



Citrix DaaS Flex

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Citrix DaaS Flex overview

May 13, 2026

Citrix DaaS Flex is the simplest, fastest way to deliver virtual apps and desktops to any device. Delivered through Citrix Cloud, this persona-based service streamlines your operations with cloud-based management, rapid provisioning, and fully managed capacity.

Citrix DaaS Flex includes:

- Cloud-based management and provisioning of VDAs hosted in Citrix-managed cloud subscriptions.
- High-definition user experience across a broad range of devices.
- Simplified image lifecycle management using Citrix-prepared and customer-provided images.
- Integrated monitoring and operational visibility.
- Compatibility with existing Citrix DaaS architectures.

Concepts and terminology

This section defines the terms that administrators frequently use on Citrix DaaS Flex.

Catalogs

A catalog is the combination of a host connection, machine catalog, and a delivery group in Citrix DaaS. Virtual Delivery Agents (VDAs) are provisioned in a Citrix DaaS Flex catalog. Applications and desktops that are delivered to end users are configured through the catalog. See [Create a catalog](#) for more information.

Images

Images are used as a template for provisioning VDAs to the Citrix DaaS Flex catalog. Citrix DaaS Flex provides two image options:

- You can import and use your own images from Azure. You must install the VDA software on the image before it can be used to create a catalog.
- Use Citrix prepared images. Currently supported images prepared by Citrix:
 - Windows 11 Pro (single-session)
 - Windows Server 2019 (multi-session)
 - Windows Server 2022 (multi-session)

- Windows Server 2025 (multi-session)
- Linux Ubuntu 22.04 LTS (single-session)
- Linux Ubuntu 22.04 LTS (multi-session)

The Citrix prepared images have a current version of the Citrix Virtual Delivery Agent (VDA) and [Citrix Optimizer](#). The VDA is the communication mechanism between your users' machines and the Citrix Cloud infrastructure. Citrix updates the available prepared images when a new VDA version is released.

Microsoft Licensing requirements

Note:

The following requirements are specific to Citrix DaaS Flex personas involving Citrix Managed Azure capacity.

- **Windows 11 single-session:** Requires a customer-provided license before use (Microsoft 365 E3/E5/E7, Microsoft 365 F3, Windows 11 Enterprise E3/E5, or Windows 11 VDA E3/E5).
- **Windows Server multi-session:** Citrix provides the required Remote Desktop Services and Server OS licensing.

Alternative deployment models

- **Bring Your Own Infrastructure (BYO):** In scenarios where a customer uses a Bring Your Own Infrastructure model with Citrix DaaS Flex, the standard Microsoft licensing requirements that apply to traditional Citrix DaaS applies.
- **Customer-Owned Azure subscriptions:** In cases where a customer uses Citrix DaaS Flex deployed on a customer-owned Azure subscription, they can leverage all of the entitlements and benefits of the Microsoft Azure Virtual Desktop (AVD) provider.

For more information, see [Images](#).

Azure subscriptions

The VDAs are hosted in a Citrix DaaS Flex subscription. When Citrix Platform Flex credits are purchased, a Citrix DaaS Flex subscription is assigned to your Citrix DaaS customer subscription. To maintain the privacy of your data, the Azure subscription assigned to your customer is dedicated solely to your resources.

Network connections

When creating a catalog using a Citrix DaaS Flex subscription, you indicate if and how users can access locations and resources on their corporate on-premises network from their published desktops and apps. The available options are:

- No connectivity
- Azure virtual network peering
- Azure VPN gateway
- Azure Virtual WAN spoke

For more information, see [Network connections](#).

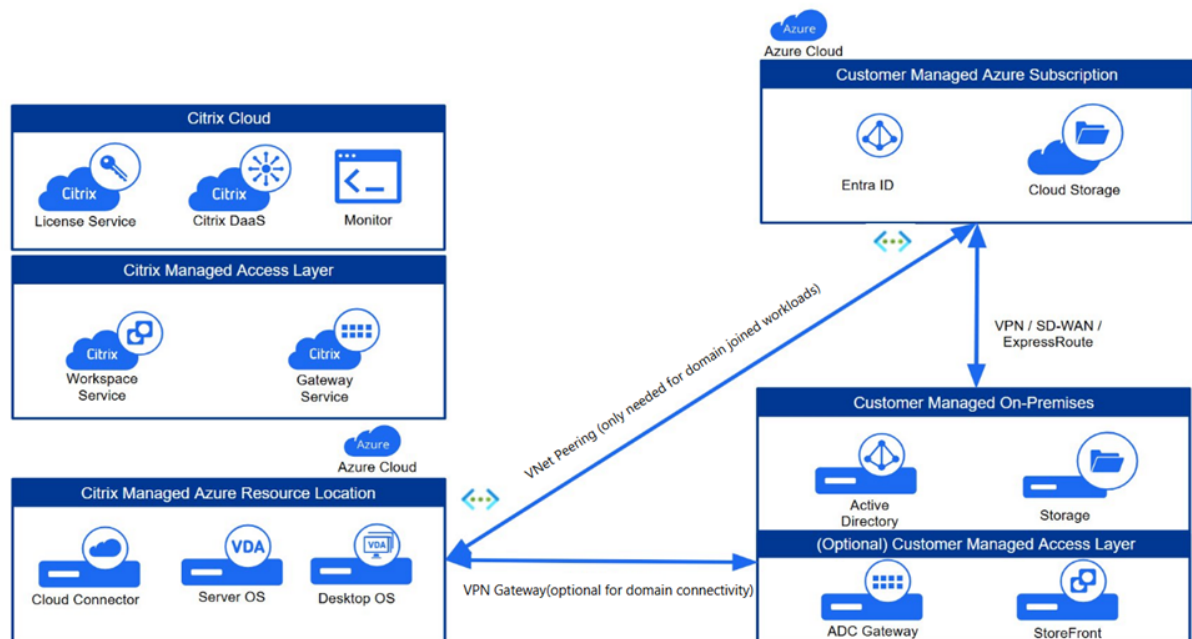
More information

- [Licensing for Citrix Platform Flex](#)
- [Platform Flex Credit consumption and reporting](#)

Citrix DaaS Flex for Azure

May 13, 2026

Architecture overview



Machine identity

VDAs in a Citrix DaaS Flex subscription can be:

- Non-domain joined
- Active Directory joined
- Microsoft Entra hybrid joined

The following table outlines the availability of the machine identity based on delivery model and network connectivity:

Single-session vs Multi-session	Persistent vs Non-persistent	Non-domain joined	Active Directory joined	Entra hybrid joined
With network connectivity				
Multi-session	Persistent	Yes	Yes	Yes
Multi-session	Non-persistent	Yes	Yes	Yes
Single-session	Persistent	Yes	Yes	Yes
Single-session	Non-persistent	Yes	Yes	Yes
Without network connectivity				
Multi-session	Persistent	Yes	No	No

Single-session vs Multi-session	Persistent vs Non-persistent	Non-domain joined	Active Directory joined	Entra hybrid joined
Multi-session	Non-persistent	Yes	No	No
Single-session	Persistent	Yes	No	No
Single-session	Non-persistent	Yes	No	No

Note:

Intune enrollment is only supported for persistent workloads.

Non-domain-joined

Non-domain-joined VDAs are ideal for situations in which VDAs do not require direct connectivity to Active Directory or application data residing in your corporate network. While non-domain-joined VDAs can improve security by isolating VDAs from Active Directory, they lose the ability to authenticate to internal applications using Kerberos authentication. Additionally, Group Policy Objects (GPOs) cannot be configured centrally through Active Directory when using non-domain-joined machines. Administrators cannot connect directly to non-domain-joined VDAs through a bastion machine or RDP. Citrix Profile Management is not supported for non-domain-joined catalogs, so it is recommended that non-domain-joined VDAs be persistent and static.

Active Directory domain-joined

Integrating VDAs with Active Directory unlocks key operational capabilities, including centralized management through GPOs and secure network authentication using Kerberos.

Active Directory domain-joined VDAs require network connectivity between the Citrix DaaS Flex subscription and the Domain Controllers.

When Citrix Workspace or StoreFront is configured to use an authentication method other than Active Directory or Entra ID, a seamless single sign-on experience requires the implementation of the Federated Authentication Service (FAS).

Microsoft Entra hybrid joined

Joining Citrix VDAs to both Active Directory and Microsoft Entra provides users with seamless single sign-on (SSO) to all company resources, from legacy on-premise applications to modern cloud services like Microsoft 365. This hybrid strategy allows you to continue using established Group Policy management while layering on powerful cloud security like Conditional Access and MFA.

Network connectivity to Active Directory is required to hybrid-join VDAs. SCCM co-management is required if VDAs are also enrolled in Intune. See [Hybrid Azure AD joined catalogs enrolled in Microsoft Intune](#) for more information regarding hybrid joined VDAs and Intune.

Intune enrollment

Microsoft Entra hybrid joined VDAs can be enrolled in Intune for enhanced security and application management. [Microsoft Intune](#) provides more information regarding Intune enrollment.

Intune enrollment is supported for single session persistent Windows 11 VDAs.

User authentication

Citrix DaaS Flex integrates with the user identity configured in Citrix Cloud. [Identity providers](#) provides a complete list of supported identity providers.

If using an identity provider other than Active Directory or Microsoft Entra, [Federated Authentication Service \(FAS\)](#) is required to provide seamless single sign-on to the VDAs.

Access

Citrix DaaS Flex VDAs can be accessed through two primary methods:

- Citrix Workspace
- On-premises Citrix StoreFront

Each of these access layers can be integrated with either an on-premises Citrix Gateway or the cloud-based Citrix Gateway service for secure remote connections. Key differences include:

- Citrix Workspace: Provides the simplicity and ease of management inherent in a cloud service, offering a modern, unified user experience.
- On-premises Citrix StoreFront: Delivers extensive customization options, allowing you to tailor the user interface and overall solution to meet specific branding and functional requirements.

Both platforms offer robust mechanisms for business continuity:

- Workspace with Gateway Service: Features built-in Service Continuity, ensuring users can maintain access to their apps and desktops even during a cloud service or connectivity disruption.
- StoreFront: Utilizes Local Host Cache (LHC), which enables users to continue accessing resources if the on-premises deployment loses its connection to the Citrix Cloud control plane.

Management interfaces

Citrix DaaS Flex for Azure has two graphical management interfaces:

- Quick Deploy
- Web Studio

Quick Deploy: For Citrix DaaS Flex deployments, Quick Deploy serves as the primary management interface. You can access it by navigating to **Quick Deploy > Microsoft Azure** within the Citrix DaaS console.

Web Studio: The DaaS Web Studio configuration interface is the main DaaS management interface. While most catalog creation and management activities must be done through the Quick Deploy interface, some additional capabilities are offered through the Web Studio interface.

Refer to the [Differences between Quick Deploy and Studio workflows](#) for more details on use cases for Studio interface (for example: bulk maintenance mode).

When you create a catalog in Quick Deploy, an associated machine catalog, delivery group, and host connection are created automatically in the DaaS Studio.

Manage catalogs created in the Quick Deploy interface

When you create a catalog in Quick Deploy, that catalog (plus the delivery group and hosting connection that are created automatically behind the scenes) is assigned a scope of Citrix-managed object. Scopes are used in [delegated administration](#) to group objects.

Machine catalogs, delivery groups, and connections with the Citrix managed object scope are prohibited from certain actions in the Studio interface. In the Studio interface:

- Delivery group: Most of the delivery group management actions are available, however you cannot delete the delivery group.
- Machine catalog: Operations are locked down and only few are available like power actions and maintenance mode.
- Hosting connection: Operations are locked down and only few are available like power actions and [Set-HypervisorConnectionMetadata](#). You cannot create a connection that is based on a connection that has the Citrix managed object scope.

When you're ready, [get started](#).

What's new

June 2, 2026

A goal of Citrix is to deliver new features and product updates to Citrix DaaS Flex for Azure customers when they are available. New releases provide more value, so there's no reason to delay updates. To you, the customer administrator, this process is transparent.

June 2026

Manage IPv4 address ranges for an Azure Virtual WAN spoke connection

After creating an Azure Virtual WAN spoke connection, you can expand the allocated network space by adding more IPv4 address ranges to the Citrix-managed spoke virtual network. This capability is useful when your existing address range is running low on available IP addresses or when you need to support additional Flex workloads.

For more information, see [Manage IPv4 address ranges for an Azure Virtual WAN spoke connection](#).

May 2026

New and enhanced features

Initial release of Citrix DaaS Flex. Citrix DaaS Flex is a component of Citrix Platform Flex and is a persona-based DaaS service delivered through Citrix Cloud. It enables organizations to deploy and operate virtual apps and desktops without managing the underlying cloud infrastructure. In this release, the Citrix DaaS Flex is applicable only to Azure environments. For more information, see [Citrix DaaS Flex for Azure](#).

Limits

May 11, 2026

This article lists the limits for resources in a Citrix DaaS Flex for Azure deployment.

Configuration limits

Resource	Limit
Active Directory domains	25
Catalogs	100

Resource	Limit
Resource locations	25
VDAs per subscription	5,000

Resource location limits

The following table lists the limits for each resource location. If your requirements exceed these limits, Citrix recommends using more resource locations.

Resource	Limit
Active Directory domains	1
Max Single-session Personas	5,000
Max Multi-session Personas	25,000

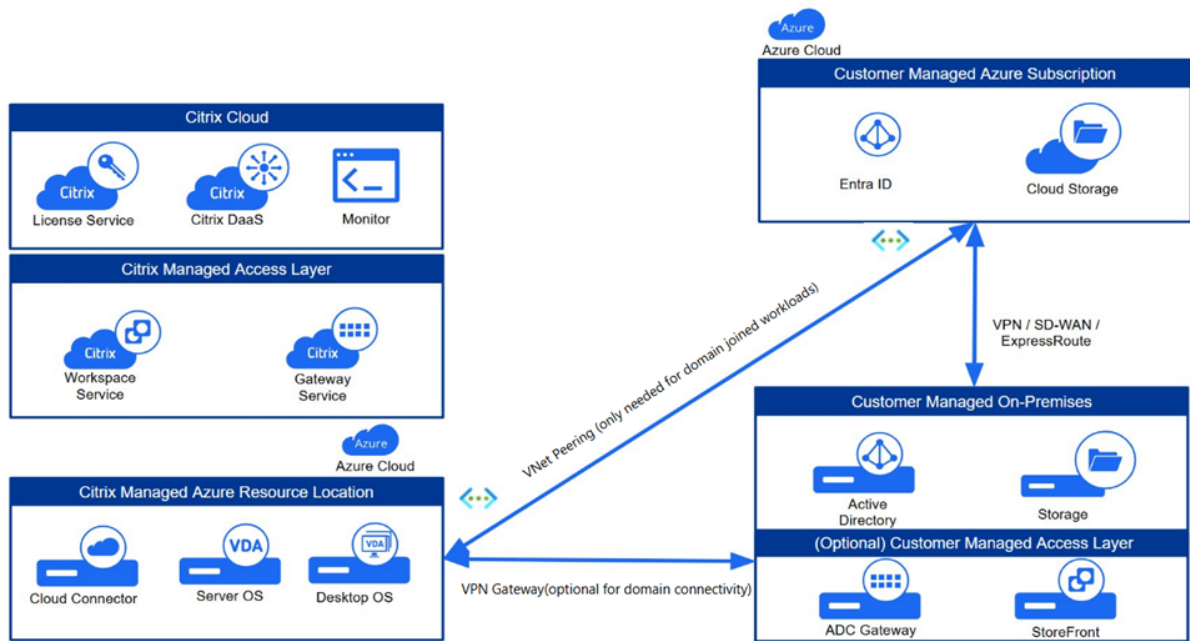
Usage limits

For more information regarding DaaS usage limits, see [Limits](#).

Technical security overview

May 18, 2026

The following diagram shows the components in a Citrix DaaS Flex deployment. This example uses a virtual network peering connection.



With Citrix DaaS Flex, the customer’s Virtual Delivery Agents (VDAs) that deliver desktops and apps, plus Citrix Cloud Connectors, are deployed into an Azure subscription and tenant that Citrix manages.

Citrix® responsibility

Citrix is responsible for the security of the Azure subscription and Microsoft Entra that are created for your environment. Citrix ensures tenant isolation, so each customer has their own Azure subscription, and cross-talk between different tenants is prevented.

Governance, risk, and compliance

Citrix maintains a comprehensive security program designed to meet the stringent requirements of global enterprises. For a list of Citrix information security and other certifications, see [Citrix Trust Center](#).

- **SOC 2 Type 2:** Processes are independently audited to validate that effective security controls are in place.
- **ISO/IEC 27001:** Validates that data is managed and protected in accordance with international information security standards.
- **ISO/IEC 27701:** Builds on 27001 certification to validate the management of privacy and the processing of Personally Identifiable Information (PII).
- **Health Insurance Portability and Accountability Act (HIPAA):** Supports the customer implementation of the technical safeguards required by the HIPAA Security Rule for protecting ePHI.

- **Payment Card Industry Data Security Standard (PCI DSS):** Supports the customer implementation of the technical safeguards required by PCI DSS.

Customer data is stored within the customer-selected Azure region. Compute, storage, and data processing of workloads deployed through Citrix DaaS Flex remain within the chosen geography to help customers meet their data sovereignty requirements.

Regions

Geography/continent	Available regions
North America (US)	Central US; East US; North Central US; South Central US; West US; West US 2; West US 3
South America	Brazil South
Europe	Germany West Central; Italy North; North Europe; Sweden Central; UK South; West Europe
Asia	Central India; Japan East; Southeast Asia
Australia / Oceania	Australia East

Identity and Access Management (IAM)

Secure access is managed through robust identity controls for both customer Citrix administrators.

- **Citrix Administrative Access:** Access to your subscription is restricted to specific Citrix personnel based on the job function and operational responsibilities. Strict internal security policies govern the use of this access. Citrix personnel cannot access VDAs in a customer-managed subscription.

Network architecture

Citrix-managed virtual network Citrix designs the network architecture for strict tenant isolation and secure connectivity. Virtual networks are created for isolating resource locations within your Citrix-managed Azure subscription. Within those networks, Citrix creates the VDAs, Cloud Connectors, image builder machines, storage accounts, key vaults, and other Azure resources.

Citrix configures the default Azure network security groups to limit access to network interfaces in virtual network peering connections. Generally, this controls incoming traffic to VDAs and Cloud Connectors. Customers cannot change this default firewall policy, but might deploy additional firewall rules on Citrix-created VDAs, for example, to partially restrict outgoing traffic. Customers who install

virtual private network clients, or other software capable of bypassing firewall rules, on Citrix-created VDA machines are responsible for any security risks that might result.

For more information regarding firewall policies, see [Firewall policy for Citrix DaaS Flex](#).

Azure virtual network peering For VDAs in a Citrix-managed Azure subscription to contact on-premises domain controllers, file shares, or other intranet resources, a virtual network peering connection can be implemented. The customer's Citrix-managed virtual network is peered with a customer-managed Azure virtual network. The customer-managed virtual network might enable connectivity with the customer's on-premises resources using the cloud-to-on-premises connectivity solution of the customer's choice, such as Azure ExpressRoute or IPsec tunnels.

Citrix's responsibility for virtual network peering is limited to supporting the peering workflow and related Azure resource configuration for establishing a peering relationship between Citrix and customer-managed virtual networks.

Resiliency

The Citrix DaaS Flex solution is designed in accordance with Citrix leading practices for high availability and resiliency.

