



# **Licensing 11.17.2 build 49000**

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## Licensing 11.17.2 build 49000

August 19, 2024

Citrix licensing is a system of components that functions together. Before you use any of your Citrix products, learn about licensing components. The Citrix licensing system includes:

- License Server - Every Citrix product environment must have at least one shared or dedicated License Server. Servers running Citrix products contact the License Server to obtain licenses. For more information, see [License Server](#).
- License files - The license file is a text file containing the product licensing information. It includes License Server name, license expiration date, and other information. For more information, see [License files](#).
- Citrix Licensing Manager - The Citrix Licensing Manager is a web-based management console for Citrix Licensing. For more information, see [Citrix Licensing Manager](#).
- Licensing Services - The Citrix Licensing service is the Windows service responsible for the following core licensing functionality:
  - Citrix Web Services for Licensing
  - Citrix Licensing Support Service
  - Citrix Licensing WMI
  - CITRIX vendor daemon

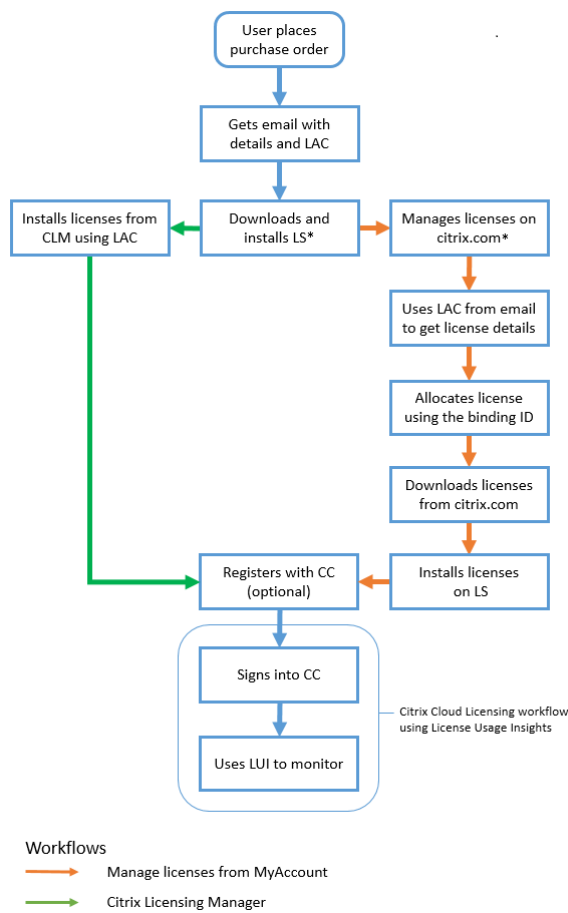
For more information, see [Licensing services](#).

- Product-side settings in your Citrix products that are associated with the License Server.

For more information about licensing components, see [Citrix licensing technical overview](#).

### Citrix licensing: User workflow

The following image describes the Citrix licensing workflow.



## Key

\*- Before downloading and installing the License Server, an existing user logs on to citrix.com, while a new user creates a citrix.com account.

CC - Citrix Cloud

CLM - Citrix Licensing Manager

LAC - License Access Code

LS - License Server

LUI - License Usage Insights

## What's new

August 12, 2024

## **What's new in the License Server version 11.17.2 build 49000**

Release date: Aug 12, 2024

### **Apache version update**

Apache 2.4.62

## **What's new in the License Server version 11.17.2 build 48000**

Release date: June 27, 2024

### **Apache version update**

Apache 2.4.59

### **libJWT version update**

libJWT 1.17.1

### **zlib version update**

zlib-1.3.1

## **Enhancements to Citrix Licensing telemetry data collection**

Starting with the 11.17.2 build 48000 version, Citrix Licensing telemetry data collection program now supports de-identification of user identifiers. The telemetry data now de-identifies the following identifiers before uploading them to Citrix:

- Users ID
- Device Name
- Fully Qualified Domain Name (FQDN)

By anonymizing these details, Citrix ensures that sensitive information remains confidential. For more information, see [Citrix Licensing Telemetry](#).

### **What's new in the License Server version 11.17.2 build 47000**

Release date: April 15, 2024

This release includes bug fixes that improves user experience.

### **What's new in the License Server version 11.17.2 build 46000**

Release date: February 19, 2024

This release addresses an issue that helps to improve overall stability.

### **What's new in the License Server version 11.17.2 build 45000**

Release date: December 07, 2023

#### **OpenSSL version update**

OpenSSL 1.1.1w

#### **Apache version update**

Apache 2.4.58

#### **Libxml2 version update**

zlib- 1.3

### **Enhancements to the Licensing data collection programs**

The contents of Citrix Licensing Compliance for various Licensing data collection programs are updated. For more information, see [Citrix Licensing data collection programs](#) and [Usage and Statistics](#).

### **Enhancements to the manual upload procedure for licensing telemetry data program**

Starting with the License Server 11.17.2 build 45000, Administrators who opt to manually upload data to Citrix have to upload both License Server and Citrix Virtual Apps and Desktops data elements. For more information about the manual upload procedure, see [Citrix Licensing Telemetry](#).

## **What's new in the License Server version 11.17.2 build 44000**

Release date: July 26, 2023

### **OpenSSL version update**

OpenSSL 1.1.1u

## **What's new in the License Server version 11.17.2 build 43000**

Release date: May 22, 2023

### **Moment.js version update**

Moment.js 2.29.4

### **Apache version update**

Apache 2.4.57

### **OpenSSL version update**

OpenSSL 1.1.1t

### **jQuery version update**

jQuery 3.5.1

## **Configure a proxy server within Citrix Licensing Manager**

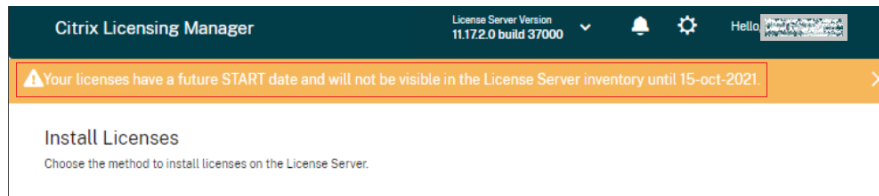
Starting with the License Server version 11.17.2 build 43000, you can view and configure proxy server settings from the Citrix Licensing Manager UI. Go to **Settings > Server Configuration > Configure a Proxy Server** to view your proxy server settings. You can edit these settings to add, modify, or remove a proxy server as needed. For more information, see [Configure a proxy server within Citrix Licensing Manager](#).



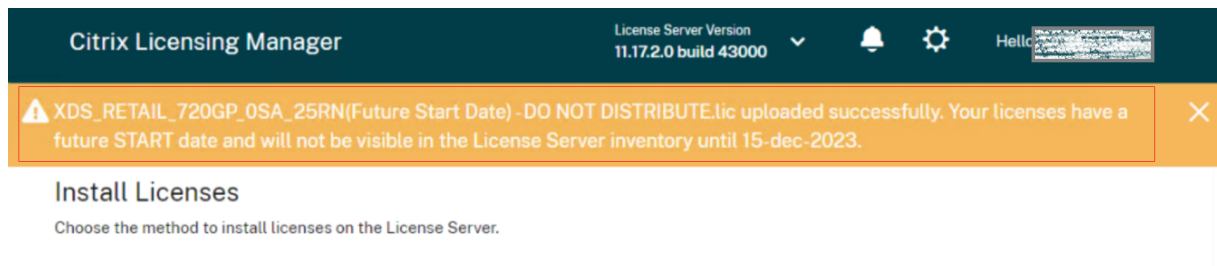
### Alert for licenses with a future start date

An alert message appears when you upload a license file that contains licenses with a future start date. The message states that your licenses won't be visible in the License Server inventory until the start date. This alert is displayed in the **Citrix Licensing Manager > Install Licenses** tab.

When there are multiple licenses with a future start date, the following message appears:



When there is a single license with a future start date, the following message appears:



### Addition of Product Information tab

In this release of Citrix Licensing Manager, a new section about product information is added. This section provides information about License Server updates such as:

- the latest version of License Server available for download
- the most recent updates
- the last successful attempt for updates
- updates to open-source software such as OpenSSL and Apache versions for a particular release

#### Note:

The License Server Updates section requires internet access to view the latest product information. For more information, see the [Product information](#) page.

### What's new in the License Server version 11.17.2 build 42000

Release date: February 01, 2023

This release addresses an issue that helps to improve overall stability.

## **What's new in the License Server version 11.17.2 build 41000**

Release date: December 22, 2022

### **Collect device IDs along with a timestamp**

Starting with this release, device IDs along with the timestamp of the systems that use the Citrix Concurrent license are collected as part of the Citrix Licensing Telemetry data.

## **What's new in the License Server version 11.17.2 build 40000**

Release date: October 19, 2022

### **Enhancement to data collection programs**

Starting with this release, the requirements and contents of the Citrix Licensing Compliance are updated. In addition, the selection of the Citrix Licensing Customer Experience Improvement Program (CEIP) and Citrix Licensing Call Home are also updated. For more information about these changes, see [Citrix Licensing data collection programs](#).

### **Apache version update**

Apache/2.4.54

### **OpenSSL version update**

OpenSSL 1.1.1q

### **jQuery UI version update**

jQuery UI 1.13.2

## **What's new in the License Server version 11.17.2 build 39000**

Release date: May 11, 2022

### **Apache version update**

Apache/2.4.53

### **OpenSSL version update**

OpenSSL 1.1.1n

### **Libxml2 version update**

zlib- 1.2.12

## **What's new in the License Server version 11.17.2 build 37000**

Release date: December 13, 2021

### **Option to send your License Server event data to Citrix Cloud**

After you register your License Server with Citrix Cloud, you can choose to send your License Server's event data to Citrix. This option is enabled by default and is available only after registration. For more information, see Collect License Server event data under the [Usage and Statistics](#) section.

### **A what's new modal window**

From this release onwards, when you launch your Citrix Licensing Manager, a modal window appears that provides information about:

- Features that are newly available
- Features that are already available, but currently disabled on your Citrix Licensing Manager
- Network-related issues and recommended steps to mitigate them

For more information, see [A what's new modal window](#).

### **Apache version update**

Apache version 2.4.51.

## **What's new in the License Server version 11.17.2 build 36000**

Release date: September 16, 2021

### **Support for 4096 key size in self-signed certificates**

From this release onwards, the key size supported in self-signed certificates is 4096 only. Uninstall the existing License Server and install the upgraded version (11.17.2.0 build 36000) which contains the 4096 key length self-signed certificate. To create your own self-signed certificate, see [Get started](#).

### **OpenSSL version upgrade**

OpenSSL version: 1.1.1k

### **Apache version update**

Apache version 2.4.48.

## **What's new in the License Server version 11.17.2 build 35000**

Release date: June 16, 2021

### **Windows Server 2022 support**

The Citrix components and technologies in this release that support Windows Server platforms now also support Windows Server 2022, unless otherwise noted. For more information, see [Windows Server 2022 support](#).

### **A support bundle to troubleshoot License Server issues**

A support bundle (.zip file) contains information that is used to troubleshoot and debug license server issues by Citrix Support team. You can use this file to initiate a Citrix support call or to provide documentation to Citrix or its agents for license compliance purposes. For more information, see [Support Bundle](#).

### **OpenSSL version upgrade**

OpenSSL version: 1.1.1i

## **What's new in the License Server 11.16.6 build 34000**

Release date: March 17, 2021

### **Lmadmin.exe transitioned to Lmgrd.exe**

In this release, the Citrix License Server's existing user management **lmadmin.exe** is transitioned to Citrix owned user management **lmgrd.exe** for improved security and less third party dependencies.

### **OpenSSL version upgrade**

OpenSSL version: 1.1.1h

### **Libxml2 version upgrade**

libxml2 version: 2.9.10

## **Fixed issues**

August 12, 2024

### **Fixed issues in License Server version 11.17.2 build 49000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 48000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 47000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 46000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 45000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 44000**

- In License Server version 11.17.2 build 40000, 41000, or 43000, you might see the application error message for the `CognizanceCoreModule.exe` process in the Windows event log. [LIC-5553]
- When you install a license with a future start date, you might notice the inventory data that displayed in the Citrix Licensing Manager is incorrect. For example, the number of licenses that displayed in the Citrix Licensing Manager can be incorrect. [LIC-5565]

### **Fixed issues in License Server version 11.17.2 build 43000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 42000**

In License Server version 11.17.2 build 40000 or in 11.17.2 build 41000, you might see the application error message for the `CognizanceCoreModule.exe` process in the Windows event log. [LIC-5153]

### **Fixed issues in License Server version 11.17.2 build 41000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 40000**

There are no fixed issues in this build.

### **Fixed issues in License Server version 11.17.2 build 39000**

- After upgrading the License Server to version 11.17.2 build 36000, the Citrix licensing service fails to start in the clustered License Servers. It is recommended not to upgrade your License Server to version 11.17.2 build 36000 in a clustered setup. [LIC-4615]

### **Fixed issues in License Server version 11.17.2 build 37000**

There are no fixed issues in this build.

### Fixed issues in License Server version 11.17.2 build 36000

- When registering your License Server with Citrix Cloud, the Citrix Licensing Manager UI might become unresponsive and display a spinning wheel. To avoid this issue, before registering your License Server with Citrix Cloud, ensure that you have the Digicert Global Root CA certificates installed in the system. These certificates are updated in the Windows update. If they're not installed, download them manually and install the certificates before starting the Citrix Cloud registration. Also, ensure you verify firewall settings. For more information, see the **Important** note under [Register and remove registration with Citrix Cloud](#). [LIC-1510]

### Fixed issues in License Server version 11.17.2 build 35000

- User/device license fails to check out with a space in the user name and displays the following error message:

```
Error: checkoutOutBatch failed: Error_UNEXPECTED_DATA: Unexpected
server response 'UD: ERROR_SYNTAX'. [LIC-3506]
```

- **The overdraft count displayed in the Citrix Licensing Manager is incorrect.** In a license file with multiple incremental lines for the same `Product_Edition_Model`, the overdraft count that displayed in the Citrix Licensing Manager is incorrect. Instead of adding the overdraft count from all the incremental lines, it adds only the first incremental line in the license file. [LIC-3651]

### Fixed issues in License Server build 34000

- In the **Citrix Licensing Manager > Settings > Account > User Administration** section, the User-name/Group name in the Japanese language or double-byte characters appear garbled. The registered double-byte User/Group names cannot log on to the Citrix Licensing Manager. [LIC-2032]

## Known issues

August 12, 2024

### Known issues in License Server version 11.17.2 build 49000

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 48000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 47000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 46000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 45000**

- In the Citrix Licensing installation wizard for the German version, the UI text **Speicherort** is truncated. For the French version, the text **Emplacement** is truncated. This issue does not impact the intended action. [LIC-5994]
- When uninstalling the License Server with the Windows Installer file (\*.msi), you might notice an incomplete cleanup of certain folders in `C:\Program Files (x86)\Citrix\Licensing`. As a solution, backup the files in `C:\Program Files (x86)\Citrix\Licensing\MyFiles` and manually delete the remaining folders. [LIC-6010]
- When using the Citrix Licensing Manager to generate the support bundle, you might not be able to generate it if the size of the licensing directory is too large. This issue mostly happens with users reporting telemetry data with Citrix by manual upload procedure. As a workaround, manually upload the License Server and Citrix products data elements that are stored in `c:\Program Files (x86)\Citrix\Licensing\LS\resource\usage` and `c:\Program Files (x86)\Citrix\Licensing\LS\resource\cis_bundles\ul_usage` with Citrix and then delete these files. For more information about the manual upload procedure, see [Citrix Licensing Telemetry](#). After deleting these files, attempt to generate and download the support bundle again. [LIC-6014]

### **Known issues in License Server version 11.17.2 build 44000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 43000**

- When you install a license with a future start date, you might notice the inventory data that displayed in the Citrix Licensing Manager is incorrect. For example, the number of licenses that dis-



played in the Citrix Licensing Manager can be incorrect. This issue is due to the display problem in the Citrix Licensing Manager and doesn't impact licenses installed or in-use. As a workaround, use the [lmstat](#) command to view the complete License Server inventory. [LIC-5565]

### **Known issues in License Server version 11.17.2 build 42000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 41000**

You might see the application error message for the [CognizanceCoreModule.exe](#) process in the Windows event log. However, this error doesn't impact the functionality of the License Server. [LIC-5153]

### **Known issues in License Server version 11.17.2 build 40000**

You might see the application error message for the [CognizanceCoreModule.exe](#) process in the Windows event log. However, this error doesn't impact the functionality of the License Server. [LIC-5153]

### **Known issues in License Server version 11.17.2 build 39000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 37000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 36000**

There are no known issues in this release.

### **Known issues in License Server version 11.17.2 build 35000**

There are no known issues in this release.

## Known issues in License Server build 34000

- In a cross-domain environment, the Citrix Licensing Manager and POSH cmdlet support only two-way trust to add a user.

With the external trust(one-way trust), the Citrix Licensing Manager, and the POSH cmdlet displays the following error message `Active Directory account resolution failed`.

We recommend that you run the **CtxManageUserAndGroup.exe** from the 'Citrix\Licensing\LS\resource' location with the following parameters:

- Command to add a user: `CtxManageUserAndGroup.exe -useradd "domain\username" -Role "admin/user"`
- Command to add a group: `CtxManageUserAndGroup.exe -useradd "domain\username" -Role "adminGroup/userGroup"`

For example, if domain1 has an outgoing trust to domain2, then a user from domain2 can authenticate in domain1. Then, add a user to License Server using the executable only. [LIC-3268]

## License file issues

- The License Server ignores license files that have multiple lines referencing `HOSTNAME=`. Licenses in these files cannot be checked out. This issue is caused when you download licenses associated to different License Server host names in to the same license file.

To resolve this issue, download again separate license files for each Citrix product tied to different License Server names.

- Licenses with expiry date incorrectly formatted as `D-MMM-YYYY` appear as **permanent** in Studio. Use the Citrix Licensing Manager to display the correct license expiration dates. [LIC-2556]

## Third party notices

August 12, 2024

Citrix Licensing 11.17.2 includes third party software licensed under the terms defined in the following documents:

- [Non-Commercial Software Disclosures For FlexNet Publisher 2020 \(11.17.2\)](#) (PDF download)
- [FlexNet Publisher Documentation Supplement Open Source Software Licenses applicable to FlexNet Publisher 11.17.2](#) (PDF download)

## Open source software version

License Server version 11.17.2 build 49000 includes the following versions of open source software:

- Apache 2.4.62
- jQuery 3.5.1
- jQuery UI 1.13.2
- libjwt 1.17.1
- libapr 1 1.6.5
- libiconv 1.16.0
- libxml2 2.10.4
- OpenSSL 1.1.1w
- RapidJson 1.1.0
- SQLite 3.43.1
- Zlib 1.3

## License Server

August 12, 2024

License Servers are computers that are partly or completely dedicated to store and manage licenses. If you attempt to connect to a device the Citrix product requests licenses from a License Server. Every Citrix product environment must have at least one shared or dedicated License Server. Servers running Citrix products contact the License Server to obtain licenses.

If you connect to a Citrix product, it draws licenses from the License Server. The Citrix product requests to check out a license from the License Server on behalf of the user or client device. When the license is checked out, you can access a product's features and functionality based on the license type and edition.

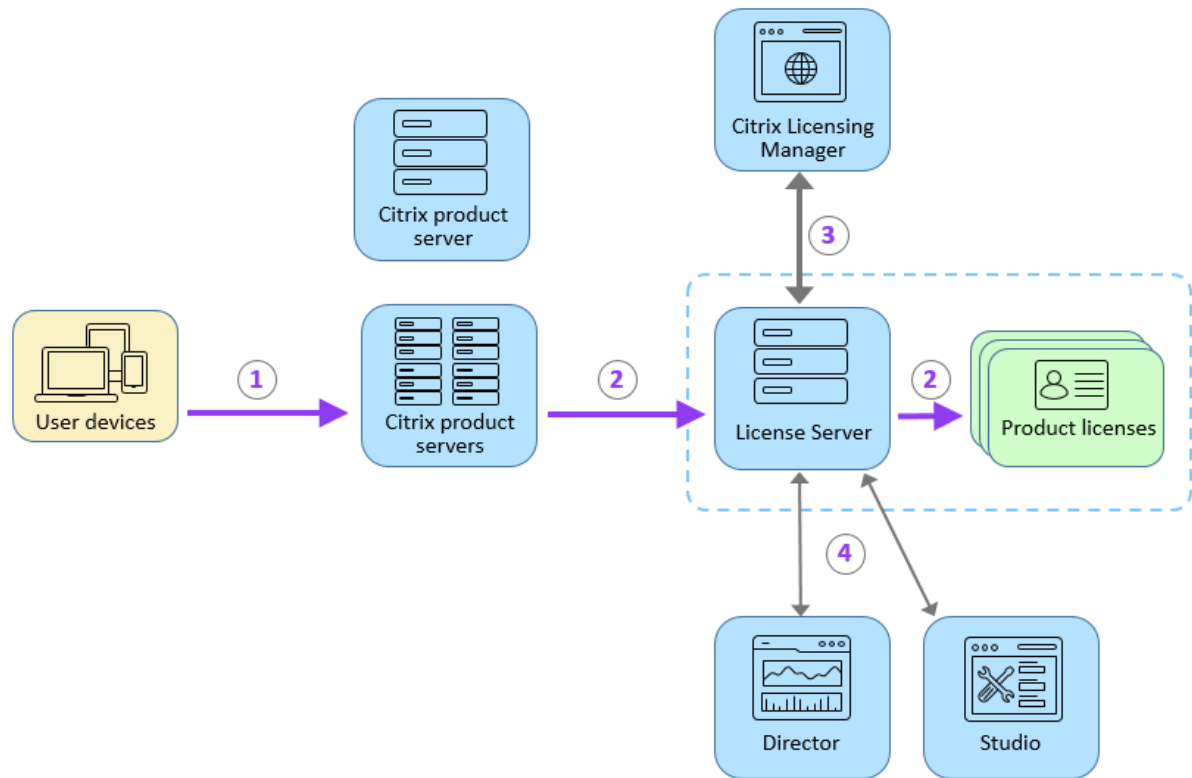
### Note:

Citrix ADC and Citrix Gateway do not obtain licenses from the Citrix License Server. For more information about the product-specific licensing, see [Product-specific licensing information](#).

The following image shows the Citrix products, License Server, Citrix Licensing Manager, and consoles workflow:

- 1-User devices connect to a Citrix product.
- 2-Citrix products request to check out licenses from the License Server for the user or client devices.

- 3-Citrix Licensing Manager is an administrative web interface used to manage the License Server.
- 4-Consoles (such as Studio and Director) can connect to a License Server to monitor license use, see alerts and other licensing configuration.



Depending on the size and configuration of your product deployment, you might deploy licensing on a server shared with other applications, a dedicated License Server, or multiple License Servers. For more information, see [License optimization](#).

License files must be on the License Server that is associated with the product you're licensing. The product must be configured to communicate with that specific License Server. The Citrix Licensing Manager lets you manage and monitor your Citrix licenses by providing a user interface to the License Server. You can view licenses and alerts, import license files, create historical usage reports, and manage License Server settings.

## Related links

- [Technical overview](#)
- [Licensing elements](#)
- [License types](#)
- [Getting started](#)

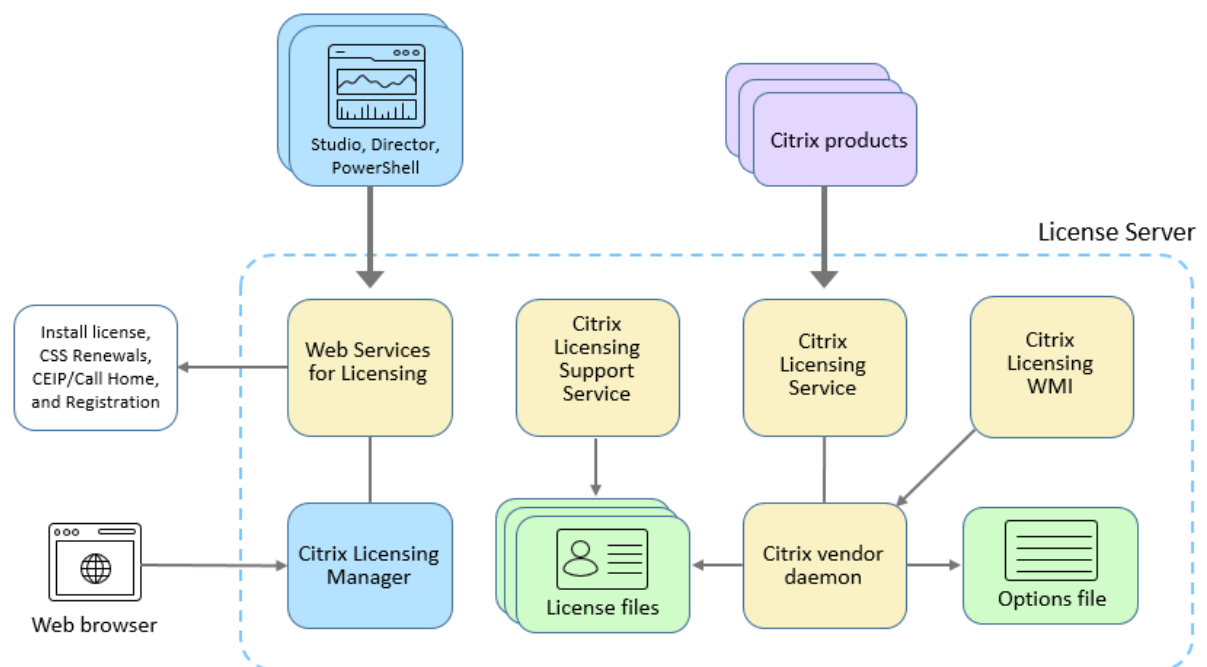
## Licensing elements

August 12, 2024

The License Server comprises several licensing elements:

- [Citrix vendor daemon](#)
- [Options configuration file](#)
- [License request process](#)
- [Citrix Licensing data collection programs](#)

The following diagram shows how Citrix products connect to the License Server.



### Citrix vendor daemon

The Citrix vendor daemon (CITRIX), a process that runs on the License Server, grants licenses. The Citrix vendor daemon tracks the number of licenses that are checked out and which product has them. Citrix products communicate with the Citrix vendor daemon using TCP/IP. By default, the Citrix vendor daemon uses TCP/IP port 7279.

## Options file

The options file (Citrix.opt) is a License Server configuration file. The Citrix vendor daemon reads this file every time it restarts or receives a command to reread the file. This configuration file defines licensing behavior-the number of licenses a product server can use, the location of the System Logs, logging levels, and other user-defined customizations. The Customer Experience Improvement Program (CEIP) and Call Home configurations are stored in this file.

## License request process

When a product requests a license from the License Server, the Citrix vendor daemon determines whether a license is available for the request.

The license request process has two phases: the product startup phase and the user connection phase.

### *Product Start-Up Phase:*

- When a Citrix product starts, it retrieves the License Server location from its data store.
- The product connects to the Citrix vendor daemon.
- The product checks out a startup license.

### *User connection phase:*

- A user connects to a computer running the Citrix product.
- The product requests a license from the License Server.
- The Citrix vendor daemon checks to see if any licenses are available and grants or denies the product's request.
- The license module in the product grants or denies the use of the product based on the response from the Citrix vendor daemon.

## Citrix Licensing data collection programs

August 12, 2024

The following data collection programs are designed to improve your product experience, drive adoption, and gather basic licensing information:

- [Citrix Licensing Call Home](#) - This program is optional.
- [Citrix Licensing Customer Experience Improvement Program \(CEIP\)](#) - This program is optional.
- [Citrix License Server Events](#) –This program is optional.

- [Citrix Licensing Telemetry](#) - This program is required.
- NetScaler telemetry program - This program is required.
  - [For Netscaler Console service](#)
  - [For Netscaler Console on-prem](#)

Citrix handles your data in accordance with the terms of your contract with Citrix, and protects it as specified in the [Services Security Exhibit](#) available on the [Citrix Trust Center](#).

For information about configuring a proxy server, see *Configure a proxy server manually* in the [Get started](#) article.

For information about command-line installation, see [Use the Windows command line to install licensing](#).

### Citrix Licensing Call Home

Call Home program improves your experience, helps you understand your product usage over time and drive adoption and improves Citrix products. This program shares system configuration, product configuration and usage data including user or device data with Citrix.

This information is transmitted to Citrix once a day, based on the service start time. This program is optional.

#### Important

The Citrix Service Provider program requires Call Home. When the License Server detects Citrix Service Provider licenses, it enforces daily uploads.

If you want to register your License Server with Citrix Cloud or remove your registration, see *Register and remove registration with Citrix Cloud* in [Usage and statistics](#).

You can change your participation in the programs at any time by using the Citrix Licensing Manager. For more information, see “Share usage statistics” under [Usage and statistics](#).

Data collected	Description	What we use it for
License usage data	Information about the Citrix licenses installed on the License Server, including product ID, license type, quantity, user, and device data, in addition to license usage information.	We use this data to drive adoption and helps you to understand your license usage over time.

Data collected	Description	What we use it for
License Server deployment and configuration data	Information about the License Server and how it was deployed, including License Server version, operating system version, and configuration states.	We use this data to inform further development of Citrix products and to improve the customer experience.

For the list of Call Home data elements, see [Citrix Licensing Call Home data elements](#).

### Citrix Licensing Customer Experience Improvement Program

CEIP does a periodic collection of system and product configuration and non-identifiable usage data. Providing this data helps Citrix to improve customer experience. This information is transmitted to Citrix once a day, based on the service start time. This program is optional.

You can change your participation in the programs at any time by using the Citrix Licensing Manager. For more information, see “Share usage statistics” under [Usage and statistics](#).

Data collected	Description	What we use it for
License usage data	Information about the Citrix licenses installed on the License Server, including product ID, license type, and quantity, in addition to license usage information.	We use this data to track how licenses are consumed and track customer population.
License Server deployment and configuration data	Information about the License Server and how it was deployed, including License Server version, operating system version, and configuration states.	We use this data to inform further development of Citrix products and to improve the customer experience.

For the list of CEIP data elements, see [Citrix Licensing CEIP data elements](#).



## Citrix License Server Event data

The following table displays data that is collected from the License Server and used for the following:

- Display information in customer facing dashboards
- Provide alerts and notifications about license expiry, license renewals, and License burst mode.

This functionality is available only when the License Server is registered with the Citrix Cloud.

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Data collected	Description	What we use it for
License usage data	Information about the Citrix licenses installed on the License Server, including product ID, license type, and quantity, in addition to license usage information.	We use this data to enable alerts and notification about license expiry, license renewals, etc.
License Server system information	Information about the License Server(such as Hardware ID).	We use this data to identify the License Server in the customer's environment.

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For information on how to enable or disable this functionality, see the [Share usage statistics](#) section.

For the list of license server event data elements, see [Citrix License Server Event data elements](#)

## Citrix Licensing Telemetry

Citrix Licensing Telemetry is a mandatory data collection program. The automatic upload of data is enabled when the License Server is installed.

*The Citrix License Server collects and reports limited license telemetry to Citrix for on-premises product licenses to support license compliance. For those licenses, Citrix requires that you transition to the most recent License Server version within 6 months of release of each new version. License Server license collection and reporting (electronic or manual) must be active for License Server Version 11.17.2 Build 40000 and beyond. Unless you have elected manual reporting, you agree to adjust your firewalls as necessary to allow electronic license reporting. Should you have questions or concerns, contact [Customer Care](#). Citrix may suspend or terminate your Citrix Support for non-compliance with these requirements without liability in addition to any other remedies Citrix may have at law or equity. These requirements do not apply to the extent prohibited by law or regulation. See our [License Telemetry FAQ](#) for more details.*

**Important:**

To remain compliant, the number of days since the last successful upload must not be greater than 90 days.

**Prerequisites to successfully upload telemetry data:**

Outbound to <https://cis.citrix.com/> from the License Server. If not available, create required firewall rule or [configure a proxy](#).

Data Collected	Description	What we use it for
License usage data	Information about the Citrix licenses installed on the License Server, including product ID, license type, and quantity, user, and device data, in addition to license usage information.	We use this data for our legitimate interests, including license compliance.
License Server system information	Information about the License Server (such as Hardware ID)	We use this data to identify the License Server in the customer's environment.

For the list of Licensing Telemetry data elements, see [Citrix Licensing Telemetry data elements](#).

**Reporting options**

The License Management Service uses product telemetry, built into the License Server, to electronically send data to Citrix periodically.

The first upload occurs approximately five minutes after the License Server first starts or restarts and the next uploads occur once a day thereafter. The schedule resets if you reinstall the License Server. If an upload fails, another attempt is made in 24 hours until either the upload succeeds or the License Management Service is disabled.

You can opt for manually reporting this data by disabling the License Management Service. For more information on how to disable the License Management Service, see [Use the command line to enable or disable the License Management Service](#).

The files required to report with Citrix are kept on the License Server locally to enable the manual upload. You must use the Citrix Insight Services to upload this data. For information about the manual upload procedure using the Citrix Insight Services, see the [Knowledge Center article - CTX472950](#).

**Note**

In the Citrix Insight Services, the maximum file size that a user can upload is limited. For more information about the file uploading requirements, see the [Knowledge Center article - CTX131233](#).

Starting with the 11.17.2 build 45000, users who opt to manually report data with Citrix have to upload both License Server and Citrix Virtual Apps and Desktops data elements. The Licensing server data elements are bundled in `upload_compliance*.zip` files. The Citrix Virtual Apps and Desktops data elements are bundled in `upload_usage*.zip` files.

You can locate the `upload_compliance*.zip` files at `c:\Program Files (x86)\Citrix\Licensing\LS\resource\usage`. You can save all the `upload_compliance*.zip` files into a single zip file and then send this .zip file to Citrix by using the Citrix Insight Services.

You can locate the `upload_usage*.zip` files at `c:\Program Files (x86)\Citrix\Licensing\LS\resource\cis_bundles\ul_usage`. You can save all the `upload_usage*.zip` files into a single zip file and then send this .zip file to Citrix by using the Citrix Insight Services.

