Session Recording service

Contents

Session Recording service

September 7, 2025

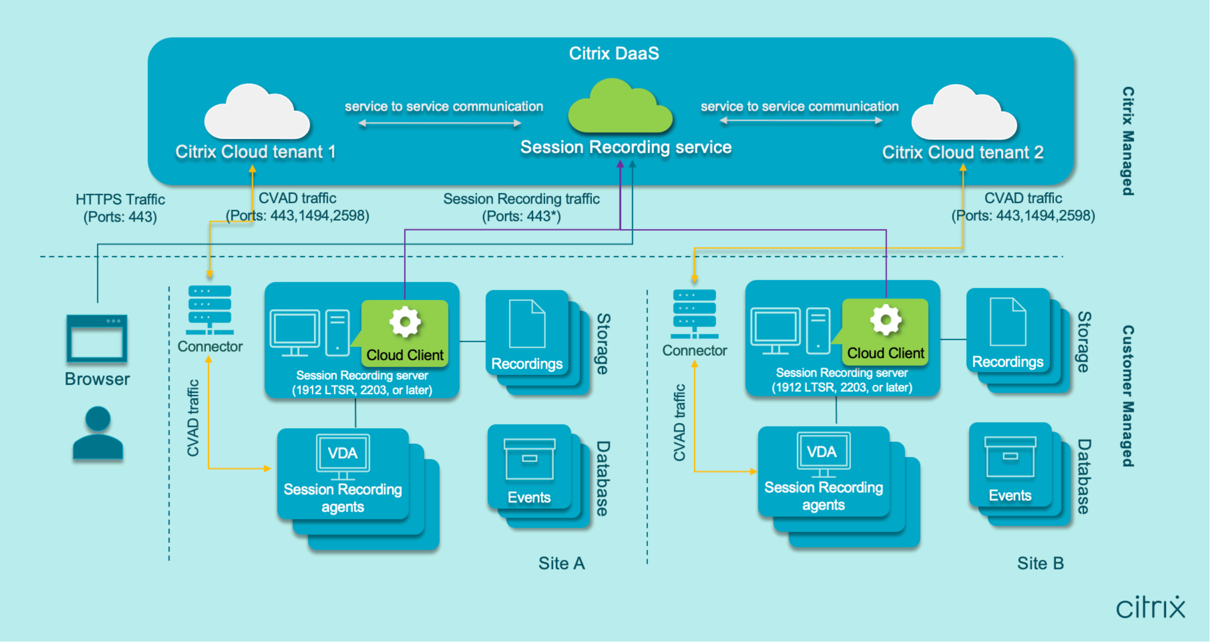
> **Note:**
>
> - The Session Recording service is available for provisioning in the Asia Pacific South (APS), EU, Japan, and US regions of Citrix Cloud. For more information, see Citrix Cloud Geographical Considerations.
> - For information about the Session Recording service customer data storage, retention, and control, see Customer data management.
> - The Session Recording service doesn't send data to Citrix Analytics for Security (CAS). On-premises Session Recording servers can send data to CAS. For more information, see Connect to Session Recording deployment in the Citrix Analytics for Security documentation.

Overview

Session Recording is a key differentiator for security in Citrix DaaS (formerly the Citrix Virtual Apps and Desktops™ service). A common challenge that prevents you from benefiting from Session Recording is the solution's deployment and management complexity. The introduction of the Session Recording service provides an advanced administration experience and simplifies deployment.

The Session Recording service is a management platform that provides comprehensive automation, faster troubleshooting, and informative insights. It facilitates administrative tasks by providing a unified entry point to manage and observe the Session Recording servers across your organization.

The following diagram illustrates how the Session Recording service works.


Citrix DaaS
Citrix Cloud tenant 1
service to service communication
Session Recording service
service to service communication
Citrix Cloud tenant 2
Citrix Managed
HTTPS Traffic (Ports: 443)
CVAD traffic (Ports: 443,1494,2598)
Session Recording traffic (Ports: 443*)
CVAD traffic (Ports: 443,1494,2598)
Browser
Connector
CVAD traffic
Cloud Client
Session Recording server (1912 LTSR, 2203, or later)
Recordings
Storage
VDA
Session Recording agents
Events
Database
Site A
Connector
CVAD traffic
Cloud Client
Session Recording server (1912 LTSR, 2203, or later)
Recordings
Storage
VDA
Session Recording agents
Events
Database
Site B
Customer Managed
citrix

> **Note:**
>
> With versions 7.40.13020.11 and later of the cloud client, you need to only open a single port (TCP port 443) for communication. With a cloud client earlier than version 7.40.13020.11, allow the outbound ports 80, 443, 8088, and 9090–9094 for session recording traffic. For more information, see Ports.

Video about the Session Recording service:

Prerequisites

Prerequisites for using the Session Recording service:

- You have subscribed to Citrix DaaS.
- You have a Session Recording 1912 LTSR, 2203, or later deployment in place.

  For information on how to install the Session Recording components, see the installation article.

What's new

March 17, 2026

A goal of Citrix® is to deliver new features and product updates to Session Recording service customers when they're available. New releases provide more value, so there's no reason to delay updates. Updates are rolled out to the service release approximately every six weeks.

This process is transparent to you. Initial updates are applied to Citrix internal sites only, and are then applied to customer environments gradually. Delivering updates incrementally in waves helps ensure product quality and maximize availability.

March 2026

AI-powered insights for session recording

This new feature uses AI to analyze session recordings and provide actionable insights without manually reviewing hours of video.

Key capabilities

- Insights dashboard for session activities
- Detailed reports for security and productivity analysis
- Customizable prompt templates for tailoring analysis to your business needs

For configuration details, see AI-powered insights for session recording.

December 2025

Session recording for endpoint devices (preview)

The Session Recording service can now configure to capture user actions on endpoint devices when accessing Citrix-delivered web apps, virtual apps and desktops. This capability, currently in preview, helps you monitor user actions on the endpoint itself.

For more information, refer to endpoint recording policies and Site settings.

September 2025

Enhanced visibility for session recording agents and servers

Session Recording service now provides enhanced visibility into your Session Recording agents and servers. Key updates include a comprehensive agent status overview on the dashboard, detailed agent information within site management, and the introduction of server geolocation.
For more information, see the articles under Site and server settings and Management dashboard.

Session recording file export

Authorized administrators can now securely export session recordings to MP4 format. This feature is designed for critical use cases like digital evidence and compliance audits. Key capabilities include:

- Role-based access control to ensure only authorized users can export.
- Mandatory justifications for every export action.
- A complete audit trail for all export activities in the Playback Logging.

For more information, see Session recording file export.

June 2025

Interactive Demo Mode for exploring Session Recording

The Interactive Demo Mode for Session Recording allows administrators to explore and understand the functionalities of the session recording service without impacting real user data or requiring initial server setup. This feature provides a hands-on management experience using pre-generated or synthetic data, offering a risk-free environment to learn the service.

The Interactive Demo Mode offers a risk-free environment for administrators to:

- Navigate the management interface and become familiar with its layout.

- Observe how data is presented and how different features operate using sample data.
- Evaluate the service's suitability for their organization's needs before onboarding actual session recording servers.

For more information, see Interactive Demo Mode for exploring Session Recording

Enhanced Recording Playback Insights

The Session Recording service now offers enhanced insights into recording playback activity. This includes a new "Recording playback"statistical section on the management console's Dashboard, as well as the ability to view detailed playback history for individual recordings within the player.

These new capabilities help administrators better understand how session recordings are being utilized. Key benefits include:

- Quickly identify frequently accessed or critical recordings through the "Most played recordings" view.
- Understand the primary consumers of recordings via the "Top viewers"data.
- Audit playback activity for specific recordings directly within the player through a detailed history.

For more information, see the articles under Tips for using the dashboard and the Open and play recordings.

March 2025

Agent installation prompt on the welcome page

The Session Recording agent is essential for recording sessions and capturing detailed user activity. We've updated the Session Recording service welcome page to include a required agent installation prompt. Find it within the service or learn more here: Get-started guide

Support for multiple Azure AD identity provider instances

The Session Recording service now supports multiple Azure AD identity provider instances. When configuring policies and playback permissions, selecting Azure AD as the identity provider allows you to choose an instance from the drop-down list. For more information, see the articles under Configure policies and the Playback permissions.

Site-level user activity reporting to the cloud

Based on event detection in recorded sessions, Session Recording now empowers you to identify incidents from events. It also displays the event and incident data in the cloud for aggregation and analysis, providing a comprehensive view of user activity across an entire site.

This site-level reporting feature enables you to:

- Quickly filter incidents from events by category.
- Identify abnormal activity with greater efficiency.
- Gain a broader understanding of user activity patterns across your site.

> **Note:**
>
> The availability of the event data in the cloud is solely determined by the active event detection policy, and is independent of settings or Session Recording server versions. Therefore, if the active policy dictates event data, it will always be displayed in the cloud.
>
> The availability of the incident data in the cloud is governed by three factors: the active event detection policy, site-specific event data analysis settings, and incident library settings that identify incidents from events. Separately, Session Recording 2503 or later is required for incident identification and display in the cloud.
>
> Incidents, like event data, are tagged within recordings, which simplifies searching and review during playback.

For more information, see Site-level user activity reporting.

November 2024

Session Recording service now available in the Japan region of Citrix Cloud™

The Session Recording service is now available for provisioning in the Japan region of Citrix Cloud.

Diagnostic logging

A new diagnostic logging view is now available in the cloud, providing enhanced visibility into issues detected on the VDAs.

Diagnostic logging is available and enabled by default with Session Recording version 2411 and later. For more information, see Diagnostic logging.

Capturing printing activities in recorded sessions is now generally available

You can capture printing activities that occur during recorded sessions, tagging them as events for easy search and playback. This feature, which captures the full path of printed files for enhanced context, was previewed in Session Recording 2407 and is now generally available in both the cloud and on-premises releases, starting with Session Recording version 2411. For more information, see Configure event detection policies.

Unified platform experience with Citrix DaaS™

We have redesigned the Session Recording service navigation pane to offer a unified platform experience with Citrix DaaS.

> **Tip:**
>
> To access the Session Recording service, scroll down in the DaaS navigation pane and locate **Session Recording** which is at the same level as the **Manage** menu. You can hover over and pin the **Session Recording** menu to the top **PINNED** section of the navigation pane for quick access.

Fixes

Automatic upgrades of the cloud client might fail if PROXYMODE was set to 2 for automatic proxy setup during the previous installation. This release resolves the issue, allowing successful automatic upgrades from this version onward. If your cloud client is not upgraded to the latest version, follow these steps to upgrade it manually:

1. Download the latest installer for the Session Recording cloud client by following the relevant step in Connect existing Session Recording servers to the cloud.
2. Run the following command to upgrade the Session Recording cloud client manually.

```
msiexec /i SRCloudClientServices.msi /l*v "C:\tmp\srcloudclientupgrade.log" /qn+
```

[SRT-13461]

July 2024

Deployment to Microsoft Azure is further simplified and enhanced

When creating and deploying a site through a host connection, you now have the option to create private endpoints for storage and databases, and to create an Azure load balancer with the internal type.

For more information, see Deploy Session Recording resources to a cloud subscription.

Hide specific applications during screen recording

This feature requires that you select **Enable lossy screen recording**. It lets you hide specific applications with a layer mask during screen recording. The color for the layer mask is configurable, which can be Black, Gray, or White.

Explicit user consent before recording sessions

If the active recording policy records sessions with notifications, users receive recording notifications after typing credentials. This feature forces end users to explicitly consent to the session recording disclaimer before they can continue with their session. If end users accept the disclaimer, their session continues with session recording enabled. If end users deny the disclaimer, their session is terminated.

To enable this feature, configure Session Recording Server settings. For more information, see Site and server settings.

Capture printing activities in recorded sessions (preview)

We have extended the scope of event detection to monitor printing activities that occur during recorded sessions and tag the printing activities as events in recordings for later search and playback.

To use this feature, make sure that:

- You have configured and activated a session recording policy that specifies sessions to record. For more information, see Configure session recording policies.
- You have created an event detection policy and selected the **Printing** option when specifying events to log. For more information, see Configure event detection policies.

> **Note:**
>
> This is a preview feature. It is available with Session Recording version 2407 and later. Preview features might not be fully localized and are recommended for use in non-production environments. Citrix Technical Support doesn't support issues found with preview features.

Fixes

Error 8632 might be raised when you archive or delete recordings. [SRT-12763]

April 2024

Azure Resource Manager template (ARM template) support for simplified deployment in Azure

You can now create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. The ARM template is a JavaScript Object Notation (JSON) file that contains how and which resources you want to deploy. For more information, see Create and deploy a site through an ARM template.

Pure Azure Active Directory (Azure AD) deployment can now be achieved through simplified deployment

Simplified deployment refers to creating and deploying a site through a host connection or an ARM template. While doing simplified deployment, you now have an option to join the Session Recording servers you are about to deploy to an Azure AD domain where your VDAs reside. For more information, see Deploy Session Recording resources to a cloud subscription.

Community-driven event trigger templates

To help you quickly find a template that fits your business need, Cloud Software Group has created a community for all full admins of the Session Recording service to contribute towards it. You can contribute to the community by publishing templates of your organization for other customers to access for free. Cloud Software Group has also built a resource library to accommodate all event trigger templates, both from your organization and from the other community members including Cloud Software Group itself.

> **Note:**
>
> See the End User Agreement before submitting a template.

For more information, see Create a custom event response policy.

Recording success rates visualized on the cloud

You can now see a new widget showing the recording success rates for the current site on the upper right corner of the Session Recording management dashboard. You can see both the latest recording success rate and the recording success rates for the past 12 hours.

To facilitate identifying issues, recording success rates below 100% are displayed as an orange dot in comparison to 100% success rates that are displayed as a green dot. You can hover over an orange dot and click the link in the hint to jump to the corresponding event logged on the Activity Feed page where you can:

- view the event details including those sessions which failed to record.
- subscribe to Email notifications to get notified when a recording success rate is below 100%.

> **Note:**
>
> This feature is available with the cloud client versions 7.42.15010.4 and later. To use this feature, make sure that only one site has available servers and this feature is enabled on the dashboard settings page of that site.

For more information, see Management dashboard.

Fixes

- Attempts to add or modify a policy might fail if the length of users or user groups specified as the applicable scope exceeds 16 characters. [SRT-12247]
- Attempts to install a Session Recording server from within the cloud might fail. The issue occurs when you connect the Session Recording server to a cloud database but the database password you provide contains a double quote (“). [SRT-12119]

March 2024

Azure Active Directory (AD) support (preview)

You can now install the Session Recording server and agent on an Azure AD joined machine and enable Azure AD support for them. Later when you configure various policies and playback permissions from the cloud, you can specify Azure AD users and groups who launch sessions from Azure AD joined machines.

For information about installing Session Recording, see Install, upgrade, and uninstall.

For information about configuring policies and playback permissions from the cloud, see Configure session recording policies and Playback permissions.

> **Note:**
>
> Azure AD support is available with Session Recording version 2402 and later.

January 2024

Storage consumption forecast

A storage consumption forecast for the next 7 days can be generated based on sufficient historical consumption data of approximately one month. This feature allows you to predict resource usage and take precautions in advance. For more information, see the Management dashboard article.

Support for sharing recordings as restricted and unrestricted links from the cloud player

You can now share recordings as restricted and unrestricted links from the cloud player. Other users can use the links to access the shared recordings directly, which obliterates the need to search among many recordings. If you share a recording as a restricted link, only users who already have playback permission can view the recording using the link. If you share a recording as an unrestricted link, anyone in your AD domain can view the recording using the link.

For unrestricted recording sharing, you can further:

- Specify whether to issue email notifications to specific recipients when an unrestricted recording link is generated. For more information, see Notifications.
- View the events related to unrestricted recording sharing on the Events tab of the activity feed.

To share recordings as links and manage unrestricted links, you must have full access to the Session Recording service. It means that you must be a Citrix Cloud administrator assigned any of the following permissions:

- **Full access**
- **Cloud Administrator, All** role
- **Session Recording-FullAdmin, All** role

For more information, see Share recordings as links and Types of Session Recording administrators.

October 2023

Simplified Session Recording deployment to Microsoft Azure is now generally available

You can create a site to deploy the Session Recording resources to your Azure subscription from within the Session Recording service. The feature is now generally available and enhanced to let you:

- Add resources including servers and storage to an existing site deployed on Azure.
- Change the IP addresses that are allowed to access the load balancer.

For more information, see Deploy Session Recording resources to a cloud subscription.

Introduction of event trigger templates

By event triggers in event response policies, you can specify actions in response to different events including session starts and the events detected in recorded sessions. Starting with this release, you' re provided with event trigger templates for direct use or customization. For more information, see Configure event response policies.

Support for single-port communication

With versions 7.40.13020.11 and later of the cloud client, you need to only open a single port (TCP port 443) for communication.

Fixes

- Host connections can't be created successfully until you've onboarded at least one Session Recording server to the Session Recording service. [SRT-11065]
- Viewing the Session Recording management dashboard causes high CPU utilization on the database machine. [SRT-11190]
- Custom policies aren't available for a site containing the Session Recording server 1912. [SRT-11334]

September 2023

Administrative access to the Session Recording service is enabled for Azure Active Directory (AD) users and groups

For more information, see Add administrators from Azure AD.

Audio recording for non-optimized HDX™ audio (preview)

You can now enable audio recording for non-optimized HDX audio when configuring session recording policies. The audio that is handled on the VDA and delivered to/from the client where the Citrix Workspace app is installed is referred to as non-optimized HDX audio. Unlike non-optimized HDX audio, optimized HDX audio has its processing offloaded to the client, as seen in the Browser Content Redirection (BCR) and Optimization for Microsoft Teams scenarios.

For information about enabling audio recording, see Configure session recording policies.

> **Note:**
>
> This feature is available with Session Recording version 2308 and later.

Lossy screen recording

Lossy screen recording lets you adjust compression options to reduce the size of recording files and to accelerate navigating recorded sessions during playback.

You can enable lossy screen recording in any of the following ways:

- Activate a system-defined session recording policy that has lossy screen recording enabled.
- Create and activate a custom session recording policy, and make sure to select **Enable lossy screen recording** when creating the custom policy.
- Select **Enable lossy screen recording** when configuring an event response policy. When a monitored event is detected later, lossy screen recording is triggered.

After you enable lossy screen recording, you can adjust compression options through the **Lossy Screen** tab of Session Recording Agent Properties.

For more information, see:

- Configure session recording policies
- Configure event response policies
- Enable or disable lossy screen recording

> **Note:**
>
> This feature is available with Session Recording version 2308 and later.

Fast seeking through ICA® screen recording

You can now enable fast seeking through ICA screen recording by configuring how often an I-Frame is generated. This feature significantly improves the playback seeking experience.

For more information, see Configure preferences and Enable fast seeking.

> **Note:**
>
> This feature is available with Session Recording version 2308 and later.

Fixes

- Session recording and event response policies configured from the cloud don't take effect. This issue occurs when you use Session Recording server 2305 or earlier. [SRT-10813]

July 2023

Simplified Session Recording deployment to Microsoft Azure (preview)

You can now deploy the following Session Recording resources to your Azure subscription from within the Session Recording service: the Session Recording servers, databases, storage, and load balancer. You can also obtain recommended VM and storage configurations, predict costs, and view the actual costs for using Azure from within the Session Recording service.

For more information, see Deploy Session Recording resources to a cloud subscription (preview).

Remove Session Recording servers from the cloud

You can now remove servers with the **Offline**, **Uninstalled**, and **Installation Failed** states from the cloud to display only the desired Session Recording servers.

For more information, see Server removals.

Troubleshoot Session Recording servers from the cloud

You can perform a few troubleshooting actions from the cloud for the Session Recording servers connected to the Session Recording service.

For more information, see Server troubleshooting from the cloud.

Specify players for a site

You can now specify either the cloud player, on-premises players, or both to play the recordings of a site. By default, both the cloud player and on-premises players are selected.

This feature is available with Session Recording server 2308 and later.

For more information, see Specify players for a site.

Fixes

- Attempts to send storage consumption and session statistics to the Session Recording management dashboard always fail for Session Recording servers with a French operating system. [SRT-10219]

April 2023

A daemon introduced for the cloud client

This release introduces a daemon to keep the Session Recording cloud client running and to automatically repair it when it runs abnormally. The daemon is available in cloud client versions 7.38.10030.16 and later.

Activity feed

As a supplement to the Session Recording management dashboard, the Session Recording service introduces an activity feed to improve data visibility and data visualization.

The activity feed gives you information about the events and tasks that happened in the past.

For more information, see the Activity feed article.

Email notifications

To get notified about specific events and tasks through email, you can now subscribe to email notifications.

You can subscribe to be notified about:

- **Resource usage alerts**: When resource usage thresholds are exceeded
- **Server status changes**: When the status of a Session Recording server changes
- **Storage maintenance results**: A digest of the results of automated tasks for archiving and deleting recordings

For more information, see Email notifications.

Fixes

- Automated tasks for archiving and deleting recordings are terminated if the target sessions are still live. [SRT-9832]
- If you edit more than one rule of a policy in the Session Recording service, your edits might not take effect and a "**Policy adding failed**"error is logged in your web browser console. [SRT-9754]
- Attempts to edit policy rules that have a Japanese name fail. [SRT-9675]

February 2023

Support for scheduling cloud client upgrades

Previously, the Session Recording cloud client was automatically upgraded each time a new release was issued. Starting with this release, you can upgrade the Session Recording cloud client immediately or schedule automatic upgrades. For more information, see Schedule cloud client upgrades.

Cloud client enhancement

We've enhanced the Session Recording cloud client in version 7.37.9010.3. This version of the cloud client handles REST API requests and file streaming requests directly, which brings the following benefits and changes:

- Previously, to make a Session Recording server work properly in the cloud, you must install an SSL certificate on it and add a certificate binding in IIS. Versions 7.37.9010.3 and later of the cloud client don't depend on the local certificates on Session Recording servers and don't support the **CUSTOMDOMAIN** parameter.

  For more information, see Connect existing Session Recording servers to the cloud or Install Session Recording servers from within the cloud.

- Versions 7.37.9010.3 and later of the cloud client obliterate the need to configure the web streaming service in IIS if you want to use the cloud player only.

- We've removed the web configuration file (**Web.config**) from **<Session Recording server installation path>/WebSocketServer**, and use the registry instead for setting the transport packet size. You can locate the registry key at **HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SessionRecordin** For more information, see Increase the transport packet size.

- The cloud client enhancement increases playback speed and creates a greater playback experience.

December 2022

Server installation from within the cloud

Previously, you could connect only existing Session Recording servers to the Session Recording service. For more information, see Connect existing Session Recording servers to the cloud.

Starting with this release, you can connect any machine to the Session Recording service and then install the Session Recording server component on it from within the cloud. After installation completes successfully, the machine becomes a Session Recording server that is connected to the Session Recording service. To do so:

1. Prepare a machine and install the Session Recording cloud client on it.
   The machine is automatically connected to the Session Recording service, appearing in the **Unallocated servers** list on the **Server Management** page.
2. Verify that the machine is in the **Ready to install** status, and then click the installation icon. The installation wizard appears.
3. Follow the wizard to install the Session Recording server component on the machine.

This new feature obliterates the need to download the Citrix Virtual Apps and Desktops installer or the SessionRecordingAdministrationx64.msi file. It also performs domain joining and certificate binding checks to prevent issues that might keep Session Recording servers from functioning after being connected.

For more information, see Install Session Recording servers from within the cloud.

Improved experience in server onboarding

To connect a Session Recording server to the cloud, you must install the cloud client on it. Previously, you had to manually enter a command to do that.

This release introduces a **Generate command** wizard where you can generate a command by providing the necessary information. The wizard also provides important reminders such as for certificate binding. To open the wizard, click **Generate command** on the **Server connection guide** page or click **Continue configuration** on the Session Recording service **Welcome** page and then click **Generate command**.

For more information, see Connect existing Session Recording servers to the cloud and Install Session Recording servers from within the cloud.

Playback justification logging

This release introduces playback justification logging and creates a **Playback Logging** page to aggregate all playback logs. With playback justification logging enabled, each time a user plays a recording, a dialog box appears, asking the user to enter a justification for playback. For more information, see Playback logging.

November 2022

Session Recording management dashboard

The Session Recording service introduces a comprehensive management dashboard that helps you gain insights into your system. The dashboard lets you monitor various aspects of your system, including:

- Server status
- Storage consumption
- Session statistics
- Client device information

For more information, see the Session Recording management dashboard.

Trace collection from cloud clients

Citrix collects traces from the cloud clients installed on on-premises Session Recording servers and uses the traces for troubleshooting.

September 2022

Support for automatically archiving and deleting recordings on a regular basis

In addition to archiving and deleting recordings manually, you can now schedule site-level tasks to automatically archive and delete recordings **on a regular basis**. For more information, see Manage recordings.

Recording access control

You can now restrict access to selected recordings from within the Session Recording service. In addition to playback permissions, this feature provides more granular access control.

Citrix Cloud administrators assigned any of the following access permissions are allowed to place access restrictions on recordings:

- Full access
- **Cloud Administrator, All** role
- **Session Recording-FullAdmin, All** role
- **Session Recording-PrivilegedPlayerAdmin, All** role
- **Session Recording-ReadOnlyAdmin, All** role

Restricted recordings aren't accessible to Session Recording read-only administrators, that is, Citrix Cloud administrators assigned **only** the **Session Recording-ReadOnlyAdmin, All** role. Session Recording read-only administrators do not have permission to access the **Restricted** page or remove access restrictions on the page. For more information, see Place access restrictions on recordings.

July 2022

Support for 1912 LTSR

Previously, using the Session Recording service required a Session Recording 2203 or later deployment. Starting with this release, you can connect Session Recording servers in a 1912 LTSR deployment to the Session Recording service.

Support for archiving and deleting recordings

You can now archive and delete recordings using the Session Recording service. When archiving recordings, you can choose to move the recording files to a different location from the one where they were originally stored. When deleting recordings, you can choose to also delete the recording files along with the database records.

For information about the archiving and deletion operations, see Manage recordings.

June 2022

Session Recording service is available in the Asia Pacific South (APS) region of Citrix Cloud

In addition to the US and EU regions, the Session Recording service is now also available for provisioning in the Asia Pacific South (APS) region of Citrix Cloud.

Load-balancing Session Recording servers across sites

You can now manage Session Recording servers by load-balancing them across multiple sites. You can also create or activate a policy for all Session Recording servers in a site at a time. For more information, see Connect existing Session Recording servers to the cloud, Configure Session Recording servers, and Configure session recording policies.

Custom domain name support for HTTPS requests

In addition to the default FQDN, a Session Recording server can now use, for HTTPS requests, a custom domain name with an SSL certificate binding. For more information, see Connect existing Session Recording servers to the cloud.

Support for configuring additional event response actions from the cloud

You can now configure, from the cloud, the following actions in response to logged events in recorded sessions:

- Lock session
- Log off session
- Disconnect session

This feature is available for Session Recording 2206 and later. For more information, see Configure event response policies.

April 2022

Session Recording service available in the EU region of Citrix Cloud

In addition to the US region, the Session Recording service is now also available for provisioning in the EU region of Citrix Cloud.

Administrator logging data available in the Session Recording service

The Session Recording service presents administrator logging data for Session Recording server 2204 and later. The data contains logs of administrator activities and of applicable policies triggering recordings. For more information, see Query administrator logging data.

Support for configuring playback permissions

By default, all Citrix Cloud administrators with the Session Recording role have permission to play all recordings. You can now limit playback permissions so that Session Recording read-only administrators can play only specific recordings on a target Session Recording server. For more information, see Configure playback permissions.

Third party notices

July 18, 2023

The Session Recording service might include third-party software licensed under the terms defined in the following document:

The Session Recording service third party notices

Known issues

December 9, 2025

- A Session Recording server might persist in maintenance status. The issue occurs when the Session Recording cloud client that you installed on the Session Recording server didn't update with the new release. As a workaround, complete the following steps:

  1. Remove the cloud client package (`SRCloudClientService.msi`) from the Session Recording server.
  2. Download a new cloud client package to the Session Recording server. To download the package, navigate to **Configuration > Server Management > Server connection guide** and then click **Download**.
  3. Install the Session Recording cloud client by using a command similar to the following:

     ```
     msiexec /i SRCloudClientService.msi CUSTOMERID="<Citrix Cloud
         customer ID>" CLIENTID="<secure client ID>" CLIENTSECRET="<
         secure client secret>" CUSTOMDOMAIN="<a custom domain name
         of the Session Recording server>" PROXYMODE="<set the value
          to 1 or 2>" PROXYSERVER="<http://proxy.example.com:
         proxy_port_number>" PROXYSCRIPT="<script address>"
         PROXYBYPASS="<entries separated by semicolons (;)>" /l*v "<
         log path>" /qn+
     ```

     > **Note:**
     >
     > Versions 7.37.9010.3 and later of the cloud client don't depend on the local certificates on Session Recording servers and don't support the **CUSTOMDOMAIN** parameter.
     >
     > For information on the command variables, see Connect existing Session Recording servers to the cloud.

- Accounts created in 2025 may be unable to use the **Generate Command** button. If the automatic generation fails, assemble the installation command manually by applying your client ID and secrets from secure client or service principal.

Get started

March 11, 2025

This section provides instructions for you to:

Plan your deployment

September 7, 2025

Connectivity requirements

Session Recording cloud client

The Session Recording cloud client requires access to the following addresses:

- **https://*.citrixworkspacesapi.net** (provides access to Citrix Cloud APIs that the services use)
- **https://*.cloud.com** (provides access to the Citrix Cloud sign-in interface)
- **https://*.blob.core.windows.net** (provides access to Azure Blob Storage, which stores updates for the Session Recording cloud client)

The cloud player requires access to the following address over WebSocket:

- **wss://*.apps.cloud.com** (provides access to play back recorded session files)

Full url addresses
srs.apps.cloud.com
srs-eu.apps.cloud.com
srs-ap-s.apps.cloud.com
srs-a.apps.cloud.com
srs-b.apps.cloud.com
srs-eu-a.apps.cloud.com
srs-eu-b.apps.cloud.com
srs-ap-s-a.pps.cloud.com

Full url addresses
srs-ap-s-b.apps.cloud.com
trust.citrixworkspacesapi.net
trust-us.citrixworkspacesapi.net
trust-eu.citrixworkspacesapi.net
core.citrixworkspacesapi.net
produssrcloudclient.blob.core.windows.net

Ports

With versions 7.40.13020.11 and later of the cloud client, you need to only open a single port (TCP port 443) for communication:

Source	Destination	Type	Port	Details
Session Recording cloud client on each Session Recording server	Citrix Cloud™ and Microsoft Azure	**TCP** (**HTTPS**, **Websocket**)	443	Communication with Citrix Cloud and Microsoft Azure.

Cloud clients earlier than version 7.40.13020.11 require you to open more ports:

Source	Destination	Type	Port	Details
Session Recording cloud client on each Session Recording server	Citrix Cloud and Microsoft Azure	TCP (HTTPS)	80, 443	Communication with Citrix Cloud and Microsoft Azure.

Source	Destination	Type	Port	Details
Session Recording cloud client on each Session Recording server	Session Recording service	**TCP** (**Websocket**)	8088, 9090–9094	WebSocket connection between the Session Recording cloud client and the Session Recording service

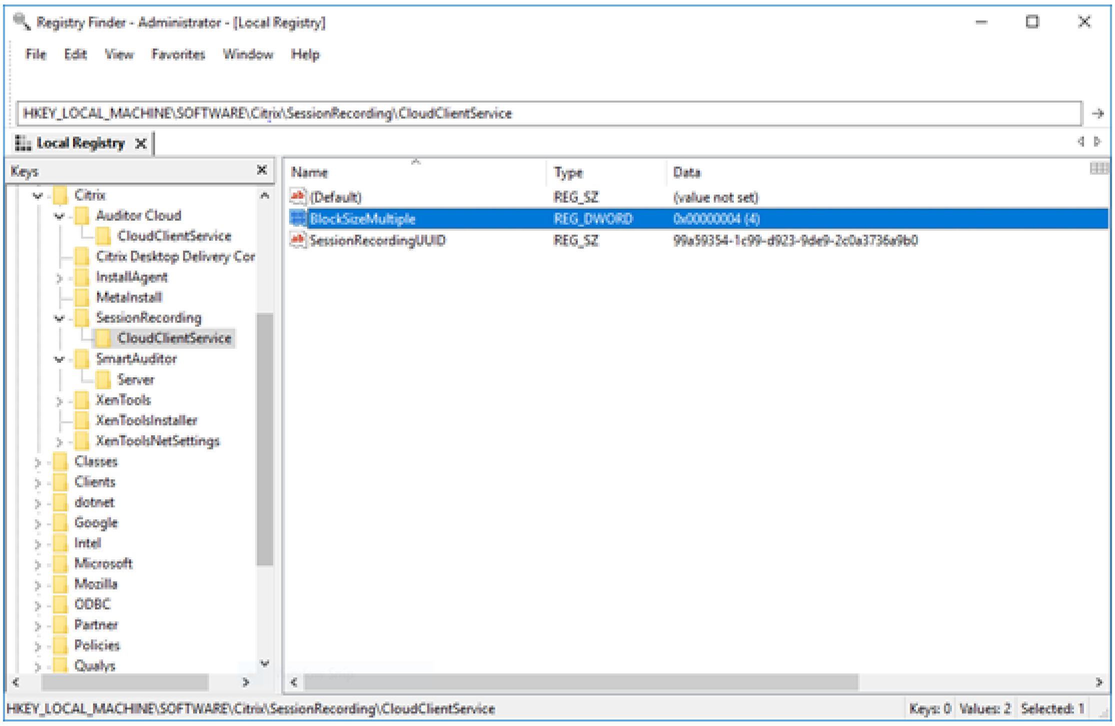
Proxy

You can set up a proxy when installing the Session Recording cloud client. For more information, see Connect existing Session Recording servers to the cloud.

Increase the transport packet size

1. On the Session Recording server where you installed the cloud client, browse to **HKEY_LOCAL_MACHINE\SO**
2. Edit the **BlockSizeMultiple** value.

   The default value is 4 (16 KB). We recommend you set the value to 8 (32 KB).



HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SessionRecording\CloudClientService

Name	Type	Data
(Default)	REG_SZ	(value not set)
BlockSizeMultiple	REG_DWORD	0x00000004 (4)
SessionRecordingUUID	REG_SZ	99a59354-1c99-d923-9de9-2c0a3736a9b0

HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SessionRecording\CloudClientService Keys: 0 Values: 2 Selected: 1

Install certificates in IIS

> **Note:**
>
> If you're using version 7.37.9010.3 or later of the cloud client and want to use the cloud player only, you can skip this step.

Add an SSL binding in IIS so that:

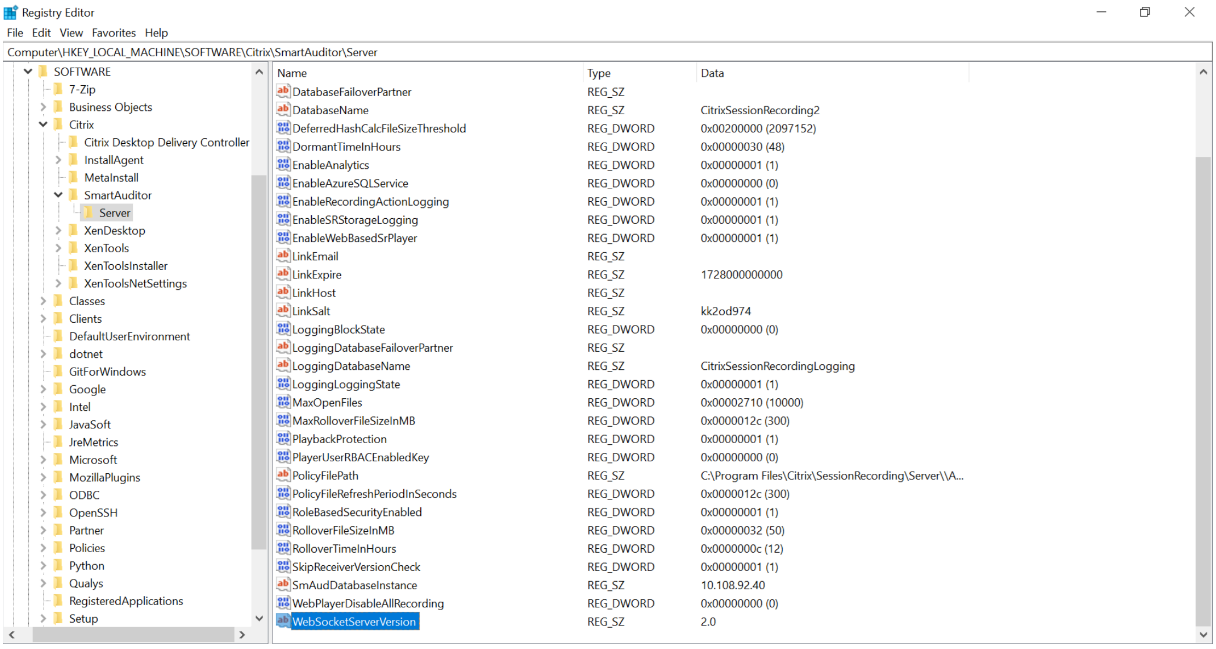
- The Session Recording servers can connect to Citrix Cloud properly.
- You can use HTTPS to access the player.

For more information, see step 1 of HTTPS configuration.

Switch to web streaming service version 2.0

> **Note:**
>
> If you're using version 7.37.9010.3 or later of the cloud client and want to use the cloud player only, you can skip this step.

A fresh installation of Session Recording 2103 and later connects your web browser to the web streaming service hosted in IIS when you access the player. The web streaming service hosted in IIS is versioned 2.0, as indicated by `WebSocketServerVersion` under `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\Server`.



Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\Server

Name	Type	Data
DatabaseFailoverPartner	REG_SZ	
DatabaseName	REG_SZ	CitrixSessionRecording2
DeferredHashCalcFileSizeThreshold	REG_DWORD	0x00200000 (2097152)
DormantTimeInHours	REG_DWORD	0x00000030 (48)
EnableAnalytics	REG_DWORD	0x00000001 (1)
EnableAzureSQLService	REG_DWORD	0x00000000 (0)
EnableRecordingActionLogging	REG_DWORD	0x00000001 (1)
EnableSRStorageLogging	REG_DWORD	0x00000001 (1)
EnableWebBasedSrPlayer	REG_DWORD	0x00000001 (1)
LinkEmail	REG_SZ	
LinkExpire	REG_SZ	1728000000000
LinkHost	REG_SZ	
LinkSalt	REG_SZ	kk2od974
LoggingBlockState	REG_DWORD	0x00000000 (0)
LoggingDatabaseFailoverPartner	REG_SZ	
LoggingDatabaseName	REG_SZ	CitrixSessionRecordingLogging
LoggingLoggingState	REG_DWORD	0x00000001 (1)
MaxOpenFiles	REG_DWORD	0x00002710 (10000)
MaxRolloverFileSizeInMB	REG_DWORD	0x0000012c (300)
PlaybackProtection	REG_DWORD	0x00000001 (1)
PlayerUserRBACEnabledKey	REG_DWORD	0x00000000 (0)
PolicyFilePath	REG_SZ	C:\Program Files\Citrix\SessionRecording\Server\\A...
PolicyFileRefreshPeriodInSeconds	REG_DWORD	0x0000012c (300)
RoleBasedSecurityEnabled	REG_DWORD	0x00000001 (1)
RolloverFileSizeInMB	REG_DWORD	0x00000032 (50)
RolloverTimeInHours	REG_DWORD	0x0000000c (12)
SkipReceiverVersionCheck	REG_DWORD	0x00000001 (1)
SmAudDatabaseInstance	REG_SZ	10.108.92.40
WebPlayerDisableAllRecording	REG_DWORD	0x00000000 (0)
WebSocketServerVersion	REG_SZ	2.0

An upgrade installation from an earlier version to Session Recording 2103 and later connects your web browser to the Python-based web streaming service (version 1.0). To connect to the web streaming service hosted in IIS, run the `<Session Recording Server installation path>\Bin\SsRecUtils.exe -enablestreamingservice` command.

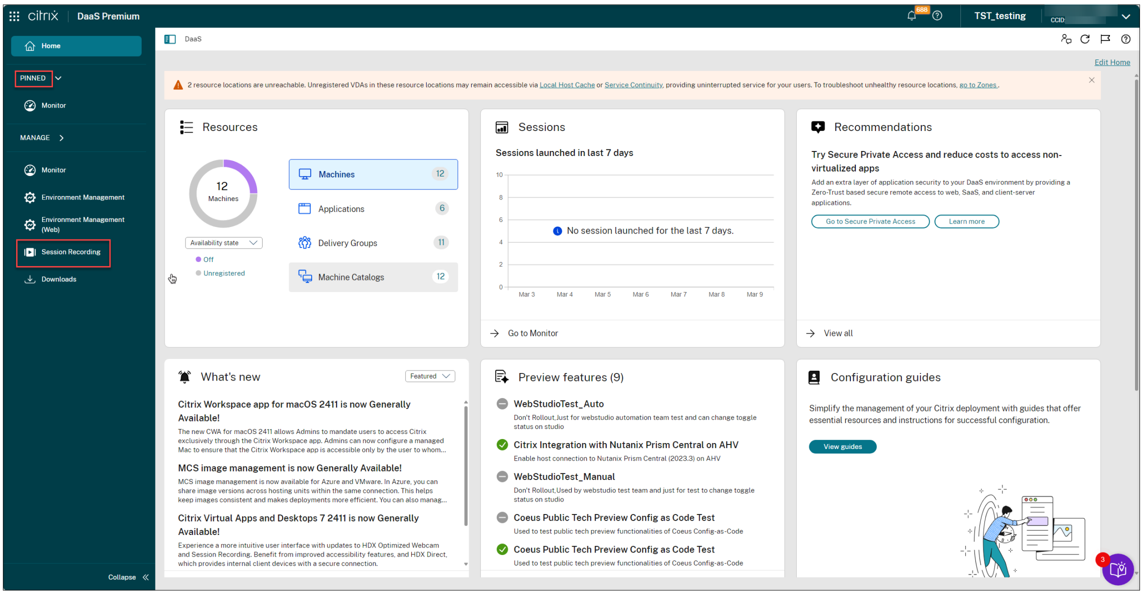
Get-started guide

March 11, 2025

The get-started guide outlines the necessary procedures for new and experienced administrators to deploy and use the Session Recording service.

1. Access the Session Recording service hosted in Citrix DaaS.

   > **Tip:**
   >
   > To access the Session Recording service, scroll down in the DaaS navigation pane and locate **Session Recording** which is at the same level as the **Manage** menu. You can hover over and pin the **Session Recording** menu to the top **PINNED** section of the navigation pane for quick access.

   2 resource locations are unreachable. Unregistered VDAs in these resource locations may remain accessible via Local Host Cache or Service Continuity, providing uninterrupted service for your users. To troubleshoot unhealthy resource locations, go to Zones .

   No session launched for the last 7 days.

   Try Secure Private Access and reduce costs to access non-virtualized apps

   Add an extra layer of application security to your DaaS environment by providing a Zero-Trust based secure remote access to web, SaaS, and client-server applications.

   Citrix Workspace app for macOS 2411 is now Generally Available!

   The new CWA for macOS 2411 allows Admins to mandate users to access Citrix exclusively through the Citrix Workspace app. Admins can now configure a managed Mac to ensure that the Citrix Workspace app is accessible only by the user to whom...

   MCS image management is now Generally Available!

   MCS image management is now available for Azure and VMware. In Azure, you can share image versions across hosting units within the same connection. This helps keep images consistent and makes deployments more efficient. You can also manag...

   Citrix Virtual Apps and Desktops 7 2411 is now Generally Available!

   Experience a more intuitive user interface with updates to HDX Optimized Webcam and Session Recording. Benefit from improved accessibility features, and HDX Direct, which provides internal client devices with a secure connection.

   WebStudioTest_Auto
   Don't Rollout,Just for webstudio automation team test and can change toggle status on studio

   Citrix Integration with Nutanix Prism Central on AHV
   Enable host connection to Nutanix Prism Central (2023.3) on AHV

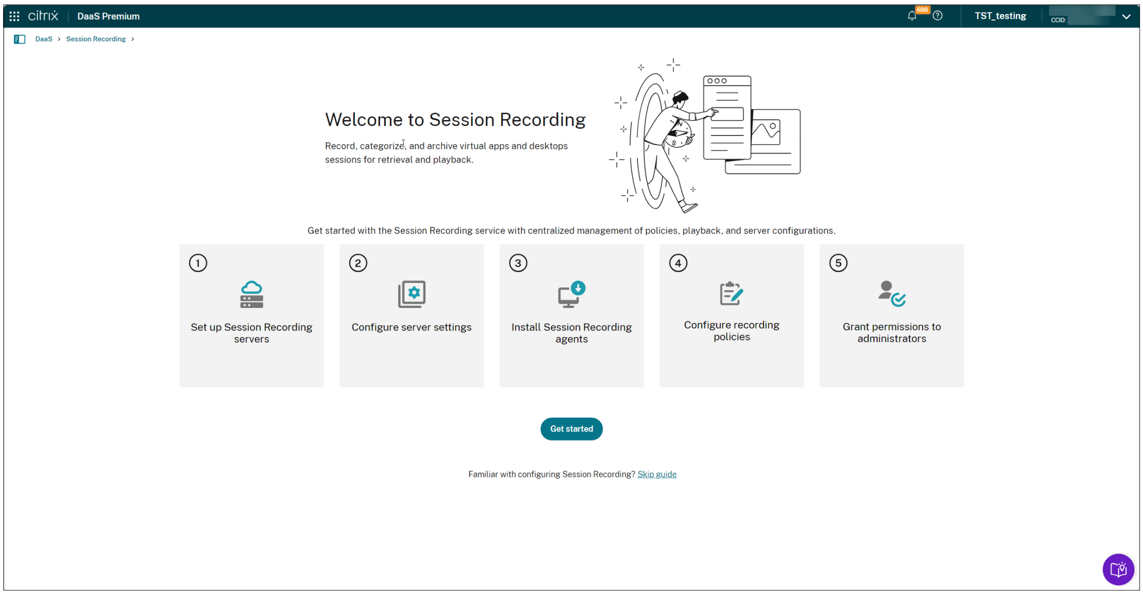
   WebStudioTest_Manual
   Don't Rollout,Used by webstudio test team and just for test to change toggle status on studio

   Coeus Public Tech Preview Config as Code Test
   Used to test public tech preview functionalities of Coeus Config-as-Code

   Coeus Public Tech Preview Config as Code Test
   Used to test public tech preview functionalities of Coeus Config-as-Code

   Simplify the management of your Citrix deployment with guides that offer essential resources and instructions for successful configuration.

   The Session Recording service displays its welcome page.



Welcome to Session Recording

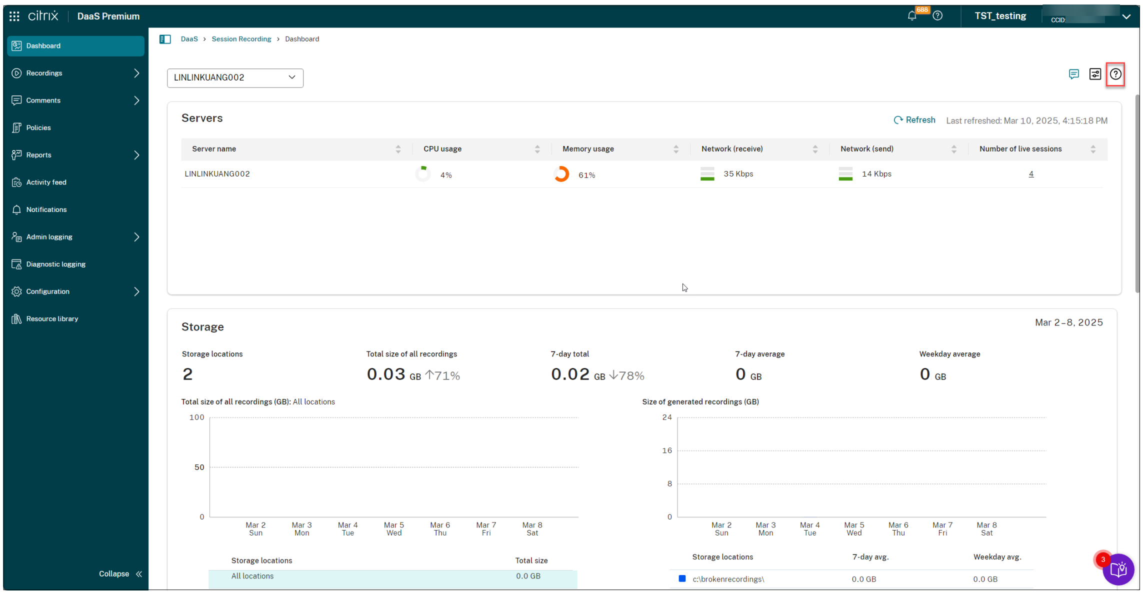
Record, categorize, and archive virtual apps and desktops sessions for retrieval and playback.

Get started with the Session Recording service with centralized management of policies, playback, and server configurations.

1. Set up Session Recording servers
2. Configure server settings
3. Install Session Recording agents
4. Configure recording policies
5. Grant permissions to administrators

Familiar with configuring Session Recording? Skip guide

> **Tip:**
>
> You can also access the welcome page by clicking the question mark icon (?) in the upper right corner of any Session Recording service page. For example, see the following screen capture:



Servers

Refresh Last refreshed: Mar 10, 2025, 4:15:18 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
LINLINKUANG002	4%	61%	35 Kbps	14 Kbps	4

Storage

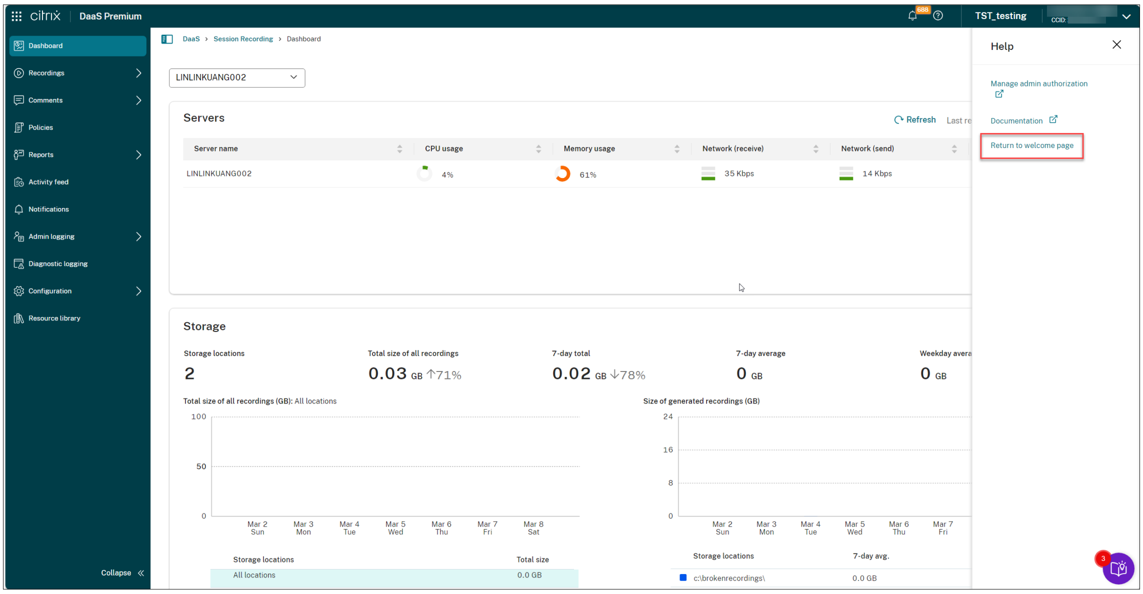
Mar 2–8, 2025

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	0.03 GB ↑71%	0.02 GB ↓78%	0 GB	0 GB

Storage locations	Total size
All locations	0.0 GB

Storage locations	7-day avg.	Weekday avg.
c:\brokenrecordings\	0.0 GB	0.0 GB

Clicking the question mark icon (?) makes the **Return to welcome page** option available.



Servers

Server name	CPU usage	Memory usage	Network (receive)	Network (send)
LINLINKUANG002	4%	61%	35 Kbps	14 Kbps

Storage

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday avera
2	0.03 GB ↑71%	0.02 GB ↓78%	0 GB	0 GB

Total size of all recordings (GB): All locations

Storage locations	Total size
All locations	0.0 GB

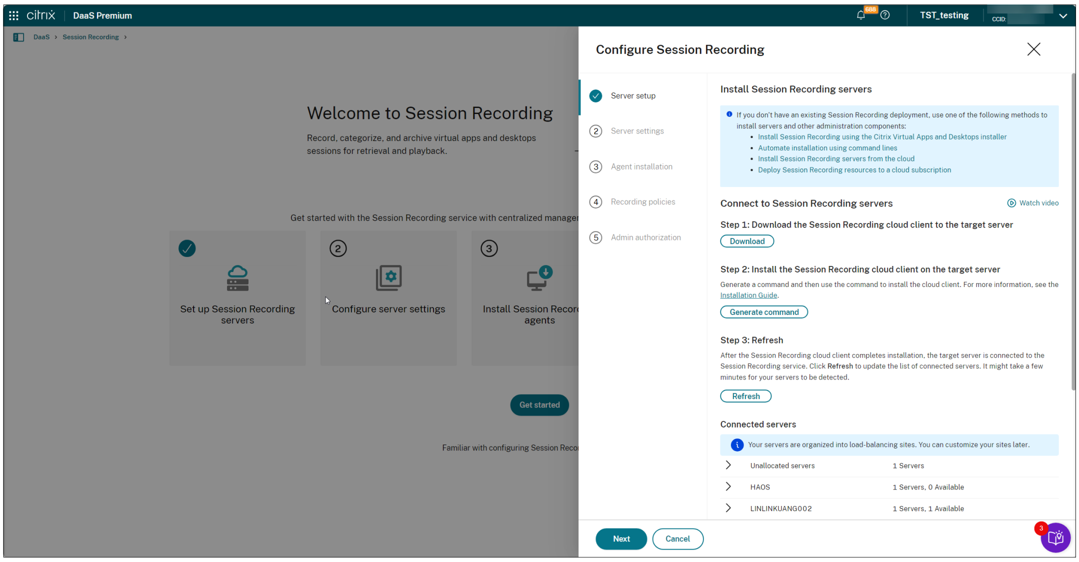
Size of generated recordings (GB)

Storage locations	7-day avg.
c:\brokenrecordings\	0.0 GB

2. On the welcome page, review the Session Recording service's deployment and usage procedures. If you've already installed the Session Recording server and agent and are familiar with the configuration, click **Skip guide** to go directly to the service pages for setup. Otherwise, click **Get started** to begin deployment.

3. (Optional) Follow the wizard to complete the getting started procedures.

   a) **Server setup**: This page guides you through installing the Session Recording server and connecting it to the cloud by downloading and installing the cloud client on it.


citrix
DaaS Premium
688
TST_testing
CCID: [redacted]
DaaS > Session Recording >
Welcome to Session Recording
Record, categorize, and archive virtual apps and desktops sessions for retrieval and playback.
Get started with the Session Recording service with centralized manage
Set up Session Recording servers
2 Configure server settings
3 Install Session Recor agents
Get started
Familiar with configuring Session Reco
Server setup
2 Server settings
3 Agent installation
4 Recording policies
5 Admin authorization
Watch video
Download
Generate command
Refresh
Next
Cancel
3

Configure Session Recording

Install Session Recording servers

If you don't have an existing Session Recording deployment, use one of the following methods to install servers and other administration components:

- Install Session Recording using the Citrix Virtual Apps and Desktops installer
- Automate installation using command lines
- Install Session Recording servers from the cloud
- Deploy Session Recording resources to a cloud subscription

Connect to Session Recording servers

Step 1: Download the Session Recording cloud client to the target server

Step 2: Install the Session Recording cloud client on the target server

Generate a command and then use the command to install the cloud client. For more information, see the Installation Guide.

Step 3: Refresh

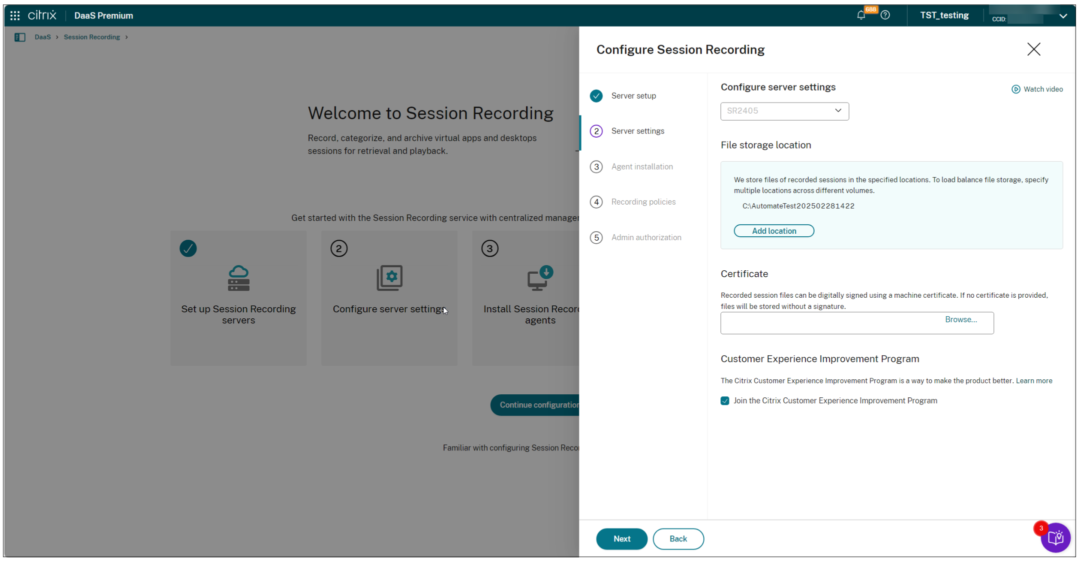
After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** to update the list of connected servers. It might take a few minutes for your servers to be detected.

Connected servers

Your servers are organized into load-balancing sites. You can customize your sites later.

Unallocated servers	1 Servers
HAOS	1 Servers, 0 Available
LINLINKUANG002	1 Servers, 1 Available

   b) **Server settings**: This page displays essential server settings for using the service. More settings can be configured later, as detailed in Server settings.



Welcome to Session Recording

Record, categorize, and archive virtual apps and desktops sessions for retrieval and playback.

Get started with the Session Recording service with centralized manage

Familiar with configuring Session Reco

Configure Session Recording

✓ Server setup
2 Server settings
3 Agent installation
4 Recording policies
5 Admin authorization

Configure server settings

Watch video

SR2405

File storage location

We store files of recorded sessions in the specified locations. To load balance file storage, specify multiple locations across different volumes.

C:\AutomateTest202502281422

Add location

Certificate

Recorded session files can be digitally signed using a machine certificate. If no certificate is provided, files will be stored without a signature.

Browse...

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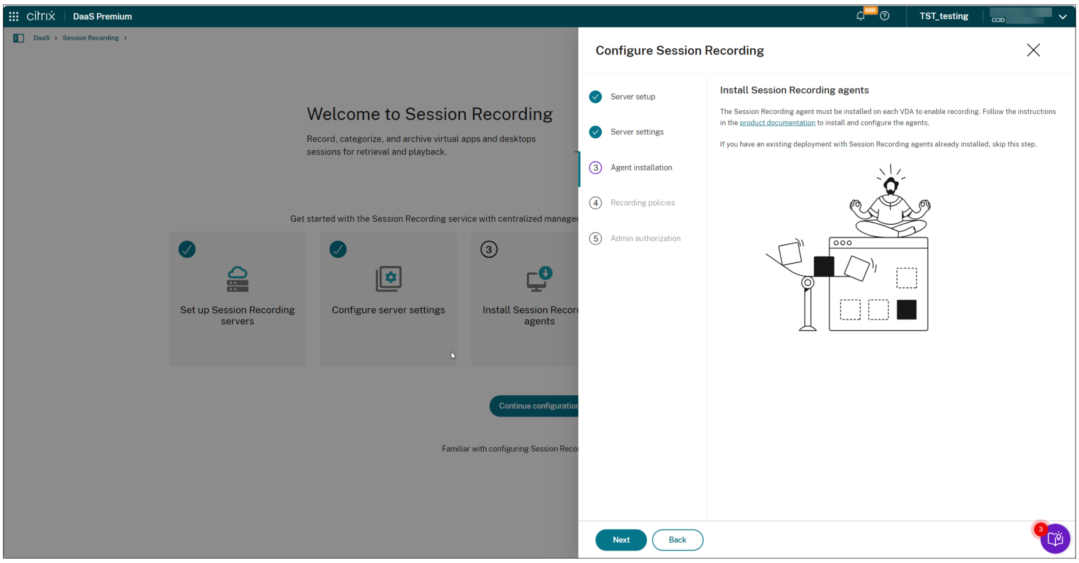
☑ Join the Citrix Customer Experience Improvement Program

c) **Agent installation**: This agent installation prompt reminds you that the Session Recording agent, which is essential for recording sessions and capturing detailed user activity, must be installed. Install it on each target VDA to record hosted sessions.



Welcome to Session Recording

Record, categorize, and archive virtual apps and desktops sessions for retrieval and playback.

Get started with the Session Recording service with centralized manage

Familiar with configuring Session Reco

Configure Session Recording

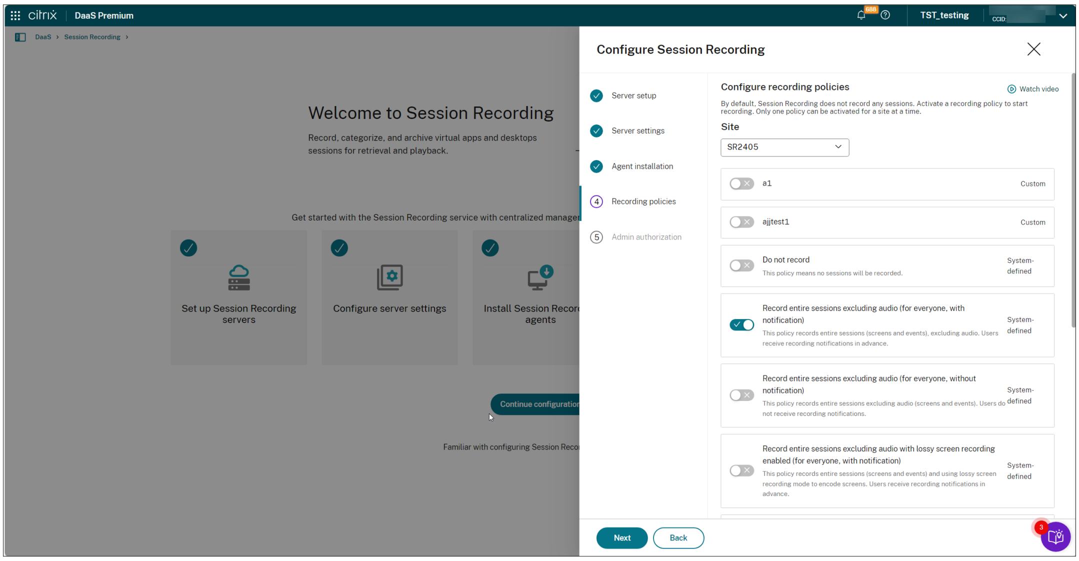
✓ Server setup
✓ Server settings
3 Agent installation
4 Recording policies
5 Admin authorization

Install Session Recording agents

The Session Recording agent must be installed on each VDA to enable recording. Follow the instructions in the product documentation to install and configure the agents.

If you have an existing deployment with Session Recording agents already installed, skip this step.

d) **Recording policies**: Activate a recording policy to enable session recording on a specific site. The policy you activate applies to all Session Recording servers of the site. For policy configuration details, see the Configure policies chapter.


citrix
DaaS Premium
688
TST_testing
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DaaS › Session Recording ›
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Install Session Recor agents
Continue configuratio
Familiar with configuring Session Reco

Configure Session Recording

- Server setup
- Server settings
- Agent installation
- 4 Recording policies
- 5 Admin authorization

Configure recording policies

Watch video

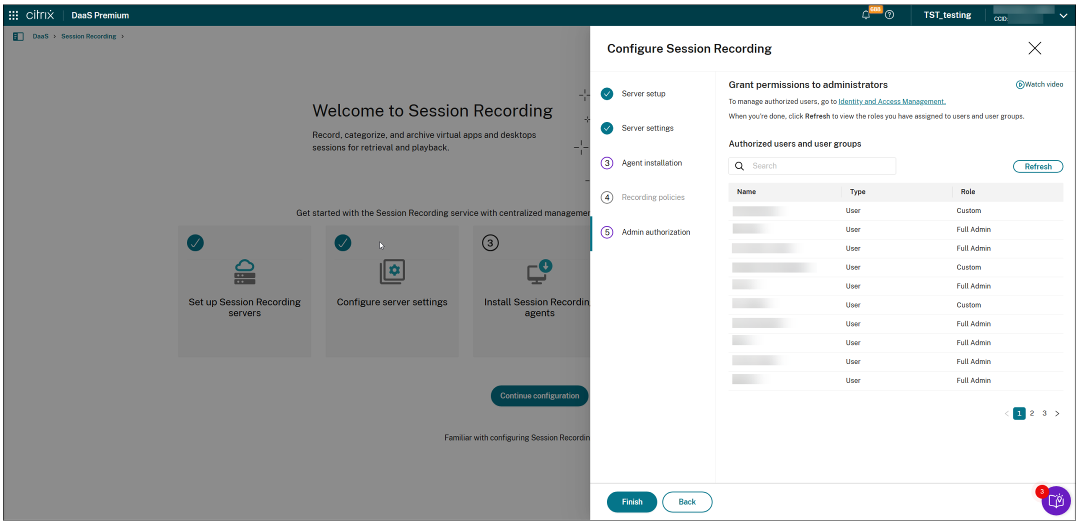
By default, Session Recording does not record any sessions. Activate a recording policy to start recording. Only one policy can be activated for a site at a time.

Site: SR2405

○	a1	Custom
○	ajjtest1	Custom
○	Do not record This policy means no sessions will be recorded.	System-defined
●	Record entire sessions excluding audio (for everyone, with notification) This policy records entire sessions (screens and events), excluding audio. Users receive recording notifications in advance.	System-defined
○	Record entire sessions excluding audio (for everyone, without notification) This policy records entire sessions excluding audio (screens and events). Users do not receive recording notifications.	System-defined
○	Record entire sessions excluding audio with lossy screen recording enabled (for everyone, with notification) This policy records entire sessions (screens and events) and using lossy screen recording mode to encode screens. Users receive recording notifications in advance.	System-defined

Next | Back

e) **Admin authorization**: This page reminds you to assign permissions to administrators. For more information, see Administrator permissions.


citrix
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Configure Session Recording

- Server setup
- Server settings
- 3 Agent installation
- 4 Recording policies
- 5 Admin authorization

Grant permissions to administrators

Watch video

To manage authorized users, go to Identity and Access Management.

When you're done, click **Refresh** to view the roles you have assigned to users and user groups.

Authorized users and user groups

Search | Refresh

Name	Type	Role
[redacted]	User	Custom
[redacted]	User	Full Admin
[redacted]	User	Full Admin
[redacted]	User	Custom
[redacted]	User	Full Admin
[redacted]	User	Custom
[redacted]	User	Full Admin
[redacted]	User	Full Admin
[redacted]	User	Full Admin
[redacted]	User	Full Admin

< 1 2 3 >

Finish | Back

Connect existing Session Recording servers to the cloud

December 3, 2025

You can connect Session Recording servers in a 1912 LTSR, 2203, or later deployment to the Session Recording service.

Before proceeding to the following steps on each server you want to connect, watch the video about connecting Session Recording servers:

> **Note:**
>
> Since July 2023, Microsoft has renamed Azure Active Directory (Azure AD) to Microsoft Entra ID. In this document, any reference to Azure Active Directory, Azure AD, or AAD now refers to Microsoft Entra ID.

Steps

To connect an existing Session Recording server to the Session Recording service, complete the following steps on the server:

1. Allow the outbound ports based on the version of your cloud client.

    - If you are using version 7.40.13020.11 or later of the cloud client, allow the outbound port 443 only.
    - If you are using a cloud client earlier than version 7.40.13020.11, allow the outbound ports 80, 443, 8088, and 9090–9094.

2. Download and install the Session Recording cloud client. After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service.

    > **Note:**
    >
    > A daemon maintaining the cloud client's running state is available for versions 7.38.10030.16 and later of the cloud client. The daemon automatically fixes the cloud

> client when it runs abnormally.

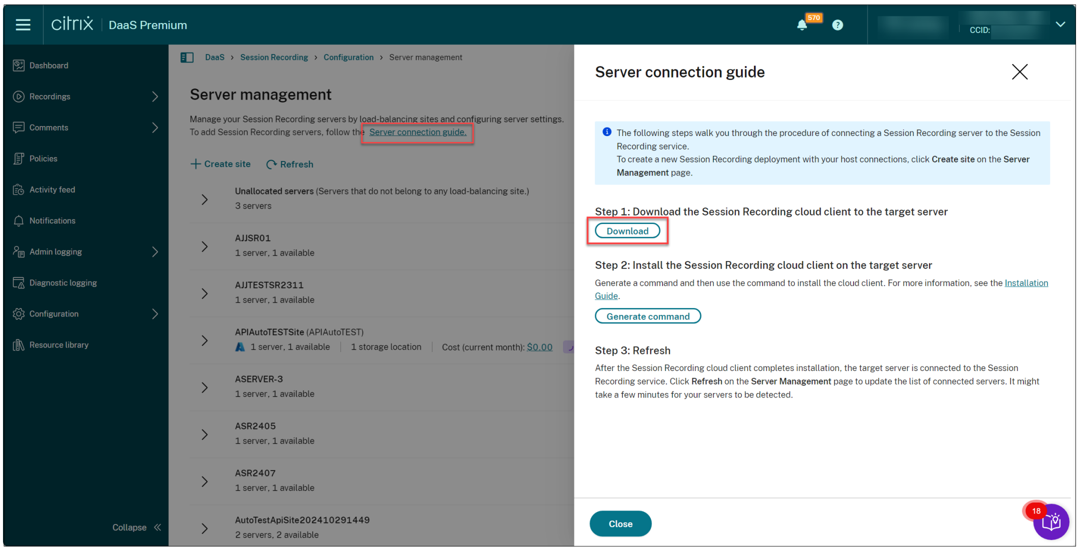
a) Sign in to Citrix Cloud.

b) In the upper left menu, select **My Services > DaaS**.

c) In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**. You can hover over and pin the **Session Recording** menu to the top **PINNED** section of the navigation pane for quick access. You can reorder pinned menus by dragging them to the desired places.

d) In the Session Recording service view, select **Configuration > Server Management** from the left navigation.

e) Click **Download** on the **Server connection guide** page.



Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
1 server, 1 available | 1 storage location | Cost (current month): $0.00

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestApiSite202410291449
2 servers, 2 available

Server connection guide

The following steps walk you through the procedure of connecting a Session Recording server to the Session Recording service.
To create a new Session Recording deployment with your host connections, click **Create site** on the **Server Management** page.

Step 1: Download the Session Recording cloud client to the target server

Step 2: Install the Session Recording cloud client on the target server

Generate a command and then use the command to install the cloud client. For more information, see the Installation Guide.

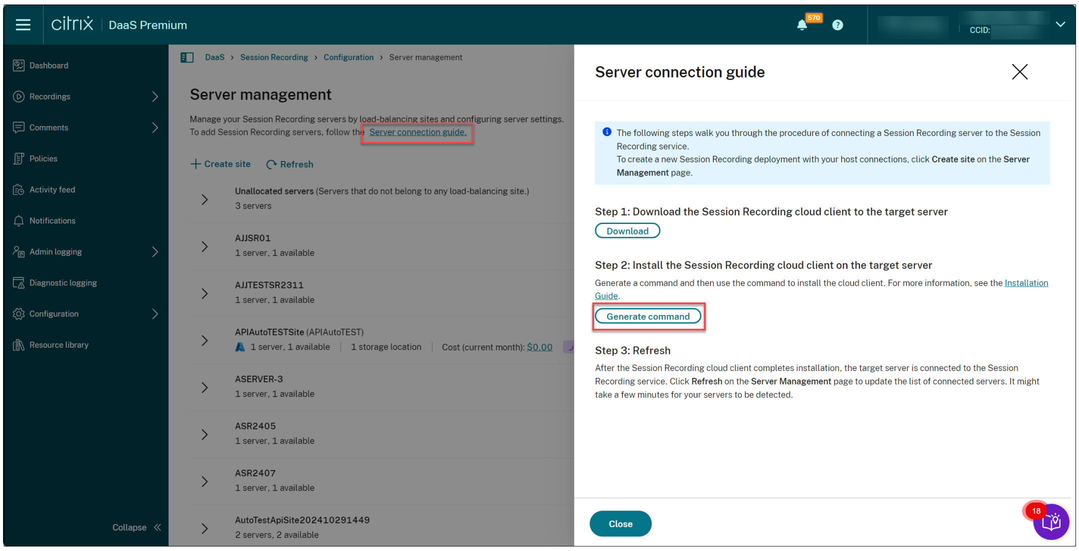
Step 3: Refresh

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

> **Tip:**
>
> - The **Generate command** button for cloud client installation is unavailable for the administrators that are added through Azure AD groups.
> - You can also access the **Download** and **Generate command** buttons by clicking **Continue configuration** on the Session Recording service **welcome** page:

f) Install the cloud client on the Session Recording server. To do that, run a command as an administrator from the location of the cloud client .msi file that you downloaded earlier.

You can enter a command manually or generate a command by clicking **Generate command** on the **Server connection guide** page.



DaaS › Session Recording › Configuration › Server management

Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

+ Create site   Refresh

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
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AJJTESTSR2311
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APIAutoTESTSite (APIAutoTEST)
1 server, 1 available | 1 storage location | Cost (current month): $0.00

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1 server, 1 available

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Server connection guide

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To create a new Session Recording deployment with your host connections, click **Create site** on the **Server Management** page.

Step 1: Download the Session Recording cloud client to the target server

Download

Step 2: Install the Session Recording cloud client on the target server

Generate a command and then use the command to install the cloud client. For more information, see the Installation Guide.

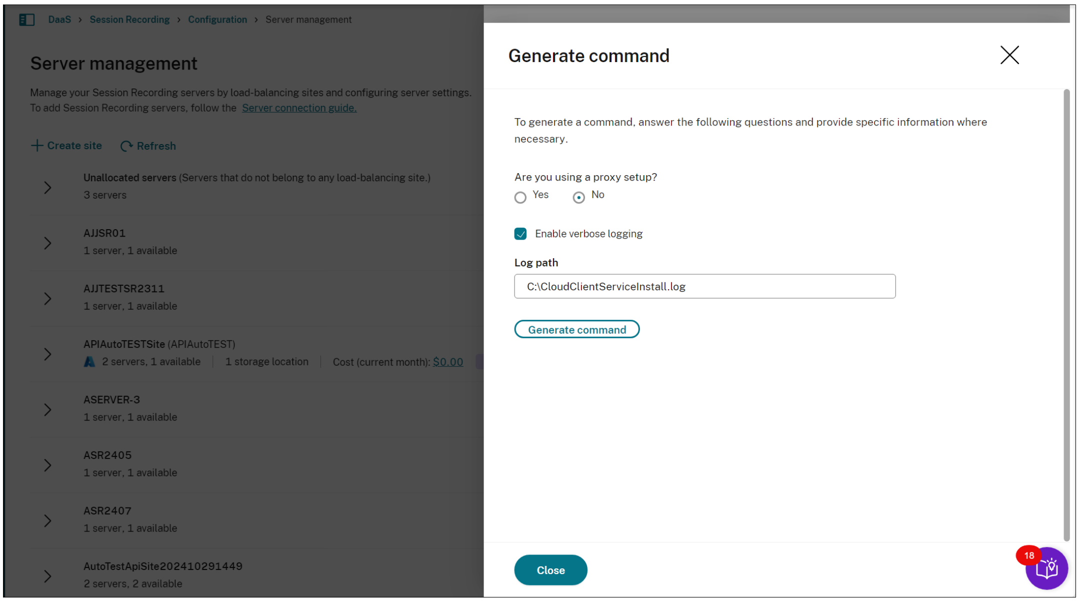
Generate command

Step 3: Refresh

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

Close

Answer questions and provide information where necessary on the **Generate command** page. After that, click the **Generate command** button.



DaaS › Session Recording › Configuration › Server management

Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

+ Create site   Refresh

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
2 servers, 1 available | 1 storage location | Cost (current month): $0.00

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestApiSite202410291449
2 servers, 2 available

Generate command

To generate a command, answer the following questions and provide specific information where necessary.

Are you using a proxy setup?

○ Yes ● No

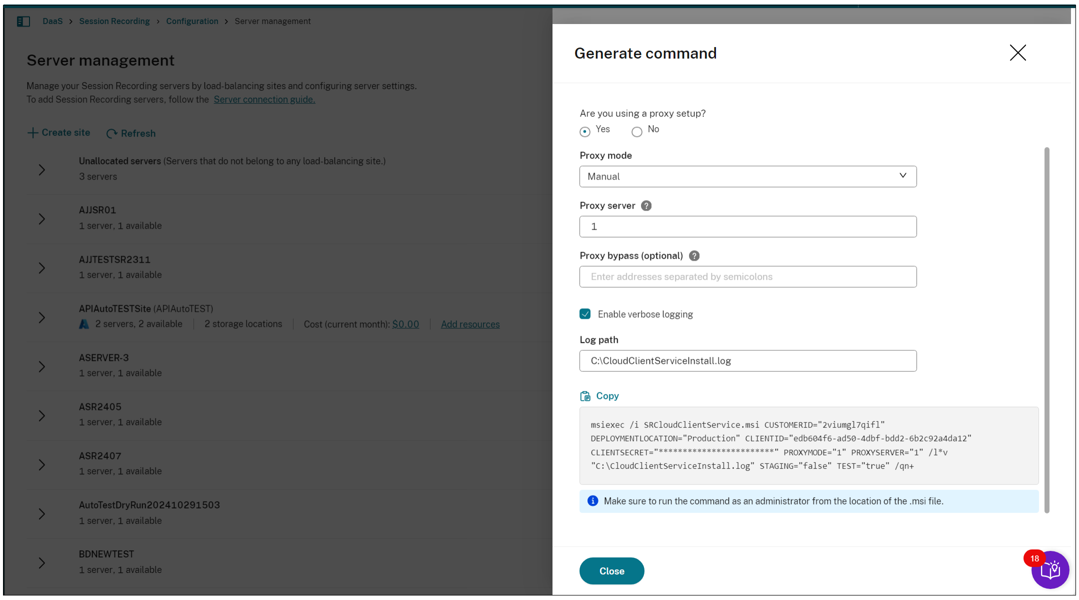
☑ Enable verbose logging

Log path

C:\CloudClientServiceInstall.log

Generate command

Close



DaaS › Session Recording › Configuration › Server management

Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

+ Create site   Refresh

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
2 servers, 2 available | 2 storage locations | Cost (current month): $0.00 | Add resources

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestDryRun202410291503
1 server, 1 available

BDNEWTEST
1 server, 1 available

Generate command

Are you using a proxy setup?
● Yes ○ No

Proxy mode
Manual

Proxy server
1

Proxy bypass (optional)
Enter addresses separated by semicolons

☑ Enable verbose logging

Log path
C:\CloudClientServiceInstall.log

Copy

```
msiexec /i SRCloudClientService.msi CUSTOMERID="2viumgl7qifl"
DEPLOYMENTLOCATION="Production" CLIENTID="edb604f6-ad50-4dbf-bdd2-6b2c92a4da12"
CLIENTSECRET="************************" PROXYMODE="1" PROXYSERVER="1" /l*v
"C:\CloudClientServiceInstall.log" STAGING="false" TEST="true" /qn+
```

Make sure to run the command as an administrator from the location of the .msi file.

Close

If you modify the answers or provide different information after clicking the **Generate command** button, the generated command automatically updates accordingly. The **Generate command** button is available again after you sign out and sign back in to Citrix Cloud.

The command is similar to the following:

```
msiexec /i SRCloudClientService.msi CUSTOMERID="2viumgl7qifl" DEPLOYMENTLOCATION="Production" CLIENTID="edb604f6-ad50-4dbf-bdd2-6b2c92a4da12" CLIENTSECRET="yPj5zU_BVuo3Od2eZTHaCw==" PROXYMODE="1" PROXYSERVER="1" /l*v "C:\CloudClientServiceInstall.log" STAGING="false" TEST="true" /qn+
```

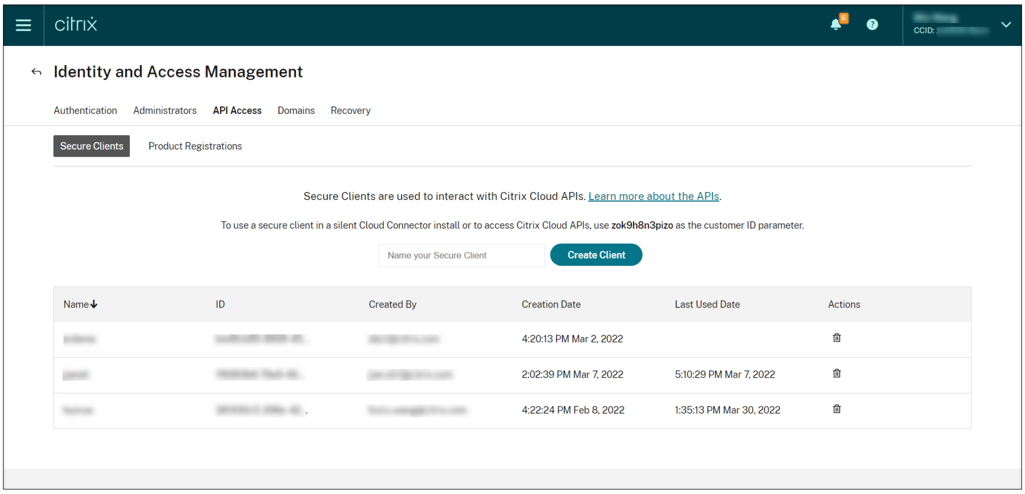
Where:

- **SRCloudClientService.msi** installs the Session Recording cloud client that enables interaction with Citrix Cloud. Download or copy the .msi file to each Session Recording server you want to connect.

  > **Note:**
  >
  > The status of a Session Recording server might not change to **Offline** after you stop the cloud client service (CitrixSsRecCloudClientService) on it. For more information, see Configure Session Recording servers.
  >
  > Citrix® collects traces from the cloud clients installed on on-premises Session Recording servers and uses the traces for troubleshooting.

- **CUSTOMERID** is a ***required*** parameter. You can find the Citrix Cloud customer ID in the upper right corner of the Citrix Cloud console. You can also find it on the **Secure**

Clients tab (**Identity and Access Management > API Access > Secure Clients**). For example, see the following screen capture:



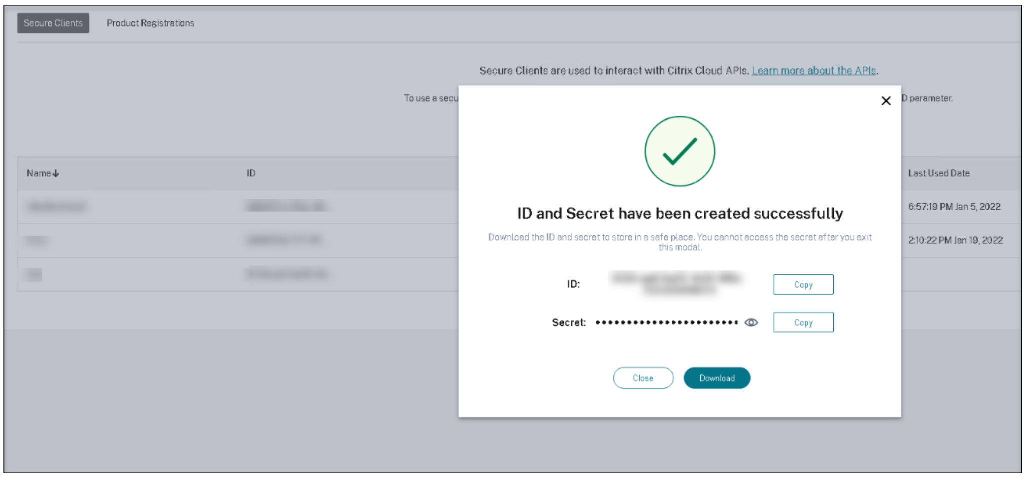
Secure Clients are used to interact with Citrix Cloud APIs. Learn more about the APIs.

To use a secure client in a silent Cloud Connector install or to access Citrix Cloud APIs, use **zok9h8n3pizo** as the customer ID parameter.

Name↓	ID	Created By	Creation Date	Last Used Date	Actions
[illegible]	[illegible]	[illegible]	4:20:13 PM Mar 2, 2022		🗑
[illegible]	[illegible]	[illegible]	2:02:39 PM Mar 7, 2022	5:10:29 PM Mar 7, 2022	🗑
[illegible]	[illegible]	[illegible]	4:22:24 PM Feb 8, 2022	1:35:13 PM Mar 30, 2022	🗑

- **CLIENTID** is a ***required*** parameter. The secure client ID is a Universally Unique Identifier (UUID) automatically generated when you create the secure client. Secure clients are used to interact with Citrix Cloud APIs.
- **CLIENTSECRET** is a ***required*** parameter. The secure client secret shows only once — at the client creation time. After the secure client is created, click **Download** to save both the secure client ID and the secure client secret in a file.

> **Note:**
>
> You need the secure client ID and secure client secret of the secure principal that will be used to install the Session Recording Cloud Client.
>
> To obtain these values, you must first create a secure principal in Citrix Cloud.
>
> Ensure that the secure principal is created with Full Access permissions.



Secure Clients are used to interact with Citrix Cloud APIs. Learn more about the APIs.

To use a secu… D parameter.

ID and Secret have been created successfully

Download the ID and secret to store in a safe place. You cannot access the secret after you exit this modal.

ID: [illegible]

Secret: ••••••••••••••••••••••••

- **PROXYMODE** is an optional parameter. Set the value to 1 or 2 to enable a manual or automatic proxy setup for the Session Recording service, respectively. If you leave the parameter unspecified, the default value is 0, which means the proxy is disabled.
- **PROXYSERVER** is an optional parameter. However, if you set **PROXYMODE** to 1, this parameter is ***required***. It specifies the proxy server name or IP address and the proxy port number. For example, http://proxy.example.com:proxy_port_number.
- **/l*v** is an optional parameter. It specifies verbose logging.
- **/qn+** is a ***required*** parameter. It specifies a silent install with a user prompt at the end.

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

Server management

You can manage Session Recording servers by load-balancing them across multiple sites. A site can contain multiple Session Recording servers that connect to the same Session Recording database.

After you connect a Session Recording server to the Session Recording service, the server is automatically grouped to the site connected to the same Session Recording database. If no such site is available, the server becomes a site itself and the site name is the name of the server.

You can perform the following actions for server management:

- Create and edit sites with custom names and descriptions.
- Expand sites to access Session Recording servers in them.
- Drag and drop Session Recording servers to different sites. You can also change a server's site by clicking the **Settings** icon of the server. The **Settings** icon is present only for available servers.
- Configure server settings. For more information, Configure Session Recording servers.

Install Session Recording servers from within the cloud

September 7, 2025

You can connect existing Session Recording servers to the cloud. You can also install Session Recording servers directly from within the cloud.

This feature obliterates the need to download the Citrix Virtual Apps and Desktops installer or the SessionRecordingAdministrationx64.msi file. It also checks domain joining to prevent issues that might keep Session Recording servers from functioning after being connected.

This article walks you through the process of installing a Session Recording server from within the cloud and provides guidance for post-installation actions.

> **Note:**
>
> Since July 2023, Microsoft has renamed Azure Active Directory (Azure AD) to Microsoft Entra ID. In this document, any reference to Azure Active Directory, Azure AD, or AAD now refers to Microsoft Entra ID.

Installation steps

To install a Session Recording server from within the cloud, connect a machine to the Session Recording service and then install the Session Recording server on it from within the cloud. To do so:

1. Prepare a machine.
2. Allow the outbound ports based on the version of your cloud client.
    - If you are using version 7.40.13020.11 or later of the cloud client, allow the outbound port 443 only.
    - If you are using a cloud client earlier than version 7.40.13020.11, allow the outbound ports 80, 443, 8088, and 9090–9094.
3. Download and install the Session Recording cloud client on the machine.

    > **Note:**
    >
    > A daemon maintaining the cloud client's running state is available for versions 7.38.10030.16 and later of the cloud client. The daemon automatically fixes the cloud client when it runs abnormally.

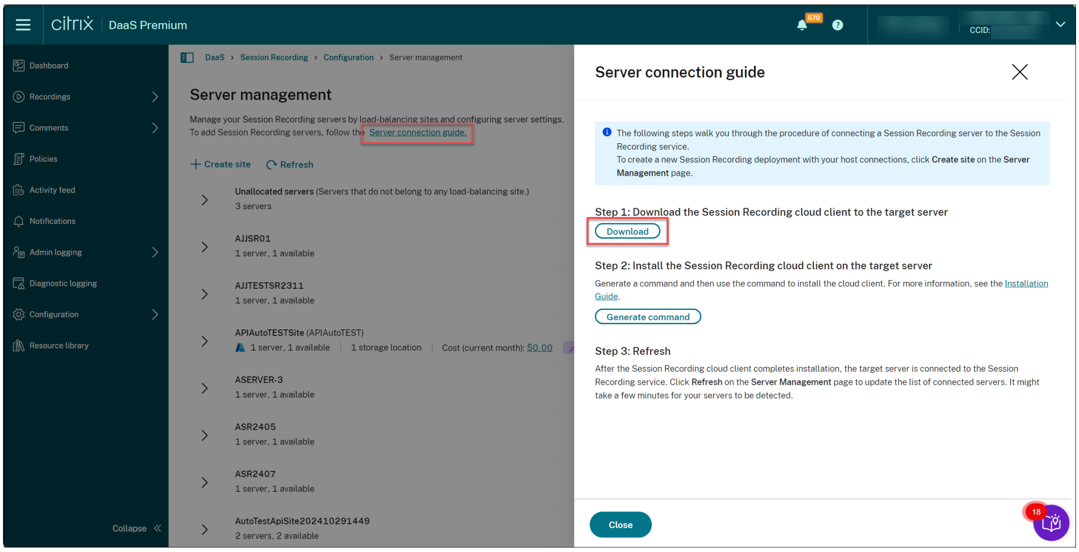
    a) Sign in to Citrix Cloud.

    b) In the upper left menu, select **My Services > DaaS**.

    c) In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**. You can hover over and pin the **Session Recording** menu to the top **PINNED** section of the navigation pane for quick access. You can reorder pinned menus by dragging them to the desired places.

    d) In the Session Recording service view, select **Configuration > Server Management** from the left navigation.

e) Click **Download** on the **Server connection guide** page.



Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
1 server, 1 available | 1 storage location | Cost (current month): $0.00

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestApiSite202410291449
2 servers, 2 available

Server connection guide

The following steps walk you through the procedure of connecting a Session Recording server to the Session Recording service.
To create a new Session Recording deployment with your host connections, click **Create site** on the **Server Management** page.

Step 1: Download the Session Recording cloud client to the target server

Step 2: Install the Session Recording cloud client on the target server

Generate a command and then use the command to install the cloud client. For more information, see the Installation Guide.

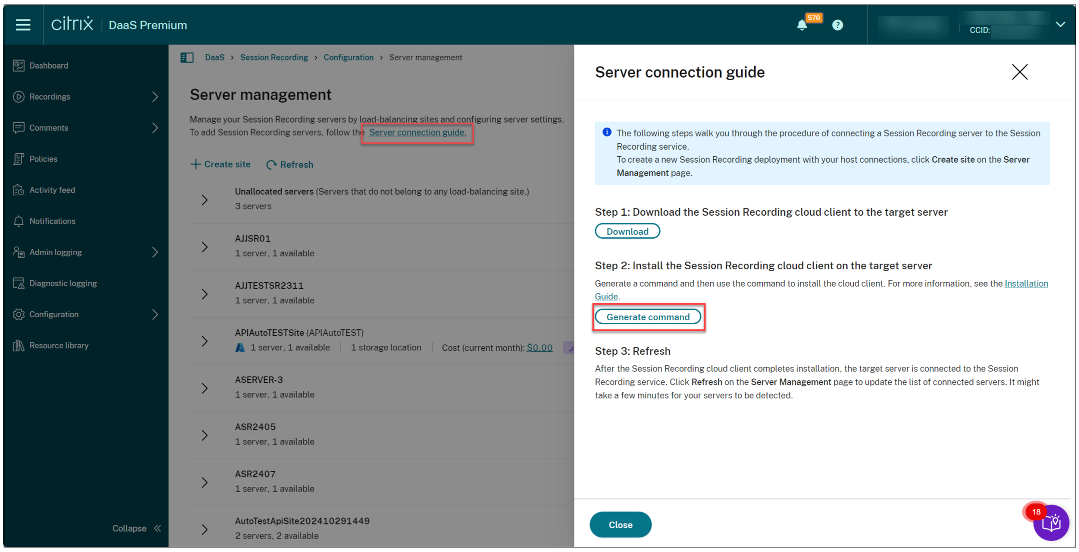
Step 3: Refresh

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

> **Tip:**
>
> - The **Generate command** button for cloud client installation is unavailable for the administrators that are added through Azure AD groups.
> - You can also access the **Download** and **Generate command** buttons by clicking **Continue configuration** on the Session Recording service **welcome** page:

f) Install the cloud client on the machine. To do that, run a command as an administrator from the location of the cloud client .msi file that you downloaded earlier.

You can enter a command manually or generate a command by clicking **Generate command** on the **Server connection guide** page.



Server management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
1 server, 1 available | 1 storage location | Cost (current month): $0.00

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestApiSite202410291449
2 servers, 2 available

Server connection guide

The following steps walk you through the procedure of connecting a Session Recording server to the Session Recording service.
To create a new Session Recording deployment with your host connections, click **Create site** on the **Server Management** page.

Step 1: Download the Session Recording cloud client to the target server

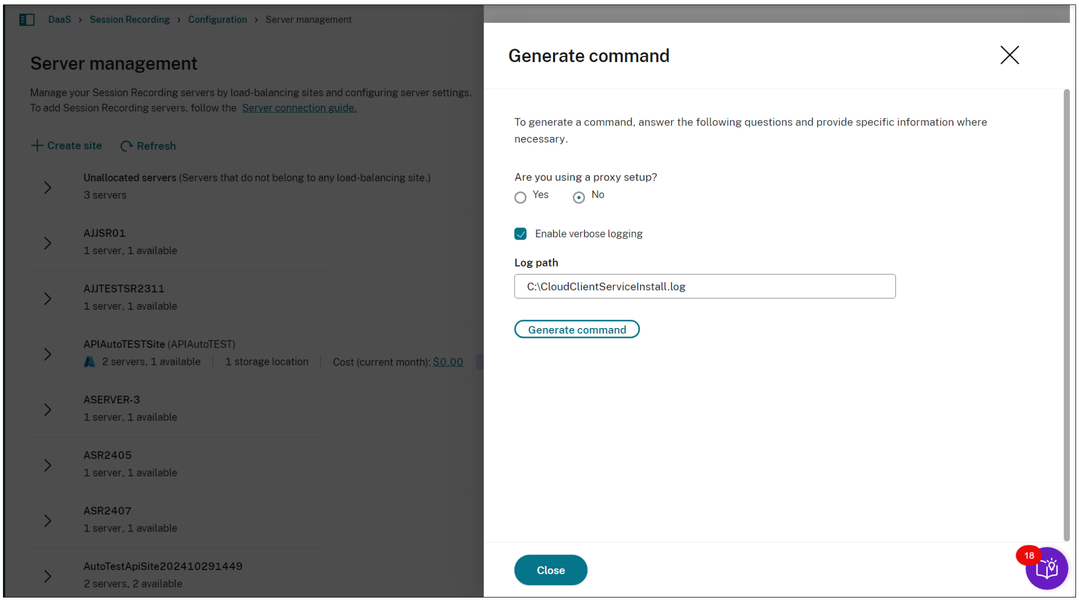
Step 2: Install the Session Recording cloud client on the target server

Generate a command and then use the command to install the cloud client. For more information, see the Installation Guide.

Step 3: Refresh

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

Answer questions and provide information where necessary on the **Generate command** page. After that, click the **Generate command** button.



DaaS > Session Recording > Configuration > Server management
Server management
+ Create site
Refresh

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) 3 servers

AJJSR01 1 server, 1 available

AJJTESTSR2311 1 server, 1 available

APIAutoTESTSite (APIAutoTEST) 2 servers, 1 available | 1 storage location | Cost (current month): $0.00

ASERVER-3 1 server, 1 available

ASR2405 1 server, 1 available

ASR2407 1 server, 1 available

AutoTestApiSite202410291449 2 servers, 2 available

Generate command

To generate a command, answer the following questions and provide specific information where necessary.

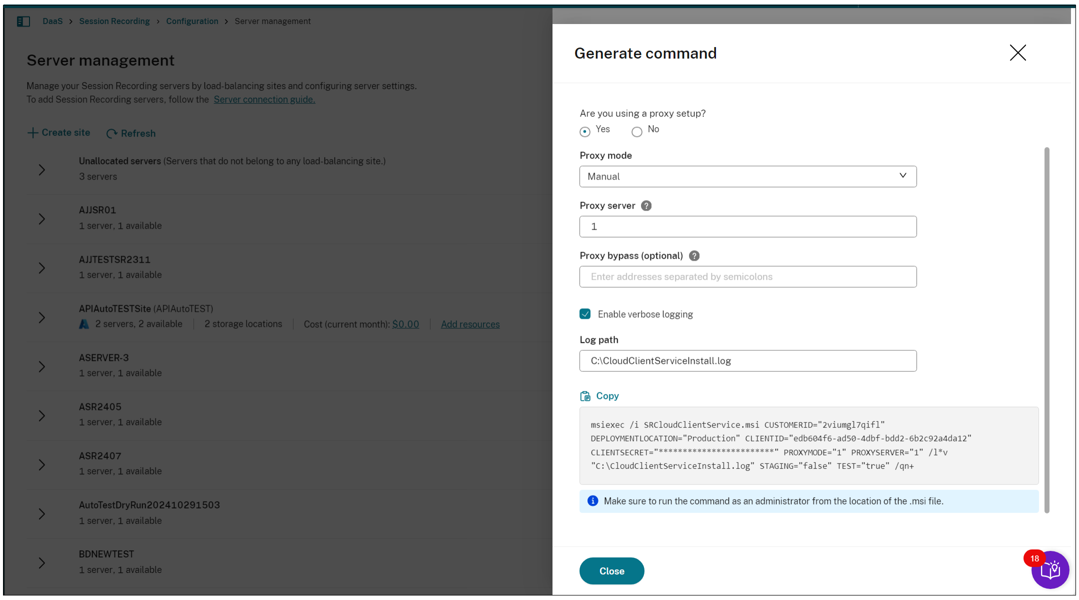
Are you using a proxy setup?

○ Yes ● No

☑ Enable verbose logging

Log path: C:\CloudClientServiceInstall.log

Generate command
Close
18



DaaS > Session Recording > Configuration > Server management
Server management
+ Create site
Refresh

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) 3 servers

AJJSR01 1 server, 1 available

AJJTESTSR2311 1 server, 1 available

APIAutoTESTSite (APIAutoTEST) 2 servers, 2 available | 2 storage locations | Cost (current month): $0.00 | Add resources

ASERVER-3 1 server, 1 available

ASR2405 1 server, 1 available

ASR2407 1 server, 1 available

AutoTestDryRun202410291503 1 server, 1 available

BDNEWTEST 1 server, 1 available

Generate command

Are you using a proxy setup?

● Yes ○ No

Proxy mode: Manual

Proxy server: 1

Proxy bypass (optional): Enter addresses separated by semicolons

☑ Enable verbose logging

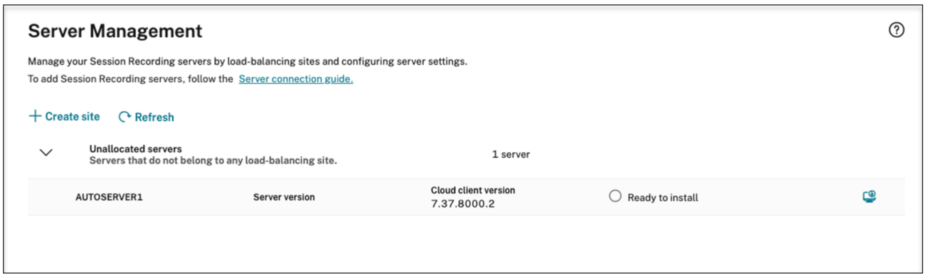
Log path: C:\CloudClientServiceInstall.log

```
msiexec /i SRCloudClientService.msi CUSTOMERID="2viumgl7qifl"
DEPLOYMENTLOCATION="Production" CLIENTID="edb604f6-ad50-4dbf-bdd2-6b2c92a4da12"
CLIENTSECRET="***********************" PROXYMODE="1" PROXYSERVER="1" /l*v
"C:\CloudClientServiceInstall.log" STAGING="false" TEST="true" /qn+
```

Make sure to run the command as an administrator from the location of the .msi file.

If you modify the answers or provide different information after clicking the **Generate command** button, the generated command automatically updates accordingly. The **Generate command** button is available again after you sign out and sign back in to Citrix Cloud.

4. Verify that the status of the machine shows **Ready to install**, and then click the installation icon.



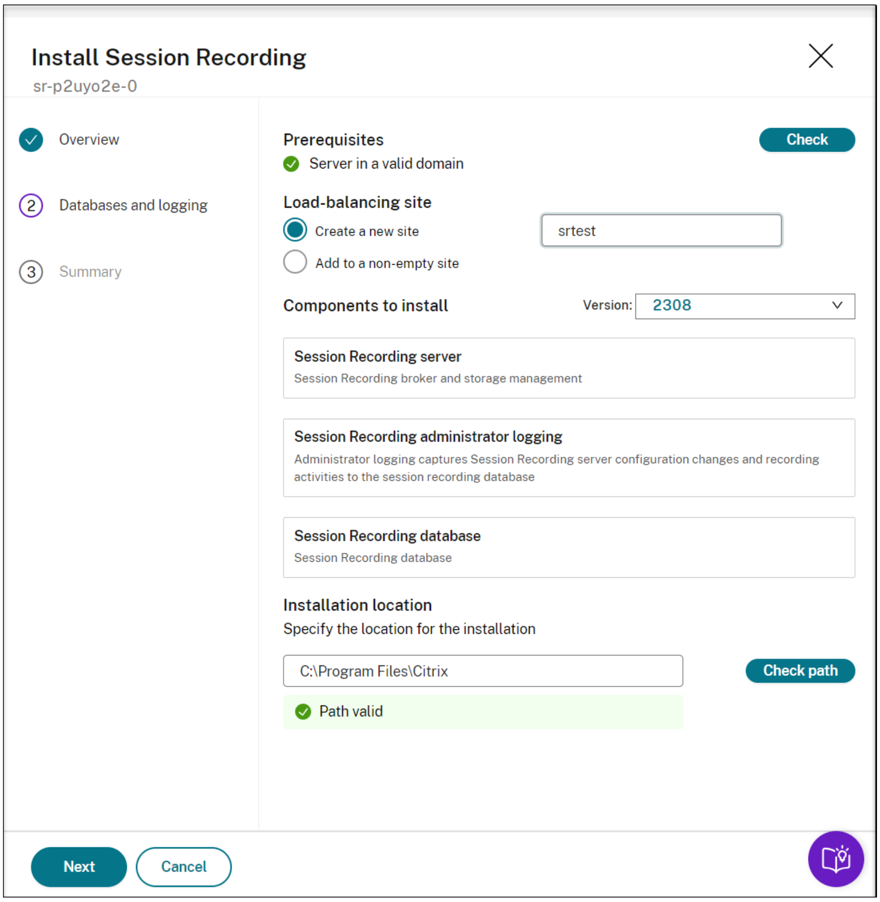
Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers
Servers that do not belong to any load-balancing site.
1 server

AUTOSERVER1 | Server version | Cloud client version 7.37.8000.2 | ○ Ready to install

5. Follow the wizard to install the Session Recording server component on the machine.



Install Session Recording
sr-p2uyo2e-0

Prerequisites
✓ Server in a valid domain

Load-balancing site
● Create a new site: srtest
○ Add to a non-empty site

Components to install
Version: 2308

Session Recording server
Session Recording broker and storage management

Session Recording administrator logging
Administrator logging captures Session Recording server configuration changes and recording activities to the session recording database

Session Recording database
Session Recording database

Installation location
Specify the location for the installation
C:\Program Files\Citrix
✓ Path valid

a) On the **Overview** page, complete the following steps:

i. Run a check to verify that the machine is in a valid domain.

The prerequisite check is to prevent issues that might keep Session Recording servers from functioning after being connected.

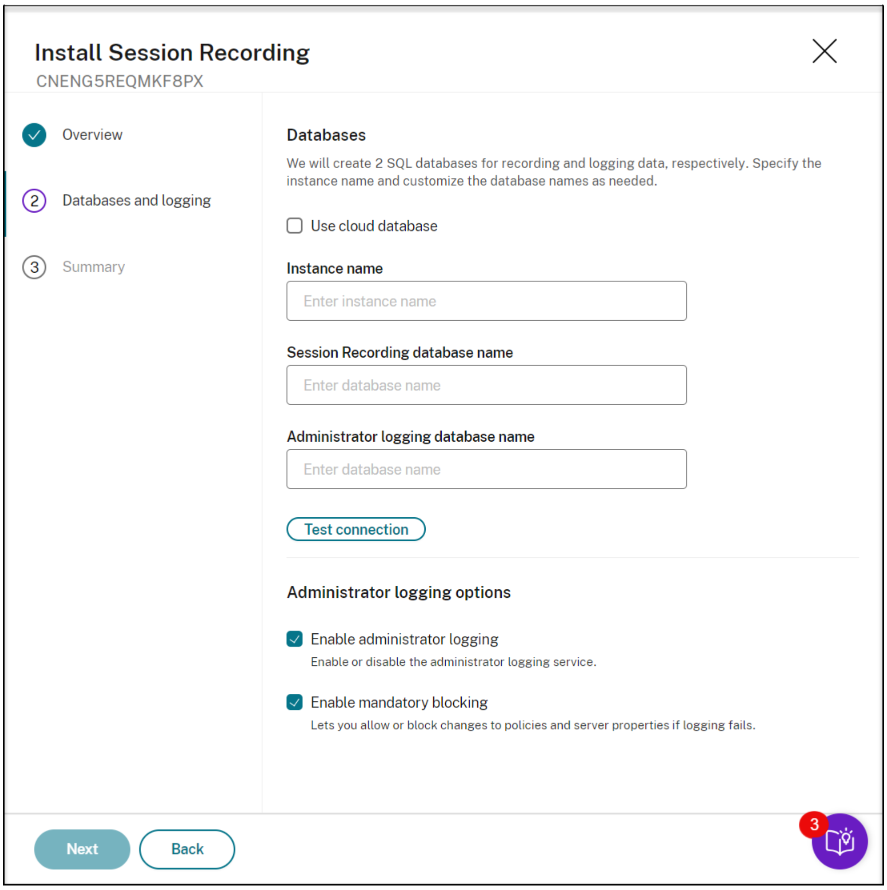
ii. Create a site for the machine or add the machine to an existing non-empty site.

iii. Choose a server version to install.

iv. Specify an installation path and verify that the path is valid.

v. Click **Next** to proceed to the **Databases** page.

b) On the **Databases** page, choose whether to use a cloud database, fill the fields accordingly, and then click **Test connection** to test the connectivity to the Session Recording database and the administrator logging database.



Install Session Recording

CNENG5REQMKF8PX

Databases

We will create 2 SQL databases for recording and logging data, respectively. Specify the instance name and customize the database names as needed.

☐ Use cloud database

Instance name: Enter instance name

Session Recording database name: Enter database name

Administrator logging database name: Enter database name

Administrator logging options

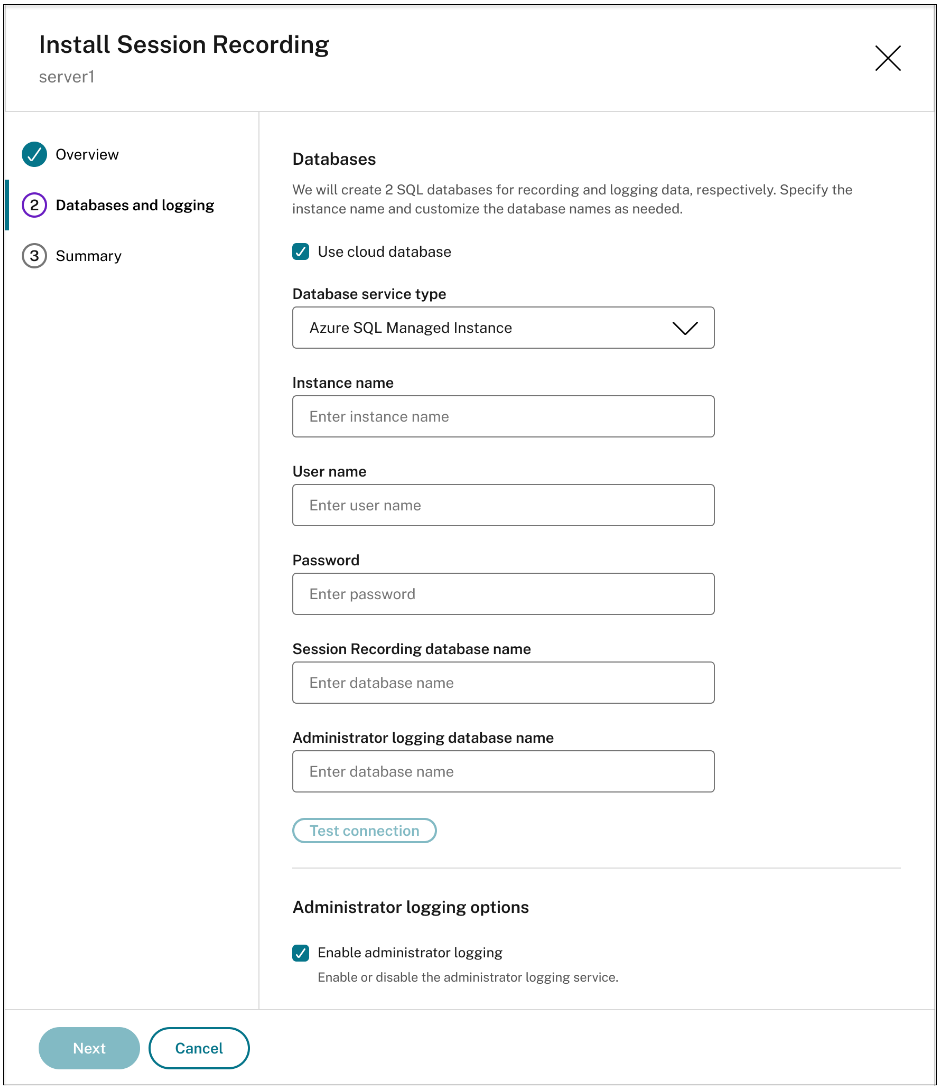
☑ Enable administrator logging

Enable or disable the administrator logging service.

☑ Enable mandatory blocking

Lets you allow or block changes to policies and server properties if logging fails.

> **Tip:**
>
> - If you allocated the machine to an existing non-empty site earlier, the fields on the **Databases** page are automatically filled.
> - You can deploy the Session Recording database on the following cloud SQL database services:
>   - Azure SQL Database
>   - Azure SQL Managed Instance
>   - SQL Server on Azure Virtual Machines (VMs)
>   - AWS RDS
>   - Google Cloud SQL Server



Install Session Recording
server1

✓ Overview
2 Databases and logging
3 Summary

Databases

We will create 2 SQL databases for recording and logging data, respectively. Specify the instance name and customize the database names as needed.

☑ Use cloud database

Database service type: Azure SQL Managed Instance

Instance name: Enter instance name

User name: Enter user name

Password: Enter password

Session Recording database name: Enter database name

Administrator logging database name: Enter database name

Administrator logging options

☑ Enable administrator logging
Enable or disable the administrator logging service.

- **Instance name**: If the database instance isn't a named instance, you can use only the computer name of the SQL Server. If you have named the instance during the instance setup, use computer-name\instance-name as the database instance name. To determine the server instance name that you are using, run **select @@servername** on the SQL Server. The return value is the exact database instance name. If your SQL server is configured to be listening on a custom port other than the default port 1433, set the custom listener port by appending a comma to the instance name. For example, type **DXSBC-SRD-1,2433** in the **Instance name** text box, where 2433, following the comma, denotes the custom listener port.
- **Session Recording database name**: Type a custom database name. If the Session Recording server and the database instance are installed on different machines, grant the **sysadmin** role permission on the database to the machine where the Session Recording server is installed. If both the Session Recording server and the database instance are installed on the same machine, grant the **sysadmin** role permission on

the database to the machine where the Session Recording server is installed and to the NT AUTHORITY\NETWORK SERVICE and NT AUTHORITY\SYSTEM accounts. Click **Test connection** to test the connectivity to the SQL Server instance and the validity of the database name.

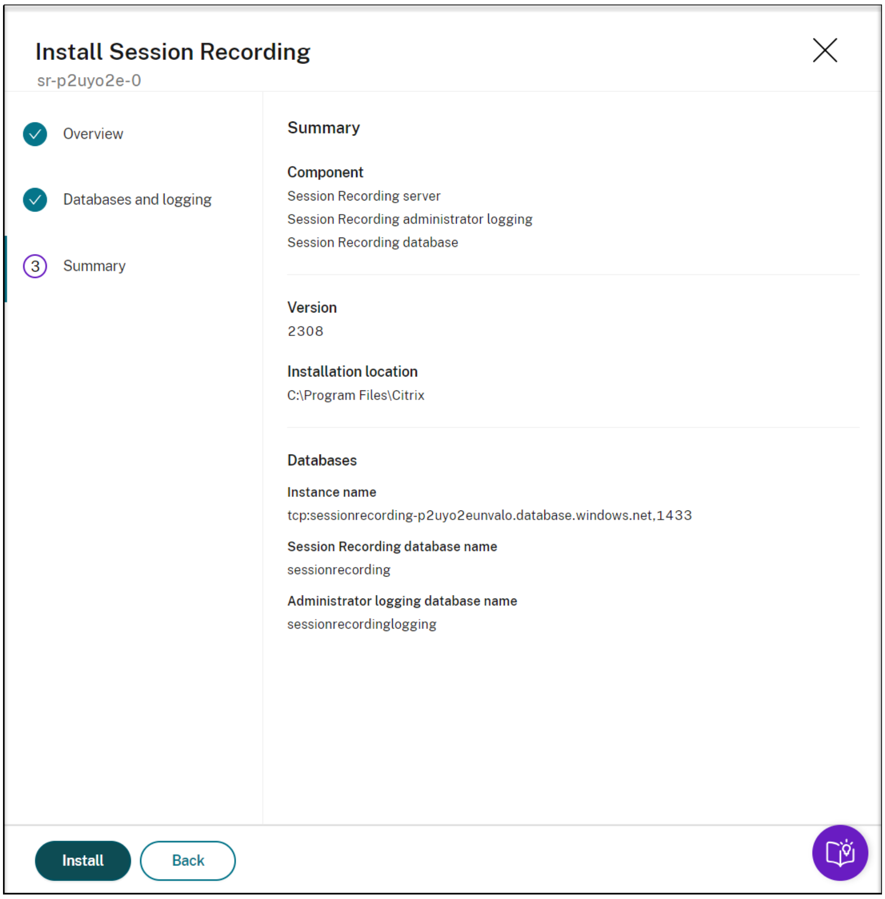
- **Administrator logging database name**: The administrator logging database name must be different from the Session Recording database name. After typing the administrator logging database name, click **Test connection** to test the connectivity to the administrator logging database.
- **Enable administration logging**: By default, the administration logging feature is enabled. You can disable it by clearing the check box.
- **Enable mandatory blocking**: By default, mandatory blocking is enabled. The normal features might be blocked if logging fails. You can disable mandatory blocking by clearing the check box.

Session Recording now supports different types of sql authentication, please refer to the following table for details:

Supported Sql Authentication Method	Supported SQL Server Type
SQL Server Authentication	• On-Premises SQL Server • Azure SQL Database • Azure SQL Managed Instance • SQL Server on Azure VMs • AWS RDS • Google Cloud SQL Server
Microsoft Entra ID Password Authentication with Cloud Managed Entra id account	• Azure SQL Database • Azure SQL Managed Instance
Microsoft Entra ID Service Principal Authentication with Cloud Managed Entra id account	Azure SQL Managed Instance

> **Note:**
>
> Need to install OLE DB Driver and ODBC Driver on the same machine as the cloud client.

c) On the **Summary** page, verify your settings and click **Install**.



Install Session Recording

sr-p2uyo2e-0

Summary

Component

Session Recording server

Session Recording administrator logging

Session Recording database

Version

2308

Installation location

C:\Program Files\Citrix

Databases

Instance name

tcp:sessionrecording-p2uyo2eunvalo.database.windows.net,1433

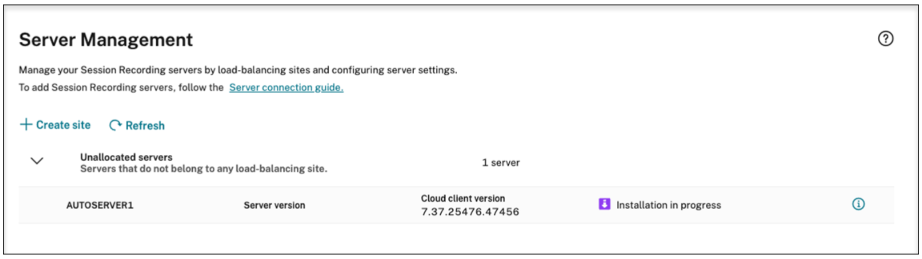
Session Recording database name

sessionrecording

Administrator logging database name

sessionrecordinglogging

d) Check the installation progress by clicking the icon next to **Installation in progress**.



