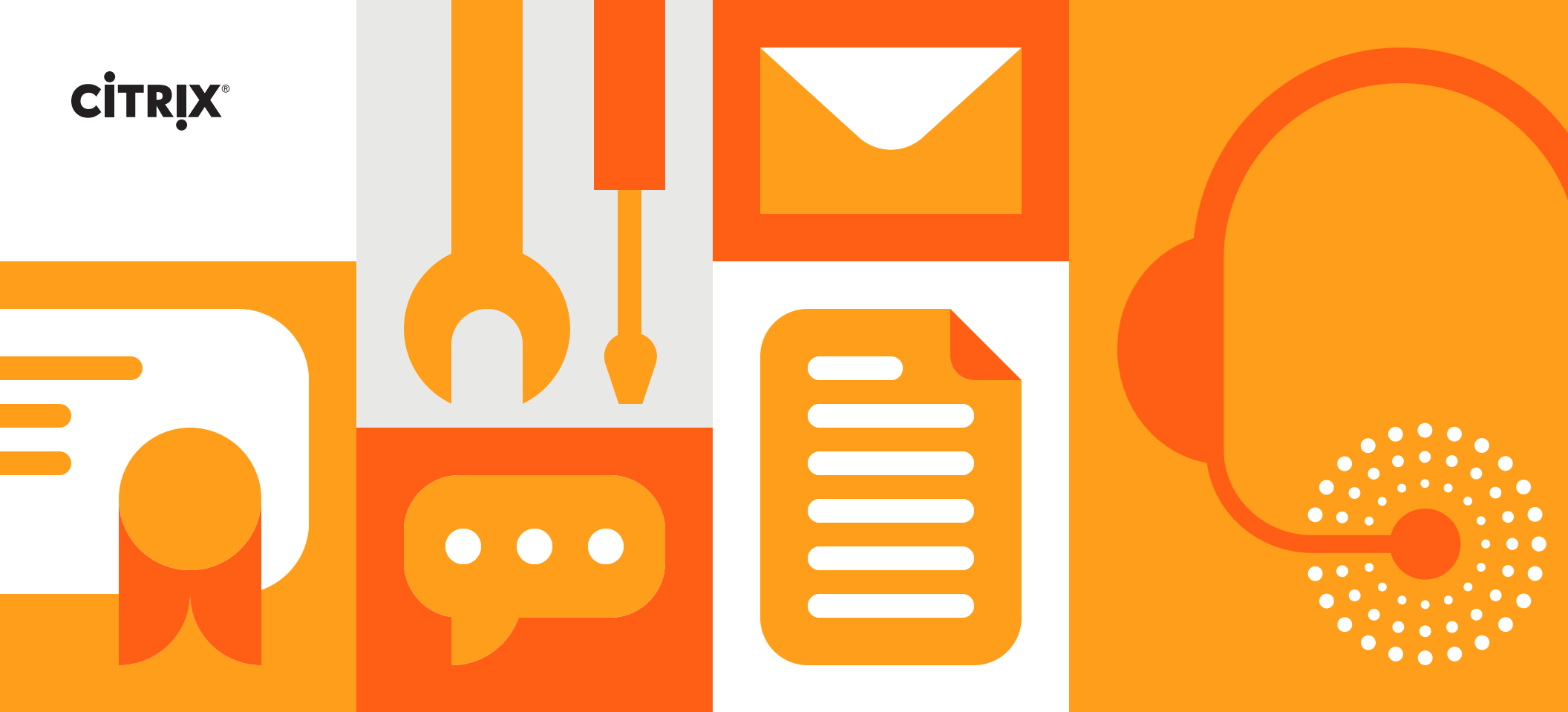CITRIX®

Getting started with
Select Services

Your first steps, and where they'll take you...

Contents

Introduction
We're excited to welcome you to Select Services.

As a Select Services customer, you have access to a new kind of support. One that goes beyond traditional break/fix assistance.

Select Services is designed to help you get the most from your Citrix investments, whether you're in the cloud, on-premises, or anywhere in between.

That means we'll:

Support you to succeed – you've got always-on technical support through phone or web, best-in-class response times, and access to upgrades and updates

Enable you to succeed – you now have unlimited access to constantly updated eLearning resources, and regular training opportunities

Guide you to succeed – we'll help with any problems you run into when installing, upgrading, or configuring our products, and give you the resources to make self-directed troubleshooting simple

Give you the tools to monitor your environment – you can now take advantage of proactive monitoring and health check tools, to prevent issues before they even occur

Select Services will be of immense value to your organization. We've created this guide to help ensure you receive all that value, as quickly as possible.

