



EXAM PREPARATION GUIDE | Citrix NetScaler 10 Essentials and
Networking



Citrix NetScaler 10 Essentials and Networking

1Y0-350 Exam

Preparation Guide 2.0
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This exam preparation guide is designed to provide candidates with necessary information about the exam, including study resources and sample questions which enable candidates to assess the types of questions that may be asked during the Citrix certification beta 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 the Preparation Guide and Exam

This guide provides a detailed description of the exam, including intended audience and topics covered, as well as direct links to resources used to build the exam, information on how to prepare for the exam and details on the types of questions the exam contains. The guide is intended to help candidates prepare for the 1Y0-350 NetScaler 10 Essentials and Networking exam. Candidates should read this guide carefully before attempting this exam.

The 350 exam was developed to measure the minimum knowledge and skills required by employers to perform the job that focuses on networking and traffic optimization with Citrix NetScaler. Passing this exam means a candidate demonstrated the minimum level of knowledge and skills required to install, configure and/or operate NetScaler 10 in enterprise environments.

This exam does not test knowledge needed to perform server maintenance, advanced configurations, or advanced troubleshooting. It also does not test on features that are only available with NetScaler 10 Platinum Edition.

1.2 Number of Questions

The 350 exam is a 73-question exam written in English.

1.3 Passing Score

The passing score for this exam is 60.

1.4 Time Limit

Type of Candidate	Time Limits Allowed	Notes
Native English Speakers	120 minutes	
Non-native English speakers who take exam in countries where English is a foreign language	120 minutes +30 minutes (time extension)	Time extension granted automatically
Non-native English speakers who take exam in countries where English is NOT	120 minutes +30 minutes	Must call Pearson VUE or register in person to explicitly request

a foreign language		<p>the time extension</p> <p><i>A \$7 USD surcharge will be added to phone registrations.</i></p>
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1.5 Registration and Administration

This exam is administered at Pearson VUE testing centers worldwide. To learn more about the rules and process of taking an exam, please visit <http://training.citrix.com/exams>.

Worldwide, visit the Pearson VUE website (www.vue.com/citrix) to locate a testing center in your area and register for an exam. To register in the United States and Canada, you may also register in person at any Pearson VUE testing center or call 1-800-931-4084. *Note: A \$7 USD surcharge will be added to phone registrations.*

1.6 Certification Tracks

The 350 exam is a requirement for the Citrix Certified Professional – Networking (CCP-N) track.

This exam may also fulfill requirements for advanced certification tracks. For the most up-to-date certification information visit <http://training.citrix.com/cms/education/certification/>.

1.7 Citrix Exam Retake Policies

Candidates must wait 24 hours from their original appointment time before they can register to retake an exam. After a second attempt, and any attempt thereafter, the candidate must wait 14 calendar days 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 a temporary ban from taking Citrix exams and/or decertification.

For more information on the Citrix Exam Retake Policy, please visit <http://training.citrix.com/exams>.

1.8 Citrix Candidate Conduct Policy

All Citrix Certification candidates are required to read and agree to be bound by the Candidate Conduct Policy. This policy details specific information regarding what Citrix Education defines as cheating and breaches of security. Violations of this policy can result in actions including, but not limited to, classification of scores as invalid, decertification and testing bans.

To review the Candidate Conduct Policy, please visit
<http://training.citrix.com/exams>.

**1.9 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 revises exams even after closing the beta period. Comments typed into the exam interface during an exam are considered when making decisions about revising questions.

Candidates are encouraged to use the commenting feature to provide feedback to Citrix Education. However, candidates should be mindful of the time used to provide comments on an exam as it will be subtracted from the allocated time of the test. Candidates can refer to the time clock at any time to view and be cognizant of the test time remaining.

2 The Intended Audience

2.1 Intended Audience

The 350 exam is focused on those topics that are most important to those who perform the role that focuses on networking and traffic optimization with Citrix NetScaler 10 environments. Citrix Education selected these topics based on feedback from subject matter experts (SMEs) who perform these tasks in the field. Those who install, configure and/or operate NetScaler 10 in enterprise environments may hold various job titles such as:

- Network Administrators
 - Network Engineers
 - Citrix Administrators
 - Operations Engineer
 - Systems Engineers /Systems Administrators
 - Cloud Administrators/Engineers
-

3 Preparatory Recommendations for the Exam

3.1 Introduction Citrix Education recommends that prior to taking this exam candidates have the knowledge, skills and abilities required to administer and support an environment that contains at least two NetScaler devices.

