



Citrix License Activation Service (LAS) FAQ

Version: 1.1

1 Frequently Asked Questions

- 1) **When was the LAS requirement communicated to the customers?**
A Citrix Product Bulletin email was sent on Monday, Sep. 8, 2025, to all customers. Customers were informed of the licensing changes and directed to this [CTX695107 License Activation Service: Replacing Our End-of-Life File-Based Licensing](#) article.
- 2) **What is the Citrix LAS program?**
A mandatory cloud-based licensing solution that provides an alternative to the traditional Citrix legacy licensing for on-prem Citrix & NetScaler customers.
- 3) **Is participation in the LAS program optional?**
No, participation is mandatory for compliance with licensing terms.
- 4) **What happens if I do not comply with the LAS requirements?**
Citrix products will no longer support file-based licenses, which will lead to loss of functionality and potential adverse effects on end-users.
- 5) **Which Citrix components are subject to licensing transition?**
All Citrix on-premises products: Citrix Virtual Apps and Desktops, Citrix Provisioning (PVS), NetScaler, XenServer, Unicon, Citrix Endpoint Management, Workspace Environment Management (WEM), uberAgent, etc.
- 6) **What actions must Citrix customers take?**
Customers using file-based licensing must upgrade and transition to LAS before April 15, 2026. After this date, LAS will be the only way to activate on-prem Citrix & NetScaler components.
- 7) **Will LAS impact CCU/user-based license usage or update Business Unit terms and the EULA?**
LAS is a technology upgrade for licensing. It won't affect your contract or commercial terms unless specifically mentioned.
- 8) **If a customer has transitioned to LAS for NetScaler and still using file-based licenses for CVAD, will support be denied across all products and vice-versa?**
No, support will only be discontinued for products linked to licenses that haven't transitioned to LAS.

9) **Is LAS applicable for Fixed capacity NetScaler license?**

Yes, LAS supports NetScaler Flexed licenses (CPC/UHMC), legacy NetScaler Pooled licenses, and NetScaler Fixed term Bandwidth licenses. However, Fixed instances can be activated via LAS offline activation method which does not need connectivity with LAS endpoints.

10) **How challenging is it to migrate to LAS, and should customers expect any service interruption?**

The transition to LAS is entirely UI-driven and managed through the respective consoles. No downtime is expected during this process.

11) **Which License server version is compatible with LAS?**

11.17.2 build 53100 or later.

12) **Which are the versions supported by LAS?**

CVAD & Provisioning: LTSR Releases: 2203 CU7, 2402 CU3, 2507 & CR Releases: 2411+
NetScaler: ADC 14.1 51.x, 13.1 60.x, 13.1 37.x (FIPS); SVM 14.1 51.x, 13.1 60.x & Service released in early September 2025

XenServer 8.4+

Unicon Scout 15 2508 LTSR+

WEM 2507+

UberAgent 7.4.2+

Endpoint Management/ XenMobile 10.16 Rolling Patch 7 & 10.15 Rolling Patch 13

13) **What endpoints should be accessible from Citrix License Server?**

Secure outbound connection from the License Server to LAS, either directly or via a proxy:

- a. <https://las.cloud.com:443>
- b. <https://customers.citrixworkspacesapi.net:443>
- c. <https://trust.citrixnetworkapi.net:443>
- d. <https://trust.citrixworkspacesapi.net:443>
- e. <https://cis.citrix.com:443>
- f. <https://core.citrixworkspacesapi.net:443>
- g. <https://core-eastus-release-a.citrixworkspacesapi.net:443>
- h. <http://ocsp.digicert.com:80>
- i. <http://crl3.digicert.com:80>
- j. <http://crl4.digicert.com:80>
- k. <http://ocsp.entrust.net:80>
- l. <http://crl.entrust.net:80>

14) [What endpoints should be accessible from NetScaler Console?](#)

- a. <https://las.cloud.com:443>
- b. <https://download.citrixnetworkapi.net>
- c. *.citrixnetworkapi.net
- d. *.agent.adm.cloud.com
- e. *.adm.cloud.com
- f. adm.cloud.com
- g. Citrix.cloud.com
- h. Accounts.cloud.com
- i. <https://netscalermas.cloud.com>

15) [How do I create a Citrix Cloud account?](#)

If you have valid Citrix entitlements, visit <https://onboarding.cloud.com>, log in using your MyCitrix credentials, and set up your Citrix Cloud account to complete the Cloud onboarding.

