# Licensing 11.17.2 build 54100

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# Licensing 11.17.2 build 54100

August 19, 2026

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

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

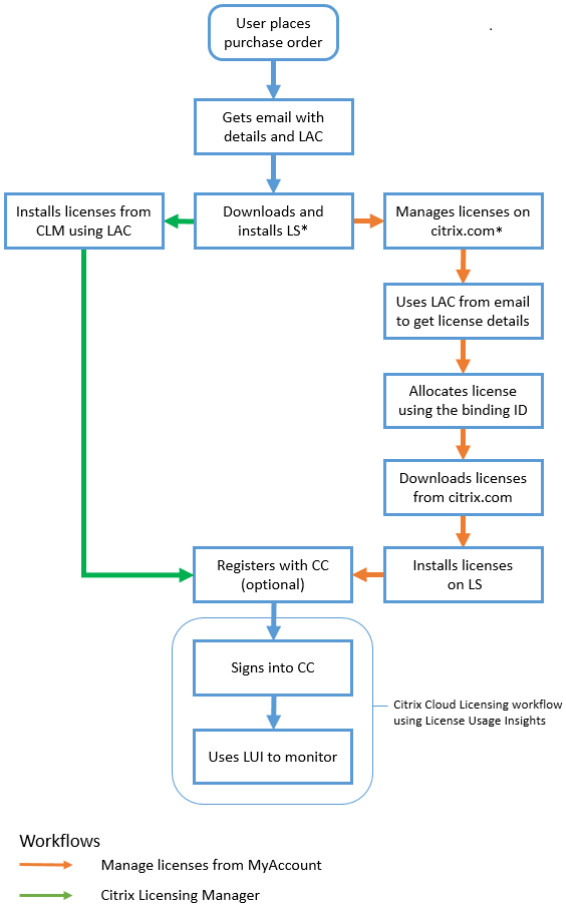
  For more information, see Licensing services.
- Product-side settings in your Citrix products that are associated with the License Server.

For more information about licensing components, see Citrix licensing technical overview.

## Citrix licensing: User workflow

The following image describes the Citrix licensing workflow.

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**Key**

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

CC - Citrix Cloud™

CLM - Citrix Licensing Manager

LAC - License Access Code

LS - License Server

LUI - License Usage Insights

## What's new

October 16, 2026

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## What's new in the License Server version 11.17.2 build 54100

Release date: December 10, 2025

### OpenSSL version update

OpenSSL 1.1.1zd

## What's new in the License Server version 11.17.2 build 53100

Release date: August 06, 2025

### File-based licensing system EOL notification

File-based licensing system, traditionally used for activating various on-premises components, will be End of Life (EOL) on April 15, 2026. License Activation Service (LAS) is the next generation technology for product activations across the suite of Citrix products. LAS will be the only way to activate and license Citrix on-premises components after April 15, 2026. To remain supported, your Citrix Virtual Apps and Desktops and XenServer deployment must be on a LAS compatible version.

**For Citrix Virtual Apps and Desktops:** The minimum required CVAD versions that are LAS compatible are:

- CVAD 2203 LTSR CU7
- CVAD 2402 LTSR CU3
- CVAD 2507 LTSR
- CVAD 2411

**For XenServer:** The minimum required XenServer version compatible with LAS is XenServer 8.4.

- If you are using the Early Access channel, the update should occur on or after August 21, 2025.
- If you are using the Normal channel, the update should occur on or after August 28, 2025.
- If you are using Offline update, the bundle should be released on or after August 28, 2025.

If you have questions or concerns, contact Customer Care. Citrix may limit or suspend your Citrix Maintenance for non-compliance with these requirements without liability in addition to any other remedies Citrix may have at law or equity. These requirements don't apply where prohibited by law or regulation.

### Apache version update

Apache 2.4.65

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## Fixed issues

October 16, 2026

### Fixed issues in License Server version 11.17.2 build 54100

There are no fixed issues in this build.

### Fixed issues in License Server version 11.17.2 build 53100

There are no fixed issues in this build.

## Known issues

October 16, 2026

### Known issues in License Server version 11.17.2 build 54100

There are no known issues in this release.

### Known issues in License Server version 11.17.2 build 53100

There are no known issues in this release.

## Third party notices

April 29, 2026

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

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

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### Open source software version

License Server version 11.17.2 build 54100 includes the following versions of open source software:

- Apache 2.4.65
- jQuery 3.5.1
- jQuery UI 1.13.2
- libjwt 1.17.1
- libapr 1 1.6.5
- libiconv 1.16.0
- libxml2 2.10.4
- OpenSSL 1.1.1zd
- RapidJson 1.1.0
- SQLite 3.43.1
- Zlib 1.3

## Citrix Licensing Telemetry

July 17, 2026

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

- Citrix Licensing Call Home - This program is optional.
- Citrix Licensing Customer Experience Improvement Program (CEIP) - This program is optional.
- Citrix License Server Events –This program is optional.
- Citrix Licensing Telemetry - This program is required.
- NetScaler® Telemetry program - This program is required.
    - Netscaler Console service
    - Netscaler Console on-prem

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

For information about configuring a proxy server, see *Configure a proxy server manually* in the Get started article.

For information about command-line installation, see Use the Windows command line to install licensing.

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### Citrix Licensing Call Home

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

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

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

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

You can change your participation in the programs at any time by using the Citrix Licensing Manager. For more information, see "Share usage statistics"under Usage and statistics.

| Data collected | Description | What we use it for |
|---|---|---|
| License usage data | Information about the Citrix licenses installed on the License Server, including product ID, license type, quantity, user, and device data, in addition to license usage information. | We use this data to drive adoption and helps you to understand your license usage over time. |
| License Server deployment and configuration data | Information about the License Server and how it was deployed, including License Server version, operating system version, and configuration states. | We use this data to inform further development of Citrix products and to improve the customer experience. |

For the list of Call Home data elements, see Citrix Licensing Call Home data elements.

### Citrix Licensing Customer Experience Improvement Program

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

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You can change your participation in the programs at any time by using the Citrix Licensing Manager. For more information, see "Share usage statistics"under Usage and statistics.

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

For the list of CEIP data elements, see Citrix Licensing CEIP data elements.

### Citrix License Server Event data

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

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

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

| Data collected | Description | What we use it for |
|---|---|---|
| License usage data | Information about the Citrix licenses installed on the License Server, including product ID, license type, and quantity, in addition to license usage information. | We use this data to enable alerts and notification about license expiry, license renewals, etc. |

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| Data collected | Description | What we use it for |
|---|---|---|
| License Server system information | Information about the License Server(such as Hardware ID). | We use this data to identify the License Server in the customer's environment. |

For information on how to enable or disable this functionality, see the Share usage statistics section.

For the list of license server event data elements, see Citrix License Server Event data elements

### Citrix Licensing Telemetry

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

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

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

**Prerequisites to successfully upload telemetry data:**

Outbound to https://cis.citrix.com/ from the License Server. If not available, create required firewall rule or configure a proxy.

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

For the list of Licensing Telemetry data elements, see Citrix Licensing Telemetry data elements.

**Reporting options**

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

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

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

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

> **Note**
>
> In the Citrix Insight Services, the maximum file size that a user can upload is limited. For more information about the file uploading requirements, see the Knowledge Center article - CTX131233.

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

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

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

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

To verify the status of your latest automatic upload, you can inspect the contents of the following XML log files on the License Server:

- Usage Telemetry (upload_usage_*.zip): Check the CTX_UPLOAD_TYPE_USAGE nodes within:
  - <LS_install>\resource\cache\ul_result.xml
- Compliance Telemetry (upload_compliance_*.zip): Check the upload status within:
  - C:\Program Files (x86)\Citrix\Licensing\LS\resource\cache\upload_compliance_result.xml

**Sample data**:

**Success**:

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

**Failure**:

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

### How to read the data in the uploaded zip files

#### upload_compliance*.zip

1. Unzip the upload_compliance*.zip file.

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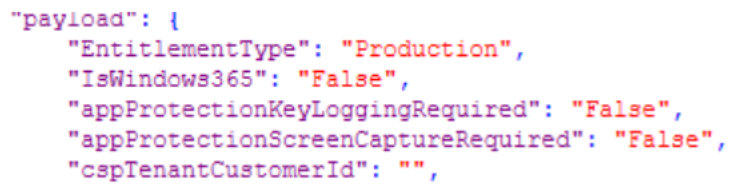
2. Open the `report.xml` in a browser.
3. Open Citrix Licensing CEIP data elements in another tab.
4. Compare the tags in the XML file with the fields in the Citrix Licensing CEIP data elements webpage and check the description to understand what that field is and refer to the example for more information.

   **Example:** Copy the `DateSampleStartUTC` from the `report.xml` file and find it in the Citrix Licensing CEIP data elements.

   > **Note:**
   >
   > Some data in the `report.xml` is intentionally hashed to anonymize.

#### upload_usage_*.zip

1. Unzip the `upload_usage*.zip` file.
2. You find multiple zip files starting with `ue_lt_*.zip`.
3. Unzip one of the zip files.
4. You find a `ue_lt_*.dat` file, which is a database file.
5. You can use any SQL database editor tool to read this file. For example, you can use DB Browser (SQLite) to open the file and view it in JSON format to make the content readable. The following image shows a sample view.




6. Now search for the JSON keys in the Citrix Virtual Apps and Desktops telemetry data elements or any other Citrix Licensing Telemetry data elements.

   For example, search for the **EntitlementType** copied from the dat file in Citrix Virtual Apps and Desktops telemetry data elements and check the corresponding description and example for more information.

## Citrix Licensing Telemetry data elements

April 29, 2026

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This section includes telemetry data elements for the following products:

- Metadata elements
- License Server data elements
- Citrix Virtual Apps and Desktops data elements
- Citrix Secure Private Access data elements
- Citrix Provisioning data elements
- XenMobile Server data elements

## System requirements for Citrix Licensing

April 29, 2026

### Requirements for Licensing

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

> **Notes:**
>
> - We do not support running third party vendor daemons on the Citrix License Server, or the Citrix vendor daemon on third party license servers.
> - The License Server does not support multi-homing (two network cards plugged into distinct networks).
> - The Citrix Licensing Manager installs licenses only on the License Server where it is installed.
> - License Servers don't communicate with each other.

**Operating system:**

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

- Windows Server 2025 Family
- Windows Server 2022 Family
- Windows Server 2019 Family
- Windows Server 2016 Family

Server Core installations are not supported.

**Disk space requirement:**

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

**Microsoft .NET Framework minimum requirements:**

- Microsoft .NET Framework 4.7.2

**Cluster platforms:**

- Windows Server 2025 Family
- Windows Server 2022 Family
- Windows Server 2019 Family
- Windows Server 2016 Family

**Browsers:**

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

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari

### What's next

- Get started, install, and configure the License Server

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

April 29, 2026

> **Important:**
>
> - We do not support running third party vendor daemons on the Citrix License Server, or the Citrix vendor daemon on third party license servers.

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> - We recommend that you run the latest version of the License Server. We do not provide hotfixes for License Server components and don't support older License Servers with newer products. The latest version of the License Server often contains resolutions to issues appearing in earlier versions. When you upgrade or install new Citrix products, upgrade the licensing components as well. New License Servers are backward compatible and support older products and license files. However, new products often require the newest License Server to check out licenses correctly. You can find the latest version from the Citrix Downloads site.
>
>   To see the new features in this release, go to What's new.
> - We don't support installing the License Server from a UNC path (`\\\\server\share`). Install the License Server from a local copy.
> - Citrix License Server does not support the management of NetScaler deployments. To manage NetScaler, please use Console Service or Console on-prem.

### Step 1 Review your prerequisites

Ensure you review the system requirements before you install and configure your License Server.

### Step 2 License your product

Licensing your product includes the following steps:

1. Ensure that you have the latest License Server version.
2. Verify the system requirements.
3. Install licensing.
4. Obtain license files from **My Account** or if you have a license code, use the Citrix Licensing Manager.
5. Install your Citrix product (or, if already installed, restart the Citrix products for the new licenses to be recognized).
6. Configure product-side licensing communication settings that were not set during the product installation, if applicable. This configuration includes setting the correct product-edition in the product. For more information, see Licensing elements and Services.

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

For an overview of the licensing components and process, see Technical overview and Licensing elements.

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

### Step 3 Check your security and firewall

### Security considerations

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

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

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

### Firewall considerations

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

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

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

- **Determining which port numbers to change**. You can change port numbers during the installation process or afterward.

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

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

For more information about allowing telemetry data upload, see Reporting options.

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

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

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

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

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

1. Download the License Server from Citrix downloads and start the License Server installer, `CitrixLicensing.exe`, as an administrator or a member of the administrators group.
2. Follow the installer on the GUI to accept the destination folder.
   Licensing components are installed in `C:\Program Files\Citrix\Licensing` on a 32-bit computer and `C:\Program Files (x86)\Citrix\Licensing` on a 64-bit computer.

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

### Install licensing using the Windows command line

> **Important:**
>
> The Citrix Service Provider program requires Customer Experience Improvement Program (CEIP) and Call Home. If you are a Citrix Service Provider, you cannot disable CEIP or Call Home. Citrix collects basic licensing data as necessary for its legitimate interests, including license compliance. For more information, see Citrix Licensing Compliance.

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

Ensure that you run the command line with administrator privileges. To start the command prompt with elevated privileges, choose **Start**, right-click **Command Prompt**, and choose **Run as administrator**.
The following sample command line installs licensing in silent mode. Add the properties you want to set.
Type the command in one line without returns. The following example is in multiple lines because of space limitations.

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

Where:

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

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

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

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

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

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

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

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

Where:

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

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

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

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

Syntax:

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

Where:

- **-enable** enables electronic reporting of basic licensing data. The first upload to Citrix occurs seven days after you install the License Server.

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- **-disable** disables electronic license reporting of basic licensing data. If you disable electronic license reporting, you agree to manual reporting.
- **-query** displays the current configuration.

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

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

To install a certificate, there are three steps:

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

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

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

1. Create a directory **c:\ls_cert** to hold the exported .pfx file.
2. Add the Certificate snap-in by selecting **File > Add/Remove Snap-in > Certificates > Computer account > Local computer**.
3. In the left pane under **Certificates**, right-click **Personal** and choose **All Tasks > Request New Certificate**, and then **Next**.
4. In the **Certificate Enrollment Policy** wizard, choose **Active Directory Enrollment Policy**, and then **Next**. Select the check box next to **Computer**, and select **Details** to the right.
5. Select **Properties** and on the **General** tab, type a friendly name and description.
6. On the **Subject** tab, under **Subject Type**, choose **Common name** from the **Type** menu. Type a friendly name in the text box, choose **Add**, and then **Apply**.
7. On the **Extensions** tab, choose **Key usage** from the menu. Add **Digital signature and Key encipherment** to the **Selected** options box.
8. On the **Extended Key Usage** menu, add **Server Authentication** and **Client Authentication** to the **Selected** options box.
9. On the **Private Key** tab and under the Key options menu, ensure that the Key size is 4096. Select the **Key Exportable** check box, and then **Apply**.
10. On the **Certification Authority** tab, ensure that the CA check box is selected, and then **OK > Enroll > Finish**.

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11. In the **Certificates** console, select **Personal > Certificates**, choose the certificate you built. Select **All Tasks > Export > Next**, and select the **Yes, Export the Private Key** radio button, and then **Next**.
12. Under **Personal Information Exchange - PKCS #12(.PFX)**, select the check box to include all certificates, choose **Next**, create a password, and choose **Next**.
13. Click **Browse**, navigate to `C:\ls_cert` and type `server.PFX`, and then follow the wizard to finish.

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

These steps might vary based on your Certificate Authority.

