Citrix NetScaler and
NetScaler Application Firewall

October 10, 2012

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This Partner Notification Document (PND) is intended to help in the preparation of Citrix Partner Network members' internal sales/ordering systems. The document provides an overview of the Citrix® NetScaler® and NetScaler Application Firewall product lines.

This is not a public announcement, and should not be shared with customers. List prices are provided in USD and do not include additional fees, such as duties and importation taxes.

Product Announcement and Availability

NEW Entry Level NetScaler MPX models
On November 6, 2012, Citrix will introduce a new MPX hardware platform for the low-end of the application delivery controller (ADC) market. These two new models provide unique scalability for smaller enterprise accounts with growing performance needs. They are the only scalable entry-level ADCs available that provide complete feature support, including the simultaneous use of all functional modules. The design further improves SSL capacity and other performance metrics. These new units target smaller Enterprises, offer valuable upsell potential in Citrix XenApp/XenDesktop solutions and Citrix Access Gateway deployments.

The new models include the MPX 5550 and 5650 with 0.5 and 1 Gbps of Layer 7 throughput respectively. The 5550 model is available with Pay-As-You-Grow, Burst Pack performance and clustering license upgrades. Each of these models is available with a 6x10/100/1000 BASE-T copper port configuration.

Product Name	NetScaler MPX 5550, 5650
Public Announcement Date	November 6, 2012
Order dates	Available now (cluster and non-clustering SKUs licenses)
General Availability Dates	Available now
Region Availability	All
Languages	English

Low to Mid Range NetScaler MPX models
On August 16, 2012, Citrix introduced a new MPX hardware platform for the low to mid-range market. These three new models provide additional scalability, superior performance to price ratio, advanced SSL capacity for enterprise, and optimization features for Citrix XenApp/XenDesktop virtual solutions and other deployments. The models include the MPX 8200, 8400, and 8600 with 2, 4, and 6 Gbps of Layer 7 throughput respectively. These models are available with Pay-As-You-Grow, Burst Pack performance and clustering license upgrades. Each of these models is available with two port configuration options:
- 6x10/100/1000 BASE-T copper and 6x1000BASE-X SFP (fiber or copper)
- 6x10/100/1000 BASE-T copper and 2x10GE BASE-X SFP+

Product Name	NetScaler MPX 8200, 8400, 8600
Public Announcement Date	August 16, 2012
Order dates	Now
General Availability Dates	Now

Region Availability	All
Languages	English

NEBS Level 3 certified Citrix NetScaler MPX and SDX appliances

Citrix is now shipping NEBS (Network Equipment Building System) Level 3 certified NetScaler MPX and SDX appliances. This platform design is available for purchase as the MPX and SDX versions of 11500, 13500, 14500, 16500, 18500, and 20500 models. NEBS models are available with Pay-As-You-Grow and Burst Pack performance upgrades and all NetScaler software options.

NEBS is a telco standard to ensure equipment is highly resilient to environmental impacts. Compliance is required in the telco core (where phone calls are routed) for fire safety, hardened protection (e.g. lightning strikes or earthquakes) and tracking. North American telcos require NEBS compliance and this capability is also highly desirable worldwide. NetScaler goes beyond "compliance" and is fully certified via third party testing. The changes needed for NEBS certification are purely mechanical (e.g., chassis, power supply, etc.) and do not affect performance, port configurations, power consumption or other metrics. NetScaler MPX with NEBS can be converted to NetScaler SDX with NEBS on-premise via field replaceable upgrades.

NEBS certified, Citrix NetScaler appliances provide a strong foothold in the fast growing telco, service provider and mobile carrier space. These markets are of major strategic importance and provide areas of substantial growth for NetScaler.

Product Name	Citrix NetScaler NEBS certified appliances for MPX/SDX 11500 ,13500, 14500, 16500, 18500 and 20500
Public Announcement Date	Announced
General Availability Dates	Now
Region Availability	All
Languages	English

NetScaler Command Center MPX appliance

Citrix now sells a NetScaler Command Center MPX appliance in all GEOs. This new product is a hardware appliance version of the existing Citrix Command Center software for centrally managing multiple Citrix networking appliances (including NetScaler, CloudBridge, Access Gateway and Branch Repeater). Through a built-for-purpose design, this solution can manage 300 separate appliances. NetScaler Command Center MPX is only sold as a high-availability (HA) pair. NetScaler Enterprise and Platinum Edition versions will continue to include an entitlement to use the software version of Command Center. The Platforms contain two power supplies and are configured with four copper gigabit Ethernet ports (included) and four SFP ports. Either Copper or fiber SFP transceivers can be deployed and must be purchased separately – only SFP transceivers purchased from Citrix are supported on the Command Center appliances.

Product Name	NetScaler Command Center MPX (High Availability Pair)
Public Announcement Date	Announced June 19, 2012
General Availability Dates	Now

Region Availability	All
Languages	English

Citrix NetScaler 10 Release

All Citrix NetScaler customers with valid maintenance agreements can now download NetScaler 10 software.

NetScaler 10 advances the state of the art for all application delivery controllers (ADCs) by enabling datacenter managers to inject cloud scale into their mainstream enterprise networks. This new NetScaler release provides unprecedented capabilities to scale performance, capacity and consolidation – along with new real-time performance monitoring, and enhanced DataStream capabilities for scaling Microsoft SQL Server and MySQL infrastructures.

Product Name	Citrix NetScaler 10
Public Announcement Date	April 17, 2012
General Availability Dates	Now
Region Availability	All
Languages	English

Note: Starting with the release of NetScaler 10, only the nCore (.nc) versions will be supported. No support for "Classic" (.cl) will be provided on version 10 and future software releases.

NetScaler Clustering

NetScaler clustering is new Citrix technology that enables multiple NetScaler appliances to be grouped together and work in concert to support the delivery of one or more applications. A single virtual IP address (VIP) can be supported across up to 32 NetScaler nodes to scale overall capacity to massive levels. NetScaler 'nodes' can be added or removed seamlessly to match NetScaler capacity with real-time traffic demands. This eliminates costly over provisioning and the use of expensive and complex chassis-based alternatives. Clustering is also a potential alternative to high availability (HA) pair installations, which would eliminate idle NetScaler appliances.

Clustering is a licensed and charged-for upgrade and is orderable now. NetScaler 10 clustering software is available via download now for NetScaler MPX and VPX platforms running

Product Name	Citrix NetScaler cluster license upgrades (MPX and VPX)
Announcement Date	April 17, 2012
Order Dates	Today
General Availability Dates- MPX and VPX	Today
Region Availability	All
Languages	English

NetScaler 10 (any edition). Each node within the cluster must have a cluster upgrade license.

Additional capabilities in NetScaler 10

Action Analytics application monitoring and adaptive policy controls
Action Analytics complements NetScaler AppFlow with integrated, real-time visibility into full application and SQL environments. Built-in graphical monitoring and statistical display capabilities through the new Stream Analytics menu option provide an "at-a-glance" view into key application data, including: top application URLs being accessed, top clients submitting requests, worst performing applications, number of concurrent users for any application resource, and more. In addition to including built-in monitoring support for the most popular application attributes, Action Analytics allows customization to track and display a wide range of application and client traffic statistics.

Action Analytics also allows real-time application data to be fed back into the NetScaler policy engine for automatic policy optimization. It supports powerful customer use cases, such as:

- Enhanced acceleration through optimized compression and caching. Knowing what the most frequently accessed data is, allows a policy of caching and or compression to give faster user responses.
- Control over resource usage such as bandwidth via rate limiting. Where there is limited bandwidth, policies can limit the bandwidth down to the individual user.
- On-the-fly transparent redirection of requests to different datacenters. For example, a premium service could be offered to the top users by sending them to a faster or less used server or datacenter.
- Additional security protections such as modifying application firewall policies

NetScaler DataStream Enhancements
- SQL Caching
- Delivers faster response times without taxing the database server. This gives a greater scale and faster response times to the end user.
- Token Load balancing

By intelligently applying a hash to database queries, the queries always go back to the same server increasing the number of cache hits and therefore giving faster response times to the end user while reducing the load on the database farm.
- App Flow SQL
- Gives administrators increased visibility into the queries through forms delivered to 3rd party tools. This allows fast identification of potential performance hang-ups and analytics on the logs for optimization.
- SQL Responder
- Allows setting up of responses to query matches defined by the administrator without the queries hitting the database.
- SQL Audit Log

NetScaler now has the option to generate syslog entries for every transaction that it passes on.

Deeper Integration with XenDesktop
NetScaler is the only ADC that provides complete support for delivering virtual desktops with Citrix XenDesktop. It is also the only solution that runs the Citrix Web Interface service directly on an ADC. Support for XenDesktop is enhanced in NetScaler 10 to include:

- New delegated administration for Web Interface, so that NetScaler administration responsibilities can be cleanly separated from management of Web Interface configuration.
- Increased scale and performance of Web Interface running on NetScaler MPX appliances
- 4X more Web Interface sites supported on a single platform
- 4-8X more sustained user sessions per platform (60,000 sessions total)
- Enhanced Web Interface Configuration wizard that adds capabilities to customize the Web Interface UI for language, welcome messages and more.

For more information on NetScaler 10 features please see NetScaler 10 marketing [collateral](i.e. datasheets, presentations, FAQ, whitepaper, etc.) or contact Citrix.

NetScaler SDX

A virtualized, multi-tenant solution, NetScaler SDX runs multiple, fully isolated NetScaler instances on a single platform. In addition to each NetScaler instance having separate policies, the SDX system dedicates memory, CPU, and SSL resources to each instance. This advanced architecture prevents the demands of any single NetScaler instance affecting the performance of adjacent ones running on the same physical system.

The existing NetScaler SDX 11500, 13500, 14500, 16500, 18500 and 20500 platforms support up to 20 independent NetScaler instances per SDX device. These models are also available as NEBS certified devices. The SDX 17550, 19550, 20550, and 21550 support up to 40 virtualized NetScaler instances, at the following maximum throughput levels:

- SDX 17550 – 20 Gbps
- SDX 19550 – 30 Gbps
- SDX 20550 – 40 Gbps
- SDX 21550 – 50 Gbps

NetScaler SDX 17500, SDX 19500 and SDX 21500 platforms support up to 20 independent NetScaler instances per device. Each device performs(NOT per instance) at the following maximum throughput levels:
- SDX 17500 – 20 Gbps
- SDX 19500 – 35 Gbps
- SDX 21500 – 50 Gbps

Each NetScaler instance on the SDX platform can be individually provisioned as NetScaler Standard, Enterprise or Platinum Edition.

NetScaler SDX and NetScaler MPX share a common hardware platform. As such, the following NetScaler MPX appliances (including NEBS versions) can be field converted to an equivalent NetScaler SDX solution:

- MPX 11500
- MPX 13500
- MPX 14500
- MPX 16500
- MPX 17550

- MPX 18500
- MPX 19550
- MPX 20500
- MPX 20550
- MPX 21550
- MPX 17500
- MPX 19500
- MPX 21500

NetScaler MPX to SDX conversions are initiated by ordering the appropriate conversion SKU and applying the associated NetScaler SDX licenses, which are obtained from Citrix's MyCitrix licensing portal. This conversion requires that the NetScaler MPX model be running Platinum Edition. For any MPX to SDX conversions where MPX is running Standard or Platinum Edition, the MPX model must first be upgraded to a Platinum Edition license. Additionally, a new hard disk drive (HDD) will be shipped to the customer, containing the NetScaler SDX BIOS and software image. Replacing the drive converts the NetScaler MPX appliance to a NetScaler SDX appliance. Note: all configuration data in the original NetScaler MPX system will be lost during conversion. It is strongly recommended to back-up all needed configuration files before conversion

Note: Once converted an SDX cannot be reverted to an MPX model.

