



# Citrix Workspace app for Linux

## Contents

<b>About this release</b>	<b>3</b>
<b>System requirements and compatibility</b>	<b>32</b>
<b>Install, Uninstall, and Update</b>	<b>42</b>
<b>Get started</b>	<b>50</b>
<b>Configure</b>	<b>58</b>
<b>Authenticate</b>	<b>133</b>
<b>Secure communications</b>	<b>136</b>
<b>Storebrowse</b>	<b>142</b>
<b>Troubleshoot</b>	<b>153</b>
<b>SDK and API</b>	<b>177</b>
<b>ICA Settings Reference</b>	<b>178</b>

## About this release

February 23, 2022

### What's new in 2202

#### UDP audio through Citrix Gateway

**Note:**

This enhancement is generally available for Citrix Workspace app.

With this release, Citrix Workspace app supports Datagram Transport Layer Security (DTLS) protocol for UDP audio. As a result, you can access the UDP audio through Citrix Gateway.

To enable UDP audio through Citrix Gateway:

1. Navigate to the `<ICAROOT>/config` folder and open the `module.ini` file.

2. Go to the `[WFClient]` section and set the following entry:

```
EnableUDPTThroughGateway=True
```

3. Go to the `[ClientAudio]` section and set the following entry:

```
EnableUDPAudio=True
```

For more information, see the **Enabling UDP audio** section in the [Audio](#) documentation.

**Note:**

If you use the StoreFront default.ica configuration, the value of `EnableUDPTThroughGateway` set in the `[Application]` section takes precedence over the value set in the `module.ini` file. However, you can set the `EnableUDPAudio` value in the `[ClientAudio]` section only using the `module.ini` file and it does not take precedence over the value set in the StoreFront default.ica configuration.

### Fixed issues in 2202

- When you install Citrix Workspace app, add a store, and launch a desktop, the session window might fail to appear. This issue occurs if the `libpcscd` library is not installed on Ubuntu 16.04. [HDX-36574]
- In Citrix Workspace app 2112, you might experience high CPU utilization on endpoint when a webcam is turned on in an optimized Microsoft Teams video call. [HDX-37770]
- You experience performance issues because of 100% CPU utilization. [RFLNX-8200]

- On a desktop session launched using the self-service GUI, saving the current session layout using the **Save layout** button on the **Desktop Viewer** toolbar might fail with the following error message:

“Unable to save session layout.”

However, the session layout can be restored during the next session reconnection.

[CVADHELP-18971]

- Creating folders or files on mapped drives using client drive mapping might fail on Windows VDAs running on newer versions of client operating systems such as Ubuntu 21.04 and Fedora 34 or later with the following error message:

“You need permission to perform this action.”

[CVADHELP-18448]

- The DNS server in a customer environment with limited internet access might not resolve the URL, `clientstream.launchdarkly.com`. As a result, Citrix Workspace app for Linux sends DNS queries to the URL constantly. This might result in millions of DNS queries for a few hundred online Linux clients, causing the DNS server to go down. [CVADHELP-19140]

**Note:**

The DNS queries to LaunchDarkly related sites might be sent for three seconds in a day.

## Known issue in 2202

- When you launch the self-service user interface after setting the `AMLDebugMode` and `AuthManLiteEnabled` to `True`, the following error message might appear:

“Response for Secondary Token request is not 200/400/404 42”

This issue occurs on Fedora 35. As a workaround, install `gnome-keyring` or disable it in the `authmanconfig.xml`.

To disable `gnome-keyring`, do the following:

1. Navigate to `/opt/Citrix/ICAClient/config/AuthmanConfig.xml`.
2. Add the following entry:

```
1  <<<<
2  <GnomeKeyringDisabled>true</GnomeKeyringDisabled>
3  <!--NeedCopy--> <<<<
```

[RFLNX-8603]

**Note:**

To know the existing issues within the product, see [Known issues](#).

## Earlier releases

This section provides information on the new features and fixed issues in the previous releases that we support as per the [Lifecycle Milestones for Citrix Workspace app](#).

### 2112

#### What's new in 2112

##### Support for cursor color inverting

Previously, the Citrix Workspace app displayed a dotted cursor that appeared the same in color to the black and white background of a text. As a result, it was difficult to locate the position of the cursor.

With this release, the cursor color inverts based on the background color of a text. As a result, you can easily locate the position of the cursor in the text. By default, this feature is disabled.

##### Prerequisites:

- If `.ICAClient` is already present in the home folder of the current user:

Delete `All_Regions.ini` file

Or,

To retain the `All_Regions.ini` file, add the following lines at the end of the [Virtual Channels\Thinwire Graphics] section:

```
InvertCursorEnabled=
```

```
InvertCursorRefreshRate=
```

```
InvertCursorMode=
```

If the `.ICAClient` folder is not present then it indicates a fresh install of the Citrix Workspace app. In that case, the default setting for the feature is retained.

To enable this feature, do the following:

1. Navigate to the `$HOME/.ICAClient/wfclient.ini` configuration file.
2. Go to [Thinwire3.0] section and set the following entry:

```
InvertCursorEnabled=True
```

**Note:**

The cursor does not invert when the value for the **Use video codec for compression** policy in Citrix Studio is set to **Do not use video codec**.

### **Adaptive audio update**

Adaptive audio now works when using User Datagram Protocol (UDP) audio delivery. For more information, see [Adaptive audio](#).

**Note:**

This enhancement requires VDA version 2112 or later.

For information on UDP audio configuration using adaptive audio on Citrix Workspace app, see the **Enabling UDP audio** section in the [Audio](#) documentation.

### **Support for multiple audio devices (Technical Preview)**

Starting with this release, Citrix Workspace app displays all available local audio devices in a session with their names. In addition, plug and play support for Bluetooth and HDMI audio devices is also provided.

This feature is disabled by default. To enable this feature, set the value for `AudioRedirectionV4` to `True` in the `module.ini` file.

For more information, see [Audio](#).

**Note:**

Starting with this release, the `VdcamVersion4Support` attribute in the `module.ini` file is renamed to `AudioRedirectionV4`.

### **UDP audio through Citrix Gateway (Technical Preview)**

With this release, Citrix Workspace app supports Datagram Transport Layer Security (DTLS) protocol for UDP audio. As a result, you can access the UDP audio through Citrix Gateway.

To enable UDP audio through Citrix Gateway:

1. Navigate to the `<ICAROOT>/config` folder and open the `module.ini` file.
2. Go to the `[WFClient]` section and set the following entry:  
`EnableUDPThroughGateway=True`
3. Go to the `[ClientAudio]` section and set the following entry:  
`EnableUDPAudio=True`

For more information, see the **Enabling UDP audio** section in the [Audio](#) documentation.

**Note:**

If you use the StoreFront default.ica configuration, the value of `EnableUDPTroughGateway` set in the [Application] section takes precedence over the value set in the `module.ini` file. However, you can set the `EnableUDPAudio` value in the [ClientAudio] section only using the `module.ini` file and it does not take precedence over the value set in the StoreFront default.ica configuration.

### Enhancement on smart card support

**Note:**

This enhancement is generally available for Citrix Workspace app.

With this release, Citrix Workspace app supports the Plug and Play functionality for smart card reader. When you insert a smart card, the smart card reader detects the smart card in the server and client. You can plug and play multiple cards at the same time, and all of these cards are detected.

#### Prerequisites:

Install the `libpcscd` library on the Linux client.

**Note:**

This library might be installed by default in the recent versions of most Linux distributions. However, you might need to install the `libpcscd` library in earlier versions of some Linux distributions, such as Ubuntu 1604.

To disable this enhancement:

1. Navigate to the `<ICAROOT>/config/module.ini` folder.
2. Go to the `SmartCard` section.
3. Set the `DriverName= VDSCARDV.DLL`.

### Enhancements to Microsoft Teams optimization

**Note:**

The following features are available only after the roll-out of a future update from Microsoft Teams. When the update is rolled-out by Microsoft, you can check [CTX253754](#) for the documentation update and the announcement.

- **Request control in Microsoft Teams**

With this release, you can request control during a Microsoft Teams call when a participant is sharing the screen. Once you have control, you can make selections, edits, or other modifications to the shared screen.

To take control when a screen is being shared, click **Request control** at the top of the Microsoft Teams screen. The meeting participant who's sharing the screen can either allow or deny your request.

While you have control, you can make selections, edits, and other modifications to the shared screen. When you're done, click **Release control**.

#### **Limitation:**

The **Request Control** option is not available during the peer-to-peer call between an optimized user and a user on the native Microsoft Teams desktop client that is running on the endpoint. As a workaround, users can join a meeting to get the **Request Control** option.

- **Support for dynamic e911**

With this release, Citrix Workspace app supports dynamic emergency calling. When used in Microsoft Calling Plans, Operator Connect, and Direct Routing, it provides the capability to:

- configure and route emergency calls
- notify security personnel

The notification is provided based on the current location of the Citrix Workspace app running on the endpoint, instead of the Microsoft Teams client running on the VDA.

Ray Baum's law requires the 911 caller's dispatchable location to be transmitted to the appropriate Public Safety Answering Point (PSAP). Starting from Citrix Workspace app 2112 for Linux, Microsoft Teams Optimization with HDX is compliant with Ray Baum's law. To support this feature, the LLDP library must be included in the Operating System distribution of the Thin Client.

#### **Fixed issues**

- When playing lengthy videos, the audio stops but the video continues to play seamlessly. The issue occurred when you set the `VdcamVersion4Support` (renamed as `AudioRedirectionV4`) to `True`. [RFLNX 6472]
- During Microsoft Teams peer-to-peer audio calls, audio might not work for the first 15 seconds of the call. [HDX-29526]
- During the screen sharing session, the red border indicating the shared screen spans across the screens, when Microsoft Teams is running in the seamless mode and multimonitor setup. [HDX-34978]
- During the Microsoft Teams video call, the camera might flash. [HDX-36345]
- Double hop session does not support the Plug and Play functionality for the smart card reader. [HDX-34582]
- Attempts to launch a session using smart card authentication might fail. The issue occurred with Citrix Workspace app for Linux Version 2104 and later. [CVADHELP-18402]
- Playing back audio in a session might deteriorate network performance factors such as round-trip time and session reliability. [CVADHELP-18723]



- Citrix Workspace app 2106 and later installed on thin client might fail when connected to virtual desktop with Opus codec (renamed as adaptive audio) enabled. This issue occurred because the opus.dll file built in the `ICAClient` directory included the opus lib file built from a different repository. This opus lib file included the AVX-512 instruction set that does not support some of the thin client's CPU. [HDX-36440]
- When you connect to a cloud store from the self-service user interface, a spinning wheel might appear on the sign-in page. [RFLNX-8486]
- After you sign in to the self-service user interface, the attempt to terminate the selfservice process using the `killall selfservice` command from the command line might fail. [RFLNX-8248]

**Note:**

To know the existing issues within the product, see [Known issues](#).

## 2111

### What's new

#### Workspace with intelligence (Technical Preview)

This version of Citrix Workspace app is optimized to take advantage of the Workspace intelligence features when they are released. For more information, see [Workspace Intelligence Features - Microapps](#).

#### Battery status indicator

Previously, the battery status of a device was not appearing in the notification area for server VDAs.

With this release, the battery status indicator appears for server VDAs.

#### Support for custom web stores (Technical Preview)

With this release, you can access your organization's custom web store from the Citrix Workspace app.

To use this feature, the administrator must add the domain or the custom web store to the list of allowed URLs in the Global App Configuration Service. After the URL is added, you can provide the custom web store URL in the **Add Account** screen in the Citrix Workspace app. The custom web store opens in the native Workspace app window.

For more information about configuring web store URLs for end-users, see [Global App Configuration Service](#).

To remove the custom web store, go to **Accounts > Add or Remove accounts**, select the custom web store URL, and click **Remove**.

As a prerequisite, you must enable the custom web store in the `AuthManConfig.xml` file. For more information, see [Custom web stores](#).

**Note:**

You can only use the URLs listed in the `AuthManConfig.xml` file for the custom web store. You can add different URLs in the `AuthManConfig.xml` file that you want to be considered for the custom web store.

### **Webcam redirection for 64-bit (Technical Preview)**

This release improves the overall performance and stability of the webcam with 32-bit applications. It also introduces support for webcam redirection for 64-bit applications. For more information, see [Webcams](#).

### **Enhancement on smart card support (Technical Preview)**

With this release, Citrix Workspace app supports the Plug and Play functionality for smart card reader. When you insert a smart card, the smart card reader detects the smart card in the server and client. You can plug and play multiple cards at the same time, and all of these cards are detected.

To configure this feature:

1. Navigate to the `<ICAROOT>/config/module.ini` folder.
2. Go to the `SmartCard` section.
3. Set the `DriverName= VDSCARDV2.DLL`.

### **Microsoft Teams enhancements**

- Addition of a new dependency for `llvm-12`: In this release, a new dependency called `libunwind-12 library` is added for `llvm-12`. However, by default, it does not exist in the original repository. Install the `libunwind-12 library` manually in the repository. For more information on installing the `libunwind-12 library`, see [Optimization for Microsoft Teams](#).
- Enhancement to echo cancellation, auto gain control, and noise suppression configurations: If Microsoft Teams configures auto gain control and noise suppression options, Citrix-redirected Microsoft Teams honors the values as configured. Otherwise, by default, these options are enabled. However, by default, the echo cancellation option is disabled. For more information, see [Optimization for Microsoft Teams](#).

### **Fixed issues**

- Attempts to reconnect to the session might occur only once during auto-client reconnection. As a result, the **Auto client reconnect** policy might not work as expected. [HDX-34114]

- You experience call failures when a P2P call is made from Citrix Workspace app for Linux 2109 to Citrix Workspace app for Windows 2109 or Citrix Workspace for Mac 2109. [HDX-35223]

**Note:**

To know the existing issues within the product, see [Known issues](#).

## 2109

### What's new

#### Session reliability enhancement

Previously, with HDX Broadcast session reliability, you continue to see a published application's window if the connection to the application experiences an interruption.

With this release, you can see the screen changes when session reliability begins. The session window is grayed out and a countdown timer shows the time until the next reconnection attempt.

**Note:**

This feature is supported only for Citrix Virtual Desktops.

#### Enhancement to logging

Previously, there was no tool available to collect log files in Citrix Workspace app. Log files were present in different folders. You had to manually collect log files from different folders.

Starting with this release, Citrix Workspace app introduces the `collectlog.py` tool, which lets you collect log files from different folders. You can run this tool using the command line. The log files are generated as a compressed log file. You can download this compressed log file from the local server. For more information see, [Logging](#).

#### Service continuity

**Note:**

This feature is generally available for Citrix Workspace app.

Service continuity removes or minimizes the dependency on the availability of components that are involved in the connection process. Users can launch their virtual apps and desktops regardless of the health status of the cloud services.

For information on requirements that support service continuity on Citrix Workspace app, see [System Requirements](#).

For information on installing service continuity with Citrix Workspace app, see [Installing Service Continuity](#).

For more information, see the [Service continuity](#) section in the Citrix Workspace documentation.

### **Support for Service continuity with Citrix Workspace Web Extension for Google Chrome**

Support for service continuity with the Citrix Workspace Web Extension for Google Chrome is in public technical preview. You can use Workspace Web Extension for Google Chrome with Citrix Workspace app for Linux 2109. This extension is available at [Google Chrome web store](#). The Workspace app communicates with the Citrix Workspace Web extension using the native messaging host protocol for browser extension. Together, the Workspace app and the Workspace Web extension use Workspace connection leases to give browser users access to their apps and desktops during outages. For more information, see [Service continuity](#).

### **Adaptive audio**

With adaptive audio, you don't need to manually configure the audio quality policies on the VDA. Adaptive audio optimizes settings for your environment and replaces obsolete audio compression formats to provide an excellent user experience. Adaptive audio is enabled by default. For more information, see [Adaptive audio](#).

**Note:**

If UDP audio delivery is required for real-time audio applications, adaptive audio must be disabled on the VDA to allow fallback to UDP audio delivery.

### **Storebrowse enhancement for service continuity**

Previously, the Workspace connection lease files were synced with files available on the remote server only if you connected using the Self-Service plug-in. As a result, the service continuity feature was not supported when you launched apps or desktop session using storebrowse. Most third-party thin-client vendors use storebrowse to connect to the Workspace platform and the service continuity feature was not enabled for them.

Starting with this release, the Workspace connection lease files sync with files available on the remote server when you connect using storebrowse as well. This feature helps the third-party thin-client vendors to access Workspace even when offline.

**Note:**

- This enhancement is available only when service continuity is enabled in cloud deployments. For more information, see the [Configure Service Continuity](#) section in the Citrix Workspace documentation.
- This enhancement is not available if you have set the value of `AuthManLiteEnabled` to `True` in the `$ICAROOT/config/AuthManConfig.xml` file. By default, this value is set to

False.

### Global App Config Service (Public Technical Preview)

The new Global App Configuration Service for Citrix Workspace allows a Citrix administrator to deliver Workspace service URLs through a centrally managed service.

As a prerequisite, you must enable this feature in the `AuthManConfig.xml` file. Navigate to `$ICAROOT/config/AuthManConfig.xml` and add the following entries:

```
1     <key>AppConfigEnabled</key>
2     <value> true </value>
3 <!--NeedCopy-->
```

For more information on Workspace service URLs settings, see [Global App Configuration Service](#) documentation.

#### Note:

Citrix Workspace app for Linux uses the Global App Configuration Service only to deliver Workspace service URLs.

### Enlightened Data Transport (EDT) MTU discovery

Citrix Workspace app now supports Maximum Transmission Unit (MTU) discovery in Enlightened Data Transport (EDT). It increases the reliability and compatibility of the EDT protocol and provides an improved user experience.

For more information see, the [EDT MTU Discovery](#) section in the Citrix Virtual Apps and Desktops documentation.

### Creating custom user-agent strings in network request

With this release, Citrix Workspace app introduces an option to append the User-Agent strings in the network request and identify the source of a network request. Based on this User-Agent strings request, you can decide how to manage your network request. This feature allows you to accept network requests only from trusted devices.

#### Note:

This feature is supported on cloud deployments of Citrix Workspace app. Also, x86, x64, and armhf are the supported packages.

For more information see, [Creating Custom User-Agent in Network Request](#).

## Feature flag management

If an issue occurs with Citrix Workspace app in production, we can disable an affected feature dynamically in Citrix Workspace app even after the feature ships. To do so, we use feature flags and a third-party service called LaunchDarkly. You do not need to make any configurations to enable traffic to LaunchDarkly, unless you have a firewall or proxy blocking outbound traffic. In that case, you enable traffic to LaunchDarkly via specific URLs or IP addresses, depending on your policy requirements.

For more information, see [Feature flag management](#).

## Fixed issues

- When you open Microsoft Excel through Citrix Workspace app for Linux and navigate to **Data > New Query**, the **Data Source Setting** pop-up menu might not open as expected. [CVADHELP-16509]
- When using VDA Version 2106, the screen sharing feature in Microsoft Teams might fail in **Optimized** mode. [HDX-34002]
- On Ubuntu 20.04, the self-service user interface might not work as expected when using a cloud store. [RFLNX-8155]

### Note:

To know the existing issues within the product, see [Known issues](#).

## 2108

### What's new in 2108

#### App protection

The app protection feature is now fully functional.

App protection requires that you install an add-on license on your License Server. A Citrix Virtual Desktops license must also be present. For information on Licensing, see the **Configure** section in the [Citrix Virtual Apps and Desktops](#) documentation.

The app protection feature supports apps and desktop sessions and is enabled by default. However, you must configure the feature in the `AuthManConfig.xml` file to enable it for the authentication manager and Self-Service plug-in interfaces.

Starting with this release, you can launch protected resources from Citrix Workspace app while Mozilla Firefox is running.

For more information, see [App protection](#).

### Audio configuration enhancement

Previously, the default value of the `VdcamVersion4Support` attribute in the `module.ini` file was set to `True`. With this release, the default is set to `False`. As a result, only the default audio device with the name **Citrix HDX Audio** appears in the session. This enhancement aims to minimize the audio issues that occur when the attribute is set to `True`.

To enable this feature, do the following:

1. Navigate to the `\<ICAROOT\>/config/` folder and open the `module.ini` file.
2. Go to the `clientaudio` section and add the following entry:

```
VdcamVersion4Support=True
```

3. Restart the session for the changes to take effect.

### Fixed issues

- Attempts to copy text from the user device and paste it in the session can fail. [CVADHELP-16828]
- Browser content redirection might fail when a `WebKitGTK+` based overlay is used to render the content. [CVADHELP-17748]
- When app protection is installed, the desktop UI can become unresponsive and recovers after a few seconds. [RFLNX-7729]
- The app protection feature might not work as expected in a fresh installation of Citrix Workspace app. [RFLNX-7858]
- In a desktop session, after a page is redirected using CEF-BCR, the keyboard focus might remain on the BCR overlay. The keyboard focus does not shift to other open apps. [RFLNX-7704]
- During a Microsoft Teams meeting, the video aspect ratio might not display as expected when you select the `Fill frame` option. [HDX-31929]
- During a Microsoft Teams video call, the Desktop Viewer can become unresponsive. [HDX-32435]
- Attempts to launch desktops or applications using Citrix Workspace app might fail and the `ICAClient.log` file displays the following message:  
“Waiting for handler grpc to be ready.”  
[HDX-32575]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## 2106

### What's new in 2106

#### Chromium Embedded Framework (CEF) for Browser Content Redirection (BCR)

CEF-based browser content redirection is now fully functional. The feature is enabled by default.

**Note:**

This feature is not supported on the armhf platform.

For more information, see [Enabling CEF-based BCR](#).

#### Battery status indicator

The battery status of the device now appears in the notification area of a Citrix Desktop session.

**Note:**

The battery status indicator does not appear for server VDAs.

For more information, see [Battery status indicator](#).

#### Service continuity (Public Technical Preview)

**Note:**

This feature is in public technical preview for Citrix Workspace app.

Service continuity removes or minimizes the dependency on the availability of components that are involved in the connection process. Users can launch their virtual apps and desktops regardless of the health status of the cloud services.

For information on requirements that support service continuity on Citrix Workspace app, see [System Requirements](#).

For information on installing service continuity with Citrix Workspace app, see [Installing Service Continuity](#).

For more information, see the [Service continuity](#) section in the Citrix Workspace documentation.

#### App protection enhancement **experimental feature**

Previously, the authentication manager and the Self-Service plug-in dialogs were not protected even when app protection was installed and enabled.

Starting with this release, Citrix Workspace app introduces an option to let you configure the anti-keylogging and anti-screen-capturing functionalities separately for both the authentication manager and Self-Service plug-in interfaces.

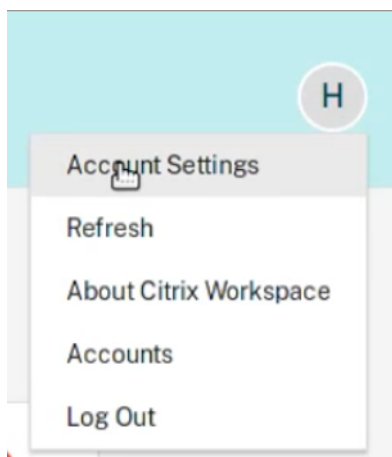


For more information, see [App protection](#).

### User Interface enhancement

Previously, the settings menu was available from the **Preferences** option in the Desktop Viewer.

Starting with this release, the settings menu appears in-line with the Self-Service plug-in. The menu options are now improved to align with the look and feel of the native Citrix Workspace. This enhancement results in a seamless and a better user experience.



#### Note:

This enhancement is available by default in Citrix Workspace app Version 2106 in cloud deployments.

To switch to the native and old style appearance, do the following:

Navigate to `$ICAROOT/config/AuthManConfig.xml` and set the value of `WebUISettings` to **false**.

### Microsoft Teams enhancement

- Previously, when you clicked **Screen sharing**, preview of a default or main monitor was only available for screen sharing.

With this release, preview of all screens is displayed on the screen picker menu. You can select any screen for screen sharing in the VDA environment. A red square appears on the selected monitor and a small picture of the selected screen content appears on the screen picker menu.

In seamless mode, you can select one from all screens to share. When Desktop Viewer changes the window mode (maximized, restore, or minimize), the screen share stops.

- You can now configure the preferred network interface for media traffic.

Navigate to `\HKEY_CURRENT_USER\SOFTWARE\Citrix\HDXMediaStream` and create a key named `NetworkPreference` (REG\_DWORD).

Select one of the following values as required:

- 1- Ethernet
- 2- Wi-Fi
- 3- Cellular
- 4- VPN
- 5- Loopback
- 6- Any

By default, the WebRTC media engine chooses the best available route.

### Fixed issues

- When using Citrix Workspace app 1912 for Linux, clipboard redirection might fail, causing the session to be unresponsive. The issue occurs when copying and pasting large amounts of data. [CVADHELP-16210]
- Unoptimized Microsoft Teams video calls can be missing audio. The audio cannot be recovered until you disconnect and reconnect the session. [CVADHELP-16846]
- Attempts to download a file hosted on an on-premises network share might fail. [CVADHELP-17337]
- Sessions launched on Linux endpoints might fail. The issue occurs when the Multi-stream policy is enabled. [RFLNX-6960]
- When using GStreamer Version 1.15.1, webcam redirection might fail and the session might get disconnected. [HDX-30550]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## 2104

### What's new in 2104

#### App protection support on Red Hat Package Manager (RPM) **experimental feature**

App protection is now supported on the RPM version of Citrix Workspace app.

For more information, see [App protection](#).

#### Enhancement to HDX Enlightened Data Transport Protocol (EDT)

In earlier releases, when `HDXoverUDP` is set to `Preferred`, data transport over EDT is used as primary with fallback to TCP.

With session reliability enabled, EDT, and TCP are attempted in parallel during the initial connection, session reliability reconnection, and auto client reconnect. This enhancement reduces connection time when EDT is preferred. However, the required underlying UDP transport is unavailable and TCP must be used.

By default, after fallback to TCP, adaptive transport continues to seek EDT every five minutes.

### Microsoft Teams Optimization

With this release, the echo cancellation feature is disabled by default. We recommend that you do not use your built-in speakers and microphone for calls. Use headphones instead.

This fix aims to address choppy audio issues noticed on thin clients.

### Service continuity (Technical Preview)

#### Note:

This feature is in the Technical Preview. Citrix recommends using this feature only in non-production environments. To sign up, use the following Podio form: [Sign up: Service continuity Tech Preview for Citrix Workspace](#).

Service continuity removes or minimizes the dependency on the availability of components that are involved in the connection process. Users can launch their virtual apps and desktops regardless of the health status of the cloud services.

For more information, see [Service continuity](#) section in the Citrix Workspace documentation.

### Fixed issues

- When using browser content redirection, the keyboard focus does not switch back to the parent window even after searching in the YouTube search bar. [RFLNX-5349]
- When sharing a screen in Microsoft Teams during a peer to peer call, the audio might be distorted. The issue occurs with Dell Wyse Thin Clients 5070 and 5470. [RFLNX-6537]
- When using Microsoft Teams in Citrix Workspace app for Linux, some calls might disconnect unexpectedly. [RFLNX-6719]
- This release addresses various issues that help to improve overall performance and stability. [RFLNX-7006]
- When using a Chromium Embedded Framework, the redirection of browser content might cause high CPU utilization. [RFLNX-7217]

- When you use the `cefenablemediadevices` flag with Microsoft Teams, the microphone does not work as intended. The issue occurs when using the CEF-based BCR feature with Microsoft Teams. [RFLNX-6689]
- When switching between the published and local applications, the published application might not scale properly in full-screen mode. [CVADHELP-14812]
- When you open Microsoft Excel through Citrix Workspace app for Linux and navigate to **Data > New Query**, the **Data Source Setting** pop-up menu might not open as expected. [CVADHELP-16509]
- Citrix Workspace app for Linux versions 2101 and 2102 might display an invalid client IP address in Citrix Director [CVADHELP-16923]
- The name of the audio device might appear garbled. The issue occurs on Chinese language operating systems. [CVADHELP-17290]

**Note:**

To know the existing issues within the product, see [Known issues](#).

## 2103

### What's new in 2103

#### Pinning multi-monitor screen layout

With this release, you can save the selection for multi-monitor screen layout. The layout is how a desktop session is displayed. Pinning helps to relaunch a session with the selected layout, resulting in an optimized user experience.

As a prerequisite, you must enable this feature in the `AuthManConfig.xml` file. Navigate to `$(ICAROOT)/config/AuthManConfig.xml` and add the following entries to enable the pinning screen layout feature:

```
1     <key>ScreenPinEnabled</key>
2     <value> true </value>
3 <!--NeedCopy-->
```

Only after adding the key above, you can see the **Screen Layout** option in the **App indicator**.

For more information, see [Pinning multi-monitor screen layout](#).

#### Increase in the number of supported virtual channels

In earlier versions of the client, sessions supported up to 32 virtual channels.

With this release, you can use up to 64 virtual channels in a session.

## Microsoft Teams enhancements

The VP9 video codec is now disabled by default.

## Fixed issues

- Attempts to place an unoptimized video call, can result in the loss of audio. The audio cannot be recovered until you disconnect and reconnect the session. [CVADHELP-16846]
- During a Microsoft Teams video call, the LED on camera might flash and the preview video might stop. [CVADHELP-16383]
- This fix sets the default value for AudioLatencyControlEnabled to True, reducing audio latency. [RFLNX-6620]
- The screen sharing feature in Microsoft Teams might fail in seamless mode. [RFLNX-6659]
- When a session gets terminated or disconnected abruptly, the `HdxRtcEngine.exe` process might exit unexpectedly. [RFLNX-5885]

### Note:

To know the existing issues within the product, see Known issues.

## 2101

### What's new in 2101

#### Client drive mapping (CDM) enhancement

With this release, access to mapped drives comes with an extra security feature.

You can now select the access level for the mapped drive for every store in a session.

To stop the access level dialog from appearing every time, select the **Do not ask me again** option. The setting is applied on that particular store.

Otherwise, you can set the access levels that appear every time a session is launched.

#### App protection support on Debian package **experimental feature**

App protection is now supported on the Debian version of Citrix Workspace app.

For silent installation of the app protection component, run the following command from the terminal before installing Citrix Workspace app:

```
1 export DEBIAN_FRONTEND="noninteractive"
2 sudo debconf-set-selections <<< "icaclient app_protection/
install_app_protection select yes"
```

```
3 sudo debconf-show icaclient
4 * app_protection/install_app_protection: yes
5 sudo apt install -f ./icaclient_<version>._amd64.deb
6 <!--NeedCopy-->
```

### Microsoft Teams enhancements

- The Citrix Workspace app installer is now packaged with the Microsoft Teams ringtones.
- Audio output switches automatically to newly plugged-in audio devices, and an appropriate audio volume is set.
- HTTP proxy support for anonymous authentication.

### Fixed issues

- When using a custom proxy, an extra authentication prompt might appear. The issue occurs due to the Chromium Embedded Framework (CEF) used by browser content redirection. As a workaround, configure your agent to bypass the extra prompt. [CVADHELP-14804]
- When you attempt to reconnect to a session, the session might become unresponsive. The issue occurs with sessions that are smart card enabled. As a workaround, reinsert the smart card. [CVADHELP-15028]
- With Microsoft Teams in **Optimized** mode, video playback might become unresponsive during conference calls. The issue occurs when a participant switches between a built-in and a USB camera. [CVADHELP-16400]
- With Microsoft Teams in **Optimized** mode, the `HdxRtcEngine.exe` process might exit unexpectedly. [CVADHELP-16504]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## 2012

### What's new in 2012

#### Client drive mapping (CDM) enhancement

Previously, your setting for file access through CDM was applied on all configured stores.

Starting with this release, Citrix Workspace app allows you to configure per-store CDM file access.

#### Note:

The file access setting isn't persistent across sessions when using workspace for web. It defaults to the **Ask me each time** option.

For more information, see [Client-drive mapping](#).

### App protection **experimental feature**

#### Notes:

- This feature is supported only when Citrix Workspace app is installed by using the tarball package. Also, x64 and armhf are the only two supported packages.
- This feature is supported only on on-premises deployments of Citrix Virtual Apps and Desktops.

App protection is an add-on feature that provides enhanced security when you use Citrix Virtual Apps and Desktops. The feature restricts the ability of clients to be compromised by keylogging and screen capturing malware. App protection prevents exfiltration of confidential information such as user credentials and sensitive information displayed on the screen. The feature prevents users and attackers from taking screenshots and from using keyloggers to glean and exploit sensitive information.

For information about how to configure app protection on Citrix Virtual Apps and Desktops, see the [App protection](#) section in the Citrix Virtual Apps and Desktops documentation.

For more information about app protection in Citrix Workspace app, see [App protection](#).

### Authentication enhancement **experimental feature**

We now present the authentication dialog inside Citrix Workspace app and show store details on the logon screen for a better user experience. We encrypt and store authentication tokens so that you don't need to reenter credentials when your system or session restarts.

#### Notes:

- This authentication enhancement is available only in cloud deployments.
- This authentication enhancement is not available on the ARMHF platform.

#### Prerequisite:

Install the `libsecret` library.

This feature is disabled by default.

For more information, see [Authenticate](#).

### Audio configuration enhancement

Starting with this release, the default value of the `VdcamVersion4Support` attribute in the `module.ini` file is set to `True`.

For more information, see [Audio](#).

### Fixed issues

- When you attempt to launch a webpage redirected using browser content redirection, the webpage might become unresponsive. The issue occurs when you click a link that opens in a new window or new tab. [RFLNX-5306]
- While you use CEF-based BCR, microphones and cameras are not redirected. To enable redirection, set the `CefEnableMediaDevices` attribute to `True` in the `All_Regions.ini`. [RFLNX-5337]
- When you press the **ALT+Ctrl** keys, the keys might remain stuck. The issue occurs when the Keyboard Layout option is set to Server Default. [RFLNX-5444]
- When you establish HDX Optimization for a Microsoft Teams video call, the video might become unresponsive and the audio stops playing. The issue occurs when you disconnect or reconnect a headset during the call. [CVADHELP-16186]
- When you attempt to select the USB options, the Picture Transfer Protocol (PTP) and the Media Transfer Protocol (MTP) on an Android phone might fail. To fix this issue with the Windows and Linux VDAs, add the following allow rule in the `usb.conf` file:  
  
ALLOW: VID = (vid of the device) disableselectconfig=1  
  
[CVADHELP-15304]
- Citrix Director might incorrectly report the version number of Citrix Workspace app as 2009 instead of 2010. [RFLNX-5743]
- You can launch Citrix Workspace app for Linux successfully at your first attempt, but later attempts might fail. [RFLNX-5971]
- When you attempt to add an unauthenticated (anonymous) store, two error messages might appear. The issue occurs with Citrix Workspace app 2010 for Linux. [RFLNX-5980]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## 2010

### What's new in 2010

#### Enhanced audio redirection

Previously, only the default audio device was mapped in a session even when many devices were available on the machine. The mapped device commonly appeared as **Citrix HDX Audio**.



With this release, Citrix Workspace app for Linux displays all local audio devices that are available in a session. Instead of **Citrix HDX Audio**, they now appear with their respective device names. You can switch to any of the available devices dynamically in a session. Unlike in earlier releases, now you don't need to select the default audio device before launching the session. Sessions update dynamically when you plug in or remove audio devices.

For more information, see [Audio](#).

Also, this release addresses issues to improve the Multi-Stream ICA feature.

### Fixed issues

- When you run a video call or sharing the screen in Microsoft Teams, the screen might flicker. [RFLNX-4778]
- Attempts to customize the webrpc.log and webrtc.log files might fail. [RFLNX-5221]
- Resources are counted for the store even after deleting the store using the storebrowse utility. [RFLNX-5499]
- When a German or a French locale is installed on the machine, the Microsoft Teams Optimization might not work. [RFLNX-5599]
- When you launch a session from Citrix Workspace app for Linux, the session might flicker. The issue occurs because the session disconnects and reconnects. The issue occurs mainly with Microsoft applications. [CVADHELP-14194]
- When you perform clipboard operations such as copying and pasting content between different sessions, the operations might fail intermittently. [CVADHELP-15228]
- When you start a slideshow presentation with Microsoft PowerPoint launched through Citrix Workspace app for Linux version 1906 or later, the presentation might not open in full-screen mode. [CVADHELP-15648]
- Citrix Workspace app for Linux might not display an authentication dialog for stores that use HTML5 local storage. The issue occurs when you use the self-service user interface. [CVADHELP-15720]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## 2009

### What's new in 2009

#### Enhancement to logging

Previously, the `debug.ini` and `module.ini` files were used to configure logging.

As of Version 2009, you can configure logging using one of the following methods:

- Command-line interface
- GUI (GUI)

Also as of Version 2009, the `debug.ini` configuration file is removed from the Citrix Workspace app installer.

Logging captures the deployment details, configuration changes, and administrative activities of Citrix Workspace app to a logging database. A third-party developer can use the logging SDK, which is bundled as part of the Citrix Workspace app Platform Optimization SDK.

