



# **Citrix Virtual Apps and Desktops**

## **NetApp Solutions**

NetApp  
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# Citrix Virtual Apps and Desktops

## TR-4854: NetApp HCI for Citrix Virtual Apps and Desktops with Citrix Hypervisor

Suresh Thoppay, NetApp

NetApp HCI infrastructure allows you to start small and build in small increments to meet the demands of virtual desktop users. Compute or storage nodes can be added or removed to address changing business requirements.

Citrix Virtual Apps and Desktops provides a feature-rich platform for end-user computing that addresses various deployment needs, including support for multiple hypervisors. The premium edition of this software includes tools to manage images and user policies.

Citrix Hypervisor (formerly known as Citrix Xen Hypervisor) provides additional features to Citrix Virtual Apps and Desktops compared to running on other hypervisor platforms. The following are key benefits of running on Citrix Hypervisor:

- A Citrix Hypervisor license is included with all versions of Citrix Virtual Apps and Desktops. This licensing helps to reduce the cost of running the Citrix Virtual Apps and Desktops platform.
- Features like PVS Accelerator and Storage Accelerator are only available with Citrix Hypervisor.
- For Citrix solutions, the Citrix Hypervisor is the preferred workload choice.
- Available in Long Term Service Release (LTSR; aligns with Citrix Virtual Apps and Desktops) and Current Release (CR) options.

### Abstract

This document reviews the solution architecture for Citrix Virtual Apps and Desktops with Citrix Hypervisor. It provides best practices and design guidelines for Citrix implementation on NetApp HCI. It also highlights multitenancy features, user profiles, and image management.

### Solution Overview

Service providers who deliver the Virtual Apps and Desktops service prefer to host it on Citrix Hypervisor to reduce cost and for better integration. The NetApp Deployment Engine (NDE), which performs automated installation of VMware vSphere on NetApp HCI, currently doesn't support deployment of Citrix Hypervisor. Citrix Hypervisor can be installed on NetApp HCI using PXE boot or installation media or other deployment methods supported by Citrix.

Citrix Virtual Apps and Desktops can automate the provisioning of desktops and session hosts either using Citrix Provisioning (network-based) or by Machine Creation Services (hypervisor storage-based). Both Microsoft Windows-based OSs and popular Linux flavors are supported. Existing physical workstations, desktop PCs, and VMs on other hypervisors that are not enabled for auto-provisioning can also be made available for remote access by installing the agents.

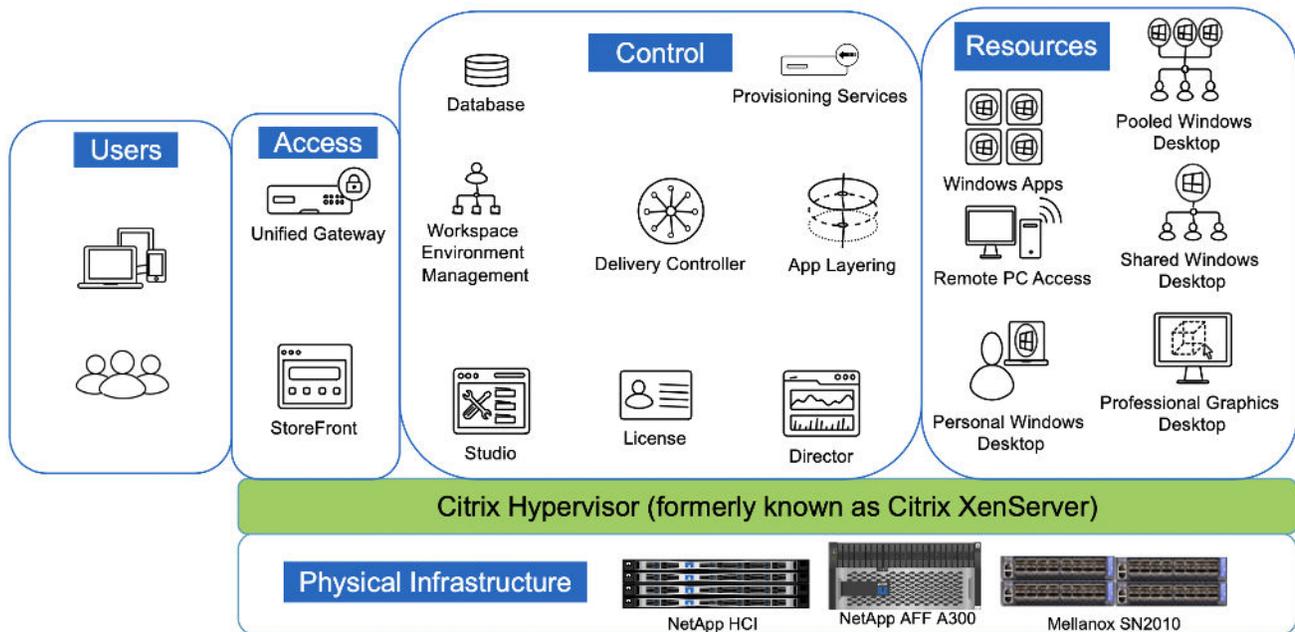
The Citrix Workspace Application, a client software used to access Virtual Apps and Desktops, is supported on various devices including tablets and mobile phones. Virtual Apps and Desktops can be accessed using a

browser-based HTML5 interface internally or externally to the deployment location.

Based on your business needs, the solution can be extended to multiple sites. However, remember that NetApp HCI storage efficiencies operate on a per-cluster basis.

The following figure shows the high-level architecture of the solution. The access, control, and resource layers are deployed on top of Citrix Hypervisor as virtual machines. Citrix Hypervisor runs on NetApp HCI compute nodes. The virtual disk images are stored in the iSCSI storage repository on NetApp HCI storage nodes.

A NetApp AFF A300 is used in this solution for SMB file shares to store user profiles with FSLogix containers, Citrix profile management (for multisession write-back support), Elastic App Layering images, and so on. We also use SMB file share to mount ISO images on Citrix Hypervisor.



A Mellanox SN2010 switch is used for 10/25/100Gb Ethernet connectivity. Storage nodes use SFP28 transceivers for 25Gb connection, compute nodes use SFP/SFP+ transceivers for 10Gb connection, and interswitch links are QSFP28 transceivers for a 100Gb connection.

Storage ports are configured with multichassis link aggregation (MLAG) to provide total throughput of 50Gb and are configured as trunk ports. Compute node ports are configured as hybrid ports to create a VLAN for iSCSI, XenMotion, and workload VLANs.

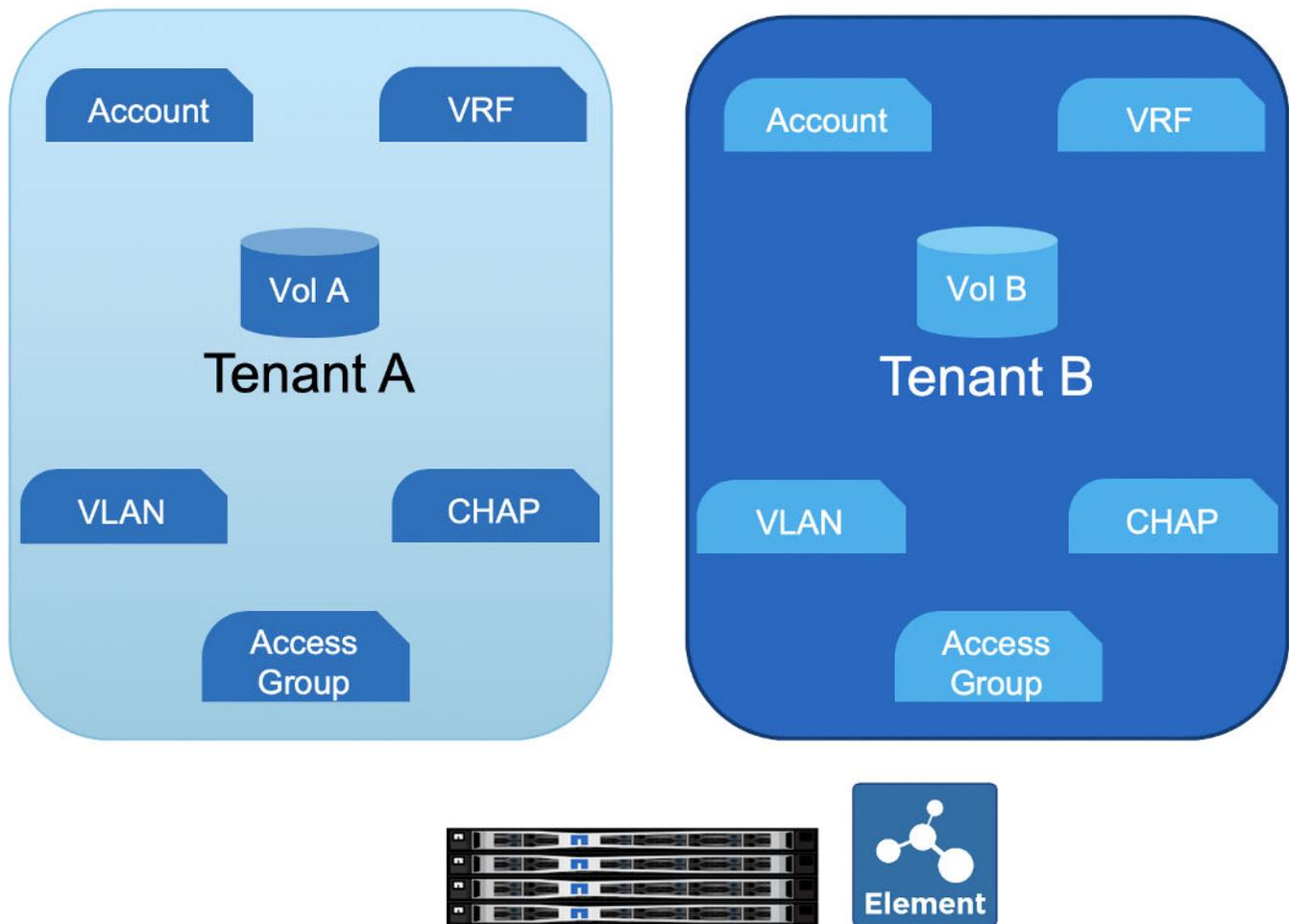
## Physical Infrastructure

### NetApp HCI

NetApp HCI is available as compute nodes or storage nodes. Depending on the storage node model, a minimum of two to four nodes is required to form a cluster. For the compute nodes, a minimum of two nodes are required to provide high availability. Based on demand, nodes can be added one at a time to increase compute or storage capacity.

A management node (mNode) deployed on a compute node runs as a virtual machine on supported hypervisors. The mNode is used for sending data to ActiveIQ (a SaaS-based management portal), to host a hybrid cloud control portal, as a reverse proxy for remote support of NetApp HCI, and so on.

NetApp HCI enables you to have nondistributive rolling upgrades. Even when one node is down, data is serviced from the other nodes. The following figure depicts NetApp HCI storage multitenancy features.

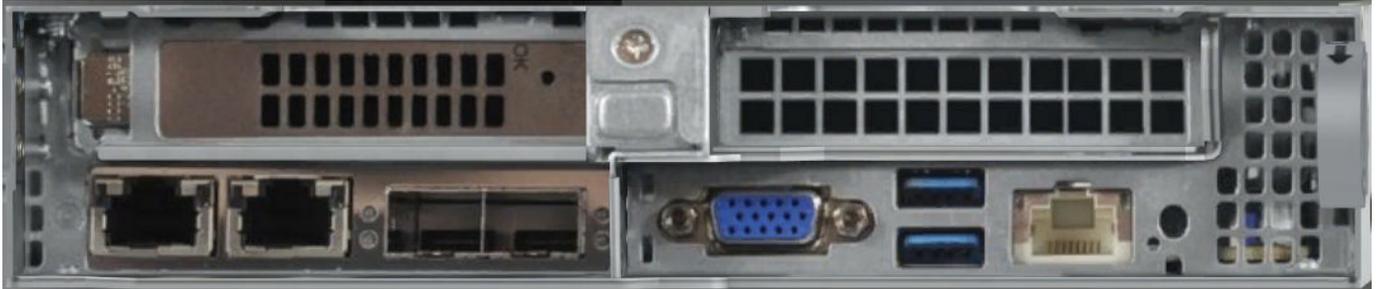
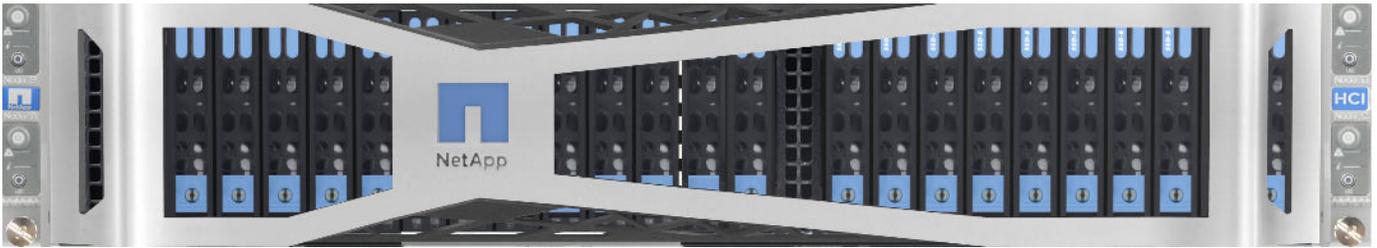


NetApp HCI Storage provides flash storage through iSCSI connection to compute nodes. iSCSI connections can be secured using CHAP credentials or a volume access group. A volume access group only allows authorized initiators to access the volumes. An account holds a collection of volumes, the CHAP credential, and the volume access group. To provide network-level separation between tenants, different VLANs can be used, and volume access groups also support virtual routing and forwarding (VRF) to ensure the tenants can have same or overlapping IP subnets.

