

Citrix Access Gateway 8.0 Enterprise Edition: Administration

309 Exam

Enablement Guide

Citrix Education

1.0

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Citrix Systems, Inc.
851 W. Cypress Creek Road
Ft. Lauderdale, FL 33309
<http://www.citrix.com>

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This exam enablement 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.

Author Tawnisha Scott, Exam Developer

Item Development Team Kpayah Tamba, Experienced Exam Developer, Education
Tawnisha Scott, Exam Developer, Education
Ajay Soni, Senior Director, Engineering, R & D Citrix
Jay Tomlin, Technical Marketing Engineer, Product Marketing
Deepti Patibandla, Lead Software Engineer, Engineering
Ted Vukelich, Escalation Engineer, Technical Support
Allen Zhang, Software Engineer, Engineering
Max He, Staff Software Engineer, Engineering

Product Manager Sandler Rubin, Product Manager, Gateways Division

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1 The Exam

1.1 Purpose of Exam The 309 exam certifies that successful candidates have the knowledge and skills necessary to install, administer and support Citrix Access Gateway 8.0 Enterprise Edition implementations in an enterprise.

1.2 The Beta Stage Once all the questions are developed for an exam, it is offered as a beta exam to individuals who have expressed interest in obtaining the certification.

The beta exam contains the complete pool of questions. A professional statistician (Psychometrician) analyzes the exams and surveys in order to determine which questions will be kept in the final versions of the exam; the statistician also determines the passing score and the timing for the exam.

Exam-takers are allowed to take a beta exam only once. After the analysis is complete and the passing score has been determined, if a candidate gets a passing score on the beta exam, the exam will count towards the exam-taker's certification.

If you are interested in participating in future beta exams, please e-mail training@citrix.com to be added to the beta exam mailing list.

1.3 Number of Questions The 309 exam consists of 58 questions and is written in English.

1.4 Passing Score The passing score is based on the results of the statistical analysis from the beta test. In addition to the data from the beta exam, Citrix Education conducts a survey to help determine the skill level of the beta exam-takers. The Psychometrician assesses the skill level and score of the beta exam-takers in order to recommend the final passing score.

The passing score for this exam is 62%.

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

1.5 Time Limit The timing was determined by statistical analysis of the beta exam 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, they must ask for it; it will not be given as a default. Pearson VUE and Prometric have different processes regarding time extensions for non-native English speakers, so exam-takers should verify the specific policies with their test provider.

1.6 Registration and Administration This exam is administered through Prometric and 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 Prometric To locate a Prometric testing center in the United States or Canada and register for this exam, call 1-800-481-EXAM (3926). In all other countries, visit the Prometric web site at www.2test.com.

1.8 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 Prometric web site at www.vue.com.

1.9 Certification Tracks The 309 exam is the only exam required for the Citrix Certified Administrator (CCA) certification for Citrix Access Gateway 8.0 Enterprise Edition.

Those pursuing the Citrix Certified Enterprise Administrator (CCEA) certification can also take the 309 exam as an alternate for the 308 exam.

1.10 Citrix Exam Retake Policies If an exam-taker fails a Citrix exam, they must wait 24 hours from the date of their first attempt before registering for a second attempt. If they fail in their second attempt they must wait 14 days after their second attempt to register to take the exam a third time. All subsequent attempts are subject to a 14 day waiting period.

Beta exams can only be taken one time.

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.

**1.11
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 309 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
 - Presentation Server 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 knowledge, skills and abilities necessary to install, administer and support Citrix Access Gateway 8.0 Enterprise Edition implementations in an enterprise environment 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 Presentation Server, 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 duties with Citrix Access Gateway 8.0 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 Presentation Server
 - Securing the implementation
-

3.4 Recommended Course

It is also recommended that exam-takers attend or self-study the course CTX-1309AI Citrix Access Gateway 8.0 Enterprise Edition: Administration.

4 Exam Sections and Weights

4.1 Introduction

The Citrix Access Gateway 8.0 Enterprise Edition: Administration exam (309) 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	15%
Initial configuration and basic operation	19%
Configuring advanced options	13%
Configuring Access Policies	18%
Customizing the user experience (including deploying the client)	12%
Integrating with Citrix Presentation Server	14%
Securing the implementation	9%
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 58 questions, and Section 7 is weighted at 9%; therefore, five of the questions on the exam will relate to Section 7 ($58 \times 9\% = 5.22$, or, 5).

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. The exam-taker is expected to have at least six (6) months of experience with Citrix implementations of Citrix Access Gateway 8.0 Enterprise Edition to increase their likelihood of passing this exam.

For optimal performance on this exam, Citrix recommends that exam-takers attend or self-study the CTX-1309AI Citrix Access Gateway 8.0 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/12840-102-16538/AGEE_AdminGuide.pdf Note: This address is subject to change.</p> <p>This document can also be found in the Documentation 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-1309AI Citrix Access Gateway 8.0 Enterprise Edition: Administration course	<p>This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit the Citrix Education web site: http://www.citrix.com/English/SS/education/feature.asp?contentID=24019&ntref=edu_training.</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 the environment, including but not limited to the user type, client types, user devices, applications and/or permissions/privileges, successfully determine the remote access requirements. • Given the number of users and applications, determine the VPN load by sizing the described deployment correctly. • 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. • 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 Presentation Server implementation.
Initial Configuration and Basic Operation	<ul style="list-style-type: none"> • Based on stated requirements for an Access Gateway 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. • Based on stated requirements for an environment, identify the required settings to set SSL certificates. • Identify the appropriate requirements to configure authentication methods for RADIUS, LDAP (Active Directory) and local. • Choose the appropriate options to determine if SSL VPN is working appropriately for a described environment.

