



# Citrix UniconOS Management Cloud— Frequently Asked Questions

This FAQ supports customers evaluating Citrix UniconOS Management Cloud, formerly Scout during a proof of concept. It explains how the Cloud mode works, what Citrix manages on your behalf, and what stays under your control — helping you evaluate the platform with clarity and confidence.



### Q: What is Citrix UniconOS Management Cloud?

**A:** "Cloud" is the Citrix-managed deployment option for Citrix UniconOS Management (Scout), allowing customers to manage UniconOS endpoints without running the underlying platform themselves.

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### Q: What problems does the Cloud mode solve?

**A:** As endpoint environments grow, endpoint management naturally becomes more complex. In local, customer-managed deployments, teams retain full control over the UniconOS Management platform, including responsibilities such as database operations, upgrades, monitoring, and availability planning. The Cloud mode offers an alternative operating model, where Citrix manages the platform infrastructure. This allows teams to focus primarily on endpoint outcomes, while platform operations are handled by Citrix.

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### Q: What is the value of UniconOS Management Cloud for me?

- A:**
- Operational benefits: reduced operational burden of running Citrix UniconOS Management; avoid platform overhead; scalability available from day one.
  - Business benefits: faster rollout to new endpoints/locations; reduced operational cost and risk; predictable enterprise-ready platform; positioned as included as part of entitlement to reduce purchase friction.

- Security & reliability benefits: built-in high availability, central monitoring/backups, cloud-grade security standards.

- Admin/IT experience: "same Scout experience -just simpler," browser-based access, and onboarding of remote endpoints.

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### Q: Is Cloud mode available for evaluation today?

**A:** Yes. UniconOS Management Cloud can be used for proof-of-concept (PoC) evaluations.

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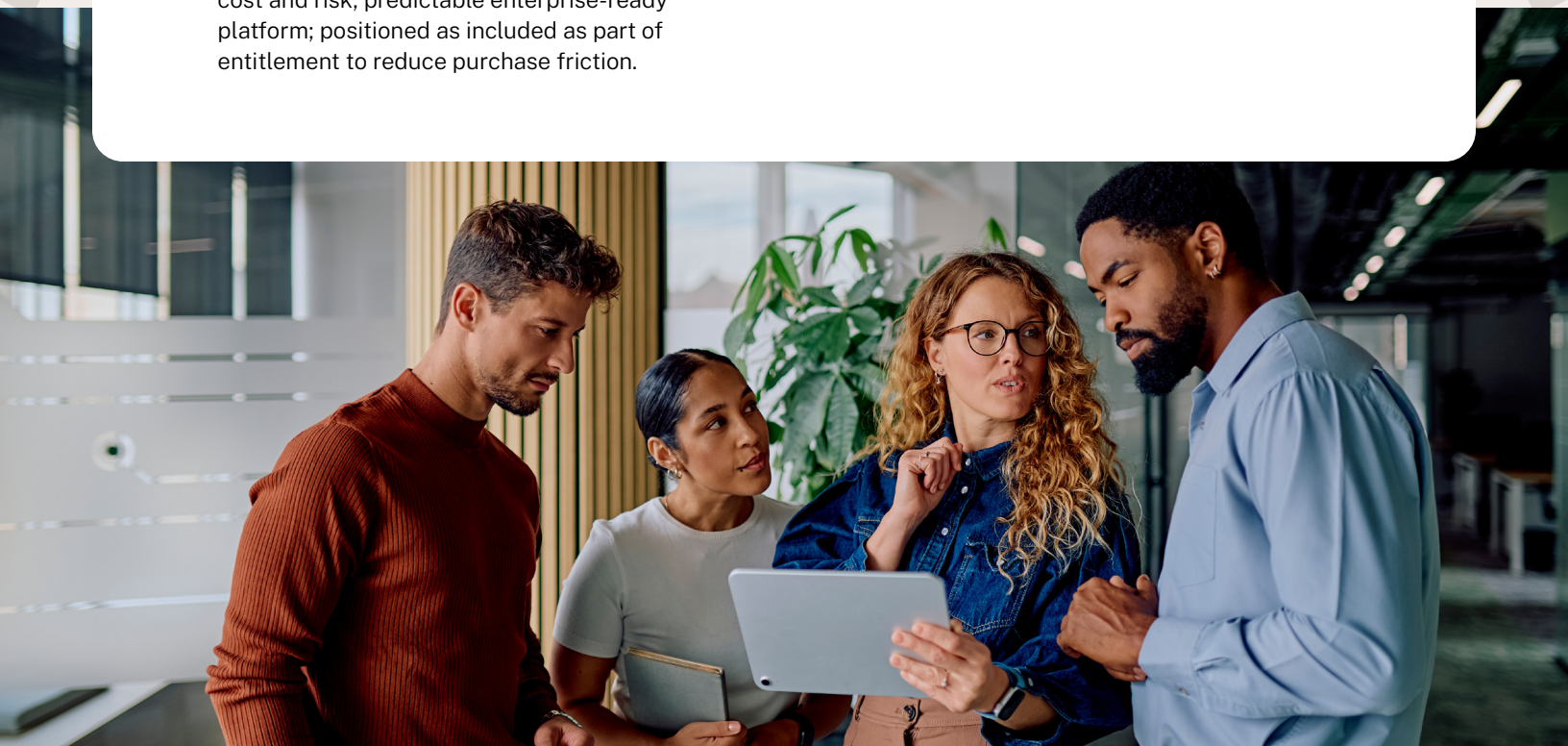
### Q: How long can a PoC run?

