Citrix Aidrien

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What's new

April 2, 2026

March 10, 2026

Features

General availability of Citrix Aidrien Citrix Aidrien was released as a public preview in November 2025. With this March 2026 release, it is now generally available, enabling customers to use it in production environments.

Natural language-based access to DaaS OData metrics Citrix Aidrien provides a streamlined way to access Citrix Virtual Apps and Desktops configuration and state information using conversational queries. This enhancement enables administrators to retrieve data from the Monitor database by automatically translating natural-language input into OData API queries, without requiring direct interaction with the APIs.

Enhanced single machine registration troubleshooting using health checks Citrix Aidrien integrates with Monitor and Workspace Environment Management (WEM) to run health check scripts for unregistered machines and identify key points of failure. Based on the results, Aidrien curates targeted resolution guidance to assist administrators during troubleshooting.

The health check closely aligns with the Cloud Health Check utility and detects critical signals that commonly cause machine registration failures. These insights are surfaced directly within the Aidrien user interface, eliminating manual efforts to run scripts on the individual VDAs.

To learn more about the prerequisites for script execution, see Troubleshoot machines in Monitor.

Troubleshoot user session failures using Citrix Aidrien Citrix Aidrien is optimized to assist administrators in diagnosing why user sessions fail to launch or connect. Using session launch diagnostics data and associated transaction logs, Aidrien analyzes session launch details and connection failure scenarios, and correlates failures with machine configuration and environment state.

Based on this analysis, Aidrien provides error-aware, scenario-specific responses to help resolve common classes of session failures.

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Updates to session performance and slowness analysis Session performance analysis in Citrix Aidrien has been enhanced with usability improvements that help construct potential root-cause analysis and resolution summaries. Administrators can review high-level summaries or drill-down into detailed insights and performance baselines to effectively address user-reported performance issues.

SSL certificate health and SSL configuration visibility Citrix Aidrien provides centralized visibility into SSL certificates and SSL/TLS configuration across all managed NetScaler instances. By analyzing certificate inventory, bindings, expiry timelines, cryptographic strength, and protocol usage, Citrix Aidrien helps administrators proactively identify expired or soon-to-expire certificates, weak algorithms, and deprecated SSL/TLS configurations.

These insights are surfaced directly within the Citrix Aidrien interface, reducing the need for manual certificate inspection and helping prevent SSL-related outages and compliance gaps.

Guided upgrade scheduling with Citrix Aidrien Citrix Aidrien enables administrators to schedule NetScaler upgrades through a guided workflow within NetScaler Console service. Citrix Aidrien evaluates the current build, security posture, and compatibility, performs pre-upgrade validation checks, and recommends an appropriate target build before scheduling the upgrade.

Administrators can define a maintenance window in UTC, after which Citrix Aidrien creates the upgrade job using default settings and redirects the job to NetScaler Console, ensuring a controlled and auditable upgrade process.

Build comparison and contextual release notes analysis Citrix Aidrien introduces build comparison intelligence to help administrators understand differences between NetScaler releases. Citrix Aidrien compares source and target builds to highlight fixed issues, known issues, enhancements, and security updates.

For environment-specific analysis, Citrix Aidrien contextualizes release notes based on the features enabled on a selected NetScaler instance and generates a downloadable, instance-specific release note summary, reducing manual review effort.

Contextual dashboard intelligence ("Analyze with Citrix Aidrien") Citrix Aidrien now delivers contextual insights directly within key NetScaler Console dashboards through the "Analyze with Citrix Aidrien"action. Citrix Aidrien analyzes the selected dashboard scope or instances and presents pre-populated summaries to accelerate troubleshooting and decision-making.

Supported dashboards include Instance Inventory, Security, and Upgrade Advisory, enabling administrators to quickly interpret health status, security exposure, and upgrade readiness without manual correlation.

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Troubleshooting knowledge base Citrix Aidrien now also leverages an internal expert guidance system built on a PII-sanitized support resolution intelligence layer. This indexed knowledge base aggregates patterns from anonymized support cases to enhance issue recognition, conversational troubleshooting, and personalized recommendations. As a result, Citrix Aidrien more effectively surfaces known issues and provides you with guided, context-aware assistance.

Updated default prompts A set of default prompts are showcased when you open a new chat in Citrix Aidrien. These default prompts have now been updated to reflect some of the features Citrix Aidrien supports today. Here is the updated list of default prompts.

1. What are the top prompts to manage DaaS & NetScaler
2. VDA registration troubleshooting guide
3. How do I troubleshoot user connection failures
4. Show me the top 10 Workspace app versions for user sessions in the last 24 hours
5. Show me the list of VDAs with high CPU utilization
6. How do I optimize for session logon duration
7. Provide CVE advisory for my NetScaler environment
8. Provide upgrade recommendation for my NetScaler environment
9. Show me per-device NetScaler certificate view
10. Compare NetScaler release notes across 14.1-47.48 & Latest

November 17, 2025

Citrix Aidrien public preview

Citrix Aidrien is now available for public preview with listed features:

1. Citrix Aidrien Reference data sources: Data used in Citrix Aidrien
    - Citrix Published Documentation
    - Environment Context
        - Citrix Environment Data: Machine States and Details, Machine Failures, Machine Configurations, Host Configurations, Machine Resource Utilization, VDA Registration and Communication, Session State and Performance Details, Session logon breakdown.
        - NetScaler Environment Data: Software versions, Deployment Modes, Enabled Features, Health Metrics and Capacity Planning, Security Advisory and Vulnerability Management.

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2. Granular role-based access at user and tenant level
3. Specialized use cases
    - NetScaler Upgrade Assistant
    - Troubleshoot user session performance
    - Troubleshoot machine failures

Citrix Aidrien™ overview

September 4, 2026

Citrix Aidrien is an AI-powered service available within Citrix Cloud, designed to provide in-product support and assistance for Citrix and NetScaler solutions. It enables admins to ask questions in natural language and receive instant answers with context relevant to your specific environment on Citrix DaaS™ and NetScaler™ Console service.

Citrix Aidrien's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix community articles, Citrix blogs, troubleshooting knowledge base, and key Citrix environment data such as VDAs/Machines, user sessions, and NetScaler infrastructure. As an AI-powered service, Citrix Aidrien provides contextual guidance to questions around Citrix environments with detailed responses to help administrators understand and navigate complex concepts more easily.

> **Note:**
>
> On-premises Studio and Citrix Director now integrate with Citrix Aidrien through Citrix Cloud. Starting with the CR 2603 release, a **Citrix Aidrien** button is available in their Studio and Citrix Director consoles. With a single click, administrators can launch Citrix Aidrien in Citrix Cloud by signing in with their Citrix Cloud credentials and access Citrix Aidrien capabilities.
>
> For more information about Citrix Cloud access, see How to use Citrix Aidrien?.

Benefits

Citrix administrators frequently face challenges when seeking immediate answers to technical questions related to Citrix and NetScaler® environments. As a result, extensive time is spent searching across multiple knowledge resources, support channels, and technical teams. Citrix Aidrien delivers significant value by transforming how administrators interact with Citrix and NetScaler environments, offering a range of benefits that enhances efficiency and problem-solving within the product.

1. **Improved productivity and streamlined operations**: Citrix Aidrien's conversational and contextual assistance streamlines operations by facilitating a more intuitive way to retrieve informa-

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tion and guidance. Citrix Aidrien allows administrators to focus on more complex tasks rather than tedious information retrieval, which boosts overall productivity.

For example, an admin wants to quickly understand the steps to configure a specific security policy on NetScaler. Instead of manually navigating through documentation and other resources, the admin asks Citrix Aidrien, "How do I configure an A+ SSL profile on NetScaler for enhanced security?"Citrix Aidrien provides a concise summary of relevant steps empowering the admin to apply them faster and move on to other tasks.

2. **Faster issue resolution**: Administrators frequently require immediate answers to technical queries related to Citrix and NetScaler. Citrix Aidrien addresses this request by providing instant responses to questions in natural language.

   For example, an administrator encounters an unfamiliar error message or code in Citrix DaaS. Instead of spending valuable time searching through multiple online forums, documentation sites, or opening a support ticket, they can ask Citrix Aidrien, "What does the error code "bka.prepare.session.failure.rejected"in Citrix DaaS mean and how do I resolve it?"Citrix Aidrien provides an immediate explanation and potential troubleshooting steps, significantly reducing resolution time.

3. **Trusted and accurate information**: Administrators can access accurate responses collated from verified Citrix knowledge sources. Citrix Aidrien's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix blogs, and key Citrix environment data. As a result, administrators receive reliable and up-to-date information, fostering greater confidence in the resolution and answers from Citrix Aidrien.

   For example, an administrator wants to verify the feature matrix for Citrix Workspace app with their current DaaS Monitor environment to use a specific feature. They ask Citrix Aidrien, "Is Citrix Workspace app version 2503.10 compatible with DaaS Monitor's Session topology feature?" Citrix Aidrien provides an answer directly sourced from official Citrix compatibility documentation, ensuring the information is accurate and reliable.

