



Citrix Aidan - Preview

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Citrix Aidan™ overview

November 6, 2025

Citrix Aidan™ is an AI-powered service available within [Citrix Cloud](#), designed to provide in-product support and assistance for Citrix and NetScaler solutions. It enables admins to ask questions in natural language and receive instant answers with context relevant to your specific environment on Citrix DaaS™ and NetScaler Console service™.

Citrix Aidan's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix community articles, Citrix blogs, and key Citrix environment data such as VDAs/Machines, user sessions, and NetScaler infrastructure. As an AI-powered service, Citrix Aidan provides contextual guidance to questions around Citrix environments with detailed responses to help administrators understand and navigate complex concepts more easily.

Benefits

Citrix administrators frequently face challenges when seeking immediate answers to technical questions related to Citrix and NetScaler® environments. As a result, extensive time is spent searching across multiple knowledge resources, support channels, and technical teams. Citrix Aidan delivers significant value by transforming how administrators interact with Citrix and NetScaler environments, offering a range of benefits that enhances efficiency and problem-solving within the product.

1. **Improved Productivity and Streamlined Operations:** Citrix Aidan's conversational and contextual assistance streamlines operations by facilitating a more intuitive way to retrieve information and guidance. Citrix Aidan allows administrators to focus on more complex tasks rather than tedious information retrieval, which boosts overall productivity.

For example, an admin wants to quickly understand the steps to configure a specific security policy on NetScaler. Instead of manually navigating through documentation and other resources, the admin asks Citrix Aidan, "How do I configure an A+ SSL profile on NetScaler for enhanced security?" Citrix Aidan provides a concise summary of relevant steps empowering the admin to apply them faster and move on to other tasks.

2. **Faster Issue Resolution:** Administrators frequently require immediate answers to technical queries related to Citrix and NetScaler. Citrix Aidan addresses this request by providing instant responses to questions in natural language.

For example, an administrator encounters an unfamiliar error message or code in Citrix DaaS. Instead of spending valuable time searching through multiple online forums, documentation sites, or opening a support ticket, they can ask Citrix Aidan, "What does the error code 'bka.prepare.session.failure.rejected' in Citrix DaaS mean and how do I resolve it?" Citrix Aidan

provides an immediate explanation and potential troubleshooting steps, significantly reducing resolution time.

3. **Trusted and Accurate Information:** Administrators can access accurate responses collated from verified Citrix knowledge sources. Citrix Aidan's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix blogs, and key Citrix environment data. As a result, administrators receive reliable and up-to-date information, fostering greater confidence in the resolution and answers from Citrix Aidan.

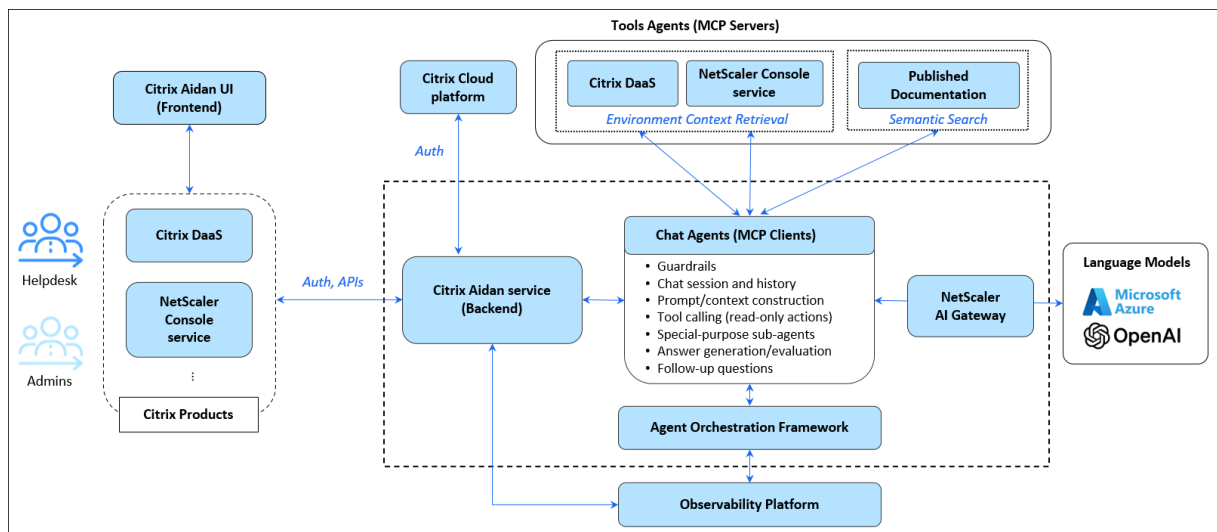
For example, an administrator wants to verify the feature matrix for Citrix Workspace app with their current DaaS Monitor environment to use a specific feature. They ask Citrix Aidan, "Is Citrix Workspace app version 2503.10 compatible with DaaS Monitor's Session topology feature?" Citrix Aidan provides an answer directly sourced from official Citrix compatibility documentation, ensuring the information is accurate and reliable.

4. **Enhanced understanding of Complex Concepts:** Citrix Aidan provides contextual guidance, deployment-related information, and AI-driven responses to help admins understand and navigate complex configuration concepts easily. The concepts include clarifying configuration terms and supported features, and accessing guided workflows directly within the console interface.

For example, a new administrator is trying to understand the purpose and configuration of Global Server Load Balancing (GSLB) in NetScaler. They can ask Citrix Aidan, "Explain Global Server Load Balancing (GSLB) in NetScaler and its primary use cases." Citrix Aidan provides a clear, simplified explanation of the concept, its benefits, and typical scenarios where it's deployed, aiding in faster learning and application.

Architecture

The overall logical architecture of Citrix Aidan is shown in the following diagram.



