Citrix Integration for Windows 365

cloud SOFTWARE GROUP

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What's new

September 21, 2026

The goal of Citrix is to deliver new features and updates to the Citrix Integration for Windows 365 customers when they are available. Citrix releases regular updates to the Integration for Windows 365, so check back here regularly to find out about new features and functionality.

> **Important!**
>
> We are continuously releasing new functionality and strive to announce these features when first available. This means the newer features that you see at the top of this list might be in the release process and it can take a few days to be available for a particular customer.

September 2026

Custom machine groupings for Cloud PCs. You can now define rules that automatically organize your Windows 365 Cloud PCs into specific Citrix machine catalogs, delivery groups, and zones, based on each Cloud PC's Entra ID extension attribute.

This feature lets you align Cloud PC deployments with your business units, departments, or geographic regions for more granular role-based access control. For more information, see Manage Cloud PC mappings.

November 2025

Cost Optimization and Rightsizing for Cloud PCs.
You can now review Cloud PC machine and resource usage within Citrix Monitor.

October 2025

Support for multiple Windows 365 tenants.
You can connect multiple Windows 365 tenants to a single Citrix DaaS tenant.

November 2024

Support for Windows 365 Frontline.
You can now use HDX Plus for Windows 365 to onboard and deliver Windows 365 Frontline Cloud PCs with Citrix Cloud.

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September 2023

Group assignment support for HDX Plus for Windows 365 licenses.
Previously, you could only assign licenses to individual users. With this feature, you can now assign licenses to Entra ID groups for greater flexibility and simplicity of user license assignment.

This feature does not support Active Directory, only Entra ID. For more information, see Assign Citrix Licenses to Users.

Citrix® Integration for Windows 365

July 22, 2026

The Citrix Integration for Windows 365 allows you to integrate Citrix Cloud™ with Windows 365 to use Citrix HDX technologies for an enhanced and more secure Windows 365 Cloud PC experience, in addition to other Citrix Cloud services for enhanced manageability.

Pre-requisites

The following are the prerequisites for the solution:

Citrix

- Citrix DaaS™
- Citrix administrator account with full administrator rights.
    - Note that the Quick Deploy Administrator role is not supported with the Citrix Integration for Windows 365 at this time.
- Quick Deploy for Windows 365 Cloud Service must be enabled.
- Cloud PCs must have access to the following:
    - Citrix Cloud registration service:
        - `https://api.cloud.com/cloudpcregistration`

> **Note:**
>
> Region-specific Citrix Cloud registration endpoints have been deprecated.

- `https://*.xendesktop.net` on `TCP` 443. If you can't allow all subdomains in that manner, you can use `https://<customer_ID>.xendesktop.net`, where <customer_ID> is your Citrix Cloud customer ID as shown in the Citrix Cloud administrator portal.

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- `https://*.*.nssvc.net` on `TCP 443` for the control connection with Gateway Service.
- `https://*.*.nssvc.net` on `TCP 443` and `UDP 443` for HDX sessions over TCP and EDT, respectively.

  > **Note:**
  >
  > If you can't allow all subdomains using `https://*.*.nssvc.net`, you can use `https://*.c.nssvc.net` and `https://*.g.nssvc.net` instead. For more information, see Knowledge Center article CTX270584.

- `https://*.infra.windows365.microsoft.com` and `https://cpcstprovprod*.blob.core.windows.net` for downloading the VDA and VDA Registration Tool.
- `https://*.dl.delivery.mp.microsoft.com` for downloading Microsoft Edge WebView2 Runtime during the Citrix Workspace app installation (see Allow list for Microsoft Edge endpoints for details).
- `https://msedge.api.cdp.microsoft.com` for Microsoft Edge WebView2 Runtime update checks.
- If deploying Entra hybrid joined Cloud PCs, see Entra hybrid joined deployments for additional requirements specific to Entra hybrid joined environments.

Microsoft

- Microsoft Intune entitlement
- Entra ID directory in the same tenant as Microsoft Intune
- Windows 365 Enterprise or Windows 365 Frontline licenses in the same tenant as Microsoft Intune

> **Note:**
>
> If using Windows 365 Frontline, only dedicated mode is supported. Shared mode cannot be used with Citrix at this time.

- Azure administrator account:
  - Entra ID Global administrator
  - Intune Global administrator
- Cloud PCs must have the appropriate PowerShell Execution Policy configuration to allow the automatic installation and configuration of the VDA
  - The execution policy must be one of the following: AllSigned, Bypass, RemoteSigned, or Unrestricted
  - The scope must be MachinePolicy or LocalMachine

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> **Note:**
>
> Keep in mind that the MachinePolicy scope takes precedence over LocalMachine. Therefore, ensure that the execution policy configuration is set so that the effective execution policy is adequate.
> For more information, see PowerShell execution policies.

Supported Configurations

Citrix for Windows 365 supports integrating with Windows 365 deployments with Entra joined, and Entra hybrid joined Cloud PCs. Following are details of the supported configurations for each scenario.

Supported infrastructure

Machine identity	Citrix Cloud	CVAD On-prem	Citrix® StoreFront Cloud	Citrix® StoreFront	NetScaler Gateway Service	NetScaler Gateway
Entra joined	Yes	No	Yes	No	Yes	No
Entra hybrid joined	Yes	No	Yes	Yes	Yes	Yes

> **Note**
>
> Neither Local Host Cache (LHC) nor Service Continuity are available for Entra hybrid joined Cloud PCs when using StoreFront with the default connector-less VDA model. See Entra hybrid joined deployments if you want to leverage LHC when using StoreFront and Entra hybrid joined Cloud PCs.

Supported identity providers

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Machine identity	Microsoft Entra ID	Active Directory	Active Directory + Token	Okta	SAML	Citrix Gateway	Adaptive Authentication
Entra joined	Yes	No	No	No	Yes	No	No
Entra hybrid joined	Yes	Yes	Yes	Yes	Yes	Yes	Yes

> **Note**
>
> If you are using Microsoft Entra ID or SAML as your identity provider with StoreFront Cloud, we recommend using Microsoft single sign-on for DaaS to enable single sign-on (SSO) to Cloud PCs.
>
> If your Cloud PCs are Microsoft Entra hybrid joined and you are using an identity provider other than Active Directory or Active Directory + Token, you can also use Citrix Federated Authentication Service (FAS) as an alternative to achieve single sign-on (SSO) to the Cloud PC. Refer to the FAS documentation for details.

Configuration Overview

To configure W365, complete the following steps in order:

1. Enable the Citrix connector for Windows 365
2. Connect Azure Active Directory to Citrix Cloud
3. Configure StoreFront Cloud
4. Connect Windows 365 to Citrix Cloud
5. Assign Citrix licenses to your users
6. Provision Cloud PCs

Once Citrix licenses are assigned to users, Citrix communicates to the Windows 365 service that the selected users are entitled to use Citrix to access their Cloud PCs. If the selected users already have Cloud PCs provisioned, Windows 365 automatically installs the Citrix Virtual Delivery Agent (VDA) on those Cloud PCs and switches the user's access to Citrix. If the selected users do not have Cloud PCs assigned, the VDA is installed immediately after the Cloud PC is provisioned at the time of Windows 365 license assignment.

After the VDA is installed, it registers with Citrix Cloud and any necessary Machine Catalogs and Delivery Groups are created automatically. Cloud PCs are then available through a StoreFront Cloud. A Citrix policy is also created for each Windows 365 delivery group to enable required features.

The next sections provide detailed instructions for each of the above configuration steps.

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> **Note:**
>
> Citrix recommends leveraging the VDA Upgrade Service to manage VDA upgrades in your Cloud PCs. For more information, see the following:
>
> - Upgrade VDAs using the Full Configuration interface
> - Citrix VDA Upgrade service Tech Brief

Limitations and Known Issues

- Citrix HDX™ Plus for Windows 365 is not available in Citrix Cloud Japan, Citrix Cloud Gov, or CSP tenants.
- Logging in with Windows Hello in the virtual desktop is only supported with PIN. Biometric authentication methods (facial recognition, fingerprint recognition, and iris recognition) are not supported at this time.
- If performing in-place Windows upgrades, you must upgrade to one of the following Windows versions. Otherwise, the VDA will not be able to register with the Citrix site after the upgrade, and users will not be able to launch their desktops.
  - Windows 11 with 2023-07 Cumulative Update for Windows 11 (KB5028185) or later installed (build 22621.1992 or later).
  - Windows 10 with 2023-07 Dynamic Update for Windows 10 (KB5028311) installed.

Additional resources

- Windows 365 Enterprise
- Windows 365 Frontline
- Citrix Cloud
- Citrix DaaS
- Microsoft Entra single sign-on for DaaS
- Citrix HDX policies
- HDX virtual channel security
- HDX device support
- HDX graphics
- HDX multimedia
- HDX content redirection
- HDX printing
- HDX Adaptive Transport and Enlightened Data Transport (EDT)
- HDX Rendezvous V2

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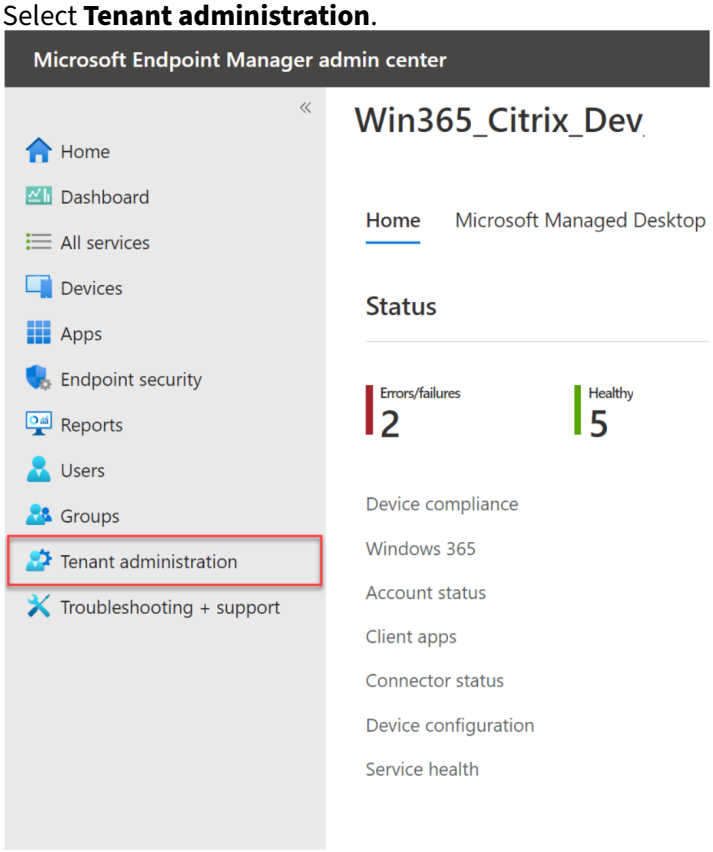
Enable the Citrix Connector™ for Windows 365

May 14, 2026

Enable the Citrix® partner connector for Windows 365 in the Microsoft Intune console:

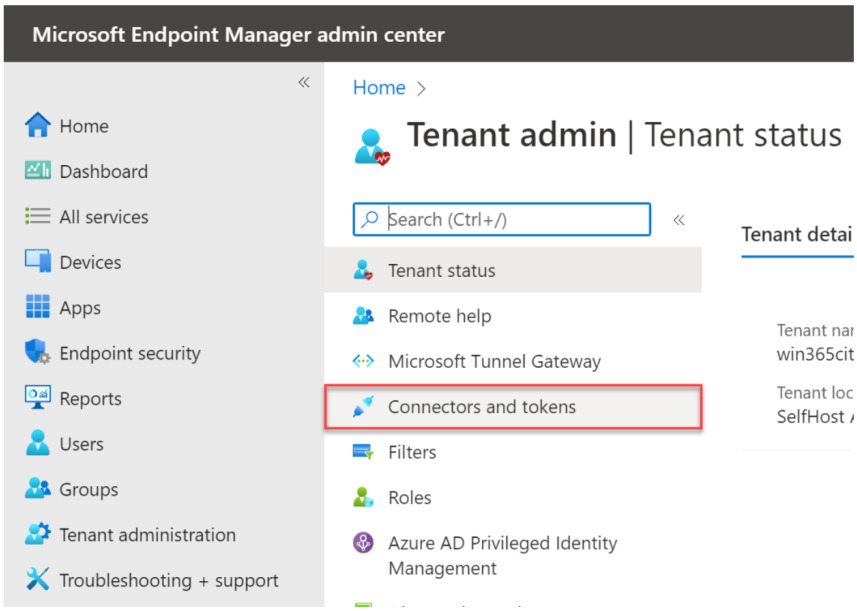
> Note:
>
> This is not related to Citrix Cloud™ Connectors used as part of the Citrix Cloud infrastructure.

1. Go to `endpoint.microsoft.com` and log in with an account that has Global Administrator privileges in MEM.
2. Select **Tenant administration**.

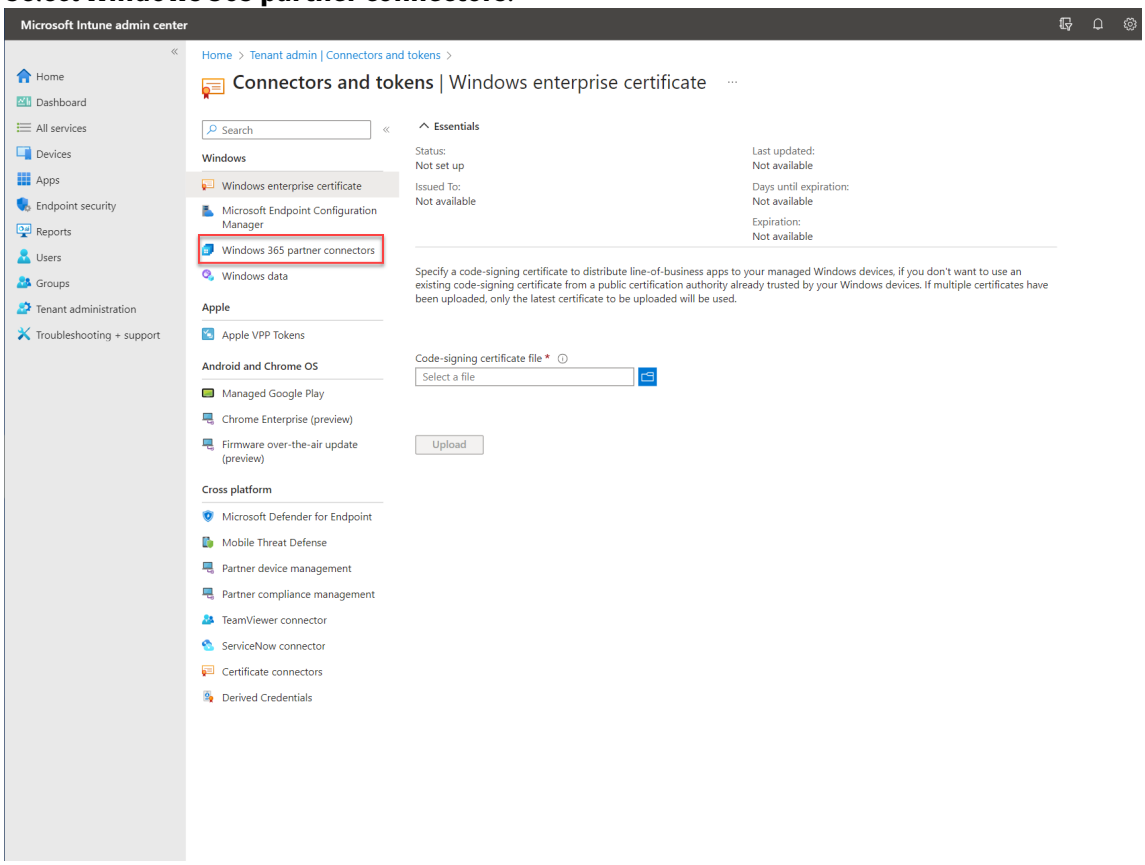


3. Select **Connectors and tokens**.

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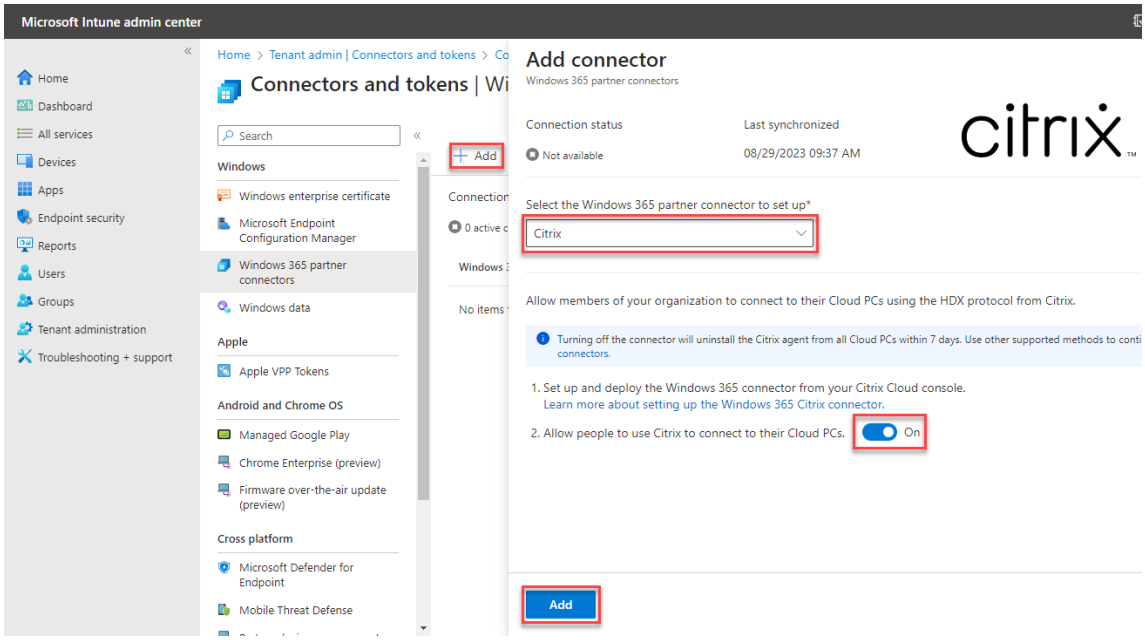


