

How to Buy or Cancel Citrix XenApp Essentials Service

You can buy XenApp Essentials directly from the [Azure Marketplace](#) with your Microsoft Azure account. XenApp Essentials require at least 25 users. The service is delivered through the Citrix Cloud and requires a Citrix Cloud account to complete the onboarding process. You can create a Citrix Cloud account on the [Citrix Cloud Sign Up](#) page before going to Azure Marketplace to complete the transaction. Ensure that you enter the correct information for all details including address fields to ensure fast processing of your order.

To get started with XenApp Essentials, ensure that you complete the following information for your Microsoft Azure account:

- Contact information and your company details
- Your billing information
- Your subscription

Configuring XenApp Essentials includes the following:

- A resource group that hosts the Citrix Cloud Connector virtual machines
- A domain controller with Active Directory Domain Services and a domain name server (DNS)
- A virtual network configured with a custom DNS entry pointing to a domain controller
- A subnet address with a large enough amount of IP addresses

Get Started with XenApp Essentials Service

The following procedure assumes that you created your Microsoft Azure account.

Note

Microsoft Cloud Solutions Providers cannot buy XenApp Essentials from the Azure partner portal.

1. Connect to XenApp Essentials in the [Azure Marketplace](#) and then click **Get it Now**.

The screenshot shows the Microsoft Azure Marketplace interface. At the top, there's a navigation bar with links like 'Why Azure', 'Solutions', 'Products', 'Documentation', 'Pricing', 'Training', 'Partners', 'Blog', 'Resources', and 'Support'. Below that is a secondary navigation bar with 'Azure Marketplace', 'Browse', 'Sell', and 'Learn'. The main content area shows a product listing for 'Citrix XenApp Essentials' by 'Citrix'. It features a large blue circular logo with the word 'CITRIX' in white. To the right of the logo, the product name 'Citrix XenApp Essentials' is displayed in a large, bold font, followed by the brand name 'Citrix' below it. A brief description follows: 'The easiest and fastest way to securely deliver Windows apps from Microsoft Azure to any device.' A prominent blue button labeled 'GET IT NOW' is visible. On the left side of the product card, there are links for 'Categories', 'Legal', 'License Agreement', and 'Privacy Policy'. The main description continues with: 'Citrix XenApp Essentials is the fastest and easiest way to securely deliver Windows apps from Microsoft Azure to any device. This unique application virtualization service combines industry-leading XenApp technology with the power and flexibility of Microsoft Azure to provide a simple, prescriptive, and easy-to-consume app delivery solution. Citrix and Microsoft deliver an integrated experience that simplifies onboarding for XenApp Essentials and Azure IaaS, providing a single interface to design, deploy and deliver virtualized Windows apps from Azure.'

Products > Citrix XenApp Essentials

Citrix XenApp Essentials

Citrix

The easiest and fastest way to securely deliver Windows apps from Microsoft Azure to any device.

GET IT NOW

Categories

Legal

[License Agreement](#)

[Privacy Policy](#)