A RESTful web interface is available for custom automation tasks. NetApp HCI has PowerShell and Ansible modules available for automation tasks. For more info, see [NetApp.IO](https://netapp.io).

### Storage Nodes

NetApp HCI supports two storage node models: the H410S and H610S. The H410 series comes in a 2U chassis containing four half-width nodes. Each node has six SSDs of sizes 480GB, 960GB, or 1.92TB with the option of drive encryption. The H410S can start with a minimum of two nodes. Each node delivers 50,000 to 100,000 IOPS with a 4K block size. The following figure presents a front and back view of an H410S storage node.



The H610S is a 1U storage node with 12 NVMe drives of sizes 960GB, 1.92TB, or 3.84TB with the option of drive encryption. A minimum of four H610S nodes are required to form a cluster. It delivers around 100,000 IOPS per node with a 4K block size. The following figure depicts a front and back view of an H610S storage node.

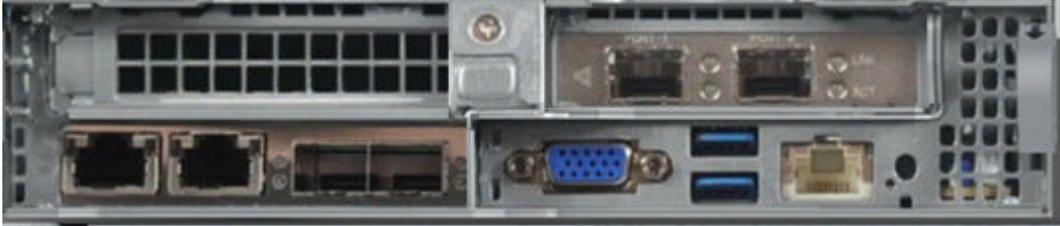


In a single cluster, there can be a mix of storage node models. The capacity of a single node can't exceed 1/3 of the total cluster size. The storage nodes come with two network ports for iSCSI (10/25GbE – SFP28) and two ports for management (1/10/GbE – RJ45). A single out-of-band 1GbE RJ45 management port is also available.

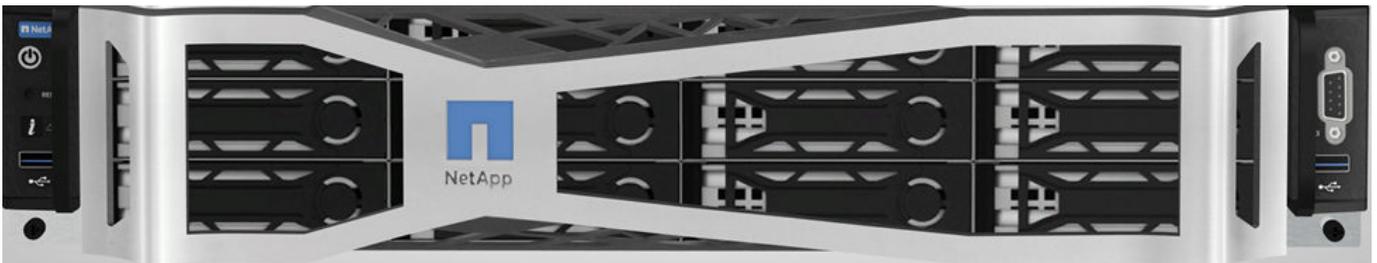
## Compute Nodes

NetApp HCI compute nodes are available in three models: H410C, H610C, and H615C. Compute nodes are all RedFish API-compatible and provide a BIOS option to enable Trusted Platform Module (TPM) and Intel Trusted eXecution Technology (TXT).

The H410C is a half-width node that can be placed in a 2U chassis. The chassis can have a mix of compute and storage nodes. The H410C comes with first-generation Intel Xeon Silver/Gold scalable processors with 4 to 20 cores in dual-socket configurations. The memory size ranges from 384GB to 1TB. There are four 10/25GbE (SFP28) ports and two 1GbE RJ45 ports, with one 1GbE RJ45 port available for out-of-band management. The following figure depicts a front and back view of an H410C compute node.



The H610C is 2RU and has a dual-socket first generation Intel Xeon Gold 6130 scalable processor with 16 cores of 2.1GHz, 512GB RAM and two NVIDIA Tesla M10 GPU cards. This server comes with two 10/25GbE SFP28 ports and two 1GbE RJ45 ports, with one 1GbE RJ45 port available for out-of-band management. The following figure depicts a front and back view of an H610C compute node.



The H610C has two Tesla M10 cards providing a total of 64GB frame buffer memory with a total of 8 GPUs. It can support up to 64 personal virtual desktops with GPU enabled. To host more sessions per server, a shared desktop delivery model is available.

The H615C is a 1RU server with a dual socket for second-generation Intel Xeon Silver/Gold scalable processors with 4 to 24 cores per socket. RAM ranges from 384GB to 1.5TB. One model contains three NVIDIA Tesla T4 cards. The server includes two 10/25GbE (SFP28) and one 1GbE (RJ45) for out-of-band management. The following figure depicts a front and back view of an H615C compute node.

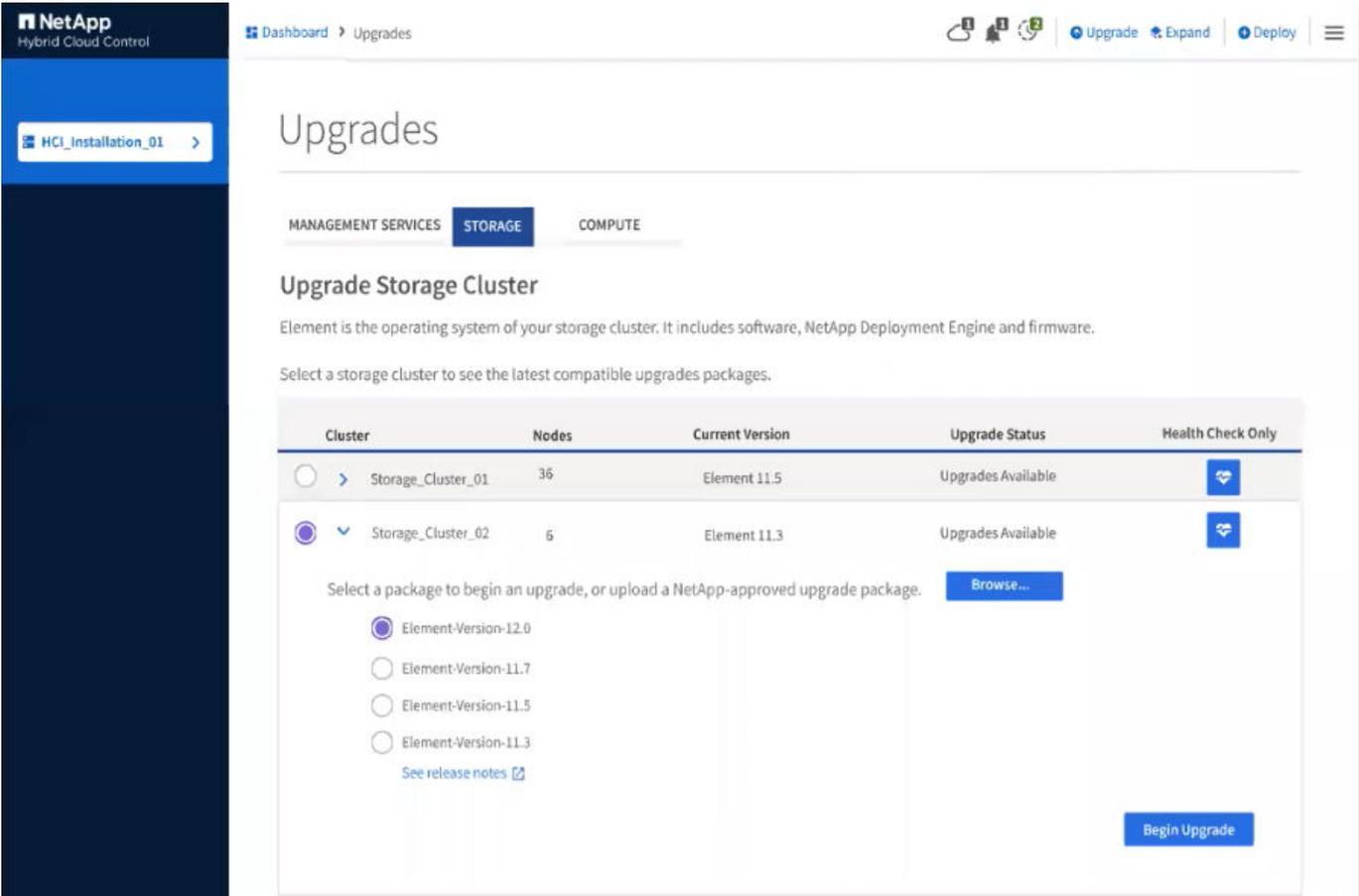




The H615C includes three Tesla T4 cards providing a total of 48GB frame buffer and three GPUs. The T4 card is a general-purpose GPU card that can be used for AI inference workloads as well as for professional graphics. It includes ray tracing cores that can help simulate light reflections.

### Hybrid Cloud Control

The Hybrid Cloud Control portal is often used for scaling out NetApp HCI by adding storage or/and compute nodes. The portal provides an inventory of NetApp HCI compute and storage nodes and a link to the ActiveIQ management portal. See the following screenshot of Hybrid Cloud Control.



### NetApp AFF

NetApp AFF provides an all-flash, scale-out file storage system, which is used as a part of this solution. ONTAP is the storage software that runs on NetApp AFF. Some key benefits of using ONTAP for SMB file storage are as follows:

- Storage Virtual Machines (SVM) for secure multitenancy
- NetApp FlexGroup technology for a scalable, high-performance file system
- NetApp FabricPool technology for capacity tiering. (With FabricPool, you can keep hot data local and transfer cold data to cloud storage).

- Adaptive QoS for guaranteed SLAs. You can adjust QoS settings based on allocated or used space.
- Automation features (RESTful APIs, PowerShell, and Ansible modules)
- Data protection and business continuity features including NetApp Snapshot, NetApp SnapMirror, and NetApp MetroCluster technologies

### Mellanox Switch

A Mellanox SN2010 switch is used in this solution. However, you can also use other compatible switches. The following Mellanox switches are frequently used with NetApp HCI.

Model	Rack Unit	SFP28 (10/25GbE) ports	QSFP (40/100GbE) ports	Aggregate Throughput (Tbps)
SN2010	Half-width	18	4	1.7
SN2100	Half-width	–	16	3.2
SN2700	Full-width	–	32	6.4



QSFP ports support 4x25GbE breakout cables.

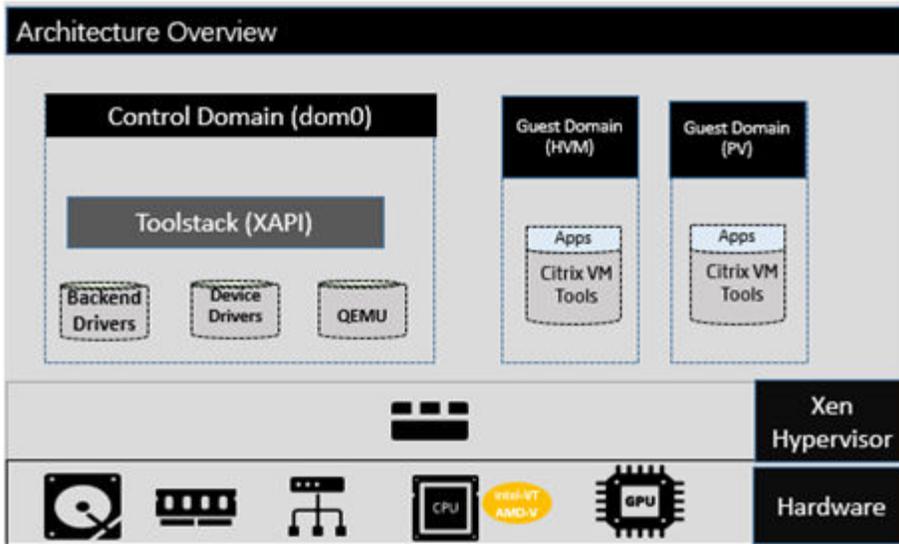
Mellanox switches are open Ethernet switches that allow you to pick the network operating system. Choices include the Mellanox Onyx OS or various Linux OSs such as Cumulus-Linux, Linux Switch, and so on. Mellanox switches also support the switch software development kit, the switch abstraction interface (SAI; part of the Open Compute Project), and Software for Open Networking in the Cloud (SONIC).