After the upload is successful, you can delete all `upload*.zip` files from the License Server. Failure to delete the .zip files might result in the License Server running out of disk space.

To check the status of your latest upload (whether manual or automatic), you can evaluate the contents of the text file at `C:\Program Files (x86)\Citrix\Licensing\LS\resource\cache\upload_compliance_result.xml`. This file provides detailed information on the last compliance upload including whether it was successful or failed and the reasons for any failures.

**Sample data:****Success:**

```
1 <CtxUploaderResult><Code>CTX_UPLOADER_SUCCESS</Code><Msg></Msg><t>1679283497</t><UploadType>CTX_UPLOAD_TYPE_COMPLIANCE</UploadType></CtxUploaderResult>
```

**Failure:**

```
1 <CtxUploaderResult><Code>CTX_UPLOADER_ERROR_NETWORK_OPEN</Code><Msg>
  SocketOpen(cis.citrix.com:443) exception: {
2   GetAddrInfoW(cis.citrix.com) failed: WSAHOST_NOT_FOUND : code 0
    x00002af9: No such host is known.
3 }
4 </Msg><Arg>cis.citrix.com:443</Arg><t>1679283245</t><UploadType>
  CTX_UPLOAD_TYPE_COMPLIANCE</UploadType></CtxUploaderResult>
```

## Citrix Licensing Call Home data elements

August 12, 2024

### Metadata fields

Field	Description	Example
ClientTool	This field isn't in use.	Not applicable
UploadUser	This field isn't in use.	Not applicable
UTCDate	Report generation time in UTC format.	2022-10-10T06:11:14Z
Date	Report generation time in local time format.	10/10/2022 02:11:14
Product	Name of the upload.	LicenseServerDiagnostic
ProductVersion	The version of the upload.	2.0
ProductUTCDeployDate	Denotes the time when the License Server is installed.	2022-08-16T00:00:00Z
SiteID	This field isn't in use.	Not applicable
SiteName	This field isn't in use.	Not applicable
Component	This field isn't in use.	Not applicable

### License Server feature usage data

Field	Description	Example
prod	Product reporting	V6.Licensing
DateSampleStartUTC	Start time of the sample being collected.	1970-01-01T00:00:00Z

Field	Description	Example
DateSampleStopUTC	Latest sample time of license usage which ideally is the same as when the report was generated. The sample start isn't specified because that varies between license types and therefore isn't a global property.	1970-01-01T00:00:00Z
CLM-WSLUsage	Count for individual API calls within Citrix Licensing Manager interface for Citrix Web Services for Licensing service.	10
POSH-WSLUsage	Count for individual API calls within PowerShell interface for Citrix Web Services for Licensing service.	2
type	Type of data.	V6.WSLUsage
ver	Version of the data.	1.0
LSVersion	The version of the License Server.	11.17.2.0 build 40000

## License Server and License Usage information

Field	Description	Example
<b>License Server Information</b>		
<b>Feature</b>		
GUID	A unique identifier created during install and preserved during upgrades. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef

Field	Description	Example
DateSampleStopUTC	This field is the latest sample time of license usage which ideally is the same as when the report was generated. The sample start is not specified because that varies between license types and therefore isn't a global property.	2019-11-09T00:57:14Z
DateSampleStop	The latest sample time of license usage which ideally is the same as when the report was generated. License Server local time.	11/8/2019 19:57
PortLACHHTTP	HTTP port that the License Administration Console is configured for.	0
PortLACHHTTPS	HTTPS port that the License Administration Console is configured for (0 for builds with Citrix Licensing Manager only).	8082
PortLACRedirect	Administration Console HTTP to HTTPS port. The value can be either true or false. You can set the value to false only for builds with the Citrix Licensing Manager.	
PortLS	Citrix Licensing Service (lmgrd.exe) port configuration.	27000
PortVD	CITRIX vendor daemon (CITRIX.exe) port configuration.	7279
CustomerID	The Customer ID received during the registration.	citrix780933
OrgID	The organization ID received during the registration.	int1d91480f
PortWSL	Citrix Web Services for Licensing port configuration.	8083

Field	Description	Example
UDUseDomain	If the value is 1, don't strip the domain from the users name. ( <code>user@domain.com</code> ). If the value is 0, strip the domain from the users name.	1
OptFileNoLogStatus	If the value is 0, log both checkins and checkouts. If the value is 0x1 bit set, checkins are not logged (no log in). If the value is 0x2 bit set, checkouts aren't logged (no log out).	3
OptFileComplianceConfig	This value can be "enabled" or "disabled".	enabled
UDUserNameCase	The License Server configuration that denotes how the UserID case-folding is set for User/Device licensing. The values are: 0=nochange; 1=tolower; 2=toupper.	1
UDDeviceNameCase	The License Server configuration that denotes how the DeviceID case-folding is set for User/Device licensing. The values are: 0=nochange; 1=tolower; 2=toupper	1
SARenewalCheckOption	The values can be "Install", "Notify", or "Manual".	Notify
EncoreSamplingPeriod	License usage sampling period in minutes.	15
EncoreRetentionTime	Historical use data retention in days.	180
EncoreEnabled	The option is either true or false.	TRUE

Field	Description	Example
<a href="#">SLSPProxy</a>	The proxy chosen from various sources in the order of priority. (1) WinAutoURL using “citrix.com”. (2) WinIE = Internet Explorer settings which require the licensing service to run under a user account rather than local service. (3) WinDefault = The old method that relies on a setting in the windows registry. (4) SimpleLicenseServiceConfig.xml. If the upload is anonymous, this parameter value is either “1” or “0”. If diagnostic (not anonymous), this parameter is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinAutoURL</a>	If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinIE</a>	If the upload is anonymous, this field value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinDefault</a>	If the upload is anonymous, this field value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	



Field	Description	Example
<a href="#">SLSProxySlsConfig</a>	If the upload is anonymous, this field value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	
OS	Information about the server machine and operating system that the License Server is installed on.	6.3.9600.17031
WindowsBuildLabEx	Information about the server machine and operating system that the License Server is installed on.	9600.17041.x86fre.winblue_gdr.140305-1710
WindowsEditionID	Information about the server machine and operating system that the License Server is installed on.	Enterprise
WindowsInstallationType	Information about the server machine and operating system that the License Server is installed on.	Client
WindowsProductName	Information about the server machine and operating system that the License Server is installed on.	Windows 8.1 Enterprise
WindowsDomainMember	Information about the server machine and operating system that the License Server is installed on.	N
<a href="#">OSBits</a>	Information about the server machine and operating system that the License Server is installed on.	32
<a href="#">OSLocale</a>	Information about the server machine and operating system that the License Server is installed on.	<a href="#">en-US</a>

Field	Description	Example
VM	Information about the server machine and operating system that the License Server is installed on.	Y
VMIDString	Information about the server machine and operating system that the License Server is installed on.	Microsoft Hv
VMHVIDString	Information about the server machine and operating system that the License Server is installed on.	Hv#1
HardwareId	Information about the server machine and operating system that the License Server is installed on.	E824249098A96BF0
FQDN	License Server machine and domain name. This value is sent to help identify license Servers in the reporting experience. Used to pair a License Server calling home to a license allocation record in the back office.	CITRIX-12T5MRV4
UDUploadEnabled	Denotes whether the user or device upload is enabled or not.	true or false
PrivacySetting	Denotes if the customer has chosen to scramble PII (user names and device names). On: Scrambled and Off: Unscrambled	Off
InstallUTC	This value denotes the time when the License Server is installed.	2016-10-12T00:00:00Z
ProductVersion	The current version of the License Server.	11.14.0.1 build 18000

Field	Description	Example
UpgradeFrom	The previous version of the License Server if the current install was an upgrade.	
SetupCluster	Indicates whether a License Server cluster is set up or not.	0
SGPClockErrorCode	Error code indicating why the License Server entered the License burst mode.	0
SGPMaxDays	Maximum days remaining in the License burst mode.	15
SupplementalGracePeriod	The License burst mode that Citrix provides when you run out of licenses or the product is unable to contact the License Server. This License burst mode helps the product continues to operate.	
<b>Feature</b>		
FeatureID	The tag of the feature.	
UDBinFileCreatedUTC	User/Device Only –not applicable for Concurrent usage	2016-11-09T00:55:56Z
UDReportGenerationUTC	User/Device Only –not applicable for Concurrent usage	2016-11-09T00:55:56Z
EventLog	User/Device Only –not applicable for Concurrent usage	<FirstCreation t="timestamp"/>
UDAdminUsersReleased	Count of users released by <a href="#">udadmin</a> .	3
UDAdminDevicesReleased	Count of devices released by <a href="#">udadmin</a> .	3
<b>SADate</b>		
DateSampleStartUTC	Start time of the sample being collected.	2016-11-08T01:08:13Z
DateSampleStopUTC	End time of the sample being collected.	2016-11-09T00:55:56Z

Field	Description	Example
CountUsedMax	The maximum number of licenses used.	3
Active	If the value is '1', it's in the current inventory. If the value is '0', it appears only in historical records and is no longer part of the current inventory either because it is removed or expired.	1
<b>Licensees</b>		
CountInstalled	The number of licenses installed.	1203
<b>Pool</b>		For examples, see <b>Pool</b> in the following section.
CountTotal	The total number of licenses in use at the time the sample was taken. Total number is the sum of users and devices.	3
Users	Specific users where a user license is assigned, contributing to the total count.	Scrambled: 1EC4ED037766AA18, Unscrambled: <a href="#">user@domain.com</a> or user
Devices	Specific devices where a device license is assigned contributing to the total count.	Scrambled: C648FE671A44B3F7 Unscrambled: C39A925064A3
<b>UsageSamples</b>		
<b>Pool</b>		
Serial	Serial number for the license entitlements in the pool.	OR10:13
DateExpiration	Most recent expiration date that impacts the license count in the pool.	1-Dec-20
DateIssued	The date that the license file was issued. The date issued of the license file that expires first.	1-Dec-03

Field	Description	Example
VendorStr	Representation of licensing information that informs products of what edition and mode that they must operate in.	<![CDATA[;LT=Retail;GP=2;PSL=10;CL=ENT,ADV,STD,AST;SA=1;ODP=0]]>
CountInstalled	Number of licenses installed among the pools for a given feature.	100
CountOverdraft	Number of licenses used above the installed quantity.	0
<b>Sample</b>		
Timestamp	Timestamp of the sample collection.	2016-11-09T00:55:56Z
CountInUse	Number of licenses in use at the specific time stamp.	3
OverDraft	Number of licenses used above the installed quantity.	0
Installed	Number of licenses installed at the specific time stamp.	100
<b>StartupCounts</b>		
LPE ID	Information provided to the License Policy Engine - Interface to the License Server.	<ID><![CDATA[XDT_PLT_2020.1201]]></ID>
<b>SerialNumbers</b>		
Serial	The unique identifier in Citrix back office and license files for a given license allocation and files downloaded for that allocation.	
ID	The feature code ID that represents a specific product entitlements (edition and license mode). Such as: Citrix Virtual Apps –Premium –User Device	XDT_PLT_UD

Field	Description	Example
<a href="#">SADate</a>	Subscription Advantage Date. This date represents the termination date of the CSS entitlement.	2020.1201
SN	Serial number for the license entitlements in the pool.	OR10:13

## Citrix Licensing CEIP data elements

August 12, 2024

### Metadata fields

Field	Description	Example
ClientTool	This field isn't in use.	Not applicable
UploadUser	This field isn't in use.	Not applicable
<a href="#">UTCDate</a>	Report generation time in UTC format.	2022-10-10T06:11:14Z
Date	Report generation time in local time format.	10/10/2022 02:11:14
Product	Name of the upload.	LicenseServerAnonymous
ProductVersion	The version of the upload.	2.0
ProductUTCDeployDate	Denotes the time when the License Server is installed.	2022-08-16T00:00:00Z
SiteID	This field isn't in use.	Not applicable
SiteName	This field isn't in use.	Not applicable
Component	This field isn't in use.	Not applicable

### License Server feature usage data

Field	Description	Example
prod	Product reporting	V6.Licensing
DateSampleStartUTC	Start time of the sample being collected.	1970-01-01T00:00:00Z
DateSampleStopUTC	Latest sample time of license usage which ideally is the same as when the report was generated. The sample start isn't specified because that varies between license types and therefore isn't a global property.	1970-01-01T00:00:00Z
CLM-WSLUsage	Count for individual API calls within Citrix Licensing Manager interface for Citrix Web Services for Licensing service.	10
POSH-WSLUsage	Count for individual API calls within PowerShell interface for Citrix Web Services for Licensing service.	2
type	Type of data.	V6.WSLUsage
ver	Version of the data.	1.0
LSVersion	The version of the License Server.	11.17.2.0 build 40000

## License Server and License Usage information

Field	Description	Example
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### License Server Information

#### Feature

Field	Description	Example
GUID	An anonymous identifier created during install and preserved during upgrades. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef
DateSampleStopUTC	This field is the latest sample time of license usage which ideally is the same as when the report was generated. The sample start is not specified because that varies between license types and therefore isn't a global property.	2019-11-09T00:57:14Z
DateSampleStop	The latest sample time of license usage which ideally is the same as when the report was generated. License Server local time.	11/8/2019 19:57
PortLACHTTP	HTTP port that the License Administration Console is configured for.	0
PortLACHTTPS	HTTPS port that the License Administration Console is configured for (0 for builds with Citrix Licensing Manager only).	8082
PortLACRedirect	Redirect License Administration Console HTTP to HTTPS port. The value can be either true or false. You can set the value to false only for builds with the Citrix Licensing Manager.	
PortLS	Citrix Licensing Service (lmgrd.exe) port configuration.	27000
PortVD	CITRIX vendor daemon (CITRIX.exe) port configuration.	7279



Field	Description	Example
PortWSL	Citrix Web Services for Licensing port configuration.	8083
UDUseDomain	If the value is 1, don't strip the domain from the users name. (user@domain.com). If the value is 0, strip the domain from the users name.	1
OptFileNoLogStatus	If the value is 0, log both checkins and checkouts. If the value is 0x1 bit set, checkins are not logged (no log in). If the value is 0x2 bit set, checkouts aren't logged (no log out).	3
OptFileComplianceConfig	This value can be "enabled" or "disabled".	enabled
UDUserNameCase	The License Server configuration that denotes how the UserID case-folding is set for User/Device licensing. The values are: 0=nochange; 1=tolower; 2=toupper.	1
UDDeviceNameCase	The License Server configuration that denotes how the DeviceID case-folding is set for User/Device licensing. The values are: 0=nochange; 1=tolower; 2=toupper	1
SARenewalCheckOption	The values can be "Install", "Notify", or "Manual".	Notify
EncoreSamplingPeriod	License usage sampling period in minutes.	15
EncoreRetentionTime	Historical use data retention in days.	180
EncoreEnabled	The option is either true or false.	TRUE

Field	Description	Example
<a href="#">SLSPProxy</a>	The proxy chosen from various sources in order of priority. (1) WinAutoURL using “citrix.com”. (2) WinIE = Internet Explorer settings which require the licensing service to run under a user account rather than local service. (3) WinDefault = The old method that relies on a setting in the windows registry. (4) SimpleLicenseServiceConfig.xml. If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinAutoURL</a>	If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinIE</a>	If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxyWinDefault</a>	If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0
<a href="#">SLSPProxySlsConfig</a>	If the upload is anonymous, this value is either “1” or “0”. If diagnostic (not anonymous), this value is the proxy server string and port, or empty.	0

Field	Description	Example
OS	Information about the server machine and operating system that the License Server is installed on.	6.3.9600.17031
WindowsBuildLabEx	Information about the server machine and operating system that the License Server is installed on.	9600.17041.x86fre.winblue_gdr.140305-1710
WindowsEditionID	Information about the server machine and operating system that the License Server is installed on.	Enterprise
WindowsInstallationType	Information about the server machine and operating system that the License Server is installed on.	Client
WindowsProductName	Information about the server machine and operating system that the License Server is installed on.	Windows 8.1 Enterprise
WindowsDomainMember	Information about the server machine and operating system that the License Server is installed on.	N
OSBits	Information about the server machine and operating system that the License Server is installed on.	32
OSLocale	Information about the server machine and operating system that the License Server is installed on.	en-US
VM	Information about the server machine and operating system that the License Server is installed on.	Y

Field	Description	Example
VMIDString	Information about the server machine and operating system that the License Server is installed on.	Microsoft Hv
VMHVIDString	Information about the server machine and operating system that the License Server is installed on.	Hv#1
InstallUTC	This value denotes the time when the License Server is installed.	2016-10-12T00:00:00Z
ProductVersion	This value is the current version of the License Server.	11.14.0.1 build 18000
UpgradeFrom	The previous version of the License Server if the current install was an upgrade.	
SetupCluster	Indicates whether a License Server cluster is set up or not.	0
SGPClockErrorCode	Error code indicating why the License Server entered the License burst mode.	0
SGPMaxDays	Maximum days remaining in the License burst mode.	15
SupplementalGracePeriod	The License burst mode that Citrix provides when you run out of licenses or the product is unable to contact the License Server. This License burst mode helps the product continues to operate.	
<b>Feature</b>		
FeatureID	The tag of the feature.	
UDBinFileCreatedUTC	User/Device Only –not applicable for Concurrent usage	2016-11-09T00:55:56Z

Field	Description	Example
UDReportGenerationUTC	User/Device Only –not applicable for Concurrent usage	2016-11-09T00:55:56Z
EventLog	User/Device Only –not applicable for Concurrent usage	<FirstCreation t="timestamp"/>
UDAdminUsersReleased	Count of users released by <code>udadmin</code> .	3
UDAdminDevicesReleased	Count of devices released by <code>udadmin</code> .	3
<b>SADate</b>		
DateSampleStartUTC	Start time of the sample being collected.	2016-11-08T01:08:13Z
DateSampleStopUTC	End time of the sample being collected.	2016-11-09T00:55:56Z
CountUsedMax	The maximum number of licenses used.	3
Active	If the value is '1', it's in the current inventory. If the value is '0', it appears only in historical records and is no longer part of the current inventory either because it is removed or expired.	1
<b>UsageSamples</b>		For examples, see <b>Sample</b> in the following section.
DateExpiration	Most recent expiration date that impacts the license count in the pool.	1-Dec-20
DateIssued	The date that the license file was issued. The date issued of the license file that expires first.	1-Dec-03
VendorStr	Representation of licensing information that informs products of what edition and mode that they must operate in.	<![CDATA[;LT=Retail;GP=2;PSL=10;CL=ENT,ADV,STD,AST;SA=1;ODP=0]]>

Field	Description	Example
CountInstalled	Number of licenses installed among the pools for a given feature.	100
CountOverdraft	Number of licenses used above the installed quantity.	0
<b>Sample</b>		
Timestamp	Timestamp of the sample collection.	2016-11-09T00:55:56Z
CountInUse	Number of licenses in use at this specific time stamp.	3
OverDraft	Number of licenses used above the installed quantity.	0
Installed	Number of licenses installed at this specific time stamp.	100
Users	Specific users where a user license is assigned, contributing to the total count.	Scrambled: 1EC4ED037766AA18, Unscrambled: <a href="#">user@domain.com</a> or user
<b>StartupCounts</b>		
LPE ID	Information provided to the License Policy Engine - Interface to the License Server.	<ID><![CDATA[ XDT_PLT_2020 .1201]]></ID>
<b>SerialNumbers</b>		
Serial	The unique identifier in Citrix back office and license files for a given license allocation and files downloaded for that allocation.	
ID	The feature code ID that represents a specific product entitlements (edition and license mode). Such as, Citrix Virtual Apps –Premium –User Device	XDT_PLT_UD

Field	Description	Example
<a href="#">SADate</a>	Subscription Advantage Date. This date represents the termination date of the CSS entitlement.	2020.1201
SN	Serial number for the license entitlements in the pool.	OR10:13

### Citrix License Server Event data elements

Field	Description	Example
<b>Header</b>		
tenant_id	The Customer ID received during the registration.	citrix780933
<a href="#">dvc</a> (unique GUID generated by LS)	A unique identifier created during install and preserved during upgrades. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef
type	Type of event.	LicenseServer.Inventory
prod	Type of product.	License Server
id	Information about the server machine and operating system that the License Server is installed on.	E824249098A96BF0
st	Timestamp of the event.	2021-08-27T04:22:56.745631Z
<a href="#">ver</a>	Version of the payload.	1
prodVer	Version of the License Server.	11.16.6.0 build 35000
\$schema	Schema for the event Header.	<a href="https://cas.citrix.com/schemas/event.json">https://cas.citrix.com/schemas/event.json</a>

### Payload

Field	Description	Example
FQDN	License Server machine and domain name. This value is sent to help identify License Servers in the reporting experience. Used to pair a License Server calling home to a license allocation record in the back office.	CITRIX-12T5MRV4
DateSampleStartUTC	Start time of the sample being collected.	2016-11-08T01:08:13Z
DateSampleStopUTC	End time of the sample being collected.	2016-11-09T00:55:56Z
<b>Feature</b>		
SADate	This field represents the CSS date for which the License burst mode was triggered.	2019.1201
PEM	The tag of the feature.	CEHV_ENT_CCS
Notice	NOTICE field from the license file. This is populated with Company Name.	Citrix Systems Inc
FriendlyName	Friendly name of license	XenDesktop Enterprise User/Device
CountInstalled	The number of licenses installed.	1203
CountOverdraft	Number of licenses used above the installed quantity.	0
CountUsedMax	The maximum number of licenses used.	3
DateExpiration	Most recent expiration date that impacts the license count in the pool.	12/1/2020.
DateIssued	The date that the license file was issued. The date issued of the license file that expires first.	1-Dec-03
DateStart	Date from which licenses are valid on.	31-Dec-2014



Field	Description	Example
Serial	This information allows Citrix to identify who the product is entitled to.	OR10:13
VendorStr	Representation of licensing information that informs products of what edition and mode that they must operate in.	<![CDATA[;LT=Retail;GP=2;PSL=10;CL=ENT,ADV,STD,AST;SA=1;ODP=0]]>

Citrix License Server Event data elements

August 12, 2024

Field	Description	Example
<b>Header</b>		
tenant_id	The Customer ID received during the registration.	citrix780933
dvc (unique GUID generated by LS)	A unique identifier created during install and preserved during upgrades. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef
type	Type of event.	LicenseServer.Inventory
prod	Type of product.	License Server
id	Information about the server machine and operating system that the License Server is installed on.	E824249098A96BF0
st	Timestamp of the event.	2021-08-27T04:22:56.745631Z
ver	Version of the payload.	1
prodVer	Version of the License Server.	11.16.6.0 build 35000

Field	Description	Example
\$schema	Schema for the event Header.	<a href="https://cas.citrix.com/schemas/event.json">https://cas.citrix.com/schemas/event.json</a>
<b>Payload</b>		
FQDN	License Server machine and domain name. This value is sent to help identify License Servers in the reporting experience. Used to pair a License Server calling home to a license allocation record in the back office.	CITRIX-12T5MRV4
DateSampleStartUTC	Start time of the sample being collected.	2016-11-08T01:08:13Z
DateSampleStopUTC	End time of the sample being collected.	2016-11-09T00:55:56Z
<b>Feature</b>		
SADate	This field represents the CSS date for which the License burst mode was triggered.	2019.1201
PEM	The tag of the feature.	CEHV_ENT_CCS
Notice	NOTICE field from the license file. This is populated with Company Name.	Citrix Systems Inc
FriendlyName	Friendly name of license	XenDesktop Enterprise User/Device
CountInstalled	The number of licenses installed.	1203
CountOverdraft	Number of licenses used above the installed quantity.	0
CountUsedMax	The maximum number of licenses used.	3

Field	Description	Example
DateExpiration	Most recent expiration date that impacts the license count in the pool.	12/1/2020.
DateIssued	The date that the license file was issued. The date issued of the license file that expires first.	1-Dec-03
DateStart	Date from which licenses are valid on.	31-Dec-2014
Serial	This information allows Citrix to identify who the product is entitled to.	OR10:13
VendorStr	Representation of licensing information that informs products of what edition and mode that they must operate in.	<![CDATA[;LT=Retail;GP=2;PSL=10;CL=ENT,ADV,STD,AST;SA=1;ODP=0]]>

## Citrix Licensing Telemetry data elements

August 12, 2024

This section includes telemetry data elements for the following products:

- [License Server data elements](#)
- [Citrix Virtual Apps and Desktops data elements](#)
- [Citrix Secure Private Access data elements](#)
- [Citrix Provisioning data elements](#)
- [Citrix Endpoint Management data elements](#)

## Citrix Licensing Telemetry data elements

August 12, 2024

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- [Citrix Endpoint Management data elements](#)

## Citrix Endpoint Management telemetry data elements

August 28, 2024

### Citrix Endpoint Management configuration

#### Event header

Key	Description	Examples
ver	Indicates the header version.	1
id	Indicates the unique event Id (GUID).	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Indicates the event type name.	SYSTEM_CONFIGURATION
st	Indicates the UTC formatted timestamp.	2011-08-12T20:17:46.384Z
prod	Indicates the product name.	XenMobile.OnPrem
prodVer	Indicates the product version.	10.16.0.10123

#### Event payload

Key	Description	Examples
xmsVer	Indicates the XenMobile Server version number.	10.16.0.48
xmsrpVer	Indicates the XenMobile Server rolling patch version number.	10.16.0.10323
dbType	Indicates the XenMobile Server database type.	MSSQL

Key	Description	Examples
dbVer	Indicates the XenMobile Server database version number.	Microsoft SQL Server 2019 (RTM-CU8) (KB4577194) - 15.0.4073.23 (X64) Sep 23 2020 16:03:08 Copyright (C) 2019 Microsoft Corporation Standard Edition (64-bit) on Windows Server 2016 Standard 10.0 X64 (Build 14393: ) (Hypervisor)
hostType	Indicates the XenMobile Server hypervisor type.	OnPrem - XenServer
instanceName	Indicates the XenMobile Server instance name.	/zdm
licenseType	Indicates the XenMobile Server activated license type.	CXM_ENTU_UD
sp	Indicates all of the server properties to be collected.	sp: {afw_restriction_v2: true device_page_enhancement_new: true multimode: true http2_alternate_port: false playemmapl_update: true afw_efota: true password_strength: true mode: ENT wsdl: false afw_restriction_cope: true playemmapl: true mac_app_push: true ga: true zdm_pki: true tiffany: false ios_mdm: true nac_mail: false console_ceip: true ssl_sign: true wip: true zebra: true apple_apns_http2: true afw_hide_vpn_always_on: true force_push_apps: true ftu: false

Key	Description	Examples
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Key	Description	Examples
cp	Indicates all of the client properties to be collected.	cp: {PASSCODE_STRENGTH: Medium ENABLE_WORXHOME_CEIP: false ENABLE_FIPS_MODE: false DEVICE_LOGS_TO_IT_HELP_DESK: false ENABLE_WORXHOME_GA: true ENCRYPT_SECRETS_USING_PASSCODE: false ENABLE_PASSCODE_AUTH: false ON_FAILURE_USE_EMAIL: true PASSCODE_TYPE: Numeric CONTAINER_SELF_DESTRUCT_PERIOD: 0 PASSCODE_MIN_LENGTH: 6 ENABLE_CRASH_REPORTING: true PASSCODE_EXPIRY: 90 INACTIVITY_TIMER: 15 ENABLE_PASSWORD_CACHING: false PASSCODE_MAX_ATTEMPTS: 15 PASSCODE_HISTORY: 5 DISABLE_LOGGING: false ENABLE_TOUCH_ID_AUTH: false enrolledDevices: {ANDROID:1,iOS:2,MACOSX:2,225.xmqa.cloud.com
enrolledDevices	Indicates the count enrolled devices.	
fqdn	Indicates the customer's public FQDN.	ENABLE_BEACON_CHECK: false}
ladpAuthType	Indicates the LDAP authentication type.	Domain

nodeCount	Indicates the count of the nodes in a cluster.	4
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Citrix Endpoint Management usage

Event header

Key	Description	Examples
ver	Indicates the header version.	1
id	Indicates a unique event Id (GUID).	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Indicates the event type name.	DEVICE_CHECKIN
st	Indicates the UTC formatted timestamp.	2011-08-12T20:17:46.384Z
prod	Indicates the product name.	XenMobile.OnPrem
prodVer	Indicates the product version.	10.16.0.10123
user	Indicates the User info. For a local user, no sid in payload. <b>The values are scrambled.</b>	<b>AD user</b> user: { upn: C982F651A44B3F7 <b>(always scrambled)</b> domain: C982F651A44B3F7 <b>(always scrambled)</b> email: C982F651A44B3F7 <b>(always scrambled)</b> sid: C982F651A44B3F7 <b>(always scrambled)}</b> <b>Local user</b> user: { upn: C982F651A44B3F7 <b>(always scrambled)</b> sAMAccountName: C982F651A44B3F7 <b>(always scrambled)}</b>
Event payload		

Key	Description	Examples
deviceType	Indicates the type of the device.	iPhone



Key	Description	Examples
hostName	Indicates the customer's fqdn for On-premises deployment.	test.xmqa.cloud.com
platformInfo	Indicates the device platform.	iPhone - iPhone
jailBroken	This key is available only if the device is <b>JAILBROKEN</b> or <b>ROOT</b> . If the tag is absent the device is not Jailbroken or rooted.	yes or no
serialNum	Indicates the serial number of the device, hashed by default.	KsPRhShj0h9IhbVkJFEU7ZQ==
os	Indicates the OS type of the device.	iOS
managementMode	Indicated the device management mode.	mdm or mam or xme or unmanaged
deviceId	Indicates the internal device unique id.	41CC018E-7CC0-4697-B07E-1E8CCEF7F592
supervised	Indicates whether the device is supervised or not.	yes or no
osVersion	Indicates the device os version number.	16.4.1 (a)
imei	Indicates the IMEI number of the device if available, hashed by default.	6M6iBmcsokQxPQyeVwiaQQ==
deviceModel	Indicates the model of the device.	iPhone
lastActivity	Indicates the last activity timestamp of the device.	2024-03-29 14:17:14.277
corporateOwned	Indicates whether the device is corporate owned or not.	no
enabledFeatures	Indicates the enablement of multiple features.	1

## License Server data elements

August 28, 2024

### Metadata fields

Field	Description	Example
ClientTool	This field isn't in use.	Not applicable
UploadUser	This field isn't in use.	Not applicable
UTCDate	Report generation time in UTC format.	2022-10-10T06:11:14Z
Date	Report generation time in local time format.	10/10/2022 02:11:14
Product	Name of the upload.	LicenseServerCompliance
ProductVersion	This is the version of the upload.	2.0
ProductUTCDeployDate	Denotes the time when the License Server is installed.	2022-08-16T00:00:00Z
SiteID	This field isn't in use.	Not applicable
SiteName	This field isn't in use.	Not applicable
Component	This field isn't in use.	Not applicable
UI	This field ensures the integrity of the uploaded file.	8826d6ac8e1c8e68e471ae90c2bacbe1854f8

### License Server and License Usage information

Field name	Description	Example value
<b>License Server information</b>		
GUID	A unique identifier created during install and preserved during upgrade. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef

Field name	Description	Example value
HardwareId	This field is a unique identifier for the License Server instance.	E824249098A96BF0
FQDN	License Server machine and domain name. This value is sent to help identify License Servers in the reporting experience. Used to pair a License Server calling home to a license allocation record in the back office.	CITRIX-12T5MRV4
InstallUTC	This value denotes the time when the License Server is installed.	2016-10-12T00:00:00Z
ProductVersion	Identifies the License Server version.	11.16.6.0. build 35000
SGPClockErrorCode	Error code indicating why the License Server entered the License burst mode.	0
SGPMaxDays	Maximum days remaining in the License burst mode.	15
<b>Inventory</b>		
<b>Feature</b>		
ID	This value represents the product code license usage is associated with	CAG_AAC_CCU
UDBinFileCreatedUTC	Timestamp of when the file used to track user or device licenses was created.	2016-11-09T00:55:56Z
UDReportGenerationUTC	Timestamp of when the user or device report was generated.	2016-11-09T00:55:56Z
UDAdminUsersReleased	Count of users released by <a href="#">udadmin</a> .	3
UDAdminDevicesReleased	Count of devices released by <a href="#">udadmin</a> .	3
<a href="#">SADate</a>	This field is used to build a view of license usage over time.	For examples, see <b>SADate</b> in the following section.

