



# **Citrix Workspace app for Windows**

## Contents

<b>About this release</b>	<b>3</b>
<b>System requirements and compatibility</b>	<b>29</b>
<b>Install and Uninstall</b>	<b>35</b>
<b>Deploy</b>	<b>45</b>
<b>Update</b>	<b>51</b>
<b>Get started</b>	<b>58</b>
<b>Configure</b>	<b>77</b>
<b>Authenticate</b>	<b>153</b>
<b>Secure communications</b>	<b>170</b>
<b>Storebrowse</b>	<b>180</b>
<b>Citrix Workspace app Desktop Lock</b>	<b>188</b>
<b>SDK and API</b>	<b>193</b>
<b>ICA Settings Reference</b>	<b>195</b>

## About this release

May 13, 2021

### What's new in 2105

#### Support for customized URLs through 301 redirects

Citrix Workspace app now allows you to add URLs that redirect to Citrix Workspace from StoreFront or Citrix Gateway through HTTP 301 redirects.

If you're migrating from StoreFront to Citrix Workspace, you can redirect the StoreFront URL to a Citrix Workspace URL through an HTTP 301 redirect. As a result, when adding an old StoreFront URL, you're automatically redirected to Citrix Workspace.

#### Example of a redirect:

The StoreFront URL: `https://< Citrix Storefront url>/Citrix/Roaming/Accounts` can be redirected to a Citrix Workspace URL: `https://<Citrix Workspace url>/Citrix/Roaming/Accounts`.

#### Microsoft Teams enhancement

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

Navigate to `\HKEY_CURRENT_USER\SOFTWARE\Citrix\HDXMediaStream` and create a key by the name of `NetworkPreference(REG_DWORD)`.

Select one of the following values as required:

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

By default and if no value is set, the WebRTC media engine chooses the best available route.

- You can now disable the audio device module 2 (ADM2) so that the legacy audio device module (ADM) is used for quad-channel microphones. This helps in resolving issues related to microphones in a call.

To disable ADM2, navigate to `\HKEY_CURRENT_USER\SOFTWARE\Citrix\HDXMediaStream` and create a key by the name of `DisableADM2 (REG_DWORD)` and set the value to 1.

## What's new in 2103.1

### Enhancement to keyboard layout configuration

The keyboard layout configuration now includes a **Don't sync** option. The option is available for both the Group Policy Object (GPO) policy and the GUI configurations.

When you select the **Don't sync** option, the server keyboard layout is used in the session and the client keyboard layout is not synced to the server keyboard layout.

For more information, see [Keyboard layout and language bar](#).

### Option to disable storing of authentication tokens

Authentication tokens are encrypted and stored on the local disk so that you don't need to reenter your credentials when your system or session restarts.

With this release, Citrix Workspace app introduces an option to disable the storing of authentication tokens on the local disk. For enhanced security, we now provide a Group Policy Object (GPO) policy to configure the authentication token storage.

**Note:**

This configuration is applicable only in cloud deployments.

For more information, see [Authentication tokens](#).

### Microsoft Teams enhancements

- The VP9 video codec is now disabled by default.
- Enhancement to echo cancellation, auto gain control, noise suppression configurations: If Microsoft Teams configures these options, Citrix-redirected Microsoft Teams honors the values as configured. Otherwise, these options are set to **True** by default.
- [DirectWShow](#) is now the default renderer.

**To change the default renderer, do the following:**

- Launch the Registry editor.
- Navigate to the following key location: `HKEY_CURRENT_USER\SOFTWARE\Citrix\HDXMediaStream`.
- Update the following value: `"UseDirectShowRendererAsPrimary"=dword:00000000`

Other possible values:

- \* 0: Media Foundation

- \* 1: DirectShow (Default)
- Relaunch the Citrix Workspace app.

## **What's new in 2102**

### **Proxy authentication support**

Previously, on client machines configured for proxy authentication, if the proxy credentials weren't stored in Windows Credential Manager, you couldn't authenticate to Citrix Workspace app.

Now, on client machines configured for proxy authentication, if the proxy credentials are not stored in Windows Credential Manager, an authentication prompt appears, asking you to enter the proxy credentials. Citrix Workspace app then saves the proxy server credentials in Windows Credential Manager. This results in a seamless login experience because you don't need to manually save your credentials in Windows Credential Manager before accessing Citrix Workspace app.

### **Microsoft Teams enhancements**

- Improved video rendering.
- Performance and reliability improvements.

## **What's new in 2012.1**

This release addresses issues that help to improve overall performance and stability.

## **What's new in 2012**

### **Support for Italian language**

Citrix Workspace app for Windows is now available in the Italian language.

### **Log collection**

Log collection simplifies the process of collecting logs for Citrix Workspace app. The logs help Citrix to troubleshoot, and, in cases of complicated issues, facilitate support.

You can now collect logs using the GUI.

For more information, see [Log collection](#).

## **Support for the domain pass-through authentication on Citrix Workspace**

This release introduces support for the domain pass-through authentication on Citrix Workspace, along with the existing support for StoreFront.

## **Silent authentication for Citrix Workspace**

Citrix Workspace app introduces a Group Policy Object (GPO) policy to enable silent authentication for Citrix Workspace. This policy enables Citrix Workspace app to log in to Citrix Workspace automatically at system startup. Use this policy only when domain pass-through (single sign-on) is configured for Citrix Workspace on domain-joined devices.

For more information, see [Silent Authentication](#).

## **Enhancement to app protection configuration**

Previously, the authentication manager and the Self-Service plug-in dialogs were protected by default.

This release introduces a Group Policy Object (GPO) policy that lets you configure the anti-keylogging and anti-screen-capturing functionalities separately for both the authentication manager and Self-Service plug-in interfaces.

### **Note:**

This GPO policy is not applicable for ICA and SaaS sessions. ICA and SaaS sessions continue to be controlled using the Delivery Controller and Citrix Gateway Service.

For more information, see [Enhancement to app protection configuration](#).

## **Microsoft Teams enhancements**

- Peers can now see the presenter's mouse pointer in a screen sharing session.
- The [WebRTC](#) media engine now honors the proxy server configured on the client device.

## **What's new in 2010**

This release addresses several issues that help to improve overall performance and stability.

## **What's new in 2009.6**

### **Support for FIDO2 authentication**

FIDO2 authentication lets users take advantage of the local endpoint FIDO2 components. Users can now authenticate using FIDO2 security keys or integrated biometrics. Devices must have Trusted Plat-

form Module (TPM) 2.0 and Windows Hello. For more information, see [FIDO2: WebAuthn & CTAP](#).

### **Microsoft Teams enhancements**

- Microsoft Teams now displays previously used peripheral devices in the **Preferred devices** list.
- The [WebRTC](#) media engine accurately determines the maximum encoding resolution possible on an endpoint. The [WebRTC](#) media engine estimates multiple times a day and not only on first launch.
- The Citrix Workspace app installer is now packaged with the Microsoft Teams ringtones.
- Echo cancellation improvements - Reduced echo level when a peer has a speaker or microphone that generates an echo.
- Screen sharing improvements - Now when you do screensharing, only the **Desktop Viewer** screen is captured in native bitmap format. Previously, client local windows that overlaid on top of the **Desktop Viewer** window were blacked out.

### **What's new in 2009**

This release addresses issues that help to improve overall performance and stability.

### **What's new in 2008**

#### **Group Policy Object (GPO) administrative template configuration for keyboard layout and language bar**

In addition to the existing GUI method, you can now configure keyboard layout and language bar using the Group Policy Object (GPO) administrative template.

For more information, see [Keyboard layout and language bar](#).

### **CryptoKit update**

Citrix Workspace app now supports Version 14.2.1 of the CryptoKit.

### **Language support**

Citrix Workspace app for Windows is now available in the Portuguese (Brazil) language.

### **Authentication enhancement**

To provide a seamless experience, the authentication dialog now appears inside Citrix Workspace app. The Store details appear on the logon screen. Authentication tokens are encrypted and stored so that you don't need to reenter the credentials in case of a system reboot or session restart.

**Note:**

This authentication enhancement is applicable only in cloud deployments.

### **Enhancement to app protection**

Previously, when you are trying to take a screenshot of a protected window, the entire screen, including the non-protected apps in the background, are blacked out.

Now, when you are taking a screenshot using a snipping tool, only the protected window is blacked out. You can take a screenshot of the area outside the protected window.

However, if you're using the **PrtScr** key to capture a screenshot on a Windows 10 device, you must minimize the protected window.

Additionally, this release addresses issues to improve the app protection feature.

### **Enhancement to Browser Content Redirection**

- Cookies are now persistent across the sessions: When you exit and relaunch a browser, you are not prompted to reenter your credentials.
- Browsers now honor the local system language.

### **What's new in 2006.1**

#### **Support for Dual Tone Multi Frequency (DTMF) with Microsoft Teams**

Support for Dual-Tone Multifrequency (DTMF) signaling interaction with telephony systems (for example, PSTN) and conference calls in Microsoft Teams. This feature is enabled by default.

#### **Enhancement to Microsoft Teams screen sharing**

With this release, the contents shared using Microsoft Teams are limited to the contents of the Desktop Viewer window. Areas outside the Desktop Viewer window are cropped, and the client's local apps that overlap the Desktop Viewer appear blacked out.

For more information, see [Screen sharing](#).

#### **Update to Citrix Analytics Service**

Citrix Workspace app is instrumented to securely 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](#).



## What's new in 2002

### App protection

#### Disclaimer

App protection policies work by filtering access to required functions of the underlying operating system (specific API calls required to capture screens or keyboard presses). This means that app protection policies provide protection even against custom and purpose-built hacker tools. However, as operating systems evolve, new ways of capturing screens and logging keys 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 using 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 that is displayed on the screen. The feature prevents users and attackers from taking screenshots and from using keyloggers to glean and exploit sensitive information.

#### Note:

Citrix recommends that you only use the native Citrix Workspace app to launch a protected session.

App protection is configured between StoreFront and the Controller using the Controller. For information about configuring app protection on the Controller, see [App protection](#) in Citrix Virtual Apps and Desktops documentation. This configuration is then applied to Citrix Workspace app by including the app protection component using any of the following methods:

- GUI
- Command-line interface

You can include the app protection component both during the Citrix Workspace app installation or on-demand installation.

#### Note:

- This feature is supported only on Microsoft Windows Desktop operating systems such as Windows 10, Windows 8.1, and Windows 7.
- This feature isn't supported over Remote Desktop Protocol (RDP).

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

### Installer enhancement

In earlier releases, if an administrator tried to install Citrix Workspace app on a system that has a user-installed instance of the app, the installation was blocked.

With this release, the administrators can now override the user-installed instance of Citrix Workspace app and continue with the installation successfully.

### **Enhancement to Citrix Workspace Updates**

In earlier releases, if Citrix Workspace app is installed by an administrator, a non-administrator might not update it.

With this release, a non-administrator can update Citrix Workspace app on an admin-installed instance. You can do that by right-clicking the Citrix Workspace app icon in the notification area and selecting Check for Updates.

**Note:**

The **Check for Updates** option is now available on both the user-installed and the admin-installed instances of Citrix Workspace app.

### **Support for outbound proxy**

SmartControl allows administrators to define granular policies to configure and enforce user environment attributes for Citrix Virtual Apps and Desktops using Citrix Gateway. For instance, you might want to prohibit users from mapping drives to their remote desktops. This can be achieved using the SmartControl feature on Citrix Gateway.

However, the scenario changes when Citrix Workspace app and Citrix Gateway belong to separate enterprise accounts. In such scenarios, the client domain can't apply the SmartControl feature because the gateway doesn't exist on the client domain. Instead, you can use the Outbound ICA Proxy. Outbound ICA Proxy lets you use the SmartControl feature even when Citrix Workspace app and Citrix Gateway are deployed in different organizations.

Citrix Workspace app supports session launches using the Citrix ADC LAN proxy. Either a single, static proxy can be configured or the proxy server can be selected at runtime using the outbound proxy plug-in.

You can configure outbound proxies using the following methods:

- **Static proxy:** Proxy server is configured by providing a proxy host name and port number.
- **Dynamic proxy:** A single proxy server can be selected among one or more proxy servers using the proxy plug-in DLL.

You can configure the outbound proxy using the Group Policy Object administrative template and the Registry editor.

For more information about outbound proxy, see [Outbound ICA Proxy support](#) in the Citrix Gateway documentation.

For more information about configuring the outbound proxy, see [Outbound proxy](#).

### **Citrix Embedded Browser binaries**

You can now exclude the Citrix Embedded Browser binaries so as to not use this feature.

This release introduces a command-line switch to exclude the Citrix Embedded Browser binaries. Run the `/InstallEmbeddedBrowser=N` switch from the Citrix Workspace app install location to discontinue the embedded browser feature.

You can exclude the Citrix Embedded Browser binaries only in the following cases:

- Fresh install
- Upgrade from a version that doesn't include the Citrix Embedded Browser binaries.

If your version of Citrix Workspace app includes the Citrix Embedded Browser binaries and you are upgrading to Version 2002, the embedded browser binaries are automatically updated during the upgrade.

### **Enhancement to desktop sharing with Microsoft Teams**

When you share your workspace using Microsoft Teams, Citrix Workspace app displays a red border that surrounds the area of the monitor that is currently being shared. You can share only the Desktop Viewer window, or any local window overlaid on top of it. When you minimize the Desktop Viewer window, screen sharing is paused.

### **Endpoint encoder performance estimator on Microsoft Teams**

When the `HdxTeams.exe` process (the WebRTC media engine embedded in Citrix Workspace app that handles Microsoft Teams redirection) is launched, it estimates the best encoding resolution that the endpoint's CPU can sustain without overloading. Possible values are 240p, 360p, 720p and 1080p.

The performance estimation process (also called `webrtcapi.EndpointPerformance`) runs when `HdxTeams.exe` initializes. The macroblock code determines the best resolution that can be achieved with a particular endpoint. The highest possible resolution is then included during the codec negotiation between the peers, or between the peer and the conference server.

For information on configuring endpoint encoder, see [Encoder performance estimator](#).

For information, see [Optimization for Microsoft Teams](#) in Citrix Virtual Apps and Desktops documentation.

### **Enhancement to Citrix Analytics Service**

With this release, Citrix Workspace app is instrumented to securely transmit the public IP address of the most recent network hop to Citrix Analytics Service. This data is collected per session launch. It helps Citrix Analytics Service to analyze whether poor performance issues are tied to specific geographic areas.

By default, the IP address logs are sent to the Citrix Analytics Service. However, you can disable this option on the Citrix Workspace app using the Registry editor.

To disable IP address log transmissions, navigate to the following registry path and set the `SendPublicIPAddress` key to **Off**.

- On 64-bit Windows machines, navigate to: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\Dazzle`.
- On 32-bit Windows machines, navigate to: `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Dazzle`.

**Note:**

- IP address transmissions are a best-case efforts. Although Citrix Workspace app transmits every IP address that it is launched on, some of the addresses might not be accurate.
- In closed customer environments, where the endpoints are operating within an intranet, ensure that the URL `https://locus.analytics.cloud.com/api/locateip` is whitelisted on the endpoint.

For more information on how Performance Analytics uses this information, see [Self-Service for Performance](#).

### What's new in 1911

#### Workspace with intelligence

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

#### Support for automatically enrolling Windows 10 devices in Citrix Endpoint Management

**Note:**

The auto-enroll feature is in Technical Preview. Citrix recommends using technical preview features only in test environments.

Citrix Workspace app now allows Windows 10 devices to automatically enroll in Endpoint Management.

**Note:**

- This feature is supported only on Windows 10 devices.
- This feature is applicable only on cloud deployments.

## What's new in 1909

### New installer switch

This release introduces a new installer switch called `/forceinstall`.

Use this switch to clean up any existing configuration and registry entries of Citrix Workspace app on the system in the following scenarios:

- You're upgrading from an unsupported version of Citrix Workspace app.
- The installation or upgrade is unsuccessful.

#### Note:

`/forceinstall` switch is the replacement for `/rcu` switch.

For more information, see [Common parameters](#) in the Install section.

## Fixed issues

### Fixed issues in 2105

#### Session/Connection:

- When using Citrix Workspace app for Windows, app protected resources might fail to launch and remain stuck on the connecting screen. The issue occurs with Citrix Workspace app installed on server operating systems, such as Windows Server 2019. [RFWIN-22120]
- Attempts to run commands on Git bash might fail. The issue occurs with Citrix Workspace app that has the app protection feature enabled. [RFWIN-22187]
- After installing the latest version of Citrix Workspace app, you might get a prompt to upgrade when you log on StoreFront. [RFWIN-22419]
- Attempts to exit Citrix Workspace app might fail. The issue occurs when the user credentials prompt appears repeatedly. [RFWIN-22491]
- After creating a desktop shortcut for an app and restarting the client device, the first attempt to launch the app from the shortcut might fail. The issue occurs when you do not specify the `storedescription` when installing Citrix Workspace app using the command-line interface. [RFWIN-22510]
- When you download a file from Citrix Files, some non-English file names might appear garbled. [RFWIN-22516]
- With hardware-enforced stack protection enabled and the HSP or CET features supported, applications might exit unexpectedly on 11 Gen Intel Core processors and AMD Ryzen 5000 series processors. [RFWIN-22592]
- If the HDX Adaptive Transport policy is set to Preferred and EDT MTU Discovery is enabled, when attempting to launch applications or desktops, a gray or a black screen might appear with a warning message. [RFWIN-22697]

- Citrix Workspace app for Windows might fail to enumerate applications and remain stuck on a gray screen. The issue is specific to Intel Iris Xe Graphics card. [RFWIN-22952]
- During Microsoft Teams peer-to-peer video calls, the HdxRtcEngine.exe process might become unresponsive. The issue occurs in multi-monitor setups with different screen resolutions. [HDX-28616]
- When you join a Microsoft Teams meeting from Outlook, the incoming video might not work. The issue occurs when you join the meeting without launching Microsoft Teams. [HDX-29558]
- During Microsoft Teams meetings, when you hover the mouse pointer over the video, the video might flicker. [HDX-29668]

#### **System Exceptions:**

- The `Wfica32.exe` process might exit unexpectedly because of the faulting module, `gfxrender.dll`. [RFWIN-22446]

#### **Fixed issues in 2103.1**

##### **Logon/Authentication:**

- Even after you enable the keep me signed in and don't ask again for 60 days policies, Microsoft Azure Multi-Factor Authentication might still prompt for authentication.

##### **Note:**

We recommend that users exit their stores rather than logoff from their stores. If users log off from stores using webview authentication, they might be prompted for authentication again because Internet Explorer cookies are cleared in such scenarios. By default, the fix is enabled (cookies are stored). You can disable the fix by using the GPO option. If you disable the fix, the cookies are not stored and are cleared during logoff.

[CVADHELP-14814]

- On Azure Active Directory (AD) joined devices, when Citrix Workspace app attempts to access a store and then passes through endpoint logon credentials, users might not be authorized to log on. Also, there is no option to log on with a different user account. [CVADHELP-14844]

##### **Security issues:**

- This fix improves security in an underlying component. [RFWIN-20912]

##### **Session/Connection:**

- When you launch a published desktop through a native Citrix Workspace app for Windows, the native Citrix Workspace app automatically runs in the foreground within the desktop. The issue occurs when the Local App Access feature is enabled. [CVADHELP-15654]
- In scenarios where proxy servers do not use port 8080, Citrix Workspace app might fail to connect to published applications and desktops. The issue occurs because Citrix Workspace app

for Windows might fail to use the proxy port and use the default port 8080 instead. [CVADHELP-15977]

- Citrix Workspace app for Windows might ignore proxy type settings. The issue occurs with non-English versions of the Microsoft Windows operating system. [CVADHELP-16017]
- When you press **ALT + Tab** key in a user session, a new, blank window of Citrix Workspace app for Windows might open. [CVADHELP-16379]
- The **Print Screen** key might not capture screenshots even if/when the protected windows are minimized. [RFWIN-16777]
- If you are using a webcam or a video in a Microsoft Teams call, the `HDXrtengine.exe` might turn unresponsive. For a workaround, see Knowledge Center article [CTX296639](#). [HDX-29122]
- When you attempt to compose DBCS text using IME, underlines might be missing. The issue occurs with Windows 10 2004 operating systems. [RFWIN-20006]
- Incorrectly set permissions on the `C:\ProgramData\Citrix` folder might cause Citrix Workspace app to exit unexpectedly. [RFWIN-22753]
- In Microsoft Teams calls, the audio might be choppy. The issue occurs when the UDP traffic port is disabled. [HDX-27914]

### User Interface:

- Citrix Workspace app for Windows might not close when you click the Exit option once. As a workaround, select the Exit option twice for the Workspace app to close. [RFWIN-21518]

### Fixed issues in 2102

#### Session/Connection:

- When you attempt to open an application from **Favorites** on a published desktop using Citrix Workspace app with the vPrefer option enabled, the application might open with a spinning circle. If the spinning circle remains, you cannot open the application again. [CVADHELP-13237]
- With the vPrefer option enabled, App-V applications might start on a remote server rather than on a local server. [CVADHELP-15356]
- The `StoreBrowse.exe` command might fail to display the complete list of published applications when the application names are provided in the Chinese traditional or Japanese languages. [CVADHELP-15952]
- When the `EnableFactoryReset` registry setting is set to `False`, attempts to uninstall Citrix Workspace app might fail with this error message:  
  
This feature has been disabled.  
  
[CVADHELP-16114]
- The log collection feature might fail to collect the CDF trace. [CVADHELP-16587]

### **System Exceptions:**

- The `Receiver.exe` process might exit unexpectedly. [CVADHELP-15669]

### **User Interface:**

- When using the Chinese or Japanese Input Method Editor (IME) to input text in a text box, the text might appear outside of the text box in the top-left corner of the screen. [CVADHELP-15614]

### **Fixed issues in 2012.1**

- Automatic update of Citrix Workspace app from Version 2012 to a later version fails with the following error message:

“Could not load file or assemble Newtonsoft.Json”

The issue occurs only when automatic update is enabled on an admin-installed instance of the Citrix Workspace app.

As a workaround, download Citrix Workspace app Version 2012.1 or later from the Citrix [Downloads](#) page and install it manually.

[RFFWIN-21715]

### **Fixed issues in 2012**

#### **Installing, Uninstalling, Upgrading:**

- When you attempt to refresh Citrix Workspace app by using its shortcut that is created manually, the shortcut might get deleted and then recreated. [CVADHELP-15397]

#### **Session/Connection:**

- In a multi-monitor environment, attempts to maximize a user session might fail. The issue occurs when you redock your laptop. [CVADHELP-13614]
- A security warning dialog might appear when you do one of the following:
  - Retrieve an ICA file from StoreFront by using the Storebrowse command.
  - Launch an application by using an ICA file rather than from a browser.

[CVADHELP-15221]

- In a double-hop scenario, attempts to launch an application using the shortcut in the Start menu might fail. The issue occurs if you enable the one-instance-per-user application limit. [CVADHELP-15576]
- You configure Citrix Workspace app for Windows to connect to all store accounts when establishing a session. If you log off from Citrix Workspace app and log back on, the store account setting changes to one store account rather than defaulting to all accounts. [CVADHELP-15728]



- Attempts to share your screen in a Microsoft Teams call might result in a black screen. [HDX-27041]

### User Experience:

- Attempts to launch a session might fail after you do a fresh installation of Citrix Workspace app for Windows or upgrade an existing installation to the latest. The session launch is stuck on the Preparing your desktop screen. The issue occurs when you configure Desktop Lock by using a Citrix Gateway URL.

#### Note:

A black screen appears for some time before Desktop Lock appears the first time you configure Citrix Workspace app for Windows by using a Citrix Gateway URL and Desktop Lock. If the black screen remains for a long time, sign out by using Ctrl+Alt+Delete for physical machines and Ctrl+Alt+End for virtual machines.

[CVADHELP-15334]

- With High DPI set to Yes or No, when you launch a desktop session, some elements in the **CD Viewer** toolbar might not scale up to match the current DPI setting of the device. The issue occurs when the DPI setting of the user device is greater than 100%. [CVADHELP-15418]
- After you upgrade Citrix Workspace app to Version 1912 CU1 from Version 1912, application enumeration might be slow, taking about 10 minutes to complete. [CVADHELP-15766]

### Fixed issues in 2010

#### Keyboard

- When you use a Japanese language keyboard, **Full-width** input mode might fail to work with Microsoft Excel launched on the local device. The issue occurs when the app protection feature is enabled. [CVADHELP-15410]

#### Session/Connection

- Attempts to launch applications might fail after you upgrade Citrix Workspace app for Windows from version 2006 to version 2008 or later. The issue occurs with machines running non-English (such as Swedish) number formats. [CVADHELP-15988]
- When you enable the app protection feature, the **Pause/Break** and **Num Lock** keys might be mapped incorrectly. [RFIN-20083]
- On Citrix Workspace app for Windows, when you add a cloud account using a store URL, this error message might appear:  
“Cannot connect to server.”

The issue occurs when the URL contains uppercase letter.

[RFWIN-20907]

- Microsoft Teams optimization: In a multi-monitor setup or a single monitor with high DPI, outgoing screensharing might not function properly. The other peer might view a black window instead. [RFWIN-20854]
- When you click **Help** in the notification area of Citrix Workspace app for Windows, the **Help** page appears in Traditional Chinese instead of English. [RFWIN-21069]

### Fixed issues in 2009.6

- When you connect to Citrix Workspace app using a VPN and select the **Refresh apps** option, the refresh action might fail. [CVADHELP-14418]
- Attempts to maximize the screen in a session that has a published instance of Microsoft Teams running might fail. [RFWIN-20051]
- Desktop sessions might turn unresponsive intermittently or get disconnected. The issue occurs when you set the **Audio Quality** option to **Medium** and enable the echo cancellation feature on the Delivery Controller. [RFWIN-20557]
- After you upgrade Citrix Workspace app, multiple Workspace app icons might appear in the notification area. [RFWIN-20589]
- When you try to access shared folders on a network, the **Windows Security** authentication prompt might not appear. [RFWIN-20599]
- In a cloud deployment, attempts to connect to a store using proxy authentication might not work. [RFWIN-20673]
- In cloud deployments, attempts to connect to an existing store might fail with the following error message:

“Cannot Connect to Server.”

The issue occurs after you upgrade Citrix Workspace app. As a workaround, reset Citrix Workspace app or remove the store account and add it again. [RFWIN-20834]

### Fixed issues in 2009

This release addresses issues that help to improve overall performance and stability.

### Fixed issues in 2008

#### Installing, Uninstalling, Upgrading

- Attempts to use the auto-update functionality to automatically update the HDX RealTime Media Engine (RTME) along with Citrix Workspace app might fail. The RTME fails to upgrade to the latest version. [CVADHELP-15047]

### Logon/Authentication

- When you configure Citrix Gateway to support single sign-on (SSO) through the Citrix Workspace app, SSO might fail. The issue occurs when a user name or password contains special characters such as %, =, and &. [CVADHELP-14564]

### Session/Connection

- When you launch a published application from the Start menu without logging on to Citrix Workspace app, two windows might appear, prompting you to log on to Citrix Workspace app. The issue occurs if you configure the PNA address as STORE0 using the CitrixReceiver.exe command. [CVADHELP-13916]
- With the vPrefer option enabled in Citrix Workspace app, attempts to launch an App-V application might fail with the following error message:

Cannot start

[CVADHELP-14039]

- The registry values related to the deprecated feature, HDX MediaStream for Flash (for example, Flash and Flash2) might not be removed from the registry setting, `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\ICA 3.0\VirtualDriver` after you upgrade the Citrix Workspace app. This issue can cause a connection failure. [CVADHELP-14850]
- When you use Citrix Workspace app, the self-service window might intermittently display a blank screen. [RFFWIN-17563]

### User Experience

- When you add an account using a store URL on Citrix Workspace app for Windows, it might take a long time to complete. The issue occurs when the URL contains a port number. [CVADHELP-14051]

### Fixed issues in 2006.1

#### Content redirection

- With Browser Content Redirection (BCR) enabled, you might not be able to enter any text in input fields on a page after refreshing that page. The issue occurs with seamless sessions. [CVADHELP-12922]
- When you attempt to redirect a long URL, the URL might not be redirected to a VDA and the Redirector.exe process exits unexpectedly with the following exception:  
`INVALID_CRUNTIME_PARAMETER`  
[CVADHELP-13197]

### Session/Connection

- After launching and exiting streamed media, audio becomes unavailable in the session. [CVADHELP-13297]
- If you add two stores to Citrix Workspace app for Windows using two different accounts, the Sign-in button might not work for the secondary store after you remove the primary store. [CVADHELP-13805]
- In a double-hop scenario, the Citrix HDX Engine might exit unexpectedly when you attempt to launch a session. [CVADHELP-13915]
- When multifactor authentication is enabled and Windows Security dialog is used to log in, the Active Directory Federation Services (ADFS) dialog doesn't appear when authenticating to stores. [CVADHELP-14316]
- Attempts to take screenshots of sessions might succeed even when app protection is enabled. [RFWIN-17455]

### System Exceptions

- The wfica32.exe process might exit unexpectedly when you attempt to reconnect to a session. The issue occurs with Version 1904.1 of Citrix Workspace app for Windows. [CVADHELP-12807]

### User Interface

- An application might attempt to come to the foreground intermittently, displacing the current application. Its icon in the taskbar might flash, informing the user that the application attempts to come to the foreground. [CVADHELP-13071]
- When you minimize an application launched through Local App Access, the application's icon might disappear from the taskbar. [CVADHELP-13293]
- An extra Workspace app for Windows icon might appear in the notification area. [RFWIN-17499]

### Fixed issues in 2002

Compared to [Citrix Workspace app 1911 for Windows](#)

### **HDX MediaStream Windows Media Redirection**

- In a multi-monitor environment, when you play an MP4 video using the Windows Media Player in a user session, the video might play correctly on the primary monitor. But, when you move the player to a different screen, a black screen might appear on the secondary or an extended monitor connected through DisplayLink using a docking station. [CVADHELP-11848]

### **Session/Connection**

- When you attempt to reconnect to a session from the HDX RealTime Media Engine using a fast smart card, the HDX RealTime Media Engine might exit unexpectedly. [CVADHELP-12605]
- When published applications receive many requests to play short sounds for a short period, the wfica32.exe process might exit unexpectedly. [CVADHELP-12855]
- After a session timeout is reached, the session might automatically log off. When you attempt to launch the session again, the session takes longer than normal to launch. The issue occurs when there's a network disruption. [CVADHELP-13017]
- With Local App Access and Desktop Lock enabled, when you perform the Switch user function after pressing the Ctrl+Alt+Del key, the local user session might reconnect. But, when the server session attempts to reconnect, the VDA is stuck on a white screen that displays the message connected to desktop. The desktop never appears. [CVADHELP-13046]
- A seamless application window might be rendered partially truncated and remain truncated until you manually resize the window. [CVADHELP-13108]
- Workspace app now performs a check of the presence of shortcut icons every time it refreshes or starts. If an icon isn't available, Workspace app fetches the icon again. Doing so ensures that shortcuts appear correctly. [RFWIN-15501]
- When attempting to enable the Bidirectional Content Redirection policy (under Computer Configuration > Administrative Templates > Classic Administrative Templates (ADM) > Citrix Components > Citrix Workspace > User experience), you are prompted to type a URL-specific entry even if you do not enable the URL-specific application or desktop overrides. [RFWIN-15867]

### **System Exceptions**

- The Receiver.exe process might exit unexpectedly while capturing the CDF traces. [CVADHELP-13077]

### **Fixed issues in 1911**

#### **Content Redirection**

- With the bidirectional content redirection policy enabled, Internet Explorer running on a user device might appear on the user's taskbar. Also, the Internet Explorer browser window doesn't appear in the foreground. [LD1924]

### **Installing, Uninstalling, Upgrading**

- With the Citrix HDX RealTime Media Engine plug-in installed, you cannot start a session after you upgrade Citrix Receiver for Windows to Version 4.9 LTSR Cumulative Update. [LD1814]

### **Seamless Windows**

- When you open a new window within a published application, the icon of the published application might disappear from the taskbar. [LD1868]

### **Session/Connection**

- With Local App Access or Desktop Lock enabled, attempts to launch a session might fail. The Citrix logon screen displays the message please wait along with the Logoff and Disconnect buttons. Also, the screen flickers for a few seconds and then the flickering stops, but the please wait message remains there.[LD1124]
- The original client machine resolution might be unexpectedly applied to a user session after Automatic Client Reconnection (ACR) completes the session reconnection after a network outage. The issue occurs when the DPI is not set to 100% on the user device and when you select Yes on the Workspace app for Windows > Advanced Preferences > High DPI page. [LD1423]
- With the Vprefer option enabled in Citrix Workspace app, published applications might launch locally, but you might experience the following two issues:
  - The system environment is not expanded, For example, %computername% as a command-line parameter is not expanded at the local client to PC12345. System environment variables do not expand. For example, %computername% as a command-line parameter does not expand to PC12345 on the local client machine.
  - Command-line parameters are not passed back to the client. For example, when using selfservice.exe -qlaunch IE11 <http://www.citrix.com>, the command-line parameter is passed as “Iexplore.exe %\*” instead of being passed back to the client.

