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How to buy or cancel the XenDesktop Essentials Service

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Table of Contents

What is the Citrix XenDesktop Essentials Service

The Citrix XenDesktop Essentials Service allows management and delivery of Windows 10 virtual desktops from Microsoft Azure.

XenDesktop Essentials is designed specifically for the Azure Marketplace. Citrix and Microsoft partner to deliver an integrated experience for XenDesktop Essentials and Azure IaaS. This partnership gives you a single interface to deliver a complete Windows 10 digital workspace from Azure.

The service is delivered through the Citrix Cloud and requires a Citrix Cloud account to complete the onboarding process. To start, create a Citrix Cloud account on the Citrix Cloud Sign Up page. Create this account before you start buying XenDesktop Essentials from the Azure Marketplace.

Note

XenDesktop Essentials isn't offered through the Azure Cloud Solutions Providers portal. Customers must buy XenDesktop Essentials directly from the Azure Marketplace.

XenDesktop Essentials requires a minimum of 25 users.

Get started with the XenDesktop Essentials Service

To get started with XenDesktop Essentials, ensure that you complete the following information for your Microsoft Azure account:
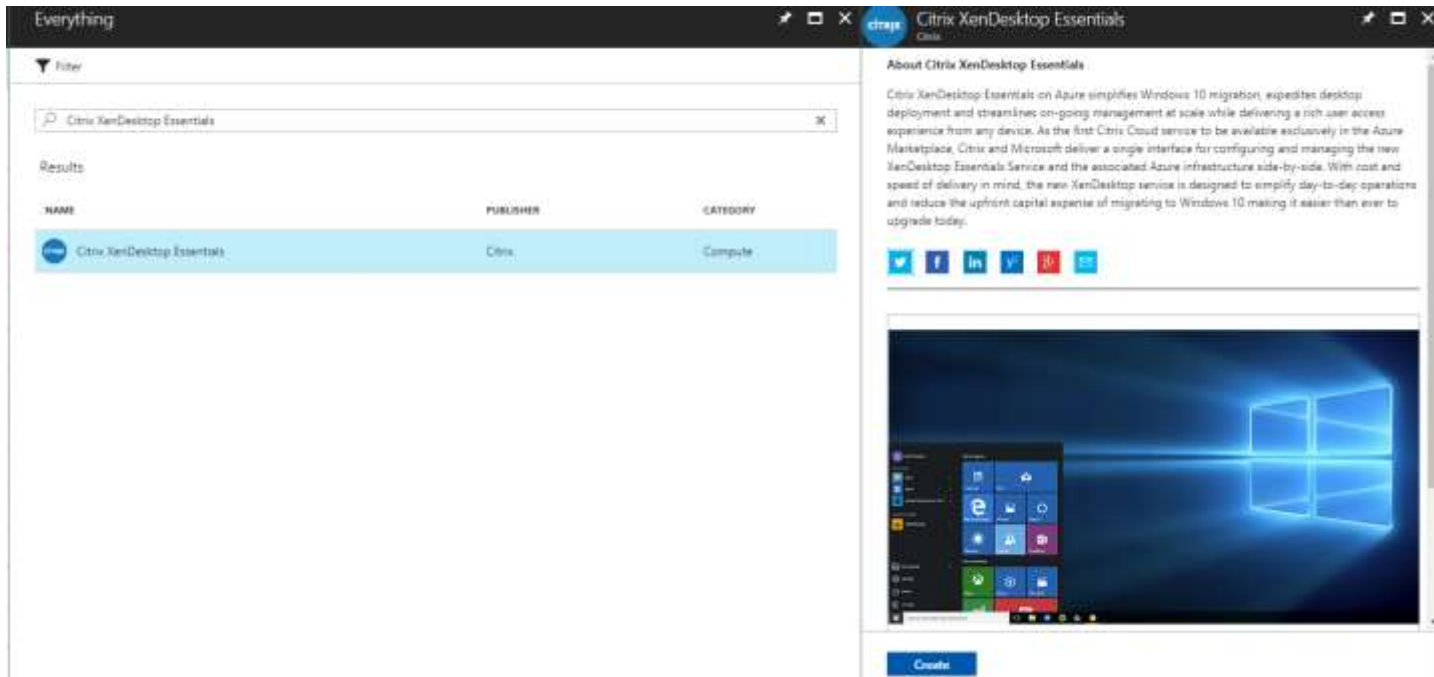
- Contact information and your company details
- Billing information for your organization
- Subscription name

