



Packeteer Specialist Certification Guide (V8)

Packeteer has developed the following *PacketShaper Certification Guide V8* to assist you as you prepare for the Packeteer Specialist Certification (V8) Exam. The questions on the certification exam are based on the learning objectives shown in the left column of the certification guide. The training and reference materials that correspond to those learning objectives are located in the columns to the right.

Packeteer has cross-referenced the learning objectives with the following reference documentation:

- Packeteer Specialist course materials
- Packeteer's online PacketGuide
<http://support.packeteer.com/documentation/packetguide/8.1/index.htm>
- PacketShaper Quick Start Guide documentation
http://support.packeteer.com/documentation/packetguide/8.1/documents/Quick_Start_Guide.pdf
- Packeteer's Deployment Topologies documentation
<http://support.packeteer.com/documentation/packetguide/8.1/documents/EntDepTopos.pdf>

Cross-referenced Learning Objectives

The table below provides a listing of major topics covered in the Exam and related references to Packeteer Specialist course materials and additional Packeteer technical documentation.

Reference Number (For Packeteer Use Only)	Learning Objective	Packeteer Specialist Course Material	Other References
1.1	PacketShaper Overview/Introduction	<ul style="list-style-type: none"> • Module 1 - PacketShaper Overview, pp. 9-33 	
1.1.a	Describe Network Application Performance Issues	<ul style="list-style-type: none"> • Module 1 - PacketShaper Overview, pp. 10-11 	
1.1.b	Describe Packeteer's Application Traffic Management System	<ul style="list-style-type: none"> • Module 1 - PacketShaper Overview, p. 11 	<ul style="list-style-type: none"> • PacketGuide: High Availability Overview • PacketGuide: Configure a High Availability Topology • Getting Started Guide: Chapter 5
1.1.c	Describe Packeteer Application Traffic Management Features	<ul style="list-style-type: none"> • Module 1 - PacketShaper Overview, pp. 12-14 	
1.1.d	Configure PacketShaper Network Settings for Setup Pages	<ul style="list-style-type: none"> • Module 1 - PacketShaper Overview, pp. 10-11 • Appendix A - Installing & Configuring PacketShaper, pp. 14-19 	<ul style="list-style-type: none"> • Run Guided Setup • Modify Settings • Reconfigure Basic Settings
1.1.e	Configure PacketShaper Basic Settings from Setup Pages	<ul style="list-style-type: none"> • Lab 1 - Demonstrating PacketShaper Initial Configuration & Monitoring, pp. 22-25 • Appendix A - Installing & Configuring PacketShaper, pp. 20-27 	<ul style="list-style-type: none"> • Modify Settings