[LD1450]

- When you attempt to reconnect to a session from the HDX RealTime Media Engine using a fast smart card, the HDX RealTime Media Engine might exit unexpectedly. [LD1655]
- When using Citrix Workspace app for Windows, if you minimize, maximize, or resize a desktop, a gray screen might overlap the desktop. [LD1656]
- The Plantronics Blackwire 320 USB headset might disappear from the device list of Citrix Preferences when it is connected to a USB 2.0 port. The issue occurs when you repeatedly switch between the optimized and generic modes. [LD1864]

- In double-hop scenarios where VDAs for Desktop OS are running in the first hop and published applications are running in the second hop, this error message might appear:

**Citrix HDX Engine has stopped working.**

**Exception caused the program to stop working correctly. Please close the program.**

The issue occurs when you use third-party applications with a custom virtual channel and re-connect or seize the first hop desktop from a different client device.

[LD1898]

- Certain third-party applications might fail to work as seamless applications as expected. The issue occurs when window styles (for example, WS\_DISABLED) aren't applied correctly. [LD1912]
- With Local App Access enabled, the following issues might occur when you launch a locally installed third-party application within a published desktop:
  - With Desktop Lock enabled, the application might maximize and minimize to the top-right corner of the screen. You can restore the application by clicking the application icon in the task bar.
  - With Desktop Lock disabled, a secondary window, such as the small authentication dialog window, must be in focus. But, the main window is always on top, and the secondary window is hidden behind the main window. The secondary window does not come into focus until you set the desktop to window mode.

[LD1979]

- A seamless application window might be rendered partially truncated and remain truncated until you manually resize the window. [LD2124]
- With the SelfServiceMode flag set to false, when you disable an application in Citrix Studio, the application shortcut might still appear in the Start menu. [LD2126]

### **System Exceptions**

- With Driver Verifier enabled for CtxUsbm.sys, a memory leak in CtxUsbm.sys can result in a blue screen. Also, the development tool, Driver Verifier, must not be used in the production environment. [LD1973]

### **Fixed issues in 1909**

#### **Session/Connection**

- In double-hop scenarios where VDAs for Desktop OS are running in the first hop and published applications are running in the second hop, this error message might appear:

” Citrix HDX Engine has stopped working.  
Exception caused the program to stop working correctly. Please close the program.”

The issue occurs when you use third-party applications with a custom virtual channel and re-connect or seize the first hop desktop from a different client device. [LD0479]

- You reduce the monitor number from three to two by closing one monitor and then minimize and maximize the applications. Two white screens might appear. The issue occurs when the resolution of the laptop is different from the resolution of the others. Also, the issue occurs when you dock or undock your laptop. [LD1558]
- Attempts to copy text from a published application to an endpoint might fail when using Citrix Workspace app 1902 for Windows or later. [LD1972]
- When using the HDX Optimization for Microsoft Teams, when User1 starts a video call with User2 and then shares the desktop with User2, User2 might view video artifacts instead of a shared desktop. [RFFWIN-11863]
- When using the HDX Optimization for Microsoft Teams, when User1 starts a video call with User2, both users can hear and see each other. But, when User1 starts sharing the desktop with User2, User2 might see a gray screen instead of a shared desktop. The issue occurs when the call is established on AMD clients. [RFFWIN-11866]
- When using the HDX Optimization for Microsoft Teams, when User1 starts a video call with User2 and then adds User3 to the video call, the video screen might become black for User1. As a result, the video screen displays as black for all the users. [RFFWIN-11875]
- When using the HDX Optimization for Microsoft Teams, when User1 starts a video call with User2 from a published instance of an application and then shares the desktop with User2, User2 might view only a black screen instead of User1’s screen. [RFFWIN-11952]
- In the registry path `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Lockdown\Client Engine\HotKeys`, when the `DWORD` value of the `EnableCtrlAltEnd` attribute is set to 1, published desktops can’t be launched. [RFFWIN-12091]
- When using the HDX Optimization for Microsoft Teams, the display window for the Desktop Viewer might become unresponsive during a meeting or a call until you kill the `HDXTeams.exe` process. [RFFWIN-15231]

## User Experience

- When you hover the mouse pointer over an application icon while several applications are running, the taskbar preview might show only the active window’s content.  
Note: With client rendered Flash or Windows Media Redirection, the taskbar preview might not display correctly. [LD1030]



- Application enumeration and filtering based on client names might not work in native Citrix Receiver with the unified experience. [LD1427]
- When you launch a VDI desktop from Internet Explorer and move your mouse pointer toward the VDI desktop window, the VDI desktop frame might lose the focus and the mouse pointer hides behind the frame. [LD1486]

## Known issues

### Known issues in 2105

- During a session, when you click **Check for Updates** and updates are downloaded successfully, current sessions are not listed in the **Download successful** dialog. [RFWIN-23152]

### Known issues in 2103.1

- The Self-Service plugin window is blank and no apps are displayed at session launch. The issue occurs when using Intel Xe Graphics card. This is a third-party limitation. [CVADHELP-17005]
- Attempts to compose characters in Japanese, Chinese or Korean IME might not work properly. The composition window appears misplaced and is not seamless. This issue doesn't occur when using CVAD sessions and SaaS apps. [RFWIN-21158]
- Attempts to exit Citrix Workspace app might fail. The issue occurs when the user credentials prompt appears repeatedly. [RFWIN-22491]
- After creating a desktop shortcut for an app and restarting the client device, the first attempt to launch the app from the shortcut might fail. The issue occurs when you do not specify the `storedescription` when installing Citrix Workspace app using the command-line interface. [RFWIN-22510]
- When you download a .txt file from Citrix Files, the Japanese file name can appear garbled. [RFWIN-22516]

### Known issues in 2102

- Attempts to launch an ICA session might fail. The issue occurs when the proxy server uses port 8080 instead of a custom port. [CVADHELP-15977]
- In an application session, when you open an image to scan in Microsoft Paint, both the Microsoft Paint application and the scanning process might become unresponsive. The issue occurs when you launch the session in windowed mode. [RFWIN-21413]
- On machines configured for Azure Active Directory Multi-Factor Authentication (MFA), the login prompt appears even when the **Keep me signed in** and **Don't ask again for 60 days** options are selected. [RFWIN-21623]
- Attempts to log in to Citrix Workspace app on Azure Active Directory-joined machines might fail. The issue occurs when the authentication prompt doesn't appear. [RFWIN-21624]

- When you launch a published desktop session, the Self-Service plug-in dialog appears in the foreground. The issue occurs when the **Local App Access** policy is enabled on the Delivery Controller. [RFWIN-21629]
- Attempts to switch windows using the **ALT + Tab** keys might result in a blank Citrix Workspace app screen. The issue occurs when you launch the session in windowed mode. [RFWIN-21828]
- If you're using a webcam or a video in a Microsoft Teams call, the `HDXrtcengine.exe` might turn unresponsive. For a workaround, see the Knowledge Center article [CTX296639](#). [HDX-29122]

### Known issues in 2012.1

No new issues have been observed in this release.

### Known issues in 2012

- If you try to add a protected app to your **Favorites**, this message might appear, "Your apps aren't available at this time..." When you then click **OK**, this message appears, "Cannot add app." After you switch to the **Favorites** screen, the protected app is listed there, but you can't remove it from **Favorites**. [WSP-5497]
- In the Chrome browser with browser content redirection in effect, when you click a link that opens a new tab, the tab might not open. As a workaround, select **Always allow pop-ups and redirects** in the **Pop-ups blocked** message. [HDX-23950]
- Automatic update of Citrix Workspace app from Version 2012 to a later version fails with the following error message:

"Could not load file or assemble Newtonsoft.Json"

The issue occurs only when automatic update is enabled on an admin-installed instance of the Citrix Workspace app.

As a workaround, download Citrix Workspace app Version 2012.1 or later from the Citrix [Downloads](#) page and install it manually.

[RFWIN-21715]

- If you launch the app bar and then open the **Connection Center** menu in Citrix Workspace app for Windows, the app bar doesn't appear under the server that hosts it. [HDX-27504]
- If you use Citrix Workspace app for Windows and launch the app bar in a vertical position, the bar covers the Start menu or the system clock tray. [HDX-27505]

### Known issues in 2010

No new issues have been observed in this release.

### **Known issues in 2009.6**

- Attempts to minimize or maximize the Citrix Workspace app screen might distort the screen momentarily. [RFIN-20692]

### **Known issues in 2009**

No new issues have been observed in this release.

### **Known issues in 2008**

- The **Print Screen** key might not capture screenshots even if/when the protected windows are minimized. When this issue occurs, exit and restart the Citrix Workspace app. [RFIN-16777]
- When a non-administrator logs in with the FastConnect API, the Self-Service window is blank. As a workaround, restart the client device. [RFIN-19804]
- When you launch a protected VDA session, attempts to capture a screenshot on a non-protected VDA are blocked. [RFIN-19823]

### **Known issues in 2006.1**

- If the Media Foundation feature is uninstalled on a Windows 2012 R2 machine, the instance of Citrix Workspace app installed on that server turns unresponsive. [RFIN-17628]

### **Known issues in 2002**

- Attempts to capture a screen using the Print Screen key might fail when a protected Citrix Workspace app session is minimized. [RFIN-15155]
- When you launch Microsoft Word both in a published session and on your local device and delete the store from **Accounts**, the following error message appears when you launch the app on the local device:

**Do you want to find an application in Citrix Workspace to open this file?**

[RFIN-15884]

- Attempts to launch a session on an SSL-enabled VDA might fail. [RFIN-16129]
- In a protected desktop session, attempts to take a screenshot of a non-protected session might fail. [RFIN-16704]
- You might not be able to remove store details that were added using the Group Policy Object (GPO) administrative template using the GUI. [RFIN-16754]
- Attempts to change the display in a protected session cause the session to exit. [RFIN-16784]

### Known issues in 1911

- Unable to connect to the StoreFront using the DUO authentication. [LD1497]
- The session window doesn't appear in the foreground. [LD2089]
- The session might turn unresponsive in a double-hop scenario. [LD2185]
- When a webcam is used through generic USB redirection in a cloud deployment, the session turns unresponsive with a blue screen. [LD2432]
- During session launch, the progress bar displays the **Connecting..** message instead of the selected app name. [LD2450]
- On a system configured with Dell Wyse RAM, the Citrix Workspace app installation fails with the following error:  
“The system cannot open the device or file specified”.  
[LD2480]
- In a multi-display setup, the text might appear unclear. [LD2484]
- When you undock the laptop in a session, it turns unresponsive for some time and then the following error appears:  
“Connection interrupted”.  
[LD2496]
- When you configure the bidirectional content redirection feature using the Group Policy Object administrative policy, and you clear the option **Enable URL-specific published application or desktop overrides**, the configuration is unsuccessful and the following error appears:  
“No entries were added to the list. Make sure you added one entry in the list.”  
[LD2510]
- In a Microsoft Teams meeting, when you set the video to **On** , the self-video preview might flicker frequently. [RFFWIN-11993]
- On a Windows 10 RS 6 system, when you set the UDT to **Off** and disable the network using the firewall command, the Common Gateway Protocol might not work. This is a third-party limitation. As a workaround, enable the **HDX Adaptive Transport** policy on the DDC. [RFFWIN-15116]
- The resource name is appended with “1” when the same resource is enabled in one site and disabled in the other. [ RFFWIN-15395]
- In Microsoft Teams, the video does not recover after disconnect and reconnect while the video preview is up. [RFFWIN-15539]

### Known issues in 1909

- With bidirectional content redirection enabled, the Internet Explorer window does not appear in the foreground. [LD1924]
- When you switch users using CTRL+ALT+DEL and try to reconnect to a session, the session fails to reconnect and turns unresponsive, and the following message appears:  
“Connected to Desktop”  
[LD2063]
- When you set the **SelfServiceMode** option to **False** in the Registry editor and click **Refresh**, the app shortcuts are not deleted from the Start menu. [LD2126]
- URL redirection fails for URLs with more than 2048 characters. [LD2210]

### Third-party notices

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

[Citrix Workspace app for Windows Third-Party Notices](#) (PDF Download)

## System requirements and compatibility

May 17, 2021

### Requirements

- Minimum 1 GB RAM.
- .NET Framework minimum requirements
  - Self-Service plug-in requires .NET 4.6.2. It allows you to subscribe to and launch the apps and desktops from the Workspace app user interface or command line. For more information, see [Using command-line parameters](#).  
If you are trying to install or upgrade to Citrix Workspace app 1904 or later and the requisite version of the .NET Framework is not available on your Windows system, the Citrix Workspace app installer will download and install the required version of the .NET Framework.

#### Note:

If you are trying to install or upgrade Citrix Workspace app with non-administrator privi-

ileges and .NET Framework 4.6.2 or greater is not present on the system, the installation fails.

- Latest version of Microsoft Visual C++ Redistributable.

**Note:**

Citrix recommends that you use the latest version of Microsoft Visual C++ Redistributable. Otherwise, a restart prompt might appear during an upgrade.

Starting with Version 1904, Microsoft Visual C++ Redistributable installer is packaged with the Citrix Workspace app installer. During Workspace app installation, the installer checks whether the Microsoft Visual C++ Redistributable package is present on the system and installs it if necessary.

**Note:**

Attempts to install the Citrix Workspace app with non-administrator privileges on a system without the Microsoft Visual C++ Redistributable package might fail.

Only an administrator can install the Microsoft Visual C++ Redistributable package.

For troubleshooting issues with the .NET Framework or the Microsoft Visual C++ Redistributable installation, see Citrix Knowledge Center article [CTX250044](#).

## Compatibility matrix

Citrix Workspace app is compatible with all the currently supported versions of Citrix Virtual Apps and Desktops, and Citrix Gateway as listed in the [Citrix Product Lifecycle Matrix](#).

Citrix Workspace app for Windows is compatible with the following Windows Operating systems:

**Note:**

- Citrix Workspace app 2009.5 and later prevents installation on unsupported operating systems.
- Support for Windows 7 has been stopped from Version 2006 onwards.
- The Citrix Gateway End-Point Analysis Plug-in (EPA) is supported on Citrix Workspace. On the native Citrix Workspace app, it is supported only when using nFactor authentication. For more information, see [Configure pre-auth and post-auth EPA scan as a factor in nFactor authentication](#) in the Citrix ADC documentation.

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## Operating system

Windows 10 32-bit and 64-bit Enterprise Editions. For more information about compatible Windows 10 versions, see [Windows 10 Compatibility with Citrix Workspace app for Windows](#).

Windows 8.1, 32-bit and 64-bit editions (including Embedded edition)

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### Operating system

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Windows Server 2016

Windows Server 2012 R2, Standard, and, Datacenter editions

Windows Server 2019

Windows 10 Enterprise 2016 LTSB 1607

Windows 10 Enterprise LTSC 2019

Windows 10 IoT Enterprise \*

Windows 10 Home edition\*\*

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\*Supports Windows 10 IoT Enterprise 2015 LTSB, Windows 10 IoT Enterprise 2016 LTSB, Anniversary Update, Creators Update, Falls Creators Update.

\*\*No support for domain pass-through authentication, Desktop Lock, FastConnect API, and configurations that require domain-joined Windows machine.

### Windows 10 Compatibility with Citrix Workspace app for Windows

With the release of the Windows 10 Operating System, Microsoft introduced a new way to build, deploy, and service Windows: [Windows as a service](#). New features are packaged into Feature Updates (major versions like 1703, 1709, 1803). Bug fixes and security fixes are packaged into Quality Updates. These updates that can be deployed using existing management tools like SCCM.

The following table lists supported Windows 10 versions.

**Note:**

- We do not recommend installing Citrix software versions that are released earlier to the Semi-Annual Channel version.
- Once a Windows 10 version reaches End of Service that version is no longer serviced or supported by the Microsoft. Citrix supports running its software only on an operating system that its manufacturer supports. For information about Windows 10 End of Service, see [Microsoft's Windows Lifecycle Fact Sheet](#).

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Citrix Workspace app Version	Windows 10 Enterprise	
	Edition Version number	Build number
2012 and later	20H2	19042.508
2006.1 and later	2004	19041.113
1911 and later	1909	18363.418

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Citrix Workspace app Version	Windows 10 Enterprise	
	Edition Version number	Build number
1909 and later	1903	18362.116
1812 and later	1809	17763.107
1808 and later	1803	17134.376

### Validating free disk space

The following table provides details on the required disk space to install the Citrix Workspace app.

Installation type	Required disk space
Fresh installation	572 MB
Upgrade	350 MB

Citrix Workspace app performs a check for the required disk space to complete the installation. The verification is performed both during a fresh installation and an upgrade.

#### Note:

- The installer performs the check on the disk space only after extracting the installation package.
- When the system is low on disk space during silent installation, the dialog does not appear but the error message is recorded in the `CTXInstall\_\_TrolleyExpress-\*.log`.

## Connections, Certificates, and Authentication

### Connections

- HTTP store
- HTTPS store
- Citrix Gateway 10.5 and later

### Certificates

#### Note:

Citrix Workspace app for Windows is digitally signed. The digital signature is time-stamped. So, the certificate is valid even after the certificate is expired.

- Private (self-signed)



- Root
- Wildcard
- Intermediate

### **Private (self-signed) certificates**

If a private certificate is installed on the remote gateway, you must install the root certificate of the organization's certificate authority on the user device that is accessing the Citrix resources.

#### **Note:**

If the remote gateway's certificate cannot be verified upon connection (because the root certificate is not included in the local Keystore.), an untrusted certificate warning appears. If a user chooses to continue through the warning, the apps are displayed but cannot be launched.

### **Root certificates**

For domain-joined computers, you can use a Group Policy Object administrative template to distribute and trust CA certificates.

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

### **Wildcard certificates**

Wildcard certificates are used on a server within the same domain.

Citrix Workspace app supports wildcard certificates. Wildcard certificates must be used in accordance with your organization's security policy. In practice, an alternative to wildcard certificates is a certificate containing the list of server names with the Subject Alternative Name (SAN) extension. Private and public certificate authorities issue these certificates.

### **Intermediate certificates**

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](#).

## **Authentication**

### **Authentication to StoreFront**

	<b>Workspace for web</b>	<b>StoreFront Services site (native)</b>	<b>StoreFront, Citrix Virtual Apps and Desktops (native)</b>	<b>Citrix Gateway to Workspace for web</b>	<b>Citrix Gateway to StoreFront Services site (native)</b>
Anonymous	Yes	Yes			
Domain	Yes	Yes	Yes	Yes*	Yes*
Domain pass-through	Yes	Yes	Yes		
Security token				Yes*	Yes*
Two-factor authenticat- ion (domain with security token)				Yes*	Yes*
SMS				Yes*	Yes*
Smart card	Yes	Yes	Yes	Yes	Yes
User certificate				Yes (Citrix Gateway plug-in)	Yes (Citrix Gateway plug-in)

\* With or without the Citrix Gateway plug-in installed on the device.

**Note:**

Citrix Workspace app supports two-factor authentication (domain plus security token) using Citrix Gateway to the StoreFront native service.

### Certificate revocation list

Certificate revocation list (CRL) allows Citrix Workspace app to check if the server's certificate is revoked. Checking the certificate helps to improve the cryptographic authentication of the server and the overall security of the TLS connection between the user device and a server.

You can enable CRL checking at several levels. For example, you can configure Citrix Workspace app to check only its local certificate list or to check the local and network certificate lists. In addition, you can configure certificate checking to allow users to log on only if all the CRLs are verified.

If you are configuring certificate checking on your local computer, exit Citrix Workspace app. Ensure all the Citrix Workspace components, including the **Connection Center**, are closed.

For more information, see the [TLS](#) section.

## Install and Uninstall

April 15, 2021

You can install the Citrix Workspace app either by:

- Downloading the `CitrixWorkspaceApp.exe` installation package from the [Download page](#) or
- From your company's download page (if available).

The package can be installed by:

- Running an interactive Windows-based installation wizard. Or
- Typing the installer file name, installation commands and installation properties using the command-line interface. For information about installing Citrix Workspace app using command-line interface, see [Using command-line parameters](#).

### Installation with administrator and non-administrator privileges:

Citrix Workspace app can be installed by both a user and an administrator. Administrator privileges are required only when using [pass-through authentication](#) and [Citrix Ready workspace hub](#) with Citrix Workspace app for Windows.

The following table describes the differences when Citrix Workspace app is installed as an administrator or a user:

	Installation folder	Installation type
Administrator	C:\Program Files (x86)\Citrix\ICA Client	Per-system installation
User	%USERPROFILE%\AppData\Local\Citrix\ICA Client	Per-user installation

#### Note:

Administrators can't install Citrix Workspace app if a user-installed instance is present on the system. We recommend that you uninstall all user-installed instances before installing the Citrix Workspace app as an administrator.

## Using a Windows-based installer

You can install Citrix Workspace app for Windows by manually running the `CitrixWorkspaceApp.exe` installer package, using the following methods:

- Installation media
- Network share
- Windows Explorer
- Command-line interface

By default, the installer logs are at `%temp%\CTXReceiverInstallLogs*.logs`.

1. Launch the `CitrixWorkspaceApp.exe` file and click **Start**.
2. Read and accept the EULA and continue with the installation.
3. When installing on a domain-joined machine with administrator privileges, a single sign-on dialog appears. See [Domain pass-through authentication](#) for more information.
4. Follow the Windows-based installer to complete the installation.

## Using command-line parameters

You can customize the Citrix Workspace app installer by specifying different command-line options. The installer package self-extracts to the system temp directory before launching the setup program. The space requirement includes program files, user data, and temp directories after launching several applications.

To install the Citrix Workspace app using the Windows command line, launch the command prompt. And type the installer file name, installation commands and installation properties on a single line. The available installation commands and properties are listed below:

```
CitrixWorkspaceApp.exe [commands] [properties]
```

## List of command-line parameters

The parameters are broadly classified as follows:

- [Common parameters](#)
- [Install parameters](#)
- [HDX features parameters](#)
- [Preferences and user interface parameters](#)
- [Authentication parameters](#)

## Common parameters

- `/? Or /help` - Lists all the installation commands and properties.

- `/silent` - Disables installation dialogs and prompts during installation.
- `/noreboot` - Suppresses the prompts to reboot during installation. When you suppress the reboot prompt, the USB devices that are in a suspended state are not recognized. The USB devices are activated only after the device is restarted.
- `/includeSSON` - Requires you to install as an administrator. Indicates that the Citrix Workspace app is installed with the single sign-on component. See [Domain pass-through authentication](#) for more information.
- `/rcu` - This switch is effective only when upgrading from an unsupported version of the software. Indicates that Citrix Workspace app will be installed or upgraded by uninstalling existing version. The `/rcu` switch also cleans up existing or older settings.

**Note:**

`/rcu` switch is deprecated from Version 1909. For more information, see [Deprecation](#).

- `/forceinstall` - This switch is effective when cleaning up any existing configuration or entries of Citrix Workspace app in the system. Use this switch in the following scenarios:
  - Upgrading from an unsupported version of Citrix Workspace app version.
  - The installation or upgrade is unsuccessful.

### Install parameters

#### **`/AutoUpdateCheck`**

Indicates that Citrix Workspace app detects when an update is available.

**Note:**

This is a mandatory parameter that you must set to configure other parameters like `/AutoUpdateStream`, `/DeferUpdateCount`, `/AURolloutPriority`.

- Auto (default) - You are notified when an update is available. Example, `CitrixWorkspaceApp.exe /AutoUpdateCheck=auto`.
- Manual - You are not notified when an update is available. Check for updates manually. Example, `CitrixWorkspaceApp.exe /AutoUpdateCheck=manual`.
- Disabled - Disables auto-updates. Example, `CitrixWorkspaceApp.exe /AutoUpdateCheck=disabled`.

#### **`/AutoUpdateStream`**

If you have enabled auto-update, you can choose the release track you would like to update to. See [Lifecycle Milestones](#) for more information.

- LTSR - Auto-updates to Long Term Service Release cumulative updates only. Example, `CitrixWorkspaceApp.exe /AutoUpdateStream=LTSR`.
- Current - Auto-updates to the latest version of Citrix Workspace app. Example, `CitrixWorkspaceApp.exe /AutoUpdateStream=Current`.

### **/DeferUpdateCount**

Indicates the number of times that you can defer notifications when an update is available. For more information, see [Citrix Workspace Updates](#).

- -1 (default) - Allows deferring notifications any number of times. Example, `CitrixWorkspaceApp.exe /DeferUpdateCount=-1`.
- 0 - Indicates that you will receive one notification (only) for every available update. You won't be reminded again about the update. Example, `CitrixWorkspaceApp.exe /DeferUpdateCount=0`.
- Any other number 'n' - Allows deferring notifications 'n' number of times. The **Remind me later** option is displayed in the 'n' count. Example, `CitrixWorkspaceApp.exe /DeferUpdateCount=<n>`.

### **/AURolloutPriority**

When a new version of the app is released, Citrix rolls out the update for a specific delivery period. With this parameter, you can control at what time during the delivery period you can receive the update.

- Auto (default) - You receive the updates during the delivery period as configured by Citrix. Example, `CitrixWorkspaceApp.exe /AURolloutPriority=Auto`.
- Fast - You receive the updates at the beginning of the delivery period. Example, `CitrixWorkspaceApp.exe /AURolloutPriority=Fast`.
- Medium - You receive the updates at the mid-delivery period. Example, `CitrixWorkspaceApp.exe /AURolloutPriority=Medium`.
- Slow - You receive the updates at the end of the delivery period. Example, `CitrixWorkspaceApp.exe /AURolloutPriority=Slow`.

### **/includeappprotection**

Provides enhanced security by restricting the ability of clients to be compromised by keylogging and screen-capturing malware.

- `CitrixWorkspaceApp.exe /includeappprotection`

See [App protection](#) for more information.

### **/InstallEmbeddedBrowser**

Excludes the Citrix Embedded Browser binaries. Run the `/InstallEmbeddedBrowser=N` switch to discontinue the embedded browser feature.

### **INSTALLDIR**

Specifies the custom installation directory for Citrix Workspace app installation. The default path is `C:\Program Files\Citrix`. Example, `CitrixWorkspaceApp.exe INSTALLDIR=C:\Program Files\Citrix`.

### **ADDLOCAL**

Installs one or more of the specified components. Example, `CitrixWorkspaceapp.exe ADDLOCAL=ReceiverInside,ICA_Client,AM,SELFSERVICE,DesktopViewer,Flash,Vd3d,WebHelper,BrowserEngine,WorkspaceHub,USB`.

#### **Note:**

By default, `ReceiverInside`, `ICA_Client` and `AM` are installed when installing the Citrix Workspace app.

### **HDX features parameters**

#### **ALLOW\_BIDIRCONTENTREDIRECTION**

Indicates that the bidirectional content redirection between the client and the host and vice versa is enabled. For more information, see the [Bidirectional content redirection policy settings](#) section in Citrix Virtual Apps and Desktops documentation.

- 0 (default) – Indicates that the bidirectional content redirection is disabled. Example, `CitrixWorkspaceApp.exe ALLOW_BIDIRCONTENTREDIRECTION=0`.
- 1- Indicates that the bidirectional content redirection is enabled. Example, `CitrixWorkspaceApp.exe ALLOW_BIDIRCONTENTREDIRECTION=1`.

