

Citrix Cloud Services Data Protection Overview

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Introduction

Citrix understands that data protection is one of the top priorities for our customers when selecting a cloud service. Data protection is also a rapidly-evolving domain and requires enterprises to assess more information over time about the data handling practices of their vendors.

Citrix has created this document to help provide our customers an overview of Citrix Cloud Services data protection practices. It is organized around the following topics:

- What types of data Cloud services process
- Who has access to it
- What regional controls you have
- How data is secured
- What privacy controls are applied
- What third party certifications are in place
- How data is deleted upon service termination

In short, our goal is to provide you the information you need to gain a better understanding of the controls we have implemented in Citrix Cloud Services and an access point for more detailed Citrix Cloud Service documentation.

This information is provided "AS-IS" without warranties of any kind (express or implied) and is subject to change at Citrix's discretion.

Citrix Cloud Services Covered

This document covers the data protection practices for the following:

- Citrix Workspace
- Citrix Virtual Apps and Desktops Service
- Citrix Virtual Apps and Desktops for Azure (formerly Managed Desktops)
- Citrix Endpoint Management
- Citrix Content Collaboration
- Citrix Analytics Service
- Citrix Intelligent Traffic Management
- Citrix Application Delivery Management

For a more detailed description of the Cloud Services and the related legal terms and conditions, customers should refer to their master agreement and applicable Cloud Services order documentation (collectively the “Agreement”) as well as [online service descriptions](#) and/or [product documentation](#).

Categories of Data Processed

During the performance of services, different types of data are processed by our Cloud Services. For our data handling practices, we classify this data into two categories: customer content and logs.

Customer Content

Customer Content means any data uploaded to the customer’s account for storage or data in the customer’s computing environment to which Citrix is provided access in order to perform the Services.

Logs

Logs include records of Services, including, but not limited to:

- Data and information on performance, stability, usage, security, support
- Technical information about devices, systems, related software, services or peripherals associated with Customer’s use of Services

Data Access

Customer Access

The customer determines the Customer Content that they upload to a Citrix Cloud Service. Citrix enables customers to access and export their Customer Content throughout the duration of their agreement.

Citrix Access

Customer Content

Citrix accesses Customer Content processed for any of the Citrix Cloud Services as needed to provide the service and customer support. For information about the Customer Content used by each of the Citrix Cloud Product Services, see [Data Collection for Citrix Cloud Product Services](#).

Logs

Citrix collects data in Logs in order to perform and improve the service, support customers, and address security concerns.

Citrix safeguards Logs against unauthorized disclosure, improper destruction, and alteration. Citrix requires that log data remains in a read-only state. Log access is granted on a need-to-know basis based on least privilege principle. Only members of the Citrix Site Reliability Engineering (SRE) Cloud Operations team and key developers have access to this information. Access to Logs requires approved, time-sensitive, multifactor login to a separate Cloud Console. For information about the Logs collected by each of the Citrix Cloud Product Services, see [Data Collection for Citrix Cloud Product Services](#).

Data Collection for Citrix Cloud Product Services

Citrix Cloud Platform

Citrix Cloud Services integrate with the Citrix Cloud Platform to provide a unified experience, including optional services for [identity and access management](#) with the Citrix Identity Platform. For more information regarding the collection of Customer Content and Logs by Citrix Cloud Platform, please see [Appendix A: Citrix Cloud Platform Data Collection](#).

Citrix Virtual Apps and Desktops Service

Citrix Virtual Apps and Desktops service (CVAD) provides virtualization services designed to give the customer's IT organization control of its virtual machines, applications, and security while providing end-users remote access for any device managed within the environment. For more information regarding the collection of customer content and logs by Citrix Virtual Apps and Desktops service, please see [Appendix B: Citrix Virtual Apps and Desktops \(CVAD\) Data Collection](#).

Citrix Endpoint Management

Citrix Endpoint Management (CEM) is a solution for managing endpoints and offering mobile device management (MDM) and mobile application management (MAM) capabilities. For more information regarding the collection of Customer Content and Logs by Citrix Endpoint Management, please see [Appendix C: Citrix Endpoint Management \(CEM\) Data Collection](#).

