CXM-302-3: Designing, Deploying, and Managing Enterprise Mobility Solutions with Citrix XenMobile

This course provides the skills necessary to install, configure, and integrate components in a Citrix XenMobile Enterprise solution. Students with little or no XenMobile experience will gain an understanding of the components of a XenMobile solution and their function. Students will deploy and configure the XenMobile Enterprise solution, apply principles to enroll mobile devices, install mobile apps, and use policies to manage device and application usage in a lab environment. In addition, topics such as how to integrate additional Citrix products and applications as part of the solution and how to troubleshoot some of the most common implementation issues will be discussed.

Audience

This course is designed for IT professionals, systems engineers, server administrators, and Citrix Partners.

Preparatory Recommendations
Citrix recommends that students bring a mobile device (iPhone or Android) to complete device enrollment and Worx-related exercises.

Instructional Method
This course is offered in instructor-led (ILT) format with demonstrations and application of concepts through hands-on exercises in a live lab environment.

Key Skills

Upon successful completion of this course, learners are able to:

- Explain the XenMobile Enterprise end-to-end architecture and identify each component in the solution
- List the available XenMobile Editions
- Describe the function of each component within the solution
- Explain the processes involved in a successful XenMobile Enterprise solution implementation
- Perform network authentication
- Install client certificates
- Discuss the benefits of using ShareFile in a XenMobile solution
- Integrate Citrix StoreFront
- Create a basic package
- Customize a package on a device

- Create user profiles and policies
- Enroll an iPhone and Android device
- Install WorxHome, WorxMail, and WorxWeb
- Push apps to a device
- Manage enrolled devices using geo-fencing, selective wiping, blocking of unauthorized users or jail-broken devices
- Integrate PKI to authenticate certificates
- Terminate an SSL connection
- Perform an SSL Offload

Course Outline

- Introduction to XenMobile Enterprise Edition
  - High Level Overview
  - Problems XenMobile Solves
  - XenMobile Editions
- Installing and configuring the XenMobile Device Manager (XDM)
  - What is Device Management?
  - Architecture and Components
  - Features
  - Packages & Policies
  - Device Policies
  - Plan, Install, Deploy
  - Enrollment Sequences and Updates
  - ActiveSync Security
- Installing and configuring the XenMobile Application Controller (XAC)
  - What is the App Controller?
  - XenMobile App Edition components
  - Architecture
  - Installation & Configuration
  - Remote Access
  - MDM Integration
  - MDX Architecture and Features
  - Authentication Sequences
  - Application, Account, and Device Management
- Integrating NetScaler Gateway with XenMobile
  - What is NetScaler Gateway?
  - Licensing
  - Types of IPs
  - Policies and Profiles
  - XenMobile Integration
- WorxApps
  - WorxMail
  - WorxWeb
  - WorxNotes

- o WorxDesktop
- Configuring XDM SSL Offload
  - o SSL Configuration
- Configuring XDM Enterprise to support Multi-Domain Authentication
- Configuring XDM Enterprise to support Multiple   NetScaler Gateways
- Configuring XDM Enterprise for Client (user) Certificate Authentication
- XenMobile Device Manager Clustering
- Troubleshooting XenMobile
  - o Server Troubleshooting
  - o Device Troubleshooting
    - ▪ Enrollment issues
    - ▪ Issues with XDM
  - o App Controller Troubleshooting
- ShareFile Integration
  - o What is ShareFile?
  - o Overview
  - o StorageZones
  - o App Controller with ShareFile
  - o Authentication
- GoToAssist Integration
  - o GoToAssist for XenMobile Overview
  - o Remote Support - Features
  - o Architecture and Setup
  - o Session Initiated from iPhone - Example

Lab Exercises
Lab exercises will provide students hands-on skills on the following:

- Installation and configuration of each XenMobile component
- Component integration
- Creating user roles and policy configuration of devices
- Device enrollment (iOS/Android)
- End-user application installation and configuration
- Advanced configurations
- Common troubleshooting
- Creating XenMobile Device Manager cluster and enabling multi-node