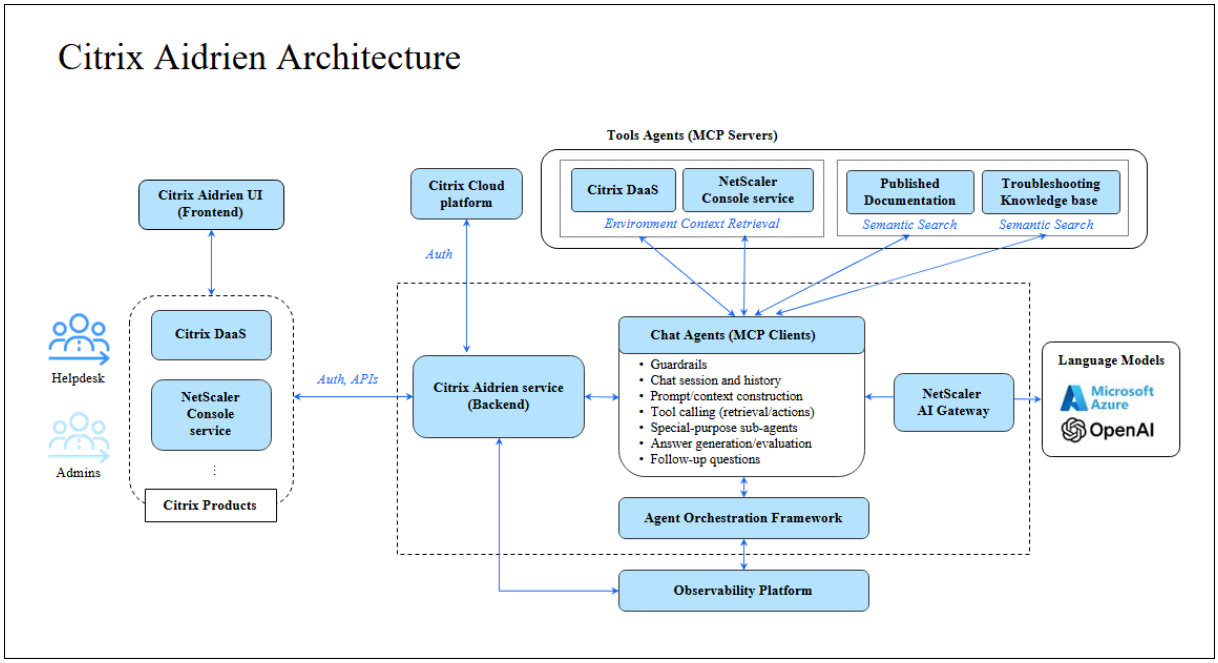
4. **Enhanced understanding of complex concepts**: Citrix Aidrien provides contextual guidance, deployment-related information, and AI-driven responses to help admins understand and navigate complex configuration concepts easily. The concepts include clarifying configuration terms and supported features, and accessing guided workflows directly within the console interface.

   For example, a new administrator is trying to understand the purpose and configuration of Global Server Load Balancing (GSLB) in NetScaler. They can ask Citrix Aidrien, "Explain Global Server Load Balancing (GSLB) in NetScaler and its primary use cases."Citrix Aidrien provides a clear, simplified explanation of the concept, its benefits, and typical scenarios where it's deployed, aiding in faster learning and application.

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Architecture

The overall logical architecture of Citrix Aidrien is shown in the following diagram.



Data flow

The typical data flow is as follows:

1. The Citrix admin accesses Citrix Cloud by typing https://citrix.cloud.com/ in a web browser.
2. The admin navigates to a Citrix Aidrien-enabled product console, such as the Citrix Cloud home page, Citrix DaaS, or NetScaler Console service.
3. The admin opens the Citrix Aidrien sidebar by clicking the relevant icon, which loads the Citrix Aidrien UI (frontend).
4. The Citrix Aidrien service (backend) authorizes access from the Citrix Aidrien UI by verifying the authorization token with the Citrix Cloud platform.
5. The Citrix Aidrien UI invokes Citrix Aidrien service APIs to retrieve the history of previous conversations.
6. The admin submits a new question to Citrix Aidrien by using the relevant input box (either in a new chat session or in a previous one).
7. The Citrix Aidrien service routes the submitted question to the Chat Agent.
8. The Chat Agent creates a chat thread (or restores the state of a previous chat thread), in which it processes the question submitted by the admin.

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9. The Chat Agent validates that the question doesn't violate any guardrails.
10. The Chat Agent adds the system instructions and list of available tools to the request: Citrix and NetScaler documentation search, troubleshooting knowledge base search, and various tools for retrieving environment context, discovered from per-product MCP servers.
11. The Chat Agent sends the request to the large language model (LLM). NetScaler AI Gateway implements load balancing for all such requests across Azure OpenAI Service instances. Responsible AI moderation and security filters analyze and admit such requests.
12. The LLM analyzes the admin's question (user's intent) and responds that either:
    a) The documentation and/or troubleshooting knowledge base search tool must be called, also providing the search arguments, or
    b) One or more environment context retrieval tools must be called, also providing respective call arguments, or
    c) The request must be processed by a special-purpose sub-agent, each with their own custom workflow. For information on supported use cases, see Citrix specialized use cases and NetScaler specialized use cases.
13. The Chat Agent runs the tools specified, except in the case of point 12.b where the Chat Agent acts as an MCP client and invokes tools offered by Citrix DaaS and NetScaler Console service MCP servers.
14. The Chat Agent sends the request, which now includes the results from the tool calling, to the LLM again.
15. The LLM generates the response, sent in streaming fashion through NetScaler AI Gateway to Chat Agent, while applying AI content safety guardrails.
16. The Chat Agent evaluates the quality of the response and, if it doesn't fulfill the user's intent, it might send it back to step 10, with feedback to be addressed.
17. The Chat Agent adds a few follow-up questions to the response.
18. The Citrix Aidrien service sends the response in streaming fashion to the Citrix Aidrien UI, which renders it (incrementally).
19. Orchestration and instrumentation of Chat Agent workflows is performed by the Agent Orchestration Framework.
20. In the context of steps 8–17, the Chat Agent sends distributed traces containing metadata of each interaction to the Observability platform.
21. The admin optionally provides positive or negative feedback to the last Citrix Aidrien response through the Citrix Aidrien UI.

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22. The Citrix Aidrien UI sends feedback to the Citrix Aidrien service, which in turn sends the metadata to the Observability platform.

Data used in Citrix Aidrien

Citrix Aidrien draws information from various sources to provide comprehensive responses:

- Citrix published documentation
- Troubleshooting knowledge base
- Environment context

Citrix published documentation

This set includes Support Knowledge Base (KB) articles, Citrix Community articles, Tech Zone, Citrix, NetScaler product documentation, and Citrix blogs.

Troubleshooting knowledge base

Citrix Aidrien leverages an internal expert guidance system built on a PII-sanitized support resolution intelligence layer. This indexed knowledge base aggregates patterns from anonymized support cases to enhance issue recognition, conversational troubleshooting, and personalized recommendations. As a result, Citrix Aidrien more effectively surfaces known issues and provides you with guided, context-aware assistance.

Environment context

Citrix Aidrien uses key contextual information from your environment to provide relevant answers. Contextual information includes selected DaaS infrastructure and session details (machine states, failures, resource utilization and associated configurations), Host Configuration, VDA registration and communication, end user session details (session logon, performance). It also includes NetScaler inventory infrastructure, such as build version, health, state, form factor, enabled features, resource utilization (CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards, SSL Cores Up), Security advisory and vulnerability assessments, EOM/EOL, pre-upgrade checks.

For more information on retrieved data and use-cases, see Citrix specialized use cases and NetScaler specialized use cases.

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Key capabilities

Citrix Aidrien offers the following capabilities based on its ability to access Citrix-published content and supported environmental details:

Capability	Description	Use Case Examples
Troubleshooting Guidance	Helps admins to troubleshoot issues and provide detailed guidance	Citrix: "How do I troubleshoot user connection failures that have occurred in last 1 day" NetScaler: "how do I troubleshoot NetScaler upgrade failure issues"
Knowledge Base Integration	Retrieves answers from official Citrix published documentation (Support Knowledge Base articles, Citrix Community articles, Tech Zone, Product Documentation, Citrix Blogs).	Citrix: "What are the recommended port requirements for Citrix DaaS™?" Citrix: "How to troubleshoot VDA registration issues." NetScaler: "How to enforce password complexity in NetScaler?"
Concept Explanation	Helps admins understand various technical concepts relevant to Citrix and NetScaler, clarifying their purpose and usage.	Citrix: "What is the difference between an application group and a delivery group?" NetScaler: "Explain the concept of 'SNIP' in NetScaler and when it is used."
Context Aware Help (Supported only for Citrix DaaS use cases and NetScaler use cases)	Citrix environment data, such as VDAs/Machines, User sessions, and NetScaler infrastructure information.	Citrix: "How many active sessions do my DomainName\VDA-US-123KG have?" NetScaler: "How many of my NetScalers are lower than 14.1-38.x?" NetScaler: "What features are enabled on my NetScaler?"
Configuration Guidance and Feature Enablement	Guides on enabling features and configuring policies within Citrix DaaS and NetScaler Console service.	Citrix : "How do I configure group policies for my delivery group 'HR-Apps'?"

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Capability	Description	Use Case Examples
Step-by-Step Guidance	Offers sequential instructions for performing configurations or workflows in the product UI.	NetScaler: “How do I enable content switching on NetScaler?” Citrix: “Give me step-by-step instructions to configure multifactor authentication for Citrix DaaS users.” NetScaler: “Guide me through configuring SSL offload on NetScaler.”

> **Important:**
>
> Citrix Aidrien does not modify configurations.

Network requirements

Citrix Aidrien is available in the US and EU region for NetScaler Console service and Citrix DaaS. The Citrix Aidrien region selection is aligned with customers’Citrix Cloud preferences. Ensure that the listed network connectivity and service requirements are met. Ensure that network connectivity and service requirements are met.

- **Citrix Cloud services requirements**: To use the Citrix Cloud services, you must be able to connect to the required Citrix addresses through the HTTPS port 443. For more information, see Internet Connectivity requirements.
- **Citrix Aidrien requirements**: In addition to the Citrix Cloud requirements, the following endpoint addresses must be accessible through the HTTPS port 443 to use Citrix Aidrien.