Citrix Content Collaboration

[Citrix Content Collaboration](#) Cloud Service (formerly ShareFile) is designed to enable the customer to easily and securely exchange documents, send large documents by secure email, and securely handle document transfers to third parties. Learn more information about Citrix Content Collaboration by visiting [Citrix Content Product Documentation](#). For more information regarding the collection, storage, and retention of Customer Content and Logs by Citrix Content Collaboration, please see the [ShareFile Security White Paper](#).

Citrix Workspace with Intelligence

Citrix Workspace intelligent features, such as Data Integration Provider, Credential Wallet, and Intelligent Microapps, collect Customer Content and Logs that may be in-flight, stored or both. For more information about these features, please see the [Microapps Technical Security Overview](#) and the [Citrix Microapps Service Tech Brief](#). For more information regarding the collection, storage, and retention of Customer Content and Logs by Citrix Workspace with Intelligence, please see [Citrix Workspace Microapps Customer Content and Logs](#).

Citrix Analytics Service

Citrix Analytics is designed to provide customers insight into activities in their Citrix computing environment. For more information regarding the collection, storage, and retention of Customer Content and Logs by Citrix Analytics Service, please see [Citrix Analytics Data Governance](#).

Citrix Intelligent Traffic Management

Citrix Intelligent Traffic Management is designed to provide customers visibility into the network experience of shared cloud services and private infrastructures as measured by a community of website and application users. For more information regarding the collection, storage, and retention of Customer Content and Logs by Citrix Intelligent Traffic Management, please see [Citrix Intelligent Traffic Management Customer Content and Logs](#).

Citrix Application Delivery Management

Citrix Application Delivery Management (ADM) Service provides centralized network management, analytics, and automation as a service from the cloud to support virtualized or containerized applications deployed across public clouds and on-premises datacenters. For more information regarding the collection, storage, and retention of Customer Content and Logs by Citrix Application Delivery Management, please see the [Citrix Application Delivery Management Data Governance Document](#).

Geographic Options

Citrix Cloud Services are available across multiple regions. When a customer is onboarded to Citrix Cloud, they are asked to choose one of the following regions for the location of their Cloud Services environment:

- United States
- European Union
- Asia Pacific South

Citrix Cloud Services use the customer's designated region to store Customer Content and Logs, except with select data for which non-regional storage is necessary for performance of the service (as described in the [Non-regional Data](#) section and [Table 1: Regional Options for Citrix Cloud Services](#)).

Regional Data

Customer Content is stored in the customer's selected region on their chosen publicly available cloud infrastructure, AWS or Azure. Citrix accesses Customer Content processed for any of the Citrix Cloud Services as needed to provide the service and customer support (which may be non-regional).

Non-regional Data

Certain Logs, including information related to the customer's use of the Cloud Services, are non-regional in nature. This data may be replicated and accessed non-regionally as necessary to support the Cloud Services, including for support or troubleshooting, monitoring performance, security, auditing, and to allow for cross-region authentication (for example, when an EU-based support engineer needs to access a US-based environment).

Logs might be processed non-regionally by Citrix [Third-Party Providers](#) as necessary to perform the Services.

Citrix Cloud Platform and the optional Citrix Identity Platform use a non-regional deployment for maximum availability and global performance. Citrix Cloud Platform uses Citrix Cloud Services administrator and end-user details non-regionally, which may include name and username. Citrix Cloud Platform also uses non-regional data resulting from traffic directed through your region by any connectors you install, such as authentication data using your domain controllers (whether managed on your premises or through your subscription with a public cloud vendor).

If the Citrix Identity Platform is used, the authentication aspects of Citrix Cloud can be non-regional, with federation back to the customer managed authentication systems which are or can be within a given customer's country.

Most Product services use a regional deployment, shown in [Table 1: Regional Options for Citrix Cloud Services](#).