Server Management

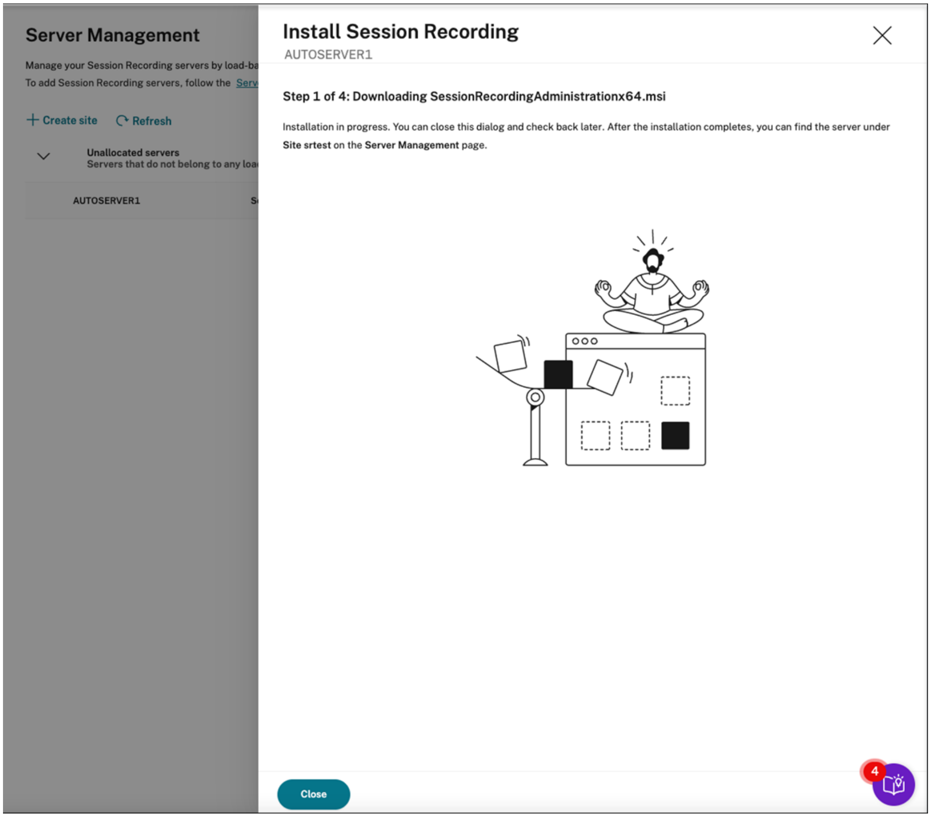
Manage your Session Recording servers by load-balancing sites and configuring server settings.

To add Session Recording servers, follow the Server connection guide.

Unallocated servers
Servers that do not belong to any load-balancing site. 1 server

AUTOSERVER1 Server version Cloud client version 7.37.25476.47456 Installation in progress

For example, the installation has progressed to the first step.



Server Management

Manage your Session Recording servers by load-ba

To add Session Recording servers, follow the Serv

Unallocated servers
Servers that do not belong to any loa

AUTOSERVER1

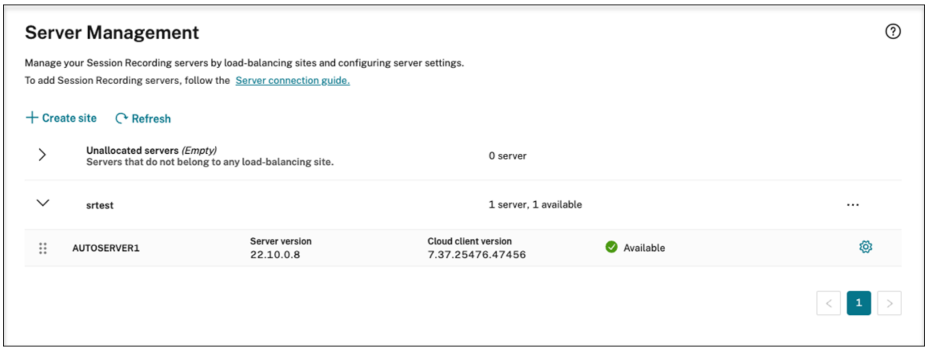
Install Session Recording

AUTOSERVER1

Step 1 of 4: Downloading SessionRecordingAdministrationx64.msi

Installation in progress. You can close this dialog and check back later. After the installation completes, you can find the server under **Site srtest** on the **Server Management** page.

After installation completes successfully, the machine becomes a Session Recording server that is connected to the Session Recording service. You can find the server under the site that you created or specified. Refresh the **Server Management** page to view all connected servers.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.

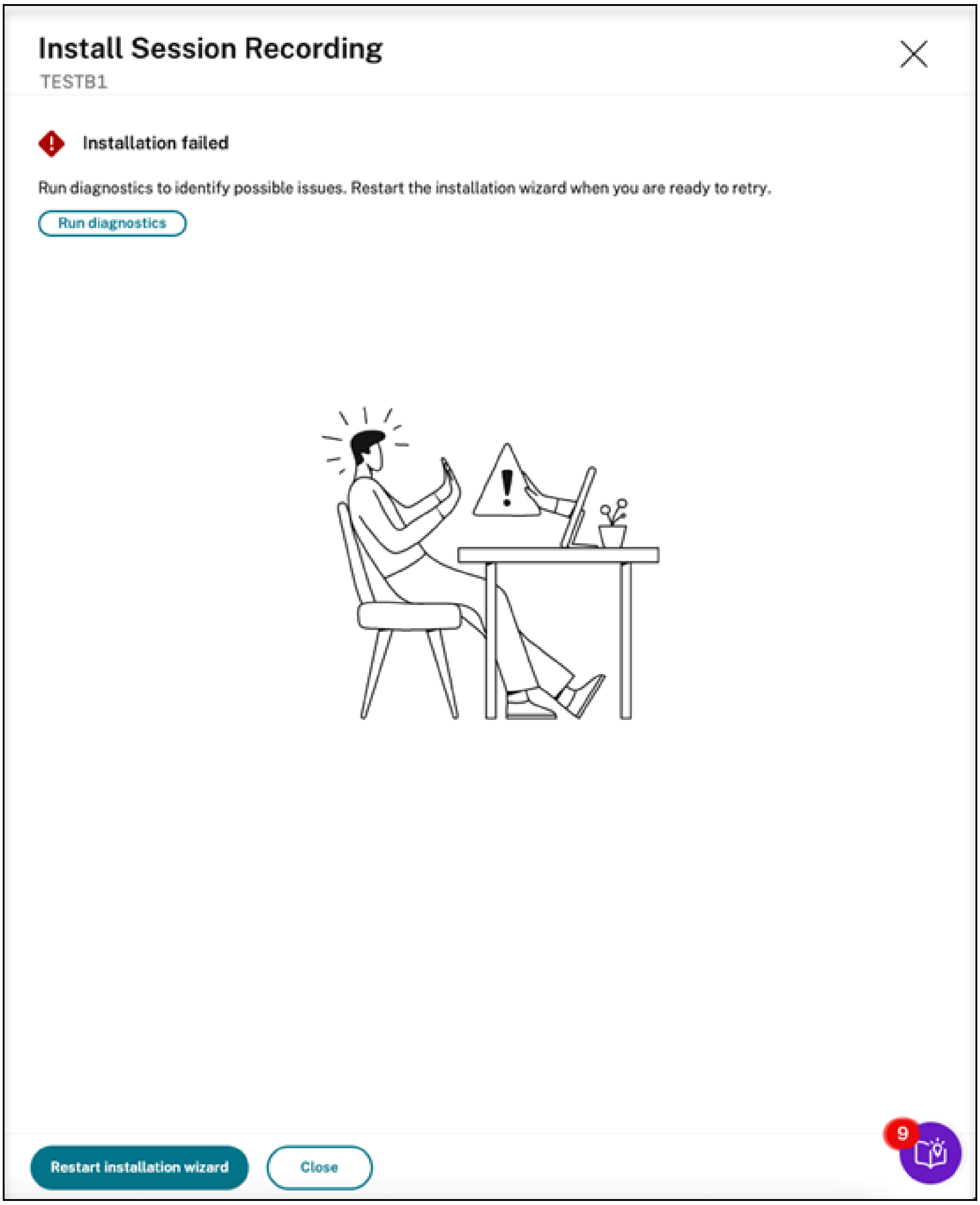
To add Session Recording servers, follow the Server connection guide.

Unallocated servers *(Empty)*
Servers that do not belong to any load-balancing site. 0 server

srtest 1 server, 1 available

AUTOSERVER1 Server version 22.10.0.8 Cloud client version 7.37.25476.47456 ✓ Available

If the installation fails, click the icon next to **Installation failed** and run diagnostics to identify possible issues. Fix the issues if any, restart the machine, and then restart the installation wizard.



Install Session Recording

TESTB1

Installation failed

Run diagnostics to identify possible issues. Restart the installation wizard when you are ready to retry.

Post-installation actions

After installing a Session Recording server from within the cloud, perform the following operations:

- Connect the newly installed Session Recording server to the target Session Recording agent. Go to the target VDA or VDI machine and open **Session Recording Agent Properties**. Type the computer name of the machine where you installed the Session Recording server. Type the protocol and port information for the connection to the Session Recording server.

- Configure server settings, policies, and playback permissions based on your needs.
- Launch sessions to verify that sessions are recording.
- View administrator logging data.
- Go to the Session Recording management dashboard to gain insights into your deployment. For fresh installations, data is not immediately available on the dashboard.

Deploy Session Recording resources to a cloud subscription

September 7, 2025

This article provides information on deploying Session Recording resources to an Azure subscription.

You can deploy the following Session Recording resources to an Azure subscription from within the Session Recording service:

- Session Recording servers
- Databases
- Storage
- Load balancer

There are two ways of deploying Session Recording resources to an Azure subscription:

- **Use a host connection** that connects to the Azure subscription. Creating a host connection requires you to provide your subscription information. For more information, see Create and deploy a site through a host connection later in this article.
- **If you do not want to provide your subscription information, create an Azure Resource Manager template (ARM template)** that contains how and which resources you want to deploy. For more information, see Create and deploy a site through an ARM template later in this article.

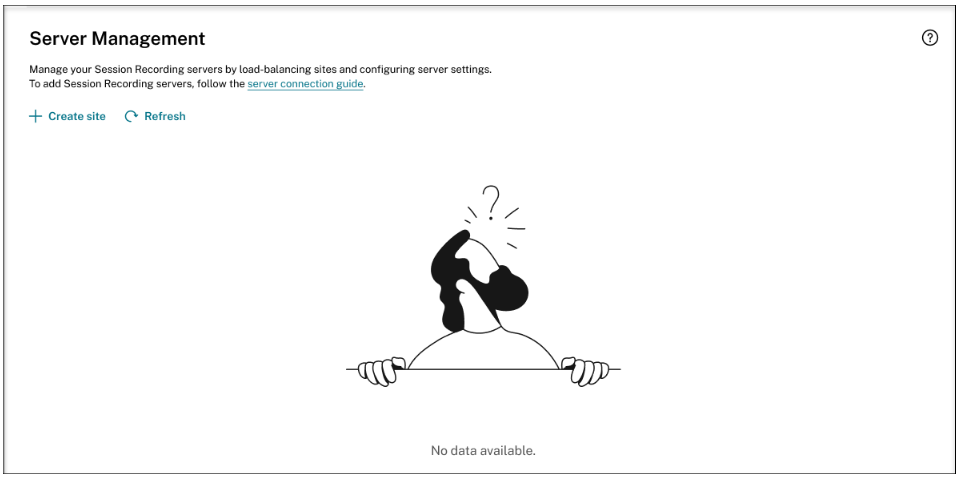
Create and deploy a site through a host connection

This section guides you through the procedure of creating and deploying a site through a host connection and the following operations that can be performed on a site deployed this way:

- Add resources to an existing site deployed on Azure
- Change the IP addresses that are allowed to access the load balancer
- View actual costs for using Azure

Create and deploy a site through a host connection

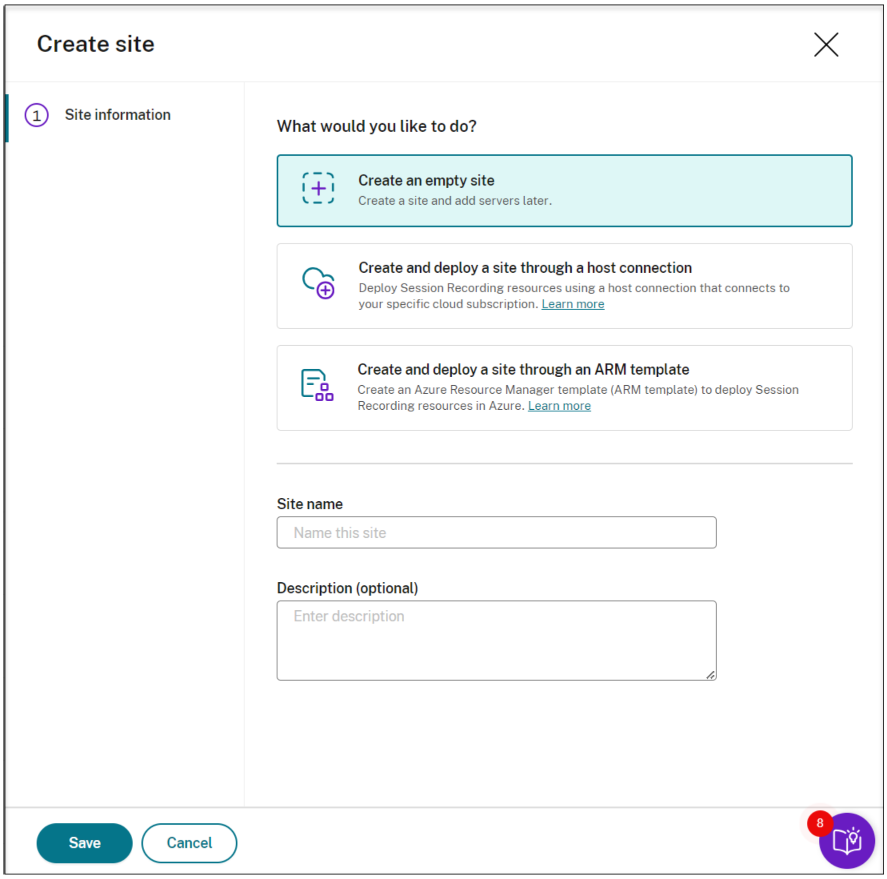
1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

2. On the **Server Management** page, click **Create site**. The **Create Site** page appears.



Create site

What would you like to do?

Create an empty site
Create a site and add servers later.

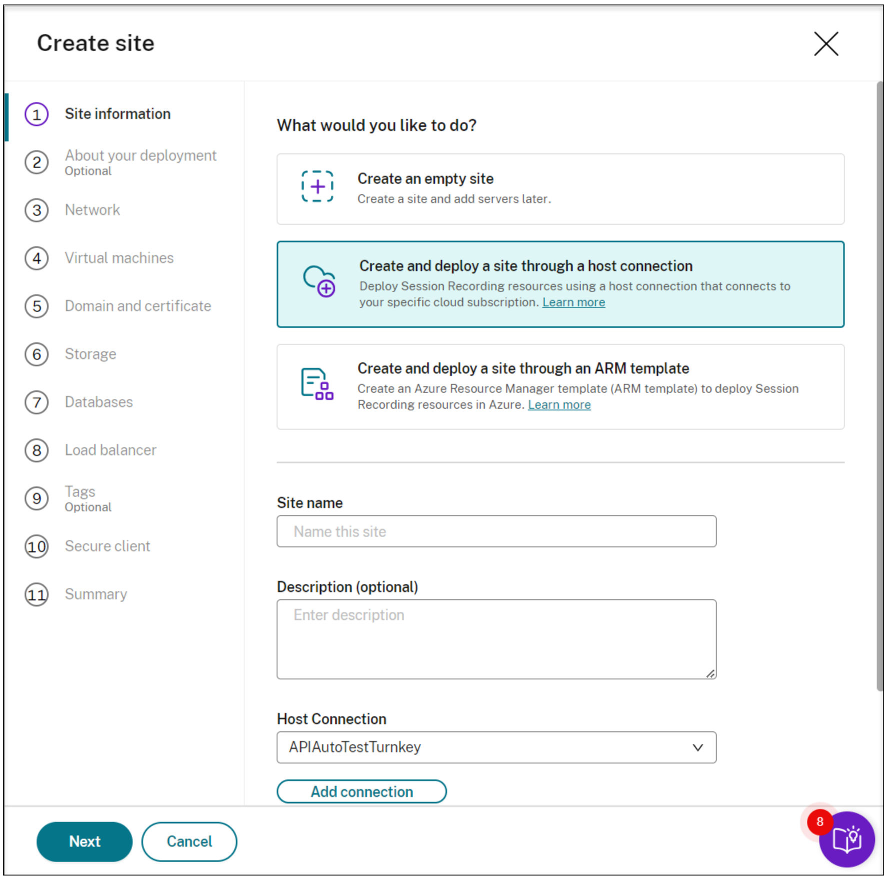
Create and deploy a site through a host connection
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

Create and deploy a site through an ARM template
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name
Name this site

Description (optional)
Enter description

3. Select **Create and deploy a site through a host connection**. The main steps are listed in the left navigation.



Create site

1. Site information
2. About your deployment Optional
3. Network
4. Virtual machines
5. Domain and certificate
6. Storage
7. Databases
8. Load balancer
9. Tags Optional
10. Secure client
11. Summary

What would you like to do?

○ **Create an empty site**
Create a site and add servers later.

● **Create and deploy a site through a host connection**
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

○ **Create and deploy a site through an ARM template**
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name: Name this site

Description (optional): Enter description

Host Connection: APIAutoTestTurnkey

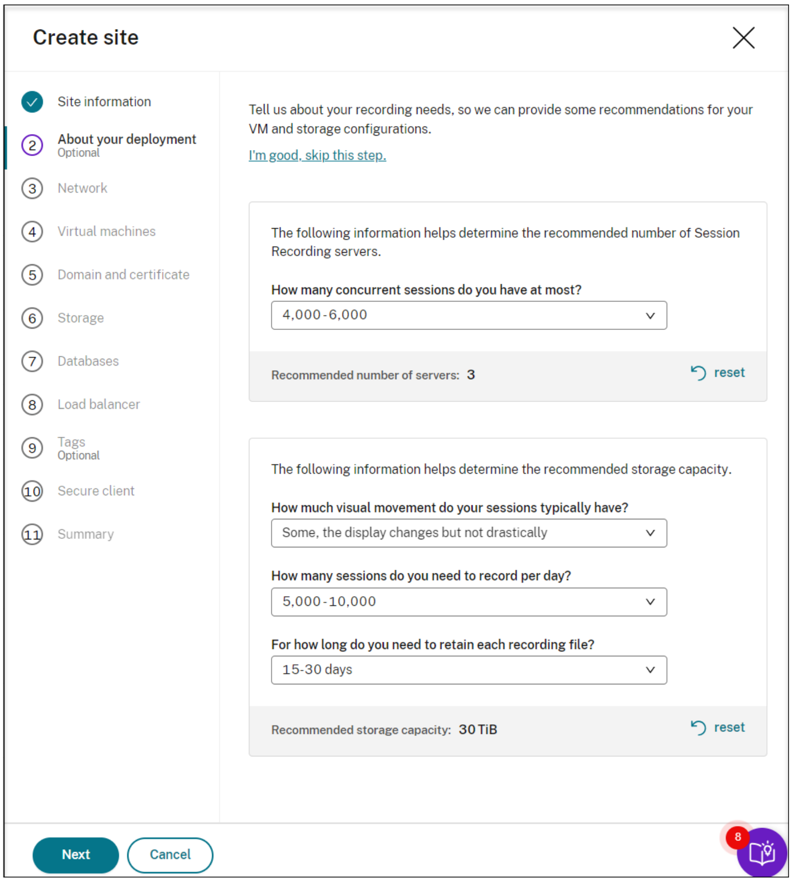
4. Enter a site name and description, select a host connection that connects to your Azure subscription, and specify a region.

   - If you don't have a host connection in place, add one by referring to Add a host connection later in this article.
   - Azure Government regions aren't supported.

5. After completing the site information, click **Next** to continue.

6. (Optional) To get recommendations for VM and storage configurations, provide information about your recording needs.

   You can skip this step by clicking **I'm good, skip this step** or by clicking **Next** with nothing selected.



Create site

Tell us about your recording needs, so we can provide some recommendations for your VM and storage configurations.

I'm good, skip this step.

The following information helps determine the recommended number of Session Recording servers.

How many concurrent sessions do you have at most?

4,000-6,000

Recommended number of servers: 3

The following information helps determine the recommended storage capacity.

How much visual movement do your sessions typically have?

Some, the display changes but not drastically

How many sessions do you need to record per day?

5,000-10,000

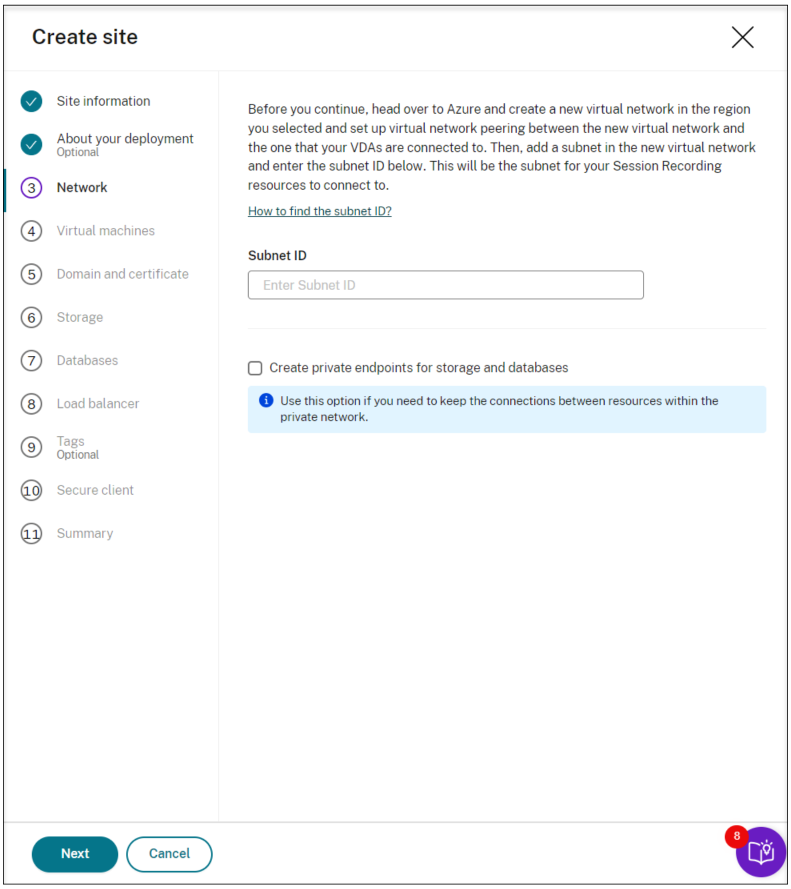
For how long do you need to retain each recording file?

15-30 days

Recommended storage capacity: 30 TiB

When you select an option from the drop-down list, a recommendation is presented according to your selection. A **reset** button is available next to the recommendation. It lets you clear your selections and the corresponding recommendation in that section.

7. Go to the Azure portal and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network. Find and enter the subnet ID below.



Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network and enter the subnet ID below. This will be the subnet for your Session Recording resources to connect to.

How to find the subnet ID?

Subnet ID

Enter Subnet ID

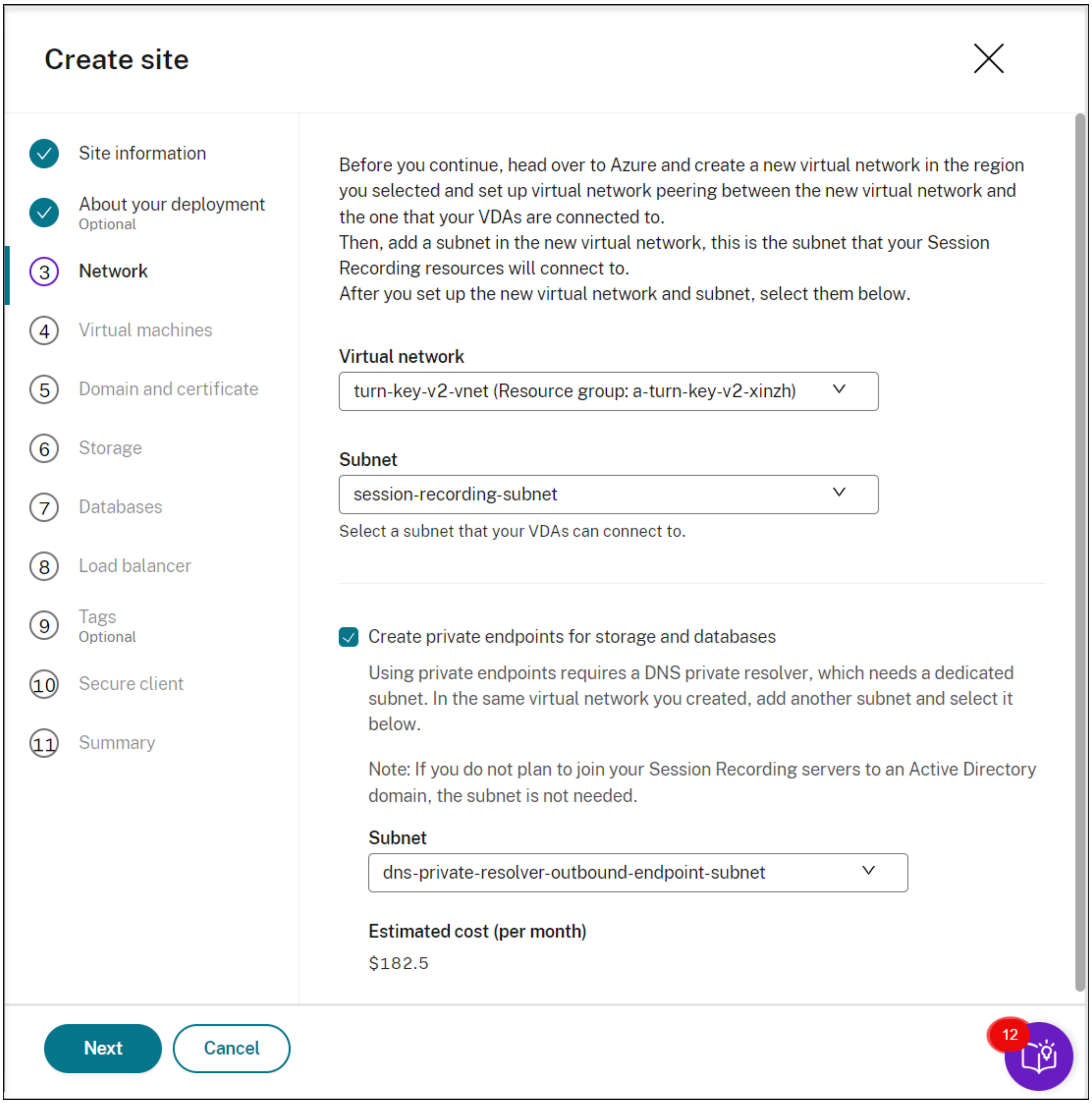
□ Create private endpoints for storage and databases

Use this option if you need to keep the connections between resources within the private network.

To keep the connections between resources within the private network, select the **Create private endpoints for storage and databases** check box.

After you select the **Create private endpoints for storage and databases** check box, decide on whether to enter another subnet ID by taking the following into consideration:

- If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed and thus leave the subnet ID field empty.
- If you leave the subnet ID field empty, you are joining your Session Recording servers to an Azure Active Directory domain.



Create site

Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to.
Then, add a subnet in the new virtual network, this is the subnet that your Session Recording resources will connect to.
After you set up the new virtual network and subnet, select them below.

Virtual network
turn-key-v2-vnet (Resource group: a-turn-key-v2-xinzh)

Subnet
session-recording-subnet
Select a subnet that your VDAs can connect to.

☑ Create private endpoints for storage and databases

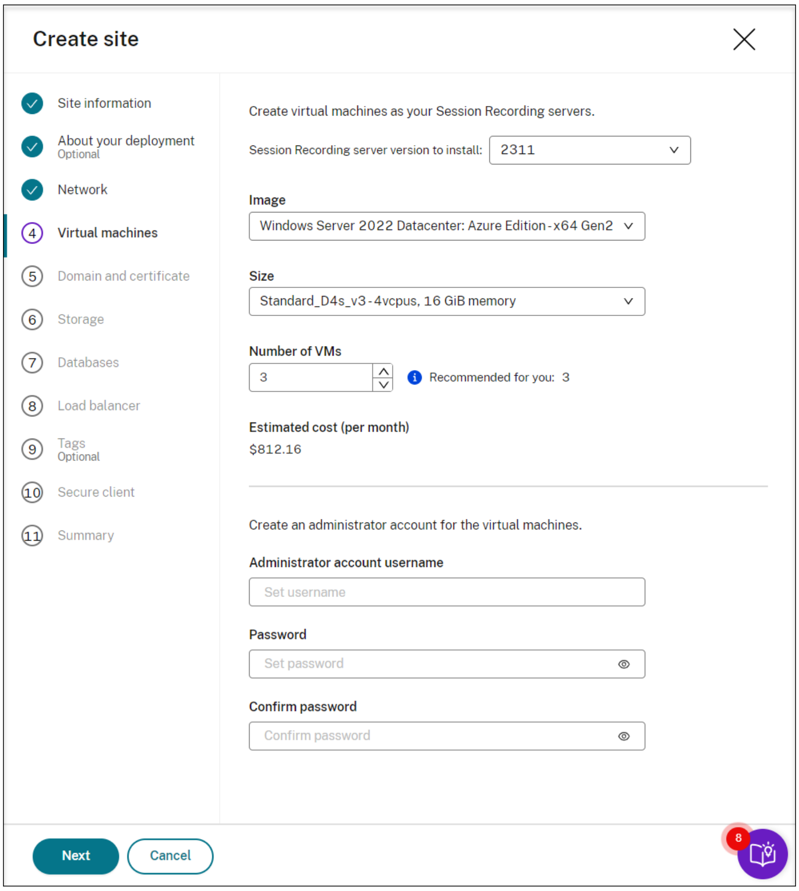
Using private endpoints requires a DNS private resolver, which needs a dedicated subnet. In the same virtual network you created, add another subnet and select it below.

Note: If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed.

Subnet
dns-private-resolver-outbound-endpoint-subnet

Estimated cost (per month)
$182.5

8. Create virtual machines (VMs) as your Session Recording servers.



Create site

Create virtual machines as your Session Recording servers.

Session Recording server version to install: 2311

Image: Windows Server 2022 Datacenter: Azure Edition - x64 Gen2

Size: Standard_D4s_v3 - 4vcpus, 16 GiB memory

Number of VMs: 3

Recommended for you: 3

Estimated cost (per month): $812.16

Create an administrator account for the virtual machines.

Administrator account username: Set username

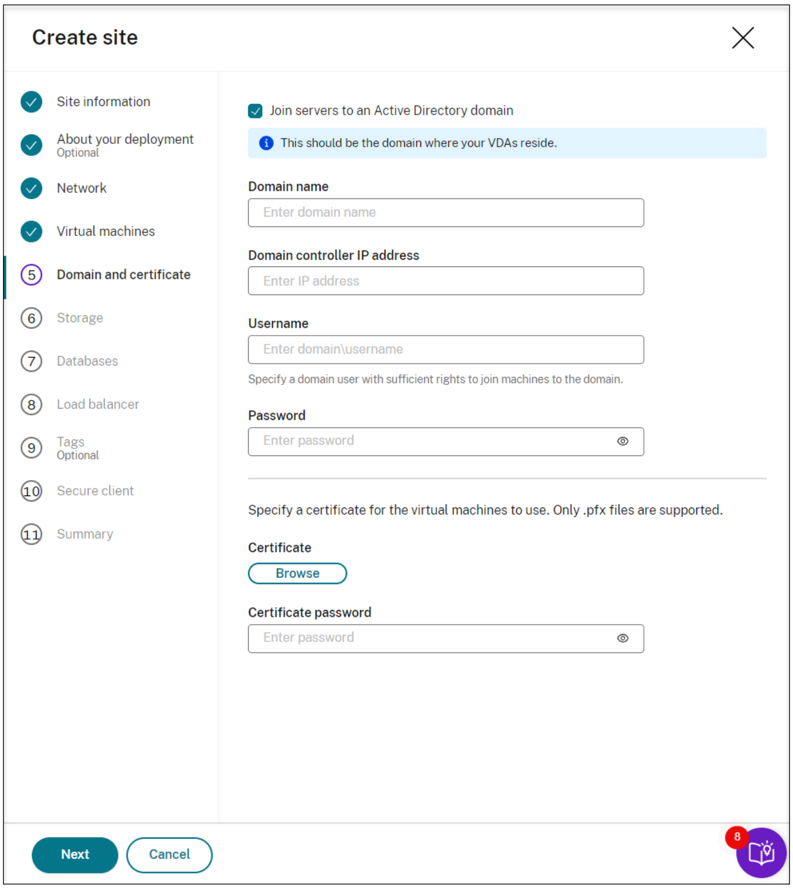
Password: Set password

Confirm password: Confirm password

> **Note:**
>
> - The **Number of VMs** field is prefilled with the recommended number if there's one. Change the number as needed.
> - Estimated costs are based on standard pricing and don't take discounts into consideration. You can expect lower actual costs than estimated.

9. Join the Session Recording servers to the same domain with your VDAs and specify a certificate for the Session Recording servers.

   - If your VDAs connect to an Active Directory domain, select the **Join servers to an Active Directory domain** check box and enter the relevant information. By selecting the **Join servers to an Active Directory domain** check box, you are configuring the deployment for a hybrid scenario, integrating on-premises Active Directory with Azure AD.
   - If your VDAs connect to an Azure Active Directory (Azure AD) domain, clear the **Join servers to an Active Directory domain** check box. After you complete creating the current site, make sure to manually join the Session Recording servers to the same Azure AD domain. Notice that pure Azure AD deployment is available only for Session Recording 2402 and later.



Create site

✓ Site information
✓ About your deployment Optional
✓ Network
✓ Virtual machines
5 Domain and certificate
6 Storage
7 Databases
8 Load balancer
9 Tags Optional
10 Secure client
11 Summary

☑ Join servers to an Active Directory domain

This should be the domain where your VDAs reside.

Domain name: Enter domain name

Domain controller IP address: Enter IP address

Username: Enter domain\username

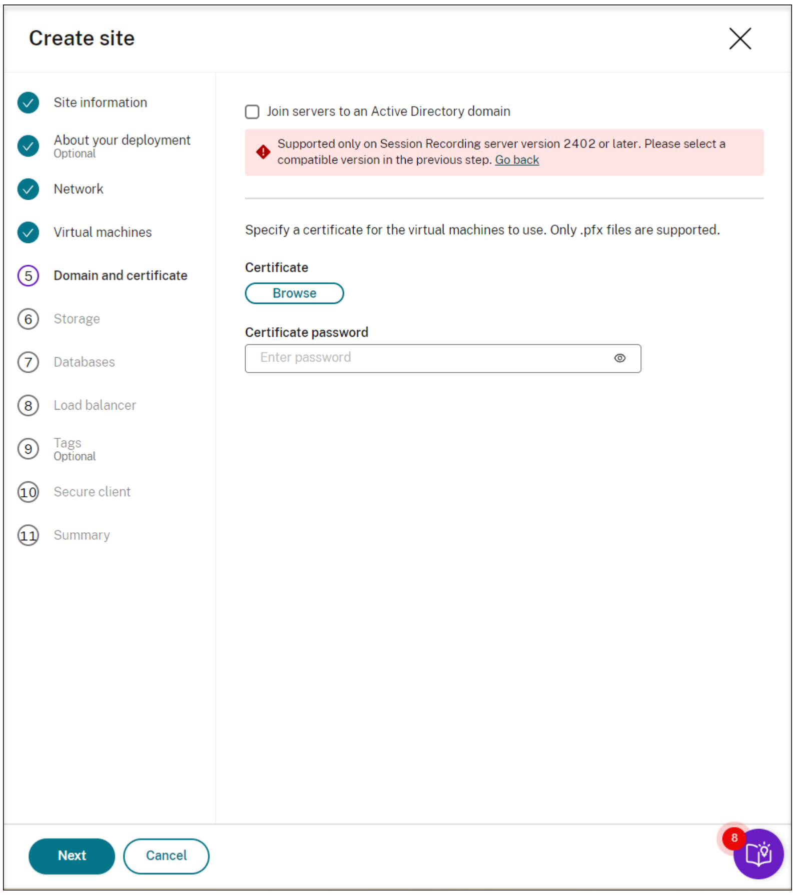
Specify a domain user with sufficient rights to join machines to the domain.

Password: Enter password

Specify a certificate for the virtual machines to use. Only .pfx files are supported.

Certificate: Browse

Certificate password: Enter password



Create site

□ Join servers to an Active Directory domain

Supported only on Session Recording server version 2402 or later. Please select a compatible version in the previous step. Go back

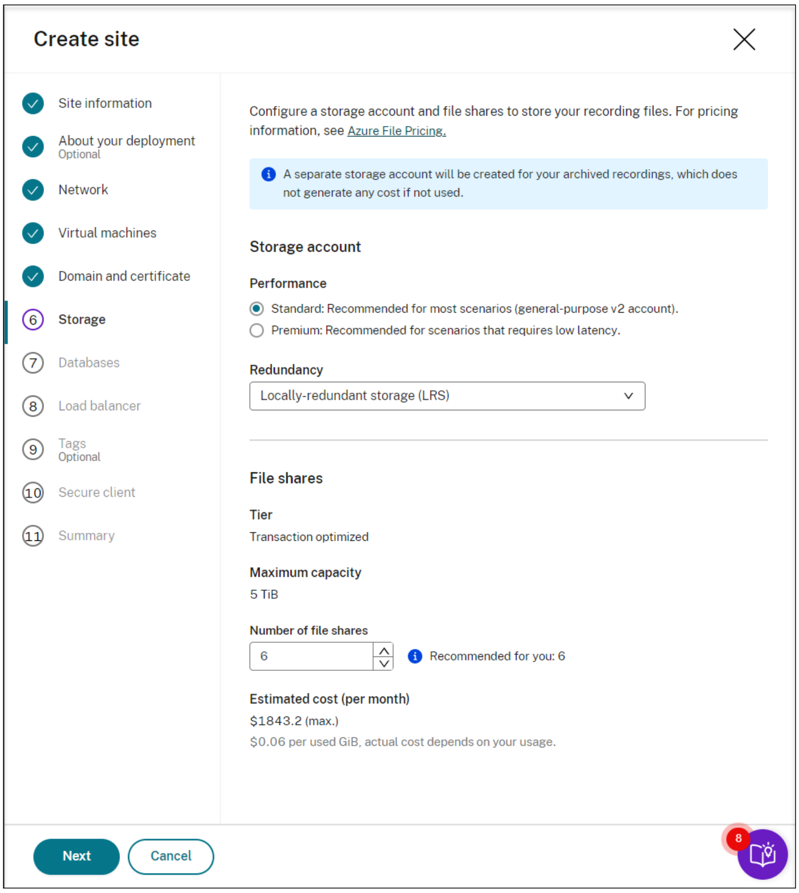
Specify a certificate for the virtual machines to use. Only .pfx files are supported.

Certificate

Certificate password

> **Note:**
>
> Since July 2023, Microsoft has renamed Azure Active Directory (Azure AD) to Microsoft Entra ID. In this document, any reference to Azure Active Directory, Azure AD, or AAD now refers to Microsoft Entra ID.

10. Configure an Azure storage account and file shares to store your recording files. For pricing information, see Azure Files pricing.



Configure a storage account and file shares to store your recording files. For pricing information, see Azure File Pricing.

A separate storage account will be created for your archived recordings, which does not generate any cost if not used.

Storage account

Performance

● Standard: Recommended for most scenarios (general-purpose v2 account).

○ Premium: Recommended for scenarios that requires low latency.

Redundancy

Locally-redundant storage (LRS)

File shares

Tier

Transaction optimized

Maximum capacity

5 TiB

Number of file shares

6

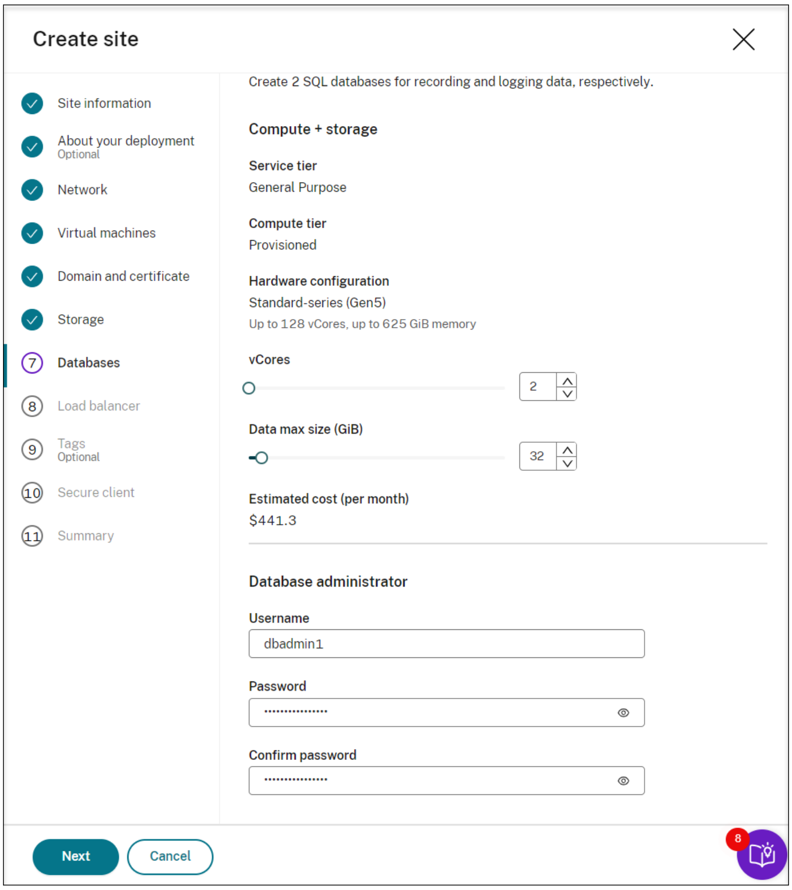
Recommended for you: 6

Estimated cost (per month)

$1843.2 (max.)

$0.06 per used GiB, actual cost depends on your usage.

11. Create two SQL databases in Azure. One is used as the Session recording database (named **sessionrecording**) and the other as the administrator logging database (named **sessionrecordinglogging**).



Create site

Create 2 SQL databases for recording and logging data, respectively.

Compute + storage

Service tier
General Purpose

Compute tier
Provisioned

Hardware configuration
Standard-series (Gen5)
Up to 128 vCores, up to 625 GiB memory

vCores
2

Data max size (GiB)
32

Estimated cost (per month)
$441.3

Database administrator

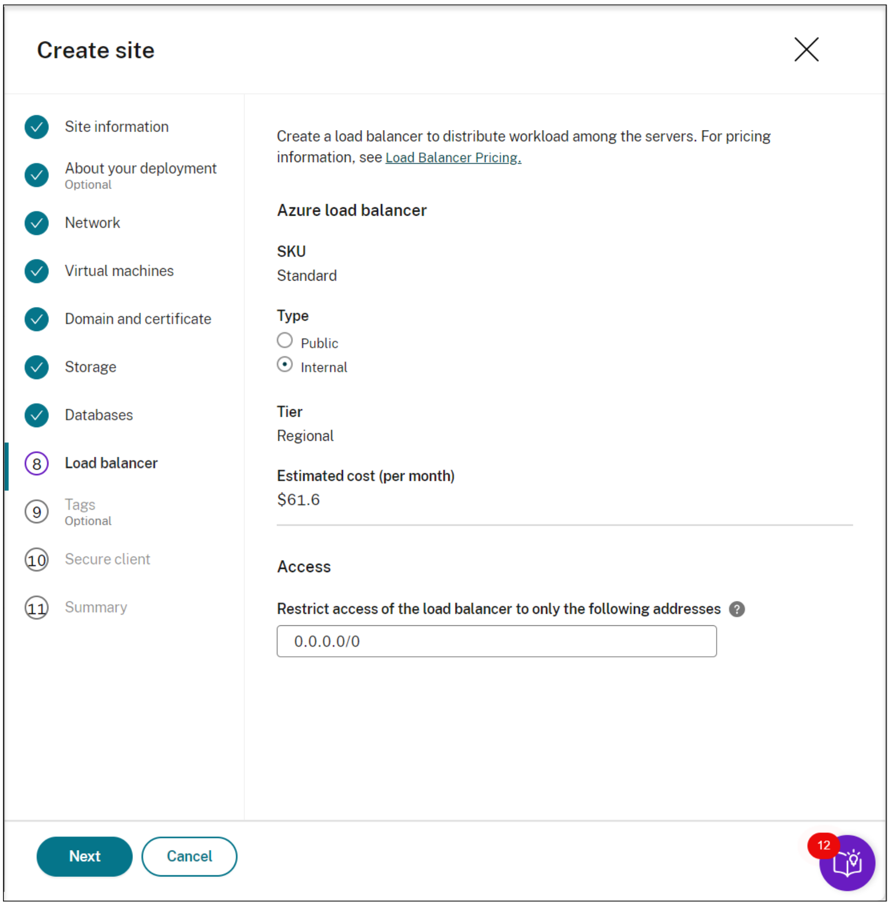
Username
dbadmin1

Password
•••••••••••••••••

Confirm password
•••••••••••••••••

> **Note:**
>
> When adding resources, specifically Session Recording servers, to an existing site deployed through a host connection, you are required to provide the database administrator password set during the site creation.

12. Create a load balancer to distribute workload among the Session Recording servers. Enter the IP addresses or ranges of your VDAs and separate them by a comma (,) in the **Restrict access of the load balancer to only the following addresses** field. For pricing information, see Load Balancer pricing.



Create site

Create a load balancer to distribute workload among the servers. For pricing information, see Load Balancer Pricing.

Azure load balancer

SKU
Standard

Type
○ Public
● Internal

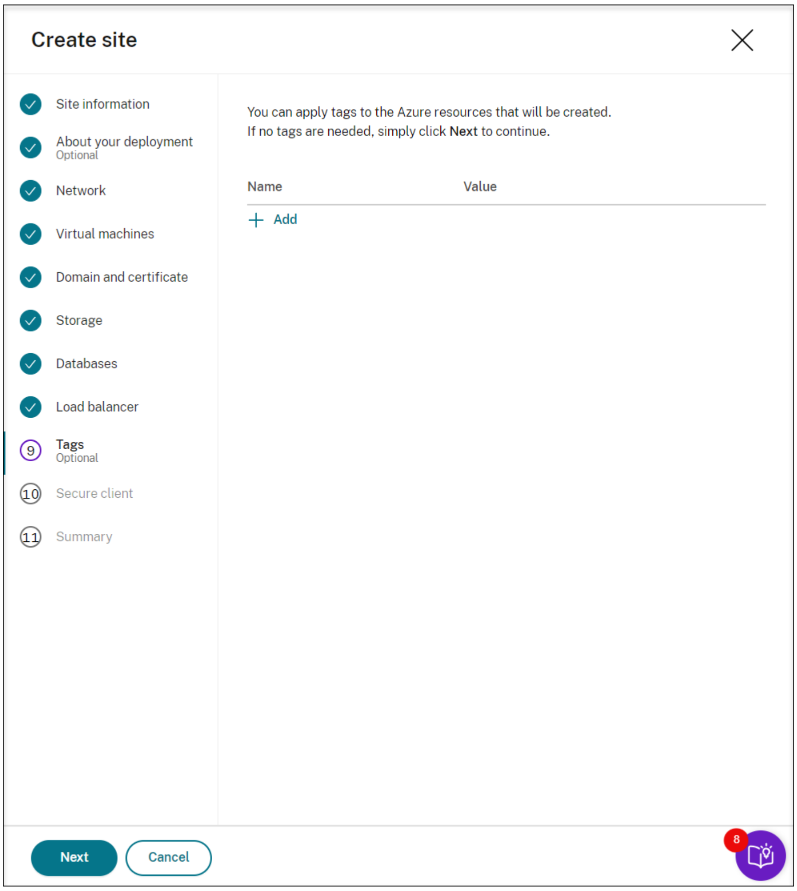
Tier
Regional

Estimated cost (per month)
$61.6

Access

Restrict access of the load balancer to only the following addresses
0.0.0.0/0

13. (Optional) Apply tags to the Azure resources to be created.



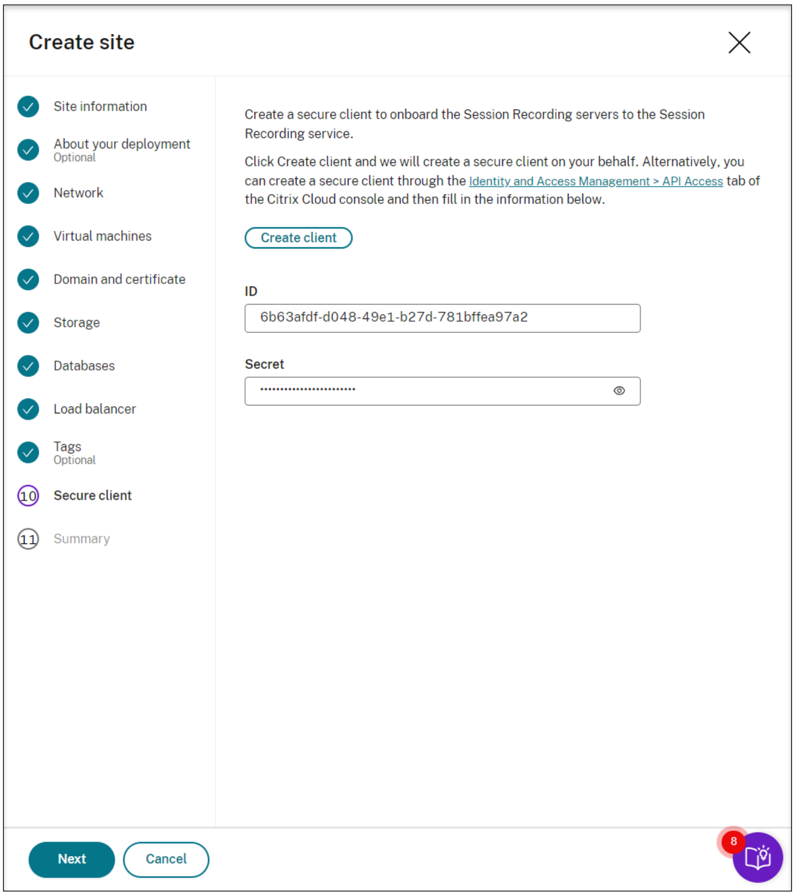
Create site

You can apply tags to the Azure resources that will be created.
If no tags are needed, simply click **Next** to continue.

Name	Value

14. Create a secure client to onboard the Session Recording servers to the Session Recording service.

    Click **Create client** to let Citrix create a secure client on your behalf. Alternatively, you can create a secure client through the **Identity and Access Management > API Access** tab of the Citrix Cloud™ console and then fill in the information below.



Create site

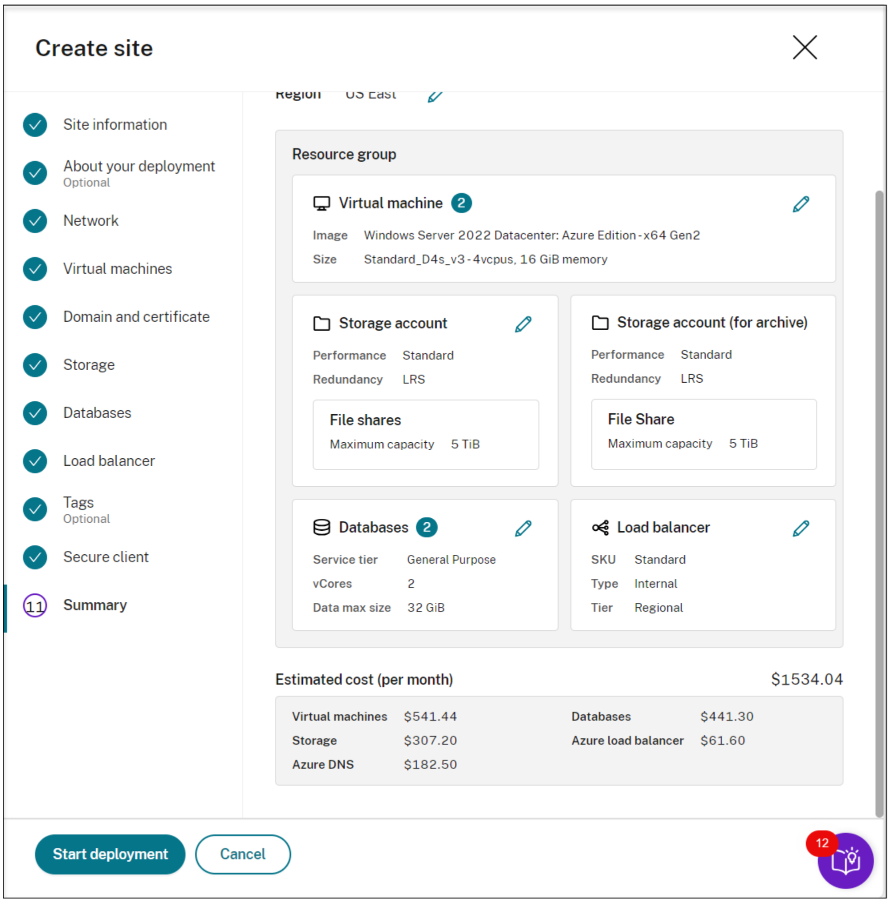
Create a secure client to onboard the Session Recording servers to the Session Recording service.

Click Create client and we will create a secure client on your behalf. Alternatively, you can create a secure client through the Identity and Access Management > API Access tab of the Citrix Cloud console and then fill in the information below.

ID: 6b63afdf-d048-49e1-b27d-781bffea97a2

Secret: ••••••••••••••••••••••••••

15. View the summary about the site to be created. Click the pencil icon to edit your settings if needed or click the button to start deployment.



Create site

- Site information
- About your deployment
  Optional
- Network
- Virtual machines
- Domain and certificate
- Storage
- Databases
- Load balancer
- Tags
  Optional
- Secure client
- 11 Summary

Region US East

Resource group

Virtual machine 2

Image	Windows Server 2022 Datacenter: Azure Edition - x64 Gen2
Size	Standard_D4s_v3 - 4vcpus, 16 GiB memory

Storage account

Performance	Standard
Redundancy	LRS

File shares

Maximum capacity	5 TiB

Storage account (for archive)

Performance	Standard
Redundancy	LRS

File Share

Maximum capacity	5 TiB

Databases 2

Service tier	General Purpose
vCores	2
Data max size	32 GiB

Load balancer

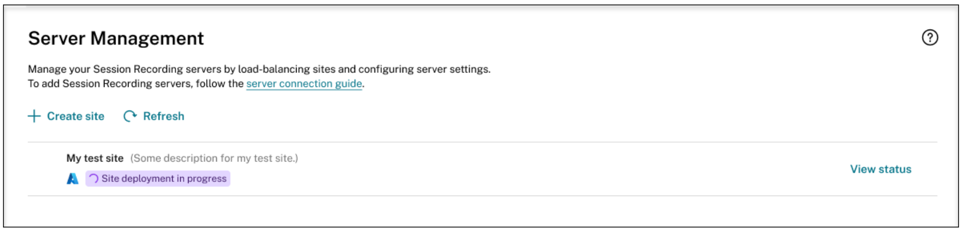
SKU	Standard
Type	Internal
Tier	Regional

Estimated cost (per month) $1534.04

Virtual machines	$541.44	Databases	$441.30
Storage	$307.20	Azure load balancer	$61.60
Azure DNS	$182.50		

The following are examples of the deployment process:

Deployment in progress:



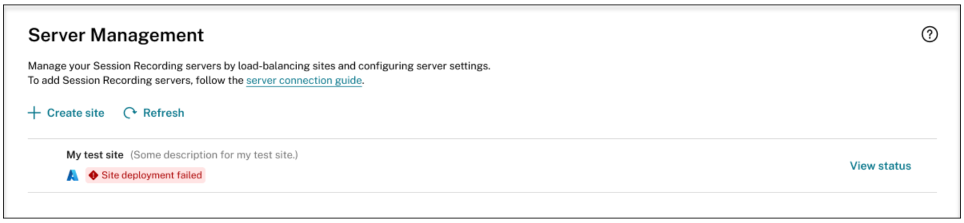
Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
Site deployment in progress

While a site deployment is in progress, you can click **View status** to view the progress.

Deployment failed:

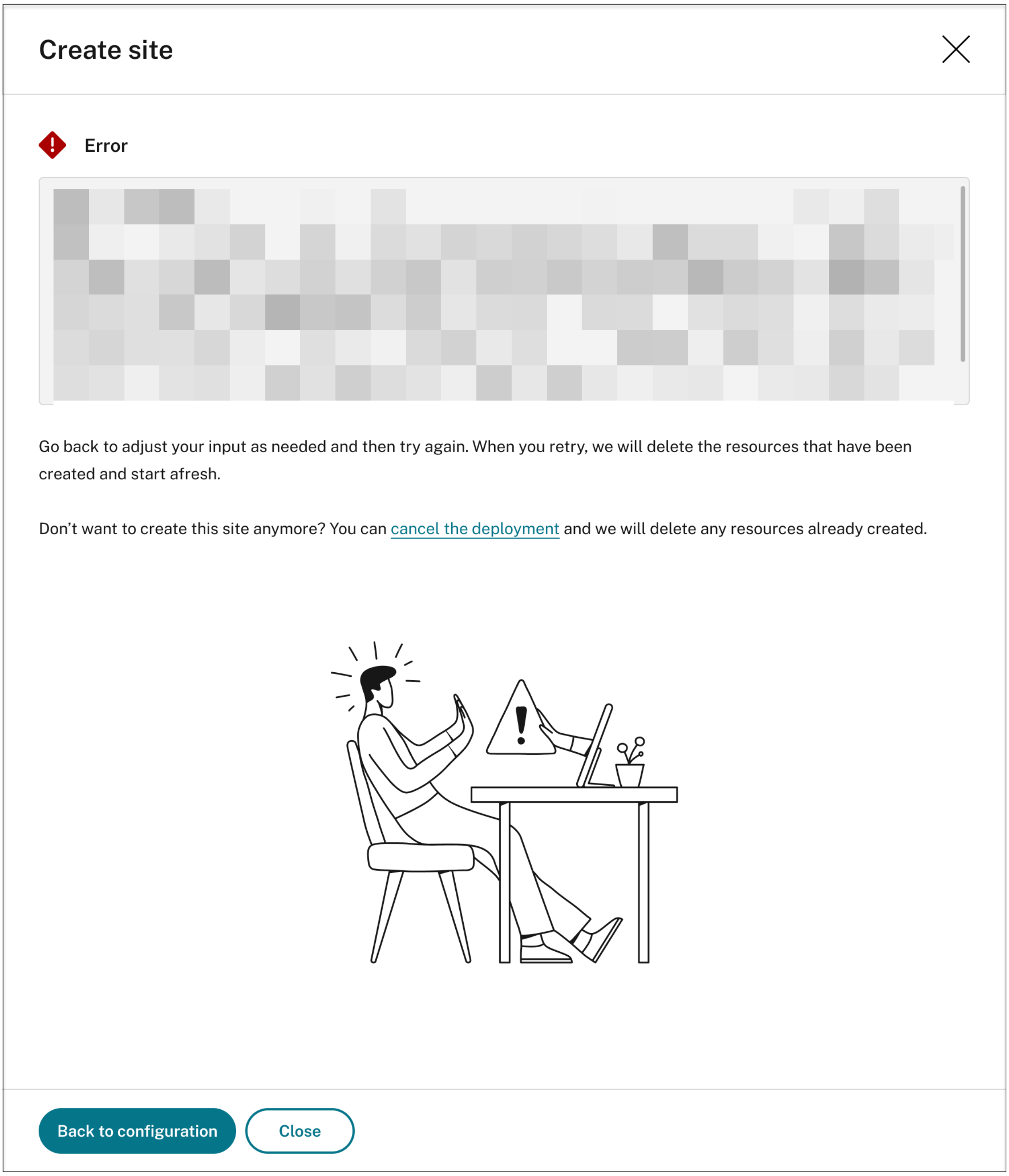


Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
Site deployment failed

If errors occur during the deployment process, click **View status** to view the error details. For an example of the error details:



Create site

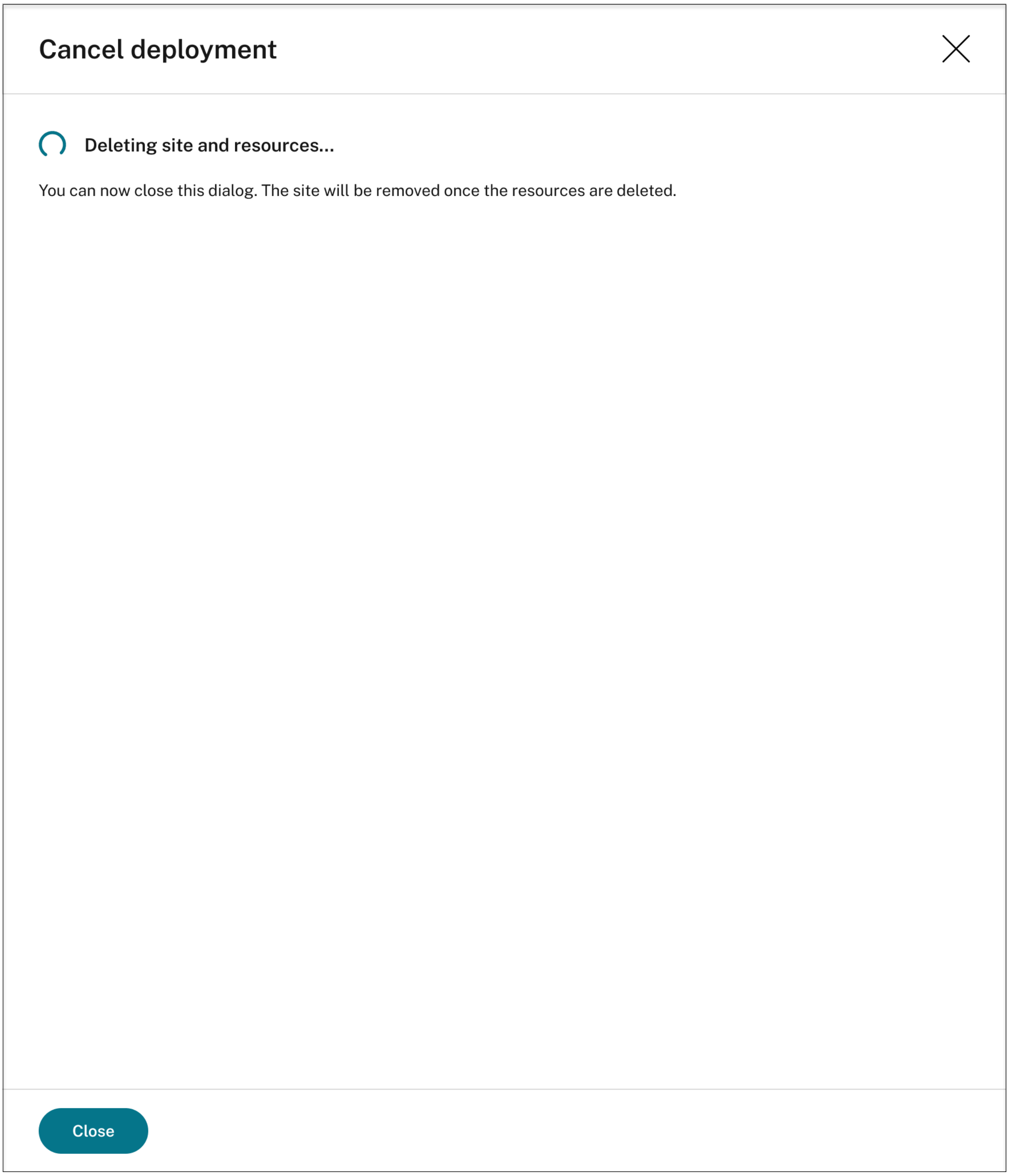
Error

[redacted]

Go back to adjust your input as needed and then try again. When you retry, we will delete the resources that have been created and start afresh.

Don't want to create this site anymore? You can cancel the deployment and we will delete any resources already created.

You can click **Back to configuration** or **cancel the deployment**. If you click **Back to configuration**, you're taken back to the **Create Site** page where you can alter your configurations and try again. If you're sure to cancel the deployment, follow the wizard to remove the site and the Azure resources created for the site. For example:



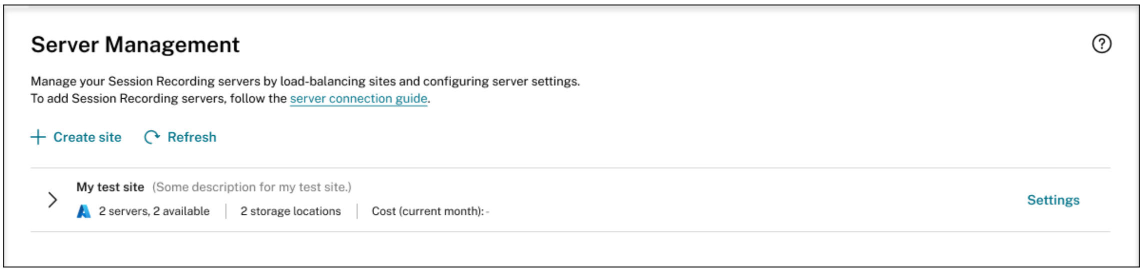
Cancel deployment

Deleting site and resources...

You can now close this dialog. The site will be removed once the resources are deleted.

Deployment success:

When a site deployment is complete, you can expand the site and view and manage the resources created under it. The **View status** button changes to **Settings**. An Azure icon is available to represent sites deployed on Azure.
For information about site settings, see Site and server settings.



Server Management

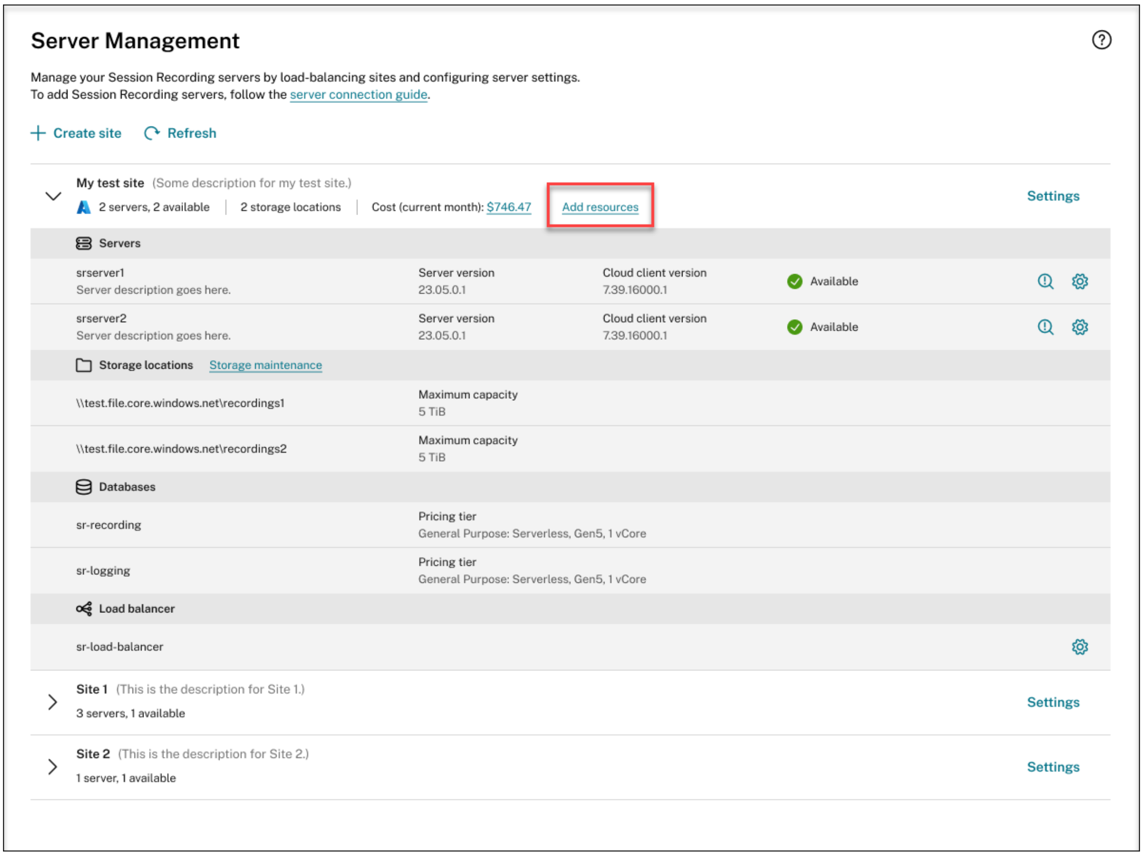
Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
2 servers, 2 available | 2 storage locations | Cost (current month): -

Add resources to an existing site deployed on Azure

For an existing site that you have deployed on Azure **through a host connection**, you can add resources including servers and storage to it. To do so, complete the following steps:

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. On the **Server Management** page, locate and unfold the target site. An Azure icon is available to represent sites deployed on Azure.
3. Click **Add resources**.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
2 servers, 2 available | 2 storage locations | Cost (current month): $746.47 | Add resources

Servers

srserver1 Server description goes here.	Server version 23.05.0.1	Cloud client version 7.39.16000.1	Available
srserver2 Server description goes here.	Server version 23.05.0.1	Cloud client version 7.39.16000.1	Available

Storage locations Storage maintenance

\\test.file.core.windows.net\recordings1	Maximum capacity 5 TiB
\\test.file.core.windows.net\recordings2	Maximum capacity 5 TiB

Databases

sr-recording	Pricing tier General Purpose: Serverless, Gen5, 1 vCore
sr-logging	Pricing tier General Purpose: Serverless, Gen5, 1 vCore

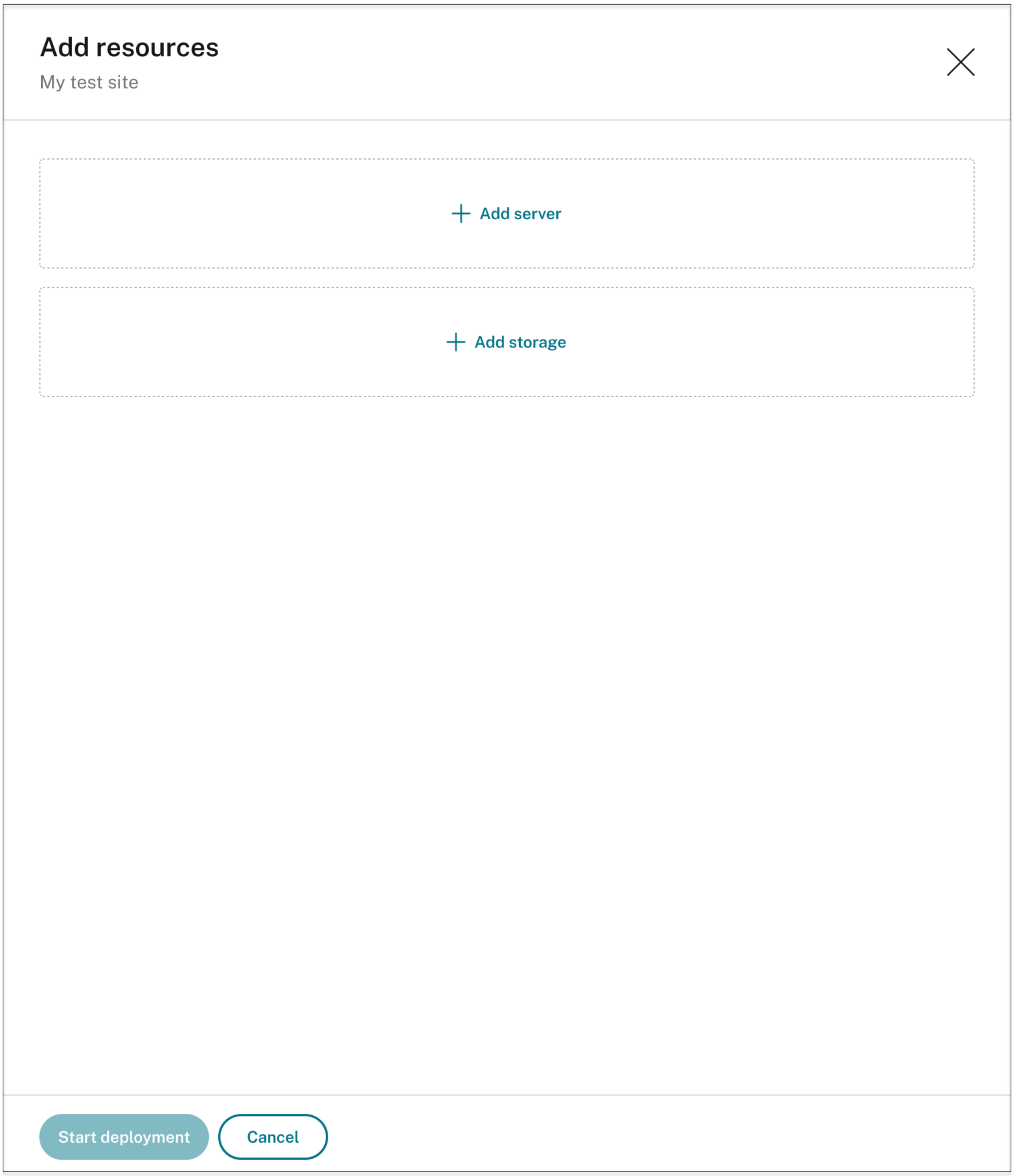
Load balancer

sr-load-balancer

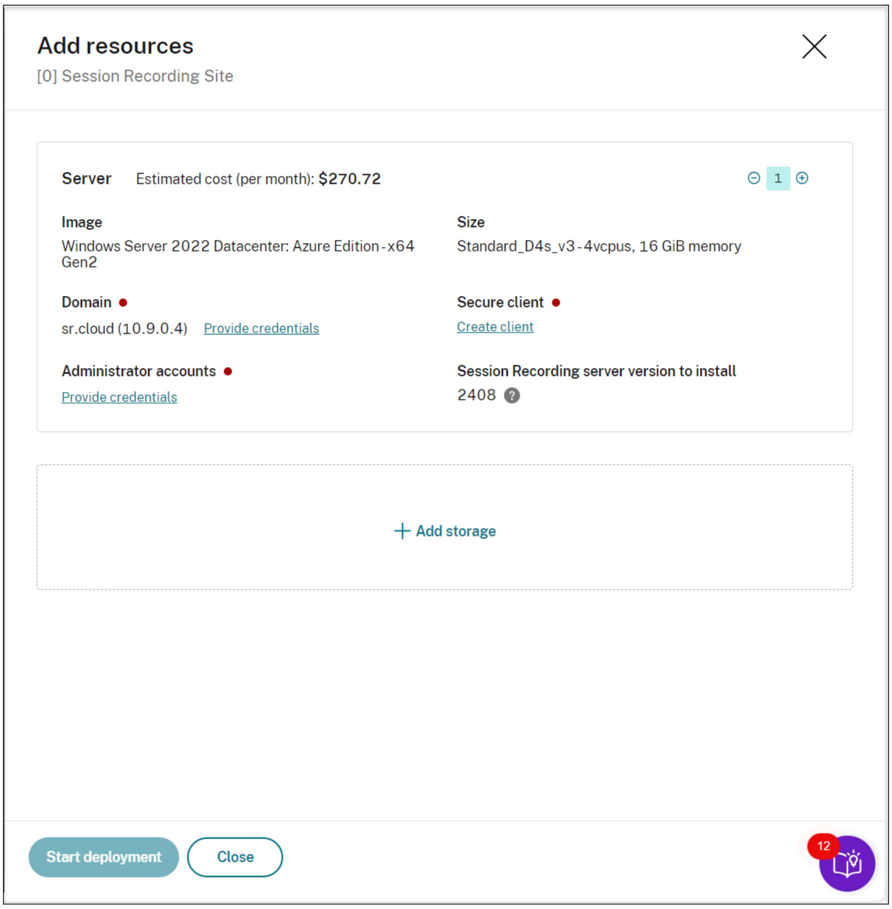
Site 1 (This is the description for Site 1.)
3 servers, 1 available

Site 2 (This is the description for Site 2.)
1 server, 1 available

4. On the **Add resources** page, click **Add server** and **Add storage** as needed.



- To add servers, click **Add server** and then complete the following steps:



Add resources

[0] Session Recording Site

Server Estimated cost (per month): $270.72

Image: Windows Server 2022 Datacenter: Azure Edition-x64 Gen2

Size: Standard_D4s_v3-4vcpus, 16 GiB memory

Domain ●: sr.cloud (10.9.0.4) Provide credentials

Secure client ●: Create client

Administrator accounts ●: Provide credentials

Session Recording server version to install: 2408

a) Specify the number of servers to add.

b) Click **Provide credentials** in the **Domain** section to join the new servers to the same domain as the existing servers.

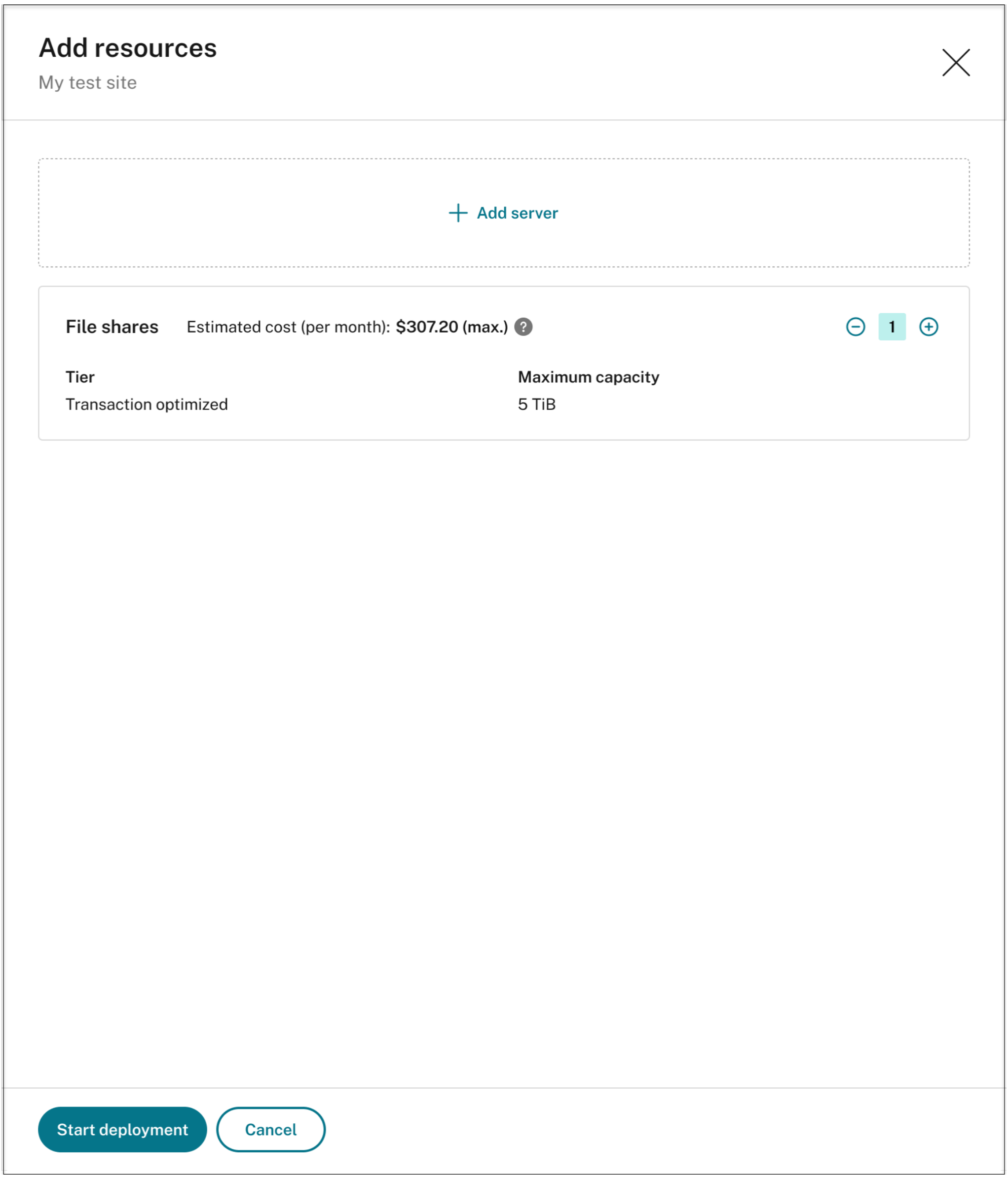
c) Click **Provide credentials** in the **Administrator accounts** section to provide the database administrator password set during the site creation. Additionally, you need to set a password for the administrator account on the server machine(s) being added. We recommend using the same password as the one set during site creation.

d) Click **Create client** to onboard the new servers to the Session Recording service.

e) Click **Start deployment**.

- To add storage for storing recording files, click **Add storage** and then complete the following steps accordingly:

  a) If your site was created with a standard storage account, you're prompted to specify the number of file shares to add. For example:



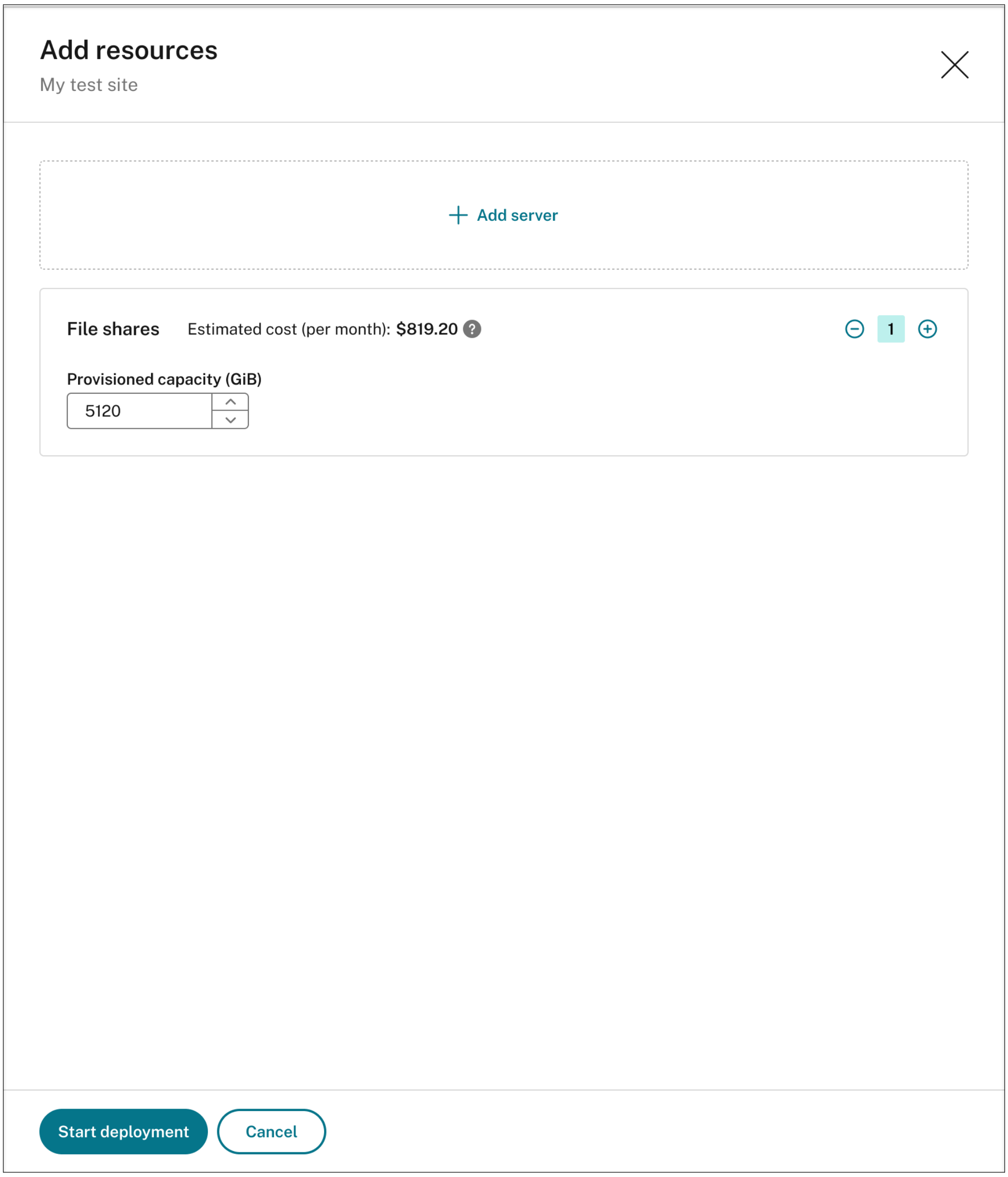
Add resources

My test site

File shares Estimated cost (per month): **$307.20 (max.)**

Tier	Maximum capacity
Transaction optimized	5 TiB

b) If your site was created with a premium storage account, you can specify the number of file shares to add and customize the capacity of each file share. For example:



Add resources

My test site

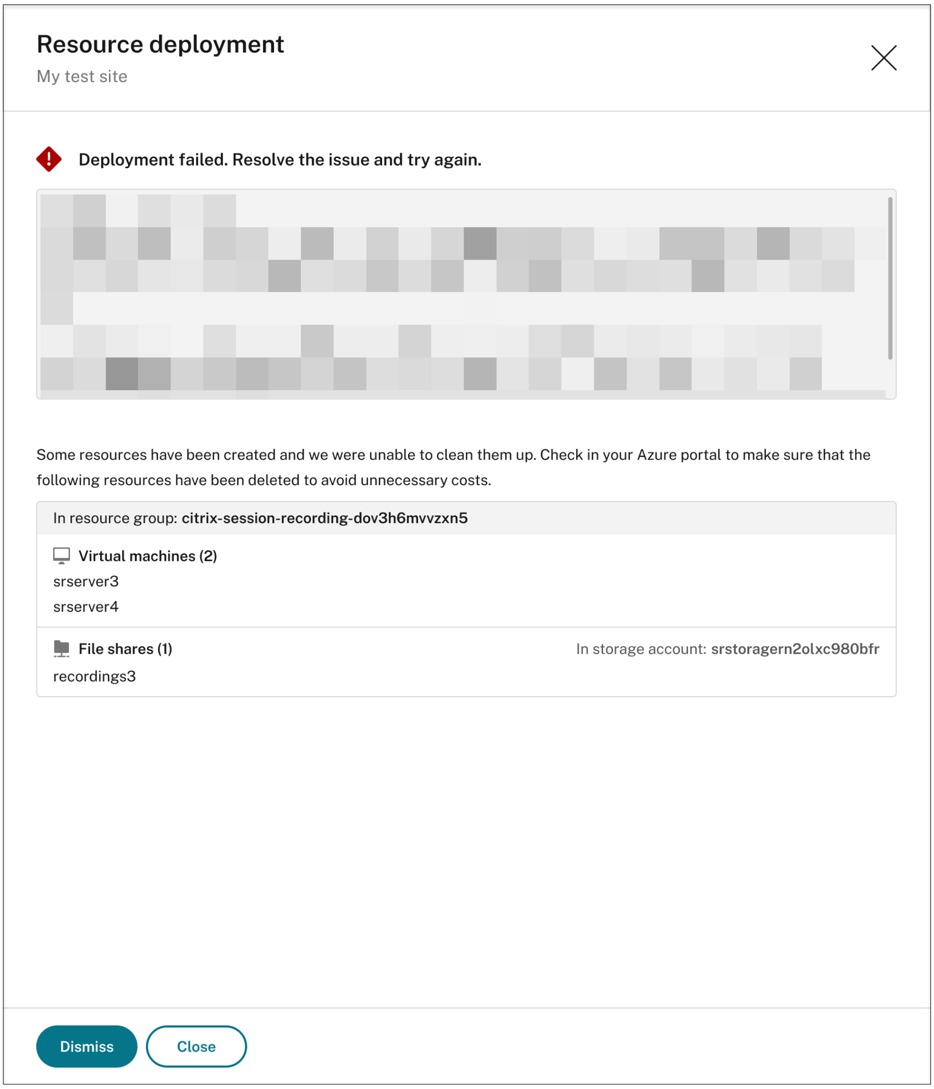
File shares Estimated cost (per month): $819.20

Provisioned capacity (GiB): 5120

c) Click **Start deployment**.

> **Note:**
>
> - The **Start deployment** button is available when either of the following conditions is met:
>   - At least one server has been specified and the domain and secure client have been configured.
>   - At least one file share has been specified.
> - When resource deployment is in progress, the **Settings** button for the load balancer is disabled.

- The deployment of added resources can fail and the Session Recording service might not be able to remove these resources from your subscription. In this case, a prompt similar to the following is provided for you to take action:



Resource deployment

My test site

Deployment failed. Resolve the issue and try again.

Some resources have been created and we were unable to clean them up. Check in your Azure portal to make sure that the following resources have been deleted to avoid unnecessary costs.

In resource group: citrix-session-recording-dov3h6mvvzxn5

Virtual machines (2)

srserver3

srserver4

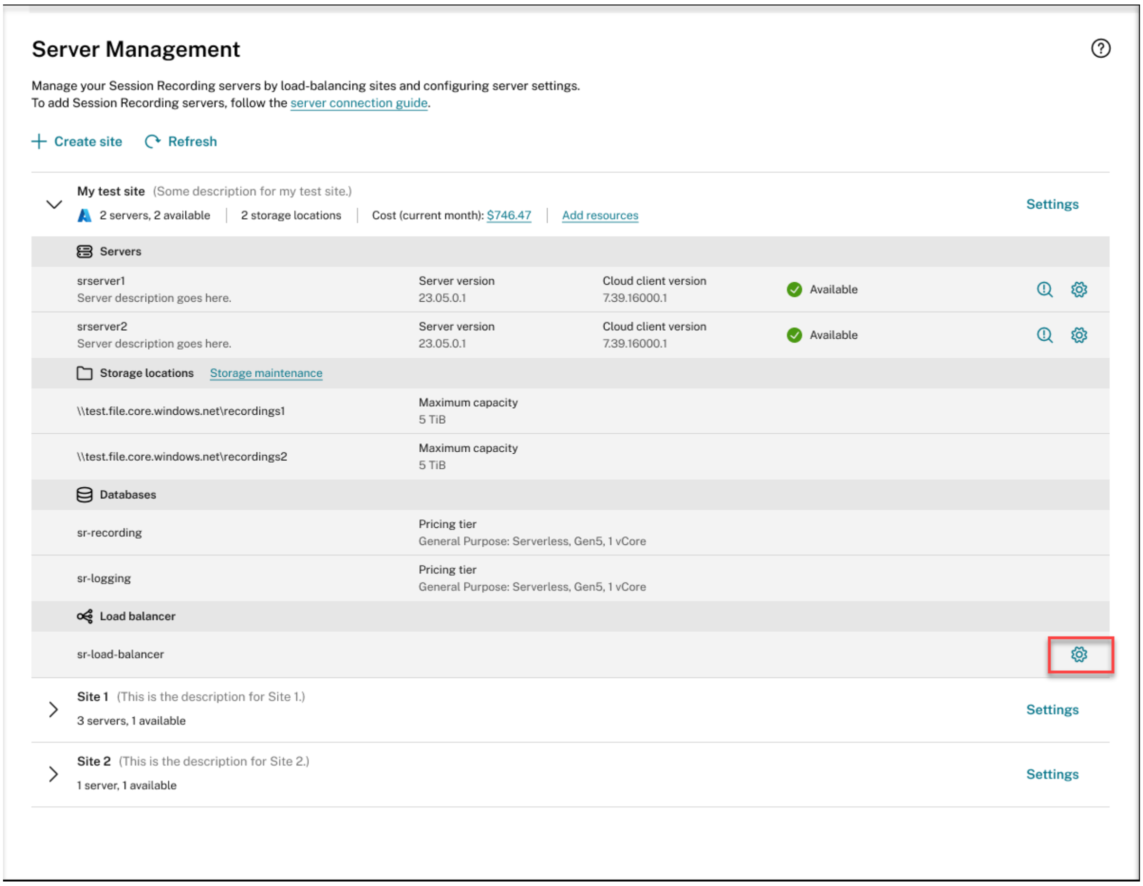
File shares (1) In storage account: srstoragern2olxc980bfr

recordings3

Change the IP addresses that are allowed to access the load balancer

For an existing site that you have deployed on Azure **through a host connection**, you can change the IP addresses that are allowed to access the load balancer. To do so, complete the following steps:

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. On the **Server Management** page, locate and unfold the target site. An Azure icon is available to represent sites deployed on Azure.
3. Click the **Settings** button in the **Load balancer** section.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

+ Create site Refresh

My test site (Some description for my test site.)
2 servers, 2 available | 2 storage locations | Cost (current month): $746.47 | Add resources
Settings

Servers

srserver1 Server description goes here.	Server version 23.05.0.1	Cloud client version 7.39.16000.1	Available	
srserver2 Server description goes here.	Server version 23.05.0.1	Cloud client version 7.39.16000.1	Available	

Storage locations Storage maintenance

\\test.file.core.windows.net\recordings1	Maximum capacity 5 TiB
\\test.file.core.windows.net\recordings2	Maximum capacity 5 TiB

Databases

sr-recording	Pricing tier General Purpose: Serverless, Gen5, 1 vCore
sr-logging	Pricing tier General Purpose: Serverless, Gen5, 1 vCore

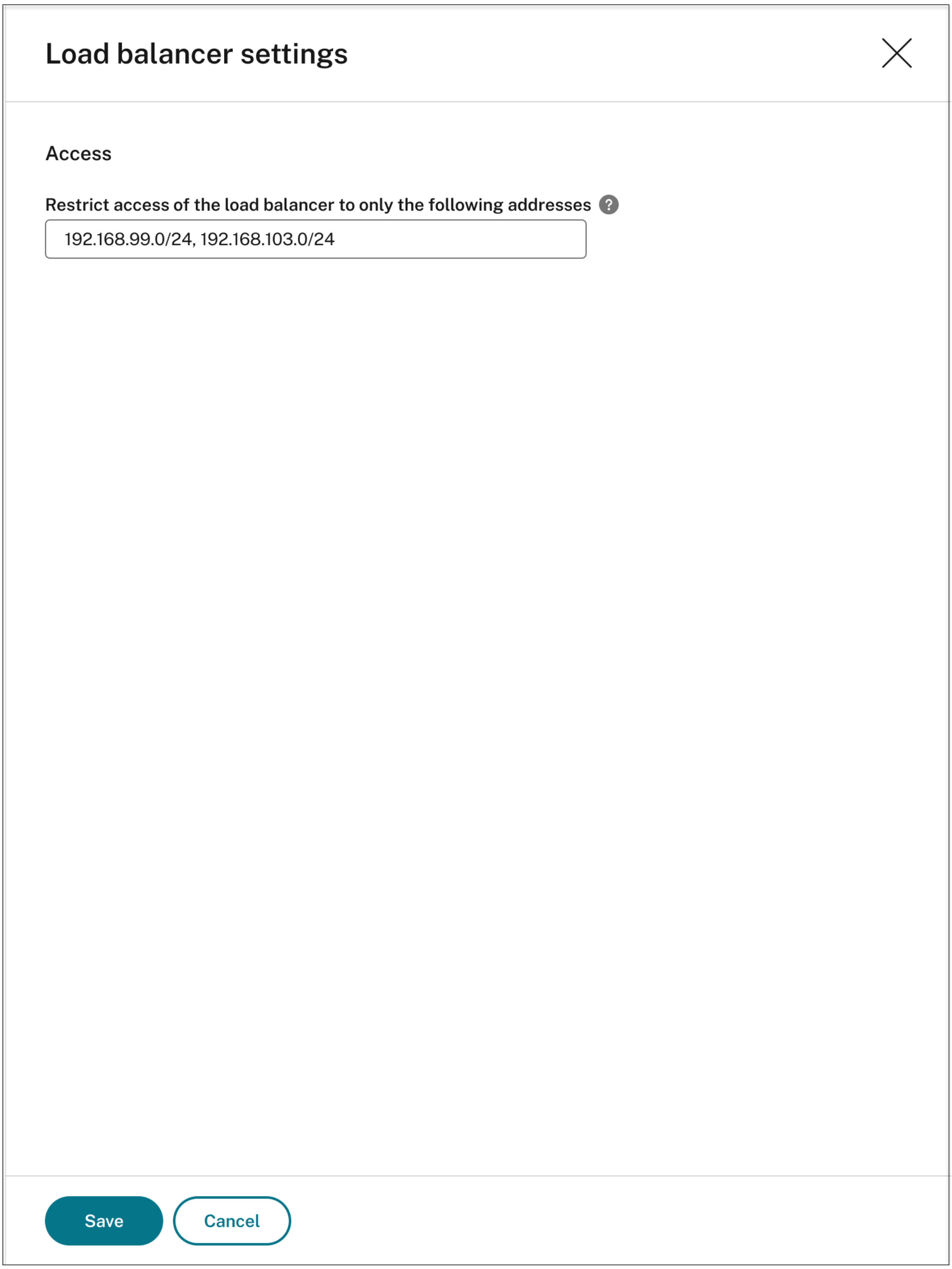
Load balancer

sr-load-balancer

Site 1 (This is the description for Site 1.)
3 servers, 1 available
Settings

Site 2 (This is the description for Site 2.)
1 server, 1 available
Settings

4. On the **Load balancer** settings page, enter the new IP addresses or ranges of your VDAs and separate them by a comma (,) in the **Restrict access of the load balancer to only the following addresses** field.



Load balancer settings

Access

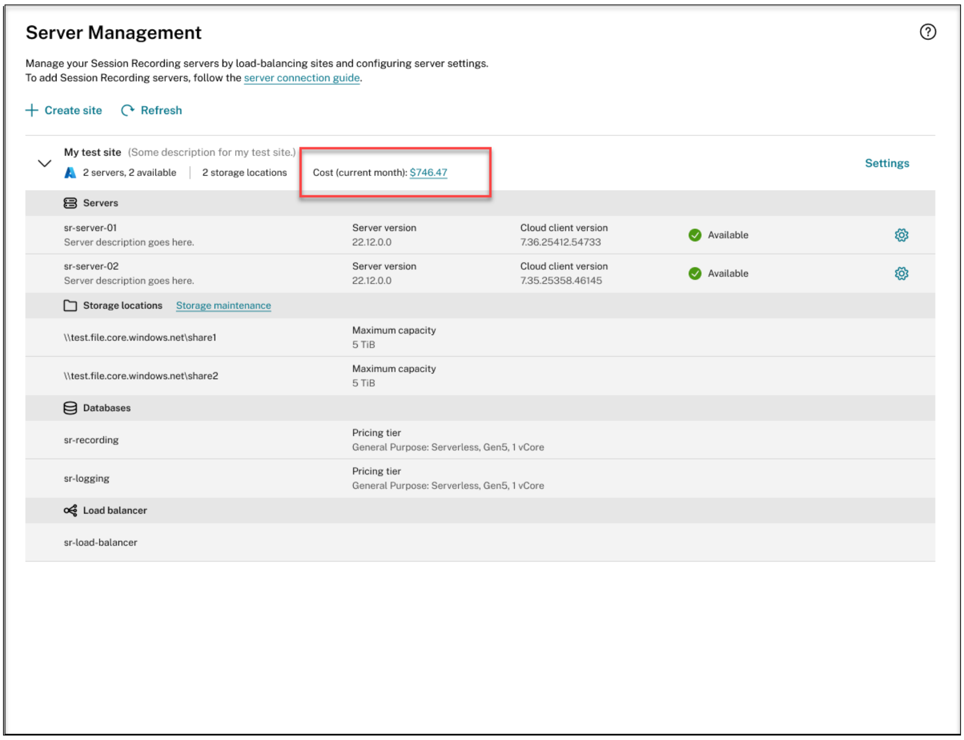
Restrict access of the load balancer to only the following addresses

192.168.99.0/24, 192.168.103.0/24

5. Click **Save**.

View actual costs for using Azure

For an existing site that you have deployed on Azure **through a host connection**, click the cost amount to view the cost details. For example:



Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
2 servers, 2 available | 2 storage locations
Cost (current month): $746.47

Servers

sr-server-01 Server description goes here.	Server version 22.12.0.0	Cloud client version 7.36.25412.54733	Available
sr-server-02 Server description goes here.	Server version 22.12.0.0	Cloud client version 7.35.25358.46145	Available

Storage locations Storage maintenance

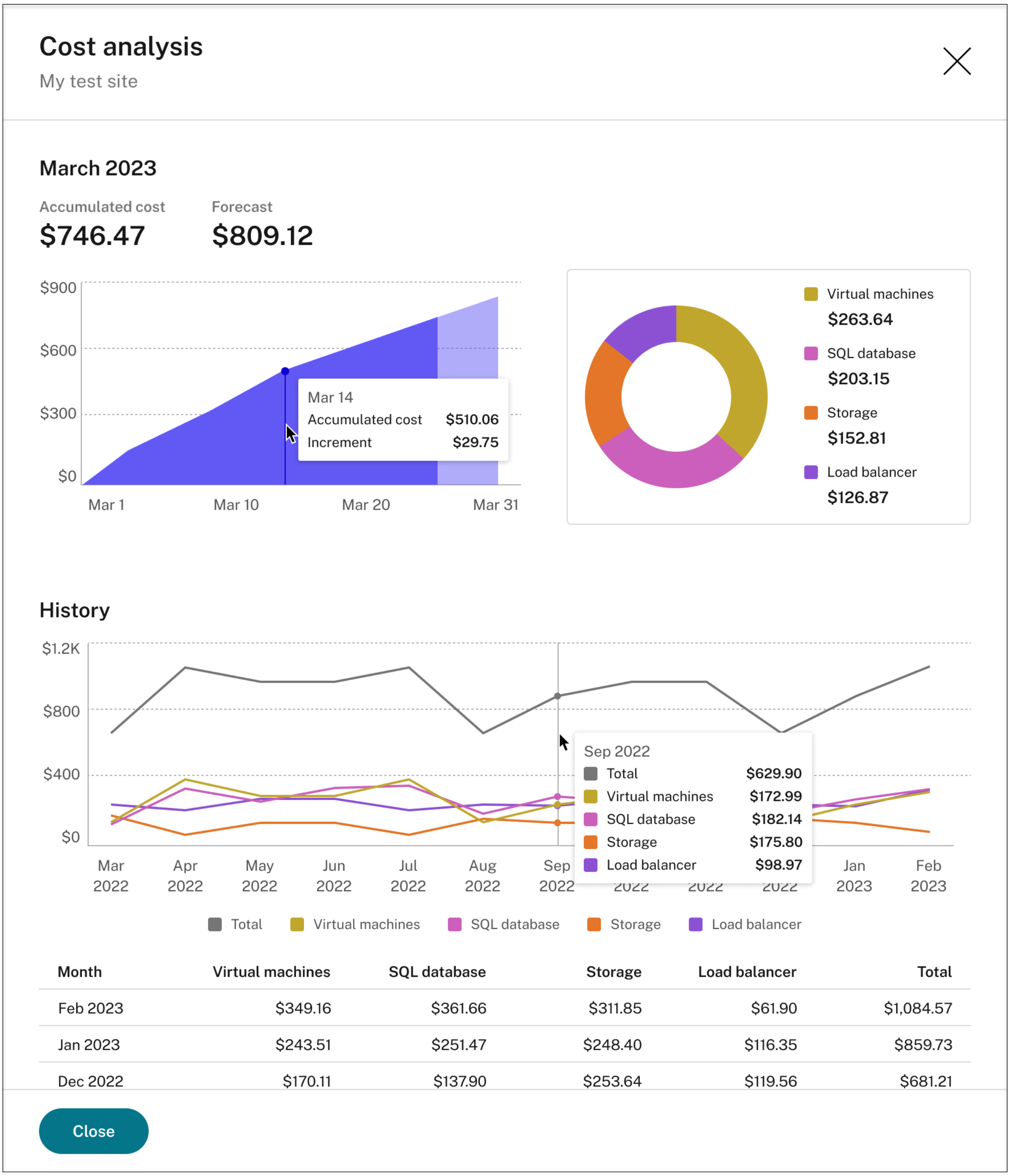
\\test.file.core.windows.net\share1	Maximum capacity 5 TiB
\\test.file.core.windows.net\share2	Maximum capacity 5 TiB

Databases

sr-recording	Pricing tier General Purpose: Serverless, Gen5, 1 vCore
sr-logging	Pricing tier General Purpose: Serverless, Gen5, 1 vCore

Load balancer

sr-load-balancer



Cost analysis

My test site

March 2023

Accumulated cost $746.47

Forecast $809.12

History

Month	Virtual machines	SQL database	Storage	Load balancer	Total
Feb 2023	$349.16	$361.66	$311.85	$61.90	$1,084.57
Jan 2023	$243.51	$251.47	$248.40	$116.35	$859.73
Dec 2022	$170.11	$137.90	$253.64	$119.56	$681.21

Tips for viewing the actual costs:

- When you hover on the area graph for the current month, a reference line for the date and data from that day appears as an overlay.
- The history costs of different resources are represented by line graphs. **Line graphs are available when there are at least two months of data.** When you hover on the line graphs, a reference line and cost breakdown from the month appears as an overlay. To view the line graph of

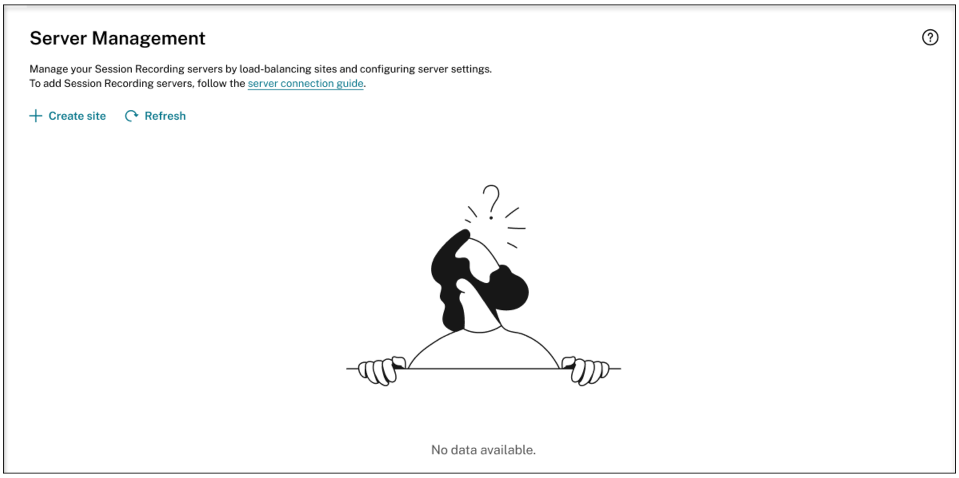
only a specific resource, hover on the resource.

Add a host connection

To add a host connection, complete the following steps:

1. Click **Add connection** on the **Create site** page with **Create and deploy a site through a host connection** selected. Or, click **Add connection** on the **Host Connection** page.

   To access the **Create site** page, select **Configuration > Server Management** from the left navigation of the Session Recording service, and then click **Create site**.

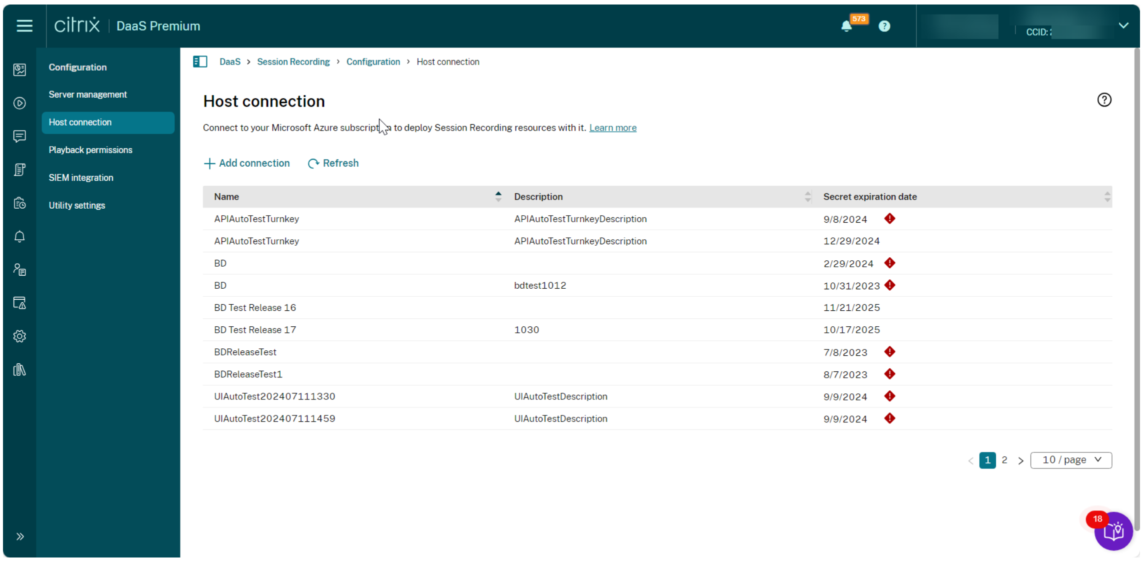
   

   Server Management

   Manage your Session Recording servers by load-balancing sites and configuring server settings.
   To add Session Recording servers, follow the server connection guide.

   No data available.

   To access the **Host Connection** page, select **Configuration > Host Connection** from the left navigation of the Session Recording service:

   Host connection

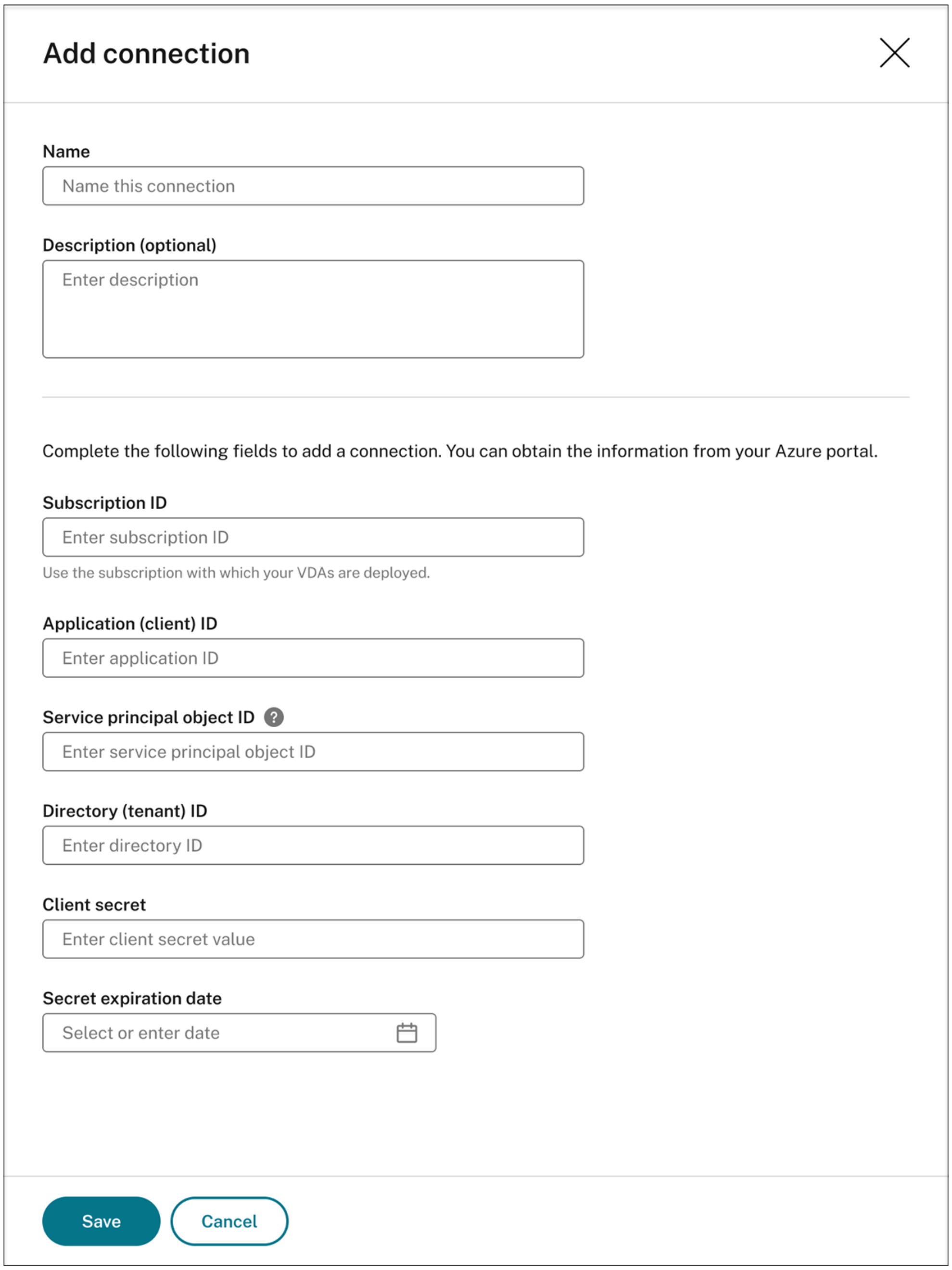
   Connect to your Microsoft Azure subscripta to deploy Session Recording resources with it. Learn more

Name	Description	Secret expiration date
APIAutoTestTurnkey	APIAutoTestTurnkeyDescription	9/8/2024 ◆
APIAutoTestTurnkey	APIAutoTestTurnkeyDescription	12/29/2024
BD		2/29/2024 ◆
BD	bdtest1012	10/31/2023 ◆
BD Test Release 16		11/21/2025
BD Test Release 17	1030	10/17/2025
BDReleaseTest		7/8/2023 ◆
BDReleaseTest1		8/7/2023 ◆
UIAutoTest202407111330	UIAutoTestDescription	9/9/2024 ◆
UIAutoTest202407111459	UIAutoTestDescription	9/9/2024 ◆

2. On the **Add connection** page, give the new host connection a name and a description (optional). Enter your Azure subscription ID and the following required information about your application

registration:

- Application (client) ID
- Service principal object ID (ID of the service principal object associated with the application)
- Directory (tenant) ID
- Client secret
- Secret expiration date



Add connection

Name

Name this connection

Description (optional)

Enter description

Complete the following fields to add a connection. You can obtain the information from your Azure portal.

Subscription ID

Enter subscription ID

Use the subscription with which your VDAs are deployed.

Application (client) ID

Enter application ID

Service principal object ID ?

Enter service principal object ID

Directory (tenant) ID

Enter directory ID

Client secret

Enter client secret value

Secret expiration date

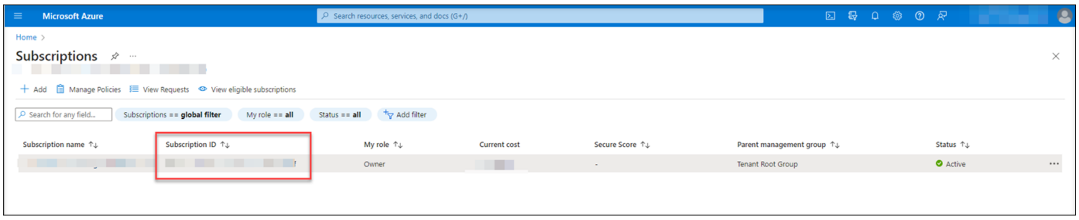
Select or enter date

To find your Azure subscription ID, do the following:

a) Sign in to the Azure portal.

b) Under the **Azure services** section, select **Subscriptions**.

c) Find your subscription in the list and copy the **Subscription ID** shown in the second column.



Subscription name ↑↓	Subscription ID ↑↓	My role ↑↓	Current cost	Secure Score ↑↓	Parent management group ↑↓	Status ↑↓
[redacted]	[redacted]	Owner	[redacted]	-	Tenant Root Group	✓ Active

To obtain the required information about your application registration, do the following:

a) (Skip this step if you already have an application registered.) Register an application with your Azure AD tenant. An application must be registered to delegate identity and access management functions to Azure AD.

There are two methods for registering an application.