- **Availability zones:** Citrix distributes Cloud Connectors and VDAs across availability zones if offered by the Azure region to protect against localized data center failures.
- **Backup VM SKUs:** Citrix designates backup Azure VM SKUs to protect against issues in which capacity is unavailable for the VM SKU of the catalog. If the SKU of the catalog is unavailable due to capacity constraints, the service automatically falls back to a secondary VM SKU.
- **Local Host Cache and Service Continuity:** Citrix has resiliency solutions that can provide end-user access to applications and desktops if Cloud Connectors lose connectivity with Citrix Cloud due to an outage or network communication issue.
- **Disaster Recovery:** In the event of Azure data loss, Citrix recovers as many resources in the Citrix-managed Azure subscription as possible. Citrix attempts to recover the Cloud Connectors and VDAs. If Citrix is unable to recover these items, customers are responsible for creating a new catalog. Citrix assumes that machine images are backed up and that customers have backed up their user profiles, allowing the catalog to be rebuilt.
- **Catalog resiliency:** Resiliency differs for different deployment models:
 - **Static (user is assigned to a single VDA):** If a user's VDA goes down, they must be placed on a new one to recover. Azure provides a 99.5% SLA for single-instance VMs with standard SSDs. The customer can still back up the user profile, but any customizations made to the

VDA (such as installing programs or configuring Windows) are lost. Administrators can take scheduled or manual snapshots of static machines.

- **Random (user is assigned randomly to a VDA at launch time):** This catalog type provides high availability by redundancy. If a VDA goes down, no information is lost because the user's profile resides elsewhere.

Customer responsibility

VDA and images

The customer is responsible for all aspects of the software installed on VDA machines, including:

- Operating system updates and security patches
- Antivirus and antimalware
- VDA software updates and security patches
- Additional software firewall rules (especially outbound traffic)
- Follow [Citrix security considerations and best practices](#).

Citrix provides a prepared image that is intended as a starting point. Customers can use this image for proof-of-concept or demonstration purposes or as a base for building their own machine image. Citrix does not guarantee the security of this prepared image. Citrix makes an attempt to keep the operating system and VDA software on the prepared image up to date, and enables Windows Defender on these images.

Virtual network peering

The customer must open all ports specified in the [Firewall policy for Citrix DaaS Flex](#).

When virtual network peering is configured, the customer is responsible for the security of their own virtual network and its connectivity to their on-premises resources. The customer is also responsible for the security of the incoming traffic from the Citrix-managed peered virtual network. Citrix does not take any action to block traffic from the Citrix-managed virtual network to the customer's on-premises resources.

Customers have the following options for restricting incoming traffic:

- Give the Citrix-managed virtual network an IP block which is not in use elsewhere in the customer's on-premises network or the customer-managed connected virtual network. This is required for virtual network peering.
- Add Azure network security groups and firewalls to the customer's virtual network and on-premises network to block or restrict traffic from the Citrix-managed IP block.

- Deploy measures such as intrusion prevention systems, software firewalls, and behavioral analytics engines in the customer's virtual network and on-premises network, targeting the Citrix-managed IP block.

Proxy

The customer might choose whether to use a proxy for outbound traffic from the VDA. If a proxy is used, the customer is responsible for:

- Configuring the proxy settings on the VDA machine image or, if the VDA is joined to a domain, using Active Directory Group Policy.
- Maintenance and security of the proxy.
- Proxies are not allowed for use with Citrix Cloud Connectors or other Citrix-managed infrastructure.

Identity and access management (IAM)

Secure access is managed through robust identity controls for both customer end-users.

- **Customer Identity:** Citrix DaaS Flex seamlessly integrates with the identity provider (IdP) configured for Citrix Cloud. See [Identity and access management](#) to learn more.
 - For IdPs other than Active Directory, you can enable seamless Single Sign-On (SSO) to VDAs by [Enabling single sign-on for workspaces with Citrix Federated Authentication Service \(FAS\)](#).
 - Citrix Cloud provides [Conditional Authentication](#) and [Device Posture](#) capabilities to enhance the security posture of your environment.

Citrix and customer shared responsibilities

Citrix Cloud Connector for domain-joined catalogs

Citrix DaaS Flex deploys Cloud Connectors in each resource location. Some catalogs might share a resource location if they are in the same region, virtual network peering, and domain as other catalogs for the same customer. Citrix configures the customer's domain-joined Cloud Connectors for the following default security settings on the image:

- Operating system updates and security patches
- Antivirus software
- Cloud Connector software updates

Customers don't always have access to the Cloud Connectors. However, they might acquire access by using catalog troubleshooting steps and logging in with domain credentials. The customer is responsible for any changes they make when logging in through the bastion.

Customers also have control over the domain-joined Cloud Connectors through the Active Directory Group Policy. The customer is responsible for ensuring that the group policies that apply to the Cloud Connector are safe and sensible. For example, if the customer chooses to disable operating system updates using Group Policy, the customer is responsible for performing operating system updates on the Cloud Connectors. The customer can also choose to use Group Policy to enforce stricter security than the Cloud Connector defaults, such as by installing a different antivirus software.

Troubleshooting

With either bastions or RDP access, the active user performing the operation is responsible for the security of the machines that are being accessed. If the customer accesses the VDA or Cloud Connector through RDP, any issues that occur are the responsibility of the customer.

Citrix does not create bastions in the customer's Citrix-managed virtual network within the customer's Citrix-managed subscription. The customer is responsible for creating bastions to diagnose and repair issues. The bastion is a machine that the customer can access through RDP and then use to access the VDAs and (for domain-joined catalogs) Cloud Connectors through RDP to gather logs, restart services, or perform other administrative tasks. By default, creating a bastion opens an external firewall rule to allow RDP traffic from a customer-specified range of IP addresses to the bastion machine. It also opens an internal firewall rule to allow access to the Cloud Connectors and VDAs through RDP.

Bastion host The customer is responsible for providing a strong password used for the local Windows account on the bastion machine. The customer is also responsible for providing an external IP address range that allows RDP access to the bastion. The customer is also responsible for deleting the bastion after troubleshooting is complete. Citrix automatically shuts down the machine and closes the port eight (8) hours after it is powered on. However, Citrix never automatically deletes a bastion. If the customer chooses to use the bastion for an extended period of time, they are responsible for patching and updating it. Citrix recommends that a bastion be used only for three days before deleting it. If the customer wants an up-to-date bastion, they can delete their current one and then create a new bastion, which will provision a fresh machine with the latest security patches.

RDP access For domain-joined catalogs, if the customer's virtual network peering is functional, the customer can enable RDP access from their peered virtual network to their Citrix-managed virtual network. If the customer uses this option, they are responsible for accessing the VDAs and Cloud Connectors over the virtual network peer. Source IP address ranges can be specified so RDP access can be restricted further, even within the customer's internal network. The customer needs to use

domain credentials to log in to these machines. Citrix recommends that customers disable RDP access once issues are resolved to improve the security posture of the environment.

Domain credentials

If the customer elects to use a domain-joined catalog, the customer is responsible for providing a domain account (username and password) with permissions to join machines to the domain. When supplying domain credentials, the customer is responsible for adhering to the following security principles:

- **Auditable:** The account must be created specifically for Citrix DaaS Flex to facilitate easy auditing of its usage.
- **Scoped:** The account requires only permissions to join machines to a domain. It must not be a full domain administrator.
- **Secure:** A strong password must be placed on the account.

Citrix is responsible for the secure storage of this domain account in an Azure Key Vault in the customer's Citrix DaaS Flex subscription. The account is retrieved only if an operation requires the domain account password.

More information

For related information, see:

- [Secure Deployment Guide for the Citrix Cloud Platform](#): Security information for the Citrix Cloud platform.
- [Technical security overview](#): Security information for the Citrix DaaS.
- [Third-party notifications](#)

Firewall policy for Citrix DaaS Flex

May 11, 2026

Citrix opens or closes the following ports for inbound and outbound traffic.

Citrix-managed virtual network with non-domain-joined machines

- **Citrix specifies the IP range:** The managed VNet contains a single subnet with the whole range. Connectors and VDAs are placed into the subnet together and traffic is segregated using service tags.

- Inbound rules
 - Deny all inbound: This includes intra-virtual network traffic from VDA to VDA.
- Outbound rules
 - Allow all traffic outbound.

Citrix-managed virtual network with domain-joined machines

- The customer specifies the IP range. The managed VNet contains a single subnet with the whole range. Connectors and VDAs are placed into the subnet together and traffic is segregated using service tags.
- Inbound rules:
 - Allow ports 80, 443, 1494, and 2598 inbound internally to the VDAs and Connectors.
 - Allow ports 49152-65535 inbound to the VDAs from customer's network connection used by the Monitor shadowing feature. See Communications Ports Used by Citrix Technologies.
 - Deny all other inbound.
- Outbound rules
 - Allow all traffic outbound.
 - Can be modified using custom routes.

Customer-managed virtual network with domain-joined machines

- It is up to the customer to configure their virtual network correctly. This includes opening the following ports for domain joining.
- Inbound rules:
 - Allow inbound on 443, 1494, 2598 from their client IPs for internal launches.
 - Allow inbound on 53, 88, 123, 135-139, 389, 445, 636 from Citrix virtual network (IP range specified by customer) to the domain controller, DNS server, and so on.
 - Allow inbound on ports opened with a proxy configuration.
 - Other rules created by the customer.
- Outbound rules:
 - Allow outbound on 443, 1494, 2598 to the Citrix virtual network (IP range specified by customer) for internal launches.
 - Other rules created by the customer.

Firewall policy when using the image builder or troubleshooting tools

When a customer uses the image builder or requests the creation of a bastion machine for troubleshooting, the following security group modifications are made to the Citrix-managed virtual network:

- Temporarily allow 3389 inbound from the customer-specified IP range to the image builder VM or bastion.
- If using a bastion machine, temporarily allow 3389 inbound from the bastion IP address to any address in the virtual network (VDAs and Cloud Connectors).
- Continue to block RDP access between the Cloud Connectors, VDAs, and other VDAs.

When a customer enables RDP access for troubleshooting, the following security group modifications are made to the Citrix-managed virtual network:

- Temporarily allow 3389 inbound from the customer-specified IP range to any address in the virtual network (VDAs and Cloud Connectors).
- Continue to block RDP access between the Cloud Connectors, VDAs, and other VDAs.

Get started

May 11, 2026

This article summarizes the prerequisites that must be met to begin delivering apps and desktops through Citrix DaaS Flex.

Authentication

To authenticate users with your own Identity Provider (IDP), you must first configure it in Citrix Cloud. For detailed instructions, see the documentation on [Identity and Access Management](#).

For IdPs other than Active Directory, you can enable seamless Single Sign-On (SSO) to VDAs by implementing the Citrix Federated Authentication Service (FAS). [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#) provides additional details regarding FAS.

Networking

Before creating a catalog, you should consider the network connectivity requirements of your VDAs. If the VDA has requirements to be domain-joined or needs to access resources or files on an internal

network, connectivity between the Citrix-managed Azure subscription and your resources must be established. The following connectivity options are available:

- **Virtual network peering:** Virtual network peering leverages the Azure backbone to provide a low-latency connection between the Citrix-managed Azure virtual network and a virtual network in your Azure subscription. Further connectivity to resources outside of Azure can be established by connecting the virtual network to your other networks through an Azure ExpressRoute, VPN Gateway, or similar connectivity options.
- **VPN Gateway:** Azure VPN Gateways can be used to connect the Citrix-managed Azure virtual network directly to an on-premises network over the public internet. It can be used to bypass the middle-hop of a virtual network peer.
- **Virtual WAN peering:** An Azure Virtual WAN spoke connection provides direct network connectivity between the Citrix-managed Azure virtual network and your corporate network by connecting the Citrix-managed network as a spoke to an Azure Virtual Hub that you control.
- **No connectivity:** For deployments in which VDAs don't need connectivity to your other networks, you can create a resource location that lacks connectivity to your networks. Only non-domain-joined VDAs are supported in resource locations without connectivity.

For environments with virtual network peering or VPN Gateway connectivity, to enhance the security posture of your environment, you might want to route all outbound traffic from your VDAs through a security appliance in your network. This can be achieved through a custom, or user-defined, route in Azure. Custom routes override Azure's default system routes for directing traffic between virtual machines in a virtual network peering, on-premises networks, and the Internet.

Images

Before you can create a machine catalog in Citrix DaaS Flex, you must first have an image imported to the service. This image acts as the template from which all the virtual machines (VDAs) in your catalog are cloned. Every machine created within the catalog is a direct copy of this master image, ensuring that each one has the same operating system, applications, and initial configuration.

You have three primary options for sourcing this master image.

- The simplest method is to use one of the Citrix-prepared images, which are pre-built and optimized with the necessary Citrix components already installed.
- For more specific needs, you can build a custom image by taking a Citrix-prepared image, adding your own applications and configurations, and then saving it as a new template.
- Finally, if you already have a standardized image in your own Azure subscription, you have the option to import your own image provided it has been properly prepared with the required Citrix VDA software.

To learn more about importing and configuring images, see [Images](#).

Access

Citrix DaaS Flex VDAs can be accessed through two primary methods:

- Citrix Workspace
- On-premises Citrix StoreFront

Workspace

If using the cloud-hosted Citrix Workspace service, you must first configure the service. See [Get started with Citrix Workspace](#) for more information on configuring Citrix Workspace.

To enhance environment resiliency, it is highly recommended to enable [Service Continuity](#) if using Citrix Workspace for end-user access.

StoreFront

If using a customer-managed StoreFront access method, you must build a StoreFront and NetScaler Gateway deployment in your environment. See [Get started](#) for more information on planning and building a StoreFront deployment.

The StoreFront deployment must have connectivity to the Cloud Connectors hosted in the Citrix-managed Azure subscription and must be listed in the [DaaS site](#) in StoreFront. The inbound ports in the Citrix-managed virtual network are blocked by default. Contact Citrix support to get them opened. If connectors are not listed in the site or the connectors are unreachable from the StoreFront server, resources might be unavailable if your site transitions into Local Host Cache (LHC) mode.

Azure subscriptions

May 11, 2026

A Citrix DaaS Flex subscription supports the number of VDAs indicated in [Limits](#).

If your Citrix DaaS Flex subscription is likely to reach its limit soon, and you have enough Citrix licenses, you can request another Citrix DaaS Flex subscription. The **Quick Deploy** contains a notification when you're close to the limit.

You can't create or add machines to a catalog if the total number of machines for all catalogs that use that Citrix DaaS Flex subscription would exceed the value indicated in [Limits](#).

For example, assume a hypothetical limit of 5,000 machines per Citrix DaaS Flex subscription.

- Let's say you have two catalogs ('Cat1' and 'Cat2') that use the same Citrix DaaS Flex subscription. 'Cat1' currently contains 2,000 machines, and 'Cat2' has 1,500.
- As you plan for future capacity needs, you add 1,000 machines to 'Cat2'. The Citrix DaaS Flex subscription now supports 4,500 machines (2,000 in 'Cat1' and 2,500 in 'Cat2'). The dashboard indicates that the subscription is near its limit.
- When you need 500 more machines, you can't use that subscription to create a catalog with 500 machines (or add 500 machines to an existing catalog). That would exceed the subscription limit. Instead, you request another Citrix DaaS Flex subscription. Then, you can create a catalog using that subscription.

When you have more than one Citrix DaaS Flex subscription:

- Nothing is shared between those subscriptions.
- Each subscription has a unique name.
- You can choose among the Citrix DaaS Flex subscriptions when:
 - Creating a catalog
 - Building or importing an image
 - Creating a VNet peering or Azure VPN gateway connection.

Add a Citrix DaaS Flex subscription

1. Contact your Citrix representative to request another Citrix DaaS Flex subscription. You are notified when you can proceed.
2. From the Citrix DaaS Flex dashboard, expand **Cloud Subscriptions**.
3. Click **Add Azure subscription**.
4. On the **Add Subscriptions** page, click **Add a Citrix DaaS Flex subscription**.
5. On the **Add a Citrix Managed Subscription** page, click **Add Subscription** at the bottom of the page.

If you're notified that an error occurred during creation of a Citrix DaaS Flex subscription, contact Citrix Support.

Remove a Citrix DaaS Flex subscription

To remove an Azure subscription, you must first delete all catalogs and images that use it.

Note:

You can't remove all Citrix DaaS Flex subscriptions. At least one subscription must remain in the tenant.

1. From the Citrix DaaS Flex dashboard, expand **Cloud Subscriptions**.
2. Select the subscription you plan to delete.
3. On the **Details** tab, click **Remove Subscription**.
4. Click **Authenticate Azure Account** and log in to the Azure log in page.
5. You're returned automatically to the Citrix DaaS Flex console. Confirm the deletion in the check boxes and then click **Yes, Delete Subscription**.

Network connections

June 8, 2026

Introduction

When creating a catalog, you indicate if and how users access locations and resources on their corporate on-premises network from their Citrix DaaS Flex VDAs.

When using a Citrix DaaS Flex subscription, the available options are:

- No connectivity
- Virtual network peering
- Azure VPN Gateway
- Virtual vWAN Peering

Note:

You cannot change a catalog's connection type after the catalog is created.

No connectivity

When a catalog is configured with **No connectivity**, users cannot access resources on their on-premises or other networks. Only non-domain-joined deployments are supported for VDAs in a resource location with no connectivity.

Requirements for all network connectivity methods

- When creating a connection, you must have valid DNS server entries.
- When using Secure DNS or a third-party DNS provider, you must add the address range that is allocated for use by Citrix DaaS Flex to the DNS provider's IP addresses on the allow list. That address range is specified when you create a connection.

- All service resources that use the connection (domain-joined machines) must be able to reach your Network Time Protocol (NTP) server to ensure time synchronization.

Virtual network peering

To facilitate VDA access to resources within your corporate network, establish a virtual network peering connection between the Citrix-managed Azure subscription and your own. This configuration is required for domain-joined VDAs or for those requiring access to services in your Azure subscription or on-premises data center.

To extend access from VDAs to resources in your on-premises data center, a further connection is required from your Azure subscription to the on-premises data center. This can be achieved through an Azure ExpressRoute or VPN. Connectivity between customer-managed subscriptions and on-premise data centers is outside of the scope of Citrix DaaS Flex and is managed by the customer.

Important:

A virtual network peer must be created before creating a catalog that uses it.

Requirements for configuring a virtual network peer

- A customer-managed Azure subscription, resource group, and virtual network.
- Credentials for an Azure Resource Manager subscription owner permissions. The account must be an Azure Active Directory account native to the same Azure AD which is associated with the subscription of the customer-managed virtual network. Citrix DaaS Flex does not support other account types, such as live.com or external (guest) Azure AD accounts in a different tenant.
- Azure network routes in which VDAs in the Citrix-managed Azure subscription can communicate with your network.
- Network Security Group (NSG) rules that allow communication from the IP range of the Citrix DaaS Flex VDAs to your virtual network.
- If you plan for VDAs to be domain-joined, Citrix recommends Active Directory services running in the peered virtual network in your subscription to take advantage of the low latency between the peered virtual networks.
- When creating the connection, you must provide an available CIDR address space (IP address and network prefix) that is unique among the network resources and the Azure virtual networks being connected. This is the IP range assigned to the VMs within the Citrix DaaS Flex virtual network. Ensure that you specify an IP range that does not overlap any addresses that you use in your Azure and on-premises networks.

- For example, if your Azure virtual network has an address space of 10.0.0.0 /16, create the virtual network peering connection in Citrix DaaS Flex as 192.168.0.0 /24.
- In this example, creating a peering connection with a 10.0.0.0 /24 IP range would be considered an overlapping address range.
- If addresses overlap, the virtual network peering connection might not be created successfully. It might also cause issues when performing site administration tasks.
- A /24 IP range is the minimum size of a virtual network within the Citrix DaaS Flex tenant.