Citrix NetScaler Product Overview

NetScaler is a web application delivery solution that accelerates application performance, improves application availability with L4-7 load balancing, increases security with an integrated application firewall and lowers server costs by offloading computationally intensive processing tasks. It is available as a high-performance network appliance and a virtual appliance for maximum deployment flexibility.

NetScaler is deployed in front of web, application and database servers. It combines high-speed load balancing and content switching with application acceleration, data compression, static and dynamic content caching, SSL acceleration, network optimization, application performance monitoring and robust application security.

NetScaler appliances provide multi-dimensional scalability. Pay-As-You-Grow and Burst Packs upgrade licenses enable specific models to be upgraded to higher-end models within a particular platform via a software license. NetScaler SDX models allow up to 40 independently managed NetScaler instances to run on a single appliance. NetScaler clustering allows up to 32 NetScaler appliances (of the same platform, model and edition) to be aggregated into a single group.

The NetScaler product line is offered in the following software editions:

- Citrix NetScaler Platinum Edition

- Citrix NetScaler Enterprise Edition

- Citrix NetScaler Standard Edition

Citrix NetScaler Platinum Edition
NetScaler Platinum Edition is the most integrated and feature-rich NetScaler offering. It includes all Enterprise Edition capabilities, plus content caching (AppCache), web application firewall, NetScaler Cloud Bridge and EdgeSight for NetScaler application performance monitoring. It also integrates Citrix's Access Gateway (Enterprise Edition) SSL VPN capabilities, and includes license entitlements to Citrix Command Center software. 100 Access Gateway Concurrent Users (CCUs) and up to 10 Branch Repeater VPX licenses (as part of NetScaler Cloud Bridge) are included. The standalone NetScaler Cloud Bridge can be upgraded to NetScaler Platinum. New NetScaler clustering license upgrades are available on all NetScaler models.

Citrix NetScaler Enterprise Edition
NetScaler Enterprise Edition is a highly integrated application delivery solution. It includes all Standard Edition capabilities, plus dynamic routing support, data compression (AppCompress), global server load balancing (GSLB), surge protection, priority queuing, L7 DoS protection, AAA for traffic management and cache redirection. Enterprise Edition also integrates Citrix Access Gateway (Enterprise Edition) SSL VPN, and includes license entitlements to five Access Gateway Concurrent Users (CCUs) and Citrix Command Center software. New NetScaler clustering license upgrades are available on all NetScaler models.

Citrix NetScaler Standard Edition
NetScaler Standard Edition provides comprehensive layer 4-7 load balancing and content switching, SSL acceleration and server offload capabilities. Standard Edition also integrates Citrix Access Gateway (Enterprise Edition) SSL VPN, and includes license an entitlement to five Access Gateway Concurrent Users (CCUs). New NetScaler clustering license upgrades are available on all NetScaler models.

Available Hardware and Virtual Platforms
The following should be evaluated for each NetScaler deployment:

Software Considerations:
- NetScaler software edition (Standard Edition, Enterprise Edition, or Platinum Edition)
- Optional feature modules: AppCompress and GSLB for Standard Edition, AppCache, EdgeSight for NetScaler, and Application Firewall for Enterprise Edition. NetScaler Platinum Edition includes all NetScaler optional feature modules.
- NetScaler clustering upgrade licenses available on MPX and VPX platforms and editions. Clustering requires NetScaler 10.
  Note: Clustering on NetScaler SDX not available at this time.
  Note: Feature option licenses are NOT available separately with NetScaler VPX. Customers should be directed to purchase the NetScaler software edition that includes the required functionality.

Platform Considerations:
- NetScaler hardware, virtual appliance (software-based), or multi-tenant appliance. NetScaler MPX-series, VPX virtual appliances and SDX-series are purchased as single units. Platforms may be purchased as individual appliances (with the current default factory-loaded operating system) or as an appliance in combination with NetScaler 10 and a license entitlement for the cluster upgrade.
- NetScaler MPX and SDX 11500, 13500, 14500, 16500, 18500 and 20500 are available as NEBS certified versions.

- Single unit or HA pair installations. All MPX models are available for purchase as single units only. For the typical deployment where NetScalers are used as an HA pair, the customer should purchase two appliances
- NetScaler port options (for hardware NetScaler solutions). NetScaler MPX and SDX appliance models vary in their connectivity options. Some appliance models are available with copper ports only. Others have interchangeable interfaces (fiber and copper), or a combination of copper and interchangeable interfaces. The type of interface should match a customer's infrastructure needs.
- SFP connectors for all MPX and SDX models (if required) MUST be ordered separately. (Note: two copper SFPs are included with MPX and SDX versions of 11500, 13500, 14500, 16500, 18500 and new 20500 models.
- SFP+ optical connectors must be ordered separately for MPX 8200, 8400, 8600, 10500, 11500, 12500, 13500, 14500, 15500, 16500, 17500, 17550, 18500, 19500, 19550, 20500, 20550, 21500, 21550 and SDX versions of 11500, 13500, 14500, 16500, 17500, 17550, 18500, 19500, 19550, 20500, 20550, 21500, 21550.
- Not ordering SFP+ or SFPs in these above appliances at the time of appliance purchase may delay deployments.

Pay-As-You-Grow Performance Upgrade Licenses
The following list all possible NetScaler Pay-As-You-Grow performance upgrades.

- MPX 5550 to MPX 5650
- MPX 7500 to MPX 9500
- MPX 8200 to MPX 8400 (or MPX 8600)
- MPX 8400 to MPX 8600
- MPX 10500 to MPX 12500 (or MPX 15500)
- MPX 12500 to MPX 15500
- MPX 11500 to MPX 13500 (or MPX 14500, 16500, 18500, 20500)
- MPX 13500 to MPX 14500 (or MPX 16500,18500, 20500)
- MPX 14500 to MPX 16500 (or MPX 18500, 20500)
- MPX 16500 to MPX 18500 (or MPX 20500)
- MPX 18500 to MPX 20500
- MPX 17550 to MPX 19550 (or MPX 20550, 21550)
- MPX 19550 to MPX 20550 (or MPX 21550)
- MPX 20550 to MPX 21550
- SDX 11500 to SDX 13500 (or SDX 14500, 16500, 18500, 205000
- SDX 13500 to SDX 14500 (or SDX 16500, 18500, 20500)
- SDX 14500 to SDX 16500 (or SDX 18500, 20500)
- SDX 16500 to SDX 18500 (or SDX 20500)
- SDX 18500 to SDX 20500
- SDX 17550 to SDX 19550 (or SDX 20550, 21550)
- SDX 19550 to SDX 20550 (or SDX 21550)
- SDX 20550 to SDX 21550
- SDX 17500 to SDX 19500 (or SDX 21500)
- SDX 19500 to SDX 21500
- MPX 17500 to MPX 19500 (or MPX 21500)
- MPX 19500 to MPX 21500
- VPX 10 to VPX 200 (or VPX 1000, 3000)
- VPX 200 to VPX 1000 (or VPX 3000)
- VPX 1000 to VPX 3000

Burst Pack Performance Upgrade Licenses

Burst Pack performance upgrade licenses are available for all MPX, SDX and VPX platforms. Burst Pack licenses increase system performance to the physical limit of the specific hardware platform. Burst Pack licenses are valid for 90 days, beginning when the Burst Pack license is applied.

Note: Pay-As-You-Grow license for new NetScaler SDX models are additive, and require the purchase of multiple SKUs to increase performance more than one model level. For example, to upgrade an SDX 11500 to an SDX 14500 using Pay-As-You-Grow licenses requires one license to upgrade to an SDX 13500 (one model level increase) and a separate license to then upgrade the SDX 13500 to an SDX 14500.

All three NetScaler software editions (Standard, Enterprise and Platinum) are supported on all NetScaler MPX appliances and by all NetScaler VPX licenses. NetScaler SDX offerings include licenses for multiple NetScaler instances that can run concurrently on the NetScaler SDX appliance. Each NetScaler instance can be independently provisioned by the NetScaler SDX administrator as Standard Edition, Enterprise Edition or Platinum Edition.

NetScaler CloudBridge

NetScaler CloudBridge is available as either a software-based VPX virtual appliance or an MPX physical appliance. The WAN optimization functionality included with CloudBridge is provided via a Branch Repeater VPX license entitlement. Entitlements are included with both standalone NetScaler CloudBridge purchases, as well as with NetScaler Platinum Edition. The Branch Repeater VPX entitlements are as follows as of mid-Nov. 2012:
   - NetScaler CloudBridge VPX 10 entitled to one Branch Repeater VPX 10 license
   - NetScaler CloudBridge VPX 200 entitled to one Branch Repeater VPX 45 license
   - NetScaler CloudBridge MPX 7500 entitled to one Branch Repeater VPX 100 license
   - All NetScaler Platinum appliances entitled to one Branch Repeater VPX 100 license

NetScaler Software Options

The following options are available for NetScaler hardware platforms only. NetScaler option SKUs are purchased on a per-appliance basis. For high availability (HA) deployments with two NetScaler appliances, two optional feature licenses must be purchased. NetScaler feature options are not available for NetScaler VPX. Customers requiring particular functionality are encouraged to initially purchase, or upgrade to, the appropriate NetScaler VPX software edition.

   - Access Gateway Universal SSL VPN licenses – Access Gateway Universal SSL VPN licenses provide secure remote access. Access Gateway Universal SSL VPN licenses are supported on NetScaler Standard, Enterprise and Platinum Edition. These licenses may be purchased for SSL VPN support within the VPX virtual appliance as well. **See the current Citrix Access Gateway PND for more information on Access Gateway Universal licenses as well as the new AG-E platform license for unlimited ICA-proxy connections.**
   - Global Server Load Balancing (GSLB) - Directs user requests to the data center best able to handle it. Requests can be redirected based on dynamic changes in global network performance, site connectivity and availability. Server location, load and many other factors determine the optimal server to use.

- NetScaler AppCompress™ - Improves end-user performance and reduces bandwidth consumption by compressing HTML/text content before transmission to clients. AppCompress supports both encrypted and unencrypted data.
- AppCache™ – Citrix NetScaler AppCache improves application performance by storing cacheable content, both static and dynamic, directly on the NetScaler platform. Multiple techniques ensure content freshness.
- NetScaler Application Firewall™ – NetScaler Application Firewall ensures security at the application layer. It is an ICSA-certified web application firewall that automatically blocks malicious web traffic.
- Citrix EdgeSight™ for NetScaler – EdgeSight for NetScaler is a transparent tool to measure end-user performance, and does not require a client-based agent. EdgeSight for NetScaler helps evaluate performance issues and monitor trends to anticipate future unacceptable performance levels allowing proactive network changes. Numerous application performance parameters, such as time to download a page and round trip response times, are stored and displayed in a variety of formats.

NetScaler Family Edition Software Options	Edition		
	Standard	Enterprise	Platinum
Access Gateway Universal licenses*	Included (5)	Included (5)	Included (100)
Global Server Load Balancing**	Optional	Included	Included
AppCompress**	Optional	Included	Included
AppCache**	N/A	Optional	Included
NetScaler Application Firewall**	N/A	Optional	Included
EdgeSight for NetScaler**	N/A	Optional	Included
Citrix NetScaler Cloud Bridge	N/A	N/A	Included

*Concurrent user licensing model
** By Hardware appliance licensing model

Cluster License Upgrades
Cluster license upgrades are currently available for NetScaler MPX and VPX platforms on all models and all editions (Standard, Enterprise, Platinum). NetScaler MPX appliances must be able to run nCore software. These licenses are a "charged-for" upgrade and each node within the cluster (including passive and stand-by units) must have its own cluster license. Up to 32 NetScaler appliances may be clustered together in a single group, and each of these nodes must be of the same platform (MPX, VPX), appliance model number, and software edition - running version 10 or greater (with nCore support).