1. Log on to the License Server, open the MMC, and follow these steps:
    a) Add the Certificate snap-in by selecting **File > Add/Remove Snap-in > Certificates > Computer account > Local computer**.
    b) In the left pane under **Certificates**, right-click **Personal** and choose **All Tasks > Advance Operations > Create Custom Request**, and then **Next**.
    c) In the **Certificate Enrollment Policy** wizard, choose **Proceed without enrollment policy** under **Custom Request**, and then **Next**.
    d) On the **Custom request** screen, choose **(No template) CNG key** from the menu and **PKCS#10** for the Request format, and then **Next**.
    e) On the **Certificate Information** screen, choose **Details** and then **Properties**.
    f) On the **General** tab, type a friendly name and description.
    g) On the **Subject** tab, under Subject name, choose Common name, and type a value in the text box.
    h) On the **Extensions** tab, choose **Key usage** from the menu, add **Digital signature** and **Key encipherment**.
    i) On the **Extensions** tab, choose **Extended Key usage** from the menu, add **Server Authentication** and **Client Authentication**.
    j) On the **Private Key** tab, under **Cryptographic Service Provider**, choose **RSA, Microsoft Software Key Storage Provider** (the default). From the **Key** options menu, ensure that the key size is 4096, select the **Key Exportable** check box, and then **Apply**.
    k) Save the file to a **.req** file, submit the **.req** file to a Certificate Authority (CA), and save the **.cer** file.
2. In the **MMC**, under **Certificates**, right-click Personal and choose **All Tasks > Import**. In the Import wizard, select the .cer file.
3. Create a directory **c:\ls_cert** to hold the exported .pfx file.

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4. In the **Certificates** console, choose **Personal > Certificates**, and choose the certificate you imported. Select **All Tasks > Export > Next**, and select the **Yes, Export the Private Key** radio button and **Next**.
5. Under **Personal Information Exchange - PKCS #12(.PFX)**, select the check box to include all certificates, choose **Next**, create a password, and then choose **Next**.
6. Choose **Browse**, navigate to **C:\ls_cert** and type **server.PFX**, and then follow the wizard to finish.

### How to extract the certificate and private key

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

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

   > Note:
   >
   > The License Server uses only the .crt certificate format.

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

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

#### Windows - Web Services for Licensing:

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

#### Windows - License Administration Console:

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> **Note:**
>
> - License Administration Console was removed from Windows License Server v11.16.6.0 build 31000 and onwards. For more information, see What's new.
> - License Server VPX still uses the License Administration Console.

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

### Step 5 Configure a proxy server

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

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

> **Important:**
>
> Citrix Licensing components requiring outward bound web communications can inherit network proxy settings using Windows automatic proxy detection. We do not support authenticated proxies. For more information about Windows automatic proxy detection, see WinHTTP AutoProxy Functions.

### How to configure a proxy server manually

1. Edit the SimpleLicenseServiceConfig.xml file, which is in the `<Citrix Licensing>\WebServicesForLicensing` directory.
2. Add a line of xml to the file in the format `<Proxy>proxy server name:port number </Proxy>`

> **Important:**
>
> The .xml tags are case-sensitive.

```
1     <Configurations>
2       <EncoreConfiguration>
3         <SamplingPeriod>15</SamplingPeriod>
```

