

# **Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing**

## **800 Exam**

### **Preparation Guide**

### **Citrix Education**

**3.0**

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**Disclaimer** This exam preparation guide is designed to allow exam-takers to assess the types of questions that may be asked during the Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing (800) 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

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**1.1 Purpose of Exam** This exam certifies that successful candidates have the knowledge and skills necessary to install, configure and manage the Citrix EdgeSight 4.5 product as well as run reports, analyze the data and make decisions for an implementation of Citrix EdgeSight 4.5.

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**1.2 Beta Testing** The 800 exam was beta tested from July 2007 to August 2007.

Once all the questions were developed for this exam, it was offered at no charge to individuals who expressed interest in obtaining the certification.

A minimum number of candidates were required to take the beta exam and complete a survey. A professional Psychometrician analyzed the exam and survey to determine which questions would be kept in the final versions of the exam. The Psychometrician also recommended the passing score range and the timing for the exam.

Once the analysis was completed and the passing score determined, candidates who obtained a passing score on the beta exam also obtained their certification.

To participate in future beta exams, e-mail [training@citrix.com](mailto:training@citrix.com) a request to be added to the beta exam mailing list.

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**1.3 Number of Questions** The Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing exam is a 59-question exam written in English.

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**1.4 Passing Score** The passing score for this exam is 62% and is based on the analysis of scores of candidates from the beta test.

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

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**1.5 Time Limit** Timing for the exam was determined by analyzing the results of the beta exam.

Native English speakers have 75 minutes to complete the exam. Non-native English speakers who take the exam in English have 105 minutes to complete the exam.

Non-native English speakers must explicitly ask for a time extension when registering for the exam in English. Exam-takers should verify the policies with the test provider they choose.

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**1.6 Registration and Administration** 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 Exams page at [www.CitrixEducation.com](http://www.CitrixEducation.com).

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**1.7 Registering with Pearson VUE** In the United States and Canada call 1-800-931-4084. Worldwide, visit the Pearson VUE web site ([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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**1.8 Certification Tracks** The 800 exam is part of the Citrix Certified Administrator (CCA) for Citrix EdgeSight 4 certification track. To become certified in this product, candidates must pass the 800 exam.

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**1.9 Citrix Exam Retake Policies** If a candidate fails an exam on their 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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**1.10 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 exam-takers 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 Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing exam is a rigorous examination of topics that are critical to an administrator's role as defined by Citrix Systems' subject matter experts (SMEs). This role includes, but is not limited to:

- accessPartners
- Citrix Administrators
- Desktop Administrators
- Help Desk Staff
- Application Support/Owners
- Capacity Planners
- Network Administrators
- Citrix Certified Instructors

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**2.2 Defining the Role Being Tested** The intended audience was determined by SMEs for the product through a Job Task Analysis (JTA) procedure. The SMEs defined the audience by discussing the job functions that require use of the Citrix EdgeSight product.

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## 3 Preparatory Recommendations for the Exam

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**3.1 Introduction** It is recommended that exam-takers have the knowledge, skills and abilities necessary to install, configure and manage Citrix EdgeSight 4.5 as well as run reports, analyze the data in those reports and make decisions prior to taking this exam.

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**3.2 Recommended Knowledge and Skills** Exam-takers should have the following knowledge and skills prior to taking this exam:

- Basic Microsoft SQL/MSDE database administration
  - Basic knowledge of Microsoft Reporting Services
  - Basic knowledge of Citrix Presentation Server
  - Basic knowledge of desktop management concepts
  - Basic Microsoft Windows Server 2003 administration skills
  - Basic understanding of Microsoft Internet Information Services (IIS)
  - Basic networking knowledge for an enterprise environment
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**3.3 Recommended Product Experience** It is recommended that exam-takers have at least six (6) months of experience maintaining a Citrix EdgeSight 4.5 implementation and using the data collected by EdgeSight to make decisions for the benefit of an enterprise environment. It is also recommended that exam-takers have multi-farm administration experience.

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**3.4 Recommended Course** Exam-takers should attend or self-study the Citrix course CTX-1800AI Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing.

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## 4 Exam Sections and Weights

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### 4.1 Introduction

The Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing exam (800) is divided into ten (10) sections. Each section of the exam is weighted as follows, totaling 100%.