Method 1:

i. Copy the following Citrix-provided script and name it, for example, **AppRegistration.ps1**:

```
<#
.SYNOPSIS
    Copyright (c) Citrix Systems, Inc. All Rights Reserved.
.DESCRIPTION
    Create Azure app registrations and give proper permissions for Citrix Session Recording service deployment
.Parameter azureTenantID
.Parameter azureSubscriptionID
.Parameter appName
.Parameter role
#>

[CmdletBinding()]
Param(
    [Parameter(Mandatory = $true)] [String] $tenantId,
    [Parameter(Mandatory = $true)] [String] $subscriptionId,
    [Parameter(Mandatory = $true)] [String] $appName,
    [Parameter(Mandatory = $true)] [String] $role
)

if ($role -ne "Citrix Session Recording service" -and $role -ne "Citrix Session Recording Deployment" -and $role -ne "Contributor") {

    throw [System.Exception] "Invalid role '$role', only support 'Citrix Session Recording service', 'Citrix Session Recording Deployment', and 'Contributor'."
 }


try {

    Get-InstalledModule -Name "Az.Accounts" -ErrorAction Stop
 }

catch {

    Install-Module -Name "Az.Accounts" -Scope CurrentUser -Repository PSGallery -SkipPublisherCheck -Force
 }

try {

    Get-InstalledModule -Name "Az.Resources" -ErrorAction Stop
 }

catch {

    Install-Module -Name "Az.Resources" -Scope CurrentUser -Repository PSGallery -SkipPublisherCheck -Force
 }


Connect-AzAccount -TenantId $tenantId -Subscription $subscriptionId

try {


    $azureAdApplication = Get-AzADApplication -DisplayName $appName
    if ($null -eq $azureAdApplication) {

        Write-Host "Create a new app registration for Citrix Session Recording" -ForegroundColor Green
        $azureAdApplication = New-AzADApplication -DisplayName $appName -AvailableToOtherTenants $false
     }

    else {

        Write-Host "App registration '$appName' already exists." -ForegroundColor Yellow
     }


    $azureAdApplicationServicePrincipal = Get-AzADServicePrincipal -DisplayName $appName
    if($null -eq $azureAdApplicationServicePrincipal) {

        $azureAdApplicationServicePrincipal = New-AzADServicePrincipal -AppId $azureAdApplication.AppId
        Write-Host "Create a service principal for app registration '$appName'" -ForegroundColor Green
     }
 else{

        Write-Host "Service principal already exists for app registration '$appName'" -ForegroundColor Yellow
     }


    if ($role -eq "Citrix Session Recording service" -or $role -eq "Citrix Session Recording Deployment") {

        $rootPath = Get-Location
        $customRolePath = $(Join-Path -Path $rootPath -ChildPath "sessionrecording.json") | Resolve-Path
        $customRoleJson = Get-Content $customRolePath | ConvertFrom-Json
        $customRoleJson.AssignableScopes[0] = "/subscriptions/" + $subscriptionId
        $tmpCustomRolePath = Join-Path -Path $rootPath -ChildPath "sessionrecording_tmp.json"

        $roleDef = Get-AzRoleDefinition -Name $role
        if ($null -eq $roleDef) {

            try {

                $customRoleJson | ConvertTo-Json -depth 32 | Set-Content $tmpCustomRolePath
                Write-Host "Create a custom role '$role'" -ForegroundColor Green
                New-AzRoleDefinition -InputFile $tmpCustomRolePath
             }

            catch {

                Write-Host "Failed to create custom role, error: $_" -ForegroundColor Red
                throw $_.Exception
             }
```

```

         }

        else {

            try {

                $customRoleJson | Add-Member -MemberType NoteProperty -Name 'id' -Value $($roleDef.Id)
                $customRoleJson | ConvertTo-Json -depth 32 | Set-Content $tmpCustomRolePath
                Write-Host "Upadate the custom role '$role'" -ForegroundColor Green
                Set-AzRoleDefinition -InputFile $tmpCustomRolePath
             }

            catch {

                Write-Host "Failed to update custom role, error: $_" -ForegroundColor Red
                throw $_.Exception
             }

         }

     }


    $roleAssignment = Get-AzRoleAssignment -RoleDefinitionName $role -ObjectId $($azureAdApplicationServicePrincipal.Id)
    if ($null -eq $roleAssignment) {

        Write-Host "Assign role '$role' to app '$appName'" -ForegroundColor Green
        New-AzRoleAssignment -RoleDefinitionName $role -ApplicationId $azureAdApplication.AppId
     }

    else {

        Write-Host "Role '$role' already assigned to app '$appName'" -ForegroundColor Yellow
     }


    Write-Host "Tenant ID:                   $tenantId" -ForegroundColor Green
    Write-Host "Subscription ID:             $subscriptionId" -ForegroundColor Green
    Write-Host "Application ID:              $(
$azureAdApplication.AppId)" -ForegroundColor Green
    Write-Host "Service principal object ID: $($azureAdApplicationServicePrincipal.Id)" -ForegroundColor Green
 }

catch {

    Write-Host "Failed to assign role assignment to this app, error: $_" -ForegroundColor Red
    Write-Host "Please make sure the current azure admin has permission to assign roles" -ForegroundColor Red
 }
```

ii. Copy the following custom role file and name it **sessionrecording.json**. This custom role file helps to assign least permissions for the application to be registered.

```
{

    "name": "Citrix Session Recording service",
    "description": "This role has permissions which allow Citrix Session Recording service to deploy Session Recording resources using a host connection.",
    "assignableScopes": [
        "/subscriptions/*"
    ],
    "actions": [
        "Microsoft.Compute/availabilitySets/write",
        "Microsoft.Compute/virtualMachines/delete",
        "Microsoft.Compute/virtualMachines/extensions/read",
        "Microsoft.Compute/virtualMachines/extensions/write",
        "Microsoft.Compute/virtualMachines/read",
        "Microsoft.Compute/virtualMachines/runCommands/read",
        "Microsoft.Compute/virtualMachines/runCommands/write",
        "Microsoft.Compute/virtualMachines/write",
        "Microsoft.CostManagement/forecast/read",
        "Microsoft.CostManagement/query/read",
        "Microsoft.KeyVault/locations/deletedVaults/purge/action",
        "Microsoft.KeyVault/vaults/PrivateEndpointConnectionsApproval/action",
        "Microsoft.KeyVault/vaults/read",
        "Microsoft.KeyVault/vaults/secrets/read",
        "Microsoft.KeyVault/vaults/secrets/write",
        "Microsoft.KeyVault/vaults/write",
        "Microsoft.ManagedIdentity/userAssignedIdentities/assign/action",
        "Microsoft.ManagedIdentity/userAssignedIdentities/read",
        "Microsoft.ManagedIdentity/userAssignedIdentities/write",
        "Microsoft.Network/dnsForwardingRulesets/forwardingRules/read",
        "Microsoft.Network/dnsForwardingRulesets/forwardingRules/write",
        "Microsoft.Network/dnsForwardingRulesets/read",
        "Microsoft.Network/dnsForwardingRulesets/virtualNetworkLinks/read",
        "Microsoft.Network/dnsForwardingRulesets/virtualNetworkLinks/write",
        "Microsoft.Network/dnsForwardingRulesets/write",
        "Microsoft.Network/dnsResolvers/outboundEndpoints/join/action",
        "Microsoft.Network/dnsResolvers/outboundEndpoints/read",
        "Microsoft.Network/dnsResolvers/outboundEndpoints/write",
        "Microsoft.Network/dnsResolvers/read",
        "Microsoft.Network/dnsResolvers/write",
        "Microsoft.Network/loadBalancers/backendAddressPools/join/action",
        "Microsoft.Network/loadBalancers/read",
        "Microsoft.Network/loadBalancers/write",
        "Microsoft.Network/networkInterfaces/join/action",
        "Microsoft.Network/networkInterfaces/read",
        "Microsoft.Network/networkInterfaces/write",
        "Microsoft.Network/networkSecurityGroups/delete",
        "Microsoft.Network/networkSecurityGroups/join/action",
        "Microsoft.Network/networkSecurityGroups/read",
        "Microsoft.Network/networkSecurityGroups/securityRules/read",
        "Microsoft.Network/networkSecurityGroups/securityRules/write",
        "Microsoft.Network/networkSecurityGroups/write",
        "Microsoft.Network/privateDnsZones/join/action",
        "Microsoft.Network/privateDnsZones/read",
        "Microsoft.Network/privateDnsZones/virtualNetworkLinks/read",
        "Microsoft.Network/privateDnsZones/virtualNetworkLinks/write",
        "Microsoft.Network/privateDnsZones/write",
        "Microsoft.Network/privateEndpoints/privateDnsZoneGroups/read",
        "Microsoft.Network/privateEndpoints/privateDnsZoneGroups/write",
        "Microsoft.Network/privateEndpoints/read",
        "Microsoft.Network/privateEndpoints/write",
        "Microsoft.Network/publicIPAddresses/join/action",
        "Microsoft.Network/publicIPAddresses/read",
        "Microsoft.Network/publicIPAddresses/write",
        "Microsoft.Network/virtualNetworks/join/action",
        "Microsoft.Network/virtualNetworks/read",
        "Microsoft.Network/virtualNetworks/subnets/join/action",
        "Microsoft.Network/virtualNetworks/subnets/read",
        "Microsoft.Resources/deployments/operationstatuses/read",
        "Microsoft.Resources/deployments/read",
        "Microsoft.Resources/deployments/write",
        "Microsoft.Resources/subscriptions/resourceGroups/delete",
        "Microsoft.Resources/subscriptions/resourceGroups/read",
        "Microsoft.Resources/subscriptions/resourceGroups/write",
        "Microsoft.Sql/servers/auditingSettings/write",
        "Microsoft.Sql/servers/databases/write",
        "Microsoft.Sql/servers/firewallRules/write",
        "Microsoft.Sql/servers/privateEndpointConnectionsApproval/action",
        "Microsoft.Sql/servers/read",
        "Microsoft.Sql/servers/write",
        "Microsoft.Storage/storageAccounts/PrivateEndpointConnectionsApproval/action",
        "Microsoft.Storage/storageAccounts/fileServices/shares/delete",
        "Microsoft.Storage/storageAccounts/fileServices/shares/read",
        "Microsoft.Storage/storageAccounts/fileServices/shares/write",
        "Microsoft.Storage/storageAccounts/listkeys/action",
        "Microsoft.Storage/storageAccounts/read",
        "Microsoft.Storage/storageAccounts/write"
    ],
    "NotActions": [],
    "DataActions": [],
    "NotDataActions": []
}
```

iii. Put **AppRegistration.ps1** and **sessionrecording.json** in the same folder.

iv. Run either of the following commands as needed.

To create an application and assign it least permissions with the preceding custom role file (**sessionrecording.json**), run:

~~~~
```
.\AppRegistration.ps1 -tenantId <tenant ID> -subscriptionId <subscription ID> -appName <application name> -role "Citrix Session Recording service"
```

To create an application and assign it the Azure built-in **
~~~~

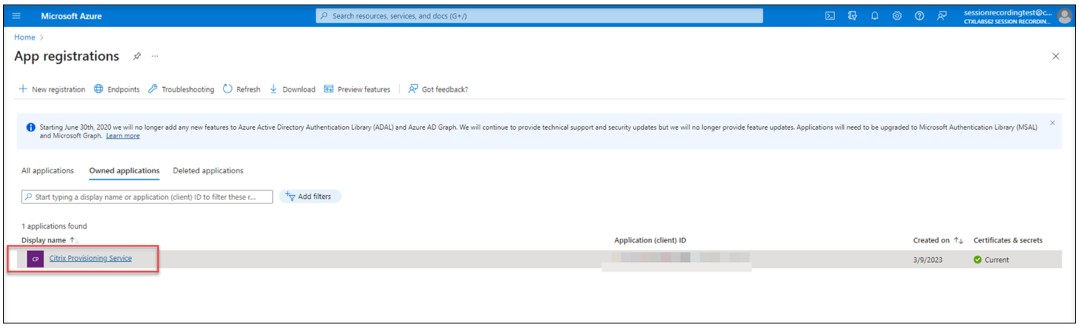
~~~~
    Contributor** role, run:

```
.\AppRegistration.ps1 -tenantId <tenant ID> -subscriptionId <
    subscription ID> -appName <application name> -role "
    Contributor"
```
~~~~

Method 2:

Go to the Azure portal and register an application by yourself. Grant proper permissions to the application. For the least permissions that are required, see the **sessionrecording.json** file in **Method 1**.

b) Click the display name of your application.

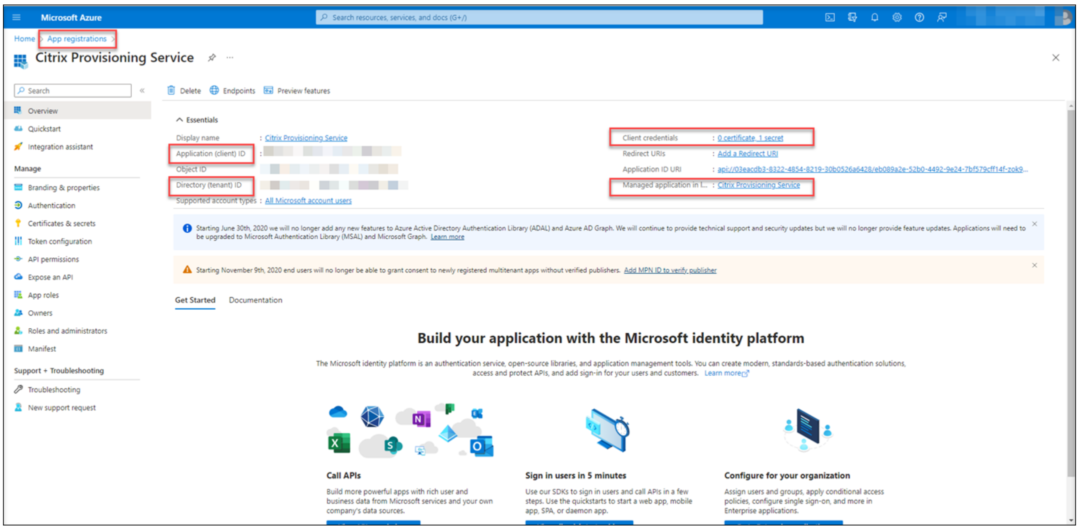


Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. Learn more

1 applications found

Display name	Application (client) ID	Created on	Certificates & secrets
Citrix Provisioning Service	[redacted]	3/9/2023	Current

c) On the overview page, find the application (client) ID and directory (tenant) ID. Click the link next to **Managed application in local directory** to find the ID of the service principal object associated with the application. Click the link next to **Client credentials** to find the client secret ID and its expiration date.



Display name : Citrix Provisioning Service
Application (client) ID : [redacted]
Object ID : [redacted]
Directory (tenant) ID : [redacted]
Supported account types : All Microsoft account users

Client credentials : 0 certificate, 1 secret
Redirect URIs : Add a Redirect URI
Application ID URI : api://03eacdb3-8322-4854-8219-30b0526a6428/eb089a2e-52b0-4492-9e24-7bf579cff14f-zok9...
Managed application in l... : Citrix Provisioning Service

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. Learn more

Starting November 9th, 2020 end users will no longer be able to grant consent to newly registered multitenant apps without verified publishers. Add MPN ID to verify publisher

Build your application with the Microsoft identity platform

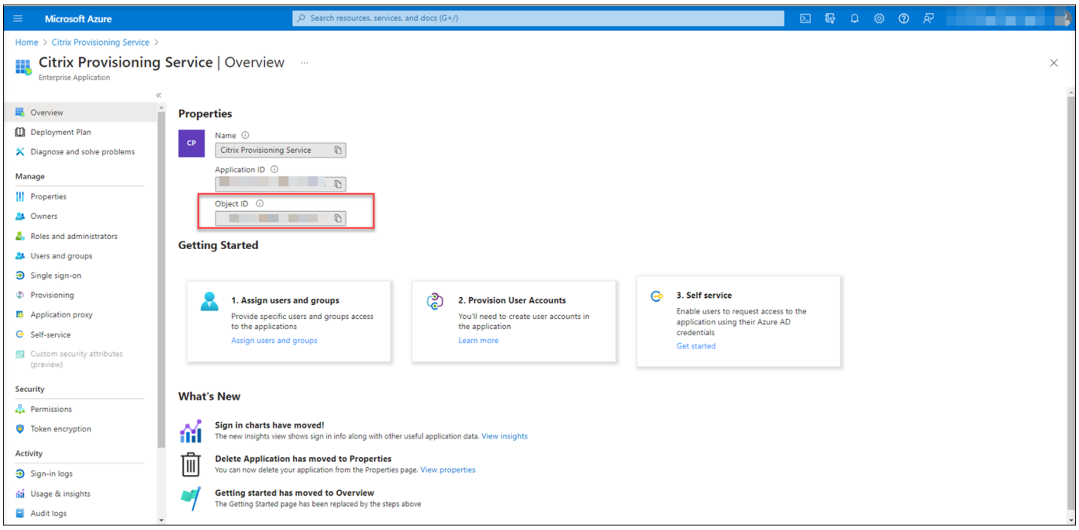
The Microsoft identity platform is an authentication service, open-source libraries, and application management tools. You can create modern, standards-based authentication solutions, access and protect APIs, and add sign-in for your users and customers. Learn more

Call APIs
Build more powerful apps with rich user and business data from Microsoft services and your own company's data sources.

Sign in users in 5 minutes
Use our SDKs to sign in users and call APIs in a few steps. Use the quickstarts to start a web app, mobile app, SPA, or daemon app.

Configure for your organization
Assign users and groups, apply conditional access policies, configure single sign-on, and more in Enterprise applications.

For example, the ID of the service principal object associated with the application:



Name: Citrix Provisioning Service

Application ID: [redacted]

Object ID: [redacted]

1. Assign users and groups
   Provide specific users and groups access to the applications
   Assign users and groups

2. Provision User Accounts
   You'll need to create user accounts in the application
   Learn more

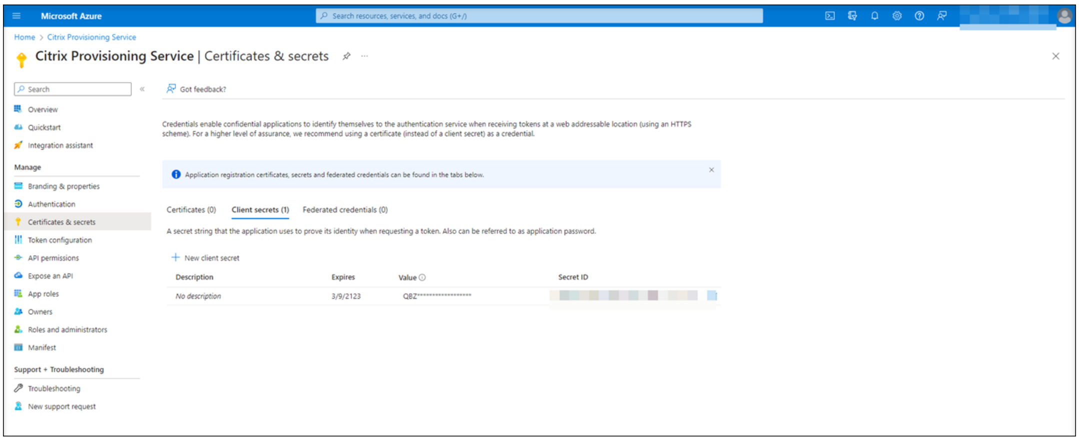
3. Self service
   Enable users to request access to the application using their Azure AD credentials
   Get started

Sign in charts have moved!
The new Insights view shows sign in info along with other useful application data. View insights

Delete Application has moved to Properties
You can now delete your application from the Properties page. View properties

Getting started has moved to Overview
The Getting Started page has been replaced by the steps above

For example, the client secret ID and its expiration date:



Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

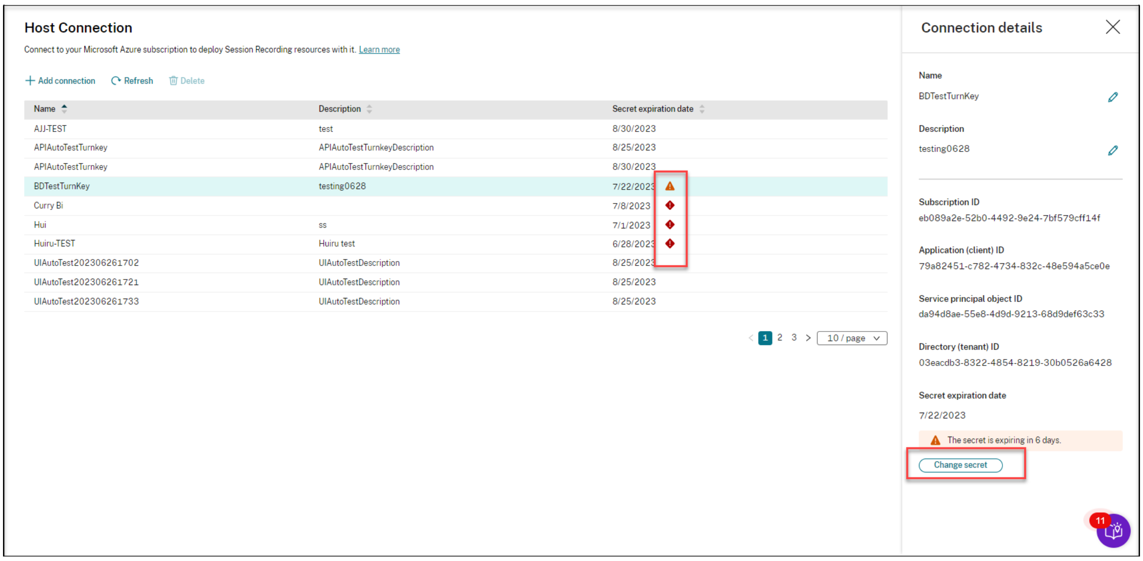
A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

Description	Expires	Value	Secret ID
No description	3/9/2123	QBZ******************	[redacted]

3. Click **Save** to test whether the host connection you specify is available.

   If the host connection you specify is available, you're taken back to the **Host Connection** page and prompted that the host connection is added successfully.

   The Session Recording service reminds you of expired and expiring client secrets using error and warning icons, respectively. You can click the corresponding host connection and click **Change secret** on the **Connection details** page to update the client secret and its expiration date.



Host Connection

Connect to your Microsoft Azure subscription to deploy Session Recording resources with it. Learn more

Name	Description	Secret expiration date
AJJ-TEST	test	8/30/2023
APIAutoTestTurnkey	APIAutoTestTurnkeyDescription	8/25/2023
APIAutoTestTurnkey	APIAutoTestTurnkeyDescription	8/30/2023
BDTestTurnKey	testing0628	7/22/2023 ⚠
Curry Bi		7/8/2023 ◆
Hui	ss	7/1/2023 ◆
Huiru-TEST	Huiru test	6/28/2023 ◆
UIAutoTest202306261702	UIAutoTestDescription	8/25/2023
UIAutoTest202306261721	UIAutoTestDescription	8/25/2023
UIAutoTest202306261733	UIAutoTestDescription	8/25/2023

Connection details

Name
BDTestTurnKey

Description
testing0628

Subscription ID
eb089a2e-52b0-4492-9e24-7bf579cff14f

Application (client) ID
79a82451-c782-4734-832c-48e594a5ce0e

Service principal object ID
da94d8ae-55e8-4d9d-9213-68d9def63c33

Directory (tenant) ID
03eacdb3-8322-4854-8219-30b0526a6428

Secret expiration date
7/22/2023

⚠ The secret is expiring in 6 days.

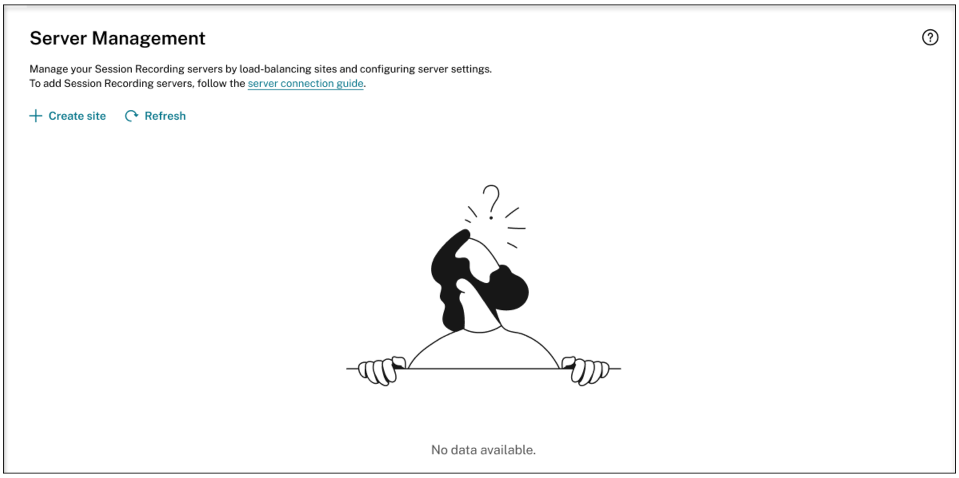
Create and deploy a site through an ARM template

You can create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. The following are the main steps to achieve this goal:

1. Create an ARM template in the Session Recording service. The ARM template is a JavaScript Object Notation (JSON) file that contains how and which resources you want to deploy.
2. Download and unzip the ARM template. Run the deployment script in the unzipped template folder to start deploying the recourses specified in the template to Azure.
3. Check the deployment progress in Azure. After the deployment is complete, set up Session Recording to get it up and running. To set up Session Recording, you need to specify the version of the Session Recording server to install and upload the **resourceInfo.json** file.

The specific steps are as follows:

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.

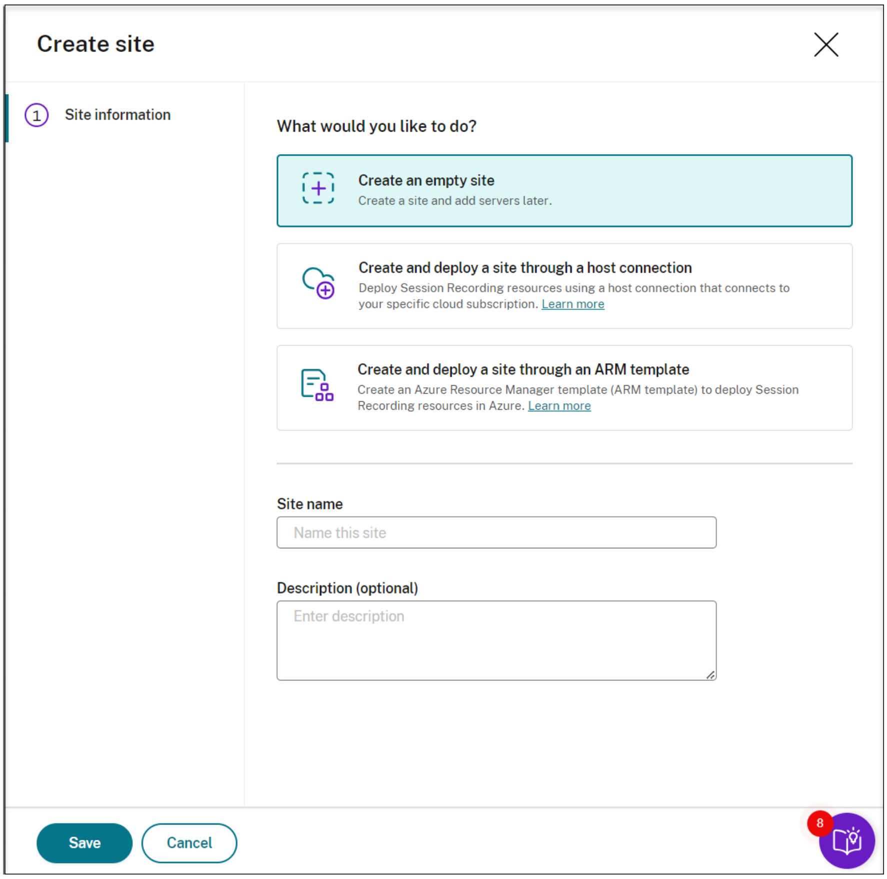


Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

No data available.

2. On the **Server Management** page, click **Create site**. The **Create Site** page appears.



Create site

What would you like to do?

Create an empty site
Create a site and add servers later.

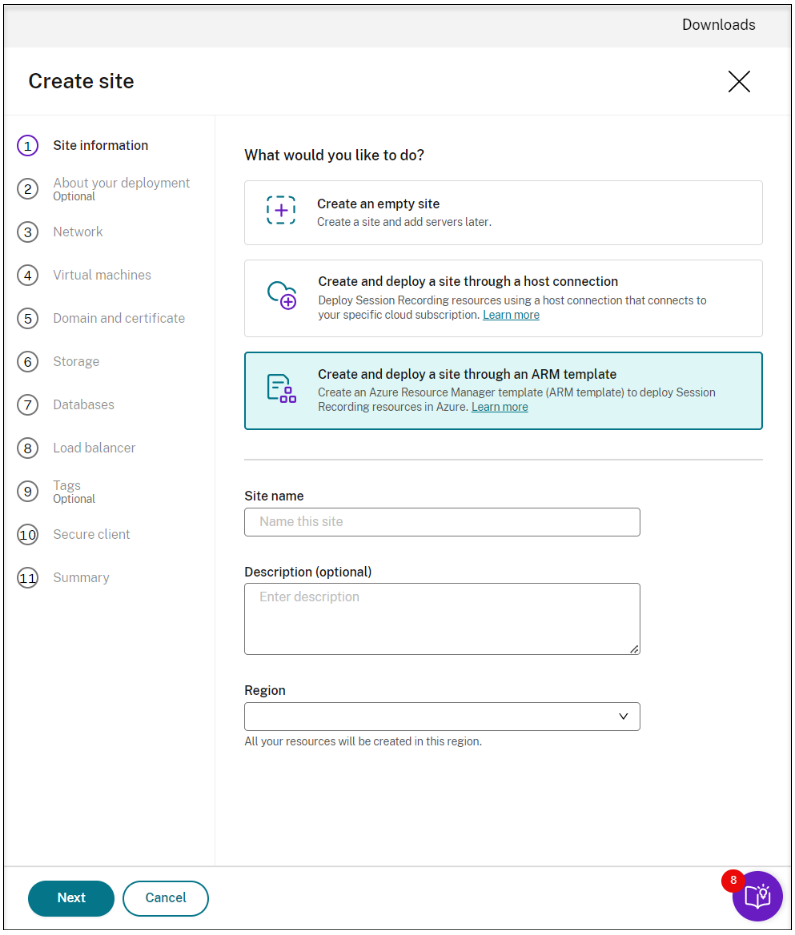
Create and deploy a site through a host connection
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

Create and deploy a site through an ARM template
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name
Name this site

Description (optional)
Enter description

3. Select **Create and deploy a site through an ARM template**. The main steps are listed in the left navigation.



Downloads

Create site

1 Site information
2 About your deployment Optional
3 Network
4 Virtual machines
5 Domain and certificate
6 Storage
7 Databases
8 Load balancer
9 Tags Optional
10 Secure client
11 Summary

What would you like to do?

Create an empty site
Create a site and add servers later.

Create and deploy a site through a host connection
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

Create and deploy a site through an ARM template
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name
Name this site

Description (optional)
Enter description

Region

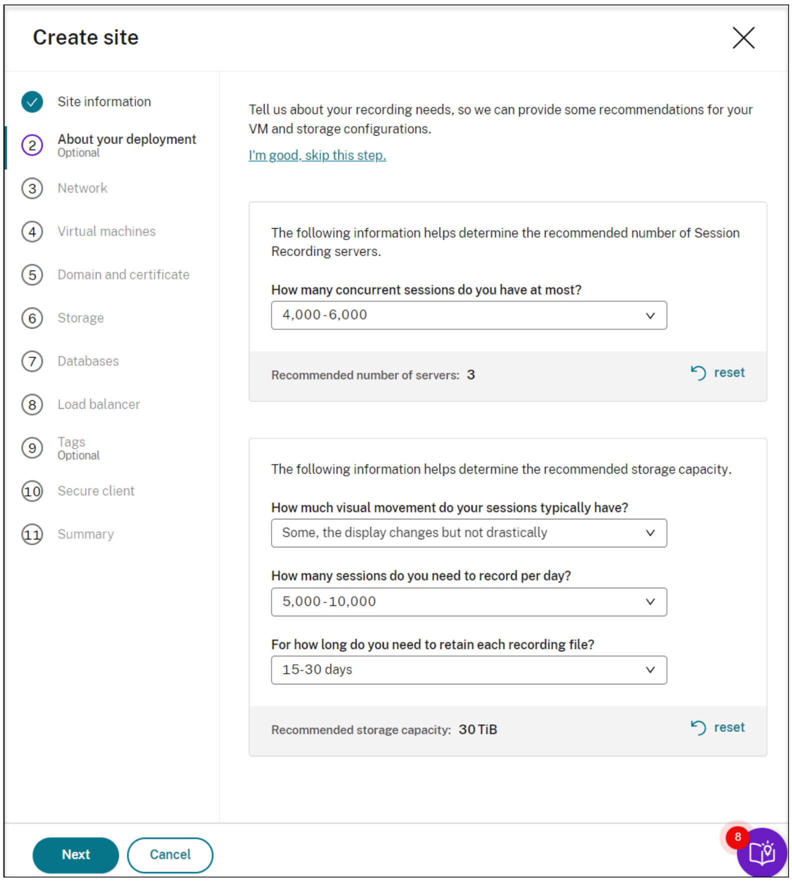
All your resources will be created in this region.

Next Cancel

4. Enter a site name and description, and then click **Next**.

5. (Optional) To get recommendations for VM and storage configurations, provide information about your recording needs.

   You can skip this step by clicking **I'm good, skip this step** or by clicking **Next** with nothing selected.



Create site

Tell us about your recording needs, so we can provide some recommendations for your VM and storage configurations.

I'm good, skip this step.

The following information helps determine the recommended number of Session Recording servers.

How many concurrent sessions do you have at most? 4,000-6,000

Recommended number of servers: 3

The following information helps determine the recommended storage capacity.

How much visual movement do your sessions typically have? Some, the display changes but not drastically

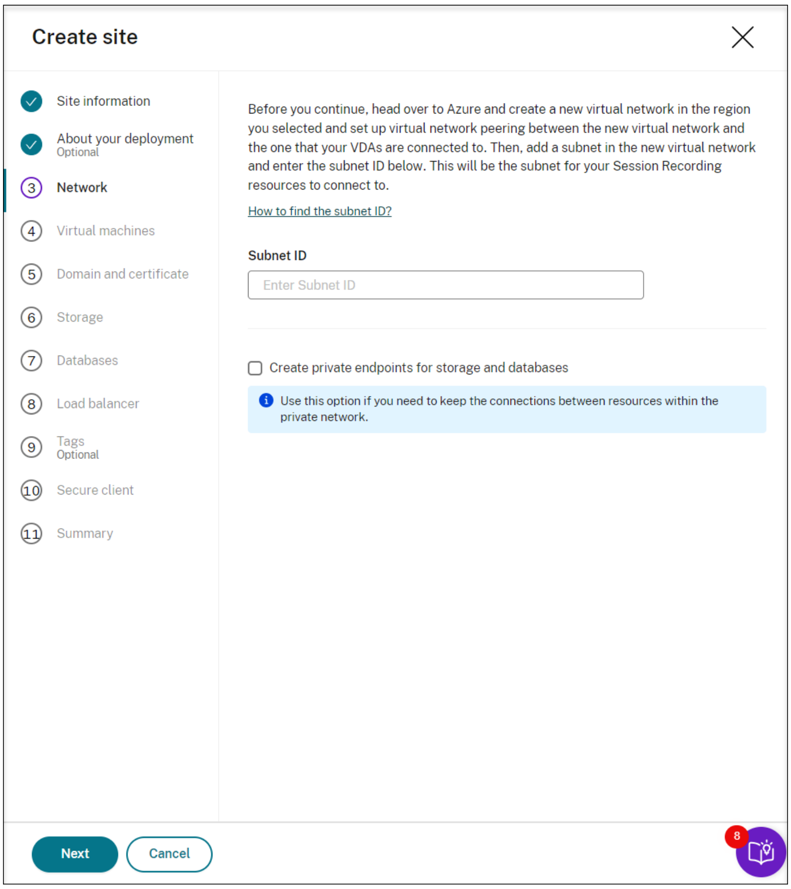
How many sessions do you need to record per day? 5,000-10,000

For how long do you need to retain each recording file? 15-30 days

Recommended storage capacity: 30 TiB

When you select an option from the drop-down list, a recommendation is presented according to your selection. A **reset** button is available next to the recommendation. It lets you clear your selections and the corresponding recommendation in that section.

6. Go to the Azure portal and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network. Find and enter the subnet ID below.



Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network and enter the subnet ID below. This will be the subnet for your Session Recording resources to connect to.

How to find the subnet ID?

Subnet ID

Enter Subnet ID

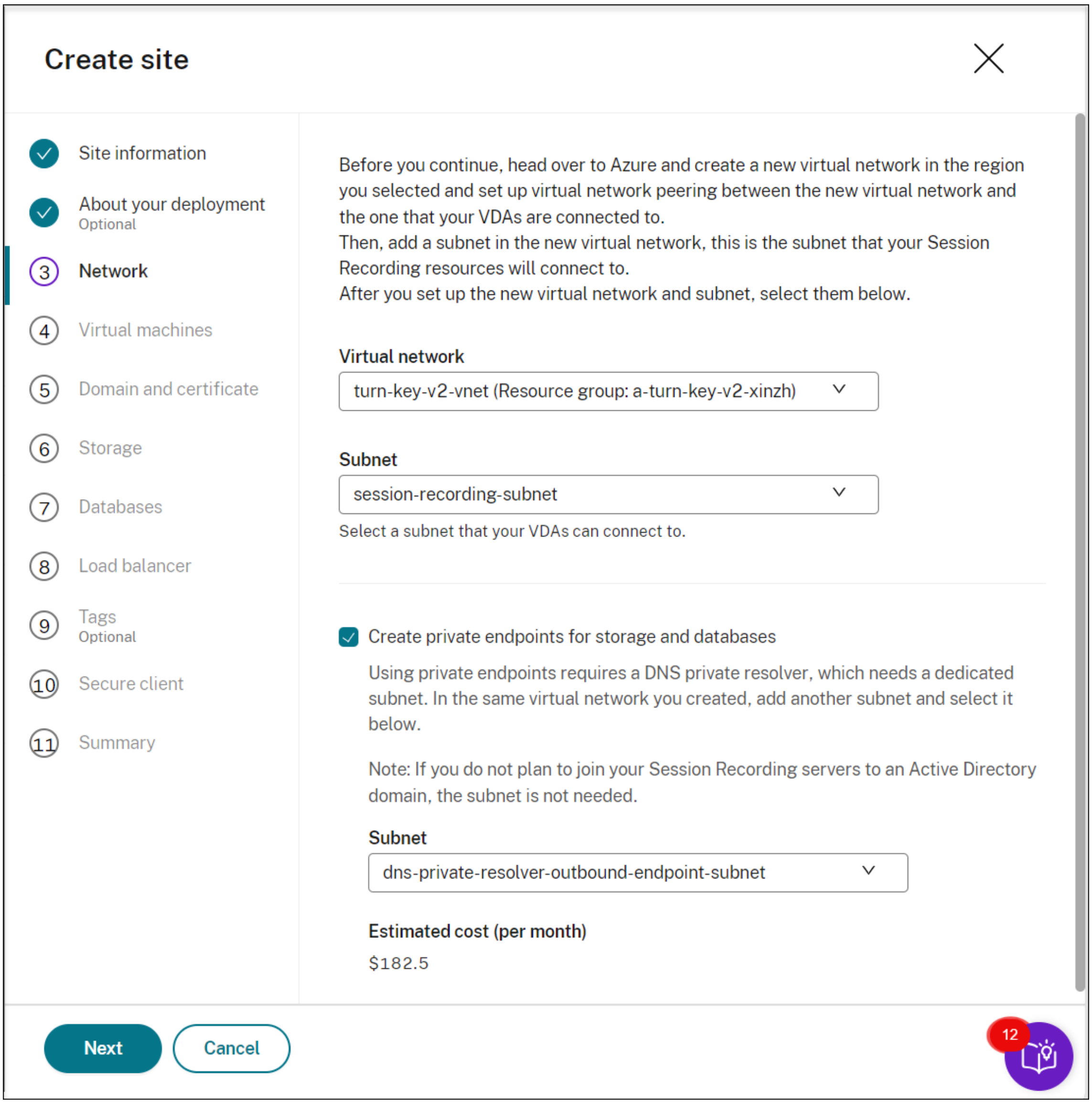
□ Create private endpoints for storage and databases

Use this option if you need to keep the connections between resources within the private network.

To keep the connections between resources within the private network, select the **Create private endpoints for storage and databases** check box.

After you select the **Create private endpoints for storage and databases** check box, decide on whether to enter another subnet ID by taking the following into consideration:

- If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed and thus leave the subnet ID field empty.
- If you leave the subnet ID field empty, you are joining your Session Recording servers to an Azure Active Directory domain.



Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to.
Then, add a subnet in the new virtual network, this is the subnet that your Session Recording resources will connect to.
After you set up the new virtual network and subnet, select them below.

Virtual network: turn-key-v2-vnet (Resource group: a-turn-key-v2-xinzh)

Subnet: session-recording-subnet

Select a subnet that your VDAs can connect to.

☑ Create private endpoints for storage and databases

Using private endpoints requires a DNS private resolver, which needs a dedicated subnet. In the same virtual network you created, add another subnet and select it below.

Note: If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed.

Subnet: dns-private-resolver-outbound-endpoint-subnet

Estimated cost (per month)

$182.5

7. (Skip this step if you already have an application registered.) Register an application with your Azure AD tenant. An application must be registered to delegate identity and access management functions to Azure AD.

   There are two methods for registering an application.

   Method 1:

   a) Copy the following Citrix-provided script and name it, for example, **AppRegistration.ps1**:

```
<#
.SYNOPSIS
    Copyright (c) Citrix Systems, Inc. All Rights Reserved.
.DESCRIPTION
    Create Azure app registrations and give proper permissions
         for Citrix Session Recording service deployment
```

```
.Parameter azureTenantID
.Parameter azureSubscriptionID
.Parameter appName
.Parameter role
#>

[CmdletBinding()]
Param(
    [Parameter(Mandatory = $true)] [String] $tenantId,
    [Parameter(Mandatory = $true)] [String] $subscriptionId,
    [Parameter(Mandatory = $true)] [String] $appName,
    [Parameter(Mandatory = $true)] [String] $role
)

if ($role -ne "Citrix Session Recording service" -and $role -ne "Citrix Session Recording Deployment" -and $role -ne "Contributor") {

    throw [System.Exception] "Invalid role '$role', only support 'Citrix Session Recording service', 'Citrix Session Recording Deployment', and 'Contributor'."
 }


try {

    Get-InstalledModule -Name "Az.Accounts" -ErrorAction Stop
 }

catch {

    Install-Module -Name "Az.Accounts" -Scope CurrentUser -Repository PSGallery -SkipPublisherCheck -Force
 }

try {

    Get-InstalledModule -Name "Az.Resources" -ErrorAction Stop
 }

catch {

   Install-Module -Name "Az.Resources" -Scope CurrentUser -Repository PSGallery -SkipPublisherCheck -Force
 }


Connect-AzAccount -TenantId $tenantId -Subscription $subscriptionId

try {


    $azureAdApplication = Get-AzADApplication -DisplayName $appName
    if ($null -eq $azureAdApplication) {

        Write-Host "Create a new app registration for Citrix Session Recording" -ForegroundColor Green
        $azureAdApplication = New-AzADApplication -DisplayName $appName -AvailableToOtherTenants $false
     }

    else {

        Write-Host "App registration '$appName' already exists." -ForegroundColor Yellow
     }


    $azureAdApplicationServicePrincipal = Get-AzADServicePrincipal -DisplayName $appName
    if($null -eq $azureAdApplicationServicePrincipal) {

        $azureAdApplicationServicePrincipal = New-AzADServicePrincipal -AppId $azureAdApplication.AppId
        Write-Host "Create a service principal for app registration '$appName'" -ForegroundColor Green
     }
 else{

        Write-Host "Service principal already exists for app registration '$appName'" -ForegroundColor Yellow
     }


    if ($role -eq "Citrix Session Recording service" -or $role -eq "Citrix Session Recording Deployment") {

        $rootPath = Get-Location
        $customRolePath = $(Join-Path -Path $rootPath -ChildPath "sessionrecordingdeployment.json") | Resolve-Path
        $customRoleJson = Get-Content $customRolePath | ConvertFrom-Json
        $customRoleJson.AssignableScopes[0] = "/subscriptions/" + $subscriptionId
        $tmpCustomRolePath = Join-Path -Path $rootPath -ChildPath "sessionrecording_tmp.json"

        $roleDef = Get-AzRoleDefinition -Name $role
        if ($null -eq $roleDef) {

            try {

                $customRoleJson | ConvertTo-Json -depth 32 | Set-Content $tmpCustomRolePath
                Write-Host "Create a custom role '$role'" -ForegroundColor Green
                New-AzRoleDefinition -InputFile $tmpCustomRolePath
            }

            catch {

                Write-Host "Failed to create custom role, error: $_" -ForegroundColor Red
                throw $_.Exception
            }

        }

        else {

            try {

                $customRoleJson | Add-Member -MemberType NoteProperty -Name 'id' -Value $($roleDef.Id)
                $customRoleJson | ConvertTo-Json -depth 32 | Set-Content $tmpCustomRolePath
                Write-Host "Upadate the custom role '$role'" -ForegroundColor Green
                Set-AzRoleDefinition -InputFile $tmpCustomRolePath
            }

            catch {

                Write-Host "Failed to update custom role, error: $_" -ForegroundColor Red
                throw $_.Exception
            }

        }

    }


    $roleAssignment = Get-AzRoleAssignment -RoleDefinitionName $role -ObjectId $($azureAdApplicationServicePrincipal.Id)
    if ($null -eq $roleAssignment) {

        Write-Host "Assign role '$role' to app '$appName'" -ForegroundColor Green
        New-AzRoleAssignment -RoleDefinitionName $role -ApplicationId $azureAdApplication.AppId
```

```
     }

    else {

        Write-Host "Role '$role' already assigned to app '$appName'" -ForegroundColor Yellow
     }


    Write-Host "Tenant ID:                   $tenantId" -ForegroundColor Green
    Write-Host "Subscription ID:             $subscriptionId" -ForegroundColor Green
    Write-Host "Application ID:              $($azureAdApplication.AppId)" -ForegroundColor Green
    Write-Host "Service principal object ID: $($azureAdApplicationServicePrincipal.Id)" -ForegroundColor Green
 }

catch {

    Write-Host "Failed to assign role assignment to this app, error: $_" -ForegroundColor Red
    Write-Host "Please make sure the current azure admin has permission to assign roles" -ForegroundColor Red
 }
```

b) Copy the following custom role file and name it **sessionrecordingdeployment.json**. This custom role file helps to assign least permissions for the application to be registered.

```
{

    "name": "Citrix Session Recording Deployment",
    "description": "This role has permissions which allow users to deploy Session Recording resources using an Azure Resource Manager template (ARM template). ",
    "assignableScopes": [
      "/subscriptions/*"
    ],
    "actions": [
      "Microsoft.Compute/availabilitySets/write",
      "Microsoft.Compute/virtualMachines/extensions/read",
      "Microsoft.Compute/virtualMachines/extensions/write",
      "Microsoft.Compute/virtualMachines/read",
      "Microsoft.Compute/virtualMachines/runCommands/read",
      "Microsoft.Compute/virtualMachines/runCommands/write",
      "Microsoft.Compute/virtualMachines/write",
      "Microsoft.ContainerInstance/containerGroups/read",
      "Microsoft.ContainerInstance/containerGroups/write",
      "Microsoft.KeyVault/vaults/PrivateEndpointConnectionsApproval/action",
      "Microsoft.KeyVault/vaults/read",
      "Microsoft.KeyVault/vaults/secrets/read",
      "Microsoft.KeyVault/vaults/secrets/write",
      "Microsoft.KeyVault/vaults/write",
      "Microsoft.ManagedIdentity/userAssignedIdentities/assign/action",
      "Microsoft.ManagedIdentity/userAssignedIdentities/read",
      "Microsoft.ManagedIdentity/userAssignedIdentities/write",
      "Microsoft.Network/dnsForwardingRulesets/forwardingRules/read",
      "Microsoft.Network/dnsForwardingRulesets/forwardingRules/write",
      "Microsoft.Network/dnsForwardingRulesets/read",
      "Microsoft.Network/dnsForwardingRulesets/virtualNetworkLinks/read",
      "Microsoft.Network/dnsForwardingRulesets/virtualNetworkLinks/write",
      "Microsoft.Network/dnsForwardingRulesets/write",
      "Microsoft.Network/dnsResolvers/outboundEndpoints/join/action",
      "Microsoft.Network/dnsResolvers/outboundEndpoints/read",
      "Microsoft.Network/dnsResolvers/outboundEndpoints/write",
      "Microsoft.Network/dnsResolvers/read",
      "Microsoft.Network/dnsResolvers/write",
      "Microsoft.Network/loadBalancers/backendAddressPools/join/action",
      "Microsoft.Network/loadBalancers/write",
      "Microsoft.Network/networkInterfaces/join/action",
      "Microsoft.Network/networkInterfaces/read",
      "Microsoft.Network/networkInterfaces/write",
      "Microsoft.Network/networkSecurityGroups/join/action",
      "Microsoft.Network/networkSecurityGroups/read",
      "Microsoft.Network/networkSecurityGroups/securityRules/read",
      "Microsoft.Network/networkSecurityGroups/securityRules/write",
      "Microsoft.Network/networkSecurityGroups/write",
      "Microsoft.Network/privateDnsZones/join/action",
      "Microsoft.Network/privateDnsZones/read",
      "Microsoft.Network/privateDnsZones/virtualNetworkLinks/read",
      "Microsoft.Network/privateDnsZones/virtualNetworkLinks/write",
      "Microsoft.Network/privateDnsZones/write",
      "Microsoft.Network/privateEndpoints/privateDnsZoneGroups/read",
      "Microsoft.Network/privateEndpoints/privateDnsZoneGroups/write",
      "Microsoft.Network/privateEndpoints/read",
      "Microsoft.Network/privateEndpoints/write",
      "Microsoft.Network/publicIPAddresses/join/action",
      "Microsoft.Network/publicIPAddresses/read",
      "Microsoft.Network/publicIPAddresses/write",
      "Microsoft.Network/virtualNetworks/join/action",
      "Microsoft.Network/virtualNetworks/read",
      "Microsoft.Network/virtualNetworks/subnets/join/action",
      "Microsoft.Network/virtualNetworks/subnets/read",
      "Microsoft.Resources/deploymentScripts/read",
      "Microsoft.Resources/deploymentScripts/write",
      "Microsoft.Resources/deployments/operationstatuses/read",
      "Microsoft.Resources/deployments/read",
      "Microsoft.Resources/deployments/validate/action",
      "Microsoft.Resources/deployments/write",
      "Microsoft.Resources/subscriptions/resourceGroups/read",
      "Microsoft.Resources/subscriptions/resourceGroups/write",
      "Microsoft.Resources/templateSpecs/read",
      "Microsoft.Resources/templateSpecs/versions/read",
      "Microsoft.Resources/templateSpecs/versions/write",
      "Microsoft.Resources/templateSpecs/write",
      "Microsoft.Sql/servers/auditingSettings/write",
      "Microsoft.Sql/servers/databases/write",
      "Microsoft.Sql/servers/firewallRules/write",
      "Microsoft.Sql/servers/privateEndpointConnectionsApproval/action",
      "Microsoft.Sql/servers/read",
      "Microsoft.Sql/servers/write",
      "Microsoft.Storage/storageAccounts/PrivateEndpointConnectionsApproval/action",
      "Microsoft.Storage/storageAccounts/blobServices/containers/read",
      "Microsoft.Storage/storageAccounts/blobServices/containers/write",
      "Microsoft.Storage/storageAccounts/fileServices/shares/write",
      "Microsoft.Storage/storageAccounts/listkeys/action",
      "Microsoft.Storage/storageAccounts/read",
      "Microsoft.Storage/storageAccounts/write"
    ],
    "notActions": [],
    "dataActions": [],
    "notDataActions": []
   }
```

c) Put **AppRegistration.ps1** and **sessionrecordingdeployment.json** in the same folder.

d) Run either of the following commands as needed.

To create an application and assign it least permissions with the preceding custom role file (**sessionrecordingdeployment.json**), run:

```
.\AppRegistration.ps1 -tenantId <tenant ID> -subscriptionId <subscription ID> -appName <application name> -role "Citrix Session Recording Deployment"
```

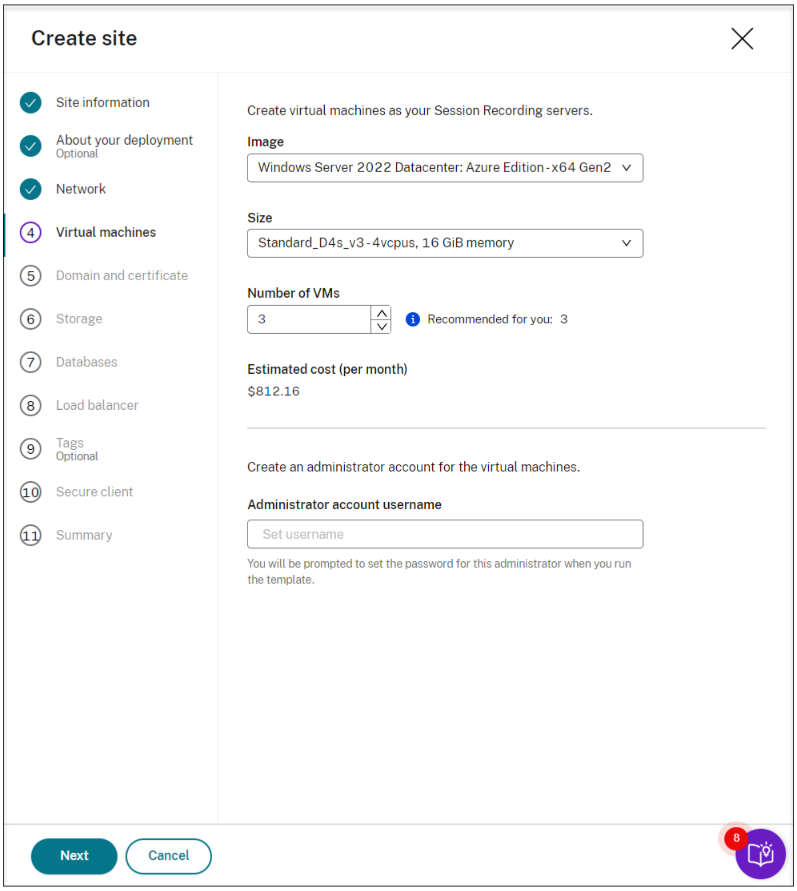
To create an application and assign it the Azure built-in **Contributor** role, run:

```
.\AppRegistration.ps1 -tenantId <tenant ID> -subscriptionId <subscription ID> -appName <application name> -role "Contributor"
```

Method 2:

Go to the Azure portal and register an application by yourself. Grant proper permissions to the application. For the least permissions that are required, see the **sessionrecordingdeployment.json** file in **Method 1**.

8. Specify configurations for your Session Recording servers to be installed later.



Create virtual machines as your Session Recording servers.

Image: Windows Server 2022 Datacenter: Azure Edition - x64 Gen2

Size: Standard_D4s_v3 - 4vcpus, 16 GiB memory

Number of VMs: 3

Recommended for you: 3

Estimated cost (per month): $812.16

Create an administrator account for the virtual machines.

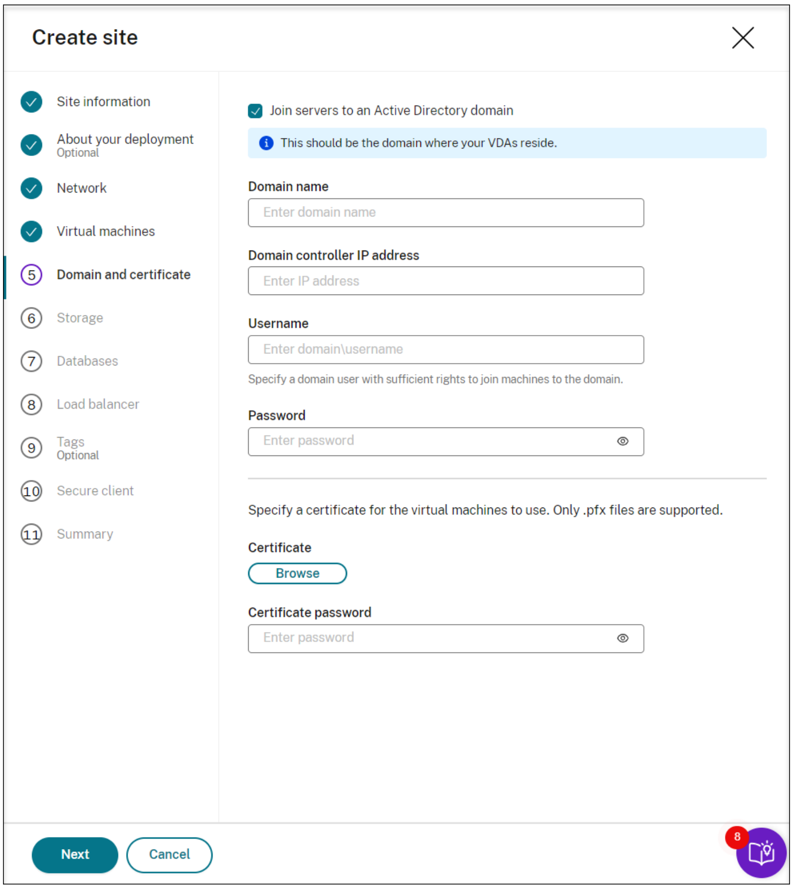
Administrator account username: Set username

You will be prompted to set the password for this administrator when you run the template.

> **Note:**
>
> - The **Number of VMs** field is prefilled with the recommended number if there's one. Change the number as needed.
> - Estimated costs are based on standard pricing and don't take discounts into consideration. You can expect lower actual costs than estimated.

9. Join the Session Recording servers to the same domain with your VDAs and specify a certificate for the Session Recording servers.

- If your VDAs connect to an Active Directory domain, select the **Join servers to an Active Directory domain** check box and enter the relevant information.
- If your VDAs connect to an Azure Active Directory (Azure AD) domain, clear the **Join servers to an Active Directory domain** check box. After you complete creating the current site, make sure to manually join the Session Recording servers to the same Azure AD domain. Notice that pure Azure AD deployment is available only for Session Recording 2402 and later.



Create site

✓ Site information
✓ About your deployment Optional
✓ Network
✓ Virtual machines
5 Domain and certificate
6 Storage
7 Databases
8 Load balancer
9 Tags Optional
10 Secure client
11 Summary

☑ Join servers to an Active Directory domain

This should be the domain where your VDAs reside.

Domain name

Enter domain name

Domain controller IP address

Enter IP address

Username

Enter domain\username

Specify a domain user with sufficient rights to join machines to the domain.

Password

Enter password

Specify a certificate for the virtual machines to use. Only .pfx files are supported.

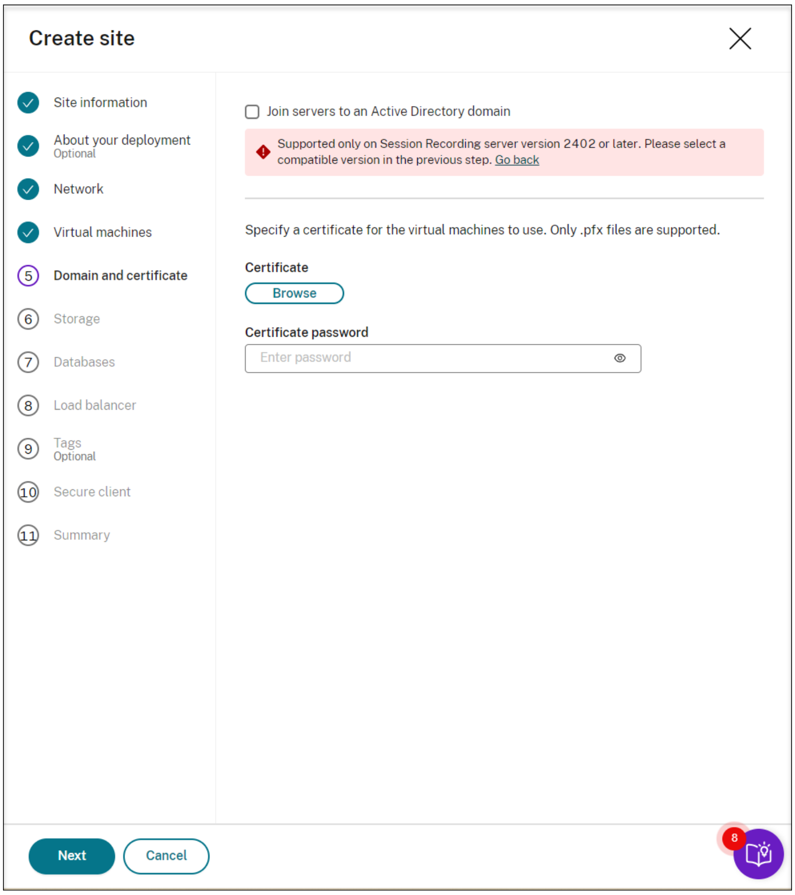
Certificate

Browse

Certificate password

Enter password

Next Cancel



Create site

□ Join servers to an Active Directory domain

Supported only on Session Recording server version 2402 or later. Please select a compatible version in the previous step. Go back

Specify a certificate for the virtual machines to use. Only .pfx files are supported.

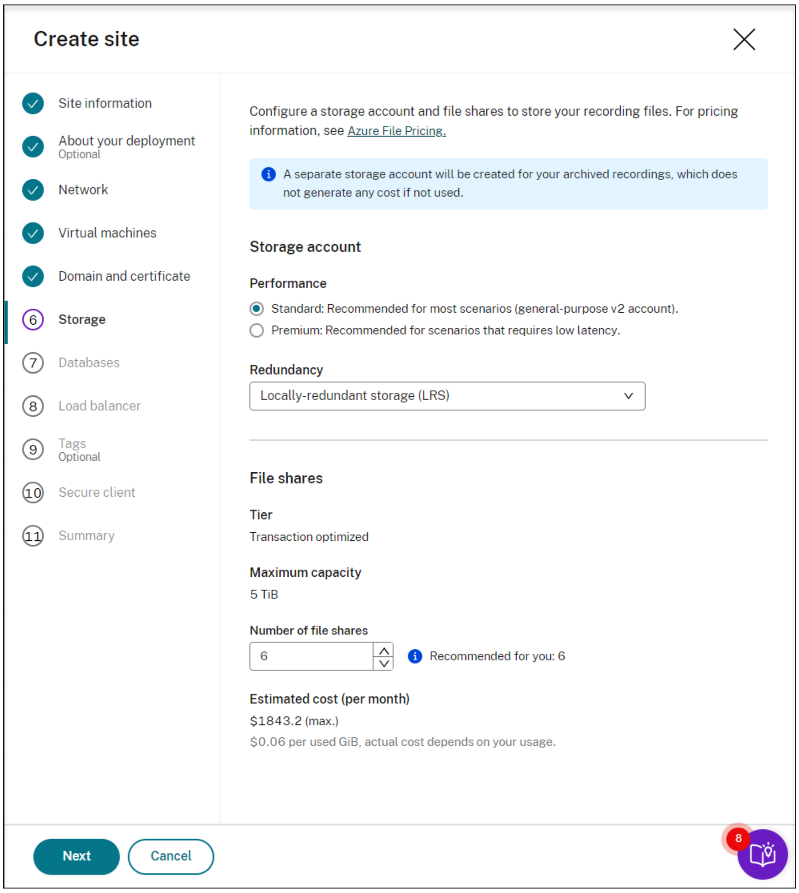
Certificate

Browse

Certificate password

Enter password

10. Configure an Azure storage account and file shares to store your recording files. For pricing information, see Azure Files pricing.



Create site

Configure a storage account and file shares to store your recording files. For pricing information, see Azure File Pricing.

A separate storage account will be created for your archived recordings, which does not generate any cost if not used.

Storage account

Performance

● Standard: Recommended for most scenarios (general-purpose v2 account).

○ Premium: Recommended for scenarios that requires low latency.

Redundancy

Locally-redundant storage (LRS)

File shares

Tier

Transaction optimized

Maximum capacity

5 TiB

Number of file shares

6

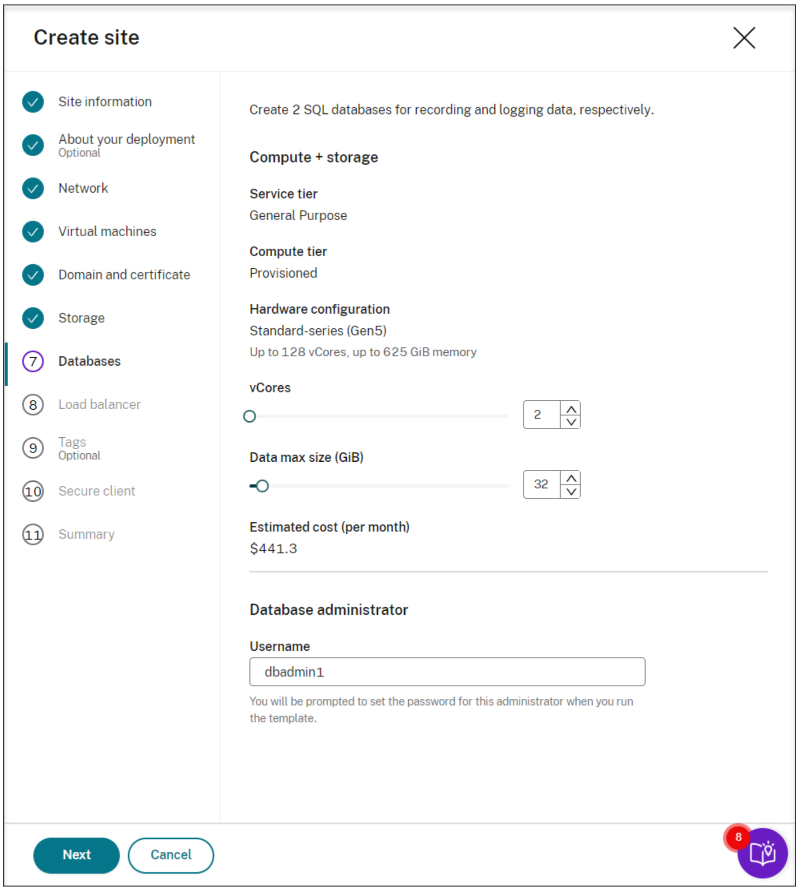
Recommended for you: 6

Estimated cost (per month)

$1843.2 (max.)

$0.06 per used GiB, actual cost depends on your usage.

11. Create two SQL databases in Azure. One is used as the Session recording database (named **sessionrecording**) and the other as the administrator logging database (named **sessionrecordinglogging**).



Create site

Create 2 SQL databases for recording and logging data, respectively.

Compute + storage

Service tier
General Purpose

Compute tier
Provisioned

Hardware configuration
Standard-series (Gen5)
Up to 128 vCores, up to 625 GiB memory

vCores
2

Data max size (GiB)
32

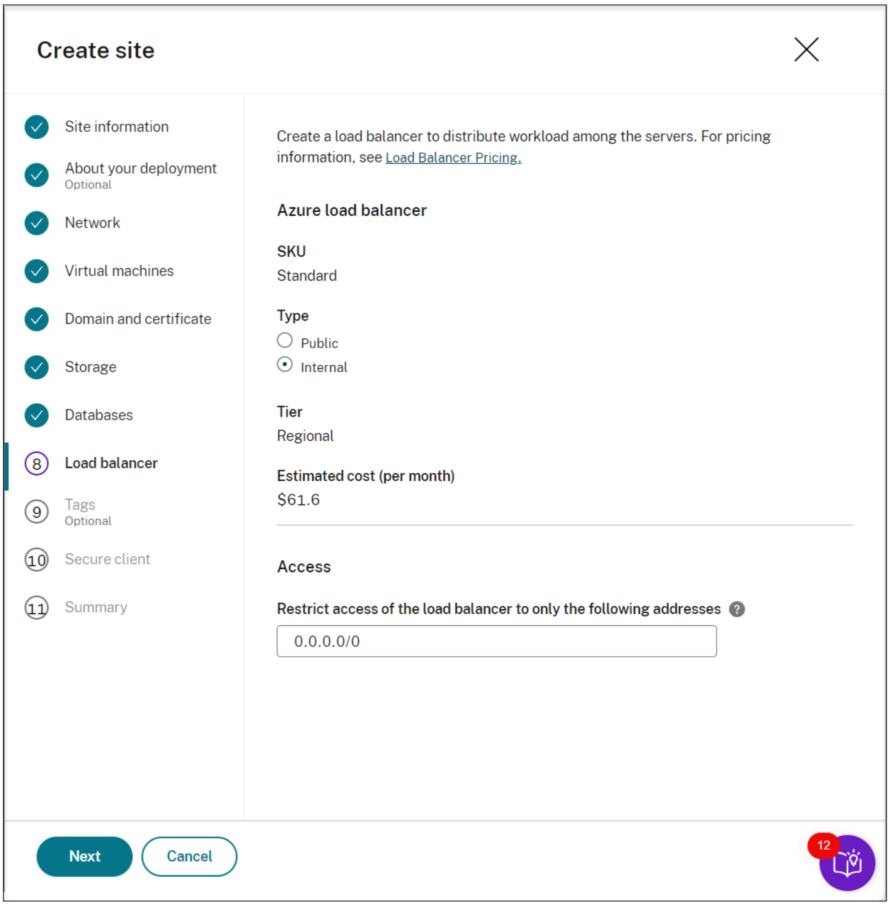
Estimated cost (per month)
$441.3

Database administrator

Username
dbadmin1

You will be prompted to set the password for this administrator when you run the template.

12. Create a load balancer to distribute workload among the Session Recording servers. Enter the IP addresses or ranges of your VDAs and separate them by a comma (,) in the **Restrict access of the load balancer to only the following addresses** field. For pricing information, see Load Balancer pricing.



Create site

Create a load balancer to distribute workload among the servers. For pricing information, see Load Balancer Pricing.

Azure load balancer

SKU
Standard

Type
○ Public
● Internal

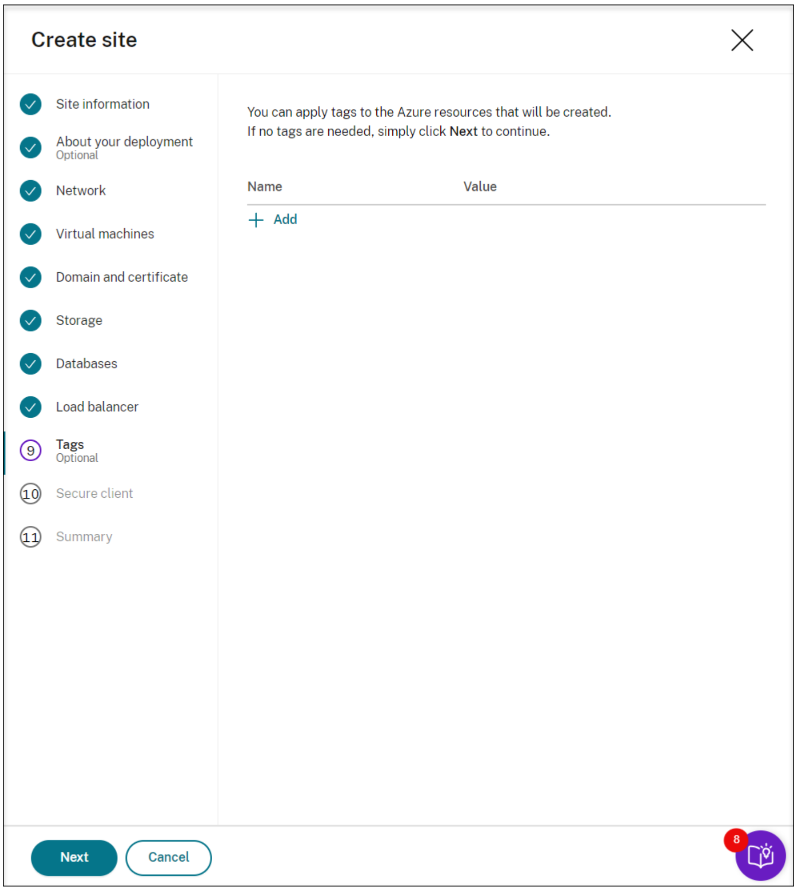
Tier
Regional

Estimated cost (per month)
$61.6

Access

Restrict access of the load balancer to only the following addresses
0.0.0.0/0

13. (Optional) Apply tags to the Azure resources to be created.



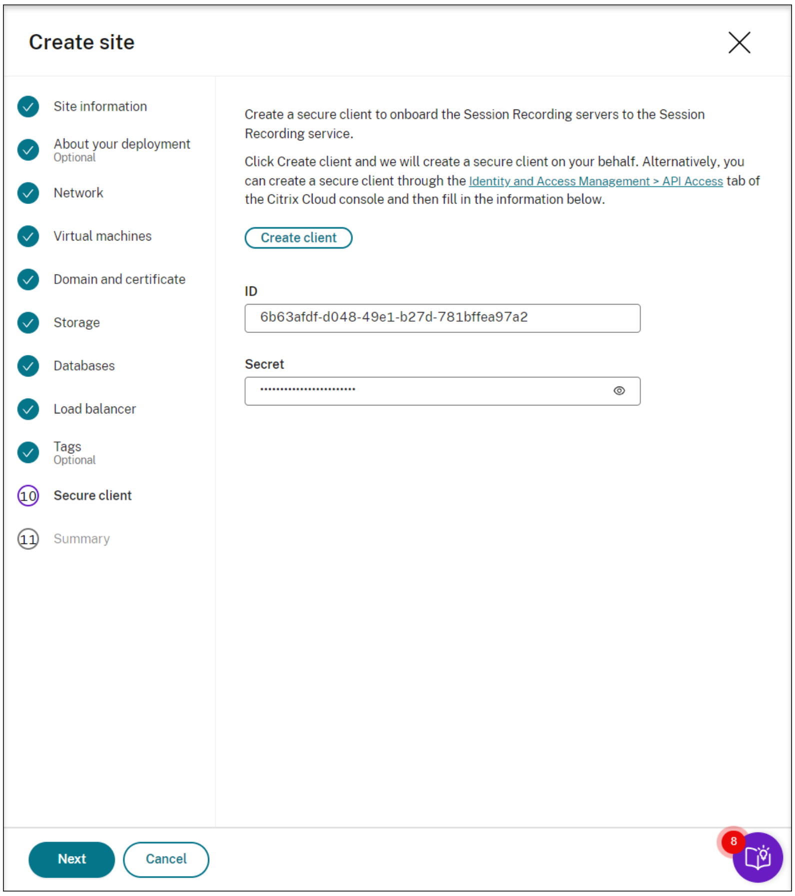
Create site

You can apply tags to the Azure resources that will be created.
If no tags are needed, simply click **Next** to continue.

Name	Value

14. Create a secure client to onboard the Session Recording servers to the Session Recording service.

    Click **Create client** to let Citrix create a secure client on your behalf. Alternatively, you can create a secure client through the **Identity and Access Management > API Access** tab of the Citrix Cloud console and then fill in the information below.



Create a secure client to onboard the Session Recording servers to the Session Recording service.

Click Create client and we will create a secure client on your behalf. Alternatively, you can create a secure client through the Identity and Access Management > API Access tab of the Citrix Cloud console and then fill in the information below.

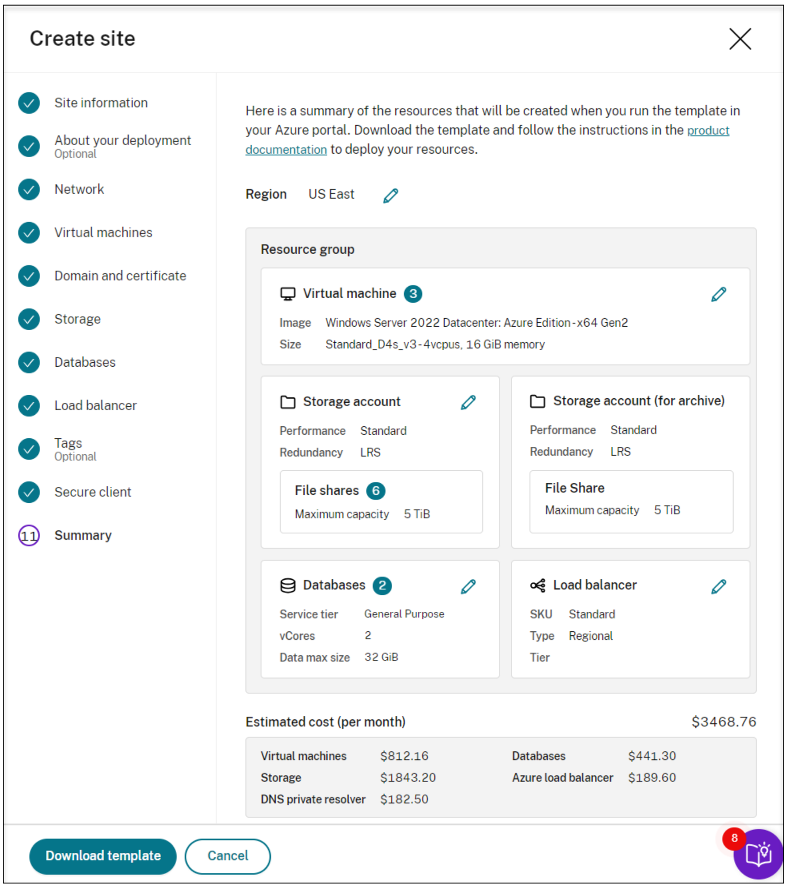
ID

6b63afdf-d048-49e1-b27d-781bffea97a2

Secret

••••••••••••••••••••••••••••

15. View the summary about the resources to be created and click the pencil icon to edit your settings if needed. After that, click **Download template**. An AEM template that contains how and which resources you want to deploy is then downloaded to the **Downloads** folder on your machine. You can also see the newly created site on the **Server Management** page.



Create site

Here is a summary of the resources that will be created when you run the template in your Azure portal. Download the template and follow the instructions in the product documentation to deploy your resources.

Region US East

Resource group

Virtual machine 3
Image Windows Server 2022 Datacenter: Azure Edition-x64 Gen2
Size Standard_D4s_v3-4vcpus, 16 GiB memory

Storage account
Performance Standard
Redundancy LRS
File shares 6
Maximum capacity 5 TiB

Storage account (for archive)
Performance Standard
Redundancy LRS
File Share
Maximum capacity 5 TiB

Databases 2
Service tier General Purpose
vCores 2
Data max size 32 GiB

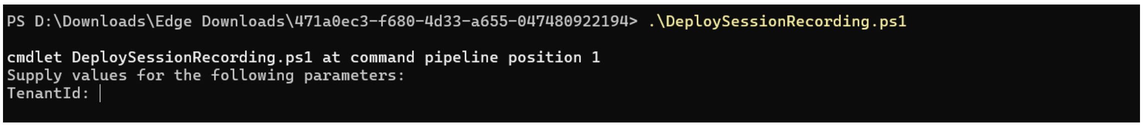
Load balancer
SKU Standard
Type Regional
Tier

Estimated cost (per month) $3468.76

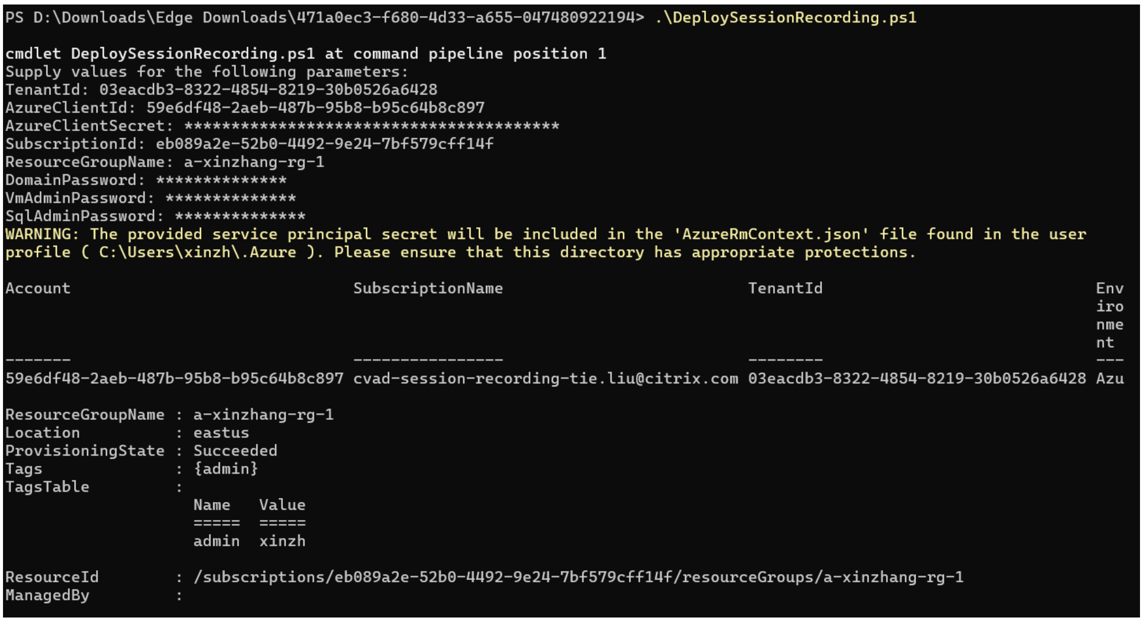
Virtual machines	$812.16	Databases	$441.30
Storage	$1843.20	Azure load balancer	$189.60
DNS private resolver	$182.50		

16. Go to the **Downloads** folder and unzip the ARM template. Open the unzipped file folder, type PowerShell in the address bar, and hit **Enter**. Wait till a PowerShell window is opened at that folder.

17. Run the JavaScript Object Notation (JSON) script named **DeploySessionRecording.ps1**. Provide values for the parameters prompted. The actual parameters vary depending on the settings you specified when creating the template. For example:

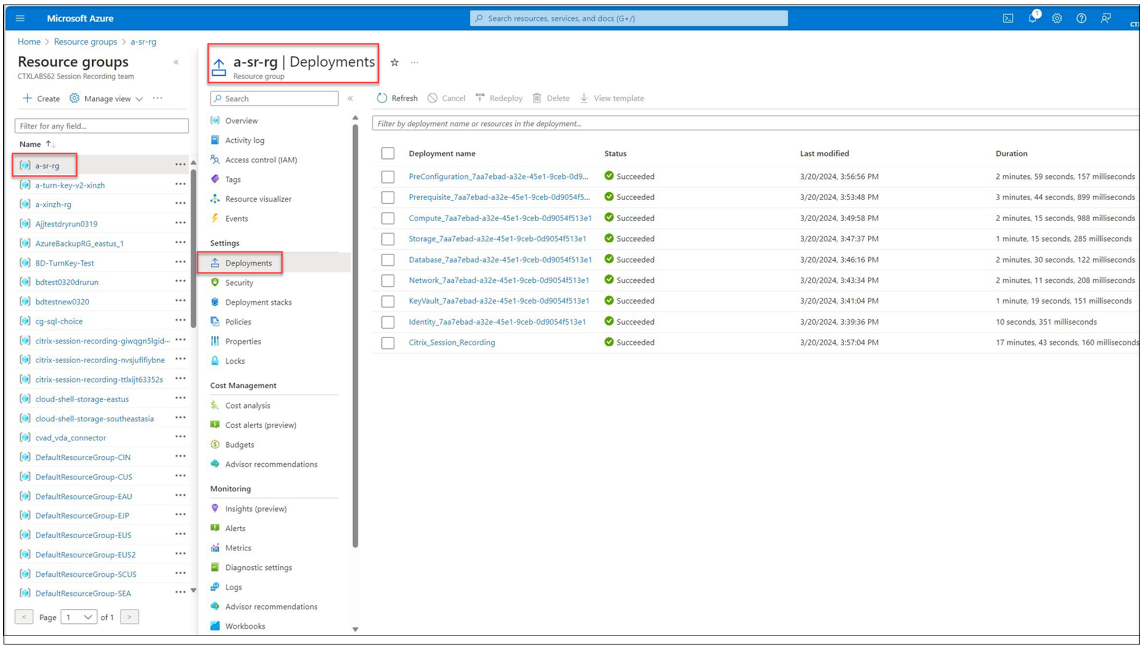


```
PS D:\Downloads\Edge Downloads\471a0ec3-f680-4d33-a655-047480922194> .\DeploySessionRecording.ps1

cmdlet DeploySessionRecording.ps1 at command pipeline position 1
Supply values for the following parameters:
TenantId: |
```



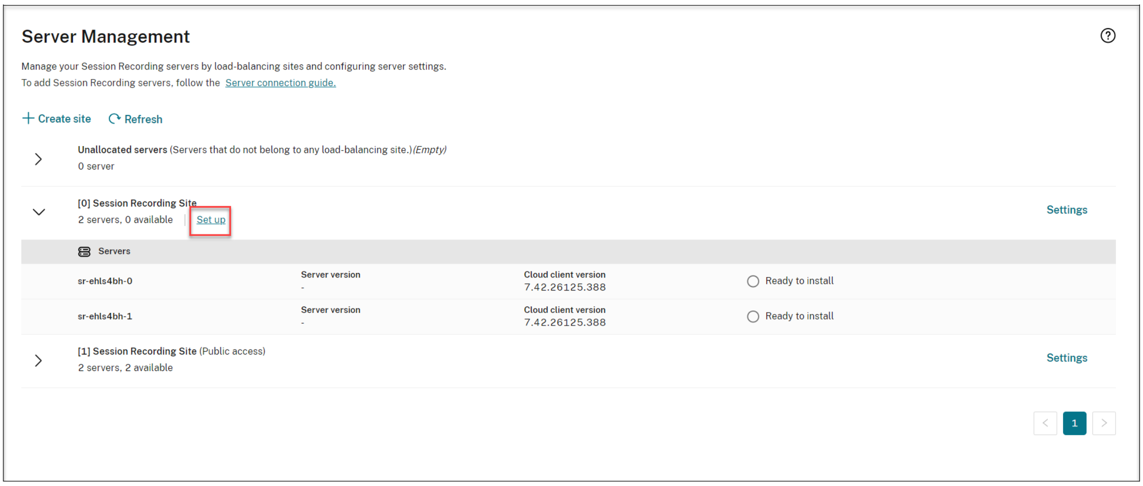
```
PS D:\Downloads\Edge Downloads\471a0ec3-f680-4d33-a655-047480922194> .\DeploySessionRecording.ps1

cmdlet DeploySessionRecording.ps1 at command pipeline position 1
Supply values for the following parameters:
TenantId: 03eacdb3-8322-4854-8219-30b0526a6428
AzureClientId: 59e6df48-2aeb-487b-95b8-b95c64b8c897
AzureClientSecret: ****************************************
SubscriptionId: eb089a2e-52b0-4492-9e24-7bf579cff14f
ResourceGroupName: a-xinzhang-rg-1
DomainPassword: **************
VmAdminPassword: **************
SqlAdminPassword: **************
WARNING: The provided service principal secret will be included in the 'AzureRmContext.json' file found in the user
profile ( C:\Users\xinzh\.Azure ). Please ensure that this directory has appropriate protections.

Account                              SubscriptionName                          TenantId                             Env
                                                                                                                    iro
                                                                                                                    nme
                                                                                                                    nt
-------                              ----------------                          --------                             ---
59e6df48-2aeb-487b-95b8-b95c64b8c897 cvad-session-recording-tie.liu@citrix.com 03eacdb3-8322-4854-8219-30b0526a6428 Azu

ResourceGroupName : a-xinzhang-rg-1
Location          : eastus
ProvisioningState : Succeeded
Tags              : {admin}
TagsTable         :
                    Name   Value
                    =====  =====
                    admin  xinzh

ResourceId        : /subscriptions/eb089a2e-52b0-4492-9e24-7bf579cff14f/resourceGroups/a-xinzhang-rg-1
ManagedBy         :
```

18. Go to the Azure portal, locate the resource group that contains your deployment, and then check the deployment progress. Wait until the entire deployment shows **Succeeded**.



□	Deployment name	Status	Last modified	Duration
□	PreConfiguration_7aa7ebad-a32e-45e1-9ceb-0d9...	✓ Succeeded	3/20/2024, 3:56:56 PM	2 minutes, 59 seconds, 157 milliseconds
□	Prerequisite_7aa7ebad-a32e-45e1-9ceb-0d9054f5...	✓ Succeeded	3/20/2024, 3:53:48 PM	3 minutes, 44 seconds, 899 milliseconds
□	Compute_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:49:58 PM	2 minutes, 15 seconds, 988 milliseconds
□	Storage_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:47:37 PM	1 minute, 15 seconds, 285 milliseconds
□	Database_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:46:16 PM	2 minutes, 30 seconds, 122 milliseconds
□	Network_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:43:34 PM	2 minutes, 11 seconds, 208 milliseconds
□	KeyVault_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:41:04 PM	1 minute, 19 seconds, 151 milliseconds
□	Identity_7aa7ebad-a32e-45e1-9ceb-0d9054f513e1	✓ Succeeded	3/20/2024, 3:39:36 PM	10 seconds, 351 milliseconds
□	Citrix_Session_Recording	✓ Succeeded	3/20/2024, 3:57:04 PM	17 minutes, 43 seconds, 160 milliseconds

19. Return to the **Server Management** page of the Session Recording service. Find the newly created site, and you will see a **Set up** button available. Click **Set up** to set up Session Recording to get it up and running.



Server Management

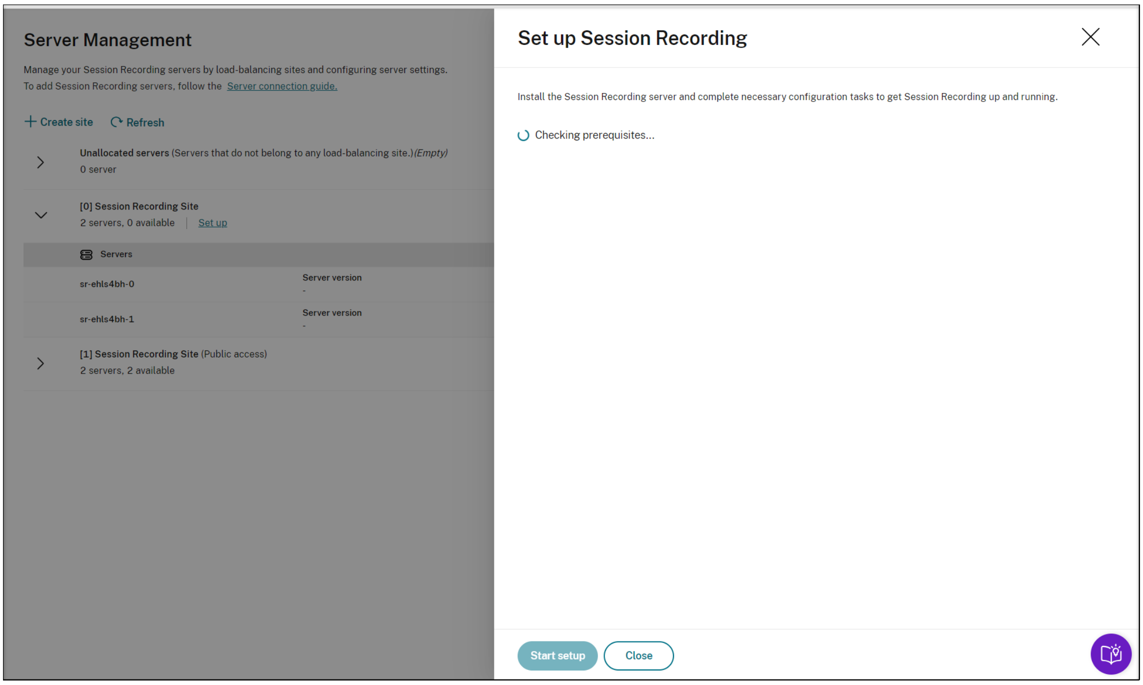
Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Set up

sr-ehls4bh-0	Server version -	Cloud client version 7.42.26125.388	○ Ready to install
sr-ehls4bh-1	Server version -	Cloud client version 7.42.26125.388	○ Ready to install

[1] Session Recording Site (Public access)
2 servers, 2 available



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

+ Create site   Refresh

Unallocated servers (Servers that do not belong to any load-balancing site.) (Empty)
0 server

[0] Session Recording Site
2 servers, 0 available | Set up

Servers

sr-ehls4bh-0   Server version -
sr-ehls4bh-1   Server version -

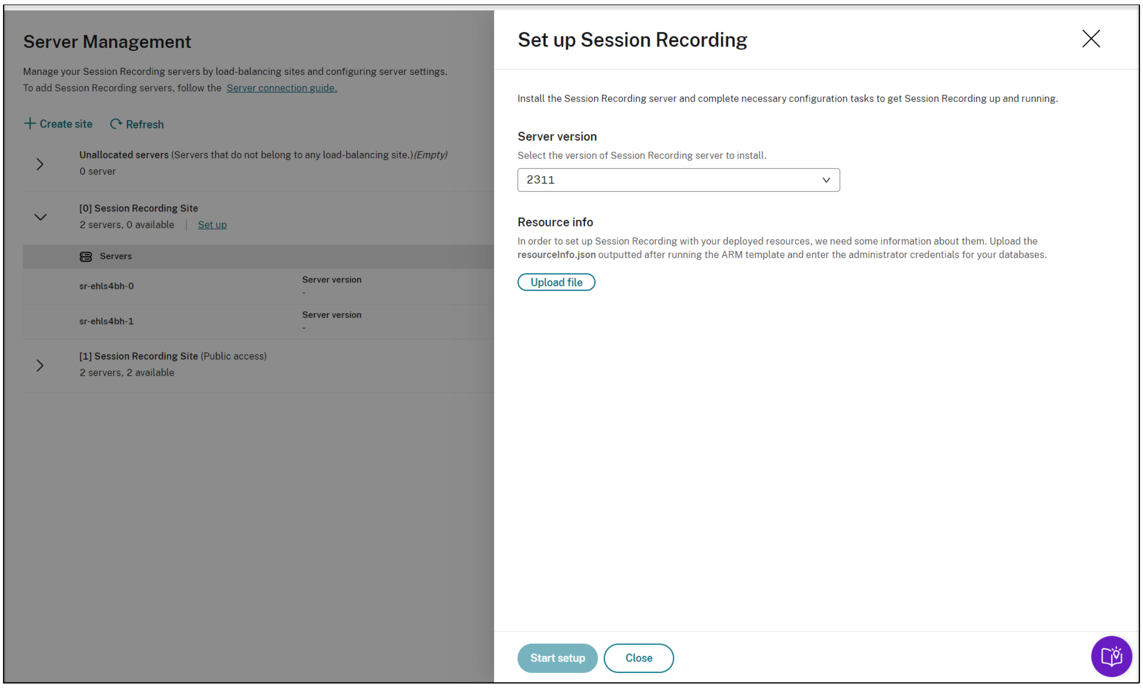
[1] Session Recording Site (Public access)
2 servers, 2 available

Set up Session Recording

Install the Session Recording server and complete necessary configuration tasks to get Session Recording up and running.

Checking prerequisites...

To set up Session Recording, you need to specify the version of the Session Recording server to install and upload the **resourceInfo.json** file.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Set up

sr-ehls4bh-0 — Server version: -

sr-ehls4bh-1 — Server version: -

[1] Session Recording Site (Public access)
2 servers, 2 available

Set up Session Recording

Install the Session Recording server and complete necessary configuration tasks to get Session Recording up and running.

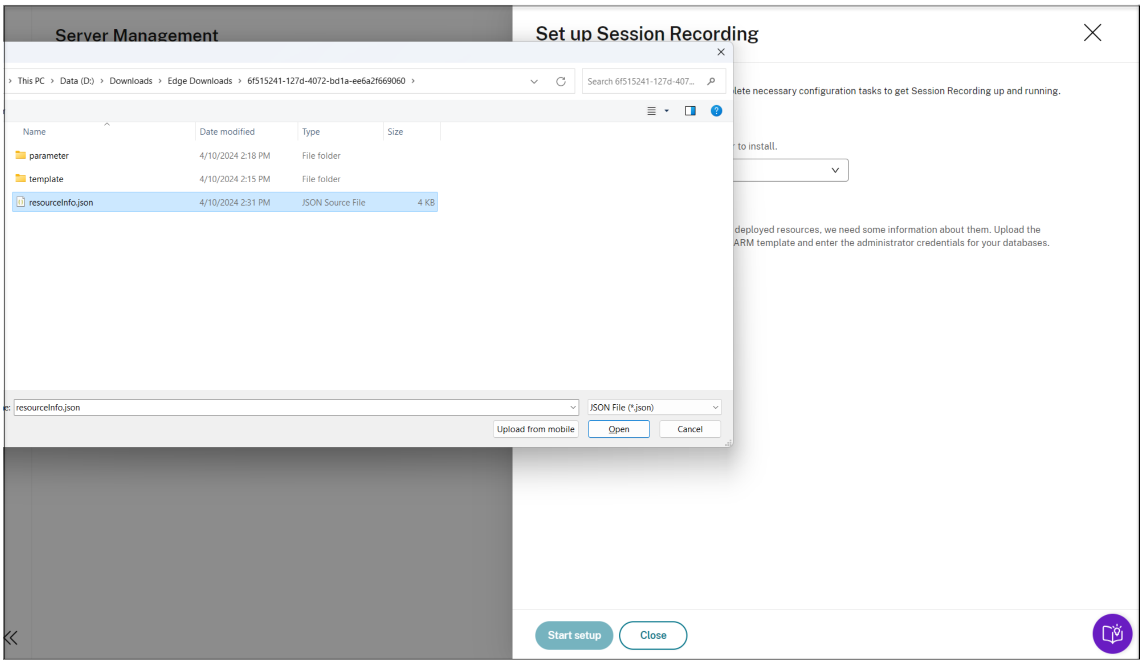
Server version

Select the version of Session Recording server to install.

2311

Resource info

In order to set up Session Recording with your deployed resources, we need some information about them. Upload the **resourceInfo.json** outputted after running the ARM template and enter the administrator credentials for your databases.

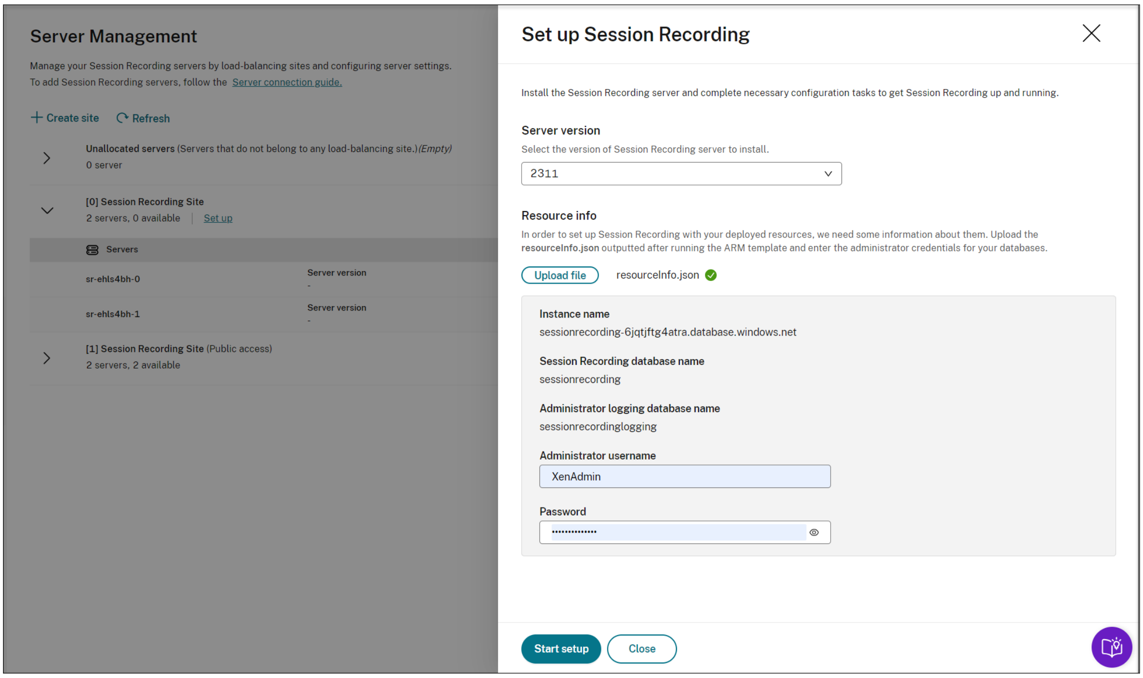


This PC › Data (D:) › Downloads › Edge Downloads › 6f515241-127d-4072-bd1a-ee6a2f669060 ›

Name	Date modified	Type	Size
parameter	4/10/2024 2:18 PM	File folder	
template	4/10/2024 2:15 PM	File folder	
resourceInfo.json	4/10/2024 2:31 PM	JSON Source File	4 KB

File name: resourceInfo.json — JSON File (*.json)

Enter the credentials for your databases.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Set up

sr-ehls4bh-0	Server version -
sr-ehls4bh-1	Server version -

[1] Session Recording Site (Public access)
2 servers, 2 available

Set up Session Recording

Install the Session Recording server and complete necessary configuration tasks to get Session Recording up and running.

Server version

Select the version of Session Recording server to install.

2311

Resource info

In order to set up Session Recording with your deployed resources, we need some information about them. Upload the **resourceInfo.json** outputted after running the ARM template and enter the administrator credentials for your databases.

resourceInfo.json ✓

Instance name
sessionrecording-6jqtjftg4atra.database.windows.net

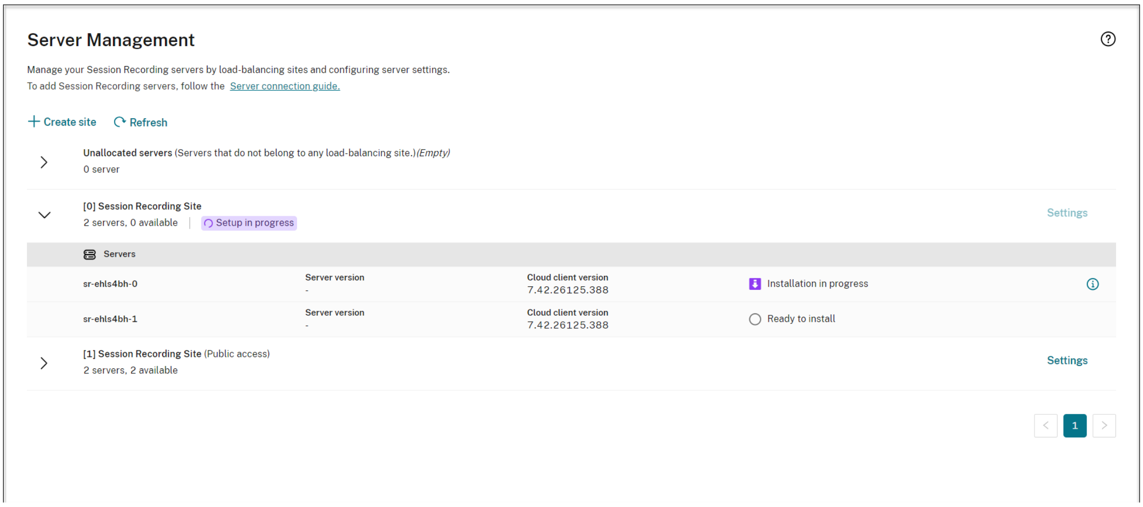
Session Recording database name
sessionrecording

Administrator logging database name
sessionrecordinglogging

Administrator username
XenAdmin

Password
•••••••••••••••

Click **Start startup**. You can then check the setup progress on the **Server Management** page.



Server Management

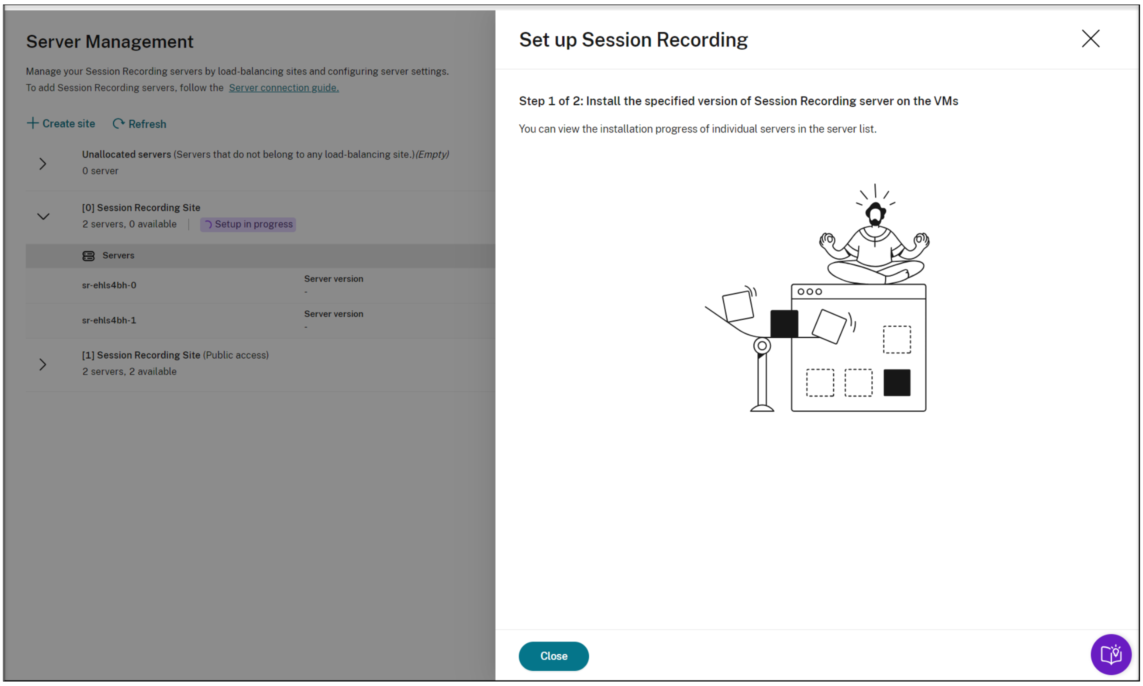
Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Setup in progress

sr-ehls4bh-0	Server version -	Cloud client version 7.42.26125.388	Installation in progress
sr-ehls4bh-1	Server version -	Cloud client version 7.42.26125.388	○ Ready to install

[1] Session Recording Site (Public access)
2 servers, 2 available



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Setup in progress

Servers	
sr-ehls4bh-0	Server version -
sr-ehls4bh-1	Server version -

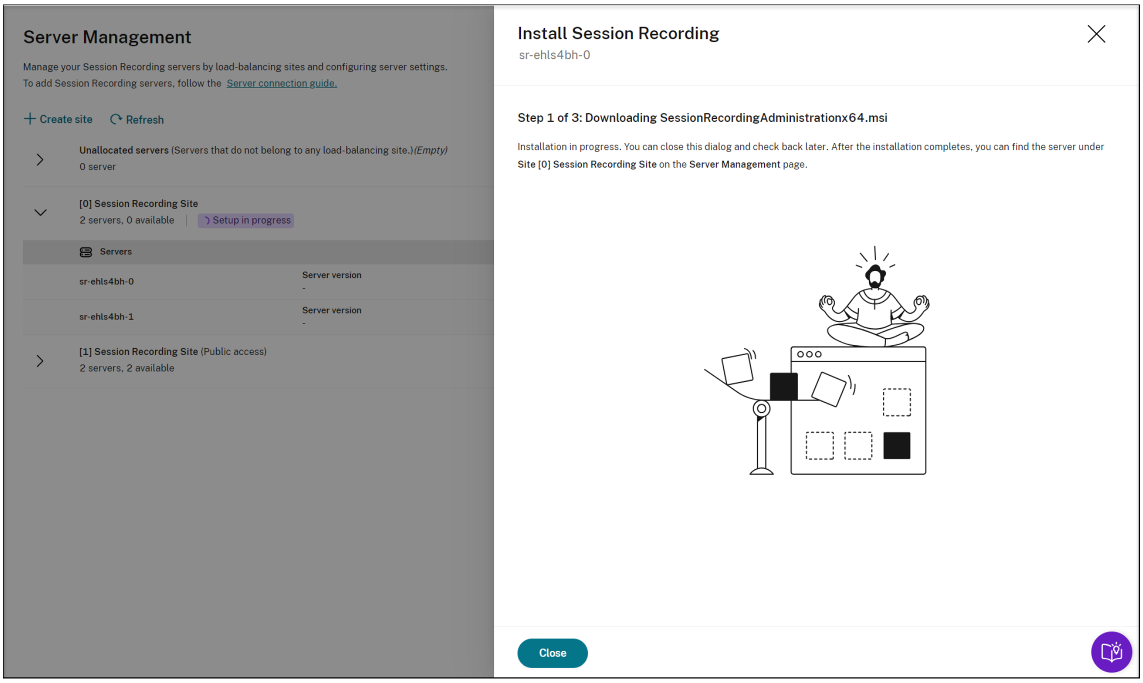
[1] Session Recording Site (Public access)
2 servers, 2 available

Set up Session Recording

Step 1 of 2: Install the specified version of Session Recording server on the VMs

You can view the installation progress of individual servers in the server list.

You can view the installation progress of individual servers in the server list.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Setup in progress

Servers	
sr-ehls4bh-0	Server version -
sr-ehls4bh-1	Server version -

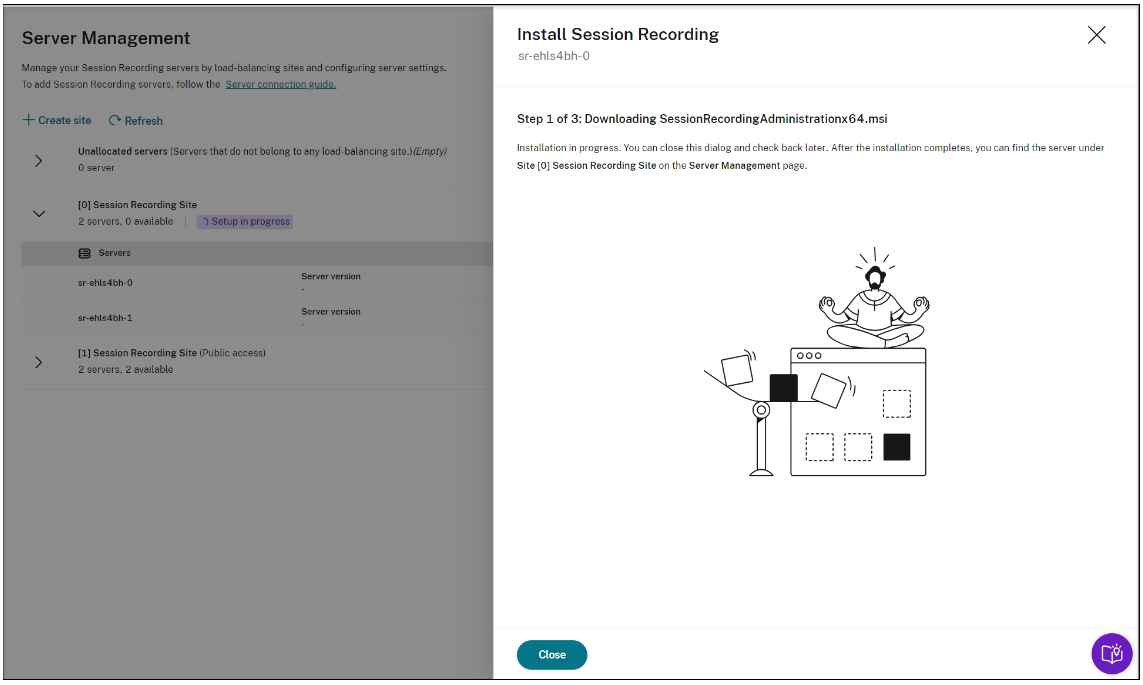
[1] Session Recording Site (Public access)
2 servers, 2 available

Install Session Recording
sr-ehls4bh-0

Step 1 of 3: Downloading SessionRecordingAdministrationx64.msi

Installation in progress. You can close this dialog and check back later. After the installation completes, you can find the server under **Site [0] Session Recording Site** on the **Server Management** page.

When all the Session Recording servers show available in the list, your site creation is complete and the specified resources are deployed to Azure.



Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.) *(Empty)*
0 server

[0] Session Recording Site
2 servers, 0 available | Setup in progress

sr-ehls4bh-0	Server version -
sr-ehls4bh-1	Server version -

[1] Session Recording Site (Public access)
2 servers, 2 available

sr-ehls4bh-0

Step 1 of 3: Downloading SessionRecordingAdministrationx64.msi

Installation in progress. You can close this dialog and check back later. After the installation completes, you can find the server under **Site [0] Session Recording Site** on the **Server Management** page.

Schedule cloud client upgrades

September 7, 2025

You install the Session Recording cloud client on each Session Recording server that you want to connect to the cloud. Citrix® checks for upgrades for the Session Recording cloud client automatically. You can upgrade the cloud client immediately or specify a time to upgrade the cloud client automatically.

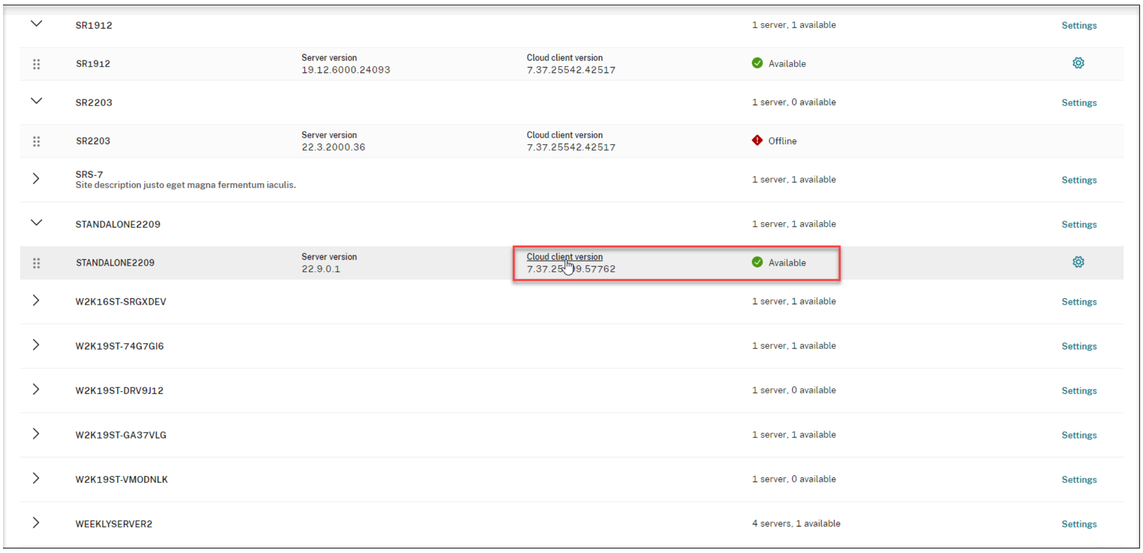
Upgrade the cloud client immediately or automatically

To upgrade the cloud client immediately or automatically, choose either of the following methods:

Method 1: Click Cloud client version in the row of the target Session Recording server

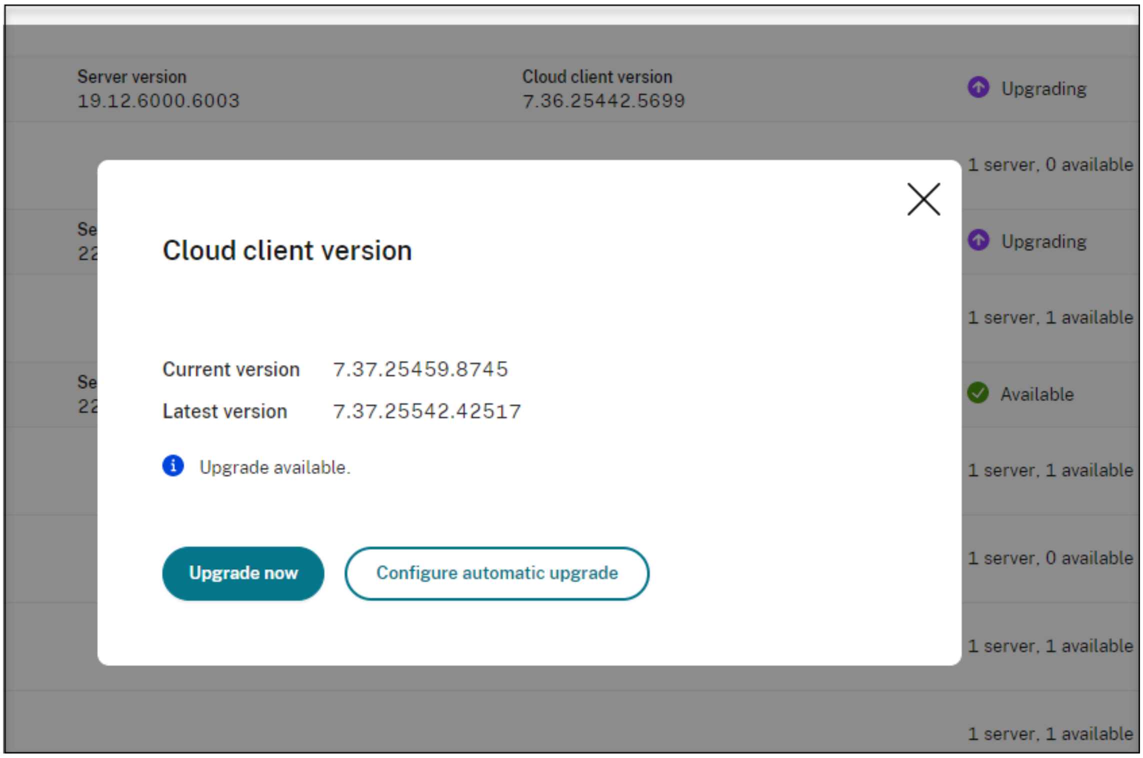
1. Locate the target Session Recording server by selecting **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Ensure that the Session Recording server is in **Available** status.
3. Click **Cloud client version** in the row of the Session Recording server.

   Cloud client version is not clickable if the server is not in **Available** status.



SR1912			1 server, 1 available	Settings
SR1912	Server version 19.12.6000.24093	Cloud client version 7.37.25542.42517	✓ Available	⚙
SR2203			1 server, 0 available	Settings
SR2203	Server version 22.3.2000.36	Cloud client version 7.37.25542.42517	◆ Offline	
SRS-7 Site description justo eget magna fermentum iaculis.			1 server, 1 available	Settings
STANDALONE2209			1 server, 1 available	Settings
STANDALONE2209	Server version 22.9.0.1	Cloud client version 7.37.25[illegible]9.57762	✓ Available	⚙
W2K16ST-SRGXDEV			1 server, 1 available	Settings
W2K19ST-74G7GI6			1 server, 1 available	Settings
W2K19ST-DRV9J12			1 server, 0 available	Settings
W2K19ST-GA37VLG			1 server, 1 available	Settings
W2K19ST-VMODNLK			1 server, 0 available	Settings
WEEKLYSERVER2			4 servers, 1 available	Settings

4. Click **Upgrade now** or **Configure automatic upgrade**.



Server version
19.12.6000.6003

Cloud client version
7.36.25442.5699

Upgrading

1 server, 0 available

Cloud client version

Current version 7.37.25459.8745

Latest version 7.37.25542.42517

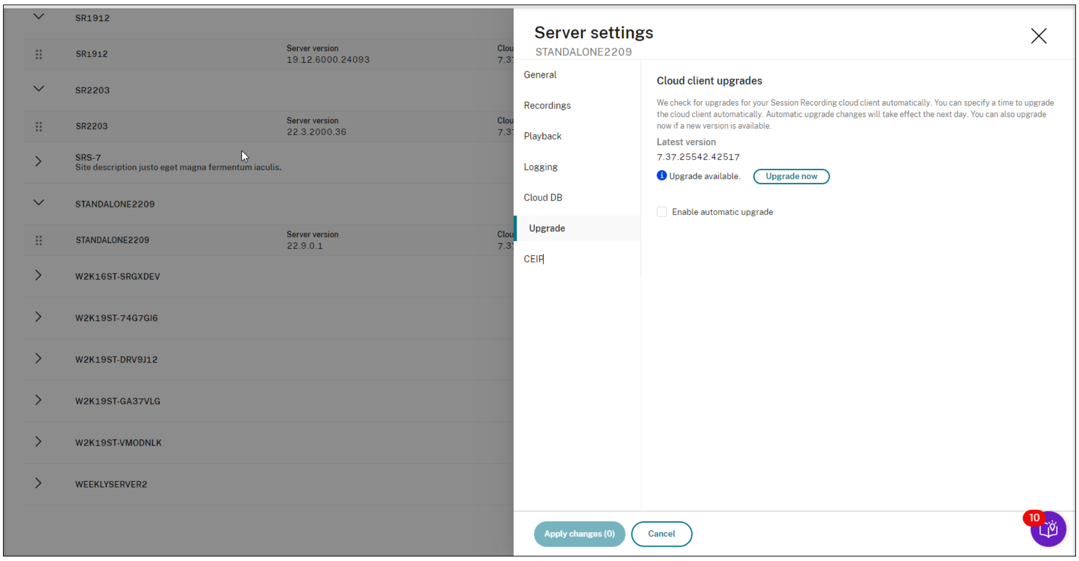
Upgrade available.

- Click **Upgrade now**.

  Upgrade now is not available if the version of your cloud client is already up to date. After clicking **Upgrade now**, you are not prompted to confirm the upgrade.

- Click **Configure automatic upgrade**.

  After clicking **Configure automatic upgrade**, you are taken to the **Cloud client upgrades** page where you can specify a time to upgrade the cloud client automatically.



Cloud client upgrades

We check for upgrades for your Session Recording cloud client automatically. You can specify a time to upgrade the cloud client automatically. Automatic upgrade changes will take effect the next day. You can also upgrade now if a new version is available.

Latest version

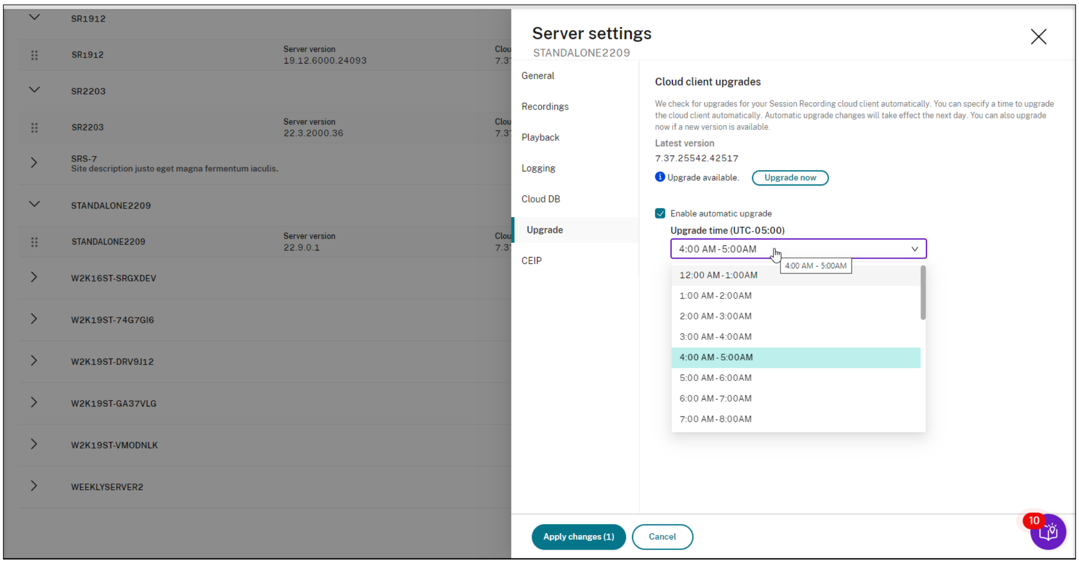
7.37.25542.42517

Upgrade available.