Azure virtual network peering connection custom routes

To enhance the security posture of your environment, you might want to route all outbound traffic from the VDA through a security appliance in your managed Azure subscription. This can be achieved through a custom, or user-defined, route in Azure. Custom routes override Azure's default system routes for directing traffic between virtual machines in a virtual network peering, on-premises networks, and the Internet.

To use custom routes:

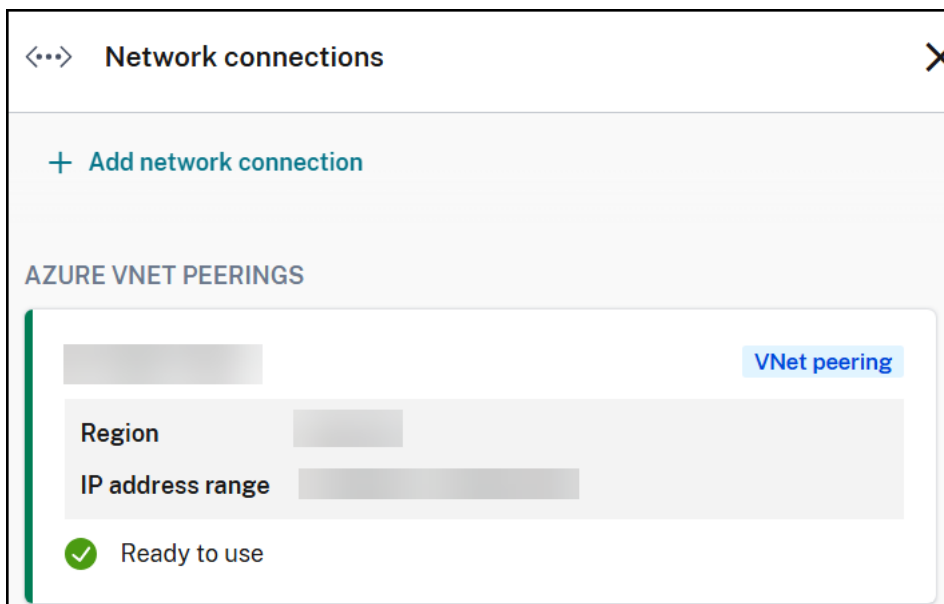
- You must have an existing Azure VPN gateway or a network appliance in your Citrix DaaS Flex environment.
- When you add custom routes, you must update your company's route tables with the Citrix DaaS Flex destination virtual network information to ensure end-to-end connectivity.
- Custom routes are displayed in Citrix DaaS Managed Azure in the order in which they are entered. This display order does not affect the order in which Azure selects routes.

Before using custom routes, review the Microsoft article [Virtual network traffic routing](#) to learn about using custom routes, next hop types, and how Azure selects routes for outbound traffic.

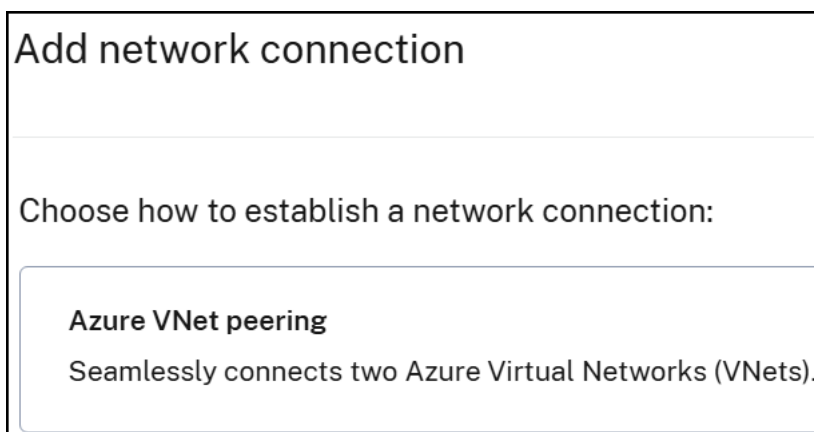
You can add custom routes when you create an Azure virtual network peering connection or to existing virtual network peering connections in your Citrix DaaS Flex environment.

Create an Azure virtual network peering connection

1. From the **Quick Deploy > Microsoft Azure** dashboard, expand **Network connections** on the right.
2. Click **Add network Connection**.



3. On **Add network Connection** page, click **Azure vNet peering**.



4. Click **Authenticate Azure Account**.
5. Citrix DaaS Flex automatically takes you to the Azure sign-in page to authenticate your Azure subscriptions. After you sign in to Azure and accept the terms, you are returned to the connection creation details dialog.
6. On the dialog:
 - a) Type a name for the Azure virtual network peer.
 - b) Select the Azure subscription, resource group, and the virtual network to peer with.
 - c) Indicate whether the selected virtual network uses an Azure Virtual Network Gateway. For information, see the [Microsoft article Azure VPN Gateway](#).
 - d) If your virtual network uses an Azure Virtual Network Gateway, indicate whether you want to enable virtual network gateway route propagation. When enabled, Azure automatically

adds all routes through the gateway.

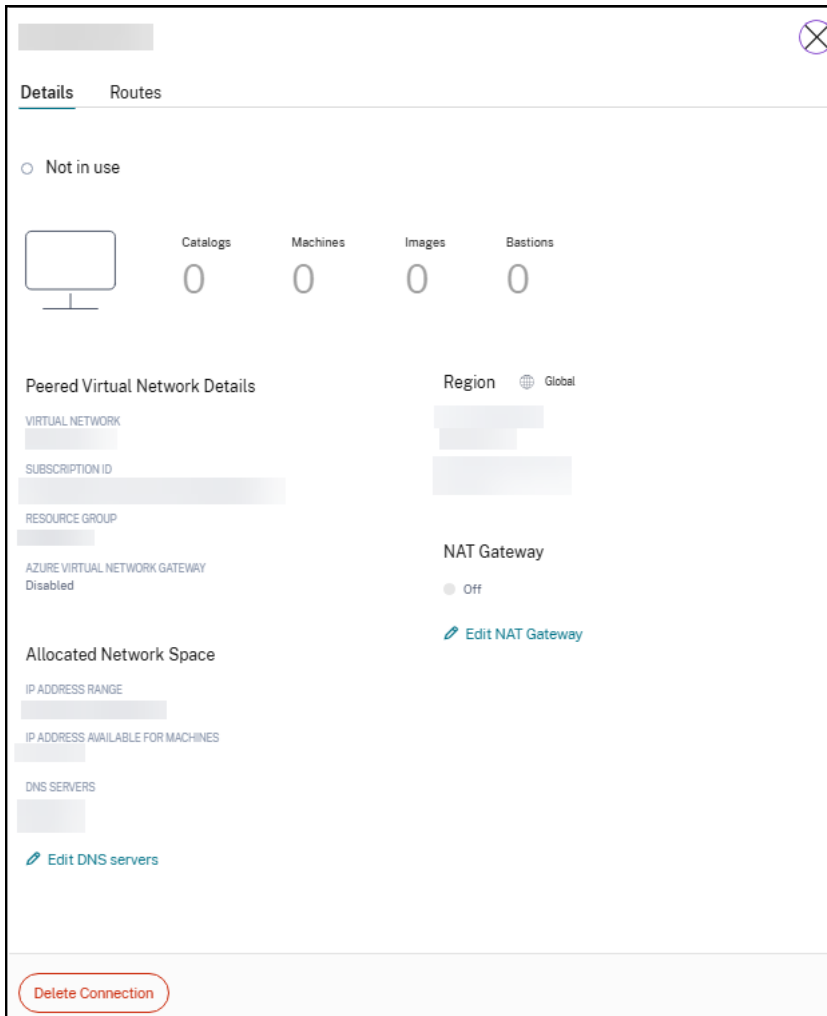
Note:

You can change this setting later from the connection's **Details** page. However, changing it can cause route pattern changes and VDA traffic interruptions. Also, if you disable it later, you must manually add routes to networks that VDAs use.

- e) Type an IP address and select a network mask. The address range to be used is displayed, along with the number of addresses supported by the range. Ensure that the IP range does not overlap any addresses that you use in your Azure and on-premises networks.
- f) Indicate whether you want to add custom routes to the virtual network peering connection. If you select **Yes**, enter the following information:
 - i. Type a friendly name for the custom route.
 - ii. Enter the destination IP address and network prefix. The network prefix must be between 16 and 24.
 - iii. Select the next hop type for where you want traffic to be routed. If you select Virtual appliance, enter the internal IP address of the appliance.
 - iv. Click **Add route** to create another custom route for the connection.
- g) Click **Add VNet Peering** to add the network connection.

After the connection is created, it is listed under **Network Connections > AZURE VNET PEERINGS** on the right side of the **Quick Deploy > Microsoft Azure** dashboard. When you create a catalog, this connection is included in the available network connections list.

View Azure virtual network peering connection details



1. From **Quick Deploy > Microsoft Azure**, expand **Network connections** on the right.
2. Select the Azure virtual network peering connection you want to display.

The **Details** tab displays:

- The number of catalogs, machines, images, and bastions that use this connection.
- The region, allocated network space, and peered virtual networks.

The **Routes** tab displays:

- The routes that are currently configured for the virtual network peering connection.

Manage custom routes for existing Azure virtual network peer connections

You can add new custom routes to an existing connection or modify existing custom routes, including disabling or deleting custom routes.

Important:

Modifying, disabling, or deleting custom routes changes the traffic flow of the connection and might disrupt any user sessions that might be active.

Add a custom route

1. From the virtual network peering connection details, click **Routes > Add Route**.

The screenshot shows a window titled 'Routes' with a close button (X) in the top right corner. Below the title bar, there are two tabs: 'Details' and 'Routes', with 'Routes' being the active tab. The main content area contains the following text:

Make sure your company's route tables are updated with the Citrix service's VNet information to ensure end-to-end connectivity: 10.168.0.0/24 (allocated IP address and network prefix).

Added custom (user-defined) routes override the Azure default routing. Routes apply to connections from all machines using this VNet peering. Custom routes are listed in the order they were created. See the [Microsoft Azure documentation](#) for details about how routes are selected.

Below the text, there is a control bar with a 'Reload data' button (refresh icon), a 'Filters' dropdown menu, and a 'Search routes' input field with a search icon.

The main area contains a table with the following columns: Name, Enabled, IP Address/Network Prefix, and Next Hop. There is one row of data:

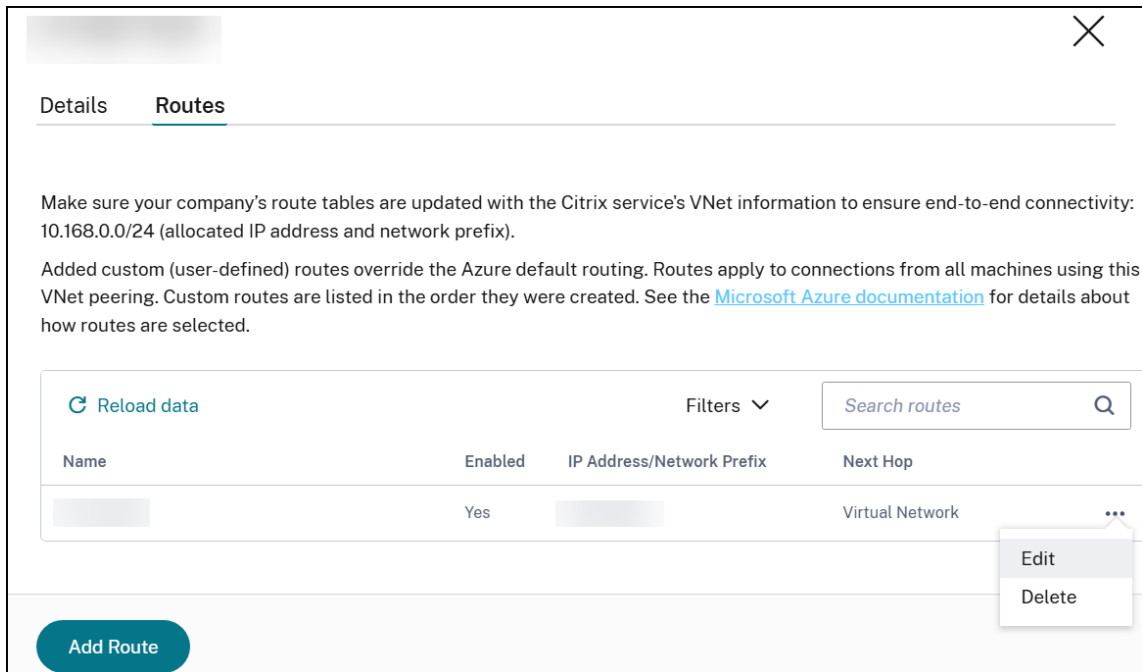
Name	Enabled	IP Address/Network Prefix	Next Hop
[Redacted]	Yes	[Redacted]	Virtual Network

At the bottom left of the window, there is a blue 'Add Route' button, which is highlighted with a red rectangular box.

2. Enter a friendly name, the destination IP address and prefix, and the next hop type you want to use. If you select **Virtual Appliance** as the next hop type, enter the internal IP address of the appliance.
3. Indicate whether you want to enable the custom route. By default, the custom route is enabled.
4. Click **Add Route**.

Modify or disable a custom route

1. From the virtual network peering connection details, select **Routes** and then locate the custom route you want to manage.



2. From the ellipsis menu, select **Edit**.
3. Make any needed changes to the destination IP address and prefix or the next hop type, as needed.
4. To enable or disable a custom route in **Enable this route?** select **Yes** or **No**.
5. Click **Save**.

Delete a custom route

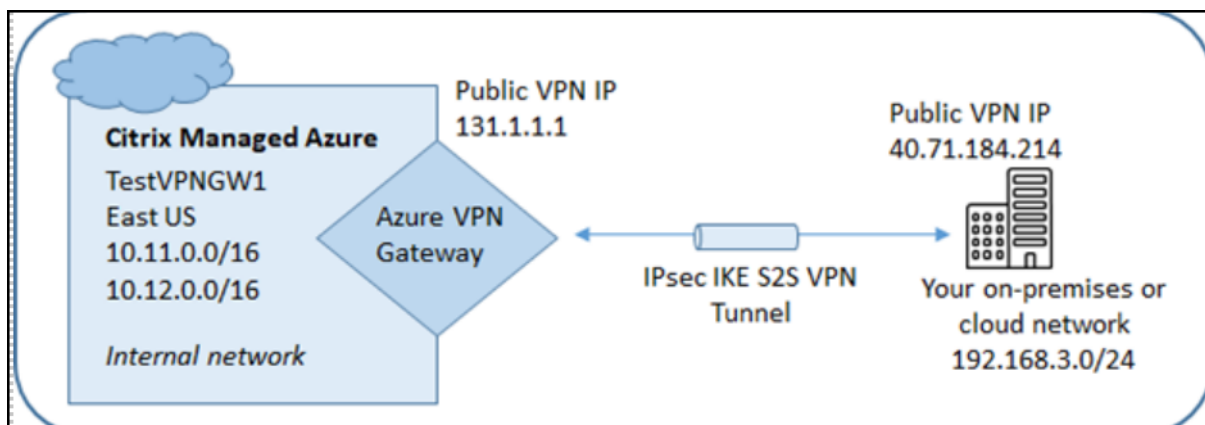
1. From the virtual network peering connection details, select **Routes** and then locate the custom route you want to manage.
2. From the ellipsis menu, select **Delete**.
3. Select **Deleting a route may disrupt active sessions** to acknowledge the impact of deleting the custom route.
4. Click **Delete Route**.

Delete an Azure VNet peering connection Before you can delete an Azure VNet peer, remove any catalogs associated with it. See [Delete a catalog](#) for more information on deleting catalogs.

1. From **Quick Deploy > Microsoft Azure**, expand **Network connections** on the right.
2. Select the connection you want to delete.
3. From the connection details, click **Delete Connection**.

Azure VPN gateway

An Azure VPN gateway can be used to provide direct communication between your Citrix-managed Azure VDAs and your on-premises network, without the need of additional hop through a peered Azure virtual network. The secure connectivity uses the industry-standard protocols Internet Protocol Security (IPsec) and Internet Key Exchange (IKE).



During the connection creation process:

- Provide information that Citrix uses to create the gateway and connection.
- Citrix creates a site-to-site route-based Azure VPN gateway. The VPN gateway forms a direct Internet Protocol Security (IPsec) tunnel between the Citrix-managed Azure subscription and your VPN's host device.
- After Citrix creates the Azure VPN gateway and connection, update your VPN's configuration, firewall rules, and route tables. For this process, use a public IP address that Citrix provides, and a pre-shared key (PSK) that you provided for creating the connection.

You do not need your own Azure subscription to create this type of connection.

Azure VPN gateway connection requirements and preparation

- To learn about Azure VPN Gateway, see the Microsoft article [What is VPN Gateway?](#)
- Review the requirements for all network connections.
- You must have a configured VPN. The virtual network must be able to send and receive traffic through the VPN gateway. A virtual network can't be associated with more than one virtual network gateway. The configured VPN must have:
 - An IPsec device that has a public IP address. To learn about validated VPN devices, see the Microsoft article [About VPN devices](#).

- Additional prerequisites might be required based on your VPN configuration. Read the [Create an Azure VPN Gateway connection](#) section entirely before beginning to determine requirements from your VPN appliance.

Azure VPN gateway custom routes

To enhance the security posture of your environment, you might want to route all outbound traffic from the VDA through a security appliance. Custom routes override default system routes for directing traffic between virtual machines in your networks and the Internet.

When you add custom routes to a connection, those routes apply to all machines that use that connection.

To use custom routes:

- You must have an existing virtual network gateway or a network appliance in your Citrix DaaS Flex environment.
- When you add custom routes, you must update your company's route tables with the destination VPN information to ensure end-to-end connectivity.
- Custom routes are displayed on the **Connection > Routes** tab in the order they are entered. This display order does not affect the order in which routes are selected.

Before using custom routes, review the Microsoft article [Virtual network traffic routing](#) to learn about using custom routes, next hop types, and how Azure selects routes for outbound traffic.

You can add custom routes when you create an Azure VPN gateway connection or to existing connections in your service environment.

Create an Azure VPN Gateway connection

Review the entire section before beginning the process to ensure all prerequisites are met.

1. From the **Quick Deploy > Microsoft Azure** dashboard, expand **Network connections** on the right.
2. Click **Add network Connection**.
3. Click **Azure VPN Gateway**.
4. Review the information on the **Add VPN Connection** page, and then click **Start Configuring VPN**.
5. On **Add a VPN** page, provide the following information.
 - a) **Name your connection:** A name for the connection.

