Citrix Cloud
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Citrix Cloud

Service Level Agreement

September 6, 2018

Effective date: August 1, 2018

Citrix Cloud is designed using industry best practices to achieve a high degree of service availability. This Service Level Agreement (SLA) describes Citrix’s commitment for Citrix Cloud Service availability. This SLA is part of the Citrix end user service agreement (EUSA) for covered services (“Services”).

Citrix’s service commitment (“Service Commitment”) is to maintain at least 99.5% monthly uptime (“Monthly Uptime”) on Services. Monthly Uptime is calculated by subtracting from 100% the percentage of minutes during a full month of a Service in which the Service instance was in the state of “Unavailable.” Services and the measure of availability for each are set forth in the table below. Monthly Uptime percentage measurements exclude downtime resulting from:

- Regularly scheduled maintenance windows.
- Customer’s failure to follow configuration requirements for the Service as documented on https://docs.citrix.com, or abusive behavior, or faulty input.
- Customer’s use of a Service after Citrix advised Customer to modify Customer’s use of the Service, if Customer did not modify use.
- Caused by any component not managed by Citrix including, but not limited to, Customer controlled physical and virtual machines, Customer installed and maintained operating systems, Customer installed and controlled software, networking equipment or other hardware; Customer defined and controlled security settings, group policies and other configuration policies; public cloud provider failures, Internet Service Provider failures; or other Customer support factors external to Citrix’ control.
- Customer’s employees, agents, contractors, or vendors, or anyone gaining access by means of Customer’s passwords or equipment, or otherwise resulting from Customer’s failure to follow appropriate security practices.
- Customer’s attempts to perform operations that exceed Service entitlements.
- Service disruption due to Force Majeure, including, but not limited to, natural disasters, war or acts of terrorism, or government actions.

No Service Commitment is offered for any Citrix trial, tech preview, Labs or Beta service.

Citrix offers Service Commitments to customers that:

- Have purchased the Services using a term based subscription (1 year minimum subscription period).
- Have at least a 100 unit subscription (per the license model applicable to the Service) during the claim period.

Citrix Service Providers (CSPs) are not eligible.
Per Service Availability Measures

<table>
<thead>
<tr>
<th>Service</th>
<th>Measure for Monthly Uptime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Virtual Apps service</td>
<td>Time users can access their app or desktop session through the Service.</td>
</tr>
<tr>
<td>Citrix Virtual Desktops service</td>
<td>Time users can access their app or desktop session through the Service.</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops service</td>
<td>Time users can access their app or desktop session through the Service.</td>
</tr>
<tr>
<td>Content Collaboration</td>
<td>Time users can enumerate files and folders associated with their account or download files that are hosted in Citrix-managed StorageZones.</td>
</tr>
<tr>
<td>Citrix Endpoint Management</td>
<td>Time users can access their Citrix delivered mobile apps and enrolled devices through the Service.</td>
</tr>
<tr>
<td>WorkSpace Service</td>
<td>Same as above for component services, but includes availability for each. Credits may be prorated if a claim relates to less than all components.</td>
</tr>
<tr>
<td>Citrix Web App Firewall</td>
<td>Time that the web application firewall (WAF) is processing data and applying corresponding security policies</td>
</tr>
<tr>
<td>Intelligent Traffic Management</td>
<td>Time users can access traffic management functionality through DNS queries or HTTP API calls</td>
</tr>
</tbody>
</table>

Service Commitment and Remedies

In the event Citrix fails to meet the Service Commitment in at least 3 out of any 5 consecutive months on or after the SLA Effective Date, the exclusive remedy is a 10% Service credit, on a month-for-month basis, in Customer’s next annual Service extension in the immediate renewal period for the same Service and same number of units as impacted.

- Monthly Uptime Percentage: < 99.5%
- Service Credit: 10% (presented to the Customer as a voucher)

To receive the above remedy, the customer must be in compliance with the EUSA and the failure must
be reported by the customer within thirty (30) days of the end of the last month of the consecutive five-month period for which a credit claim is to be made. For instructions to report possible violations of this SLA, see CTX237141.

The request must identify the Service(s), define the dates, times and durations of Unavailability, along with supporting logs or records that corroborate the Unavailability, and identify the affected users and their locations, as well any technical support requested or remediation implemented. Only one service credit is permitted per Service per month, with a maximum of a service credit for each month of the extension. Customer must present the voucher upon purchase of the extension.

If you purchase the extension through a reseller, you will receive a credit through the reseller. The credit we apply for a direct purchase, or pass to your reseller for an indirect purchase, will be based on the pro-rated, blended suggested retail price of the extension for the same number of units. Citrix does not control resale pricing or resale credits. Credits do not include a right of offset on payments due to Citrix or a reseller. Citrix will occasionally update these terms. When updates occur, Citrix will also revise the publication date at the top of the Service Level Agreement. Any changes apply only to your new Service purchases or Service extensions on or after the current publication date.

Third Party Notifications

September 20, 2018

- Citrix Cloud Third Party Notifications (PDF)
- Citrix Analytics Service Third Party Notifications (PDF)
- Virtual Apps and Desktops Third Party Notifications (PDF)
- Smart Tools Third Party Notifications
- Citrix ShareFile Sync for Mac Third Party Notices (PDF)
- Citrix ShareFile Sync for Windows Third Party Notices (PDF)
- Secure Browser Service (PDF)
- Session Manager Service (PDF)
- Citrix Endpoint Management Third Party Notifications (PDF)
- Citrix Cloud Linux VDA Image Service Third Party Notices (PDF)

Architectural Overview

November 28, 2018

Citrix Cloud: Virtual Apps and Desktops Service Reference Architecture for New Customers (PDF)
Citrix Cloud: Virtual Apps and Desktops Service Reference Architecture for On-Premises (PDF)
Citrix Cloud

Citrix Cloud Service Trials

August 29, 2018

Trials for individual Citrix Cloud services are delivered through the Citrix Cloud platform. The functionality in a service trial is the same as the purchased service, so they’re suitable for a proof-of-concept (POC), pilot, or similar usage.

To customize your experience and deliver the services that matter most to your users, Citrix Cloud trial access is managed on a per-service basis.

When you’re ready to buy Citrix Cloud services, you’ll convert your trial to a production account, so there’s no need to reconfigure anything or create a separate production account.

Fast facts about service trials

<table>
<thead>
<tr>
<th>Citrix Cloud Trial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of subscribers allowed</td>
</tr>
<tr>
<td>Maximum Length</td>
</tr>
<tr>
<td>Availability</td>
</tr>
<tr>
<td>Resource location</td>
</tr>
<tr>
<td>User session length</td>
</tr>
<tr>
<td>Local Microsoft Active Directory integration</td>
</tr>
<tr>
<td>Choice of resource locations</td>
</tr>
<tr>
<td>Deploy to on-premises</td>
</tr>
<tr>
<td>Virtual Apps and Desktops service</td>
</tr>
<tr>
<td>Endpoint Management*</td>
</tr>
<tr>
<td>Secure Document Service*</td>
</tr>
<tr>
<td>Smart Tools</td>
</tr>
<tr>
<td>Customizable</td>
</tr>
</tbody>
</table>

*Trial not currently available.
To request a trial, log on to your Citrix Cloud account. From the management console, click **Request Trial** for the service you want to try out. When your request is submitted, the button changes to **Trial Requested**.

When your trial is approved and ready to use, you'll receive an email notification. You have 60 days to complete the trial.

**Note:** To ensure the best customer experience, Citrix reserves the right to limit trials to a certain number of participants at any given time.

### Purchase Citrix Cloud services

When you’re ready to convert your trial to a production service, visit [https://www.citrix.com/products/citrix-cloud/buy.html](https://www.citrix.com/products/citrix-cloud/buy.html).

To complete the purchase, you’ll need your Organization ID, available in the Citrix Cloud management console.
**Important:** If you do not purchase before the end of your 60-day trial, the service is terminated and Citrix archives all data and settings for 90 days. If you purchase within the 90-day period, your trial is reactivated and converted to a production service.

**Extend Citrix Cloud service subscriptions**

November 2, 2018

This article describes how purchased subscriptions to Citrix Cloud services expire and how you can extend your subscription.

**Before expiration**

When your existing service subscription approaches expiration, Citrix Cloud notifies you at certain intervals so you can extend the subscription and avoid service interruption. The following notifications appear in the Citrix Cloud management console:

- 90 days before expiration: A yellow banner appears, showing the services that need to be extended and their expiration dates. This notification appears in the console every seven days or until the service is extended.
Citrix Cloud

- 7 days before expiration: A red banner appears, showing the services that need to be extended and their expiration dates. This notification appears in the console until the service is extended or the 30-day expiration grace period elapses.

You can dismiss these notifications when they appear; however, they will reappear after seven days.

Citrix also sends you an email notification that includes a list of the services that need to be extended and their expiration dates. Citrix sends this notification at the following intervals:

- 90 days before expiration
- 60 days before expiration
- 30 days before expiration
- Seven days before expiration
- One day before expiration

**After expiration: Service grace periods**

When your service subscription expires, Citrix allows you to continue accessing the service for 30 days. This grace period provides some extra time for you to extend the service without losing access right away. If you choose not to extend the service, this grace period allows you to transition your users out of the service gracefully and remove any data that you added to the service.

If you don’t extend your subscription during this period, Citrix blocks administrators and users from accessing the service. As a reminder, Citrix sends you an email notification at the following intervals:

- 15 days after expiration (15 days before the service is blocked)
- 22 days after expiration (seven days before the service is blocked)
- 29 days after expiration (one day before the service is blocked)

The email notification includes a list of the expired services and their expiration dates.

If you extend your subscription during this grace period, your subscription term begins on the date of the service’s original expiration. For example, if the service expires on May 30 and you extend your subscription on June 25 (before the grace period ends), your extended subscription starts on May 30.

**After expiration: Service block and data retention**

After the 30-day grace period elapses, Citrix blocks administrators and users from accessing the service. Any data that you added to the service is retained for 90 days. If you extend your subscription before the 90-day retention period ends, your administrators and users can access the service with your data intact. Also, the start date of your extended subscription is the date you purchase the extension.

If you don’t extend your subscription before the 90-day period ends, Citrix resets the service and deletes any data that you added.
Citrix Cloud

Purchase service extensions

To extend your subscription to Citrix Cloud services, visit https://www.citrix.com/products/citrix-cloud/buy.html.

To complete the purchase, you’ll need your Organization ID, available in the Citrix Cloud management console.

Sign up for Citrix Cloud

September 26, 2018

This article walks you through the process of signing up for Citrix Cloud and performing the required tasks for onboarding your account successfully.

What is a Citrix account?

A Citrix account, also known as a Citrix.com account or My Citrix account, enables you to manage access to the licenses you have purchased. Your Citrix account uses an organization ID (OrgID) as a unique identifier. You can access your Citrix account by logging in at https://www.citrix.com with a username (also known as a web login) or your email address, if one is linked to your account.
Important: A username maps to a single, unique Citrix account, but an email address can map to multiple Citrix accounts.

What is an OrgID?

An OrgID is the unique identifier assigned to your Citrix account. Your OrgID is associated with a physical site address, typically your company’s business address. So, companies usually have a single OrgID. However, in some cases, such as having different branch offices or having different departments managing their assets separately, Citrix may allow a single company to have multiple OrgIDs.

Citrix routinely cleans up certain OrgIDs, merging duplicates in some cases. If your company has OrgIDs that you want to merge with a valid and active OrgID, you can contact Citrix Customer Support with the OrgIDs you want merged.

Note: Companies have already set up OrgIDs based on how they want to manage their assets, so if you don’t know what OrgID you need to use or how many OrgIDs you have, contact the IT department or Citrix administrator in your company. If you need help, Citrix Customer Support can also help you locate an OrgID. You can contact Citrix customer support at https://www.citrix.com/contact/support.html.

What is a Citrix Cloud account?

A Citrix Cloud account enables you to use one or more Citrix Cloud services to securely deliver your apps and data. A Citrix Cloud account is also uniquely identified by an OrgID, just like your Citrix account. It’s important to use the right Citrix Cloud account, based on how your organization has set up OrgIDs, so that your purchases and administrator access can continue on the same OrgIDs. For example, if a company’s design department using OrgID 1234 has been using Virtual Apps and Desktops on-premises and wants to try Citrix Cloud, one of the admins of OrgID 1234 should sign up for Citrix Cloud on that OrgID using a web login or email address associated with that OrgID. So, when the company decides to purchase a Virtual Apps and Desktops subscription, the order can be placed on OrgID 1234 and the transition is smooth.

Important: Users who have access to a particular Citrix account do not automatically have access to the Citrix Cloud account associated with that Citrix account’s OrgID. Because Citrix Cloud access enables users to potentially impact service, it’s important to control who accesses the Citrix Cloud account.
Sign up as an existing Citrix customer and new to Citrix Cloud

As an existing Citrix customer, this section helps you create a Citrix Cloud account using the right OrgID so you can continue to place orders on the same OrgIDs you’ve been using, without any change to how you have Citrix administrators set up in your company.

Step 1: Sign in with your Citrix.com credentials to create a Citrix Cloud account

Go to https://citrix.cloud.com and sign in with your existing Citrix account. This account is also known as a Citrix.com or My Citrix account.

This is the same account that you use to log in at Citrix.com. You either have a username (also known as web login) and password or an email and password.
What happens if the account is already in use?
If you see this message, it means that another valid administrator from your Citrix account has already created the Citrix Cloud account.

Since a Citrix Cloud account allows admins much greater control on the service, we expect that the first admin who creates the Citrix Cloud account has to explicitly give access to another admin, even if the other admin is already a member of the Citrix account.
Step 2: Pick your Citrix Cloud region

Select a home region that best suits your performance and business needs.

Why is this important? Help me decide.

- ✔ Asia Pacific South
- ✔ European Union
- ✔ United States

[ ] I've read, understand and agree to the Terms of Service

Continue

A Citrix Cloud region is a geographical boundary within which Citrix operates, stores, and replicates...
Citrix Cloud

services and data for delivery of Citrix Cloud services. Citrix may use multiple public or private clouds located in one or more countries within the region, including states and provinces, to provide services. For more information about Citrix Cloud regions, refer to Geographical Considerations.

Step 3: Verify your email address

If you have not verified your email address, you might be asked to verify it. Here’s an example of what you’ll receive:
After you receive the verification email and confirm your email address, your Citrix Cloud account is active.

**Step 4: Confirm your OrgID and invite administrators**

Congratulations, you set up your Citrix Cloud account! Before you start using Citrix Cloud, take a moment to verify your OrgID and invite other administrators to help you manage your Citrix Cloud account.

**Verify your account OrgID**

Make sure your account OrgID matches the OrgID that you use to place orders. One of the benefits of Citrix Cloud is that if you try a service (such as the Virtual Apps and Desktops service) and decide
to purchase it, then all the configurations you made in the trial are retained in the purchased service, since the purchase occurs in the same account. So, making sure that the trial starts in the right OrgID saves effort when you decide to purchase.

To verify your OrgID, use one of the following methods:

- In the top-right corner of the management console, your OrgID is displayed beneath your account name.

- Click on Account Settings in the top right menu.
Your OrgID is shown in the Organization ID field.
Invite one or more administrators

Remember, even if your other administrators have access to your Citrix account on Citrix.com, you still need to invite them to the Citrix Cloud account. To do this from the Citrix Cloud management console, click the menu button in the top left corner and select Identity and Access Management. For more information, see Add administrators to a Citrix Cloud account.
Sign up as a new Citrix customer

If you are new to Citrix and Citrix Cloud, this section helps you sign up for a new Citrix Cloud account and complete setup.

Step 1: Click to sign up for a new account

Go to https://citrix.cloud.com and click Sign up and try it free.
Step 2: Complete the signup form

Complete all the form fields and click Continue. Remember to use your business email address and business address. Using a personal email address or personal address could cause delays when requesting trials.

Step 3: Pick your Citrix Cloud region

A Citrix Cloud region is a geographical boundary within which Citrix may operate, store, and replicate services and data for delivery of Citrix Cloud services. Citrix may use multiple public or private clouds located in one or more countries within the region, including states and provinces, to provide services. For more information about Citrix Cloud regions, refer to Geographical Considerations.
Select a home region that best suits your performance and business needs.

Why is this important? Help me decide.

- Asia Pacific South
- European Union
- United States

I've read, understand and agree to the Terms of Service

Continue
Step 4: Verify your email address

If you have not verified your email address, you might be asked to verify it.
After you receive the verification email and confirm your email address, your Citrix Cloud account is active.

**Step 5: Pick a password**

Type and confirm your Citrix Cloud password to finish creating your account.
After your account is created, you can sign in to Citrix Cloud.

**Step 6: Invite administrators**

Congratulations, you set up your Citrix Cloud account! Before you start using Citrix Cloud, take a moment to invite at least one other administrators to help you manage your Citrix Cloud account.

To do this from the Citrix Cloud management console, click the menu button and select **Identity and Access Management**. For more information, see Add administrators to a Citrix Cloud account.
Request trials for Citrix Cloud services

Trials are designed to be tested with your choice of on-premises infrastructure or public cloud, your applications, and your Microsoft Active Directory. You can set up and configure services, workspaces, and resource locations.

During your trial, if you decide that you want to purchase a subscription package, you can do so at any time. All your existing configurations are saved and available for your continued use.

To request a trial, click Request Trial for the service you would like to try. For more information, see Citrix Cloud Service Trials.

Geographical Considerations

October 23, 2018

When your organization is onboarded to Citrix Cloud and you sign in for the first time, you are asked to choose one of the following regions:

- United States
- European Union
- Asia Pacific South
Pick a region that maps to where the majority of your users and resources will be located.

Important: You can choose a region only once, when you organization is onboarded. You cannot change your region later.

Important: You can choose a region only once, when you organization is onboarded. You cannot change your region later.
Types of data stored in regions

Your region is where certain metadata is stored about your environment. For example:

- Citrix Cloud administrator details, including the name, username, and password.
- Data resulting from traffic directed through your region by any Citrix Cloud Connectors you install. For example, any authentication data using your domain controllers (whether managed on your premises or through your subscription with a public cloud vendor) stays in your region.
- Data used to map users to library offerings. For example, if you add Microsoft Office to your library as an offering for your users, and then add five users to that offering as subscribers, the data linking each user to that offering (such as user name and domain name) is stored in your region.
- Data about users for any services available in your region. For example, if you use Endpoint Management in your region, data such as name, address, and telephone number is stored there.

Service presence in each region

All services are globally available, regardless of the region you select for your organization. Certain services, like the Virtual Apps and Desktops service, have dedicated regional instances. However, some services have US-based instances only.

Where a service is located in a region that is different from the one you selected for your organization, certain information (such as authentication data) may be transferred between regions as needed.

Where a service is globally replicated, all data in that service is stored in all regions.

<table>
<thead>
<tr>
<th>Service</th>
<th>US</th>
<th>EU</th>
<th>Asia Pacific South</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Cloud control plane</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Citrix Analytics</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Citrix App Layering</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Application Delivery Management</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Citrix Content Collaboration</td>
<td>Yes ***</td>
<td>Yes ***</td>
<td>No - Select from US or EU **</td>
</tr>
<tr>
<td>Citrix Endpoint Management</td>
<td>Yes **</td>
<td>Yes **</td>
<td>Yes **</td>
</tr>
<tr>
<td>SD-WAN Zero-Touch Deployment</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
</tbody>
</table>
## Citrix Cloud

<table>
<thead>
<tr>
<th>Service</th>
<th>US</th>
<th>EU</th>
<th>Asia Pacific South</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure Browser Service</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes*</td>
</tr>
<tr>
<td>Citrix Smart Tools</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops service</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes*</td>
</tr>
<tr>
<td>Citrix Virtual Apps Essentials</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes*</td>
</tr>
<tr>
<td>Citrix Virtual Desktops Essentials</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes*</td>
</tr>
<tr>
<td>Web App Firewall</td>
<td>Yes</td>
<td>Yes</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>Yes*</td>
<td>Yes*</td>
<td>Yes*</td>
</tr>
<tr>
<td>Workspace Environment Management</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Citrix Cloud Labs services</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>Networking services</td>
<td>Yes</td>
<td>No (Uses US region)</td>
<td>No (Uses US region)</td>
</tr>
<tr>
<td>License Usage Insights (CSPs only)</td>
<td>Globally replicated</td>
<td>Globally replicated</td>
<td>Globally replicated</td>
</tr>
<tr>
<td>Citrix Gateway Access Nodes/POP</td>
<td>Multiple WW nodes; traffic routed as needed to ensure the best experience</td>
<td>Multiple WW nodes; traffic routed as needed to ensure the best experience</td>
<td>Multiple WW nodes; traffic routed as needed to ensure the best experience</td>
</tr>
</tbody>
</table>

* Service uses the Citrix Cloud region.

** Select from multiple locations across multiple regions. See below.

*** Storage Zone can be selected from multiple locations. See below.

For more information about the data stored by individual services, refer to the Technical Security Overview for each service.

### Endpoint Management service locations

You can select one of the following Endpoint Management service locations from your home region:
Content Collaboration locations and Storage Zones

When setting up a Content Collaboration account in Citrix Cloud, you can select a region in the US or the EU. Your Content Collaboration region is separate from your Citrix Cloud home region. However, like the Citrix Cloud home region, you cannot change the Content Collaboration region after setting up your Content Collaboration account.

For Content Collaboration accounts created within Citrix Cloud, your default StorageZone is initially in the US region.

For ShareFile Enterprise accounts created outside of Citrix Cloud, your StorageZone is located in the region you select, either the US or EU. Linking to Citrix Cloud does not change your selection.

After your Content Collaboration account is set up, you can enable and disable Storage Zones around the world including choosing a new default zone. You can also specify a default specific to individual users or folders based on the Storage Zones that are turned on in the Content Collaboration management console. You can choose from the following locations:

- Japan
- Singapore
- Australia
- European Union
FAQ

- **Are there performance impacts if I’m in one region and use a service in another region?** Citrix Cloud Services are designed to be used on a global basis. For example, customers in the US that have users and Cloud Connectors in Australia will see minimal impact from latency.
- **If I’m not in the US or EMEA, can I still use Citrix Cloud?** Yes, you can simply pick the region that is either closest to the majority of your users or that provides the best controls for protecting the integrity of your data.

Verify your email for Citrix Cloud

April 6, 2018

From time to time, Citrix might ask you to verify your Citrix Cloud account. Some reasons why you might be asked to verify your email:

- You haven’t logged in to Citrix Cloud in a while.
- You changed your email address.
- You added a new administrator to your Citrix Cloud account.

FAQ

**How often will I be asked for verification?** Verifying your account is a one-time event. Citrix Cloud won’t ask you for verification every time you sign in or when something in your account changes. If you’re asked to verify frequently, contact Citrix Technical Support.

**Has something happened to my account?** No, being asked to verify your account doesn’t mean that anything is wrong with either your account or any of your Citrix Cloud services. It’s simply a part of how Citrix keeps your information safe and secure.

**I haven’t received an email. What do I do?** Perform the following steps:

- Search your inbox for an email from “Citrix.”
- If it’s not in your inbox, check your folders. If a spam filter or email rule moved the email, it might be in your spam or trash folders.
Citrix Cloud

- Ensure you’re checking the correct email account. Citrix sends the verification email to the email address currently on file for your account. Often, this is the email address you originally signed up with for Citrix Cloud or the one with which you were invited to join the Citrix Cloud account.

Contact Citrix Technical Support

If you are experiencing an issue that’s not covered here, contact Citrix Technical Support to open a support case.

How to Get Help and Support

June 20, 2018

Creating a Citrix Cloud account

If you encounter an error when signing up for a Citrix Cloud account, contact Citrix Customer Service.

Signing in to your account

If you’re having trouble signing in to your Citrix Cloud account:

- Make sure you sign in with the email address and password you provided when you signed up for your account.
- If your company allows users to sign in to Citrix Cloud using their company credentials instead of a Citrix account, click Sign in with my company credentials and enter your company’s sign-in URL. You can then enter your company credentials to access your company’s Citrix Cloud.
Citrix Cloud

If you don’t know your company’s sign-in URL, contact your company’s administrator for assistance.

If you’ve forgotten or need to reset your Citrix Cloud account password, click **Forgot your username or password?** and you can enter your account email address. You’ll receive an email to reset your password.

If you do not receive the password reset email, or you need additional assistance, contact **Citrix Customer Service**.

**Citrix Cloud support forums**

On the **Citrix Cloud support forums** you can get help, provide feedback and improvement suggestions, view conversations from other users, or start your own topics.

Citrix support staff members track these forums and are ready to answer your questions. Other Citrix Cloud community members may also offer help or join the discussion.

You do not need to log in to read forum topics. However, you must log in to post or reply to a topic. To log in, use your existing Citrix account credentials or use the email address and password you provided when you created your Citrix Cloud account. To create a new Citrix account, go to **Create or request an account**.

**Technical Support**

If you’re experiencing an issue that requires technical help, click the **Feedback and Support** icon near the top-right of the screen, and then select **Open a Ticket**.

You can then enter the details of the issue in the form that appears. Citrix Technical Support will follow up with you to resolve the issue.
Support Articles

The Citrix Knowledge Center provides a wealth of support content to help you resolve any issues you might experience with Citrix products.

For Citrix Cloud support articles, visit the Citrix Cloud section of the Knowledge Center.

System Requirements

September 20, 2018
Citrix Cloud requires the following minimum configuration:

- An Active Directory domain
- Two physical or virtual machines for the Citrix Cloud Connector. For more information, see Citrix Cloud Connector Technical Details.
- Physical or virtual machines, joined to your domain, for hosting workloads and other components such as StoreFront. For more information, see Virtual Apps and Desktops System Requirements.

**Supported web browsers**

- Latest version of Google Chrome
- Latest version of Mozilla Firefox
- Latest version of Microsoft Edge
- Microsoft Internet Explorer 11
- Latest version of Apple Safari

**Internet Connectivity Requirements**

October 3, 2018

Citrix Cloud provides administrative functions (through a web browser) and operational requests (from other installed components) that connect to resources within a customer’s deployment. This document defines the requirements and considerations for establishing connectivity between the customer’s resources and Citrix Cloud.

**Overview**

Connecting to the Internet from your data centers requires opening port 443 to outbound connections. However, to operate within environments containing an Internet proxy server or firewall restrictions, further configuration might be needed. This article describes these requirements.

**Required addresses**

The following addresses need to be contactable in order to properly operate and consume the Citrix Cloud services.
Citrix Cloud

Citrix Workspace

- https://*.cloud.com
- https://*.citrixdata.com

For Content Collaboration and Citrix Files and Workspace, Citrix recommends whitelisting the domains listed in CTX208318.

Smart Tools

Citrix resource location / Cloud Connector:

- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- Additional requirements: https://docs.citrix.com/en-us/smart-tools/system-requirements/connectivity-requirements.html

Administration console:

- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- Additional requirements: https://docs.citrix.com/en-us/smart-tools/system-requirements/connectivity-requirements.html

Content Collaboration

Citrix resource location / Cloud Connector:

- https://*.sharefile.com
- Additional requirements: ShareFile Firewall Configuration and IP Address (CTX208318)

Administration console:

- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- Additional requirements: ShareFile Firewall Configuration and IP Address (CTX208318)

Secure Browser

Citrix resource location / Cloud Connector:

- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- https://*.servicebus.windows.net
Citrix Cloud

Administration console:
- https://*.cloud.com
- https://*.citrixworkspacesapi.net
- https://browser-release-b.azureedge.net

Virtual Apps and Desktops service

Citrix resource location / Cloud Connector:
- https://*.azure.com
- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- https://*.apps.cloud.com
- https://*.blob.core.windows.net
- https://*.nssvc.net
- If Citrix Gateway service is enabled
  - https://*.servicebus.windows.net
  - https://*.xendesktop.net

Administration console:
- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- https://*.blob.core.windows.net
- https://*.xendesktop.net

Endpoint Management

Citrix resource location / Cloud Connector:
- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- https://*.blob.core.windows.net
- https://*.servicebus.windows.net

Administration console:
- https://*.citrix.com
- https://*.citrixworkspacesapi.net
- https://*.cloud.com
- https://*.blob.core.windows.net
Citrix Cloud


Gateway

*.netscalergateway.net

Workspace Environment Management

- https://*.wem.cloud.com

Citrix Cloud management console

The Citrix Cloud management console is a web-based console that you can access after signing in at https://citrix.cloud.com. The web pages that make up the console might require other resources on the Internet, either when signing in or at a later point when carrying out specific operations.

Proxy configuration

If you’re connecting through a proxy server, the management console operates using the same configuration applied to your web browser. The console operates within the user context, so any configuration of proxy servers that require user authentication should work as expected.

Firewall configuration

For the management console to operate, you must have port 443 open for outbound connections. You can test general connectivity by navigating within the console.

Citrix Cloud Connector

The Citrix Cloud Connector is a software package that deploys a set of services that run on Microsoft Windows servers. The machine hosting the Cloud Connector resides within the network where the resources you use with Citrix Cloud reside. The Cloud Connector connects to Citrix Cloud, allowing it to operate and manage your resources as needed.

For requirements for installing the Cloud Connector, see Cloud Connector Installation. To operate, the Cloud Connector requires outbound connectivity on port 443. After installation, the Cloud Connector might have additional access requirements depending on the Citrix Cloud service with which it is being used.
Important: Enabling SSL decryption on certain proxies might prevent the Cloud Connector from connecting successfully to Citrix Cloud. For more information about resolving this issue, see CTX221535.

Secure Deployment Guide for the Citrix Cloud Platform

October 5, 2018


The following articles provide similar information for other services in Citrix Cloud:

- Virtual Apps and Desktops Service Technical Security Overview
- Endpoint Management technical security overview
- Smart Tools Technical Security Overview
- ShareFile Technical Security Overview
- Secure Browser Service Technical Security Overview

Control Plane

Guidance for administrators

- Use strong passwords and regularly change your passwords.
- All administrators within a customer account can add and remove other administrators. Ensure that only trusted administrators have access to Citrix Cloud.
- Administrators of a customer have, by default, full access to all services. Some services provide a capability to restrict the access of an administrator. Consult the per-service documentation for more information.
- Two-factor authentication for administrators is achieved using Citrix Cloud’s integration with Azure Active Directory.

Encryption and key management

The control plane does not store sensitive customer information. Instead, Citrix Cloud retrieves information such as administrator passwords on-demand (by asking prompting the administrator explicitly). There is no data-at-rest that is sensitive or encrypted, and thus you do not need to manage any keys.
For data-in-flight, Citrix uses industry standard TLS 1.2 with the strongest cipher suites. Customers cannot control the TLS certificate in use, as Citrix Cloud is hosted on the Citrix-owned cloud.com domain. To access Citrix Cloud, customers must use a browser capable of TLS 1.2 with strong cipher suites.

Consult the per-service documentation for details about encryption and key management within each service.

**Data sovereignty**

The Citrix Cloud control plane is hosted in the United States and in the European Union. Customers do not have control over this.

The customer owns and manages the resource locations that they use with Citrix Cloud. A resource location can be created in any data center, cloud, location, or geographic area the customer desires. All critical business data (such as documents, spreadsheets, and so on) are stored in resource locations and are under customer control.

For Content Collaboration, consult the following resources for information about controlling where the data resides:

- Content Collaboration service documentation
- ShareFile Security FAQ
- Citrix ShareFile Security and Compliance
- ShareFile StorageZones

Other services may have an option to store data in different regions. Consult the Geographical Considerations topic or the Technical Security Overviews (listed at the beginning of this article) for each service.

**Audit and change control**

There is currently no customer-visible auditing or change control available in the Citrix Cloud user interface or APIs.

Citrix has extensive internal auditing information. If a customer has a concern, they are advised to contact Citrix within 30 days. Citrix will review the audit logs to determine the administrator who performed an operation, the date on which it was performed, the IP address associated with the action, and so on.
Security issues insight

The website status.cloud.com provides transparency into security issues that have an ongoing impact on the customer. The site logs status and uptime information. There is an option to subscribe for updates to the platform or individual services.