Table 1: Regional Options for Citrix Cloud Services

Service	Data Type	US	EU	APS
Citrix Cloud Platform	Customer Content	Non-regional		
	Logs	Non-regional		
Citrix Identity Platform	Customer Content	Non-regional		
	Logs	Non-regional		
Citrix Workspace	Customer Content	Regional	Regional	Regional
	Logs	Regional	Regional	Regional
Citrix Endpoint Management*	Customer Content	Regional with choice	Regional with choice	Regional with choice
	Logs	Regional with choice	Regional with choice	Regional with choice
Citrix Virtual Apps and Desktops Service	Customer Content	Regional	Regional	Regional
	Logs	Regional	Regional	Regional
Application Delivery Management	Customer Content	Regional	Regional	Regional
	Logs	Regional	Regional	Regional
Citrix Content Collaboration*	Customer Content	Regional with choice for Storage Zone	Regional with choice for Storage Zone	Uses US or EU Region with choice for Storage Zone
	Logs	Regional with choice for Storage Zone	Regional with choice for Storage Zone	Uses US or EU Region with choice for Storage Zone
Citrix Analytics	Customer Content	Regional	Regional	Uses US Region
	Logs	Regional	Regional	Uses US Region
Citrix Intelligent Traffic Management	Customer Content	Non-regional		
	Logs	Non-regional		

*Services with more options for service location within regions

See [Geographical Considerations](#) for more details.

Cloud Service Backups

For all Cloud Services, Logs and Customer Content may be included in backups. Online backups may be made to Microsoft Azure and Amazon AWS. Offline backups are not made for any Cloud Service.

Files are frequently backed up to a disaster recovery datacenter and mirrored in real time to a secondary server location to ensure service can be quickly resumed in case of a disruption at the primary location.

Backups may be stored in different regions for redundancy. Please see the [Citrix Cloud Business Continuity Overview](#) for more information.

Security

The [Citrix Services Security Exhibit](#) describes in-depth the security controls applied to Citrix Cloud Services, including access and authentication, system development and maintenance, security program management, asset management, encryption, operations management, HR security, physical security, business continuity, and incident management.

The security of Citrix Cloud products is controlled by encryption and key management policies. Refer to the [Security Development Processes](#) whitepaper for more details on how Citrix employs security throughout its product development lifecycle.

Encryption

Citrix maintains a Certificate, Credential, and Secret Management policy which covers authentication and credential lifecycles, including the requirements for encryption key management.

In transit

All data in transit is encrypted using TLS 1.2 or higher. Citrix Cloud authenticates administrators and stores user tokens as needed (by prompting the administrator explicitly) on encrypted storage.

At Rest

Citrix Cloud storage is encrypted during the provisioning process (e.g., Storage Accounts, Microsoft Azure SQL databases, etc.). Encryption keys are AES-256 bit or higher.

Hypervisor passwords have a second level of encryption with keys managed by Citrix.

Key management

Citrix has key management policies in place to ensure the protection of all customer data, and Citrix does not bind keys to identifiable owners.

Azure Key Vault is used for key management in Citrix Cloud in accordance with Citrix's Global Security Assurance policies and standards. The cloud customer can manage encryption keys in the Azure Key Vault.

For DevOps engineers that administer the services, the keys that have access to the services are rotated at a regular frequency. Per Citrix's Security Encryption Standards, database administrators do not have access to keys stored in databases.

Third-Party Providers

Citrix may use third-party service providers to store or process Logs and Customer Content. Third-party service providers for Citrix products are obligated to meet Citrix information security and compliance

standards as outlined in the [Citrix Supplier Security Standards](#) when accessing Citrix customer facilities, Networks and information Systems, and when accessing, processing, or storing Citrix Confidential Information, including Customer Content or Logs.

These third-party service providers are subject to change, and not all third-party service providers are utilized by all Citrix Cloud Services. More details are available in the [Sub-processor list for Citrix products](#).

Privacy

Citrix describes its Cloud Services privacy practices in the Citrix Data Processing Addendum (DPA), which is posted to the [Citrix Trust Center](#) and incorporated into the Citrix Services Agreement used to acquire the Services. Built around the core GDPR data processor requirements but designed to cover all applicable global data protection laws, the DPA specifies, among other things, our limitations on use, controls on third-party providers, legal terms around international transfer of data, incident reporting, procedures for audit and assistance, and data deletion practices.

Citrix products and services are designed to facilitate customer's GDPR compliance by supporting GDPR requirements around data management, access, and security. Citrix has performed data protection impact assessments of its products and Citrix strives to provide functionality that will assist your ongoing compliance efforts. In addition, the international data transfer section of the DPA has recently been updated to incorporate the new EU Standard Contractual Clauses (2021/914/EU).

Citrix will not disclose Customer Content in response to a subpoena, judicial or administrative order, or other binding instrument (a demand) unless required by law. Citrix will promptly notify customers of any demand unless prohibited by law and provide reasonable assistance to facilitate a timely response to the demand.