Reference Number (For Packeteer Use Only)	Learning Objective	Packeteer Specialist Course Material	Other References
1.1.f	Demonstrate PacketShaper Initial Configuration	<ul style="list-style-type: none"> Lab 1 - Demonstrating PacketShaper Initial Configuration & Monitoring, pp. 22-25 Appendix A - Installing & Configuring PacketShaper, pp. 13-14 Appendix A - PacketShaper® Quick Start Guide, pp. 11-14 	<ul style="list-style-type: none"> Run Guided Setup
1.1.g	Access PacketShaper Management Interfaces	<ul style="list-style-type: none"> Lab 1 - Demonstrating PacketShaper Initial Configuration & Monitoring, pp. 26-29 Appendix A - Installing & Configuring PacketShaper, pp. 9-12 	<ul style="list-style-type: none"> Access the CLI with a Browser Access the Command-Line Interface Access the CLI Using Remote Login Access the CLI Using a Console Connection
1.1.h	Demonstrate PacketShaper Monitoring Capabilities	<ul style="list-style-type: none"> Lab 1 - Demonstrating PacketShaper Initial Configuration & Monitoring, pp. 30-33 	<ul style="list-style-type: none"> Monitor Traffic
1.1.i	Select/ Connect/ Configure PacketShaper Network and Power Connections	<ul style="list-style-type: none"> Appendix A - Installing & Configuring PacketShaper, pp. 8-9 Appendix A - PacketShaper® Quick Start Guide, pp. 7-9 	
1.2	Classify Network Traffic	<ul style="list-style-type: none"> Module 2 - Classifying Traffic, pp. 34-62 Appendix B - Classifying Network Traffic, pp. 1-63 	<ul style="list-style-type: none"> Traffic Classification Overview
1.2.a	Describe PS Network Traffic Tree	<ul style="list-style-type: none"> Module 2 - Classifying Traffic, pp. 35-38 Appendix B - Classifying Network Traffic, pp. 5-9 	<ul style="list-style-type: none"> Traffic Tree Overview
1.2.b	Describe PacketShaper Traffic Classification Options	<ul style="list-style-type: none"> Module 2 - Classifying Traffic, pp. 38-42 Appendix B - Classifying Network Traffic, pp. 3-4 	<ul style="list-style-type: none"> Traffic Classification Overview
1.2.c	Classify Network Traffic	<ul style="list-style-type: none"> Lab 2 - Classifying Application, Network & Host Traffic, pp. 50-54 	<ul style="list-style-type: none"> Matching Rules
1.2.d	Organize Network Traffic Tree	<ul style="list-style-type: none"> Lab 2 - Classifying Application, Network & Host Traffic, pp. 55-57 Appendix A - Packeteer Deployment Topologies, pp. 46-54 Appendix B - Classifying Network Traffic, pp. 10-21 	<ul style="list-style-type: none"> Traffic Tree Overview
1.2.e	Classify Host Traffic	<ul style="list-style-type: none"> Lab 2 - Classifying Application, Network & Host Traffic, pp. 58-61 Appendix B - Classifying Network Traffic, pp. 22-29 	<ul style="list-style-type: none"> Matching Rules
1.2.f	Plan PacketShaper Multi-Protocol & Complex Classification Strategy	<ul style="list-style-type: none"> Appendix B - Classifying Network Traffic, pp. 30-52 	<ul style="list-style-type: none"> Matching Rules

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1.3	Analyze Network, Application & Host Performance	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, pp. 63-93 Appendix B - Classifying Network Traffic, pp. 52-63 	<ul style="list-style-type: none"> Recommendations: Analysis and Monitoring
1.3.a	Describe Performance Measurement	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, pp. 64-65 	<ul style="list-style-type: none"> RTM Overview
1.3.b	Describe PacketShaper Data Collection/ Reporting	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, pp. 65-66 	<ul style="list-style-type: none"> Recommendations: Analysis and Monitoring
1.3.c	Explain Network Performance Analysis	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, p. 66 	<ul style="list-style-type: none"> Analyze your Link's Behavior
1.3.d	Explain Application Performance Analysis	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, p. 67 	<ul style="list-style-type: none"> RTM Overview
1.3.e	Explain Host Performance Analysis	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, p. 67 	<ul style="list-style-type: none"> Perform Host Analysis
1.3.f	Explain PacketShaper Data Reporting	<ul style="list-style-type: none"> Module 3 - Analyzing Network, Application & Host Performance, pp. 68-69 	
1.3.g	Analyze Network Performance	<ul style="list-style-type: none"> Lab 3 - Analyzing Network, Application & Host Performance, pp. 77-81 	<ul style="list-style-type: none"> Analyze your Link's Behavior
1.3.h	Analyze Application Performance	<ul style="list-style-type: none"> Lab 3 - Analyzing Network, Application & Host Performance, pp. 82-91 	<ul style="list-style-type: none"> Recommendations: Analysis and Monitoring RTM Overview
1.3.i	Analyze Host Performance	<ul style="list-style-type: none"> Lab 3 - Analyzing Network, Application & Host Performance, pp. 92-93 	<ul style="list-style-type: none"> Perform Host Analysis
1.3.j	Monitor Network Performance	<ul style="list-style-type: none"> Appendix B - Classifying Network Traffic, pp. 52-63 	<ul style="list-style-type: none"> Monitor Traffic
1.3.k	Explain/ Assess Network Extensibility Requirements	<ul style="list-style-type: none"> Appendix A - Packeteer Deployment Topologies, pp. 7-45 	
1.4	Generate Network and Application Performance Reports	<ul style="list-style-type: none"> Module 4 - Generating Network & Application Performance Reports, pp. 94-114 Appendix C - Analyzing Network and Application Behavior, pp. 1-36 	<ul style="list-style-type: none"> Recommendations: Analysis and Monitoring
1.4.a	Explain PacketShaper Report Generation	<ul style="list-style-type: none"> Module 4 - Generating Network & Application Performance Reports, pp. 95-99 Appendix C - Analyzing Network and Application Behavior, pp. 2-9 	<ul style="list-style-type: none"> Create a Graph
1.4.b	Generate Network/ Application Performance Reports	<ul style="list-style-type: none"> Lab 4 - Generating Network & Application Performance Reports, pp. 102-114 Appendix C - Analyzing Network and Application Behavior, pp. 10-36 Appendix D - Generating Reports, pp. 2-26 	<ul style="list-style-type: none"> Analyze your Link's Behavior Analyze an Application's Behavior