	Edition		
	Standard	Enterprise	Platinum
Clustering Upgrade License	Optional	Optional	Optional

Note: Most commonly deployed NetScaler features are supported in a cluster deployment, including: load balancing, DNS, SSL offload, content switching, cache redirection, compression, content filtering, routing protocols (OSPF, RIP, BGP, etc.), VLANs, IPv6, DDoS, ACLs TCP

buffering, spillover, policy-based routing, rewrite, responder and AppExpert. Several more features available now at the individual appliance level (but not in a cluster environment) include surge protection, Sure Connect, priority queuing, HTTP DoS, and caching. Customers and Citrix partners are encouraged to contact a Citrix networking sales professional to tailor a NetScaler clustering strategy for a particular environment.

Cluster upgrade licenses are treated in the same manner as NetScaler optional feature licenses. Cluster license ordering, license acquisition, license application is generally described in the "Licensing, Pricing and Discount" section below. As with all NetScaler options, separate maintenance agreements will be required for the cluster license. Current maintenance agreements for the NetScaler appliance will not automatically include maintenance support for clustering, if clustering was added subsequent to the purchase of the original appliance. Unlike most optional NetScaler feature licenses that are common for all platforms, cluster license SKUs and pricing are specific to the NetScaler appliance type, model and edition to which the upgrade license will be applied.

There are two ways of ordering NetScaler cluster upgrade license upgrades, each with separate SKUs.
   • Purchase a separate cluster upgrade license to upgrade an existing NetScaler appliance
   • Purchase a new NetScaler appliance with a cluster license upgrade already included as part of the SKU and price

The pricing for cluster license upgrades is directly associated with the edition and model. For NetScaler Standard and Enterprise Editions, the cluster license is 18 percent of list price for a given model. For NetScaler Platinum Edition and all SDX models, the cluster license is 10 percent of list price for a given model. For orders of an appliance with the cluster license included, the total list price is the cluster license upgrade plus the specific appliance model/edition. If the cluster license is ordered separately from the appliance, there is no "premium charged", only the cluster license price. Subsequent cluster license upgrades will not result in a net increase in total price.

Pay-As-You-Grow Performance Upgrades and Cluster Licenses
Pay-As-You-Grow performance upgrades may be used in combination with cluster license upgrades. Pay/Grow upgrades can be applied first to an appliance, and then clustering can be added; or appliances can first be upgraded with clustering and then Pay/Grow applied to each node in the cluster. There are separate SKUs and pricing for either scenario.

Burst Pack Performance Upgrades and Cluster Licenses
Burst Pack performance upgrades may be used in combination with cluster license upgrades. NetScaler appliances must first be upgraded with cluster upgrade licenses, before burst pack licenses can be applied. A separate Burst Pack license must be applied to each appliance in the cluster.

Upgrading from Access Gateway MPX 5500 to the NetScaler MPX 5500
Customers can upgrade the Access Gateway MPX 5500 Enterprise Edition to any of the NetScaler MPX 5500 software editions. This is a license upgrade. The license upgrade price is equal to the difference in list price between Access Gateway MPX 5500 Enterprise Edition and the target NetScaler MPX 5500 edition.

Upgrading from Standalone Cloud Bridge to NetScaler Platinum
Customers can upgrade any standalone NetScaler Cloud Bridge appliance to NetScaler
Platinum Edition via a license upgrade.

Integrated Web Interface on NetScaler
Citrix provides native support for XenApp and XenDesktop's Web Interface component within
the NetScaler operating system. NetScaler MPX and SDX hardware appliances and NetScaler
VPX virtual appliances running nCore based operating systems starting on 9.2.e build or with
the general 9.3 and 10 releases support this feature. This feature is also supported on
NetScaler instances running on NetScaler SDX.

Web interface is an integral component of any XenApp or XenDesktop deployment. Web
Interface is responsible for a brokering authentication, facilitating Smart Access, enumerating
published applications, desktops, and content based on User Identity and SmartAccess, and
generating the ICA files consumed by Citrix Receiver and web browser clients.

Historically, the Citrix Web Interface service has run on separate servers, required local and
global load balancing and security support. Citrix now offers the flexibility to run Web Interface
directly on the NetScaler platform. Integrated Web Interface support drives multiple benefits:

- Lower operation expenses by eliminating dedicated servers running Web Interface
  software
- Simplified administration of a Citrix environment
- Eliminating firewall modifications to provide openings to the DMZ from the LAN with their
  associated reduction in security
- Improved security by running Web Interface on a hardened network appliance

Most Web Interface features available for the Windows version are included in this Java-based
integration. There are, however, a few limitations on Web Interface support:
- Desktop Appliance site support not available
- The following authentication methods are not supported:
  - Smart card
  - Pass-through with smart card
  - ADFS and advanced Kerberos
- Manual customization and branding

For the Web Interface GUI functionality, features like install and some key configuration steps
are managed by the NetScaler GUI. All other customizations can be managed by editing the
configuration files (which is well documented). There is built-in support for iPhone and iPad. In
version 9.3 the configuration file (webinterface.conf) is directly accessible and editable via the
NetScaler GUI. Pass-through authentication for PN Agent or Receiver is now included with
version 10.

Web Interface support on NetScaler runs only on multi-processor MPX and SDX-series
appliances or NetScaler VPX software running nCore.

NetScaler SDX Appliance Details

A virtualized, multi-tenant solution, NetScaler SDX enables multiple, fully independent NetScaler instances to run on a single NetScaler appliance. Unlike competing solutions, NetScaler SDX provides complete isolation of resources, including SSL processing, compression processing, CPU and memory.

This characteristic – complete isolation – is very important given the fact that ADCs perform a number of resource-intensive L7 workloads, such as application-layer firewalling and compression. Complete isolation eliminates the threat of resource demands from one tenant negatively affecting other tenants running on the same physical system.

The following NetScaler SDX platforms are available: SDX 11500, 13500, 14500, 16500, 17550, 18500, 17500, 19500, 19550, 20500, 21500 and 21550. The base NetScaler SDX platform includes five NetScaler instances. Additional NetScaler instances can be purchased as 5-instance packs. NetScaler SDX appliances support a maximum of 20 or 40 instances, depending on the specific hardware appliance chosen..

NetScaler VPX Virtual Appliance Details

VPX provides the following performance throughput offerings: 10 Mbps, 200 Mbps, 1 Gbps and 3 Gbps. VPX is available for NetScaler v9.1 and later.

NetScaler VPX can be installed on any server running a supported hypervisor. Service providers and cloud computing providers can now provision and de-provision NetScaler instances on demand. Citrix XenApp and XenDesktop customers now have the option to purchase Citrix networking solutions as software to optimize their Citrix installation.

With a compelling price point, VPX is economical for any size operation. VPX also complements NetScaler hardware appliance deployments by providing higher throughput support; for instance, VPX can handle traffic spikes of longer durations than NetScaler's inherent surge protection can manage. VPX also allows multiple instances of NetScaler to run on a single server and each can be tuned for a particular application.

NetScaler Application Firewall

NetScaler Application Firewall is available as a hardened, standalone, security appliance, across the following MPX models: MPX 5500, MPX 7500, MPX 9500, MPX 10500, and MPX 12500. NetScaler Application Firewall blocks both known and unknown attacks against web and web services applications, using an advanced hybrid security model.

By leveraging Citrix's unique Deep Stream Inspection™ technology, Citrix Application Firewalls analyze all bi-directional traffic, including SSL-encrypted communications, to secure all application environments. Complete protection is provided for more than sixteen classes of web application vulnerabilities without any modification to applications. Data leakage of sensitive corporate and customer information is also prevented.

Citrix Application Firewalls provide the following key benefits:
- Block attacks targeting vulnerable web and web services applications including XML

- Protection of confidential information via data leakage prevention techniques

- Regulatory compliance and security audit assistance with the PCI-DSS reporting tool

NetScaler Command Center MPX

NetScaler Command Center MPX is a hardened, dedicated configuration management appliance. It includes all the current Command Center functionality now offered as free software with Enterprise and Platinum Editions. Command Center MPX is a turnkey solution designed as a purpose-built appliance to enable customers to deploy and use quickly without buying and installing servers and component software. By packaging Command Center MPX as a networking appliance, it is easier for networking IT administrators to procure without involving separate systems management groups. This appliance scales to 300 or more individual Citrix networking appliances including NetScaler, CloudBridge, Access Gateway and Branch Repeater. This appliance includes a 500 GB hard disk drive (HDD) and dual power supplies. It also includes a database server license. This new offering is sold only as a high availability (HA) pair of appliances. The hardware is based on the MPX 7500 platform, but the Command Center MPX appliance cannot be upgraded to a full NetScaler.

By offering Command Center as an orderable appliance with a SKU and price, it is easy for Sales teams to include this with every NetScaler MPX/SDX deal with multiple NetScalers as key to successful deployments.

Licensing, Pricing and Discount Programs

Licensing Guide
All Citrix NetScaler customers can now obtain licenses directly through http://www.mycitrix.com. This provides more flexibility while simplifying licensing for all NetScaler solutions.

All NetScaler appliances will ship to customers or partners **without** a pre-loaded license. This change in licensing method applies to all factory shipped NetScaler MPX and SDX appliances. This also applies to Cluster license upgrades.

Customers purchasing NetScaler Burst Pack licenses will receive a Burst "Key" via email. When additional NetScaler capacity is required, customers simply generate Burst Licenses via http://www.mycitrix.com.

To obtain licenses, customers will receive license code(s) in an e-mail and use the code(s) at www.mycitrix.com to retrieve the actual license file and download to the NetScaler appliance. There is one exception
- The MyCitrix license allocation only applies to NetScaler customers, not Access Gateway Enterprise Edition.

For instructions on the licensing process, see "How to License NetScaler Appliances" at http://support.citrix.com/article/CTX121062. For any questions, contact Citrix Customer Service at http://support.citrix.com.

NetScaler List Pricing (No Cluster upgrade license included)

Model	MPX Standard	MPX Enterprise	MPX Platinum	SDX
5500	$12,000	$22,000	$30,000	--
5550	$14,000	$24,000	$34,000	--
5650	$20,000	$30,000	$40,000	--
7500 (either port option)*	$22,000	$32,000	$45,000	--
8200 (either port option)*	$25,000	$35,000	$45,000	--
8400 (either port option)*	$35,000	$45,000	$55,000	--
8600 (either port option)*	$42,000	$52,000	$62,000	--
9500 (either port option)*	$32,000	$42,000	$55,000	--
9700*	$37,000	$47,000	$60,000	--
10500*	$42,000	$52,000	$65,000	--
11500**	$55,000	$65,000	$75,000	$90,000
12500 (either port option)*	$62,000	$82,000	$95,000	--
13500**	$80,000	$95,000	$110,000	$130,000
14500**	$110,000	$125,000	$145,000	$175,000
15500 (either port option)*	$105,000	$125,000	$145,000	--
16500**	$130,000	$150,000	$170,000	$205,000
17500*	$140,000	$160,000	$175,000	$210,000
17550*	$145,000	$165,000	$185,000	$220,000
18500**	$160,000	$185,000	$205,000	$245,000
19500*	$205,000	$235,000	$255,000	$305,000
19550*	$195,000	$225,000	$245,000	$295,000
20500**	$185,000	$210,000	$230,000	$280,000
20550*	$240,000	$280,000	$305,000	$365,000
21500*	$260,000	$300,000	$330,000	$395,000
21550*	$280,000	$330,000	$360,000	$430,000
11500 NEBS**	$65,000	$75,000	$90,000	$110,000
13500 NEBS**	$95,000	$110,000	$130,000	$155,000
14500 NEBS**	$130,000	$150,000	$175,000	$210,000
16500 NEBS**	$155,000	$180,000	$205,000	$245,000
18500 NEBS**	$175,000	$220,000	$245,000	$295,000
20500 NEBS**	$225,000	$250,000	$275,000	$335,000
9700 FIPS*	$52,000	$62,000	$75,000	--
10500 FIPS*	$62,000	$72,000	$85,000	--
12500 FIPS*	$75,000	$95,000	$120,000	--
15500 FIPS*	$105,000	$125,000	$145,000	--

- *SFP/SFP+/XFP Sold Separately
- **SFP+ and SFP Sold separately except two copper SFPs included.
- Each SDX includes five NetScaler instances

- Five Instance Add-on Pack is $20,000
- EASY/ELA/GELA/Education discounts apply
- For the initial purchase, the customer can buy one, two or three-year maintenance agreements and can purchase maintenance for up to five years.