4. Select **Windows 365 partner connectors**.

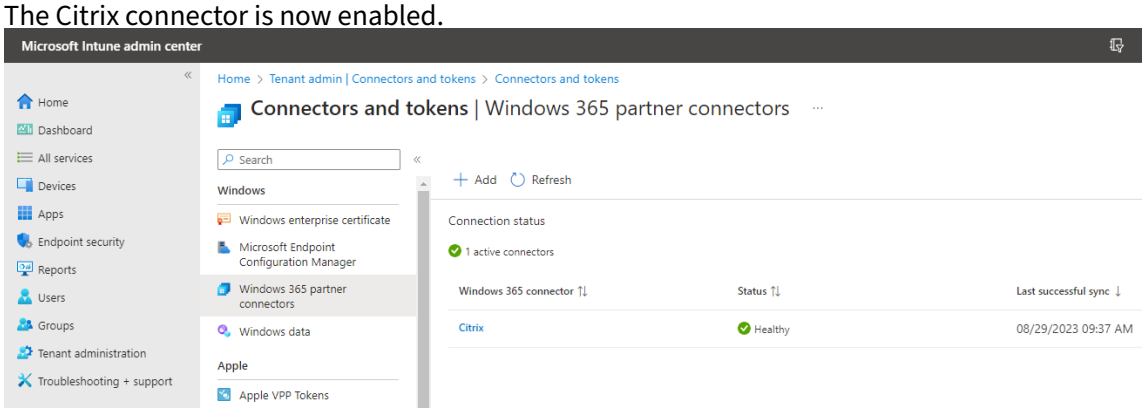


5. Click **Add**, select **Citrix** from the list, set the toggle to **On** and click **Add**.

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The Citrix connector is now enabled.



6. Proceed to connect Active Directory to Citrix Cloud.

> Note:
>
> Disabling the connector removes all Windows 365 configuration.
>
> If you disable the Citrix Connector for Windows 365 in Microsoft Intune, you have 7 days to re-enable it before the automatic cleanup begins. After 7 days, the Citrix VDA is uninstalled from all Windows 365 Cloud PCs and all associated delivery groups, machine catalogs, and resource locations are deleted in Citrix DaaS.
>
> Do not disable the connector as a troubleshooting step. If you are experience issues, see Troubleshooting. If you must disable the connector, re-enable it within 7 days to prevent data loss.

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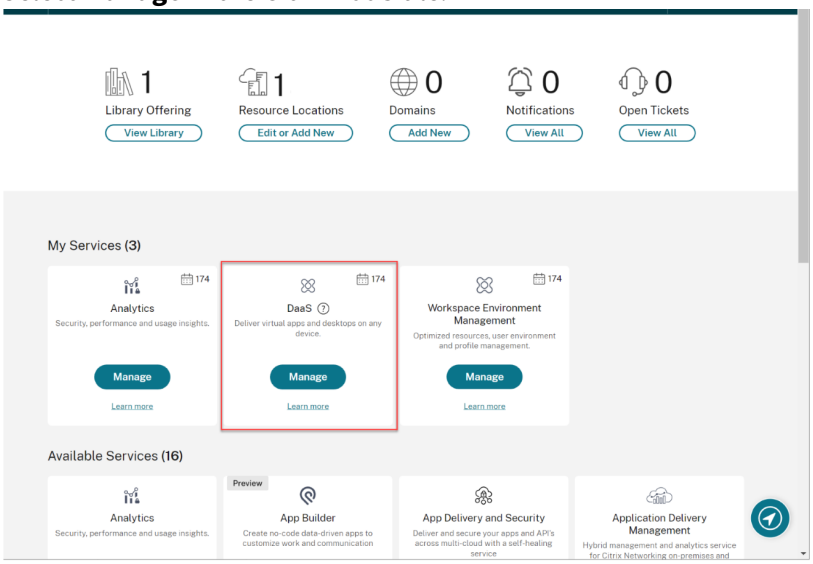
Connect Entra ID to Citrix Cloud™

July 22, 2026

> **Note**
>
> You must connect each separate Entra ID tenant to connect multiple Windows 365 tenants to Citrix DaaS. Additionally, if you are integrating Windows 365 with an existing Citrix Cloud tenant to which you already connected Entra ID, you can skip this section and proceed to Configure StoreFront Cloud.

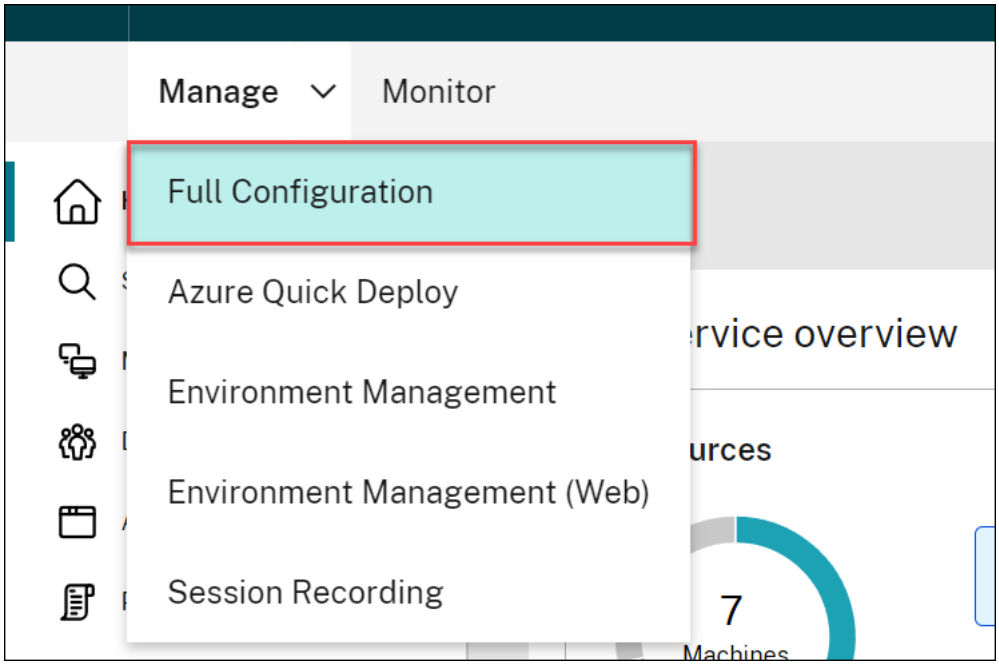
The following steps are to be performed in the Citrix DaaS™ full configuration console:

1. Open a browser and navigate to `citrix.cloud.com` and Log in with your Citrix Cloud administrator credentials.
2. Select **Manage** in the Citrix DaaS tile.

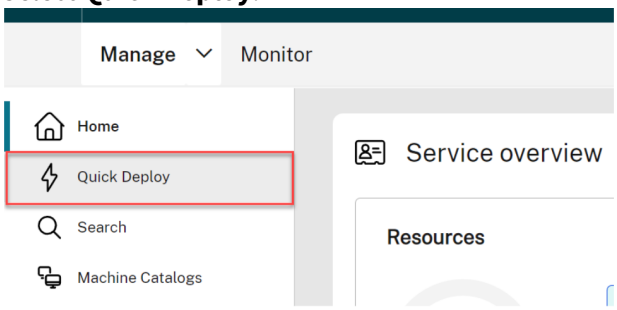


3. If you are not already in the Full Configuration console, place the cursor over the arrow in the **Manage** tab to expand the menu and select **Full Configuration**.

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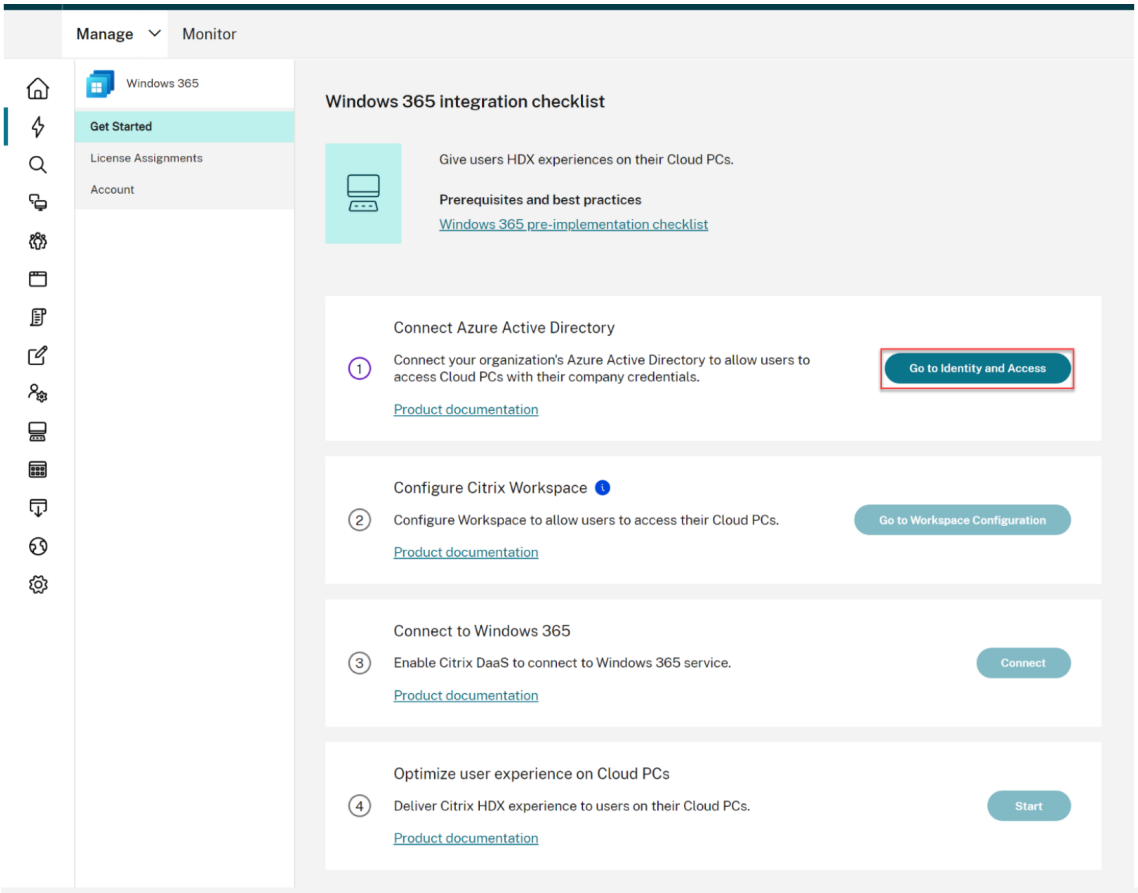


4. Select **Quick Deploy**.

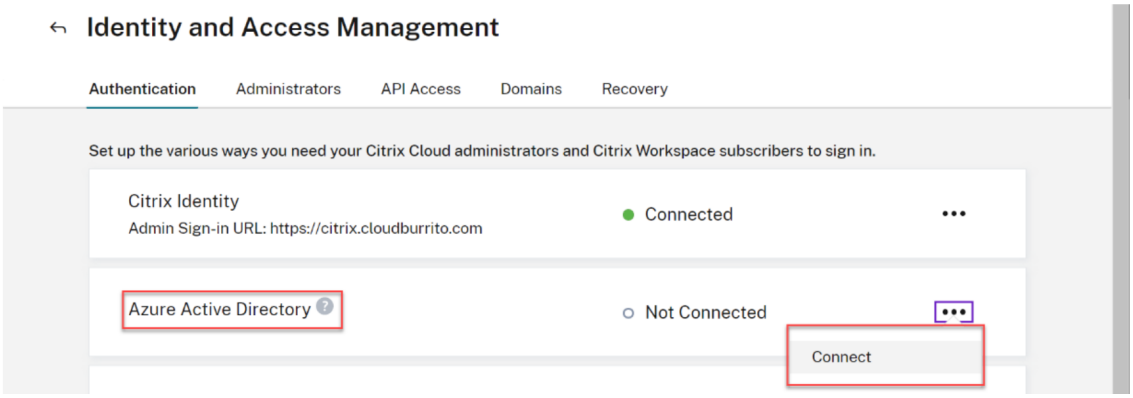


5. A Windows 365 node appears. Select **Get Started**.
6. Select Go to Identity and Access next to **Connect to Azure Active Directory**.

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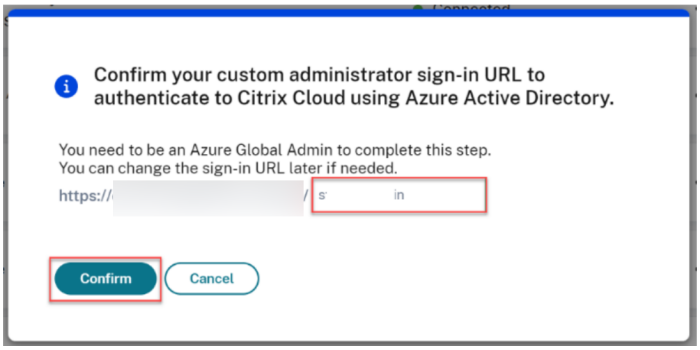


7. Select the three dots next to **Azure Active directory** and select **Connect**.

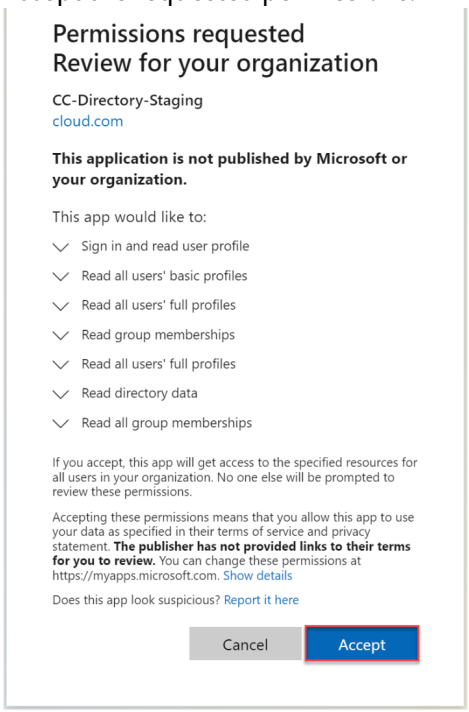


8. Confirm your custom administrator sign-in URL if prompted.

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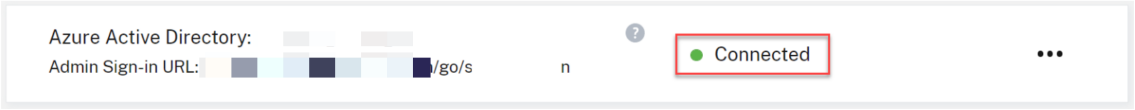


9. Log into Entra ID with a Global administrator account.
10. Accept the requested permissions.



> **Note**
>
> Please refer to Default connection between Azure AD and Citrix Cloud for details on the required permissions.