- b) **VPN IP address:** The public-facing IP address of the VPN appliance in your network.
- c) **Allowed networks:** One or more address ranges that the Citrix service is allowed to access on your network. Usually, this address range contains the resources that your users need to access, such as file servers. To add more than one range, click **Add more IP addresses** and enter a value. Repeat as needed.
- d) **Pre-shared key:** A value that is used by both ends of the VPN for authentication (similar to a password). You decide what this value is. Be sure to note the value. You'll need it later when you configure your VPN with the connection information.
- e) **Performance and throughput:** The bandwidth level to use when your users access resources on your network. Not all choices support [Border Gateway Protocol \(BGP\)](#). In those cases, the BGP settings fields aren't available.
- f) **Region:** Azure region where Citrix deploys VDAs when you create catalogs that use this connection. You cannot change this selection after you create the connection. If you decide later to use a different region, you must create or use another connection that specifies the desired region.
- g) **VDA subnet:** The address range where Citrix VDAs and Cloud Connectors reside when you create a catalog that uses this connection. After you enter an IP address and select a network mask, the address range is displayed, plus how many addresses that the range supports.
 - Although this address range is maintained in the Citrix-managed Azure subscription, it functions as if it is an extension of your network. The IP range must not overlap any addresses that you use in your on-premises or other cloud networks. If addresses overlap, the connection might not be created successfully. Also, an overlapping address might negatively impact site administration tasks.
 - The VDA subnet range must be different from the gateway subnet address.
 - You cannot change this value after you create the connection. To use a different value, create another connection.
- h) **Gateway subnet:** The address range where the Azure VPN gateway resides when you create a catalog that uses this connection.
 - The IP range must not overlap any addresses that you use in your on-premises or other cloud networks. If addresses overlap, the connection might not be created successfully. Also, an overlapping address might negatively impact site administration tasks.
 - The gateway subnet range must be different from the VDA subnet address.
 - You cannot change this value after you create the connection. To use a different value, create another connection.
- i) **Routes:** Indicate whether you want to add custom routes to the connection. If you want to add custom routes, provide the following information:

- i. Type a friendly name for the custom route.
 - ii. Enter the destination IP address and network prefix. The network prefix must be between 16 and 24.
 - iii. Select a next hop type for where you want traffic to be routed. If you select **Virtual appliance**, enter the internal IP address of the appliance. For more information about next hop types, see the Microsoft article [Custom routes](#).
 - iv. To add more than one route, click **Add route** and enter the requested information.
- j) **DNS servers**: Enter addresses for your DNS servers, and indicate the preferred server. Although you can change the DNS server entries later, keep in mind that changing them can potentially cause connectivity issues for the machines in catalogs that use this connection.
- i. To add more than two DNS server addresses, click **Add alternate DNS** and then enter the requested information.
- k) Click **Create VPN connection**.

After Citrix creates the connection, it is listed under **Network Connections > Azure VPN Gateway** in the Quick Deploy dashboard. The connection card contains a public IP address.

- Use this address (and the pre-shared key you specified when creating the connection) to configure your VPN and firewalls. If you forgot your pre-shared key, you can change it on the connection's **Details** page. You'll need the new key to configure your end of the VPN gateway.

For example, allow exceptions in your firewall for the VDA and gateway subnet IP address ranges you configured.

- Update your company's route tables with the Azure VPN gateway connection information to ensure end-to-end connectivity.
- If you configured custom routes, make the appropriate updates for them, too.
- When both ends of the connection are successfully configured, the connection's entry in ***Network Connections > Azure VPN Gateway** indicates **Ready to use**.

View an Azure VPN Gateway connection

1. From the Quick Deploy dashboard, expand **Network connections** on the right.
2. Select the connection you want to display.

The **Details** tab displays:

- The number of catalogs, machines, images, and bastions that use this connection. It also contains most of the information you configured for this connection.

The **Routes** tab lists custom route information for the connection.

Manage custom routes for an Azure VPN gateway connection

In an existing Azure VPN gateway connection, you can add, modify, disable, and delete custom routes.

Important:

Modifying, disabling, or deleting custom routes changes the traffic flow of the connection, and might disrupt active user sessions.

1. From the Azure Quick Deploy dashboard, expand **Network Connections** on the right.
2. Select the connection you want to display.

Add a custom route

1. From the connection's **Routes** tab, click **Add Route**.
2. Enter a friendly name, the destination IP address and prefix, and the next hop type you want to use. If you select **Virtual Appliance** as the next hop type, enter the internal IP address of the appliance.
3. Indicate whether you want to enable the custom route. By default, the custom route is enabled.
4. Click **Add Route**.

Modify or enable or disable a custom route

1. From the connection's **Routes** tab, locate the custom route you want to manage.
2. From the ellipsis menu, select **Edit**.
3. Change the destination IP address and prefix, or the next hop type, as needed.
4. Indicate whether you want to enable the route.
5. Click **Save**.

Delete a custom route

1. From the connection's **Routes** tab, locate the custom route you want to manage.
2. From the ellipsis menu, select **Delete**.
3. Select **Deleting a route may disrupt active sessions** to acknowledge the impact of deleting the custom route.
4. Click **Delete Route**.

Reset or delete an Azure VPN gateway connection

Important:

Resetting a connection causes the current connection to be lost, and both ends must reestablish it. A reset disrupts active user sessions. Before you can delete a connection, delete any catalogs

that use it. See [Delete a catalog](#).

To reset or delete a connection:

1. From the Azure Quick Deploy dashboard, expand **Network connections** on the right.
2. Select the connection you want to reset or delete.
3. From the connection's **Details** tab:
 - Click **Reset Connection**, to reset the connection.
 - Click **Delete Connection**, to delete the connection.
4. If prompted, confirm the action.

Create a public static IP address

If you want all machines VDAs on a connection to use a single outbound public static IP address (gateway) to the Internet, enable a NAT gateway. You can enable a NAT gateway for connections to catalogs that are domain-joined or non-domain-joined.

To enable a NAT gateway for a connection:

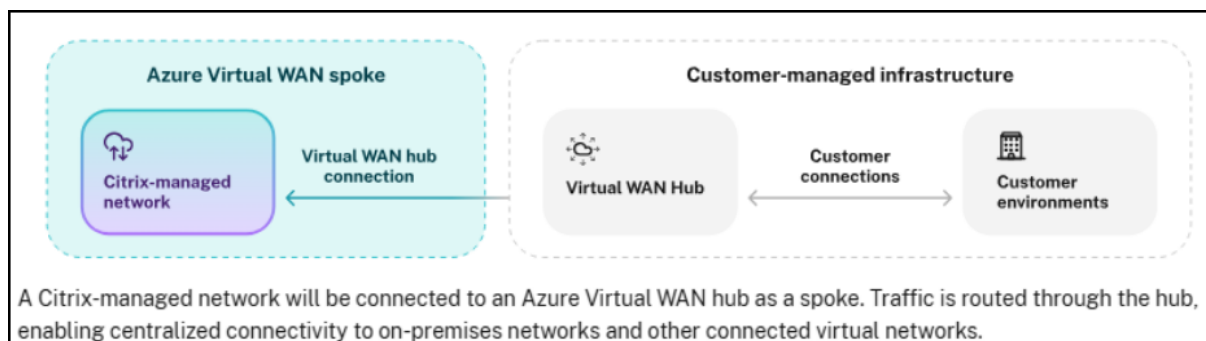
1. From the Azure Quick Deploy dashboard, expand **Network connections** on the right.
2. Under **Network Connections**, select a connection under **Citrix Managed** or **Azure VNet Peerings**.
3. In the connection details card, click **Enable NAT Gateway**.
4. In the **Enable NAT Gateway** page, move the slider to **Yes** and configure an idle time.
5. Click **Confirm Changes**.

When you enable a NAT gateway:

- Azure assigns a public static IP address to the gateway automatically. (You cannot specify this address.) All VDAs in all catalogs that use this connection use that address for outbound connectivity.
- You can specify an idle timeout value. That value indicates the number of minutes that an open outbound connection through the NAT gateway can remain idle before the connection is closed.
- You must allow the public static IP address in your firewall.

You can go back to the connection details card to enable or disable the NAT gateway and change the timeout value.

Azure Virtual WAN Peering



An Azure Virtual WAN spoke connection provides direct network connectivity between the Citrix-managed Azure virtual network and your corporate network by connecting the Citrix-managed network as a spoke to an Azure Virtual Hub that you control. When both your corporate network and the Citrix-managed network are connected to the same Virtual Hub, Citrix infrastructure can reach your on-premises and Azure-hosted resources without requiring a separate peered Azure subscription.

Use this connection type when your organization already uses Azure Virtual WAN for centralized routing across multiple sites, and you want to extend that hub to cover Citrix DaaS Flex VDA traffic.

Note:

Create a Virtual WAN spoke connection before creating a catalog that uses it.

Requirements for configuring an Azure Virtual WAN spoke connection

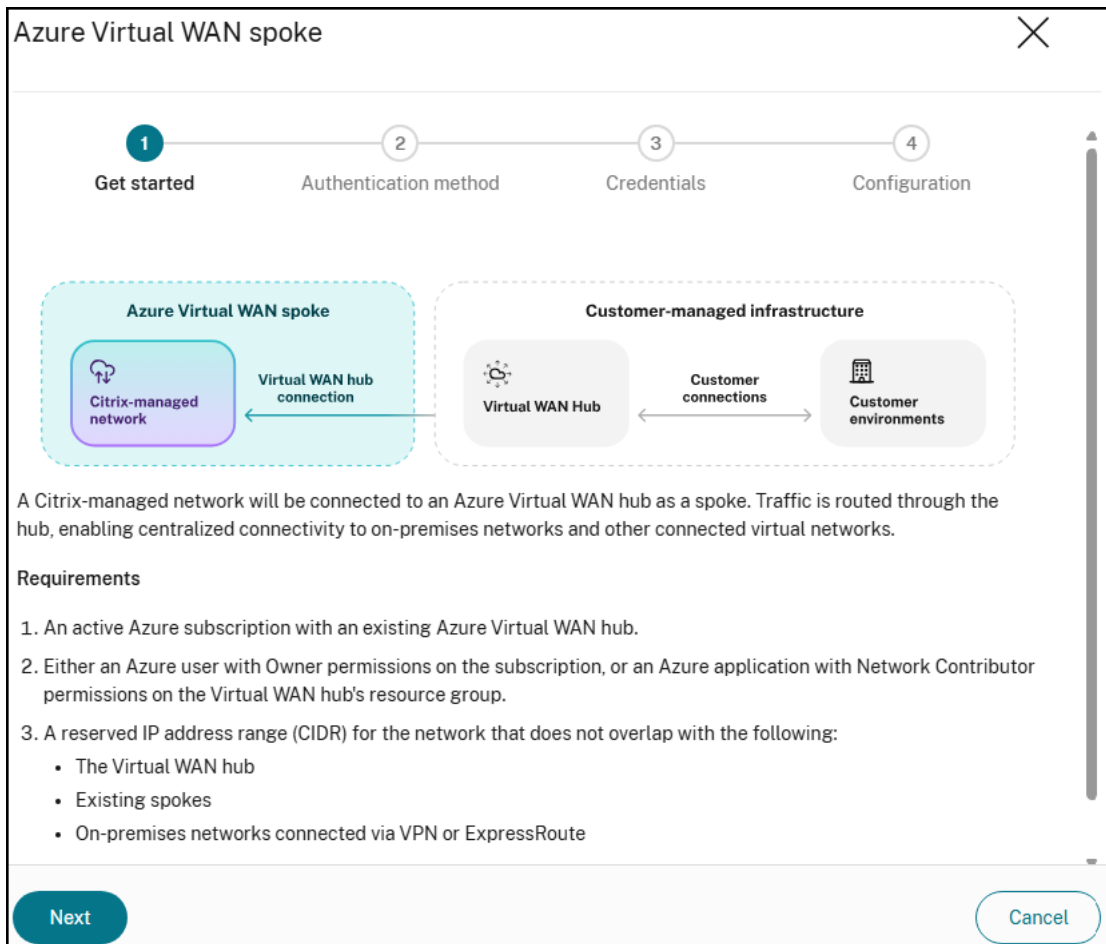
Before creating the connection, ensure the following conditions are met:

- An Azure subscription containing an existing Azure Virtual WAN and Virtual Hub of type Standard. The Basic tier does not support the VNet connections required for this setup.
- The Virtual Hub Resource ID, resource group, and hub name, available from the hub's Properties page in the Azure portal.
- One of the following:
 - An Azure admin account with Owner permissions on the Virtual Hub resource group (to authenticate through the Citrix UI), or
 - A service principal (app registration) with the Network Contributor role on the Virtual Hub resource group (for automation or least-privilege access).
- An IP address block for Citrix to use for its managed spoke network (for example, 10.200.0.0/24). This range must not overlap with your Virtual Hub address space, or any other network connected to the hub.

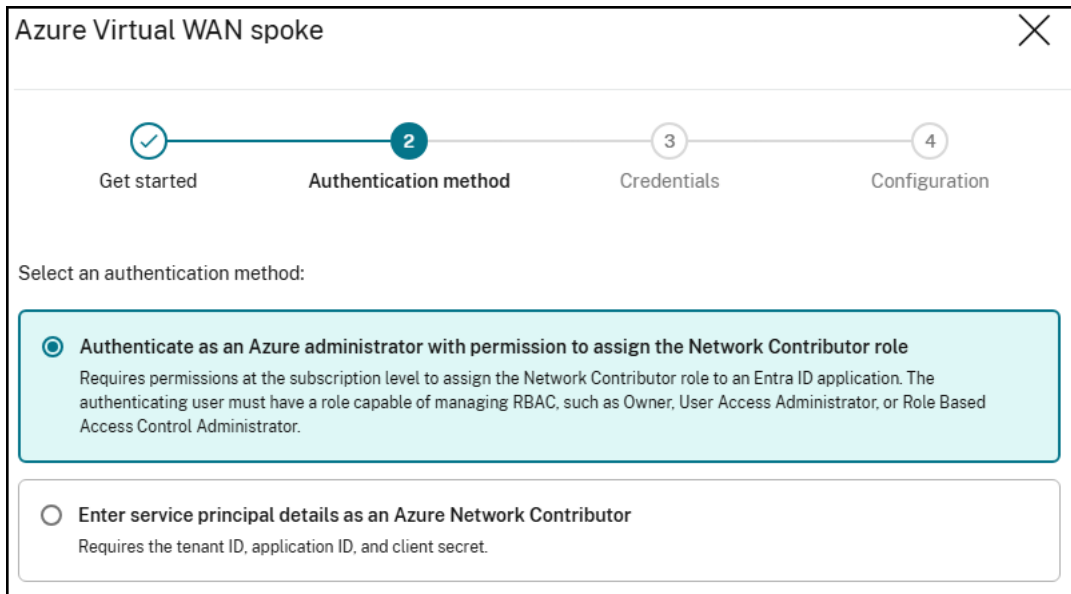
- The IP addresses of one or more DNS servers that can resolve your domain name from within Azure.
- Your Citrix customer ID, visible in the Citrix Cloud portal under Identity and Access Management.
- Confirmation that your Citrix DaaS Flex subscription is active. If unsure, contact your Citrix account team.

Create an Azure Virtual WAN spoke connection

1. From the **Quick Deploy > Microsoft Azure** dashboard, expand **Network connections** on the right.
2. Click **Add network Connection**.
3. Select **Azure Virtual WAN spoke** as the connection type. Click **Next**.



4. Select an authentication method.



- **Authenticate as an Azure administrator:** The wizard redirects you to the Azure login page. Sign in with an account that has Owner permissions on the Virtual Hub resource group.
 - Select single-tenant or multi-tenant. Single-tenant is used when the account is in the same Entra tenant as the hub’s subscription. Otherwise, use multi-tenant where the subscription tenant ID can be specified.
- **Enter service principal details as an Azure Network Contributor:** Enter the Tenant ID, Application (client) ID, and Client secret for a service principal that has the Network Contributor role on the Virtual Hub resource group.

To create a service principal with the correct permissions:

- In the Azure portal, go to **Microsoft Entra ID > App registrations > New registration**.
- After registering, go to **Certificates & secrets** and create a new client secret. Record the value as it is shown only once.
- Navigate to the **Virtual Hub resource group**, open Access control (IAM), and assign the Network Contributor role to the app registration.

5. On the **Configuration** page, provide the following:

Field	Value
Network connection name	A name for this connection
Azure subscription	The subscription containing your Virtual Hub
Resource group	The resource group containing your Virtual Hub

Field	Value
Azure Virtual WAN hub	Select your hub. Must be in a region supported by the Citrix managed subscription
IP address range (CIDR)	The address range for the Citrix managed spoke network (for example, 10.200.0.0/24). Must not overlap with the hub or any connected spoke
DNS servers	IP addresses of DNS servers that can resolve your domain name
Custom routes	Optional. Add a route with destination 0.0.0.0/0 and next hop type Internet to allow Citrix machines to reach the internet for software downloads
Route propagation	Set to Enabled to share spoke routes with the hub and connected networks

Note:

You can't change the Advanced settings (Internet security, route propagation) in Citrix Cloud after the connection is created.

6. Click **Add**. The connection appears under **Network connections** with status as **Provisioning**. When the status changes to **Ready to use**, the connection is available for catalog creation.

View an Azure Virtual WAN spoke connection

1. From **Quick Deploy > Microsoft Azure**, expand **Network connections** on the right and select the Virtual WAN spoke connection you want to view. Details include:
 - The number of catalogs, machines, images, and bastions using this connection.
 - The region, Citrix-managed subscription, and customer Virtual WAN hub details.
 - The allocated IP address range and number of available addresses.
 - DNS server configuration.
 - Custom routes configured for the connection.

Manage IPv4 address ranges for an Azure Virtual WAN spoke connection

After creating an Azure Virtual WAN spoke connection, you can expand the allocated network space by adding more IPv4 address ranges to the Citrix-managed spoke virtual network. This capability is

useful when your existing address range is running low on available IP addresses or when you need to support additional Flex workloads.

Before adding, modifying, or deleting IPv4 address ranges, ensure the following conditions are met:

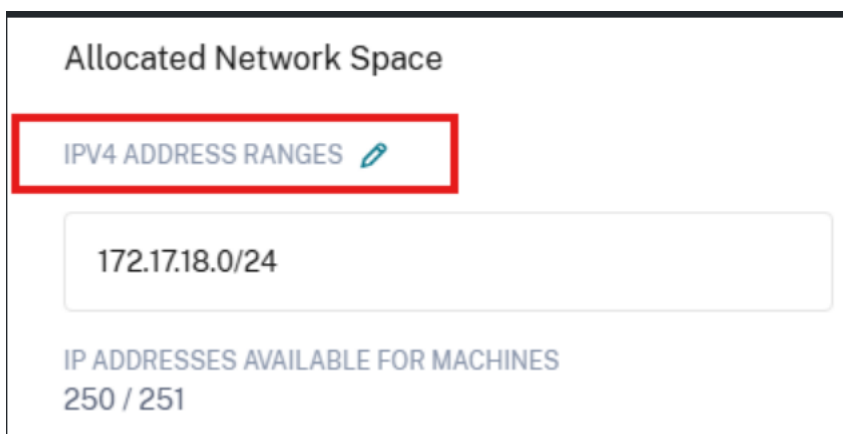
- Each address range must be unique within the address space and must not overlap other subnet address ranges in the virtual network.
- Each address range must use Classless Inter-Domain Routing (CIDR) notation. For example, 172.18.0.0/21.

