



Citrix Workspace Cloud Apps and Desktop Service with an on-Premises Resource Reference Architecture

Produced by Citrix Solutions Lab

This guide walks you through an example of how to use Citrix Workspace Cloud and local Virtual Desktop Agents to create an on-premises XenDesktop deployment while leveraging the broker in the cloud.

Updated September 2015

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Section 1: Overview

Citrix Workspace Cloud simplifies the management of virtual applications, desktops, mobile devices, and data sharing with its cloud-based management platform. You can choose whether you put your resources (hypervisors, VDAs, and StoreFront servers, for example) on premises or in a private or public cloud.

This document will examine the creation of an on-premises XenDesktop resource leveraging the broker from the cloud and StoreFront from either the cloud or on premises. You can use either an existing VDA in your environment or create a new VDA. For this document, we used an existing VDA from a current on-premises XenDesktop 7.6 deployment and moved control of the VDA to the cloud as an on-premises resource. This document also covers the configurations of the brokers, Workspace Cloud Connector, VDA, StoreFront, and NetScaler Gateway.

For additional Workspace Cloud information, see www.citrix.com/WorkspaceCloud.

Audience

This document is intended for IT decision makers, architects, and partners who are seeking to expand their existing XenDesktop deployments using Citrix Workspace Cloud.

Disclaimer

This guide is not intended to constitute legal advice. Customers should consult with their legal counsel regarding compliance with laws and regulations applicable to their particular industry and intended use of Citrix products and services. Citrix makes *no warranties, express, implied, or statutory, as to the information in this document*.

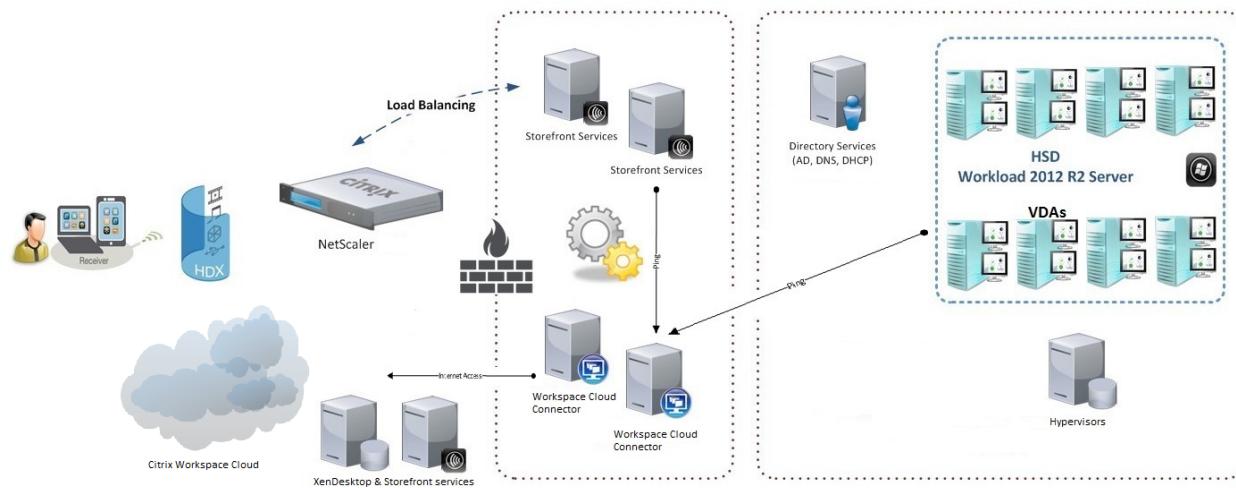
Note: This guide assumes you have a preconfigured NetScaler system to provide external access for use by Citrix Workspace Cloud.

Section 2: Architectural Overview

When building an on-premises XenDesktop resource, you can configure a NetScaler Gateway to provide a dedicated URL for access. A NetScaler Gateway is required for the on-premises resource location, using StoreFront connections on premises.

If StoreFront is hosted in Citrix Workspace Cloud, a separate URL that does not use a NetScaler Gateway is used for connections.

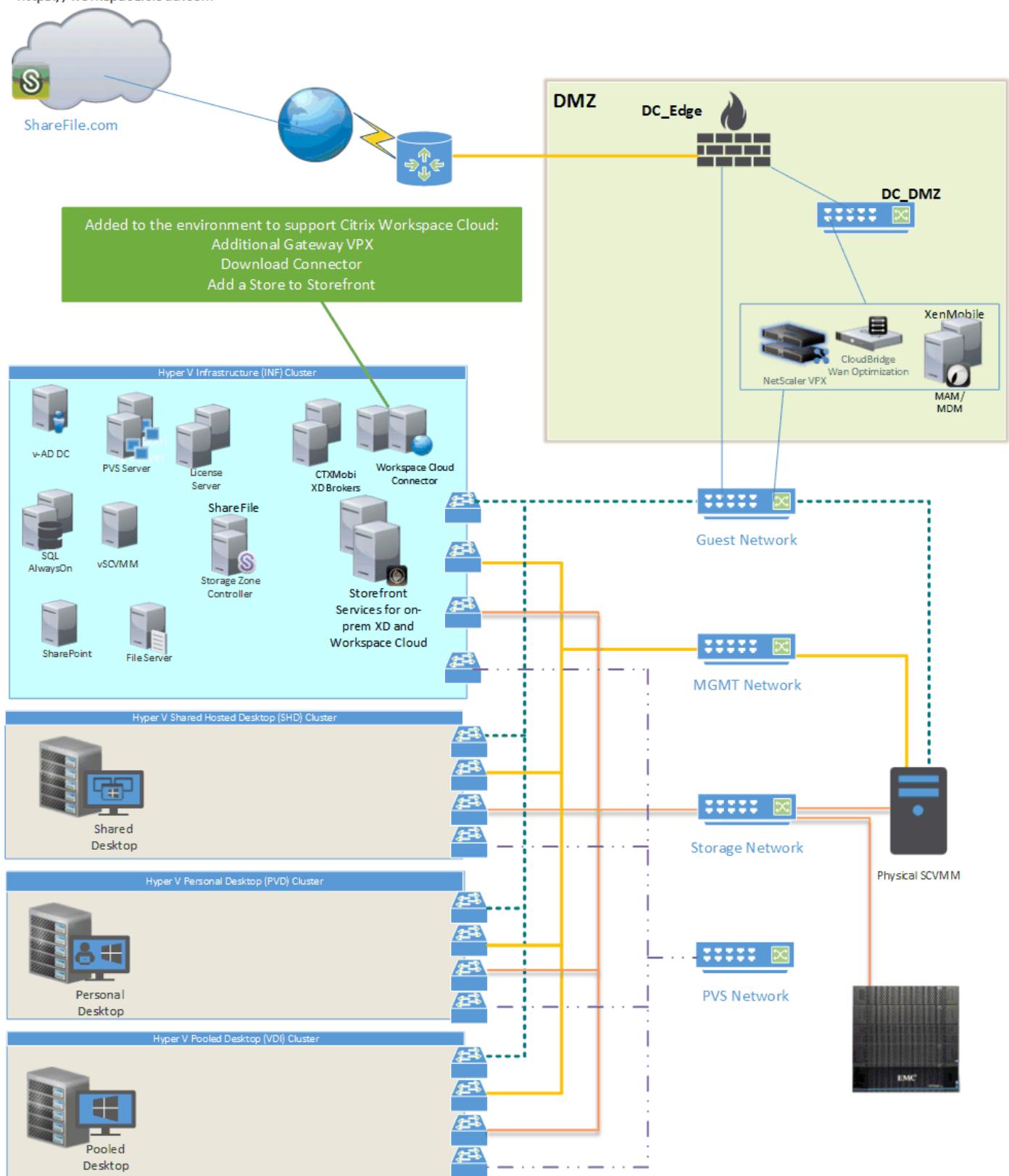
The following diagram shows the environment and connections:



Conceptual Architecture

For this document, Citrix Solutions Lab used an existing deployment of Citrix Workspace Suite that supports about 2,000 XenDesktop users and 1,000 XenMobile users. More information about this environment and how it was built can be found at <http://www.citrix.com/go/solutions-lab.html>. The following diagram highlights the changes necessary to connect to Workspace Cloud and create the on-premises XenDesktop resource.

<https://workspace.cloud.com>



Section 3: Configuration of on-premises XenDesktop resource

Configuration considerations

A typical on-premises configuration consists of one or more XD broker systems. For customers looking to use Citrix Workspace Cloud and have Citrix host the XD broker, consider the following needs:

- All current XD 7.6 broker systems that are on premises need to use the “ListOfDDCs” option for those VDAs to remain on premises. Otherwise, move the VDAs you want to use with Workspace Cloud into a different OU and change the “ListOfDDCs” option. Currently, there is no support for adding both an on-premises XD 7.6 broker and Workspace Cloud Connector system to the “ListOfDDCs” in the same OU.
- You need to configure one or more systems with Internet access that are used to host the Workspace Cloud Connector that gets installed on these systems to host multiple services.
- Workspace Cloud Connector requires Windows Server 2012 R2.

Port 443 outbound is required to be open and used by the Workspace Cloud Connector system. The Workspace Cloud Connector system will also support the use of IE proxy settings configured for outbound connections. For proxy support, see <http://docs.citrix.com/en-us/workspace-cloud/what-is-a-workspace-cloud-connector-/workspace-cloud-connector-technical-details.html>

- The Workspace Cloud Connector enables access to:
 - On premises Active Directory and provides Protocol Proxy for all STA\NFuse connectivity
 - Other services such as XenMobile, ShareFile, Networking, Monitoring, and Lifecycle Management, which can be added at a later time
- The Workspace Cloud Connector supports multiple AD forests. Windows 2003 and later are supported for AD forest.

To configure the Workspace Cloud Connector

You first will need to have your Citrix Online credentials available. Learn how to obtain the necessary credentials at www.citrix.com/WorkspaceCloud.

Note: Information about the first-time user experience will not be covered in this document. For detailed instructions, refer to <http://docs.citrix.com/en-us/workspace-cloud/workspace-cloud.html>.

To configure the Connector:

From a system with Internet access that you plan to use as your Workspace Cloud Connector system, connect to <https://workspace.cloud.com> and sign in using your Citrix Online credentials. It is recommended to use Google Chrome.