Endpoint	United States region	European Union region
Citrix Aidrien UI and APIs	https://copilot.cloud.com/	https://copilot-eu.cloud.com/

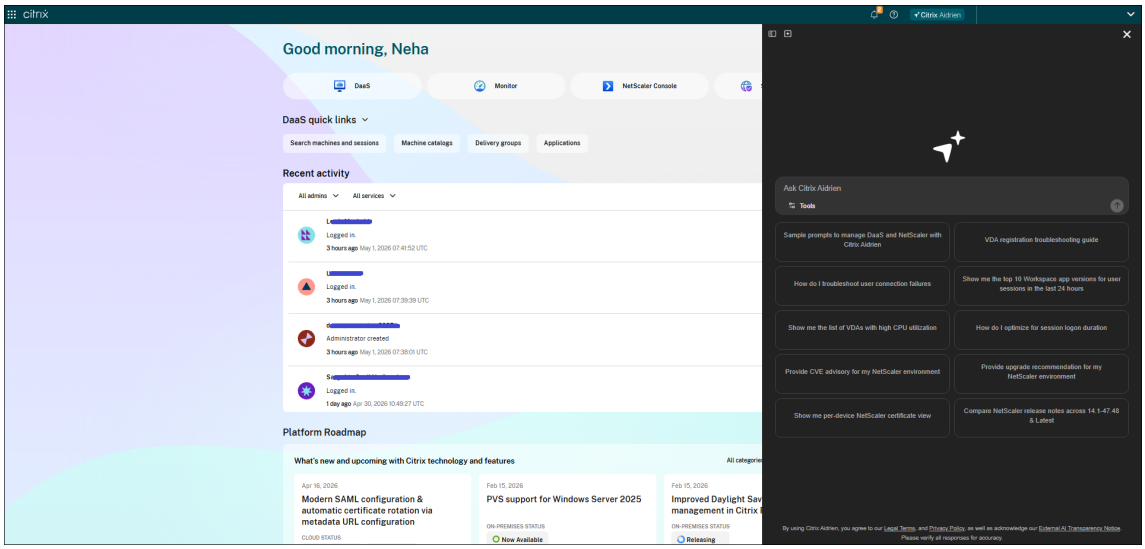
How to use Citrix Aidrien?

To access Citrix Aidrien:

1. **Log into Citrix Cloud**: Log in using your Citrix Cloud credentials.

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2. **Access Citrix Aidrien**: Click the “Citrix Aidrien”icon in the top navigation bar within the Citrix Cloud home page, Citrix DaaS service, or NetScaler Console service interface.



3. **Initiate Conversation**: You can initiate a conversation by selecting a default prompt or by asking specific questions about NetScaler and Citrix products.
4. **Resume Conversation**: Continue the conversation and its context from the chat history.

> **Note:**
>
> Citrix Aidrien is most effective when queries are specific to supported modules and deployment scenarios. If the query is unsupported, Citrix Aidrien offers fallback suggestions or a reference.

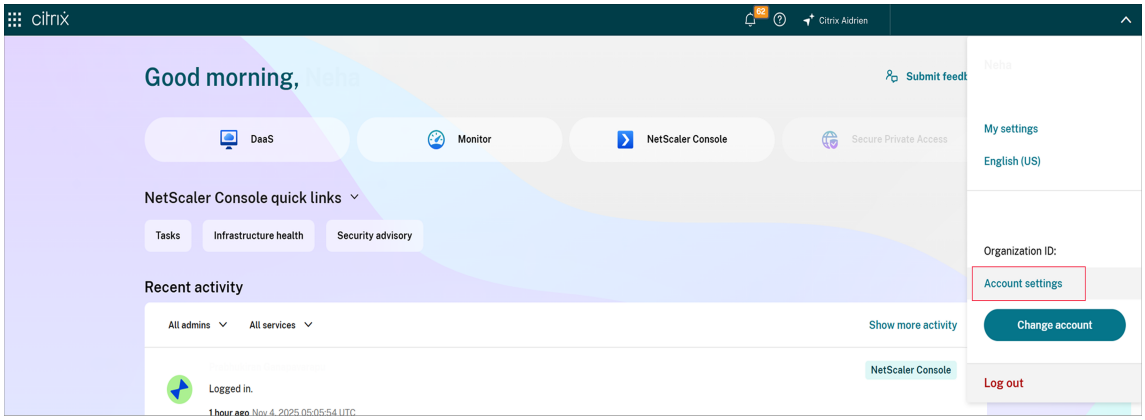
Manage access to Citrix Aidrien

Enable Citrix Aidrien in Citrix Cloud

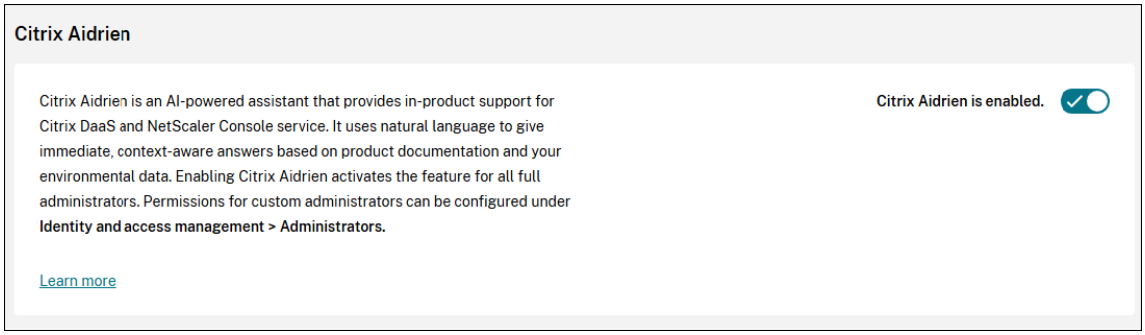
Full administrators can enable or disable Citrix Aidrien under **Account Settings**. To enable Citrix Aidrien, perform the following steps:

1. Click the top right corner of the Citrix Cloud navigation bar.
2. Click **Account Settings** and scroll down to the **Citrix Aidrien** section.

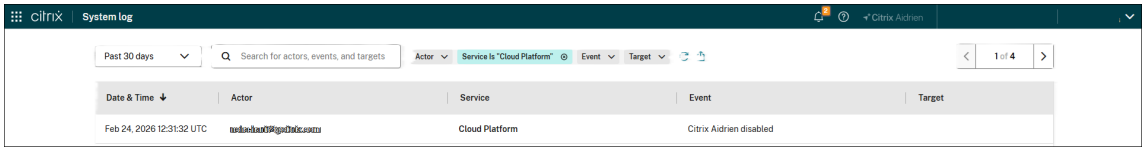
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3. Slide the toggle to enable Citrix Aidrien for all full access administrators.



4. Refresh the page once to reflect the changes in the account settings.
5. Changes to these account settings for Citrix Aidrien are available under the **Citrix Cloud system log** section. Click the hamburger icon on the top left corner of the Citrix Cloud navigation bar and navigate to **System log**.



The administrators with full administrator access or authorized access to Citrix Aidrien can see Citrix Aidrien in the Citrix Cloud navigation bar.