□ Enable automatic upgrade

By default, automatic upgrade is enabled and occurs from 2:00 AM through 3:00 AM every day. You can clear the **Enable automatic upgrade** check box to allow only manual upgrades.

If you select the **Enable automatic upgrade** check box, you can specify a custom time slot that suits your needs. The time shown here is the time on the Session Recording server.



Cloud client upgrades

We check for upgrades for your Session Recording cloud client automatically. You can specify a time to upgrade the cloud client automatically. Automatic upgrade changes will take effect the next day. You can also upgrade now if a new version is available.

Latest version

7.37.25542.42517

Upgrade available.

☑ Enable automatic upgrade

Upgrade time (UTC-05:00)

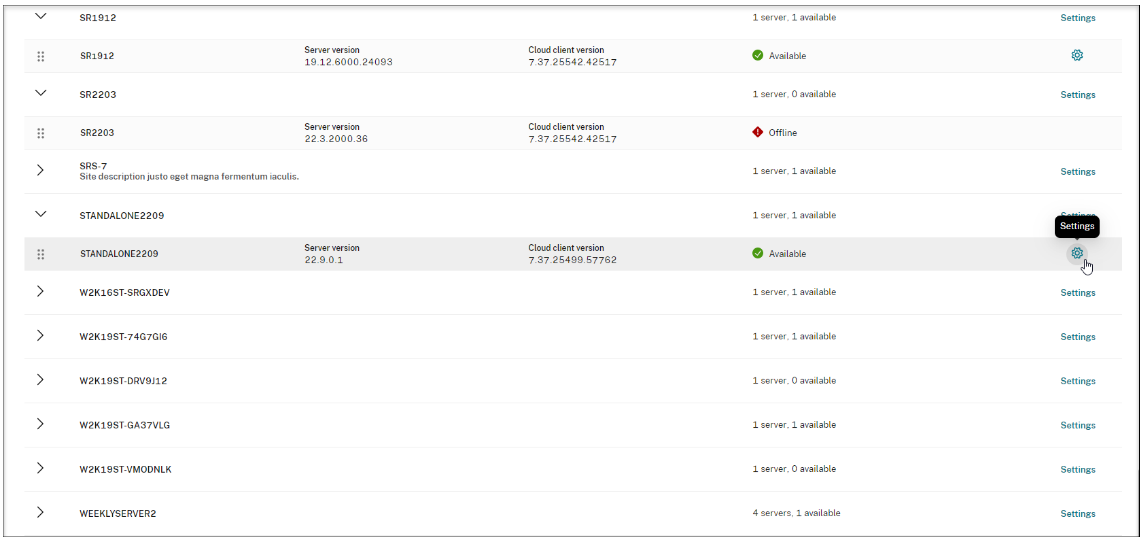
4:00 AM - 5:00AM

Your automatic upgrade settings take effect the next day.

Method 2: Click the settings icon in the row of the target Session Recording server

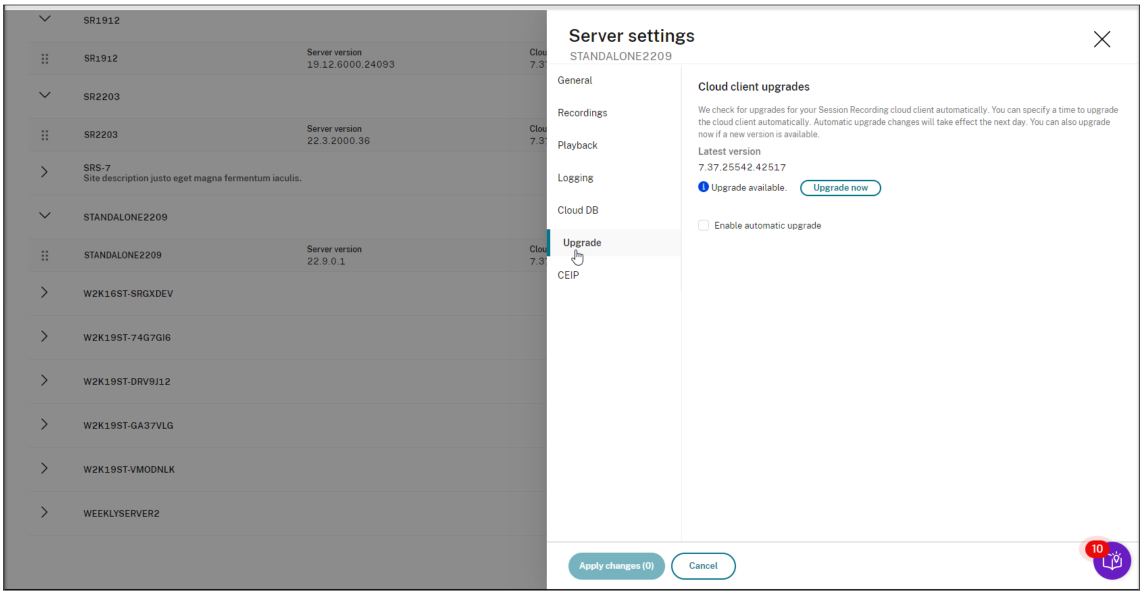
1. Locate your target Session Recording server by selecting **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Ensure that the Session Recording server is in **Available** status.

3. Click the settings icon in the row of the Session Recording server. The **Server settings** window appears.



SR1912			1 server, 1 available	Settings
SR1912	Server version 19.12.6000.24093	Cloud client version 7.37.25542.42517	Available	
SR2203			1 server, 0 available	Settings
SR2203	Server version 22.3.2000.36	Cloud client version 7.37.25542.42517	Offline	
SRS-7 Site description justo eget magna fermentum iaculis.			1 server, 1 available	Settings
STANDALONE2209			1 server, 1 available	Settings
STANDALONE2209	Server version 22.9.0.1	Cloud client version 7.37.25499.57762	Available	Settings
W2K16ST-SRGXDEV			1 server, 1 available	Settings
W2K19ST-74G7GI6			1 server, 1 available	Settings
W2K19ST-DRV9J12			1 server, 0 available	Settings
W2K19ST-GA37VLG			1 server, 1 available	Settings
W2K19ST-VMODNLK			1 server, 0 available	Settings
WEEKLYSERVER2			4 servers, 1 available	Settings

4. Click **Upgrade** in the left navigation.



Server settings

STANDALONE2209

Cloud client upgrades

We check for upgrades for your Session Recording cloud client automatically. You can specify a time to upgrade the cloud client automatically. Automatic upgrade changes will take effect the next day. You can also upgrade now if a new version is available.

Latest version

7.37.25542.42517

Upgrade available.

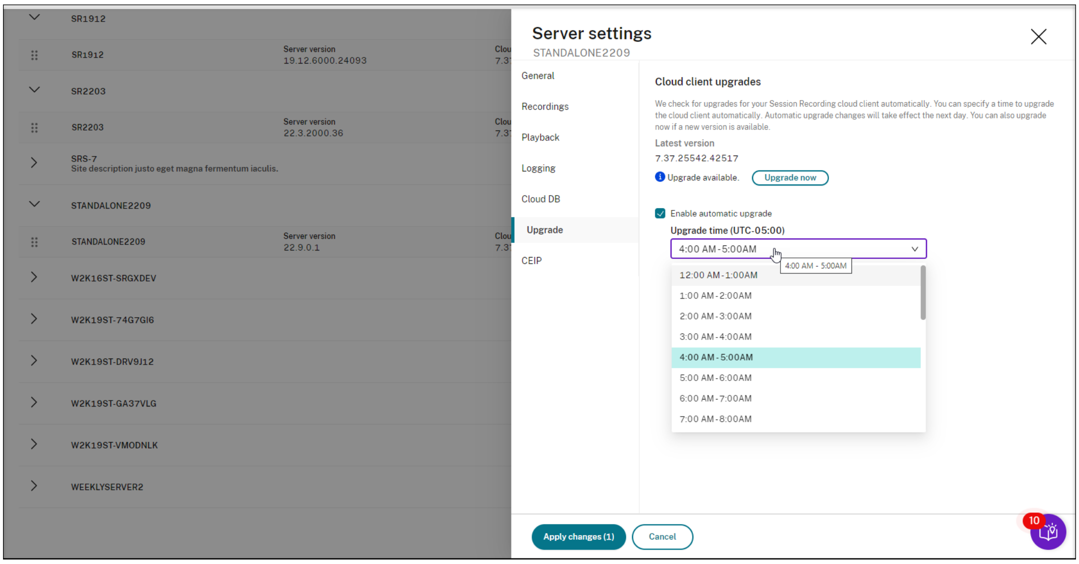
□ Enable automatic upgrade

5. Click **Upgrade now** or set **Enable automatic upgrade**.

   - Click **Upgrade now**.

     Upgrade now is not available if the version of your cloud client is already up to date. After clicking **Upgrade now**, you are prompted to confirm the upgrade.

   - Set **Enable automatic upgrade**.



Server version 19.12.6000.24093

Server version 22.3.2000.36

Server version 22.9.0.1

Server settings

STANDALONE2209

Cloud client upgrades

We check for upgrades for your Session Recording cloud client automatically. You can specify a time to upgrade the cloud client automatically. Automatic upgrade changes will take effect the next day. You can also upgrade now if a new version is available.

Latest version

7.37.25542.42517

Upgrade available.

☑ Enable automatic upgrade

Upgrade time (UTC-05:00)

4:00 AM - 5:00AM

> **Note:**
>
> Ensure that the time you set for automatic cloud client upgrades is earlier than the time you set for automatic archiving and deletion of recordings. Otherwise, automatic archiving and deletion might fail.

Configure

November 11, 2024

This section provides instructions for you to:

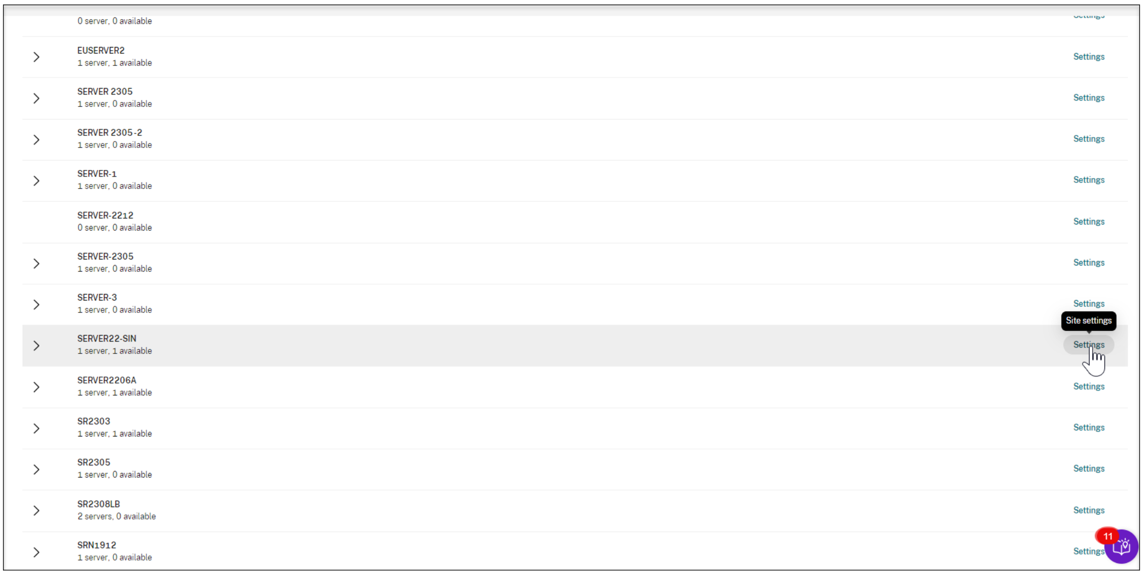
- Site and server settings
- Configure policies
    - Configure session recording policies
    - Configure event detection policies
    - Configure event response policies
- Playback permissions
- Administrator permissions
- Configure preferences

Site and server settings

February 5, 2026

Site settings

1. Select **Configuration > Site Management** from the left navigation of the Session Recording service.
2. Click **Settings** for the target site.



0 server, 0 available

EUSERVER2
1 server, 1 available
Settings

SERVER 2305
1 server, 0 available
Settings

SERVER 2305-2
1 server, 0 available
Settings

SERVER-1
1 server, 0 available
Settings

SERVER-2212
0 server, 0 available
Settings

SERVER-2305
1 server, 0 available
Settings

SERVER-3
1 server, 0 available
Settings

SERVER22-SIN
1 server, 1 available
Site settings
Settings

SERVER2206A
1 server, 1 available
Settings

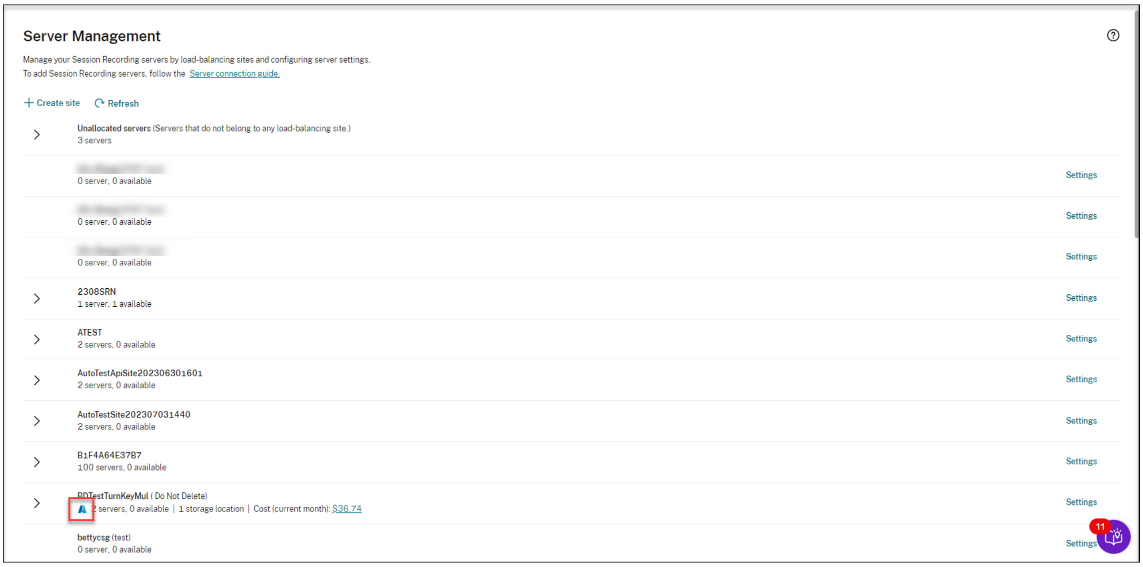
SR2303
1 server, 1 available
Settings

SR2305
1 server, 0 available
Settings

SR2308LB
2 servers, 0 available
Settings

SRN1912
1 server, 0 available
Settings

An Azure icon is available to represent sites deployed on Azure.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

+ Create site Refresh

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

[redacted]
0 server, 0 available
Settings

[redacted]
0 server, 0 available
Settings

[redacted]
0 server, 0 available
Settings

2308SRN
1 server, 1 available
Settings

ATEST
2 servers, 0 available
Settings

AutoTestApiSite202306301601
2 servers, 0 available
Settings

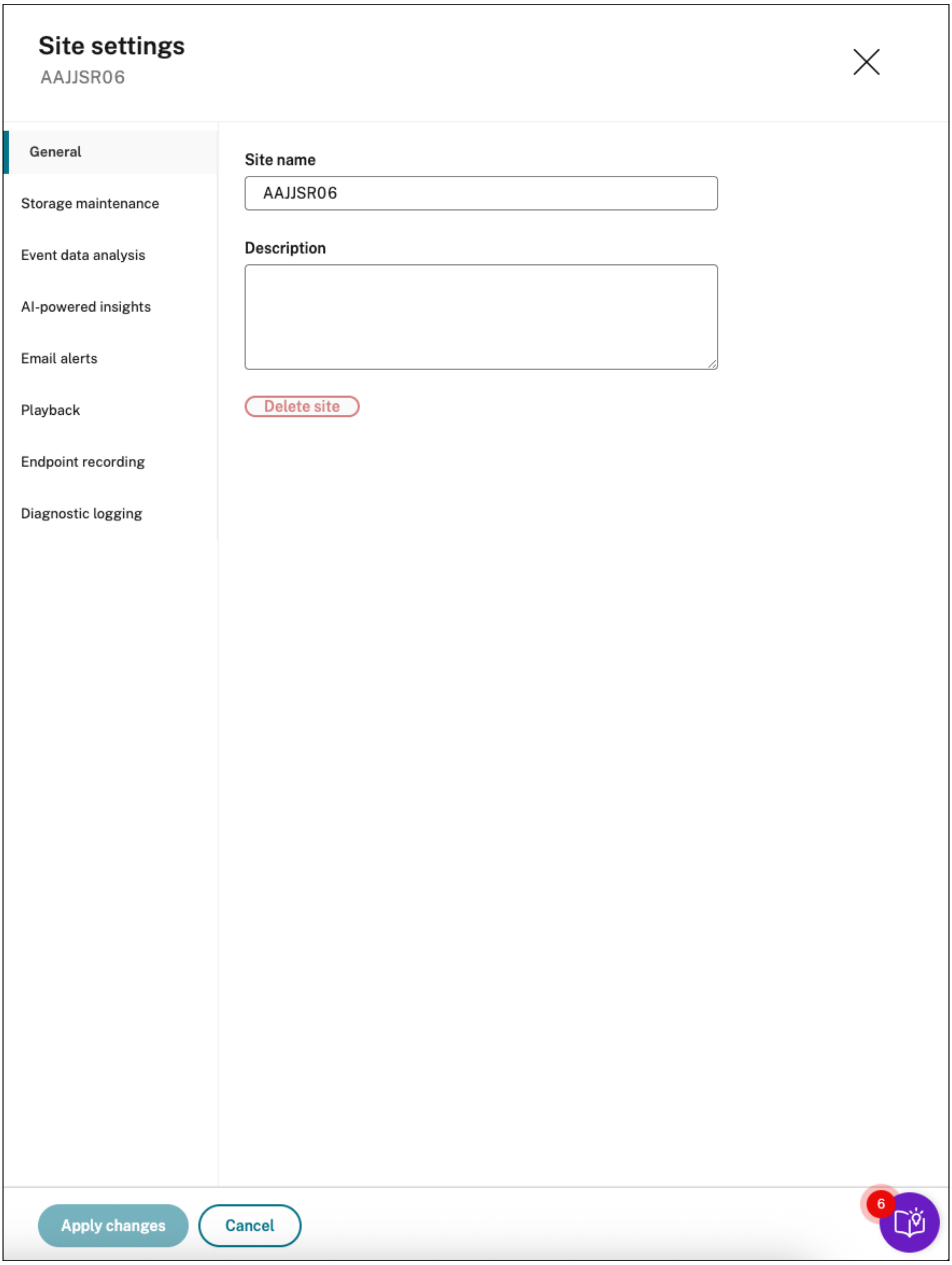
AutoTestSite202307031440
2 servers, 0 available
Settings

B1F4A64E37B7
100 servers, 0 available
Settings

RDTestTurnKeyMul (Do Not Delete)
2 servers, 0 available | 1 storage location | Cost (current month): $36.74
Settings

bettycsg (test)
0 server, 0 available
Settings

3. (Optional) On the **General** page, rename the site and give it a new description.



Site settings
AAJJSR06

Site name
AAJJSR06

Description

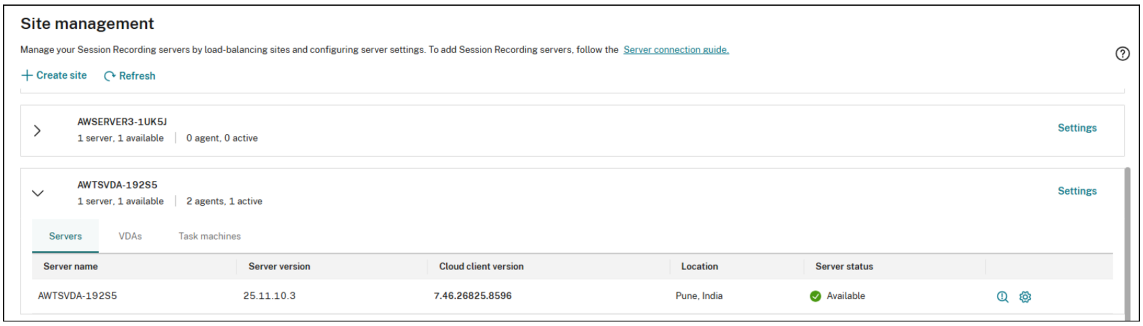
4. (Optional) On the **Storage maintenance** page, schedule site-level tasks to automatically archive and delete recordings. For more information, see Manage recordings on schedule.

5. (Optional) On the **Event data analysis** page, specify which events need to be forwarded to a third-party Security Information and Event Management (SIEM) system. For more information, see Third-party SIEM integration. Additionally, you can enable the presentation of incident data in the cloud, for more information, see Configure site-level user activity reporting.
6. (Optional) On the **AI-powered insights** page, specify the parameters of your AI model. For more information, see AI-powered insighs for session recording.
7. (Optional) On the **Email alerts** page, specify the email sender and content to send email alerts in response to detected events. For more information, see Create a custom event response policy.
8. (Optional) On the **Playback** page, specify either the cloud player, on-premises players, or both to play the recordings of a site. By default, both the cloud player and on-premises players are selected. The on-premises players include the Session Recording player (Windows) and the Session Recording web player. For more information, see Specify players for a site.
9. (Optional) On the **Endpoint recording** page, specify which site's policy can be in effect globally. For more information, see Select the global configuration site.
10. (Optional) On the **Diagnostic logging** page, specify the retention period for diagnostic logs. For more information, see Diagnostic logging.

Server settings

1. Select **Configuration > Site Management** from the left navigation of the Session Recording service. You can manage the settings for your sites and the servers within them. This page is organized into three tabs: **Servers, VDAs and Media Servers**.

   The Servers tab displays a list of the Session Recording servers associated with the selected site.

   Site management

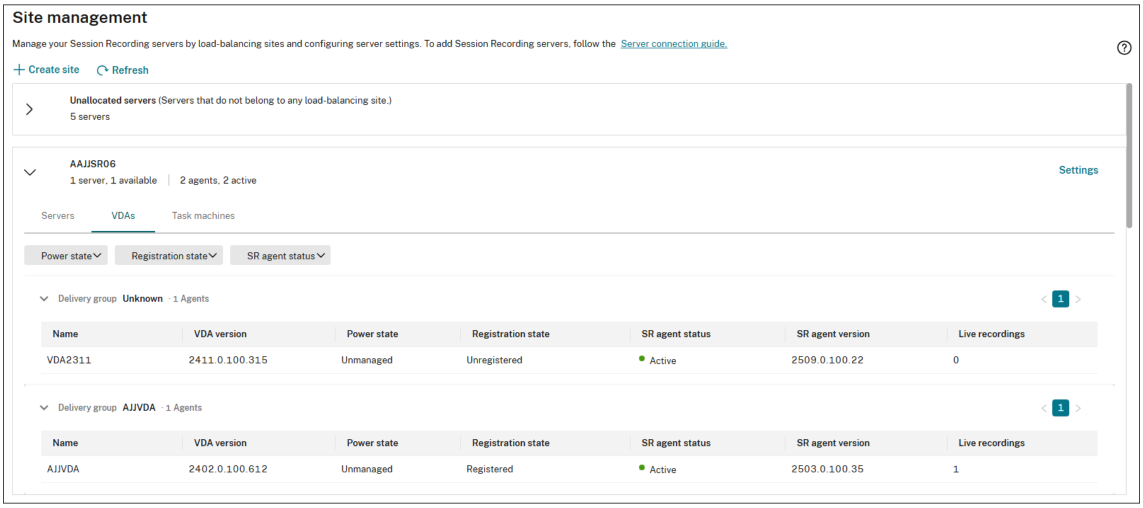
   Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

   AWSERVER3-1UK5J
   1 server, 1 available | 0 agent, 0 active

   AWTSVDA-192S5
   1 server, 1 available | 2 agents, 1 active

Server name	Server version	Cloud client version	Location	Server status
AWTSVDA-192S5	25.11.10.3	7.46.26825.8596	Pune, India	Available

   The VDAs tab provides detailed information about the Session Recording agents running on the VDAs connected to the site. You can use the filters to quickly find specific VDAs.



Site management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.)
5 servers

AAJJSR06
1 server, 1 available | 2 agents, 2 active

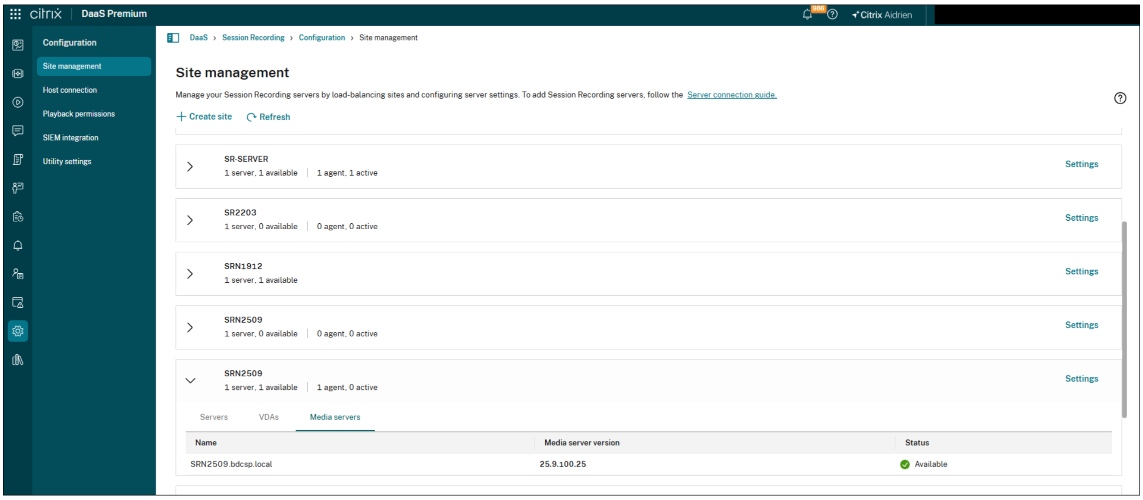
Delivery group **Unknown** · 1 Agents

Name	VDA version	Power state	Registration state	SR agent status	SR agent version	Live recordings
VDA2311	2411.0.100.315	Unmanaged	Unregistered	● Active	2509.0.100.22	0

Delivery group **AJJVDA** · 1 Agents

Name	VDA version	Power state	Registration state	SR agent status	SR agent version	Live recordings
AJJVDA	2402.0.100.612	Unmanaged	Registered	● Active	2503.0.100.35	1

The **Media servers** tab provides detailed information about the version and running status of the media servers:



Site management

Manage your Session Recording servers by load-balancing sites and configuring server settings. To add Session Recording servers, follow the Server connection guide.

SR-SERVER
1 server, 1 available | 1 agent, 1 active

SR2203
1 server, 0 available | 0 agent, 0 active

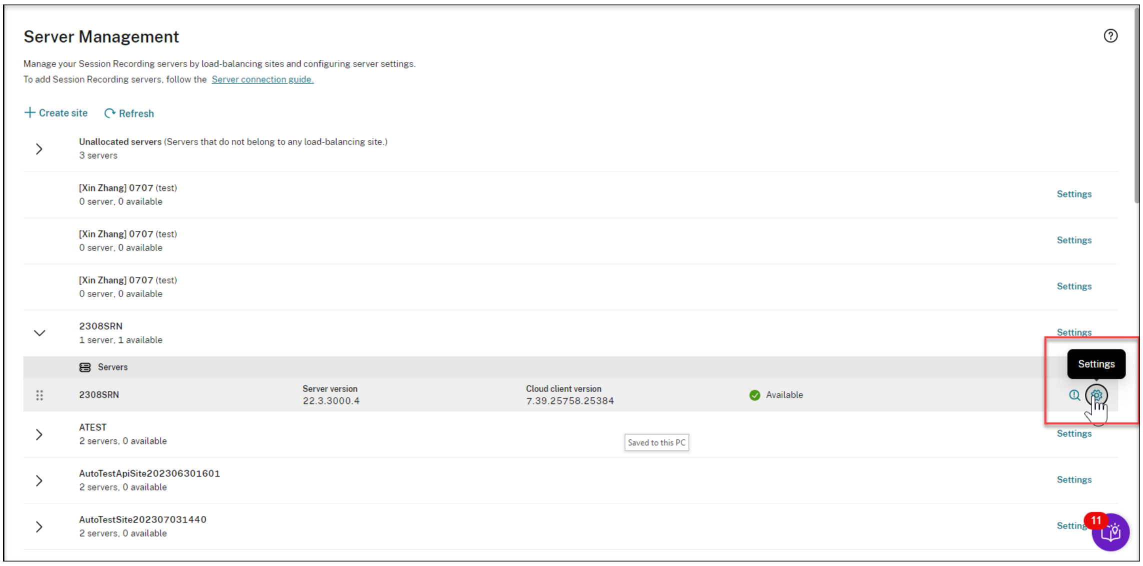
SRN1912
1 server, 1 available

SRN2509
1 server, 0 available | 0 agent, 0 active

SRN2509
1 server, 1 available | 1 agent, 0 active

Name	Media server version	Status
SRN2509.bdcsp.local	25.9.100.25	✓ Available

2. Expand a site to locate the target Session Recording server and then click the **Settings** icon next to it. The **Settings** icon is present only for servers in **Available** state.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancing site.)
3 servers

[Xin Zhang] 0707 (test)
0 server, 0 available

[Xin Zhang] 0707 (test)
0 server, 0 available

[Xin Zhang] 0707 (test)
0 server, 0 available

2308SRN
1 server, 1 available

Servers

	Server version	Cloud client version	
2308SRN	22.3.3000.4	7.39.25758.25384	Available

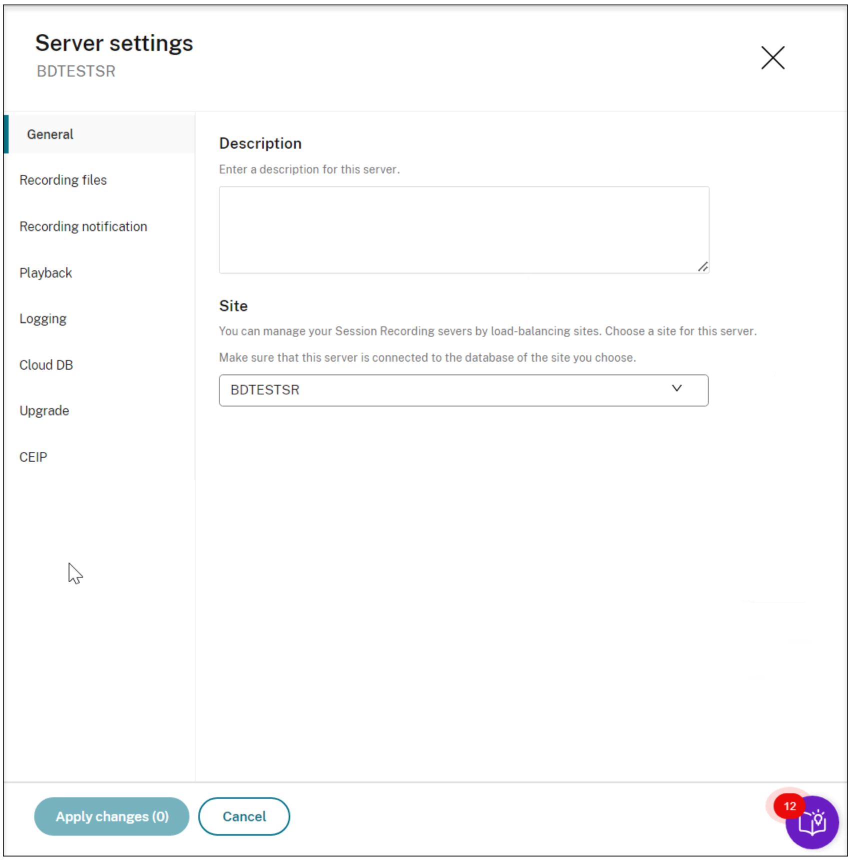
ATEST
2 servers, 0 available

AutoTestApiSite202306301601
2 servers, 0 available

AutoTestSite202307031440
2 servers, 0 available

> **Note:**
>
> The status of a Session Recording server might not change to **Offline** after you stop the cloud client service (CitrixSsRecCloudClientService) on it.

3. On the **General** page, enter a description for the Session Recording server and move the server to a different site. You can also drag and drop the Session Recording server to a different site.



Server settings
BDTESTSR

Description

Enter a description for this server.

Site

You can manage your Session Recording severs by load-balancing sites. Choose a site for this server.

Make sure that this server is connected to the database of the site you choose.

BDTESTSR

4. On the **Recording files** and other pages, configure the server settings listed in the following table:

Server setting	Description
File storage location	Specifies where to store recorded session files. You can specify multiple locations to store files in a load-balanced manner.
Certificate	Lets you select a machine certificate to sign recordings. If no certificate is provided, HTTP is used as the communication protocol. In this case, ensure that: **(1)** Secure Sockets Layer (SSL) is disabled in Microsoft Internet Information Services (IIS) on each Session Recording server. **(2)** HTTP is selected as the connection protocol on the Session Recording Agent. For more information, see Use HTTP as the communication protocol.
File rollover	Lets you specify two thresholds for a rollover: file size and recording duration.
Restore location for archived files	Specifies a location to temporarily store archived session recordings and make them available for playback.
Recording notification	Customizes messages sent to end users to notify them that their sessions are being recorded. You can select **Allow end user to deny recording of their session** to enable the feature that forces end users to explicitly consent to the session recording disclaimer before they can continue with their session. If end users accept the disclaimer, their session continues with session recording enabled. If end users deny the disclaimer, their session is terminated. When **Allow end user to deny recording of their session** is not enabled, the default notification message is **Your activity with the desktop or program(s) you recently started is being recorded**. If you object to this condition, close the desktop or program(s). Users can click **OK** to dismiss the window and continue their sessions.

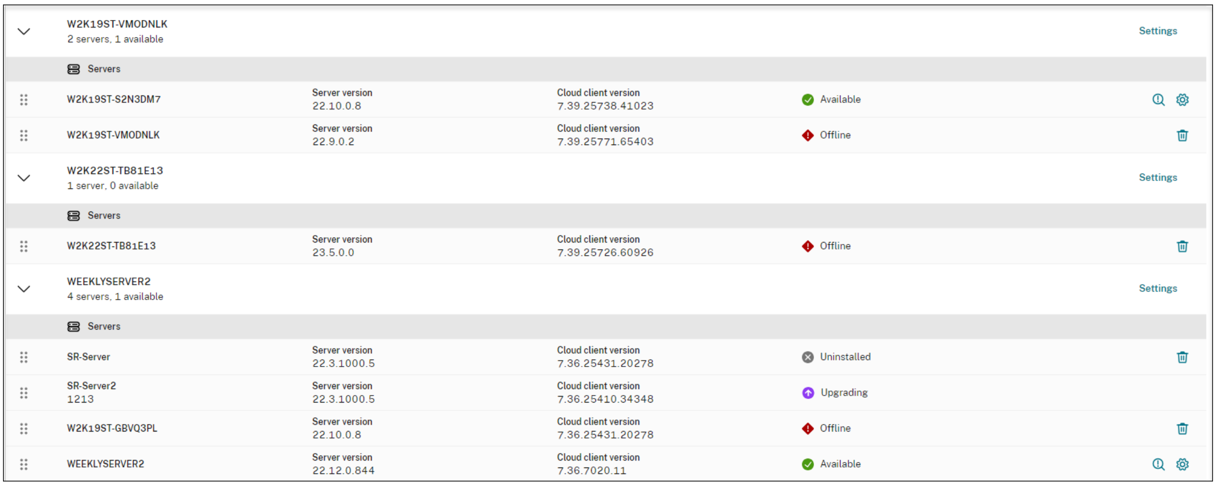
Server setting	Description
Live session playback	Sets whether you allow users to play ongoing sessions that are being recorded.
Recording file encryption	Sets whether to encrypt recording files before downloading to the player. Encryption prevents files from being copied and viewed by users other than the user who originally downloaded them. This setting applies only to the Session Recording player.
Citrix Workspace™ app version check	Sets whether you allow users to skip the Citrix Workspace app version check that occurs before the Session Recording player plays back a recording. This setting applies only to the Session Recording player.
Hiding content on the web player home page	Sets whether to prevent the web player home page from displaying any content. Recordings can be accessed only by way of their URLs. This setting applies only to the on-premises web player.
Administrator logging	Sets whether to enable the administrator logging service.
Mandatory blocking	Sets whether to block changes to policies and server settings if administrator logging fails.
Cloud SQL support	Lets you enable or disable cloud SQL.
Cloud client upgrades	Lets you specify a time to upgrade the cloud client automatically. Automatic upgrade changes take effect the next day. You can also upgrade immediately if a new version is available.
CEIP	Sets whether to join the Citrix Customer Experience Improvement Program (CEIP).

Server removals

The Session Recording service is a cloud platform that provides a unified entry point to manage and observe the Session Recording servers across your organization. You can remove servers with the **Offline**, **Uninstalled**, and **Installation Failed** states from the cloud to display only the desired Session

Recording servers.

> **Note:**
>
> Removing a session recording server does not delete it and only hides it from the cloud user interface.



W2K19ST-VMODNLK
2 servers, 1 available
Settings

Servers

W2K19ST-S2N3DM7	Server version 22.10.0.8	Cloud client version 7.39.25738.41023	✓ Available	
W2K19ST-VMODNLK	Server version 22.9.0.2	Cloud client version 7.39.25771.65403	◆ Offline	

W2K22ST-TB81E13
1 server, 0 available
Settings

Servers

W2K22ST-TB81E13	Server version 23.5.0.0	Cloud client version 7.39.25726.60926	◆ Offline

WEEKLYSERVER2
4 servers, 1 available
Settings

Servers

SR-Server	Server version 22.3.1000.5	Cloud client version 7.36.25431.20278	⊗ Uninstalled
SR-Server2 1213	Server version 22.3.1000.5	Cloud client version 7.36.25410.34348	↑ Upgrading
W2K19ST-GBVQ3PL	Server version 22.10.0.8	Cloud client version 7.36.25431.20278	◆ Offline
WEEKLYSERVER2	Server version 22.12.0.844	Cloud client version 7.36.7020.11	✓ Available

- **Offline**: Session Recording servers with this state are disconnected from the Session Recording service.
- **Uninstalled**: Session Recording servers with this state are those servers that had the cloud client installed and then uninstalled.
- **Installation failed**: Session Recording servers with this state are those servers that you failed to install from within the cloud. For more information, see Install Session Recording servers from within the cloud.

Configure policies

December 3, 2025

Session Recording policies let you control your recording environment. You can:

- Specify which VDA sessions are recorded.
- Specify which events are logged within recorded VDA sessions.
- Specify which actions to trigger automatically in response to detected events in recorded VDA sessions.
- Specify which endpoint sessions are recorded.

For more information, see:

- Configure session recording policies
- Configure event detection policies
- Configure event response policies
- Configure endpoint recording policies

Video about configuring policies:

Configure session recording policies

December 26, 2025

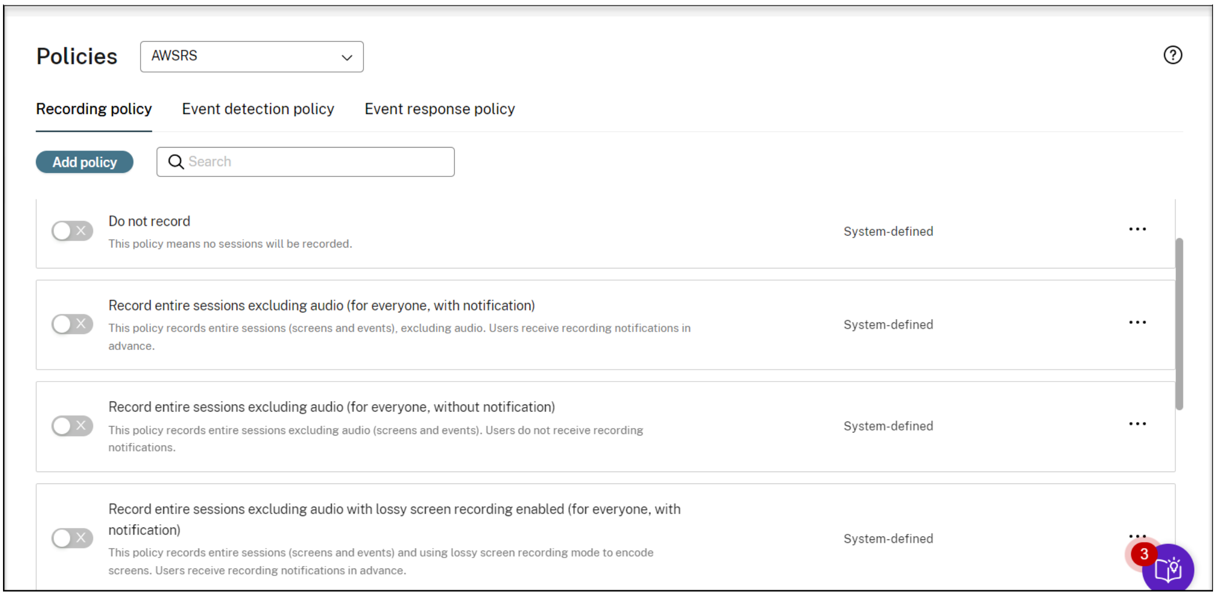
You can activate system-defined recording policies or create and activate your custom recording policies. System-defined recording policies apply a single rule to entire sessions. Custom recording policies specify which sessions are recorded.

The active recording policy determines which sessions are recorded. Only one recording policy is active at a time.

> **Note:**
>
> After you create or activate a recording policy, the policy applies to all Session Recording servers of the selected site. You can create and activate separate recording policies for different sites.

System-defined recording policies

Session Recording provides the following system-defined recording policies:



Do not record
This policy means no sessions will be recorded.
System-defined

Record entire sessions excluding audio (for everyone, with notification)
This policy records entire sessions (screens and events), excluding audio. Users receive recording notifications in advance.
System-defined

Record entire sessions excluding audio (for everyone, without notification)
This policy records entire sessions excluding audio (screens and events). Users do not receive recording notifications.
System-defined

Record entire sessions excluding audio with lossy screen recording enabled (for everyone, with notification)
This policy records entire sessions (screens and events) and using lossy screen recording mode to encode screens. Users receive recording notifications in advance.
System-defined

> **Note:**
>
> Both lossy screen recording and audio recording for non-optimized HDX™ audio are available with Session Recording version 2308 and later.

- **Do not record**. The default policy. If you do not specify another policy, no sessions are recorded.
- **Record entire sessions excluding audio (for everyone, with notification)**. This policy records entire sessions (including screens and events but excluding audio). Users receive recording notifications in advance.
- **Record entire sessions excluding audio (for everyone, without notification)**. This policy records entire sessions (including screens and events but excluding audio). Users do not receive recording notifications.
- **Record entire sessions excluding audio with lossy screen recording enabled (for everyone, with notification)**. This policy records entire sessions (including screens and events but excluding audio). Lossy screen recording is enabled to reduce the size of recording files. Users receive recording notifications in advance.
- **Record entire sessions excluding audio with lossy screen recording enabled (for everyone, without notification)**. This policy records entire sessions (including screens and events but excluding audio). Lossy screen recording is enabled to reduce the size of recording files. Users do not receive recording notifications.
- **Record entire sessions including audio (for everyone, with notification)**. This policy records entire sessions (including screens, events, and audio). Users receive recording notifications in advance. You can enable audio recording for non-optimized HDX audio. Non-optimized HDX audio refers to the audio that is processed on the VDA and transmitted to/from the

client where Citrix Workspace app is installed. In contrast to non-optimized HDX audio is optimized HDX audio whose processing is offloaded to the client, such as in the Browser Content Redirection (BCR) and Optimization for Microsoft Teams scenarios.

- **Record entire sessions including audio (for everyone, without notification)**. This policy records entire sessions (including screens, events, and audio). Users do not receive recording notifications.
- **Record only events (for everyone, with notification)**. This policy records only events that your event detection policy specifies. It does not record screens or audio. Users receive recording notifications in advance.
- **Record only events (for everyone, without notification)**. This policy records only events that your event detection policy specifies. It does not record screens or audio. Users do not receive recording notifications.

You can’t modify or delete the system-defined recording policies.

Create a custom recording policy

Considerations

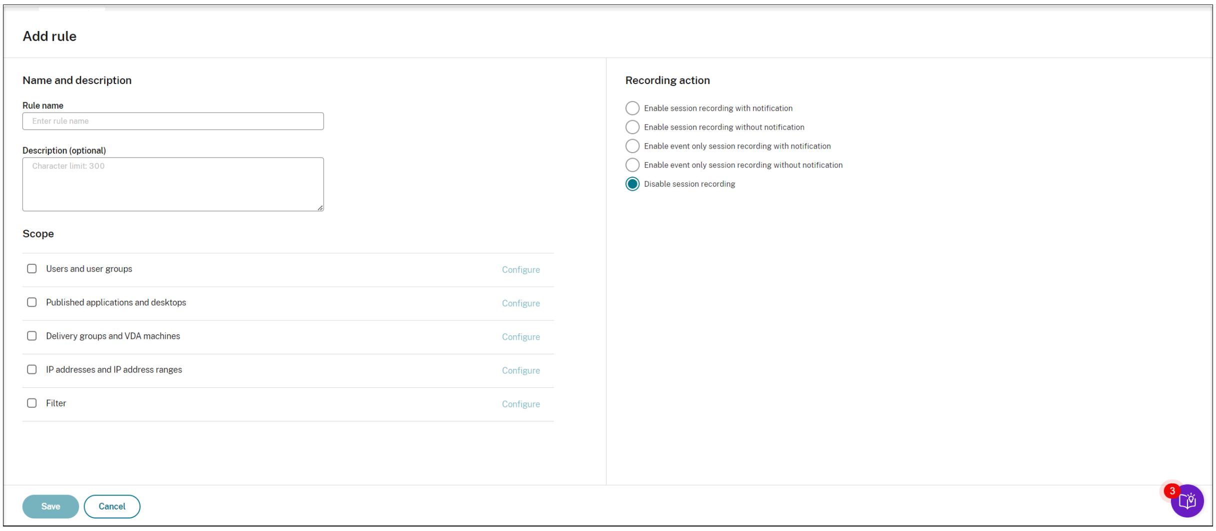
You can record sessions of specific users or groups, published applications or desktops, delivery groups or VDA machines, and Citrix Workspace™ app client IP addresses. To obtain the lists of published applications or desktops and delivery groups or VDA machines, you must have the **read** permission as a site administrator. Configure the administrator **read** permission on the Delivery Controller™ of the site.

You can also specify smart access tags to use as scopes for a custom recording policy to apply to. This feature is available with Session Recording 2402 and later. It lets you apply policies based on the user access context including:

- The user’s location
- IP address range
- Delivery group
- Device type
- Installed applications

For each rule you create, you specify a recording action and a rule scope. The recording action applies to sessions that fall into the rule scope.

For each rule, choose one recording action:



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

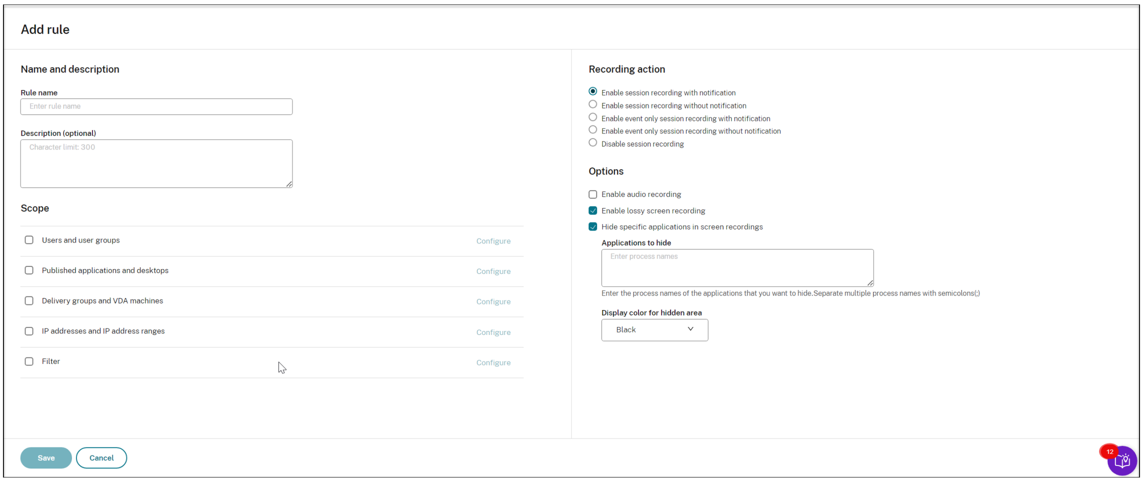
Scope

- □ Users and user groups — Configure
- □ Published applications and desktops — Configure
- □ Delivery groups and VDA machines — Configure
- □ IP addresses and IP address ranges — Configure
- □ Filter — Configure

Recording action

- ○ Enable session recording with notification
- ○ Enable session recording without notification
- ○ Enable event only session recording with notification
- ○ Enable event only session recording without notification
- ● Disable session recording

- **Enable session recording with notification**. This option records entire sessions (screens and events). Users receive recording notifications in advance. With this option selected, you can further select to enable audio recording or lossy screen recording. Additionally, you can choose to hide specific applications in screen recordings.
- **Enable session recording without notification**. This option records entire sessions (screens and events). Users do not receive recording notifications. With this option selected, you can further select to enable audio recording or lossy screen recording. Additionally, you can choose to hide specific applications in screen recordings.
- **Enable event only session recording with notification**. Recording **only** specific events helps to free up storage space. This option records throughout sessions only events that your event detection policy specifies. It does not record screens. Users receive recording notifications in advance.
- **Enable event only session recording without notification**. Recording **only** specific events helps to free up storage space. This option records throughout sessions only events that your event detection policy specifies. It does not record screens. Users do not receive recording notifications.
- **Disable session recording**. This option means that no sessions are recorded.
- **Hide specific applications in screen recording**. This feature requires that you select **Enable lossy screen recording**. It lets you hide specific applications with a layer mask during screen recording. The color for the layer mask is configurable, which can be Black, Gray, or White.



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

□ Users and user groups Configure

□ Published applications and desktops Configure

□ Delivery groups and VDA machines Configure

□ IP addresses and IP address ranges Configure

□ Filter Configure

Recording action

● Enable session recording with notification

○ Enable session recording without notification

○ Enable event only session recording with notification

○ Enable event only session recording without notification

○ Disable session recording

Options

□ Enable audio recording

☑ Enable lossy screen recording

☑ Hide specific applications in screen recordings

Applications to hide

Enter process names

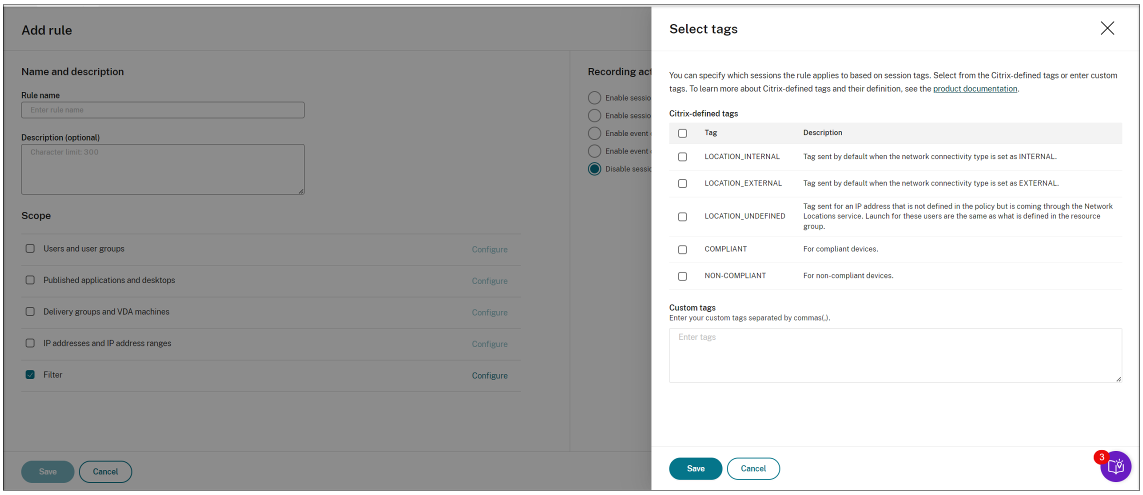
Enter the process names of the applications that you want to hide.Separate multiple process names with semicolons(;)

Display color for hidden area

Black

For each rule, choose at least one of the following items to create the rule scope. When a rule applies, both the "AND"and the "OR"logical operators are used to compute the final action. Generally speaking, the "OR"operator is used *within* a rule item, and the "AND"operator is used *between* separate rule items. If the result is true, the Session Recording policy engine takes the rule's action. Otherwise, it goes to the next rule and repeats the process.

- **Published applications and desktops**. Creates a list of published applications and desktops to which the action of the rule applies. Citrix DaaS (formerly Citrix Virtual Apps and Desktops™ service) sites are selected by default. Citrix Virtual Apps and Desktops sites are not supported.
- **Delivery groups and VDA machines**. Creates a list of delivery groups and VDA machines to which the action of the rule applies.
- **IP addresses and IP address ranges**. Creates a list of IP addresses and ranges of IP addresses to which the action of the rule applies. The IP addresses mentioned here are the IP addresses of the Citrix Workspace apps.
- **Filter**. Creates a list of smart access tags to which the action of the rule applies. You can configure contextual access (smart access) using smart access policies on Citrix NetScaler, Citrix Device Posture service, and Adaptive access based on the user's network location.



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

□	Users and user groups	Configure
□	Published applications and desktops	Configure
□	Delivery groups and VDA machines	Configure
□	IP addresses and IP address ranges	Configure
☑	Filter	Configure

Recording act

○ Enable sessio
○ Enable sessio
○ Enable event
○ Enable event
● Disable sessi

Save Cancel

Select tags

You can specify which sessions the rule applies to based on session tags. Select from the Citrix-defined tags or enter custom tags. To learn more about Citrix-defined tags and their definition, see the product documentation.

Citrix-defined tags

□	Tag	Description
□	LOCATION_INTERNAL	Tag sent by default when the network connectivity type is set as INTERNAL.
□	LOCATION_EXTERNAL	Tag sent by default when the network connectivity type is set as EXTERNAL.
□	LOCATION_UNDEFINED	Tag sent for an IP address that is not defined in the policy but is coming through the Network Locations service. Launch for these users are the same as what is defined in the resource group.
□	COMPLIANT	For compliant devices.
□	NON-COMPLIANT	For non-compliant devices.

Custom tags

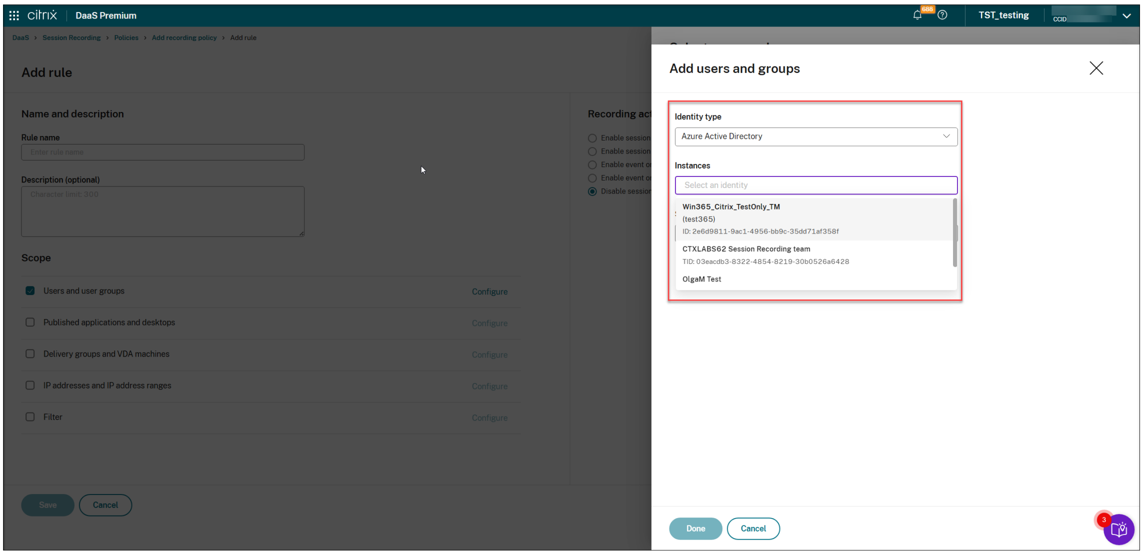
Enter your custom tags separated by commas(,).

Enter tags

Save Cancel

Contextual access (smart access) is available with Session Recording 2402 and later.

- **Users and user groups**. Creates a list of users and user groups to which the action of the rule applies. Both Azure Active Directory (Azure AD) and Active Directory identity types are supported. Selecting Azure AD as the identity provider allows you to choose an instance from the drop-down list. The available instances depend on your settings on the Citrix Cloud **Identity and Access Management > Authentication** tab. For an example user group scenario, see Use user groups and white list users.



citrix | DaaS Premium   688   TST_testing   CCID [redacted]

DaaS > Session Recording > Policies > Add recording policy > Add rule

Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

☑	Users and user groups	Configure
□	Published applications and desktops	Configure
□	Delivery groups and VDA machines	Configure
□	IP addresses and IP address ranges	Configure
□	Filter	Configure

Recording act

○ Enable session
○ Enable session
○ Enable event o
○ Enable event o
● Disable session

Save Cancel

Add users and groups

Identity type

Azure Active Directory

Instances

Select an identity

Win365_Citrix_TestOnly_TM
(test365)
ID: 2e6d9811-9ac1-4956-bb9c-35dd71af358f

CTXLABS62 Session Recording team
TID: 03eacdb3-8322-4854-8219-30b0526a6428

OlgaM Test

Done Cancel

> **Note:**
>
> Azure AD support is a preview feature. It is available with Session Recording version 2402 and later.
>
> Preview features might not be fully localized and are recommended for use in non-production environments. Citrix Technical Support doesn't support issues found with preview features.

To fully enable Azure AD identity support for configuring various policies and playback permissions from the cloud, complete the following steps and then restart the VDA:

- Use the Citrix Virtual Apps™ and Desktops installer to install the Session Recording agent on an Azure AD joined machine. Select **Enable Azure AD support** during the installation.

  For a Session Recording agent that you've installed otherwise, set the following registry values under **HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\Agent** to enable Azure AD support:

  - Set **CommunicationProtocalToggle** to **1** (**0** means .net remoting. **1** means **Websocket**).
  - Set **AuthType** to **1** (**0** means Active Directory. **1** means Citrix Cloud™ authentication).
  - Set **SmAudIdpEnabled** to **1** (**0** means disabled. **1** means enabled)

- Use the MSI package to install the Session Recording server on an Azure AD joined machine as well. Select **Enable Azure AD support** during the MSI installation.
- Connect Citrix Cloud to Azure AD.

When you create more than one rule in a recording policy, some sessions might match the criteria for more than one rule. In these cases, the rule with the highest priority is applied to the sessions.

The recording action of a rule determines its priority:

- Rules with the **Disable session recording** action have the highest priority.
- Rules with the **Enable session recording with notification** action have the second-to-highest priority.
- Rules with the **Enable session recording without notification** action have the second-to-lowest priority.
- Rules with the **Enable event only session recording with notification** action have the medium priority.
- Rules with the **Enable event only session recording without notification** action have the lowest priority.

Some sessions might not meet any rule in a recording policy. For these sessions, the action of the policy fallback rule applies. The action of the fallback rule is always **Disable session recording**. You cannot modify or delete the fallback rule.

Steps

1. Sign in to Citrix Cloud.
2. In the upper left menu, select **My Services > DaaS**.
3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**.

4. In the Session Recording service view, select **Policies** from the left navigation.
5. Select a target site. The **Recording policy** tab is displayed by default.
6. Click **Add policy**.
7. Enter a name and description for the new policy, and then click **Add rule**.
8. Enter a name and description for the rule. Specify a recording action and choose at least one of the following items to create the rule scope.

   For each rule, specify a recording action:

   - **Enable session recording with notification**
   - **Enable session recording without notification**
   - **Enable event only session recording with notification**
   - **Enable event only session recording without notification**
   - **Disable session recording**

   For each rule, choose at least one of the following items to create the rule scope.

   - **Published applications and desktops**
   - **Users and user groups**
   - **Delivery groups and VDA machines**
   - **IP addresses and IP address ranges**
   - **Filter**

9. After the new policy is created, find it on the **Recording policy** tab and turn the toggle on to activate the policy.

Use user groups

Session Recording allows you to use user groups when creating policies. Using user groups instead of individual users simplifies the creation and management of rules and policies. For example, if users in your company's finance department are contained in an Active Directory group called **Finance**, you can create a rule that applies to all the group members by selecting the **Finance** group in the
Rules wizard.

White list users

You can create Session Recording policies ensuring that the sessions of some users in your organization are never recorded. This case is called
white listing these users. White listing is useful for users who handle privacy-related information or when your organization does not want to record the sessions of a certain class of employees.

For example, if all managers in your company are members of an Active Directory group called **Executive**, you can ensure that sessions of these users are never recorded by creating a rule that disables session recording for the **Executive** group. While the policy containing this rule is active, no sessions of members of the Executive group are recorded. The sessions of other members of your organization are sessions recorded based on other rules in the active policy.

Understand rollover behavior

When you activate a policy, the previously active policy remains in effect until the session being recorded ends or the session recording file rolls over. Files roll over when they have reached the maximum size. For more information about the maximum file size for recordings, see Specify file size for recordings.

The following table details what happens when you apply a new recording policy while a session is being recorded and a rollover occurs:

If the previous recording policy was	And the new recording policy is	After a rollover, the recording policy will be
Do not record	Any other policy	No change. The new policy takes effect only when the user logs on to a new session.
Record without notification	Do not record	The recording stops.
Record without notification	Record with notification	The recording continues and a notification message appears.
Record with notification	Do not record	The recording stops.
Record with notification	Record without notification	The recording continues. No message appears the next time a user logs on.

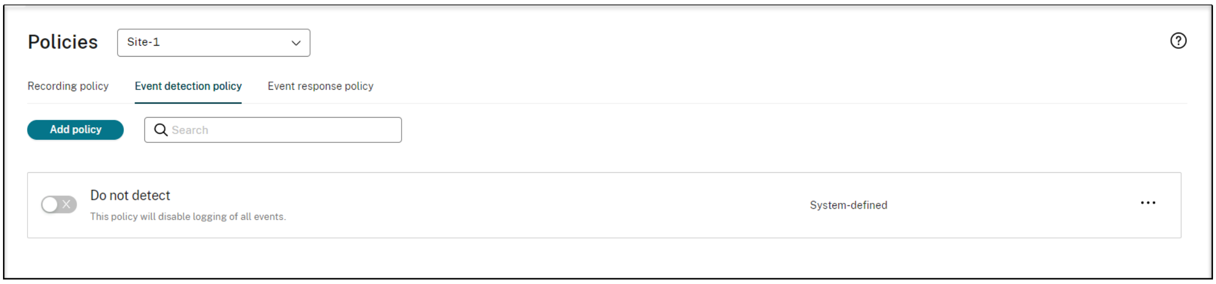
Video about configuring policies

Configure event detection policies

December 6, 2024

You can configure event detection policies through the Session Recording service to log target events in recorded sessions. **Do not detect** is the system-defined event detection policy. It's inactive by default. When it's active, no events are logged.

> **Note:**
>
> An event detection policy applies to all Session Recording servers of a specific site. You can create and activate separate event detection policies for different sites.



Do not detect

This policy will disable logging of all events.

System-defined

Events that can be detected

Session Recording detects target events and tags those events in recordings for later search and playback. You can search for events of interest from large amounts of recordings and locate those events during playback.

System-defined events

Session Recording can detect and log the following system-defined events that occur during recorded sessions:

- Insertion of USB mass storage devices
- Application starts and ends
- App failures
- App installs and uninstalls
- File renaming, creation, deletion, and moving operations within sessions
- File transfers between session hosts (VDAs) and client devices (including mapped client drives and generic redirected mass storage devices)
- Web browsing activities
- Topmost window events
- Clipboard activities
- Windows registry modifications
- User account modifications
- RDP connections
- Performance data (data points related to the recorded session)
- Popup window events
- Printing activities

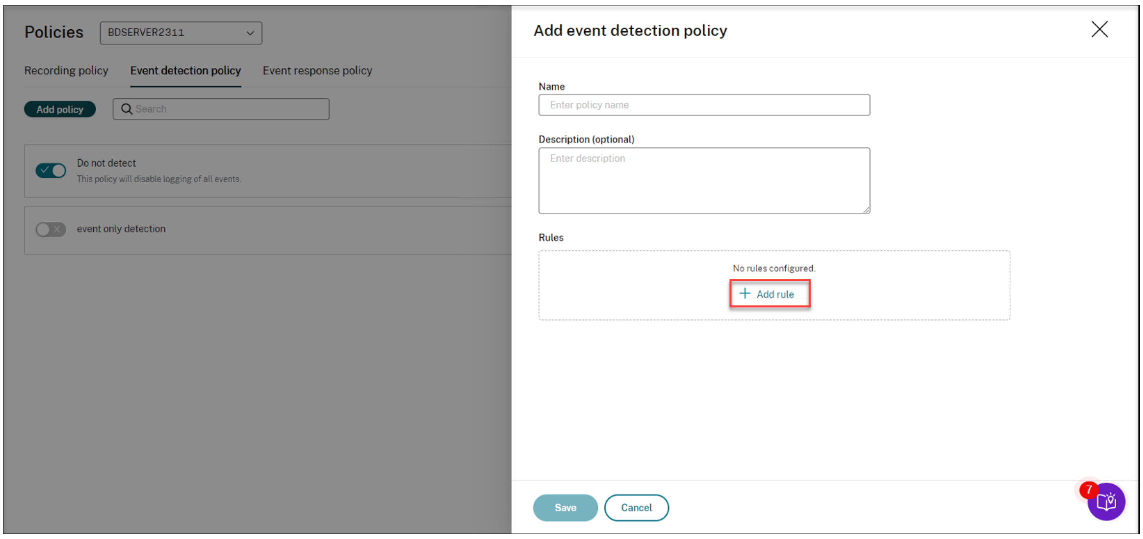
For more information about the various events, see the counterpart of the on-premises Session Recording documentation.

Create a custom event detection policy

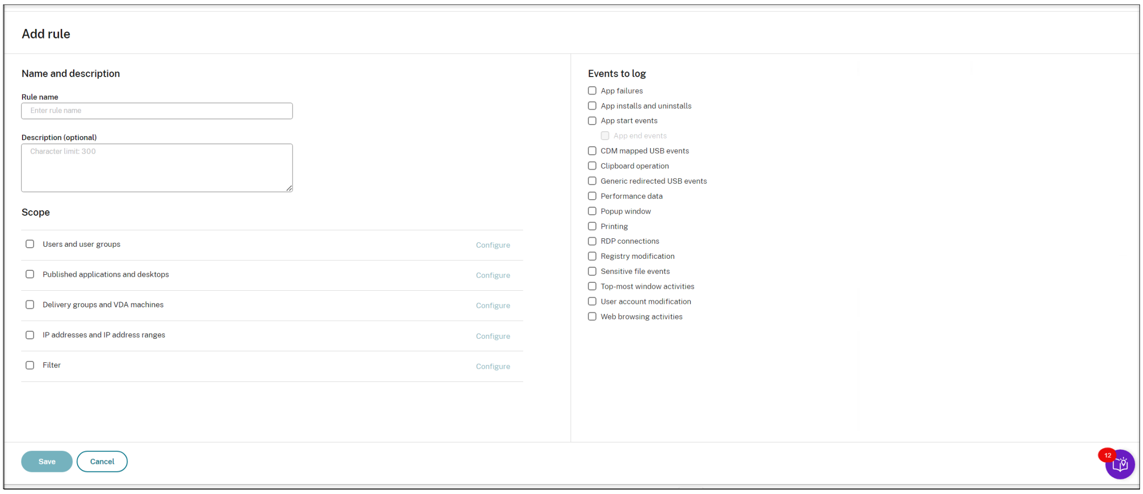
You can define which events to monitor by creating a custom event detection policy. Each policy can include one or more rules. For each rule, you specify the events to monitor and determine which sessions the rule applies to using the rule scope settings.

Steps

1. Sign in to Citrix Cloud.
2. In the upper left menu, select **My Services > DaaS**.
3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**.
4. In the Session Recording service view, select **Policies** from the left navigation.
5. Select a target site. The **Recording policy** tab is displayed by default.
6. Select **Event detection policy**.
7. Click **Add policy**.
8. Enter a name and description for the new policy, and then click **Add rule**.



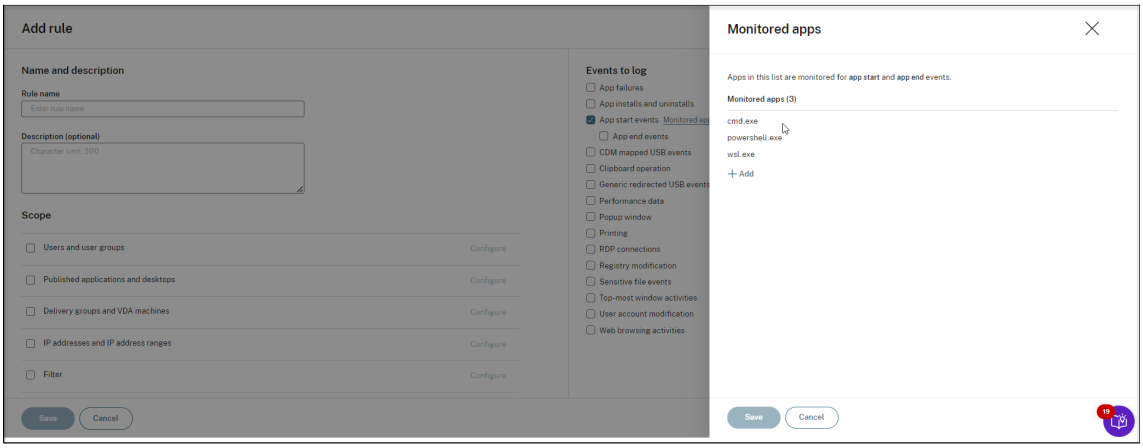
9. Enter a name and description for the rule.



10. Choose at least one of the following items to create the rule scope. For more information about the rule scope settings, see Create a custom event response policy.

    - **Users and user groups**
    - **Published applications and desktops**
    - **Delivery groups and VDA machines**
    - **IP addresses and IP address ranges**
    - **Filter**

11. Specify one or more target events to monitor by selecting the check box next to each event type. For exmaple, after you select **App start events**, you can click **Monitored apps** to specify target applications to monitor and to avoid an excessive number of events from flooding the recordings.



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

- □ Users and user groups — Configure
- □ Published applications and desktops — Configure
- □ Delivery groups and VDA machines — Configure
- □ IP addresses and IP address ranges — Configure
- □ Filter — Configure

Events to log

- □ App failures
- □ App installs and uninstalls
- ☑ App start events Monitored ap
  - □ App end events
- □ CDM mapped USB events
- □ Clipboard operation
- □ Generic redirected USB events
- □ Performance data
- □ Popup window
- □ Printing
- □ RDP connections
- □ Registry modification
- □ Sensitive file events
- □ Top-most window activities
- □ User account modification
- □ Web browsing activities

Monitored apps

Apps in this list are monitored for **app start** and **app end** events.

Monitored apps (3)

cmd.exe

powershell.exe

wsl.exe

12. (Optional) Add more rules as needed. Each policy can include one or more rules.

Video about configuring policies

Configure event response policies

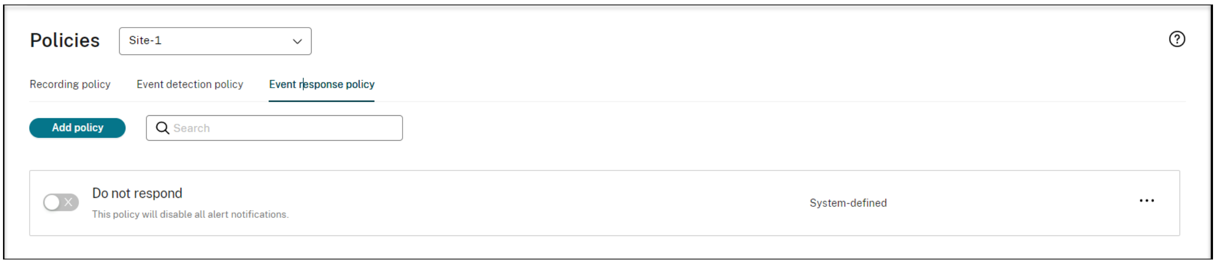
September 7, 2025

Event response policies let you configure event-triggered actions so that you can:

- Send an email alert when a session start event is detected.
- Take action (any combination of the following actions) when events are detected in recorded sessions:
    - Send email alerts
    - Start screen recording immediately (with or without lossy screen recording enabled)
    - Lock session
    - Log off session
    - Disconnect session

The only system-defined event response policy is **Do not respond**. You can create custom event response policies as needed. Only one event response policy can be active at a time. By default, there' s no active event response policy.

> **Note:**
>
> After you create or activate an event response policy, the policy applies to all Session Recording servers of the selected site. You can create and activate separate event response policies for different sites.



Site-1

Do not respond
This policy will disable all alert notifications.
System-defined

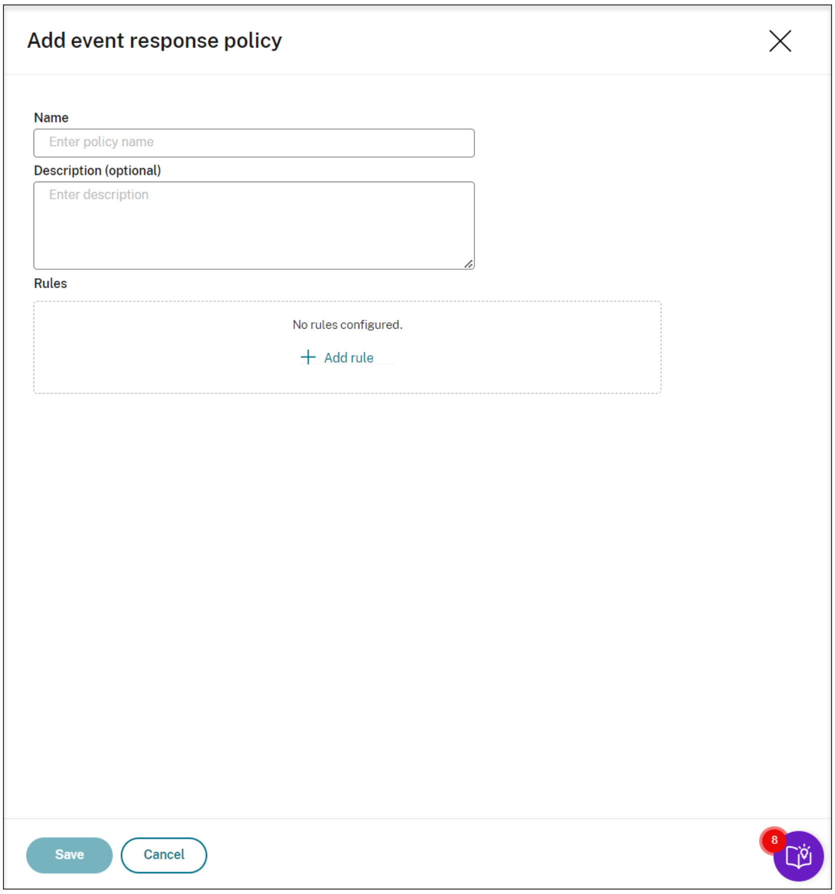
System-defined event response policy

Session Recording provides one system-defined event response policy:

- **Do not respond**. By default, no action is taken in response to logged events in your recordings.

Create a custom event response policy

1. Click **Add policy**.
2. On the **Add event response policy** page, enter a name and description for your new policy.



Add event response policy

Name

Enter policy name

Description (optional)

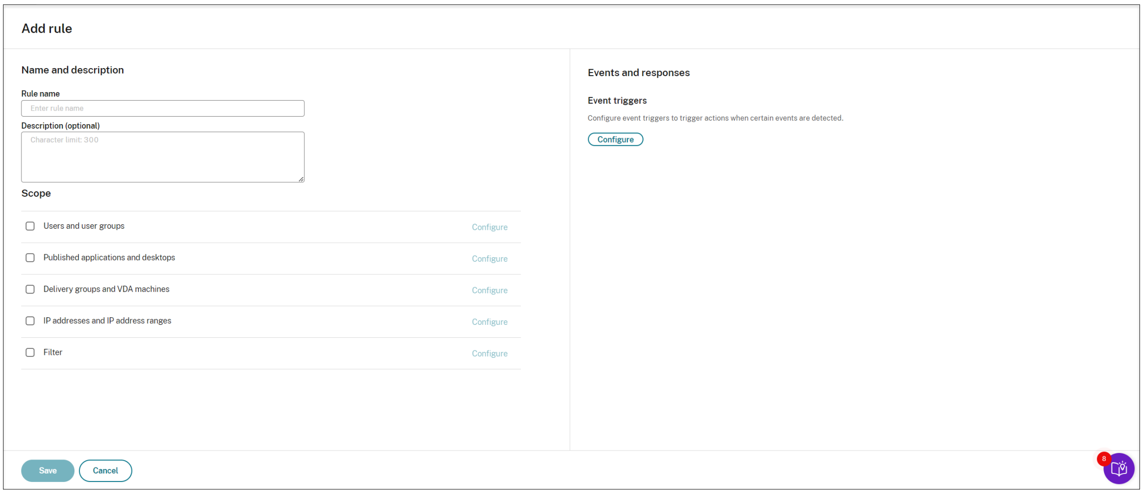
Enter description

Rules

No rules configured.

3. Click **Add Rule**.

4. Enter the rule name and description.



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

- □ Users and user groups — Configure
- □ Published applications and desktops — Configure
- □ Delivery groups and VDA machines — Configure
- □ IP addresses and IP address ranges — Configure
- □ Filter — Configure

Events and responses

Event triggers

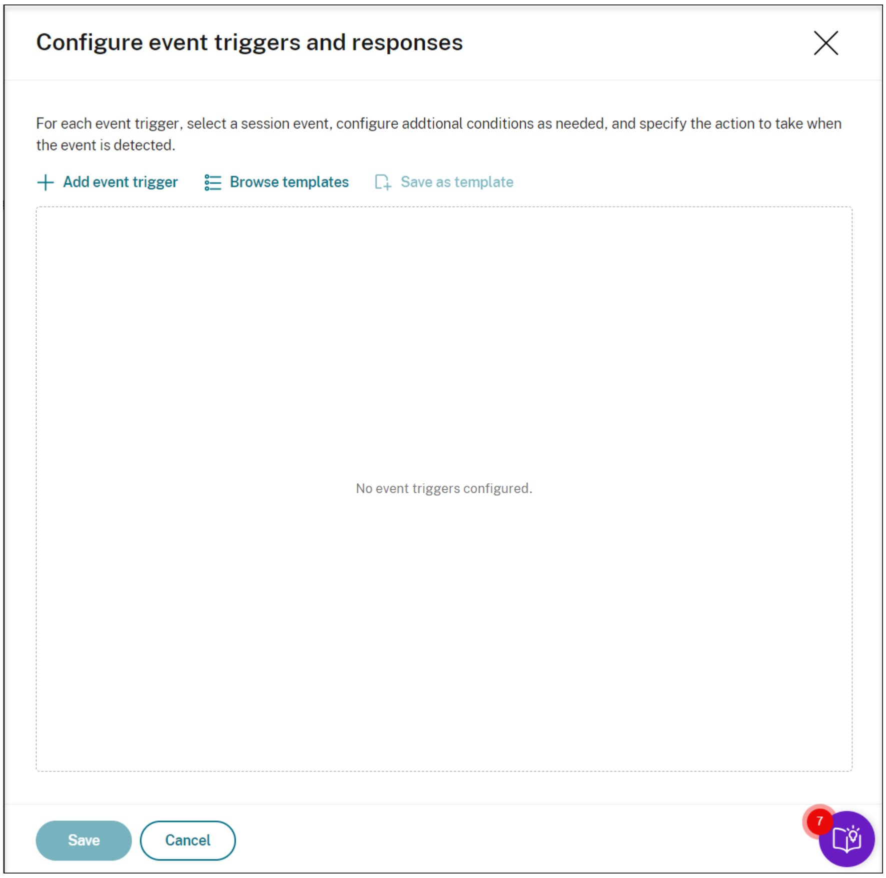
Configure event triggers to trigger actions when certain events are detected.

5. In the **Event triggers** section, click **Configure** to configure event-triggered actions so that you can:

   - Send an email alert when a session start event is detected.

- Take action (any combination of the following actions) when events are detected in recorded sessions
  - Send email alert
  - Start screen recording immediately (with or without lossy screen recording enabled)
  - Lock session
  - Log off session
  - Disconnect session

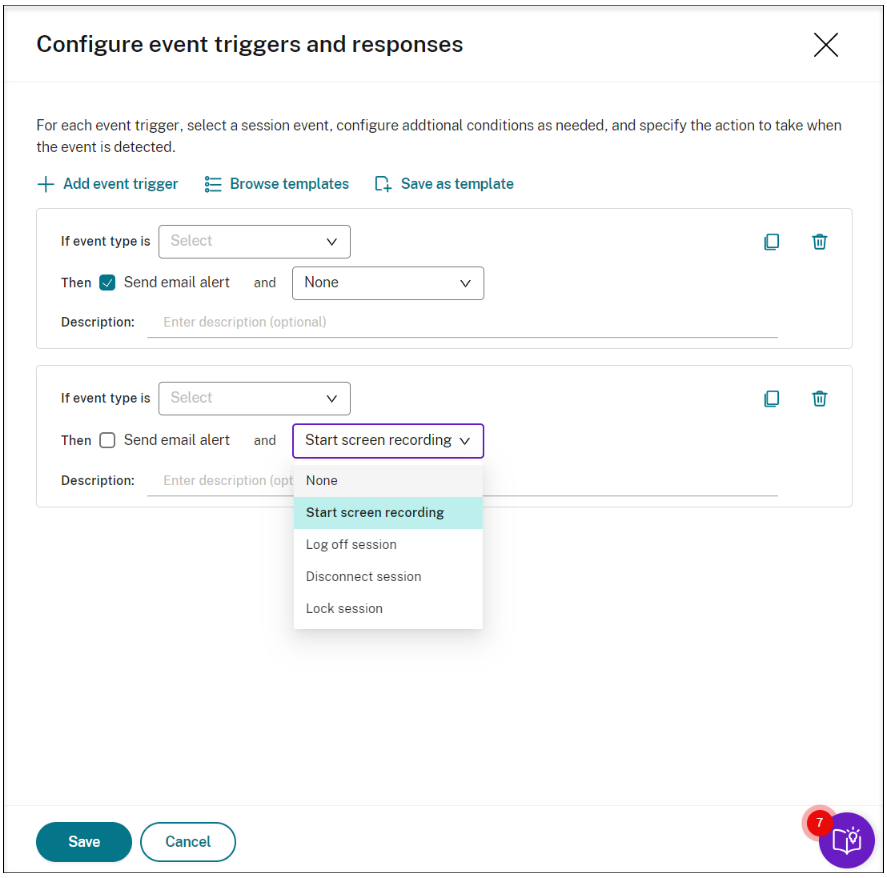
Click **Add event triggers** to create event triggers from scratch. Or, click **Browse templates** to select existing event trigger templates to use directly or customize.



Configure event triggers and responses

For each event trigger, select a session event, configure addtional conditions as needed, and specify the action to take when the event is detected.

Each time you click **Add event triggers**, a new event trigger is created in the pane below. You can also click the **Duplicate** button to make duplicates of an existing event trigger.



Configure event triggers and responses

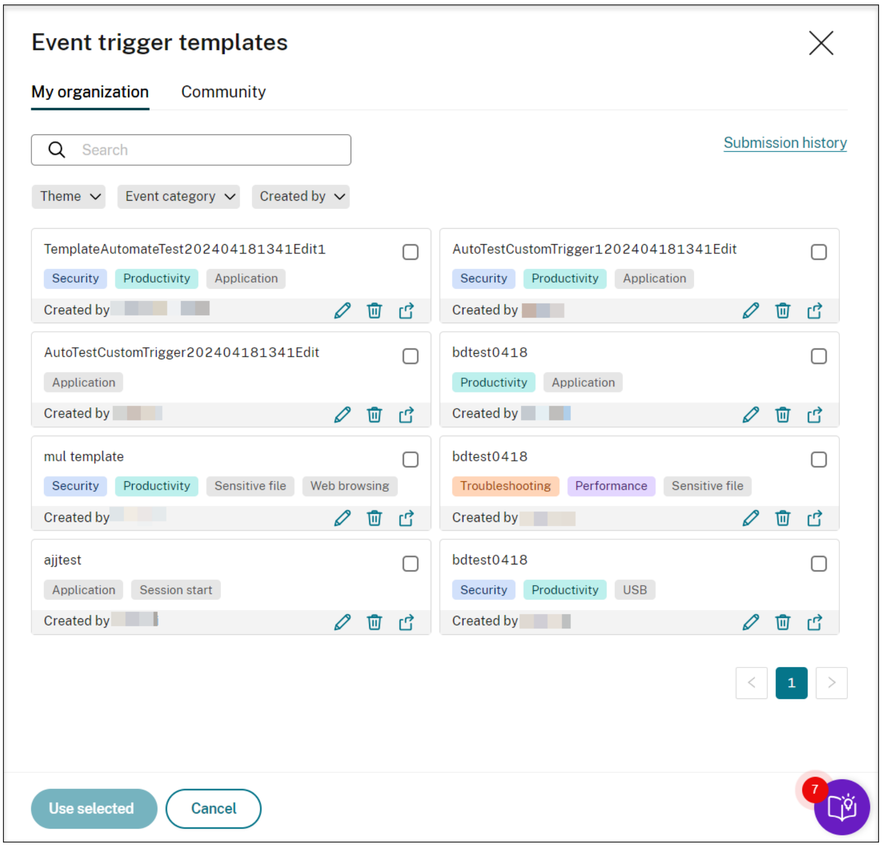
For each event trigger, select a session event, configure addtional conditions as needed, and specify the action to take when the event is detected.

If event type is: Select
Then ☑ Send email alert and None
Description: Enter description (optional)

If event type is: Select
Then □ Send email alert and Start screen recording
Description: Enter description (opt

When you finish creating at least one event trigger, click **Save as template** to save your event triggers as a template. You can then find the new template on the **My organization** tab of the **Event trigger templates** page.

To access the **Event trigger templates** page, click **Browse Template** or click **Resource Library** from the left navigation pane of the Session Recording service page.



TemplateAutomateTest202404181341Edit1 — Security, Productivity, Application — Created by [redacted]

AutoTestCustomTrigger1202404181341Edit — Security, Productivity, Application — Created by [redacted]

AutoTestCustomTrigger202404181341Edit — Application — Created by [redacted]

bdtest0418 — Productivity, Application — Created by [redacted]

mul template — Security, Productivity, Sensitive file, Web browsing — Created by [redacted]

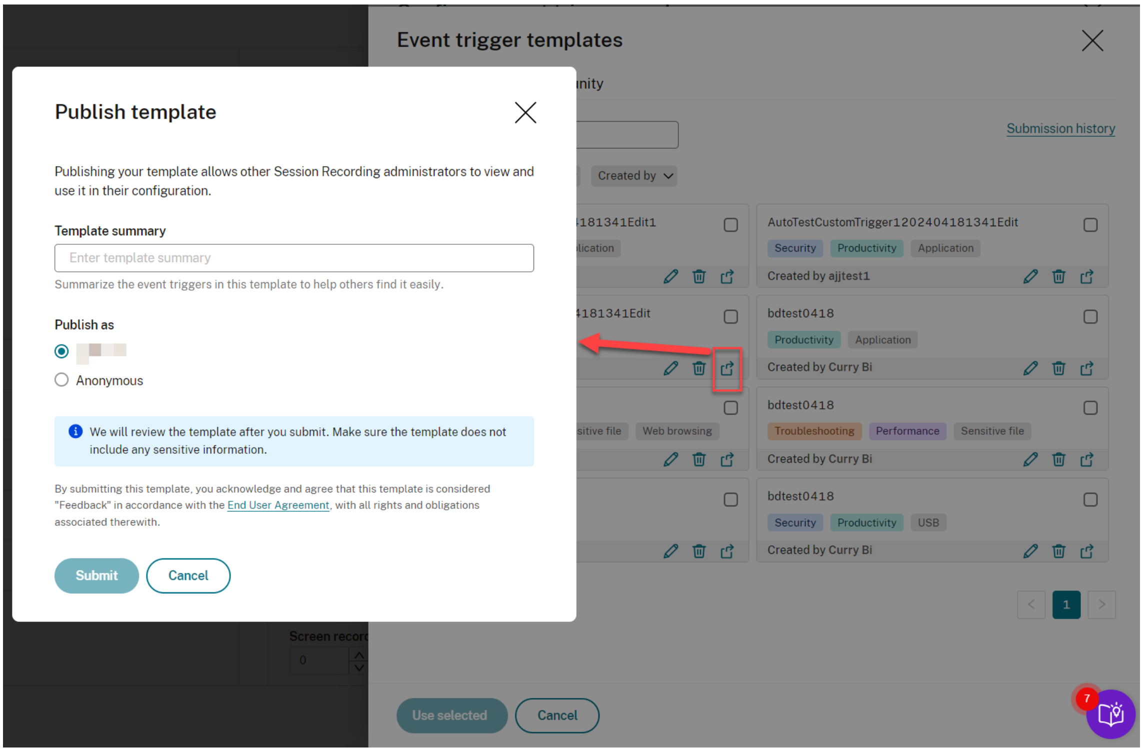
bdtest0418 — Troubleshooting, Performance, Sensitive file — Created by [redacted]

ajjtest — Application, Session start — Created by [redacted]

bdtest0418 — Security, Productivity, USB — Created by [redacted]

The **Event trigger templates** page accommodates all event trigger templates, both from your organization and from the other community members including Cloud Software Group itself.

On the **My organization** tab of the **Event trigger templates** page, you can publish your templates to the community for the other customers to access for free.



Publish template

Publishing your template allows other Session Recording administrators to view and use it in their configuration.

Template summary

Enter template summary

Summarize the event triggers in this template to help others find it easily.

Publish as

● [redacted]

○ Anonymous

We will review the template after you submit. Make sure the template does not include any sensitive information.

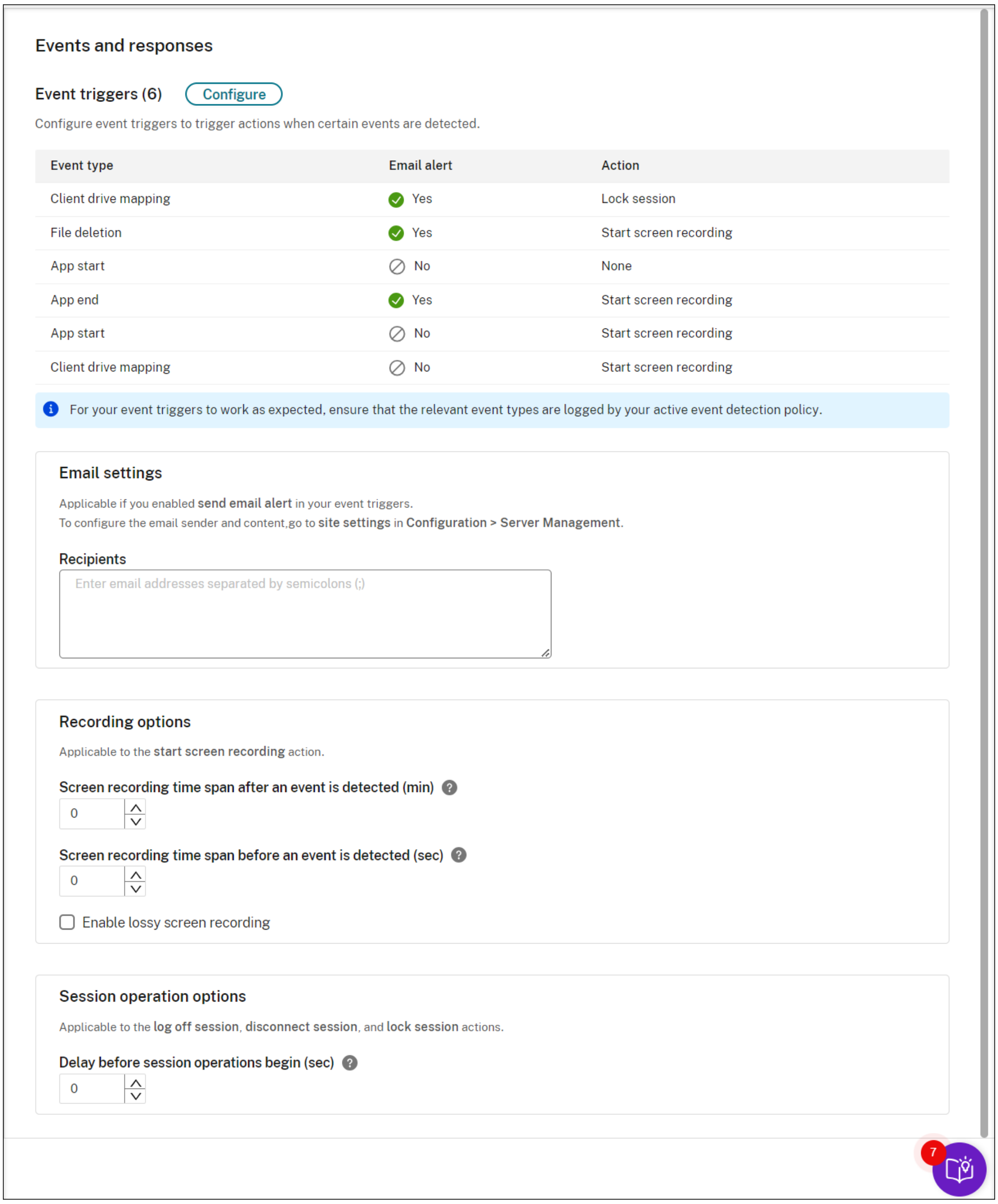
By submitting this template, you acknowledge and agree that this template is considered "Feedback" in accordance with the End User Agreement, with all rights and obligations associated therewith.

> **Note:**
>
> See the End User Agreement before submitting a template.

On the **My organization** or **Community** tab of the **Event trigger templates** page, you can search for target event trigger templates by keyword, theme, event category, and contributor. You can also bookmark or give likes to the templates of your interest.

You can select multiple event trigger templates at a time. The templates you select appear on the **Add event triggers** page where you can customize as needed.

Click **Save** to save your settings. You are taken back to the **Events and responses** page where the event triggers you specify are listed. Click **Configure** to further adjust your event triggers. If you select the **Send email alert** or **Start screen recording** action for any of your event triggers, follow the GUI to configure email settings and recording options.



Events and responses

Event triggers (6) Configure

Configure event triggers to trigger actions when certain events are detected.

Event type	Email alert	Action
Client drive mapping	✓ Yes	Lock session
File deletion	✓ Yes	Start screen recording
App start	⊘ No	None
App end	✓ Yes	Start screen recording
App start	⊘ No	Start screen recording
Client drive mapping	⊘ No	Start screen recording

For your event triggers to work as expected, ensure that the relevant event types are logged by your active event detection policy.

Email settings

Applicable if you enabled **send email alert** in your event triggers.
To configure the email sender and content,go to **site settings** in **Configuration > Server Management**.

Recipients

Enter email addresses separated by semicolons (;)

Recording options

Applicable to the **start screen recording** action.

Screen recording time span after an event is detected (min): 0

Screen recording time span before an event is detected (sec): 0

□ Enable lossy screen recording

Session operation options

Applicable to the **log off session**, **disconnect session**, and **lock session** actions.

Delay before session operations begin (sec): 0

> **Note:**
>
> You must select the event types that the active event detection policy logs.

You can define your event triggers on the **Description** row or leave the row empty. Your defined description of an event trigger is provided in the alert emails if you have **Send email** selected and events of the type are logged. If you have **Start screen recording** selected, set the relevant parameters as illustrated later in this article. After that, dynamic screen recording automatically starts when certain events occur during an event-only recording.

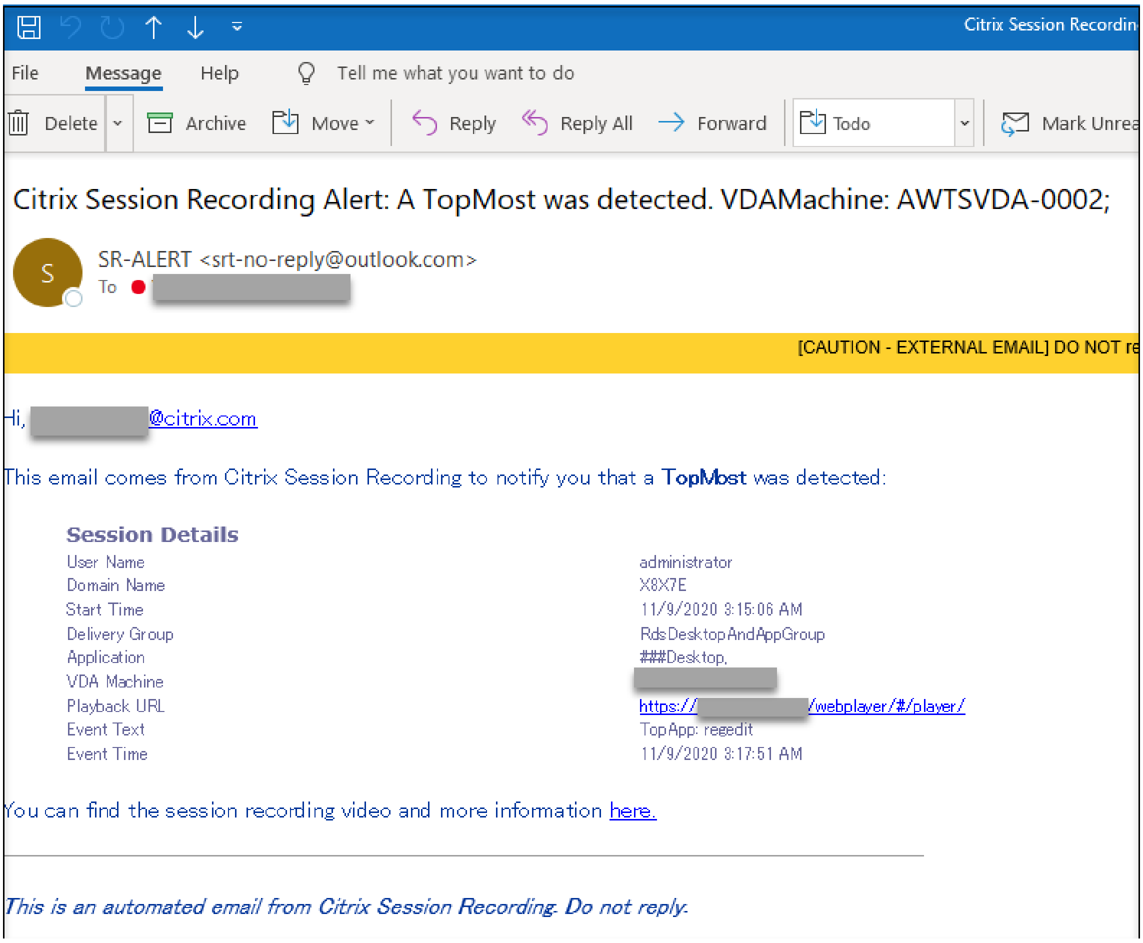
For a complete list of supported event types, see the following table.

Event type	Dimension	Option
App Start		
	App name	Includes, Equals, Matches
	Full command line	Includes, Equals, Matches
App End		
	App name	Includes, Equals, Matches
Top Most		
	App name	Includes, Equals, Matches
	Windows title	Includes, Equals, Matches
Web Browsing		
	URL	Includes, Equals, Matches
	Tab title	Includes, Equals, Matches
	Browser name	Includes, Equals, Matches
File Create		
	Path	Includes, Equals, Matches
	File size (MB)	Greater than, Between, Smaller than
File Rename		
	Path	Includes, Equals, Matches
	Name	Includes, Equals, Matches
File Move		
	Source path	Includes, Equals, Matches
	Destination path	Includes, Equals, Matches
	File size (MB)	Greater than, Between, Smaller than
File Delete		
	Path	Includes, Equals, Matches
	File size (MB)	Greater than, Between, Smaller than
CDM USB		
	Drive letter	Equals

Event type	Dimension	Option
Generic USB		
	Device name	Includes, Equals, Matches
Idle		
	idle duration (Hrs)	Greater than
File Transfer		
	File source	Equals (“host”or “client”)
	File size (MB)	Greater than
	File name	Includes, Equals, Matches
Registry Create		
	Key name	Includes, Equals, Matches
Registry Delete		
	Key name	Includes, Equals, Matches
Registry Set Value		
	Key name	Includes, Equals, Matches
	Value name	Includes, Equals, Matches
Registry Delete Value		
	Key name	Includes, Equals, Matches
	Value name	Includes, Equals, Matches
Registry Rename		
	Key name	Includes, Equals, Matches
User Account Modification		
	User name	Includes, Equals, Matches
Unexpected App Exit		
	App name	Includes, Equals, Matches
App Not Responding		
	App name	Includes, Equals, Matches
New App Installed		
	App name	Includes, Equals, Matches
App Uninstalled		

Event type	Dimension	Option
	App name	Includes, Equals, Matches
RDP Connection		
	IP address	Includes, Equals, Matches
Popup Window		
	Process name	Includes, Matches
	Window content	Includes, Equals, Matches
Performance Data		
	CPU usage (%)	Greater than
	Memory usage (%)	Greater than
	Net send (MB)	Greater than
	Net receive (MB)	Greater than
	RTT (ms)	Greater than
Clipboard Operation		
	Data type	Equals (Text, File, Bitmap)
	Process name	Includes, Equals, Matches
	Content	Includes, Equals, Matches

6. (Optional) Email settings are available after you choose **Send email alert** in your event triggers. For an example email alert, see the following screen capture:



Citrix Session Recording Alert: A TopMost was detected. VDAMachine: AWTSVDA-0002;

SR-ALERT <srt-no-reply@outlook.com>

To [redacted]

[CAUTION - EXTERNAL EMAIL] DO NOT re

Hi, [redacted]@citrix.com

This email comes from Citrix Session Recording to notify you that a **TopMost** was detected:

Session Details

User Name	administrator
Domain Name	X8X7E
Start Time	11/9/2020 3:15:06 AM
Delivery Group	RdsDesktopAndAppGroup
Application	###Desktop,
VDA Machine	[redacted]
Playback URL	https://[redacted]/webplayer/#/player/
Event Text	TopApp: regedit
Event Time	11/9/2020 3:17:51 AM

You can find the session recording video and more information here.

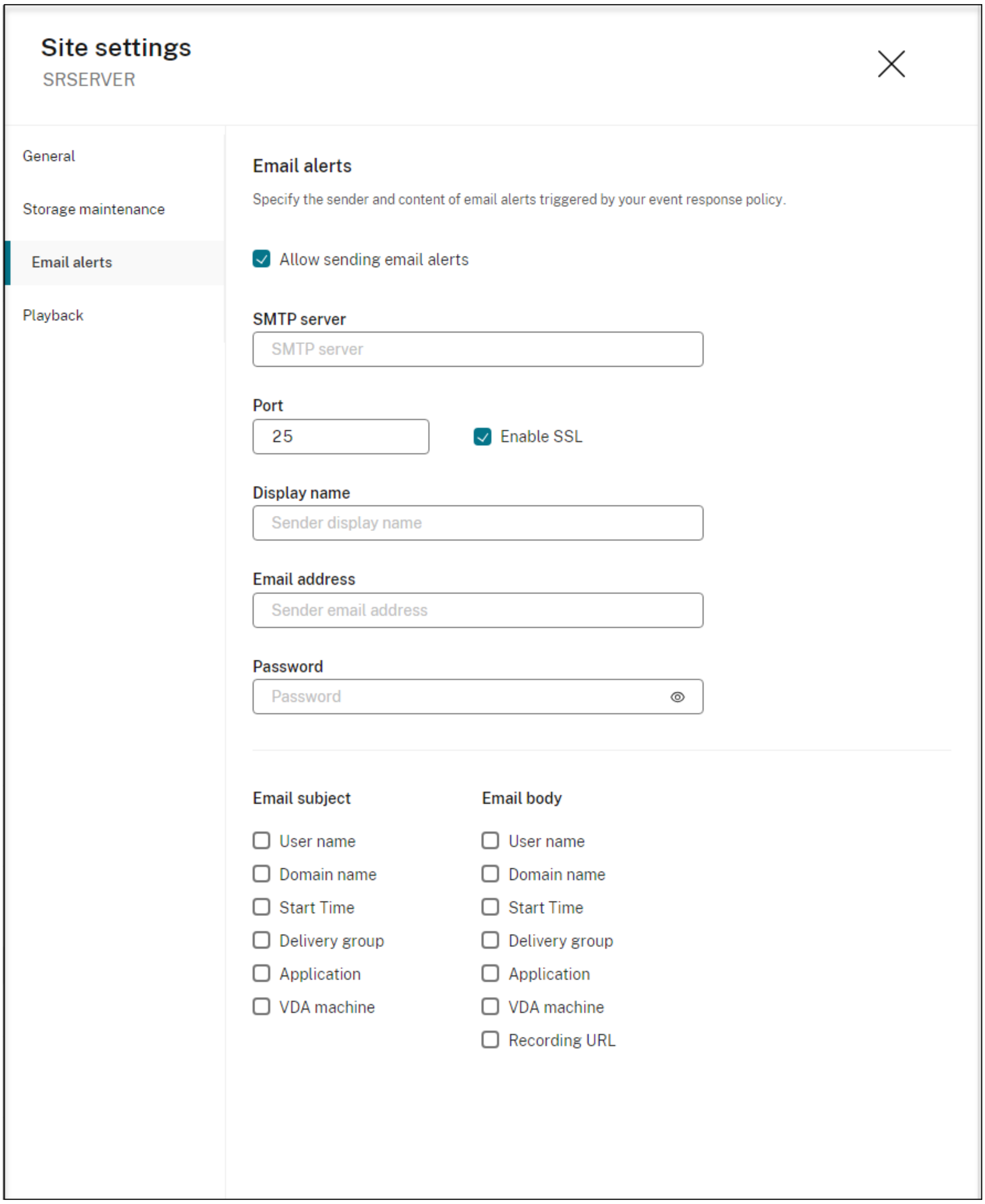
This is an automated email from Citrix Session Recording. Do not reply.

> **Tip:**
>
> Clicking the playback URL opens the playback page of the recorded session in the on-premises web player. Clicking **here** opens the **All recordings** page in the on-premises web player.

To send email alerts in response to detected events, complete the following settings:

a) In the **Recipients** section of the **Events and responses** page, enter email addresses for the target recipients.

b) On the **Email alerts** page of your **Site settings**, specify the email sender and content.



Site settings
SRSERVER

General
Storage maintenance
Email alerts
Playback

Email alerts

Specify the sender and content of email alerts triggered by your event response policy.

☑ Allow sending email alerts

SMTP server: SMTP server

Port: 25 ☑ Enable SSL

Display name: Sender display name

Email address: Sender email address

Password: Password

Email subject	Email body
□ User name	□ User name
□ Domain name	□ Domain name
□ Start Time	□ Start Time
□ Delivery group	□ Delivery group
□ Application	□ Application
□ VDA machine	□ VDA machine
	□ Recording URL

c) Edit registry for accessing the on-premises web player.

To make the playback URLs in your alert emails work as expected, browse to the registry key at `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\Server` and do the following:

- Set the **value data** of **LinkHost** to the URL of the domain that you use to access the on-premises web player. For example, to access an on-premises web player at `https://example.com/webplayer/#/player/`, set the value data of **LinkHost** to `https://example.com`.

- Add a value called **EmailThreshold**, and set its value data to a number in the range of 1 through 100. The value data determines the maximum number of alert emails that an email sending account sends within a second. This setting helps slow down the number of emails that are being sent and thus reduces the CPU usage. If you leave the value data unspecified or set it to a number out of range, the value data falls back to 25.

> **Note:**
>
> - Your email server might treat an email sending account as a spam bot and thus prevent it from sending emails. Before an account is allowed to send emails, an email client such as Outlook might request you to verify that the account is used by a human user.
> - There's a limit for sending emails within a given period. For example, when the daily limit is reached, you can't send emails until the start of the next day. In this case, ensure that the limit is more than the number of sessions being recorded within the period.

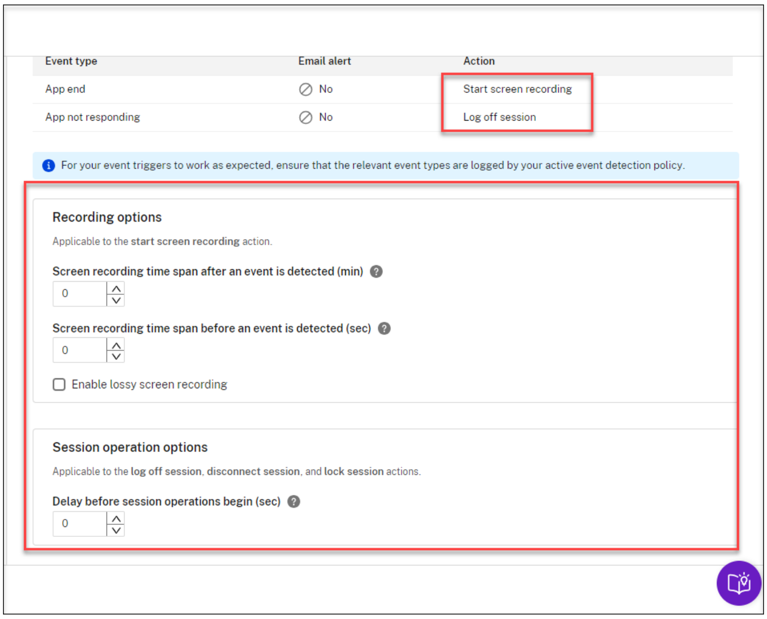
7. (Optional) To start screen recording immediately when certain events occur during an event-only recording, set the following options for dynamic screen recording in the **Recording options** section:

   - **Screen recording time span after an event is detected (min)**: You can configure the time duration (minutes) that you want to record the screen after events are detected. If you leave the value unspecified, screen recording continues until the recorded sessions end.
   - **Screen recording time span before an event is detected (sec)**: You can configure the time duration (seconds) of the screen recording you want to keep before events are detected. The value ranges from 1 to 120. Setting the value to any of 1 through 10 makes the value 10 effective. If you leave the value unspecified, the feature does not take effect. The actual length of the screen recording that Session Recording keeps might be a little longer than your configuration.
   - **Enable lossy screen recording**: You can specify whether to enable lossy screen recording when a session event is detected. Lossy screen recording lets you adjust compression options to reduce the size of recording files and to accelerate navigating recorded sessions during playback. This feature is available with Session Recording 2308 and later. For more information, see Enable or disable lossy screen recording.

8. (Optional) Specify delay before session operations begin (sec). If you specify any of the following actions in response to logged events in recorded sessions, you can notify users of the actions in advance:

- Lock session
- Log off session
- Disconnect session

For example:



Event type	Email alert	Action
App end	⊘ No	Start screen recording
App not responding	⊘ No	Log off session

For your event triggers to work as expected, ensure that the relevant event types are logged by your active event detection policy.

Recording options

Applicable to the **start screen recording** action.

Screen recording time span after an event is detected (min)

0

Screen recording time span before an event is detected (sec)

0

□ Enable lossy screen recording

Session operation options

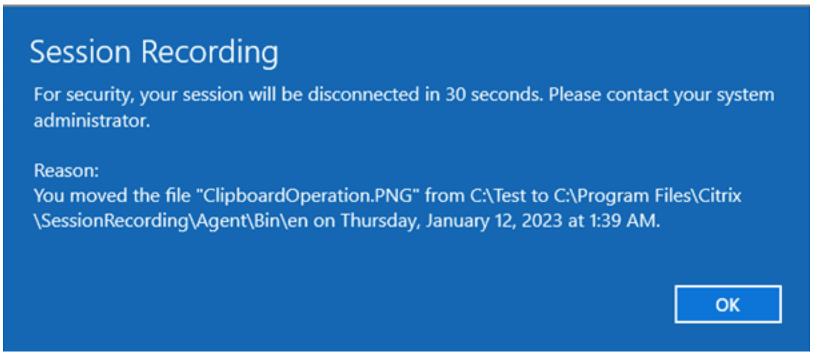
Applicable to the **log off session**, **disconnect session**, and **lock session** actions.

Delay before session operations begin (sec)

0

> **Note:**
>
> If you set the value to 0, it means that users aren't notified when you lock, log off, or disconnect them from their virtual sessions. To notify users, set an appropriate value.

For an example notice, see the following screen capture:



Session Recording

For security, your session will be disconnected in 30 seconds. Please contact your system administrator.

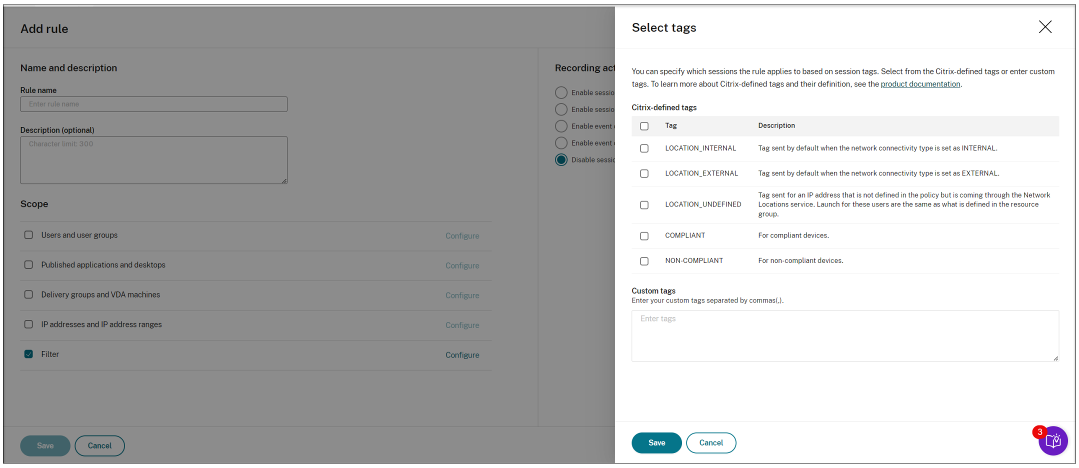
Reason:
You moved the file "ClipboardOperation.PNG" from C:\Test to C:\Program Files\Citrix\SessionRecording\Agent\Bin\en on Thursday, January 12, 2023 at 1:39 AM.

9. Select and edit the rule scope.

   In a way similar to when you create a custom recording policy, you can choose at least one of the following items to create the rule scope:

   - **Users and user groups**. Creates a list of users and groups to which the responses of the rule apply. Both Azure Active Directory (Azure AD) and Active Directory identity types are supported. Selecting Azure AD as the identity provider allows you to choose an instance from the drop-down list. The available instances depend on your settings on the Citrix Cloud™ **Identity and Access Management > Authentication** tab. For more information, see the instructions in the Create a custom recording policy section.

- **Published applications and desktops**. Creates a list of published applications and desktops to which the responses of the rule apply.
- **Delivery groups and VDA machines**. Creates a list of delivery groups and VDA machines to which the responses of the rule apply.
- **IP addresses and IP address ranges**. Creates a list of IP addresses and ranges of IP addresses to which the responses of the rule apply. The IP addresses mentioned here are the IP addresses of the Citrix Workspace™ apps.
- **Filter**. Creates a list of smart access tags to which the rule applies. You can configure contextual access (smart access) using smart access policies on Citrix NetScaler, Citrix Device Posture service, and Adaptive access based on the user's network location.



Add rule

Name and description

Rule name: Enter rule name

Description (optional): Character limit: 300

Scope

- ☐ Users and user groups — Configure
- ☐ Published applications and desktops — Configure
- ☐ Delivery groups and VDA machines — Configure
- ☐ IP addresses and IP address ranges — Configure
- ☑ Filter — Configure

Recording act

- ○ Enable sessio
- ○ Enable sessio
- ○ Enable event
- ○ Enable event
- ● Disable sessi

Save Cancel

Select tags

You can specify which sessions the rule applies to based on session tags. Select from the Citrix-defined tags or enter custom tags. To learn more about Citrix-defined tags and their definition, see the product documentation.

Citrix-defined tags

☐	Tag	Description
☐	LOCATION_INTERNAL	Tag sent by default when the network connectivity type is set as INTERNAL.
☐	LOCATION_EXTERNAL	Tag sent by default when the network connectivity type is set as EXTERNAL.
☐	LOCATION_UNDEFINED	Tag sent for an IP address that is not defined in the policy but is coming through the Network Locations service. Launch for these users are the same as what is defined in the resource group.
☐	COMPLIANT	For compliant devices.
☐	NON-COMPLIANT	For non-compliant devices.

Custom tags

Enter your custom tags separated by commas(,).

Enter tags

Save Cancel

Contextual access (smart access) is available with Session Recording 2402 and later. It lets you apply policies based on the user access context including:

- The user's location
- IP address range
- Delivery group
- Device type
- Installed applications

> **Note:**
>
> When a session or an event meets more than one rule in a single event response policy, the oldest rule takes effect.

10. Follow the wizard to complete the configuration.

11. Activate the new event response policy.

Video about configuring policies

Endpoint recording policies

December 11, 2025

You can define policies to capture user actions on endpoint devices when accessing Citrix-delivered web apps, virtual apps and desktops.

Prerequisites

Before you begin, ensure you have met the following requirements:

- Citrix Session Recording server version 2511 or later
- Citrix Workspace App version 2511 or later
- Proper integration with Citrix Gateway and StoreFront, see Site settings

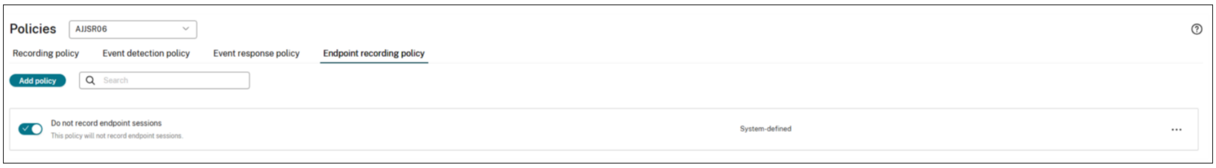
Configure endpoint recording policies

You can activate system-defined endpoint recording policies or create and activate your custom endpoint recording policies. System-defined policies apply a single rule to entire sessions. Custom policies specify which sessions are recorded.