NetScaler List Pricing (With Cluster license upgrade included)

Model	MPX Standard with Cluster	MPX Enterprise with Cluster	MPX Platinum with Cluster
5500	$14,160	$25,960	$33,000
5550	$16,520	$28,320	$37,400
5650	$23,600	$35,400	$44,000
7500 (either port option)*	$25,960	$37,760	$49,500
8200 (either port option)*	$29,500	$41,300	$49,500
8400 (either port option)*	$41,300	$53,100	$60,500
8600 (either port option)*	$49,560	$61,360	$68,200
9500 (either port option)*	$37,760	$49,560	$60,500
9700*	$43,660	$55,460	$66,000
10500*	$49,560	$61360	$71,500
11500**	$64,900	$76,700	$82,500
12500 (either port option)*	$73,160	$96,760	$104,500
13500**	$94,400	$112,100	$121,000
14500**	$129,800	$147,500	$159,500
15500 (either port option)*	$123,900	$147,500	$159,500
16500**	$153,400	$177,000	$187,000
17500*	$165,200	$188,800	$192,500
17550*	$171,100	$194,700	$203,500
18500**	$188,800	$218,300	$225,500
19500*	$241,900	$277,300	$280,500
19550*	$230,100	$265,500	$269,500
20500**	$218,300	$247,800	$253,000
20550*	$283,200	$330,400	$335,500
21500*	$306,800	$354,000	$363,000
21550*	$330,400	$389,400	$396,000
9700 FIPS*	$61,360	$73,160	$82,500
10500 FIPS*	$73,160	$84,960	$93,500
12500 FIPS*	$88,500	$112,100	$132,000
15500 FIPS*	$123,900	$147,500	$159,500

- *SFP/SFP+/XFP Sold Separately
- **SFP+ and SFP Sold separately except two copper SFPs included.
- NetScaler SDX with clustering not available at this time.
- EASY/ELA/GELA/Education discounts apply
- For the initial purchase, the customer can buy one, two or three-year maintenance agreements and can purchase maintenance for up to five years.

NetScaler MPX Platform Upgrades: Pay-As-You-Grow	List Price (USD)		
(Via license: per unit license pricing) (no Cluster upgrade license included)	Standard	Enterprise	Platinum
MPX 5550 to MPX 5650	$7,500	$7,500	$7,500
MPX 7500 to MPX 9500	$12,500	$12,500	$12,500
MPX 8200 to MPX 8400	$12,500	$12,500	$12,500
MPX 8200 to MPX 8600	$21,250	$21,250	$21,250
MPX 8400 to MPX 8600	$8,750	$8,750	$8,750
MPX 10500 to MPX 12500	$25,000	$37,500	$37,500
MPX 10500 to MPX 15500	$78,750	$91,250	$100,000
MPX 11500 to MPX 13500	$31,250	$37,500	$43,750
MPX 11500 to MPX 14500	$68,750	$75,000	$87,500
MPX 11500 to MPX 16500	$93,750	$106,250	$118,750
MPX 11500 to MPX 18500	$131,250	$150,000	$162,250
MPX 11500 to MPX 20500	$162,500	$181,250	$193,750
MPX 12500 to MPX 15500	$53,750	$53,750	$62,500
MPX 13500 to MPX 14500	$37,500	$37,500	$43,750
MPX 13500 to MPX 16500	$62,500	$68,750	$75,000
MPX 13500 to MPX 18500	$100,000	$112,500	$118,750
MPX 13500 to MPX 20500	$131,250	$143.750	$150,000
MPX 14500 to MPX 16500	$25,000	$31,250	$31,250
MPX 14500 to MPX 18500	$62,500	$75,000	$75,000
MPX 14500 to MPX 20500	$93,750	$106,250	$106,250
MPX 16500 to MPX 18500	$37,500	$43,750	$43,750
MPX 16500 to MPX 20500	$68,750	$75,000	$75,000
MPX 18500 to MPX 20500	$31,250	$31,250	$31,250
MPX 17550 to MPX 19550	$62,500	$75,000	$75,000
MPX 17550 to MPX 20550	$118,750	$143,750	$150,000
MPX 17550 to MPX 21550	$168,750	$206,250	$218,750
MPX 19550 to MPX 20550	$56,250	$68,750	$75,000
MPX 19550 to MPX 21550	$106,250	$131,250	$143,750
MPX 20550 to MPX 21550	$50,000	$62,500	$68,750
MPX 17500 to MPX 19500	$81,250	$93,750	$100,000
MPX 17500 to MPX 21500	$150,000	$175,000	$193,750
MPX 19500 to MPX 21500	$68,750	$81,250	$93,750

NetScaler MPX Platform Upgrades: Pay-As-You-Grow	List Price (USD)		
(Via license: per unit license pricing) (with Cluster upgrade licenses included)	Standard with Cluster	Enterprise with Cluster	Platinum with Cluster
MPX 5550 to MPX 5650	$8,850	$8,850	$8,250
MPX 7500 to MPX 9500	$14,750	$14,750	$13,750
MPX 8200 to MPX 8400	$14,750	$14,750	$13,750
MPX 8200 to MPX 8600	$25,075	$25,075	$23,375
MPX 8400 to MPX 8600	$10,325	$10,325	$9,625
MPX 10500 to MPX 12500	$29,500	$44,250	$41,250
MPX 10500 to MPX 15500	$92,925	$107,675	$110,000
MPX 11500 to MPX 13500	$36,875	$44,250	$48,125
MPX 11500 to MPX 14500	$81,125	$88,500	$96,250
MPX 11500 to MPX 16500	$110,625	$125,375	$130,625
MPX 11500 to MPX 18500	$154,875	$177,000	$178,475
MPX 11500 to MPX 20500	$191,750	$213,875	$213125
MPX 12500 to MPX 15500	$63,425	$63,425	$68,750
MPX 13500 to MPX 14500	$44,250	$44,250	$48,125
MPX 13500 to MPX 16500	$73,750	$81,125	$82,500
MPX 13500 to MPX 18500	$118,000	$132,750	$130,625
MPX 13500 to MPX 20500	$154,875	$169,625	$165,000
MPX 14500 to MPX 16500	$29,500	$36,875	$34,375
MPX 14500 to MPX 18500	$73,750	$88,500	$82,500
MPX 14500 to MPX 20500	$110,625	$125,375	$116,875
MPX 16500 to MPX 18500	$44,250	$51,625	$48,125
MPX 16500 to MPX 20500	$81,125	$88,500	$82,500
MPX 18500 to MPX 20500	$36,875	$36,875	$34,375
MPX 17550 to MPX 19550	$73,750	$88,500	$82,500
MPX 17550 to MPX 20550	$140,125	$169,625	$165,000
MPX 17550 to MPX 21550	$199,125	$243,375	$240,625
MPX 19550 to MPX 20550	$66,375	$81,125	$82,500
MPX 19550 to MPX 21550	$125,375	$154,875	$158,125
MPX 20550 to MPX 21550	$59,000	$73,750	$75,625
MPX 17500 to MPX 19500	$95,875	$110,625	$110,000
MPX 17500 to MPX 21500	$177,000	$206,500	$213,125
MPX 19500 to MPX 21500	$81,125	$95,875	$103,125

SDX Platform Upgrades: Pay-As-You-Grow (Via license-per unit license pricing) With no Cluster upgrade license included)	
(Via license; New per unit license list pricing)	
SDX 11500 to SDX 13500	$55,000
SDX 13500 to SDX 14500	$55,000
SDX 14500 to SDX 16500	$40,000
SDX 16500 to SDX 18500	$55,000
SDX 18500 to SDX 20500	$43,750
SDX 17500 to SDX 19500	$120,000
SDX 19500 to SDX 21500	$110,000
SDX 17550 to SDX 19550	$90,000
SDX 19550 to SDX 20550	$90,000
SDX 20550 to SDX 21550	$85,000

MPX to SDX conversion (Via license; (no Cluster Upgrade included) New per unit license list pricing)	Price (USD)
MPX 11500 to SDX 11500	$20,000
MPX 13500 to SDX 13500	$30,000
MPX 14500 to SDX 14500	$35,000
MPX 16500 to SDX 16550	$40,000
MPX 18500 to SDX 18500	$50,000
MPX 20500 to SDX 20500	$65,000
MPX 17550 to SDX 17550	$45,000
MPX 19550 to SDX 19550	$60,000
MPX 20550 to SDX 20550	$75,000
MPX 21550 to SDX 21550	$90,000
MPX 17500 to SDX 17500	$45,000
MPX 19500 to SDX 19500	$65,000
MPX 21500 to SDX 21500	$80,000

Note: Conversion requires hardware. Customers need new HDDs and SSDs. The MPX must first be running with Platinum Edition regardless of the actual edition applied to the SDX model.

NetScaler Software License Options	Edition List Price (USD)		
(Via software license; New per unit license pricing)	Standard	Enterprise	Platinum
AppCompress**	$3,750	Included	Included
GSLB**	$5,000	Included	Included
Application Firewall**	N/A	$11,250	Included
AppCache (MPX 5500/7500, 7000 series)**	N/A	$3,750	Included

	N/A	$7,500	Included
AppCache (excluding MPX 5500/7500, 7000 series)	N/A	$7,500	Included
EdgeSight for NetScaler**	N/A	$7,500	Included

**All option pricing is on a per unit basis. All units purchased and deployed in a HA pair require the purchase of two option licenses.

NetScaler Cluster License Upgrade	MPX Standard	MPX Enterprise	MPX Platinum
5500	$2,160	$3,960	$3,000
5550	$2,520	$4,320	$3,400
5650	$2,300	$5,400	$4,000
7500 (either port option)	$3,960	$5,760	$4,500
8200 (either port option)	$4,500	$6,300	$4,500
8400 (either port option)	$6.300	$8,100	$5,500
8600 (either port option)	$7,560	$9,360	$6,200
9500 (either port option)	$5,760	$7,560	$5,500
9700	$6,660	$8,460	$6,000
10500	$7,560	$9,360	$6,500
11500	$9,900	$11,700	$7,500
12500 (either port option)	$11,160	$14,760	$9,500
13500	$14,400	$17,100	$11,000
14500	$19,800	$22,500	$14,500
15500 (either port option)	$18,900	$22,500	$14,500
16500	$23,400	$27,000	$17,000
17500	$25,200	$28,800	$17,500
17550	$26,100	$29,700	$18,500
18500	$28,800	$33,300	$20,500
19500	$36,900	$42,300	$25,500
19550	$35,100	$40,500	$24,500
20500	$33,300	$37,800	$23,000
20550	$43,200	$50,400	$30,500
21500	$46,800	$54,000	$33,000
21550	$50,400	$59,400	$36,000
9700 FIPS	$9,360	$11,160	$7,500
10500 FIPS	$11,160	$12,960	$8,500
12500 FIPS	$13,500	$17,100	$12,000
15500 FIPS	$18,900	$22,500	$14,500

Access Gateway to NetScaler Upgrades	Edition List Price (USD)		
(Via software license; New per unit license pricing)	Standard	Enterprise	Platinum
Access Gateway 5500 Enterprise Edition to NetScaler MPX 5500	$3,000	$13,000	$21,000