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```
        <RetentionTime>180</RetentionTime>
        <Enabled>true</Enabled>
      </EncoreConfiguration>
      <Proxy>10.211.55.5:808</Proxy>
    </Configurations>
```

**Next steps**

- Citrix Licensing Manager
- Product specific licensing guides

## Customer Success Services

April 29, 2026

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

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

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

### Customer Success Services renewal licenses

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

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

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

**Example:**

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

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

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

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

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

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

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

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

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

> **Note:**

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

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

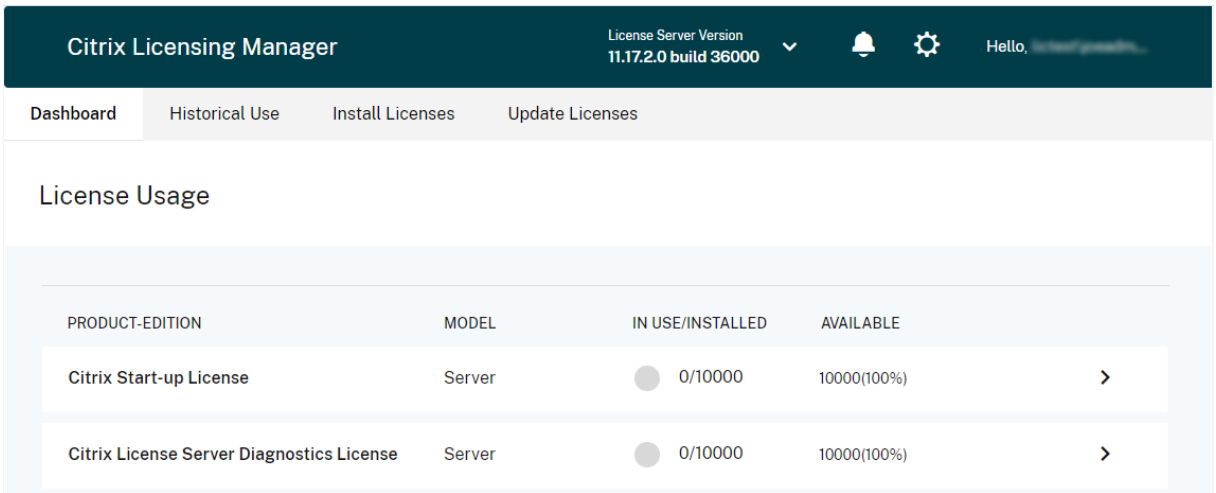
## Citrix Licensing Manager

April 29, 2026

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

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

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




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

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

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

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

### A what's new modal window

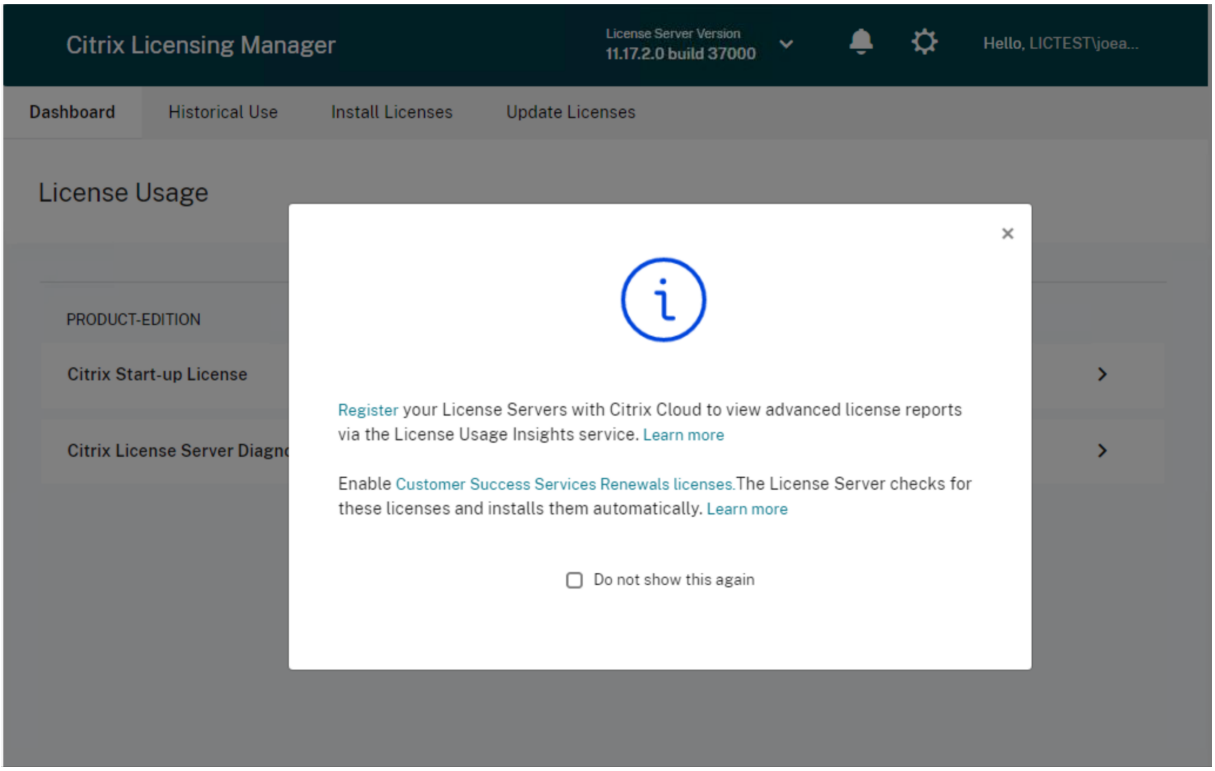
From version 11.17.2 build 37000, when you launch the Citrix Licensing Manager, a modal window appears that provides information about:

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

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

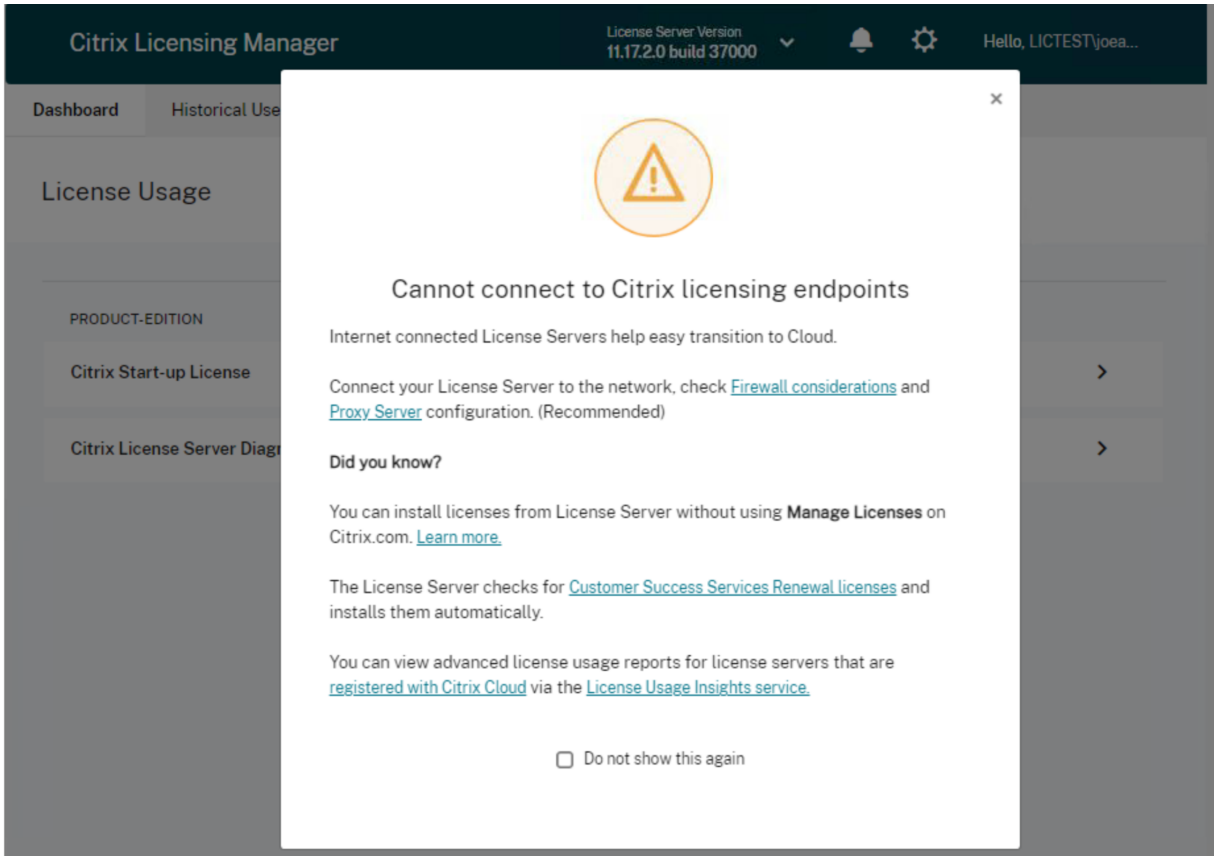
Citrix recommends that you enable features that are disabled when prompted. Doing so enhances your user experience and improves the way you monitor your license usage.

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

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### Where to go next

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

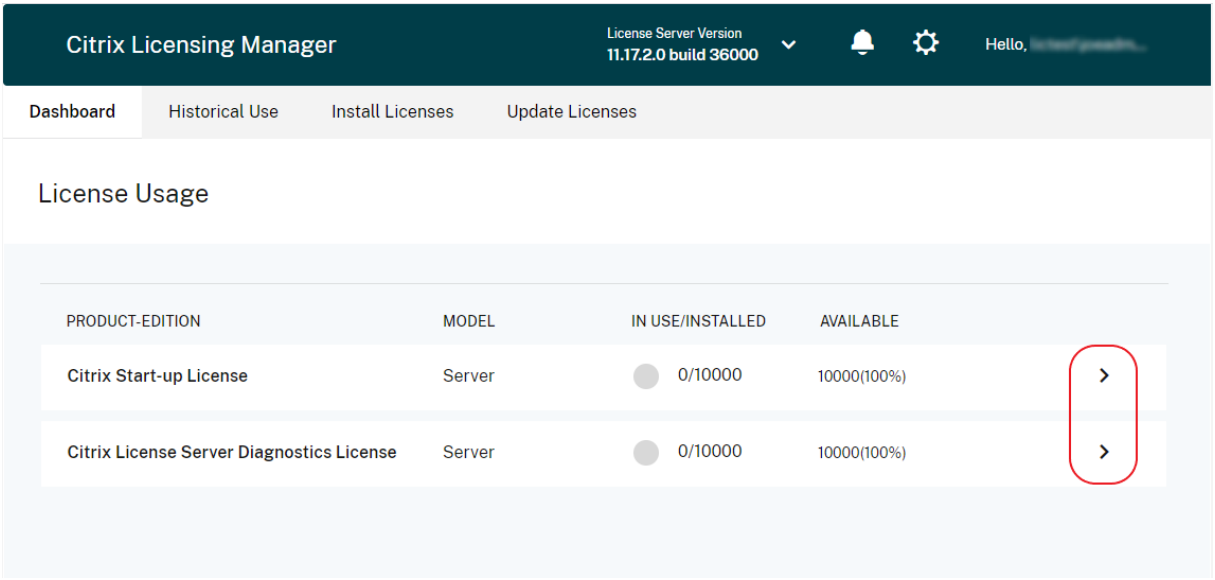
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# Dashboard and Historical Use

April 29, 2026

## Dashboard

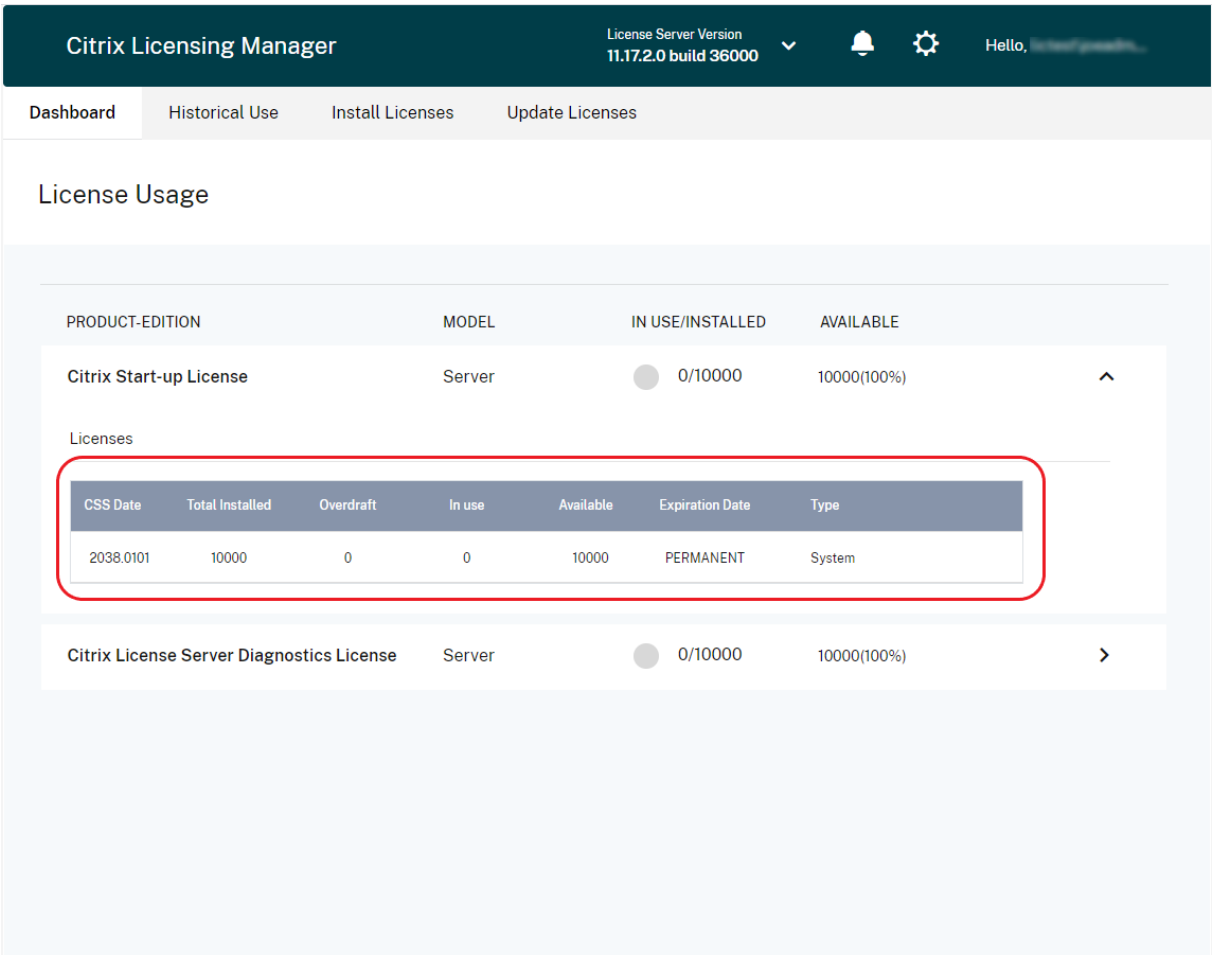
The **Dashboard** in Citrix Licensing Manager provides information about the product edition, model, installed/in-use status, and availability of your licenses.




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

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

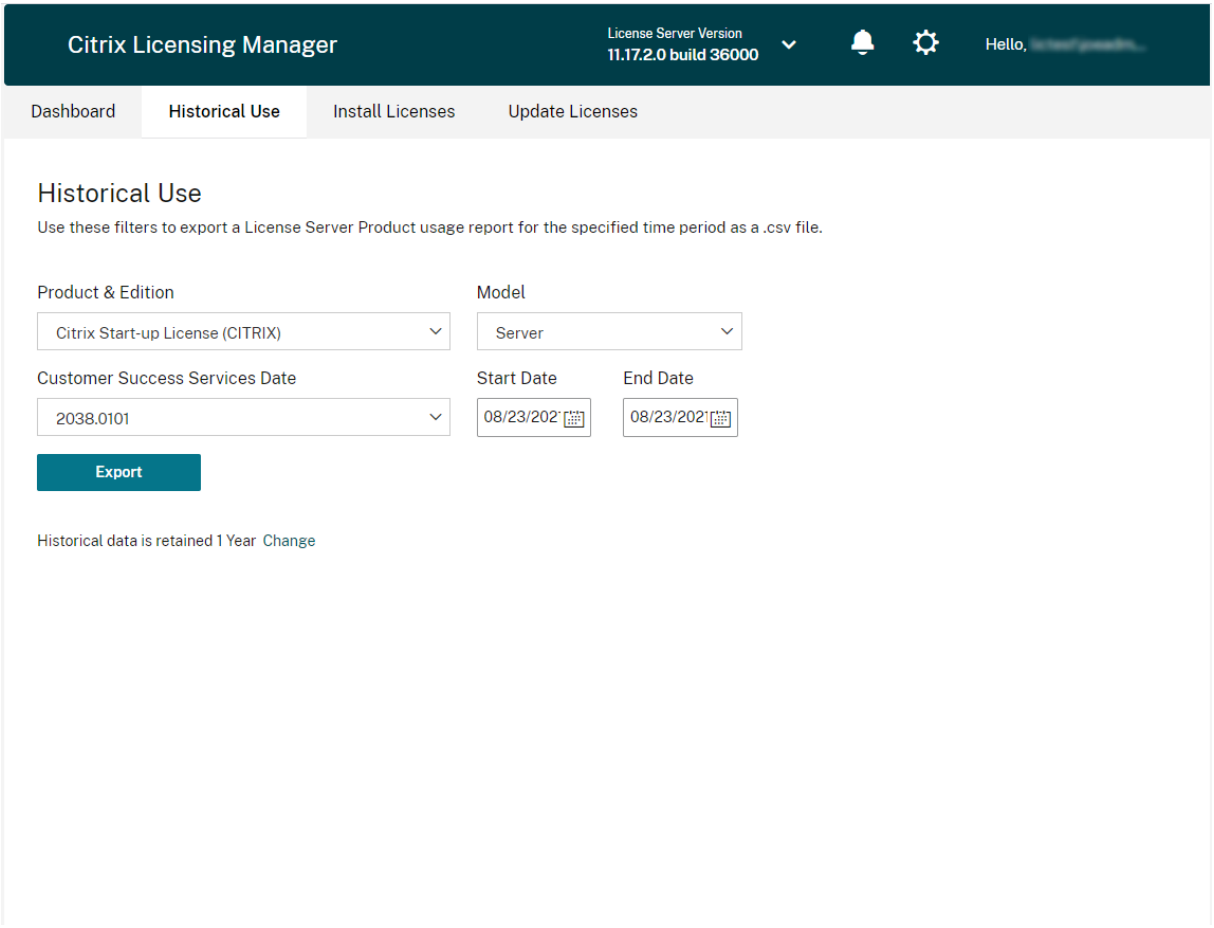
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## Historical Use

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

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### Export historical usage data

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

1. Log on to the Citrix Licensing Manager hosted on the License Server. Type the following URL into a browser installed on a system having access to the License Server. Replace the host name with your actual License Server host name in the URL.
   `http://License-Server-Hostname:8083/`
2. Select **Product & Edition**, **Model**, and **Customer Success Service Date**. Enter a date range for which you want to gather the history.

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

3. Select **Export**.

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

> **Note:**
>
> Database usage snapshots are saved every 15 minutes.

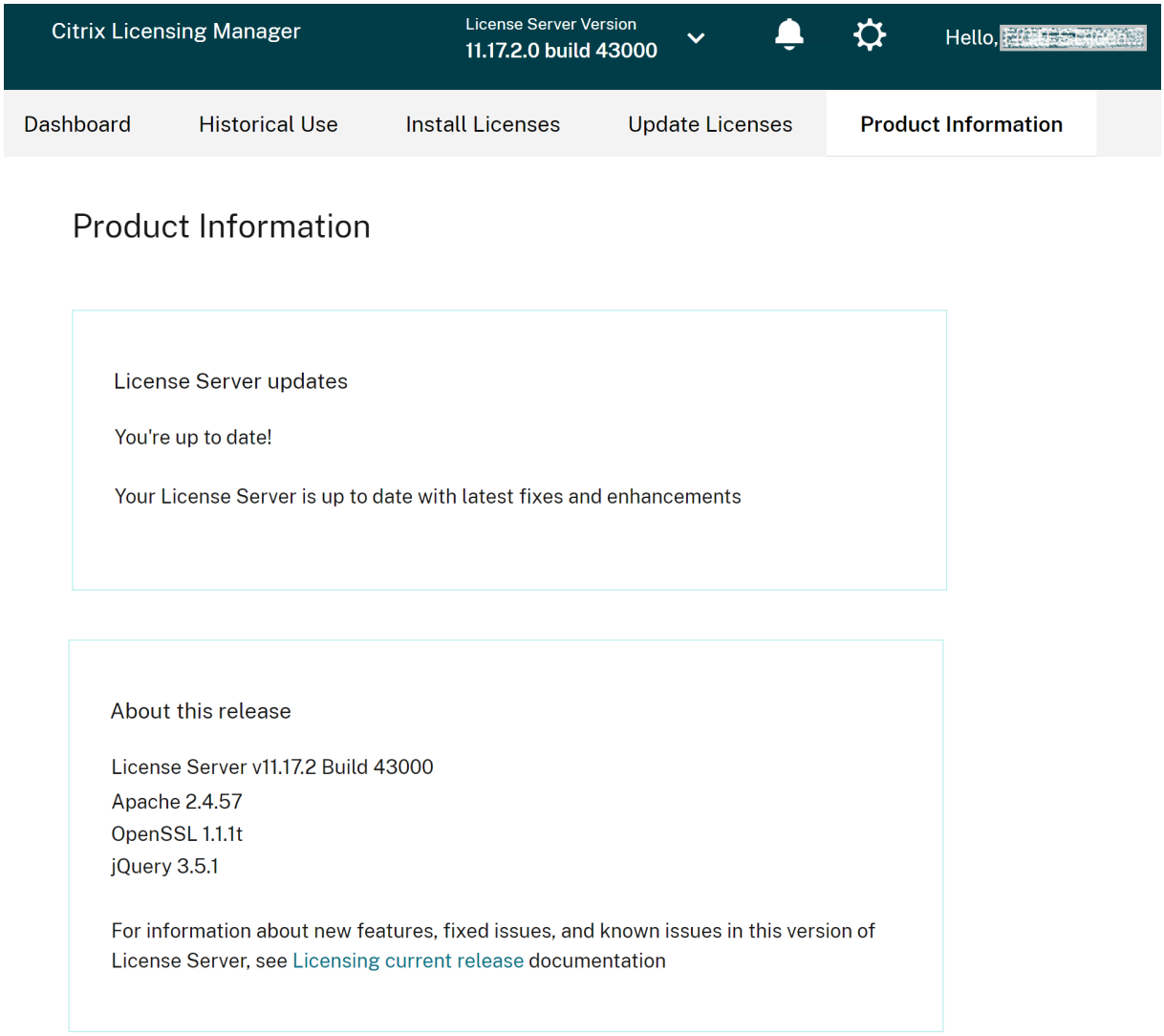
## Product information

April 29, 2026

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

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

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

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

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

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

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- link to product documentation

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

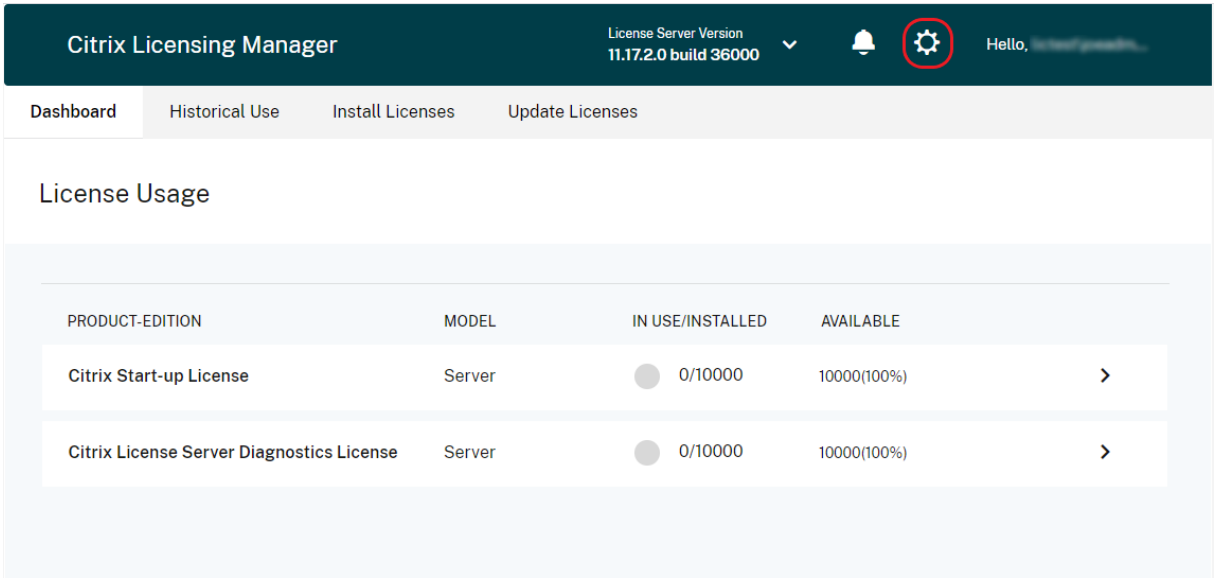
## Settings

April 29, 2026

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

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

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




### Account

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

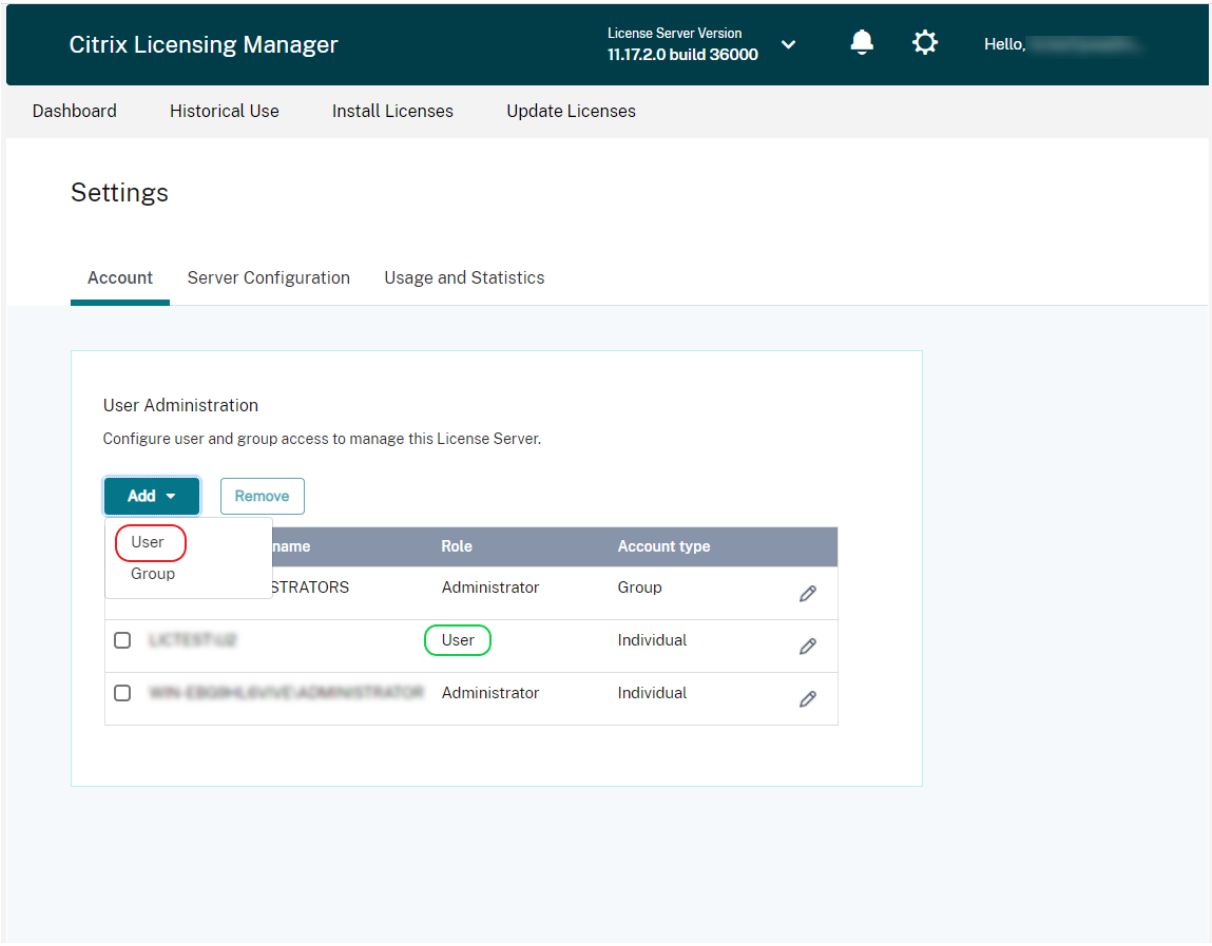
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> **Note:**
>
> Active Directory users and groups are part of an Active Directory or network authentication system. To support them, ensure that the Windows License Server is a member of a Microsoft Active Directory domain.

### Administrator and User roles

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

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




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

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

#### To add and remove users and groups

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

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

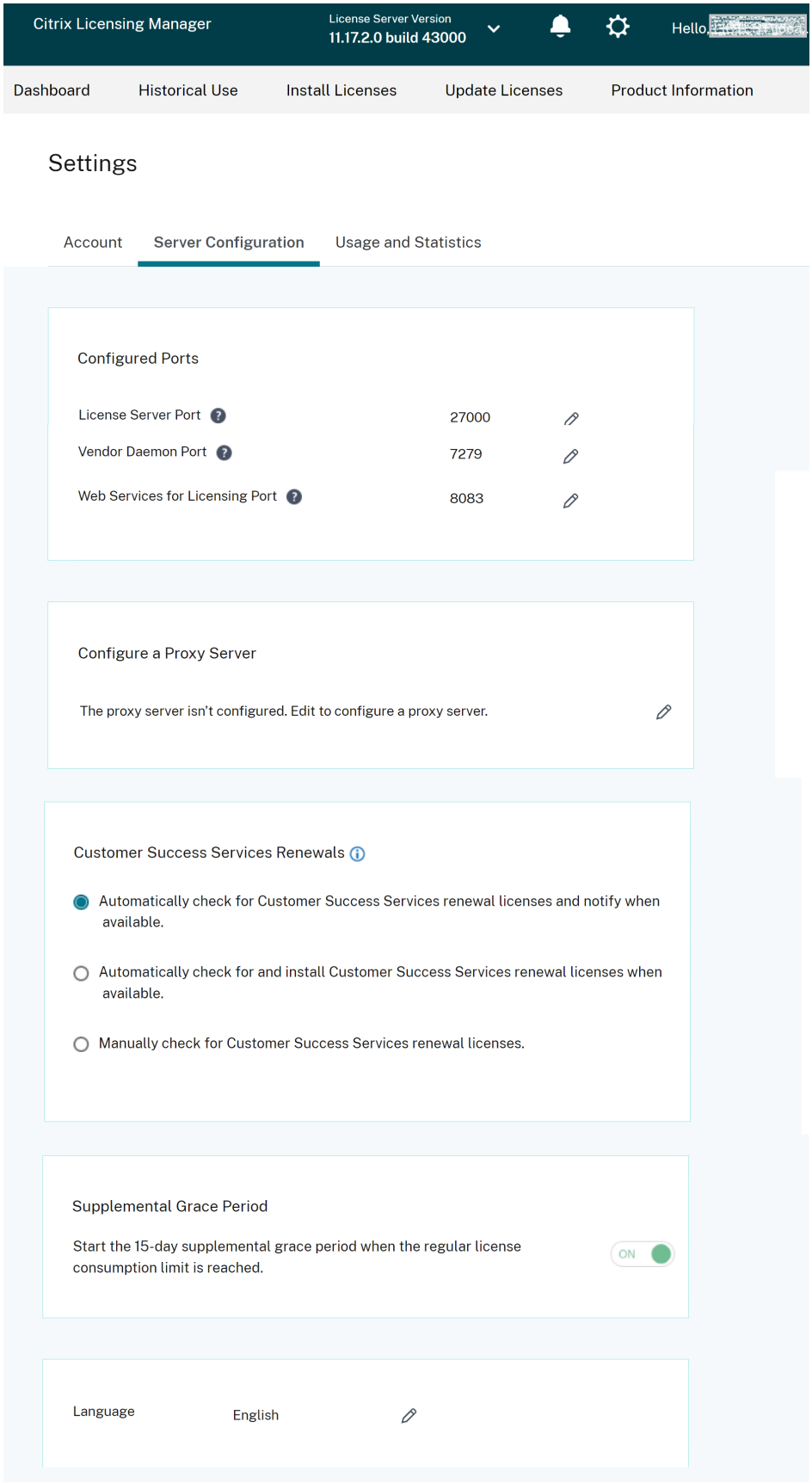
To edit the role of an existing user or group, click the edit button, choose the role, and click **Update**.

### Server configuration

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

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

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### Configure port numbers

You can edit the following default ports:

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

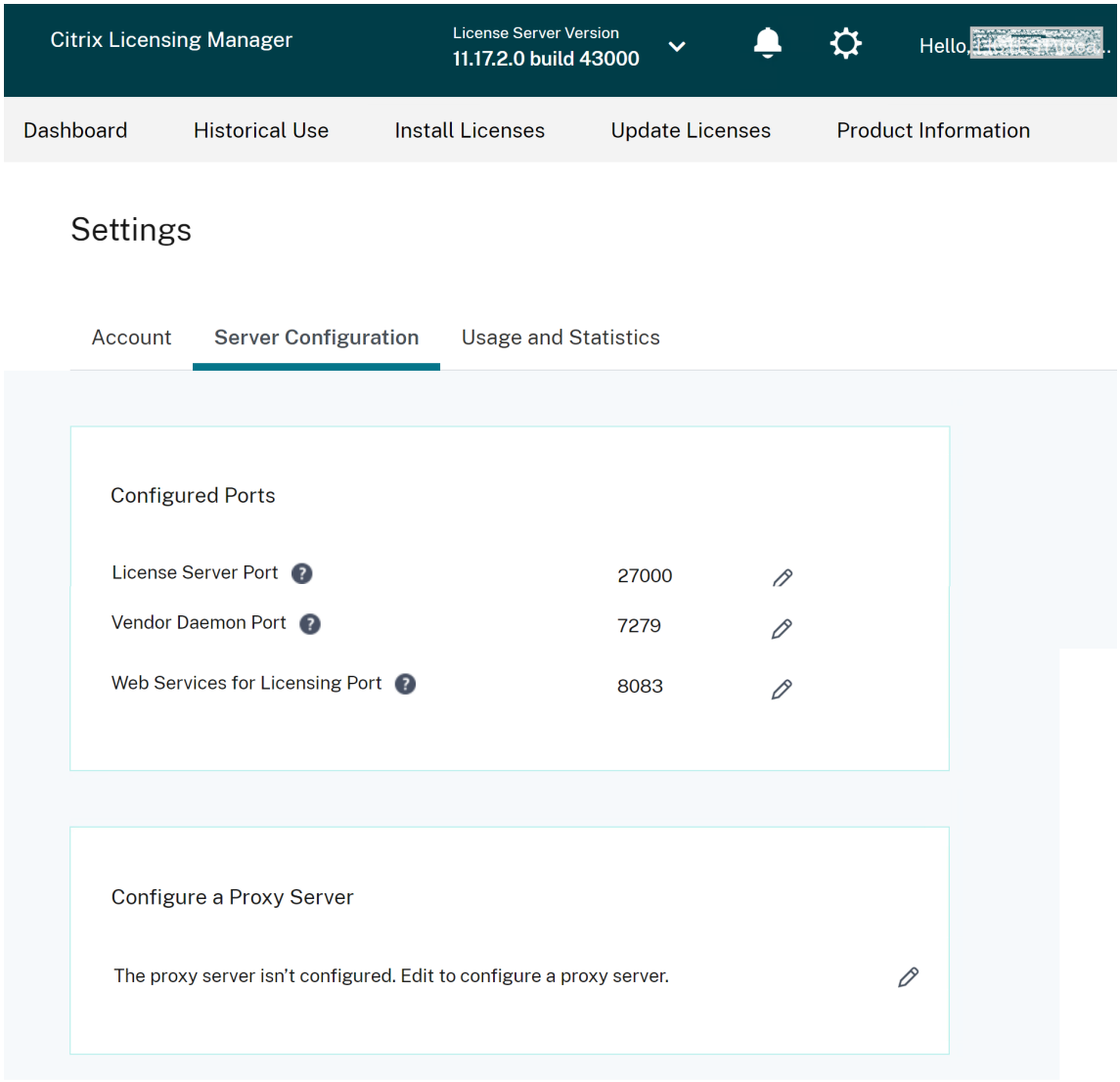
### Configure a proxy server within Citrix Licensing Manager

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

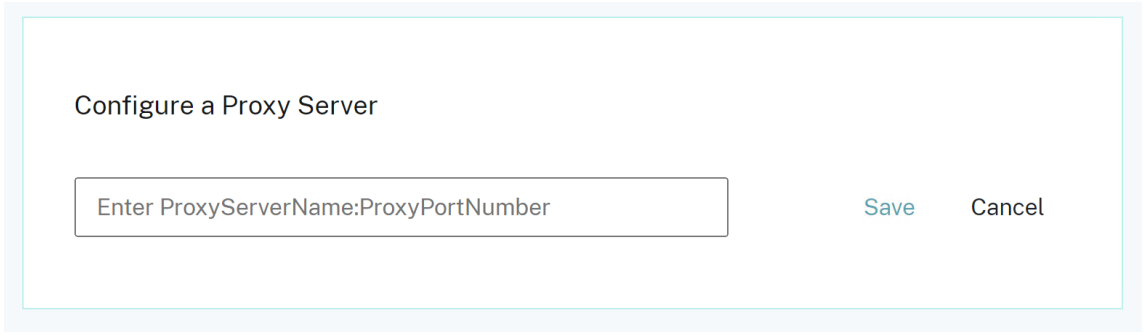
Do the following to configure a proxy server:

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

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




5. Enter the proxy server name and proxy port number in the following format:

   proxy server name:port number

   For example: 10.211.55.5:808. (This port can be `IPAddress:Port` or `Hostname:Port`.)

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

### Customer Success Services Renewals

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

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

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

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

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

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

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

### License burst mode

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

### Language

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

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

### Support Bundle

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

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

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

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

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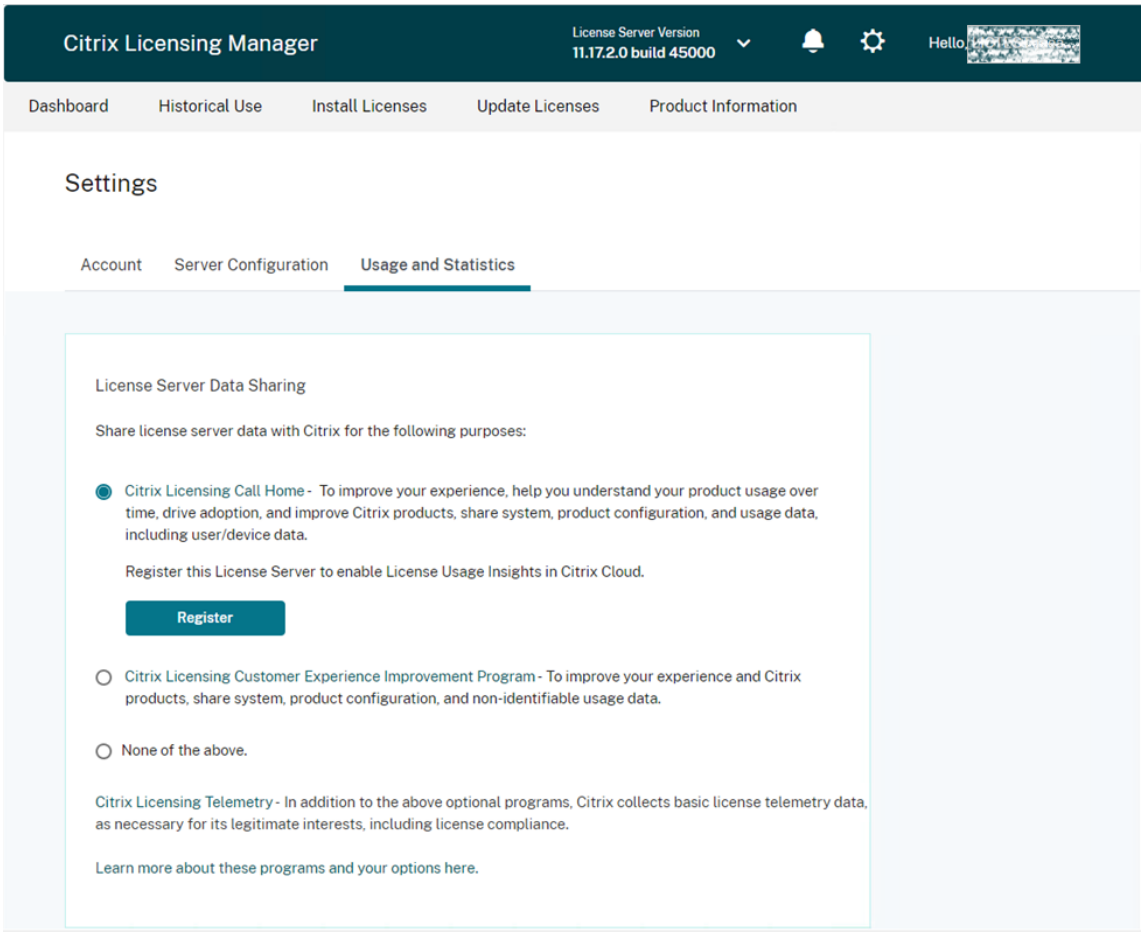
| File name | Description |
| --- | --- |
| WebServicesForLicensing | `SimpleLicenseServiceConfig.xml` Web Services for Licensing Configuration file. |
| WebServicesForLicensing\Apache\conf | Contains Web Services for Licensing web server configuration and certificates. |
| WebServicesForLicensing\Logs | Contains Web Services for Licensing web server logs. |

### Usage and statistics

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

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

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## Share usage statistics

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

For more information about the statistics that are collected, see Citrix data collection programs.

### Register your Citrix License Server

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

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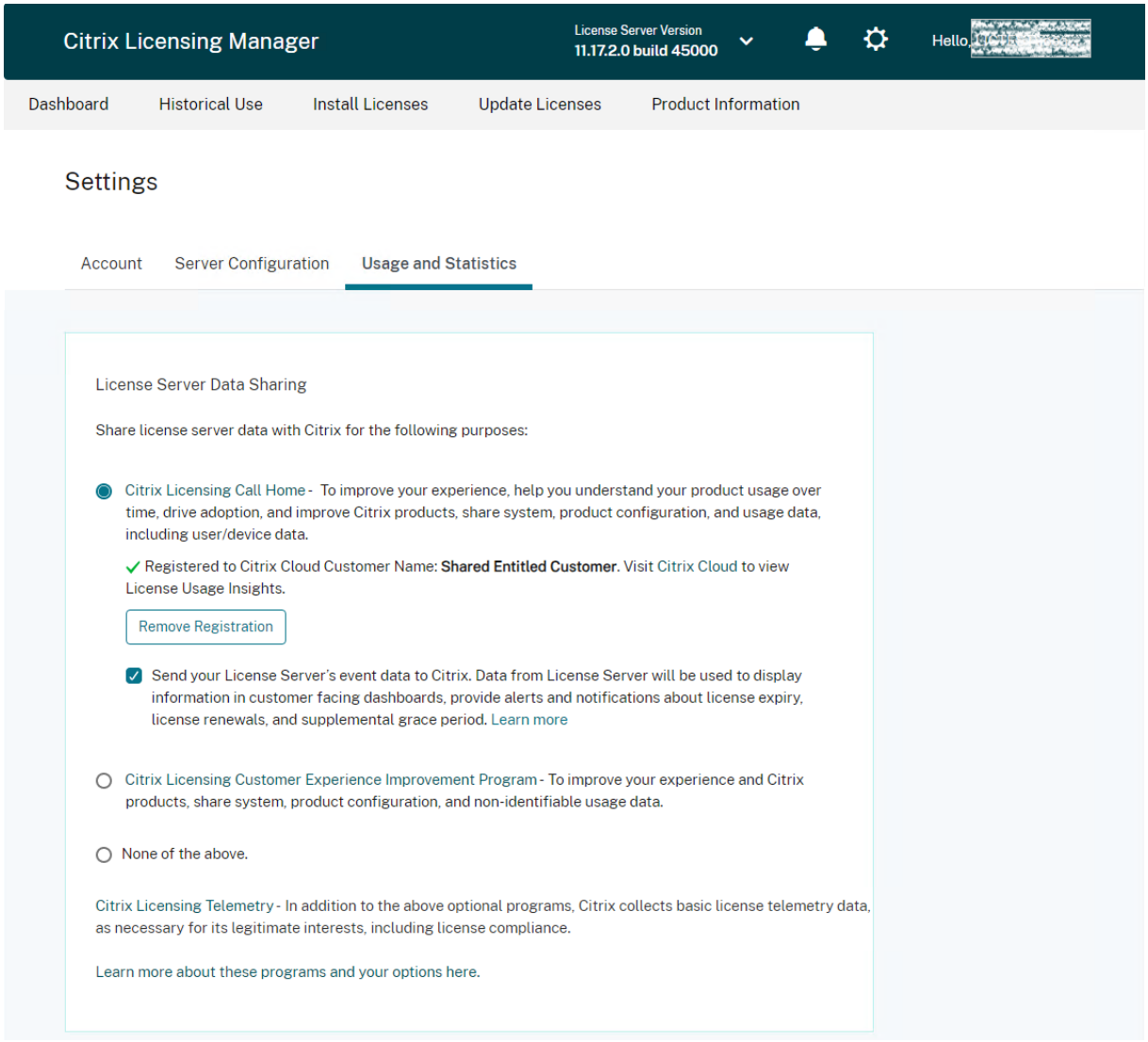
### Remove registration

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

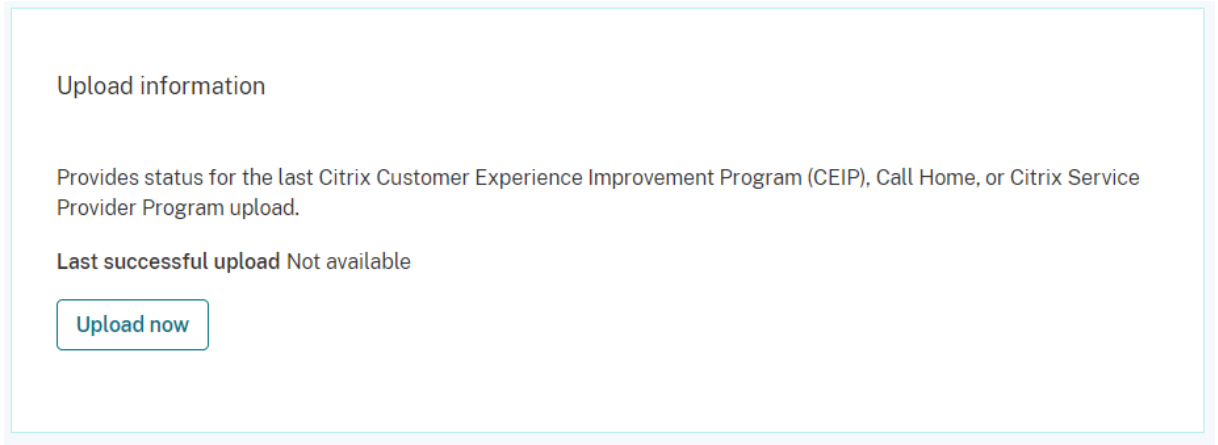
### Collect License Server event data

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

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## Upload Information




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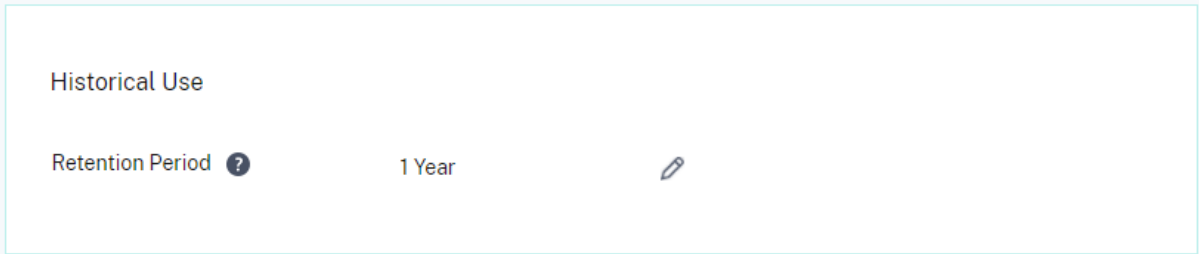
This Upload information feature provides the status for the last CEIP, Call Home, or Citrix Service Provider™ upload. You can force a data upload to Citrix without waiting for the daily upload. Click **Upload now** to force a data upload to Citrix, when CEIP is enabled. For successful uploads, allow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

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

### Historical Use

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

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




## Register and remove registration of your Citrix License Server

September 22, 2026

### Register your Citrix License Server

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

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

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

For steps to register an on-premises License Server, see Register on-premises products with Citrix Cloud.

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

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

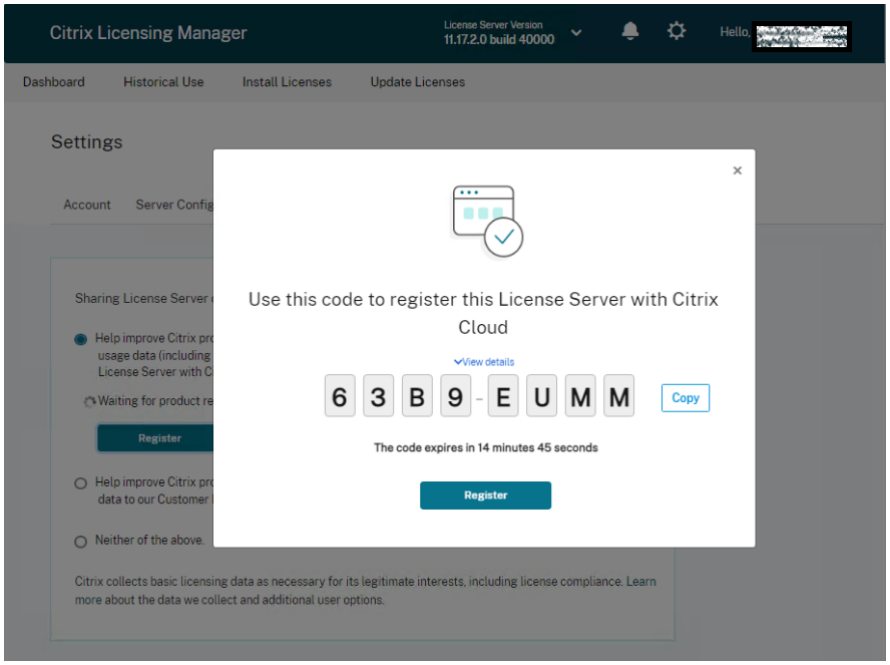
> **Important:**
>
> Before registering your License Server with Citrix Cloud, use the firewall rules to open the following URLs:
>
> `https://las.cloud.com:443`
>
> `https://customers.citrixworkspacesapi.net:443`
>
> `https://trust.citrixnetworkapi.net:443`
>
> `https://trust.citrixworkspacesapi.net:443`
>
> `https://cis.citrix.com:443`
>
> `https://core.citrixworkspacesapi.net:443`
>
> `https://core-eastus-release-a.citrixworkspacesapi.net:443`
>
> `http://ocsp.digicert.com:80`
>
> `http://crl3.digicert.com:80`
>
> `http://crl4.digicert.com:80`
>
> `http://ocsp.entrust.net:80`
>
> `http://crl.entrust.net:80`
>
> Ensure that the License Server can access the Certificate Revocation List server for DigiCert and Entrust. The License Server checks the server to see if the required certificates are valid or revoked.

#### Steps to register your License Server

To register your License Server by performing the following steps:

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

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

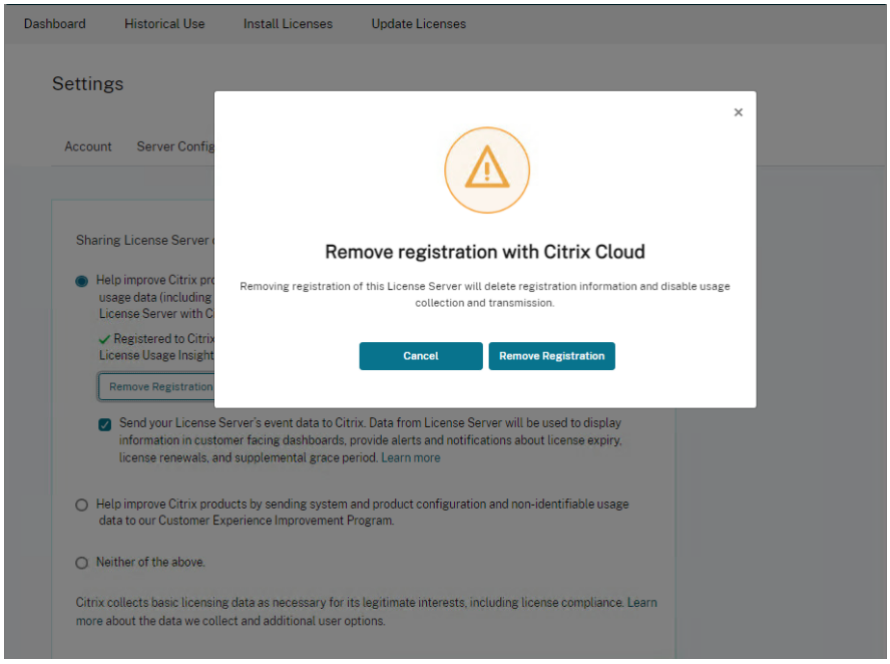
> **Note:**
>
> If you're not redirected to the Product Registration experience, do the following:
>
> 1. Go to citrix.cloud.com and sign in to Citrix Cloud.
> 2. Select your company, select **Identity and Access Management > API Access tab > Product Registrations** from the select menu.

### Remove registration of your License Server from License Server

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

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

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The registration of your License Server is removed from Citrix Cloud.

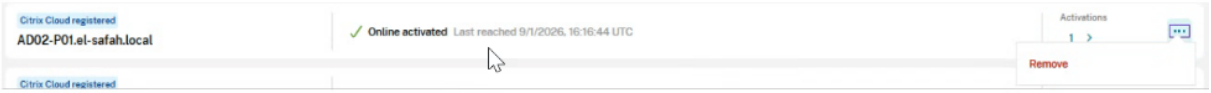
- **Existing Activations:** Product instances that are already active will continue to function.
- **New Activations:** New product instances are denied until the connection to LAS is restored.
- **Time Window:** The License Server has 30 days to reconnect to LAS before activations become invalid.

You can now follow the steps to register your license server and register with a new Citrix Cloud account.

### Remove registration of your License Server from Citrix Cloud

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

To remove your license server registration navigate to **Licensing > Licensed deployment> License Servers**. In the listed license server click the three dots and click **Remove**.




The registration of your License Server is removed from Citrix Cloud.

- **Existing Activations:** Product instances that are already active will continue to function.
- **New Activations:** New product instances are denied until the connection to LAS is restored.

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- **Time Window:** The License Server has 30 days to reconnect to LAS before activations become invalid.

You can now follow the steps to register your license server and register with a new Citrix Cloud account.

