



XenMobile

Client Update

Daniel Künzli

Systems Engineer Enterprise Mobility CE

Citrix Systems GmbH



Agenda

- XenMobile Basics
- WorxClients 10.2
- Wrapping
- WorxForms
- Concierge

Our strategy will continue to lead your mobility journey

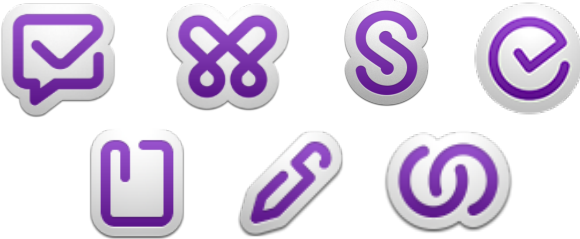
Step 1
Enable Basic Mobility

Secure devices and data



Step 2
Drive Secure Productivity

Secure “killer apps” that increase productivity



Step 3
Mobilize Your Business

Enable secure mobile access to business systems



XenMobile

The revolutionary way to mobilize your business

- Enterprise-class MDM
- Unified corporate app store
- Workflow driven productivity apps
- Mobile app management
- Multi-factor single-sign on
- Military-grade security
- Broad platform support



XenMobile - MDM



Gain visibility to devices (BYOD or CL)

Push policies (WiFi, VPN, Passcode etc.)

Provision apps automatically

Manage users through AD groups

Monitor and manage compliance

Notify users

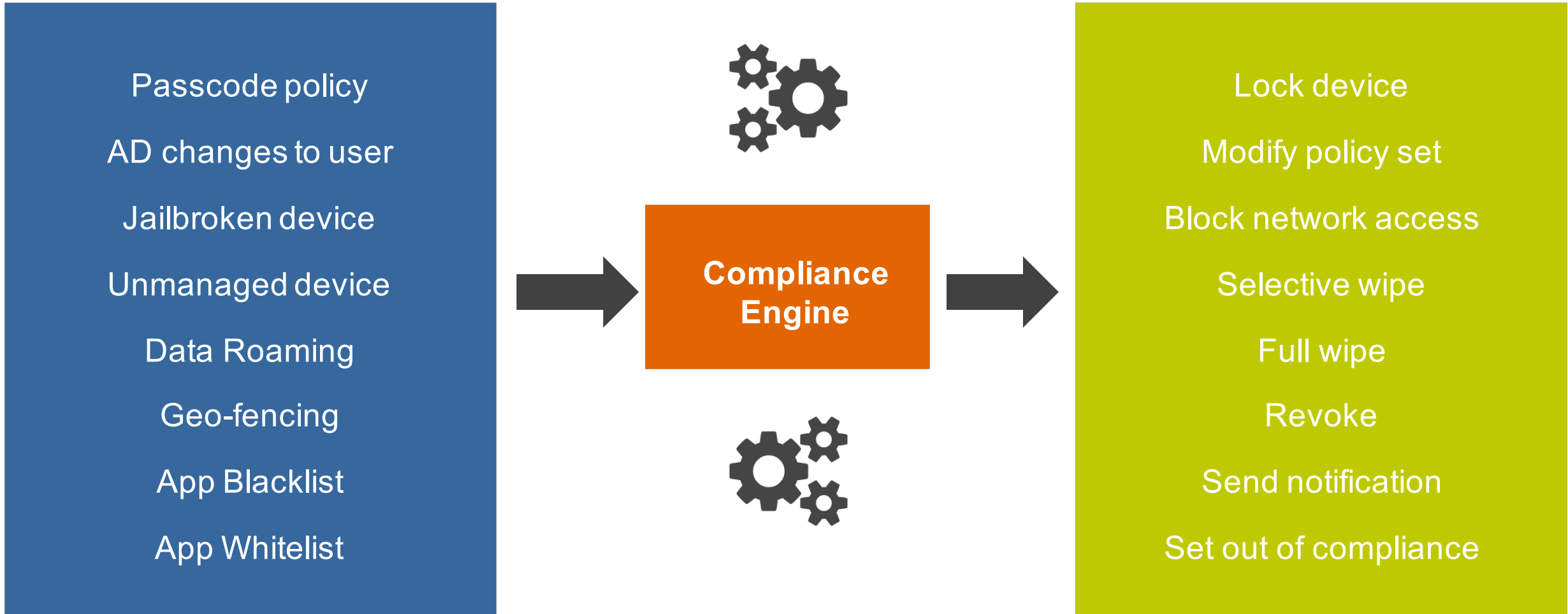
Support end-users remotely

Remotely lock or selectively wipe

Device agnostic – iOS, Android, Windows Phone

Automated Device Compliance

Initiate compliance actions based on a variety of triggers











• Secure Apps

• Micro VPN



• App specific wipe

• Inter-app communication

• Conditional access policies



• Federated authentication and SSO

XenMobile – Essential Productivity Apps



Citrix **WorxMail**

- Mail, calendar, contacts
- Enterprise class
- Better than native



Citrix **WorxWeb**

- Secure browser
- Internal web access
- URL BL/WL



Citrix **Sharefile**

- Secure EFSS
- Mobile content editing
- SharePoint & network files



Citrix **WorxNotes**

- Secure notes
- Team notebooks
- Email and calendar integration



Citrix **WorxEdit**

- Offline content edit
- Review, comment and collaborate on documents



Citrix **WorxTasks**

- Securely manage tasks
- Integrated with Outlook Tasks
- Integrated with WorxMail for efficient workflows



Citrix **WorxDesktop**

- Secure VDI like access to physical desktop
- Access work files and apps



Casablanca

What's new in the release

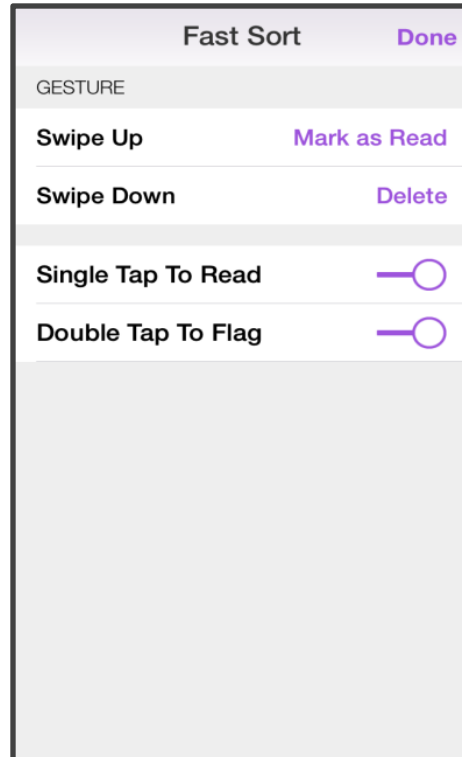
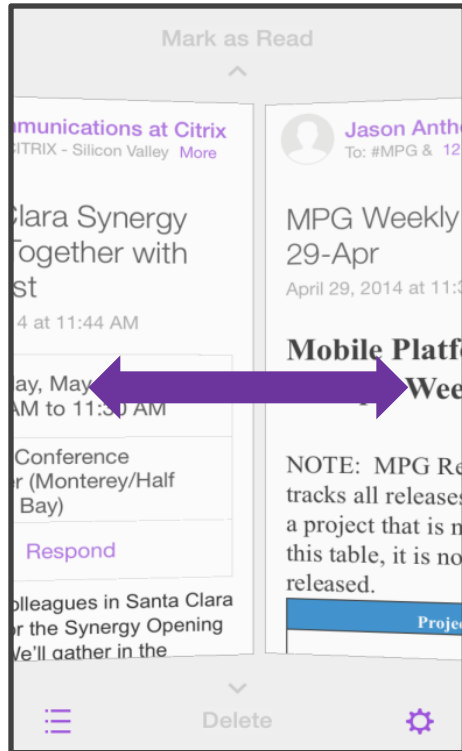
XenMobile 10.2 Client Release

- **iOS 9 and Android M** – “Instant Compatibility” with platform support
 - WorxHome, MDX Apps
- **WorxNotes web app** – Securely create, sync and store notes from any device
- **Touch ID** new option for Worx PIN improves customer experience
- **WorxMail Enhancements:**
 - Configurable font size options
 - Improved handling of attachments
 - IT policy to control sync period
 - Lock screen notifications icons
 - Week numbers

For a full list of features please see documentation

<http://docs.citrix.com/en-us/worx-mobile-apps/10/xmob-worx-feature-platform-matrix.html>

WorxMail – new and improved Sandboxed email client



Fully encrypted business-grade secure email client, calendar (free/busy) & contacts

Newly redesigned user experience for faster navigation

Customized sorting capabilities to quickly manage inbox

Server side search capabilities

Send mails with Sharefile Attachments

Directly open links – also to Intranet

XenMobile integration with Touch ID



Touch ID

XenMobile Dashboard Manage Configure

Device Policies | Apps | Actions | Delivery Groups | Settings

Settings > Client Properties > Add New Client Property

Add New Client Property

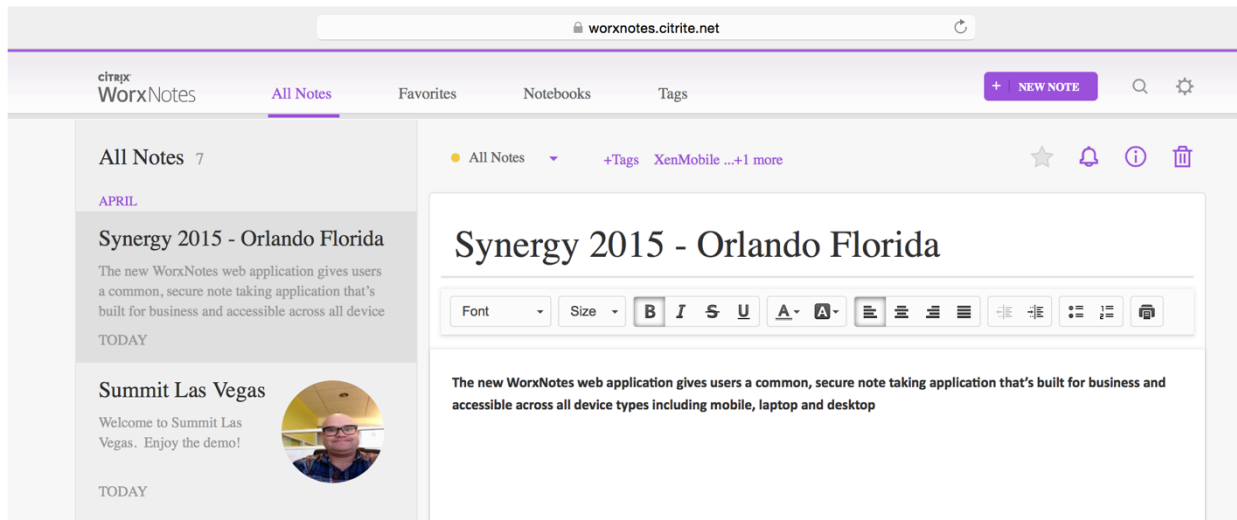
Key	Custom Key
Key*	ENABLE_TOUCH_ID_AUTH
Value*	True
Name*	Enable Touch ID Authentication
Description*	Touch ID - IOS

