

CEM-205 Manage Citrix Endpoint Management

Overview

Students will explore how to manage Citrix Endpoint Management in this course. Venture into the cloud as students learn to manage devices, apps, and users. Students will learn how the architecture, management, and communication flow function with Citrix Endpoint Management Service and how they can fit their organization's needs. Students will learn how to administer their Citrix Endpoint Management environment and how to support your end users, as well as working with applications and securing a variety of endpoints.

Prerequisite Comments

Mobile device operating systems, such as iOS and Android
Network architecture and terminology

Target Audience

Developed for IT Professionals interested in learning how to manage Citrix Endpoint Management on-premises or cloud environments using leading practices. Potential students include Administrators and Implementers.

Course Objectives

How to manage a Citrix Endpoint Management implementation in a On-premises or cloud environment
How to perform common enterprise mobility management tasks and mobile application management
Understand the device enrollment process
How to perform monitoring, troubleshooting, and reporting on a Citrix Endpoint Management Enterprise solution

Course Outline

1 - Introduction to Citrix Endpoint Management

Citrix Endpoint Management Features
Citrix Cloud and Citrix Endpoint Management
Citrix Endpoint Management User Experience and Security
Citrix Endpoint Management Entitlements

2 - Citrix Endpoint Management Architecture

Citrix Endpoint Management Prerequisites
Citrix Endpoint Management Server
Citrix Endpoint Management and Microsoft Intune
Apple APNs and Google Firebase Cloud Messaging
MDX Architecture and Features

3 - Cloud Components

Cloud Component Overview
Onboarding and Access
Cloud Connector and Cloud Resource Locations
Cloud Migration
Cloud Updates and Features

4 - Common Device Management Tasks

Administrative Console Overview
Delivery Groups
Device Policies

5 - Device Enrollment

Enrollment Methods
iOS Device Enrollment
Android Device Enrollment
Windows 10 Enrollment
Other Devices

6 - Managing Device Security

Security Policies
Automated Actions
Android for Work
ActiveSync Filtering
Shared Devices

7 - Working with Apps

Application Integration
Citrix Endpoint Management Productivity Apps
Application Security with MDX
3rd Part Applications

8 - Integrating Citrix Content Collaboration

Citrix Content Collaboration Overview
Integrating Citrix Endpoint Management with Content Collaboration
Content Collaboration Workflows

9 - Maintaining and Troubleshooting

Maintaining Citrix Endpoint Management
Maintaining Certificates
Troubleshooting Citrix Gateway (formerly NetScaler Gateway)
Troubleshooting Tools for Citrix Productivity Apps
Firewall Issues

10 - Monitoring and Reporting

Monitoring and Reporting of Devices
Monitoring and Reporting of Citrix Content Collaboration