Field name	Description	Example value
<b>SADate</b>		
id	Captures the SA Date through the <b>ID</b> attribute of the <b>SADate</b> element.	2022.1231
DateSampleStartUTC	Start time of the sample being collected.	2016-11-08T01:08:13Z
DateSampleStopUTC	End time of the sample being collected.	2016-11-09T00:55:56Z
CountUsedMax	This value represents the maximum number of licenses used by this customer.	6
CCUDevices	Lists the device IDs that use the Citrix concurrent licenses. This helps in getting the license usage over time.	
Active	If the value is ‘1’, it’s in the current inventory. If the value is ‘0’, it appears only in historical records and is no longer part of the current inventory either because it is removed or expired.	1
Licensees	The <b>Licensees</b> field has three sub fields namely CountTotal, Users, and Devices.	For examples, see <b>Licensees</b> in the following section.
CountInstalled	The number of licenses installed.	1203
Pool	For examples, see <b>Pool</b> in the following section.	
<b>CCUDevices</b>		
DevId	Specifies the unique concurrent device identifier. This is applicable only for concurrent licenses.	C39A925064A3
<b>Licensees</b>		
CountTotal	Total number of licenses in use at the time the sample was taken. The total number is the sum of users and devices.	3

Field name	Description	Example value
Users	Specific users where a user license is assigned, contributing to the total count. This is applicable only for user/device licenses.	For examples, see <b>Users</b> in the following section.
Devices	Specific devices where a device license is assigned contributing to the total count. This is applicable only for user/device licenses.	For examples, see <b>Devices</b> in the following section.
<b>Users</b>		
timeLastLogin	Last login time event from a user.	2022-07-12T10:00:00
ID	Specific users where a user license is assigned, contributing to the total count. <b>The value is scrambled.</b>	<b>1EC4ED037766AA18 (always scrambled)</b>
<b>Devices</b>		
timeLastLogin	Last login time event from this device.	2022-07-12T10:00:00
DevId	Specifies the unique device identifier where a device license is assigned, contributing to the total count.	C39A925064A3
Name	Friendly name for the device.	<b>Q648GE661F14B3H7 (always scrambled)</b>
<b>Pool</b>		
Serial	This information allows Citrix to identify who the product is entitled to.	OR10:13
DateExpiration	The most recent expiration date that impacts the license count in the pool.	12/1/2020.
DateIssued	The date that the license file was issued. The date issued of the license file that expires first.	1-Dec-03

Field name	Description	Example value
VendorStr	Representation of licensing information that informs products of what edition and mode that they must operate in.	<![CDATA[;LT=Retail;GP=2;PSL=10;CL=ENT,ADV,STD,AST;SA=1;ODP=0]]>.
CountInstalled	Indicates the number of licenses installed among the pools for a given feature.	100
CountOverdraft	Indicates the number of licenses used above the installed quantity.	0
UsageSamples		For examples, see <b>Sample</b> in the following section.
DateStart	Date from which licenses are valid on.	31-Dec-2014
<b>Sample</b>		
Timestamp	Timestamp of the sample collection.	2016-11-09T00:55:56Z
CountInUse	Indicates the number of licenses in use at the specific time stamp.	3
OverDraft	Indicates the number of licenses used above the installed quantity.	0
Installed	Indicates the number of licenses installed at the specific time stamp.	100
<b>StartupCounts data elements</b>		
LPE	Product, Edition, and version information for each server communicating with the License Server. Example from left - Apps and Desktops Premium - 2012.	<ID><![CDATA[XDT_PLT_2020.1201]]></ID>

Field name	Description	Example value
Count	Total number of LPEs connected to the License Server.	2
<b>Licenseburstmode</b>		
ID	This field represents the product code following the License burst mode detail is associated with.	XDT_ENT_UD
<a href="#">SADate</a>	This field represents the CSS date for which the License burst mode was triggered.	2019.1201
SGPErrorCode	Error code for which License burst mode was triggered.	-4
LicCount	License count for which License burst mode was triggered.	100
DateTriggerUTC	UTC date on which License burst mode was triggered for ID and <a href="#">SADate</a> .	2022-07-19T14:35:59Z
DateTriggerLocal	Local date on which License burst mode was triggered for ID and <a href="#">SADate</a> .	2022-07-19T10:35:59

## Citrix Virtual Apps and Desktops telemetry data elements

August 28, 2024

### Metadata fields

Field	Description	Example
ClientTool	This field isn't in use.	Not applicable
UploadUser	This field isn't in use.	Not applicable

Field	Description	Example
<a href="#">UTCDate</a>	Report generation time in UTC format.	2022-06-30T15:31:34Z
Date	Indicates the upload bundle creation date.	06/30/2022 11:31:34
Product	Identifies the upload bundle.	LicenseServer.OnPremUsage
ProductVersion	Indicates Manifest schema version.	1.0
ProductDeployUTCDate	Denotes the time when the License Server is installed.	2022-03-21T00:00:00Z
GUID	A unique identifier created during install and preserved during upgrade. This field is used to identify which uploads are from the same server.	a5ae17c9-8a4a-4318-938f-a8c6da2aa2ef
UploadType	Indicates if the license upload is manual or automatic.	Auto
Ccid	Indicates the Citrix Cloud Customer ID; only available with the registered License Server.	xaxddaily1
OrgID	Indicates the Org ID, the installed licenses are tied to; only available with the registered License Server.	23456123
TotalFiles	Indicates the total number of files in the upload bundle.	6
SerialNumbers → Serial → ID	Represents the product code associated with the installed license.	XDS_ADV_CCS
SerialNumbers → Serial → SDate	Represents the CSS date associated with the installed license.	2023.1201
SerialNumbers → Serial → SN	Identifies who is entitled to the product.	eval1
File → Name	Name of the uploaded file.	ue_lt_1683864965.zip
File → UI	Hash to indicate the integrity of the file.	4d14a58f98b1ae2e9d965b2980b67853cfcac7



Field	Description	Example
File → EventStartTS	Indicates the bundle data start time.	1697417241680
File → EventEndTS	Indicates the bundle data end time.	1697430741834
File → OfferingType → Name	Indicates the product.	Broker
FilesUI	Hash to indicate integrity of the bundle.	4d14a58f98b1ae2e9d965b2980b67853cfca7
ManifestUI	Hash to indicate integrity of the manifest.	4d14a58f98b1ae2e9d965b2980b67853cfca7
LSVersion	Identifies the License Server version.	11.17.2.0 build 48000
DiskFreeMB	Identifies the free disk space in megabytes.	357821
DiskTotalMB	Identifies the total disk space in megabytes.	383070

**Broker**

**Usage**

**Headers**

Key	Description	Example
ver	Indicates the version of the telemetry event.	1
id	Indicates a unique identifier of the usage event.	d4ce7919-5d80-44de-a8fa-102923fe0ead
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	SendBrokerTelemetryData
st	Indicates the timestamp when the event is generated in Broker.	2011-08-12T20:17:46.384Z
prod	Identifies the originating product and deployment of the usage event.	XenDesktop.Broker (Cloud) OnPrem.Broker (OnPrem)

Key	Description	Example
prodVer	Indicates the Citrix DaaS/Citrix Virtual Apps and Desktops product version.	7.25.0.0

### Payload

Field	Description	Example
TotalPublishedApps	Indicates the total number of published Apps.	10
TotalPublishedDesktops	Indicates the total number of published Desktops.	10
VDAs.Total	Indicates the total number of VDAs.	10
VDAs.OSTypes	Indicates the total number of VDAs by OS types such as Windows, Linux, and Mac.	10
VDAs.OSVersions	Indicates the total number of by OS versions such as Windows 10, 11, 2022, 2019.	10
VDAs.HostingLocations.Azure	Indicates the number of VDAs for each supported hosting locations such as Azure, AWS, GCP, Nutanix, VMWare, XenServer, and HyperV.	10
VDAs.HostingLocations.AWS		
VDAs.HostingLocations.Nutanix		
VDAs.HostingLocations.VMWare		
VDAs.HostingLocations.XenServer		
VDAs.HostingLocations.HyperV		
VDAs.ProvisionedMethod.MCS	Indicates the number of machines provisioned by Machine Creation Service (MCS).	10
VDAs.ProvisionedMethod.ManualOr3P	Indicates the number of machines manually or 3P provisioned.	10

Field	Description	Example
VDA.SessionSupport.StaticSingle	Indicates the number of machines statically assigned single session.	10
VDA.SessionSupport.DynamicSingle	Indicates the number of machines dynamically assigned single session.	10
VDA.SessionSupport.Multi	Indicates the total number of multi-session machines.	10
VDA.RemotePCAccess.Windows	Indicates the number of Remote PC Access machines by OS type (Win, Mac, Linux).	10
VDA.RemotePCAccess.Linux		
VDA.RemotePCAccess.MacOS		
VDA.ActiveSessionRecordingAgents	Indicates the number of VDAs with active session recording agents.	5
VDA.Subscriptions	Indicates the number of public cloud subscriptions of VDAs.	2
VDA.LocationTypes	Indicates the number of location types of VDAs.	2
AutoScale.DGWithAutoscaleEnabled	Indicates the number of delivery groups with <b>Autoscale</b> Enabled.	2
AutoScale.TotalMachinesCtrlByAutoscale	Indicates the number of machines controlled by autoscale.	5
AutoScale.VerticalAutoscaleEnabledByDGandSite	Indicates the number of machines with <b>Vertical Autoscale</b> enabled by DG and Site.	2
AutoScale.TaggedBasedAutoscaledDG	Indicates the number of tagged-based autoscaled delivery groups.	2
DeliveryGroup.TotalRebootSchedulesEnabled	Indicates the number of delivery groups with <b>Reboot Schedules</b> enabled.	2
DeliveryGroup.Total	Indicates the total number of delivery groups.	10

Field	Description	Example
Policy.TotalPolicySets	Indicates the number of policy sets.	3
Policy.TotalPolicies	Indicates the number of group policies.	2
Policy.TotalPolicySettings	Indicates the number of group settings.	2
PublishedPackageApps.AppVSingleAdmin	Indicates the total number of packaged apps published in the AppV Single Admin mode.	2
PublishedPackageApps.AppVDualAdmin	Indicates the total number of packaged apps published in the AppV Dual Admin mode.	2
PublishedPackageApps.Msix	Indicates the total number of packaged apps published in the MSIX mode.	2
PublishedPackageApps.AppAttach	Indicates the total number of packaged apps published in the AppAttach mode.	2
PublishedPackageApps.FlexApp	Indicates the total number of packaged apps published in the FlexApp mode.	2

## Session

### Headers

Field	Description	Example
ver	Indicates the version of the license usage event.	1
id	Indicates a unique identifier of the usage event.	d4ce7919-5d80-44de-a8fa-102923fe0ead
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	Cloud.Licensing

Field	Description	Example
st	Indicates the timestamp when the event is generated in Broker.	2011-08-12T20:17:46.384Z
prod	Identifies the originating product and deployment of the usage event.	XenDesktop.Broker (Cloud) OnPrem.Broker (OnPrem)
prodVer	Indicates Citrix DaaS or Citrix Virtual Apps and Desktops product version.	7.25.0.0
user	Identifies the User ID to uniquely identify a user initiating the session launch. <b>The value is scrambled.</b>	fullName: C648FE671A44B3F7 <b>(always scrambled)</b> samName: C758LH671A44B3F7 <b>(always scrambled)</b> upn: C7948FE671A44B3F7 <b>(always scrambled)</b>
tenant -> id	Indicates the Customer ID of the Citrix Cloud account. For the on-premises deployment, this field is not applicable and has no value.	userLicenseId: C265FE671A44B3F7 joilmh0598ti <b>(always scrambled)</b> userSid: C097FE671A44B3F7 <b>(always scrambled)</b>
dvc -> dvcId	Indicates the device ID to uniquely identify a device from where the session launch is initiated.	AE18C4D5
dvc -> dvcName	Indicates the friendly name for the device. <b>The value is scrambled.</b>	C758LH671A44B3F7 <b>(always scrambled)</b>

### Payload

Field	Description	Example
appProtectionKeyLoggingRequired	Indicates whether the session is launched with Key Logging Protection enabled.	False

Field	Description	Example
appProtectionScreenCaptureRequired	Indicates whether the session is launched with Screen Capture Protection enabled.	False
cspTenantCustomerId	Indicates the Customer ID of a CSP tenant's Citrix Cloud account. For the on-premises deployment, this field is not applicable and has no value.	6c2vtxgyftt
isAnonymousUser	Indicates whether an unauthenticated session is launched.	False
licenseActivityTimeStamp	Indicates the timestamp when the payload is generated.	2011-08-12T20:17:46.384Z
licenseActivityType	Indicates the licensing event type. This field indicates if the licensing event type is for assignment or release action.	Connect
licenseModel	Indicates the license model of the deployment.	UserDevice
productEdition	Indicates the product edition of the deployment.	Premium
productId	Indicates the product ID of the product in the deployment.	CAVDS
protocol	Indicates the protocol used to launch the session.	HDX
sessionKey	Indicates a unique identifier for the session.	uq390c5fc3-86eb-4df3-bd9a-f4a8fed2c9e2
sessionSupport	Indicates the session support type.	SingleSession
sessionType	Indicates the session type.	Application
ver	Indicates the payload version.	1.3
workerSid	Indicates a unique identifier for the VDA used for the session. <b>The value is scrambled.</b>	1E5LH671A44B3F7 <b>(always scrambled)</b>
isWindows365	Denotes if the session is launched for Windows 365.	True

Field	Description	Example
entitlementType	Indicates the Customer's license entitlement type.	Production
siteId	Indicates a unique identifier for the site.	a35647d0-901c-4477-87e0-dcd781d455f4
desktopGroupId	Indicates a unique identifier for the Desktop or Delivery Group.	e9d859dc-1bfc-4b3e-bad3-41806bb4e694
clientType	Indicates the Citrix Workspace app type.	Windows
clientVersion	Indicates the Citrix Workspace app version.	23.5.1.83
workerCloudType	Indicates the public cloud type used for VDA provisioning.	Azure
enabledFeatures	Indicates the features that are enabled for the session. For example, in a session where <a href="#">AppProtectionScreenCaptureRequired</a> and <a href="#">SessionRecording</a> are enabled, the value of this field is 66.	66
launchRequestSource	Records the product that is used to request the launch. It can be either On-prem StoreFront or Cloud StoreFront.	0 (StoreFront or 3P) 1 (Workspace)
isEvents	Indicates the critical failures in License Server.	Unable to create ST Database.
heartBeatTime	Indicates the License server heart beat time to CIS or Citrix Analytic Service.	1689058813
vdaTelemetry	Indicates the payload that is captured for App Layering, User Personalization Layer, User Profile management, Workspace Environment Management, and HDX features.	vdaTelemetry SessionTelemetry CPM_feature: 32 HDX1: 66 HDX2: 0 MachineTelemetry AL_productVersion: 23.12.0.1001 UPL_isEnabled: 1 CPM_version: 22.3.4000 wem_enableMethod: 1 wem_agentVersion: 2402.1

Field	Description	Example

**Studio**

**Usage**

**Headers**

Field	Description	Example
ver	Indicates the version of the license usage event.	1
id	Indicates a unique identifier of the usage event.	8c2e20a5-ca3f-4401-ad69-d037933c40a0
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events	Studio.Usage
st	Indicates the timestamp when the event is generated in Studio.	2024-03-22T01:32:23.4056195Z
prod	Identifies the originating product and deployment of the usage event.	XenDesktop.Studio
prodVer	Indicates the Citrix DaaS/Citrix Virtual Apps and Desktops product version	7.42.0.0

**Payload**

Field	Description	Example
AdminLoginList	Indicates the list of unique admins SamAccountName. <b>The value is scrambled.</b>	{AdminLoginList: [UFMJ+JvXOTH09mQDsOweiw= =]}(always scrambled)



Field	Description	Example
TotalApiRequests	Indicates the API requests of the Orchestration service.	{TotalApiRequests: 1000}
BackupCount	Indicates the count of backup which operated by Studio admin.	{BackupCount: 200}
RestoreCount	Indicates the count of restore which operated by Studio admin.	{RestoreCount: 20}

**Director**

**Usage report**

**Headers**

Field	Description	Example
ver	Indicates the version of the license usage event.	1
id	Indicates a unique identifier of the usage event.	8c2e20a5-ca3f-4401-ad69-d037933c40a0
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	Telemetry
st	Indicates the timestamp when the event is generated in Studio.	2024-03-22T01:32:23.4056195Z
prod	Identifies the originating product and deployment of the usage event.	XenApp.Monitor
prodVer	Indicates the Director product version.	7.42.0.0

**Payload**

Field	Description	Example
AdminLoginCount	This is a section of the payload which provides the count of admin logins.	type: AdminLogin stats 0: 1 1: 7
FeatureUsageCount	This section of the payload has the count of big rock features used in Director.	type: FeatureUsage stats 0: 15 1: 20 5: 10
OdataUsageCount	This section of the payload has the count of Odata API usage	type: OData_v3 stats 0: 1 2: 7 5: 9 type: OData_v4 stats 0: 1 2: 8 6: 7
AppUsage	Indicates the weekly usage metrics of the published applications.	type: AppUsage headers: application- Name,processName,totalDurationInMinutes period: 01/05/24-07/05/24 values: [ Calc_AWTSVDA- 1907R,calc.exe,0.13, Notepad_AWTSVDA- 1907R,notepad.exe,1]
UniqueAppUsers	Indicates the count of unique users along with total app launches in a month for published applications.	type: UniqueAppUsers headers: application- Name,totalLaunches,totalUniqueUsers period: 04/24 values: [ Calc_AWTSVDA- 1907R,100,10, Notepad_AWTSVDA- 1907R,200,20]

Field	Description	Example
DesktopUsage	Indicates the weekly usage metrics of published desktops.	type: DesktopUsage headers: desktopGroup-Name,sessionSupport,totalDurationInMinutes period: 01/05/24-07/05/24 values: [ RdsDesktopAndApp-Group,1,10]
UniqueDesktopUsers	Indicates the count of unique users along with total launches in a month for published desktops.	type: UniqueDesktopUsers headers: desktopGroup-Name,totalLaunches,totalUniqueUsers period: 04/24 values: [ RdsDesktopAndApp-Group,10,5]
AvgLogonDuration	Indicates the average logon duration.	type: AvgLogonDuration headers: totalUserLogons,avgLogonDurationInSeconds period: 01/05/24-07/05/24 values: [ 200,4]
CostSaved	Indicates the cost saved by the customer in a month.	type: CostSaved headers: hypervisor,costSaved,currency period: 04/24 values: [ 1,221.02,1 2,301.02,2]

**Delegated Admin**

**Usage**

**Headers**

Key	Description	Example
ver	Indicates the version of the license usage event.	1
id	Indicates a unique identifier of the usage event.	8c2e20a5-ca3f-4401-ad69-d037933c40a0
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	DelegatedAdmin.Usage
st	Indicates the timestamp when the event is generated in Delegated Admin.	2024-03-22T01:32:23.4056195Z
prod	Identifies the originating product and deployment of the usage event.	XenDesktop.DelegatedAdmin (Cloud) OnPrem.DelegatedAdmin (OnPrem)
prodVer	Indicates the Citrix DaaS or Citrix Virtual Apps and Desktops product version.	7.42.0.0

**Payload**

Key	Description	Example
TotalCustomScopes	Indicates the number of total custom scopes.	2
TotalCustomRoles	Indicates the number of total custom roles.	4

**Citrix Provisioning telemetry data elements**

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**Licensing**

**Headers**

Key	Description	Example
ver	Indicates the version of the license usage event.	1.0
id	Indicates a unique identifier of the usage event.	d4ce7919-5d80-44de-a8fa-102923fe0ead
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	Cloud.Licensing
st	Indicates the UTC timestamp when the event is generated in Citrix Provisioning.	2011-08-12T20:17:46.384Z
prod	Identify the originating product and deployment of the usage event.	XenDesktop.PVS
prodVer	Indicates the Citrix Provisioning product version.	7.40.0.10
dvc.dvcId	Indicates the device ID to uniquely identify a device.	0123456789ABCDEF
dvc.dvcName	Indicates the friendly name for the device. <b>The value is scrambled.</b>	E6oNXGy6fihwi6cHdS/sg== <b>(always scrambled)</b>

### Payload

Key	Description	Example
licenseActivityTimeStamp	Indicates the UTC timestamp when the payload is generated.	2011-08-12T20:17:46.384Z
deviceId	Indicates the target device ID (GUID).	d4ce7919-5d80-44de-a8fa-102923fe0ead
ver	Indicates the payload version	1.0
droppedEvents	Indicates that the count of events dropped since the last event sent.	0
licenseActivityType	Indicates the licensing event type.	DeviceStart
os	Indicates the type of the OS.	Windows or Linux

Key	Description	Example
osType	Indicates whether the target is desktop or server.	Desktop
workerSid	Indicates a unique identifier for the Virtual Delivery Agent (VDA) used for the session. <b>The value is scrambled.</b>	GF/5+DT7Hb7DJlvIW+bYQA== <b>(always scrambled)</b>
vDiskId	Indicates the identity of the vDisk that is being streamed. The value includes the id and version in the <code>id:version</code> format.	24d03af2-92a7-4063-813d-75fa84fe64dd:2
hypervisorType	If known, this value indicates the type of Hypervisor used.	Azure
ramSize	Indicates the maximum size of RAM cache (MB)	32
cacheType	Indicates the type of cache that's in use.	10
enabledFeatures	Indicates the features that are enabled for the session for metering. The value is either true or false for each feature.	enabledFeatures: { subnetAffinity: false rebalancedEnabled: false asynchronousIoEnabled: true cachedSecretsCleanupEnabled: true maintenanceMode: false dbOfflineFeatureEnabled: true dbOffline: false}

## Metrics

### Headers

Key	Description	Examples
ver	Indicates the version of the license usage event.	1

Key	Description	Examples
id	Indicates a unique identifier of the usage event.	d4ce7919-5d80-44de-a8fa-102923fe0ead
type	Indicates the event type used by Citrix Analytic Service to identify cloud usage events.	Metrics
st	Indicates the UTC timestamp when the event is generated in Citrix Provisioning.	2011-08-12T20:17:46.384Z
prod	Identify the originating product and deployment of the usage event.	XenDesktop.PVS
prodVer	Indicates the Citrix Provisioning product version.	7.40.0.10

### **Payload**

Key	Description	Examples
farmId	Indicates the farm ID (GUID).	d4ce7919-5d80-44de-a8fa-102923fe0ead
ver	Indicates the payload version.	1
metricsType	Indicates the licensing event type.	FarmMetrics
siteCount	Indicates the number of sites in a farm.	2
serverCount	Indicates the number of servers in a farm.	10
diskCount	Indicates the number of vDisks in a farm.	3
deviceCount	Indicates the total number of Citrix Provisioning devices, which includes both VDA and non-VDA machines.	6000

## Citrix Secure Private Access telemetry data elements

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### Admin

#### Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name. Hardcoded type: admin	admin
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded. prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem
prodVer	Product version	2402
user	Unique ID to identify the admin logged in. <b>The value is scrambled.</b>	{ fullName: C549LH671AV44B3T3 ( <b>always scrambled</b> ) samName: C982LH671A44B3F7 ( <b>always scrambled</b> ) upn: C723LH671A44B3R7 ( <b>always scrambled</b> ) C838LH671A44B3F7 ( <b>always scrambled</b> ) }

#### Event payload:

Field	Description	Example
actualtemplatecode	Payload template version. Hardcoded:actualtemplatecode: 1.0	1.0
adminLoginType	RBAC of admin	type: enum values: fulladmin/readonly/helpdesk



Field	Description	Example
clientType	From where admin logged in. Admin console/Director/Public API etc. Others will be sent when no User-Agent is received from client.	AdminConsole/CitrixMonitor/Others
tenantName	Tenant name for multitenant deployments (service providers) or site name for single tenant.	SPASite1
enabledFeatures	Denotes the features that are enabled for the session.	1

## Configuration

### Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name. Hardcoded type: config	config
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem
prodVer	Product version	2405

### Event payload:

Field	Description	Example
actualtemplatecode	Payload template version. Hardcoded. actualtemplatecode: 1.0	1.0

Field	Description	Example
appsPublished	List of internal and external applications published. Includes Web/SaaS and TCP/UDP apps.	[ { name:jira type: web internal: true } { name:Office 365 type: saas internal: false } { name:eng_printer type: tcp internal: true } ]

User

Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name type: user	user

Field	Description	Example
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem
prodVer	Product version	2402
user	Unique ID to identify a user. <b>The values are scrambled.</b>	{ fullName: C982F651A44B3F7 <b>(always scrambled)</b> samName: 1Y7LH6971A87B3G9 <b>(always scrambled)</b> upn: CY7LH62371A87B3 <b>(always scrambled)</b> userSid: C758LH671A44B3F7 <b>(always scrambled)</b>
dvc	Indicates the device ID and device name using which the device license is reported. <b>The values are scrambled by default.</b> You have option to disable the scrambling.	{ dvcId: C843LH297A44Y3I7 <b>(always scrambled)</b> dvcName: C758LH671A44B3F7 <b>(always scrambled)</b> }

**Event payload:**

Field	Description	Example
actualtemplatecode	dvcName - Friendly name for Payload template version. the device. Hardcoded: actualtemplatecode: 1.5	1.5
transportProtocolType	Connection type: TCP or UDP or 0 (for Web\SaaS)	tcp
ngsRecordType	Application type: websaas or tcpudp	websaas
tenantName	Tenant name for multitenant deployments (service providers) or site name for single tenant.	SPAOPDEVSite
appsAccessed	List of apps which will be accessed by the user for the event.	{ published : { internal : [issues.citrite.net] external : [citrixsys.splunk.com, www.office365.com] unpublished : { internal : [] external : [www.okta.com, www.cloudcentral.com]

Field	Description	Example
clientInfo	This field indicates if the client is Citrix Enterprise Browser, Citrix Secure Access, Citrix Workspace App, RfWeb along with version.	{name: ceb, version: 21.4.0}
platformType	This field displays the agent OS type.	Win/MacOS/iOS/Android
enabledFeatures	Denotes the features that are enabled for the session.	1

Licensing services

August 12, 2024

This article contains the following information:

- Web Services for Licensing
- Citrix Licensing
- Citrix licensing Windows Management Instrumentation (WMI)

Web Services for Licensing

Studio, Director, and the Licensing Administration PowerShell Snap-in use Web Services for Licensing to do the following:

- Communicate with the License Server and manage users
- Allocate and install licenses

- Display License Server health, license usage, and other alert messages.

The Citrix Licensing Manager also uses it.

## Citrix Licensing

The Citrix Licensing service is the Windows service responsible for core licensing functionality. Citrix Licensing services licenses to Citrix products and is responsible for managing the CITRIX vendor daemon, license server port 27000 (by default).

## Citrix Licensing WMI

The WMI service provides access to Citrix Licensing WMI classes. There's a namespace (ROOT\CitrixLicensing) with a few classes (notably, **Citrix\_GT\_License\_Pool**) that gives license usage and availability counts. Querying the License Server too often (more than every 15 minutes) might impact performance negatively.

## Citrix licensing technical overview

August 12, 2024

Before you can use your Citrix product, you must install Citrix licensing. Citrix licensing is a system of components that function together. This system includes:

**License Server.** A system that allows licenses to be shared across the network. For more information, see [License Server](#).

**License files.** The files required to license your product. These files are stored on the License Server. For more information, see [License files](#).

**Citrix Licensing Manager.** The License Server management method. For more information, see [Citrix Licensing Manager](#).

**Web Services for Licensing.** Enables Studio, Director, and the Licensing Administration PowerShell Snap-in to:

- Communicate with the License Server and manage users.
- Allocate and install licenses.
- Display License Server health, license usage, and other alert messages.

For more information, see [Licensing elements](#) and [Services](#).

## Licensing operations overview

### Check out and Check in

Typically, the first time a user connects to a Citrix product, the product requests a license from the License Server. When the License Server grants a license request, the Citrix product reserves a license for its use. Reserving licenses for this purpose is known as **checking out** licenses. When the user logs off from the product server, the product returns the license to the License Server. This process is known as **checking in** licenses. Some Citrix products check out the license when a user connects to the product. The license remains checked out for a predetermined amount of time.

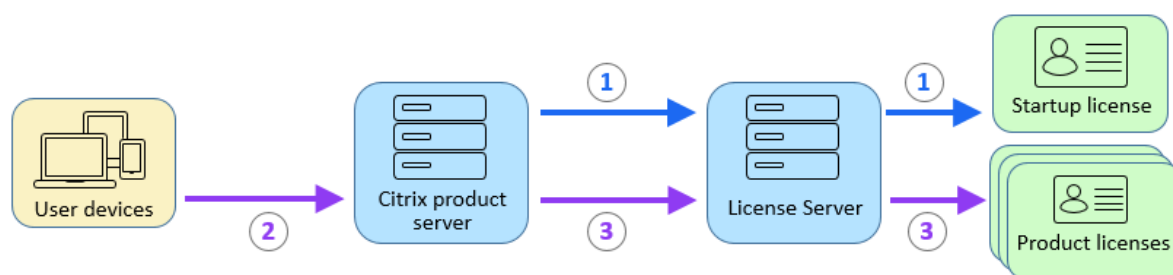
Each time a Citrix product starts, it opens a connection to the License Server by checking out the startup license. The startup license is a Citrix system file that enables Citrix products to maintain a continuous connection to the License Server. For more information, see [Startup license](#).

For example, when a server running Citrix Virtual Desktops requests a license, the product retrieves the License Server name and port number information from the data store. The product then establishes a connection to acquire the licenses.

#### Note

When configuring the product-side setting for the License Server name, do not use localhost. Though you can use the host name, IP address, or FQDN instead, Citrix recommends that you use the FQDN.

There are three stages of the license checkout process.



A Citrix product goes through a three-step process to check out licenses:

1. At startup, a computer running a Citrix product checks out a startup license.
2. A client device connects to the product server.
3. The product requests a license from the License Server.

Citrix products, such as Citrix Virtual Desktops, stores a replica of the licensing information from the License Server, including the number and type of licenses. If a Citrix product server loses its connection to the License Server, or the License Server does not respond in a timely manner, the product enters a License caching mode. During the License caching mode, the product uses its local record

of the licenses to continue licensing the product. After communication is re-established between the product and the License Server, the License caching mode is reset.

## Scalability

This section provides guidance to ensure successful License Server usage by examining the impact of license usage scalability in a Citrix environment. We performed this scalability testing:

### Virtual Machine Hardware/Configuration:

Intel Xeon E5-2650 v3 @ 2.30 GHz

4 Virtual CPUs

8 GB RAM

Windows Server 2016

### 6.5 and earlier Concurrent:

- 3000 connected Citrix Virtual Apps servers
- 53,000 concurrent licenses
- 50–60 connections per second

Efforts to scale more than 53,000 licenses result in servers going into a License caching mode. Also, there are issues with WMI and lmstat. We recommend that you maintain 50,000 or fewer concurrent connections per License Server.

### 7.x Concurrent:

- 16 Delivery Controllers
- 70,000 concurrent licenses
- 50–60 checkouts per second

### 7.x User/Device:

- 16 Delivery Controllers
- 150,000 user/device licenses
- 50/60 checkouts per second

**CITRIX.exe** is a single threaded process. While it's serving Concurrent connections, the maximum connection limit is based on the single core processor speed. During peak activity, CITRIX.exe uses 100% of a single core and eventually starts timing out. This usage might cause Citrix products to go into a License caching mode or errors in the License Server utilities. After the License Server has processed backlog connections, it returns to normal. Monitor the CITRIX.exe processor usage to determine if a faster processor is required. We recommend if you experience issues in high scalability environments, you deploy more License Servers.

User/Device technology is multi-threaded and scales better than Concurrent. During license optimizations, you might see that periods where licensing activity takes 100% of a single core. This usage is normal and doesn't impact the CITRIX.exe processor usage or functionality. We recommend that you monitor License Server resource usage and add more License Servers to maintain a properly functioning environment.

**Note**

Running `WMI`, `lmstat`, `lmutil`, or other inventory actions can negatively impact the License Server performance. We recommend that you minimize these activities. If you require usage data, export the data from the Citrix Licensing Manager. For more information, see [Historical Use](#).

## License Server using different product editions

One License Server can contain licenses for multiple editions of a Citrix product. For more information about product editions, see [Citrix Products and License Models](#). The type of license checked out corresponds to the edition that is configured on the product server. A product server is configured to consume a specific edition of a license and checks out that license edition.

For example, ProductServerA is configured to check out Advanced licenses. ProductServerB is configured to check out Premium licenses. LicenseServer1 contains both Advanced and Premium licenses.

- Users who connect to ProductServerA, which is configured to use licenses installed on LicenseServer1 checkout Advanced licenses only. After the number of Advanced licenses on LicenseServer1 is exceeded, new requests from ProductServerA users are denied until existing Advanced connection licenses are released.
- Users who connect to ProductServerB, which is configured to use licenses installed on LicenseServer1 checkout Premium licenses only. If the number of Premium licenses on LicenseServer1 is exceeded, new requests from ProductServerB users are denied until Premium connection licenses are released.

**Note:**

License checkout times might increase if many product servers that have many users are contacting the same License Server simultaneously. One License Server can accept only 10,000 inbound TCP/IP requests at one time. If you are planning to have more than 10,000 Citrix product servers connecting at the same time, we recommend that you use several License Servers. These product servers can include Citrix Virtual Apps and Desktops, Delivery Controllers, and Appliances.



## Deployment examples

### Scenario 1: Two sites

- SiteA contains product servers configured for the Advanced edition.
- SiteB contains product servers configured for the Premium edition.
- One License Server (shared).
- User1, User2, User3, User4...User5000 connects only to SiteA.
- User5001, User5002, User5003...User10000 connects only to SiteB.

### Scenario 2: One site

- The site has two sets of published applications.
- The site is configured as Citrix Virtual Apps and Desktops Premium concurrent and Delivery Groups 2 as Citrix Virtual Apps and Desktops user/device
- One License Server (shared).
- User1, User2, User3, User4...User5000 connects only to the concurrent licenses.
- User5001, User5002, User5003...User10000 connects only to Delivery Group 2 user/device licenses.

## Licensing concepts

### License caching mode

#### Note

**The License caching mode and License burst mode features do not apply when licenses expire.**

The License caching mode and License burst mode are two different features. For more information about the License burst mode, see [License burst mode](#).

If product servers lose communication with the License Server, the users and the products are protected by a License caching mode. The License caching mode allows the product servers to continue operations as if they were still communicating with the License Server. After the Citrix product checks out a startup license, the product and the License Server exchange the **heartbeat** messages for every five minutes. The heartbeat indicates to each that they are still up and running. If the product and the License Server don't send or receive heartbeats, the product lapses into the License caching mode and licenses itself through the cached information.

Citrix sets the License caching mode. It is typically 30 days but can vary depending upon the product. The Windows **Event Log**, and other in-product messages, indicate if the product has entered

the License caching mode, the number of hours remaining in the License caching mode. If the License caching mode runs out, the product stops accepting connections. After communication is re-established between the product and the License Server, the License caching mode is reset.

The License caching mode takes place only if the product has successfully communicated with the License Server at least once.

For concurrent licenses, they can connect up to the maximum concurrent licenses installed. For user/device licenses, they have unlimited connections.

### License caching mode example - two sites, both using the same License Server

- The connection between Site 1 and the License Server goes down causing Site 1 to go into the License caching mode, continuing operation and making connections.
- When Site 1 reestablishes communication with the License Server, connections are reconciled and no new connections are allowed until they are within normal license limits.
- Site 2 is unaffected and operates as normal.
- If the License Server goes down, both sites go into the License caching mode. Each site allows up to the maximum number of licenses installed. As above, the user/device licenses have no limit.

### New licenses

- New licenses are the licenses you purchased from Citrix within the last 30 days.
- The new licenses section displays the top five recent purchases.
- New licenses are indicated with a green bar and the word (New) in green.