The following procedure assumes that you created your Microsoft Azure account.
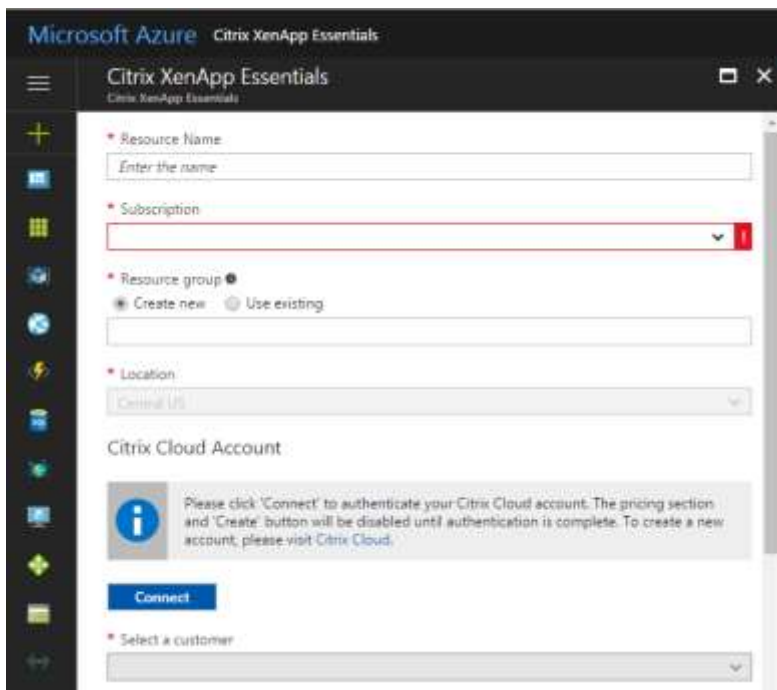
To create a resource and billing information in the Azure Marketplace

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

2. Select Citrix XenDesktop Essentials in the Azure Marketplace and then click **Create**.

3. The Azure portal opens and prompts you to configure the billing resource for XenDesktop Essentials.

To configure the resource name and subscription

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

Note

This resource is used only for the XenDesktop Essentials order.

2. In **Subscription**, choose the subscription to which you attach your billing.
3. In **Resource Group**, create a resource group.
4. In **Location**, selection the data center for the resource.

Note

The subscription, resource group, and location are specific to the billing resource and don't restrict where worker resources are.

5. Click **Connect** to start the process of linking to a Citrix Cloud account.

   The Citrix Cloud logon page appears.

6. Type your Citrix Cloud credentials and then click **Sign in**.
   Citrix Cloud confirms your credentials and returns to the Azure portal.

After you configure the resource information, finish the configuration by selecting the number of users and the price per month.

To complete buying XenDesktop Essentials

1. In the Azure Portal, the field **Select a customer** displays the customer name automatically.
2. Under **Pricing**, in **Number of users**, type the number of users who have access to XenDesktop Essentials.
3. Under **Price per month**, click **I agree to pay the amount charged, the terms of use and privacy statement**.

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4. Click **Create**.

Note

The XenDesktop Essentials customer must be unique in Citrix Cloud. You can't use a customer that exists for XenApp Essentials or XenApp and XenDesktop Service. For more information, see the Knowledge Base article An Account cannot have multiple 'editions' of the Citrix XenApp and XenDesktop Service.

