

Objectives

The objective of this document is to provide a walk-through of the 'Citrix Service Provider License Retrieval' tool accessible via Partner Central.

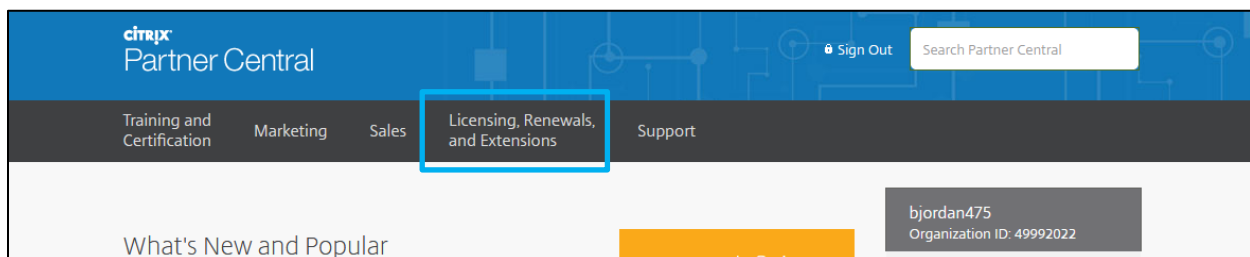
- Accessing Tool
- Navigating Tool
- Requesting Licenses
- License Delivery
- Viewing Request History

Pre-Requisites

- Access to Partner Central
- Active CSP program membership and contract

Accessing Tool

1. Log into Partner Central using your Citrix credentials.
2. Select 'Licensing, Renewals, and Extensions' header at the top of the page.



3. Select 'Citrix Service Provider License Retrieval' under 'Managing My Licenses'.

Licensing, Renewals, and Extensions

Citrix licensing provides simple language, flexible terms and transparent enforcement of Citrix software to protect your legal and financial interests. This includes providing your organization with integrated license management for our desktop, datacenter and networking products. Be assured that we have the right virtual computing solution and licensing program for your organization.

[Learn more about licensing on citrix.com](#)

Managing Customer Entitlements

View your customer renewal certificates and manage customer quotes.

[Subscription Opportunity Report \(preprodmc.citrix.com\)](#)

View your customer's upcoming license and subscription expirations.

Managing My Licenses

View, allocate and download your product licenses.

[View Licenses](#)

View all of your available, purchased and expired product licenses.

[Previews/Betas - License Retrieval](#)

Review and retrieve your beta or evaluation product licenses for XenDesktop, XenApp, XenApp Fundamentals, or Branch Repeater VPX.

[My Licensing Tools](#)

Access a list of all of our licensing tools. Everything you need to view, allocate, return, upgrade and download your product licenses.

[Citrix Service Provider License Retrieval](#)

Request additional licenses for use in the Citrix Service Provider Program.

Navigating Tool

Within the tool, there will be two pages:

1. Request Licenses → This page will allow you to select which Citrix Service Provider licenses you would like to request for fulfillment.
 - i. Page Terminology:
 1. Product Name = Product Name to be requested.
 - a. Note: Several variations/editions of licenses are delivered with each request
 2. Previously Fulfilled = Quantity of licenses that were previously delivered to My Licensing Tools
 - a. Note: Previously Fulfilled does not include any licenses expiring in less than 3 months.
 3. Quantity Requested = Quantity of licenses currently requesting
2. History → This tab will display the Citrix Service Provider licenses you have requested in the past including quantity and date requested.
 - i. Page Terminology:
 1. Product Name = Product Name
 2. License Code = License code assigned to the product when delivered
 3. Requested Date = Date license was requested
 4. Quantity = Quantity of licenses delivered within request



Requesting Licenses

1. Under 'Request Licenses', choose the Citrix Service Provider licenses you would like to fulfill by completing the following steps:
 - a. Select the checkbox on the left of the product. Upon selection, a pop-up window will be displayed for you to enter the quantity of licenses you would like to request.

| Select | Product Name | Previously Fulfilled | Quantity Requested |
|--------------------------|---|----------------------|--------------------|
| <input type="checkbox"/> | XenApp/XenDesktop Base for Service Providers | 0 | 0 |
| <input type="checkbox"/> | XenApp/XenDesktop Premium for Service Providers | 1 | 0 |
| <input type="checkbox"/> | NetScaler VPX for Service Providers | 8 | 0 |

- b. Enter the requested quantity and select 'OK'.
 - i. Note: If you are requesting an amount over the allowed limit, the tool will notify you on how many licenses will be immediately delivered, as well as, how many licenses will be sent for approval. Upon approval, the additional licenses will be delivered. If your request is rejected, you will receive a notification including reason for rejection.

Previously Fulfilled: 0

Quantity Requested

1000

OK Cancel

Previously Fulfilled: 0

Quantity Requested

1500

1000 are available for immediate delivery.
500 will be sent for approval.