Read on to discover:

• How to manage your Citrix account

• How to contact Citrix support

• What you're entitled to with Select Services

• How to manage your Citrix licenses

• What self-help resources are available to you

Ready? Let's get started…

How to manage your Citrix account
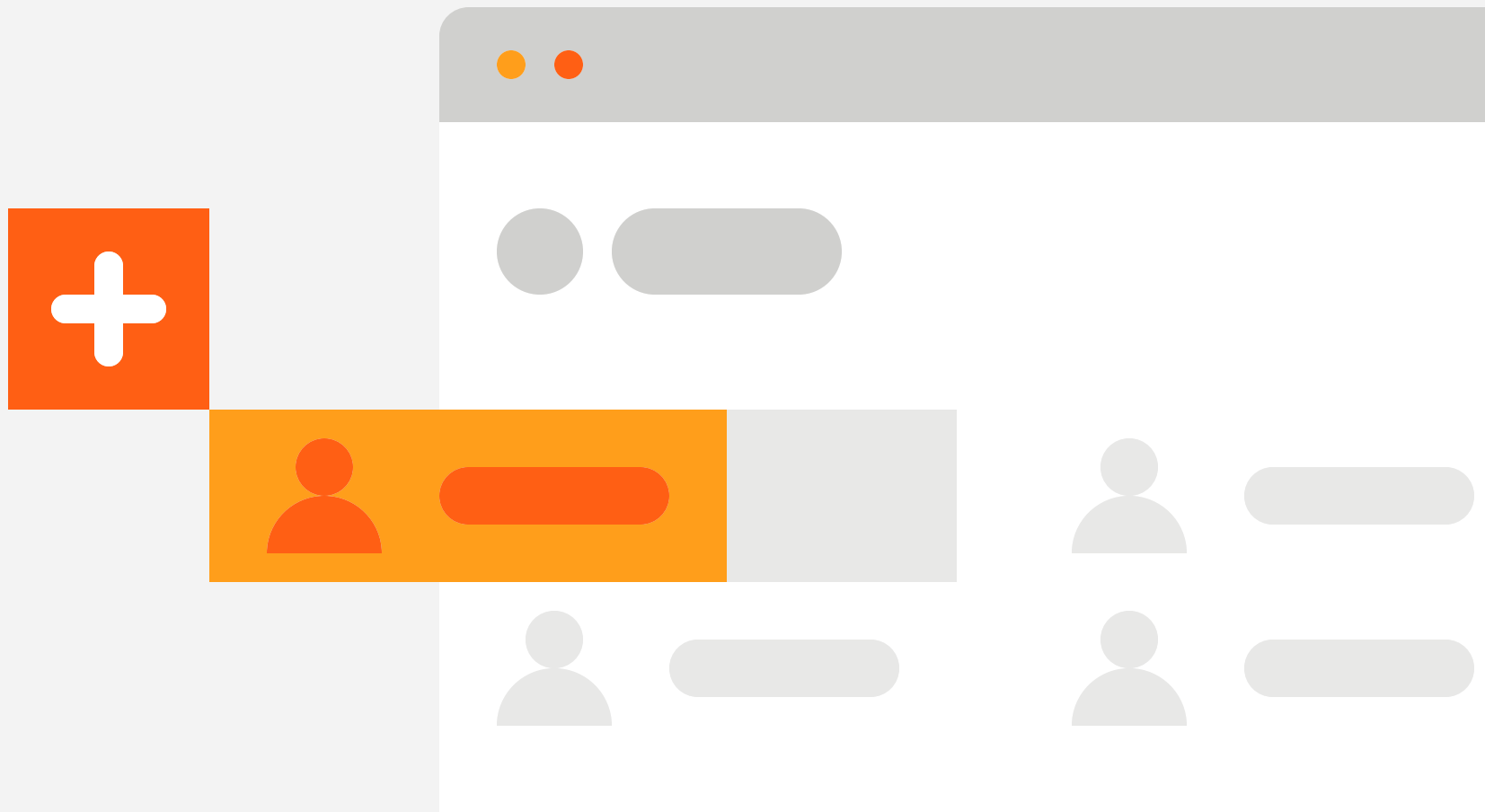
How to manage your Citrix account

Your Citrix account is your key to accessing Select Services. Managing it is simple. Here's what you need to do.