You can use the log information to:

- Diagnose and troubleshoot issues that occur after any changes. The log provides a breadcrumb trail.
- Assist change management and track configurations.
- Report administration activities.

**Note:**

This logging mechanism is applicable only on Retail build.

For more information about logging, see [Logging](#).

### Fixed issues

- Occasionally, the Meeting view doesn't restore during multitasking in Microsoft Teams. The issue occurs when a local window overlays the remote window. As a result, the remote window does not receive the mouse events. As a workaround, on the minimized screen, hover over the digital clock and double-click on the caller's name. [RFLNX-4937]
- In a session running on UDP connections, the performance might be slow. [RFLNX-5135]
- When you drag the window of a seamless third-party published application across your screen, the window might automatically minimize. [CVADHELP-13677]
- A single USB device redirected to a session running on a device might be unexpectedly redirected to an incoming session running on the same device. [CVADHELP-13684]
- In a multi-monitor environment, when you attempt to relaunch a full-screen session on a monitor, the connection bar stays on a different monitor. The issue occurs even when the mouse cursor remains on the same monitor. [CVADHELP-14642]
- When you attempt to reconnect to a session, the session might disconnect immediately after the desktop appears. The issue occurs with sessions that require smart card authentication. [CVADHELP-15036]

**Note:**

To know the existing issues within the product, see [Known issues](#).

## 2006

### What's new in 2006

#### Optimization for Microsoft Teams

Optimization for desktop-based Microsoft Teams using Citrix Virtual Apps and Desktops and Citrix Workspace app. Optimization for Microsoft Teams is similar to HDX RealTime Optimization for Microsoft Skype for Business. The difference is that, we bundle all the necessary components for Microsoft Teams optimization into the VDA and the Citrix Workspace app.

Citrix Workspace app for Linux supports audio, video, and screen sharing features with Microsoft Teams optimization.

**Note:**

Microsoft Teams optimization is supported only on x64 Linux distributions.

For information on how to enable logging, follow the steps mentioned under [Logging for Microsoft Teams](#).

For information on system requirements, see [Microsoft Teams optimization requirements](#).

For more information, see [Optimization for Microsoft Teams](#) and [Microsoft Teams redirection](#).

#### Support for NetScaler App Experience(NSAP) virtual channel

Previously available as an experimental feature, the NetScaler App Experience (NSAP) virtual channel feature is now fully functional. The NSAP virtual channel helps in sourcing HDX Insight data, which improves scalability and performance. The NSAP virtual channel is enabled by default. To disable it, toggle the NSAP flag `NSAP=Off` in the `module.ini` file.

For more information, see [HDX Insight](#) in the Linux Virtual Delivery Agent documentation, and [HDX Insight](#) in the Citrix Application Delivery Management service documentation.

#### Update to Citrix Analytics Service

Citrix Workspace app is instrumented to transmit data to Citrix Analytics Service from ICA sessions that you launch from a browser.

For more information on how Citrix Analytics uses this information, see [Self-Service for Performance](#) and [Self-service search for Virtual Apps and Desktops](#).

#### TLS version update

Previously, the minimum TLS version supported was 1.0, and the maximum TLS version supported was 1.2.

Starting with this release, the minimum and maximum TLS version supported is 1.2. To configure a different value for `MinimumTLS`, see [TLS](#).

### CryptoKit update

CryptoKit Version 14.2 is integrated with the OpenSSL 1.1.1d version.

### Fixed issues

- When using Microsoft Teams, the “Test Call” option does not appear. [RFLNX-4234]
- Session launch might fail on Red Hat 8.2, CentOS 8.x, Fedora 29, 30, and 31 distributions. [RFLNX-3114] [RFLNX-4438] [RFLNX-4296]
- With the `wfica_for_plugins` binaries added back to the Platform Optimization SDK, an unnecessary dependency that was introduced on `LIBS_GTK` is now removed. [RFLNX-4604]
- Server fetch and client render for CEF-based BCR might fail. As a result, browser content redirection fails. [RFLNX-4459]
- After you click a published application in Citrix StoreFront, a connection dialog appears and remains there. The issue occurs in non-seamless mode. [CVADHELP-13896]
- After you select the **Activate** option to activate Citrix Workspace app on your desktop, the **re-ceiverconfig.cr** file is downloaded. Attempts to add the store to Citrix Workspace app by launching that file might fail. [CVADHELP-14389]
- Attempts to map Citrix Workspace app for Linux to a COM serial port might fail, indicating that the port cannot be reached. The issue occurs when the previous COM entries are not populated [CVADHELP-14391]
- Citrix Workspace app for Linux might fail to identify certain smart cards. As a result, attempts to launch a session with those cards fail. [CVADHELP-14878]
- When you launch a session after enabling the Multi-Stream ICA (MSI) protocol in the Citrix Workspace app and on SD-WAN, the session exits unexpectedly. The following error message appears:  
  
“The connection to VDA was lost...”  
  
The issue occurs because single-port MSI is not supported. [RFLNX-4219]

#### Note:

To know the existing issues within the product, see [Known issues](#).

## Known issues

### Known issues in 2112

- In Citrix Workspace app 2112, you might experience high CPU utilization on endpoint when a webcam is turned on in an optimized Microsoft Teams video call.

As a workaround, run the following command in the terminal:

```
1 mkdir -p /var/.config/citrix/hdx_rtc_engine
2
3 vim /var/.config/citrix/hdx_rtc_engine/config.json
4
5 {
6     "UseDefaultCameraConfig":0 }
7
8
9 <!--NeedCopy-->
```

### [HDX-36574]

- After you install the Citrix Workspace app with app protection feature enabled on OS that uses `glibc 2.34` or later, the OS boot might fail on restarting the system. To recover from the OS boot failure, perform any of the following:
  - Reinstall the OS. However, we do not support the app protection feature on the OS that uses `glibc 2.34` or later.
  - Go to **Recovery** mode of the OS and uninstall the Citrix Workspace app using terminal.
  - Boot through the live OS and remove the `rm -rf /etc/ld.so.preload` file from the existing OS.

[RFLNX-8358]

- When you attempt to enter text, the cursor appears white. The issue occurs in a double-hop scenario when connected from a Linux end-point machine. [CVADHELP-16170]
- When you install Citrix Workspace app, add a store, and launch a desktop, the session window might fail to appear if the `libpcscd` library isn't installed on Ubuntu 16.04.

As a workaround, you can do the following:

1. Install the `libpcscd` library in the Linux client. For example, use `apt install libpcscd` command to install the `libpcscd` library on Ubuntu 16.04.
2. If you can't install the `libpcscd` library, replace the `VDSCARDV2.DLL` attribute with the `VDSCARD.DLL` attribute for `DriverName` in the `/opt/Citrix/ICAClient/config/module.ini` configuration file:

[SmartCard]

DriverName= VDSCARD.DLL

[HDX-36574]

### Known issues in 2111

- Double hop session does not support the Plug and Play functionality for the smart card reader. [HDX-34582]
- When you attempt to launch Citrix Workspace app, the self-service user interface might fail to open, and the following error message appears:  
“User-defined signal 2”  
The issue occurs in the debug build and in Azure VM Debian 10. [RFLNX-8336]
- After you install the Citrix Workspace app with app protection feature enabled on OS that uses glibc 2.34 or later, the OS boot might fail on restarting the system. To recover from the OS boot failure, perform any of the following:
  - Reinstall the OS. However, we do not support the app protection feature on the OS that uses glibc 2.34 or later.
  - Go to **Recovery** mode of the OS and uninstall the Citrix Workspace app using terminal.
  - Boot through the live OS and remove the `rm -rf /etc/ld.so.preload` file from the existing OS. [RFLNX-8358]

### Known issues in 2109

- Attempts to launch desktops or applications using the Citrix Workspace app might fail when the Multi-Port policy is enabled on DDC. [HDX-31016]
- When you close the progress bar that displays the progress of an application launch, the wfica process might fail. As a result, the application might launch and disappear from your screen. [HDX-34701]

### Known issues in 2108

- When the app protection feature is enabled, the anti-keylogging functionality might not work for the authentication manager interface that uses the `UIDialogLibWebKit3.so` library. [RFLNX-8027]
- If you are using Global Server Load Balancing (GSLB), the Domain Name System (DNS) responses might not get cached for Time-To-Live (TTL) duration. As a result, the authentication using WebView might fail. [RFLNX-3673]

### Known issues in 2106

- In a desktop session, after a page is redirected using CEF-BCR, the keyboard focus shifts to the current mouse location. The issue due to a third-party limitation on open source CEF. [RFLNX-7724]
- When you try to click the BCR overlay (for example, YouTube Search) with another application in the foreground, the browser page does not appear on the foreground. [RFLNX-7730]
- After a page is redirected using the CEF-BCR, when you close the redirected webpage, a segmentation fault is captured in the error logs. [RFLNX-7667]

### Known issue in 2103

- During a video call or screen sharing, Microsoft Teams might turn unresponsive and the call might end abruptly. [CVADHELP-16918]

### Known issues in 2101

- When playing lengthy videos, the audio stops but the video continues to play seamlessly. The issue occurs when you set the `VdcamVersion4Support` to `True`. As a workaround, disable the multi-audio option by setting `VdcamVersion4Support` to `False`. [RFLNX-6472]
- Sometimes, Citrix Workspace app might not be able to render the incoming videos in Microsoft Teams. [RFLNX-6662]

### Known issue in 2012

- When you attempt to enter text, the cursor appears white. The issue occurs in a double-hop scenario when connected from a Linux end-point machine. For a workaround, see the Knowledge Center article [CTX272423](#) and [CTX131504](#). [CVADHELP-16170]

### Known issues in 2010

- Unable to view files in the **Files** tab. The issue occurs in cloud deployments. [RFLNX-5596]
- In Microsoft Teams, you must select the audio device manually. The audio device is not set as default automatically. [RFLNX-5652]

### Known issue in 2009

- When you are running a video call or sharing the screen in Microsoft Teams, the screen might flicker. [RFLNX-4778]

### Known issues in 1912

- While using CEF-based BCR, you might observe a notification that the webcontainer process has stopped. The issue occurs when you close the browser instance. [RFLNX-3872]
- When you use the self-service user interface, the **Preferences** window options might not work as expected, and the Workspace application becomes temporarily unresponsive. The issue occurs on the Ubuntu 19.10 distribution. [RFLNX-3720]
- Workspace intelligence feeds are not supported on Citrix Workspace app Version 1912.
- Webcam redirection does not support Microsoft Teams. This issue is a limitation because Citrix does not support Microsoft Teams Optimization [MTOP] in Citrix Workspace app for Linux. [RFLNX-3674]

### Known issue in 1910

- Due to architectural changes, you can no longer connect to the cloud store [cloud setup]. Citrix recommends that you use the latest Version of Citrix Workspace app.

#### Note:

For previous product releases, see [Legacy documentation](#).

### Third-party notices

Citrix Workspace app might include third-party software licensed under the terms defined in the following document:

#### [Citrix Workspace app for Linux Third-Party Notices](#)

### Experimental features

On occasion, Citrix releases experimental features as a mechanism for seeking customer [feedback](#) on the potential desirability of new technologies or features. Citrix does not accept support cases for experimental features but welcomes feedback for improving them. Citrix might or might not act on feedback based on its severity, criticality, and importance. Citrix is not committing to productizing experimental features and might withdraw them for any reason at any time.

## System requirements and compatibility

February 24, 2022



## Requirements

### Hardware requirements

#### Linux kernel:

- Version 2.6.29 or later

#### Disk space:

- A minimum of 55 MB
- An extra 110 MB if you expand/extract the installation package on the disk
- A minimum of 1 GB RAM for system-on-a-chip (SoC) devices that use HDX MediaStream Flash Redirection

#### Color video display:

- 256 color video display or greater

### Libraries and codec

#### Libraries:

- `glibcxx` 3.4.15 or later
- `glibc` 2.11.3 or later
- `gtk` 2.20.1 or later
- `libcap1` or `libcap2`
- `libjson-c` (for instrumentation)
- GCC 4.8 for x64
- GCC 4.9 for ARMHF
- X11 or X.Org (Wayland isn't supported)
- `udev` support
- Advanced Linux Sound Architecture (ALSA) `libasound2`
- PulseAudio

#### Self-service user interface:

- `webkit2gtk` 2.16.6 or later
- `libxml2` 2.7.8
- `libxerces-c` 3.1

#### Codec libraries:

- Speex
- Vorbis codec libraries

#### Red Hat Package Manager (RPM) based distribution requirements:

- `chkconfig`

## Network requirements

### Network protocol:

- TCP/IP

## H.264 requirements

### For x86 devices:

- A minimum processor speed of 1.6 GHz

### For the HDX 3D Pro feature:

- A minimum processor speed of 2 GHz
- A native hardware with accelerated graphics driver

### For ARM devices:

- A hardware H.264 decoder is required for both general H.264 support and HDX 3D Pro

## HDX MediaStream Flash Redirection

For all HDX MediaStream Flash Redirection requirements, see Knowledge Center article [CTX134786](#).

We recommend that you test the article with the latest plug-in before deploying a new version to take advantage of the latest functionality and security-related fixes.

## Customer Experience Improvement Program (CEIP) integration requirements

- [zlib](#) 1.2.3.3
- [libtar](#) 1.2 or later
- [libjson](#) 7.6.1 or later

## HDX RealTime webcam video compression requirements

- A Video4Linux compatible webcam
  - [GStreamer](#) 0.10.25 (or a later 0.10.x version), including the distribution's "plugins-good" package
- Or,
- [GStreamer](#) 1.0 (or a later 1.x version), including the distribution's "plugins-base", "plugins-good", "plugins-bad", "plugins-ugly", and "gststreamer-libav" packages

### **HDX MediaStream Windows Media redirection requirements**

- [GStreamer](#) 0.10.25 (or a later 0.10.x version), including the distribution's "plugins-good" package. In general, version 0.10.15 or later is sufficient for HDX MediaStream Windows Media Redirection

Or,

- [GStreamer](#) 1.0 (or a later 1.x version), including the distribution's "plugins-base", "plugins-good", "plugins-bad", "plugins-ugly", and "gststreamer-libav" packages

#### **Notes:**

- If [GStreamer](#) isn't included in your Linux distribution, you can download it from the [GStreamer](#) page.
- Use of certain codes (for example, as in "plugins-ugly") might require a license from the manufacturer of that technology. Contact your system administrator for help.

### **Browser content redirection requirements**

- [webkit2gtk](#) version 2.16.6
- [glibcxx](#) 3.4.20 version or later

### **Philips SpeechMike requirements**

- Visit the Philips website to install the relevant drivers

### **App protection requirements**

App protection works best with the following Operating Systems along with Gnome Display Manager:

- 64-bit Ubuntu 18.04+, except Ubuntu 21.10.
- 64-bit Debian 9+
- 64-bit CentOS7.5+
- 64-bit RHEL7.5+
- ARMHF 32-bit Raspbian 10 (Buster)+

#### **Note:**

App protection feature does not support the operating systems that use [glibc](#) 2.34 or later.

### **Microsoft Teams optimization requirements**

#### **Minimum version:**

- Citrix Workspace app 2006

**Software:**

- [GStreamer](#) 1.0 or later and Cairo 2
- [libc++-9.0](#) or later
- [libgdk](#) 3.22 or later
- OpenSSL 1.1.1d
- x64 Linux distribution

**Hardware:**

- A minimum 1.8 GHz dual-core CPU that can support 720p HD resolution during a peer-to-peer video conference call
- Dual or quad-core CPU with a base speed of 1.8 GHz and a high Intel Turbo Boost speed of at least 2.9 GHz

**Authentication enhancement:**

- [Libsecret](#) library
- [libunwind-12](#) library

**Service continuity requirements**

**Mandatory preinstalled libraries:**

- [libwebkit2gtk-4.0-37](#) version 2.30.1 or later
- For Ubuntu/RHEL/SUSE/Fedora/Debian, we suggest that you install the latest [libwebkit2gtk-4.0-37](#) version 2.30.1 or later.
- For the Raspberry Pi with Buster OS, we suggest that you install the [libwebkit2gtk-4.0-37](#) version 2.30.1.
- [gnome-keyring](#) version 3.18.3 or later.
- [Libsecret](#) installed

**Notes:**

Following the 1910 version, Citrix Workspace app works as expected only if the operating system meets the following GCC version criteria:

- GCC version for x64 architecture: 4.8 or later
- GCC version for ARMHF architecture: 4.9 or later

Following the 2101 version, Citrix Workspace app works as expected only if the operating system meets the following requirements:

- GCC version 4.9 or later
- [glibcxx](#) 3.4.20 or later

## Compatibility matrix

Citrix Workspace app is compatible with all currently supported versions of the Citrix products.

For information about the Citrix product lifecycle, and to find out when Citrix stops supporting specific versions of products, see the [Citrix Product Lifecycle Matrix](#).

## Server requirements

### StoreFront

- You can use all currently supported versions of Citrix Workspace app to access StoreFront stores from both internal network connections and through Citrix Gateway:
  - StoreFront 1811 and later.
  - StoreFront 3.12.
- You can use StoreFront configured with the workspace for web. The workspace for web provides access to StoreFront stores from a web browser. For the limitations of this deployment, see [Important considerations](#) in the StoreFront documentation.

## Connections and certificates

### Connections

Citrix Workspace app for Linux supports HTTPS and ICA-over-TLS connections through any one of the following configurations.

- For LAN connections:
  - StoreFront using StoreFront services or workspace for web
- For secure remote or local connections:
  - Citrix Gateway 12.0
  - NetScaler Gateway 10.1 and later
  - NetScaler Access Gateway Enterprise Edition 10
  - Netscaler Access Gateway Enterprise Edition 9.x
  - Netscaler Access Gateway VPX

For information about the Citrix Gateway versions supported by StoreFront, see [System requirements](#) of StoreFront.

### Certificates

To ensure secure transactions between server and client, use the following certificates:

### Private (self-signed) certificates

If a private certificate is installed on the remote gateway, the root certificate for the organization's certificate authority must be installed on the user device. This installation helps to access Citrix resources using Citrix Workspace app.

**Note:**

An untrusted certificate warning appears, if the remote gateway's certificate can't be verified upon connection. This verification might fail since the root certificate isn't included in the local key store. If you choose to continue through the warning, the apps are displayed but can't be launched. The root certificate must be installed in the client's certificate store.

### Root certificates

For domain-joined machines, use the Group Policy Object administrative template to distribute and trust CA certificates.

For non-domain joined machines, create a custom install package to distribute and install the CA certificate. Contact your system administrator for assistance.

### Install root certificates on user devices

To use TLS, you need a root certificate on the user device that can verify the signature of the Certificate Authority on the server certificate. By default, Citrix Workspace app supports the following certificates.

---

Certificate	Issuing Authority
Class4PCA_G2_v2.pem	Verisign Trust Network
Class3PCA_G2_v2.pem	Verisign Trust Network
BTCTRoot.pem	Baltimore Cyber Trust Root
GTECTGlobalRoot.pem	GTE Cyber Trust Global Root
Pcs3ss_v4.pem	Class 3 Public Primary Certification Authority
GeoTrust_Global_CA.pem	GeoTrust
DigiCertGlobalRootCA.pem	DigiCert Global Root CA

---

### Wildcard certificates

Wildcard certificates are used in place of individual server certificates for any server within the same domain. Citrix Workspace app supports wildcard certificates, however they must only be used in ac-

cordance with your organization's security policy.

Alternatives to wildcard certificates, such as a certificate that includes the list of server names within the Subject Alternative Name (SAN) extension, can be considered. Both private and public certificate authorities issue such certificates.

### Append intermediate certificate to Citrix Gateway

If your certificate chain includes an intermediate certificate, the intermediate certificate must be appended to the Citrix Gateway server certificate. For information, see [Configuring Intermediate Certificates](#) in the Citrix Gateway documentation.

If your StoreFront server fails to provide the intermediate certificates that match the certificate it's using, or you install intermediate certificates to support smart card users, follow these steps before adding a StoreFront store:

1. Get one or more intermediate certificates separately in PEM format.

**Tip:**

If you can't find a certificate in PEM format, use the `openssl` utility to convert a certificate in CRT format to a .pem file.

2. When you install the package (usually root):
  - a) Copy one or more files to `$ICAROOT/keystore/intcerts`.
  - b) Run the following command after you installed the package:

```
$ICAROOT/util/ctx_rehash
```

### Joint server certificate validation policy

Citrix Workspace app has a stricter validation policy for server certificates.

**Important:**

Before installing Citrix Workspace app, confirm that the certificates on the server or gateway are correctly configured as described here. Connections might fail if:

- the server or gateway configuration includes a wrong root certificate
- the server or gateway configuration does not include all intermediate certificates
- the server or gateway configuration includes an expired or otherwise invalid intermediate certificate
- the server or gateway configuration includes a cross-signed intermediate certificate

When validating a server certificate, Citrix Workspace app uses all the certificates supplied by the server (or gateway) when validating the server certificate. As in previous Citrix Workspace app versions, it verifies that the certificates are trusted. If any certificate is untrusted, the connection fails.

This policy is stricter than the certificate policy in web browsers. Many web browsers include a large set of root certificates that they trust.

The server (or gateway) must be configured with the correct set of certificates. An incorrect set of certificates might cause Citrix Workspace app connection to fail.

If a gateway is configured with these valid certificates, use the following configuration for stricter validation. This configuration determines exactly which root certificate the Citrix Workspace app uses:

- Example Server Certificate
- Example Intermediate Certificate
- Example Root Certificate

Citrix Workspace app verifies all these certificates are valid. Citrix Workspace app also verifies that it already trusts the Example Root Certificate. If Citrix Workspace app does not trust the Example Root Certificate, the connection fails.

**Important:**

- Some certificate authorities have more than one root certificate. If you require this stricter validation, make sure that your configuration uses the appropriate root certificate. For example, there are currently two certificates (DigiCert/GTE CyberTrust Global Root and DigiCert Baltimore Root/Baltimore CyberTrust Root) that can validate the same server certificates. On some user devices, both root certificates are available. On other devices, only one is available (DigiCert Baltimore Root/Baltimore CyberTrust Root).
- If you configure the GTE CyberTrust Global Root certificate at the gateway, Citrix Workspace app connections on those user devices fail. Consult the certificate authority's documentation to determine which root certificate must be used. Also note that root certificates eventually expire, as do all certificates.
- Some servers and gateways never send the root certificate, even if configured. Stricter validation is then not possible.

If a gateway is configured with these valid certificates, we can use the following configuration, leaving out the root certificate:

- Example Server Certificate
- Example Intermediate Certificate

Citrix Workspace app uses these two certificates. It searches for a root certificate on the user device. If Citrix Workspace app finds a root certificate that validates correctly, and is also trusted (such as Example Root Certificate), the connection succeeds. Otherwise, the connection fails. This configuration supplies the intermediate certificate that Citrix Workspace app needs, but also allows Citrix Workspace app to choose any valid, trusted, root certificate.

If a gateway is configured with these certificates:



- Example Server Certificate
- Example Intermediate Certificate
- Wrong Root Certificate

A web browser might ignore the wrong root certificate. However, Citrix Workspace app does not ignore the wrong root certificate, and the connection fails.

Some certificate authorities use more than one intermediate certificate. In this case, the gateway is configured with all the intermediate certificates (but not the root certificate) such as:

- Example Server Certificate
- Example Intermediate Certificate 1
- Example Intermediate Certificate 2

**Important:**

- Some certificate authorities use a cross-signed intermediate certificate. This certificate is used where there's more than one root certificate, and an earlier root certificate is still in use as a later root certificate. In this case, there are at least two intermediate certificates. For example, the earlier root certificate *Class 3 Public Primary Certification Authority* has the corresponding cross-signed intermediate certificate *Verisign Class 3 Public Primary Certification Authority - G5*. However, a corresponding later root certificate *Verisign Class 3 Public Primary Certification Authority - G5* is also available, which replaces *Class 3 Public Primary Certification Authority*. The later root certificate does not use a cross-signed intermediate certificate.
- The cross-signed intermediate certificate and the root certificate have the same Subject name (Issued To). But the cross-signed intermediate certificate has a different Issuer name (Issued By). This difference distinguishes the cross-signed intermediate certificate from an ordinary intermediate certificate (such as Example Intermediate Certificate 2).

This configuration, leaving out the root certificate and the cross-signed intermediate certificate, is recommended:

- Example Server Certificate
- Example Intermediate Certificate

Avoid configuring the gateway to use the cross-signed intermediate certificate, because it selects the earlier root certificate:

- Example Server Certificate
- Example Intermediate Certificate
- Example Cross-signed Intermediate Certificate [not recommended]

It isn't recommended to configure the gateway with only the server certificate:

- Example Server Certificate

In this case, if Citrix Workspace app can't locate all the intermediate certificates, the connection fails.

### Hdxcheck

We provide a script, `workspacecheck.sh`, as part of the Citrix Workspace app installation package. The script checks whether your device meets all the system requirements in support of the functionalities of Citrix Workspace app. The script is in the [Utilities](#) directory of the installation package.

### To run the `workspacecheck.sh` script

1. Open the terminal in your Linux machine.
2. Type `cd $ICAROOT/util` and press **Enter** to navigate to the [Utilities](#) directory of the installation package.
3. Type `./workspacecheck.sh` to run the script.

### Out-of-support applications and operating systems

Citrix does not offer support in the context of applications and operating systems that are no longer supported by their vendors.

While attempting to address and resolve a reported issue, Citrix assesses whether the issue directly relates to an out-of-support application or operating system. To help in making that determination, Citrix might ask you to attempt to reproduce an issue using the supported version of the application or operating system. If the issue seems to be related to the out-of-support application or operating system, Citrix will not investigate the issue further.

## Install, Uninstall, and Update

January 9, 2022

You can install the Citrix Workspace app by downloading the file from the Citrix website at [Downloads](#).

### Manual install

Download the following packages from the [Citrix Downloads](#) page.

## Debian packages

Install the `icaclient` package based on your OS architecture.

To use generic USB redirection, install one of the `ctxusb` packages based on your OS architecture.

Package name	Contents
<b>Debian packages (Ubuntu, Debian, Linux Mint etc.)</b>	
<code>icaclient_20.06.0.15_amd64.deb</code>	Self-service support, 64-bit x86_64
<code>icaclient_20.06.0.15_i386.deb</code>	Self-service support, 32-bit x86
<code>icaclient_20.06.0.15_armhf.deb</code>	Self-service support, ARM HF
<code>ctxusb_20.06.0.15_amd64.deb</code>	USB package, 64-bit x86_64
<code>ctxusb_20.06.0.15_i386.deb</code>	USB package, 32-bit x86
<code>ctxusb_20.06.0.15_armhf.deb</code>	USB package, ARM HF

### Install using a Debian package

When installing Citrix Workspace app from Debian package on Ubuntu, open the packages in the Ubuntu Software Center.

In the following instructions, replace

***packagename*** with the name of the package that you're trying to install.

This procedure uses a command line and the native package manager for Ubuntu, Debian, or Mint. You can also install the package by double-clicking the downloaded `.deb` package in a file browser. This action typically starts a package manager that downloads any missing required software. If no package manager is available, Citrix recommends you to use the **`gdebi`**, a command-line tool.

#### Prerequisites:

Install the `icaclient` package.

To install the package using the command line:

1. Log on as a privileged (root) user.
2. Open a terminal window.
3. Run the installation for the following three packages by typing `gdebi packagename.deb`. For example:
  - `gdebi icaclient\_\_19.0.6.6\_\_amd64.deb`

- `gdebi ctxusb\\_2.7.6\\_amd64.deb`

To use `dpkg` in the preceding examples, replace `gdebi` with `dpkg -i`.

If you're using `dpkg`, install any missing dependencies by typing `sudo apt-get -f install`

..

**Notes:**

- The `ctxusb` package is optional to support the generic USB redirection feature.
- Starting with Version 2101, an interactive prompt appears asking you to install app protection.

4. Accept the EULA.

### Installing the app protection component on Debian packages

Starting with Version 2102, app protection is supported on the Debian version of Citrix Workspace app.

For silent installation of the app protection component, run the following command from the terminal before installing Citrix Workspace app:

```
1 `export DEBIAN_FRONTEND="noninteractive"`  
2  
3 `sudo debconf-set-selections <<< "icaclient app_protection/  
   install_app_protection select yes"`  
4  
5 `sudo debconf-show icaclient`  
6  
7 `sudo apt install -f ./icaclient_<version>._amd64.deb`  
8  
9 <!--NeedCopy-->
```

### Installing Service Continuity on Debian packages

Starting with Version 2106, you can install Service Continuity on Debian version of Citrix Workspace app.

Run the following commands from the terminal before installing Citrix Workspace app:

```
sudo apt-get update
```

```
sudo apt-get install libwebkit2gtk-4.0-37 gnome-keyring libsecret-1-0
```

## Red Hat packages

Install the `ICAClient` package based on your OS architecture.

To use generic USB redirection, install one of the `ctxusb` packages based on your OS architecture.

Package name	Contents
<b>Redhat packages (Redhat, SUSE, Fedora etc.)</b>	
<code>ICAClient-rhel-20.06.0.15-0.x86_64.rpm</code>	Self-service support, Red Hat (including Linux VDA) based, 64-bit x86_64
<code>ICAClient-rhel-20.06.0.15-0.i386.rpm</code>	Self-service support, Red Hat based, 32-bit x86
<code>ICAClient-suse-20.06.0.15-0.x86_64.rpm</code>	Self-service support, SUSE based, 64-bit x86_64
<code>ICAClient-suse-20.06.0.15-0.i386.rpm</code>	Self-service support, SUSE based, 32-bit x86
<code>ctxusb-20.06.0.15-1.x86_64.rpm</code>	USB package, 64-bit x86_64
<code>ctxusb-20.06.0.15-1.i386.rpm</code>	USB package, 32-bit x86

### Note:

The `_SuSE 11 SP3 Full Package (Self-Service Support)_ RPM` package is deprecated.

## Install using an RPM package

If you are installing Citrix Workspace app from the RPM package on SUSE, use the YaST or Zypper utility. The RPM utility installs the `.rpm` package. An error occurs if the required dependencies are missing.

## To set up the EPEL repository on Red Hat

Download the appropriate source RPM package from the [Fedora/Red Hat](#) page.

For information on how to use it, see [https://docs.fedoraproject.org/en-US/epel/#how\\_can\\_i\\_use\\_these\\_extra\\_packages](https://docs.fedoraproject.org/en-US/epel/#how_can_i_use_these_extra_packages).

For example, on Red Hat Enterprise 7.x, you can install the EPEL repository using the following command:

```
1 `yum localinstall epel-release-latest-7.noarch.rpm`
```

**Tip:**

RPM Package Manager does not install any missing required software. To download and install the software, we recommend using **zypper install <file name>** at a command line on OpenSUSE or **yum localinstall <filename>** on Fedora/Red Hat.

**To install from the RPM package**

**Prerequisites:**

Install the `icaclient` package.

1. Set up the EPEL repository.
2. Log on as a privileged (root) user.
3. Run the installation for the following three packages by typing Zypper in .

**Notes:**

- `ctxusb` is an optional package. Install the package to support Generic USB Redirection.
- `ctxappprotection` is an optional package. Install the package only if you want to install the app protection component.

4. Open a terminal window.

**For SUSE installations:**

- `zypper in ICAClient-suse-19.12.0.19-0.x86_64.rpm`
- `zypper in ICAClient-suse-19.12.0.19-0.i386.rpm`
- `zypper in ctxusb-2.7.19-1.x86_64.rpm`
- `zypper in ctxappprotection-21.4.0.2-0.x86_64.rpm`

**For Red Hat installations:**

- `yum localinstall ICAClient-rhel-19.12.0.19-0.i386.rpm`
- `yum localinstall ctxusb-2.7.19-1.i386.rpm`
- `yum localinstall ctxappprotection-21.4.0.2-0.x86_64.rpm`

5. Accept the EULA.

### To install a missing package

On a Red Hat based distribution (RHEL, CentOS, Fedora, and so on), if the following error message appears:

```
1  "... requires libwebkitgtk-1.0.so.0"
```

add an EPEL repository (details can be found at <https://docs.fedoraproject.org/en-US/epel/>).

### Tarball packages

Install one of the following packages based on your OS architecture.

Package name	Contents
<b>Tarballs (Script install for any distribution)</b>	
linuxx64-20.06.0.15.tar.gz	64-bit Intel
linuxx86-20.06.0.15.tar.gz	32-bit Intel
linuxarmhf-20.06.0.15.tar.gz	ARM HF

- Install Citrix Workspace app from the Debian package or the RPM package. These files are easier to use because they automatically install any required packages.
- If you want to customize the installation location, install Citrix Workspace app from the tarball package.

#### Note:

Do not use two different installation methods on the same machine. If you do, you might see error messages and unwanted behavior.

### Install using a tarball package

#### Note:

The tarball package does not do dependency checks nor install dependencies. All system dependencies must be resolved separately.

1. Open a terminal window.
2. Extract the contents of the `.tar.gz` file into an empty directory. For example, type: `tar xvfz packagename.tar.gz`.
3. Type `./setupwfc` and then press Enter to run the setup program.

4. Accept the default of 1 (to install Citrix Workspace app) and press **Enter**.
5. Type the path and name of the required installation directory and then press Enter. Or, press Enter to install Citrix Workspace app in the default location.

The default directory for privileged (root) user installations is `/opt/Citrix/ICAClient`.

The default directory for non-privileged user installations is `$HOME/ICAClient/platform`. Platform is a system-generated identifier for the installed operating system, for example, `$HOME/ICAClient/linuxx86` for the Linux/x86 platform).

**Note:**

If you specify a non-default location, set it in `$ICAROOT` in `$HOME/.profile` or `$HOME/.bash\_\_profile`.

6. When prompted to continue, type `y` and then press Enter.
7. You can choose whether to integrate Citrix Workspace app into your desktop environment. The installation creates a menu option from which users can start Citrix Workspace app. Type `y` at the prompt to enable the integration.
8. If you have previously installed `GStreamer`, you can choose whether to integrate `GStreamer` with Citrix Workspace app, and support HDX MediaStream Multimedia Acceleration. To integrate Citrix Workspace app with `GStreamer`, type `y` at the prompt.

**Note:**

On some platforms, installing the client from a tarball package can cause the system to become unresponsive after prompting you to integrate with KDE and GNOME. This issue occurs with the first-time initialization of `gst-0.10`. If you encounter this issue, terminate the installation process (using the keys `ctrl+c`) and run the command `gst-inspect-0.10 --gst-disable-registry-fork --version`. After running the command, you can rerun the tarball package without experiencing the issue.

9. If you log on as a privileged user (root), choose to install USB support for Citrix Virtual Apps and Desktops published VDI applications. Type `y` at the prompt to install USB support.

**Note:**

If you are not logged on as a privileged user (root), the following warning appears:

“USB support cannot be installed by non-root users. Run the installer as root to access this install option.”

10. When the installation completes, the main installation menu appears again. To exit setup, type `3` and then press Enter.



## Uninstall

This procedure has been tested with the tarball package. Remove the RPM and Debian packages using your operating system's standard tools.

The environment variable ICAROOT must be set to the installation directory of the client. The default directory for non-privileged user installations is `$HOME/ICAClient/platform`. The platform variable is a system-generated identifier for the installed operating system, for example, `$HOME/ICAClient/linuxx86` for the Linux/x86 platform. Privileged user installation defaults to `/opt/Citrix/ICAClient`.

### Notes:

- To uninstall Citrix Workspace app, you must be logged in as the same user who does the installation.
- When you uninstall the Citrix Workspace app, out of date cache files at `$HOME/.local/share/webkitgtk` might not be removed automatically. As a workaround, manually remove the cache files.

### To uninstall Citrix Workspace app on the tarball package

1. Run the setup by typing `$ICAROOT/setupwfc` and press Enter.
2. To remove the client, type 2 and press **Enter**.

### To uninstall Citrix Workspace app on Debian/Ubuntu Operating systems

Run the following command from the Citrix Workspace app installation folder:

```
apt remove icaclient  
apt autoremove
```

OR

```
apt remove icaclient  
apt purge icaclient
```

### To uninstall Citrix Workspace app on Fedora/RHEL/CentOS Operating systems

Run the following command from the Citrix Workspace app installation folder:

```
yum remove icaclient
```

## Update

To update from Citrix Receiver to Citrix Workspace app, download and install the latest Citrix Workspace app from [Citrix Downloads](#).

The **Citrix Workspace** screen overlay appears on the first launch of the app, when you update, and when you uninstall and reinstall the app. Click **Got it** to continue using Citrix Workspace app, or click **Learn more** for more details.

## Get started

January 9, 2022

### Set up

You can download the installation package, customize the configuration, and then install the Citrix Workspace app.

You can modify the contents of Citrix Workspace app package and then repackage the files.

