

Citrix XenApp Frequently Asked Questions

(The New Name for Citrix Presentation Server)

OVERVIEW.....	2	OPERATING SYSTEMS, PRINT DRIVERS AND LANGUAGE SUPPORT	5
What is XenApp?.....	2	What operating systems does XenApp support?.....	5
Why has the name changed to XenApp?.....	2	Does XenApp use the new XPS based Universal Print Driver as the default driver?.....	5
What is the current version?.....	2	What languages does XenApp currently support?.....	5
Why is XenApp exciting?.....	2	END OF LIFE (EOL) SCHEDULE.....	5
What Editions are available?.....	2	What is the EOL schedule for Presentation Server?.....	5
How is Access Essentials different?.....	2	ORDERING AND DELIVERY	5
Why should customers upgrade to XenApp Platinum Edition?3		Is XenApp available for order?.....	5
What features and benefits are in XenApp?.....	3	Is there a minimum initial purchase requirement?.....	5
Will the Access Gateway, Password Manager, EasyCall Gateway, WANScaler and EdgeSight product lines still be available for standalone purchase.....	3	How do customers obtain evaluation licenses?.....	5
If I have XenApp Enterprise or Platinum, can I buy more Client-side Application Virtualization licenses separately?.....	4	UPGRADING PRESENTATION SERVER 4.5 TO XENAPP 5	5
What is included in the XenApp Media Kit?.....	4	What are the benefits of upgrading to XenApp 5?.....	5
Is the Access Gateway appliance, used to enable the SmartAccess feature, included? Is it required?.....	4	How do I upgrade from Presentation Server 4.5 to XenApp 5?.....	5
Is the hardware appliance used to enable the EasyCall feature included? Is it required?.....	4 Error! Bookmark not defined.	
Does the WAN Optimization feature require a hardware appliance? Is it included?.....	4	Do I need to upgrade my License Server? What about my licenses?.....	6
Are SmartAuditor and Application Performance Monitoring included in the media kit?.....	4	Is there interoperability between Presentation Server 4.5 and XenApp 5?.....	6
LICENSING.....	4	TRAINING, CERTIFICATION AND AUTHORIZATION	6
How is XenApp licensed and under which licensing programs?.....	4	How can I learn more about XenApp Platinum Edition?.....	6
With one Platinum Edition license, can I virtualize applications on the server-side for one user, on the client-side for another user, and give secure application access to a third?.....	4	Where can I take Citrix courses?.....	6
		Is there a special certification for XenApp Platinum Edition?...6	
		Where can I take Citrix exams?.....	6

Overview

What is XenApp?

Citrix XenApp™ (the new name for Citrix Presentation Server™) is an end-to-end Application Delivery Solution that delivers all Windows applications to all users and locations. XenApp can select server-side or client-side application virtualization dynamically, on demand, to optimize application delivery for security, mobility, or performance requirements. It is the most complete application virtualization system available. Applications are profiled, packaged and stored in a centralized application hub, simplifying management and reducing application operating costs up to 40%, while ensuring the highest security of data and applications.

Why has the name changed to XenApp?

In February 2008, the product line was renamed from Presentation Server to XenApp to better reflect its capabilities as a complete application virtualization product. Xen = virtualization. App = application.

What is the current version?

The current release in the XenApp product line is XenApp 5. With this release, XenApp introduced more than 50 new features, including:

- New inter-isolation communication capabilities simplify how virtual applications are packaged and maintained while ensuring that applications interoperate as if they were installed locally
- A re-designed and intuitive interface that provides a consistent user experience on the desktop and over the Web
- Support for both Windows Server 2003 and Windows Server 2008, in mixed server farms, allows you to migrate to 2008 operating systems without compromising legacy systems
- Enhanced performance monitoring and reporting includes end user simulation tools that allow proactive identification of problems before they occur

Why is XenApp exciting?

XenApp provides a strategic solution to critical business initiatives, reducing costs of management and support, increasing data security, and ensuring fast, reliable performance. With the growing number of remote and mobile workers requiring access to Windows applications over a diverse set of devices, XenApp is more essential to the business than ever before. An end-to-end solution that addresses application performance monitoring, remote access SSL VPN and password security features, XenApp provides Citrix customers a powerful, integrated and comprehensive application delivery system.

What Editions are available?

XenApp is available in three editions.