If you are having trouble signing in, email WorkspaceSupport@citrix.com to confirm your credentials are valid.

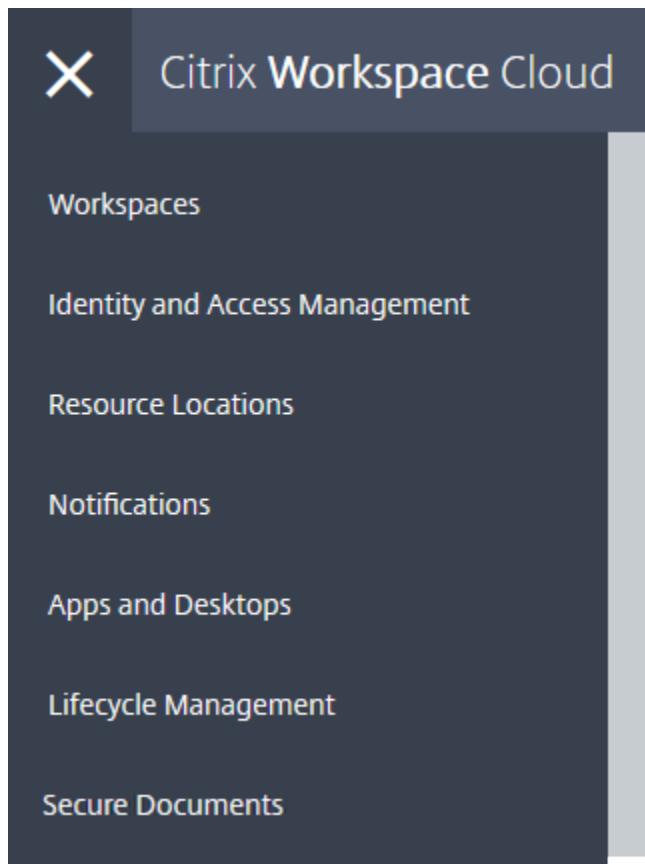
The image shows two side-by-side screenshots. On the left is a promotional landing page for Citrix Workspace Cloud. It features a central graphic of a laptop and smartphone displaying charts and documents, with clouds above them. Below the graphic is the text "Move Faster, Work Better, Lower IT Costs". Underneath that is a subtext: "Design and deliver a broad set of workspace services that enable secure access to apps, data and IT tools through a single cloud management platform." At the bottom is a blue "Sign Up and Try it Free" button. On the right is the actual "Citrix Workspace Cloud" sign-in screen. It has a dark blue header with the Citrix logo and "Workspace Cloud™". Below that is a yellow bar with blurred content. The main sign-in area has a blue header with "Sign In". It includes fields for "Remember me" (with a checked checkbox) and "Forgot your password?". At the bottom of the sign-in form are links for "New to Workspace Cloud? [Learn more](#)".

You will now see the Citrix Workspace Cloud management console:

The image shows the Citrix Workspace Cloud management console dashboard. The top navigation bar includes the "Citrix Workspace Cloud" logo, a menu icon, and a user profile for "James R ctxs". The dashboard features a central "Insights" section with four key metrics: "2 Workspaces" (with a "View Details" button), "1 Resource Location" (with a "View Details" button), "1 Domains" (with a "View Details" button), and "1 Notifications" (with a "View Details" button). The background of the dashboard is light gray with subtle cloud and document icons.

Your name and user name should be displayed on the top right.

The navigation menu on the upper left will be used for various functions within Workspace Cloud. This document will only focus on the Apps and Desktops service.

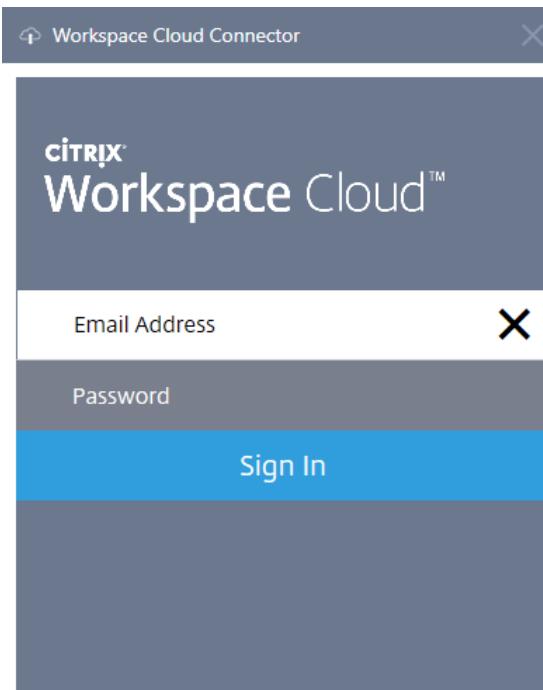


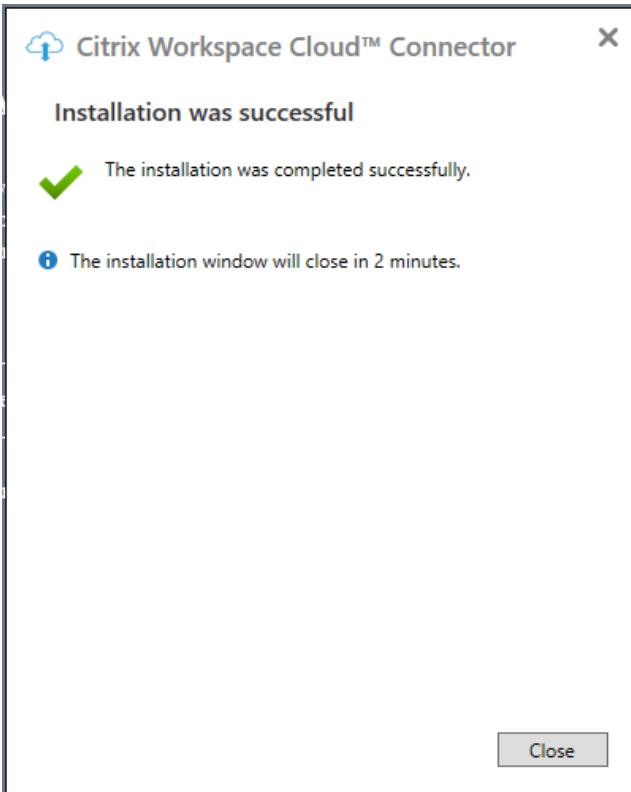
Download and install the Workspace Cloud Connector onto a system with outbound Internet access. This will install the various services and connect to the on-premises AD domain. From the Insights area, select the **View Details** button under Domains.

A screenshot of the "Identity and Access Management" section of the Citrix Workspace Cloud interface. On the left, there's a sidebar with "Users" and "Administrators" listed. The main content area has a title "Adding an Active Directory domain". It contains a paragraph about the necessity of the Connector for authentication, a link to "View installation instructions", and two buttons: "Download Workspace Cloud Connector" and "Refresh domain list". A note at the bottom states: "After you have installed the Connector, your Active Directory domains will be listed here."



When prompted during the installation, enter your Citrix Online credentials.





Citrix periodically pushes out Connector updates. Citrix may also push updates for the Workspace Cloud portal page. When these updates occur, the following message will appear:



A new version of Citrix Workspace Cloud is available. You have 15 minutes to finish any tasks.
When you're finished, refresh your browser.



After the installation, the AD domain is listed under Identity and Access Management. Ensure the **Use for subscribers** options is also enabled.

The screenshot shows the Citrix Workspace Cloud interface. In the top navigation bar, there is a menu icon, the text "Citrix Workspace Cloud", and a refresh button. Below the navigation bar, the title "Identity and Access Management" is displayed with a back arrow. On the left, there is a sidebar with "Users" and "Administrators" sections. The main area is titled "Active Directory domains". It contains a table with columns: Default (with an up arrow), Domain, Health, and Use for subscribers. A single row is visible, showing ".Local" as the domain, "Online" as the health status, and a checked "Use for subscribers" checkbox. At the bottom right of the table is a "Find domain" search bar with a magnifying glass icon. There is also a "Refresh" button and a "+ Add domain" link.

Note: It is recommended to have two or more systems configured as high availability for your Workspace Cloud Connector systems. You can create this configuration by downloading and installing an additional agent to another system.

This screenshot is similar to the previous one, showing the "Active Directory domains" list. However, it includes a "Details" pane on the right side. The "Details" pane shows information for the ".Local" domain: "Merlin.Local", "No issues found", "Forest Name .Local", and "Functional Level Windows Server 2008 R2". At the bottom of the "Details" pane, there is a blue link: "Download the Workspace Cloud Connector to add another machine in this domain". This link is circled with a green oval.

Note:

- The Connectors are stateless.
- The Connector placement needs to be in the same forest as the domain for the VDA systems.
- All logs and alerts are sent back to the Workspace Cloud team at Citrix.

Existing VDA Configuration

You first will need to have your existing VDAs online and domain joined with the XD 7.6 version installed. VDA registration will now proxy through the Workspace Cloud Connector system instead of pointing to a local on-premises XD broker system.

To properly manage which VDAs will be used by either on-premises XD brokers or proxy through the Workspace Cloud Connector system, it's suggested to move specific VDAs into different AD OUs. Then apply the GPO for setting the ListOfDDCs registry entry. The following steps configure the VDA:

1. From existing VDA systems, ensure you can ping the Workspace Cloud Connector system. Also, the Active Directory server you are using must have Citrix Group Policy Management installed.
2. Power-off the VDA systems that will now be managed through Workspace Cloud.
3. Move the VDA systems into the correct AD OU with the GPO applied for the ListOfDDCs that will point to Workspace Cloud.
4. Once machines in an on-premises XenDesktop Delivery Group have been switched over to Workspace Cloud, you will need to remove systems from a Delivery Group or delete the existing Delivery Group. Changing just the Power Management setting to zero of an existing Delivery Group is not sufficient enough, as they will continue to be power-monitored.
5. Power-on the VDA systems that have been moved.
6. Confirm that the ListOfDDCs registry entry of the VDA is configured to use the Workspace Cloud Connector system. There are various ways this configuration can be done. For additional information, see <http://support.citrix.com/proddocs/topic/xenapp-xendesktop-75/cds-mng-cntrlr-intro.html>.