### Additional information

- How to enable License usage insight LUI

## License Activation Service

October 16, 2026

The License Activation Service (LAS) is a modern, cloud-based licensing solution for on-premises Citrix License Servers. Designed as a streamlined alternative to traditional Citrix legacy licensing, LAS introduces new modules for product activation, ensuring a seamless approach to license management.

Instead of manually managing license file lifecycles, you can connect your License Server to Citrix Cloud™ for **Online activation**. Once registered, the License Server communicates regularly with the LAS endpoint to ensure activations remain up to date and aligned with your entitlement expiry or contract end date.

### Key Benefits of LAS

- **Reduced operational overhead:** LAS simplifies the licensing experience by eliminating the need to download, upload, or manage license activation codes and product-specific license files.
- **Automated activation:** You only need to upgrade your License Server and register with Citrix Cloud. Compatible products pointed to the server are activated automatically and configured for LAS.
- **Hybrid compatibility:** The License Server supports both the License Activation Service and Citrix legacy licensing (license files) simultaneously, allowing for a flexible transition.

> **Note:**
>
> Legacy license files will reach End of Life (EOL). We recommend migrating to the License Activation Service (LAS) to ensure uninterrupted service. For more details, refer to announcement

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- **Performance and scalability:** The service is designed to improve performance and scalability for products utilizing this technology as there is no more license check in and check out operation.
- **Airgapped support**: For environments where the License Server can't connect to Citrix Cloud, LAS provides an offline activation option. Customers should contact their Citrix representative for this option.
- **Multi-server support:** You can configure multiple License Servers for LAS within your environment. This is supported as long as there is a valid license purchase associated with the Citrix Cloud tenant the servers are registered to.
- **Unlimited capacity:** LAS provides products with unlimited capacity for the duration of the entitlement validity. Because LAS does not require a 'check-out'operation to track individual licenses, real-time usage metrics are not available within the License Server or Citrix Cloud. Application usage details can still be viewed in the Director.
- **Premium features:** LAS will provide premium features by default for all CVAD customers.
- **Seamless renewals:** Customers do not need to perform any operational activities during renewals. Entitlements and new validity dates are automatically updated.

### Register License Server for online activation

**Prerequisites:**
Before registering the License Server for online activation, ensure the following requirements are met:

1. Please make sure your environment is according to the version matrix below.

| Citrix License Server Version | LAS supported Products | LTSR versions (listed and future releases) | CR releases (listed and future releases) | Product Specific version (listed and future releases) |
|---|---|---|---|---|
| 11.17.2 build 51000 | CVAD | NA | CVAD 2411 | NA |
| 11.17.2 build 52100 | CVAD | NA | CVAD 2503 | NA |

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| Citrix License Server Version | LAS supported Products | LTSR versions (listed and future releases) | CR releases (listed and future releases) | Product Specific version (listed and future releases) |
|---|---|---|---|---|
| 11.17.2 build 53100 and later | CVAD, PVS, XenServer, WEM, Unicon Scout, Xenmobile | CVAD 2203 CU7, CVAD 2402 CU3, CVAD 2507 | PVS 2203 CU7 LTSR, PVS 2402 CU3 LTSR, PVS 2507 LTSR | XenServer 8.4, XenCenter version 2025.3 or later, WEM 2507, Scout 15 2508 LTSR, XenMobile 10.16 Rolling Patch 7 and 10.15 Rolling Patch 13 |

For more detailed information please refer to LAS FAQ

2. **Citrix Cloud account and entitlements**
   - **Account:** You must have a valid Citrix Cloud account. Review existing cloud accounts or onboard new cloud accounts. For more information, see Account management.
   - **Entitlements:** The Organization ID (Org ID) linked to Citrix Cloud account used for registration must possess valid purchased entitlements. To view current entitlements, see Search for licenses.
   - **Registration Limit:** A License Server can only be registered to **one** Citrix Cloud ID (CCID).

   > **Important:**
   >
   > If you need to change your Org ID later, you must remove the existing registration and re-register with the new account.

3. **Firewall configuration:**

Configure your firewall to allow outbound traffic on **Port 443** to the following endpoints:

#### Citrix Cloud commercial Endpoints

- `https://las.cloud.com:443`
- `https://customers.citrixworkspacesapi.net:443`
- `https://trust.citrixnetworkapi.net:443`
- `https://trust.citrixworkspacesapi.net:443`
- `https://cis.citrix.com:443`
- `https://core.citrixworkspacesapi.net:443`

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**Citrix Cloud Japan Endpoints:(Only for Citrix Cloud Japan tenants)**

- https://las.citrixcloud.jp
- https://trust.citrixnetworkapi.jp:443
- https://trust.citrixworkspacesapi.jp:443
- https://customers.citrixworkspacesapi.jp:443
- https://cis.citrix.com:443

**Citrix Cloud Government Endpoints:(Only for Citrix Cloud Government tenants)**

- https://las.cloud.us
- https://trust.citrixnetworkapi.us:443
- https://trust.citrixworkspacesapi.us:443
- https://customers.citrixworkspacesapi.us:443
- https://cis.citrix.com:443

**If your OS certificates are up to date, ignore the following URLs**

- http://ocsp.digicert.com:80
- http://crl3.digicert.com:80
- http://crl4.digicert.com:80
- http://ocsp.entrust.net:80
- http://crl.entrust.net:80

> **Note:**
>
> If any of the above end points are not reachable, citrix cloud registration wont be successful. For more information, see Firewall considerations.

**Citrix Cloud Japan specific configuration changes**

- Open SimpleLicenseServiceConfig.xml at <LS-Installation-Folder>\WebServicesForLicens
  \SimpleLicenseServiceConfig.xml.
- Replicate the below configuration (Copy and paste the new configuration lines).