### Customize installation

1. Expand the Citrix Workspace app package file into an empty directory. The package file is called `platform.major.minor.release.build.tar.gz` (for example, `linuxx86.13.2.0.nnnnnn.tar.gz` for the Linux/x86 platform).
2. Make the required changes to the Citrix Workspace app package. For example, you can add a TLS root certificate to use a certificate from Certificate Authority that is not a part of the standard Citrix Workspace app installation.
3. Open the `PkgID` file.
4. Add the following line to indicate that the package was modified:  
`MODIFIED=traceinfo`  
where, `traceinfo` is information indicating who made the change and when.
5. Save and close the file.
6. Open the package file list, `platform/platform.psf` (for example, `linuxx86/linuxx86.psf` for the Linux/x86 platform).
7. Update the package file list to reflect the changes you made to the package. Not updating might cause error when installing the new package. Changes can include updating the size of any files you modified, or adding new lines for any files you added to the package. The columns in the package file list are:
  - File type
  - Relative path

- Subpackage (always set to `cor`)
  - Permissions
  - Owner
  - Group
  - Size
8. Save and close the file.
  9. Use the tar command to rebuild Citrix Workspace app package file. For example, `tar czf ../newpackage.tar.gz *`, where `newpackagez` is the name of the new Citrix Workspace app package file.

### Latest webkit support

Citrix Workspace app for Linux requires libwebkit2gtk (2.16.6+).

libwebkit2gtk has the following advantages:

- Improved UI experience. webkit2gtk is compatible with the browser content redirection feature. Use webkit2gtk Version 2.24 or later for an even better YouTube viewing experience.
- webkit2gtk Version 2.16.6 and later improves the sign-in experience and the time it takes to sign in.
- The app works better with newer Linux distributions and provides with the latest webkit security fixes.

#### Note:

webkit2gtk is not available on some Linux distributions. As a workaround, consider the following options:

- Build webkit2gtk from the source before installing Citrix Workspace app 1906.
- Move to a later Linux distribution that supports webkit2gtk 2.16.6 or later.

### Launch

You can start Citrix Workspace app either at a terminal prompt or from one of the supported desktop environments.

Ensure that the environment variable `ICAROOT` is set to point to the actual installation directory.

#### Tip:

The following instruction does not apply to installations made from the Web packages, and where the tarball is used. This instruction is applicable when the requirements for self-service have not been met.

## Terminal prompt

To start the Citrix Workspace app at the terminal prompt, type:

```
/opt/Citrix/ICAClient/selfservice
```

And press Enter (where `/opt/Citrix/ICAClient` is the directory in which you installed Citrix Workspace app).

## Linux desktop

You can start the Citrix Workspace app from a desktop environment using a file manager.

On some desktops, you can also start Citrix Workspace app from a menu. Citrix Workspace app is available in different menus depending on your Linux distribution.

## Preferences

To set preferences, click **Preferences** from the Citrix Workspace app menu. You can control the following:

- How desktops are displayed
- Connect to different applications and desktops
- Manage file and device access

## Manage an account

To access desktops and applications, you need an account with XenDesktop or Citrix Virtual Apps. Your IT help desk might ask you to add an account to Citrix Workspace for this purpose. Or they might ask you to use a different Citrix Gateway or Access Gateway server for an existing account. You can also remove accounts from Citrix Workspace.

1. On the **Accounts** page of the **Preferences** dialog, do one of the following:
  - To add an account, click **Add**. Contact your system administrator for more information.
  - To change details of a store that the account uses, such as the default gateway, click **Edit**.
  - To remove an account, click **Remove**.
2. Follow the on-screen prompts. When prompted, authenticate to the server.

## Desktop display

### Note:

This feature isn't available with Citrix Virtual Apps for UNIX sessions.

You can display desktops across the entire screen on your user device (full screen mode), which is the default, or in a separate window (windowed mode).

- On the **General** page of the **Preferences** dialog box, select a mode using the **Display desktop in** option.

Use the **You can enable Desktop Viewer** toolbar functionality to dynamically modify the window configuration of your remote session.

## Desktop Viewer

Your requirements for the way users access virtual desktops can vary from user to user and might vary as your corporate needs evolve.

Use the Desktop Viewer when users interact with their virtual desktop. The user's virtual desktop can be a published virtual desktop, or a shared or dedicated desktop. In this access scenario, the **Desktop Viewer** toolbar functionality allows the user to switch a session between windowed and full-screen session window, including multi-monitor support for the intersected monitors. Users can switch between desktop sessions and use more than one desktop using multiple Citrix Virtual Apps and Desktops connections on the same user device. Buttons to minimize all desktop sessions, send the Ctrl+Alt+Del sequence, disconnect, and log off from the session are provided to manage a user's session conveniently.

Pressing **Ctrl+Alt+Break** displays the **Desktop Viewer** toolbar buttons in a pop-up window.

## Automatic session reconnects

Citrix Workspace app can reconnect to desktops and applications that are disconnected. For example, a network infrastructure issue.

- On the **General** page of the **Preferences** dialog box, select an option in **Reconnect apps and desktops**.

## Access local files

A virtual desktop or application needs access to files on your device. You can control the extent to which this access happens.

1. On the **File Access** page of the **Preferences** dialog box, select a mapped drive and then one of the following options:
  - **Read and write** - Allow the desktop or application to read and write to local files.
  - **Read only** - Allow the desktop or application to read but not write to local files.
  - **No access** - Do not allow the desktop or application to access local files.
  - **Ask me each time** - Display a prompt each time the desktop or application access local files.
2. Click **Add**, specify the location, and select a drive to map to it.

## Microphone and Webcam

To set up a microphone or a webcam, you can change the way a virtual desktop or application accesses your local microphone or webcam:

On the **Mic & Webcam** page of the **Preferences** dialog box, select one of the following options:

- **Use my microphone and webcam** - Allow the microphone and webcam to be used by the desktop or application.
- **Don't use my microphone or webcam** - Do not allow the microphone or webcam to be used by the desktop or application.

## Flash player

You can choose how flash content is displayed. This content is normally displayed in **Flash Player** and includes video, animation, and applications:

On the **Flash** page of the **Preferences** dialog box, select one of the following options:

- **Optimize content** - Improves playback quality at the risk of reducing security.
- **Don't optimize content** - Provides basic playback quality without reducing security.
- **Ask me each time** - Prompts each time a flash content is displayed.

## Connect

Citrix Workspace app provides users with secure, self-service access to virtual desktops and applications, and on-demand access to Windows, web, and Software as a Service (SaaS) applications. Citrix StoreFront or legacy webpages created with Web Interface manage the user access.

### To connect to resources using the Citrix Workspace UI

The Citrix Workspace app home page displays virtual desktops and applications that are available to the users based on their account settings (that is, the server they connect to) and settings configured by Citrix Virtual Apps and Desktops administrators. Using the **Preferences > Accounts** page, you can configure the URL of a StoreFront server or, if email-based account discovery is configured, by entering the email address.

#### Tip:

If you use the same name for multiple stores on the StoreFront server, you avoid duplications by adding numbers. The names for such stores depend on the order in which they are added. For Citrix Workspace app, the store URL is displayed and uniquely identifies the store.

After connecting to a store, the self-service shows the tabs: **FAVORITES**, **DESKTOPS**, and **APPS**. To launch a session, click the appropriate icon. To add an icon to **FAVORITES**, click the **Details** link next to the icon and select **Add To Favorites**.

### Configure connection settings

You can configure some default settings for connections between Citrix Workspace app and Citrix Virtual Apps and Desktops servers. You can also change these settings for individual connections, if necessary.

Although the tasks and responsibilities of administrators and users can overlap, the term “user” is used to distinguish user tasks from those tasks that an administrator performs.

### Connect to resources from a command line or browser

You create connections to servers when you click a desktop or application icon on the Citrix Workspace app home page. Also, you can open connections from a command line or from a web browser.

### To create a connection to a Program Neighborhood or StoreFront server using a command line

#### Prerequisite:

Ensure that the store is known to Citrix Workspace app. If necessary, add it using the following command:

```
./util/storebrowse --addstore \
```

1. Get the unique ID of the desktop or application that you want to connect to. This ID is the first quoted string on a line acquired in one of the following commands:

- List all desktops and applications on the server:

```
./util/storebrowse -E <store URL>
```

- List the desktops and applications that you’ve subscribed to:

```
./util/storebrowse -S <store URL>
```

2. Run the following command to start the desktop or application:

```
./util/storebrowse -L <desktop or application ID> <store URL>
```

If you can’t connect to a server, your administrator might need to change the server location or SOCKS proxy details. For more information, see [proxy server](#).

### To create a connection from a web browser

Configuration for starting sessions from a web browser is typically carried out automatically during installation. Because of the wide variety of browsers and operating systems, some manual configuration can be required.

If you set up `.mailcap` and `MIME` files for Firefox, Mozilla, or Chrome manually, use the following file modifications. Using these modifications, the `.ICA` files start up the Citrix Workspace app executable, `wfica`. To use other browsers, modify the browser configuration accordingly.

1. Run the following commands for non-administrator installation of Citrix Workspace app. The settings of `ICAROOT` might be changed if they are installed to a non-default location. You can test the result with the command

```
xdg-mime query default application/x-ica, which must return "wfica.desktop."  
  
export ICAROOT=/opt/Citrix/ICAclient  
  
xdg-icon-resource install --size 64 $ICAROOT/icons/000_Receiver_64.png  
Citrix Workspace app  
  
xdg-mime default wfica.desktop application/x-ica  
  
xdg-mime default new_store.desktop application/vnd.citrix.receiver.  
configure
```

2. Create or extend the file `/etc/xdg/mimeapps.list` (for administrator installation) or `$HOME/.local/share/applications/mimeapps.list` (`mimeapps.list`). The file must start with `[Default Applications]`, and follow by:

```
application/x-ica=wfica.desktop;  
  
application/vnd.citrix.receiver.configure=new_store.desktop;
```

You might require to configure Firefox on its Preferences/Applications setting page.

For "Citrix ICA settings file content," select:

- "Citrix Workspace app Engine (default)" in the drop-down menu  
or
- "Use other ..." and then select the file `/usr/share/applications/wfica.desktop` (for an administrator installation of Citrix Workspace app)  
or
- `$HOME/.local/share/applications/wfica.desktop` (for a non-administrator installation).



## Connection Center

Users can manage their active connections using the Connection Center. This feature is a useful productivity tool that enables users and administrators to troubleshoot slow or problematic connections. With Connection Center, users can manage connections by:

- Closing an application.
- Logging off a session. This step ends the session and closes any open applications.
- Disconnecting from a session. This step cuts the selected connection to the server without closing any open applications (unless the server is configured to close applications on disconnection).
- Viewing connection transport statistics.

## Manage a connection

To manage a connection using the **Connection Center**:

1. On the Citrix Workspace app menu, click **Connection Center**.  
The servers that are used appear and active sessions are listed.
2. Do one of the following:
  - Select a server, disconnect or log off, or view its properties.
  - Select an application, close the window.

## Custom web stores

This feature is in the Technical Preview. You can access your organization's custom web store from the Citrix Workspace app.

To use this feature, an administrator must add the domain or the custom web store to the list of allowed URLs in the Global App Configuration Service. After you have added the domain or the custom web store, provide the custom web store URL in the **Add Account** screen in the Citrix Workspace app. The custom web store opens in the native Workspace app window.

For more information about configuring web store URLs for end-users, see [Global App Configuration Service](#).

To remove the custom web store, go to **Accounts > Add or Remove accounts**, select the custom web store URL, and click **Remove**.

As a prerequisite, you must enable the custom web store in the `AuthManConfig.xml` file. To enable it:

1. Navigate to the `$ICAROOT/config/AuthManConfig.xml` configuration file.

2. Add the following entries:

```
1 <key>CustomPortalEnabled</key>
2     <value>true</value>
3 <!--NeedCopy-->
```

3. If `AppConfigEnabled` value is disabled, add the following entries, and list the URLs that must be considered for the custom web store.

```
1 <AllowedWebStoreCache>
2     <value><URL1></value>
3 <value><URL2></value>
4 ..
5 <value>...</value>
6 </AllowedWebStoreCache>
7 <!--NeedCopy-->
```

**Note:**

You can only use the URLs listed in the `AuthManConfig.xml` file for the custom web store. You can add extra URLs in the `AuthManConfig.xml` file that you want to be considered for the custom web store.

## Language support

Citrix Workspace app for Linux is available in English, German, Spanish, French, Japanese, Dutch, Portuguese (Brazil), Simplified Chinese, Russian, and Italian languages.

## Configure

February 23, 2022

When using Citrix Workspace app for Linux, the following configuration steps allow users to access their hosted applications and desktops.

## Settings

### Configuration files

To change advanced or less common settings, you can modify Citrix Workspace app's configuration files. These configuration files are read each time `wfica` starts. You can update various files depending on the effect you want the changes to have.

If session sharing is enabled, an existing session might be used instead of a newly reconfigured one. This setting might cause the session to ignore changes you made in a configuration file.

### Default settings

If you want to change the default for all Citrix Workspace app users, modify the `module.ini` configuration file in the `$ICAROOT/config` directory.

#### Note:

If an entry in `All\\_Regions.ini` is set to a specific value, the value for that entry in `module.ini` isn't used. The values in `All\\_Regions.ini` take precedence over the value in `module.ini`.

### Template file

If the `$HOME/.ICAClient/wfclient.ini` file does not exist, `wfica` creates it by copying `$ICAROOT/config/wfclient.template`. When you change this template file, the changes are applied to all the Citrix Workspace app users.

### User settings

To apply configuration changes for a user, modify the `wfclient.ini` file in the user's `$HOME/.ICAClient` directory. The settings in this file apply to future connections for that user.

### Validate configuration file entries

To limit the values for entries in `wfclient.ini`, specify the allowed options or ranges of options in `All\\_Regions.ini`.

If you specify only one value, that value is used. The `$HOME/.ICAClient/All\\_Regions.ini` file can match or reduce the possible values set in the `$ICAROOT/config/All\\_Regions.inifile`, it can't take away restrictions.

**Note:**

The value set in `wfclient.ini` takes precedence over the value in `module.ini`.

## Parameters

The parameters listed in each file are grouped into sections. Each section begins with a name in brackets that indicates parameters that belong together; for example, `\[ClientDrive\]` for parameters related to client drive mapping (CDM).

Defaults are automatically supplied for any missing parameters except where indicated. If a parameter is present but not assigned a value then the default value is automatically applied. For example, consider the `InitialProgram` parameter is followed by an equal sign (=) and no value is provided. In this example, the default value (not to run a program after logging in) is applied.

## Precedence

The `All\_Regions.ini` file specifies parameters that the other files can set. It can restrict the values of parameters or set them exactly.

For any given connection, the files are checked in the following order:

1. `All\_Regions.ini` - The values in this file override those values in:
  - The connections `.ICA` file
  - `wfclient.ini`
2. `module.ini` - The values in this file are used if they have not been set in `All\_Regions.ini`, the connections `.ICA` file, or `wfclient.ini`. However, these values aren't restricted with the entries in `All\_Regions.ini`.

If no value is found in any of these files, the default in the Citrix Workspace app code is used.

**Note:**

There are exceptions to this order of precedence. For example, the code reads some values specifically from `wfclient.ini` for security reasons.

## Creating custom user-agent strings in network request

Starting with 2109 version, Citrix Workspace app introduces an option to append the User-Agent strings in the network request and identify the source of a network request. Based on this User-Agent strings request, you can decide how to manage your network request. This feature allows you to accept network requests only from trusted devices.

### Note:

- This feature is supported on cloud deployments of Citrix Workspace app. Also, x86, x64, and ARMHF are the supported packages.

To customize the User-Agent strings, do the followings:

1. Locate the `$ICAROOT/config/AuthManConfig.xml` configuration file.
2. Add a value to the following entry:

```
<UserAgentSuffix> </UserAgentSuffix>
```

Example that includes App and Version in the customized text:

```
<UserAgentSuffix>App/AppVersion </UserAgentSuffix>
```

If you're adding App and AppVersion, separate them by a forward slash ("/").

- If the network request is from the UI-based Citrix Workspace app, the following User-Agent appears in the network requests:

```
CWAWEBVIEW/CWAVersion App/AppVersion
```

- If the network request isn't from the UI-based Citrix Workspace app, the following User-Agent appears in the network requests:

```
CWA/CWAVersion App/AppVersion
```

### Notes:

- If you aren't adding AppVersion at the end of the UserAgentSuffix string, the Citrix Workspace app version is appended in the network requests.
- Restart `AuthManagerDaemon` and `ServiceRecord` for the changes to take effect.

## Feature flag management

If an issue occurs with Citrix Workspace app in production, we can disable an affected feature dynamically in Citrix Workspace app even after the feature ships. To do so, we use feature flags and a third-party service called LaunchDarkly.

You do not need to make any configurations to enable traffic to LaunchDarkly, unless you have a firewall or proxy blocking outbound traffic. In that case, you enable traffic to LaunchDarkly via specific URLs or IP addresses, depending on your policy requirements.

You can enable traffic and communication to LaunchDarkly in the following ways:

### Enable traffic to the following URLs

- `events.launchdarkly.com`

- [stream.launchdarkly.com](https://stream.launchdarkly.com)
- [clientstream.launchdarkly.com](https://clientstream.launchdarkly.com)
- [firehose.launchdarkly.com](https://firehose.launchdarkly.com)
- [mobile.launchdarkly.com](https://mobile.launchdarkly.com)
- [app.launchdarkly.com](https://app.launchdarkly.com)

### List IP addresses in an allow list

If you must list IP addresses in an allow list, for a list of all current IP address ranges, see the [LaunchDarkly public IP list](#). You can use this list to verify that your firewall configurations are updated automatically in keeping with the infrastructure updates. For details about the status of the infrastructure changes, see the [LaunchDarkly Status](#) page.

### LaunchDarkly system requirements

Verify that published apps can communicate with the following services if you have split tunneling on Citrix ADC set to OFF:

- LaunchDarkly service
- APNs listener service

### Service continuity

**Note:**

This feature is generally available for Citrix Workspace app.

Service continuity removes or minimizes the dependency on the availability of components that are involved in the connection process. Users can launch their virtual apps and desktops whatever the health status of the cloud services.

For information on requirements that support service continuity on Citrix Workspace app, see [System Requirements](#).

For information on installing service continuity with Citrix Workspace app, see [Installing Service Continuity](#).

For more information, see the [Service continuity](#) section in the Citrix Workspace documentation.

### Pinning multi-monitor screen layout

Starting with Version 2103, you can save the selection for multi-monitor screen layout. The layout is how a desktop session is displayed. Pinning helps to relaunch a session with the selected layout, resulting in an optimized user experience.

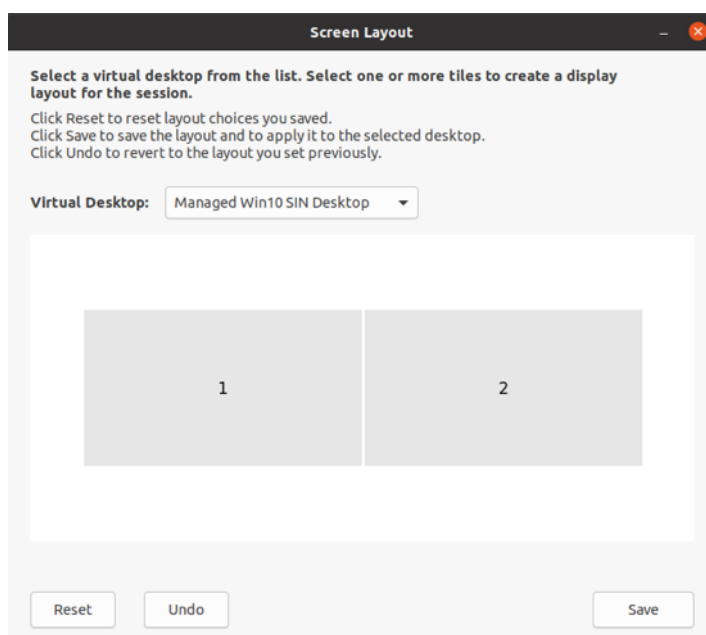
As a prerequisite, you must enable this feature in the `AuthManConfig.xml` file. Navigate to `$(ICAROOT)/config/AuthManConfig.xml` and add the following entries:

```
1 <key>ScreenPinEnabled</key>
2 <value> true </value>
3 <!--NeedCopy-->
```

Only after adding the preceding key, you can see the **Screen Layout** option in the **App indicator** icon. For more information about app indicator icon, see [App indicator icon](#).

To select the screen layout, click the app indicator icon in the taskbar, and select **Screen Layout**. The **Screen Layout** dialog appears.

Alternately, you can launch the **Screen Layout** dialog by pressing **Ctrl+m** keys when on the self-service window.



Select a virtual desktop from the drop-down menu. The layout selection is applied only to the desktop you select.

Select one or more tiles to form a rectangular selection for the layout. The session then appears as per the layout selection.

### Limitations:

- Enabling screen pinning disables the save layout feature in a session.
- This feature is applicable only on desktops that are marked as favorite.

## Application Categories

Application Categories allow users to manage collections of applications in Citrix Workspace app. You can create application groups for applications shared across different delivery groups or used by a subset of users within delivery groups.

For more information, see [Create an application group](#) in the Citrix Virtual Apps and Desktops documentation.

## App protection

### DISCLAIMER

App protection policies work by filtering access to required functions of the underlying operating system. Specific API calls are required to capture screens or keyboard presses. This feature means that app protection policies can provide protection even against custom and purpose-built hacker tools. However, as operating systems evolve, new ways of capturing screens and logging keys can emerge. While we continue to identify and address them, we can't guarantee full protection in specific configurations and deployments.

App protection is an add-on feature that provides enhanced security when you use Citrix Virtual Apps and Desktops. The feature restricts the ability of clients to be compromised with keylogging and screen capturing malware. App protection prevents exfiltration of confidential information such as user credentials and sensitive information that are displayed on the screen. The feature prevents users and attackers from taking screenshots and from using keyloggers to glean and exploit sensitive information.

### Notes:

- This feature is supported when Citrix Workspace app is installed by using the tarball, Debian, and Red Hat Package Manager (RPM) packages. Also, x64 and ARMHF are the only supported architectures.
- This feature is supported in on-premises deployments of Citrix Virtual Apps and Desktops. Also, in deployments using the Citrix Virtual Apps and Desktops Service with StoreFront.

App protection requires that you install an add-on license on your License Server. A Citrix Virtual Desktops license must also be present. For information on Licensing, see the **Configure** section in the [Citrix Virtual Apps and Desktops](#).

Starting with Version 2108, the app protection feature is now fully functional. The app protection feature supports apps and desktop sessions and is enabled by default. However, you must configure the app protection feature in the `AuthManConfig.xml` file to enable it for the authentication manager and the Self-Service plug-in interfaces.

Starting with this version, you can launch protected resources from Citrix Workspace app while Mozilla Firefox is running.



### Prerequisite:

App protection works best with the following operating systems along with the Gnome Display Manager:

- 64-bit Ubuntu 18.04+, except Ubuntu 21.10.
- 64-bit Debian 9+
- 64-bit CentOS7.5+
- 64-bit RHEL7.5+
- ARMHF 32-bit Raspbian 10 (Buster)+

### Note:

App protection feature does not support the operating systems that use `glibc` 2.34 or later.

If you install the Citrix Workspace app with app protection feature enabled on OS that uses `glibc` 2.34 or later, the OS boot might fail on restarting the system. To recover from the OS boot failure, perform any of the following:

- Reinstall the OS. However, we do not support the app protection feature on the OS that uses `glibc` 2.34 or later.
- Go to Recovery mode of the OS and uninstall the Citrix Workspace app using terminal.
- Boot through the live OS and remove the `rm -rf /etc/ld.so.preload` file from the existing OS.

### Installing the app protection component:

When you install the Citrix Workspace app using the tarball package, the following message appears.

“Do you want to install the app protection component? Warning: You can’t disable this feature. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator. [default \$INSTALLER\_N]:”

Enter **Y** to install the app protection component.

By default, the app protection component isn’t installed.

Restart your machine for the changes to take effect. App protection work as expected only after you restart your machine.

### Installing the app protection component on RPM packages:

Starting with Version 2104, app protection is supported on the RPM version of Citrix Workspace app.

To install app protection, do the following:

1. Install Citrix Workspace app.
2. Install the app protection `ctxappprotection<version>.rpm` package from the Citrix Workspace app installer.
3. Restart the system for the changes to take effect.

### Installing the app protection component on Debian packages:

Starting with Version 2101, app protection is supported on the Debian version of Citrix Workspace app.

For silent installation of the app protection component, run the following command from the terminal before installing Citrix Workspace app:

```
1 export DEBIAN_FRONTEND="noninteractive"
2 sudo debconf-set-selections <<< "icaclient app_protection/
   install_app_protection select yes"
3
4 sudo debconf-show icaclient
5 * app_protection/install_app_protection: yes
6
7 sudo apt install -f ./icaclient_<version>._amd64.deb
8 <!--NeedCopy-->
```

Starting with Version 2106, Citrix Workspace app introduces an option to configure the anti-keylogging and anti-screen-capturing functionalities separately for both the authentication manager and Self-Service plug-in interfaces.

### Configuring app protection for authentication manager:

Navigate to `$ICAROOT/config/AuthManConfig.xml` and edit the file as follows:

```
1 /opt/Citrix/ICAClient/config$ cat AuthManConfig.xml | grep -i
   authmananti -A 1
2 <key>AuthManAntiScreenCaptureEnabled</key>
3 <value>true</value>
4 <key>AuthManAntiKeyLoggingEnabled</key>
5 <value>true </value>
6
7 <!--NeedCopy-->
```

### Configuring app protection for the Self-Service plug-in interface:

Navigate to `$ICAROOT/config/AuthManConfig.xml` and edit the file as follows:

```
1 /opt/Citrix/ICAClient/config$ cat AuthManConfig.xml | grep -i
   protection -A 4
2 <!-- Selfservice app protection configuration -->
3 <Selfservice>
4 <AntiScreenCaptureEnabled>true</AntiScreenCaptureEnabled>
```

```
5     <AntiKeyLoggingEnabled>true</AntiKeyLoggingEnabled>
6     </Selfservice>
7
8 <!--NeedCopy-->
```

**Known issues:**

- When you minimize a protected screen, app protection continues to run in the background.

**Limitation:**

- Sometimes, you can't launch protected resources when an application that is installed from the Snap Store is running. As a workaround, identify the application that causes the issue from the Citrix Workspace app log file. Also, close the application.
- When you're trying to take a screenshot of a protected window, the entire screen, including the non-protected apps in the background, are grayed out.

**Battery status indicator**

The battery status of the device now appears in the notification area of a Citrix Desktop session.

**Note:**

Starting with the 2111 version, the battery status indicator appears for server VDAs also.

The battery status indicator is enabled by default.

To disable the battery status indicator:

1. Navigate to the <ICAROOT>/config/module.ini folder.
2. Go to the ICA 3.0 section.
3. Set the MobileReceiver= Off.

**Customer Experience Improvement Program (CEIP)**

Data collected	Description	What we use it for
Configuration and usage data	The Citrix Customer Experience Improvement Program (CEIP) gathers configuration and usage data from Citrix Workspace app for Linux and automatically sends the data to Google Analytics.	This data helps Citrix improve the quality, reliability, and performance of Citrix Workspace app.

### Additional information

Citrix handles your data following the terms of your contract with Citrix. Also, protects it as specified in the [Citrix Services Security Exhibit](#) available on the [Citrix Trust Center](#).

Citrix also uses Google Analytics to collect certain data from Citrix Workspace app as part of CEIP. You might review how Google handles [data collected for Google Analytics](#).

Clear sending CEIP data to Citrix and Google Analytics (except for the data collected for Google Analytics indicated by \* in the second table in the following section) by:

1. Navigate to the `<ICAROOT>/config/module.ini` folder and go to the `CEIP` section.
2. Select the entry `EnableCeip` and set it to `Disable`.

**Note:**

After you set the `EnableCeip` key to `Disable`, you can disable sending the final two CEIP data elements collected by Google Analytics. These data elements are Operating System version and Workspace app version. For this action, navigate to the following section and set the value as suggested:

**Location:** `<ICAROOT>/config/module.ini`

**Section:** `GoogleAnalytics`

**Entry:** `DisableHeartBeat`

**Value:** `True`

The specific CEIP data elements collected by Google Analytics are:

Operating system version*	Workspace app version*	App name	Client ID
---------------------------	------------------------	----------	-----------

---

Session launch method	Compiler version	Hardware platform
-----------------------	------------------	-------------------

---

## App indicator icon

The app indicator starts when you launch Citrix Workspace app. It's an icon that is present in the notification area. With the introduction of the app indicator, the Citrix Workspace app for Linux logon performance is improved.

You can observe performance improvement when you:

- First launch of Citrix Workspace app
- Close and relaunch the app
- Quit and relaunch the app

### Note:

The `libappindicator` package is required for the app indicator to appear. Install the `libappindicator` package suitable for your Linux distribution from the web.

## ICA-to-X proxy

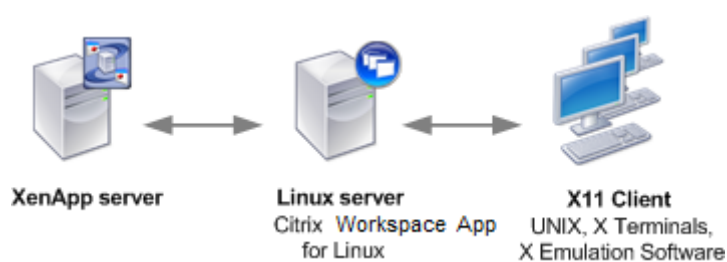
You can use a workstation running Citrix Workspace app as a server and redirect the output to another X11-capable device. You might want to do this task to deliver Microsoft Windows applications to X terminals or to UNIX workstations for which Citrix Workspace app isn't available.

### Note:

Citrix Workspace app software is available for many X devices, and installing the software on these devices is the preferred solution in these cases. Running Citrix Workspace app in this way, as an ICA-to-X proxy, is also referred to as server-side ICA.

When you run Citrix Workspace app, you can think of it as an ICA-to-X11 converter that directs the X11 output to your local Linux desktop. However, you can redirect the output to another X11 display. You can run extra copies of Citrix Workspace app simultaneously on one system. In this case, each Citrix Workspace app sends its output to a different device.

This graphic shows a system with Citrix Workspace app for Linux set up as an ICA-to-X proxy:



To set up this type of system, you need a Linux server to act as the ICA-to-X11 proxy:

- If you have X terminals already, you can run Citrix Workspace app on the Linux server that usually supplies the X applications to the X terminals.
- If you want to deploy UNIX workstations for which Citrix Workspace app isn't available, you need an extra server to act as the proxy. This server can be a PC running Linux.

Applications are supplied to the final device using X11, using the capabilities of the ICA protocol. By default, you can use drive mapping only to access the drives on the proxy. This setting isn't a problem if you're using X terminals (which usually do not have local drives). If you're delivering applications to other UNIX workstations, you can either:

- NFS mounts the local UNIX workstation on the workstation acting as the proxy, then point a client drive map at the NFS mount point on the proxy.
- Use an NFS-to-SMB proxy such as SAMBA, or an NFS client on the server such as Microsoft Services for UNIX.

Some features aren't passed to the final device:

- USB redirection
- Smart card redirection
- COM port redirection
- Audio isn't delivered to the X11 device, even if the server acting as a proxy supports audio.
- Client printers aren't passed through to the X11 device. You access the UNIX printer from the server manually using LPD printing, or use a network printer.
- Redirection of multimedia input isn't supported because it requires a webcam on the machine that runs Citrix Workspace app, where the server acts as a proxy. However, redirection of multimedia output supports when [GStreamer](#) installed on the server acting as a proxy (untested).

To start Citrix Workspace app with server-side ICA from an X terminal or a UNIX workstation:

1. Use ssh or telnet to connect to the device acting as the proxy.
2. In a shell on the proxy device, set the **DISPLAY** environment variable to the local device. For example, in a C shell, type:

```
setenv DISPLAY <local:0>
```

**Note:**

If you use the command `ssh -X` to connect to the device acting as the proxy, you do not need to set the **DISPLAY** environment variable.

3. At a command prompt on the local device, type `xhost <proxy server name>`
4. Verify whether Citrix Workspace app is installed in the default installation directory. If not installed, verify that the environment variable `ICAROOT` is set to point to the actual installation directory.
5. Locate the directory where Citrix Workspace app is installed. At a command prompt, type `selfservice &`.

### Server-client content redirection

Server-client content redirection enables administrators to specify that URLs in a published application are opened using a local application. For example, opening a link to a webpage while using Microsoft Outlook in a session opens the required file using the browser on the user device.

Server-client content redirection enables administrators to give Citrix resources more efficiently, by that provides better performance to the users. The following types of URL can be redirected:

- HTTP
- HTTPS
- RTSP (Real Player)
- RTSPU (Real Player)
- PNM (Older Real Players)

The URL is opened using the server application when:

- Citrix Workspace app does not have an appropriate application
- Citrix Workspace app can't directly access the content

Server-client content redirection is configured on the server and enabled by default in Citrix Workspace app if the path includes RealPlayer and one of Firefox, Mozilla, or Netscape.

To enable server-client content redirection if RealPlayer and a browser aren't in the path:

1. Open the configuration file `wfclient.ini`.
2. In the [Browser] section, modify the following settings:

Path=path

Command=command

The path is the directory where the browser executable is located. The command is the name of the executable used to handle redirected browser URLs, appended with the URL sent by the server. For example:

`$(ICAROOT)/ns\launch` Netscape, firefox, mozilla

This setting specifies the following:

- The `ns\launch` utility is run to push the URL into an existing browser window
- Each browser in the list is tried in turn until content can be displayed successfully

3. In the [Player] section, modify the following settings:

Path=path

Command=command

The path is the directory where the RealPlayer executable is located. The command is the name of the executable used to handle the redirected multimedia URLs, appended with the URL sent by the server.

4. Save and close the file.

**Note:**

For both path settings, you need to specify the directory where the browser and RealPlayer executables are available. You do not need to specify the full path to the executables. For example, in the [Browser] section, the path might be set to `/usr/X11R6/bin` rather than `/usr/X11R6/bin/netscape`. Also, you can specify extra directory names as a colon-separated list. If these settings aren't specified, the user's current `$PATH` is used.

To clear server-client content redirection from Citrix Workspace:

1. Open the `module.ini` configuration file.
2. Change the `CREnabled` setting to `Off`.
3. Save and close the file.

## Connection

### Configure connections

On devices with limited processing power or where limited bandwidth is available, there's a trade-off between performance and functionality. Users and administrators can choose an acceptable mixture of rich functionality and interactive performance. Making one or more of these changes, often on the server not the user device, can reduce the bandwidth that a connection requires and can improve performance:

- **Enable SpeedScreen Latency Reduction** - The SpeedScreen Latency Reduction improves performance over high latency connections. For this improvement, an instant feedback is provided to the user in response to typed data or mouse clicks. Use the SpeedScreen Latency Reduction Manager to enable this feature on the server. By default, in Citrix Workspace app, this feature



is disabled for keyboard and only enabled for the mouse on high latency connections. See the Citrix Workspace app for Linux OEM's Reference Guide.

- **Enable data compression** - Data compression reduces the amount of data transferred across the connection. This configuration requires more processor resources to compress and decompress the data, but it can increase performance over low-bandwidth connections. Use the **Citrix Audio Quality and Image Compression** policy settings to enable this feature.
- **Reduce the window size** - Change the window size to the minimum that is comfortable. On the farm set the Session Options.
- **Reduce the number of colors** - Reduce the number of colors to 256. On the Citrix Virtual Apps and Desktops Site, set the Session Options.
- **Reduce sound quality** - If audio mapping is enabled, reduce the sound quality to the minimum setting using the Citrix Audio quality policy setting.

For information about troubleshooting, see [Connections](#) in the troubleshooting section.

## Font

### ClearType font smoothing

ClearType font smoothing (also known as subpixel font rendering) improves the quality of displayed fonts beyond the available quality through traditional font smoothing or anti-aliasing. You can turn this feature on or off. Or you specify the type of smoothing by editing the following setting in the [WFClient] section of the appropriate configuration file:

```
FontSmoothingType = number
```

Where the number can take one of the following values:

Value	Behavior
0	The local preference on the device is used. The <b>FontSmoothingTypePref</b> setting defines this value.
1	No smoothing
2	Standard smoothing
3	ClearType (horizontal subpixel) smoothing

Both standard smoothing and ClearType smoothing can increase Citrix Workspace app's bandwidth requirements.

**Important:**

The server can configure `FontSmoothingType` through the ICA file. This value takes precedence over the value set in `[WFClient]`.

If the server sets the value to 0, the following setting in the `[WFClient]` determines the local preference:  
`FontSmoothingTypePref = number`

Where a number can take one of the following values:

Value	Behavior
0	No smoothing
1	No smoothing
2	Standard smoothing
3	ClearType (horizontal subpixel) smoothing (default)

**Folder****Configure special folder redirection**

In this context, there are only two special folders for each user:

- The user's Desktop folder
- The user's Documents folder (My Documents on Windows XP)

Special folder redirection enables you to specify the locations of a user's special folders. As a result, these folders remain fixed across different server types and server farm configurations. It is important if, for example, a mobile user logs on to servers in different server farms. For static, desk-based workstations, where the user can log on to servers that reside in a single-server farm, special folder redirection is rarely necessary.