Data Retention and Deletion

Active accounts

Customer Content, files and golden images (required for provisioning), stay under customer control and protection. The customer is responsible for managing encryption, backup, and recovery related to customer's user data and environment.

Citrix has documented retention policies that permit the retention of logs for as long as the data is necessary to provide the services and as required by law. Deleted data is maintained within an active account for a period of time. After the time period has expired, files go into a deletion queue. Data is deleted and the encryption key is destroyed.

Service termination

Customers have 30 days to download their Customer Content after the service is terminated. Customers must contact Citrix technical support for download access and instructions. Citrix will promptly delete the

data following that period, except for back-ups that are deleted in the ordinary course, or as required by applicable law. During such time, Citrix will continue to apply the controls specified in the [Citrix Services Security Exhibit](#) and the [DPA](#) to protect this information.

Certifications

Citrix has products certified by industry-accepted security standards that can provide customers assurance concerning Citrix Cloud Services. For details about the services assessed, please see the [Citrix Trust Center](#).

System and Organization Controls (SOC) 2 reports

Many Citrix services undergo regular SOC 2 assessments by a licensed CPA firm that issues a resulting SOC 2 report. The SOC 2 report is used to verify the design and operating effectiveness of the Citrix system of internal controls. The report provides detailed information and assurance about the protections at Citrix relevant to the security, availability, and confidentiality of customer data.

ISO/IEC 27001

Citrix has services certified with the internationally recognized ISO/IEC 27001 standard. This is part of the ISO 27000 series of standards that focuses on information security, risk management, and privacy management which, when combined, creates a globally recognized framework applicable to organizations of all sizes and sectors.

HIPAA

Citrix offers HIPAA-compliant configurations for certain products and services and Business Associate Agreements for those customers who need to store or process covered health information in the cloud. Citrix undergoes an annual independent assessment evaluating our services and controls under the HIPAA Security, Privacy, and Breach Notification rules

FIPS 140-2

Citrix has services certified with the United States Federal Information Processing Standard (FIPS) 140-2. This standard provides a benchmark for implementing cryptographic software.

IRAP

Citrix has services accredited at the "Protected" level with the Australian Information Security Registered Assessors Program (IRAP) standard.

Common Criteria

Citrix is committed to providing secure software to our customers, as evidenced by our progress in attaining the Common Criteria Certification, an ISO standard for software security function. Our defined Security Target, Configuration Guide and Certification Report are available for download on the [Common Criteria](#) page on the Citrix Trust Center.

Appendix A: Citrix Cloud Platform Data Collection

All services integrate with the Citrix Cloud Platform to provide a unified experience across Citrix Cloud. Citrix Cloud implements services that are common across all services, including optional service with the Citrix Identity Platform.

The table, [Data Collected by Citrix Cloud Platform](#), lists the Customer Content and Logs that are used to run the services.

Data Collected by Citrix Cloud Platform

Platform	Customer Content	Logs
Citrix Cloud Platform	Administrator email, First Name, Last Name End User email, First Name, Last Name Company Name & Address	Citrix Gateway URL Resource Location Name AD Domains OrgId CC Customer Id CC Connector reference UserID Azure AD tenantID Per-customer encryption key Resource Location ID Notification Information SIEM data
Citrix Identity Platform	Administrator Login email, First Name, Last Name, address Password Partner Name	Sub (subscription) OrgId CC CustomerId Aad tenantID Athena CustomerId Clientids Device IDs Backup Codes FeatureIDs SIEM data

Appendix B: Citrix Virtual Apps and Desktops (CVAD) Data Collection

CVAD provides virtualization services designed to give the customer's IT organization control of its virtual machines, applications, and security while providing remote access for any device.

With the Citrix Virtual Apps and Desktops service, application servers remain under the customer's control, in a resource location consisting of the customer's own datacenter or a customer-provided account with a third-party cloud vendor such as Microsoft Azure or Google Cloud Platform. While Citrix provides management and monitoring capabilities for these servers, it does not have access to the data within the servers, including the contents of user files, applications, and disk images (unless enabled by the customer, e.g., as part of customer support). The Citrix Virtual Apps and Desktops service does not collect, inspect or transfer Customer Content files (for example, Microsoft Word and Excel files) from the virtual machines that end-users access. End-users' virtual machines are under the customer's control.

