CHECKLIST · SCAMS & SECURITY

New NetScaler SAML issue affects Australian organisations: ask your IT provider to check

Updated 4 October 2026. Read the full story, sources and any updates at digitaladvisors.com.au/journal/netscaler-saml-australia-provider-check/

- [ ] **Ask your IT provider today.** Find out whether services supporting your business use the NetScaler configuration described in Citrix's new SAML guidance.
- [ ] **Request a separate assessment.** Have the provider distinguish this issue from the vulnerabilities covered by the earlier bulletin.
- [ ] **Confirm monitoring and escalation.** Ask who is checking for unusual activity and who will contact Citrix support and ACSC if impact is suspected.
- [ ] **Confirm the released fix with your provider.** As of 4 October, bulletin CTX697174 is available; ask a named contact to arrange any applicable upgrade as soon as possible and confirm completion.
- [ ] **Keep the result in writing.** Record the assessment, any proposed service interruption and the provider's next update.

NOTES

General information only, not legal, tax or financial advice. Check the full story and its sources before acting.