Create and manage your contacts

It's vital that your contact information is complete and up-to-date. This will ensure:

• Your users have the right permissions

• You receive important notifications

• You can access everything Select Services has to give

The three most important contact roles are Org Admin, Technical and Procurement.

Your Org Admin Contact is your primary administrative contact for Select Services. They have access to all actions within your account.

Your Technical Contacts are the people you've chosen to contact Citrix Support on behalf of your organization. They may belong to your organization, to a preferred Citrix reseller, or to any third party.

Your Purchasing Contact will receive notifications regarding renewal and price changes.

How to manage your Citrix account

An individual assigned to any of these roles can manage licenses and renewals.

Help us to support you effectively by creating or updating these three contacts now.

[Learn how to create and manage your contacts](#)

See everything you're entitled to with Select Services

Understanding exactly what you're entitled to will help you make even better use of Select Services.

[See what you're entitled to with Select Services](#)

Update your profile and company information

Has your profile or company information changed since you created your account? Take a few moments to check and update it now – it'll help us support you even more effectively.

[Learn how to update your profile and company information](#)

How to contact Citrix support

How to contact Citrix support

You can contact Citrix support by Live Chat, web or phone.

Before you get in touch, be sure to run through the following checklist. It'll help us resolve your issue as quickly as possible.

What to do before you contact support

1. Check our self-help resources.

The quickest resolutions happen when you're able to successfully address the issue yourself. Before contacting support, always check our self-help resources for an even faster answer – just start a live chat for help finding the article you need.

2. Take basic troubleshooting steps.

You can also save time by performing some basic troubleshooting before contacting support. We'd recommend:

- Rolling back any recent changes to the environment, and seeing if the issue persists

- Testing different environments for the same issue

3. Assess the business impact.

Be ready to explain the current impact of your issue on your users – including the number of users affected – and on any project deadlines.

How to contact Citrix support

4. Review your environment.

We'll want to know the following about the affected environment:

• The kind of environment – e.g. production or proof of concept

• The IPs and names of servers

• The network diagram

• The location of servers and users

• The firewalls, proxies or other security devices

• The Citrix version and supporting software version – e.g. Windows server

• The type of device, operating system and version

The recent history of the environment – e.g. what changes have been made

5. Review the issue.

Knowing as much as possible about the issue will help us accelerate resolution. Note down:

• When the issue is occurring and how often

• Any actions that have already been taken to resolve the issue

• If there's a current workaround

6. Have the right people on hand.

We may need you to make changes to your environment to resolve the issue – so make sure you've someone with administrative rights ready to help.

7. Look up the case number.

If you're contacting us about an existing case, check you've got the case number to hand. (And be prepared to provide your contact information if this has changed since the case was created.)

How to contact Citrix support

How to contact support

Once you've completed the checklist, contact us in the way that's easiest for you.

Live Chat

Initiate Chat

Phone

1. Dial the toll-free phone number for your region, or the number of your regional support center – you can find a full list of numbers here

2. If asked, select a support language

3. Select technical support

4. Follow the instructions

Web

Simply follow the instructions here

Support SLAs and business hours

With Select Services, you now have best-in-class response times, and unlimited access to technical assistance – wherever, whenever.

Response times

• < 30 minutes for severity 1 issues
  (site outage)

• < 2 business hours for severity 2 issues
  (site degradation)