To configure special folder redirection:

A two-part procedure is as follows. First, you enable special folder redirection by making an entry in `module.ini`; then you specify the folder locations in the `[WFClient]` section, as described here:

1. Add the following text to `module.ini` (for example, `$ICAROOT/config/module.ini`):
 

```
[ClientDrive]
SFRAllowed = True
```
2. Add the following text to the `[WFClient]` section (for example, `$HOME/.ICAClient/wfclient.ini`):
 

```
DocumentsFolder = documents
```

DesktopFolder = desktop

where documents and desktop are the UNIX file names, including the full path, of the directories to use as the users Documents and Desktop folders respectively. For example:

DesktopFolder = \$HOME/.ICAClient/desktop

- You can specify any component in the path as an environment variable, for example, \$HOME.
- Specify values for both parameters.
- The directories you specify must be available through client device mapping. That is, the directory must be in the subtree of a mapped client device.
- Use the drive letters C or higher.

### Client-drive mapping

Client drive mapping allows drive letters on the Citrix Virtual Apps or Citrix Virtual Desktops server to be redirected to directories that exist on the local user device. For example, drive H in a Citrix user session can be mapped to a directory on the local user device running the Workspace app.

Client drive mapping can make any directory mount on the local user device. The local user device includes a CD-ROM, DVD, or a USB memory stick, that are available to the user during a session. Also, the local user has permission to access the local user device. When a server is configured to allow client drive mapping:

- users can access their locally stored files
- Use the files during their session
- and then save them again either on a local drive or on a drive on the server.

Citrix Workspace app supports client device mapping for connections to Citrix Virtual Apps and Desktops servers. This feature enables a remote application that runs on the server to access devices attached to the local user device. The applications and system resources appear to the user at the user device as if they're running locally. Verify that client device mapping is supported on the server before using these features.

#### Note:

The Security-Enhanced Linux (SELinux) security model can affect the operation of the Client Drive Mapping and USB Redirection features (on both Citrix Virtual Apps and Desktops). If you require either or both of these features, disable SELinux before configuring them on the server.

Two types of drive mapping are available:

- Static client drive mapping - Enables administrators to map any part of a user device's file system to a specified drive on the server at logon. For example, it can be used to map all or part of a

user's home directory or /tmp. Also, map the mount points of mass storage devices such as CD-ROMs, DVDs, or USB memory sticks.

- **Dynamic client drive mapping** - Monitors the directories in which mass storage devices such as CD-ROMs, DVDs, and USB memory sticks are typically mounted on the user device. And any new ones that appear during a session are automatically mapped to the next available drive letter on the server.

When Citrix Workspace app connects to Citrix Virtual Apps or Citrix Virtual Desktops, client drive mappings are reestablished unless client device mapping is disabled. You can use policies to give you more control over how client device mapping is applied. For more information, see the [Citrix Virtual Apps and Desktops](#) documentation.

Users can map drives using the **Preferences** dialog box.

**Note:**

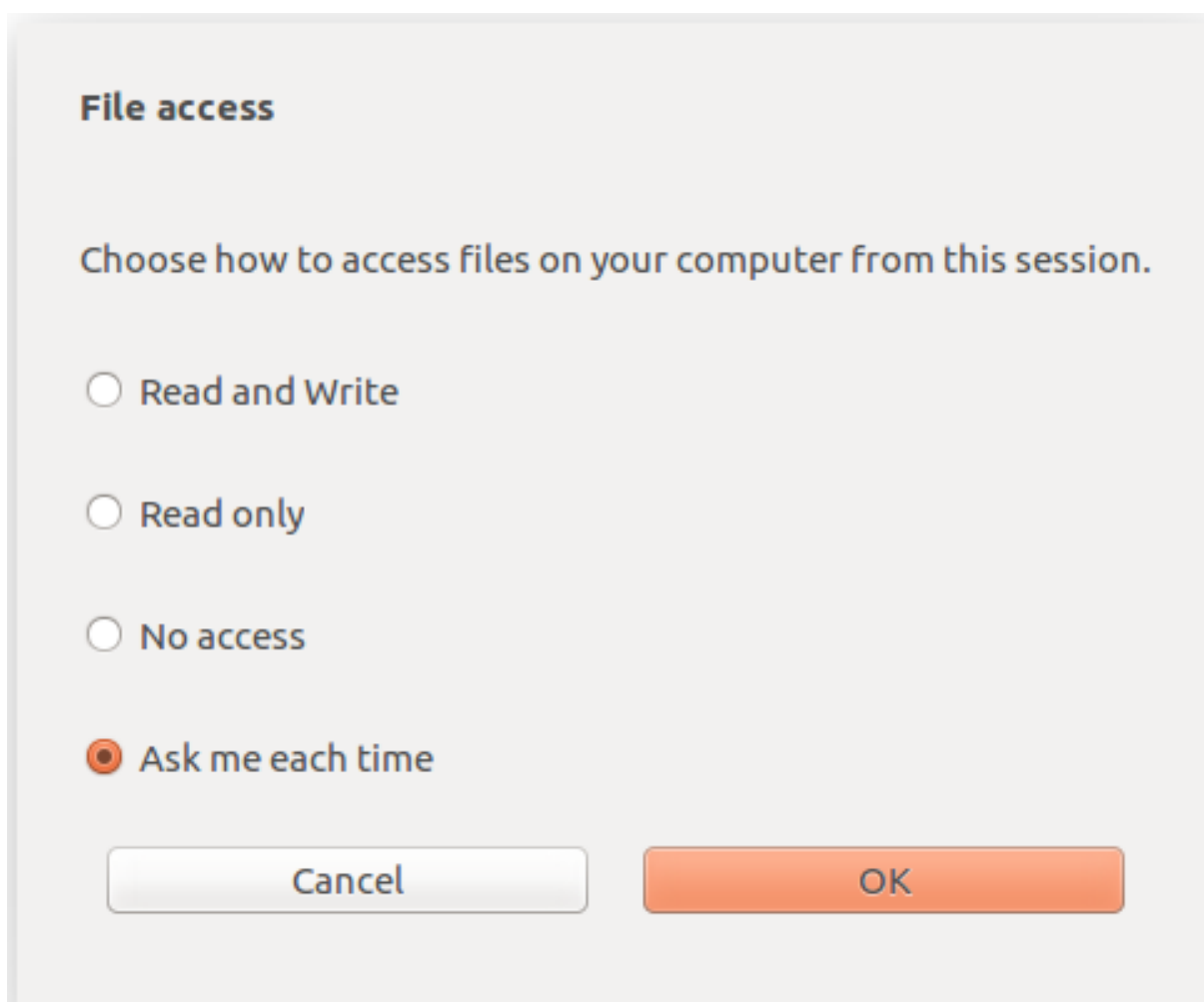
By default, enabling static client drive mapping also enables dynamic client drive mapping. To disable the latter but enable the former, set `DynamicCDM` to `False` in `wfclient.ini`.

Previously, your setting for file access through CDM was applied on all configured stores.

Starting with Version 2012, Citrix Workspace app allows you to configure per-store CDM file access.

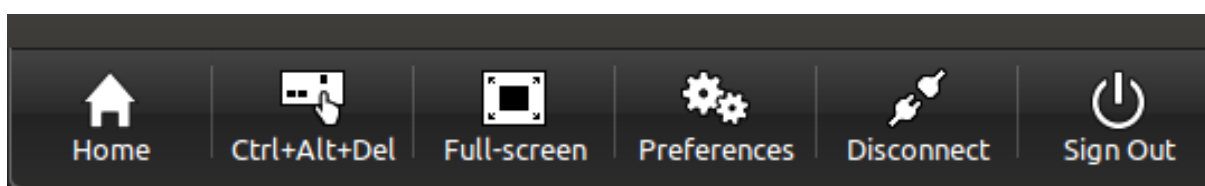
**Note:**

The file access setting isn't persistent across sessions when using workspace for web. It defaults to the **Ask me each time** option.

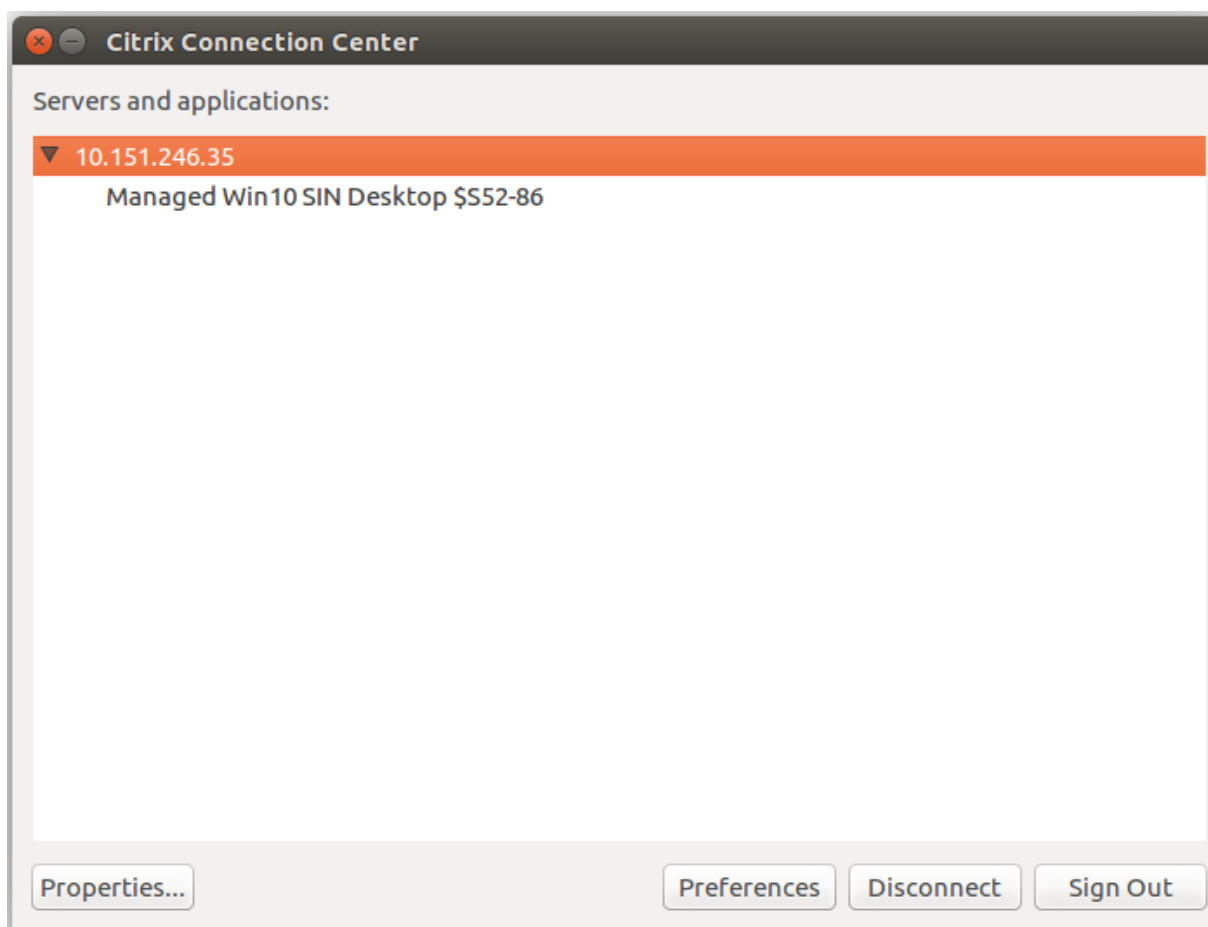


You can use the `wfclient.ini` file to configure the mapped path and file name attributes. Use the GUI to set a file access level as shown in the preceding screen capture.

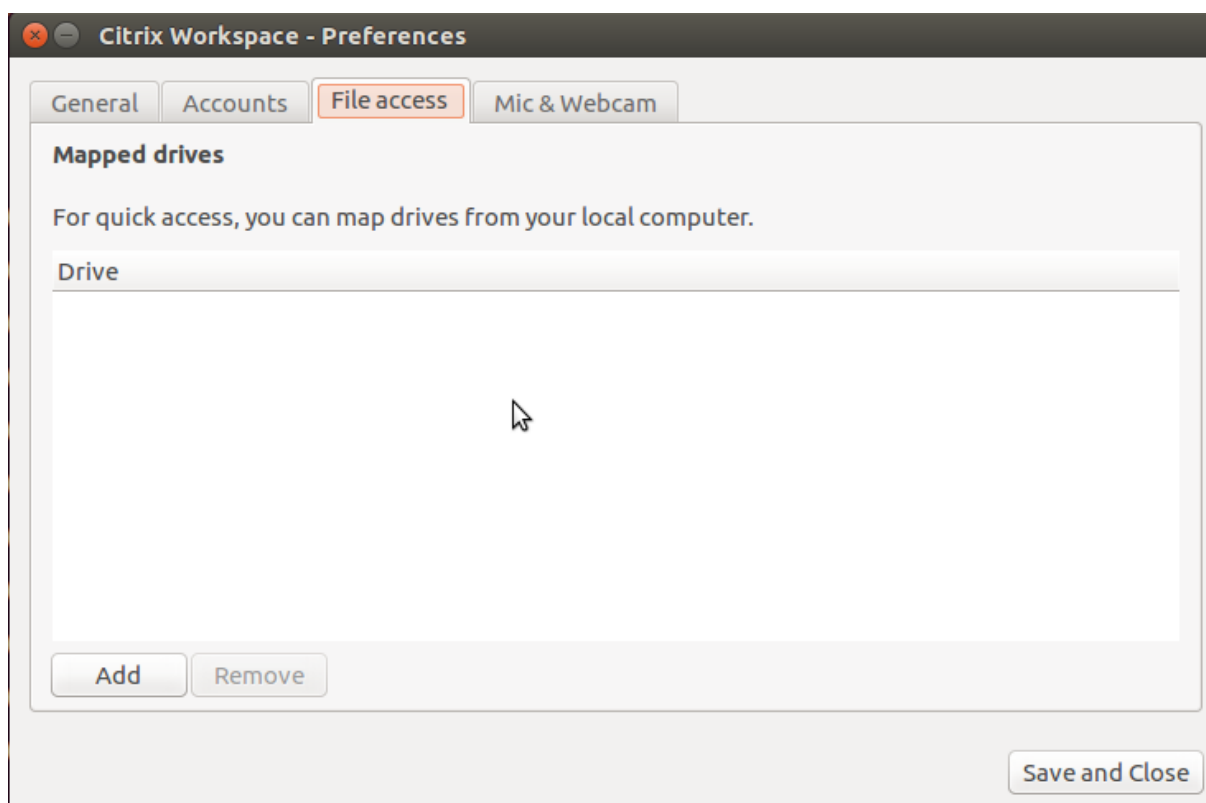
In a desktop session, you can set a file access level by navigating to the **Preferences > File access** dialog from the Desktop Viewer.



In an app session, you can set a file access level by launching the **File access** dialog from **Citrix Connection Center**.



The **File access** dialog includes the mapped folder name and its path.



The access level flag isn't supported in the `wfclient.ini` file anymore.

### Map client-printers

Citrix Workspace app supports printing to network printers and printers that are attached locally to user devices. By default, unless you create policies to change it, Citrix Virtual Apps lets users:

- Print to all printing devices accessible from the user device
- Add printers

These settings, however, might not be perfect in all environments. For example, the default setting that allows users to print to all printers accessible from the user device is the easiest to administer initially. But the default setting might create slower logon times in some environments. In this situation, you might want to limit the list of printers configured on the user device.

Likewise, your organization's security policies might require that you prevent users from mapping local printing ports. To do so, on the server configure the **ICA policy Auto connect client COM ports** setting to Disabled.

To limit the list of printers configured on the user device:

1. Open the configuration file, `wfclient.ini`, in one of the following:
  - `$HOME/.ICAClient` directory to limit the printers for a single user

- \$ICAROOT/config directory to limit the printers for all Workspace app users. All users in this case are those users who first use the self-service program after the change.
2. In the [WFClient] section of the file type:  

```
ClientPrinterList=printer1:printer2:printer3
```

Where printer1, printer2, and so on, are the names of the chosen printers. Separate printer name entries by a colon (:).
  3. Save and close the file.

### Map client printers on UNIX

In a UNIX environment, printer drivers defined by Citrix Workspace app are ignored. The printing system on the user device must handle the print format generated by the application.

Before users can print to a client printer from Citrix Virtual Apps for UNIX, an administrator must enable printing. For more information, see the Citrix Virtual Apps for UNIX section in the [Citrix Virtual Apps and Desktops](#) documentation.

### Map a local printer

The Citrix Workspace app for Linux supports the Citrix PS Universal Printer Driver. So, usually no local configuration is required for users to print to network printers or printers that are attached locally to user devices. You might manually map client printers on Citrix Virtual Apps for Windows if, for example, the user device's printing software does not support the universal printer driver.

To map a local printer on a server:

1. From Citrix Workspace app, start a server connection and log on to a computer running Citrix Virtual Apps.
2. On the Start menu, choose **Settings > Printers**.
3. On the File menu, choose **Add Printer**.  
The Add Printer wizard appears.
4. Use the wizard to add a network printer from the Client Network, Client domain. Usually this value is a standard printer name, similar to values created by native Remote Desktop Services, such as "HP LaserJet 4 from client name in session 3."

For more information about adding printers, see your Windows operating system documentation.



## Audio

Starting with Version 2112, the `VdcamVersion4Support` attribute in the `module.ini` file is renamed to `AudioRedirectionV4`. The default value for `AudioRedirectionV4` is set to `False`. As a result:

- the ALSA library is used to access the audio devices and only single device is supported.
- default audio device with the name Citrix HDX Audio appears in the session.
- only one app can use the Citrix HDX Audio device at a time.

You can set the value for `AudioRedirectionV4` to `True`. As a result:

- the PulseAudio library is used to access the audio devices and extra devices are supported.
- more than one app can use the audio devices at a time.
- Citrix Workspace app displays all local audio devices that are available in a session. Instead of Citrix HDX Audio, the audio devices appear with their respective device names. You can switch to any of the available devices dynamically in a session.
- sessions update dynamically when you plug in or remove audio devices.
- audio device redirection is supported with HDMI and Bluetooth audio devices.

To enable this feature, do the following:

1. Navigate to the `<ICAROOT>/config` folder and open the `module.ini` file.
2. Go to the `[ClientAudio]` section and add the following entry:  
`AudioRedirectionV4=True`
3. Restart the session for the changes to take effect.

### Notes:

- The enhanced audio redirection feature is in Technical Preview.
- The **Mic and Webcam** option in the **Preferences** dialog is disabled by default. For information on how to enable mic and webcam, see [Preferences](#).

### Known limitations:

By default, the `AudioRedirectionV4` value is set to `False`. If you haven't changed the default value, the following known limitations are present:

- On a VDA running on Windows Server 2016, you can't change the audio device selection in a session. The selection is set to the default audio input and output only. This limitation is resolved when you set the `AudioRedirectionV4` value to `True`.
- Audio device redirection isn't supported with Bluetooth audio devices. This limitation is resolved when you set the `AudioRedirectionV4` value to `True`.
- You can change the default audio device only on Windows 10, Windows 7, and Windows 8 operating systems. On Windows Server operating systems, such as Windows Server 2012, 2016, and 2019, you can't change the default audio device. This issue is because of a limitation in the Microsoft remote desktop session.

- Audio device redirection isn't supported with HDMI audio devices. This limitation is resolved when you set the `AudioRedirectionV4` value to `True`. However, the Citrix Workspace app might display HDMI audio devices that aren't connected in a session.

When the `AudioRedirectionV4` value is `False`, the default audio device is typically the default ALSA device configured for your system. Use the following procedure to specify a different device:

1. Choose and open a configuration file according to which users you want your changes to affect. See [default settings](#) for information about how updates to particular configuration files affect different users.
2. Add the following option, creating the section if necessary:

```
1 [ClientAudio]
2
3 AudioDevice = \<device\>
4 <!--NeedCopy-->
```

In this section, the device information is present in the ALSA configuration file on your operating system.

**Note:**

The location of this information isn't standard across all Linux operating systems. Citrix recommends consulting your operating system documentation for more details about locating this information.

## Map client audio

Client audio mapping enables applications that run on the Citrix Virtual Apps server or Citrix Virtual Desktops to play sounds through a sound device installed on the user device. You can set audio quality on a per-connection basis on the server and users can set it on the user device. If the user device and server audio quality settings are different, the lower setting is used.

Client audio mapping can cause excessive load on servers and the network. The higher the audio quality, the more bandwidth is required to transfer the audio data. Higher-quality audio also uses more server CPU to process.

You configure client audio mapping using policies. For more information, see the [Citrix Virtual Apps and Desktops](#) documentation.

**Note:**

Client audio mapping isn't supported when connecting to Citrix Virtual Apps for UNIX.

## Enabling UDP audio

UDP audio can improve the quality of phone calls made over the Internet. It uses User Datagram Protocol (UDP) instead of TCP.

Starting with Version 2109, Citrix Workspace app supports Adaptive audio. With adaptive audio, you don't need to manually configure the audio quality policies on the VDA. Adaptive audio optimizes settings for your environment and replaces obsolete audio compression formats to provide an excellent user experience. Adaptive audio is enabled by default. For more information, see [Adaptive audio](#).

Starting with Version 2112, Citrix Workspace app supports Datagram Transport Layer Security (DTLS) protocol for UDP audio. As a result, you can access the UDP audio through Citrix Gateway. By default, this feature is disabled.

Starting with version 2202, the enhancement to support UDP audio through Citrix Gateway is generally available for Citrix Workspace app.

To enable UDP audio:

- Set the following options in the [ClientAudio] section of module.ini:
  - Set `EnableUDPAudio` to `True`. By default, this value is set to `False`, which disables UDP audio.
  - Specify the minimum and maximum port numbers for UDP audio traffic using `UDPAudioPortLow` and `UDPAudioPortHigh` respectively. By default, ports 16500–16509 are used.
- By default, adaptive audio is enabled on the VDA and supports UDP audio. If you have disabled adaptive audio, set client and server audio settings as follows to support UDP audio. As a result, the resultant audio is of a medium quality (that is, not high or low).

		Audio quality on client	Audio quality on client	Audio quality on client
		High	Medium	Low
Audio quality on server	High	High	Medium	Low
Audio quality on server	Medium	Medium	Medium	Low
Audio quality on server	Low	Low	Low	Low

To enable UDP audio through Citrix Gateway:

- Navigate to the `<ICAROOT>/config` folder and open the `module.ini` file.

2. Go to the [WFClient] section and set the following entry:

EnableUDPThroughGateway=True

3. Go to the [ClientAudio] section and set the following entry:

EnableUDPAudio=True

**Note:**

If you use the StoreFront default.ica configuration, the value of `EnableUDPThroughGateway` set in the [Application] section takes precedence over the value set in the `module.ini` file. However, you can set the `EnableUDPAudio` value in the [ClientAudio] section only using the `module.ini` file. Also, it does not take precedence over the value set in the StoreFront default.ica configuration.

**Limitations:**

- UDP audio isn't available in encrypted sessions (that is, those using TLS or ICA Encryption). In such sessions, audio transmission uses TCP.
- The ICA channel priority can affect UDP audio.

**UDP on the client**

1. Navigate to the `$ICAROOT/config/module.ini` file.

2. Set the following under the [ClientAudio] section:

EnableUDPAudio=True

UDPAudioPortLow=int

UDPAudioPortHigh=int

3. Set the following under the [WFClient] section:

EnableUDPThroughGateway=True

4. Navigate to the `$HOME/.ICAClient/wfclient.ini` file.

5. Set the following under the [WFClient] section:

AllowAudioInput=True

EnableAudioInput=true

AudioBandWidthLimit=1

**Notes:**

- The values set for the `AllowAudioInput`, `EnableAudioInput`, and `AudioBandWidthLimit` attributes in the [WFClient] section are applicable to both UDP audio and TCP audio.
- If the `.ICAClient` folder isn't found (occurs only in first-time installation and launch-

ing) launch the Citrix Workspace app and close. This action creates the `.ICAClient` folder.

- When the `AudioBandWidthLimit` is set to 1, the audio quality on the client is medium.

6. Set the following policies on the Domain Delivery Controller (DDC):

- Set “Windows Media redirection” to “Prohibited”.
- Set “Audio over UDP” to “Allowed”.
- Set “Audio over UDP real-time transport” to “Enabled”.
- Set “Audio quality” to “Medium”.

### Changing how Citrix Workspace app is used

ICA technology is highly optimized and typically does not have high CPU and bandwidth requirements. However, if you’re using a very low-bandwidth connection, consider the following to preserve performance:

- **Avoid accessing large files using client drive mapping.** When you access a large file with client drive mapping, the file is transferred over the server connection. On slow connections, this file transfer might take a long time.
- **Avoid printing large documents on local printers.** When you print a document on a local printer, the print file is transferred over the server connection. On slow connections, this file transfer might take a long time.
- **Avoid playing multimedia content.** Playing multimedia content uses many bandwidths and can cause reduced performance.

### Enabling audio input

To enable input for audio:

1. Navigate to the `<ICAROOT>/config` folder and open the `wfclient.ini` file.
2. Go to the `[WFClient]` section and set the following entry:

```
AllowAudioInput=True
```

#### Note:

The value set for the `AllowAudioInput` attribute applies to both the UDP audio and TCP audio.

### USB

USB support enables users to interact with a wide range of USB devices when connected to a virtual desktop. Users can plug USB devices into their computers and the devices are redirected to their

virtual desktop. USB devices available for remoting include flash drives, smartphones, PDAs, printers, scanners, MP3 players, security devices, and tablets.

USB redirection requires either Citrix Virtual Apps 7.6 (or later) or Citrix Virtual Desktops. Citrix Virtual Apps does not support USB redirection of mass storage devices and requires special configuration to support audio devices. See [Citrix Virtual Apps 7.6 documentation](#) for details.

Isochronous features in USB devices such as webcams, microphones, speakers, and headsets are supported in typical low latency/high speed LAN environments. But usually the standard audio or webcam redirection are more suitable.

The following types of device are supported directly in a Citrix Virtual Apps and Desktops session, and so do not use USB support:

- Keyboards
- Mice
- Smart cards
- Headsets
- Webcams

**Note:**

Specialist USB devices (for example, Bloomberg keyboards and 3D mice) can be configured to use USB support. For information on configuring policy rules for other specialist USB devices, see [CTX119722](#).

By default, certain types of USB devices aren't supported for remoting through Citrix Virtual Apps and Desktops. For example, a user might have a NIC attached to the system board by internal USB. Remoting this NIC wouldn't be appropriate. By default, the following types of USB device aren't supported for use in a Citrix Virtual Apps and Desktops session:

- Bluetooth dongles
- Integrated NICs
- USB hubs

To update the default list of USB devices available for remoting, edit the `usb.conf` file in the `$(ICAROOT)/` folder. For more information, see the [Update the list of USB devices available for remoting](#) section.

To allow the remoting of USB devices to virtual desktops, enable the USB policy rule. For more information, see the [Citrix Virtual Apps and Desktops](#) documentation.

### How USB support works

When a user plugs in a USB device, it's checked against the USB policy, and, if allowed, redirected to the virtual desktop. If the default policy denies the device, it's available only to the local desktop.

For desktops accessed through desktop appliance mode, when a user plugs in a USB device, that device is automatically redirected to the virtual desktop. The virtual desktop controls the USB device and displays it in the user interface.

The session window must have focus when the user plugs in the USB device for redirection to occur, unless desktop appliance mode is in use.

### Mass storage devices

If a user disconnects from a virtual desktop when a USB mass storage device is still plugged in to the local desktop, that device isn't redirected to the virtual desktop when the user reconnects. To verify that the mass storage device is redirected to the virtual desktop, the user must remove and reinsert the device after reconnecting.

#### Note:

If you insert a mass storage device into a Linux workstation that has been configured to deny remote support for USB mass storage devices, Citrix Workspace app does not accept the device. And a separate Linux file browser might open. So, Citrix recommends that you pre-configure user devices with the **Browse removable media when inserted** setting cleared by default. On Debian-based devices, do this using the Debian menu bar by selecting **Desktop > Preferences > Removable Drives and Media**. And on the **Storage** tab, under **Removable Storage**, clear the **Browse removable media when inserted** check box.

For the Client USB device redirection, note the following points.

#### Notes:

- If the Client USB device redirection server policy is turned on, the mass storage devices are directed as USB devices even if client drive mapping is turned on.
- The app does not support composite device redirection for USB devices.

### USB classes

The default USB policy rules allow the following classes of USB device:

- Audio (Class 01)  
Includes microphones, speakers, headsets, and MIDI controllers.
- Physical Interface (Class 05)  
These devices are similar to HIDs, but generally provide real-time input or feedback and include force feedback joysticks, motion platforms, and force feedback exoskeletons.
- Still Imaging (Class 06)

Includes digital cameras and scanners. Digital cameras support the still imaging class that uses the Picture Transfer Protocol (PTP) or Media Transfer Protocol (MTP) to transfer images to a computer or other peripheral. Cameras might also appear as mass storage devices. And it might be possible to configure a camera to use either class, through the setup menus provided by the camera itself.

If a camera appears as a mass storage device, client drive mapping is used, and USB support isn't required.

- Printers (Class 07)

In general most printers are included in this class, although some use vendor-specific protocols (class ff). Multi-function printers might have an internal hub or be composite devices. In both cases, the printing element generally uses the Printers class and the scanning or fax element uses another class; for example, Still Imaging.

Printers normally work appropriately without USB support.

- Mass Storage (Class 08)

The most common mass storage devices are USB flash drives; others include USB-attached hard drives, CD/DVD drives, and SD/MMC card readers. There's a wide variety of devices having internal storage which also presents a mass storage interface; these include media players, digital cameras, and mobile phones. Known subclasses include:

- 01 Limited flash devices
- 02 Typically CD/DVD devices (ATAPI/MMC-2)
- 03 Typically tape devices (QIC-157)
- 04 Typically floppy disk drives (UFI)
- 05 Typically floppy disk drives (SFF-8070i)
- 06 Most mass storage devices use this variant of SCSI

Mass storage devices can often be accessed through client drive mapping, and so USB support isn't required.

Important: Some viruses are known to propagate actively using all types of mass storage. Consider carefully whether there's a business requirement to allow the use of mass storage devices, either through client drive mapping, or USB support. To reduce this risk, the server might be configured to prevent files being run through client drive mapping.

- Content Security (Class 0d)

Content security devices enforce content protection, typically for licensing or digital rights management. This class includes dongles.



- Personal Healthcare (Class 0f)

These devices include personal healthcare devices such as blood pressure sensors, heart rate monitors, pedometers, pill monitors, and spirometers.

- Application and Vendor Specific (Classes fe and ff)

Many devices use vendor-specific protocols or protocols not standardized by the USB consortium, and these devices usually appear as vendor-specific (class ff).

## USB device classes

The default USB policy rules deny the following classes of USB devices:

- Communications and CDC Control (Classes 02 and 0a)

Includes modems, ISDN adapters, network adapters, and some telephones and fax machines.

The default USB policy does not allow these devices, because one of them might be providing the connection to the virtual desktop itself.

- Human Interface Devices (Class 03)

Includes a wide variety of both input and output devices. Typical Human Interface Devices (HIDs) are keyboards, mice, pointing devices, graphic tablets, sensors, game controllers, buttons, and control functions.

Subclass 01 is known as the boot interface class and is used for keyboards and mice.

The default USB policy does not allow USB keyboards (class 03, subclass 01, protocol 1), or USB mice (class 03, subclass 01, protocol 2). This setting is because most keyboards and mice are handled appropriately without USB support. And it's normally necessary to use these devices locally as well remotely when connecting to a virtual desktop.

- USB Hubs (Class 09)

USB Hubs allow extra devices to be connected to the local computer. It isn't necessary to access these devices remotely.

- Smart card (Class 0b)

Smart card readers include contactless and contact smart card readers, and also USB tokens with an embedded smart card equivalent chip.

Smart card readers are accessed using smart card remoting and do not require USB support.

- Video (Class 0e)

The video class covers devices that are used to manipulate video or video-related material, such as webcams, digital camcorders, analog video converters, some television tuners, and some digital cameras that support video streaming.

By default, optimum webcam performance is provided by HDX RealTime Webcam Video Compression.

- **Wireless Controllers (Class e0)**

Includes a wide variety of wireless controllers, such as ultra wide band controllers and Bluetooth.

Some of these devices might be providing critical network access, or connecting critical peripherals such as Bluetooth keyboards or mice.

The default USB policy does not allow these devices. However, there might be particular devices it's appropriate to provide access to using USB support.

### **List of USB devices**

You can update the range of USB devices available for remoting to desktops. To update the range, edit the list of default rules in the `usb.conf` file on the user device in `$ICAROOT/`.

You update the list by adding new policy rules to allow or deny USB devices not included in the default range. Rules created by an administrator in this way control which devices are offered to the server. The rules on the server control which of these devices to be accepted.

The default policy configuration for disallowed devices is:

```
DENY: class=09 # Hub devices
```

```
DENY: class=03 subclass=01 # HID Boot device (keyboards and mice)
```

```
DENY: class=0b # Smartcard
```

```
DENY: class=e0 # Wireless Controllers
```

```
DENY: class=02 # Communications and CDC Control
```

```
DENY: class=03 # UVC (webcam)
```

```
DENY: class=0a # CDC Data
```

```
ALLOW: # Ultimate fallback: allow everything else
```

### **USB policy rules**

Tip: When creating policy rules, see the USB Class Codes, available from the USB website at <http://www.usb.org/>. Policy rules in the `usb.conf` file on the user device take the format `{ALLOW:|DENY:}` followed by a set of expressions based on values for the following tags:

Tag	Description
VID	Vendor ID from the device descriptor
REL	Release ID from the device descriptor
PID	Product ID from the device descriptor
Class	Class from either the device descriptor or an interface descriptor
SubClass	SubClass from either the device descriptor or an interface descriptor
Prot	Protocol from either the device descriptor or an interface descriptor

When creating policy rules, be aware of the following:

- Rules are case-insensitive.
- Rules might have an optional comment at the end, introduced by “#.” A delimiter isn’t required and the comment is ignored for matching purposes.
- Blank and pure comment lines are ignored.
- Whitespace used as a separator is ignored, but can’t appear in the middle of a number or identifier. For example, Deny: Class=08 SubClass=05 is a valid rule; Deny: Class=0 8 Sub Class=05 isn’t.
- Tags must use the matching operator “=” For example, VID=1230.

#### Example

The following example shows a section of the `usb.conf` file on the user device. For these rules to be implemented, the same set of rules must exist on the server.

```
ALLOW: VID=1230 PID=0007 \## ANOther Industries, ANOther Flash Drive
DENY: Class=08 SubClass=05 \## Mass Storage Devices
DENY: Class=0D \## All Security Devices
```

#### Start-up modes

Using desktop appliance mode, you can change how a virtual desktop handles previously attached USB devices. In the **WfClient** section of the `$(ICAROOT)/config/module.ini` file on each user device, set `DesktopApplianceMode = Boolean` as follows.

---

TRUE	Any USB devices that are already plugged in start-up provided the device is not disallowed with a Deny rule in the USB policies on either the server (registry entry) or the user device (policy rules configuration file).
FALSE	No USB devices start up.

---

## Webcams

By default, optimum webcam performance is provided by HDX RealTime Webcam Video Compression. In some circumstances, however, you might require users to connect webcams using USB support. To connect webcams using USB support, disable HDX RealTime Webcam Video Compression.

### Webcam redirection

Following are a few points on webcam redirection:

- Webcam redirection is compatible with and without RTME.
- Webcam redirection works for 32-bit and 64-bit applications. For example, Skype, GoToMeeting. Use a 32-bit browser or 64-bit browser to verify webcam redirection online. For example, [www.webcamtests.com](http://www.webcamtests.com)
- Webcam usage is exclusive to applications. For example, when Skype is running with a webcam and you launch GoToMeeting, exit Skype to use the webcam with GoToMeeting.

### Webcam redirection for 64-bit apps (Technical Preview)

Starting with the 2111 release, webcam redirection is supported for 64-bit applications.

### System requirements

- [GStreamer](#) framework version 0.1.x or 1.x depending on the current version installed in the system.
- [ICAClient](#) version greater than 2106 in case it is using [GStreamer](#) 1.x
- [Gstreamer](#) version and plug-ins:
  - [gstreamer1.0-plugins-base](#)
  - [gstreamer1.0-plugins-bad](#)
  - [gstreamer1.0-plugins-good](#)

- `gstreamer1.0-plugins-ugly`
- `gstreamer1.0-vaapi` plugin and `libva` library
- `x264` library

**Note:**

The version of the `GStreamer` plug-in must be consistent with the version of the `GStreamer` framework. For example, if you install the `Gstreamer1.2.4`, the version of all `Gstreamer1.x` plug-ins must be 1.2.4.

### Webcam redirection configuration

Do the following steps to activate and configure webcam redirection feature for 64-bit apps on Citrix Workspace app for Linux.