> **Note:**
>
> After you create or activate an endpoint recording policy, the policy applies to all Session Recording servers of the selected site. You can create and activate separate endpoint recording policies for different sites, but only one site's active policy can be in effect globally.

System-defined endpoint recording policies

Session Recording provides the following system-defined endpoint recording policies:



Do not record endpoint sessions
This policy will not record endpoint sessions.
System-defined

- **Do not record endpoint sessions**. The default policy. If you do not specify another policy, no sessions are recorded.

You can't modify or delete the system-defined endpoint recording policies.

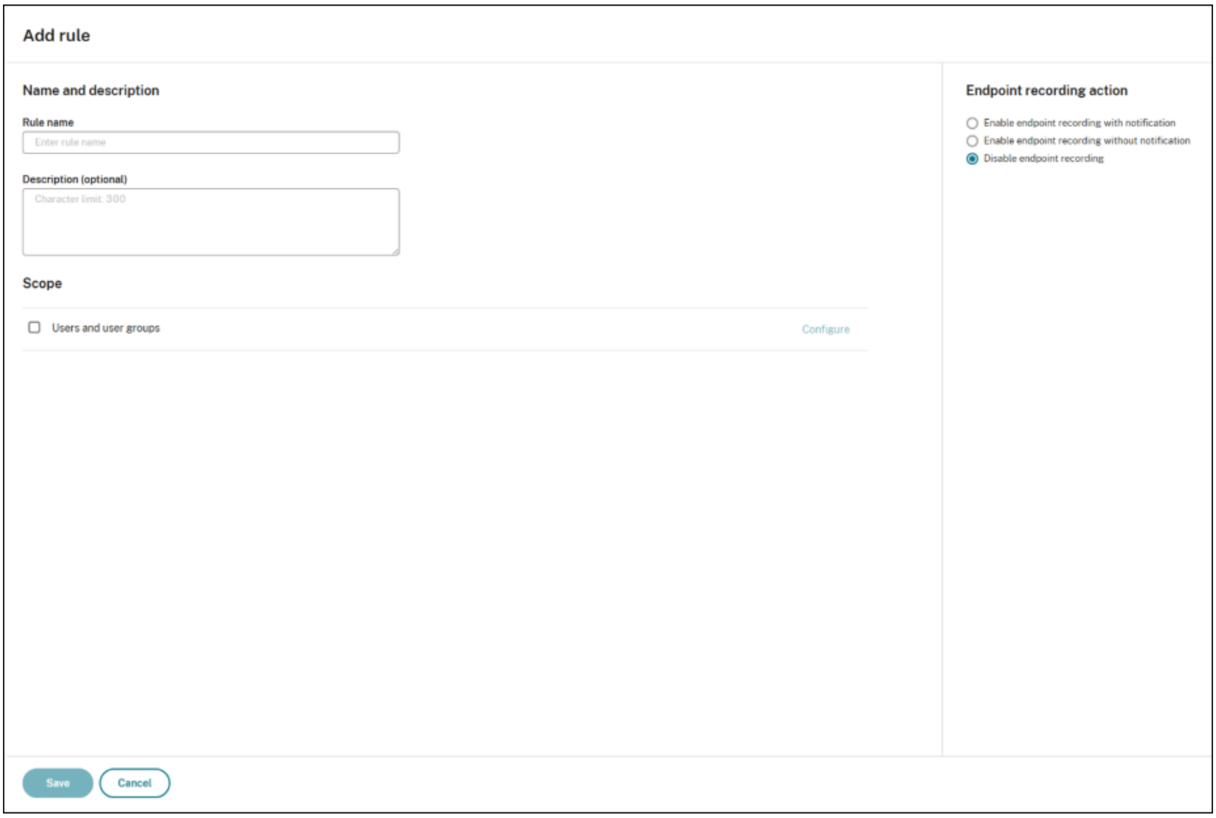
Create a customer endpoint recording policy

Considerations

You can record endpoint sessions of specific users or groups.

For each rule you create, you specify an endpoint recording action and a rule scope. The recording action applies to sessions that fall into the rule scope.

For each rule, choose one endpoint recording action:



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

□ Users and user groups — Configure

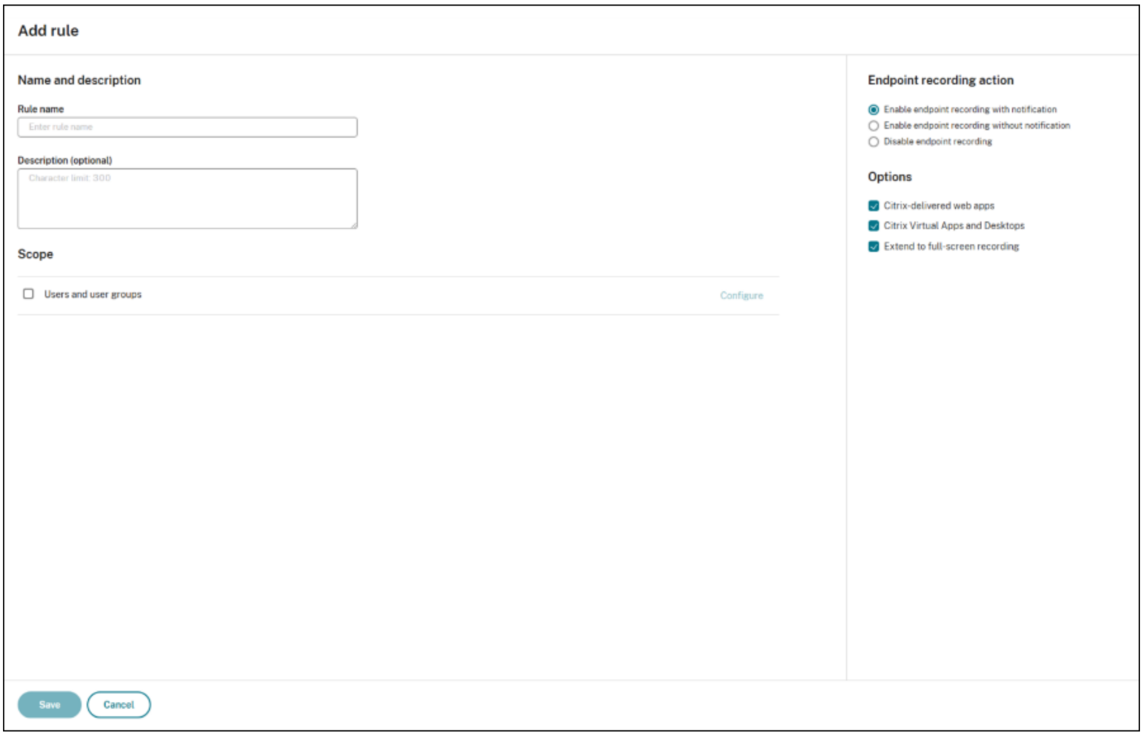
Endpoint recording action

○ Enable endpoint recording with notification

○ Enable endpoint recording without notification

● Disable endpoint recording

- **Enable endpoint recording with notification**. This option records user actions on endpoint devices. Users receive recording notifications in advance. With this option selected, you can further select to enable recording for Citrix-delivered web apps or Citrix Virtual Apps and Desktops. Additionally, you can choose to extend to full-screen record in endpoint recording.
- **Enable endpoint recording without notification**. This option records user actions on endpoint. Users do not receive recording notifications. With this option selected, you can further select to enable recording for Citrix-delivered web apps or Citrix Virtual Apps and Desktops. Additionally, you can choose to extend to full-screen record in endpoint recording.
- **Disable endpoint recording**. This option means that no user actions on endpoint devices are recorded.
- **Citrix-delivered web apps**. This option lets you record user actions on endpoint devices accessing these apps.
- **Citrix Virtual Apps and Desktops**. This option lets record user actions on endpoint devices accessing these apps.
- **Extend to full-screen recording**. This option lets you record the entire screen space, including any extended displays.



Add rule

Name and description

Rule name

Enter rule name

Description (optional)

Character limit: 300

Scope

☐ Users and user groups — Configure

Endpoint recording action

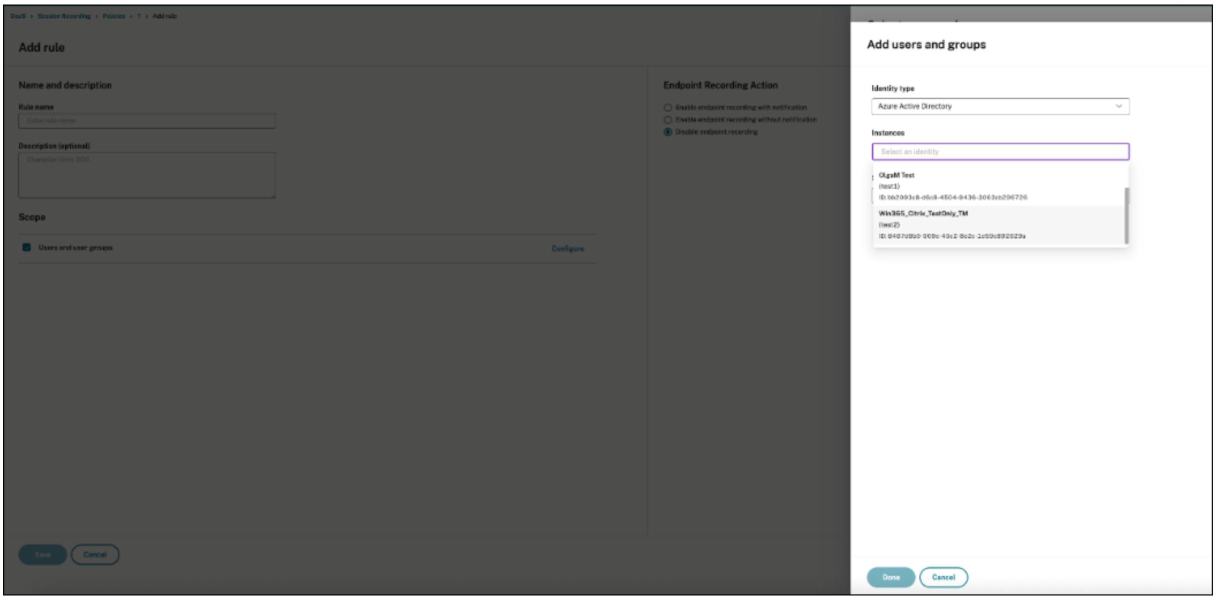
● Enable endpoint recording with notification
○ Enable endpoint recording without notification
○ Disable endpoint recording

Options

☑ Citrix-delivered web apps
☑ Citrix Virtual Apps and Desktops
☑ Extend to full-screen recording

For each rule, choose the following items to create the rule scope.

Users and user groups. Creates a list of users and user groups to which the action of the rule applies. Both Azure Active Directory (Azure AD) and Active Directory identity types are supported. Selecting Azure AD as the identity provider allows you to choose an instance from the drop-down list. The available instances depend on your settings on the Citrix Cloud **Identity and Access Management > Authentication** tab.



DaaS > Session Recording > Policies > 7 > Add rule

Add rule

Name and description

Rule name

Description (optional)

Scope

☑ Users and user groups — Configure

Endpoint Recording Action

○ Enable endpoint recording with notification
○ Enable endpoint recording without notification
● Disable endpoint recording

Add users and groups

Identity type: Azure Active Directory

Instances: Select an identity

OlgaM Test
(test1)
ID: bb2093c8-d6c8-4504-8436-3063cb296726

Win365_Citrix_TestOnly_TM
(test2)
ID: 8487d8b0-069c-43c2-8c2c-1c60c892629a

> **Note:**
>
> Azure AD support is a preview feature. It is available with Session Recording version 2402 and later.
> Preview features might not be fully localized and are recommended for use in nonproduction environments. Citrix Technical Support doesn't support issues found with preview features.

When you create more than one rule in an endpoint recording policy, some sessions might match the criteria for more than one rule. In these cases, the rule with the highest priority is applied to the sessions.

The recording action of a rule determines its priority:

- Rules with the **Disable endpoint recording action** have the highest priority.
- Rules with the **Enable endpoint recording with notification** action have the second-to-highest priority.
- Rules with the **Enable endpoint recording without notification** action have the lowest priority.

Some sessions might not meet any rule criteria in an endpoint recording policy. For these sessions, the action of the policy fallback rule applies. The action of the fallback rule is always **Disable endpoint recording**. You can't modify or delete the fallback rule.

Steps

1. Sign in to **Citrix Cloud**.
2. In the upper left menu, select **My Services > DaaS**.
3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**.
4. In the Session Recording service view, select **Policies** from the left navigation.
5. Select a target site. Choose the **Endpoint recording policy**.
6. Click **Add policy**.
7. Enter a name and description for the new policy, and then click **Add rule**.
8. Enter a **name** and **description** for the rule. Specify a endpoint recording action and choose at least one of the following items to create the rule scope.

   For each rule, specify a recording action:

   - Enable endpoint recording with notification.
   - Enable endpoint recording without notification.
   - Disable endpoint recording.

For each rule, choose the following items to create the rule scope:

- Users and user groups.

9. After the new policy is created, find it on the Endpoint recording policy tab and turn the toggle on to activate the policy.

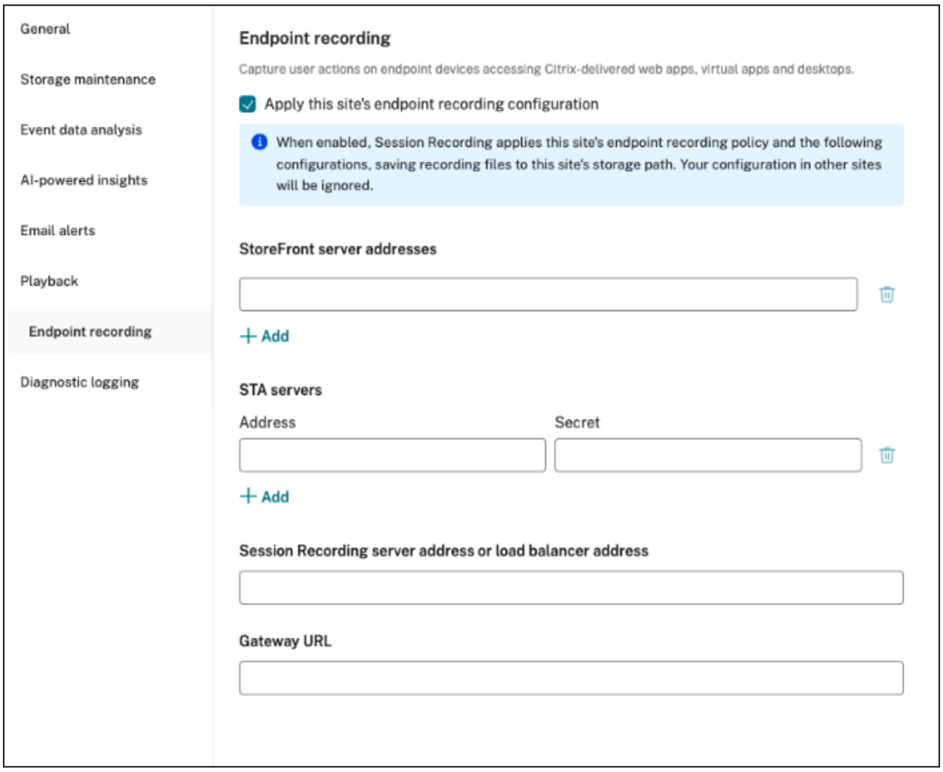
Select the global configuration site

Although you can have different active policies on different sites, only one site's configuration and active policy can be in effect globally at any time.

Steps

1. Select **Configuration > Site Management** from the left navigation of the Session Recording service.
2. Click **Settings** for the target site.
3. On the **Endpoint recording** page, enable the checkbox of **Apply this site's endpoint recording configuration**.

> **Note:**
>
> - By checking this box, you are making this site the single source for all endpoint recording.
> - The active policy and configuration you set for this site will now be applied globally. Recording files will be saved to this site's storage path.
> - All endpoint recording policies and configurations on all other sites will be ignored.



General

Storage maintenance

Event data analysis

AI-powered insights

Email alerts

Playback

Endpoint recording

Diagnostic logging

Endpoint recording

Capture user actions on endpoint devices accessing Citrix-delivered web apps, virtual apps and desktops.

☑ Apply this site's endpoint recording configuration

When enabled, Session Recording applies this site's endpoint recording policy and the following configurations, saving recording files to this site's storage path. Your configuration in other sites will be ignored.

StoreFront server addresses

+ Add

STA servers

Address

Secret

+ Add

Session Recording server address or load balancer address

Gateway URL

4. Complete the other configuration fields

- **(Optional) Storefront server addresses**
    - Required for On-premised StoreFront.
    - Leave this blank if you are using Citrix Cloud StoreFront.

> **Note:**
>
> By default, the Cloud StoreFront integration is disabled. You must set the following registry key to enable the Citrix Workspace app to communicate with the Cloud StoreFront service.
>
> - For 64-bit Citrix Workspace App

```
Location: HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle
Name: EnableCwaToSraCloudstore
Type: String
Value: true
```

> - For 32-bit Citrix Workspace App

```
Location: HKEY_LOCAL_MACHINE\Software\Wow6432Node\Citrix\
    Dazzle
Name: EnableCwaToSraCloudstore
Type: String
Value: true
```

- STA Servers
  - Provides secure ticket authority server address
- Session Recording server address or load balancer address
  - Enter the address of your Session Recording server or load balancer.
- Gateway URL
  - Provides on-prem Citrix gateway URL

> **Note:**
>
> For more detailed information on configuration steps, refer to session recording for endpoint devices.

Playback permissions

September 7, 2025

Session Recording administrators and their playback permissions

Session Recording administrators are Citrix Cloud™ administrators assigned a permission to access the Session Recording service. For an overview of Session Recording administrators and their playback permissions, see the following table:

Type of Session Recording administrator	Playback permission	Remarks
Citrix Cloud administrator assigned full access	Can play all recordings	Shows as a full admin on the **Playback Permissions** page of the Session Recording service
Citrix Cloud administrator assigned the **Cloud Administrator** role	Can play all recordings	Shows as a full admin on the **Playback Permissions** page of the Session Recording service
Citrix Cloud administrator assigned the **Session Recording-FullAdmin** role	Can play all recordings	Shows as a full admin on the **Playback Permissions** page of the Session Recording service

Type of Session Recording administrator	Playback permission	Remarks
Citrix Cloud administrator assigned the **Session Recording-PrivilegedPlayerAdmin** role	Can play all recordings	Shows as a privileged player on the **Playback Permissions** page of the Session Recording service
Citrix Cloud administrator assigned **only** the **Session Recording-ReadOnlyAdmin** role	Can play all recordings except restricted recordings by default, or can play only recordings that originate from users and groups, published applications and desktops, and delivery groups and VDAs you specify.	Shows as a full admin on the **Playback Permissions** page of the Session Recording service by default, or shows as a read-only admin on the **Playback Permissions** page of the Session Recording service when you specify the scope.

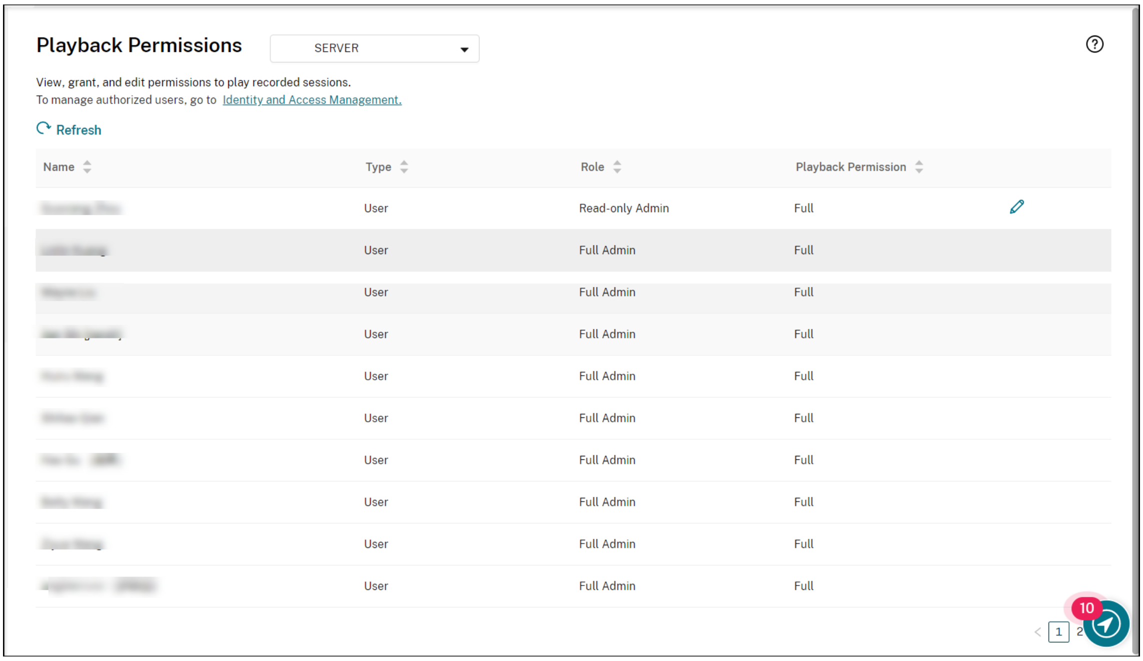
- For information about restricted recordings, see Place access restrictions on recordings.
- Citrix Cloud administrators assigned only the **Session Recording-ReadOnlyAdmin, All** role are called Session Recording read-only administrators later in this article. For more information, see Types of Session Recording administrators. You can limit playback permissions so that Session Recording read-only administrators can play only specific recordings from a target site.

Limit the playback permission of a Session Recording read-only administrator

To limit the playback permission of a Session Recording read-only administrator, complete the following steps:

1. Select **Configuration > Playback Permissions** from the left navigation of the Session Recording service.

   > **Note:**
   >
   > - The **Playback Permissions** menu in the left navigation of the Session Recording service is invisible for the administrators that are added through Azure AD groups. It is also invisible for Session Recording read-only administrators.
   > - All Session Recording administrators are listed on the **Playback Permissions** page.



Playback Permissions

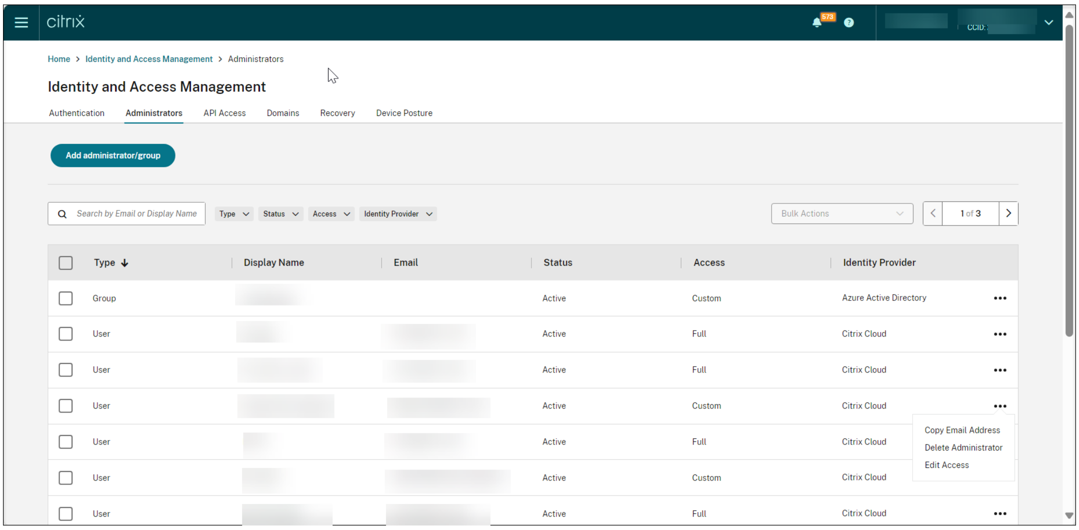
View, grant, and edit permissions to play recorded sessions.
To manage authorized users, go to Identity and Access Management.

Name	Type	Role	Playback Permission
[redacted]	User	Read-only Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full

2. Select a target site.
3. Target an administrator on the **Playback Permissions** page. To make the administrator a Session Recording read-only administrator, complete the following steps:

    a) Go to the **Identity and Access Management > Administrators** tab of the Citrix Cloud console.

    b) Locate the target administrator, click the ellipsis button, and select **Edit** access.

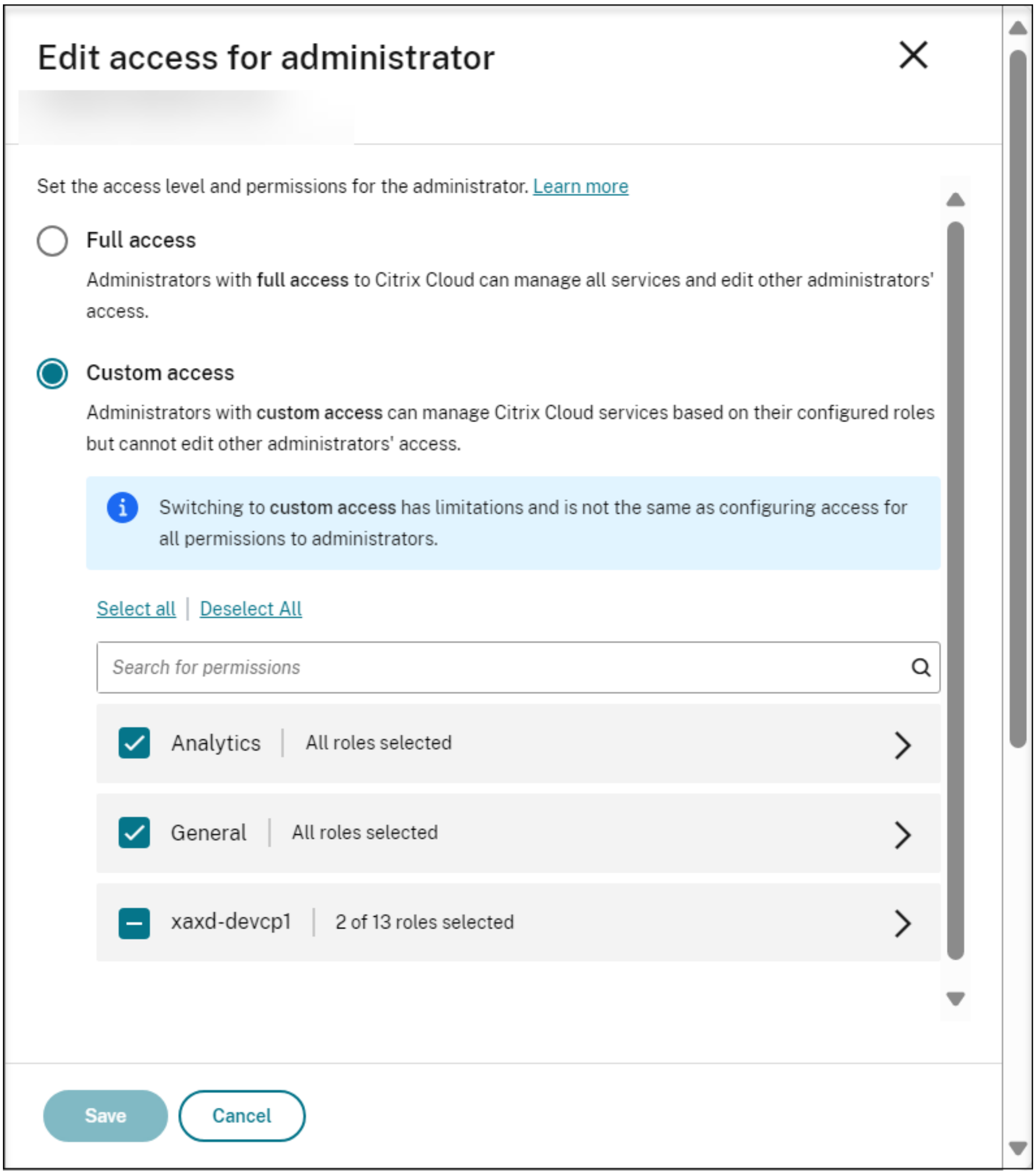


Home > Identity and Access Management > Administrators

Identity and Access Management

Type	Display Name	Email	Status	Access	Identity Provider
Group	[redacted]		Active	Custom	Azure Active Directory
User	[redacted]	[redacted]	Active	Full	Citrix Cloud
User	[redacted]	[redacted]	Active	Full	Citrix Cloud
User	[redacted]	[redacted]	Active	Custom	Citrix Cloud
User	[redacted]	[redacted]	Active	Full	Citrix Cloud
User	[redacted]	[redacted]	Active	Custom	Citrix Cloud
User	[redacted]	[redacted]	Active	Full	Citrix Cloud

    c) Select **Custom access**.



Edit access for administrator

[redacted]

Set the access level and permissions for the administrator. Learn more

○ Full access

Administrators with **full access** to Citrix Cloud can manage all services and edit other administrators' access.

● Custom access

Administrators with **custom access** can manage Citrix Cloud services based on their configured roles but cannot edit other administrators' access.

Switching to **custom access** has limitations and is not the same as configuring access for all permissions to administrators.

Select all | Deselect All

Search for permissions

☑ Analytics | All roles selected

☑ General | All roles selected

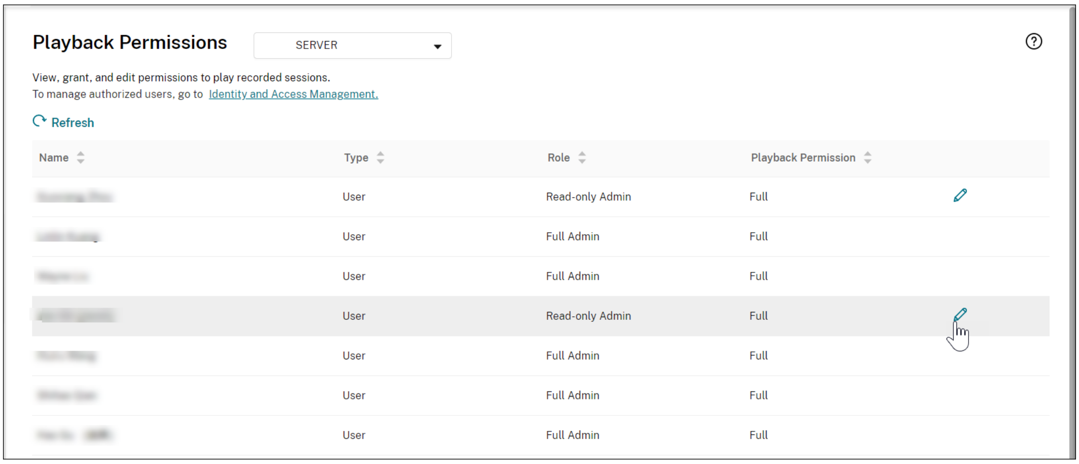
⊟ xaxd-devcp1 | 2 of 13 roles selected

d) Click the angle bracket to expand all roles.

e) Clear the check marks next to **Cloud Administrator**, **Session Recording-FullAdmin**, and **Session Recording-PrivilegedPlayerAdmin**. Select the check mark next to **Session Recording-ReadOnlyAdmin**.

f) Click **Save**.

g) Return to and refresh the **Playback Permissions** page of the Session Recording service. The Citrix Cloud administrator you edited shows as a Session Recording read-only administrator.



Playback Permissions SERVER

View, grant, and edit permissions to play recorded sessions.
To manage authorized users, go to Identity and Access Management.

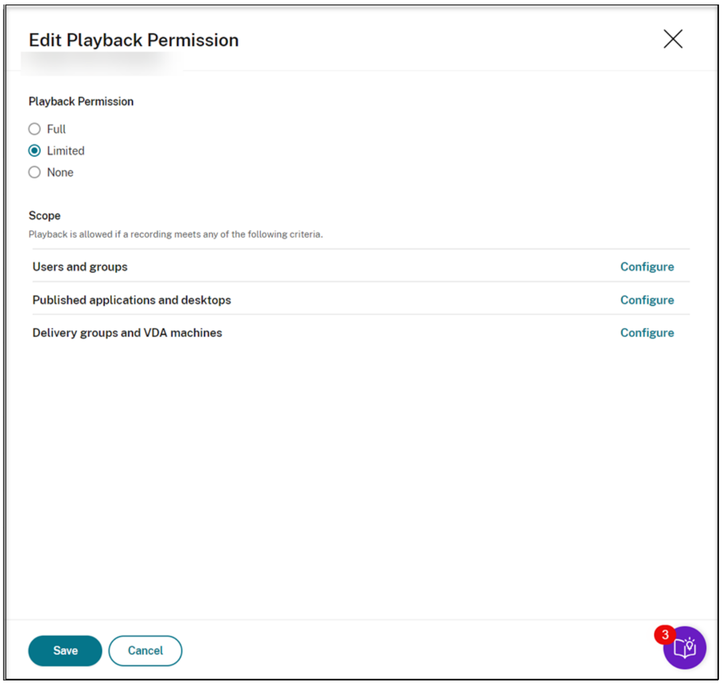
Refresh

Name	Type	Role	Playback Permission
[redacted]	User	Read-only Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Read-only Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full
[redacted]	User	Full Admin	Full

4. Click the **Edit** icon in the row of the Session Recording read-only administrator.

> **Tip:**
>
> A Session Recording read-only administrator can have **full** permission to play all recordings, **limited** permission to play only specific recordings, or **no** permission to play any recordings. Unless otherwise specified, a Session Recording read-only administrator has full permission to play all recordings.

5. To limit the recordings that the Session Recording read-only administrator can play, choose **Limited** on the **Edit Playback Permission** page. The **Scope** section appears on the **Edit Playback Permission** page.



Edit Playback Permission

[redacted]

Playback Permission

○ Full
● Limited
○ None

Scope

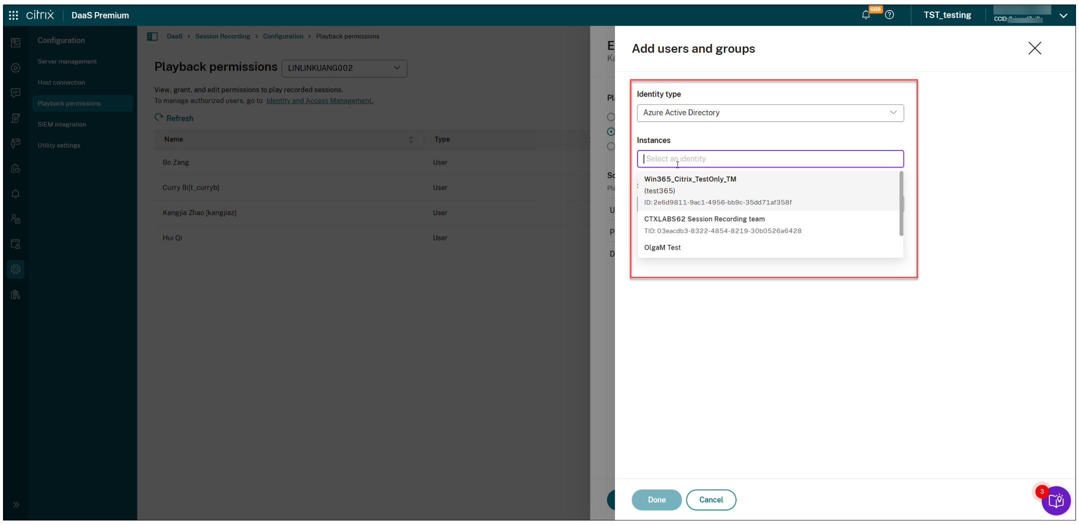
Playback is allowed if a recording meets any of the following criteria.

Users and groups	Configure
Published applications and desktops	Configure
Delivery groups and VDA machines	Configure

6. Click **Configure** to specify the scope of recordings that the Session Recording read-only admin-

istrator can play. Playback is allowed if a recording meets any of the following criteria.

- **Users and user groups**. Sets that the Session Recording read-only administrator can replay only the sessions that are opened by specific users and user groups. Both Azure Active Directory (Azure AD) and Active Directory identity types are supported. Selecting Azure AD as the identity provider allows you to choose an instance from the drop-down list. The available instances depend on your settings on the Citrix Cloud **Identity and Access Management > Authentication** tab.

  Playback permissions LINLINKUANG002

  View, grant, and edit permissions to play recorded sessions.
  To manage authorized users, go to Identity and Access Management.

Name	Type
Bo Zang	User
Curry Bi[t_curryb]	User
Kangjia Zhao [kangjiaz]	User
Hui Qi	User

  Add users and groups

  Identity type: Azure Active Directory

  Instances: Select an identity

  Win365_Citrix_TestOnly_TM (test365)
  ID: 2e6d9811-9ac1-4956-bb9c-35dd71af358f

  CTXLABS62 Session Recording team
  TID: 03eacdb3-8322-4854-8219-30b0526a6428

  OlgaM Test

  > **Note:**
  >
  > - The Azure AD identity support for configuring playback permissions is available with Session Recording server 2402 and later. It is a preview feature. Preview features might not be fully localized and are recommended for use in non-production environments. Citrix Technical Support doesn't support issues found with preview features.
  > - The corresponding identity type is displayed only when the site is connected to AD or Azure AD through Citrix Cloud's Identity and Access Management (IAM). You can check it on the **Authentication** tab of Citrix Cloud's IAM.

- **Published applications and desktops**. Sets that the Session Recording read-only administrator can replay only specific application and desktop sessions.
- **Delivery groups and VDA machines**. Sets that the Session Recording read-only administrator can replay only the sessions of specific delivery groups and VDAs.

Your settings might not show on the **Playback Permissions** page. The issue occurs after you upgrade to Session Recording 2204 or the initial release of Session Recording 2203 LTSR. As a workaround, run the following script in SQL Server Management Studio (SSMS) that corresponds to your Session Recording database:

```
ALTER procedure [dbo].[EnumPlayerUserDeliveryGroupPoliciesOnCloud]
as
begin
set nocount on

select 3 as RoleType,
a.ID as RoleAccountID,
h.principleName as PrincipleName,
a.IsEnabled as IsEnabled,
e.name as PolicyType,
d.DeliveryGroupID as AccountMemberAccountID,
g.Name as AccountMemberName

from PlayerUserCloudAccountRoleConfigure a,
PlayerUserPolicyConfigSetMember b,
PlayerUserPolicyDeliveryGroupSetMember d,
PlayerUserPolicyType e,
DeliveryGroup g,
PlayerUserCloudAccount h
where e.id=5
and b.PlayerUserPolicyTypeID = e.ID
and a.PlayerUserPolicyConfigSetID = b.PlayerUserPolicyConfigSetID
and b.PolicySetID = d.PlayerUserPolicyDeliveryGroupSetID
and g.ID=d.DeliveryGroupID
and h.ID=a.CloudAccountID

end
```

[SRT-8028]

Administrator permissions

September 7, 2025

Assign administrative permissions

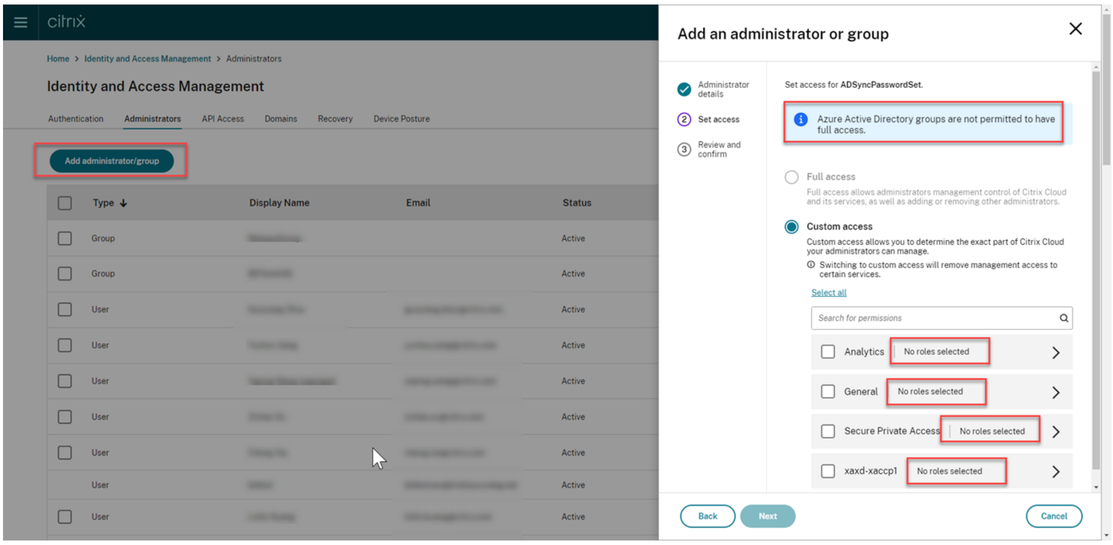
To assign permissions to administrators, go to the **Administrators** tab on the **Identity and Access Management** page of Citrix Cloud.

Video about assigning permissions to administrators:

Types of Session Recording cloud administrators

For the Session Recording service specifically, there are three types of cloud administrators, which are achieved by assigning different roles:

Type of Session Recording cloud administrator	Description
Full admin	Refers to a Citrix Cloud administrator assigned **Full access**, the **Cloud Administrator** role, or the **Session Recording-FullAdmin** role.
Privileged player admin	Refers to a Citrix Cloud administrator assigned **only** the **Session Recording-PrivilegedPlayerAdmin** role, or assigned the **Session Recording-PrivilegedPlayerAdmin** and the **Session Recording-ReadOnlyAdmin** roles.
Read-only admin	Refers to a Citrix Cloud administrator assigned **only** the **Session Recording-ReadOnlyAdmin** role.

> **Note:**
>
> The administrators that you add through Azure AD groups don't have any permissions initially. To assign them permissions, specify custom access that aligns with the administrators' roles in your organization.
>
> 
>
>

citrix
> Home > Identity and Access Management > Administrators
> Identity and Access Management
> Authentication
> Administrators
> API Access
> Domains
> Recovery
> Device Posture
> Add administrator/group
>
> | | Type ↓ | Display Name | Email | Status |
> |---|---|---|---|---|
> | □ | Group | [redacted] | | Active |
> | □ | Group | [redacted] | | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
>
> Add an administrator or group
>
> ✓ Administrator details
> ② Set access
> ③ Review and confirm
>
> Set access for **ADSyncPasswordSet**.
>
> Azure Active Directory groups are not permitted to have full access.
>
> ○ Full access
> Full access allows administrators management control of Citrix Cloud and its services, as well as adding or removing other administrators.
>
> ● Custom access
> Custom access allows you to determine the exact part of Citrix Cloud your administrators can manage.
> Switching to custom access will remove management access to certain services.
>
> Select all
>
> Search for permissions
>
> □ Analytics | No roles selected
> □ General | No roles selected
> □ Secure Private Access | No roles selected
> □ xaxd-xaccp1 | No roles selected
>
>

Add administrators from Azure AD

Administrative access to the Session Recording service is enabled for Azure Active Directory (AD) users and groups.

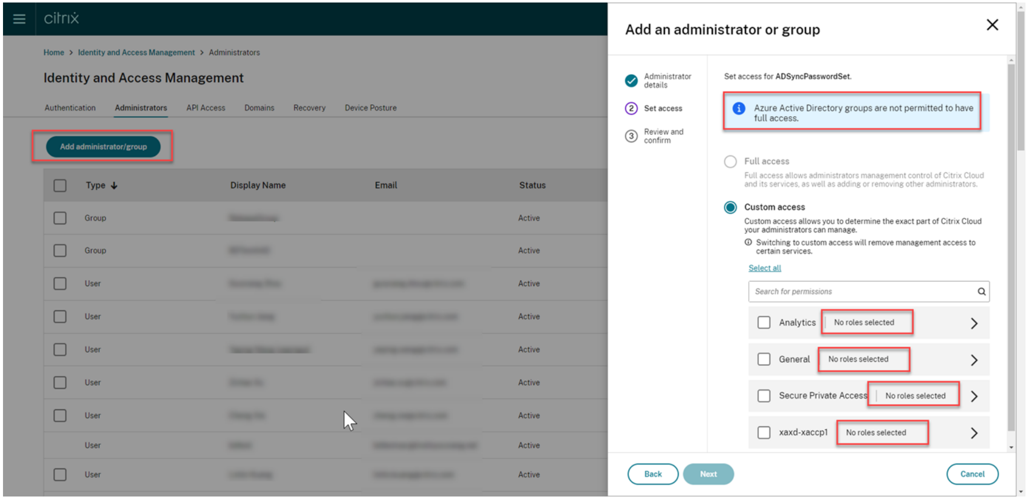
A general workflow to use the feature is as follows:

1. Connect your Citrix Cloud account to your Azure AD. For more information, see Connect Citrix Cloud to Azure AD.
2. Add administrators to Citrix Cloud from Azure AD.

   Citrix Cloud supports adding administrators either individually or as Azure AD groups.

   - To add individual administrators from Azure AD, see Add new administrators. When you add an administrator, Citrix sends them an invitation email. Before the administrator can sign in, they must accept the invitation.
   - To add Azure AD administrator groups to Citrix Cloud, see Add an administrator group to Citrix Cloud. Administrators that you add through Azure AD groups don't receive invitations and can sign in to Citrix Cloud immediately after you add them.
3. Specify permissions for the administrators that you add.

   For Session Recording specifically, there are three types of administrators, which are achieved by assigning different roles. For more information, see Types of Session Recording administrators.

> **Note:**
>
> - The administrators that you add through Azure AD groups don't have any permissions initially. To assign them permissions, specify custom access that aligns with the administrators'roles in your organization.
>
> 
>
>

citrix
> Home > Identity and Access Management > Administrators
> Identity and Access Management
> Authentication
> Administrators
> API Access
> Domains
> Recovery
> Device Posture
> Add administrator/group
>
> | □ | Type ↓ | Display Name | Email | Status |
> |---|---|---|---|---|
> | □ | Group | [redacted] | | Active |
> | □ | Group | [redacted] | | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
> | | User | [redacted] | [redacted] | Active |
> | □ | User | [redacted] | [redacted] | Active |
>
> Add an administrator or group
>
> ✓ Administrator details
> 2 Set access
> 3 Review and confirm
>
> Set access for **ADSyncPasswordSet**.
>
> Azure Active Directory groups are not permitted to have full access.
>
> ○ Full access
> Full access allows administrators management control of Citrix Cloud and its services, as well as adding or removing other administrators.
>
> ● **Custom access**
> Custom access allows you to determine the exact part of Citrix Cloud your administrators can manage.
> Switching to custom access will remove management access to certain services.
>
> Select all
>
> Search for permissions
>
> □ Analytics | No roles selected
> □ General | No roles selected
> □ Secure Private Access | No roles selected
> □ xaxd-xaccp1 | No roles selected
>
>
>
> - The **Playback Permissions** menu in the left navigation of the Session Recording service is invisible for the administrators that are added through Azure AD groups.
> - The **Generate command** button for cloud client installation is unavailable for the administrators that are added through Azure AD groups.

Permissions of Session Recording administrators

For the permissions of Session Recording administrators, see the following table:

		Full admin	Privileged player admin	Read-only admin
	Access the **Dashboard** page	Enabled	Disabled	Disabled
	Configure server settings	Enabled	Disabled	Disabled
	Configure policies	Enabled	Disabled	Disabled
	Place access restrictions on recordings	Enabled	Enabled	Enabled

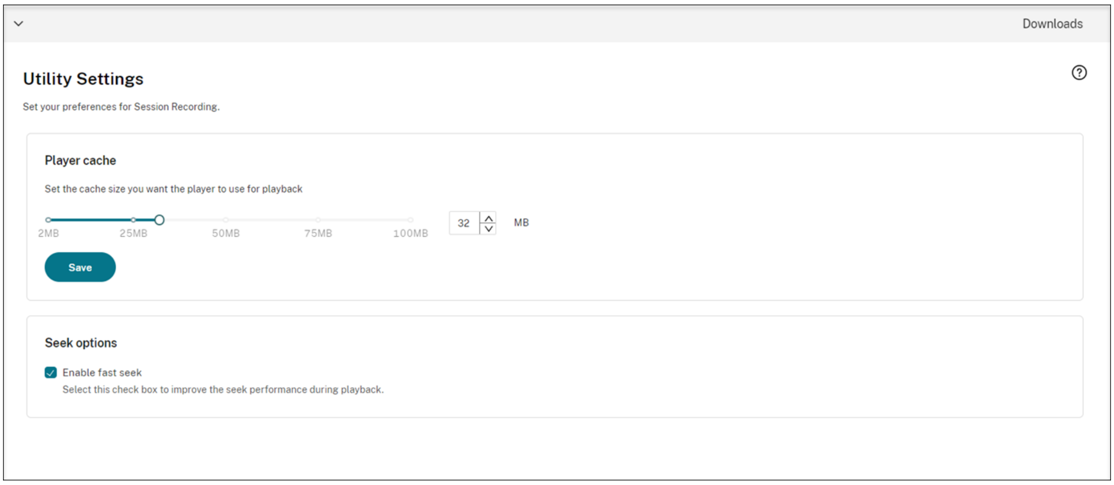
		Full admin	Privileged player admin	Read-only admin
	Remove access restrictions on recordings	Enabled	Enabled	Disabled
	Archive and delete recordings manually	Enabled	Enabled	Disabled
	Archive and delete recordings automatically	Enabled	Disabled	Disabled
	Configure playback permissions	Enabled	Disabled	Disabled

For information on configuring permissions for Session Recording read-only administrators, see Configure playback permissions.

Configure preferences

September 7, 2025

To configure your preferences for Session Recording, select **Configuration > Utility Settings** from the left navigation.



Utility Settings

Set your preferences for Session Recording.

Player cache

Set the cache size you want the player to use for playback

32 MB

Seek options

☑ Enable fast seek

Select this check box to improve the seek performance during playback.

You can configure the following preferences for Session Recording:

- **Player cache**. Drag the slider to set the cache size you want the player to use for playback.
- **Fast seek**. You can enable fast seeking through ICA® screen recording by configuring how often an I-Frame is generated. This feature significantly improves the playback seeking experience and is available with Session Recording 2308 and later.

View recordings

September 7, 2025

If sessions are recorded with the live playback feature enabled, you can view sessions that are in progress, with a delay of 1-2 seconds.

Sessions that have a longer duration or larger file size than the limits configured appear in more than one session file.

> **Note:**
>
> Grant users the right to access the recorded sessions of VDAs.

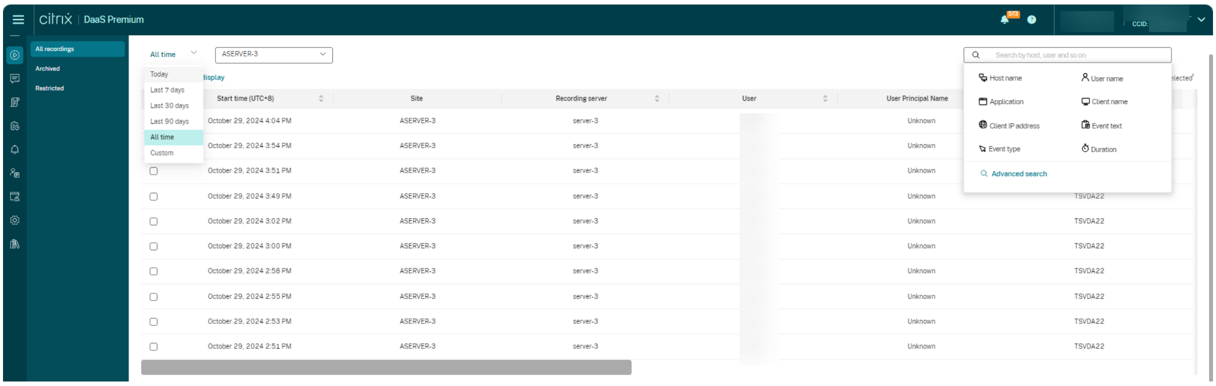
Search for recordings

September 7, 2025

Search for recordings

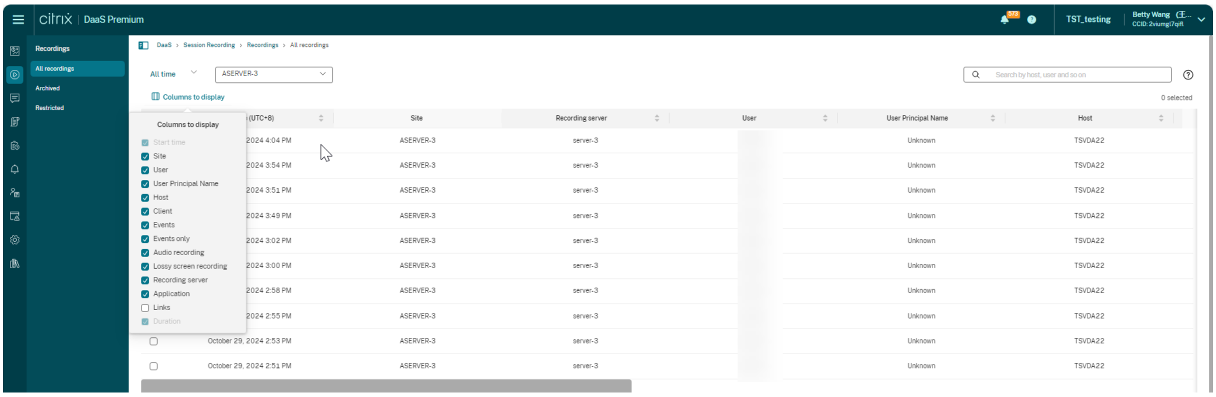
On each subpage of **Recordings**, you can search for recordings by specifying:

- A specific time period. The options include **Today**, **Last 7 days**, **Last 30 days**, **Last 90 days**, **All time**, and **Custom**.
- One or more sites.
- Filters include **Host name**, **Client name**, **User name**, **Application**, **Client IP address**, **Event text**, **Event type**, and **duration**.
- Advanced search criteria.



	Start time (UTC+8)	Site	Recording server	User	User Principal Name	
	October 29, 2024 4:04 PM	ASERVER-3	server-3		Unknown	
	October 29, 2024 3:54 PM	ASERVER-3	server-3		Unknown	
□	October 29, 2024 3:51 PM	ASERVER-3	server-3		Unknown	
□	October 29, 2024 3:49 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 3:02 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 3:00 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:58 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:55 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:53 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:51 PM	ASERVER-3	server-3		Unknown	TSVDA22

You can also specify **Columns to display**.



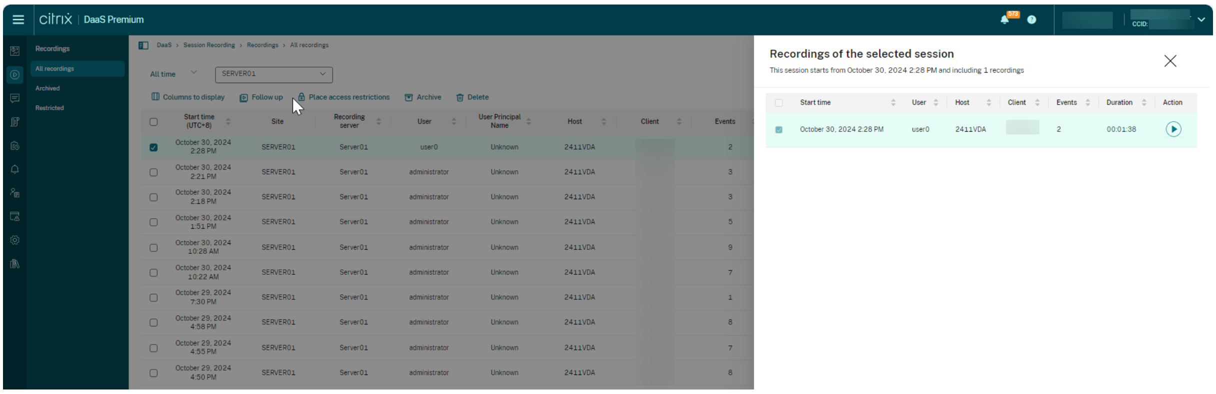
Columns to display

- ☑ Start time
- ☑ Site
- ☑ User
- ☑ User Principal Name
- ☑ Host
- ☑ Client
- ☑ Events
- ☑ Events only
- ☑ Audio recording
- ☑ Lossy screen recording
- ☑ Recording server
- ☑ Application
- □ Links
- ☑ Duration

	(UTC+8)	Site	Recording server	User	User Principal Name	Host
	2024 4:04 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 3:54 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 3:51 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 3:49 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 3:02 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 3:00 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 2:58 PM	ASERVER-3	server-3		Unknown	TSVDA22
	2024 2:55 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:53 PM	ASERVER-3	server-3		Unknown	TSVDA22
□	October 29, 2024 2:51 PM	ASERVER-3	server-3		Unknown	TSVDA22

Show all recordings of a session

You can select a recording and click the **Follow up** button to show all recordings of the recorded session.



□	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events
☑	October 30, 2024 2:28 PM	SERVER01	Server01	user0	Unknown	2411VDA		2
□	October 30, 2024 2:21 PM	SERVER01	Server01	administrator	Unknown	2411VDA		3
□	October 30, 2024 2:18 PM	SERVER01	Server01	administrator	Unknown	2411VDA		3
□	October 30, 2024 1:51 PM	SERVER01	Server01	administrator	Unknown	2411VDA		5
□	October 30, 2024 10:28 AM	SERVER01	Server01	administrator	Unknown	2411VDA		9
□	October 30, 2024 10:22 AM	SERVER01	Server01	administrator	Unknown	2411VDA		7
□	October 29, 2024 7:30 PM	SERVER01	Server01	administrator	Unknown	2411VDA		1
□	October 29, 2024 4:58 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8
□	October 29, 2024 4:55 PM	SERVER01	Server01	administrator	Unknown	2411VDA		7
□	October 29, 2024 4:50 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8

Recordings of the selected session

This session starts from October 30, 2024 2:28 PM and including 1 recordings

□	Start time	User	Host	Client	Events	Duration	Action
☑	October 30, 2024 2:28 PM	user0	2411VDA		2	00:01:38	▶

Place access restrictions on recordings

Overview

You can restrict access to selected recordings from within the Session Recording service. In addition to playback permissions, this feature provides more granular access control.

Citrix Cloud™ administrators assigned any of the following access permissions are allowed to place access restrictions on recordings:

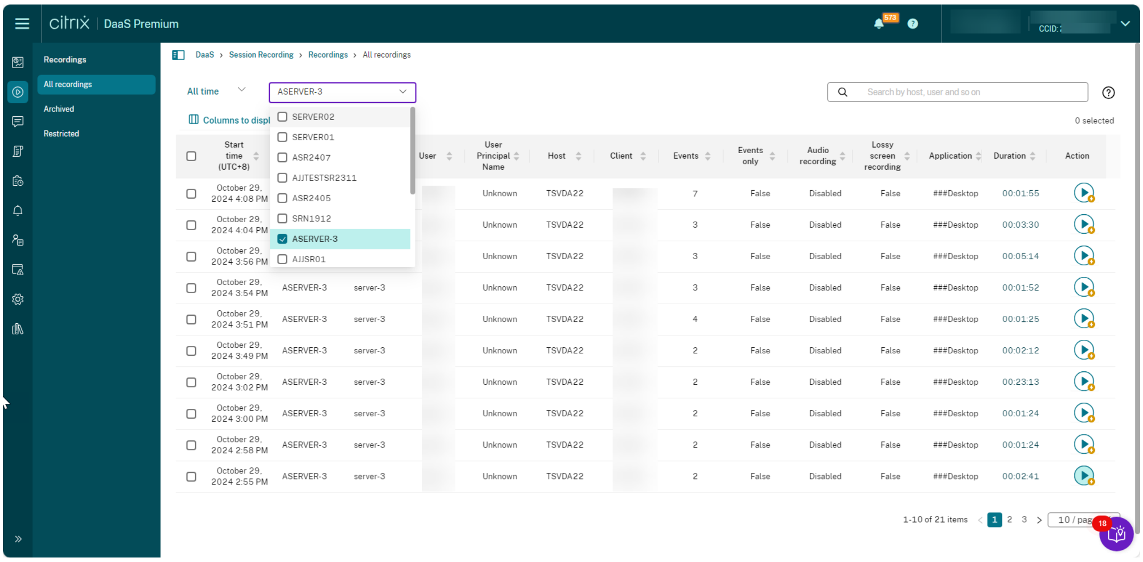
- Full access
- **Cloud Administrator** role
- **Session Recording-FullAdmin** role
- **Session Recording-PrivilegedPlayerAdmin** role
- **Session Recording-ReadOnlyAdmin** role

Restricted recordings are not accessible to Session Recording read-only administrators, that is, Citrix Cloud administrators assigned **only** the **Session Recording-ReadOnlyAdmin** role. Session Recording read-only administrators do not have permission to access the **Restricted** page or remove access restrictions on the page.

> **Note:**
>
> - This feature requires Session Recording server 2209 or later.
> - Placing access restrictions on live recordings is not supported.

Place and remove access restrictions on target recordings

1. Select **Recordings > All Recordings** from the left navigation of the Session Recording service.
2. Select a site consisting of Session Recording server 2209 or later.



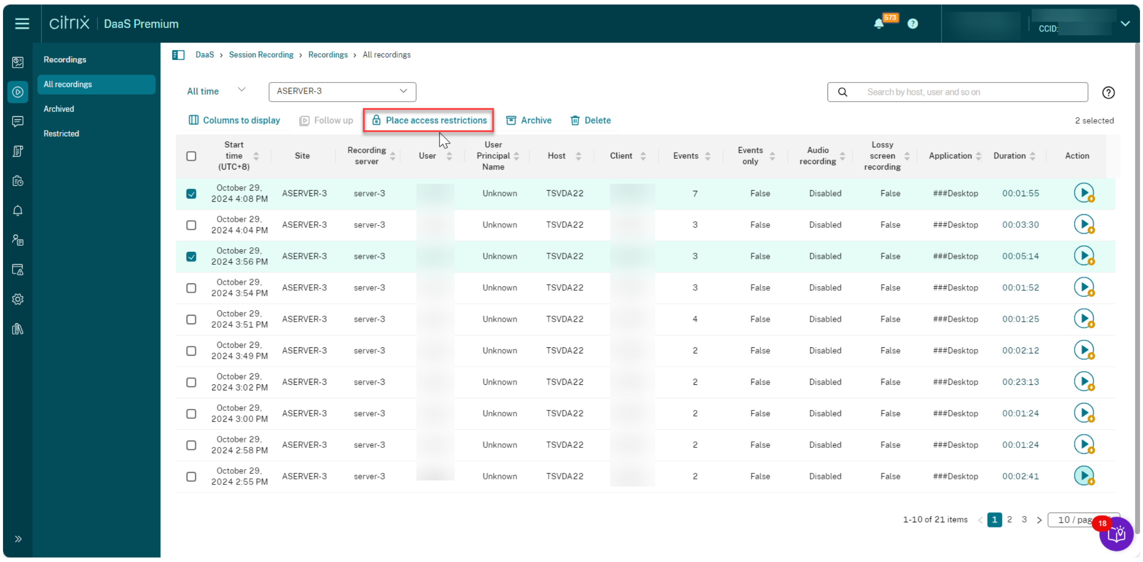
☐	Start time (UTC+8)			User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Action
☐	October 29, 2024 4:08 PM			[redacted]	Unknown	TSVDA22	[redacted]	7	False	Disabled	False	###Desktop	00:01:55	▶
☐	October 29, 2024 4:04 PM			[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:03:30	▶
☐	October 29, 2024 3:56 PM			[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:05:14	▶
☐	October 29, 2024 3:54 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:01:52	▶
☐	October 29, 2024 3:51 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	4	False	Disabled	False	###Desktop	00:01:25	▶
☐	October 29, 2024 3:49 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:12	▶
☐	October 29, 2024 3:02 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:23:13	▶
☐	October 29, 2024 3:00 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
☐	October 29, 2024 2:58 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
☐	October 29, 2024 2:55 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:41	▶

1-10 of 21 items < 1 2 3 > 10 / pag

3. On the **All Recordings** page, select one or more target recordings.

   > **Note:**
   >
   > We recommend you select no more than 40 recordings at a time. Otherwise, access restrictions can fail.

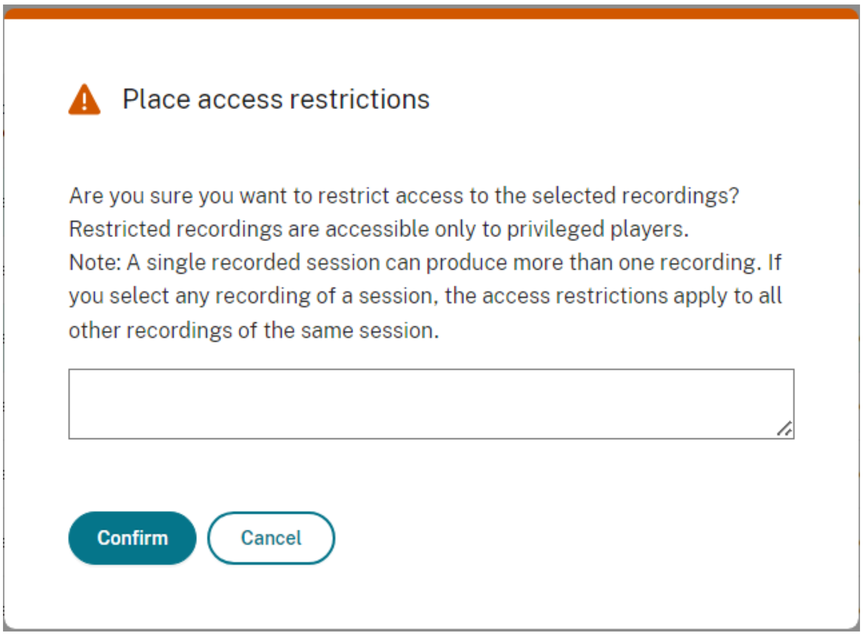
4. Click **Place access restrictions**.



	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Action
☑	October 29, 2024 4:08 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	7	False	Disabled	False	###Desktop	00:01:55	▶
□	October 29, 2024 4:04 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:03:30	▶
☑	October 29, 2024 3:56 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:05:14	▶
□	October 29, 2024 3:54 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:01:52	▶
□	October 29, 2024 3:51 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	4	False	Disabled	False	###Desktop	00:01:25	▶
□	October 29, 2024 3:49 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:12	▶
□	October 29, 2024 3:02 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:23:13	▶
□	October 29, 2024 3:00 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
□	October 29, 2024 2:58 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
□	October 29, 2024 2:55 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:41	▶

1-10 of 21 items < 1 2 3 > 10 / pag

5. Read the prompt and then click **Confirm**.

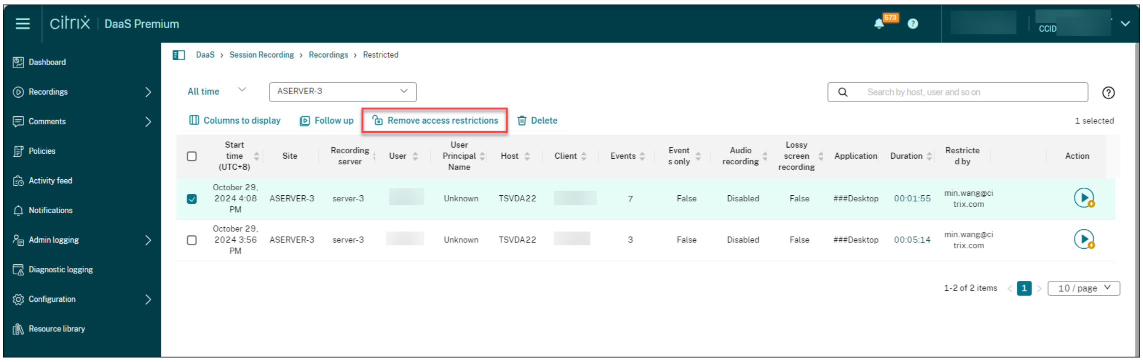


Place access restrictions

Are you sure you want to restrict access to the selected recordings? Restricted recordings are accessible only to privileged players.
Note: A single recorded session can produce more than one recording. If you select any recording of a session, the access restrictions apply to all other recordings of the same session.

6. Verify that the selected recordings on which you placed access restrictions are moved from the **All Recordings** page to the **Restricted** page.

7. On the **Restricted** page, remove access restrictions as needed. With access restrictions removed, recordings are moved back to the **All Recordings** page.



☐	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Restricted by	Action
☑	October 29, 2024 4:08 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	7	False	Disabled	False	###Desktop	00:01:55	min.wang@citrix.com	▶
☐	October 29, 2024 3:56 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:05:14	min.wang@citrix.com	▶

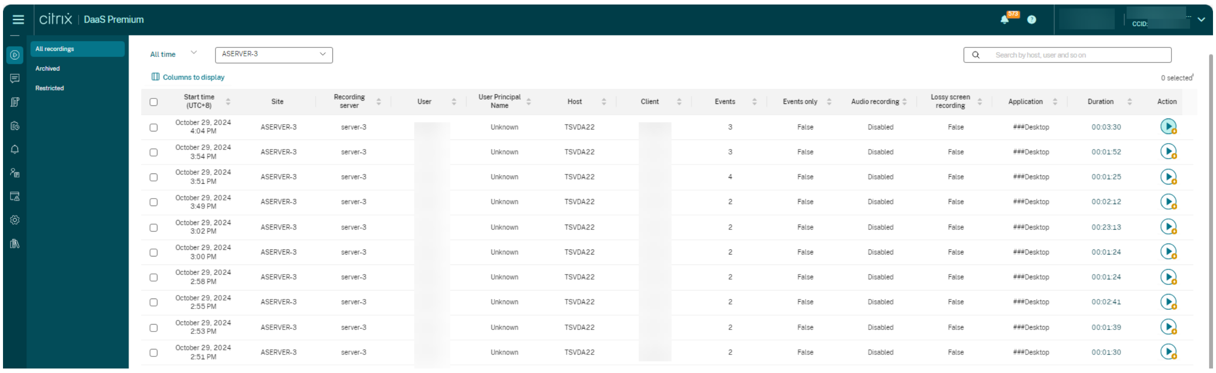
Open and play recordings

June 3, 2025

Open and play recordings

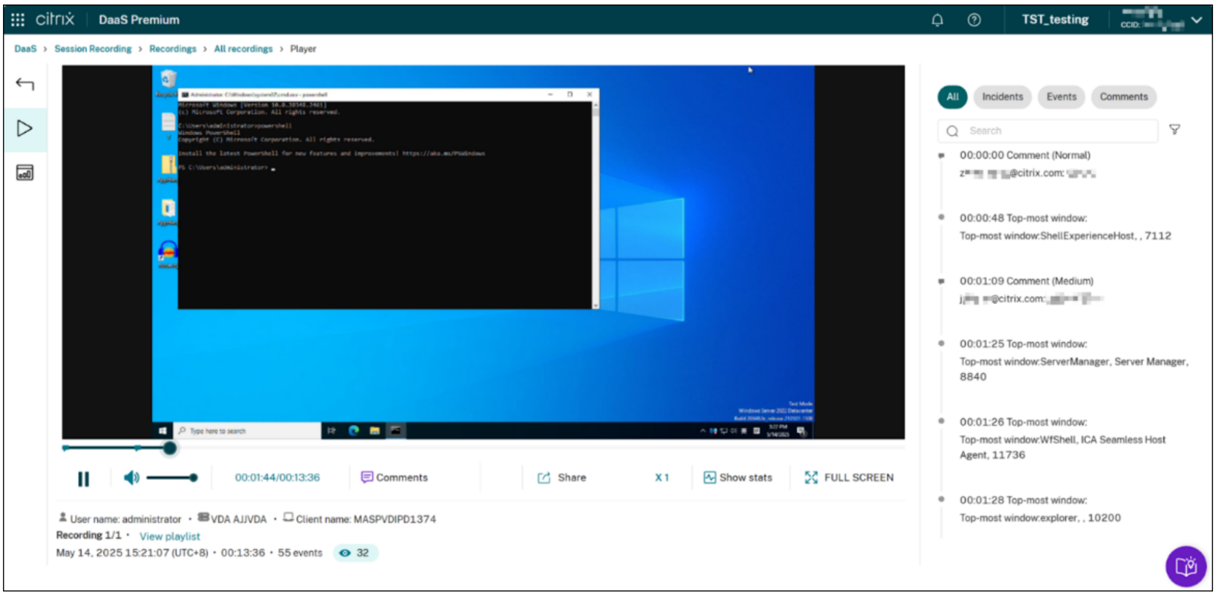
> **Tip:**
>
> Use a machine with a GPU for a better playback experience on it.

You can play live and completed recordings. Click the play button. Playback starts after memory caching.



☐	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Action
☐	October 29, 2024 4:04 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:03:30	▶
☐	October 29, 2024 3:54 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:01:52	▶
☐	October 29, 2024 3:51 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	4	False	Disabled	False	###Desktop	00:01:25	▶
☐	October 29, 2024 3:49 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:12	▶
☐	October 29, 2024 3:02 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:23:13	▶
☐	October 29, 2024 3:00 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
☐	October 29, 2024 2:58 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
☐	October 29, 2024 2:55 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:41	▶
☐	October 29, 2024 2:53 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:39	▶
☐	October 29, 2024 2:51 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:30	▶

The playback page provides comprehensive controls and information. For an example, see the following screen capture. Notice at the bottom of the player, next to the recording date and time, a count indicates how many times the recording has been played.



User name: administrator • VDA AJIVDA • Client name: MASPVDIPD1374
Recording 1/1 • View playlist
May 14, 2025 15:21:07 (UTC+8) • 00:13:36 • 55 events • 32

00:00:00 Comment (Normal)
z[redacted]@citrix.com: [redacted]

00:00:48 Top-most window:
Top-most window:ShellExperienceHost, , 7112

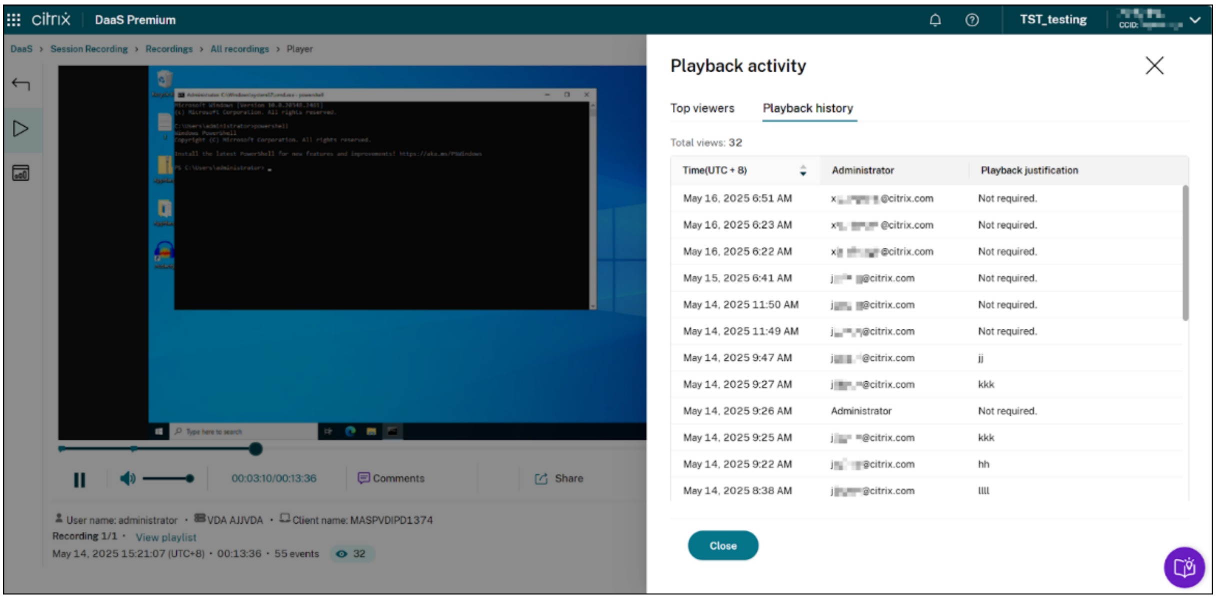
00:01:09 Comment (Medium)
j[redacted]@citrix.com: [redacted]

00:01:25 Top-most window:
Top-most window:ServerManager, Server Manager, 8840

00:01:26 Top-most window:
Top-most window:WfShell, ICA Seamless Host Agent, 11736

00:01:28 Top-most window:
Top-most window:explorer, , 10200

Clicking this playback count opens the Playback activity panel. This panel has two tabs: Top viewers, which displays a list of users who have played this recording most frequently, and Playback history, which shows a detailed log of each time the recording was played, including the viewer, timestamp, and any justification provided (if applicable).



User name: administrator • VDA AJIVDA • Client name: MASPVDIPD1374
Recording 1/1 • View playlist
May 14, 2025 15:21:07 (UTC+8) • 00:13:36 • 55 events • 32

Playback activity

Total views: 32

Time(UTC + 8)	Administrator	Playback justification
May 16, 2025 6:51 AM	x[redacted]@citrix.com	Not required.
May 16, 2025 6:23 AM	x[redacted]@citrix.com	Not required.
May 16, 2025 6:22 AM	x[redacted]@citrix.com	Not required.
May 15, 2025 6:41 AM	j[redacted]@citrix.com	Not required.
May 14, 2025 11:50 AM	j[redacted]@citrix.com	Not required.
May 14, 2025 11:49 AM	j[redacted]@citrix.com	Not required.
May 14, 2025 9:47 AM	j[redacted]@citrix.com	jj
May 14, 2025 9:27 AM	j[redacted]@citrix.com	kkk
May 14, 2025 9:26 AM	Administrator	Not required.
May 14, 2025 9:25 AM	j[redacted]@citrix.com	kkk
May 14, 2025 9:22 AM	j[redacted]@citrix.com	hh
May 14, 2025 8:38 AM	j[redacted]@citrix.com	llll

Tip:

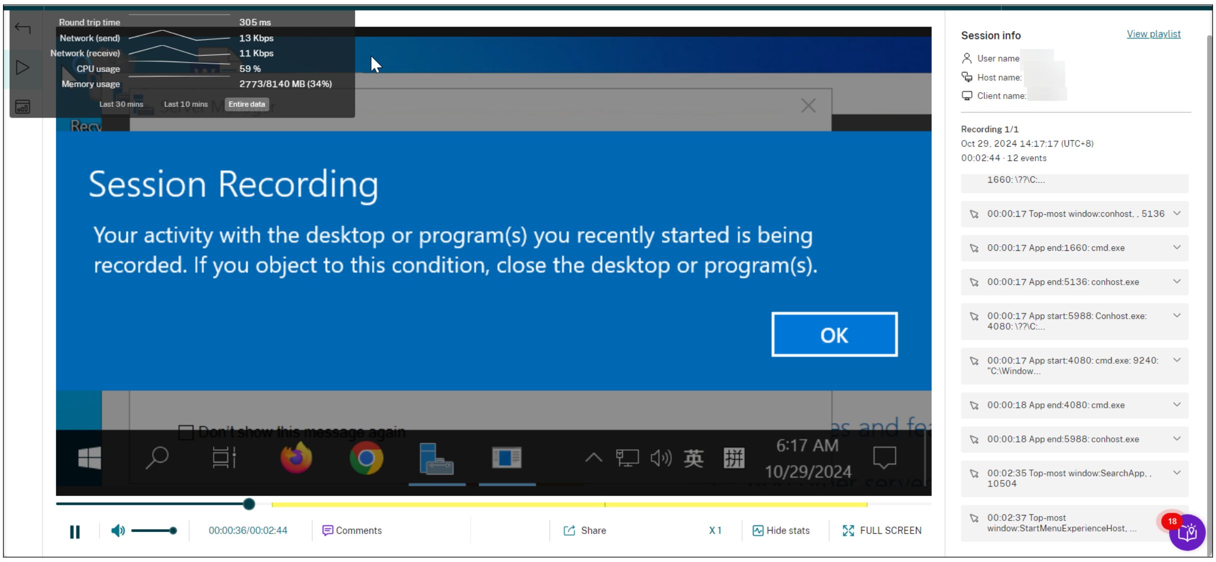
- Clicking the session progress time lets you switch to the absolute date and time the session was recorded.
- For an event-only recording, the play icon in the upper left corner is unavailable.

Player controls

For a description of the player controls, see the following table:

Player Control	Description
Play button	Plays the selected recording file.
Mute/unmute button	Determines whether to remove audio during playback.
Progress bar	You can drag the progress bar during playback. Idle periods of recorded sessions are highlighted during playback.
Current position of recording playback	Indicates the current position of the recording playback and the total recording duration. The time format is HH:MM:SS.
Comments	Lets you click and leave a comment about the recording being played.
Share	Lets you share the recording as restricted and unrestricted links.
Show stats	Shows the overlay that features data points related to the recorded session.
Hide stats	Hides the session data overlay.
Playback speed	Indicates the current speed of playback. Click the icon to switch between options including X0.5, X1, X2, and X4.
Full screen	Displays the playback in full screen.
Exit full screen button	Displays the playback within the webpage.

In the right pane of the playback page, the **Events** and **Comments** filters, quick search box, and some recording data are available:



Round trip time 305 ms
Network (send) 13 Kbps
Network (receive) 11 Kbps
CPU usage 59 %
Memory usage 2773/8140 MB (34%)

Session Recording

Your activity with the desktop or program(s) you recently started is being recorded. If you object to this condition, close the desktop or program(s).

☐ Don't show this message again

Session info

User name [redacted]
Host name: [redacted]
Client name: [redacted]

Recording 1/1
Oct 29, 2024 14:17:17 (UTC+8)
00:02:44 · 12 events

1660: \??\C:...
00:00:17 Top-most window:conhost, , 5136
00:00:17 App end:1660: cmd.exe
00:00:17 App end:5136: conhost.exe
00:00:17 App start:5988: Conhost.exe: 4080: \??\C:...
00:00:17 App start:4080: cmd.exe: 9240: "C:\Window...
00:00:18 App end:4080: cmd.exe
00:00:18 App end:5988: conhost.exe
00:02:35 Top-most window:SearchApp, , 10504
00:02:37 Top-most window:StartMenuExperienceHost, ...

- The date and time on the player machine. In this example, **Oct 29, 2024** and **14:17:17**.
- The duration of the recording in playback. In this example, **00:02:44**.
- The number of events in the recording. In this example, **12 EVENTS**.
- The name of the user whose session was recorded.
- The host name of the VDA where the recorded session was hosted.
- The name of the client device where the session was running.
- Options for sorting search results: Select **All**, **Events**, or **Comments** to sort search results.
- Event filters. You can select more than one filter to search for events in the current recording.
- Event list. Clicking an event on the list takes you to the position of the event in the recording.
- Quick search box. The **search events** quick search box helps to quickly narrow down a list of events in the current recording.

Share recordings as links

September 7, 2025

Overview

You can share recordings as restricted and unrestricted links from the cloud player. Other users can use the links to access the shared recordings directly, which obliterates the need to search among many recordings. If you share a recording as a restricted link, only users who already have playback permission can view the recording using the link. If you share a recording as an unrestricted link, anyone in your AD domain can view the recording using the link.

> **Note:**
>
> - Sharing recordings as restricted links requires Session Recording 2203 or later.
> - Sharing recordings as unrestricted links requires Session Recording 2305 or later.

For unrestricted recording sharing, you can further:

- Specify whether to issue email notifications to specific recipients when an unrestricted recording link is generated. For more information, see Notifications.
- View the events related to unrestricted recording sharing on the **Events** tab of the activity feed.

To facilitate managing unrestricted links, the Session Recording service lets you:

- Set a validity period for each of the links.
- (Optional) Enter a justification when generating the links.
- Get an overview of which recordings have been shared as unrestricted links.
- View all unrestricted links of a specific recording.
- Know which users have accessed an unrestricted link.
- Revoke unrestricted links that haven't expired.
- Clear invalid links that have expired or revoked.

To share recordings as links and manage unrestricted links, you **must** have full access to the Session Recording service. It means that you must be a Citrix Cloud™ administrator assigned any of the following permissions:

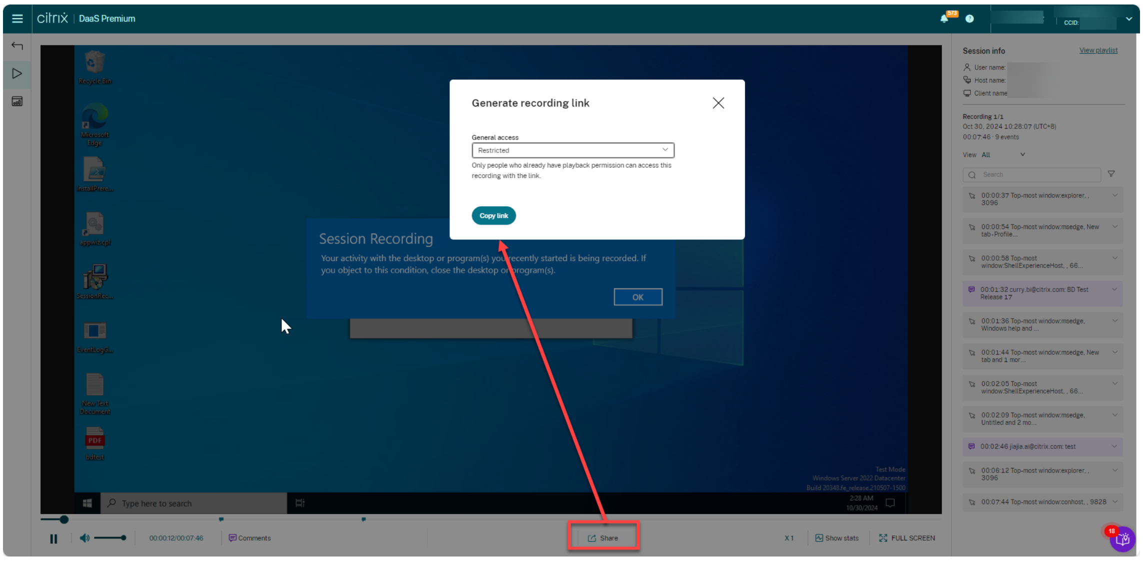
- **Full access**
- **Cloud Administrator** role
- **Session Recording-FullAdmin** role

> **Note:**
>
> - To view a recording using an unrestricted link, users must enter a justification.

Share recordings as restricted links

To share recordings as restricted links, complete the following steps:

1. In the cloud player, open and play the recording that you want to share.
2. Click **Share** on the playback page of the recording. The **Generate recording link** dialog appears.



Generate recording link

General access

Restricted

Only people who already have playback permission can access this recording with the link.

3. Select **Restricted** from the **General access** drop-down list.
4. Click **Copy link**.

   After you click **Copy link**, either of the following messages appears, indicating a successful or failed operation respectively:

   - **The URL to the shared recording has been copied to the clipboard**
   - **Sharing the recording URL failed**

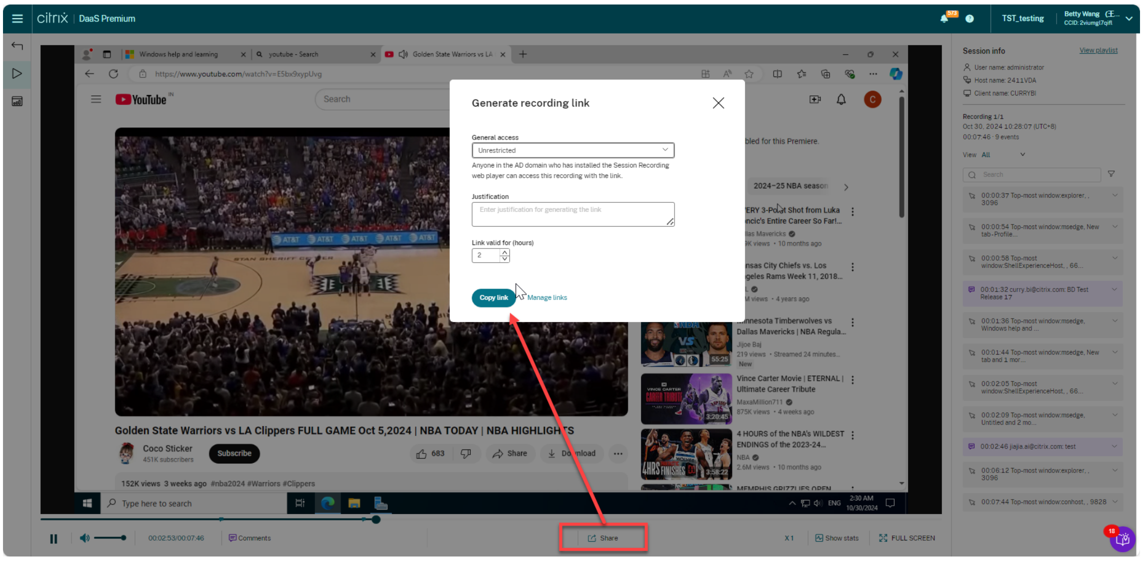
5. Share the generated URL link with users who already have playback permission.

   Pasting the link in the address bar lets you jump to the location where the link was copied.

Share recordings as unrestricted links

To share recordings as unrestricted links, complete the following steps:

1. In the cloud player, open and play the recording that you want to share.
2. Click **Share** on the playback page of the recording. The **Generate recording link** dialog appears.
3. Select **Unrestricted** from the **General access** drop-down list.



Generate recording link

General access: Unrestricted

Anyone in the AD domain who has installed the Session Recording web player can access this recording with the link.

Justification: Enter justification for generating the link

Link valid for (hours): 2

4. (Optional) Enter your justification for sharing the recording.
5. Set an expiration period for the link to be generated.
6. Click **Copy link**.

   After you click **Copy link**, either of the following messages appears, indicating a successful or failed operation respectively:

   - **The URL to the shared recording has been copied to the clipboard**
   - **Sharing the recording URL failed**

7. Share the generated URL link with anyone in your AD domain.

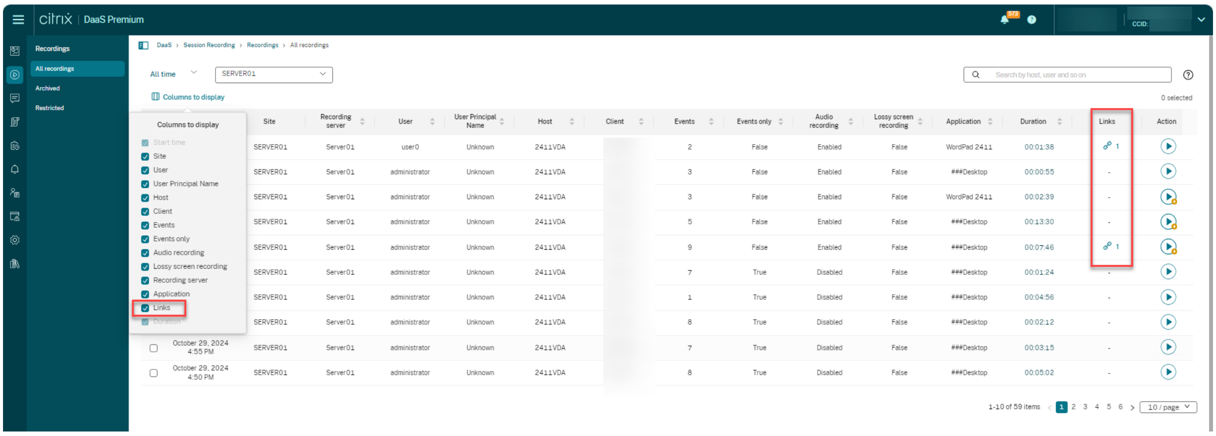
   Pasting the link in the address bar lets you jump to the location where the URL link was copied.

   > **Note:**
   >
   > - To view a recording using an unrestricted link, users must enter a justification.
   > - The actions of generating unrestricted links are logged on the **Events** tab of the activity feed.
   > - For unrestricted recording sharing, you can specify whether to issue email notifications to specific recipients when an unrestricted recording link is generated. For more information, see Notifications.

Manage unrestricted links

View which recordings have been shared as unrestricted links

To get an overview of which recordings have been shared as unrestricted links, check the **Links** column on the **All Recordings** page. If the **Links** column doesn't show up, click **Columns to display** and then select **Links**.



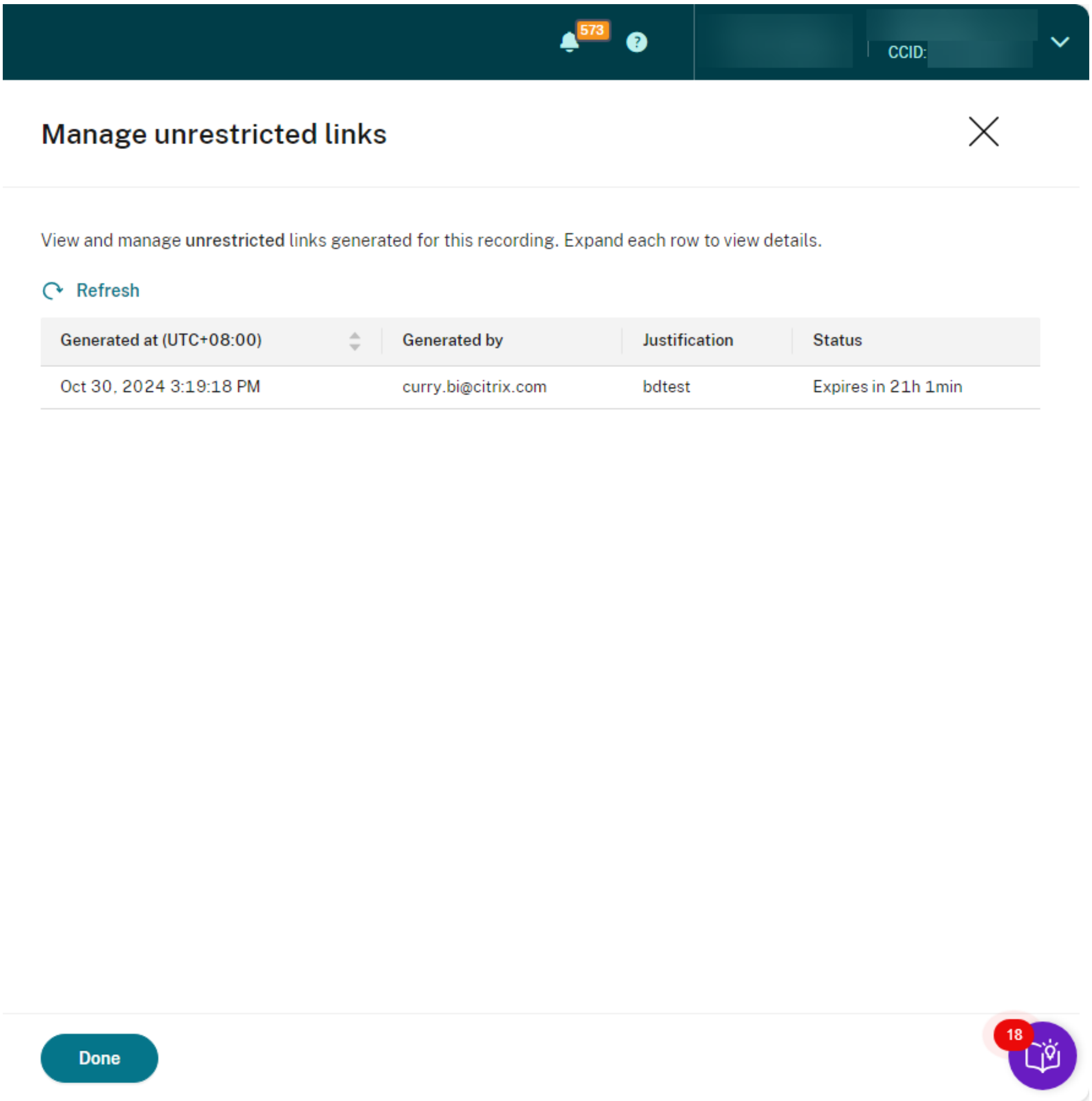
Columns to display

- ☑ Start time
- ☑ Site
- ☑ User
- ☑ User Principal Name
- ☑ Host
- ☑ Client
- ☑ Events
- ☑ Events only
- ☑ Audio recording
- ☑ Lossy screen recording
- ☑ Recording server
- ☑ Application
- ☑ Links
- ☑ Duration

		Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Links	Action
		SERVER01	Server01	user0	Unknown	2411VDA		2	False	Enabled	False	WordPad 2411	00:01:38	1	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	###Desktop	00:00:55	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	WordPad 2411	00:02:39	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		5	False	Enabled	False	###Desktop	00:13:30	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		9	False	Enabled	False	###Desktop	00:07:46	1	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:01:24	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		1	True	Disabled	False	###Desktop	00:04:56	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:02:12	-	▶
□	October 29, 2024 4:55 PM	SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:03:15	-	▶
□	October 29, 2024 4:50 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:05:02	-	▶

1-10 of 59 items < 1 2 3 4 5 6 > 10 / page

After you click the link icon corresponding to a recording, the details about unrestricted links generated for the current recording appear, for example:



Manage unrestricted links

View and manage **unrestricted** links generated for this recording. Expand each row to view details.

Refresh

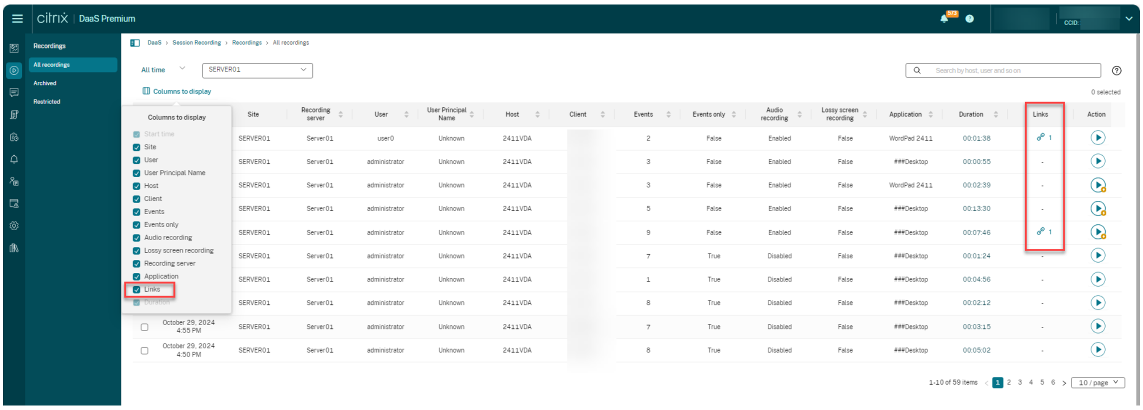
Generated at (UTC+08:00)	Generated by	Justification	Status
Oct 30, 2024 3:19:18 PM	curry.bi@citrix.com	bdtest	Expires in 21h 1min

Done

View and manage unrestricted links of a specific recording

1. Open the **Manage unrestricted links** page.

   Method 1: On the **All Recordings** page, click the link icon in the **Links** column next to a specific recording.



citrix | DaaS Premium
Recordings
All recordings
Archived
Restricted
DaaS > Session Recording > Recordings > All recordings
Search by host, user and so on

All time SERVER01

Columns to display

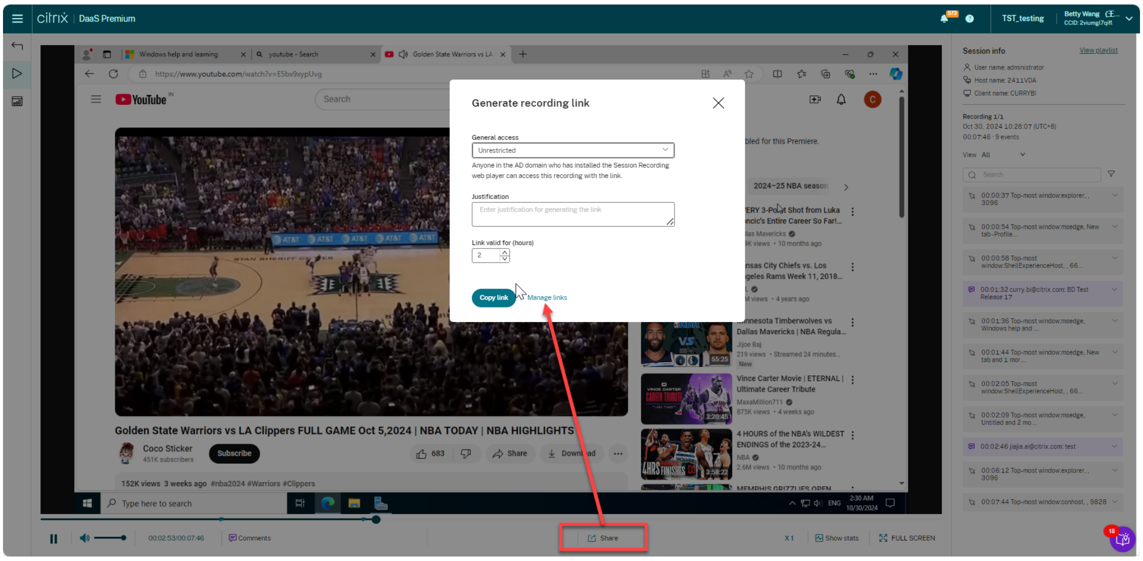
Columns to display: ☑ Start time ☑ Site ☑ User ☑ User Principal Name ☑ Host ☑ Client ☑ Events ☑ Events only ☑ Audio recording ☑ Lossy screen recording ☑ Recording server ☑ Application ☑ Links ☑ Duration

0 selected

	Start time	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Links	Action
		SERVER01	Server01	user0	Unknown	2411VDA		2	False	Enabled	False	WordPad 2411	00:01:38	1	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	###Desktop	00:00:55	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	WordPad 2411	00:02:39	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		5	False	Enabled	False	###Desktop	00:13:30	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		9	False	Enabled	False	###Desktop	00:07:46	1	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:01:24	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		1	True	Disabled	False	###Desktop	00:04:56	-	▶
		SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:02:12	-	▶
□	October 29, 2024 4:55 PM	SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:03:15	-	▶
□	October 29, 2024 4:50 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:05:02	-	▶

1-10 of 59 items < 1 2 3 4 5 6 > 10 / page

Method 2: Click **Manage Links** in the **Generate recording link** dialog.



Generate recording link

General access: Unrestricted

Anyone in the AD domain who has installed the Session Recording web player can access this recording with the link.

Justification: Enter justification for generating the link

Link valid for (hours): 2

Copy link Manage links

Session info

User name: administrator

Host name: 2411VDA

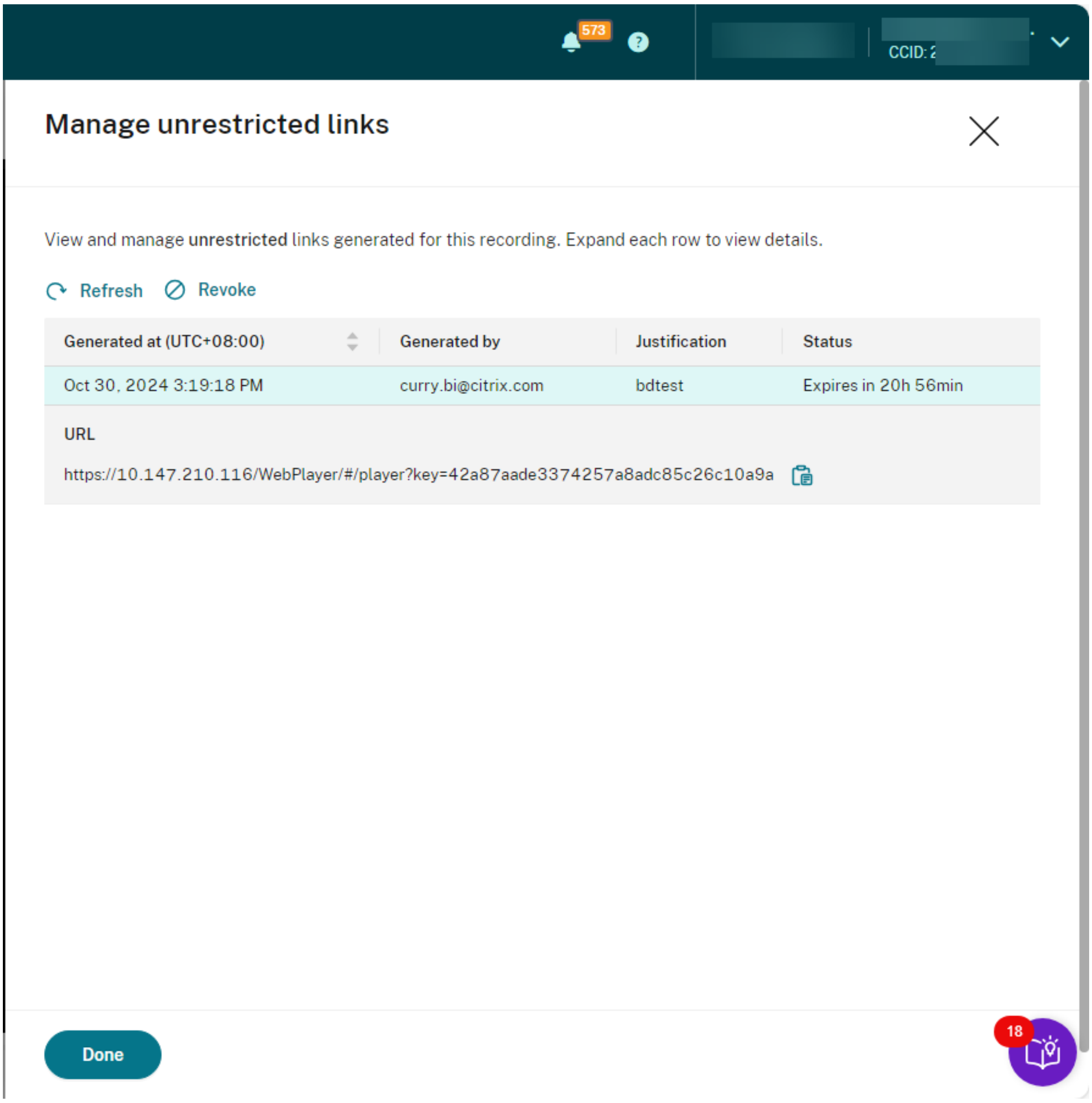
Client name: CURRYBI

Recording 1/1

Oct 30, 2024 10:28:07 (UTC+8)

00:07:46 · 9 events

2. On the **Manage unrestricted links** page, expand each row to view details about the unrestricted links that are generated for the specific recording.



Manage unrestricted links

View and manage **unrestricted** links generated for this recording. Expand each row to view details.

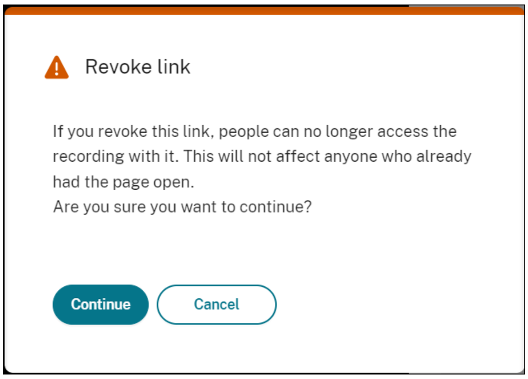
Generated at (UTC+08:00)	Generated by	Justification	Status
Oct 30, 2024 3:19:18 PM	curry.bi@citrix.com	bdtest	Expires in 20h 56min

URL

https://10.147.210.116/WebPlayer/#/player?key=42a87aade3374257a8adc85c26c10a9a

3. (Optional) To revoke a link, select it and then click **Revoke** that appears.

   After you click **Revoke**, you are prompted to confirm the action.



Revoke link

If you revoke this link, people can no longer access the recording with it. This will not affect anyone who already had the page open.
Are you sure you want to continue?

4. (Optional) To remove the links that have expired or revoked, click **Clear invalid links**.

Specify players for a site

November 11, 2024

Overview

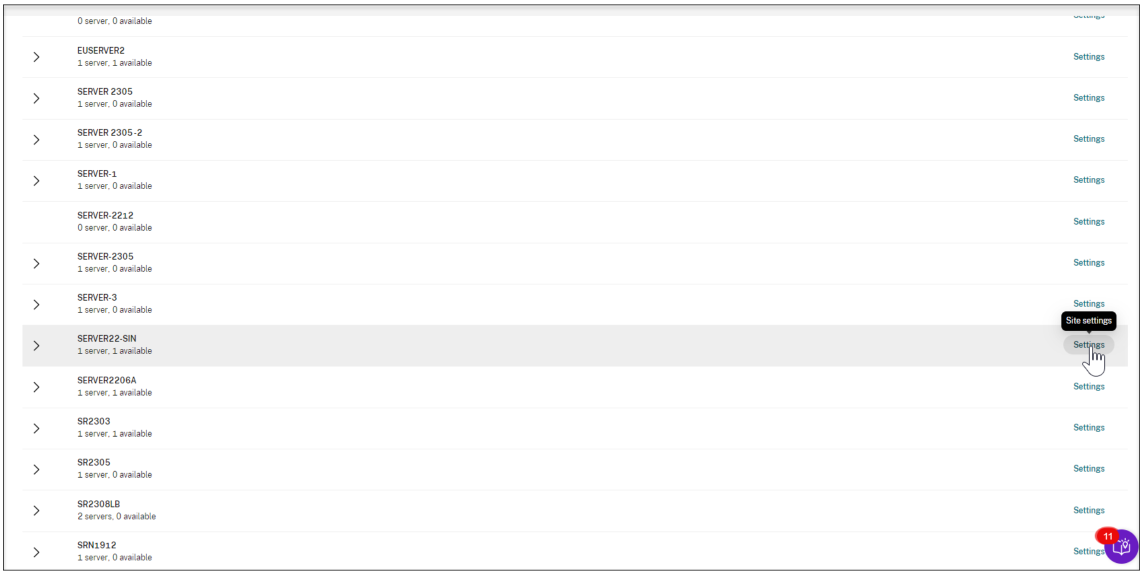
You can now specify either the cloud player, on-premises players, or both to play the recordings of a site. By default, both the cloud player and on-premises players are selected.

> **Note:**
>
> This feature is available for Session Recording server 2308 and later only.
>
> The on-premises players include the Session Recording player (Windows) and the Session Recording web player.

Configuration

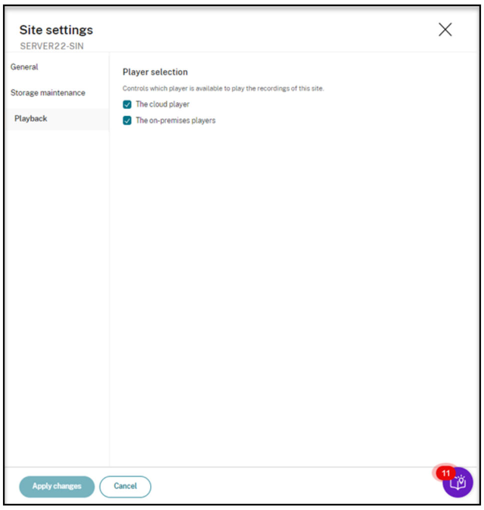
To specify players available to play the recordings of a site, complete the following steps:

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Click **Settings** for the target site. The **Site settings** page appears.



0 server, 0 available	
EUSERVER2 1 server, 1 available	Settings
SERVER 2305 1 server, 0 available	Settings
SERVER 2305-2 1 server, 0 available	Settings
SERVER-1 1 server, 0 available	Settings
SERVER-2212 0 server, 0 available	Settings
SERVER-2305 1 server, 0 available	Settings
SERVER-3 1 server, 0 available	Settings
SERVER22-SIN 1 server, 1 available	Settings
SERVER2206A 1 server, 1 available	Settings
SR2303 1 server, 1 available	Settings
SR2305 1 server, 0 available	Settings
SR2308LB 2 servers, 0 available	Settings
SRN1912 1 server, 0 available	Settings

3. On the **Site settings** page, select the **Playback** menu. The player selection page appears. By default, both options are selected.



Site settings
SERVER22-SIN

General
Storage maintenance
Playback

Player selection

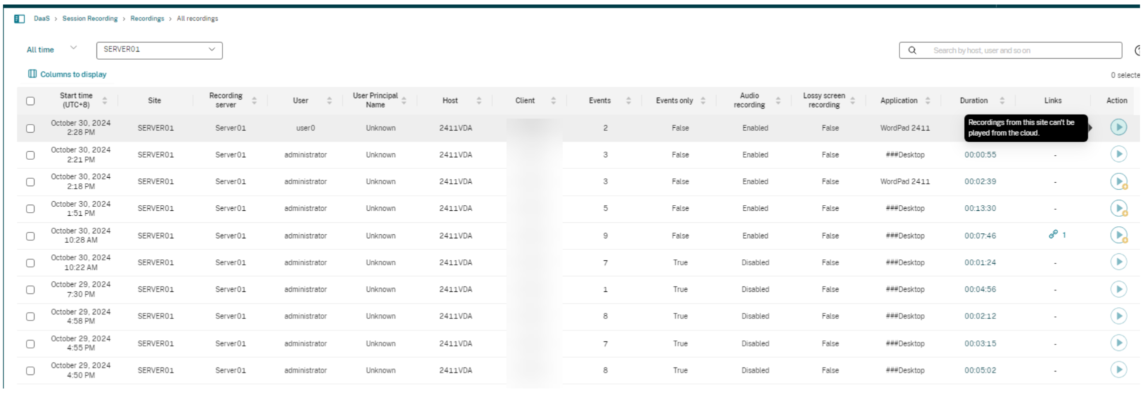
Controls which player is available to play the recordings of this site.

☑ The cloud player
☑ The on-premises players

4. Select at least one option as needed and then click **Apply changes**.

What if a player is disabled (not selected)

- If the cloud player is disabled for recording playback of a site, the play button for recordings from the site is unavailable with a tooltip on hover.

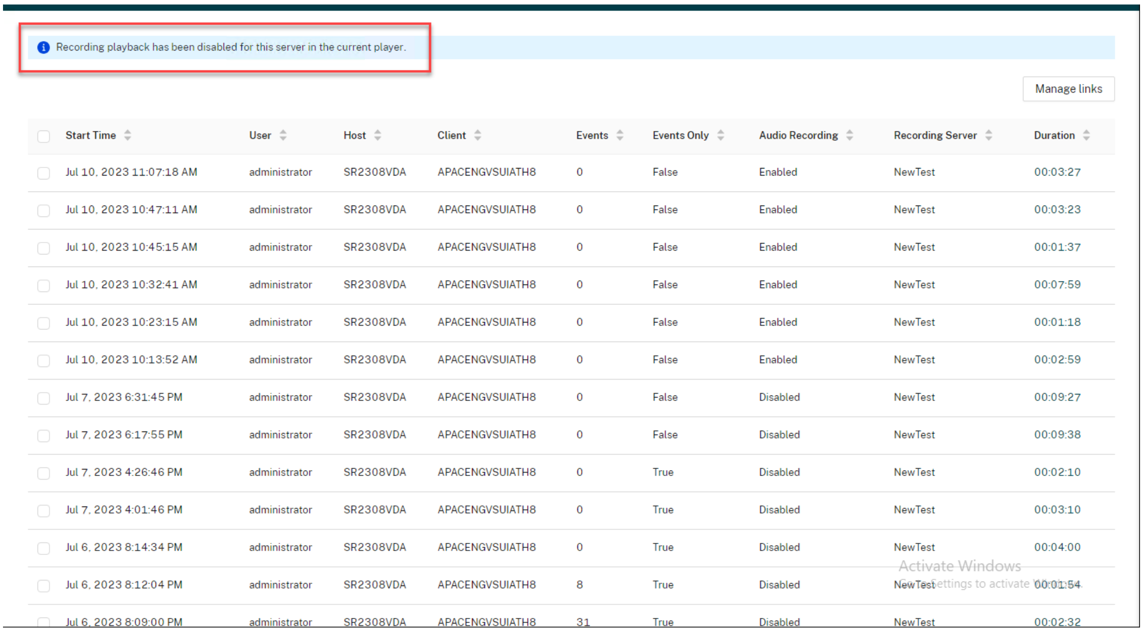


DaaS > Session Recording > Recordings > All recordings
All time
SERVER01
Search by host, user and so on
Columns to display
0 selecte

Recordings from this site can't be played from the cloud.

□	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Links	Action
□	October 30, 2024 2:28 PM	SERVER01	Server01	user0	Unknown	2411VDA		2	False	Enabled	False	WordPad 2411			▶
□	October 30, 2024 2:21 PM	SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	###Desktop	00:00:55	-	▶
□	October 30, 2024 2:18 PM	SERVER01	Server01	administrator	Unknown	2411VDA		3	False	Enabled	False	WordPad 2411	00:02:39	-	▶
□	October 30, 2024 1:51 PM	SERVER01	Server01	administrator	Unknown	2411VDA		5	False	Enabled	False	###Desktop	00:13:30	-	▶
□	October 30, 2024 10:28 AM	SERVER01	Server01	administrator	Unknown	2411VDA		9	False	Enabled	False	###Desktop	00:07:46	1	▶
□	October 30, 2024 10:22 AM	SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:01:24	-	▶
□	October 29, 2024 7:30 PM	SERVER01	Server01	administrator	Unknown	2411VDA		1	True	Disabled	False	###Desktop	00:04:56	-	▶
□	October 29, 2024 4:58 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:02:12	-	▶
□	October 29, 2024 4:55 PM	SERVER01	Server01	administrator	Unknown	2411VDA		7	True	Disabled	False	###Desktop	00:03:15	-	▶
□	October 29, 2024 4:50 PM	SERVER01	Server01	administrator	Unknown	2411VDA		8	True	Disabled	False	###Desktop	00:05:02	-	▶

- If the on-premises players are disabled for recording playback of a site, you are prompted when selecting recordings from the site. The prompt message reads "Recording playback has been disabled for this server in the current player."For an example of the prompt message in the on-premises Session Recording web player:



Recording playback has been disabled for this server in the current player.

□	Start Time	User	Host	Client	Events	Events Only	Audio Recording	Recording Server	Duration
□	Jul 10, 2023 11:07:18 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:03:27
□	Jul 10, 2023 10:47:11 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:03:23
□	Jul 10, 2023 10:45:15 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:01:37
□	Jul 10, 2023 10:32:41 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:07:59
□	Jul 10, 2023 10:23:15 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:01:18
□	Jul 10, 2023 10:13:52 AM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Enabled	NewTest	00:02:59
□	Jul 7, 2023 6:31:45 PM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Disabled	NewTest	00:09:27
□	Jul 7, 2023 6:17:55 PM	administrator	SR2308VDA	APACENGVSUIATH8	0	False	Disabled	NewTest	00:09:38
□	Jul 7, 2023 4:26:46 PM	administrator	SR2308VDA	APACENGVSUIATH8	0	True	Disabled	NewTest	00:02:10
□	Jul 7, 2023 4:01:46 PM	administrator	SR2308VDA	APACENGVSUIATH8	0	True	Disabled	NewTest	00:03:10
□	Jul 6, 2023 8:14:34 PM	administrator	SR2308VDA	APACENGVSUIATH8	0	True	Disabled	NewTest	00:04:00
□	Jul 6, 2023 8:12:04 PM	administrator	SR2308VDA	APACENGVSUIATH8	8	True	Disabled	NewTest	00:01:54
□	Jul 6, 2023 8:09:00 PM	administrator	SR2308VDA	APACENGVSUIATH8	31	True	Disabled	NewTest	00:02:32

Meanwhile, if any recording of the site was shared as a link earlier, the **Playback unavailable** message appears when the viewer opens the link to access the recording.