OK Cancel

- c. Continue this process for each product you would like to request additional licenses.
 - i. Note: There are two pages of products available.
- d. Upon completion of your product/license quantity selection, select 'Request' at the bottom of the page.

< < 1 2 > >

Request

- e. On confirmation page, please review your choices and select 'Confirm'. You also have the option to go 'Back' to change your selections, as well as, 'Cancel'.

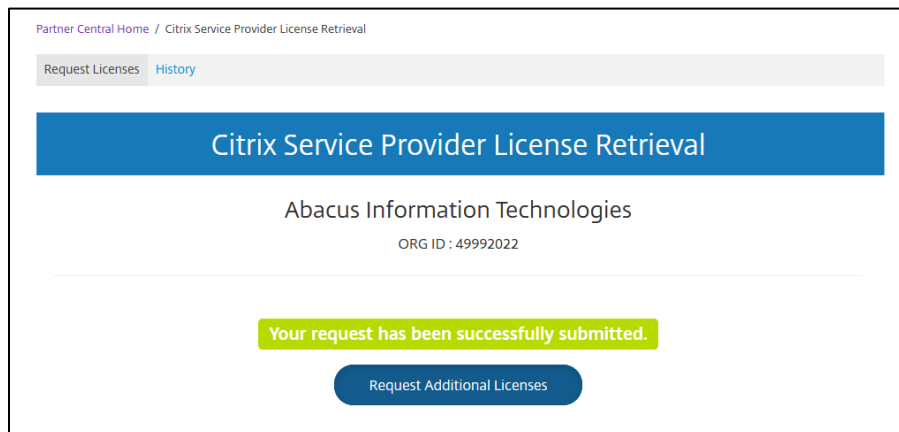
Quantity Confirmation

| Product Name | Immediate Delivery |
|---|--------------------|
| XenApp/XenDesktop Base for Service Providers | 1000 |
| XenApp/XenDesktop Premium for Service Providers | 500 |

Licenses delivered are subject to the term and conditions of the Citrix Service Provider Program and must be paid monthly.
Please see the [Citrix Service Provider Program Guide](#) for additional information.

Back Confirm Cancel

- f. Upon submission, the tool will confirm that "Your request has been successfully submitted."



- g. If you receive an error at any time, please re-start the process and re-submit.

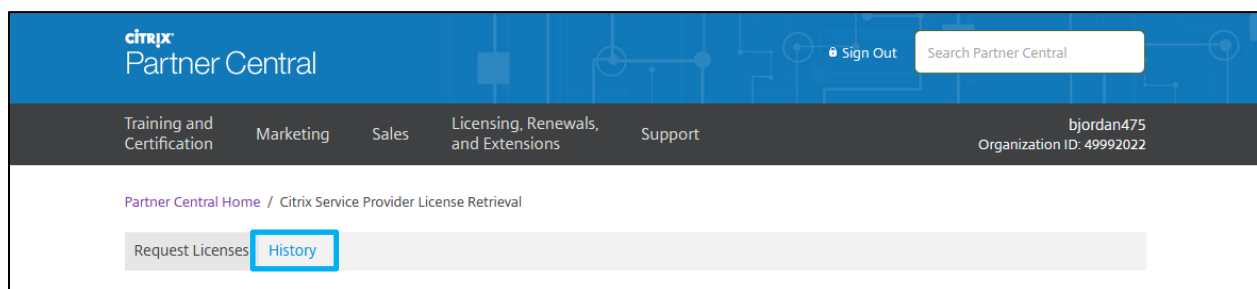
License Delivery

Based on the amount of active licenses you currently have for the selected products, as well as, the standard license limits, the system will either deliver your licenses automatically or send them to the Citrix Service Provider Team for approval. Upon approval by the Citrix Service Provider team, the remaining licenses will be delivered. If your license request is rejected for any reason, you will receive an email with the reason for rejection.

Note: License delivery emails will be sent to the email address stored for the login name.

Viewing Request History

1. To view your Citrix Service Provider license request history, chose the 'History' page.



2. The tool should display your license request history in descending order by Requested Date

FAQ:

- What type of contact in my Partner Central Account can access the tool?
 - Any contact types in Partner Central can access this tool.
- How can I limit the access to this tool to certain contacts in my account?
 - As all contacts are able to download licenses, the only method is to mark contacts as former. Note that they will no longer be able to access any licenses or login Partner Central
- What Partners can access this tool
 - Any Partners with an Active Citrix Service Provider membership can access this tool
- Can my preferred CSP distributor see what I am ordering through this tool?
 - Yes, they receive a summary of all licenses downloaded.
- Why are the XenMobile, Cloud and ShareFile license are not available to order?
 - Those licenses have a ShareFile component that will be integrated early 2018
- Who can I contact if I have any issues with the tool?
 - Please contact your distributor or CSP@Citrix.com
- When is the recommended time to renew licenses that will be expiring?
 - Three months before license expiration.