	<ul style="list-style-type: none"> • Based on stated requirements for a given Citrix Access Gateway 8.0 Enterprise Edition implementation, determine the appropriate options to configure authorization. • Based on stated requirements for a given Citrix Access Gateway 8.0 Enterprise Edition implementation, determine the appropriate options to configure Group Extraction Method. • Given a scenario describing the need for AAA (authentication, authorization and accounting), choose the appropriate options to configure AAA in an Citrix Access Gateway 8.0 Enterprise Edition environment (e.g. auditing). • 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. • Based on stated requirements for an Citrix Access Gateway 8.0 Enterprise Edition implementation, choose the required options to configure SSL VPN virtual server.
Configuring Advanced Options	<ul style="list-style-type: none"> • Based on stated requirements, determine the appropriate settings to configure intranet applications in an Citrix Access Gateway 8.0 Enterprise Edition 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 Citrix Access Gateway 8.0 Enterprise Edition 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 SSO in an Citrix Access Gateway 8.0 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, time zone and both

	Secure Gateway and Client based modes.
Configuring Access Policies	<ul style="list-style-type: none"> • Define the Policy Precedence Model for Citrix Access Gateway 8.0 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 Agent settings that should be configured to customize the Citrix Access Gateway 8.0 Enterprise Edition implementation. • 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 Citrix Access Gateway 8.0 Enterprise Edition implementation, identify the configuration settings for Application 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.
Customizing the User Experience (including deploying the Client)	<ul style="list-style-type: none"> • Choose the appropriate steps and order to deploy the client to successfully meet specific requirements. • Given a scenario and/or requirements, identify the appropriate steps to create and apply themes using the Portal Admin Tool. • Based on stated requirements, determine the appropriate settings and/or options to customize user interface client-side cleanup.
Integrating with Citrix Presentation Server	<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 Citrix Access Gateway 8.0 Enterprise Edition.

	<ul style="list-style-type: none"> • Given a screenshot of the user interface, identify the appropriate options to configure ICA Proxy Mode. • Given a list of security requirements, identify the configurations for double-hop DMZ. • Based on stated requirements, specify the configuration settings for Web Interface for SmartAccess. • Based on stated requirements, determine the appropriate options to configure SmartAccess for Citrix Presentation Server. • 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 to meet the stated requirements. • Based on stated requirements, determine the steps to configure Pre-Authentication Policies.
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 an Citrix Access Gateway 8.0 Enterprise Edition implementation, identify the appropriate steps/options to delegate administration. • Based on stated requirements, determine the appropriate steps/options to configure administration audit policies. • Given a description of an environment containing Citrix Access Gateway 8.0 Enterprise Edition, determine the appropriate options to control SSL Cert Key Management.

5.4 How Objectives Relate to Questions on the Exam

All questions in 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 Citrix Access Gateway 8.0 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 a candidate's ability to perform a job.

6 Interactive Item Usage

6.1 Introduction

The Citrix Access Gateway 8.0 Enterprise Edition: Administration exam consists primarily of traditional multiple-choice questions. However, this exam also includes Drag and Drop questions. This type of question allows for exam-takers to interact with an interface by dragging objects to pre-defined destinations.

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. 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, they will be prompted to answer the question again.**

6.2 Description of Drag and Drop Items

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 Items

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.

7 Appendix: Practice

Question 1 **Scenario:** A Network Administrator is planning the remote access infrastructure for a Citrix Access Gateway 8.0 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

Question 2 **Scenario:** A company deployed Citrix Secure Gateway two years ago to secure access to published applications on servers running Citrix Presentation Server. The Network Administrator for the environment has been instructed to replace Secure Gateway with Citrix Access Gateway 8.0 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 8.0 Enterprise Edition in this environment?

- A. Disable authentication on the Access Gateway appliance and enable single sign-on for Presentation Server.
- 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 Forced Timeout, which is triggered after a set amount of time on the client device
- B. Client Idle Timeout, which is triggered after a set amount of the inactivity (mouse and keyboard) on the client device
- C. Appliance Session Timeout, which is triggered after a set amount of network traffic inactivity in the user's session on the Citrix Access Gateway 8.0 Enterprise Edition appliance

- D. Appliance Connection Timeout, which is triggered after a set amount of TCP connections are consumed by the user's session on the Citrix Access Gateway 8.0 Enterprise Edition appliance
- E. Appliance Bandwidth Timeout, which is triggered after a set amount of network traffic bandwidth is consumed by the user's session on the Citrix Access Gateway 8.0 Enterprise Edition appliance

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

Question 9 An administrator configuring delegated administrative rights for administrators and help desk users wants to bind a command policy called AllowDD to a user named David with the priority of 5 out of 100.

Which command can the administrator use for this purpose?

- A. Bind system user David allowDD 5
- B. Bind system account David 5 allowDD
- C. Bind system username David allowDD 5
- D. Bind system group David -policyName allowDD 5

Answer: A

Question 10 Which command should an administrator use to configure an RSA private key type from a command line interface?

- A. add ssl certkey <key name> 1024
- B. create ssl rsakey <key name> 1024
- C. add ssl rsa certkey <key name> -port 1024
- D. create ssl certreq rsakey <key name> 1024

Answer: B