32-bit:

KEY_LOCAL_MACHINE\Software\Citrix\VirtualDesktopAgent\ListOfDDCs (REG_SZ)

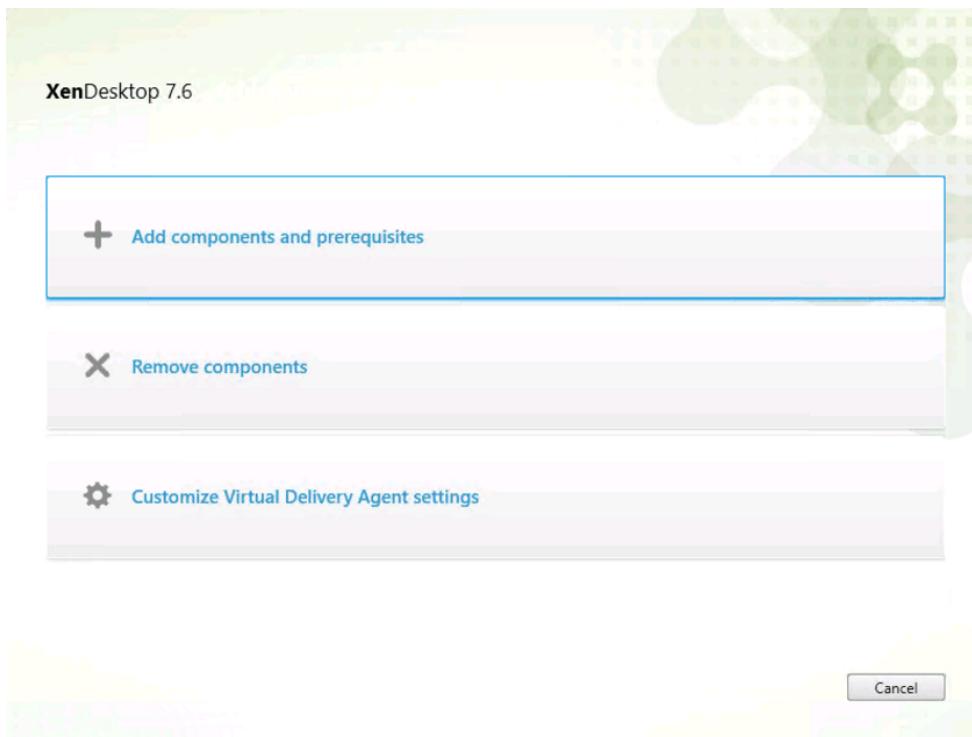
This string value takes a space-delimited list of Controllers, which Fully Qualified Domain Name (FQDN)(for example, myedgeserver.mydomain.com) specified.

64-bit:

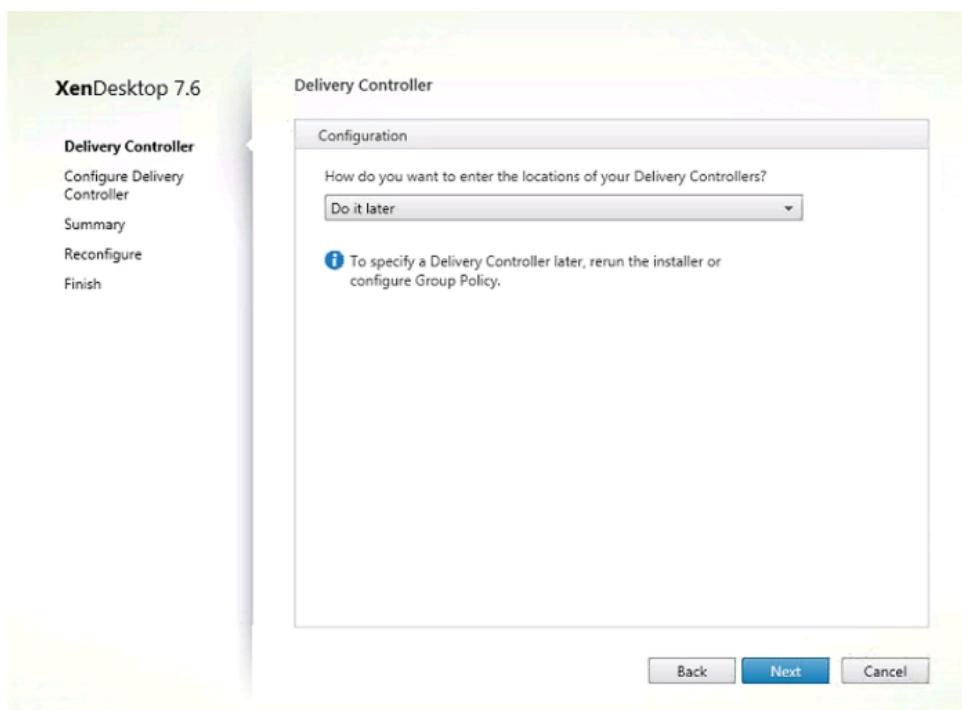
HKEY_LOCAL_MACHINE\Software\Wow6432\Citrix\VirtualDesktopAgent\ListOfDDCs (REG_SZ)

This string value takes a space-delimited list of Controllers, which Fully Qualified Domain Name (FQDN) (for example, myedgeserver.mydomain.com) is specified.

Note: In some cases, it may be required to change or even remove/reinstall the VDA from the master image in order to correctly obtain the ListOfDDCs settings. This can be accomplished from Add\Remove Programs.



Select **Do it later** on the Delivery Controller Configuration screen.



By selecting this option, you can ensure to manage the VDAs by AD GPO settings.

Do not choose the "Let Machine Creation Services do it automatically" option, as Workspace Cloud does not yet support this.

Apps and Desktop service configuration

VDA registration uses the Workspace Cloud Connector system instead of pointing to an XD broker system. At this point in time, you can't configure your VDA to register with both an on-premises XD broker and the Workspace Cloud Connector system.

Ensure that your VDA system can ping the Workspace Cloud Connector system.

Begin by selecting the **Manage** option for Apps and Desktops from Workspace Cloud.



Design

Deliver the best experience to your subscribers by designing a workspace. You'll have the flexibility to choose and customize services that meet their needs.



Apps and Desktops

Secure access to virtual Windows, Linux, and web apps and desktops
[Learn more](#)



Mobility Management

End-to-end mobile app delivery and device security
[Learn more](#)



Secure Documents

Sharing, syncing and securing content from the cloud and on-premises storage services
[Learn more](#)

[Manage](#)

Trial requested

Pending

[What do I get in a trial?](#)

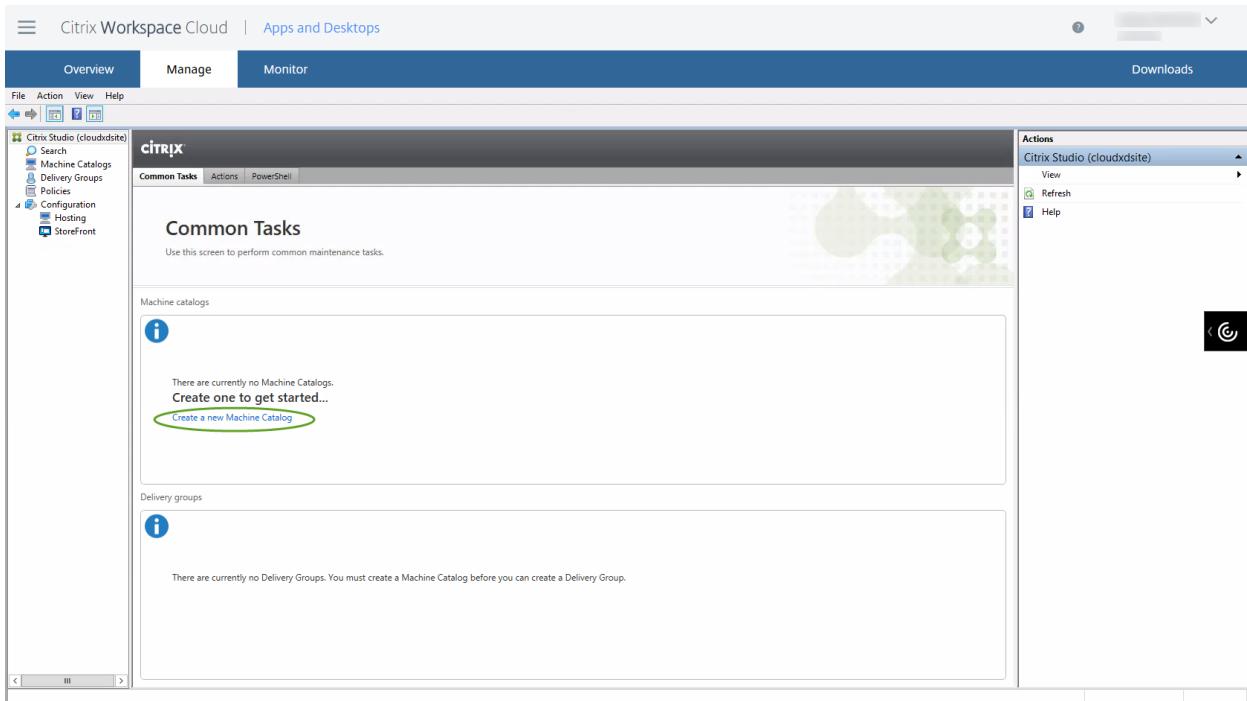
Select the **Manage** option to begin adding your apps and desktops.

A screenshot of the Citrix Workspace Cloud web interface. The top navigation bar shows 'Citrix Workspace Cloud' and 'Apps and Desktops'. Below the navigation is a blue header bar with tabs 'Overview' (selected), 'Manage' (circled in green), and 'Monitor'. The main content area has a blue background and features the title 'Apps and Desktops'. Below the title is a descriptive paragraph: 'Simplify the delivery of Windows applications and desktops through Citrix Workspace Cloud. With the Apps and Desktops service, the control of delivery is hosted in the cloud, on the infrastructure you choose.' Three circular icons are shown at the bottom: 'Citrix Workspace Cloud' (cloud icon), 'Connector' (cloud with double-headed arrow icon), and 'Cloud and Data Center Apps and Desktops' (cloud with server and database icons). A 'Downloads' link is visible in the top right corner of the main content area.