16) [How do I transition to LAS?](#)

To activate LAS compatible products, following steps need to be taken:

Pre-requisites (No production impact):

- a. Complete Citrix Cloud onboarding as mentioned above
- b. Whitelist LAS endpoints from License Server & NetScaler Console

Steps for LAS:

- a. Upgrade the products to LAS versions
- b. Register the License Server with Citrix Cloud portal & connect NetScaler Console on-prem with Cloud Connect
- c. Once registered & connected, product activation needs to be performed. For more information, see [Activate Products with LAS](#).

17) [After transitioning to LAS, Citrix Cloud UI \(CCUI\) & product show renewal date not matching with the license expiry date. Why is that?](#)

This renewal date is called as “LAS Activation or Renewal” date and is expected as per design. The actual license validity needs to be checked from Citrix License Manager. The activation process is designed to be successful as long as your specific entitlement remains valid. Check this for more details: [Verify the status of registered License Servers in Citrix Cloud](#)

18) [How do I validate if the products are LAS activated?](#)

Please check this KB article for product-wise details: [CTX695846](#)

19) [What is Citrix's stance on customers that are unable to upgrade due to application compatibility issues?](#)

For LAS activation (LAS safe zone), DDC and License Server can be upgraded to the LAS versions. Rest of the components can be upgraded gradually for maintaining the version uniformity.

20) [What are the various status indicators of the License Server?](#)

- a. Not registered: Citrix Cloud not registered.
- b. Registered with Citrix Cloud: License server registered with Citrix Cloud.
- c. Online License Activation Service: License server is online activated for LAS.

21) [Will NetScaler appliances require NS Console for licensing, or can they report directly to the License Access Service \(LAS\)?](#)

The need for NS Console depends on the NetScaler license type. Flex licensing (CPL/UHMC) requires NS Console, while fixed-term bandwidth licenses do not. Offline activation option will be provided for fixed-term BW license, the customer needs to renew their licenses as per the maintenance program. Air-gapped environment with console running fixed BW – customer needs to upload the license for every 90 days.

22) [Are there any costs associated with the LAS program?](#)

No additional costs are associated with the LAS program itself.

23) [Why is Citrix transitioning to LAS-based data collection?](#)

Citrix's legacy file-based licensing has not kept pace with product evolution. To address this, they have introduced the LAS, designed using customer telemetry and support insights to streamline activation and improve deployment efficiency.

24) [What data is collected as part of the LAS program?](#)

FQDN, Mac Address, CPU ID, Motherboard Serial Number, Hard Drive Serial Number, BIOS Serial Number, LS Install Specific GUID of License server are used by LAS while generating activations.

25) [Are there any security/privacy measures in place for LAS data?](#)

LAS data is stored in plain text or unencrypted format. For more details, refer to [License Server Data Elements](#) & [Citrix Licensing Telemetry Data Elements](#) .

The product team is also adding steps in the documentation to help customer admins inspect telemetry files locally.

26) [Will the Citrix License Server continue to function if it loses connection to Citrix Cloud or the License Activation Service \(LAS\)?](#)

The Citrix License Server has built-in safeguards of License Caching Mode, allowing it to keep running even if it temporarily loses connection to Citrix Cloud or LAS. Please refer to this for more details:

[License Caching Mode](#)

27) [Are there any additional resources for LAS transition?](#)

Yes, please check following CXA curated LAS webinars published in YouTube:

- [Webinar Part 1- Citrix ASEAN](#)
- [Webinar Part 2-Citrix ASEAN](#)
- [Product Upgrade Playlist](#)

28) [How can I get more help or support regarding the LAS program?](#)

Contact Citrixasean by writing to LicenseTransition@citrixasean.com or reach out to your respective Account Representative.

29) [What should I do if I have further questions about the LAS program?](#)

Contact Citrixasean by writing to LicenseTransition@citrixasean.com or reach out to your respective Account Representative.

2 References

<https://docs.citrix.com/en-us/licensing/current-release/license-activation-service.html>

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