NetScaler Cloud Bridge	Performance	NetScaler Cloud Bridge List Price (USD)	Upgrade to NetScaler Platinum List Price (USD)
NetScaler Cloud Bridge VPX 10	10 Mbps	$5,000	$3,000
NetScaler Cloud Bridge VPX 200	200 Mbps	$10,000	$5,000
NetScaler Cloud Bridge MPX 7500	500 Mbps	$32,000	$13,000

- Standard NetScaler appliance bronze/silver/gold maintenance is available for NetScaler Cloud Bridge MPX 7500. Citrix Subscription Advantage and Preferred Support is available for NetScaler Cloud Bridge VPX-10 and VPX-200.
- NetScaler Cloud Bridge can be upgraded to NetScaler Platinum
- All NetScaler Platinum offerings include Cloud Bridge
- WAN Optimization functionality is provided via a Branch Repeater VPX license entitlement
- Entitlements included with both NetScaler Cloud Bridge and NetScaler Platinum. NetScaler Platinum includes 10 licenses per each SDX model.
- No Cluster upgrade licenses available for NetScaler Cloud Bridge appliances

NetScaler Application Firewall Pricing

Application Firewall Platforms	List Price (USD)
MPX 5500 Platform	$20,000
MPX 7500 Platform	$35,000
MPX 9500 Platform	$45,000
MPX 10500 Platform	$55,000
MPX 12500 Platform	$85,000

Application Firewall Platform Upgrades: Pay-As-You-Grow (Via software license; New per unit license pricing)	List Price (USD)
MPX 7500 to MPX 9500	$12,500
MPX 10500 to MPX 12500	$37,500

NetScaler Command Center MPX	List Price (USD)
High availability pair	$54,000

NetScaler VPX Pricing

NetScaler VPX Platforms (no Cluster License)			
(with 1-year Subscription Advantage)	List Price (USD)	SA Renewal	SA Recovery
NetScaler VPX-10 (10 Mbps); Standard Edition	$2,000	$300	$1,120
NetScaler VPX-10 (10 Mbps); Enterprise Edition	$5,000	$750	$2,800
NetScaler VPX-10 (10 Mbps); Platinum Edition	$8,000	$1,200	$4,480
NetScaler VPX-200 (200 Mbps); Standard Edition	$5,000	$750	$2,800
NetScaler VPX-200 (200 Mbps); Enterprise Edition	$10,000	$1,500	$5,600
NetScaler VPX-200 (200 Mbps); Platinum Edition	$15,000	$2,250	$8,400
NetScaler VPX-1000 (1 Gbps); Standard Edition	$15,000	$2,250	$8,400
NetScaler VPX-1000 (1 Gbps); Enterprise Edition	$22,500	$3,375	$12,600
NetScaler VPX-1000 (1 Gbps); Platinum Edition	$30,000	$4,500	$16,800
NetScaler VPX-3000 (3 Gbps); Standard Edition	$21,000	$3,150	$11,760
NetScaler VPX-3000 (3 Gbps); Enterprise Edition	$28,000	$4,200	$15,680
NetScaler VPX-3000 (3 Gbps); Platinum Edition	$36,000	$5,400	$20,160

Note: Achieving rated NetScaler VPX throughput is dependent upon hypervisor choice and adequate server processing capacity. Please contact your Citrix representative for specific sizing guidelines.

NetScaler VPX Platforms (with Cluster License included)			
(with 1-year Subscription Advantage)	List Price (USD)	SA Renewal	SA Recovery
NetScaler VPX-10 (10 Mbps); Standard Edition	$2,360	$354	$1,321.60
NetScaler VPX-10 (10 Mbps); Enterprise Edition	$5,900	$885	$3,304
NetScaler VPX-10 (10 Mbps); Platinum Edition	$8,800	$1,320	$4,928
NetScaler VPX-200 (200 Mbps); Standard Edition	$5,900	$885	$3,304
NetScaler VPX-200 (200 Mbps); Enterprise Edition	$11,800	$1,770	$6,608
NetScaler VPX-200 (200 Mbps); Platinum Edition	$16,500	$2,475	$9,240
NetScaler VPX-1000 (1 Gbps); Standard Edition	$17,700	$2,655	$9,912
NetScaler VPX-1000 (1 Gbps); Enterprise Edition	$26,550	$3,982.5	$14,868
NetScaler VPX-1000 (1 Gbps); Platinum Edition	$33,000	$4,950	$18,480
NetScaler VPX-3000 (3 Gbps); Standard Edition	$24,780	$3,717	$13,876.8
NetScaler VPX-3000 (3 Gbps); Enterprise Edition	$33,040	$4,956	$18,502.4
NetScaler VPX-3000 (3 Gbps); Platinum Edition	$39,600	$5,940	$22,176

Note: Achieving rated NetScaler VPX throughput is dependent upon hypervisor choice and adequate server processing capacity. Please contact your Citrix representative for specific sizing guidelines.

NetScaler VPX SRP pricing above includes one-year of subscription advantage for software updates. Customers purchase Technical Support with Citrix Premiere Support. The recovery fee listed applies to customers who let their Subscription Advantage lapse for more than 365 days.

All the current discount programs are available: Easy, ELA, GELA, and Education. Customers can upgrade VPX models by performance and/or edition. VPX upgrade pricing: for performance upgrades, the cost is the difference in price between the versions plus 25 percent of this difference; for edition upgrades, it is the difference in price plus 10 percent of the target edition price.

All the existing MPX 10500, MPX 12500, MPX 15500, MPX 16500, MPX 17500, MPX 19500, MPX 21500, and newer MPX 11500, MPX 13500, MPX 14500, MPX 16500, MPX 17550, MPX 18500, MPX 19550, 20500, MPX 20550, MPX 21550, and SDX 11500, SDX 13500, SDX 14500, SDX 16500, SDX 17550, SDX 18500, SDX 19550, SDX 20500, SDX 21550, SDX 17500, SDX 19500, and SDX 21500 models do NOT ship with the SFP+ optics; optics must be ordered separately.

Note: Refer to the SKU spreadsheets for specific changes and additions to related NetScaler SKUs.

Burst Licensing
NetScaler Burst Packs give datacenter managers a 90-day window to accommodate above average traffic conditions and reassess permanent capacity requirements.

All the MPX and SDX hardware platforms models excluding the MPX 5500 are available with burst licensing. For VPX, bursting (to one level up) is available starting on the VPX 1000 model.

Customers can purchase Burst Pack licenses for use later and hold for future use indefinitely. A customer's existing NetScaler maintenance agreement will cover the Burst Pack option. The active NetScaler license reverts to the original (perpetual) license at the next reboot following the 90-day expiration.

Burst License Pricing (90-day licenses) No Cluster License	List Pricing (USD)		
	Standard	Enterprise	Platinum
MPX 5550 to MPX 5650	$2,100	$2,100	$2,100
MPX 7500 to MPX 9500	$3,500	$3,500	$3,500
MPX 8200 to MPX 8600	$5,950	$5,950	$5,950
MPX 8400 to MPX 8600	$2,450	$2,450	$2,450
MPX 10500 to MPX 15500	$25,000	$25,000	$25,000
MPX 12500 to MPX 15500	$15,000	$15,000	$15,000
MPX 11500 to MPX 18500	$36,750	$42,000	$45,500
MPX 13500 to MPX 18500	$28,000	$31,500	$33,250
MPX 14500 to MPX 18500	$17,500	$21,000	$21,000
MPX 16500 to MPX 18500	$10,500	$12,250	$12,250
MPX 11500 to MPX 20500	$45,500	$50,750	$54,250
MPX 13500 to MPX 20500	$36,750	$40,250	$42,000
MPX 14500 to MPX 20500	$26,250	$29,750	$29,750

MPX 16500 to MPX 20500	$19,250	$21,000	$21,000
MPX 18500 to MPX 20500	$8,750	$8,750	$8,750
MPX 17500 to MPX 21500	$50,000	$50,000	$50,000
MPX 19500 to MPX 21500	$25,000	$25,000	$25,000
MPX 17550 to MPX 21550	$47,250	$57,750	$61,250
MPX 19550 to MPX 21550	$29,750	$36,750	$41,000
MPX 20550 to MPX 21550	$14,000	$17,500	$19,250
SDX 17500 to SDX 21500	N/A	N/A	$65,000
SDX 19500 to SDX 21500	N/A	N/A	$32,000
VPX 1000 to VPX 3000	$2,000	$2,000	$2,000
SDX 11500 to SDX 18500	N/A	N/A	$55,000
SDX 13500 to SDX 18500	N/A	N/A	$40,000
SDX 14500 to SDX 18500	N/A	N/A	$25,000
SDX 16500 to SDX 18500	N/A	N/A	$15,000
SDX 11500 to SDX 20500	N/A	N/A	$66,500
SDX 13500 to SDX 20500	N/A	N/A	$52,500
SDX 14500 to SDX 20500	N/A	N/A	$36,750
SDX 16500 to SDX 20500	N/A	N/A	$26,250
SDX 18500 to SDX 20500	N/A	N/A	$12,250
SDX 17550 to SDX 21550	N/A	N/A	$75,000
SDX 19550 to SDX 21550	N/A	N/A	$47,500
SDX 20550 to SDX 21550	N/A	N/A	$22,500

- Licenses purchased in quantity of one
- No associated maintenance or support SKUs
- List price ~ 35% of difference between:
  - SRP of MPX/SDX appliance to which burst license is being applied
  - SRP of the non-rate limited MPX/SDX appliance (same platform)
- List price ~ 35% of difference between:
  - SRP of VPX instance to which burst license is being applied
  - SRP of the next higher throughput level VPX instance offered

Burst License Pricing (90-day licenses) With Cluster License	List Pricing (USD)		
	Standard	Enterprise	Platinum
MPX 5550 to MPX 5650	$2,478	$2,478	$2,310
MPX 7500 to MPX 9500	$4,130	$4,130	$3,850
MPX 8200 to MPX 8600	$7,021	$7,021	$6,545
MPX 8400 to MPX 8600	$2,891	$2,891	$2,695
MPX 10500 to MPX 15500	$29,500	$29,500	$27,500
MPX 12500 to MPX 15500	$17,700	$17,700	$16,500
MPX 11500 to MPX 18500	$43,365	$49,560	$50,050
MPX 13500 to MPX 18500	$33,040	$37,170	$36,575
MPX 14500 to MPX 18500	$20,650	$24,780	$23,100
MPX 16500 to MPX 18500	$12,390	$14,455	$13,475

MPX 11500 to MPX 20500	$53,690	$59,885	$64,015
MPX 13500 to MPX 20500	$43,365	$47,495	$46,200
MPX 14500 to MPX 20500	$30,975	$35,105	$32,725
MPX 16500 to MPX 20500	$22,715	$24,780	$23,100
MPX 18500 to MPX 20500	$10,325	$10,325	$10,325
MPX 17500 to MPX 21500	$59,000	$59,000	$55,000
MPX 19500 to MPX 21500	$29,500	$29,500	$27,500
MPX 17550 to MPX 21550	$55,755	$68,145	$67,375
MPX 19550 to MPX 21550	$35,105	$43,365	$45,100
MPX 20550 to MPX 21550	$16,520	$20,650	$21,175
VPX 1000 to VPX 3000	$2,360	$2,360	$2,200

Discount Programs

NetScaler is available on all Citrix discount programs. Details about how these programs apply are as follows:

EASY: The Citrix EASY License Program is transaction-based. No end-user discount is provided for purchases in this program. Customers are required to complete a simple "click to accept" online registration on mycitrix.com that generates a unique authorization number (Citrix EASY Authorization Number). This authorization number must accompany every purchase order.

ELA: The Citrix Enterprise License Program is a Volume Licensing program that requires an up-front commitment and is generally used by organizations starting with 250 users that need Citrix products. It offers several levels to meet the needs of a broad range of commercial organizations, starting with 250 users. Commercial organizations able to make an initial purchase of at least $150K USD will best be served by one of the Enterprise License Program's levels.