#### **FORCE\_LAA**

Indicates that Citrix Workspace app is installed with the client-end Local App Access component. You must install the workspace app with administrator privileges for this component to work. See the [Local App Access](#) section in Citrix Virtual Apps and Desktops documentation for more information.

- 0 (default)- Indicates that Local App Access component is not installed. Example, `CitrixWorkspaceApp.exe FORCE_LAA =0`.

- 1 - Indicates that the client-end Local App Access component is installed. Example, `CitrixWorkspaceApp.exe FORCE_LAA =1`.

## LEGACYFTAICONS

Specifies if icons are displayed for documents or files that have file type associations with subscribed applications.

- False (default) - Indicates that the icons are displayed for documents or files that have file type associations with subscribed applications. When set to false, the operation system generates an icon for the document that does not have a specific icon assigned to it. The icon generated by the operation system is a generic icon overlaid with a smaller version of the application icon. Example, `CitrixWorkspaceApp.exe LEGACYFTAICONS=False`.
- True - Indicates that the icons are not displayed for documents or files that have file type associations with subscribed applications. Example, `CitrixWorkspaceApp.exe LEGACYFTAICONS=True`.

## ALLOW\_CLIENTHOSTEDAPPSURL

Enables the URL redirection feature on the user device. See the [Local App Access](#) section in the Citrix Virtual Apps and Desktops documentation for more information.

- 0 (default)- Disables the URL redirection feature on the user device. Example, `CitrixWorkspaceApp.exe ALLOW_CLIENTHOSTEDAPPSURL=0`.
- 1- Enables the URL redirection feature on the user devices. Example, `CitrixWorkspaceApp.exe ALLOW_CLIENTHOSTEDAPPSURL=1`.

## Preference and user interface parameters

### ALLOWADDSTORE

Allows you to configure the stores (HTTP or https) based on the specified parameter.

- S(default)- Allows you to add or remove secure stores only (configured with HTTPS). Example, `CitrixWorkspaceApp.exe ALLOWADDSTORE=S`.
- A – Allows you to add or remove both secure stores (HTTPS) and non-secure stores (HTTP). Not applicable if Citrix Workspace app is per-user installed. Example, `CitrixWorkspaceApp.exe ALLOWADDSTORE=A`.
- N – Never allow users to add or remove their own store. Example, `CitrixWorkspaceApp.exe ALLOWADDSTORE=N`.



## ALLOWSAVEPWD

Allows you to save the store credentials locally. This parameter applies only to stores using the Citrix Workspace app protocol.

- S(default) - Allows saving the password for secure stores only (configured with HTTPS). Example, `CitrixWorkspaceApp.exe ALLOWSAVEPWD=S`.
- N - Does not allow saving the password. Example, `CitrixWorkspaceApp.exe ALLOWSAVEPWD=N`.
- A - Allows saving the password for both secure stores (HTTPS) and non-secure stores (HTTP). Example, `CitrixWorkspaceApp.exe ALLOWSAVEPWD=A`.

## STARTMENUDIR

Specifies the directory for the shortcuts in the Start menu.

- `<Directory Name>` - By default, applications appear under **Start > All Programs**. You can specify the relative path of the shortcuts in the `\Programs` folder. For example, to place shortcuts under Start > All Programs > Workspace, specify `STARTMENUDIR=\Workspace`.

## DESKTOPDIR

Specifies the directory for shortcuts on Desktop.

### Note:

When using the DESKTOPDIR option, set the `PutShortcutsOnDesktop` key to `True`.

- `<Directory Name>` - You can specify the relative path of the shortcuts. For example, to place shortcuts under Start > All Programs > Workspace, specify `DESKTOPDIR=\Workspace`.

## SELFSERVICEMODE

Controls access to the self-service Workspace app user interface.

- True - Indicates that the user has access to self-service user interface. Example, `CitrixWorkspaceApp.exe SELFSERVICEMODE=True`.
- False - Indicates that the user does not have access to the self-service user interface. Example, `CitrixWorkspaceApp.exe SELFSERVICEMODE=False`.

## ENABLEPRELAUNCH

Controls session pre-launch. See [Application launch time](#) for more information.

- True - Indicates that session pre-launch is enabled. Example, `CitrixWorkspaceApp.exe ENABLEPRELAUNCH=True`.
- False - Indicates that session pre-launch is disabled. Example, `CitrixWorkspaceApp.exe ENABLEPRELAUNCH=False`.

### **DisableSetting**

Hides the **Shortcuts and Reconnect** option from being displayed in the **Advanced Preferences** sheet. See [Hiding specific settings from the Advanced Preferences sheet](#) for more information.

- 0 (default) – Displays both **Shortcuts** and **Reconnect** options in the Advanced Preferences sheet. Example, `CitrixWorkspaceApp.exe DisableSetting=0`.
- 1 – Displays only **Reconnect** option in the Advanced Preferences sheet. Example, `CitrixWorkspaceApp.exe DisableSetting=1`.
- 2 – Displays only **Shortcuts** option in the Advanced Preferences sheet. Example, `CitrixWorkspaceApp.exe DisableSetting=2`.
- 3 – Both **Shortcuts** and **Reconnect** options are hidden from the Advanced Preferences sheet. Example, `CitrixWorkspaceApp.exe DisableSetting=3`.

### **EnableCEIP**

Indicates your participation in the Customer Experience Improvement Program. See [CEIP](#) for more information.

- True (default)- Opt in to the Citrix Customer Improvement Program (CEIP). Example, `CitrixWorkspaceApp.exe EnableCEIP=True`.
- False - Opt out of the Citrix Customer Improvement Program (CEIP). Example, `CitrixWorkspaceApp.exe EnableCEIP=False`.

### **EnableTracing**

Controls the **Always-on tracing** feature.

- True (default)- Enables the **Always-on tracing** feature. Example, `CitrixWorkspaceApp.exe EnableTracing=true`.
- False - Disables the **Always-on tracing** feature. Example, `CitrixWorkspaceApp.exe EnableTracing=false`.

### **CLIENT\_NAME**

Specifies the name used to identify the user device to the server.

- `<ClientName>` - Specifies the name used to identify the user device on the server. The default name is `%COMPUTERNAME%`. Example, `CitrixReceiver.exe CLIENT_NAME=%COMPUTERNAME%`.

### **ENABLE\_DYNAMIC\_CLIENT\_NAME**

Allows client name to be the same as the computer name. When you change the computer name, the client name changes too.

- Yes (default) - Allows the client name to be the same as the computer name. Example, `CitrixWorkspaceApp.exe ENABLE_DYNAMIC_CLIENT_NAME=Yes`.
- No - Does not allow the client name to be the same as the computer name. You must specify a value for the `CLIENT_NAME` property. Example, `CitrixWorkspaceApp.exe ENABLE_DYNAMIC_CLIENT_NAME=No`.

### **Authentication parameters**

#### **ENABLE\_SSON**

Enables single sign-on when the Workspace app is installed with the `/includeSSON` command. See [Domain pass-through authentication](#) for more information.

- Yes (default) - Indicates that single sign-on is enabled. Example, `CitrixWorkspaceApp.exe ENABLE_SSON=Yes`.
- No - Indicates that single sign-on is disabled. Example, `CitrixWorkspaceApp.exe ENABLE_SSON=No`.

#### **ENABLE\_KERBEROS**

Specifies whether the HDX engine must use Kerberos authentication. This applies only when single sign-on authentication is enabled. For more information, see [Domain pass-through authentication with Kerberos](#).

- Yes - Indicates that the HDX engine will use Kerberos authentication. Example, `CitrixWorkspaceApp.exe ENABLE_KERBEROS=Yes`.
- No - Indicates that the HDX engine will not use Kerberos authentication. Example, `CitrixWorkspaceApp.exe ENABLE_KERBEROS=No`.

In addition to the above properties, you can also specify the store URL that is used with the Workspace app. You can add up to 10 stores. Use the following property to do so:

```
STOREx=" storename;http[s]://servername.domain/IISLocation/discovery;[On,Off]; [storedescription]"
```

#### **Values:**

- x - Integers 0 through 9 used to identify a store.
- storename - Name of the store. This value must match the name configured on the StoreFront server.
- servername.domain - The fully qualified domain name of the server hosting the store.
- IISLocation - the path to the store within IIS. The store URL must match the URL in the StoreFront provision file. The store URL is in the following format `/Citrix/store/discovery`. To obtain the URL, export a provisioning file from StoreFront, launch it in Notepad and copy the URL from the **Address** element.
- [On, Off] - The **Off** option enables you to deliver disabled stores, giving users the choice of whether they access them. When the store status is not specified, the default setting is **On**.
- storedescription - Description of the store, such as `HR App Store`.

### Examples of a command-line installation

#### To specify the Citrix Gateway store URL:

```
CitrixWorkspaceApp.exe STORE0= HRStore;https://ag.mycompany.com##Storename;  
On;Store
```

Where, *Storename* indicates the name of the store that needs to be configured.

#### Note:

- The Citrix Gateway store URL configured using this method does not support the PNA Services Sites that are using Citrix Gateway.
- In a multi-store setup, Citrix Gateway store URL must be first in the list. Only 2 Citrix Gateway store URL configuration is allowed.

#### To install all components silently and specify two application stores:

```
CitrixWorkspaceApp.exe /silent  
STORE0="AppStore;https://testserver.net/Citrix/MyStore/discovery;on;HR App  
Store"  
STORE1="BackUpAppStore;https://testserver.net/Citrix/MyBackupStore/discovery  
;on;Backup HR App Store"
```

#### Note:

- It is mandatory to include `/discovery` in the store URL for successful pass-through authentication.
- The Citrix Gateway store URL must be the first entry in the list of configured store URLs.

## Uninstall

### Using Windows-based uninstaller:

You can uninstall Citrix Workspace app using the Windows Programs and Features utility (Add or Remove Programs).

**Note:**

During Citrix Workspace app installation, you get a prompt to uninstall the Citrix HDX RTME package. Click **OK** to continue the uninstallation.

**Using the command-line interface:**

You can uninstall Citrix Workspace app, from a command line by typing the following command:

```
CitrixWorkspaceApp.exe /uninstall
```

For silent uninstallation of Citrix Workspace app, run the following switch:

```
CitrixWorkspaceApp.exe /silent /uninstall
```

**Note:**

- The registry keys created by `receiver.adm/receiver.adml` or `receiver.admx` remain after uninstallation.
- If you find any entries in the Registry editor after uninstallation, delete them manually.

## Deploy

March 23, 2021

You can deploy the Citrix Workspace app in the following methods:

- Use Active Directory and sample startup scripts to deploy the Citrix Workspace app for Windows. For information about Active Directory, see [Using Active Directory and sample scripts](#).
- Before launching workspace for web, install the Workspace app for Windows. For more information, see [Using workspace for web](#).
- Use an Electronic Software Distribution (ESD) tool like the Microsoft System Center Configuration Manager 2012 R2. For more information, see [Using System Center Configuration Manager 2012 R2](#).

### Using Active Directory and sample scripts

You can use Active Directory Group Policy scripts to deploy Citrix Workspace app based on your organizational structure. Citrix recommends using the scripts rather than extracting the .msi files. For general information about startup scripts, see the [Microsoft documentation](#).

**To use the scripts with Active Directory:**

1. Create the Organizational Unit (OU) for each script.
2. Create a Group Policy Object (GPO) for the newly created OU.

### Edit scripts

Edit the scripts with the following parameters in the header section of each file:

- **Current Version of package** - The specified version number is validated and if it is not presented, the deployment proceeds. For example, set `DesiredVersion= 3.3.0.XXXX` to exactly match the version specified. If you specify a partial version, for example, 3.3.0, it matches any version with that prefix (3.3.0.1111, 3.3.0.7777, and so on).
- **Package Location/Deployment directory** - The network share containing the packages and that are not authenticated by the script. The shared folder must have Read permission set to EVERYONE.
- **Script Logging Directory** - The network share where the install logs are copied and is not authenticated by the script. The shared folder must have Read and Write permissions for EVERYONE.
- **Package Installer Command Line Options**- These command-line options are passed to the installer. For the command-line syntax, see [Using command-line parameters](#).

### Scripts

Citrix Workspace app installer includes the sample of both per-computer and per-user scripts to install and uninstall Citrix Workspace app. The scripts are present in the Citrix Workspace app for Windows [Downloads](#) page.

Deployment type	To deploy	To remove
Per-computer	<code>CheckAndDeployWorkspaceF</code> .bat	<code>CheckAndRemoveWorkspacePerMachineS</code> .bat
Per-user	<code>CheckAndDeployWorkspacePerUserLogon</code> .bat	<code>CheckAndRemoveWorkspacePerUserLogon</code> .bat

### To add the startup scripts:

1. Open the Group Policy Management Console.
2. Select **Computer Configuration** or **User Configuration** > **Policies** > **Windows Settings** > **Scripts**.
3. In the right-hand pane of the Group Policy Management Console, select **Logon**.
4. Select **Show Files** and copy the appropriate script to the folder displayed.
5. Close the dialog.

6. In the **Properties** menu, click **Add** and **Browse** to find and add the newly created script.

#### **To deploy Citrix Workspace app for Windows:**

1. Move the user devices designated to receive this deployment to the OU that you created.
2. Reboot the user device and log on.
3. Verify that the newly installed package is listed in the **Program and Features**.

#### **To remove Citrix Workspace app for Windows:**

1. Move the user devices designated for the removal to the OU you created.
2. Reboot the user device and log on.
3. Verify that the newly installed package is not listed in the **Program and Features**.

### **Using workspace for web**

The workspace for web enables you to access StoreFront stores through a browser using a webpage.

Before connecting to an app from a browser, do the following:

1. Install the Citrix Workspace app for Windows.
2. Deploy the Citrix Workspace app from workspace for web

If workspace for web detects that a compatible version of Citrix Workspace app is not present, a prompt appears asking you to download and install Citrix Workspace app for Windows.

#### **Note:**

The workspace for web does not support email-based account discovery.

Use the following configuration to prompt for the server address only.

1. Download `CitrixWorkspaceApp.exe` to your local computer.
2. Rename `CitrixWorkspaceApp.exe` to `CitrixWorkspaceAppWeb.exe`.
3. Deploy the renamed executable using your regular deployment method. If you use StoreFront, see [Configure StoreFront using the configuration files](#) in the StoreFront documentation.

### **Using System Center Configuration Manager 2012 R2**

You can use Microsoft System Center Configuration Manager (SCCM) to deploy Citrix Workspace app.

You can deploy the Citrix Workspace app using the SCCM using the following four parts:

1. Adding Citrix Workspace app to the SCCM deployment
2. Adding distribution points
3. Deploying the Citrix Workspace app to the software center
4. Creating Device Collections

## Adding Citrix Workspace app to the SCCM deployment

1. Copy the downloaded Citrix Workspace app installation folder to a folder on the Configuration Manager server and launch the Configuration Manager console.
2. Select **Software Library > Application Management**. Right-click **Application** and click **Create Application**.  
The Create Application wizard appears.
3. In the **General** pane, select **Manually specify the application information** and click **Next**.
4. In the **General Information** pane, specify information about the application such as Name, Manufacturer, Software version, and so on.
5. In the **Application Catalog** wizard, specify additional information such as Language, Application name, User category and so on and click **Next**.

**Note:**

Users can see the information that you specify here.

6. In the **Deployment Type** pane, click **Add** to configure the deployment type for Citrix Workspace app setup.  
The Create Deployment Type wizard appears.
7. In the **General** pane: Set the deployment type to Windows Installer (\*.msi file), select **Manually specify the deployment type information** and click **Next**.
8. In the **General Information** pane: Specify deployment type details (For example: Workspace Deployment) and click **Next**.
9. In the **Content** pane:
  - a) Provide the path where the Citrix Workspace app setup file is present. For example: Tools on SCCM server.
  - b) Specify **Installation program** as one of the following:
    - `CitrixWorkspaceApp.exe /silent` for default silent installation.
    - `CitrixWorkspaceApp.exe /silent /includeSSON` to enable domain pass-through.
    - `CitrixWorkspaceApp.exe /silent SELFSERVICEMODE=false` to install Citrix Workspace app in non-Self Service Mode.
  - c) Specify **Uninstall program** as `CitrixWorkspaceApp.exe /silent /uninstall` (to enable uninstallation through SCCM).
10. In the **Detection Method** pane: Select **Configure rules to detect the presence of this deployment type** and click **Add Clause**.  
The Detection Rule dialog appears.



- Set **Setting Type** to File System.
- Under **Specify the file or folder to detect the application**, set the following:
  - **Type** – From the drop-down menu, select **File**.
  - **Path** – %ProgramFiles(x86)%\Citrix\ICA Client\Receiver\  
- **File or folder name** – receiver.exe
  - **Property** – From the drop-down menu, select **Version**
  - **Operator** - From the drop-down menu, select **Greater than or equal to**
  - **Value** - Type **4.3.0.65534**

**Note:**

This rule combination applies to Citrix Workspace app for Windows upgrades as well.

11. In the **User Experience** pane, set:

- **Installation behavior** - Install for system
- **Logon requirement** - Whether or not a user is logged on
- **Installation program visibility** - Normal

Click **Next**.

**Note:**

Do not specify any requirements and dependencies for this deployment type.

12. In the **Summary pane**, verify the settings for this deployment type. Click **Next**.

A success message appears.

13. In the **Completion pane**, a new deployment type (Workspace Deployment) is listed under the **Deployment types**.

14. Click **Next** and click **Close**.

### Add distribution points

1. Right-click Citrix Workspace app in the **Configuration Manager** console and select **Distribute Content**.

The Distribute Content wizard appears.

2. In the Content Distribution pane, click **Add > Distribution Points**.

The Add Distribution Points dialog appears.

3. Browse to the SCCM server where the content is available and clicks **OK**.

In the Completion pane, a success message appears

4. Click **Close**.

### Deploy Citrix Workspace app to the software center

1. Right-click Citrix Workspace app in the Configuration Manager console select **Deploy**.  
The Deploy Software wizard appears.
2. Select **Browse** against Collection (can be Device Collection or User Collection) where the application is to be deployed and click **Next**.
3. In the **Deployment Settings** pane, set **Action** to Install and **Purpose** to Required (enables unattended installation). Click **Next**.
4. In the **Scheduling** pane, specify the schedule to deploy the software on target devices.
5. In the **User Experience** pane, set the **User notifications** behavior; select **Commit changes at deadline or during a maintenance window (requires restart)** and click **Next** to complete the Deploy Software wizard.

In the **Completion** pane, a success message appears.

Reboot the target endpoint devices (required only to start installation immediately).

On endpoint devices, Citrix Workspace app is visible in the Software Center under **Available Software**. Installation is triggered automatically based on the configured schedule. Alternatively, you can also schedule or install on-demand. The installation status is displayed in the **Software Center** after the installation starts.

### Creating device collections

1. Launch the **Configuration Manager** console, click **Assets and Compliance > Overview > Devices**.
2. Right-click **Device Collections** and select **Create Device Collection**.  
The **Create Device Collection** wizard appears.
3. In the **General** pane, type the **Name** for the device and click **Browse** for Limiting collection.  
This determines the scope of devices, which can be one the default **Device Collections** created by SCCM.  
Click **Next**.
4. In the **Membership Rules** pane, click **Add Rule** for filtering the devices.  
The **Create Direct Membership Rule** wizard appears.
  - In the **Search for Resources** pane, select the **Attribute name** based on the devices you want to filter and provide the Value for Attribute name to select the devices.

5. Click **Next**. In the Select Resources pane, select the devices that are required to be part of device collection.

In the Completion pane, a success message appears.

6. Click **Close**.
7. In the Membership rules pane, a new rule is listed under Click Next.
8. In the Completion pane, a success message appears. Click **Close** to complete the Create Device Collection wizard.

The new device collection is listed in **Device Collections**. The new device collection is a part of Device Collections while browsing in **Deploy Software** wizard.

### Note:

Attempts to configure Citrix Workspace app using the SCCM might fail when you set the **MSIRESTARTMANAGERCONTROL** attribute to **False**.

As per our analysis, Citrix Workspace app for Windows is not the cause of this failure. Also, retrying might yield successful deployment.

## Update

May 10, 2021

### Manual update

If you have already installed Citrix Workspace app for Windows, download and install the latest version of the app from the [Citrix Downloads](#) page.

### Automatic update

When a new version of the Citrix Workspace app is released, Citrix pushes the update on the system that has the Citrix Workspace app installed.

### Note:

- If you have configured an SSL intercepting outbound proxy, add an exception to the Workspace auto-update signature service <https://citrixupdates.cloud.com/> and the download location <https://downloadplugins.citrix.com/> to receive updates from Citrix.
- Your system must have an internet connection to receive updates.

- By default, Citrix Workspace Updates is disabled on the VDA. This includes RDS multi-user server machines, VDI and Remote PC Access machines.
- Citrix Workspace Updates are disabled on machines where Desktop Lock is installed.
- Workspace for web users cannot download the StoreFront policy automatically.
- Citrix Workspace updates can be limited to LTSR updates only.
- Citrix HDX RTME for Windows is included in Citrix Workspace Updates. You are notified of the available HDX RTME update on both the LTSR and the current release of the Citrix Workspace app.
- Starting with Version 2105, Citrix Workspace Updates log paths are modified. The Workspace Updates logs are present at C:\Program Files (x86)\Citrix\Logs. For information on logging, see [Log collection](#) section.

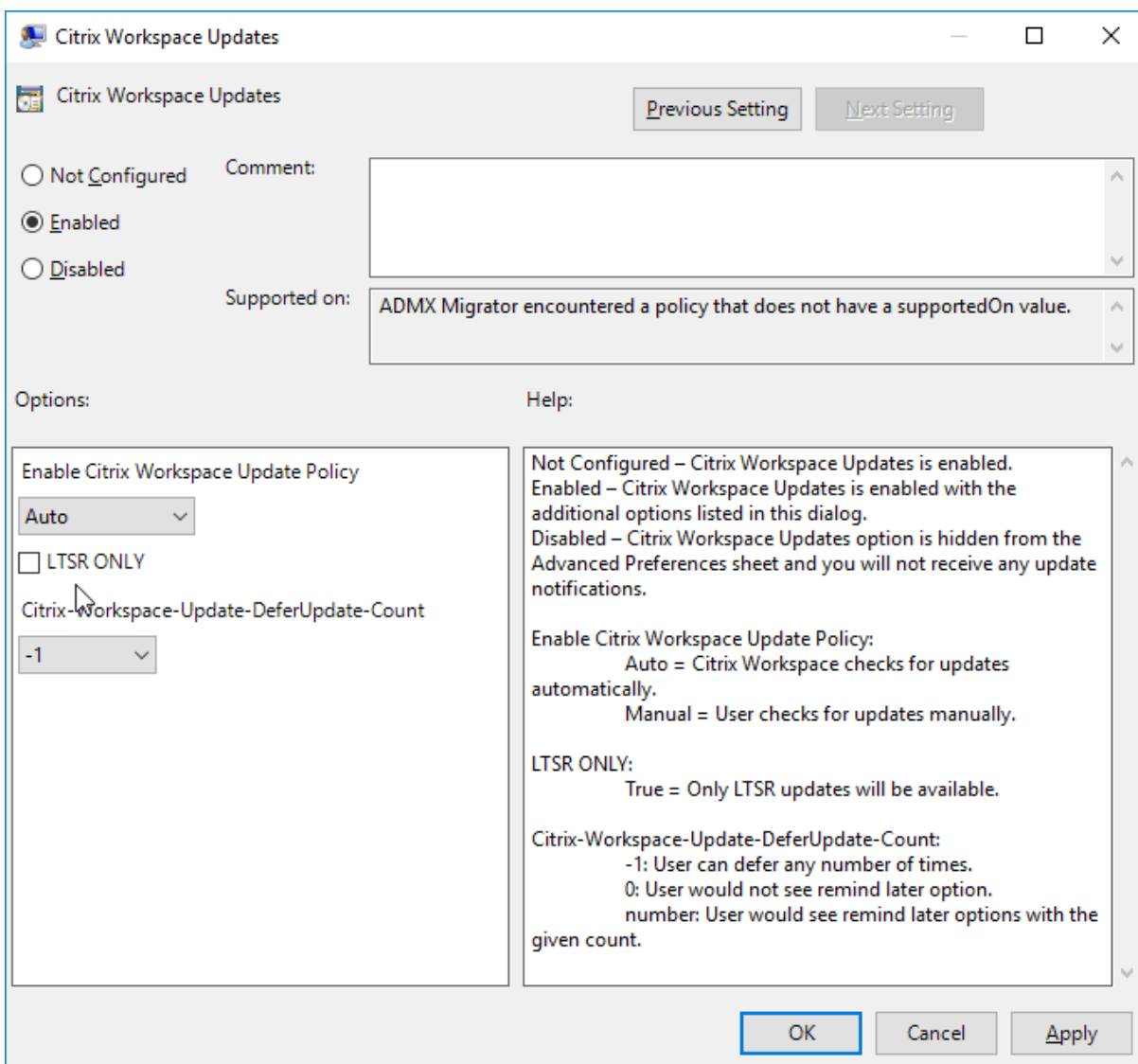
### **Advanced configuration for automatic updates (Citrix Workspace Updates)**

You can configure Citrix Workspace Updates using the following methods:

1. Group Policy Object (GPO) administrative template
2. Command-line interface
3. Graphical user interface
4. StoreFront

### **Configure Citrix Workspace Updates using the Group Policy Object administrative template**

Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc and navigate to the Computer Configuration node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Workspace Updates**.



1. **Enable or disable updates** – Select **Enabled** or **Disabled** to enable or disable Workspace Updates.

**Note:**

When you select **Disabled**, you are not notified of the new updates. This also hides the Workspace Updates option from the Advanced Preferences sheet.

2. **Update notification** – When an update is available, you can choose to be automatically notified or check for them manually. After you have enabled Workspace updates, select one of the following options from the **Enable Citrix Workspace Update Policy** drop-down:
  - Auto - You are notified when an update is available (default).
  - Manual - You are not notified when an update is available. Check for updates manually.
3. Select **LTSR ONLY** to get updates for LTSR only.

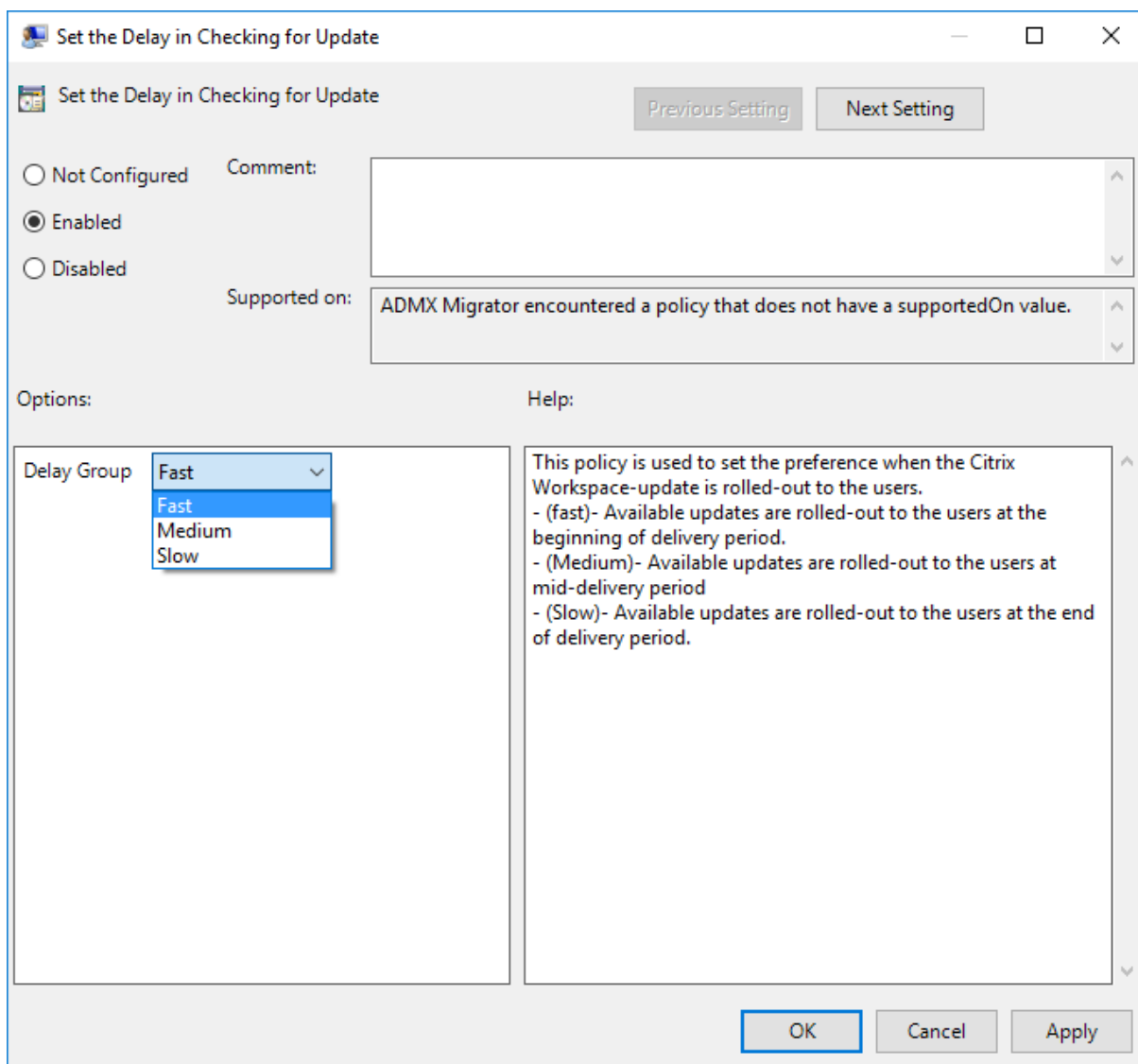
4. From the **Citrix-Workspace-Update-DeferUpdate-Count** drop-down, select a value between -1 and 30:

- -1 - Allows deferring the notifications any number of times (default).
- 0 - You will receive only one notification for the update.

