

# **Implementing Citrix Access Gateway 9.0, Enterprise Edition**

## **1Y0-A13 Exam**

**Preparation Guide**

**Citrix Education**

**2.0**

**24 August 2009**



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**Disclaimer**

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 the certification exam.

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# Table of Contents

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Implementing Citrix Access Gateway 9.0, Enterprise Edition .....	i
Marks .....	ii
1 The Exam .....	1
1.1 Purpose of Exam .....	1
1.2 Exam Information .....	1
1.3 Time Limit .....	1
1.4 Registration and Administration .....	1
1.5 Registering with Pearson VUE .....	1
1.6 Certification Tracks .....	1
1.7 Citrix Exam Retake Policies .....	2
1.8 Commenting During Live Exam .....	2
2 The Intended Audience .....	3
2.1 Intended Audience .....	3
3 Preparatory Recommendations for the Exam .....	4
3.1 Introduction .....	4
3.2 Recommended Knowledge and Skills .....	4
3.3 Recommended Product Experience .....	4
3.4 Recommended Course .....	4
4 Exam Sections and Weights .....	5
4.1 Introduction .....	5
4.2 Section Titles and Weights .....	5
4.3 How Section Weights Relate to Questions on the Exam .....	5
5 Exam Objectives and Resources for the Exam .....	6
5.1 Introduction .....	6
5.2 Resources Used to Develop the Exam .....	6
5.3 Exam Objectives .....	7
5.4 How Objectives Relate to Questions on the Exam .....	11
6 Interactive Item Usage .....	12
6.1 Introduction .....	12
6.2 Description of Drag and Drop items .....	12
6.3 Specialized cursors in Drag and Drop items .....	12
Figure 6.1 Prohibited cursor indicator .....	13
Figure 6.2 Insert cursor indicator .....	14
6.4 Deselecting an option in a Drag and Drop Item .....	14
6.5 Description of Simulation Questions .....	15
7 Appendix: Practice .....	16

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# 1 The Exam

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**1.1 Purpose of Exam** The 1Y0-A13 Implementing Citrix Access Gateway 9.0, Enterprise Edition exam certifies that successful candidates have the knowledge and skills necessary to install, administer and support Access Gateway 9.0, Enterprise Edition implementations in an enterprise environment.

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**1.2 Exam Information** The A13 exam is a 62-question exam written in English. The passing score for the exam is 62%.

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**1.3 Time Limit** 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.

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**1.4 Registration and Administration** This exam is administered through Pearson VUE. For details on the rules and procedures associated with registering for and taking the exam, please visit the Exams page at [www.CitrixEducation.com](http://www.CitrixEducation.com).

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**1.5 Registering with Pearson VUE** In the United States and Canada, call 1-800-931-4084. Worldwide, visit the Pearson VUE website ([www.VUE.com](http://www.VUE.com)) to locate a testing center in your area and register for an exam with Pearson VUE.

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**1.6 Certification Tracks** The A13 exam is a requirement for the Citrix Access Gateway Enterprise Edition 9 Citrix Certified Administrator (CCA) track. To become certified in this track, candidates must pass the A13 exam.

This exam may also be a requirement for advanced certification tracks. For the most up-to-date certification information visit [www.citrixtraining.com](http://www.citrixtraining.com).

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**1.7 Citrix Exam Retake Policies**

If a candidate fails an exam on the first attempt, he or she must wait 24 hours from their original appointment time before they can register to retake the exam. If a candidate fails on a second attempt, and any attempt thereafter, he or she must wait 14 days after a failed attempt to retake the exam. Beta exams may only be taken once.

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

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**1.8 Commenting During Live Exam**

Citrix Education is committed to continually monitoring and updating our exams as needed. As a practice, Citrix Education regularly reviews and refreshes exams and exam questions even after the beta exam period is over. Comments made by candidates during beta and live exams are used as anecdotal feedback and considered by the Citrix Exam Development team when making decisions about the exam and specific exam questions.

