

Citrix Access Suite 4.0: Analysis

613 Exam

Preparation Guide

Citrix Education

2.0

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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 Suite 4.0: Analysis exam (613) and a list of resources that will help prepare exam-takers for items associated with these objectives. This document outlines, at a high level, topics covered in the exam and instruction on how to obtain information about these topics. 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 assess and make short-term recommendations for a Citrix Access Suite 4.0 implementation.

2 The Exam

This guide pertains to the 613 exam. The 613 exam is a 44-question exam written in English. Native English speakers have 120 minutes to complete the exam. Non-native English speakers who take the exam in English have 150 minutes to complete the exam. The passing score for this exam is 61%.

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

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 www.CitrixTraining.com web site.

3 Preparatory Recommendations for the Exam

It is recommended that exam-takers have the knowledge and competencies necessary to assess a Citrix Access Suite 4.0 environment prior to taking this exam.

3.1 Recommended Knowledge and Competencies

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

Knowledge

- Citrix Presentation Server 4.0 (including but not limited to the following components):
 - Web Interface
 - Secure Gateway
 - Installation Manager
 - Resource Manager
 - Network Manager
 - Load Manager
- Citrix Access Gateway 4.2 with Advanced Access Control
- Citrix Password Manager 4.1
- Microsoft Internet Information Services Web Server
- Microsoft Management Console
- Microsoft Active Directory Services
- Microsoft Windows Server 2003 or Advanced Server Administration
- Terminal Services
- Microsoft SQL Server

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

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

Competencies

- Analysis of Citrix Access Suite 4.0 implementation, including the ability to:
 - Assess Presentation Server 4.0 implementation
 - Assess Access Gateway 4.2 with Advanced Access Control implementation
 - Assess Password Manager 4.1 implementation
- Network analysis, including the ability to:
 - Assess Terminal Services configurations and user profiles
 - Assess Terminal Services Group Policy Objects

3.2 Recommended Experience

It is recommended that exam-takers have at least two years of experience:

- Assessing Citrix solutions in an existing network infrastructure
- Assessing Microsoft Active Directory Services
- Assessing Microsoft Terminal Services
- Using Citrix Consulting Methodology
- Conducting Access Strategy Assessment for Citrix Access Suite 4.0 implementation

It is also recommended that exam-takers attend or self-study the CTX-6113AI Citrix Access Suite 4.0: Analysis course.

4 Exam Sections and Weights

The Citrix Access Suite 4.0: Analysis exam (613) is divided into seven (7) sections. Each section of the exam is weighted as follows, totaling 100%:

▪ Facilitate Project Management	7%
▪ Identify and Assess Access Infrastructure	22%
▪ Assess Server Environment	5%
▪ Assess Security Infrastructure	5%
▪ Identify Directory Services Type, Version and Structure	16%
▪ Assess Presentation Server Implementation	29%
▪ Assess Access Suite 4.0 Products	16%

5 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 exam-takers' knowledge and competency related to each section of the exam.

Most of the exam objectives will correspond, or map, to field experience. Exam-takers are expected to have at least two years of experience assessing Citrix Access Suite 4.0 implementations to increase their chances of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers complete all of the preparatory recommendations for this exam and obtain field experience.

5.1 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
CTX-6113AI Citrix Access Suite 4.0: Analysis	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit the http://www.citrix.com/English/SS/education/feature.asp?contentID=24019 web site. Note: This site is subject to change.

5.2 Exam Objectives and Resources

The following outline includes the exam sections and their corresponding objectives. The Citrix course, CTX-6113AI Citrix Access Suite 4.0: Analysis should be used to prepare for this exam.

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

I. Facilitate Project Management in an Environment

- Determine long-term company goals, considering specific client requirements in preparation for the project plan.
- Prepare project plan based upon determined company specific goals.
- Identify issues, categorize them according to risk level and determine if risk memo is appropriate.