### Configure the delay in checking for updates

When a new version of Workspace app is available, Citrix rolls the update during a specific delivery period. With this property, you can control at what stage during the delivery period you can receive the update.

To configure the delivery period, run `gpedit.msc` to launch the Group Policy Object administrative template. Under Computer Configuration node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Set the Delay in Checking for Update**.



Select **Enabled**, and from the **Delay Group** drop-down, select one of the following:

- Fast – Update rollout happens at the beginning of the delivery period.
- Medium – Update rollout happens at the mid-delivery period.
- Slow – Update rollout happens at the end of the delivery period.

**Note:**

When you select **Disabled**, you are not notified of the available updates. This also hides the Workspace Updates option from the Advanced Preferences sheet.

### Configure Citrix Workspace Updates using the command-line interface

#### By specifying command-line parameters while installing Workspace app:

You can configure Workspace updates by specifying command-line parameters during the Citrix Workspace app installation. See [Install parameters](#) for more information.

#### By using command-line parameters after Citrix Workspace app has been installed:

Citrix Workspace Updates can also be configured after installing the Citrix Workspace app for Windows. Navigate to the location of `CitrixReceiverUpdater.exe` using the Windows command line.

Typically, `CitrixWorkspaceUpdater.exe` is at `CitrixWorkspaceInstallLocation\Citrix\IcaClient\Receiver`. You may run this binary along with the command-line parameters listed in the [Install parameters](#) section.

For example,

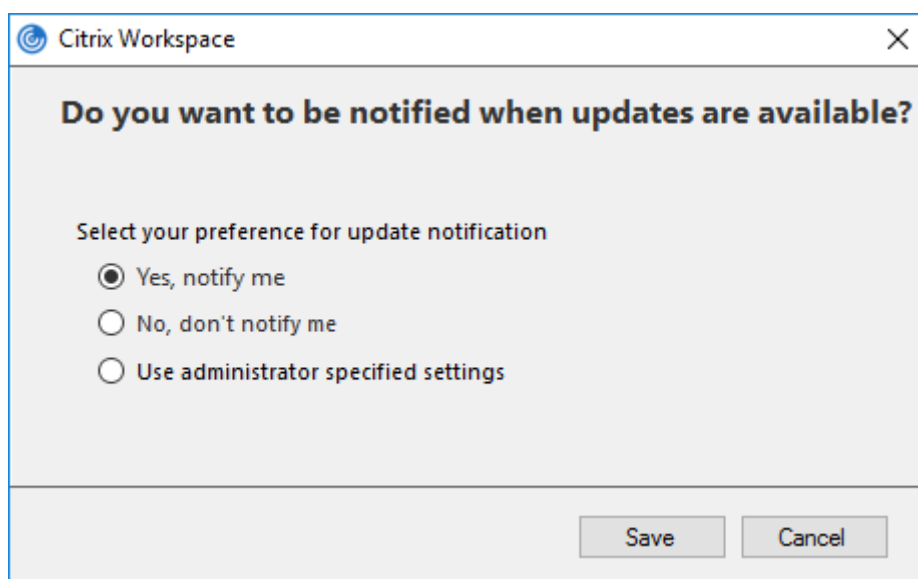
```
CitrixReceiverUpdater.exe /AutoUpdateCheck=auto /AutoUpdateStream=Current /DeferUpdateCount=-1 /AURolloutPriority= fast
```

**Note:**

`/AutoUpdateCheck` is a mandatory parameter that you must set to configure other parameters like `/AutoUpdateStream`, `/DeferUpdateCount`, `/AURolloutPriority`.

### Configure Citrix Workspace Updates using the graphical user interface

Individual user can over-ride the Citrix Workspace Updates setting using the Advanced Preferences dialog. This is a per-user configuration and the settings apply only to the current user. Right-click Citrix Workspace app icon from the notification area. Select **Advanced Preferences > Workspace Updates**. Select the notification preference and click **Save**.

**Note:**

You can hide all or part of the Advanced Preferences sheet available from the Citrix Workspace app icon in the notification area. For more information, see the [Advanced Preferences sheet](#) section.

**Configure Citrix Workspace Updates using StoreFront**

1. Use a text editor to open the `web.config` file, which is typically located in the `C:\inetpub\wwwroot\Citrix\Roaming` directory.
2. Locate the user account element in the file (Store is the account name of your deployment)

For example: `<account id=... name="Store">`

Before the `</account>` tag, navigate to the properties of that user account:

```
1 <properties>
2     <clear/>
3 </properties>
```

3. Add the auto-update tag after `<clear />` tag.

```
1 <account>
2
3     <clear />
4
```



```
5     <account id="d1197d2c-ac82-4f13-9346-2ee14d4b0202" name="
      F84Store"
6
7     description="" published="true" updaterType="Citrix"
      remoteAccessType="None">
8
9     <annotatedServices>
10
11     <clear />
12
13     <annotatedServiceRecord serviceRef="1__Citrix_F84Store">
14
15     <metadata>
16
17     <plugins>
18
19     <clear />
20
21     </plugins>
22
23     <trustSettings>
24
25     <clear />
26
27     </trustSettings>
28
29     <properties>
30
31     <property name="Auto-Update-Check" value="auto" />
32
33     <property name="Auto-Update-DeferUpdate-Count" value
      ="1" />
34
35     <property name="Auto-Update-LTSR-Only" value
      ="FALSE" />
36
37     <property name="Auto-Update-Rollout-Priority" value=
      "fast" />
38
39     </properties>
40
41     </metadata>
42
43     </annotatedServiceRecord>
44
```

```
45     </annotatedServices>
46
47     <metadata>
48
49         <plugins>
50
51             <clear />
52
53         </plugins>
54
55         <trustSettings>
56
57             <clear />
58
59         </trustSettings>
60
61         <properties>
62
63             <clear />
64
65         </properties>
66
67     </metadata>
68
69 </account>
```

The meaning of the properties and their possible values are detailed as follows:

- **Auto-update-Check:** Indicates that Citrix Workspace app detects an update automatically when available.
- **Auto-update-LTSR-Only:** Indicates that the release update is for LTSR only.
- **Auto-update-Rollout-Priority:** Indicates the delivery period in which you can receive the update.
- **Auto-update-DeferUpdate-Count:** Indicates the number of counts that you can defer the notifications for the release updates.

## Get started

May 3, 2021

This article is a reference document to help you set up your environment after you install Citrix Workspace app.

**Prerequisites:**

Verify that all the requirements are met as listed in the [System requirements](#) section.

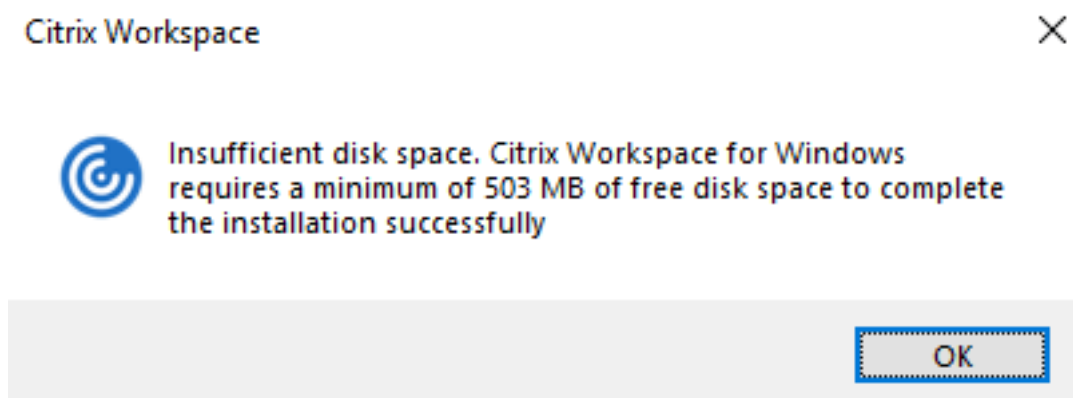
**Validating free disk space**

See the following table for details on disk space required before installation:

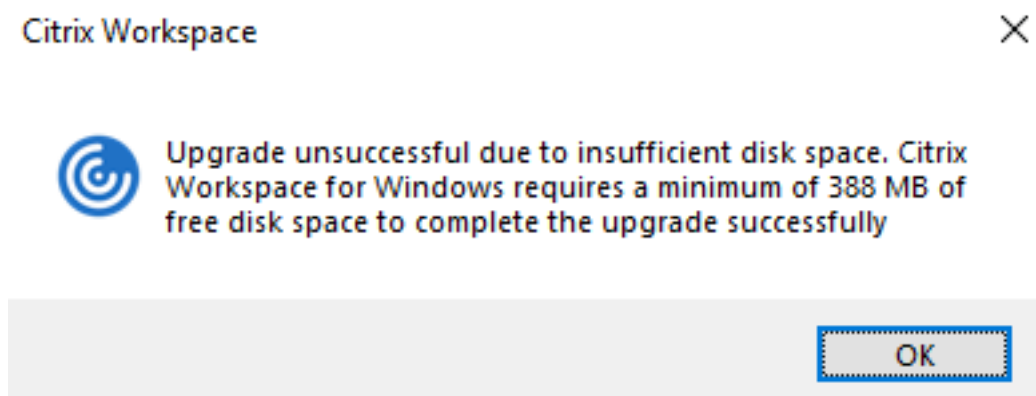
Installation type	Minimum disk space required
Fresh installation	572 MB
Upgrade	350 MB

Citrix Workspace app performs a check to verify whether there is enough available disk space to complete the installation. The verification is performed both during a fresh installation and an upgrade.

During a fresh installation, the installation stops when there is insufficient disk space and the following dialog appears.



When you are upgrading Citrix Workspace app, the installation ends when there is insufficient disk space and the following dialog appears.



**Note:**

- The installer performs the check on the disk space only after extracting the installation package.
- When the system is low on disk space during silent installation, the dialog does not appear but the error message is recorded in the `CTXInstall\\_TrolleyExpress-\*.log`.

Configure the following before using the Citrix Workspace app:

- [Group Policy Object administrative template](#)
- [StoreFront](#)
- [Citrix Gateway Store](#)
- [User accounts](#)
- [Client drive mapping](#)
- [DNS name resolution](#)

### Group Policy Object administrative template

We recommend that you use the Group Policy Object administrative template to configure rules for:

- Network routing
- Proxy servers
- Trusted server configuration
- User routing
- Remote user devices
- User experience.

You can use the `receiver.admx` / `receiver.adml` template files with domain policies and local computer policies. For domain policies, import the template file using the Group Policy Management console. Importing is useful when applying Citrix Workspace app settings to a number of different user devices throughout the enterprise. To modify on a single user device, import the template file using the local Group Policy Editor on the device.

Citrix recommends using the Windows Group Policy Object (GPO) administrative template to configure Citrix Workspace app.

The installation directory includes `CitrixBase.admx` and `CitrixBase.adml`, and, administrative template files (`receiver.adml` or `receiver.admx`'`receiver.adml`').

**Note:**

The `.adm` file is applicable with Windows XP Embedded platforms only. The `.admx` and `.adml` files are for use with Windows Vista, Windows Server 2008, and other later versions of Windows.

For example: `<installation directory>\Online Plugin\Configuration`.

If Citrix Workspace app is installed without the VDA, the admx/adml files are typically found in the `C:\Program Files\Citrix\ICA Client\Configuration` directory.

See the following table for information about Citrix Workspace app template files and their respective locations.

**Note:**

Citrix recommends that you use the GPO template files provided with latest version of Citrix Workspace app.

---

File type	File location
receiver.adm	<Installation Directory>\ICA Client\Configuration
receiver.admx	<Installation Directory>\ICA Client\Configuration
receiver.adml	<Installation Directory>\ICA Client\Configuration\[MU]culture]
CitrixBase.admx	<Installation Directory>\ICA Client\Configuration
CitrixBase.adml	<Installation Directory>\ICA Client\Configuration\[MU]culture]

---

**Note:**

- If the CitrixBase.admx\adml is not added to the local GPO, the **Enable ICA File Signing** policy might be lost.
- When upgrading Citrix Workspace app, add the latest template files to local GPO. Earlier settings are retained after import. For more information, see the following procedure:

**To add the receiver.adm template file to the local GPO (Windows XP Embedded Operating system only):**

We recommend that you use the CitrixBase.admx and CitrixBase.adml files to ensure that the options are correctly organized and displayed within the Group Policy Object Editor.

You can use .adm template files to configure both the local and the domain-based GPO.

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. In the left pane of the Group Policy Editor, select the **Administrative Templates** folder.

3. From the **Action** menu, choose **Add/Remove Templates**.
4. Select **Add** and browse to the template file location `\<Installation Directory>\ICA Client\Configuration\receiver.adm`.
5. Select **Open** to add the template and then Close to return to the Group Policy Editor.

Citrix Workspace app template file is available in the local GPO directory **Administrative Templates > Classic Administrative Templates (ADM) > Citrix Components > Citrix Workspace**.

After the .adm template files are added to the local GPO, the following message appears:

```

1 The following entry in the \[strings\] section is too long and has been
  truncated:
2 Click OK to ignore the message.
    
```

**To add the receiver.admx/adml template files to the local GPO (later versions of Windows Operating System):**

You can use .adm template files to configure both the Local and the domain-based GPO. Refer to the Microsoft MSDN article about managing ADMX files [here](#).

After installing Citrix Workspace app, copy the template files as given below:

File type	Copy from	Copy to
receiver.admx	Installation Directory \ICA Client\ Configuration\receiver .adm	%systemroot%\ policyDefinitions
CitrixBase.admx	Installation Directory \ICA Client\ Configuration\ CitrixBase.admx	%systemroot%\ policyDefinitions
receiver.adml	Installation Directory \ICA Client\ Configuration\[ MUIculture]receiver. adml	%systemroot%\ policyDefinitions\ [ MUIculture]

File type	Copy from	Copy to
CitrixBase.adml	Installation Directory \ICA Client\ Configuration\[ MUIculture]\CitrixBase .adml	%systemroot%\ policyDefinitions\ MUIculture]

**Note:**

Add the CitrixBase.admx/CitrixBase.adml to the \PolicyDefinitions folder to view the template files in **Administrative Templates > Citrix Components > Citrix Workspace**.

**StoreFront**

Additionally, you must also configure Citrix Gateway to enable users to connect from outside the internal network (for example, users who connect from the Internet or from remote locations).

**Note:**

You might see the old StoreFront user interface if you select The **Show all Stores** option.

**To configure StoreFront:**

Install and configure StoreFront as described in the [StoreFront](#) documentation. Citrix Workspace app requires an HTTPS connection. On an http-configured StoreFront, a set the registry key as described in [Using command-line parameters](#).

**Note:**

Citrix provides a template you can use to create a download site for Citrix Workspace app for Windows.

**Citrix Gateway Store****To add or specify a Citrix Gateway using the Group Policy Object administrative template:**

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Classic Administrative Templates (ADM) > Citrix Components > Citrix Workspace > StoreFront**.
3. Select **Citrix Gateway URL/StoreFront Accounts List**.
4. Edit the settings.

- Store name – Indicates the displayed store name
- Store URL – Indicates the URL of the store
- #Store name – Indicates the name of the store behind Citrix Gateway
- Store enabled state – Indicates the state of the store, On or Off
- Store Description – Provides description of the store

5. Add or specify the Citrix Gateway URL. Enter the name of the URL, delimited by a semi-colon:

**Example:** `CitrixWorkspaceApp.exe STORE0= HRStore;https://ag.mycompany.com##  
Storename;On;Store`

Where #Store name is the name of the store behind Citrix Gateway.

Starting with Version 1808, changes made to the **Citrix Gateway URL/StoreFront Account List** policy are applied in a session after app restart. A reset is not required.

**Note:**

Citrix Workspace app Version 1808 and later does not require resetting on a fresh installation. If there is an upgrade to 1808 or later, you must reset the Citrix Workspace app for the changes to take effect.

**Limitations:**

- Citrix Gateway URL must be listed as first followed by StoreFront URLs.
- No support for Multiple Citrix Gateway URLs.
- Citrix Gateway URL configured using this method does not support the PNA Services site behind Citrix Gateway.

### Manage workspace control reconnect

Workspace control lets applications follow users as they move between devices. For example, workspace control enables clinicians in hospitals to move from workstation to workstation without having to restart their applications on each device. For Citrix Workspace app, you manage workspace control on client devices by modifying the registry. This can also be done for domain-joined client devices using Group Policy.

**Caution**

Editing the registry incorrectly can cause serious problems that might require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of the Registry Editor can be solved. Use the Registry Editor at your own risk. Be sure to back up the registry before you edit it.

Create **WSCReconnectModeUser** and modify the existing registry key **WSCReconnectMode** in the Master Desktop Image or in the Citrix Virtual Apps server. The published desktop can change the behavior of the Citrix Workspace app.



WSCReconnectMode key settings for Citrix Workspace app:

- 0 = do not reconnect to any existing sessions
- 1 = reconnect on application launch
- 2 = reconnect on application refresh
- 3 = reconnect on application launch or refresh
- 4 = reconnect when Citrix Workspace interface opens
- 8 = reconnect on Windows logon
- 11 = combination of both 3 and 8

### Disable workspace control

To disable workspace control, create the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Citrix\Dazzle (64-bit)

HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\Dazzle (32-bit)

Name: **WSCReconnectModeUser**

Type: REG\_SZ

Value data: 0

Modify the following key from the default value of 3 to zero

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Citrix\Dazzle (64-bit)

HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\Dazzle (32-bit)

Name: **WSCReconnectMode**

Type: REG\_SZ

Value data: 0

#### Note:

Alternatively, you can set the **WSCReconnectAll** key to false if you do not want to create a new key.

### Changing the status indicator timeout

You can change the amount of time the status indicator displays when a user is launching a session. To alter the time-out period, create a REG\_DWORD value **SI\_INACTIVE\_MS** in HKEY\_LOCAL\_MACHINE\SOFTWARE\Citrix\ICA\_CLIENT\Engine\. The REG\_DWORD value can be set to 4 if you want the status indicator to disappear sooner.

## Customizing location for application shortcut using command line

The start menu integration and desktop shortcut only feature lets you bring published application shortcuts into the **Windows Start** menu and onto the desktop. Users do not have to subscribe to applications from the Citrix Workspace user interface. Start menu integration and desktop shortcut management provide a seamless desktop experience for groups of users, who need access to a core set of applications in a consistent way.

The flag is called **SelfServiceMode** and is set to **True** by default. When the administrator sets the **SelfServiceMode** flag to **False**, you cannot access the self-service user interface. Instead, you can access subscribed apps from the Start menu and desktop shortcuts. This is referred to as shortcut-only mode.

Users and administrators can use several registry settings to customize the way shortcuts are set up.

## Working with shortcuts

- Users cannot remove apps. All apps are mandatory when working with the **SelfServiceMode** flag set to false (shortcut-only mode). If you remove a shortcut icon from the desktop, the icon comes back when the user selects **Refresh** from the Citrix Workspace app icon in the notification area.
- Users can configure only one store. The Account and Preferences options are not available. This is to prevent the user from configuring additional stores. The administrator can give a user special privileges to add more than one account using the Group Policy Object template, or by manually adding a registry key (`HideEditStoresDialog`) on the client machine. When the administrator gives a user this privilege, the user has a Preferences option in the notification area, where they can add and remove accounts.
- Users cannot remove apps using the **Windows Control** Panel.
- You can add desktop shortcuts via a customizable registry setting. Desktop shortcuts are not added by default. After editing the registry settings, restart the Citrix Workspace app.
- Shortcuts are created in the Start menu with a category path as the default, `UseCategoryAsStart-MenuPath`.

### Note:

Windows 8/8.1 and Windows 10 do not allow the creation of nested folders within the Start menu. Applications are displayed individually or under the root folder but not within the Category sub folders defined with Citrix Virtual Apps.

- You can add a flag `[/DESKTOPDIR="Dir_name"]` during installation to bring all shortcuts into a single folder. `CategoryPath` is supported for desktop shortcuts.
- Auto Reinstall Modified Apps feature can be enabled using the registry key `AutoReInstallModifiedApps`. When `AutoReInstallModifiedApps` is enabled, any changes to attributes of published apps and desktops on the server are reflected on the client machine. When

`AutoReInstallModifiedApps` is disabled, apps and desktop attributes are not updated and shortcuts are not restored on refresh if deleted on the client. By default, the `AutoReInstallModifiedApps` is enabled.

## Customizing location for application shortcut using the Registry editor

### Note:

- By default, registry keys use **String** format.
- Change registry keys before you configure a store. If at any time you or a user wants to customize the registry keys, you or the user must reset Citrix Workspace app, configure the registry keys, and then reconfigure the store.

## Registry keys for 32-bit machines

### Registry key: `WSCSupported`

**Value:** True

**Key path:**

```
1 - HKEY_CURRENT_USER\Software\Citrix\Dazzle
2 - HKEY_CURRENT_USER\Software\Citrix\Receiver\SR\Store" +
   primaryStoreID + \Properties
3 - HKEY_LOCAL_MACHINE\Software\Policies\Citrix\Dazzle
4 - HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle
```

### Registry key: `WSCReconnectAll`

**Value:** True

**Key path:**

```
1 - `HKEY_CURRENT_USER\Software\Citrix\Dazzle`
2 - `HKEY_CURRENT_USER\Software\Citrix\Receiver\SR\Store" +
   primaryStoreID + \Properties`
3 - `HKEY_LOCAL_MACHINE\Software\Policies\Citrix\Dazzle`
4 - `HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle`
```

**Registry key: WSCReconnectMode**

**Value:** 3

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID +\Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Citrix\Dazzle

**Registry key: WSCReconnectModeUser**

**Value:** Registry is not created during installation.

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID +\Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Citrix\Dazzle

**Registry keys for 64-bit machines:**

**Registry key: WSCSupported**

**Value:** True

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID +\Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Citrix\Dazzle

**Registry key: WSCReconnectAll**

**Value:** True

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID + \Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Citrix\Dazzle

**Registry key: WSCReconnectMode**

**Value:** 3

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID + \Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Citrix\Dazzle

**Registry key: WSCReconnectModeUser**

**Value:** Registry is not created during installation.

**Key path:**

- 1 - HKEY\_CURRENT\_USER\Software\Citrix\Dazzle
- 2 - HKEY\_CURRENT\_USER\Software\Citrix\Receiver\SR\Store” + primaryStoreID + \Properties
- 3 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Policies\Citrix\Dazzle
- 4 - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Citrix\Dazzle

**User accounts**

You can provide users with the account information that they need to access virtual desktops and application using the following:

- Configuring email-based account discovery
- Provisioning file
- Providing users with account information to enter manually

### **Important**

Citrix recommends that you restart Citrix Workspace app after the installation. This is to ensure that users can add accounts and Citrix Workspace app can discover USB devices that were in a suspended state during installation.

A dialog appears to indicate a successful installation, followed by the **Add Account** dialog. For a first time user, the **Add Account** dialog requires you to enter an email or server address to set up an account.

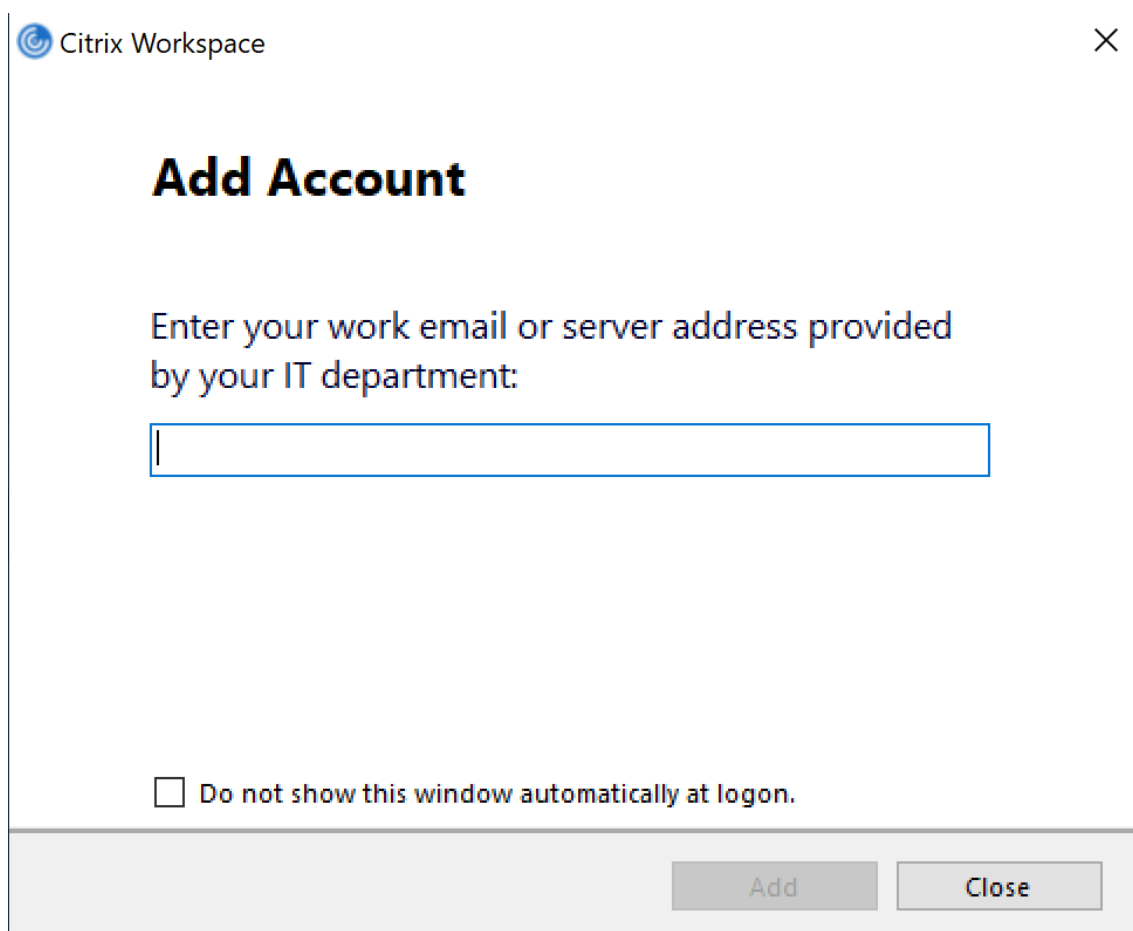
### **Suppressing Add Account dialog**

**Add Account** dialog is displayed when the store is not configured. Using the **Add Account** dialog, you can set up a Citrix Workspace app account by entering email address or a server URL.

Citrix Workspace app determines the Citrix Gateway, StoreFront server, or Endpoint Management virtual appliance associated with the email address and then prompts the user to log on for enumeration.

**Add account** dialog can be suppressed in the following ways:

1. **At system logon**



Select **Do not show this window automatically at logon** to prevent the **Add Account** window to pop up on subsequent logon.

This is a per-user setting and resets during Citrix Workspace app for Windows Reset.

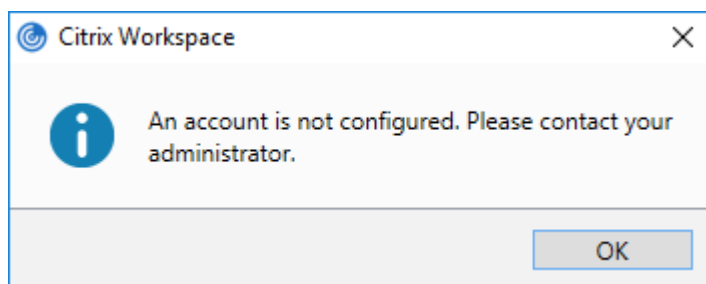
## 2. Command-line Installation

Install Citrix Workspace app for Windows as an administrator using the command-line interface with the following switch.

```
CitrixWorkspaceApp.exe /ALLOWADDSTORE=N
```

This is a per-machine setting. Consequently, the behavior applies to all users of that machine.

The following message is displayed when the Store is not configured.



Also, the **Add Account** dialog can be suppressed in the following ways.

- **Renaming Citrix execution file:**

Rename the **CitrixWorkspaceApp.exe** to **CitrixWorkspaceAppWeb.exe** to alter the behavior of the **Add Account** dialog. When you rename the file, the **Add Account** dialog is not displayed from the Start menu.

- **Registry Editor:**

To hide **Add Account** option from the Citrix Workspace app installation wizard, navigate to the `HKEY_CURRENT_USER\Software\Citrix\Receiver` path and set the DWORD `HideAddAccountOnRestart` key to `00000001` value.

### **Configure email-based account discovery**

When you configure Citrix Workspace app for email-based account discovery, users enter their email address rather than a server URL during initial Citrix Workspace app installation and configuration. Citrix Workspace app determines the Citrix Gateway or StoreFront Server associated with the email address based on Domain Name System (DNS) Service (SRV) records and then prompts the user to log on to access virtual desktops and applications.

For more information, see [Configuring email based account discovery](#).

### **Provide users with provisioning files**

StoreFront provides provisioning files that users can open to connect to stores.

You can use StoreFront to create provisioning files containing connection details for accounts. Make these files available to your users to enable them to configure Citrix Workspace app automatically. After installing Citrix Workspace app, users simply open the file to configure Citrix Workspace app. If you configure workspace for web, users can also obtain Citrix Workspace app provisioning files from those sites.

For more information, see [To export store provisioning files for users](#) in the StoreFront documentation.

### **Provide users with account information to enter manually**

To enable users to set up accounts manually, be sure to distribute the information they need to connect to their virtual desktops and applications.

- For connections to a StoreFront store, provide the URL for that server. For example: `https://servername.company.com`.
- For connections through Citrix Gateway, first determine whether a user needs to see all configured stores or just the store that has remote access enabled for a particular Citrix Gateway.



- To present all configured stores: Provide users with the Citrix Gateway fully qualified domain name.
- To limit access to a particular store: Provide users with the Citrix Gateway fully qualified domain name and the store name in the form:

**CitrixGatewayFQDN?MyStoreName:**

For example, if a store named “SalesApps” has remote access enabled for server1.com and a store named “HRApps” has remote access enabled for server2.com, a user must enter server1.com?SalesApps to access SalesApps or enter server2.com?HRApps to access HRApps. This feature requires a first-time user to create an account by entering a URL and is not available for email-based discovery.