Data Flow

The typical data flow is as follows:

1. The Citrix admin accesses Citrix Cloud by typing <https://citrix.cloud.com/> in a web browser.
2. The admin navigates to a Citrix Aidan-enabled product console, such as the Citrix Cloud home page, Citrix DaaS, or NetScaler Console service.
3. The admin opens the Citrix Aidan sidebar by clicking the relevant icon, which loads the Citrix Aidan UI (frontend).
4. The Citrix Aidan service (backend) authorizes access from the Citrix Aidan UI by verifying the authorization token with the Citrix Cloud platform.
5. The Citrix Aidan UI invokes Citrix Aidan service APIs to retrieve the history of previous conversations.
6. The admin submits a new question to Citrix Aidan by using the relevant input box (either in a new chat session or in a previous one).
7. The Citrix Aidan service routes the submitted question to the Chat Agent.
8. The Chat Agent creates a chat thread (or restores the state of a previous chat thread), in which it processes the question submitted by the admin.
9. The Chat Agent validates that the question doesn't violate any guardrails.
10. The Chat Agent adds the system instructions and list of available tools to the request: Citrix and NetScaler documentation search, and various tools for retrieving environment context, discovered from per-product MCP servers.

11. The Chat Agent sends the request to the large language model (LLM). NetScaler AI Gateway implements load balancing for all such requests across Azure OpenAI Service instances. Responsible AI moderation and security filters analyze and admit such requests.
12. The LLM analyzes the admin's question (user's intent) and responds that either:
 - a) The documentation search tool must be called, also providing the search arguments, or
 - b) One or more environment context retrieval tools must be called, also providing respective call arguments, or
 - c) The request must be processed by a special-purpose sub-agent, each with their own custom workflow. For information on supported use cases, see [Citrix specialized use cases](#) and [NetScaler specialized use cases](#).
13. The Chat Agent runs the tools specified, except in the case of point 12.b where the Chat Agent acts as an MCP client and invokes tools offered by Citrix DaaS and NetScaler Console service MCP servers.
14. The Chat Agent sends the request, which now includes the results from the tool calling, to the LLM again.
15. The LLM generates the response, sent in streaming fashion through NetScaler AI Gateway to Chat Agent, while applying AI content safety guardrails.
16. The Chat Agent evaluates the quality of the response and, if it doesn't fulfill the user's intent, it might send it back to step 10, with feedback to be addressed.
17. The Chat Agent adds a few follow-up questions to the response.
18. The Citrix Aidan service sends the response in streaming fashion to the Citrix Aidan UI, which renders it (incrementally).
19. Orchestration and instrumentation of Chat Agent workflows is performed by the Agent Orchestration Framework.
20. In the context of steps 8–17, the Chat Agent sends distributed traces containing metadata of each interaction to the Observability platform.
21. The admins provide positive or negative feedback to the last Citrix Aidan response through the Citrix Aidan UI.
22. The Citrix Aidan UI sends feedback to the Citrix Aidan service, which in turn sends the metadata to the Observability platform.

Data used in Citrix Aidan

Citrix Aidan draws information from various sources to provide comprehensive responses:

- Citrix Published Documentation
- Environment Context

Citrix Published Documentation

This set includes Support Knowledge Base (KB) articles, Citrix Community articles, Tech Zone, Citrix, NetScaler product documentation, and Citrix blogs.

Environment Context

Citrix Aidan uses key contextual information from your environment to provide relevant answers. Contextual information includes selected DaaS infrastructure and session details (machine states, failures, resource utilization and associated configurations), Host Configuration, VDA registration and communication, end user session details (session logon, performance). It also includes NetScaler inventory infrastructure, such as build version, health, state, form factor, enabled features, resource utilization (CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards, SSL Cores Up), Security advisory and vulnerability assessments, EOM/EOL, pre-upgrade checks.

For more information on retrieved data and use-cases, see [Citrix specialized use cases](#) and [NetScaler specialized use cases](#).

Key Capabilities

Citrix Aidan, currently in Preview, offers the following capabilities based on its ability to access Citrix-published content and supported environmental details:

Capability	Description	Use Case Examples
Knowledge Base Integration	Retrieves answers from official Citrix published documentation (Support Knowledge Base articles, Citrix Community articles, Tech Zone, Product Documentation, Citrix Blogs).	Citrix: “What are the recommended port requirements for Citrix DaaS™?” Citrix: “How to troubleshoot VDA registration issues.” NetScaler: “How to enforce password complexity in NetScaler?”
Concept Explanation	Helps admins understand various technical concepts relevant to Citrix and NetScaler, clarifying their purpose and usage.	Citrix: “What is the difference between an application group and a delivery group?”

Capability	Description	Use Case Examples
Context Aware Help (Supported only for Citrix DaaS use cases and NetScaler use cases)	Citrix environment data, such as VDAs/Machines, User sessions, and NetScaler infrastructure information.	NetScaler: “Explain the concept of ‘SNIP’ in NetScaler and when it is used.” Citrix: “How many active sessions do my DomainName\VDA-US-123KG have?” NetScaler: “How many of my NetScalers are lower than 14.1-38.x?” NetScaler: “What features are enabled on my NetScaler?”
Configuration Guidance and Feature Enablement	Guides on enabling features and configuring policies within Citrix DaaS and NetScaler Console service.	Citrix: “How do I configure group policies for my delivery group ‘HR-Apps’?” NetScaler: “How do I enable content switching on NetScaler?”
Step-by-Step Guidance	Offers sequential instructions for performing configurations or workflows in the product UI.	Citrix: “Give me step-by-step instructions to configure multifactor authentication for Citrix DaaS users.” NetScaler: “Guide me through configuring SSL offload on NetScaler.”

Important:

Citrix Aidan does not modify configurations or perform actions.