• < 1 business day for all other issues

Business hours

• 24/7/365 – for severity 1 issues

• In your local business hours –
  for all other issues

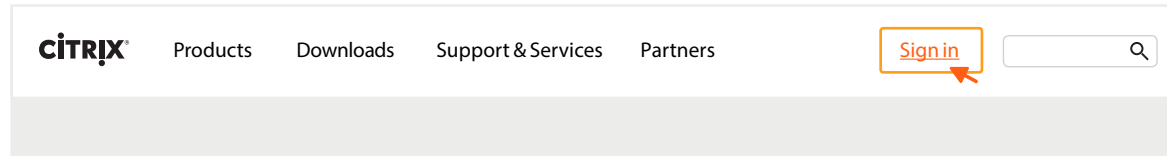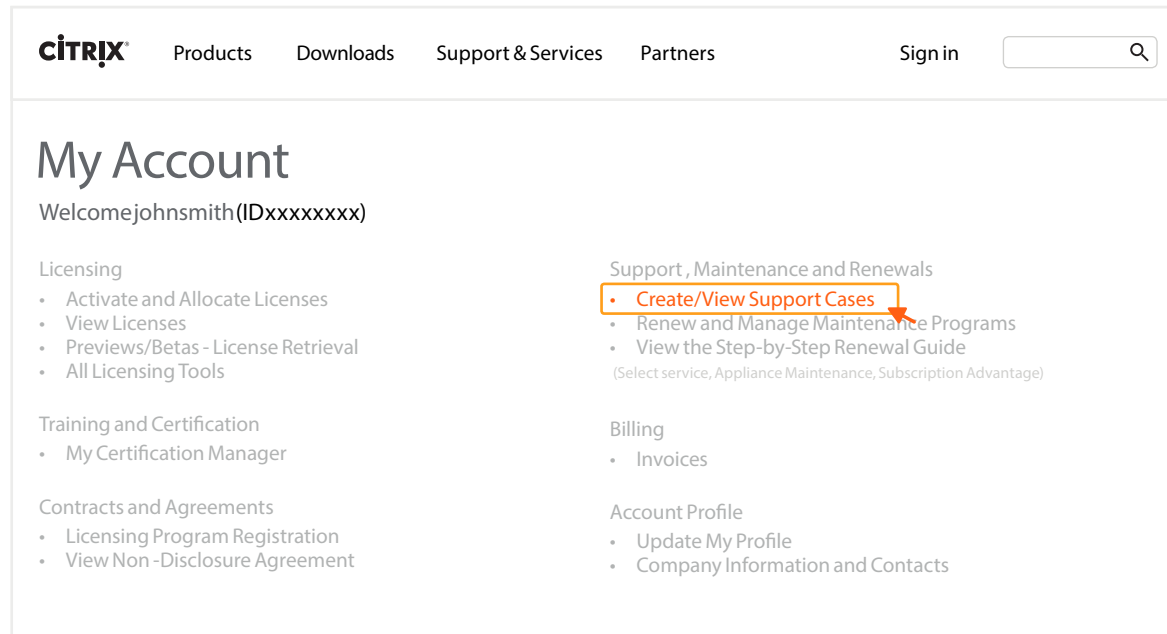**Number of tech support cases**

• Unlimited

How to contact Citrix support

How to view a case's status

Viewing your support cases is easy. Here's how to do it:

1. Log in to your Citrix account.

CİTRIX®	Products	Downloads	Support & Services	Partners	Sign in	🔍

2. Click Create/View Cases.

CİTRIX®	Products	Downloads	Support & Services	Partners	Sign in	🔍

My Account

Welcome johnsmith (ID xxxxxxxx)

Licensing
- Activate and Allocate Licenses
- View Licenses
- Previews/Betas - License Retrieval
- All Licensing Tools

Training and Certification
- My Certification Manager

Contracts and Agreements
- Licensing Program Registration
- View Non -Disclosure Agreement

Support , Maintenance and Renewals
- Create/View Support Cases
- Renew and Manage Maintenance Programs
- View the Step-by-Step Renewal Guide

  (Select service, Appliance Maintenance, Subscription Advantage)

Billing
- Invoices

Account Profile
- Update My Profile
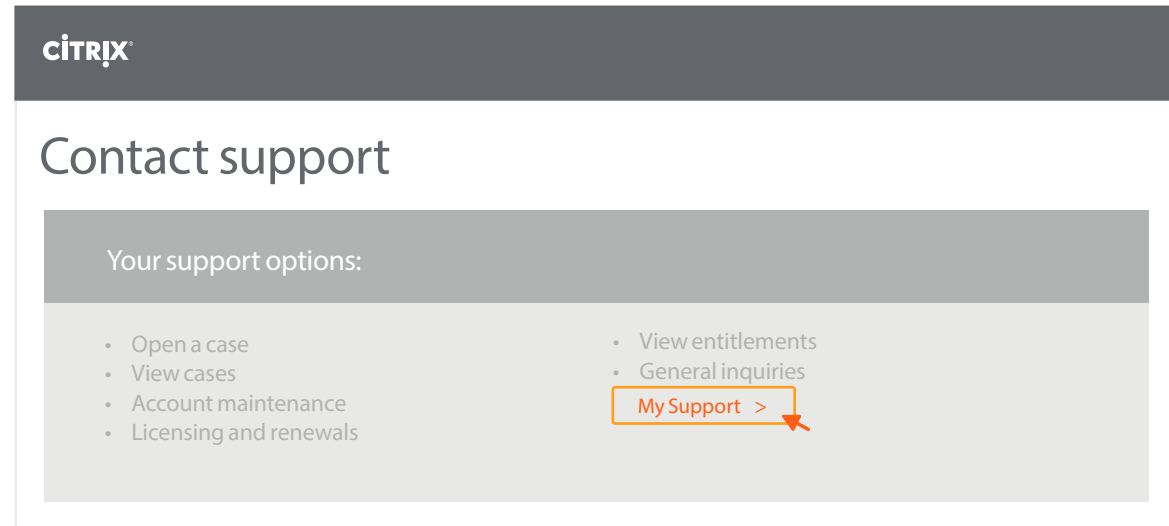- Company Information and Contacts