Mellanox switches provide low latency and support traditional data center protocols and tunneling protocols like VXLAN. VXLAN Hardware VTEP is available to function as an L2 gateway. These switches support various certified security standards like UC API, FIPS 140-2 (System Secure Mode), NIST 800-181A (SSH Server Strict Mode), and CoPP (IP Filter).

Mellanox switches support automation tools like Ansible, SALT Stack, Puppet, and so on. The Web Management Interface provides the option to execute multi-line CLI commands.

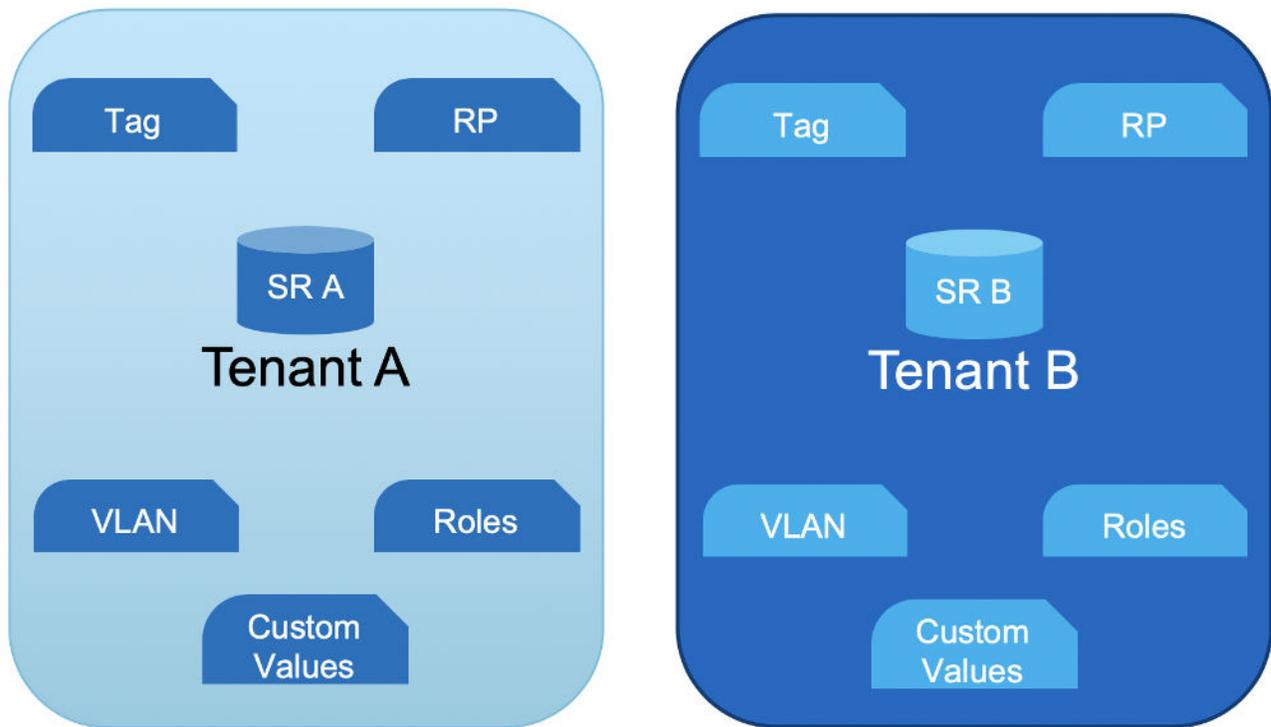
### Citrix Hypervisor

Citrix Hypervisor (formerly known as XenServer) is the industry-leading, cost-effective, open-source platform for desktop virtualization infrastructure. XenCenter is a light-weight graphical management interface for Citrix Hypervisor servers. The following figure presents an overview of the Citrix Hypervisor architecture.



Citrix Hypervisor is a type-1 hypervisor. The control domain (also called Domain 0 or dom0) is a secure, privileged Linux VM that runs the Citrix Hypervisor management tool stack known as XAPI. This Linux VM is based on a CentOS 7.5 distribution. Besides providing Citrix Hypervisor management functions, dom0 also runs the physical device drivers for networking, storage, and so on. The control domain can talk to the hypervisor to instruct it to start or stop guest VMs.

Virtual desktops run in the guest domain, sometimes referred as the user domain or domU, and request resources from the control domain. Hardware-assisted virtualization uses CPU virtualization extensions like Intel VT. The OS kernel doesn't need to be aware that it is running on a virtual machine. Quick Emulator (QEMU) is used for virtualizing the BIOS, the IDE, the graphic adapter, USB, the network adapter, and so on. With paravirtualization (PV), the OS kernel and device drivers are optimized to boost performance in the virtual machine. The following figure presents multitenancy features of Citrix Hypervisor.



Resources from NetApp HCI makes up the hardware layer, which includes compute, storage, network, GPUs, and so on.

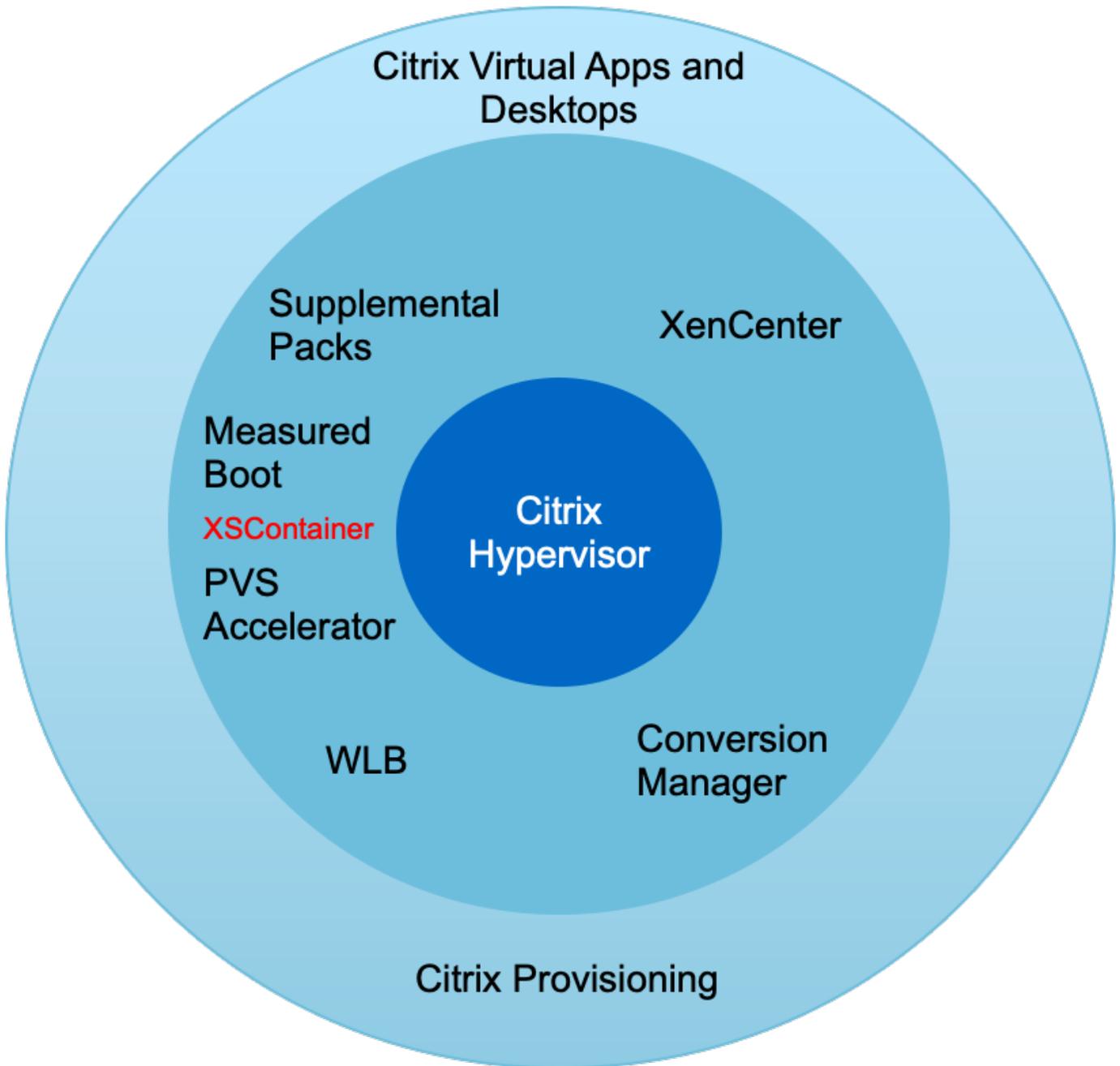
### Compute

The CPU and memory details of NetApp HCI are covered in the previous section. However, this section focuses on how the compute node is utilized in the Citrix Hypervisor environment.

Each NetApp HCI compute node with Citrix Hypervisor installed is referred as a server. A pool of servers is managed as a resource pool (RP). The resource pools are created with similar model compute nodes to provide similar performance when the workload is moved from one node to another. A resource pool always contains a node designated as master, which exposes the management interface (for XenCenter and the CLI) and which can be routed to other member servers as necessary. When high availability is enabled, master re-election takes place if the master node goes down.

A resource pool can have up to 64 servers (soft limit). However, when clustering is enabled with the GFS2 shared storage resource, the number of servers is restricted to 16.

The resource pool picks a server for hosting the workload and can be migrated to other server using the Live Migration feature. To load balance across the resource pool, the optional WLB management pack must be installed on Citrix Hypervisor.



Each tenant resource can be hosted on dedicated resource pools or can be differentiated with tags on the same resource pool. Custom values can be defined for operational and reporting purpose.

### Storage

NetApp HCI compute nodes have local storage that is not recommended for the storage of any persistent data. Such data should be stored on an iSCSI volume created with NetApp HCI storage or can be on NFS datastore on NetApp AFF.

To use NetApp HCI storage, iSCSI must be enabled on Citrix Hypervisor servers. Using the iQN, register the initiators and create access groups on the Element management portal. Create the volumes (remember to enable 512e block size support for LVM over iSCSI SR) and assign the account ID and access group.

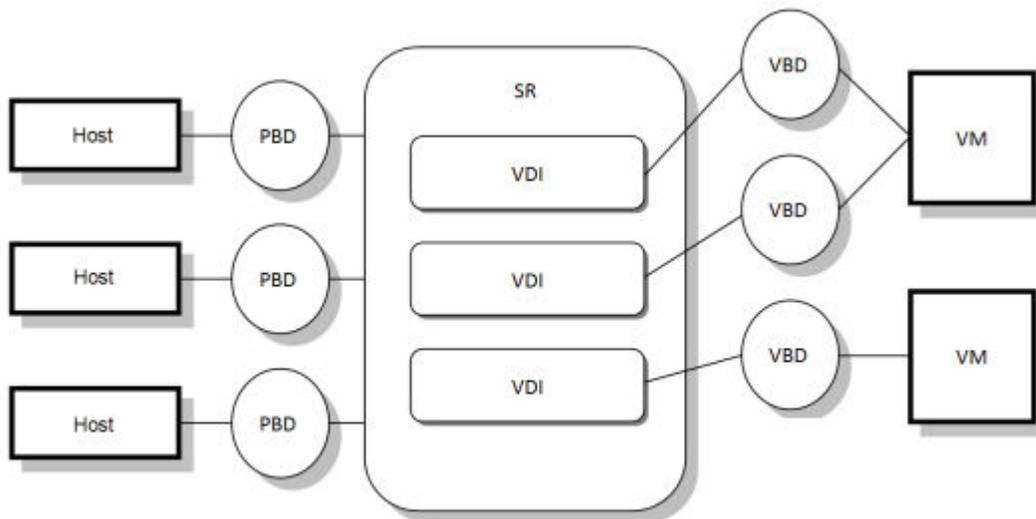


The iSCSI initiator can be customized using the following command on the CLI:

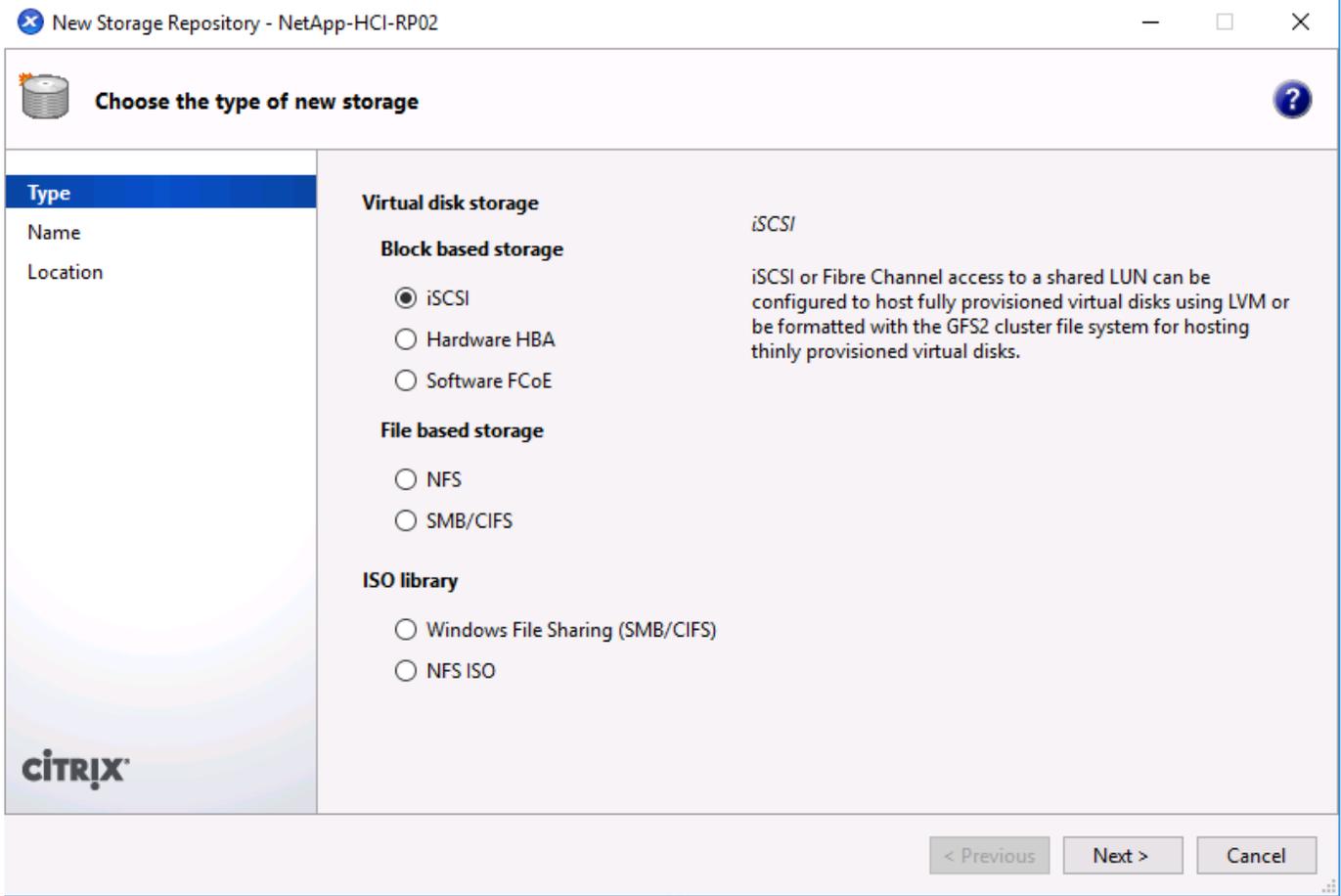
```
xe host-param-set uuid=valid_host_id other-  
config:iscsi_iqn=new_initiator_iqn
```

Multipathing of iSCSI is supported when multiple iSCSI NICs are configured. iSCSI configuration is performed using XenCenter or by using CLI commands like `iscsiadm` and `multipath`. This configuration can also be performed with the various Citrix Hypervisor CLI tools. For iSCSI multipath for single target storage arrays, see [CTX138429](#).

A storage repository (SR) is the storage target in which virtual machine (VM) virtual disk images (VDIs) are stored. A VDI is a storage abstraction that represents a virtual hard disk drive (HDD). The following figure depicts various Citrix Hypervisor storage objects.



The relationship between the SR and host is handled by a physical block device (PBD), which stores the configuration information required to connect and interact with the given storage target. Similarly, a virtual block device (VBD) maintains the mapping between VDIs and a VM. Apart from that, a VBD is also used for fine tuning the quality of service (QoS) and statistics for a given VDI. The following screenshot presents Citrix Hypervisor storage repository types.



With NetApp HCI, the following SR types can be created. The following table provides a comparison of features.

Feature	LVM over iSCSI	GFS2
Maximum virtual disk image size	2TiB	16TiB
Disk provisioning method	Thick Provisioned	Thin Provisioned
Read-caching support	No	Yes
Clustered pool support	No	Yes

Feature	LVM over iSCSI	GFS2
Known constraints	<ul style="list-style-type: none"> <li>• Read caching not supported</li> </ul>	<ul style="list-style-type: none"> <li>• VM migration with storage live migration is not supported for VMs whose VDIs are on a GFS2 SR. You also cannot migrate VDIs from another type of SR to a GFS2 SR.</li> <li>• Trim/unmap is not supported on GFS2 SRs.</li> <li>• Performance metrics are not available for GFS2 SRs and disks on these SRs.</li> <li>• Changed block tracking is not supported for VDIs stored on GFS2 SRs.</li> <li>• You cannot export VDIs that are greater than 2TiB as VHD or OVA/OVF. However, you can export VMs with VDIs larger than 2TiB in XVA format.</li> <li>• Clustered pools only support up to 16 hosts per pool.</li> </ul>

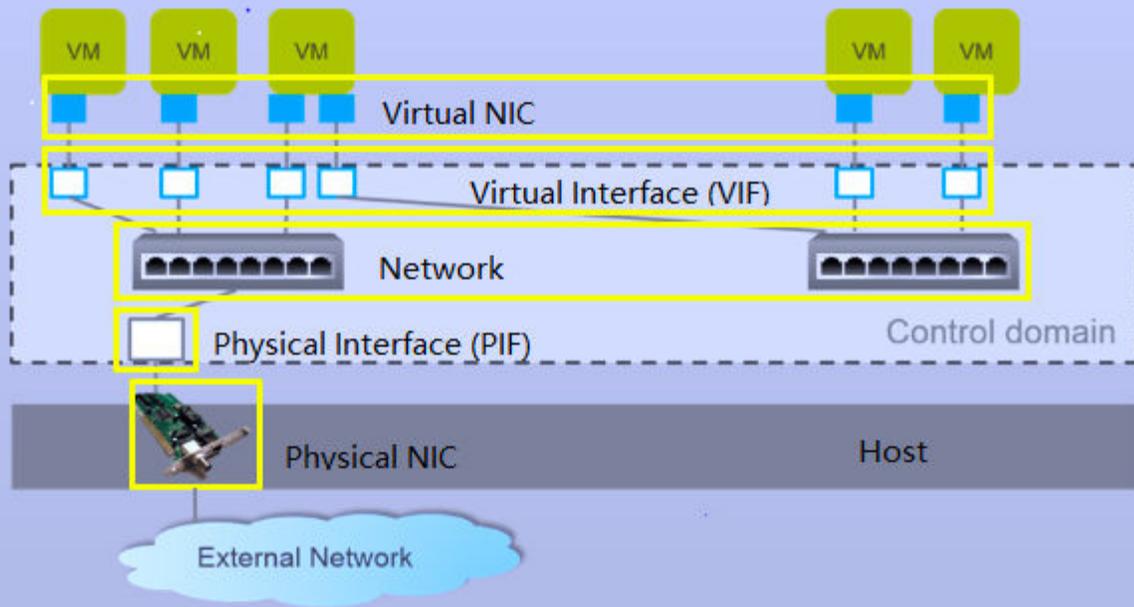
With the current features available in NetApp HCI, the Intellicache feature of Citrix Hypervisor is not of value to NetApp HCI customers. Intellicache improves performance for file-based storage systems by caching data in a local storage repository.

Read caching allows you to improve performance for certain storage repositories by caching data in server memory. GFS2 is the first iSCSI volume to support read caching.

### Network

Citrix Hypervisor networking is based on Open vSwitch with support for OpenFlow. It supports fine grain security policies to control the traffic sent and receive from a VM. It also provides detailed visibility about the behavior and performance of all traffic sent in the virtual network environment. The following figure presents an overview of Citrix Hypervisor networking.

## Networking Overview



The physical interface (PIF) is associated with a NIC on the server. With Network HCI, up to six NICs are available for use. With the model, which only has two NICs, SR-IOV can be used to add more PIFs. The PIF acts as an uplink port to the virtual switch network. The virtual interface (VIF) connects to a NIC on virtual machines.

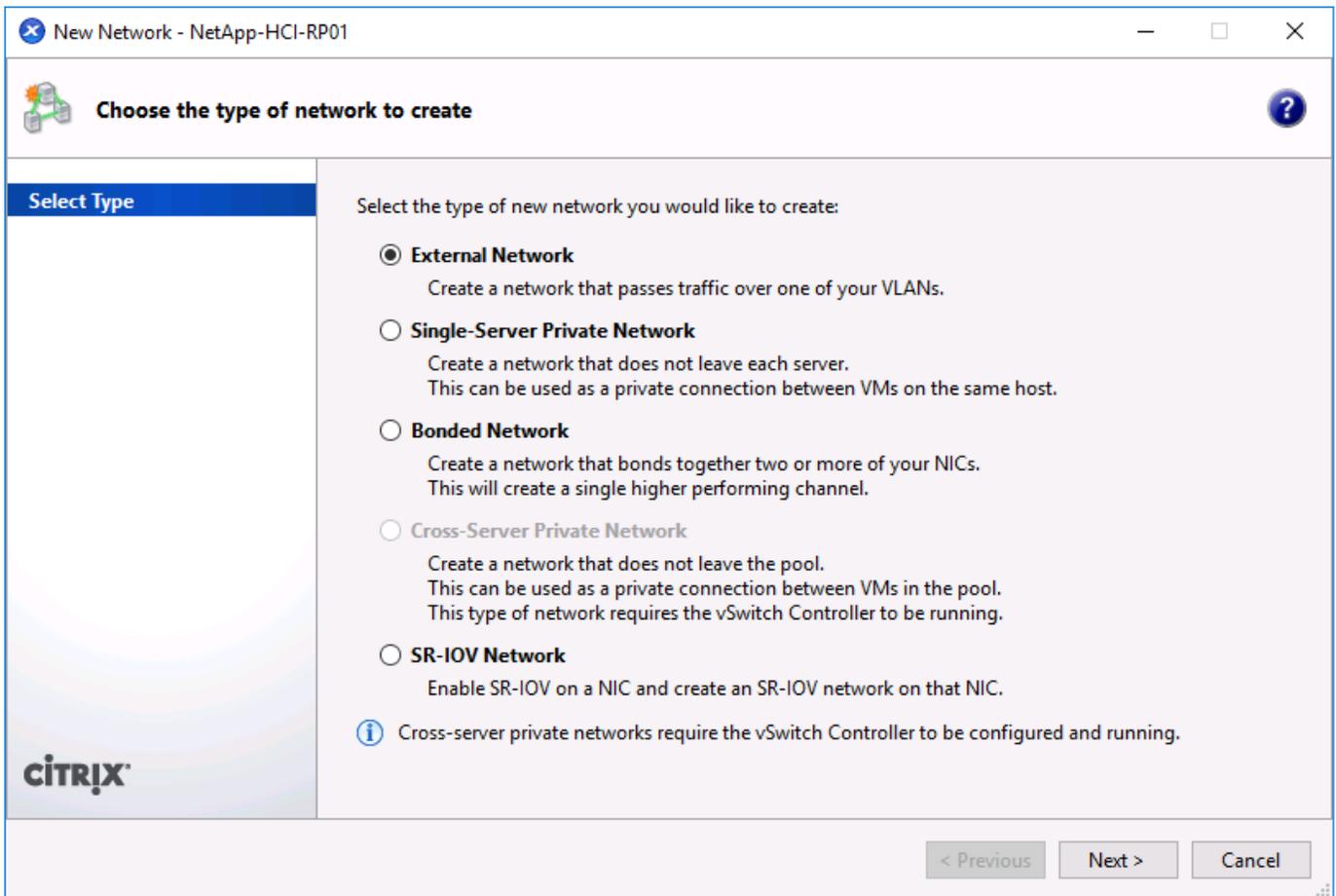
Various network options are available:

- An external network with VLANs
- A single server private network with no external connectivity
- Bonded network (active/active – aggregate throughput)
- Bonded network (active/passive – fault tolerant)
- Bonded network (LACP – load balancing based on source and destination IP and port)
- Bonded network (LACP – load balancing based on source and destination mac address)
- Cross-server private network in which the network does not leave the resource pool
- SR-IOV

The network configuration created on the master server is replicated to other member servers. Therefore, when a new server is added to the resource pool, its network configuration is replicated from the master.