Citrix Cloud Connector

Installing the Cloud Connector

For security and performance reasons, Citrix recommends that customers do not install the Cloud Connector software on a domain controller.

Additionally, the machines on which the Cloud Connector software is installed should be inside the customer’s private network and not in the DMZ. For network and system requirements and instructions for installing the Cloud Connector, see Citrix Cloud Connector.

Configuring the Cloud Connector

The customer is responsible for keeping the machines on which the Cloud Connector is installed up-to-date with Windows security updates.

Customers can use antivirus alongside the Cloud Connector. Citrix tests with McAfee VirusScan Enterprise + AntiSpyware Enterprise 8.8. Citrix will support customers who use other industry standard AV products.

In the customer’s Active Directory (AD) the Cloud Connector’s machine account should be restricted to read-only access. This is the default configuration in Active Directory. Additionally, the customer can enable AD logging and auditing on the Cloud Connector’s machine account to monitor any AD access activity.

Logging on to the machine hosting the Cloud Connector

The Cloud Connector contains sensitive security information such as administrative passwords. Only the most privileged administrators should be able to log on to the machines hosting the Cloud Connector (for example, to perform maintenance operations). In general, there is no need for an administrator to log on to these machines to manage any Citrix product. The Cloud Connector is self-managing in that respect.

Do not allow end users to log on to machines hosting the Cloud Connector.
Installing additional software on Cloud Connector machines

Customers can install antivirus software and hypervisor tools (if installed on a virtual machine) on the machines where the Cloud Connector is installed. However, Citrix recommends that customers do not install any other software on these machines. Other software creates additional possible security attack vectors and might reduce the security of the overall Citrix Cloud solution.

Inbound and outbound ports configuration

The Cloud Connector requires outbound port 443 to be open with access to the internet. The Cloud Connector should have no inbound ports accessible from the Internet.

Customers can locate the Cloud Connector behind a web proxy for monitoring its outbound Internet communications. However, the web proxy must work with SSL/TLS encrypted communication.

The Cloud Connector might have additional outbound ports with access to the Internet. The Cloud Connector will negotiate across a wide range of ports to optimize network bandwidth and performance if additional ports are available.

The Cloud Connector must have a wide range of inbound and outbound ports open within the internal network. The table below lists the base set of open ports required.

<table>
<thead>
<tr>
<th>Client Port(s)</th>
<th>Server Port</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>49152-65535/UDP</td>
<td>123/UDP</td>
<td>W32Time</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>135/TCP</td>
<td>RPC Endpoint Mapper</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>464/TCP/UDP</td>
<td>Kerberos password change</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>49152-65535/TCP</td>
<td>RPC for LSA, SAM, Netlogon (*)</td>
</tr>
<tr>
<td>49152-65535/TCP/UDP</td>
<td>389/TCP/UDP</td>
<td>LDAP</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>636/TCP</td>
<td>LDAP SSL</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>3268/TCP</td>
<td>LDAP GC</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>3269/TCP</td>
<td>LDAP GC SSL</td>
</tr>
<tr>
<td>53, 49152-65535/TCP/UDP</td>
<td>53/TCP/UDP</td>
<td>DNS</td>
</tr>
<tr>
<td>49152-65535/TCP</td>
<td>49152-65535/TCP</td>
<td>FRS RPC (*)</td>
</tr>
<tr>
<td>49152-65535/TCP/UDP</td>
<td>88/TCP/UDP</td>
<td>Kerberos</td>
</tr>
<tr>
<td>49152-65535/TCP/UDP</td>
<td>445/TCP</td>
<td>SMB</td>
</tr>
</tbody>
</table>
Each of the services used within Citrix Cloud will extend the list of open ports required. For more information, consult the following resources:

- Technical Security Overviews for each service (listed at the beginning of this article)
- Internet Connectivity Requirements for Citrix Cloud services
- Application Delivery Management service port requirements
- Endpoint Management port requirements

**Monitoring outbound communication**

The Cloud Connector communicates outbound to the Internet on port 443, both to Citrix Cloud servers and to Microsoft Azure Service Bus servers.

The Cloud Connector communicates with domain controllers on the local network that are inside the Active Directory forest where the machines hosting the Cloud Connector reside.

During normal operation, the Cloud Connector communicates only with domain controllers in domains that are listed as **Use for subscriptions** on the **Identity and Access Management** page in the Citrix Cloud user interface.

In selecting the domains to configure as **Use for subscriptions**, the Cloud Connector communicates with domain controllers in all domains in the Active Directory forest where the machines hosting the Cloud Connector reside.

Each service within Citrix Cloud extends the list of servers and internal resources that the Cloud Connector might contact in the course of normal operations. Additionally, customers cannot control the data that the Cloud Connector sends to Citrix. For more information about services’ internal resources and data sent to Citrix, consult the following resources:

- Technical Security Overviews for each service (listed at the beginning of this article)
- Internet Connectivity Requirements for Citrix Cloud services

**Viewing Cloud Connector logs**

Any information relevant or actionable to an administrator is available in the Windows Event Log on the Cloud Connector machine.

View installation logs for the Cloud Connector in the following directories:

- %AppData%\Local\Temp\CitrixLogs\CloudServicesSetup
- %windir%\Temp\CitrixLogs\CloudServicesSetup

Logs of what the Cloud Connector sends to the cloud are found in %ProgramData%\Citrix\WorkspaceCloud\Logs.
The logs in the WorkspaceCloud\Logs directory are deleted when they exceed a specified size threshold. The administrator can control this size threshold by adjusting the registry key value for HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\CloudServices\AgentAdministration\MaximumLogSpaceMegabytes.

**SSL/TLS Configuration**

The base Cloud Connector configuration does not need any special SSL/TLS configuration.

The Cloud Connector must trust the certification authority (CA) used by Citrix Cloud SSL/TLS certificates and by Microsoft Azure Service Bus SSL/TLS certificates. Citrix and Microsoft might change certificates and CAs in the future, but will always use CAs that are part of the standard Windows Trusted Publisher list.

Each service within Citrix Cloud may have different SSL configuration requirements. For more information, consult the Technical Security Overviews for each service (listed at the beginning of this article).

**Security compliance**

To ensure security compliance, the Cloud Connector will self-manage. Do not disable reboots or put other restrictions on the Cloud Connector. These actions prevent the Cloud Connector from updating itself when there is a critical update.

The customer is not required to take any other action to react to security issues. The Cloud Connector automatically applies any security fixes.

**Guidance for handling compromised accounts**

- Audit the list of administrators in Citrix Cloud and remove any who are not trusted.
- Disable any compromised accounts within your company's Active Directory.
- Contact Citrix and request rotating the authorization secrets stored for all the customer’s Cloud Connectors. Depending on the severity of the breach, take the following actions:
  - **Low Risk:** Citrix can rotate the secrets over time. The Cloud Connectors will continue to function normally. The old authorization secrets will become invalid in 2-4 weeks. Monitor the Cloud Connector during this time to ensure that there are no unexpected operations.
  - **Ongoing high risk:** Citrix can revoke all old secrets. The existing Cloud Connectors will no longer function. To resume normal operation, the customer must uninstall and reinstall the Cloud Connector on all applicable machines.
**Terminology**

September 20, 2018

**Citrix Cloud**: A cloud-based control plane that is owned by Citrix and can be used by customers to provision services in their own data centers or into clouds.

**Citrix Cloud Connector**: Provides communication between the resources in the resource location and the Citrix Cloud. For more details about how the Cloud Connector works and requirements for setting it up, see [Citrix Cloud Connector](#).

**Cloud service**: Cloud services provide the features that deliver the services subscribers need to perform their work. This includes creating and managing any infrastructure resources that might be needed.

**Library**: Contains the applications, desktops, or data that make up the offerings made available to subscribers. Administrators use the Library to create and manage their offerings and grant access to subscribers. For more information, see [Assign users and groups to service offerings using Library](#).

**Offerings** *(provided by the customer for subscribers)*: Applications, desktops, or data in the Library that a Citrix Cloud administrator assigns to subscribers. Offerings can be created through a Citrix Cloud service, like the Virtual Apps and Desktops service. Subscribers can access only the applications, desktops, and data to which they are assigned.

**Resource location**: Defines the place that contains the resources you use with Citrix Cloud services. Resource locations can reside in a public or private cloud or in your on-premises data center. There is no limit to the number of resource locations you can create. The resources within a resource location are all within a defined communication or network boundary, where access is available to them from Citrix Cloud and to any other customer infrastructure required to operate. Connection to Citrix Cloud occurs through the Citrix Cloud Connector. For more information, see [Resource locations](#).

**Resources**: The components that are used to provide the infrastructure for the Citrix Cloud services that you use. Resources include hypervisors, servers, network appliances, VDAs for Citrix Virtual Apps and Desktops, and so on. These components typically reside in resource locations in Citrix Cloud. For more information, see [Resource locations](#).

**Subscriber**: A person who uses the Library offerings to which they are assigned by a Citrix Cloud administrator. A subscriber can access their offerings using Citrix Receiver or a workspace available as part of the Citrix Virtual Apps Essentials service.

**Workspace**: Consists of offerings that subscribers can access. Workspaces are available as part of the Citrix Virtual Apps Essentials service. For more information about using workspaces, see [Workspace configuration](#).
Identity and access management

Identity and Access Management defines the identity providers and accounts used for administrators of and subscribers to Citrix Cloud and its offerings.

Identity providers

By default, Citrix Cloud uses the Citrix Identity provider to manage the identity information for all users in your Citrix Cloud account. You can change this to use Azure Active Directory or on-premises Active Directory.

For instructions for using Azure Active Directory, see Connect Azure Active Directory to Citrix Cloud.

For instructions for using Active Directory see Connect Active Directory to Citrix Cloud

Administrators

Administrators use their identity to access Citrix Cloud, perform management activities, and install the Citrix Cloud Connector.

A Citrix identity mechanism provides authentication for administrators using an email address and password. Administrators can also use their My Citrix credentials to sign in to Citrix Cloud.
Add new administrators

During the account onboarding process, an initial administrator is created. The administrator can then invite other administrators to join Citrix Cloud. These new administrators can use their existing Citrix account credentials or set up a new account if needed. You can also fine-tune the access permissions of the administrators you invite. This allows you to define access that’s aligned with the administrator’s role in your organization.

To invite other administrators and fine-tune their access to Citrix Cloud, see Add administrators to a Citrix Cloud account.

Reset your password

If you forget or want to reset your password, click Forgot your username or password? on the Citrix Cloud sign in page. After you enter your email address or username to find your account, Citrix sends you an email with a link to reset your password.

Tip: Add customerservice@citrix.com to your email whitelist to ensure the email doesn’t land in your spam or trash folders.

Remove administrators

You can remove administrators from your Citrix Cloud account on the Administrator tab. When you remove an administrator, they can no longer sign in to Citrix Cloud.

If an administrator is logged in when you remove the account, the administrator will stay active for a maximum of one minute. Afterward, access to Citrix Cloud is denied.

Note:

- If there’s only one administrator in the account, you can’t remove that administrator. Citrix Cloud requires at least one administrator for each customer account.
- Citrix Cloud Connectors are not linked to administrator accounts. So, Cloud Connectors will continue operating even if you remove the administrator who installed it.

Subscribers

A subscriber’s identity defines the services to which they have access in Citrix Cloud. This identity comes from Active Directory domain accounts provided from the domains within the resource location. Assigning a subscriber to a Library offering authorizes the subscriber to access that offering.
Administrators can control which domains are used to provide these identities on the Domains tab. If you plan to use domains from multiple forests, install at least two Cloud Connectors in each forest. Citrix recommends at least two Cloud Connectors to maintain a high availability environment.

**Note:**

- Disabling domains prevents new identities only from being selected. It does not prevent subscribers from using identities that are already allocated.
- Each Cloud Connector can enumerate and use all the domains from the single forest in which it is installed.

**Manage subscriber usage**

You can add subscribers to offerings using individual accounts or Active Directory groups. Using Active Directory groups does not require management through Citrix Cloud after you assign the group to an offering.

When an administrator removes an individual subscriber or group of subscribers from an offering, those subscribers can no longer access the service. For more information about removing subscribers from specific services, refer to the service’s documentation on the [Citrix Product Documentation](https://www.citrix.com) website.

**Primary resource locations**

A primary resource location is a resource location that you designate as “most preferred” for communications between your domain and Citrix Cloud. The resource location you select as “primary” should have Cloud Connectors that have the best performance and connectivity to your domain. This enables your users to log on quickly to Citrix Cloud.

For more information, see [Select a primary resource location](https://www.citrix.com).

**Connect Active Directory to Citrix Cloud**

November 28, 2018

By default, Citrix Cloud uses the Citrix Identity provider to manage the identity information for all users in your Citrix Cloud account. You can change this to use Active Directory (AD) instead.

Connecting your Active Directory to Citrix Cloud involves installing Cloud Connectors in your domain. Citrix recommends installing two Cloud Connectors for high availability. For requirements and instructions, see [Cloud Connector Installation](https://www.citrix.com).
To connect your Active Directory to Citrix Cloud

1. From the Citrix Cloud menu, select Identity and Access Management.
2. From the Authentication tab, in Active Directory, click the ellipsis menu and select Connect.
3. Click Install Connector to download the Cloud Connector software.
4. Launch the Cloud Connector installer and follow the installation wizard.
5. From the Connect to Active Directory page, click Detect. After verification, Citrix Cloud displays a message that your Active Directory is connected.
6. Click Return to Authentication. The Active Directory entry is marked Enabled on the Authentication tab.

Connect Azure Active Directory to Citrix Cloud

September 28, 2018

By default, Citrix Cloud uses the Citrix Identity provider to manage the identity information for all users in your Citrix Cloud account. You can change this to use Azure Active Directory (AD) instead.

By using Azure AD with Citrix Cloud, you can:

- Leverage your own Active Directory, so you can control auditing, password policies, and easily disable accounts when needed.
- Configure multi-factor authentication for a higher level of security against the possibility of stolen sign-in credentials.
- Use a branded sign-in page, so your users know they’re signing in at the right place.
- Use federation to an identity provider of your choice including ADFS, Okta, and Ping, among others.

Citrix Cloud includes an Azure AD app that allows Citrix Cloud to connect with Azure AD without the need for you to be logged in to an active Azure AD session. As of August 2018, this app was upgraded to improve performance and allow you to be ready for future releases. If you previously connected your Azure AD to Citrix Cloud (before August 2018), you might need to update your Azure AD connection in Citrix Cloud. For more information, see Reconnect to Azure AD for the upgraded app in this article.

Prepare your Active Directory and Azure AD

Before you can use Azure AD, be sure you meet the following requirements:

- You have a Microsoft Azure account. Every Azure account comes with Azure AD free of charge. If you don’t have an Azure account, sign up at https://azure.microsoft.com/en-us/free/?v=17.36.
- You have the Global Admin role in Azure AD. This role is required to give Citrix Cloud your consent to connect with Azure AD.
• Administrator accounts have their “mail” property configured in Azure AD. To do this, you can sync accounts from your on-premises Active Directory into Azure AD using Microsoft’s Azure AD Connect tool. Alternatively, you can configure non-synced Azure AD accounts with Office 365 email.

**Sync accounts with Azure AD Connect**

1. Ensure the Active Directory accounts have the Email user property configured:
   a) Open Active Directory Users and Computers.
   b) In the Users folder, locate the account you want to check, right-click and select Properties. On the General tab, verify the Email field has a valid entry. Citrix Cloud requires that administrators added from Azure AD have different email addresses than administrators who sign in using a Citrix-hosted identity.
2. Install and configure Azure AD Connect. For complete instructions, see Integrate your on-premises directories with Azure Active Directory on the Microsoft Azure website.

**Connect Citrix Cloud to Azure AD**

When connecting your Citrix Cloud account to your Azure AD, Citrix Cloud will need permission to access your user profile (or the profile of the signed-in user) as well as the basic profiles of the users in your Azure AD. Citrix requests this permission so it can acquire your name and email address (as the administrator) and enable you to browse for other users and add them as administrators later.

**Important:** You must be a Global Admin in Azure AD to complete this task.

2. Click the menu button in the top-left corner of the page and select Identity and Access Management.
4. When prompted, enter a short, URL-friendly identifier for your company and click Connect. The identifier you choose must be globally unique within Citrix Cloud.
5. When prompted, sign in to the Azure account with which you want to connect. Azure shows you the permissions that Citrix Cloud needs to access the account and acquire the information required for connection. These read-only permissions allow Citrix Cloud to gather basic information from your Microsoft Graph such as groups and user profiles. If you are an XME customer, you will have to grant Microsoft Intune-related read-write permissions.
6. Click Accept to accept the permissions request.
Add administrators to Citrix Cloud from Azure AD

1. In Citrix Cloud, from the Identity and Access Management page, click the Administrators tab.
2. From the Add administrators from menu, select the Azure AD option.
3. In the search box, start typing the name of the user you want to add and invite them to the account as described in Add administrators to a Citrix Cloud account. Citrix Cloud sends the user an email containing a link to accept the invitation.

After clicking the email link, the user signs in to the company’s Azure Active Directory. This verifies the user’s email address and completes the connection between the Azure AD user account and Citrix Cloud.

Sign in to Citrix Cloud using Azure AD

After the Azure AD user accounts are connected, users can sign in to Citrix Cloud using one of the following methods:

- Navigate to the administrator sign-in URL that you configured when you initially connected the Azure AD identity provider for your company. Example: https://citrix.cloud.com/go/mycompany
- From the Citrix Cloud sign-in page, click Sign in with my company credentials., type the identifier you created when you initially connected Azure AD (for example, “mycompany”), and click Continue.

Enable Azure AD authentication for workspaces

After you connect Azure AD to Citrix Cloud, you can allow your subscribers to authenticate to their workspaces through Azure AD.

Important: Before enabling Azure AD workspace authentication, review the Azure Active Directory section for considerations for using Azure AD with workspaces.

1. In Citrix Cloud, click the menu button in the top-left corner and select Workspace Configuration.
2. From the Authentication tab, select Azure Active Directory.
3. Click Confirm to accept the workspace experience changes that will occur when Azure AD authentication is enabled.

Enable advanced Azure AD capabilities

Azure AD provides advanced multi-factor authentication, world-class security features, federation to 20 different identity providers, and self-service password change and reset, among many other fea-
features. Turning these features on for your Azure AD users enables Citrix Cloud to leverage those capabilities automatically.

To compare Azure AD service level capabilities and pricing, see https://azure.microsoft.com/en-us/pricing/details/active-directory/.

Reconnect to Azure AD for the upgraded app

If you’ve previously connected your Azure AD to Citrix Cloud (before August 2018), Citrix Cloud might not be using the most current app to connect with Azure AD. As a result, Citrix Cloud might prompt you to reconnect your Azure AD and grant additional read-only permissions. To grant these application-level permissions, you must be a Global Admin to consent. These permissions allow Citrix Cloud to perform background search of users and groups in your Azure AD. By reconnecting to Azure AD, you grant application-level read-only permissions to Citrix Cloud and allow Citrix Cloud to reconnect to Azure AD on your behalf.

Add administrators to a Citrix Cloud account

August 29, 2018

Administrators are managed from the Citrix Cloud console. If you want to be added as an administrator to an existing Citrix Cloud account, you must be invited by an existing administrator of the account.

Invite new administrators

After signing in to Citrix Cloud, select Identity and Access Management from the menu.
On the **Identity and Access Management** page, click **Administrators**. The console shows all the current administrators in the account.

To invite an administrator, enter their email address and then click **Invite**. Citrix Cloud sends an invitation to the email address you specified and adds the administrator to the list. The email is sent from cloud@citrix.com and explains how to access the account.

When the administrator receives the email, they click the **Join** link to accept the invitation. Also, a browser window opens, displaying a page where they can create their password.

**Note:** If the administrator already has an account, Citrix Cloud prompts them to use their existing password and sign in. After accepting the invitation, the administrator receives a welcome email and Citrix Cloud shows the administrator as “Active” in the console.
Configure administrator permissions

When you add administrators to your Citrix Cloud account, you might need to assign different levels of access to them, such as:

- Help desk access for Virtual Apps and Desktops service
- Access to manage one or more specific cloud services
- Restricted access to partner administrators
- Read only access

With delegated administration in Citrix Cloud, you can configure the access permissions all of your administrators need in accordance with their role in your organization.

To define access permissions

Only Citrix administrators with Full access can define access permissions for other administrators.

2. Click the menu button in the top-left corner of the page and select Identity and Access Management.
3. Click the Administrators tab.
4. Locate the administrator you want to manage, click the More options button, and select Edit access.
5. To allow or disallow specific permissions, select Custom access. By default, administrators have Full access to all functions in Citrix Cloud.
6. For each permission, select or clear the check mark as needed.
7. Click Save Changes.

Select a primary resource location

March 30, 2018

If you have multiple resource locations in your domain, you can choose one to be the “primary” or “most preferred” location for Citrix Cloud. The primary resource location provides the best performance and connectivity between Citrix Cloud and your domain, enabling users to sign in quickly.

When you select a primary resource location, the Cloud Connectors in that resource location are used for user logons and provisioning operations. If the Cloud Connectors in the primary resource location are unavailable, these operations are performed using another Cloud Connector in the domain.

Note: To ensure that Cloud Connectors are always available in any resource location, Citrix recommends installing at least two (2) Cloud Connectors.
To decide which resource location you want to use for your primary resource location, consider the following:

- Does the resource location have the best connectivity to your domain?
- Is the resource location the closest to the geographical region in which you use the Citrix Cloud management console? For example, if your Citrix Cloud console is at https://us.cloud.com, the resource location you choose would be the closest one to the US region.

To select a primary resource location

1. From the Citrix Cloud management console, click the menu button and select **Identity and Access Management**.
2. Click **Domains** and then expand the domain containing the resource location you want to use.
3. Click **Set Primary Resource Location** and then select the resource location you want to designate as primary.
4. Click **Save**. Citrix Cloud displays “Primary” next to the resource location you selected.

**Note:** Be sure to save your selections in one domain before expanding a different domain. When you expand a domain and then expand another domain, the previously expanded domain collapses and discards any unsaved selections.

Select a different primary resource location

1. From the Citrix Cloud management console, click the menu button and select **Identity and Access Management**.
2. Click **Domains** and then expand the domain that contains the primary resource location you want to change.
3. Click **Change Primary Resource Location** and then select the resource location you want to use.
4. Click **Save**.

Reset a primary resource location

Resetting the primary resource location allows you to remove the “Primary” designation from a resource location without selecting a different one. When you remove the “Primary” designation, any of the Cloud Connectors in the domain can handle user logon operations. As a result, some users might experience slower logons.

1. From the Citrix Cloud management console, click the menu button and choose **Identity and Access Management**.
2. Choose **Domains** and then expand the domain that contains the primary resource location you want to change.
3. Choose **Change Primary Resource Location** and then choose **Reset**. A notification appears, warning you that logon performance might be affected.
4. Select **I understand the potential impact to subscribers** and then click **Confirm Reset**.

**Notifications**

July 20, 2018

Notifications provide information about issues or events that might be of interest to administrators, such as new Citrix Cloud features or problems with a machine in a resource location. Notifications can come from any service within Citrix Cloud.

**View notifications**

The number of notifications appears near the top of the Citrix Cloud console page. For more details, click **View All** under **Notifications** in the console or select **Notifications** from the console menu.
**Dismiss notifications**

After you’ve read a notification and acted on it (if required), select the notification and click **Dismiss**. Dismissing notifications removes them from your list and Citrix Cloud updates the notifications count when you return to the console home page.

![Notifications table]

Administrators receive their own notifications in Citrix Cloud. So, dismissing notifications doesn’t prevent other administrators from viewing their notifications.

**Receive emailed notifications**

You can choose to receive notifications by email instead of signing in to view them. By default, email notifications are turned off.

When you enable emailed notifications, Citrix Cloud sends you an email for each notification. Notifications are sent as soon as possible. They are not grouped into a single email or batched for sending at a later time.

After reading an emailed notification, you can dismiss it through the **Notifications** page in Citrix Cloud.
Citrix Cloud

To enable emailed notifications

1. From the Citrix Cloud management console, click **Account Settings**.

2. Select **My Profile**.

3. Click the **Email Notifications** toggle button to turn on emailed notifications.

4. Select the notifications you want to receive. By default, all notification types are selected.

Automatic cleanup of notifications

Citrix Cloud automatically deletes notifications older than 90 days, regardless of whether they’ve been read. This ensures the Notifications page remains uncluttered and allows administrators to focus on only the most important notifications.

Monitor license usage for cloud services

August 29, 2018

License Usage in Citrix Cloud enables you to stay on top of license consumption for the cloud services you have purchased. Using the summary and detail reports, you can:

- View license availability and assignments at a glance
- Drill down to see individual license assignment details and usage trends
Export license usage data to CSV

**Note:** License Usage is available for the Virtual Apps and Desktops service in the US, EU, and Asia Pacific South regions only.

To view licensing data for your cloud services, select **License Usage** from the console menu.

License usage summary and details

The License Usage summary provides an at-a-glance view of the following information:

- Percentage of total purchased licenses assigned. Users are assigned a license upon first use of the cloud service. As the percentage approaches 100%, the percentage goes from green to yellow. If the percentage exceeds 100%, the percentage turns red.
- The ratio of assigned licenses to purchased licenses.
- The time remaining before the cloud service subscription expires. If the subscription expires within the next 90 days, a warning message appears.

For a detailed view of your cloud service licenses, click License Usage Details. You can then see a breakdown of monthly usage trends and individual users who are consuming cloud service licenses.
This breakdown shows you the following information:

- **Total Licenses**: Your total purchased licenses for the cloud service across all entitlements.
- **Cumulative Assigned**: The cloud service licenses that were already assigned at the beginning of each month. For example, if a user is assigned a license in July, that assignment is counted in the Cumulative Assigned number for August.
- **Newly Assigned**: The number of cloud service licenses that were assigned during each month. For example, a user who accesses the cloud service for the first time in July is assigned a license. This license is counted in the Newly Assigned number for July.

The License Usage Details view also displays a list of the individual users who have assigned licenses and when those licenses were assigned.

### Release assigned licenses

An assigned license is eligible for release if the user hasn’t used the cloud service for 30 consecutive days. For the Virtual Apps and Desktops service, you can release licenses for users who haven’t launched an app or a desktop in the last 30 days. After a user’s license is released, the user can acquire another license by logging in and using the cloud service.

On the License Usage Details page, the user list displays clickable ellipsis buttons for users with licenses eligible for release. The ellipsis button is inactive for users who have used the cloud service in the last 30 days. When a license is released, the number of remaining licenses increases and the number of assigned licenses decreases accordingly.
To release assigned licenses

1. On the License Usage Details page, scroll to the user list.
2. To release a license for an individual user:
   a) Locate the user you want to manage.
   b) Click the ellipsis button and select Release User.
3. To release multiple users in bulk:
   a) Click Release Users. A list appears, displaying all the users with licenses that can be released.
   b) Select the users you want to manage and click Continue.
4. When prompted to confirm the release, click Release.

FAQ

- **What is a license assignment?** In general, license assignment occurs when a user accesses and uses the cloud service for the first time. For the Virtual Apps and Desktops service, a license is assigned when a user launches an app or desktop for the first time.
- **Does Citrix prevent cloud service usage if assigned licenses exceed purchased licenses?** No, Citrix does not prevent any service launches if you overuse your cloud license amount. License Usage provides information for understanding your cloud license usage, so Citrix expects that you will monitor your license assignments and stay within your purchased license amount. If, at any point, you believe that you are going to overuse your service, Citrix encourages you to contact your sales representative to discuss your licensing requirements.
- **What licensing information is being captured?** Currently, only license information associated with user logins is captured.

Assign users and groups to service offerings using Library

August 29, 2018

You can assign resources or other items that you configure in a service (for example, applications and desktops configured in the Virtual Apps and Desktops service) to your Active Directory users and groups using the Library.

Offerings might consist of applications, desktops, data shares, and web apps that you create through a Citrix service. The Library displays all your offerings in a single view.
To view applications, desktops, policies, and any other related offering information, click the arrow on the offering card.
**Add or remove subscribers**

To manage users or groups for a single offering, click **Manage Subscribers** from the offering card’s menu.

To manage subscribers for multiple offerings, select the check mark on each offering and then click
To add subscribers to the offering, choose a domain and then select the users or groups you want to add.

To remove a single subscriber, click the trash icon for a user or group. To remove multiple subscribers,
select the users or groups and click **Remove Selected**.

After you add or remove subscribers from an offering, the offering card displays the current number of subscribers.

**Filter offerings**

By default, the Library displays all offerings. To quickly view offerings for a specific service, select the filter for that service.
You can also search for any user or group that is currently subscribed to an offering in the Library. Citrix Cloud displays only the offerings that pertain to the user or group you select. To see all offerings for all users, click the X to clear the filter.

Features for Citrix Partners

June 19, 2018

Citrix Cloud includes services, features, and experiences designed for both customers and partners. This section outlines features available to Citrix Partners that help them collaborate with customers on Citrix Cloud services and solutions.
**Partner identification**

Partners are identified in Citrix Cloud based on their Citrix Organization ID (ORGID). Each Citrix Cloud account is associated with a Citrix ORGID that can be viewed in the Citrix Cloud account details.

If the ORGID on the account is an active member of a Citrix partner program (such as Citrix Solution Advisor or Citrix Service Provider) the program badge is shown indicating this account is owned by a Citrix partner. Partner identification is then used to govern access to additional cloud services or features.

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**Customer dashboard**

The customer dashboard is designed for partners to view the status of multiple Citrix Cloud customers in a consolidated view. For a customer to appear on the dashboard, a connection must be established between the partner and customer. The customer dashboard is available on partner badged Citrix Cloud accounts.
Connecting with customers

Partners collaborating with customers on Citrix Cloud solutions are able to establish a trusted link between their accounts. This account level relationship allows a customer to share specific information easily with a partner. By accepting to connect with a partner, a customer grants the partner visibility into information about their Citrix Cloud account and relationship with Citrix.

Establishing a partner connection enables the following:

- Customer appears on the partner’s dashboard
- Partner appears as an active connection in the customers account settings
- Partner visibility into Citrix Cloud service entitlements

Additional information about partner connections:

- Partners can establish connections with multiple customers
- Customers can establish connections with multiple partners
- There is no limit to the number of customer-to-partner connections
- Connections can be terminated at any time by either the customer or the partner
  - By the customer in their account details page
  - By the partner using the customer dashboard
- Citrix Cloud Notifications are sent depending on the connection workflow
  - Partner is notified when a customer connection is made
  - Partner is notified if customer terminates connection
  - Customer is notified if partner terminates connection
- Partner to customer connections do not expire

Once the connection between the partner and a customer is made, partner admins can then view details around the customer’s basic account information, orders placed by the customer along with
entitlement information like services, license counts, expiration dates and so on.

Inviting a customer to connect

Partners connect with customers in three simple steps:

1. Partner retrieves their invitation link from the customer dashboard.

2. Partner copies the invitation link and provides it to the customer.

3. Customer clicks the link, signs in (or signs up) and accepts the connection request.
Additional information about partner invitation links:

- Partners are provided one invitation link; the link is fixed and not customizable or changeable.
- There is no limit to how many times the link can be used to establish a connection.
- The link can be reused if a connection needs to be recreated.
- The link does not expire.

Sharing account information with partners

Partner visibility into Citrix Cloud service entitlements

When a customer accepts a Citrix partner’s connection invitation, the partner gains basic visibility into the Citrix Cloud service entitlement status for that customer. This information includes the status of both trial and non-trial entitlements. Additional information includes:

- Active service trials
- Pending service trial requests
- Expired service trials
- Active service entitlements (services purchased or otherwise entitled or enabled for the customer)
- License count and expiration date for the entitlement
**Partner visibility into customer’s support tickets and notifications**

Partners can view the support tickets and notification for the connected customers. Partners can also filter the customer specific notification and take actions around it like dismissing the notification. This dismissed notification will not show up for the partner; however, customers will still be able to see the notification in their account after they sign in to Citrix Cloud.