Notes:

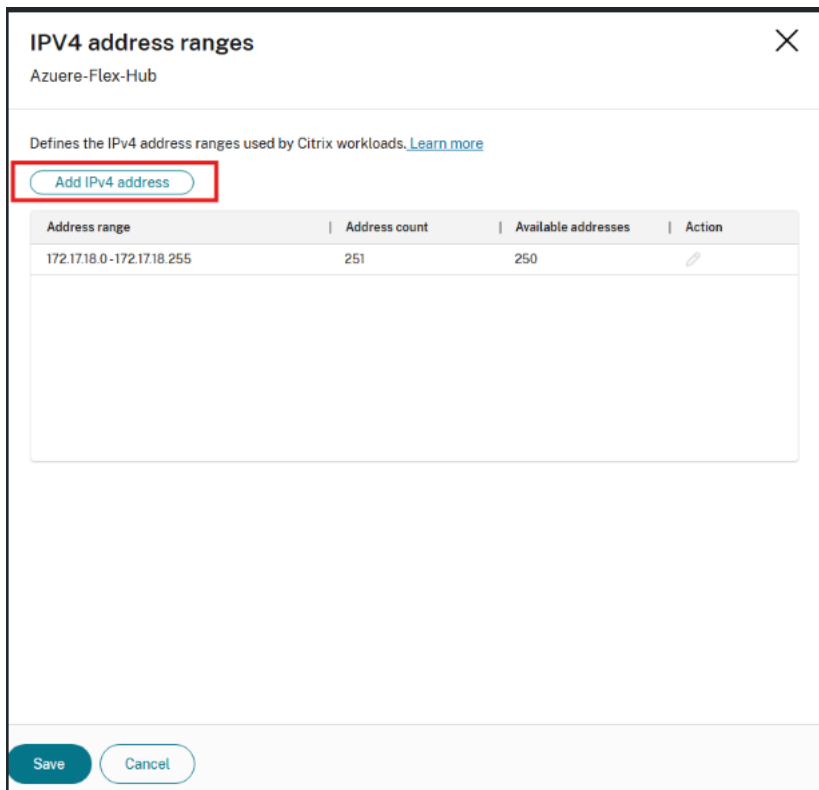
- After adding new IPv4 address ranges, ensure that the corresponding subnets are permitted on your firewalls, routers, and advertised routes. Otherwise, Flex resources using the new ranges will not have end-to-end network connectivity.
- Before editing an address range, ensure that no existing Flex resources, such as machines or catalogs, are using that subnet. A connection must retain at least one IPv4 address range at all times.
- Citrix recommends adding new IPv4 address space only when the existing ones are close to exhaustion. This reduces the chances of IP addresses being allocated from different IP address spaces.
- For Edit and Delete operations, the IPv4 address space must be free (no VDAs, Connectors, Bastions, or Image builders) before the operation is allowed.
- Azure performs DHCP allocation randomly. The IP address for Flex resources can come from any of the configured IP ranges.

Add an IPv4 address range

1. In Citrix DaaS, go to **Quick Deploy > Microsoft Azure > Network Connections > Virtual WAN Spoke** and select your Azure Virtual WAN spoke connection.
2. In the **Allocated Network Space** section, click the edit icon next to **IPv4 Address Ranges**.



3. In the **IPv4 address ranges** panel, click **Add IPv4 address**.



4. In the dialog, enter the IP address and prefix length in CIDR notation. As you type, a preview of the resulting address range and the number of available machine addresses is displayed.

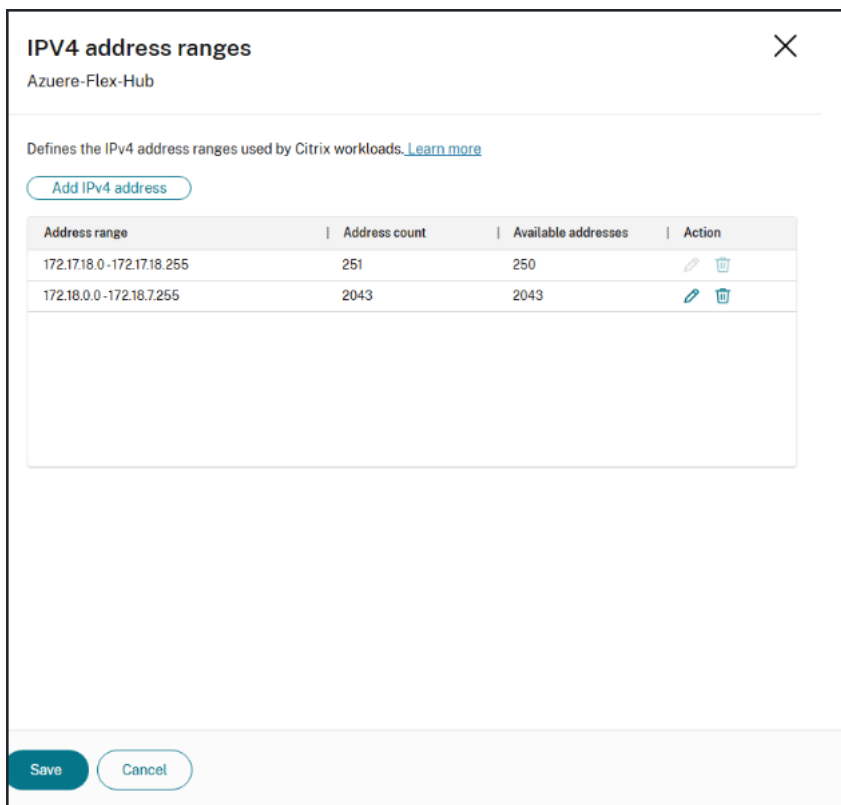
Add [Close]

172.18.0.0 / 21

✓ 172.18.0.0-172.18.7.255 (2043 addresses available for machines)

Add Cancel

5. Click **Add**.
6. Review the updated list of address ranges and then click **Save**.



The new address range is immediately available for use by Flex workloads in the connection.

Edit an IPv4 address range

1. In Citrix DaaS, go to **Quick Deploy > Microsoft Azure > Network Connections > Virtual WAN Spoke** and select your Azure Virtual WAN spoke connection.
2. In the **Allocated Network Space** section, click the edit icon next to **IPv4 Address Ranges**.
3. In the **IPv4 address ranges** panel, click the edit icon in the **Action** column for the range you want to modify.
4. Update the IP address or prefix length as needed. The preview confirms the resulting range and available addresses.
5. Click **Save** to apply the change.

Delete an IPv4 address range Before deleting an address range, ensure that no existing Flex resources, such as machines or catalogs, are using that subnet. A connection must retain at least one IPv4 address range at all times.

1. In Citrix DaaS, go to **Quick Deploy > Microsoft Azure > Network Connections > Virtual WAN Spoke** and select your Azure Virtual WAN spoke connection.
2. In the **Allocated Network Space** section, click the edit icon next to **IPv4 Address Ranges**.

3. In the **IPv4 address ranges** panel, locate the address range you want to remove and click the delete icon in the **Action** column.
4. Click **Save** to apply the change.

Note:

Before deleting an address range, ensure that no existing Flex resources, such as machines or catalogs, are using that subnet. A connection must retain at least one IPv4 address range at all times.

Delete an Azure Virtual WAN spoke connection**Note:**

- Removing a Virtual WAN spoke connection deletes the Citrix managed network spoke from your Virtual Hub. Any catalogs that depend on this connection lose network connectivity to your corporate resources. Delete all associated catalogs before removing the connection. You cannot delete a network connection if it is attached to a catalog.
- Removing the Flex hub connection does not delete your other Azure Virtual Hub or Virtual WAN. It only removes the Citrix managed network spoke. Your existing VNet connections to the hub are not affected.

1. From **Quick Deploy > Microsoft Azure**, expand **Network connections** on the right.
2. Locate and select the Virtual WAN spoke connection you want to remove.
3. Click **Delete Connection** at the bottom of the page. If this option is unavailable, delete the attached catalog first.
4. Select your authentication method.
5. Select **I understand that deleting a network connection cannot be undone**, then click **Delete**.

The connection status changes to **Deleting**. When the connection is removed from the list, the Citrix managed network spoke has been detached from your Virtual Hub.

Troubleshooting

Problem: Software fails to download during catalog machine setup.

Symptom: Machines get stuck during provisioning. Logs show a script or download failing.

Cause: Citrix machines cannot reach the internet to download required setup files.

Resolution: Ensure the Custom routes field during connection setup includes a route with destination prefix 0.0.0.0/0 and next hop type Internet. If this was omitted, delete the connection and re-create it with the route included.

Problem: The connection shows `VWanConnectionFailed` status.

Symptom: After completing the wizard, the connection status shows `VWanConnectionFailed`.

Cause: Azure rejected the request to attach the Citrix managed network to the hub. Common causes: The address range overlaps with another network already connected to the hub, or the credentials provided do not have sufficient permissions.

Resolution: Check the ErrorMessage field in the connection status for the specific error text. For address overlap, choose a different non-overlapping CIDR block and re-create the connection. For permissions, ensure the Azure account or service principal has at minimum the Network Contributor role on the Virtual Hub resource group.

Problem: The connection shows `RouteTableFailed` or `NatGatewayFailed` status.

Symptom: The connection status is neither **Ready to use** nor **VWanConnectionFailed**.

Important: In both cases, the hub spoke connection itself succeeded. You can still proceed with catalog creation. The route table or NAT gateway configuration can be retried independently without re-creating the connection. A NAT gateway is automatically created when you create a catalog for this connection.

Resolution: If the issue persists, contact Citrix Support and provide the Citrix-TransactionId so the team can locate the relevant service logs.

Problem: The connection is stuck on Provisioning for more than 10 minutes.

Symptom: The connection status has not changed from Provisioning after 10 or more minutes.

Cause: A background provisioning job might have crashed or timed out.

Resolution: Note the `Citrix-TransactionId` and contact the support team. Once investigated, the request can be resubmitted.

DNS servers

If using virtual network peering, virtual wan peering or a VPN Gateway, one or more valid DNS server entries that can resolve public and private domain names must be added for you to create connections or catalogs.

- DNS entries are validated when you create your connection. If the DNS entry cannot resolve public and private domain names, the create operation fails.

Note:

The default (Azure-provided) DNS server cannot be used with a virtual network peering or Azure VPN Gateway connection.

- If you already have DNS server entries under Custom, verify that the entries can resolve public and private domain IP names.
- If you do not have any DNS servers that can resolve domain names, Citrix recommends adding an Azure-provided DNS server that has those capabilities.
- Click **Network Connections** to edit DNS server entries, select the connection you would like to edit, and then select **Edit DNS servers**.
 - If you change any DNS server entries, the VMs continue to use the old DNS server entries until the VM is rebooted.

Note:

Changing DNS server addresses can potentially cause connectivity issues for machines in catalogs that use that connection.

Resource locations

May 11, 2026

Citrix automatically creates a resource location and Cloud Connectors when you create the first catalog for publishing desktops and apps.

In the subscriptions pane, if you select a subscription:

- The **Details** tab shows the number and names of catalogs and images in the subscription. It also indicates the number of machines that can deliver desktops or apps. That count does not include machines used for other purposes, such as images, Cloud Connectors, or RDS license servers.
- The **Resource Locations** tab lists each resource location. Each resource location entry includes the status and address of each Cloud Connector in the resource location.

The ellipsis menu in a resource location's entry contains the following actions:

- **Run Health Check:** Selecting **Run Health Check** starts the connectivity check immediately. If the check fails, the Cloud Connector's state is unknown, because it is not communicating with Citrix Cloud.

- **Restart Connectors:** Citrix recommends restarting only one Cloud Connector at a time. Restarting takes the Cloud Connector offline.
 - Select the check box for the Cloud Connector you want to restart. Click **Restart**.
- **Add Connectors:** Adding a Cloud Connector typically takes 20 minutes to complete. Provide the following information:
 - How many Cloud Connectors to add
 - Domain service account credentials, which are used to join the Cloud Connector machines to the domain
 - Machine performance
 - Azure resource group. The default is the resource group last used by the resource location.
 - Organizational Unit (OU). The default is the OU last used by the resource location.
 - Whether your network requires a proxy server for internet connectivity. If you indicate **Yes**, provide the proxy server FQDN or IP address, and port number.
 - When you're done, click **Add Connectors**.
- **Delete Connectors:** If a Cloud Connector cannot communicate with Citrix Cloud, and a restart does not resolve the issue, Citrix Support might recommend deleting that Cloud Connector.
 - Select the check box for the Cloud Connector you want to delete. Then click **Delete** When prompted, confirm the deletion.
 - You can also delete an available Cloud Connector. However, if deleting that Cloud Connector would result in fewer than two available Cloud Connectors in the resource location, you're not allowed to delete the selected Cloud Connector.
- **Select Update Time:** Citrix automatically provides software updates for the Cloud Connectors. During an update, one Cloud Connector is taken offline and updated, while other Cloud Connectors remain in service. When the first update completes, another Cloud Connector is taken offline and updated. This process continues until all Cloud Connectors in the resource location are updated. The best time to start updates is usually outside your typical business hours.
 - Choose the time to begin updates, or indicate that you want updates to start when an update is available. When you're done, click **Save**.
- **Rename:** Enter the new name for the resource location. Click **Save**.
- **Configure Connectivity:** Indicate whether users can access desktops and apps through the Citrix Gateway service, or only from within your corporate network.

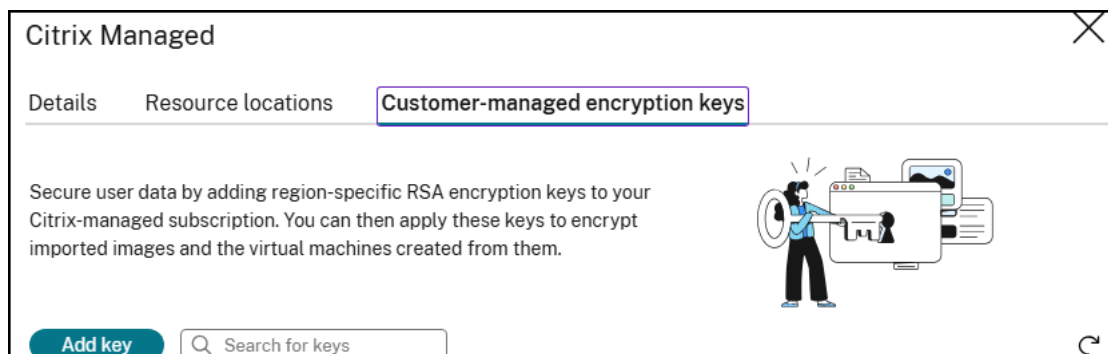
Customer-managed encryption keys for VM disks

May 11, 2026

Customer Managed Encryption Keys (CMEK) for VM disks offers customers control over their data security to manage their encryption keys independently, ensuring compliance with strict security policies and regulations while mitigating risks associated with third-party data breaches. This allows customers to gain full control of their encryption lifecycle, reducing dependency on platform-managed keys. This autonomy ensures their data remains inaccessible to unauthorized parties, even in the event of platform-level vulnerabilities. IT administrators benefit from greater flexibility and security alignment with internal policies.

Add an encryption key

1. From the Citrix DaaS Flex dashboard, navigate to **Cloud subscriptions**.
2. Select the relevant resubscription, go to **Customer-managed encryption keys** tab.
3. Click **Add key**.



4. Enter details, and click **Add**.

Add key

Enter details to add an RSA encryption key to the subscription 'Citrix Managed'.

Region

East US

Friendly name

Enter name

RSA encryption key

Enter key

Confirm RSA encryption key

Enter key

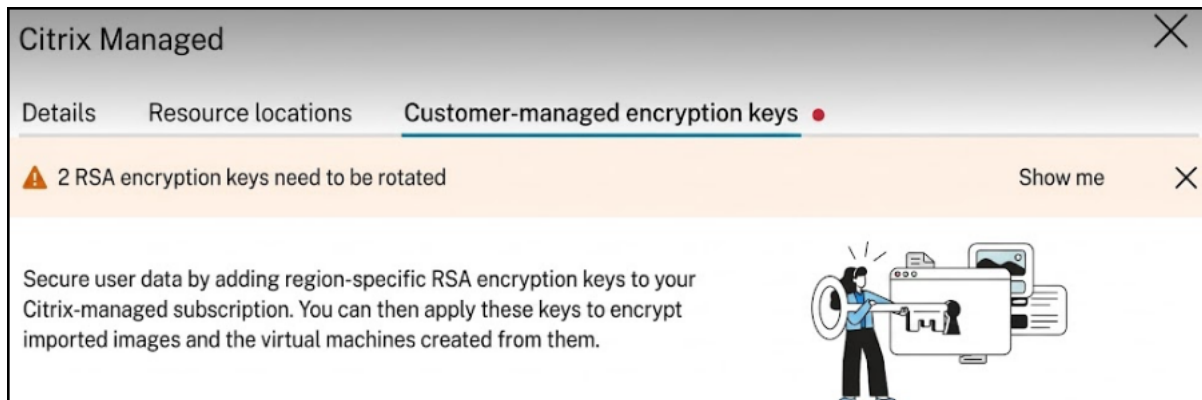
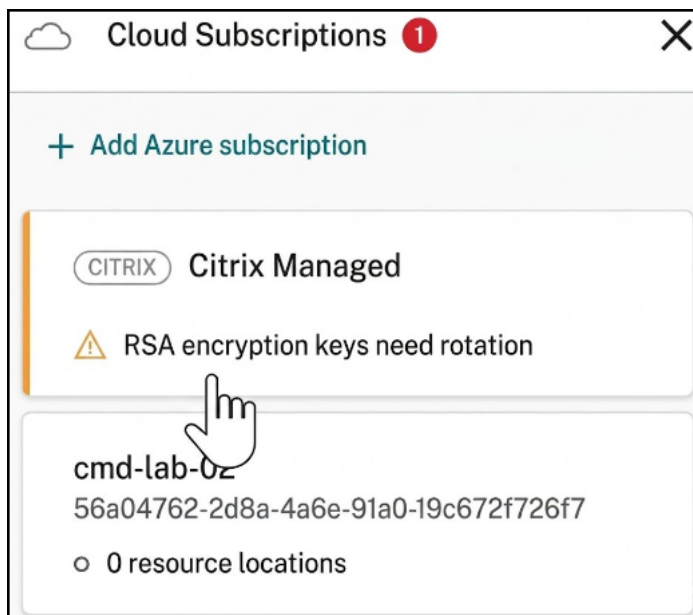
Once the key is added, it can be used later when importing images from Azure.

Delete an encryption key

1. From the Citrix DaaS Flex dashboard, navigate to **Cloud subscriptions**.
2. Select the relevant resubscription, go to **Customer-managed encryption keys** tab.
3. Locate the key that needs to be deleted from the existing keys table and then from the ellipsis menu, select **Delete** key.

Rotate an encryption key

If a key's rotation time has expired, the dashboard displays warning message.



To rotate an encryption key:

1. From the Flex dashboard, navigate to **Cloud Subscriptions > Customer-managed encryption keys** tab.
2. Locate the key that needs rotation from the existing keys table, and then from the ellipsis menu, select **Rotate key**.

Images

May 11, 2026

When you create a catalog to deliver desktops or apps, an image is used as a template for creating the machines.

Citrix provides three options for images:

- **Use a Citrix-prepared image when creating a catalog:** This option is recommended only for proof of concept deployments.
- **Use a Citrix-prepared image to create another image:** After the new image created, you customize it by adding applications and other software that your users need. Then, you can use that customized image when creating a catalog.
- **Import an image from Azure:** After you import an image from Azure, you can then use that image when creating a catalog. Additionally, you can use that image to create a new image using the image builder, adding apps and additional configurations. Then, you can use that customized image when creating a catalog.

When you create a catalog, Citrix DaaS Flex verifies that the image meets prerequisites for deploying a catalog.

Citrix prepared images

Citrix DaaS Flex provides prepared images that can be deployed to a catalog or used as a starting point to customize your image. The following configurations are offered:

- Windows 11 Pro (single-session)
- Windows Server 2019 (multi-session)
- Windows Server 2022 (multi-session)
- Windows Server 2025 (multi-session)
- Linux Ubuntu 22.04 LTS (single-session)
- Linux Ubuntu 22.04 LTS (multi-session)

The Citrix prepared images have a current version of the Citrix Virtual Delivery Agent (VDA) and [Citrix Optimizer](#).

Citrix-prepared images are notated in the user interface as **CITRIX**.

Prepare a new image

Preparing a new image includes creating the image and then customizing it. When you create an image, a new VM is created to load the new image.