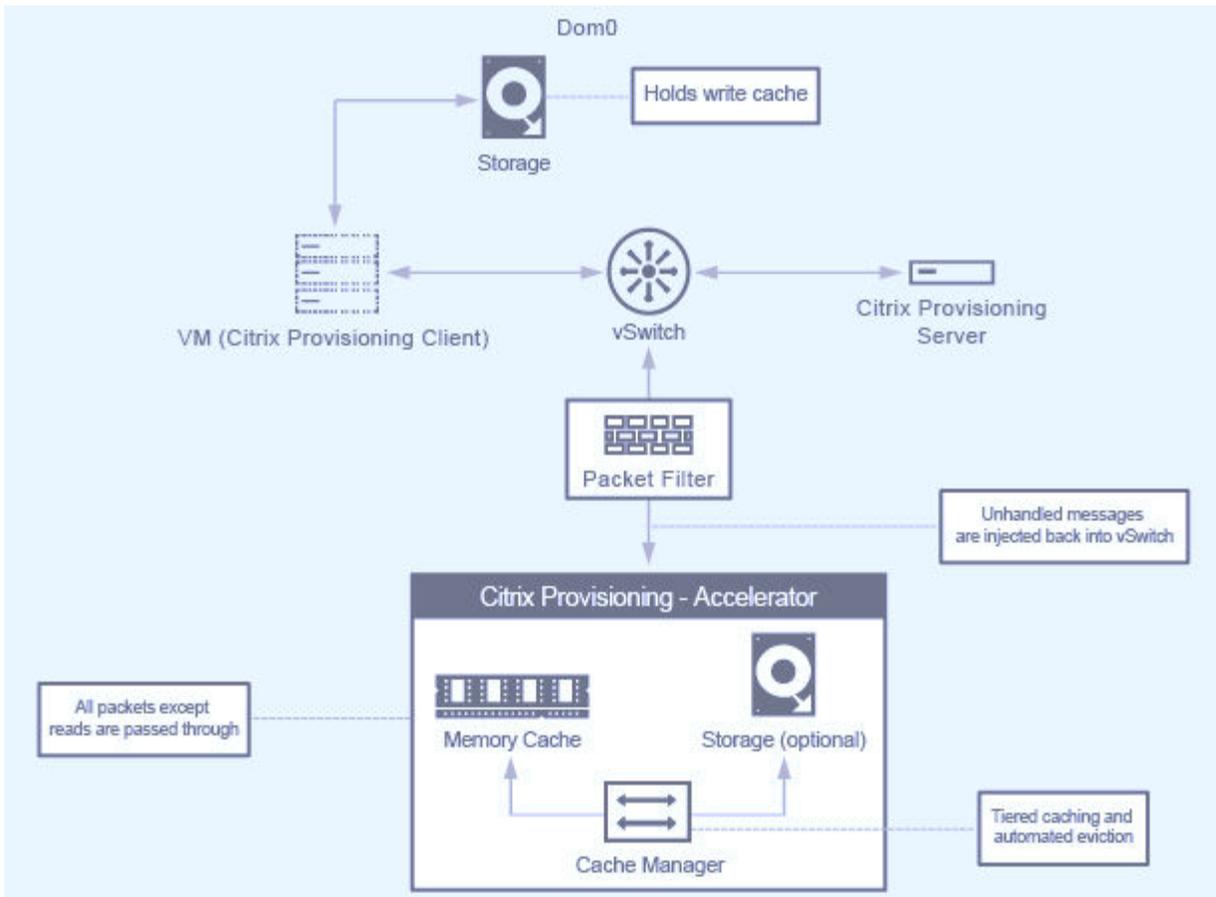


You can only assign one IP address per VLAN per NIC. For iSCSI multipath, you must have multiple PIFs to assign an IP on the same subnet. For H615C, you can consider SR-IOV for iSCSI.



Because the network on Citrix Hypervisor is based on Open vSwitch, you can manage it with `ovs-vsctl` and `ovs-appctl` commands. It also supports NVGRE/VXLAN as an overlay solution for large scale- out environments.

When used with Citrix Provisioning (PVS), PVS Accelerator improves performance by caching Domain 0 memory or by combining memory and a local storage repository.



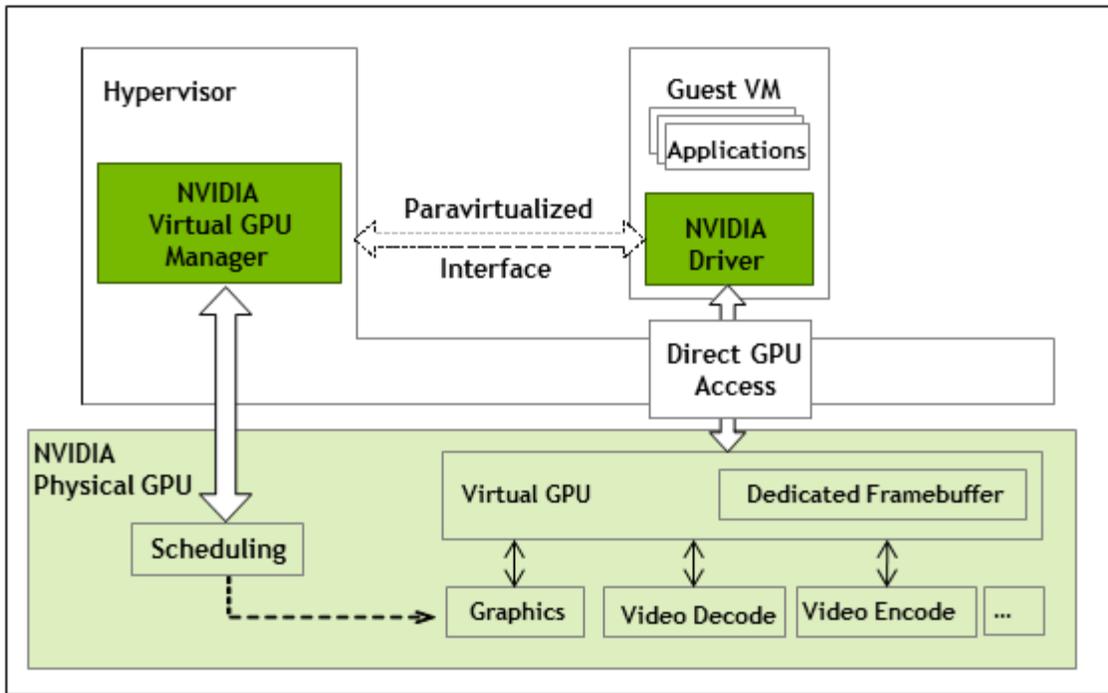
## GPU

Citrix Hypervisor was the first to deploy NVIDIA vGPUs, a virtualization platform for GPUs, enabling the sharing of GPU across multiple virtual machines. NetApp HCI H610C (with NVIDIA Tesla M10 cards) and H615C (with NVIDIA Tesla T4 cards) can provide GPU resources to virtual desktops, providing hardware acceleration to enhance the user experience.

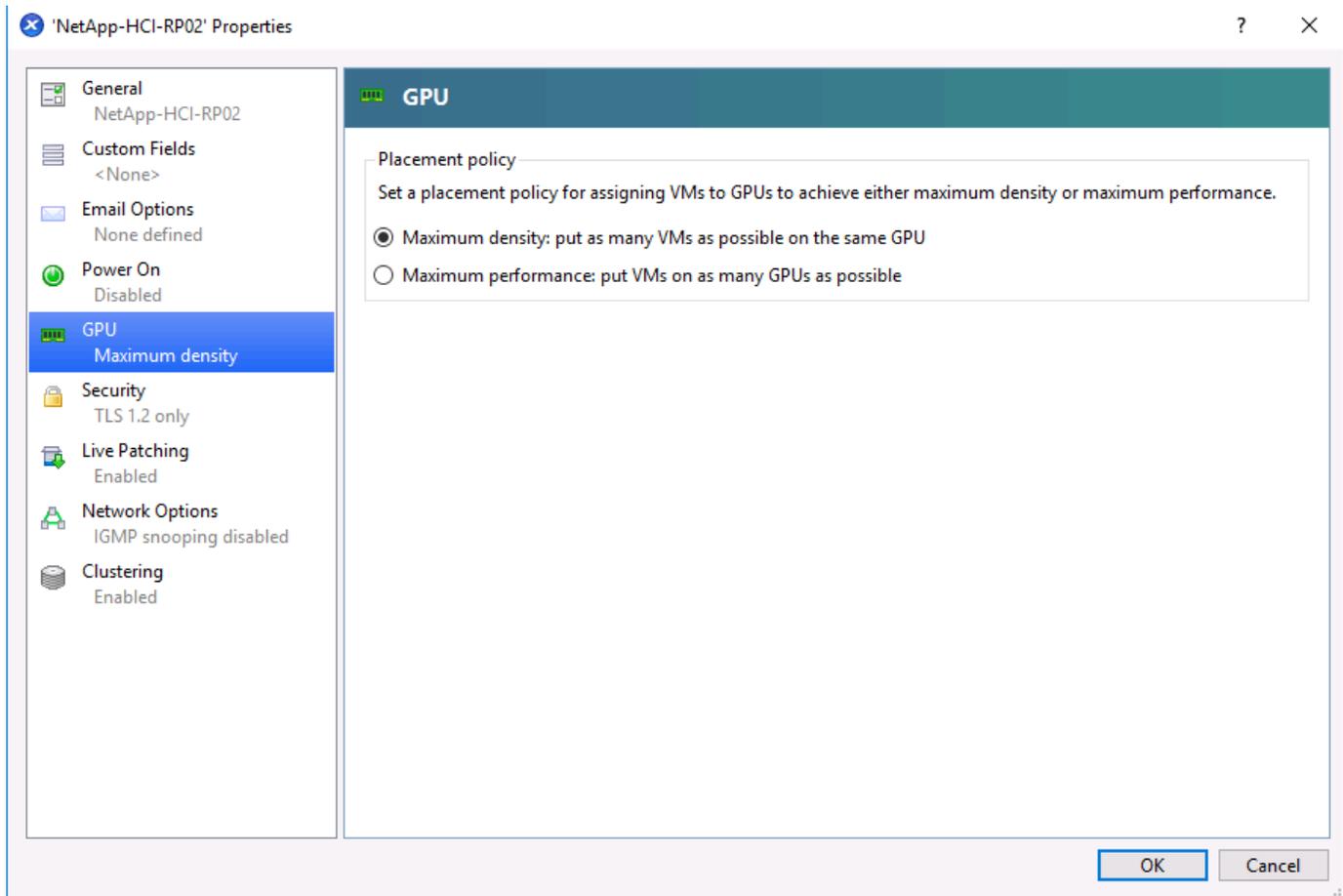
A NetApp HCI GPU can be consumed in a Citrix Hypervisor environment by using pass-through mode, where the whole GPU is presented to a single virtual machine, or it can be consumed using NVIDIA vGPU. Live migration of a VM with GPU pass through is not supported, and therefore NVIDIA vGPU is the preferred choice.

NVIDIA Virtual GPU Manager for Citrix Hypervisor can be deployed along with other management packs by using XenCenter or it can be installed using an SSH session with the server. The virtual GPU gets its own dedicated frame buffers, while sharing the streaming processors, encoder, decoder and so on. It can also be controlled using a scheduler.

The H610C has two Tesla M10 graphic cards, each with 4 GPUs per card. Each GPU has 8GB of frame buffer memory with a total of 8 GPUs and 64GB of memory per server. H615C has three Tesla T4 cards, each with its own GPU and 16GB frame buffer memory with a total of 3 GPUs and 48GB of graphic memory per server. The following figure presents an overview of the NVIDIA vGPU architecture.

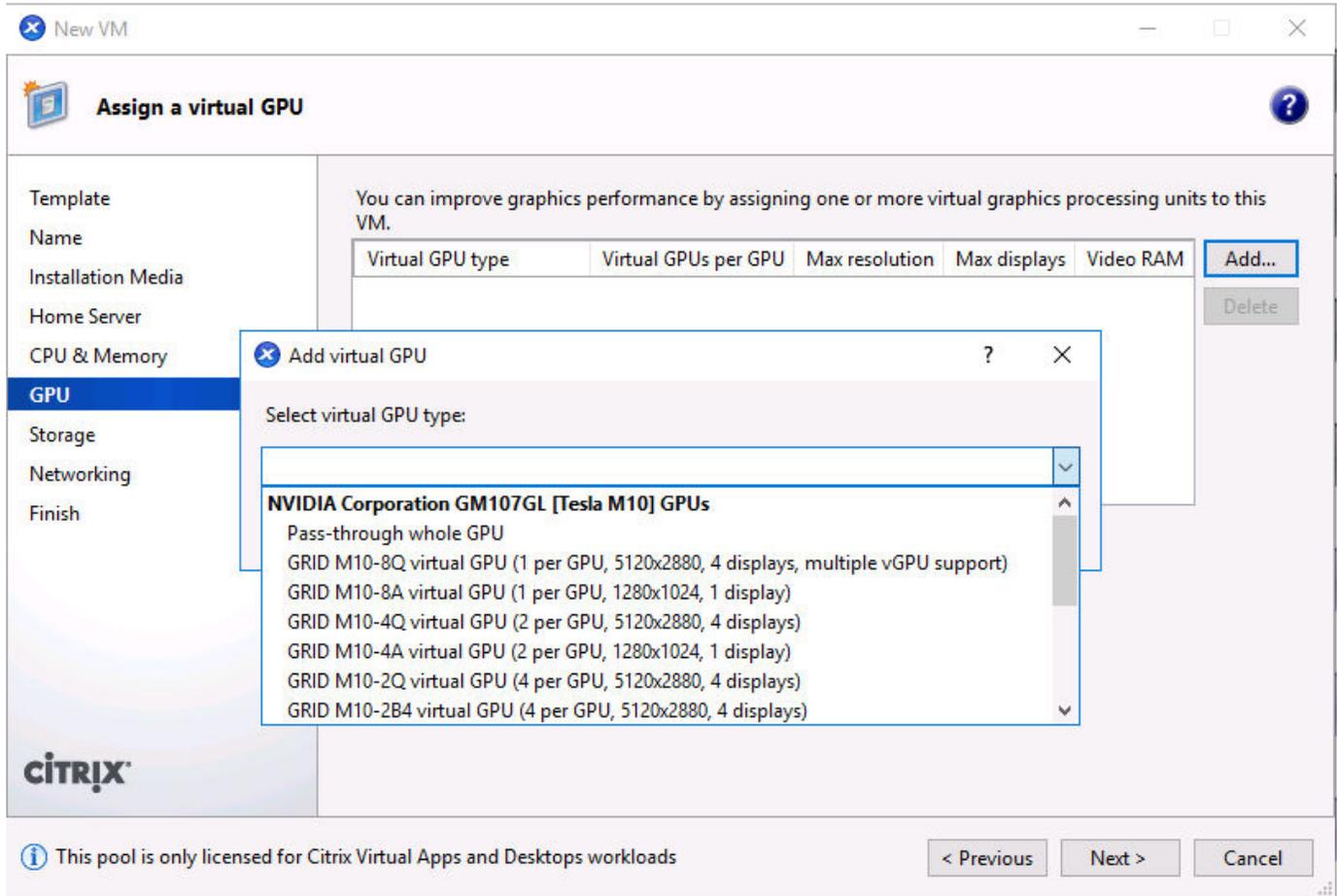


NVIDIA vGPU supports homogenous profiles for each GPU. The placement of virtual machines on a GPU is controlled by a policy that sets either maximum density or maximum performance in response to demand.