- You can Allocate licenses from the landing page only for new licenses. Select the required license and start the allocation process by clicking **Allocate licenses**.

### Expiring term licenses

- Expiring licenses are term licenses that are expiring within 90 days.
- Licenses expiring within 0 through 30 days are displayed with a red bar. Licenses expiring within 31 through 90 days are displayed with an orange bar.

**Expiring term licenses** showing 3 of 3

Product name	License access code	Allocated	Expires
Citrix ADC VPX 3000 Mbps Advanced Edition Term License		1 of 25	6 days
Citrix ADC Connector VPX 200Mbps - 1 Year On-Premises Subscription License		0 of 25	6 days
Citrix Gateway Universal - Annual License		0 of 25	36 days

Once the expiration date passes, these licenses do not work on your server nor appear in your list of licenses. If you need assistance with expired licenses, contact Customer Service.

- The **Expires** column shows the number of days until the license expiry date.
- The **Allocated** column shows the allocated quantity and total purchased quantity.
- The expiring licenses section shows the 5 most recent purchases.

**Glossary**

**Allocate licenses:** When you [allocate licenses](#), you apportion purchased licenses by product and License Server so you can split them among multiple environments or use cases. For example, your organization might own 1,000 licenses for the same product. You might want to use 800 in 1 location and 200 in another location. You can allocate 800 licenses to a License Server in the first location today, and allocate the remaining 200 later to a different License Server.

**Asset components:** [Asset components](#) are the license details.

**CSV files:** The [Excel CSV file](#) provides daily usage information, including the number of licenses in overdraft.

**Modify licenses:** Choosing to [modify licenses](#), returns the license file and allocates it to another License Server.

**Return allocations:** When you [Return licenses](#), you put the licenses back in the licensing pool. You can then allocate these licenses in any quantity at any time. After you return a license, remove the old license file from the License Server.

**Term licenses:** Term licenses are purchased for a specified amount of time and have an expiration date.

**License files**

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Before you start installing product licenses, see the [prerequisites to obtain your license files](#).

When you install the License Server, a Citrix start-up license (citrix\_startup.lic) and an [options file](#) (CITRIX.opt) are installed by default. To license your Citrix products, you add one or more license files. For information about adding your product licenses, see [Install licenses](#).

You cannot change the location of license files on the License Server. License files must reside in their default location.

## Citrix Start-up license

The start-up license file (citrix\_startup.lic) is a text file that Citrix products use to communicate to the License Server using a continuous open connection. Every five minutes the License Server and the product send a heartbeat message to each other to verify that they are mutually communicating. When the product and License Server exchange heartbeat messages and there is an interruption in the exchange, the product goes into a [License caching mode](#). A power failure is an example of an interruption. The startup license file does not affect your license count.

## Citrix License Server Diagnostics License

The License Server uses **Citrix License Server Diagnostics License** for internal diagnostics and alert message notifications displayed in Citrix Studio and Director. It is available by default with the startup license in the `citrix\\_startup.lic` file.

### Warning

Do not edit the startup license file, or any other license files.

## License file

The license file is a text file containing the following:

- Product licensing information
- License Server name (or other binding identifier)
- Customer Success Services membership renewal date (also known as the Customer Success Services expiration date)
- License expiration date (if applicable) and other system information
- SaaS attribute, only if it's a Hybrid Rights license

```
INCREMENT XDT_PLT_CCS CITRIX 2022.1201 01-dec-2022 5 \
  VENDOR_STRING=;LT=RetailS;GP=720;PSL=10;CL=VDS,VDA,VDE,VDP,SaaS;SA=0;ODP=0;NUDURMIN=2880;NUDURMAX=525600;AP=ADMIN/INT/14
  OVERDRAFT=1 DUP_GROUP=V ISSUED=18-dec-2005 NOTICE="Citrix \
  Systems Inc." SN=RetailSSaaS SIGN="..."
```

All this information is encrypted using a digital signature. When you purchase a Citrix product, go to the [citrix.com](https://citrix.com) website to download a license file. For more information, see [Manage licenses on Citrix.com](#). You can have more than one license file per License Server. The license file resides in these directories, where the License Server references it.

- C:\Program Files\Citrix\Licensing\MyFiles directory on a 32-bit server
- C:\Program Files(x86)\Citrix\Licensing\MyFiles directory on a 64-bit server

The License Server uses this file to determine whether to grant a license to a Citrix product.

A license overdraft is included in all user/device, per user, and per device licenses. For more information on the license overdraft, see [License overdraft](#).

## Move licenses to a different host

The license file you downloaded for the old License Server cannot be moved to a server that has a different host name or MAC address. Create license files that reference the new server name by returning them and then allocating them.

For more information, see [Modify licenses](#).

## License file format

### Important

Any changes to the license file can make license files unusable. If using Citrix Licensing for Windows 11.6.1 or later, editing license files is not necessary. You can manage licenses through the Citrix Licensing Manager and the **My Account** site at [citrix.com](https://citrix.com). For more information, see [Manage licenses in MyAccount on citrix.com](#).

You can change the name of the license file, but it must have a **.lic** (lower case) extension.

Citrix license files use the following naming convention:

**FID\_fulfillmentID.lic**

For example: FID\_30d0000\_0000\_xxxx\_c800\_00xyy000zz7.lic

License files are composed of lines listing specific information, such as the server name (SERVER) or quantity of licenses (INCREMENT). These lines begin by using words denoting their purpose in upper-case letters, such as VENDOR, SERVER, INCREMENT, USE\_SERVER.

The following sections provide in-depth information about the following elements of license file syntax: the SERVER line, VENDOR line, USE\_SERVER line, and INCREMENT line.

The following image is an example license file:

1. **SERVER line** shows an identifier required for binding licenses to the License Server.
2. **VENDOR line** specifies the Citrix vendor daemon name.
  - **SaaS** attribute, only if it's a Hybrid Rights license

```
INCREMENT XDT_PLT_CCS CITRIX 2022.1201 01-dec-2022 5 \
  VENDOR_STRING=;LT=RetailS;GP=720;PSL=10;CL=VDS,VDA,VDE,VDP,SaaS;SA=0;ODP=0;NODURMIN=2880;NODURMAX=525600;AP=ADMIN/INT/14
  OVERDRAFT=1 DUP_GROUP=V ISSUED=18-dec-2005 NOTICE="Citrix \
  Systems Inc." SN=RetailSSaaS SIGN="..."
```

3. **INCREMENT lines** specifies the license required to use a product.
4. Comments used by the License Server to translate license FEATURES (PRODUCT\_EDITION\_LICENSEMODEL) to Citrix product names.

```
# This file is in UTF-8 format.
#
SERVER this_host HOSTNAME=license_server1 ①
VENDOR CITRIX ②
USE_SERVER
INCREMENT MPS_ENT_CCU CITRIX 2006.0428 01-may-2006 1000 \
  VENDOR_STRING=;LT=Retail;GP=720;CL=ENT,ADV,STD;SA=0;ODP=0 \
  DUP_GROUP=V ISSUED=12-Mar-2004 NOTICE="eMail Test - Citrix" \
  SN=LA-0000150712-86261-872 START=11-mar-2004 SIGN="0885 F320 \
  0AE2 EE72 68A4 92FC 86C2 3648 A2CF 346D A88F BD44 TS111\
  D790 1830 7535 553C B774 DE8C 1F5D A5D3 D5F6 D078 217B BH050 \
  A14C 2893 7756 ACF5" ③

#
#[English] ④
#CITRIXTERM FEATURE 2.0 MPS_STD_CCU EN Citrix Presentation Server Standard|Concurrent User
#CITRIXTERM FEATURE 2.0 MPS_ADV_CCU EN Citrix Presentation Server Advanced|Concurrent User
#CITRIXTERM FEATURE 2.0 MPS_ENT_CCU EN Citrix Presentation Server Enterprise|Concurrent User
#
```

### SERVER Line

The SERVER line specifies the binding identifier (also known as the host name) of the License Server.

**Caution:**

Do not change the binding identifier on the SERVER line otherwise, the license file doesn't work.

**Syntax:**

SERVER this\_host ether

Or

SERVER this\_host HOSTNAME=hostname

Parameters	Description
<code>ether</code>	The MAC address of the appliance on which the License Server is running. Do not edit this text string.
<code>hostname</code>	The name of the computer on which the License Server is running. Do not edit this text string.

Example

```
1 SERVER this_host HOSTNAME=license_server1
```

**VENDOR Line**

The VENDOR line specifies the Citrix vendor daemon name.

**Syntax:**

VENDOR CITRIX [vendor\_daemon\_path]

Field	Description
VENDOR CITRIX	Name of the Citrix vendor daemon. Do not edit this name.
vendor_daemon_path	Path to the executable for the Citrix vendor daemon. Citrix recommends that you do not change this path.

**INCREMENT Lines**

An INCREMENT line describes the license required to use a product. License files (\*.lic) contain one or more INCREMENT lines. Each INCREMENT line makes up a user-specified allocation of product and license (users, connections) counts.

Each increment line contains:

- A signature based on the data in that line
- The `hostids` specified in one or more SERVER lines
- Data selected by Citrix

INCREMENT lines use a backslash () to wrap long lines of text.

**Syntax:**

INCREMENT feature vendor css\_expiry\_date exp\_date num\_lic  
SIGN=sign [optional\_attributes]

**Caution:**  
  
Do not change the six fields after the INCREMENT line keyword. The fields are required and have a fixed order.

The following table explains these fields in the order they appear:

Field	Description
feature	The product license. Do not edit this line.
vendor	Indicates that this license is for a Citrix vendor daemon. Do not edit this line.
CSS_expiry_date exp_date	Indicates the date until which you are entitled to product version upgrades. If you don't have a Customer Success Services membership, or this license isn't a Customer Success Services license, the date indicates when you ordered or redeemed the license. Do not edit this line. <b>Note:</b> If you renewed your Customer Success Services membership and received an upgrade license, the CSS_expiry_date is listed. <b>For example:</b> INCREMENT MPS_ENT_CCU CITRIX 2019.0311 permanent 1000 Expiration date of license in the format dd-mmm-yyyy, that is, 07-may-2006. Do not edit this line. <b>Note:</b> If the exp_date field contains the text string <b>permanent</b> , the license never expires.
num_lic	Number of concurrent licenses for this product license. Do not edit this line.
SIGN=sign	SIGN=signature to authenticate this INCREMENT line. Do not edit this line.



Field	Description
SUPERSEDE_SIGN=sign	Strategically turns off specific licenses based on license feature and signature or INCREMENT line to be disabled. Customer Success Services or maintenance upgrade licenses include SUPERSEDE_SIGN. <b>Example:</b> SUPERSEDE_SIGN={"CBR_100_SSERVER:0F76 2946 4790 6B67 08E0 65BC 302B E1B6 6ECE 41D6 8AB6 E9C6 FE44 4EB3 9A83 01E4 D405 3E95 74B8 9BC8 7791 BDD3 1385 33F8 9533 95FF A3E4 F461 35B4 251E"}

INCREMENT lines also determine the grouping of licenses in the management console. These groups are known as license pools. The Citrix vendor daemon creates the license pools based on common attributes, such as product license or version. The console displays and tracks a newly created pool independently from other license pools. The Citrix vendor daemon creates a license pool when two or more attributes are different.

**Citrix Attributes in INCREMENT Lines:**

INCREMENT lines can also include more attributes from Citrix. These attributes provide information about the license, such as the date of issue or if the license is an upgrade license.

**Caution:**  
Do not change or remove these attributes.

**Example:**

```
INCREMENT MPS_ENT_CCU CITRIX 2008.0606 permanent 10 \
VENDOR_STRING=;LT=Retail;GP=720;CL=ENT,ADV,STD,AST;SA=1;ODP=0 \ DUP_GROUP=V
ISSUED=06-Jun-2007 NOTICE="Citrix" \ SN=12345:67890 START=6-jun-2007 SIGN="18F8 1546
F605 E3BD 010E 7E4F A4B3 9DE3 B90E 7937 3337 0180 1FFB C6EB D491"
```

Important items are highlighted in the preceding example:

- The Product (license feature) appears in blue
- The Customer Success Services expiration date appears in red (Format: YYYY.MMDD)
- The License (user, connection) count appears in GREEN

**Syntax:**

keyword=value

The following table describes the Citrix attributes. The uppercase letters of the attributes indicate that this attribute is not editable.

Attribute	Description
DUP_GROUP=V	This attribute allows license sharing for the same client device.
ISSUED=dd-mmm-yyyy	Date issued.
ISSUER="..."	Issuer of the license.
NOTICE="..."	Your company name.
SN=serial_num	Serial number is the License Access Code and the fulfillment ID of that license.
START= dd-mmm-yyyy	The date from which you can start using a license. The License Server cannot use licenses before their start date. You can install licenses before the START date but there are not visible in your License Server inventory until the actual START date.
SUPERSEDE="MPS_ADV_CCU MPS_STD_CCU ..."	This attribute appears in the upgrade license file when you move to a higher product edition. If this attribute appears, this line supersedes all licenses issued before the date specified in ISSUED= and they become ineffective.
VENDOR_STRING="..."	Text string defined by Citrix.

**Example of a base license:**

```
1 INCREMENT CBR\_100\_SSERVER CITRIX 2016.1201 permanent 10 \\  
2  
3 VENDOR\_STRING=;LT=Retail;GP=720;MAXBW=1;MLC=0;HA=0;CL=BRSE;SA=1;ODP  
  =0 \\  
4  
5 DUP\_GROUP=V ISSUED=18-dec-2005 NOTICE="Citrix" \\  
6  
7 SN=100se200seB SIGN="1B19 C213 7517 CC62 756F 864C 9C93 06FC \\  
8  
9 E1DE B5D5 D793"
```

**Example of a Customer Success Services renewal license containing SUPERSEDE\_SIGN:**

```
1 INCREMENT CBR\_100\_SSERVER CITRIX 2017.1201 permanent 10 \\  
2  
3 VENDOR\_STRING=;LT=Retail;GP=720;MAXBW=2;MLC=0;HA=0;CL=BRSE;SA=1;ODP  
  =0 \\  
4
```

```
4
5     DUP\_GROUP=V ISSUED=18-dec-2007 NOTICE="Citrix" \\
6
7     SN=100se200seU SUPERSEDE\_SIGN={
8     "CBR\_100\_SSERVER:1B19 C213 7517 \\
9
10    CC62 756F 864C 9C93 06FC E1DE B5D5 D793" }
11    SIGN="1D5D 869A 40BE \\
12
13    D4DB 361D 7897 AFA5 FF8B E52A 20BA 5525 01AA F241 6919
```

## License types

August 12, 2024

Your Citrix product uses one of the license types described in this document. Some products allow you to select more than one type of license. Ensure that you are aware of the licenses that are purchased and how they are consumed. Some license types offer [license overdraft](#) and [License burst mode](#) as a feature.

### Important

**The License caching mode and License burst mode features do not apply when licenses expire.**

For more information about License caching mode, see [License caching mode](#).

## User/device license

### Overview

In user/device type licensing the License Server dynamically assigns a license to a user or a device based on the usage and monitors license consumption. The default assignment is a user license. The license server considers each connection and its optimization engine. It ensures that the smallest number of licenses are used based on the userID and deviceId.

The license server truncates domains by default so that [abc@eng.com](#) and [abc@citrite.com](#) are treated as a same user. For more information, see [Disable the domain name truncation](#).

### Note:

Domain membership doesn't play a role in how licenses are served. A license server can host licenses for any product that can connect to it across the network. Workgroup or Domain membership primarily controls who can be configured as License Server Administrators to access the

## Scenarios

- **When a license is assigned to a user.** A user license allows the user to access from an unlimited number of devices. A licensed user requires a unique user ID, such as an Active Directory entry.

For example, the user can connect to their desktops and applications using multiple devices such as desktop, laptop, smartphone, or thin client. A licensed user can connect to multiple instances of Citrix Virtual Desktops concurrently.

- **When a license is assigned to a device.** A device license is assigned to a device when two or more users connect to an exclusively shared endpoint device.

For example, single shared devices such as a kiosk or a workstation in a call center environment used by multiple users.

The following table illustrates how user/device licenses are assigned to non-shared devices and exclusively shared devices. Blue color cells display user licenses, where the devices are not shared. Green color cells display device licenses, where the devices are exclusively shared.

Devices/Users	John	Rose	Joe	Roy	Tom	Karen	Rick	Tony
Laptop	x	x						
PC	x							
Mobiles	x	x	x	x				
Laptop2			x	x				
PC1			x					
Desktop1					x	x	x	x
Desktop2							x	x

## License assignment period

When users or devices connect to an application or desktop, they consume a license for a 90 day assignment period. The license assignment period begins when a connection is established. The period is renewed to a full 90 days during the life of the connection. The user/device lease for the license assignment will expire in 90 days after the last connected user or device disconnects.

### Release licenses for users or devices

You can release a license for a user only when:

- The employee is no longer associated with the company.
- The employee is on an extended leave of absence.

You can release licenses for devices only when the devices are out of service.

For more information, see [Display or release licenses for users or devices](#).

### License optimization

The License Server uses the optimization process to determine how to minimize license consumption. This optimization is based on licenses in use and connections to the License Server. The License Server optimizes every five seconds until there are 5000 unique connections. Connections at 5000 and above optimization occurs every five minutes. Optimization might delay status information until the next optimization, impacting when license usage statistics are updated in various consoles.

Optimization occurs every five seconds for 1-4999 users and every five minutes for 5000 or more users.

Optimization is not consumption. The following table is the example of connections and optimization time when optimization occurs.

Device and user connection	Optimization time
700 users * 1 device each	700 (optimize every 5 seconds)
5000 users * 1 device each	5000 (optimize every five minutes)
5000 devices * 1 user each	5000 (optimize every five minutes)
2500 users * 2 devices each	5000 (optimize every five minutes)

**Note:**

- If you have a large deployment, optimization can be CPU intensive depending on the number of unique connections. We recommend using machines with multiple cores.
- Customers hosting many license servers or shared disk systems see high read and write operations. Even if all the license servers have less than 5000 users, each can optimize every 5 seconds and write cache data to disk. You cannot disable the optimization or change its frequency.

## Concurrent license

### Overview

Concurrent license is not tied to a specific userID, Active Directory account, or a domain. Concurrent licensing is based on the originating endpoint deviceID. A user or endpoint device could connect to multiple sessions and use a single license.

You start a product that requests a license and it is checked out to a unique endpoint deviceID. If you log off or disconnect from the session, the license is checked in and made available for a new user. Note, we don't license per session.

### Scenarios

- **Multiple sessions at different computers use multiple licenses.** Each time you start a Citrix session from various devices, a license is checked out until you close that session. At that point, the license is checked back in.

For example, a user starts a session from one computer and then starts another from a different computer before closing the first session. Two licenses are checked out.

- **License Servers do not communicate with each other.** If you run multiple License Servers, you might consume more than one license (for example, with load balancing). If you are using load balancing, we recommend that the product servers point to the same License Server.
- **Different editions consume different licenses.** Two licenses are consumed, if you use the same client to connect to applications running on an Advanced edition and Premium edition each.
- **Same product, edition, and license model consume single license.** If you make multiple connections from a single device to different product servers configured with the same edition and license model and pointing to the same License Server. Only one license is consumed.
- **For license sharing, pass-through connections on Citrix Virtual Apps and Desktops pass the endpoint client device ID to the product server.** If you connect to a single product, edition, and license model with a shared License Server, all connections share a single license.
- A user connects from a single device to two product servers that are the same edition but different versions. One or two licenses might be consumed based on the order in which the user makes the connections.

For example, the two servers are Citrix Virtual Apps and Desktops 7 1811 and Citrix Virtual Apps and Desktops 7 1903:

- **The user connects to Citrix Virtual Apps and Desktops 7 1811 first.** Two licenses might be consumed. An older license first, for the older product, and then a newer license because version 1903 requires a newer Customer Success Services date. For more information, see [Customer Success Services](#).
  - **The user connects to Citrix Virtual Apps and Desktops 7 1903 first.** Only one license is consumed because the Customer Success Services date required by version 1903 is compatible with all older product versions.
  - If the Customer Success Service date of all the installed licenses are compatible with all the product versions then a single license is required for each connecting device.
- RDP connections consume a license but RDP connections to a console do not consume a license.
  - If the number of connections exceed the purchased and available standalone concurrent licenses, users are denied access unless the License burst mode is enabled. For more information, see [License burst mode](#).

## Per user license

### Overview

A licensed user requires a unique user ID, such as an Active Directory entry. When a license is assigned to a user, the license allows the user to connect to their desktops and applications using multiple devices. A User license is assigned to the User and not to the User's devices.

#### Note:

These licenses are only user licenses and are not the same as user/device licenses.

### Scenario

- A user can connect to multiple devices such as a desktop computer, laptop, netbook, smartphone, or thin client. A licensed user can connect to multiple instances of Citrix Virtual Desktops concurrently.

### License assignment period

When a user connects to multiple devices, a user license is consumed for the 90 day assignment period. The license assignment period begins when a connection is made. The period is renewed to the full 90 days during the life of the connection. The device lease for the license assignment will expire in 90 days after the last connected user or device disconnects.

## Release licenses for users or devices

You can release a license for a user only when:

- The employee is no longer associated with the company.
- The employee is on an extended leave of absence.

You can release licenses for devices only when the devices are out of service.

For more information, see [Display or release licenses for users or devices](#).

## Per device license

### Overview

A licensed device requires a unique device ID and any individual can access instances of a product. It allows an unlimited number of users per device. A single Device license can support multiple users from the same device.

#### Note:

These licenses are only device licenses and are not the same as user/device licenses.

### Scenarios

- A classroom workstation, used by many students.
- A clinical workstation in a hospital, used by hospital staff.

## License assignment period

When a single device is used by multiple users, a device license is consumed for the 90 day assignment period. The license assignment period begins when a connection is made. The device lease for the license assignment will expire in 90 days after the last connected user or device disconnects.

## Release licenses for users or devices

You can release a license for a user only when:

- The employee is no longer associated with the company.
- The employee is on an extended leave of absence.

You can release licenses for devices only when the devices are out of service.

For more information, see [Display or release licenses for users or devices](#).



## Per socket license

Per socket licenses are consumed based on the number of CPU sockets. Cores are not counted. For example:

- If a computer with two CPU sockets has only one CPU then only one license is consumed.
- If a computer with two sockets has two CPUs, each with a quad core, then two licenses are used.

Citrix Hypervisor uses per socket licenses.

## Named user license (legacy)

In a product when you request a license, a named user license is checked out until a preconfigured period expires. This type of license check-out is not tied to a computer or a device. After the license is checked out, the user can run multiple sessions on different computers without checking out more licenses.

## Evaluation licenses

Citrix aims to provide the best customer experience possible, many of Citrix's products offer a demo experience. You can set up this demo experience directly through [citrix.com](https://citrix.com) or by contacting Citrix sales team. These demos allow for a customized experience to fit your needs, use cases and active projects; get real-time answers and advice from a Citrix expert.

### IMPORTANT:

The allotment is one evaluation license per product, per account, per year.

See [How to obtain a Citrix Evaluation license using My Account](#) for more information.

## License overdraft

On-premises products that support [user/device](#), [user](#), or [device license](#) models include a license overdraft feature. This feature enables you to use an additional 10% of extra licenses beyond the purchased quantity to prevent access denial. The license overdraft count is displayed in a separate column within the License Administration Console. The installed column displays both the purchased license total plus the associated overdraft total. Overdraft usage is also visible in Studio.

The license overdraft feature is offered as a convenience, not as a license entitlement. Any overdraft licenses used must be purchased within 30 days of first use.

Concurrent licenses and server licenses do not contain the overdraft feature. Citrix reserves the right to remove any overdraft features in new product releases.

## License burst mode

The License burst mode enables unlimited connections to a product for 15 consecutive days. This feature is available to Citrix Virtual Apps and Desktops licenses. You can use this feature with a XenApp 7.6 or XenDesktop 7.6 version and above.

If all licenses are in use, including the [license overdraft](#) where applicable, the License burst mode gives you time to determine why you exceeded the maximum license count and to purchase more licenses without disrupting your users.

After the License burst mode expires, normal connection limits are enforced. Users are not disconnected during active sessions. As they disconnect, however, no new connections can occur until the license levels return to normal.

The License burst mode is not automatically re-enabled once it completes. To re-enable the License burst mode, you must install another retail license. This retail license grants a new 15-day License burst mode if and when you exceed the subsequent maximum installed license limit.

We recommend that you allow the License burst mode to run out after it starts. To clear the warning condition do not add licenses immediately. Doing so gives you time to fully assess the situation and correctly address any issues.

### Note:

If you install licenses while the License burst mode is in force, the License Server exits the License burst mode. Reenabling the License burst mode before fully determining the reason for the License burst mode, and how many licenses you require, might cause you to reenter the period after installing new licenses.

License burst mode is granted **per product version and edition and only for retail licenses**. The License burst mode is enabled by default when you first install the license. To disable the License burst mode feature, use the [Citrix Licensing Manager](#).

There is no way to track the total number of licenses consumed while in the License burst mode. You can use `lmstat udadmin` and connection information from the product to determine how many more licenses are required.

### Note:

The License caching mode and License burst mode are two different features.

The License caching mode and License burst mode features do not apply when licenses expire.

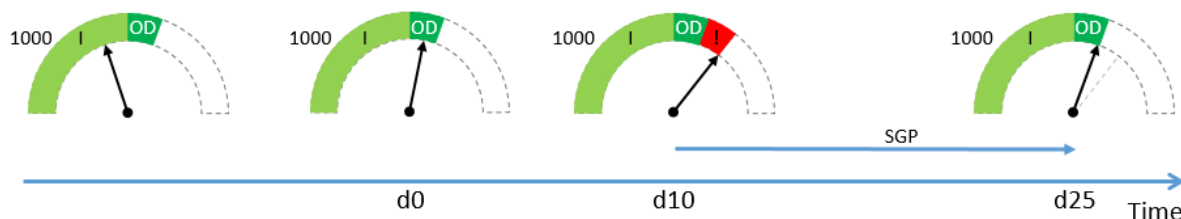
For more information about License caching mode, see [License caching mode](#).

Citrix Virtual Apps and Desktops Director displays the License burst mode states. For more information, see [Panels on the Director Dashboard](#).

The License burst mode feature is offered as a convenience, not as a license entitlement. Citrix reserves the right to remove any such feature in new product releases.

### Overdraft and License burst mode examples

**Example 1:** Citrix Virtual Apps and Desktops user/device, user, or device licenses using the overdraft and License burst mode features



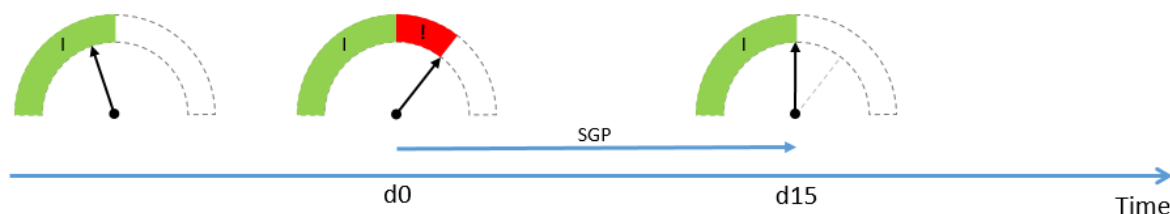
You initially purchase and install 1000 licenses from Citrix (I) which includes a 10% license overdraft allowance (OD). When licenses are allocated, you have 1100 licenses in total. At the time it is sufficient for the number of users connecting.

**d0** At a later date (day 0) you are using 1050 licenses. When the 1001st license was used, the overdraft feature was activated. Your users can continue to connect without any disruption of service. You start evaluating your licensing needs now. Do not wait until you exceed the OD. Think about buying more licenses in addition to the 1000 you bought initially.

**d10** 10 days later (day 10) more users connect and 1150 licenses are being used, which exceeds the 1100 total licenses you have available (!). When the 1101st license was used, the 15 day License burst mode started, to allow you time to evaluate your license needs. Your users can continue to connect without any disruption of service.

**d25** 15 days later after **d10** (day 25) the License burst mode runs out because you chose not to purchase and install more licenses. Users cannot make new connections if doing so requires more than 1100 licenses to be checked out. You cannot re-enable the License burst mode until you purchase and install more licenses.

**Example 2:** Citrix Virtual Apps and Desktops concurrent licenses using License burst mode feature



You initially purchase and install 1000 concurrent licenses (I). There is no overdraft allowance with concurrent licenses. At the time these licenses are sufficient for the number of users connecting.

**d0** At a later date (day 0) you are using 1050 licenses. When the 1001st license was used, the 15 day License burst mode started, to allow you time to evaluate your license needs. Your users can continue to connect without any disruption of service. You start evaluating your licensing needs now. Do not wait until the License burst mode runs out. Think about buying more licenses in addition to the 1000 you bought initially.

**d15** 15 days later (day 15) the License burst mode runs out because you chose not to purchase and install more licenses. Users cannot make new connections if doing so requires more than 1000 licenses to be checked out. You cannot re-enable the License burst mode until you purchase and install more licenses.

### Overdraft and License burst mode availability

The following table lists the support for license overdraft and License burst mode for each product. For more information, see [Products and license models](#).

On-premises product	License type	10% Overdraft	License burst mode (15 days)
Citrix Virtual Apps and Desktops	User/device, User, Device	Yes	Yes
Citrix Virtual Apps and Desktops	Concurrent	No	Yes
XenMobile Server	User, Device	Yes	No

### Citrix on-premises subscription for annual and term-based retail licenses

On-premises subscription licensing allows customers to host a Citrix environment within their infrastructure for a set period. The on-premises subscription license is time-bound for 1-5 years and expires on a specific date. The license ceases to operate following the expiration date. The products offer everything that is available today with perpetual licenses.

Your purchase includes both an on-premises subscription license and Customer Success Services Select service. Customer Success Select service is included for the entire term of the subscription.

#### Note:

Mixing permanent (perpetual) and subscription licenses is supported. They can be used to expand existing environments provided customers use the same product, edition, and license model. There are no performance impacts to using perpetual vs. subscription licenses. The only difference between them is one expires.

## Before license expiration

Citrix notifies you at certain intervals when your existing subscription approaches expiration. These notifications alert you to extend the subscription and avoid service interruption.

When your on-premises subscription expires, as per the date listed in the Citrix Licensing Manager, no new connections are allowed. Existing users are not impacted, however, if users log off or disconnect they are not allowed to reconnect.

## Extend on-premises subscription licenses

To extend your on-premises license subscription, visit <https://www.citrix.com/buy/>.

### Note:

Licenses with a future start date are not displayed in the License Server inventory until the actual start date mentioned in the license file.

## FAQs

- **Will on-premises subscription licenses work with existing perpetual licenses on the same server?**

Yes, within the guidelines of existing license server operation. Customers must add a new term license file to the license server.

Term or subscription licensing does not have a negative impact on delivering the on-premises subscription licenses to a customer's existing environment, provided the product version (Virtual Apps / Virtual Apps and Desktops), edition (Standard, Advanced, Premium), and type (User/Device, Concurrent) are the same. For example:

- Virtual Apps and Desktops Premium Concurrent perpetual + Virtual Apps and Desktops Premium Concurrent term have no issues.
- Virtual Apps and Desktops Premium Concurrent perpetual + Virtual Apps and Desktops Premium User/Device term. This license combination is non-standard and requires [consideration and more configuration](#). This combination might not be optimal for license utilization.
- Virtual Apps and Desktops Premium Concurrent perpetual + Virtual Apps and Desktops Advanced User/Device term. This license combination is non-standard and not advisable. Requires customer to have multiple sites or farms to use all purchased licenses.

- **Will the XenApp farm, Citrix Virtual Apps, Citrix Virtual Apps & Desktops stop accepting connections?**

Yes. No new connections are allowed after the license expires. Existing connections are not impacted until users disconnect, logoff, or reset.

- **Will there be a License burst mode of 15 days or does that only apply to perpetual licenses?**

No. There is no License burst mode for license expiration. An extra month is added into the expiration date for customers to install repurchased licenses.

## Transition and Trade-Up (TTU) with Citrix Universal Subscription

August 12, 2024

### Transition and Trade-Up

- **Transition** is when you move your current on-premises licenses to the cloud or Universal version of the same product or edition. For example, you move from Citrix Virtual Apps and Desktops Advanced on-premises to Citrix Universal Advanced Plus.
- **Trade Up** is when you exchange your current on-premises licenses or cloud subscriptions to a new product or a higher-level product edition. For example, you move from Citrix Virtual Apps and Desktops Advanced on-premises to Citrix Universal Advanced Plus.

**Note:**

The main difference between **Transition** and **Trade Up** regarding Citrix licensing is that **Transition** allows you to move your current on-premises licenses to the cloud or Universal version of the **same product or edition**, while **Trade Up** allows you to exchange your current on-premises licenses or cloud subscriptions to a **new product or a higher-level product edition**.

For example:

- **Transition:** Consider that you are currently running Citrix Virtual Apps and Desktops on-premises and you want to move to Citrix Virtual Apps and Desktops on Azure. You can use **Transition** to move your existing licenses to the cloud without having to purchase new licenses.
- **Trade Up:** You are currently running Citrix Virtual Apps and Desktops Advanced on-premises and you want to upgrade to Citrix Virtual Apps and Desktops Premium. You can use **Trade Up** to exchange your existing licenses for new licenses at a discounted price.

- **Transition and Trade-Up (TTU)** is a combination of both Transition and Trade-up where you move your current on-premises licenses to the cloud and exchange these licenses for a higher-level product edition. For example, you move from Citrix Virtual Apps and Desktops Advanced on-premises to Citrix Universal Premium Plus.

An on-premises customer can move their existing deployments of eligible Citrix products to Citrix DaaS or Citrix Universal subscriptions through the Transition and Trade-Up (TTU).

### **Transition and Trade-Up terms and limitations**

- You must have a minimum of 250 U/D or 100 CCU licenses in your account.
- You must have an active Customer Success Services entitlement in effect at the time of your Transition, Trade Up, or TTU transaction.
- The on-premises licenses which are the subject of the Transition, Trade-Up, or TTU are rescinded upon the purchase. The rescinded licenses are replaced with term-based on-premises licenses corresponding to the product, edition, and license model of the cloud or Universal license (destination).
- For offerings specific to Transition and Trade-Up, check with your Citrix sales representative or partner for more information.
- For more information about how to start your transition from on-premises to cloud or Universal, contact your account Customer Support Manager.