Network Requirements

Citrix Aidan is available in the US and EU region for NetScaler Console service and Citrix DaaS. The Citrix Aidan region selection is aligned with customers' Citrix Cloud preferences. Ensure that the listed network connectivity and service requirements are met. Ensure that network connectivity and service requirements are met.

- **Citrix Cloud services requirements:** To use the Citrix Cloud services, you must be able to connect to the required Citrix addresses through the HTTPS port 443. For more information, see

Internet Connectivity requirements.

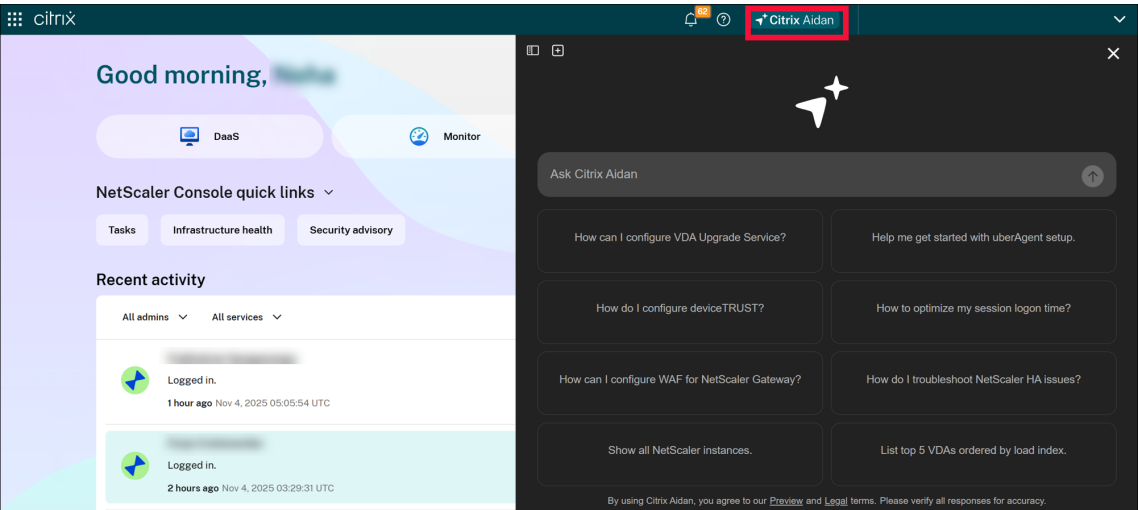
- **Citrix Aidan requirements:** In addition to the Citrix Cloud requirements, the following end-point addresses must be accessible through the HTTPS port 443 to use Citrix Aidan.

Endpoint	United States region	European Union region
Citrix Aidan UI and APIs	https://copilot.cloud.com/	https://copilot-eu.cloud.com/

How to use Citrix Aidan?

To access Citrix Aidan:

1. **Log into Citrix Cloud:** Log in using your Citrix Cloud credentials.
2. **Access Citrix Aidan:** Click the “Citrix Aidan” icon in the top navigation bar within the Citrix Cloud home page, Citrix DaaS service, or NetScaler Console service interface.



3. **Initiate Conversation:** You can initiate a conversation by selecting a default prompt or by asking specific questions about NetScaler and Citrix products.
4. **Resume Conversation:** Continue the conversation and its context from the chat history.

Note:

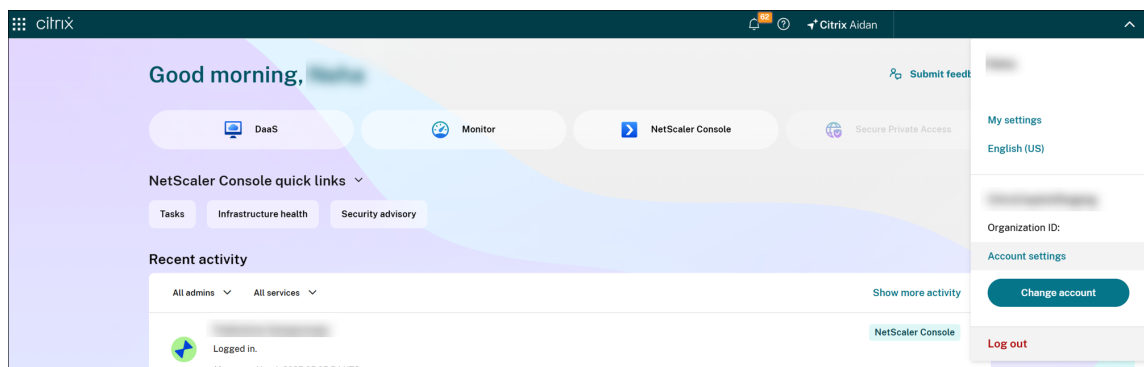
Citrix Aidan is most effective when queries are specific to supported modules and deployment scenarios. If the query is unsupported, Citrix Aidan offers fallback suggestions or a reference.

Manage access to Citrix Aidan

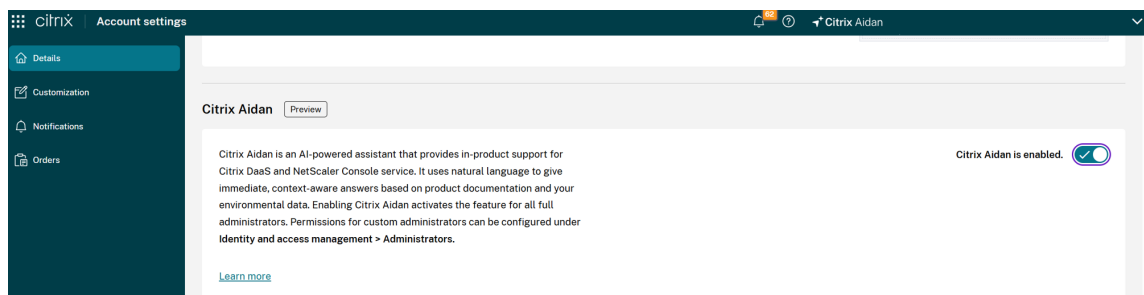
Enable Citrix Aidan in Citrix Cloud

Full administrators can enable or disable Citrix Aidan under **Account Settings**. To enable Citrix Aidan, perform the following steps:

1. Click the top right corner of the Citrix Cloud navigation bar.
2. Click **Account Settings** and scroll down to the **Citrix Aidan** section.