#### Step 1: Verify the ICAClient configuration

Set the `AllowAudioInput` value to `True` to enable the webcam redirection feature. By default, this value is set to `True` during the installation of `ICAClient`.

If the `AllowAudioInput` value is set to `False`, do the following to enable the webcam redirection feature:

1. Navigate to `$HOME/.ICAClient/wfclient.ini` path.
2. Set the `AllowAudioInput` value to `True`.

```
AllowAudioInput=True
```

#### Step 2: Verify the Theora encoder configuration

After you have successfully installed the `ICAClient` and the `AllowAudioInput` value is set to `True`, by default the Theora encoder is configured. This encoder is a software-based encoder with acceptable performance. However, this encoder supports only 32-bit apps on a VDA.

Do the following to verify that the Theora encoder supports 32-bit apps:

1. Install Firefox 32-bit on a VDA.
2. Access the [webcam test](#) site.

The Theora encoder does not support the webcam redirection feature for 64-bit apps on a VDA. Configure the H264 encoder option to support the webcam redirection feature for 64-bit apps on VDA.

#### Step 3: Configure H264 encoder

H264 encoder supports the webcam redirection feature for 64-bit apps on the VDA. To enable the H264 encoder, you must do the following:

1. Navigate to `$HOME/.ICAClient/wfclient.ini` path.
2. Set the `HDXH264InputEnabled` value to `True`.

```
HDXH264InputEnabled=True
```

Do the following to verify that the H264 encoder supports 64-bit apps:

1. Install Firefox 64-bit on a VDA.
2. Access the [webcam test](#) site.

#### Step 4: Verify system dependencies

After configuring the H264 encoder, if the webcam redirection feature does not support 64-bit apps on the VDA verify the system dependencies.

The webcam redirection feature for the 64-bit app is based on the `GStreamer` framework. The `ICAClient` uses `GStreamer` framework version 0.1.x or 1.x depending on the current version installed in your system.

##### Step 4.1: Verify ICAClient version

Verify whether the `ICAClient` version is greater than 2106 in case it is using `GStreamer` 1.x. Previous versions of `ICAClient` might fail.

Do the following steps to verify the `ICAClient` version is based on the `GStreamer` framework installed in your system:

1. Open the terminal.
2. Navigate to `/opt/Citrix/ICAClient/util` path.
3. Run the following command:

```
1 ls -alh
2 <!--NeedCopy-->
```

4. Verify whether the `gst_read` `symlink` is linked to `gst_read1.0` or `gst_read0.1`. as shown in the following image:

```
28K Jan 26 2021 ctxlogd
.3M Jan 26 2021 ctx_rehash
.8M Jan 26 2021 ctxwebhelper
.0K Jan 26 2021 deploy-AppProtectionService.sh
26K Jan 26 2021 echo_cmd
30K Jan 26 2021 gst_aud_play
30K Jan 26 2021 gst_aud_read
 38 Feb 19 14:55 gst_play -> /opt/Citrix/ICAClient/util/gst_play1.0
55K Jan 26 2021 gst_play0.10
55K Jan 26 2021 gst_play1.0
 38 Feb 19 14:55 gst_read -> /opt/Citrix/ICAClient/util/gst_read1.0
51K Jan 26 2021 gst_read0.10
55K Jan 26 2021 gst_read1.0
32K Jan 26 2021 hdxcheck.sh
.1M Feb 22 10:50 HdxRtcEngine
32K Jan 26 2021 HdxRtcEngine.org
```

You can also run the `hdxcheck.sh` script in the `util` directory and verify the output of the section referring to `GStreamer` dependencies.

Citrix recommends using the `ICAClient` version greater than or equal to 2106 and `GStreamer` 1.x.

#### Step 4.2: Verify Gstreamer version and plug-ins

Apart from the `GStreamer` 1.x framework, you must install the following required plug-ins:

- `Gstreamer1.0-plugins-base`
- `Gstreamer1.0-plugins-bad`
- `Gstreamer1.0-plugins-good`
- `Gstreamer1.0-plugins-ugly`
- `Gstreamer1.0-vaapi` plugin
- `ibva` library
- `x264` library

For more information to install the preceding plug-ins, see the `GStreamer` [installation guide](#).

##### Note:

The version of the `GStreamer` plug-in must be consistent with the version of the `GStreamer` framework. For example, if you install `Gstreamer1.2.4`, the version of all `Gstreamer1.x` plug-ins must be 1.2.4.

Run the following command to check the current version of the `GStreamer` framework:

```
1 gst-inspect-1.0 --gst-version
2 <!--NeedCopy-->
```

For information about troubleshooting, see [Webcam](#) in the troubleshooting section.

## Xcapture

The Citrix Workspace app package includes a helper application, xcapture. This application assists the exchange of graphical data between the server clipboard and non-ICCCM-compliant X Window applications on the X desktop. Users can use xcapture to:

- Capture dialog boxes or screen areas and copy them between the user device desktop (including non-ICCCM-compliant applications) and an application running in a connection window
- Copy graphics between a connection window and X graphics manipulation utilities xmag or xv

To start xcapture from the command line:

At the command prompt, type `/opt/Citrix/ICAClient/util/xcapture` and press ENTER (where `/opt/Citrix/ICAClient` is the directory in which you installed Citrix Workspace app).

To copy from the user device desktop:

1. From the xcapture dialog box, click **From Screen**. The cursor changes to a crosshair.
2. Choose from the following tasks:
  - Select a window. Move the cursor over the window you want to copy and click the middle mouse button.
  - Select a region. Hold down the left mouse button and drag the cursor to select the area you want to copy.
  - Cancel the selection. Click the right mouse button. While dragging, you can cancel the selection by clicking the right button before releasing the middle or left mouse button.
3. From the xcapture dialog box, click **To ICA**. The xcapture button changes color to show that it is processing the information.
4. When the transfer is complete, use the appropriate paste command in an application launched from the connection window.

To copy from xv to an application in a connection window:

1. From xv, copy the information.
2. From the xcapture dialog box, click From XV and then click To ICA. The xcapture button changes color to show that it is processing the information.
3. When the transfer is complete, use the appropriate paste command in an application launched from the connection window.

To copy from an application in the connection window to xv:

1. From the application in a connection window, copy the information.
2. From the xcapture dialog box, click From ICA and then click To XV. The xcapture button changes color to show that it is processing the information.
3. When the transfer is complete, paste the information into xv.



## Cursor

### Support for cursor color inverting

Previously, the Citrix Workspace app displayed a dotted cursor that appeared the same in color to the black and white background of a text. As a result, it was difficult to locate the position of cursor.

Starting with Version 2112, the cursor color inverts based on the background color of a text. As a result, you can easily locate the position of the cursor in the text. By default, this feature is disabled.

#### Prerequisites:

- If `.ICAClient` is already present in the home folder of the current user:

Delete `All_Regions.ini` file

Or,

To retain the `All_Regions.ini` file, add the following lines at the end of the [Virtual Channels\Thinwire Graphics] section:

```
InvertCursorEnabled=
```

```
InvertCursorRefreshRate=
```

```
InvertCursorMode=
```

If the `.ICAClient` folder is not present then it indicates a fresh install of the Citrix Workspace app. In that case, the default setting for the feature is retained.

To enable this feature, do the following:

1. Navigate to the `$HOME/.ICAClient/wfclient.ini` configuration file.
2. Go to [Thinwire3.0] section and set the following entry:

```
InvertCursorEnabled=True
```

#### Note:

The cursor does not invert when the value for the **Use video codec for compression** policy in Citrix Studio is set to `Do not use video codec`.

## Mouse

### Relative Mouse

Relative Mouse support provides an option to interpret the mouse position in a relative rather than absolute manner. This capability is required for applications that demand relative mouse input rather than absolute.

**Note:**

This feature is available only in sessions running on Citrix Virtual Apps or Citrix Virtual Desktops 7.8 (or later). It's disabled by default.

**To enable the feature:**

In the file `$HOME/.ICAClient/wfclient.ini`, in the section `[WFClient]`, add the entry `RelativeMouse=1`.

This step enables the feature but keeps it inactive until you activate it. For more information on enabling relative mouse features, see [Alternative Relative Mouse values](#) section.

**To activate the feature:**

Type `Ctrl/F12`.

After the feature is enabled, type `Ctrl/F12` again to synchronize the server pointer position with the client. The server and client pointer positions aren't synchronized when using Relative Mouse.

**To deactivate the feature:**

Type `Ctrl-Shift/F12`.

The feature is also switched off when a session window loses focus.

**Alternative Relative Mouse values**

Alternatively, consider using the following values for `RelativeMouse`:

- `RelativeMouse=2` Enables the feature and activates it whenever a session window gains focus.
- `RelativeMouse=3` Enables, activates, and keeps the feature activated always.
- `RelativeMouse=4` Enables or disables the feature when the client-side mouse pointer is hidden or shown. This mode is suitable for automatically enabling or disabling the relative mouse for first-person gaming-style application interfaces.

To change the keyboard commands, add settings like:

- `RelativemouseOnChar=F11`
- `RelativeMouseOnShift=Shift`
- `RelativemouseOffChar=F11`
- `RelativeMouseOffShift=Shift`

The supported values for **RelativemouseOnChar** and **RelativemouseOffChar** are listed under `[Hotkey Keys]` in the `config/module.ini` file in the Citrix Workspace app installation tree. The values for **RelativeMouseOnShift** and **RelativeMouseOffShift** set the modifier keys to be used and are listed under the `[Hotkey Shift States]` heading.

## Keyboard

### Keyboard behavior

To generate a remote Ctrl+Alt+Delete key combination:

1. Decide which key combination creates the Ctrl+Alt+Delete combination on the remote virtual desktop.
2. In the WFClient section of the appropriate configuration file, configure UseCtrlAltEnd:
  - True means that Ctrl+Alt+End passes the Ctrl+Alt+Delete combination to the remote desktop.
  - False (default) means that Ctrl+Alt+Enter passes the Ctrl+Alt+Delete combination to the remote desktop.

### Generic redirection

Configuring the Bloomberg v4 keyboard through Generic USB Redirection on the client side:

As a prerequisite, the policy must be enabled in the Domain Delivery Controller (DDC).

1. Find the vid and pid of the Bloomberg keyboard. For example, in Debian and Ubuntu run the following command:

```
lsusb
```

2. Go to \$ICAROOT and edit the usb.conf file.
3. Add the following entry in the usb.conf file to allow the Bloomberg keyboard for USB redirection, and then save the file.

```
ALLOW: vid=1188 pid=9545
```

4. Restart the `ctxusb` daemon on the client. For example, in Debian and Ubuntu run the following command:

```
systemctl restart ctxusb
```

5. Launch a client session. Make sure that the session has focus while plugging in the Bloomberg v4 keyboard for redirection.

### Selective redirection

This feature allows the use of the Bloomberg v4 keyboard interface across multiple sessions. This functionality provides flexibility to use the keyboard in all remote sessions except the fingerprint and audio interfaces. The fingerprint and audio interfaces are redirected to single sessions as before.

You can achieve Bloomberg keyboard redirection as follows:

- through generic USB redirection

- through generic USB redirection and with selective redirection support

**Note:**

By default, this feature is enabled for x86 and x64 platforms and is disabled for ARMHF platforms.

To enable the feature:

1. Edit the BloombergRedirection section as follows in the config/All\_Regions.ini file.

```
BloombergRedirection=true
```

2. Do all the steps mentioned in Generic redirection.

To disable the feature:

1. Edit the BloombergRedirection section in the config/All\_Regions.ini file.
2. Set the BloombergRedirection value to false.

```
BloombergRedirection=false
```

3. Do all the steps mentioned in Generic redirection.

**Note:**

Setting the value to false reverts the functionality to the behavior present in earlier versions of the client, where all the interfaces are redirected to a single session.

## Browser content redirection

### Chromium Embedded Framework (CEF) for Browser Content Redirection

In releases earlier to Version 1912, BCR used a WebkitGTK+ based overlay to render the content. However, on thin clients, there were performance issues. Starting with Version 1912, BCR uses a CEF-based overlay. This functionality enriches the user experience for BCR. It helps offload network usage, page processing, and graphics rendering to the endpoint.

Starting with Version 2106, CEF-based browser content redirection is fully functional. The feature is enabled by default.

If needed, you can replace the `libffmpeg.so` file provided in the Workspace app package with a suitable `libffmpeg.so` file that has the required codecs, in the `$ICAROOT/cef/libffmpeg.so` path.

**Note:**

This feature isn't supported on the ARMHF platform.

### Enabling CEF-based BCR

To enable CEF-based BCR:

1. Navigate to the `$ICAROOT/config/All_Regions.ini` file where, `$ICAROOT` is the default installation directory of Citrix Workspace app.
2. Go to the `[Client Engine\WebPageRedirection]` section and set the following entry:  
`UseCefBrowser=True`

### Known issues:

- When you set the `UseCefBrowser` option to **true** in the `~/ .ICAClient/All_Regions.ini`, the Japanese, Chinese, and Korean IME might not work in the input fields. Citrix Workspace app for Linux does not support the Japanese, Chinese, and Korean IME when using Secure SaaS with Citrix Embedded Browser.
- When you attempt to launch a webpage redirection using CEF-based BCR, you might receive an unknown certificate error. The issue occurs on Citrix Workspace app version 2106 and later. As a workaround, run the following command in the terminal to import the self-signed certificate into `nssdb`:

```
1 certutil -A -n "badssl.cer" -t "C,," -d ~/.pki/nssdb -i ~/
  Downloads/badssl.cer
2 <!--NeedCopy-->
```

The arguments in the commands are:

- `-A` - To add a certificate to the database.
- `-n` - The name of the certificate. This argument is optional and can be used to add the nick name.
- `"badssl.cer"` - The name of the certificate that is exported from the [badssl.com](#) site.
- `-t "C,,"` - `-t` is for TRUSTARGS and `C` is for CA certificate. For more information, see the [Google documentation](#).
- `-d ~/.pki/nssdb` - The location of the database.
- `-i` - Denotes the input file. This argument is to add the location and name of the certificate file.

For information about BCR, see [Browser content redirection](#) in the Citrix Virtual Apps and Desktops documentation.

### Automatic reconnection

This topic describes the HDX Broadcast auto-client reconnection feature. Citrix recommends that you use this feature with the HDX Broadcast session reliability feature.

Users can be disconnected from their sessions because of unreliable networks, highly variable network latency, or range limitations of wireless devices. With the HDX Broadcast auto-client reconnection feature, Citrix Workspace app for Linux can detect unintended disconnections of sessions and reconnect users to the affected sessions automatically.

When this feature is enabled on the server, users do not have to reconnect manually to continue working. Citrix Workspace attempts to reconnect to the session a set number of times until there is a successful reconnection or the user cancels the reconnection attempts. If user authentication is required, a dialog box requesting credentials appears to a user during automatic reconnection. Automatic reconnection does not occur if users exit applications without logging off. Users can reconnect only to disconnected sessions.

By default, Citrix Workspace app for Linux waits 30 seconds before attempting to reconnect to a disconnected session and attempts to reconnect to that session three times.

When connecting through an AccessGateway, ACR is not available. To protect against network dropouts, ensure that Session Reliability is enabled on the server, client, and configured on the AccessGateway.

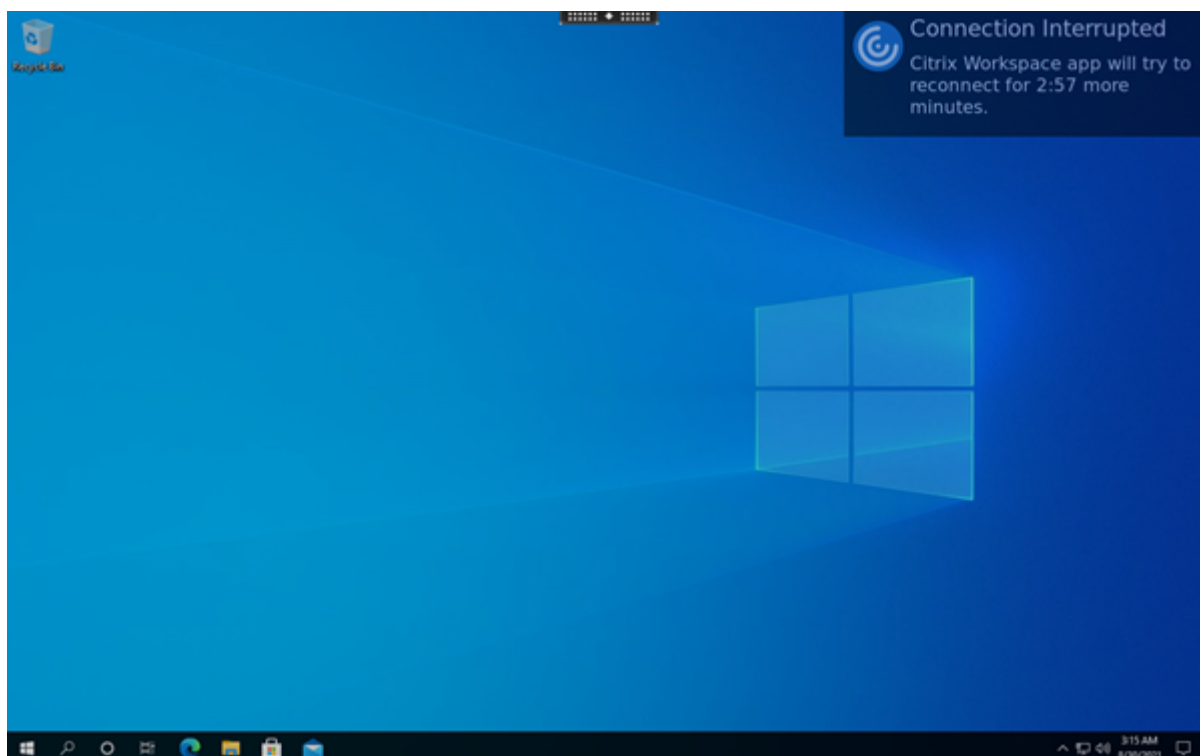
For instructions on configuring HDX Broadcast auto-client reconnection, see your Citrix Virtual Apps and Desktops documentation.

### **Session reliability**

This topic describes the HDX Broadcast session reliability feature, which is enabled by default.

With HDX Broadcast session reliability, users continue to see a published application's window if the connection to the application experiences an interruption. For example, wireless users enter in a tunnel might lose their connection when they enter the tunnel and regain it when they emerge on the other side. During the downtime, all of the user's data, key presses, and other interactions are stored, and the application appears frozen. When the connection is re-established, these interactions are replayed into the application.

You can now see screen changes when the session reliability begins. With this enhancement, the session window is grayed out and a countdown timer displays the time until the next reconnection attempt occurs.



### Tip

You can alter the grayscale brightness used for an inactive session using **Reconnection UI transparency level** policy. By default, this value is set to 80. The maximum value can't exceed 100 (indicates a transparent window) and the minimum value can be set to 0 (a fully blacked out screen).

When a session successfully reconnects, the countdown notification message disappears. You can interact with the desktop as usual.

Starting with the 2109 version, the session reliability notification is enabled by default.

To disable this enhancement:

1. Navigate to the `/opt/Citrix/ICAClient/config/module.ini` configuration file.
2. In the [WFClient] section, modify the following setting:

```
SRNotification=False
```

### Note:

This feature is supported only for Citrix Virtual Desktops.

When auto-client reconnection and session reliability are configured, session reliability takes precedence if there is a connection problem. Session reliability attempts to re-establish a connection to the existing session. It might take up to 25 seconds to detect a connection problem. And then takes a configurable period (the default is 180 seconds) to attempt the reconnection. If session reliability fails to reconnect, then auto-client reconnect attempts to reconnect.

If HDX Broadcast session reliability is enabled, the default port used for session communication switches from 1494 to 2598.

Citrix Workspace users cannot override the server settings.

**Important:**

HDX Broadcast session reliability requires that another feature, the Common Gateway Protocol, is enabled (using policy settings) on the server. Disabling the Common Gateway Protocol also disables HDX Broadcast session reliability.

### Using session reliability policies

The session reliability connections policy setting enables session reliability.

The session reliability timeout policy setting has a default of 180 seconds, or three minutes. If needed, you can extend the time session reliability keeps a session open. It does not prompt you for reauthentication.

**Tip**

As you extend the amount of time a session is kept open, you might get distracted and walk away from your device. This situation potentially leaves the session accessible to unauthorized users.

Incoming session reliability connections use port 2598, unless you change the port number defined in the session reliability port number policy setting.

For information on configuring session reliability policies, see [Session reliability policy settings](#).

**Note:**

Session reliability is enabled by default at the server. To disable this feature, configure the policy managed by the server.

### Multimedia performance

The Citrix Workspace app includes a broad set of technologies that provide a high-definition user experience for today's media-rich user environments. These technologies improve the user experience when connecting to hosted applications and desktops, as follows:

- [HDX MediaStream Windows Media Redirection](#)
- [HDX MediaStream Flash Redirection](#)
- [HDX RealTime Webcam Video Compression](#)
- [H.264](#)



**Note:**

Citrix supports RTOP coexistence with Citrix Workspace app for Linux Version 1901 and later with [GStreamer 0.1](#).

## **HDX MediaStream Windows Media Redirection**

HDX MediaStream Windows Media Redirection overcomes the need for the high bandwidths required to provide multimedia capture and playback on virtual Windows desktops accessed from Linux user devices. Windows Media Redirection provides a mechanism for playing the media run-time files on the user device rather than on the server. As a result, reduces the bandwidth requirements for playing multimedia files.

Windows Media Redirection improves the performance of Windows Media Player and compatible players running on virtual Windows desktops. A wide range of file formats are supported, including:

- Advanced Systems Format (ASF)
- Motion Picture Experts Group (MPEG)
- Audio-Video Interleaved (AVI)
- MPEG Audio Layer-3 (MP3)
- WAV sound files

Citrix Workspace app includes a text-based translation table, `MediaStreamingConfig.tbl`, for translating Windows-specific media format GUIDs into MIME types [GStreamer](#) can use. You can update the translation table to do the following:

- Add previously unknown or unsupported media filters/file formats to the translation table
- Block problematic GUIDs to force fall-back to server-side rendering.
- Add more parameters to existing MIME strings to allow for troubleshooting of problematic formats by changing a stream's [GStreamer](#) parameters
- Manage and deploy custom configurations that depend on the media file types supported by [GStreamer](#) on a user device.

With client-side fetching, you can also allow the user device to stream media directly from the URLs of the form `<http://>`, `<mms://>`, or `<rtsp://>` rather than streaming the media through a Citrix server. The server is responsible for directing the user device to the media, and for sending control commands (including Play, Pause, Stop, Volume, Seek). But the server does not handle any media data. This feature requires advanced multimedia [GStreamer](#) libraries on the device.

To implement HDX MediaStream Windows Media Redirection:

1. Install [GStreamer 0.10](#), an open-source multimedia framework, on each user device that requires it. Typically, you install [GStreamer](#) before you install Citrix Workspace app to allow the installation process to configure Citrix Workspace app to use it.

Most Linux distributions include `GStreamer`. Alternatively, you can download `GStreamer` from <http://gstreamer.freedesktop.org>.

2. To enable client-side fetching, install the required `GStreamer` protocol source *plugins* for the file types that users play on the device. You can verify that a plug-in is installed and operational using the `gst-launch` utility. If `gst-launch` can play the URL, the required plug-in is operational. For example, run `gst-launch-0.10 playbin2 uri=<http://example-source/file.wmv>` and check that the video plays correctly.
3. When installing Citrix Workspace app on the device, select the `GStreamer` option if you're using the tarball script (this step is done automatically for the `.deb` and `.rpm` packages).

Note about the client-side fetching feature:

- By default, this feature is enabled. You can disable it using the `SpeedScreenMMACSFEnabled` option in the Multimedia section of `All-Regions.ini`. With this option set to `False`, Windows Media Redirection is used for media processing.
- By default, all `MediaStream` features use the `GStreamer` `playbin2` protocol. You can revert to the earlier `playbin` protocol for all `MediaStream` features except Client-Side Fetching. The Client-Side Fetching feature continues to use `playbin2`, using the `SpeedScreenMMAEnablePlaybin2` option in the Multimedia section of the `All-Regions.ini` file.
- Citrix Workspace app does not recognize playlist files or stream configuration information files such as `.asx` or `.nsc` files. If possible, users must specify a standard URL that does not reference these file types. Use `gst-launch` to verify that a given URL is valid.

Note about `GStreamer` 1.0:

- By default, `GStreamer` 0.10 is used for HDX `MediaStream` Windows Media redirection. `GStreamer` 1.0 is used only when `GStreamer` 0.10 is not available.
- If you want to use `GStreamer` 1.0, use the following instructions:
  1. Find the install directory of the `GStreamer` plug-ins. Depending on your distribution, the OS architecture, and the way you install `GStreamer`, the installation location of the plug-ins varies. The typical installation path is `/usr/lib/x86_64-linux-gnu/gstreamer-1.0` or `$HOME/.local/share/gstreamer-1.0`.
  2. Find the install directory of Citrix Workspace app for Linux. The default directory for privileged (root) user installations is `/opt/Citrix/ICAClient`. The default directory for non-privileged user installations is `$HOME/ICAClient/platform` (where the platform can be `linuxx64`, for example). For more information, see [Install and set up](#).
  3. Install `libgstflatstm1.0.so` by making a symbolic link in the `GStreamer` plug-ins directory: `ln -sf $ICAClient_DIR/util/libgstflatstm1.0.so $GST_PLUGINS_PATH/libgstflatstm1.0.so`. This step might require elevated permissions, with `sudo`, for example.
  4. Use `gst_play1.0` as the player: `ln -sf $ICAClient_DIR/util/gst_play1.0 $ICAClient_DIR/util/gst_play`. This step might require elevated permissions, with `sudo`, for example.

- If you want to use **GStreamer** 1.0 in HDX RealTime Webcam Video Compression, use `gst_read1.0` as the reader: `In -sf $ICACLIENT_DIR/util/gst_read1.0 $ICACLIENT_DIR/util/gst_read.`

### Enabling GStreamer 1.x

In releases earlier to 1912, **GStreamer** 0.10 was the default version supported for multimedia redirection. Starting with the 1912 release, you can configure **GStreamer** 1.x as the default version.

#### Limitations:

- When you play a video, the backward and forward seek might not work as expected.
- When you launch the Citrix Workspace app on ARMHF devices, **GStreamer** 1.x might not work as expected.

### To install GStreamer 1.x

Install the **GStreamer** 1.x framework and the following plug-ins from <https://gstreamer.freedesktop.org/documentation/installing/on-linux.html>:

- `Gstreamer-plugins-base`
- `Gstreamer-plugins-bad`
- `Gstreamer-plugins-good`
- `Gstreamer-plugins-ugly`
- `Gstreamer-libav`

### To build binaries locally

On some Linux OS distributions, for example, SUSE and openSUSE, the system might not find the **GStreamer** packages in the default source list. In this case, download the source code and build all binaries locally:

1. Download the source code from <https://gstreamer.freedesktop.org/src/>.
2. Extract the contents.
3. Navigate to the directory where the unzipped package is available.
4. Run the following commands:

```
1 $sudo ./configure
2 $sudo make
3 $sudo make install
4 <!--NeedCopy-->
```

By default, the generated binaries are available at `/usr/local/lib/gstreamer-1.0/`.

For information about troubleshooting, see Knowledge Center article [CTX224988](#).

### To configure GStreamer 1.x

To configure `GStreamer` 1.x for use with Citrix Workspace app, apply the following configuration using the shell prompt:

- `$ln -sf $ICACLIENT_DIR/util/libgstflatstm1.0.so $GST_PLUGINS_PATH/libgstflatstm1.0.so.`
- `$ln -sf $ICACLIENT_DIR/util/gst_play1.0 $ICACLIENT_DIR/util/gst_play`

Where,

- `ICACLIENT_DIR` - The installation path of Citrix Workspace app for Linux.
- `GST_PLUGINS_PATH` - The plug-in path of `GStreamer`. For example, on a 64-bit Debian machine it is `/usr/lib/x86_64-linux-gnu/gstreamer-1.0/`.

### Limitations:

- In releases earlier to Version 2106, the webcam redirection might fail and the session might get disconnected when using `GStreamer` version 1.15.1 or later.

### HDX MediaStream Flash Redirection

HDX MediaStream Flash Redirection enables Adobe Flash content to play locally on user devices, providing users with high definition audio and video playback, without increasing bandwidth requirements.

1. Verify that your user device meets the feature requirements. For more information, see [System requirements](#).
2. Add the following parameters to the [WFClient] section of `wfclient.ini` (for all connections made by a specific user) or to the [Client Engine\Application Launching] section of `All\_Regions.ini` (for all users of your environment):
  - **HDXFlashUseFlashRemoting=Ask: Never; Always**

Enables HDX MediaStream for Flash on the user device. By default, this value is set to **Never**. Also, users are presented with a dialog box asking them if they want to optimize Flash content when connecting to webpages containing that content.
  - **HDXFlashEnableServerSideContentFetching=Disabled; Enabled**

Enables or disables server-side content fetching for Citrix Workspace app. By default this value is set to **Disabled**.

- **HDXFlashUseServerHttpCookie=Disabled; Enabled**

Enables or disables HTTP cookie redirection. By default, this value is set to **Disabled**.

- **HDXFlashEnableClientSideCaching=Disabled; Enabled**

Enables or disables client-side caching for web content fetched by Citrix Workspace app. By default, this value is set to **Enabled**.

- **HDXFlashClientCacheSize= [25-250]**

Defines the size of the client-side cache, in MB. This value can be any size between 25 MB and 250 MB. When the size limit is reached, existing content in the cache is deleted to allow storage of new content. By default, this value is set to **100**.

- **HDXFlashServerSideContentCacheType=Persistent: Temporary; NoCaching**

Defines the type of caching used by Citrix Workspace app for content fetched using server-side content fetching. By default, this value is set to **Persistent**.

**Note:** This parameter is required only if **HDXFlashEnableServerSideContentFetching** is set to **Enabled**.

3. Flash redirection is disabled by default. In `/config/module.ini` change `FlashV2=Off` to `FlashV2=On` to enable the feature.

## **HDX RealTime webcam video compression**

HDX RealTime provides a webcam video compression option to improve bandwidth efficiency during video conferencing. This option ensures users experience optimal performance when using applications such as GoToMeeting with HDFaces, Skype for Business.

1. Verify that your user device meets the feature requirements.
2. Verify that the `Multimedia` virtual channel is enabled. To enable it, open the `$ICAROOT/config/module.ini` file, and check that `MultiMedia` in the `[ICA3.0]` section is set to `On`.
3. Enable audio input by clicking the **Use my microphone and webcam on the Mic & Webcam** page of the **Preferences** dialog.

## **Disable HDX RealTime webcam video compression**

By default, optimum webcam performance is provided by HDX RealTime Webcam Video Compression. In some circumstances, however, you might require users to connect webcams using USB support. To do this connection, you must do the following:

- Disable HDX RealTime Webcam Video Compression
  - Enable USB support for webcams
1. Add the following parameter to the [WFClient] section of the appropriate .ini file:

```
AllowAudioInput=False
```

For more information, see [default settings](#).

2. Open the `usb.conf` file, typically available at `$ICAROOT/usb.conf`.
3. Remove or comment out the following line:

```
DENY: class=0e # UVC (default via HDX RealTime Webcam Video Compression)
```

4. Save and close the file.

### Secure SaaS with Citrix Embedded Browser **experimental feature**

Secure access to SaaS applications provides a unified user experience that delivers published SaaS applications to the users. SaaS apps are available with single sign-on. Administrators can now protect the organization's network and end-user devices from malware and data leaks. For this protection, you can filter access to specific websites and website categories.

Citrix Workspace app for Linux support the use of SaaS apps using the Access Control Service. The service enables administrators to provide a cohesive experience, integrating single sign-on, and content inspection.

#### **Prerequisite:**

Verify that the `libgtkglext1` package is available.

Delivering SaaS apps from the cloud has the following benefits:

- Simple configuration – Easy to operate, update, and consume.
- Single sign-on – Hassle-free log on with single sign-on.
- Standard template for different apps – Template-based configuration of popular apps.

#### **Note:**

SaaS with Citrix Browser Engine is supported only on x64 and x86 platforms and not on ArmHard-FloatPort (ARMHF) hardware.

For information on how to configure SaaS apps using Access Control Services, see the [Access Control](#) documentation.

For more information about SaaS apps with Citrix Workspace app, see [Workspace configuration](#) in Citrix Workspace app for Windows documentation.

## H.264

Citrix Workspace app supports the display of H.264 graphics, including HDX 3D Pro graphics, that the Citrix Virtual Apps and Desktops 7 serves. This support uses the deep compression codec feature, which is enabled by default. The feature provides better performance of rich and professional graphics applications on WAN networks compared with the existing JPEG codec.

Follow the instructions in this topic to disable the feature (and process graphics using the JPEG codec instead). You can also disable text tracking while still enabling deep compression codec support. This setting helps to reduce CPU costs while processing graphics that include complex images but relatively small amounts of text or non-critical text.

### Important:

To configure this feature, do not use any lossless setting in the Citrix Virtual Apps and Desktops Visual quality policy. If you do, H.264 encoding is disabled on the server and does not work in Citrix Workspace app.

To disable deep compression codec support:

In the `wfclient.ini` file, set **H264Enabled** to `False`. This setting also disables text tracking.

To disable text tracking only:

With deep compression codec support enabled, in the `wfclient.ini` file set **TextTrackingEnabled** to `False`.

## Screen tiles

You can improve the way that JPEG-encoded screen tiles are processed using the direct-to-screen bitmap decoding, batch tile decoding, and deferred `XSync` features.

1. Verify that your JPEG library supports these features.
2. In the Thinwire3.0 section of `wfclient.ini`, set `DirectDecode` and `BatchDecode` to `True`.

Note: Enabling batch tile decoding also enables deferred `XSync`.

## Logging

In earlier versions, the `debug.ini` and `module.ini` files were used to configure logging.

As of version 2009, you can configure logging using one of the following methods:

- Command-line interface
- GUI

Also as of Version 2009, the `debug.ini` configuration file is removed from the Citrix Workspace app installer package.

Logging captures the Citrix Workspace app deployment details, configuration changes, and administrative activities to a logging database. A third-party developer can apply this logging mechanism by using the logging SDK, which is bundled as part of the Citrix Workspace app Platform Optimization SDK.

You can use the log information to:

- Diagnose and troubleshoot issues that occur after any changes. The log provides a breadcrumb trail.
- Assist change management and track configurations.
- Report administration activities.

If Citrix Workspace app is installed with root user privileges, the logs are stored in the `/var/log/citrix/ICAClient.log`. Otherwise, the logs are stored in `${HOME}/.ICAClient/logs/ICAClient.log`.

When Citrix Workspace app is installed, a user called `citrixlog` is created to handle the logging functionality.

### Command-line interface

1. At the command prompt, navigate to the `/opt/Citrix/ICAClient/util` path.
2. Run the following command to set the log preferences.

```
./setlog help
```

All the available commands are displayed.

The following table lists various modules and their corresponding trace class values. Use the following table for a specific command-line log value set:

Module	Log class
Assertions	LOG_ASSERT
Audio Monitor	TC_CM
BCR with CEF	TC_CEFBCR
Client Audio Mapping	TC_CAM
Connection Center	TC_CONNCENTER
Client Communication Port	TC_CCM
Client Drive Mapping	TC_CDM
Clip	TC_CLIP
Client Printer Mapping	TC_CPM



---

Module	Log class
Client Printer Mapping	TC_CPM
Font	TC_FONT
Frame	TC_FRAME
Graphics Abstraction	TC_GA
Input Method Editor	TC_IME
IPC	TC_IPC
Keyboard Mapping	TC_KEY
Licensing Driver	TC_VDLIC
Multimedia	TC_MMVD'
Mouse Mapping	TC_MOU
MS Teams	TC_MTOP
Other Libraries	TC_LIB
Protocol Driver	TC_PD
PNA Store	TC_PN
Standard Event Logs	LOG_CLASS
SRCC	TC_SRCC
SSPI Login	TC_CSM
Smart Card	TC_SCARDVD
Selfservice	TC_SS
Selfservice Extension	TC_SSEXT
StorefrontLib	TC_STF
Transport Driver	TC_TD
Thinwire	TC_TW
Transparent Window Interface	TC_TUI
Virtual Channel	TC_VD
PAL	TC_VP
UI	TC_UI
UIDialogLibWebKit3	TC_UIDW3
UIDialogLibWebKit3_ext	TC_UIDW3E

---

Module	Log class
USB Daemon	TC_CTXUSB
Video Frame Driver	TC_VFM
Web kit	TC_WEBKIT
WinStation Driver	TC_WD
<i>Wfica</i>	TC_NCS
<i>Wfica</i> Engine	TC_WENG
<i>Wfica</i> Shell	TC_WFSHELL
Web helper	TC_WH
Zero Latency	TC_ZLC

---

## GUI

Go to **Menu > Preferences**. The **Citrix Workspace-Preferences** dialog appears.