Section 02
How to contact Citrix support

How to view a case's status

Viewing your support cases is easy. Here's how to do it:

3. Click My Support.

CÍTRIX®

Contact support

Your support options:

- Open a case
- View cases
- Account maintenance
- Licensing and renewals

- View entitlements
- General inquiries

My Support >

4. Click View Cases.

CÍTRIX®

Create case   Existing cases   Entitlements/Product Authorizations
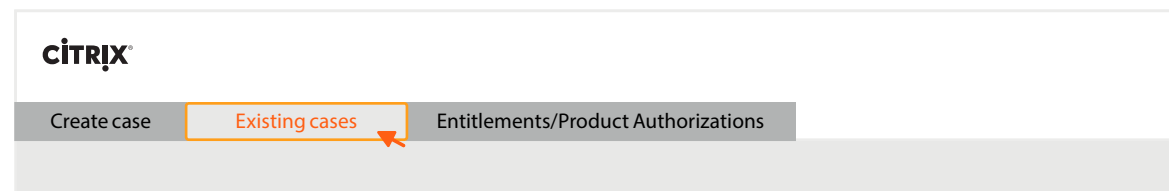
Section 02
How to contact Citrix support

How to escalate a case

We'll always strive to resolve your issues quickly and professionally.

If you're not satisfied with your support experience, you can escalate a case, and bring it to the attention of our Technical Support Management Team.

Preparing to escalate a case

When escalating a case, you'll need to include the following information:

• The case number

• The business impact of the ongoing issue on your users and projects

• The reasons for your escalation request and your desired outcome (e.g. to speak with a manager)

• Your contact details (if different from the details already noted within the case)

Escalating a case

You can escalate a case by phone or email, depending on how urgent the issue is.

• If you need a response within the hour, escalate the case by phone. Ring your usual support number and work with your assigned engineer to request the escalation – or simply ask to speak with the on-call manager.

• If you need a response that same business day, email your assigned engineer's manager. You'll find their address in your engineer's own email-signature.

Section 03

What you're entitled to with Select Services

Section 03
What you're entitled to with Select Services

Read on to discover the key features of your new support contract – and how to take advantage of them.

1 Live Chat

Use Live Chat to get help finding the best article to answer your support question.

You can start a live chat when browsing any support article – just click on the button at the bottom-right corner, log in, and open a conversation with one of our Technical Support agents.

If you require additional assistance, you can request a voice call from a Support Engineer and avoid having to repeat any details.

Feature overview

- Get faster answers to quick questions
- Smoothly transition to phone

How to access this feature

Initiate Live Chat

What you're entitled to with Select Services

02 Select eLearning Subscription

Access to on-demand training covering architecture, installation, and initial configuration across Citrix products and technologies, plus latest release training to help you stay current.

Feature overview

- Learn at your own pace

- Continually skill up, with new modules added regularly

How to access this feature

Log in to access your eLearning resources

03 Best-in-Class Response Times

Get rapid assistance with severity 1 issues,
absolutely anytime, with response times of <30 minutes.

For less severe issues, take advantage of support that's aligned to your local business hours – with a <2 business

Feature overview

- Get expert help with critical issues, within 30 minutes, anytime

- Get expert help with non-critical issues within 1 business day

How to access this feature

Contact Technical Support

What you're entitled to with Select Services

04 Workspace Environment Management

Workspace Environment Management uses intelligent resource management and Profile Management technologies to deliver the best possible performance, desktop logon, and application response times for deployments with Citrix Virtual Apps and Desktops. It is a software-only, driver-free solution.