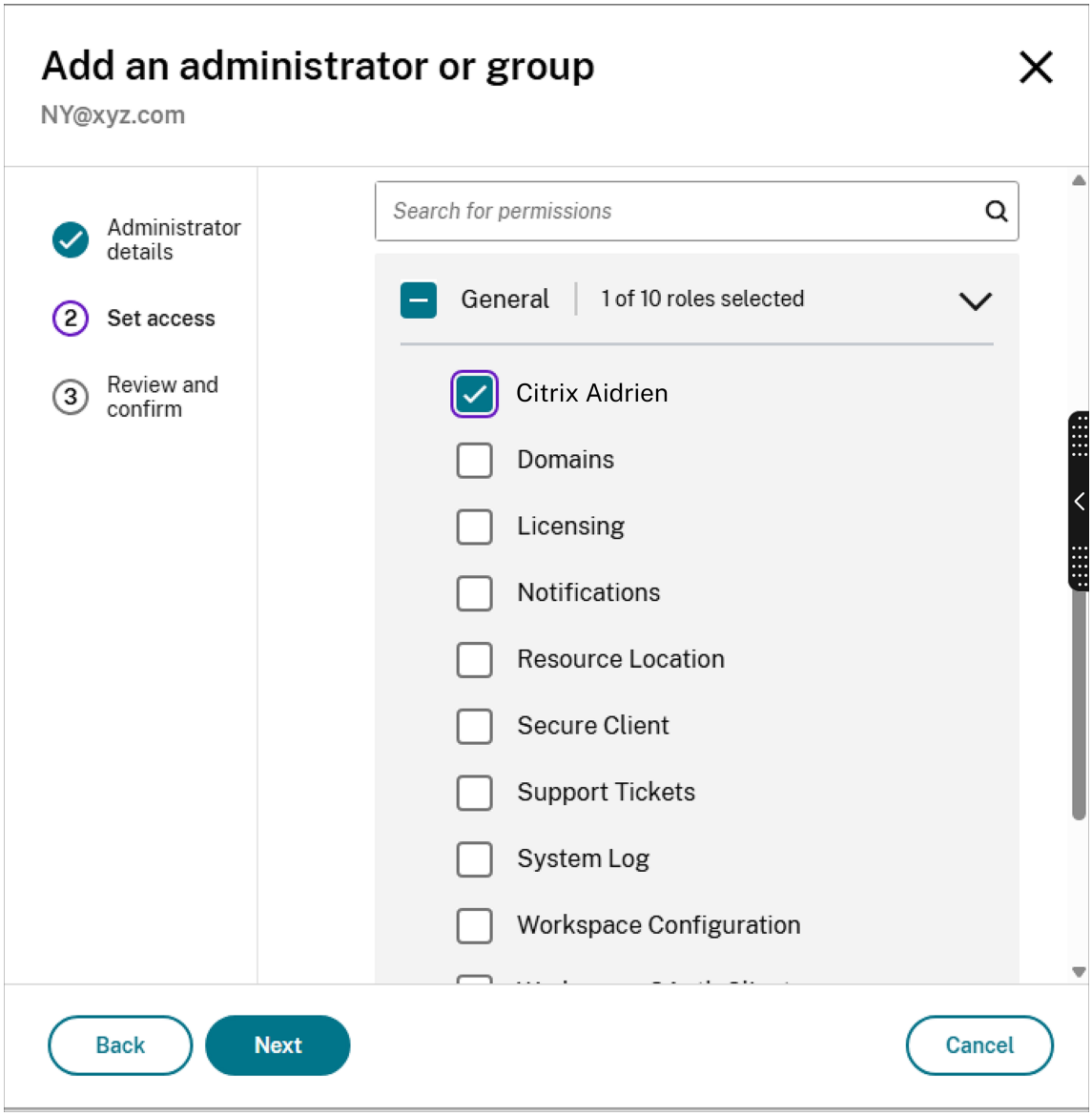
Administrator access to Citrix Aidrien

Administrator access to Citrix Aidrien is managed in your Citrix Cloud account. By default, Citrix Cloud uses the Citrix Identity provider for user identity management. Alternatively, other identity providers listed in Identity and access management can be used.

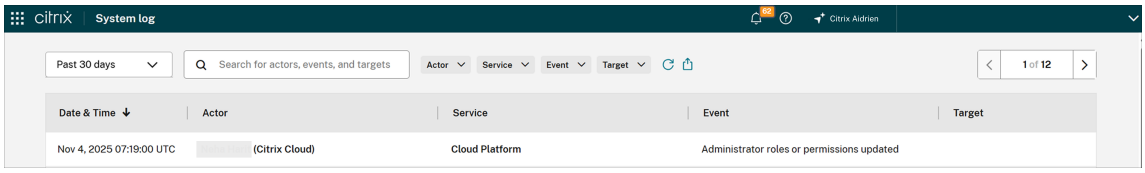
- All Full access administrators in Citrix Cloud get access to Citrix Aidrien when the feature is enabled.

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- For existing or new custom admin roles, you can edit the roles to enable Citrix Aidrien. Click the hamburger icon in the top left corner of Citrix Cloud navigation bar and navigate to **Identity and access management > Administrators > Edit Access** to enable Citrix Aidrien under **General** category.



- Changes to these Identity and access management access settings for Citrix Aidrien are available under the Citrix Cloud system log section. Click the hamburger icon on the top left corner of the Citrix Cloud navigation bar and navigate to **System log**.



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Access to environment context in Citrix Aidrien

Administrators must possess the necessary permissions for Citrix Cloud services (Citrix DaaS and NetScaler Console service) to retrieve the environment context through Citrix Aidrien. Administrator scopes set in Citrix Cloud are honored when any prompt related to the environment is asked. For example, if an administrator's role is scoped to Delivery Group 1, and a tenant has two Delivery Groups, Citrix Aidrien displays information only about Delivery Group 1, and not Delivery Group 2.
If an administrator's role is scoped to three NetScaler instances, and a tenant has 10 NetScaler instances, Citrix Aidrien displays information only for the three NetScaler instances that the administrator has access to.

For more information about role-based access control (RBAC), see Manage administrator access to Citrix Cloud, Citrix DaaS Delegated Administration, and NetScaler Console service Role-Based Access Control.

Security and data handling

- Prompts, responses, and data accessed through Citrix Aidrien through APIs/tools are not used for training any Large Language Models (LLMs).
- Citrix Aidrien accesses and stores customer-identifiable data.
- Responses are based on approved documentation and metadata.
- All interactions remain within the Citrix secure environment.
- Prompts and responses are stored to support user chat history.

For more information, see Architecture and Data Security.

Limitations

- Limited environment context: Only select details of your environment, as specified in Environment context, are supported within Citrix Aidrien.

Share your feedback

We highly value your feedback and insights to shape our roadmap. You can provide your input in two ways:

- Use the **Thumbs Up/Down** icons at the end of each response within the Citrix Aidrien chat interface.

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- Email the Citrix Aidrien team at citrix.copilot@cloud.com for further questions, suggestions, feature requests, or to report issues.

Citrix DaaS use cases

June 17, 2026

Citrix Aidrien™ is your intelligent assistant designed to simplify and accelerate troubleshooting and environment analysis within your Citrix infrastructure. Powered by deep integration with Citrix infrastructure and telemetry, Citrix Aidrien understands your environment contextually, allowing it to surface relevant data, assist with diagnostics, and guide you through resolution steps using natural language queries.

Whether you're investigating machine failures, analyzing session performance, or reviewing configuration details, Citrix Aidrien reduces the time spent navigating multiple consoles, correlating logs, and searching documentation by delivering insights directly within your workflow. Citrix Aidrien is available in Citrix Cloud across Citrix Director, Studio, and Analytics, making it a seamless part of your daily operations.

> **Note:**
>
> On-premises Studio and Citrix Director now integrate with Citrix Aidrien through Citrix Cloud. Starting with the CR 2603 release, a **Citrix Aidrien** button is available in their Studio and Citrix Director consoles. With a single click, administrators can launch Citrix Aidrien in Citrix Cloud by signing in with their Citrix Cloud credentials and access Citrix Aidrien capabilities.
>
> For more information about Citrix Cloud access, see How to use Citrix Aidrien?.

Citrix environment data

1. **Machine states and details**: Get real-time information on the state of any Virtual Delivery Agent (VDA) or machine, including configuration details useful for troubleshooting. Here is an example:
   - "What is the state of my DomainName\VDA-US-123KG?"
2. **Machine failures**: Identify machines with recent failures and receive guided troubleshooting steps based on machine state and configuration. Here is an example:
   - "List the machines with recent failures and help me troubleshoot them."

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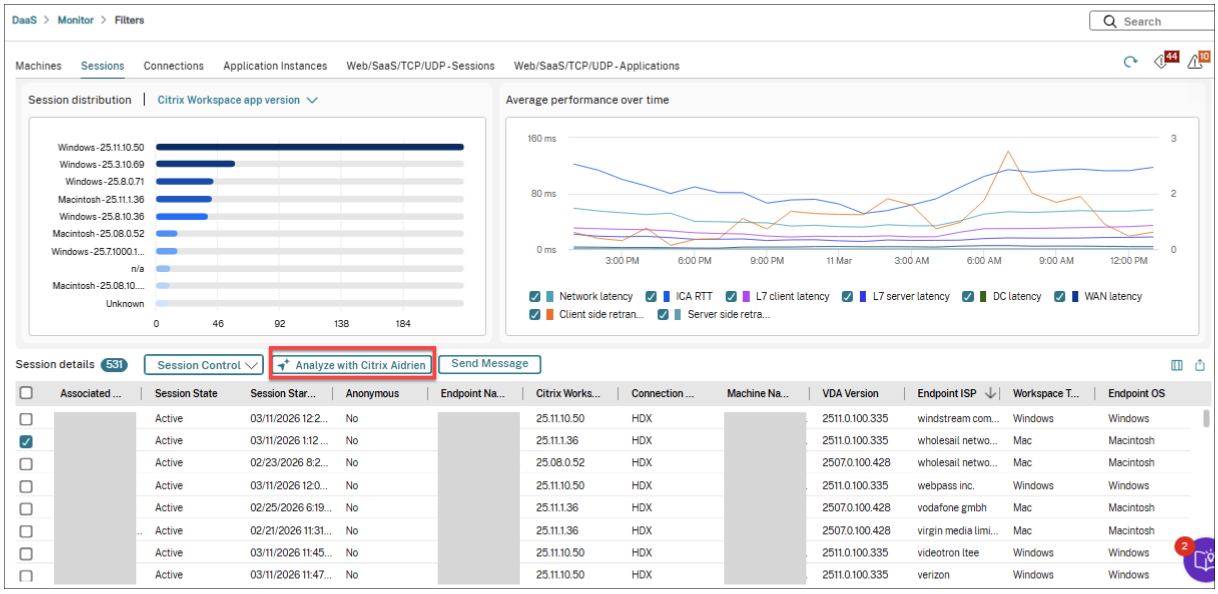
3. **Machine configurations**: Access detailed configuration data for any machine, including Machine Catalogs, Delivery Groups, Provisioning methods, and Broker Policies. Here is an example:
    - "List the configuration details of my DomainName\VDA-US-123KG."
4. **Host configurations**: Fetch hypervisor host configuration details to assist in troubleshooting VDAs and understanding host-level resource allocations. Here is an example:
    - "Show me the list of hypervisors in my environment."
5. **Machine resource utilization**: Monitor machine resource utilization, such as CPU, Memory, Disk IOPS, and Disk latency, for machine performance troubleshooting, and reporting. Here is an example:
    - "Are my VDAs having high resource utilization; if yes, troubleshoot it for me."
6. **VDA registration and communication**: Diagnose registration issues and verify VDA version compatibility with Delivery Controllers. Here are a few examples:
    - "Why are my VDAs unregistered?"
    - "Is the correct VDA version installed on DomainName\VDA-US-123KG, and is it compatible with the Delivery Controller?"
7. **Session state and performance details**: Information about specific user sessions, including their state and performance metrics, enabling analysis for individual users or groups. Here is an example:
    - "What is the session metrics for user "Jane Doe"?"
8. **Session logon breakdown**: Fetch and analyze each stage of the session logon process for a user session, to identify delays or failures during logon. Here is an example:
    - "What are the logon metrics for user "Jane Doe"?"
9. **OData query generation**: Constructs responses on DaaS environments. This capability converts the natural user intent ("Show me failed logins") and the strict schema requirements of Citrix Monitor's OData API into outcomes. The feature resolves common challenges such as terminology mismatches, schema ambiguity, syntax errors by generating validated, schema-accurate OData queries. Combined with Citrix Aidrien's natural language conversation capabilities, you can now reliably inquire about your data, enabling richer data exploration across machine usage, sessions, failures, and performance trends.