When a user enters the details for a new account, Citrix Workspace app attempts to verify the connection. If successful, Citrix Workspace app prompts the user to log on to the account.

To manage accounts, open the Citrix Workspace app home page, and click , and then click **Accounts**.

### Sharing multiple stores accounts automatically

**Warning**

Using the Registry Editor incorrectly can cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of the Registry Editor can be solved. Use the Registry Editor at your own risk. Ensure you back up the registry before you edit it.

If you have more than one store account, you can configure Citrix Workspace app for Windows to automatically connect to all accounts when establishing a session. To automatically view all accounts when opening Citrix Workspace app:

**For 32-bit systems:**

**Key path:** HKEY\_LOCAL\_MACHINE\Software\Citrix\Dazzle

**KeyName:** CurrentAccount

**Value:** AllAccount

**Type:** REG\_SZ

**For 64-bit systems:**

**Key path:** HKEY\_LOCAL\_MACHINE\\Software\\Wow6432Node\\Citrix\\Dazzle

**KeyName:** CurrentAccount

**Value:** AllAccount

**Type:** REG\_SZ

## Client drive-mapping

Citrix Workspace app for Windows supports device mapping on user devices so they are available from within a session. Users can:

- Transparently access local drives, printers, and COM ports
- Cut and paste between the session and the local Windows clipboard
- Hear audio (system sounds and .wav files) played from the session

During logon, Citrix Workspace app informs the server of the available client drives, COM ports, and LPT ports. By default, client drives are mapped to server drive letters and server print queues are created for client printers so they appear to be directly connected to the session. These mappings are available only for the current user during the current session. They are deleted when the user logs off and recreated the next time the user logs on.

You can use the redirection policy settings to map user devices not automatically mapped at logon. For more information, see the Citrix Virtual Apps and Desktops documentation.

## Disable user device mappings

You can configure user device-mapping including options for drives, printers, and ports, using the **Windows Server Manager** tool. For more information about the available options, see your Remote Desktop Services documentation.

## Redirect client folders

Client folder redirection changes the way client-side files are accessible on the host-side session. When you enable only client drive mapping on the server, client-side full volumes are automatically mapped to the sessions as Universal Naming Convention (UNC) links. When you enable client folder redirection on the server and the user configures it on the user device, the portion of the local volume specified by the user is redirected.

Only the user-specified folders appear as UNC links inside sessions instead of the complete file system on the user device. If you disable UNC links through the registry, client folders appear as mapped drives inside the session. For more information, including how to configure client folder redirection for user devices, see the Citrix Virtual Apps and Desktops documentation.

## Map client drives to host-side drive letters

Client drive mapping allows drive letters on the host-side to be redirected to drives that exist on the user device. For example, drive H in a Citrix user session can be mapped to drive C of the user device running Citrix Workspace app for Windows.

Client drive mapping is built into the standard Citrix device redirection facilities transparently. To File Manager, Windows Explorer, and your applications, these mappings appear like any other network mappings.

The server hosting virtual desktops and applications can be configured during installation to map client drives automatically to a given set of drive letters. The default installation maps drive letters assigned to client drives starting with V and works backward, assigning a drive letter to each fixed drive and CD-ROM drive. (Floppy drives are assigned their existing drive letters.) This method yields the following drive mappings in a session:

---

Client drive letter	Is accessed by the server as:
A	A
B	B
C	V
D	U

---

The server can be configured so that the server drive letters do not conflict with the client drive letters; in this case the server drive letters are changed to higher drive letters. For example, changing server drives C to M and D to N allows client devices to access their C and D drives directly. This method yields the following drive mappings in a session:

---

Client drive letter	Is accessed by the server as:
A	A
B	B
C	C
D	D

---

The drive letter used to replace the server drive C is defined during Setup. All other fixed drive and CD-ROM drive letters are replaced with sequential drive letters (for example; C > M, D > N, E > O). These drive letters must not conflict with any existing network drive mappings. If a network drive is mapped to the same drive letter as a server drive letter, the network drive mapping is not valid.

When a user device connects to a server, client mappings are reestablished unless automatic client device mapping is disabled. Client drive mapping is enabled by default. To change the settings, use the Remote Desktop Services (Terminal Services) Configuration tool. You can also use policies to give you more control over how client device mapping is applied. For more information about policies,

see the Citrix Virtual Apps and Desktops documentation.

### **HDX Plug and Play USB device redirection**

HDX Plug and Play USB device redirection enables dynamic redirection of media devices, including cameras, scanners, media players, and point of sale (POS) devices to the server. You or the user can restrict redirection of all or some of the devices. Edit policies on the server or apply group policies on the user device to configure the redirection settings. For more information, see [USB and client drive considerations](#) in the Citrix Virtual Apps and Desktops documentation.

#### **Important**

If you prohibit Plug and Play USB device redirection in a server policy, the user cannot override that policy setting.

A user can set permissions in Citrix Workspace app to always allow or reject device redirection or to be prompted each time a device is connected. The setting affects only devices plugged in after the user changes the setting.

#### **To map a client COM port to a server COM port:**

Client COM port mapping allows devices attached to the COM ports of the user device to be used during sessions. These mappings can be used like any other network mappings.

You can map client COM ports at the command prompt. You can also control client COM port mapping from the Remote Desktop (Terminal Services) Configuration tool or using policies. For information about policies, see the Citrix Virtual Apps and Desktops documentation.

#### **Important**

COM port mapping is not TAPI-compatible.

1. For Citrix Virtual Apps and Desktops deployments, enable the Client COM port redirection policy setting.
2. Log on to Citrix Workspace app.
3. At a command prompt, type:

```
net use comx: \\client\comz:
```

where x is the number of the COM port on the server (ports 1 through 9 are available for mapping) and z is the number of the client COM port you want to map.

4. To confirm the operation, type:

```
net use
```

at a command prompt. The list that appears contains mapped drives, LPT ports, and mapped COM ports.

To use this COM port in a virtual desktop or application, install your user device to the mapped name. For example, if you map COM1 on the client to COM5 on the server, install your COM port device on COM5 during the session. Use this mapped COM port as you would a COM port on the user device.

### DNS name resolution

You can configure Citrix Workspace app for Windows that uses the Citrix XML Service to request a Domain Name Service (DNS) name for a server instead of an IP address.

#### Important:

Unless your DNS environment is configured specifically to use this feature, Citrix recommends that you do not enable DNS name resolution on the server.

DNS name resolution is disabled by default on the server and enabled by default on the Citrix Workspace app. When DNS name resolution is disabled on the server, any Citrix Workspace app request for a DNS name returns an IP address. There is no need to disable DNS name resolution on Citrix Workspace app.

#### To disable DNS name resolution for specific user devices:

If your server deployment uses DNS name resolution and you experience issues with specific user devices, you can disable DNS name resolution for those devices.

#### Caution

Using the Registry Editor incorrectly might cause serious problems that requires you to reinstall the operating system. We do not guarantee that problems resulting from incorrect use of the Registry Editor can be solved. Use the Registry Editor at your own risk. Ensure you back up the registry before you edit it.

1. Add a string registry key **xmlAddressResolutionType** to `HKEY\\_LOCAL\\_MACHINE\\Software\\Wow6432Node\\Citrix\\ICA Client\\Engine\\Lockdown Profiles\\All Regions\\Lockdown\\Application Browsing`.
2. Set the value to **IPv4-Port**.
3. Repeat for each user of the user devices.

## Configure

April 15, 2021

When using the Citrix Workspace app for Windows, the following configurations allow you to access their hosted applications and desktops.

## Microsoft Teams

- [Encode performance estimator](#)
- [Screen sharing](#)

### Screen sharing

Starting with Version 2006.1, new functionalities in the outgoing screen sharing feature for the Microsoft Teams application that uses HDX optimization are introduced.

The contents shared using Microsoft Teams are limited to the contents of the Desktop Viewer window. Areas outside of the Desktop Viewer window (client local desktop, apps) are blacked out.

On a Windows 10 operating system, the following are not blacked out when they overlap the Desktop Viewer window:

- Start menu, Search menu and Task View.
- Notification bar and Notifications that appear at the right-side of the task bar.
- On a multi-monitor set up with different DPI settings, if a local app is overlapping 2 different monitors and its DPI does not match that of the main monitor which has the Desktop Viewer window.
- App & preview shown when you mouse-hover over the app's icon in the task bar.

### Encoder performance estimator

`HdxTeams.exe` is the WebRTC media engine embedded in Citrix Workspace app that handles Microsoft Teams redirection. `HdxTeams.exe` can estimate the best encoding resolution that the endpoint's CPU can sustain without overloading. Possible values are 240p, 360p, 720p and 1080p.

The performance estimation process (also called `webrtcapi.EndpointPerformance`) runs when `HdxTeams.exe` initializes. The macroblock code determines the best resolution that can be achieved with the particular endpoint. The Codec negotiation includes the highest possible resolution. The Codec negotiation can be between the peers, or between the peer and the conference server.

There are four performance categories for endpoints that have its own maximum available resolution:

Endpoint performance	Maximum resolution	Registry key value
fast	1080p	3
medium	720p	2
slow	360p	1
very slow	240p	0

You can disable the VP9 or H264 codec using the configuration flags.

H264 is lighter on the CPU and consumes more bandwidth. Whereas, VP9 consumes more CPU power using less bandwidth.

### Registry Path in Citrix Workspace app:

Navigate to the registry path HKEY\_CURRENT\_USER\SOFTWARE\Citrix\HDXMediaStream and create the following keys:\

Name	Type	Values	Description
DisableVP9	DWORD	1; 0	1 - disable VP9 codec; 0 - enable
DisableH264	DWORD	1;0	1 - disable H.264 codec; 0 - enable
OverridePerformance	DWORD	0;1;2;3	Force desired performance. Value must be in the range between 0 and 3, where 0 indicates very slow and 3 very fast.

For more information about Microsoft Teams optimization, see [Optimization for Microsoft Teams](#).

## App protection

### Disclaimer

App protection policies work by filtering access to required functions of the underlying operating system (specific API calls required to capture screens or keyboard presses). This 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 cannot guarantee full protection in specific configurations and deployments.

App protection is an add-on feature that provides enhanced security when using 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.

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.

### Requirements:

- Citrix Virtual Apps and Desktops Version 1912 or later.
- StoreFront Version 1912.
- Citrix Workspace app Version 1912 or later.

### Prerequisites:

- The app protection feature must be enabled on the Controller. For more information, see [App protection](#) in Citrix Virtual Apps and Desktops documentation.

You can include the app protection component with Citrix Workspace app either:

- During Citrix Workspace app installation using the command-line interface or the GUI OR
- During an app launch (on-demand installation).

#### Note:

- This feature is supported only on desktop operating systems such as Windows 10, Windows 8.1. **Note:** Starting with Version 2006.1, Citrix Workspace app is not supported on Windows 7. Therefore, app protection does not work on Windows 7. For more information, see [Deprecation](#).
- This feature is not supported over Remote Desktop Protocol (RDP).

### On-premises HDX session protection:

Two policies provide anti-keylogging and anti-screen-capturing functionality in a session. These policies must be configured through PowerShell. No GUI is available for the purpose.

#### Note:

Starting with Version 2103, Citrix Cloud Virtual Apps and Desktops Service supports app protection with StoreFront only.

For information on app protection configuration on Citrix Virtual Apps and Desktops, see [App protection](#).

### App protection - Configuration in Citrix Workspace app

#### Note:

- Include the app protection component with Citrix Workspace app only if your administrator has instructed you to do so.
- Adding the app protection component might impact the screen-capturing capabilities on



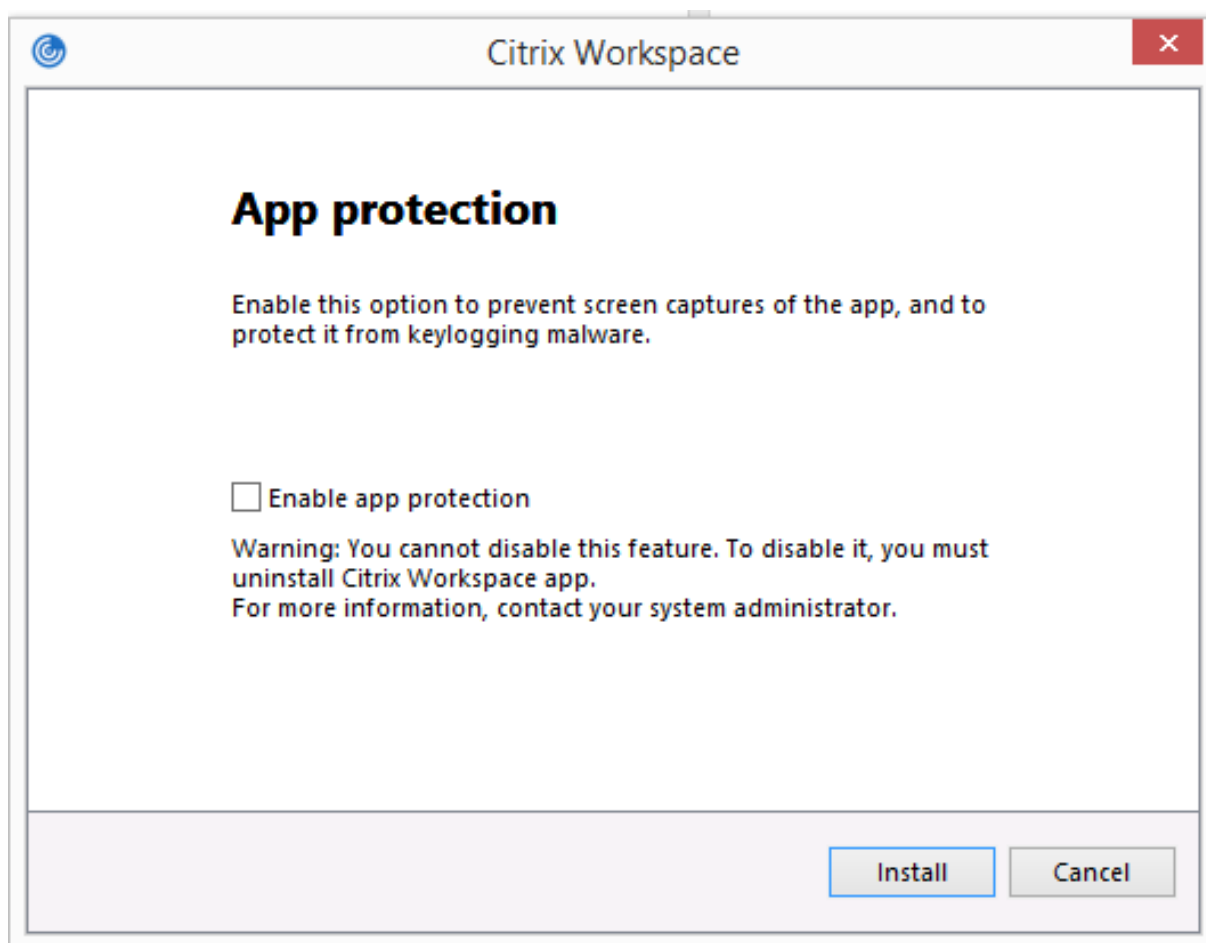
your device.

During the Citrix Workspace app installation, you can include app protection using one of the following methods:

- GUI
- Command-line interface

## GUI

During the Citrix Workspace app installation, use the following dialog to include the app protection component. Select **Enable app protection** and then click **Install** to continue with the installation.



### Note:

Not enabling app protection during installation causes a prompt to appear when you launch a protected app. Follow the prompt to install the app protection component.

## Command-line interface

Use the command-line switch `/includeappprotection` during Citrix Workspace app installation to add the app protection component.

The following table provides information on screens protected depending on deployment:

App protection deployment	Screens protected	Screens not protected
Included in Citrix Workspace app	Self-Service plug-in and Auth manager / User credentials dialog	Connection Center, Devices, Any Citrix Workspace app error messages, Auto client reconnect, Add account
Configured on the Controller	ICA session screen (both apps and desktops)	Connection Center, Devices, Any Citrix Workspace app error messages, Auto client reconnect, Add account

In earlier releases, when you are trying to take a screenshot of a protected window, the entire screen, including the non-protected apps in the background, are blacked out.

Starting with Version 2008, when you are taking a screenshot, only the protected window is blacked out. You can take a screenshot of the area outside the protected window.

**Expected Behavior:**

The expected behavior depends upon the method by which users access the StoreFront that has the protected resources.

**Note:**

- Citrix recommends that you only use the native Citrix Workspace app to launch a protected session.

• **Behavior on the workspace for web:**

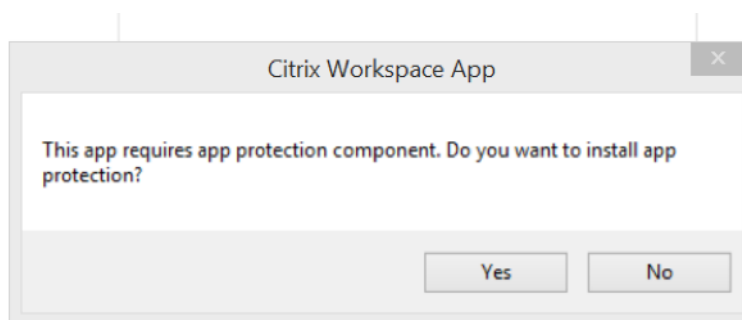
The app protection component is not supported on the workspace for web configurations. Applications that are protected by app protection policies are not enumerated. For more information about the resources assigned, contact your system administrator.

• **Behavior on Citrix Workspace app versions that do not support app protection:**

On Citrix Workspace app Version 1911 and earlier, applications that are protected by app protection policies are not enumerated on StoreFront.

• **Behavior of apps that have the app protection feature configured on the Controller:**

On an app protection configured-Controller, if you try to launch an application that is protected, the app protection is installed on-demand. The following dialog appears:



Click **Yes** to install the app protection component. You can then launch the protected app.

- **Behavior of protected session in case of Remote Desktop Protocol(RDP)**

- Your active protected session disconnects, if you launch a Remote Desktop Protocol(RDP) session.
- You cannot launch a protected session in a Remote Desktop Protocol(RDP) session.

### **Enhancement to app protection configuration**

Previously, the authentication manager and the Self-Service plug-in dialogs were protected by default.

Starting with Version 2012, Citrix Workspace app introduces a Group Policy Object (GPO) policy that lets you configure the anti-keylogging and anti-screen-capturing functionalities separately for both the authentication manager and Self-Service plug-in interfaces.

**Note:**

This GPO policy is not applicable for ICA and SaaS sessions. The ICA and SaaS sessions continue to be controlled using the Delivery Controller and Citrix Gateway Service.

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

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace**.
3. To configure anti-keylogging and anti-screen-capturing for the Self-Service plug-in dialog, select **Self Service > Manage app protection** policy.
4. Select one or both the following options:
  - **Anti-key logging:** Prevents keyloggers from capturing keystrokes.
  - **Anti-screen-capturing:** Prevents users from taking screenshots and sharing their screen.
5. Click **Apply** and **OK**.

### Configuring app protection for authentication manager:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace**.
3. To configure anti-keylogging and anti-screen-capturing for authentication manager, select **User authentication > Manage app protection** policy.
4. Select one or both the following options:
  - **Anti-key logging:** Prevents keyloggers from capturing keystrokes.
  - **Anti-screen-capturing:** Prevents users from taking screenshots and sharing their screen.
5. Click **Apply** and **OK**.

### App protection error logs:

Starting with Version 2103, the app protection logs are collected as part of Citrix Workspace app logs. For more information about log collection, see [Log collection](#).

You do not need to install or use a third-party app to collect the app protection logs specifically. However, DebugView can still be continued to be used for log collection.

The app protection logs are registered to the debug output. To collect these logs, do the following:

1. Download and install the [DebugView](#) app from the Microsoft website.
2. Launch the command prompt and run the following command:

```
Dbgview.exe /t /k /v /l C:\logs.txt
```

From the example above, you can view the logs in `log.txt` file.

The command indicates the following:

- `/t` – The DebugView app starts minimized in the notification area.
- `/k` – Enable kernel capture.
- `/v` – Enable verbose kernel capture.
- `/l` – Log the output to a specific file.

### Uninstalling the app protection component:

To uninstall the app protection component, you must uninstall Citrix Workspace app from your system. Restart the system for the changes to take effect.

#### Note:

App protection is supported only on upgrade from Version 1912 onwards.

### Known issues or limitations:

- This feature is not supported on Microsoft Server operating systems such as Windows Server 2012 R2 and Windows Server 2016.

- This feature is not supported in double-hop scenarios.
- For this feature to function properly, disable the **Client clipboard redirection** policy on the VDA.

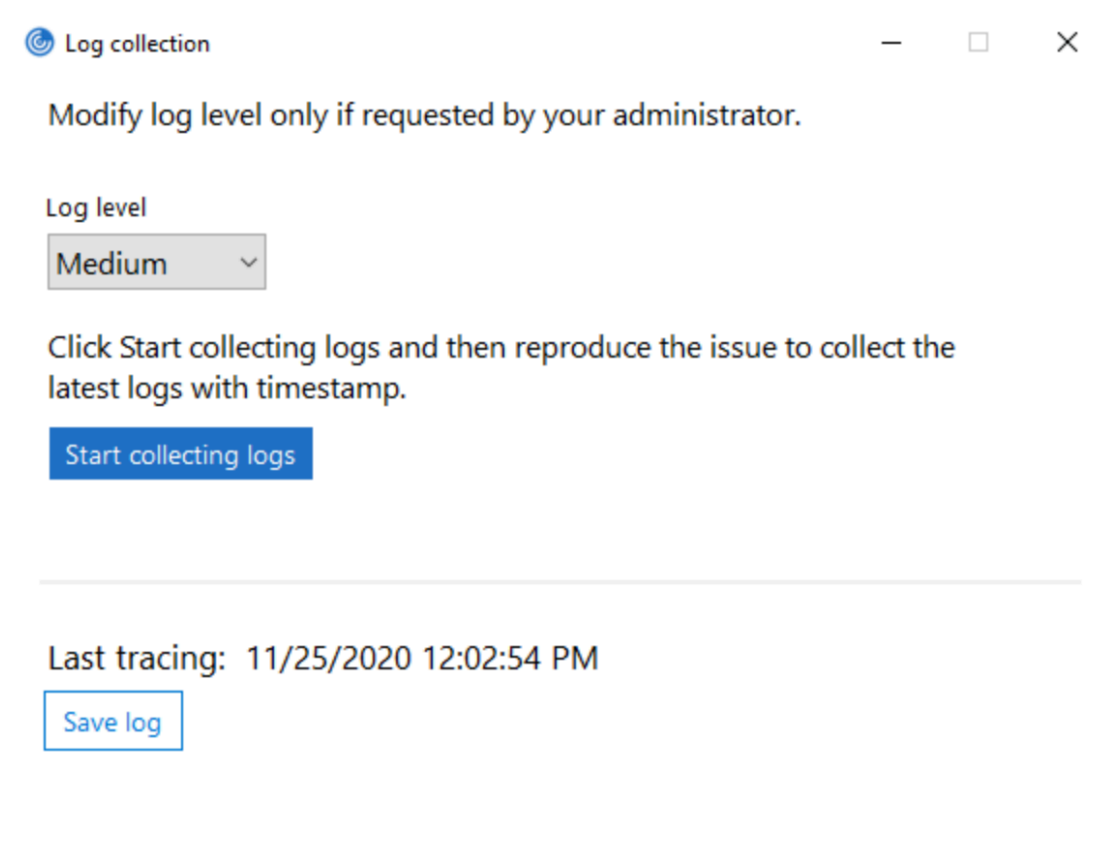
## Log collection

Log collection simplifies the process of collecting logs for Citrix Workspace app. The logs help Citrix to troubleshoot, and, in cases of complicated issues, facilitate support.

You can collect logs using the Graphical user interface.

### Collecting logs:

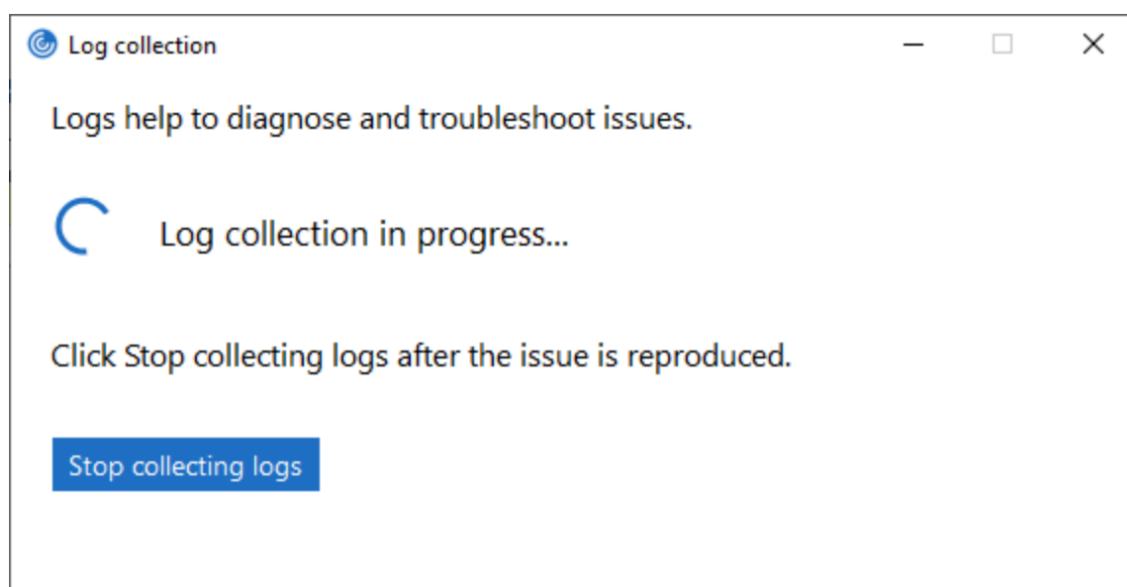
1. Right-click the Citrix Workspace app icon in the notification area and select **Advanced Preferences**.
2. Select **Log collection**.  
The Log collection dialog appears.



3. Select one of the following log levels:
  - Low
  - Medium
  - Verbose

4. Click **Start collecting logs** to reproduce the issue and collect the latest logs.

The log collection process starts.



5. Click **Stop collecting logs** after the issue is reproduced.
6. Click **Save log** to save the collected logs.

## HDX adaptive throughput

HDX adaptive throughput intelligently fine-tunes the peak throughput of the ICA session by adjusting output buffers. The number of output buffers is initially set at a high value. This high value allows data to be transmitted to the client more quickly and efficiently, especially in high latency networks.

Providing better interactivity, faster file transfers, smoother video playback, higher framerate, and resolution results in an enhanced user experience.

Session interactivity is constantly measured to determine whether any data streams within the ICA session are adversely affecting interactivity. If that occurs, the throughput is decreased to reduce the impact of the large data stream on the session and allow interactivity to recover.

This feature is supported only on Citrix Workspace app 1811 for Windows and later.

### Important:

HDX adaptive throughput changes the way that output buffers are set by moving this mechanism from the client to the VDA. Therefore, adjusting the number of output buffers on the client as described in [CTX125027](#) has no effect.

## Adaptive transport

Adaptive transport is a data transport mechanism that is faster, can scale, improves application interactivity, and is more interactive on challenging long-haul WAN and internet connections. Adaptive transport maintains high server scalability and efficient use of bandwidth. By using adaptive transport, ICA virtual channels automatically respond to changing network conditions. They intelligently switch the underlying protocol between the Citrix protocol called Enlightened Data Transport (EDT) and TCP to deliver the best performance. It improves data throughput for all ICA virtual channels including Thinwire display remoting, file transfer (Client Drive Mapping), printing, and multimedia redirection. The same setting is applicable for both LAN and WAN conditions.

In earlier releases, when **HDXoverUDP** is set to **Preferred**, data transport over EDT is used when possible, 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 but 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.

### Requirements:

- Citrix Virtual Apps and Desktops 7.12 or later.
- StoreFront 3.8.
- IPv4 VDAs only. IPv6 and mixed IPv6 and IPv4 configurations are not supported.
- Add firewall rules to allow inbound traffic on UDP ports 1494 and 2598 of the VDA.

### Note:

TCP ports 1494 and 2598 are also required and opened automatically when you install the VDA. However, UDP ports 1494 and 2598 are not automatically opened. Set them to **Enabled**.

Adaptive transport must be configured on the VDA by applying the policy before it is available for communication between the VDA and Citrix Workspace app.

Citrix Workspace app allows the adaptive transport by default. However, also by default, the client attempts to use adaptive transport only if the VDA is configured to **Preferred** in the Citrix Studio policy and if the setting has been applied on the VDA.

You can enable adaptive transport using the **HDX Adaptive Transport policy** setting. Set the new policy to **Preferred** to use adaptive transport when possible, with fallback to TCP.

To disable adaptive transport on a specific client, set the EDT options appropriately using the Citrix Workspace app for Windows Group Policy Object administrative template.

## To configure adaptive transport using the Citrix Workspace app Group Policy Object (GPO) administrative template

The following are optional configuration steps to customize your environment. For example, you might choose to disable the feature for a particular client for security reasons.

### Note:

By default, adaptive transport is disabled (Off) and TCP is always used.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Network routing**.
3. Set the **Transport protocol for Receiver** policy to **Enabled**.
4. Select **Communication Protocol for Citrix Workspace** as required.
  - **Off** - Indicates that TCP is used for data transfer.
  - **Preferred** - Indicates that the Citrix Workspace app tries to connect to the server using UDP at first and then switches to TCP as a fallback.
  - **On** - Indicates that the Citrix Workspace app for Windows connects to the server using UDP only. There is no fallback to TCP with this option.
5. Click **Apply** and **OK**.
6. From the command line, run `gpupdate /force` command.

Also, for the adaptive transport configuration to take effect, add the Citrix Workspace app template files to the **Policy Definitions** folder. For more information on adding template files to the local GPO, see [Group Policy Object template](#).

To confirm that the policy setting has taken effect:

Navigate to `HKEY\\_LOCAL\\_MACHINE\\SOFTWARE\\Policies\\Citrix\\ICA Client\\Engine\\Lockdown Profiles\\All Regions\\Lockdown\\Network\\UDT` and verify that the **HDXOverUDP** key is included.