GELA: The Citrix GELA License Program, available in LAC and EMEA, provides qualified government agencies and government funded educational organizations with the ability to acquire Citrix products at substantial discounts. The program requires a minimum initial purchase, which varies by geography and offers four discount levels.

EDUCATION: The Citrix EDUCATION License Program provides qualified educational organizations and charitable organizations the ability to acquire Citrix products at substantial discounts. The program requires a minimum initial purchase, which varies by geography.

Additional information about the Citrix Licensing Programs is available at www.citrix.com/licensing.

Upgrade and Migrations

Software Migration and Upgrade Paths

Any customer with a valid Citrix NetScaler Maintenance can version upgrade to the identical NetScaler 10 family edition (e.g., upgrade from NetScaler 9.2 Standard Edition to NetScaler 10 Standard Edition) at no charge.

Release of NetScaler 10 does not change any NetScaler upgrade or migration path. All NetScaler customers with a valid maintenance agreement that own an appliance(s) listed above are now able to upgrade their existing software to NetScaler 10.

Customers may also edition upgrade from one software edition to another (e.g., Enterprise Edition to Platinum Edition) by purchasing an edition upgrade license. Edition upgrades do not require a hardware exchange when occurring on the same platform: Licenses are available with these edition upgrade paths:

From	To
Citrix NetScaler Standard Edition	Citrix NetScaler Enterprise Edition
Citrix NetScaler Standard Edition	Citrix NetScaler Platinum Edition
Citrix NetScaler Enterprise Edition	Citrix NetScaler Platinum Edition
Citrix NetScaler Application Accelerator	Citrix NetScaler Enterprise Edition
Citrix Application Firewall	Citrix NetScaler Platinum Edition
Citrix Access Gateway, Enterprise	Citrix NetScaler Standard Edition
Citrix Access Gateway, Enterprise	Citrix NetScaler Enterprise Edition
Citrix Access Gateway, Enterprise	Citrix NetScaler Platinum Edition

Note: There are separate ordering SKUs for the above Edition Upgrades depending on whether or not the appliance has already been upgraded for clustering.

For a complete set of features and details on platform specifications please see the product brochures listed on www.citrix.com/netscaler.

Multi-Step Upgrades
Platform and Edition
Upgrading both the platform and software edition is a two-step process with two separate SKUs. For example, the following is the process by which one can upgrade an MPX 17500 running Standard Edition to an MPX 19500 running Enterprise Edition:

> First, the appliance platform must be upgraded from the MPX 17500 to the MPX 19500. The price for a platform upgrade is the difference in list price, plus 25 percent of this difference. This platform upgrade depends on whether there is a cluster license present. There are separate platform upgrade SKUs for appliances that do not have clustering and for those that do.

> Following the platform upgrade, the software edition upgrade can be applied. The price for a family edition upgrade is the difference in list price between the two editions, plus 10 percent of the family edition to which they are upgrading. This edition upgrade depends on whether there is a cluster license present. There are separate edition upgrade SKUs for appliances that do not have clustering and for those that do.

VPX upgrade pricing follows the established model, with upgrade price set at 125% of the difference between VPX model that the customer is upgrading *from* and the VPX model that the customers is upgrading *to*.

Note: Customers purchasing upgrades may transfer the remaining term of their existing (active) Appliance Maintenance Agreement to the upgraded appliance. They pay the difference between the two Appliance Maintenance Agreements prorated based on the number of months remaining (rounded to the nearest whole number) on the existing Appliance Maintenance Agreement.
NOTE: For all upgrades, the customer MUST provide the serial number for the appliance to be upgraded. Product information within Citrix records is updated and is used in RMAs, renewal sales, and for technical support.

Citrix Maintenance Programs

Appliance Maintenance
Citrix Appliance Maintenance provides a convenient way for customers to budget annually to receive Technical Support, software upgrades for their appliance and RMA access in the event of an appliance failure. The benefits for the Citrix Appliance Maintenance program include:

- Access to World Class Technical Support - Expert assistance from experienced Citrix Technical Support engineers to diagnose and resolve any issues encountered with your appliance.
- Software Updates at no additional cost - Download the latest software version for your appliances at no additional cost.
- Fast & Efficient Replacement - Replace malfunctioned appliances in a timely and efficient manner to minimize downtime at your organization.
- There are three levels of Citrix Appliance Maintenance to choose from – Gold, Silver, and Bronze.

Level	Benefits
Gold	Unlimited incidents during the term of the agreement 24x7x365 coverage hours Access to software updates and bug fixes Advanced RMA replacement for materials (one-day turnaround)
Silver	• Unlimited incidents during the term of the agreement Standard business coverage hours Access to software updates and bug fixes • Advanced RMA replacement for materials (one-day turnaround)
Bronze	• Unlimited incidents during the term of the agreement Standard business coverage hours Access to software updates and bug fixes Standard RMA replacement of materials (10-day turnaround)

For NetScaler physical appliances: software updates, return material authorization (RMA), and technical support are provided via NetScaler Appliance Maintenance agreements.

For all NetScaler: software options and cluster license upgrades that run on physical NetScaler appliances require separate Maintenance agreements. If performance upgrades through Pay-As-You-Grow are applied the appliance maintenance agreement must be upgraded to match the new performance level.

For NetScaler VPX virtual appliance: software updates are provided via Subscription Advantage agreements. Technical support is provided via Premier Support. See Subscription Advantage and Premier Support sections below for more information.

Distributors and CSAs have the ability to re-sell Citrix Appliance Maintenance for each appliance sold (this includes NetScaler Standard Edition, NetScaler Enterprise Edition, NetScaler Platinum Edition, Application Firewall appliances, Cloud Bridge appliances and SDX appliances). Customers with pre-existing Citrix Support Agreements will not receive support on the NetScaler physical appliances unless they purchase an Appliance Maintenance agreement. Existing Citrix Preferred Support Agreements can be used to receive support for NetScaler VPX virtual appliances.

Appliance Maintenance Renewals
After purchase of Appliance Maintenance for a specific appliance, customers have the option to renew their Appliance Maintenance on an annual basis.

- Customers with active Appliance Maintenance Agreements fall within the Renewal category. Standard Appliance Maintenance renewal fees apply.
- Customers who have been expired from 1 to 365 days fall into the Reinstatement category. In order to get back into the program, Customers will be charged for the time lapsed, plus a one-year renewal, plus a 20% penalty fee. Once the customer has been reinstated, the Customer will have full access to all the benefits of the Appliance Maintenance Program.
- Customers who have been expired for greater than 365 days fall into the Recovery category. In order to get back into the program, Customers will be charged a fixed fee per appliance. This fee includes a one-year extension from the date of the renewal transaction. Once the customer has been recovered, the Customer will have full access to all the benefits of the Appliance Maintenance Program.

Note: Customers may take limited advantage of Appliance Maintenance Agreements on a monthly basis at their Agreement renewal date. Customers may choose to date synchronize their multiple appliance maintenance agreements to a single end date. These monthly-based Appliance Maintenance Agreements are exclusively limited to this synchronization and during appliance upgrades only. There are no existing or planned options to support monthly billing or purchase of maintenance under any other circumstances.

Note: An Appliance Maintenance Agreement can only be renewed, reinstated or recovered up to, but not beyond, the publicized End of Maintenance Date for that appliance. This information is located on Citrix.com under Support > Product Lifecycle > Product Matrix.

Advisors are authorized to solicit orders for Appliance Maintenance renewals on behalf of Citrix.

Until further notice, the following renewal process applies:
All Hardware maintenance renewal orders (NetScaler/Application Firewall) must be placed with Distribution. Every renewal order needs to be submitted with the following:
- Purchasing Order number
- End user name
- Confirmation of end user named contacts
- Serial numbers
- Maintenance SKU
- Price

Contact your Citrix Renewals Rep or Citrix Customer Care at 1-800-4CITRIX (1-800-424-8749) or 1-954-267-3000 (international) to be directed to the correct renewals representative.

Note: If an appliance is purchased without Bronze, Silver, or Gold Appliance Maintenance, the basic warranty coverage is one year on the hardware and 90 days on software.

Return Material Authorization (RMA) – During the term of the Appliance Maintenance agreement, customers have the right to return to Citrix any defective product subject to the limited warranty set forth in the Appliance Maintenance program. During the term of the customer's Appliance Maintenance agreement, customers are eligible to receive an RMA number for their NetScaler products as a benefit of their agreement. The RMA timeframe is determined by the Appliance Maintenance level purchased for the particular product.

- If the customer has an active Silver or Gold Appliance Maintenance agreement, Citrix will ship a replacement product to the customer no than one (1) business day after the issuance of an RMA number. The customer must ship the defective product within five (5) business days after the issuance of the RMA number.
- If the customer has an active Bronze Appliance Maintenance agreement, Citrix will ship a replacement product to the customer no later than ten (10) business days after the issuance of a Citrix Return Material Authorization (RMA) number. The customer must ship the defective product within five (5) business days after the issuance of the RMA number.
- Customers must provide the current software version required on replacement Application Delivery products.

Software Version Updates – Customers with a valid Appliance Maintenance agreement can receive the latest software version updates by logging into MyCitrix.com and downloading the latest available updates.

Customers who purchase a Bronze, Silver, or Gold Appliance Maintenance agreement will receive documentation that includes the appropriate Citrix Technical Support numbers to call should they have a support issue.

To learn more about Citrix Appliance Maintenance, refer to
http://www.citrix.com/support/appliance-maintenance

Manufacturer's Warranty

Citrix warrants that the hardware shall be free from defects in materials and workmanship during the term of the maintenance agreement. Appliances are sold with a standard manufacturer's warranty, which includes one year on the hardware and 90 days on the software. Citrix strongly recommends purchasing and renewing Appliance Maintenance on all appliances. Each Appliance Maintenance agreement is tied directly to a specific appliance. The Appliance Maintenance option purchased or renewed will dictate the coverage for a specific appliance beyond the standard warranty period.

Subscription Advantage

Subscription Advantage™ provides a convenient way for customers to budget for their product version upgrades annually without having to anticipate variable costs throughout the year. Benefits under the program are:

- Version upgrade: Right to connect to the latest version of the product
- Obtain access to download the latest product version updates made available during the membership term. These updates include any major changes to the underlying product architecture and/or updates to the feature set of that product. For example:
- Security fixes
- Bug fixes
- New features
- Existing features enhancements
- Hot Fix roll-up pack (HRP) – a complete roll up of all available updates for a determined period of time
- Secure portal: Online tool to renew, manage and fulfill program benefits
- www.citrix.com/mycitrix portal is available 24/7 to all customers. This portal provides members all of the capabilities to properly manage their Subscription Advantage membership renewals and fulfill against program benefits.

Customers with valid Subscription Advantage memberships can obtain the latest NetScaler VPX software from www.citrix.com/mycitrix. Note that Subscription Advantage membership does not include technical support.

All NetScaler VPX connection licenses include a 12-month membership into the Citrix Subscription Advantage™ program. Subscription Advantage™ entitles customers to receive future software version updates as a benefit of the program.

Subscription Advantage Renewal and Subscription Advantage Add-On Years are available for the NetScaler VPX perpetual licenses. Customers under any licensing program may purchase up to an additional 4 years of Subscription Advantage with the initial order. Thus, at the time of initial purchase, customers can obtain up to a total of 5 years of Subscription Advantage.

Customers that have allowed their Subscription Advantage membership to lapse can take advantage of the get Current program. For information on this program, customers should contact their local Citrix Solutions Advisor or Citrix Customer Service.

For general information about the Subscription Advantage program, visit www.citrix.com/sa.

Technical Support
Subscription Advantage does not include Technical Support. Technical support may be purchased from Citrix Solution Advisors or directly from Citrix. For a complete list of Citrix Technical Support options, visit www.citrix.com/techsupport.