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Specialized use cases

Citrix Aidrien goes beyond surface-level diagnostics by offering deep, contextual troubleshooting through special-purpose sub-agents. These agents are designed to tackle the time-consuming challenges in Citrix environments: user session slowness and machine registration failures.

The specialized use cases can be directly invoked in Citrix Aidrien as prompts, or through integrations into Citrix Monitor UI, allowing administrators to contextually analyze the selected session or machine.



Here's how Citrix Aidrien transforms the workflows.

Troubleshoot user session performance

User session slowness is one of the most frequent and frustrating issues faced by Citrix administrators. Traditional troubleshooting requires correlating metrics across multiple tools—Director, endpoint logs, and more. Citrix Aidrien simplifies the troubleshooting by acting as a session-focused sub-agent that:

- **Understands the user baseline**: Citrix Aidrien knows what "normal"looks like for a specific user based on historical session data.
- **Compares across peers**: It benchmarks the user's experience against others in the same Delivery Group to detect anomalies.
- **Analyzes session telemetry**: ICA Round trip time, Network latency, endpoint performance, network conditions, Session reliability events are all considered.
- **Surfaces root causes**: Whether it's poor Wi-Fi, or endpoint CPU bottleneck, VDA utilization, or network lags, Citrix Aidrien identifies the most likely cause.

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Outcome for customers:

- **Confidence in diagnosis**: No more guesswork –Citrix Aidrien tells you why the session is slow.
- **Faster resolution**: Admins can immediately act on recommendations.
- **Improved user experience**: Enable proactive troubleshooting to help prevent future issues for the user.

Sample prompt:

- Troubleshoot session slowness for user "Jane Doe"

Troubleshoot machine failures

Unregistered machines can bring entire workloads to a halt. Diagnosing these issues often involves checking network paths, DNS resolution, VDA version compatibility, and more. Citrix Aidrien's **focused sub-agent** automates this complex process:

- **Context-aware analysis**: Understands the machine's configuration, provisioning method, and delivery group context.
- **Failure pattern recognition**: Identifies common failure signatures and correlates them with known issues.
- **VDA registration health check**: Utilizes the WEM integration with Citrix Monitor to invoke health check script to identify common points of failure for cohesive resolution guidance. This integration requires the WEM agent with Citrix Monitor.
- **Expert-guided remediation**: Pulls in relevant Citrix KB articles, support documentation, and best practices tailored to the specific failure.

Outcome for customers:

- **Significant time savings**: What used to take hours now takes minutes.
- **Reduced support escalations**: First-line admins can resolve issues without needing deep Citrix expertise.
- **Higher environment reliability**: Faster fixes mean less downtime and disruption.

Sample prompt:

- Troubleshoot why DomainName\VDA-US-123KG is unregistered.

Troubleshoot session failures

For IT admins, troubleshooting a failed user session launch is often a manual endurance test. When a user reports a launch error, you're forced to collect logs from the user, or correlate the transaction logs and their timestamps across different infrastructure tiers in Monitor, and stitch together a story

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from the data. This high-effort process turns a single ticket into a time-sink, as generic error codes rarely reveal the specific environmental factor that broke the chain.

Citrix Aidrien eliminates this manual heavy lifting by turning the "Black Box"into a transparent analysis. Citrix Aidrien uses the "Session Launch Diagnostics"logs and failure events through Citrix Monitor to reconstruct the exact moment of failure automatically.

Outcome for customers:

- **Granular forensics**: Move beyond "Jane Doe's session failed"to "Jane Doe's session failed at the 'Credentials Verification'stage due to a specific Broker timeout. Here is how you solve it".
- **Precision over patterns**: Stop relying on general failure trends. Get the specific sequence of actions and environmental factors for one specific Transaction ID.
- **Correlated intelligence**: Citrix Aidrien automatically ties events to the specific user, machine, and infrastructure telemetry.
- **Reduced MTTR**: By pinpointing where in the launch workflow the chain broke, you eliminate hours of manual log correlation and get users back to work faster.

Sample prompt:

- Analyze the last session failure for user "Jane Doe"
- Analyze the transaction ID "transaction123"

Troubleshoot with Citrix Aidrien in Studio

When warnings or errors occur in Citrix DaaS, you can launch Citrix Aidrien directly from Studio to investigate issues and receive guided recommendations for resolution. Citrix Aidrien helps you:

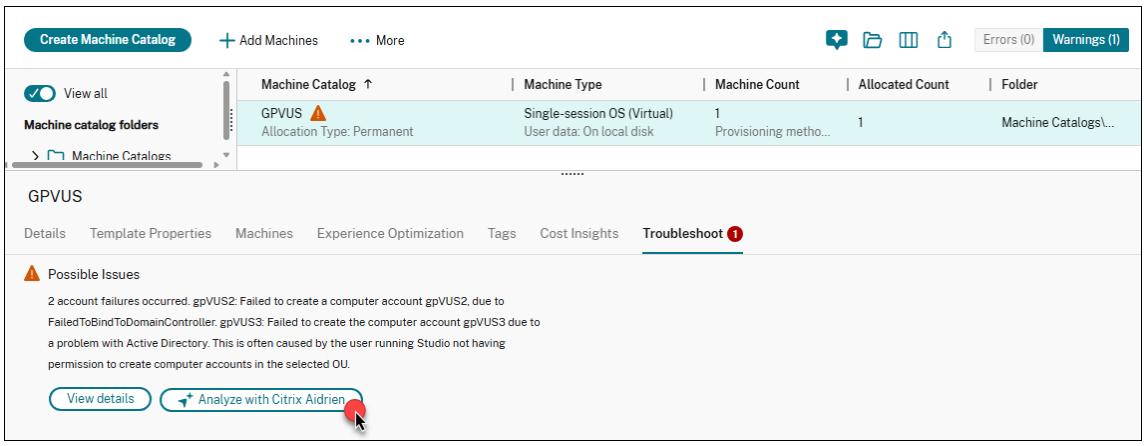
- Analyze warnings and errors in context.
- Identify potential root causes faster.
- Receive guided troubleshooting recommendations.
- Reduce the time required to diagnose and resolve issues.

You can launch Citrix Aidrien from multiple locations in Studio:

- **Troubleshoot** tab

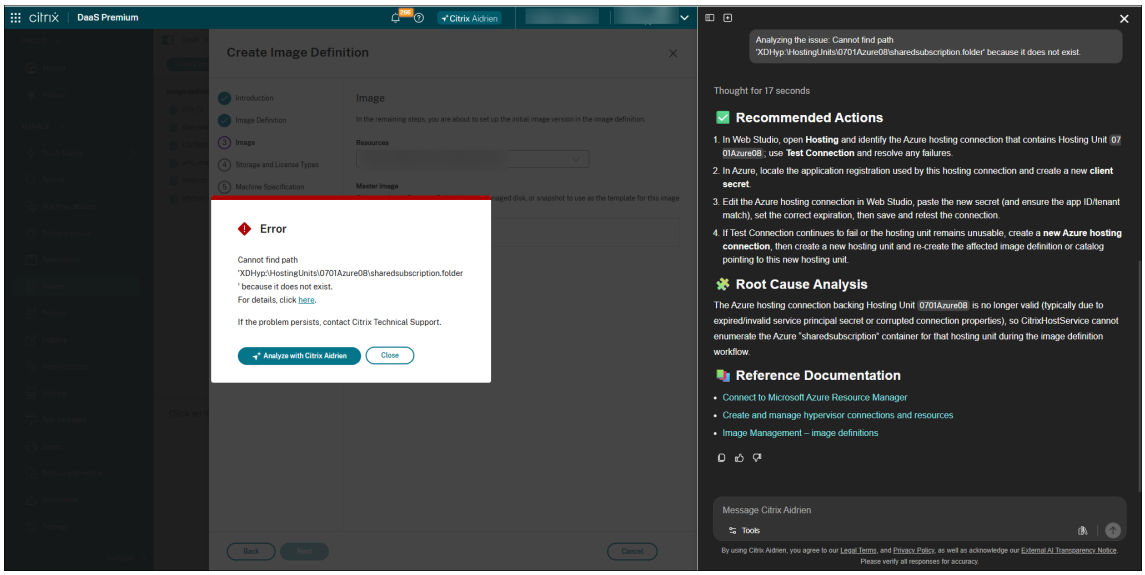
  Use the **Troubleshoot** tab in a resource's details view to review detected issues and analyze them with Citrix Aidrien.