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1.5	Control Network Traffic	<ul style="list-style-type: none"> Module 5 - Controlling Network Traffic, pp. 115-144 Appendix E - Controlling Network Traffic, pp. 3-66 	<ul style="list-style-type: none"> Control Strategy Overview
1.5.a	Explain PacketShaper's Network Traffic Control Capabilities	<ul style="list-style-type: none"> Module 5 - Controlling Network Traffic, pp. 116-123 Appendix E - Controlling Network Traffic, pp. 3-5 	<ul style="list-style-type: none"> Control Strategy Overview Protect Critical Application Performance Block Unwanted Traffic
1.5.b	Control Inbound and Outbound WAN Rates	<ul style="list-style-type: none"> Lab 5 - Controlling Network Traffic, pp. 130-132 	<ul style="list-style-type: none"> Reconfigure Basic Settings
1.5.c	Control Application Traffic with Static Partitions	<ul style="list-style-type: none"> Lab 5 - Controlling Network Traffic, pp. 133-136 Appendix E - Controlling Network Traffic, pp. 6-15 	<ul style="list-style-type: none"> Create a Partition
1.5.d	Control Application Traffic with Policies	<ul style="list-style-type: none"> Lab 5 - Controlling Network Traffic, pp. 138-144 Appendix E - Controlling Network Traffic, pp. 15-32 	<ul style="list-style-type: none"> Policy Overview
1.5.e	Select Controls Based on Traffic Characteristics	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 33-35 	<ul style="list-style-type: none"> Recommendations: Control Strategies Policy/Partition Guidelines
1.5.f	Select Controls to Manage Applications	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 61-66 	<ul style="list-style-type: none"> Recommendations: Per-Application Management Strategies Policy/Partition Guidelines
1.5.g	Plan/ Implement Network Traffic Performance Controls	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 47-61 	<ul style="list-style-type: none"> Policy/Partition Guidelines
1.5.h	Control Host Bandwidth Allocation with Dynamic Partitions	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 9-15 	<ul style="list-style-type: none"> Create a Dynamic Partition
1.5.i	Demonstrate Positive Effect of Controls	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 36-46 	<ul style="list-style-type: none">
1.5.j	Explain PacketShaper Bandwidth Allocation	<ul style="list-style-type: none"> Appendix E - Controlling Network Traffic, pp. 5, 22 	<ul style="list-style-type: none"> Bandwidth Allocation
1.6	Compress and Accelerate Network Traffic	<ul style="list-style-type: none"> Module 6 - Compressing & Accelerating Network Traffic, pp. 145-175 Appendix F - Compressing and Accelerating Network Traffic, pp. 2-28 	<ul style="list-style-type: none"> Xpress Overview
1.6.a	Explain PacketShaper Xpress Concepts	<ul style="list-style-type: none"> Module 6 - Compressing & Accelerating Network Traffic, pp. 145-146 Appendix F - Compressing and Accelerating Network Traffic, pp. 2-5, 13-14 	<ul style="list-style-type: none"> Xpress Overview
1.6.b	Describe Xpress Feature Set Architecture	<ul style="list-style-type: none"> Module 6 - Compressing & Accelerating Network Traffic, pp. 146-147 	<ul style="list-style-type: none"> Xpress Overview
1.6.c	Describe Xpress Features	<ul style="list-style-type: none"> Module 6 - Compressing & Accelerating Network Traffic, pp. 147-148, 149-152 Appendix F - Compressing and Accelerating Network Traffic, pp. 5-8 	<ul style="list-style-type: none"> Xpress Overview