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## 2 The Intended Audience

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### 2.1 Intended Audience

The A13 exam is a rigorous examination of subjects that are critical to an administrator's role as defined by subject matter experts (SMEs) at Citrix Systems. This role includes, but is not limited to:

- Network Administrators
  - Network Engineers
  - Security Administrators
  - Systems Engineers
  - XenApp Administrators
  - Technical support staff
  - Architects and Integrators
  - Sales Engineers
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## 3 Preparatory Recommendations for the Exam

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### 3.1 Introduction

It is recommended that candidates have the knowledge and skills necessary to install, administer and configure Citrix Access Gateway 9.0, Enterprise Edition implementations in an enterprise environment.

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### 3.2 Recommended Knowledge and Skills

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

- Basic knowledge of application and network protocols (e.g. IP, HTTP and DNS), devices, and commonly used tools
  - Basic knowledge of network management and auditing protocols (such as SNMP and SysLog)
  - Working knowledge of basic routing and layer 2 switching concepts
  - Strong working knowledge of commonly used network appliances (NetScaler appliances, load balancers, firewalls, routers, switches)
  - Practical experience with troubleshooting tools such as protocol analyzers (e.g. Ethereal (WireShark) and NetMon)
  - Knowledge of AAA (authentication, authorization and accounting) protocols such as LDAP or RADIUS
  - Basic knowledge of command line interfaces
  - Basic 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 candidates obtain hands-on experience with Citrix Access Gateway 9.0, Enterprise Edition, such as what is provided in the CAG-200-1I Implementing Citrix Access Gateway 9.0 Enterprise Edition instructor-led training course as well as 6 months of real world experience using the product.

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### 3.4 Recommended Course

For optimal performance on this exam, Citrix recommends that exam-takers attend or self-study the CAG-200-1I Implementing Citrix Access Gateway 9.0 Enterprise Edition instructor-led training course.

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## 4 Exam Sections and Weights

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### 4.1 Introduction

The Implementing Citrix Access Gateway 9.0, Enterprise Edition exam (1Y0-A13) is divided into seven (7) sections. Each section of the exam is weighted as follows, totaling 100%.

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### 4.2 Section Titles and Weights

Section	Weight
Planning the Networking and Deployment Architecture	11%
Initial Configuration and Basic Operation	18%
Configuring Advanced Options	13%
Configuring Access Policies	23%
Customizing the User Experience	10%
Integrating with XenApp	18%
Securing the Implementation	7%
<b>Total</b>	<b>100%</b>

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### 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, if an exam has 60 questions, and section 1 is weighted as 50%, then 30 of the questions on the exam will relate to section 1 ( $60 * 50\% = 30$ ).

Section weights are NOT used to calculate a candidate's score. Section weights are meant to indicate 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.

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## 5 Exam Objectives and Resources for the Exam

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### 5.1 Introduction

The questions for the exam were 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 or hands-on experience. Candidates are expected to have some hands-on experience with Citrix implementations of Citrix Access Gateway 9.0, Enterprise Edition to increase their likelihood of passing.

For optimal performance, Citrix recommends that candidates attend or self-study the CAG-200-11 Implementing Citrix Access Gateway 9.0 Enterprise Edition course and obtain field experience.

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### 5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
Instructor-led Course: CAG-200-11 Implementing Citrix Access Gateway 9.0 Enterprise Edition	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit: <a href="http://www.citrixtraining.com/courses/index.cfm">http://www.citrixtraining.com/courses/index.cfm</a> *
Technical Documentation: Citrix Access Gateway 9.0 Administrator's Guide	The Access Gateway 9.0 Administrator's Guide can be found here: <a href="http://support.citrix.com/article/CTX119009">http://support.citrix.com/article/CTX119009</a> *  This document can also be found in the Documentation's section on the appliance.  Note: The version found on the appliance may be outdated based upon the version of the product build being used.

In addition, the Citrix Access Gateway 9.0 product was used for hands-on experience in developing items for the exam.

\*Links are subject to change

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### 5.3 Exam Objectives

For all sections, some hands-on experience administering a Citrix Access Gateway 9.0, Enterprise Edition implementation is recommended.