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- Warning and error popups

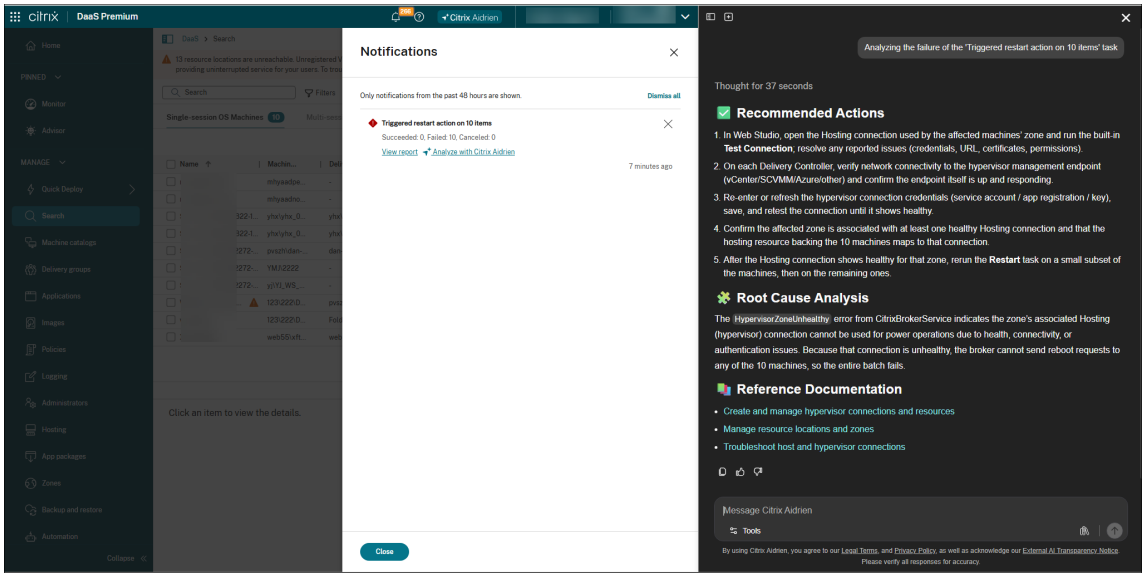
  When Studio displays a warning or error message, you can launch Citrix Aidrien directly from the popup to analyze the issue and receive contextual guidance.



- **Notifications** center

  You can also access Citrix Aidrien from the Notifications center when warnings or errors are reported. Launch Citrix Aidrien to investigate the issue without navigating away from your current workflow.

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Access Citrix DaaS data in Aidrien

Aidrien can retrieve and display Citrix DaaS environment data directly within the chat, allowing you to investigate issues and manage resources without leaving the conversation. Using natural language, you can search for and view information about related resources. Aidrien presents the retrieved data directly in the chat UI, making it easier to explore your environment, identify issues, and gather information during troubleshooting workflows.

Supported data

Data type	Description	Example queries
Machines	Search for machines and view machine-specific details.	• Show all unregistered machines • Find machines with registration issues • Show details for machine VDA-001
Sessions	Search for user sessions and view session details.	• Show active sessions • Find sessions for user John Smith • Show details for a specific session
Machine catalogs	Search for machine catalogs and view catalog details, including configuration and resource information.	• Show all machine catalogs • Find machine catalogs containing "Windows 11" • Show details for the Finance machine catalog
Delivery groups	Search for delivery groups and view detailed delivery group information.	• List all delivery groups • Find delivery groups assigned to Finance users • Show details for the Finance delivery group

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Data type	Description	Example queries

NetScaler Console service use cases

March 11, 2026

Citrix Aidrien™ is your intelligent assistant designed to simplify and accelerate troubleshooting and environment analysis within your NetScaler infrastructure. Powered by deep integration with NetScaler infrastructure and telemetry, Citrix Aidrien understands your environment contextually, allowing it to surface relevant data, assist with diagnostics, and guide you through resolution steps using natural language queries.

Whether you're investigating upgrade readiness, vulnerability assessment or reviewing instance resource utilization, Citrix Aidrien reduces the time spent navigating multiple consoles, correlating logs, and searching documentation by delivering insights directly within your workflow. Citrix Aidrien is available in Citrix Cloud™ across NetScaler Console Service, making it a seamless part of your daily operations.

NetScaler environment data

1. **Software versions**: Citrix Aidrien can list the software versions and build numbers installed on your NetScaler appliances. Monitoring is critical for identifying and patching NetScaler instances with known security vulnerabilities, ensuring compatible and supported versions across all appliances, especially in standalone, High Availability (HA), and cluster deployments. Here are a few examples:
    - "How many of my NetScaler instances are running a build version earlier than 14.1-38.x?"
    - "Which specific build versions are currently deployed across my NetScaler environment?"
2. **Health and status**: Monitor the operational status and health state (For example: Up, Down, out of service) of your NetScaler instances. This check provides immediate visibility for quick identification of issues, meeting SLAs, and initial troubleshooting. Here is an example:
    - "How many NetScaler are currently in a 'Down' or 'Out of Service' state?"

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3. **Deployment modes**: Understanding the deployment mode of the NetScaler instances (for example, Standalone, HA pair, Cluster) is fundamental for assessing redundancy, planning maintenance, understanding the traffic flow, gaining insight into the design, and scalability of your NetScaler infrastructure, and initial troubleshooting. Here are a few examples:

    - "Which of my NetScaler appliances are deployed in HA mode or as part of a Cluster?"
    - "Identify all NetScaler instances currently configured as the 'Primary'node within an HA pair."

4. **Enabled features**: Lists the specific features currently activated or configured on your NetScaler appliances (for example, Load Balancing, WAF, GSLB). This list provides insight into functional capabilities, resource consumption, licensing compliance, and security posture, providing verifiable proof of enabled security and performance features for compliance audits. Here are a few examples:

    - "What features are currently enabled on my NetScaler appliances?"
    - "Which NetScaler instances have the Web Application Firewall (WAF) feature actively configured?"
    - "List all instances where Global Server Load Balancing (GSLB) is currently deployed."

5. **Health metrics and capacity planning**: Citrix Aidrien provides visibility into real-time and historical performance data to assist with capacity management and resource optimization. Some metrics include CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards, and SSL Cores Up metrics. Here are a few examples:

    - "What's the CPU usage of my top NetScaler instances?"
    - "Show HTTP request rate, throughput, and usage stats for instance 192.0.2.190."
    - "Are SSL cards and network interfaces enabled and functioning?"
    - "Retrieve health statistics and usage data for my environment."

6. **Security advisory and vulnerability management**: Citrix Aidrien integrates with NetScaler Console Security Advisory and CVE databases to identify, assess, and guide remediation of vulnerabilities affecting your NetScaler appliances. It can detect known CVEs applicable to deployed builds, provide remediation steps and references and highlight instances at risk due to outdated builds or configurations. Here are a few examples:

    - "Is my instance 192.0.2.16 vulnerable to known security issues?"
    - "List all NetScaler instances impacted by recent CVEs."
    - "Show remediation guidance for identified vulnerabilities."

7. **SSL certificate health and SSL configuration visibility**

    Citrix Aidrien provides deep visibility into SSL certificate inventory and SSL/TLS configuration across all managed NetScaler instances.

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This feature enables certificate lifecycle management, stronger security posture, and reduced risk of service disruptions caused by certificate expiration or weak cryptographic configurations.

The capabilities include complete certificate inventory and usage across instances, instance and virtual server bindings, certificate-to-application mapping, expiry monitoring and risk indicators, expiring-soon alerts, risk-based visibility of certificates nearing expiration, centralized expiry tracking, cryptographic strength key size validation, signature algorithm identification, issuer and trust-chain visibility, detection of weak or deprecated cryptographic standards, SSL/TLS Configuration Assessment, SSL/TLS protocol usage, cipher suite, and key-exchange visibility, SSL feature enablement across instances.

Example prompts:

- "Show all SSL certificates expiring within the next 30 days."
- "Which certificates are using SHA-1 signatures?"
- "List certificates bound to virtual servers on instance 192.0.2.13."
- "Are any instances using deprecated SSL/TLS protocols?"
- "Provide SSL key size and issuer details for my environment."

This use case helps administrators avoid outages, ensure compliance, and maintain strong encryption standards.

Specialized use cases

Citrix Aidrien goes beyond surface-level diagnostics by offering deep, contextual troubleshooting through special-purpose sub-agents. These agents are designed to extend Citrix Aidrien's intelligence beyond data retrieval to automation, validation, and guided execution.

NetScaler upgrade assistant

The NetScaler Upgrade Assistant is a specialized Citrix Aidrien sub-agent designed to assist administrators with upgrade readiness and orchestration. Unlike contextual queries, this workflow uses dedicated upgrade utilities and validation tools to perform environment assessments and guided upgrade preparation.

Here's how Citrix Aidrien transforms these workflows:

Upgrade readiness and planning

1. Detects NetScaler instances running EOL/EOM or latest/non-recommended builds.
2. Maps build versions to known CVEs and recommends upgrade paths.

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3. Performs pre-upgrade validation (checks customizations, configurations, dependencies, and health).
4. Identifies blocking issues with detailed resolution guidance.
5. Provides a readiness summary and directs users to initiate the upgrade from NetScaler Console.

Upgrade scheduling Citrix Aidrien enables administrators to schedule NetScaler upgrades through a guided workflow within NetScaler Console. When an upgrade is requested for a specific instance, Citrix Aidrien evaluates the current build, security posture, and overall compatibility, recommends an appropriate target build, and performs readiness validation before scheduling. Administrators might proceed with the Citrix Aidrien recommended build or explicitly select an alternate target build version.

Upgrades are scheduled by specifying a maintenance window in UTC, after which Citrix Aidrien automatically creates the upgrade job using the default configuration settings.

Following the readiness confirmation, the workflow includes:

- Confirmation of upgrade intent
- Automated pre-upgrade validation checks
- Configuration of the upgrade schedule
- Redirection to run the upgrade within NetScaler Console

This streamlined process ensures a controlled, validated, and auditable upgrade lifecycle.