3. Slide the the toggle to enable Citrix Aidan for all full access administrators.



4. Refresh the page once to reflect the changes in the account settings.

The administrators with full administrator access or authorized access to Citrix Aidan can see Citrix Aidan in the Citrix Cloud navigation bar.

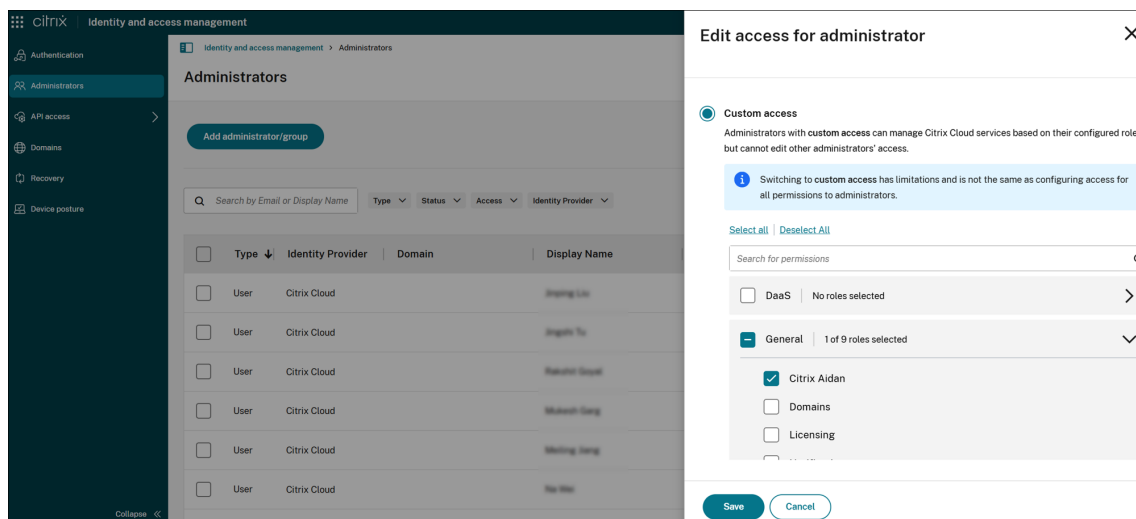
Note:

Changes to the account settings for Citrix Aidan are not be available in Citrix Cloud system logs in this release.

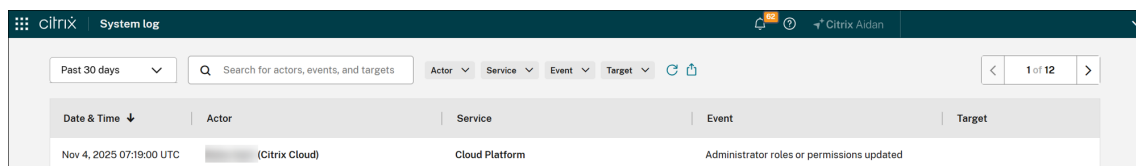
Administrator access to Citrix Aidan

Administrator access to Citrix Aidan is managed in your Citrix Cloud account. By default, Citrix Cloud uses the Citrix Identity provider for user identity management. Alternatively, other identity providers listed in [Identity and access management](#) can be used.

- All Full access administrators in Citrix Cloud get access to Citrix Aidan when the feature is enabled.
- For existing or new custom admin roles, you can edit the roles to enable Citrix Aidan. Click the hamburger icon in the top left corner of Citrix Cloud navigation bar and navigate to **Identity and access management > Administrators > Edit Access** to enable Citrix Aidan under **General** category.



- Changes to these Identity and access management access settings for Citrix Aidan are available under the Citrix Cloud system log section. Click the hamburger icon on the top left corner of the Citrix Cloud navigation bar and navigate to **System log**.



Access to Environment Context in Citrix Aidan

Administrators must possess the necessary permissions for Citrix Cloud services (Citrix DaaS and NetScaler Console service) to retrieve the Environment Context through Citrix Aidan. Administrator scopes set in Citrix Cloud are honored when any prompt related to the environment is asked. For example, if an administrator's role is scoped to Delivery Group 1, and a tenant has two Delivery Groups, Citrix Aidan displays information only about Delivery Group 1, and not Delivery Group 2. If an administrator's role is scoped to three NetScaler instances, and a tenant has 10 NetScaler instances, Citrix Aidan displays information only for the three NetScaler instances that the administrator has access to.

For more information about role-based access control (RBAC), see [Manage administrator access to Citrix Cloud](#), [Citrix DaaS Delegated Administration](#), and [NetScaler Console service Role-Based Access](#)

[Control](#).

Security and Data Handling

- Prompts, responses, and data accessed through Citrix Aidan through APIs/tools are not used for training any Large Language Models (LLMs).
- Citrix Aidan accesses and stores customer-identifiable data.
- Responses are based on approved documentation and metadata.
- All interactions remain within the Citrix secure environment.
- Prompts and responses are stored to support user chat history.

For more information, see Architecture and [Data Security](#).

Limitations

- Limited environment context: Only select details of your environment, as specified in Environment Context are supported within Citrix Aidan.
- Ability to perform actions: Citrix Aidan does not apply settings or perform actions that are recommended in the chat interface.