**A:** There is no fixed maximum duration. A PoC is governed by a signed PoC agreement that defines the use cases to be validated; once those use cases are completed, the PoC is considered complete and customers typically move into a pilot phase.

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### Q: Is there an additional cost for the UniconOS Management Cloud PoC or hosting?

**A:** Scout Cloud is included with your Citrix entitlement. There are no additional charges to the customer or partner when the UniconOS Management Cloud hosting is provided by Citrix. Terms apply.



**Q: What network access is required for a Cloud mode PoC?**

**A:** For a UniconOS Management Cloud PoC, administrators need outbound HTTPS access to the Scout management consoles (Scout Board, ELIAS, and SCG admin UI).

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**Q: Is the environment shared with other customers?**

**A:** No. The PoC environment is provisioned exclusively for the customer (not shared).

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**Q: Is UniconOS Management Cloud integrated into Citrix Cloud?**

**A:** UniconOS Management Cloud is not yet fully integrated into Citrix Cloud from a platform perspective. However, authentication is integrated: access to the Scout Board uses Citrix Cloud authentication. Today, the Cloud mode runs as a Citrix-managed environment hosted in Azure, with deeper Citrix Cloud integration planned for the future.

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**Q: Can customers choose the deployment region?**

**A:** Yes. Citrix offers a selection of predefined hosting regions, allowing customers to choose where their environments run. Initially, two regions are available in the U.S. (East and West) and two in the EU, with more regions planned.

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**Q: How does thin client onboarding work?**

**A:** Device onboarding is handled via Scout Cloud Gateway (SCG) using token-based onboarding.

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**Q: What components are included in the Cloud mode?**

**A:** UniconOS Management Cloud includes ELIAS18, Scout Board, Scout Console, and SCG -installed and pre-configured.

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**Q: Who builds and maintains Citrix UniconOS (formerly eLux) images in the Cloud mode?**

**A:** Image creation remains the customer's choice; partners can optionally provide image creation and update services as part of their engagement.

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**Q: What does the admin experience look like?**

**A:** Admins access the management applications through browser-based URLs and manage endpoints as usual, while the platform runs in the Citrix Cloud.

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**Q: Where can I find more information?**

**A:** For details, please review the [technical documentation](#) or reach out to your Citrix representative.

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Interested in evaluating Citrix UniconOS Management Cloud? Contact your [Citrix representative](#) to discuss PoC eligibility and region options.

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