Experience new workflow efficiency when using Touch ID for application timeouts in lieu of Worx PIN

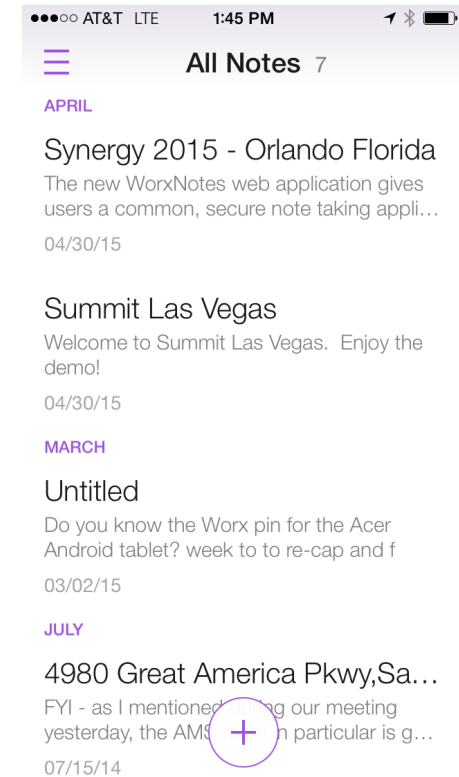
Experience WorxNotes from any device



WorxNotes web app

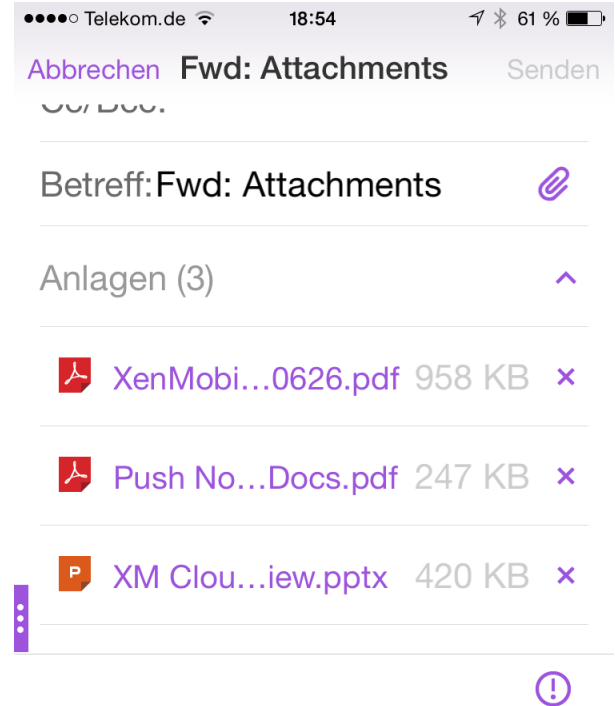
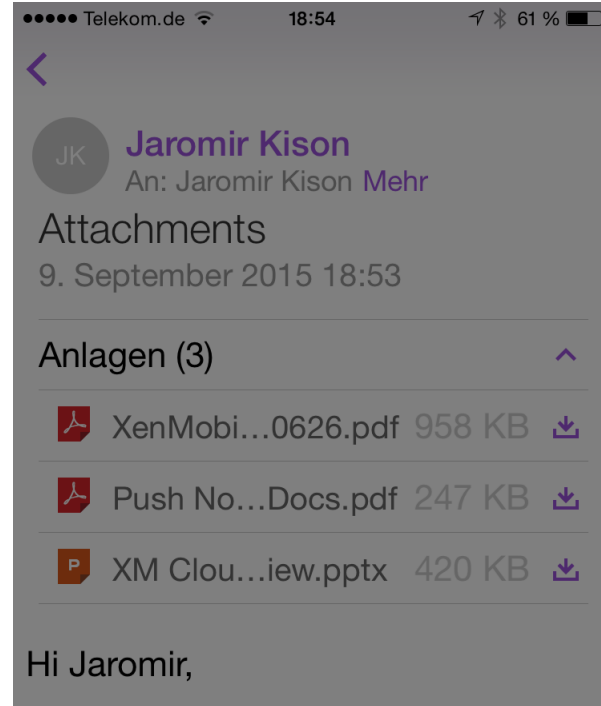
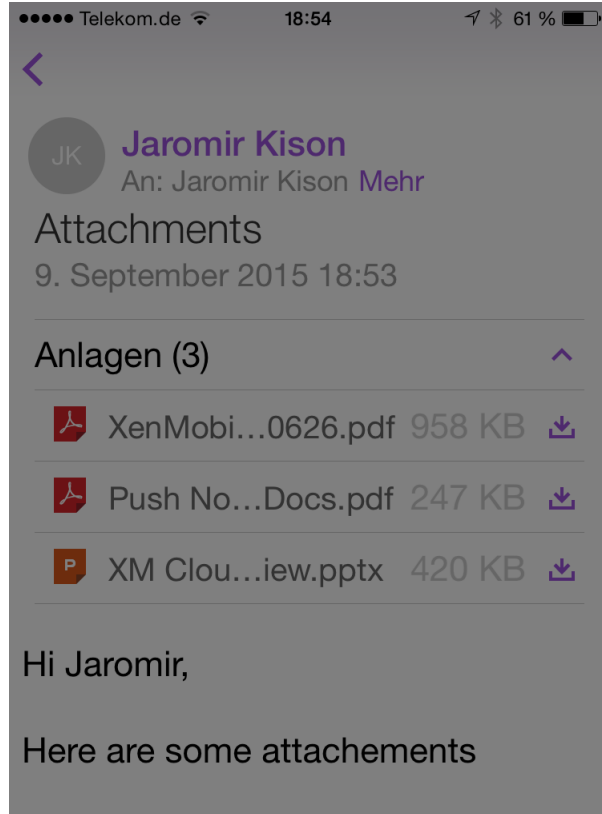
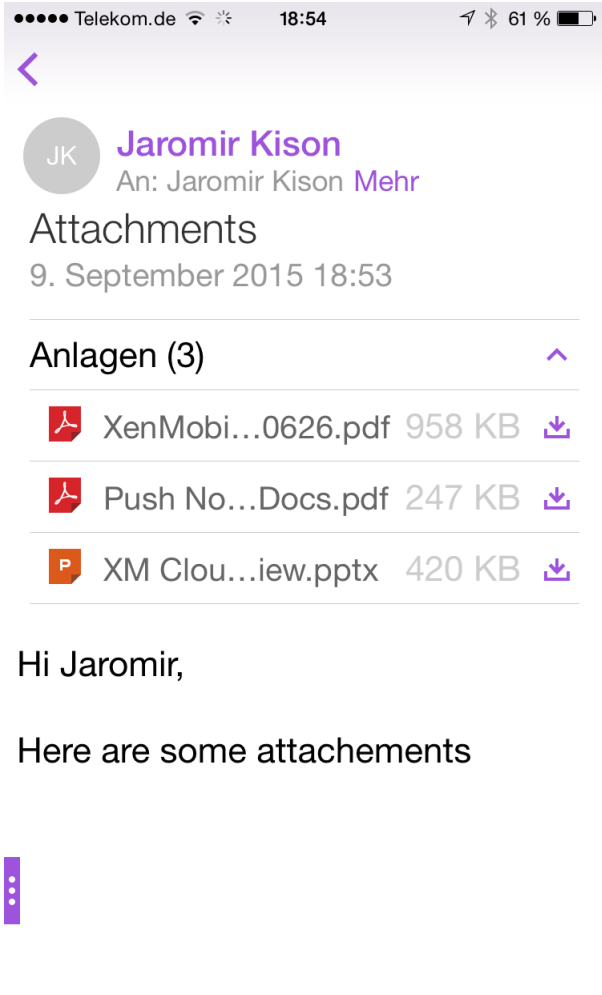


Desktop



Mobile Device

Improved attachment handling



No need to download attachments before forwarding & selective forwarding



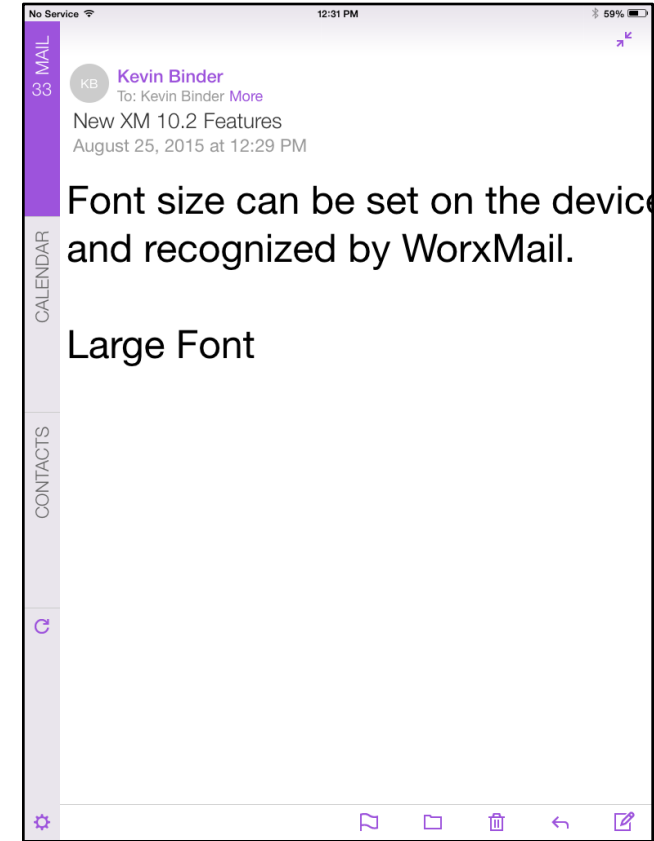
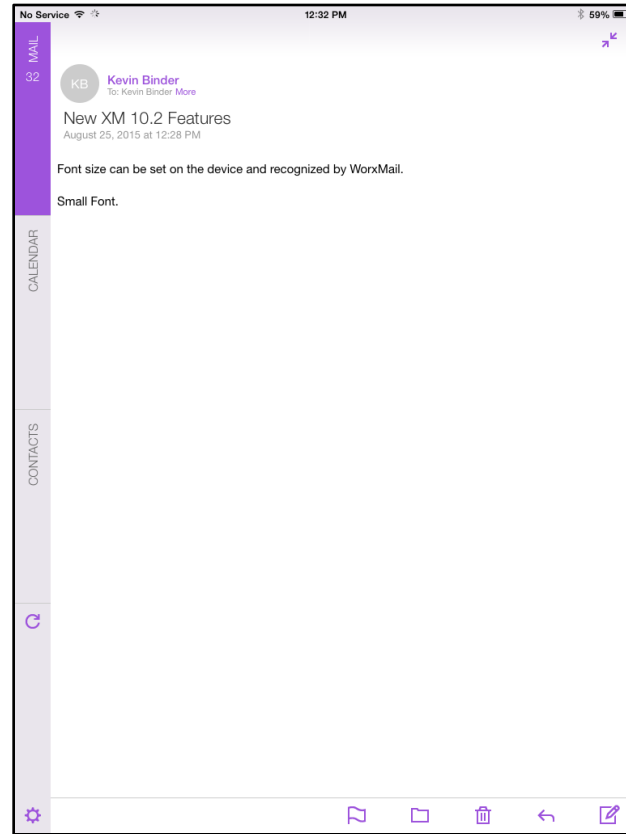
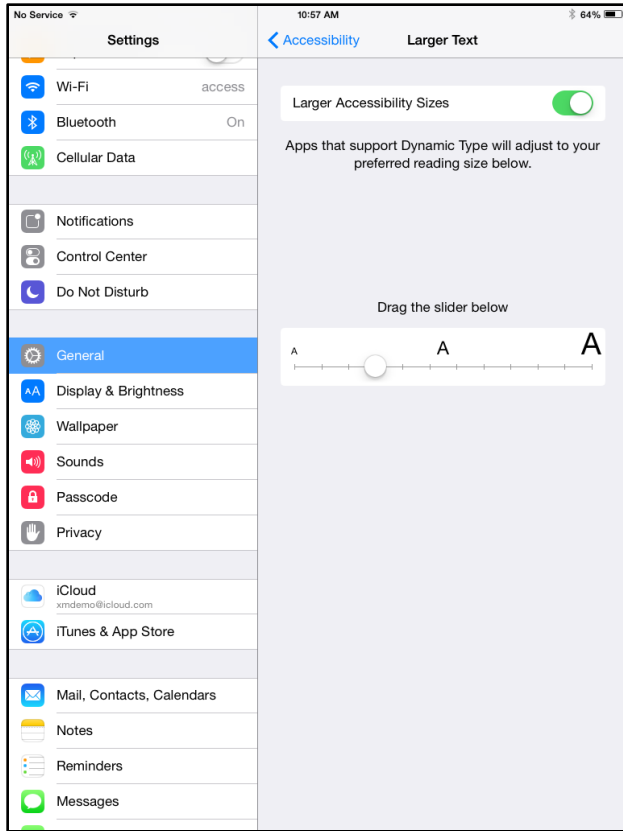
Easily viewable week numbers

