Designing, Deploying and Managing Citrix XenMobile Solutions

1Y0-370 Exam

Preparation Guide 2.0
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Disclaimer

This exam preparation guide is designed to provide candidates with necessary information about the exam, including study resources and sample questions which enable candidates to assess the types of questions that may be asked during the Citrix certification exam. Please be aware that the content of this guide in no way ensures a passing score on the certification exam.

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1   The Exam

1.1 Purpose of the Preparation Guide and Exam

This guide provides a detailed description of the exam, including the intended audience, the topics covered, as well as direct links to resources used to build the exam, information on how to prepare for the exam and details on the types of questions the exam contains. The guide is intended to help candidates prepare for the 1Y0-370 Designing, Deploying and Managing Citrix XenMobile Solutions exam. Candidates should read this guide carefully before attempting this exam.

The 370 exam was developed to measure the minimum knowledge and skills required to design, deploy and manage XenMobile solutions in enterprise environments. Passing this exam means a candidate demonstrated the minimum level of knowledge and skills required to design, install, configure, integrate, manage and maintain the components of a XenMobile 8.6 Enterprise solution deployment.

This exam does not measure general telecommunications, wireless, and mobility concepts unrelated to the management of mobile devices and data on mobile devices. It also does not test on features that are only available with XenMobile MDM Edition or XenMobile App Edition.

1.2 Standard Setting

The passing score for the Designing, Deploying and Managing XenMobile Solutions (370) exam is based on the analysis of ratings provided by subject matter experts (SMEs) during a standard setting workshop. A psychometrician analyzed the ratings of questions provided by SMEs to determine which questions to keep or remove from the final version of this exam. This analysis provided the basis for a recommended passing score and time limit for this exam.

1.3 Number of Questions

The 370 exam is a 67-question exam written in English.

1.4 Passing Score

The passing score for this exam is 62%.

1.5 Time Limit

Type of Candidate	Time Limits Allowed	Notes
Native English Speakers	105 minutes	
Non-native English speakers who take exam in countries where English is a foreign language	105 minutes +30 minutes (time extension)	Time extension granted automatically
Non-native English speakers who take exam in countries where English is NOT a foreign language	105 minutes +30 minutes	Must call Pearson VUE or register in person to explicitly request the time extension *A $7 USD surcharge will be added to phone registrations.*

1.6 Registration and Administration

This exam is administered at Pearson VUE testing centers worldwide. To learn more about the rules and process of taking an exam, please visit http://training.citrix.com/exams.

Worldwide, visit the Pearson VUE website (www.vue.com/citrix) to locate a testing center in your area and register for an exam. To register in the United States and Canada, you may also register in person at any Pearson VUE testing center or call 1-800-931-4084. *Note: A $7 USD surcharge will be added to phone registrations.*

1.7 Certification Tracks

The 370 exam is a requirement for the Citrix Certified Professional – Mobility (CCP-M) certification.

This exam may also fulfill requirements for other Citrix certifications. For the most up-to-date certification information visit http://training.citrix.com/cms/education/certification/.

1.8 Citrix Exam Retake Policies

Candidates must wait 24 hours from their original appointment time before they can register to retake an exam. After a second attempt, and any attempt thereafter, the candidate must wait 14 calendar days to retake the exam. Beta exams may only be taken once.

Citrix Education monitors retake activity for breaches of this policy. Breach

of this policy can result in sanctions up to and including a temporary ban from taking Citrix exams and/or decertification.

For more information on the Citrix Exam Retake Policy, please visit http://training.citrix.com/exams.

1.9 Citrix Candidate Conduct Policy

Candidates for Citrix certifications are required to read and agree to be bound by the Candidate Conduct Policy. This policy details specific information regarding what Citrix Education defines as cheating and breaches of security. Violations of this policy can result in actions including, but not limited to, classification of scores as invalid, decertification and testing bans.

To review the Candidate Conduct Policy, please visit http://training.citrix.com/exams.

1.10 Commenting During Live Exam

Citrix Education is committed to continually monitoring and updating our exams as needed. As a practice, Citrix Education regularly reviews and revises exams even after closing the beta period. Comments typed into the exam interface during an exam are considered when making decisions about revising questions.

Candidates are encouraged to use the commenting feature to provide feedback to Citrix Education. However, candidates should be mindful of the time used to provide comments on an exam, as it will be subtracted from the allocated time of the test. Candidates can refer to the time clock at any time to view and be cognizant of the test time remaining.

