



Citrix Unicon Licensing Guide

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1. Introduction

The Citrix Unicon OS (eLux[®] Operating System) is a secure, lightweight, hardened operating system designed for Citrix DaaS environments. Combined with the Citrix Unicon OS Management (Scout Management Suite), it provides a centralized solution to easily manage all endpoints in your enterprise.

Currently, Scout can still be installed and operated using multiple licensing models. This guide explains the specifics and technical dependencies of those licensing models. Furthermore, it provides step-by-step instructions on how to use the available licensing models in Scout. This information allows customers to choose the listening model which best meets their individual requirements and guarantees an efficient setup.

This guide is structured as follows:

1. Brief technical background
2. Overview of licensing models for Scout
3. Compatibility of licensing models for Scout with Scout versions
4. Process for obtaining Citrix Unicon entitlements through Citrix
5. How to use the available licensing models for Scout
6. Summary

2. Brief technical background

The Scout Management Suite needs to be licensed to guarantee its full functionality. The licensing model (installation type / operating mode) can be selected during the initial installation. Furthermore, it can be switched after the initial installation, depending on the current Scout version (more details in the following paragraphs). All available licensing models require Unicon entitlements obtained from Citrix or Citrix partners.

3. Overview of licensing models for Scout

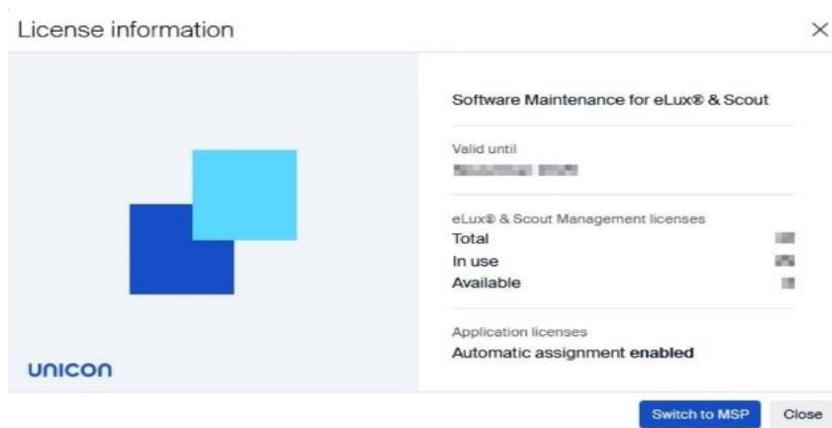
Licensing Model	Validity	Limitation
Citrix License Server	No limitation	LAS* and Citrix legacy licensing only, not available for file-based licensing
Enterprise Subscriptions	End-of-life 2026-04-15	
Perpetual (keys for licenses and Software Maintenance)	End-of-life, no further extensions	

* More information regarding the License Activation Service (LAS) can be found [here](#).

4. Compatibility of licensing models for Scout with Scout versions

Licensing model	Compatibility	Scout 2507 and earlier	Scout 2508 and later
Citrix License Server	Upon installation	No	Yes
	After update from earlier version	No	Yes
	Switch to other licensing model	No	No
Enterprise Subscriptions	Upon installation	Yes	Yes
	After update from earlier version	Yes	Yes
	Switch to other licensing model	No	To Citrix License Server
Perpetual (keys for licenses and Software Maintenance)	Upon installation	Yes	No
	After update from earlier version	Yes	Still functioning but no further extensions possible
	Switch to other licensing model	Scout 2412 or Scout 2409 LTSR CU2 and later: to Enterprise Subscriptions	To Citrix License Server (Scout 2508 and later) and Enterprise Subscriptions (Scout 2508.1 and later)

If the Scout was installed using the “Standard” installation type in Scout 2507 or earlier, it is using the perpetual licensing model. In this case, the [license information dialog in Scout Board](#) shows “Software Maintenance for eLux & Scout”:



It is recommended to switch from the perpetual licensing model to another licensing model.



5. Process for obtaining Citrix Unicon entitlements through Citrix

The process for obtaining Citrix Unicon entitlements depends on the customer type and the current Citrix licenses. Similarly, there are different processes to obtain trials for Unicon solutions. Generally, all licensing models for Scout are compatible with all Citrix licenses containing Unicon entitlements. However, the limitations listed in the overview of licensing models for Scout apply.

For customers with CPL licenses, Unicon entitlements are already included in the Citrix license. For customers with UHMC licenses and some other licenses, Unicon entitlements are partially already included in the Citrix license. To verify this, check whether “Citrix Unicon” is listed as a sub-component of the license (<https://www.citrix.com/account/>) or reach out to your Citrix representative (e.g. Citrix ATS / [Citrix Partner](#)). One of the cases in which Unicon entitlements are included in the Citrix license is a UHMC license that was renewed or initially purchased after 2025-06-08.

If Unicon entitlements are included in the Citrix license, customers do not require trials and can use their actual Unicon entitlements instead. Otherwise, customers can reach out to their Citrix representative (e.g. Citrix ATS / [Citrix Partner](#)) to obtain Unicon entitlements or to request trials.