### **Citrix Universal Subscription Licenses**

Universal Subscription licenses give you the ability to be licensed and supported on your traditional on-premises Citrix software and Citrix Cloud services at the same time. With the Citrix Universal Subscription, you can transit to Cloud gradually or configure a hybrid deployment while running your on-premises deployment in parallel without the on-premises infrastructure.

If you have Citrix perpetual licenses and you transition or trade-up to Citrix Universal subscription licenses, Citrix rescinds your on-premises perpetual licenses. The on-premises perpetual licenses are replaced with the term-based on-premises licenses corresponding to the product, edition, license model, and term duration of the Citrix DaaS service. Rescinded licenses must be deleted from License Servers. For more information, see [Deleting license files](#).

Users or devices covered by your Citrix Universal license subscription might use both their on-premises term licenses and their Citrix Cloud subscription licenses at the same time. For example, if you have Citrix Virtual Apps and Desktops Advanced (CCU) on-premises licenses and you trade up to Citrix Universal Premium (User/Device), you get on-premises Citrix Virtual Apps and Desktops Advanced entitlements (User/Device) along with Citrix DaaS Premium subscription licenses for each user.

Universal Subscription licenses do not require you to transition your environment from on-premises to cloud by the end of their term. You might operate in a hybrid capacity throughout the duration of the subscription. Customer Success Services (support and maintenance) is included in the subscription during the term.

## Hybrid Rights Renewals

Before Citrix Universal licenses were available, customers were able to purchase hybrid rights to enable access to both on-premises and Citrix Cloud licenses. Hybrid Rights were term-based on-premises subscription licenses. These licenses were provided in addition to the cloud service subscription when an on-premises customer transitioned or traded up from an on-premises license to a cloud service subscription. Citrix rescinded your on-premises perpetual licenses and replaced them with term-based on-premises licenses. This replacement is done corresponding to the product, edition, license model of the cloud service. It is for the duration defined under the applicable Cloud or Hybrid Rights SKUs. Hybrid Rights subscriptions provided access to both your on-premises and Cloud resources at the same time. Only those users or devices covered by your Citrix Cloud subscription are able to use the Hybrid Rights on-premises term licenses to connect to the Citrix Cloud Services.

### Note:

Citrix Virtual Apps and Desktops do not support mixed editions in a single site but do support mixed products and models. For more information, see [Multi-type licensing](#).

## System requirements for Citrix Licensing

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### Requirements for Licensing

Citrix Licensing is compatible with the same hardware required to support the compatible operating systems. Extra hardware is not required.

### Notes:

- We do not support running third party vendor daemons on the Citrix License Server, or the Citrix vendor daemon on third party license servers.
- The License Server does not support multi-homing (two network cards plugged into distinct networks).



- The Citrix Licensing Manager installs licenses only on the License Server where it is installed.
- License Servers don't communicate with each other.

### **Operating system:**

You can install the License Server on servers running the following Microsoft operating systems. We recommend that you install the latest Microsoft Service Pack and updates.

- Windows Server 2022 Family
- Windows Server 2019 Family
- Windows Server 2016 Family

Server Core installations are not supported.

### **Disk space requirement:**

- Minimum 8 GB RAM
- 500 MB for the licensing components
- 2 GB for user/device licensing
- More disk space might be required based on the retention period of historical data that configured in the Citrix Licensing Manager. For more information, see [Historical use](#).
- More disk space might be required if you choose to manually upload the compliance data with Citrix. For more information, see [Citrix Licensing Telemetry](#).

### **Microsoft .NET Framework minimum requirements:**

- Microsoft .NET Framework 4.7.2

### **Cluster platforms:**

- Windows Server 2022 Family
- Windows Server 2019 Family
- Windows Server 2016 Family

### **Browsers:**

We tested the following browsers. Other browsers might work, but all functionality might not be available.

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari

## What's next

- [Get started, install, and configure the License Server](#)

## Get started, install, and configure the License Server

August 12, 2024

### Important:

- We do not support running third party vendor daemons on the Citrix License Server, or the Citrix vendor daemon on third party license servers.
- We recommend that you run the latest version of the License Server. We do not provide hot-fixes for License Server components and don't support older License Servers with newer products. The latest version of the License Server often contains resolutions to issues appearing in earlier versions. When you upgrade or install new Citrix products, upgrade the licensing components as well. New License Servers are backward compatible and support older products and license files. However, new products often require the newest License Server to check out licenses correctly. You can find the latest version from the [Citrix Downloads](#) site.

To see the new features in this release, go to [What's new](#).

- We don't support installing the License Server from a UNC path (\\\\server\\share). Install the License Server from a local copy.

## Step 1 Review your prerequisites

Ensure you review the [system requirements](#) before you install and configure your License Server.

## Step 2 License your product

Licensing your product includes the following steps:

1. Ensure that you have the latest License Server version.
2. Verify the system requirements.
3. Install licensing.
4. Obtain license files from **My Account** or if you have a license code, use the Citrix Licensing Manager.

5. Install your Citrix product (or, if already installed, restart the Citrix products for the new licenses to be recognized).
6. Configure product-side licensing communication settings that were not set during the product installation, if applicable. This configuration includes setting the correct product-edition in the product. For more information, see [Licensing elements](#) and [Services](#).

Ensure that the product-side edition setting correctly matches the licenses you have purchased. For example, if you purchased Premium edition licenses, ensure that the edition setting in the product indicates Premium and not Advanced.

For an overview of the licensing components and process, see [Technical overview](#) and [Licensing elements](#).

**Important:**

The License Server does not require domain membership. You can install the License Server in a workgroup and still perform all licensing functions on behalf of Citrix products. To manage Citrix Licensing Manager users having Active Directory users or groups, the users must be part of a domain. Otherwise, use local Windows users and groups.

## Step 3 Check your security and firewall

### Security considerations

We recommend that you upgrade the License Server to the latest version when you upgrade or install new Citrix products. The new License Servers are backward compatible and support older products and license files. Each time a new License Server is released, it might contain better security features than in previous versions. We also recommend the following security considerations when you configure your environment.

- Configure the License Server environment so that only authorized administrators on a trusted network can access the Citrix Licensing Manager. You achieve this outcome by using an appropriately configured network or host-based firewall.
- When using the Citrix Licensing Manager, avoid visiting untrusted websites or clicking untrusted URLs.

**Important:**

Citrix License Server uses Microsoft Active Directory for authentication. Citrix strongly recommends that you implement good security practices in Microsoft Active Directory (like account lockout and password management) to securely deploy Citrix License Server. For more information, see the [Account lockout threshold](#) and [Password must meet complexity requirements](#) articles.

## Firewall considerations

Determine if you require a firewall between the License Server and any product servers before installing licensing. Firewall considerations can impact where you install the License Server.

If you have hardware firewalls in your environment, you must create the necessary rules manually.

If there is a firewall between your product and the License Server, configure port numbers. This configuration process entails:

- **Determining which port numbers to change.** You can change port numbers during the installation process or afterward.
- **Opening up the firewall ports.** Open any ports on the firewall that you changed so that traffic can flow. Current releases configure the built-in firewall automatically.
- **Changing the product-side settings.** Configure your Citrix product to use the same port numbers as in the Citrix Licensing Manager. If you do not change the port number referenced in the product, the product cannot contact the License Server. You can change the product-side settings during and after installation of the product. See your product documentation for information about these settings.

For more information about allowing required URLs and ports through the firewall and a list of open URLs, see [Register and remove registration with Citrix Cloud](#).

For more information about allowing telemetry data upload, see [Reporting options](#).

## Step 4 Install licensing components, server, and certificate

### Note:

During installation, localized characters in the installation path can cause the installation to fail. Accept the default installation path or type only ASCII alphabetic letter characters for the installation directory.

You can install licensing components on a separate, dedicated server or on a server they share with another application. Alternatively, you can use a web or application server. However, the locations mentioned later in this article are less resource intensive. If you are running fewer than 50 servers or 10,000 licenses, you can install the License Server on the same server as your product. To determine if relocation of the License Server to another system is necessary, monitor CPU and memory load (`lmgrd.exe` and `CITRIX.exe`).

### Important:

Use the `CitrixLicensing.exe` file for all future installations, except for Active Directory deployments. In that case, use the `.msi`. Ensure that both `.exe` and `.msi` files are present for the

installation.

## Install the License Server and console using the graphical interface

1. Download the License Server from [Citrix downloads](#) and start the License Server installer, `CitrixLicensing.exe`, as an administrator or a member of the administrators group.
2. Follow the installer on the GUI to accept the destination folder.  
Licensing components are installed in `C:\Program Files\Citrix\Licensing` on a 32-bit computer and `C:\Program Files (x86)\Citrix\Licensing` on a 64-bit computer.
3. On the **Configure** page, accept, or change the default port numbers used by licensing components. Choose whether to allow the installer to configure the Windows Firewall exception. If needed, you can change the port numbers after the installation. If you choose to finish the installation without configuring the License Server, restart the `CitrixLicensing.exe` installer. You can also use the License Server Configuration tool to configure the settings after the installation.  
Open the configuration tool from: `C:\Program Files\Citrix\Licensing\LS\resource\Licensing.Configuration.Tool.exe`.
  - License Server port number is 27000
  - Vendor daemon port number is 7279
  - Citrix Web Services for Licensing port number is 8083
4. The License Server adds the default administrator for the Citrix Licensing Manager based on how you are logged on. If you are in a domain, the License Server adds the installing user (domain\user) as a default License Server or a Citrix Licensing Manager administrator. If you are a local Windows user, the License Server adds the installing user (computer\user) as a default administrator account. The BUILTIN\administrators group, which allows any administrator to manage licensing, is added by default. You can remove BUILTIN\administrators to restrict licensing to specified users.
5. Choose to start the Citrix Licensing Manager and whether to join the Citrix Customer Experience Improvement Program.

## Install licensing using the Windows command line

### Important:

The Citrix Service Provider program requires Customer Experience Improvement Program (CEIP) and Call Home. If you are a Citrix Service Provider, you cannot disable CEIP or Call Home. Citrix

collects basic licensing data as necessary for its legitimate interests, including license compliance. For more information, see [Citrix Licensing Compliance](#).

When using the `CitrixLicensing.exe` command to install licensing, set properties by adding `Property=value` on the command line anywhere except between an option and its argument.

Ensure that you run the command line with administrator privileges. To start the command prompt with elevated privileges, choose **Start**, right-click **Command Prompt**, and choose **Run as administrator**.

The following sample command line installs licensing in silent mode. Add the properties you want to set.

Type the command in one line without returns. The following example is in multiple lines because of space limitations.

```
CitrixLicensing.exe /quiet /l install.log INSTALLDIR=installdirectory  
WSLPORT=port_number LSPORT=port_number VDPORT=*port_number CEIPOPTIN  
=value
```

Where:

- **/quiet** specifies a silent (quiet) installation.
- **/l** specifies the log file location
- **INSTALLDIR** is the location where the License Server executable is stored. Optional parameter. The default is `c:\program files\citrix\licensing` or `c:\program files (x86)\citrix\licensing`.
- **WSLPORT** is the port number used for Citrix Web Services for Licensing. Optional parameter. The default is 8083.
- **LSPORT** is the port number used for the License Server. Optional parameter. The default is 27000.
- **VDPORT** is the port number used for the vendor daemon. Optional parameter. The default is 7279.
- **CEIPOPTIN** specifies whether, or how, to opt in to the Citrix Customer Experience Improvement Program (CEIP) or Call Home. Optional parameter. The default is **NONE**.
  - **DIAGNOSTIC** - Call Home
  - **Unidentified** - CEIP
  - **NONE**

You can change the CEIP and Call Home choice using the Citrix Licensing Manager.

## Using the command line to install licensing for an Active Directory deployment

When using the `msiexec` command to install licensing, set properties by adding `Property="value"` on the command line anywhere except between an option and its argument. Clustering is not supported in the `.msi`.

### Note:

Ensure that you run the command line with administrator privileges. To start the command prompt with elevated privileges, choose **Start**, right-click **Command Prompt**, and choose **Run as administrator**.

The following sample command line installs licensing in silent mode and creates a log file to capture any information about this operation. Add the properties you want to set after the switches.

Type the command in one line without returns. The following example is in multiple lines because of space limitations.

```
msiexec /I ctx_licensing.msi /l*v install.log /qn INSTALLDIR=installdirectory  
LICSERVERPORT=port_number VENDORDAEMONPORT=port_number MNGMTCONSOLEWEBPORT  
=port_number WEBSERVICESLICENSINGPORT=port_number CEILOPTIN=value
```

Where:

- `/l*v` is the location of the setup log. Optional parameter.
- `/qn` specifies a silent (quiet) installation.
- `INSTALLDIR` is the location where the License Server executable is stored. Optional parameter. The default is `c:\program files\citrix\licensing` or `c:\program files (x86)\citrix\licensing`.
- `LICSERVERPORT` is the port number used for the License Server. Optional parameter. The default is 27000.
- `VENDORDAEMONPORT` is the port number used for the vendor daemon. Optional parameter. The default is 7279.
- `WEBSERVICESLICENSINGPORT` is the port number used for the Citrix Web Services for Licensing. Optional parameter. The default is 8083.
- `CEILOPTIN` specifies whether, or how, to opt in to the Citrix Customer Experience Improvement Program (CEIP) or Call Home. Optional parameter. The default is **NONE**.
  - DIAGNOSTIC - Call Home
  - Unidentified - CEIP
  - NONE

You can change the CEIP and Call Home choice using the Citrix Licensing Manager.

## Using the command line to enable or disable the License Management Service

The License Management Service operates automatically within the License Server and allows for electronic reporting of basic licensing data. You can opt for manual reporting after installation by disabling License Management Service. For information on manual reporting, see [Reporting options](#).

Syntax:

```
ctx_license_management_service.exe (-enable | -disable | -query)
```

Where:

- **-enable** enables electronic reporting of basic licensing data. The first upload to Citrix occurs seven days after you install the License Server.
- **-disable** disables electronic license reporting of basic licensing data. If you disable electronic license reporting, you agree to manual reporting.
- **-query** displays the current configuration.

## Manually install a certificate used by the Citrix Licensing Manager and Web Services for Licensing

### Note:

Use this procedure if you don't want to use the self-signed certificate that is generated during installation.

To install a certificate, there are three steps:

1. Obtain a .pfx file, which contains the certificate and private key. You can use one of two methods to obtain the .pfx file.
2. Extract the certificate and private key from the .pfx file.
3. Install the certificate and private key on to the License Server.

## How to obtain the .pfx file using a domain certificate - Method 1

Log on to a server in the domain, open the **MMC**, and follow these steps:

1. Create a directory **c:\ls\_cert** to hold the exported .pfx file.
2. Add the Certificate snap-in by selecting **File > Add/Remove Snap-in > Certificates > Computer account > Local computer**.
3. In the left pane under **Certificates**, right-click **Personal** and choose **All Tasks > Request New Certificate**, and then **Next**.
4. In the **Certificate Enrollment Policy** wizard, choose **Active Directory Enrollment Policy**, and then **Next**. Select the check box next to **Computer**, and select **Details** to the right.



5. Select **Properties** and on the **General** tab, type a friendly name and description.
6. On the **Subject** tab, under **Subject Type**, choose **Common name** from the **Type** menu. Type a friendly name in the text box, choose **Add**, and then **Apply**.
7. On the **Extensions** tab, choose **Key usage** from the menu. Add **Digital signature and Key encipherment** to the **Selected** options box.
8. On the **Extended Key Usage** menu, add **Server Authentication** and **Client Authentication** to the **Selected** options box.
9. On the **Private Key** tab and under the Key options menu, ensure that the Key size is 4096. Select the **Key Exportable** check box, and then **Apply**.
10. On the **Certification Authority** tab, ensure that the CA check box is selected, and then **OK > Enroll > Finish**.
11. In the **Certificates** console, select **Personal > Certificates**, choose the certificate you built. Select **All Tasks > Export > Next**, and select the **Yes, Export the Private Key** radio button, and then **Next**.
12. Under **Personal Information Exchange - PKCS #12(.PFX)**, select the check box to include all certificates, choose **Next**, create a password, and choose **Next**.
13. Click **Browse**, navigate to **C : \ls\_cert** and type **server .PFX**, and then follow the wizard to finish.

## How to obtain the .pfx file sending a request to a certificate authority (CA) –Method 2

These steps might vary based on your Certificate Authority.

1. Log on to the License Server, open the MMC, and follow these steps:
  - a) Add the Certificate snap-in by selecting **File > Add/Remove Snap-in > Certificates > Computer account > Local computer**.
  - b) In the left pane under **Certificates**, right-click **Personal** and choose **All Tasks > Advance Operations > Create Custom Request**, and then **Next**.
  - c) In the **Certificate Enrollment Policy** wizard, choose **Proceed without enrollment policy** under **Custom Request**, and then **Next**.
  - d) On the **Custom request** screen, choose **(No template) CNG key** from the menu and **PKCS#10** for the Request format, and then **Next**.
  - e) On the **Certificate Information** screen, choose **Details** and then **Properties**.
  - f) On the **General** tab, type a friendly name and description.
  - g) On the **Subject** tab, under Subject name, choose Common name, and type a value in the text box.
  - h) On the **Extensions** tab, choose **Key usage** from the menu, add **Digital signature** and **Key encipherment**.

- i) On the **Extensions** tab, choose **Extended Key usage** from the menu, add **Server Authentication** and **Client Authentication**.
  - j) On the **Private Key** tab, under **Cryptographic Service Provider**, choose **RSA, Microsoft Software Key Storage Provider** (the default). From the **Key** options menu, ensure that the key size is 4096, select the **Key Exportable** check box, and then **Apply**.
  - k) Save the file to a **.req** file, submit the **.req** file to a Certificate Authority (CA), and save the **.cer** file.
2. In the **MMC**, under **Certificates**, right-click Personal and choose **All Tasks > Import**. In the Import wizard, select the **.cer** file.
3. Create a directory **c:\ls\_cert** to hold the exported **.pfx** file.
4. In the **Certificates** console, choose **Personal > Certificates**, and choose the certificate you imported. Select **All Tasks > Export > Next**, and select the **Yes, Export the Private Key** radio button and **Next**.
5. Under **Personal Information Exchange - PKCS #12(.PFX)**, select the check box to include all certificates, choose **Next**, create a password, and then choose **Next**.
6. Choose **Browse**, navigate to **C:\ls\_cert** and type **server.PFX**, and then follow the wizard to finish.

## How to extract the certificate and private key

This step requires OpenSSL or another tool that allows you to extract the certificate and private key from a **.pfx** file. The version of OpenSSL shipped with the License Server does not support extracting certificates and private keys. For information about downloading OpenSSL, go to [www.openssl.org](http://www.openssl.org). Citrix recommends installing OpenSSL on a separate workstation to perform these steps:

1. Navigate to the `<openssl directory>\bin` folder.
2. Run `openssl pkcs12 -in C:\ls_cert\server.pfx -out server.crt -nokeys`

Note:

The License Server uses only the **.crt** certificate format.

3. Type the password created during the export process (password).
4. Run `openssl pkcs12 -in C:\ls_cert\server.pfx -out server.key -nocerts -nodes`
5. Type the password created during the export process (password).

## How to install the .crt and .key files on the License Server

### Windows - Web Services for Licensing:

1. Stop the Citrix Web Services for Licensing service.
2. Copy the server.crt and server.key created earlier in this procedure to `c:\program files (x86)\citrix\licensing\WebServicesForLicensing\Apache\conf\`.
3. Start the Citrix Web Services for Licensing service.

### Windows - License Administration Console:

#### Note:

- License Administration Console was removed from Windows License Server v11.16.6.0 build 31000 and onwards. For more information, see [What's new](#).
- License Server VPX still uses the License Administration Console.

1. Stop the Citrix licensing service.
2. Copy the server.crt and server.key created earlier in this procedure to `c:\Program Files (x86)\Citrix\Licensing\LS\conf`.
3. Start the Citrix licensing service.

## Step 5 Configure a proxy server

You can use a proxy with the Citrix Licensing Manager, CEIP, and Call Home. When you configure a proxy server, requests to download licenses and upload telemetry data are sent through a proxy server. If the automatic upload of data fails, check the firewall setting or configure a proxy. For more information, see [Citrix Licensing Telemetry](#) documentation.

Starting with License Server version 11.17.2.0 build 43000, you can view and configure proxy server settings from the Citrix Licensing Manager UI. For more information, see [Configure a proxy server within Citrix Licensing Manager](#).

#### Important:

Citrix Licensing components requiring outward bound web communications can inherit network proxy settings using Windows automatic proxy detection. We do not support authenticated proxies. For more information about Windows automatic proxy detection, see [WinHTTP AutoProxy Functions](#).

## How to configure a proxy server manually

1. Edit the SimpleLicenseServiceConfig.xml file, which is in the `<Citrix Licensing>\WebServicesForLicensing` directory.

2. Add a line of xml to the file in the format `<Proxy>proxy server name:port number</Proxy>`

**Important:**

The .xml tags are case-sensitive.

```
1      <Configurations>
2      <EncoreConfiguration>
3          <SamplingPeriod>15</SamplingPeriod>
4          <RetentionTime>180</RetentionTime>
5          <Enabled>true</Enabled>
6      </EncoreConfiguration>
7      <Proxy>10.211.55.5:808</Proxy>
8  </Configurations>
```

**Next steps**

- [Citrix Licensing Manager](#)
- [Product specific licensing guides](#)

## Prerequisites to obtain your license files

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After you install the licensing components, you are ready to obtain your license files.

You can obtain your license files in several ways:

- Studio in Citrix Virtual Apps and Desktops. For more information, see [Citrix Virtual Apps and Desktops Licensing](#).
- [Citrix Licensing Manager](#).
- MyAccount on [citrix.com](#). For more information, see [Manage Licenses on citrix.com](#).

Ensure you have the following information ready, before going to the Citrix website to get your product licenses:

- Your user ID and password for **My Account**.
- **The license access code.** You can get this code in **My Account** on citrix.com or in an email you receive from Citrix.

**Note:** If you cannot locate the license access code or license you purchased, contact the [Citrix Customer Service](#).

- **The hostname of the License Server on which you installed the licensing components.** The License Server hostname is case-sensitive, so ensure that you copy the name exactly as it appears on the system.

Select the down arrow in the top bar of the Citrix Licensing Manager screen to find the License Server hostname, Ethernet address, and IPv4 address. You can also run the hostname command at a command prompt on the License Server.

- **How many licenses you want to include in the license file.** You do not have to download all the licenses you are entitled to at once. For example, if your company purchases 100 licenses, you can allocate and download only 50 now. Later, you can allocate the rest in another license file. You can have more than one license file based on the number of licenses allocated.

## Customer Success Services

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Your purchase of a new Citrix product includes a one-year membership in Customer Success Services. This membership entitles you to all product updates, along with other benefits. These updates include all releases during your membership period.

After your initial one-year membership period expires, renew your Customer Success Services membership by paying Citrix for your renewal. Use the Citrix Licensing Manager to install your renewal licenses. You can go to [citrix.com](https://citrix.com) and download a license file that has your renewal license.

### Important:

A Customer Success Services membership and its license are distinct from your license to run the product. Your Citrix products don't stop working if you don't renew your Customer Success Services membership. But you are not entitled to any software release after it expires.

## Customer Success Services renewal licenses

Customer Success Services renewal license files contain licenses, known as renewal licenses that extend your Customer Success Services membership for a one-year period. These licenses are required to run all new product releases, excluding hotfixes, that are released during your membership period.

If you do not add the Customer Success Services renewal license immediately, your Citrix products do not stop working. However, you cannot run any new software released during your renewed membership until you have the renewal license on your License Server.

If Citrix releases a product version after your Customer Success Service membership ends, renew your Customer Success Services membership. Obtain a renewal license before you can use the new product version.

**Example:**

Before you upgrade to any of the Citrix Virtual Apps and Desktops releases, ensure that your current Customer Success Services dates are valid and have not expired. Citrix Virtual Apps and Desktops releases use a year-month date format (YYMM). Ensure that the date in your license is equal or newer than the product release date. For a comprehensive list of release dates, see [Citrix Product Customer Success Services Eligibility Dates](#).

When you renew your Customer Success Services membership, you can use the renewal license features of the Citrix Licensing Manager. For more information see, [Update licenses](#).

**Note:**

When you download more license files, you can delete the expired Customer Success Services licenses. However, it is not a requirement. You might want to keep them to make it easier to identify the upgrade that is associated with each base license.

Find out your Customer Success Services dates by using [Citrix Licensing Manager](#), or view the license file in the text editor.

## **Check for and install Customer Success Services renewal licenses with the Citrix Licensing Manager**

When enabled, the Citrix Licensing Manager contacts Citrix.com web services weekly to check for available Customer Success Services renewal licenses.

Based on your configuration, the Citrix Licensing Manager automatically checks for Customer Success Services renewal licenses, or allows you to check manually. It notifies you or installs the license when found.

1. In the Citrix Licensing Manager, click **Settings** in the upper right of the UI.
2. Choose how you want to be notified and if you want renewal licenses to be automatically installed.

If the automatic checks for Customer Success Services renewal licenses fail, check the firewall setting or configure a proxy. For this feature to work, the License Server must be able to access <https://citrix.services.citrix.com>. For more information, see [Configure a proxy server manually](#).

**Note:**

You can also configure the ports, the License burst mode, and the language on this page.

- **Automatically check for Customer Success Services renewal licenses and notify when available:** Citrix Licensing Manager displays a notification. Click the link to download and install the available renewals. This same notification appears in Studio and Director if they are configured to manage the License Server.
- **Automatically check for and install Customer Success Services renewal licenses when available:** Citrix Licensing Manager checks weekly and automatically installs renewal licenses when available. A notification displays for a few days stating that renewals have been installed.
- **Manually check for Customer Success Services renewal licenses:** Select the **Update Licenses** tab and **Check for Available Renewals**. You can check the **Update Licenses** tab at any time to see a list of licenses installed in the last 30 days.

## Citrix Licensing Manager

August 12, 2024

The Citrix Licensing Manager is a web-based management console for Citrix Licensing. It enables the License Server features using a simple web interface. For more information on the functions you can perform using the Citrix Licensing Manager, see the [Citrix licensing technical overview](#).

The Citrix Licensing Manager is installed on the license server. You can only use it to manage the license server on which it is installed. The Citrix Web Services provide the functionality for the **Licensing** windows service.

Access the Citrix Licensing Manager using the link `https://*LicenseServerName:WSLPort*`. The default WSL Port is 8083.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello,

Dashboard

Historical Use

Install Licenses

Update Licenses

License Usage

PRODUCT-EDITION	MODEL	IN USE/INSTALLED	AVAILABLE	
Citrix Start-up License	Server	<div></div> 0/10000	10000(100%)	>
Citrix License Server Diagnostics License	Server	<div></div> 0/10000	10000(100%)	>

The **Citrix Licensing Manager** screen displays the following details:

- The License Server version in the top bar of the screen. You can also view the host name, Ethernet address, and IPv4 address, from the drop-down list in the titlebar.  
by selecting the down arrow at the top right of the Citrix Licensing Manager screen.
- Important notifications of license availability, expiration, and other conditions. You can view these notifications by selecting the bell icon at the top of the Citrix Licensing Manager screen.

The Citrix Licensing Manager also allows you to perform the following actions:

- Configure Customer Success Services renewal license actions. You can specify the following actions:
  - Download and install licenses automatically,
  - Check for the available renewals and notify, or
  - Manually install the licenses.For more information on configuring this feature, see [Check for and install Customer Success Services renewal licenses with the Citrix Licensing Manager](#).
- Store and export historical usage reports from the License Server. You can specify a date range for the historical usage data and export it to a CSV file. The CSV file provides daily usage information including the number of licenses in overdraft. For information about exporting historical usage data, see [Historical Use](#).

## **A what's new modal window**

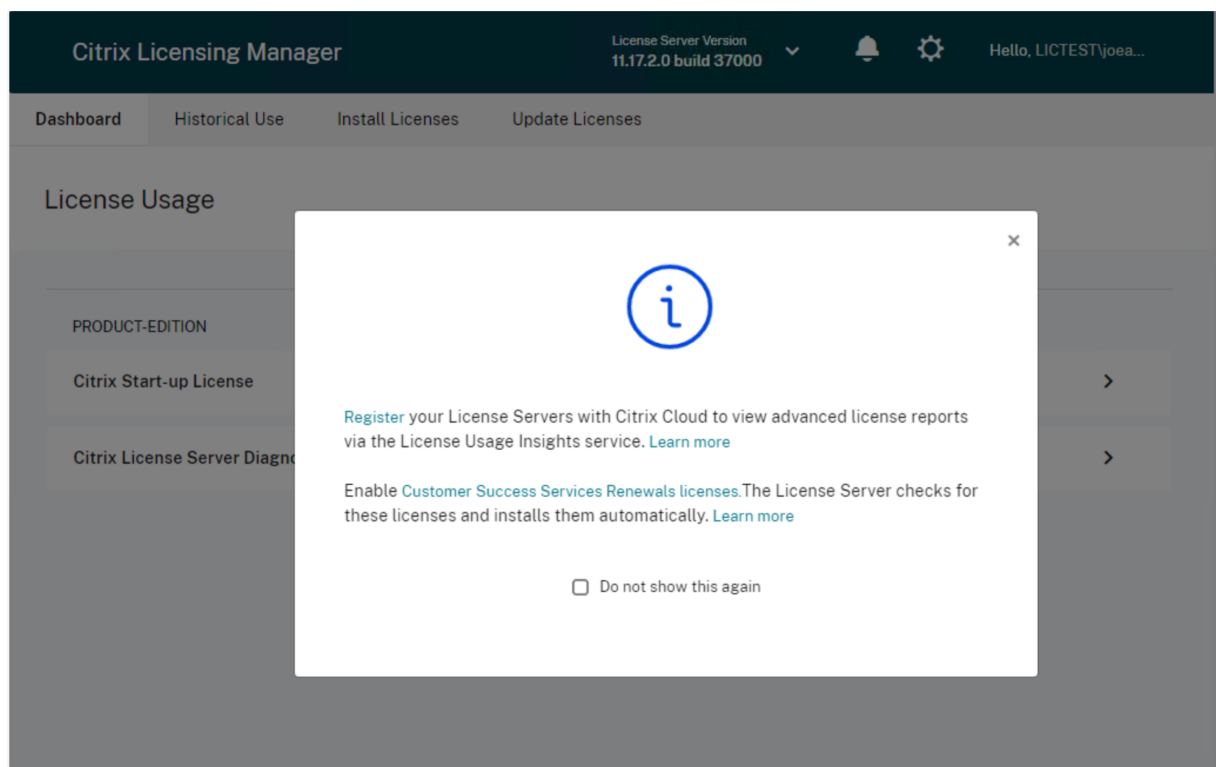
From version 11.17.2 build 37000, when you launch the Citrix Licensing Manager, a modal window appears that provides information about:

- New features that are available on your Citrix Licensing Manager
- Features that are already available, but currently disabled on your Citrix Licensing Manager. You can enable these features directly from the modal window.

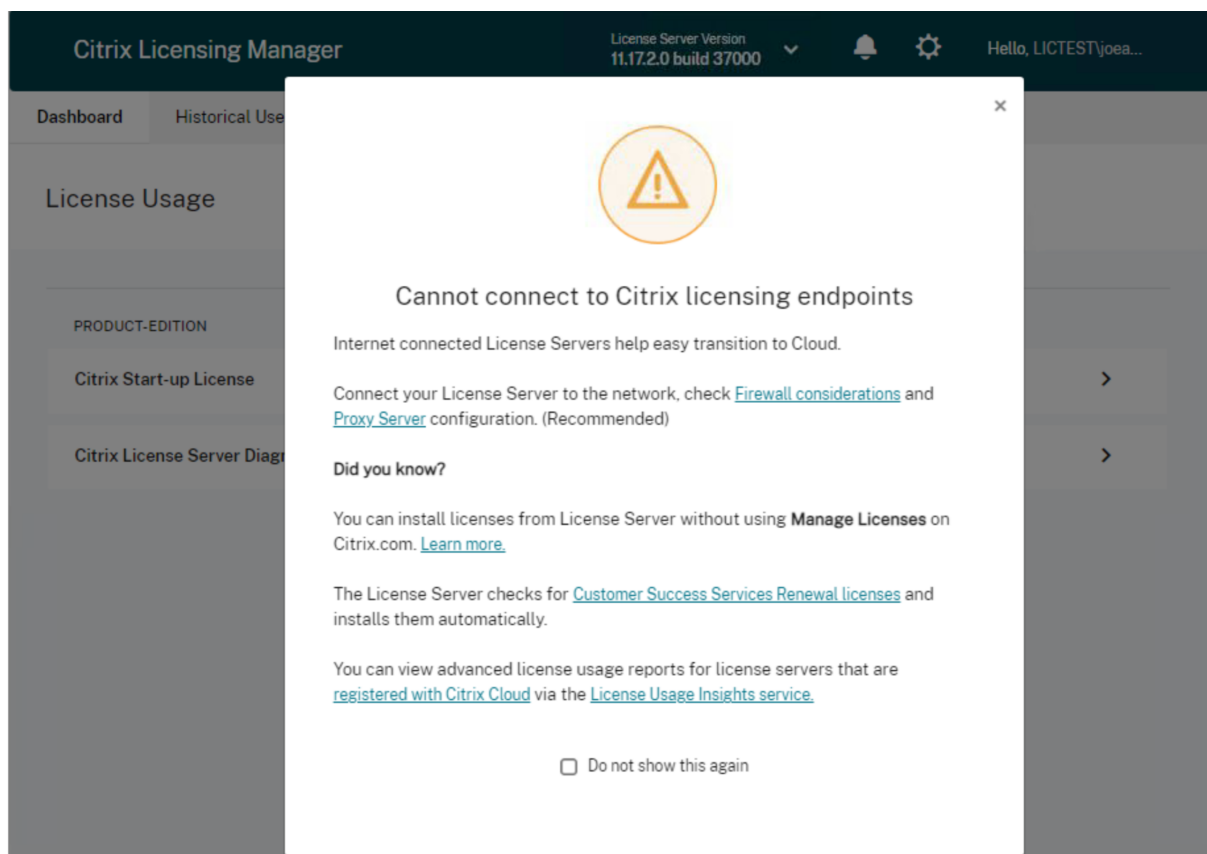
For example, the Citrix Licensing Manager automatically detects that your License Server isn't registered with Citrix Cloud and prompts you to register.