Visibility in customers support tickets will help partners to take actions and resolve issues for their customers ensuring a streamlined and error free experience for their users.
Resource locations

September 20, 2018

Resource locations contain the resources required to deliver services to your subscribers. You manage these resources from the Citrix Cloud console.

Resource types

Resource locations contain different resources depending on which Citrix Cloud services you are using and the services that you want to provide to your subscribers.

Typical resources include:
• Active Directory domains
• Citrix ADC appliances
• Hypervisors like Citrix XenServer
• Virtual Desktop Agents (VDAs)
• StoreFront servers
• Machines hosting the Citrix Smart Tools Agent

Resource locations also contain Citrix Cloud Connectors which are required for enabling communication between your resources and Citrix Cloud. For more information about using Cloud Connectors in your resource location, see Citrix Cloud Connector.

Location of resources

Your resource location is wherever your resources reside, whether that’s a public or private cloud, a branch office, or a data center. If you already have resources in your own cloud or data center, your resources remain where they are. There’s no need to move them elsewhere to use them with Citrix Cloud.

Your choice of location might be impacted by the following factors:

• Proximity to subscribers
• Proximity to data
• Scale requirements
• Security attributes

There is no restriction on the number of resource locations you can have. The overhead of a resource location is small.

Naming restrictions

The following characters are not allowed when creating names for resource locations:

• #, $, %, ^, &, ?
• Braces: [], {}
• Pipes (|)
• Less-than symbol (<)
• Forward and backward slashes (/, \)

Primary resource locations

A primary resource location is a resource location that you designate as “most preferred” for communications between your domain and Citrix Cloud. The resource location you select as “primary”
should have Cloud Connectors that have the best performance and connectivity to your domain. This enables your users to log on quickly to Citrix Cloud.

For more information, see Select a primary resource location.

Example of resource location deployment

- Build your first resource location in your data center for the head office based on subscribers and applications that need to be close to the data.
- Add a second resource location for your global users in a public cloud. Alternatively, build separate resource locations in branch offices to provide the applications best served close to the branch workers.
- Add another resource location on a separate network that provides restricted applications. This provides restricted visibility to other resources and subscribers without the need to adjust the other resource locations.

Citrix Cloud Connector

August 29, 2018

The Citrix Cloud Connector is a Citrix component that serves as a channel for communication between Citrix Cloud and your resource locations, enabling cloud management without requiring any complex networking or infrastructure configuration. This removes all the hassle of managing delivery infrastructure. It enables you to manage and focus on the resources that provide value to your users.
Services that require the Cloud Connector

The Virtual Apps and Desktops service requires the Cloud Connector. Citrix Endpoint Management requires the Cloud Connector for enterprise connectivity to the Endpoint Management service.

Where to obtain the Cloud Connector

You can download the Cloud Connector software from within Citrix Cloud.

1. Sign in to Citrix Cloud.
2. From the menu in the top-left of the screen, select Resource Locations.
3. If you have no existing resource locations, click Download on the Resource Locations page. When prompted, save the cwconnector.exe file.
4. If you have a resource location but no Cloud Connectors installed in it, click the Cloud Connectors bar and then click Download. When prompted, save the cwconnector.exe file.

Where to install the Cloud Connector

Install the Cloud Connector on a machine running Windows Server 2012 R2 or Windows Server 2016. This machine must be joined to your domain and able to communicate with the resources that you want to manage from Citrix Cloud.

In each resource location, you need enough Cloud Connectors to support your required load, plus at least one more to ensure high availability. Citrix recommends at least two Cloud Connectors in each resource location.

How to automate Cloud Connector installation

Silent installation or push deployments of the Connector using Group Policy or other deployment systems is supported. See Citrix Cloud Connector Technical Details for required silent install parameters.

Cloud Connector communication

The Cloud Connector authenticates and encrypts all communication between Citrix Cloud and your resource locations. All communication between the Cloud Connector and Citrix Cloud are outbound. All connections are established from the Cloud Connector to the cloud using the standard HTTPS port (443) and the TCP protocol. No incoming connections are accepted.
Cloud Connector functions

- **Active Directory (AD):** Enables AD management, allowing the use of AD forests and domains within your resource locations. It removes the need for adding any additional AD trusts.
- **Virtual Apps and Desktops publishing:** Enables publishing from resources in your resource locations.
- **Endpoint Management:** Enables a mobile device management (MDM) and mobile application management (MAM) environment for managing device and app policies and delivering apps to users.
- **Delivery group provisioning:** Enables provisioning of machines directly into your resource locations.

**Note:** Although operational, functionality might be reduced for the period of time that the connection to Citrix Cloud is unavailable. You can monitor the health of the Cloud Connector from the Citrix Cloud console.

Cloud Connector availability

For continuous availability, install multiple Cloud Connectors in each of your resource locations. Citrix recommends at least two (2) Cloud Connectors in each resource location. If one Cloud Connector is unavailable for any period of time, the other Cloud Connectors can maintain the connection.

As long as there is one Cloud Connector available, there will be no loss in communication with Citrix Cloud. The end user’s connection to the resources in the resource location does not rely on a connection to Citrix Cloud, wherever possible. This enables the resource location to provide users access to their resources regardless of a connection being available to Citrix Cloud.

Load management

Manage load by installing multiple Cloud Connectors in each resource location. Since each Cloud Connector is stateless, the load can be distributed across all available Cloud Connectors. There is no need to configure this load balancing function. It is completely automated.

Support for Cloud Connector

As long as you ensure continuous availability of the Cloud Connector in each resource location, you can manage the machines where they are installed one at a time to avoid outage periods. You can monitor the health of the Cloud Connectors from within Citrix Cloud.
Citrix Cloud Connector Technical Details

September 26, 2018

The Citrix Cloud Connector is a component with a collection of Windows services installed on Windows Server 2012 R2 or Windows Server 2016.

System requirements

The machine hosting the Cloud Connector must meet the following requirements:

  
  Note: The Cloud Connector is not supported for use with Windows Server Core.

- Microsoft .NET Framework 4.5.1 or later installed

- Joined to an Active Directory domain that contains the resources and users that you will use to create offerings for your users.

- Connected to a network that can contact the resources you will use in your resource location. For more information, see Cloud Connector Proxy and Firewall Configuration.

- Connected to the Internet. For more information, see Internet Connectivity Requirements.

- Server clock is set to the correct UTC time.

Supported Active Directory functional levels

The Citrix Cloud Connector supports the following forest and domain functional levels in Active Directory.

<table>
<thead>
<tr>
<th>Forest Functional Level</th>
<th>Domain Functional Level</th>
<th>Supported Domain Controllers</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Windows Server 2016</td>
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</table>
Federal Information Processing Standard (FIPS) support

The Citrix Cloud Connector is not supported for use on FIPS-enabled machines. These machines use only FIPS-validated cryptographic algorithms which the Cloud Connector software does not support. If you attempt to install the Cloud Connector on a FIPS-enabled machine, the installation fails. Install the Cloud Connector only on machines that do not have FIPS enabled.

View the health of the Cloud Connector

The Resource Locations page in Citrix Cloud displays the health status of all the Cloud Connectors in your resource locations.

Event messages

Event messages are available in the Windows Event viewer on the connector machine. The Windows event logs that the Cloud Connector generates are in the following documents:

- Connector Agent Provider [XML format]
- Connector AgentWatchDog Provider [XML format]
Event logs

By default, event logs are located in the C:\ProgramData\Citrix\WorkspaceCloud\Logs directory of the machine hosting the Cloud Connector.

Troubleshoot the Cloud Connector

The first step in diagnosing any issues with the Cloud Connector is to check the event messages and event logs. If you don’t see the Cloud Connector listed in your resource location or is “not in contact,” the event logs will provide some initial information.

If the Cloud Connector is “disconnected” and the event logs don’t indicate why a connection can’t be established between the Cloud Connector and Citrix Cloud, contact Citrix Support.

If the Cloud Connector is in an “error” state, there might be a problem hosting the Cloud Connector. Install the Cloud Connector on a new machine. If the issue persists, contact Citrix Support.

To troubleshoot common issues with installing or using the Cloud Connector, refer to CTX221535.

Cloud Connector Installation

September 26, 2018

You can install the Cloud Connector software interactively or using silent or automated installation.

During installation, the Cloud Connector requires access to the cloud to authenticate the user performing the installation, validate the installer’s permission(s), and download and configure the services the Cloud Connector provides. The installation occurs with the privileges of the user who initiates the install.

Requirements

- Ensure each machine where you’ll install the Cloud Connector meets the system requirements described in Cloud Connector Technical Details.
- Ensure you’ve met the Internet Connectivity Requirements for all machines where you’ll install the Cloud Connector.
- If you’re installing the Cloud Connector in an environment that has a web proxy or strict firewall rules, see Cloud Connector Proxy and Firewall Configuration for requirements before continuing the installation.
- You can only install the Cloud Connector onto a domain-joined machine. If the machine is not joined to a domain, the Cloud Connector installer prevents the installation.
• The Cloud Connector must be able to reach the parent (root) domain controllers as well as the child domain controllers in the Active Directory infrastructure (to complete the Active Directory workflows) in which the Cloud Connector is installed. For more information, refer to the following Microsoft support articles:
  – How to configure domains and trusts
  – Systems services ports
• The machine where you are installing the Cloud Connector must be in sync with UTC time.
• The Cloud Connector installer is downloaded from Citrix Cloud. So, your browser must allow downloading executable files.
• Turn off Internet Explorer Enhanced Security Configuration (IE ESC). If this is turned on, the Cloud Connector might not be able to establish connectivity with Citrix Cloud.
• Ensure FIPS is not enabled on the machine you are installing the Cloud Connector. The Cloud Connector isn’t supported for use with FIPS-enabled machines. If you attempt to install the Cloud Connector on a FIPS-enabled machine, the installation fails.

**Important considerations**

• Keep all Cloud Connectors powered on at all times to ensure an always-on connection to Citrix Cloud.
• Do not install the Cloud Connector on an Active Directory domain controller or any other machine critical to your resource location infrastructure. Regular maintenance on the Cloud Connector will perform machine operations that will cause an outage to these additional resources.
• Do not download or install other Citrix products on the machines hosting the Cloud Connector.
• Do not download or install the Cloud Connector on machines that are part of other Citrix product deployments (for example, Delivery Controllers in a Citrix Virtual Apps and Desktops deployment).
• Do not upgrade a previously-installed Cloud Connector with a newer version. Instead, uninstall the old Cloud Connector and then install the new one.
• Citrix strongly recommends enabling Windows Update on all machines hosting the Cloud Connector. When configuring Windows Update, automatically download and install updates, but do not allow automatic restarts. The Citrix Cloud platform handles machine restarts, allowing them for only one Cloud Connector at a time when needed. Alternatively, you can control when the machine is restarted after an update using Group Policy. For more information, see https://docs.microsoft.com/en-us/windows/deployment/update/waas-restart.
• Citrix strongly recommends installing at least two (2) Cloud Connectors in each resource location. In general, the number of Cloud Connectors you should install is N+1, where N is the capacity needed to support the infrastructure within your resource location. This ensures the connection between Citrix Cloud and your resource location remains intact in the event any single Cloud Connector becomes unavailable.
Each Active Directory forest you plan to use with Citrix Cloud should be reachable by two Cloud Connectors at all times.

After installation, do not move the machine hosting the Cloud Connector into a different domain. If the machine needs to be joined to be a different domain, uninstall the Cloud Connector and then re-install it after the machine is joined to the different domain.

Considerations for cloned machines

Each machine hosting the Cloud Connector must have a unique SID and connector ID so that Citrix Cloud can communicate reliably with the machines in your resource location. If you intend to host the Cloud Connector on multiple machines in your resource location and you want to use cloned machines, perform the following steps:

1. Prepare the machine template according to the requirements for your environment.
2. Provision the number of machines that you intend to use as Cloud Connectors.
3. Install the Cloud Connector on each machine, either manually or using the silent installation mode.

Installing the Cloud Connector on a machine template (before cloning) is not supported. If you clone a machine with the Cloud Connector installed, the Cloud Connector services will not run and the machine cannot connect to Citrix Cloud.
Interactive installation

To create your first resource location

1. Log on as an administrator to the machine where you will install the Cloud Connector. The machine should have Windows Server 2012 R2 or Windows Server 2016 installed, be joined to a domain, and have outbound Internet access.
2. Visit https://citrix.cloud.com and sign in with the credentials you received in the email from Citrix Cloud. The Citrix Cloud management console appears.
3. From the menu button in the upper left corner, select Resource Locations.
4. On the Resource Locations page, click Download to download the Cloud Connector software.
5. Launch the Cloud Connector installer. The installer performs an initial connectivity check to ensure you can connect to Citrix Cloud.
6. When prompted, sign in to Citrix Cloud.
7. Follow the wizard to install and configure the Cloud Connector. When the installation finishes, the installer performs a final connectivity check to verify Connector-to-Cloud communication.
8. Repeat Steps 1-4 on additional machines you want to use as Cloud Connectors.

After installation, Citrix Cloud registers your domain in Identity and Access Management. For more information, see Identity and access management.
Installation with multiple customers and existing resource locations

If you’re an administrator for multiple customer accounts, Citrix Cloud prompts you to select the customer account you want to associate with the Cloud Connector.

If your customer account has multiple resource locations already, Citrix Cloud prompts you to select the resource location you want to associate with the Cloud Connector.

Command-line installation (non-interactive)

Silent or automated installation is supported. However, using the same installer for repeated installations over a period of time is not recommended. Download a new Cloud Connector from the Resource Locations page in the Citrix Cloud console.

Use `Start/Wait CWCCconnector.exe /parameter:value` in order to examine and potential error code in the case of a failure. This can be done using the standard mechanism of running `echo %ErrorLevel%` after the installation completes.

Supported parameters

You can retrieve a list of supported parameters by running `CWCCconnector /?`.

- `/ClientId`: Required. The secure client ID an administrator can create, located on the API Access page.
- `/ClientSecret`: Required. The secure client secret that can be downloaded after the secure client is created. Located on the API Access page.
- `/ResourceLocationId`: Required. The unique identifier for an existing resource location. To retrieve the ID, click the ID button for the resource location on the Resource Locations page in the Citrix Cloud console. If no value is specified, Citrix Cloud uses the ID of the first resource location in the account.
- `/AcceptTermsOfService`: Required. Default value is Yes.

A sample command line with all required parameters:

```
CWCConnector.exe /q /Customer:*Customer* /ClientId:*ClientId* /ClientSecret:*ClientSecret* /ResourceLocationId:*ResourceLocationId /AcceptTermsOfService:*true*
```
Exit codes

- 1603 - An unexpected error occurred.
- 2 - A prerequisite check failed.
- 0 - Installation completed successfully.

Installation Logs

Installation logs are located at `%LOCALAPPDATA%\Temp\CitrixLogs\CloudServicesSetup`. Additionally, logs are added to `%ProgramData%\Citrix\WorkspaceCloud\InstallLogs` after installation.

Cloud Connector Proxy and Firewall Configuration

October 4, 2018

Port 443 using HTTP traffic, egress only. For full connectivity details, see Internet Connectivity Requirements.

Configuring the Connector to Support a Web Proxy

The Cloud Connector supports connection to the Internet through a web proxy server. Both the installer and the services it installs need connections to Citrix Cloud. Internet access needs to be available at both these points.

Important: Enabling SSL decryption on certain proxies might prevent the Cloud Connector from connecting successfully to Citrix Cloud. For more information about resolving this issue, see CTX221535.

Installer

The installer will use the settings configured for internet connections. If you can browse the internet from the machine then the installer should also function.

See Changing proxy server settings in Internet Explorer for details of how to configure the proxy settings.
Citrix Cloud

Services at Runtime

The runtime service operates in the context of a local service. It does not use the setting defined for the user (as described above. You need to import the setting from the browser.

To configure the proxy settings for this, open a Command Prompt window and use netsh as follows:

1. netsh winhttp import proxy source =ie

After executing the command, restart the Cloud Connector machine so that the services start up with these proxy settings.

For complete details, see Netsh Commands for Windows Hypertext Transfer Protocol (WINHTTP).

Note: There is no support for auto-detect or PAC scripts.

Citrix Workspace platform

November 15, 2018

Citrix Workspace platform is a foundational component of Citrix Cloud that enumerates and delivers all your digital workspace resources to the Citrix Workspace user experience.

Important:

The following addresses need to be contactable in order to properly operate and consume Citrix Workspace:

- https://*.cloud.com
- https://*.citrixdata.com

For a full listing of Citrix Cloud connectivity requirements, see Internet Connectivity Requirements.

Workspace overview

This screenshot is an example of what Citrix Workspace looks like to your users. This interface is evolving and may look different to what they are working with today. For example, it will only include Files if your organization has subscribed to the Content Collaboration service.

For an overview of what’s new in Citrix Workspace, see Citrix Workspace experience and look out for Citrix Cloud: What’s New blogs.
When you first subscribe to any of the available services, the integration to Citrix Workspace is disabled by default for your users. You can enable each service from the Service Integrations tab on the Workspace Configuration page.

**Citrix Virtual Apps Essentials service**

Citrix Virtual Apps Essentials offers secure access to virtual Windows apps. This service includes a workspace URL, enabled by default, usually in the format: https://yourcompanyname.cloud.com. Follow the steps to set up Citrix Virtual Apps Essentials, then test and share the workspace URL link with your subscribers to give them access to their apps.

**Citrix Virtual Desktops Essentials service**

Citrix Virtual Desktops Essentials offers secure access to Windows 10 virtual desktops. This service includes a workspace URL, enabled by default, usually in the format: https://yourcompanyname.cloud.com. Follow the steps to set up Citrix Virtual Desktops Essentials, then test and share the workspace URL link with your subscribers to give them access to their desktops.
Citrix Virtual Apps and Desktops service

The Citrix Virtual Apps and Desktops service offers secure access to virtual apps and desktops. This service includes a workspace URL, enabled by default, usually in the format: https://yourcompanyname.cloud.com. Follow the steps to set up the Citrix Virtual Apps and Desktops service, then test and share the workspace URL link with your subscribers to give them access to their apps and desktops. Your subscribers can access the workspace URL without any additional configuration.

Endpoint Management

For Endpoint Management customers with the workspace experience enabled, users who open Secure Hub and click Add Apps are directed to the Workspace apps store instead of the Secure Hub store. This feature is available only to new customers. Migration for existing customers is not supported. To use this feature, perform the following tasks:

- Enable the Password Caching and Password Authentication policies. For more information on configuring policies, see MDX Policies at a glance.
- Configure Active Directory authentication as AD or AD+Cert. These are the two modes that we support. For more information on configuring authentication, see Domain or domain plus security token authentication.
- Enable Workspace integration for Endpoint Management. For more information on workspace integration, see Workspace Configuration.

Important:

After this feature is enabled, ShareFile SSO occurs through Workspace and not through Endpoint Management. We recommend that you disable ShareFile integration in the Endpoint Management console before you enable Workspace integration.

Citrix Gateway service

The Citrix Gateway service (formerly NetScaler Gateway Service) provides secure remote access with Identity and Access Management (IdAM) capabilities, delivering a unified experience to SaaS (Software as a Service) apps and virtual apps and desktops. Follow the steps to set up the Citrix Gateway service, then test and share the workspace URL with your subscribers to give them remote access. For more information on configuring SaaS apps within the Citrix Gateway service, see Support for Software as a Service Apps.
Content Collaboration service

The Content Collaboration service (formerly ShareFile) provides secure data access, sync, and sharing of files from any device. Follow the steps to set up the Content Collaboration service, then test and share the workspace URL with your subscribers to give them access to Files.

Secure Browser service

The Secure Browser service protects the corporate network from browser based attacks by isolating web browsing. When subscribers (users) navigate to the URL provided by the administrator, their published browsers are shown, along with other apps and desktops that are configured for them in other Citrix Cloud services. Follow the steps to set up the Secure Browser Service, then test and share the workspace URL with your subscribers to give them access to a secure browser.

Example use case

Your organization currently manages a mix of Microsoft Office apps through the Citrix Virtual Apps and Desktops service and SaaS apps such as Workday through the Citrix Gateway service.

You also have legacy apps from an on-premises Virtual Apps and Desktops deployment. You can now deliver all these apps into a single integrated user experience.

The user can access their workspace with all the apps they need from a browser or app - the Citrix Workspace app. You can customize the experience in a simplified console (Workspace Configuration) in Citrix Cloud, and choose how you want users to authenticate.

For this use case, complete the set up for the individual services first. Switch to Workspace Configuration to carry out further customization and configuration to the overall behavior of the Workspace user experience. Workspace Configuration (in the Sites tab) is also where you connect up your on-premises Virtual Apps and Desktops deployment to the Workspace user experience (known as Site aggregation). Share the Workspace URL with your users for clientless access, and guide them to install the Citrix Workspace app for the best experience.

Important:
Currently, some customers continue to use StoreFront as outlined in the service StoreFront article, and in the Citrix Virtual Desktops Essentials article.

Workspace configuration

November 28, 2018
This article shows administrators how to configure workspaces for subscribers, who might be using one or more services available from Citrix Cloud.

**Important:**

The following addresses need to be contactable in order to properly operate and consume Citrix Workspace:

- `https://*.cloud.com`
- `https://*.citrixdata.com`

For a full listing of Citrix Cloud connectivity requirements, see Internet Connectivity Requirements.

**Change access to workspace**

In **Citrix Cloud > Workspace Configuration > Access**, the Workspace URL is ready to use. You enable the availability of individual service resources to your users, for example the Citrix Virtual Apps and Desktops service, from the **Service Integrations** tab. All new services that your organization subscribes to are disabled by default.
Note: In Citrix Virtual Apps Essentials, Workspace Configuration is available from the Citrix Cloud menu after you create the first catalog.
Disable workspace integration for a service

You can disable workspace integration for specific services. This does not disable the workspace URL, however it disables the data and applications for a service.

To disable workspace integration for a service:

1. Go to Workspace Configuration > Service Integrations.
2. Select the ellipsis button (…) next to the service, and Disable.

Important: Disabling workspace integration blocks subscriber access for that service. Subscribers will no longer have access to data and applications from that service in Citrix Workspace.

Subscribers will no longer have access to data and applications from this service in Citrix Workspace

Are you sure you want to disable workspace integration for XenApp and XenDesktop Service?

Cancel Confirm
Note: The Citrix App Essentials service, Citrix Desktop Essentials service, and Citrix Virtual Apps and Desktops service display as “Citrix Virtual Apps and Desktops service” in the Manage Service Integrations tab.

Customize the workspace URL

The first part of the workspace URL is customizable. You can change the URL from, for example, https://example.cloud.com, to https://newexample.cloud.com.

Important: The first part of the workspace URL represents the company or organization using the Citrix Cloud account, and must comply with the Citrix End User Services Agreement. Any misuse of a third party’s intellectual property rights including trademarks may result in the revocation and reassignment of the workspace URL and/or the suspension of the Citrix Cloud account.

From the Citrix Cloud menu, go to Workspace Configuration > Access, and select the Change link next to the workspace URL.

Guidance for new URLs:

- The customizable part of the URL (“newexample”) must be between 6 and 63 characters long. If you want to change the customizable part of the URL to fewer than 6 characters, please open a ticket in Citrix Cloud.
- Must consist of only letters and numbers.
- Cannot include Unicode characters.
- When you rename a URL, the old URL is immediately removed and no longer available.
- If you change the workspace URL, your subscribers cannot access their workspaces until the new URL is active (takes about 10 minutes). You’ll also need to tell them what the new URL is and manually update all local Citrix Receiver apps to use the new URL.

External connectivity

Provide secure access for your remote subscribers by adding Citrix Gateways or the Citrix Gateway service to the resource locations.

You can add Citrix Gateways from Workspace Configuration > Access > External Connectivity or from Citrix Cloud > Resource Locations.
The External Connectivity part of the Workspace Configuration > Access page is not available in Citrix Virtual Apps Essentials. The Citrix Virtual Apps Essentials service uses the Citrix Gateway service, which requires no additional configuration.

Change authentication to workspaces

Change how subscribers authenticate to their workspace in Workspace Configuration > Authentication > Workspace Authentication.
As an administrator, you can choose to have your subscribers (end users) authenticate to their workspaces using Active Directory or Azure Active Directory. These authentication options are available to any Citrix Cloud service, including access control.

Access control is a feature that delivers access for end users to SaaS, web, and virtual apps with a single sign-on (SSO) experience.

**Important:** Switching authentication modes can take up to five minutes and causes an outage to your subscribers during that time. Citrix recommends limiting changes to the authentication methods to periods of low usage. If you do have subscribers logged on to Citrix Workspace using a browser or Citrix Workspace app, please advise them to close the browser or exit the app. After waiting approximately five minutes, they can log back on again using the new authentication method.

**Active Directory**

By default, Citrix Cloud uses Active Directory to manage subscriber authentication to workspaces. Using Active Directory requires that you have a Citrix Cloud Connector installed in the on-premises Active Directory domain. For more information about installing the Cloud Connector, see [Cloud Connector Installation](#).

**Azure Active Directory**

Use of Azure Active Directory (AD) to manage subscriber authentication to workspaces has the following requirements:

- Azure AD with a user who has global administrator permissions.
• A Citrix Cloud Connector installed in the on-premises Active Directory domain. The machine must also be joined to the domain that is syncing to Azure AD.
• VDA version 7.15.2000 LTSR CU VDA or 7.18 current release VDA or higher.
• A connection between Azure AD and Citrix Cloud. For information, see Connect Azure Active Directory to Citrix Cloud. When syncing your Active Directory to Azure AD, the UPN and SID entries must be included in the sync. If these entries are not synchronized, certain workflows in Citrix Workspace will fail.

Warning:
• If you are using Azure AD, do not make the registry change described in CTX225819. Making this change may cause session launch failures for Azure AD users.
• Adding a group as a member of another group (nesting) is not supported for federated authentication using Azure AD. If you do assign a nested group to a catalog, members of that group can’t access apps from the catalog.

After enabling Azure AD authentication:
• **Manage users and user groups by using Citrix Cloud Library**: Use only the Citrix Cloud Library to manage users and user groups. (Do not specify users and user groups when creating or editing Delivery Groups.)
• **Added security**: Users are prompted to sign in again when launching an app or a desktop. This is intentional and provides more security, because the password information flows directly from user’s device to the VDA that is hosting the session.
• **Sign-in experience**: Users have a different sign-in experience in Azure AD. Selecting Azure AD authentication provides federated sign-in, not single sign-on. Users sign in to workspace from an Azure sign-in page, however they may have to authenticate a second time when opening an app or desktop from the Citrix Virtual Apps and Desktops service. You can customize the sign-in experience for Azure AD. For information, see the Microsoft documentation. Any sign-in customizations (the logo) made in Workspace Configuration do not affect the Azure AD sign-in experience.

The following diagram shows the sequence of Azure AD authentication.
User sign-out experience

Important: If Citrix Workspace times out in the browser due to inactivity, subscribers remain signed in to Azure AD. This is by design, to prevent a Citrix Workspace time out from forcing other Azure AD applications to close.

To close Citrix Workspace, use Settings > Log Off. That option completes the sign-out process from the workspace and Azure AD. If subscribers close the browser instead of using the Log Off option, they might remain signed in to Azure AD.

Customize the appearance of workspaces

To customize how subscribers see their workspace, change the settings in Workspace Configuration > Customize > Appearance and Save.
Changes to the workspace appearance take effect right away. Local Citrix Receiver apps may take around five minutes for the updated user interface to display.

**Note:** The Workspace Preview does not show a preview if you are currently working with the older "purple" user interface.

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<th>Required Dimensions</th>
<th>Max. size</th>
<th>Supported formats</th>
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<td>Logo</td>
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</tr>
<tr>
<td>After sign-in logo</td>
<td>340 x 80 pixels</td>
<td>2MB</td>
<td>JPEG, JPG, or PNG</td>
</tr>
</tbody>
</table>

Logos that do not match the required dimensions may appear distorted.

The **Sign-in** logo appears on the workspace sign-in form. You can replace the Workspace logo with your own. The colors and branding of the rest of the sign-in page are not affected.

Changes to the sign-in logo do not impact users who authenticate to their workspace using Azure Active Directory. For more information on how to add company branding to your sign-in page in Azure AD, see the [Microsoft documentation](#).

The **After Sign-in logo** appears at the top left of the workspace.

The **Content Branding** colors change the header background, text and icon color, and the accent color.
in the workspace.

**Customize workspace preferences**

Customize how subscribers interact with their workspace in Workspace Configuration > Customize > Preferences.

**Allow Favorites**

Allow Favorites is available to customers who have access to Workspace Configuration and the new workspace experience.

Preferences Favorites tab

**Enabled** (default). Workspace subscribers can add favorite apps (up to a maximum of 250) by selecting the star icon.

**Disabled.** Subscribers can't select apps as favorites. Favorites are not deleted and can be recovered if you re-enable Favorites.

**Note:** For some existing customers (new to workspace between December 2017 and April 2018),
**Allow Favorites** defaults to Disabled. The administrator can decide when to enable this feature for their subscribers.

- If a subscriber adds more than the maximum (250) as a favorite, the “oldest favorite” app will be removed (or as close as possible to preserve the most recent favorites).
- Administrators can automatically add favorite apps for subscribers by using KEYWORDS: Auto and KEYWORDS: Mandatory. These settings are available in the Virtual Apps and Desktops service in **Manage > Full Configuration > Applications**.
  - **KEYWORDS: Auto.** The application is added as a favorite, however subscribers can remove the favorite.
  - **KEYWORDS: Mandatory.** The application is added as a favorite, however subscribers cannot remove the favorite. Mandatory apps do not display a star icon.

---

**Automatically Launch Desktop**

Automatically Launch Desktop is available to customers who have access to Workspace Configuration and the new workspace experience. This preference only applies to workspace access from a browser.
Disabled (default). Prevents Citrix Workspace from automatically starting a desktop when a subscriber signs in. Subscribers must manually launch their desktop after signing in.

Enabled. If a subscriber has only one available desktop, the desktop automatically launches when the subscriber signs in to the workspace. The subscriber’s applications aren’t reconnected, regardless of the workspace control configuration.

Note:

To enable Citrix Workspace to launch desktops automatically, subscribers accessing the site through Internet Explorer must add the workspace URL to the Local intranet or Trusted sites zones.

Workspace Timeout

This preference only applies to workspace access from a browser. By default, subscribers are automatically signed out of their workspace after 20 minutes of inactivity. You can specify a different period of inactivity for subscribers, from a minimum of one minute up to a maximum of eight hours.

Add an on-premises Site to Citrix Workspace

November 2, 2018

If you have an on-premises XenApp or XenDesktop deployment, you can add your Site to Citrix Workspace. This process is known as Site aggregation. You can then create workspaces for your users, showing the on-premises applications available to them, and your users can access these applications through Citrix Cloud.
**Supported environments**

Site aggregation is supported for on-premises deployments of the following Citrix products:

- Virtual Apps and Desktops 7 1808 or later
- XenApp and XenDesktop 7.0 through 7.18
- XenApp 6.5

On-premises Sites running older versions of XenApp or XenApp and XenDesktop are not supported for use with Citrix Workspace.

**Important:**

XenApp and XenDesktop 7.x includes versions which are End of Life. XenApp and XenDesktop Current Releases prior to 7.14 reached End of Life on June 30, 2018. Support for Workspace Site aggregation with End of Life versions of XenApp and XenDesktop 7.x is conditional upon successful enumeration and launch of resources with your existing StoreFront on-premises deployment.

XenApp 6.5 reached End of Life on June 30, 2018. Support for Workspace Site aggregation with End of Life versions of XenApp is conditional on the successful enumeration and launch of resources in your existing StoreFront or Web Interface on-premises deployment.

**Task overview**

When you add your on-premises Site to Citrix Workspace, the Add Site wizard guides you through the following tasks:

- **Discover your Site and select the default resource location.** The default resource location specifies the domain and connectivity method for all users who access your Site. During this process, Citrix Cloud performs a connectivity test to verify your Site is reachable and displays your resource locations. If you have resource locations with no Cloud Connectors installed, you can download and install the required software.