At increasing levels of tracing detail, the following values are available:

- Disabled
- Only errors
- Normal
- Verbose

By default, the **Logging** option is set to **Normal**.

Due to the large amount of data that can be generated, tracing might significantly impact the performance of Citrix Workspace app. The **Verbose** level is recommended only if necessary for troubleshooting.

Click **Save and Close** after you select the desired logging level. The changes are applied in the session dynamically.

Click the settings icon next to the **Logging** option drop-down menu. The **Citrix Log Preferences** dialog appears.

### Note:

If you delete the `ICAClient.log` file, you must restart the logging service `ctxlogd`.

For example, if you are on a systemd-capable setup, run the following command:

```
systemctl restart ctxlogd.
```

### Enabling logging on Version 2006 and earlier:

If you are on Version 2006 and earlier, enable the logging using the following procedure:

1. Download and install Citrix Workspace app on your Linux machine.
2. Set the `ICAROOT` environment variable to the installation location.

For example, `/opt/Citrix/ICAClient`.

By default, the `TC_ALL` trace class is enabled to provide all the traces.

3. To collect logs for a particular module, open the `debug.ini` file at `$ICAROOT` and add the required trace parameters to the `[wfica]` section.

Add the trace classes with a “+” symbol. For example, `+TC_LIB`.

You can add different classes separated by the pipe symbol.

For example, `+TC_LIB|+TC_MMVD`.

The following table lists the `wfica` modules and their corresponding trace class values:

Module	TraceClasses value
Graphics	TC_TW
EUEM	TC_EUEM
WFICA (Session Launch)	TC_NCS
Printing	TC_CPM
Connection Sequence - WD	TC_WD
Connection Sequence - PD	TC_PD
Connection Sequence - TD	TC_TD
Proxy related files	TC_PROXY
Multimedia Virtual Driver / Webcam	TC_MMVD
Virtual Drivers	TC_VD
Client Drive Mapping	TC_CDM
Audio	TC_CAM
COM (Communication Port)	TC_CCM
Seamless	TC_TWI
Smart Card	TC_SCARDVD

The following table lists the connection center module and their corresponding trace class value:

Module	TraceClasses value
Connection center	TC_CSM

The following table lists the trace class value for setWebHelper:

TraceClasses value
Set logSwitch to 1 (to enable) or 0 (to disable)
Example: logSwitch = 1

### Troubleshooting:

If `ctxlogd` turns unresponsive, the logs are traced in the `syslog`.

For information about getting new and refreshed logs in subsequent launches, see [Syslog configuration](#).

### Syslog configuration

By default, all syslog logs are saved at `/var/log/syslog`. To configure the path and the name of the log file, edit the following line under the [RULES] section in the `/etc/rsyslog.conf` file. For example,

```
1 user.* -/var/log/logfile_name.log
```

Save your changes and then restart the syslog service using the command:

```
sudo service rsyslog restart
```

### Points to remember:

- To verify that a new syslog is available, delete syslog and run the command: `sudo service rsyslog restart`.
- To avoid duplicate messages, add **\$RepeatedMsgReduction on** at the beginning of the `rsyslog.conf` file.
- To receive logs, ensure that the **\$ModLoad imuxsock.so** line is uncommented at the beginning of the `rsyslog.conf` file.

## Remote logging

To enable remote logging on:

- **Server-side configuration:** uncomment the following lines in the `rsyslog.conf` file of the syslog server:

```
$ModLoad imtcp
```

```
$InputTCPServerRun 10514
```

- **Client-side configuration:** add the following line in the `rsyslog.conf` file by replacing the `localhost` with the IP address of the remote server:

```
*.* @localhost:10514
```

## Collecting log files

Previously, there was no tool available to collect the log files in Citrix Workspace app. Log files were present in different folders. You had to manually collect log files from different folders.

Starting with this release, Citrix Workspace app introduces `collectlog.py` tool to collect log files from different folders. You can run the tool using the command line. The log files are generated as a compressed log file. You can download it from the local server.

Prerequisites

- Python3
- Requires extra space to save the logs

Starting with Version 2109, two new files are added to collect log files using the `collectlog.py` tool:

- `logcollector.ini` file – Saves the name and path of the log file.
- `collectlog.py` file – Collects the log files and saves them as `cwalog_{ timestamp }.tar.gz` compressed file.

By default, the `[hdxteams]` component is added in the `logcollector.ini` file to collect log files for Microsoft Teams. However, you can add other components also in the `logcollector.ini` file using the following procedure:

1. Navigate to the `${ HOME } /.ICAClient/logs/ICAClient.log/logcollector.ini` file.
2. Add the component that you require to collect log files as per the following example:

```
[component_name]
```

```
log_name1 = "log_path1"
```

```
log_name2 = "log_path2"
```

If you are on Version 2109, collect log files using the following procedure:

1. Download and install Citrix Workspace app on your Linux machine.
2. At the command line, navigate to `/opt/Citrix/ICAClient/util` path.
3. Run the following command:

```
./collectlog.py -h
```

The following command usage information appears:

```
usage: collect_log [-h] [-c CONFIG] [-a ARCHIVE] optional arguments: -h,
--help show this help message and exit -c CONFIG, --config CONFIG The
logcollector.ini path & file -a ARCHIVE, --archive ARCHIVE The archive
path & file
```

4. Run the following commands as required:
  - `./collectlog.py` – Collects log files using the configuration file from the default path and saves them as a compressed log files at the default path.
  - `./collectlog.py -c /user_specified_path/logcollector.ini` – Collects log files using the configuration file from a user-specified path and saves them as a compressed log files at the default path.
  - `./collectlog.py -c /user_specified_path/logcollector.ini -a/another_user_specified_path` – Collects log files using the configuration file from a user-specified path and saves them as a compressed log files at the user defined path.

**Note:**

The default path of the `logcollector.ini` configuration file is `/opt/Citrix/ICAClient/config/logcollector.ini`. The default path of the compressed log file is `/tmp`.

5. Navigate to the `/tmp` folder and collect the `cwalog_{ timestamp }.tar.gz` compressed file.

**Note:**

The log files are saved in the `/tmp` folder with the file name `cwalog_{ timestamp }.tar.gz`.

## Optimization for Microsoft Teams

Optimization for desktop-based Microsoft Teams using Citrix Virtual Apps and Desktops and Citrix Workspace app. Optimization for Microsoft Teams is similar to HDX RealTime Optimization for Microsoft Skype for Business. The difference is that, we bundle all the necessary components for Microsoft Teams optimization into the VDA and the Workspace app for Linux.

Citrix Workspace app for Linux supports audio, video, and screen sharing features with Microsoft Teams optimization.

**Note:**

- Microsoft Teams optimization is supported only on x64 Linux distributions.
- For Thin Clients that use Dell Wyse, use the **Citrix Configuration Editor** to edit any parameter in the `/var/.config/citrix/hdx_rtc_engine/config.json` file. For more information see the [Dell](#) documentation.

For information on how to enable logging, follow the steps mentioned under [Logging for Microsoft Teams](#).

For information on system requirements, see [Microsoft Teams optimization requirements](#).

For more information, see [Optimization for Microsoft Teams](#) and [Microsoft Teams redirection](#).

### **Adding the libunwind-12 library dependency for llvm-12**

Starting with the 2111 release, a new dependency called the libunwind-12 library is added for llvm-12. However, by default, it does not exist in the original repository. Install the libunwind-12 library manually in the repository using the following steps:

1. Open the terminal.
2. Enter the following line to install the `llvm` repository key file:

```
1  wget -O - https://apt.llvm.org/llvm-snapshot.gpg.key | sudo apt-key
   add
2  <!--NeedCopy-->
```

3. Enter the following line to configure the `llvm` repository source list:

```
1  sudo vim /etc/apt/sources.list
2  <!--NeedCopy-->
```

4. Add the following line:

```
1  deb http://apt.llvm.org/bionic/ llvm-toolchain-bionic-12 main
2  deb-src http://apt.llvm.org/bionic/ llvm-toolchain-bionic-12 main
3  <!--NeedCopy-->
```

5. Run the following command to install the libunwind-12 library:

```

1 sudo apt-get update
2 sudo apt-get install libunwind-12
3 <!--NeedCopy-->

```

### Enhancement to audio configuration

If Microsoft Teams configures auto gain control and noise suppression options, Citrix-redirectioned Microsoft Teams honors the values as configured. Otherwise, these options are enabled by default. However, by default, the echo cancellation option is disabled. To change the default setting, do the following:

1. Navigate to the `/var/.config/citrix/hdx_rtc_engine/config.json` file.
2. Set the following options:
  - `EnableAEC` value to 1 to enable and 0 to disable echo cancellation
  - `EnableAGC` value to 1 to enable and 0 to disable auto gain control
  - `EnableNS` value to 1 to enable and 0 to disable noise suppression

### Encoder performance estimator for Microsoft Teams

The `HdxRtcEngine` is the WebRTC media engine embedded in Citrix Workspace app that handles Microsoft Teams redirection. The `HdxRtcEngine.exe` can estimate the best outgoing video (encoding) resolution that the endpoint's CPU can sustain without overloading. Possible values are 240p, 360p, 720p, and 1080p.

The performance estimation process uses macroblock code to determine the best resolution that can be achieved with the particular endpoint. The Codec negotiation during a call setup includes the highest possible resolution. The Codec negotiation can be between the peers, or between the peer and the conference server.

The following table lists the four performance categories for endpoints that have its own **maximum** available resolution:

Endpoint performance	Maximum resolution	Registry key value
Fast	1080p (1920x1080 16:9 @ 30 fps)	3
Medium	720p (1280x720 16:9 @ 30 fps)	2
Slow	360p (either 640x360 16:9 @ 30 fps, or 640x480 4:3 @ 30 fps)	1



Endpoint performance	Maximum resolution	Registry key value
Very slow	240p (either 320x180 16:9 @ 30 fps, or 320x240 4:3 @ 30 fps)	0

To set the outgoing video (encoding) resolution value, for example to 360p, run the following command from the terminal:

```
1 mkdir -p /var/.config/citrix/hdx_rtc_engine
2
3 vim /var/.config/citrix/hdx_rtc_engine/config.json
4
5 {
6
7     "OverridePerformance":1
8
9 }
10
11
12 <!--NeedCopy-->
```

### Logging for Microsoft Teams

To enable logging for Microsoft Teams:

1. Navigate to the `/opt/Citrix/ICAClient/debug.ini` file.
2. Modify the [HDXTeams] section as follows:

```
1 [HDXTeams]
2 ; Retail logging for HDXTeams 0/1 = disabled/enabled
3 HDXTeamsLogSwitch = 1
4 ; Debug logging; , It is in decreasing order
5 ; LS_NONE = 4, LS_ERROR = 3, LS_WARNING = 2, LS_INFO = 1,
6   LS_VERBOSE = 0
7 WebrtcLogLevel = 0
8 ; None = 5, Info = 4, Warning = 3, Error = 2, Debug = 1, Trace = 0
9 WebrpcLogLevel = 0
10 <!--NeedCopy-->
```

### Enhancements to Microsoft Teams optimization

- Starting with version 2101 for Citrix Workspace app:
  - The Citrix Workspace app installer is packaged with the Microsoft Teams ringtones.
  - Audio output switches automatically to newly plugged-in audio devices, and an appropriate audio volume is set.
  - HTTP proxy support for anonymous authentication.
- Starting with version 2103 for Citrix Workspace app, the VP9 video codec is disabled by default.
- Starting with version 2104 for Citrix Workspace app, the echo cancellation feature is disabled by default. We recommend that you do not use your built-in speakers and microphone for calls. Use headphones instead. This fix aims to address choppy audio issues noticed on thin clients
- Starting with version 2106 for Citrix Workspace app:

- Previously, when you clicked **Screen sharing**, preview of a default or main monitor was only available for screen sharing.

With this version, preview of all screens is displayed on the screen picker menu. You can select any screen for screen sharing in the VDA environment. A red square appears on the selected monitor and a small picture of the selected screen content appears on the screen picker menu.

In seamless mode, you can select one from all screens to share. When Desktop Viewer changes the window mode (maximized, restore, or minimize), the screen share stops.

- You can now configure the preferred network interface for media traffic.

Navigate to `\HKEY_CURRENT_USER\SOFTWARE\Citrix\HDXMediaStream` and create a key named `NetworkPreference` (REG\_DWORD).

Select one of the following values as required:

- |   |   |             |
|---|---|-------------|
| 1 | - | 1- Ethernet |
| 2 | - | 2- Wi-Fi    |
| 3 | - | 3- Cellular |
| 4 | - | 4- VPN      |
| 5 | - | 5- Loopback |
| 6 | - | 6- Any      |

By default, the WebRTC media engine chooses the best available route.

- Starting with version 2112 for Citrix Workspace app:

**Note:**

The following features are available only after the roll-out of a future update from Microsoft Teams. When the update is rolled-out by Microsoft, you can check [CTX253754](#) for the documentation update and the announcement.

– **Request control in Microsoft Teams**

With this release, you can request control during a Microsoft Teams call when a participant is sharing the screen. Once you have control, you can make selections, edits, or other modifications to the shared screen.

To take control when a screen is being shared, click **Request control** at the top of the Microsoft Teams screen. The meeting participant who's sharing the screen can either allow or deny your request.

While you have control, you can make selections, edits, and other modifications to the shared screen. When you're done, click **Release control**.

**Limitation:**

The **Request Control** option is not available during the peer-to-peer call between an optimized user and a user on the native Microsoft Teams desktop client that is running on the endpoint. As a workaround, users can join a meeting to get the **Request Control** option.

– **Support for dynamic e911**

With this release, Citrix Workspace app supports dynamic emergency calling. When used in Microsoft Calling Plans, Operator Connect, and Direct Routing, it provides the capability to:

- \* configure and route emergency calls
- \* notify security personnel

The notification is provided based on the current location of the Citrix Workspace app running on the endpoint, instead of the Microsoft Teams client running on the VDA.

Ray Baum's law requires the 911 caller's dispatchable location to be transmitted to the appropriate Public Safety Answering Point (PSAP). Starting from Citrix Workspace app 2112 for Linux, Microsoft Teams Optimization with HDX is compliant with Ray Baum's law. To support this feature, the LLDP library must be included in the Operating System distribution of the Thin Client.

## **Support for NetScaler App Experience (NSAP) virtual channel**

Previously available as an experimental feature, the NSAP virtual channel feature is fully supported starting with version 2006. All HDX Insight data is sourced from the NSAP virtual channel exclusively and sent uncompressed. This approach improves the scalability and the performance of sessions.

The NSAP virtual channel is enabled by default. To disable it, toggle the VDNSAP flag `NSAP=Off` in the `module.ini` file.

For more information, see [HDX Insight](#) in the Linux Virtual Delivery Agent documentation, and [HDX Insight](#) in the Citrix Application Delivery Management service documentation.

## Multi-monitor layout persistence

This feature retains the session monitor layout information across endpoints. The session appears at the same monitors as configured.

### Prerequisite:

This feature requires the following:

- StoreFront v3.15 or later.
- If `.ICAClient` is already present in the home folder of the current user:

Delete `All_Regions.ini` file

or

To retain the `AllRegions.ini` file, add the following lines at the end of the `[Client Engine\Application Launching]` section:

```
SubscriptionUrl=
```

```
PreferredWindowsBounds=
```

```
PreferredMonitors=
```

```
PreferredWindowState=
```

```
SaveMultiMonitorPref=
```

If the `.ICAClient` folder is not present then it indicates a fresh install of the Citrix Workspace app. In that case, the default setting for the feature is retained.

### Use cases

- Launch a session on any monitor in windowed mode and save the setting.  
When you relaunch the session, it appears in the same mode, on the same monitor, and in the same position.
- Launch a session on any monitor in full-screen mode and save the setting.  
When you relaunch the session, it appears in full-screen mode on the same monitor.
- Stretch and span a session in windowed mode across multiple monitors and then switch to full-screen mode. The session continues in full-screen across all monitors. When you relaunch the session, it appears in full-screen mode, spanning across all monitors.

**Notes:**

- The layout is overwritten with every save, and the layout is saved only on the active StoreFront.
- If you launch extra desktop sessions from the same StoreFront on different monitors, saving the layout in one session saves the layout information of all the sessions.

**Save layout**

To enable the save layout feature:

1. Install the StoreFront 3.15 or later version (equal or greater than v3.15.0.12) on a compatible Delivery Controller (DDC).
2. Download the build of Citrix Workspace app 1808 or later for Linux from the [Downloads](#) page and then install it on your Linux machine.
3. Set the ICAROOT environment variable to the install location.
4. Check whether the **All\_Regions.ini** file is present in the **.ICAClient** folder. If so, delete it.
5. In the **ICAROOT/config/All\_Regions.ini** file, look for the field – **SaveMultiMonitorPref**. By default, the value of this field is “true” (meaning this feature is turned on). To toggle off this feature, set this field to false.  
If you update the value of **SaveMultiMonitorPref**, you must delete the **All\_Regions.ini** file present in the **.ICAClient** folder to prevent value mismatches and a possible profile lockdown. Set or unset the **SaveMultiMonitorPref** flag before launching sessions.
6. Launch a new desktop session.
7. Click **Save Layout** on the Desktop Viewer toolbar to save the current session layout. A notification appears at the bottom right of the screen, indicating success.  
When you click Save layout, the icon grays out. This color change indicates that saving is in progress. When the layout is saved the icon appears normal.
8. Disconnect or log off from the session.  
Relaunch the session. The session appears in the same mode, on the same monitor, and in the same position.

**Limitations and unsupported scenarios:**

- Saving a layout for windowed mode session spanning across multiple monitors is not supported due to limitations with the Linux Display manager.
- Saving session information across monitors with varied resolution is not supported in this release and might result in unpredictable behavior.
- Customers deployments with extra StoreFront

### Using Citrix Virtual Desktops on dual monitor

1. Select the Desktop Viewer and click the down arrow.
2. Select **Window**.
3. Drag the Citrix Virtual Desktops screen between the two monitors. Verify that about half the screen is present in each monitor.
4. From the Citrix Virtual Desktop toolbar, select **Full-screen**.

The screen extends to both the monitors.

### Workspace launcher

Citrix introduces the Workspace launcher (WebHelper) to launch published desktops and applications.

Previously, the browser plug-in provided along with Citrix Workspace app for Linux enabled users to launch published desktops and applications was based on the NPAPI.

As a solution, Citrix is introducing the Workspace launcher (WebHelper). To enable this feature, configure StoreFront to send requests to Workspace launcher to detect the Citrix Workspace app installation.

Starting with Version 1901, the Citrix Workspace launcher is compatible with direct connections to StoreFront and Citrix Gateway. This feature helps to launch the ICA file automatically and to detect the Citrix Workspace app installation.

For information about configuring StoreFront, see **Solution – 2 > a) Administrator configuration** in Knowledge Center article [CTX237727](#).

#### Note:

Citrix Workspace launcher currently works only with direct connections to StoreFront. It isn't supported in other cases such as connections through Citrix Gateway.

### Disabling new workspace web UI mode

When you launch the Citrix Workspace app for Linux using self-service executable file from third-party thin-client vendors, the application can become unresponsive because of 100% CPU utilization.

As a workaround, to switch back to the old UI mode:

1. Remove cached files by using the command:  

```
rm -r ~/.ICAClient
```
2. Go to `$ICAROOT/config/AuthManconfig.xml` file.
3. Change `CWACapableEnabled` key value to false.

4. Launch Citrix Workspace app for Linux. Observe that the self-service executable file loads the old UI.

## Keyboard layout synchronization

Keyboard layout synchronization between client and VDA enables you to switch among preferred keyboard layouts on the client device when using a Windows or a Linux VDA. This feature is disabled by default.

### Prerequisite:

- Enable the Unicode Keyboard Layout Mapping feature on the Windows VDA. For more information, see Knowledge Center article [CTX226335](#).
- Enable the Dynamic Keyboard layout sync feature on the Linux VDA. For more information, see [Dynamic keyboard layout synchronization](#)
- Keyboard layout synchronization depends on XKB lib, which allows automatic keyboard layout synchronization between the VDA and the client device.
- When using a Windows Server 2016 or Windows Server 2019, navigate to `HKEY_LOCAL_MACHINE\Software\Citrix\ICA\IcaIme` registry path and add a DWORD value with key name `DisableKeyboardSync` and set the value to 0.

To enable this feature, add the following lines to the module.ini file:

```
[ICA 3.0]
KeyboardSync=On

[KeyboardSync]
DriverName = VDIME.DLL
```

When you set **KeyboardSync=On** in the module.ini file and set **KeyboardLayout=(User Profile)** in the **wfclient.ini** file, the `vdime` virtual driver detects the active keyboard layout on the client and sends the information to VDA. When the keyboard layout changes in a client session, the `vdime` is aware and sends the new layout to VDA immediately.

To disable this feature, set **KeyboardSync=Off** in the module.ini file to revert to the earlier behavior. In the earlier behavior, the keyboard layout is read from the `$HOME/.ICAClient/wfclient.ini` file and sent to the VDA along with other client information when the session starts.

### Usage

With this feature enabled, when the keyboard layout changes on the client device during a session, the keyboard layout of the session changes accordingly.

**Keyboard layout support for Windows VDA and Linux VDA****Note:**

The Linux keyboard locale for all the references in the following table is a hyphen.

<b>Linux Keyboard Layout</b>	<b>Linux Keyboard / Linux VDA layout</b>	<b>Windows Locale</b>	<b>Windows Keyboard ID</b>	<b>Linux VDA Layout</b>
arm	-	ar-SA	00000401	art
ara	azerty	ar-DZ	00020401	ara
at	-	de-AT	00000407	at
be	iso- alternate	fr-BE	0000080c	be
be	-	nL-BE	00000813	be
bg	-	bg-BG	00030402	bg
bg	phonetic	bg-BG	00040402	bg
bg	bas_phonetic	bg-BG	00020402	bg
br	-	pt-BR	00000416	br
by	-	be-BY	00000423	by
ca	eng	en-CA	00000409	ca
ca	multix	fr-CA	00011009	ca
ca	fr-legacy	fr-CA	00000c0c	ca
ca	-	fr-CA	00001009	ca
ch	fr	fr-CH	0000100c	ch
ch	-	de-CH	00000807	ch
cn	-	en-US	00000409	us
cz	-	cs-CZ	00000405	cz
cz	qwerty	cs-CZ	00010405	cz
de	-	de-DE	00000407	de
de	mac	de-DE	00000407	de
dk	-	da-DK	00000406	dk
ee	-	et-EE	00000425	ee
es	-	es-ES	0000040a	es



<b>Linux Keyboard Layout</b>	<b>Linux Keyboard / Linux VDA layout</b>	<b>Windows Locale</b>	<b>Windows Keyboard ID</b>	<b>Linux VDA Layout</b>
es	mac	es-ES	0000040a	es
fi	-	fi-FI	0000040b	fi
fr	-	fr-FR	0000040c	fr
fr	mac	fr-FR	0000040c	fr
gb	-	en-GB	00000809	gb
gb	mac	en-GB	00000809	gb
gb	extd	en-GB	00000452	gb
gr	-	el-GR	00000408	gr
hr	-	hr-HR	0000041a	hr
hu	-	hu-HU	0000040e	hu
ie	-	en-IE	00001809	ie
il	-	he-IL	0002040d	il
in	eng	en-IN	00004009	in
iq	-	ar-IQ	00000401	iq
is	-	is-IS	0000040f	is
it	-	it-IT	00000410	it
jp	-	en-US	00000409	us
jp	mac	en-US	00000409	us
kr	-	en-US	00000409	us
latam	-	es-MX	0000080a	latam
lt	-	lt-LT	00010427	lt
lt	ibm	lt-LT	00000427	lt
lt	std	lt-LT	00020427	lt
lv	-	lv-LV	00020426	lv
no	-	nb-NO	00000414	no
pl	-	pl-PL	00000415	pl
pl	qwertz	pl-PL	00010415	pl
pt	-	pt-PT	00000816	pt

<b>Linux Keyboard Layout</b>	<b>Linux Keyboard / Linux VDA layout</b>	<b>Windows Locale</b>	<b>Windows Keyboard ID</b>	<b>Linux VDA Layout</b>
pt	mac	pt-PT	00000816	pt
ro	std	ro-RO	00010418	ro
rs	-	sr-Cyrl-RS	00000c1a	rs
rs	latin	sr-Latn-RS	0000081a	rs
ru	-	ru-RU	00000419	ru
ru	typewriter	ru-RU	00010419	ru
ru	mac	ru-RU	00000419	ru
se	-	sv-SE	0000041d	se
se	mac	sv-SE	0000041d	se
si	-	sl-SI	00000424	si
sk	-	sk-SK	0000041b	sk
sk	qwerty	sk-SK	0001041b	sk
th	-	th-TH	0000041e	th
th	pat	th-TH	0001041e	th
tj	-	tg-Cyrl-TJ	00000428	tj
tr	-	tr-TR	0000041f	tr
tr	f	tr-TR	0001041f	tr
tw	-	en-US	00000409	us
ua	-	uk-UA	00000422	ua
us	-	en-US	00000409	us
us	mac	en-US	00000409	us
us	dvorak	en-US	00010409	us
us	dvorak-l	en-US	00030409	us
us	dvorak-r	en-US	00040409	us
us	intl	nl-NL	00020409	us
vn	-	vi-VN	0000042a	vn

## VDA keyboard layout

The VDA keyboard layout feature helps you use the VDA keyboard layout regardless of the client's keyboard layout settings. It supports the following types of keyboard: PC/XT 101, 102, 104, 105, 106.

To use the server-side keyboard layout:

1. Launch the wfclient.ini file.
2. Change the value of the `KeyboardLayout` attribute as follows:

```
KeyboardLayout=(Server Default)
```

The default value for the `KeyboardLayout` attribute is (User Profile).

3. Relaunch the session for the changes to take effect.

## File type association

A Citrix Virtual Apps Services might also publish a file, rather than an application or desktop. This process is referred to as publishing content, and allows pnbrowse to open the published file.

There's a limitation to the type of files that the Citrix Workspace app recognizes. Only when a published application is associated with the file type of the published file:

- The system recognizes the file type of the published content
- Users can view the file through Citrix Workspace app

For example, to view a published Adobe PDF file using Citrix Workspace app, an application such as Adobe PDF Viewer must be published. Unless a suitable application is published, users can't view the published content.

To enable FTA on the client-side:

1. Verify that the app that you want to associate is a favorite or a subscribed application.
2. To get the list of published applications and the server URL, run the commands:

```
1 ./util/storebrowse -l
2
3 ./util/storebrowse -S <StoreFront URL>
4 <!--NeedCopy-->
```

3. Run the `./util/ctx_app_bind` command with the following syntax:

```
./util/ctx_app_bind [-p] example_file|MIME-type published-application [
server|server-URI]
```

for example,

```
./util/ctx_app_bind a.txt BVT_DB.Notepad_AWTSVDA-0001 https://awddc1.  
bvt.local/citrix/store/discovery
```

4. Verify that the file you're trying to open is client drive mapping (CDM) enabled.
5. Double-click the file to open it using the associated application.

### Associating a published application with file types

Citrix Workspace app reads and applies the settings configured by administrators in Citrix Studio.

#### Prerequisite:

Verify that you connect to the Store server where the FTA is configured.

To link a file name extension with a Citrix Workspace app for Linux application:

1. Publish the application.
2. Log on to Citrix Studio.
3. Right-click the application and select **Properties**.
4. Select **Location**.
5. Add “%\*\*” in the Command-line argument (optional) field to bypass the command-line validation and then click OK.
6. Right-click the application and select **Properties**.
7. Select **File Type Association**.
8. Select all the extensions that you want Citrix Workspace app to associate with the application.
9. Click **Apply** and **Update file types**.
10. Follow the steps mentioned in [File type association](#) to enable FTA on the client-side.

#### Note:

The StoreFront file type association must be ON. By default, file type association is enabled.

### Support for Citrix Analytics

Citrix Workspace app for Linux is instrumented to securely transmit logs to Citrix Analytics when the app triggers certain events. The logs are analyzed and stored on Citrix Analytics servers when enabled. For more information about Citrix Analytics, see [Citrix Analytics](#).

## Transparent user interface

The Citrix ICA protocol uses the Transparent User Interface Virtual Channel [TUI VC] protocol to transmit data between Citrix Virtual Apps and Desktops and host servers. The TUI protocol transmits user interface [UI] component messages for remote connections.

Citrix Workspace app for Linux supports the TUI VC feature. This feature helps the client to receive the TUI packets sent by the server, and the client can access the UI-related components. This functionality helps you to control the display of the default overlay screen. You can toggle the `VDTUI` flag in the `module.ini` file: `VDTUI - On/Off`

Starting with version 1912, the `VDTUI` flag is set to **On** by default. As a result, the “Starting <Application>” dialog box no longer appears when you launch an app. Instead, a “Connecting <Application>” dialog appears with a progress bar. The dialog also displays the progress of the app launch. However, if you set the flag to **Off**, the “Starting <Application>” dialog rendered on top of other application windows, covering the login prompt.

For more information on Virtual Channels, see [Citrix ICA virtual channels](#) in the Citrix Virtual Apps and Desktops documentation.

## Authenticate

January 24, 2022

To provide a better experience, starting with Citrix Workspace app 2012, we present the authentication dialog inside Citrix Workspace app and show store details on the sign-in screen. We encrypt and store authentication tokens so that you don't need to reenter credentials when your system or session restarts.

**Note:**

This authentication enhancement is available only in cloud deployments.

**Prerequisite:**

Install the libsecret library.

This feature is disabled by default.

**To enable this enhancement:**

1. Locate the configuration file: `$ICAROOT/config/AuthManConfig.xml`.
2. Set the value of `AuthManLiteEnabled` to **true**.

## Smart card

To configure smart card support in Citrix Workspace app for Linux, you must configure StoreFront server through the StoreFront console.

Citrix Workspace app supports smart card readers that are compatible with PCSC-Lite and PKCS#11 drivers appropriately. By default, Citrix Workspace app now locates `opensc-pkcs11.so` in one of the standard locations.

Citrix Workspace app can find `opensc-pkcs11.so` in a non-standard location or another `PKCS\##11` driver. You can store the respective location using the following procedure:

1. Locate the configuration file: `$ICAROOT/config/AuthManConfig.xml`.
2. Locate the line `<key>PKCS11module</key>` and add the driver location to the `<value>` element immediately following the line.

### Note:

If you enter a file name for the driver location, Citrix Workspace app navigates to that file in the `$ICAROOT/PKCS\ ##11` directory. Alternatively, you can use an absolute path beginning with “/.”

After you remove a smart card, configure the behavior of Citrix Workspace app by updating the `SmartCardRemovalAction` in the configuration file using the following steps:

1. Locate the configuration file: `$ICAROOT/config/AuthManConfig.xml`
2. Locate the line `<key>SmartCardRemovalAction</key>` and add `noaction` or `forcelogout` to the `<value>` element immediately following the line.

The default behavior is `noaction`. No action is taken to clear stored credentials and generated tokens on removal of the smart card.

The `forcelogout` action clears all credentials and tokens within StoreFront on removal of the smart card.

## Enabling smart card support

Citrix Workspace app supports various smart card readers if smart card is enabled on both server and Citrix Workspace app.

You can use smart cards for the following purposes:

- Smart card logon authentication - Authenticates you to Citrix Virtual Apps servers.
- Smart card application support - Enables smart card-aware published applications to access the local smart card devices.

Smart card data is security sensitive and must be transmitted over a secure authenticated channel, such as TLS.

Smart card support has the following prerequisites:

- Your smart card readers and published applications must be PC/SC industry standard compliant.
- Install the appropriate driver for your smart card.
- Install the PC/SC Lite package.
- Install and run the `pcscd` Daemon, which provides middleware to access the smart card using PC/SC.
- On a 64-bit system, both 64-bit and 32-bit versions of the “libpcsclite1” package must be present.

For more information about configuring smart card support on servers, see [Smart cards](#) in the Citrix Virtual Apps and Desktops documentation.

### Enhancement on smart card support

**Note:**

This feature is generally available for Citrix Workspace app.

Starting with Version 2112, Citrix Workspace app supports the Plug and Play functionality for smart card reader.

When you insert a smart card, the smart card reader detects the smart card in the server and client. You can plug and play different cards at the same time, and all of these cards are detected.

#### Prerequisites:

Install the `libpcscd` library on the Linux client.

**Note:**

This library might be installed by default in the recent versions of most Linux distributions. However, you might need to install the `libpcscd` library in earlier versions of some Linux distributions, such as Ubuntu 1604.

To disable this enhancement:

1. Navigate to the `<ICAROOT>/config/module.ini` folder.
2. Go to the `SmartCard` section.
3. Set the `DriverName= VDSCARD.DLL`.

### Support for multi-factor (nFactor) authentication

Multifactor authentication enhances the security of an application by requiring users to provide multiple proofs of identify to gain access. Multifactor authentication makes authentication steps and the associated credential collection forms configurable by the administrator.

Native Citrix Workspace app supports this protocol by building on the Forms sign in support already implemented for StoreFront. The web sign-in pages for Citrix Gateway and Traffic Manager virtual servers also consume this protocol.

For more information, see [SAML authentication](#) and [Multi-Factor \(nFactor\) authentication](#) in the Citrix ADC documentation.

## Secure communications

January 9, 2022

To secure the communication between your site and Citrix Workspace app, you can integrate your Citrix Workspace app connections using secure technologies such as Citrix Gateway.

### Note:

Citrix recommends using Citrix Gateway between StoreFront servers and user devices.

- A firewall: Network firewalls can allow or block packets based on the destination address and port. If you're using Citrix Workspace app through a network firewall that maps the server's internal network IP address to an external Internet address (that is, network address translation, or NAT), configure the external address.
- Trusted server.
- For Citrix Virtual Apps deployments only (not applicable to XenDesktop 7): A SOCKS proxy server or secure proxy server (also known as security proxy server, HTTPS proxy server, or Transport Layer Security (TLS) tunneling proxy server). You can use proxy servers to limit access to and from your network and to handle connections between Citrix Workspace app and servers. Citrix Workspace app supports SOCKS and secure proxy protocols.
- For Citrix Virtual Apps deployments only: Citrix Secure Web Gateway or SSL Relay solutions with TLS protocols. TLS versions 1.0 through 1.2 are supported.

## Citrix Gateway

Citrix Gateway (formerly Access Gateway) secures connections to StoreFront stores. Also, lets administrators control, in a detailed way, user access to desktops and applications.

To connect to desktops and applications through Citrix Gateway:

1. Specify the Citrix Gateway URL that your administrator provides using one of the following ways:
  - The first time you use the self-service user interface, you are prompted to enter the URL in the Add Account dialog box



- When you later use the self-service user interface, enter the URL by clicking **Preferences > Accounts > Add**
- If you're establishing a connection with the storebrowse command, enter the URL at the command line

The URL specifies the gateway and, optionally, a specific store:

- To connect to the first store that Citrix Workspace app finds, use a URL of the form, for example: <https://gateway.company.com>.
  - To connect to a specific store, use a URL of the form, for example: <https://gateway.company.com?<storename>>. This dynamic URL is in a non-standard form; do not include = (the equals sign character) in the URL. If you're establishing a connection to a specific store with storebrowse, you might need quotation marks around the URL in the storebrowse command.
2. When prompted, connect to the store (through the gateway) using your user name, password, and security token. For more information on this step, see the Citrix Gateway documentation.

When authentication is complete, your desktops and applications are displayed.

## Proxy server

Proxy servers are used to limit access to and from your network, and to handle connections between Citrix Workspace app and your Citrix Virtual Apps and Desktops deployment.

Citrix Workspace app supports the SOCKS protocol, along with the following:

- Citrix Secure Web Gateway and Citrix SSL Relay, the secure proxy protocol
- Windows NT Challenge/Response (NTLM) authentication.

The list of supported proxy types is restricted in the Trusted\_Regions.ini and Untrusted\_Regions.ini to the Auto, None, and Pad types. If you use the SOCKS, Secure, or Script types, edit those files to add the additional types to the permitted list.

### Note:

To ensure a secure connection, enable TLS.

## Secure proxy server

Configuring connections to use the secure proxy protocol also enables support for Windows NT Challenge/Response (NTLM) authentication. If this protocol is available, it is detected and used at run time without any additional configuration.

**Important:**

NTLM support requires the OpenSSL 1.1.1d and libcrypto.so libraries. Install the libraries on the user device. These libraries are often included in Linux distributions. You can also download them from <http://www.openssl.org/>.

## Secure Web Gateway and SSL

You can integrate Citrix Workspace app with the Citrix Secure Web Gateway or Secure Sockets Layer (SSL) Relay service. Citrix Workspace app supports the TLS protocol. TLS (Transport Layer Security) is the latest, standardized version of the SSL protocol. The Internet Engineering Taskforce (IETF) re-named it TLS when it took over responsibility for the development of SSL as an open standard. TLS secures data communications by providing server authentication, encryption of the data stream, and message integrity checks. Some organizations, including U.S. government organizations, require the use of TLS to secure data communications. These organizations might also require the use of validated cryptography, such as FIPS 140 (Federal Information Processing Standard). FIPS 140 is a standard for cryptography.