For more information, see [Adaptive transport](#) section in Citrix Virtual Apps and Desktops documentation.

## Advanced Preferences sheet

Starting with Version 4.10, you can customize the availability and the contents of the **Advanced Preferences** sheet that is present in the right-click menu of the Citrix Workspace app icon in the notification area. Doing so ensures that users can apply only administrator-specified settings on their systems. Specifically, can:



- Hide the Advanced Preferences sheet altogether
- Hide the following, specific settings from the sheet:
  - Data collection
  - Connection Center
  - Configuration checker
  - Keyboard and Language bar
  - High DPI
  - Support information
  - Shortcuts and Reconnect
  - Citrix Files
  - Citrix Casting

### Hiding Advanced Preferences option from the right-click menu

You can hide the Advanced Preferences sheet by using the Citrix Workspace app Group Policy Object (GPO) administrative template:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Self Service > Advanced Preferences Options**.
3. Select the **Disable Advance Preferences** policy.
4. Select **Enabled** to hide the Advanced Preferences option from the right-click menu of the Citrix Workspace app icon in the notification area.

#### Note:

By default, the **Not Configured** option is selected.

### Hiding specific settings from the Advanced Preferences sheet

You can hide specific user-configurable settings from the **Advanced Preferences** sheet by using the Citrix Workspace app Group Policy Object administrative template. To do this:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Self Service > Advanced Preferences Options**.
3. Select the policy for the setting that you want to hide.

The table below lists the options that you can select and the effect of each:

Options	Action
Not Configured	Displays the setting
Enabled	Hides the setting
Disabled	Displays the setting

You can hide the following specific settings from the Advanced Preferences sheet:

- Configuration checker
- Connection Center
- High DPI
- Data collection
- Delete saved passwords
- Keyboard and Language bar
- Shortcuts and Reconnect
- Support information
- Citrix Files
- Citrix Casting

### Hiding the Reset Workspace option from the Advanced Preferences sheet using the Registry editor

You can hide the **Reset Workspace** option from the Advanced Preferences sheet only using the Registry editor.

1. Launch the registry editor.
2. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Dazzle`.
3. Create a String Value key **EnableFactoryReset** and set it to any of the following options:
  - True - Displays the Reset Workspace option in the Advanced Preferences sheet.
  - False - Hides the Reset Workspace option in the Advanced Preferences sheet.

### Hiding Citrix Workspace Updates option from the Advanced Preferences sheet

**Note:**

The policy path for the Citrix Workspace Updates option is different from that of the other options present in the Advanced Preferences sheet.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.

2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Workspace Updates**.
3. Select the **Workspace Updates** policy.
4. Select **Disabled** to hide the Workspace Updates settings from the **Advanced Preferences** sheet.

## Application delivery

When delivering applications with Citrix Virtual Apps and Desktops, consider the following options to enhance the user experience:

- **Web Access Mode** - Without any configuration, Citrix Workspace app provides browser-based access to applications and desktops. You can open a browser to a workspace for web to select and use the applications you want. In this mode, no shortcuts are placed on the user's desktop.
- **Self-Service Mode** - By adding a StoreFront account to Citrix Workspace app or configuring Citrix Workspace app to point to a StoreFront website, you can configure *self-service mode*, which allows you to subscribe to applications from the Citrix Workspace app user interface. This enhanced user experience is similar to that of a mobile app store. In a self-service mode, you can configure mandatory, auto-provisioned, and featured app keyword settings as required.

### Note:

By default, Citrix Workspaces app allows you to select the applications to display in the Start menu.

- **App shortcut-only mode** - As a Citrix Workspace app for Windows administrator, you can configure Citrix Workspace app to automatically place application and desktop shortcuts directly in the Start menu or on the desktop in a similar way that Citrix Workspace app Enterprise places them. The new *shortcut only* mode allows you to find all the published apps within the familiar Windows navigation schema where you would expect to find them.

For more information, see the [Create Delivery Groups](#) section in the Citrix Virtual Apps and Desktops documentation.

## Configure self-service mode

By simply adding a StoreFront account to Citrix Workspace app or configuring Citrix Workspace app to point to a StoreFront site, you can configure self-service mode, which allows users to subscribe to applications from the Citrix Workspace user interface. This enhanced user experience is similar to that of a mobile app store.

### Note:

By default, Citrix Workspace app allows users to select the applications they want to display in their Start menu.

In self-service mode, you can configure mandatory, auto-provisioned, and featured app keyword settings as needed.

Append keywords to the descriptions you provide for delivery group applications:

- To make an individual app mandatory, so that it cannot be removed from Citrix Workspace app, append the string **KEYWORDS: Mandatory** to the application description. There is no Remove option for users to unsubscribe to mandatory apps.
- To automatically subscribe all users of a store to an application, append the string **KEYWORDS: Auto** to the description. When users log on to the store, the application is automatically provisioned without users needing to manually subscribe to the application.
- To advertise applications to users or to make commonly used applications easier to find by listing them in the Citrix Workspace Featured list, append the string **KEYWORDS: Featured** to the application description.

### Customize the app shortcut location using the Group Policy Object template

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Self Service**.
3. Select **Manage SelfServiceMode** policy.
  - a) Select **Enabled** to view the Self-service user interface.
  - b) Select **Disabled** to subscribe to the apps manually. This option hides the Self-service user interface.
4. Select **Manage App Shortcut** policy.
5. Select the options as required.
6. Click **Apply** and **OK**.
7. Restart Citrix Workspace app for the changes to take effect.

### Using StoreFront account settings to customize app shortcut locations

You can set up shortcuts in the Start menu and on the desktop from the StoreFront site. The following settings can be added in the `web.config` file in `C:\inetpub\wwwroot\Citrix\Roaming` in the **<annotatedServices>** section:

- To put shortcuts on the desktop, use `PutShortcutsOnDesktop`. Settings: “true” or “false” (default is false).
- To put shortcuts in the Start menu, use `PutShortcutsInStartMenu`. Settings: “true” or “false” (default is true).
- To use the category path in the Start menu, use `UseCategoryAsStartMenuPath`. Settings: “true” or “false” (default is true).

**Note:**

Windows 8, 8.1 and Windows 10 do not allow the creation of nested folders within the Start menu. Applications are displayed individually or under the root folder but not within Category sub folders defined with Citrix Virtual Apps and Desktops.

- To set a single directory for all shortcuts in the Start menu, use `StartMenuDir`. Setting: String value, being the name of the folder into which shortcuts are written.
- To reinstall modified apps, use `AutoReinstallModifiedApps`. Settings: “true” or “false” (default is true).
- To show a single directory for all shortcuts on the desktop, use `DesktopDir`. Setting: String value, being the name of the folder into which shortcuts are written.
- To not create an entry on the clients ‘add/remove programs’, use `DontCreateAddRemoveEntry`. Settings: “true” or “false” (default is false).
- To remove shortcuts and Citrix Workspace icon for an application that was previously available from the Store but now is not available, use `SilentlyUninstallRemovedResources`. Settings: “true” or “false” (default is false).

In the web.config file, add the changes in the **XML** section for the account. Find this section by locating the opening tag:

```
<account id=... name="Store"
```

The section ends with the `</account>` tag.

Before the end of the account section, in the first properties section:

```
<properties> <clear> <properties>
```

Properties can be added into this section after the `<clear />` tag, one per line, giving the name and value. For example:

```
<property name="PutShortcutsOnDesktop" value="True"/>
```

**Note:**

Property elements added before the `<clear />` tag may invalidate them. Removing the `<clear />` tag when adding a property name and value is optional.

An extended example for this section is:

```
<properties <property name="PutShortcutsOnDesktop" value="True"><property name="DesktopDir" value="Citrix Applications">
```

**Important**

In multiple server deployments, use only one server at a time to make changes to the configuration of the server group. Ensure that the Citrix StoreFront management console is not running

on any of the other servers in the deployment. Once complete, propagate your configuration changes to the server group, so that the other servers in the deployment are updated. For more information, see [StoreFront](#) documentation.

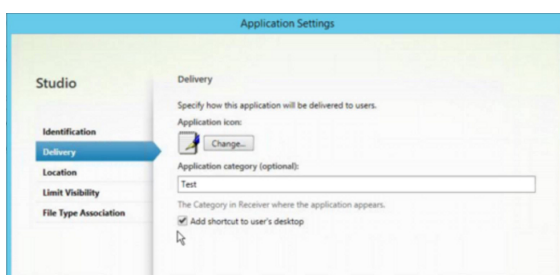
### Using per-app settings in Citrix Virtual Apps and Desktops 7.x to customize app shortcut locations

Citrix Workspace app can be configured to automatically place application and desktop shortcuts directly in the Start menu or on the desktop. This functionality was similar to previously released versions of Workspace for Windows, however, release 4.2.100 introduced the ability to control app shortcut placement using Citrix Virtual Apps per app settings. This functionality is useful in environments with a handful of applications that need to be displayed in consistent locations.

### Using per app settings in XenApp 7.6 to customize app shortcut locations

To configure a per app publishing shortcut in XenApp 7.6:

1. In Citrix Studio, locate the **Application Settings** screen.
2. In the **Application Settings** screen, select **Delivery**. Using this screen, you can specify how applications are delivered to users.
3. Select the appropriate icon for the application. Click **Change** to browse to the location of the desired icon.
4. In the **Application category** field, optionally specify the category in Citrix Workspace app where the application appears. For example, if you are adding shortcuts to Microsoft Office applications, enter Microsoft Office.
5. Select the Add shortcut to user's desktop check box.
6. Click OK.



### Reducing enumeration delays or digitally signing application stubs

If users experience delays in app enumeration at each logon, or if there is a need to digitally sign application stubs, Citrix Workspace app provides functionality to copy the .EXE stubs from a network share.

This functionality involves several steps:

1. Create the application stubs on the client machine.
2. Copy the application stubs to a common location accessible from a network share.
3. If necessary, prepare an allow list (or, sign the stubs with an Enterprise certificate).
4. Add a registry key to enable Workspace for Windows to create the stubs by copying them from the network share.

If **RemoveappsOnLogoff** and **RemoveAppsonExit** are enabled, and users are experiencing delays in app enumeration at every logon, use the following workaround to reduce the delays:

1. Use regedit to add `HKEY_CURRENT_USER\Software\Citrix\Dazzle /v ReuseStubs /t REG_SZ /d "true"`.
2. Use regedit to add `HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle /v ReuseStubs /t REG_SZ /d "true"`. HKEY\_CURRENT\_USER has preference over HKEY\_LOCAL\_MACHINE.

### Caution

Editing the registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

Enable a machine to use pre-created stub executables that are stored on a network share:

1. On a client machine, create stub executables for all of the apps. To accomplish this, add all the applications to the machine using Citrix Workspace app. Citrix Workspace app generates the executables.
2. Harvest the stub executables from `%APPDATA%\Citrix\SelfService`. You only need the .exe files.
3. Copy the executables to a network share.
4. For each client machine that is locked down, set the following registry keys:
  - a) Reg add `HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle /v CommonStubDirectory /t REG_SZ /d "\\ShareOne\WorkspaceStubs"`
  - b) Reg add `HKEY_LOCAL_MACHINE\Software\Citrix\Dazzle /v`
  - c) `CopyStubsFromCommonStubDirectory /t REG_SZ /d "true"`. It's also possible to configure these settings on HKEY\_CURRENT\_USER if you prefer. HKEY\_CURRENT\_USER has preference over HKEY\_LOCAL\_MACHINE.
  - d) Exit and restart Citrix Workspace app for the changes to take effect.

### Example use cases:

This topic provides use cases for app shortcuts.

### **Allowing users to choose what they want in the Start menu (Self-Service)**

If you have dozens (or even hundreds) of apps, it's best to allow users to select which applications they want to Favorite and add to the Start menu:

---

If you want the user to choose the applications, they want in their Start menu..	configure Citrix Workspace app in self-service mode. In this mode, you also configure <i>auto-provisioned</i> and <i>mandatory</i> app keyword settings as needed.
--	--

If you want the user to choose the applications, they want in their Start menu but also want specific app shortcuts on the desktop..	configure Citrix Workspace app without any options and then use per app settings for the few apps that you want on the desktop. Use <i>auto provisioned</i> and <i>mandatory</i> apps as needed.
--	--

---

### **No app shortcuts in the Start menu**

If a user has a family computer, you might not need or want app shortcuts at all. In such scenarios, the simplest approach is browser access; install Citrix Workspace app without any configuration and browse to workspace for web. You can also configure Citrix Workspace app for self-service access without putting shortcuts anywhere.

---

If you want to prevent Citrix Workspace app from putting application shortcuts in the Start menu automatically.	configure Citrix Workspace app with <code>PutShortcutsInStartMenu=False</code> . Citrix Workspace app will not put apps in the Start menu even in self-service mode unless you put them there using per app settings.
---	---

---

### **All app shortcuts in the Start menu or on the Desktop**

If the user has only a few apps, you can put them all in the Start menu or all on the desktop, or in a folder on the desktop.



---

If you want Citrix Workspace app to put all application shortcuts in the start menu automatically..	configure Citrix Workspace app with SelfServiceMode=False. All available apps appear in the Start menu.
If you want all application shortcuts to put on desktop..	configure Citrix Workspace app with PutShortcutsOnDesktop = true. All available apps appear in the desktop.
If you want all shortcuts to be, put on the desktop in a folder...	configure Citrix Workspace app with DesktopDir=Name of the desktop folder where you want applications.

---

### Per app settings in XenApp 6.5 or 7.x

If you want to set the location of shortcuts so every user finds them in the same place use XenApp per App Settings:

---

If you want per-app settings to determine where applications are placed independently of whether in self-service mode or Start menu mode..	configure Citrix Workspace app with PutShortcutsInStartMenu=false and enable per app settings.
--	--

---

### Apps in category folders or in specific folders

If you want applications displayed in specific folders use the following options:

---

If you want the application shortcuts Citrix Workspace app places in the start menu to be shown in their associated category (folder)..	configure Citrix Workspace app with UseCategoryAsStartMenuPath=True.
If you want the applications that Citrix Workspace app puts in the Start menu to be in a specific folder.	configure Citrix Workspace app with StartMenuDir=the name of the Start menu folder name.

---

## Remove apps on logoff or exit

If you don't want users to see apps if another user is going to share the end point, you can ensure that apps are removed when the user logs off and exits

---

If you want Citrix Workspace app to remove all apps on logoff..	configure Citrix Workspace app with <code>RemoveAppsOnLogoff=True</code> .
If you want Citrix Workspace app to remove apps on exit..	configure Citrix Workspace app with <code>RemoveAppsOnExit=True</code> .

---

## Configuring Local App Access applications

When configuring Local App Access applications:

- To specify that a locally installed application must be used instead of an application available in Citrix Workspace app, append the text string `KEYWORDS:prefer="pattern"`. This feature is referred to as Local App Access.

Before installing an application on a user's computer, Citrix Workspace app searches for the specified patterns to determine if the application is installed locally. If it is, Citrix Workspace app subscribes the application and does not create a shortcut. When the user starts the application from the Citrix Workspace app window, Citrix Workspace app starts the locally installed (preferred) application.

If a user uninstalls a preferred application outside of Citrix Workspace app, the application is unsubscribed during the next Citrix Workspace app refresh. If a user uninstalls a preferred application from the Citrix Workspace app dialog, Citrix Workspace app unsubscribes the application but does not uninstall it.

### Note:

The keyword `prefer` is applied when Citrix Workspace app subscribes an application. Adding the keyword after the application is subscribed has no effect.

You can specify the `prefer` keyword multiple times for an application. Only one match is needed to apply the keyword to an application. The following patterns can be used in any combination:

- To specify that a locally installed application should be used instead of an application available in Citrix Workspace app, append the text string `KEYWORDS:prefer="pattern"`. This feature is referred to as Local App Access.

Before installing an application on a user's computer, Citrix Workspace app searches for the specified patterns to determine if the application is installed locally. If it is, Citrix Workspace

app subscribes the application and does not create a shortcut. When the user starts the application from the Citrix Workspace app dialog, Citrix Workspace app starts the locally installed (preferred) application.

If a user uninstalls a preferred application outside of Citrix Workspace app, the application is unsubscribed during the next Citrix Workspace app refresh. If a user uninstalls a preferred application from the Citrix Workspace app, Citrix Workspace app unsubscribes the application but does not uninstall it.

**Note:**

The keyword prefer is applied when Citrix Workspace app subscribes an application. Adding the keyword after the application is subscribed has no effect.

You can specify the prefer keyword multiple times for an application. Only one match is needed to apply the keyword to an application. The following patterns can be used in any combination:

- prefer="ApplicationName"

The application name pattern matches any application with the specified application name in the shortcut file name. The application name can be a word or a phrase. Quotation marks are required for phrases. Matching is not allowed on partial words or file paths and is case-insensitive. The application name matching pattern is useful for overrides performed manually by an administrator.

KEYWORDS:prefer=	Shortcut under Programs	Matches?
Word	\Microsoft Office\Microsoft Word 2010	Yes
Microsoft Word	\Microsoft Office\Microsoft Word 2010	Yes
Console	McAfee\VirusScan Console	Yes
Virus	McAfee\VirusScan Console	No
Console	McAfee\VirusScan Console	Yes

- prefer="\\Folder1\Folder2\...\ApplicationName"

The absolute path pattern matches the entire shortcut file path plus the entire application name under the Start menu. The Programs folder is a sub folder of the Start menu directory, so you must include it in the absolute path to target an application in that folder. Quotation marks are required if the path contains spaces. The matching is case-sensitive. The absolute path matching pattern is useful for overrides implemented programmatically in Citrix Virtual Apps and Desktops.

KEYWORDS:prefer=	Shortcut under Programs	Matches?
\Programs\Microsoft Office\Microsoft Word 2010	\Programs\Microsoft Office\Microsoft Word 2010	Yes
\Microsoft Office	\Programs\Microsoft Office\Microsoft Word 2010	No
\Microsoft Word 2010	\Programs\Microsoft Office\Microsoft Word 2010	No
\Programs\Microsoft Word 2010	\Programs\Microsoft Word 2010	Yes

- prefer="Folder1\Folder2\...\ApplicationName"

The relative path pattern matches the relative shortcut file path under the Start menu. The relative path provided must contain the application name and can optionally include the folders where the shortcut resides. Matching is successful if the shortcut file path ends with the relative path provided. Quotation marks are required if the path contains spaces. The matching is case-sensitive. The relative path matching pattern is useful for overrides implemented programmatically.

KEYWORDS:prefer=	Shortcut under Programs	Matches?
\Microsoft Office\Microsoft Word 2010	\Microsoft Office\Microsoft Word 2010	Yes
\Microsoft Office	\Microsoft Office\Microsoft Word 2010	No
\Microsoft Word 2010	\Microsoft Office\Microsoft Word 2010	Yes
\Microsoft Word	\Microsoft Word 2010	No

For information about other keywords, see "Additional recommendations" in [Optimize the user experience](#) section in the StoreFront documentation.

### Graphics mode indicator

The Display graphics mode indicator policy has been updated to replace the display lossless indicator policy.

This setting configures the graphics mode indicator to run in the user session. It allows you to see

details about the graphics mode in use, including graphics provider, encoder, hardware encoding, image quality, progressive display status, and lossless text.

By default, the **Display graphics mode indicator** policy is disabled. It replaces the **Display lossless indicator** policy of earlier releases, which was enabled by default.

## Virtual display layout

This feature lets you define a virtual monitor layout that applies to the remote desktop and to virtually split a single client monitor into up to eight monitors on the remote desktop. You can configure the virtual monitors on the **Monitor Layout** tab in the Desktop Viewer. There, you can draw horizontal or vertical lines to separate the screen into virtual monitors. The screen is split according to specified percentages of the client monitor resolution.

You can set a DPI for the virtual monitors that is used for DPI scaling or DPI matching. After applying a virtual monitor layout, resize or reconnect the session.

This configuration applies only to full-screen, single-monitor desktop sessions, and does not affect any published applications. This configuration applies to all subsequent connections from this client.

## Application launch time

Use the session prelaunch feature to reduce application launch time during normal or high traffic periods, thus providing users with a better experience. The prelaunch feature allows a prelaunch session to be created when a user logs on to Citrix Workspace app, or at a scheduled time if the user is already logged on.

This prelaunch session reduces the launch time of the first application. When a user adds a new account connection to Citrix Workspace app for Windows, session prelaunch does not take effect until the next session. The default application `ctxprelaunch.exe` is running in the session, but it is not visible to you.

For more information, see that the session prelaunch and session linger guidance in the Citrix Virtual Apps and Desktops article titled [Manage delivery groups](#).

Session prelaunch is disabled by default. To enable session prelaunch, specify the `ENABLEPRELAUNCH=true` parameter on the Workspace command line or set the `EnablePreLaunch` registry key to true. The default setting, null, means that prelaunch is disabled.

### Note:

If the client machine has been configured to support Domain Passthrough (SSON) authentication, prelaunch is automatically enabled. If you want to use Domain Pass-through (SSON) with-

out prelaunch, set the **EnablePreLaunch** registry key value to false.

The registry locations are:

- `HKEY_LOCAL_MACHINE\Software\[Wow6432Node\]Citrix\Dazzle`
- `HKEY_CURRENT_USER\Software\Citrix\Dazzle`

There are two types of prelaunch:

- **Just-in-time prelaunch**- prelaunch starts immediately after the user's credentials are authenticated whether it is a high-traffic period. Typically used for normal traffic periods. A user can trigger just-in-time prelaunch by restarting the Citrix Workspace app.
- **Scheduled prelaunch**- prelaunch starts at a scheduled time. Scheduled prelaunch starts only when the user device is already running and authenticated. If those two conditions are not met when the scheduled prelaunch time arrives, a session does not launch. To spread network and server load, the session launches within a window of when it is scheduled. For example, if the scheduled prelaunch is scheduled for 1:45 p.m., the session actually launches between 1:15 p.m. and 1:45 p.m. Typically used for high-traffic periods.

Configuring prelaunch on a Citrix Virtual Apps server consists of creating, modifying, or deleting prelaunch applications, and updating user policy settings that control the prelaunch application.

You cannot customize the prelaunch feature using the `receiver.admx` file. However, you can change the prelaunch configuration by modifying registry values during or after Citrix Workspace app for Windows installation.

- The `HKEY_LOCAL_MACHINE` values are written during client installation.
- The `HKEY_CURRENT_USER` values enable you to provide different users on the same machine with different settings. Users can change the `HKEY_CURRENT_USER` values without administrative permission. You can provide your users with scripts to accomplish this.

### **HKEY\_LOCAL\_MACHINE registry values:**

For 64-bit Windows operating systems: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Prelaunch`

For 32-bit Windows operating systems: `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\Prelaunch`

Name: **UserOverride**

Type: REG\_DWORD

Values:

0 - Use the `HKEY_LOCAL_MACHINE` values even if `HKEY_CURRENT_USER` values are also present.

1 - Use `HKEY_CURRENT_USER` values if they exist; otherwise, use the `HKEY_LOCAL_MACHINE` values.

Name: **State**

Type: REG\_DWORD

Values:

0 - Disable prelaunch.

1 - Enable just-in-time prelaunch. (prelaunch starts after the user's credentials are authenticated.)

2 - Enable scheduled prelaunch. (prelaunch starts at the time configured for Schedule.)

Name: **Schedule**

Type: REG\_DWORD

Value:

The time (24-hour format) and days of week for scheduled prelaunch entered in the following format:

HH:MM	M:T:W:TH:F:S:SU where HH and MM are hours and minutes. M:T:W:TH:F:S:SU is the days of the week. For example, to enable scheduled prelaunch on Monday, Wednesday, and Friday at 1:45 p.m., set Schedule as Schedule=13:45	1:0:1:0:1:0:0. The session actually launches between 1:15 p.m. and 1:45 p.m.
-------	--	--

### **HKEY\_CURRENT\_USER registry values:**

`HKEY_CURRENT_USER\SOFTWARE\Citrix\ICA Client\PreLaunch`

The State and Schedule keys have the same values as for HKEY\_LOCAL\_MACHINE.

### **Bidirectional content redirection**

The bidirectional content redirection policy allows you to enable or disable client to host and host to client URL redirection. Server policies are set in Studio, and client policies are set from the Citrix Workspace app Group Policy Object administration template.

Though Citrix also offers host to client redirection and Local App Access for client to URL redirection, we recommend that you use bidirectional content redirection for domain-joined Windows clients.

You can enable bidirectional content redirection using one of the following methods:

1. Group Policy Object (GPO) administrative template
2. Registry editor

**Note:**

- Bidirectional content redirection does not work on session where **Local App Access** is enabled.
- Bidirectional content redirection must be enabled both on the server and the client. When it is disabled either on the server or the client, the functionality is disabled.
- When you include URLs, you can specify one URL or a semi-colon delimited list of URLs. You can use an asterisk (\*) as a wildcard.

**To enable bidirectional content redirection using the GPO administrative template:**

Use Group Policy Object administrative template configuration only for a first-time installation of Citrix Workspace app for Windows.

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **User Configuration** node, go to **Administrative Templates > Classic Administrative Templates (ADM) > Citrix Components > Citrix Workspace > User experience**.
3. Select the **Bidirectional Content Redirection** policy.



1. In the **Published Application or Desktop name** field, provide the name of the resource used to launch the redirected URL.

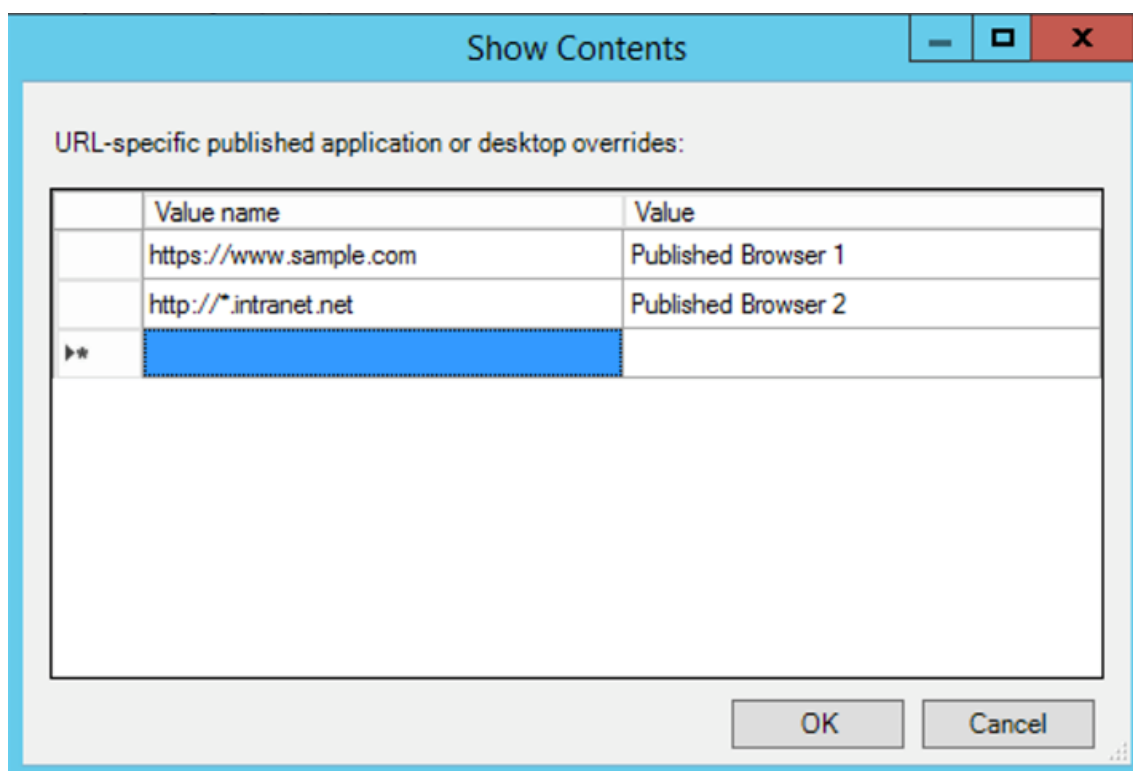
**Note:**

When you include URLs, specify a single URL or a semi-colon delimited list of URLs. You can use an asterisk (\*) as a wildcard.

2. From the **Above Name is for Published Type**, select **Application** or **Desktop** of the resource as appropriate.
3. In the **Allowed URLs to be redirected to VDA** field, enter the URL that must be redirected. Sep-

arate the list with a semicolon.

4. Select **Enable URL-specific published application for desktop overrides?** option to override a URL.
5. Click **Show** to display a list where the value name must match any of the URLs listed in the **Allowed URLs to be redirected to the VDA** field. The value must match a published application name.



6. In the **Allowed URLs to be redirected to Client:** field, enter the URL that must be redirected from the server to the client. Separate the list with a semicolon.

**Note:**

When you include URLs, specify a single URL or a semi-colon delimited list of URLs. You can use an asterisk (\*) as a wildcard.

7. Click **Apply** and **OK**.
8. From the command line, run the `gpupdate /force` command.

**To enable bidirectional content redirection using the registry:**

To enable bidirectional content redirection, run the `redirector.exe /RegIE` command from the Citrix Workspace app installation folder `C:\Program Files (x86)\Citrix\ICA Client`.

**Important:**

- Ensure that redirection rule does not result in a looping configuration. A looping configuration results if VDA rules are set so that, for example, a URL, [https://www.my\ \\\_company.com](https://www.my\ \_company.com) is configured to be redirected to the client, and the VDA.
- URL redirection supports only explicit URLs (those appearing in the address bar of the browser or found using the in-browser navigation, depending on the browser).
- If two applications with same display name are configured to use multiple StoreFront accounts, the display name in the primary StoreFront account is used for launching the application or a desktop session.
- New browser window opens only when URL is redirected to the client. When URL is redirected to VDA, if the browser is already open, then the redirected URL opens in the new tab.
- Embedded links in files like documents, emails, PDF is supported.
- Ensure that only one of the server file type association and the host content redirection policies is set to Enabled on the same machine. Citrix recommends that you disable either the server file type association feature or the Host Content (URL) Redirection feature to ensure that URL redirection works properly.

**Limitation:**

No fallback mechanism is present if the redirection fails due to session launch issues.

