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Frequently Asked Questions

Citrix Endpoint Management (CEM) Migration Service

What is the XenMobile Migration Service?

Our Citrix XenMobile Migration Service allows for an on-premises environment to move to our cloud-hosted Citrix Endpoint Management Service without the need for device re-enrollment. The on-premises database is migrated over to Citrix Cloud integrated with Citrix Endpoint Management utilizing the same enrollment URL and keeping all existing devices in the same state as the on-premise environment.

The XenMobile Migration Service workflow is broken down into three steps:

1 Assessment → 2 Connectivity → 3 Validation

When will the Migration Service be available?

The Migration Service will be publicly available on February 14, 2018.

How do customers get started with the Migration Service?

To get started with the Migration Service, customers should reach out to their Citrix Sales Team or Citrix Partners. The first step in this process is to conduct a site assessment to ensure your environment will support the Migration Service. The assessment reviews the current version, design, and on-premises integration of your current XenMobile environment.

How much does the Migration Service cost?

The Migration Basic Service is included with your Service subscription. For customers who have a customized environment including but not limited to a custom integration with on-premises components, multi-geo deployments (GSLB) and need a more personalized migration, we offer our Advanced Migration Service for an additional charge.

What is the difference between the Basic Service and Advanced Service?

The below chart highlights some of the key areas each Migration Service offering will contain:

Basic Service	Advanced Service Includes everything in the Basic Service plus:
Site Assessment	Custom NetScaler Configurations
Database Export (.Bacpac file creation)	Global Server Load Balancing (GSLB)
XenMobile Service Site Provisioning (XenMobile Cluster & DB Creation)	PKI Configuration
Cloud Connector Installation (x2)	Additional Policy & App Configuration
NetScaler Configuration Script	Proxy Integration
Migration Validation	Detailed Statement of Work

Will my end-users have to re-enroll when I perform the migration?

No, they will not have to re-enroll. Devices and configuration remain in the same state as they were prior to the migration.

What version does my on-premises XenMobile Server need to be on to perform this migration?

The Migration Service supports N-2 for the currently released on-premises versions. If you are on an older build of XenMobile Server, we have available offerings that can help you get to the latest build of XenMobile Server. We also offer a Transition Service that will allow you to run Citrix Endpoint Management Service in parallel to your existing XenMobile on-premises environment to allow end-users to move over at their own pace. For more information on the transition process see the XenMobile Transition Blog.

How will my on-premises Active Directory communication with the Citrix Endpoint Management Service in the cloud?

A customer's on-premises datacenter resources such as LDAP, PKI and XA/XD enumeration use our Cloud Connector component for all Citrix Cloud components. Cloud Connector supports Windows 2008 R2 or higher domain functional levels. For more information on Cloud Connector, please refer to link: Cloud Connector.

What type of authentication methods are supported in the Citrix Endpoint Management service?

Citrix Endpoint Management supports all the same authentication methods as on-premises and more. Citrix Endpoint Management Service supports Active Directory, Azure Active Directory, OKTA and any other Citrix Cloud supported IDP.

Citrix Endpoint Management will still connect to your on-premises Citrix Gateway so the same authentication methods that are currently supported will remain the same when the on-premise XenMobile environment moves to the cloud.

How do I access my logs within the Citrix Endpoint Management service?

Citrix Endpoint Management logs can be access from the admin console just as our on-premises versions.

What happens to my existing Citrix Gateway?

Your existing Citrix Gateway will remain on-premises and existing and newly enrolled devices will still access backend resources directly through this gateway via a Micro VPN tunnel.

How will I manage my console when I move to Citrix Endpoint Management service?

Citrix Endpoint Management service is completely integrated into our Citrix Cloud portal along with all other Citrix Cloud-hosted services. You will access your site by navigating to citrix.cloud.com.

Using a single unified portal, you can access all your Citrix Cloud services including Citrix Virtual Apps and Desktops, Content Collaboration, Citrix Analytics and many more.

Will my existing XenMobile Mail Manager (XMM) & XenMobile NetScaler Connector (XNC) still work when I move to Citrix Endpoint Management service?

Yes, your existing ActiveSync Gateway will still be supported. One feature of XMM that will not be supported is the Mobile Service Provider (MSP) feature which allows the XMM component to query an existing BlackBerry Enterprise Server (BES).

What type of monitoring will occur now that my environment is in the cloud?

The Citrix Endpoint Management service is run by a 24/7/365 global Operation Team. This team is dedicated to monitor the Cloud Infrastructure, Performance, Security and Connectivity.

This team is also responsible for alerting customers of any issues with their Cloud Connector or Active Directory connections.

How do I reach tech support on my Citrix Endpoint Management service?

Technical Support engagements will continue to be the same for your Citrix Endpoint Management service.

You can contact Tech Support:

- By calling 1-800-4-CITRIX
- Visiting www.citrix.com/support/open-a-support-case.html

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