* Select a customer

Citrix ⌄

Pricing

The price is $12.00 per user per month. ❶

* Number of users

25 ✓

Prorated amount due at purchase : $100.00
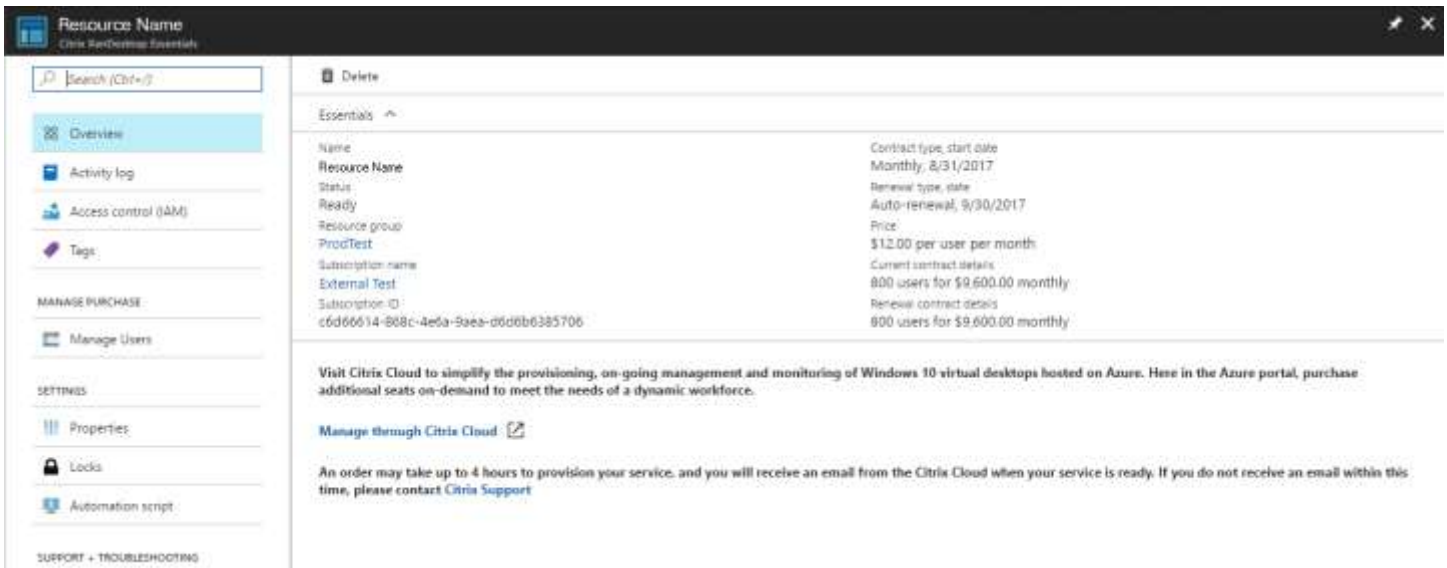
Price per month : $300

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

☐ I agree to pay the amount charged, the terms of use and privacy statement.

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

Important

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

Important – Stop here and wait for your confirmation email

Wait for Citrix Cloud to finish provisioning your service. The process can take up to four hours. Citrix Cloud sends an email when the provisioning is complete. If you haven't received the email within four hours, contact Support.

Warning

Don't delete the XenDesktop Essentials resource in Microsoft Azure. Deleting the resource cancels your subscription.
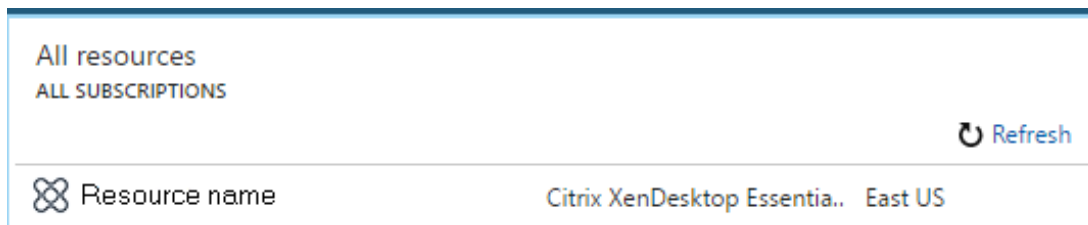
In Citrix Cloud, you can start configuring your XenDesktop Essentials deployment. For more information about system requirements, configuring your deployment, and other advanced options, see XenDesktop Essentials Service in the Citrix product documentation.
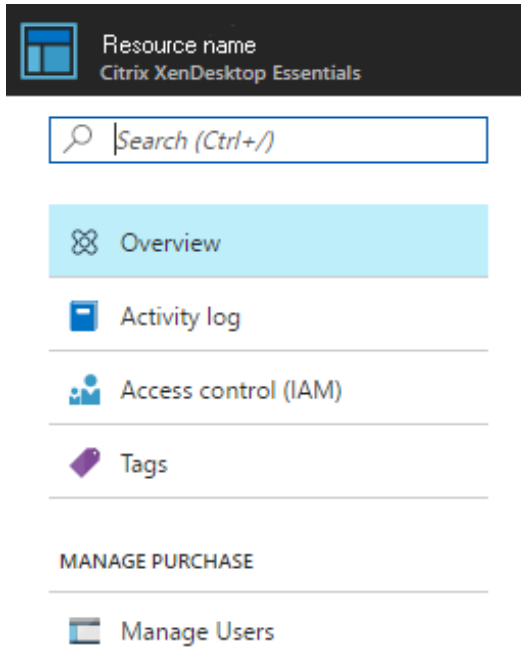
Change the number of users in Microsoft Azure

After you buy XenDesktop Essentials, you can increase or lower the number of users in Microsoft Azure. To do so, log on to the Azure portal. Then, edit your resource with the new number of users.

