

Citrix Access Gateway 8.1, Enterprise Edition: Administration

A04 Exam

Preparation Guide

Citrix Education

2.0

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This exam preparation guide is designed to allow exam-takers 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 the certification exam.

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1 The Exam

1.1 Purpose of Exam The A04 exam certifies that successful candidates have the minimum knowledge and skills necessary to install, administer and support Citrix Access Gateway 8.1, Enterprise Edition implementations.

1.2 The Analysis Phase Once all the questions are developed for an exam, the exam is offered to individuals who have expressed interest in obtaining the certification. An analysis is conducted to determine the cut score for the exam using the results of those exams. In addition to offering the exam, a modified-Angoff procedure could be used.

A modified-Angoff procedure is facilitated by a psychometrician, who works with subject matter experts (SMEs), otherwise known as judges. Independently, each SME rates each test question with regard to how the targeted audience will perform.

The data obtained from the SMEs is analyzed to determine the recommended passing scores. The data is summarized with the recommendations and then Citrix Education defines the cut-scores to be used.

1.3 Number of Questions The A04 exam consists of 63 questions. There is one un-scored question which is included for research purposes only. It is not scored and will not affect an exam-taker final result in any way. The A04 exam is written in English.

1.4 Passing Score The passing score is based on the results of the statistical analysis from the Angoff analysis.

The passing score for this exam is 62%.

The passing score for Citrix Certified Instructors (CCIs) on this exam is 74%.

1.5 Time Limit The time limit for this exam was determined by statistical analysis of the

Angoff results.

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.

If a non-native English speaker wishes to have the time extension when registering for the exam in English, he or she must ask for it; it will not be given unless it is explicitly requested. Exam-takers should verify the specific policies with their test provider.

1.6 Registration and Administration

This exam is administered through Pearson VUE. For details on the rules and procedures associated with registering for and taking this exam, please visit the Exams page at www.CitrixEducation.com

1.7 Registering with Pearson VUE

To locate a Pearson VUE testing center in the United States or Canada and register for this exam, call 1-800-931-4084. In all other countries, visit the VUE web site at www.pearsonvue.com or www.vue.com.

1.8 Certification Tracks

The A04 exam can be taken as an alternate to the 309 exam in order to obtain the Citrix Certified Administrator (CCA) certification for Citrix Access Gateway 8 Enterprise Edition.

Exam-takers pursuing the Citrix Certified Enterprise Administrator (CCEA) certification for Citrix Access Suite 4 can also take the A04 exam as an alternate for the 309, 308 or 306 exam.

1.9 Citrix Exam Retake Policies

If an exam-taker fails a Citrix exam, he or she must wait 24 hours from the date of the first failed attempt before registering for a second attempt. If the exam-taker fails on the second attempt, he or she must wait 14 calendar days after the second failed attempt to register to take the exam a third time. All subsequent attempts are subject to a period of 14 calendar days.

Beta exams can only be taken one time.

Citrix Education monitors retake activities for breaches of this policy. A breach of this policy can result in sanctions up to and including a temporary ban from taking Citrix exams and/or decertification.

1.10 Commenting During Live Exam

Citrix Education is committed to constantly monitoring and updating exams as needed. As a practice, Citrix Education regularly reviews and refreshes exams. Comments made by exam-takers during beta and live exams are used as anecdotal feedback and are considered by the Citrix Exam Development team when making decisions about the exam or specific exam questions.

2 The Intended Audience

2.1 Intended Audience

The A04 exam is a rigorous examination of topics that are critical to an administrator's role as defined by Citrix Systems' Subject Matter Experts (SMEs). The audience for this exam includes, but is not limited to:

- Primary audience
 - Network Administrators
 - Network Engineers
 - Security Administrators
 - Systems Engineers
 - XenApp Administrators
 - Secondary audience
 - Technical support staff
 - Consultants
 - Architects and Integrators
 - Trainers
 - Sales Engineers
-

2.2 Defining the Role Being Tested

The intended audience was determined by Subject Matter Experts for the product through a procedure called a Job Task Analysis (JTA). The SMEs define the audience by discussing the job functions that are required for use of the Citrix product.

3 Preparatory Recommendations for the Exam

3.1 Introduction

It is recommended that exam-takers have the minimum knowledge, skills and abilities necessary to install, administer and support Citrix Access Gateway 8.1, Enterprise Edition implementations prior to taking this exam.