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1.6.d	Describe Xpress Benefits	<ul style="list-style-type: none"> Module 6 - Compressing & Accelerating Network Traffic, p. 148 Appendix F - Compressing and Accelerating Network Traffic, pp. 9-13, 15-29 	<ul style="list-style-type: none"> Xpress Overview
1.6.e	Manage Xpress Settings	<ul style="list-style-type: none"> Lab 6 - Compressing & Accelerating Network Traffic, pp. 161-166 Appendix F - Compressing and Accelerating Network Traffic, pp. 16-22 	<ul style="list-style-type: none"> Configure Xpress in Enhanced Mode
1.6.f	Generate/ Interpret Xpress Reports	<ul style="list-style-type: none"> Lab 6 - Compressing & Accelerating Network Traffic, pp. 167-169 Appendix F - Compressing and Accelerating Network Traffic, pp. 9-13, 15 	<ul style="list-style-type: none"> Display the Compression Summary Display the Acceleration Summary
1.6.g	Use Xpress Monitoring and Troubleshooting Tools	<ul style="list-style-type: none"> Lab 6 - Compressing & Accelerating Network Traffic, pp. 170-175 Appendix F - Compressing and Accelerating Network Traffic, pp. 23-29 	<ul style="list-style-type: none"> Monitor Xpress Tunnels
1.7	Maintain PacketShaper	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 176-202 Appendix G - Maintaining PacketShaper, pp. 2-16 	
1.7.a	Maintain/ Verify PacketShaper Configuration and Settings	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 177 Lab 7 - Maintaining PacketShaper, pp. 190-191 Appendix G - Maintaining PacketShaper, pp. 2-4 	<ul style="list-style-type: none"> Reconfigure Basic Settings Adjust System Variables
1.7.b	Maintain/Optimize Traffic Tree	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 178 Lab 7 - Maintaining PacketShaper, pp. 192 Appendix G - Maintaining PacketShaper, p. 2 	<ul style="list-style-type: none"> Traffic Tree Management Tasks
1.7.c	Navigate PS File System	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 179 Lab 7 - Maintaining PacketShaper, pp. 193 	<ul style="list-style-type: none"> Use the File Browser
1.7.d	Back Up/ Restore PS Configuration Settings	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 180 Lab 7 - Maintaining PacketShaper, pp. 194 	<ul style="list-style-type: none"> Back Up a Configuration Restore a Configuration
1.7.e	Use PacketShaper Resets	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 179 Lab 7 - Maintaining PacketShaper, pp. 195-197 Appendix G - Maintaining PacketShaper, pp. 10-13 	<ul style="list-style-type: none"> Reset Unit to Factory Default Settings Reboot the Unit Reset the Traffic Tree