To change the number of users for your XenDesktop Essentials subscription

1. In the Azure portal, on the Dashboard, under **All Resources**, click the XenDesktop Essentials order resource.
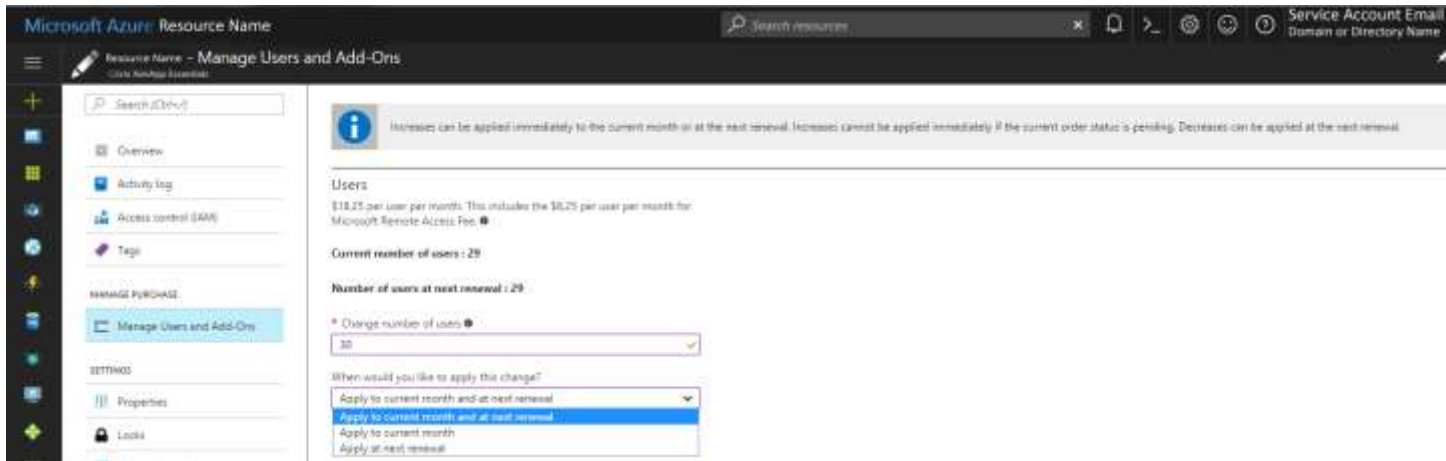
2. In the navigation pane, under **Manage Purchase**, click **Manage Users**.

3. In the details pane, under **Users**, in **Change number of users**, type the new amount.
4. If you increase or lower the number of users, the charges apply to the next renewal.

    The default setting is **Apply at next renewal**.

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

Cancel your XenDesktop Essentials Service

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

- XenDesktop Essentials subscription
- Azure resource created by XenDesktop Essentials

The Microsoft Azure charge for XenDesktop Essentials Service is monthly. If you cancel XenDesktop Essentials, you're charged for the current month. Your service won't renew for next month. You continue to have access to XenDesktop Essentials Service until the end of the current month with Citrix Cloud.

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

- XenDesktop Essentials subscription
- NetScaler Gateway service
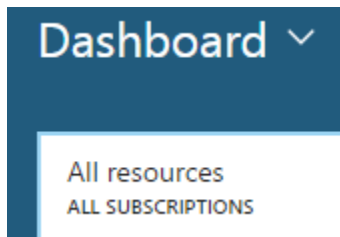- Azure resource created when using XenDesktop Essentials Service

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

Note

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

To delete the order resource in Azure

1. Log on to the Azure portal.
2. On the Azure Dashboard, click **All Resources**.

3. In the **Type** column, double-click to open the resource in **Citrix XenDesktop Essentials**.
4. In the right pane, click the trashcan icon to start the delete process.

Delete the Azure Resource created by the XenDesktop Essentials Service

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

To delete catalogs in XenDesktop Essentials

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

To delete master images

1. On the **Manage** tab, click **Master Images**.
2. Select an image and then click **Remove**.

3. Repeat step 2 for each master image you want to delete.

To delete links to Azure subscriptions

1. On the **Manage** tab, click **Subscriptions**.
2. Next to the subscription, click the Trash icon. The Azure portal opens.
3. Log on to your Azure subscription with your administrator Azure credentials.
4. Click **Accept** to allow XenDesktop Essentials Service to access your Azure account.
5. Click **Remove** to unlink the subscription.
6. Repeat steps 2 through 5 for other linked Azure subscriptions.