2   The Intended Audience

2.1 Intended Audience

The 370 exam is focused on real world, relevant topics that are most important to those who design, deploy and manage Citrix XenMobile 8.6 Solutions. The topics on this exam were determined through a tasks analysis activity in collaboration with XenMobile subject matter experts (SMEs). This exam, and the associated certification, are targeted at those who design, deploy and manage Citrix XenMobile 8.6 solutions.
Individuals who design, deploy and manage Citrix XenMobile 8.6 solutions may hold various job titles, such as:

- Systems Administrators
- Mobility Engineers
- Network Administrators
- Mobility Architects
- Security Administrators
- Consultants

3   Preparatory Recommendations for the Exam

3.1 Introduction

Citrix Education recommends that prior to taking this exam, candidates have the knowledge, skills and abilities required to design, deploy and manage a Citrix XenMobile 8.6 solution.

3.2 Recommended Knowledge and Skills

Specifically, candidates should have the following knowledge and skills prior to taking this exam:

- Basic understanding of:
    - Systems administration– Primarily Windows
    - Networking – IP addressing, Subnetting and VPNs
    - Protocols – OSI Layers (including protocols: TCP/IP, SMTP, POP3)
    - Web based technologies—Web Services and .Net
    - IT security standards—FIPS, PKI, SSL, SAML
    - Deploying IT based messaging solutions based on Microsoft Exchange.
    - Technical components of an enterprise IT infrastructure, including Active Directory, Microsoft SQL Server, IIS, Firewalls and virtualization
    - Networking and support challenges for wireless applications
    - Client/server and cloud architectures and operations
    - Mobile devices- Windows Mobile, iOS, Android
    - Application wrapping with Xcode (MDX ToolKit)
- Previous hands-on experience with:
    - At least one major mobile or mobile management solution provider
    - An Enterprise management tool, which may include Microsoft System Center, HP OpenView, BMC Patrol/Remedy, among others.
    - Microsoft SQL Server 2005/2008.

**3.3
Recommended
Product
Experience**

We recommend that candidates have at least six months of experience with the following tasks in a XenMobile 8.6 enterprise deployment:

- Designing a XenMobile Enterprise solution
- Installing the components of a XenMobile Enterprise solution
- Configuring and integrating the components of a XenMobile Enterprise solution
- Managing and maintaining the components of a XenMobile Enterprise solution

**3.4
Recommended
Course**

Citrix Education recommends that candidates have hands-on experience with XenMobile 8.6 prior to taking this exam. One of the best ways to obtain hands-on experience is by attending formal Citrix training classes. For this exam, Citrix Education recommends that candidates attend or self-study the CXM-302 Design, Deploy and Manage Citrix XenMobile course.

As with all Citrix exams, it is recommended that candidates get hands-on experience by working directly with the products covered on the exam. While hands-on experience can be acquired on the job, Citrix Education official courses offer an alternative to those who are seeking hands-on experience and do not have Citrix technologies implemented in their environments. Thus, Citrix courses are one of the best ways to prepare for a Citrix exam.

**3.5
Unauthorized
Preparation
Materials**

Citrix Education now offers practice exams to help you prepare for your certification exams. Please click this link to learn more about this exciting new offering and remain up-to-date on the latest practice exams: http://training.citrix.com/cms/education/practiceexams.

While there are companies who advertise practice tests and have a money-back guarantee that customers will pass the exam, most of these companies are selling unauthorized preparation materials that include stolen exam questions and answers.

Citrix Education continuously monitors these sites, and when possible, takes appropriate actions.

Citrix Education also monitors exam results to ensure that candidates are not using unauthorized materials to prepare for exams. If it is determined that a candidate used unauthorized materials to prepare for an exam, the candidate's score will be invalidated and his or her

certification will be revoked.

When looking for materials in addition to authorized Citrix practice exams and training to prepare for certification, Citrix Education recommends visiting http://www.certguard.com to verify the legitimacy of the site. This site flags sites that are acting as brain dumps.

4   Exam Sections and Weights

4.1 Introduction

The 1Y0-370 exam is divided into four (4) sections.

4.2 Section Titles and Weights

Each section of the exam is weighted as follows, totaling 100%.

Section	Weight
Designing a XenMobile Enterprise solution	15%
Installing the components of a XenMobile Enterprise solution	13%
Configuring and integrating the components of a XenMobile Enterprise solution	39%
Managing and maintaining the components of a XenMobile Enterprise solution	33%
Total	**100%**

4.3 How Section Weights Relate to Questions on the Exam

The section weights included in this guide are intended to help you in understanding how much of the exam is devoted to the topics listed. In fact, the percentages directly map to the number of questions on the exam. For example, if an exam has 60 questions, and Section 1 is weighted at 50%, then 30 of the questions on the exam will relate to Section 1 (60*50% = 30).