- **Platinum Edition** – A comprehensive solution for businesses that need a strategic answer to managing and delivering all applications to users on demand – even when offline. Platinum Edition provides powerful end-user performance monitoring tools, SSL VPN remote access control, single sign-on, WAN optimization, click-to-call communication, and more.
- **Enterprise Edition** – A solution for businesses that want to deliver and integrate all Windows applications, automate system resiliency, expand application compatibility, and rapidly provision applications across any size server farm.
- **Advanced Edition** – A solution that provides server-side application virtualization and the fundamental functionality for centralizing and delivering Windows-based applications.

How is Access Essentials different?

Access Essentials is a turnkey application delivery solution for small and mid-size businesses with up to 75 remote users. It includes automated wizards for simpler configuration and management, making it ideal for organizations with limited IT resources.

Why should customers upgrade to XenApp Platinum Edition?

Upgrading to XenApp Platinum Edition leverages customers' existing solutions to instantly provide a strategic, end-to-end application delivery system for all your Windows applications. Customers will be driven to upgrade their environments to the latest version and highest edition by the following features and benefits:

- **Client-side Application Virtualization**, for flexible application delivery options. Use streaming enabled Client-side Application Virtualization to centralize management of all applications, and stream them into isolation environments on end-user devices without worrying about application and system conflicts. With application streaming, XenApp can select the best application delivery method dynamically each time a user connects. Organizations have the flexibility to stream applications to mobile users who work offline or, for maximum control and security, stream applications to XenApp for delivery using a presentation virtualization protocol.
- **Application Performance Monitoring**, for visibility into the access experience. Powered by Citrix EdgeSight software, the monitoring capabilities in XenApp enable IT to pinpoint quickly and troubleshoot server, network and application issues impacting the user experience. End user simulation tools allow administrators to proactively identify performance issues before they are experienced by endusers.
- **SmartAccess**, for access security and control. Powered by the Citrix Access Gateway product line of SSL VPN appliances, SmartAccess™ provides granular access control policies and integrated endpoint analysis.
- **Single Sign-On**, for strongest application security. Secure logons to desktop and virtualized applications with Single Sign-On, powered by Citrix Password Manager. With automated application logons, password policy control, and self-service password reset, you can enhance the security of all password-protected Windows applications delivered by XenApp.
- **WAN Optimization**, for accelerating application performance across the WAN. Increase branch office and mobile worker productivity, avoid costly bandwidth upgrades and enable

infrastructure consolidation by accelerating and optimizing the movement of data across the WAN.

- **Preferential Load Balancing**, allows administrators to prioritize users and applications based on pre-established priorities to ensure the best experience for critical use cases.
- **SmartAuditor**, provides session recording for ensuring regulatory compliance and improving risk management. SmartAuditor uses flexible, customer-driven policies to trigger recordings of XenApp sessions automatically. IT can monitor and examine user activity, demonstrate internal control, ensure regulatory compliance and conduct successful security audits of applications – including financial operations and healthcare patient information systems. SmartAuditor also improves technical support through faster problem identification and time-to-resolution.
- **EasyCall**, for communication-enabling applications. Imagine providing remote communications capability without having to install and support softphones. EasyCall, powered by the Citrix EasyCall Gateway, enables users to click on any telephone number, look-up anyone in the directory, or just type in a number and make a call using the regular telephone network. Users specify the originating phone number that EasyCall will call before making the outbound call to the desired party.

What features and benefits are in XenApp?

For detailed information about the key features and benefits of XenApp, refer to the [XenApp Feature Matrix](#).

Will the Access Gateway, Password Manager, EasyCall Gateway, WANScaler and EdgeSight product lines still be available for standalone purchase?

Citrix Access Gateway (Standard, Advanced and Enterprise editions), Citrix Password Manager (Advanced, Enterprise and XenApp editions), Citrix EasyCall Gateway, Citrix WANScaler, and Citrix EdgeSight for Endpoints products are also available for sale separately from XenApp.

If I have XenApp Enterprise or Platinum, can I buy more Client-side Application Virtualization licenses separately?

Yes, Client-side Application Virtualization licenses are available as add-ons to XenApp Enterprise and Platinum editions to expand the solution to additional mobile users. XenApp can deliver 100% of your Windows applications to all your users. These licenses carry the name Application Streaming for Desktops.

What is included in the XenApp Media Kit?

The XenApp media kit contains the following:

- Citrix XenApp 5.0 for Microsoft Windows Server 2008
- Citrix XenApp 5.0 Platinum Edition for Microsoft Windows Server 2003
 - Citrix XenApp 5.0 Platinum Edition for Microsoft Windows Server 2003 x64
 - Citrix XenApp 5.0 Advanced and Enterprise Editions for Microsoft Windows Server 2003
 - Citrix XenApp 5.0 Advanced and Enterprise Editions for Microsoft Windows Server 2003 x64
- Citrix XenApp 5.0 Components Disc
- Single Sign On, powered by Password Manager 4.6 with Service Pack 1
- Citrix XenApp 4.0 with Feature Pack 1 for UNIX Operating Systems
- Resources and Certifications (content only)

Note: XenApp 5.0 for Microsoft Windows Server 2003 does not fully reflect the new name and version number in the software. The core server CD is still Presentation Server 4.5 with Feature Pack 1. All the new functionality is in the clients and components present in the Components CD.