11. Citrix Cloud is now connected to your Azure Active Directory tenant.



12. Proceed to Configure StoreFront Cloud.

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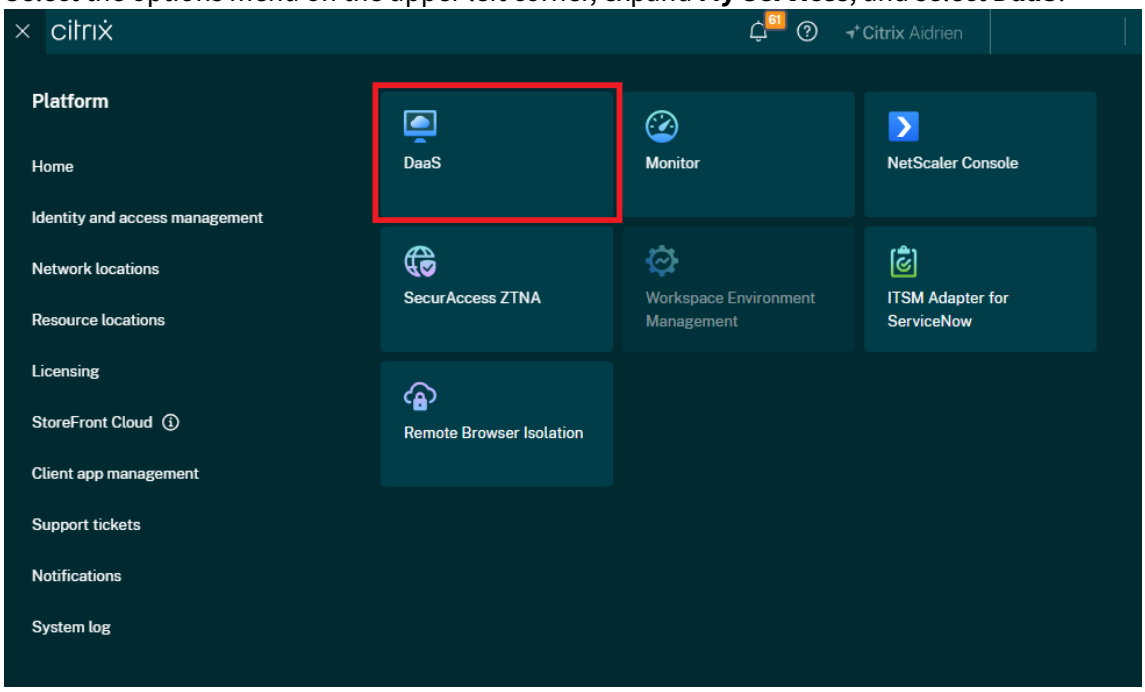
Configure Citrix® StoreFront Cloud

July 22, 2026

The following steps are to be done in the Citrix Cloud™ administrative console:

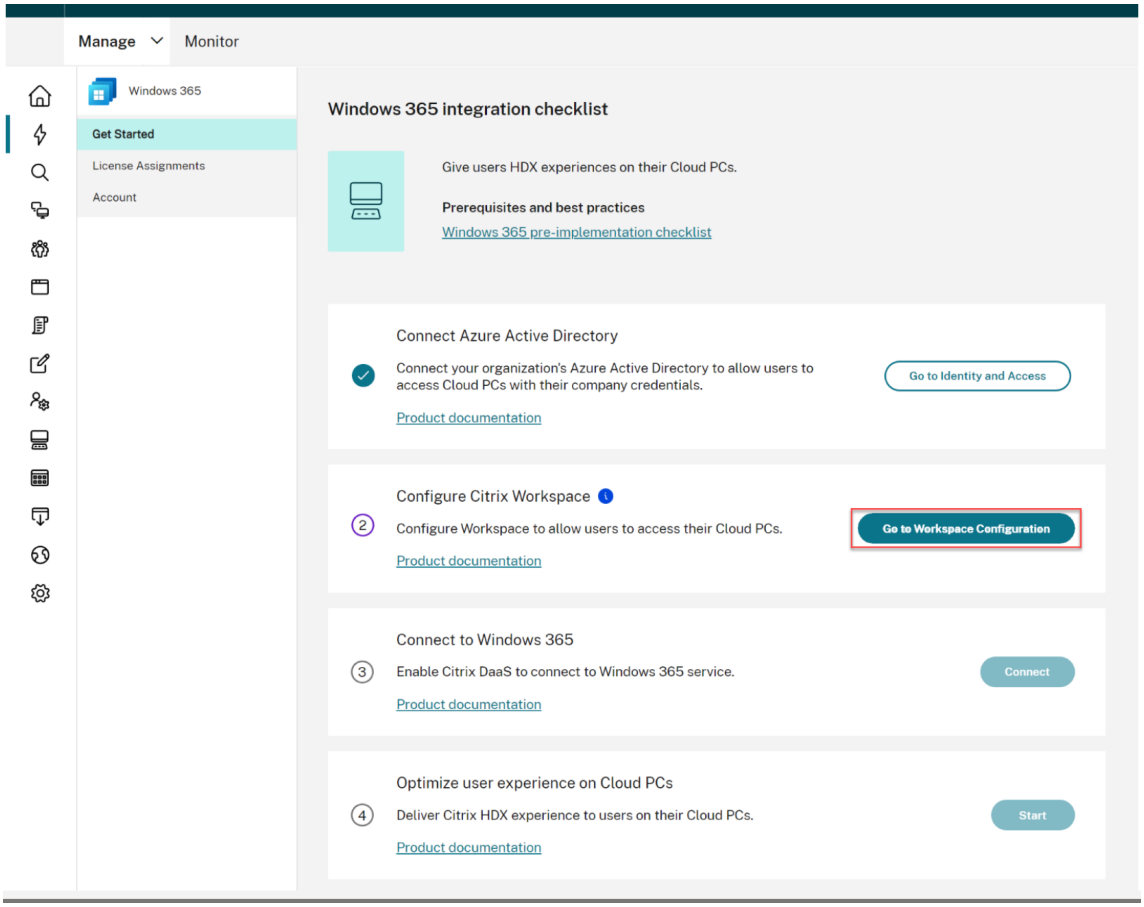
> **Note**
>
> If you are integrating Windows 365 with an existing Citrix Cloud tenant in which you already configured StoreFront Cloud, please make sure to review the Supported Configurations for the Citrix Integration for Windows 365 to ensure your current configuration will work with your Windows 365 deployment.

1. Select the options menu on the upper left corner, expand **My Services**, and select **DaaS**.

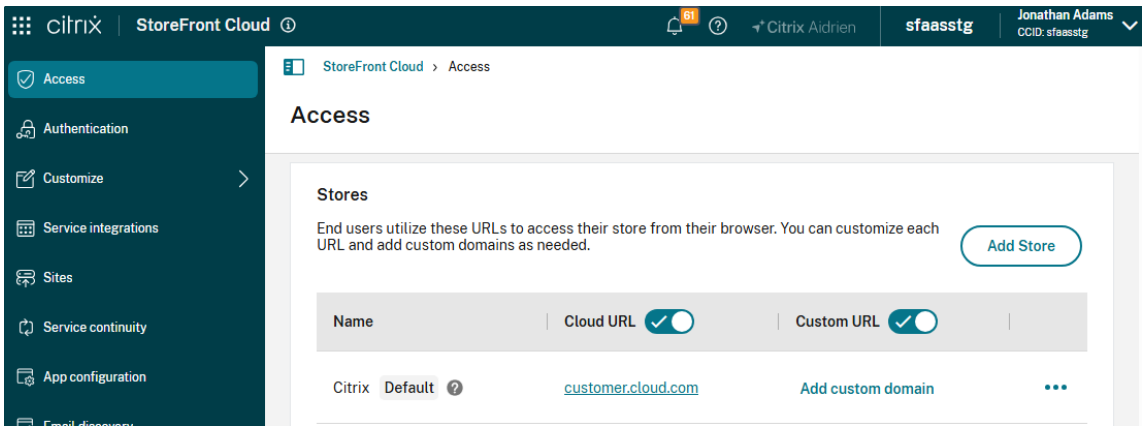


2. Hover over the **Manage** tab to expand the menu and select **Full Configuration**.
3. Select **Quick Deploy**.
4. Select **Go to Workspace Configuration** next to **Configure Citrix Workspace**.

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5. Select the **Access** tab. Note your store URL. This is the address that your users use to access their Cloud PCs. By default, it's set to `CitrixCustomerID.cloud.com`. You can customize the cloud URL or add a custom URL.



Select the **Authentication** and choose a suitable authentication method. For more information, see [StoreFront Cloud Authentication](/en-us/citrix-workspace/authentication)

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6.

If you want the Cloud PC session to launch automatically after users log into their store website, configure [StoreFront Cloud	Automatically launch desktop](/en-us/citrix-workspace/experience/user-interface#automatically-launch-desktop).

7.

8. [OPTIONAL] Disable **Always prompt end users for their credentials**:

   - Your users' client devices are Entra joined or Entra hybrid joined, and you want single sign-on into the store (IdP must be Entra ID).
   - Your users will use the Windows 365 web portal instead of accessing their store directly, and you want single sign-on into the store to avoid prompting users for credentials a second time. Note that this is only relevant if your Azure and StoreFront Cloud IdPs are the same.

For more information, see [StoreFront Cloud	Always prompt end users for their credentials](/en-us/citrix-workspace/experience/sessions#always-prompt-end-users-for-their-credentials).

9. Proceed to Connect Windows 365 to Citrix Cloud.

Connect Windows 365 to Citrix Cloud™

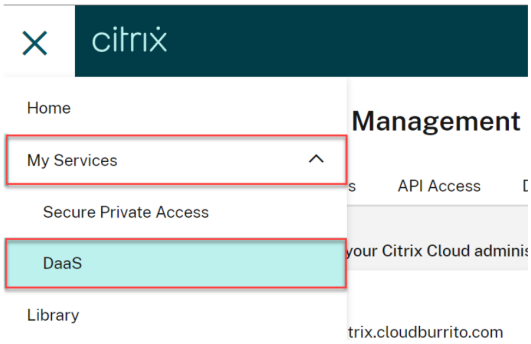
June 15, 2026

The following steps are to be performed in the Citrix Cloud administrative console.

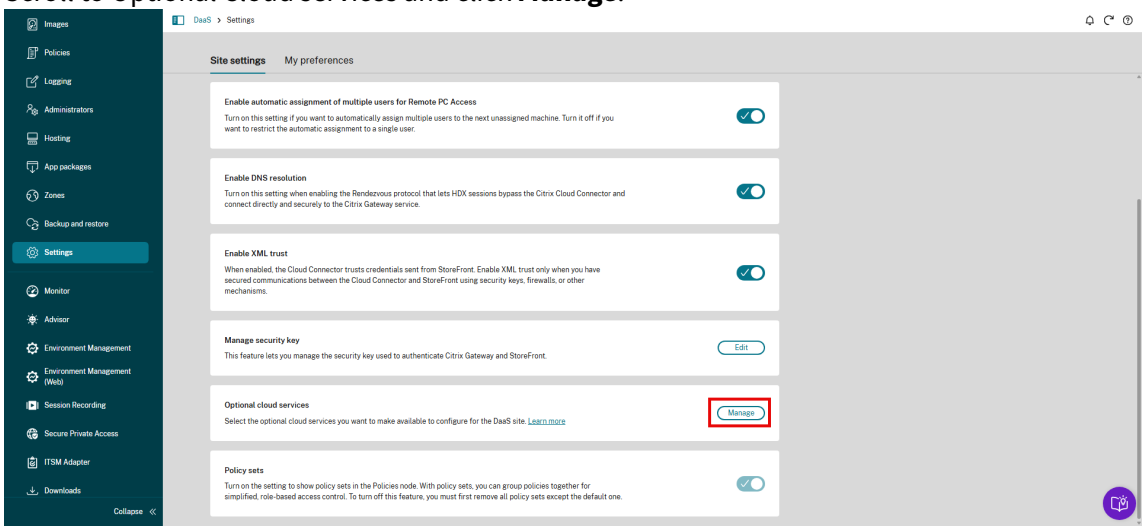
> **Note:**
>
> Please ensure that you have enabled the Citrix Connector for Windows 365 before starting this step.

1. Click on the options menu on the upper left corner, expand **My Services**, and select **DaaS**.

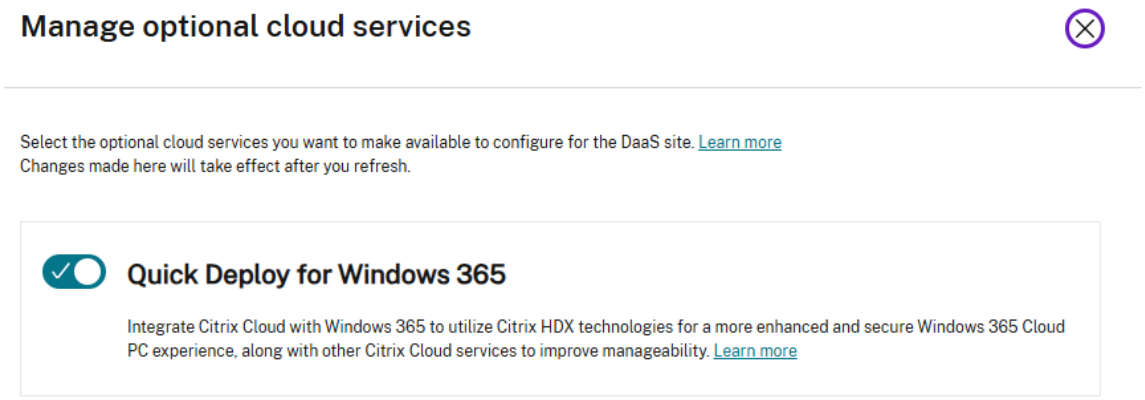
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2. Place the cursor over the arrow in the **Manage** tab to expand the menu and select **Full Configuration**.
3. Select **Settings** on the left side.
4. Scroll to Optional Cloud services and click **Manage**.