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### 4.2 Section Titles and Weights

Section	Weight
Pre-Installation Considerations	7%
Prerequisites for Installing Citrix EdgeSight Server	8%
Installing Citrix EdgeSight Server	5%
Installing and Deploying Citrix EdgeSight Agent	5%
Performing Basic Configurations	14%
Performing Advanced Configurations	8%
Understanding the Citrix EdgeSight Architecture	7%
Debugging and Diagnosing Citrix EdgeSight	12%
Using Citrix EdgeSight for Diagnosis and Resolution	29%
Citrix EdgeSight for Load Testing	5%
<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 an exam-taker'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 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. Exam-takers are expected to have at least six (6) months of experience implementing Citrix EdgeSight 4.5 to increase their likelihood of passing.

For optimal performance, Citrix recommends that exam-takers attend or self-study the CTX-1800AI Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing course and obtain field experience.

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### 5.2 Obtaining an Evaluation License for Citrix EdgeSight 4.5: Administration

Exam-takers can get some hands-on experience by obtaining an evaluation license for Citrix EdgeSight 4.5. Individuals can obtain a copy of the software by downloading it from MyCitrix.com. Evaluation licenses may also be obtained by attending or purchasing the CTX-1800AI Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing course.

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### 5.3 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Resource	How to Obtain
Citrix EdgeSight Administrator's Guide	The administrator's guide is available on the CD for Citrix EdgeSight 4.5. It is also available for download on the Citrix Support web site: <a href="http://support.citrix.com/article/entry.jspa?entryID=13675">http://support.citrix.com/article/entry.jspa?entryID=13675</a>
CTX-1800AI Citrix EdgeSight 4.5: Administration, Performance Monitoring and Load Testing	This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit the Citrix Education web site: <a href="http://www.citrix.com/English/SS/education/feature.asp?contentID=24019">http://www.citrix.com/English/SS/education/feature.asp?contentID=24019</a>
Citrix EdgeSight Installation Guide	The installation guide document is available for download on the Citrix Support web site: <a href="http://support.citrix.com/article/CTX111082">http://support.citrix.com/article/CTX111082</a>

Knowledge Base Articles: CTX 112491 CTX 111062 CTX 112965 CTX 112971 CTX 112209	Knowledge Base articles are available at: <a href="http://support.citrix.com/">http://support.citrix.com/</a>
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#### 5.4 Exam Objectives

For each exam objective, the chart below lists the corresponding Citrix course and/or available technical publications used to develop questions.

For all sections, at least six (6) months of experience administering a Citrix EdgeSight 4.5 implementation is recommended.

Note: Field experience is considered technical and practical experience with the Citrix EdgeSight product in a pilot or production environment. Hands-on experience is considered technical or practical experience with the Citrix EdgeSight product in a lab or proof-of-concept (POC) environment.

Section	Objectives	Citrix Course and/or Technical Publication
Pre-installation Considerations	<ul style="list-style-type: none"> <li>Given a list of different symptoms being experienced in a Citrix EdgeSight environment, determine which symptom indicates that anti-virus software is enabled and/or determine how to configure anti-virus software on devices running Citrix EdgeSight.</li> <li>Based on the needs of an environment, determine whether or not to enable SSL for use on the Citrix EdgeSight Web Server and/or how to resolve issues related to SSL support.</li> <li>Based on the needs of an environment, identify the required support applications for remote operations.</li> </ul>	Citrix EdgeSight Administrator's Guide  Citrix EdgeSight Installation Guide  Knowledge Base Articles
Prerequisites for Installing Citrix EdgeSight Server	<ul style="list-style-type: none"> <li>Given a description of an environment, identify the appropriate Citrix EdgeSight Server deployment option for that environment.</li> </ul>	Citrix EdgeSight Administrator's Guide