All data processed by the CVAD service is encrypted at rest using encryption keys managed by the Citrix Virtual Apps and Desktops Cloud service, and all data in transit is encrypted using TLS 1.2 or higher.

Application activity, such as keystrokes, screen contents, and mouse clicks, is sent over the Citrix HDX protocol. The customer may choose to enable the Citrix Gateway Service, in which case, this HDX traffic passes through, but is not captured by, Citrix. The customer may instead choose to use their own gateway servers, in which case no HDX traffic passes through Citrix infrastructure.

For a list of selected categories and data elements that may be processed by the CVAD service, see [the table below](#). This list is not exhaustive, but is designed to provide customers an understanding of the types of data being processed as part of the CVAD service. For more information about the CVAD service, please see the [Citrix Virtual Apps and Desktops service product documentation](#).

Selected CVAD API Properties

Category	Property	Description
End Users	Id	Unique identifier for the User. (Citrix Created)
	Sid	Security Identifier for the user. (synced with customer's AD)
	Upn	User Principal Name - has two parts: the UPN prefix (the user account name) and the UPN suffix (a DNS domain name). The parts are joined together by the at sign (@) symbol to make the complete UPN. (synced with customer's AD)
	UserName	Username in the form of DOMAIN\UserName (synced with customer's AD)
	FullName	Full name of the user (usually in the form "Firstname Lastname") (synced with customer's AD)
	Domain	Domain the user is associated with (synced with customer's AD)
	ClientName	The host name of the client connected to the session
	ClientAddress	The IP address of the client connected to the session
	ClientVersion	The version of the Citrix Receiver running on the client connected to the session
	ClientPlatform	The name of client platform, as indicated by client product ID for session
	ClientProductId	The product ID of the client connected to the session.
	DeviceId	Unique identifier for the client device that has most recently been associated with the session.
	HardwareId	Unique identifier for the client hardware that has been most recently associated with the session.
VDA Usage	SessionStart	
	SessionEnd	
	IdleDuration	Period for which session has been idle, or null if it is not considered idle.

	UntrustedUserName	The name of the logged-on user reported directly from the machine (in the form DOMAIN\user). This may be useful where the user is logged in to a non-domain account, however the name cannot be verified and must therefore be considered untrusted.
	EffectiveLoadIndex	Percentage of Total load
	Cpu	Percentage of CPU load
	Memory	Percentage of Memory load
	Disk	Percentage of Disk load
	Network	Percentage of Network load
	SessionCount	Percentage of Session Count load maps to
VDA Process-Level Data	ProcessName	
	AverageProcessorLoad	
	ProcessorLoadPeak	
	AverageMemoryUtilization	
	MemoryUtilizationPeak	
Applications	Name	Specifies the name of the application (must be unique within folder).
	CommandLineExecutable	Specifies the name of the executable file to launch. The full path need not be provided if it's already in the path. Environment variables can also be used.
	AdminFolder	The folder in which the new application should reside (if any).
	ClientFolder	Specifies the folder that the application belongs to as the user sees it. This is the application folder that is seen in the Citrix Online Plug-in, in Web Services, and also in the end-user's Start menu.
	CommandLineArguments	Specifies the command-line arguments to use when launching the executable. Environment variables can be used.

	Description	Specifies the description of the application. This is only seen by Citrix administrators and is not visible to users.
	PublishedName	The name seen by end users who have access to this application.
	StartMenuFolder	Specifies the name of the start menu folder that holds the application shortcut (if any).
	WorkingDirectory	Specifies which working directory the executable is launched from. Environment variables can be used.
Machines (VDAs)	Description	Description of the machine.
	DNSName	The DNS host name of the machine.
	HostedMachineName	The friendly name of a hosted machine as used by its hypervisor. This is not necessarily the DNS name of the machine.
	HostingServerName	DNS name of the hypervisor that is hosting the machine if managed.
	IPAddress	The IP address of the machine.
	MachineName	DNS host name of the machine.
	OSType	A string that can be used to identify the operating system that is running on the machine.
	OSVersion	A string that can be used to identify the version of the operating system running on the machine, if known.
	SID	The SID of the machine.
	Tags	A list of tags associated with the machine.
Hypervisors	HypervisorAddress	Specifies the address to be used. The address will be validated and the hypervisor must be contactable at the address supplied. XenServer (ConnectionType = XenServer) The address being added must reference the same XenServer pool referenced by any existing addresses for the same connection.
	SnapshotName	The name of the new snapshot. This is visible in the hypervisor management console.
Other Config Data	EncodedIconData	Specifies the Base64 encoded .ICO format icon data.