Requirements:

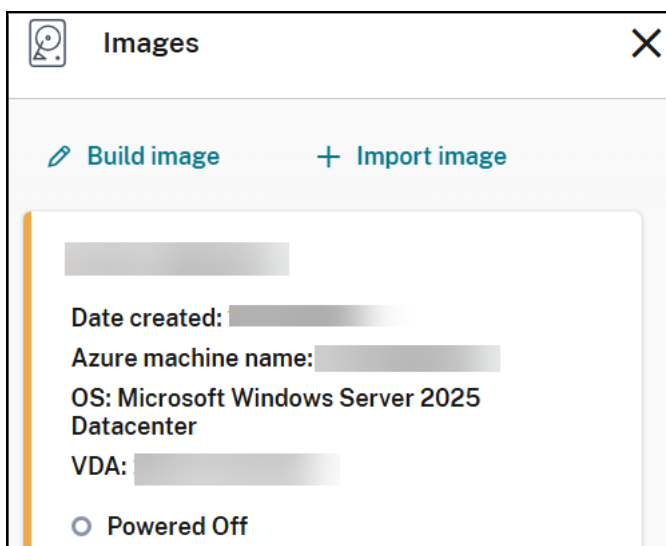
- Know the performance characteristics that the machines need. For example, running CAD apps might require different CPU, RAM, and storage than other office apps.
- If you plan to use a connection to your on-premises resources, set up that connection before creating the image and the catalog. For details, see [Network connections](#).

When using a Citrix prepared Ubuntu image to build a new image, a root password is created for the new image. You can change that root password, but only during the image creation and customization process. You cannot change the root password after the image is used in a catalog.

- When the image is created, the administrator account that you specified (Login details for image building machine) is added to the **sudoers** group.
- After you RDP to the machine containing the new image, launch the terminal application and type `sudo passwd root`. When prompted, provide the password you specified when creating the image. After verification, you're prompted to enter a new password for the root user.

Create an image

1. From the Citrix DaaS Flex dashboard, expand **Images** on the right.
2. Click **Build Image**.



3. On the **Build image** page, enter values in the following fields:
 - a) **Name the new image:** Enter a name for the new image.
 - b) **Select an existing image to use as the base:** Select an existing image. This is the base image that is used to create the new image.
 - c) **Subscription:** Select an Azure subscription. For details, see [Azure subscriptions](#).
 - d) **Network connection:** Select No connectivity or a previously created connection.
 - e) **Region:** (Available only for No connectivity.) Select a region where you want the machine containing the image to be created. If connectivity is configured, the catalog is created in the region of the connectivity configuration.
 - f) **Domain type:** Select the domain type: Active Directory or non-domain-joined.

- If you select Active Directory, select or add a domain. Specify an OU (optional), service account name, and password.
- g) **Set logon credentials for the image building machine:** You'll use these credentials later when you connect (RDP) to the machine containing the new image, so that you can install apps and other software.
- h) **Size of the image building machine:** Select the CPU, RAM, and storage information for the machine that runs the image. Select a machine performance that meets your apps' requirements.
- i) **Restricted IP access:** If you want to restrict access to the image building machine to specific addresses, select **Add IP addresses** and then enter one or more addresses. Citrix recommends restricting the allowed IP address range. After adding the addresses, click **Done** to return to the image building workflow.
- j) Optionally add up to 1024 characters of notes. After the image is created, you can update the notes from the image's details display.
- k) When you're done, click **Build Image**.

An image can take up to 30 minutes to build. On the Citrix DaaS Flex dashboard, expand **Images** on the right to see the current state.

Connect to a new image and customize it

After a new image is created, its name is added to the images list, with a status of **Install apps and updates**. To customize that image, download the RDP file. Use the RDP file to connect to the image and customize the software and configurations through that connection.

1. From the Citrix DaaS Flex dashboard, expand **Images** on the right and select the image you want to connect to customize.
2. Click **RDP to Public Address** or **RDP to Private Address** based on your preference and connectivity.
 - The image machine might power off if you do not RDP to it shortly after it's created. This saves costs. If that happens, click **Power On**.
3. Open the RDP file. Opening the file automatically attempts to connect to the address of the machine containing the new image. When prompted, enter the credentials you specified when creating the image.
4. After you connect to the machine, customize the machine to meet the needs of your use case. Do not Sysprep the image.

5. When you're done customizing the new image, return to **Images** and click **Finish build**. The new image automatically undergoes validation testing.

Later, when you create a catalog, the new image is included in the list of images you can select.

On the Citrix DaaS Flex dashboard, the images display on the right indicates how many catalogs and machines use each image.

Note:

After you finalize an image, you cannot edit it. You must create a new image (using the previous image as a starting point), and then update the new image.

Import an image from Azure

When you import an image from Azure that has the Citrix VDA software and applications your users need, you can use it to create a catalog or replace the image in an existing catalog.

Imported image requirements

Citrix runs validation tests on the imported image. Ensure that the following requirements are met when you prepare the image that you'll import into Citrix DaaS Flex.

- **Supported OS:** The image must be a supported OS. To check a Windows OS version, run `Get-WmiObject Win32_OperatingSystem`.
- **Supported generation:** Generation 1 virtual machines support most guest operating systems. Generation 2 virtual machines support most 64-bit versions of Windows and more current version of Linux operating systems.
- **Not generalized:** The image must not be generalized.
- **No configured Delivery Controllers:** Ensure that no Citrix Delivery Controllers are configured in the image. Ensure that the following registry keys are cleared.
 - `HKLM:\SOFTWARE\Citrix\VirtualDesktopAgent\ListOfDDCs`
 - `HKLM:\SOFTWARE\Policies\Citrix\VirtualDesktopAgent\ListOfDDCs`
 - `HKLM:\SOFTWARE\Citrix\VirtualDesktopAgent\FarmGUID`
 - `HKLM:\SOFTWARE\Policies\Citrix\VirtualDesktopAgent\FarmGUID`
- **Personality.ini file:** The `personality.ini` file must exist on the system drive.
- **Valid VDA:** The image must have Citrix VDA version 2507 or higher installed.
 - Windows: To check, use `Get- HKLM:\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Citrix Virtual Desktop Agent`. For installation guidance, see [Install VDAs](#).

- Red Hat Enterprise Linux and Ubuntu: For installation guidance, see [Linux Virtual Delivery Agent](#).
- **Azure Virtual Machine Agent:** Before importing an image, make sure that the Azure Virtual Machine Agent is installed on the image. For more information, see the Microsoft article [Azure Virtual Machine Agent overview](#).

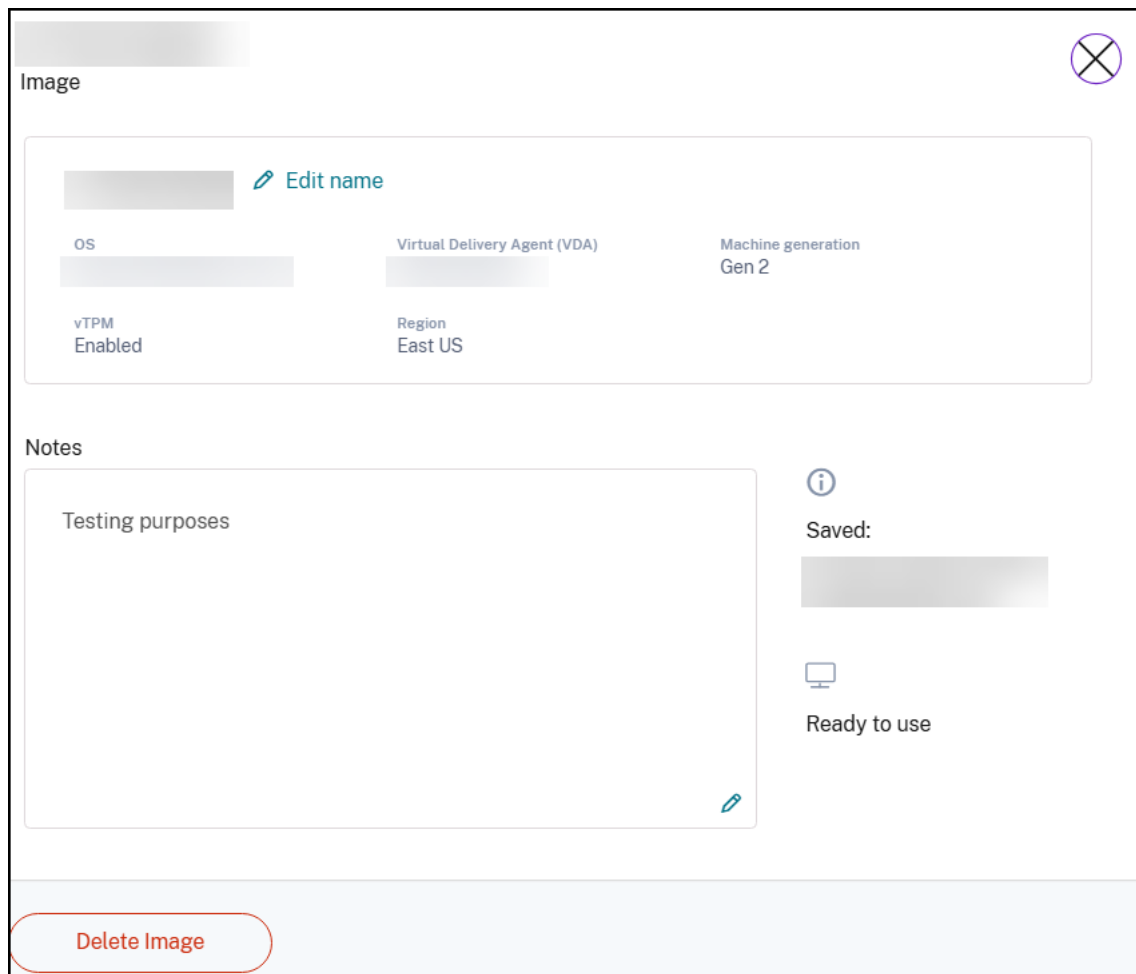
Import the image

1. From the Citrix DaaS Flex dashboard, expand **Images** on the right.
2. Click **Import image**.
3. Choose how to import the image.
 - For managed disks, use the export feature to generate a SAS URL. Set the expiration time to 7200 seconds or more.
 - For VHDs in a storage account, choose one of the following:
 - Generate a SAS URL for the VHD file.
 - Update the access level of a block storage container to blob or container. Then, get the file's URL.
4. If you select:
 - **Browse storage account:**
 - a) Select a subscription, resource group, storage account, and image.
 - b) Name the image.
 - **Azure public URL:**
 - a) Enter the Azure-generated URL for the VHD. For guidance, click the link to the Microsoft document [Download a Windows VHD from Azure](#).
 - b) Select a subscription.
 - c) Name the image.
5. When you're done, click **Import**.

Display and manage image information

1. From the Citrix DaaS Flex dashboard, expand **Images** on the right. The display lists the images that Citrix provides, and images you created and imported.

2. Click an image to display its details.



3. From the details card, you can:

- Change the image's name.
- Add and edit notes (available only for images you prepared or imported, not Citrix-prepared images).
- Delete the image.

Delete an image

1. From the Citrix DaaS Flex dashboard, expand **Images** on the right.
2. Select the image you want to delete.
3. Click **Delete Image** and confirm the deletion.

Create catalogs and add users

May 11, 2026

When used for published desktops and apps, a catalog is a group of identical virtual machines. When you deploy desktops, the machines in the catalog are shared with selected users. When you publish applications, multi-session machines host applications that are shared with selected users.

Machine types

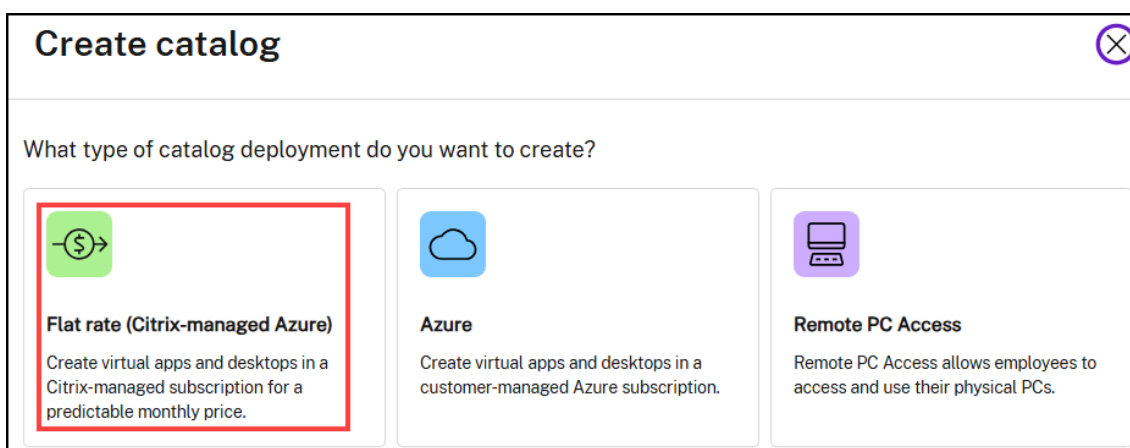
A catalog can contain one of the following types of machines:

- **Static:** The catalog contains single-session static machines (also known as personal, dedicated, or persistent desktops). Static means that when a user starts a desktop, that desktop “belongs” to that user. Any changes that that user makes to the desktop are retained at logoff. Later, when that user returns to and starts a desktop, it is the same virtual machine.
 - **Associated personas:** Knowledge worker, Power worker, and custom persona.
- **Random:** The catalog contains single-session random machines (also known as non-persistent or pooled desktops). Random means that when a user starts a desktop, any changes that that user makes to that desktop are discarded after logoff. Later, when that user returns to Citrix Workspace and starts a desktop, it might or might not be the same desktop.
 - **Associated personas:** Knowledge worker, Power worker, and custom persona.
- **Multi-session:** The catalog contains machines that deliver apps, desktops, or both. More than one user can access each of those machines simultaneously. Users can launch a desktop or apps from their workspace.
 - **Associated personas:** Task worker (medium) (8 users per VM), Task worker (heavy) (4 users per VM), and custom persona.

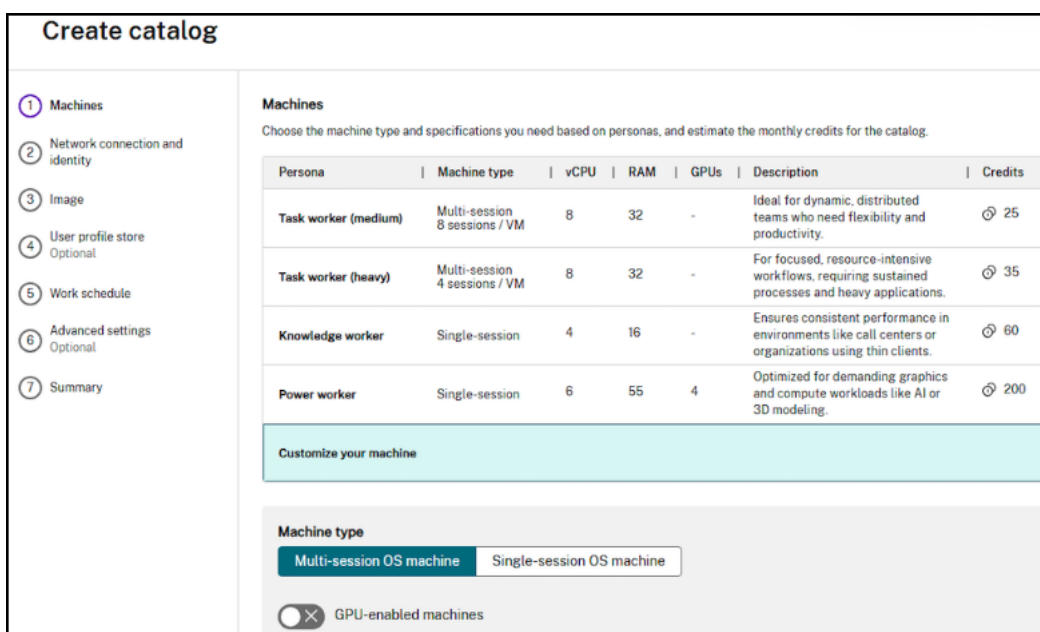
When deploying desktops, the static and random machine types are sometimes called **desktop types**.

Create a catalog

1. From the Citrix DaaS Flex dashboard, click **Create catalog**.
2. Select **Flat rate (Citrix-managed Azure)**.



3. Choose the persona of the catalog.



- If selecting a Knowledge worker or Power worker, choose whether the VDAs must be delivered as static or random desktops.
- If selecting a custom persona, choose the specifications based on the requirements of your users.

Note:

Flex credits for custom personas varies based on the specifications.

- Input the **Number of unique users** who will access the catalog.

4. Configure the **Network connection and identity**.

- a) **Subscription:** Select an Azure subscription. For details, see [Azure subscriptions](#).

- b) **Network connection:** Select the connection to use for accessing resources in your network. For details, see [Network connections](#).
- c) **Region:** Select a region where you want the desktops created. Consider selecting a region close to your users. If you selected to use a connection, the catalog uses that network connection's region.
- d) **Domain configuration:** Choose if your VDAs must be non-domain-joined or Active Directory domain-joined.
 - Non-domain joined: VDAs in the catalog are not joined to an Active Directory domain.
 - Active Directory: VDAs are joined to an Active Directory domain. A network connection is required for domain-joined VDAs. If selecting Active Directory, you must also input the **Fully qualified domain name (FQDN)**, **Organizational Unit (optional)**, **Service account name** (used for adding newly created VDAs to the domain), and a **Password** for the service account.
- e) **Specify the machine naming scheme:** Specify a naming scheme for the newly created machines. Use from one to four wildcards (hash marks) to indicate where sequential numbers or letters appear in the name. If you do not specify a naming scheme, the machines use the default naming scheme: `DAS%%%%%%%%-**-###` where % is a random alphanumeric character matching the resource location prefix, * is a random alphanumeric character, and # is a sequential digit.

Rules:

- The naming scheme must contain at least one wildcard, but not more than four wildcards. All the wildcards must be together.
- The entire name, including wildcards, must be between 2 and 15 characters.
- A name cannot include blanks (spaces), slashes, backslashes, colons, asterisks, angle brackets, pipes, commas, tildes, exclamation points, at signs, dollar signs, percent signs, carets, parentheses, braces, or underscores.
- A name cannot begin with a period.
- A name cannot contain only numbers.
- Do not use the following letters at the end of a name: '-GATEWAY', '-GW', and '-TAC'.
- Leave enough room for growth.

For example, a naming scheme with 2 wildcards and 13 other characters (for example, `MachineSales-##`) uses the maximum number of characters (15).

Once the catalog contains 99 machines, the next machine creation fails. The service tries to create a machine with three digits (100), but that would create a name with 16 characters. The maximum is 15.

So, in this example, a shorter name (for example, PC-Sales-##) allows scaling beyond 99 machines. Note: MCS adds an additional wildcard if all available spaces are taken and the machine name has not hit the character limit.

Wildcard (#) type: Indicate whether wildcards must be numbers (0-9) or letters (A-Z).

5. Configure the **Resource location** for the catalog. When creating an additional catalog with the same network connection, region, and domain name as another catalog, the resource location is reused. Non-domain joined catalogs in Citrix DaaS Flex have a resource location automatically created for them.
 - a) **Resource location name:** Choose the resource location where your machines will reside.
 - b) **Connectivity types:** Choose how endpoints connect to VDAs.
 - **Gateway service:** Uses a Citrix-managed Gateway for connectivity to virtual apps and desktops. HDX connections between clients and VDAs are proxied through the Gateway service.
 - **NetScaler Gateway:** Use a customer-managed Gateway for external connectivity to apps and desktops. If you choose this option, you have to add the FQDN of your NetScaler Gateway virtual server.
 - **Direct:** Allow direct access to apps and desktops only for users on your corporate network. Users will not have external access.
6. Choose an **Image** for your catalog.