### Secure Web Gateway

You can use the Citrix Secure Web Gateway in Normal mode or Relay mode to provide a secure channel for communication between Citrix Workspace app and the server. No configuration of Citrix Workspace app is required if you're using the Citrix Secure Web Gateway in Normal mode.

If the Citrix Secure Web Gateway Proxy is installed on a server in the secure network, you can use the Citrix Secure Web Gateway Proxy in Relay mode. For more information, see the [Citrix Virtual Apps \(Citrix Secure Web Gateway\)](#) documentation.

If you're using Relay mode, the Citrix Secure Web Gateway server functions as a proxy and you must configure Citrix Workspace app to use:

- The fully qualified domain name (FQDN) of the Citrix Secure Web Gateway server.
- The port number of the Citrix Secure Web Gateway server. Citrix Secure Web Gateway Version 2.0 does not support Relay mode.

The FQDN must list, in sequence, the following three components:

- Host name
- Intermediate domain
- Top-level domain

For example: my\_computer.my\_company.com is an FQDN, because it lists, in sequence, a host name (my\_computer), an intermediate domain (my\_company), and a top-level domain (com). The combination of intermediate and top-level domain (my\_company.com) is referred to as the domain name.

## SSL Relay

By default, Citrix SSL Relay uses TCP port 443 on the Citrix Virtual Apps server for TLS-secured communication. When the SSL Relay receives a TLS connection, it decrypts the data before redirecting it to the server.

If you configure SSL Relay to listen on a port other than 443, you must specify the non-standard listening port number to Citrix Workspace app.

You can use Citrix SSL Relay to secure communications:

- Between a TLS-enabled user device and a server

For information about configuring and using SSL Relay to secure your installation, see the Citrix Virtual Apps documentation.

## TLS

Previously, the minimum TLS version supported was 1.0, and the maximum TLS version supported was 1.2. Starting with version 2006, the minimum and maximum TLS version supported is 1.2.

You can control the versions of the TLS protocol that can be negotiated by adding the following configuration options in the [WFClient] section:

- `MinimumTLS=1.2`
- `MaximumTLS=1.2`

These values are the default values, which are implemented in code. Adjust them as you require.

### Notes:

- These values are read whenever programs start. If you change them after starting self-service or storebrowse, type: **killall AuthManagerDaemon ServiceRecord selfservice storebrowse**.
- Citrix Workspace app for Linux does not allow the use of the SSLv3 protocol.

To select the cipher suite set, add the following configuration option in the [WFClient] section:

- `SSLCiphers=GOV`

This value is the default value. Other recognized values are COM and ALL.

### Note:

As with the TLS version configuration, if you change this configuration after starting self-service or storebrowse you must type:

**killall AuthManagerDaemon ServiceRecord selfservice storebrowse**

## CryptoKit update

CryptoKit Version 14.2 is integrated with the OpenSSL 1.1.1d version.

## Cryptographic update

This feature is an important change to the secure communication protocol. Cipher suites with the prefix `TLS_RSA_` do not offer forward secrecy and are considered weak.

The `TLS_RSA_` cipher suites have been removed entirely. Instead, it supports the advanced `TLS_ECDHE_RSA_` cipher suites. If your environment isn't configured with the `TLS_ECDHE_RSA_` cipher suites, client launches aren't supported because of weak ciphers. For client authentication, 1536-bit RSA keys are supported.

The following advanced cipher suites are supported:

- `TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384` (0xc030)
- `TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384` (0xc028)
- `TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA` (0xc013)

DTLS v1.0 supports the following cipher suites:

- `TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA`
- `TLS_EMPTY_RENEGOTIATION_INFO_SCSV`

DTLS v1.2 supports the following cipher suites:

- `TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384`
- `TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384`
- `TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA`
- `TLS_EMPTY_RENEGOTIATION_INFO_SCSV`

### Note:

From version 1903 and later, DTLS is supported from Citrix Gateway 12.1 and later. For information on DTLS supported cipher suites for Citrix Gateway, see [Support for DTLS protocol](#)

## Cipher suites

To enable different cipher suites, change the parameter `SSLCiphers` value to `ALL`, `COM`, or `GOV`. By default, the option is set to `ALL` in the `All_Regions.ini` file in the `$ICAROOT/config` directory.

The following sets of cipher suites are provided by `ALL`, `GOV`, and `COM`, respectively:

- `ALL`
  - all 3 ciphers are supported.
- `GOV`

- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384 (0xc030)
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384 (0xc028)
- COM
  - TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA (0xc013)

For troubleshooting information, see [Cipher suites](#).

Cipher suites with the prefix `TLS_RSA_` do not offer forward secrecy. These cipher suites are now deprecated in the industry. However, to support backward compatibility with older versions of Citrix Virtual Apps and Desktops, Citrix Workspace app includes an option to enable these cipher suites.

For better security, set the flag `Enable\\_TLS\\_RSA\\_` to `False`.

Following is the list of deprecated cipher suites:

- TLS\_RSA\_AES256\_GCM\_SHA384
- TLS\_RSA\_AES128\_GCM\_SHA256
- TLS\_RSA\_AES256\_CBC\_SHA256
- TLS\_RSA\_AES256\_CBC\_SHA
- TLS\_RSA\_AES128\_CBC\_SHA
- TLS\_RSA\_3DES\_CBC\_EDE\_SHA
- TLS\_RSA\_WITH\_RC4\_128\_MD5
- TLS\_RSA\_WITH\_RC4\_128\_SHA

**Note:**

The last two cipher suites use the RC4 algorithm and are deprecated because they are insecure. You might also consider the `TLS_RSA_3DES_CBC_EDE_SHA` cipher suite to be deprecated. You can use flags to enforce all these deprecations.

For information on configuring DTLS v1.2, see the [Adaptive transport](#) section in the Citrix Virtual Apps and Desktops documentation.

**Prerequisite:**

If you're using version 1901 and earlier, do the following steps:

If `.ICAClient` is already present in the home directory of the current user:

- Delete `All\\_Regions.ini` file

Or

- To retain the `AllRegions.ini` file, add the following lines at the end of the `[Network\SSL]` section:
  - `Enable_RC4-MD5=`
  - `Enable_RC4_128_SHA=`
  - `Enable_TLS_RSA_=`

If the `.ICAClient` folder isn't present in the home folder of the current user, it indicates a fresh install of the Citrix Workspace app. In that case, the default setting for the features is retained.

The following table lists the cipher suites in each set:

Table 1 – Cipher suite support matrix

**Note:**

All the preceding cipher suites are FIPS- and SP800-52- compliant. The first two are allowed only for (D)TLS1.2 connections. See **Table 1 – Cipher suite support matrix** for a comprehensive representation of cipher suite supportability.

## Storebrowse

February 18, 2022

Storebrowse is a lightweight command-line utility that interacts between the client and the server. Using the storebrowse utility, administrators can automate the following day-to-day operations:

- Add a store.
- List the published apps and desktops from a configured store.
- Subscribe and unsubscribe apps and desktops from a configured store.
- Enable and disable shortcuts for published apps and desktops.
- Launch published applications.
- Reconnect to disconnected sessions.

Generally, the storebrowse utility is available in the `/util` folder. You can find it under the installation location. For example, `/opt/Citrix/ICAClient/util`.

### Prerequisites

The storebrowse utility requires the **libxml2** library package.

### Launch published desktops and applications

There are two ways to launch a resource:

- You can use the command line and storebrowse commands
- You can use the UI to launch a resource.

This article discusses storebrowse commands.

## Storebrowse enhancement for service continuity

Previously, the Workspace connection lease files were synced with files available on the remote server only if you connected using the Self-Service plug-in. As a result, the service continuity feature was not supported when you launched apps or desktop session using storebrowse. Most third-party thin-client vendors use storebrowse to connect to the Workspace platform and the service continuity feature was not enabled for them.

Starting with version 2109 for Citrix Workspace app, the Workspace connection lease files sync with files available on the remote server when you connect using storebrowse as well. This feature helps the third-party thin-client vendors to access Workspace even when offline.

### Note:

- This enhancement is available only when service continuity is enabled in cloud deployments. For more information, see the [Configure Service Continuity](#) section in the Citrix Workspace documentation.
- This enhancement is not available if you have set the value of `AuthManLiteEnabled` to `True` in the `$(ICAROOT)/config/AuthManConfig.xml` file. By default, this value is set to `False`.

## Command usage

The following section details the storebrowse commands that you can use from the storebrowse utility.

### Add a store

`-a, --addstore`

Description:

Adds a store with gateway and beacon details along with the ServiceRecord daemon process. This command returns the full URL of the store. An error appears if adding a store fails.

Command example on StoreFront:

Command:

```
./storebrowse -a *URL of StoreFront or a PNASStore*
```

Example:

```
./storebrowse -a https://my.firstexamplestore.net
```

**Note:**

You can add several stores using the storebrowse utility.

**Help**

-?, -h, --help

Description:

Provides details on the storebrowse utility usage.

**List store**

-l --liststore

Description:

Lists the stores that you've added.

Command Example on StoreFront:

```
./storebrowse -l
```

**Enumerate**

-E --enumerate

Description:

Lists the available resources. By default, the following values appear:

- Resource name
- Display name
- Resource folder

To view more information, append the -M --details command to the -E command.

**Note:**

When you run the -E command, an authentication window appears if you have not provided your credentials earlier.

Enter the entire store URL as reported by **-liststore**.

Command example on StoreFront:

- ```
./storebrowse.exe -E https://my.firstexamplestore.net/Citrix/Store/discovery
```



- `./storebrowse.exe -E -M https://my.firstexamplestore.net/Citrix/Store/discovery`

### Subscribed

`-S --subscribed`

Description:

Lists the subscribed resources. By default, the following values appear:

- Resource name
- Display name
- Resource folder

To view more information, append the `-M --details` command to the `-E` command.

Command example on StoreFront:

- `./storebrowse.exe -S https://my.firstexamplestore.net/Citrix/Store/discovery`
- `./storebrowse.exe -S -M https://my.firstexamplestore.net/Citrix/Store/discovery`

### Details

`-M --details`

Description:

This command returns several attributes of the published applications. Generally, this command is used with `-E` and `-S` commands. This command takes an argument that is the sum of the numbers corresponding to the required details:

- Publisher(0x1)
- VideoType(0x2)
- SoundType(0x4)
- AppInStartMenu(0x8)
- AppOnDesktop(0x10)
- AppIsDesktop(0x20)
- AppIsDisabled(0x40)
- WindowType(0x80)
- WindowScale(0x100)
- DisplayName(0x200)
- AppIsMandatory(0x10000)

- CreateShortcuts(0x100000)
- RemoveShortcuts(0x200000)

### Notes:

- To create menu entries for subscribed applications, use the CreateShortcuts(0x100000) argument with the **-S**, **-s**, and **-u** commands.
- To delete all menu entries, use RemoveShortcuts(0x200000) with the **-S** command.

Command example on StoreFront:

```
./storebrowse.exe -S -M 0x264 https://my.firstexamplestore.net/Citrix/Store/discovery
```

In the preceding command example, 0x264 is the combination of DisplayName(0x200), AppIsDisabled(0x40), AppIsDesktop(0x20), and SoundType(0x4). The output lists the subscribed resources along with the details.

You can use the **-M** command for listing the resources with the required details:

```
./storebrowse.exe -E -M 0x264 https://my.firstexamplestore.net/Citrix/Store/discovery
```

### Notes:

- You can express the values in either decimal or in hexadecimal format. For example, 512 for 0x200.
- When some of the details aren't available through storebrowse, the output value is zero.

## Subscribe

```
-s --subscribe
```

Description:

Subscribes the specified resource from a given store.

Command example on StoreFront:

```
./storebrowse -s <Resource_Name> https://my.firstexamplestore.net/Citrix/Store/discovery
```

## Unsubscribe

```
-u --unsubscribe
```

Description:

Unsubscribes the specified resource from a given store.

Command example on StoreFront:

```
./storebrowse -u <Resource_Name> https://my.firstexamplestore.net/Citrix/Store/discovery
```

## Launch

```
-L --launch
```

Description:

Launches a connection to a published resource. The utility then closes automatically, leaving a successfully connected session.

Command example on StoreFront:

```
./storebrowse -L <Resource_Name> https://my.firstexamplestore.net/Citrix/Store/discovery
```

## Icons

```
-i --icons
```

Description:

This command fetches desktop and application icons in PNG format. This command is used with the **-E** or the **-S** command.

To fetch icons of required sizes and depths, use the **best** argument or the **size** argument method.

### Best argument

Using the **best** argument method, you can fetch the best-sized icons available on the server. You can later convert the icons to the required sizes. The **best** argument method is the most efficient way to store, apply bandwidth, and simplify scripting. The files are saved in the **<resource name>.png** format.

### Size argument

To fetch icons of specified sizes and depths, use the **size** argument method. An error appears if the server is unable to fetch icons of a given size or depth.

The **size** argument is of the **WxB** form, where:

- **W** is the width of icons. All icons are square, so only one value is required to specify the size.
- **B** is the color depth. That is, the number of bits per pixel.

**Note:**

The value **W** is mandatory. The value **B** is optional.

If you leave the values unspecified, icons of all available image depths appear. The files are saved in the <resource name>\_WxWxB.png format.

Both the methods save icons in the **.png** format, for each resource that the **-E** or the **-S** command returns.

Icons are stored in the **.ICAClient/cache/icons** folder.

Command example on StoreFront:

- `./storebrowse -E -i best https://my.firstexamplestore.net/Citrix/Store/discovery`
- `./storebrowse -S -i 16x16 https://my.firstexamplestore.net/Citrix/Store/discovery`

### Reconnect session

`-W [r|R] --reconnect [r|R]`

Description:

Reconnects the disconnected yet active sessions of the specified store. The [r] option reconnects all the disconnected sessions. The [R] option reconnects all the active and disconnected sessions.

Command example on StoreFront:

- `./storebrowse -Wr https://my.firstexamplestore.net/Citrix/Store/discovery`
- `./storebrowse -WR https://my.firstexamplestore.net/Citrix/Store/discovery`

### Disconnect session

`-WD --disconnect`

Description:

Disconnects all sessions of the specified store.

Command example on StoreFront:

`./storebrowse -WD https://my.firstexamplestore.net/Citrix/Store/discovery`

### **Terminate session**

`-WT --terminate`

Description:

Terminates all sessions of the specified store.

Command example on StoreFront:

```
./storebrowse -WT https://my.firstexamplestore.net/Citrix/Store/discovery
```

### **Version**

`-v --version`

Description:

Displays the version of the storebrowse utility.

Command example on StoreFront:

```
./storebrowse -v
```

### **Root directory**

`-r --icarroot`

Description:

Specifies the root directory where Citrix Workspace app for Linux is installed. If not specified, the root directory is determined at run time.

Command example on StoreFront:

```
./storebrowse -r /opt/Citrix/ICAClient
```

### **Username, Password, Domain**

`-U --username, -P --password, -D --domain`

Description:

Passes the user name, password, and the domain details to the server. This method works only with a PNA store. StoreFront stores ignore this command. The details aren't cached. Enter the details with every command.

Command example on StoreFront:

```
./storebrowse -E https://my.firstexamplestore.net/Citrix/Store/discovery -U user1 -P password -D domain-name
```

### Delete store

```
-d --deletestore
```

Description:

Deregisters a store with the ServiceRecord daemon.

Command example on StoreFront:

```
./storebrowse -d https://my.firstexamplestore.net/Citrix/Store/discovery
```

### Configure self-service

```
-c --configselfservice
```

Description:

Gets and configures the self-service UI settings that are stored in StoreCache.ctx. Takes an argument of the <entry[=value]> form. If only an entry is present, the setting's current value is printed. However, if a value is present, the value is used to configure the setting.

Command example on StoreFront:

```
./storebrowse -c SharedUserMode=True
```

### Add CR file

```
-C --addcr
```

Description:

Reads the provided Citrix Receiver (CR) file, and prompts you to add each store. The output is the same as the **-a** command, but has more than one store, separated by new lines.

Command example on StoreFront:

```
./storebrowse -C <path to CR file>
```

### Sync connection lease files

```
-o --synclease
```

Description:

Starts to sync Workspace connection lease files with the files available on the remote server for the specified store. This command helps to update the default store and triggers the lease file sync. An error appears if service continuity is disabled.

Command:

```
./storebrowse -o *URL of Store *
```

Command example on StoreFront:

```
./storebrowse -o https://my.firstexamplestore.net
```

### Close storebrowse daemon

```
-K --killdaemon
```

Description:

Terminates the storebrowse daemon. As a result, all credentials and tokens are purged.

Command example on StoreFront:

```
./storebrowse -K
```

### List error codes

```
-e --listerrorcodes
```

Description:

Lists the error codes that are registered.

Command example on StoreFront:

```
./storebrowse -e
```

### Store gateway

```
-g --storegateway
```

Description:

Sets the default gateway for a store that is already registered with the ServiceRecord daemon.

Command example on StoreFront:

```
./storebrowse -g "<unique gateway name>" https://my.firstexamplestore.net/  
Citrix/Store/discovery
```

**Note:**

The unique gateway name must be in the list of gateways for the specified store.

## Quick launch

`-q, --quicklaunch`

Description:

Launches an application using the direct URL. This command works only for StoreFront stores.

Command example on StoreFront:

```
.\storebrowse.exe -q <https://my.firstexamplestore.net/Citrix/Store/resources/v2/Q2hJk0lmNoPQrSTV9y/launch/ica> <https://my.firstexamplestore.net/Citrix/Store/discovery>
```

## Daemonize

`-n --nosingleshot`

Description:

Always daemonizes the storebrowse process.

Command example on StoreFront:

```
./storebrowse -n
```

## File parameters

`-F --fileparam`

Description:

Launches a file with the file path and the resource specified.

Command example on StoreFront:

```
./storebrowse -F "<path to file>" -L <Resource Name> <https://my.firstexamplestore.net/Citrix/Store/discovery>
```

## Workflow

This article demonstrates a simple workflow on how to launch an app using the storebrowse commands:

1. `./storebrowse -a https://my.firstexamplestore.net`

Adds a store and provides the full URL of the store. Make a note of the full URL because it is used in the later commands.



2. `./storebrowse.exe -E https://my.firstexamplestore.net/Citrix/Store/discovery`

Lists all the published apps and desktops. Enter your credentials using the popup that appears for the registered store.

3. `./storebrowse -L <Resource_Name> https://my.firstexamplestore.net/Citrix/Store/discovery`

Launches the resource. Take the Resource\_Name from the output of the previous command.

4. `./storebrowse -K`

This command purges the credentials entered earlier and closes the storebrowse daemon. If you do not mention this command explicitly, the storebrowse process exits after an hour.

## Troubleshoot

March 12, 2022

This article provides information to help administrators troubleshoot issues with Citrix Workspace app.

### Connection

You might come across the following connection issues.

#### ICA launch Fedora 29/30

ICA launch might fail on Fedora 29/30. As a workaround, follow the steps:

1. Install `compat-openssl10` by using the command.

```
sudo yum install compat-openssl10.x86_64
```

2. Set the environment variable in `~/.bashrc` to load for every session. This action points to the older `libcrypto` library.

```
export LD_PRELOAD=/lib64/libcrypto.so.1.0.2o
```

#### Note:

Citrix Workspace app works fine in the X.Org server as compared to the Wayland compositor. For distributions that have Wayland as the default graphics protocol, uncomment either of the following:

```
WaylandEnable=false in /etc/gdm/custom.conf or in /etc/gdm3/custom.conf
```

Sign out and sign in to point to the X.Org server.

### **Published resource or desktop session**

When establishing a connection to a Windows server, if a dialog box appears with the message “Connecting to server...” but no connection window appears later, you might need to configure the server with a Client Access License (CAL). For more information about licensing, see [Licensing](#).

### **Session reconnection**

The connection might fail when reconnecting to a session with a higher color depth than that the Citrix Workspace app requires. This failure occurs when running out of available memory on the server.

If the reconnection fails, Citrix Workspace app tries to use the original color depth. Otherwise, the server tries to start a new session with the requested color depth, leaving the original session in a disconnected state. The second connection might also fail if there’s still a lack of available memory on the server.

### **Full Internet name**

Citrix recommends that you configure DNS (Domain Name Server) on your network. This configuration enables you to resolve the names of servers to which you want to connect. If you do not have DNS configured, it might not be possible to resolve the server name to an IP address. Instead, you can specify the server by its IP address, rather than by its name. TLS connections require a fully qualified domain name, not an IP address.

### **Proxy detection failure**

If your connection is configured to use automatic proxy detection and you see a “Proxy detection failure: Javascript error” error message when trying to connect, copy the `wpad.dat` file into `$ICAROOT/util`. Run the following command, where the host name is the host name of the server to which you’re trying to connect:

```
cat wpad.dat | ./pacexec pac.js FindProxyForURL <http://hostname>  
hostname 2\>&1 | grep “undeclared variable”
```

If you get no output, there’s a serious issue with the `wpad.dat` file on the server that you need to investigate. However, if you see output such as “assignment to undeclared variable ...” you can fix the problem. Open `pac.js` and for each variable listed in the output, add a line at the top of the file in the following format, where “...” is the variable name.

```
var ...;
```

### Slow sessions

If a session does not start until you move the mouse, there might be a problem with random number generation in the Linux kernel. As a workaround, run an entropy-generating daemon such as `rngd` (which is hardware-based) or `haveged` (from Magic Software).

### Cipher suites

If your connection fails with the new cryptographic support:

1. You can use various tools to check the cipher suites that your server support, including:
  - `Sslslabs.com` (requires the server to have Internet access)
  - `sslyze` (<https://github.com/nabla-c0d3/sslyze>)
2. In Linux Client WireShark, find the packet (Client Hello, Server Hello) with the filter (`ip.addr == VDAIPAddress`) to find the SSL section. The result has the cipher suites sent by the client and accepted by the server.

### Incorrect Citrix Optimization SDK

The Citrix Optimization SDK package includes an incorrect version of the `UIDialogLibWebKit.so`. As a workaround, do the following:

1. Download Citrix Optimization SDK package version 18.10 from the [Downloads](#) page.
  - a) Go to the path `CitrixPluginSDK/UIDialogLib/GTK`:

```
cd CitrixPluginSDK/UIDialogLib/GTK
```
  - b) Delete all the object files:

```
rm -rf *.o
```
  - c) Go to WebKit folder:

```
cd ../WebKit
```
  - d) Remove the existing `UIDialogLibWebKit.so`:

```
rm -rf UIDialogLibWebKit.so
```
  - e) Use the following command in the WebKit directory:

```
make all
```

The new `UIDialogLibWebKit.so` is generated.
  - f) Copy the new library into the `$ICAROOT/lib` directory.

### Weak cipher-suites for SSL connections

When making a TLS connection, the Citrix Workspace app offers an advanced and restricted set of cipher suites by default.

If you're connecting to a server that requires an older cipher suite, set the configuration option `SSLCiphers=ALL` in the `[WFClient]` section of a configuration file.

The following advanced cipher suites are supported:

- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384 (0xc030), ALL, GOV
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384 (0xc028), ALL, GOV
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA (0xc013), ALL, COM

### Loss of connection

When using the EDT protocol, you might see the error message: Connection to “...” has been lost. This issue might occur when the connection goes through a router with a Maximum Transmission Unit for EDT that is smaller than the default of 1,500 bytes. Do the following:

- Set `edtMSS=1000` in a configuration file.

### Connection errors

Connection errors might produce various different error dialogs. Examples are:

- Error in connection: A protocol error occurred while communicating with the Authentication Service
- The Authentication Service cannot be contacted
- Your account cannot be added using this server address

Some problems might cause such errors, including:

- When the local computer and the remote computer can't negotiate a common TLS protocol. For more information, see [TLS](#).
- When the remote computer requires an older cipher suite for a TLS connection. In this case, you can set the configuration option `SSLCiphers=ALL` in the `\[WFClient\]` section of a configuration file and run `killall AuthManagerDaemon ServiceRecord selfservice storebrowse` before restarting the connection.
- When the remote computer requests a client certificate inappropriately. IIS must only **accept** or **require** certificates for Citrix, Authentication, and Certificate.
- Other problems.

## Low-bandwidth connections

Citrix recommends that you use the latest version of Citrix Virtual Apps and Desktops on the server. Also, use the latest Citrix Workspace app on the user device.

If you're using a low-bandwidth connection, you can change your Citrix Workspace app configuration and the way you use Citrix Workspace app to improve performance.

- **Configure your Citrix Workspace app connection** - Configuring your Citrix Workspace app connections can reduce the bandwidth that ICA requires and improves performance
- **Change how Citrix Workspace app is used** - Changing the way Citrix Workspace app is used can also reduce the bandwidth required for a high-performance connection
- **Enable UDP audio** - This feature can maintain consistent latency on congested networks in Voice-over-IP (VoIP) connections
- **Use the latest versions of Citrix Virtual Apps and Citrix Workspace app for Linux** - Citrix continually enhances and improves performance with each release, and many performance features require the latest Citrix Workspace app and server software

## Display

### Screen tearing

Screen tearing occurs when parts of two (or more) different frames appear on the screen at the same time, in horizontal blocks. This issue is most visible with large areas of fast changing content on screen.

Tearing is avoided when data is captured at the VDA. Tearing isn't introduced when data is passed to the client. However, X11 (the Linux/Unix graphics subsystem) does not provide a consistent way to draw to the screen in a way that prevents tearing.

To prevent screen tearing, Citrix recommends the standard approach which synchronizes application drawing with the drawing of the screen. That is, wait for `vsync`, to start the drawing of the next frame. Depending on the graphics hardware on the client and the window manager you're using, the following two groups of solutions are available to prevent screen tearing:

- X11 GPU settings
- Use a Composition Manager

### X11 GPU Configuration

For Intel HD graphics, create a file in the `xorg.conf.d` called **20-intel.conf** with the following contents:

```
1 Section "Device"
2
3 Identifier      "Intel Graphics"
4 Driver          "intel"
5 Option          "AccelMethod" "sna"
6 Option          "TearFree" "true"
7
8 EndSection
```

For NVIDIA graphics, locate the file in the `xorg.conf.d` folder that includes the “MetaModes” Option for your configuration. For each comma-separated MetaMode used add the following:

```
{ForceFullCompositionPipeline = On}
```

For example:

```
Option "MetaModes" "DFP-0: 1920x1200 +0+0 {ForceFullCompositionPipeline = On}"
```

**Note:**

Different Linux distributions use different paths to `xorg.conf.d`, for example, `/etc/X11/xorg.conf.d`, or `/user/share/X11/xorg.conf.d`.

## Composition managers

Use the following:

- Compiz (built into Ubuntu Unity). Install the “CompizConfig Settings Manager.”

Run “CompizConfig Settings Manager”.

Under **General** > **Composition** clear **Undirect Fullscreen Windows**.

**Note:**

Use “CompizConfig Settings Manager” with caution because incorrectly changing values can prevent the system from launching.

- Compton (an add-on utility). Refer to the main page/documentation for Compton for full details. For example, run the following command:

```
compton --vsync opengl --vsync -aggressive
```

## Incorrect keystrokes

If you’re using a non-English language keyboard, the screen display might not match the keyboard input. In this case, you must specify the keyboard type and layout that you’re using. For more information about specifying keyboards, see [Control keyboard behavior](#).

### **Excessive redrawing**

Some window managers continuously report the new window position when moving seamless windows, which can result in excessive redrawing. To fix this problem, switch the window manager to a mode that draws only window outlines when moving a window.

### **Icon compatibility**

The Citrix Workspace app creates window icons that are compatible with most window managers. However, these icons aren't fully compatible with the X Inter-Client Communication Convention.

### **Full icon compatibility**

To provide full icon compatibility:

1. Open the wfclient.ini configuration file.
2. Edit the following line in the [WFClient] section: UseIconWindow=True
3. Save and close the file.

### **Cursor color**

The cursor can be difficult to see if it's the same or similar in color to the background. You can fix this issue by forcing areas of the cursor to be black or white.

To change the color of the cursor

1. Open the wfclient.ini configuration file.
2. Add one of the following lines to the [WFClient] section:  
CursorStipple=ffff,ffff (to make the cursor black)  
CursorStipple=0,0 (to make the cursor white)
3. Save and close the file.

### **Color flash**

When you move the mouse into or out of a connection window, the colors in the non-focused window start to flash. This issue is a known limitation when using the X Windows System with PseudoColor displays. If possible, use a higher color depth for the affected connection.

### Color changes with TrueColor display

Users have the option of using 256 colors when connecting to a server. This option assumes that the video hardware has palette support to enable applications to change the palette colors to produce animated displays.

TrueColor displays have no facility to emulate the ability to produce animations by rapidly changing the palette. Software emulation of this facility is expensive for time and network traffic. To reduce this cost, Citrix Workspace app buffers rapid palette changes, and updates the real palette only every few seconds.

### Incorrect display

Citrix Workspace app uses EUC-JP or UTF-8 character encoding for Japanese characters, while the server uses SJIS character encoding. Citrix Workspace app does not translate between these character sets. This issue can cause problems displaying:

- files that are saved on the server and viewed locally
- files that are saved locally and viewed on the server

This issue also affects Japanese characters in parameters used in extended parameter passing.

### Session span

Full-screen sessions span all monitors by default, but a command-line multi-monitor display control option, `-span`, is also available. It allows full-screen sessions to span extra monitors.

Desktop Viewer toolbar functionality allows you to switch a session between windowed and full screen session window, including multi-monitor support for the intersected monitors.

#### Important:

Span has no effect on Seamless or normal windowed sessions (including those sessions in maximized windows).

The `-span` option has the following format:

```
-span [h][o][a|mon1[,mon2[,mon3, mon4]]]
```

If `h` is specified, a list of monitors is printed on `stdout`. If `h` is the whole option value, `wfica` exits.

If `o` is specified, the session window has the `override-redirect` attribute.

#### Caution:

- The use of this option isn't recommended. It's intended as a last option to use with uncooperative window managers.
- The session window isn't visible to the window manager, does not have an icon, and cannot



be restacked.

- It can be removed only by ending the session.

If `a` is specified, Citrix Workspace app tries to create a session that covers all monitors.

Citrix Workspace app assumes that the rest of the `-span` option value is a list of monitor numbers:

- A single value selects a specific monitor.
- Two values select monitors at the top-left and bottom-right corners of the required area.
- Four values specify monitors at the top, bottom, left, and right edges of the area.

Assuming `o` wasn't specified, `wfica` uses the `_NET_WM_FULLSCREEN_MONITORS` message to request an appropriate window layout from the window manager, if it is supported. Otherwise, it uses size and position hints to request the desired layout.

The following command can be used to test for window manager support:

```
xprop -root | grep \\_NET\\_WM\\_FULLSCREEN\\_MONITORS
```

If there is no output, there is no support. If there is no support, you might need an override-redirect window. You can set up an override-redirect window using `-span o`.

To make a session that spans extra monitors from the command line:

1. At a command prompt, type:

```
/opt/Citrix/ICAClient/wfica -span h
```

A list of the numbers of the monitors currently connected to the user device is printed to stdout and `wfica` exits.

2. Make a note of these monitor numbers.
3. At a command prompt, type:

```
/opt/Citrix/ICAClient/wfica -span \[w\[,x\[,y,z\\\]\]
```

The `w`, `x`, `y`, and `z` values are monitor numbers from step 1 of the preceding steps. The single value `w`, specifies a specific monitor. Two values `w` and `x` specify monitors at the top-left and bottom-right corners of the required area. Four values `w`, `x`, `y`, and `z` specify monitors at the top, bottom, left, and right edges of the area.

### Important:

- Define the `WFICA_OPTS` variable before starting self-service through a browser. To define this variable, edit your profile file, normally found at `$HOME/.bash_profile` or `$HOME/.profile`, adding a line to define the `WFICA_OPTS` variable. For example:  

```
export WFICA_OPTS="-span a"
```
- This change affects both Citrix Virtual Apps and Desktops sessions.

- If you have started self-service or storebrowse, remove processes that are started for the new environment variable to take effect. Remove them with:

```
killall AuthManagerDaemon ServiceRecord storebrowse
```

### Local applications

You might not escape from a full-screen session to use local applications or another session. This issue occurs because the client-side system UI is hidden and the Keyboard Transparency feature disables the usual keyboard command, for example Alt+Tab, sending the command to the server instead.

As a workaround, use CTRL+F2 to clear the Keyboard Transparency feature temporarily until the focus next returns to the session window. An alternative workaround is to set `TransparentKeyPassthrough` to `No` in `$ICAROOT/config/module.ini`. This workaround disables the Keyboard Transparency feature. However, you might have to override the **ICA file by adding this** setting in the `All_regions.ini` file.

### Webcam

#### Updating the default webcam

Currently, webcam redirection in Citrix Workspace app for Linux supports only one webcam at a time. The default webcam selected is mapped to the device path `/dev/video0` which is, generally, the built-in webcam in laptops.

To set another capture video as default, do the following:

1. Navigate to the `$HOME/.ICAClient/wfclient.ini` configuration file.
2. In the `[WFClient]` section, add the following setting.

```
HDXWebCamDevice
```

For example, add `HDXWebCamDevice=/dev/video2` to set the webcam mapped to `/dev/video2` in a system.

### Testing capabilities

On the client, the webcam redirection module can be used in different modes to test isolated components under customer environment conditions.

### Production and debug mode

This mode compares the video displaying on the VDA side and the actual buffers that the encoder produces on the client side. It allows to test the entire pipeline.

To enable this mode:

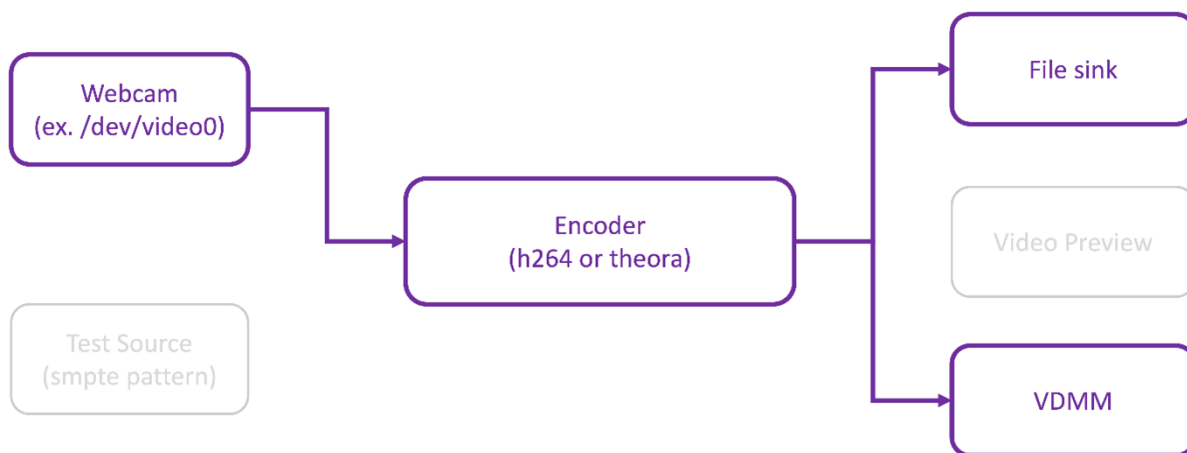
1. Navigate to `$HOME/.ICAClient/wfclient.ini` path.
2. Set the `HDXWebcamDebug` value to `True`.

`HDXWebcamDebug = True`

After this mode is enabled, the encoder generates the following files with the buffers, depending on the encoder used:

- For H264 encoder: `/tmp/file_mode_buffers.h264`
- For Theora encoder: `/tmp/file_mode_buffers.theora`

The following diagram describes the production and debug mode:



### Webcam tester mode

This mode allows you to test the webcam isolated from the rest of the pipeline elements.

To enable to webcam tester mode, do the following from the command line:

1. Navigate to `/opt/Citrix/ICAClient/util` path.
2. Run the binary: `./gst_read --buffers | -b BUFFERS_AMOUNT [ --input_device | -i WEBCAM_DEVICE; default=/dev/video0]`

After this mode is enabled, a video preview appears and creates the following file with the raw buffers from the webcam:

`/tmp/wewbcam_buffers.buf`

The only switch required for webcam tester mode is the `--buffers` (`-b`) options. You can also specify the webcam device to test. For example, see the following:

- `./gst_read -buffers 150`
- `./gst_read -buffers 100 -input_device /dev/video2`
- `./gst_read -b 100 -i /dev/video0`

The following diagram describes the webcam tester mode:



### Encoder tester mode

This mode allows you to test the encoder isolated from the pipeline.