Sep. 2015 ▾				
W37	S 13	M 14	D 15	M 16
09				
10				
11				
12		Weekly Call B		

9 Aktualisiert 09.09.15 19:02 +

WorxMail Calendar

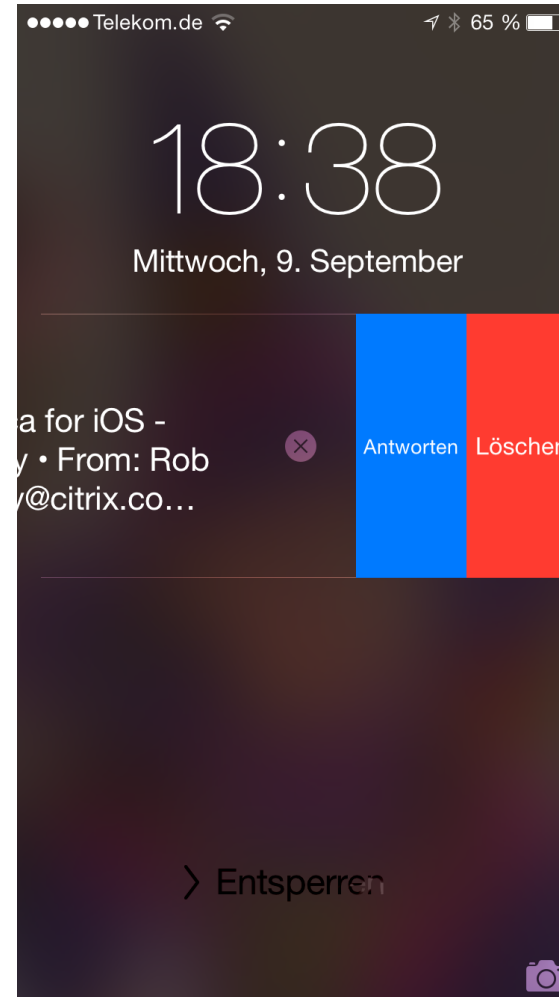
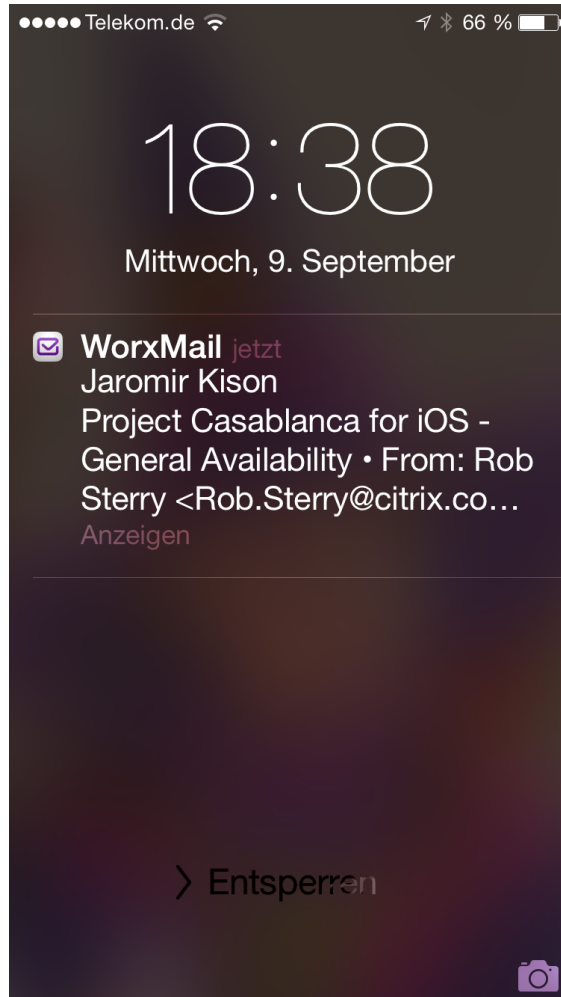
WorxMail Font Size - Accessibility



WorxMail recognizes device preference for font size



Notification screen icons & Reply from notification screen



New MDX Policies

Default sync interval



The screenshot shows the XenMobile configuration interface. The top navigation bar includes 'Dashboard', 'Manage', and 'Configure'. The 'Configure' tab is active, and the 'Apps' sub-tab is selected. On the left, a sidebar lists configuration sections: MDX, 1 App Information, 2 Platform, 3 Approvals (optional), and 4 Delivery Group Assignments (optional). Under '2 Platform', 'iOS' and 'Android' are checked, while 'Windows Phone' is unchecked. The main content area displays several settings for the selected app:

- Accept all SSL certificates:** OFF
- Control locked screen notifications:** Allow
- Default sync interval:** 3 days (dropdown menu is open, showing options: 1 day, 3 days, 1 week, 2 weeks, 1 month)
- Enable week number:** (checkbox is unchecked)
- Enable download of attachments over WiFi:** (checkbox is unchecked)
- Information Rights Management:** OFF

Enable week number



The screenshot shows the XenMobile configuration interface. The top navigation bar includes 'Dashboard', 'Manage', and 'Configure' (which is highlighted). Below this is a sub-navigation bar with 'Device Policies', 'Apps', 'Actions', 'Delivery Groups', and 'Settings'. The main content area is titled 'MDX' and contains a left sidebar with a table of settings and a main panel of configuration options.

MDX	
1 App Information	
2 Platform	
<input checked="" type="checkbox"/> iOS	
<input checked="" type="checkbox"/> Android	
<input type="checkbox"/> Windows Phone	
3 Approvals (optional)	

Configuration options in the main panel:

- Default sync interval: 3 days
- Enable week number**: OFF (highlighted with a red box)
- Enable download of attachments over WiFi: OFF
- Information Rights Management: OFF
- Email classification: OFF

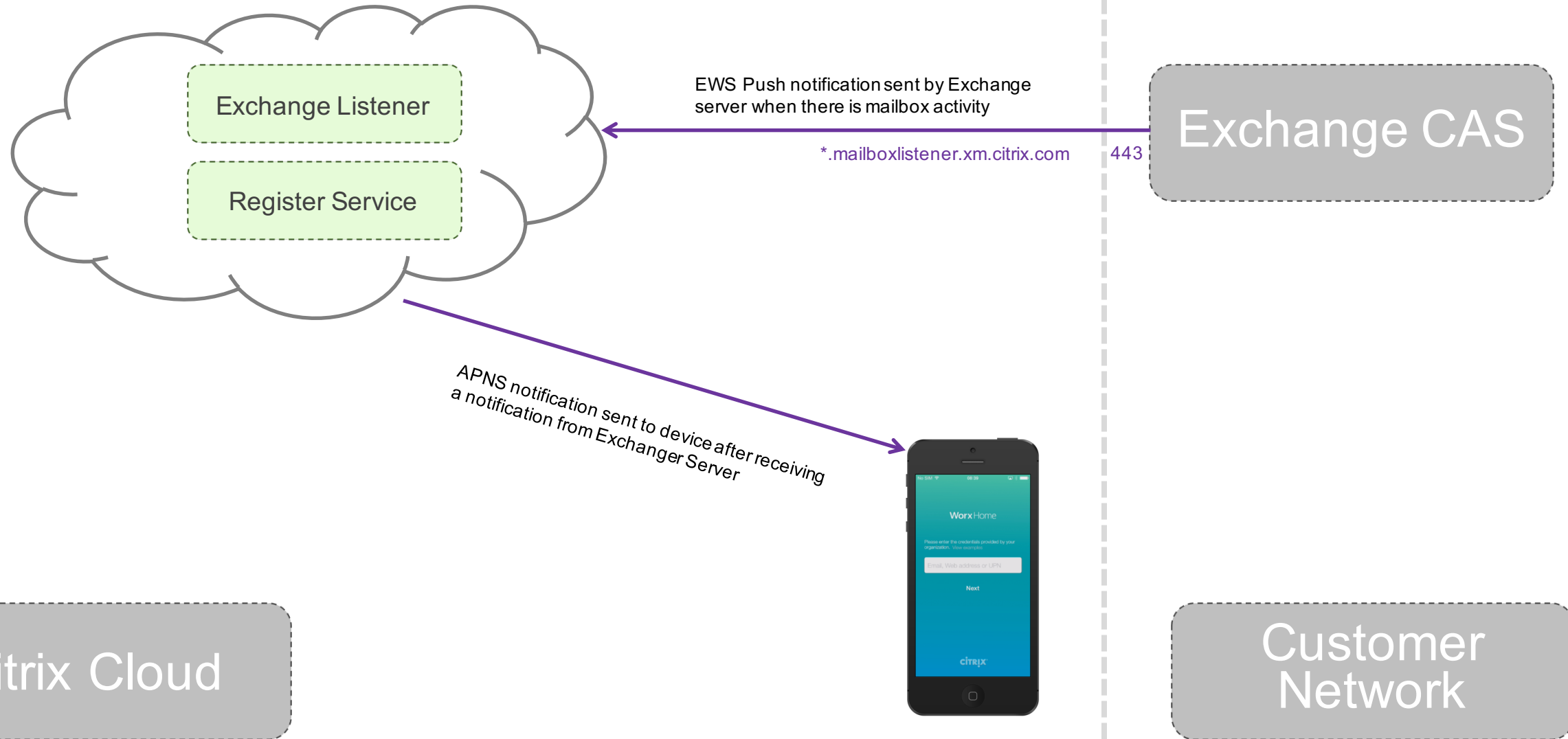
Device passcode (for iOS9 only)