Centralize Control and Increase Mobility with Citrix XenApp Essentials

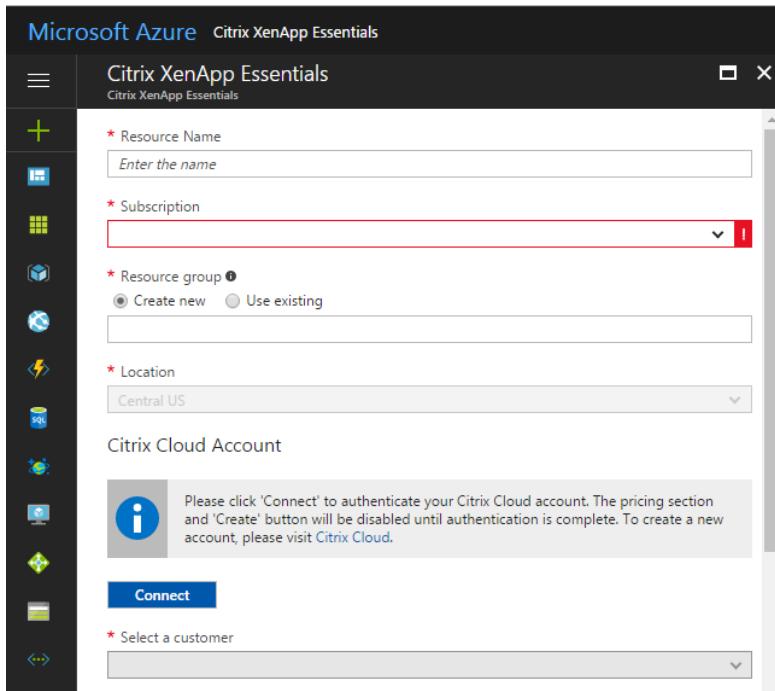
- Scale app workloads easily in Azure for temporary or contract workers without acquiring expensive hardware.
- Mobilize your workforce by providing access to legacy Windows apps from anywhere, at any time and on any device.
- Easily expand to branch offices around the world by centrally managing your app workloads and leveraging the Azure data center.
- Simplify provisioning, on-going management and monitoring of Windows apps hosted on Azure.

2. Log on to the Azure Marketplace with your Microsoft user name and password.

3. In the **Create this app in Azure** window, click **Continue**.

The screenshot shows a modal dialog box titled 'Create this app in Azure' for the 'Citrix XenApp Essentials' service. On the left, there's a summary section with the service name, provider ('Citrix'), and pricing details ('Starting at'). Below that is a 'Details' section with a brief description of the service. On the right, there's a large text area containing the terms of use and privacy policy agreement, which the user must accept. A 'Continue' button is located at the bottom right of the dialog.

The Azure portal opens and prompts you to configure the resource for XenApp Essentials.



To configure the resource name and associate it with a subscription

1. In **Resource Name**, type an easily recognizable name, such as "My XenApp Essentials." If you decide to cancel XenApp Essentials in the future, use this name.

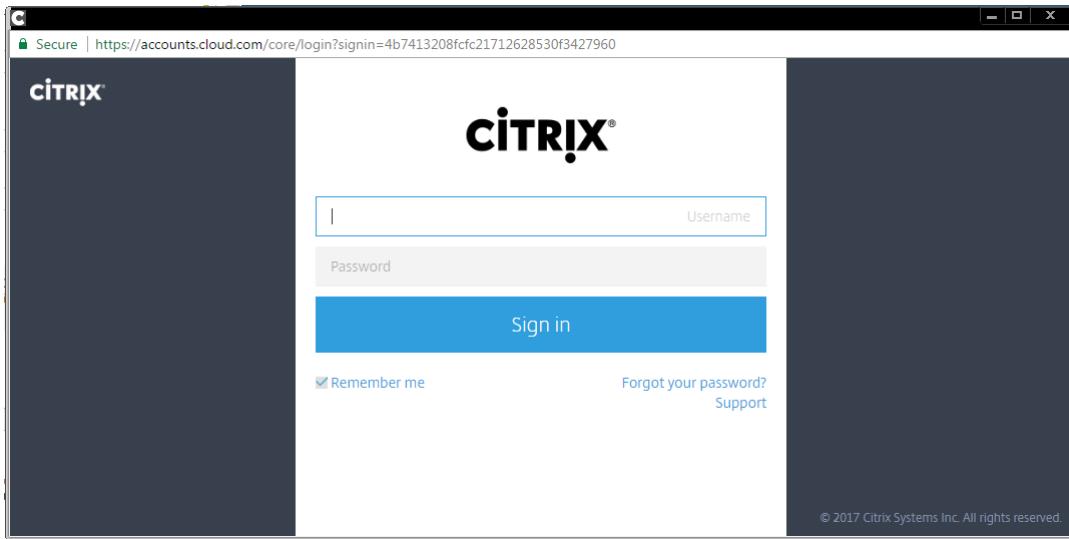
Note

This resource represents the XenApp Essentials order only.