```
<Configurations>
    <EncoreConfiguration>
        <SamplingPeriod>15</SamplingPeriod>
        <RetentionTime>365</RetentionTime>
        <Enabled>true</Enabled>
    </EncoreConfiguration>
    <SARenewalConfigOptions>Notify</SARenewalConfigOptions>
```

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```
8       <CloudRegistrationServerPort>trust.citrixnetworkapi.jp:443</
            CloudRegistrationServerPort>
9       <CloudTrustServerPort>trust.citrixworkspacesapi.jp:443</
            CloudTrustServerPort>
10     <LASServer>las.citrixcloud.jp</LASServer>
11     <CloudCoreServerPort>customers.citrixworkspacesapi.jp:443</
           CloudCoreServerPort>
12 </Configurations>
```

- Restart Citrix Web Services for Licensing Service.

#### Citrix Cloud Government specific configuration changes

- Open SimpleLicenseServiceConfig.xml at <LS-Installation-Folder>\WebServicesForLicens
  \SimpleLicenseServiceConfig.xml.
- Replicate the below configuration (Copy and paste the new configuration lines).

```
1  <Configurations>
2      <EncoreConfiguration>
3          <SamplingPeriod>15</SamplingPeriod>
4          <RetentionTime>365</RetentionTime>
5          <Enabled>true</Enabled>
6      </EncoreConfiguration>
7      <SARenewalConfigOptions>Notify</SARenewalConfigOptions>
8       <CloudRegistrationServerPort>trust.citrixnetworkapi.us:443</
       CloudRegistrationServerPort>
9       <CloudTrustServerPort>trust.citrixworkspacesapi.us:443</
       CloudTrustServerPort>
10     <LASServer>las.cloud.us</LASServer>
11     <CloudCoreServerPort>customers.citrixworkspacesapi.us:443</
       CloudCoreServerPort>
12 </Configurations>
```

- Restart Citrix Web Services for Licensing Service.

#### Citrix Cloud EU specific configuration changes

- Open SimpleLicenseServiceConfig.xml at <LS-Installation-Folder>\WebServicesForLicens
  \SimpleLicenseServiceConfig.xml.
- Replicate the below configuration (Copy and paste the new configuration lines).

```
1    <Configurations>
2      <EncoreConfiguration>
3        <SamplingPeriod>15</SamplingPeriod>
4        <RetentionTime>365</RetentionTime>
5        <Enabled>true</Enabled>
6      </EncoreConfiguration>
7      <SARenewalConfigOptions>Notify</SARenewalConfigOptions>
8      <LASServer>api-eu.cloud.com</LASServer>
```