Highlight idle periods

June 13, 2022

Session Recording can record idle events and highlight idle periods in the player.

To customize the idle event feature, set the following registry keys at `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\SessionEvents`.

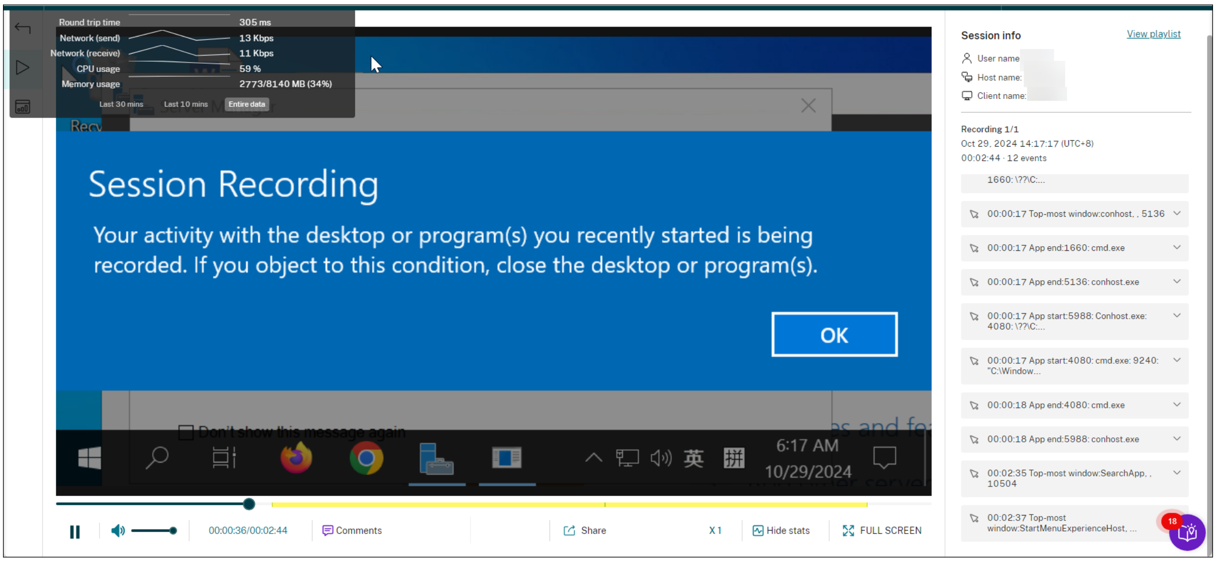
Registry key	Default value	Description
DisableIdleEvent	0	To disable the idle event feature, set the value to **1**. To enable the idle event feature, set the value to **0**.

Registry key	Default value	Description
IdleEventThrottle	30 seconds	If there is no user activity (including graphics changes and keyboard/mouse inputs) longer than the time threshold set by the registry key, an idle event is recorded. The idle period is highlighted when the recorded session plays back on the Session Recording web player.
IdleEventActiveThrottle	2 seconds	Only a specified number of graphics changes within a specified amount of time qualify as user activities. By default, at least three packets within 2 seconds can qualify as user activities.
IdleEventActivePktNumThrottle	3 packets	Only a specified number of graphics changes within a specified amount of time qualify as user activities. By default, at least three packets within 2 seconds can qualify as user activities.
IdleEventActivePktSizeThrottle	300 bytes	Graphics packets smaller than the key value are ignored and the relevant time duration is regarded as idle.

Use events and comments

November 11, 2024

In the right pane of the playback page, the **Events** and **Comments** filters are available. You can use events and comments to help you navigate through recorded sessions in the web player.



Session Recording

Your activity with the desktop or program(s) you recently started is being recorded. If you object to this condition, close the desktop or program(s).

OK

Session info View playlist

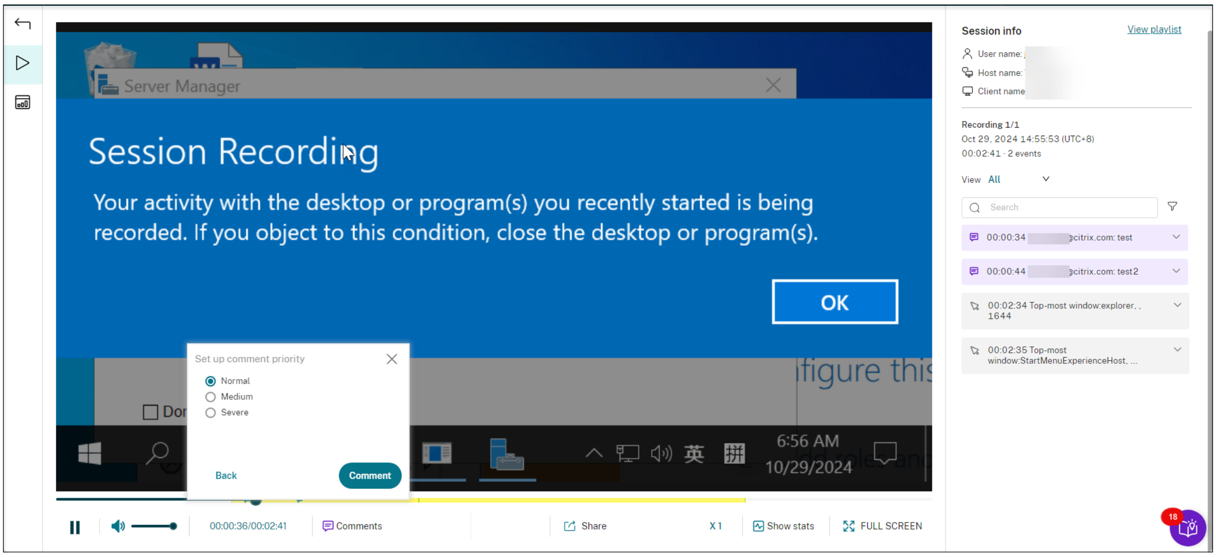
User name [redacted]
Host name: [redacted]
Client name: [redacted]

Recording 1/1
Oct 29, 2024 14:17:17 (UTC+8)
00:02:44 · 12 events

1660: \??\C:...
00:00:17 Top-most window:conhost, , 5136
00:00:17 App end:1660: cmd.exe
00:00:17 App end:5136: conhost.exe
00:00:17 App start:5988: Conhost.exe: 4080: \??\C:...
00:00:17 App start:4080: cmd.exe: 9240: "C:\Window...
00:00:18 App end:4080: cmd.exe
00:00:18 App end:5988: conhost.exe
00:02:35 Top-most window:SearchApp, , 10504
00:02:37 Top-most window:StartMenuExperienceHost, ...

Comment on recordings

When a recorded session is being played, you can click the **Comments** player control to leave comments and set comment severities. Severities include **Normal**, **Medium**, and **Severe**. Severe and Medium comments are indicated with red and orange dots, respectively. During session playback, you can view all comments about a recording.



Session Recording

Your activity with the desktop or program(s) you recently started is being recorded. If you object to this condition, close the desktop or program(s).

OK

Set up comment priority

● Normal
○ Medium
○ Severe

Back Comment

Session info View playlist

User name: [redacted]
Host name: [redacted]
Client name [redacted]

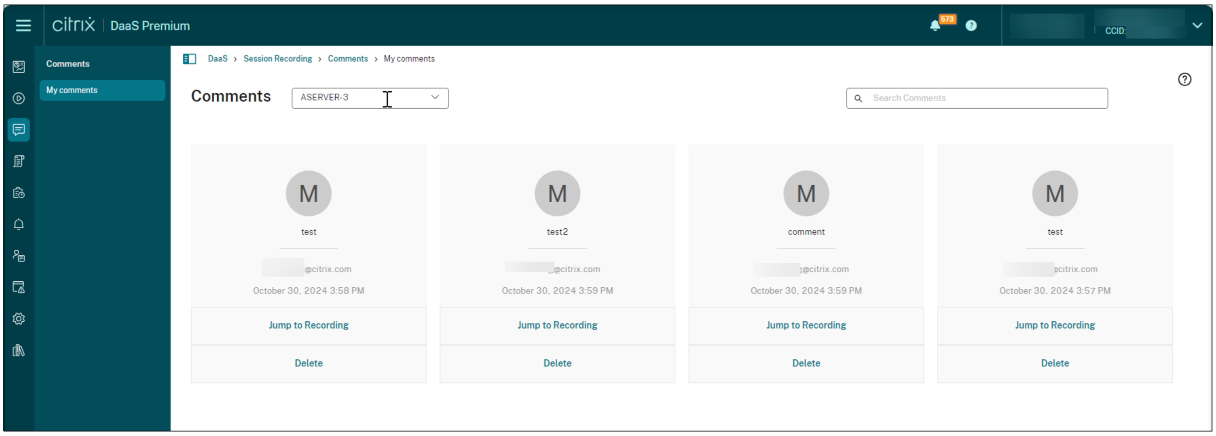
Recording 1/1
Oct 29, 2024 14:55:53 (UTC+8)
00:02:41 · 2 events

View All

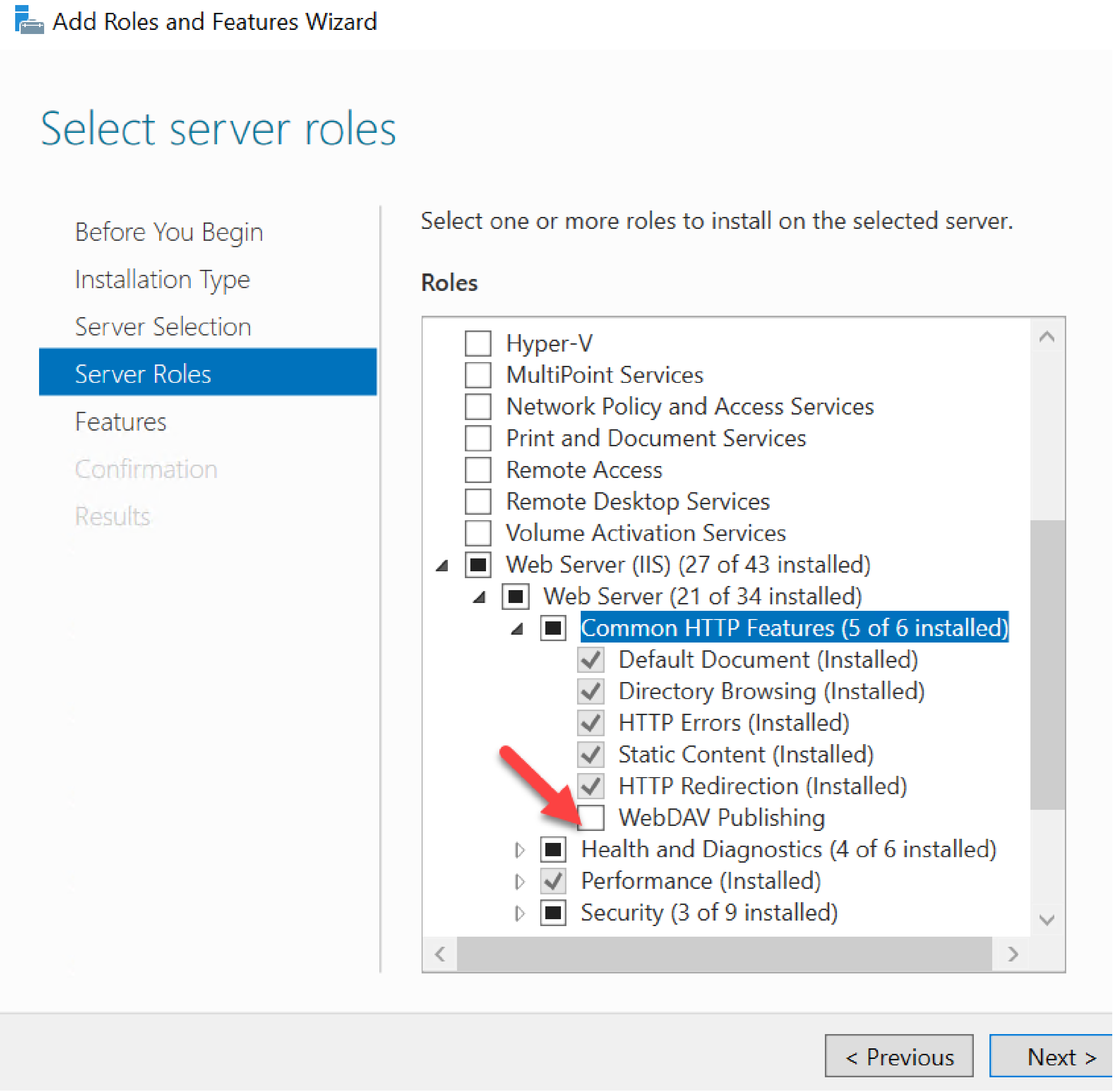
Search

00:00:34 [redacted]@citrix.com: test
00:00:44 [redacted]@citrix.com: test2
00:02:34 Top-most window:explorer, , 1644
00:02:35 Top-most window:StartMenuExperienceHost, ...

Clicking a comment lets you jump to the location where the comment was given. You can view all your comments on the **My comments** page.



> **Note:**
>
> To make the comment feature work as expected, clear the **WebDAV Publishing** check box in the **Add Roles and Features** wizard of Server Manager on the Session Recording Server.



Select one or more roles to install on the selected server.

Roles

- □ Hyper-V
- □ MultiPoint Services
- □ Network Policy and Access Services
- □ Print and Document Services
- □ Remote Access
- □ Remote Desktop Services
- □ Volume Activation Services
- ■ Web Server (IIS) (27 of 43 installed)
  - ■ Web Server (21 of 34 installed)
    - ■ Common HTTP Features (5 of 6 installed)
      - ☑ Default Document (Installed)
      - ☑ Directory Browsing (Installed)
      - ☑ HTTP Errors (Installed)
      - ☑ Static Content (Installed)
      - ☑ HTTP Redirection (Installed)
      - □ WebDAV Publishing
    - ■ Health and Diagnostics (4 of 6 installed)
    - ☑ Performance (Installed)
    - ■ Security (3 of 9 installed)

View graphical event statistics

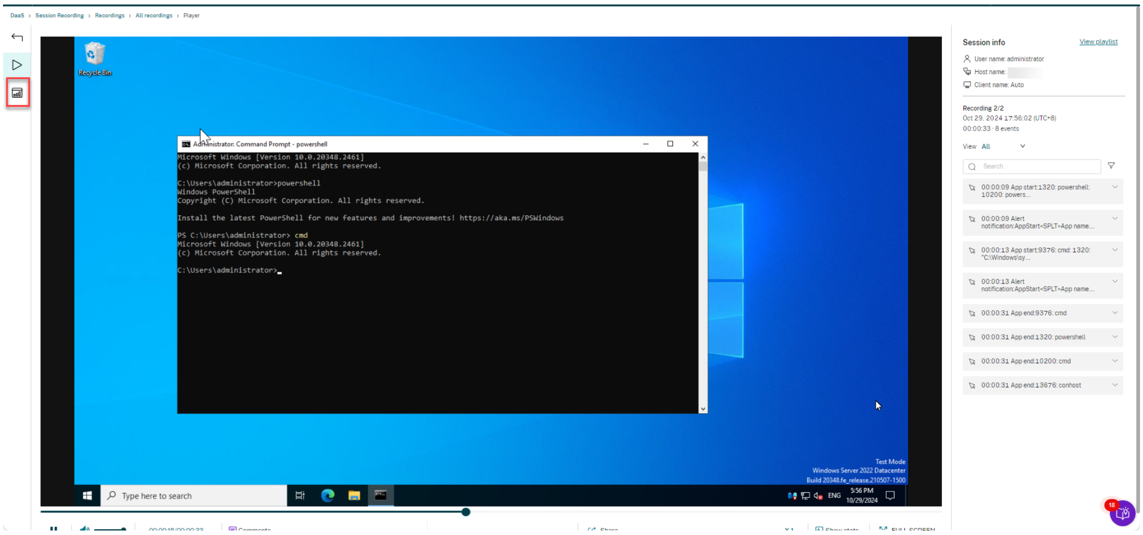
November 11, 2024

Event data visualization is available for each recording. It provides graphical event statistics for you to quickly comprehend the events inserted in recordings.

To view graphical event statistics, complete the following steps:

1. Open and play a recording.

2. In the upper left corner of the playback page, click the statistics icon.



DaaS › Session Recording › Recordings › All recordings › Player

```
Administrator: Command Prompt - powershell
Microsoft Windows [Version 10.0.20348.2461]
(c) Microsoft Corporation. All rights reserved.

C:\Users\administrator>powershell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\Users\administrator> cmd
Microsoft Windows [Version 10.0.20348.2461]
(c) Microsoft Corporation. All rights reserved.

C:\Users\administrator>_
```

Session info

User name: administrator
Host name: [redacted]
Client name: Auto

Recording 2/2
Oct 29, 2024 17:56:02 (UTC+8)
00:00:33 · 8 events

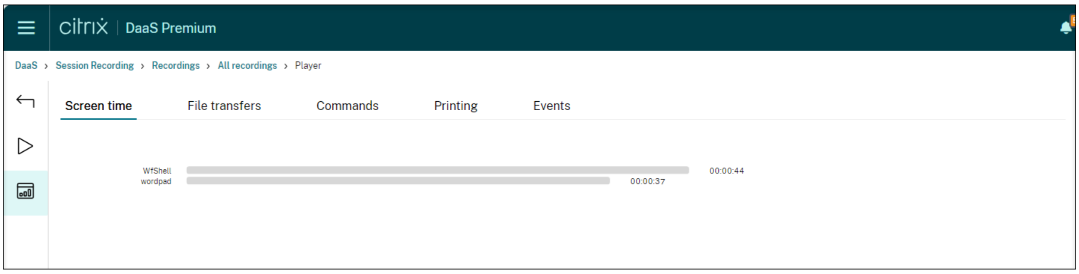
View All

- 00:00:09 App start:1320: powershell: 10200: powers...
- 00:00:09 Alert notification:AppStart<SPLT>App name...
- 00:00:13 App start:9376: cmd: 1320: "C:\Windows\sy...
- 00:00:13 Alert notification:AppStart<SPLT>App name...
- 00:00:31 App end:9376: cmd
- 00:00:31 App end:1320: powershell
- 00:00:31 App end:10200: cmd
- 00:00:31 App end:13676: conhost

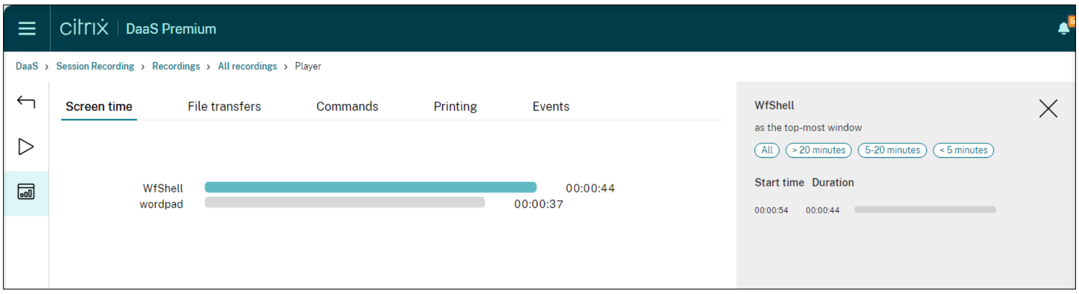
3. Switch between the **Screen time**, **File transfers**, **Commands**, **Printing**, and **Events** tabs to view statistics from different perspectives.

   - **Screen time**

     The **Screen time** tab lets you know the cumulative time an application window is in focus (active window).

     There is a horizontal time bar next to each application. Click the bar to view the start time and duration each time an application becomes and stays in focus, respectively. You can narrow down your search range by specifying a duration range other than the default **All** option. For example:

     WfShell

     as the top-most window

     All | > 20 minutes | 5-20 minutes | < 5 minutes

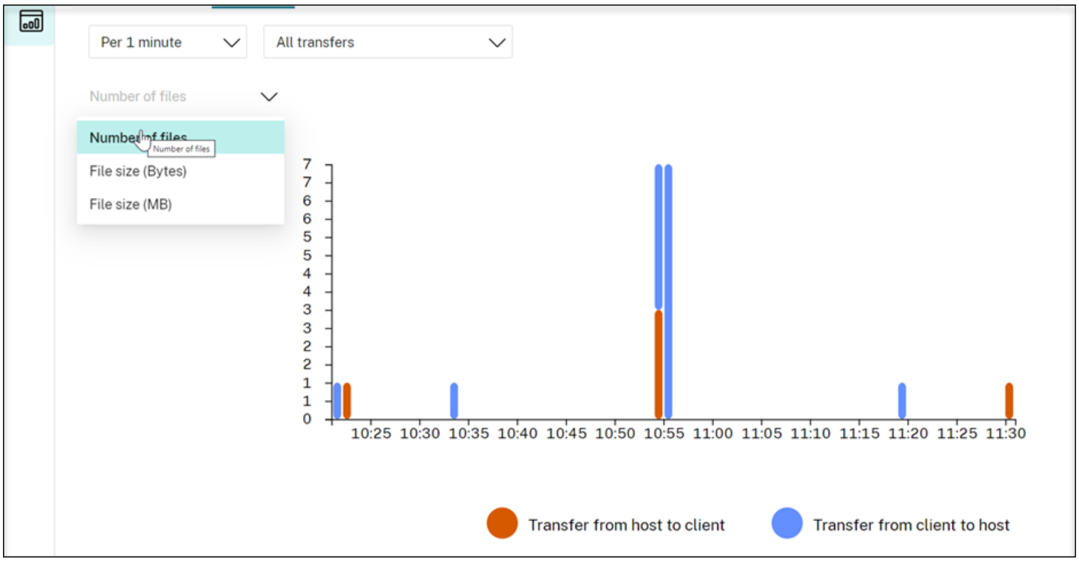
Start time	Duration
00:00:54	00:00:44

   - **File transfers**

The **File transfers** tab provides graphical statistics about bidirectional file transfers between the VDA hosting the recorded session and the client device where the session runs. You can customize the visualization by using the following settings:

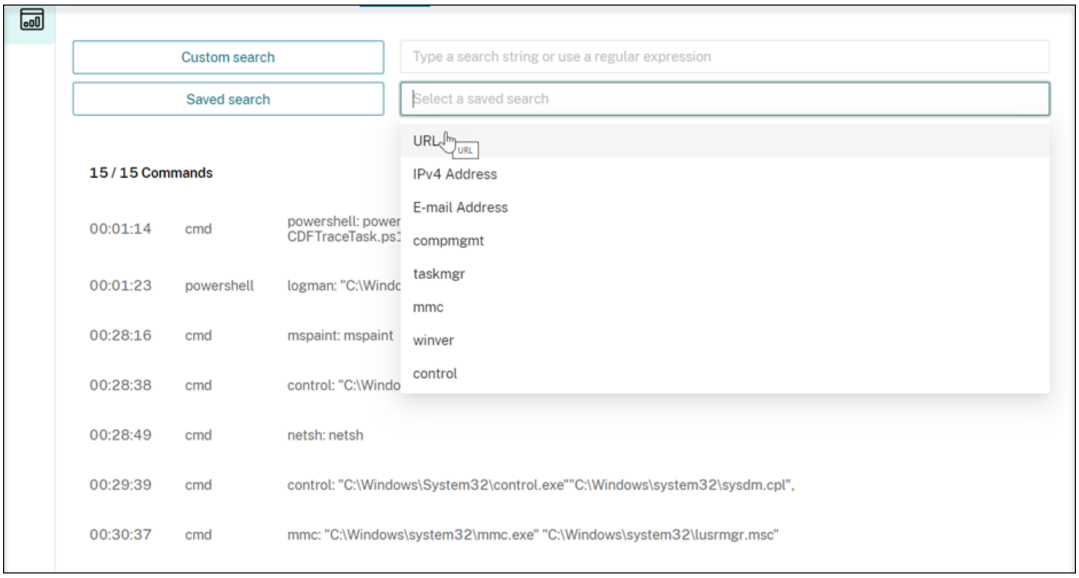
- Time granularity: **Per 1 minute**, **Per 10 minutes**, **Per hour**
- File transfer destination: **All transfers**, **Transfer from host to client**, **Transfer from client to host**
- Number or size (Bytes or MB) of transferred files

The X axis represents the absolute time in the 24-hour system.



- **Commands**

  The **Commands** tab shows CMD and PowerShell commands that are run during the recorded session. You can customize the data display by typing your custom search in **Custom search** or selecting a saved search from **Saved search**. The "OR"logical operator is used to compute the final action.

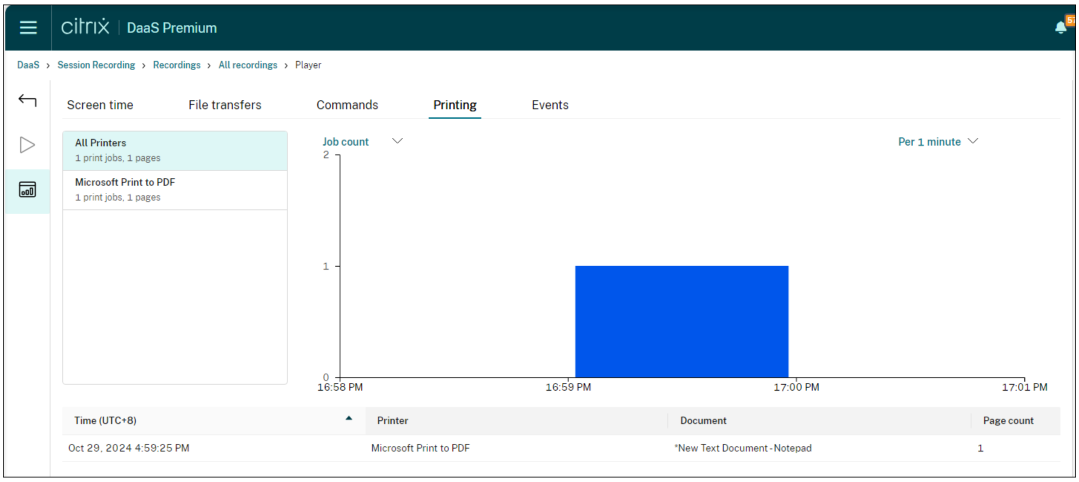


15 / 15 Commands

00:01:14	cmd	powershell: power CDFTraceTask.ps1
00:01:23	powershell	logman: "C:\Windo
00:28:16	cmd	mspaint: mspaint
00:28:38	cmd	control: "C:\Windo
00:28:49	cmd	netsh: netsh
00:29:39	cmd	control: "C:\Windows\System32\control.exe""C:\Windows\system32\sysdm.cpl",
00:30:37	cmd	mmc: "C:\Windows\system32\mmc.exe" "C:\Windows\system32\lusrmgr.msc"

- **Printing**

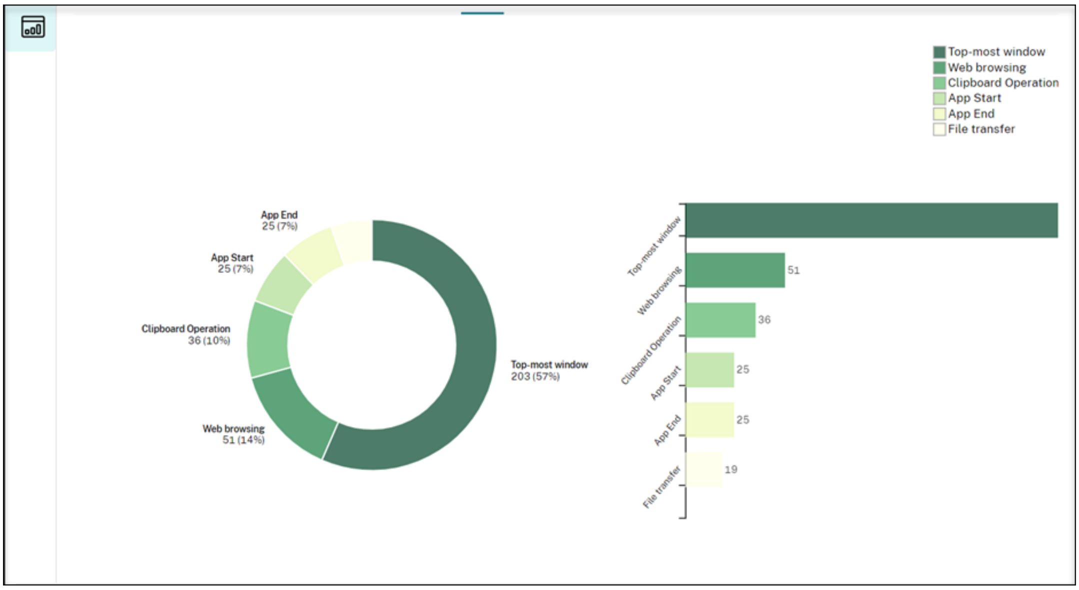
  The **Printing** tab provides graphical statistics of printing activities in the recorded session.



Time (UTC+8)	Printer	Document	Page count
Oct 29, 2024 4:59:25 PM	Microsoft Print to PDF	*New Text Document - Notepad	1

- **Events**

  The **Events** tab shows the proportions and numbers of all types of events in the recorded session.

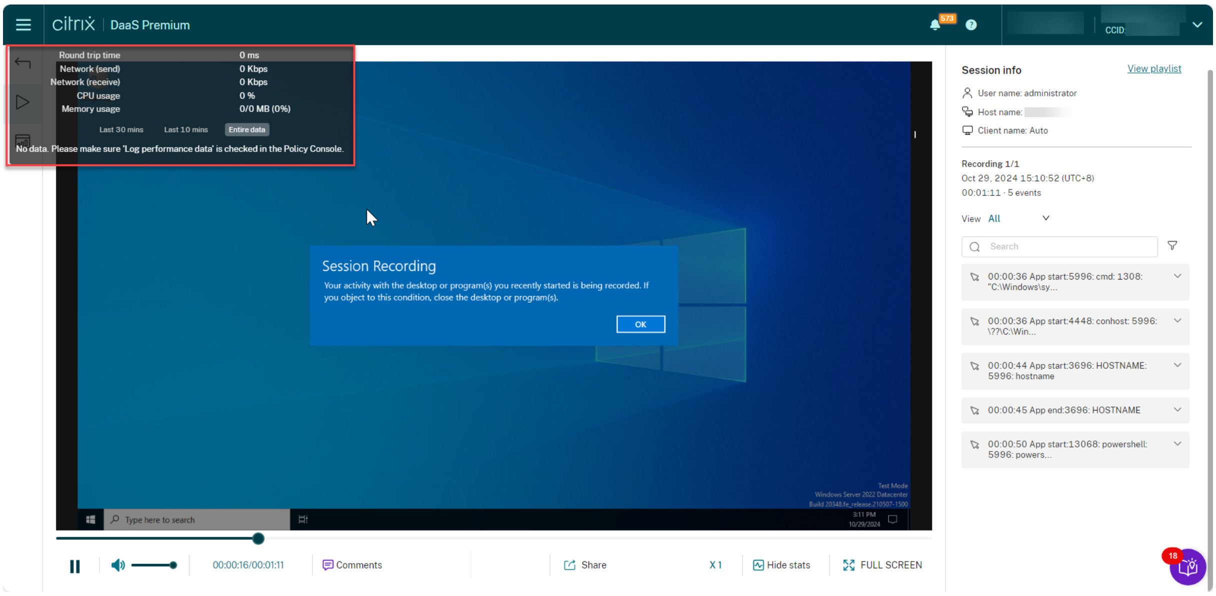


View performance data points

April 26, 2024

During playback, you can click the **Show stats** control to view, on an overlay, the following data points related to the recorded session:

- Round trip time
- Network (send)
- Network (receive)
- CPU usage
- Memory usage



Round trip time	0 ms
Network (send)	0 Kbps
Network (receive)	0 Kbps
CPU usage	0 %
Memory usage	0/0 MB (0%)

No data. Please make sure 'Log performance data' is checked in the Policy Console.

Session Recording

Your activity with the desktop or program(s) you recently started is being recorded. If you object to this condition, close the desktop or program(s).

Session info

User name: administrator

Host name: [redacted]

Client name: Auto

Recording 1/1

Oct 29, 2024 15:10:52 (UTC+8)

00:01:11 · 5 events

00:00:36 App start:5996: cmd: 1308: "C:\Windows\sy...

00:00:36 App start:4448: conhost: 5996: \??\C:\Win...

00:00:44 App start:3696: HOSTNAME: 5996: hostname

00:00:45 App end:3696: HOSTNAME

00:00:50 App start:13068: powershell: 5996: powers...

> **Note:**
>
> - Session Recording collects round trip time every 15 seconds and the rest of the data points every second.
> - Theoretically, Session Recording refreshes data on round trip times every five seconds. However, round trip time data actually refreshes every 15 seconds because of the collection cycle.
> - Session recording refreshes the rest of the data points every 5 seconds and presents their average values on the overlay.

The overlay is semitransparent. You can relocate and hide it.

- To relocate the overlay, hover your mouse over the eight dots and then do a drag and drop.
- To hide the overlay, click **Hide stats**.

You can enable the overlay by selecting **Log performance data** when creating your event detection policy. For more information, see Configure event detection policies.

Manage recordings

February 5, 2026

This section provides instructions for you to:

- Manage selected recordings
    - Archive recordings manually

    - Delete recordings manually
- Manage recordings on schedule
    - Archive and delete recordings on schedule
- Session recording media task service
- Session recording file export

Manage selected recordings

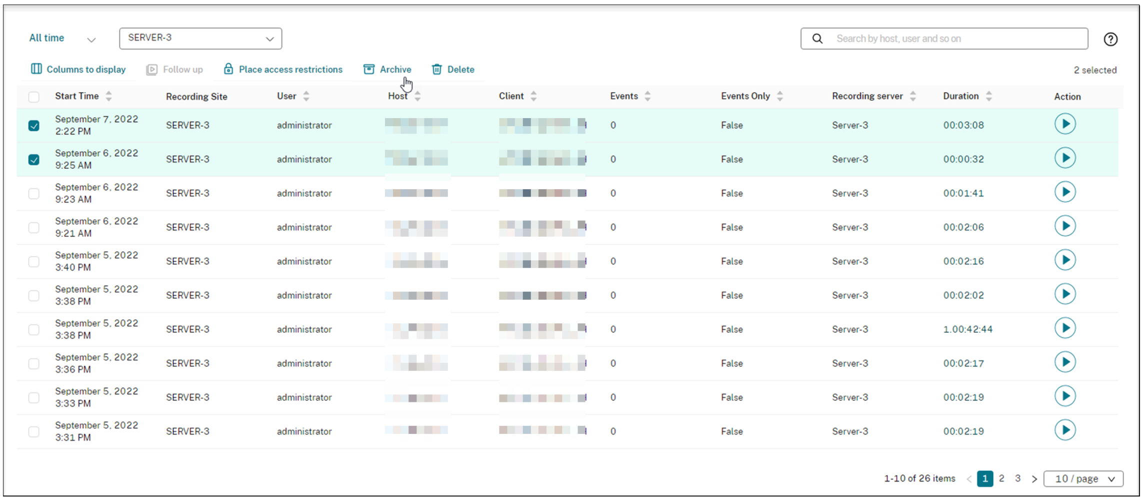
September 7, 2025

You can select target recordings to archive and delete manually.

Archive recordings manually

To archive recordings manually:

1. Select **Recordings > All Recordings** from the left navigation of the Session Recording service.
2. Select one or more target recordings.
3. Click **Archive**.



	Start Time	Recording Site	User	Host	Client	Events	Events Only	Recording server	Duration	Action
☑	September 7, 2022 2:22 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:03:08	▶
☑	September 6, 2022 9:25 AM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:00:32	▶
□	September 6, 2022 9:23 AM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:01:41	▶
□	September 6, 2022 9:21 AM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:06	▶
□	September 5, 2022 3:40 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:16	▶
□	September 5, 2022 3:38 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:02	▶
□	September 5, 2022 3:38 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	1.00:42:44	▶
□	September 5, 2022 3:36 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:17	▶
□	September 5, 2022 3:33 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:19	▶
□	September 5, 2022 3:31 PM	SERVER-3	administrator	[redacted]	[redacted]	0	False	Server-3	00:02:19	▶

> **Note:**
>
> Only Citrix Cloud™ administrators of the following roles can archive recordings:
>
> - Full access
> - The **Cloud Administrator, All** role

> - The **Session Recording-FullAdmin, All** role
> - The **Session Recording-PrivilegedPlayerAdmin, All** role

If archiving a recording does not complete successfully, the recording is not available for playback or deletion for the first 24 hours following the archiving operation.

A single session can produce multiple recordings. Only recordings of sessions recorded in their entirety can be archived.

If you select any recording of a session, all other recordings of the same session are archived as well.

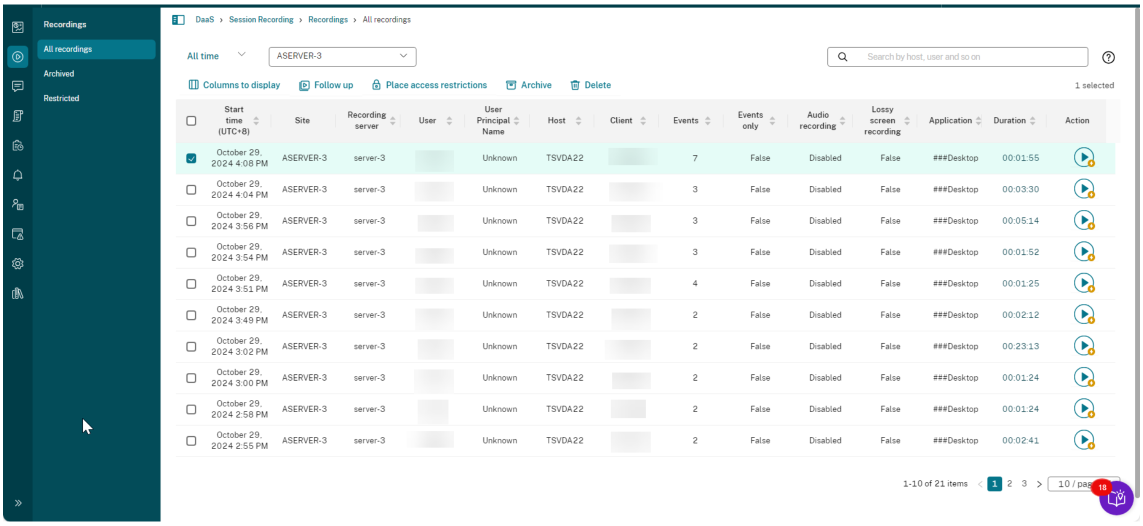
You can select one or more recordings to archive at a time. When archiving recordings, you can choose to move the recording files to a different location from the one where they were originally stored.

- If you move the recording files to a different location on the same Session Recording server, grant permissions for the System and Network Service accounts to read and write the archived recordings.
- If you move the recording files to a UNC path, grant permissions for all computer accounts in your site to read and write the archived recordings.

Delete recordings manually

To delete recordings manually:

1. Select **Recordings** from the left navigation of the Session Recording service.
2. Find one or more target recordings on any of the **All Recordings**, **Archived**, or **Restricted** pages.
3. Click **Delete**.


Recordings
All recordings
Archived
Restricted
DaaS › Session Recording › Recordings › All recordings
All time
ASERVER-3
Search by host, user and so on
Columns to display
Follow up
Place access restrictions
Archive
Delete
1 selected

	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Lossy screen recording	Application	Duration	Action
☑	October 29, 2024 4:08 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	7	False	Disabled	False	###Desktop	00:01:55	▶
□	October 29, 2024 4:04 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:03:30	▶
□	October 29, 2024 3:56 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:05:14	▶
□	October 29, 2024 3:54 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	3	False	Disabled	False	###Desktop	00:01:52	▶
□	October 29, 2024 3:51 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	4	False	Disabled	False	###Desktop	00:01:25	▶
□	October 29, 2024 3:49 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:12	▶
□	October 29, 2024 3:02 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:23:13	▶
□	October 29, 2024 3:00 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
□	October 29, 2024 2:58 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:01:24	▶
□	October 29, 2024 2:55 PM	ASERVER-3	server-3	[redacted]	Unknown	TSVDA22	[redacted]	2	False	Disabled	False	###Desktop	00:02:41	▶

> **Note:**
>
> Only Citrix Cloud administrators of the following roles can delete recordings:
>
> - Full access
> - The **Cloud Administrator, All** role
> - The **Session Recording-FullAdmin, All** role
> - The **Session Recording-PrivilegedPlayerAdmin, All** role

A single session can produce multiple recordings. Only recordings of sessions recorded in their entirety can be deleted.

If you select any recording of a session, all other recordings of the same session are deleted as well.

You can select one or more recordings to delete at a time. When deleting recordings, you can choose to also delete the recording files along with the database records.

Manage recordings on schedule

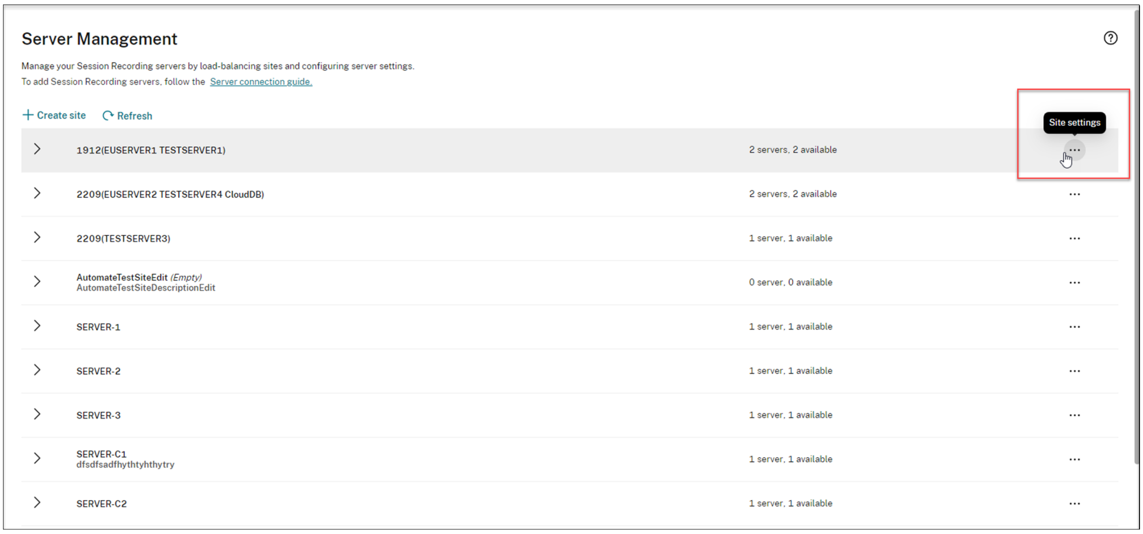
September 7, 2025

You can schedule site-level tasks to automatically archive and delete recordings **on a regular basis**.

> **Note:**
>
> Only Citrix Cloud™ administrators of the following roles can schedule the tasks:
>
> - Full access
> - The **Cloud Administrator, All** role
> - The **Session Recording-FullAdmin, All** role

Archive and delete recordings on schedule

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Click the ellipsis (…) next to a target site.

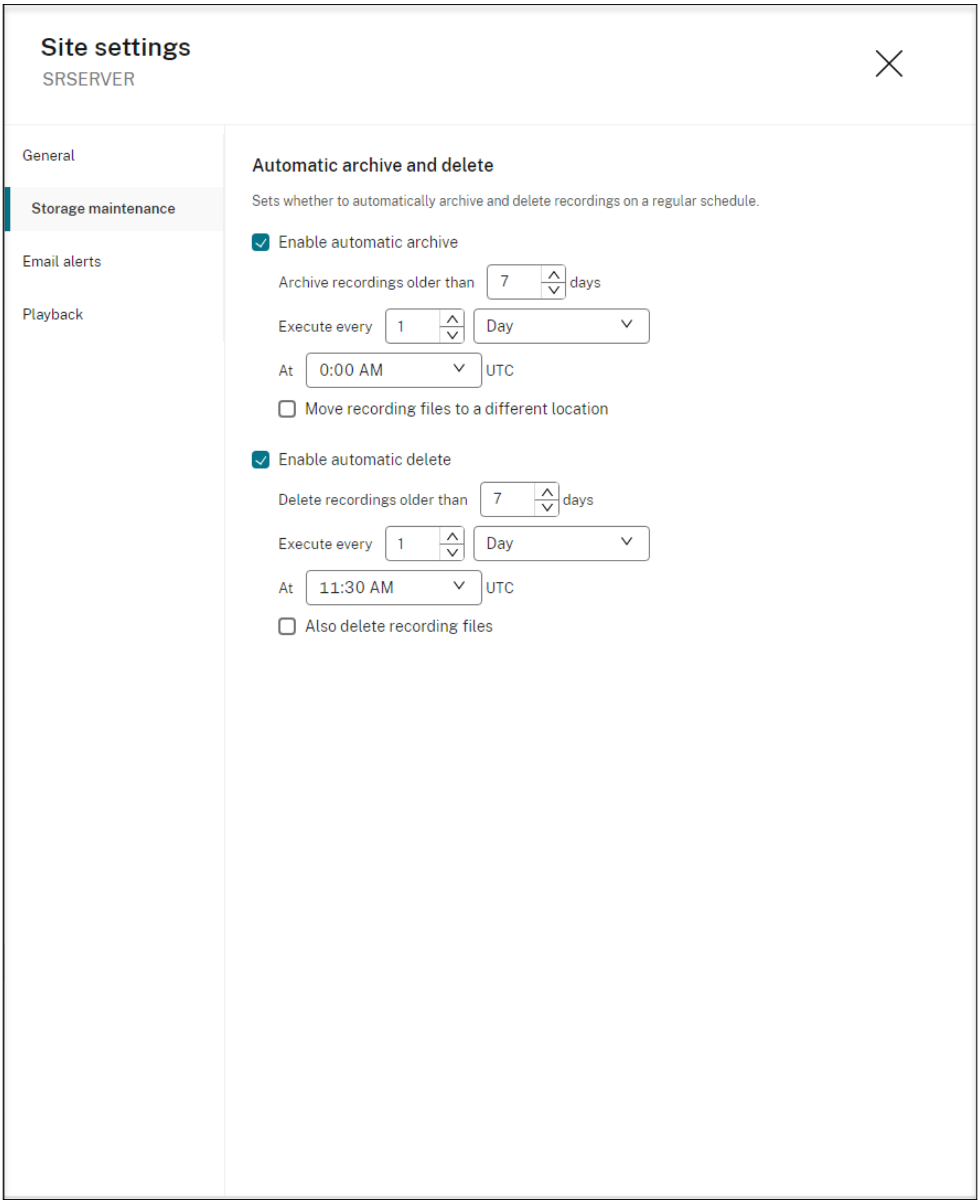


Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the Server connection guide.

1912(EUSERVER1 TESTSERVER1)	2 servers, 2 available
2209(EUSERVER2 TESTSERVER4 CloudDB)	2 servers, 2 available
2209(TESTSERVER3)	1 server, 1 available
AutomateTestSiteEdit *(Empty)* AutomateTestSiteDescriptionEdit	0 server, 0 available
SERVER-1	1 server, 1 available
SERVER-2	1 server, 1 available
SERVER-3	1 server, 1 available
SERVER-C1 dfsdfsadfhythtyhthytry	1 server, 1 available
SERVER-C2	1 server, 1 available

3. On the **Site settings** page, select **Storage maintenance**.



Site settings
SRSERVER

Automatic archive and delete

Sets whether to automatically archive and delete recordings on a regular schedule.

☑ Enable automatic archive

Archive recordings older than 7 days

Execute every 1 Day

At 0:00 AM UTC

☐ Move recording files to a different location

☑ Enable automatic delete

Delete recordings older than 7 days

Execute every 1 Day

At 11:30 AM UTC

☐ Also delete recording files

4. Schedule tasks as needed and then click **Apply changes**.

> **Note:**
>
> The time you set for automatic archiving and deletion must be later than the time you set for automatic cloud client upgrades. Otherwise, automatic archiving and deletion might fail.

Session recording media task service

February 5, 2026

The Session Recording Media Task Service handles backend operations such as exporting session recordings and performing AI-based analysis tasks. It can be installed either on the Session Recording Server itself or on a separate high-performance server within the same domain.

Prerequisites

For optimal performance, the server hosting the media task service should have:

- 8-core CPU
- 16 GB RAM

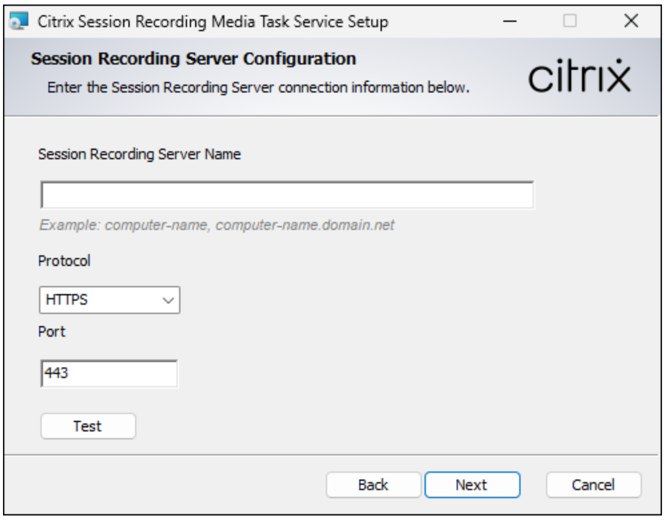
Installation and configuration

Follow the steps below to install and configure the Task.

Step 1: Install the Session Recording media task service

1. Run the installer `SessionRecordingTaskClient.msi` which is included in the Session Recording installer package.
2. On the Session Recording Server Configuration screen, enter the name of your Session Recording Server or for load-balanced environments, the load balancer address. Specify the protocol (HTTPS/HTTP) and port (443/80), then click the Test button to verify the connection.

   > **Note:**
   >
   > When deploying in a load-balanced environment, enable session persistence on your load balancer and select SOURCEIP (or equivalent) as the persistence type.
   >
   > - For Citrix NetScaler/ADC, see Persistence settings.
   > - For Azure Load Balancer, see Session Persistence.



Citrix Session Recording Media Task Service Setup

Session Recording Server Configuration

Enter the Session Recording Server connection information below.

Session Recording Server Name

Example: computer-name, computer-name.domain.net

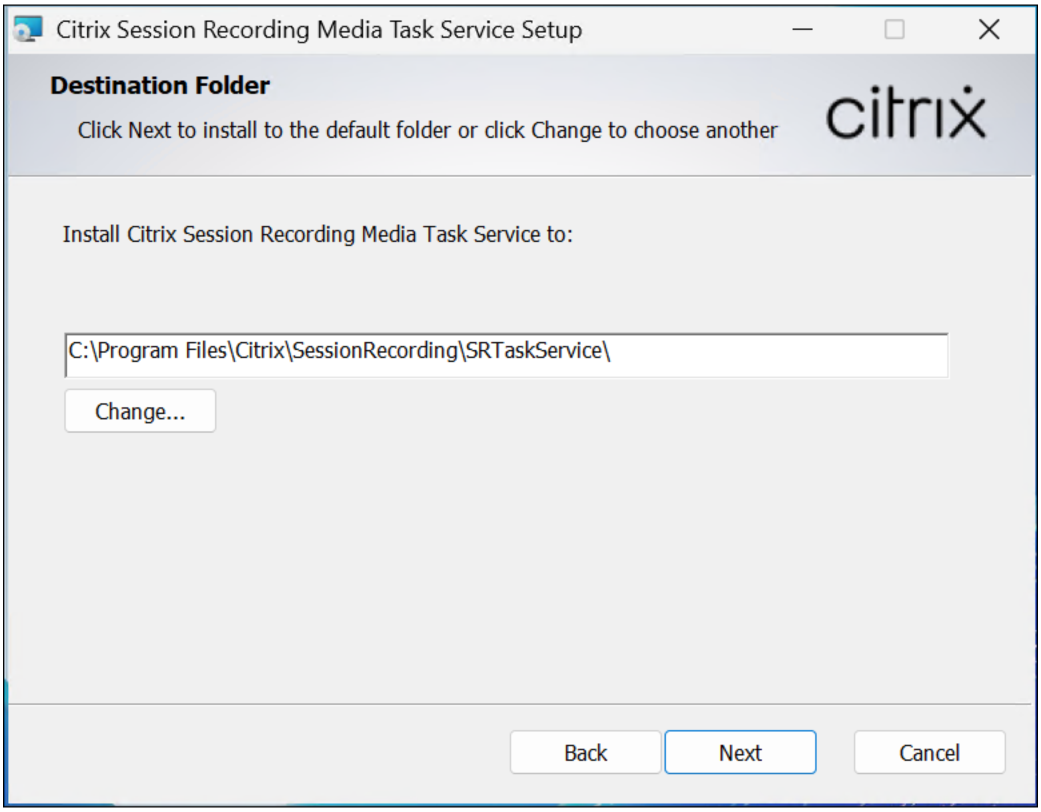
Protocol

HTTPS

Port

443

3. On the **Destination Folder** screen, confirm or change the installation path, and then complete the installation.



Citrix Session Recording Media Task Service Setup

Destination Folder

Click Next to install to the default folder or click Change to choose another

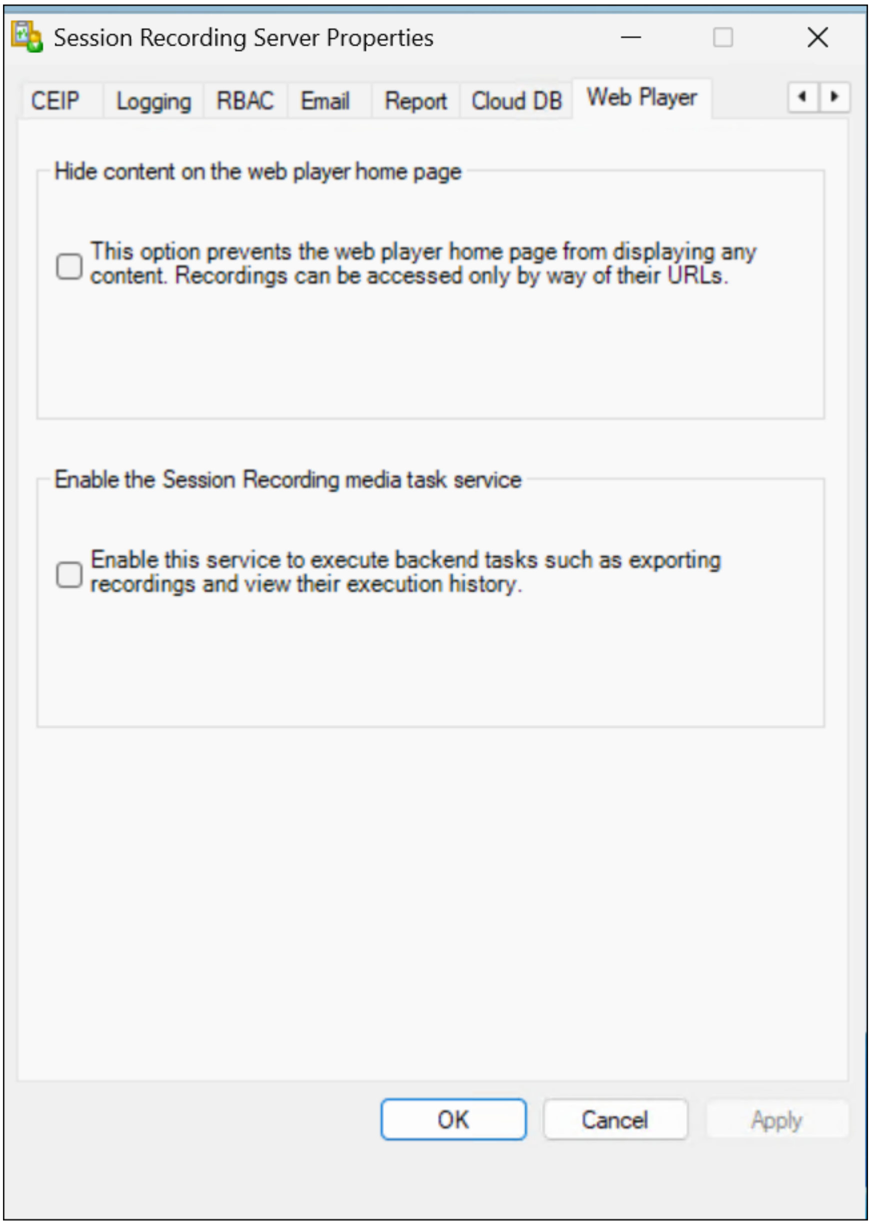
Install Citrix Session Recording Media Task Service to:

C:\Program Files\Citrix\SessionRecording\SRTaskService\

Step 2: Enable the media task service on the server

1. On the Session Recording Server, open **Session Recording Server Properties**.
2. Switch to the **Web Player** tab.

3. Check the **Enable the Session Recording media task service** checkbox.
4. Click **Apply**. This action allows the service to perform backend tasks, such as exporting recordings.



Session Recording Server Properties

Hide content on the web player home page

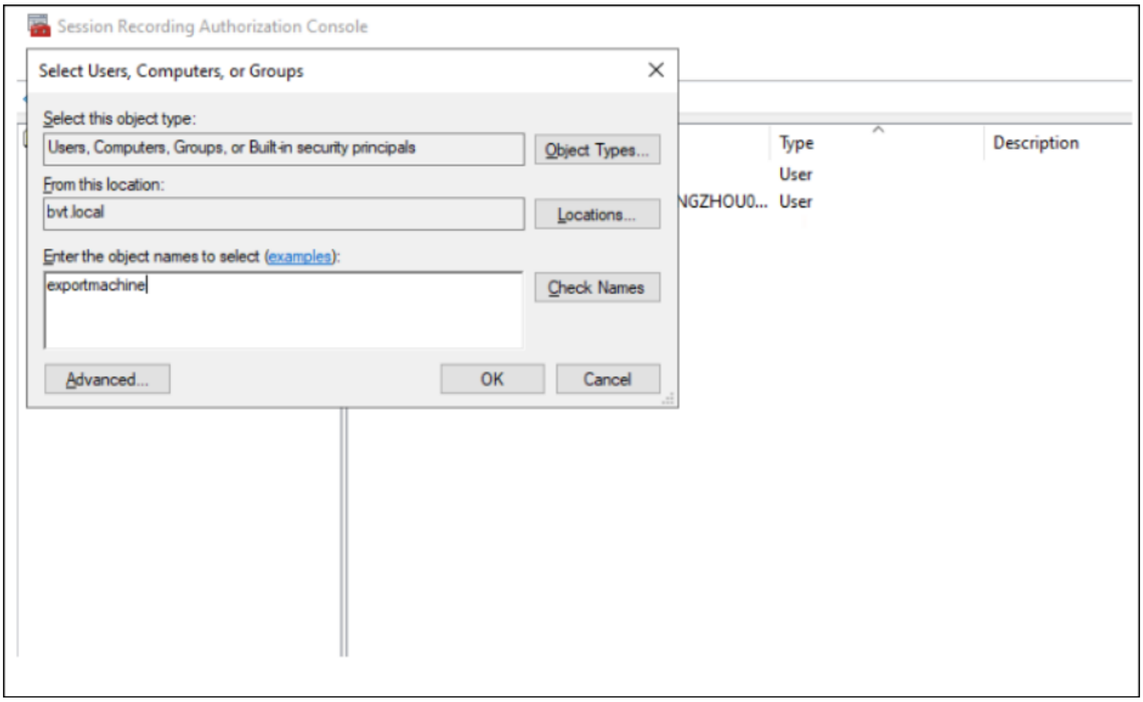
□ This option prevents the web player home page from displaying any content. Recordings can be accessed only by way of their URLs.

Enable the Session Recording media task service

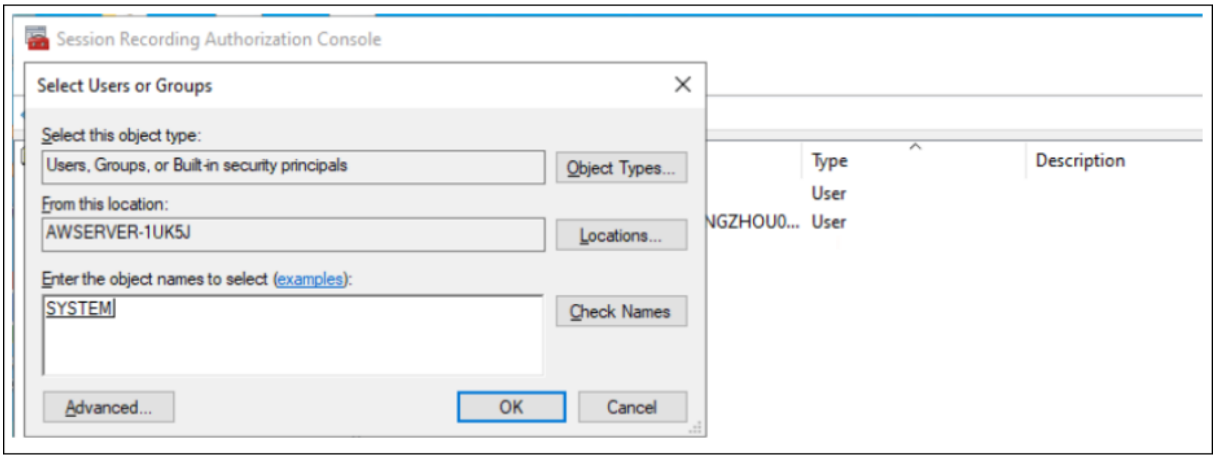
□ Enable this service to execute backend tasks such as exporting recordings and view their execution history.

Step 3: Assign permissions for the media task service

1. On the Session Recording Server, open the **Session Recording Authorization Console**.
2. From the menu bar, select **Player > Assign Users and Groups**.
3. Add the Fully Qualified Domain Name (FQDN) of the computer where the **Session Recording Media Task Service** is installed.


Session Recording Authorization Console
Select Users, Computers, or Groups
Select this object type:
Users, Computers, Groups, or Built-in security principals
Object Types...
From this location:
bvt.local
Locations...
Enter the object names to select (examples):
exportmachine
Check Names
Advanced...
OK
Cancel
Type
Description
User
NGZHOU0... User

> **Important:**
>
> If the Media Task Service is installed on the same machine as the Session Recording Server, you must also add the SYSTEM account to the Player role.



Step 4 (Optional): Configure a custom export directory

Users can configure a custom path for exporting recordings by changing the registry key value for: at `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\SRTaskService\SROutputDir`.

Session recording file export

February 5, 2026

The session recording file export feature provides a secure and verifiable method for exporting session recordings to meet critical needs such as digital evidence, fraud investigations, and regulatory compliance. It allows authorized administrators to export selected session recordings into a universal MP4 format.

Key capabilities of this feature include:

- **Role-Based Access Control:** Ensures that only authorized users can perform export operations.
- **Mandatory Justification:** Requires a reason for each export, enhancing the traceability of operations.
- **Comprehensive Activity Logging:** All export activities are recorded in detail for auditing purposes.

Prerequisites

Before you begin the configuration, please ensure your environment meets all of the following requirements:

- The Session Recording Agent, Session Recording Server, and Session Recording Web Player are all installed or have been upgraded to version **2511 or later**.
- Session recording media task service version 2511 or later is installed. Refer to the official setup guide.

How to use recording file export

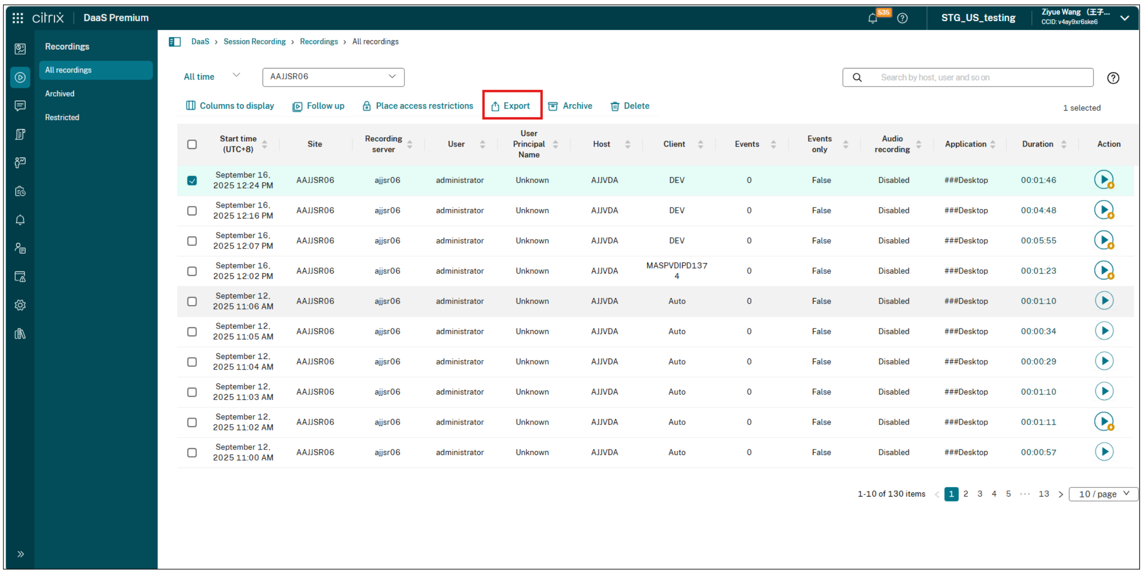
How to export Session Recording files

> **Note:**
>
> Only administrators who have been assigned as full admin can perform export operations. You can refer to Playback permissions for more details.

1. Select **All Recordings** from the left navigation of the Session Recording service.

2. Select one or more recordings that you need to export.

3. Click the **Export** button located above the list.



☐	Start time (UTC+8)	Site	Recording server	User	User Principal Name	Host	Client	Events	Events only	Audio recording	Application	Duration	Action
☑	September 16, 2025 12:24 PM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	DEV	0	False	Disabled	###Desktop	00:01:46	▶
☐	September 16, 2025 12:16 PM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	DEV	0	False	Disabled	###Desktop	00:04:48	▶
☐	September 16, 2025 12:07 PM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	DEV	0	False	Disabled	###Desktop	00:05:55	▶
☐	September 16, 2025 12:02 PM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	MASPVDIPD137 4	0	False	Disabled	###Desktop	00:01:23	▶
☐	September 12, 2025 11:06 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:01:10	▶
☐	September 12, 2025 11:05 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:00:34	▶
☐	September 12, 2025 11:04 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:00:29	▶
☐	September 12, 2025 11:03 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:01:10	▶
☐	September 12, 2025 11:02 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:01:11	▶
☐	September 12, 2025 11:00 AM	AAJJSR06	ajjsr06	administrator	Unknown	AJJVDA	Auto	0	False	Disabled	###Desktop	00:00:57	▶

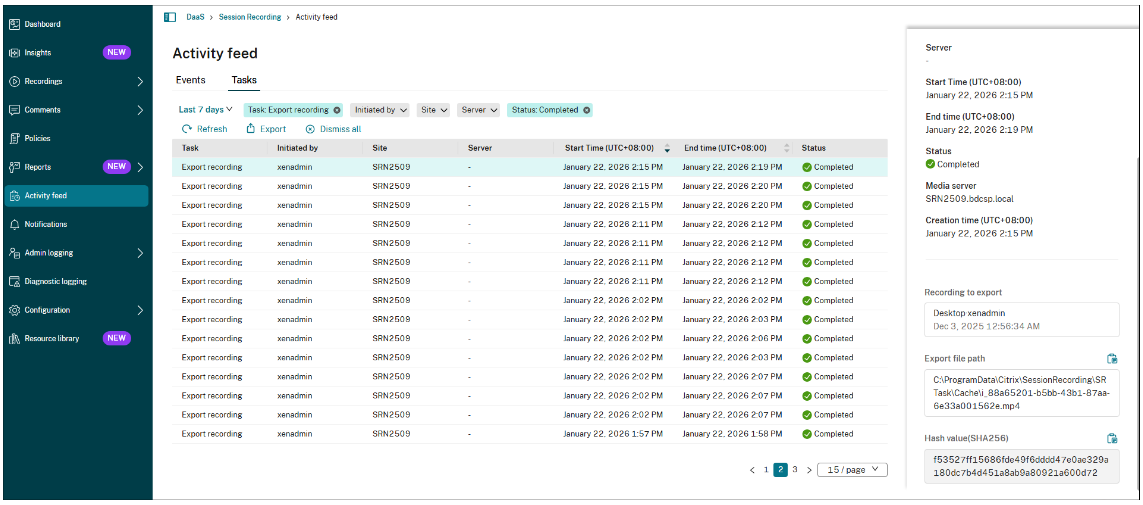
1-10 of 130 items ‹ 1 2 3 4 5 ··· 13 › 10 / page

4. Check the export files under the following folder on the machine running media task service: `%ProgramData%\Citrix\SessionRecording\SRTask\Cache`.

How to monitor export tasks and audit logs

- To view export status:

  1. In the Session Recording service view, select **Activity Feed** from the left navigation.
  2. Switch to **Tasks** tabs to view the information about tasks that happened in the past.
  3. This page displays the real-time status of all export tasks, including "In Progress,""Completed,""Pending,"or "Failed."



Task	Initiated by	Site	Server	Start Time (UTC+08:00)	End time (UTC+08:00)	Status
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:15 PM	January 22, 2026 2:19 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:15 PM	January 22, 2026 2:20 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:15 PM	January 22, 2026 2:20 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:11 PM	January 22, 2026 2:12 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:11 PM	January 22, 2026 2:12 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:11 PM	January 22, 2026 2:12 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:11 PM	January 22, 2026 2:12 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:02 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:03 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:06 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:03 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:07 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:07 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 2:02 PM	January 22, 2026 2:07 PM	✓ Completed
Export recording	xenadmin	SRN2509	-	January 22, 2026 1:57 PM	January 22, 2026 1:58 PM	✓ Completed

‹ 1 2 3 › 15 / page

Server
-

Start Time (UTC+08:00)
January 22, 2026 2:15 PM

End time (UTC+08:00)
January 22, 2026 2:19 PM

Status
✓ Completed

Media server
SRN2509.bdcsp.local

Creation time (UTC+08:00)
January 22, 2026 2:15 PM

Recording to export
Desktop·xenadmin
Dec 3, 2025 12:56:34 AM

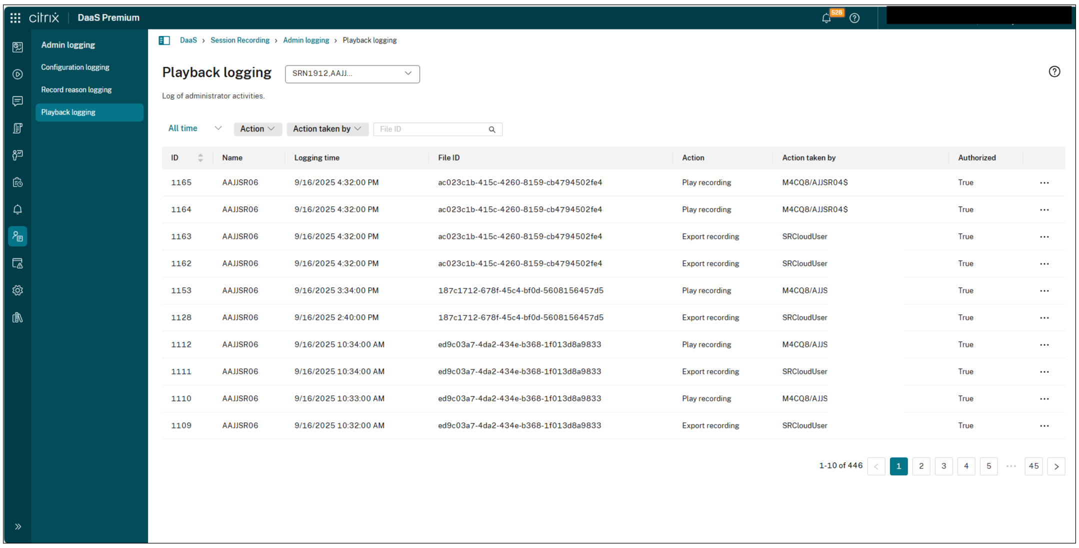
Export file path
C:\ProgramData\Citrix\SessionRecording\SRTask\Cache\i_88a65201-b5bb-43b1-87aa-6e33a001562e.mp4

Hash value(SHA256)
f53527ff15686fde49f6dddd47e0ae329a180dc7b4d451a8ab9a80921a600d72

- To audit export activities:

  1. Navigate to **Admin Logging -> Playback Logging**.

2. Here you can view the export records for all recordings *(Action will be Export recording)*, along with details such as the user who performed the action and the timestamp.



Playback logging SRN1912,AAJJ...

Log of administrator activities.

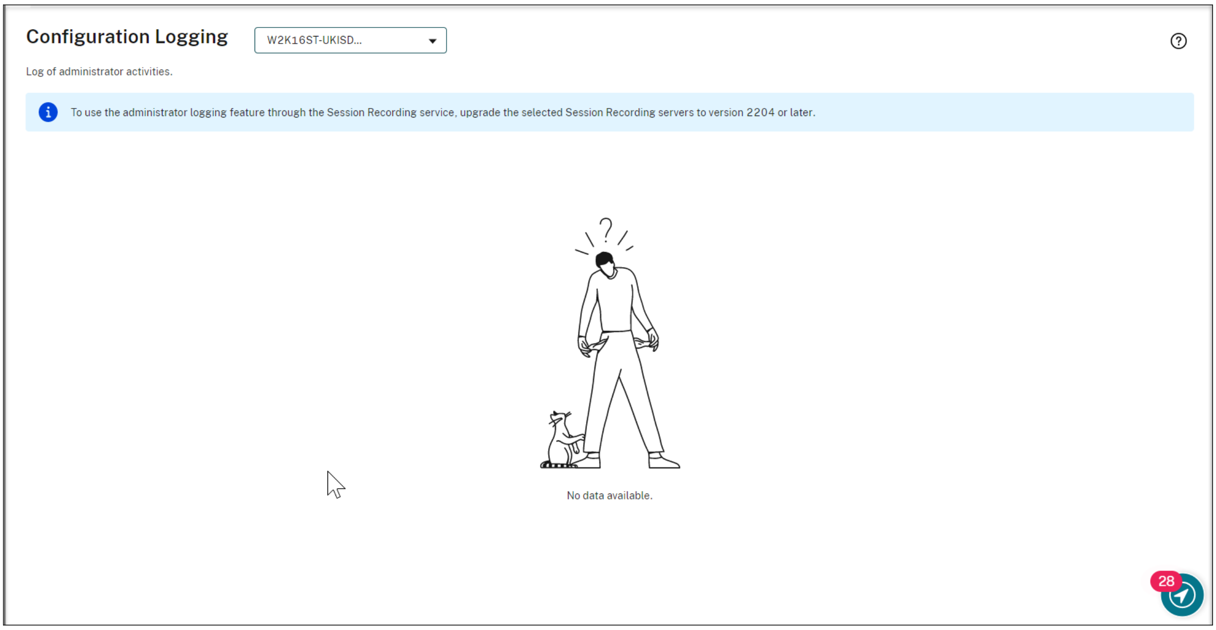
ID	Name	Logging time	File ID	Action	Action taken by	Authorized	
1165	AAJJSR06	9/16/2025 4:32:00 PM	ac023c1b-415c-4260-8159-cb4794502fe4	Play recording	M4CQ8/AJJSR04$	True	···
1164	AAJJSR06	9/16/2025 4:32:00 PM	ac023c1b-415c-4260-8159-cb4794502fe4	Play recording	M4CQ8/AJJSR04$	True	···
1163	AAJJSR06	9/16/2025 4:32:00 PM	ac023c1b-415c-4260-8159-cb4794502fe4	Export recording	SRCloudUser	True	···
1162	AAJJSR06	9/16/2025 4:32:00 PM	ac023c1b-415c-4260-8159-cb4794502fe4	Export recording	SRCloudUser	True	···
1153	AAJJSR06	9/16/2025 3:34:00 PM	187c1712-678f-45c4-bf0d-5608156457d5	Play recording	M4CQ8/AJJS	True	···
1128	AAJJSR06	9/16/2025 2:40:00 PM	187c1712-678f-45c4-bf0d-5608156457d5	Export recording	SRCloudUser	True	···
1112	AAJJSR06	9/16/2025 10:34:00 AM	ed9c03a7-4da2-434e-b368-1f013d8a9833	Play recording	M4CQ8/AJJS	True	···
1111	AAJJSR06	9/16/2025 10:34:00 AM	ed9c03a7-4da2-434e-b368-1f013d8a9833	Export recording	SRCloudUser	True	···
1110	AAJJSR06	9/16/2025 10:33:00 AM	ed9c03a7-4da2-434e-b368-1f013d8a9833	Play recording	M4CQ8/AJJS	True	···
1109	AAJJSR06	9/16/2025 10:32:00 AM	ed9c03a7-4da2-434e-b368-1f013d8a9833	Export recording	SRCloudUser	True	···

1-10 of 446

Administrator logging

September 29, 2025

Using Session Recording server 2204 or later, you can query administrator logging data through the Session Recording service. If you select a site that contains a Session Recording server earlier than version 2204, the following banner appears, and no data is available.



Configuration Logging W2K16ST-UKISD...

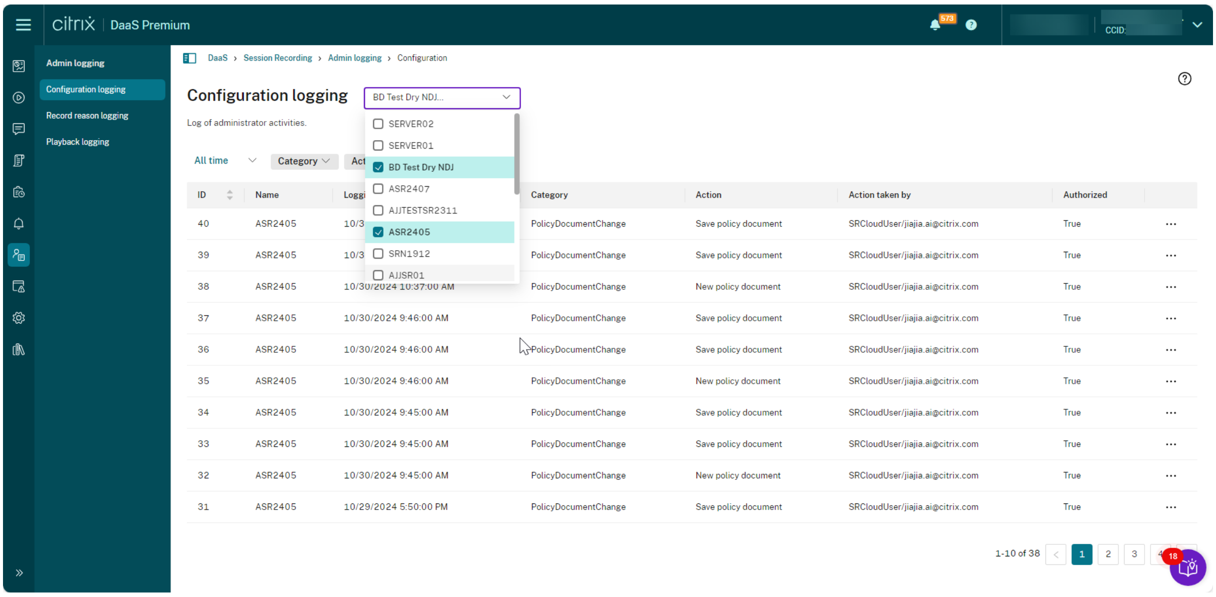
Log of administrator activities.

To use the administrator logging feature through the Session Recording service, upgrade the selected Session Recording servers to version 2204 or later.

No data available.

> **Note:**
>
> If you install SQL Server on the same machine with the Session Recording server, the administrator logging data might not be available and a "**No data available**"message is displayed. To ensure that you can view the administrator logging data, add the **NT AUTHORITY\SYSTEM** user to your Session Recording databases and assign it the **db_owner** permission.

You can select more than one Session Recording site to view logs.



Configuration logging

Log of administrator activities.

ID	Name	Loggi	Category	Action	Action taken by	Authorized	
40	ASR2405	10/3	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
39	ASR2405	10/3	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
38	ASR2405	10/30/2024 10:37:00 AM	PolicyDocumentChange	New policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
37	ASR2405	10/30/2024 9:46:00 AM	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
36	ASR2405	10/30/2024 9:46:00 AM	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
35	ASR2405	10/30/2024 9:46:00 AM	PolicyDocumentChange	New policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
34	ASR2405	10/30/2024 9:45:00 AM	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
33	ASR2405	10/30/2024 9:45:00 AM	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
32	ASR2405	10/30/2024 9:45:00 AM	PolicyDocumentChange	New policy document	SRCloudUser/jiajia.ai@citrix.com	True	···
31	ASR2405	10/29/2024 5:50:00 PM	PolicyDocumentChange	Save policy document	SRCloudUser/jiajia.ai@citrix.com	True	···

Click the three dots (ellipsis) to view details about each log.

An administrator with **Full** access can view administrator logging. To grant the **Full** access permission, go to **Identity and Access Management** in Citrix Cloud.

Logging data overview

Administrator logging data consists of:

- Configuration logging
- Recording reason logging
- Playback logging

Configuration logging

This part logs the following administrator activities:

- **Policy change** - Changes to policies on the Session Recording policy console or Citrix Director

- **Server configuration change** - Changes in Session Recording Server Properties
- **Log reading** - Unauthorized attempts to access the administrator logging data

You can use the **Logging time**, **Category**, **Action**, and **Action taken by** filters to narrow your search. The "AND"operator is used between the filters to compute the search action.

To log administrator activities, complete the following steps to enable administrator logging on your Session Recording servers.

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Find your Session Recording servers.
3. Click the gear icon corresponding to each Session Recording server.
4. On the **Server Settings** page, select **Logging** from the left navigation and then select **Enable administrator logging**.

   If you select **Enable mandatory blocking**, the following activities are blocked if logging fails. A system event is also logged with an Event ID 6001:

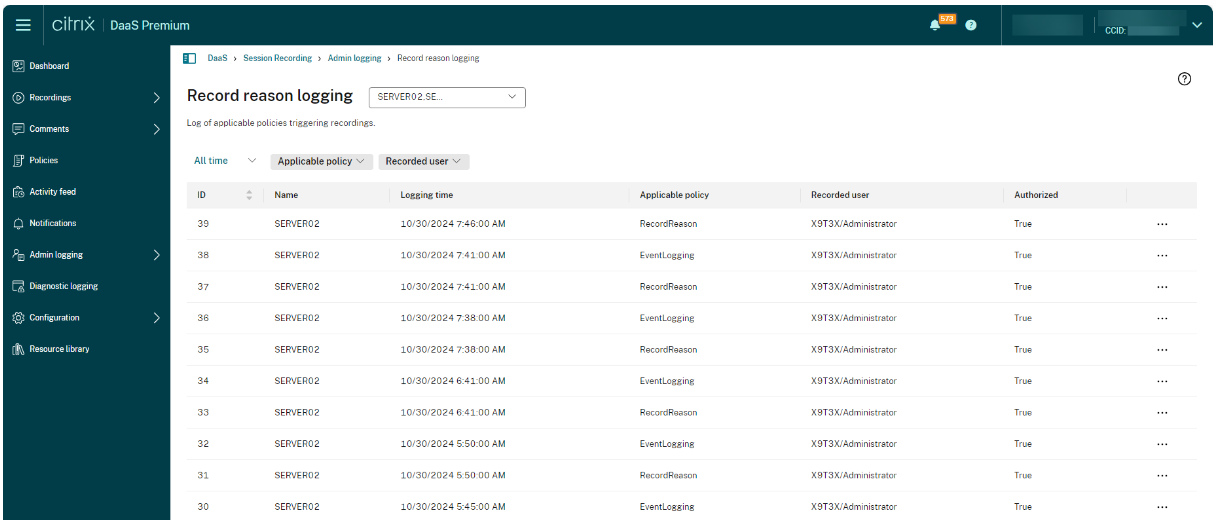
   - Changes to recording policies on the Session Recording Policy Console or Citrix Director
   - Changes in **Session Recording Server Properties**

   The mandatory blocking setting does not impact the recording of sessions.

> **Tip:**
>
> You can enable administrator logging both through the Session Recording service and through Session Recording Server Properties. For information on enabling administrator logging through **Session Recording Server Properties**, see Disable or enable administrator logging.
>
> You can also configure an administrator logging service account to enhance security.

Recording reason logging

This part logs which policies have triggered recordings.



DaaS › Session Recording › Admin logging › Record reason logging

Record reason logging SERVER02,SE...

Log of applicable policies triggering recordings.

All time | Applicable policy | Recorded user

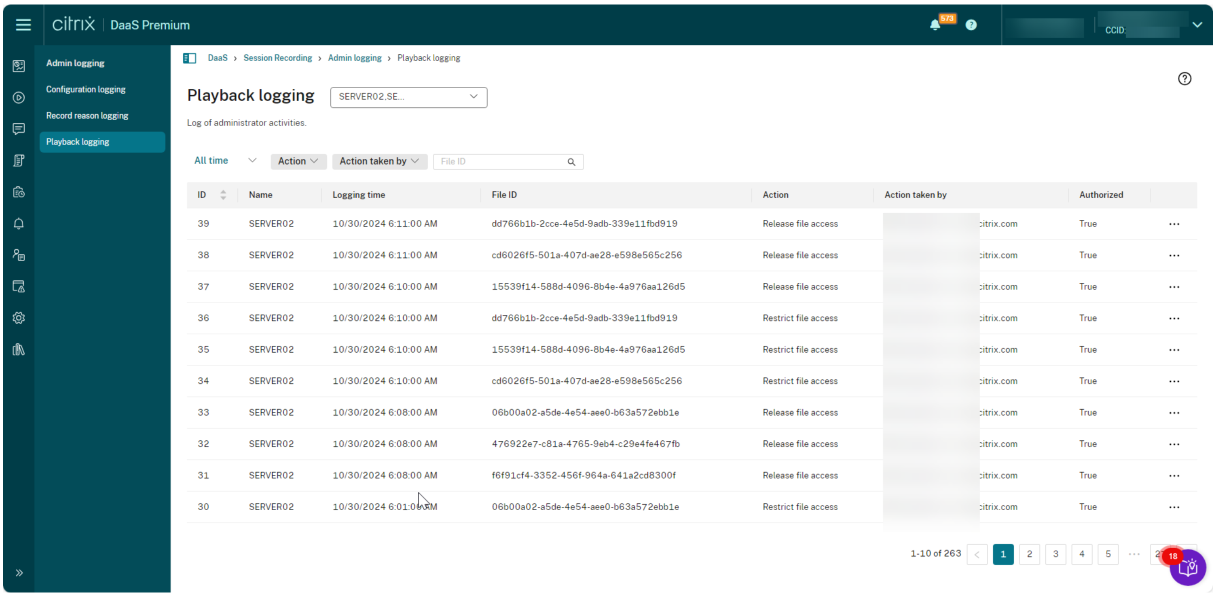
ID	Name	Logging time	Applicable policy	Recorded user	Authorized
39	SERVER02	10/30/2024 7:46:00 AM	RecordReason	X9T3X/Administrator	True
38	SERVER02	10/30/2024 7:41:00 AM	EventLogging	X9T3X/Administrator	True
37	SERVER02	10/30/2024 7:41:00 AM	RecordReason	X9T3X/Administrator	True
36	SERVER02	10/30/2024 7:38:00 AM	EventLogging	X9T3X/Administrator	True
35	SERVER02	10/30/2024 7:38:00 AM	RecordReason	X9T3X/Administrator	True
34	SERVER02	10/30/2024 6:41:00 AM	EventLogging	X9T3X/Administrator	True
33	SERVER02	10/30/2024 6:41:00 AM	RecordReason	X9T3X/Administrator	True
32	SERVER02	10/30/2024 5:50:00 AM	EventLogging	X9T3X/Administrator	True
31	SERVER02	10/30/2024 5:50:00 AM	RecordReason	X9T3X/Administrator	True
30	SERVER02	10/30/2024 5:45:00 AM	EventLogging	X9T3X/Administrator	True

To enable the feature, enable both administrator logging and recording reason logging on your Session Recording servers. If **Enable administrator logging** is not selected, enabling recording reason logging does not take effect.

For information on enabling the recording reason logging, see Disable or enable the recording reason logging.

Playback logging

This part logs playback-related actions. Click the three dots (ellipsis) to view details about each log.



DaaS › Session Recording › Admin logging › Playback logging

Playback logging SERVER02,SE...

Log of administrator activities.

All time | Action | Action taken by | File ID

ID	Name	Logging time	File ID	Action	Action taken by	Authorized
39	SERVER02	10/30/2024 6:11:00 AM	dd766b1b-2cce-4e5d-9adb-339e11fbd919	Release file access	[redacted]itrix.com	True
38	SERVER02	10/30/2024 6:11:00 AM	cd6026f5-501a-407d-ae28-e598e565c256	Release file access	[redacted]itrix.com	True
37	SERVER02	10/30/2024 6:10:00 AM	15539f14-588d-4096-8b4e-4a976aa126d5	Release file access	[redacted]itrix.com	True
36	SERVER02	10/30/2024 6:10:00 AM	dd766b1b-2cce-4e5d-9adb-339e11fbd919	Restrict file access	[redacted]itrix.com	True
35	SERVER02	10/30/2024 6:10:00 AM	15539f14-588d-4096-8b4e-4a976aa126d5	Restrict file access	[redacted]itrix.com	True
34	SERVER02	10/30/2024 6:10:00 AM	cd6026f5-501a-407d-ae28-e598e565c256	Restrict file access	[redacted]itrix.com	True
33	SERVER02	10/30/2024 6:08:00 AM	06b00a02-a5de-4e54-aee0-b63a572ebb1e	Release file access	[redacted]itrix.com	True
32	SERVER02	10/30/2024 6:08:00 AM	476922e7-c81a-4765-9eb4-c29e4fe467fb	Release file access	[redacted]itrix.com	True
31	SERVER02	10/30/2024 6:08:00 AM	f6f91cf4-3352-456f-964a-641a2cd8300f	Release file access	[redacted]itrix.com	True
30	SERVER02	10/30/2024 6:01:00 AM	06b00a02-a5de-4e54-aee0-b63a572ebb1e	Restrict file access	[redacted]itrix.com	True

1-10 of 263

To log playback justifications, enable both administrator logging and playback justification logging on your Session Recording servers. If administrator logging is disabled, enabling playback justification logging does not take effect.

> **Note:**
>
> Playback justification logging is available for Session Recording server 2212 and later only. If you select a site that contains a Session Recording server earlier than version 2212, the playback justification logging enabler isn't available for any server in the site.

Management dashboard

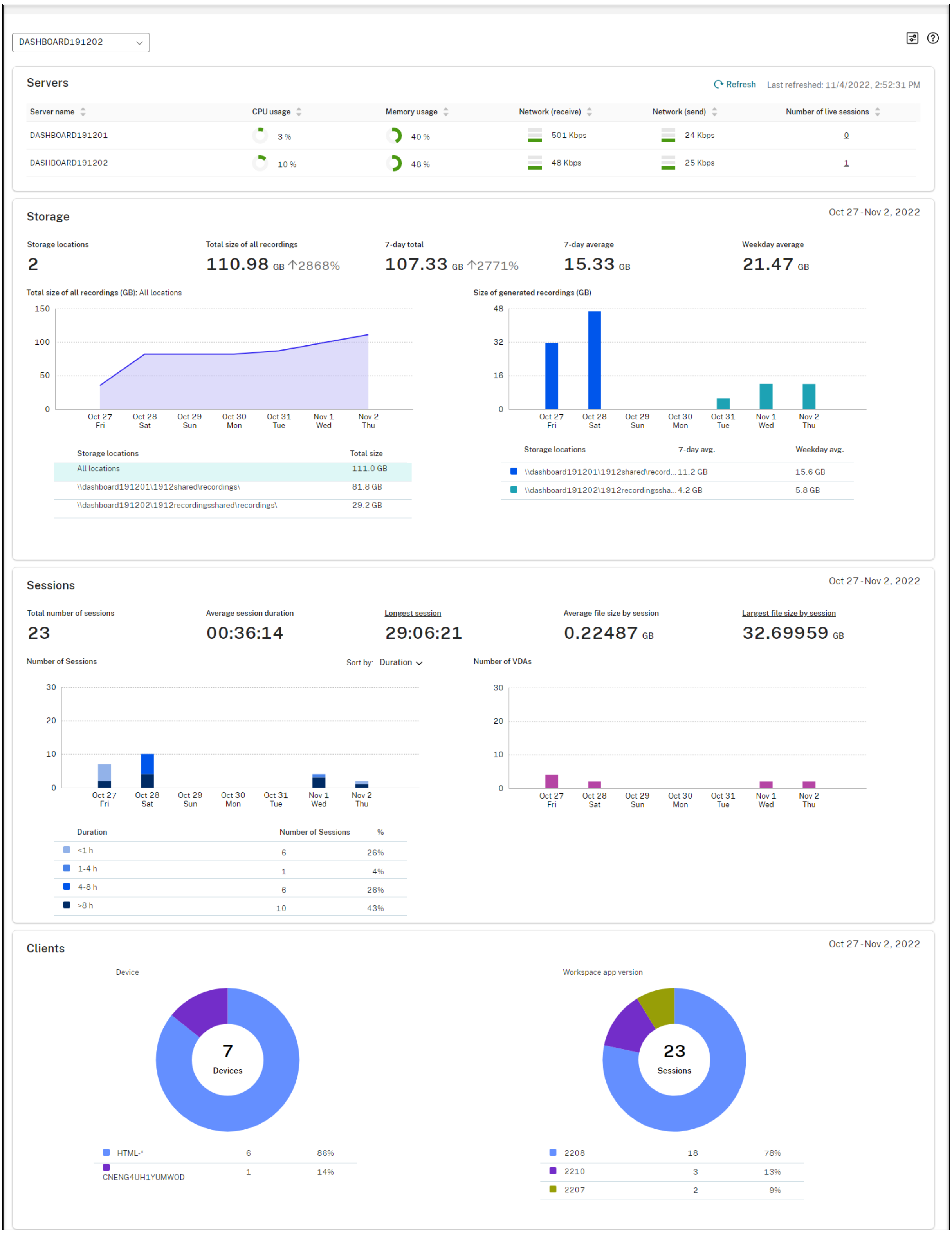
September 22, 2025

Overview

The Session Recording management dashboard helps you gain insights into your system. It lets you monitor various aspects of your system, including:

- Server status
- Recording success rate
- Storage consumption
- Session statistics
- Client device information
- Agent Status

For a sample dashboard, see the following screen capture:



DASHBOARD191202

Servers

Refresh Last refreshed: 11/4/2022, 2:52:31 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
DASHBOARD191201	3 %	40 %	501 Kbps	24 Kbps	0
DASHBOARD191202	10 %	48 %	48 Kbps	25 Kbps	1

Storage

Oct 27 - Nov 2, 2022

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	110.98 GB ↑2868%	107.33 GB ↑2771%	15.33 GB	21.47 GB

Total size of all recordings (GB): All locations

Storage locations	Total size
All locations	111.0 GB
\\dashboard191201\1912shared\recordings\	81.8 GB
\\dashboard191202\1912recordingsshared\recordings\	29.2 GB

Size of generated recordings (GB)

Storage locations	7-day avg.	Weekday avg.
🟦 \\dashboard191201\1912shared\record...	11.2 GB	15.6 GB
🟦 \\dashboard191202\1912recordingssha...	4.2 GB	5.8 GB

Sessions

Oct 27 - Nov 2, 2022

Total number of sessions	Average session duration	Longest session	Average file size by session	Largest file size by session
23	00:36:14	29:06:21	0.22487 GB	32.69959 GB

Number of Sessions

Sort by: Duration

Duration	Number of Sessions	%
<1 h	6	26%
1-4 h	1	4%
4-8 h	6	26%
>8 h	10	43%

Number of VDAs

Clients

Oct 27 - Nov 2, 2022

Device

HTML-*	6	86%
CNENG4UH1YUMWOD	1	14%

Workspace app version

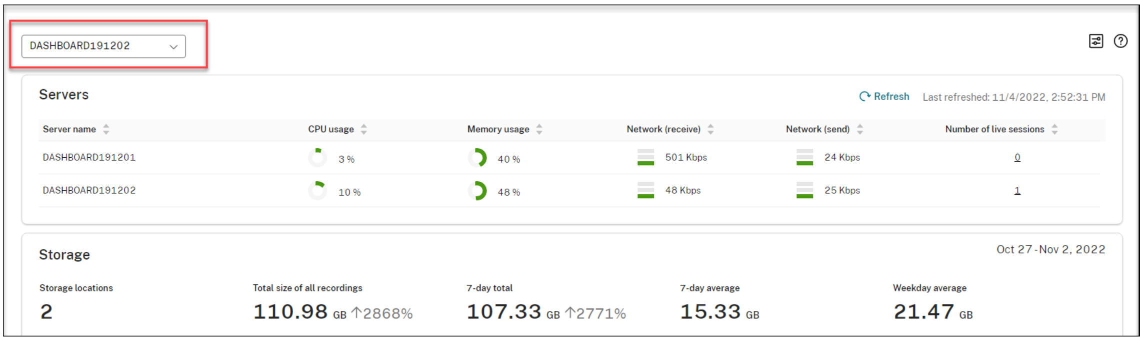
2208	18	78%
2210	3	13%
2207	2	9%

> **Note:**
>
> The recording success rate widget can be shown next to the **Servers** section if the following con-

> ditions are met:
>
> - You are using the cloud client version 7.42.15010.4 or later.
> - You have only one site that has available servers and you have turned on the feature toggle on the dashboard settings page of that site.

Tips for using the dashboard

- The dashboard is the new home page for the Session Recording service console. It is available only for Citrix Cloud™ administrators assigned any of the following roles:
  - Full access
  - **Cloud Administrator** role
  - **Session Recording-FullAdmin** role
- The dashboard presents data relevant to the site that you select from the drop-down menu in the upper-left corner.



DASHBOARD191202

Servers

Refresh Last refreshed: 11/4/2022, 2:52:31 PM

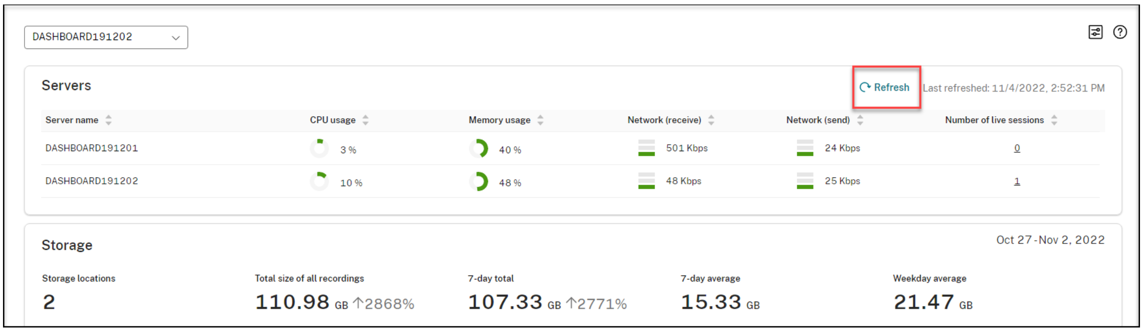
Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
DASHBOARD191201	3 %	40 %	501 Kbps	24 Kbps	0
DASHBOARD191202	10 %	48 %	48 Kbps	25 Kbps	1

Storage

Oct 27 - Nov 2, 2022

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	110.98 GB ↑2868%	107.33 GB ↑2771%	15.33 GB	21.47 GB

- The **Servers** section refreshes data automatically every 120 seconds. Immediate data refreshes occur when you open the dashboard page, select a site, or click **Refresh**. The next data refresh does not start until the previous refresh completes. Thus, if you click **Refresh** during a data refresh, a popup window appears asking you to try again later.



DASHBOARD191202

Servers

Refresh Last refreshed: 11/4/2022, 2:52:31 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
DASHBOARD191201	3 %	40 %	501 Kbps	24 Kbps	0
DASHBOARD191202	10 %	48 %	48 Kbps	25 Kbps	1

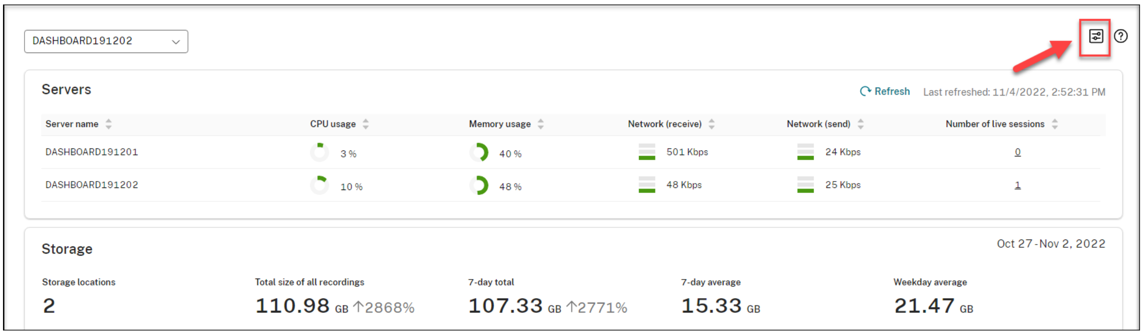
Storage

Oct 27 - Nov 2, 2022

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	110.98 GB ↑2868%	107.33 GB ↑2771%	15.33 GB	21.47 GB

- The **Storage**, **Sessions**, and **Clients** sections refresh data automatically at a specific time every day. When you select a site or click **Refresh** on the dashboard page, data is refreshed immediately.

- Select a site from the drop down list and click on the icon to display and configure the dashboard settings.



Servers

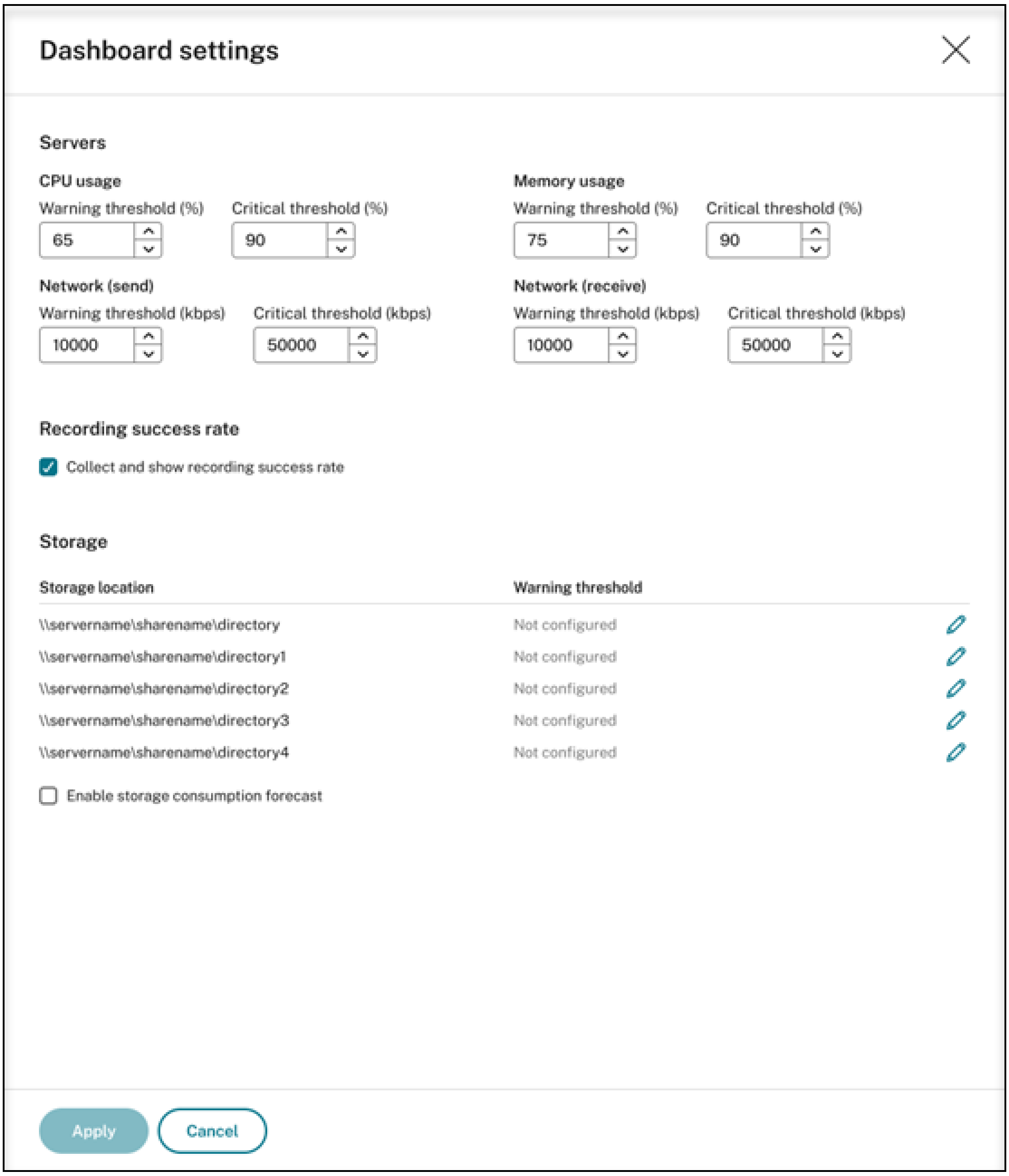
Last refreshed: 11/4/2022, 2:52:31 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
DASHBOARD191201	3 %	40 %	501 Kbps	24 Kbps	0
DASHBOARD191202	10 %	48 %	48 Kbps	25 Kbps	1

Storage

Oct 27 - Nov 2, 2022

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	110.98 GB ↑2868%	107.33 GB ↑2771%	15.33 GB	21.47 GB



Dashboard settings

Servers

CPU usage

Warning threshold (%): 65

Critical threshold (%): 90

Memory usage

Warning threshold (%): 75

Critical threshold (%): 90

Network (send)

Warning threshold (kbps): 10000

Critical threshold (kbps): 50000

Network (receive)

Warning threshold (kbps): 10000

Critical threshold (kbps): 50000

Recording success rate

☑ Collect and show recording success rate

Storage

Storage location	Warning threshold
\\servername\sharename\directory	Not configured
\\servername\sharename\directory1	Not configured
\\servername\sharename\directory2	Not configured
\\servername\sharename\directory3	Not configured
\\servername\sharename\directory4	Not configured

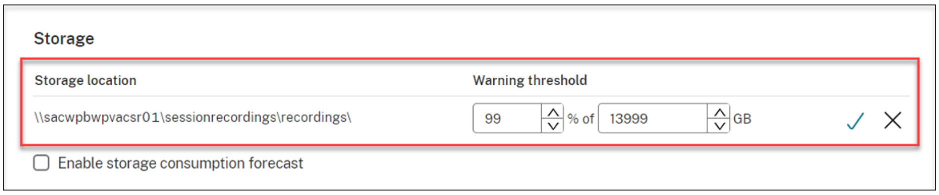
□ Enable storage consumption forecast

Dashboard settings allow you to:

- Set warning and critical thresholds for:
  - CPU usage
  - Memory usage
  - Network (send)
  - Network (receive)
- Enable the feature to collect and show recording success rates.
- Allocate space in a location for recording storage and set warning thresholds for the space

usage. When a warning or critical threshold is reached, the entry is displayed with an orange or red icon.

The storage usage for recorded sessions is influenced by factors such as the chosen image mode and the on-screen activities throughout the sessions. For instance, viewing videos during a virtual session can result in larger recording files.



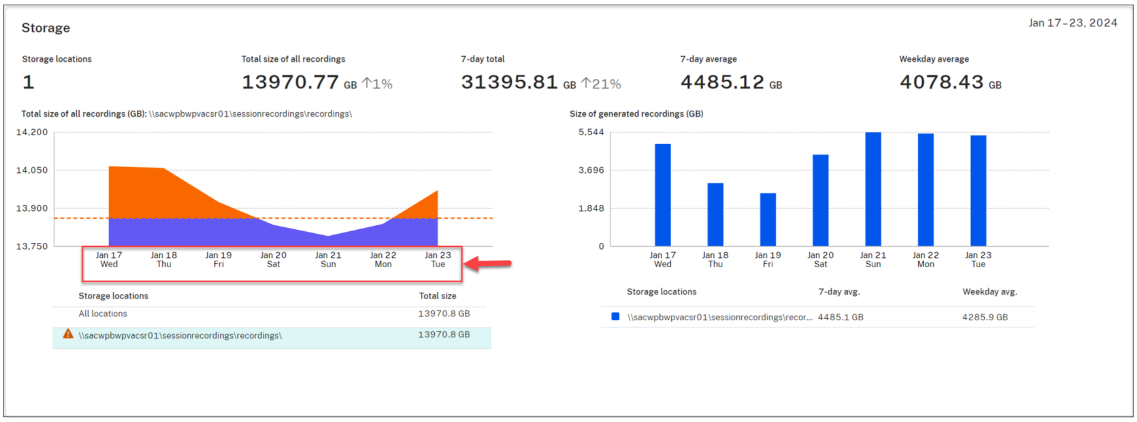
Storage

Storage location	Warning threshold
\\sacwpbwpvacsr01\sessionrecordings\recordings\	99 % of 13999 GB ✓ ✕

□ Enable storage consumption forecast

- Enable storage consumption forecast. Storage consumption forecast allows you to predict resource usage and take precautions in advance. After you enable the feature, a storage consumption forecast for the next 7 days can be generated based on sufficient historical consumption data of approximately one month. You can view the forecast on the **Total size of all recordings** chart of the **Storage** section.

When the storage consumption forecast is not enabled, the **Total size of all recordings** chart shows only the actual consumption data over the past 7 days. For example:



Storage

Jan 17–23, 2024

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
1	13970.77 GB ↑1%	31395.81 GB ↑21%	4485.12 GB	4078.43 GB

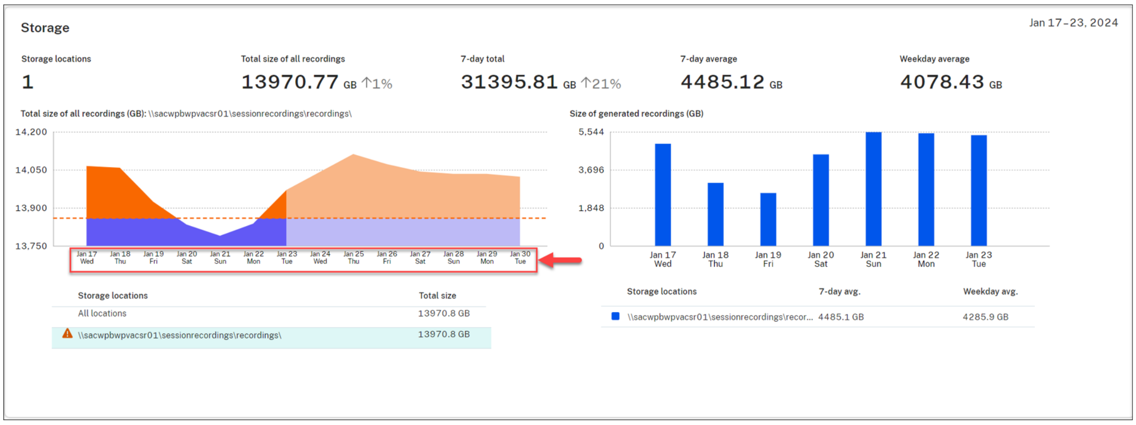
Total size of all recordings (GB): \\sacwpbwpvacsr01\sessionrecordings\recordings\

Storage locations	Total size
All locations	13970.8 GB
⚠ \\sacwpbwpvacsr01\sessionrecordings\recordings\	13970.8 GB

Size of generated recordings (GB)

Storage locations	7-day avg.	Weekday avg.
\\sacwpbwpvacsr01\sessionrecordings\recor…	4485.1 GB	4285.9 GB

When the storage consumption forecast is enabled, the **Total size of all recordings** chart shows not only the actual consumption data over the past 7 days but also a consumption forecast for the next 7 days. For example:



Storage

Jan 17–23, 2024

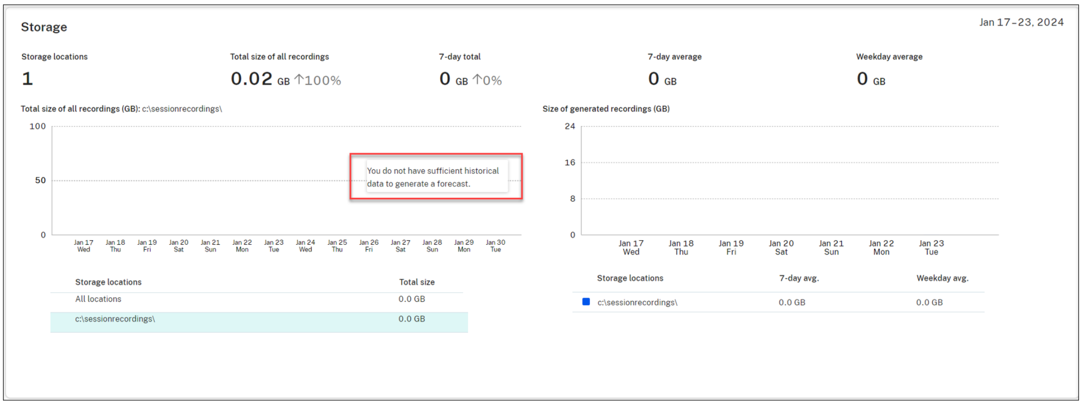
Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
1	13970.77 GB ↑1%	31395.81 GB ↑21%	4485.12 GB	4078.43 GB

Total size of all recordings (GB): \\sacwpbwpvacsr01\sessionrecordings\recordings\

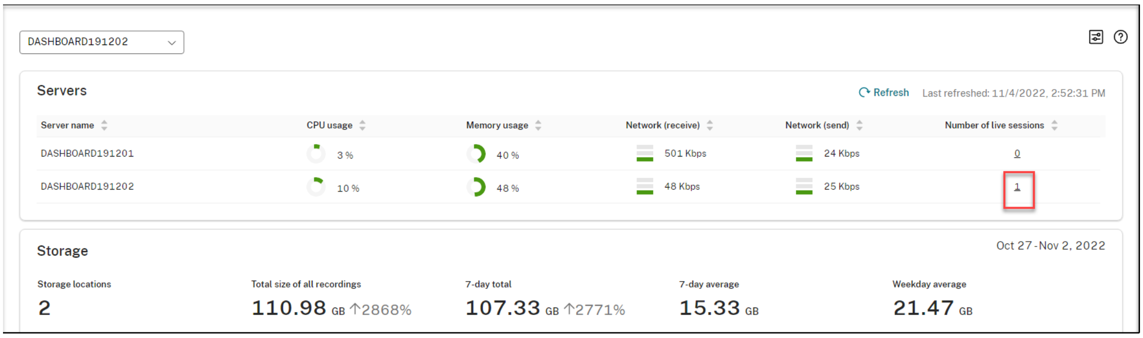
Size of generated recordings (GB)

Storage locations	Total size
All locations	13970.8 GB
⚠ \\sacwpbwpvacsr01\sessionrecordings\recordings\	13970.8 GB

Storage locations	7-day avg.	Weekday avg.
\\sacwpbwpvacsr01\sessionrecordings\recor...	4485.1 GB	4285.9 GB

> **Note:**
>
> The consumption forecast requires sufficient historical data of approximately one month. For example, see the following prompt:
>
> 
>
>
> Storage
>
> Jan 17–23, 2024
>
> | Storage locations | Total size of all recordings | 7-day total | 7-day average | Weekday average |
> |---|---|---|---|---|
> | 1 | 0.02 GB ↑100% | 0 GB ↑0% | 0 GB | 0 GB |
>
> Total size of all recordings (GB): c:\sessionrecordings\
>
> You do not have sufficient historical data to generate a forecast.
>
> Size of generated recordings (GB)
>
> | Storage locations | Total size |
> |---|---|
> | All locations | 0.0 GB |
> | c:\sessionrecordings\ | 0.0 GB |
>
> | Storage locations | 7-day avg. | Weekday avg. |
> |---|---|---|
> | c:\sessionrecordings\ | 0.0 GB | 0.0 GB |

- In the **Servers** section, you can open and play live sessions by clicking on the number of live sessions. For example:



DASHBOARD191202

Servers

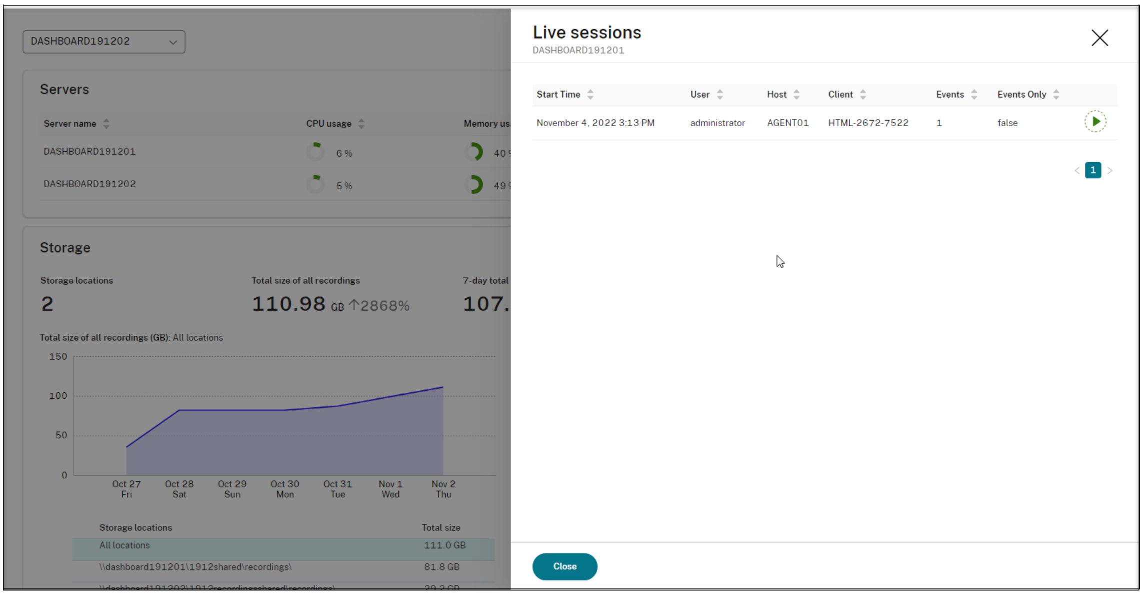
Refresh Last refreshed: 11/4/2022, 2:52:31 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
DASHBOARD191201	3 %	40 %	501 Kbps	24 Kbps	0
DASHBOARD191202	10 %	48 %	48 Kbps	25 Kbps	1

Storage

Oct 27 -Nov 2, 2022

Storage locations	Total size of all recordings	7-day total	7-day average	Weekday average
2	110.98 GB ↑2868%	107.33 GB ↑2771%	15.33 GB	21.47 GB



DASHBOARD191202

Servers

Server name	CPU usage	Memory us
DASHBOARD191201	6 %	40
DASHBOARD191202	5 %	49

Storage

Storage locations 2

Total size of all recordings 110.98 GB ↑2868%

7-day total 107.

