



McAfee Certified Product Specialist

McAfee ePolicy Orchestrator (ePO)

Certification Candidate Guide

About McAfee Certification

The McAfee Certified Product Specialist certifications are designed for candidates who administer a specific McAfee product or suite of products, and have one to three years of experience with that product or product suite. This certification level allows candidates to demonstrate knowledge in these key product areas:

- Basic architecture
- Installation
- Configuration
- Management
- Troubleshooting

For more information about other certification exams or about the McAfee Certification program, go to <https://www.mcafee.com/us/services/education-services/security-certification-program.aspx>

Why get McAfee Certified?

As technology and security threats continue to evolve, organizations are looking for employees with the most up-to-date certifications on the most current techniques and technologies. In a well cited IDC White Paper, over 70% of IT Managers surveyed felt certifications are valuable for their team and were worth the time and money to maintain.

Becoming McAfee certified distinguishes you from other security professionals and helps validate that you have mastery of the critical skills covered by the certification exams. Earning a certification also your commitment to continued learning and professional growth.

About this Guide

This guide is intended to help prepare you for the McAfee Certified Product Specialist exam. This guides covers these topics:

- Exam details
- Exam topics
- Exam preparation resources

Exam Details

This exam validates that the successful candidate has the knowledge and skills necessary to successfully install, configure, and manage the McAfee solution. It is intended for security professionals with one to three years of experience using the McAfee product.

McAfee ePolicy Orchestrator (ePO)	
Product version(s):	5.3.0
Associated exam	MA0-100
Associated training	4 Days McAfee ePolicy Orchestrator
Number of questions	115
Exam duration	140 Minutes
Passing score	72%
Exam price	\$150 USD Exam prices are subject to change. Please visit the following link for exact pricing: http://www.pearsonvue.com/McAfee/index.asp

Recommended experience

A minimum of one year of experience using the McAfee product. Recommended hands-on experience includes:

- Planning
- Design
- Installation
- Configuration
- Operations and management

Certification exam registration

McAfee has partnered with Pearson VUE, the global leader in computer-based testing, to administer our certification program. Pearson VUE makes the certification process easy from start to finish. With over 5,000 global locations, you can conveniently test your knowledge and become McAfee Certified.

To register for your exam, go to: <http://www.pearsonvue.com/McAfee/index.asp>

Certification transcripts

Individuals who have passed a McAfee certification exam are granted access to the McAfee Certification Program Candidate site. On the site, you will find:

- Your official McAfee Certification Program transcript and access to the transcript sharing tool.
- The ability to download custom certification logos.
- Additional information and offers for McAfee-certified individuals
- Your contact preferences and profile
- News and promotions

Communicating your accomplishment

Once certified, you can obtain an Acclaim digital badge to use in email signatures, on social media, and anywhere you want to showcase your skills and accomplishment.

The skills represented by your Acclaim badge are the key to professional growth and opportunity.

With Acclaim's labor market insights, use your badge and its associated skill tags to search for jobs by job title, location, employer, and salary range. And if you find a job you're interested in, you're just a few clicks away from applying.

Exam Topics

Server Installation and Configuration

- Installation (e.g., defaults, ports, components, protocols, encryption, excluding wizard installation)
- Web console (e.g., browser versions, navigating the UI, cut and paste features, organizing browser)
- User accounts
- Permissions sets
- Registered servers
- Automatic responses
- ePO repositories (e.g., master, distributed, source, fallback, SuperAgent)
- Agent Handlers (e.g., installation and rules)
- Server settings

Server Maintenance and Troubleshooting

- Server maintenance, utilities, and server tasks
- SQL maintenance
- Log files
- Recovery
- Performance monitoring
- Health checks

Product and Policy Management

- Managing policies (e.g., duplicating, assigning, creating, deleting, exporting, policy catalog)
- Agent/SuperAgent policies
- Configuration of product policies
- Installing extensions
- Product maintenance
- Policy assignment rules
- Comparisons (e.g., policy and tasks)
- Client tasks (e.g., creating, scheduling, applying, inheritance)
- Product deployment

McAfee Agent

- Installation (e.g., image, third party deployment)
- Agent communication
- Other features (e.g., relay servers, peer to peer, agent to agent, hierarchical)
- Logging
- Distributed repositories
- Troubleshooting (e.g., sitelist.xml, duplicate GUID)

