

Getting Started with Citrix NetScaler

For initial access, all appliances ship with a default NetScaler IP (NSIP) address of 192.168.100.1, and a default subnet mask of 255.255.0.0. You can assign a new NSIP address and an associated subnet mask during initial configuration. The NSIP address (192.168.100.1) is bound to all NetScaler interfaces by default.

Citrix Product Documentation

The primary location for Citrix product documentation is:

<http://support.citrix.com/proddocs>

At that location, choose the documentation for your appliance's software version. For example, for NetScaler release 10.1 documentation, navigate to NetScaler > NetScaler 10.1. Then, to get started, select one of the following topics:

NetScaler Hardware Installation

- Getting Started with Citrix NetScaler
- Hardware Installation

Licensing Citrix Products and Managing User Accounts

New customers must register for a license program (<http://www.citrix.com/buy/licensing/programs.html>) before purchasing Citrix products. Your Citrix partner can guide you through the simple online registration process or even register your organization on your behalf. Your partner will then place your order, referencing your license program registration number and customer number.

The framework for allocating your NetScaler licenses has been greatly simplified. On a NetScaler MPX or SDX appliance, in the NetScaler configuration utility (GUI), you can use your hardware serial number (HSN) or your license activation code (LAC) to allocate your licenses. Alternatively, if a license is already present on your local computer, you can upload it to the appliance.

For more information about licensing, see "NetScaler Licensing Overview." (For release 10.1, navigate to NetScaler > NetScaler 10.1 > Licensing, Upgrading, and Downloading.)

Alternatively, you can use the legacy process to acquire your Citrix licenses, whether you are getting new licenses, participating in a product trial, renewing your Subscription Advantage Program membership, or upgrading to a higher product edition. For more information about the licensing portal, see "<http://support.citrix.com/article/CTX131110>".

Additional Information

You can find more information by linking to the following articles and website:

- How To Locate Your Company's Citrix Account And Obtain Access(<http://support.citrix.com/article/CTX135515>)
- How to open a Customer Service case to merge accounts(<http://support.citrix.com/article/CTX126194>)
- Administer Company User Access (Requires Citrix.com Log In) (https://www.citrix.com/content/citrix/en_us/account/toolbox/citrix-security/security-access-models.html)

Managing your NetScaler Environment

As a NetScaler customer, regardless of feature-license level, you are entitled to use Citrix Command Center for “single pane of glass” management of your entire NetScaler deployment, including Citrix NetScaler(All Licenses), NetScaler Firewall, NetScaler SDX, NetScaler SD-WAN /Citrix CloudBridge, Bytemobile Traffic Director, and NetScaler Gateway devices. Running on a Windows or Linux server, Command Center enables network administrators and operations teams to manage, monitor, and troubleshoot the entire global application delivery infrastructure from a single, unified console.

Citrix Command Center

- Installing Command Center Software
Navigate to NetScaler > Command Center > Command Center 5.2 > Installing Command Center Software
- Getting Started with Command Center
Navigate to NetScaler > Command Center > Command Center 5.2 > Getting Started with Command Center

Support for your Citrix Environment

Atsupport.citrix.com you can access many valuable self-help tools, services and programs, or simply open a support case if needed. Citrix Support can also be contacted by phone at 1-800-4-CITRIX (1-800-424-8749).

Additional support references:

- Citrix Customer Service Articles Reference Guide(<http://support.citrix.com/article/CTX132142>)
- Citrix Worldwide Support Services Guide(http://www.citrix.com/content/dam/citrix/en_us/documents/support/worldwide-support-services-guide.pdf)
- NetScaler Support Articles(http://support.citrix.com/search?searchQuery=%3F&lang=en&sort=cr_date_desc&ct=Technotes&prod=NetScaler)

Additional Resources

You can learn more about your Citrix product through instructor-led training, CTX Support articles, Citrix TV, and blog posts. Here are some useful links:

- <http://training.citrix.com>
 - NetScaler Specific Training(<http://training.citrix.com/cms/index.php?cID=180>)
 - NetScaler Master Classes - Free(<http://www.citrix.com/events/netscaler-master-class.html>)
 - CNS-102 NetScaler Overview - Free(<http://training.citrix.com/mod/ctxcatalog/course.php?id=474#modalid=1>)
 - Citrix Learning Labs(<http://training.citrix.com/cms/education/promotions/learninglabs>)
- <http://support.citrix.com>
- <http://citrix.com/tv>
- <http://blogs.citrix.com/>