Total size of all recordings (GB): All locations

Storage locations	Total size
All locations	111.0 GB
\\dashboard191201\1912shared\recordings\	81.8 GB
\\dashboard191202\1912recordingsshared\recordings\	29.2 GB

Live sessions

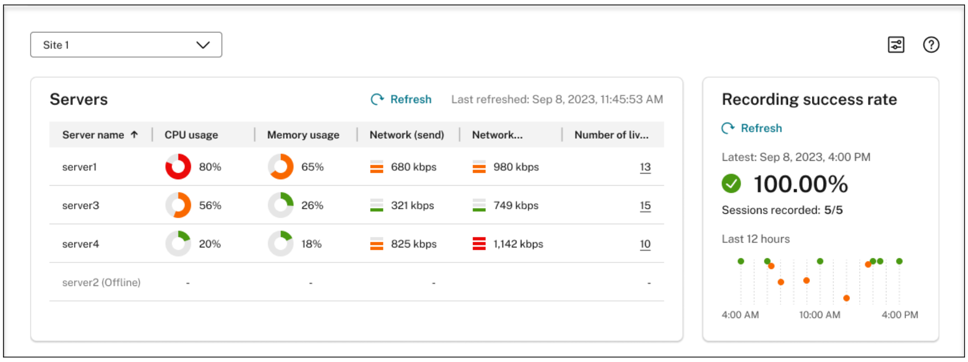
DASHBOARD191201

Start Time	User	Host	Client	Events	Events Only
November 4, 2022 3:13 PM	administrator	AGENT01	HTML-2672-7522	1	false

- In the **Recording success rate** section, you can see a widget showing the recording success rates for the current site. The recording success rate is calculated as follows:

  Recording success rate = the number of successfully recorded sessions / the total number of sessions matching the currently active recording policy.

  > **Note:**
  >
  > The recording success rate widget can be shown next to the **Servers** section if the following conditions are met:
  >
  > - You are using the cloud client version 7.42.15010.4 or later.
  > - You have only one site that has available servers and you have turned on the feature toggle on the dashboard settings page of that site.
  >
  > For example:



Site 1

Servers

Refresh Last refreshed: Sep 8, 2023, 11:45:53 AM

Server name ↑	CPU usage	Memory usage	Network (send)	Network...	Number of liv...
server1	80%	65%	680 kbps	980 kbps	13
server3	56%	26%	321 kbps	749 kbps	15
server4	20%	18%	825 kbps	1,142 kbps	10
server2 (Offline)	-	-	-		-

Recording success rate

Refresh

Latest: Sep 8, 2023, 4:00 PM

✓ 100.00%

Sessions recorded: 5/5

Last 12 hours

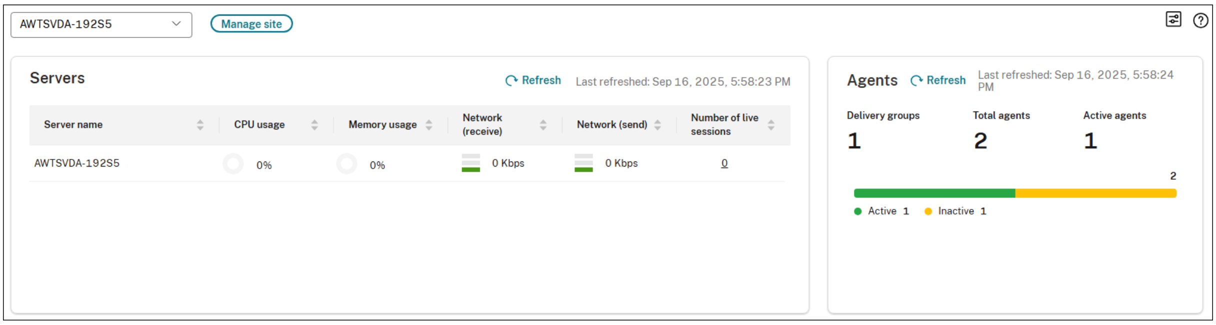
- The **Agent** section provides a quick summary of the status of all your Session Recording agents if the Session Recording Server/Agent are upgraded to 2503. It displays:

  - **Total agents:** The total number of Session Recording agents connected to the service.

- **Active agents:** The number of agents that are currently online and sending heartbeats to the service.
- **Inactive agents:** The number of agents that are currently offline or have not sent a heartbeat within a specified time.

This overview helps you quickly identify any potential issues with agent connectivity and ensure that your recording environment is healthy. For more detailed information about individual agents, including their VDA status, you can navigate to Configuration > Site management.

For Example:



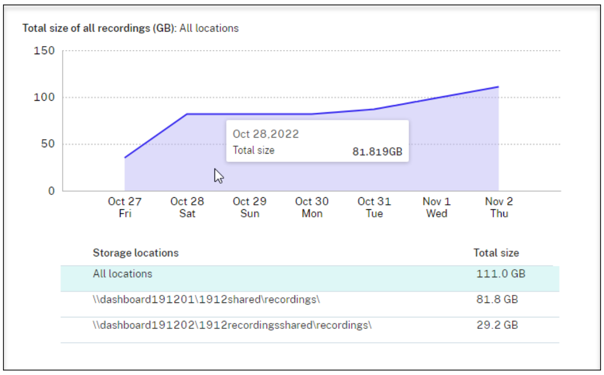
Servers ⟳ Refresh Last refreshed: Sep 16, 2025, 5:58:23 PM

Server name	CPU usage	Memory usage	Network (receive)	Network (send)	Number of live sessions
AWTSVDA-192S5	0%	0%	0 Kbps	0 Kbps	0

Agents ⟳ Refresh Last refreshed: Sep 16, 2025, 5:58:24 PM

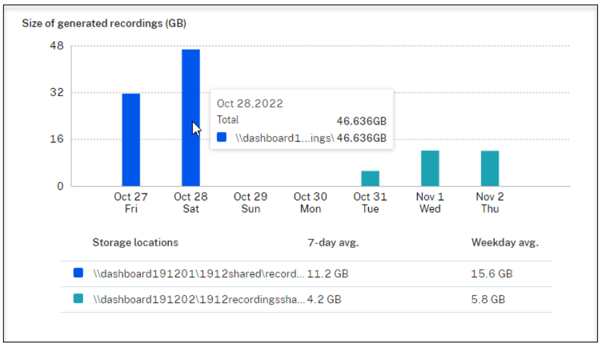
Delivery groups: 1
Total agents: 2
Active agents: 1

- In the **Total size of all recordings (GB)** section, you can switch between storage locations to view relevant data. You can also hover over the chart to view the total size of all recordings on a specific day.


Total size of all recordings (GB): All locations

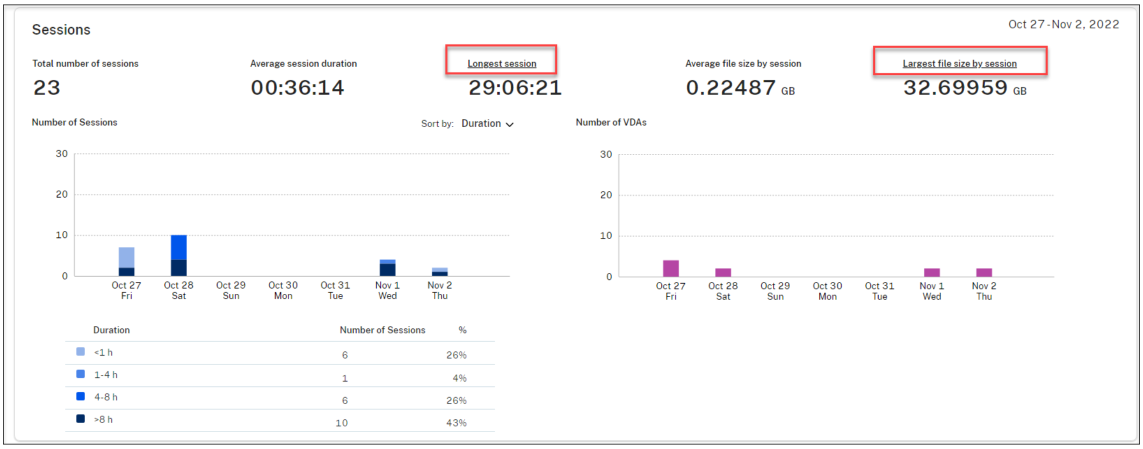
Storage locations	Total size
All locations	111.0 GB
\\dashboard191201\1912shared\recordings\	81.8 GB
\\dashboard191202\1912recordingsshared\recordings\	29.2 GB

- In the **Size of generated recordings (GB)** section, you can hover over the bar chart corresponding to a day to view the size of newly generated recordings on that day.


Size of generated recordings (GB)

Storage locations	7-day avg.	Weekday avg.
\\dashboard191201\1912shared\record...	11.2 GB	15.6 GB
\\dashboard191202\1912recordingssha...	4.2 GB	5.8 GB

- In the **Sessions** section, you can click **Longest session** and **Largest file size by session** to view session details.

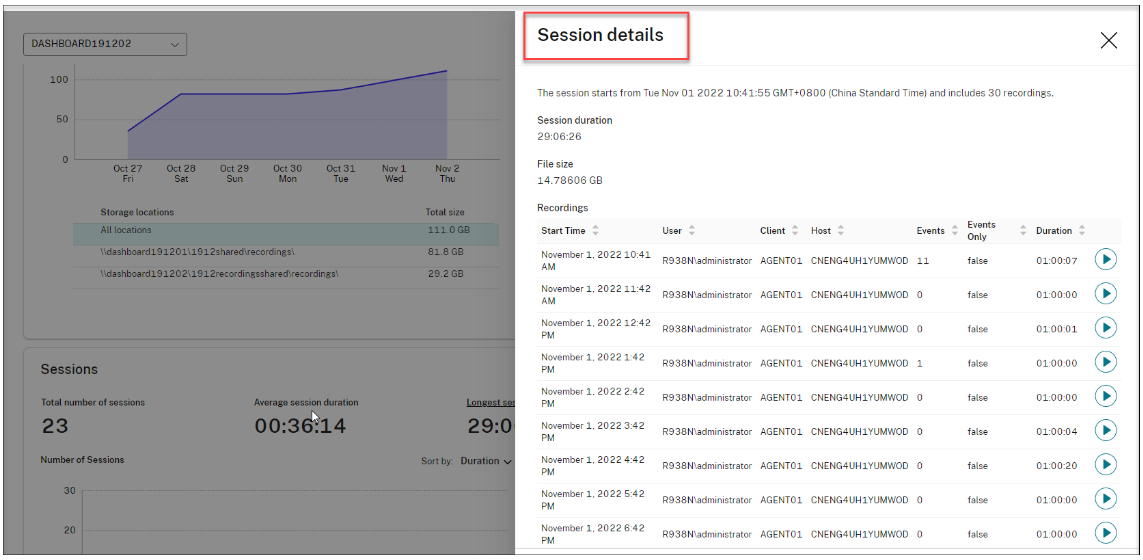


Sessions

Oct 27 - Nov 2, 2022

Total number of sessions	Average session duration	Longest session	Average file size by session	Largest file size by session
23	00:36:14	29:06:21	0.22487 GB	32.69959 GB

Duration	Number of Sessions	%
<1 h	6	26%
1-4 h	1	4%
4-8 h	6	26%
>8 h	10	43%



Storage locations	Total size
All locations	111.0 GB
\\dashboard191201\1912shared\recordings\	81.8 GB
\\dashboard191202\1912recordingsshared\recordings\	29.2 GB

Session details

The session starts from Tue Nov 01 2022 10:41:55 GMT+0800 (China Standard Time) and includes 30 recordings.

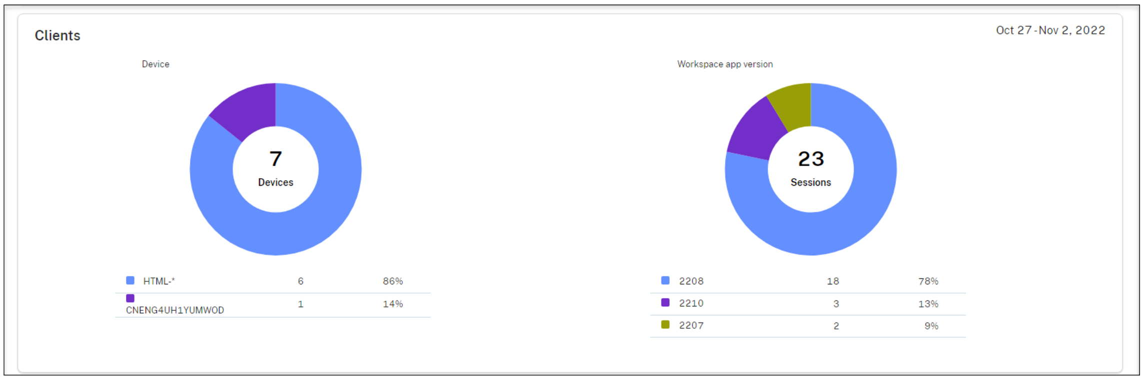
Session duration
29:06:26

File size
14.78606 GB

Recordings

Start Time	User	Client	Host	Events	Events Only	Duration	
November 1, 2022 10:41 AM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	11	false	01:00:07	▶
November 1, 2022 11:42 AM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:00	▶
November 1, 2022 12:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:01	▶
November 1, 2022 1:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	1	false	01:00:00	▶
November 1, 2022 2:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:00	▶
November 1, 2022 3:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:04	▶
November 1, 2022 4:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:20	▶
November 1, 2022 5:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:00	▶
November 1, 2022 6:42 PM	R938N\administrator	AGENT01	CNENG4UH1YUMWOD	0	false	01:00:00	▶

- The **Clients** section shows the percentage of client devices that have different machine name prefixes and the percentage of sessions that run on different versions of Citrix Workspace™ app.



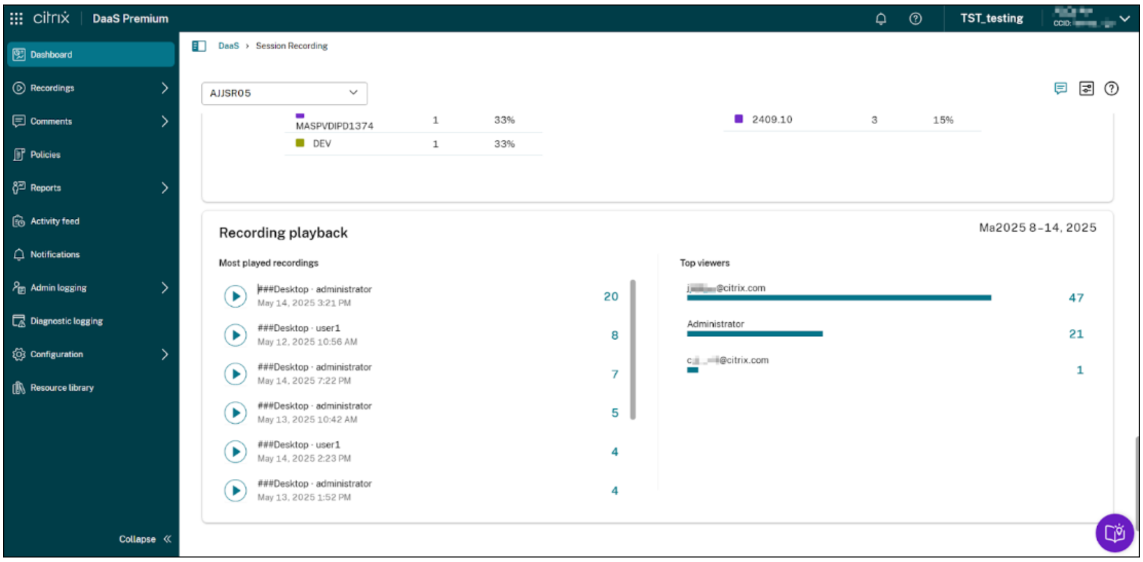
Clients

Oct 27 - Nov 2, 2022

Device		
HTML-*	6	86%
CNENG4UH1YUMWOD	1	14%

Workspace app version		
2208	18	78%
2210	3	13%
2207	2	9%

- The Recording playback section provides statistics for recording playback. It displays two views: the most played recordings and the top viewers.



MASPVDIPD1374	1	33%
DEV	1	33%
2409.10	3	15%

Recording playback

Ma2025 8-14, 2025

Most played recordings

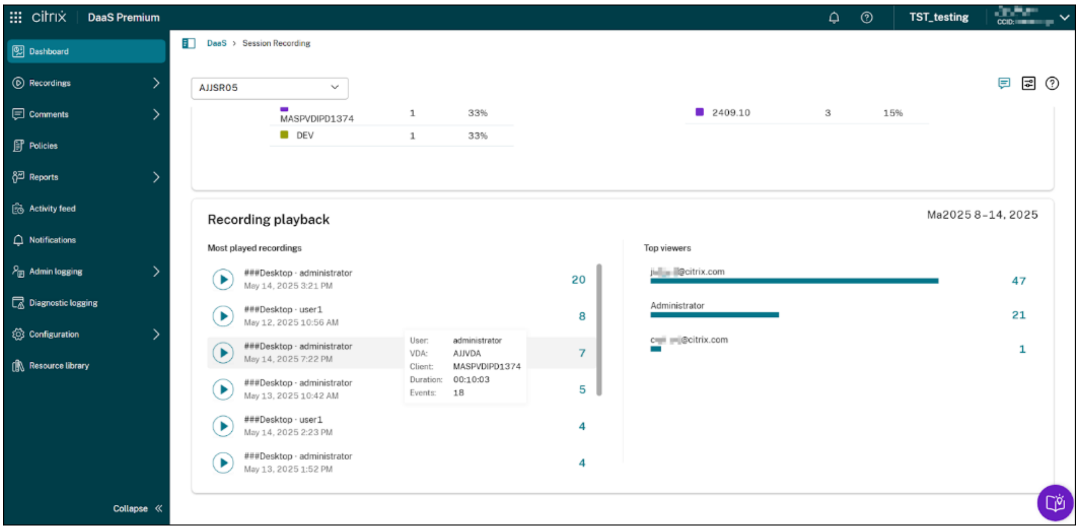
###Desktop · administrator May 14, 2025 3:21 PM	20
###Desktop · user1 May 12, 2025 10:56 AM	8
###Desktop · administrator May 14, 2025 7:22 PM	7
###Desktop · administrator May 13, 2025 10:42 AM	5
###Desktop · user1 May 14, 2025 2:23 PM	4
###Desktop · administrator May 13, 2025 1:52 PM	4

Top viewers

j[redacted]@citrix.com	47
Administrator	21
c[redacted]@citrix.com	1

In this section:

- When you hover the mouse over a recording item in the "Most played recordings" view (left side), detailed information about that recording is displayed.



MASPVDIPD1374	1	33%
DEV	1	33%
2409.10	3	15%

Recording playback

Ma2025 8-14, 2025

Most played recordings

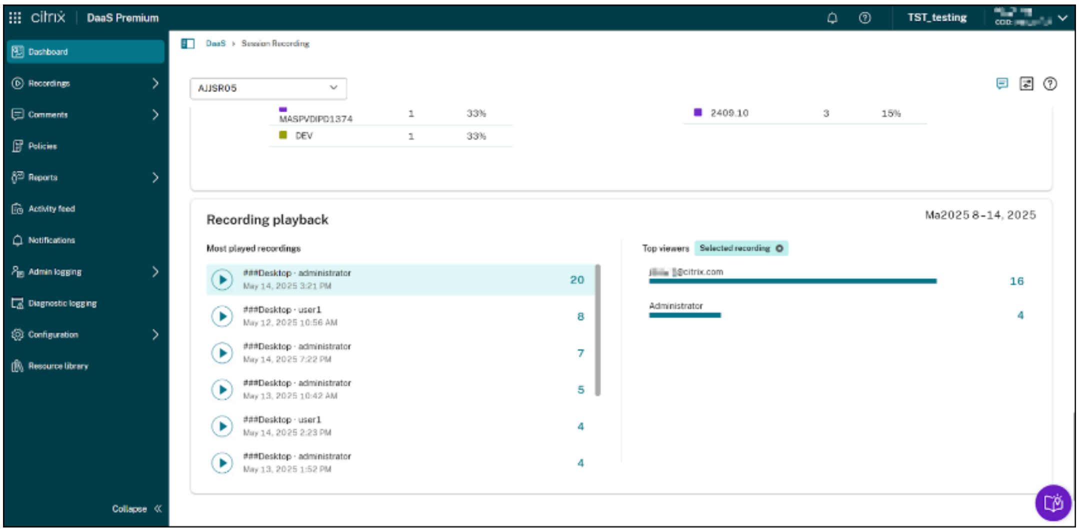
###Desktop · administrator May 14, 2025 3:21 PM	20
###Desktop · user1 May 12, 2025 10:56 AM	8
###Desktop · administrator May 14, 2025 7:22 PM	7
###Desktop · administrator May 13, 2025 10:42 AM	5
###Desktop · user1 May 14, 2025 2:23 PM	4
###Desktop · administrator May 13, 2025 1:52 PM	4

User:	administrator
VDA:	AJJVDA
Client:	MASPVDIPD1374
Duration:	00:10:03
Events:	18

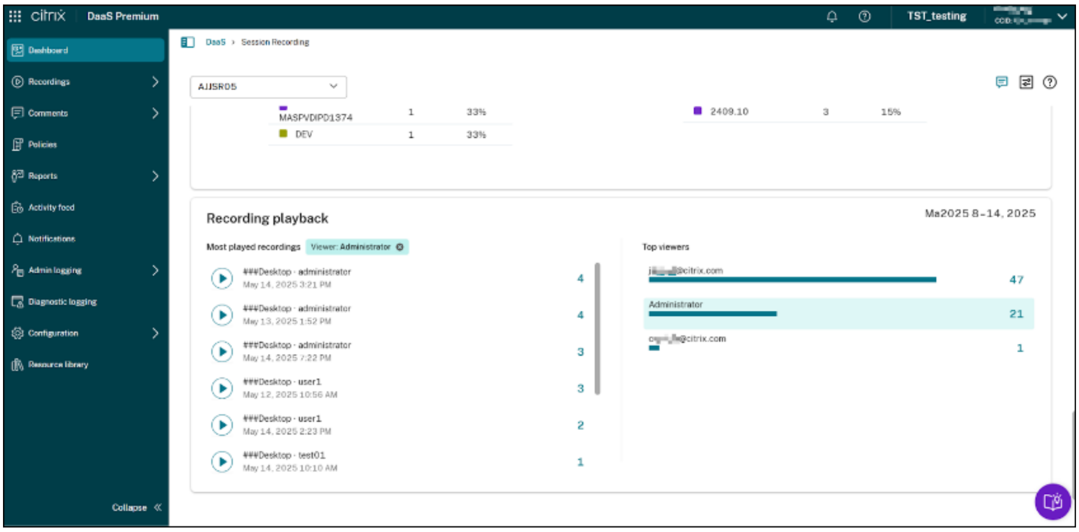
Top viewers

j[redacted]@citrix.com	47
Administrator	21
c[redacted]@citrix.com	1

- If you click on a recording item in the "Most played recordings" view, the "Top viewers" view (right side) shows the top 10 users who have played that specific recording.



- Conversely, if you click on a viewer item in the "Top viewers" view, the "Most played recordings" view will update to show the top 10 recordings played by that specific viewer.

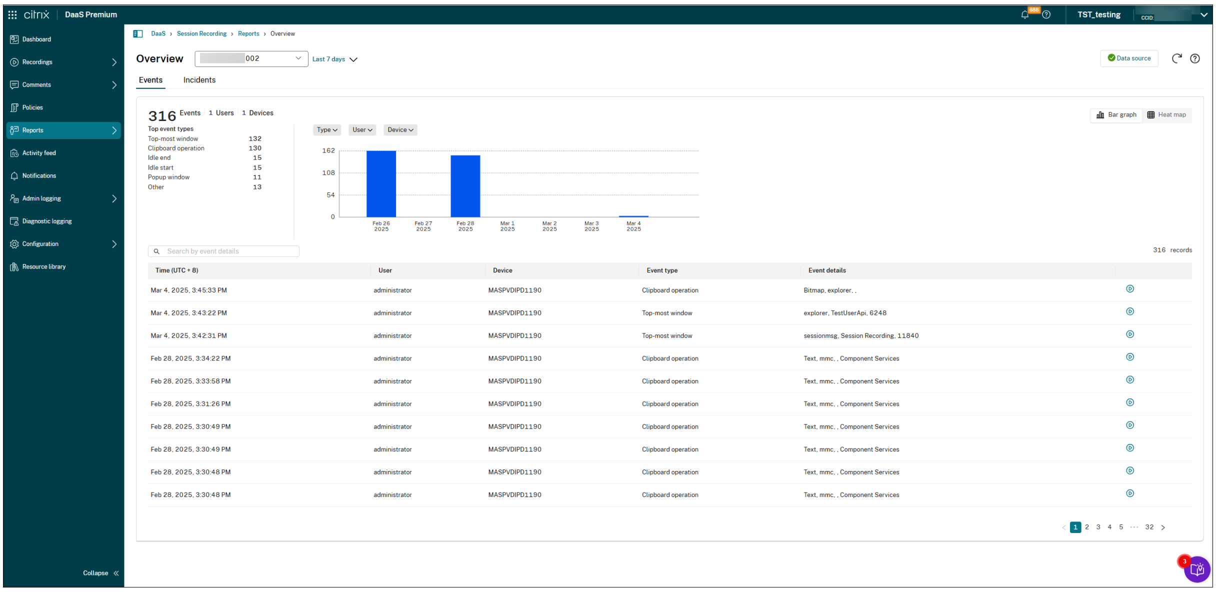


Site-level user activity reporting

September 7, 2025

Based on event detection in recorded sessions, Session Recording empowers you to identify incidents from events. It also displays the event and incident data in the cloud for aggregation and analysis, providing a comprehensive view of user activity across an entire site.

The following screen captures illustrate a site-specific overview of events and incidents.



Overview [redacted]002 Last 7 days

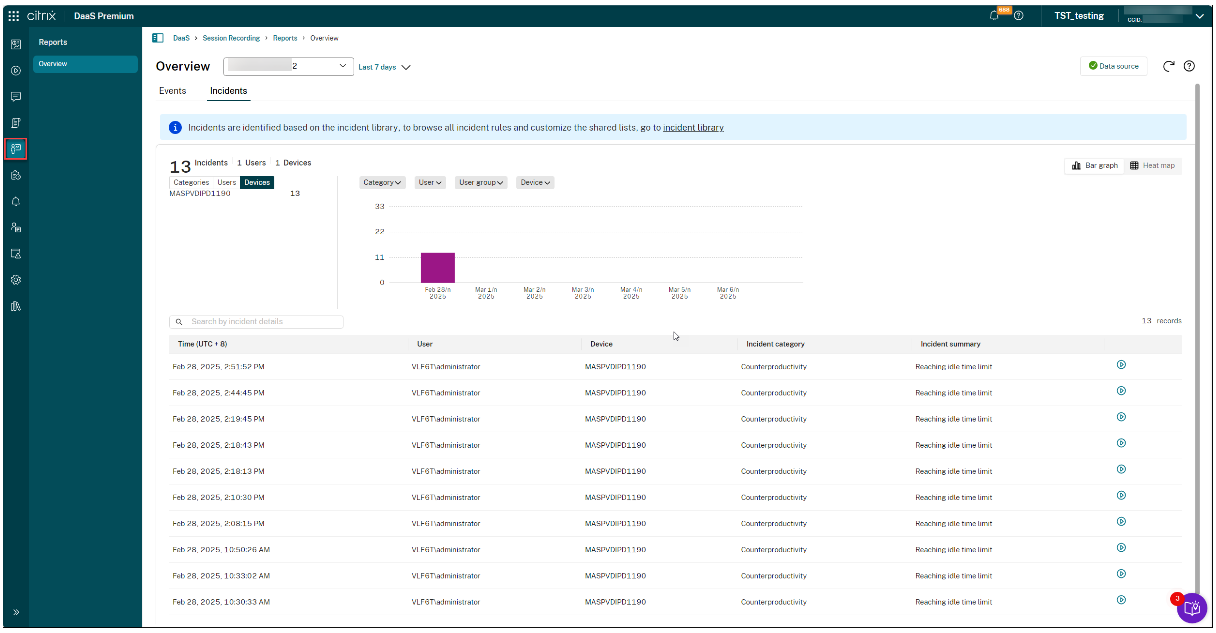
Events Incidents

316 Events 1 Users 1 Devices

Top event types	
Top-most window	132
Clipboard operation	130
Idle end	15
Idle start	15
Popup window	11
Other	13

316 records

Time (UTC + 8)	User	Device	Event type	Event details
Mar 4, 2025, 3:45:33 PM	administrator	MASPVDIPD1190	Clipboard operation	Bitmap, explorer, ,
Mar 4, 2025, 3:43:22 PM	administrator	MASPVDIPD1190	Top-most window	explorer, TestUserApi, 6248
Mar 4, 2025, 3:42:31 PM	administrator	MASPVDIPD1190	Top-most window	sessionmsg, Session Recording, 11840
Feb 28, 2025, 3:34:22 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:33:58 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:31:26 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:30:49 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:30:49 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:30:48 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 28, 2025, 3:30:48 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services



Overview [redacted]2 Last 7 days

Events Incidents

Incidents are identified based on the incident library, to browse all incident rules and customize the shared lists, go to incident library

13 Incidents 1 Users 1 Devices

Categories Users Devices

MASPVDIPD1190 13

13 records

Time (UTC + 8)	User	Device	Incident category	Incident summary
Feb 28, 2025, 2:51:52 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:44:45 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:19:45 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:18:43 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:18:13 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:10:30 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:08:15 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 10:50:26 AM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 10:33:02 AM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 10:30:33 AM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit

This site-level reporting feature enables you to:

- Quickly filter incidents from events by category.
- Identify abnormal activity with greater efficiency.
- Gain a broader understanding of user activity patterns across your site.

Prerequisites

- The availability of the event data in the cloud is solely determined by the active event detection policy, and is independent of settings or Session Recording server versions. Therefore, if the active policy dictates event data, it will always be displayed in the cloud.

- The availability of the incident data in the cloud is governed by three factors: the active event detection policy, site-specific event data analysis settings, and incident library settings that identify incidents from events. Separately, Session Recording 2503 or later is required for incident identification and display in the cloud.

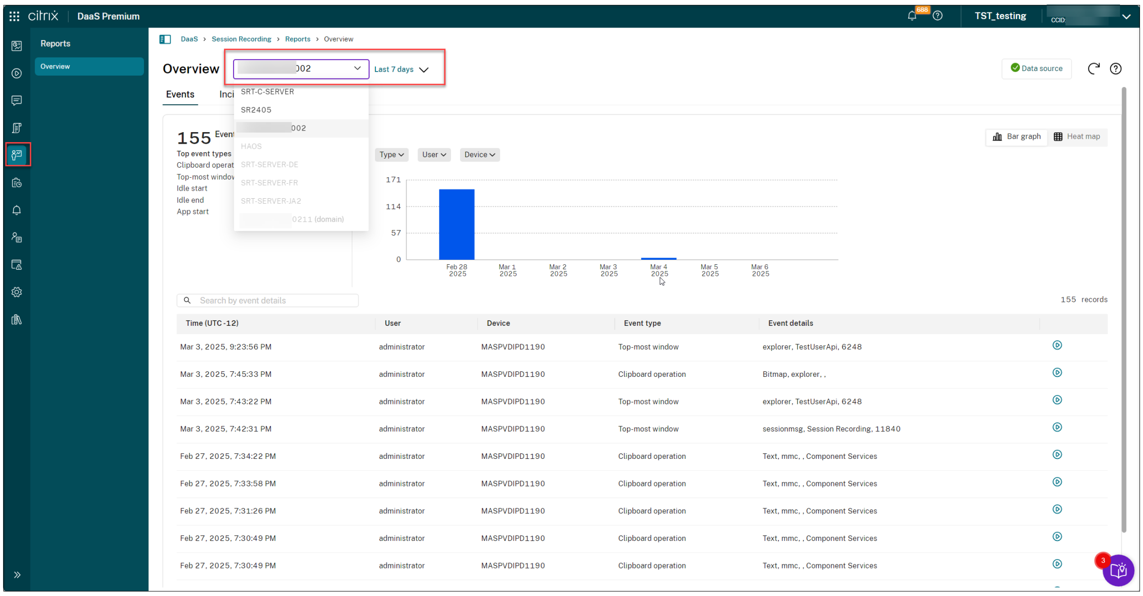
For information about the event detection policy settings, see Configure event detection policies.

For information about the event data analysis and incident library settings, see Configure site-level user activity reporting later in this article.

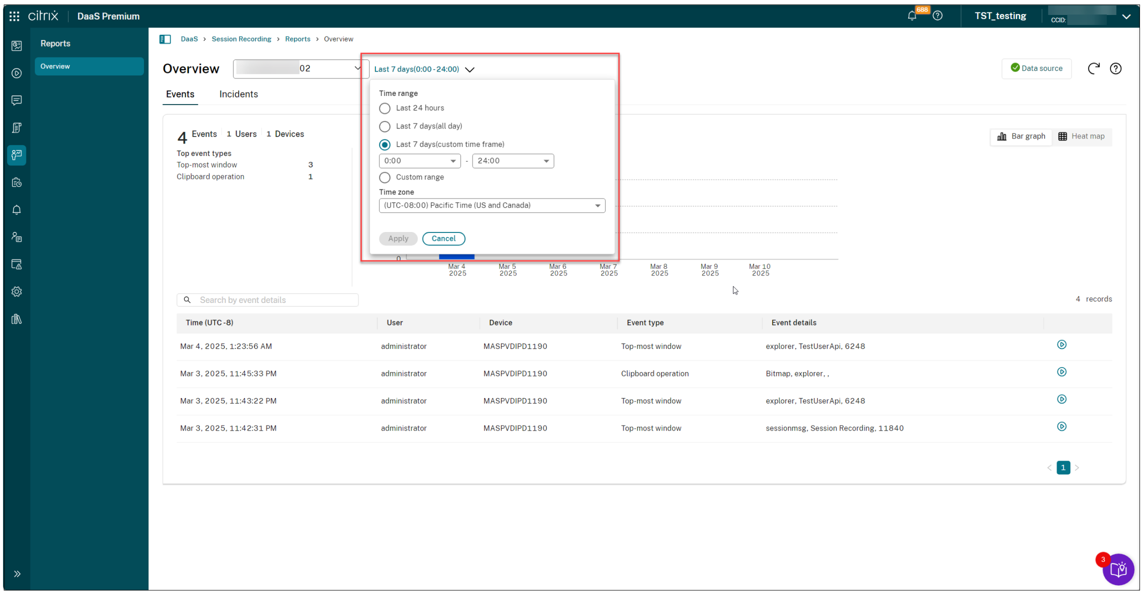
View site-specific user activity reports

Site-level user activity reporting delivers a comprehensive perspective of events and incidents across an entire site, enabling enhanced monitoring and analysis. To view site-specific user activity reports, proceed with the following steps:

1. Sign in to Citrix Cloud.
2. In the upper left menu, select **My Services > DaaS**.
3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**.
4. In the Session Recording service view, select **Reports** from the left navigation.
5. Select a target site and specify the time range and time zone.



Time (UTC -12)	User	Device	Event type	Event details
Mar 3, 2025, 9:23:56 PM	administrator	MASPVDIPD1190	Top-most window	explorer, TestUserApi, 6248
Mar 3, 2025, 7:45:33 PM	administrator	MASPVDIPD1190	Clipboard operation	Bitmap, explorer, ,
Mar 3, 2025, 7:43:22 PM	administrator	MASPVDIPD1190	Top-most window	explorer, TestUserApi, 6248
Mar 3, 2025, 7:42:31 PM	administrator	MASPVDIPD1190	Top-most window	sessionmsg, Session Recording, 11840
Feb 27, 2025, 7:34:22 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 27, 2025, 7:33:58 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 27, 2025, 7:31:26 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 27, 2025, 7:30:49 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services
Feb 27, 2025, 7:30:49 PM	administrator	MASPVDIPD1190	Clipboard operation	Text, mmc, , Component Services



DaaS › Session Recording › Reports › Overview

Overview [redacted]02 Last 7 days(0:00 - 24:00)

Events Incidents

Time range
○ Last 24 hours
○ Last 7 days(all day)
● Last 7 days(custom time frame)
0:00 - 24:00
○ Custom range
Time zone
(UTC-08:00) Pacific Time (US and Canada)
Apply Cancel

4 Events 1 Users 1 Devices

Top event types

Top-most window	3
Clipboard operation	1

Search by event details

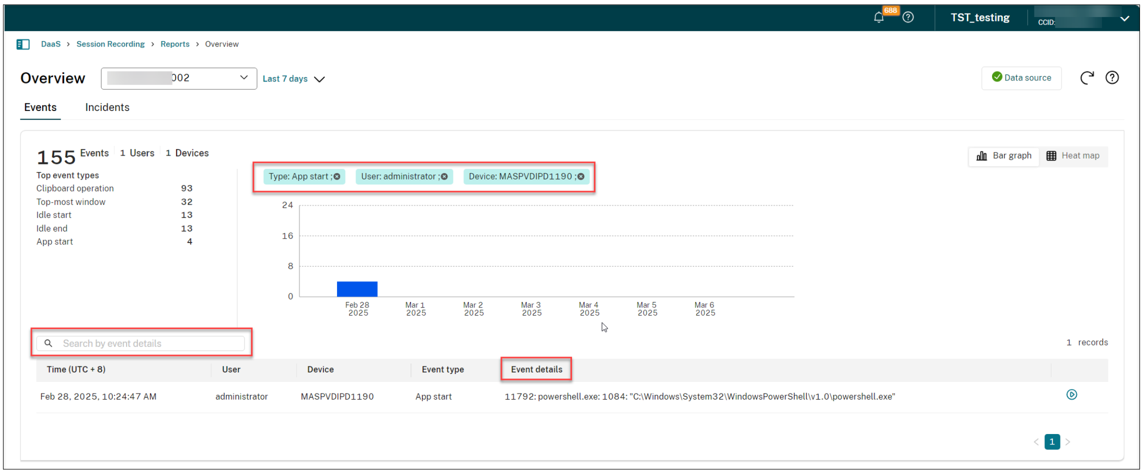
4 records

Time (UTC -8)	User	Device	Event type	Event details
Mar 4, 2025, 1:23:56 AM	administrator	MASPVDIPD1190	Top-most window	explorer, TestUserApi, 6248
Mar 3, 2025, 11:45:33 PM	administrator	MASPVDIPD1190	Clipboard operation	Bitmap, explorer, ,
Mar 3, 2025, 11:43:22 PM	administrator	MASPVDIPD1190	Top-most window	explorer, TestUserApi, 6248
Mar 3, 2025, 11:42:31 PM	administrator	MASPVDIPD1190	Top-most window	sessionmsg, Session Recording, 11840

6. Use the **Events** and **Incidents** tabs to review detected events within recorded sessions and incidents identified from those events.

   You can filter events and incidents for detailed analysis.

   To find specific events on the **Events** tab, you can filter by event type, session user, and client device. You can also use the search box to find events by keyword. Filters are combined using 'AND'.



DaaS › Session Recording › Reports › Overview

Overview [redacted]002 Last 7 days

Data source

Events Incidents

155 Events 1 Users 1 Devices

Top event types

Clipboard operation	93
Top-most window	32
Idle start	13
Idle end	13
App start	4

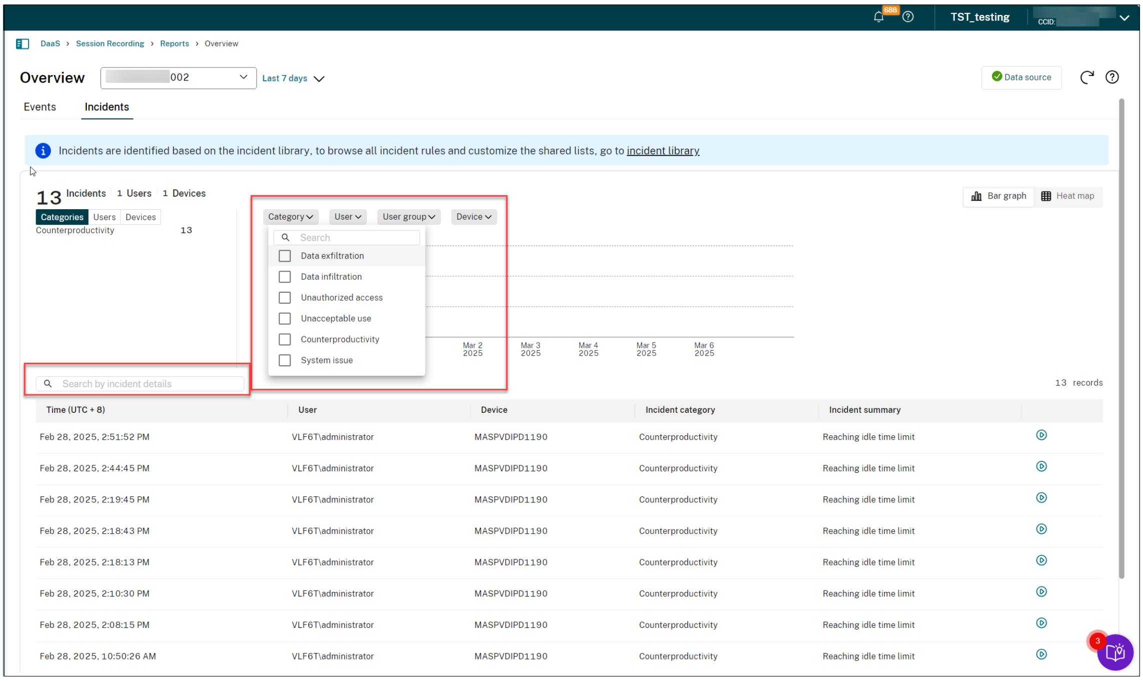
Type: App start ; User: administrator ; Device: MASPVDIPD1190 ;

Search by event details

1 records

Time (UTC + 8)	User	Device	Event type	Event details
Feb 28, 2025, 10:24:47 AM	administrator	MASPVDIPD1190	App start	11792: powershell.exe: 1084: "C:\Windows\System32\WindowsPowerShell\v1.0\powershell.exe"

   To find specific incidents on the **Incidents** tab, you can filter by category, session user, user group, and client device. You can also use the search box to find events by keyword. Filters are combined using 'AND'.



Incidents are identified based on the incident library, to browse all incident rules and customize the shared lists, go to incident library

Categories	
Counterproductivity	13

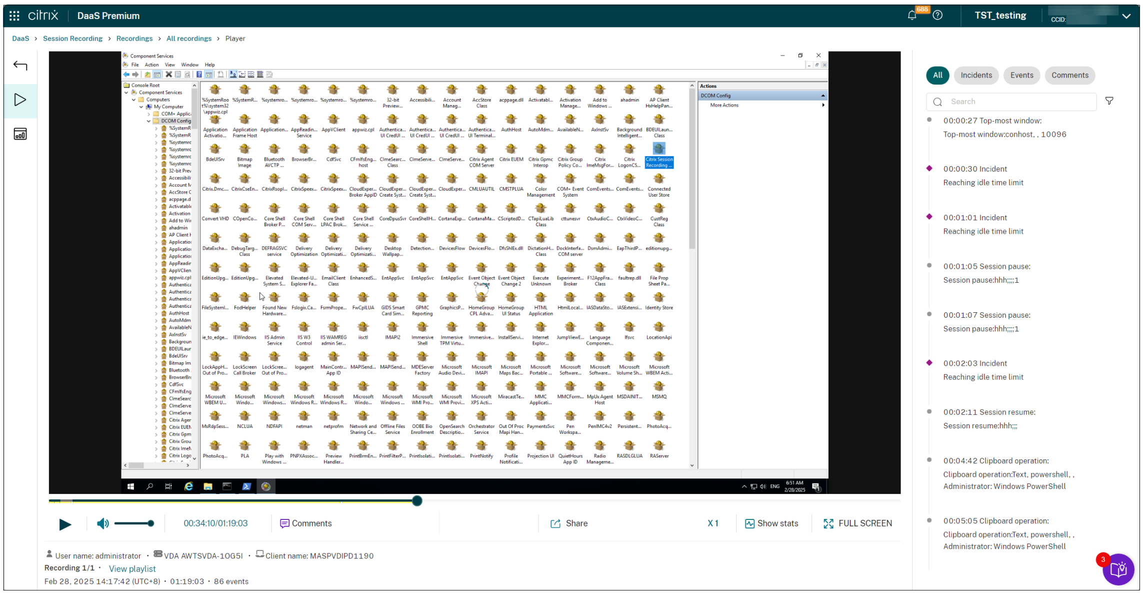
- □ Data exfiltration
- □ Data infiltration
- □ Unauthorized access
- □ Unacceptable use
- □ Counterproductivity
- □ System issue

13 records

Time (UTC + 8)	User	Device	Incident category	Incident summary
Feb 28, 2025, 2:51:52 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:44:45 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:19:45 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:18:43 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:18:13 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:10:30 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 2:08:15 PM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit
Feb 28, 2025, 10:50:26 AM	VLF6T\administrator	MASPVDIPD1190	Counterproductivity	Reaching idle time limit

Both events and incidents are tagged within recordings, allowing for easy search and playback review. Clicking the play button takes you to the recording playback page, where you can view the events, incidents, and comments for the recorded session.

For example, see the following screen capture:



User name: administrator · VDA AWTSVDA-1OG5I · Client name: MASPVDIPD1190
Recording 1/1 · View playlist
Feb 28, 2025 14:17:42 (UTC+8) · 01:19:03 · 86 events

- 00:00:27 Top-most window:
  Top-most window:conhost, , 10096
- 00:00:30 Incident
  Reaching idle time limit
- 00:01:01 Incident
  Reaching idle time limit
- 00:01:05 Session pause:
  Session pause:hhh;;;;1
- 00:01:07 Session pause:
  Session pause:hhh;;;;1
- 00:02:03 Incident
  Reaching idle time limit
- 00:02:11 Session resume:
  Session resume:hhh;;;
- 00:04:42 Clipboard operation:
  Clipboard operation:Text, powershell, ,
  Administrator: Windows PowerShell
- 00:05:05 Clipboard operation:
  Clipboard operation:Text, powershell, ,
  Administrator: Windows PowerShell

Configure site-level user activity reporting

To enable the presentation of event and incident data in the cloud for enhanced user activity monitoring and analysis, follow the configuration steps outlined below.

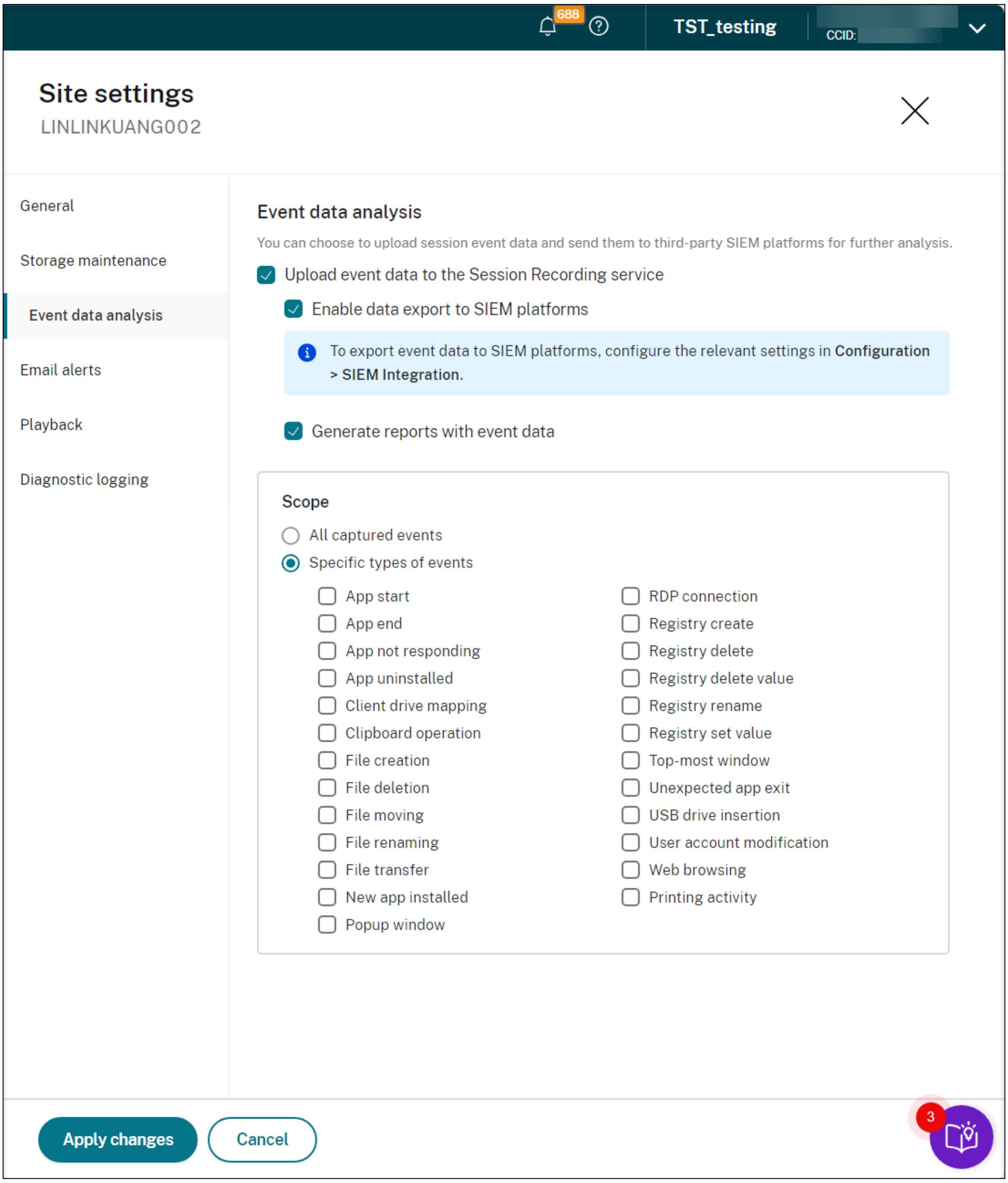
Step 1: Enable the presentation of event data in the cloud

Configure and activate an event detection policy. Verify that the policy includes all event types necessary for comprehensive data capture. Event data captured by the policy will be displayed in the cloud for user activity monitoring and analysis. To also enable cloud presentation of incident data, continue with Step 2 below.

For information about the event detection policy settings, see Configure event detection policies.

Step 2: Enable the presentation of incident data in the cloud

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Click **Settings** for the target site.
3. On the **Event data analysis** page, select **Upload event data to the Session Recording service** and **Generate reports with event data**. Specify whether to upload all captured events or select specific types of events.



Site settings

LINLINKUANG002

Event data analysis

You can choose to upload session event data and send them to third-party SIEM platforms for further analysis.

☑ Upload event data to the Session Recording service

☑ Enable data export to SIEM platforms

To export event data to SIEM platforms, configure the relevant settings in **Configuration > SIEM Integration**.

☑ Generate reports with event data

Scope

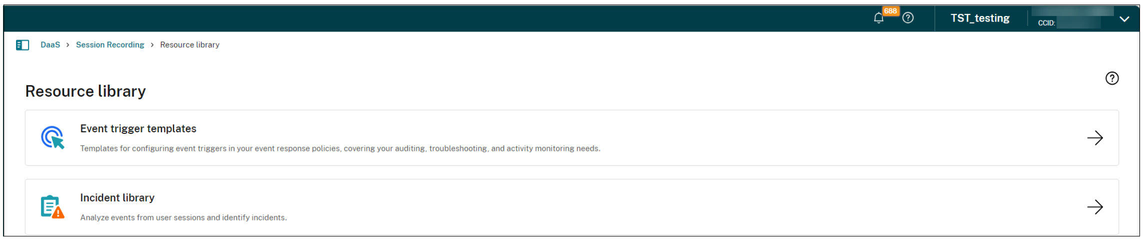
○ All captured events

● Specific types of events

□ App start
□ App end
□ App not responding
□ App uninstalled
□ Client drive mapping
□ Clipboard operation
□ File creation
□ File deletion
□ File moving
□ File renaming
□ File transfer
□ New app installed
□ Popup window
□ RDP connection
□ Registry create
□ Registry delete
□ Registry delete value
□ Registry rename
□ Registry set value
□ Top-most window
□ Unexpected app exit
□ USB drive insertion
□ User account modification
□ Web browsing
□ Printing activity

4. Access the incident library settings and configure the incident identification rules to analyze the uploaded event data and identify incidents from them.

   To access the incident library settings, click **Resource Library** from the left navigation pane of the Session Recording service page and then click **Incident library**.



Resource library

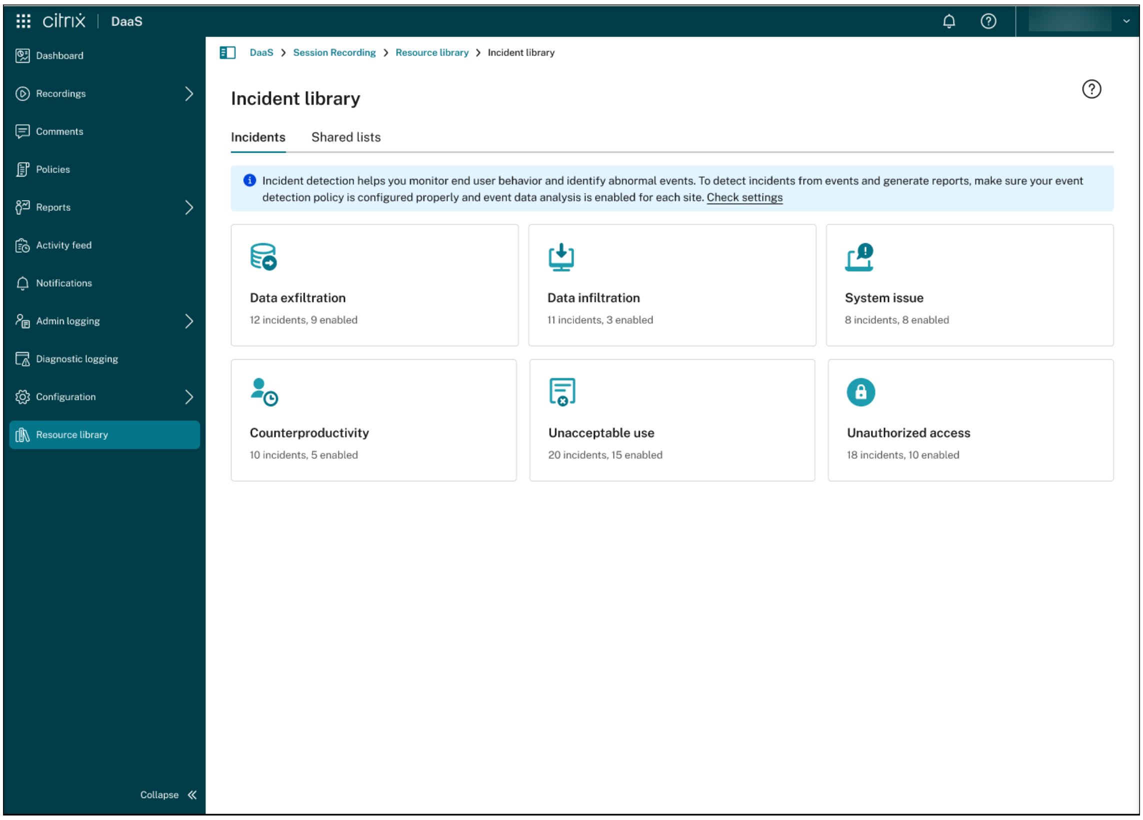
Event trigger templates

Templates for configuring event triggers in your event response policies, covering your auditing, troubleshooting, and activity monitoring needs.

Incident library

Analyze events from user sessions and identify incidents.

The **Incident library** page contains two tabs, **Incidents** and **Shared lists**.

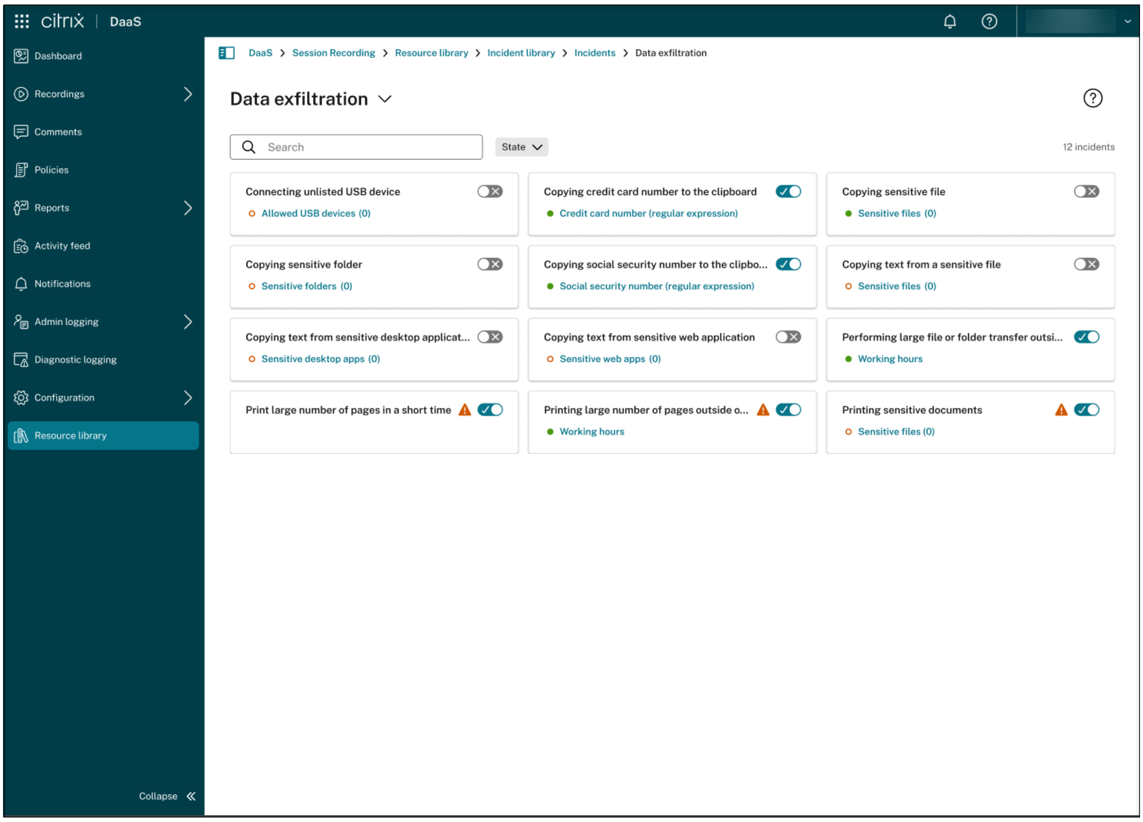


Incident library

Incident detection helps you monitor end user behavior and identify abnormal events. To detect incidents from events and generate reports, make sure your event detection policy is configured properly and event data analysis is enabled for each site. Check settings

Data exfiltration 12 incidents, 9 enabled	Data infiltration 11 incidents, 3 enabled	System issue 8 incidents, 8 enabled
Counterproductivity 10 incidents, 5 enabled	Unacceptable use 20 incidents, 15 enabled	Unauthorized access 18 incidents, 10 enabled

The **Incidents** tab displays categories of incidents that can be reported, each containing pre-defined incidents related to that category. For example, to view all pre-defined incidents related to the data exfiltration category that can be reported, click **Data exfiltration**.



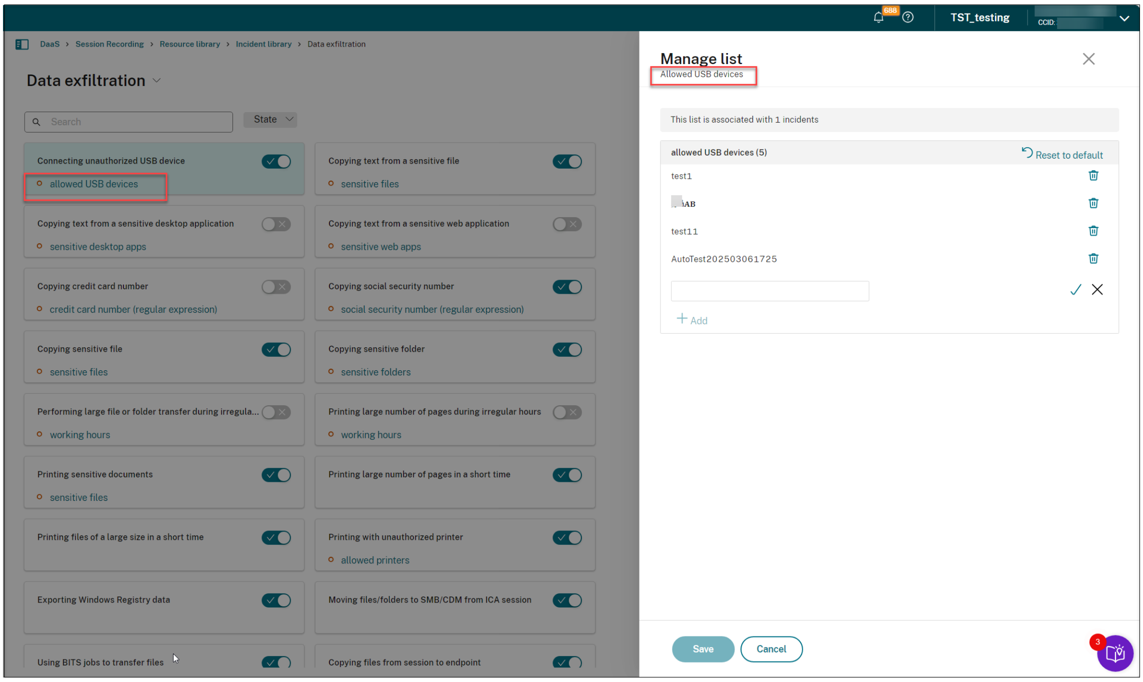
DaaS > Session Recording > Resource library > Incident library > Incidents > Data exfiltration

Data exfiltration

Search | State | 12 incidents

- Connecting unlisted USB device — Allowed USB devices (0)
- Copying credit card number to the clipboard — Credit card number (regular expression)
- Copying sensitive file — Sensitive files (0)
- Copying sensitive folder — Sensitive folders (0)
- Copying social security number to the clipbo... — Social security number (regular expression)
- Copying text from a sensitive file — Sensitive files (0)
- Copying text from sensitive desktop applicat... — Sensitive desktop apps (0)
- Copying text from sensitive web application — Sensitive web apps (0)
- Performing large file or folder transfer outsi... — Working hours
- Print large number of pages in a short time
- Printing large number of pages outside o... — Working hours
- Printing sensitive documents — Sensitive files (0)

To enable or disable reporting for a pre-defined incident related to a category, toggle the switch next to it. Some of the pre-defined incidents have a filter to define identification criteria. For example, the **allowed USB devices** filter lets you define an allow list. When a USB device not on this list is connected during a recorded session, an incident is triggered.



DaaS > Session Recording > Resource library > Incident library > Data exfiltration

Data exfiltration

Search | State

- Connecting unauthorized USB device — allowed USB devices
- Copying text from a sensitive file — sensitive files
- Copying text from a sensitive desktop application — sensitive desktop apps
- Copying text from a sensitive web application — sensitive web apps
- Copying credit card number — credit card number (regular expression)
- Copying social security number — social security number (regular expression)
- Copying sensitive file — sensitive files
- Copying sensitive folder — sensitive folders
- Performing large file or folder transfer during irregula... — working hours
- Printing large number of pages during irregular hours — working hours
- Printing sensitive documents — sensitive files
- Printing large number of pages in a short time
- Printing files of a large size in a short time
- Printing with unauthorized printer — allowed printers
- Exporting Windows Registry data
- Moving files/folders to SMB/CDM from ICA session
- Using BITS jobs to transfer files
- Copying files from session to endpoint

Manage list

Allowed USB devices

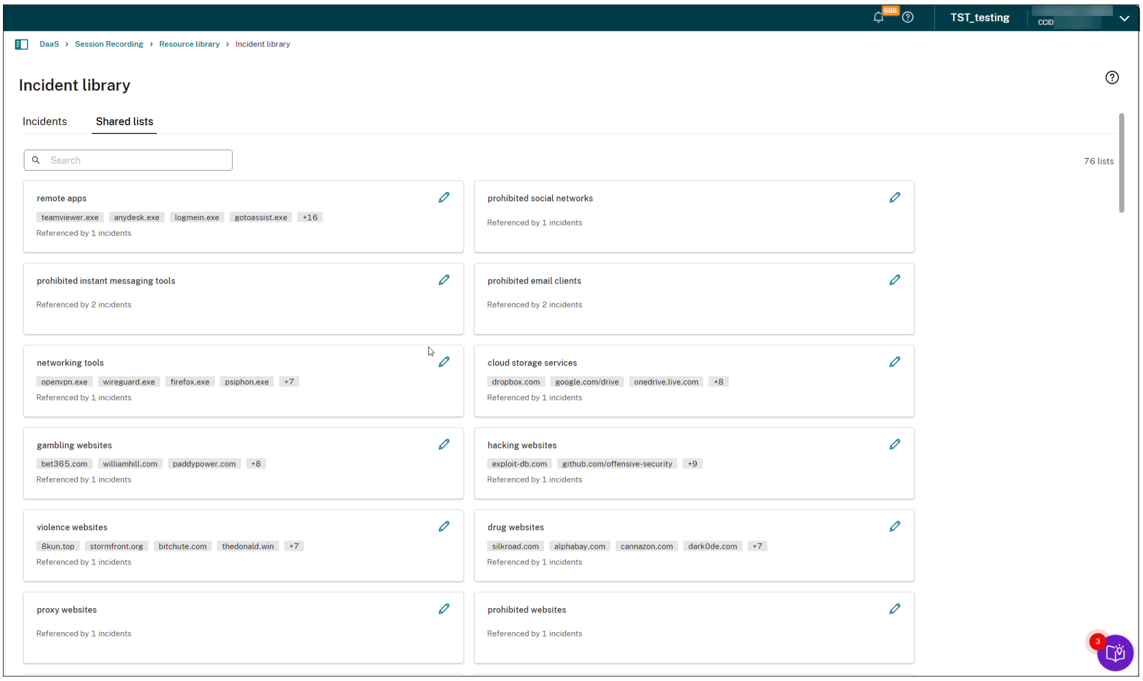
This list is associated with 1 incidents

allowed USB devices (5) | Reset to default

- test1
- AB
- test11
- AutoTest202503061725

+ Add

You can find a collection of these filters on the **Shared lists** tab.



Incident library

remote apps
teamviewer.exe anydesk.exe logmein.exe gotoassist.exe +16
Referenced by 1 incidents

prohibited social networks
Referenced by 1 incidents

prohibited instant messaging tools
Referenced by 2 incidents

prohibited email clients
Referenced by 2 incidents

networking tools
openvpn.exe wireguard.exe firefox.exe psiphon.exe +7
Referenced by 1 incidents

cloud storage services
dropbox.com google.com/drive onedrive.live.com +8
Referenced by 1 incidents

gambling websites
bet365.com williamhill.com paddypower.com +8
Referenced by 1 incidents

hacking websites
exploit-db.com github.com/offensive-security +9
Referenced by 1 incidents

violence websites
8kun.top stormfront.org bitchute.com thedonald.win +7
Referenced by 1 incidents

drug websites
silkroad.com alphabay.com cannazon.com dark0de.com +7
Referenced by 1 incidents

proxy websites
Referenced by 1 incidents

prohibited websites
Referenced by 1 incidents

Activity feed

September 7, 2025

Overview

As a supplement to the Session Recording management dashboard, the Session Recording service introduces an activity feed to improve data visibility and data visualization.

The activity feed gives you information about events and tasks that happened in the past.

Events that the activity feed can show

- CPU usage exceeds threshold
- Memory usage exceeds threshold
- Network (send) usage exceeds threshold
- Network (receive) usage exceeds threshold
- Recording success rate alert
- Storage usage exceeds threshold
- Server status change

- Unrestricted playback link sharing

> **Note:**
>
> The thresholds and the toggle for recording success rate alerts are configurable through the Session Recording management dashboard. For more information, see dashboard settings in the Tips for using the dashboard section.

Tasks that the activity feed can show

- Automatic archive
- Automatic delete
- Manual archive
- Manual delete
- Statistics

> **Note:**
>
> - You can select target recordings to archive and delete manually. You can also schedule site-level tasks to automatically archive and delete recordings. For more information, see Manage selected recordings and Manage recordings on schedule.
> - Statistics refer to the daily tasks initiated by the system to collect data on storage consumption, sessions, and client devices. The three types of data are displayed in the corresponding sections of the Session Recording management dashboard.

View the activity feed

1. Sign in to Citrix Cloud.

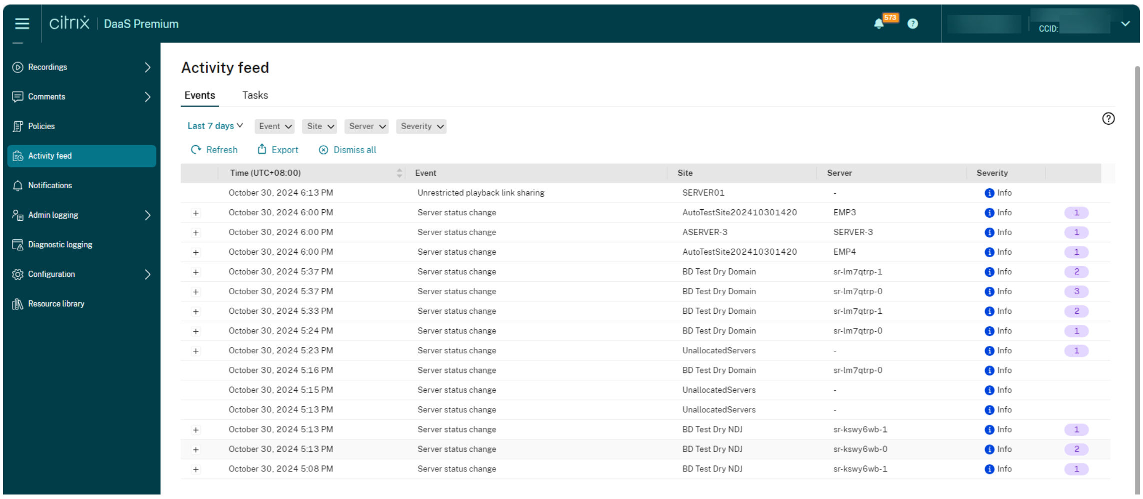
2. In the upper left menu, select **My Services > DaaS**.

3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**.

4. In the Session Recording service view, select **Activity Feed** from the left navigation.

5. Switch between the **Events** and **Tasks** tabs to view the information about events and tasks that happened in the past.

   Activity Feed –the **Events** tab



Activity feed

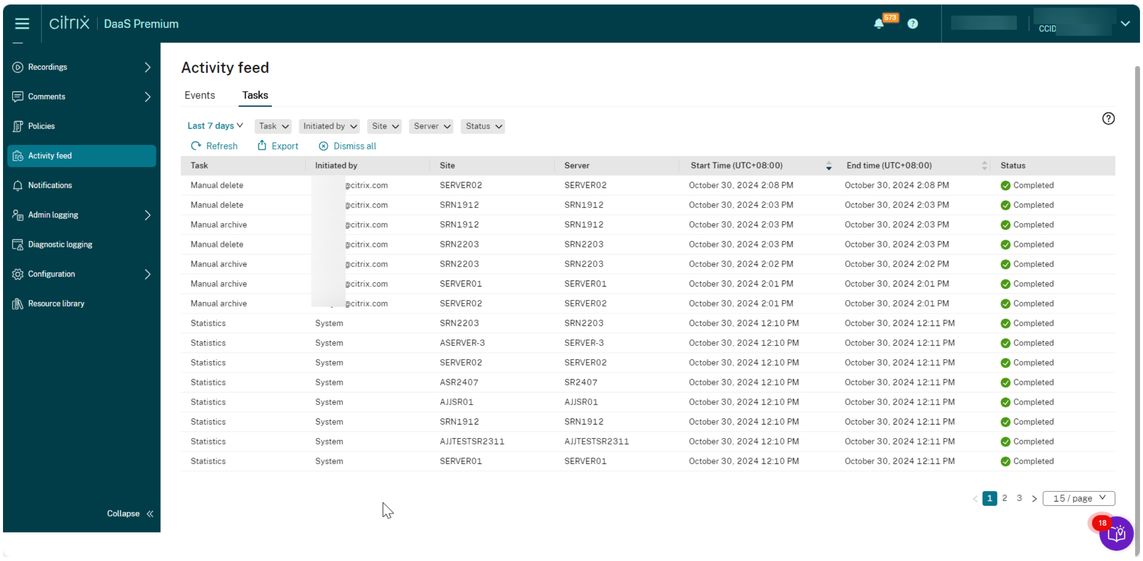
Events | Tasks

Last 7 days | Event | Site | Server | Severity

Refresh | Export | Dismiss all

	Time (UTC+08:00)	Event	Site	Server	Severity	
	October 30, 2024 6:13 PM	Unrestricted playback link sharing	SERVER01	-	Info	
+	October 30, 2024 6:00 PM	Server status change	AutoTestSite202410301420	EMP3	Info	1
+	October 30, 2024 6:00 PM	Server status change	ASERVER-3	SERVER-3	Info	1
+	October 30, 2024 6:00 PM	Server status change	AutoTestSite202410301420	EMP4	Info	1
+	October 30, 2024 5:37 PM	Server status change	BD Test Dry Domain	sr-lm7qtrp-1	Info	2
+	October 30, 2024 5:37 PM	Server status change	BD Test Dry Domain	sr-lm7qtrp-0	Info	3
+	October 30, 2024 5:33 PM	Server status change	BD Test Dry Domain	sr-lm7qtrp-1	Info	2
+	October 30, 2024 5:24 PM	Server status change	BD Test Dry Domain	sr-lm7qtrp-0	Info	1
+	October 30, 2024 5:23 PM	Server status change	UnallocatedServers	-	Info	1
	October 30, 2024 5:16 PM	Server status change	BD Test Dry Domain	sr-lm7qtrp-0	Info	
	October 30, 2024 5:15 PM	Server status change	UnallocatedServers	-	Info	
	October 30, 2024 5:13 PM	Server status change	UnallocatedServers	-	Info	
+	October 30, 2024 5:13 PM	Server status change	BD Test Dry NDJ	sr-kswy6wb-1	Info	1
+	October 30, 2024 5:13 PM	Server status change	BD Test Dry NDJ	sr-kswy6wb-0	Info	2
+	October 30, 2024 5:08 PM	Server status change	BD Test Dry NDJ	sr-kswy6wb-1	Info	1

Activity Feed –the **Tasks** tab



Activity feed

Events | Tasks

Last 7 days | Task | Initiated by | Site | Server | Status

Refresh | Export | Dismiss all

Task	Initiated by	Site	Server	Start Time (UTC+08:00)	End time (UTC+08:00)	Status
Manual delete	[redacted]@citrix.com	SERVER02	SERVER02	October 30, 2024 2:08 PM	October 30, 2024 2:08 PM	Completed
Manual delete	[redacted]@citrix.com	SRN1912	SRN1912	October 30, 2024 2:03 PM	October 30, 2024 2:03 PM	Completed
Manual archive	[redacted]@citrix.com	SRN1912	SRN1912	October 30, 2024 2:03 PM	October 30, 2024 2:03 PM	Completed
Manual delete	[redacted]@citrix.com	SRN2203	SRN2203	October 30, 2024 2:03 PM	October 30, 2024 2:03 PM	Completed
Manual archive	[redacted]@citrix.com	SRN2203	SRN2203	October 30, 2024 2:02 PM	October 30, 2024 2:02 PM	Completed
Manual archive	[redacted]@citrix.com	SERVER01	SERVER01	October 30, 2024 2:01 PM	October 30, 2024 2:01 PM	Completed
Manual archive	[redacted]@citrix.com	SERVER02	SERVER02	October 30, 2024 2:01 PM	October 30, 2024 2:01 PM	Completed
Statistics	System	SRN2203	SRN2203	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	ASERVER-3	SERVER-3	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	SERVER02	SERVER02	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	ASR2407	SR2407	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	AJJSR01	AJJSR01	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	SRN1912	SRN1912	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	AJJTESTSR2311	AJJTESTSR2311	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed
Statistics	System	SERVER01	SERVER01	October 30, 2024 12:10 PM	October 30, 2024 12:11 PM	Completed

‹ 1 2 3 › | 15 / page

Note the following tips when viewing the activity feed:

Task	Action
To filter and view specific events or tasks	Select the corresponding filters on the **Events** or **Tasks** tab. For example, select the **Last 7 days** filter to show only events or tasks that happened within the past 7 days.
To update the list of events or tasks immediately	Click **Refresh** on the **Events** or **Tasks** tab.
To copy details about the entire events or tasks	Click **Export** on the **Events** or **Tasks** tab.
To dismiss the entire events or tasks	Click **Dismiss all** on the **Events** or **Tasks** tab. When you click **Dismiss all**, you are prompted to confirm the action.

Task	Action
To view the details of an individual event or task	Click the event or the task in the list. Events of the same type, site, server and severity are combined into one record and you can expand to display all events.
To copy the details of an individual event or task	Click **Copy** on the **Event Details** or **Task Details** page.
To dismissan individual event or task	Click **Dismiss** on the **Event Details** or **Task Details** page. You are not prompted for confirmation when clicking **Dismiss**.

Notifications

September 7, 2025

Email notifications

Overview

To get notified about specific events and tasks through email, subscribe to email notifications.

You can subscribe to be notified about:

- **Resource usage alerts**: When resource usage thresholds are exceeded

  Resource usage refers to:

  - CPU usage
  - Memory usage
  - Network (send) usage
  - Network (receive) usage
  - Storage usage

  Resource usage thresholds are configurable through the Session Recording management dashboard. For more information, see dashboard settings in the Tips for using the dashboard section.

- **Server status changes**: When the status of a Session Recording server changes

  The status of a server can change to:

    - Offline
    - Discovered
    - Available
    - Deleted
    - Uninstalled
    - Upgrading
    - Ready to install
    - Installation in progress

- **Recording success rate alerts**: When a recording success rate is below 100%. To ensure that you can receive email notifications on recording success rates, enable the feature on the dashboard settings page of your site. For more information, see Management dashboard.
- **Storage maintenance results**: A digest of the results of automated tasks for archiving and deleting recordings

  For information on scheduling storage maintenance tasks, see Manage recordings on schedule.
- **Unrestricted playback link sharing**: When an unrestricted playback link is shared

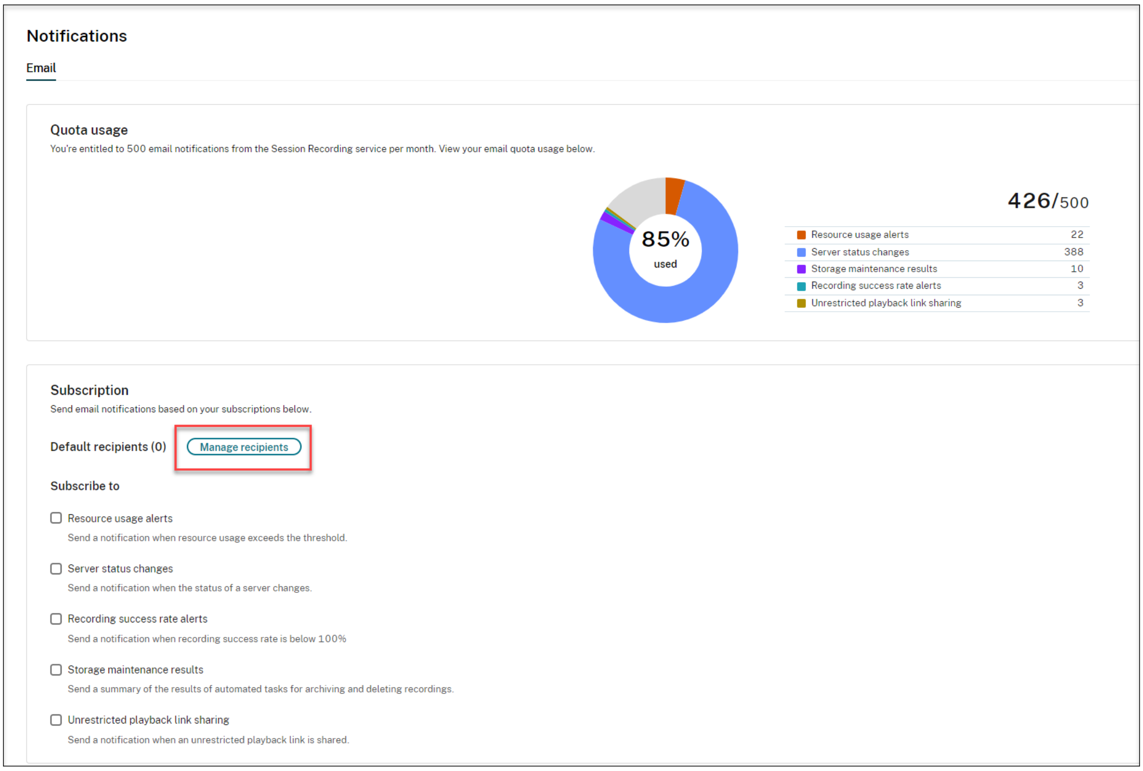
  For more information, see Share recordings as links.

Subscribe to email notifications

1. Sign in to Citrix Cloud.
2. In the upper left menu, select **My Services > DaaS**.
3. In the left pane, select **Session Recording**.
4. From the left navigation of the Session Recording service, select **Notifications**.

   > **Tip:**
   >
   > You are entitled to 500 email notifications from the Session Recording service every month. After the monthly quota is used up, the Session Recording service stops sending email notifications until the UTC first day of a new month.

5. Set the default recipients that you can apply to all subscribed categories.



Notifications

Email

Quota usage

You're entitled to 500 email notifications from the Session Recording service per month. View your email quota usage below.

426/500

🟧 Resource usage alerts	22
🟦 Server status changes	388
🟪 Storage maintenance results	10
🟦 Recording success rate alerts	3
🟨 Unrestricted playback link sharing	3

Subscription

Send email notifications based on your subscriptions below.

Default recipients (0) Manage recipients

Subscribe to

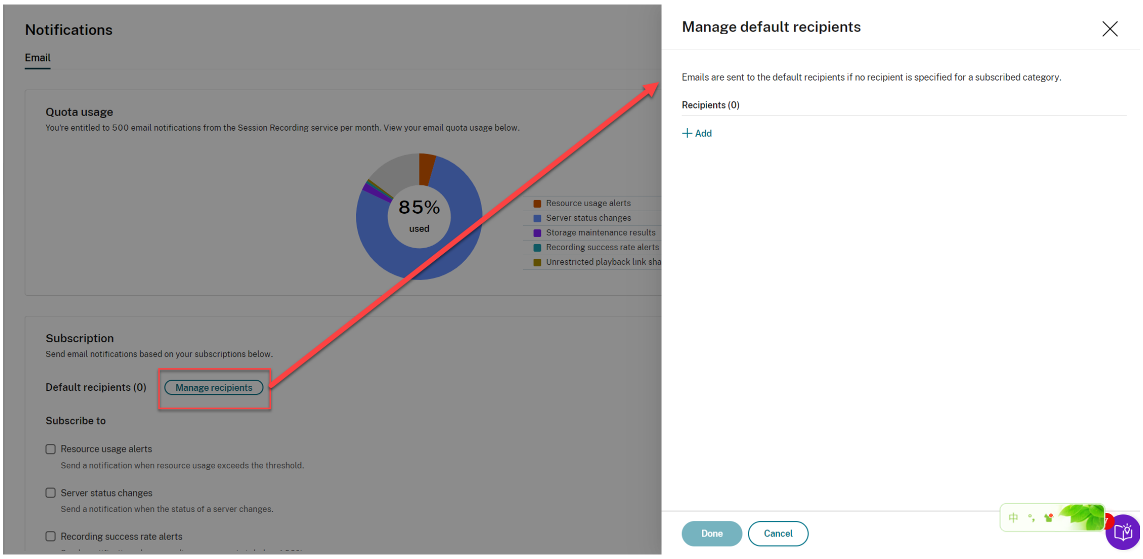
☐ Resource usage alerts
Send a notification when resource usage exceeds the threshold.

☐ Server status changes
Send a notification when the status of a server changes.

☐ Recording success rate alerts
Send a notification when recording success rate is below 100%

☐ Storage maintenance results
Send a summary of the results of automated tasks for archiving and deleting recordings.

☐ Unrestricted playback link sharing
Send a notification when an unrestricted playback link is shared.



Manage default recipients

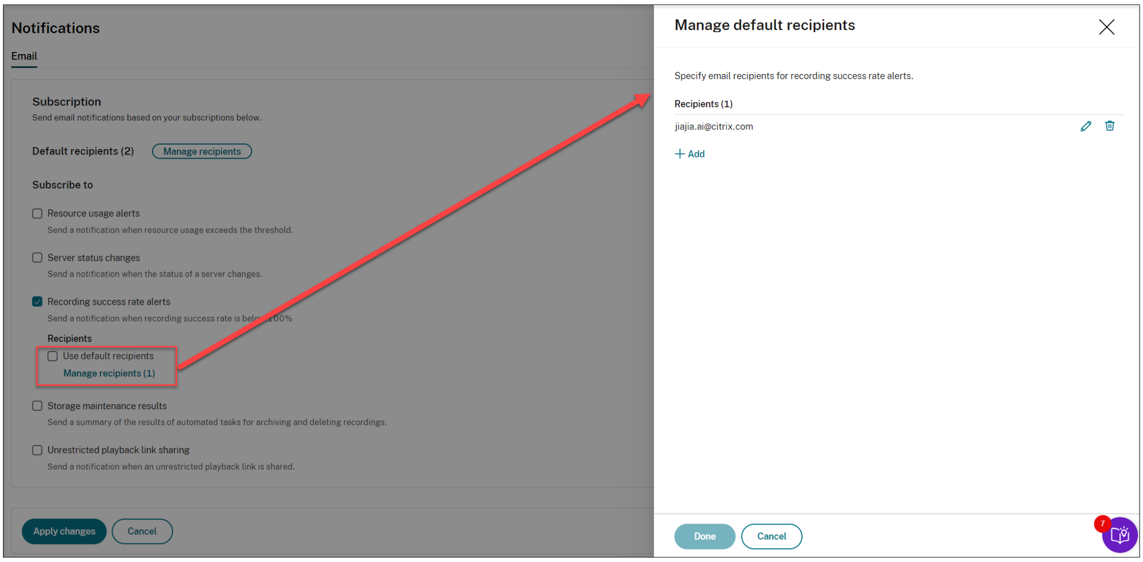
Emails are sent to the default recipients if no recipient is specified for a subscribed category.

Recipients (0)

+ Add

Emails are sent to the default recipients if no recipient is specified for a subscribed category.

To specify recipients for a subscribed category, clear the **Use default recipients** check box and then click **Manage recipients** to add recipients.



Notifications

Subscription

Send email notifications based on your subscriptions below.

Default recipients (2)

Subscribe to

☐ Resource usage alerts

Send a notification when resource usage exceeds the threshold.

☐ Server status changes

Send a notification when the status of a server changes.

☑ Recording success rate alerts

Send a notification when recording success rate is below 100%

Recipients

☐ Use default recipients

☐ Storage maintenance results

Send a summary of the results of automated tasks for archiving and deleting recordings.

☐ Unrestricted playback link sharing

Send a notification when an unrestricted playback link is shared.

Manage default recipients

Specify email recipients for recording success rate alerts.

Recipients (1)

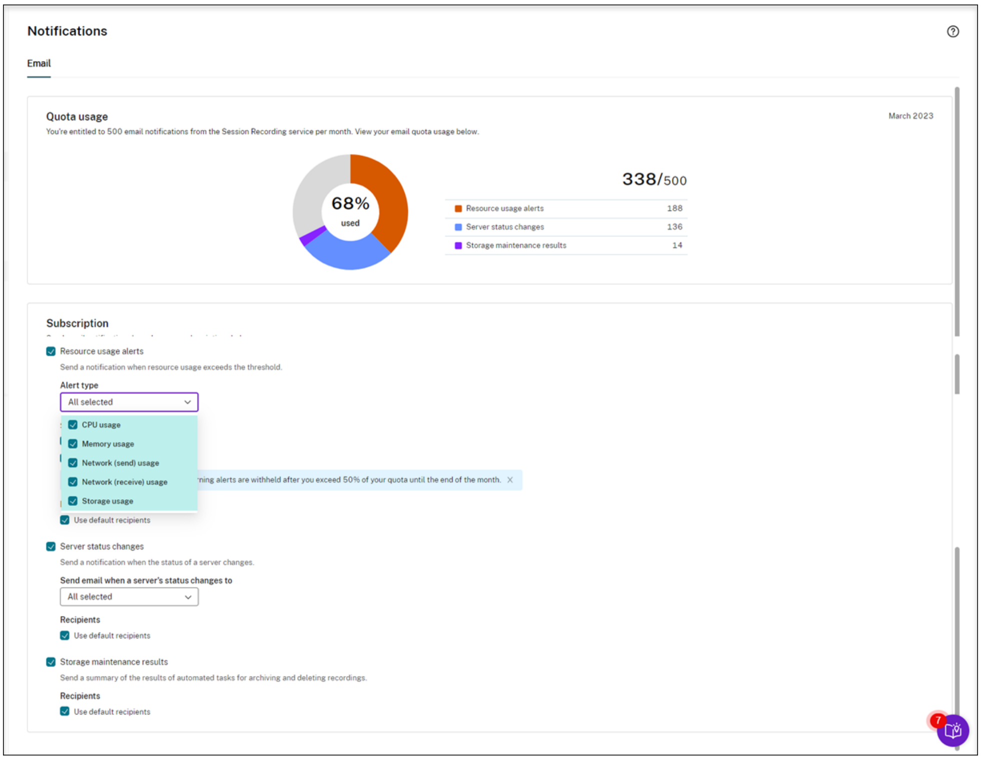
jiajia.ai@citrix.com

6. Subscribe to any of the following categories by selecting the check boxes next to them:

   - **Resource usage alerts**
   - **Server status changes**
   - **Recording success rate alerts**
   - **Storage maintenance results**
   - **Unrestricted playback link sharing**

Tips:

- When you select **Resource usage alerts**, specify the alert types and severities. To optimize your quota usage, warning alerts are withheld after you exceed 50% of your quota until the end of the month.



Notifications

Email

Quota usage

You're entitled to 500 email notifications from the Session Recording service per month. View your email quota usage below.

March 2023

68% used

338/500

🟧 Resource usage alerts	188
🟦 Server status changes	136
🟪 Storage maintenance results	14

Subscription

☑ Resource usage alerts

Send a notification when resource usage exceeds the threshold.

Alert type

All selected

☑ CPU usage

☑ Memory usage

☑ Network (send) usage

☑ Network (receive) usage

☑ Storage usage

ning alerts are withheld after you exceed 50% of your quota until the end of the month.

☑ Use default recipients

☑ Server status changes

Send a notification when the status of a server changes.

Send email when a server's status changes to

All selected

Recipients

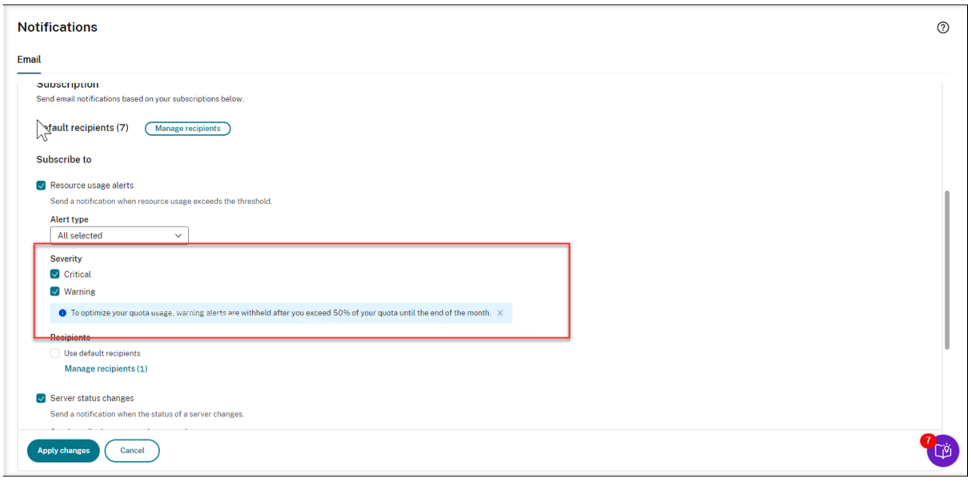
☑ Use default recipients

☑ Storage maintenance results

Send a summary of the results of automated tasks for archiving and deleting recordings.

Recipients

☑ Use default recipients



Notifications

Email

Subscription

Send email notifications based on your subscriptions below.

fault recipients (7) Manage recipients

Subscribe to

☑ Resource usage alerts

Send a notification when resource usage exceeds the threshold.

Alert type

All selected

Severity

☑ Critical

☑ Warning

To optimize your quota usage, warning alerts are withheld after you exceed 50% of your quota until the end of the month.

Recipients

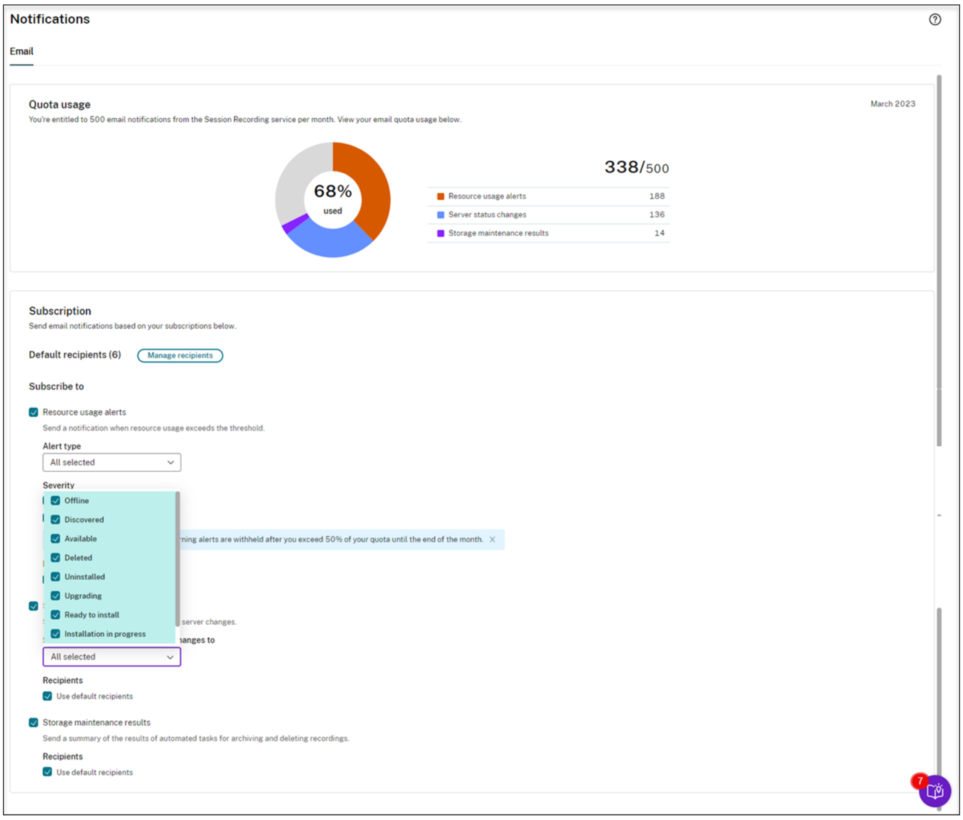
□ Use default recipients

Manage recipients (1)

☑ Server status changes

Send a notification when the status of a server changes.

- For the available server statuses, see the following screen capture:



Notifications

Email

Quota usage

You're entitled to 500 email notifications from the Session Recording service per month. View your email quota usage below.

March 2023

338/500

🟧 Resource usage alerts	188
🟦 Server status changes	136
🟪 Storage maintenance results	14

Subscription

Send email notifications based on your subscriptions below.

Default recipients (6) Manage recipients

Subscribe to

☑ Resource usage alerts

Send a notification when resource usage exceeds the threshold.

Alert type

All selected

Severity

☑ Offline
☑ Discovered
☑ Available
☑ Deleted
☑ Uninstalled
☑ Upgrading
☑ Ready to install
☑ Installation in progress

ning alerts are withheld after you exceed 50% of your quota until the end of the month. ×

server changes.

anges to

All selected

Recipients

☑ Use default recipients

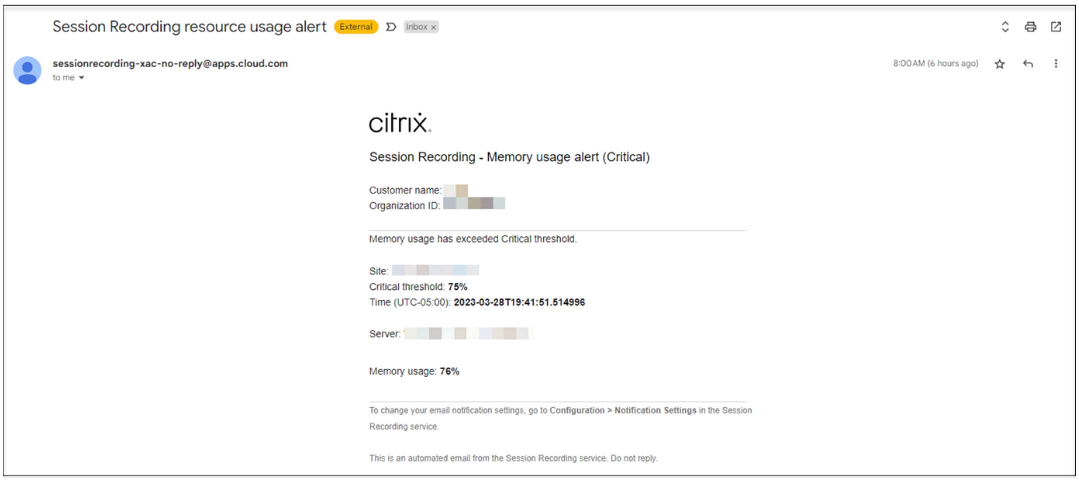
☑ Storage maintenance results

Send a summary of the results of automated tasks for archiving and deleting recordings.

Recipients

☑ Use default recipients

- Emails are sent separately for each subscribed category. For example, an email notification about resource usage is similar to the following:



Session Recording resource usage alert External Inbox ×

sessionrecording-xac-no-reply@apps.cloud.com
to me

8:00 AM (6 hours ago)

citrix.

Session Recording - Memory usage alert (Critical)

Customer name: [redacted]
Organization ID: [redacted]

Memory usage has exceeded Critical threshold.

Site: [redacted]
Critical threshold: **75%**
Time (UTC-05:00): **2023-03-28T19:41:51.514996**

Server: [redacted]

Memory usage: **76%**

To change your email notification settings, go to **Configuration > Notification Settings** in the Session Recording service.

This is an automated email from the Session Recording service. Do not reply.

Customer data management

September 7, 2025

Data collection

The Session Recording service collects three types of customer data to Citrix Cloud™:

- Logs collected from the Session Recording service console and from the Session Recording infrastructure services
- The Session Recording service configurations and policies defined by administrators
- Statistics associated with Session Recording servers

Data control and storage

Log files. All log files are sent to Splunk.

Session Recording service configurations and policies. All the configurations and policies you configure are saved and stored in the SQL Server database of your on-premises deployment.

Statistics associated with Session Recording servers. All statistics associated with Session Recording servers are saved and stored in the back-end Azure database. They are not accessible to customers.

Data retention

The customer data associated with the Session Recording service is retained by Citrix. Retention periods differ for different types of data:

- Log files are retained for 90 days by default and deleted thereafter. Retaining those log files for a custom time period is not supported.
- Statistics associated with Session Recording servers are retained for 90 days by default and deleted thereafter.

Third-party SIEM integration

September 7, 2025

Overview

Session Recording provides the capability to capture various events in recorded sessions. You can upload a selected set of the event data to the Session Recording service and forward it to a third-party Security Information and Event Management (SIEM) system for further analysis. Currently, the Session

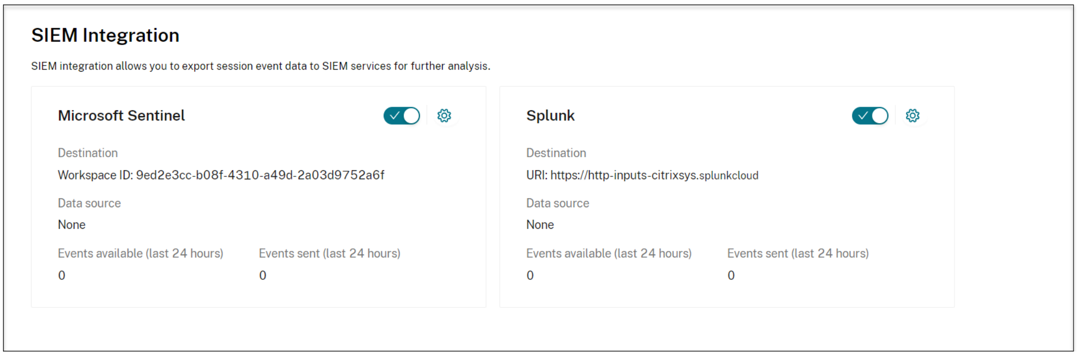
Recording service supports integration with Splunk (both Splunk Cloud and Splunk Enterprise) and Microsoft Sentinel.

Integrating with a third-party SIEM platform enhances your organization's security posture by leveraging advanced analytics and correlation capabilities to detect and respond to potential threats more effectively.

Configuration

1. Enable SIEM integration.

    a) Select **Configuration > SIEM Integration** from the left navigation of the Session Recording service.

    SIEM Integration

    SIEM integration allows you to export session event data to SIEM services for further analysis.

    Microsoft Sentinel

    Destination
    Workspace ID: 9ed2e3cc-b08f-4310-a49d-2a03d9752a6f

    Data source
    None

Events available (last 24 hours)	Events sent (last 24 hours)
0	0

    Splunk

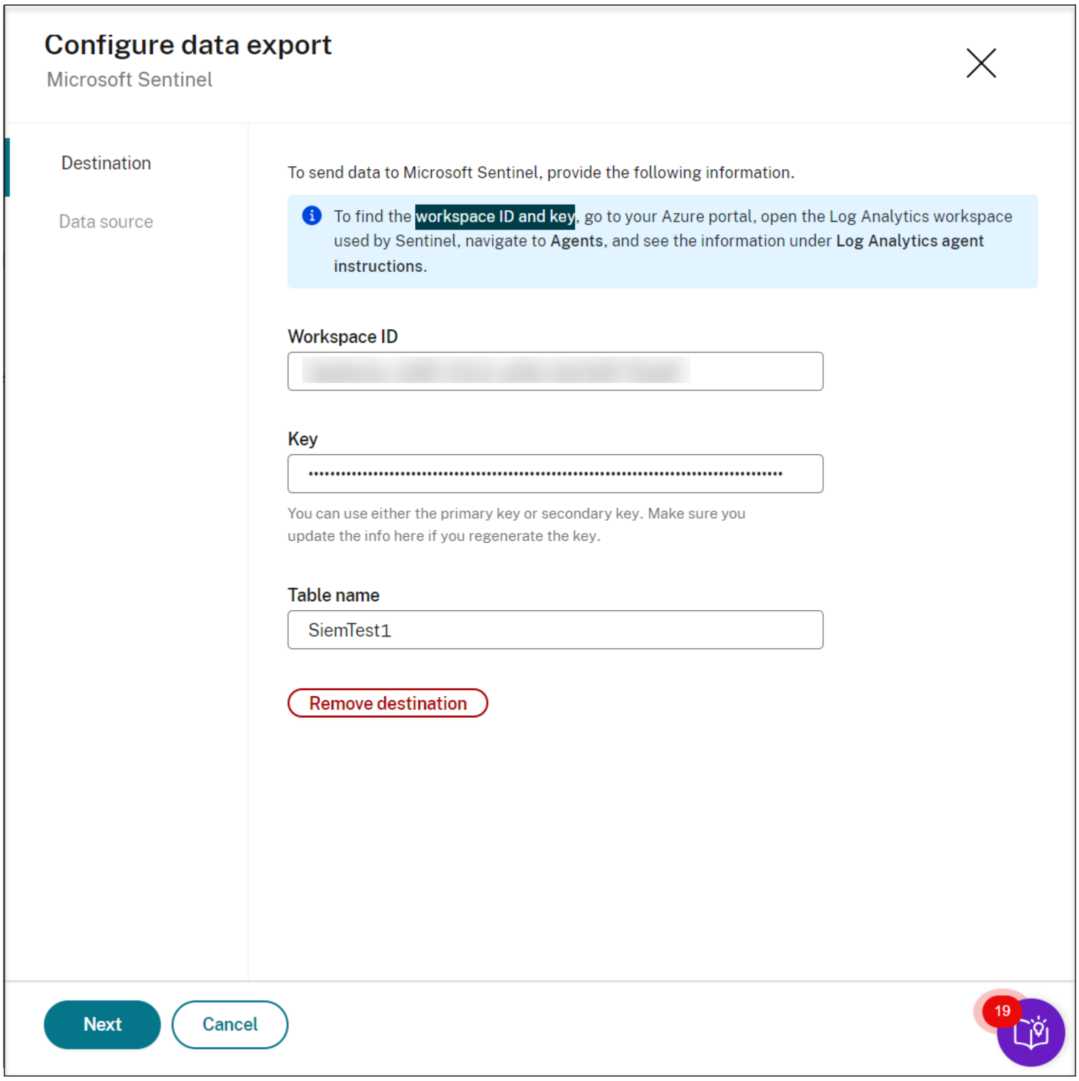
    Destination
    URI: https://http-inputs-citrixsys.splunkcloud

    Data source
    None

Events available (last 24 hours)	Events sent (last 24 hours)
0	0

    b) Enable Microsoft Sentinel, Splunk, or both as needed. Then, click the **Configure** icon next to the toggle to configure the destination and data source.

    To send data to Microsoft Sentinel, provide the workspace ID and key for the Microsoft Sentinel destination and select the target sites as the source of data to be sent. Only sites containing Session recording version 2411 and later are supported for SIEM integration.



Configure data export

Microsoft Sentinel

To send data to Microsoft Sentinel, provide the following information.

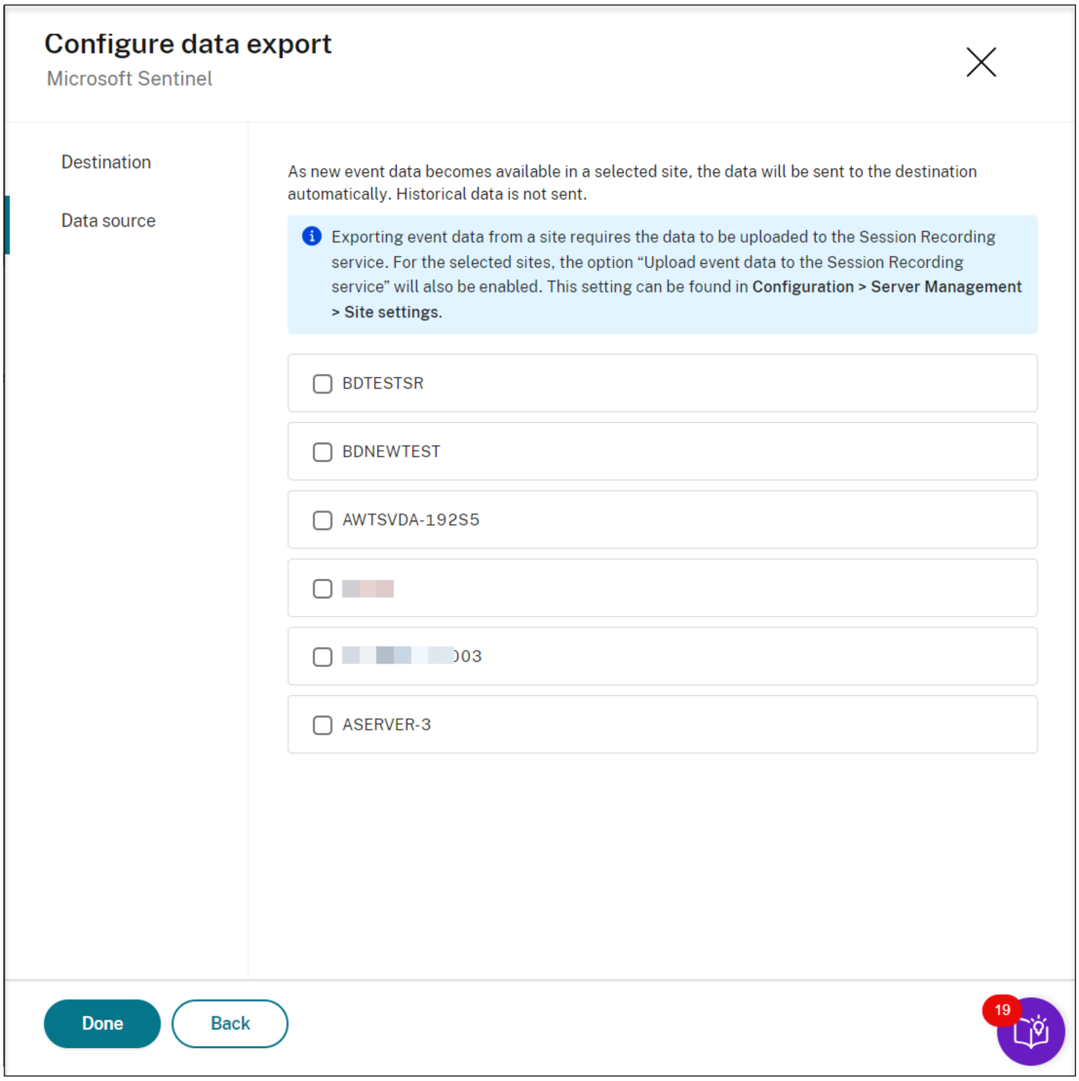
To find the workspace ID and key, go to your Azure portal, open the Log Analytics workspace used by Sentinel, navigate to **Agents**, and see the information under **Log Analytics agent instructions**.

Workspace ID

Key: ••

You can use either the primary key or secondary key. Make sure you update the info here if you regenerate the key.

Table name: SiemTest1



Configure data export

Microsoft Sentinel

As new event data becomes available in a selected site, the data will be sent to the destination automatically. Historical data is not sent.

Exporting event data from a site requires the data to be uploaded to the Session Recording service. For the selected sites, the option "Upload event data to the Session Recording service" will also be enabled. This setting can be found in **Configuration > Server Management > Site settings**.

□ BDTESTSR

□ BDNEWTEST

□ AWTSVDA-192S5

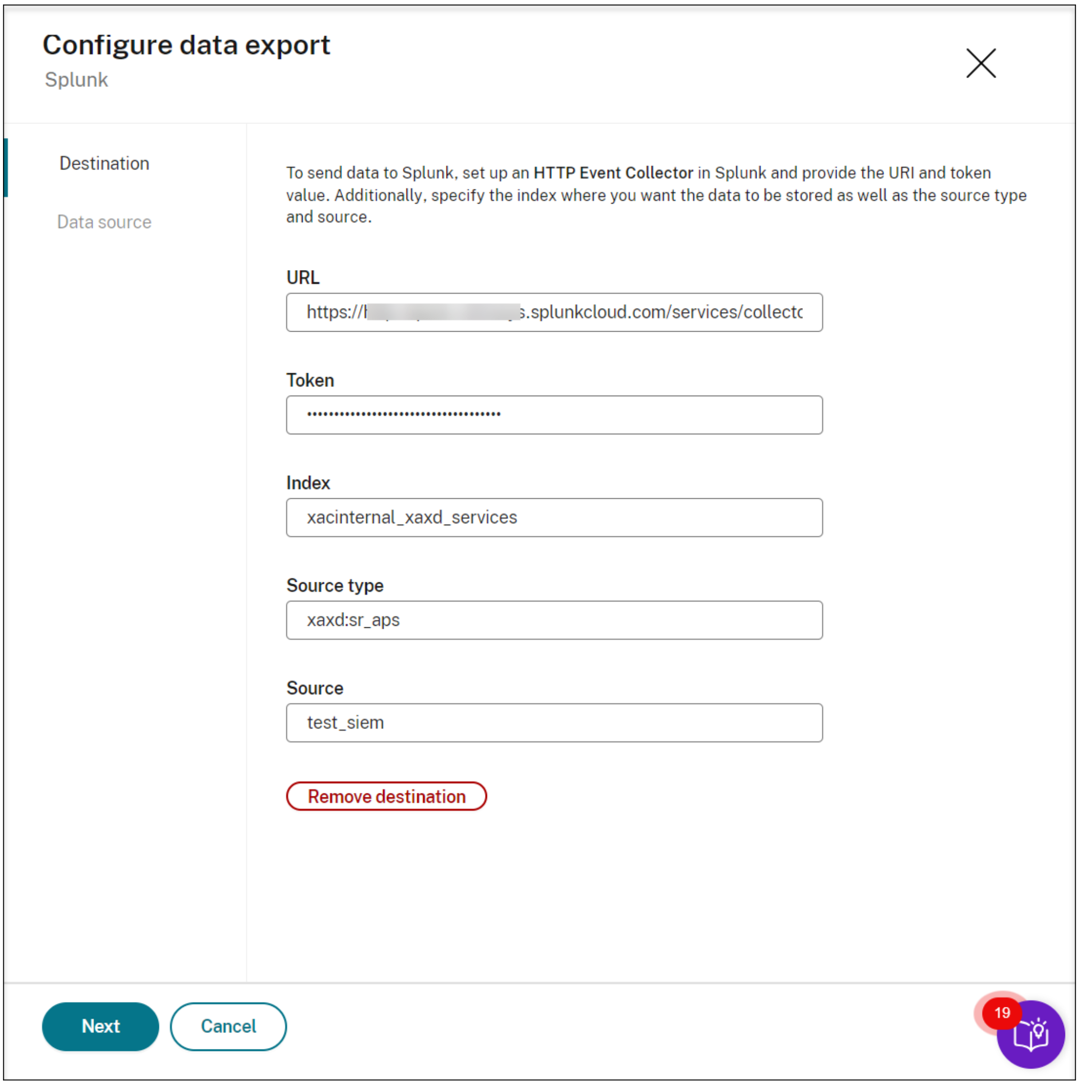
□ [redacted]

□ [redacted]

□ ASERVER-3

To send data to Splunk, set up an HTTP Event Collector in Splunk. For instructions, see the Splunk documentation: Set up and use HTTP Event Collector in Splunk Web. The Session Recording service supports both Splunk Cloud and Splunk Enterprise. If you are using Splunk Enterprise, ensure that inbound connectivity from the Session Recording service (currently hosted on Microsoft Azure) to your Splunk Enterprise is configured.

Provide the URL, token value, and specify the index where you want the data to be stored in addition to the source type and source. Then, similar to Microsoft Sentinel, select the target sites as the source of data to be sent. Only sites containing Session recording version 2411 and later are supported for SIEM integration.



Configure data export

Splunk

To send data to Splunk, set up an **HTTP Event Collector** in Splunk and provide the URI and token value. Additionally, specify the index where you want the data to be stored as well as the source type and source.

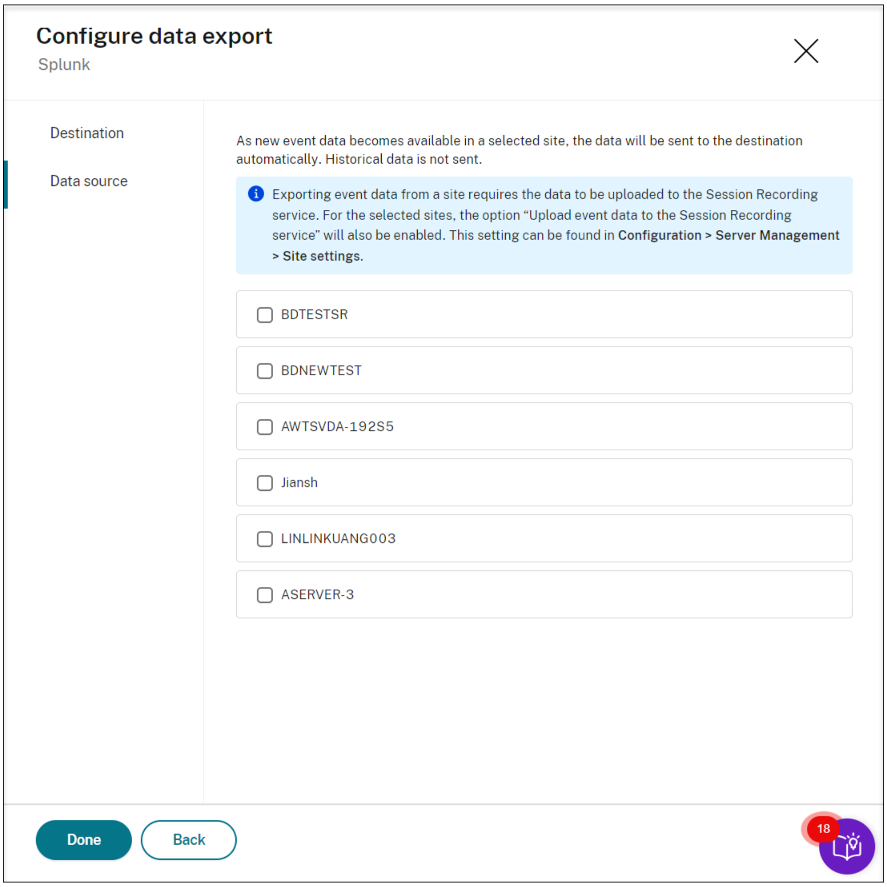
URL: https://[redacted].splunkcloud.com/services/collectc

Token: ••••••••••••••••••••••••••••••••••••

Index: xacinternal_xaxd_services

Source type: xaxd:sr_aps

Source: test_siem



Configure data export

Splunk

As new event data becomes available in a selected site, the data will be sent to the destination automatically. Historical data is not sent.

Exporting event data from a site requires the data to be uploaded to the Session Recording service. For the selected sites, the option "Upload event data to the Session Recording service" will also be enabled. This setting can be found in **Configuration > Server Management > Site settings**.