System Tree

- Creating the System Tree
- Populating and Sorting the System Tree
- Rogue Systems Detection
- Tags (e.g., tagging on client tasks/properties/system presorting/reports, tag grouping)
- System information

Queries and Reports

- Creating queries
- Generating reports
- Dashboards/monitors
- Audit logs
- Event analysis (e.g., threat events, purging, threat analysis)

Exam Preparation Resources

Suggested resources for exam preparation include:

- Hands on experience; a minimum of one to three years are suggested
- Instructor Led Training and eLearning courses
- Expert Center
- Technical ServicePortal
- Exam topics
- Sample questions

Product training

Although formal training is not required to successfully pass the exam, you may benefit from self-paced eLearning content and the shared experiences obtained through instructor led training.

To review course content and register for training, go to <https://mcafee.netexam.com/catalog.html>

McAfee Expert Center

The Expert Center is a community for McAfee product users. Here you will find valuable information for your McAfee products, such as:

- Instructional videos and whitepapers
- Discussion feeds for experts and other users
- Guidelines to establish baselines, and to harden your IT environment
- Ways to expedite monitoring, response, and remediation processes

To access the Expert Center, go to <https://community.mcafee.com/community/business/expertcenter>

Business ServicePortal

The Technical ServicePortal provides a single point of access to valuable tools and resources, such as:

- Documentation
 - ePolicy Orchestrator 5.3.0 Product Guide (PD25504)
- Security bulletins
- Technical articles
- Product downloads
- Tools

To access the ServicePortal, go to <https://support.mcafee.com>

Sample Exam Questions

These questions are provided for review. These items are similar in style and content to those referenced in the McAfee Certified Product Specialist exam. The answers are provided after the questions.

1. Which ePO service manages Agents communication?
 - a. Event Parser
 - b. Framework service
 - c. Tomcat
 - d. Apache
2. Assignment locking prevents:
 - a. Changes to the policy at the parent.
 - b. Changes to client task.
 - c. Changes to inheritance.
 - d. Changes by users.
3. A registered LDAP server is used with which of the following authentication types?
 - a. SQL authentication
 - b. Windows authentication
 - c. Certificate based authentication
 - d. ePO authentication
4. What task can be configured to copy the contents of one distributed repository into another?
 - a. Firewall Rule
 - b. Firewall Group
 - c. Firewall Options
 - d. Firewall Catalogs
5. Which of the following is true regarding Disaster Recovery?
 - a. Database administrator rights are required to change the Keystore encryption passphrase.
 - b. The Keystore encryption passphrase is used to encrypt and decrypt the sensitive information stored in the server.
 - c. Disaster Recovery is enabled by default for all database types.
 - d. The previous passphrase is required to change the Keystore encryption passphrase.
6. Policies can be imported into ePO using which file type?
 - a. CSV
 - b. PDF
 - c. HTML
 - d. XML
7. If a policy assigned to the "My Organization" group is deleted, what policy is assigned it its place?
 - a. McAfee Default
 - b. Parent Group
 - c. My Default
 - d. Global Group

8. What important System Tree property simplifies policy and task administration?
- a. Hierarchy
 - b. Lock Policy
 - c. Inheritance
 - d. Enforcement
9. How can an ePolicy Orchestrator administrator manage assets in a network broadcast segment that cannot communicate directly with the ePolicy Orchestrator server?
- a. Enable peer-to-peer communication
 - b. Convert the agents to super agents
 - c. Utilize and Agent Deployment URL
 - d. Configure an agent relay server
10. When configuring Active Directory synchronization, exceptions can be created for which of the following?
- a. Organization Units
 - b. Security Groups
 - c. Domain Group
 - d. Users
11. What is the purpose of installing the McAfee Agent in VDI mode?
- a. VDI mode is used to avoid duplicate GUIDs in virtual environments with non-persistent virtual machines.
 - b. VDI mode prevents the inadvertent installation of point products that are not compatible with virtual clients.
 - c. VDI mode is used to store administrative credentials so that the Agent can be reinstalled if the virtual machine is re-provisioned.
 - d. VDI mode is used to provide virtual machines on the same cluster as a source to pull updates to save bandwidth.
12. When a group has four sorting criteria assigned, the system will be placed into the group when it meets how many of the conditions?
- a. One
 - b. Two
 - c. Three
 - d. Four

Answer Key

1:D, 2:C, 3:B, 4:B, 5:B, 6:D, 7:A, 8:C, 9:D, 10:A, 11:A, 12:A