## **Bloomberg keyboards**

Citrix Workspace app supports the use of Bloomberg keyboard in a Citrix Virtual Apps and Desktops session. The required components are installed with the plug-in. You can enable the Bloomberg keyboard feature when installing Citrix Workspace app for Windows or by using the Registry editor.

Multiple sessions with Bloomberg keyboards are not recommended. The keyboard operates in a single-session environment only.

### **Configure Bloomberg keyboard:**

**Caution**

Editing the registry incorrectly can cause serious problems that might require you to reinstall your Operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry editor can be solved. Use Registry editor at your own risk. Be sure to back up the registry before you edit it.

1. Locate the following key in the registry:

`HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB.`

2. Do one of the following:

- To enable this feature, for the entry with type DWORD and Name **EnableBloombergHID**, set the value to 1.
- To disable this feature, set the value to 0.

For more information on configuring Bloomberg Keyboard, see Knowledge Center article [CTX122615](#).

### To prevent the desktop viewer window from dimming:

If you have multiple Desktop Viewer windows, by default the desktops that are not active are dimmed. If users want to view multiple desktops simultaneously, this can make the information on them unreadable. You can disable the default behavior and prevent the Desktop Viewer window from dimming by editing the Registry editor.

#### Caution

Editing the registry incorrectly can cause serious problems that might require you to reinstall your Operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it

- On the user device, create a REG\_DWORD entry called **DisableDimming** in one of the following keys, depending on whether you want to prevent dimming for the current user of the device or the device itself. An entry exists if the Desktop Viewer has been used on the device:
  - `HKEY_CURRENT_USER\Software\Citrix\XenDesktop\DesktopViewer`
  - `HKEY_LOCAL_MACHINE\Software\Citrix\XenDesktop\DesktopViewer`

Optionally, instead of controlling dimming, you can define a local policy by creating the same REG\_WORD entry in one of the following keys:

- `HKEY_CURRENT_USER\Software\Policies\Citrix\XenDesktop\DesktopViewer`
- `HKEY_LOCAL_MACHINE\Software\Policies\Citrix\XenDesktop\DesktopViewer`

Before using these keys, check whether the Citrix Virtual Apps and Desktops administrator has set a policy for this feature.

Set the entry to any non-zero value such as 1 or true.

If no entries are specified or the entry is set to 0, the Desktop Viewer window is dimmed. If multiple entries are specified, the following precedence is used. The first entry that is located in this list, and its value, determine whether the window is dimmed:

1. `HKEY_CURRENT_USER\Software\Policies\Citrix\...`
2. `HKEY_LOCAL_MACHINE\Software\Policies\Citrix\...`
3. `HKEY_CURRENT_USER\Software\Citrix\...`
4. `HKEY_LOCAL_MACHINE\Software\Citrix\...`

## Citrix Casting

The Citrix Ready workspace hub combines digital and physical environments to deliver apps and data within a secure smart space. The complete system connects devices (or things), like mobile apps and sensors, to create an intelligent and responsive environment.

Citrix Ready workspace hub is built on the Raspberry Pi 3 platform. The device running Citrix Workspace app connects to the Citrix Ready workspace hub and casts the apps or desktops on a larger display. Citrix Casting is supported only on Microsoft Windows 10 Version 1607 and later or Windows Server 2016.

Citrix Casting is a feature that has the capability to allow you to instantly and securely access any app from a mobile device and display on a large screen.

### Note:

- Citrix Casting for Windows supports Citrix Ready workspace hub Version 2.40.3839 and later. Workspace hub with earlier versions might not get detected or cause a casting error.
- The Citrix Casting feature is not supported on Citrix Workspace app for Windows (Store).

### Prerequisites:

- Bluetooth enabled on the device for hub discovery.
- Both Citrix Ready workspace hub and Citrix Workspace app must be on the same network.
- Port 55555 must not be blocked between the device running Citrix Workspace app and the Citrix Ready workspace hub.
- For Citrix Casting, port 1494 must not be blocked.
- Port 55556 is the default port for SSL connections between mobile devices and the Citrix Ready workspace hub. You can configure a different SSL port on Raspberry Pi's settings page. If the SSL port is blocked, users cannot establish SSL connections to the workspace hub.
- Citrix Casting is supported only on Microsoft Windows 10 Version 1607 and later or Windows Server 2016.

## Configure Citrix Casting launch

### Note:

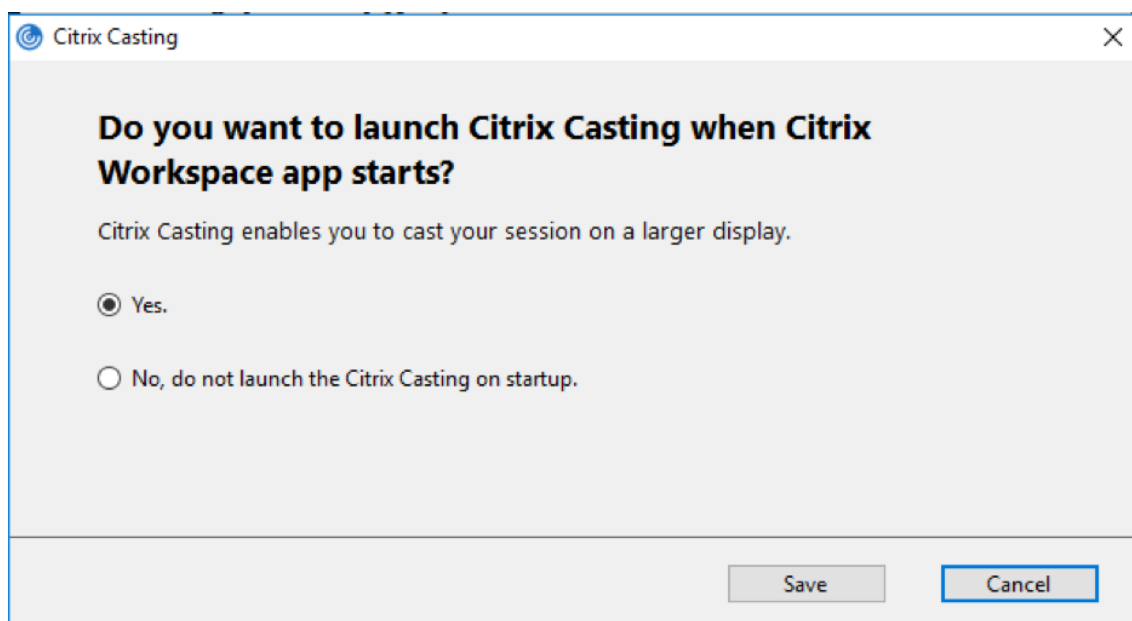
You can hide all or part of the Advanced Preferences sheet available from the Citrix Workspace app icon in the notification area. For more information, see [Advanced Preferences sheet](#).

1. Right-click the Citrix Workspace app icon from the notification area and select **Advanced Preferences**.

The **Advanced Preferences** dialog appears.

2. Select **Citrix Casting**.

The **Citrix Casting** dialog appears.



3. Select one of the options:

- **Yes** – Indicates that Citrix Casting is launched when Citrix Workspace app starts.
- **No, do not launch the Citrix Casting on startup** – Indicates that Citrix Casting does not launch when Citrix Workspace app starts.

**Note:**

Selecting the option **No** does not terminate the current screen casting session. The setting is applied only at the next Citrix Workspace app launch.

4. Click **Save** to apply the changes.

### How to use Citrix Casting with Citrix Workspace app

1. Log on to Citrix Workspace app and enable Bluetooth on your device.

The list of available hubs is displayed. The list is sorted by the RSSI value of the workspace hub beacon package.

2. Select the workspace hub to cast your screen and choose one of the following:

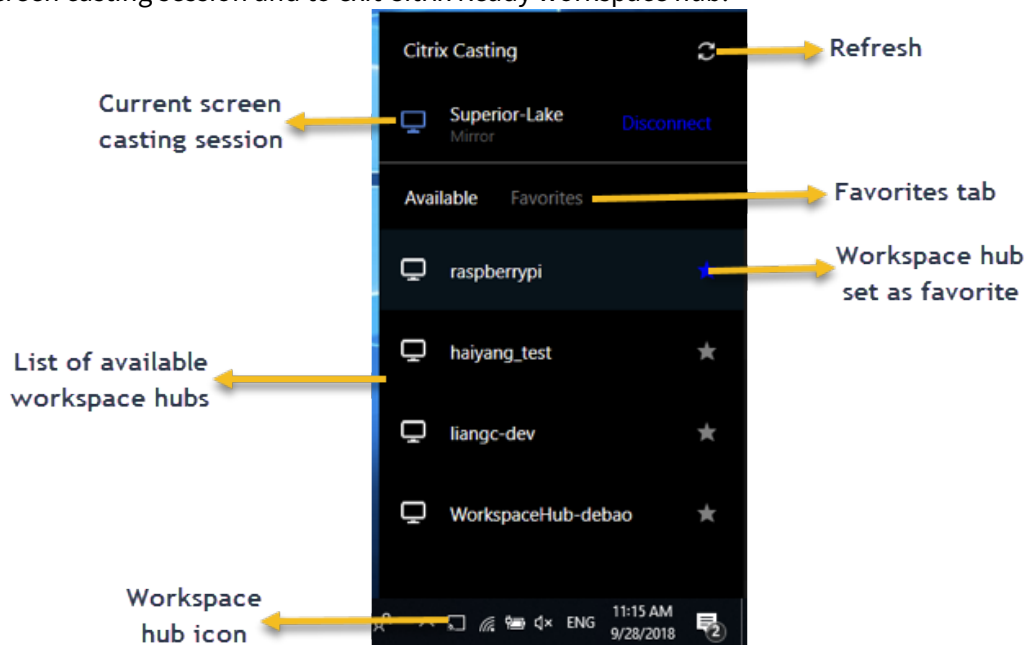
- **Mirror** to duplicate the primary screen and cast the display to the connected workspace hub device.
- **Extend** to use the workspace hub device screen as your secondary screen.

**Note:**

Exiting Citrix Workspace app does not exit Citrix Casting.

In the **Citrix Casting notification** dialog, the following options are available:

1. The current screen casting session displayed at the top.
2. **Refresh** icon.
3. **Disconnect** to stop the current screen casting session.
4. Star icon to add the workspace hub to **Favorites**.
5. Right-click the workspace hub icon in the notification area and select **Exit** to disconnect the screen casting session and to exit Citrix Ready workspace hub.



**Self-check list**

If Citrix Workspace app cannot detect and communicate with any available workspace hubs in range, ensure that you do the following as part of self-check:

1. Citrix Workspace app and Citrix Ready workspace hub are connected to the same network.
2. Bluetooth is enabled and working properly on the device where Citrix Workspace app is launched.
3. The device where Citrix Workspace app is launched is within range (less than 10 meters and without any obstructing objects such as walls) of Citrix Ready workspace hub.
4. Launch a browser in Citrix Workspace app and type [http://<hub\\_ip>:55555/device-details.xml](http://<hub_ip>:55555/device-details.xml) to check whether the workspace hub device details are displayed.
5. Click **Refresh** in Citrix Ready workspace hub and try reconnecting to the workspace hub.

### Known issues and limitations

1. Citrix Casting does not work unless the device is connected to the same network as the Citrix Ready workspace hub.
2. In case of network issues, there might be a lag in display on the workspace hub device.
3. When you select **Extend**, the primary screen where Citrix Ready workspace app is launched flashes multiple times.
4. In **Extend** mode, you cannot set the secondary display as the primary display.
5. The screen casting session automatically disconnects when there is any change in the display settings on the device. For example, change in screen resolution, change in screen orientation.
6. During the screen casting session, if the device running Citrix Workspace app locks, sleeps or hibernates, an error appears at login.
7. Multiple screen casting sessions are not supported.
8. The maximum screen resolution supported by Citrix Casting is 1920 x 1440.
9. Citrix Casting supports Citrix Ready workspace hub Version 2.40.3839 and later. Workspace hub with earlier versions might not get detected or cause a casting error.
10. This feature is not supported on Citrix Workspace app for Windows (Store).
11. On Windows 10, Build 1607, Citrix Casting in **Extend** mode might not be properly positioned.

For more information about Citrix Ready workspace hub, see the [Citrix Ready workspace hub](#) section in the Citrix Virtual Apps and Desktops documentation.

### Composite USB device redirection

#### Configuring composite USB redirection:

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **User Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Remoting client devices > Generic USB Remoting**.
3. Select the **SplitDevices** policy.
4. Select **Enabled**.
5. Click **Apply** Click **OK** to save the policy.

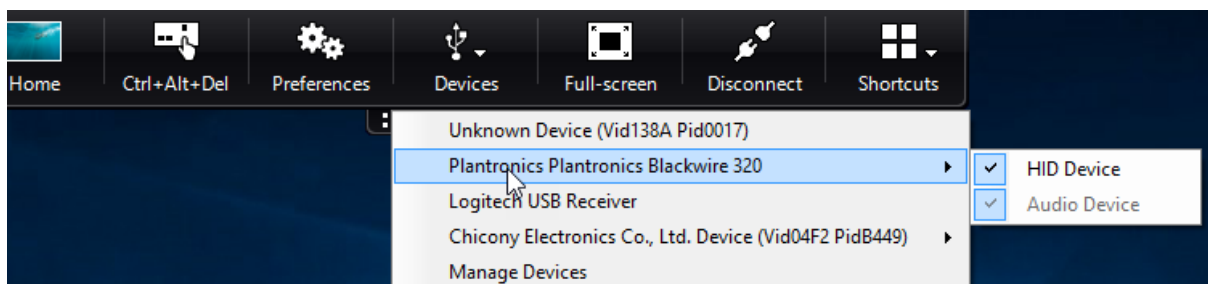
#### To allow or deny an interface:

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **User Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace > Remoting client devices > Generic USB Remoting**.
3. Select **USB Device Rules** policy.
4. Select **Enabled**.



5. In the **USB Device Rules** text box, add the USB device that you want to allow or deny.  
For example, `ALLOW: vid=047F pid= C039 split=01 intf=00,03` - allows 00 and 03 interface and restrict others.
6. Click **Apply** and **OK**.

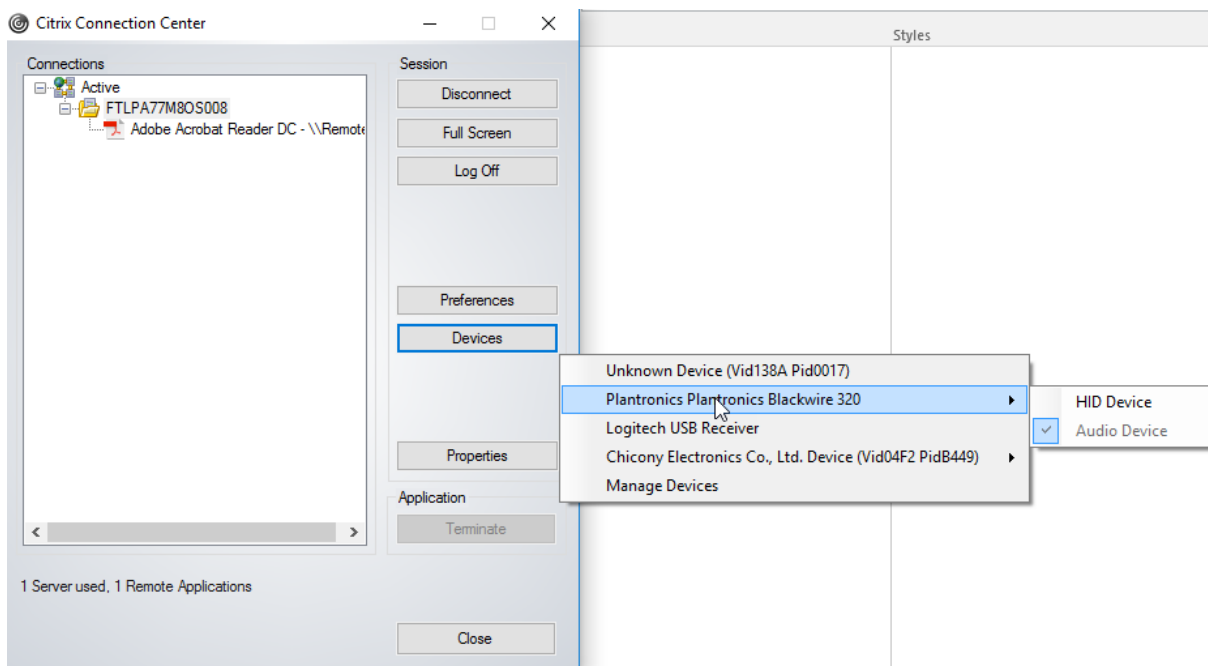
In a desktop session, split USB devices are displayed in the Desktop Viewer under **Devices**. Also, you can view split USB devices from **Preferences > Devices**.



**Note:**

When you split a composite USB device for generic USB redirection, you must select the device from Desktop Viewer or Connection Center to redirect the device.

In an application session, split USB devices are displayed in the **Connection Center**.



The table below provides details on the behavior scenarios when a USB interface is allowed or denied.

**To allow an interface:**

Split	Interface	Action
TRUE	Valid number 0 -n	Allow specified interface
TRUE	Invalid number	Allow all interfaces
FALSE	Any value	Allow Generic USB of parent device
Not specified	Any value	Allow Generic USB of parent device

For example, SplitDevices- *true* indicates that all devices split.

#### To deny an interface:

Split	Interface	Action
TRUE	Valid number 0 -n	Deny specified interface
TRUE	Invalid number	Deny all interfaces
FALSE	Any value	Deny Generic USB of parent device
Not specified	Any value	Deny Generic USB of parent device

For example, SplitDevices- *false* indicates that devices are not split with specified interface number.

Example: *MyPlantronics* headset

#### Interface number:

- Audio Interface Class -0
- HID Interface Class-3

Sample rules used for *MyPlantronics* headset:

- ALLOW: `vid=047F pid= C039 split=01 intf=00,03 /Allowed 00 and 03 interface, restrict others`
- DENY: `vid=047F pid= C039 split=01 intf=00,03 / deny 00 and 03`

#### Limitation:

Citrix recommends that you do not split interfaces for a webcam. As a workaround, redirect the device to a single device using Generic USB redirection. For a better performance, use the optimized virtual channel.

## DPI scaling

Citrix Workspace app allows the operating system to control the session resolution.

You can apply high DPI in a session but the feature is disabled by default. This means that session scaling follows the operating system resolution.

You can configure DPI scaling using the following options:

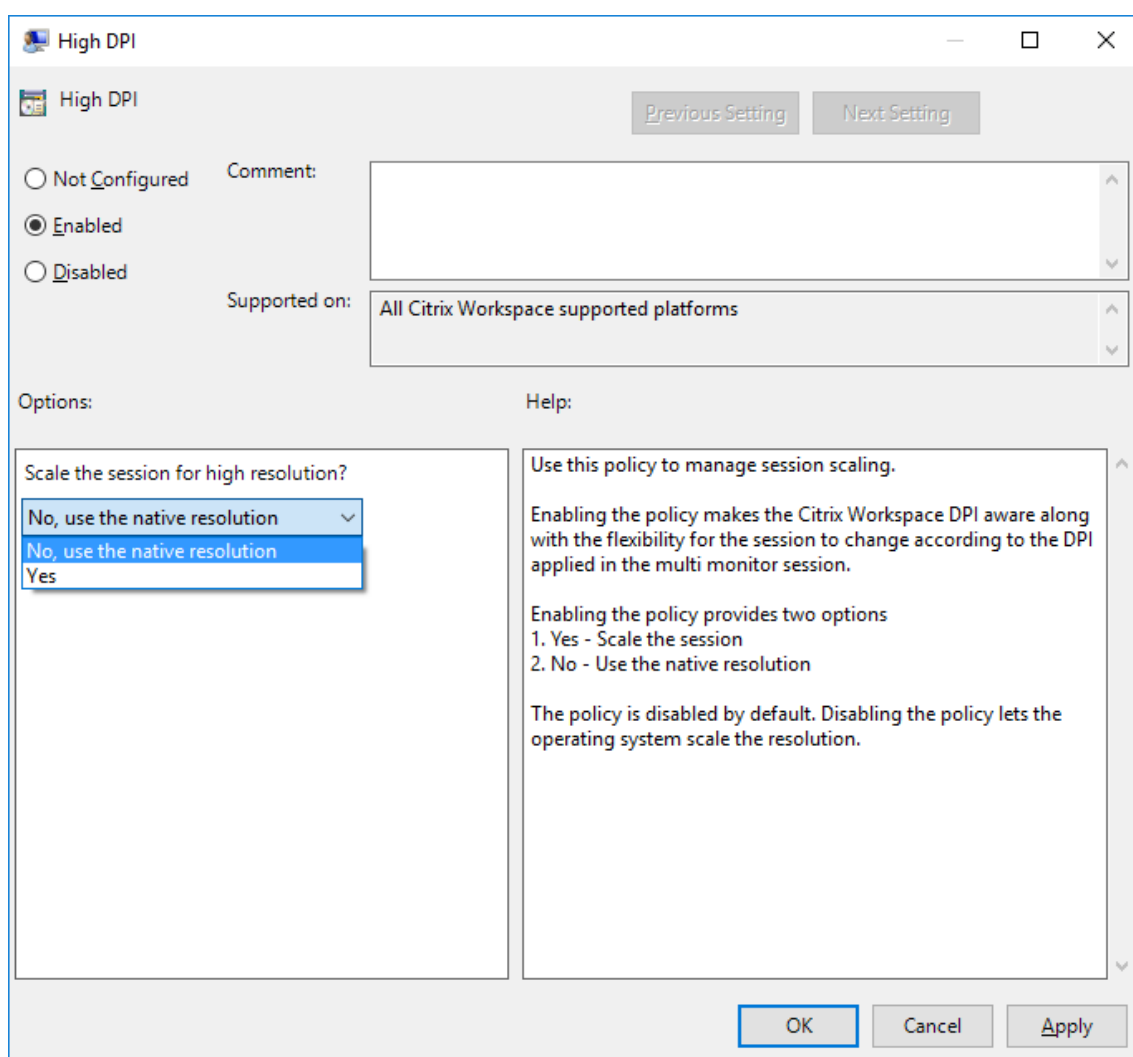
1. Group Policy Object (GPO) administrative template (per-machine configuration)
2. Advanced Preferences (per-user configuration)

### Limitations:

- Even with this feature enabled, a slight blur has been observed in the Desktop Viewer.
- In a session, when you change the DPI settings and relaunch it, the size of the session window might not be appropriate. As a workaround, resize the session window.

### To configure DPI scaling using GPO administrative template:

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > Citrix Workspace > DPI**
3. Select **High DPI** policy.



4. Select from one of the following options:
  - a) Yes - Indicates that high DPI is applied in a session.
  - b) No, use the native resolution - Indicates that the resolution is set by the operating system.
5. Click **Apply and OK**.
6. From the command line, run the `gpupdate /force` command to apply the changes.

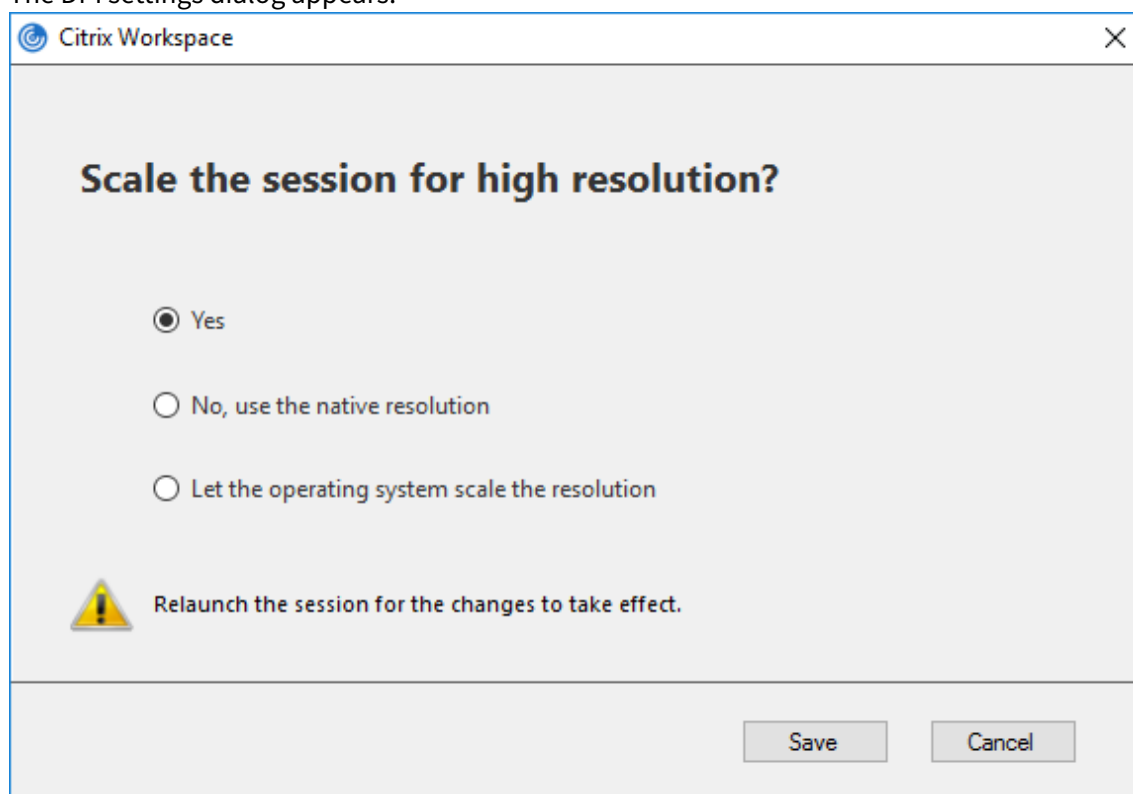
#### Configure DPI scaling using the graphical user interface:

##### Note:

You can hide all or part of the Advanced Preferences sheet available from the Citrix Workspace app for Windows icon in the notification area. For more information, see [Advanced Preferences sheet](#).

1. Right-click Citrix Workspace app icon from the notification area.
2. Select **Advanced Preferences** and click **DPI settings**.

The DPI settings dialog appears.



3. Select one of the following options:

- a) Yes - Indicates that high DPI is applied in a session.
- b) No, use the native resolution - Indicates that the Workspace app detects the DPI on the VDA and applies it.
- c) Let the operating system scale the resolution - By default, this option is selected. It allows the Windows to handle the DPI scaling. This option also means that the High DPI policy is set to disabled.

4. Click **Save**.

5. Restart the Citrix Workspace app session for the changes to take effect.

### **DPI scaling options**

There are three possible settings for DPI scaling in the Citrix Workspace app - Scaled, Unscaled, and Operating system scaling. The use cases for the different settings are as follows.

#### **Scaled:**

The scaled setting scales the resolution on the VDA similarly to Operating system scaling, however this setting supports mixed DPI scenarios. This corresponds to the UI setting Yes, or the High DPI policy set to Enabled in the GPO policy. This setting works well for mixed DPI scenarios when connecting to

modern VDAs. This is the only way to scale seamless sessions. Scaling might cause blurriness in the images, particularly in the case of text. There can be poor performance when connecting to legacy VDAs (6.5, or configured for Legacy Graphics). Local App Access, RTOP, and other plug-ins that use screen positioning APIs do not work with scaling. By design, seamless apps jumps between monitors in this mode to maintain correct scaling.

This setting is recommended for users on Windows 10 connecting to modern VDAs. It supports mixed DPI without any additional impact on server resources.

#### **Unscaled:**

The unscaled setting sends the full resolution of all monitors in the session. These resolutions are unscaled and can result in small text and icons in apps and desktops. This corresponds to the UI setting “No” and the HighDPI policy is set to Enabled in the GPO. This setting does not cause any blurriness due to scaling, but can result in small text and icons. When connecting to a desktop session, the DPI can be set within the VDA resulting in the desired scaling. This is not possible on RDS desktops, or seamless applications. Enabling this setting causes sessions with higher resolution which can impact server performance and scalability.

This setting is recommended for desktop sessions requiring the best image quality, where the additional server resources are acceptable. It can also be used in cases where the small text and icons are not an issue for the user.

#### **Operating system scaling:**

Operating system scaling is the default and corresponds to the UI setting “Let the operating system scale the resolution”. The High DPI policy set to Disabled in this scenario. This lets the Windows Operating system handle the DPI scaling for a session. The resolution on the VDA is scaled based on the DPI, resulting in a smaller resolution than the client device. This works well for single monitor sessions, and is efficient when connecting to 6.5 VDAs, or VDAs configured for Legacy Graphics. This method does not support Mixed DPI- all monitors must have the same DPI or the session does not work. Scaling can cause blurriness in the images, particularly in the case of text. There might also be issues with cursor sizes on Windows 10 Operating system.

This setting is recommended for users on Windows 7 endpoints, or those connecting to legacy VDAs. It can also be used on Windows 10 if there is no Mixed DPI.

#### **Virtual display layout**

This feature lets you define a virtual monitor layout that applies to the remote desktop and to virtually split a single client monitor into up to eight monitors on the remote desktop. You can configure the virtual monitors on the **Monitor Layout** tab in the Desktop Viewer. There, you can draw horizontal or vertical lines to separate the screen into virtual monitors. The screen is split according to specified percentages of the client monitor resolution.

You can set a DPI for the virtual monitors that is used for DPI scaling or DPI matching. After applying a

virtual monitor layout, resize or reconnect the session.

This configuration applies only to full-screen, single-monitor desktop sessions, and does not affect any published applications. This configuration applies to all subsequent connections from this client.