☐ BDTESTSR

☐ BDNEWTEST

☐ AWTSVDA-192S5

☐ Jiansh

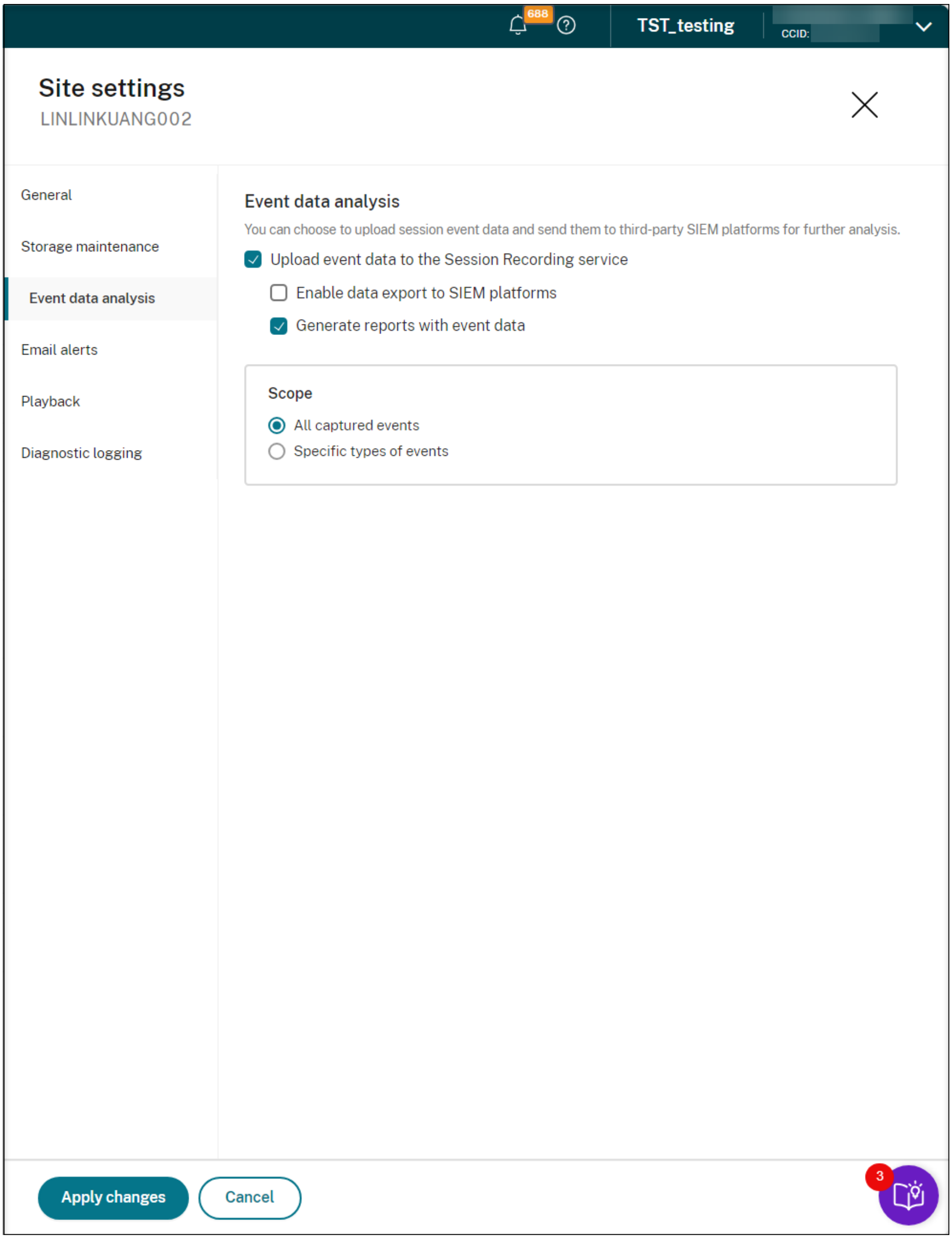
☐ LINLINKUANG003

☐ ASERVER-3

2. Specify events to forward.

   You must specify the types of events to be uploaded to the Session Recording service and forwarded to the SIEM platforms you specified earlier. To do so, complete the following steps:

   a) Go to **Site settings** for each of the sites that you selected earlier as the data source. For example:



Site settings

LINLINKUANG002

Event data analysis

You can choose to upload session event data and send them to third-party SIEM platforms for further analysis.

☑ Upload event data to the Session Recording service

□ Enable data export to SIEM platforms

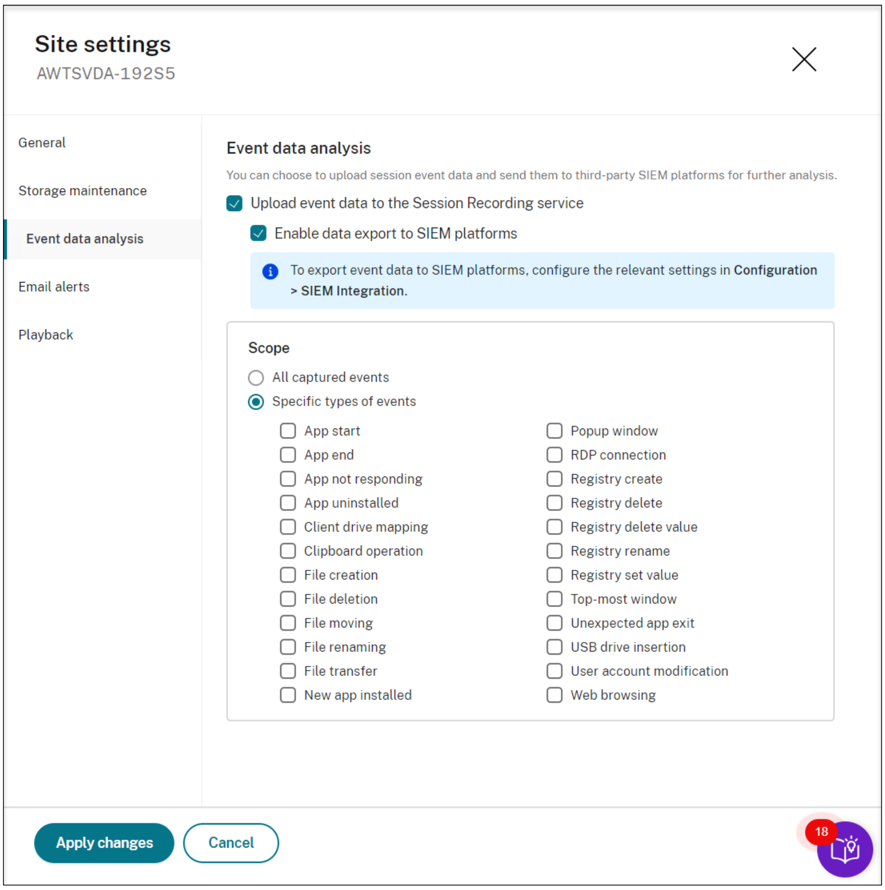
☑ Generate reports with event data

Scope

● All captured events

○ Specific types of events

b) Select **Upload event data to the Session Recording service** and then select **Enable data export to SIEM platforms**. In the **Scope** section, specify the types of events to forward. For example:



Site settings

AWTSVDA-192S5

Event data analysis

You can choose to upload session event data and send them to third-party SIEM platforms for further analysis.

☑ Upload event data to the Session Recording service

☑ Enable data export to SIEM platforms

To export event data to SIEM platforms, configure the relevant settings in **Configuration > SIEM Integration**.

Scope

○ All captured events

● Specific types of events

- □ App start
- □ App end
- □ App not responding
- □ App uninstalled
- □ Client drive mapping
- □ Clipboard operation
- □ File creation
- □ File deletion
- □ File moving
- □ File renaming
- □ File transfer
- □ New app installed
- □ Popup window
- □ RDP connection
- □ Registry create
- □ Registry delete
- □ Registry delete value
- □ Registry rename
- □ Registry set value
- □ Top-most window
- □ Unexpected app exit
- □ USB drive insertion
- □ User account modification
- □ Web browsing

3. Test the integration.

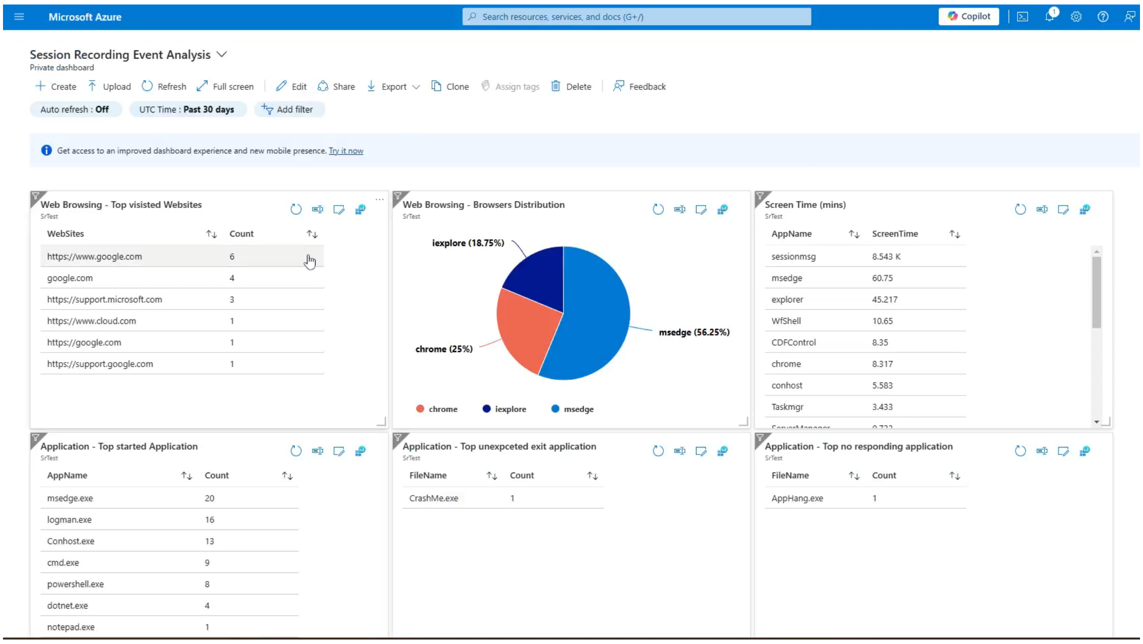
   After configuring the integration, test it to ensure that events are being forwarded correctly to the SIEM platforms specified.

4. Monitor and adjust.

   Continuously monitor the integration to ensure it is functioning as expected. Adjust the configuration as needed to fine-tune the event forwarding and improve the accuracy of the alerts.

5. Visualize event data.

   You can visualize event data in Microsoft Sentinel and Splunk. The following are example views:



Session Recording Event Analysis

Private dashboard

Auto refresh : **Off** UTC Time : **Past 30 days** Add filter

Get access to an improved dashboard experience and new mobile presence. Try it now

Web Browsing - Top visited Websites

SrTest

WebSites	Count
https://www.google.com	6
google.com	4
https://support.microsoft.com	3
https://www.cloud.com	1
https://google.com	1
https://support.google.com	1

Web Browsing - Browsers Distribution

SrTest

Screen Time (mins)

SrTest

AppName	ScreenTime
sessionmsg	8.543 K
msedge	60.75
explorer	45.217
WfShell	10.65
CDFControl	8.35
chrome	8.317
conhost	5.583
Taskmgr	3.433

Application - Top started Application

SrTest

AppName	Count
msedge.exe	20
logman.exe	16
Conhost.exe	13
cmd.exe	9
powershell.exe	8
dotnet.exe	4
notepad.exe	1

Application - Top unexpceted exit application

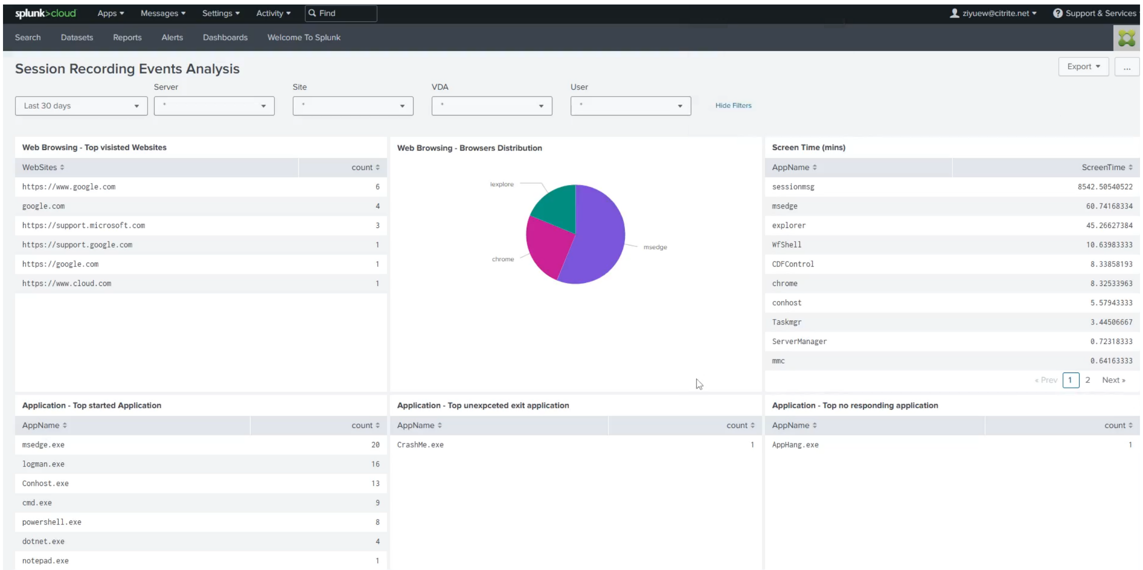
SrTest

FileName	Count
CrashMe.exe	1

Application - Top no responding application

SrTest

FileName	Count
AppHang.exe	1



Session Recording Events Analysis

Last 30 days · Server: * · Site: * · VDA: * · User: * · Hide Filters

Web Browsing - Top visited Websites

WebSites	count
https://www.google.com	6
google.com	4
https://support.microsoft.com	3
https://support.google.com	1
https://google.com	1
https://www.cloud.com	1

Web Browsing - Browsers Distribution

Screen Time (mins)

AppName	ScreenTime
sessionmsg	8542.50540522
msedge	60.74168334
explorer	45.26627384
WfShell	10.63983333
CDFControl	8.33858193
chrome	8.32533963
conhost	5.57943333
Taskmgr	3.44506667
ServerManager	0.72318333
mmc	0.64163333

Application - Top started Application

AppName	count
msedge.exe	20
logman.exe	16
Conhost.exe	13
cmd.exe	9
powershell.exe	8
dotnet.exe	4
notepad.exe	1

Application - Top unexpceted exit application

AppName	count
CrashMe.exe	1

Application - Top no responding application

AppName	count
AppHang.exe	1

To visualize event data in Microsoft Sentinel, contact Citrix Technical Support.

To quickly import and visualize event data in Splunk, use the following dashboard template by customizing the search queries such as , , and “ and visualizations to match your data:

```
<form version="1.1" theme="light">
 <label>Session Recording Events Analysis</label>
 <fieldset submitButton="false">
  <input type="time" token="time_field">
   <label></label>
   <default>
    <earliest>-24h@h</earliest>
    <latest>now</latest>
  </default>
 </input>
 <input type="dropdown" token="Server">
  <label>Server</label>
  <default>*</default>
  <initialValue>*</initialValue>
  <fieldForValue>Server</fieldForValue>
  <search>
   <query>index= sourcetype= source=
| table dvc
| rename dvc as Server
| dedup Server
| sort Server</query>
     <earliest>$time_field.earliest$</earliest>
     <latest>$time_field.latest$</latest>
    </search>
   </input>
   <input type="dropdown" token="Site">
    <label>Site</label>
    <default>*</default>
    <initialValue>*</initialValue>
    <fieldForValue>Site</fieldForValue>
    <search>
     <query>index="" sourcetype= source=
| table tenant.srSiteId
| rename tenant.srSiteId  as Site
| dedup Site
| sort Site</query>
     <earliest>$time_field.earliest$</earliest>
     <latest>$time_field.latest$</latest>
    </search>
   </input>
   <input type="dropdown" token="VDA">
    <label>VDA</label>
    <default>*</default>
    <initialValue>*</initialValue>
    <fieldForValue>VDA</fieldForValue>
    <search>
     <query>index= sourcetype= source=
| table payload.deviceId
| rename payload.deviceId as VDA
| dedup VDA
| sort VDA</query>
     <earliest>$time_field.earliest$</earliest>
     <latest>$time_field.latest$</latest>
    </search>
   </input>
   <input type="dropdown" token="User">
    <label>User</label>
    <default>*</default>
    <initialValue>*</initialValue>
    <fieldForValue>User</fieldForValue>
    <search>
     <query>index= sourcetype= source=
| table payload.user
| rename payload.user as User
| dedup User
| sort User</query>
    <earliest>$time_field.earliest$</earliest>
    <latest>$time_field.latest$</latest>
  </search>
 </input>
</fieldset>
<row>
 <panel>
  <table>
    <title>Web Browsing - Top visited Websites</title>
    <search>
     <query>index= sourcetype= source=
| search type=Citrix.EventMonitor.WebBrowsing
| spath payload.ExtEventData1
| stats count by payload.ExtEventData1
| sort count desc
| rename payload.ExtEventData1 as WebSites</query>
      <earliest>$time_field.earliest$</earliest>
      <latest>$time_field.latest$</latest>
      <sampleRatio>1</sampleRatio>
     </search>
     <option name="dataOverlayMode">none</option>
     <option name="drilldown">none</option>
     <option name="percentagesRow">false</option>
     <option name="rowNumbers">false</option>
     <option name="totalsRow">false</option>
     <option name="wrap">true</option>
     <format type="color" field="FunctionFailed">
      <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
      <scale type="threshold">1</scale>
     </format>
    </table>
   </panel>
   <panel>
    <chart>
     <title>Web Browsing - Browsers Distribution</title>
     <search>
      <query>index= sourcetype= source=
| search type=Citrix.EventMonitor.WebBrowsing
| spath payload.ExtEventData3
| stats count by payload.ExtEventData3|sort count desc</query>
       <earliest>$time_field.earliest$</earliest>
       <latest>$time_field.latest$</latest>
       <sampleRatio>1</sampleRatio>
      </search>
      <option name="charting.chart">pie</option>
      <option name="charting.drilldown">none</option>
      <option name="refresh.display">progressbar</option>
     </chart>
   </panel>
   <panel>
    <table>
     <title>Screen Time (mins)</title>
     <search>
       <query>index= sourcetype= source=
| spath "payload.type"
| search "payload.type"="Citrix.EventMonitor.TopMost"
| rename payload.ExtEventData1 as AppName, payload.deviceId as DeviceId
| eval time=strptime(st, "%Y-%m-%dT%H:%M:%S.%7N")
| sort DeviceId time
| streamstats current=f window=1 last(time) as last_time by DeviceId
| eval time_diff = if(isnull(last_time), null(), time - last_time)
| table time, DeviceId, AppName, time_diff |eval time_diff = time_diff/60
| stats sum(time_diff) by AppName |sort by sum(time_diff) desc | rename sum(time_diff) as ScreenTime</query>
       <earliest>$time_field.earliest$</earliest>
       <latest>$time_field.latest$</latest>
       <sampleRatio>1</sampleRatio>
      </search>
      <option name="dataOverlayMode">none</option>
      <option name="drilldown">none</option>
      <option name="percentagesRow">false</option>
      <option name="refresh.display">progressbar</option>
      <option name="rowNumbers">false</option>
      <option name="totalsRow">false</option>
      <option name="wrap">true</option>
      <format type="color" field="FunctionFailed">
       <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
       <scale type="threshold">1</scale>
      </format>
     </table>
    </panel>
   </row>
   <row>
    <panel>
     <table>
      <title>Application - Top started Application</title>
      <search>
       <query>index= sourcetype= source=
| search type=Citrix.EventMonitor.AppStart
| spath payload.ExtEventData2
| stats count by payload.ExtEventData2
| sort count desc
| rename payload.ExtEventData2 as AppName</query>
      <earliest>$time_field.earliest$</earliest>
      <latest>$time_field.latest$</latest>
      <sampleRatio>1</sampleRatio>
     </search>
     <option name="dataOverlayMode">none</option>
     <option name="drilldown">none</option>
     <option name="percentagesRow">false</option>
     <option name="rowNumbers">false</option>
     <option name="totalsRow">false</option>
     <option name="wrap">true</option>
     <format type="color" field="FunctionFailed">
      <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
      <scale type="threshold">1</scale>
     </format>
    </table>
   </panel>
   <panel>
    <table>
     <title>Application - Top unexpceted exit application</title>
     <search>
      <query>index= sourcetype= source=
| search type=Citrix.EventMonitor.UnexpectedAppExit
| spath payload.ExtEventData2
| stats count by payload.ExtEventData2
| sort count desc
| rename payload.ExtEventData2 as AppPath
| eval AppNameSplit = split(AppPath, "\\")
| eval AppName = mvindex(AppNameSplit, -1)
| table AppName|stats count by AppName</query>
       <earliest>$time_field.earliest$</earliest>
       <latest>$time_field.latest$</latest>
       <sampleRatio>1</sampleRatio>
      </search>
      <option name="dataOverlayMode">none</option>
      <option name="drilldown">none</option>
      <option name="percentagesRow">false</option>
      <option name="refresh.display">progressbar</option>
      <option name="rowNumbers">false</option>
      <option name="totalsRow">false</option>
      <option name="wrap">true</option>
      <format type="color" field="FunctionFailed">
       <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
       <scale type="threshold">1</scale>
      </format>
     </table>
    </panel>
    <panel>
     <table>
     <title>Application - Top no responding application</title>
     <search>
      <query>index= sourcetype= source=
| search type=Citrix.EventMonitor.AppNotResponding
| spath payload.ExtEventData2
| stats count by payload.ExtEventData2
| sort count desc
| rename payload.ExtEventData2 as AppPath
| eval AppNameSplit = split(AppPath, "\\")
| eval AppName = mvindex(AppNameSplit, -1)
| table AppName|stats count by AppName</query>
```

```
       <earliest>$time_field.earliest$</earliest>
       <latest>$time_field.latest$</latest>
       <sampleRatio>1</sampleRatio>
      </search>
      <option name="dataOverlayMode">none</option>
      <option name="drilldown">none</option>
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      <option name="refresh.display">progressbar</option>
      <option name="rowNumbers">false</option>
      <option name="totalsRow">false</option>
      <option name="wrap">true</option>
      <format type="color" field="FunctionFailed">
       <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
       <scale type="threshold">1</scale>
      </format>
     </table>
    </panel>
   </row>
   <row>
    <panel>
     <table>
      <title>File Transfer - Top transfered in file count</title>
      <search>
       <query>index= sourcetype= source=type="Citrix.EventMonitor.FileTransfer"
| spath payload.ExtEventData3
| search payload.ExtEventData3 = "Host:*"
| rename payload.ExtEventData3 as filePath
| eval fileSplit = split(filePath, "\\")
| eval FileName = mvindex(fileSplit, -1)
| table FileName
| stats count by FileName
| sort bv count desc</query>
       <earliest>$time_field.earliest$</earliest>
       <latest>$time_field.latest$</latest>
       <sampleRatio>1</sampleRatio>
      </search>
      <option name="dataOverlayMode">none</option>
      <option name="drilldown">none</option>
      <option name="percentagesRow">false</option>
      <option name="rowNumbers">false</option>
      <option name="totalsRow">false</option>
      <option name="wrap">true</option>
      <format type="color" field="FunctionFailed">
       <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
       <scale type="threshold">1</scale>
      </format>
     </table>
    </panel>
    <panel>
     <table>
      <title>File Transfer - Top transfered in file size by user</title>
      <search>
       <query>index= sourcetype= source=type="Citrix.EventMonitor.FileTransfer"
| spath payload.ExtEventData3
| search payload.ExtEventData3 = "Host:*"
| rename payload.ExtEventData4 as filesize
| eval filesize_mb =
   case(
   like(filesize, "% B"), tonumber(replace(filesize, " B", "")) / 1024 /1024,
   like(filesize, "% KB"), tonumber(replace(filesize, " KB", "")) / 1024,
   like(filesize, "% MB"), tonumber(replace(filesize, " MB", "")),
   like(filesize, "% GB"), tonumber(replace(filesize, " GB", "")) * 1024,
   like(filesize, "% TB"), tonumber(replace(filesize, " TB", "")) * 1024 * 1024
   )
| table payload.user, filesize_mb
| stats sum by payload.user |rename sum(filesize_mb) as FileSize(MB), payload.user as User</query>
        <earliest>$time_field.earliest$</earliest>
        <latest>$time_field.latest$</latest>
        <sampleRatio>1</sampleRatio>
       </search>
       <option name="dataOverlayMode">none</option>
       <option name="drilldown">none</option>
       <option name="percentagesRow">false</option>
       <option name="refresh.display">progressbar</option>
       <option name="rowNumbers">false</option>
       <option name="totalsRow">false</option>
       <option name="wrap">true</option>
       <format type="color" field="FunctionFailed">
        <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
        <scale type="threshold">1</scale>
       </format>
      </table>
     </panel>
     <panel>
      <table>
       <title>File Transfer - Top transfered out file count by user</title>
       <search>
        <query>index= sourcetype= source=type="Citrix.EventMonitor.FileTransfer"
| spath payload.ExtEventData2
| search payload.ExtEventData2 = "Host:*"
| table payload.user, payload.ExtEventData2
| stats count by payload.user
| rename payload.user as User</query>
      <earliest>$time_field.earliest$</earliest>
      <latest>$time_field.latest$</latest>
      <sampleRatio>1</sampleRatio>
```

```
    </search>
    <option name="dataOverlayMode">none</option>
    <option name="drilldown">none</option>
    <option name="percentagesRow">false</option>
    <option name="rowNumbers">false</option>
    <option name="totalsRow">false</option>
    <option name="wrap">true</option>
    <format type="color" field="FunctionFailed">
     <colorPalette type="list">[#118832,#D41F1F]</colorPalette>
     <scale type="threshold">1</scale>
    </format>
   </table>
  </panel>
 </row>
</form>
```

Best practices

November 11, 2024

You can consult the following best practices documentation for deploying Session Recording:

- Integrate with Citrix HDX plus for Windows 365 in a Session Recording deployment

Integrate with Citrix HDX™ plus for Windows 365 in a Session Recording deployment

September 7, 2025

This article walks you through the procedures of creating a Session Recording site through a host connection and then integrating the Session Recording service with Citrix HDX plus for Windows 365.

Requirements for using this solution

To successfully implement the solution, the following requirements must be fulfilled:

Citrix requirements

- Citrix Cloud tenant with Citrix HDX Plus for Windows 365 entitlement
- Citrix Cloud™ administrator account with full administrator rights.

- The deployed environment must have access to:
  - **https://*.citrixworkspacesapi.net** (provides access to Citrix Cloud APIs that the services use)
  - **https://*.cloud.com** (provides access to the Citrix Cloud sign-in interface)
  - **https://*.blob.core.windows.net** (provides access to Azure Blob Storage, which stores updates for the Session Recording cloud client)

Microsoft requirements

- Azure administrator account:
  - Azure AD Global administrator

Supported Configurations

The Session Recording service supports Windows 365 deployments with Entra joined, and Entra hybrid joined Cloud PCs.

Step 1: Add a host connection to your Azure subscription

For a step-by-step guide, see Add a host connection.

Step 2: Create and deploy a Session Recording site through the host connection

You can create a site to deploy the following Session Recording resources to your Azure subscription from within the Session Recording service:

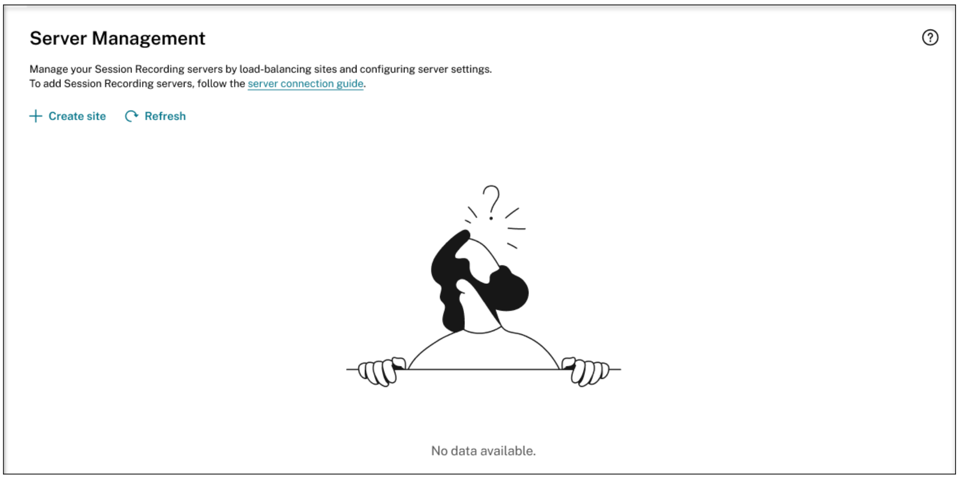
- Session Recording servers
- Databases
- Storage
- Load balancer

You can also get recommended VM and storage configurations, predict costs, and view the actual monthly costs for using Azure from within the Session Recording service.

For an existing site deployed on Azure, you can add resources including servers and storage to it and change the IP addresses that are allowed to access the load balancer.

This article guides you through the following procedures:

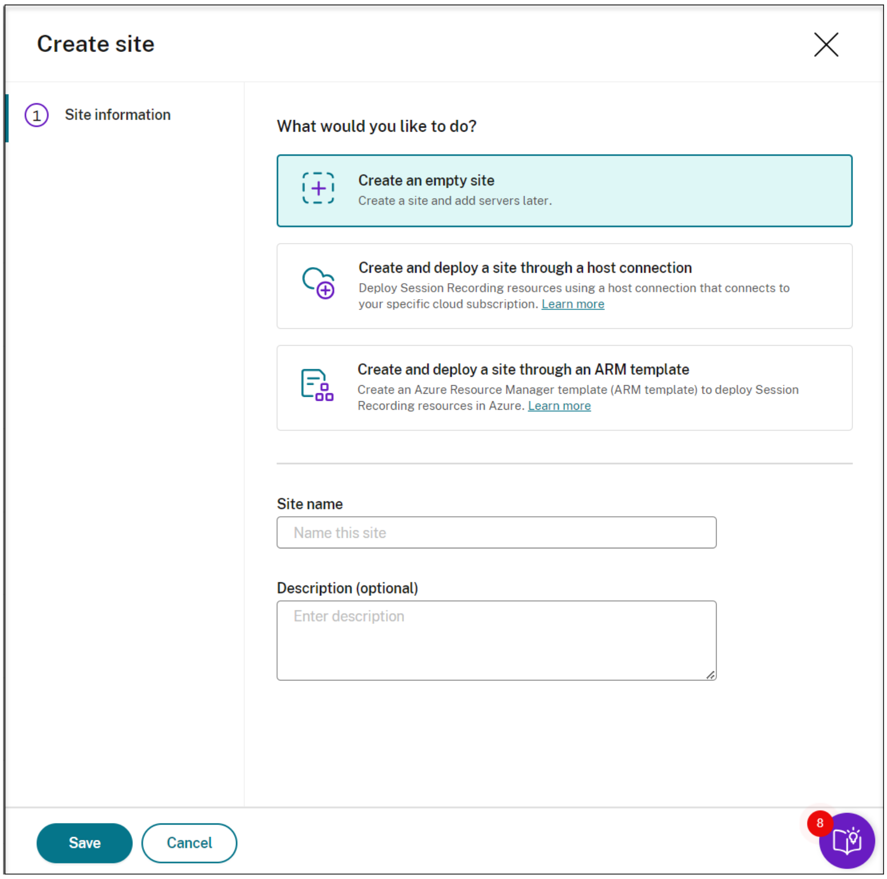
1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

2. On the **Server Management** page, click **Create site**. The **Create Site** page appears.



Create site

1 Site information

What would you like to do?

○ Create an empty site
Create a site and add servers later.

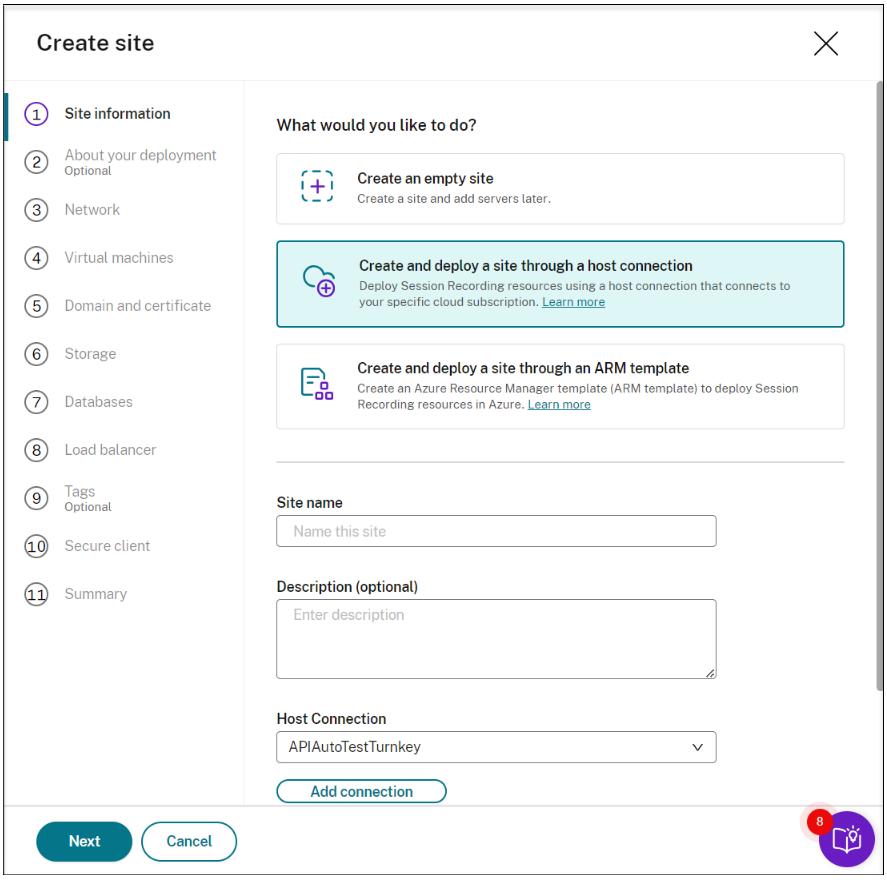
○ Create and deploy a site through a host connection
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

○ Create and deploy a site through an ARM template
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name
Name this site

Description (optional)
Enter description

3. Select **Create and deploy a site through a host connection**. The main steps are listed in the left navigation.



Create site

1 Site information
2 About your deployment Optional
3 Network
4 Virtual machines
5 Domain and certificate
6 Storage
7 Databases
8 Load balancer
9 Tags Optional
10 Secure client
11 Summary

What would you like to do?

Create an empty site
Create a site and add servers later.

Create and deploy a site through a host connection
Deploy Session Recording resources using a host connection that connects to your specific cloud subscription. Learn more

Create and deploy a site through an ARM template
Create an Azure Resource Manager template (ARM template) to deploy Session Recording resources in Azure. Learn more

Site name
Name this site

Description (optional)
Enter description

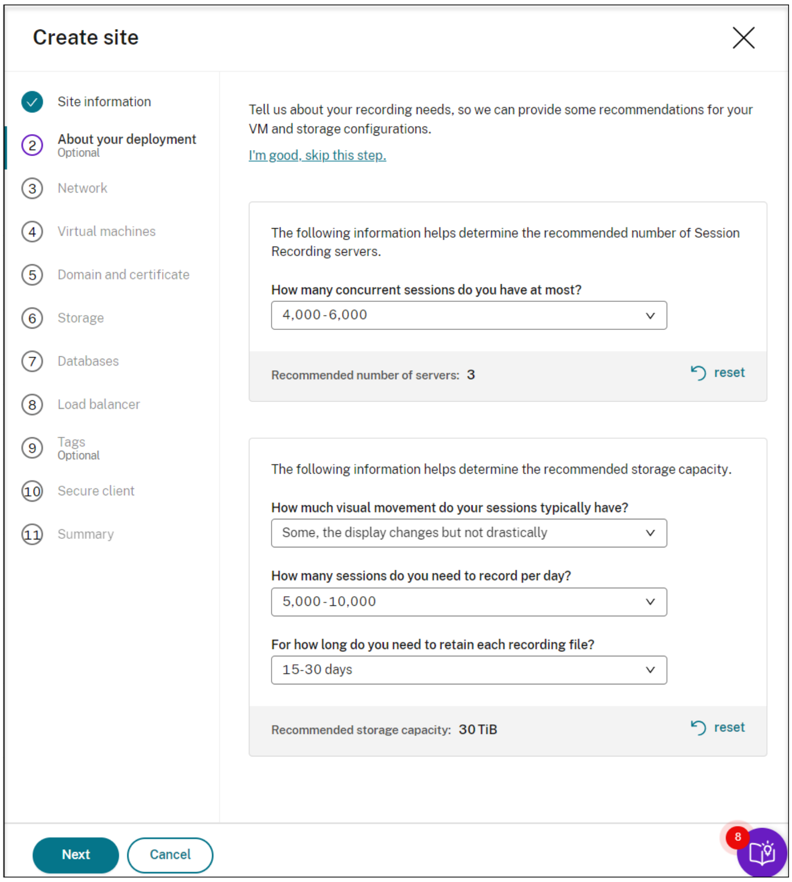
Host Connection
APIAutoTestTurnkey

4. Enter a site name and description, select the host connection that you added in Step 1, and specify a region. Azure Government regions aren't supported.

5. After completing the site information, click **Next** to continue.

6. (Optional) To get recommendations for VM and storage configurations, provide information about your recording needs.

   You can skip this step by clicking **I'm good, skip this step** or by clicking **Next** with nothing selected.



Create site

Tell us about your recording needs, so we can provide some recommendations for your VM and storage configurations.

I'm good, skip this step.

The following information helps determine the recommended number of Session Recording servers.

How many concurrent sessions do you have at most? 4,000-6,000

Recommended number of servers: 3

The following information helps determine the recommended storage capacity.

How much visual movement do your sessions typically have? Some, the display changes but not drastically

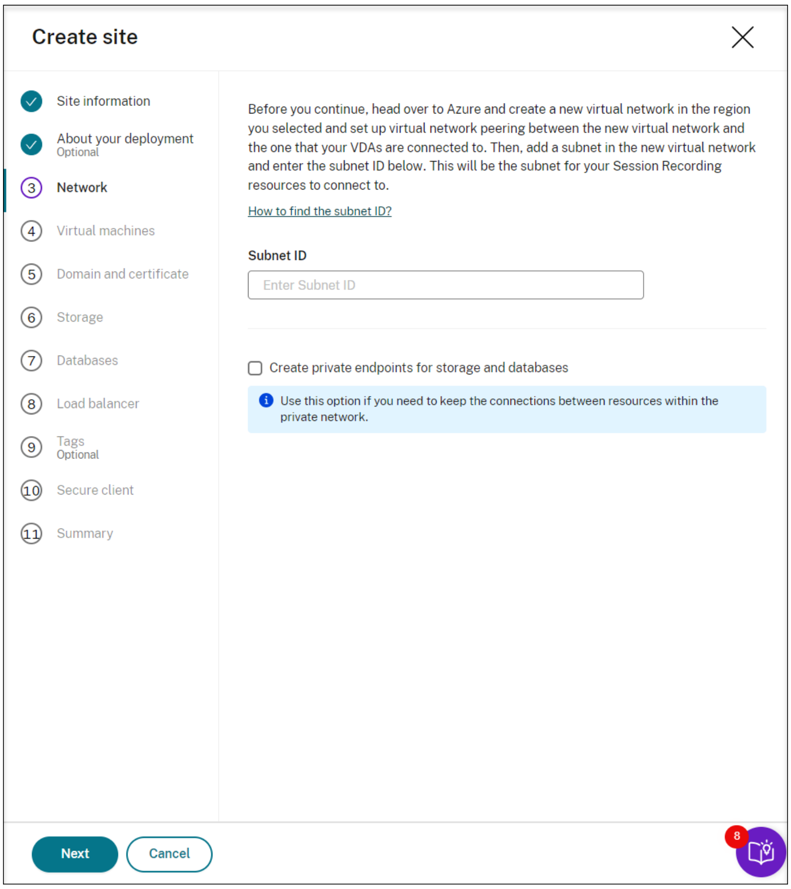
How many sessions do you need to record per day? 5,000-10,000

For how long do you need to retain each recording file? 15-30 days

Recommended storage capacity: 30 TiB

When you select an option from the drop-down list, a recommendation is presented according to your selection. A **reset** button is available next to the recommendation. It lets you clear your selections and the corresponding recommendation in that section.

7. Go to the Azure portal and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network. Find and enter the subnet ID below.



Create site

Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to. Then, add a subnet in the new virtual network and enter the subnet ID below. This will be the subnet for your Session Recording resources to connect to.

How to find the subnet ID?

Subnet ID

Enter Subnet ID

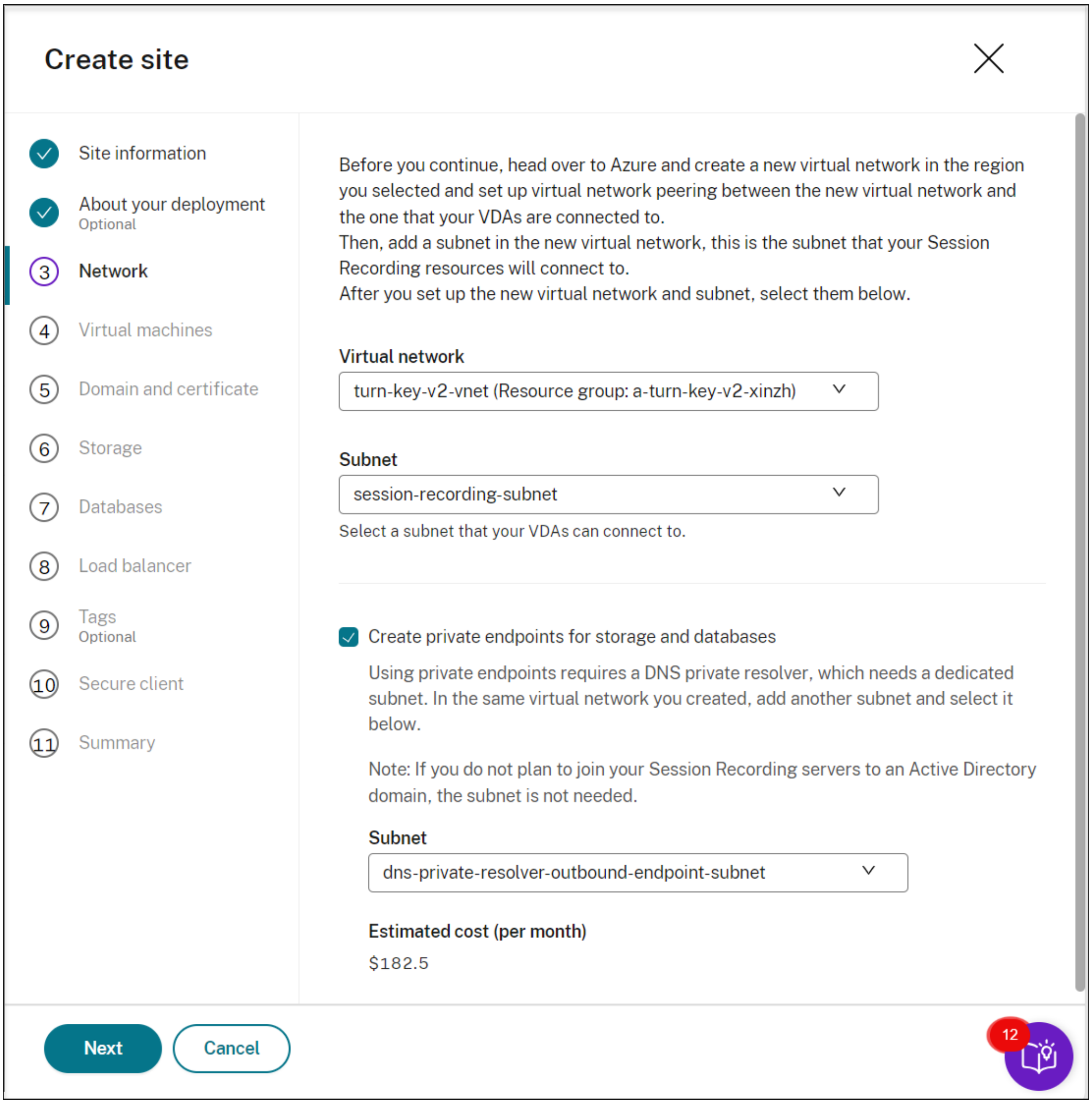
□ Create private endpoints for storage and databases

Use this option if you need to keep the connections between resources within the private network.

To keep the connections between resources within the private network, select the **Create private endpoints for storage and databases** check box.

After you select the **Create private endpoints for storage and databases** check box, decide on whether to enter another subnet ID by taking the following into consideration:

- If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed and thus leave the subnet ID field empty.
- If you leave the subnet ID field empty, you are joining your Session Recording servers to an Azure Active Directory domain.



Create site

Before you continue, head over to Azure and create a new virtual network in the region you selected and set up virtual network peering between the new virtual network and the one that your VDAs are connected to.
Then, add a subnet in the new virtual network, this is the subnet that your Session Recording resources will connect to.
After you set up the new virtual network and subnet, select them below.

Virtual network: turn-key-v2-vnet (Resource group: a-turn-key-v2-xinzh)

Subnet: session-recording-subnet

Select a subnet that your VDAs can connect to.

☑ Create private endpoints for storage and databases

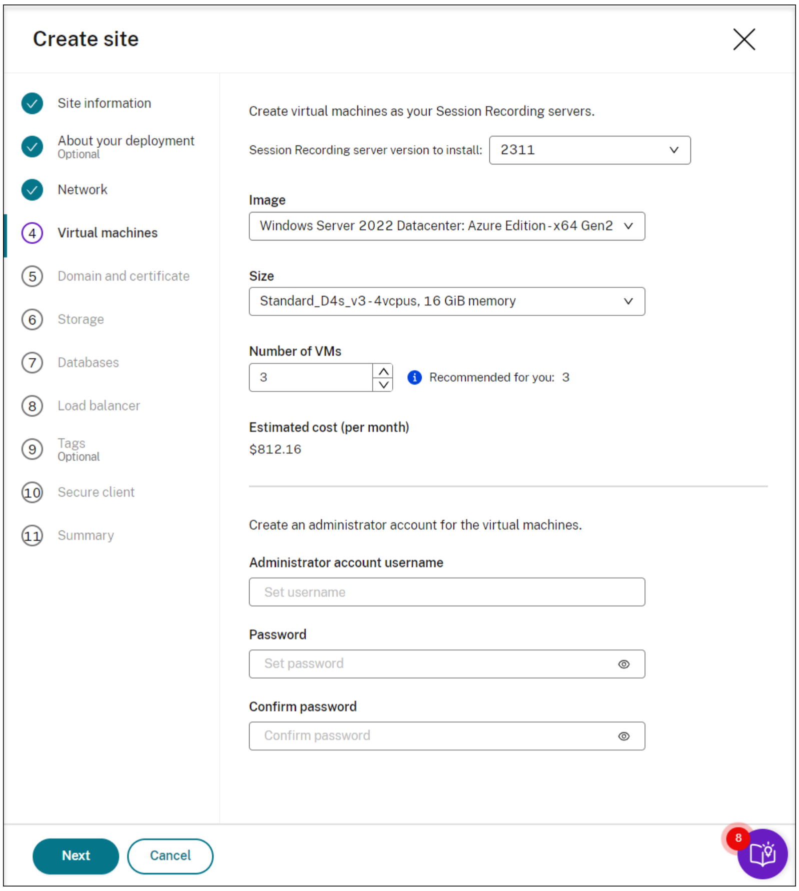
Using private endpoints requires a DNS private resolver, which needs a dedicated subnet. In the same virtual network you created, add another subnet and select it below.

Note: If you do not plan to join your Session Recording servers to an Active Directory domain, the subnet is not needed.

Subnet: dns-private-resolver-outbound-endpoint-subnet

Estimated cost (per month): $182.5

8. Create virtual machines (VMs) as your Session Recording servers.



Create site

- ✓ Site information
- ✓ About your deployment Optional
- ✓ Network
- 4 Virtual machines
- 5 Domain and certificate
- 6 Storage
- 7 Databases
- 8 Load balancer
- 9 Tags Optional
- 10 Secure client
- 11 Summary

Create virtual machines as your Session Recording servers.

Session Recording server version to install: 2311

Image: Windows Server 2022 Datacenter: Azure Edition - x64 Gen2

Size: Standard_D4s_v3 - 4vcpus, 16 GiB memory

Number of VMs: 3 — Recommended for you: 3

Estimated cost (per month): $812.16

Create an administrator account for the virtual machines.

Administrator account username: Set username

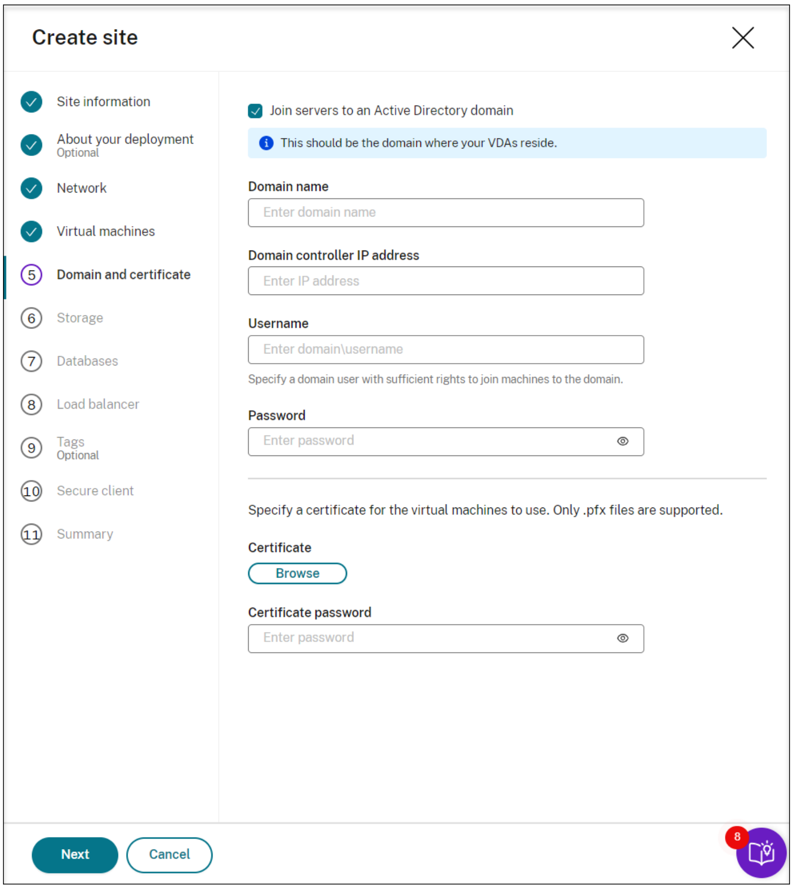
Password: Set password

Confirm password: Confirm password

> **Note:**
>
> - The **Number of VMs** field is prefilled with the recommended number if there's one. Change the number as needed.
> - Estimated costs are based on standard pricing and don't take discounts into consideration. You can expect lower actual costs than estimated.

9. Join the Session Recording servers to the same domain with your VDAs and specify a certificate for the Session Recording servers.

    - If your VDAs connect to an Active Directory domain, select the **Join servers to an Active Directory domain** check box and enter the relevant information. By selecting the **Join servers to an Active Directory domain** check box, you are configuring the deployment for a hybrid scenario, integrating on-premises Active Directory with Azure AD.
    - If your VDAs connect to an Azure Active Directory (Azure AD) domain, clear the **Join servers to an Active Directory domain** check box. After you complete creating the current site, make sure to manually join the Session Recording servers to the same Azure AD domain. Notice that pure Azure AD deployment is available only for Session Recording 2402 and later.



Create site

- ✓ Site information
- ✓ About your deployment Optional
- ✓ Network
- ✓ Virtual machines
- 5 Domain and certificate
- 6 Storage
- 7 Databases
- 8 Load balancer
- 9 Tags Optional
- 10 Secure client
- 11 Summary

☑ Join servers to an Active Directory domain

This should be the domain where your VDAs reside.

Domain name

Enter domain name

Domain controller IP address

Enter IP address

Username

Enter domain\username

Specify a domain user with sufficient rights to join machines to the domain.

Password

Enter password

Specify a certificate for the virtual machines to use. Only .pfx files are supported.

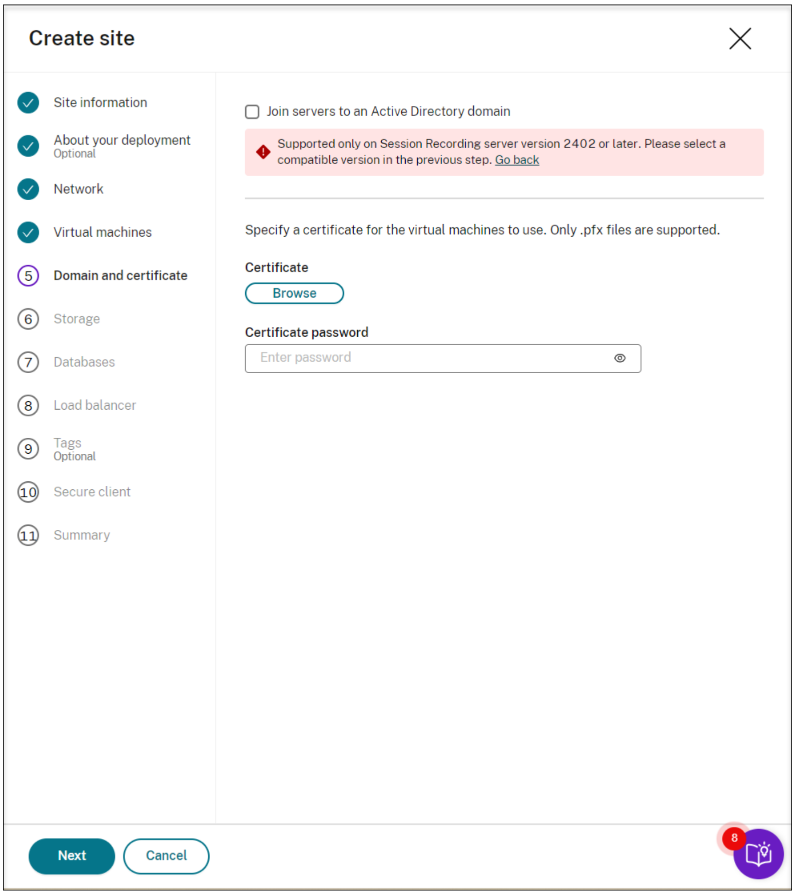
Certificate

Browse

Certificate password

Enter password

Next Cancel



Create site

□ Join servers to an Active Directory domain

Supported only on Session Recording server version 2402 or later. Please select a compatible version in the previous step. Go back

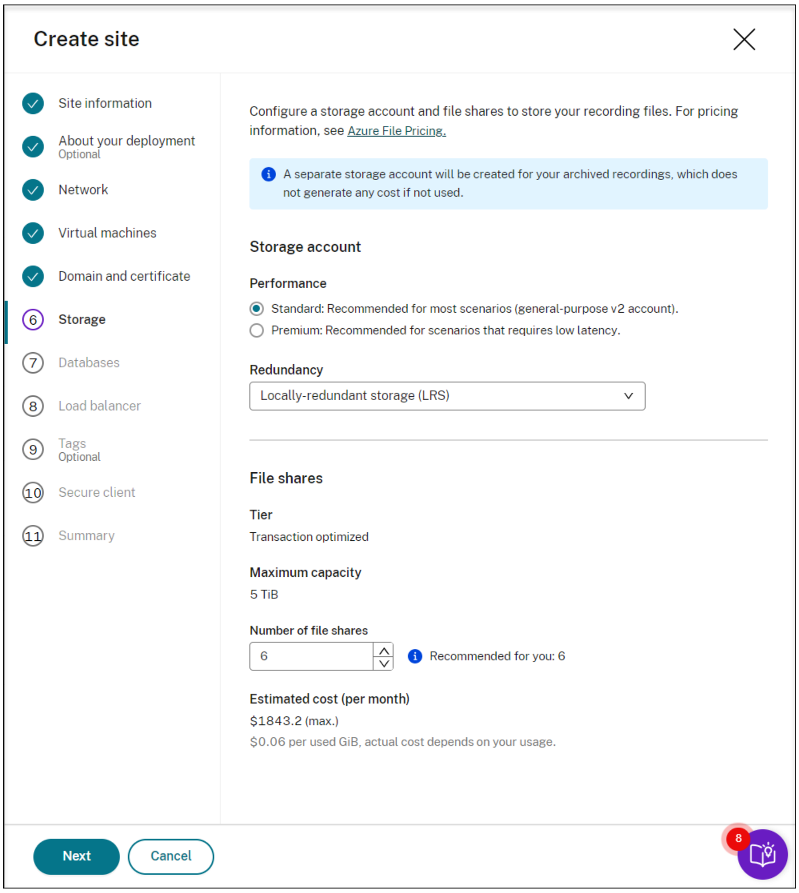
Specify a certificate for the virtual machines to use. Only .pfx files are supported.

Certificate

Certificate password

> **Note:**
>
> Since July 2023, Microsoft has renamed Azure Active Directory (Azure AD) to Microsoft Entra ID. In this document, any reference to Azure Active Directory, Azure AD, or AAD now refers to Microsoft Entra ID.

10. Configure an Azure storage account and file shares to store your recording files. For pricing information, see Azure Files pricing.



Configure a storage account and file shares to store your recording files. For pricing information, see Azure File Pricing.

A separate storage account will be created for your archived recordings, which does not generate any cost if not used.

Storage account

Performance

● Standard: Recommended for most scenarios (general-purpose v2 account).

○ Premium: Recommended for scenarios that requires low latency.

Redundancy

Locally-redundant storage (LRS)

File shares

Tier

Transaction optimized

Maximum capacity

5 TiB

Number of file shares

6

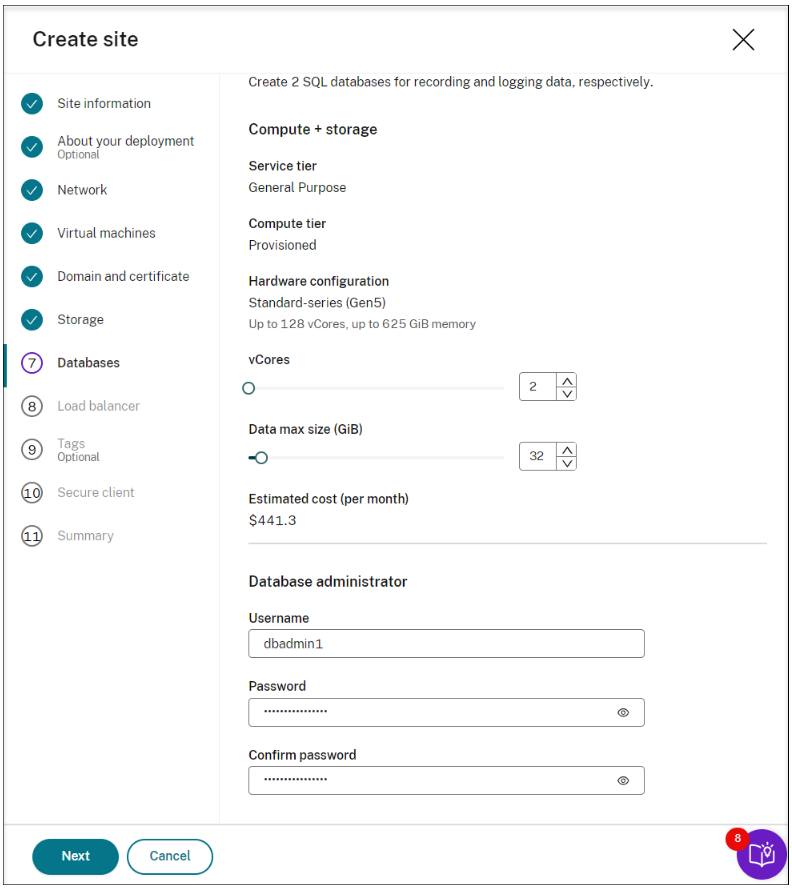
Recommended for you: 6

Estimated cost (per month)

$1843.2 (max.)

$0.06 per used GiB, actual cost depends on your usage.

11. Create two SQL databases in Azure. One is used as the Session recording database (named **sessionrecording**) and the other as the administrator logging database (named **sessionrecordinglogging**).



Create site

Create 2 SQL databases for recording and logging data, respectively.

Compute + storage

Service tier
General Purpose

Compute tier
Provisioned

Hardware configuration
Standard-series (Gen5)
Up to 128 vCores, up to 625 GiB memory

vCores
2

Data max size (GiB)
32

Estimated cost (per month)
$441.3

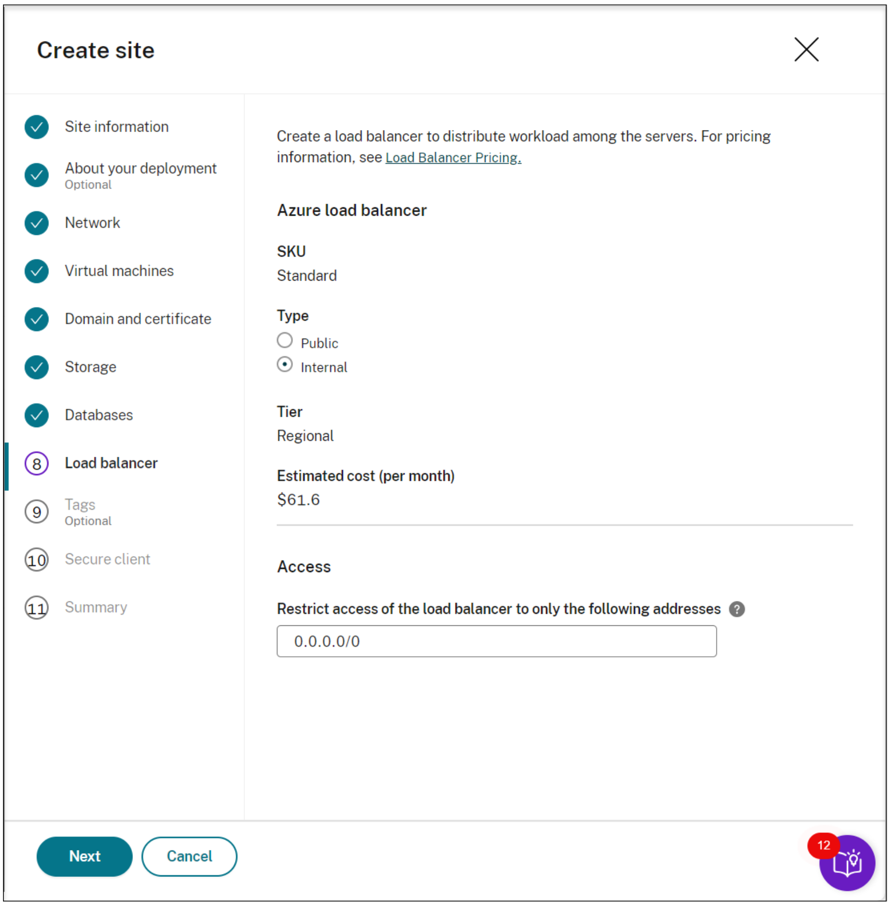
Database administrator

Username
dbadmin1

Password
••••••••••••••••••

Confirm password
••••••••••••••••••

12. Create a load balancer to distribute workload among the Session Recording servers. Enter the IP addresses or ranges of your VDAs and separate them by a comma (,) in the **Restrict access of the load balancer to only the following addresses** field. For pricing information, see Load Balancer pricing.



Create site

Create a load balancer to distribute workload among the servers. For pricing information, see Load Balancer Pricing.

Azure load balancer

SKU
Standard

Type
○ Public
● Internal

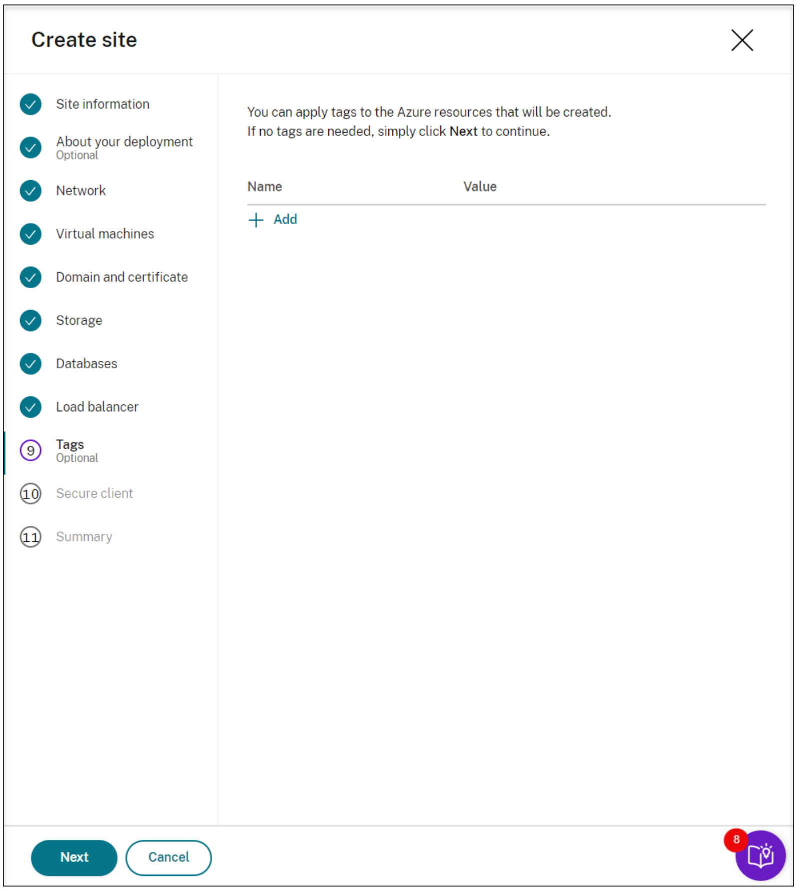
Tier
Regional

Estimated cost (per month)
$61.6

Access

Restrict access of the load balancer to only the following addresses
0.0.0.0/0

13. (Optional) Apply tags to the Azure resources to be created.



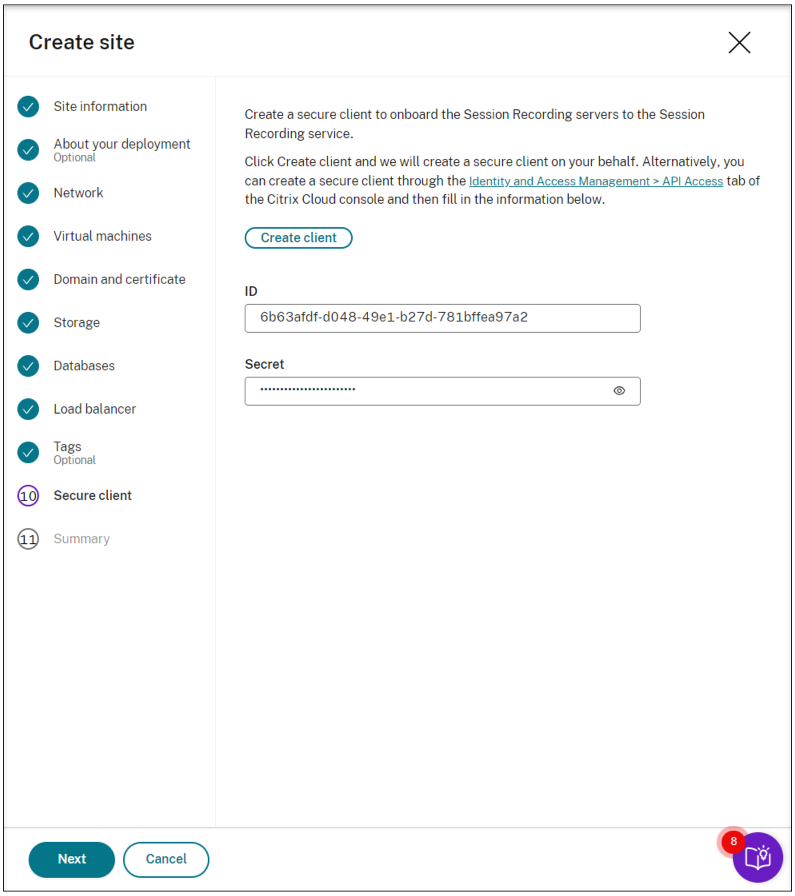
Create site

You can apply tags to the Azure resources that will be created.
If no tags are needed, simply click **Next** to continue.

Name	Value

14. Create a secure client to onboard the Session Recording servers to the Session Recording service.

    Click **Create client** to let Citrix create a secure client on your behalf. Alternatively, you can create a secure client through the **Identity and Access Management > API Access** tab of the Citrix Cloud console and then fill in the information below.



Create site

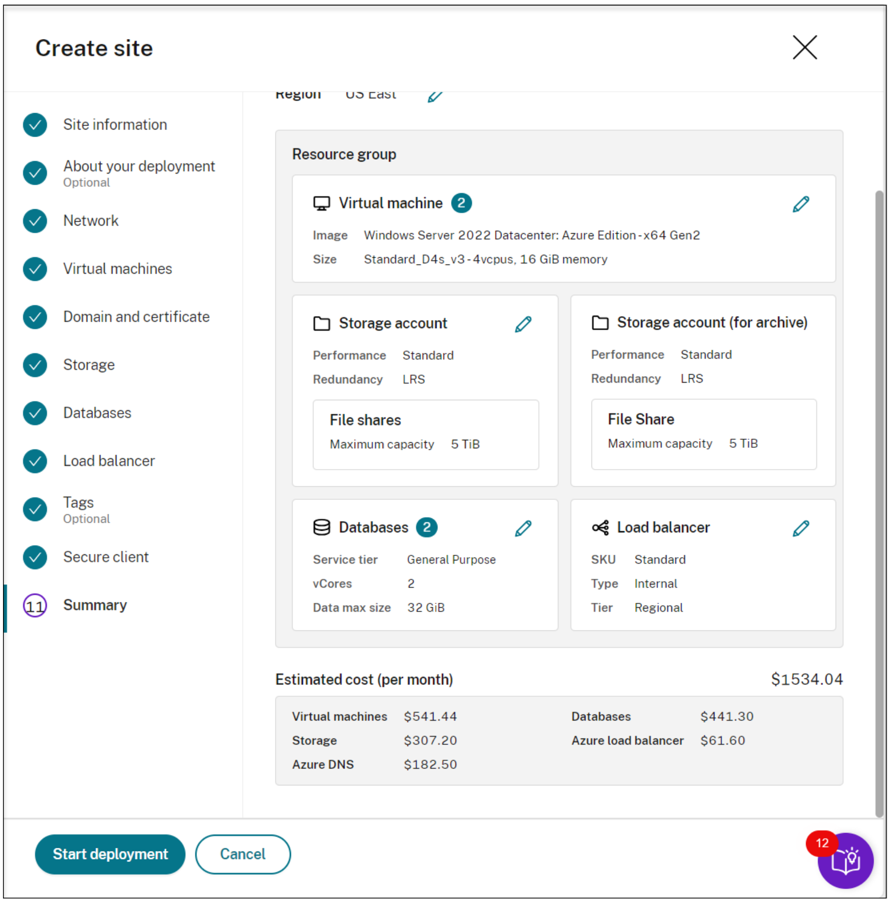
Create a secure client to onboard the Session Recording servers to the Session Recording service.

Click Create client and we will create a secure client on your behalf. Alternatively, you can create a secure client through the Identity and Access Management > API Access tab of the Citrix Cloud console and then fill in the information below.

ID: 6b63afdf-d048-49e1-b27d-781bffea97a2

Secret: ••••••••••••••••••••••••••

15. View the summary about the site to be created. Click the pencil icon to edit your settings if needed or click the button to start deployment.



Create site

- Site information
- About your deployment Optional
- Network
- Virtual machines
- Domain and certificate
- Storage
- Databases
- Load balancer
- Tags Optional
- Secure client
- 11 Summary

Region US East

Resource group

Virtual machine 2
Image Windows Server 2022 Datacenter: Azure Edition - x64 Gen2
Size Standard_D4s_v3 - 4vcpus, 16 GiB memory

Storage account
Performance Standard
Redundancy LRS
File shares
Maximum capacity 5 TiB

Storage account (for archive)
Performance Standard
Redundancy LRS
File Share
Maximum capacity 5 TiB

Databases 2
Service tier General Purpose
vCores 2
Data max size 32 GiB

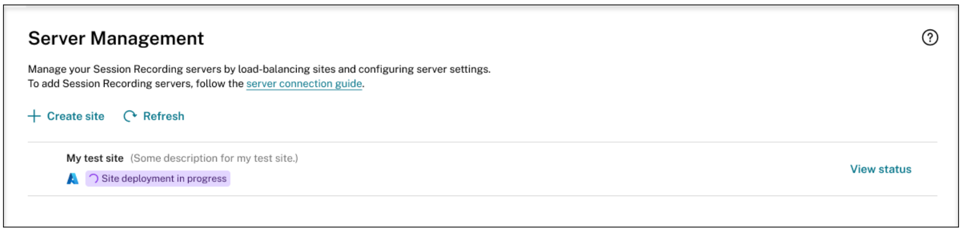
Load balancer
SKU Standard
Type Internal
Tier Regional

Estimated cost (per month) $1534.04

Virtual machines	$541.44	Databases	$441.30
Storage	$307.20	Azure load balancer	$61.60
Azure DNS	$182.50		

The following are examples of the deployment process:

Deployment in progress:



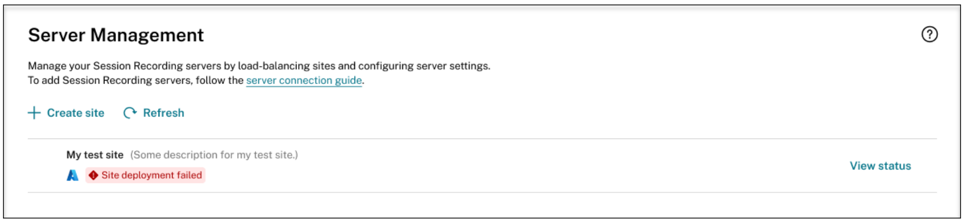
Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
Site deployment in progress

While a site deployment is in progress, you can click **View status** to view the progress.

Deployment failed:

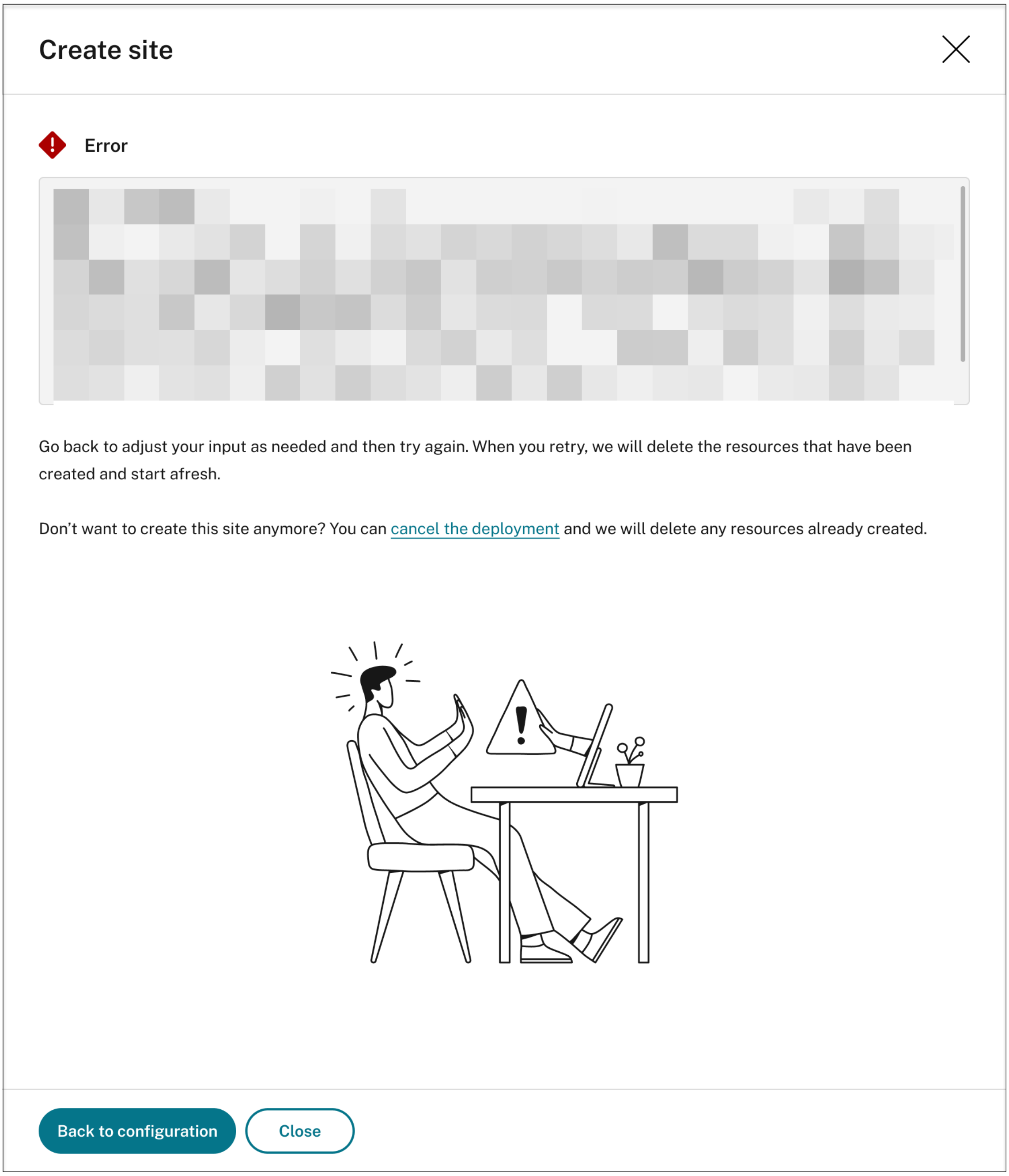


Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

My test site (Some description for my test site.)
Site deployment failed

If errors occur during the deployment process, click **View status** to view the error details. For an example of the error details:



Create site

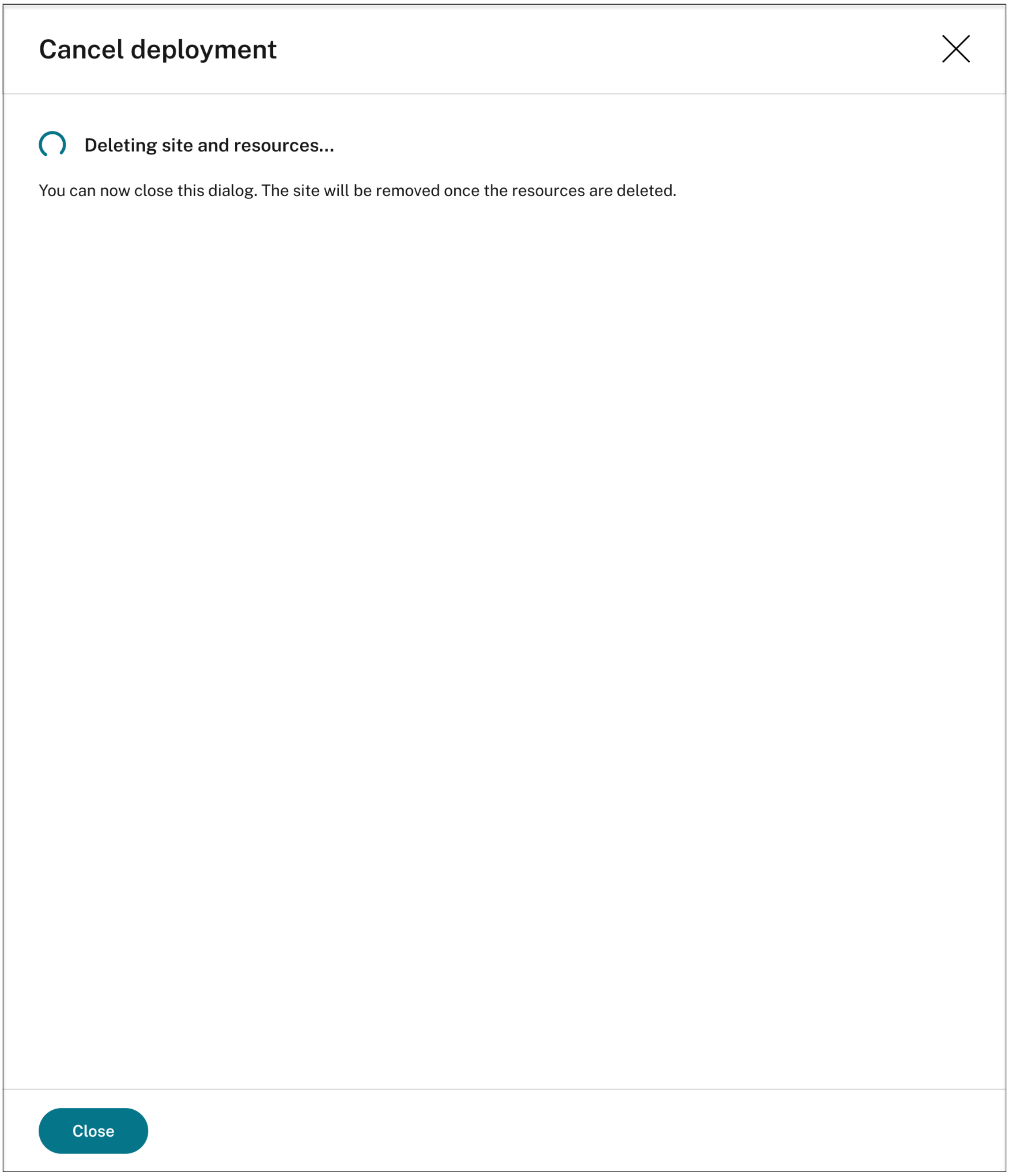
Error

[redacted]

Go back to adjust your input as needed and then try again. When you retry, we will delete the resources that have been created and start afresh.

Don’t want to create this site anymore? You can cancel the deployment and we will delete any resources already created.

You can click **Back to configuration** or **cancel the deployment**. If you click **Back to configuration**, you’re taken back to the **Create Site** page where you can alter your configurations and try again. If you’re sure to cancel the deployment, follow the wizard to remove the site and the Azure resources created for the site. For example:



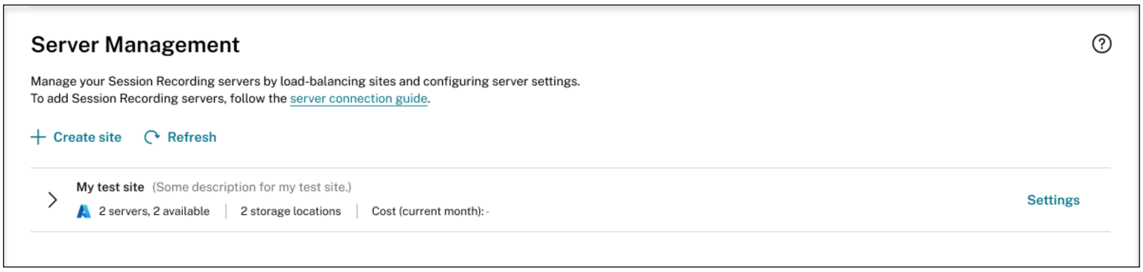
Cancel deployment

Deleting site and resources...

You can now close this dialog. The site will be removed once the resources are deleted.

Deployment success:

When a site deployment is complete, you can expand the site and view and manage the resources created under it. The **View status** button changes to **Settings**. An Azure icon is available to represent sites deployed on Azure.
For information about site settings, see Site and server settings.



Server Management

Manage your Session Recording servers by load-balancing sites and configuring server settings.
To add Session Recording servers, follow the server connection guide.

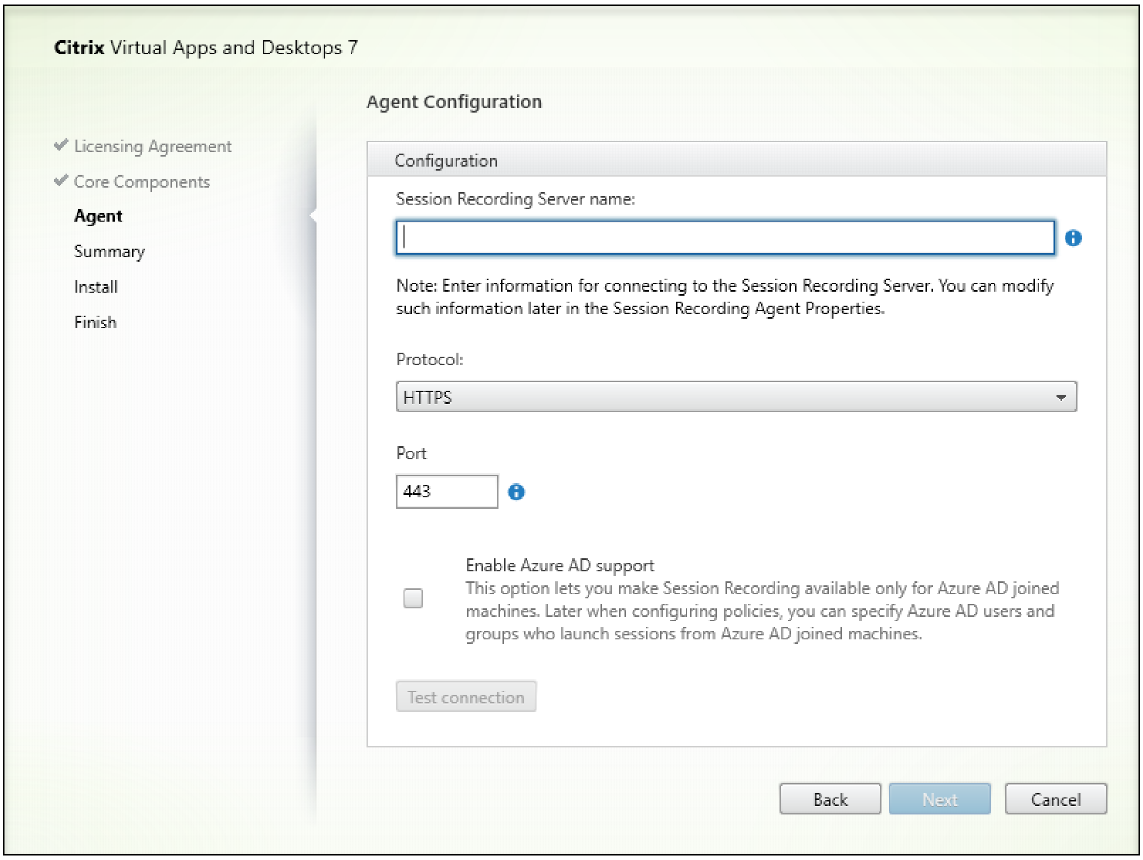
+ Create site
Refresh
My test site (Some description for my test site.)
2 servers, 2 available | 2 storage locations | Cost (current month): -
Settings

Keep a record of the storage location and the DNS name listed in the load balancer section. The DNS name will serve as the Session Recording server name that you need to fill in later for communicating with the VDAs.

Step 3: Install and configure the Session Recording agent on Windows 365 cloud PCs

On the target Windows 365 cloud PCs, install the Session Recording agent. During the agent installation, make sure that you complete the following steps on the **Agent configuration** page:

- Enter the DNS name you previously recorded in the **Session Recording Server name** text box.
- If you are installing the Session Recording agent on an Azure AD joined machine, select **Enable Azure AD support**. Otherwise, clear the check box. By clearing the check box, you are configuring the deployment for a hybrid scenario, integrating on-premises Active Directory with Azure AD.



Agent Configuration

Configuration

Session Recording Server name:

Note: Enter information for connecting to the Session Recording Server. You can modify such information later in the Session Recording Agent Properties.

Protocol:

HTTPS

Port

443

□ Enable Azure AD support
This option lets you make Session Recording available only for Azure AD joined machines. Later when configuring policies, you can specify Azure AD users and groups who launch sessions from Azure AD joined machines.

Test connection

Step 4: Configure policies

The Session Recording service lets you view and configure session recording, event detection, and event response policies for a specific site. Each policy you create or activate applies to all Session Recording servers of a site.

For more information, see:

- Configure session recording policies
- Configure event detection policies
- Configure event response policies

Step 5: Replay recorded sessions

To replay recorded sessions, go to the **All Recordings** and **Archived** pages. each recording has a play button on the right side. You can play live and completed recordings. For more information, see the View recordings chapter.

Troubleshoot

November 11, 2024

The troubleshooting information contains solutions to issues that might occur when you use the Session Recording service, for example:

- Diagnostic logging
- Server troubleshooting from the cloud
- Servers not seen in the cloud

Diagnostic logging

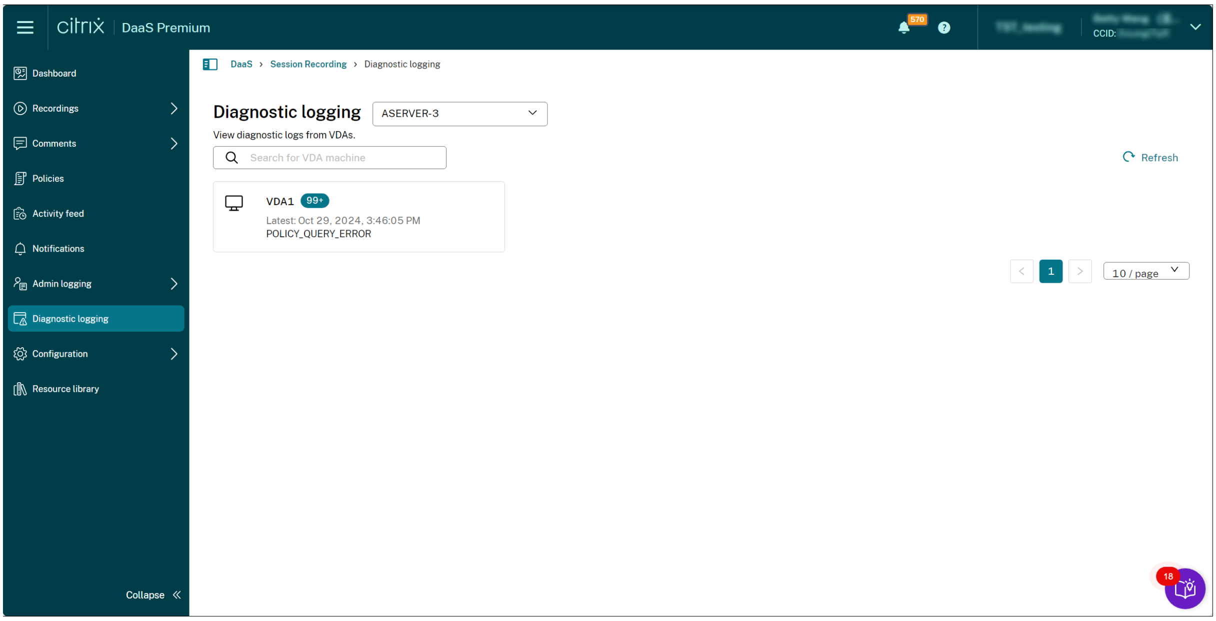
November 11, 2024

Overview

Issues detected on the VDAs (such as message queue quota exceedance) can be sent to the Session Recording service as diagnostic logs for display.

> **Note:**
>
> Diagnostic logging is available and enabled by default with Session Recording 2411 and later.

For an example diagnostic logging view, see the following screen capture:



Diagnostic logging ASERVER-3

View diagnostic logs from VDAs.

VDA1 99+

Latest: Oct 29, 2024, 3:46:05 PM

POLICY_QUERY_ERROR

Message queue quota exceedance

In any of the scenarios outlined below, there's a chance of exceeding the maximum size of the Microsoft Message Queuing (MSMQ) directory on a VDA, resulting in packet drops or pushback.

- On the VDA side, the incoming rate of Message Queuing messages exceeds the outgoing rate.
- The network connection between the VDA and the Session Recording server is poor and thus messages are stuck in the queue on the VDA side.
- The queue quota on the Session Recording server side is used up and messages are stuck in the queue on the VDA side.

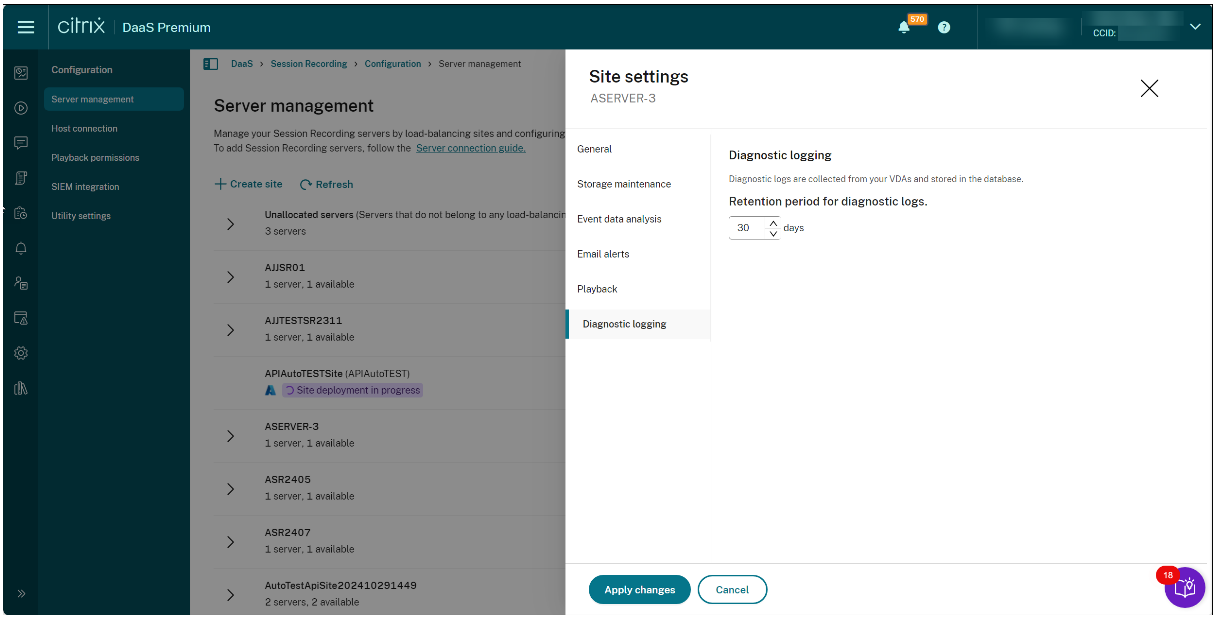
Configuration

Diagnostic logging is enabled by default. You can disable and re-enable the feature by using the following registry value on the target VDA:

HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\SmartAuditor\Agent\DiagnosticLoggingEnabled

Value data: 1 = enabled, 0 = disabled

You can also set how long these logs can be retained on the Session Recording database. To do so, go to the site settings for the target site and configure the retention period for diagnostic logs. The default value is 30 days.



Server management

Manage your Session Recording servers by load-balancing sites and configuring
To add Session Recording servers, follow the Server connection guide.

Unallocated servers (Servers that do not belong to any load-balancin
3 servers

AJJSR01
1 server, 1 available

AJJTESTSR2311
1 server, 1 available

APIAutoTESTSite (APIAutoTEST)
Site deployment in progress

ASERVER-3
1 server, 1 available

ASR2405
1 server, 1 available

ASR2407
1 server, 1 available

AutoTestApiSite202410291449
2 servers, 2 available

Site settings
ASERVER-3

Diagnostic logging

Diagnostic logs are collected from your VDAs and stored in the database.

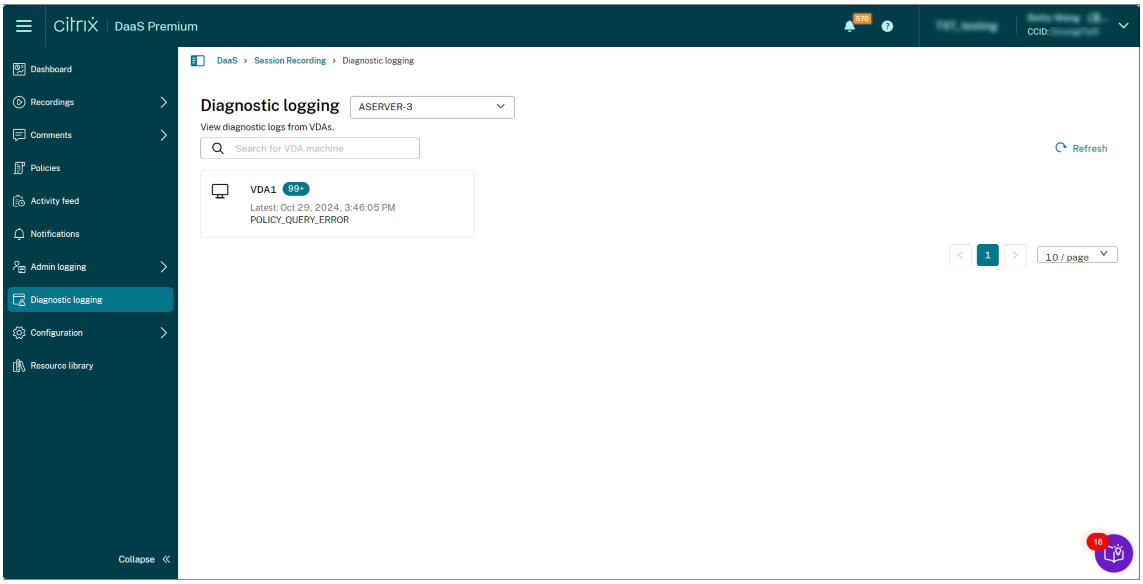
Retention period for diagnostic logs.

30 days

View diagnostic logging

1. Sign in to Citrix Cloud.
2. In the upper left menu, select **My Services > DaaS**.
3. In the DaaS tile, scroll down in the left navigation pane and select **Session Recording**. You can hover over and pin the **Session Recording** menu to the top **PINNED** section of the navigation pane for quick access. You can reorder pinned menus by dragging them to the desired places.
4. In the Session Recording service view, select **Diagnostic logging** from the left navigation.

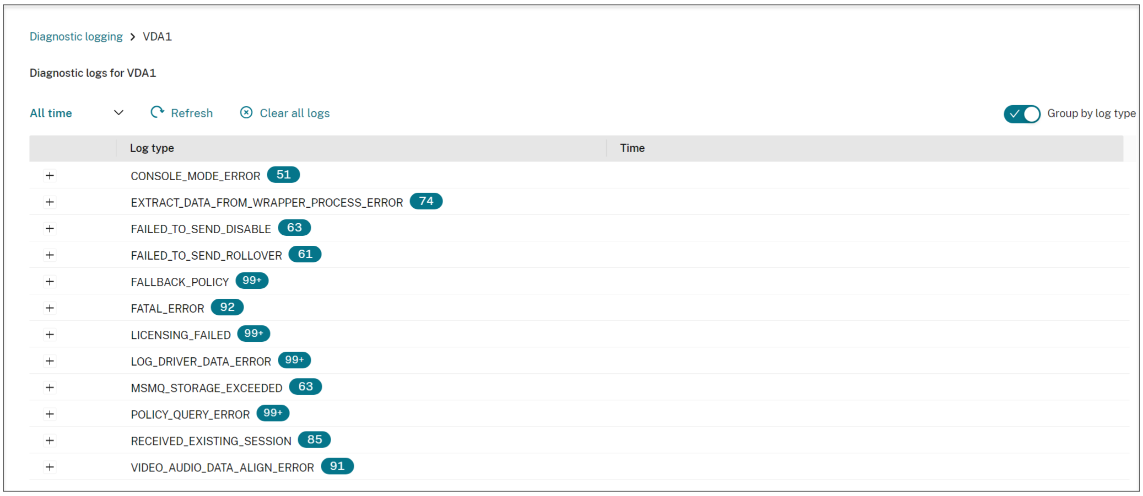
   All VDAs with diagnostic logs are presented and sorted by their total log counts. You can also view the time the latest log is generated on each VDA and click **Refresh** to check for more incoming logs.



VDA1 99+
Latest: Oct 29, 2024, 3:46:05 PM
POLICY_QUERY_ERROR

5. Click a target VDA to view its diagnostic logs.

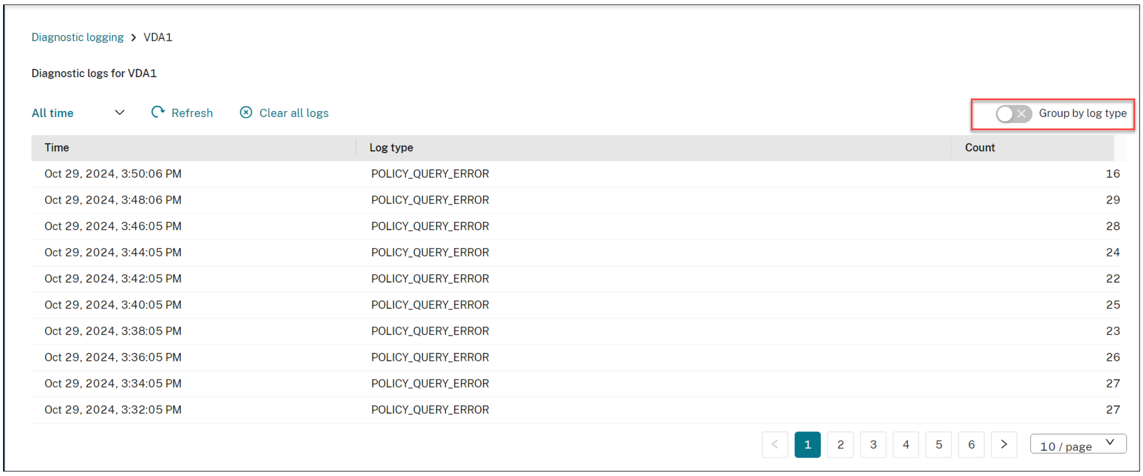
   By default, logs are grouped by type. For example:



	Log type	Time
+	CONSOLE_MODE_ERROR 51	
+	EXTRACT_DATA_FROM_WRAPPER_PROCESS_ERROR 74	
+	FAILED_TO_SEND_DISABLE 63	
+	FAILED_TO_SEND_ROLLOVER 61	
+	FALLBACK_POLICY 99+	
+	FATAL_ERROR 92	
+	LICENSING_FAILED 99+	
+	LOG_DRIVER_DATA_ERROR 99+	
+	MSMQ_STORAGE_EXCEEDED 63	
+	POLICY_QUERY_ERROR 99+	
+	RECEIVED_EXISTING_SESSION 85	
+	VIDEO_AUDIO_DATA_ALIGN_ERROR 91	

   You can disable log grouping by type and list all logs in chronological order instead.

   For example:



Diagnostic logging > VDA1

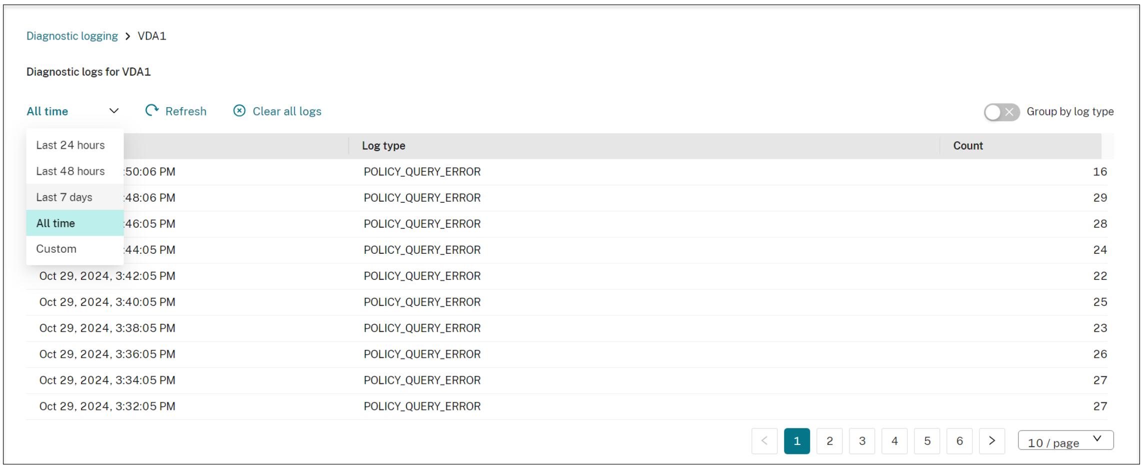
Diagnostic logs for VDA1

All time ⌄ ⟳ Refresh ⊗ Clear all logs Group by log type

Time	Log type	Count
Oct 29, 2024, 3:50:06 PM	POLICY_QUERY_ERROR	16
Oct 29, 2024, 3:48:06 PM	POLICY_QUERY_ERROR	29
Oct 29, 2024, 3:46:05 PM	POLICY_QUERY_ERROR	28
Oct 29, 2024, 3:44:05 PM	POLICY_QUERY_ERROR	24
Oct 29, 2024, 3:42:05 PM	POLICY_QUERY_ERROR	22
Oct 29, 2024, 3:40:05 PM	POLICY_QUERY_ERROR	25
Oct 29, 2024, 3:38:05 PM	POLICY_QUERY_ERROR	23
Oct 29, 2024, 3:36:05 PM	POLICY_QUERY_ERROR	26
Oct 29, 2024, 3:34:05 PM	POLICY_QUERY_ERROR	27
Oct 29, 2024, 3:32:05 PM	POLICY_QUERY_ERROR	27

< 1 2 3 4 5 6 > 10 / page

6. Use the time filter to select and view logs generated during the specified time frame.



Diagnostic logging > VDA1

Diagnostic logs for VDA1

All time ⌄ ⟳ Refresh ⊗ Clear all logs Group by log type

Last 24 hours
Last 48 hours
Last 7 days
All time
Custom

	Log type	Count
:50:06 PM	POLICY_QUERY_ERROR	16
:48:06 PM	POLICY_QUERY_ERROR	29
:46:05 PM	POLICY_QUERY_ERROR	28
:44:05 PM	POLICY_QUERY_ERROR	24
Oct 29, 2024, 3:42:05 PM	POLICY_QUERY_ERROR	22
Oct 29, 2024, 3:40:05 PM	POLICY_QUERY_ERROR	25
Oct 29, 2024, 3:38:05 PM	POLICY_QUERY_ERROR	23
Oct 29, 2024, 3:36:05 PM	POLICY_QUERY_ERROR	26
Oct 29, 2024, 3:34:05 PM	POLICY_QUERY_ERROR	27
Oct 29, 2024, 3:32:05 PM	POLICY_QUERY_ERROR	27

< 1 2 3 4 5 6 > 10 / page

7. To check for any incoming logs, click **Clear all logs** to hide the currently displayed logs, and then click **Refresh**.

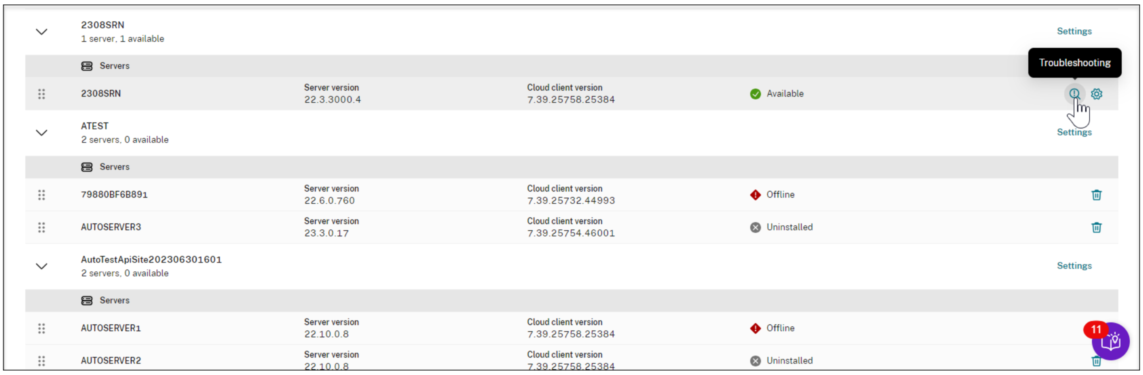
Server troubleshooting from the cloud

July 13, 2023

When a Session Recording server does not work as expected even though it shows **Available** on the cloud, you can perform a few troubleshooting actions from the cloud:

1. Select **Configuration > Server Management** from the left navigation of the Session Recording service.
2. Expand a site to locate the target Session Recording server and then click the **Troubleshooting** icon next to it. The **Troubleshooting** page appears.

> **Tip:**
>
> The **Troubleshooting** icon is present only for servers in **Available** state.



2308SRN
1 server, 1 available

Settings

Servers

2308SRN	Server version 22.3.3000.4	Cloud client version 7.39.25758.25384	Available	

ATEST
2 servers, 0 available

Settings

Servers

79880BF6B891	Server version 22.6.0.760	Cloud client version 7.39.25732.44993	Offline
AUTOSERVER3	Server version 23.3.0.17	Cloud client version 7.39.25754.46001	Uninstalled

AutoTestApiSite202306301601
2 servers, 0 available

Settings

Servers

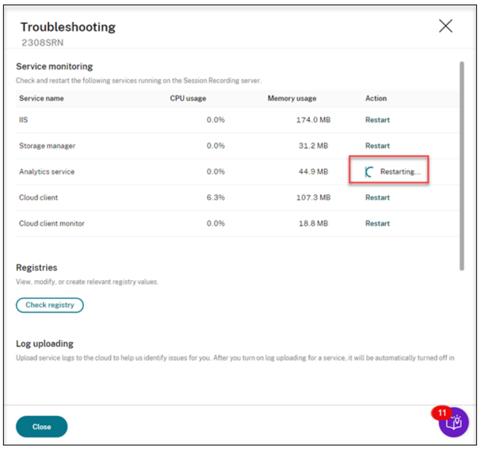
AUTOSERVER1	Server version 22.10.0.8	Cloud client version 7.39.25758.25384	Offline
AUTOSERVER2	Server version 22.10.0.8	Cloud client version 7.39.25758.25384	Uninstalled

3. Perform the following troubleshooting actions on the target server as needed :

   a) In the **Service monitoring** section, check and restart the following services running on the Session Recording server:

      - The IIS,
      - The Citrix Session Recording Analytics Service (CitrixSsRecAnalyticsService),
      - The Citrix Session Recording Storage Manager Service (CitrixSsRecStorageManager), and
      - The Citrix Session Recording Cloud Client Monitor Service (CitrixSsRecCloudClientMonitorService).

      For example:

      Troubleshooting
      2308SRN

      Service monitoring

      Check and restart the following services running on the Session Recording server.

Service name	CPU usage	Memory usage	Action
IIS	0.0%	174.0 MB	Restart
Storage manager	0.0%	31.2 MB	Restart
Analytics service	0.0%	44.9 MB	Restarting...
Cloud client	6.3%	107.3 MB	Restart
Cloud client monitor	0.0%	18.8 MB	Restart

      Registries

      View, modify, or create relevant registry values.

      Log uploading

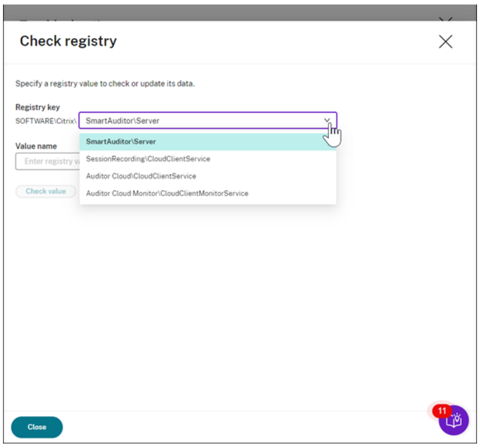
      Upload service logs to the cloud to help us identify issues for you. After you turn on log uploading for a service, it will be automatically turned off in

      If you restart a service successfully, the **Restarted** status initially appears and then the **Restart** button is displayed.

      If your attempt to restart a service is unsuccessful, the **Failed** status initially appears and then the **Restart** button is displayed.

b) In the **Registries** section, click **Check Registry** to view, modify, and create relevant registry values.

Select a registry key from the drop-down list.



Check registry

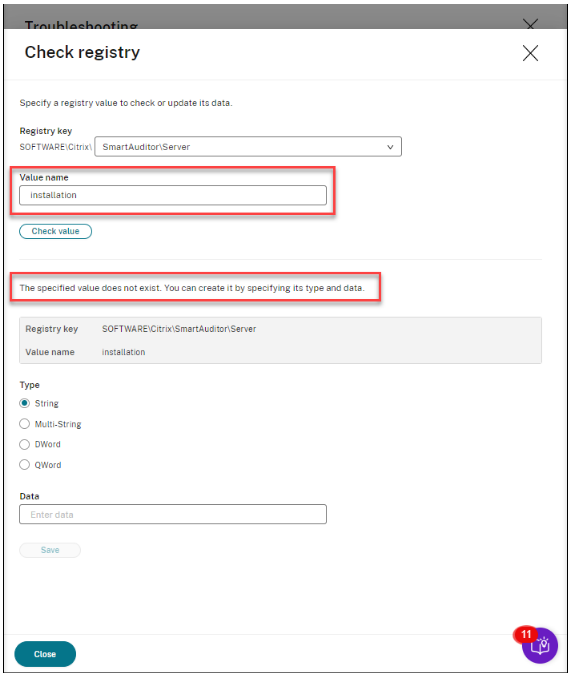
Specify a registry value to check or update its data.

Registry key
SOFTWARE\Citrix\ SmartAuditor\Server

- SmartAuditor\Server
- SessionRecording\CloudClientService
- Auditor Cloud\CloudClientService
- Auditor Cloud Monitor\CloudClientMonitorService

Value name
Enter registry v

Enter a registry value to check whether it exists. If a registry value you enter does not exist, you can create it as needed by following the instructions.



Check registry

Specify a registry value to check or update its data.

Registry key
SOFTWARE\Citrix\ SmartAuditor\Server

Value name
installation

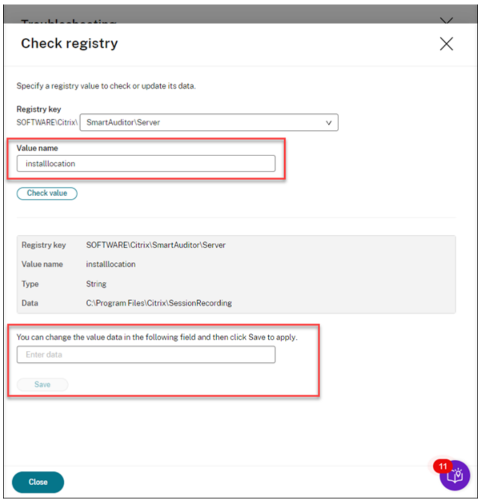
The specified value does not exist. You can create it by specifying its type and data.

Registry key	SOFTWARE\Citrix\SmartAuditor\Server
Value name	installation

Type
- ● String
- ○ Multi-String
- ○ DWord
- ○ QWord

Data
Enter data

If a registry value you enter exists, you can view its information and modify its value data as needed.



Check registry

Specify a registry value to check or update its data.

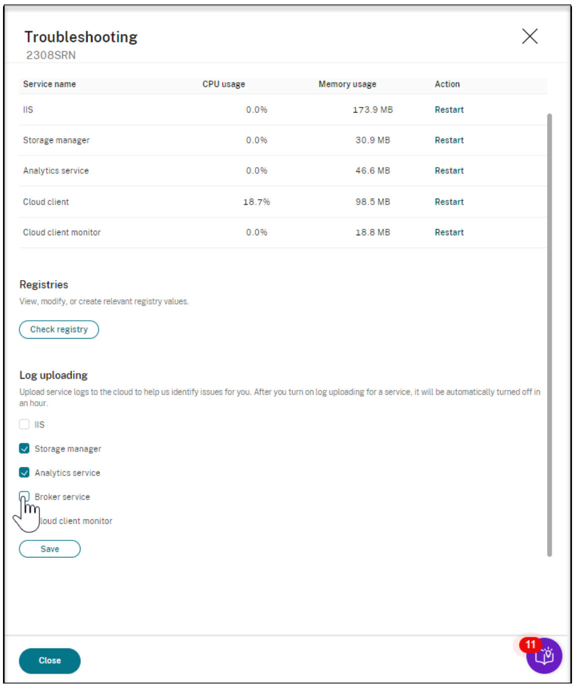
Registry key
SOFTWARE\Citrix\ SmartAuditor\Server

Value name
installlocation

Registry key	SOFTWARE\Citrix\SmartAuditor\Server
Value name	installlocation
Type	String
Data	C:\Program Files\Citrix\SessionRecording

You can change the value data in the following field and then click Save to apply.

c) In the **Log uploading** section, select services of your choice to upload logs about them to the cloud. The logs help Citrix identify issues for you. Click Save after making your selections.



Troubleshooting
2308SRN

Service name	CPU usage	Memory usage	Action
IIS	0.0%	173.9 MB	Restart
Storage manager	0.0%	30.9 MB	Restart
Analytics service	0.0%	46.6 MB	Restart
Cloud client	18.7%	98.5 MB	Restart
Cloud client monitor	0.0%	18.8 MB	Restart

Registries

View, modify, or create relevant registry values.

Log uploading

Upload service logs to the cloud to help us identify issues for you. After you turn on log uploading for a service, it will be automatically turned off in an hour.

- □ IIS
- ☑ Storage manager
- ☑ Analytics service
- □ Broker service
- loud client monitor

Servers not seen in the cloud

February 22, 2024

A Session Recording server you connected might not show in the cloud.

Possible cause: Outbound traffic is denied for the Session Recording server to reach the Session

Recording service through port 443 or ports 80, 443, 8088, and 9090–9094 depending on the version of your cloud client.

With versions 7.40.13020.11 and later of the cloud client, you need to only open a single port (TCP port 443) for communication. Cloud clients earlier than version 7.40.13020.11 require you to open more ports. For more information, see Ports.

If you are using version 7.40.13020.11 or later of the cloud client, complete the following steps to address the issue:

1. Check whether port 443 is open by running the following script on the Session Recording server:

```
# Copyright (c) Citrix Systems, Inc.  All rights reserved.

<#
    .SYNOPSIS
    This script is used to check whether or not port 443 is open.
    Note: Execute this script from the machine where you installed the cloud client.
#>

$SR_CLOUD_DOMAIN = "srs.apps.cloud.com"
function Check-PortStatus {



    $ctResult = tnc  $SR_CLOUD_DOMAIN  -port 443
    if($ctResult.TcpTestSucceeded -ne $True) {

        Write-Host "Error : $SR_CLOUD_DOMAIN : $_ is unreachable" -ForegroundColor Red
     }

    else {

        Write-Host "$SR_CLOUD_DOMAIN : 443 is open" -ForegroundColor Green
     }

 }


Check-PortStatus
```

   The output of the port checking script can be **srs.apps.cloud.com <port number> is unreachable** or **srs.apps.cloud.com <port number> is open**.

2. Allow outbound traffic on port 443 for the Session Recording server to reach the Session Recording service.

3. Reinstall the cloud client on the Session Recording server.

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.

If you are using a cloud client earlier than version 7.40.13020.11, complete the following steps to address the issue:

1. Check whether ports 8088, 443, 9090, 9091, 9092, 9093, and 9094 are open by running the following script on the Session Recording server:

```
# Copyright (c) Citrix Systems, Inc.  All rights reserved.

<#
    .SYNOPSIS
    This script is used to check whether or not ports 8088,443,9090,9091,9092,9093,and 9094 are open.
    Note: Execute this script from the machine where you installed the cloud client.
#>

$SR_CLOUD_DOMAIN = "sessionrecording.apps.cloud.com"
function Check-PortStatus {

       (8088,443,9090,9091,9092,9093,9094) | ForEach-Object {

           $ctResult = tnc  $SR_CLOUD_DOMAIN  -port $_
           if($ctResult.TcpTestSucceeded -ne $True) {

            Write-Host "Error : $SR_CLOUD_DOMAIN : $_ is unreachable" -ForegroundColor Red
            }

           else {

            Write-Host "$SR_CLOUD_DOMAIN : $_ is open" -ForegroundColor Green
            }

        }

 }


Check-PortStatus
```

   The output of the port checking script can be **sessionrecording.apps.cloud.com <port number> is unreachable** or **sessionrecording.apps.cloud.com <port number> is open**.

2. Allow outbound traffic on ports 80, 443, 8088, and 9090–9094 for the Session Recording server to reach the Session Recording service.

3. Reinstall the cloud client on the Session Recording server.

After the Session Recording cloud client completes installation, the target server is connected to the Session Recording service. Click **Refresh** on the **Server Management** page to update the list of connected servers. It might take a few minutes for your servers to be detected.