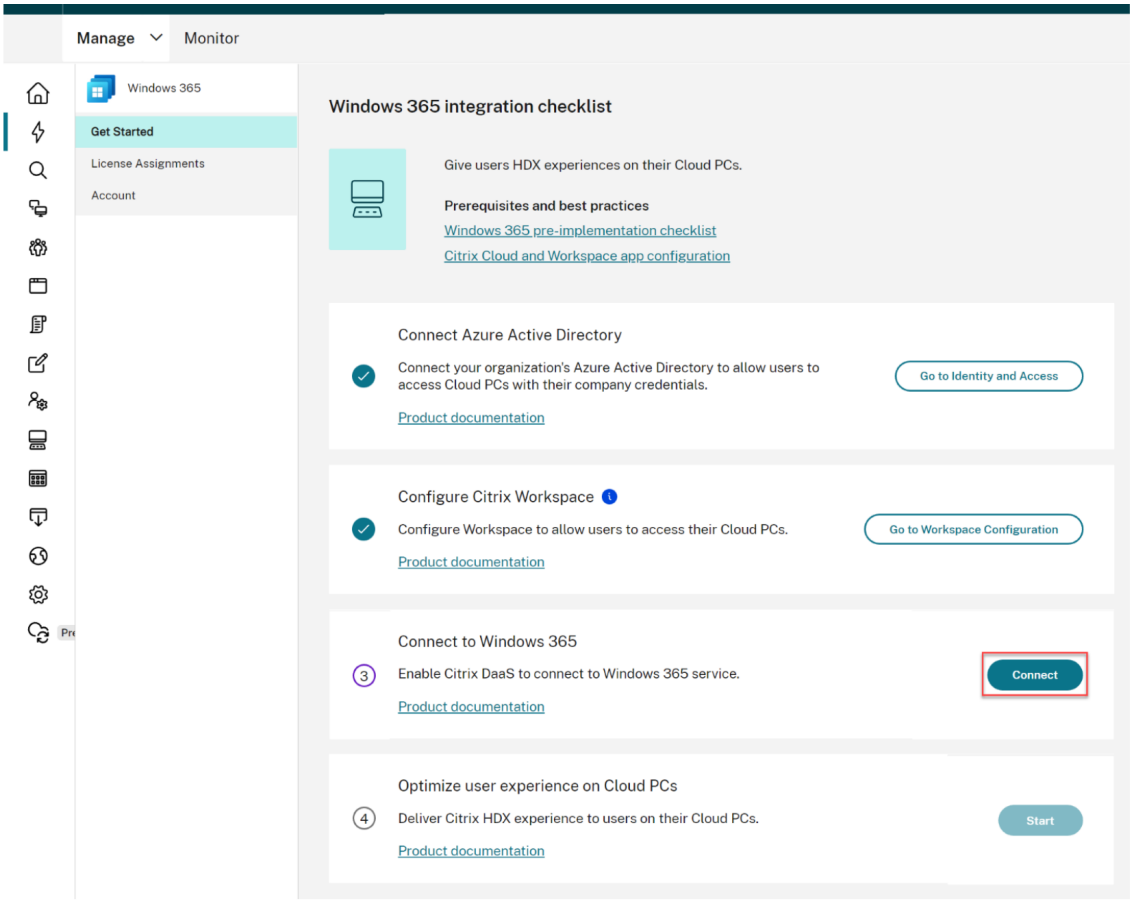


5. Enable the toggle for **Quick Deploy for Windows 365**.



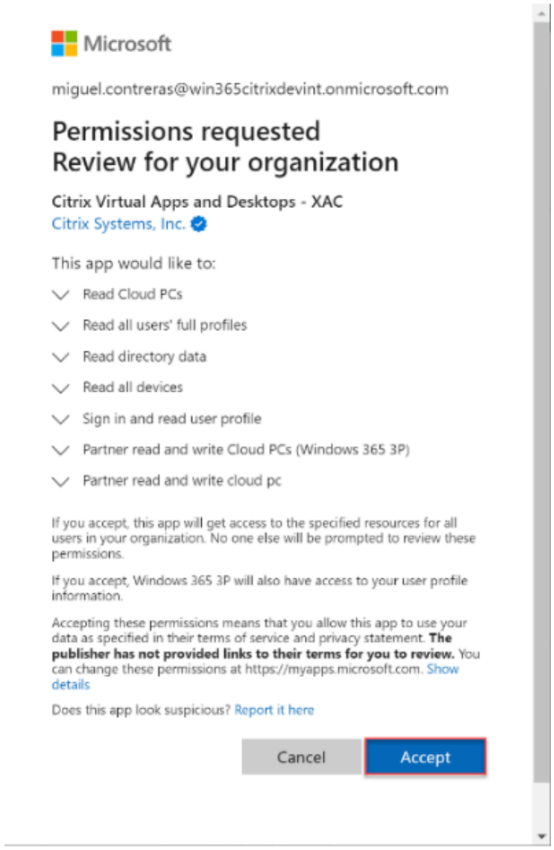
6. Select **Quick Deploy** on the left side.
7. Select **Connect** next to **Connect to Windows 365**.

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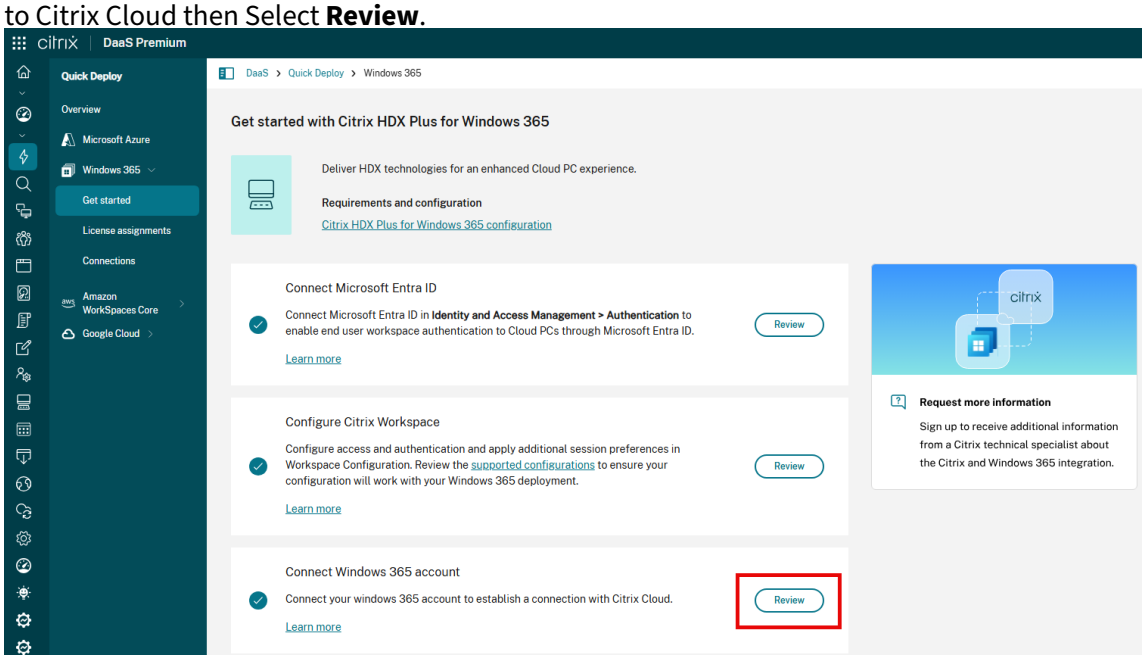


8. Log in with the global administrator account and accept the requested permissions.

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9. (Optional) To connect multiple Windows 365 tenants, ensure each Entra ID tenant is connected to Citrix Cloud then Select **Review**.

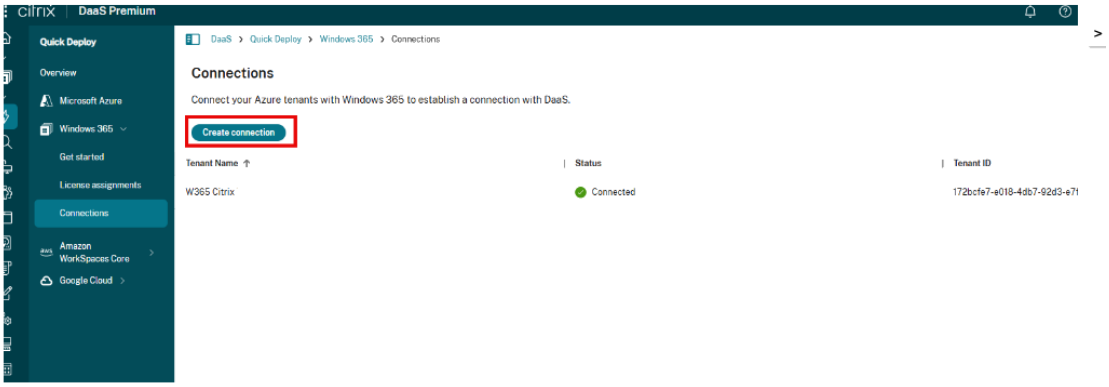


10. (Optional) Select **Create Connection** and login with the global adminitrator account for the second tenant.

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7. (Optional) Select **Create Connection** and login with the global adminitrator account for the second tenant.



8. Proceed to **Assign Citrix licenses** to your users.

11. Proceed to Assign Citrix licenses to your users.

Entra ID Permissions for the Citrix Integration for Windows 365

An application called Citrix Virtual Apps and Desktops™ (application ID 7e1dd8af-3a41-44f1-9009-89a982753609) is created with the following permissions:

API Name	Claim value	Permission	Type
Microsoft Graph	Device.Read.All	Read all devices	Application
Microsoft Graph	Group.Read.All	Read all groups	Application
Microsoft Graph	User.Read.All	Read all users'full profiles	Application
Microsoft Graph	CloudPC.ReadWrite.All	Read and write Cloud PCs	Application
Windows 365	CloudPC.PartnerReadWrite.All	Partner read and write cloud pc	Application

Considerations

The following are considerations for establishing a connection between Citrix Cloud and Windows 365:

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- The user must be a Global Administrator. Otherwise, the application registration will not complete successfully, and the connection will fail.
- There must be Windows 365 Enterprise licenses in the Azure tenant. Otherwise, the connection to Windows 365 will fail.
- If the Entra ID tenant connected to Citrix Cloud differs from the tenant for Windows 365, the connection will fail.
- Occasionally, a delay in propagating the application permissions in Azure will cause the connection to fail. Retrying the connection to Windows 365 within 15 minutes may solve the problem.

Assign Citrix Licenses to Users

May 14, 2026

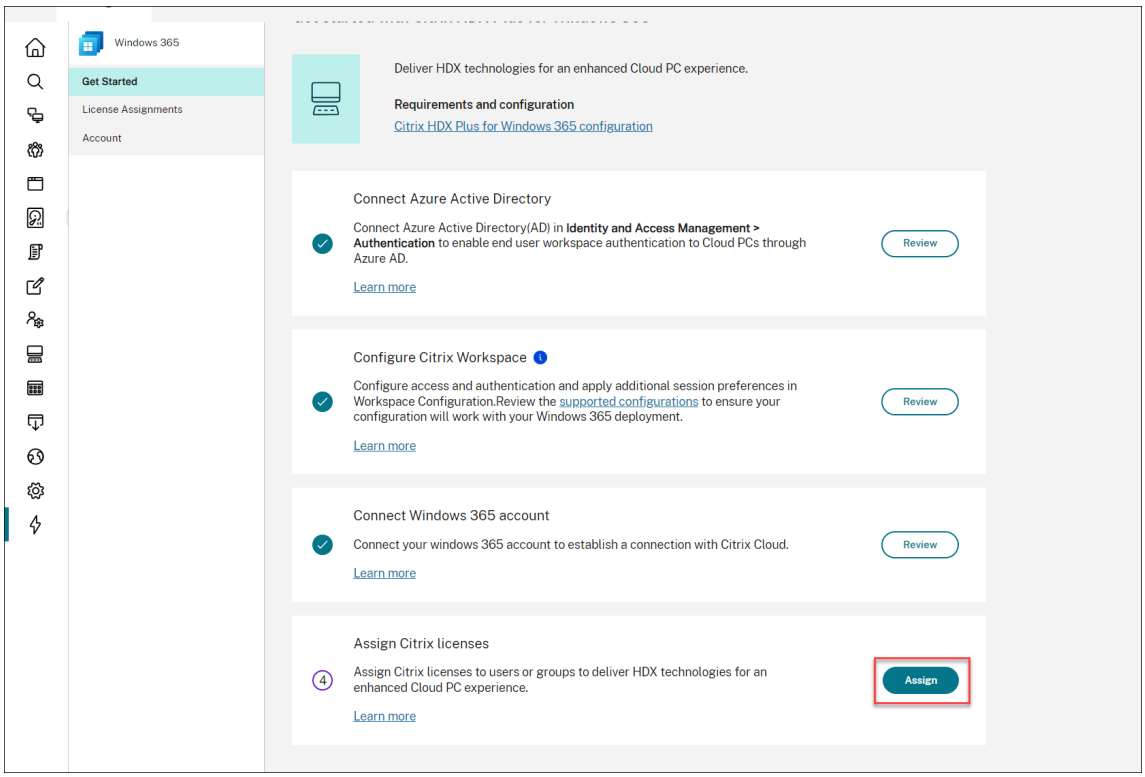
> **Note:**
>
> If you are onboarding Entra hybrid joined Cloud PCs, please review Entra hybrid joined deployments before you proceed.

You can assign licenses to individual users or to Azure AD groups.

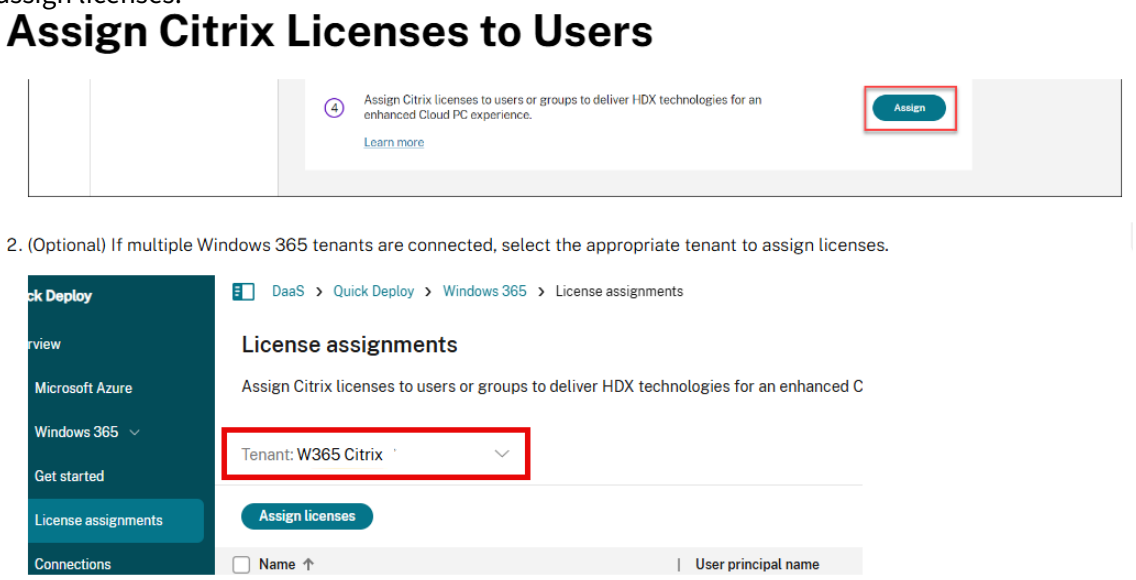
The following steps are to be done in the Citrix DaaS™ full configuration console:

1. If there are no licenses assigned, click **Assign** next to **Assign Citrix licenses**. To view the existing license assignments, click **Review** next to **Assign Citrix licenses**.

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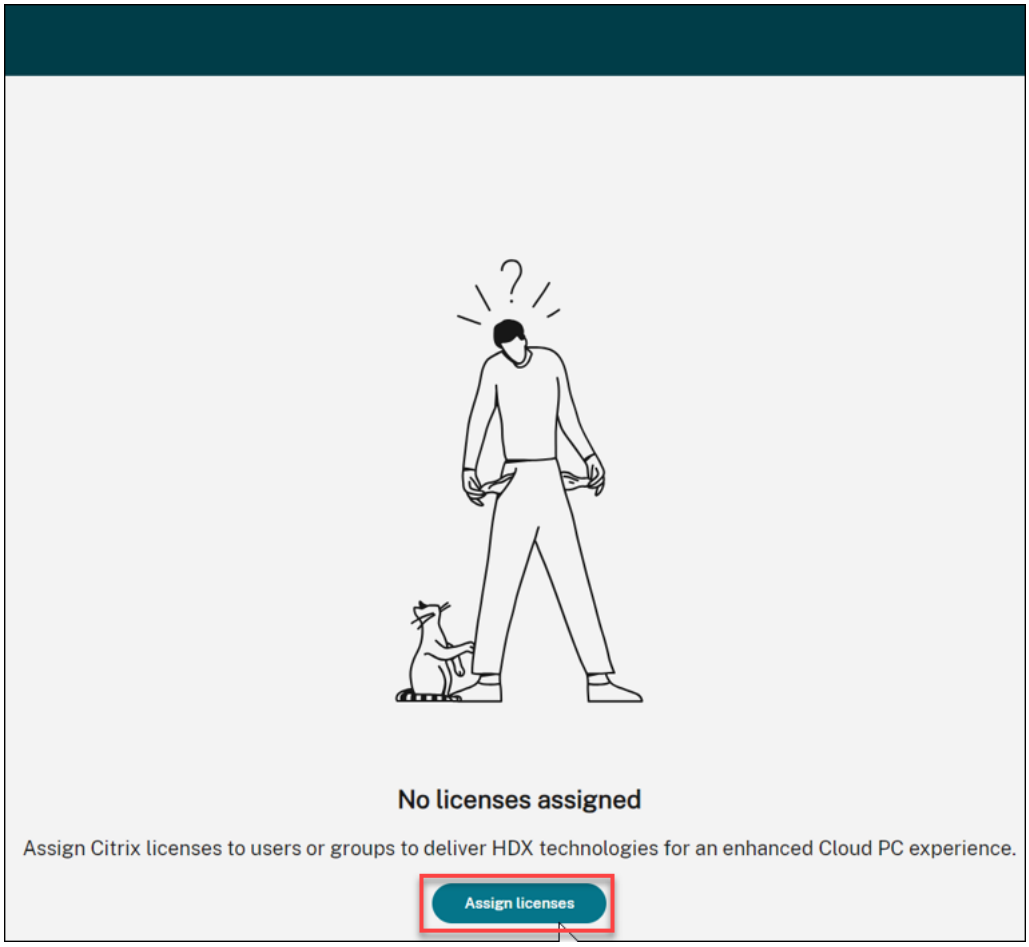


2. (Optional) If multiple Windows 365 tenants are connected, select the appropriate tenant to assign licenses.