2. In **Subscription**, select the subscription you configured during the initial steps of buying XenApp Essentials.
3. In **Resource Group**, create a resource group or use an existing group.
The Resource Group includes everything you need as part of the subscription.
4. In **Location**, selection the location for the resource.

5. Click **Connect**.

The Citrix Cloud logon page appears.



6. Type your Citrix Cloud credentials and then click **Sign in**.

Microsoft Azure confirms your credentials and returns to the Azure portal.

Warning

Do not delete the XenApp Essentials resource in Microsoft Azure. Deleting the resource cancels your subscription to XenApp Essentials Service.

After you configure the resource information, configure the customer and your pricing.

To configure the Citrix Cloud customer and pricing

1. In **Select a customer**, choose the customer name provided by Citrix Cloud.
2. Under **Pricing**, in **Number of users**, type the number of users who have access to XenApp Essentials.
3. Under **Price per month**, click **I agree to pay the amount charged**, the [terms of use](#) and [privacy statement](#) and then click **Create**.

Note

The XenApp Essentials customer must be unique. You cannot use customers for XenDesktop Essentials or XenApp and XenDesktop Service. For more information, see the Knowledge Base article [An Account cannot have multiple 'editions' of the Citrix XenApp and XenDesktop Service](#).

* Select a customer

Pricing

\$12.00 per user per month for XenApp Essentials Service, including Citrix NetScaler Gateway Service for secure access and 1 GB data transfer per user per month. [?](#)

\$6.25 per user per month for Microsoft Remote Access fee to use XenApp Essentials Service without purchasing a separate RDS CAL for this workload. Contact your Microsoft representative to bring your own RDS CAL. [?](#)

* Number of users

You can purchase additional 25 GB Data Transfer Add-ons. The cost is \$12.00 per add-on per month. [?](#)

* 25 GB Data Transfer Add-ons (Optional)

Prorated amount due at purchase :

Price per month :

Charges for this month apply immediately. Your subscription renews automatically at the end of each month unless canceled.

I agree to pay the amount charged, the [terms of use](#) and [privacy statement](#).

Pin to dashboard

Create Automation options

When you click **Create**, the summary page appears and shows the details of the resource.

Important

Charges for this month apply immediately. Your subscription renews automatically at the end of each month unless canceled.

Microsoft Azure Myresourcename

Myresourcename
Citrix XenApp Essentials

Search resources x ? Active Directory Account Address

Overview Delete

Essentials ^

Name	Myresourcename	Contract type, start date	Monthly, 4/30/2017
Status	Ready	Renewal type, date	Auto-renewal, 5/31/2017
Resource group	My resource group name	Price	\$18.25 per user per month / \$12.00 per data transfer add-on per month
Subscription name	My subscription name	Current contract details	29 users / 3 data transfer add-ons for \$565.25 monthly
Subscription ID	c6d6614-868c-4e6a-9aea-d6d6b6385706	Renewal contract details	29 users / 3 data transfer add-ons for \$565.25 monthly

Contract details: Visit [Citrix Cloud](#) to simplify the provisioning, on-going management and monitoring of Windows apps hosted on Azure. Here in the Azure portal, purchase additional seats and data transfer add-ons on-demand to meet the needs of a dynamic workforce.

An order may take up to 4 hours to provision your service, and you will receive an email from the Citrix Cloud when your service is ready. If you do not receive an email within this time, please contact [Citrix Support](#).

When the provisioning of your account is complete, click **Manage through Citrix Cloud**.

Important

Wait for Microsoft Azure to finish provisioning your service. Don't click the link **Manage through Citrix Cloud** until provisioning is complete. The process can take up to four hours. If the process is not complete within four hours, [contact Support](#).

When you click the link, [Citrix Cloud](#) opens in the web browser. In Citrix Cloud, you can get started with your XenApp Essentials deployment. For more information about configuring your deployment and other advanced options, see the [XenApp Essentials Service Deployment Guide](#) or [XenApp Essentials Service](#) in Citrix Product Documentation.