Feature overview

- Optimize application response times with intelligent resource managed for Citrix Virtual Apps and Desktops

- Get users to their apps and desktops faster with multi-threaded processing of user environment settings

How to access this feature

Learn more about Workspace Environment Management

What you're entitled to with Select Services

05 Citrix App Layering

Citrix App Layering allows you to install applications and operating system patches once, and use them as part of any image you deploy. You can publish Layered Images as open standard virtual disks usable in any environment – allowing you to maintain a single Windows installation, and a single copy of each application for all of your images across all of your virtual environments.

Feature overview

- Wrap application in a Layer, and store the Layers as virtual disks

- Install an application or an operating system once, and deploy it as part of any number of images

- Combine App Layers and an OS Layer as part of a Layered Image, and publish it to your target platform latest versions

How to access this feature

[Learn more about Citrix App Layering](#)

What you're entitled to with Select Services

06 Supportability Pack

The Supportability Pack gathers together
the most popular diagnostic tools created
by our Support and Engineering teams into one quick download.

It saves you the hassle of downloading them individually, and even includes an auto-update feature to ensure you're using the latest versions.

Feature overview

• Simply access a number of essential tools

• Start diagnosing and resolving issues faster

• Automatically check for the latest versions

How to access this feature

Download your Supportability Pack now

Section 03
What you're entitled to with Select Services

07 TechEdge

Meet face-to-face with top Citrix support engineers at our one-day training event, before our annual Citrix Synergy conference.

You'll learn how to deploy, optimize, and troubleshoot mobility, virtualization, networking, and cloud technologies – with the opportunity to ask questions, have in-depth discussions, and network.

Feature overview

- Meet our support experts face to face

- Learn the latest troubleshooting techniques

- Discover new best practices, tools and tips

- Ask questions, have discussions and network

- Be even more effective in your job

How to access this feature

Register to attend TechEdge today

What you're entitled to with Select Services

08 Proactive Call Home

Catch potential problems early with Call Home. This feature lets you proactively check the health of your Citrix Virtual Apps and Desktops by scheduling uploads of site data to Citrix Insights Services (CIS).

You can configure uploads by date and time, and you'll receive automatic email notifications when the analysis

Feature overview

• Get proactive with scheduled site health checks

• Receive analysis by email

• Spot potential problems sooner

How to access this feature

Learn more about Proactive Call Home

Section 03
What you're entitled to with Select Services

09 Anytime, Unlimited Technical Support

Contact our Technical Support team any time of day, any day of the year for critical issues, or during your local business hours for less urgent issues.

You can get in touch by phone or web, and open as many support cases as you need.

Feature overview

- Around the clock support for critical issues

- Support in your local business hours for non-critical issues

- Two ways to get in touch, and

How to access this feature

Contact Technical Support by web or phone

10 Support for End-of-Life Products

Need longer to plan your upgrade? While you're a Select Services customer, you're eligible to purchase and enjoy extended support for versions of Citrix Virtual Apps and Desktops that have reached End of Maintenance and End of Life milestones.

Feature overview

- Get more time to plan your next upgrade

- Choose an extended support agreement, for an additional fee

How to access this feature

Learn more about support for End-of-Life products

Section 03
What you're entitled to with Select Services

11 Long-Term Service Release

Keen to stay on the same base version of your Citrix product for an extended period of time? Long-Term Service Releases (LTSR) and Cumulative Updates are available exclusively to Citrix Partners and Select Services customers.

Support is provided for five years from the release of each LTSR – with the option to purchase extended support for an additional five years when mainstream support ends.

Feature overview

- Keep the same base version of Citrix Virtual Apps and Desktops for an extended period

- Get predictable maintenance and scheduled cumulative updates

- Enjoy peace of mind with up to ten years of support

How to access this feature

Discover and download the latest LTSR for Citrix Virtual Apps and Desktops

Section 03
What you're entitled to with Select Services

12 Configuration & Installation Assistance

Enjoy expert guidance and assistance from our Technical Support Team during product installation, upgrades, or configuration.
That means fewer headaches, and faster time to value.