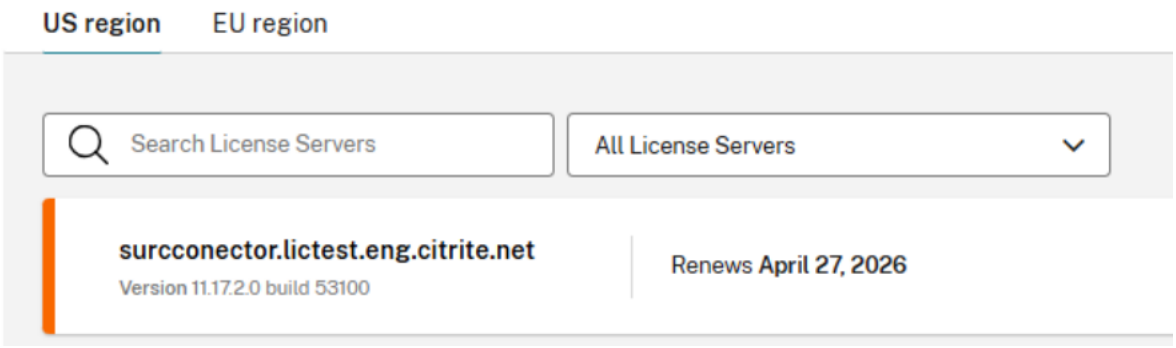
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```
9     </Configurations>
```

- Restart Citrix Web Services for Licensing Service.

### Migrate License Servers Pointing to the US Region to the EU Region

- If your EU tenant has License Servers pointing to LAS endpoints in the US region, Citrix displays two tabs: one for the US region and one for the EU region. The license servers are segregated as shown below.



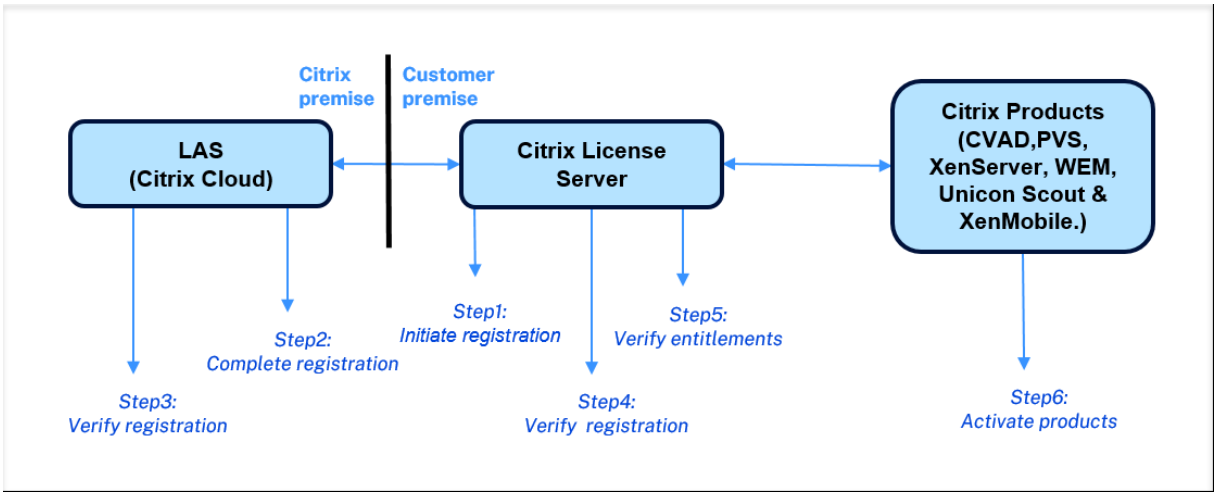

- Follow the steps mentioned under **Citrix Cloud EU specific configuration**.
- After you update the configuration, the License Server points to the LAS EU region instead of the US region.
- After 24 hours, products activated through this License Server appear in Citrix Cloud. During this time, there will be no issues with LAS activations, and they will continue to receive daily renewals.
- Remove the License Server from the US region tab. Click the three dots next to the server and then click **Remove** as shown below.




## Step-by-step registration and activation

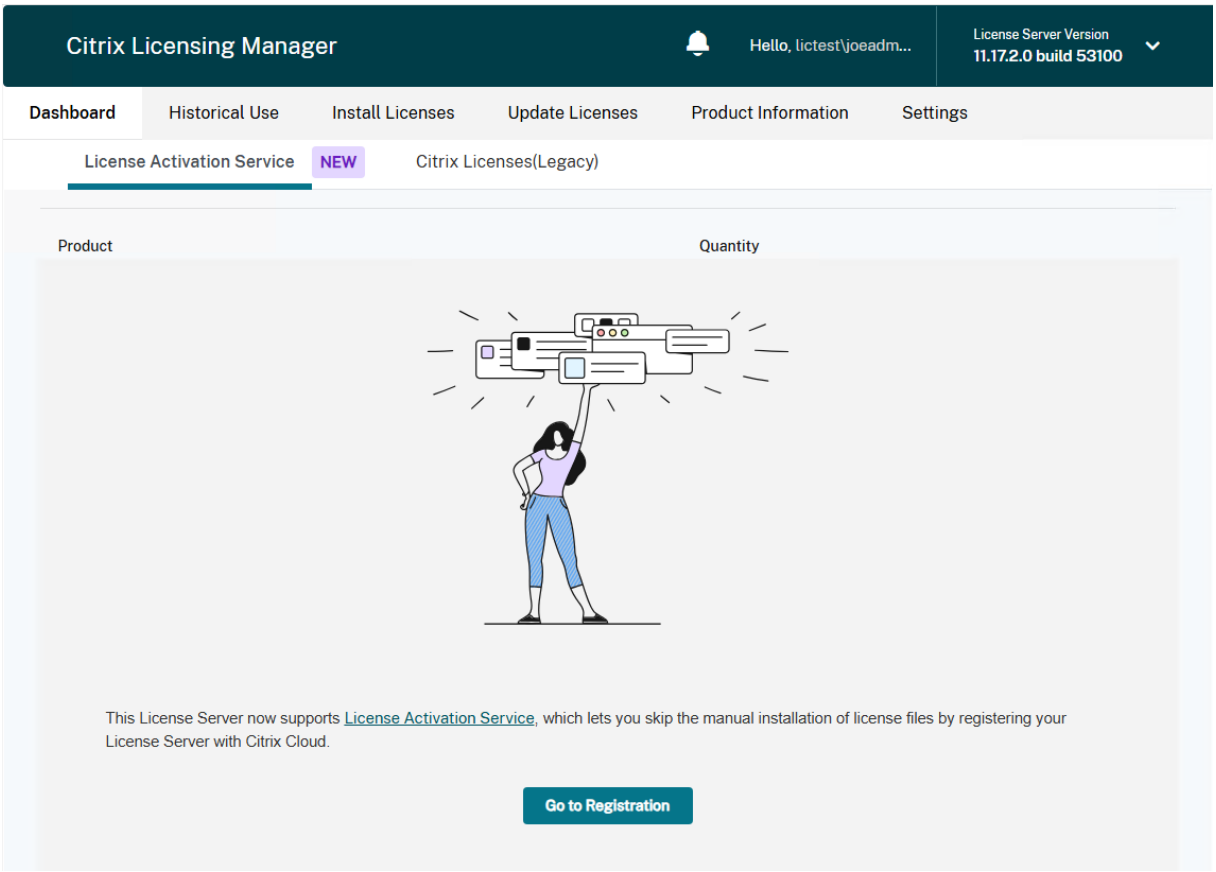
Follow these mandatory steps to register the License Server for online activation.

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### Step1: Initiate registration from License Server

1. Log in to the Citrix Licensing Manager (License Server GUI).
2. Navigate to **Dashboard > License Activation Service** tab.
3. Click **Go to Registration**.




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1. Click **Register** and copy the **8-character alphanumeric code** displayed.

**Step2: Complete the registration in Citrix Cloud**

1. Log in to Citrix Cloud.
2. Navigate to **Licensing > Licensed deployment > License Servers > Add License Server**.

**Alternatively:** Go to **Identity and Access Management > API Access > Product Registrations > Register**.

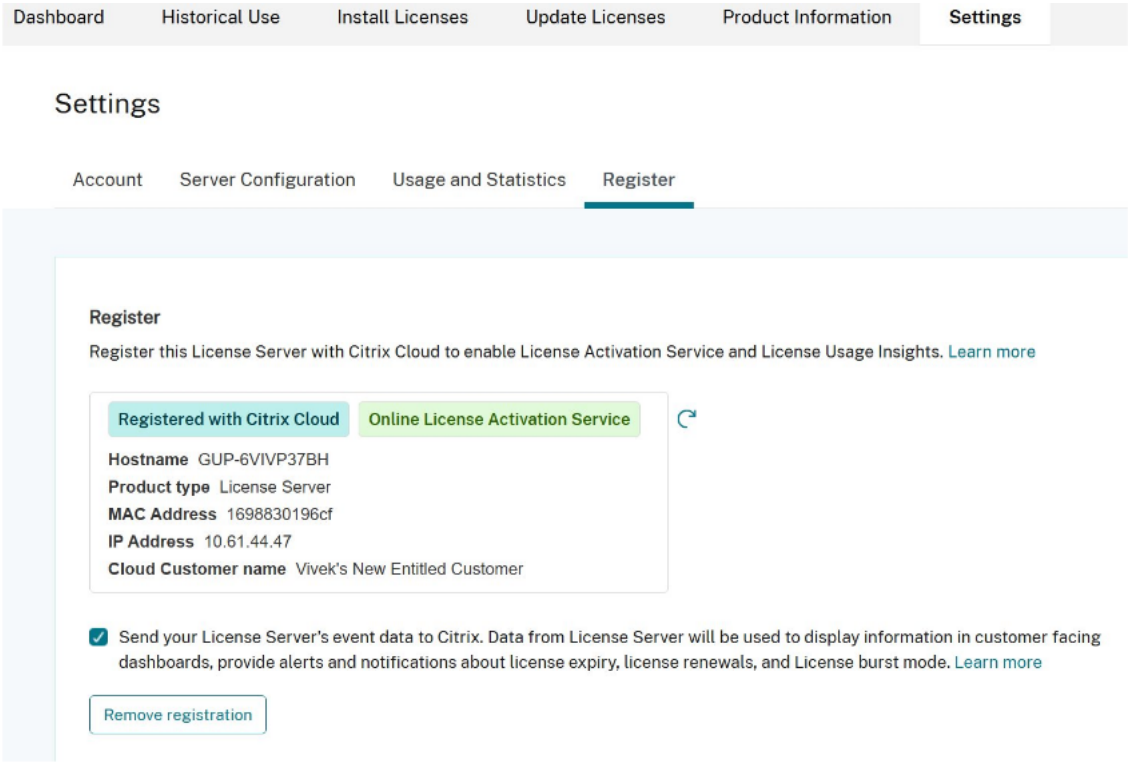
1. Paste the **8-character alphanumeric code** copied earlier.
2. Review the registration details and click **Register**.

**Step3: Verify Citrix Cloud registration status in License Server**

You can view the current registration state with Citrix Cloud using the following statuses directly on the Citrix Licensing Manager dashboard:

| Status | Description |
|---|---|
| **Not registered** | Indicates that the License Server is not currently registered with Citrix Cloud. |
| **Registered with Citrix Cloud** | Indicates that the License Server has successfully registered with Citrix Cloud. |
| **Online License Activation Service** | Indicates that the License Server is registered and successfully online activated for LAS. |

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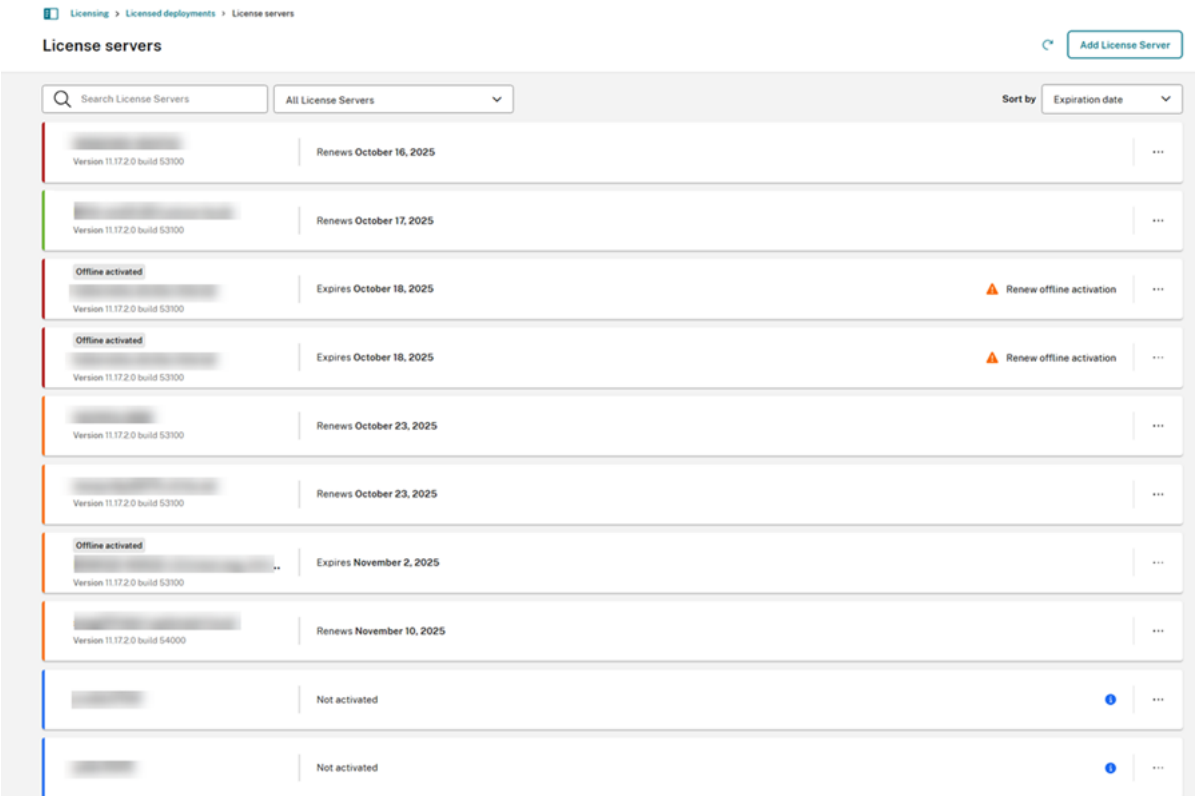



**Step4: Verify the status of registered License Servers in Citrix Cloud**

In the Citrix Cloud, navigate to **Licensing > Licensed deployment > License Servers** to see the registered License Servers. The date on which activation expires or renews is displayed next to the License Server name.

> **Note:**
>
> Date shown here is LAS activation or renewal date, not the actual entitlement expiry or renewal.

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Registered License Servers are color-coded to indicate the activation status.

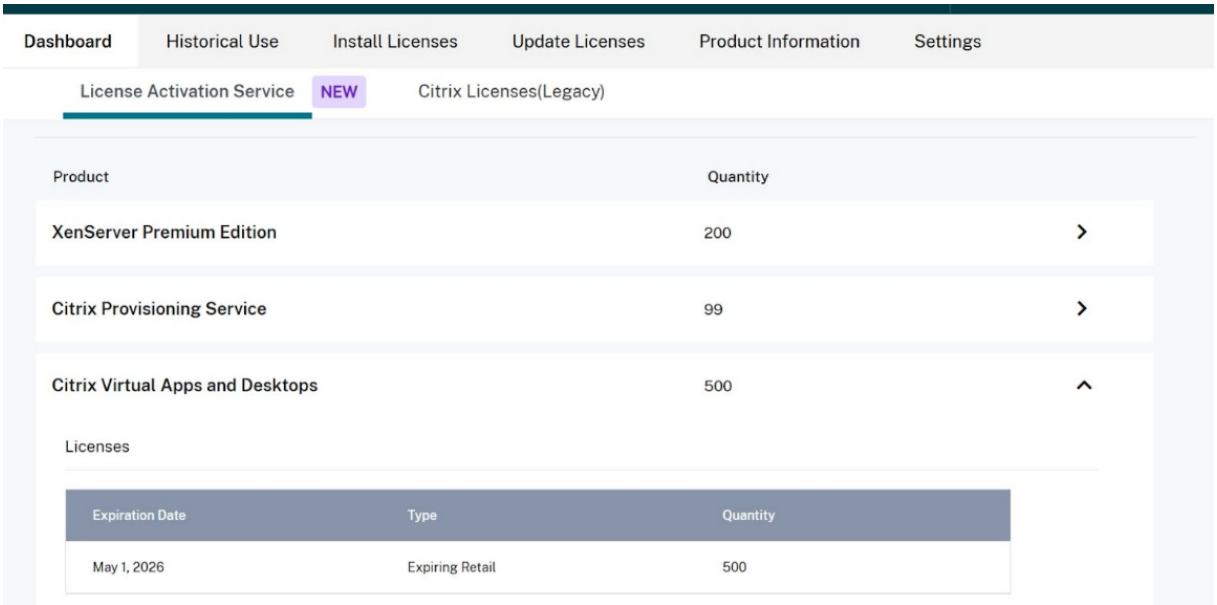
| Status Color | Meaning | Action |
|---|---|---|
| **Green** | All LAS products are active and renewed on time. | NA |
| **Blue** | Registered, but LAS endpoint is unreachable OR no products are activated(Not activated is shown on the screen). | Please complete the step6 below |
| **Orange** | One or more products will expire in less than 30 days. | Make sure all the products configured with License Server are connected |
| **Red** | One or more products have expired or will expire in less than 7 days. | Make sure all the products configured with License Server are connected |
| **Grey** | All product activations have expired. | Perform the Step 6 |

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**Step5: Verify entitlements in License server****

After the registration is complete, return to the **Citrix Licensing Manager** dashboard and select the **License Activation Service** tab. Confirm that your purchased **entitlements** are now visible, indicating that the entitlements have successfully synced from Citrix Cloud.

The License Server communicates with LAS, and entitlements are updated every 12–24 hours.




**Step6: Activate Products with LAS**

After successful License Server registration with Citrix Cloud or LAS and confirmation of entitlements in the License Server, proceed to activate products with LAS. Refer to the LAS articles for each product to begin using the License Activation Service.

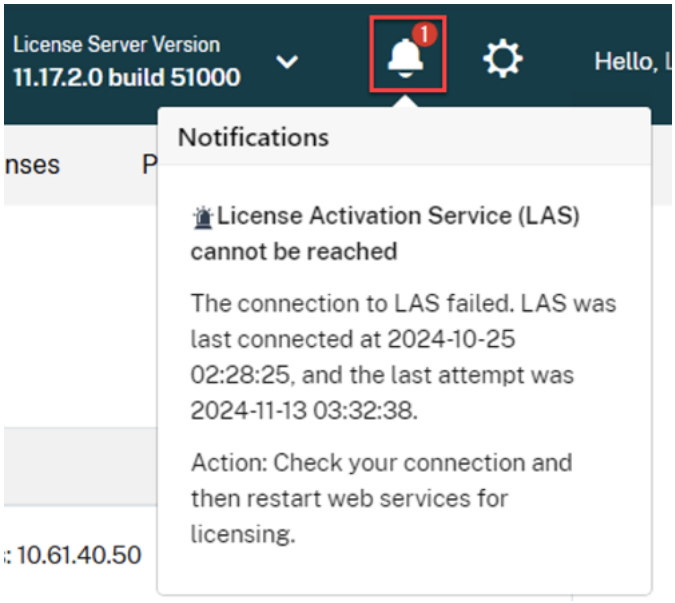
- Citrix Virtual Apps and Desktops 2411 or LTSR Releases (CVAD 2203 CU7 or CVAD 2402 CU3 or CVAD 2507) and higher.
- Citrix Provisioning (PVS)
- Unicon Scout
- Workspace Environment Management
- XenServer
- XenMobile Server

> **Note:**
>
> The License Server supports both License Activation Service and Citrix legacy licensing (license files) simultaneously.

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### LAS connectivity notifications

The system monitors the connection between your License Server and the cloud.




- **Alert Condition:** If the License Activation Service (LAS) is not reachable by the License Server, the Citrix Licensing Manager displays an alert message stating that LAS cannot be reached.
- **Error Details:** The notification typically includes the timestamp of the last successful connection and the time of the last failed attempt.
- **Recommended Action:** If you see this alert, check your network connection and restart the Citrix Web Services for Licensing service.

### Automatic renewal and activation validity

Once registered, the License Server and LAS work together to keep your environment licensed automatically.

- **Sync Frequency:** When the License Server is online, entitlements are updated from LAS every 12–24 hours.
- **Activation Period:** Each product instance receives an activation period of up to 30 days.
  - **Rolling Renewal:** As long as the License Server is connected to LAS, the activation is automatically extended for a rolling 30-day period.
  - **Short-term Entitlements:** If an entitlement is valid for less than 30 days, the activation period matches the specific entitlement expiry date.
- **Connection Requirement:** You must maintain connectivity between the License Server and LAS to ensure these automatic renewals occur .

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- **Activation Guarantee:** The activation process is designed to be successful as long as your specific entitlement remains valid.

## Sync entitlements with the License Server

### Overview

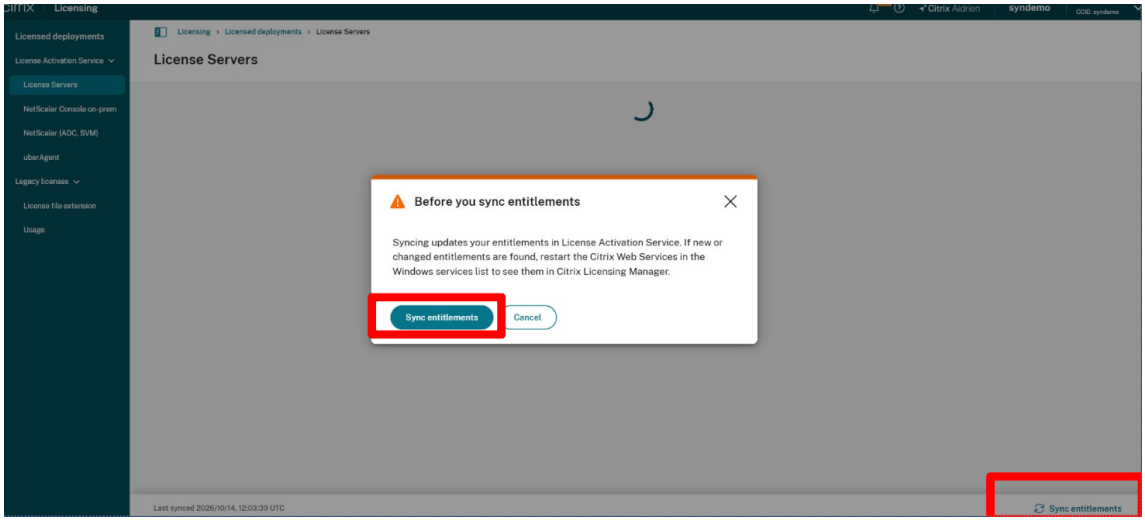
The Citrix License Server communicates with **Licensing as a Service (LAS)** in Citrix Cloud to keep entitlement data up to date. By default, this synchronization occurs automatically every **12–24 hours**. However, if an entitlement change occurs in your My Citrix account and you need LAS to reflect that change immediately, you can trigger a manual sync instead of waiting for the next scheduled update.

### Prerequisites

- You have a Citrix Cloud account with access to the **Licensing** service.
- The License Server is registered and connected to Citrix Cloud.
- You have administrator permissions to manage License Servers in Citrix Cloud.

### Procedure

1. Sign in to **Citrix Cloud**.
2. In the menu, go to **Licensing > Licensed deployment > License Servers**.
3. Select **Sync Entitlement**. This action manually synchronizes entitlement data from your My Citrix account to LAS.




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> **Note:**
>
> Manually syncing entitlements updates the data in LAS only. To complete end-to-end synchronization, you must also restart the **Citrix Licensing (LS)** and **Citrix Broker** services on the License Server after the sync finishes. Entitlement changes are not fully applied until these services are restarted.

4. Wait for the sync process to complete. The updated status is reflected on the **License Servers** page.

### Telemetry

Compliance with the telemetry program is required to ensure full functionality. For more info, see Citrix Licensing Data Collection Programs.

### Critical system dependencies

The online activation is tied to specific properties of the operating system on which license server is installed. If these operating system properties or the installation configuration change, the activation becomes invalid.

> **Important:**
>
> If any of the following system properties change, the existing activation becomes **immediately invalid**, and you must request a new activation .

- **Fully Qualified Domain Name (FQDN)** (Only this is stored. Below properties are not stored)
- **MAC Address**
- **CPU ID**
- **Motherboard Serial Number**
- **Hard Drive Serial Number**
- **BIOS Serial Number**
- **Install time of License Server**

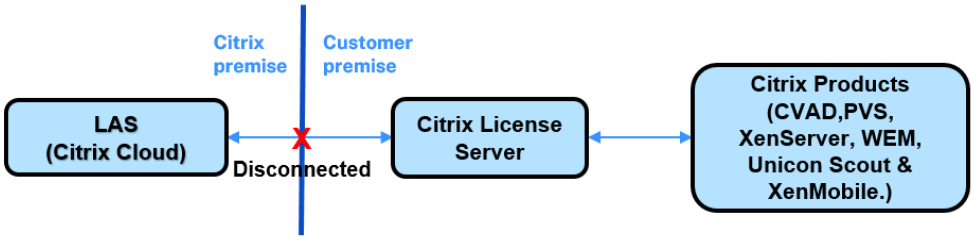
> **Note:**
>
> If you change installation configurations or migrate the License Server (e.g., changing VM settings), ensure you plan for re-activation.

### License Caching Mode

In the event of activation issues, the system enters license caching mode, which is designed to prevent customer outages due to issues activating the product.

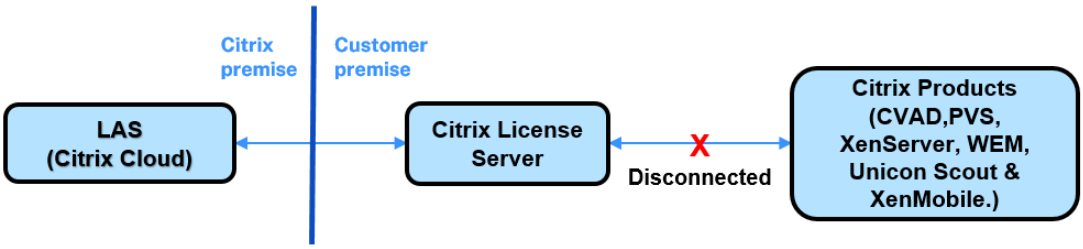
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**Scenario 1: LAS cloud service unreachable from License Server:**




- If the License Server cannot connect to Citrix Cloud (LAS):
  - **Existing Activations:** Product instances that are already active will continue to function.
  - **New Activations:** New product instances are denied until the connection to LAS is restored.
  - **Time Window:** The License Server has 30 days to reconnect to LAS before activations become invalid.
  - **Hardware Changes:** If system properties change while in caching mode, all activations (new and existing) are denied immediately.

**Scenario 2: Product unable to connect to License Server:**




- If a Citrix product (for example, Citrix Virtual Apps and Desktops) can't connect to the License Server:
  - **Behavior:** The product enters caching mode and operates using its current activation data.
  - **Time Window:** The product has 30 days to restore the connection to the License Server.

Activation is bound to the License Server based on License Server system properties and the product instance properties. The software's activation is guaranteed as long as there is a continuous connection to the LAS. This connection is required to monitor and maintain the activation status.

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You must maintain the License Server to LAS connection to avoid service impact. Additionally, the product to License Server connection must also be maintained to ensure continued functionality.

### Disable LAS status alerts

If you use the License Server only for Citrix legacy licensing, you can suppress alerts regarding LAS unreachability.

> **Note:**
>
> Disabling the LAS alert also suppresses LAS-related errors. This could lead to an outage if LAS activation is needed later.

**To disable the alert:**

1. Open the configuration file `%installation path%/WebServicesForLicensing/SimpleLicenseServiceConfig.xml`.
2. Add the desired alert setting within the **Configurations** section of the XML file. If the following command is not included, the alert is enabled by default.

   ```
   <NoLASStatusAlert>0</NoLASStatusAlert>
   ```

   or

   ```
   <NoLASStatusAlert>1</NoLASStatusAlert>
   ```

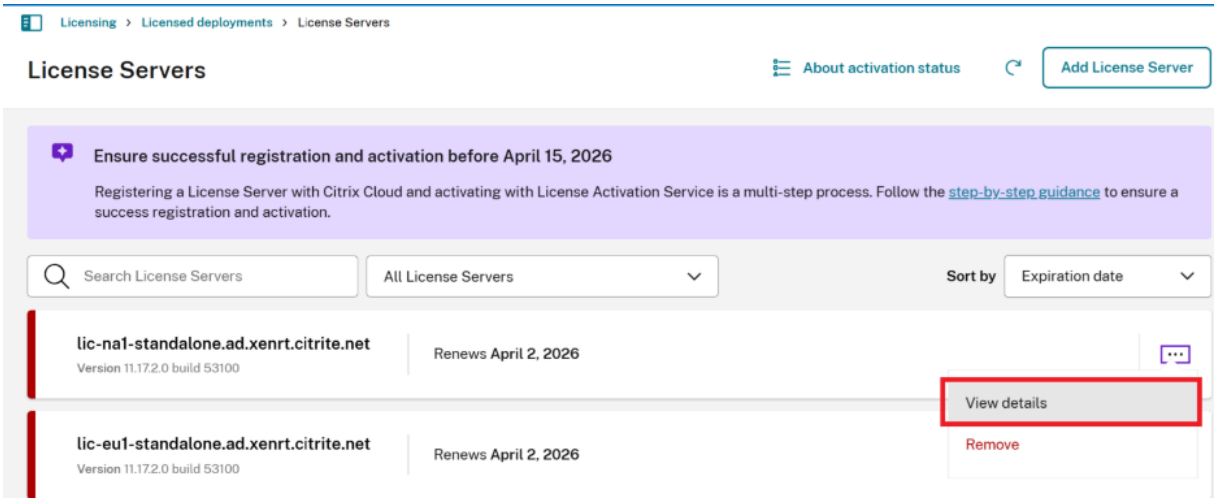
3. Save the changes and restart the Citrix Web Services for Licensing (WSL) to apply the new configuration.

### Troubleshooting

If the status of the License Server displays anything other than green, follow these steps to review the details of activations that may have issues:

- In Citrix Cloud, navigate to **Licensing > Licensed Deployments > License Servers**.
- Click **"View Details"** across the License Server as shown in the picture to see the products activated through this License Server.

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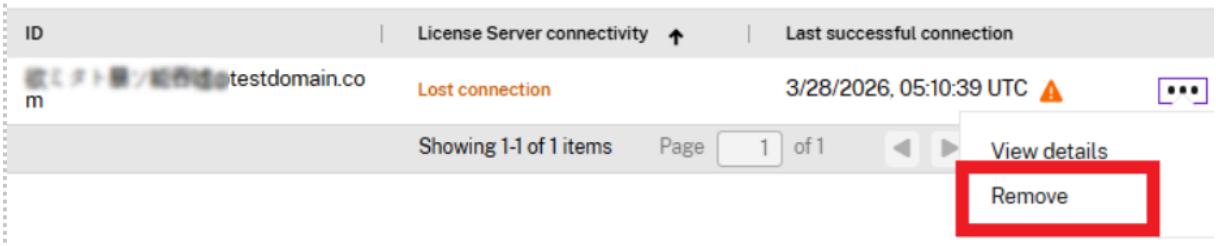

**Refer to the following product documentation for more information on troubleshooting and specific license activation scenarios:**

- Citrix Virtual Apps and Desktops
- Citrix Provisioning (PVS)
- Unicon Scout
- Workspace Environment Management
- XenServer
- XenMobile Server

### Remove activation entries

To remove an activation entry from the product activations page, click **Remove** for the entry. Use this action to clean up entries that are no longer relevant, such as those showing Lost connection.

This action only removes the activation from the list and does not affect its functionality. If the License Server reconnects to LAS and the activation is valid, it appears in the list again.




## Upgrade the License Server

April 29, 2026

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### Before you upgrade

The following information helps you to prepare well before you begin your upgrade.

- Each time you upgrade your Citrix product, upgrade the Citrix License Server also. Each time a new License Server is released, it might contain better security, fixes to known issues, and so on.
- Sometimes, new versions of the Citrix product are incompatible with older versions of the License Server. New versions of the License Server are compatible with older versions of the product and old licenses.
- Version upgrade is moving from any previous version to the newest version of the product. For example, moving from XenDesktop 7.18 to Citrix Virtual Desktops 7 1909.
- Edition upgrade means the purchase of a higher edition level of a product. For example, you now have Advanced Edition and you purchase an upgrade to Premium Edition.

#### Prerequisites and precautions

- For information about system requirements, see System requirements.
- Ensure you download the latest version of License Server, go to Citrix Downloads.
- Installing the License Server from a UNC path (\\server\share) is not supported. So, install the License Server from your local copy.
- Upgrade your licensing components before upgrading your product, if necessary.
- Uninstall any versions of Citrix Licensing older than version 11.12.1 before installing this version.
- To avoid the failure of any subsequent License Server upgrades: Ensure that when you installed your License Server, you successfully configured it with the post installation License Server Configuration tool or uninstalled your previous License Server.

> **Note:**
>
> - The License Server upgrade might fail if there is no or less disk space available on the server.
> - For users who opt to manually upload the Citrix telemetry data for compliance, the upgrade to latest version from License Server version 11.17.2 build 45000 can take longer if they have more telemetry data stored on the server. Before upgrading, upload these data to Citrix and delete them for upgrading to happen quickly. For more information about manual upload of Citrix telemetry data, see Reporting options.
> - If you uninstall the License Server, then the Citrix telemetry data is deleted. You must report the telemetry data for compliance to Citrix before uninstalling the License Server version 11.17.2 build 45000 or later. For more information about the manual upload of Citrix telemetry data, see Reporting options.

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### How to upgrade the License Server

Citrix recommends that you install the newest License Server. The new License Server is backward compatible and supports older products and license files. However, new products require the newest License Server to check out licenses correctly. Perform the following steps to upgrade your License Server:

1. Go to the Citrix Downloads page and download the installer to install or upgrade to the latest version.
2. Start the License Server installer (CitrixLicensing.exe) as an administrator, and follow the graphical interface.

**To upgrade the License Server from your product media:**

If you use the product media for your installation, you might have to enable some functionality by using the Citrix Licensing Manager after your installation. For example, use the Citrix Licensing Manager to enable Customer Success Services renewals.

1. From your License Server, open the media for your product.
2. If you do not see Setup, use Windows Explorer to open Autorun.exe or AutoSelect.exe.
3. Navigate through the Setup screen to Citrix Licensing and follow the instructions.

**To upgrade the License Server from the command line:**

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

You cannot change ports during command line upgrades.

The following sample command line installs licensing in silent mode.

**CitrixLicensing.exe /quiet /l install.log INSTALLDIR=*installdirectory* CEIPOPTIN=ANON**

- /quiet specifies a silent (quiet) installation.
- /l specifies the log file location
- INSTALLDIR is the location where the License Server executable is stored. Optional parameter. The default is c:\program files\citrix licensing or c:\program files (x86)\citrix\licensing.
- CEIPOPTIN specifies whether, or how, to opt in to the Citrix Customer Experience Improvement Program (CEIP) or Call Home. Optional parameter. The default is **NONE**.
    - DIAGNOSTIC - Call Home
    - Unidentified - CEIP
    - NONE

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

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

### Events during a License Server upgrade

As part of the License Server upgrade, we stop services, upgrade the License Server, and then restart services. During the upgrade, products enter the License caching mode and self-license. When the License Server is online again, all product servers return from the License caching mode and reconcile license counts. This License caching mode works in the same manner as the regular License caching mode functionality.

### How to upgrade licenses for your edition

If you are eligible for a version upgrade as a benefit of your maintenance, you can download your CSS Renewal license and add it to the License Server. Also change the product edition setting in the product user interface. It's best to change the product edition setting when there are few connections to the affected servers or redirect connections to another computer. When you change the product edition setting, restart the product server for the changes to take effect. See the product documentation for changing the edition setting. If you add the upgrade license to the License Server before you set the edition to the new edition, the Citrix product stops accepting new connections.

Perform the following steps to upgrade edition licenses:

1. From a web browser, go to http://www.citrix.com.
2. Choose Log In and type your user ID and password.
3. Select **Manage Licenses**.
4. At the bottom of the landing page, select **Upgrade my licenses**.
5. Follow the site options and instructions for upgrading your product edition licenses.
6. Either download or order new media. An email message provides you with instructions to return to citrix.com to allocate or receive more feature licenses.
7. Log on to https://www.citrix.com/ to allocate your licenses, generate a license file, download the license file to your License Server, and reread the file.

## Uninstall the License Server

April 29, 2026

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If you want to uninstall License Server from your server completely or have issues with the current version and prefer a clean installation, you can choose to uninstall it. You have the flexibility to use either the GUI or the Windows command line for the uninstallation process.

> **Note**
>
> - If you uninstall the License Server, then the Citrix telemetry data is deleted. You must report the telemetry data for compliance with Citrix before you uninstall the License Server version 11.17.2 build 45000 or later. For more information about the manual upload of Citrix telemetry data, see Reporting options.
> - The `Myfiles` folder is kept even after successful uninstallation in the file path `C:\Program Files (x86)\Citrix\Licensing\MyFiles`. To make sure that there is no interruption on the Citrix products.

### Uninstall the License Server using the GUI

To uninstall License Server, do the following steps:

1. In the **Search** on the taskbar, enter **Control Panel** and select it from the results.
2. Select **Programs > Programs and Features**.
3. Drag (or right-click) on **Citrix Licensing** and select **Uninstall** or **Uninstall/Change**. The **Citrix Licensing** wizard appears.
4. Click **Remove** and then click **Yes** when prompted for **Are you sure you want to remove?**.
5. Click **Finish**. The License Server has been successfully removed.

### Uninstall the License Server using the Windows command line

To uninstall License Server, run the following command in the Windows command line:

```
CitrixLicensing.exe /quiet /uninstall /1 uninstall.log
```

To re-install, download License Server from Downloads and Install.

## Licensing FAQ

April 29, 2026

The following questions are asked frequently about your licensing environment.

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## License Activation Service (LAS)

### How to change the Org ID pointed by LAS to another Org ID?

To change the Org ID that LAS points to, re-register your License Server with the new Citrix Cloud account:

- Deregister the License Server from the existing Citrix Cloud account linked to the current Org ID.
- Register the License Server to the new Citrix Cloud account that is associated with the new Org ID.
- License Server automatically switches to the new Org ID for LAS activation within 24 hours (via background job). Until then, the site will use the old activation available on the disk, and entitlement in the UI will not be updated.
- Customers can force the switch to the new Org ID by restarting the "Citrix WebServices for Licensing"Windows service after registering the License Server with the new Org ID. This will immediately synchronize the License Server to the new Org ID, and the entitlement will be reflected.

### What happens to the already activated products and sites when LAS switches from one Org ID to another Org ID?

There is no impact to the site when LAS switches from one Org ID to another in License Server as long as connectivity to LAS is maintained.

License server triggers Org switch to LAS:

Until the license server switches to the new Org ID, product activation will continue using the old activation available on the license server. New sites will not be activated.

## Licenses

### What should I do if the License server installation or upgrade fails on windows 2025?

The License server installation or upgrade might fail on Windows 2025 if the Microsoft Visual C++ 2015–2022 Redistributable is not installed. Install the Microsoft Visual C++ 2015–2022 Redistributable and retry License server installation or upgrade.

### What is a license file and what do I do with it?

The license file is a text file that contains the following:

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- Product licensing information
- License Server name (or other binding identifier)
- Customer Success Services membership renewal date
- License expiration date (if applicable)
- Other system information

When you purchase a Citrix product and allocate licenses, a license file is generated. The License Server uses this file to determine whether to grant a license to a Citrix product. For more information, see License files.

#### Why return a license?

An example can be if you're decommissioning a License Server, but you're not ready to deploy existing licenses elsewhere. For more information, see Return allocations.

#### What happens to returned licenses?

Returned licenses are put back in the licensing pool. You can then allocate these licenses in any quantity at any time. After you return a license, remove the old license file from the License Server. For more information, see Return allocations and Modify licenses.

#### What happens when I hide a license?

Hide (previously called archiving) doesn't remove licenses from an account. Hiding removes them from view. To view hide and unhide licenses, see Hide and unhide licenses.

#### How can I get a copy of my license file?

You can obtain a copy of your license file from your License Server. Alternatively, all purchased licenses and allocated license files are available from the secure **My Account** > **Manage Licenses** portal at www.citrix.com.

### Allocating licenses

For more information about allocating licenses, see Allocate licenses.

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#### What does allocating licenses mean?

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

#### What's the difference between a host ID type and a host ID?

The host ID type is the required binding type that you supply to allocate licenses. The host ID is the License Server host name, MAC address, or other binding ID required to allocate licenses.

#### Why can't I partially allocate some licenses?

Some licenses do not allow partial allocation.

### The License Server

#### Can I rename the License Server?

License files run only on the License Server that is included during the license allocation. License files contain the host name or binding identifier of the License Server you specify when you allocate the licenses. You cannot use the license file that you generated for a particular License Server or a MAC address (for an appliance), on a different License Server or appliance.

Create license files that reference the new server name or MAC address by returning allocations and generating the new file on `citrix.com`. For more information, see Manage Licenses on citrix.com.

#### If I upgrade my License Server does it affect my license files?

No. The License Server and all product licenses are fully backward compatible and do not introduce any issues into your environment. For more information about upgrading the License Server, see Upgrade the License Server.

#### When we do an in-place upgrade do we back up the historical data?

Yes.

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**Can a single License Server supply licenses to users connecting from different servers using different product editions?**

Yes. A single license server can support multiple Citrix product deployments to include different editions or license types. One License Server can contain licenses for multiple editions of a Citrix product. The type of license checked out corresponds to the edition that is configured on the product server. A product server is configured to consume a specific edition of a license and checks out that license edition.

For more information and examples, see Single License Server and different servers using different product editions.

## License Administration Console

**Where is the License Administration Console?**

The License Administration Console is not available in License Server 11.16.6 and later. We recommend you
use the Citrix Licensing Manager to manage the License Server.

**How to configure the Vendor Daemon log (CITRIX.log) from being overwritten while using 11.16.6 build 34000 that does not support the License Administration Console?**

For information, see Configure the Vendor Daemon log (CITRIX.log) from being overwritten.

## Disaster recovery and maintenance

**How do I license my disaster recovery site?**

You can use the same licenses for your disaster recovery that you use for your production environment.

- Configure and manage your disaster recovery environment independently of your production environment.
- Don't use both the production and backup License Servers to service license checkouts at the same time.
- Make only one License Server accessible at any one time
- The License Server in your disaster recovery environment must have an identical host name to the License Server in your production environment.

For more information, see Disaster recovery - back up and redundancy.



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