Share your feedback

We highly value your feedback and insights to shape our roadmap. You can provide your input in two ways:

- Use the **Thumbs Up/Down** icons at the end of each response within the Citrix Aidan chat interface.
- Email the Citrix Aidan team at citrix.copilot@cloud.com for further questions, suggestions, feature requests, or to report issues.

Citrix DaaS use cases

November 5, 2025

Citrix Aidan™ is your intelligent assistant designed to simplify and accelerate troubleshooting and environment analysis within your Citrix infrastructure. Powered by deep integration with Citrix infrastructure and telemetry, Citrix Aidan understands your environment contextually, allowing it to

surface relevant data, assist with diagnostics, and guide you through resolution steps using natural language queries.

Whether you're investigating machine failures, analyzing session performance, or reviewing configuration details, Citrix Aidan reduces the time spent navigating multiple consoles, correlating logs, and searching documentation by delivering insights directly within your workflow. Citrix Aidan is available in Citrix Cloud across Citrix Director, Studio, and Analytics, making it a seamless part of your daily operations.

Citrix Environment Data

1. **Machine States and Details:** Get real-time information on the state of any Virtual Delivery Agent (VDA) or machine, including configuration details useful for troubleshooting. Here is an example:
 - “What is the state of my DomainName\VDA-US-123KG?”
2. **Machine Failures:** Identify machines with recent failures and receive guided troubleshooting steps based on machine state and configuration. Here is an example:
 - “List the machines with recent failures and help me troubleshoot them.”
3. **Machine Configurations:** Access detailed configuration data for any machine, including Machine Catalogs, Delivery Groups, Provisioning methods, and Broker Policies. Here is an example:
 - “List the configuration details of my DomainName\VDA-US-123KG.”
4. **Host Configurations:** Fetch hypervisor host configuration details to assist in troubleshooting VDAs and understanding host-level resource allocations. Here is an example:
 - “Show me the list of hypervisors in my environment.”
5. **Machine Resource Utilization:** Monitor machine resource utilization, such as CPU, Memory, Disk IOPS, and Disk latency, for machine performance troubleshooting, and reporting. Here is an example:
 - “Are my VDAs having high resource utilization; if yes, troubleshoot it for me.”
6. **VDA Registration and Communication:** Diagnose registration issues and verify VDA version compatibility with Delivery Controllers. Here are a few examples:
 - “Why are my VDAs unregistered?”
 - “Is the correct VDA version installed on DomainName\VDA-US-123KG, and is it compatible with the Delivery Controller?”

- 7. **Session State and Performance Details:** Information about specific user sessions, including their state and performance metrics, enabling analysis for individual users or groups. Here is an example:
 - “What is the session metrics for user “Jane Doe”?”
- 8. **Session logon breakdown:** Fetch and analyze each stage of the session logon process for a user session, to identify delays or failures during logon. Here is an example:
 - “What are the logon metrics for user “Jane Doe”?”

Specialized use cases

Citrix Aidan goes beyond surface-level diagnostics by offering deep, contextual troubleshooting through special-purpose sub-agents. These agents are designed to tackle two of the most time-consuming challenges in Citrix environments: user session slowness and machine registration failures.

The specialized use cases can be directly invoked in Citrix Aidan as prompts, or through integrations into Citrix Monitor UI, allowing administrators to contextually analyze the selected session or machine.

Single-session OS Machines 3		Multi-session OS Machines 9											
Power Control		Maintenance Mode		Analyze with Citrix Copilot		Send Message		Export		Choose Columns			
☐	Machine Name	Is Assigned	IP Address	Delivery Group	Failure Type	Failure Reason	Failure Time	Power State	Sessions	Maintenance ...	Power Action ...	Power Action ...	
☒	S-1-5-21-321955...	No	n/a	PHF1B6-2405VDA	Unregistered	Unknown Error	04/03/2024 2:26 ...	Unknown	0	Off	N/A	N/A	
☐	ZARSWSY-VDA	Yes	n/a	DTL-VDA	Unregistered	Contact Lost	07/14/2025 6:08 ...	Unmanaged	1	Off	N/A (Unmanaged ...	N/A (Unmanaged ...	
☐	NKGDI#2VUSTe...	Yes	n/a	VUS-DG	n/a	None	n/a	Unknown	0	Off	Success	01/15/2025 1:45 A...	

Here’s how Citrix Aidan transforms the workflows.

Troubleshoot user session performance

User session slowness is one of the most frequent and frustrating issues faced by Citrix administrators. Traditional troubleshooting requires correlating metrics across multiple tools—Director, end-point logs, and more. Citrix Aidan simplifies the troubleshooting by acting as a session-focused sub-agent that:

- **Understands the user baseline:** Citrix Aidan knows what “normal” looks like for a specific user based on historical session data.
- **Compares across peers:** It benchmarks the user’s experience against others in the same Delivery Group to detect anomalies.
- **Analyzes session telemetry:** ICA Round trip time, Network latency, endpoint performance, network conditions, Session reliability events are all considered.

- **Surfaces root causes:** Whether it's poor Wi-Fi, or endpoint CPU bottleneck, VDA utilization, or network lags, Citrix Aidan identifies the most likely cause.

Outcome for customers:

- **Confidence in diagnosis:** No more guesswork –Citrix Aidan tells you why the session is slow.
- **Faster resolution:** Admins can immediately act on recommendations.
- **Improved user experience:** Enable proactive troubleshooting to help prevent future issues for the user.

Sample prompt:

- Troubleshoot session slowness for user “Jane Doe”

Troubleshoot machine failures

Unregistered machines can bring entire workloads to a halt. Diagnosing these issues often involves checking network paths, DNS resolution, VDA version compatibility, and more. Citrix Aidan's **focused sub-agent** automates this complex process:

- **Context-aware analysis:** Understands the machine's configuration, provisioning method, and delivery group context.
- **Failure pattern recognition:** Identifies common failure signatures and correlates them with known issues.
- **Expert-guided remediation:** Pulls in relevant Citrix KB articles, support documentation, and best practices tailored to the specific failure.