The screenshot shows the XenMobile configuration interface. The top navigation bar includes 'Dashboard', 'Manage', and 'Configure'. Below this is a secondary navigation bar with 'Device Policies', 'Apps', 'Actions', 'Delivery Groups', and 'Settings'. The left sidebar is titled 'MDX' and contains a list of configuration steps: '1 App Information', '2 Platform', '3 Approvals (optional)'. Under '2 Platform', there are three platform options: 'iOS' (checked), 'Android' (checked), and 'Windows Phone' (unchecked). The main content area is titled 'MDX Policies' and 'Authentication'. It features three toggle switches: 'Device Passcode' (ON), 'App passcode' (ON), and 'Online session required' (OFF). The 'Device Passcode' toggle is highlighted with a red rectangular box. Below these toggles is a text input field for 'Online session required grace period (minutes)' with the value '0'.

WorxMail APNs

Architecture – Citrix Hosted Components

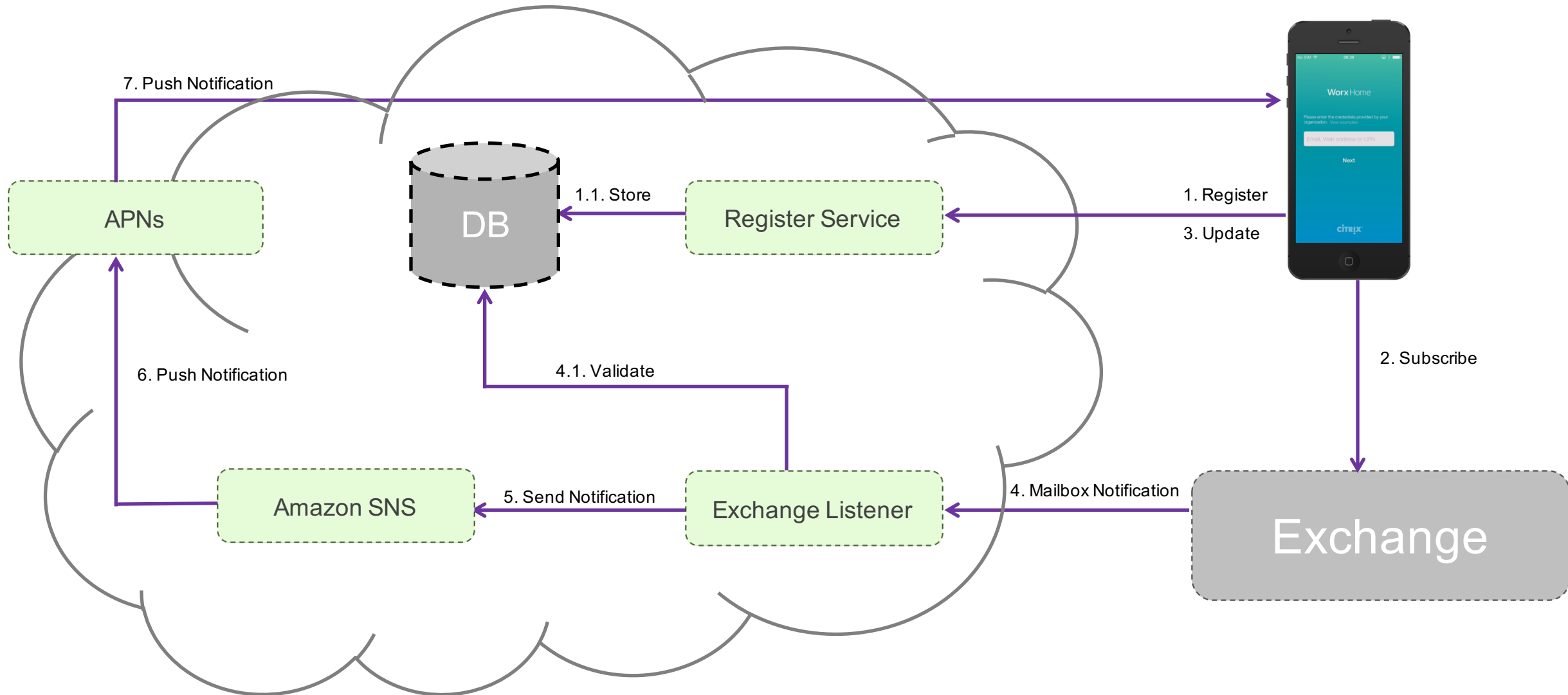


Citrix Cloud

Exchange CAS

Customer Network

Architecture – Data Flow



Enable WorxMail Push Notifications

APNs certificate

Create an explicit App ID in the format com.companyname.app

iOS App ID Settings

Setup and configure services for this App ID.

ID Name: ID: com.companyname.email

Enable	Service	Edit
<input type="checkbox"/>	App Groups ● Disabled	<input type="button" value="Edit"/>
<input type="checkbox"/>	Associated Domains ● Disabled	

Push Notifications
● Configurable

Apple Push Notification service SSL Certificates
To configure push notifications for this iOS App ID, a Client SSL Certificate that allows your notification server to connect to the Apple Push Notification Service is required. Each iOS App ID requires its own Client SSL Certificate. Manage and generate your certificates below.

Development SSL Certificate
Create certificate to use for this App ID.

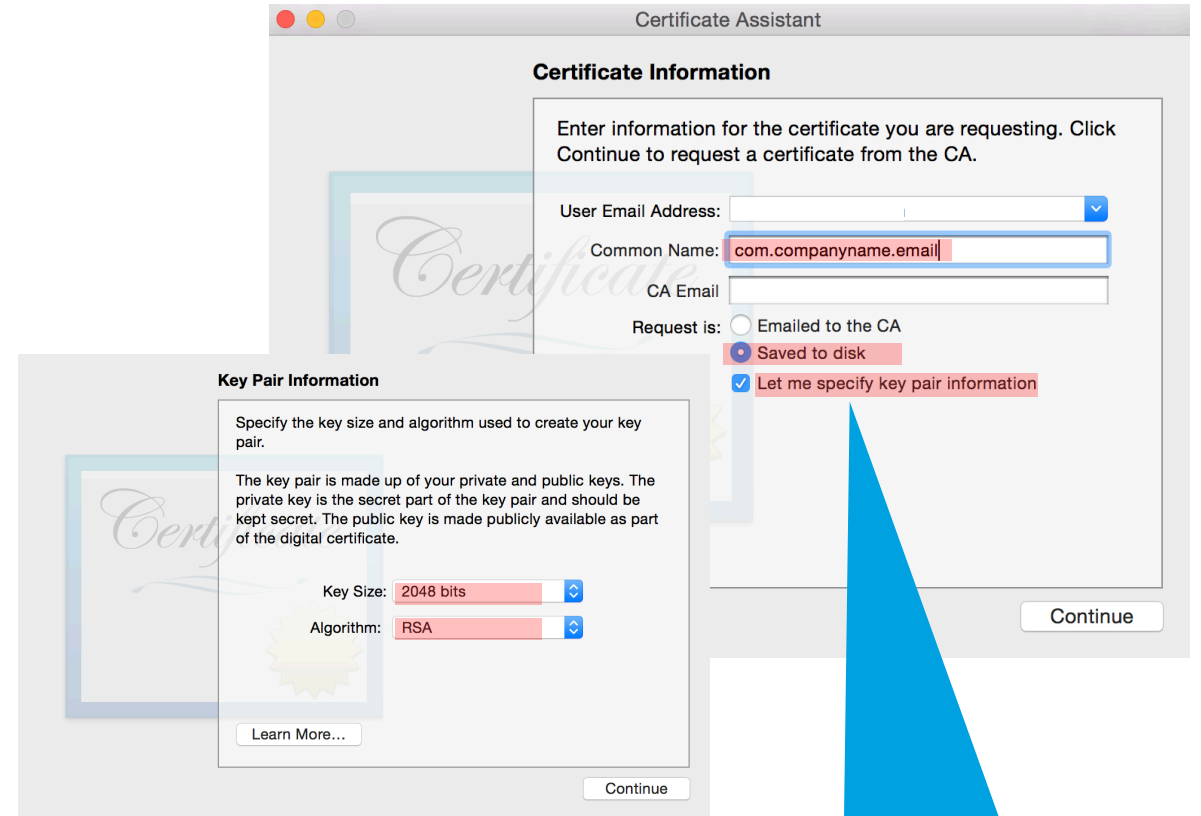
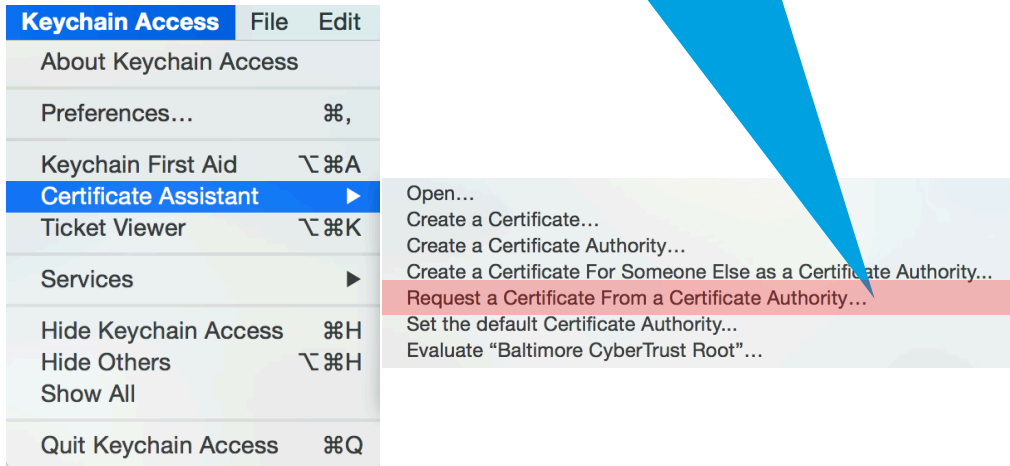
Production SSL Certificate
Create certificate to use for this App ID.