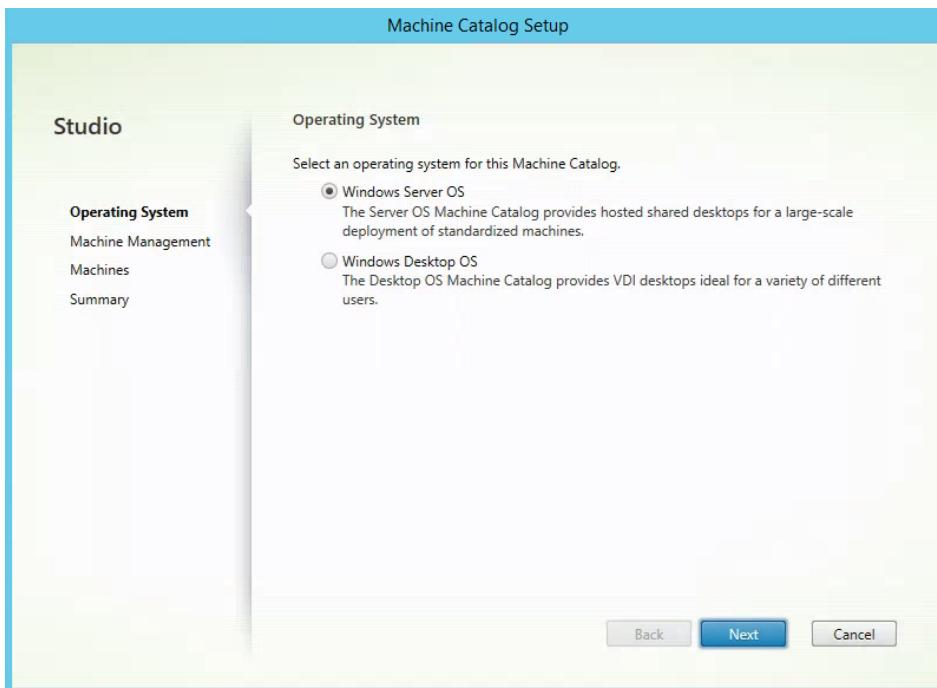
Receiver will launch an HTML5 web-based session to the XenDesktop Studio console. The Manage\XenDesktop Studio MMC session launch is limited to one session per administrator.

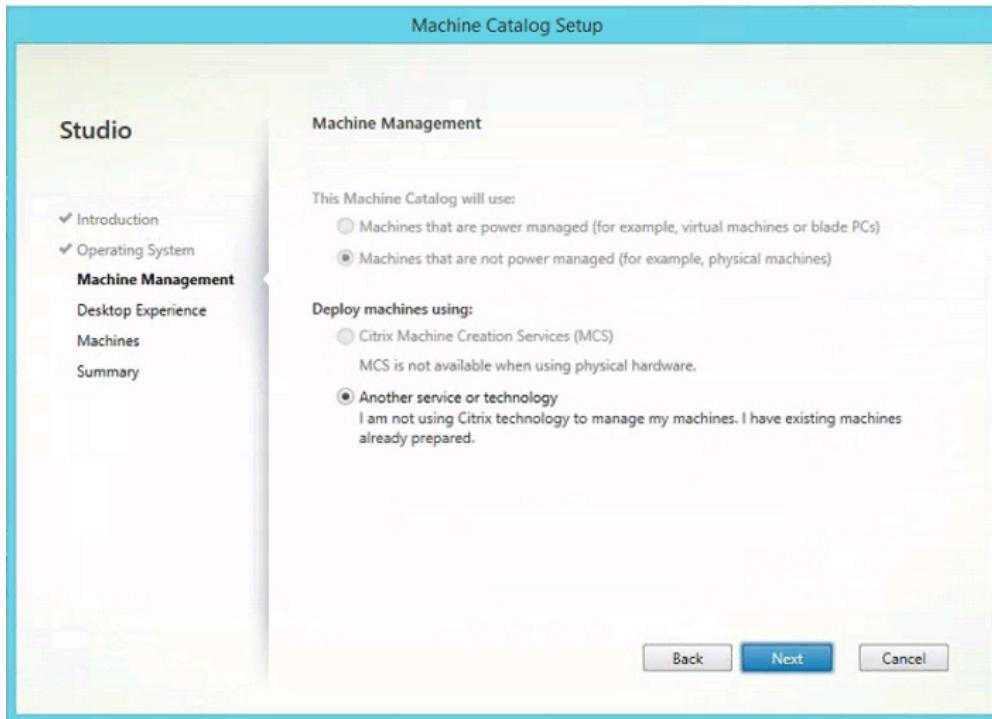
To configure a Machine Catalog

Click **Create a new Machine Catalog**. The wizard guides you through the process.



If your resource location is off premises (cloud-based), select the Windows Server OS option. For on-premises resources zones, either option can be selected.

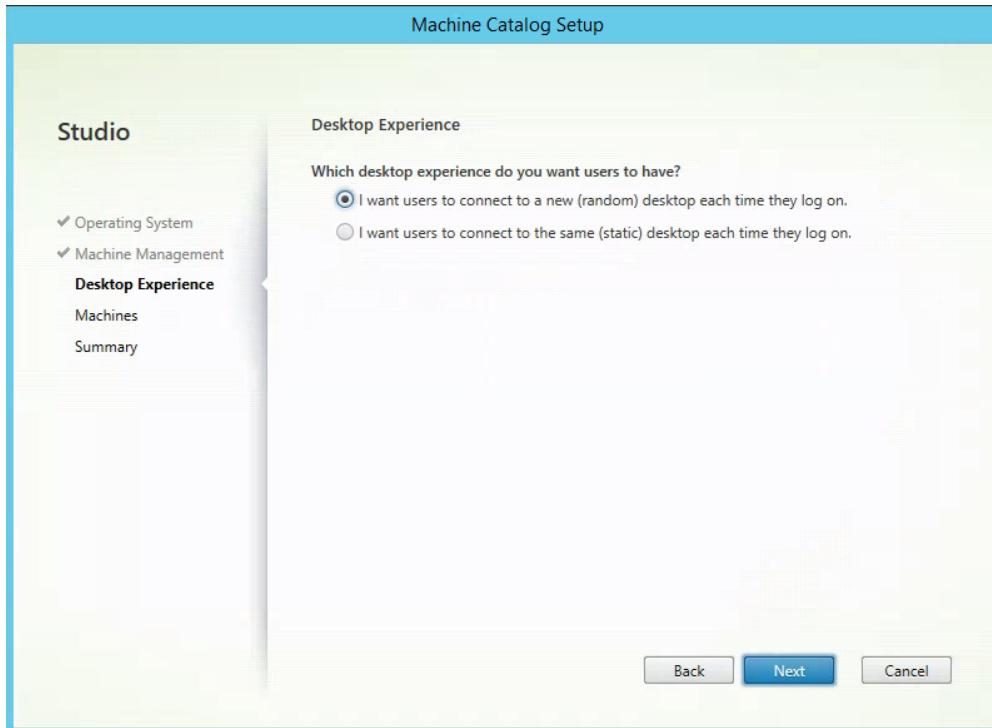




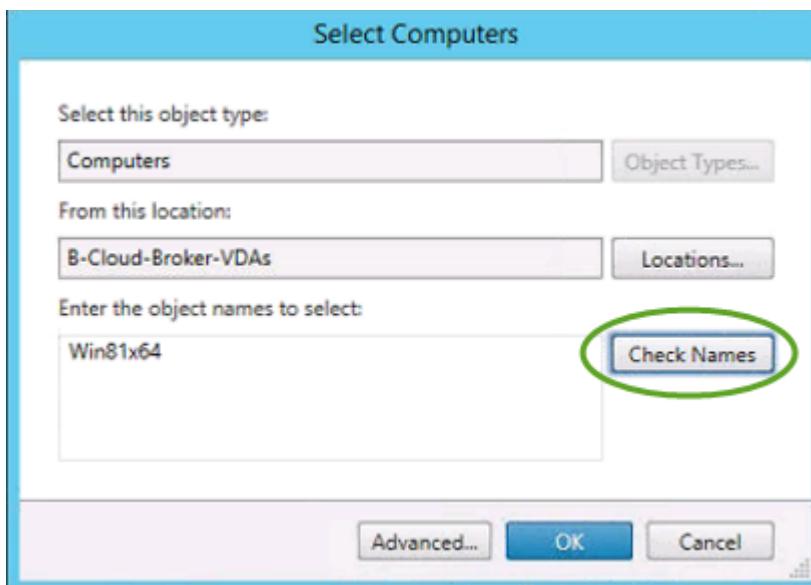
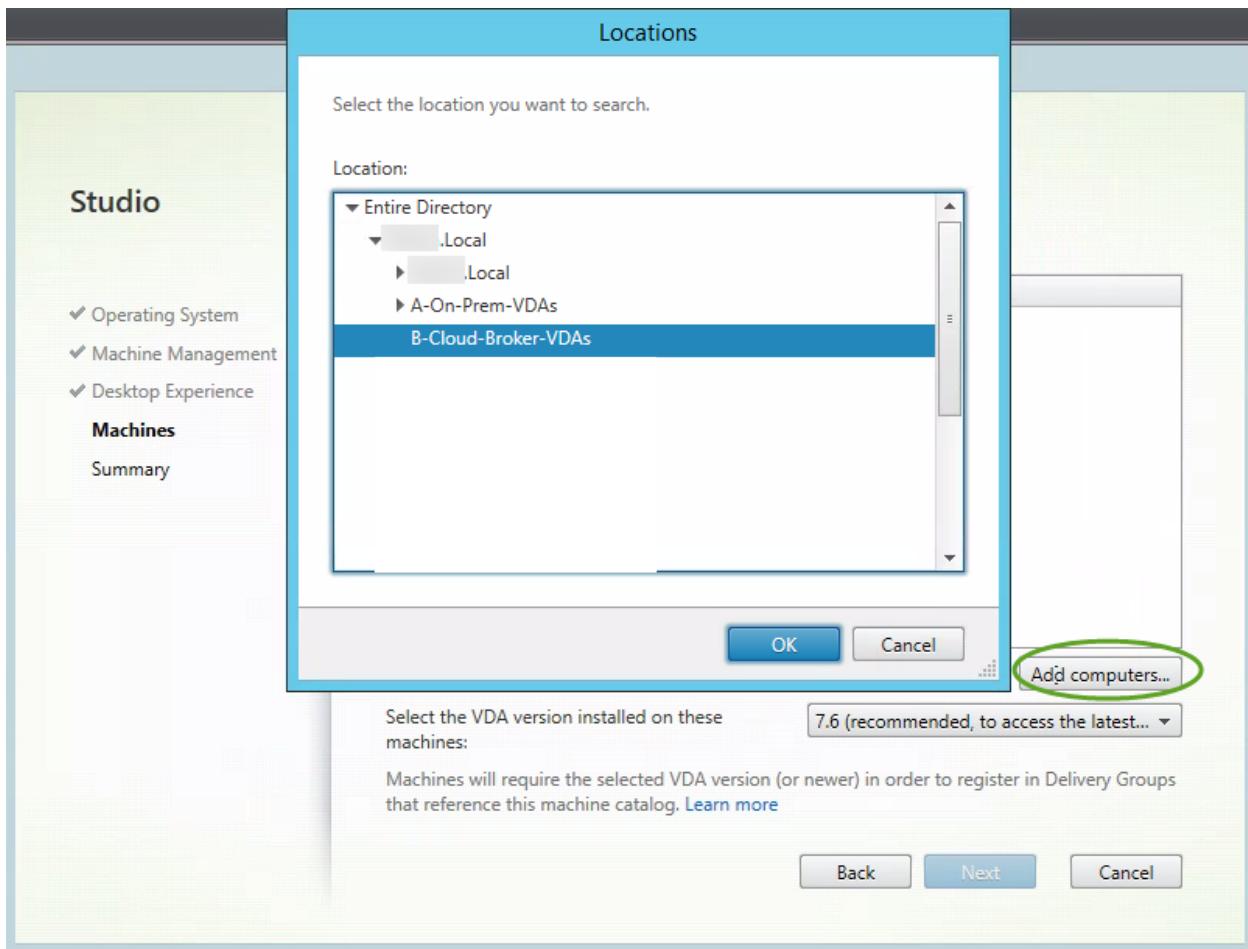
Note: For further details around MCS provisioning, see:

<https://workspaceservices.uservoice.com/knowledgebase/articles/558417-configure-provisioning>.

On the desktop experience screen, select the option based on your configuration needs.



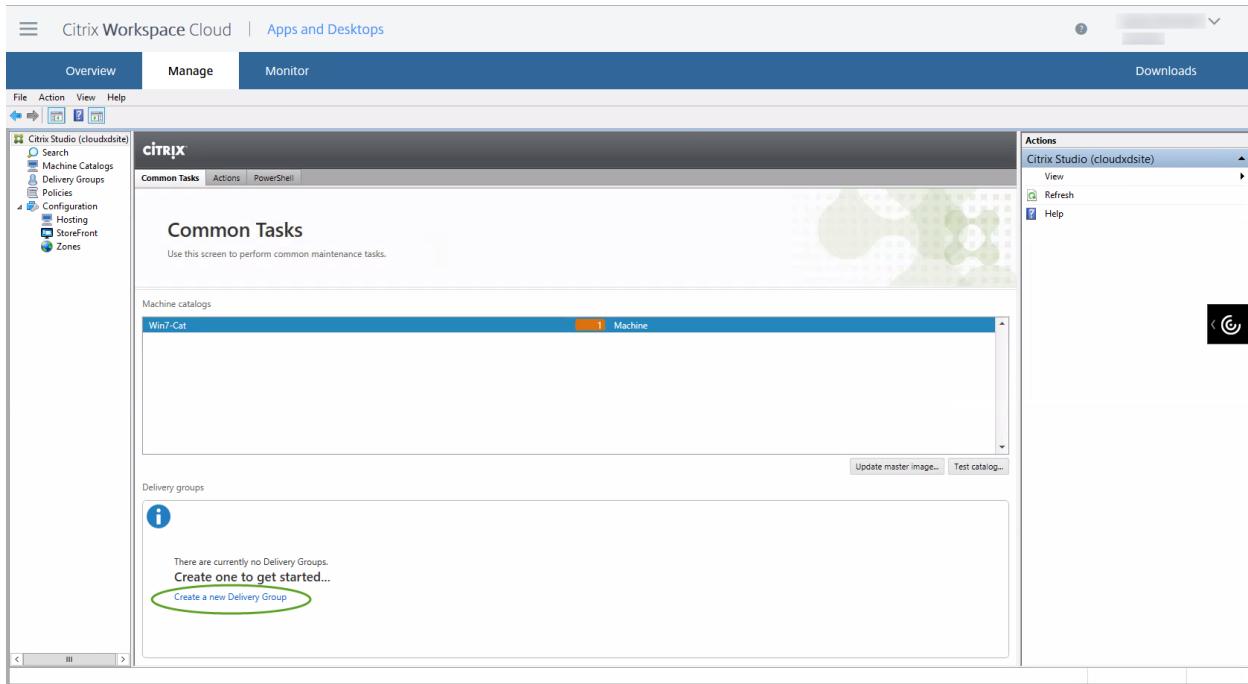
Select the **Add computers** option and **Browse your domain** to find your VDAs.



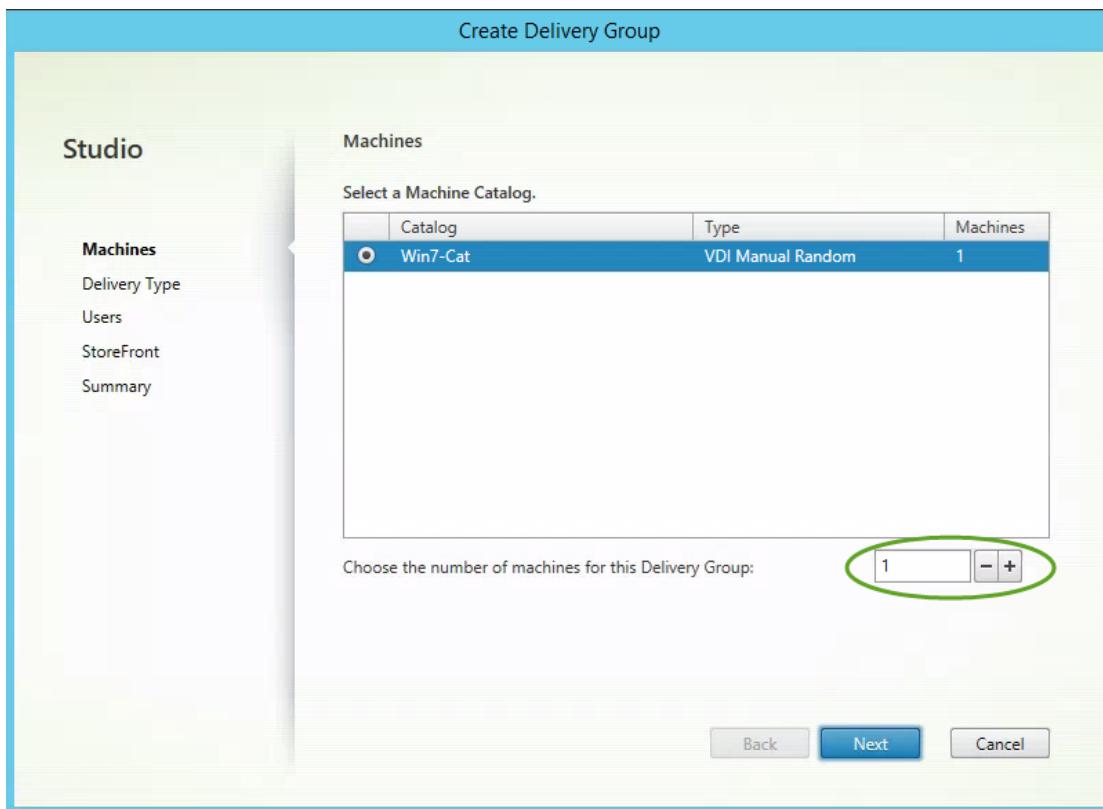
Complete the process by providing a catalog name.

To configure a Delivery Group

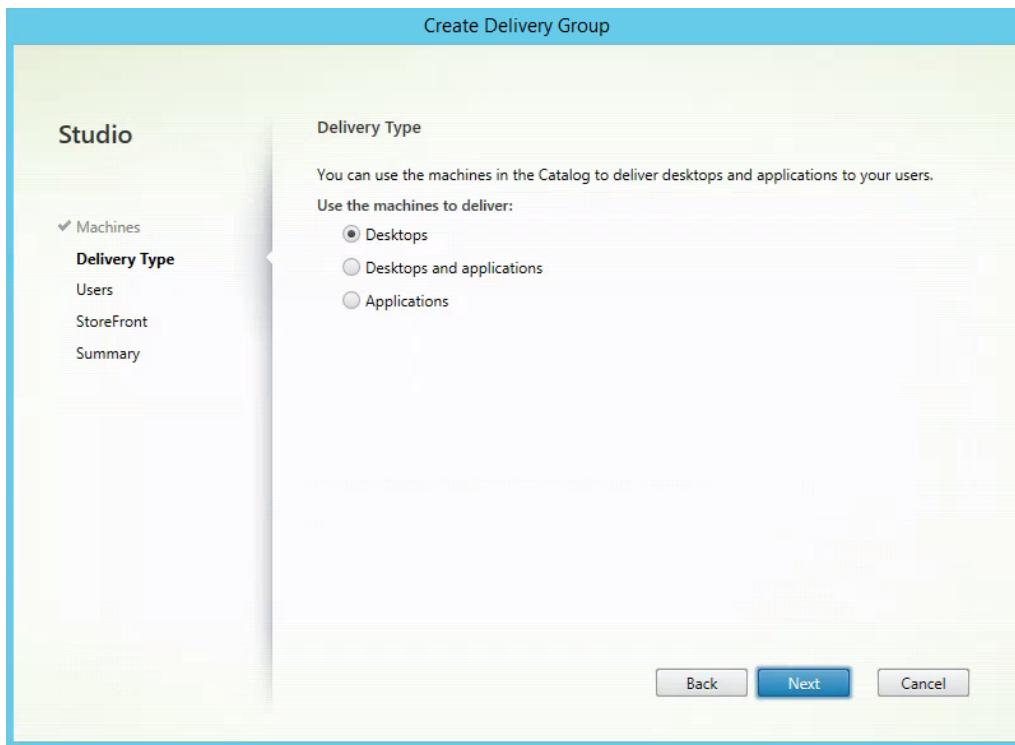
Within the Citrix Studio console, click **Create a Delivery Group**.