Premier Support
Available for Citrix software products including all NetScaler VPX appliances, Citrix Premier Support provides a convenient way for customers to budget for their technical support requirements annually without having to anticipate variable costs throughout the year. Citrix Premier Support delivers:

Unlimited 24/7/365 access to Citrix Technical Support.

Expert assistance from experienced Citrix Technical Support engineers to diagnose and resolve any issues encountered with your Citrix deployment.

Customers that have allowed their Premier Support membership to lapse can purchase new Premier Support memberships as part of a product order or as part of a Subscription Advantage^TM Renewal, Reinstatement or Recovery purchase.

Customers can purchase Premier Support in 1-year increments up to a maximum of 5 years. Customers purchasing product under the ELA, Education or GELA programs receive an automatic 25% Program discount on any purchases of Premier Support, including initial purchases and renewals.

New Customers purchasing Citrix product licenses
New customers purchasing Citrix software sold with Subscription Advantage^TM can add Premier Support to their purchase order in the same quantity as product being purchased. All subsequent purchases for that product line will require Premier Support to be purchased to remain compliant with Premier Support Program terms and conditions and continue to enjoy unlimited 24/7/365 technical support.

Existing Customers purchasing additional Citrix product licenses
Existing customers purchasing additional quantities of Citrix software sold with Subscription Advantage^TM can add Premier Support to their purchase order in the same quantity as product being purchased and existing product already owned. All subsequent purchases for that product line will require Premier Support to be purchased to remain compliant with premier Support Program terms and conditions and continue to enjoy unlimited 24/7/365 technical support.

Note: If, at any time during the Premier Support agreement terms any of the Program eligibility requirements are not met, the Customer will have 30 days to achieve compliance. Should the customer be unable to achieve compliance within the 30-day term, the customer will be notified that they will no longer be able to open support cases until compliance is achieved. Previously opened technical support cases will continue to be worked. Once Premier Support program compliance is met, the customer will be notified that they are once again able to open support cases and enjoy the full benefits of their Premier Support agreement.

Ordering

Cold Spare Appliance Program

Cold spare units for all existing MPX, SDX and Cloud Bridge models are available now. SKUs and pricing will be available for both Enterprise and Platinum editions for all models. The SKUs will be made available as a separate "cold spare" spreadsheet.

Optical Components and Accessories

For the MPX 7500 (with 4 SFP port option), Cloud Bridge MPX 7500, MPX 9500 (with 4 SFP port option), MPX 8200, MPX 8400, MPX 8600, MPX 10500, MPX 11500, MPX 12500, MPX 13500, MPX 14500, MPX 15500, MPX 16500, MPX 17500, MPX 17550, MPX 18500, MPX 19500, MPX 19550, MPX 20500, MPX 20550, MPX 21500, MPX 21550, SDX 11500, SDX 13500, SDX 14500, SDX 16500, SDX 17550, SDX 18500, SDX 19550, SDX 20500, SDX 20550, SDX 17500, SDX 19500, SDX 21500 and SDX 21550 models the SFP (copper or fiber) and SFP+ (fiber only) connectors are ordered separately (note: two copper SFPs are included on the MPX 8200, 8400, 8600, and MPX and SDX 11500, 13500, 14500, 16500, 18500 and 20500 models.) SX and LX fiber connectors are supported on the MPX 7500 (with 4 SFP port option), MPX 9500 (with 4 SFP port option), MPX 8200, MPX 8400, MPX 8600, MPX 10500, MPX 11500, MPX 12500, MPX 13500, MPX 14500 MPX 15500, MPX 16500, MPX 17500, SDX 17550, MPX 18500, MPX 19500, MPX 19550, MPX 20500, MPX 20550, MPX 21500, SDX 17500, SDX 19500, SDX 21500 and SDX 21550.

Note: Citrix only supports XFP/SFP+ and SFPs purchased from Citrix. MPX 11500, 13500, 14500, 16500 18500 and 20500 are different in that 2x1G copper SFPs will be included. Additional SFPs must be purchased separately. This applies to the demo SKUs as well.

The NetScaler MPX 7500 and MPX 9500 include one AC power supply. A second, optional power supply is available for purchase. For the NetScaler MPX 7500 and MPX 9500 models, customers can order the second power supply to ship separately with instructions on how to install into the NetScaler Appliance. The second power supply serves as a backup when the first power supply fails. MPX 7500 and MPX 9500 models function properly with a single power supply. Other MPX and SDX models ship with dual power supplies and will continue to operate if one supply fails. A second power supply replacement can be installed as a field replaceable unit.

Accessories for the MPX 5500, ==MPX 5550, MPX 5650==, MPX 7500, MPX 8200, MPX 8400, MPX 8600, MPX 9500, MPX 10500, MPX 11500, MPX 12500, MPX 13500, MPX 14500, MPX 15500, MPX 16500, MPX 17500, MPX 17550, MPX 18500, MPX 19500, MPX 19550, MPX 20500, MPX 20550, MPX 21500, MPX 21550, SDX 11500, SDX 13500, SDX 14500, SDX 16500, SDX 18500, SDX 20500, SDX17550, SDX 19550, SDX 20550, SDX 21550, 17500 SDX, 19500 and SDX 21500 include: hard drive, power cords, and rail kits. Note all MPX 5500, 7500 and 9500 shipments since February 26, 2012 include solid-state drives (SSD), not Hard Disk Drives (HDD). All the accessories and power supplies for models up through MPX 21500 (with the exception of the MPX 17550, 19550, 20550, and 21550) are now available for purchase. For clarity, the NetScaler Accessory Policy information is included below:

NetScaler AC and DC Power Supplies

Accessory Name and Description	AC and DC Power Supplies for MPX 7500, 8200, 8400, 8600, 9500, 9700, 10500, 11500, 12500, 13500, 14500, 15000, 15500, 16500, 17550, 18500, 19550, 20500, 20550 and SDX 11500, 13500, 14500, 16500, 17550, 19550,18500 20500, 20550, and 21550. AC only on MPX 17500, 19500, 21500, SDX 17500, 19500, and 21500 These power supplies are sold separately for redundancy or backup in case of failures.
Order Date	• All AC power supplies: all models available today • DC power supplies: available today
Region Availability	All
Languages	English
Warranty	These parts do not carry warranty by themselves; the warranty is inherited from the appliance that these parts are installed into. If maintenance contract or warranty has expired on the appliance, then there is no support on these accessories. If any appliance has valid maintenance or warranty, the accessory is warranted based on the appliance eligibility.
RMA Process	Customer to call Tech support or Customer Service and determine if they need a new power supply or a new box. Tech Support or Customer Service to validate warranty/maintenance before proceeding. If Customer Service receives the support call, CS will qualify the customer's warranty/maintenance status and pass the call to Technical Support if appropriate. Process to troubleshoot this problem should be in a reference document from Tech Support. See the RMA Classification document on the ANG AAG Support > Process Documents > RMA SharePoint site. If the power supply is broken, Tech Support to route to the RMA team to replace the power supply.

NetScaler Hard Drive, SSD, Compact Flash (CF) Accessories

Accessory Name and Description	Hard Drive and CF accessories for NetScaler are available on NetScaler MPX appliances (5500, 7500, 9500, 9700, 10500, 11500, 12500, 13500, 14500, 15000, 15500, 16500, 17000, 17500, 17550, 18500 19500, 19550, 20500, 20550 21500, 21550) and SDX appliances (11500, 13500, 14500, 16500, 17550, 18500, 19550, 20500, 20550, 21550, 17500, 19500, 21500). Note: All new MPX 5500, 7500 and 9500 models are now shipping with SSD in place of HDD. <mark>Note: MPX 5550, 5650, 8200, 8400 and 8600 ship with SSD and do not have Hard Drive or CF accessories.</mark> These accessories provide faster turnaround time for component repairs by providing options to replace certain components quickly.
Order Date-all versions	NetScaler models MPX 5500, 7500, 9500, 9700, 10500, 11500, 12500, 13500, 14500, 15000, 15500, 16500, 17000, 17500, 18500, 19500, 20500, 21500 and SDX models 11500, 13500, 14500, 16500, 18500, 20550, 17500, 19500, 21500: Today. MPX 8200, 8400, 8600: end Q3. <mark>MPX 5550 and MPX 5650 early Q4.</mark>
Lead Times	For new accessories, the lead times will initially be longer than currently shipping appliances.
Region Availability	All
Languages	English
Warranty	These parts do not carry warranty by themselves; the warranty is inherited from the appliance that these parts are installed into. If maintenance contract or warranty has expired on the appliance, then there is no support on these accessories. If any appliance has valid maintenance or warranty, the accessory is warranted based on the appliance eligibility.
RMA Process	Customer to call Tech support or Customer Service and determine if they need a new HD or CF for their appliance. Tech Support or Customer Service to validate warranty/maintenance before proceeding. If Customer Service receives the initial support call, CS will qualify the customer's warranty/maintenance status and then pass the call to Technical Support if appropriate. Process to troubleshoot this problem should be in a reference document from Tech Support. See the RMA Classification document on the ANG AAG Support > Process Documents > RMA SharePoint. If the CF or HD is broken, Tech Support to route to the RMA team to replace the CF and/or HD. If customer orders a HD accessory, HD accessory is properly formatted for NS file structure and latest SW version before shipping. For RMA, HD accessory is properly formatted for NS file structure and latest SW version before shipping.

	If customer orders a CF accessory, CF accessory is shipped with latest SW version.
	For RMA, CF is shipped with specified software version if available (i.e. the SW version information was provided from the customer). If not available, customer would get the latest SW or closest match.
	Process for this RMA should adhere to current HW maintenance process.

10GE XFP, 10GE SFP+ and 1GE SFP

Accessory Name and Description	10GE SFP+ and 1GE SFP are sold separately to customers based on their needs in the data center for short or long range optics and speeds. Two optics are available for customers to order – Short Reach or Long Reach. MPX 8200, 8400, 8600, 11500, 13500, 14500, 16500 18500 and 20500 are different in that 2x1G copper SFPs will be included. Additional SFPs must be purchased separately. This applies to the demo SKUs as well.
Order Date-all versions	Today
Lead Times	For new accessories, the lead times will initially be longer than currently shipping appliances.
Region Availability	All
Languages	English
Warranty	These parts do not carry warranty by themselves; the warranty is inherited from the appliance that these parts are installed into. If maintenance contract or warranty has expired on the appliance, then there is no support on these accessories. If any appliance has valid maintenance or warranty, the accessory is warranted based on the appliance eligibility.
RMA Process	Customer to call Tech support or Customer Service and determine if they need a new SFP/SFP+/XFP transceiver or a new appliance. Tech Support or Customer Service to validate warranty/maintenance before proceeding. If Customer Service receives the initial support call, CS will qualify the customer's warranty/maintenance status and then pass the call to Technical Support if appropriate. Process to troubleshoot this problem should be in a reference document from Tech Support. See the RMA Classification document on the ANG AAG Support > Process Documents > RMA SharePoint site. If the transceiver is broken, Tech Support to route to the RMA team to replace the SFP/SFP+/XFP. Process for this RMA should adhere to current HW maintenance process. Customer needs to send defective unit back to Citrix. RMA and HW Manufacturing to define the process for returning defective units back to inventory.

Selling Requirements

Citrix Solution Advisors are authorized to start selling Citrix NetScaler immediately but will receive limited program benefits until becoming certified. To become certified to sell Citrix NetScaler and receive full program benefits, partners are required to meet the following criteria:

Achieve one Citrix Certified Administrator (CCA) & one Citrix Certified Sales Professional (CCSP) from the table below:

CCSP	CCSP 2012 (Citrix products with Networking module) CCSP 2011 for Application Networking CCSP 2010 for Application Networking*
NetScaler	CCA for Citrix NetScaler 9

*The CCSP 2010 for Application Networking is no longer available, but counts towards partner program requirements through December 31, 2012.

Sales Certification Requirements

To achieve the CCSP 2011 for Application Networking, candidates must take the following courses and pass the assessments given at the conclusion of each course.