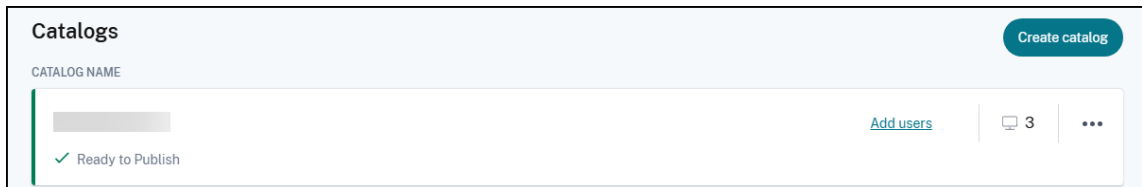
Note:

Only images compatible with your catalog (single-session vs multi-session, domain-joined vs non-domain-joined) are displayed in the dropdown.
7. Input the **Work schedule** of the users accessing the catalog. Citrix optimizes connectivity for the defined work schedule.
 - a) **Time zone:** Choose the time zone of the users accessing the catalog.
 - b) **Autoscale settings:** Consider using the Citrix-recommended default timeout and power policies to align with Citrix best practices. If customizations are required, select from the dropdown to define peak working hours and adjust timeouts and power policies.
8. Adjust **Advanced settings** as appropriate. For example, select **Enable Secure Boot** to ensure the best options are selected based on the image used.
9. Add a name for your catalog in the **Name your catalog** input.
10. Review the **Summary** of your configurations and click **Create Catalog** to begin provisioning machines to the catalog.

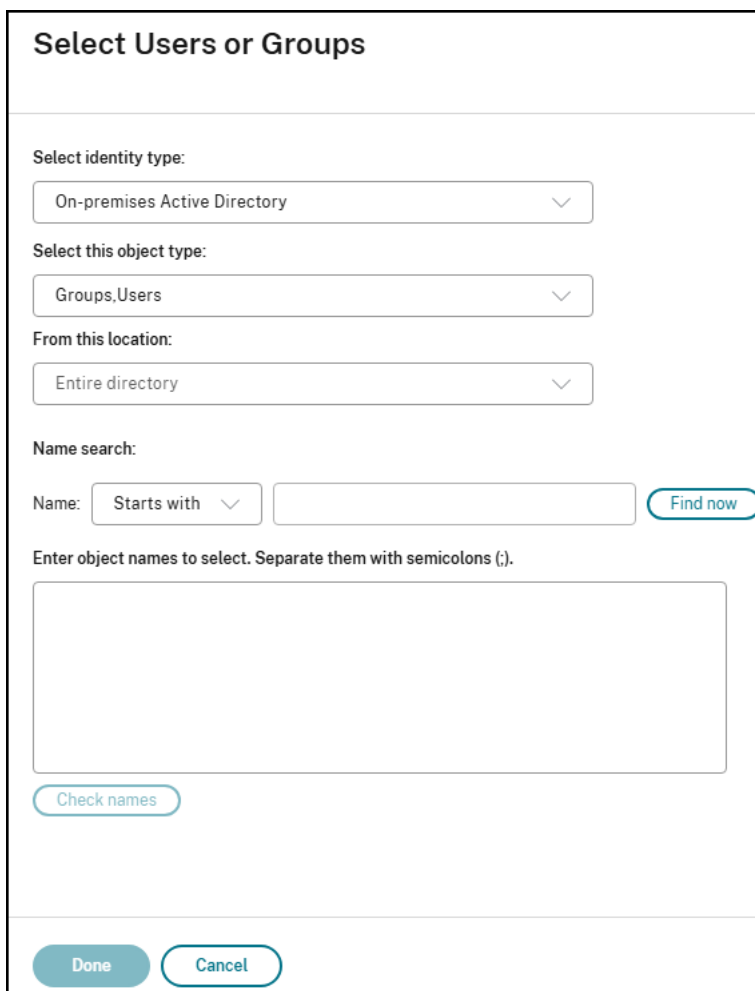
Add users to a catalog

Once the catalog is provisioned, add users to the catalog to provide them access to the resources.

1. From the Citrix DaaS Flex dashboard, click **Add users** if you haven't added any users to a catalog.



2. To add users to a catalog that already has users, click anywhere in the catalog's entry.
3. On the **Users** tab, click **Add Users**.
4. Select a directory and users or user groups.



5. When all users and groups have been added, click **Done**.

Remove users from the catalog

1. Click anywhere in the catalog's entry.
2. On the **Users** tab, click the trash icon next to the user or group you want to delete. This action removes the user from the catalog, not from the source.

Manage catalogs

May 11, 2026

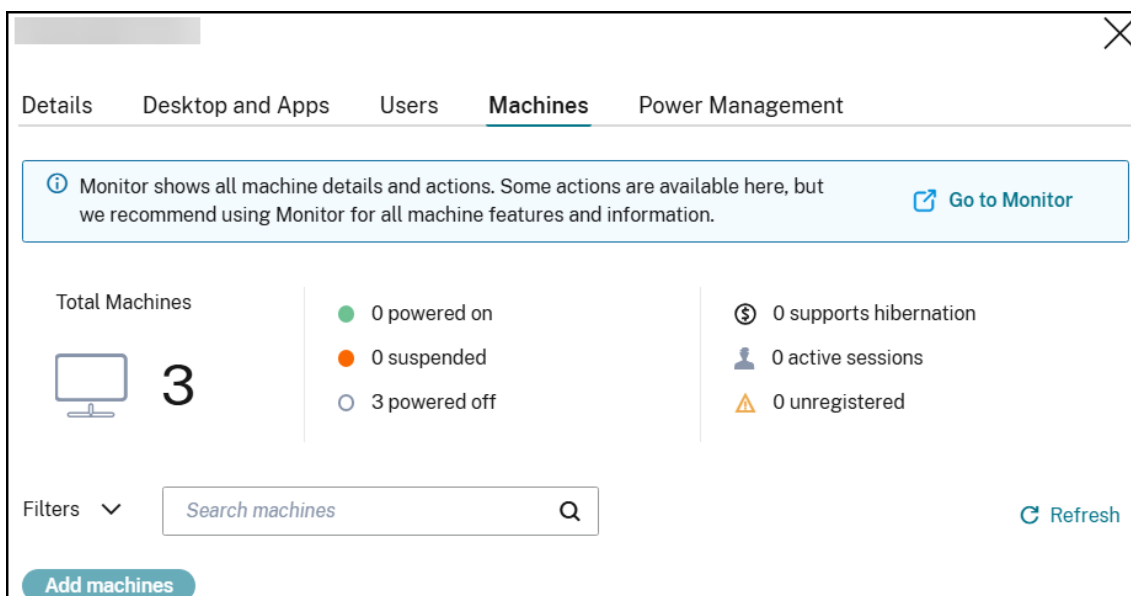
Note:

This article describes the tasks you can use to manage catalogs that were created in the Citrix DaaS Flex interface. For information about catalog management using the Web Studio management interface, see [Manage machine catalogs](#).

Add machines to a catalog

While machines are being added to a catalog, you cannot make any other changes to that catalog.

1. From the **Quick Deploy > Microsoft Azure** dashboard, click a catalog.
2. On the **Machines** tab, click **Add Machines**.



The screenshot shows the 'Machines' tab in the Citrix DaaS Flex interface. The top navigation bar includes 'Details', 'Desktop and Apps', 'Users', 'Machines' (selected), and 'Power Management'. A blue information box at the top states: 'Monitor shows all machine details and actions. Some actions are available here, but we recommend using Monitor for all machine features and information.' with a 'Go to Monitor' button. Below this, a summary section shows 'Total Machines' as 3, with a monitor icon. To the right, it lists: 0 powered on (green dot), 0 suspended (orange dot), and 3 powered off (grey dot). Further right, it lists: 0 supports hibernation (dollar sign icon), 0 active sessions (person icon), and 0 unregistered (warning triangle icon). At the bottom, there is a 'Filters' dropdown, a search bar with the placeholder 'Search machines', and a 'Refresh' button. A blue 'Add machines' button is located at the bottom left.

3. Enter the number of users you want to add to the catalog.

4. If the VDAs in the catalog are Active Directory domain-joined, input a service account and password for adding the newly created VDAs to the domain.
5. Click **Add Machines**.

Update a catalog with a new image

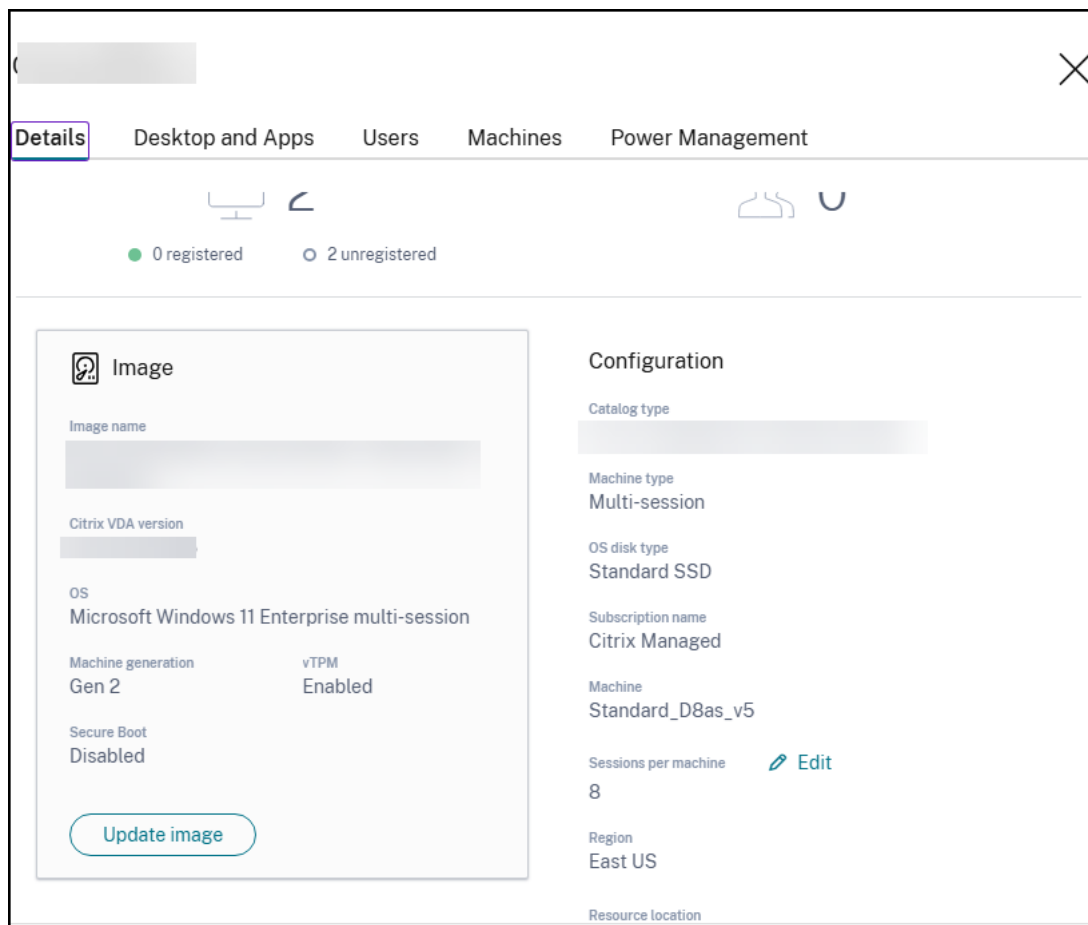
The behavior of updating the image of a catalog is determined by the catalog delivery model:

- For a random catalog, all the machines currently in the catalog are updated with the latest image. If you add more desktops to that catalog, they are based on the latest image.
- For a static catalog, the machines currently in the catalog are not updated with the latest image. Machines currently in the catalog continue to use the image they were created from. However, if you add more machines to that catalog, they are based on the latest image.

You can update a catalog containing machines with gen1 images with a gen2 image, if the catalog's machines support gen2. Similarly, you can update a catalog containing gen2 machines with a gen1 image, if the catalog's machines support gen1.

To update a catalog with a new image:

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Details** tab, click **Update Image**.



3. Select an image.
4. For random or multi-session catalogs: Select when you want to update the image:
 - On next shutdown and enter notification message to the users

Update image for [redacted]

Pick an image

[redacted]

When do you want to update this image?

On next shutdown (not right now)

Notification message

Example: Warning: Your computer will be automatically updated and restarted

Immediately (shut down and restart the machine)

- Immediately and select the desired distribution time.

Update image for [blurred machine name]

Pick an image

[blurred dropdown menu]

When do you want to update this image?

On next shutdown (not right now)

Immediately (shut down and restart the machine)

Distribution time

[Update all machines within 30 minutes]

Notification message

Example: Warning: Your computer will be automatically updated and restarted

Cancel Update image

After Citrix DaaS Flex completes the initial image processing, users receive a warning to save their work and log off from their desktops.

5. Click **Update Image**.

Manage machines in a catalog

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Machines** tab, find the machine you want to manage. In the ellipsis menu for that machine, select the desired action:
 - **Restart**: Restart the selected machine.
 - **Start**: Start the selected machine. This action is available only if the machine is powered off.
 - **Shutdown**: Shut down the selected machine. This action is available only if the machine is powered on.
 - **Turn maintenance mode on or off**: Turn maintenance mode on or off for the selected machine.

By default, maintenance mode is turned off for a machine. Turning on maintenance mode for a machine prevents new connections from being made to that machine. Users can connect to existing sessions on that machine, but they cannot start new sessions on that machine. You might place a machine in maintenance mode before applying patches, or for troubleshooting.

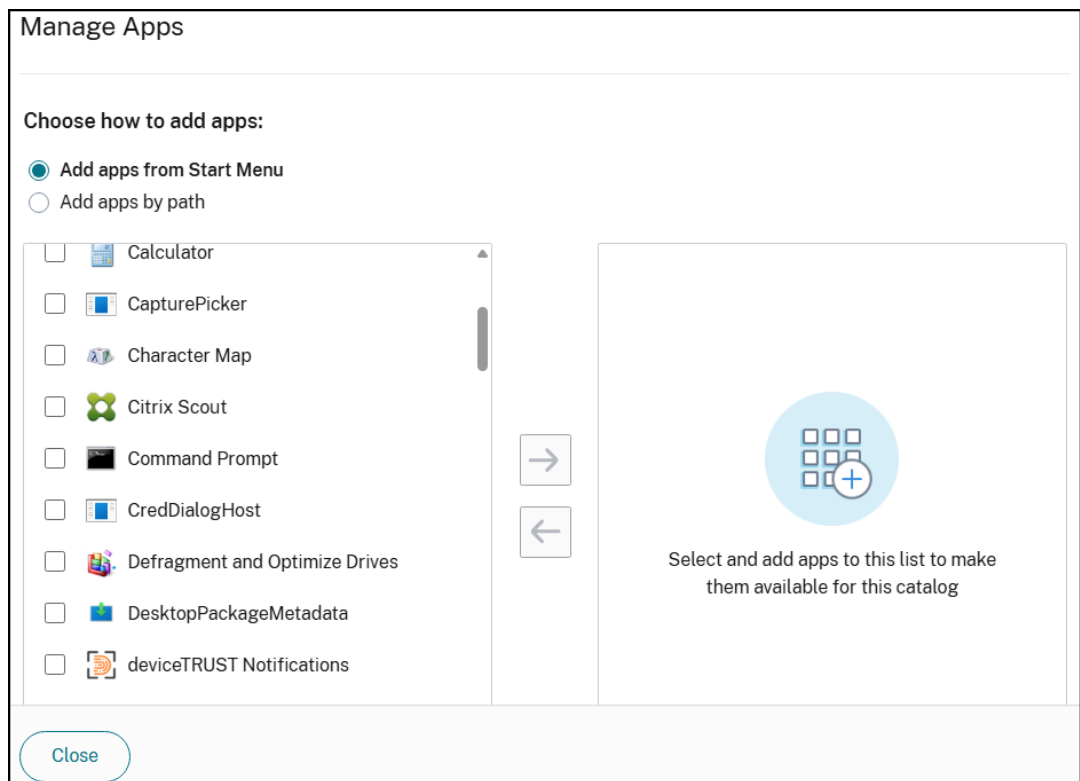
- **Delete:** Delete the selected machine. This action is available only when the machine’s session count is zero. Confirm the deletion.

When a machine is deleted, all data on the machine is removed.

- **Force restart:** Force a restart of the selected machine. Select this action only if a Restart action for the machine failed.

Add apps to a catalog

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Desktop and Apps** tab, click **Manage Apps**.
3. Select how you are adding apps:
 - Add apps from Start Menu



- Add apps by path

Manage Apps


Choose how to add apps:

Add apps from Start Menu

Add apps by path

Enter the App Details Displayed to Users

App Name *

 [Change Icon](#)

Description

Enter the App Parameters

Path *

Command Line Parameters:

Working Directory:

Select and add apps to this list to make them available for this catalog

Close

4. To add apps:

- **From the Start menu:**

- Select available apps in the left column. Use **Search** to tailor the apps list. Click the right arrow between the columns. The selected apps in the right column are available in the Workspace or StoreFront portal for users assigned to the catalog.
- To remove apps, select them in the right column. Click the left arrow between columns.
- If the Start menu has more than one version of the same app, with the same name, you can add only one. To add another version of that app, edit that version to change its name. Then you can add that version of the app.

- **By path:**

- a) Enter the name for the app. This is the name users see in the Citrix Workspace or StoreFront portal.
- b) The icon shown is the icon users see in Citrix Workspace. To select another icon, click 'Change icon' and navigate to the icon you want to display.

- c) Enter a description of the application (optional).
 - d) Enter the path to the app. Optionally, add command line parameters and the working directory. For details about command line parameters, see Pass parameters to published applications.
5. When you're finished, click **Close**.

Edit an app in a catalog

1. From the **Quick Deploy > Microsoft Azure** dashboard, select a catalog.
2. On the **Desktop and Apps** tab, click the row containing the app you want to edit.
3. Click the pencil icon.
4. Type changes in any of the following fields:
 - **Name:** The name of the application users see in Citrix Workspace.
 - **Description**
 - **Path:** The path to the executable.
 - **Command line parameters:** For details, see Pass parameters to published applications.
 - **Working directory**
5. To change the icon users see in their Citrix Workspace, click **Change icon** and navigate to the icon you want to display.
6. When you're done, click **Save**.

Pass parameters to published applications

When you associate a published application with file types, the percent and star symbols (enclosed in double quotation marks) are appended to the end of the command line. These symbols act as a placeholder for parameters passed to user devices.

- If a published application does not launch when expected, verify that its command line contains the correct symbols. By default, parameters supplied by user devices are validated when the symbols are appended.
 - For published applications that use customized parameters supplied by the user device, the symbols are appended to the command line to bypass command-line validation. If you do not see these symbols in a command line for the application, add them manually.
- If the path to the executable file includes directory names with spaces (such as "C:\Program Files"), enclose the command line for the application in double quotation marks to indicate

that the space belongs in the command line. Add double quotation marks around the path, and another set of double quotation marks around the percent and star symbols. Add a space between the closing quotation mark for the path and the opening quotation mark for the percent and star symbols.

- For example, the command line for the published application Windows Media Player is:
“C:\Program Files\Windows Media Player\mplayer1.exe”%*”

Remove apps from a catalog

Note:

Removing an app from a catalog does not remove it from the machines. It just removes it from users' Citrix Workspace or StoreFront portal.

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Desktop and Apps** tab, click the trash icon next to the apps you want to remove.

Delete a catalog

Note:

When you delete a catalog, all the machines in the catalog are permanently destroyed. Deleting a catalog cannot be reversed.