II. Identify and Assess an Access Infrastructure

- Evaluate a customer's current Citrix environment with a focus toward identifying strengths, risks and readiness for implementing a new, upgraded or optimized Citrix Access Suite 4.0 solution.
- Evaluate a current customer Access Infrastructure with a focus toward identifying strengths, risks and readiness for implementing a new access solution (Such as Citrix Access Gateway 4.2 Advanced Access Control, Web Interface, Secure Gateway).
- Evaluate a current customer database environment to assess readiness, risks and strengths, making recommendations where appropriate.
- Evaluate available access methods for network resources to assess readiness, risks, and strengths, making recommendations where appropriate.
- Evaluate how customers are currently using their printers in order to assess risks. Determine the appropriate modifications to address current printing issues.
- Identify which client devices and operating systems (Win 32, Win CE/Pocket PC) are in use, and evaluate whether better options exist. Determine appropriate modifications that should be made to address current client issues.
- Determine how clients access company resources, and evaluate whether the access method is appropriate for integration into a new, upgraded or modified solution.
- Evaluate current customer network infrastructure (i.e. add percentage of usage on the WAN links and map it with a table to the physical network map) and assess readiness for implementation of a proposed solution.

III. Assess Server Environment

- Evaluate the configuration of the Server Environment and operating system build methods to assess readiness and make recommendations if a better option exists.
- Assess the change control method in place to determine risks and readiness and make recommendations if a better option exists.

IV. Assess Security Infrastructure

- Evaluate the security infrastructure in place (such as antivirus file pattern and updates), including the processes and routines, and make recommendations if a better option exists.
- Evaluate firewall, DMZ structures, and security policies to assess risks to an environment and make recommendations if a better option exists.

V. Identify Directory Services Type, Version and Structure

- Identify directory services type, version and structure to evaluate infrastructure risks and readiness for a proposed solution.
- Identify whether Terminal Services Licensing Server and Terminal Services Client Access Licenses are present and assess readiness for a proposed solution.
- Identify existing Organizational Unit (OU) structure and evaluate readiness for proposed solutions.
- Evaluate how Terminal Services home directories, policies (folder redirection, loop back and machine) and profiles are currently implemented, and assess readiness for a proposed solution.

VI. Assess Presentation Server Implementation

- Evaluate a Presentation Server 4.0 implementation focusing on the data store, Presentation Server policies, farm properties and zones to assess readiness for a proposed solution and make recommendations if a better option exists.
- Evaluate how printer drivers have been deployed and managed to determine readiness, risks, strengths and recommendations.
- Assess use of network print server and/or auto-creation to evaluate readiness for a proposed solution and make recommendations if a better option exists.
- Determine whether application properties are consistent to ensure that session sharing is functioning.
- Assess application deployment type to ensure they match specific requirements. (For example, how Installation Manager is being used.)
- Determine whether or not application isolation environments exist, and if so, whether they are implemented appropriately for the proposed solution.
- Given a specific issue related to how an application performs (for example, deploying a new version of an application that uses more CPU), recommend deployment solutions and/or upgrades.

VII. Assess Citrix Access Suite 4.0 products

- Given a Password Manager 4.1 implementation, determine if it is implemented optimally and make recommendation if a better implementation method exists.
- Given an Access Gateway 4.2 with Advanced Access Control implementation, determine whether it is implemented appropriately (ensure that the logon point,

access policies, Endpoint Analysis and continuous scans are implemented appropriately) and make recommendation if a better implementation method exists.

- Given a license server deployment that is configured separately for different business units to optimize resources, clustering, and redundancy, make recommendation if a better method of implementation exists.
- Given a Presentation Server deployment, determine whether Web Interface and Secure Gateway are implemented appropriately making recommendations if a better implementation method exists.

6 Appendix: Practice

1. **Scenario:** A glue manufacturer has asked you to provide a basic Access Strategy Assessment based on a Presentation Server 4.0 farm consisting of 18 servers. The manufacturer has also asked you to review their 200-page disaster recovery plan and make a list of recommendations about which Presentation Server-specific items should be included.