When creating a VM, you can set a virtual GPU profile. The vGPU profile you chose is based on the frame buffer memory level needed, the number of displays, and the resolution requirement. You can also set the

purpose of a virtual machine, whether it be virtual apps (A), virtual desktops (B), a professional Quadro virtual workstation (Q), or compute workloads (C) for AI inferencing applications.



Independently from XenCenter, the CLI utility on the Citrix Hypervisor `nvidia-smi` can be used to troubleshoot and for monitoring the performance.

The NVIDIA driver on a virtual machine is required to access the virtual GPU. Typically, the hypervisor driver version and the VM guest driver should have the same vGPU release version. But, starting with vGPU release 10, the hypervisor can have the latest version while the VM driver can be the n-1 version.

## Security

Citrix Hypervisor supports authentication, authorization, and audit controls. Authentication is controlled by local accounts as well as by Active Directory. Users and groups can be assigned to roles that control permission to resources. Events and logging can be stored remotely in addition to on the local server.

Citrix Hypervisor supports Transport Layer Security (TLS) 1.2 to encrypt the traffic using SSL certificates.

Because most configuration is stored locally in an XML database, some of the contents, like SMB passwords, are in clear text, so you must protect access to the hypervisor.

## Data Protection

Virtual machines can be exported as OVA files, which can be used to import them to other hypervisors. Virtual machines can also be exported in the native XVA format and imported to any other Citrix Hypervisor. For disaster recovery, this second option is also available along with storage-based replication handled by SnapMirror or native Element OS synchronous or asynchronous replication. With NetApp, HCI storage can

also be paired with ONTAP storage for replication.

Storage-based snapshot and cloning features are available to provide crash-consistent image backups. Hypervisor-based snapshots can be used to provide point-in-time snapshots and can also be used as templates to provision new virtual machines.

## Resource Layer

### Compute

To host virtual apps and desktop resources, a connection to a hypervisor and resource details should be configured in Citrix Studio or with PowerShell. In the case of Citrix Hypervisor, a resource pool master node DNS or IP address is required. For a secure connection, use HTTPS with SSL certificates installed on the server. Resources are defined with selection the of storage resources and networks.

[Error: Missing Graphic Image]

When additional compute capacity is required, a hypervisor server can be added to existing resource pool. Whenever you add a new resource pool and you need to make it available for hosting virtual apps and desktops, you must define a new connection.

A site is where the SQL database resides and is known as the primary zone. Additional zones are added to address users in different geographic locations to provide better response time by hosting on local resources. A satellite zone is a remote zone that only has hypervisor components to host virtual apps or desktops with optional delivery controllers.

Citrix Provisioning also uses the connection and resources information when using the Citrix Virtual Desktops Setup Wizard.

[Error: Missing Graphic Image]

### Storage

The storage repository for Virtual Apps and Desktops is controlled using the connection and resources covered in the section [Compute](#). When you define the resource, you have the option to pick the shared storage and enable Intellicache with Citrix Hypervisor.

[Error: Missing Graphic Image]

There is also an option to pick resources for the OS, the personal vDisk, and temporary data. When multiple resources are selected, Citrix Virtual Apps and Desktops automatically spreads the load. In a multitenant environment, a dedicated resource selection can be made for each tenant resource.

[Error: Missing Graphic Image]

Citrix Provisioning requires an SMB file share to host the vDisks for the devices. We recommend hosting this SMB share on a FlexGroup volume to improve availability, performance, and capacity scaling.

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### FSLogix

FSLogix allows users to have a persistent experience even in non-persistent environments like pooled desktop deployment scenarios. It optimizes file I/O between the virtual desktops and the SMB file store and reduces login time. A native (local) profile experience minimizes the tasks required on the master image to set up user

profiles.

[Error: Missing Graphic Image]

FSLogix keeps user settings and personal data in its own container (VHD file). The SMB file share to store the FSLogix user profile container is configured on a registry that is controlled by group policy object. Citrix User Profile Management can be used along with FSLogix to support concurrent sessions with virtual desktops at the same time on virtual apps.

[Error: Missing Graphic Image]

This figure shows the content of the FSLogix SMB location. Note that we switched the directory name to show the username before the security identifier (sid).

## Network

Virtual Apps and Desktops require a connection and resources to host, as covered in the section [Compute](#). When defining the resource, pick the VLANs that must be associated with the resource. During machine catalog deployment, you are prompted to associate the VM NIC to the corresponding network.

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## GPU

As indicated in the previous section, when you determine whether the hypervisor server has a GPU resource, you are prompted to enable graphics virtualization and pick the vGPU profile.

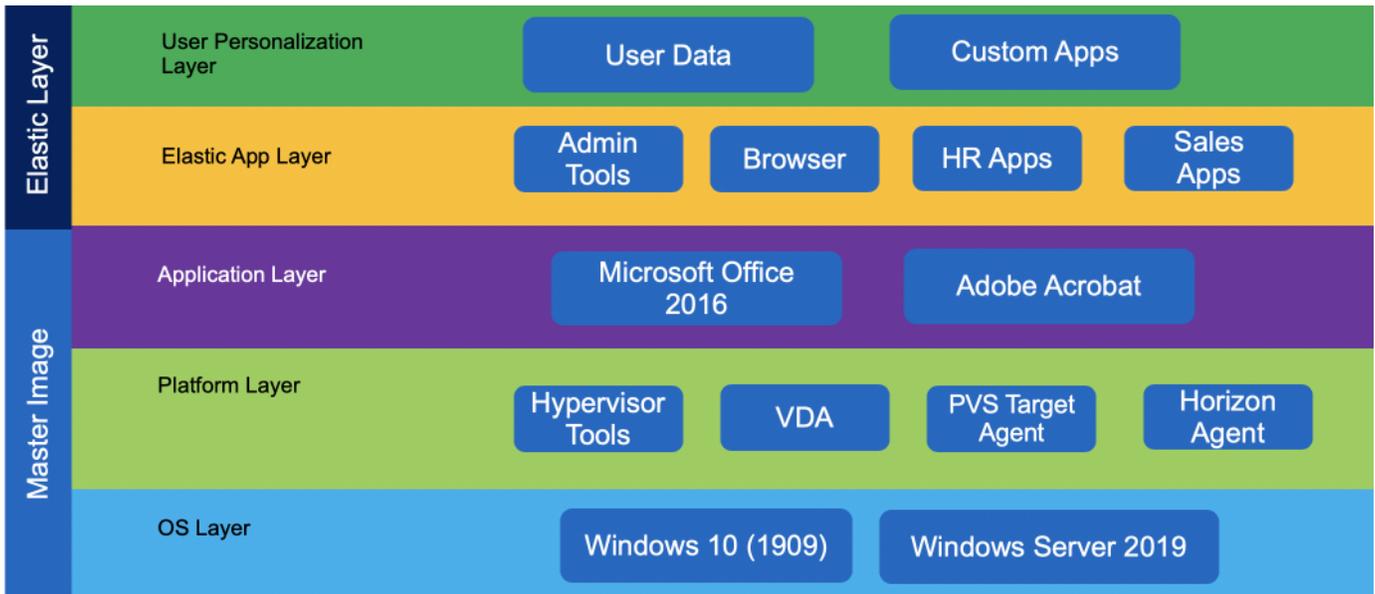
## Control Layer

### App Layering

Layering is a technology to separate the OS, applications, and user settings and data, each hosted on its own virtual disks or group of virtual disks. These components are then merged with the OS as if they were all on same machine image. Users can continue with their work without any additional training. Layers make it easy to assign, patch, and update. A layer is simply a container for file system and registry entries unique to that layer.

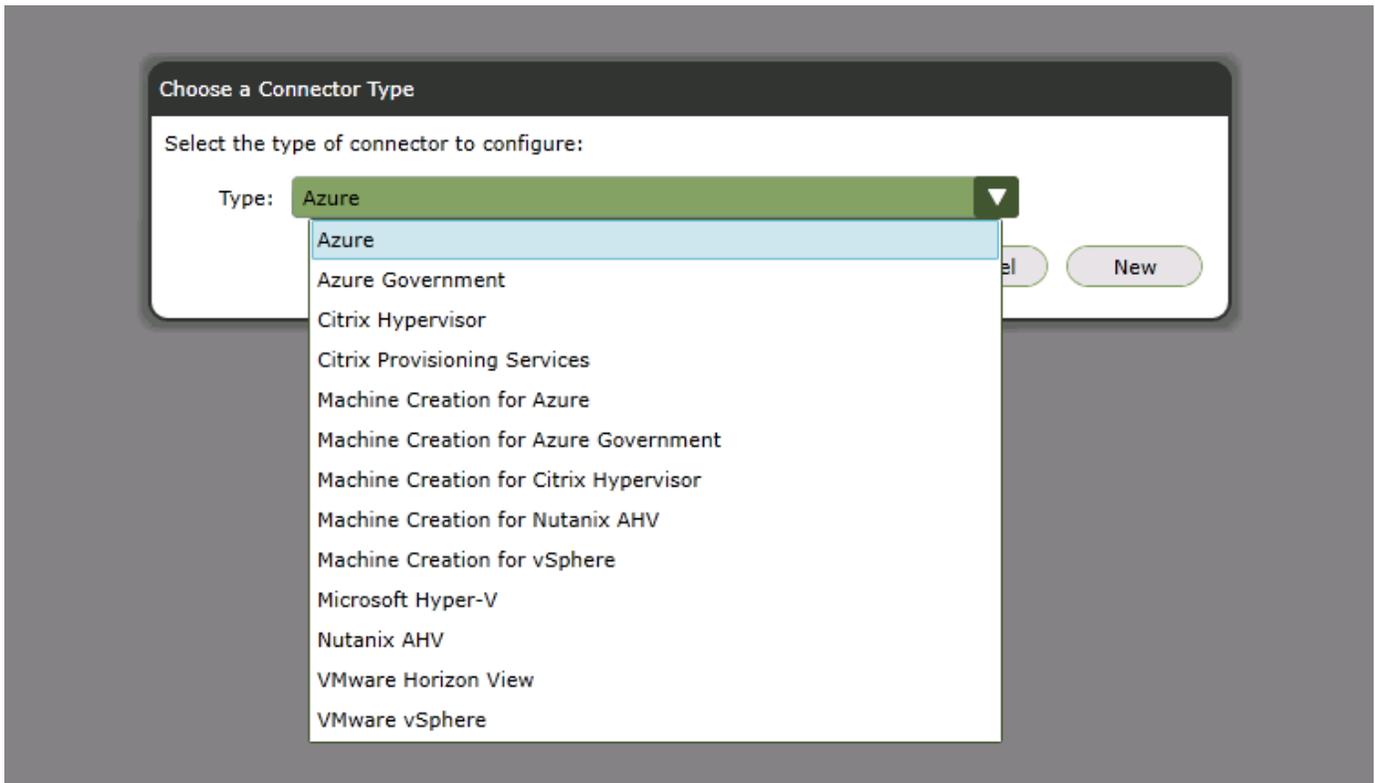
Citrix App Layering allows you to manage master images for Citrix Virtual Apps and Desktops as well as for the VMware Horizon environment. App layering also allows you to provision applications to users on demand; these apps are attached while logging in. The user personalization layer allows users to install custom apps and store the data on their dedicated layer. Therefore, you can have a personal desktop experience even when you are using a shared desktop model.

Citrix App Layering creates merged layers to create the master image and does not have any additional performance penalty. With Elastic Layers, the user login time increases.