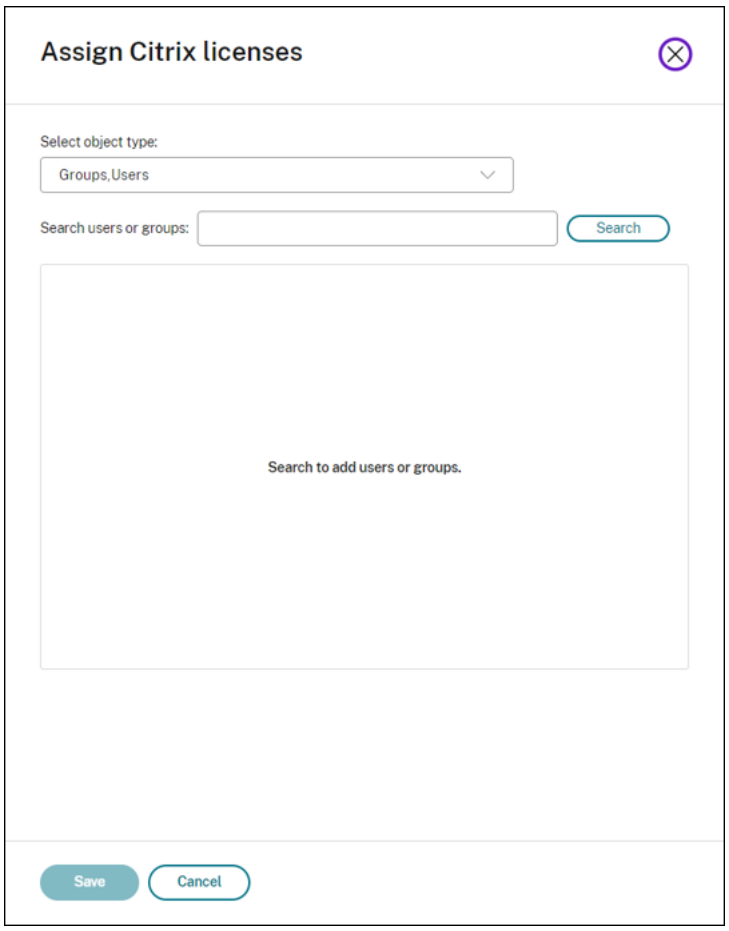
3. On the **License Assignments** blade, click **Assign licenses.**

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4. On the **License Assignments** blade, select **Groups**, **Users**, or both in the **Select object type** field.

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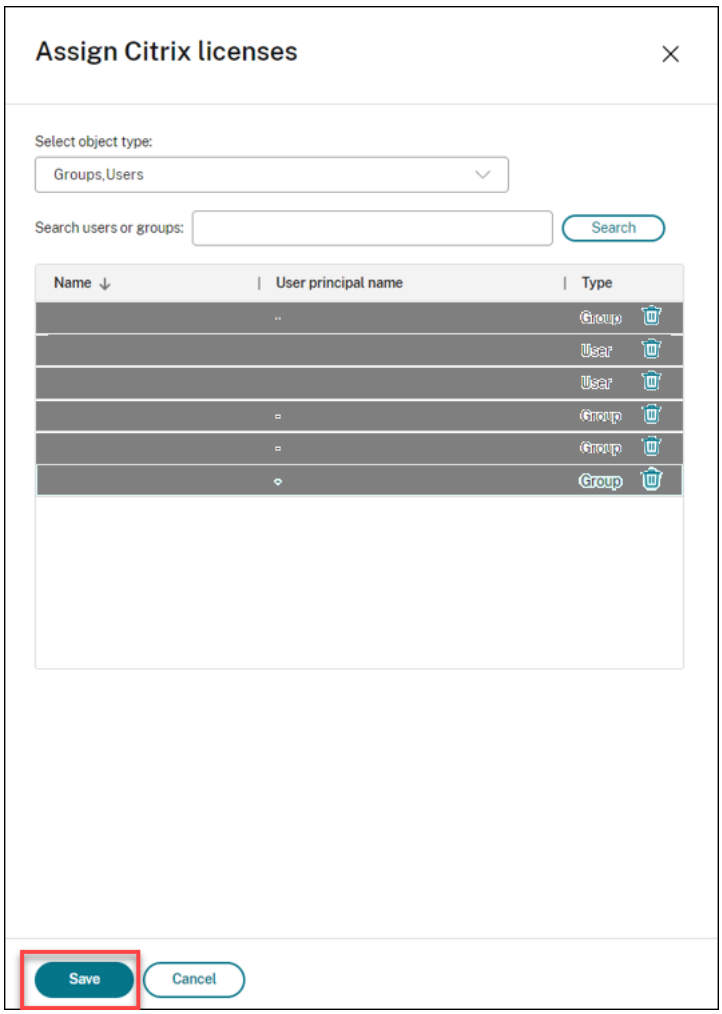
5. Search for the users or groups you want to assign a Citrix license to and click **Search**. You can enter:

   - Full user name or UPN to search for an exact match.
   - Part of the name or User Principal Name (UPN) to search for all users that match that search criteria.
   - Leave the text box blank to retrieve all users (not recommended for large directories).
   - Part of the group name to search for all group names that match that search criteria.
   - Full group name to search for an exact match.

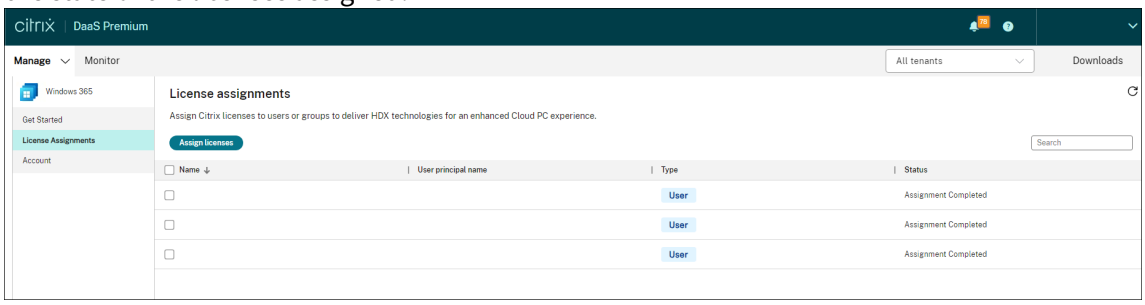
6. Select the user or group that you want to assign a license to and click **Save**.

   > **Note**
   >
   > You can select up to 20 users at a time. However, there is no limit on the number of groups.
   >
   > Nested groups are not supported. Users must be direct members of the group.

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The **Type** column shows the type of object (user versus group) and the **Status** column shows the state of the licenses assigned.



7. Click **Refresh** if the **License assignments** table does not reflect your selection.

   > **Note**
   >
   > If a user is already assigned a license as part of another Citrix Cloud™ Customer, the new license assignment fails.

8. Citrix communicates to the Windows 365 service that the selected users are entitled to use Citrix.

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If the selected users already have Cloud PCs provisioned, Windows 365 will automatically install the Citrix Virtual Delivery Agent (VDA) on those Cloud PCs and switch the user access to Citrix. If the selected users do not have Cloud PCs assigned yet, the VDA will be installed on their Cloud PCs immediately after the Cloud PC is provisioned at the time of Cloud PC license assignment.

9. Proceed to Provision Cloud PCs.

Considerations

The following are considerations for successfully deploying the Citrix VDA to Cloud PCs:

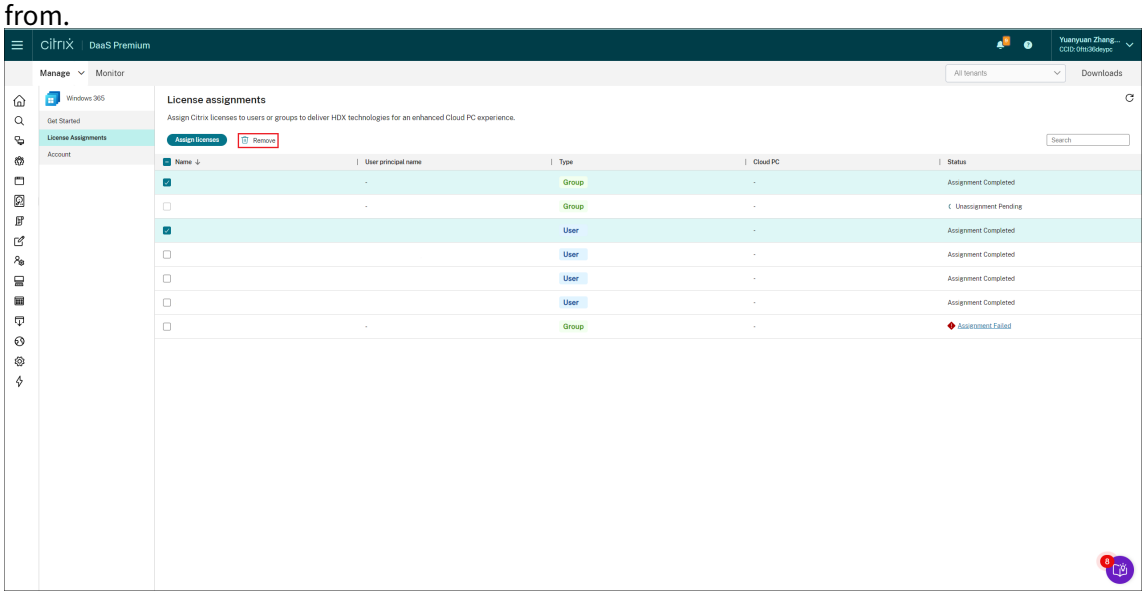
- Ensure that the Cloud PCs can reach the necessary URLs to register with Citrix Cloud successfully. Refer to the prerequisites for details.
- If you want to deploy Cloud PCs using an image with a VDA already installed, it must be version 2203 CU2 or newer CU for LTSR, or 2503 or newer for CR.
- If there is an issue with the VDA installation, the status of the Cloud PC in the Windows 365 Devices section in Intune shows "Provisioned with warning."Clicking the warning shows additional information on the issue, and an option to "Retry Citrix agent installation."

Unassign Citrix Licenses

You can un-assign licenses to groups or users.

To unassign the previously assigned licenses to users or groups, follow these steps:

1. On the **License assignments** blade, select the users or groups you want to unassign the licenses from.



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2. Click **Remove**.
   The **Type** column shows the type of object (user versus group) and the **Status** column shows the state of the unassigned licenses.

   > **Note**
   >
   > Click **Refresh** to see your changes.

Provision Cloud PCs

September 6, 2025

Provisioning of Cloud PCs is done in the Microsoft Intune console. Please refer to the Microsoft documentation for details. Once Cloud PCs have been provisioned, your users are ready to Launch Cloud PCs to access the Cloud PCs using Citrix HDX.

> **Note:**
>
> See Assign Citrix Licenses to Users for details on the initial VDA installation.
>
> For the ongoing management of VDA upgrades, Citrix® recommends leveraging the VDA Upgrade Service. For more information, see the following:
>
> - Upgrade VDAs using the Full Configuration interface
> - Citrix VDA Upgrade service Tech Brief

Entra Hybrid Joined

If you plan to deploy Cloud PCs that are Entra hybrid joined, please review Entra hybrid joined deployments before proceeding.

Windows Hello for Business

Windows Hello for Business is not currently supported as a login option on a virtual desktop. Therefore, to avoid issues with users logging into their virtual desktops, the automatic Windows Hello provisioning is disabled automatically.

If you need to change the Windows Hello configuration to support specific needs in your deployment, see:

- Intune configuration profiles

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- Group policy: Computer Configuration > Policies > Administrative Templates > Windows Components > Windows Hello for Business

For more information, see Microsoft's documentation on configuring Windows Hello for Business.

Launch Cloud PCs

July 22, 2026

Once the configuration is complete and Cloud PCs have been provisioned, users can access their Cloud PCs. There are a few options available for accessing the Cloud PCs:

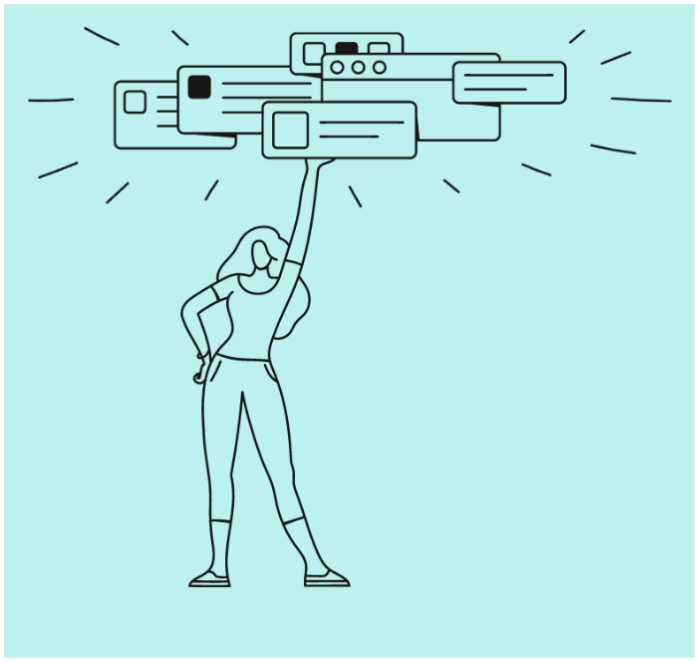
1. Citrix Workspace™ app
2. The store URL in a web browser
3. Windows 365 user portal

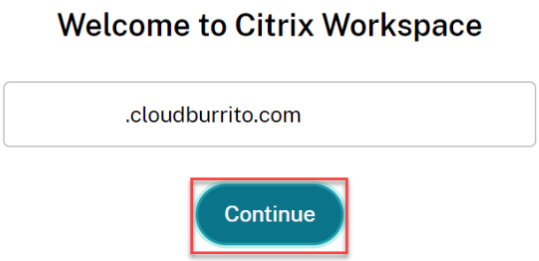
Citrix Workspace app

Follow these steps to use Workspace app to access Cloud PCs:

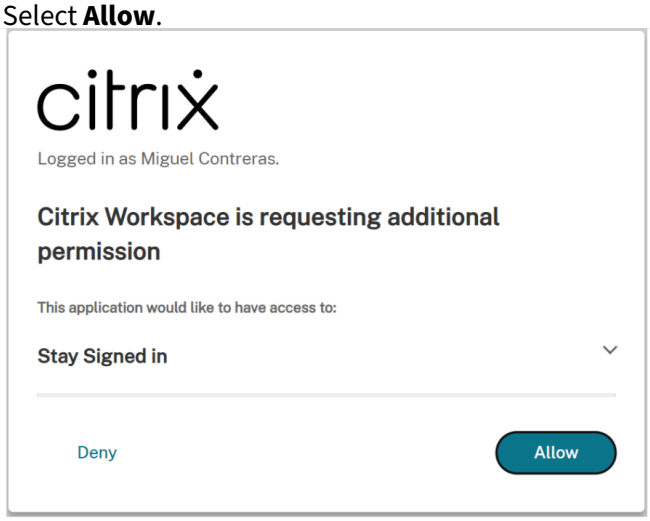
1. Download and install the Citrix Workspace app client.
    a) Workspace app for Windows
    b) Workspace app for Mac
    c) Workspace app for Linux
    d) Workspace app for Chrome OS
2. After the installation is complete, open Workspace app.
3. Enter the store URL and select **Continue**.