In discussing the Statement of Work with the customer, approximately how much time should you allot for this project?

- A. One to two weeks
- B. Three to four weeks
- C. 14 - 20 business days
- D. Two to three business days

Answer: A

2. **Scenario:** You met with the Server Operations Administrator twice and learned that his company's server build process is based on a number of manual and automated steps. You asked for more detailed information regarding the server build process, but it has not yet been provided. You have raised this issue several times to the project manager and even to the project sponsor. This information is required for both the assessment and upcoming design.

What should you do in response to this delay?

- A. Issue a risk memo to the Server Operations Administrator.
- B. Issue a risk memo to the project manager and project sponsor.
- C. Include this issue in the weekly project status report.
- D. Conclude the assessment portion of the project and indicate that the information was unavailable in all areas related to network traffic.

Answer: B

3. **Scenario:** A recycling company asked you to review their planned server hardware configuration in preparation for the upcoming replacement cycle. They currently provide Microsoft Office 2003 and an ERP application through Citrix Presentation Server 4.0. The ERP application is not resource-intensive.

Their plan is to purchase hardware with this configuration:

- 4 GB of RAM
- Quad-processor servers
- RAID 1 drives
- Dual Gigabit network interface cards
- Dual power supplies

Based on this limited information, what should you recommend to the company?

- A. The network interface cards should be configured for multi-homing.
- B. A dual processor may provide enough processing capacity.
- C. RAID 1 drives should **not** be used, as they do not provide hard disk redundancy.
- D. Additional RAM may be necessary, as 4 GB of RAM will not fully address memory requirements.

Answer: B

4. **Scenario:** A construction company engaged your team to review their Citrix Presentation Server 4.0 environment. Several months ago, the company deployed WinCE/PocketPC devices with the Presentation Server WinCE Client version 8.x and wireless WAN cards to the site foremen and managers in order to facilitate e-mail communications and allow access to the customer project database and materials orders. There is no need for these users to synchronize the WinCE/PocketPC devices. This user group reports that they are generally satisfied with accessibility and speed. However, as of yesterday, a few users have not been able to connect to Presentation Server. The users can access the Web Interface site by means of Secure Gateway, but connections to Presentation Server are not successful.

Which recommendation is the most critical for the company?

- A. They should implement session reliability.
- B. They should upgrade the Presentation Server WinCE Client to 9.x.
- C. They should ensure that users have appropriate permissions on the servers.
- D. They should research whether Terminal Services licensing is functioning based on permanent licenses.

Answer: D

5. **Scenario:** An enterprise asked you to assess their application environment prior to a large-scale expansion. As you review the published application properties, you see that the display for some applications is set to 16-bit, while for others, it is set to 24-bit. The administrator explains that the reason for this is that the display screen is deployed to users of those specific applications. These display screens have since been upgraded, but the published applications have not yet been consistently configured.

Which feature could this enterprise take advantage of by setting all applications to 24-bit display?

- A. Session sharing
- B. Workspace control
- C. Shadow key functionality
- D. SpeedScreen Browser Acceleration

Answer: A

6. **Scenario:** A public university with 23,000 students and faculty members recently deployed Password Manager 4.1 in its Citrix environment; however, users still do not have the ability to reset their own passwords.

On the average, the helpdesk receives between 400 to 800 calls daily, relating to forgotten or expired passwords. In order to resolve this problem, the company hired four additional helpdesk employees whose sole responsibility is resetting and unlocking users' accounts.

The director of IT services wants to maintain complex password policies and at the same time eliminate high call volume to the helpdesk. The CIO is also under pressure to comply with management's recent decision to reduce operating costs and focus on new projects.