**Note:** Field experience is considered technical and practical experience with Citrix Access Gateway 9.0, Enterprise Edition in a pilot or production environment. Hands-on experience is considered technical or practical experience with Citrix Access Gateway 9.0, Enterprise Edition in a lab or proof-of-concept (POC) environment.

Section	Objectives
Planning the Networking and Deployment Architecture	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Given a description of an environment and/or company needs, identify the deployment type that would successfully meet those needs.</li> <li>• 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.</li> <li>• Given a scenario that describes the needs of an environment, determine the requirements and network topology for the Access Gateway 9.0, Enterprise Edition implementation.</li> <li>• Based on stated requirements, determine the appropriate configuration for an AAA (authentication, authorization and accounting) infrastructure.</li> <li>• Based on stated requirements, determine the appropriate configuration for integrating with a Citrix XenApp implementation.</li> </ul>
Initial Configuration and Basic Operation	<ul style="list-style-type: none"> <li>• Based on stated requirements for an Access Gateway 9.0, Enterprise Edition implementation, determine how to apply the basic network configuration.</li> <li>• 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.</li> <li>• Based on stated needs, identify the appropriate requirements to configure RADIUS, LDAP or local authentication method.</li> <li>• Based on the description of an environment, choose the appropriate options to determine if a virtual server is configured appropriately.</li> </ul>

<p>Initial Configuration and Basic Operation (Cont.)</p>	<ul style="list-style-type: none"> <li>• Based on stated requirements for a given Citrix Access Gateway 9.0, Enterprise Edition implementation, determine the appropriate options to configure authorization.</li> <li>• Based on stated requirements for an implementation, determine the appropriate options to configure Group Extraction Method.</li> <li>• Given a scenario describing the need for auditing and logging, choose the appropriate options to configure auditing and logging in an Access Gateway 9.0, Enterprise Edition environment.</li> <li>• 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).</li> <li>• Given a scenario, choose the required steps to configure default authorization (Allow/Deny).</li> <li>• Based on stated requirements for an implementation, choose the required options to configure virtual servers.</li> <li>• Based on stated requirements for an implementation, choose the required options to configure basic web interface settings (including DMZ settings, gateway settings, and access methods).</li> <li>• Given a scenario, determine how to configure the Access Gateway appliance interfaces (including configuring, enabling, aggregating high availability, duplexing, etc.)</li> </ul>
<p>Configuring Advanced Options</p>	<ul style="list-style-type: none"> <li>• Based on stated requirements, determine the appropriate settings to configure intranet applications in an environment.</li> <li>• Based on stated requirements and the need to access external networks, determine when and/or how to configure split tunneling.</li> <li>• Based on stated requirements for an implementation, determine when and/or how to configure split DNS.</li> <li>• Based on stated requirements, choose the appropriate steps to configure High Availability.</li> <li>• Based on stated requirements, identify when and/or how to configure single sign-on (SSO) in an Access Gateway 9.0, Enterprise Edition environment.</li> <li>• 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</li> </ul>

<p>Configuring Access Policies</p>	<ul style="list-style-type: none"> <li>• Given a statement or a description, define the Policy Precedence Model for Access Gateway 9.0, Enterprise Edition.</li> <li>• Based on stated requirements, determine the appropriate configuration settings for pre-authentication policies.</li> <li>• Given a scenario, determine the need and/or appropriate settings for configuring dual authentication.</li> <li>• Given a list of requirements, choose the appropriate configuration settings for intranet IP.</li> <li>• Based on stated requirements, choose the appropriate client experience settings that should be configured to customize an implementation.</li> <li>• Based on stated requirements for an Access Gateway 9.0, Enterprise Edition environment, determine the configurations for service monitors for backend servers.</li> <li>• Based on stated requirements, identify the configuration settings for at least two Client Security Checks.</li> <li>• Based on stated requirements and the need to control traffic, determine the appropriate configurations for traffic policies.</li> <li>• Given a list of requirements for an implementation, identify the configuration settings for authorization policies.</li> <li>• Based on stated requirements for an environment, determine the appropriate configuration settings to successfully implement TCP compression policies.</li> <li>• Based on stated requirements for an environment, determine the appropriate configuration settings to successfully implement auditing policies.</li> <li>• Based on stated requirements, determine how to configure clientless access (including URL rewriting, default gateway bindings, enabling clientless access and creating clientless access policies)</li> <li>• Based on a given scenario, determine how to configure Access Gateway 9.0, Enterprise Edition client choices features.</li> </ul>
<p>Customizing the User Experience</p>	<ul style="list-style-type: none"> <li>• Determine what is true about deploying a plugin or choose the appropriate steps and order to deploy a plugin to successfully meet specific requirements.</li> <li>• Based on stated requirements, determine the appropriate settings and/or options to customize user interface client-side cleanup.</li> </ul>