3.2 Recommended Knowledge and Skills

Specifically, candidates should have the following knowledge and skills prior to taking this exam:

- Knowledge of and familiarity with:
 - ❑ TCP/IP , HTTP protocols and the OSI model
 - ❑ Web server software (e.g. Apache, IIS, WebSphere)
 - ❑ Windows and Linux Server administration
 - ❑ DNS, SSL, and compression concepts
 - ❑ Server load balancing and content switching concepts
 - ❑ Network security threats and site protection concepts (e.g. firewalls, worms, DDoS attacks)
 - ❑ Regular expressions
 - ❑ Active Directory
 - ❑ Virtualization
 - ❑ Application optimization
 - ❑ Cloud computing concepts
- Exposure to and experience with:
 - ❑ Network devices (e.g. routers, switches), various networking protocols, and aspects of application and site architecture (e.g. DMZ, VLANS)
 - ❑ UNIX (particularly BSD variants)
 - ❑ Basic systems administration, including logging, software upgrade procedures and high availability operations

3.3 Recommended Product Experience

We recommend that candidates have about six months of experience with the following tasks in a NetScaler 10 environment:

- Assisting in architecting NetScaler environment for Enterprises
- Implementing NetScaler with networking in mind
- Installing and configuring production networks and network hardware
- Maintaining networking and security hardware and software
- Optimizing the performance of applications

- Managing high availability features
 - Configuring and managing security modules of NetScaler
 - Monitoring network
 - Configuring load balancing
 - Managing and configuring SSL
 - Troubleshooting NetScaler device and configurations
 - Managing network routing and protocols
-

3.4 Recommended Course

Citrix Education recommends that candidates have hands-on experience with NetScaler 10 prior to taking this exam. One of the best ways to do this is by taking formal Citrix training courses. The following courses provide basic training on administrative tasks.

- CNS-205: Citrix NetScaler 10 Essentials and Networking (instructor-led training course or self-study)
- CXA-102-1W: Citrix NetScaler Overview (self-paced online training course)

As with all Citrix exams, it is recommended that candidates get hands-on experience by working directly with the products covered on the exam. This includes setting up a NetScaler 10 environment with at least two NetScaler devices, multiple load balancing virtual servers, at least two Web Interface sites, and Access Gateway for some access scenarios.

While this hands-on experience can be done on the job, Citrix Education official courses offer a safe and robust environment to learn these tasks. Thus they are one of the best ways to prepare for the exam.

3.5 Unauthorized Preparation Materials

Citrix Education now offers practice exams to help you prepare for your certification exams. Please click this link to learn more about this exciting new offering: <http://training.citrix.com/cms/education/practiceexams>.

While there are companies who advertise practice tests and have a money-back guarantee that customers will pass the exam, most of these companies are selling unauthorized preparation materials that include stolen exam questions and answers.

Citrix Education continuously monitors these sites, and when possible, takes appropriate actions.

Citrix Education also monitors exam results to ensure that candidates are not using unauthorized materials to prepare for exams. If it is

determined that a candidate used unauthorized materials to prepare for an exam, the candidate's score will be invalidated and his or her certification will be revoked.

When looking for materials in addition to authorized Citrix practice exams and training to prepare for certification, Citrix Education recommends visiting <http://www.certguard.com> to verify the legitimacy of the site. This site flags sites that are acting as brain dumps.

4 Exam Sections and Weights

4.1 Introduction The 1Y0-350 exam is divided into nine (9) sections.

Each section of the exam is weighted as follows, totaling 100%.

**4.2 Section
Titles and
Weights**

Section	Weight
Configuring Basic NetScaler Settings	9%
Configuring Network-related Settings of the NetScaler Implementation	14%
Securing the NetScaler Implementation and Traffic	11%
Configuring Load Balancing on NetScaler for backend Servers and Traffic	11%
Configuring SSL Offloading	9%
Configuring Acceleration and Optimization of Traffic-handling	9%
Customizing NetScaler Traffic-handling	10%
Monitoring of Network-related Activities and Performance	7%
Troubleshooting Issues on NetScaler	20%
Total	100%

**4.3 How Section
Weights Relate
to Questions on
the Exam**

The section weights included in this guide are intended to help you in understanding how much of the exam is devoted to the topics listed. In fact, the percentages directly map to the number of questions on the exam. For example, if an exam has 60 questions, and Section 1 is weighted at 50%, then 30 of the questions on the exam will relate to Section 1 ($60 * 50\% = 30$).

Please be warned that section weights are NOT used to calculate your score. Scoring is far more complicated as exam questions may be given different weights based on their overall importance. 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.

For more information on how scoring works in Citrix exams read the [blog The Scoring Secrets for Citrix Exams - Divulged](#).