Enable Push Notification and create a Production SSL Certificate

Enable WorxMail Push Notifications

Create CSR for APNs certificate

In Keychain access create a CSR for the APNs certificate



Save the CSR to disk and specify key pair information

Enable WorxMail Push Notifications

Generate APNs Certificate



Generate your certificate.

With the creation of your CSR, Keychain Access simultaneously generated a public and private key pair. Your private key is stored on your Mac in the login Keychain by default and can be viewed in the Keychain Access application under the "Keys" category. Your requested certificate will be the public half of your key pair.

Upload CSR file.

Select .certSigningRequest file saved on your Mac.

Choose File...

1. Upload WorxMail CSR file

2. Generate certificate



Generate your certificate.

With the creation of your CSR, Keychain Access simultaneously generated a public and private key pair. Your private key is stored on your Mac in the login Keychain by default and can be viewed in the Keychain Access application under the "Keys" category. Your requested certificate will be the public half of your key pair.

Upload CSR file.

Select .certSigningRequest file saved on your Mac.

Choose File...

WorxMailCSR.certSigningRequest

Cancel

Back

Generate

Download, Install and Backup

Download your certificate to your Mac, then double click the .cer file to install in Keychain Access. Make sure to save a backup copy of your private and public keys somewhere secure.

3. Download certificate and install in keychain



Name: Apple Production iOS Push Services: com.companyname.email
Type: APNs Production iOS
Identifier ID: comcompanynameemail
Expires: May 13, 2016

Download

4. Export certificate and create private key



Apple Production iOS Push Services: com.companyname.email

Issued by: Apple Worldwide Developer

Expires: Friday, 13 May 2016 11:48:11

New Identity Preference...

Name

Baltimore Cybertrust Root CA		125 00:59:00
Apple Root Certificate		25 00:18:14
Apple iPhone OS Root Certificate		22 18:43:28
Cybertrust Public Services Root Certificate		0 18:34:08
Apple iPhone OS Root Certificate		120 03:04:15
Apple Application Integration Certification Authority	certificate	26 Jul 2017 20:16:09
com.apple.idms.appleid.prd.6945366...965565a2f434d5041516b36685973773d3d	certificate	19 Apr 2017 12:40:07
Apple Production iOS Push Services: com.companyname.email	certificate	13 May 2016 11:48:11

Copy "Apple Production iOS Push Services: com.companyname.email"
Delete "Apple Production iOS Push Services: com.companyname.email"

Export "Apple Production iOS Push Services: com.companyname.email"...

Get Info

Evaluate "Apple Production iOS Push Services: com.companyname.email"...

Enable WorxMail Push Notifications

Register APNs and Tenant IDs

1. Go to xenmobiletools.citrix.com and select upload WorxMail APNs cert

Upload WorxMail APNs certificates

Submit to Citrix a request to sign an APNs certificate, which is then sent to Apple.

Upload APNs certificate to enable APNs push notifications in WorxMail for iOS.

2. Select region where MS Exchange resides

the region where MS Exchange server is located

Region

Americas

EMEA

APAC

Notice: Once you've selected the region, you won't be able to change it later.

Cancel Next

3. Enter AppID, upload APNs cert and submit

Click on ? to read more about each topic.

WorxMail App ID

com.companyname.email

APNs certificate

Certificates.p12

Certificate password

.....

Cancel Submit

4. Copy the Customer ID (Tenant ID)

The certificate has been uploaded. In the "Push Notifications" policy on the XenMobile console enter the Customer ID number in the "Push Notifications Customer ID" field.

Customer ID

978EF089A0FD805A627B030955E7D639

Back to Dashboard

Enable WorxMail Push Notifications

Upload WorxMail

Wrap the WorxMail IPA file with an explicit distribution profile



The MDX package was created successfully. You can now upload the MDX file to XenMobile to distribute it to devices: /Users/chrisfriend/Documents/XenMobile/XM Training Workshop/Worx Apps/v10.0/iOS IPA/wrapped apps/WorxMail_10.0.7.84_iOS.mdx

Show in Finder

Upload the MDX file to the XMS server and enable Push Notifications in the MDX policy

Push notifications



Push notifications region

EMEA

Push notifications customer ID

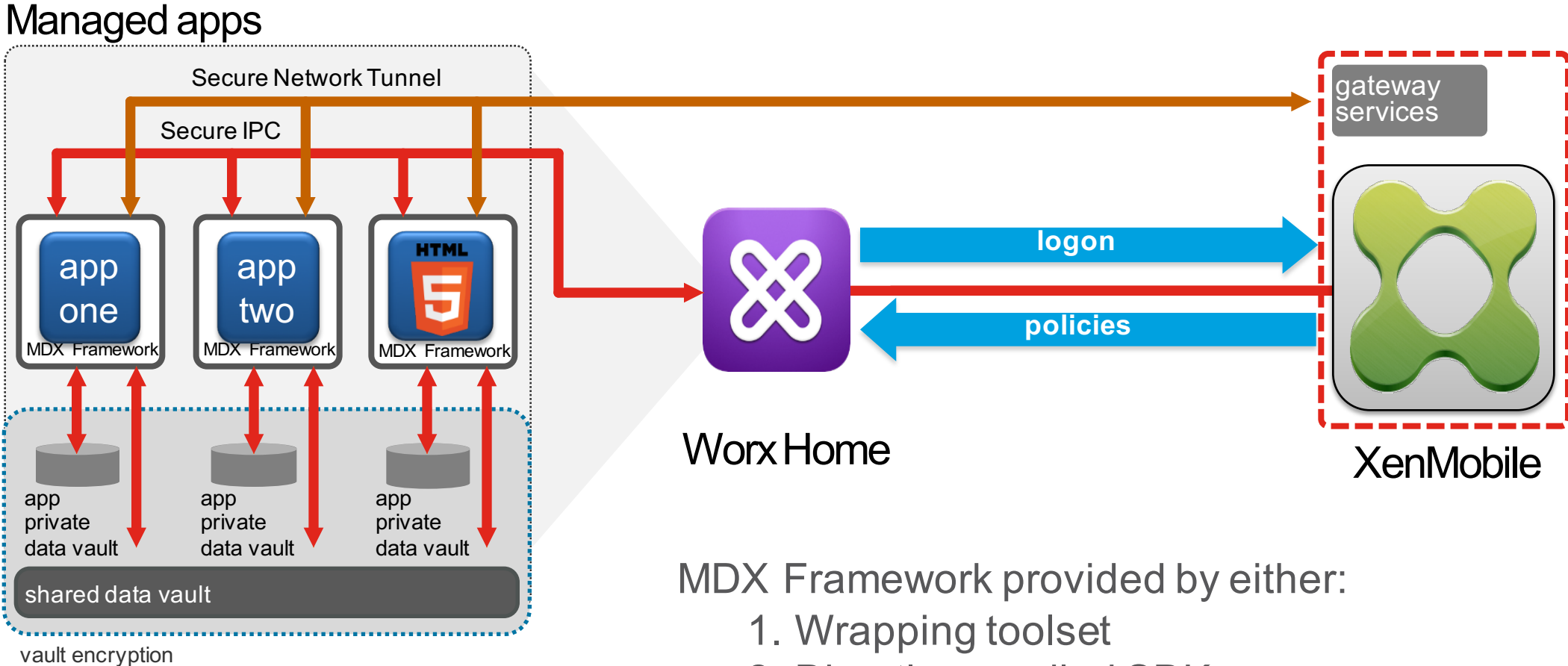
987EF089A0FD805A627B030955E7D639



App Wrapping

MDX Containers

MDX Architecture



MDX Framework provided by either:

- 1. Wrapping toolset
- 2. Directly compiled SDK

What is the MDX Toolkit?

- The MDX Toolkit is used to prepare applications for deployment with Citrix XenMobile.

- IOS
- Android
- Windows 8.1.x





ios

App Wrapping

iOS App Wrapping

Apple Enterprise Developer Account

Provisioning Profile Distribution & Certificate

Apple Hardware with xCode and Command line tools

.ipa file

MDX Toolkit

Bundle ID /App ID



Once you have obtained your Apple account

iOS Wrapping requirements

Create CSR and Complete and Install the IOS Production App Store/Ad Hoc Certificate

Verify that the certificates are installed in the MAC keychain

Create Bundle Identifier, AppIDs and Distribution Profile (per App)

Install latest Xcode and Command Line Tools

Download files

Download and run MDX toolkit



אנדرويد

Wrapping Requirements

- Java JDK 1.8
- Android SDK or Android Studio <https://developer.android.com/sdk/index.html>
- Custom Keystore – user generated
- MDX Toolkit (Verify and edit SDK location for the MDX Tool kit “android settings.txt”)
- .apk files
- Mac



Windows Phone

Prerequisites before Wrapping...

1. Acquire a **Company account** with a registered **Windows Phone developer account**
 - For more information on Opening a developer account refer to the **Windows Phone Dev Center**
 - at <http://msdn.microsoft.com/en-us/library/windows/apps/hh868184.aspx>
2. Obtain a **Publisher ID (PHONEPUBLISHERID)**
 - The Publisher ID can be found in the developer's account profile – refer to Microsoft's Dev Center on **Managing your Profile** (<http://msdn.microsoft.com/en-us/library/windows/apps/hh967786.aspx>)
3. Acquire a **Symantec enterprise signing certificate**
 - Your company account must acquire an enterprise mobile code signing certificate from Symantec's web site - <http://www.symantec.com/code-signing/windows-private-enterprise>
4. Creates an **Application Enrollment Token (AET)**
 - The Symantec enterprise signing certificate is used to generate an AET to sign your company's mobile apps; which then is used by XenMobile Device Manager to pushed the apps to the client devices upon enrollment.
 - For more information, refer to Microsoft MSDN: [http://msdn.microsoft.com/en-us/library/windowsphone/develop/jj206943\(v=vs.105\).aspx](http://msdn.microsoft.com/en-us/library/windowsphone/develop/jj206943(v=vs.105).aspx)

Prerequisites for the machine used to wrap the Worx apps

5. Install **Windows Phone 8.1 SDK Development Tools**

- To wrap applications for Windows Phone, install the following on a Windows 8.1 64-bit machine:
 - **.NET Framework 4.5**
 - **Visual Studio 2013 or Visual Studio Express or community 2013 with Update 4 which includes Mobile SDK**
 - **<https://www.visualstudio.com/en-us/downloads/download-visual-studio-vs#d-community>**
 - From the <http://download.citrix.com> for XenMobile Enterprise Edition download the following:
 - **MDX Toolkit for Windows Phone 8.1**
 - **Worx Home**
 - **WorxMail**
 - **WorxWeb**

Process

- Extract the content of the MDX Toolkit to an accessible location e.g C:\MDXToolkit\
- Place the .PFX file there
- Create an In and Out Folder for the Signed apps e.g. unsigned – signed

Examples for Batchfiles:

WorxHome

```
CGAppPrepTool.exe -in:"unsigned\WorxHome_10.0.3.69.xap" -out:"output\wh\WorxHome_signed.xap" -  
C:"WindowsPhone_Cert.pfx" -verbose -resign -phonePublisherId:96d73637-5353-4a34-876f-f6336bea3e16 -  
password:xxxxyyyzzz -mdmServerURL:https://159-253-139-7.mycitrixdemo.net/zdm
```

WorxMail

```
CGAppPrepTool.exe -in:"unsigned\WorxMail_10.0.7.31.xap" -out:"output\wm\WorxMail.mdx" -T:"Templates\WorxMail" -  
C:"WindowsPhone_Cert.pfx" -verbose -resign -phonePublisherId:96d73637-5353-4a34-876f-f6336bea3e16 -  
password:xxxxyyyzzz
```

WorxWeb

```
CGAppPrepTool.exe -in:"unsigned\WorxWeb_10.0.3.69.appx" -out:"output\ww\WorxWeb.mdx" -T:"Templates\WorxWeb" -  
C:"WindowsPhone_Cert.pfx" -verbose -resign -phonePublisherId:96d73637-5353-4a34-876f-f6336bea3e16 -  
password:xxxxyyyzzz
```



CITRIX[®]
WorxForms

WorxForms

Mobilize paper forms or email based Work Flows to:

1. Increase the speed of data collection and decision making
2. Improve asset and people tracking

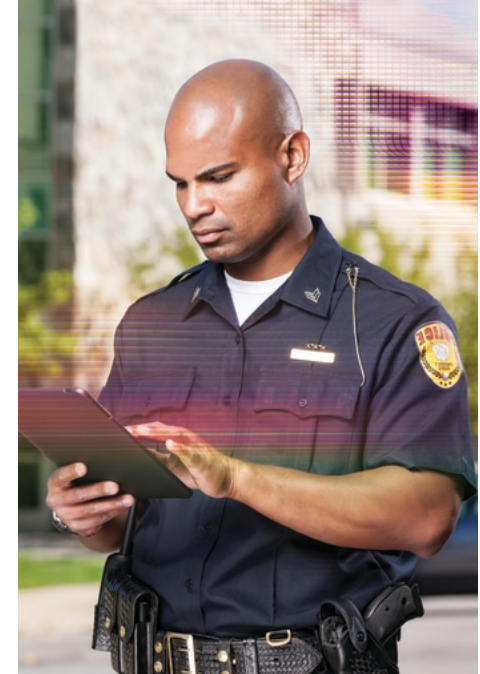


WorxForms Composer
Create form templates and workflow rules

WorxForms Mobile App
Capture structured data

Citrix Sharefile
As Data Store for CSV,
Structured XML,
Archive and Search

Repositories
Sharepoint
BI Tools
Records Mgmt




Citrix WorxForms Composer

Citrix WorxForms 🔍 ⚙️

Elements ▾

- Fields ▴
 - BarCode
 - Checkbox
 - Date
 - DropDown
 - Image
 - Location
 - Number
 - PhoneNumber
 - Sign
 - Text
- Actions ▴
 - Post to webservice
 - Email
 - Save

Cancel Preview Save Publish

 **Corrosion Control Inspection**
Oil & Gas Demo

T Project Title
Text input field

☒ Date
It will be in MM/DD/YYYY format 📅
It will be in hh/mm format

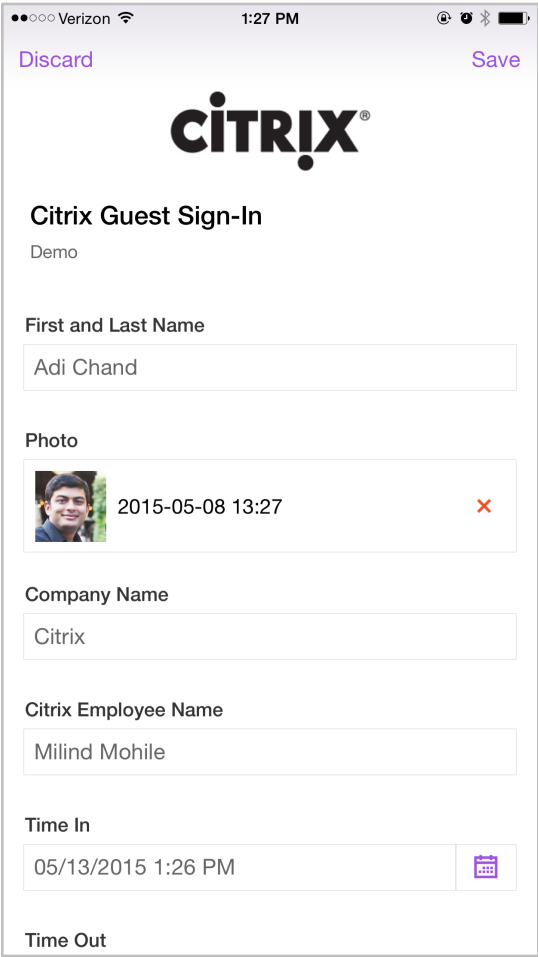
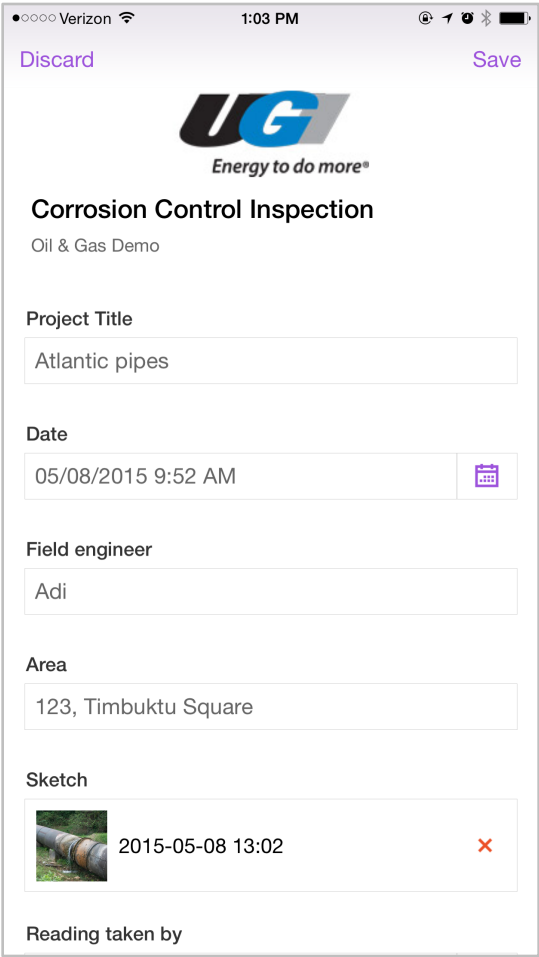
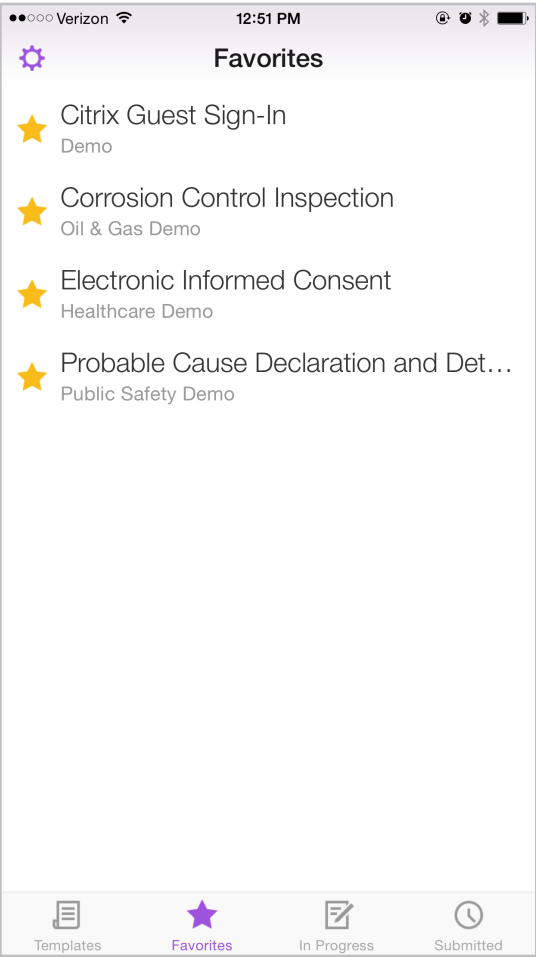
T Field engineer
Text input field

T Area
Text input field

Submit settings

- Save as XML
- Save as JSON
- Save as CSV
- Save in existing CSV

Citrix WorxForms App



Concierge

Customer Service Reimagined

In-app Communication



Video



Audio



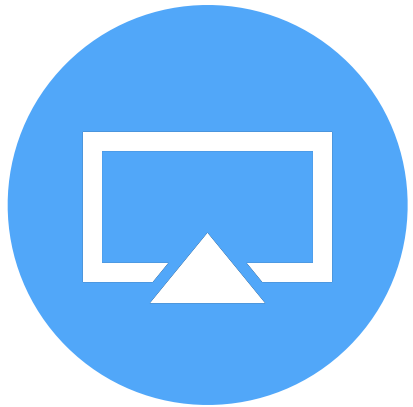
Chat

Video

Connect instantly with a live person
Right from within your app.