	PathToUserStore	Specifies the UNC path to the configured profile store.
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Appendix C: Citrix Endpoint Management (CEM) Data Collection

Citrix Endpoint Management (CEM) is a solution for managing endpoints and offering mobile device management (MDM) and mobile application management (MAM) capabilities. The Citrix Endpoint Management database is located in the control plane and is the central location for all enrolled device traffic, such as enrollments, device check-in, and app store traffic. Data traffic, such as VPN and mail, does not transverse the control plane. Customer Content collected for the service includes the following user data: Citrix Endpoint Management cookies, Connection details, Google enterprise owner email address, and Mobile number (if applicable).

For a list of data elements that may be processed by the CEM service, see [the table below](#). This list is not exhaustive but is designed to provide customers with an understanding of the types of data being processed as part of the CEM service, some which are mandatory and others which customers can control. For more information about the CEM service, please see the [Citrix Endpoint Management service product documentation](#).

CEM Collected Active Directory (AD) Attributes

Category	Attributes	Description
Mandatory	groupScope	Defines the Scope of your Active Directory Groups search. Could be Domain local group or 0, Global group or 1, Universal group or 2
	groupCategory	Specifies the category of the group. The acceptable values for this parameter are: Distribution or 0 Security or 1
	isAccountEnabled	True/False. Tells us if the user account is enabled or disabled
	isAccountLocked	True /False. Indicates if the account is locked due to password expiry, multiple wrong password attempts, etc
	isSecurityGroup	Defines if the AD group is a security group. Examples of Built-in security groups are Domain Controllers, Administrators, etc
	daysUntilPasswordExpiry	Int. Days remaining until the current password for the user expires
	passwordNeverExpires	True/False. Based on if password expiration time is set.
	distinguishedName	Example - CN=Jay Jamieson, OU= Newport, DC=cp, DC=com.
	badPwdCount	Number of bad password attempts made by the user
	memberOf	Groups which the user is member of
	primaryGroupID	Contains the Relative Identifier (RID) for the primary group of the user. A user's primary group must be a group that exists in the user's primary AD Domain
	userAccountControl	Used to disable an account. A value of 514 disables the account, while 512 makes the account ready for logon.
email	Email address of the user	

	accountName	Username in the form of DOMAIN\UserName
	userPrincipalName	User Principal Name - has two parts: the UPN prefix (the user account name) and the UPN suffix (a DNS domain name). The parts are joined together by the at sign (@) symbol to make the complete UPN.
Customer Controlled	commonName	The name that represents an object
	firstName	First name of the user
	lastName	This would be referred to as last name or surname.
	displayName	Name of the user used for display purposes
	streetAddress	First line of address
	city	City of the user
	state	State, Province or County
	country	Country value of the user
	workPhone	Phone numbers for the user
	homePhone	Phone numbers for the user
	mobilePhone	Phone numbers for the user
	company	Company for which the user works
department	Work Department of the user	

Customer Controlled (cont.)	description	A description for the user account
	employeeID	Employee identifier of the user
	faxNumber	facsimileTelephoneNumber
	initials	Name initials if any for the user
	ipPhone	Ip Phone number
	manager	Manager account of the user
	homePostalAddress	This attribute specifies the user's home address.
	otherMobile	Phone numbers for the user
	pager	Pager number for the user
	physicalDeliveryOfficeName	Office name
	postalCode	Zip code
	postOfficeBox	P.O. box.
	title	Job title. For example, Manager.
	organization	Organization to which the user belongs
	preferredLanguage	The preferred written or spoken language for a person. Example: en-US



Enterprise Sales

North America | 800-424-8749
Worldwide | +1 408-790-8000

Locations

Corporate Headquarters | 851 Cypress Creek Road, Fort Lauderdale, FL 33309, United States
Silicon Valley | 4988 Great America Parkway, Santa Clara, CA 95054, United States

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