Please be warned that section weights are NOT used to calculate your score. Scoring is far more complicated as exam questions may be given different weights based on their overall importance. Because some questions may have different point values assigned to them, section weights and exam scores do not always have a one-to-one correlation.

For example, in an exam where each question is worth one point, a candidate's exam score can be calculated using the arithmetic mean. The candidate's final score would be:

Section	Number of Questions	Maximum Points per Question	Number of Questions Correct	Percentage Score per Section	Arithmetic Mean Score ((Section 1 + Section 2)/2)
1	4	1	2	50%	=(50%+50%)/2 = 50%
2	8	1	4	50%	

In the example above, the arithmetic means worked. However, if the same concept is used with questions that are weighted differently, that is, they have different maximum point values, this calculation would not

work. See the example below.

Section	Number of Questions	Maximum Points per Question	Number of Questions Correct	Percentage Score per Section	Arithmetic Mean Score ((Section 1 + Section 2)/2)
1	10	1	7	70%	=(70%+30%)/2 = 50%
2	10	10	3	30%	

The final score produced above is incorrect because 30 points in Section 2 weigh far more than 7 points in Section 1. On Citrix exams, we tend to calculate the final score as a percentage of:

Total Points Earned / Total Points Possible

Which means, the correct score should be:

(7 * 1) + (3 * 10) / (10 * 10) + (10 * 1)

Which is equal to: 37/110

And thus, the final score is 34%.

For more information on how scoring works in Citrix exams read the blog: The Scoring Secrets for Citrix Exams - Divulged (http://community.citrix.com/display/ocb/2009/08/25/The+Scoring+Secrets+for+Citrix+Exams+-+Divulged).

5   Exam Objectives and Resources for the Exam

5.1 Introduction

The questions on this exam are based on tasks identified by subject matter experts as most important to designing, deploying and managing a Citrix XenMobile 8.6 solution deployment. Those tasks can be found in section 5.3.

In this guide we list all of the tasks/exam objectives and provide you with suggested reading material to help prepare for the exam. In some cases, the tasks/exam objectives require that candidates have field experience including hands-on experience designing, deploying and managing a Citrix XenMobile 8.6 Enterprise solution deployment. By obtaining this experience, candidates are more likely to pass this exam.

5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

Citrix Knowledge Base Articles	
Resource	**Location***
How to Configure NetScaler Gateway with StoreFront and App Controller (CTX139319)	http://support.citrix.com/
How to View Patches Installed on my XenMobile Device Manager Server (CTX136968)	
Citrix eDocs	
Configuring XenMobile NetScaler Connector	http://support.citrix.com/proddocs/topic/infocenter/ic-how-to-use.html
Configuring App Controller to Provide STA Tickets for WorxMail	
Evaluating XenMobile Effects on Device Battery Life	
Configuring High Availability on Device Manager	
Configuring High Availability on App Controller	
Installing Device Manager	
Enrolling Users and Devices	
Installing XenMobile Mail Manager	
Recover a Primary StorageZones Controller configuration	
Configuring Location Services for Devices	
Configuring Automated Actions	
XenMobile Solution Pre-Installation	

Checklist	
Configuring MDX Policies for iOS Apps in App Controller	
Configuring Enrollment Modes	
Configuring Applications Access Policies	
Configuring GoToAssist with XenMobile	
Configuring Cross-Tenant Reporting with Role Restrictions	
Deploying XenMobile NetScaler Connector	
Preparing for Your XenMobile Deployment	
Configuring XenMobile NetScaler Connector Policy Modes	
Understanding XenMobile Mail Manager Access Rules	
Managing Android Configurations	
Managing Devices	
Renewing Device Manager Licenses	
Adding iOS Apps	
Adding Android Apps	
To add a new tenant on Multi-Tenant Console	
Managing XenMobile NetScaler Connector	
Monitoring XenMobile NetScaler Connector	
Monitoring XenMobile Mail Manager	
Citrix Blogs	
Improving Battery Life with WorxMail – STA to the Rescue	http://blogs.citrix.com/2013/09/16/improving-battery-life-with-worxmail-sta-to-the-rescue/
Fronting XenMobile MDM with NetScaler	http://blogs.citrix.com/2013/03/12/fronting-xenmobile-mdm-with-netscaler/
XenMobile Lessons Learned from the Field	http://blogs.citrix.com/2013/05/06/xenmobile-lessons-learned-from-the-field-2/