6. How to use the available licensing models for Scout

How to use the licensing model Citrix License Server in Scout

Since this licensing model is also valid after 2026-04-15, when the Enterprise Subscription reaches its end-of-life, it is the recommended option. Moreover, it is the most user-friendly licensing model because once a [License Server](#) is set up and [LAS](#) is activated, existing Unicon entitlements are automatically available. Furthermore, LAS provides an offline activation option for airgapped environments. Contact your Citrix representative for this option. Technical requirements and detailed instructions on how to set up a Scout with this licensing model can be found in the [eLux and Scout POC Guide](#) and in the [product documentation](#). To switch from another licensing model to this licensing model, use the corresponding button (Switch to Citrix License Server) in the license information dialog in [Scout Board](#).

How to use the licensing model Enterprise Subscriptions in Scout

Since this licensing model reaches its end-of-life on 2026-04-15, it is recommended to use the licensing model Citrix License Server instead.

To use Enterprise Subscriptions, the Scout needs to connect at least once to the Citrix backend via the internet. Afterwards, offline reporting is possible. Contact your Citrix representative for this option. This licensing model is therefore not suitable for permanently airgapped environments.

Furthermore, a Technical Scout User is required. Follow the subsequent steps to create or activate a Technical Scout User and to use Enterprise Subscriptions for Scout.

If a Technical Scout User was already activated before the last renewal, follow step 1) again to re-activate the Technical Scout User once the renewal was processed. This will update the Technical Scout user with the most recent expiration date and seat limit.

- 1) Activate a Technical Scout User.
 - a. Locate and click Unicon button in Citrix MyAccount.
 - Manage licenses > Activate Unicon Customer

All licenses

Manage licenses

Find a license by...

License/serial number

Show advanced search options

[Download uberAgent License](#) | [Download deviceTRUST License](#) | [Activate Unicon Customer](#)

Quick find: [All active](#) | [All hidden](#)

- If the button is not visible: Consider that it takes some time until orders are processed, and the button will appear.
- b. Submit the user's information.
 - Click "Activate Unicon Customer".
 - Enter the "First Name", "Last Name" and "Email" address of the Technical Scout user which will be used for the Enterprise Subscriptions.
 - One Technical Scout User can be used to install multiple Scouts.
 - Click "Submit".

Activate Users for Unicon

First Name

Enter first name

Last Name

Enter last name

Email

Enter Email

Submit

Active Users

- A success notification is shown, and the activated user is listed on the right under “Active Users”.

User registered successfully.



Activate Users for Unicon

Active Users

- In the backend, a new [myelux](#) user is created as Technical Scout User or an existing myelux user with the submitted email address updated accordingly with number of seats and expiration date.
- A confirmation email is sent to the submitted email address, describing the next steps.

2) Complete the User setup in myelux.

☞ Follow the instructions in the confirmation email:

- If the myelux user did not exist before, [set the initial password](#).
- If the password cannot be set, your user was most likely not correctly created/updated.
- If you have a myelux user and are able to login but don't see the page [Licensing > Scout MSP License Report](#), your myelux user was not correctly updated.

3) Scout installation or licensing model switch

☞ Scout installation

- Technical requirements and detailed instructions on how to set up a Scout with this licensing model can be found in the [eLux and Scout POC Guide](#) and in the [product documentation](#).
 - During the installation, do not change the default MSP reporting portal / URL unless you are instructed to do so.

☞ Licensing model switch to Enterprise Subscriptions

- To switch from another licensing model to this licensing model, use the corresponding button (Switch to Citrix License Server) in the license information dialog in [Scout Board](#).
 - During the switch, do not change the default MSP reporting portal / URL unless you are instructed to do so.



- In case you are encountering a “Mode switch error” (see screenshot below) during the switch of the Scout operating mode, do the following.

 Mode switch error: Authentication failed

- If you are using a proxy:
 - Leave the proxy field the SBD empty.
 - Set the proxy in user-account in Edge instead.
 - If this does not resolve the error, [contact the technical support](#).
 - You will most likely need to submit the diagnostics data of your Scout and can already [retrieve the data](#).

In case of technical issues related to the licensing model, contact your Citrix ATS, Citrix Partner or [Citrix Support](#).

How CSPs can use licensing models for Scout

Normally, a CSP would install a Scout as described in the previous sections, using the own Citrix License Server or the own Technical Scout User for Enterprise Subscriptions. After the installation, the CSP can give admin rights for the Scout to customers.

7. Summary

This guide provides a detailed explanation of licensing models currently available for Unicon Scout. It described the specifics and technical dependencies of those licensing models. Furthermore, it provides step-by-step instructions on how to use the available licensing models in Scout. Following this guide enabled customers to choose the listening model which best meets their individual requirements. This leads to time savings and guarantees an efficient setup of Unicon Scout.

For further guidance, reach out to your Citrix representative, check out the [eLux and Scout POC Guide](#) or consult the official documentation at <https://docs.citrix.com/en-us/unicon-elux-scout>.