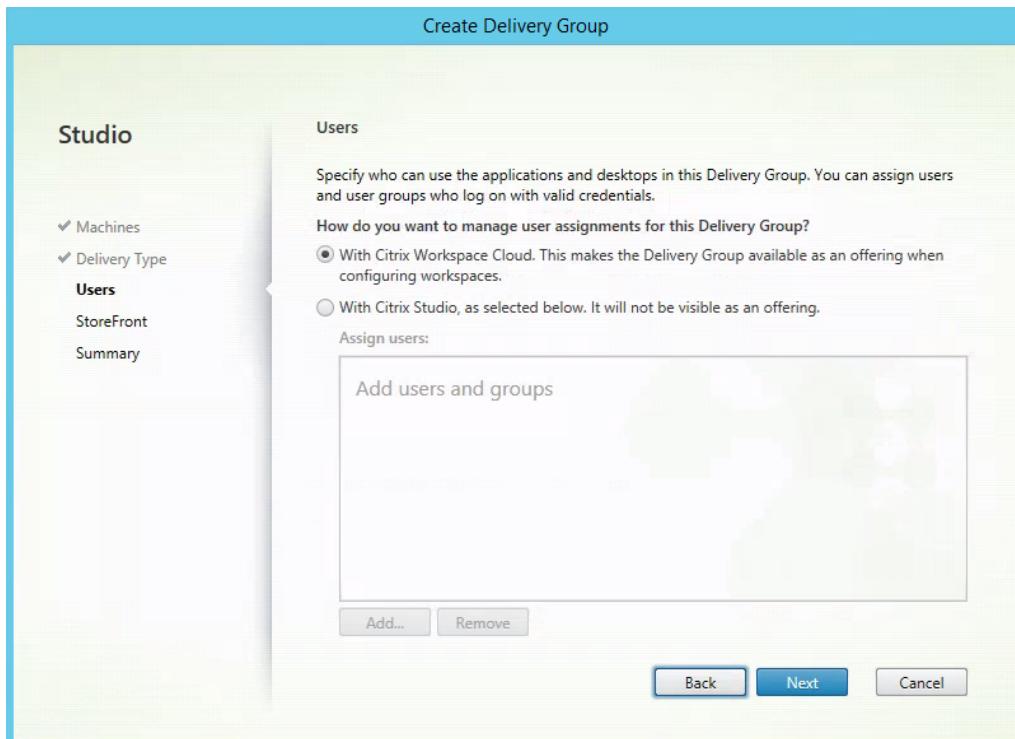
Choose the number of machines to be used for the Delivery Group.



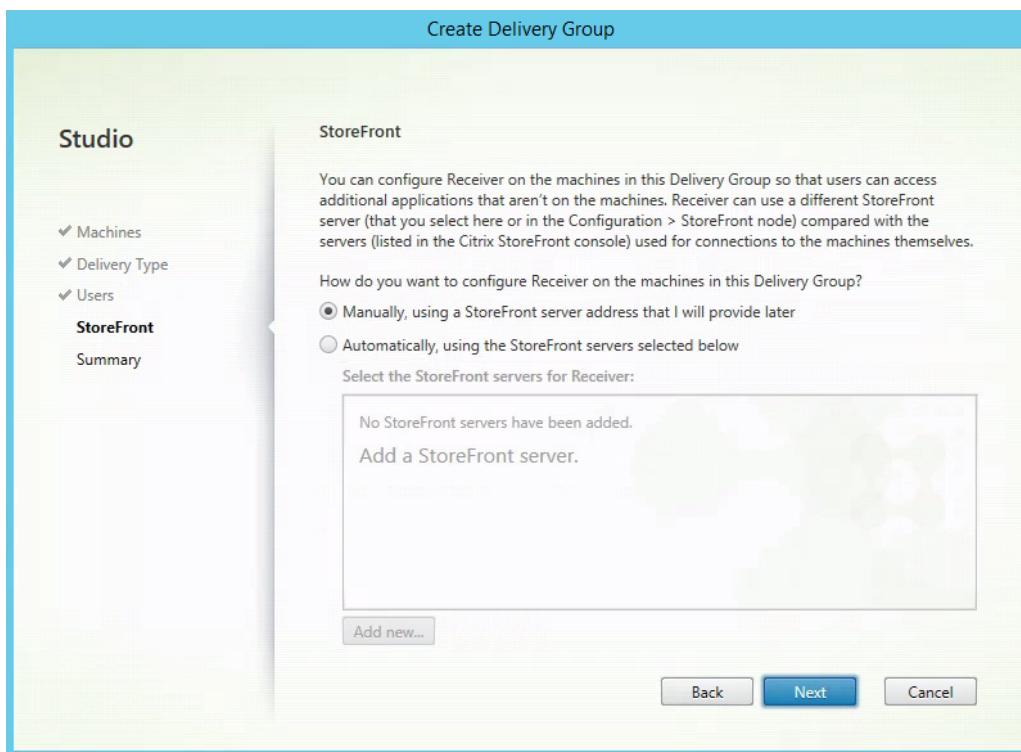
Select the Delivery Type, in this case by only providing a desktop.



Manage users in the Identity and Access Management area in Workspace Cloud.

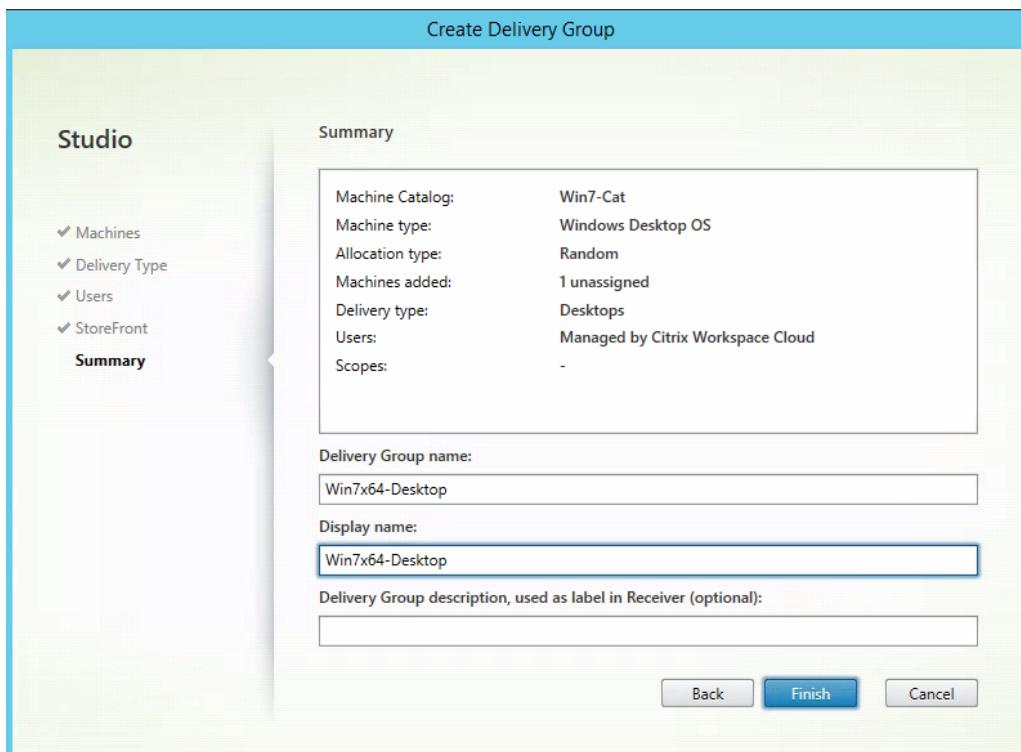


StoreFront configuration is covered later within this document. For now, select the **Manually, using a StoreFront server address that I will provide later** option, and click **Next**.



Complete the process by providing a Delivery Group name.

Note: This will be visible during connections to users.



Ensure the VDA systems are powered on and are in the **Registered** state.

The screenshot shows the Citrix Workspace Cloud interface. In the center, there is a search results table for 'Delivery Group Is "Win7x64-Desktop"'. One row is highlighted, showing a machine named 'WIN7X64SBASE001...' with a registration status of 'Registered' (which is circled in green). On the right side, there is a sidebar titled 'Actions' with options like 'Search', 'Select Columns', 'View', 'Refresh', 'Help', and a context menu for the selected machine ('WIN7X64SBASE001...').

Configure your workspaces

From the navigation menu, click on the **+ Workspaces** option.

The screenshot shows the 'Workspaces' configuration screen. It features a grid of five workspace cards: 'My First Workspace' (5 services), 'Engineering' (Available soon), 'HR' (Available soon), and 'Marketing' (Available soon). To the left, there is a large button labeled '+ Workspace' with a plus sign icon. The top navigation bar shows the user is in the 'Workspaces' section.

Provide a name for the workspace, and then click **Add**.

The screenshot shows the 'Create Workspace' dialog. The workspace name 'Win7-on-prem-Workspace' is entered in the input field (circled in green). Below it, there are sections for 'Secure Documents' and 'Apps and Desktops'. On the right, there is a 'Services' section with a list containing 'Win7x64-Desktop'. A blue 'Add' button is located at the bottom right of this section (also circled in green).

Select the **Create Workspace** button.

The screenshot shows the Citrix Workspace Cloud interface. At the top, there's a dark header bar with the text "Citrix Workspace Cloud". Below it, a navigation bar has "Workspaces" selected. The main area displays a workspace named "Win7-on-prem-Workspace" which contains one service, "Win7x64-Desktop". A blue oval highlights the "Create Workspace" button in the top right corner of the workspace card. There are also "Secure Documents" and "Apps and Desktops" sections on the left.