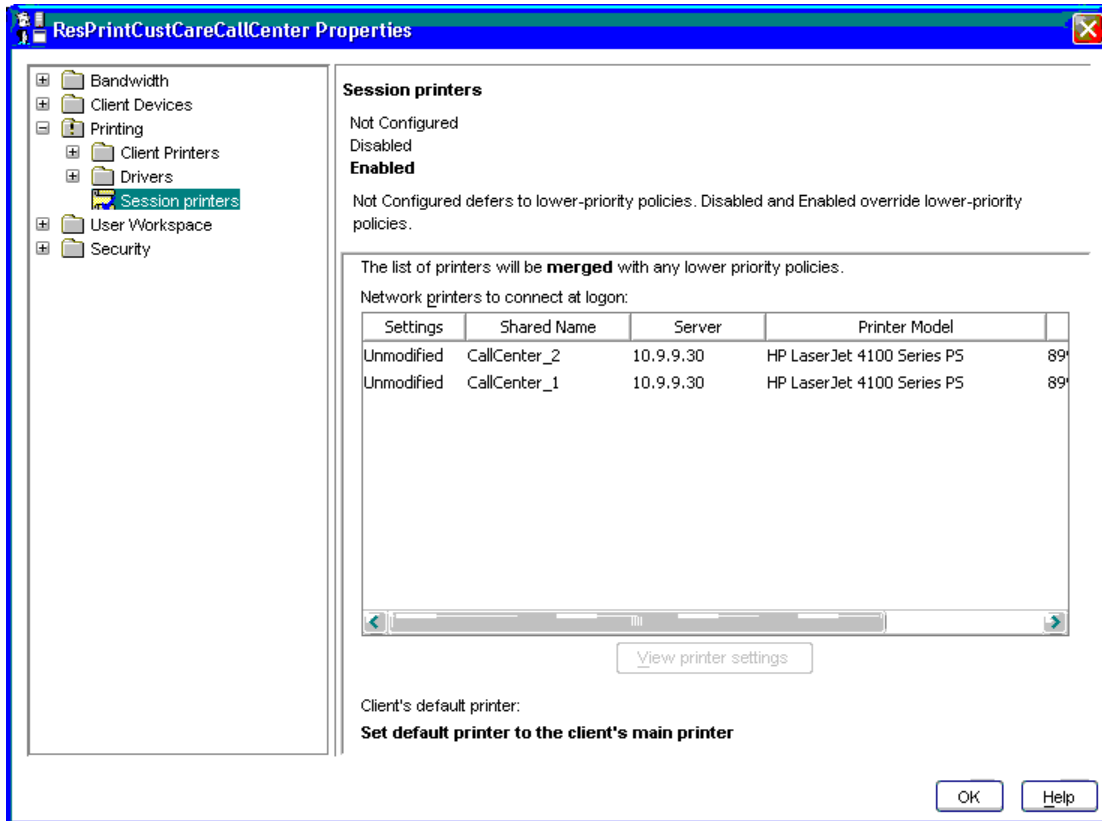
Based on the current setup of this environment, what will you recommend that the IT director implement as a means of optimizing their Password Manager 4.1 deployment?

- A. Password Manager policies for Presentation Server applications so that published applications that require authentication can be accessed without users having to enter their credential
- B. Password Manager Agent on client devices in order for Password Manager to store users' passwords effectively
- C. Password Manager Automatic Key Recovery so that users can automatically recover their lost/forgotten password
- D. Password Manager Account Self-Service so that users can reset their Active Directory password and unlock their accounts

Answer: D

7. **Scenario:** A corporation has asked you to assess their Presentation Server printing environment. To address a new Call Center group that will be using a Presentation Server-based application, they have configured network printing because these users will not be able to map printers from their thin-client devices.

The exhibit below is a graphical representation of the configuration for the Call Center users.



This policy has been applied to Call Center users based on their Active Directory group. Because this large, new group will be starting operations at the headquarters facility on Monday morning and there is no time to test the configuration, they have asked you to assess this approach.

What is your assessment?

- A. This configuration represents the best option.
- B. A better option would be to use printer auto-creation.
- C. A better option would be to map the printers by means of a logon script.
- D. An additional policy should be set for print job routing to ensure that the print jobs route through the ICA protocol in order to use less bandwidth.

Answer: A