1. Select a catalog.
2. On the **Details** tab, click **Delete Catalog** on the lower portion of the window.
3. Confirm the deletion by selecting the acknowledgment check boxes and then clicking the confirmation button.

VDA snapshot and restore

The Citrix DaaS Flex snapshot and restore features provide a way to recover from unplanned data loss or other failures in VDAs that deliver desktops and apps. The snapshot operation takes and stores a snapshot of the machine. Later, a restore operation uses a snapshot you select.

You can configure daily and weekly snapshot schedules for all the machines in a catalog. These snapshots are called automatic snapshots. A snapshot is taken of each machine in the catalog. There are no default snapshot schedules.

You can take a manual snapshot of a single VM in a catalog on demand. You can create a manual snapshot of a machine even if the catalog it belongs to has scheduled snapshots. Scheduled snapshots can only be configured at the catalog level, not on individual machines.

Note:

The Citrix DaaS for Azure snapshot and restore features are supported only for machines in static catalogs and assigned to users.

Snapshot schedules

Snapshot schedules apply to all machines in a catalog. Snapshot schedules are not configured by default.

To manage snapshot schedules:

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Details** tab, click **Schedule Snapshots**.
3. On the **Schedule Snapshots** page, configure schedules for weekly or daily automatic snapshots, or both:
 - To add or change weekly snapshots, move the slider for **Weekly automatic snapshots** until a check mark appears. Select the day of the week and the start time.
 - To add or change daily snapshots, move the slider for **Daily automatic snapshots** until a check mark appears. Select the start time.
 - To remove weekly snapshots, move the slider for **Weekly automatic snapshots** until an **X** appears.
 - To remove daily snapshots, move the slider for **Daily automatic snapshots** until an **X** appears.
4. When you're done, click **Save**.

Manual snapshots

A manual snapshot is for a single machine in a catalog.

1. From the **Quick Deploy > Microsoft Azure** dashboard, select a catalog.
2. On the **Machines** tab, find the machine you want to take a snapshot of. Select **Snapshots** in the ellipsis menu for that machine.
3. On the **Snapshots for [VDA-name]** page, click **Create Manual Snapshot**.
4. Provide a name for the snapshot. Choose a name you can easily identify later.
5. Confirm your request.

View and manage snapshots

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. On the **Machines** tab, find the machine you want to take a snapshot of. Select **Snapshots** in the ellipsis menu for that machine.
3. On the **Backups for [VDA-name]** page:
 - a) If there are no snapshots for the machine, a message guides you to either create a manual snapshot for this machine, or create scheduled snapshots for all of the machines in the catalog containing this machine.
 - b) You can select one of the snapshots and restore the machine. See **Restore**.
 - c) You can delete snapshots. Select the check boxes for one or more snapshots and then click **Delete** in the table header. Confirm your request.

Note:

When you delete a catalog, all snapshots are destroyed.

Restore

You can restore a machine from any available snapshot for that machine. During a restore, the machine is powered off. None of the actions in a machine's ellipsis menu are available while a snapshot is being restored.

1. From the Citrix DaaS Flex dashboard, select a catalog.
2. In the **Machines** tab, find the machine you want to take a snapshot of. Select **Snapshots** in the ellipsis menu for that machine.
3. On the **Snapshots for [VDA-name]** page, select the check box of the snapshot you want to use.
4. Click **Restore** in the table header.
5. Confirm the request.

The **Status** column on the **Machines** tab indicates the progress and outcome of the restore operation. If a machine fails to restore a snapshot, try again.

Monitor

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From the Monitor dashboard, you can view desktop usage, sessions, and machines in your Citrix DaaS Flex deployment. You can also control sessions, power-manage machines, end running applications, and end running processes.

To access the Monitor dashboard:

1. Sign in to Citrix Cloud.
2. Open the DaaS console.
3. Click the **Monitor** tab.

Citrix provides the same monitoring capabilities for Citrix DaaS Flex VDAs as Citrix DaaS VDAs. To learn more about monitoring VDAs, see [Monitor](#).

Note:

Monitor capabilities around Cost Optimization, Right-sizing, AutoScale might not be available for Citrix DaaS Flex.

Delegated administration

May 11, 2026

A new built-in Quick Deploy Administrator role for enabling organizations to grant specific permissions to Flex administrators without requiring them to have full administrative access across the entire Citrix Cloud platform, thereby enhancing security and operational efficiency.

The benefits for Citrix Cloud Full Administrators are:

- Ability to securely delegate DaaS Flex-specific tasks to other team members.
- Improved organizational security and compliance.

The benefits for designated **Flex Admins** are:

- Gain the necessary administrative control over DaaS Flex-related operations (for example, provisioning, monitoring, reporting) without being overwhelmed by unrelated permissions.
- Empowerment to manage their specific area effectively.

Role ↑	Description	Console Access	Type
Cloud Administrator	Customer access.	Manage, Monitor	Built In
Delivery Group Administrator	Can deliver applications, desktops, and machines; can also manage the associ...	Manage, Monitor	Built In
Full Monitor Administrator	Full access to Monitor only.	Monitor	Built In
Help Desk Administrator	Can view Delivery Groups, and manage the sessions and machines associated ...	Monitor	Built In
Host Administrator	Can manage host connections and their associated resource settings.	Manage	Built In
Machine Catalog Administrator	Can create and manage Machine Catalogs and provision machines.	Manage, Monitor	Built In
Probe Agent Administrator	Access to Probe Agent APIs.	Manage, Monitor	Built In
Quick Deploy Administrator	Can perform all actions available in Azure, AWS, GCP and W365 Quick Deploy...	Manage, Monitor	Built In
Read Only Administrator	Can see all objects in specified scopes as well as global information, but cann...	Manage, Monitor	Built In

Details - Quick Deploy Administrator
 Can perform all actions available in Azure, AWS, GCP and W365 Quick Deploy UI.

Role Definition Administrators

- Administrators
 - Manage ServiceSettings
 - View Administrators
- Application Groups
- Application Packages
- Cloud
- Delivery Groups

The new Quick Deploy Administrator role is accessible through Identity and access management.

DaaS 1 of 14 roles selected

- Cloud Administrator
- Delivery Group Administrator
- Full Monitor Administrator - Access to 'Monitor' tab only
- Help Desk Administrator - Access to 'Monitor' tab only
- Host Administrator
- Machine Catalog Administrator
- Probe Agent Administrator
- Quick Deploy Administrator
- All
- Read Only Administrator
- Session Administrator - Access to 'Monitor' tab only
- SessionRecording-FullAdmin
- SessionRecording-PrivilegedPlayerAdmin
- SessionRecording-ReadOnlyAdmin

Permission differences between full DaaS Cloud Administrator and Quick Deploy Administrator:

Node	Cloud Admin Access	Quick Deploy Admin Access
StoreFronts	Yes	Read-only
Administrators	Yes	Read-only
Cost Management	Yes	No
Director/Monitor	Yes	No
SecureBrowser	Yes	No
Advisor	Yes	No
Download	Yes	Yes
Backup and restore	Yes	No
Quick Deploy	Yes	Yes
Home	Yes	Yes
Search	Yes	Yes
Application Groups	Yes	Yes
Application Packages	Yes	Yes
Delivery Group	Yes	Yes
Entitlement Policy Rules	Yes	Yes
Hosting	Yes	Yes
Images	Yes	Yes
Logging	Yes	Yes
Machine Catalogs	Yes	Yes
Policies	Yes	Yes
Service Accounts	Yes	Yes
Settings	Yes	Yes
UPM	Yes	Yes
Zone	Yes	Yes

Troubleshoot

May 11, 2026

Introduction

Resource locations contain the machines that deliver desktops and apps. Those machines are created in catalogs, so the catalogs are considered part of the resource location. Each resource location also contains Cloud Connectors. Cloud Connectors enable Citrix Cloud to communicate with the resource location. Citrix installs and updates the Cloud Connectors.

Optionally, you can initiate several Cloud Connector and resource location actions. See [Resource locations](#)

Citrix DaaS Flex has troubleshooting and supportability tools that can help resolve configuration and communication issues with VDAs. For example, creating a catalog might fail, or users might be unable to start their desktop or apps.

This troubleshooting includes gaining access to your Citrix DaaS Flex subscription through a bastion machine or direct RDP. After gaining access to the subscription, you can use Citrix supportability tools to locate and resolve issues.

For details, see:

- Troubleshooting catalog using UI
- VDA troubleshooting using a bastion or direct RDP
- Bastion access
- Direct RDP access

Troubleshooting catalog using UI

In the event the customer experiences problems with the catalog in Citrix DaaS Flex, the first option is to use the troubleshooting tool that enables customer administrators to diagnose and resolve issues in Flex catalogs directly from the **Quick Deploy** console.

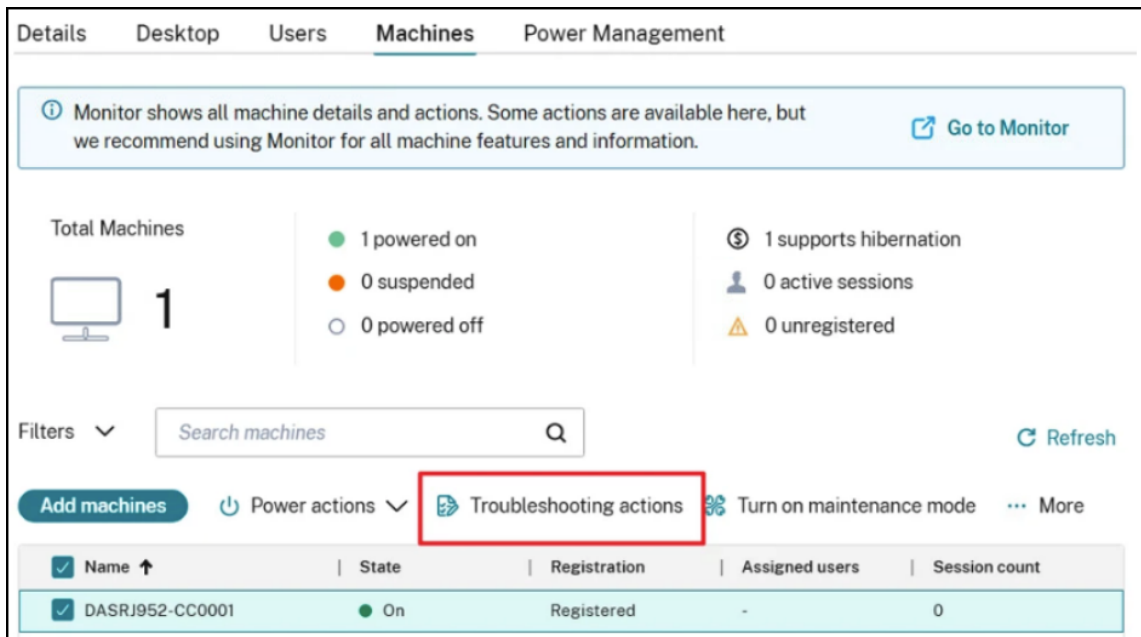
Note:

To use this option the machines must be able to resolve *.blob.core.windows.net to upload the resultant logs.

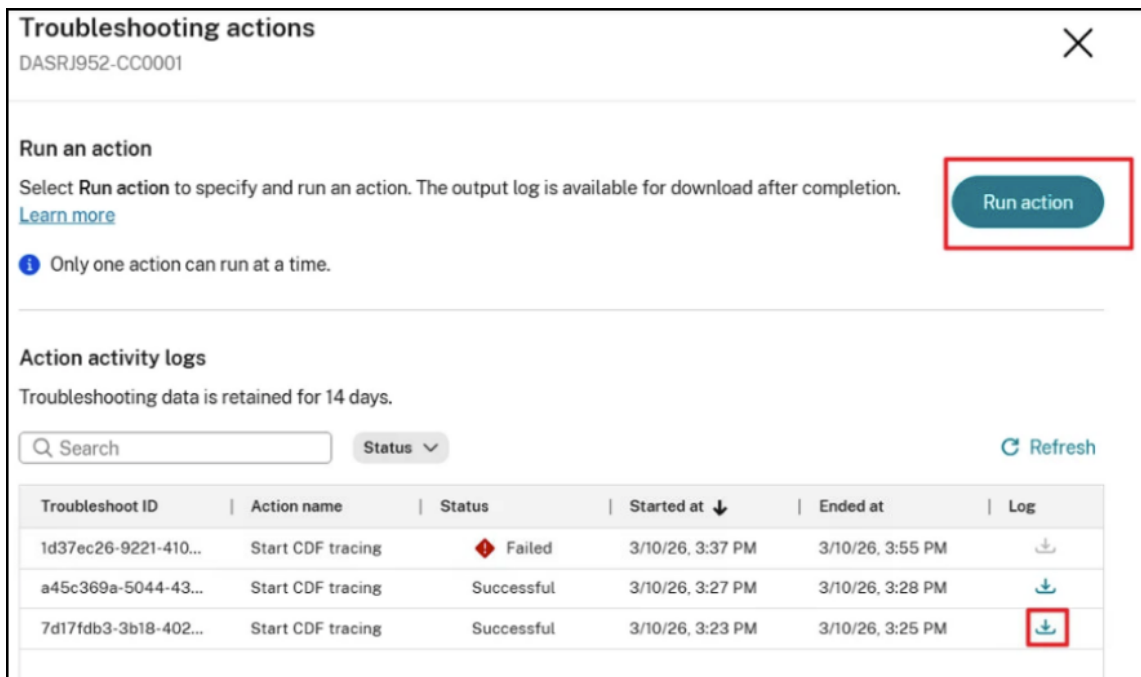
The feature provides machine level troubleshooting actions, secure access options, and execution history in a single, guided workflow.

1. Sign in to the Quick Deploy console.
2. Navigate to Microsoft Azure catalogs.
3. Select a Flex catalog that needs to troubleshoot, and select **Machines** tab.

4. Select the relevant machine, and click on **Troubleshooting actions**.



5. Click **Run action** and specify the action.



After running an action, a new activity entry appears in the logs with **Running** status, which updates to **Successful** or **Failed** upon completion, then you can download the output log.

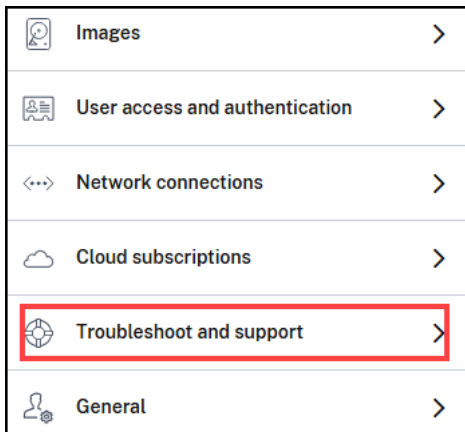
Troubleshooting and Support page

There are two additional options for troubleshooting:

- Using bastions
- Enabling RDP access

Both options require the opening of the RDP port, 3389, to perform troubleshooting actions. You must consent to opening these ports prior to the port being opened. Citrix automates the opening and closing of the necessary ports to carry out troubleshooting operations and restricting the machines that can be accessed during these operations.

Navigate to **Troubleshoot and support > View troubleshooting options** to access the troubleshooting options page.



Troubleshoot
✕

Select the machine catalog type with issues

Domain-joined
 Non-domain-joined

Select the issue type

Catalog creation issues
 Issues with existing machines

Troubleshooting methods

Use the Citrix troubleshooting machine (Bastion host)

- ✓ Ideal for machine creation issues
- ✓ Pre-loaded with tools

Enable RDP to troubleshoot from your existing machines

- ✓ Secure
- ✓ Leverage existing machines

Run troubleshooting actions on an existing machine

Requires navigating to an individual machine.

- ✓ Versatile for domain-joined or non domain-joined machines
- ✓ Leverage existing machines

[Learn more](#)

VDA troubleshooting using a bastion or direct RDP

Note:

These supportability features are valid only for domain-joined machines. If the machines in your catalogs are not domain joined, request troubleshooting help from Citrix Support.

Access methods

Two supportability access methods are provided:

- Access your resources through a bastion machine in the Citrix DaaS Flex subscription. The bastion is a single point of entry that allows access to the machines in the subscription. It provides a secure connection to those resources by allowing remote traffic from IP addresses in a specified range. The bastion machine is intended for short-term use. This method is intended for issues involving the creation of catalogs or image machines.

To access a bastion machine:

1. Create the bastion machine.
2. Download an RDP file.

3. RDP to the bastion machine.
 4. Connect from the bastion machine to the other Citrix machines in your subscription.
- Direct RDP access to the machines in the customer's dedicated Citrix DaaS Flex subscription. To permit RDP traffic, port 3389 must be defined in the Network Security Group.

This method is intended for catalog issues other than creation, such as users unable to start their desktops.

Note:

As an alternative to these two access methods, contact Citrix Support for assistance.

Bastion access

1. From the Citrix DaaS Flex dashboard, expand **Troubleshoot and Support**.
2. Click **View troubleshooting options**.
3. On the **Troubleshoot** page, select **Catalog creation issues**.
4. Select **Use the Citrix troubleshooting machine (Bastion host)** as the Troubleshooting method.
5. On the **Troubleshoot with Bastion Machine** page, select the catalog.
 - If the machines in the selected catalog are not domain joined, you're instructed to contact Citrix Support.
 - If a bastion machine has already been created with RDP access to the selected catalog's network connection, then Download RDP File.
6. The RDP access range is displayed. If you want to restrict access to the image building machine to specific addresses, select **Add IP addresses** and then enter one or more addresses. Citrix requires restricting the allowed IP address range.
7. Type a username and password that you'll use to log in when you RDP to the bastion machine. See [Microsoft's Password requirements](#) for more information. Do not use Unicode characters in the username.
8. Click **Create Bastion Machine**.
 - When the bastion machine is successfully created, the page title changes to **Bastion –connection**.
 - If the bastion machine creation fails, click **Delete** at the bottom of the failure notification page and try to create the bastion machine again.
 - Click **Edit** to change the RDP range restriction after the bastion machine is created. Enter the new value and then click the check mark to save the change.

9. Click **Download RDP File**.
10. Open the RDP file to RDP to the bastion, using the credentials you specified when creating the bastion.
11. Connect from the bastion machine to the other Citrix machines in the subscription. You can then collect logs and run diagnostics.

Bastion machines are powered on when they are created. Bastion machines are powered off automatically if they remain idle after startup. The machines are deleted automatically after several hours. You can power manage or delete a bastion machine, using the buttons at the bottom of the page. If you choose to delete a bastion machine, you must acknowledge that any active sessions on the machine will end automatically. Also, any data and files that were saved on the machine will be deleted.

Direct RDP access

1. From the Citrix DaaS Flex dashboard, expand **Troubleshoot and Support**.
2. Click **View troubleshooting options**.
3. On the **Troubleshoot** page, select **Issues with existing machines**.
4. Select **Enable RDP to troubleshoot from your existing machines** as the troubleshooting method.
5. On the **Troubleshoot with RDP Access** page, select the catalog.
 - If RDP has already been enabled to the selected catalog's network connection, then connect to machines using your Active Directory administrator credentials. You can then collect logs and run diagnostics.
6. The **RDP access range** is displayed. Citrix requires restricting RDP access to a smaller range than permitted by the network connection. Select the **Restrict RDP access to only computers in IP address range** check box and then enter the desired range. (max /27).
7. Click **Enable RDP Access**.
 - When RDP access is successfully enabled, the page title changes to **RDP Access –connection**.
 - If RDP access is not successfully enabled, click **Retry Enabling RDP** at the bottom of the failure notification page.
8. Connect to machines using your Active Directory administrator credentials. You can then collect logs and run diagnostics.

Get help

If you still have problems, open a ticket by following the instructions in [How to Get Help and Support](#).



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