3.2 Recommended Knowledge and Skills

Candidates should have the following knowledge and skills prior to taking this exam:

- Basic knowledge of routing and layer 2 switching concepts
 - Knowledge of AAA (authentication, authorization and accounting) protocols such as LDAP or RADIUS
 - Basic knowledge of commands executed at the command line interface
 - Intermediate knowledge of VPN concepts
 - Knowledge of desktop operating systems (Windows and Macintosh) and desktop security concepts (e.g. antivirus software and personal firewalls)
 - Basic knowledge of Citrix XenApp, web servers, and file servers
 - Knowledge of certificate management and basic understanding of SSL
-

3.3 Recommended Product Experience

It is recommended that the exam-takers have at least six (6) months of experience performing the following tasks with Citrix Access Gateway 8.1, Enterprise Edition:

- Planning the network deployment and architecture
 - Performing the initial configuration and basic operations
 - Configuring advanced options
 - Configuring Access Policies
 - Customizing the user experience
 - Integrating with Citrix XenApp
 - Securing the implementation
-

3.4 Recommended Course

It is also recommended that exam-takers attend or self-study the course CTX-1310AI Citrix Access Gateway 8.1, Enterprise Edition: Administration.

4 Exam Sections and Weights

4.1 Introduction

The Citrix Access Gateway 8.1, Enterprise Edition: Administration exam (A04) is divided into seven (7) sections. Each section of the exam is weighted as follows, totaling 100%.

4.2 Section Titles and Weights

Section	Weight
Planning the Networking and Deployment Architecture	11%
Initial Configuration and Basic Operation	19%
Configuring Advanced Options	13%
Configuring Access Policies	23%
Customizing the User Experience (including deploying the client)	10%
Integrating with Citrix XenApp	18%
Securing the Implementation	6%
Total	100%

4.3 How Section Weights Relate to Questions on the Exam

Section weights correlate directly to the number of questions on the exam. For example, this exam has 62 questions, and the 5th section is weighted at 10%; therefore, 6 of the questions on the exam will relate to that section ($62 * 10\% = 6.2$, or, 6).

Section weights are NOT used to calculate an exam-taker's score on the exam. Section weights are meant to give exam-takers an idea of the percentage of the exam that covers certain content. Because some questions may have different point values assigned to them, section weights and exam scores do not always have a one-to-one correlation.

5 Exam Objectives and Resources for the Exam

5.1 Introduction

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

Some of the exam objectives will correspond or map to field experience. An exam-taker is expected to have at least six (6) months of experience with Citrix implementations of Citrix Access Gateway 8.1, Enterprise Edition to increase his or her likelihood of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers attend or self-study the CTX-1310AI Citrix Access Gateway 8.1, Enterprise Edition: Administration course and obtain field experience.

5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
Citrix Access Gateway Enterprise Edition Administrator's Guide	<p>This guide is available from the Citrix Support web site: http://support.citrix.com/servlet/KbServlet/download/17035-102-18477/AGEE_AdminGuide.pdf Note: This address is subject to change.</p> <p>This document can also be found in the Documentation's section on the appliance.</p> <p>Note: The version found on the appliance may be outdated based upon the version of the product build being used.</p>
CTX-1310AI Citrix Access Gateway 8.1, Enterprise Edition: Administration course	<p>This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find a course schedule in your region, please visit www.citrixeducation.com.</p>

5.3 Exam Objectives

The content for these sections and their corresponding objectives were developed using the resources listed in Section 5.3 of this guide as well as field experience.

Section	Objectives
Planning the Networking and Deployment Architecture	<ul style="list-style-type: none"> • Given a set of needs for an environment, including but not limited to the user type, plugin types, user devices, applications and/or permissions/privileges, successfully determine the remote access requirements. • Given a description of an environment and/or company needs, identify the deployment type that would successfully meet those needs. • Given at least one screenshot or a description of settings that are invoked for an implementation, verify that the settings are correct for firewall, VLAN, routing and/or forward proxy. • Given a scenario that describes the needs of an environment, determine the requirements and network topology for the Access Gateway 8.1, Enterprise Edition implementation. • Based on stated requirements, determine the appropriate configuration for an AAA (authentication, authorization and accounting) infrastructure. • Based on stated requirements, determine the appropriate configuration for integrating with a Citrix XenApp implementation.
Initial Configuration and Basic Operation	<ul style="list-style-type: none"> • Based on stated requirements for an Access Gateway 8.1, Enterprise Edition implementation, determine how to apply the basic network configuration. • Given a scenario depicting the need to set a system IP address, choose the appropriate options to run the NSCONFIG utility to set the system IP address or determine which IP address to use. • Based on stated needs, identify the appropriate requirements to configure RADIUS, LDAP or local authentication method. • Based on the description of an environment, choose the appropriate options to determine if a virtual server is configured appropriately. • Based on stated requirements for a given Citrix