Outcome for customers:

- **Significant time savings:** What used to take hours now takes minutes.
- **Reduced support escalations:** First-line admins can resolve issues without needing deep Citrix expertise.
- **Higher environment reliability:** Faster fixes mean less downtime and disruption.

Sample prompt:

- Troubleshoot why DomainName\VDA-US-123KG is unregistered.

NetScaler Console service use cases

November 6, 2025

Citrix Aidan™ is your intelligent assistant designed to simplify and accelerate troubleshooting and environment analysis within your NetScaler infrastructure. Powered by deep integration with NetScaler infrastructure and telemetry, Citrix Aidan understands your environment contextually, allowing it to surface relevant data, assist with diagnostics, and guide you through resolution steps using natural language queries.

Whether you're investigating upgrade readiness, vulnerability assessment or reviewing instance resource utilization, Citrix Aidan reduces the time spent navigating multiple consoles, correlating logs, and searching documentation by delivering insights directly within your workflow. Citrix Aidan is available in Citrix Cloud™ across NetScaler Console Service, making it a seamless part of your daily operations.

NetScaler Environment data

1. **Software versions:** Citrix Aidan can list the software versions and build numbers installed on your NetScaler appliances. Monitoring is critical for identifying and patching NetScaler instances with known security vulnerabilities, ensuring compatible and supported versions across all appliances, especially in standalone, High Availability (HA), and cluster deployments. Here are a few examples:
 - “How many of my NetScaler instances are running a build version earlier than 14.1-38.x?”
 - “Which specific build versions are currently deployed across my NetScaler environment?”
2. **Health and Status:** Monitor the operational status and health state (For example: Up, Down, out of service) of your NetScaler instances. This check provides immediate visibility for quick identification of issues, meeting SLAs, and initial troubleshooting. Here is an example:
 - “How many NetScaler are currently in a ‘Down’ or ‘Out of Service’ state?”
3. **Deployment Modes:** Understanding the deployment mode of the NetScaler instances (for example, Standalone, HA pair, Cluster) is fundamental for assessing redundancy, planning maintenance, understanding the traffic flow, gaining insight into the design, and scalability of your NetScaler infrastructure, and initial troubleshooting. Here are a few examples:
 - “Which of my NetScaler appliances are deployed in HA mode or as part of a Cluster?”
 - “Identify all NetScaler instances currently configured as the ‘Primary’ node within an HA pair.”
4. **Enabled Features:** Lists the specific features currently activated or configured on your NetScaler appliances (for example, Load Balancing, WAF, GSLB). This list provides insight into functional capabilities, resource consumption, licensing compliance, and security posture, providing verifiable proof of enabled security and performance features for compliance audits. Here are a few examples:

- “What features are currently enabled on my NetScaler appliances?”
 - “Which NetScaler instances have the Web Application Firewall (WAF) feature actively configured?”
 - “List all instances where Global Server Load Balancing (GSLB) is currently deployed.”
5. **Health Metrics and Capacity Planning:** Citrix Aidan provides visibility into real-time and historical performance data to assist with capacity management and resource optimization. Some metrics include CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards and SSL Cores Up metrics. Here are a few examples:
- “What’s the CPU usage of my top NetScaler instances?”
 - “Show HTTP request rate, throughput, and usage stats for instance 192.0.2.190.”
 - “Are SSL cards and network interfaces enabled and functioning?”
 - “Retrieve health statistics and usage data for my environment.”
6. **Security Advisory and Vulnerability Management:** Citrix Aidan integrates with NetScaler Console Security Advisory and CVE databases to identify, assess, and guide remediation of vulnerabilities affecting your NetScaler appliances. It can detect known CVEs applicable to deployed builds, provide remediation steps and references and highlight instances at risk due to outdated builds or configurations. Here are a few examples:
- “Is my instance 192.0.2.16 vulnerable to known security issues?”
 - “List all NetScaler instances impacted by recent CVEs.”
 - “Show remediation guidance for identified vulnerabilities.”

Specialized use cases

Citrix Aidan goes beyond surface-level diagnostics by offering deep, contextual troubleshooting through special-purpose sub-agents. These agents are designed to extend Citrix Aidan’s intelligence beyond data retrieval to automation, validation, and guided execution.

NetScaler Upgrade Assistant

The NetScaler Upgrade Assistant is a specialized Citrix Aidan sub-agent designed to assist administrators with upgrade readiness and orchestration. Unlike contextual queries, this workflow uses dedicated upgrade utilities and validation tools to perform environment assessments and guided upgrade preparation.

Here’s how Citrix Aidan transforms these workflows:

1. Detects NetScaler instances running EOL/EOM or latest/non-recommended builds.
2. Maps build versions to known CVEs and recommends upgrade paths.

3. Performs pre-upgrade validation (checks customizations, configurations, dependencies, and health).
4. Identifies blocking issues with detailed resolution guidance.
5. Provides a readiness summary and directs users to initiate the upgrade from NetScaler Console.

Here is a summary of how the call flow works:

1. User requests for upgrade recommendations or readiness check.
2. Citrix Aidan invokes the Upgrade Assistant sub-agent.
3. The sub-agent evaluates build versions, security posture, configuration, and health.
4. Results are returned with actionable insights (ready/not ready, blocking issues, CVEs, recommended build).
5. Upon confirmation, the user is guided to proceed to the upgrade phase within the NetScaler Console service.

Here are a few example queries:

1. “Can you help me with upgrade recommendations for my NetScalers from 192.0.2.14”
2. “Which NetScalers are running on EOM builds?”
3. “I would like to proceed with 192.0.2.16 for the upgrade.”