A new workspace has been created. Select this option circled below to configure it.

This screenshot shows the same Citrix Workspace Cloud interface after a new workspace has been created. The "Workspaces" section now includes two entries: "My First Workspace" (5 services) and "Win7-on-prem-Workspace" (1 service). A large green circle highlights the "Win7-on-prem-Workspace" card, indicating it is the newly created workspace.

You now need to add subscribers to the workspace. These are the domain users who will access the desktop resource. Select the **Subscribers** tab as shown below.

The screenshot shows the Citrix Workspace Cloud interface. At the top, there's a dark header bar with the text "Citrix Workspace Cloud". Below it, a navigation bar has "Workspaces" and "Win7-on-prem-Workspace" links. Underneath, there are two tabs: "Services (1)" and "Subscribers (0)", with "Subscribers (0)" circled in green. Two large rectangular cards are displayed: one on the left with a pencil icon labeled "Manage" and another on the right with a monitor icon labeled "Win7x64-Desktop".

Select a domain user or group from the drop-down list, and click **Search**. In the case below, the domain users group was used. Once you have added all users and groups needed, select the **Publish** button to complete the process.

This screenshot shows the "Add Subscribers" dialog box. It includes a search bar with ".Local" selected and a "Search" input field with a magnifying glass icon. Below the search bar are four columns: "Full name", "Email", "User name", and "User domain". At the bottom of the dialog are "Domain Users" and ".Local" buttons, and two buttons: "Cancel" and "Publish", with "Publish" also circled in green.

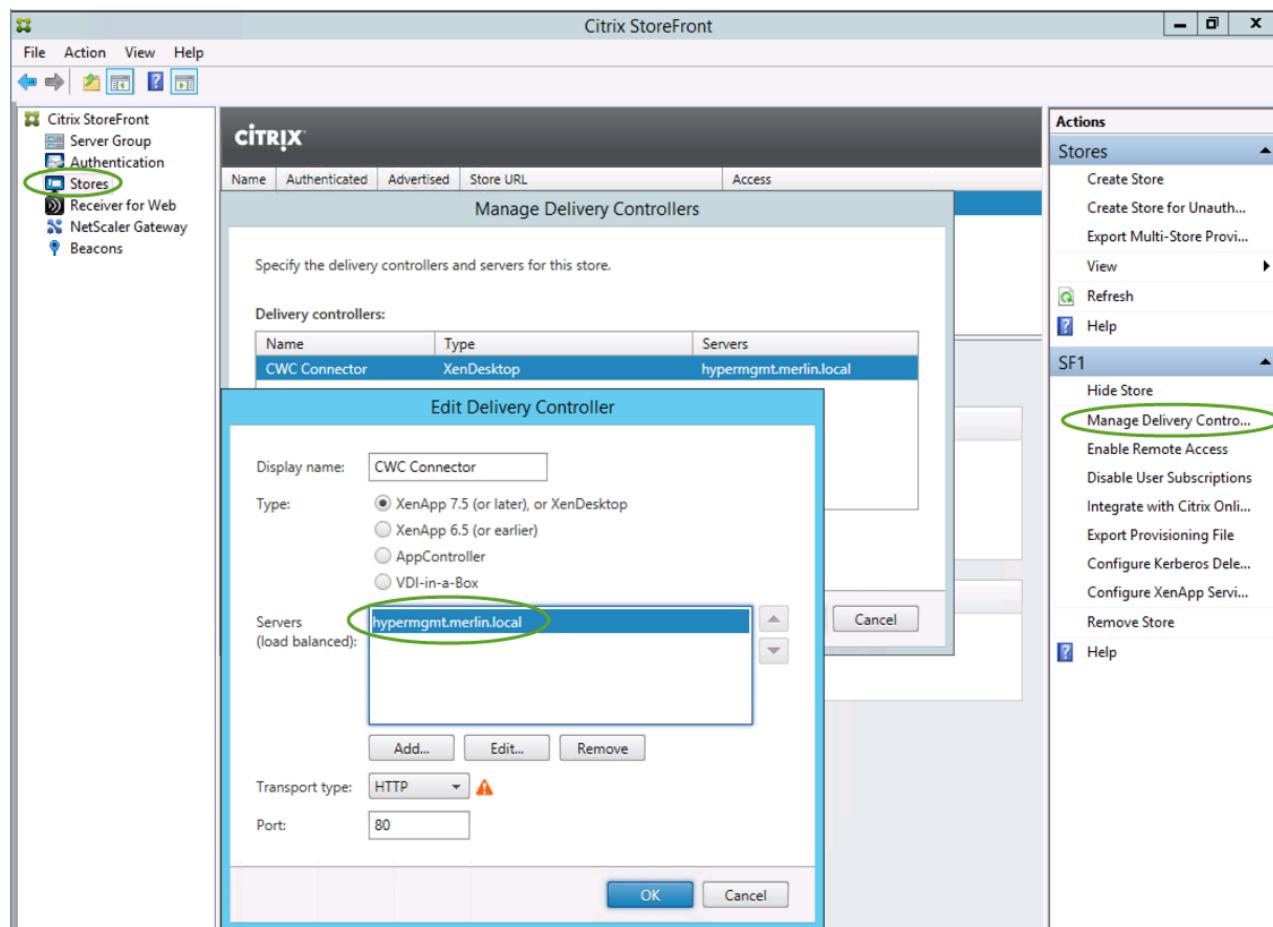
StoreFront configuration

For multiple server StoreFront deployments, external load balancing is required. You can use the NetScaler load-balancing feature to optimize the distribution of user connections across StoreFront servers in a multiple-server deployment.

On-premises-hosted StoreFront

For this configuration, NetScaler resides on the outside, or within the perimeter network (also known as a DMZ), and has access to a valid external website, while the StoreFront servers reside in an internal, on-premises domain.

For this example, it's required that the StoreFront servers can ping the Workspace Cloud Connector system. Also ensure that the transport type to be used is HTTP\80.

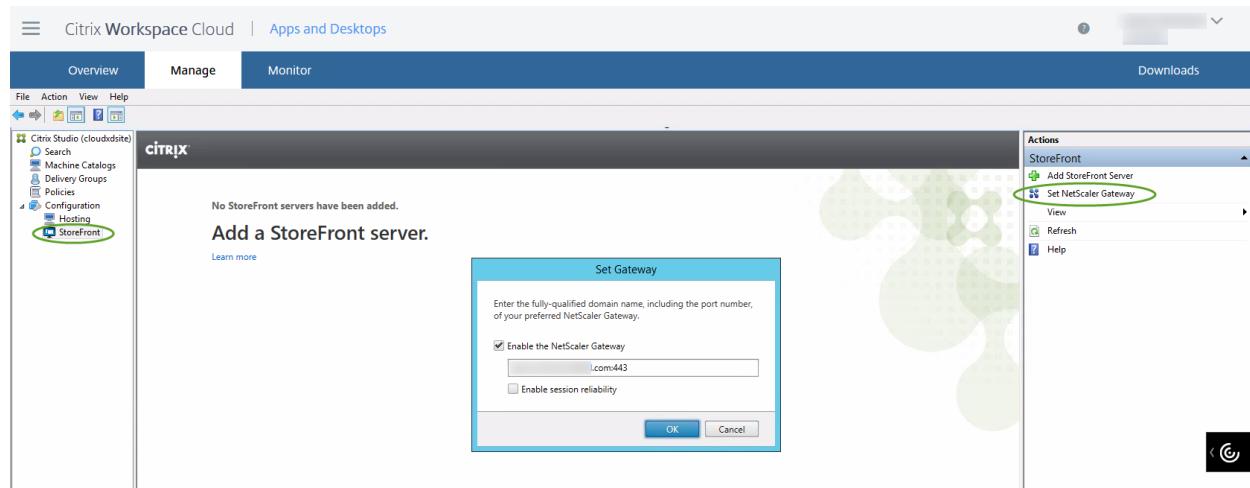


Cloud-hosted StoreFront

Note: Workspace Cloud allows for StoreFront management to be done via the control plane in the cloud. Access to the cloud-hosted StoreFront is via <https://<customername>.xendesktop.net>, and no additional configuration is needed.

Both an on-premises and cloud-hosted StoreFront system are supported at the same time; however, different URLs will be used for connection access.

For external remote access, you will need to have an optional NetScaler Gateway URL that will act as the ICA proxy for the connections. This can be configured manually in Studio by selecting the “Set NetScaler Gateway” option and configure based on your external NetScaler URL being used.



Configure NetScaler Gateway

The configuration of your NetScaler Gateway is needed for connections using on-premises StoreFront servers and selecting the Workspace Cloud Connector system as the Secure Ticket Authority Server (STA server).

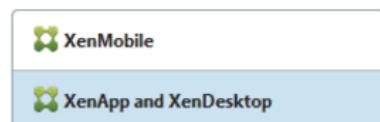
A screenshot of the Citrix Studio interface showing the 'VPN Virtual Server STA Server Binding' configuration. The title bar says 'VPN Virtual Server STA Server Binding'. Below it is a table with the following data:

Secure Ticket Authority Server	Secure Ticket Authority Server Address Type	State	Auth ID
http://hypermgmt.merlin.local	IPV4	Up	STA647032825

At the bottom left is a 'Close' button.

Configure the XenDesktop and StoreFront information, and provide the STA server correctly pointing to your Workspace Cloud Connector system. See the example shown below.

Integrate with Citrix Products



Storefront

StoreFront FQDN*
 ?

Site Path*

Single Sign-on Domain*

Store Name*

Secure Ticket Authority Server*
 +

Storefront Server*
 x
 x +

Protocol*

Port*

Load Balancing

Virtual Server*

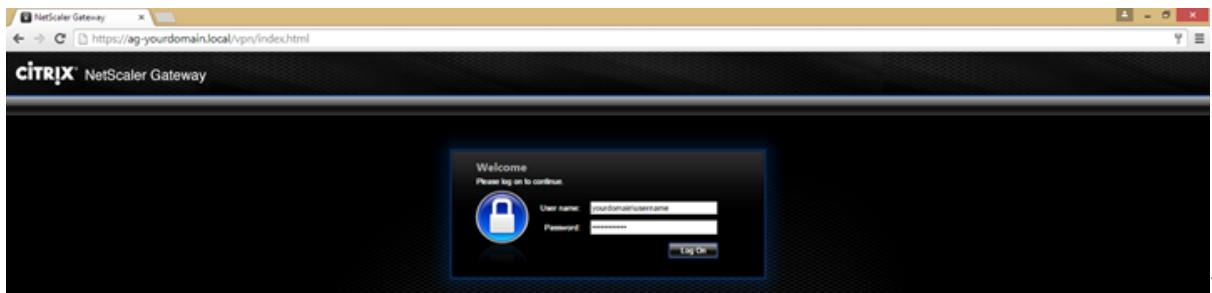
You can monitor ICA connections from your NetScaler Gateway from the following location.

