify how exam-takers should name these settings and policies. However, if not specified, exam-takers are not penalized for misspelling the names of these settings and/or policies. For some of the full-screen simulation items, Citrix did not specify how the settings and/or policies should be named. In such cases, exam-takers can name the settings and/or policies whatever they choose.

6.4 Time Matters for this Exam

The 456 Exam is unique in many ways. Actions performed by exam-takers, such as configuring a task or selecting an answer, are constantly saved during the exam. This makes the exam resource-

intensive. Exam-takers can register to take this exam at most of VUE's testing centers. Please contact VUE for more information.

6.4.1 System Clock versus Actual Time

The time remaining is displayed in the top right corner of the main window for all the item types; however, it is not visible from within the full-screen simulation items once the simulated environment is launched. The time displayed in the task bar of the simulated environment desktop is part of the simulation. It is the time of the simulated server and, therefore, may not be accurate.

Candidates configuring a full-screen or full-screen system selection simulation item can use the Alt + Tab combination keys to toggle between the simulated environment and the main window in order to view the time remaining.

7 Appendix B: FAQ

Due to the uniqueness of this exam, a FAQ section has been added to address some of the questions frequently asked by exam-takers.

1. How is the exam graded?

Answer: When an exam-taker selects an option as the correct response to a question, configures a setting or set of settings, those settings are saved within the exam when the exam-taker clicks the 'Next' or 'Done' button. At the end of the exam, when exam-takers click the 'End Exam' or 'Exit Exam' button, the final responses to the questions on the exam are graded using scripts and scoring logics.

2. How are my grades calculated?

Answer: A complex but thorough grading algorithm is used to calculate your final score. Your grades are calculated using the scores you receive for each question, along with other factors taken into consideration.

Note: Calculating your final score using the averages for the sections on the exam will, in most cases, vary from the final score indicated on your score report.

3. What happens when I configure a setting in the simulated environment and click the 'Done' button?

Answer: When you configure a setting in the simulated environment and click the 'Done' button, the setting you configured is saved and you are returned to the main window of that item.

4. What happens when I configure a setting in the simulated environment, check the 'Incomplete' check box, and click the 'Done' button, will the item be scored?

Answer: Yes, the configured setting will be saved, but the item will be flagged as 'incomplete' so that you can revisit it at the end of the exam. Since you have already configured the environment, you do not have to remove the incomplete check mark in order to get credits. You will be graded according to your response, regardless if the item is marked as 'Incomplete' or not.

5. What happens when I configure the simulated environment, but then make a change to a particular setting in the environment and click the 'Done' button?

Answer: The particular setting you change will be updated but all the other settings will remain the same.

6. What happens when I configure a setting in the simulated environment, click the 'Done' button, go back into the simulated environment and configure new settings?

Answer: The old setting and the new settings are saved and graded at the end of the exam.

7. What is the function of the 'Reset' button?

Answer: The 'Reset' button clears the simulated environment of a full-screen or full-screen system selection simulation item and returns the item to a clean state. It returns the item to the same state it was in before you made any configurations to it.

8. What is the function of the 'Done' Button?

Answer: The 'Done' button saves whatever configurations or changes you make within the simulated environment and returns the item to the main window.

9. What is the function of the 'Incomplete' checkbox?

Answer: The 'Incomplete' checkbox marks or flags an item as incomplete so that you can edit that item at the end of the exam. You can click the 'Review Incomplete' button on the review screen at the end of the exam, to review all the items marked 'Incomplete' in a sequential order, or you can double-click a single item marked 'Incomplete' to review that item from the review screen at the end of the exam.

10. What is the function of the 'Return to Question' button?

Answer: The 'Return to Question' button returns the simulated environment for an embedded simulation item to the main window for that item.

11. What happens if I launch a simulated environment, do not perform any configurations, click the 'Done' button, and move to another item, is it marked incomplete?

Answer: No, the item is saved, and it does not appear as an incomplete item unless you mark it as incomplete, using the 'Incomplete' checkbox in the floating window.