Data Security

November 4, 2025

Citrix Aidan™ and your proprietary organizational data

Citrix Aidan enriches user conversations by providing contextual responses drawn from your organization's data. To do so, it accesses content through APIs and various tools that allow Citrix Aidan to generate responses anchored in your specific organizational data. This data might include details about DaaS Machines and Sessions, and NetScaler® Inventory information.

Note:

User prompts, responses, and data accessed while using Citrix Aidan through APIs or tools are not used for training any Large Language Models (LLMs).

Citrix Aidan provides accurate, relevant, and contextual responses by combining content and deployment context. It is crucial to ensure that admins have the appropriate permissions to access organizational data, as Citrix Aidan only surfaces information accessible to individual admins. To manage

access effectively, refer to the permissions outlined in the following topics to ensure that the correct users or groups have the appropriate access to content within your organization.

- [Manage administrator access to Citrix Cloud](#)
- [Citrix DaaS Delegated Administration](#)
- [NetScaler Console service Role-Based Access Control](#)

All the information, including prompts, retrieved data, and generated responses, remain within the Citrix service boundary when using Citrix Aidan.

Note:

We value customer feedback, which is entirely optional, as it helps us enhance Citrix Aidan and other Citrix services. Customer feedback is not used for training any LLMs that power Citrix Aidan.

Data stored about Citrix Aidan interactions

When an admin interacts with Citrix Aidan, we store data that includes the admin's prompt and Citrix Aidan's response, including citations to any information used to ground Citrix Aidan's response. We store the details to provide chat history in the Citrix Aidan's user interface (UI). This data is stored for seven days, and is not used to train or fine-tune any LLMs used by Citrix Aidan.

User chat interactions are sent as traces to the Observability platform for troubleshooting and product improvements. These traces have a retention period of 90 days.

Data Residency

Citrix Aidan stores data in multiple Microsoft Azure environments. These environments are in the United States and European Union. The storage location depends on the home region selected by the Citrix Cloud administrators when onboarding their organization to Citrix Cloud. For more information, see [Geographical considerations](#).

Data Protection

Citrix Aidan protects the customers' data by using the following security measures:

- Citrix Cloud authentication for the Citrix Aidan users. For information, see [Identity and access management](#).
- Strong logical data isolation per customer or tenant in all data stores.
- TLS-encrypted data transfer between the various services and data stores, applicable for the public endpoints of the platform and within the platform.
- High standards in TLS endpoints. TLS 1.0 and TLS 1.1 are disabled.

- Encrypted data storage using encryption keys and secrets that are stored in appropriate Key Vaults.
- Strong user management access controls for service operations and support while protecting customer logs.
- Vulnerability scanning, intrusion detection, anti-malware, cloud security, web application security protection.

As with all Citrix Cloud™ services, data collection is subject to the End User Agreement. For more information and additional legal terms, see the following agreements:

- [Citrix Aidan legal terms](#)
- [End User Agreements](#)
- [Privacy Policy](#)
- [Data Processing Addendum](#)
- [Services Security Exhibit](#)

Responsible AI

As an AI-based application, Citrix Aidan implements the following responsible AI practices and guardrails:

- Moderation of inputs and filtering of outputs for specific categories of potentially harmful content (hate and fairness, sexual, violence, and self-harm).
- Blocking of attempts to lead the assistant to behave in unintended ways or reveal portions of the system message (prompt injection and jailbreaking).
- Filtering of output that substantially replicates material that is potentially protected or copyrighted.

Security Responsibility

Security responsibility is owned by both Citrix and the customers when using Citrix Aidan.

Citrix Responsibility

Citrix is responsible for securing all infrastructure and data residing on the Citrix-managed cloud environments that host Citrix Aidan.

Citrix is responsible for applying regular software updates and patches on the cloud environment to address security vulnerabilities.

For more information about security provisions, see the following documents:

- [Product Security](#)
- [Security Assurance](#)

Customer Responsibility

Citrix customers are responsible for securing their systems that are integrated with Citrix Aidan, which include:

- Customer provided admin credentials for managing Citrix Cloud services.
- Customer owned admin accounts that receive emails or notifications from Citrix Cloud services.
- End user devices running web browsers to connect to Citrix Aidan from Citrix Cloud.

For more information about security provisions, see the following documents:

- [Secure Deployment Guide for the Citrix Cloud Platform](#)
- [Citrix DaaS Technical Security Overview](#)

FAQ

November 6, 2025

1. What is Citrix Aidan™?

Citrix Aidan is an AI-powered service available within Citrix Cloud, designed to provide in-product support and assistance for Citrix and NetScaler solutions. It enables admins to ask questions in natural language and receive instant answers with context relevant to your specific environment on Citrix DaaS™ and NetScaler™ Console Service.

2. Is Citrix Aidan available for on-prem deployments?

Citrix Aidan is only available with Citrix Cloud products –Citrix DaaS and NetScaler Console service.

3. What are the key benefits of Citrix Aidan?

Citrix Aidan delivers significant value by transforming how administrators interact with Citrix and NetScaler environments, offering a range of benefits that enhance efficiency and problem-solving within the product.

- **Improved Productivity and Streamlined Operations:** Citrix Aidan’s conversational and contextual assistance streamlines operations by facilitating a more intuitive way to retrieve information and guidance. Citrix Aidan allows administrators to focus on more complex tasks rather than tedious information retrieval, which boosts overall productivity.

- **Faster Issue Resolution:** Administrators frequently require immediate answers to technical queries related to Citrix and NetScaler. Citrix Aidan addresses this request by providing instant responses to questions in natural language.
- **Trusted and Accurate Information:** Administrators can access accurate responses collated from verified Citrix knowledge sources. Citrix Aidan's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix community articles, and key Citrix environment data.
- **Enhanced understanding of Complex Concepts:** Citrix Aidan provides contextual guidance, deployment-related information, and AI-driven responses to help admins understand and navigate complex configuration concepts easily.