Prerequisites for Installing Citrix EdgeSight Server (continued)	<ul style="list-style-type: none"> <li>• Given a list of hardware, software and/or configuration information, identify what is required for the web server component of the Citrix EdgeSight Server.</li> <li>• Given a list of components, identify those that are required for Microsoft SQL Reporting Services.</li> <li>• Given a list of hardware, software and/or configuration information, identify what is required for the database component of the Citrix EdgeSight Server.</li> </ul>	<p>Citrix EdgeSight Installation Guide</p> <p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p>
Installing Citrix EdgeSight Server	<ul style="list-style-type: none"> <li>• Identify the significance and/or role of the spectuser account.</li> <li>• Given a scenario describing an environment with a Citrix EdgeSight 4.5 implementation, identify the appropriate settings and/or options to complete post-installation configurations.</li> </ul>	<p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p> <p>Citrix EdgeSight Installation Guide</p> <p>Field Experience</p>
Installing and Deploying Citrix EdgeSight Agent	<ul style="list-style-type: none"> <li>• Based on requirements, identify the appropriate option to complete an installation of Citrix EdgeSight Agent using the interface or command-line utility.</li> <li>• Given a scenario describing an environment with a recently installed Citrix EdgeSight Agent, identify reboot requirements and/or potential reboot impacts.</li> <li>• Given a list of public properties and the needs of an environment, select the appropriate actions to edit the .MSI file for the Citrix EdgeSight Agent.</li> </ul>	<p>Citrix EdgeSight Installation Guide</p> <p>Hands-on Experience</p>
Performing Basic Configurations	<ul style="list-style-type: none"> <li>• Given a scenario describing the needs of an environment, identify the appropriate workers to configure and/or how to</li> </ul>	<p>Citrix EdgeSight Administrator's Guide</p>

<p>Performing Basic Configurations (continued)</p>	<p>configure them.</p> <ul style="list-style-type: none"> <li>• Given the needs of an environment, define the appropriate worker schedules.</li> <li>• Given the needs of an environment, determine the appropriate agent configurations needed to tailor to the needs of that environment.</li> <li>• Given the needs of an environment, identify requirements and/or implications of creating, moving, renaming or deleting departments.</li> </ul>	<p>Knowledge Base Articles</p> <p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p> <p>Hands-on Experience</p>
<p>Performing Advanced Configurations</p>	<ul style="list-style-type: none"> <li>• Given a scenario describing the needs of an environment, identify the appropriate procedure for creating and/or using groups on Citrix EdgeSight Server.</li> <li>• Given a scenario describing an established alert strategy to be used, identify the appropriate procedure to configure the required real time alerts.</li> <li>• Based on the needs of an environment, configure the appropriate server settings for the environment.</li> <li>• Given a scenario describing the current database size and grooming schedule, identify how to manage the Citrix EdgeSight database.</li> </ul>	<p>Citrix EdgeSight Administrator's Guide</p> <p>Hands-on Experience</p>
<p>Debugging and Diagnosing Citrix EdgeSight</p>	<ul style="list-style-type: none"> <li>• Given a scenario describing an issue with the agent not reporting up, identify the plausible causes of the issue and/or where to go for more information.</li> <li>• Given a scenario describing an issue with report subscriptions not being delivered, identify how Citrix EdgeSight works with Reporting Services to diagnose the issue.</li> </ul>	<p>Citrix EdgeSight Administrator's Guide</p> <p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p> <p>Knowledge Base Articles</p>

<p>Debugging and Diagnosing Citrix EdgeSight (continued)</p>	<ul style="list-style-type: none"> <li>• Given a scenario describing an issue with the agent affecting performance on the Citrix Presentation Server or endpoints, identify the appropriate steps and/or worker logs to examine and diagnose the issue.</li> <li>• Given a scenario describing the issue of real time remote reports not working, identify the possible cause.</li> <li>• Given a scenario describing a time out and/or permission issue with real time remote reports, identify the possible cause.</li> <li>• Given a scenario describing an issue on the agent and/or server, identify the key log files used to diagnose the issue.</li> </ul>	
<p>Understanding the Citrix EdgeSight Architecture</p>	<ul style="list-style-type: none"> <li>• Given a Citrix EdgeSight environment, define the different communication processes.</li> <li>• Given a description of the Citrix EdgeSight architecture, identify the components of the Citrix EdgeSight Server and/or Agent.</li> </ul>	<p>Citrix EdgeSight Administrator's Guide</p> <p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p> <p>Hands-on Experience</p>
<p>Using Citrix EdgeSight for Diagnosis and Resolution</p>	<ul style="list-style-type: none"> <li>• Given a description of an environment and/or a scenario, determine the necessary options and/or steps to modify existing reports.</li> <li>• Given a scenario describing an environment, identify appropriate options and/or steps for creating new reports.</li> <li>• Given a scenario describing an environment, determine how to use real-time reports.</li> <li>• Given a list of requirements for an environment, identify the correct reports needed for that</li> </ul>	<p>Citrix EdgeSight Administrator's Guide</p> <p>Citrix EdgeSight Installation Guide</p> <p>Hands-on and Field Experience</p>