*Links are subject to change

**5.3
Sections and
Objectives**

Section 1: Designing a XenMobile Enterprise Solution	
Objective Number	**Objective**
1.01	Demonstrate an understanding of the mobile application enumeration process through Worx Home and Citrix Receiver
1.02	Demonstrate an understanding of XenMobile NetScaler Connector
1.03	Determine the placement of components in a XenMobile deployment (i.e., DMZ, internal network)
1.04	Demonstrate an understanding of the communication flow between components in a XenMobile deployment (includes Device Manager (MDM), NetScaler Connector (XNC), App Controller, StoreFront, NetScaler and ShareFile StorageZone Controllers)
1.05	Determine the XenMobile deployment option (i.e., Device Management Only, Device Manage and App Controller)
1.06	Demonstrate an understanding of key concepts of a BYO program
1.07	Demonstrate an understanding of security assertion markup language (SAML) authorization
1.08	Demonstrate an understanding of how XenMobile implements ActiveSync securely
1.09	Determine requirements for high availability
1.10	Demonstrate understanding of Micro VPN
Section 2: Installing the Components of a XenMobile Enterprise Solution	
Objective Number	**Objective**
2.01	Install XenMobile Device Manager Server
2.02	Install App Controller, including: (1) Setting the App Controller for first time use (2) Configuring applications and trust settings for NetScaler Gateway (3) Configuring certificates in App Controller (4) Enabling access to Window-based apps from Worx Home or Receiver
2.03	Install NetScaler, including: (1) Configuring IP addresses (2) Configuring Host Name and FQDN (3) Configuring the initial settings on the NetScaler Gateway appliance of VPX virtual machine
2.04	Enroll mobile device, including: (1) Installing Citrix Mobile Enroll (2) Specifying Device Manager
2.05	Install XenMobile NetScaler Connector
2.06	Install XenMobile Mail Manager
2.07	Install StorageZones Controller and add on-premise storage

Section 3: Configuring and Integrating the Components of a XenMobile Enterprise Solution	
Objective Number	**Objective**
3.01	Configure policies to manage mobile devices
3.02	Create deployment packages for iOS and Android devices
3.03	Create load balanced virtual server on NetScaler Gateway to load balance multiple XenMobile Device Manager servers
3.04	Configure Geo-fencing, location services, and automated actions
3.05	Configure automated actions to execute when the installation of a blacklisted application is detected on managed devices.
3.06	Configure network settings for App Controller, including IP address, subnet mask, default gateway.
3.07	Integrate App Controller with NetScaler Gateway, including: (1) Configuring NetScaler universal license (2) Configuring SSL certificate (3) Configuring Subnet IP (4) Configuring DHCP and DNS server roles
3.08	Integrate XenMobile Device Manager with App Controller
3.09	Integrate App Controller with StoreFront, including: (1) Configuring NetScaler Gateway for Enterprise stores (2) Configuring split tunneling SSL VPN policy
3.10	Configure Active Directory on Device Manager
3.11	Configure MDX policies for Worx apps
3.12	Publish MDX applications
3.13	Configure enrollment modes
3.14	Configure application access policy
3.15	Configure GoToAssist with XenMobile
3.16	Configure notifications
3.17	Create policies for managing iOS and Android configurations
3.18	Configure cross-tenant reporting with role restrictions
3.19	Configure listening addresses for XNC web service
3.20	Configure communication with Device Manager
3.21	Configure XenMobile NetScaler Connector policy mode
3.22	Choose filters for XenMobile NetScaler Connector
3.23	Configure XenMobile Mail Manager
3.24	Create policies for scheduling connections
3.25	Integrate ShareFile with XenMobile through App Controller
Section 4: Managing and Maintaining the Components of a XenMobile Enterprise Solution	
Objective Number	**Objective**
4.01	Unenroll a mobile device

4.02	Modify an existing policy
4.03	Wipe, lock, and disable devices remotely
4.04	Renew Device Manager licenses
4.05	Back up and restore Device Manager
4.06	Install patch for Device Manager
4.07	Manage devices with the dashboard
4.08	View reports
4.09	Add iOS, Android, Windows Phone 8, and Windows mobile apps
4.10	Restore file configurations for StorageZone Controller
4.11	Configure device security
4.12	Add new tenant on multi-tenant console
4.13	Monitor XenMobile NetScaler Connector
4.14	Monitor XenMobile Mail Manager and ActiveSync users
4.15	Create snapshots of App Controller
4.16	Update App Controller
4.17	Troubleshoot common App Controller issues
4.18	Troubleshoot common Device Manager issues

6   Appendix: Practice

**6.1
Introduction**

Exam-takers should refer to the objectives listed in section 5 of this guide in order to determine not only which topics will be on the exam but also *how* these topics will be tested.

