

LICENSING FAQ: User/Device License Model for On-Premises Software Products

This document is intended for use by Citrix partners and customers and answers frequently asked questions about User/Device licensing. The User/Device license model is offered on some on-premises software products. This document contains the license reassignment policy, the process and the default reassignment/release intervals.

User licenses give Users access to the relevant product from an unlimited number of devices, and Device licenses give an unlimited number of users access to the relevant product from a single Device.

User/Device licensing for on-premises products provides customers with maximum flexibility and also improves alignment with Microsoft desktop virtualization licensing. Unless otherwise noted for your product, licenses cannot be manually assigned to a User or Device. License assignment is done directly by the license server or equivalent. Please note that once a license is assigned, it cannot be reassigned to another User or Device until after 90 days of inactivity. Note: Certain products may have different reassignment periods which, if any, will be identified in the relevant Notes in the matrix at <https://www.citrix.com/buy/licensing/programs/>.

How does Citrix assign User licenses?

A licensed User requires a unique user ID. Unless otherwise noted for your product, if a User connects to the product, a User license is automatically license assigned to the user. Note: A User license is assigned to the User, not to the User's device(s).

How does Citrix assign Device licenses?

A licensed Device simply requires a unique user ID. Under the user/device model, a Device is any piece of equipment authorized by the customer to be used by any individual(s) to access the relevant product or service. For a shared Device, like a classroom workstation, or a clinical workstation in a hospital, a single Device license can support multiple users from the same device. Unless otherwise noted for your product, a Device license will be automatically assigned to Devices used by more than one user. This enables more efficient use of licenses. Note: A Device license is assigned to the Device, not to the user.

Under the User/Device model, can licenses be assigned to both users and devices in the same customer organization?

Yes, both types can be present in the same customer organization. The license server or equivalent will automatically assign licenses to users or devices based on usage. Note: manual assignment of licenses cannot be done.

Under the User/Device model, what is the maximum number of devices a User can use to connect to my environment?

Each User is entitled to use an unlimited number of connected or offline devices.

Under the User/Device model, what is the maximum number of users who can access a Device?

Each Device can service an unlimited number of users.

What happens if a User exits my organization?

If an existing licensed User leaves a customer's organization, the customer has the right to release the User license without notifying Citrix. The release of the licenses is done using the "udadmin" or equivalent utility. Unless otherwise noted for your product or service, if the administrator does not use the utility to release the license, the license server will automatically release any license after 90 days of inactivity. Note: Certain products may have different automatic release periods. For each product and service, the automatic release period will always align with its reassignment period.

What happens if a User is absent for a protracted period of time?

Should a User experience a protracted period of absence, the customer has the right to release the User license without notifying Citrix so that it becomes available for reassignment. The administrator can use the "udadmin" or equivalent utility to release the license.

What happens if a Device is replaced in my organization?

If a Device is replaced in a customer's organization, the customer has the right to release the Device license without notifying Citrix so that it becomes available for reassignment. The administrator can use the "udadmin" or equivalent utility to release the license.

What happens if a licensed Device is out of service for a period of time?

If an existing licensed Device is out of service for a period of time, the customer has the right to release the Device license without notifying Citrix so that it becomes available for reassignment. The administrator can use the "udadmin" or equivalent utility to release the licenses.

Under User/Device licensing, can User licenses be switched to Device licenses and vice-versa after they have been assigned to a Device or User?

Yes, this happens automatically. The license server or equivalent controller will assign licenses to either Users or Devices based on usage patterns. If usage patterns change, the assignment may change based upon the new usage. Licenses are automatically assigned to conserve license consumption. Additionally, licenses are monitored to identify unused licenses after their assignment period. Licenses identified as unused after the assignment period are available to be re-assigned to other Users or Devices.

How do I know how many licenses my organization has purchased?

All purchased licenses are available to review and access at any time (24x7) from your secure "Manage Licenses" toolbox found on your My Account page on www.citrix.com.

How do I know how many licenses are in use at any time?

The License Administration Console and Studio provide administrators details on real time license use.

What happens if I exceed my purchased User/Device license count?

In scenarios where you exceed your purchased User/Device license count, any additional licenses used must be purchased within 30 days of first use. Any overdraft capability is offered as a convenience, not as a license entitlement. Citrix reserves the right to remove any overdraft features in new product releases.