	<p>Access Gateway 8.1, Enterprise Edition implementation, determine the appropriate options to configure authorization.</p> <ul style="list-style-type: none"> • Based on stated requirements for an implementation, determine the appropriate options to configure Group Extraction Method. • Given a scenario describing the need for auditing and logging, choose the appropriate options to configure auditing and logging in an Access Gateway 8.1, Enterprise Edition environment. • Based on stated requirements, identify the appropriate options to configure global settings for client behavior (include home page, client type, split tunneling, session timers, SSO enable and client cache cleanup). • Given a scenario, choose the required steps to configure default authorization (Allow/Deny). • Based on stated requirements for an implementation, choose the required options to configure virtual servers. • Based on stated requirements for an implementation, choose the required options to configure basic web interface settings (including DMZ settings, gateway settings, access methods). • Given a scenario, determine how to configure the Access Gateway appliance interfaces (including configuring, enabling, aggregating HA, duplexing, etc.)
<p>Configuring Advanced Options</p>	<ul style="list-style-type: none"> • Based on stated requirements, determine the appropriate settings to configure intranet applications in an environment. • Based on stated requirements and the need to access external networks, determine when and/or how to configure split tunneling. • Based on stated requirements for an implementation, determine when and/or how to configure split DNS. • Based on stated requirements, choose the appropriate steps to configure High Availability. • Based on stated requirements, identify when and/or how to configure single sign-on (SSO) in an Access Gateway 8.1, Enterprise Edition environment. • Based on stated requirements for an environment, identify the required settings to configure NSIP,

	Subnet Mask, MIP, default gateway, both dynamic and static routes, VLANs and time zones
Configuring Access Policies	<ul style="list-style-type: none"> • Given a statement or a description, define the Policy Precedence Model for Access Gateway 8.1, Enterprise Edition. • Based on stated requirements, determine the appropriate configuration settings for pre-authentication policies. • Given a scenario, determine the need and/or appropriate settings for configuring dual authentication. • Given a list of requirements, choose the appropriate configuration settings for intranet IP. • Based on stated requirements, choose the appropriate client experience settings that should be configured to customize an implementation. • Based on stated requirements for an Access Gateway 8.1, Enterprise Edition environment, determine the configurations for service monitors for backend servers. • Based on stated requirements, identify the configuration settings for at least two Client Security Checks. • Based on stated requirements and the need to control traffic, determine the appropriate configurations for traffic policies. • Given a list of requirements for an implementation, identify the configuration settings for authorization policies. • Based on stated requirements for an environment, determine the appropriate configuration settings to successfully implement TCP compression policies. • Based on stated requirements for an environment, determine the appropriate configuration settings to successfully implement auditing policies. • Based on stated requirements, determine how to configure clientless access (including URL rewriting, default gateway bindings, enabling clientless access and creating clientless access policies) • Based on a given scenario, determine how to configure Access Gateway 8.1, Enterprise Edition client choices features.
Customizing the User Experience	<ul style="list-style-type: none"> • Determine what is true about deploying a plugin or choose the appropriate steps and order to

(including deploying the Client)	<p>deploy a plugin to successfully meet specific requirements.</p> <ul style="list-style-type: none"> • Based on stated requirements, determine the appropriate settings and/or options to customize user interface client-side cleanup. • Based on stated requirements, determine the appropriate plugin to deploy on systems running the following operating systems: Windows 2000, Windows XP Home and Professional editions, Windows Server 2003 and Windows Vista. • Determine when or how to configure access scenario fallback.
Integrating with Citrix XenApp	<ul style="list-style-type: none"> • Based on the needs of an environment, choose the appropriate settings to successfully upgrade an existing Citrix Secure Gateway environment to Access Gateway 8.1, Enterprise Edition. • Based on stated requirements, determine client-side configuration for full VPN plugins and ICA Proxy mode. • Given a screenshot of the user interface, identify the appropriate options to configure ICA Proxy mode. • Based on stated requirements, identify the configuration settings for Web Interface with SmartAccess. • Based on stated requirements, determine the appropriate options to configure SmartAccess for Citrix XenApp. • Based on a scenario, determine the appropriate steps to create policy filters to meet stated needs. • Given a list of requirements, identify the required configuration settings for SmartAccess Policies. • Given a list of requirements for a specific environment, determine the configurations for session profiles. • Based on stated requirements, determine the steps to configure pre-authentication policies. • Based on stated needs, identify when or how to configure file type association.
Securing the Implementation	<ul style="list-style-type: none"> • Based on security needs, identify the required steps to change the default account passwords. • Given a scenario illustrating the need to customize administrative privileges for a Citrix Access Gateway 8.1, Enterprise Edition implementation, identify the appropriate steps/options to delegate administration.