Example prompts:

- "Schedule upgrade for instance 192.0.2.16 this Saturday at 23:00 UTC."

Build comparison analysis

1. **Full build comparison**

   The capabilities include comparison between two releases or builds, clearly articulating fixed issues and enhancements between the source and target builds, and listing known issues in the target build.

   Example prompts:

   - "Compare build 14.1–47.48 & 14.1–60.52"
   - "What security fixes are included in the latest recommended build?"

2. **Instance level build comparison analysis**

   Based on enabled features and configuration of your NetScaler instance, Citrix Aidrien provides a contextualized analysis of release notes. The capabilities include comparison between two releases or builds clearly articulating fixed issues and enhancements between the source and

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target builds, and listing known issues in the target build. Citrix Aidrien will generate a downloadable environment-specific release note summary.

Example queries:

- "Perform release notes analysis for instance 192.0.2.16."

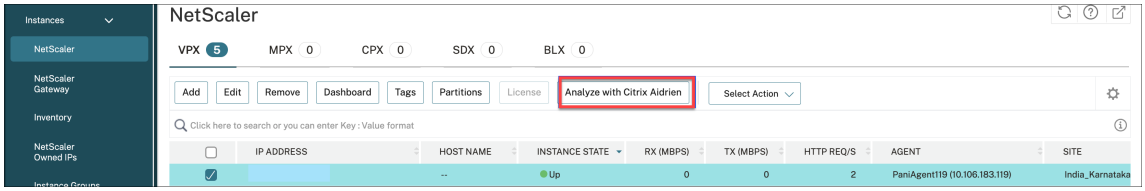
Contextual dashboard intelligence ("Analyze with Citrix Aidrien")

Citrix Aidrien provides predefined contextual insights directly within key dashboards in NetScaler Console service. These contextual responses reduce analysis time by providing pre-populated summaries tailored to the dashboard view, eliminating the need for manual filtering and correlation.

When administrators click **Analyze with Citrix Aidrien**, they receive intelligent summaries specific to that dashboard scope.

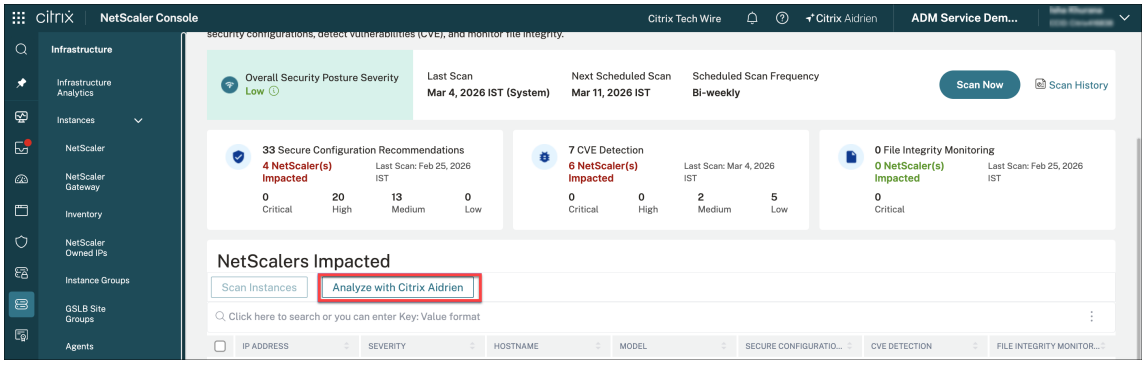
Supported Dashboards

- Instance Inventory Dashboard
  - Analyze the health stats, features enabled, and security advisory details of a specific NetScaler/Citrix ADC instance selected.
  - Select an instance and click "Analyze with Citrix Aidrien"to get the instance advisory.

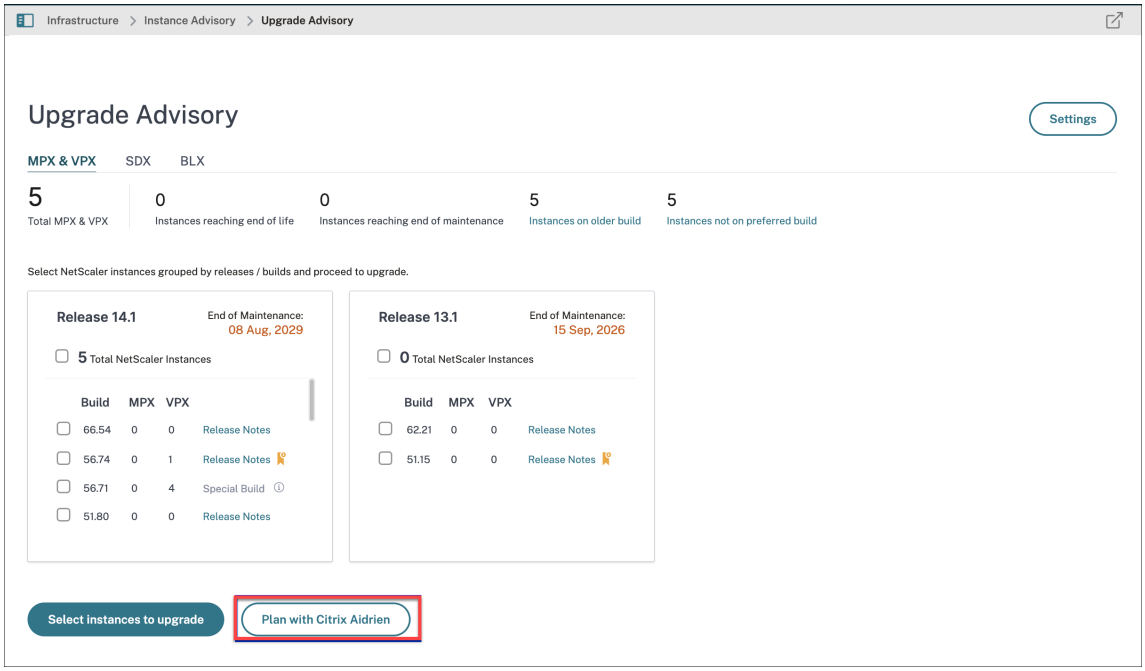


- Security Dashboard
  - Analyze the security recommendations and CVE exposure summary for all or specific NetScaler instances.
  - Select an instance and click "Analyze with Citrix Aidrien"to get security advisory for the selected instance.
  - Click "Analyze with Citrix Aidrien"without selecting an instance to get the security advisory for all NetScaler instances.

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- Upgrade Advisory Dashboard
  - Analyze the NetScaler inventory, CVE remediation mapping, readiness summary, upgrade path, and upgrade scheduling.
  - Click **Plan with Citrix Aidrien** to get the upgrade advisory for all NetScaler instances.



Data security

March 10, 2026

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Citrix Aidrien™ and your proprietary organizational data

Citrix Aidrien enriches user conversations by providing contextual responses drawn from your organization's data. To do so, it accesses content through APIs and various tools that allow Citrix Aidrien to generate responses anchored in your specific organizational data. This data might include details about DaaS Machines and Sessions, and NetScaler® Inventory information.

> **Note:**
>
> User prompts, responses, and data accessed while using Citrix Aidrien through APIs or tools are not used for training any Large Language Models (LLMs).

Citrix Aidrien provides accurate, relevant, and contextual responses by combining content and deployment context. It is crucial to ensure that admins have the appropriate permissions to access organizational data, as Citrix Aidrien only surfaces information accessible to individual admins. To manage access effectively, refer to the permissions outlined in the following topics to ensure that the correct users or groups have the appropriate access to content within your organization.

- Manage administrator access to Citrix Cloud
- Citrix DaaS Delegated Administration
- NetScaler Console service Role-Based Access Control

All the information, including prompts, retrieved data, and generated responses, remain within the Citrix service boundary when using Citrix Aidrien.

> **Note:**
>
> We value customer feedback, which is entirely optional, as it helps us enhance Citrix Aidrien and other Citrix services. Customer feedback is not used for training any LLMs that power Citrix Aidrien.

Data stored about Citrix Aidrien interactions

When an admin interacts with Citrix Aidrien, we store data that includes the admin's prompt and Citrix Aidrien's response, including citations to any information used to ground Citrix Aidrien's response. We store the details to provide chat history in the Citrix Aidrien's user interface (UI). This data is stored for seven days, and is not used to train or fine-tune any LLMs used by Citrix Aidrien.

User chat interactions are sent as traces to the Observability platform for troubleshooting and product improvements. These traces have a retention period of 90 days.

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Data residency

Citrix Aidrien stores data in multiple Microsoft Azure environments. These environments are in the United States and European Union. The storage location depends on the home region selected by the Citrix Cloud administrators when onboarding their organization to Citrix Cloud. For more information, see Geographical considerations.

Data protection

Citrix Aidrien protects the customers' data by using the following security measures:

- Citrix Cloud authentication for the Citrix Aidrien users. For information, see Identity and access management.
- Strong logical data isolation per customer or tenant in all data stores.
- TLS-encrypted data transfer between the various services and data stores, applicable for the public endpoints of the platform and within the platform.
- High standards in TLS endpoints. TLS 1.0 and TLS 1.1 are disabled.
- Encrypted data storage using encryption keys and secrets that are stored in appropriate Key Vaults.
- Strong user management access controls for service operations and support while protecting customer logs.
- Vulnerability scanning, intrusion detection, anti-malware, cloud security, web application security protection.