For example, if the **objective** reads, "*Identify the appropriate plug-in to use*," exam-takers should expect to see:

- **A "scenario describing the need to install a specific XenApp Plug-in"**

    o *Scenario: XenApp was recently implemented in an environment. A Citrix Administrator in the environment needs to tell the end users which XenApp plug-in to install in order to access their XenApp resources. The end users in the environment will need to access their hosted applications from Web Interface.*

- **A question that requires you to "determine which XenApp Plug-in to install" based on the scenario**

    o *Which XenApp Plug-in should the administrator instruct the end users to install?*

The number of questions written for each task relates directly to the importance of that task as it relates to the design, deployment and management, and is proportional to how frequently that task is performed.

**6.2
Sample
Questions**

Sample Question 1

Scenario: A Citrix Engineer provides access to an MDX application for iPad to the company's Sales department employees using Worx Home. The Sales department is able to access the application without issue. The Sales Manager informed the engineer that they are adding several new employees during the next quarter.

Which two actions could the engineer take to ensure that the new employees have access to applications through Worx Home? (Choose two.)

A.   Check the LDAP configuration on the App Controller.
B.   Synchronize the latest Active Directory information on the App

Controller.

C.   Configure the Active Directory account for the new employee to include a First name, Last name, and Department.

D.   Make sure that the new employee's Active Directory account is part of a Group associated with the MDX application's assigned Roles.

Answers: B & D

Objective: Demonstrate an understanding of the mobile application enumeration process through Worx Home and Citrix Receiver

Sample Question 2

An App Controller appliance has been imported into a XenServer pool and a Citrix Engineer needs to access the appliance to perform the initial Express Setup.

Which task could the engineer perform from the initial Express Setup menu?

A.   Configure NTP Server.
B.   Configure the Host name.
C.   Configure High Availability.
D.   Create a certificate signing request.

Answer: A

Objective: Install App Controller, including setting the App Controller for first time use, configuring applications and trust settings for NetScaler Gateway, configuring certificates in App Controller and enabling access to Window-based apps from Worx Home or Receiver

Sample Question 3

Which two actions does a Citrix Engineer need to take on the NetScaler to allow a user to access web and SaaS applications from App Controller? (Choose two.)

A. Create the Clientless Access policy.
B. Create the Session policy and profile.
C. Add the App Controller as a Secure Ticket Authority.
D. Bind the App Controller certificate to the NetScaler Gateway virtual

server.

Answers: A & B
Objective: Integrate App Controller with NetScaler Gateway, including
configuring NetScaler universal license, SSL certificate, Subnet IP and DHCP
and DNS server roles

Sample Question 4

Scenario: A Citrix Engineer needs to deploy the WorxWeb mobile
application. Management only wants the application to communicate with
MDX applications. Communication with native applications should be
blocked.

Which MDX policy configuration must the engineer make to meet this
requirement?

A. Set Network access to 'Restricted'.
B. Set Document Exchange to 'Blocked'.
C. Set Document Exchange to 'Restricted'.
D. Set Private file encryption to 'Application'.

Answer: C
Objective: Configure MDX policies for Worx apps

Sample Question 5

A Citrix Engineer recently upgraded several iOS devices to iOS 7.x and
wants to apply a XenMobile Device Manager restriction policy to these
devices to prevent document sharing between applications.

Which step must the engineer take to meet the needs of this scenario?

A.   Disable the 'Allow iCloud documents and data' policy.
B.   Set the 'Document exchange (Open In)' policy to restricted.
C.   Disable the 'Allow pairing with non-Configurator hosts' policy.
D.   Disable the 'Allow documents from managed apps in unmanaged apps'
     policy.

Answer: D
Objective: Modify an existing policy

Sample Question 6

Scenario: A Citrix Engineer needs to create a default security policy for a ShareFile mobile application that includes the following requirements:

- File self-destruct is disabled.
- Restrict modified devices is enabled.
- Automatic login is enabled.
- Allow external applications to open downloaded files outside of the ShareFile application is enabled.
- Require a user PIN to access ShareFile content is disabled.

The engineer has NOT integrated ShareFile with the App Controller.

Which device security mode should the engineer set as the default security setting?

A. Secure
B. Custom
C. Standard
D. Online Only

Answer: B
Objective: Configure device security

Sample Question 7

A Citrix Engineer would use the release management feature of the App Controller to update _____, _____ and _____. (Choose the three correct options to complete the sentence.)

A. licenses
B. SSL certificates
C. system patches
D. connector packs
E. firmware releases

Answers: C, D & E
Objective: Update App Controller