Citrix recommends that you enable features that are disabled when prompted. Doing so enhances your user experience and improves the way you monitor your license usage.





The Citrix Licensing Manager also displays alert messages for network-related issues and recommends steps to mitigate them.



## Where to go next

- **Dashboard:** View details about the installed, in-use, available licenses, expiration date of licenses, and Customer Success Services dates.  
For more information, see the [Dashboard](#).
- **Historical use:** Review and export data related to products, license models, and Customer Success Services (Subscription Advantage) dates.  
For more information, see [Historical Use](#).
- **Install licenses:** Install license files on the License Server using a license access code or downloaded file. View details of licenses after they are installed.  
For more information, see [Install licenses](#).
- **Update licenses:** Check for, download, install, and update available Customer Success Services renewal licenses.  
For more information, see [Update licenses](#).
- **Settings:** Modify settings related to user and group accounts, server configuration, and usage and statistics data. For more information, see [Settings](#).

## Dashboard and Historical Use

August 12, 2024

### Dashboard

The **Dashboard** in Citrix Licensing Manager provides information about the product edition, model, installed/in-use status, and availability of your licenses.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello,

Dashboard

Historical Use

Install Licenses

Update Licenses

License Usage

PRODUCT-EDITION	MODEL	IN USE/INSTALLED	AVAILABLE	
Citrix Start-up License	Server	<div></div> 0/10000	10000(100%)	>
Citrix License Server Diagnostics License	Server	<div></div> 0/10000	10000(100%)	>

To view detailed information about the licenses, click > for a particular license. The Citrix Licensing Manager displays a table containing the following details of the license:

- Customer Success Services date
- Total installed licenses
- Overdraft
- Licenses in use
- Available licenses
- Expiration date
- Type

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello,

DashboardHistorical UseInstall LicensesUpdate Licenses

License Usage

PRODUCT-EDITION	MODEL	IN USE/INSTALLED	AVAILABLE			
Citrix Start-up License	Server	<div></div> 0/10000	10000(100%)	^		
Licenses						
CSS Date	Total Installed	Overdraft	In use	Available	Expiration Date	Type
2038.0101	10000	0	0	10000	PERMANENT	System
Citrix License Server Diagnostics License	Server	<div></div> 0/10000	10000(100%)	>		

Historical Use

The **Historical Use** feature in the Citrix Licensing Manager allows you to store and export historical usage reports from the Licensing Server. The default retention period is one year. You can view and specify the data retention period by selecting **Change**. Use the filters to export a License Server Product usage report as a CSV file.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello, [View Profile](#)

Dashboard

Historical Use

Install Licenses

Update Licenses

### Historical Use

Use these filters to export a License Server Product usage report for the specified time period as a .csv file.

Product & Edition

Model

Customer Success Services Date

Start Date

End Date

Citrix Start-up License (CITRIX)

Server

2038.0101

08/23/2021

08/23/2021

Export

Historical data is retained 1 Year [Change](#)

Export historical usage data

You can view and export the historical usage by performing the following steps:

- 1. Log on to the Citrix Licensing Manager hosted on the License Server. Type the following URL into a browser installed on a system having access to the License Server. Replace the host name with your actual License Server host name in the URL.

<http://License-Server-Hostname:8083/>

- 2. Select **Product & Edition**, **Model**, and **Customer Success Service Date**. Enter a date range for which you want to gather the history.

Note:

Selecting Customer Success Services date limits exported data to a specific pool of licenses and does not accurately reflect the total number of licenses in use.

- 3. Select **Export**.

4. Select **Save > Save As** on the browser download dialog to save the exported CSV file. The CSV file provides daily usage information, including the number of licenses in overdraft.

**Note:**

Database usage snapshots are saved every 15 minutes.

## Install licenses

August 12, 2024

The Citrix Licensing Manager gives you the following options to obtain your licenses:

- **Use license access code**
- **Use downloaded license file**

In the **Start** menu, select **All Programs > Citrix > Citrix Licensing Manager**, or from a remote machine use the <https://licenseservername:8083> URL with your License Server name.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello,

Dashboard

Historical Use

Install Licenses

Update Licenses

Install Licenses

Choose the method to install licenses on the License Server.

License Server Information

Hostname:

IP Address:

You can choose to install licenses by using the license access code or a license file (.lic).

☒ Use license access code

☐ Use downloaded license file

License Access Code

Display Licenses

### Use license access code

1. Choose **Use license access code**, and enter the license access code provided by Citrix.
2. Click **Display Licenses** to see your license entitlements.

Select the license and the quantity to install.

- 3. Select a product from the displayed list, type the number of licenses to install, and click **Install**. To select multiple products, click **Install** every time you select a product. The products are processed in order of selection.
- 4. To display the newly downloaded licenses, click **Dashboard**.

☒ Use license access code

☐ Use downloaded license file

License Access Code

?

Display Licenses

License Entitlements

Product Name	Quantity/Available	Already Used	Action/Progress
Citrix Access Gateway and Advanced Access Control - With Subscription Advantage	3 / 11	89	✓ Installed
Product-Type	CSS Date	Available	Expiry Date
▶Citrix Access Gateway - Advanced Edition Concurrent-Retail			
▶Citrix Access Gateway - Standard Edition Concurrent-Retail			

Use a downloaded license file

☐ Use license access code

☒ Use downloaded license file

License File

Choose File?

Installed License Details

Product-Type	CSS Date	Available	Expiry Date
▼Citrix XenDesktop VDI Concurrent (Legacy)-Retail			
	2022.1201	100	01-dec-2022
	2022.1202	100	01-dec-2022
	2022.1203	100	01-dec-2022
	2022.1204	100	01-dec-2022
	2022.1205	100	01-dec-2022
	2022.1206	100	01-dec-2022
	2022.1207	100	01-dec-2022
	2022.1208	100	01-dec-2022
	2022.1209	100	01-dec-2022
	2022.1210	100	01-dec-2022

1. Choose **Use downloaded license file**.
2. Choose a file.
3. Choose the check box to replace an older file with the same name.
4. Click **Import**.  
The Citrix Licensing Manager displays information about the licenses.
5. After your license file is successfully uploaded to the License Server, a message displays. To display the newly downloaded licenses, click **Dashboard**.

**Note:**

Avoid issues while uploading a license file by removing special characters in the file name. Ensure that the file has an .lic extension (all lower case).

Allocating and downloading licenses

Consider the following points while using the Citrix Licensing Manager to allocate and download licenses:

- As a prerequisite, ensure that you have internet access or a configuration with a proxy server.



- Once you click **Allocate > Download**, you cannot cancel it. If this action fails, use **My Account** at citrix.com.
- The Citrix Licensing Manager doesn't support redownloading or reallocating of license files. You can return licenses on citrix.com and use the Citrix Licensing Manager to allocate them again. For redownloading, use **My Account**.
- If you rename the License Server, you must reallocate any license files allocated under the old License Server name.

## Update licenses

August 12, 2024

Install your Customer Success Services renewal licenses from the **Update Licenses** tab in the Citrix Licensing Manager. You can also see a record of the recently installed renewal licenses in the **Customer Success Services renewal licenses renewed in the last 30 days** section.

To update the licenses

1. In the **Customer Success Services renewal licenses available** section, click **Check for Available Renewals**.
2. Click **Download and Install** to install the license. For more information see the **Use downloaded license file** section in [Install licenses](#).

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello,

Dashboard

Historical Use

Install Licenses

Update Licenses

### Update Licenses

License Server Information

Hostname:

IP Address:

Customer Success Services renewal licenses available

[Check for Available Renewals](#)

Product Name	Quantity	CSS Date	Action
Citrix XenDesktop Platinum User/Device	25	2018.1215	<a href="#">Download and Install</a>

Customer Success Services renewal licenses installed in the last 30 days

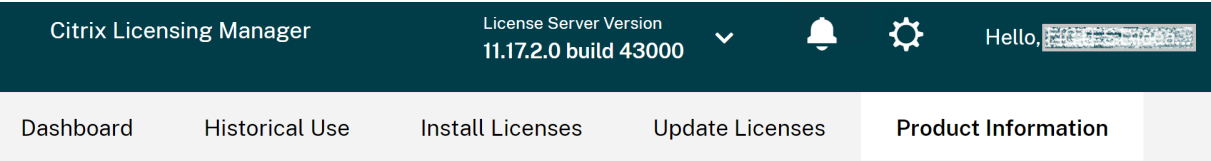
No renewal licenses were installed

## Product information

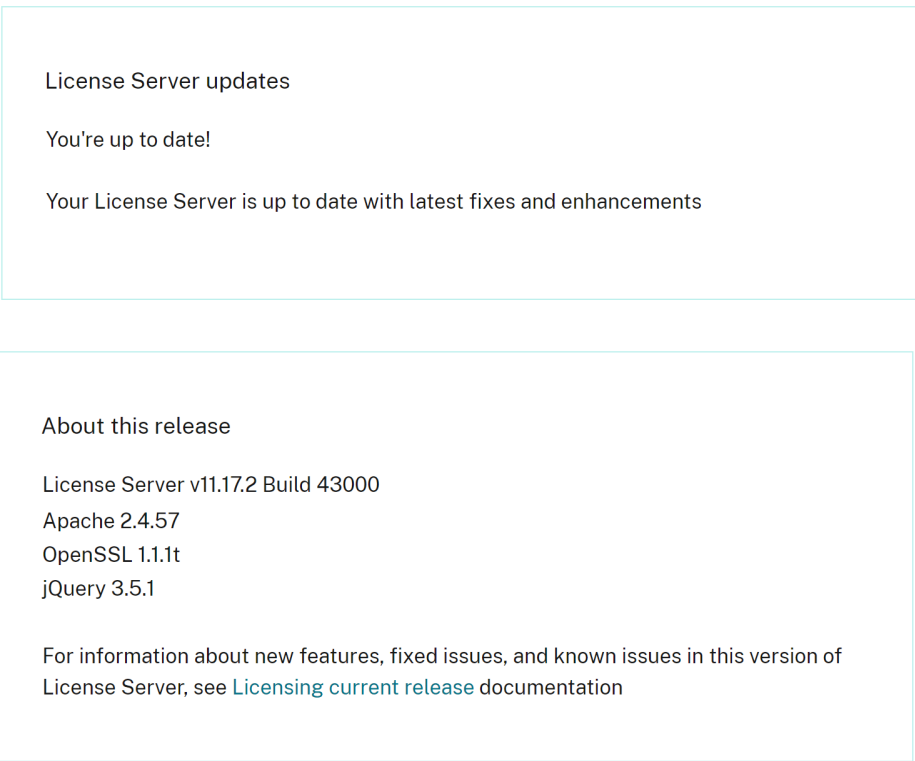
August 12, 2024

In this release of Citrix Licensing Manager, a new section about product information is added.

In the **Citrix Licensing Manager** UI, click the **Product Information** tab. The following page appears:



### Product Information



The **Product Information** page has the following two sections:

- License Server updates
  - the most recent updates
  - the last successful attempt for updates

**Note:**

The **License Server Updates** section requires internet access to view the latest product information.

- About this release
  - the latest version of License Server available for download
  - updates to open-source software such as OpenSSL and Apache versions for a particular release
  - link to product documentation

**Note:**

The **About this release** section provides static text and doesn't require internet access to view the latest product information.

## Settings

August 12, 2024

Modify and configure the following settings in the **Citrix Licensing Manager**:

- **Account:** Configure user and group accounts.
- **Server configuration:** Configure ports and Customer Success Services renewal license actions.
- **Usage and statistics:** Register your License Server with Citrix Cloud and configure the historical data retention by selecting a retention period.

To configure these settings, click the settings icon on the top right corner of the title bar.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 36000

Hello, *[User Name]*

DashboardHistorical UseInstall LicensesUpdate Licenses

License Usage

PRODUCT-EDITION	MODEL	IN USE/INSTALLED	AVAILABLE	
Citrix Start-up License	Server	<div></div> 0/10000	10000(100%)	>
Citrix License Server Diagnostics License	Server	<div></div> 0/10000	10000(100%)	>

Account

On the **Account** tab, configure users and group access for both local Windows users and groups and Active Directory users and groups.

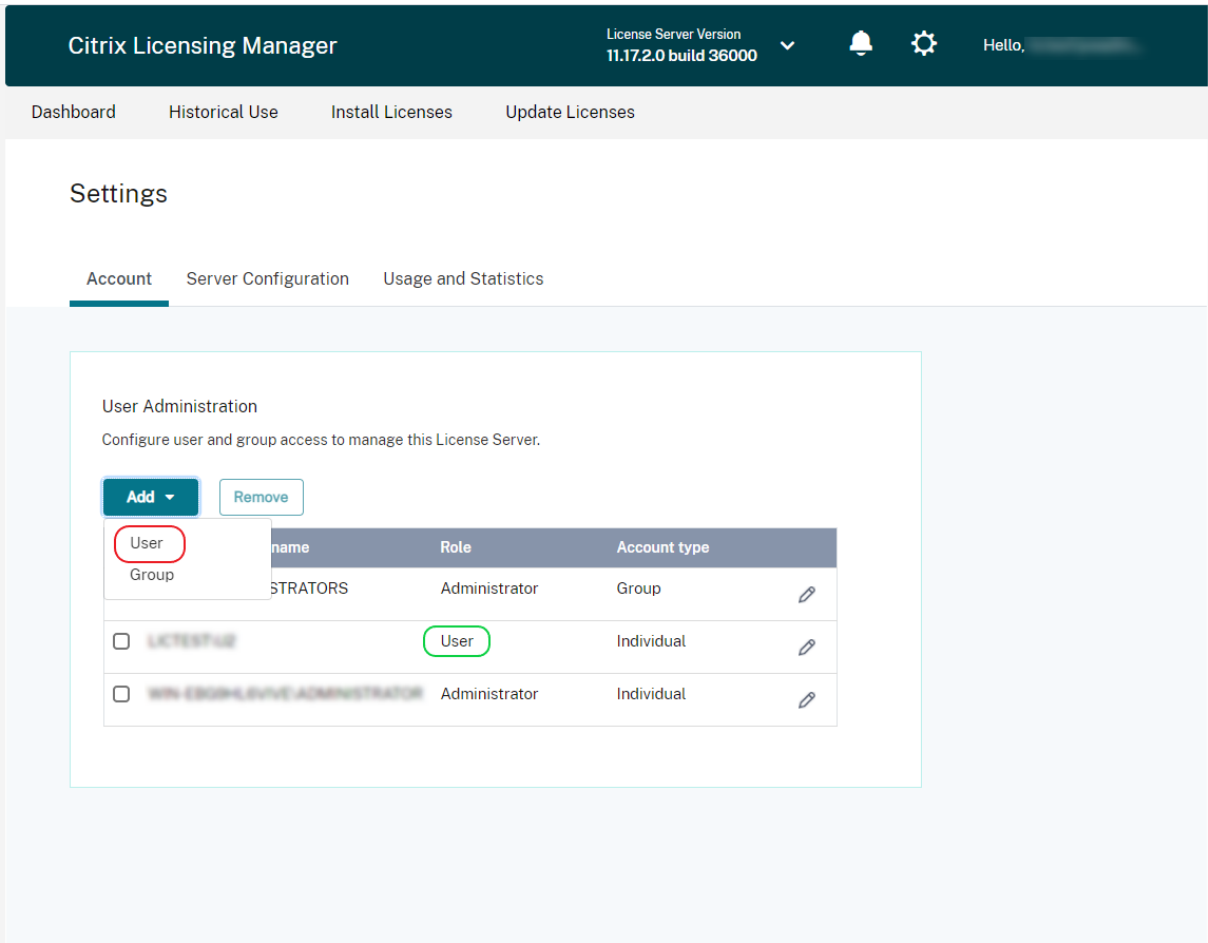
Note:

Active Directory users and groups are part of an Active Directory or network authentication system. To support them, ensure that the Windows License Server is a member of a Microsoft Active Directory domain.

Administrator and User roles

You can add the **User** and **Group** accounts with specific roles. **User** and **Group** accounts created with an *Administrator* role can:

- Choose a console display language.
- View system information.
- Add and remove users.
- Configure the License Server port.
- Configure the vendor daemon port.
- Configure the Web Services for Licensing port.
- Configure and add licenses.



**User** and **Group** accounts created with a *User* role cannot log into Citrix Licensing Manger. These accounts have only read-only access to Licensing through Citrix Studio.

**Note:**

**User** as an account (red color) is different from **User** as a role (green color) as indicated in the preceding image.

**To add and remove users and groups**

To add a user or a group, click **Add**, choose **User or Group**, enter **Domain\Username**, and then click **Finish**.

To remove a user or a group, click **User** or **Group** from the list and then click **Remove**.

To edit the role of an existing user or group, click the edit button, choose the role, and click **Update**.

## Server configuration

Use the **Server Configuration** setting to make the following changes:

- Configure the License Server, Citrix vendor daemon, and Web Services for Licensing ports.
- Configure a proxy server.
- Configure Customer Success Services renewal license actions.
- Enable and disable the License burst mode.
- Choose the console display language.

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 43000

Hello,

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Product Information

Settings

Account

Server Configuration

Usage and Statistics

Configured Ports

License Server Port	27000	
Vendor Daemon Port	7279	
Web Services for Licensing Port	8083	

Configure a Proxy Server

The proxy server isn't configured. Edit to configure a proxy server.

Customer Success Services Renewals

☒ Automatically check for Customer Success Services renewal licenses and notify when available.

☐ Automatically check for and install Customer Success Services renewal licenses when available.

☐ Manually check for Customer Success Services renewal licenses.

Supplemental Grace Period

Start the 15-day supplemental grace period when the regular license consumption limit is reached.

ON

Language

English

## Configure port numbers


You can edit the following default ports:

- **License Server.** This port number is used by the Citrix Licensing Manager. License Server Manager handles the initial communication among the products, starts the Citrix vendor daemon, and relays check out and check in requests to the vendor daemon. By default, this port number is 27000.
- **Citrix vendor daemon.** This port number is used by the Citrix vendor daemon. The vendor daemon is responsible for the core operations of the License Server, including license allocation. By default, this port number is 7279. However, if you have a firewall or if the number is already in use, you must change the port number.
- **Web Services for Licensing.** Port used by the Web Services for Licensing. The **Web Services for Licensing** hosts the Citrix Licensing Manager, so users connecting to the Citrix Licensing Manager use this port. Director and Studio use this port to communicate with the License Server using **Web Services for Licensing**. By default, this port number is 8083.

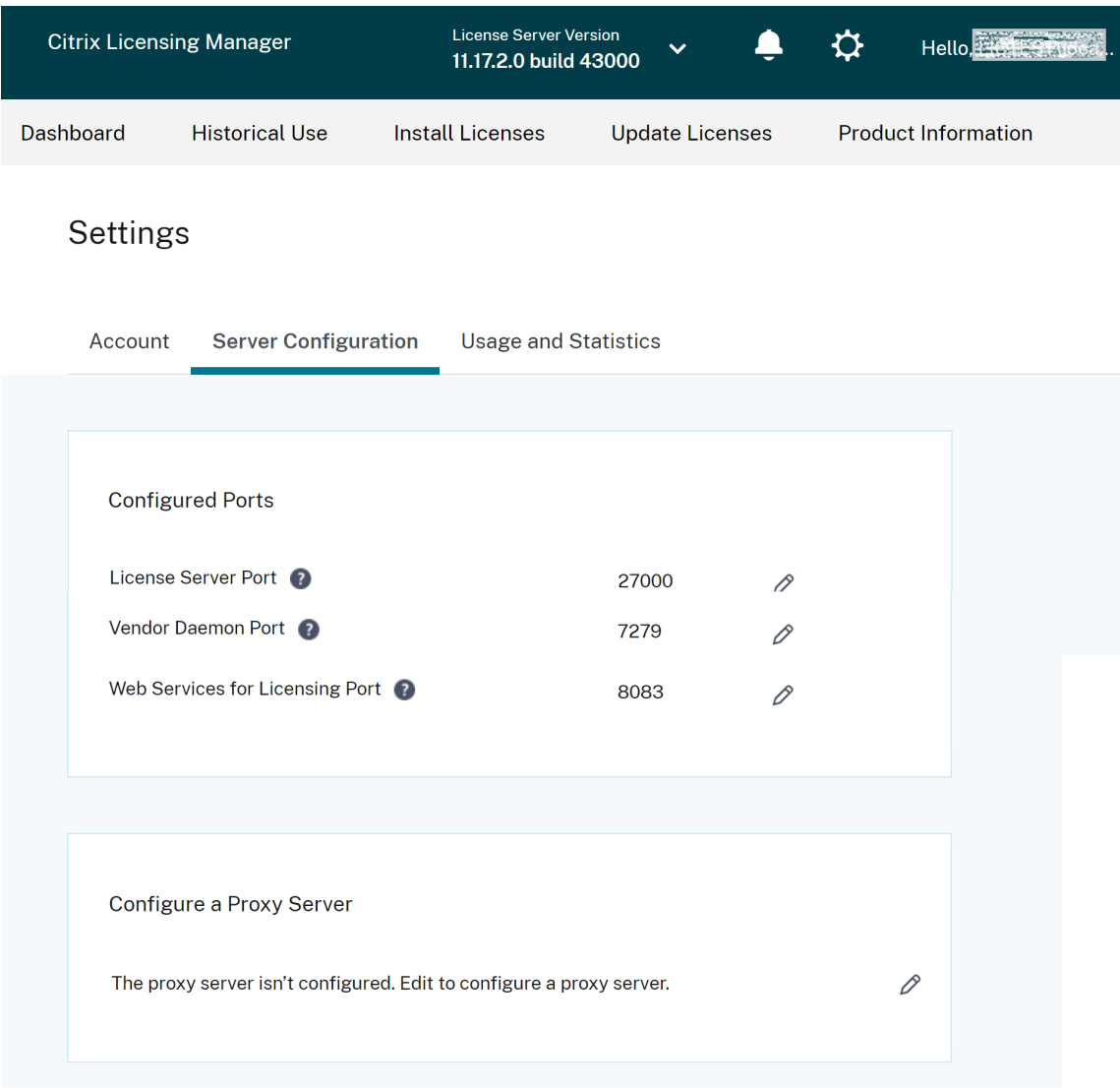
## Configure a proxy server within Citrix Licensing Manager


Starting with License Server version 11.17.2.0 build 43000, you can view and configure proxy server settings from the Citrix Licensing Manager UI. You can edit the settings to add, modify, or remove a proxy server as needed.

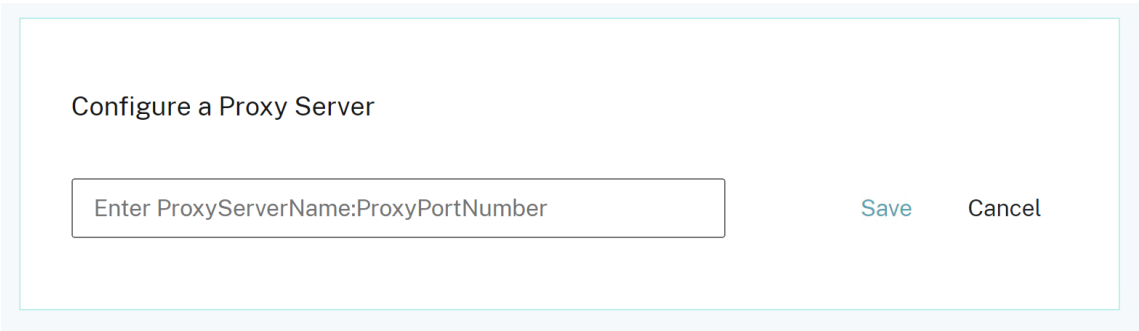
Do the following to configure a proxy server:

1. In the Citrix Licensing Manager, click the **Settings**  in the upper right of the UI.
2. Click **Server Configuration**.
3. Navigate to **Configure a Proxy Server** section.





4. Click the **Edit**  to configure a new proxy server or to update an existing proxy server.



5. Enter the proxy server name and proxy port number in the following format:  
proxy server name:port number  
For example: 10.211.55.5:808. (This port can be **IPAddress:Port** or **Hostname:Port**.)

6. Click **Save**. The proxy server configuration is saved successfully.

## Customer Success Services Renewals

This feature checks for already available renewed licenses, and notifies they are available for renewals, or automatically installs them. When enabled, the Citrix Licensing Manager contacts Citrix.com web services weekly to check for available Customer Success Services renewal licenses.

You have the following options to renew Customer Success Services licenses:

- **Automatically check for Customer Success Services renewal licenses and notify when available**
- **Automatically check for and install Customer Success Services renewal licenses when available**
- **Manually check for Customer Success Services renewal licenses**

The check for available renewals is performed weekly. To manually update your license, click **Update License > Check for Available Renewals**. Check the **Update License** tab at any time to see a list of licenses installed in the last 30 days.

Based on your configuration, the Citrix Licensing Manager does one of the following:

- Checks for Customer Success Services renewal licenses, notifies you, and installs the licenses when found.
- Checks for Customer Success Services renewal licenses, and notifies you they are available to be installed.
- Allows you to check manually.

If the automatic checks for Customer Success Services renewal licenses fail, check the firewall setting or configure a proxy. For this feature to work, the License Server must be able to access <https://citrix.services.citrix.com>.

## License burst mode

You can use the License burst mode feature to start the 15-day License burst mode, when you reach the regular license consumption limit. During the License burst mode, the product allows unlimited connections for 15 days, enabling you to fix the issue. Ensure you check your product documentation to determine if your product supports the License burst mode.

## Language

You can change the default language of the Citrix Licensing Manager display, which applies to all the console users. The following languages are available:

- Chinese (Simplified)
- English
- French
- German
- Japanese
- Spanish

## Support Bundle

A support bundle is a .zip file that contains information that required to troubleshoot and debug any License Server issues by the Citrix support team. You can use this file to initiate a Citrix support call or to provide documentation to Citrix or its agents for license compliance purposes. The .zip file generated includes license activity and historical usage information, configuration information, a copy of the licensing directory, license files, server logs, and usage and analytics data from Call Home, CEIP, or Citrix License Management Service or both (in each case, if applicable).

To generate and download a support bundle, go to the **Citrix Licensing Manager > Settings > Server Configuration > Support Bundle**. Click **Generate and Download** to download the bundle (.zip file).

The support bundle contains various files. See the following table for a list of files that are of high importance in the bundle:

File name	Description
LS\conf	Includes server configuration and certificates.
LS\logs	Contains license server logs.
LS\resource\cache	Contains user/device data, renewal database, and vendor daemon extension data. There are also upload result files that contain the status of the last telemetry transfer.
LS\resource\Historical	Contains Web Services for Licensing/Citrix Licensing Manager analytics and historical use databases.
LS\resource\usage	Contains files included in the last compliance and/or CEIP/Call Home upload bundle along with corresponding .zip files for each program.
LS\MyFiles	Contains all installed customer license files and the CITRIX.opt (options file –contains LS configuration).

---

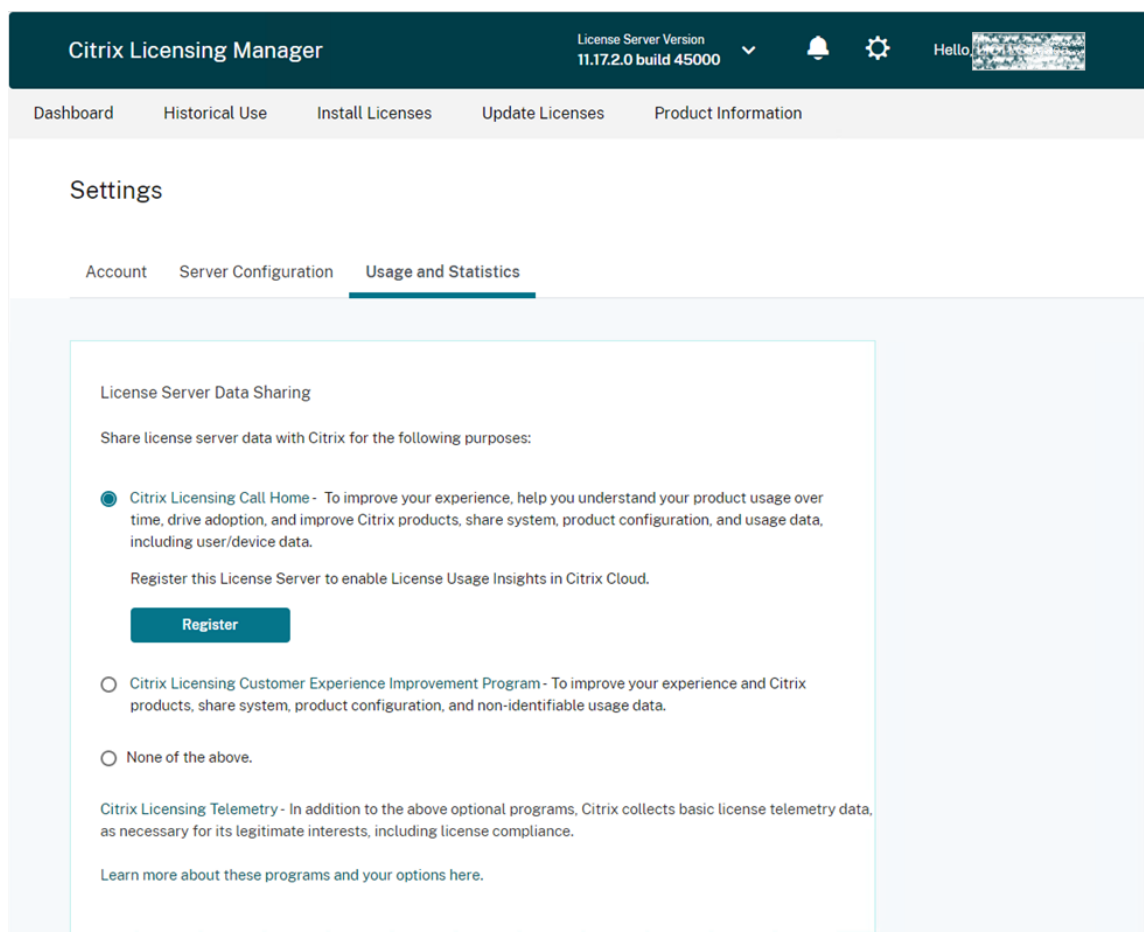
File name	Description
WebServicesForLicensing	<a href="#">SimpleLicenseServiceConfig.xml</a> Web Services for Licensing Configuration file.
WebServicesForLicensing\Apache\conf	Contains Web Services for Licensing web server configuration and certificates.
WebServicesForLicensing\Logs	Contains Web Services for Licensing web server logs.

---

## Usage and statistics

Use the **Usage and Statistics** setting to do the following:

- Configure how you share usage statistics with Citrix Cloud. For more information see [Share usage statistics](#).
- Find out if your License Server is registered, or [register your License Server with Citrix Cloud](#).
- Know the status of your uploads, and fix failed uploads.
- Force data upload to Citrix.
- Set the period to retain the historical usage information.



## Share usage statistics

The Citrix Licensing Customer Experience Improvement Program (CEIP) and Call Home usage and analytics programs are voluntary data collection programs that are designed to improve your product experience. Call Home and CEIP are voluntary programs.

For more information about the statistics that are collected, see [Citrix data collection programs](#).

## Register your Citrix License Server

Use the **Register** option in the **Usage and Statistics** section to register your Citrix License Server with Citrix Cloud. Once registered, the screen indicates that you are registered. Use the **Remove Registration** option if you want to remove the License Server registration. For more information, see [Register Citrix License Server with Citrix Cloud](#).

## **Remove registration**

There are reasons that you might want to remove the License Server registration with the Citrix Cloud. For example, you've registered your License Server to CompanyA, which is now merged into another organization. You want to consolidate your license usage data into one Citrix customer account. To do that, remove your registration, and then register with a new Citrix Cloud account. For more information, see [Remove registration of your License Server](#).

## **Collect License Server event data**

After you register your License Server with Citrix Cloud, you can choose to send your License Server's event data to Citrix. This option is enabled by default and is available only after registration. This data is used to display information in customer-facing dashboards. It's also used to provide alerts and notifications about license expiry, license renewals, and License burst mode. For information about the data elements that are sent to Citrix Cloud, see [License Server event data](#).

Citrix Licensing Manager

License Server Version  
11.17.2.0 build 45000

Hello

DashboardHistorical UseInstall LicensesUpdate LicensesProduct Information

Settings

AccountServer ConfigurationUsage and Statistics

License Server Data Sharing

Share license server data with Citrix for the following purposes:

☒ Citrix Licensing Call Home - To improve your experience, help you understand your product usage over time, drive adoption, and improve Citrix products, share system, product configuration, and usage data, including user/device data.

☒ Registered to Citrix Cloud Customer Name: **Shared Entitled Customer**. Visit Citrix Cloud to view License Usage Insights.

Remove Registration

☒ Send your License Server's event data to Citrix. Data from License Server will be used to display information in customer facing dashboards, provide alerts and notifications about license expiry, license renewals, and supplemental grace period. [Learn more](#)

☐ Citrix Licensing Customer Experience Improvement Program - To improve your experience and Citrix products, share system, product configuration, and non-identifiable usage data.

☐ None of the above.

Citrix Licensing Telemetry - In addition to the above optional programs, Citrix collects basic license telemetry data, as necessary for its legitimate interests, including license compliance.

Learn more about these programs and your options here.

Upload Information

Upload information

Provides status for the last Citrix Customer Experience Improvement Program (CEIP), Call Home, or Citrix Service Provider Program upload.