As with all Citrix Cloud™ services, data collection is subject to the End User Agreement. For more information and additional legal terms, see the following agreements:

- Citrix Aidrien legal terms
- End User Agreements
- Privacy Policy
- Data Processing Addendum
- Services Security Exhibit

Responsible AI

As an AI-based application, Citrix Aidrien implements the following responsible AI practices and guardrails:

- Moderation of inputs and filtering of outputs for specific categories of potentially harmful content (hate and fairness, sexual, violence, and self-harm).

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- Blocking of attempts to lead the assistant to behave in unintended ways or reveal portions of the system message (prompt injection and jailbreaking).
- Filtering of output that substantially replicates material that is potentially protected or copyrighted.

Security responsibility

Security responsibility is owned by both Citrix and the customers when using Citrix Aidrien.

Citrix responsibility

Citrix is responsible for securing all infrastructure and data residing on the Citrix-managed cloud environments that host Citrix Aidrien.
Citrix is responsible for applying regular software updates and patches on the cloud environment to address security vulnerabilities.

For more information about security provisions, see the following documents:

- Product Security
- Security Assurance

Customer responsibility

Citrix customers are responsible for securing their systems that are integrated with Citrix Aidrien, which include:

- Customer provided admin credentials for managing Citrix Cloud services.
- Customer owned admin accounts that receive emails or notifications from Citrix Cloud services.
- End user devices running web browsers to connect to Citrix Aidrien from Citrix Cloud.

For more information about security provisions, see the following documents:

- Secure Deployment Guide for the Citrix Cloud Platform
- Citrix DaaS Technical Security Overview

FAQ

September 4, 2026

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1. **What is Citrix Aidrien™?**

   Citrix Aidrien is an AI-powered service available within Citrix Cloud, designed to provide in-product support and assistance for Citrix and NetScaler solutions. It enables admins to ask questions in natural language and receive instant answers with context relevant to your specific environment on Citrix DaaS™ and NetScaler™ Console Service.

2. **Is Citrix Aidrien available for on-prem deployments?**

   Citrix Aidrien is only available with Citrix Cloud products –Citrix DaaS and NetScaler Console service.

3. **What are the key benefits of Citrix Aidrien?**

   Citrix Aidrien delivers significant value by transforming how administrators interact with Citrix and NetScaler environments, offering a range of benefits that enhance efficiency and problem-solving within the product.

   - **Improved Productivity and Streamlined Operations**: Citrix Aidrien's conversational and contextual assistance streamlines operations by facilitating a more intuitive way to retrieve information and guidance. Citrix Aidrien allows administrators to focus on more complex tasks rather than tedious information retrieval, which boosts overall productivity.
   - **Faster Issue Resolution**: Administrators frequently require immediate answers to technical queries related to Citrix and NetScaler. Citrix Aidrien addresses this request by providing instant responses to questions in natural language.
   - **Trusted and Accurate Information**: Administrators can access accurate responses collated from verified Citrix knowledge sources. Citrix Aidrien's knowledge is enhanced by the Citrix knowledge base, product documentation, Citrix community articles, and key Citrix environment data.
   - **Enhanced understanding of Complex Concepts**: Citrix Aidrien provides contextual guidance, deployment-related information, and AI-driven responses to help admins understand and navigate complex configuration concepts easily.

4. **What are the data protections in place when using Citrix Aidrien?**

   Citrix Aidrien protects the customers'data by using the following security measures:

   - Citrix Cloud authentication for the Citrix Aidrien users. For more information, see Identity and access management.
   - Strong logical data isolation per customer or tenant in all data stores.
   - TLS-encrypted data transfer between the various services and data stores, applicable for the public endpoints of the platform and within the platform.

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- High standards in TLS endpoints. TLS 1.0 and TLS 1.1 are disabled.
- Encrypted data storage using encryption keys and secrets that are stored in appropriate Key Vaults.
- Strong user management access controls for service operations and support while protecting customer logs.
- Vulnerability scanning, intrusion detection, anti-malware, cloud security, web application security protection.

For more information, see Data protection.

5. **Which data sources does Citrix Aidrien refer to?**

   Citrix Aidrien draws information from various sources to provide comprehensive responses:

   - Citrix Published Documentation: Citrix Support Knowledge Base (KB) articles, Citrix Community articles, Tech Zone, Citrix product documentation, NetScaler product documentation, and Citrix blogs.
   - Environment Context from Citrix DaaS and NetScaler Console Service for support use cases.
   - Troubleshooting Knowledge Base.

6. **What kind of deployment contextual information does Citrix Aidrien support?**

   Citrix Aidrien uses key contextual information from your environment to provide relevant answers. Contextual information includes:

   - DaaS machines (machine states, failures, resource utilization, and associated configurations), Host Configuration, VDA registration and communication, end user session details (session logon, performance), OData query generation.
   - NetScaler inventory infrastructure (build version, health, state, form factor, enabled features, CPU, Memory, Disk Usage, HTTP Req/sec, RX, TX, SSL cards, SSL Cores Up), Security advisory and vulnerability assessments, EOM/EOL, pre-upgrade checks, SSL certificate health, SSL configuration.

7. **Is my data being used for training?**

   Prompts, responses, and data accessed through Citrix Aidrien through APIs/tools are not used for training any Large Language Models (LLMs).

8. **Is my deployment data sent to Microsoft OpenAI at any point?**

   When you ask a question about your deployment like “list the machines with recent failures”, Citrix Aidrien fetches the specific machine details from DaaS. It then invokes the LLM (Azure OpenAI) with only the specific input context, and the LLM generates the response using the machine

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details fetched from DaaS. Azure OpenAI doesn't store this information (neither the request, nor the response).

For more information on the data flow between Citrix DaaS, NetScaler Console Service, Citrix Aidrien, and Azure OpenAI, see Data Flow.

9. **Is there any license associated with Citrix Aidrien?**

   Currently, there is no license associated with this capability.

10. **How can I provide feedback on Citrix Aidrien?**

    You can provide feedback on Citrix Aidrien by clicking the thumbs up or thumbs down icon at the end of each response within the chat interface. For more information, see Share your feedback.

11. **Is Citrix Aidrien supported for the EU region?**

    Citrix Aidrien is available in the US and EU region for NetScaler Console service and Citrix DaaS. The Citrix Aidrien region selection is aligned with customers' Citrix Cloud preferences.

12. **Is Citrix Aidrien supported for the APS region?**

    Citrix Aidrien is available in the US and EU region for NetScaler Console service and Citrix DaaS. All APS Citrix Cloud user interactions with Citrix Aidrien are served from the US region.

13. **What are the network requirements to use Citrix Aidrien?**

    To use Citrix Aidrien, ensure that the following network connectivity and service requirements are met.

    - **Citrix Cloud services requirements**: To use the Citrix Cloud services, you must be able to connect to the required Citrix addresses through the HTTPS port 443. For more information, see Internet Connectivity requirements.
    - **Citrix Aidrien requirements**: In addition to the Citrix Cloud requirements, the following endpoint addresses must be accessible through the HTTPS port 443 to use Citrix Aidrien.

Endpoint	United States region	European Union region
Citrix Aidrien UI and APIs	https://copilot.cloud.com/	https://copilot-eu.cloud.com/

14. **How to use Citrix Aidrien?**

    To access Citrix Aidrien:

    a) **Log into Citrix Cloud**: Log in using your Citrix Cloud credentials.

    b) **Access Citrix Aidrien**: Click **Citrix Aidrien** on the top navigation bar within the Citrix Cloud home page, Citrix DaaS service, or NetScaler Console service interface.

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c) **Initiate Conversation**: You can initiate a conversation by selecting a default prompt or by asking specific questions about NetScaler and Citrix products.

15. **How can I restrict access to Citrix Aidrien to only specific users on Citrix Cloud?**

    Administrator access to Citrix Aidrien is managed in your Citrix Cloud account. By default, Citrix Cloud uses the Citrix Identity provider for user identity management. Alternatively, other identity providers listed in Identity and access management can be used.

    - All Full access administrators in Citrix Cloud get access to Citrix Aidrien when the feature is enabled.
    - For existing or new custom admin roles, you can edit the roles to enable Citrix Aidrien. Click the hamburger icon in the top left corner of the Citrix Cloud navigation bar and navigate to **Identity and access management > Administrators > Edit Access** to enable Citrix Aidrien under "General"category.

16. **How can I enable/disable Citrix Aidrien for all my admins?**

    Full administrators can enable or disable Citrix Aidrien under **Account Settings**. To enable Citrix Aidrien, perform the following steps:

    a) Click the top right corner of the Citrix Cloud Navigation bar.

    b) Click **Account Settings** and scroll down to the **Citrix Aidrien** section.

    c) Slide the toggle to enable Citrix Aidrien for all full access administrators.

    d) Refresh the page once to reflect the changes in the account settings.

    The administrators with full administrator access or authorized access to Citrix Aidrien will see the enabled icon in the Citrix Cloud navigation bar.

Legal

March 5, 2026

The Citrix Aidrien™ software ("Citrix Aidrien") is a tool which contains a generative artificial intelligence component for responding to product related questions regarding Citrix or NetScaler Products, and which is hosted on a Cloud Software Group Holdings, Inc. ("Company") managed network. Citrix Aidrien aims to address all Customer product queries by leveraging your organization's product usage telemetry data as well as public product documentation data sources and providing responses within the product itself. Citrix Aidrien is only trained to answer questions related to Company products and will not provide answers to any other general inquiries. Citrix Aidrien is licensed to you in accordance

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with the Company End User Agreement available at: https://www.cloud.com/content/dam/cloud/documents/legal/end-user-agreement.pdf ("Agreement"). Capitalized terms not defined herein have the meanings ascribed to such terms in the Agreement.

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