5 Exam Objectives and Resources for the Exam

5.1 Introduction All questions on this exam were developed based on tasks and testing aspects identified by subject matter experts. Exam tasks and testing aspects are used to focus the exam on the most important concepts. The tasks and testing aspects for this exam can be found in section 5.3.

In this guide we list all of the tasks and testing aspects and provide you with suggested reading material to help prepare for the exam. In some cases, the tasks require that candidates have field experience including hands-on experience installing, configuring and/or operating Citrix NetScaler 10 in enterprise environments. By obtaining this experience, candidates are more likely to pass this exam.

5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Citrix Knowledge Base Articles	
Resource	Location*
How to Upgrade Software of the NetScaler Appliances in a High Availability Setup (CTX127455)	http://support.citrix.com/
How to Set the Time on a NetScaler Appliance if the Date Command does not Work (CTX121356)	
NetScaler 10 Networking Guide (CTX132369)	
How to Configure and Use the -denySSLReneg Parameter (CTX123680)	
FAQ: Updating or Replacing an SSL Certificate (CTX109711)	
How to Convert PFX Certificate to PEM Format for Use with Citrix Access Gateway (CTX106028)	
How to Configure the Rate Limiting Feature of a NetScaler Appliance to Mitigate a DDoS Attack (CTX127917)	
How to Take a Network Trace on a NetScaler or Citrix Access Gateway Enterprise Edition Appliance (CTX114018)	
How to Troubleshoot Authentication with Aaad.debug (CTX114999)	
Troubleshooting Access Gateway Enterprise Edition/NetScaler License	

Issues (CTX116444)	
Data Collection Procedure for Troubleshooting NetScaler Issues (CTX109304)	
How to Record a Network Packet Trace on a NetScaler Appliance (CTX128655)	
Citrix eDocs	
Forcing the Primary Node to Stay Primary	http://support.citrix.com/proddocs/topic/infocenter/ic-how-to-use.html
Forcing the Secondary Node to Stay Secondary	
Configuring High Availability Nodes in Different Subnets	
Configuring the Communication Intervals	
Configuring Fail-Safe Mode	
Configuring Users and Groups	
Creating or Modifying a VLAN	
Configuring VLANs on a Single Subnet	
Configuring Multiple Untagged VLANs across Multiple Subnets	
Synchronizing Configuration Files in a High Availability Setup	
Monitoring the Extended ACL	
Renumbering the priority of Extended ACLs	
Choosing and Configuring Persistence Settings	
Viewing Persistence Sessions	
Configuring Persistence Groups	
Configuring Load Balancing in Direct Server Return Mode	
Configuring Backup Virtual Servers	
Redirecting Client Requests to an Alternative URL	
Configuring Access Gateway Settings with the Remote Access Wizard	
Converting the Format of SSL Certificates for Import or Export	
Specifying a TCP Buffer Size	
Configuring TCP Window Scaling	
Configuring TCP Profiles	
How the Integrated Cache Works	
Improving Cache Performance	
Monitoring TCP-based Applications	
Configuring Call Home	

Generating the Tar Archive of Configuration Data of NetScaler Devices	
Product Guides	
Citrix NetScaler Administration Guide (CTX132357)	http://support.citrix.com/product/nsad/v10/doc/
Citrix NetScaler Traffic Management Guide (CTX132359)	
Citrix NetScaler Application Security Guide (CTX132366)	
Citrix NetScaler Command Reference Guide - Release 10 (CTX132384)	
Citrix Blogs	
Deliver Your Existing Applications to IPv6 Clients	http://blogs.citrix.com/2012/04/20/deliver-your-existing-applications-to-ipv6-clients/

*Links are subject to change

5.3 Sections, Objectives and Testing Aspects

Section 1: Configuring basic NetScaler settings		
Objective Number	Objective	Testing Aspect
1.01	Set initial Hostname, NetScaler IP, subnet and gateway	How
1.02	Upgrade Firmware	How [to do firmware updates on NetScaler appliance]
1.03	Set up high availability	How
1.04	Change NetScaler root password and add users	How and Why
1.05	Configure date, time zone and Network Time Protocol (NTP)	How
1.06	Obtain a new NetScaler license	How
Section 2: Configuring network-related settings of the NetScaler implementation		
Objective Number	Objective	Testing Aspect
2.01	Enable feature and configure mode advance (Mac based forwarding (MBF) and edge configuration)	When
2.02	Configure Interfaces	How
2.03	Set up IPs, subnet IPs, IPv6 and configure management on Ips	When/Why