Co-Pilot



Screen Sharing



User Camera



Device IQ

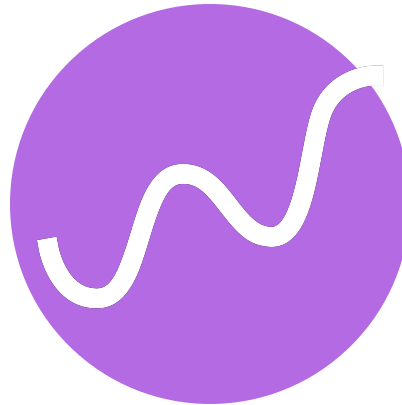


Custom Data

Touch Assist



Touches



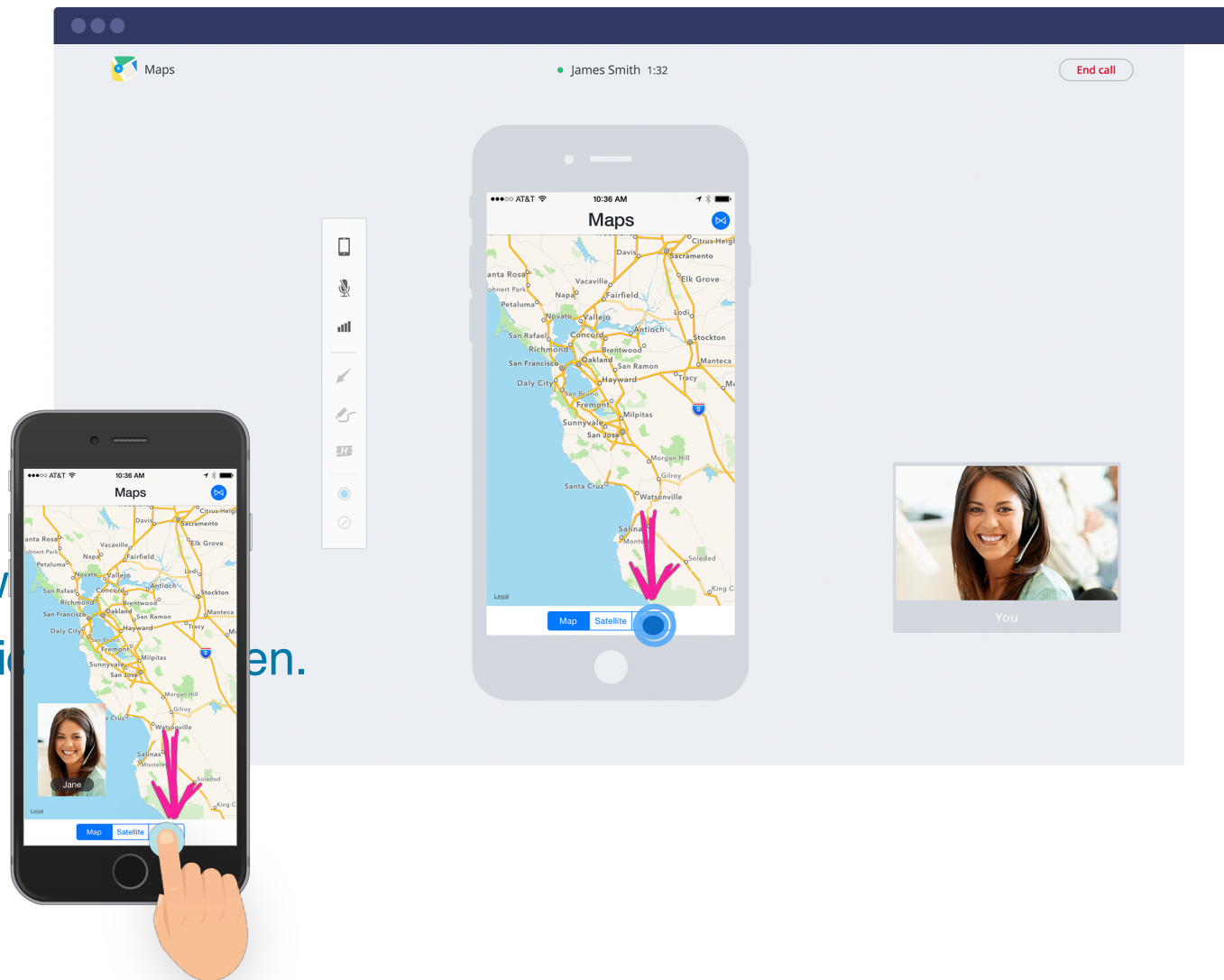
Free Drawing



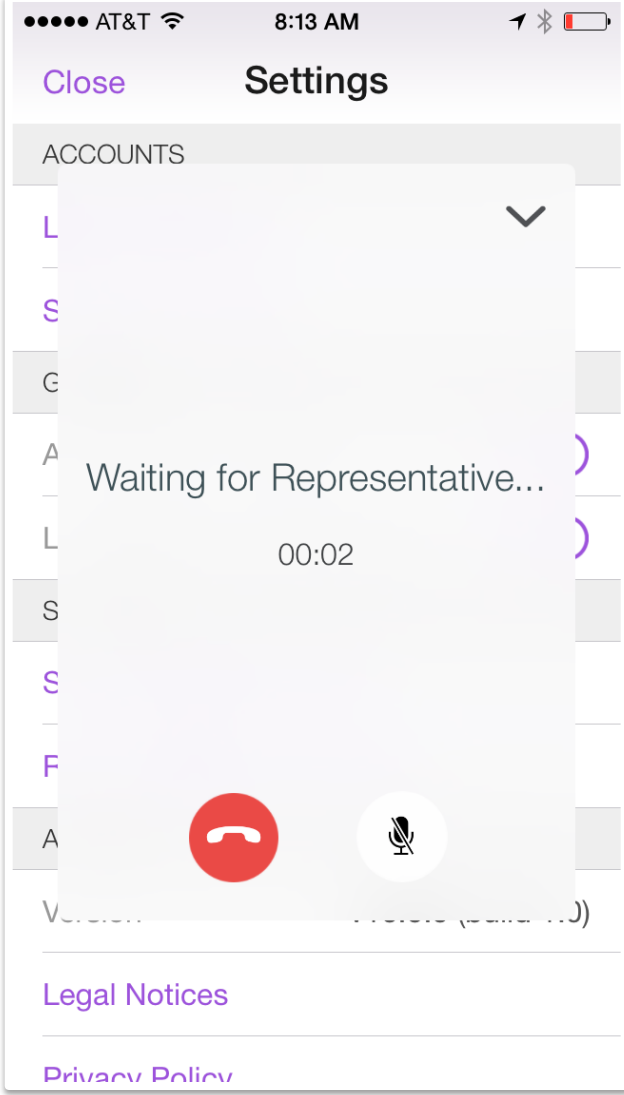
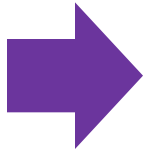
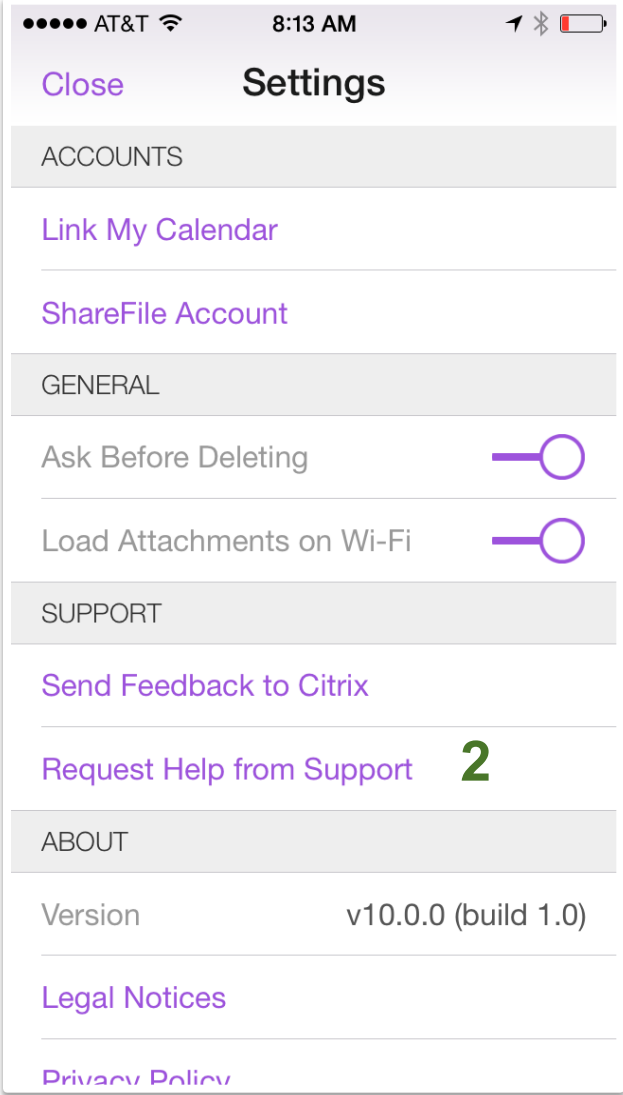
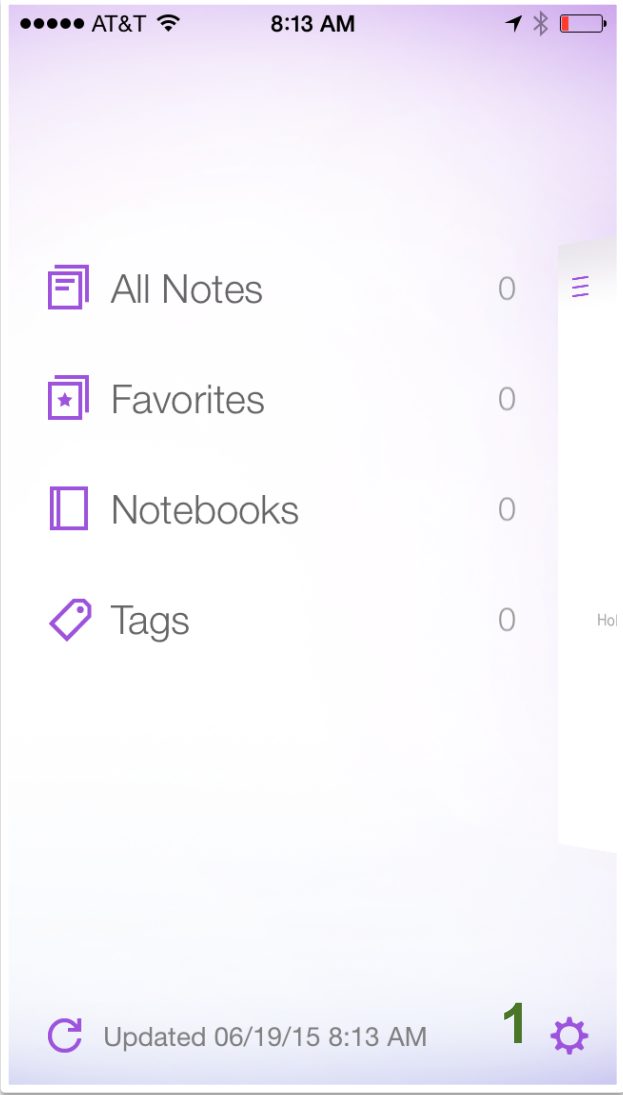
Highlighting

Touch Assist

Easily draw, highlight and view customer's touch on their application screen.