A note on Access Gateway and the SmartAccess feature of Platinum edition – each Platinum Edition concurrent user connection includes one concurrent user connection for use with any edition of Access Gateway. In order to use the Access Gateway concurrent user connection, an Access Gateway appliance is required (sold separately). Note that customers who purchased the Access Gateway 7000, 9000, and/or 10000 series appliances prior to April 16, 2007 must update the appliance firmware to Access Gateway 8.0 Enterprise Edition or a later release. Earlier versions of the appliance firmware are incompatible with the Access Gateway concurrent user connection included with Platinum Edition. Customers with Access Gateway 2000 series appliances can deploy any version of the Access Gateway Standard Edition or Advanced Edition firmware using the concurrent user connection included with Platinum Edition. All software and firmware updates for the Access Gateway product line are available from www.citrix.com/download.

Is the Access Gateway appliance, used to enable the SmartAccess feature, included? Is it required?

To get the full benefit of our secure application access solution with SmartAccess, customers must purchase the Access Gateway hardware appliance separately.

Is the hardware appliance used to enable the EasyCall feature included? Is it required?

Customers who want to enable the EasyCall feature must purchase the EasyCall Gateway hardware appliance separately.

Does the WAN Optimization feature require a hardware appliance? Is it included?

A WANScaler 85xx or 88xx series appliance is used to enable the WAN Optimization feature. Customers who want to enable this feature must purchase the hardware appliance separately.

Are SmartAuditor and Application Performance Monitoring included in the media kit?

Yes. SmartAuditor and Application Performance Monitoring are included in the Citrix XenApp Components Disc.

Licensing

How is XenApp licensed and under which licensing programs?

XenApp is licensed by concurrent user and is available through Citrix Shrink Wrap, EASY, OPEN, and FLEX licensing programs. For more information on the licensing programs, visit www.citrix.com/licensing.

With one Platinum Edition license, can I virtualize applications on the server-side for one user, on the client-side for another user, and give secure application access to a third?

No, it is a single license for a single concurrent user. A user that is using any feature of the Platinum Edition is consuming the license for all components of the product. This is enforced by the EULA.

Operating Systems, Print Drivers and Language Support

What operating systems does XenApp support?

(XenApp 5 supports Microsoft Windows Server 2008 (x32 and x64) and Windows Server 2003 (x32 and x64). The media kit also includes XenApp 4.0 with Feature Pack 1 for UNIX which supports Solaris x86/x64, Solaris SPARC, HP-UX and AIX operating systems.

Does XenApp use the new XPS based Universal Print Driver as the default driver?

XenApp supports the new XPS based Universal Print Driver, but the default driver is EMF. Consult the Readme for instructions on making XPS the default driver.

What languages does XenApp currently support?

Please refer to the chart below for details on which features are supported in various languages.

Component	Eng	Ger	French	Span	Japan	Chinese	Russian	English-On
Client-side Application Virtualization	Y	Y	Y	Y	Y	Client	Encryption	CH/KO/RU
Server-side Application Virtualization	Y	Y	Y	Y	Y	N	N	CH/KO/RU
Application Performance Monitoring	Y	N	N	N	N	N	N	CH/KO/RU
SmartAccess	Y	Client	Client	Client	Client	N	N	N
Single Sign-On	Y	Y	Y	Y	Y	N	N	CH/KO/RU
SmartAuditor	Y	Y*	Y*	Y*	Y*	Y*	Y*	CH/KO/RU
EasyCall	Y	N	N	N	N	N	N	N

*Windows Server 2008

Key:

Client = User interface localization
 Encryption = English version with Russian encryption
 English-On = English language software running on localized server operating system platform
 GR = German
 FR = French
 SP = Spanish
 JP = Japanese
 CH = Chinese (Simplified and Traditional)
 KO = Korean
 RU = Russian

End of Life (EOL) Schedule

What is the EOL schedule for Presentation Server?

End of life will occur according to the schedule shown at www.citrix.com/productlifecycle.

Ordering and Delivery

Is XenApp available for order?

XenApp 5 will be available for order on September 10, 2008.

Is there a minimum initial purchase requirement?