2.04	Set up vLANs (Virtual Lans) and bind them to interfaces with IPs	How [to bind to an interface]
2.05	Set up/configure TCP profiles	When and Why
2.06	Set up/configure NAT/RNAT	When and Why
2.07	Set up basic routes	How and When
Section 3: Securing the NetScaler implementation and traffic		
Objective Number	Objective	Testing Aspect
3.01	Configure SSL options	How and what [to consider for configuring these options]
3.02	Set up authentication	How
3.03	Disable unwanted protocols	How
3.04	Configure Access Control List (ACL)	How
Section 4: Configuring Load Balancing on NetScaler for backend servers and traffic		
Objective Number	Objective	Testing Aspect
4.01	Choose method of Load Balancing	How/When [to use which type of load balancing]
4.02	Configure persistence	How/When [to use certain types of persistence]
4.03	Configure GSLB (Global Server Load Balancing)	How/When
4.04	Configure monitors	How and When [to use what type of monitor]
4.05	Configure load balancing advanced tab	When and Why
Section 5: Configuring SSL Offloading		
5.01	Create, verify and import certificates and link certificate chains	How AND Why
5.02	Create SSL virtual server (vServer) plus services	How
5.03	Bind certificates to SSL virtual server	How
5.04	Configure SSL parameters	How
5.05	Configure SSL ciphers on virtual server (vServer)	Why
Section 6: Configuring acceleration and optimization of traffic-handling		
6.01	Enable and configure compression	How
6.02	Set up TCP buffer	What [TCP buffer is], When and Why to set it up

6.03	Enable and set up Caching	How
Section 7: Customizing NetScaler traffic-handling		
7.01	Configure Rewrite/Responder/URL Transform	What [to configure] and How
7.02	Configure Content Switching	Why
7.03	Set up "filter" (under protection feature) (formerly content filtering)	When
7.04	Enable rate limiting	Why
7.05	Configure HTTP callout	Why
Section 8: Monitoring of network-related activities and performance		
8.01	Configure monitoring	When/Why/How
8.02	Set up ECV monitoring	When/Why
8.03	Configure SNMP Traps	When
8.04	Monitor NetScaler traffic with AppFlow	What [Appflow] is and Why [to use]
8.05	Capture traffic	How
Section 9: Troubleshooting issues on NetScaler		
9.01	Troubleshoot Authentication, Authorization and Access (AAA) issues	How
9.02	Troubleshoot licensing issues	How
9.03	Show connection table and routes	How
9.04	Read and interpret logs	What [does it mean]
9.05	Troubleshoot High Availability (HA)	What [is causing the issue] AND How to resolve issue
9.06	Use "show techsupport" command	What [info to collect]
9.07	Use telnet or monitors to check the ports	How
9.08	Conduct packet tracing in GUI and CLI	How
9.09	Troubleshoot traffic management issues with NetScaler	How
9.10	Verify the network settings	How
9.11	Determine the root cause of network failures	What [is causing the issue]
9.12	Troubleshoot SSL, SSL Offload, SSL Bridge	How
9.13	Troubleshoot policies	How

6 Appendix: Practice

6.1 Introduction

Exam-takers should refer to the objectives and testing aspects listed in section 5 of this guide in order to determine not only which topics will be on the exam but also *how* these topics will be tested.

For example, if the **objective** reads, "*Identify the appropriate plug-in to use,*" and the **testing aspect** reads, "*When,*" exam-takers should expect to see:

- **A "scenario describing the need to install a specific XenApp Plug-in"**
 - *Scenario: XenApp was recently implemented in an environment. A Citrix Administrator in the environment needs to tell the end users which XenApp plug-in to install in order to access their XenApp resources. The end users in the environment will need to access their hosted applications from Web Interface.*
- **A question that requires you to "determine which XenApp Plug-in to install" based on the scenario**
 - *Which XenApp Plug-in should the administrator instruct the end users to install?*

The objectives and testing aspects for this exam were developed by Exam Project Managers and subject matter experts based on identified tasks that relate to installing, configuring and/or operating Citrix NetScaler 10 in enterprise environments. The number of questions written for each objective relates directly to the importance of that objective as it relates to the installation, configuration and operation, and is proportional to how frequently that task is performed.

6.2 Sample Questions

Sample Question 1

Scenario: An engineer is going to upgrade the firmware on the primary NetScaler of a high availability (HA) pair. However, the engineer does NOT want the HA pair to fail over during the upgrade process.

How could the engineer configure High Availability to NOT force a fail over?