Change the Number of Users in Microsoft Azure

After you buy XenApp Essentials, you can increase or decrease the number of users in Microsoft Azure. To do so, log on to the [Azure portal](#). Then, edit your resource with the new number of users.

To change the number of users for your subscription

1. In the Azure portal, on the Dashboard, under **All Resources**, click the XenApp Essentials order resource.

The screenshot shows the Azure portal dashboard. At the top, there's a dark header bar with the word "Dashboard" and some navigation links. Below it, a sidebar on the left lists "All resources" and "ALL SUBSCRIPTIONS". The main area shows a table with two rows: one for "Resource Name" (with a gear icon) and one for "Citrix XenApp Essentials" (with a gear icon). The "Citrix XenApp Essentials" row is highlighted with a blue background.

2. In the navigation pane, under **Manage Purchase**, click **Manage Users and Add-Ons**.

The screenshot shows the Azure portal navigation pane for a resource named "myXenApp". The pane has several sections: "Overview" (highlighted in light blue), "Activity log", "Access control (IAM)", and "Tags". Under the "MANAGE PURCHASE" section, there is a link to "Manage Users and Add-Ons".

3. In the details pane, under **Users**, in **Change number of users**, type the new amount.
4. If you increase the number of users, in **When would you like to apply this** change, choose one of the following:
 - Apply to current month and at next renewal
 - Apply to current month
 - Apply to next renewal

The default setting is **Apply to current month and at next renewal**.

Microsoft Azure Resource Name

Resource Name - Manage Users and Add-Ons

Citrix XenApp Essentials

Search resources

Overview

Activity log

Access control (IAM)

Tags

MANAGE PURCHASE

Manage Users and Add-Ons

SETTINGS

Properties

Locks

Search (Ctrl+ /)

i Increases can be applied immediately to the current month or at the next renewal. Increases cannot be applied immediately if the current order status is pending. Decreases can be applied at the next renewal.

Users

\$18.25 per user per month. This includes the \$6.25 per user per month for Microsoft Remote Access Fee. ⓘ

Current number of users : 29

Number of users at next renewal : 29

* Change number of users ⓘ

30

When would you like to apply this change?

Apply to current month and at next renewal (selected)

Apply to current month and at next renewal

Apply to current month

Apply at next renewal

5. If you lower the number of users, the new charges apply at the next renewal. The other options are unavailable.

Microsoft Azure Resource - Manage Users and Add-Ons

Resource - Manage Users and Add-Ons

Citrix XenApp Essentials

Search resources

Overview

Activity log

Access control (IAM)

Tags

MANAGE PURCHASE

Manage Users and Add-Ons

SETTINGS

Properties

Locks

Search (Ctrl+ /)

i Increases can be applied immediately to the current month or at the next renewal. Increases cannot be applied immediately if the current order status is pending. Decreases can be applied at the next renewal.

Users

\$18.25 per user per month. This includes the \$6.25 per user per month for Microsoft Remote Access Fee. ⓘ

Current number of users : 29

Number of users at next renewal : 29

* Change number of users ⓘ

28

When would you like to apply this change?

Apply at next renewal (selected)

Apply at next renewal

Apply to current month and at next renewal

Apply to current month

6. After making your changes, click **Save**.

Cancel Your XenApp Essentials Service

You can incur Azure charges from XenApp Essentials because of the following key elements:

- XenApp Essentials subscription
- Azure resource created by XenApp Essentials

The Microsoft Azure charge for XenApp Essentials Service is monthly. When you cancel XenApp Essentials, you are charged for the current month. If you cancel your order, your service will not renew for next month. You continue to have access to XenApp Essentials Service until the end of the current month with Citrix Cloud.

Your Azure bill can include the following line items for XenApp Essentials:

- XenApp Essentials subscription
- NetScaler Gateway service add-on, if bought
- Microsoft Remote Access fee
- Azure resource created when using XenApp Essentials Service

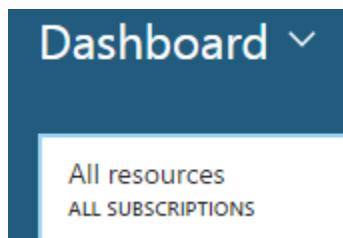
Canceling Your Service in the Azure Portal

To cancel your XenApp Essentials subscription, delete the order resource in the Azure portal.