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1.7.f	Upgrade/ Revert PacketWise Software Image	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, p. 180 Lab 7 - Maintaining PacketShaper, p. 198 	<ul style="list-style-type: none"> Upgrade Using the Packeteer Support Website Upgrade, revert images
1.7.g	Manage PacketShaper Plug-Ins	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, p. 181 Lab 7 - Maintaining PacketShaper, pp. 199-200 Appendix G - Maintaining PacketShaper, pp. 5-9 	<ul style="list-style-type: none"> Plug-In Overview Download Plug-Ins
1.7.h	Use Packeteer Customer Support Services	<ul style="list-style-type: none"> Module 7 - Maintaining PacketShaper, pp. 181-182 Lab 7 - Maintaining PacketShaper, pp. 201-202 Appendix G - Maintaining PacketShaper, pp. 13-16 	
1.8	Troubleshoot Network Traffic Problems	<ul style="list-style-type: none"> Module 8 - Troubleshooting Network Traffic Problems, pp. 203-222 Appendix H - Troubleshooting Network Traffic Problems, pp. 2-12 	
1.8.a	Troubleshoot Common PacketShaper Network Configuration Problems	<ul style="list-style-type: none"> Module 8 - Troubleshooting Network Traffic Problems, pp. 204-205 Lab 8 - Troubleshooting Network Traffic Problems, pp. 216-217 Appendix H - Troubleshooting Network Traffic Problems, pp. 2-4 	<ul style="list-style-type: none"> Modify Settings
1.8.b	Troubleshoot Common PacketShaper Traffic Classification Problems	<ul style="list-style-type: none"> Module 8 - Troubleshooting Network Traffic Problems, p. 205 Lab 8 - Troubleshooting Network Traffic Problems, pp. 218-219 Appendix H - Troubleshooting Network Traffic Problems, pp. 4-7 	<ul style="list-style-type: none"> Classify Network Traffic
1.8.c	Troubleshoot Common PacketShaper Traffic Control Problems	<ul style="list-style-type: none"> Module 8 - Troubleshooting Network Traffic Problems, pp. 205-206 Lab 8 - Troubleshooting Network Traffic Problems, pp. 220-221 Appendix H - Troubleshooting Network Traffic Problems, pp. 4-12 	<ul style="list-style-type: none"> Policy/Partition Guidelines
1.8.d	Troubleshoot Common Xpress Problems	<ul style="list-style-type: none"> Module 8 - Troubleshooting Network Traffic Problems, pp. 206 Lab 8 - Troubleshooting Network Traffic Problems, p. 222 Appendix F - Compressing and Accelerating Network Traffic, pp. 23-29 	<ul style="list-style-type: none"> Monitor Xpress Tunnels
1.9	Automatically Diagnose/ Troubleshoot Network Integrity Problems (Adaptive Response)		<ul style="list-style-type: none"> Web Based Training for Packeteer's Adaptive Response Technology Adaptive Response Overview

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1.9.a	Describe Adaptive Response Purpose/ Function		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Adaptive Response Overview
1.9.b	Describe Adaptive Response Plugins		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.c	Describe Adaptive Response Agents/ Templates		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Adaptive Response Agents Overview
1.9.d	Describe Adaptive Response Action Files		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Adaptive Response Action Files Overview
1.9.e	Describe Adaptive Response Measurement Parameters (ME/ System Variables)		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.f	Describe Adaptive Response Thresholds		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.g	Describe Adaptive Response Capabilities / Benefits		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.h	Enable PacketShaper Adaptive Response		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Enable the Adaptive Response Plug-in
1.9.i	Monitor Adaptive Response Agents (Default)		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.j	Modify Adaptive Response Thresholds		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology
1.9.k	Edit Agent Entry to Invoke Adaptive Response Action Files		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Add or Edit Adaptive Response Action Files
1.9.l	Create Custom Adaptive Response Agent		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Add a New Adaptive Response Agent
1.9.m	Create/ Verify PacketShaper Adaptive Response Action File		<ul style="list-style-type: none"> • Web Based Training for Packeteer's Adaptive Response Technology • Add or Edit Adaptive Response Action Files