Required Courses	CSP-004-1W CCSP 2011 Citrix Virtual Computing CSP-007-1W CCSP 2011 Citrix Application Networking Solutions

These courses are available online at www.citrix/ccsp.

Note: Citrix sales courses are currently offered at no cost for Citrix Partner Network members. There is no limit to the number of people in a partner organization who can take the course. Citrix encourages all partner sales, technical, and marketing employees to complete sales courses.

Technical Requirements

See below in order to achieve the latest and most current CCA for Citrix NetScaler.

CCA for Citrix NetScaler 9	To obtain this certification, you must pass one of the following exams: • A21 Basic Administration for Citrix NetScaler 9.2 • A11 Basic Administration for Citrix NetScaler 9.0* To register for this exam please contact www.pearsonvue.com. Recommended training: CNS-203 Basic Administration for Citrix NetScaler 9.2 This course is available in self-paced online and instructor-led formats. • Self-paced online training offerings and information regarding partner discounts is available at www.citrix.com/partneronlinetraining. • Instructor-led training is available at your local Citrix Authorized Learning Center (CALC). To find your closest CALC location, please visit www.citrixtraining.com.

*This exam is no longer available in English.

Note: All partner authorizations are site-specific; if a partner organization has multiple locations, each location must meet the above requirements.

In order for partners to receive credit for the certification, the individual who completed the certification must complete the linking process within My Citrix. This is the only way their exams and certification will contribute towards meeting partner program requirements. Partner Certification Manager can be found on My Citrix under the toolbox menu or visit www.citrix.com/partnercertificationmanager.

Partner Preferred Pricing

The Application Networking technical training and certification package is available exclusively to the Citrix Partner Network. Through this offer, partners gain access to the latest NetScaler self-paced online training and exam requirement for the CCA for NetScaler 9. Priced at $995USD, this offer represents a savings of over $4,500 USD from the suggested retail price to customers! To register, please visit www.citrix.com/partneronlinetraining.

Citrix Advisor Rewards

All hardware, including accessories and software editions of NetScaler, including NetScaler VPX, are eligible for Citrix Advisor Rewards. The minimum combined purchase order threshold (excluding services) for Advisor Rewards eligibility is $10,000 and partners must be fully certified (sales and tech requirements met) to claim Citrix Advisor Rewards. Note that MPX FIPS versions of NetScaler will be eligible for these reward programs.

For more information on joining Citrix channel programs visit http://www.citrix.com/lang/English/partners.asp

Ordering Requirements

When ordering, include the following required information on the purchase order (additional requirements may vary by distributor and geography).

EASY, ELA and Education programs:
- Citrix EASY Authorization Number (contract number) of ship-to location (customers obtain this number by completing the "Click to Accept" registration on My Citrix)
- Purchase order number
- Sold-to company name and address
- Ship-to company name, address, and specific contact e-mail address, phone number, and Org. ID number; note that the ship-to details must match the details of the end customer
- Fulfilling advisor details including reseller company name, contact name, e-mail address, contact phone number, and address
- Product SKUs with quantity and descriptions
- SRP price, discount, and net price

GELA License Program:
- Citrix GELA Authorization Number (contract number). Customers obtain this number after signing a GELA agreement provided by Citrix.

- Purchase order number
- Sold-to company name and address
- Ship-to company name, address, and specific contact e-mail address, phone number, and Org. ID number; note that the ship-to details must match the details of the end customer
- Fulfilling advisor details including reseller company name, contact name, e-mail address, contact phone number, and address
- Product SKUs with quantity and descriptions
- SRP price, discount, and net price

Ordering Saleable Product: Hardware
- Citrix appliance products are not stocked by distribution. Citrix cannot ship to PO or FPO boxes, etc. Specify the exact and correct shipping address when ordering. The anticipated shipment date will be approximately two weeks from an accepted order. The anticipated shipment date may vary by product availability and geographic shipment services.
- Once Citrix has entered the order into the order system, a PO Acceptance Confirmation will be issued to the sold to party after credit and GTS clearance. This confirmation will include the Citrix Order # and products being ordered. Once the products ship, the Sold To and Ship to party will be issued an SAP Shipping Confirmation.

Evaluation, Partner USE and Partner DEMO Product

Evaluation

Evaluation product is available from MyCitrix. Evaluation products will continue to remain available to partners and customers until those products reach their official End-of-Sale milestone.

Media Type	Audience	Source	Expiration	Concurrent User Licenses (CCU)
Evaluations	Partners on behalf of Customer and Customers piloting a Citrix solution	GEO Specifc input required	90-days	99-User
Partner Demo Product (DEMO)	Partners for demo use in non-production environment	MyCitrix.com by obtaining DEMO license allocation	1 year	5-User x … partner and authorization level (Platinum=100, Gold=50, Silver=20)

APAC – order evals through APAC Order Services via fax or email:
- Email: apac.orders@citrix.com.au
- Fax: +61 2 8870 0601

Japan – order evals through APAC Order Services via fax or email:
- Email: order@citrix.co.jp
- Fax: +81-3-4577-5920

EMEA:

DEMO

Partner Demo (DEMO) units are available to Citrix Partners at a reduced price for their use to demonstrate the product to customers in a non-production environment. The Partner Demo (DEMO) is available for the highest performance model for all hardware platforms on all currently shipping MPX and SDX models.

Citrix NetScaler DEMO units include optionally licensable features. Each CSA is entitled to purchase a defined number of units based on partner type and level. Customers that have already purchased NetScaler DEMO units will be able to download NetScaler 10 at no cost and upgrade their DEMO units to the latest NetScaler version. NetScaler DEMO units are now shipping with NetScaler 9.2 pre-installed. Each GEO has its own ordering process as documented in the [Partner Licensing Program Guide](#).

DEMOs will be available for the NetScaler VPX virtual appliance. This DEMO provides one gigabit of throughput and includes Platinum Edition. The VPX DEMO is subject to the same tech support incident limits as other Citrix software products with a maximum of two instances per partner.

Product SKUs

The product SKUs included in the spreadsheets reflects new or changing SKUs available through the channel.

Note that Citrix has made every attempt to capture all relevant SKUs specific to this Partner Notification. Citrix reserves the right to activate or deactivate additional SKUs that may not have been included in these spreadsheets. Any variations in product SKUs and pricing listed in the PND and displayed on the worldwide price list, will favor the information posted on the worldwide price list.

End-of-Life Announcements and Schedules

Customers with active service contracts will continue to receive support from the Citrix NetScaler support center until the end of maintenance date and pursuant to the terms and conditions of the support contract.

On June 30, 2012 Citrix announced the end of sale for the following models: non-FIPS and non 10GE versions of MPX 9700, MPX 10500, 12500 and 15500 models as well as the MPX 17500, 19500, 21500, and SDX 17500, 19500, and 21500. These models may continue to be ordered until December 30, 2012. Customers should be encouraged to move buyers to the MPX 11500, 13500, 14500, 16500, 18500 and 20500 platforms as well as to the MPX or SDX 17550, 19550, 20550, and 21550.

Platform	Notice of Status Change	End-of-Sale	End of Maintenance	End of Life
9010 FIPS	September 30, 2010	March 31, 2011	March 31, 2014	March 31, 2014

App FW 9010 FIPS	September 30, 2010	March 31, 2011	March 31, 2014	March 31, 2014
MPX 15000	September 30, 2010	March 31, 2011	March 31, 2016	March 31, 2016
MPX 17000	September 30, 2010	March 31, 2011	March 31, 2016	March 31, 2016
NetScaler 8.x	October 15, 2010	N/A	April 15, 2011	April 15, 2012
MPX 9700, 10500, 12500 and 15500 non 10 GE models only (non-FIPS). Excludes standalone App Firewall models.	June 30, 2012	Dec 30, 2012	Dec 30, 2017	Dec 30, 2017
MPX 17500, 19500 and 21500	June 30, 2012	Dec 30, 2012	Dec 30, 2017	Dec 30, 2017
SDX 17500, 19500 and 21500	June 30, 2012	Dec 30, 2012	Dec 30, 2017	Dec 30, 2017
MPX 9700, 10500, 12500 and 15500 10GE models (non-FIPS). Excludes standalone App Firewall models.	June 30, 2012	March 30, 2013	Sep 30, 2018	Sep 30, 2018

Refer to the Product Matrix table on citrix.com for current End-of-Life schedules. See the End of Life Policy for Citrix Application Delivery Infrastructure for more information.

Delivery

Product Fulfillment

All products will be built to order in the America's (NA / LAC), and therefore, not stocked by distribution. Citrix cannot ship to PO or FPO boxes, etc. Specify the exact and correct shipping address as well as the recipients e-mail address when ordering. The anticipated shipment date for existing models will be within 72 hours of order acceptance (may vary by geographic shipment service availability and reliability).

Below are the fulfillment times MPX 5550, 5650 models.

Models	MPX 5550, 5650
North America	Today
Latin America (ship from US)	Today
Mexico	Today

Below are the fulfillment times MPX 8200, 8400, 8600 models.

Models	MPX 8200, 8400, 8600 (both port

	configurations)
North America	Today
Latin America (ship from US)	Today
Mexico	Today

Below are the fulfillment times based on the current plan of record for all MPX and VPX models that include a cluster license upgrade. NetScaler SDX with clustering not supported at this time.

Models	All Citrix NetScaler MPX and VPX WITH a cluster license upgrade
North America	Available
Latin America (ship from US)	Available
Latin America (in-GEO shipment)	Available
Mexico	Available

Below are the fulfillment times for NetScaler MPX and SDX NEBS models for 11500, 13500, 14500, 16500, 18500 and 20500.

Models	
North America	Available
Latin America (ship from US)	Available
Latin America (in-GEO shipment)	Available
Mexico	Available

Below are the fulfillment times for NetScaler Command Center MPX.

Models	
North America	Available
Latin America (ship from US)	Available
Latin America (in-GEO shipment)	Available
Mexico	Available

All products are built to order and therefore, not stocked by distribution. Orders for new NetScaler appliances will continue to ship with version 9.2 or later software from the factory. Note MPX 17550, 19550, 20550, and 21550 will ship with v9.3 (and only support this version or higher). Customers will be required to manually update their system software to the latest release.

Product Returns
Citrix licensing programs do not allow returns, rescissions or re-issuance of licenses. Review this policy with customers before placing an order. Distributors should place all orders with Citrix Customer Service.

Hardware: If the hardware product is determined to be defective by the customer, he/she should call Citrix Technical Support at the phone number provided to them with their Bronze, Silver, or Gold maintenance agreement.

Software: Citrix licensing programs restrict the return, rescission or re-issuance of licenses. Review orders with customers before submitting for processing.

Product Export and Import Classifications

Export Classifications

This is a listing of Citrix US Bureau of Industry & Security (BIS) licenses for Citrix NetScaler products allowing export of the products to all but the T-5. "T-5" refers to the five terrorist-supporting nations: Cuba, Iran, North Korea, Sudan, or Syria. Certain countries have their own individual import restrictions. Refer to this page for more details on export classifications: http://www.citrix.com/exporting

Import Classifications

France

Citrix Product	DCSSI	Authorization No.	Date
Citrix NetScaler	N/A	0701006	28-FEB-07

Israel

Citrix Product	License No.	Date
Citrix NetScaler	9184	28-FEB-07

More Information

Information about the Citrix NetScaler Application Delivery product line is available at http://www.citrix.com/netscaler. Citrix Solution Advisors and other Citrix access PARTNER network members can obtain more information at http://www.citrix.com/mycitrix. If you have any additional questions concerning these guidelines or products, please contact your Distribution Team or Reseller/Channel Manager.

If you have any additional questions concerning these guidelines or products, please contact your distribution team, reseller/channel manager, or Citrix Customer Care at 1-800-4CITRIX (1-800-424-8749) or 1-954-267-3000 (international).