<p>Customizing the User Experience (Cont'd)</p>	<ul style="list-style-type: none"> <li>• Based on stated requirements, determine the appropriate plugin to deploy on systems running the following operating systems: Microsoft Windows 2000, Windows XP Home and Professional editions, Windows Server 2003 and Windows Vista.</li> <li>• Determine when or how to configure access scenario fallback.</li> </ul>
<p>Integrating with XenApp</p>	<ul style="list-style-type: none"> <li>• Based on the needs of an environment, choose the appropriate settings to successfully upgrade an existing Citrix Secure Gateway environment to Access Gateway 9.0, Enterprise Edition.</li> <li>• Based on stated requirements, determine client-side configuration for full VPN plugins and ICA Proxy mode.</li> <li>• Given a screenshot of the user interface, identify the appropriate options to configure ICA Proxy mode.</li> <li>• Based on stated requirements, identify the configuration settings for Web Interface with SmartAccess.</li> <li>• Based on stated requirements, determine the appropriate options to configure SmartAccess for Citrix XenApp.</li> <li>• Based on a scenario, determine the appropriate steps to create policy filters to meet stated needs.</li> <li>• Given a list of requirements, identify the required configuration settings for SmartAccess Policies.</li> <li>• Given a list of requirements for a specific environment, determine the configurations for session profiles.</li> <li>• Based on stated requirements, determine the steps to configure pre-authentication policies.</li> <li>• Based on stated needs, identify when or how to configure file type association.</li> </ul>
<p>Securing the Implementation</p>	<ul style="list-style-type: none"> <li>• Based on security needs, identify the required steps to change the default account passwords.</li> <li>• Given a scenario illustrating the need to customize administrative privileges for a Citrix Access Gateway 9.0, Enterprise Edition implementation, identify the appropriate steps/options to delegate administration.</li> <li>• Based on stated requirements, determine the appropriate steps/options to configure administration audit policies.</li> <li>• Given a description of an environment containing Access Gateway 9.0, Enterprise Edition, determine the appropriate options to control SSL Cert Key Management.</li> </ul>

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**5.4 How  
Objectives  
Relate to  
Questions on  
the Exam**

Objectives summarize what the test is designed to measure. Objectives are developed by Exam Developers and SMEs based on identified tasks that relate to the job of administering a Citrix Access Gateway 9.0, Enterprise Edition implementation. The number of questions written for each objective relates directly to the importance of that task in doing the job and is proportional to how frequently the task is performed.

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## 6 Interactive Item Usage

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### 6.1 Introduction

The Implementing Citrix Access Gateway 9.0, Enterprise Edition 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 **may not be** 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.**

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### 6.2 Description of Drag and Drop items

Drag and drop items instruct candidates to drag objects to pre-defined destinations. These types of items are usually used to test a candidate's understanding of a process, order, or other regimented ordered concept.

In these items, predefined destinations are marked by rectangular objects called destination panels. Destination panels indicate where objects can be placed in the user interface. These panels contain instructions, such as "Place Here" or "Place First Here" (as shown in Figures 6.1 and 6.2) or similar text that alerts candidates 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.

As with the other non-traditional items, candidates must click the "Done" button within the task window when finished in order to record their answer(s) and move on to the next item.