Feature overview

- Discover support that goes beyond break/fix

- Get installation, troubleshooting and configuration guidance

- Accelerate time to value

How to access this feature

Contact Technical Support by web or phone

13 Software Upgrades & Updates

We're constantly working to upgrade our products and their feature sets and to address any known issues with timely updates.

As a Select Services customer, you have access to the latest software upgrades and updates as soon as they become available.

Feature overview

- Get the latest product upgrades and updates

- Leverage new and enhanced product features

- Protect yourself against known issues and bugs

How to access this feature

View and download the latest product updates

How to manage your Citrix licenses

Section 04
How to manage your Citrix licenses

Need help staying on top of your Citrix licenses? You can allocate, download, and view licenses using product licensing tools or through your Citrix account. Here's how.

How to allocate and download licenses

Once you set up your license server using the latest version of Citrix License Server software, you're ready to download and allocate your license files using one of the following methods (you should have received an email with
your License Allocation Code at the time of product purchase).

Citrix Virtual Apps and Desktops

If you're installing Citrix Virtual Apps and Desktops for the first time, you'll have an opportunity to allocate and download licenses during installation, using your license allocation code (e.g. LA-000123456-78912). You can use Citrix Studio to allocate additional licenses after initial configuration as follows:

1. On the Citrix Virtual Apps and Desktops Delivery Controller, launch Citrix Studio

2. In the navigation pane, select Configuration, and then Licensing

3. Select Allocate Licenses

4. Enter your license allocation code (e.g. LA-000123456-78912)

Section 04
How to manage your Citrix licenses

Citrix ADC

1. Open a web browser and point to your Citrix ADC address

2. Log in with an administrator account

3. Select the Configuration tab, navigate to System, and then Licenses

4. In the details pane, click Manage Licenses, and then Add New License

5. Enter your license allocation code (e.g. LA-000123456-78912)

Citrix Endpoint Management

1. On the Citrix License Server (v11.13.1 or later), launch Citrix Licensing Management

2. Select the Allocate License tab

3. Enter your license allocation code (e.g. LA-000123456-78912), click the button to display licenses

Other Products

1. Launch Citrix Licensing Management on the Citrix License Server (Citrix Licensing 11.13.1 or later)

2. Select the Allocate License tab

3. Enter your license allocation code (e.g. LA-000123456-78912)

4. Allocate and download licenses

How to view and manage licenses

The easiest way to view your license allocations is to use Citrix Licensing Management installed on your Citrix License Server (v11.13.1 or later). Alternatively, you can manage your licenses at www.citrix.com/account, and then select Activate and Allocate or View Licenses.

How to contact support about licensing issues

Our licensing support team are available by phone or web. To reach them, simply follow the steps laid out in the 'How to contact Citrix Support' section of this guide.

Your self-help resources

Your self-help resources

What's even better than our support experts rapidly resolving your issue? You resolving it yourself, in no time at all.

Below you'll find quick links to a wealth of resources. Explore them to troubleshoot issues, skill up, get insights from other Citrix users and more…

Knowledge Center

Search our invaluable library of best-practice guides, tools, learning resources and more. It's constantly expanding, and constantly updated.

Search the Knowledge Center now

Citrix Docs

Quickly find documentation related to your Citrix products, from overviews and specifications to installation and configuration guides.

Search Citrix Docs now

Product lifecycle milestones

Most Citrix products go through three lifecycle phases. Learn what they are, why you need to know about them, and how they impact support.

Review our product lifecycle milestones

Discussions

Dive into our online forum and get help from the Citrix user community – while sharing your own wisdom with your peers.

Search and join discussions now

Your self-help resources

Citrix Education

Investing in training is always a win-win.
It helps you get maximum value from your
Citrix products, and build a more confident,
more productive workforce.

And with Citrix Education, you can pick from
a host of different, flexible training models.

Learn more about Citrix Education

Citrix Consulting

Sometimes, you need absolute peace of
mind. That's when you need Citrix Consulting.

Our in-house team has the unrivalled product
expertise and deep experience to take on
even the toughest projects, on the tightest
schedules, with the least risk.

Learn more about Citrix Consulting

That's it.
You're all set for success.

We hope you've found this guide useful. We'd recommend saving it somewhere safe, and bookmarking the Select Services page for easy access to Select Services features.

Remember, your new support contract offers much more than traditional break/fix assistance.

We hope you'll take full advantage of its many features, and their power to help you see an even greater return on your Citrix investments.

Any questions?