	<ul style="list-style-type: none">• Based on stated requirements, determine the appropriate steps/options to configure administration audit policies.• Given a description of an environment containing Access Gateway 8.1, Enterprise Edition, determine the appropriate options to control SSL Cert Key Management.
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5.4 How Objectives Relate to Questions on the Exam

All of the questions on this exam are based on objectives. Objectives for this exam were developed by an exam developer based on tasks identified in the Job Task Analysis. These objectives relate to tasks that are critical to administrators of a Citrix Access Gateway 8.1, Enterprise Edition environment and are detailed to reflect how those tasks and activities are completed when actually doing the job. Objectives ensure that the questions are a valid measurement of an exam-taker's ability to perform a job.

6 Interactive Item Usage

6.1 Introduction

The Citrix Access Gateway 8.1, Enterprise Edition: Administration exam consists primarily of traditional multiple-choice questions. However, this exam also includes Drag and Drop and simulation questions. These types of questions allow for interactivity. Drag and drop questions allow for exam-takers to interact with an interface by dragging objects to pre-defined destinations. The simulation questions work in a very similar manner to that of the Configuration Utility. Both the drag and drop and simulation item types contain very clear instructions on everything an exam-taker will need to know in order to perform the required tasks.

Traditional multiple-choice questions store the selected answers so that exam-takers may revisit the question and see their chosen answers. In non-traditional questions, this **is not** the case. In the Pearson VUE testing channel, if exam-takers navigate away from a non-traditional question, their previous selection is **not** visible to them once they revisit the item. **If exam-takers revisit a previously answered non-traditional question and attempt to review their previous selection, they will be prompted to answer that question again.**

6.2 Description of Drag and Drop Questions

Drag and drop questions include instructions on how exam-takers should drag objects to pre-defined destinations. These types of questions are used to test an exam-taker's understanding of a process or order.

Predefined destination panels indicate where objects can be placed in the 'Task Window'. These panels contain labels, such as "Place Here" or "Place First Here" (as shown in Figures 6.1 and 6.2) or similar text that alerts the exam-taker that this is a panel onto which an object should be dragged. Objects which can be moved are marked by an action word or sentence.

Exam-takers must click the Done button within the 'Task Window' when finished in order to record their answer(s) and move on to the next question.

6.3 Specialized Cursors in Drag and Drop Questions

While dragging these objects, exam-takers should pay careful attention to the cursor. Figures 6.4 and 6.5 depict the two cursors an exam-taker will see while completing a Drag and Drop question in this exam.

Figure 6.4
Prohibited
Cursor
Indicator



In this figure, an exam-taker is attempting to drag an object to a destination panel and the prohibited symbol appears. The exam-taker will not be able to drop the source panel into the destination panel when the prohibited symbol is present. The exam-taker should reposition the source panel on the desired destination panel until he or she sees the insert symbol shown in Figure 6.5.

Figure 6.5
Insert Cursor
Indicator



In this figure, an exam-taker is attempting to drag an object to a destination panel and the insert symbol appears. The exam-taker will be able to drop the source panel into the desired destination panel when the insert symbol is present.

6.6 Deselecting an Option in a Drag and Drop Question

If an exam-taker moves an object to the incorrect destination panel, the exam-taker can remove the object by dragging it out of the destination panel towards the object's original location.

6.7 Description of Simulation Questions

Simulation questions include instructions on how exam-takers should perform required tasks. These questions look very similar to the real product but do not contain some of the functionalities of the real product. The simulation question contains the following features:

Main Window: The main window is the first screen displayed when the simulation question is loaded. It contains the scenario, tasks and necessary instructions. It also contains the Simulation button.

Simulation button: Clicking this button launches the simulated environment. In the case of the A04 exam, the simulated environment is the Configuration Utility.