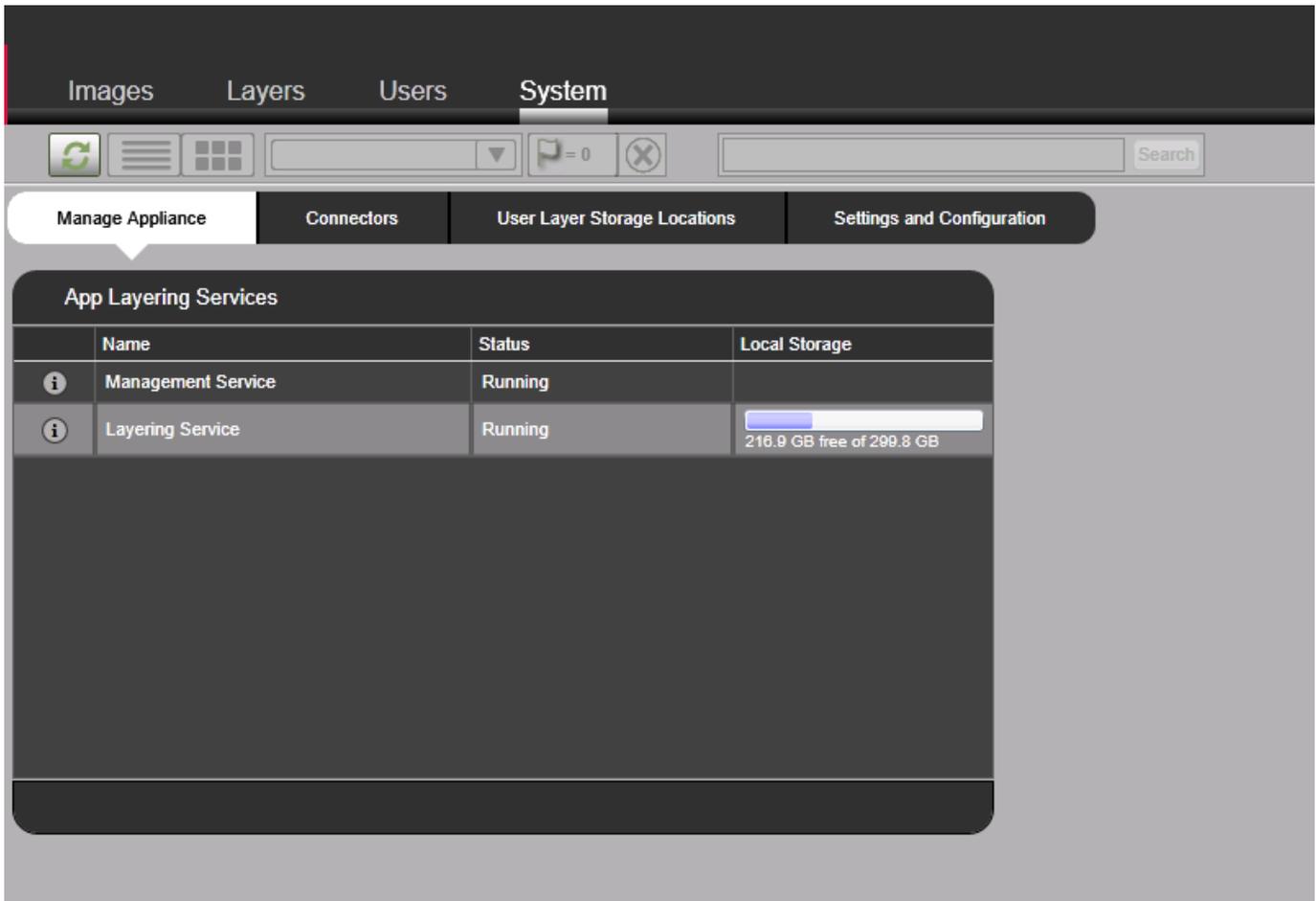


Citrix App Layering uses a single virtual appliance to manage the layers and hands off using the image and application delivery to another platform. The Citrix Enterprise Layer Manager (ELM) portal must be accessed from web browsers that supports Microsoft Silverlight 4.0. A cloud- based management portal is also available if local management interface requirements cannot be met.

Initial configuration includes the creation of platform connectors of two types; the first is a platform connector for layer creation, and the other is a platform connector for image publishing.



A layer repository is an SMB file share configured with ELM where Elastic Layers are stored. A layer work disk is where all the layers created by ELM are stored. The disk is attached to the appliance and is consumed as a block device on which a local Linux file system is used. The layer work disk is used as scratch area where the layer images are put together. After the master image is created, it is pushed to the provisioning platform.



When there are common or shared files on multiple layers, by default the high priority layer ID wins. Layer ID is incremented whenever a new layer is created. If you would like to control layer priority, use the support utility on the [Citrix LayerPriority Utility page](#).

ELM also supports authentication and role-based access control with integration with Active Directory and LDAP.

### Delivery Controller

The delivery controller is responsible for user access, brokering, and optimizing connections. It also provides Machine Creation Services (MCS) for provisioning virtual machines in an effective manner. At least one delivery controller is required per site, and typically additional controllers are added for redundancy and scalability.

Virtual desktop agents (VDA) must register with the delivery controller to make it available to users. During VDA deployment, the initial registration options can be provided manually through GPO based on the Active Directory OU. This process can also be handled with MCS.

Delivery controllers keep a local host cache in case a controller loses its connectivity to database server.

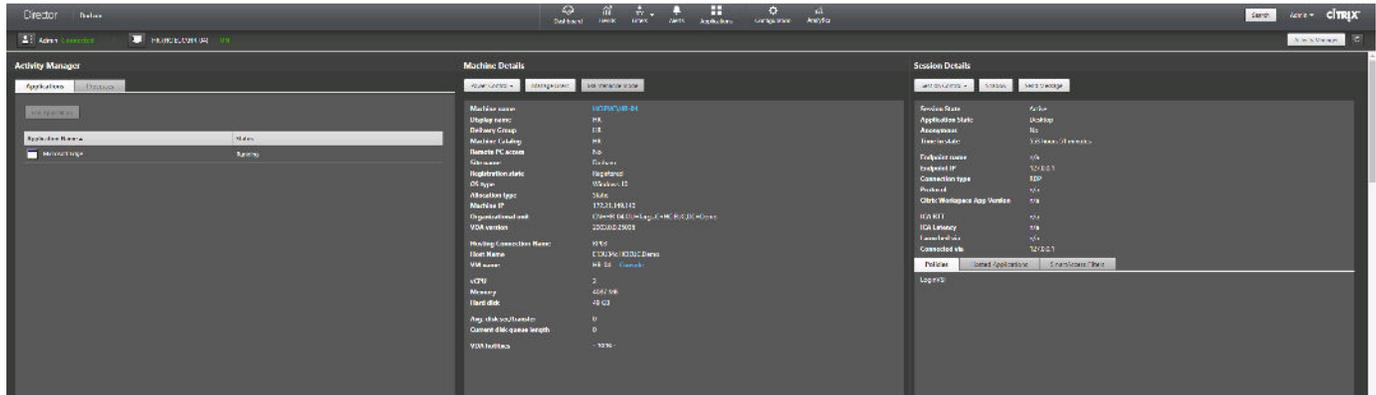
### Database

A SQL Server database is used for site configuration data, logging, and monitoring. There should be at least one database per site. To provide high availability, use Microsoft SQL Server features like AlwaysOn availability groups, database mirroring, or SQL clustering. At a minimum, consider using the hypervisor high-availability feature for a SQL VM.

Even though the controller has a local host cache, it doesn't affect any existing connections. However, for new connections, NetApp recommends database connectivity.

## Director

Citrix Director provides a monitoring solution for Citrix Virtual Apps and Desktops. Help Desk users can search for a specific user session and get a complete picture for troubleshooting. When Citrix Virtual Apps and Desktop Resources are hosted on Citrix Hypervisor, Help Desk users have the option to launch a console session from the Director portal.

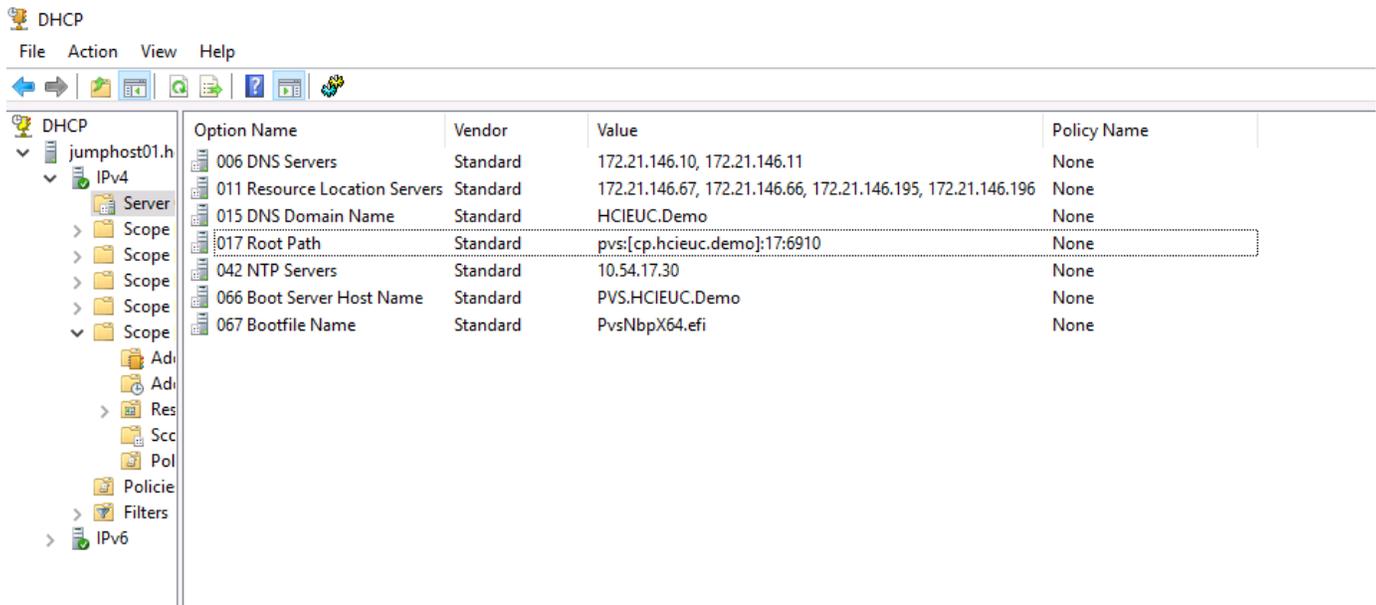


## License

The Citrix license server manages the repository of all Citrix licenses so that licenses can be easily consumed by applications. The license server provides a management portal for advanced troubleshooting. For regular operations, Citrix Studio can also be used.

## Provisioning Services

Provisioning services enable the provisioning of desktop images even to bare metal workstations by using PXE boot. An ISO or CDROM-based boot option is also available to support environments in which network changes aren't allowed for PXE boot. The DHCP server options that we used in our lab is provided in the following figure. CP.HCIEUC.Demo and PVS.HCIEUC.Demo are the load balancer virtual IPs that point to two provisioning servers. When option 011 and 017 are available, options 066 and 067 are ignored.



The high-level operation to create a machine catalog based on Citrix provisioning is as follows:

1. On the template VM, install the target agent before installing VDA.
2. Assign an additional disk for caching and format it with MBR. This step is optional. At least verify that the PVS store has a write cache path.
3. Start the Target Image Wizard and respond to its questions. Remember to provide a single Citrix Provisioning server when prompted.
4. The device boots with PXE or with ISO. The Imaging wizard continues to capture the image.
5. Select the vDisk that is created and right click to select Load Balancing and enable it.
6. For vDisk Properties, change the access mode to Standard and the Cache Type to Cache in Device RAM with Overflow on Hard Disk.
7. Right click on the site to pick the Create Virtual Desktops Setup Wizard and respond to the questions.