Last successful upload Not available

Upload now

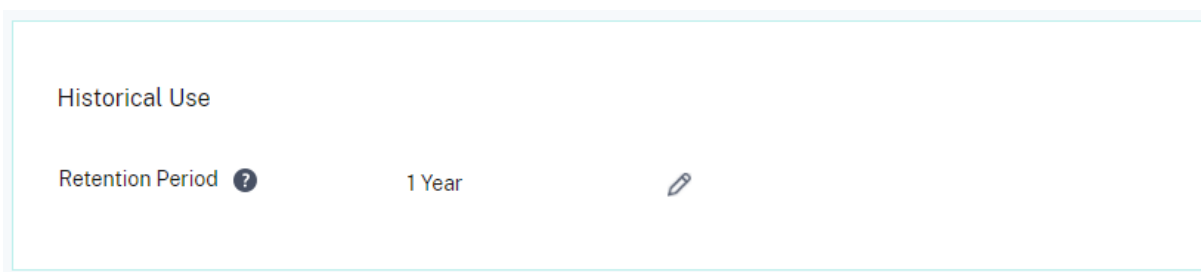
This Upload information feature provides the status for the last CEIP, Call Home, or Citrix Service Provider upload. You can force a data upload to Citrix without waiting for the daily upload. Click **Upload now** to force a data upload to Citrix, when CEIP is enabled. For successful uploads, allow five minutes between uploads.

If the upload fails, the Citrix Licensing Manager displays the troubleshooting information.

## Historical Use

Use the **Historical Use** feature to choose the retention period to retain your License Server usage information. The default historical use retention period is one year.

If there is an in-place License Server upgrade, the historical data is backed up.



## Register and remove registration of your Citrix License Server

August 12, 2024

### Register your Citrix License Server

Register your Citrix License Server with Citrix Cloud, by using a short-code activation process, using the **Register** option in the **Usage and Statistics** section of the **Settings**.

Once registered, the screen indicates that you are registered, and you can use the **Remove Registration** option to remove the License Server registration.

By registering the License Server with Citrix Cloud, you allow the License Server to collect and store the Call Home license usage information. You also allow to regularly transmit this information to Citrix Cloud.

For steps to register an on-premises License Server, see [Register on-premises products with Citrix Cloud](#).



View the status of your Citrix License Servers to understand which ones are successfully reporting usage and when they last reported usage to Citrix Cloud. For more information, see [Monitor licenses and usage for on-premises deployments](#).

After your License Server is registered successfully in Citrix Cloud, you can view the details in the Citrix Cloud UI.

**Important:**

Before registering your License Server with Citrix Cloud, use the firewall rules to open the following URLs:

<https://trust.citrixnetworkapi.net:443>

<https://trust.citrixworkspacesapi.net:443>

<https://cis.citrix.com:443>

<https://core.citrixworkspacesapi.net:443>

<https://core-eastus-release-a.citrixworkspacesapi.net:443>

<http://ocsp.digicert.com:80>

<http://crl3.digicert.com:80>

<http://crl4.digicert.com:80>

<http://ocsp.entrust.net:80>

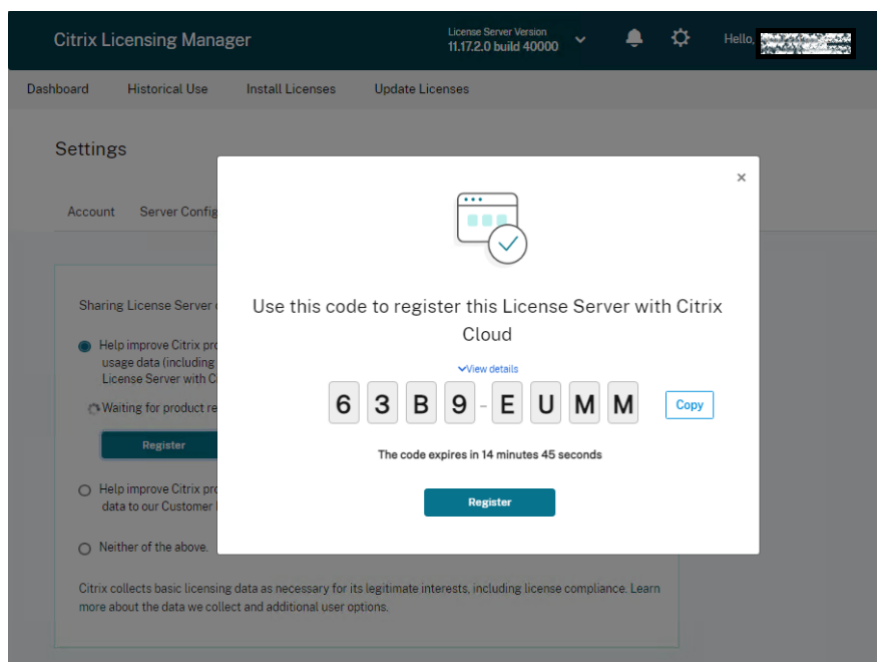
<http://crl.entrust.net:80>

Ensure that the License Server can access the Certificate Revocation List server for DigiCert and Entrust. The License Server checks the server to see if the required certificates are valid or revoked.

## Steps to register your License Server

To register your License Server by performing the following steps:

1. Navigate to **Settings > Usage and Statistics**.
2. Click **Register** to generate an 8-character alphanumeric code.



3. Select **View details** to view your License Server version, MAC ID, host name, and IP address.
4. Click **Register**. You're navigated to the Citrix Cloud sign-in page.
5. Enter your Citrix Cloud account credentials and navigate to **Product Registration > Register**. Enter the 8-character alphanumeric code, and click **Continue**.
6. Review the registration details and click **Register**. For more information, see [Register on-premises products with Citrix Cloud](#).

#### Note:

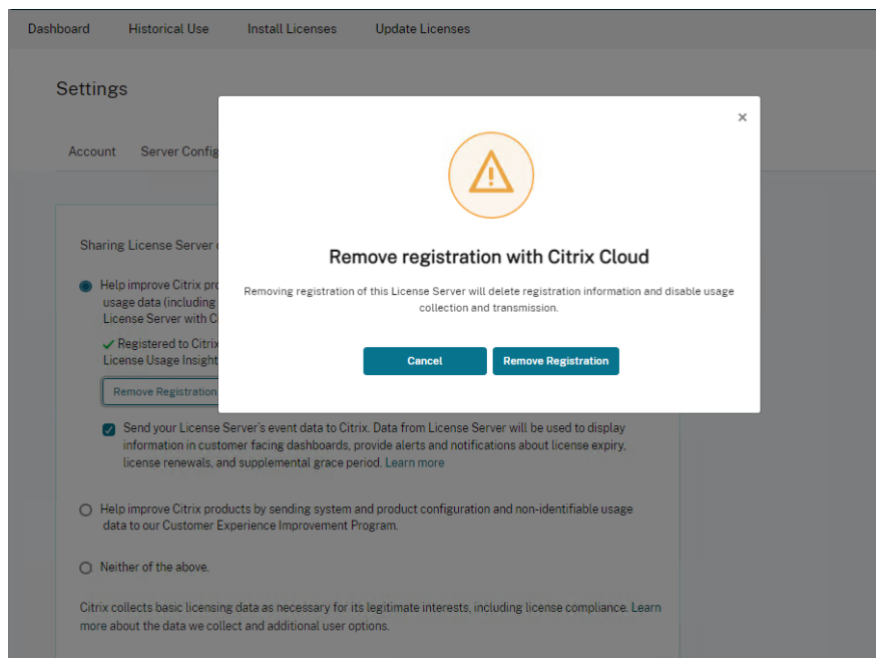
If you're not redirected to the Product Registration experience, do the following:

1. Go to [citrix.cloud.com](https://citrix.cloud.com) and sign in to Citrix Cloud.
2. Select your company, select **Identity and Access Management > API Access tab > Product Registrations** from the select menu.

## Remove registration of your License Server

If you want to register your license server with a different or new Citrix Cloud account, remove the registration and re-register the license server.

To remove your license server registration navigate to **Settings > Usage and Statistics**, and click **Remove Registration**. Review and confirm the confirmation message.



The registration of your License Server is removed from Citrix Cloud. You can now follow the steps to register your license server and register with a new Citrix Cloud account.

## Additional information

- [How to enable License usage insight LUI](#)

## Manage Licenses on citrix.com

August 12, 2024

This article describes how to manage licenses from the citrix.com site. You can use **Manage Licenses** on citrix.com to easily find, allocate, download, modify, return, hide, and unhide licenses.

### Note:

You can perform several licensing actions from [Citrix Studio](#) and [Citrix Licensing Manager](#).

## To access Manage Licenses on citrix.com

1. From a web browser, go to <http://www.citrix.com>.
2. Select **Sign In > My Account** and type your user ID and password.
3. Select **Manage Licenses**.

**Note:**

The **Manage Licenses** tab is visible only if you have the required permissions to access it.

## Search for licenses

In the **Find a license by...** menu, choose the search criterion, type the search text, and select **Search**. You can select **Show advanced search options** to narrow down your search further.

## Allocate licenses

1. Select the licenses that you want to allocate. The landing page displays only new licenses within 30 days and expiring term licenses. You can use the **Find a license by...** search to find all licenses using one of the search criteria and then the **Filter by** menu to narrow the display down to specific types of licenses or you can select **Quick find: All active** to see all licenses.
2. From the **Select an action** menu, choose **Allocate licenses**.
3. Enter the Binding ID (for example: Host name or Ethernet address) and how many licenses to allocate, and click **Create license file**.
4. Select **Yes, create license file**. If you want to change before creating the license file, select **No, modify the allocation**, and make your change. Then select **Yes, create license file**.
5. Select **Download license file**, and save the file to a temporary location. Remember the file name and location where you downloaded the file. You need this location.
6. Install the license. See [Install licenses](#).

## Download licenses

1. Select the licenses that you want to download. The landing page displays only new licenses within 30 days and expiring term licenses. You can use the **Find a license by...** search to find all licenses using one of the search criteria and then the **Filter by** menu to narrow the display down to specific types of licenses or you can select **Quick find: All active** to see all licenses.
2. From the **Select an action** menu, choose **Download all licenses** and save the file to a temporary location (mostly the downloads folder).
3. Copy the downloaded license files to the **MyFiles** folder:

- `C:\Program Files\Citrix\Licensing\MyFiles` on a 32-bit computer
- `C:\Program Files (x86)\Citrix\Licensing\MyFiles` on a 64-bit computer

Ensure that the license file retains the lower case .lic file name extension. Some copy processes don't recognize a file type for that extension and add a ".txt" file name extension during the copy. You can't import license files that have the wrong file name extension.

4. At a command prompt, navigate to the `C:\Program Files (x86)\Citrix\Licensing\LS` or `C:\Program Files\Citrix\Licensing\LS` folder and type the following command:

```
lmreread -c @localhost -all
```

For more information about the `lmreread` command, see [Reread license and options files \(lmreread\)](#).

## Installing licenses

For information about installing licenses for specific solutions from Citrix, see the following:

- [Licensing guide for Citrix Virtual Apps and Desktops](#)
- [Licensing guide for Citrix ADC](#)
- [Licensing guide for Citrix Gateway](#)
- [Licensing guide for Citrix Hypervisor](#)
- [Licensing guide for XenMobile Server](#)
- [Licensing guide for Citrix Provisioning](#)
- [Licensing guide for Citrix SD-WAN](#)
- [Licensing guide for Citrix SD-WAN Orchestrator](#)

For information about installing licenses using the Citrix Licensing Manager, see [Install licenses](#).

Display asset components

To display asset components, click **View my products** at the top of the page. Choose a license and click the down arrow to expand and view the details. You can toggle between the order number and the license access code view.

Find a license by...

Clear search

License/serial number

Search

Purchase date

From

To

Active only

Hide advanced search options

Export list (.CSV)

Show 25

Date range 12/22/2018 To 12/22/2018

Product name	Order Number	Quantity
<div>Virtual Desktops Service</div> <div>Purchased: 12/22/2018 Expiring: 12/22/2021</div>		5880
<div>Endpoint Management Service</div> <div>Purchased: 12/22/2018 Expiring: 12/22/2021</div>		2500
<div><div>Name</div><div>License access code</div><div>Quantity</div></div> <div><div>Endpoint Management Service</div><div></div><div>2500</div></div> <div><div>Workspace Environment Management</div><div></div><div>2500</div></div> <div><div>Citrix VPX 3000 MBPS License</div><div></div><div>2</div></div> <div><div>Citrix Connector VPX 200Mbps</div><div></div><div>2</div></div>		
<div>Virtual Desktops Service</div> <div>Purchased: 12/22/2018 Expiring: 12/22/2021</div>		4200
<div>Virtual Desktops Service</div> <div>Purchased: 12/22/2018 Expiring: 12/22/2021</div>		300

## Return allocations

Returning allocations puts the licenses back in the licensing pool. You can then allocate these licenses in any quantity at any time. For example, you're decommissioning a License Server, but you're not ready to deploy existing licenses elsewhere.

1. Select the check box of the license that you want to return.
2. From the **Select an action** menu, choose **Return allocations**.
3. Select **Yes, process return**. If you choose this option, you cannot undo it.

## Modify licenses

Modifying a license returns a single license file and allows for allocation to another server. For example, you have 5000 licenses installed on **license server1**. You want to move 1000 licenses to **license server2**. Modify allocations and then allocate 4000 licenses to **license server1** and 1000 licenses to **license server2**.

1. To select a product, click the link, and view the product license details page.
2. Select the check box of the allocated license to modify.
3. From the **Select an action** menu, choose **Modify allocations**.
4. Type a new server host address.
5. Select **Modify license file**.
6. Select **Yes, create license file**. If you want to make a change before creating the license file, select **No, modify the allocation**, and make your change. Then select **Yes, create license file**.
7. Select **Download license file**, and save the file to a temporary location. Remember the file name and location where you downloaded the file. You need this location.
8. Install the license. See [Install licenses](#).

## Upgrade licenses

If you are eligible for a version upgrade as a benefit of your maintenance, you can download your CSS Renewal license and add it to the License Server.

1. At the bottom of the landing page, select **Upgrade my licenses**.
2. Follow the site options and instructions for upgrading your product edition licenses.
3. Either download or order new media. An email message provides you with instructions to return to citrix.com to allocate or receive more feature licenses.
4. Log on to [www.citrix.com](http://www.citrix.com) to allocate your licenses, generate a license file, download the license file to your License Server, and reread the file.

## Hide and unhide licenses

Hiding licenses doesn't remove them from an account. When you hide licenses, it removes them from view. You might want to hide legacy product licenses. Hiding those licenses increases the visibility of product licenses that you want to view.

1. Select the licenses that you want to hide.
2. From the Select an action menu, choose **Hide licenses**.
3. To unhide licenses, choose **Quick find: All hidden** and select licenses.
4. From the **Select an action** menu, choose **Unhide licenses**.

## Manage multiple licenses (bulk actions)

You can apply actions to multiple licenses at the same time. Select the check boxes of different licenses and then select an action.

To apply actions to multiple licenses successfully, be aware of the following conditions:

- You can apply certain actions only to licenses with the same attributes. For example, you can only allocate licenses that have the same binding type. An error message appears when you select licenses that are not compatible for the bulk action. The first license that you select is what subsequent selections are compared to for compatibility.
- If you select licenses that can't have an action applied to all of them, some actions might be disabled or not displayed, and a message might appear. For example, if you select two licenses, one that has been allocated and one that has not, a message appears. The message states that the action can apply only to allocated licenses.

### Bulk actions



## One or more licenses are not allocated.

You can only apply this action to items that have been allocated.

If you continue, any licenses that have not been allocated are ignored.

Return allocated licenses

Close and change selection



## Filter licenses

Use the **Filter by** menu to narrow your list to expired licenses, new licenses, available allocations, or trial licenses. From the **Filter by** menu, choose how you want to filter your output.

## Create a product license report - Export to Excel (CSV)

Select this option to export your full list of assets and data to Excel.

1. Select the licenses that you want in the report.
2. Choose the Export to Excel (.CSV) link. In the **View my product** page, it's above the list of products. In the **Manage my licenses** page, it's at the bottom of the list.
3. Save the file.

## License Server administration without a console

August 12, 2024

There are several administration procedures that you can do without using the Citrix Licensing Manager. We recommend that you use the console whenever possible. This article describes the procedures required if you are unable to use a console.

- Configure the Vendor Daemon log (CITRIX.log) from being overwritten
- Customer Success Services renewal files
- Delete license files
- Disable the domain name truncation on Windows
- Find renewal and maintenance expiration dates

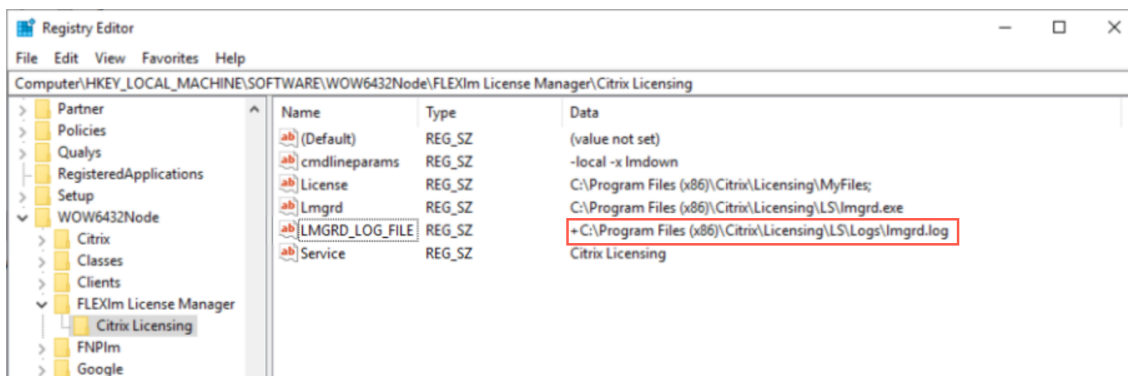
You can use the licensing management tool on citrix.com to download, allocate, install, modify allocations, return, and hide licenses. For more information, see [Manage Licenses at citrix.com My Account](#).

You can use licensing commands to perform licensing tasks. For more information, see [Licensing commands](#).

## Configure the Vendor Daemon log (CITRIX.log) from being overwritten

In License Server version 11.16.6 build 34000 that does not support the License Administration Console, you can configure the Vendor Daemon log (CITRIX.log) from being overwritten as follows:

- Go to **LMGRD\_LOG\_FILE** location (HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\FLEXlm License Manager\Citrix Licensing\LMGRD\_LOG\_FILE) in your system.
- Add a + in front of the path. For example, **C:\Program Files (x86)\Citrix\Licensing\LS\Logs\lmgrd.log** changes to **+C:\Program Files (x86)\Citrix\Licensing\LS\Logs\lmgrd.log** as seen in the following image.



## Customer Success Services

After you download your Customer Success Services renewal license file from citrix.com, you must add it to your License Server. Copy the Customer Success Services renewal license files to the same directory as your existing license files and reread (using **lmreread**) the license files. For more information about the **lmreread** command, see [Reread license and options files](#).

By default, this location is :

- **C:\Program Files\Citrix\Licensing\MyFiles** on a 32-bit server
- **C:\Program Files (x86)\Citrix\Licensing\MyFiles** on a 64-bit server

After you add the renewal license to your License Server, the license automatically unlocks any subsequent versions of the product released during the Customer Success Services period.

### To separate your licenses (two different licenses on two different servers):

1. Select a second server and install the License Server software.
2. Go to citrix.com to modify and allocate your original licenses into two new files. These original licenses are contained in your current license file on the original License Server.
  - Allocate licenses to your first License Server for your first deployment.
  - Allocate licenses to create another license file for the second License Server for your second deployment.
3. Generate and download your Customer Success Services files and then copy them to the server to which you want them applied.

4. Point all computers to the License Server running the version of the Citrix product you want them to use. For information about pointing your Citrix product server to the License Server, see your Citrix product's administrator guide.

## Delete license files

When you upgrade your edition (for example, Standard to Advanced, or Advanced to Premium) you receive new Citrix product licenses. You can allocate these licenses to one or many Citrix License Servers through license files created at citrix.com. Rescinded licenses must be deleted from License Servers within 90 days of new license purchase. Deleting the licenses enables:

- License asset management
- License compliance
- Delete unnecessary alerts from appearing in the management console

Considerations when deleting files:

- Incorrect removal of license files might inadvertently lower the total licenses available.
- Place any new license files on the License Server before deleting any licenses.
- Delete a license file only when all INCREMENT lines in the file are obsolete or unnecessary. For example, every increment line was replaced with a new license because of an upgrade.

### Important

Never delete the options file (`citrix.opt`) or startup license (`citrix_startup.lic`).

1. At the License Server, open the Services panel and stop the Citrix Licensing service.
2. Open the Windows Explorer and navigate to where the license files are stored. By default license files are stored in:
  - `C: \Program Files\Citrix\Licensing\MyFiles` on a 32-bit server
  - `C: \Program Files(x86)\Citrix\Licensing\MyFiles` on a 64-bit server
3. Back up all license (`.lic`) files.
4. Using a text editor (we recommend Microsoft WordPad), open each license (`.lic`) file and identify one or more obsolete license feature INCREMENT lines.
5. Ensure that all increment lines are obsolete or unnecessary. See [License file format](#) for information about increment lines.
6. Close the file and change the file name extension from `.lic` to `.old`.
7. In the Services panel, restart the Citrix Licensing service.
8. Delete the renamed `.old` file.

## Disable the domain name truncation

### Warning

Editing the registry incorrectly can cause serious problems that might require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of the Registry Editor can be solved. Use the Registry Editor at your own risk. Be sure to back up the registry before you edit it.

When you host multiple domains and multiple users who have the same user name on different domains, you can leave the domain name truncation enabled. For example, **jack**@mycompany.com and **jack**@newplace.com. If you have unique users on various domains, ensure that the License Server does not truncate @domain.com.

The License Server detects Citrix Service Provider licenses and enables this functionality.

1. Locate the registry key:

For 32-bit machines: `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\licenseserver`

For 64-bit machines: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\licenseserver`

Name: UDUseDomain

2. Set the registry key to 1.

Data	Description
<b>0</b>	The domain field is truncated. (default)
<b>1</b>	The domain field is not truncated.

## Find renewal and maintenance expiration dates

You must have unrestricted access to **My Account**.

1. From a web browser, go to [www.citrix.com](http://www.citrix.com).
2. Select **Sign In > My Account** and type your user ID and password.
3. Select **Renew and Manage Maintenance Programs**.
4. Select **Manage Renewal Contacts** at the top of the page.
5. Renewal dates are listed next to each license under **Current Expiration**.

## Licensing commands

August 12, 2024

While the Citrix Licensing Manager provides an easy method of accessing many licensing features, you can also perform licensing tasks using commands. You might use the license administration commands for advanced operations on the License Server that are not available in the console. Such operations include diagnosing check-out problems using `lmdiag`.

License administration commands are stored in:

- `C:\Program Files\Citrix\Licensing\LS` on a 32-bit computer
- `C:\Program Files (x86)\Citrix\Licensing\LS` on a 64-bit computer

### Description of the licensing commands

**Note:**

In License Server version 11.16.6 build 34000, existing user management `lmadmin.exe` is replaced with Citrix owned user management `lmgrd.exe`. Ensure you do not use `lmadmin`.

Licensing commands	Description
<code>lmgrd</code>	Starts and manages the licensing server and other associated processes. <code>lmgrd</code> is the core licensing server file used for the Citrix licensing Windows service. It hosts the license server port (default 27000). Use the <a href="#">Citrix Licensing Manager</a> for licensing configuration and administration tasks.
<code>lmdiag</code>	Diagnoses license check-out problems.
<code>lmdown</code>	Gracefully shuts down the License Manager and Citrix vendor daemons (disabled by default).
<code>lmhostid</code>	Reports the host ID of the server on which Citrix Licensing is running.
<code>lmreread</code>	Causes the License Manager daemon to reread the license file and start the Citrix vendor daemon.
<code>lmstat</code>	Displays the status of a License Server.

Licensing commands	Description
<code>lmutil</code>	Displays a list of licensed utilities or runs other commands.
<code>lmver</code>	Displays version information for the licensing binaries.
<code>udadmin</code>	Displays all licensed users and devices and deletes specified licensed users and devices. This command applies to user/device licenses only. To get a list of licenses, specify <code>udadmin -list</code> .
<code>CtxManageUserAndGroup</code>	Configures user and group access to manage the License Server.
<code>CtxManageUserAndGroup.exe -useradd "domain\username" -Role "admin/user"</code>	Command to add a user.
<code>CtxManageUserAndGroup.exe -useradd "domain\username" -Role "adminGroup/userGroup"</code>	Command to add a group.

## Format license commands

Formatting conventions for the license administration commands:

Convention	Description
<b>Bold</b>	A command or switch, such as <b>lmstat</b> .
<i>Italic</i>	Replace variables with a value. For example, in the expression: <b>lmstat -c</b> <i>license_file_list</i> . Before you run the command, replace <i>license_file_list</i> with the names of one or more license files.

Convention	Description
[Brackets]	Brackets around the text indicate the options that you can add to the command. It might indicate that the text within the brackets must be replaced. For example: <code>lmstat [-a] [-c license_file_list] [-f [feature]]</code> can be written as: <code>C:\Program Files (x86)\Citrix\Licensing\LS&gt;lmstat.exe -a -c @localhost -f XDT_ENT_UD</code>

## Universal arguments

Valid arguments for most license administration commands:

Argument	Description
-all	Displays all information about the License Server.
-c	Lets you specify a license files or License Server port and host name. If you specify the path without a license file name, the command applies to all the license files in the directory. For a local host: <code>-c @localhost</code> . For a remote License Server: <code>-c @servername</code> . For a License Server in a cluster: <code>-c @clientaccesspointname</code> . For a specified path: <code>-c path</code> . For the names of one or more license files: <code>-c license_file_list</code> . You can enter more than one license file path by separating each path with a semicolon. Path names that include spaces must be enclosed in double quotes.
-h	License handle, as reported by <code>lmstat -a</code> . The license handle is a number used to identify a specific checked out license.
-help	Displays usage information and exits.

Argument	Description
-s [server]	If you don't specify a <i>server</i> , this argument displays the status of all the license files listed on the License Server or the license files on all the License Servers.
-verbose	Displays a longer description for all errors found.

**Diagnose checkout problems (lmdia)**

The `lmdia` command allows you to diagnose problems when a product cannot check out a license. In particular, you can test if your licenses are valid and if the License Server is running. When you run this command, it attempts to check out a license.

You can also use the `lmdia` command to see if a specific type of license is working.

Example:

Run `lmdia` on your Citrix Virtual Apps server Advanced edition licenses only. Specify `MPS_ADV_CCU` as an argument.

**Syntax:**

`lmdia -c license_file_list [-n] [feature[:keyword=value]]`

Argument	Description
-c license_file_list	Diagnoses the specified files. You can also use: <code>-c @localhost</code> or <code>-c @server-name</code>
-n	Runs in non-interactive mode. <code>lmdia</code> does not prompt for any input in this mode.
feature	Limits the feedback to the specified feature.
keyword=value	If a license file contains multiple lines for a particular feature, the result is limited to the line containing the text value. For example: <code>lmdia -c @localhost MPS_ENT_CCU:HOSTID=LICSERV01</code> attempts a checkout on the line with the host ID <b>LICSERV01</b> . The keyword is one of the following: VERSION, HOSTID, EXPDATE, KEY, VENDOR_STRING, ISSUER



If no feature is specified, `lmdiag` operates on all features in the license files in your list. The `lmdiag` command displays information about the license, then attempts to check out each license. When the checkout succeeds, `lmdiag` indicates that the checkout was successful. When the checkout fails, `lmdiag` gives you the reason for the failure. The `lmdiag` command tries to connect to each TCP/IP port on the License Server. It detects if the port number in the license file is incorrect. `lmdiag` lists each TCP/IP port number that is listening, and if `-c license_file_list` is specified, diagnoses the specified files.

The `lmdiag` command does not contact the computer running the Citrix product when it attempts to check out licenses. The `lmdiag` command indicates only if there are problems on the License Server. That is, your product cannot check out licenses because it is pointing to the wrong License Server, but `lmdiag` does not detect this problem. For example, a License Server that does not have licenses for that product on it. The `lmdiag` command reports that it can check out licenses when the Citrix product is pointing to the wrong License Server.

### Stop daemons (lmdown)

The `lmdown` command shuts down the License Manager daemon and the Citrix vendor daemon on your License Server or all License Servers on your network. The `lmdown` command is disabled by default.

**Syntax:**

```
lmdown -c license_file_list [-vendor CITRIX] [-q] [-all]
```

---

Argument	Description
-c license_file_list or -c @localhost or -c @server	Use the specified license files. We always recommend specifying <code>-c license_file_list</code> with <code>lmdown</code> . You can also use: <code>-c @localhost</code> <code>-c @server-name</code>
-vendor CITRIX	Shut down only the Citrix vendor daemon. The License Manager daemon continues to run.
-q	Do not prompt or print a header. Otherwise, <code>lmdown</code> asks “Are you sure? [y/n]: .”
-all	If multiple servers are specified, automatically shuts down all of them. <code>-q</code> is implied with <code>-all</code> .

---

Run the `lmdown` command on a License Server. You can use **-all** to shut down all the License Servers on your network.

If `lmdown` encounters more than one server and you didn't specify the **-all** argument, the command displays a choice of License Servers to shut down. For example, the **-c** argument specifies a directory with many \*.lic files. Shut down the remote License Servers by using **-c** and specifying the name of the License Server.

**Note:**

If you use the Task Manager to terminate the License Manager daemon (Citrix Licensing Service), stop the `lmgrd` process first, then stop the Citrix vendor daemon process.

To stop and restart the Citrix vendor daemon only, use `lmdown -c @localhost -vendor CITRIX`, then use `lmreread -c @localhost -vendor CITRIX` to restart the vendor daemon.

**Checks the license server binding information (lmhostid)**

The `lmhostid` command returns the host ID of the License Server. You can use the command to check the host name of your License Server. You can open a license file and compare the host name in the license file to that of your License Server.

**Note**

Citrix Licensing, versions 11.5 and later for Windows allows you to display multiple host IDs if there are more than one host.

**Syntax:**

`lmhostid -bindingidentifier`

The `bindingidentifier` is an argument in the command.

Argument	Description
-ether	Used for product licenses that are tied to the MAC address of the appliance.
-internet	Used for Windows-based Citrix product software licenses that require a TCP/IP address.
-hostname	Used for Windows-based Citrix product software licenses that are tied to the host name of the License Server. <b>Note:</b> The parameter <code>hostname</code> is case-sensitive and must match your License Server name exactly.

### Reread license and options files (lmreread)

The `lmreread` command causes the Citrix vendor daemon to reread changes to the license file and the options file. After rereading, the Citrix vendor daemon uses the new settings and licenses from then on.

You cannot use `lmreread` remotely; run it locally on the License Server.

**Syntax:**

```
lmreread -c license_file_list [-all] [-vendor CITRIX]
```

Argument	Description
-c @localhost or -c license_file_list	Use the specified license files.
-all	If more than one <code>lmgrd</code> is specified, this argument instructs all License Manager daemons to reread.
-vendor CITRIX	Specifies for the Citrix vendor daemon to be restarted.

**Examples:**

- `lmreread -c @localhost \[-all\]`
- `lmreread -c @client\\_access\\_point\\_name`
- `lmreread -c /opt/citrix/licensing/myfiles/CITRIX.lic -vendor CITRIX`

### Display the list of licensing utilities (lmutil)

The `lmutil` command displays a list of licensing utilities when used standalone. When you specify `lmutil` with another command, it runs that command.

**Syntax:**

```
lmutil
```

```
lmutil other_command
```

**Examples:**

- `lmutil`  
Displays all the licensing utilities.
- `lmutil lmstat -c @localhost`  
Runs the `lmstat` command.

### Determine licensing status (lmstat)

The `lmstat` command helps you monitor the status of all licensing activities and provides you with information about license check outs, including:

- The product that checked out one or more licenses
- The checkout data
- The version of the license file
- The License Server name and port
- The date the license was checked out
- Information about the Citrix vendor daemon status and the license files

The `lmstat` command displays the information that it receives from the License Server. The `lmstat` command displays only one use of the license, even if there are multiple connections sharing that license.

**Syntax:**

```
lmstat [-a] [-c license_file_list] [-f [feature]] [-i [feature]] [-s[server]] [-S [CITRIX]] [-t timeout_value]
```

Argument	Description
-a	Displays all information.
-c @localhost or -c @server or -c license_file_list	Uses the specified license files.
-f [feature]	Displays the products using a feature (product license). If you don't specify a <i>feature</i> , usage information for all features is displayed.
-i [feature]	If you don't specify a <i>feature</i> , this argument displays information from the INCREMENT line for the specified feature (product license) or all features.
-s [server]	If you don't specify a <i>server</i> , this argument displays the status of all license files listed on the License Server or the license files listed on all the License Servers.
-S [CITRIX]	Lists all product servers using the features (product licenses) served by the Citrix vendor daemon.
-t timeout_value	Sets connection time-out to <i>timeout_value</i> . This value limits the amount of time <code>lmstat</code> spends attempting to connect to the License Server.