Once the Simulation button is clicked, the simulated environment is

displayed. Exam-takers can configure settings or verify specific configurations as they would do in the actual Configuration Utility with the exception that some of the features in the real product, that are deemed unnecessary in the simulated environment, will not be available.

In the simulated environment, exam-takers have access to the following buttons:

- **Instruction button:** Clicking this button displays the same set of instructions provided in the main window below the scenario and tasks.
- **Reset:** Clicking this button sets the configuration to a clean state. Note: Exam-takers are not penalized for clicking the Reset button. An exam-taker can reset a simulation question as many times as he or she likes.
- **Scenario button:** While in the simulated environment, clicking the Scenario button will display the scenario, tasks and instructions.
- **Submit button:** Clicking this button saves the state of the simulated environment in order to move to the next or previous question.
- **View Expression button:** Exam-takers can use this button to view the result of their configuration. Unless an exam-taker configures settings in the environment, this button will display an empty window.

Note: In order to change existing settings, or submit new settings, an exam-taker must reset the simulation and then configure the new settings.

7 Appendix: Practice

Question 1 **Scenario:** A network administrator is planning the remote access infrastructure for a Citrix Access Gateway 8.1, Enterprise Edition environment. In this environment, employees, vendors and customers will need to use different methods of authentication, and the administrator would like to ensure that each method of authentication is configured on a separate server.

Which authentication method must the administrator implement when configuring this environment?

- A. Cascaded
- B. Client-Based
- C. Server-Based
- D. Double-source

Answer: A

Question 2 **Scenario:** A company deployed Citrix Secure Gateway two years ago to secure access to published applications on Citrix XenApp servers. The network administrator for the environment has been instructed to replace Secure Gateway with Access Gateway 8.1, Enterprise Edition and specifically instructed to ensure that users accessing published applications through the Access Gateway are allowed to use specific applications.

How should the administrator configure Citrix Access Gateway 8.1, Enterprise Edition in this environment?

- A. Disable authentication on the Access Gateway appliance and enable

- single sign-on for XenApp.
- B. Enable authentication on the Access Gateway appliance and configure single sign-on for users in Web Interface.
 - C. Enable ICA proxy on the Access Gateway appliance and use Access Gateway to secure Presentation Server resources.
 - D. Disable authentication on the Access Gateway appliance, set Web Interface in Direct Mode and use Web Interface for authentication purposes.

Answer: C

Question 3 Which two kinds of IP addresses meet the minimum requirements when setting up an Access Gateway appliance in an environment? (Choose two.)

- A. Intranet
- B. Mapped
- C. NetScaler
- D. Default gateway

Answers: B and C

Question 4 Which three timeout settings can an administrator configure to have granular timeout control over a specific user's VPN session? (Choose three.)

- A. Client Idle Timeout
- B. Client Forced Timeout
- C. Appliance Session Timeout
- D. Appliance Bandwidth Timeout
- E. Appliance Connection Timeout

Answer: A, B and C

Question 5 An administrator should use reverse split tunneling when _____.
(Select the correct phrase to complete the sentence.)

- A. all traffic must go through the established VPN tunnel
- B. all DNS requests must use the local domain DNS servers
- C. specific IP ranges/applications must use the servers that are provided on the Access Gateway
- D. specific IP ranges/applications must use the servers that are provided locally in the client domain

Answer: D

Question 6 **Scenario:** An administrator at a financial institution needs to set up authentication. The administrator knows that there are multiple possibilities for configuration, but is not sure which configuration would offer the company the most security.

Which option would offer the company the most security?

- A. Dual authentication with one-time password as primary authentication
- B. Dual authentication with primary and secondary authentication servers
- C. Cascading authentication with one-time password as primary authentication
- D. Cascading authentication with primary and secondary authentication servers

Answer: A

Question 7 When configuring a Web Interface site for SmartAccess, where the full VPN client is present and traffic is being tunneled to Web Interface, which mode of access should be configured in the "Edit DMZ Settings" portion of the Access Management Console?

- A. Direct
- B. Translated
- C. Gateway Direct
- D. Gateway Translated

Answer: A

Question 8

Which address must be configured in the Manage Access Method screen on a Web Interface server for SmartAccess to work?

- A. The VPN virtual server IP address
- B. The FQDN of the VPN virtual server
- C. The Access Gateway Enterprise Edition Mapped IP address
- D. The IP address of the STA (Secure Ticketing Authority) specified for the VPN virtual server

Answer: B