- **Detect the Active Directory domains in which your Cloud Connectors are installed.** For XenApp 6.5, Citrix Cloud also detects if there are any published applications assigned to local user accounts on XenApp servers. To use Citrix Workspace, application users must be able to authenticate with Active Directory. Citrix Cloud provides a list of any local user accounts detected so you can ensure they can authenticate to Citrix Workspace.

- **Specify the connectivity you want to use between Citrix Cloud and your Site.** For external connectivity, you can use your own Citrix Gateway or use the Citrix Gateway service. To ensure only users on the same network as your Site can access applications, you can specify internal-only access.
**Prerequisites**

**Cloud Connectors**

You need at least two (2) servers on which to install the Citrix Cloud Connector software. These servers must meet the following requirements:

- Meets the system requirements described in [Cloud Connector Technical Details](#).
- Does not have any other Citrix components installed, is not an Active Directory domain controller, and is not a machine critical to your resource location infrastructure.
- Joined to the domain where your Site resides. If users access your Site’s applications in multiple domains, you need to install at least two Cloud Connectors in each domain.
- Connected to a network that can contact your Site.
- Connected to the Internet. For more information, see [Internet Connectivity Requirements](#).
- Citrix recommends two servers for Cloud Connector high availability. After installation, the Cloud Connectors allow Citrix Cloud to locate and communicate with your Site.

For more information about installing the Cloud Connector, see [Cloud Connector Installation](#).

Although you can install the Cloud Connectors during the process of your adding your Site to Citrix Workspace, Citrix recommends installing them beforehand to ensure your Site is added with minimal interruption.

**Web proxy configuration**

If you have a web proxy in your environment, you must ensure the Cloud Connectors can validate connectivity to the XML Service in your Site. To do this, add each XML server to the bypass proxy list on each Cloud Connector. Do not use wildcards; the Cloud Connector supports handling FQDNs only.

1. Add the XML servers to the bypass proxy list:
   a) On the Cloud Connector, click **Start** and then type **Internet Options**.
   b) Select the **Connections** tab and then select **LAN Settings**.
   c) Under **Proxy server**, click **Advanced**.
   d) Under **Exceptions**, add the FQDN of each XML server in your Site.
2. Import the list so the Cloud Connector services can consume them appropriately. At the command prompt, type `netsh winhttp import proxy source=ie`.
3. From the Services console, restart all Citrix Cloud services on each machine hosting the Cloud Connector. Alternatively, restart each machine.

**Active Directory**

Site aggregation supports Sites that use an on-premises Active Directory.
Azure Active Directory configuration

To allow Sites using Azure Active Directory to be added to Citrix Workspace, you must configure your Site to trust XML Service requests. For detailed instructions, refer to the following articles:

- For XenApp and XenDesktop 7.x and Virtual Apps and Desktops 7 1808, see [CTX236929](#).
- For XenApp 6.5, see [Configuring the Citrix XML Service Port and Trust](#).

**Important:** If you choose to use Azure Active Directory authentication with Site aggregation, users will be prompted to authenticate to each application they launch.

Active Directory trusts

If you have separate user and resource forests in Active Directory, you must have Cloud Connectors installed in each forest before you add your on-premises Site. When you add your Site, Citrix Cloud detects these forests during the Site discovery process, through the Cloud Connectors. You can then use the forests’ users and resources to create workspaces for your users.

Limitations:

- You cannot use separate user and resource forests when you define the default resource location during the process of adding your Site. Because the Cloud Connectors do not participate in any cross-forest trusts that might be established, Citrix Cloud can’t discover your Site through the Cloud Connectors in these forests. You can use these forests when you define a secondary resource location that provides a different connectivity option for your users. For more information, see [Add IP ranges for different connectivity options](#).
- Untrusted forests are not supported for Site aggregation. Although Citrix Cloud and Citrix Workspace support users from untrusted forests, these users are not able to use Citrix Workspace after an on-premises Site has been added through Site aggregation. Only users located in the forests that the Site trusts can log in and use Citrix Workspace. If users from an untrusted forest attempt to log in to Citrix Workspace, they receive the error message, “Your logon has expired. Please log on again to continue.”

Internal and external connectivity to workspace resources

During the process of adding your Site to Citrix Workspace, you can specify if you want to provide internal or external access to the resources you make available to users. If you intend to allow only internal users to access your Site through Citrix Workspace, users must be on the same network as the Site to access their applications.

If you intend to allow external users to access these resources, you have the following options:

- Use your existing Citrix Gateway to handle the traffic between your on-premises Site and Citrix Cloud. To use this option, your Citrix Gateway must be configured to use Cloud Connectors.
as the Secure Ticket Authority (STA) servers **before** you add your Site to Citrix Workspace. For instructions, see CTX232640.

- Use the Citrix Gateway service if you prefer to allow Citrix to handle the traffic between your Site and Citrix Cloud for you. You can activate a service trial and configure the service when you add your Site. If you have already signed up for the Citrix Gateway service, Citrix Cloud detects your subscription when you select this option.

  **Note:** For Citrix Cloud to detect your Citrix Gateway service subscription while adding your Site to Workspace, you must use the same OrgID that you used when you signed up for the Citrix Gateway service. For more information about OrgIDs in Citrix Cloud, see [What is an OrgID?](#).

### Credentials and ports for Site discovery

During the process of adding your Site to Citrix Workspace, Citrix Cloud discovers your Site and ensures the Controller you specify is available. Before you add your on-premises Site, perform the following tasks:

- Ensure you have Citrix administrator credentials with a minimum of Read Only permissions. During the process of adding your Site to Citrix Workspace, Citrix Cloud prompts you to supply these credentials. Citrix Cloud only reads these credentials for the discovery process. Citrix Cloud does not store these credentials or use them to make changes to your Site.

- **XenApp 6.5 only:** Ensure that port 2513 on the XenApp server is accessible from the Cloud Connector machines in your environment. During the discovery process, the Cloud Connectors contact the Citrix XenApp Remoting Service on the XenApp server you specify. This service listens on port 2513. If this port is blocked, Citrix Cloud can't discover your deployment.

### To enable Site discovery without Site credentials

**XenApp and XenDesktop 7.x and Virtual Apps and Desktops 71808 only:** If you don't want to provide your Site credentials for security reasons, you can enable Citrix Cloud to discover your Site without prompting for Site credentials. Complete this task **before** you add your Site to Citrix Workspace.

1. Install at least two Cloud Connectors in your Site's domain.
2. Create an Active Directory security group and add the Cloud Connectors in your domain to it.
3. In Studio, grant the security group Read Only permissions, at a minimum.

### Task 1: Discover your Site

In this step, you provide the information that Citrix Cloud needs to locate your Site and select your default resource location. The default resource location specifies the domain and connectivity option
for all users who access your Site. If you need to install Cloud Connectors in your Site’s domain, you
can do so now. If you already have Cloud Connectors installed, you can select them when prompted.

1. From the Citrix Cloud menu, click Workspace Configuration and then click Sites > Add Site.

2. In Select type of Site, select the XenApp or XenDesktop version of the Site you want to add. Citrix Cloud attempts to discover any Cloud Connectors in your domain and displays them in the next tab.

3. In Discover XenApp Site or Discover XenApp and XenDesktop Site, perform one of the following actions:
   a) If you have no Cloud Connectors installed in your Site’s domain, click Install Connector. Citrix Cloud prompts you to download the Cloud Connector software and complete the installation wizard.
   b) If you have Cloud Connectors installed, Citrix Cloud displays the connectors in the domains in which they were detected. Select the resource location you want to add to Citrix Workspace. This resource location becomes the default resource location.
   c) If you have Cloud Connectors installed, but they are not displayed, click Detect.

4. In Enter Server Address, enter the IP address or FQDN of a Controller in the Site.

5. XenApp 6.5 only: Enter the port for the XML Server. If the XML Server port uses SSL, select Use SSL.
   Note: For XenApp and XenDesktop 7.x Sites, Citrix Cloud automatically discovers the XML server port.

6. Click Discover.

7. If prompted, type the Citrix Administrator credentials for the Site and click Continue. Citrix Cloud performs a connectivity test to verify that your Site is reachable. Discovery might take a few minutes to complete, depending on the type and size of the Site.

8. Click Continue.

Task 2: Verify Active Directory Connection

In Verify Active Directory Connection, Citrix Cloud displays the domains used with your Site and
whether or not there are Cloud Connectors installed in those domains. For XenApp 6.5, Citrix Cloud also displays an alert if there are any local user accounts on the XenApp servers assigned to any applications.

If there are no Cloud Connectors in a domain, users in that domain can’t use Citrix Workspace to access the applications published there. If only one Cloud Connector is installed, your Site’s connection to Citrix Cloud is at risk of an outage, preventing users from using Citrix Workspace. To ensure high
availability for your Site, Citrix recommends installing at least two (2) Cloud Connectors in each domain.

**XenApp 6.5:** If there are local user accounts assigned to published applications, these users must be assigned to applications using their Active Directory account instead. Otherwise, they can't use Citrix Workspace to access their applications. Citrix Cloud provides a downloadable list in CSV format of the applications and the local user accounts assigned to them.

1. To install more Cloud Connectors, click **Install Connector**. If your domain has only one Cloud Connector and you choose to continue without installing more Cloud Connectors, select **I understand that high availability requires having two connectors installed in each domain**.
2. If you have local users assigned to applications in your Site, click **Download user list (.csv)**.
3. Click **Continue**.

**Task 3: Configure connectivity and confirm settings**

In this step, you specify whether you want to allow only external user access or internal-only access to your Site through Citrix Workspace. Internal connectivity requires your users to be on the same network as your Site. For external connectivity, you can use your existing Citrix Gateway or you can use the Citrix Gateway service.

1. In **Configure Connectivity**, under **Select connectivity type**, select one of the following options:
   - **Add Existing Gateway**: Select this option to use your existing Citrix Gateway to provide external access.
   - **Citrix Gateway service**: Select this option to activate a service trial or use your existing subscription with your Site.
   - **Internal Only**: If selected, no other configuration is needed. Click **Continue**.
2. If **Add Existing Gateway** is selected, perform the following actions:
   a) Click **Edit** and type the public URL of the Citrix Gateway.
   b) Verify that Citrix Gateway is configured to use your Cloud Connectors as the STA servers as described in **CTX232640**.
   c) Click **Test STA**. When the test is successful, click **Continue**. If the test isn’t successful, refer to **CTX232517** for troubleshooting steps.
3. If **Citrix Gateway service** is selected, but the service isn’t enabled for your Citrix Cloud account as a service trial or as a purchase, click **Start a 60-day trial**. Citrix Cloud enables the service as a trial for you. If the service was enabled at an earlier time, Citrix Cloud detects the service and displays any remaining trial days, if applicable.
4. Click **Continue**.
5. In **Confirm Site Aggregation**, review the XML port, XML servers, Active Directory domains, and the Connectivity Type you chose earlier.

   **Note:** Citrix Cloud displays up to five of the XML servers with which it can connect. If you have multiple XML servers in your Site but only one is displayed, Citrix Cloud displays an alert. To troubleshoot this issue, refer to CTX232516.

6. Click **Save and Finish**. The Sites page displays your newly added Site.

   **Note:** If you want to specify different XML servers, click **Save and Finish**. You can then edit your Site to change these values.

### Change your Site configuration

**Rediscover your Site**

If you add Delivery Controllers to your Site or change XML ports, you can initiate rediscovery to verify your Site is still reachable in Citrix Workspace.

1. On the **Sites** page, click the ellipsis button for the Site you want to update and click **Edit Site**.
2. In **Server Address**, type the IP address or FQDN of a Delivery Controller in your Site and click **Rediscover**.

**Add or modify XML servers**

When you add a new Site to Citrix Workspace, Citrix Cloud automatically detects the XML servers in your Site and displays up to five XML servers in your Site configuration. You can add and remove XML servers as needed from your Site configuration, up to the display limit of five XML servers.

**To add an XML server**

1. On the **Sites** page, click the ellipsis button for the Site you want to update and click **Edit Site**.
2. In the **XML Servers** section, type the XML server port and select **Use SSL** if needed.
3. Select a connectivity method:
   - **Load balanced**: This option allows Citrix Cloud to pick a random XML server from the list.
   - **Failover**: This option allows Citrix Cloud to use the listed XML servers in the order in which they appear in the list. You can re-order the list by dragging and dropping each server as needed.
4. Click **Save Changes**.

If you experience an error when adding an XML server, refer to CTX232516 for troubleshooting steps.
**Add IP ranges for different connectivity options**

If you have VDAs or session hosts in different subnets, you can specify IP ranges with a different connectivity type for each one. Each IP range can also have a different resource location associated with it. For example, you might have one IP range for machines located in the EU where users connect internally only, one IP range for machines in the EU where users connect through your existing Citrix Gateway, and one IP range for machines in the US where users connect through the Citrix Gateway service.

1. On the Sites page, click the ellipsis button for the Site you want to update and click **Edit Site**.
2. In the Connectivity section, click **Add an IP range with a different connectivity option**.
3. Type an IP range in CIDR format.
4. To create a new resource location for your IP range, perform the following actions:
   a) Select **Add a new Resource Location** and type a friendly name.
   b) In **Select your connectivity**, select whether you want to provide internal-only access or allow external access using your existing Citrix Gateway or the Citrix Gateway service.
5. To assign an existing resource location to the IP range, choose **Select an existing resource location** and then select the resource location you want to use. If you choose a resource location with only one Cloud Connector installed, select **I understand that high availability requires having two connectors are installed in a resource location**.
6. Click **Add**.

**Add more Active Directory domains**

If you install Cloud Connectors in additional domains with Active Directory users in your Site, you can ensure they are added to your Site configuration in Citrix Workspace.

1. On the Sites page, click the ellipsis button for the Site you want to update and click **Edit Site**.
2. Under Active Directory, click **Refresh**.

**Disable Sites**

If you no longer want to make your on-premises Site available to users in Citrix Workspace, you can disable it. You can disable an individual on-premises Site or you can disable all on-premises Sites you’ve added to Citrix Workspace.

When Sites are disabled, users can no longer access the on-premises applications in those Sites through Citrix Workspace, but the configuration for those Sites is preserved. When you re-enable a Site later on, the Site's default resource location, domain, XML server, and connectivity settings are retained.
To disable an on-premises Site

1. On the Sites page, click the ellipsis button for the Site you want to disable.
2. Click Disable. A confirmation message appears.
3. Click Disable.

To disable all on-premises Sites

To disable all Sites on the Sites page, you disable the workspace integration for all Virtual Apps and Desktops on-premises Sites. Disabling the workspace integration effectively disables Site aggregation of on-premises Sites. For instructions, see Disable workspace integration for a service.

To re-enable any individual on-premises Sites or to add a new Site later on, you must first re-enable the workspace integration for all Sites on the Service Integrations page.

Delete a Site from Citrix Workspace

If you no longer want your on-premises Site configuration in Citrix Workspace, you can delete the Site. When you delete a Site, only the configuration for the Site in Citrix Workspace is removed. Citrix Cloud does not make any changes to your Site.

1. On the Sites page, click the ellipsis button for the Site you want to remove.
2. Click Delete.

Workspace experience

November 28, 2018

This article gives an overview of the Citrix Workspace user experience, including recent changes.

Important:

The following addresses need to be contactable in order to properly operate and consume Citrix Workspace:

- https://*.cloud.com
- https://*.citrixdata.com

For a full listing of Citrix Cloud connectivity requirements, see Internet Connectivity Requirements.
What’s new in the workspace experience

**Browser support**

Access workspace using Internet Explorer 11, or the latest version of Edge, Chrome, Firefox, or Safari.

**Card layout**

Apps and desktops in your workspace are represented in a “card” layout. A pop-up window shows more details and actions.

**Search**

Search everything in your workspace, open apps directly from the search results.

*Note*: Search currently requires a minimum of three characters.

**Recents**

Recents displays recently opened apps, desktops, and files. For apps and desktops, depending on screen size, you will see up to 30 (in each). For files, you will see up to 15.
**Citrix Cloud**

**Favorites**

Select the star icon to add an app to Favorites (max 250). This option is configurable by your administrator, and may not be available.

**Settings**

Access settings from the drop-down menu. The menu contains the user name. The user name comes from the Active Directory display name. If the display name is left blank (we do not recommend this), the domain and account name display.

Select **Account Settings** for more options.

**Workspace**

<table>
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**Citrix Workspace app**

The following table shows the authentication methods supported by Citrix Workspace app. We recommend that Workspace subscribers work with the latest version of Citrix Workspace app.

Currently, some customers continue to use Citrix Receiver. Citrix Receiver is supported for any of the desktop platforms (Windows, Mac, and Linux). Citrix Receiver for HTML5 and Citrix Receiver for Chrome are also supported. For an overview of TLS and SHA2 support with Citrix Receivers, see **CTX23226**.

The following table indicates the authentication methods supported by Citrix Workspace.
Citrix Cloud

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For more information about Workspace app and authentication, refer to the Workspace app feature matrix.

**Citrix Receiver and Citrix Workspace app**

This section guides existing customers, who are working with Citrix Receiver, through the change to Citrix Workspace app.

The latest Citrix Workspace experience is available with the following services in Citrix Cloud:

- Virtual Apps Essentials
- Virtual Desktops Essentials
- Virtual Apps and Desktops service (includes Site aggregation from Virtual Apps and Desktops on-premises resources)
- Citrix Gateway service (delivering secure web and SaaS apps)
- Content Collaboration (formerly ShareFile)
- Secure Browser service

**New customers.** If you are new to the workspace experience, you’ll get the latest version of the user interface as soon as it is available. You can access the workspace experience from your browser or from a local Citrix Workspace app.

**Existing customers.** If you have been working with an earlier version of Citrix Workspace, it can take around five minutes for the updated user interface to display in local Citrix Workspace apps. You may temporarily see an older version of the user interface. Alternatively, you can click the Refresh button in your web browser to update the user interface as needed. If you have been working with Citrix...
Citrix Cloud

Receiver as your local app, you will need to guide your users to upgrade to Citrix Workspace app to use all the features of the Citrix Cloud services.

The scenarios below illustrate what users are likely to see.

**Citrix Receiver**

If your users are accessing Workspace with Citrix Receiver, with the above service integrations enabled, users will see the “purple” user interface shown below. They will see Virtual Apps and Desktops apps as well as web and SaaS apps from the Citrix Gateway service. Files are not supported in Citrix Receiver and users will not be able to access them this way.

With the same services enabled and **access control** enabled, users will still see the purple user interface, however without web and SaaS apps, as the access control feature is not supported in Citrix Receiver.

Access control is a feature that delivers access for end users to SaaS, web, and virtual apps with a single sign-on (SSO) experience.
Citrix Workspace app or browser

When your users upgrade to Citrix Workspace app or use a web browser to access Workspace, they will see the new user interface and can use of all the new functionality including Files.
Azure Active Directory (AAD)

This scenario is for either AAD enabled as the Workspace authentication method. If your users try to log on using Citrix Receiver, they will see a message that the device isn’t supported and to try from a browser instead. Once they have upgraded to Citrix Workspace app, they can access Workspace. For the matrix showing authentication methods supported with Citrix Workspace app, see the table at the end of this article.
**StoreFront (on-premises deployment)**

If you have a StoreFront on-premises environment and users choose to upgrade from Citrix Receiver to Citrix Workspace app, the only change will be the icon to open Citrix Workspace app.

**Government users**

Citrix Cloud Government users will continue to use their “purple” user interface when using the Workspace app or when accessing from a web browser.

**Changes to your service subscription**

If you have changed your service subscription, you may need to refresh the local Workspace app manually. In Citrix Workspace app for Windows:

1. From the Windows system tray, right-click the Citrix Workspace icon, and click Advanced Preferences > Reset Citrix Workspace.
2. Open Citrix Workspace app for Windows, then select **Accounts > Add**, and enter the workspace address, for example, **https://example.cloud.com**.

As an alternative to step 2, you can use a browser to enter the workspace URL and sign in. Then, activate Citrix Receiver from **Settings > Account Settings > Activate Citrix Workspace**. Activating Citrix Workspace downloads a file with a .CR extension that adds the workspace to your local Citrix Workspace app.

**Changes to authentication**

If you are logged on to Citrix Workspace and your administrator makes a change to the authentication method - for example, from Active Directory to Azure Active Directory - you may see errors in Citrix Workspace. If this happens to you, log off Citrix Workspace and close the browser or Citrix Workspace app. Wait approximately 5 minutes and log back on again. Citrix Workspace should be available to you again. You can log on using the new authentication method.

**Authentication and Citrix Workspace app**

The following table shows the authentication methods supported by Citrix Workspace app. We recommend that Workspace subscribers work with the latest version of Citrix Workspace app.
Currently, some customers continue to use Citrix Receiver. Citrix Receiver is supported for any of the desktop platforms (Windows, Mac, and Linux). Citrix Receiver for HTML5 and Citrix Receiver for Chrome are also supported. For an overview of TLS and SHA2 support with Citrix Receivers, see CTX23226.

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For more information about Workspace app support for specific features, refer to the Workspace app feature matrix.

Access Control service

August 3, 2018

The Access Control service enables the administrators to provide a cohesive experience integrating single sign-on, remote access, and content inspection into a single solution for end-to-end access control. IT administrators can govern access to approved SaaS apps with a simplified single sign-on experience. With the Access Control service, administrators can also protect the organization’s network and end user devices from malware and data leaks by filtering access to specific websites and website categories. Administrators can enforce enhanced access security policies for secure access to SaaS applications. Once authenticated, employees have access to all critical business applications from any device irrespective of whether they are in the office premises, at home, or traveling.

Administrators can monitor user activities, such as malicious, dangerous, or unknown websites visited, and the bandwidth consumed, and risky download and upload behaviors. Using the Analytics
around websites and website categories accessed, administrators can take corrective action to pro-
tect the enterprise network. At the same time, the service provides end users seamless and secure
access to all their hosted apps.

Administrators can also restrict actions, such as restricted printing, downloads, and clipboard access
(copy-paste).

The following diagram is a visual depiction of the Access Control service.

**Key capabilities of Access Control service**

Some of the key tasks that you can complete with the Access Control service are as follows:

- Publish SaaS apps with single sign-on access.
- Set enhanced security policies for SaaS apps. (For example, watermark, copy-paste restriction,
  and prevent downloads.)
- Define access policy for website categories and websites to be blocked.
- Define access policy for website categories and websites to be redirected to Secure Browser
  service.
- Understand users and websites activity in the context of SaaS apps and correlate it to defined
  policies.
- Make policy changes to allow or block website access, and enable access in a secure browser
  service session.

**Get started**

August 27, 2018

This page walks you through how to get started with onboarding and setting up the Access Control
service for the first time. As an admin, you must set up authentication, configure access to SaaS apps,
and specify the content access settings in Access Control service. Once the settings are complete, the
end users can access the service from the Citrix Workspace app or the workspace URL.

**Prerequisites and limitations**

1. You must have a Citrix cloud account. For detailed instructions on how to proceed, see Sign up
   for Citrix Cloud.
2. You must have the Access Control service entitlement. On the Citrix Cloud screen, in the **Available Services** section, click **Request Trial**.

After you receive the service entitlement, the tile is available in **My Services**. Click **Manage** to access the service UI.

3. For your end users to use the workspace and access the apps, they must download and use the Citrix Workspace app or use the workspace URL. You must have a few SaaS apps published to your workspace to test the access control solution. The Workspace app can be downloaded from [https://www.citrix.com/downloads](https://www.citrix.com/downloads). In **Find Downloads** list, select **Citrix Workspace app**.

4. If you have an outbound firewall configured, ensure that access to the following domains is allowed.
More details are available at Cloud Connector Proxy and Firewall Configuration and Internet Connectivity Requirements.

Limitation: You can add only one Workspace account.

Admin settings

The following diagram shows the high-level steps to get started with Access Control service.

1. Set up end user authentication. You must first configure the user’s workspace with the organization’s preferred identity provider, which could be Citrix identity (a unique identity with Citrix Cloud), Active Directory, Active Directory and token, or Azure Active Directory. For information about the different authentication methods and how to select them, see Workspace configuration and Identity and access management.

2. Configure end user access to SaaS and virtual apps. For detailed steps to configure and publish SaaS apps, see Support for Software as a Service Apps.

3. Configure web filtering for internet access from SaaS apps. If you have added a SaaS app from the Citrix Gateway service, to return to the Access Control service, click the hamburger icon on the top left of the navigation pane. In My Services list, select Access Control. Click Configure content access settings.

Configure web filtering for internet access from SaaS apps

You are now ready to configure content access settings for your end users accessing the SaaS apps. For example, a link within a SaaS app could point to a malicious website. With content access settings, an administrator can take a specific website URL or a website category and allow access, block access, or redirect the request to a hosted, secure browser instance, helping to prevent browser-based attacks. For more information about secure browser service, see Secure Browser Standard Service documentation at Secure Browser Standard Service.

Note: A paid Secured Browser Standard Service customer (organization) gets 5000 hours of use per year by default. For more hours, they need to buy secure browser add-on packs. You can track the usage of Secure Browser Service. For more information, see Monitor usage.

The following illustration explains the end user traffic flow.

When a request arrives, the following checks are performed, and corresponding actions are taken:

1. Does the request match the global allow list?
a) If it matches, the user can access the requested website.

b) If it does not match, website lists are checked.

2. Does the request match the configured website list?
   a) If it matches, the following sequence determines the action.
      i. Block
      ii. Redirect
      iii. Allow
   
   b) If it does not match, website categories are checked.

3. Does the request match the configured website category?
   a) If it matches, the following sequence determines the action.
      i. Block
      ii. Redirect
      iii. Allow
   
   b) If it does not match, the default action (ALLOW) is applied. The default action cannot be changed.

Perform the following steps to configure enhanced security settings.

1. Click Configure Content Access.

2. Configure website category filtering and/or website lists.

**Configure website category filtering**

Website categorization restricts user access to specific website categories. Administrators can select from a preset list or customize the categories depending on the deployment. The preset list enables organizations to filter web traffic by using a commercial categorization database. The auto-updating database classifies billions of websites into different categories, such as social networking, gambling, adult content, new media, and shopping. In addition to categorization, each website has a reputation score kept up-to-date based on the site's historical risk profile. Presets are classified as strict, moderate, lenient, none, and custom. Administrators can tweak presets to add or remove website categories.

- **Strict preset** minimizes the risk of accessing unsecured or malicious websites. End users can still access websites with very low risk. Includes most business travel and social media websites.
- **Moderate preset** minimizes the risk while allowing additional categories with low probability of exposure from unsecure or malicious sites. Includes most business travel, leisure, and social media websites.
- Lenient preset maximizes access while still controlling risk from illegal and malicious websites.
- None preset allows all categories.
- Custom allows configuring custom filtering of categories.

Perform the following steps to configure website category filtering.

1. Enable **Filter website categories**.

2. Click **Add** in the respective section to block website categories, allow website categories, or redirect the user to a secure browser. For example, to block categories, in the blocked categories section, click **Add**.

3. Select the categories to block from the list and click **Add**.

4. To allow categories, in the allowed categories section, click **Add**. Select the categories to allow from the list and click **Add**.

5. To redirect users to a secure browser, in the redirected to secure browser categories section, click **Add**. Select the categories from the list and click **Add**.

6. Click **Save**.

**Configure website lists filtering**

The website list feature enables you to control access to specific websites. You can use wildcards, such as ".example.com/*", to control access to all the domains in that website and all the pages within that domain.

Perform the following steps to configure website lists filtering.

1. Enable **Filter website list**. Click **Add** in the respective section to block websites, allow websites, or redirect the user to a secure browser. For example, to block websites, in the blocked categories section, click **Add**.

2. Enter a website that users cannot access and click **Add**.

3. To allow websites, in the allowed websites section, click **Add**. Enter the website that users can access and click **Add**.

4. To redirect users to a secure browser, in the redirected to secure browser websites section, click **Add**. Enter a website that end users can access only from a Citrix hosted browser and click **Add**.

5. Click **Save** for the changes to take effect.

**End user workflow**

As an end user, you must do the following:
1. Download the Citrix Workspace app from https://www.citrix.com/downloads. In **Find Downloads** list, select **Citrix Workspace app**.

2. Log on and search for your SaaS apps. Click the app to launch it.

You can now use the SaaS app from within the Citrix Workspace app or from the Citrix Workspace web portal.

Depending on the admin configured settings, your SaaS apps open by using the browser engine within the Workspace app or you are redirected to a secure browser.

The following diagram shows the high-level flow for the Citrix Workspace app.

![Citrix Workspace App Diagram](image)

The following diagram shows the high-level flow for the Citrix Workspace web portal.

![Citrix Workspace Web Portal Diagram](image)

**Operating systems support**

Citrix Workspace app is supported on Windows 7, 8, 10, and Mac 10.11 and above.
**Citrix Cloud**

**Browser support**

Access workspaces using Internet Explorer 11, or the latest versions of Edge, Chrome, Firefox, or Safari.

**Citrix Workspace support**

Access workspaces using Citrix Workspace for any of the desktop platforms (Windows, Mac).

**Manage settings**

August 6, 2018

You can modify the enhanced security settings for end users at any time depending on your requirement.

1. On the Get Started page, click **Configure Content Access**.

2. On the Manage tab, in the Content Access Configuration page, click **Edit**.
3. Click the trash can for the category or the website that you want to delete.

4. Click **Add** to block, allow, or redirect to a secure browser a website category or website.

5. Click **Save** for the changes to take effect.

**Categories**

August 3, 2018

Categories restrict user access to specific websites and website categories. Enterprise customers can filter web traffic by using a commercial categorization database that is available in the Access Control service. This database has a very large number of URLs classified into different categories, such as social networking, gambling, adult content, new media, and shopping. When you select categories
to add, block, or redirect to a secure browser, advanced policies are created internally to filter your traffic.

For example, you might want to block access to dangerous sites, such as sites known to be infected with malware. You might want to selectively restrict access to content, such as adult content or entertainment streaming media for enterprise users.