The screenshot shows the NetScaler (5500) configuration interface. The top navigation bar has tabs for Dashboard, Configuration, and Reporting, with Configuration selected. The left sidebar menu includes System, AppExpert, Traffic Management, Optimization, Security, and NetScaler Gateway. The NetScaler Gateway item is expanded, showing Global Settings, Virtual Servers, User Administration, KCD Accounts, Policies, and Resources. Below the sidebar is a link to Show Unlicensed Features. The main content area shows the NetScaler > NetScaler Gateway path. Under the Getting Started section, there is a link to the NetScaler Gateway Wizard. The Monitor Connections section contains links for Active user sessions and ICA Connections, which are highlighted with a green oval. The Customize EPA Libraries section includes a link to Upgrade EPA Libraries. The Configuration Summary section displays the following information: 1 NetScaler Gateway Virtual Server, No AAA Group, and No AAA User. At the bottom, there is a section titled Integrate with Citrix Products with links to XenMobile and XenApp and XenDesktop.

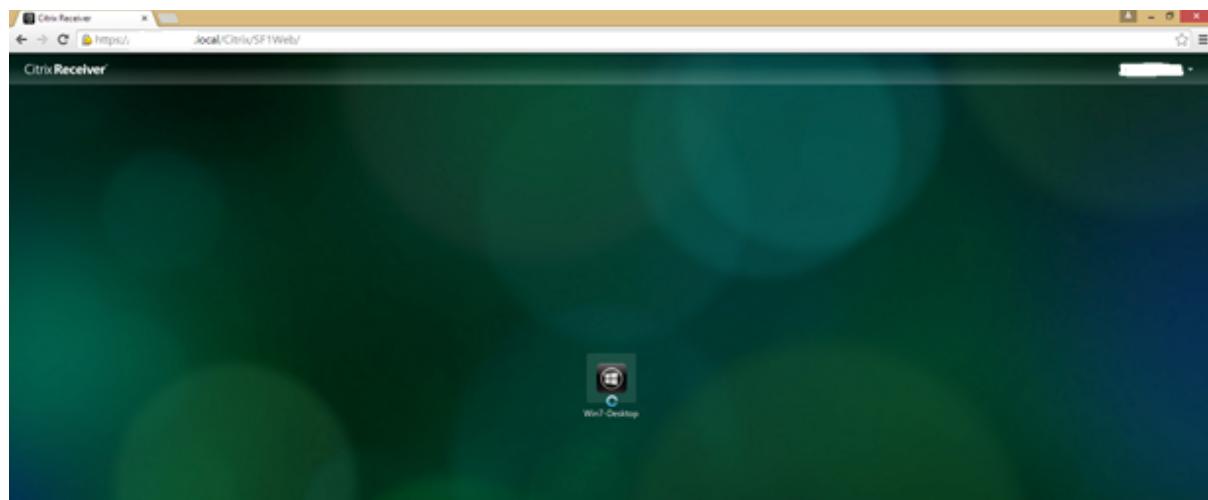
Note: You can also monitor ICA connections from /var/log/ns.log and check for ICASTART.

External URL connections for end users

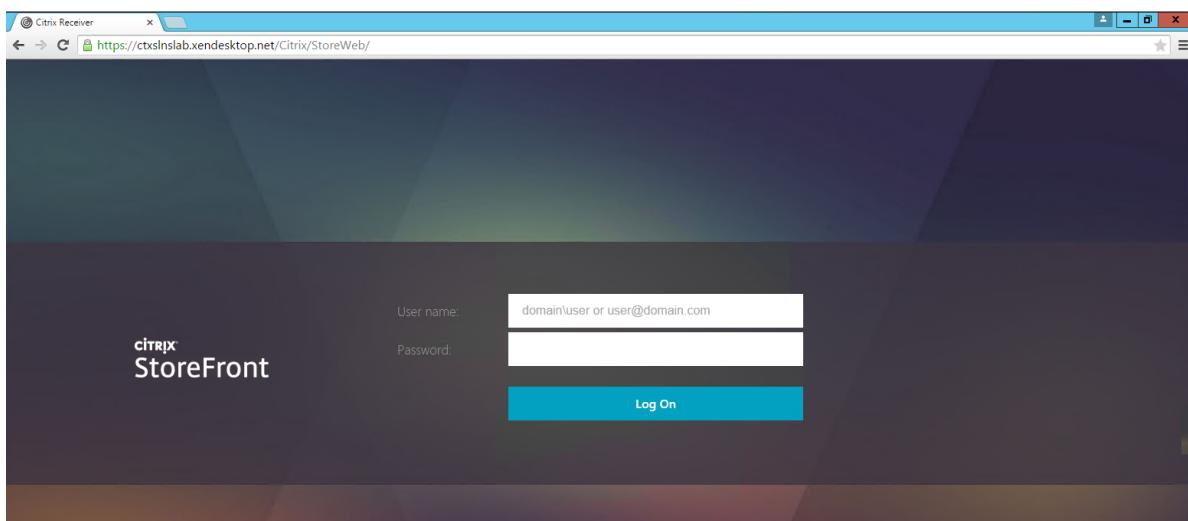
Install Citrix Receiver on an external user device. From a web browser, enter the URL of the NetScaler Gateway URL you created earlier. Proceed to log on as a valid user to ensure that Citrix Receiver can connect to StoreFront through the NetScaler load balancer.



Upon NetScaler logon, the StoreFront connection occurs and your VDA desktop will launch automatically. To disable StoreFront automatic launch settings, refer to Citrix product documentation for more information at <http://docs.citrix.com>.



From a web browser, enter the URL of the cloud-hosted StoreFront URL. Proceed to log on as a valid user to ensure that Citrix Receiver can connect to StoreFront through the NetScaler acting as an ICA proxy.



External ICA connection via the cloud-hosted StoreFront URL (Port 1494):

The screenshot shows a web-based interface for managing ICA connections. At the top, there's a header bar with the title 'ICA Connections'. Below it is a search bar and a 'Search' button. The main area is a table with columns: 'Username', 'Domain Name', 'Client IP', 'Client Port', 'CPS IP', and 'CPS Port'. A single row is visible, showing 'jamesr' as the username, 'merlin' as the domain name, '66.165.176.62' as the client IP, '51854' as the client port, '172.16.8.20' as the CPS IP, and '1494' as the CPS port. At the bottom left is a 'Close' button.

New StoreFront 3.0 Tech Preview connections are also supported.

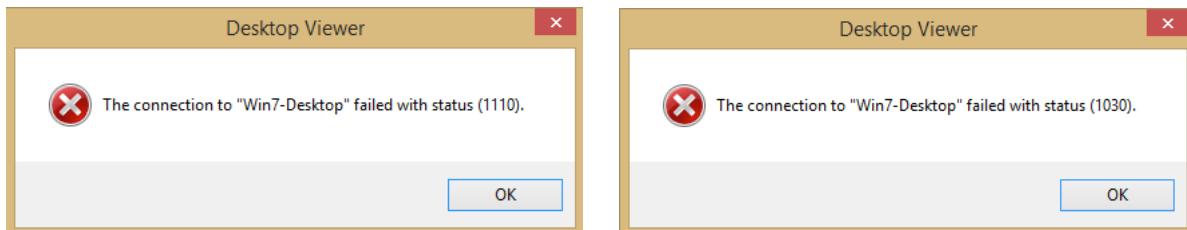
The screenshot shows the Citrix Receiver application window. The title bar says 'Citrix Receiver' and the address bar shows 'https://ag-ao.merlin.local/Citrix/SF1Web/'. The main interface has tabs for 'FAVORITES', 'DESKTOPS', and 'APPS'. On the right, it shows a user profile for 'James Richards'. Below the tabs, there's a list of connected desktops, with one entry labeled 'Win7-Desktop Apps'.

You also have the ability to launch Director to monitor connectivity.

The screenshot shows the Citrix Workspace Cloud Director interface. The top navigation bar includes 'Overview', 'Manage', 'Monitor' (which is selected), 'Dashboard', 'Trends', 'Filters', and 'Search'. The 'Monitor' section displays four main metrics: 'User Connection Failures' (0), 'Failed Desktop OS Machines' (2), 'Failed Server OS Machines' (0), and 'Sessions Connected' (0). Each metric has a summary table and a corresponding line chart showing historical trends. The 'Failed Desktop OS Machines' chart shows two entries: 'Failed to Start' (0) and 'Stuck on Boot' (1). The 'Failed Server OS Machines' chart shows 'Failed to Start' (0), 'Stuck on Boot' (0), 'Unregistered' (0), and 'Maximum Load' (0).

Some common Receiver launch connection issues can be seen if the VDA hasn't properly registered the ListOfDDCs entry. Ensure that the VDA is properly registered from the Manage option in Citrix Workspace Cloud/XenDesktop Studio.

Also check to make sure the STAs configured in both StoreFront and NetScaler are matching, as this can also cause this error.



Section 4: References

- Citrix Workspace Cloud Product Documentation

<http://docs.citrix.com/en-us/workspace-cloud/workspace-cloud.html>

- NetScaler for the XenDesktop/XenApp Dummy

<http://blogs.citrix.com/2012/04/10/netscaler-for-the-xendesktopxenapp-dummy/>

- How to Configure NetScaler Gateway with StoreFront and App Controller

<http://support.citrix.com/article/CTX139319>

- Configuring NetScaler 10.1 Load Balancing with StoreFront 2.5.2 and NetScaler Gateway for App Orchestration 2.5

<http://support.citrix.com/article/CTX140598>



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