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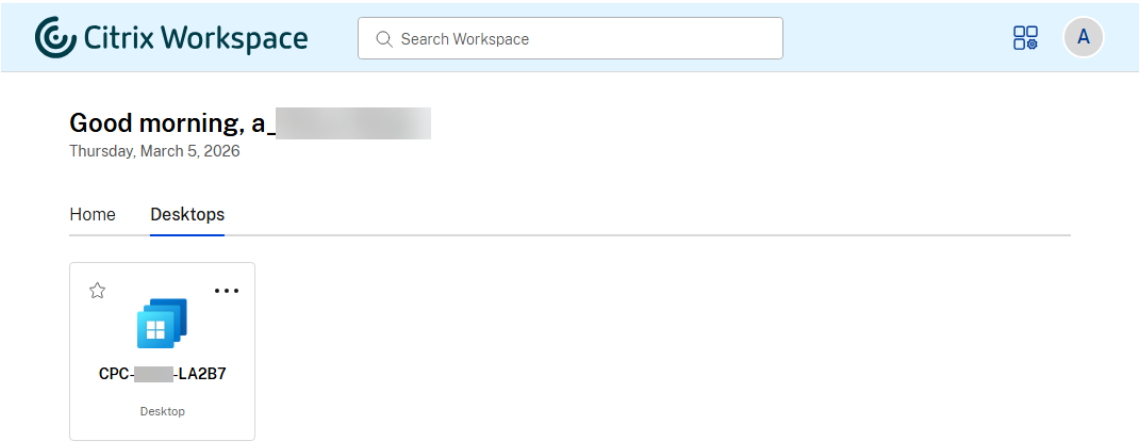


4. Log in with your Azure AD credentials.
5. Select **Allow**.

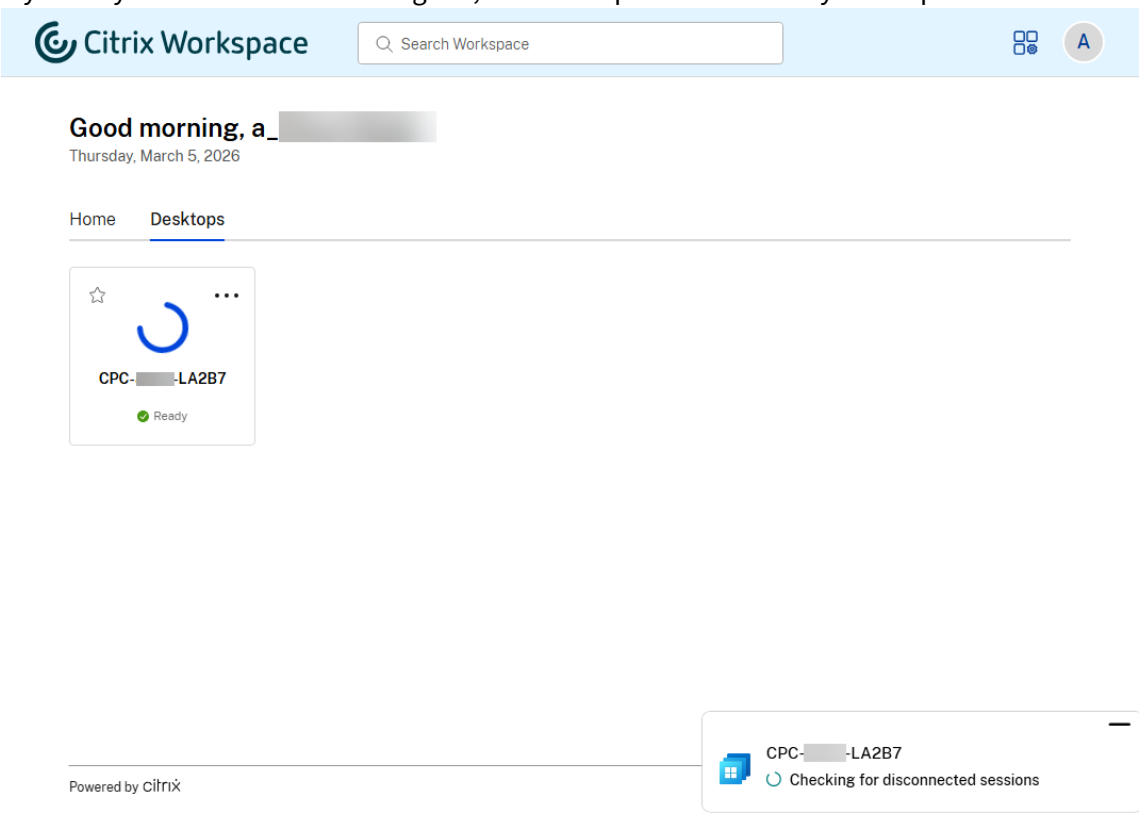


6. Your Cloud PCs are displayed.

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7. If you only have one Cloud PC assigned, it should open automatically at this point.



8. If you have multiple Cloud PCs, or the autolaunch fails, select the Cloud PC to launch a session.
9. Enter your credentials in the virtual desktop to log in.
   You can start using your Cloud PC.

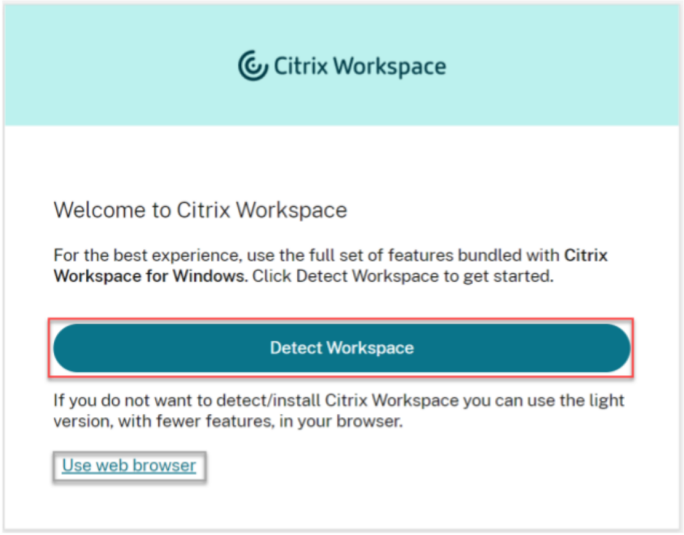
> **Note**
>
> Steps 1–3 only need to be done once. After Workspace app is installed and configured, you can simply open the Workspace app client to access your Cloud PCs.

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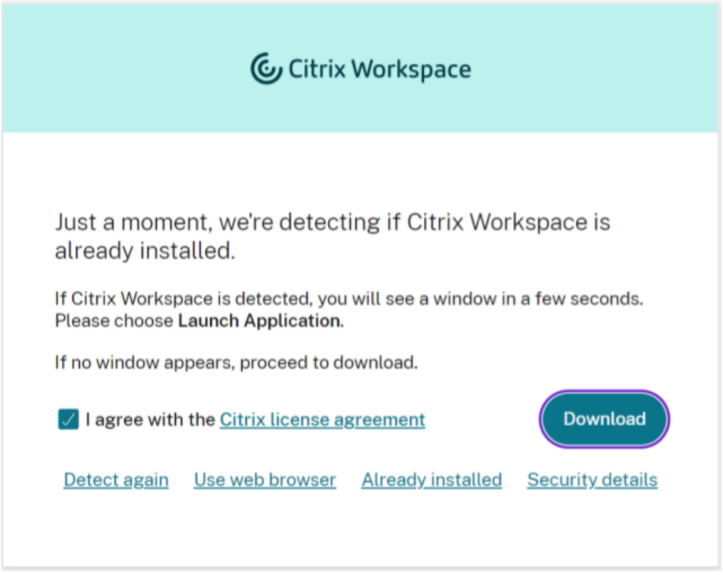
The store URL in a web browser

Follow these steps to launch the Cloud PC through The store URL in a web browser:

1. Open a browser and navigate to the store URL.
2. Log in with Azure AD credentials.
3. If prompted, select **Detect Workspace**. We recommend you download and install Workspace app for the best user experience. Alternatively, you can choose to use web browser to access your Cloud PC without installing a client and can move onto step 7.

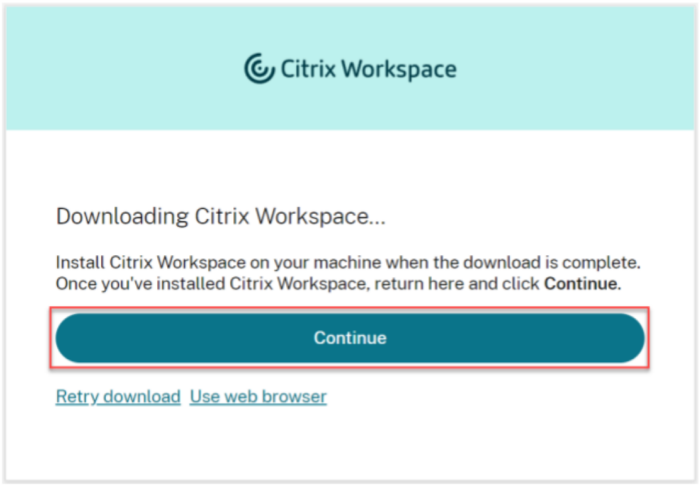


4. If Workspace app is not detected in your device, you are given the option to download it.

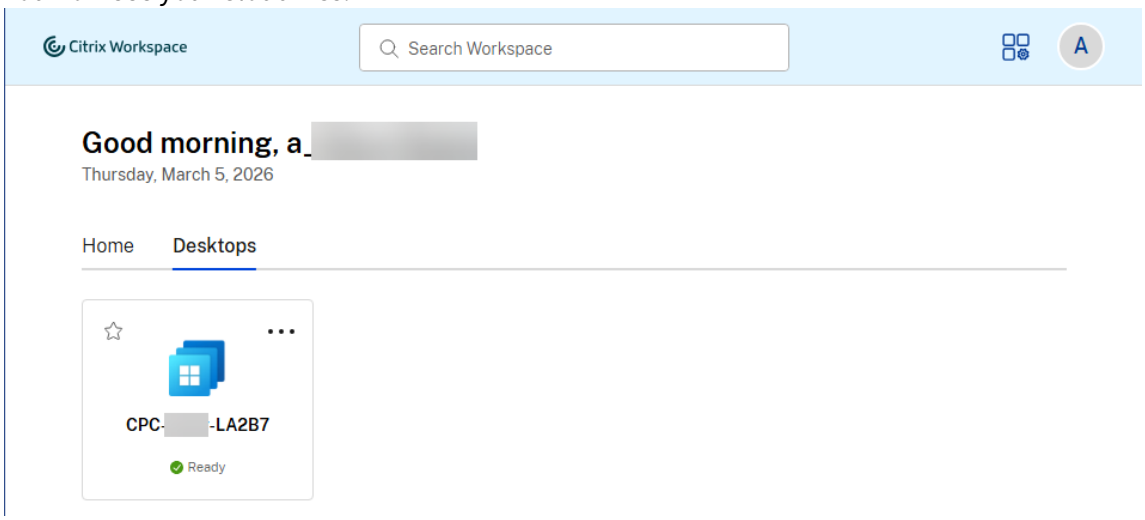


5. After the installation is complete, return to the browser and select Continue.

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6. If prompted, select to always allow the site to open links and select **Open**.
7. You now see your Cloud PCs.



8. If you only have one Cloud PC assigned, it should open automatically at this point.
9. If you have multiple Cloud PCs, or the autolaunch fails, select the Cloud PC to launch a session.
10. Enter your credentials in the virtual desktop to log in.
    You can start using your Cloud PC.

> **Note**
>
> Steps 3–6 only have to be performed the first time a user logs in.

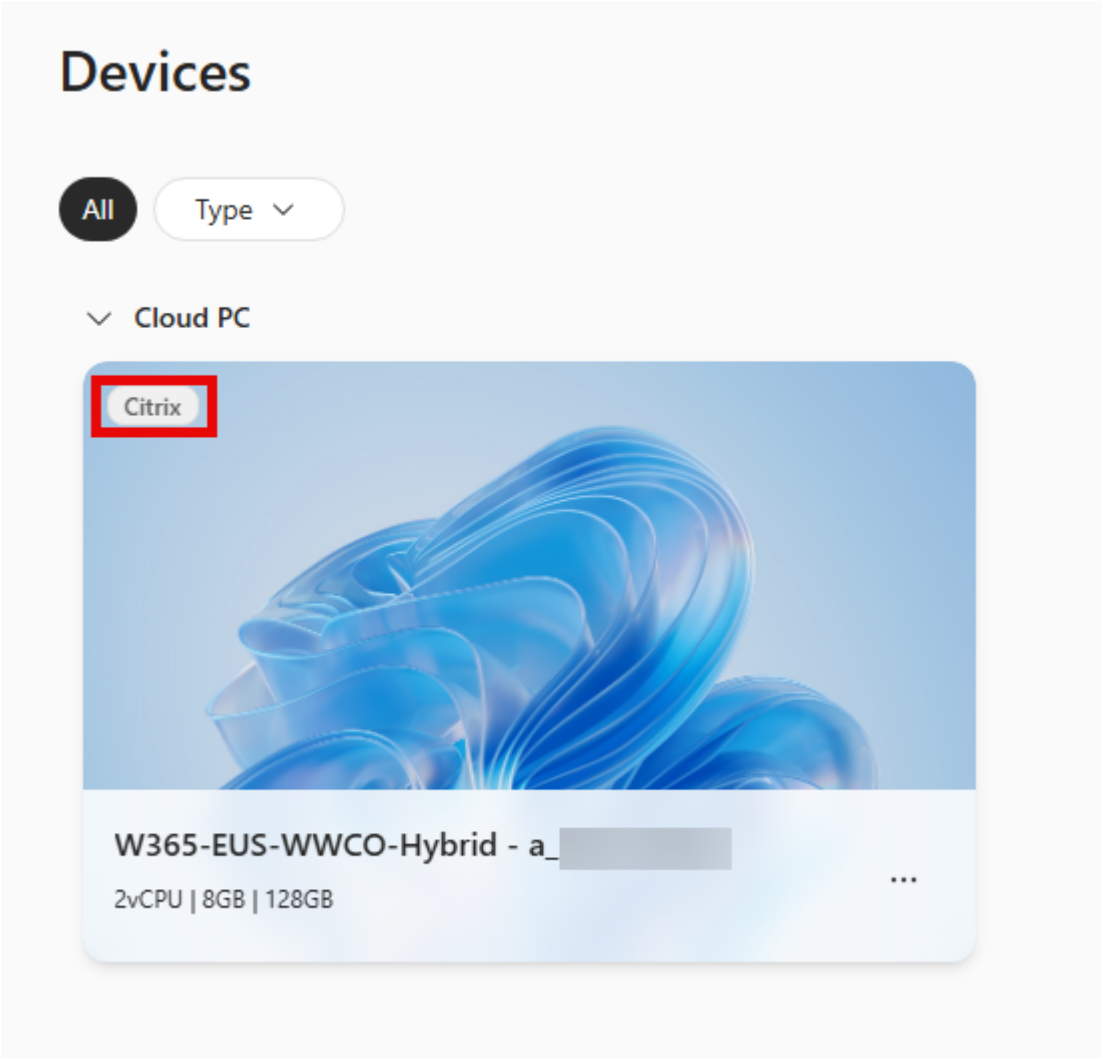
Windows 365 User Portal

Follow these steps to launch the Cloud PC through the Windows 365 user portal:

1. Open a browser and navigate to windows.cloud.microsoft
2. Log in with your Azure AD user account.

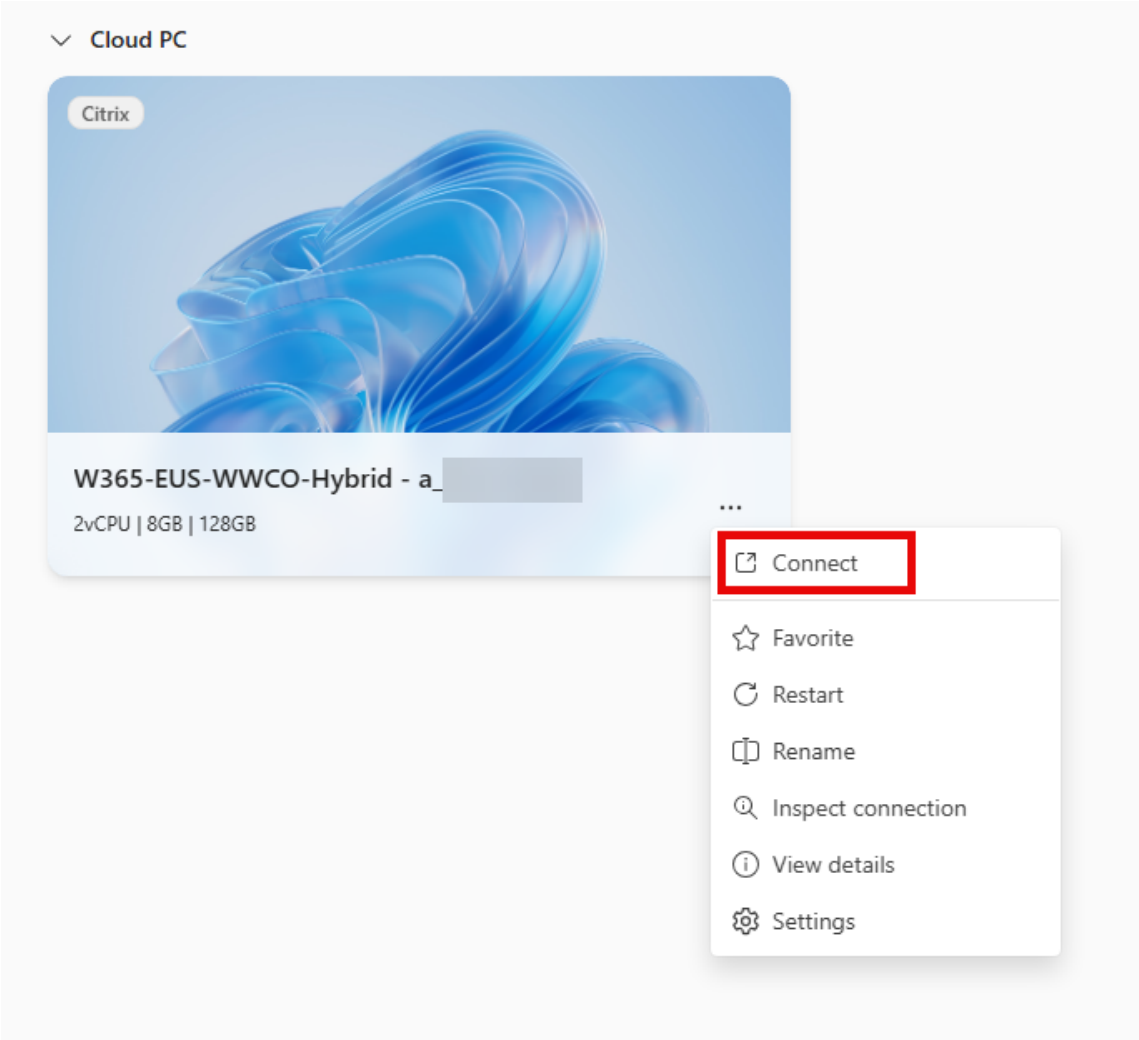
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3. You now see your Cloud PCs.
4. Citrix is enabled.

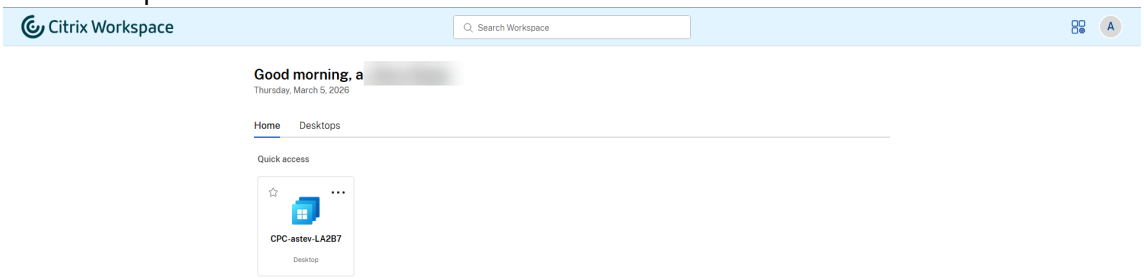


5. Select Connect.

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6. A new tab opens and takes the user to the store website.



7. You now see your Cloud PCs.
8. If you only have one Cloud PC assigned, it opens automatically at this point.
9. If you have multiple Cloud PCs, or the autolaunch fails, select the Cloud PC to launch a session.
10. Enter your credentials in the virtual desktop to log in. You can start using your Cloud PC.

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Entra hybrid joined deployments

March 3, 2026

Additional requirements must be addressed for the Citrix Integration for Windows 365 to work correctly with Entra hybrid joined Cloud PCs. These requirements are:

- The Entra ID directory must be synchronized from the AD domain the Cloud PCs belong to.
- Your deployment must include Cloud Connectors.

Cloud Connectors

When using Entra hybrid joined Cloud PCs, your deployment must include Cloud Connectors. The number, type, and configuration required depend on whether you plan to leverage the default connector-less VDA registration model or want the VDAs in your Cloud PCs to register through Cloud Connectors.

Connector-less VDA registration

By default, VDAs are configured in connector-less mode in the Citrix Integration for Windows 365. This means the VDA communicates directly with the Citrix Cloud™ control plane without needing a Cloud Connector to proxy this communication.

In this scenario, the Cloud Connectors are only needed for Citrix Cloud to connect to your Active Directory domain to be able to look up machine and user identities.

If you are using the Citrix Integration for Windows 365 in an existing Citrix DaaS™ environment with Cloud Connectors already deployed, you don't need to add any additional Cloud Connectors.

When planning a new deployment, you must register a Cloud Connector with the default Resource Location. Citrix® recommends you deploy at least two Cloud Connectors for high availability.

> **Note:**
>
> You can use either the Windows-based Cloud Connector or the Connector Appliance for this case. For more information on configuring the connectors, see Citrix Cloud Connector and Connector Appliance for Cloud Services.

> **Important**
>
> Local Host Cache (LHC) considerations: When using connector-less VDA registration, Cloud PCs in the Windows 365 resource location do not benefit from Local Host Cache (LHC). LHC provides session brokering continuity during a Citrix Cloud outage by maintaining a local cache of broker

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> data on the Cloud Connector. Because connector-less deployments have no Cloud Connector in the Windows 365 resource location, LHC is not available for those Cloud PCs, even if other resource locations in the same Citrix Cloud tenant have Cloud Connectors deployed. If LHC coverage for your Windows 365 Cloud PCs is required, configure VDA registration through Cloud Connectors as described in the following section.

Cloud Connector VDA registration

The VDA in the Cloud PCs can be configured to register with your DaaS site through Cloud Connectors if needed.

Things to know:

- You must use the Windows-based Cloud Connector.
- Resource Locations will be created for every Azure region where you deploy Cloud PCs.
- You will need Cloud Connectors for every Resource Location.
- Refer to Size and scale considerations for Cloud Connectors for guidance on determining sizing and number of Cloud Connectors.

> **Important**
>
> The following settings must be present in the Cloud PCs before they are onboarded via the Citrix Integration for Windows 365 (that is, before the Citrix entitlement is assigned to the corresponding user):
>
> - Key: HKLM\Software\Citrix\WebSocketVdaRegistrationTool
> - Value type: DWORD
> - Value name: VdaRegistrationViaConnectorEnabled
> - Data: 1
> - Key: HKLM\Software\Citrix\VirtualDesktopAgent
> - Value type: String (REG_SZ)
> - Value name: ListOfDDCs
> - Data: Space-separated list of Cloud Connector FQDNs
>
> The following are two possible options to achieve this:
>
> - Configure the registry values in a GPO that will be applied to the Cloud PCs when joined to the AD domain.
> - Provision Cloud PCs using a custom image with the VDA already installed and these settings configured.

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> If you plan on using a custom image, consider using the same installation command used for the automatic VDA installation in the Citrix Integration for Windows 365:
>
> ```
> <installer.exe> /quiet /remotepc /virtualmachine /enable_hdx_ports
>  /enable_hdx_udp_ports /enablerestorecleanup /noreboot /noresume
>  /includeadditional "Citrix Profile Management","Citrix Profile
> Management WMI Plug-in","Citrix VDA Upgrade Agent"
> ```

Following are the step-by-step instructions for onboarding Entra hybrid joined Cloud PCs with VDA registration through Cloud Connectors for new and existing deployments.

Onboarding Entra hybrid joined Cloud PCs to a new Citrix DaaS site If you are configuring the Citrix Integration for Windows 365 in a new Citrix DaaS deployment, follow these steps for the initial configuration:

1. Create your Cloud Connector machines but do not install the Cloud Connector software.
2. Install the Cloud Connector software on one of the machines created and register it with the default resource location (My Resource Location).
3. Ensure that you have a GPO or a custom image with the settings mentioned above configured and that the ListOfDDCs includes the FQDN of the Cloud Connector from Step 2 (in addition to other Cloud Connectors created for the Cloud PCs' Resource Location). This will ensure these settings are present before the VDA is configured so it can register with your site successfully.
4. Proceed to Assign Citrix Licenses to Users. At this point, we recommend assigning a license to a single user and waiting to assign licenses to the rest of the users or groups once the initial configuration is complete (step 9).
5. When the first Cloud PC in the region registers with Citrix DaaS, a Resource Location for that region will be created automatically in your Citrix Cloud tenant.
6. Once the Resource Location has been created, install the Cloud Connector software on your Cloud Connector machines and register them with the appropriate Resource Location.
7. Uninstall the Cloud Connector software from the machine from Step 2.
8. Re-install the Cloud Connector software on the machine and register it with the appropriate Resource Location.
9. Proceed to Assign Citrix Licenses to the remainder of your users or groups.
10. Repeat step 9 to onboard new Cloud PCs on the Resource Location. If you are using a group to assign the Citrix entitlement, you only need to add the users to the group.
11. If you want to onboard Cloud PCs hosted in regions that do not already have a corresponding Resource Location in Citrix Cloud, repeat steps 1 - 9.

Onboarding Entra hybrid joined Cloud PCs to an existing Citrix DaaS site If you are configuring the Citrix Integration for Windows 365 in an existing Citrix DaaS deployment, follow these steps for

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the initial configuration:

1. Create your Cloud Connector machines but do not install the Cloud Connector software.
2. Create a new Resource Location in Citrix Cloud. This will be temporary to facilitate the initial configuration. Alternatively, you may use any existing Resource Location that is not currently in use.
3. Install the Cloud Connector software on one of the machines created and register it with the temporary resource location from step 2.
4. Ensure that you have a GPO or a custom image with the settings mentioned above configured and that the ListOfDDCs includes the FQDN of the Cloud Connector from Step 3 (in addition to other Cloud Connectors created for the Cloud PCs' Resource Location). This will ensure these settings are present before the VDA is configured so it can register with your site successfully.
5. Proceed to Assign Citrix Licenses to Users. At this point, we recommend assigning a license to a single user and waiting to assign licenses to the rest of the users or groups once the initial configuration is complete (step 10).
6. When the first Cloud PC in the region registers with Citrix DaaS, a Resource Location for that region will be created automatically in your Citrix Cloud tenant.
7. Once the Resource Location has been created, install the Cloud Connector software on your Cloud Connector machines and register them with the appropriate Resource Location.
8. Uninstall the Cloud Connector software from the machine from Step 3.
9. Re-install the Cloud Connector software on the machine and register it with the appropriate Resource Location.
10. Proceed to Assign Citrix Licenses to the remainder of your users or groups.
11. If you want, you can delete the temporary Resource Location from step 2.
12. Repeat step 10 to onboard new Cloud PCs on the Resource Location. If you are using a group to assign the Citrix entitlement, you only need to add the users to the group.
13. If you want to onboard Cloud PCs hosted in regions that do not already have a corresponding Resource Location in Citrix Cloud, repeat steps 1 - 10.

Manage Cloud PCs

June 15, 2026

After Citrix licenses have been assigned and provisioned, you can manage them directly from Citrix Web Studio. Web Studio gives administrators visibility into Cloud PC status and provides tools to optimize and maintain deployments over time.

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In this section

- **Rightsize Cloud PCs** –Adjust the compute and storage configuration of Cloud PCs to better match user workload requirements.
- **Manage Cloud PC mappings** –Define rules that automatically organize Cloud PCs into specific machine catalogs, delivery groups, and zones based on an Entra ID extension attribute.

Rightsize Windows 365 Cloud PCs

November 4, 2025

Monitoring the Citrix Integration for Windows 365 is done with Citrix Monitor. The **Workload right-sizing → Single-session workloads** feature is designed to help administrators analyze usage patterns and rightsize Cloud PC workloads.

This capability identifies unused, low-usage, and high-usage Cloud PCs so that IT teams can make informed decisions about license assignments and compute sizing. With Windows 365, where each Cloud PC incurs a fixed monthly cost, this insight helps ensure that every assigned license delivers maximum value.

Why It Matters

In subscription-based desktop environments such as Windows 365, organizations often over-allocate resources or maintain inactive Cloud PCs. Each unutilized Cloud PC represents unnecessary cost. The Cost Optimization feature within Citrix Monitor enables IT administrators to:

- Identify Cloud PCs with no usage —Detect Cloud PCs that have not been connected to within a defined time range and reclaim their licenses.
- Flag Cloud PCs with low usage —Discover users who rarely log in and consider reallocating or re-sizing their Cloud PCs.
- Highlight Cloud PCs with high usage —Find the users most dependent on their Cloud PC and ensure they have adequate capacity and performance.

By acting on this data, organizations can reduce monthly spend, improve resource utilization, or enhance the end-user experience.

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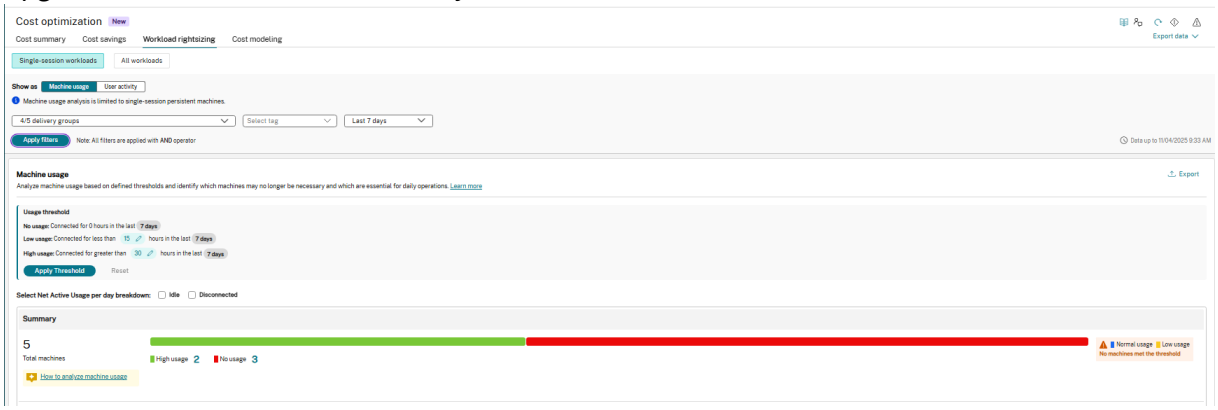
Machine Usage Analysis

Within **Cost Optimization → Workload Rightsizing**, the Machine Usage tab lets administrators define usage thresholds based on user session activity:

- No usage: Connected for 0 hours within the selected time period
- Low usage: Connected for less than x hours within the selected time period
- High usage: Connected for more than x hours within the selected time period

Citrix Monitor then displays a color-coded summary of all analyzed machines —showing totals for High usage, Low usage, and No usage.

This helps administrators determine where to reassign or reclaim Cloud PC licenses and where to upgrade resource tiers for consistently active users.



Resource Utilization and Rightsizing

Citrix Monitor evaluates each Cloud PCs CPU and memory utilization against customizable thresholds to provide rightsizing recommendations.