List of third party categories and category groups:

- **Adult**
  - Adult/Porn
  - Nudity
  - Sexual Services
  - Adult Search/Links
  - Illegal Activities
  - Dating
  - Grotesque
  - Adult Magazine/News
  - Fetish
  - Sexual Expression(text)
  - Sex Education

- **Business & Industry**
  - Swimsuits & Lingerie
  - Business & Industry
  - Translators
  - Auctions
  - Shopping/Retail
  - Real Estate
  - IT Online Shopping
  - Side Business
  - Smoking
  - Alcoholic Products
  - Automotive
  - Business & Commercial
  - Ringtones
  - Emoticons
  - Mobile Operators
  - Agriculture
  - Associations/Trade Groups/Unions
  - Books/ebooks
  - Piracy & Copyright Theft
  - Transport Service & Freight
Citrix Cloud

- Computing & Internet
  - Advertisements/Banners
  - Computing & Internet
  - Mobile Apps & Publishers
  - Content Delivery Networks & Infrastructure
  - Hosting Sites
  - Parked Domains
  - DDNS
- Downloads
  - Downloads
  - Program Downloads
  - Storage Services
  - Mobile App Stores
- Email
  - Web-based Mail
  - E-Mail Subscriptions
- Finance
  - Market Rates
  - Online Trading
  - Insurance
  - Financial Products
- Gambling
  - Gambling in general
  - Lottery
  - Sweepstakes/Prizes
- Health
  - Health
  - Hate
- Illegal/Harmful
  - Illegal Activities
  - Illegal Drugs
  - Medication
  - Marijuana
  - Terrorism/Extremists
  - Weapons
  - Hate/Slander
  - Violence/Suicide
  - Advocacy in general
- Jobs & Resumes

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Citrix Cloud

- LinkedIn
- LinkedIn: Updates
- LinkedIn: Mail
- LinkedIn: Connections
- LinkedIn: Jobs
- Employment
- Career Advancement

• Malware & SPAM
  - Hacking/Cracking
  - Malware
  - SPAM
  - Spyware
  - Botnets
  - Infected Sites
  - Phishing Sites
  - Keyloggers
  - Mobile Malware
  - BOT Phone Home

• Messaging/Chat/Telephony
  - Web based Chat
  - Instant Messages
  - Internet Telephony
  - Military
  - SMS $ Mobile Telephony Services

• News/Entertainment/Society
  - Online games
  - Games
  - Personal Web Pages/Blogs
  - Personal Web Pages/Blogs
  - Streaming Media
  - Special Events
  - Popular Topics
  - Drinking
  - Sexual Expression(text)
  - Costume Play/Enjoyment
  - Occult
  - Home & Family
  - Professional Sports
  - Sports in general
- Life Events
- Travel & Tourism
- Public Agency Tourism
- Public Transit
- Accommodations
- Music
- Horoscope/Astrology/Fortune Telling
- Entertainer/Celebrity
- Dining/Gourmet
- Entertainment/Venues/Activities
- Traditional Religions
- Religions
- Politics
- News
- Education
- Government
- Military
- Recreation & Hobbies
- Reference
- Kids Sites
- Arts & Cultural Events
- Philanthropy & Non-Profit Organizations
- Fashion & Beauty
- No Content
- Unsupported URL
- Law
- Local Communities
- Miscellaneous
- Online Magazines
- Pets/Veterinarian
- Recycling/Environment
- Science
- Society & Culture
- Photography & Film
- Museums & History
- eLearning
- Wordpress
- Wordpress: Posting
- Wordpress: Upload
• Private IP Address
  – Private IP Addresses
• Peer-to-Peer/Torrents
  – Peer to Peer/Torrents
• Remote Proxies
  – Remote Proxies
• Search
  – Search Engine Caches
  – Ask.fm
  – Ask.fm: Ask
  – Ask.fm: Answer
  – Search Engines & Portals
• Social Networking
  – Social Networks in General
  – Facebook
    – Facebook: Posting
    – Facebook: Commenting
    – Facebook: Friends
    – Facebook: Photo Upload
    – Facebook: Events
    – Facebook: Apps
    – Facebook: Chat
    – Facebook: Questions
    – Facebook: Video Upload
    – Facebook: Groups
    – Facebook: Games
  – Twitter
    – Twitter: Posting
    – Twitter: Mail
    – Twitter: Follow
  – YouTube
    – YouTube: Commenting
    – YouTube: Video Upload
    – YouTube: Sharing
  – Instagram
    – Instagram: Upload
    – Instagram: Commenting
    – Instagram: Private Message
  – Tumblr
Use case: Configure an access policy to allow selective access to apps

August 6, 2018

Some organizations want to restrict access to web based email or social networking sites, as a policy, for security or other reasons. To configure this, they can select strict preset in the website filter categories. Strict preset minimizes the risk of accessing unsecured or malicious websites. End users can still access websites with very low risk.

If your organization policy mandates strict preset, but wants to allow selective access to apps that are not productivity related, but are required for social interaction, follow these steps to configure settings in the Access Control service. In the following configuration, strict preset is selected, but is customized so that access to facebook groups is allowed, and access to instagram is through a secure browser.

1. Log on to Citrix Cloud.

2. On the Access Control tile, click Manage.
3. Click **Configure Content Access**.

4. Enable **Filter website categories**.

5. Select **Strict Preset**.

6. In the allowed categories section, click **Add**. In **Add Categories**, select **Facebook Groups**. Click **Add**.

7. In the redirected to secure browser categories section, click **Add**. In **Add Categories**, select **Instagram**. Click **Add**.
8. Your settings appear in the allowed and redirect categories. Click **Save**.

**Validation**

To validate your configuration, you can publish a SaaS app for [https://www.google.com](https://www.google.com) with single sign-on disabled and have some users subscribed to the app.

- Launch the SaaS app from Citrix Workspace app (or Citrix Workspace web).
- After the app opens, search for facebook, and click the link returned in the search. You should see the app launch.
- Search for Instagram, and click the link returned in the search. You should see the app launch in a secure browser.
Search for any URL in the blocked category, and click the link returned. You should get access denied.

Analytics

August 6, 2018

Access Control service collates and presents information on the activities of users, such as, websites visited, and the bandwidth spent. It also reports bandwidth use and detected threats, such as malware and phishing sites. You can use these key metrics to monitor your network and take corrective actions.

Dashboards

Access Control service provides four dashboards: User Security Dashboard, App Security Dashboard, User Operations Dashboard, and App Operations Dashboard. These dashboards display multiple sections that summarize the websites or applications accessed from the enterprise network, and also the activities performed by the users in the network.

User security

The domains accessed by the users in your network are categorized based on the URL categorization configuration in the Access Control service. The User Security dashboard summarizes the number of risky domains accessed and the volume of data uploaded and downloaded by the users in your network. To access the User Security dashboard, from the Analytics tab, click User Security.
For the selected timeframe, in the **User Access Summary** section, the dashboard provides an overview of the number of malicious domains, Dangerous domains, Unknown domains, clean domains, and blocked URLs accessed by the users in your network and also the trend in accessing these domains by the users.

The widgets are represented based on the reputation score of the domains accessed by the user. The reputation score for the domains are assigned based on the URL categorization configuration in the Access Control service. The widgets are represented as follows:

<table>
<thead>
<tr>
<th>Widgets</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malicious Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 4.</td>
</tr>
</tbody>
</table>
## Widgets Details

<table>
<thead>
<tr>
<th>Widgets</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dangerous Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 3.</td>
</tr>
<tr>
<td>Unknown Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 2.</td>
</tr>
<tr>
<td>Clear Access</td>
<td>Shows the number of the domains accessed by the users that have reputation score 1.</td>
</tr>
<tr>
<td>Blocked URL</td>
<td>Shows the number of the domains or URLs blocked by the Access Control service.</td>
</tr>
</tbody>
</table>

## Top Risky Users by Access

In the **Top Risky Users by Access** section, the dashboard provides the details of top users who have accessed the URLs or domains that are categorized as malicious or dangerous by the Access Control service. It provides the user account name, the number of risky domains accessed by the user, and the total number of domains access by the user.
You can click **More Details** to view the complete list of users who have accessed the risky domains.
Top Risky Users by Data Download Volume

In the Top Risky Users by Data Download Volume section, the dashboard provides the details of the top users who have uploaded or downloaded large volume of data from the domains that are categorized as malicious or dangerous by the Access Control service. It provides the user account name; the volume of data uploaded or download by the user from the risky domains.

You can click More Details to view the complete list of users who have uploaded or downloaded data from the risky domains.
App security

The **App Security** dashboard summarizes the details of the domains, URLs, and apps accessed by users in your network. To access the **App Security** dashboard, from the **Analytics** tab, click **App Security**.
For the selected timeframe, in the **App Access Summary** section, the dashboard provides an overview of the number of malicious domains, dangerous domains, unknown domains, and clean domains accessed by users in your network. It also provides the volume of data uploaded or downloaded from the risky domains.
Top risky domains by access

The Top Risky Domains by Access section provides details about the malicious or dangerous domains that were more accessed by the users in your network. It provides details such as:

- The URL of the risky domain.
- The category to which the domain has been categorized by Access Control.
- The action taken by the Access Control service to mitigate the risk.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the risky domain for the selected timeframe.
You can click **More Details** to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
**Top risky domains by data download volume**

The **Top Risky Domains by Data Download Volume** section, provides details about the top malicious or dangerous domains from which data was downloaded by users. The details are sorted by highest to lowest data volume. It provides details such as:

- The URL of the risky domain.
- The category to which the domain has been categorized by Access Control.
- The volume of data downloaded by users from the risky domain, with the increase in trend of the amount of data downloaded from the risky domain for the selected timeframe.

You can click **More Details** to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
Top risky categories by access

The Top Risky Categories by Access section, provides details of the category of domains that were accessed highest number of time by the users in your network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the risky domain for the selected timeframe.
- The number of transactions by users on the risky domain, with the increase in trend of the number of transactions by users on the risky domain for the selected timeframe.
- The number of transactions blocked by the Access Control service.
You can click More Details to view the complete list of malicious or dangerous domains that were accessed by the users in your network.
The **Top Risky Categories by Data Download Volume** section, provides details of the category of domains from which highest amount of data was uploaded or downloaded by the users in the network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The total volume of data uploaded or downloaded from the domain by users in your network.
- The amount of data downloaded from the domain by users.
- The amount of data uploaded to the domain by users.

### Top Risky Categories by Data Download Volume

<table>
<thead>
<tr>
<th>Category</th>
<th>User</th>
<th>Transaction</th>
<th>Summary</th>
<th>Block</th>
<th>Total Volume</th>
<th>Download</th>
<th>Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>Others</td>
<td>6</td>
<td>105</td>
<td>110</td>
<td>0</td>
<td>164.96KB</td>
<td>5.43KB</td>
<td>159.53KB</td>
</tr>
<tr>
<td>Consulting and-</td>
<td>3</td>
<td>1252</td>
<td>1352</td>
<td>0</td>
<td>483148B</td>
<td>8.64KB</td>
<td>474500B</td>
</tr>
<tr>
<td>Computing</td>
<td>2</td>
<td>1333</td>
<td>1357</td>
<td>0</td>
<td>5.95MB</td>
<td>4.55MB</td>
<td>1.4MB</td>
</tr>
<tr>
<td>News/Information-</td>
<td>1</td>
<td>1713</td>
<td>241</td>
<td>0</td>
<td>4.01MB</td>
<td>1.39MB</td>
<td>2.62MB</td>
</tr>
<tr>
<td>Content-</td>
<td>1</td>
<td>18</td>
<td>18</td>
<td>0</td>
<td>632339B</td>
<td>17.62KB</td>
<td>614690B</td>
</tr>
<tr>
<td>Banking-</td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>155139B</td>
<td>1.59KB</td>
<td>153540B</td>
</tr>
<tr>
<td>Financial Pro-</td>
<td>1</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>7.79MB</td>
<td>2.86MB</td>
<td>4.94MB</td>
</tr>
<tr>
<td>Jobs and Career-</td>
<td>1</td>
<td>23</td>
<td>23</td>
<td>0</td>
<td>926444B</td>
<td>19.55MB</td>
<td>637208B</td>
</tr>
<tr>
<td>LinkedIn-</td>
<td>1</td>
<td>629</td>
<td>184</td>
<td>0</td>
<td>12284MB</td>
<td>545526B</td>
<td>127084B</td>
</tr>
<tr>
<td>News/Information-</td>
<td>1</td>
<td>22</td>
<td>22</td>
<td>0</td>
<td>18338B</td>
<td>12968B</td>
<td>54604B</td>
</tr>
<tr>
<td>News/Information-News</td>
<td>1</td>
<td>165</td>
<td>408</td>
<td>0</td>
<td>9076MB</td>
<td>274886B</td>
<td>88168B</td>
</tr>
<tr>
<td>Peer to Peer-</td>
<td>1</td>
<td>13</td>
<td>91</td>
<td>0</td>
<td>190578B</td>
<td>140668B</td>
<td>181515B</td>
</tr>
<tr>
<td>Social Networking-</td>
<td>1</td>
<td>100</td>
<td>94</td>
<td>79</td>
<td>166358B</td>
<td>263038B</td>
<td>12399B</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TOTAL VOLUME</td>
<td>DOWNLOAD</td>
<td>UPLOAD</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------</td>
<td>----------</td>
<td>----------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing and Inte...</td>
<td>48.03MB</td>
<td>1.26MB</td>
<td>46.77MB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing and Inte...</td>
<td>13.24MB</td>
<td>545.51KB</td>
<td>12.70MB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>News/Entertainment...</td>
<td>2.34MB</td>
<td>472.97KB</td>
<td>1.87MB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search</td>
<td>9.07MB</td>
<td>274.88KB</td>
<td>8.80MB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computing and Inte...</td>
<td>4.01MB</td>
<td>192.52KB</td>
<td>3.82MB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You can click More Details to view the complete details amount of data uploaded or downloaded by the user from the domains.
User operations

The **User Operations** dashboard provides an overview of the total number of domains accessed by users in your network. It also provides the amount of data uploaded to or downloaded from the domains. To access the **User Operations** dashboard, from the **Analytics** tab, click **User Operations**.
Top users by transactions

The **Top Users by Transactions** section lists the transactions performed by a user while accessing different domain categories and also specifies the number of transactions blocked for each user. It provides details such as:

- The name of the user.
- The number of transactions performed by the user while accessing different domain categories.
- The total number of domains accessed by the user.
- The number of transactions blocked by the Access Control service.
### Top Users by Transactions

<table>
<thead>
<tr>
<th>USER</th>
<th>RISKY ACCESS</th>
<th>ALL ACCESS</th>
<th>BLOCK</th>
</tr>
</thead>
<tbody>
<tr>
<td>citritehrushikesp</td>
<td>379</td>
<td>3.2K</td>
<td>72</td>
</tr>
<tr>
<td>citriteanilb</td>
<td>0</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>citritesantoshs</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>citriteharshc</td>
<td>0</td>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>citritesoujanyar</td>
<td>0</td>
<td>22</td>
<td>0</td>
</tr>
</tbody>
</table>

You can click **More Details** to view the complete details about the user transactions.
Top users by data download volume

The Top Users by Data Download Volume section provides details of the top users who have uploaded data to or downloaded data from the domains. It provides details such as:

- The name of the user.
- The total volume of data uploaded to and downloaded from the domain by the user.
- The amount of data downloaded from the domain by the user.
- The amount of data uploaded to the domain by the user.

Example:

<table>
<thead>
<tr>
<th>USER</th>
<th>DOWNLOAD</th>
<th>UPLOAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>citritehrushikesp</td>
<td>485.87KB</td>
<td>1.88MB</td>
</tr>
</tbody>
</table>

You can click More Details to view the complete details about the user transactions.
App operations

The App Operations dashboard provides an overview of the total number of domains accessed by users in your network. It also provides the amount of data uploaded to or downloaded from the domains. To access the App Operations dashboard, from the Analytics tab, click App Operations.
For the selected timeframe, the dashboard provides an overview of the number of domains accessed by users in your network. It also provides the volume of data uploaded to or downloaded from the domains.
**Top domains by access**

The **Top Domains by Access** section provides details about the domains that were more accessed by the users in your network. It provides details such as:

- The URL of the domain.
- The category to which the domain has been categorized by Access Control.
- The action taken by the Access Control service to mitigate the risk.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the domain for the selected timeframe.

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>CATEGORY</th>
<th>ACTION</th>
<th>USER</th>
</tr>
</thead>
<tbody>
<tr>
<td>config.netscalergatewaysta...</td>
<td>Others Others</td>
<td>ALLOW</td>
<td>6 +6</td>
</tr>
<tr>
<td>citrite--sso--c.cs13.content.f..</td>
<td>Computing and...</td>
<td>ALLOW</td>
<td>2 +2</td>
</tr>
<tr>
<td>cdn3.optimizely.com</td>
<td>Business and...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
<tr>
<td>cdn.optimizely.com</td>
<td>Business and...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
<tr>
<td>login.salesforce.com</td>
<td>Business and...</td>
<td>ALLOW</td>
<td>1 +1</td>
</tr>
</tbody>
</table>

You can click **More Details** to view the complete list of domains that were accessed by the users in your network.
Top domains by data download volume

The Top Domains by Data Download Volume section, provides details about the top domains from which data was downloaded by users. The details are sorted by highest to lowest data volume. It provides details such as:

- The URL of the domain.
- The category to which the domain has been categorized by Access Control.
- The volume of data downloaded by users from the domain, with the increase in trend of the amount of data downloaded from the domain for the selected timeframe.
You can click **More Details** to view the complete list of domains that were accessed by the users in your network.
Top categories by access

The Top Categories by Access section, provides details of the category of domains that were accessed highest number of time by the users in your network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The number of users who have accessed the URL, with the increase in trend of the number users accessing the domain for the selected timeframe.
- The number of transactions by users on the risky domain, with the increase in trend of the number of transactions by users on the domain for the selected timeframe.
- The number of transactions blocked by the Access Control service.

![Top Categories by Access Table]

You can click More Details to view the complete list of domains that were accessed by the users in your network.

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Top categories by data download volume

The **Top Risky Categories by Data Download Volume** section, provides details of the category of domains from which highest amount of data was upload or downloaded by the users in the network. It provides details such as:

- The category to which the domain has been categorized by Access Control.
- The total volume of data uploaded or downloaded from the domain by users in your network.
- The amount of data downloaded from the domain by users.
- The amount of data uploaded to the domain by users.
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TOTAL VOLUME</th>
<th>DOWNLOAD</th>
<th>UPLOAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computing and Inter...</td>
<td>48.03MB</td>
<td>1.26MB +1.26MB</td>
<td>46.77MB +46.77MB</td>
</tr>
<tr>
<td>Computing and Inter...</td>
<td>13.24MB</td>
<td>545.51KB +545.51KB</td>
<td>12.70MB +12.70MB</td>
</tr>
<tr>
<td>News/Entertainment...</td>
<td>2.34MB</td>
<td>472.97KB +472.97KB</td>
<td>1.87MB +1.87MB</td>
</tr>
<tr>
<td>Search</td>
<td>9.07MB</td>
<td>274.80KB +274.80KB</td>
<td>8.80MB +8.80MB</td>
</tr>
<tr>
<td>Computing and Inter...</td>
<td>4.01MB</td>
<td>192.52KB +192.52KB</td>
<td>3.82MB +3.82MB</td>
</tr>
</tbody>
</table>

You can click More Details to view the complete details amount of data uploaded or downloaded by the user from the domains.
Content Collaboration

September 7, 2018

Content Collaboration allows you to share, sync, and secure content from the cloud and on-premises storage services.

For information about creating Content Collaboration accounts in Citrix Cloud, see [Create or link a Content Collaboration (ShareFile) account to Citrix Cloud](#).

For information about setup tasks, see [Set up ShareFile](#).

For information about deploying Content Collaboration and using Citrix Files in Citrix Workspace, see [Citrix Content Collaboration](#).

Service Level Agreement

Content Collaboration is designed using industry best practices to achieve cloud scale and a high degree of service availability.

For complete details about Citrix’s commitment for availability of Citrix Cloud services, see [Service Level Agreement](#).
Create or link a Content Collaboration (ShareFile) account to Citrix Cloud

August 29, 2018

To get started with Content Collaboration, you can take advantage of the following options:

- If you’re new to Content Collaboration and want to try it out, you can request a trial.
- If you already have a ShareFile account but haven’t purchased any new entitlements, you can connect your account to Citrix Cloud.
- If you’ve purchased ShareFile or Workspace entitlements, you can create a new account in Citrix Cloud and assign your entitlements to that account.
- If you’ve purchased the ShareFile or Workspace entitlements, you can connect your existing ShareFile account to Citrix Cloud to assign your new entitlements.

Request a trial

Use the following steps if you don’t have a Content Collaboration account and want to try out the service.

1. Sign in to Citrix Cloud using your Citrix credentials.
2. From the Citrix Cloud console, under Available Services, locate the Content Collaboration tile.
3. In Add Service, select Request a Trial.

The Add Content Collaboration Account page appears with the Request Trial tab selected.

4. In the GEO Location section, select the service region you want to use and acknowledge that the location can’t be changed after requesting the trial.
5. In the Select a subdomain section, enter the unique subdomain you want to use.
6. Click Request Trial. Citrix Cloud sends you an email after your Content Collaboration account is created.
Create a new Content Collaboration account and assign entitlements

Use the following steps if you’ve purchased Content Collaboration entitlements and want to create a new account and assign the entitlements to that account.

1. Sign in to Citrix Cloud using your Citrix Cloud credentials.
2. From the Citrix Cloud console, under My Services, locate the Content Collaboration tile and click Manage.

The Assign Content Collaboration Entitlements page appears and displays any new Content Collaboration entitlements purchased under your Citrix OrgID.

3. Click Create new account and Assign.
4. On the Set up Content Collaboration page, choose the service region, enter a unique subdomain, and then click Create Account.

Link an existing ShareFile account

To link an existing ShareFile account to your Citrix Cloud account, the following requirements must be met:

- You must have administrator permissions in both Citrix Cloud and ShareFile.
- The email address that you use to sign in to Citrix Cloud must match the email address on record for ShareFile.

If any of these requirements aren’t met, Citrix Cloud might not be able to locate your ShareFile account for assignment. If you need help with these requirements, contact Citrix Support.
To link your Content Collaboration account to Citrix Cloud (no new entitlements)

Use the following steps if you haven’t purchased new entitlements and want to link your existing ShareFile account to Citrix Cloud.

1. Sign in to Citrix Cloud using your Citrix credentials.
2. From the Citrix Cloud console, under **Available Services**, locate the Content Collaboration tile.
3. In **Add Service**, select **Link Account**. The Add Content Collaboration Account page appears with the Link Account tab selected.
4. Select the ShareFile account you want to link and then click **Link Account**.

**Important:** If no accounts are displayed, verify that you are an administrator for ShareFile and that your email address for Citrix Cloud matches your email address for Content Collaboration. For additional assistance, contact Citrix Support.
To link your ShareFile account and assign entitlements

Use the following steps if you’ve purchased new ShareFile or Workspace entitlements to assign and manage your entitlements in Citrix Cloud.

1. Sign in to Citrix Cloud using your Citrix credentials.

2. From the Citrix Cloud console, under **My Services**, locate the Content Collaboration tile and click **Manage**. The Assign Content Collaboration Entitlements page appears and displays the new entitlements you have purchased.

3. Click **Assign to Existing Account**. The ShareFile Accounts page appears.

4. To link an account that has never connected to Citrix Cloud, click **Link another account**.
Citrix Cloud displays the available accounts you can link.

5. Select the ShareFile account you want to link and then click **Link Account**.
Select a ShareFile account to link to Citrix Cloud

Available ShareFile accounts

- sfenttest3
  sfenttest3.sharefilestaging.com

Looking for a different account?
To link an existing account to Citrix Cloud, your email address must be an administrator of the ShareFile account. For further help, please contact support.

Important: Once an account is linked, renewals will be processed through your Citrix Cloud account.

Important: If no accounts are displayed, verify that you are an administrator for Content Collaboration and that your email address for Citrix Cloud matches your email address for ShareFile. For additional assistance, contact Citrix Support.

6. Select I understand that entitlements assigned to an account cannot be reversed.
7. Click **Assign**. The Assign Content Collaboration Entitlements page displays the account assigned to the entitlement.

8. Click **Manage** to continue to the Content Collaboration Admin Overview.

**Set up ShareFile**

November 28, 2018

After you create or link your ShareFile account, perform the following tasks:

1. Provision administrators.
2. Provision users.
3. Import Active Directory users into ShareFile.
4. Configure authentication.

**Provisioning Administrators**

The first thing you need to do is provision administrators. When your account was created, it was provisioned with a master administrator account. This was the first administrator added to your Citrix Cloud account. In addition to this administrator, you can provision additional administrators. Any additional administrator provisioned within Citrix Cloud will be added to ShareFile with administrator access.

**Provisioning Users**

To begin using your new ShareFile account, you must add users and configure authentication. In the Citrix Cloud environment, you will want to enable SSO between the different components. In order to provide a seamless experience to your end users, you will use SAML to authenticate against your Active Directory user accounts.

**Importing Active Directory Users into ShareFile**

The ShareFile User Management Tool (UMT) makes it easy for you to add your Active Directory users into ShareFile. You can use the tool to provision user accounts and create distribution groups from Active Directory (AD).

Importing users from Active Directory can take some time and be resource intensive. To help with this, you can schedule the tool to run at selected times. In addition to the initial import, you can also use the tool to keep your ShareFile users synchronized with your AD users.

For more information about the UMT, see [User Management Tool for Policy-Based Administration](#).

**Configuring Authentication**

After you have imported your users into ShareFile, you must configure authentication. When using the Citrix Cloud environment, you will want to use SSO. SSO will be done using the SAML protocol. In this environment you have two options for configuring SAML – either using ADFS or via Endpoint Management SAML authorization.

**Configuring Authentication with ADFS**

You can integrate your ShareFile account with Active Directory (AD) to enable single sign-on for users with AD credentials. ShareFile supports Security Assertion Markup Language (SAML) for single sign-
You configure ShareFile to communicate with a SAML-based federation tool running in your network. User logon requests are then redirected to Active Directory. You can use the same SAML Identity Provider that you use for other web applications. For more information, see ShareFile Single Sign-On SSO.

Configuring Authentication to your Active Directory with Endpoint Management

You can configure Endpoint Management and Citrix Gateway to function as a SAML identity provider for ShareFile. In this configuration, a user logging on to ShareFile using a web browser or other ShareFile clients is redirected to the Endpoint Management environment for user authentication. After successful authentication by Endpoint Management, the user receives a SAML token that is valid for logon to their ShareFile account. For more information, see Single Sign On for ShareFile with Citrix Gateway.

Accessing ShareFile

Now that you have configured your users and authentication, you should look at how ShareFile will be accessed. There are two specific types of access you need to look at: administrator access and user access.

Administrator Access

As administrator, you may need to make changes to your ShareFile configuration or manage your account.

Accessing the Content Collaboration Administrator UI through Citrix Cloud

You can access the Content Collaboration Web UI directly through the Citrix Cloud. Access through the Citrix Cloud provides a slightly trimmed down version of the ShareFile Web UI. It contains everything you need to configure access for your users and set up your account.

To access the Content Collaboration Administrator UI from the Citrix Cloud console, select My Services > Content Collaboration from the Citrix Cloud menu.

Accessing the ShareFile Administrator UI Directly

There may be some ShareFile administrator settings that you are unable to access using the Citrix Cloud version of the console. If you need additional functionality, your ShareFile account can be accessed directly through the regular ShareFile login page. You can access the login page by going to https://YourSubdomain.sharefile.com.
**Note:** This is not the recommended method for accessing the ShareFile Administrator UI in a Citrix Cloud environment.

**User Access**

There are three options on how users will access their data in ShareFile. Data can be accessed directly using the Web UI. The other two options depend on what other applications you have enabled. If you have Citrix Virtual Apps and Desktops or Endpoint Management enabled, users can access their data through one of those applications.

**Accessing ShareFile through the Web UI**

End users can access ShareFile directly by going to [http://YourSubdomain.sharefile.com](http://YourSubdomain.sharefile.com).

**Accessing ShareFile with Citrix Virtual Apps and Desktops**

Accessing ShareFile with Citrix Virtual Apps and Desktops will be done using the ShareFileSync Client. The ShareFileSync Client allows you to sync your documents between a local client and the ShareFile cloud.

**Using ShareFileSync for Windows**

On Citrix Virtual Apps and Desktops you will be using ShareFile Sync for Windows. ShareFile Sync for Windows can be preinstalled into your desktop image before deploying to end users. For more information about using ShareFile Sync, see [ShareFileSync for Windows User Guide](#).

You must start by installing ShareFile Sync for Windows in your Citrix Virtual Apps and Desktops environment. You can install the client once and have it propagated to all of the Citrix Virtual Apps and Desktops sessions in your environment. For installation instructions, see [ShareFileSync for Windows](#) in the Citrix Knowledge Center.

**Implementing ShareFile On-Demand Sync**

ShareFile On-Demand Sync is used when you want to deploy the smallest possible data footprint into your Virtual Apps and Desktops environment. For more information about implementing ShareFile On-Demand Sync, see [ShareFile On-Demand Sync Configuration](#) in the Citrix Knowledge Center.

**Accessing ShareFile with Endpoint Management**

Follow [Citrix ShareFile for Endpoint Management](#) for information on wrapping the ShareFile application and deploying Single Sign-On between Endpoint Management and ShareFile.
Accessing ShareFile with Endpoint Management

For information on wrapping the ShareFile application and deploying Single Sign-On between Endpoint Management and ShareFile, see Citrix ShareFile for Endpoint Management.

MDX Service

November 16, 2018

You can use the MDX Service to prepare iOS and Android mobile apps by wrapping the apps with MDX, an app container technology. You then manage the apps with Citrix Endpoint Management. You can use the MDX Service to wrap apps created within your organization.

The MDX Service can use MDX version 10.8.35 or 10.8.60 for wrapping apps.

For information about MDX, the traditional MDX wrapping process using the MDX Toolkit, and a description of signing required assets, see:

- About the MDX Toolkit
- Wrapping iOS mobile apps
- Wrapping Android mobile apps

Data retention policy

The data retention policy for the MDX Service is as follows:

- **App binaries (IPA and APK files):** 90 days.
- **Wrapped app (MDX files):** 90 days (available for downloads).
- **Certificate and keystore files:** Deleted immediately after wrapping.
- **iOS mobile provisioning profile:** Deleted immediately after wrapping.

Getting started with the MDX Service

Follow these steps to start using the MDX Service. To provide feedback on your experience, use your Citrix ID to join the MDX Service discussion forum.

1. Sign up for Citrix Cloud by requesting a trial if you do not already have a Citrix Cloud account. For details on signing up, see Sign up for Citrix Cloud.

2. On the upper right of this page is a blue circle with a plus (+) in it. Mouse over that icon and then click Wrap a Mobile App
To use the MDX Service

To use the MDX Service, upload the application package binary and the required signing assets. Then, verify the app details and modify the attributes, as necessary. You can then download the wrapped application package.
To wrap an iOS app

1. On the MDX Service Overview page, click **Start**.

![MDX Service Overview](image)

2. Upload the .ipa file for the app. The time required for the upload to complete depends on the file size.

![Upload the application package](image)

After the .ipa file uploads to the MDX Service and is processed successfully, the **Verify App Details** screen appears.

Verify App Details page

3. On the **Verify App Details** screen, enter the following information:
   
   a) (Optional) Change the **App Name**, **Minimum OS Version**, and **Maximum OS Version**.
   
   b) Enter a **Description** (required).
   
   c) Select an MDX SDK version with which to wrap the app.
   
   d) Upload the following iOS signing assets:
      
      - Provisioning Profile
      - Certificate
      - Certificate Password
To collect the iOS Provisioning Profile and Certificate information, follow the steps in CTX220481.

After the MDX Service uses the signing assets to modify the app, the **Create Mobile App** screen appears.

4. (Optional) On the Create Mobile App screen, change the bundle ID of the mobile app and then click **Next**. The wrapping process begins.

5. After the wrapping process finishes, download the wrapped MDX application package (.mdx file).

You can also download the file later from the **Jobs** tab.
To wrap an Android app

1. Upload the .apk file for the app. The time required for the upload to complete depends on the file size.

2. After the .apk file is uploaded to the MDX Service and is processed successfully, the Verify App Details screen appears.

Verify App Details
This is where you can set the app name, description, and various other properties.

- **App Name**: Secure Web
- **Description**: Enter description
- **Application Type**: Android
- **Application Version**: 10.4.5-2
- **Minimum OS Version**: 4.4
- **Maximum OS Version**: 
- **Excluded Devices**: Enter devices that should be excluded
- **MDX SDK Version**: v10.6.0, v10.4.10
3. On the **Verify App Details** screen, enter the following information:
   
   a) (Optional) Change the **AppName**, **Minimum OS Version**, and **Maximum OS Version**.
   
   b) Enter a **Description** (required).
   
   c) Select an MDX SDK Version with which to wrap the app.

4. On the **Create Mobile App** screen, upload the following Android signing assets:

   - Keystore
   - Keystore Password
   - Alias Name
   - **Alias Password**

![Upload the application package](image)

To collect the Keystore and Alias Name information, follow the steps in [CTX220480](#).

5. Click **Next** to begin the wrapping process.

![Upload the application package](image)

6. Download the wrapped MDX application package (.mdx file).
License Usage Insights Service

November 28, 2018

The License Usage Insights (LUI) Service in Citrix Cloud is a free cloud service that helps Citrix Service Providers (CSP) understand and report on product usage.

The LUI service makes it easy for Citrix Service Provider partners to understand which Citrix products are in use and at what capacity. Only CSP partners have access to the LUI service.