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### 6.3 Specialized cursors in Drag and Drop items

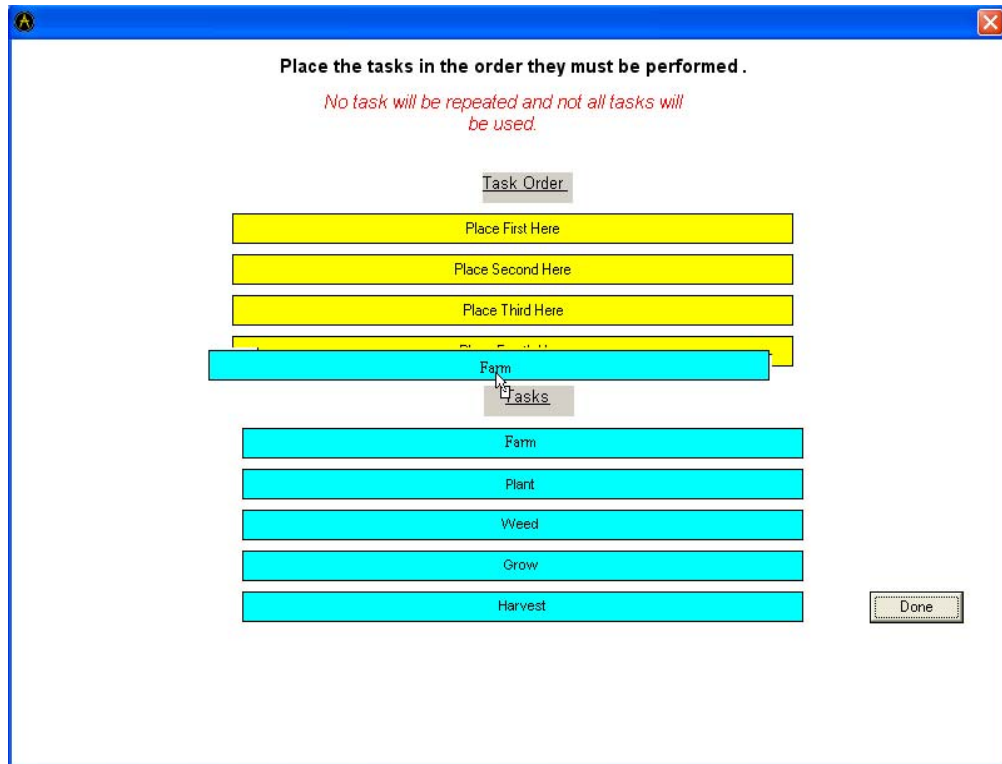
While dragging these objects, candidates should pay careful attention to the cursor. Figures 6.4 and 6.5 depict the two cursors candidates will see while completing a Drag and Drop item in this exam.

**Figure 6.1**  
**Prohibited**  
**cursor**  
**indicator**



In this figure, a candidate is attempting to drag an object to a destination panel and the prohibited symbol appears. The candidate will not be able to drop the source panel into the destination panel when the prohibited symbol is present. The candidate should reposition the source panel on the desired destination panel until he or she sees the insert symbol shown in Figure 6.2.

**Figure 6.2**  
**Insert cursor**  
**indicator**



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

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**6.4 Deselecting an option in a Drag and Drop Item**

If a candidate moves an object to the incorrect destination panel, the candidate can remove the item by dragging it out of the destination panel, toward the object's original location.

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## 6.5 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 A13 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.

To access a demo exam that contains simulation items, please visit:

[http://www.findcitrixtraining.com/content/index.cfm/content\\_id:26](http://www.findcitrixtraining.com/content/index.cfm/content_id:26)

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## 7 Appendix: Practice

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Question 1      **Scenario:** A network administrator is planning the remote access infrastructure for a Citrix Access Gateway 9.0, 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**

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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 Citrix Access Gateway 9.0, 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 9.0, 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 of 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**

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

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

**Answers: B and C**

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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**

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Question 5 An administrator should use reverse split tunneling when \_\_\_\_\_.

(Choose 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**

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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**

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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**

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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**

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