12. How can I speed up the loading of items during the exam?

Answer: There is no way to speed up the loading of items. The simulation items are large and as such require slightly longer time to load. When you notice that an item is loading, please do not interact with the item until it is fully loaded. If you continuously click the 'Done,' 'Next' or any buttons while an item is loading or while the state of an item is being saved, this could delay the processing time, which will, in turn, cause a longer wait time for you. If you click a button continuously for a very long period, this may cause your exam to crash. Citrix suggests that exam-takers refrain from clicking buttons when the exam is loading items or saving configurations.

13. What should I do when the exam screen looks blank?

Answer: When the exam screen goes blank, do not touch the mouse or keyboard for a couple of seconds, and the exam will load/reload. The exam screen may go blank for a couple of milliseconds when navigating from one item to another because the exam is trying to load the new or next item. The exam screen may also go blank when it is saving certain

configurations. However, if the exam screen goes blank for more than 20 seconds on any given instance, please contact the test center administrator.

14. How do I know how much time I have remaining to complete the exam?

Answer: In the exam, there is a 'Time Remaining' clock. However, the clock is only available from the main window. You can use the Alt + Tab keys to toggle between the simulated environment and the main window in order to view the 'Time Remaining' clock.

15. What happens if I miss only one configuration step?

Answer: Citrix worked with subject matter experts (SMEs) to identify critical configuration steps for each of the simulation items on the exam. Critical configurations steps are those steps that if not configured properly would result in the task required not being completed at all, not even partially. If you miss one of those critical steps, you could lose all the points for that item. However, if you miss some of the non-critical steps, you may still get some points for the other steps you configured or answered correctly.

16. How many steps can I miss before failing an item?

Answer: You could fail an item by missing one or several steps depending on the nature of the step or steps you miss. Some steps are considered critical, and as such, missing a critical step could result in partial credit or no credit at all. However, candidates could miss one or several non-critical steps and still receive partial credit depending on the item.

17. How do I know if the simulation is functioning correctly?

Answer: If the navigational buttons are responding correctly, the simulated environment is launching correctly and all the icons in the wizard or console are displaying correctly as well, then the simulation is working.

Note: If you are trying to configure something and you notice that the simulation is not allowing you to configure as you would like, **STOP**, re-read the scenario and tasks and try to configure the item again.

18. What should I do if I cannot find what I am looking for within the simulated environment?

Answer: Everything you need to address the full-screen and full-screen system selection simulation items on the exam are provided in the scenarios and in the simulated environments of those items. If you cannot find what you are looking for, please go back and re-read the scenario. If you are convinced that there is a problem, please use the 'Comment' button and comment on the problem.

19. Can I "hunt-and-peck" in the simulated environment and will I be penalized for doing so?

Answer: **Yes**, you can hunt-and-peck in the simulated environment and **no**, you will not be penalized by any means for "hunting-and-pecking."

20. Will I be penalized for doing more than is requested to answer a particular question?

Answer: **No**, you will not be penalized for doing more than is required; however, Citrix advises that you do not "over configure" any settings, as this will not give you extra credit and could result in errors, which could decrease your score.

21. Is the 456 exam a conditional exam?

Answer: No, the 456 exam is not a conditional exam. Your response to each item is treated independently, and will not affect your response to the next item.

22. Which version of Presentation Server is tested on the exam?

Answer: Presentation Server 4.0

23. Which version of Access Gateway is tested on the exam?

Answer: Access Gateway 4.2 Advanced Edition

24. Which version of Password Manager is tested on the exam?

Answer: Password Manager 4.1

25. Are the 'Yes' / 'No' questions on the exam interrelated or linked to each other in any way?

Answer: No, the 'Yes' / 'No' items are not interrelated. They should be treated as individual questions.

8 More Information

This appendix was created to answer exam-takers' questions on how to use the unique simulation items included in the 456 Exam. For answers to questions not addressed in this guide, feel free to contact Citrix Education at Training@citrix.com.