The License Usage Insights service enables you to:

- Automatically collect and aggregate product usage information from Citrix license servers
- Easily view which users are accessing your Virtual Apps and Desktops deployments each month
- Create customer breakdowns of licensing usage
- Optimize license costs by identifying and tracking a list of free users
- View and understand your historic business with Citrix
- Export Virtual Apps and Desktops usage and ADC VPX allocations data to CSV

Technical Details

September 26, 2018

Before using the License Usage Insights (LUI) service, consider the following items:
• Only Windows-based and VPX-based license servers are supported.
• It may take up to 24 hours for a newly updated license server to appear in the LUI service.
• When usage data is uploaded from a license server, it’s processed and stored in a secure fashion such that it can be accessed at a later date by the LUI service. This process might take up to 24 hours to complete.
• By default, usernames associated with Virtual Apps and Desktops license checkouts will be securely phoned home to Citrix.
• Usernames are phoned home so CSP partners can take full advantage of LUI features and the CSP licensing program which supports free users for trial, test, and administrative product use.
• User information is limited to a single user@domain entry; no additional personal identifiable data is phoned home. Citrix will never share this information.
• For partners sensitive to uploading username information, this functionality can be disabled on the Citrix License Server using the username anonymization feature.

**Supported Citrix products**

The License Usage Insights (LUI) service provides usage information for the following Citrix products:

- Virtual Apps and Desktops
- ADC VPX
- CloudPortal Services Manager (CPSM)

To use the LUI service with CloudPortal Services Manager, CPSM 11.5 Cumulative Update 4 must be installed in your deployment. This update includes Call Home features that enable the LUI service to display deployment status and license usage information. For more information, see CTX220717.

**Get started with the License Usage Insights Service**

September 20, 2018

**Step 1: Update Citrix License Server**

The Licensing Usage Insights Service requires Citrix License Server 11.13.1.2 or later. Before you start using the service, download the latest Citrix License Server software and upgrade your license servers. Upgrading in-place is simple and fast. For more information about the latest Citrix License Server, refer to the Citrix Licensing documentation.
Step 2: Sign in to Citrix Cloud with My Citrix credentials

Before signing in, you'll need to sign up for a Citrix Cloud account. Follow the steps described in Sign up for Citrix Cloud.

When creating your account, use the same My Citrix credentials that you use to allocate and download Citrix licenses from citrix.com. Citrix Cloud sends you an email at the address associated with My Citrix credentials to confirm the account.

When your Citrix Cloud account is ready to use, sign in at https://citrix.cloud.com using your email address and password.

Step 3: Use the License Usage Insights Service

From the Citrix Cloud console, locate the License Usage Insights Service and click Manage. For an overview of the service's key features, see Use the License Usage Insights Service.

Use the License Usage Insights Service

August 29, 2018

Product selection

To view licensing details for a different product, click the arrow next to the product name and select the product you want to view.
License server status

To be compliant with Citrix Service Provider license guidelines, all active license servers must be updated and reporting. The license server status shows the license servers you have and whether or not they’re updated for use with the LUI service.

The service displays a list of active license servers using the license allocation data stored in the Citrix back office. If the license server is updated and successfully reporting, LUI displays the “Reporting” status and includes a timestamp of the most recent upload.

Usage collection

Usage collection helps you understand product usage through automated data collection and aggregation. There’s no need to deploy additional tools.

The service automatically aggregates product usage across all Citrix License Servers to provide a complete view of usage across all deployments. You can also create licensing usage breakdowns by associating specific users with the customers or tenants to whom they belong.

The license servers collect and track product license usage and report it back to Citrix using a secure phone home channel. This automated approach provides you with a constant stream of updated usage data, saving time and helping partners better understand usage trends within their deployments.
To create a customer breakdown of Virtual Apps and Desktops usage

To break down licensing usage by customer, you must first associate users with the customers or tenants to whom they belong. If you don’t have any customers defined in your Customers dashboard, you can add new ones or you can connect with existing Citrix Cloud customers.

1. If applicable, add customers to the Customers dashboard: From the Citrix Cloud management console home page, click Customers, click Add or Invite, and then follow the onscreen instructions.
2. Click the menu button and then select My Services > License Usage Insights.
3. With the Virtual Apps and Desktops product selected, click Users.
4. Select the users you want to associate and then click Bulk Actions > Manage Link to Customer.
5. From the list, select the customer with which to you want associate the users.
6. Click Save.
7. To view the per-customer breakdown, click the Usage view.
Usage reporting for CloudPortal Services Manager

For CloudPortal Services Manager (CPSM) usage, the LUI service includes the Services and Customers views.

The Services view is your primary view to understand the total CPSM license usage across all of your customers. License usage data is grouped by service, mapping directly to how you report CPSM licenses. When drilling down through a specific service, the total usage is broken down to clearly show which customers are contributing towards that usage.

<table>
<thead>
<tr>
<th>Service</th>
<th>Unit Type</th>
<th>Total Units</th>
<th>Paid Units</th>
<th>Free Units</th>
<th>Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>AD Sync</td>
<td>Instance</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>AD Sync</td>
<td>User</td>
<td>141</td>
<td>141</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Hosted Apps and Dev.</td>
<td>User</td>
<td>153</td>
<td>138</td>
<td>15</td>
<td>4</td>
</tr>
</tbody>
</table>

The Customers view presents similar data as the Services view, but in a different format. This view helps you understand which services a specific customer is using or consuming. When you select a specific customer, you can dig deep into the CPSM services that customer is using.
Free user management

LUI provides a comprehensive view of product usage across deployments while still allowing you to take full advantage of the Citrix Service Provider license program that supports trial, test, and administrative users.
**Note:** Free users for CloudPortal Services Manager (CPSM) are only viewable in the LUI service. Managing free CPSM users occurs within the CPSM console.

**Historical trends**

You can view a complete historical record of all of your past business with Citrix. Check the usage you reported last month, last year, or over a configurable time period.

Historical views deliver valuable business insight. As a Citrix Service Provider, you can quickly understand how your business with Citrix is trending and which products are seeing the most growth across your customers and subscribers.
**Export usage and allocations data**

You can export the following types of data as a CSV file from the LUI service:

- Virtual Apps and Desktops product usage and user list for a specified month
- Current ADC VPX allocation details

1. Select **Virtual Apps and Desktops** or **Networking** from the product list.
2. If applicable, select the view you want to export. For example, to export Virtual Apps and Desktops usage details, click the **Usage** view.
3. If applicable, select the month and year you want to export.
4. On the right side of the screen, click **Export**.

**View customer notifications**

Citrix Cloud enables you to monitor solution health across multiple customers without having to visit each deployment individually. The Notifications area in Citrix Cloud aggregates notifications across customers on your dashboard so you can ensure alerts are addressed and services keep running.
1. From the Citrix Cloud management console, click the **Notifications** icon and then click **My Customers**. A list of the most recent notifications appears.

2. To view a complete list of customer notifications, click **View all notifications**.

**Update and configure Citrix License Server**

August 29, 2018

The Citrix License Server is a critical component of the License Usage Insights (LUI) service. To use the LUI service, your Citrix License Servers must be updated to version 11.13.1.2 or later.

**About Citrix License Server**

Citrix License Server 11.13.1.2 and later contains key features that are important for Citrix Service Provider (CSP) partners.
• Optimized usage collection: License Server contains new functionality that optimizes licensing behavior and tracking to better support CSPs.
• Call home: License Server includes Call Home features that automate product usage collection for CSP partners. These features are exclusive to CSP partners and will only be activated when a CSP license is detected on the license server.

Upgrade your Citrix License Servers to use the License Usage Insights service

Complete the following tasks:

1. Download the latest license server.
2. Upgrade your current license server.
3. Repeat the upgrade process for each of your license servers.
4. Start using the LUI service.

Anonymize usernames through the license server

By default, usernames associated with Virtual Apps and Desktops license checkouts are securely phoned home to Citrix.

Usernames are phoned home so CSP partners can take full advantage of LUI features and the CSP licensing program which supports free users for trial, test, and administrative product use.

User information is limited to a single user@domain entry; no additional personal identifiable data is phoned home. Citrix does not share this information.

For partners sensitive to uploading username information, username anonymization can be enabled. When active, username anonymization will convert readable usernames into unique strings using a secure and irreversible algorithm prior to upload.

The LUI service will use these unique identifiers to track product usage instead of the actual usernames. This approach allows service providers to take advantage of month-to-month insights without visibility into the actual usernames in the cloud service user interface.

To configure username anonymization

1. On the license server, open the configuration file in a text editor. Typically, the configuration file is located at C:\Program Files\Citrix\Licensing\WebServicesForLicensing\SimpleLicenseServiceConfig.xml.
2. In the Configurations section, locate the UsageBasedBillingScramble setting.
3. Change the current value to 1 and save the file.
License server information included in uploads

When CSP home is activated on a Citrix License Server, it uploads the following information daily:

- Information about the license server: License server version
- Information about licenses on the license server:
  - License files installed on the server
  - License file expiration dates
  - Product feature and edition entitlement information
  - License quantities
- Information about license usage:
  - Licenses used in the current calendar month
  - Usernames associated with license checkout
  - Product features and editions activated

View a license server upload

CSP partners can inspect the last uploaded payload on their license server to fully understand all of the details that the license server sends to Citrix. A copy of this payload is stored as a .zip file on the license server. By default, this location is C:\Program Files (x86)\Citrix\Licensing\LS\resource\usage\upload_1456166761.zip.

Note

Successful uploads are deleted except for the last one. Unsuccessful uploads linger on the disk until a successful upload occurs. When that happens, all but the last upload are deleted.

Frequently Asked Questions

August 29, 2018

- **What information is being phoned home? Can I view the information my license servers are sending to Citrix?** Yes, you can view a copy of the information that’s phoned home to Citrix. For details, see Using the License Usage Insights Service.

- **Is the LUI service available to Citrix customers or partners that are not Citrix Service Providers?** No. The LUI service is only available to Citrix Service Provider partners with an active partner agreement.

- **Can I disable license server phone home?** No. Under the Citrix Service Provider license agreement, all Citrix License Servers are required to phone home product usage. Partners sensitive
to the phone home use case can use the username anonymization feature. For details, see Anonymize usernames through the license server.

- **Will I be billed based on the product usage shown in the LUI service?** No. The LUI service helps partners understand their product usage so they can report it quickly and accurately to their Citrix distributor. CSP partners will continue to be billed based on the product usage they report to their Citrix distributor. Citrix distributors will continue to own the billing relationship with CSP partners.

- **Which Citrix products does the LUI service support?** The LUI service currently supports the following Citrix products:
  - Virtual Apps and Desktops product usage.
  - Citrix ADC VPX allocations.
  - CloudPortal Services Manager Call Home. CPSM 11.5 Cumulative Update 4 is required to use the LUI service with your CPSM deployment. For more information, see CTX220717.

- **How much does the License Usage Insights service cost?** The LUI service comes with Citrix Cloud, free of charge.

- **How do I get help with the License Usage Insights service?** Open a support ticket from within Citrix Cloud:
  
  1. Sign in to Citrix Cloud.
  2. Click the Feedback and Support icon near the top-right of the screen.
  3. Select Open a ticket and complete the form.

A member of Citrix Technical Support will follow up and assist you.

- **How do I provide feedback about the License Usage Insights service?** To give feedback about the LUI service:
  
  1. Sign in to Citrix Cloud.
  2. Click the Feedback and Support icon near the top-right of the screen.
  3. Select Feedback & Suggestions. The Citrix Cloud suggestions page opens in a separate browser tab or window.
4. In Tell us about your suggestion, start typing a title for your feedback. As you type, additional fields appear so you can provide more details.

5. Click Post idea. Your feedback appears on the Citrix Cloud suggestions page where others, including the Citrix Cloud team, can read it, comment on it, and vote for it.

Secure Browser service

November 16, 2018

The Citrix Secure Browser service isolates web browsing to protect the corporate network from browser-based attacks. It delivers consistent, secure remote access to internet hosted web applications, with no need for user device configuration. Administrators can rapidly roll out secure browsers, providing instant time-to-value. By isolating internet browsing, IT administrators can offer end users safe internet access without compromising enterprise security.

Users log on through Citrix Workspace (or Citrix Receiver) and can open web apps in the configured web browser. The website does not directly transfer any browsing data to or from the user device, so the experience is secure.

The Secure Browser service can publish secure browsers for use with:

- Unauthenticated external web apps. Although typically not recommended, unauthenticated external web apps might be used for a simple proof of concept.
- Authenticated external web apps. Publishing authenticated external web apps requires a resource location containing at least one Cloud Connector (two or more are recommended). For details, see Citrix Cloud Connector.

The service also offers:

- Integration of published apps with Citrix Workspace
- Integration of published apps with on-premises StoreFront
- Simple URL whitelisting for security
- Usage monitoring
- Controls for clipboard use, printing, kiosk mode, and client drive mapping

What’s new

November 2018:

- You can enable the client drive mapping policy to upload and download the files to and from the remote session. For more information, see the Policy section.
- Configure a secure browser to automatically connect you to the closest region based on your geolocation.
October 2018:

- Secure Browser is adapted for use in five languages. For globalization information, see CTX119253.
- Additional region support: Secure Browser supports the Australia East region.

September 2018:

- You can now download a custom icon for your published browser.

August 2018:

- The Citrix Secure Browser service is now integrated with Citrix Workspace. For details, see Integration with Citrix Workspace.
- Additional region support: When you publish a secure browser, you can choose among the following regions: US East, US West, Europe West, and Southeast Asia.

**Get started**

To get started, you can request a 30-day trial of the Citrix Secure Browser service.

1. Sign in to Citrix Cloud. If you don’t have an account, see Sign up for Citrix Cloud.

2. In the Secure Browser Service tile, click Request Trial.

3. In a few moments, you’ll receive an email (the email associated with your Citrix Cloud account). Click the Sign in link in the email.

4. After you’re in Citrix Cloud again, click Manage on the Secure Browser Service tile.
5. On the **Welcome to Secure Browser** page, click **Let's Get Started**. You’re guided to publish your first secure browser.

For information about purchasing the Citrix Secure Browser service, click **How to Buy** on the Citrix Cloud home page.

**Integration with Citrix Workspace**

Secure Browser can be integrated with Citrix Workspace. To ensure that it’s integrated:

1. Sign in to **Citrix Cloud**.
2. In the upper left menu, select **Workspace Configuration**.
3. Select the **Service Integrations** tab.
4. The Secure Browser service entry should indicate **Enabled**. If it does not, click the ellipsis menu and select **Enable**.
Citrix Cloud

By default, all unauthenticated apps are available to all Workspace users without user assignment. For authenticated apps, you must explicitly add users with Citrix Cloud Library.

You can authenticate using Active Directory or Azure Active Directory. If you choose Azure Active Directory, the on-premises domain containing your Active Directory Domain Controllers must contain one (preferably two) Cloud Connectors. For more information, see:

- Change authentication to workspaces
- Connect Azure Active Directory to Citrix Cloud

Integrate with your on-premises StoreFront

Citrix Virtual Apps and Desktops customers with an on-premises StoreFront can easily integrate with the Secure Browser Service to provide the following benefits:

- Aggregate your published secure browsers with your existing Citrix Virtual Apps and Desktops apps for a unified store experience.
- Use native Citrix Receivers for enhanced end user experience.
- Strengthen security for Secure Browser launches by using your existing multifactor authentication solution integrated with your StoreFront.

For details, see CTX230272 and the StoreFront configuration documentation.

Publish a secure browser

If you haven’t published a secure browser yet, begin with step 3.

1. If you’re not already in Citrix Cloud, sign in. In the Secure Browser Service tile, click Manage.

2. On the Manage tab, click Publish a Secure Browser.

3. Select the type of secure browser to publish: external unauthenticated (default) or external authenticated. Then click Continue.
4. Enter the name, start URL, and select the region. By default, the icon of the Google Chrome executable is used when you publish a Secure Browser. You can now bring your own icon to represent a published browser.

- Click **Change icon > Select icon** to upload the icon of your choice, or choose **Use default icon** to use the existing Google Chrome icon.

- Choose among the following regions: West US, East US, Southeast Asia, Australia East, and West Europe.
- If you select **Auto**, your Secure Browser connects you to the closest region based on your geolocation.
• When you are done, click **Publish**. When the publishing completes, the **Manage tab** lists the browser you published.

5. Use the Citrix Cloud Library to add subscribers (users) to the secure browser you created. Click the right arrow at the end of the row to expand a details pane containing a link to the Library.

6. When you click that link, you are guided to the Library display containing your secure browser. Click the ellipsis on the tile containing the secure browser and click **Manage Subscribers**. For information about adding subscribers, see Assigning users and groups to service offerings using Library.

**Manage published secure browsers**

The **Manage tab** lists the published secure browsers. To access management tasks, click the ellipsis at the end of an entry’s row, and then select the task.
If you select a menu entry, and then decide not to change anything, cancel the selection by clicking the X outside the dialog box.

**Time-outs**

Time-out settings include:

- **Idle Timeout**: The number of minutes a session can remain idle before it is ended due to inactivity.
- **Idle Warning Time**: The number of minutes before ending a session that a warning message is sent to the user.
For example, if you set an idle timeout of 20 and an idle warning time of 5, a message will be sent to the user if there is no activity in the session for 15 minutes (20 minus 5). If the user does not respond, the session will end five minutes later.

When you’re done, click **OK**.

### Policies

Settings on the policies page control the following:

- **Clipboard**: Disabling the clipboard prevents copy and paste operations to and from the remote session. (The Clipboard button is removed from the Citrix Workspace app toolbar.) By default, this setting is disabled.

- **Printing**: When you enable printing, the remote webpage can be saved as a PDF and transferred to the user’s device. The user can then press Ctrl-P and select the Citrix PDF printer. By default, this setting is disabled.

- **Non-kiosk**: Enabling non-kiosk mode restores the interface to the remote browser. The user can then access the address bar and create multiple tabs and windows. (Disabling non-kiosk mode removes the remote browser’s navigation controls and address bar.) By default, this setting is enabled (non-kiosk mode is on).

- **Client drive mapping**: Enabling the client drive mapping policy allows the user to upload and download files to and from the remote session. This feature is available only for sessions launched with the Citrix Workspace app. By default, this policy is disabled.

  - Users must save downloaded files only on the `ctxmnt` disk in the `Anonxxx` directory. To do that, users need to navigate to the desired location for storing the file. For example, `Anonxxx > ctxmnt > C > Users > User Name > Documents`. 

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- The dialog box might prompt the user to accept the **Permit all access** or **Read and Write** permissions to access the **ctxmnt** folder.

When you’re done, click **OK**.

### Whitelists

Use the **Whitelists** task to restrict users to visiting only whitelisted URLs within their published Secure Browser session. This feature is available for external authenticated web apps.

Enter whitelist entries in the form hostname:port number. Specify each entry on a new line. Asterisks are supported as wildcards. Browser requests must match at least one entry in the whitelist.
Citrix Cloud

For example, to set https://example.com as a whitelisted URL:

- **example.com:** allows connection to this URL from any port.
- **example.com:**88 allows connection to this URL only from port 80.
- **.*:** allows access to this URL from any port and from any links to other URLs and ports. The 
  **.*:** format allows access to all external web apps from the published app. This format is the 
  default setting for the external web apps URL whitelist field.

When you’re done, click **OK**.

Advanced web filtering capabilities are available through integration with the Access Control service. Learn more at Use case: Selective access to apps.

**Edit**

Use the **Edit** task to change the name, start URL, or region of a published browser. When you’re done, click **Publish**.

**Delete**

Use the **Delete** task to remove a published secure browser. When you select this task, you’re prompted to confirm the deletion.

**Monitor usage**

The **Usage** tab shows the:

- Number of initiated sessions
- Number of hours used

To create a spreadsheet containing usage details, click **Export to CSV** and select a timeframe.
Technical security overview

Secure Browser Service is a SaaS product managed and operated by Citrix. It allows access to web applications via an intermediate web browser hosted in the cloud.

Cloud service

The Citrix Secure Browser service consists of web browsers running on Virtual Delivery Agents (VDAs) along with the management console used to manage and connect users to these VDAs. Citrix Cloud manages the operation of these components, including the security and patching of operating systems, web browsers, and Citrix components.

While using Secure Browser service, hosted web browsers may track user’s browsing history and perform caching of HTTP requests. Citrix uses mandatory profiles and ensures that this data is deleted when the browsing session ends.

Secure Browser service is accessed with an HTML5-compatible web browser. The service does not provide any downloadable clients. All traffic between the browser being used and cloud service is encrypted using industry-standard TLS encryption. Secure Browser supports TLS 1.2 only.

Web applications

Citrix Secure Browser service is used to deliver web applications owned by the customer or a third party. The owner of the web application is responsible for its security, including patching the web server and application against vulnerabilities.

Security of the traffic between Secure Browser and the web application depends on the encryption settings of the web server. To protect this traffic as it flows over the Internet, administrators should publish HTTPS URLs.

More information

See the following resources for additional security information:

- Citrix Security site: https://www.citrix.com/security
- Citrix Cloud documentation: Secure Deployment Guide for the Citrix Cloud Platform

Additional resources

For developers: Preview API for Secure Browser Service
Citrix Virtual Apps Essentials

November 28, 2018

Citrix Virtual Apps Essentials allows you to deliver Windows applications and shared hosted desktops from Microsoft Azure to any user on any device. The service combines the industry-leading Citrix Virtual Apps service with the power and flexibility of Microsoft Azure. You can also use Virtual Apps Essentials to publish Windows Server desktops.

Server OS machines run multiple sessions from a single machine to deliver multiple applications and desktops to multiple, simultaneously connected users. Each user requires a single session from which they can run all their hosted applications.

The service is delivered through Citrix Cloud and helps you to deploy your application workloads within your Azure subscription with ease. When users open applications from the workspace experience, the application appears to run locally on the user computer. Users can access their apps securely from any device, anywhere.

Virtual Apps Essentials includes the workspace experience and the Citrix Gateway service, in addition to its core management services. Your app workloads run in your Azure subscription.

Deployment architecture

The following diagram shows an architectural overview of a basic Virtual Apps Essentials cloud deployment:
You can also allow users to connect to your on-premises data center. Connections between the Azure cloud and your on-premises data center occur through a VPN connection. Users connect through Virtual Apps Essentials to your license server, file servers, or Active Directory over the VPN connection.
Citrix Cloud

Deployment summary

Follow these steps to deploy Citrix Virtual Apps Essentials:

- Buy Citrix Virtual Apps Essentials from the Azure Marketplace.
- Prepare and link your Azure subscription.
- Create and upload your master image.
- Deploy a catalog, publish apps and desktops, and assign subscribers

For detailed deployment instructions, see the XenApp Essentials Deployment Guide.

What’s new

- August 2018: New product names

If you’ve been a Citrix customer or partner for a while, you’ll notice new names in our products and product documentation. If you’re new to this Citrix product, you might see different names for a product or component.

The new product and component names stem from the expanding Citrix portfolio and cloud strategy. This article uses the following names.

- **Citrix Virtual Apps Essentials**: XenApp is part of our workspace strategy, where many types of apps come together in the preferred place to access work tools. As part of a unified, contextual, secure workspace, XenApp Essentials is now Citrix Virtual Apps Essentials.

- **Citrix Workspace app**: The Citrix Workspace app incorporates existing Citrix Receiver technology as well as the other Citrix Workspace client technologies. It has been enhanced to deliver additional capabilities to provide end users with a unified, contextual experience where they can interact with all the work apps, files, and devices they need to do their best work.

- **Citrix Gateway**: The NetScaler Unified Gateway, which allows secure, contextual access to the apps and data you need to do your best work, is now Citrix Gateway.

In-product content might still contain former names. For example, you might see instances of earlier names in console text, messages, and directory/file names. It is possible that some items (such as commands and MSIs) might continue to retain their former names to prevent breaking existing customer scripts.

Related product documentation, other resources (such as videos and blog posts), and other sites (such as Azure Marketplace) might still contain former names. Your patience during this transition is appreciated. For more detail about our new names, see https://www.citrix.com/about/citrix-product-guide/.
Building additional images from the Virtual Apps Essentials interface

After creating a production image from the Azure Resource Manager interface, you can create additional images through Azure, as needed. Now, as an optional alternative to creating additional images through the Azure interface, you can build a new master image from the Virtual Apps Essentials interface. For details, see Prepare and upload a master image.

Monitor display enhancements

The Monitor display now includes usage information about applications and top users. For details, see Monitor the service.

System requirements

Microsoft Azure

Citrix Virtual Apps Essentials supports configuring machines only through Azure Resource Manager. Use Azure Resource Manager to:

- Deploy resources such as virtual machines (VMs), storage accounts, and a virtual network.
- Create and manage the resource group (a container for resources that you want to manage as a group).

To provision and deploy resources in Microsoft Azure, you need:

- An Azure account.
- An Azure Resource Manager subscription.
- An Azure Active Directory global administrator account in the directory associated with your subscription. The user account must have Owner permission for the Azure subscription to use for provisioning resources. For more information about how to set up an Azure Active Directory tenant, see How to get an Azure Active Directory tenant.

Citrix Cloud

Virtual Apps Essentials is delivered through the Citrix Cloud and requires a Citrix Cloud account to complete the onboarding process. You can create a Citrix Cloud account on the Citrix Cloud Sign Up page before going to Azure Marketplace to complete the transaction.

The Citrix Cloud account you use cannot be affiliated with an existing Citrix Virtual Apps and Desktops service or Citrix Virtual Desktops Essentials service account.

Virtual Apps Essentials console

You can open the Virtual Apps Essentials administration console in the following web browsers:
Known issues

Virtual Apps Essentials has the following known issues:

- If you use Azure AD Domain Services: Workspace (or StoreFront) logon UPNs must contain the domain name that was specified when enabling Azure AD Domain Services. Logons cannot use UPNs for a custom domain you create, even if that custom domain is designated as primary.
- When you configure users for a catalog and select a domain, you can see and choose the users from the Builtin\users group.
- Creating the catalog fails if the virtual machine size is not available for the selected region. To check the virtual machines that are available in your area, see the chart at Products available by region on the Microsoft website.
- You cannot create and publish multiple instances of the same app from the Start menu at the same time. For example, from the Start menu you publish Internet Explorer. Then, you want to publish a second instance of Internet Explorer that opens a specific website on startup. To do so, publish the second app by using the path for the app instead of the Start menu.
- Virtual Apps Essentials supports linking a subscription by using an Azure Active Directory user account. Virtual Apps Essentials does not support Live.com authenticated accounts.
- Users cannot start an application if there is an existing Remote Desktop Protocol (RDP) session on the VDA. This behavior only happens if the RDP session starts when no other users are logged on to the VDA.
- You cannot enter a license server address longer than server.domain.subdomain.
- If you perform multiple sequential updates to capacity management, there is a possibility that the updated settings do not properly propagate to the VDAs.
- If you use a non-English web browser, the text appears as a combination of English and the browser language.

How to buy the service

Note:
The information in this section is also available as a PDF. That content contains earlier product names.

Buy Citrix Virtual Apps Essentials directly from the Azure Marketplace, using your Microsoft Azure account. Citrix Virtual Apps Essentials requires at least 25 users.

The service is delivered through Citrix Cloud and requires a Citrix Cloud account to complete the on-boarding process. See System requirements > Citrix Cloud for details.
When buying Citrix Virtual Apps Essentials, ensure that you enter correct information for all details, including address fields, to ensure fast processing of your order. Before you configure Virtual Apps Essentials, ensure that you complete the following in the Azure Marketplace:

- Provide contact information and your company details.
- Provide your billing information.
- Create your subscription.

To configure the customer and pricing:

1. In **Select a customer**, select the customer name.
2. Under **Pricing**, in **Number of users**, type the number of users who have access to Virtual Apps Essentials.
3. Under **Price per month**, select the agreement check box and then click **Create**.

The summary page appears and shows the details of the resource.

After your account is provisioned, click **Manage through Citrix Cloud**.

**Important:**
Wait for Microsoft Azure to provision your service. Do not click the **Manage through Citrix Cloud** link until provisioning is complete. This process can take up to four hours.

When you click the link, Citrix Cloud opens in the web browser, and you can begin the configuration process described below.

**Prepare your Azure subscription**

Choose your Azure subscription to be the host connection for your VDAs and related resources. These resources can incur charges based on your consumption.

**Note:**
This service requires you to log on with an Azure Active Directory account. Virtual Apps Essentials does not support other account types, such as live.com.

To prepare your Azure subscription, configure the following in Azure Resource Manager:

1. Create a resource group and provide:
   - Resource group name
   - Subscription name
   - Location

2. In Azure Resource Manager, create a virtual network in the resource group and provide a name for the network. You can leave all other default settings. You create a storage account when you create the master image.
3. Use an existing domain controller or create one. If you create a domain controller:
   
a) Use the A3 Standard or any other size Windows Server 2012 R2 virtual machine in the Resource Group and virtual network. This virtual machine becomes the domain controller. If you plan to create multiple domain controllers, create an availability set and put all the domain controllers in this set.
   
b) Assign a private static IP address to the network adapter of the virtual machine. You can assign the address in the Azure portal. For more information, see Configure private IP addresses for a virtual machine using the Azure portal on the Microsoft documentation website.
   
c) [Optional] Attach a new data disk to the virtual machine to store the Active Directory users and Groups and any Active Directory logs. For more information, see How to attach a data disk to a Windows virtual machine in the Azure portal. When you attach the disk, select all the default options to complete the settings.
   
d) Add the domain controller virtual machine’s private IP address to the virtual network DNS server. For more information, see Manage DNS servers used by a virtual network (Classic) using the Azure portal (Classic).
   
e) Add a public DNS server in addition to the Microsoft DNS server. Use the IP address 168.63.129.16 for the second DNS server.
   
f) Add the Active Directory Domain Services role to the domain controller virtual machine. When this step is complete, promote the domain controller virtual machine to a domain controller and DNS.
   
g) Create a forest and add some Active Directory users. For more information, see Install a new Active Directory forest on an Azure virtual network.

If you prefer to use Azure Active Directory Domain Services instead of a domain controller, Citrix recommends reviewing the documentation Azure Active Directory Domain Services for Beginners on the Microsoft website.

Link Your Azure subscription

In Citrix Cloud, link your Citrix Virtual Apps Essentials to your Azure subscription.

1. Sign in to Citrix Cloud. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. On the Manage tab, click Azure Subscriptions.
3. Click Add Subscription. The Azure portal opens.
4. Log on to your Azure subscription with your global administrator Azure credentials.
5. Click Accept to allow Virtual Apps Essentials to access your Azure account. The subscriptions available in your account are listed.
6. Select the subscription you want to use and then click Link.
7. Return to the Virtual Apps Essentials console to see the subscription in a linked state.
After you link your Azure subscription to Virtual Apps Essentials, upload your master image.

**Prepare and upload a master image**

Catalog creation uses a master image to deploy VMs containing applications and desktops. This can be a master image you prepare (with applications and VDA installed), or an image prepared by Citrix. For production deployments, Citrix recommends preparing and using your own master image. Citrix-prepared images are intended only for pilot or test deployments.

The first production image must be prepared from the Azure Resource Manager interface. Later, you can create additional images through Azure, as needed.

As an alternative to creating additional images through the Azure interface, you can build a new master image from the Virtual Apps Essentials interface.

- This method uses a previously created master image. You can obtain the network settings from an existing catalog or manually specify them.

- After you use an existing master image to create a new image, you connect to the new image and customize it, adding or removing apps that were copied from the template. The VDA is already installed, so you don’t have to do that again.

- This method lets you stay with the Essentials service. You don’t need to navigate to Azure to create the new image, and then return to the Essentials service to import the image.

For example, let’s say you have a catalog named HR that uses a master image containing several HR apps. Recently, a new app released that you want to make available to the HR catalog users. Using the build-an-image feature in Virtual Apps Essentials, you select the current master image as a template to create a new master image. You also select the HR catalog so that the new master image uses the same network connection settings. After the initial image setup, install the new app on the new image. After testing, update the HR catalog with the new master image, making it available to that catalog’s users. The original HR master image is retained in the My Images list, in case it’s ever needed again.