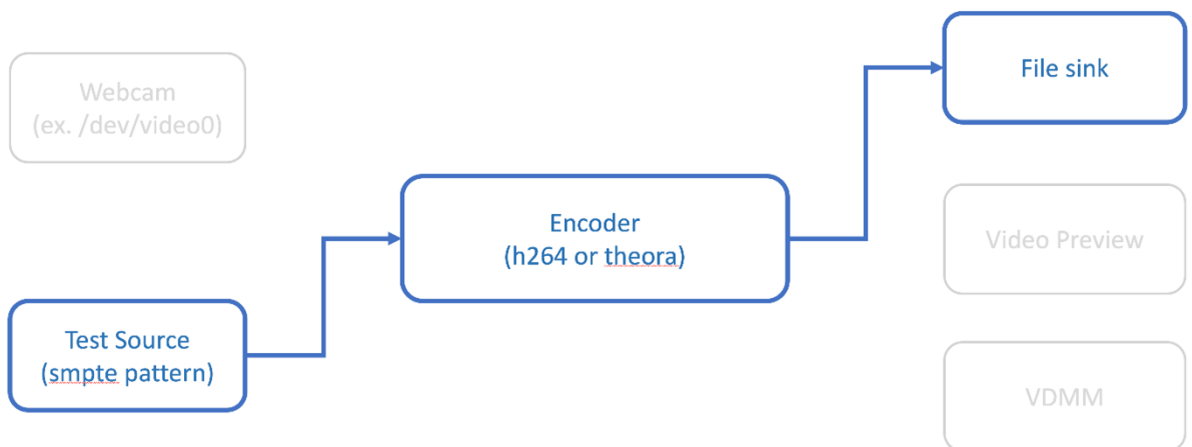
To enable the encoder tester mode, do the following from the command line:

1. Navigate to `/opt/Citrix/ICAClient/util` path.
2. Run the binary: `./gst_read --output_file | -o FILE_NAME [ --buffers | -b BUFFER_AMOUNT; default=100 ] [ --enableH264 | -e ]`

The only switch required for this mode is the `--output_file (-o)` options. You can also test Theora or H264 encoders and the amount of buffer to generate. For example, see the following:

- For H264: `./gst_read -o ~/file_buffers.h264 -e`
- For H264: `./gst_read -output_file ~/file_buffers.h264 -buffers 200 -enableH264`
- For Theora: `./gst_read -o ~/file_buffers.theora -b 100`

The following diagram describes the encoder tester mode:



## H264 software encoder

If the software-based H264 encoder does not work correctly, you must verify its dependencies using the following steps:

1. Verify if the x264 GStreamer plug-in is in the system as part of `gst-plugins-ugly`. If it is available in the `libgstx264.so` library, run the following command to verify it:

```
1 gst-inspect-1.0 x264
2 <!--NeedCopy-->
```

```

.....:/opt/Citrix/ICAClient$ gst-inspect-1.0 x264
Plugin Details:
  Name                x264
  Description          libx264-based H264 plugins
  Filename             /usr/lib/x86_64-linux-gnu/gstreamer-1.0/libgstx264.so
  Version             1.14.5
  License              GPL
  Source module        gst-plugins-ugly
  Source release date  2019-05-29
  Binary package       GStreamer Ugly Plugins (Ubuntu)
  Origin URL           https://launchpad.net/distros/ubuntu/+source/gst-plugins-ugly1.0

x264enc: x264enc

1 features:
+-- 1 elements

```

2. Run the following command to verify the dependencies of the `libgstx264.so` library:

```
1 ldd /<lib path>/libgstx264.so
2 <!--NeedCopy-->
```

```

.....:/opt/Citrix/ICAClient$ ldd /usr/lib/x86_64-linux-gnu/gstreamer-1.0/libgstx264.so
linux-vdso.so.1 (0x00007ffc23c5000)
/usr/local/lib/AppProtection/libAppProtection.so (0x00007fde6482f000)
libgstvideo-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstvideo-1.0.so.0 (0x00007fde64596000)
libgstpbutils-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstpbutils-1.0.so.0 (0x00007fde6435e000)
libgstreamer-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstreamer-1.0.so.0 (0x00007fde64023000)
libgobject-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libgobject-2.0.so.0 (0x00007fde63dcf000)
libx264.so.152 => /usr/lib/x86_64-linux-gnu/libx264.so.152 (0x00007fde63a2a000)
libgmodule-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libgmodule-2.0.so.0 (0x00007fde63826000)
libglib-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libglib-2.0.so.0 (0x00007fde6350f000)
libc.so.6 => /lib/x86_64-linux-gnu/libc.so.6 (0x00007fde6311e000)
libpthread.so.0 => /lib/x86_64-linux-gnu/libpthread.so.0 (0x00007fde62eff000)
libdl.so.2 => /lib/x86_64-linux-gnu/libdl.so.2 (0x00007fde62c2f000)
libX11.so.6 => /usr/lib/x86_64-linux-gnu/libX11.so.6 (0x00007fde629c3000)
libxcb.so.1 => /usr/lib/x86_64-linux-gnu/libxcb.so.1 (0x00007fde6279b000)
libstdc++.so.6 => /usr/lib/x86_64-linux-gnu/libstdc++.so.6 (0x00007fde62412000)
libXi.so.6 => /usr/lib/x86_64-linux-gnu/libXi.so.6 (0x00007fde62202000)
libgstbase-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstbase-1.0.so.0 (0x00007fde61f8d000)
liborc-0.4.so.0 => /usr/lib/x86_64-linux-gnu/liborc-0.4.so.0 (0x00007fde61d11000)
libm.so.6 => /lib/x86_64-linux-gnu/libm.so.6 (0x00007fde61973000)
libgstaudio-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstaudio-1.0.so.0 (0x00007fde61616000)
libgsttag-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgsttag-1.0.so.0 (0x00007fde614c3000)
librt.so.1 => /lib/x86_64-linux-gnu/librt.so.1 (0x00007fde612bb000)
libffi.so.6 => /usr/lib/x86_64-linux-gnu/libffi.so.6 (0x00007fde610b3000)
libpcre.so.3 => /lib/x86_64-linux-gnu/libpcre.so.3 (0x00007fde60e41000)
/lib64/ld-linux-x86-64.so.2 (0x00007fde64c64000)
libXau.so.6 => /usr/lib/x86_64-linux-gnu/libXau.so.6 (0x00007fde60c3d000)
libXdmpc.so.6 => /usr/lib/x86_64-linux-gnu/libXdmpc.so.6 (0x00007fde60a37000)
libgcc_s.so.1 => /lib/x86_64-linux-gnu/libgcc_s.so.1 (0x00007fde6081f000)
libXext.so.6 => /usr/lib/x86_64-linux-gnu/libXext.so.6 (0x00007fde6060d000)
libz.so.1 => /lib/x86_64-linux-gnu/libz.so.1 (0x00007fde603f0000)
libbsd.so.0 => /lib/x86_64-linux-gnu/libbsd.so.0 (0x00007fde601db000)

```

## H264 hardware encoder

1. Verify `vaapi` GStreamer plug-in is in the system as part of `gstreamer1.0-vaapi`. If it is available in the `libgstvaapi.so` library, run the following command to verify it:

```
1 gst-inspect-1.0 vaapi
2 <!--NeedCopy-->
```

```
root@ip-10-10-10-10:~# gst-inspect-1.0 vaapi
Plugin Details:
Name: vaapi
Description: VA-API based elements
Filename: /usr/lib/x86_64-linux-gnu/gstreamer-1.0/libgstvaapi.so
Version: 1.14.5
License: LGPL
Source module: gstreamer-vaapi
Source release date: 2019-05-29
Binary package: gstreamer-vaapi
Origin URL: http://bugzilla.gnome.org/enter_bug.cgi?product=GStreamer

0 features:
root@ip-10-10-10-10:~#
```

2. Run the following command to verify the dependencies of the libgstvaapi.so library:

```
1 ldd /<lib path>/libgstx264.so
2 <!--NeedCopy-->
```

```

/opt/Citrix/ICAClient$ ldd /usr/lib/x86_64-linux-gnu/gstreamer-1.0/libgstvaapi.so
linux-vdso.so.1 (0x00007ffd635fe000)
/usr/local/lib/AppProtection/libAppProtection.so (0x00007f5eb1d5e000)
libgstcodecparsers-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstcodecparsers-1.0.so.0 (0x00007f5eb1b000)
libdrm.so.2 => /usr/lib/x86_64-linux-gnu/libdrm.so.2 (0x00007f5eb190a000)
libudev.so.1 => /lib/x86_64-linux-gnu/libudev.so.1 (0x00007f5eb16ec000)
libva-drm.so.2 => /usr/lib/x86_64-linux-gnu/libva-drm.so.2 (0x00007f5eb14e9000)
libXrandr.so.2 => /usr/lib/x86_64-linux-gnu/libXrandr.so.2 (0x00007f5eb12de000)
libXrender.so.1 => /usr/lib/x86_64-linux-gnu/libXrender.so.1 (0x00007f5eb10d4000)
libX11.so.6 => /usr/lib/x86_64-linux-gnu/libX11.so.6 (0x00007f5eb0d9c000)
libGL.so.1 => /usr/lib/x86_64-linux-gnu/libGL.so.1 (0x00007f5eb0b10000)
libva-x11.so.2 => /usr/lib/x86_64-linux-gnu/libva-x11.so.2 (0x00007f5eb090a000)
libdl.so.2 => /lib/x86_64-linux-gnu/libdl.so.2 (0x00007f5eb0706000)
libEGL.so.1 => /usr/lib/x86_64-linux-gnu/libEGL.so.1 (0x00007f5eb04f2000)
libgmodule-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libgmodule-2.0.so.0 (0x00007f5eb02ee000)
libva-wayland.so.2 => /usr/lib/x86_64-linux-gnu/libva-wayland.so.2 (0x00007f5eb00e9000)
libva.so.2 => /usr/lib/x86_64-linux-gnu/libva.so.2 (0x00007f5eafec8000)
libwayland-client.so.0 => /usr/lib/x86_64-linux-gnu/libwayland-client.so.0 (0x00007f5eafcb9000)
libgstgl-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstgl-1.0.so.0 (0x00007f5eafa53000)
libgstpbutils-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstpbutils-1.0.so.0 (0x00007f5eaf81b000)
libgstvideo-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstvideo-1.0.so.0 (0x00007f5eaf582000)
libgstbase-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstbase-1.0.so.0 (0x00007f5eaf30d000)
libgstallocators-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstallocators-1.0.so.0 (0x00007f5eaf109000)
libgstreamer-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstreamer-1.0.so.0 (0x00007f5eae9dce000)
libgobject-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libgobject-2.0.so.0 (0x00007f5eae7a000)
libglib-2.0.so.0 => /usr/lib/x86_64-linux-gnu/libglib-2.0.so.0 (0x00007f5eae863000)
libm.so.6 => /lib/x86_64-linux-gnu/libm.so.6 (0x00007f5eae4c5000)
libpthread.so.0 => /lib/x86_64-linux-gnu/libpthread.so.0 (0x00007f5eae2a6000)
libc.so.6 => /lib/x86_64-linux-gnu/libc.so.6 (0x00007f5eadeb5000)
libxcb.so.1 => /usr/lib/x86_64-linux-gnu/libxcb.so.1 (0x00007f5eadc8d000)
libstdc++.so.6 => /usr/lib/x86_64-linux-gnu/libstdc++.so.6 (0x00007f5ead904000)
libXt.so.6 => /usr/lib/x86_64-linux-gnu/libXt.so.6 (0x00007f5ead6f4000)
librt.so.1 => /lib/x86_64-linux-gnu/librt.so.1 (0x00007f5ead4ec000)
/lib64/ld-linux-x86-64.so.2 (0x00007f5eb2261000)
libXext.so.6 => /usr/lib/x86_64-linux-gnu/libXext.so.6 (0x00007f5ead2da000)
libGLX.so.0 => /usr/lib/x86_64-linux-gnu/libGLX.so.0 (0x00007f5ead0a9000)
libGLdispatch.so.0 => /usr/lib/x86_64-linux-gnu/libGLdispatch.so.0 (0x00007f5eacdf3000)
libXfixes.so.3 => /usr/lib/x86_64-linux-gnu/libXfixes.so.3 (0x00007f5eacbed000)
libffi.so.6 => /usr/lib/x86_64-linux-gnu/libffi.so.6 (0x00007f5eac9e5000)
libX11-xcb.so.1 => /usr/lib/x86_64-linux-gnu/libX11-xcb.so.1 (0x00007f5eac7e3000)
libwayland-egl.so.1 => /usr/lib/x86_64-linux-gnu/libwayland-egl.so.1 (0x00007f5eac5e1000)
libgsm.so.1 => /usr/lib/x86_64-linux-gnu/libgsm.so.1 (0x00007f5eac3d2000)
libgudev-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgudev-1.0.so.0 (0x00007f5eac1c8000)
libgstdaudio-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgstdaudio-1.0.so.0 (0x00007f5eabf53000)
libgsttag-1.0.so.0 => /usr/lib/x86_64-linux-gnu/libgsttag-1.0.so.0 (0x00007f5eabd18000)
liborc-0.4.so.0 => /usr/lib/x86_64-linux-gnu/liborc-0.4.so.0 (0x00007f5eaba9c000)
libpcre.so.3 => /lib/x86_64-linux-gnu/libpcre.so.3 (0x00007f5eab82a000)
libXau.so.6 => /usr/lib/x86_64-linux-gnu/libXau.so.6 (0x00007f5eab626000)
libXdmpc.so.6 => /usr/lib/x86_64-linux-gnu/libXdmpc.so.6 (0x00007f5eab420000)
libgcc_s.so.1 => /lib/x86_64-linux-gnu/libgcc_s.so.1 (0x00007f5eab208000)
libwayland-server.so.0 => /usr/lib/x86_64-linux-gnu/libwayland-server.so.0 (0x00007f5eaff5000)
libxpat.so.1 => /lib/x86_64-linux-gnu/libxpat.so.1 (0x00007f5eaaadc3000)
libz.so.1 => /lib/x86_64-linux-gnu/libz.so.1 (0x00007f5eaaaba6000)
libbsd.so.0 => /lib/x86_64-linux-gnu/libbsd.so.0 (0x00007f5eaa991000)

```

### 3. Resolve any missing dependencies.

To install and configure vaapi, follow the [GStreamer vappi installation guide](#).

## Collect internal GStreamer frameworks and gst\_read logs

Alternative to regular ICAClient logs, you must collect the logs from the `gst_read` module.

Do the following to collect the logs:

1. Open a terminal and export `GST_DEBUG=2`, `gst_read_debug:6` and export `GST_DEBUG_FILE=<Absolute path>/gst_read.log`.

#### Note:

This variable sets the level of logging and the file to store them. In this case, we are setting level 2 for the GStreamer framework and level 7 for the `gst_read` module. For more information, see the [document](#). It is recommended only to set error and warning levels for

the internal `GStreamer` framework and log level for `gst_read`.

2. Download an ICA file of a valid VDA.
3. On the same terminal, run the following command to start a VDA session:

```
1 <ICAClient Installation Folder>/Citrix/ICAClient/wfica <ICA file
  path>/vda.ica.
2 <!--NeedCopy-->
```

The `gst_read.log` file is generated with the internal `GStreamer` framework and the `gst_read` logs.

### GStreamer pipeline inspections

To see the actual pipelines that the `GStreamer` framework is creating, do the following:

1. Create a folder to store the dot files, for example: `gstIntPipes`.
2. Open a terminal and export `GST_DEBUG_DUMP_DOT_DIR=<Absolute path>/gstIntPipes`. This variable indicates to the `GStreamer` where to store the dot files.
3. Download an ICA file of a valid VDA.
4. On the same terminal, run the following command to start a VDA session:

```
1 <ICAClient Installation Folder>/Citrix/ICAClient/wfica <ICA file
  path>/vda.ica
2 <!--NeedCopy-->
```

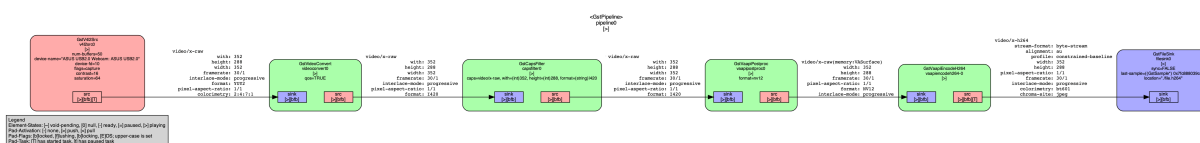
5. The directory `gstIntPipes` includes the dot files. `GStreamer` generates a dot file for every state change in the pipeline. As a result, you can inspect all the processes of the pipeline creation. The following is an example of the set of dot files:

```
1 1
0.00.00.33659412-gst-read_NULL_READY.dot 0.00.00.378856166-gst-read_NULL_READY.dot 0.00.00.58279510-gst-read_PAUSED_PLAYING.dot
0.00.00.33664447-gst-read_NULL_READY.dot 0.00.00.379949872-gst-read_NULL_READY.dot 0.00.00.58745446-gst-read_PAUSED_PLAYING.dot
0.00.00.34272762-gst-read_NULL_READY.dot 0.00.00.381218038-gst-read_READY_PAUSED.dot 0.00.00.60530808-gst-read_PAUSED_PLAYING.dot
0.00.00.347872487-gst-read_NULL_READY.dot 0.00.00.383824222-gst-read_READY_PAUSED.dot 0.00.00.624393998-gst-read_PAUSED_PLAYING.dot
0.00.00.36186888-gst-read_NULL_READY.dot 0.00.00.426426254-gst-read_READY_PAUSED.dot 0.00.00.65926228-gst-read_PAUSED_PLAYING.dot
0.00.00.36189987-gst-read_NULL_READY.dot 0.00.00.428426254-gst-read_READY_PAUSED.dot 0.00.00.66578684-gst-read_PAUSED_PLAYING.dot
0.00.00.36379212-gst-read_NULL_READY.dot 0.00.00.479695115-gst-read_READY_PAUSED.dot 0.00.00.66931592-gst-read_PAUSED_PLAYING.dot
0.00.00.36465384-gst-read_NULL_READY.dot 0.00.00.479695115-gst-read_READY_PAUSED.dot 0.00.00.67239614-gst-read_PAUSED_PLAYING.dot
0.00.00.365889731-gst-read_NULL_READY.dot 0.00.00.478452388-gst-read_READY_PAUSED.dot 0.00.00.67239614-gst-read_PAUSED_PLAYING.dot
0.00.00.36783429-gst-read_NULL_READY.dot 0.00.00.48328954-gst-read_READY_PAUSED.dot 0.00.00.67614748-gst-read_PAUSED_PLAYING.dot
0.00.00.36818849-gst-read_NULL_READY.dot 0.00.00.483846671-gst-read_READY_PAUSED.dot 0.00.00.68844153-gst-read_PAUSED_PLAYING.dot
0.00.00.36935544-gst-read_NULL_READY.dot 0.00.00.485274624-gst-read_READY_PAUSED.dot 0.00.00.68899674-gst-read_PAUSED_PLAYING.dot
0.00.00.37878781-gst-read_NULL_READY.dot 0.00.00.492994812-gst-read_NULL_READY.dot 0.00.00.68848326-gst-read_PAUSED_PLAYING.dot
0.00.00.37881486-gst-read_NULL_READY.dot 0.00.00.52236934-gst-read_READY_PAUSED.dot 0.00.00.68839350-gst-read_PAUSED_PLAYING.dot
0.00.00.37989388-gst-read_NULL_READY.dot 0.00.00.568342591-gst-read_READY_PAUSED.dot 0.00.00.691228749-gst-read_PAUSED_PLAYING.dot
0.00.00.3789379-gst-read_NULL_READY.dot 0.00.00.56897626-gst-read_READY_PAUSED.dot 0.00.00.72378419-gst-read_READY_PAUSED.dot
0.00.00.375518168-gst-read_NULL_READY.dot 0.00.00.573217862-gst-read_READY_PAUSED.dot 0.00.00.765826255-gst-read_PAUSED_PLAYING.dot
0.00.00.37654529-gst-read_NULL_READY.dot 0.00.00.576842697-gst-read_READY_PAUSED.dot 0.00.00.776236614-gst-read_PAUSED_PLAYING.dot
0.00.00.37694812-gst-read_NULL_READY.dot 0.00.00.579997984-gst-read_READY_PAUSED.dot
```

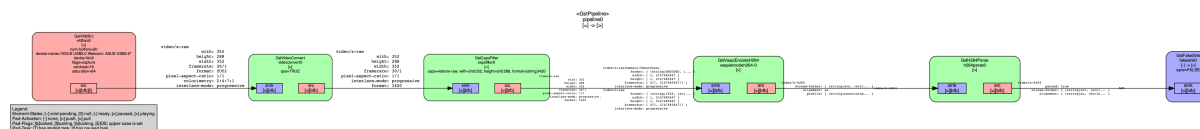
6. Install a dot file utility to see a visual representation of the pipelines. For example, `Graphviz`. The following images are examples of good and bad creation of the pipeline:

Pipeline successfully created:





Pipeline unable to link:



## Note:

To enlarge the preceding images or any other images, right-click the image, select **Open image in new tab**, and zoom the browser as required.

As shown in the preceding image, the second pipeline is unable to link the `GstCapsFilter` element and the `GstVaapiEncodeH264` element. The capabilities are never fully negotiated. For more information, see the [document](#).

## Browser

### Local browser

When you click a link in a Windows session, the content appears in a local browser. Server-client content redirection is enabled in `wfclient.ini`. This redirection causes a local application to run. To disable server-client content redirection, see [server-client content redirection](#).

### Access published resources

When you access published resources, your browser prompts to save a file. Browsers other than Firefox and Chrome might require configuration before you can connect to a published resource. However, when trying to access a resource by clicking an icon on the page, your browser prompts you to save the ICA file.

### Specific browser

If you have problems using a specific web browser, set the environment variable `BROWSER` to specify the local path and name of the required browser before running `setupwfc`.

### Firefox browser

When you launch desktops or applications in Firefox, if a page is unresponsive, try enabling the ICA plug-in.

### ICA plug-in in Firefox

When the ICA plug-in is enabled in Firefox, desktop and application sessions might not start. In this case, try disabling the ICA plug-in.

### Configuration errors

These errors might occur if you configured a connection entry incorrectly.

**E\_MISSING\_INI\_SECTION - Verify the configuration file: "...". The section ".." is missing in the configuration file.**

The configuration file was incorrectly edited or is corrupt.

**E\_MISSING\_INI\_ENTRY - Verify the configuration file: "...". The section ".." must contain an entry "...".**

The configuration file was incorrectly edited or is corrupt.

**E\_INI\_VENDOR\_RANGE - Verify the configuration file: "...". The X server vendor range ".." in the configuration file is invalid.**

The X Server vendor information in the configuration file is corrupt. Contact Citrix.

### wfclient.ini configuration errors

These errors might occur if you edited wfclient.ini incorrectly.

**E\_CANNOT\_WRITE\_FILE - Cannot write file: "..."**

There was a problem saving the connection database; for example, no disk space.

**E\_CANNOT\_CREATE\_FILE - Cannot create file: "..."**

There was a problem creating a connection database.

**E\_PNAGENT\_FILE\_UNREADABLE - Cannot read Citrix Virtual Apps file "...": No such file or directory.**

— Or —

**Cannot read Citrix Virtual Apps file "...": Permission denied.**

You're trying to access a resource through a desktop item or menu, but the Citrix Virtual Apps file for the resource isn't available. Refresh the list of published resources by selecting Application Refresh on the **View** menu, and try to access the resource again. If the error persists:

- Check the properties of the desktop icon or menu item
- Check the Citrix Virtual Apps file to which the icon or item refers.

## **PAC file errors**

These errors might occur if your deployment uses proxy auto-configuration (PAC) files to specify proxy configurations.

### **Proxy detection failure: Improper auto-configuration URL.**

An address in the browser was specified with an invalid URL type. Valid types are [http://](#) and [https://](#), and other types aren't supported. Change the address to a valid URL type and try again.

### **Proxy detection failure: .PAC script HTTP download failed: Connect failed.**

Check if an incorrect name or address was entered. If so, fix the address and retry. If not, the server might be down. Retry later.

### **Proxy detection failure: .PAC script HTTP download failed: Path not found.**

The requested PAC file isn't on the server. Either change this file on the server, or reconfigure the browser.

### **Proxy detection failure: .PAC script HTTP download failed.**

The connection failed while downloading the PAC file. Reconnect and try again.

### **Proxy detection failure: Empty auto-configuration script.**

The PAC file is empty. Either change this file on the server, or reconfigure the browser.

### **Proxy detection failure: No JavaScript support.**

The PAC executable or the pac.js text file is missing. Reinstall Citrix Workspace app.

### **Proxy detection failure: JavaScript error.**

The PAC file includes invalid JavaScript. Fix the PAC file on the server. Also see [Connection](#).

### **Proxy detection failure: Improper result from proxy auto-configuration script.**

A badly formed response was received from the server. Either fix this file on the server, or reconfigure the browser.

## **Certificates**

When you use a store with SAML authentication (using the AUTHv3 protocol), the following error message appears: "Unacceptable TLS Certificate."

The issue occurs when you use Citrix Workspace app 1906 and later. For troubleshooting instructions, see Knowledge Center article [CTX260336](#).

If your StoreFront server fails to provide the intermediate certificates that match the certificate it's using, or you install intermediate certificates to support smart card users, follow these steps before adding a StoreFront store:

1. Get one or more intermediate certificates separately in PEM format.

**Tip:**

If you can't find a certificate in PEM format, use the `openssl` utility to convert a certificate in CRT format to a `.pem` file.

2. As the user installs the package (usually root):
  - a) Copy one or more files to `$(ICAROOT)/keystore/intcerts`.
  - b) Run the following command as the user who installed the package:

```
$(ICAROOT)/util/ctx_rehash
```

If you authenticate a server certificate that a certificate authority issued and not trusted in the user devices, follow these instructions before adding a StoreFront store:

1. Get the root certificate in PEM format.

Tip: If you can't find a certificate in this format, use the `openssl` utility to convert a certificate in CRT format to a `.pem` file.
2. As the user who installed the package (usually root):
  - a) Copy the file to `$(ICAROOT)/keystore/cacerts`.
  - b) Run the following command:

```
$(ICAROOT)/util/ctx_rehash
```

## Others

### Connection issues

You might also find the following issues.

### Close a session

To know whether the server has instructed Citrix Workspace app to close a session, use the `wfica` program. This program logs when it has received a command to terminate the session from the server.

To record this information through the syslog system, add `SyslogThreshold` with the value 6 to the [WFClient] section of the configuration file. This setting enables the logging of messages that have a priority of LOG\_INFO or higher. The default value for `SyslogThreshold` is 4 (=LOG\_WARNING).

Similarly, to have `wfica`, send the information to standard error and add `PrintLogThreshold` with the value 6 to the [WFClient] section. The default value for `PrintLogThreshold` is 0 (=LOG\_EMERG).

For more information on logging, see [Logging](#) and for more information on syslog configuration, see [syslog configuration](#).

## Configuration file settings

For each entry in `wfclient.ini`, there must be a corresponding entry in `All_Regions.ini` for the setting to take effect. Also, for each entry in the `[Thinwire3.0]`, `[ClientDrive]`, and `[TCP/IP]` sections of `wfclient.ini`, there must be a corresponding entry in `canonicalization.ini` for the setting to take effect. See the `All_Regions.ini` and `canonicalization.ini` files in the `$ICAROOT/config` directory for more information.

## Published applications

If you have issues running published applications that access a serial port, the application might fail (with or without an error message, depending on the application itself) if the port has been locked by another application. In such circumstances, check that there are no applications that have either temporarily locked the serial port or have locked the serial port and exited without releasing it.

To overcome this problem, stop the application that is blocking the serial port. Regarding UUCP-style locks, there might be a lock file left behind after the application exits. The location of these lock files depends on the operating system used.

## Starting Citrix Workspace app

If Citrix Workspace app does not start, the error message “Application default file could not be found or is out of date” appears. The reason might be that the environment variable `ICAROOT` is not defined correctly. This variable is a requirement if you installed Citrix Workspace app to a non-default location. To overcome this problem, Citrix recommends that you do one of the following:

- Define `ICAROOT` as the installation directory.

To check that the `ICAROOT` environment variable is defined correctly, try starting Citrix Workspace app from a terminal session. If the error message still appears, it is likely that the `ICAROOT` environment variable is not correctly defined.

- Reinstall Citrix Workspace app to the default location. For more information about installing Citrix Workspace app, see [Install and set up](#).

If Citrix Workspace app was previously installed in the default location, remove the `/opt/Citrix/ICAClient` or `$HOME/ICAClient/platform` directory before reinstalling.

## Citrix CryptoKit (formerly SSLSDK)

To find the Citrix CryptoKit (formerly SSLSDK) or OpenSSL version number that you’re running, you can use the following command:

```
strings libctxssl.so | grep "Citrix SSLSDK"
```

You can also run this command on `AuthManagerDaemon` or `PrimaryAuthManager`

## Keyboard shortcuts

If your window manager uses the same key combinations to provide native functionality, your key combinations might not function correctly. For example, the KDE window manager uses the combinations from CTRL+SHIFT+F1 to CTRL+SHIFT+F4 to switch between desktops 13 to 16. If you experience this problem, try the following solutions:

- Translated mode on the keyboard maps a set of local key combinations to server-side key combinations. For example, by default in Translated mode, CTRL+SHIFT+F1 maps to the server-side key combination ALT+F1. To reconfigure this mapping to an alternative local key combination, update the following entry in the [WFClient] section of \$HOME/.ICAClient/wfclient.ini. This setting maps the local key combination Alt+Ctrl+F1 to Alt+F1:
  - Change Hotkey1Shift=Ctrl+Shift to Hotkey1Shift=Alt+Ctrl.
- Direct mode on the keyboard sends all key combinations directly to the server. They aren't processed locally. To configure Direct mode, in the [WFClient] section of \$HOME/.ICAClient/wfclient.ini, set TransparentKeyPassthrough to Remote.
- Reconfigure the window manager so that it suppresses default keyboard combinations.

## Remote Croatian keyboard

This procedure ensures that ASCII characters are correctly sent to remote virtual desktops with Croatian keyboard layouts.

1. In the WFClient section of the appropriate configuration file, set UseEUKSforASCII to True.
2. Set UseEUKS to 2.

## Japanese keyboard

To configure the use of a Japanese keyboard, update the following entry in the wfclient.ini configuration file:

```
KeyboardLayout=Japanese (JIS)
```

## ABNT2 keyboard

To configure the use of an ABNT2 keyboard, update the following entry in the wfclient.ini configuration file:

```
KeyboardLayout=Brazilian (ABNT2)
```

## Local keyboard

If some keys on the local keyboard do not behave as expected, choose the best-matching server layout from the list in \$ICAROOT/config/module.ini.

## Windows Media Player

Citrix Workspace app might not have GStreamer plugins to handle a requested format. This issue normally causes the server to request a different format. Sometimes the initial check for a suitable plug-in incorrectly indicates that one is present. This issue is normally detected and causes an error dialog to appear on the server that indicates the Windows Media Player found a problem while playing the file. Retrying the file within the session typically works because Citrix Workspace app rejects the format. And as a result, the server either requests another format or provides the media itself.

In a few situations, there's no suitable plug-in is detected and the file isn't played correctly, despite the progress indicator moving as expected in the Windows Media Player.

To avoid this error dialog or failure to play in future sessions:

1. Temporarily add the configuration option "SpeedScreenMMAVerbose=On" to the [WFClient] section of \$Home/.ICAClient/wfclient.ini, for example.
2. Restart wfica from a self-service that has been started from a terminal.
3. Play a video that generates this error.
4. Note (in the tracing output) the mime-type associated with the missing plug-in trace, or the mime-type that must be supported but does not play (for example, "video/x-h264..").
5. Edit \$ICAROOT/config/MediaStreamingConfig.tbl. On the line with the noted mime-type, insert a '?' between the ':' and the mime type. This setting disables the format.
6. Repeat steps 2–5 (preceding) for other media formats that produce this error condition.
7. Distribute this modified MediaStreamingConfig.tbl to other machines with the same set of GStreamer plugins.

### Note:

Alternately, after identifying the mime-type it might be possible to install a GStreamer plugin to decode it.

## Serial port setting

To configure a single serial port, add the following entries in the \$ICAROOT/config/module.ini configuration file:

```
LastComPortNum=1
```

```
ComPort1=device
```

To configure two or more serial ports, add the following entries in the \$ICAROOT/config/module.ini configuration file:

```
LastComPortNum=2
```

ComPort1=device1

ComPort2=device2

## Errors

This topic includes a list of other common error messages you might see when using Citrix Workspace app.

**An error occurred. The error code is 11 (E\_MISSING\_INI\_SECTION). Please refer to the documentation. Exiting.**

When running Citrix Workspace app from the command line, this error usually means the description given on the command line wasn't found in the appsrv.ini file.

**E\_BAD\_OPTION - The option “...” is invalid.**

Missing argument for option “...”.

**E\_BAD\_ARG - The option “...” has an invalid argument: “...”.**

Invalid argument specified for option “...”.

**E\_INI\_KEY\_SYNTAX - The key “...” in the configuration file “...” is invalid.**

The X Server vendor information in the configuration file is corrupt. Create a configuration file.

**E\_INI\_VALUE\_SYNTAX - The value “...” in the configuration file “...” is invalid.**

The X Server vendor information in the configuration file is corrupt. Create a configuration file.

**E\_SERVER\_NAMELOOKUP\_FAILURE - Cannot connect to server “...”.**

The server name cannot be resolved.

**Cannot write to one or more files: “...”. Correct any disk full issues or permissions problems and try again.**

Check for disk full issues, or permissions problems. If a problem is found and corrected, retry the operation that prompted the error message.

**Server connection lost. Reconnect and try again. These files might be missing data: “...”.**

Reconnect and retry the operation that prompted the error.

## Diagnostic information

If you are experiencing problems using Citrix Workspace app, you might be asked to provide Technical Support with diagnostic information. This information assists this team in trying to diagnose the problem and offer assistance to rectify it.

To obtain diagnostic information about Citrix Workspace app:



1. In the installation directory, type `util/lurdump`. It's recommended that you do this modification while a session is open and if possible, while the issue is occurring.

A file is generated that provides detailed diagnostic information, which includes version details, the contents of Citrix Workspace app's configuration files, and the values of various system variables.

2. Check the file for confidential information before sending it to Technical Support.

### **Troubleshoot connections to resources**

Users can manage their active connections using the Connection Center. This feature is a useful productivity tool that enables users and administrators to troubleshoot slow or problematic connections. With Connection Center, users can manage connections by:

- Closing an application.
- Logging off a session. This step ends the session and closes any open applications.
- Disconnecting from a session. This step cuts the selected connection to the server without closing any open applications (unless the server is configured to close applications on disconnection).
- Viewing connection transport statistics.

## **SDK and API**

January 7, 2022

### **Citrix Virtual Channel SDK**

The Citrix Virtual Channel Software Development Kit (SDK) supports writing server-side applications and client-side drivers for extra virtual channels using the ICA protocol.

The server-side virtual channel applications are on Citrix Virtual Apps and Desktops servers.

If you want to write virtual drivers for other client platforms, contact Citrix Technical support.

The Virtual Channel SDK provides:

- The Citrix Virtual Driver Application Programming Interface (VD-API) used with the virtual channel functions in the Citrix Server API SDK (WF-API SDK) to create new virtual channels. The virtual channel support provided by VD-API makes it easy to write your own virtual channels.
- Working source code for several virtual channel sample programs that demonstrate programming techniques.
- The Virtual Channel SDK requires the WF-API SDK to write the server side of the virtual channel.

For more information, see [Citrix Virtual Channel SDK for Citrix Workspace app for Linux](#).

## Command-line Reference

For information on command-line reference and parameters, see [Citrix Workspace app for Linux Command Reference](#).

## Platform Optimization SDK

As part of the HDX SoC initiative for Citrix Workspace app for Linux, we've introduced the 'Platform optimization SDK'.

This SDK enables an ecosystem of low cost, low power, and high performance devices with innovative form factors.

Developers can use the Platform Optimization SDK to improve the performance of Linux-based devices. This SDK allows developers to create plug-in extensions for the ICA engine component (`wfica`) of Citrix Workspace app. Plug-ins are built as shareable libraries and `wfica` loads these libraries dynamically.

These plug-ins can help you optimize the performance of your Linux devices, enabling the following functions:

- Provide accelerated decoding of JPEG and H.264 data used to draw the session image
- Control the allocation of memory used to draw the session image
- Improve performance by taking control of the low-level drawing of the session image
- Provide graphics output and user input services for OS environments that do not support X11

For information, see [Citrix Workspace app for Linux - Platform Optimization SDK](#).

## ICA Settings Reference

February 4, 2022

The ICA Settings Reference file provides registry settings and ICA file settings lists, allowing administrators to customize the behavior of the Citrix Workspace app. You can also use the ICA Settings Reference to troubleshoot an unexpected Citrix Workspace app behavior.

[ICA Settings Reference \(PDF download\)](#)



**Locations**

Corporate Headquarters | 851 Cypress Creek Road Fort Lauderdale, FL 33309, United States  
Silicon Valley | 4988 Great America Parkway Santa Clara, CA 95054, United States

© 2022 Citrix Systems, Inc. All rights reserved. Citrix, the Citrix logo, and other marks appearing herein are property of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered with the U.S. Patent and Trademark Office and in other countries. All other marks are the property of their respective owner(s).