

## 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

---