4. What are the data protections in place when using Citrix Aidan?

Citrix Aidan protects the customers' data by using the following security measures:

- Citrix Cloud authentication for the Citrix Aidan users. For more information, see [Identity and access management](#).
- Strong logical data isolation per customer or tenant in all data stores.
- TLS-encrypted data transfer between the various services and data stores, applicable for the public endpoints of the platform and within the platform.
- High standards in TLS endpoints. TLS 1.0 and TLS 1.1 are disabled.
- Encrypted data storage using encryption keys and secrets that are stored in appropriate Key Vaults.
- Strong user management access controls for service operations and support while protecting customer logs.
- Vulnerability scanning, intrusion detection, anti-malware, cloud security, web application security protection.

For more information, see [Data protection](#).

5. Which data sources does Citrix Aidan refer to?

Citrix Aidan draws information from various sources to provide comprehensive responses:

- Citrix Published Documentation: Citrix Support Knowledge Base (KB) articles, Citrix Community articles, Tech Zone, Citrix product documentation, NetScaler product documentation, and Citrix blogs.
- Environment Context from [Citrix DaaS](#) and [NetScaler Console Service](#) for support use cases.

6. What kind of deployment contextual information does Citrix Aidan support?

Citrix Aidan uses key contextual information from your environment to provide relevant answers. Contextual information includes:

- DaaS machines (machine states, failures, resource utilization and associated configurations), Host Configuration, VDA registration and communication, end user session details (session logon, performance).
- NetScaler inventory infrastructure (build version, health, state, form factor, enabled features, CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards, SSL Cores Up), Security advisory and vulnerability assessments, EOM/EOL, pre-upgrade checks.

7. Is my data being used for training?

Prompts, responses, and data accessed through Citrix Aidan through APIs/tools are not used for training any Large Language Models (LLMs).

8. Is my deployment data sent to Microsoft OpenAI at any point?

When you ask a question about your deployment like “list the machines with recent failures”, Citrix Aidan fetches the specific machine details from DaaS. It then invokes the LLM (Azure OpenAI) with only the specific input context, and the LLM generates the response using the machine details fetched from DaaS. Azure OpenAI doesn’t store this information (neither the request, nor the response).

For more information on the data flow between Citrix DaaS, NetScaler Console Service, Citrix Aidan, and Azure OpenAI, see [Data Flow](#).

9. Is there any license associated with Citrix Aidan?

Currently, Citrix Aidan is in “Preview” and there is no license associated with this capability.

10. How can I provide feedback on Citrix Aidan?

You can provide feedback on Citrix Aidan by clicking the thumbs up or thumbs down icon at the end of each response within the chat interface. For more information, see [Share your feedback](#).

11. Is Citrix Aidan supported for the EU region?

Citrix Aidan is available in the US and EU region for NetScaler Console service and Citrix DaaS. The Citrix Aidan region selection is aligned with customers’ Citrix Cloud preferences.

12. Is Citrix Aidan supported for the APJ region?

Citrix Aidan is available in the US and EU region for NetScaler Console service and Citrix DaaS. All APJ Citrix Cloud user interactions with Citrix Aidan are served from the US region.

13. What are the network requirements to use Citrix Aidan?

To use Citrix Aidan, ensure that the following network connectivity and service requirements are met.

- **Citrix Cloud services requirements:** To use the Citrix Cloud services, you must be able to connect to the required Citrix addresses through the HTTPS port 443. For more information, see [Internet Connectivity requirements](#).
- **Citrix Aidan requirements:** In addition to the Citrix Cloud requirements, the following endpoint addresses must be accessible through the HTTPS port 443 to use Citrix Aidan.

Endpoint	United States region	European Union region
Citrix Aidan UI and APIs	https://copilot.cloud.com/	https://copilot-eu.cloud.com/

14. How to use Citrix Aidan?

To access Citrix Aidan:

- a) **Log into Citrix Cloud:** Log in using your Citrix Cloud credentials.
- b) **Access Citrix Aidan:** Click **Citrix Aidan** on the top navigation bar within the Citrix Cloud home page, Citrix DaaS service, or NetScaler Console service interface.
- c) **Initiate Conversation:** You can initiate a conversation by selecting a default prompt or by asking specific questions about NetScaler and Citrix products.

15. How can I restrict access to Citrix Aidan to only specific users on Citrix Cloud?

Administrator access to Citrix Aidan is managed in your Citrix Cloud account. By default, Citrix Cloud uses the Citrix Identity provider for user identity management. Alternatively, other identity providers listed in [Identity and access management](#) can be used.

- All Full access administrators in Citrix Cloud get access to Citrix Aidan when the feature is enabled.
- For existing or new custom admin roles, you can edit the roles to enable Citrix Aidan. Click the hamburger icon in the top left corner of the Citrix Cloud navigation bar and navigate to **Identity and access management > Administrators > Edit Access** to enable Citrix Aidan under “General” category.

16. How can I enable/disable Citrix Aidan for all my admins?

Full administrators can enable or disable Citrix Aidan under **Account Settings**. To enable Citrix Aidan, perform the following steps:

- a) Click the top right corner of the Citrix Cloud Navigation bar.
- b) Click **Account Settings** and scroll down to the **Citrix Aidan** section.
- c) Slide the toggle to enable Citrix Aidan for all full access administrators.

- d) Refresh the page once to reflect the changes in the account settings.

The administrators with full administrator access or authorized access to Citrix Aidan will see the enabled icon in the Citrix Cloud navigation bar.

Note:

Changes to the account settings for Citrix Aidan are not available in Citrix Cloud system logs in this release.

Preview Terms

November 6, 2025

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Legal

November 4, 2025

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