Note: If you don't remember the resource name, search in the **Type** column for XenApp Essentials.

To delete the order resource in Azure

1. Log on to the [Azure portal](#).
2. On the Azure Dashboard, click **All Resources**.



3. In the **Type** column, double-click to open **Citrix XenApp Essentials**.
4. Click the trashcan icon to start the delete process.

Delete the Azure Resource Created by XenApp Essentials Service

In Citrix Cloud, delete the catalogs and images associated with your account. Also, delete the subscription links and ensure the removal of the Citrix Cloud Connector virtual machines from Citrix Cloud.

To delete catalogs

1. On the **Manage** tab, click **Catalogs**.
2. Next to the catalog you want to delete, click the ellipsis, and then click **Delete Catalog**.
3. Repeat step 2 for each catalog you want to delete.

To delete master images

1. On the **Manage** tab, click **Master Images**.
2. Select an image and then click **Remove**.
3. Repeat step 2 for each master image you want to delete.

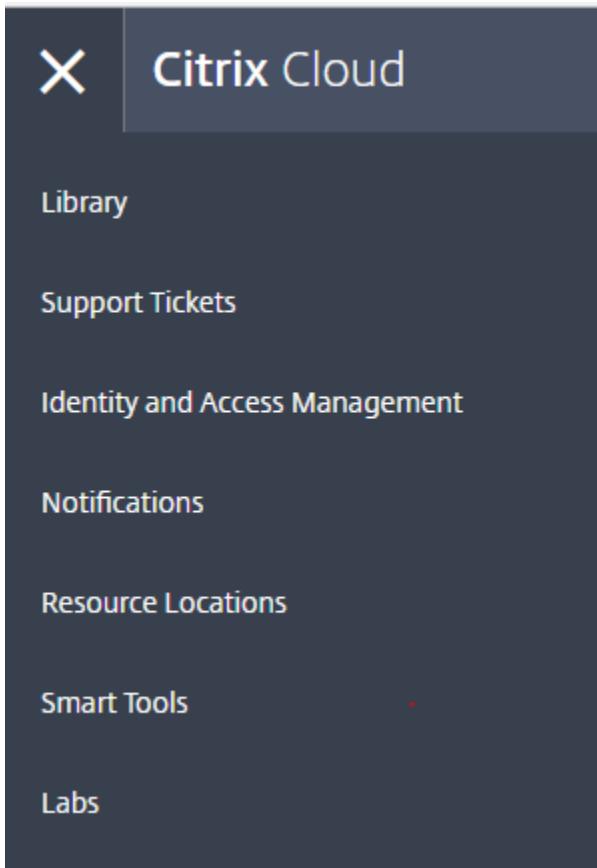
To delete links to Azure subscriptions

1. On the **Manage** tab, click **Subscriptions**.
2. Next to the subscription, click the Trash icon.
The Azure portal opens.
3. Log on to your Azure subscription with your administrator Azure credentials.
4. Click **Accept** to allow XenApp Essentials Service to access your Azure account.

5. Click **Remove** to unlink the subscription.
6. Repeat steps 2 through 5 for other linked Azure subscriptions.

To ensure the removal of the Citrix Cloud Connector virtual machines

1. In the XenApp Essentials console, click the hamburger menu in the upper left corner and then click **Resource Locations**.



2. Identify the Cloud Connector virtual machines.

The screenshot shows a list of virtual machines under the heading "XAE56evd-eastus". There are two items listed, both of which have a green checkmark icon indicating they have been identified. The first item is "xae56evd-edge1.citrixsyne..." and the second is "xae56evd-edge2.citrixsyne...". The interface includes standard navigation elements like "Edit" and "ID".

3. Log on to the [Azure portal](#).
4. Delete the virtual machines from the **Resource** page in Azure.