A. Set the deadInterval to 180 seconds.

- B. Create a Fail Over Interface Set on the HA Pair.
- C. Ensure that INC Mode is enabled on the HA Pair.
- D. Configure the secondary node with StaySecondary.

Answer: D

Objective: Set up high availability

Testing Aspect: How

Sample Question 2

Scenario: A network engineer has added an NTP server using the GUI to an appliance that has never used time synchronization previously. Time synchronization is NOT occurring.

Which additional step must the engineer take after adding the first NTP server to ensure time synchronization occurs?

- A. Enable “Use Source IP” mode.
- B. Delete and re-create /nsconfig/ntp.conf.
- C. Enable management access on a SNIP.
- D. Use the “NTP Synchronization” button to enable sync.

Answer: D

Objective: Configure date, time zone and Network Time Protocol (NTP)

Testing Aspect: How

Sample Question 3

Scenario: A customer is using Citrix NetScaler MPX with Citrix Access Gateway. Currently, Citrix Access Gateway is only using Basic Access for accessing Citrix XenApp published applications. The customer would like to start using Smart Access and SSL/VPN within Citrix Access Gateway.

In order to meet the requirements of the scenario, the engineer must logon to www.MyCitrix.com, allocate the Access Gateway Universal license using the _____ of the Citrix NetScaler and copy the license file to the NetScaler using SCP in _____. (Choose the correct set of options to complete the sentence.)

- A. hostname; /netscaler
- B. hostname; /nsconfig/license

- C. MAC Address; /nsconfig/license
- D. default given "ANY" as the Host ID; /nsconfig/license

Answer: B

Objective: Obtain a new NetScaler license

Testing Aspect: How

Sample Question 4

A NetScaler engineer must configure external access for an application, where the configured services will be load balanced at the back-end.

Which type of Netscaler-owned IP address should be used to present the web application to an external user?

- A. VIP
- B. MIP
- C. NSIP
- D. SNIP

Answer: A

Objective: Set up IPs, subnet IPs, IPv6 and configure management on IPs

Testing Aspect: When/Why

Sample Question 5

A network engineer wants to protect the NetScaler (NSIP 10.20.30.40) and restrict the allowed protocols to HTTPS and SSH only.

Which two commands should the engineer execute? (Choose two.)

- A. set ns ip 10.20.30.40 -mgmtaccess disabled -gui secureonly
- B. set ns ip 10.20.30.40 -gui secureonly -restrictaccess enabled
- C. set ns ip 10.20.30.40 -telnet disabled -ftp disabled -snmp disabled
- D. set ns ip 10.20.30.40 -ssh enabled -restrictaccess disabled -snmp disabled

Answers: B and C

Objective: Disable unwanted protocols

Testing Aspect: How

Sample Question 6

Which functionality would an engineer use to send and receive a response from an external web application?

- A. HTTP Callout
- B. Rewrite policy
- C. URL Transformation
- D. EdgeSight Monitoring

Answer: A

Objective: Configure HTTP Callout

Testing Aspect: Why

Sample Question 7

Which command should a network engineer run to create a monitor using the NetScaler command-line interface?

- A. bind monitor monitorA
- B. set monitor monitorA HTTP
- C. rm lb monitor monitorA HTTP
- D. add lb monitor monitorA HTTP

Answer: D

Objective: Configure monitoring

Testing Aspect: When/Why/How

Sample Question 8

Scenario: Clients on the 10.192.12.0 network are not able to connect to VIP addresses. The NetScaler is NOT directly connected to the 10.192.12.0 network.

Which diagnostic tool should the network engineer use to find which router or routers are being used?

- A. dig
- B. ping
- C. ifconfig
- D. traceroute

Answer: D

Objective: Show connection table and routes

Testing Aspect: How

Sample Question 9

A network engineer receives multiple complaints from users that they receive a "certificate invalid" warning when trying to access a virtual server.

What should the engineer do to investigate this issue?

- A. Verify that SSLv3 protocol is enabled.
- B. Verify that an SSL policy has been created.
- C. Verify that the SSL certificate is bound to the virtual server.
- D. Verify that the root certificate is trusted on the client device.

Answer: D

Objective: Troubleshoot traffic management issues with NetScaler

Testing Aspect: How

Sample Question 10

Scenario: A network engineer configures four interfaces into a channel. As soon as the channel is configured, the engineer is unable to communicate with the NetScaler system.

What is a likely cause of this issue?

- A. HA has been enabled.
- B. Management has been enabled on a SNIP address.
- C. The switch has not been configured for link aggregation.
- D. Bandwidth normal has been set too high on each channel member.

Answers: C

Objective: Determine the root cause of network failures

Testing Aspect: What [is causing the issue]