The following sections describe how to prepare and upload a master image through the Azure interface. For details about building an image from within Virtual Apps Essentials, see Prepare a master image in Virtual Apps Essentials.

**Procedure summary**

1. Prepare a master image VM in Azure or Virtual Apps Essentials.
2. Install apps on the master image.
3. Install a Citrix VDA on the master image.
4. Upload the master image from Azure Resource Manager to Virtual Apps Essentials (if needed).
Citrix recommends installing the latest Current Release (CR) of the server VDA or the latest Cumulative Update (CU) for Server VDA 7.15 Long Term Service Release (LTSR) on Windows Server 2016 or Windows Server 2012 R2 machines. If you have a Windows Server 2008 R2 machine, you must install server VDA 7.15 LTSR (latest CU recommended), which is also available on the download page. See Lifecycle Policy for Citrix Cloud Virtual Apps and Desktops Service to learn about the lifecycle policy for CR and LTSR VDAs.

Create a master image VM in Azure

1. Sign in to the Azure portal.

2. Click Create a Resource in the navigation pane. Select or search for a Windows Server 2008 R2, Windows Server 2012 R2, or Windows Server 2016 entry. Click Create.

3. On the Create virtual machine page, in panel 1 Basics:
   a) Enter a name for the VM.
   b) Select a VM disk type (optional). Create a standard disk. Managed disks are not supported in Virtual Apps Essentials.
   c) Enter the local user name and password, and confirm the password.
   d) Select your subscription.
   e) Create a new resource group or select an existing resource group.
   f) Select the location.
   g) Select the resource group and location.
   h) Choose whether you will use a Windows license that you already own.
   i) Click OK.
4. On the **Create virtual machine** page, in panel 2 Size, choose the virtual machine size:
   
a) Select a VM type, then indicate the minimum number of vCPUs and minimum memory. The recommended choices are displayed. You can also display all choices.
   
b) Choose a size and then click **Select**.

5. On the **Create virtual machine** page, in panel 3 Settings:
a) Indicate whether you want to use high availability.
b) Managed disks are not supported with this service.
c) Provide the virtual network name, subnet, public IP address, and network security.
d) Optionally, select extensions.
e) Enable or disable auto-shutdown, monitoring (boot diagnostics, guest OS diagnostics, diagnostics storage account).
f) Enable or disable backup.
g) Click OK.

6. In panel 4 Summary, click **OK** to begin creation of the VM.

Do not Sysprep the image.
Install apps on the master image

On the master image VM you just created, add the apps that will be available to users when they log on with the workspace URL. (Later, after you create the catalog that uses this master image, you’ll specify exactly which of these apps will be available to the users you specify.)

1. Connect to the master image VM after you create it and while it is running.
2. Install applications.

Install a VDA on the master image

1. Connect to the master image VM (if you’re not already connected).
2. You can download a VDA for Server OS by using the Downloads link on the Citrix Cloud navigation bar. Or, use a browser to navigate to the Citrix Virtual Apps and Desktops service download page. Download a VDA for Server OS onto the VM. (See guidance above for VDA version information.)
3. Launch the VDA installer by double-clicking the downloaded file. The installation wizard launches.
4. On the Environment page, select Create a master image using MCS and then click Next.
5. On the Core Components page, click Next.
6. On the Delivery Controller page, select Let Machine Creation Services do it automatically and then click Next.
7. Leave the default settings on the Additional Components, Features, and Firewall pages, unless Citrix instructs you otherwise. Click Next on each page.
8. On the Summary page, click Install. Prerequisites begin to install. When prompted to restart, agree.
9. The VDA installation resumes automatically. Prerequisite installation completes and then the components and features are installed. On the Call Home page, leave the default setting (unless Citrix instructs you otherwise), and then click Next.
10. Click Finish. The machine restarts automatically.
11. To ensure that the configuration is correct, launch one or more of the applications you installed.
12. Shut down the VM. Do not Sysprep the image.

Upload the master image

In this procedure, you upload the master image from Azure Resource Manager to Virtual Apps Essentials.

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops
2. On the Manage tab, click Master Images.
3. Click **Add Master Image**.
4. On the **Add an image** page, specify the location of the image by selecting the subscription, resource group, storage account, VHD, and region.
5. Enter a name for the master image.
6. Click **Save**.

The service verifies the master image. After verification, the uploaded image appears under **Master Images > My Images**.

**Tip:** As an alternative to uploading the master image before creating the catalog, you can import a master image from Azure Resource Manager when you create the catalog.

**Prepare a master image in Virtual Apps Essentials**

This method uses an existing master image as a template (and optionally, connection details from an existing catalog) to build another master image. You can then customize the new master image. This procedure is completed entirely through the Virtual Apps Essentials interface.

1. Sign in to **Citrix Cloud**, if you haven’t already. In the upper left menu, select **My Services > Virtual Apps and Desktops**.
2. Click **Manage** and then select the **Master Images** tab.
3. Click **Build Image**.
4. On the **Build Image** page, in the **Select an image** panel, select a master image. Specify a name for your new image. Click **Next**.
5. In the **Specify network connectivity settings** panel, you can either use the settings from an existing catalog, or you can specify the settings. The settings are: subscription, virtual network, region, subnet, domain, and VM instance type. (If you don’t have a catalog, you must enter the settings.)

   If you select **Copy settings from a catalog**, select the catalog. The network connection settings display, so you can visually verify that you want to use them with your new master image. Enter your service account username and password to join the domain. Click **Save**.

   If you select **Enter new settings**, select values in the appropriate settings fields. Enter your service account username and password to join the domain. Click **Save**.

6. Click **Start Provisioning**.
7. When the new image has been created, it appears in the **Manage > Master Images** list with a status of **Input Required**. Click **Connect to VM**. An RDP client downloads. Use RDP to connect to the newly created VM. Customize the new image by adding or removing applications and other software. As with all master images, do not Sysprep the image.
8. When you’re done customizing your new image, return to the Manage > Master Images page and click Finish for your new master image. The new image is then sent to the verification process.

9. When the verification process completes, the new image appears in the My Images list with a status of Ready.

Later, when you create a catalog, and select Link an existing image on the Choose master image page, the new image appears among the Image Name choices.

**Deploy a catalog, publish apps and desktops, and assign subscribers**

A catalog lists the apps and desktops that you choose to share with selected users.

If you’re familiar with other Citrix app and desktop delivery products, a catalog in this service is similar to combining a machine catalog and a delivery group. However, the machine catalog and delivery group creation workflows in other services are not available in this service.

Deploying a catalog and sharing apps with subscribers is a multi-step process.

- Create a catalog
- Publish apps and assign subscribers for that catalog
- Test and share the workspace link your subscribers will use

**Create a catalog**

When creating a catalog, have Azure Active Directory account credentials and your subscription name available.

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. On the Manage tab, click Catalogs and then Add Catalog.
3. Provide information in the following panels. Click Save when you’re done with each panel. A warning sign appears in a panel’s header if required information is missing or invalid. A check mark indicates that the information is complete.
1. Type a 2-38 character name for the catalog. (Letters and numbers only, no special characters.) This name is visible only to administrators.

2. Select **Domain Joined** if it isn’t already selected. A domain-joined deployment allows VDAs to join Active Directory. Later, you provide an Azure virtual network that is connected to your domain. If you don’t have a domain, you can use Azure Active Directory Domain services.

3. Click **Save**.

**Link your Azure subscription**

1. Select your Azure subscription. When you link a new Azure subscription, the Azure sign-in page appears for authentication of your Azure credentials. After signing in, accept the service consent to manage your subscription. Then, you can link a subscription. Virtual Apps Essentials requires you to log on with an Azure Active Directory account. Other account types (such as live.com) are not supported. To create your Azure user account, see Add new users to Azure Active Directory preview.
2. Select your resource group, virtual network (VNET), and subnet. The VNET determines the Azure region where your resources are deployed. The subnet must be able to reach your domain controller.
3. Click **Save**.

**Join local domain**

1. Enter domain information:
   - **Fully Qualified Domain Name**: Enter the domain name. The name must resolve from the DNS provided in the virtual network.
   - **Organizational Unit**: (optional) Ensure that Active Directory contains the specified OU. If you leave this field blank, machines are placed in the default Computers container.
   - **Service Account Name**, **Password**, and **Confirm Password**: Enter the User Principal Name (UPN) of the account that has permissions to add machines to the domain. Then enter and confirm the password for that account.

2. Click **Save**.

You can test connectivity through the virtual network by creating a VM in your Azure subscription. The VM must be in the same resource group, virtual network, and subnet that you use to deploy the catalog. Ensure that the VM can connect to the internet. Also ensure that you can reach the domain by joining the VM to the domain. You can test using the same credentials that were used for deploying this catalog.

**Connect to a resource location**
Each resource location must have two or more Cloud Connectors, which communicate with Citrix Cloud. The service handles the Cloud Connector deployment automatically when a catalog deploys. The two Windows Server VMs are created in Azure Resource Manager and then a Cloud Connector is installed automatically on each server. If the selected resource location is available, connection occurs automatically. Simply click Save. To create a resource location, enter a name for it.

- To create Cloud Connectors in a specific Azure resource group, click Edit next to Azure Resource Group to change the resource location. Otherwise, the service uses the resource group you specified when you linked your Azure subscription.
- To put the Cloud Connectors into a separate OU, click Edit next to Organizational Unit to change the OU. Otherwise, Virtual Apps Essentials uses the resource group you specified when you linked your Azure subscription.

Choose a master image

1. Select one of the following:

- **Link an existing image**: Use this option if you previously imported a custom image and want to use it with this catalog. Select the image and optionally, a region.
- **Import a new image**: Use this option if you want to use a custom image with this catalog, but have not yet imported it. Select the subscription, resource group, storage account, and VHD. Enter a friendly name for the image.
- **Use a Citrix prepared image**: Use this option to test the service without using your own custom image. These images are suitable only for demonstration environments, and are not recommended for production. Select a prepared image.
2. Click **Save**.

**Pick storage and compute type**

1. Configure the following items:

   - **Standard or premium disks**: Standard disks (HDD) are backed by magnetic drives. They are preferable for applications where data is accessed infrequently. Premium disks (SDD) are backed by solid state drives and offer consistent, low-latency performance. They provide the best balance ideal for I/O-intensive applications and production workloads.

   - **Use Azure Managed Disks or unmanaged disks**: By default the check box **Use unmanaged disks instead of Azure Managed Disks for VMs in this catalog** is selected because

- **Azure Hybrid Use Benefit**: Select whether or not to use existing on-premises Windows Server licenses. Enabling this feature and using existing on-premises Windows Server images uses Azure Hybrid Use Benefits (HUB). For details, see https://azure.microsoft.com/pricing/hybrid-use-benefit/.

  HUB reduces the cost of running VMs in Azure to the base compute rate, because it waives the price of additional Windows Server licenses from the Azure gallery. You need to bring your on-premises Windows Servers images to Azure to use HUB. Azure gallery images are not supported. On-premises Windows Client licenses are currently not supported. See the Microsoft blog post How can I use the Hybrid Use Benefit in Azure.

- **Pick a virtual machine size**: Select a worker role (for example, task, office, knowledge, power). The worker role defines the resources used. When you specify a worker role, the service determines the correct load per instance. You can select an option or create your own custom option.

  2. Click **Save**.

**Manage costs with power management settings**
1. Enter the following information:

   - **Scale settings:**
     
     - **Minimum number of running instances:** The service ensures that this many VMs are powered on all the time.
     
     - **Maximum number of running instances:** The service does not exceed this number of VMs.
     
     - **Maximum concurrent users:** The service does not allow concurrent users beyond this limit.
     
     - **Capacity buffer:** Enables extra sessions to be ready for demand spikes, as a percentage of current session demand. For example, if there are 100 active sessions and the capacity buffer is 10%, the service provides capacity for 110 sessions.
As the total session capacity changes, the number of running instances for this catalog scales up or down. The number of running instances always stays within the configured minimum and maximum values. A lower capacity buffer percentage can result in a decreased cost. However, it might also result in some sessions having an extended logon time if several sessions start concurrently.

- **Schedule for peak time**: Select this option if you want a different number of VMs running during peak times than in non-peak times. Select the days of the week for the peak time, start and end times, and time zone. Specify the minimum number of running instances during peak time.

- **Idle or disconnected session time-out**: Set the time for when the session ends. User sessions end automatically if the session remains idle or is disconnected for the specified time period. Shorter time-out values allow unused VDAs to power off and save costs.

2. Click **Save**.

**Deploy the catalog**

After you complete the configuration panels, click Start Deployment to start the catalog creation. Creating a catalog can take 1 to 2 hours (or longer, if you specified a large number of VMs).

When a catalog is created:

- A resource group (and a storage account in that resource group) for the workload machines are created automatically in Azure.
- The VMs are named Xenappxx-xx-yyy, where xx is derived from an environmental factor and yy is an ordinal number.

**Publish apps and assign subscribers for a catalog**

To complete the catalog after it is deployed, you must publish one app or desktop, and assign at least one subscriber.

The image you used to create the catalog includes the applications (or desktop) that you can publish. You can select applications from the Start menu or specify a directory path on the machine.

1. If you are not already in **Citrix Cloud**, sign in. In the upper left menu, select **My Services > Virtual Apps and Desktops**.

2. On the **Manage** tab, click **Catalogs**.

3. In the ellipsis menu (...) for the catalog that was created, select **Manage Catalog**.

4. Select **Publish Apps and Assign Subscribers**. The following page displays.
5. In the **Publish Apps and Assign Subscribers** dialog box, click **Publish**. The Publish to catalog-name page contains three choices. Complete at least one. Optionally, you can then choose another (for example, to publish both apps and desktops using this catalog).

6. To publish apps located on the Start menu:
   a) Select **Publish from Start Menu**.
   b) Select the applications from the list.

7. To publish apps by specifying their location and other information:
   a) Select **Publish using Path**.
   b) Enter each application's name and path (for example, `c:\Windows\system1\app.exe`).
   c) Optionally, enter a description that will appear in the user's workspace, command line parameters, and working directory.
   d) To change the icon that represents the published app, click **Change icon** and then navigate to the location of the icon. A message appears if the selected icon cannot be extracted. In that case, you can retry or continue using the existing icon.
e) Click **Publish App**.

8. To publish a desktop:
   a) Select **Publish desktop**.
   b) Enter the name of the desktop.
   c) Optionally, enter a description that will appear in the user’s workspace.
   d) Click **Publish Desktop**.
After you add apps or desktops, they appear in the list under the selectors. To delete an app or desktop you added, select the button to the left of the entry (or click the trash icon next to the entry) and then click Remove. Later, if you want to unpublish an app or desktop, select the button to the left of the entry and then click Unpublish.

9. In the Publish Apps and Assign Subscribers dialog box, click either Manage App Subscribers or Manage Desktop Subscribers.

10. Select a domain and then search for a user or user group.

11. User assignments for apps and desktops are separate. To assign a user access to both apps and desktops, assign that user with Manage App Subscribers and with Manage Desktop Sub-
scribes.

After you add a user or group, it appears in the list under the selectors. To delete a user or group you selected, click the trash can icon next to the entry and click Remove. Later, if you want to remove users, select the button to the left of the entry and then click Remove Selected.

Test and share the workspace link

After you deploy a catalog, publish apps, and assign subscribers, you’re provided the link that your subscribers use to access the apps and desktops you published for them.

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. On the Manage tab, click Catalogs.
3. In the ellipsis menu (…) for the catalog, select Manage Catalog.
4. Select Test and Share Workspace Link.

In the following graphic, the workspace link appears in the circled area. Share this link with your subscribers. The right portion of the page lists the workspace URL, plus information about the catalog’s master image, resource location, Azure subscription, and domain.

See Workspace experience for more information.

Update master images and catalogs

To update or add applications, update the virtual machine that you used to create the catalog’s master image.
**Update the master image**

1. Power on the master image VM. Powering on the machine does not affect the master image installed in Azure Resource Manager.
2. Install any updates or applications on the VM.
3. Shut down the VM.
4. In the Virtual Apps Essentials console, add the new image that includes the path to the VM's VHD image.

**Update a catalog with a new image**

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. On the Manage tab, click Catalogs.
3. Click the ellipsis menu for the catalog and then click Update Catalog Image.
4. Select either Link an existing image or Import a new image. Enter the information that is appropriate for your choice.
5. In Time until automatic log-off, choose the amount of time before the session ends.
6. Click Update.

When you start the catalog update, users can continue to work until the initial processing completes. Then, users receive a warning message to save their work and close applications. After closing all active sessions on the VDA, the update finishes on that VDA. If users do not log off in the amount of time given, the session closes automatically.

**Update the number of VDAs in a catalog**

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. Click the Manage tab.
3. On the Catalogs tab, select a catalog.
4. On the Capacity tab, under Select scale settings, click Edit.
5. Change the Maximum number of running instances value to the desired VDA count for the catalog.
6. Click Save.

**Monitor machine states**

When you select a catalog, the Machines tab on the catalog summary page lists all of the machines in that catalog. The display includes each machine's power and registration states, and the current
You can turn maintenance mode on or off for a machine. Turning on maintenance mode prevents new connections from being made to the machine. Users can connect to existing sessions, but they cannot start new sessions. You might want to place a machine in maintenance mode before applying patches.

If you turn on maintenance mode for one or more machines, Smart Scale is temporarily disabled for all machines in that catalog. Either of the following actions will enable Smart Scale again:

- Click **Enable Smart Scale** in the warning at the top of the screen. This action automatically turns off maintenance mode for all machines in the catalog that have maintenance mode turned on.
- Explicitly turn off maintenance mode for each machine that currently has maintenance mode turned on.
Monitor the service

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select **My Services > Virtual Apps and Desktops**.
2. Click the **Monitor** tab.

Session information

To monitor the overall performance of Citrix Virtual Apps Essentials:

1. Select the catalog that you want to monitor. You can view information on sessions, logon duration, and other information.

2. Choose a session and then:
   - Disconnect the session
   - Log off from the session
   - Send a message

3. Click each session to view extra details about the session such as processes, applications running, and more.
Usage information

Usage information shows aggregated data for all catalogs (rather than a specified catalog).

- **Usage Overview** displays the total number of application launches and the number of unique users who launched apps over the past six weeks.
- **Top Apps** lists the most frequently used apps for the current and previous months. Hovering over an entry displays the number of times that application was launched.
- **Top Users** lists the top ten users for the current and previous months, with the number of times they launched applications.

Weekly data intervals are Monday (UTC 00:00) through the query time. Monthly data intervals are the first day of the month (UTC 00:00) through the query time.

Profile Management

Profile Management ensures that personal settings apply to users’ virtual applications, regardless of the location of the user device.
Configuring Profile Management is optional.

You can enable Profile Management with the profile optimization service. This service provides a reliable way for managing these settings in Windows. Managing profiles ensures a consistent experience by maintaining a single profile that follows the user. It consolidates automatically and optimizes user profiles to minimize management and storage requirements. The profile optimization service requires minimal administration, support, and infrastructure. Also, profile optimization provides users with an improved log on and log off experience.

The profile optimization service requires a file share where all the personal settings persist. You must specify the file share as a UNC path. The path can contain system environment variables, Active Directory user attributes, or Profile Management variables. To learn more about the format of the UNC text string, see To specify the path to the user store.

You configure Profile Management in Citrix Cloud.

To configure Profile Management

1. If you are not already in Citrix Cloud, sign in. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. On the Manage tab, click Catalogs.
3. Click the name of the catalog.
4. Click More Settings.
5. In **Set up Profile Management in Azure subscription**, enter the path to the profile share. For example, `\fileserver\share#sAMAccountName#`
6. Click **Save**.

When enabling Profile Management, consider further optimizing the user’s profile by configuring folder redirection to minimize the effects of the user profile size. Applying folder redirection complements the Profile Management solution. For more information, see [Microsoft Folder Redirection](#).

### Configure the Microsoft RDS License Server

Citrix Virtual Apps Essentials accesses Windows Server remote session capabilities that would typically require a Remote Desktop Services client access license (RDS CAL). The VDA must be able to contact an RDS license server to request RDS CALs. Install and activate the license server. For more information, see [Activate the Remote Desktop Services License Server](#). For proof of concept environments, you can use the grace period provided by Microsoft.

With this method, you can have Virtual Apps Essentials apply the license server settings. You can configure the license server and per user mode in the RDS console on the master image. You can also configure the license server using Microsoft Group Policy settings. For more information, see [License your RDS deployment with client access licenses (CALs)](#).

#### To configure the RDS license server using Group Policy settings

1. Install a Remote Desktop Services License Server on one of the available VMs. The VM must always be available. The Citrix service workloads must be able to reach this license server.
2. Specify the license server address and per user license mode using Microsoft Group Policy. For details, see [Specify the Remote Desktop Licensing Mode for an RD Session Host Server](#).
3. If you purchased CAL licenses from Microsoft Remote Access, you do not have to install the licenses. You can purchase licenses from Microsoft Remote Access in the Azure Marketplace, along with Virtual Apps Essentials.

#### To configure the RDS license server

1. If you are not already in **Citrix Cloud**, sign in. In the upper left menu, select **My Services > Virtual Apps and Desktops**.
2. On the **Manage** tab, click **Catalogs**.
3. Select the catalog and then select **More Settings**.
4. In **Enter the FQDN of the license server**, type the fully qualified domain name of the license server.
5. Click **Save**.
Connect users

Workspace experience

Virtual Apps Essentials in Citrix Cloud enables the workspace experience for each customer. After you create the first catalog, Virtual Apps Essentials configures the workspace URL automatically. The URL is the one from which users can access their applications and desktops. The workspace URL appears in the catalog details panel on the Summary tab. The new workspace URL replaces the cloud-hosted StoreFront. Virtual Apps Essentials does not support on-premises StoreFront deployments.

After creating a catalog, you can use Workspace Configuration to customize the workspace URL and the appearance of workspaces. You can also enable the preview version of federated authentication using Azure Active Directory.

Enabling federated authentication using Azure Active Directory includes the following tasks:

- Set Azure AD as your identify provider. For more information, see Connect Azure Active Directory to Citrix Cloud.
- Enable Azure AD for authentication to the Citrix Workspace experience.

For more information, see Workspace configuration.

Citrix Gateway service

To allow users secure access to their published apps, Virtual Apps Essentials uses the Citrix Gateway service. This service does not need any configuration by you. Each user is limited to 1-GB outbound data transfer per month. You can purchase a 25 GB add-on from the Azure Marketplace. The charge for the add-on is on a monthly basis.

Cancel Virtual Apps Essentials

You can incur Azure charges from Virtual Apps Essentials because of the following elements:

- Virtual Apps Essentials subscription
- Azure resource created by Virtual Apps Essentials

The Microsoft Azure charge for the Virtual Apps Essentials service is on a monthly basis. When you purchase Virtual Apps Essentials, you are charged for the current month. If you cancel your order, your service will not renew for the next month. You continue to have access to Virtual Apps Essentials until the end of the current month by using Citrix Cloud.

Your Azure bill can contain multiple line items for Virtual Apps Essentials, including:

- Virtual Apps Essentials service subscription

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Citrix Cloud

- Citrix Gateway service add-on, if purchased
- Microsoft Remote Access fee
- Azure resource created when using Virtual Apps Essentials

**Cancel Virtual Apps Essentials in Azure**

To cancel your Virtual Apps Essentials subscription, delete the order resource in the Azure portal.

1. Sign in to the Azure portal.
2. Click All Resources.
3. In the Type column, double-click to open Citrix Virtual Apps Essentials.
4. Click the trash icon. The delete process starts.

**Delete the Azure resources created by Virtual Apps Essentials**

In Citrix Cloud, delete the catalogs and images associated with your account. Also, remove the subscription links and ensure the removal of the Cloud Connector VMs from Citrix Cloud.

If you are not already in Citrix Cloud, sign in. In the upper left menu, select **My Services > Virtual Apps and Desktops**.

**To delete catalogs**

1. On the Manage tab, click Catalogs.
2. In the ellipsis menu (…) next to the catalog you want to remove, select Delete Catalog.
3. Repeat the previous step for each catalog you want to delete.

**To remove master images**

1. On the Manage tab, click Master Images.
2. Select an image and click Remove.
3. Repeat the previous step for each master image you want to delete.

**To remove links to Azure subscriptions**

1. On the Manage tab, click Subscriptions.
2. Click the trash icon next to the subscription. The Azure portal opens.
3. Sign in to your Azure subscription, using your global administrator Azure credentials.
4. Click Accept to allow Virtual Apps Essentials to access your Azure account.
5. Click Remove to unlink the subscription.
6. Repeat the preceding steps for other linked Azure subscriptions.
To ensure removal of the Citrix Cloud Connector VMs

1. In the upper left menu, select Resource Locations.
2. Identify the Cloud Connector VMs.
4. Delete the VMs from the Resource page in Azure.

Partner resources

This service is now available through the Microsoft Cloud Solution Provider channel. For details, see Microsoft CSP enablement for Citrix Essentials.

Get help

If you have problems with Virtual Apps Essentials, open a ticket by following instructions in How to Get Help and Support.

More information

To information about using Citrix policies in a Virtual Apps Essentials environment, seeCTX220345.

Citrix Virtual Desktops Essentials

November 14, 2018

Citrix Virtual Desktops Essentials allows management and delivery of Windows 10 virtual desktops from Microsoft Azure.

Virtual Desktops Essentials is designed specifically for the Azure Marketplace. Citrix and Microsoft partner to deliver an integrated experience for Virtual Desktops Essentials and Azure IaaS. This partnership gives you a single interface to deliver a complete Windows 10 digital workspace from Azure.

Using Virtual Desktops Essentials, you can:

- Deploy and secure Windows 10 virtual desktops on Azure
- Deliver best-in-class user experience by using Citrix HDX capabilities
- Provide secure access on any device by using Citrix Workspace app
- Manage and administer the deployment from Microsoft Azure and Citrix Cloud

Citrix Virtual Desktops Essentials simplifies Windows 10 deployment. You can deploy desktops quickly, manage at scale, and deliver a rich user access experience from a single management plane.
You manage the Windows 10 desktops using Studio and monitor sessions using Director. Users connect to their Windows 10 virtual desktops by logging on with Citrix Workspace app.

After you configure Citrix Virtual Desktops Essentials, you provide your users with a URL to a Citrix Workspace or StoreFront. Users connect to their desktops through the Citrix Workspace app on their devices, with the URL you provide. When users log on to the Citrix Workspace app, the Windows 10 desktop icon appears in the workspace or StoreFront window.

**Important:**

For new customers since December 2017, Virtual Desktops Essentials includes a Citrix Workspace URL, usually in the format https://<yourcompanyname>.cloud.com. After you setup Virtual Desktops Essentials, test and share the workspace URL link with your subscribers to give them access to their desktops.

For details about the workspace, see Workspace configuration.

Further updates will follow for customers who purchased Virtual Desktops Essentials (formerly Xen-Desktop Essentials) before December 2017. Currently, those customers continue to use cloud-hosted StoreFront, as outlined in this article. Virtual Desktops Essentials does not support on-premises StoreFront.

The diagram shows an architectural overview of a Virtual Desktops Essentials deployment.
**What’s new**

*August 2018: New product names*

If you’ve been a Citrix customer or partner for a while, you’ll notice new names in our products and product documentation. If you’re new to this Citrix product, you might see different names for a product or component.

The new product and component names stem from the expanding Citrix portfolio and cloud strategy. This article uses the following names.

- **Citrix Virtual Desktops Essentials**: The technology that made XenDesktop the industry leader is now Citrix Virtual Desktops, and it brings VDI into a modern, contextual, secure app that allows the preferred way to securely access all your work applications. XenDesktop Essentials is now Citrix Virtual Desktops Essentials.

- **Citrix Workspace app**: The Citrix Workspace app incorporates existing Citrix Receiver technology as well as the other Citrix Workspace client technologies. It has been enhanced to deliver additional capabilities to provide end users with a unified, contextual experience where they can interact with all the work apps, files, and devices they need to do their best work.

- **Citrix Gateway**: The NetScaler Unified Gateway, which allows secure, contextual access to the apps and data you need to do your best work, is now Citrix Gateway.

In-product content might still contain former names. For example, instances of earlier names in console text, messages, and directory/file names. It is possible that some items (such as commands and MSIs) might continue to retain their former names to prevent breaking existing customer scripts.

Related product documentation and other resources (such as videos and blog posts) that are linked from this product’s documentation might still contain former names. Your patience during this transition is appreciated. For more detail about our new names, see [https://www.citrix.com/about/citrix-product-guide/](https://www.citrix.com/about/citrix-product-guide/).

**How to buy Virtual Desktops Essentials**

For detailed information about buying or canceling Virtual Desktops Essentials, download *How to buy or cancel the Virtual Desktops Essentials Service*.

**System requirements, prerequisites, and compatibility**

Virtual Desktops Essentials requires certain complementary products and components and specific account permissions for installation, configuration, and operation.
**Microsoft Azure**

Virtual Desktops Essentials is designed to support Microsoft Azure exclusively. Your Azure environment must meet certain minimum requirements to support Virtual Desktops Essentials:

- An Azure subscription with an enterprise agreement, or a Microsoft CSP Azure subscription.
- Windows Server Active Directory or Azure Active Directory Domain Service.
- An Azure Active Directory tenant.

**Important:**

Microsoft requires the Azure Active Directory tenant in the Azure subscription to deploy Windows 10 desktops. You can use the Azure Active Directory tenant or another active directory to identify authorized users.

- An Active Directory domain controller.
- An Azure Resource Manager (ARM) virtual network and subnet in your preferred region. Configure the virtual network with a custom domain name server (DNS) entry pointing to the domain controller. The virtual network must have one subnet that is large enough to hold the desktops. Use the same virtual network for the DNS entry and desktop subnet.
- An Azure Active Directory user with contributor (or greater) permissions within the subscription.
- One virtual machine that has Microsoft Windows 10 installed, including your required customizations and apps.

**Citrix Cloud Connector**

Citrix Cloud Connector authenticates and encrypts communication between Citrix Cloud and your resource locations. With Virtual Desktops Essentials, your resources are located in Microsoft Azure. Citrix Cloud requires that you install the Citrix Cloud Connector on two Windows server VMs to ensure continuous availability of your resource locations.

For more information about Cloud Connectors, see [Citrix Cloud Connector](#).

**Citrix Cloud**

- A Citrix Cloud account.
- Access to the Citrix Virtual Apps and Desktops service within Citrix Cloud, which is enabled as a part of your Virtual Desktops Essentials purchase.
- (Optional) One Citrix ADC VPX configured in ICA Proxy mode, for access from outside the corporate network.
ICA Proxy enables secure access to the applications and desktops offered to your users.

For information about setting up the Citrix ADC VPX, see Deploying Citrix NetScaler VPX on Microsoft Azure.

**Known issues**

If you use Azure AD Domain Services: Workspace (or StoreFront) logon UPNs must contain the domain name that was specified when enabling Azure AD Domain Services. Logons cannot use UPNs for a custom domain you create, even if that custom domain is designated as primary.

**Step 1: Connect your Azure subscription to Virtual Desktops Essentials**

1. Sign in to the Azure portal.
2. In Azure, open a domain-joined Windows Server virtual machine and then open a web browser.
3. In the web browser on the VM, sign in to Citrix Cloud. The Virtual Apps and Desktops service opens.
4. From the upper left menu, select Resource Locations.
6. Double-click the downloaded program to start the installer.
7. When prompted, enter your Citrix Cloud credentials. Follow the on-screen instructions to install and configure the Citrix Cloud Connector.
8. Repeat steps 4 through 7 on at least one more server VM, to install another Cloud Connector.

During installation, the Cloud Connector accesses Citrix Cloud to authenticate, validate the installer permissions, and then download and configure the services that the Cloud Connector provides. The installation uses the privileges of the user who initiated the installation.

After installation, Citrix Cloud registers your domain in Identity and Access Management. For more information, see Identity and Access Management.

**Step 2: Create a host connection**

Before you start, ensure that you have your Azure Active Directory credentials and your subscription ID available. The Azure AD user who creates the host connection must be a native cloud user in the Azure AD or synchronized for the enterprise domain. The user account cannot be an invited or delegated Microsoft account.