The output from `lmstat -c @localhost -a` looks similar to this example. The lines in the example might break because of the screen space.

```
1 License Server status: 27000@localhost
2
3   License file(s) on localhost: C:\Program Files (x86)\Citrix\
   Licensing\MyFiles\citrix_startup.lic:C:\Program Files (x86)\
   Citrix\Licensing\MyFiles\License.lic:
4
5   localhost: license server UP v11.15.0
6
7   Vendor daemon status (on LicenseServer):
8
9       CITRIX: UP v11.15.0
10
11  Feature usage info:
12
13      Users of CITRIX: (Total of 10000 licenses issued; Total of 1
        licenses in use)
14
15      "CITRIX" v2038.0101, vendor: CITRIX, expiry: permanent(no expiration
        date)
16  vendor_string: ;LT=SYS;GP=720;SA=0
17  floating license
18
19      XDT DDCPrinc-0001.citrix.com XDT XDT\_PLT\&MPS_PLT_2018.0518 (v1.0)
        (localhost/27000 102), start Tue 5/8 17:59
20
21  Users of CTXLSDIAG: (Total of 10000 licenses issued; Total of 0
        licenses in use)
22
23  Users of XDT_PLT_CCS: (Total of 200000 licenses issued; Total of 3
        licenses in use)
24
25      "XDT_PLT_CCS" v2018.1201, vendor: CITRIX, expiry: 01-dec-2018
26  vendor_string: ;LT=Retail;GP=720;PSL=10;CL=VDS,VDA,VDE,VDP;SA=0;ODP=0;
        NUDURMIN=2880;NUDURMAX=525600
27  floating license
28
29      XDT DDCAux-0001.citrix.com XDT 00001E3A (v2018.0518) (localhost
        /27000 534201), start Wed 5/9 15:17
30      XDT DDCAux-0001.citrix.com XDT 00001E81 (v2018.0518) (localhost
        /27000 392504), start Wed 5/9 15:18
31      XDT DDCAux-0001.citrix.com XDT 00001E0C (v2018.0518) (localhost
        /27000 419703), start Wed 5/9 15:18
```

The following represents a breakdown of the information contained in the MPS\_ENT\_CCU line of the **lmstat** output:

		Description
Citrix product name	MPS	The name of the Citrix product that has the license checked out.
Host name	mps_server1	Computer where the Citrix product is running.
Display	MPS	Name of the Citrix product that has the license checked out.
Server host	license_server1	Computer where the License Server is running.
Port	27000	TCP/IP port where the License Server is running.
Handle	203	License handle. The license handle is a number used to identify a specific checked out license.
Checkout time	start Wed 3/17 11:56	Time that this license was first checked out.

The command `lmstat -c @localhost -a` can potentially generate much network activity in systems that have many products licenses checked out.

You can use `lmstat -a` to verify license checkout data.

**Display versions of binaries (lmver)**

The `lmver` command displays version information for the licensing binaries, such as the command utilities.

**Syntax:**

`lmver binary`

**Example:**

`lmver lmdiag`

**Display or release licenses for users or devices (udadmin)**

The `udadmin` displays the licensed users and devices and releases licenses for specified users and devices.

**Note:**

UDAdmin tool is only used for reporting license usage for user/device license model and not concurrent licenses.

You can release a license for a user only when:

- The employee is no longer associated with the company.
- The employee is on an extended leave of absence.

You can release licenses for devices only when the devices are out of service.

**Caution:**

Mass release of licenses, before the automatic 90-day lease period, outside of the reasons highlighted earlier might violate the Citrix EULA. Before doing so, contact Citrix.

The `udadmin` command-line help displays usage information only in English, but you can use the command on non-English systems.

**Syntax:**

`udadmin [-options] [-delete | -events | -list | -times]`

Options	Description
<b>-f</b> feature name	When used with <code>-list</code> or <code>-delete</code> , displays or releases the license for only the user or device for the specified feature name.
<b>-user</b> user name	Releases the license for only the user specified by the user name.
<b>-device</b> device name	Releases the license for only the device specified by the device name.
<b>-a</b>	Lists all features and versions installed on the License Server.
Argument	Description
<b>-delete</b>	Releases the license for one user, feature, or device at a time.
<b>-events</b>	Reports all events logged by the user/device licensing for each feature sorted in chronological order.

Options	Description
-list	Displays the users and devices with licenses and the time since the last update. If significant activity occurred within 15 minutes of the last report, the time to the next update appears. Specifying <code>-list -times</code> generates output containing a timestamp.
-times	Specifying <code>-list -times</code> generates output containing a timestamp.
No argument or ?	Displays usage information for the <code>udadmin</code> command.

**Examples:**

```
1 - udadmin -list -times
2
3   Usage data is 0 minutes old. Next update in 15 minutes.
4
5   Users:
6
7   u01.01 XDT_ENT_UD 2017.1201 (Thu Sep 14 13:41:07 2017)
8
9   u01.04 XDT_ENT_UD 2017.1201 (Thu Sep 14 13:41:07 2017)
10  .
11  .
12  .
13
14  Devices:
15
16  D.ADV.23 XDT_ADV_UD 2017.1201 (Thu Sep 21 18:31:01 2017)
17
18  D01 XDT_PLT_UD 2017.1201 (Tue Sep 12 14:30:33 2017)
19
20 - udadmin -list -a
21
22   Lists all features, versions, counts of licenses, and the users and
23   devices for each feature.
24
25 - udadmin -f XDT_ENT_UD -device dn01.88 -delete
26
27   Releases one device from one feature.
```



## Upgrade the License Server

August 12, 2024

### Before you upgrade

The following information helps you to prepare well before you begin your upgrade.

- Each time you upgrade your Citrix product, upgrade the Citrix License Server also. Each time a new License Server is released, it might contain better security, fixes to known issues, and so on.
- Sometimes, new versions of the Citrix product are incompatible with older versions of the License Server. New versions of the License Server are compatible with older versions of the product and old licenses.
- Version upgrade is moving from any previous version to the newest version of the product. For example, moving from XenDesktop 7.18 to Citrix Virtual Desktops 7 1909.
- Edition upgrade means the purchase of a higher edition level of a product. For example, you now have Advanced Edition and you purchase an upgrade to Premium Edition.

### Prerequisites and precautions

- For information about system requirements, see [System requirements](#).
- Ensure you download the latest version of License Server, go to [Citrix Downloads](#).
- Installing the License Server from a UNC path (\\server\share) is not supported. So, install the License Server from your local copy.
- Upgrade your licensing components before upgrading your product, if necessary.
- Uninstall any versions of Citrix Licensing older than version 11.12.1 before installing this version.
- To avoid the failure of any subsequent License Server upgrades: Ensure that when you installed your License Server, you successfully configured it with the post installation License Server Configuration tool or uninstalled your previous License Server.

#### Note:

- The License Server upgrade might fail if there is no or less disk space available on the server.
- For users who opt to manually upload the Citrix telemetry data for compliance, the upgrade to latest version from License Server version 11.17.2 build 45000 can take longer if they have more telemetry data stored on the server. Before upgrading, upload these data to Citrix and delete them for upgrading to happen quickly. For more information about manual upload

- of Citrix telemetry data, see [Reporting options](#).
- If you uninstall the License Server, then the Citrix telemetry data is deleted. You must report the telemetry data for compliance to Citrix before uninstalling the License Server version 11.17.2 build 45000 or later. For more information about the manual upload of Citrix telemetry data, see [Reporting options](#).

## How to upgrade the License Server

Citrix recommends that you install the newest License Server. The new License Server is backward compatible and supports older products and license files. However, new products require the newest License Server to check out licenses correctly. Perform the following steps to upgrade your License Server:

1. Go to the Citrix [Downloads page](#) and download the installer to install or upgrade to the latest version.
2. Start the License Server installer (CitrixLicensing.exe) as an administrator, and follow the graphical interface.

### To upgrade the License Server from your product media:

If you use the product media for your installation, you might have to enable some functionality by using the Citrix Licensing Manager after your installation. For example, use the Citrix Licensing Manager to enable Customer Success Services renewals.

1. From your License Server, open the media for your product.
2. If you do not see Setup, use Windows Explorer to open Autorun.exe or AutoSelect.exe.
3. Navigate through the Setup screen to Citrix Licensing and follow the instructions.

### To upgrade the License Server from the command line:

Ensure that you run the command line with administrator privileges. To start the command prompt with elevated privileges, choose **Start**, right-click **Command Prompt**, and choose **Run as administrator**.

You cannot change ports during command line upgrades.

The following sample command line installs licensing in silent mode.

**CitrixLicensing.exe /quiet /l install.log INSTALLDIR=*installdirectory* CEILOPTIN=ANON**

- /quiet specifies a silent (quiet) installation.
- /l specifies the log file location
- INSTALLDIR is the location where the License Server executable is stored. Optional parameter. The default is c:\program files\citrix licensing or c:\program files (x86)\citrix\licensing.

- CEILOPTIN specifies whether, or how, to opt in to the Citrix Customer Experience Improvement Program (CEIP) or Call Home. Optional parameter. The default is **NONE**.
  - DIAGNOSTIC - Call Home
  - Unidentified - CEIP
  - NONE

You can modify the CEIP and Call Home choice using the Citrix Licensing Manager.

### **Important**

The Citrix Service Provider program requires the Customer Experience Improvement Program (CEIP) and Call Home. If you are a Citrix Service Provider, you cannot disable CEIP or Call Home.

## **Events during a License Server upgrade**

As part of the License Server upgrade, we stop services, upgrade the License Server, and then restart services. During the upgrade, products enter the License caching mode and self-license. When the License Server is online again, all product servers return from the License caching mode and reconcile license counts. This License caching mode works in the same manner as the regular License caching mode functionality.

## **How to upgrade licenses for your edition**

If you are eligible for a version upgrade as a benefit of your maintenance, you can download your CSS Renewal license and add it to the License Server. Also change the product edition setting in the product user interface. It's best to change the product edition setting when there are few connections to the affected servers or redirect connections to another computer. When you change the product edition setting, restart the product server for the changes to take effect. See the product documentation for changing the edition setting. If you add the upgrade license to the License Server before you set the edition to the new edition, the Citrix product stops accepting new connections.

Perform the following steps to upgrade edition licenses:

1. From a web browser, go to <http://www.citrix.com>.
2. Choose Log In and type your user ID and password.
3. Select **Manage Licenses**.
4. At the bottom of the landing page, select **Upgrade my licenses**.
5. Follow the site options and instructions for upgrading your product edition licenses.
6. Either download or order new media. An email message provides you with instructions to return to citrix.com to allocate or receive more feature licenses.
7. Log on to <https://www.citrix.com/> to allocate your licenses, generate a license file, download the license file to your License Server, and reread the file.

## Uninstall the License Server

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If you want to uninstall License Server from your server completely or have issues with the current version and prefer a clean installation, you can choose to uninstall it. You have the flexibility to use either the GUI or the Windows command line for the uninstallation process.

### Note

- If you uninstall the License Server, then the Citrix telemetry data is deleted. You must report the telemetry data for compliance with Citrix before you uninstall the License Server version 11.17.2 build 45000 or later. For more information about the manual upload of Citrix telemetry data, see [Reporting options](#).
- The [Myfiles](#) folder is kept even after successful uninstallation in the file path `C:\Program Files (x86)\Citrix\Licensing\MyFiles`. To make sure that there is no interruption on the Citrix products.

### Uninstall the License Server using the GUI

To uninstall License Server, do the following steps:

1. In the **Search** on the taskbar, enter **Control Panel** and select it from the results.
2. Select **Programs > Programs and Features**.
3. Drag (or right-click) on **Citrix Licensing** and select **Uninstall** or **Uninstall/Change**. The **Citrix Licensing** wizard appears.
4. Click **Remove** and then click **Yes** when prompted for **Are you sure you want to remove?**
5. Click **Finish**. The License Server has been successfully removed.

### Uninstall the License Server using the Windows command line

To uninstall License Server, run the following command in the Windows command line:

```
CitrixLicensing.exe /quiet /uninstall /1 uninstall.log
```

To re-install, download License Server from [Downloads](#) and [Install](#).

## Clustered License Servers –configure, install, upgrade, and uninstall

August 12, 2024

## Why clustered License Servers

Cluster servers are groups of computers that are combined to increase availability, reliability, and scalability. Clustering the License Server lets users continue working during failure situations without interrupting their access to critical applications.

## How clustered License Servers work

When the active node in a cluster-enabled License Server suffers from hardware failure, failover occurs automatically. Resources are available again in a few seconds.

A typical cluster configuration has, at a minimum, one active and one passive (backup) server. When the active server in a cluster fails, the ownership of the resources in the cluster is transferred to another node in the cluster. Typically, users cannot detect when one server in a cluster fails over to another.

When the active node of a clustered License Server fails, there is no impact on users connected to the Citrix product. The product might briefly enter the [License caching mode](#) and an event might be written in the product's event log.

### Important:

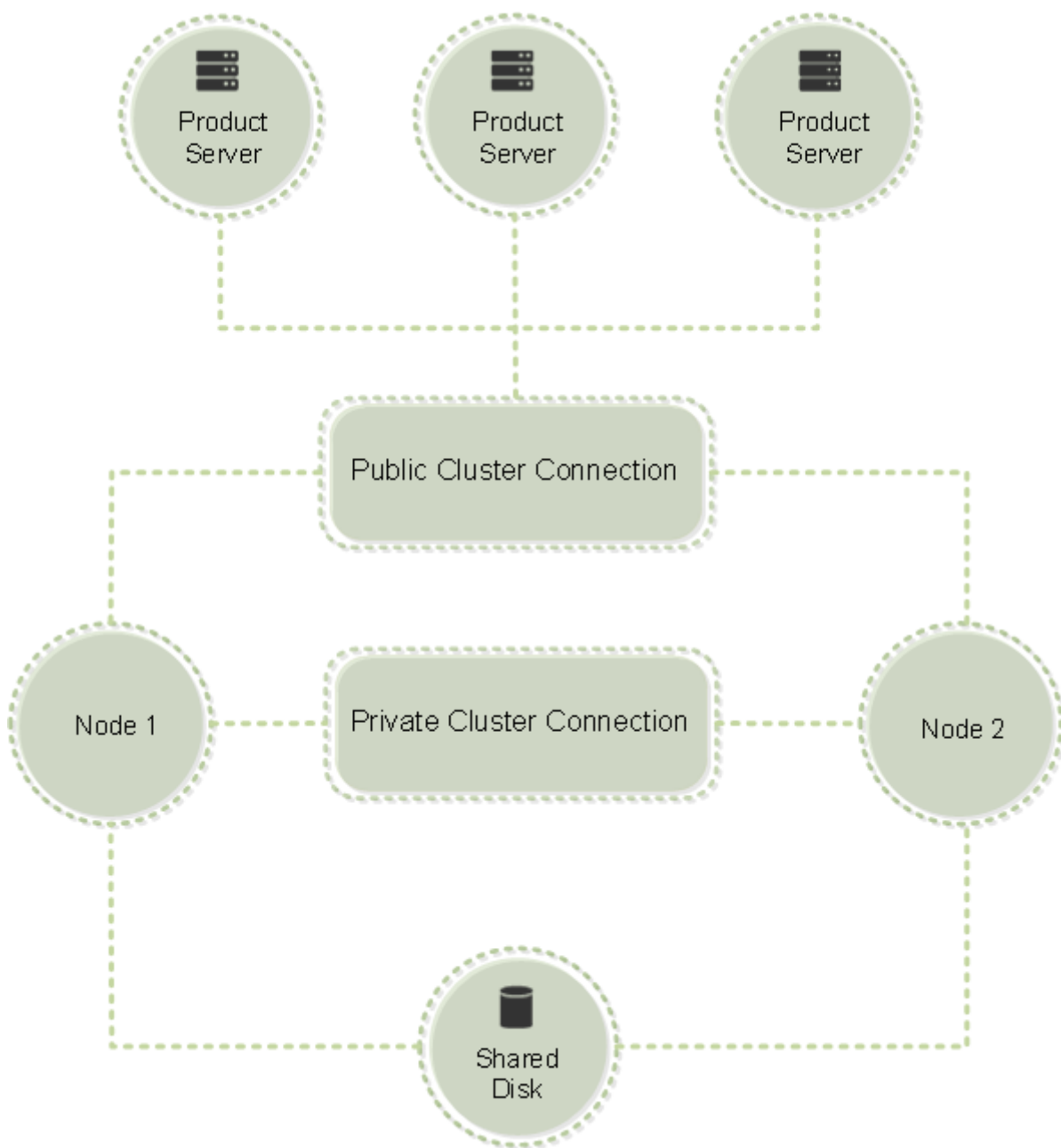
If Citrix Licensing is installed in a clustered environment and the Windows Firewall is enabled, then the connection can fail. Connecting remotely to the console or checking out licenses works until failover occurs in the cluster. Exception rules for CITRIX.exe and lmgrd.exe are created during the installation of Licensing, but do not work after a cluster failover. To work around this issue, create exceptions for Licensing components on the Exceptions tab of the Windows Firewall panel. Create an exception for each of the following ports:

- License Server port number is 27000
- Vendor daemon port number is 7279
- Web Services for Licensing port number are 8083

## Citrix Licensing in a clustered environment

Like most clusters, a private network is used to send heartbeats, commands, and state information between the nodes of the cluster. If the connection is interrupted, the nodes try to reconnect by the private network first, then the public network. The following diagram illustrates a cluster-enabled licensing deployment:

### Communications in a clustered licensing environment:



Only one node can use the resources in a cluster at any given time. If you already deployed Citrix Licensing and you want to migrate your deployment to a cluster-enabled server, keep the following points in mind:

- You must give the client access point the same name as the original License Server. Because you already generated license files that reference a specific server name. If not, then rehost your license files with the new name of the License Server cluster.
- Host names in license files are case-sensitive; therefore, the client access point names must be the same case as the host names in the license file. If they are not, you must rehost your license files with the correct capitalization of the names. You can use the Failover Cluster Manager to

ensure that the client access point name matches the host name specified in the license file. Cluster and host name case is not an issue if you use Studio in Citrix Virtual Apps and Desktops or the Citrix Licensing Manager (from the Start menu on your License Server) to download your licenses.

- Point all product installations (for example, servers running Citrix Virtual Apps and Desktops) serviced by the old License Server to the new License Server cluster. Change product communication settings so that they use the name of the client access point as the License Server name. For information about editing product-side communication settings, see the product's documentation.

### **Prerequisites to configure a clustered License Server**

The following list outlines the requirements for setting up a License Server in a Microsoft Cluster:

- Microsoft clustering functionality exists in:
  - Windows Server 2019
  - Windows Server 2016
- Citrix Licensing does not support Clustered Shared Volumes or third party Volume Management products for clusters.
- Before configuring Citrix Licensing for Microsoft clustering, you must have a fully functional Microsoft cluster environment. Citrix Licensing Services runs on only one node at a time.
- To cluster the License Server, follow these cluster requirements and other requirements from Microsoft for hardware and clustering in general.
- Install licensing on the cluster with the License Server installer CitrixLicensing.exe.
- When you install Citrix Licensing on a cluster, ensure that you specify the name of the client access point when you are prompted for the name of the License Server during product installation.
- We recommend that you use identical License Server hardware for each node in the cluster. In particular, Citrix recommends two network adapters on each node and the servers configured with a shared disk.
- Ensure that each node has two network adapters. Network adapters are required for the connection to the public network and the node-to-node private cluster network. We do not support using one network adapter for both connections.
- The public and the private IP addresses must be on different subnets because the Cluster Service recognizes only one network interface per subnet.

- A name resolution method is necessary to resolve the client access point name. You can choose name resolution methods such as DNS, WINS, HOSTS, or LMHOSTS.
- Each server that forms the cluster must be in the same domain.
- Set static IP addresses for the private network connector.
- We recommend that you use the Citrix Licensing Manager to allocate licenses to the cluster.
- When you generate a license file at citrix.com, use the name of the client access point when prompted for the Host ID.
- After you download a license file, copy it to the `F:\Program Files\Citrix\Licensing\MyFiles` folder (where F: is the shared drive for the cluster) on the License Server and reread it.

**Important:**

Citrix recommends setting static IP addresses for all network adapters in the cluster, both private and public. If using Dynamic Host Configuration Protocol (DHCP) to obtain IP addresses, access to cluster nodes might become unavailable if the DHCP server goes down. If you must use DHCP for your public network adapter, use long lease periods to ensure that the dynamically assigned lease address remains valid even if the DHCP service is temporarily lost or perform a DHCP reservation.

## Configure a clustered License Server

The following steps describe the overall process involved in installing and configuring licensing on a cluster-enabled server. These steps assume you configured the clustering on the hardware on which you intend to install the License Server.

1. Create a cluster resource group. Assign a client access point and shared storage to the resource group. Ensure that the first node has control of the cluster resources and the resource group you created points to the first node.
2. On the first node of the cluster, start the Citrix Licensing installer, `CitrixLicensing.exe`, as an administrator. Install it on the first node to the shared cluster drive (not the quorum drive). Leave the Last Node in the Cluster check box cleared.
3. Move the resources from the active node in the cluster to the second node.
4. Install the License Server on the second node to the same shared location as the first node. You can add more than two nodes to a cluster.
5. When installing the License Server on the last node in the cluster, ensure that you check the Last Node in the Cluster check box.



6. Obtain license files that specify the client access point name of the License Server as the host name. After obtaining license files, you must add them to the License Server and then reread them.
7. Configure your Citrix product to use the client access point name, not the node name of the License Server cluster.

**Important:**

When a clustered License Server fails over, the cluster service renames the `lmgrd_debug.log` to the name of the node that previously hosted the services. Then it starts the services on the new active node and creates a `lmgrd_debug.log`.

## Install licensing on a cluster-enabled server

**Important:**

The `.msi` does not support clustering. To install or upgrade for clustering, use `CitrixLicensing.exe`.

The following drive letters and paths/variables are used in this procedure:

- D is the drive for your product media.
- C is the local hard drive on the specified node.
- F is the cluster shared drive resource. (This drive is the installation drive. That is, the place where installation files used by each node are stored.)

Because of a NetBios restriction, ensure that the client access point name is fewer than 15 characters. On non-English platforms, when starting a License Service installation on a cluster node, the Cluster Group list on the **Configure** screen might contain the system default Cluster Group. Select one of the non-default Cluster Groups and the installation continues normally.

1. Create a separate noncore cluster resource group. The resource group must have the attached storage assigned a drive letter and a client access point. The client access point must have the same host name used when obtaining the license file. Use the Failover Cluster Manager and **Roles > Configure Role** in Windows Server 2016 and Windows Server 2019. Then select the **Other Server** type in the menu. Ensure that the first node of the cluster owns all cluster resources.
2. Run the License Server installer **CitrixLicensing.exe** as an *administrator*.  
On the Install Location page, set the drive letter to correspond with the cluster shared drive. By default, the licensing components are installed in `F:\Program Files\Citrix\Licensing`.
3. During the installation on the first node, do not select the Last Node in the Cluster check box.

4. Move the resources for the resource group that you created in Step 1 to the second node.
5. In node 2 of the cluster, run **CitrixLicensing.exe** as an administrator.
6. Go back to Step 3. You can install more than two nodes on the cluster. You can install more than two nodes on the cluster. For each additional cluster, repeat Step 3.
7. When installing the License Server on the last node in the cluster, ensure that the Last node in the cluster check box is checked. The last node is where the ports are configured.
8. Use the Citrix Licensing Manager to import your license files.

## Open the console or run commands

All licensing administration features available in standard deployments are also available on clustered License Servers. These features include the management console and the ability to run license administration commands.

Browse to the following location to open the **Citrix Licensing Manager** in a cluster:

`https://client access point name:web service port`

Where the *client access point name* is the name of the cluster and the *web service port* is the port number for console communications. The default port number is 8083. To specify the location of the license files in the cluster, you can run many license administration commands using the argument `-c @client access point name`. For example:

`lmreread -c @client access point name -all`

## Upgrade a clustered License Server

To upgrade your clustered License Server (from versions 11.12.1 onwards) to the latest version, complete the following steps:

1. Download the latest [License Server build](#).
2. Run the License Server installer **CitrixLicensing.exe** as an *administrator*.
3. Move the resources for the resource group that you created when you installed licensing on a clustered enabled server, to the second node.
4. In node 2 of the cluster, run **CitrixLicensing.exe** as an administrator. If node 2 is your last node in the cluster, ensure you check the **Last Node in Cluster** option on the **Configure Ports** page and click **Next**.
5. If you have more than 2 nodes on the cluster, repeat **Step 3**.
6. Use the Citrix Licensing Manager to import your license files.

**Note:**

If you are running a version of a License Server older than 11.12.1, uninstall it and then install the latest version. Older versions of License Server don't conform to current Microsoft cluster guidelines.

## Uninstall a clustered License Server

Uninstall licensing from a clustered License Server using the **Control Panel > Programs and Features** option from the active node.

Ensure that the first node contains all the resources.

1. From the first node in the cluster, start **Control Panel > Programs and Features**.
2. Remove Citrix Licensing.
3. Using the failover cluster manager, move the resources in the Citrix Licensing resource group to the second node.
4. Remove Citrix Licensing from the second node. If there are more nodes, repeat Steps 3 and 4 for each node, and then proceed to Step 5.
5. Remove the remaining files from the shared drive.

**Note:**

The uninstallation process does not remove the license files and options files from the shared drive. For more information, see [Troubleshoot Licensing](#).

## Disaster recovery backup and redundancy

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Depending on how crucial the applications associated with your licenses are, you might want to create backup License Servers. Although Citrix stores backup copies of your licenses, downloading many replacement licenses can be time-consuming. If the License Server fails, you can store backup licenses on a network file share, or have a configured backup License Server ready.

You can use the same licenses for your disaster recovery site that you use for your production environment.

- Configure and manage your disaster recovery environment independently of your production environment.

- Don't use both the production and backup License Servers to service license checkouts at the same time.
- Make only one License Server accessible at any one time
- The License Server in your disaster recovery environment must have an identical host name to the License Server in your production environment.

### **When the License Server is offline for maintenance activity**

The standard 30-day [License caching mode](#) allows your systems to continue to function without degradation of performance or denial of service to support License Server maintenance requirements.

### **What can I do if my License Server is unrecoverable?**

When you have a backup copy of your license files available, you have 30 days to do the following:

1. Rename an existing server in your environment to have the identical host name as your original License Server.
2. Install the License Server component and your backup license files to relicense your environment.

### **What can I do if my License Server is unrecoverable and I do not have a backup copy of my license files immediately available?**

When you don't have a backup copy of your license files immediately available, you have 30 days to access your [Manage Licenses](#) portal at [www.citrix.com](http://www.citrix.com). To relicense your environment, do the following:

1. Download your license files.
2. Rename an existing server in your environment to have the same host name as your original License Server.
3. Install the License Server component and the license files that you downloaded.

### **What can I do if my License Server is unrecoverable and I cannot rename an existing server in my environment?**

When you can't rename an existing server in your environment, you have 30 days to relicense your environment. Do the following:

1. Identify another server in your environment.
2. Install the License Server component.

3. Access your [Manage Licenses](#) portal at [www.citrix.com](http://www.citrix.com).
4. Return and reallocate your license files using the host name of the new server you selected.
5. Download and install these license files.

### **Does any failure of the License Server degrade performance or deny service to users?**

No. The 30-day [License caching mode](#) prevents you from experiencing degradation in performance and denial of service to users.

### **Redundancy solutions**

Setting up redundancy solutions might be necessary only in mission-critical environments. For smaller or less mission-critical deployments, you can back up your License Server by creating a duplicate License Server and store it on or off the network.

You can ensure redundancy for your mission-critical environments by:

- Creating a clustered License Server. For more information about clustering and licensing, see [Setting up the License Server on a Microsoft Cluster](#).
- Using the high availability feature on XenServer minimum release version 5.6.
- Duplicating the License Server and its contents. Give the duplicate computer the same name as the active License Server and store it off the network.
- Storing another License Server that has a different server name on the network. In this case, when the active License Server fails, you must change the backup server name to start using it as the active License Server.
- Using a network appliance that detects server or network outages and route traffic to a backup server. If you are using only one License Server to service license requests at any time, then you can use a network appliance to route traffic to a backup server during outages.

All methods let you exchange one server license for another without a loss of service, provided the exchange occurs within the **License caching mode**. For more information, see [License caching mode](#).

Remember these key points:

- Because license files reference the server specified during allocation, you can use the files only on a server that has the same binding information. That is, the server name or FQDN or MAC address (possibly displayed on the portal as an Ethernet address) as the original License Server.
- You cannot have two License Servers that have the same name on your network active at the same time.
- Add any other licenses that you download to both the active License Server and the backup License Server.

## Troubleshoot the License Server

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If any of the licensing services fail to start, the cluster detects that licensing is offline and tries to restart the service three times (by default). When these attempts are unsuccessful, fail over to the next node begins. The cluster tries to start the services on the second node. When the attempts fail on the second server, the process might enter into an infinite loop. In this case, the computers running the Citrix products fall into the License caching mode. During the License caching mode, client connections are not affected.

### Troubleshoot the cluster-enabled License Server

When troubleshooting a cluster-enabled License Server, try the following:

- If you move the resources to the other node, do you still see the issue?
- If the installation fails, ensure that you don't enable the User Account Control (UAC) when installing on a cluster.
- For Windows Server 2019, Windows Server 2016, and Windows Server 2012 R2:
  1. In the **Failover Cluster Management** window, from the left pane, select the cluster. In the middle pane, the summary information for the cluster appears.
  2. Select the **Cluster Core Resources** title to expand the section.
  3. Verify that the cluster resources are all online (green arrow).

### The “-evaluation license-”warning message

After you replace the evaluation license files on the License Server with new license files, the Citrix product might display the following license expiration message when users log on:

Warning: The following Citrix Product is using an Evaluation license.  
This license will expire in...

To resolve this issue:

1. Delete the old evaluation license files from the License Server. For more information, see [Delete license files](#).
2. At the License Server, restart the Citrix Licensing service.
3. At the Citrix product server that needs license validation, point to a fictional License Server and then point the product back to the actual License Server. (See your product documentation for information about changing these settings.)

4. If the problem persists, restart the product server (for example, Delivery Controller).

### Required product licenses are not installed on Director or Studio

The following error message is displayed on the Citrix Virtual Apps and Desktops Director or Studio UI:

- Required product licenses are not installed
- The trial period has expired

The following reasons can cause the error messages:

- No valid licenses are installed on the License Server
- Product Edition and Product Model are not set correctly on Citrix Studio
- If the maintenance dates of the licenses are not compatible with the product version installed

To resolve this issue:

1. On Citrix Studio, check if the licenses are reflecting the correct maintenance dates. If not, reallocate and import renewed licenses. For more information, see the Citrix article [CTX134629](#).
2. Verify if Citrix Studio is pointing to a valid License Server.
3. Click **Edit Product Edition** under **Actions** and choose the correct licensing edition or model as per the licenses applied.
  - If the right edition or model is set and still the error remains, toggle between the license editions. Then choose the correct one.
  - If the above steps do not work, click “**change license server**” under **actions** and click **connect**.
4. Relaunch Citrix Studio and then reboot the product server if the issue persists.

#### Note:

License Server VPX is not compatible with Citrix Virtual Apps and Desktops (Version 7.x and above).

## Licensing FAQ

August 12, 2024

The following questions are asked frequently about your licensing environment.

## Licenses

### What is a license file and what do I do with it?

The license file is a text file that contains the following:

- Product licensing information
- License Server name (or other binding identifier)
- Customer Success Services membership renewal date
- License expiration date (if applicable)
- Other system information

When you purchase a Citrix product and [allocate licenses](#), a license file is generated. The License Server uses this file to determine whether to grant a license to a Citrix product. For more information, see [License files](#).

### Why return a license?

An example can be if you're decommissioning a License Server, but you're not ready to deploy existing licenses elsewhere. For more information, see [Return allocations](#).

### What happens to returned licenses?

Returned licenses are put back in the licensing pool. You can then allocate these licenses in any quantity at any time. After you return a license, remove the old license file from the License Server. For more information, see [Return allocations](#) and [Modify licenses](#).

### What happens when I hide a license?

Hide (previously called archiving) doesn't remove licenses from an account. Hiding removes them from view. To view hide and unhide licenses, see [Hide and unhide licenses](#).

### How can I get a copy of my license file?

You can obtain a copy of your license file from your License Server. Alternatively, all purchased licenses and allocated license files are available from the secure [My Account > Manage Licenses](#) portal at [www.citrix.com](http://www.citrix.com).



## **Allocating licenses**

For more information about allocating licenses, see [Allocate licenses](#).

### **What does allocating licenses mean?**

When you allocate licenses, you apportion purchased licenses by product and License Server so you can split them among multiple environments or use cases. For example, your organization might own 1,000 licenses for the same product. You might want to use 800 in 1 location and 200 in another location. You can allocate 800 licenses to a License Server in the first location today, and allocate the remaining 200 later to a different License Server.

### **What's the difference between a host ID type and a host ID?**

The host ID type is the required binding type that you supply to allocate licenses. The host ID is the License Server host name, MAC address, or other binding ID required to allocate licenses.

### **Why can't I partially allocate some licenses?**

Some licenses do not allow partial allocation.

## **The License Server**

### **Can I rename the License Server?**

License files run only on the License Server that is included during the license allocation. License files contain the host name or binding identifier of the License Server you specify when you allocate the licenses. You cannot use the license file that you generated for a particular License Server or a MAC address (for an appliance), on a different License Server or appliance.

Create license files that reference the new server name or MAC address by [returning allocations](#) and generating the new file on [citrix.com](#). For more information, see [Manage Licenses on citrix.com](#).

### **If I upgrade my License Server does it affect my license files?**

No. The License Server and all product licenses are fully backward compatible and do not introduce any issues into your environment. For more information about upgrading the License Server, see [Upgrade the License Server](#).

### **When we do an in-place upgrade do we back up the historical data?**

Yes.

### **Can a single License Server supply licenses to users connecting from different servers using different product editions?**

Yes. A single license server can support multiple Citrix product deployments to include different editions or license types. One License Server can contain licenses for multiple editions of a Citrix product. The type of license checked out corresponds to the edition that is configured on the product server. A product server is configured to consume a specific edition of a license and checks out that license edition.

For more information and examples, see [Single License Server and different servers using different product editions](#).

## **License Administration Console**

### **Where is the License Administration Console?**

The License Administration Console is not available in License Server 11.16.6 and later. We recommend you use the [Citrix Licensing Manager](#) to manage the License Server.

### **How to configure the Vendor Daemon log (CITRIX.log) from being overwritten while using 11.16.6 build 34000 that does not support the License Administration Console?**

For information, see [Configure the Vendor Daemon log \(CITRIX.log\) from being overwritten](#).

## **Disaster recovery and maintenance**

### **How do I license my disaster recovery site?**

You can use the same licenses for your disaster recovery that you use for your production environment.

- Configure and manage your disaster recovery environment independently of your production environment.
- Don't use both the production and backup License Servers to service license checkouts at the same time.

- Make only one License Server accessible at any one time
- The License Server in your disaster recovery environment must have an identical host name to the License Server in your production environment.

For more information, see [Disaster recovery - back up and redundancy](#).



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