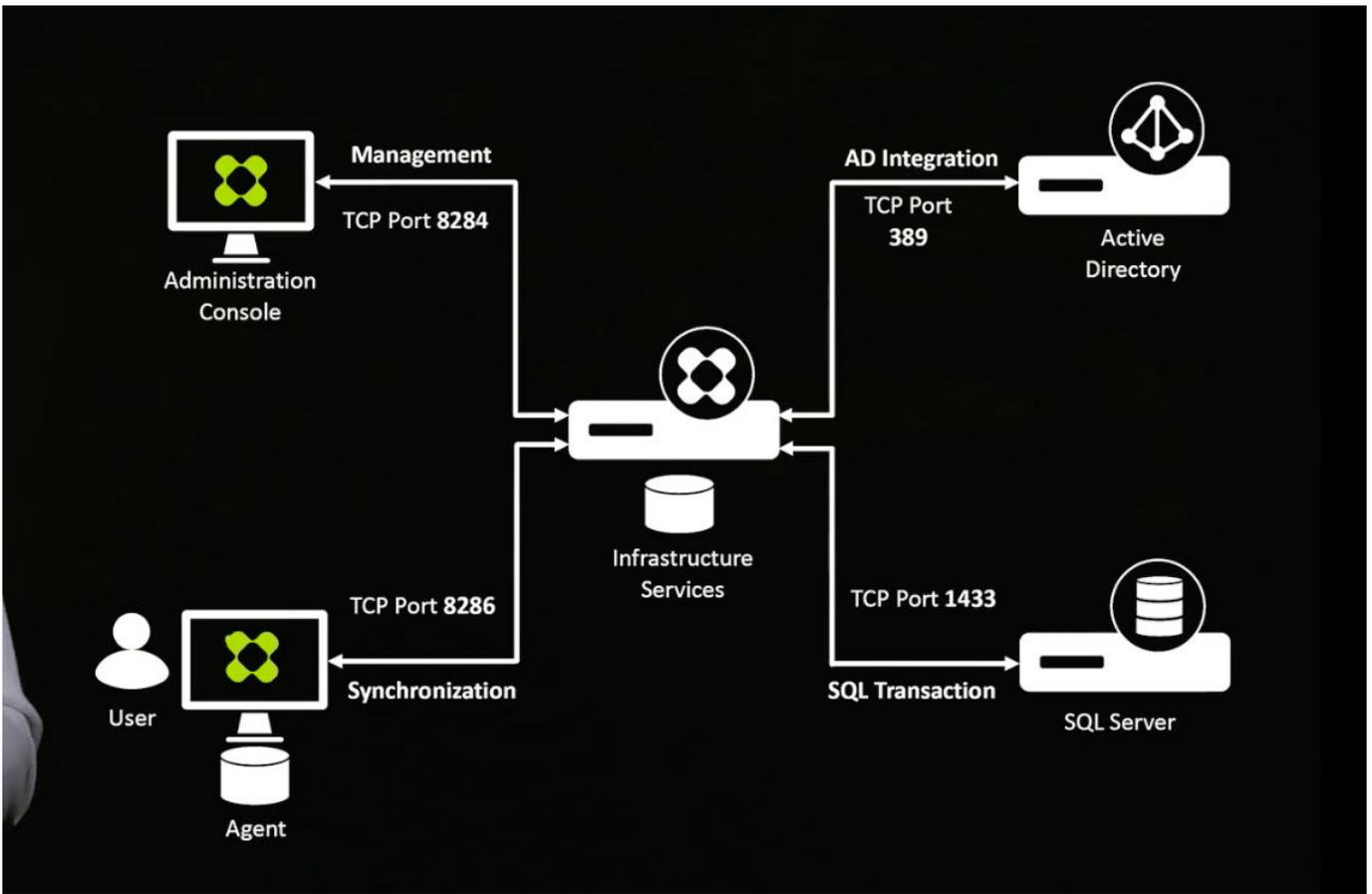
### **Studio**

Citrix Studio is the central management console used by the Citrix Virtual Apps and Desktops. The management of machine catalogs, delivery groups, applications, policies, and the configuration of resource hosting, licenses, zones, roles, and scopes are handled by the Citrix Studio. Citrix Studio also provides PowerShell snap-ins to manage Citrix Virtual Apps and Desktops.

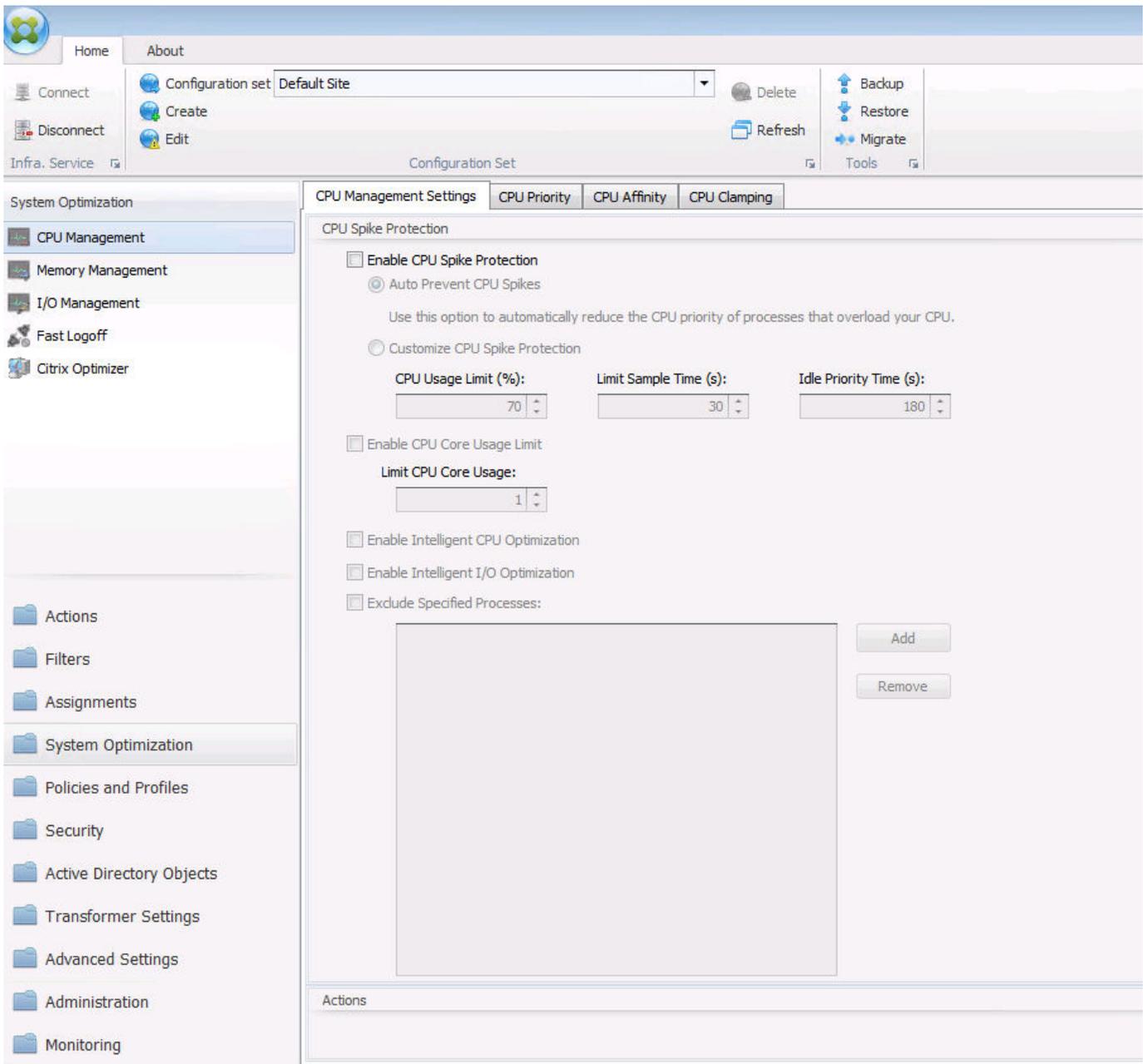
### **Workspace Environment Management**

Workspace Environment Management (WEM) provides intelligent resource management and profile management technologies to deliver the best possible performance, desktop login, and application response times for Citrix Virtual Apps and Desktops in a software-only, driver-free solution.

WEM requires a SQL database to store configuration information. To provide high availability to infrastructure services, multiple instances are used with a load balancer virtual server connection. The following figure depicts the WEM architecture.



The following figure depicts the WEM console.



The key features of WEM are as follows:

- The ability to control resources for certain tasks or applications
- An easy interface to manage windows icons, network drives, start menu items, and so on
- The ability to reuse an old machine and manage it as a thin client
- Role-based access control
- Control policies based on various filters

## Access Layer

### StoreFront

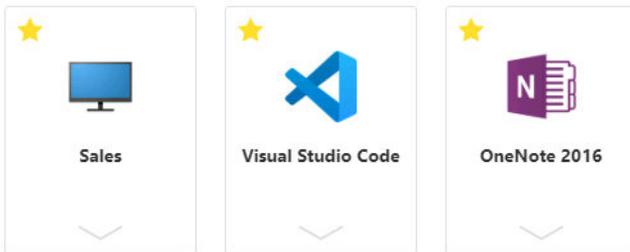
StoreFront consolidates resources published from multiple delivery controllers and presents unique items to users. Users connect to StoreFront and hides the infrastructure changes on the backend.



Welcome LoginVSI0001!



### Favorites



Users connect to StoreFront with the Citrix Workspace application or with a web browser. The user experience remains the same. An administrator can manage StoreFront using Microsoft Management Console. The StoreFront portal can be customized to meet customer branding demands. Applications can be grouped into categories to promote new applications. Desktops and applications can be marked as favorites for easy access. Administrators can also use tags for ease of troubleshooting and to keep track of resources in multitenant environments. The following screenshot depicts featured app groups.

Edit Receiver for Web site - /Citrix/SFWeb

## StoreFront

- Customize Appearance
- Featured App Groups**
- Authentication Methods
- Website Shortcuts
- Deploy Citrix Receiver/Workspace app
- Session Settings
- Workspace Control
- Client Interface Settings
- Advanced Settings

### Manage Featured App Groups

Featured app groups are groups of applications that are related or fit in a specific category. These app groups are available to the end users and display in Receiver/Workspace app.

The priority order in the list below can be adjusted and the tiles will be displayed on the Receiver/Workspace app in the same order as listed below. For the best end user experience, Citrix recommends that you create at least three featured app groups.

Name	Definition Method	Content
Medical	Application names	MicroDicom, RadiAnt
Manufacturing	Application category	Manufacturing
Office	Keyword	Office
Benchmarking To...	Keyword	Bench

Create... Edit... Delete...

OK Cancel Apply

## Unified Gateway

To provide secure access to Citrix Virtual Apps and Desktops from the public internet to resources hosted behind a corporate firewall, Unified Gateway is deployed in a DMZ network. Unified Gateway provides access to multiple services like an SSL VPN, a reverse proxy to intranet resources, load balancer and so on by using a single IP address or URL.

Users have the same experience whether they are accessing the resources internally or externally to an organization. Application Delivery Controller (ADC) provides enhanced networking features for Virtual Apps and Desktops, and HDX Network Insights enhances HDX monitoring information with Citrix Director.

## User Layer

Citrix Virtual Apps and Desktops enables users to access their workspace environment from anywhere with internet access and from any device with a web browser that has HTML5 support or with the Citrix Workspace application.

Users can be categorized as task workers, office workers, knowledge workers, and power users. Task workers primarily use predefined applications throughout the day for their work. Hosted Windows Apps can serve their needs. Office workers requires desktop interfaces that run office applications, a web browser, and so on. Typically, they are not allowed to install applications on their workspace. They are best served by either a shared desktop with multi-session on server OS or with pooled desktops.

Knowledge workers typically require a desktop experience working with multiple applications simultaneously and must be able to persist the applications that they installed on their workspace. Static desktops (also referred to as personal desktops) allow this. Power users typically work on graphic-intensive applications or other applications that requires more hardware resources. Static desktops created with an appropriate master image address the needs of power users.

## NetApp Value

### Data Fabric

Infrastructure built with the data fabric powered by NetApp allows you to migrate data or perform disaster recovery from one site to another (including the cloud). The data in Citrix Virtual Apps and Desktops can be categorized as follows:

- Infrastructure components
- Machine images
- Applications
- User profiles
- User data

Based on your needs, sites can be configured as active/active or active/passive. Infrastructure components can be on-premises or in the cloud and accessed as a service. VM templates must be distributed to each site to provision desktop and application pools. Application layers, user profiles, and data are stored in SMB file shares that must be available on each site.

You can create a global namespace using Azure NetApp Files, NetApp Cloud Volumes ONTAP, and FlexGroup volumes at the location where most of your users reside. Other locations can use Global FileCache to cache the content locally on a file server. If Citrix ShareFile is preferred, NetApp StorageGRID provides high-performance, S3-compatible storage to host data on-premises with NAS gateway access.

### Cloud Insights

Cloud Insights allows you to monitor, optimize, and troubleshoot resources deployed in the public cloud as well as on private datacenters.

Cloud Insights helps you in the following ways:

- **Reduce the mean time to resolution by as much as 90%.** Stop lengthy log hunting and failing to manually correlate infrastructure; use our dynamic topology and correlation analysis to pinpoint the problem area immediately.
- **Reduce cloud infrastructure costs by an average of 33%.** Remove inefficiencies by identifying abandoned and unused resources and right-size workloads to optimized performance and cost tiers.
- **Prevent as much as 80% of cloud issues from affecting end users.** Stop searching through vast amounts of data to find the relevant item by using advanced analytics and machine learning to identify issues before they become critical outages.

## Appendix iSCSI Device Configuration

Edit the multipath configuration file at `/etc/multipath.conf` as follows:

```
# This is a basic configuration file with some examples, for device mapper
# multipath.
## Use user friendly names, instead of using WWIDs as names.
defaults {
user_friendly_names yes
}
##
devices {
device {
vendor "SolidFir"
product "SSD SAN"
path_grouping_policy multibus path_selector "round-robin 0"
path_checker tur hardware_handler "0"
failback immediate rr_weight uniform rr_min_io 10 rr_min_io_rq 10
features "0"
no_path_retry 24
prio const
}
}
## Device black list
## Enter devices you do NOT want to be controlled by multipathd
## Example: internal drives
#blacklist {
#}
```

## Where to Find Additional Information

To learn more about the information that is described in this document, review the following documents and/or websites:

- [NetApp Cloud Central](#)
- [NetApp Element Software Configuration for Linux](#)
- [NetApp Product Documentation](#)
- [Citrix Security Recommendations](#)
- [Citrix Monitoring in Healthcare Environment with Goliath](#)
- [Citrix User Profile and FSLogix Integration](#)
- [Citrix App Layering Login VSI Test Results](#)
- [Citrix App Layering FAQ](#)
- [Citrix App Layering Reference Architecture](#)
- [Citrix App Layering](#)
- [Multi-session write back to FSLogix Profile Container](#)
- [Citrix XAPI Backup](#)

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