Oversized Instances

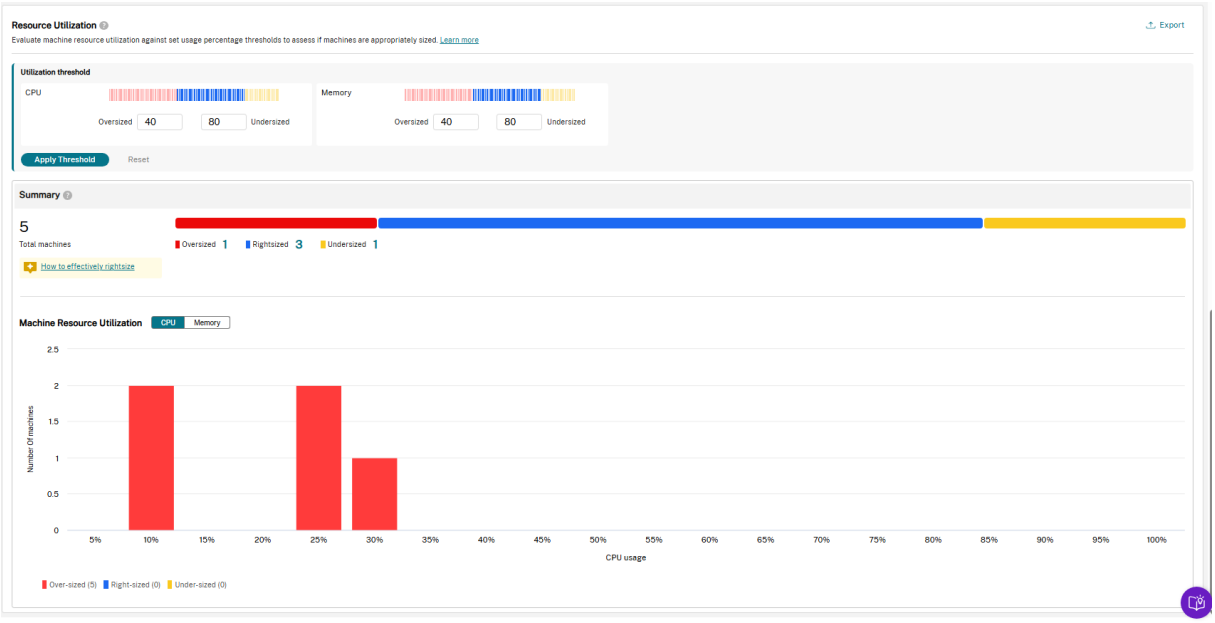
Cloud PCs consistently consuming less than their allocated CPU or memory are flagged as oversized. These Cloud PCs can often be moved to smaller Windows 365 license tiers.

Undersized Instances

Cloud PCs regularly reaching or exceeding their resource limits are flagged as undersized.
Increasing their compute tier helps ensure smoother performance and improved end-user experience.

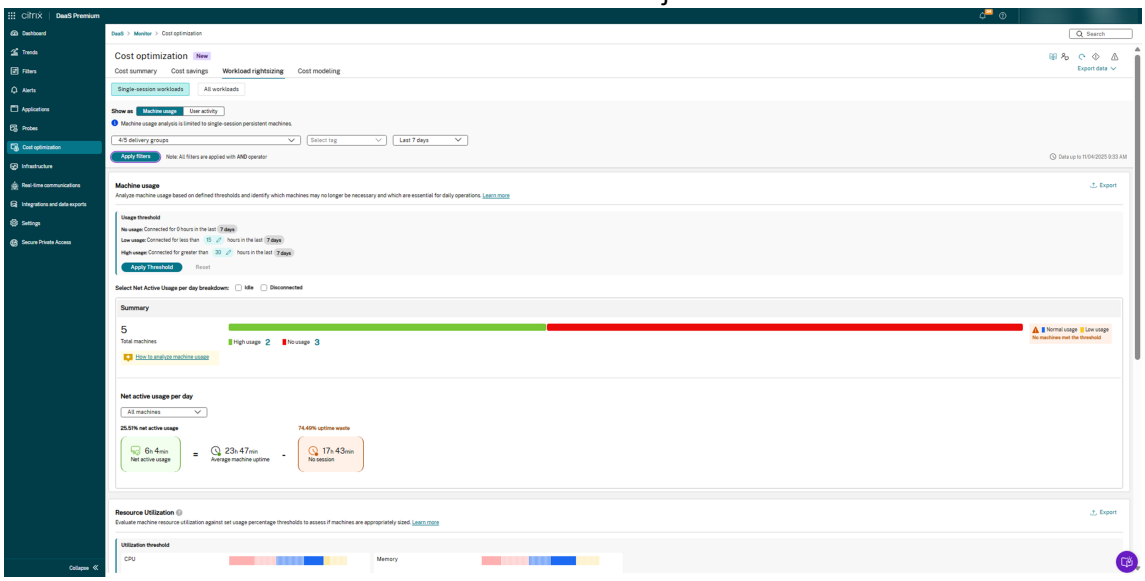
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Together, these insights provide a complete picture of workload efficiency, enabling data-driven license management and resource allocation across Citrix Integration for Windows 365 deployments.



Getting Started

1. Navigate to **Monitor → Cost Optimization → Workload Rightsizing** in Citrix Monitor.
2. Choose the **Machine Usage** view.
3. Set your usage thresholds and date range (for example, the last 7 days).
4. Apply filters to analyze your selected machine groups.
5. Review the summarized results to determine where adjustments are needed.



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Manage Cloud PC mappings

June 17, 2026

By default, when your Windows 365 Cloud PCs register with Citrix®, they are placed into machine catalogs, delivery groups, and zones that use system-generated names. **Cloud PC mappings** let you replace this default grouping with your own rules, so that each Cloud PC is automatically organized into the Citrix objects you choose.

How it works

A mapping rule matches a Cloud PC by an Entra ID **extension attribute** set on the device. You can create separate rules for each Citrix object type, so the same attribute value can place a Cloud PC into a custom machine catalog, a custom delivery group, and a custom zone at the same time:

- When you create a **delivery group** rule, a delivery group and a Citrix policy with the same name are created automatically. The policy controls session behavior for the delivery group.
- When you create a **zone** rule, a zone and a Citrix host connection with the same name are created automatically. The host connection is the channel Cloud PCs use to register into the zone.
- When you create a **machine catalog** rule, only the machine catalog is created automatically.

When a Cloud PC's attribute value matches a rule, it is grouped into the named object:

- If the named object doesn't exist yet, it's created automatically.

  > **Note:**
  >
  > For Frontline Cloud PCs, the created object names include a `-Frontline` suffix. For Entra hybrid joined Cloud PCs, the created object names include a `-Hybrid` suffix.

- If an object with that name already exists, the Cloud PC joins it instead. Cloud PCs that share the same attribute value are grouped into the same object. For example, three Cloud PCs with the same value are placed into one machine catalog, not three.

> **Note:**
>
> Mapping rules apply when a Cloud PC next registers with Citrix. Changing or adding rules doesn't move Cloud PCs that are already registered until they register again. For steps to apply your rules, see Apply mapping rules.

Create a mapping

1. Sign in to **Web Studio** and go to **Quick Deploy** > **Windows 365** in the left pane.

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2. Select **Cloud PC mappings**.
3. (Multiple tenants only) Select the tenant that you want to configure from the tenant list.
4. Select **Create mapping**.
5. Select the **Property** (an extension attribute from 1 through 15) and enter the **Value** to match.
6. Select a **Citrix object** from the **Machine catalog**, **Delivery group**, and **Zone** options, and enter the **Object name** to use.

   The object name must meet the following requirements:

   - Up to 55 characters.
   - Can't end with a backslash (\).
   - Can't contain the following characters: `/ ; : # . * ? = < > | [ ] ( ) " ' ` ~`
7. (Optional) To confirm a Cloud PC matches this rule, enter a user's UPN and select **Validate**. A green result confirms a match.
8. Select **Create mapping**.

For steps to apply the rules you created, see Apply mapping rules.

Apply mapping rules

Mapping rules take effect only when a Cloud PC registers with Citrix. Follow the steps for your situation.

Cloud PCs not yet registered with Citrix

Create your rules before the Cloud PCs register so they are applied during the first registration.

1. In Entra ID, set the extension attribute on each Cloud PC device.
2. In **Web Studio**, create your rules on the **Cloud PC mappings** page.
3. Go to **Quick Deploy > Windows 365 > License assignments** and assign the Citrix license to the users.

When each Cloud PC registers, it is automatically placed into the machine catalog, delivery group, and zone specified by the matching rule.

Cloud PCs already registered with Citrix

Already-registered Cloud PCs keep their current grouping until they re-register. To apply new or updated rules, remove and then reassign the Citrix license to trigger a new registration.

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1. Go to **Quick Deploy > Windows 365 > License assignments**.
2. Remove the Citrix license from the affected users.
3. Wait until each Cloud PC is removed from its machine catalog and delivery group. The Cloud PC isn't deleted, and existing machine catalogs, delivery groups, and zones remain even if they become empty.
4. Reassign the Citrix license to the same users. Each Cloud PC registers again, and the new rules are applied.

> **Note:**
>
> Don't reprovision a Cloud PC to apply mapping rules. Reprovisioning recreates the Cloud PC, and its extension attribute might not be retained, which prevents the rules from matching.

Check which rules apply to a user

Use **Check mapping** to see which rules a specific user's Cloud PC matches.

1. On the **Cloud PC mappings** page, select **Check mapping**.
2. Enter the user's UPN and select **Run check**.
3. Review the results table, which lists each matching machine catalog, delivery group, and zone.

Edit a mapping

1. Select a single mapping in the list, then select **Edit**.
2. Update the **Citrix object** or **Object name**. You cannot update the **Property** and **Value**.
3. Select **Save**, then confirm the change.

> **Note:**
>
> Changes apply the next time a Cloud PC registers. To apply changes to Cloud PCs that are already registered, see Apply mapping rules.

Delete a mapping

1. Select one or more mappings in the list.
2. Select **Delete**, then confirm.

> **Note:**
>
> Before you can disconnect a Windows 365 tenant, you must delete all of its mappings.

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Troubleshooting

June 1, 2026

Connection to Windows 365

If you are having issues connecting to Windows 365, check the following:

1. Check that the Windows 365 Citrix connector™ is enabled in Intune.
2. Check that the credentials provided when connecting to Windows 365 have the appropriate permissions.
3. Check that the Entra ID directory connected to Citrix Cloud is in the same tenant as the Intune/Windows 365 instance you are trying to connect to.

> **Note:**
>
> Occasionally, a delay in propagating the application permissions in Azure will cause the connection to fail. Retrying the connection to Windows 365 within 15 minutes may solve the problem.

VDA installation and configuration

If you are having trouble with the VDA installation and configuration, check the following:

1. If you are not seeing any errors and the VDA has not been installed after the Citrix® entitlement was assigned, please ensure enough time has elapsed to allow the VDA installation and configuration to complete. This may take up to 60 minutes.
2. Check that the Windows 365 Citrix connector is enabled in Intune.
3. Ensure all connectivity requirements in the pre-requisites section and the Windows 365 documentation are met.
4. Check for additional details and retry the VDA installation in Intune:
    a) Go to Devices > Windows 365 > All Cloud PCs
    b) Make sure that the **Third-party connector** column is displayed. You can add this column by selecting **Columns > Third party connector**.
    c) Locate a Cloud PC to install the VDA.
    d) Check the message under the **Third-party connector** column. If it shows **Citrix install failed**, it confirms that the installation was attempted.
    e) Select the warning under the **Status** column, which reads **Provisioned with warning**.
    f) A blade opens with additional information on the issue.
    g) Select the **Retry Citrix agent installation** button at the top of the blade to retry VDA installation.

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5. If your Cloud PCs already have a VDA installed when the Citrix entitlement is assigned, or if you are using custom images with the VDA installed to provision your Cloud PCs, ensure that it is version 2209 or newer. If you are using 2203 LTSR version, make sure it is 2203 CU3 or newer.
6. Make sure the PowerShell execution policy is configured correctly on the Cloud PCs. For more information, see pre-requisites.
7. Make sure no security configurations restrict the software installation on the Cloud PC.
8. If the installation or configuration issue is related to the Intune installation process, the following logs in the Cloud PC might contain additional information:

    a) C:\Packages\Plugins\Microsoft.Compute.CustomScriptExtension<version>\Status
    b) C:\WindowsAzure\Logs\Plugins\Microsoft.Compute.CustomScriptExtension<version>\CommandExecu
    c) C:\WindowsAzure\Logs\Plugins\Microsoft.Compute.CustomScriptExtension<version>\CustomScriptH

9. If the installation or configuration issue is related to the VDA installer or VDA registration tool, the following logs in the Cloud PC might contain additional information:

    a) VDA installation logs: %temp%\Citrix\XenDesktop Installer
    b) VDA Registration Tool: C:\CitrixRegistrationToolFolder\WebSocketVdaRegistrationTool

VDA is not registered after successful installation

- Review the HDX Rendezvous V2 requirements and considerations.
- Review the Application log in the Cloud PC's Event Viewer and look for Citrix Desktop Service errors and warnings.

HDX Sessions fail with Zscaler Internet Access (ZIA)

Zscaler Internet Access performs TLS inspection by default. Citrix Rendezvous V2 does not support packet decryption or TLS inspection —enabling TLS inspection on Citrix endpoints causes HDX sessions to fail.

To resolve:

1. In the ZIA admin console, navigate to **Policy > SSL Inspection**.
2. Add a bypass rule for the following domain:

- `*.nssvc.net` (This is the primary domain used by Citrix Gateway Service for Rendezvous V2 connections. In addition, exempt all Citrix Cloud required endpoints from SSL inspection. See Connectivity requirements for the full list.)

1. Ensure the bypass applies to both TCP 443 and UDP 443 traffic.
2. Save and apply the policy.

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After applying, connect to the Cloud PC with the VDA installed, open a command prompt and test using `ctxsession.exe -v`. The output should show `UDP -> DTLS -> CGP -> ICA` or `TCP -> SSL -> CGP -> ICA`.

HDX Latency issues with Zscaler Private Access (ZPA)

Zscaler Private Access tunnels traffic through its own infrastructure before it reaches the Citrix Gateway Service. This adds latency to HDX sessions and can cause intermittent connection failures.

To resolve:

1. In the ZPA admin console, create a new **Application Segment** for Citrix Gateway Service endpoints:

- Domains: `*.nssvc.net`, `*.c.nssvc.net`, `*.g.nssvc.net`
- Ports: TCP 443, UDP 443

1. Set the access policy for this segment to **Bypass ZPA** (do not tunnel).
2. Apply the policy to the user groups that access Windows 365 Cloud PCs.

> **Note:**
>
> If your organization cannot allow double-wildcard domain patterns (`*.*.nssvc.net`), use the alternative forms `*.c.nssvc.net` and `*.g.nssvc.net` instead.

FAQ

July 29, 2026

The following FAQs are for the Citrix Integration for Windows 365:

How do I install the Virtual Delivery Agent (VDA) on the Cloud PCs?

Microsoft Intune installs the VDA automatically after the user is assigned a Citrix license.

Which VDA version is installed on the Cloud PCs?

Version 2507 LTSR CU1.

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Can I change the VDA version?

Currently, the VDA version installed during initial install cannot be changed when a Gallery Image is used. However, you can choose any version when upgrading the VDA afterward using either Intune deployment or the Citrix VDA Upgrade Service. Additionally, a Custom Image with a supported VDA can also be used.

Can users access Cloud PCs using RDP?

When the VDA is installed on the Cloud PC, only HDX connections are allowed for regular users. Additionally, by default, port 3389 is disabled on all newly provisioned Cloud PCs, and Microsoft recommends keeping it closed. If users with administrator privileges require RDP connections, review the following options for Azure Network Connection (ANC) deployments.

What happens if I unassign a Citrix license?

Citrix communicates to the Windows 365 service that the license for that user has been unassigned, and Microsoft Intune automatically uninstalls the VDA from the Cloud PC and switches user access to RDP.

What happens if the Citrix connector™ is disabled in Microsoft Intune?

If the connector is not re-enabled within seven days, Microsoft Intune uninstalls the VDA from all Cloud PCs and Citrix deletes all delivery groups, machine catalogs, and associated policies.

Can I connect multiple Windows 365 tenants to Citrix DaaS?

Yes it is possible to connect multiple Windows 365 tenants to a single Citrix DaaS instance by connecting each Entra ID tenant with the Windows 365 service enabled to Citrix Cloud.

Can the Quick Deploy Administrator role be used with the Windows 365 integration?

A Citrix administrator account with full administrator rights is required to complete the initial Windows 365 connection setup. For this reason the Quick Deploy Administrator role is not supported for use with the Windows 365 integration at this time.

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Does Citrix DaaS for Windows 365 support Cloud PC Cross-region disaster recovery?

Yes. The Cross-region disaster recovery process is transparent to the Citrix Integration for Windows 365. Once the target region Cloud PC boots and registers with Citrix DaaS, it is immediately accessible via the Citrix Workspace app. The Cloud PC machine name, Cloud PC ID, and Device ID remain the same as the original region.

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