Using Citrix EdgeSight for Diagnosis and Resolution (continued)	<p>environment.</p> <ul style="list-style-type: none"> <li>• Given a screenshot, analyze the data shown for performance and/or environmental symptoms over time and/or current capacity.</li> <li>• Given a list of data in a report, determine the appropriate use of the data for establishing a service level and configuring an alert to identify the root cause.</li> <li>• Given a scenario describing an issue with an application and/or client device, determine the appropriate report to use and/or how to resolve the issue.</li> <li>• Given a scenario of an environment, identify the appropriate troubleshooting process and/or methodology.</li> </ul>	
Load Testing	<ul style="list-style-type: none"> <li>• Given the results of a recently run load test, interpret the results of the test and/or determine how to resolve issues seen in the results.</li> <li>• Given a scenario, identify how and/or when to create and/or run a load test.</li> </ul>	<p>CTX-1800AI: Administration, Performance Monitoring and Load Testing</p> <p>Field Experience</p>

**5.5 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 EdgeSight 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 Appendix: Practice

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**Question 1** Which two components are required to install the web server and database server on the same system? (Choose two.)

- A. Citrix License Server
- B. Microsoft XML Parser 3.0
- C. Windows Script 5.0 or higher
- D. Microsoft SQL Client Add-On Tools with SQL-DMO objects

Answers: B and D

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**Question 2** An administrator needs to create a group to monitor the performance of all the computers in the public lab because there have been many issues with multiple computers in the lab area recently.

Which member type is most appropriate for the administrator to use when creating this group?

- A. PU
- B. Type
- C. Name
- D. Memory

Answer: C

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**Question 3** **Scenario:** An administrator is managing a very busy Citrix Presentation Server farm environment. Lately, one of the Presentation Servers has been experiencing latency issues.

Which agent configuration option would allow the administrator the ability to continue to collect EdgeSight data while minimizing the impact on the Presentation Server?

- A. The Manage Data Collection value set to True
- B. The Manage Data Collection value set to False
- C. The Data Collection Start and End Hour values set to 1
- D. The Data Collection Start and End Hour values set to 0

Answer: A

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**Question 4**

**Scenario:** An administrator receives the following operational email from the Citrix EdgeSight Server:

“Sent: Thursday, 4 January 2007 7:15 PM

To: EdgeSight\_Administrator

Subject: EdgeSight – DataUpload: Error loading payload for instance 37 on server <EDGESIGHT\_SERVER>

An error occurred. All information given follows:

No ENV data found in the payload”.

What is the likely cause of this issue?

- A. The proxy server is incorrectly configured for EdgeSight.
- B. The virus scanner on the EdgeSight Server has corrupted the payload.
- C. No data is uploaded to the EdgeSight Server because an attempt to install an Endpoint Agent on a Presentation Server was made.
- D. The agent is newly installed and the administrator tried to force the Performance Upload remote worker before the Init Worker has run.

Answer: D

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**Question 5**

**Scenario:** An administrator has been asked to create a Citrix EdgeSight Report and needs to confirm the Query Parameter naming convention before proceeding. The administrator has identified a similar report that uses the same filters as the report he needs to create.

Which file type extension is used for reports that confirm the Query Parameter naming convention?

- A. .RDL
- B. .TXT
- C. .XML
- D. .VBS

Answer: A

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**Question 6**

**Scenario:** An administrator is asked to gather more information about an application whenever it stops responding. The administrator decides to use crash reports to gather this information. However, the application stops responding frequently and the administrator is concerned about the logs consuming too much hard disk space.

Which two limits could the administrator define to ensure adequate hard disk space? (Choose two.)

- A. Date
- B. Size of log
- C. Viewed status
- D. Disk consumption

Answers: A and D

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**Question 7**

**Scenario:** A member of the application development team is testing a new application that has stopped responding. The administrator has been asked to provide the application development team with crash dump information to enable them to analyze what happened.

From which alert report can the crash dump file be obtained?

- A. Process fault
- B. System low resources
- C. Generic system performance
- D. High application resource usage

Answer: A

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