1. Sign in to Citrix Cloud.
2. In the upper left menu, select My Services > Virtual Apps and Desktops.
3. Click Manage. The Studio management console opens.
4. Select Configuration > Hosting in the Studio navigation pane.
5. Select **Add Connection and Resources** in the Actions pane.

6. On the **Add Connection and Resources** page:
   a) In **Connection type**, select **Microsoft Azure**.
   b) In the Azure environment, select **Azure Global** and then click **Next**.

7. In **Connection Details**:
   a) In **Subscription ID**, type the Azure subscription ID.
   b) In **Connection name**, type a name for the connection and then either:
      i. Click **Create new** and then follow the procedure Option 1: To create a connection.”
      ii. Click **Use existing** and continue configuring the settings. Follow the procedure Option 2: Use an existing host connection.”

**Option 1: Create a connection**

1. Sign in to Azure with the subscription contributor (or greater) account.
2. Azure creates the host connection automatically. In Studio, a green check mark with the word **Connected** appears on the **Add Connection and Resources** page.
3. Click **Next**.
4. On the **Region** page, select the region where your virtual network resides, and then click **Next**.
5. On the **Network** page:
   a) Type a name for the resources.
   b) Select the virtual network for the resource group.
   c) Select the subnet that applies to the resource group and then click **Next**.
6. On the **Summary** page, click **Finish**. The host connection to the Microsoft Azure Resource Manager is complete.

**Option 2: Use an existing host connection**

After you click **Use existing**, the **Existing Service Principal Details** page appears:

1. In **Subscription ID**, type the Microsoft Azure subscription ID.
2. In **Subscription name**, type the name of the Azure subscription.
3. Click **OK**.
4. On the **Connection** page:
   a) Click **Create a new Connection**, type your Microsoft Azure subscription ID and a connection name (optional), and then click **Create new**. The Microsoft authentication dialog box appears.

If you want to use a connection that you created at another time, choose **Use an existing connection**. Then, select the connection.
b) Type the user name and password for the Microsoft Azure Active Directory user. Citrix Cloud creates a service principal with the rights to create and manage machines for this subscription.

5. On the Region page, select the Azure region where your Microsoft Azure resource group is located.

6. On the Network page:
   a) Type a name for the resources. If you typed a connection name, use it as the name for the Resources name.
   b) Choose the virtual network for your Microsoft Azure resource group.
   c) Select the subnets to use for this connection. If only one subnet exists, it is selected by default.

Step 3: Create a pool of Windows 10 desktops

In preparation for hosting the desktops, install the Citrix Virtual Delivery Agent (VDA) software on the Windows 10 virtual machine. The VDA:

- Enables the machine to register with Virtual Desktops Essentials.
- Establishes and manages the connection between the machine and the user device.
- Verifies that a Citrix license is available for the user or session.
- Applies any configured policies for the session.
- Communicates session information to Virtual Desktops Essentials.

To install the VDA on the base image

1. Start the Windows 10 image.
3. Start the VDA installation.
4. On the Environment page, click Create a master image using MCS.
5. On the Additional Components page, select all of the components except Enable Citrix App-V.
6. On the Delivery Controller page, enter the locations of your Cloud Connector virtual machines. Click Next and confirm any warning messages.
7. On the Features page, keep the default settings and click Next.
8. Click Next to accept the default settings on the remaining pages.
10. Restart the virtual machine and sign back in.
11. Confirm that the settings have taken effect.
12. Shut down the virtual machine. Shutting down the virtual machine is required for VDA registration.

Create a Storage Account

In Microsoft Azure, you need a storage account to host the base image virtual hard disk. You can host the drive in an existing storage account or create a storage account.

Important:
Upload the Windows 10 master image to the destination storage account in Azure before you create the machine catalog.

To create a storage account for images

1. In the Microsoft Azure navigation pane, click Storage accounts.
2. On the Storage accounts page, click Add.
3. In Name, provide a name.
6. For Replication, Storage service encryption, and Subscription, leave the default settings.
7. In Resource group, click one of the following:
   a) Click Create new to create a resource group. Type the name of the group.
   b) Click Use existing to use an existing resource group. Select a group.
8. To have the storage account appear on the dashboard, click Pin to dashboard.
9. Click Create.

After you create a storage account, create a blob container and then name it to reflect the virtual hard disk, such as “VHDs.”

To create a blob container for image VHDs

1. In the Microsoft Azure navigation pane, click Storage accounts and navigate to the storage account that you created previously.
2. In the center navigation pane, under BLOB SERVICE, click Containers.
3. In the details pane, click Container.
4. In the New container pane, give the container a name.
5. In Access type, select Blob and then click Create. The new blob container appears in the pane.
6. Copy the blob URL and save it in a text file. The URL is used later to upload the converted VHD.
Create a machine catalog for Citrix Virtual Desktops Essentials

Machine catalogs are collections of virtual desktops that you manage as a single entity. These virtual desktops are the resources you provide to your users. All the machines in a catalog have the same operating system and the same VDA installed.

Typically, you create a master image and use it to create identical virtual machines in the catalog.

1. Sign into Citrix Cloud. In the upper left menu, select My Services > Virtual Apps and Desktops.
2. Select the Manage tab.
3. Click Machine Catalogs in the Studio navigation pane.
4. Select Create Machine catalog in the Actions pane.
5. On the Operating System page, Desktop OS should be the only option available. Select it and then click Next.
6. On the Desktop Experience page:
   a) Select I want users to connect to the same (static) desktop each time they log on.
   b) Select Yes, create a dedicated virtual machine and save changes on the local disk.
7. On the Master Image page:
   a) Navigate to and select the VHD in the blob storage you created previously. The structure of the navigation tree aligns with the Azure hierarchy:
      • Resource group
      • Storage accounts
      • Containers
      • Virtual hard disks (VHDs)
      • Image names
   b) Keep the default selection in Select the minimum functional level for this catalog.
8. On the Storage and License Types page, select the destination storage type and your license preference.
9. On the Virtual Machines page, select the number of virtual machines and the Azure virtual machine size.
10. On the Network Interface Cards page, select a network adapter to associate with the Azure subnet name for your Citrix machines. You can also click Add Card to add another network adapter.
11. On the Computer Accounts page:
    a) Click Create new Active Directory accounts.
    b) Choose the domain for the computer accounts.
    c) Navigate to the organizational unit (OU) for the new machines.
    d) Type an account naming scheme for the new machines. Include two number signs (##) to increment numbers automatically. Select number or letters. The pound signs translate to the naming scheme. For example, mymachcatalog## becomes mymachcatalog01 or mymachcatalogAB.
12. On the **Domain Credentials** page, click **Enter Credentials** and then in the **Windows Security** dialog box, type your user name and password. This account is used to create the computer accounts.

13. On the **Summary** page, type a name for the catalog and a description for administrators.

14. Click **Finish**.

The virtual machines are created and a new storage account appears in the Microsoft Azure dashboard. While Machine Catalog Services deploys the virtual machines, a preparation virtual machine with a VHD is created temporarily in Azure.

**To identify the image name in Microsoft Azure**

1. Sign in to the Azure portal.
2. In the Dashboard navigation pane, click **All resources**. A list of subscriptions appears.
3. Choose the subscription.
4. Click **All settings**.
5. Click **Resource groups**.
6. Select the resource group.
7. Select the Windows 10 virtual machine that contains the Citrix VDA.
8. Click **All settings**.
9. Click **Disks**.
10. Select the OS disk. The first text box in the OS disk window contains the URL for the image, which is structured as shown in the following example. You can obtain the storage account name and image name from the URL. For example: `https://<storage account name>.blob.core.window.net/vhds/<image name>`.
11. On the **Machines** page, the templates listed are retrieved directly from your Azure subscription.

**Step 4: Assign Windows 10 desktops to your users**

A Delivery Group is a collection of machines selected from one or more machine catalogs. The Delivery Group specifies which users can use those machines.

1. Select **Delivery Groups** in the Studio navigation pane and then select **Create Delivery Group** in the Actions pane.
2. Specify how many machines that you want to make available to the Delivery Group. The number you specify cannot exceed the number of available machines in your machine catalog.
3. On the **Delivery Type** page, choose **Desktops**.
4. On the **Users** page, choose the option to leave user management to Citrix Cloud. Selecting this option allows you to use Citrix Cloud to manage who can access machines in the Delivery Group. (You can also add users through Studio.)
5. On the Summary page, provide a name and (optionally) a description for the Delivery Group.

After completing these steps, edit the delivery group to configure access for users. You can add or remove users and change user settings.

Add or remove users in a Delivery Group through Studio

1. Select Delivery Groups in the Studio navigation pane.
2. Select a group and then select Edit Delivery Group in the Actions pane.
3. On the Users page, to add users, click Add, and then specify the users you want to add. To remove users, select one or more users and then click Remove. You can also select or clear the check box that enables or disables access by unauthenticated users.
4. Click OK.

Change user settings in a Delivery Group through Studio

The name of this page can appear as either User Settings or Basic Settings.

1. Select Delivery Groups in the Studio navigation pane.
2. Select a group and then select Edit Delivery Group in the Actions pane.
3. On the User Settings (or Basic Settings) page:
   a) In Description, type the text that the workspace or StoreFront displays to users.
   b) Set the Time zone to match the Azure time zone.
   c) Select Enable Delivery Group.
   d) Set the maximum number of desktops per user.
4. Click OK to save settings.

Add user access through the Citrix Cloud

1. Sign in to Citrix Cloud and then click View Library.
2. On the desktops tile, click the ellipsis (…) button in the right corner.
3. Search for the users groups that are allowed access to the Delivery Group and add them to the list.
4. When finished, click the X to close the window.

Your Windows 10 virtual desktops are assigned to the groups added to the subscribers list.

Step 5: Configure Citrix ADC VPX in Azure (optional)

The Citrix ADC VPX virtual appliance is available as an image in the Microsoft Azure Marketplace. When you deploy Citrix ADC VPX on Microsoft Azure Resource Manager, you can use the Azure cloud comput-
You can use Citrix Gateway load balancing and traffic management features for your business needs.

You can deploy Citrix ADC VPX instances on Azure Resource Manager in one of two ways:

- A standalone instance.
- A high availability pair in active-active or active-standby modes.

If you have users who connect from a remote location, configure Citrix ADC VPX in Azure to create secure connections between Citrix Workspace app and Windows 10 desktops.

When the deployment is complete, use the Remote Desktop Protocol (RDP) to connect to one of the Cloud Connector machines. When you connect, you continue to the Citrix ADC VPX configuration from the Citrix Gateway administration console.

For complete configuration information, see Deploying Citrix ADC VPX instance on Microsoft Azure.

After you configure Citrix ADC VPX in Azure, enable Citrix Gateway in Citrix Cloud.

**To configure the Citrix Gateway settings for secure access**

1. Log on to the management console by using the Citrix Gateway administrator credentials. You do not need to configure more IP addresses. Click **Skip**.
2. In **Host Name**, **DNS IP Address**, and **Time Zone**, use the IP address and the DNS settings of the virtual network. The settings are on your Active Directory domain controller.
3. Click **Done**. You do not have to restart Citrix ADC VPX now.
4. Click **Licenses** on the Configuration tab and upload the necessary licenses to configure Citrix Gateway.
5. After the licenses upload, restart the appliance.
6. When the virtual machine restarts, log on again by using Citrix Gateway credentials.

**Configure Citrix Virtual Desktops Essentials settings in Citrix Gateway**

After you configure the previous settings, run the Quick Configuration Wizard in Citrix Gateway. For more information, see Configuring Settings with the Quick Configuration Wizard.

**Configure Citrix Gateway for high availability and load balancing**

In a Microsoft Azure deployment, a high availability configuration of two Citrix Gateway virtual machines is achieved by using the Azure load balancer. The load balancer distributes client traffic across the virtual servers configured on both the Citrix Gateway instances.
If the client traffic originates from the internet, deploy an external load balancer between the internet and the Citrix Gateway instances to distribute client traffic. For more information about this configuration, see Configure a high-availability setup with a single IP address and a single NIC.

You can also add inbound port 80 to the Citrix Gateway network security group to configure Citrix Gateway by using its public IP address. After the configuration is complete, you can delete the inbound port 80 rule to secure access to the management console.

**Step 6: Connect users**

Either Citrix Workspace or cloud-hosted StoreFront delivers the service to user devices. In the Citrix Cloud console:

- If the upper left menu includes Workspace Configuration, you use workspace. This appears if you purchased Citrix Virtual Desktops Essentials on or after December 2017.
- If the upper left menu does not include Workspace Configuration, you use cloud-hosted StoreFront.

**Service delivery through Citrix Workspace**

After you create the first catalog, Virtual Desktops Essentials configures the workspace URL automatically. This URL appears under the catalog details. You can customize the workspace URL and the appearance of workspaces. You can also enable the preview version of federated authentication using Azure Active Directory. For details, see Workspace configuration.

1. In the Citrix Cloud console, select **Workspace Configuration** in the upper left menu. Select the **Service Integrations** tab. The service is listed.
2. Test your connection by logging on to the workspace URL with your domain credentials and starting a desktop.
3. Provide the URL to your users, which they can copy. Users can type or paste that URL in the address bar of their browser or Citrix Workspace app to access desktops.

**Service delivery through cloud-hosted StoreFront**

1. In the Citrix Cloud console, click **Manage** and then **Service Delivery**.
2. Ensure that Cloud Hosted StoreFront is enabled. It is enabled by default if you purchased Virtual Desktops Essentials before December 2017.
3. Test your connection by logging on to the StoreFront URL with your domain credentials and starting a desktop.
4. Provide the URL to your users, which they can copy. Users can type or paste the URL in the address bar of their browser or Citrix Workspace app to access desktops.
Remote access using Citrix ADC VPX

1. In the Citrix Cloud console, click Manage and then click Service Delivery.
2. Enable Citrix Gateway.
3. Select Use your own Citrix Gateway in the resource location.
4. Type the Citrix Gateway address in the text field. Do not include a protocol. You can include a port number.
5. Enable session reliability, if you want that feature.
6. Save.
7. Test your connection by logging on to the workspace or StoreFront URL with your domain credentials and starting a desktop.
8. Provide the URL to your users, which they can copy. Users can type or paste the URL in the address bar of their browser or Citrix Workspace app to access desktops.

Partner resources

This service is also available through the Microsoft Cloud Solution Provider channel. For details, see Microsoft CSP enablement for Citrix Essentials.

Citrix Cloud Labs

February 21, 2018

This is where you can find new, experimental services that feature the latest technologies available. These services could change over time and may not necessarily become Citrix Cloud services. If you experience a problem with a Labs service or would like to provide feedback, please visit our Citrix Cloud - Labs Discussions page.

Session Manager

October 5, 2018

Session Manager is a service that can be used in conjunction with the Citrix Virtual Apps and Desktops service to create anonymous, ready-to-use applications reducing the time it takes to launch an application. This service is currently available as a Lab only.
Getting Started with Session Manager

The Session Manager service requires you have a Citrix Virtual Apps and Desktops service account within Citrix Cloud and the ability to create an on-premise StoreFront. For more information on how to buy or request a trial of the Citrix Virtual Apps and Desktops service, go to the Citrix Cloud product page.

The applications delivered through this service are pre-launched and delivered by an anonymous StoreFront and published to an anonymous Delivery Group.

Using Session Manager

To use Session Manager, you need to configure a few settings with an on-premise StoreFront and Citrix Virtual Apps and Desktops service.

1. Connect a cloud-hosted StoreFront to Citrix Gateway.
2. Create an anonymous on-premise StoreFront.
3. Create an anonymous Delivery Group.
4. Add applications to the anonymous Delivery Group.

Connect a cloud-hosted StoreFront to Citrix Gateway

1. Access the cloud-hosted StoreFront through https://customername.xendesktop.net/Citrix/StoreWeb/.
2. Set up Citrix Gateway as an ICA proxy (no authentication or session policies are needed). This can be configured in the Citrix Virtual Apps and Desktops service by clicking the Manage tab. Under Configuration on the left, click StoreFront and under the right pane select Set Gateway.

4. Bind Citrix Cloud Connectors as Secure Ticket Authority (STA) servers to Citrix Gateway. For more information, see Setting Up StoreFront with Citrix Cloud.
Create an anonymous on-premises StoreFront

1. Install StoreFront 3.6.

2. On the Windows Start screen or Apps screen, locate and click the Citrix StoreFront tile.

3. Select the Stores node in the left pane of the Citrix StoreFront management console and in the Actions pane, click Create Store.

4. On the Store Name page, specify a name for your store, select Allow only unauthenticated (anonymous) users to access this store and click Next.

5. Store names appear in Citrix Receiver under users’ accounts so choose a name that gives users
information about the content of the store.

6. On the delivery Controllers page, click **Add**.

7. In the Add Delivery Controller dialog box:

   a) Specify a name that will help you identify the deployment.

   b) Point the on-premise StoreFront Store’s Delivery Controllers to the Citrix Cloud Connectors. For transport select **HTTP** and port **80**. The StoreFront machine must be able to directly access the connector through the fully qualified domain name (FQDN).

8. Click **OK**.

9. Click **Next** on the Citrix XenApp Services URL section.

10. View the summary and click **Create**.

    The unauthenticated store is now available for use. For more information, see Create an unauthenticated store.

**Create an anonymous Delivery Group**

1. Using the Citrix Virtual Apps and Desktops service in Citrix Cloud, click Delivery Groups on the left pane in Studio. Under Actions on the right, click Create Delivery Group.
2. The Create Delivery Group wizard launches and guides you through the creation of a Delivery Group.

3. Select Allow any authenticated users to use this Delivery Group. Then select the Give access to unauthenticated (anonymous) users: no credentials are required to access StoreFront option. Click Next to complete the steps. For more information, see Create Delivery Groups.
Add applications to the anonymous Delivery Group

By adding applications to an anonymous Delivery Group they can be launched anonymously and can be viewed by all Active Directory users.

1. Click Delivery Groups in the left panel in Studio.
2. Select the Delivery Group that was configured in the previous step.

3. Click **Add Applications** in the right pane Action menu.

4. Follow the wizard to add applications to the anonymous Delivery Group.

**Note:** When selecting an application to prelaunch on the Session Manager UI, make sure that the application is assigned to only one Delivery Group. The application must not be provided by multiple
Citrix Cloud

Delivery Groups. For more information, see Applications.

Manage anonymous Delivery Groups

1. Return to the Session Manager page and click Manage.
2. From the Manage page, you can edit or activate your anonymous Delivery Groups.

If you have questions or need additional information about this Lab, refer to the Discussions site.

Connecting Session Manager to On-Premise XenApp and XenDesktop Deployments

August 29, 2018

You can use Session Manager to create anonymous, ready-to-use applications reducing the time it takes to start an application. The Session Manager Lab can be used to prelaunch anonymous sessions to on-premises XenApp and XenDesktop version 7.12 deployments by following the steps below.

Session Manager uses the Session Manager Proxy service running on a Cloud Connector machine to continuously poll the Broker for session, application, and Delivery Group data. This data is sent to the Session Manager Cloud service and continuously replenishes pools of pre-launched sessions in the on-premises deployment.

Getting Started

You can access the Session Manager Service from the Lab Services section in Citrix Cloud. To get started with connecting your on-premises deployment to the Session Manager Service with a Cloud Connector, click Settings. The Settings tab shows resource locations and Cloud Connectors that you previously configured. If you don’t have any resource locations configured for Citrix Cloud, the following screen appears.
Citrix Cloud

If you created a resource location already, it can take up to 30 seconds for the data to synchronize with the Session Manager when you first access the Labs service. If you do not see your resource locations and Connectors listed, click the Refresh button.

This guide assumes that you do not have a resource location created. If you already have a resource location with connectors that you would like to use for the service, continue to the “Internal StoreFront Configuration” section.

Create a Resource Location in Citrix Cloud

1. On the machine that you would like to use for your Cloud Connector, navigate to the Resource Locations page in Citrix Cloud by clicking the menu icon and selecting Resource Locations. You can also click the Add a Resource Location button on the Session Manager Settings tab.

2. Click Download to put the Cloud Connector (CWCCConnector.exe) installer onto your connector machine.

3. Double-click on the Cloud Connector file and follow the installation instructions.

4. After finishing the installation, your Resource Locations page shows the connector and resource location:
The Session Manager Settings page now lists your new resource location. It also shows the status of the Session Manager Proxy service running on that particular connector as indicated by the orange ‘warning’ status bar as shown in the following image. You will configure the resource location and the bar will turn green later in the guide.

The Manage page shows that the Session Manager Service does not currently know about any Anonymous Delivery Groups in your resource location.
Internal Storefront Configuration

This section describes how to configure an internal StoreFront store to interact with the Session Manager Service. You can perform this configuration on an existing store, or create a new authenticated or anonymous store that is only used by the Session Manager for better network isolation and security options.

**Configure the store to trust the Session Manager**

The Session Manager Trusted Issuer in your store establishes trust between Citrix StoreFront and the Session Manager Service. Use the following steps to establish trust.

1. On the StoreFront server, run the command `Add-PSSnapin Citrix` to import the StoreFront PowerShell Snap-In.

2. Run the following command to obtain a reference to your desired Store Service object. Replace the variable “Store” with your store service name.

   ```powershell
   $storeService = get-stfstoreservice | Where-Object {
   $_.Name -eq "Store" }
   ```

3. Create a new Session Manager Trusted Issuer, using your customer ID as the tenant ID. Your customer ID is the first 12 characters of your Citrix Cloud customer name. For instance, if your customer name is PrelaunchDemo, your customer ID is PrelaunchDem. The Thumbprint parameter is the thumbprint of the certificate that Session Manager uses to sign tokens bound for the store. Make sure that you copy the thumbprint value correctly from this guide. The Name parameter can be any short string, and is used in StoreFront logging.
$trustedIssuer = New-STFSessionManagerTrustedIssuer -Thumbprint "1EDDED2BA7962BE2CA21F37FF91AA6E1E08D617" -TenantId "PrelaunchDem" -Name "LoggingName"

4. Add the trusted issuer to the store service configuration:

Add-STFSessionManagerTrustedIssuer -StoreService $storeService -SessionManagerTrustedIssuer $trustedIssuer

5. Restart the StoreFront server with the `iisreset` command, or restart the machine.

Configure StoreFront Optimal Gateway Settings to Force All Traffic Through Your Netscaler Gateway

The Session Manager requires external access for ICA traffic. This means that the internal StoreFront store must provide an ICA file for external access from the internal Store. To do this, you must force all traffic for apps obtained from this store through Citrix Gateway, even when starting apps internally. This is done with an Optimal Gateway setting on the store.

To configure Optimal Gateway settings

1. Configure the Optimal Gateway setting for your store by using the following PowerShell code. The code assumes that your Store name is “Store”. Change the code to suit your specific configuration before running. The gateway ID can be any randomly generated GUID, it only has to match both commands.

```
"C:\Program Files\Citrix\Receiver StoreFront\Scripts\ImportModules.ps1"
3 Add-DSGlobalV10Gateway -Id 2eba0524-af40-421e-9c5f-a1ccca80715a -Name MyNewGateway -Address "https://myazureurl-eastus.xenapponazure.com" -Logon UsedForHDXOnly -SecureTicketAuthorityUrls @("https://XA-Controller.xenapp.local\scripts\ctxsta.dll")
5 Add-DSStoreOptimalGateway -SiteId 1 -VirtualPath /Citrix/Store -GatewayId 2eba0524-af40-421e-9c5f-a1ccca80715a -EnabledOnDirectAccess $true -Farms "Controller"
```
2. Test the configuration by starting an application from the store and examining the ICA file returned. The **Address** field of the ICA file shows the STA ticket instead of an IP Address. Open the ICA file with Citrix Receiver and confirm that the application starts successfully.

**Gateway Configuration**

You must add the Cloud Connector machine as a Secure Ticket Authority (STA) server to Citrix Gateway. This allows the Session Manager to tunnel through the Citrix Gateway to the on-premises StoreFront server by utilizing STA tickets obtained from the Citrix Cloud STA service.

1. Navigate to the **Citrix Gateway > Virtual Servers** page in the configuration utility.

2. Select the virtual server that you would like to use for tunneling SessionManager traffic to the StoreFront server and click **Edit**.

3. Under **Published Applications**, click **STA Servers** and add your connector to the list of STA Servers that are used by this virtual server. In the image below, the IP address for the connector is 10.0.0.5, and you can see that the connector is sending STA ticketing requests to the Citrix Cloud STA service by checking the **Auth ID** column for CWSSTA.
Session Manager and Broker Configuration

The status bar of the connector in the Session Manager Settings tab is orange. The following steps enable the Session Manager Proxy on the connector to poll the Broker for session data, and allow for the Session Manager to begin pre-launching anonymous sessions.

To configure the Session Manager and Broker service

1. Configure the Broker to trust XML and Prelaunch Requests. To use anonymous prelaunch, the Broker needs to have the **TrustManagedAnonymousXmlServiceRequests** and **TrustRequestsSentToTheXmlServicePort** flags set to true.

   **Note:** In production environments, configure the XML service to only accept requests originating from trusted StoreFront machines.

   Run the following PowerShell commands to enable both of these flags.

   ```powershell
   Add-PSSnapin
   Set-BrokerSite -TrustManagedAnonymousXmlServiceRequests $true -TrustRequestsSentToTheXmlServicePort $true
   ```

2. Configure the Broker to trust the connector machine as a delegated administrator.

   a) Open **Active Directory Users and Computers** on your domain controller and add the Cloud Connector machine(s) to their own group as shown in the following diagram:
b) In Citrix Studio, select **Configuration > Administrators** and then click **Create Administrator**.

c) Choose the Active Directory group you created in step 2a, select **All** and then click **Next**.

d) In Citrix Studio, select **Configuration > Administrators** and then click **Create Administrator**.
e) On the **Role** page, select **Help Desk Administrator** for the role and then click **Next**.
f) On the next page, click **Finish** to create the administrator.

**Session Manager Service Configuration**

Return to the Session Manager **Settings** tab to complete the configuration.

1. Click the down arrow icon beside the resource location name to open the Session Manager Settings for this resource location.

2. Enter the following values:
   
   - **Gateway Address** - use address to Citrix Gateway that was configured in the “Gateway Configuration” portion of this guide. Do not include protocols on this address.
   - **Gateway Port** - The port through which users connect to Citrix Gateway.
   - **Internal Broker URL** - The internal FQDN of the broker. Note this FQDN needs to be resolvable from the Connector machine. For example, **xa-controller.xenapp.local**.
   - **StoreFront Name** - The StoreFront store’s friendly name setting. You can find the name by using the **Get-STFStoreService** PowerShell cmdlet on the StoreFront server.
   - **Internal StoreFront URL** - For example,  **https://storefront.xenapp.local/Citrix/Store**
   - **Check to Skip Certificate Validation** - Select this setting if you are using an internal certificate on the StoreFront server that cannot be validated by an external service. Use this in testing environments only.

After 1-2 minutes, the Cloud Connector begins uploading anonymous Delivery Group data to the Session Manager. The connector status bar on the **Settings** page turns green as shown in the image below:
3. Configure the desired prelaunch parameters on your anonymous Delivery Groups.
   
   a) Click the ellipsis icon to the right of each row to edit Delivery Groups.

   b) Activate the Delivery Group and observe the pre-launching of sessions in Citrix Studio.

   You can see three anonymous application sessions running Calculator, matching the configuration found on the Manage page in Session Manager.
Session Manager is a product managed by Citrix Cloud. When using the Session Manager Service to prelaunch sessions to an on-premises data center, the Desktop Delivery Controllers (DDC), Storefront servers, Virtual Delivery Agents (VDAs), and any Citrix Gateways used for remote access remain under the customer’s control. The customer has security ownership over these components. You enable the new feature by using the `TrustManagedAnonymousXmlServiceRequests` setting. The XML Service should only accept incoming requests from trusted Storefront servers when using this setting.

The Session Manager Service uses external ICA connections to internal VDAs to prelaunch sessions, and collects a limited amount of data from the on-premises DDC through the Citrix Cloud Connector to enable prelaunch configuration and monitoring from the cloud. The following diagram illustrates the service and its security boundaries.

**XML Service Anonymous Prelaunch Considerations**

As part of the Session Manager Service configuration, you must enable both the `TrustRequestsSentToTheXmlServicePort` and `TrustManagedAnonymousXmlServiceRequests` flags. The `TrustManagedAnonymousXmlServiceRequests` flag allows for the XML Service to accept anonymous prelaunch requests from Storefront. These requests are not validated by the XML Service, and it is important to remember that you allow trusted StoreFront servers only to communicate with the XML service when using either of these settings.
To isolate the XML Service, it is possible to change the XML Service port. Follow the instructions in the article How to Change the XML Port in XenDesktop in the Citrix Support Knowledge Center to change the XML Service port. When the service is running on its own port, it is possible to use network isolation through firewalls or other technologies to keep the XML Service separated from user traffic.

**Prelaunched Anonymous Sessions**

The session tracking metadata that is stored in the site’s database designates the prelaunched anonymous sessions created in Session Manager. When a user obtains an ICA file for a prelaunched session, the session is converted to a standard anonymous session and can never be reused or connected to again. Standard non-prelaunched anonymous sessions cannot be connected to or modified by the Session Manager Service.

**Data Flow**

The Citrix Cloud Connector periodically uploads a limited set of metadata that is queried through the broker delegated admin API to allow for prelaunch configuration and monitoring from the Session Manager Service. The data includes Delivery Group names, session counts, application names, and VDA counts. The data is uploaded to an HTTPS server on port 443.

The on-premises Storefront server is configured in a standard external access configuration to channel all ICA traffic through the Netscaler Gateway. The Session Manager Service makes calls to the on-premises Storefront through Netscaler Gateway to enumerate and start anonymous applications. The on-premises Storefront server trusts the Session Manager Service by using a certificate pinning mechanism that ensures requests are valid only for a single tenant and Storefront store. When you configure the internal Storefront for external access, the ICA file obtained from the internal StoreFront contains all of the information necessary to perform the prelaunch sequence from the Session Manager Service.

**Data Isolation**

The Session Manager Service is a multi-tenant service. The metadata collected from each customer’s Citrix Cloud Connector is stored within this service. The collected metadata, along with configuration information, is isolated between tenants. A limited number of authorized Citrix administrators have internal access to the collected metadata and configuration information for the purposes of maintenance or troubleshooting. External queries for collected customer data and configuration information require unique CWC administrator credentials.
Citrix Cloud

Citrix Cloud Connector Network Access Requirements

The Citrix Cloud Connectors require that port 443 is open for outbound traffic to the Internet, and can be hosted behind an HTTP proxy. The communication protocol used in Citrix Cloud for HTTPS is TLS 1.0, 1.1, or 1.2. Within the internal network, the connector will require a Help Desk admin level of delegated administration access to the Broker. You can be configure this by using Active Directory Machine Groups and the Administrators settings in Citrix Studio.

Citrix Gateway Access Requirements

The Session Manager Service must be able to tunnel through Netscaler Gateway to the internal Store-Front server. You grant access by configuring at least one of the Citrix Cloud Connectors as a STA server for the gateway. The Session Manager Service obtains a STA ticket from the Citrix Cloud STA Server for an internal connection. The ticket is then redeemed by Netscaler Gateway through the Citrix Cloud Connector's connection to the same cloud-based STA server. Citrix Cloud services with access to the Citrix Cloud STA server can make connections to your internal resources through Netscaler Gateway with this configuration.

More Information

See the following resources for additional security information:

- Secure Deployment Guide for Citrix Gateway

Note: This document is intended to provide the reader with an introduction to and overview of the security functionality of Citrix Cloud; and to define the division of responsibility between Citrix and customers with regard to securing the Citrix Cloud deployment. It is not intended to serve as a configuration and administration guidance manual for Citrix Cloud or any of its components or services.

Advanced Concepts

October 30, 2018

- Scale and size considerations for Cloud Connectors
- Scale and size considerations for Local Host Cache

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