User Requesting for Help for WorxNotes



Support accepting user's help request

Concierge

Search

Sameer Mehta

APP	NAME	PLATFORM	STATUS	DATE	WAIT TIME
W	WorxNotes	iOS	New	6/19/15	00:00:09

Inbox

In Progress

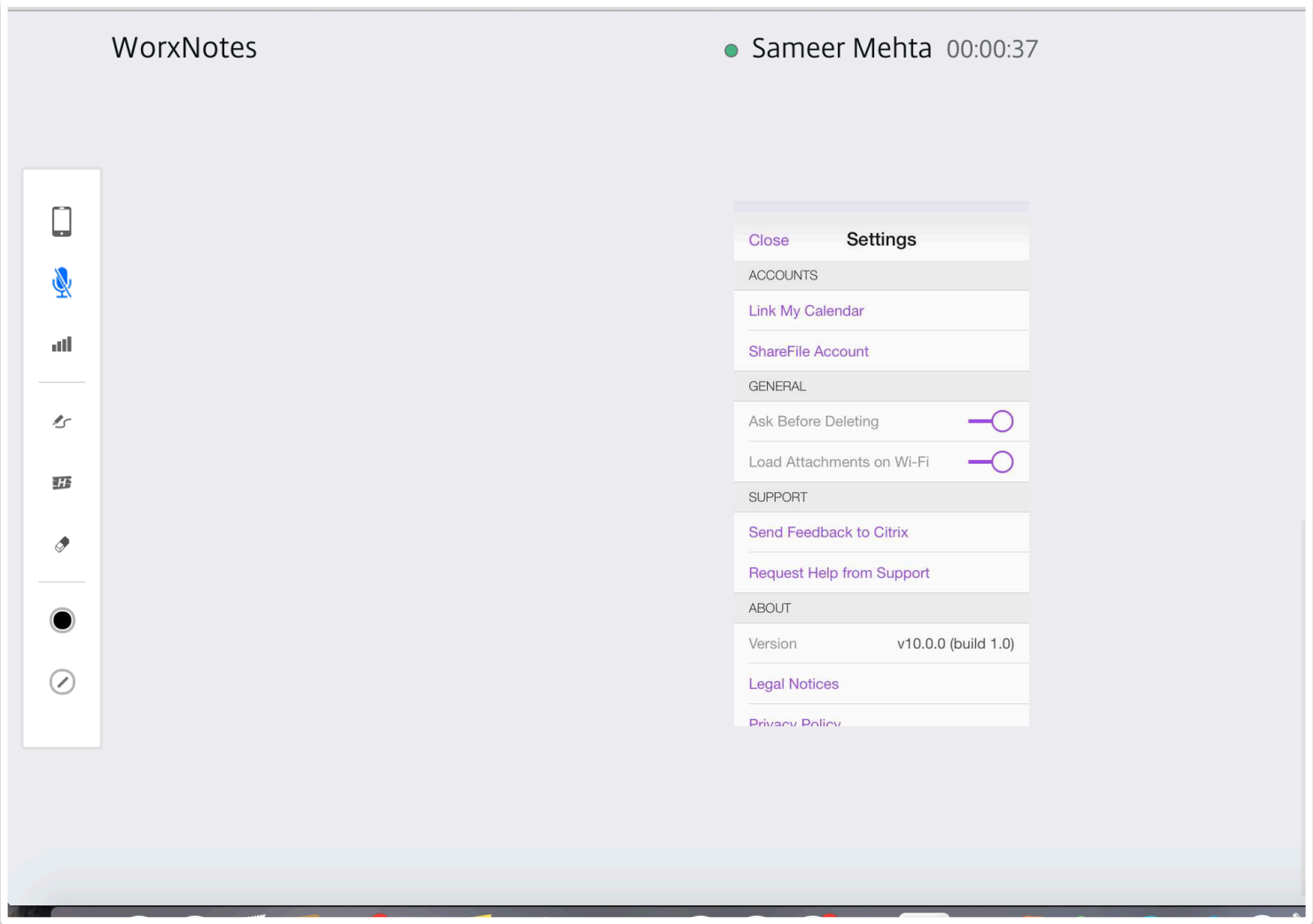
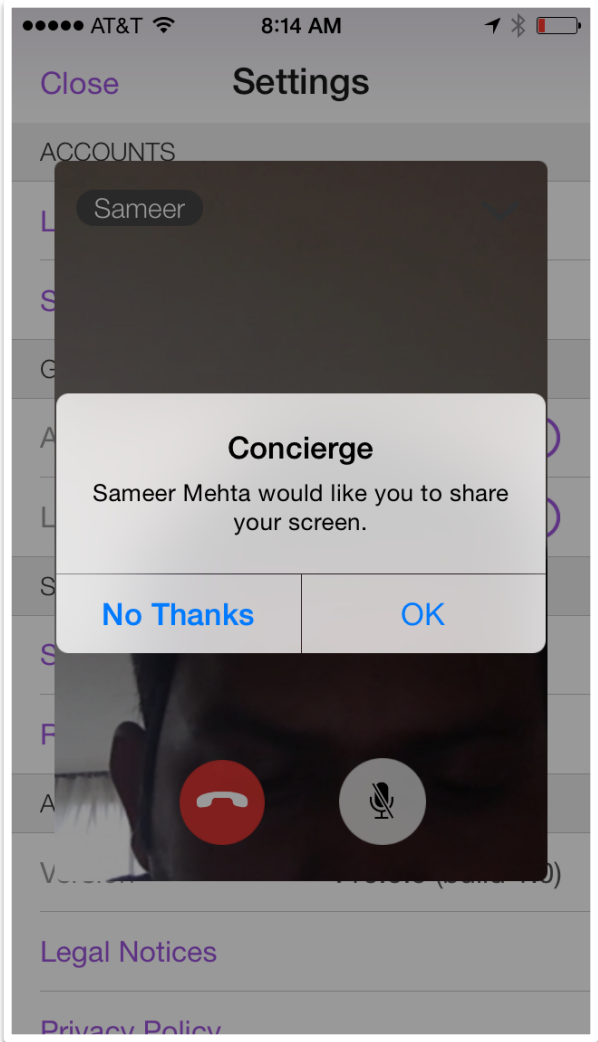
Resolved

Abandoned

Request permission to view Sameer's screen

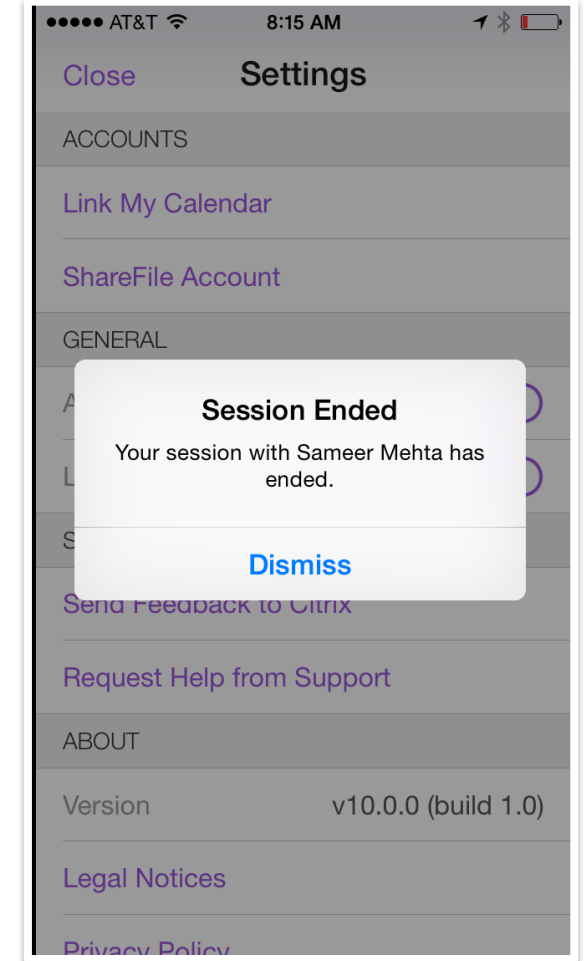
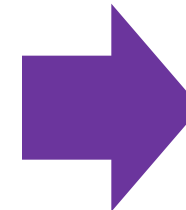
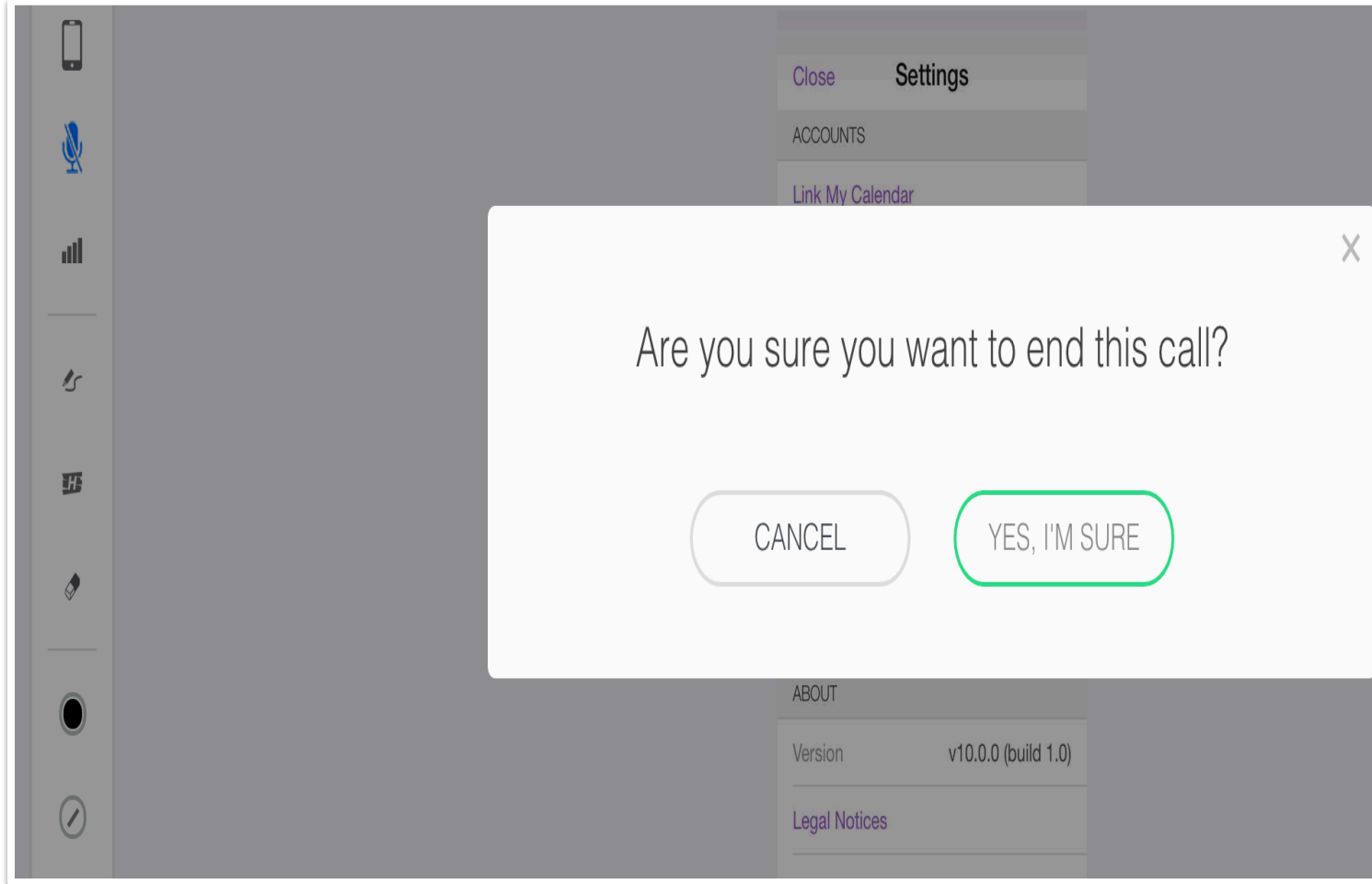
REQUEST

User Consent & Start Troubleshooting



Support ends the session

User receives notification





Work better. Live better.