XenApp requires a minimum initial purchase of five concurrent user licenses. Customers can purchase any quantity of additional licenses, either individually or in 5-, 10-, 20- and 50-counts (availability depending upon region).

How do customers obtain evaluation licenses?

Evaluation licenses are designed for use by customers who are piloting a XenApp solution and contain the same media as the retail product. To obtain evaluation products, visit www.citrix.com/xenapp/tryitnow.

Upgrading Presentation Server 4.5 to XenApp 5

What are the benefits of upgrading to XenApp 5?

XenApp 5 offers more than 50 new features, bringing key enhancements such as simplified management, an improved user experience and flexibility in delivering streamed applications with inter-isolation communication and HTTP(s) support. A new web interface provides an intuitive, easy-to-use interface, making it easier and faster for users to access applications. Support for both Windows Server 2003 and Windows Server 2008, in mixed-server farms, eases the transition to the 2008 operating system while maintaining support for legacy systems. Enhanced application performance monitoring provides the ability to simulate a user's experience to proactively identify issues before they occur. For more information, visit www.citrix.com/xenapp.

How do I upgrade from Presentation Server 4.5 to XenApp 5?

For customers planning to upgrade from Presentation Server 4.5 on Windows Server 2003 to XenApp 5 on Windows Server 2003, please refer to these documents at <http://support.citrix.com> (available on September 4, 2008):

- Citrix XenApp for Windows Server 2003 Upgrade Guide (CTX116622)
- Technical Guide for Upgrading/Migrating to XenApp 5.0 (CTX117913)

For customers planning to migrate from Presentation Server 4.5 on Windows Server 2003 to XenApp 5 on Windows Server 2008, please refer to the following migration documents. Upgrade is not supported when moving from Windows Server 2003 to Windows Server 2008 platform.

- Citrix XenApp for Windows Server 2008 Installation Guide (CTX116573)
- Technical Guide for Upgrading/Migrating to XenApp 5.0 (CTX117913)

Do I need to upgrade my License Server? What about my licenses?

Upgrading to XenApp 5 requires upgrading the Citrix license server. If you are running the license server that was provided with Citrix Presentation Server 4.5 Edition, you must upgrade to the license server included with XenApp 5. Your existing license files are compatible with the new license server. The new license server is also backwards compatible with previous versions of XenApp. For information about upgrading your license server, visit the Knowledge Center at <http://support.citrix.com> and refer to the Citrix white paper "Licensing: Migrating, Upgrading, and Renaming" (CTX108655).

Is there interoperability between Presentation Server 4.5 and XenApp 5?

Citrix recommends that, when possible, you upgrade all of the servers in a farm simultaneously so that you do not have different versions (for example, Presentation Server 4.5 and XenApp 5) running in the same farm. Citrix does support mixed farms as part of a migration strategy to the latest XenApp version.

Training, Certification and Authorization

How can I learn more about XenApp Platinum Edition?

Citrix Education offers the following courses for XenApp 5:

CXA-200-11 — Implementing Citrix XenApp 5 for Windows Server 2003

CXA-201-11 — Implementing Citrix XenApp 5 for Windows Server 2008

CXA-202-11 — Implementing Citrix XenApp 5 for Windows Server 2008 Skills Update

CXA-300-11 — Maintaining Citrix XenApp 5

To view availability, schedules, and locations for these courses, please visit the Citrix Education website at www.CitrixEducation.com > Training.

* Please check www.CitrixEducation.com for prerequisites.

Where can I take Citrix courses?

Instructor-led training courses

To register for instructor-led training courses, please visit our Website at www.CitrixEducation.com > Training > Find Instructor-led Training.

eLearning courses

To register for eLearning courses, please visit our eLearning site at <https://citrix.com/elearninglogin>.

Customized Training

Citrix offers customized training in certain regions. To find out more, please visit our Website at www.CitrixEducation.com > Training > Special Offers.

Is there a special certification for XenApp Platinum Edition?

The following Citrix certifications support XenApp Enterprise and Platinum Editions at the Citrix Certified Administrator (CCA) level:

- CCA for Citrix XenApp 5 for Windows Server 2008

Citrix Education also offers the following advanced certifications for enterprise administrators and integration architects:

- **1Y0-A08** — Maintaining Citrix XenApp 5

To obtain the latest information on certifications, please visit our website at www.CitrixEducation.com > Certification.

Where can I take Citrix exams?

To register for a Citrix exam, go to www.vue.com or www.prometric.com. Pearson VUE and Prometric administer and deliver Citrix exams in a secure, proctored environment through a global network of testing centers in 162 countries.

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