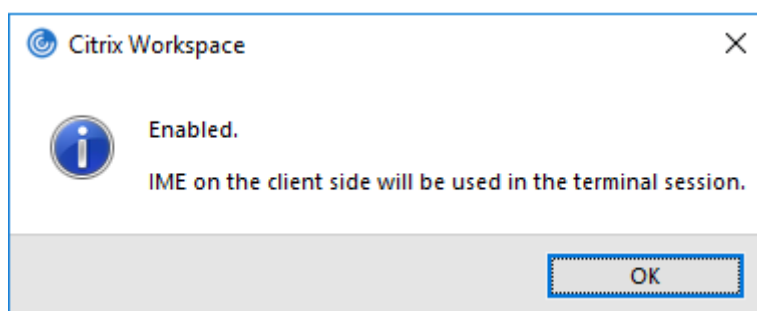
## Generic client Input Method Editors (IME)

### Note:

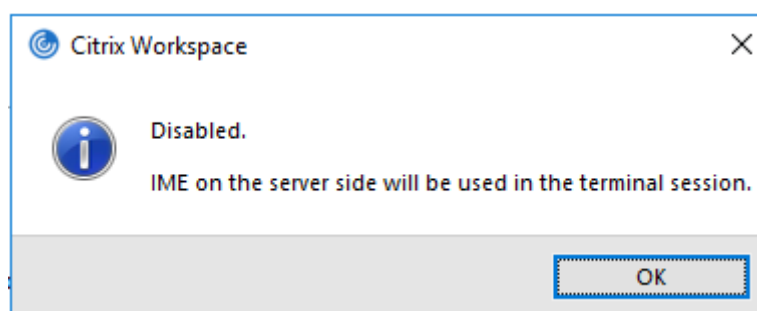
If you're using a Windows 10 Version 2004 operating system, you might face certain technical issues when using the IME feature in a session. Those issues are the result of a third-party limitation. For more information, see the [Microsoft Support article](#).

### Configuring generic client IME using the command-line interface:

- To enable generic client IME, run the `wfica32.exe /localime:on` command from the Citrix Workspace app installation folder `C:\Program Files (x86)\Citrix\ICA Client`.



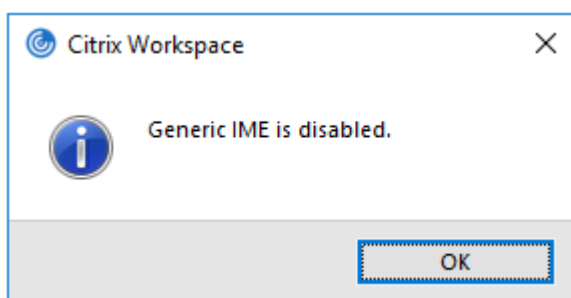
- To disable generic client IME, run the `wfica32.exe /localime:off` command from the Citrix Workspace app installation folder `C:\Program Files (x86)\Citrix\ICA Client`.



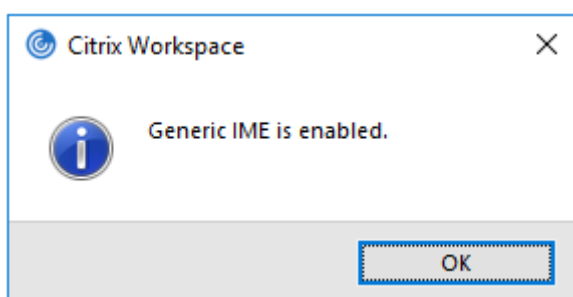
### Note:

You can use the command-line switch `wfica32.exe /localime:on` to enable both generic client IME and keyboard layout synchronization.

- To disable generic client IME, run the `wfica32.exe /localgenericime:off` command from the Citrix Workspace app installation folder `C:\Program Files (x86)\Citrix\ICA Client`. This command does not affect keyboard layout synchronization settings.



If you have disabled generic client IME using the command-line interface, you can enable the feature again by running the `wfica32.exe /localgenericime:on` command.



### **Toggle:**

Citrix Workspace app supports toggle functionality for this feature. You can run the `wfica32.exe /localgenericime:on` command to enable or disable the feature. However, the keyboard layout synchronization settings take precedence over the toggle switch. If keyboard layout synchronization is set to **Off**, toggling does not enable generic client IME.

### **Configure generic client IME using the graphical user interface:**

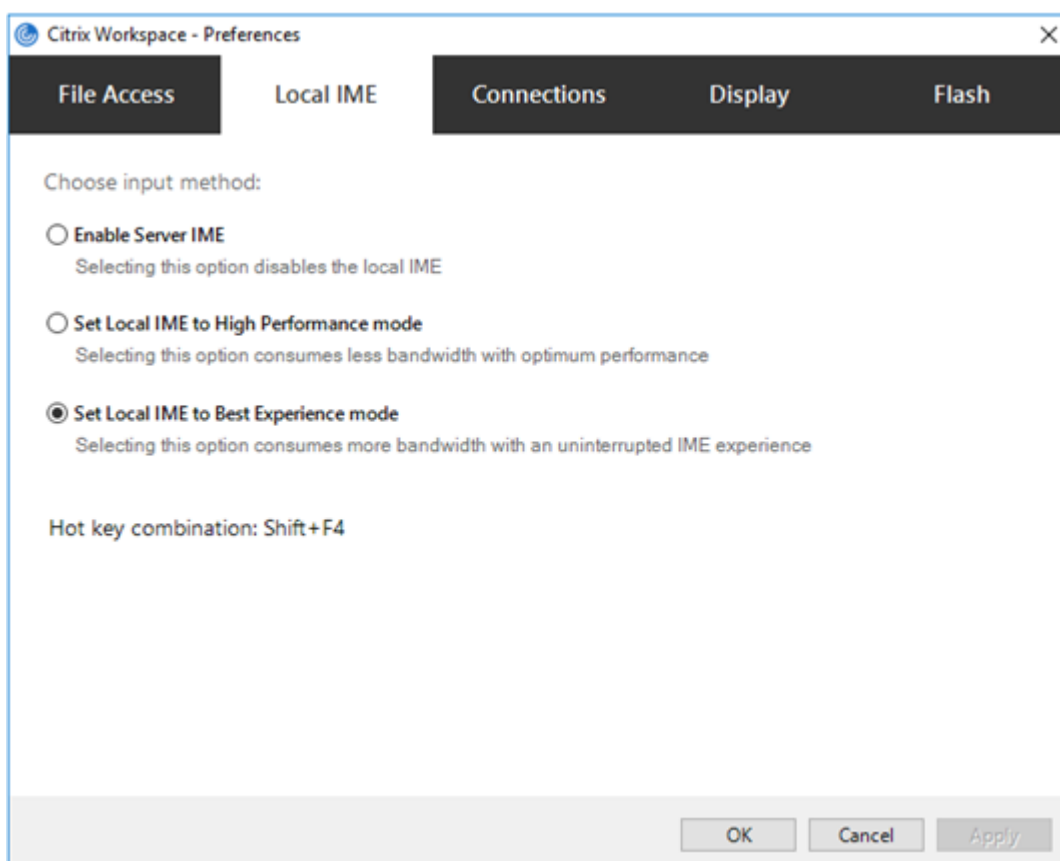
Generic client IME requires VDA Version 7.13 or later.

Generic client IME feature can be enabled by enabling keyboard layout synchronization. For more information, see [Keyboard layout synchronization](#).

Citrix Workspace app allows you to configure different options to use generic client IME. You can select from one these options based on your requirements and usage.

1. Right-click the Citrix Workspace app icon in the notification area and select **Connection Center**.
2. Select **Preferences** and **Local IME**.





The options below are available to support different IME modes:

1. **Enable Server IME** – Disables local IME and only the languages set on the server can be used.
2. **Set Local IME to High Performance mode** – Uses local IME with limited bandwidth. This option restricts the candidate window functionality.
3. **Set Local IME to Best Experience mode** – Uses local IME with best user experience. This option consumes high bandwidth. By default, this option is selected when generic client IME is enabled.

The changes are applied only for the current session.

#### **Enabling hotkey configuration using a registry editor:**

When generic client IME is enabled, you can use the **Shift+F4** hotkeys to select different IME modes. The different options for IME modes appear in the top-right corner of the session.

By default, the hotkey for generic client IME is disabled.

In the registry editor, navigate to `HKEY_CURRENT_USER\SOFTWARE\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Lockdown\Client Engine\Hot Key`.

Select **AllowHotKey** and change the default value to 1.

You can use the **Shift+F4** hotkeys to select different IME modes in a session.

The different options for IME modes appear in the top-right corner of the session while switching using these hotkey combinations.



#### Limitations:

- Generic client IME does not support UWP (Universal Windows Platform) apps such as Search UI, and the Edge browser of the Windows 10 operating system. As a workaround, use the server IME instead.
- Generic client IME is not supported on Internet Explorer Version 11 in **Protected Mode**. As a workaround, you can disable Protected Mode by using **Internet Options**. To do this, click **Security** and clear **Enable Protected Mode**.

#### H.265 video encoding

Citrix Workspace app supports the use of the H.265 video codec for hardware acceleration of remote graphics and videos. To benefit from this feature, it must be supported and enabled on both the VDA and Citrix Workspace app. If the GPU on the endpoint does not support H.265 decoding using the DXVA interface, the H265 Decoding for graphics policy settings is ignored and the session falls back to using the H.264 video codec.

#### Prerequisites:

1. VDA 7.16 and later.
2. Enable the **Optimize for 3D graphics workload** policy on the VDA.
3. Enable the **Use hardware encoding for video codec** policy on the VDA.

#### Note:

H.265 encoding is supported only on the NVIDIA GPU.

In Citrix Workspace app for Windows, this feature is set to **Disabled** by default.

#### Configuring Citrix Workspace app to use H.265 video encoding using Citrix Group Policy Object (GPO) administrative template:

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > User Experience**.
3. Select the **H265 Decoding for graphics** policy.
4. Select **Enabled**.
5. Click **Apply** and **OK**.

#### **Configuring H.265 video encoding using Registry editor:**

##### **Enabling H.265 video encoding on a non-domain joined network on a 32-bit operating system:**

1. Launch the Registry Editor using regedit on the Run command.
2. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Citrix\ICA Client\Graphics Engine`.
3. Create a DWORD key by name **EnableH265** and set the value of the key to 1.

##### **Enabling H.265 video encoding on a non-domain joined network on a 64-bit operating system:**

1. Launch the Registry Editor using regedit on the Run command.
2. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Policies\Citrix\ICA Client\Graphics Engine`.
3. Create a DWORD key by name **EnableH265** and set the value of the key to 1.

Restart the session for the changes to take effect.

#### **Note:**

- If the **Hardware acceleration for Graphics** policy is disabled in the Citrix Workspace app for Windows Group Policy Object administrative template, the **H265 Decoding for graphics** policy settings is ignored and the feature does not work.
- Run the HDX Monitor 3.x tool to identify if H.265 video encoder is enabled within the sessions. For more information about HDX Monitor 3.x tool, see the Knowledge Center article [CTX135817](#).

## **Keyboard layout and language bar**

### **Keyboard layout**

#### **Note:**

You can hide all or part of the Advanced Preferences sheet available from the Citrix Workspace app icon in the notification area. For more information, see [Advanced Preferences sheet](#).

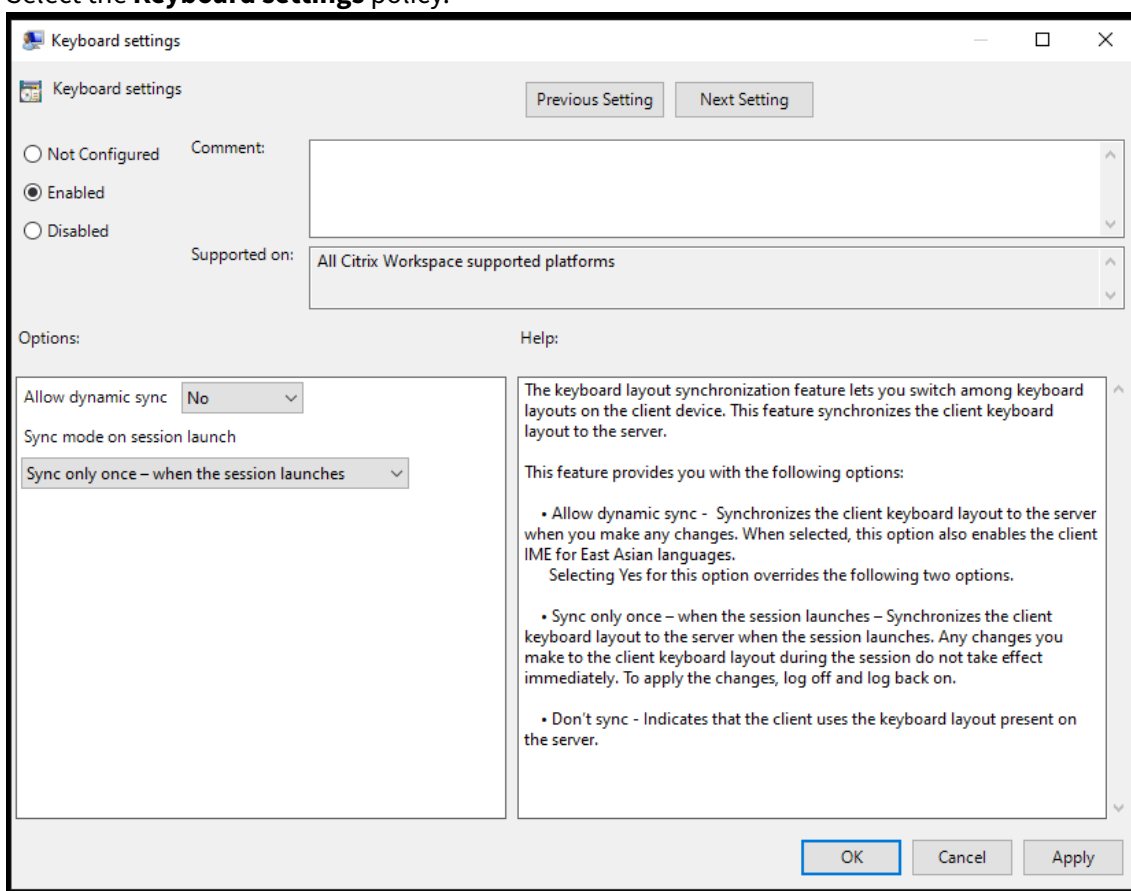
Keyboard layout synchronization enables you to switch among preferred keyboard layouts on the client device. This feature is disabled by default. The keyboard layout synchronization allows the client keyboard layout to automatically synchronize to the Virtual Apps and Desktops session.

## To configure keyboard layout synchronization using the GPO administrative template:

### Note:

The GPO configuration takes precedence over the StoreFront and the GUI configurations.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** or **User Configuration** node, go to **Administrative Templates > Administrative Templates (ADM) > Citrix Components > Citrix Workspace > User experience**.
3. Select the **Keyboard settings** policy.



4. Select **Enabled** and select one of the options below:
  - **Allow dynamic sync** - From the drop-down menu, select **Yes** or **No**. This option synchronizes the client keyboard layout to the server when you change the client keyboard layout. When selected, this option also enables the client IME for East Asian languages. Selecting **Yes** for this option overrides the following two options.
  - **Sync mode on session launch** - From the drop-down menu, select one of the following options:
    - **Sync only once - when session launches** - Synchronizes the client keyboard layout to the server when the session launches. Any changes you make to the client keyboard

layout during the session do not take effect immediately. To apply the changes, log off and log back on.

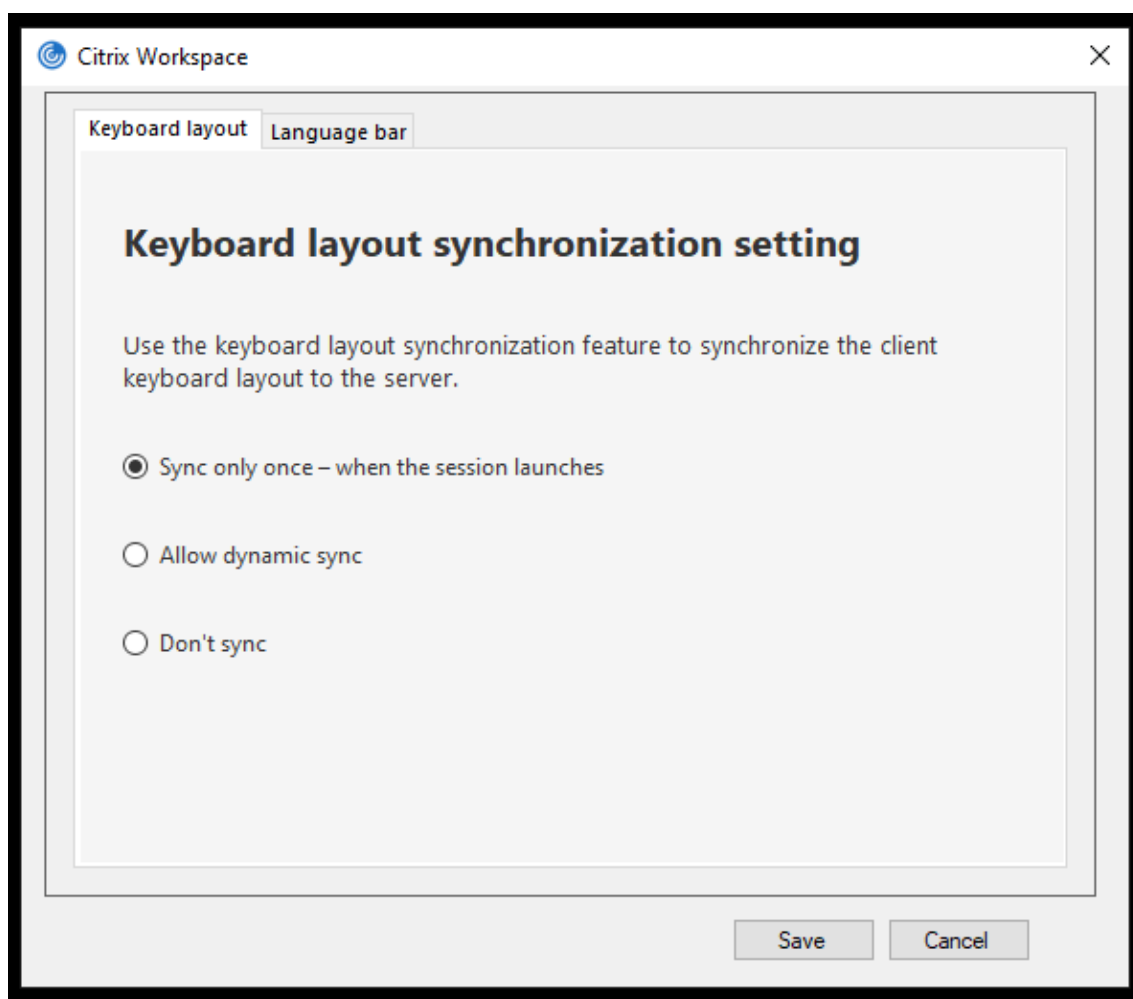
- **Don't sync** - Indicates that the client uses the keyboard layout present on the server.

5. Select **Apply** and **OK**.

**To configure keyboard layout synchronization using the graphical user interface:**

1. From the Citrix Workspace app icon in the notification area icon, select **Advanced Preferences** > **Keyboard and Language bar**.

The **Keyboard and Language bar** dialog appears.



2. Select from one of the following options:

- **Sync only once - when the session launches** - Indicates that the keyboard layout is synced from the VDA only once at the session launch.
- **Allow dynamic sync** - Indicates that the keyboard layout is synced dynamically to the VDA when the client keyboard is changed in a session.
- **Don't sync** - Indicates that the client uses the keyboard layout present on the server.

3. Click **Save**.

### To configure keyboard layout synchronization using CLI:

Run the following command from the Citrix Workspace app for Windows installation folder.

Typically, Citrix Workspace app installation folder is located at `C:\Program files (x86)\Citrix\ICA Client`.

- To enable: `wfica32.exe /localime:on`
- To disable: `wfica32.exe /localime:off`

Using the client keyboard layout option activates the Client IME (Input Method Editor). If users working in Japanese, Chinese, or Korean prefer to use the Server IME, they must disable the client keyboard layout option by selecting **No**, or running `wfica32.exe /localime:off`. The session reverts to the keyboard layout provided by the remote server when they connect to the next session.

Sometimes, switching the client keyboard layout does not take effect in an active session. To resolve this issue, log off from Citrix Workspace app and login again.

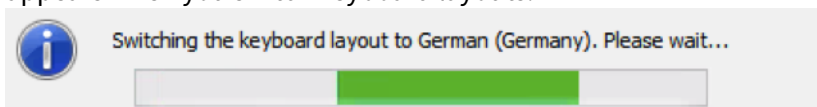
### Configuring keyboard sync on Windows VDA

#### Note:

The following procedure applies only on Windows server 2016 and later. On Windows Server 2012 R2 and earlier, the keyboard sync feature is enabled by default.

1. Launch the Registry editor and navigate to `HKEY_LOCAL_MACHINE\Software\Citrix\IcaIme`.
2. Create the DWORD entry `DisableKeyboardSync` and set its value to 0.  
1 disables the keyboard layout sync feature.
3. Restart the session for the changes to take effect.

After you enable the keyboard layout on both the VDA and Citrix Workspace app, the following window appears when you switch keyboard layouts.



This window indicates that the session keyboard layout is being switched to the client keyboard layout.

### Configuring keyboard sync on Linux VDA

Launch the command prompt and run the following command:

```
/opt/Citrix/VDA/bin/ctxreg update -k "HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Citrix\LanguageBar"-v "SyncKeyboardLayout"-d "0x00000001"
```

Restart the VDA for the changes to take effect.

For more information about keyboard layout synchronization feature on Linux VDA, see [Dynamic keyboard layout synchronization](#).

### **Hide the keyboard layout switch notification dialog:**

The keyboard layout change notification dialog lets you know that the VDA session is switching the keyboard layout. The keyboard layout switch needs approximately two seconds to switch. When you hide the notification dialog, wait for some time before you start typing to avoid incorrect character input.

#### **Warning**

Editing the registry incorrectly can cause serious problems that might require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

### **Hide the keyboard layout switch notification dialog using the Registry editor:**

1. Launch the Registry editor and navigate to `HKEY_LOCAL_MACHINE\Software\Citrix\IcaIme`.
2. Create a String Value key by name **HideNotificationWindow**.
3. Set the DWORD value to **1**.
4. Click **OK**.
5. Restart the session for the changes to take effect.

### **Limitations:**

- Remote applications which run with elevated privilege (for example, right-click an application icon > Run as administrator) cannot be synchronized with the client keyboard layout. As a workaround, manually change the keyboard layout on the server side (VDA) or disable UAC.
- If the user changes the keyboard layout on the client to a layout which is not supported on the server, the keyboard layout synchronization feature is disabled for security reasons - an unrecognized keyboard layout is treated as a potential security threat. To restore the keyboard layout synchronization feature, log off and relog in to the session.
- In an RDP session, you cannot change the keyboard layout using Alt + Shift shortcuts. As a workaround, use the language bar in the RDP session to switch the keyboard layout.

### **Language bar**

The language bar displays the preferred input language in a session. The language bar appears in a session by default.

**Note:**

This feature is available in sessions running on VDA 7.17 and later.

**Configure the language bar using the GPO administrative template:**

The language bar displays the preferred input language in an application session.

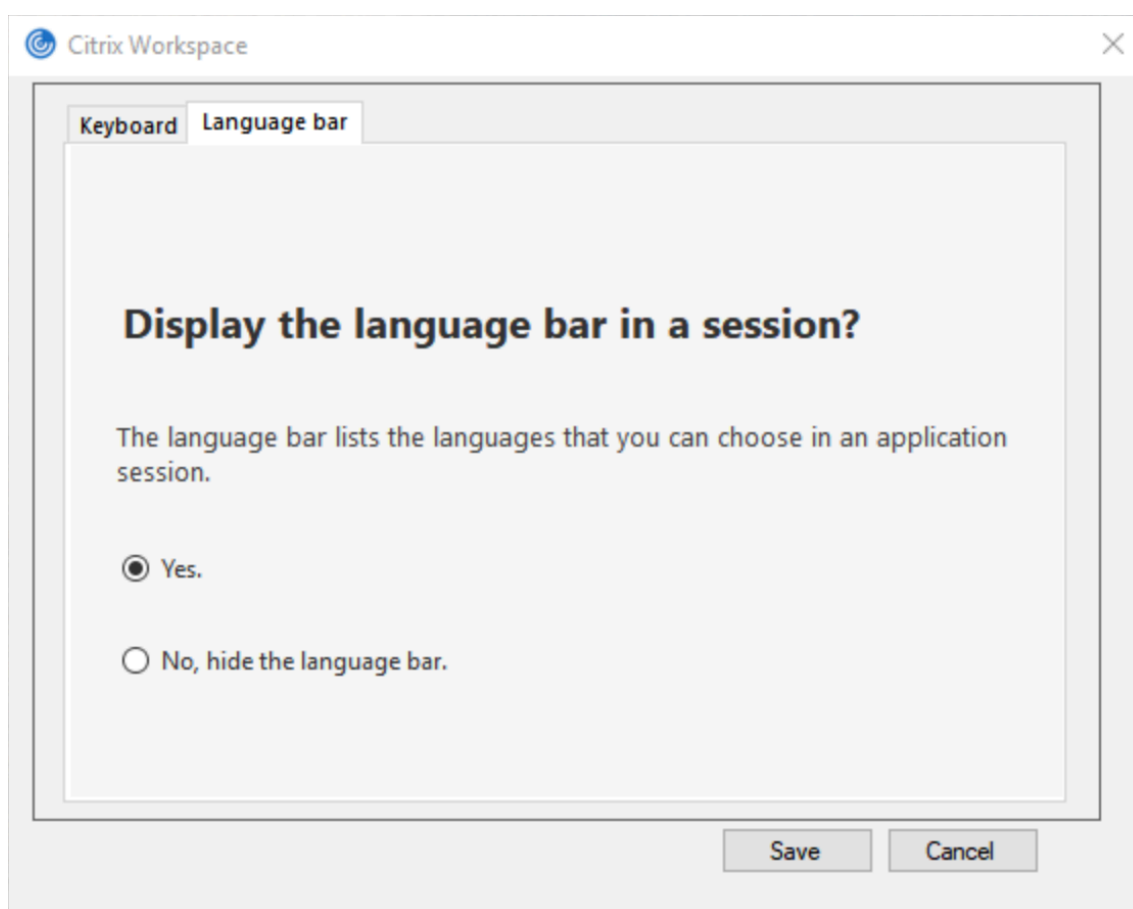
1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** or **User Configuration** node, go to **Administrative Templates > Administrative Templates (ADM) > Citrix Components > Citrix Workspace > User experience**.
3. Select the **Language bar** policy.
4. Select **Enabled** and select one of the options below:
  - Yes – Indicates that the language bar is displayed in an application session.
  - No, hide the language bar – Indicates that the language bar is hidden in an application session.
5. Click **Apply** and **OK**.

**Configure language bar using the graphical user interface:**

1. Right-click the Citrix Workspace app icon from the notification area and select **Advanced Preferences**.
2. Select **Keyboard and Language bar**.
3. Select the **Language bar** tab.
4. Select from one of the following options:
  - a) Yes - Indicates that the language bar is displayed in a session.
  - b) No, hide the language bar - Indicates that the language bar is hidden in a session.
5. Click **Save**.

The setting changes take effect immediately.





**Note:**

- You can change the settings in an active session.
- The remote language bar does not appear in a session if there is only one input language.

**Hide the language bar tab from the Advanced Preferences sheet:**

You can hide the language bar tab from the **Advanced Preferences** sheet by using the registry.

1. Launch the registry editor.
2. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\LocalIME`.
3. Create a DWORD value key, **ToggleOffLanguageBarFeature**, and set it to **1** to hide the Language bar option from the Advanced Preferences sheet.

**USB support**

USB support enables you to interact with a wide range of USB devices when connected to a Citrix Virtual Apps and Desktops. You can plug USB devices into their computers and the devices are remote to their virtual desktop. USB devices available for remoting include flash drives, smartphones, PDAs, printers, scanners, MP3 players, security devices, and tablets. Desktop Viewer users can control

whether USB devices are available on the Citrix Virtual Apps and Desktops using a preference in the toolbar.

Isochronous features in USB devices, such as webcams, microphones, speakers, and headsets are supported in typical low latency/high-speed LAN environments. This allows these devices to interact with packages, such as Microsoft Office Communicator and Skype.

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

- Keyboards
- Mice
- Smart cards

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

For information on configuring policy rules for other specialist USB devices, see Knowledge Center article [CTX122615](#).

By default, certain types of USB devices are not supported for remoting through Citrix Virtual Apps and Desktops. For example, a user may have a network interface card attached to the system board by internal USB. Remoting this device would not be appropriate. The following types of USB device are not supported by default in a Citrix Virtual Apps and Desktops session:

- Bluetooth dongles
- Integrated network interface cards
- USB hubs
- USB graphics adapters

USB devices connected to a hub can be remote, but the hub itself cannot be remote.

The following types of USB device are not supported by default for use in a Citrix Virtual Apps session:

- Bluetooth dongles
- Integrated network interface cards
- USB hubs
- USB graphics adapters
- Audio devices
- Mass storage devices

### **How USB support works:**

When a user plugs in a USB device, it is checked against the USB policy, and, if allowed, remoted to the virtual desktop. If the device is denied by the default policy, it is available only to the local desktop.

When a user plugs in a USB device, a notification appears to inform the user about a new device. The user can decide which USB devices are remoted to the virtual desktop by selecting devices from the list each time they connect. Alternatively, the user can configure USB support so that all USB devices plugged in both before and/or during a session is automatically remoted to the virtual desktop that is in focus.

### Mass storage devices

For mass storage devices only, in addition to USB support, remote access is available through client drive mapping, which you configure through the Citrix Workspace app for Windows policy **Remoting client devices > Client drive mapping**. When this policy is applied, the drives on the user device are automatically mapped to drive letters on the virtual desktop when users log on. The drives are displayed as shared folders with mapped drive letters.

The main differences between the two types of remoting policy are:

Feature	Client drive mapping	USB support
Enabled by default	Yes	No
Read-only access configurable	Yes	No
Safe to remove device during a session	No	Yes, if the user clicks Safely Remove Hardware in the notification area

If both Generic USB and the client drive-mapping policies are enabled and a mass storage device is inserted before a session starts, it is redirected using client drive mapping first, before being considered for redirection through USB support. If it is inserted after a session has started, it will be considered for redirection using USB support before client drive mapping.

### USB device classes allowed by default:

Different classes of USB device are allowed by the default USB policy rules.

Although they are on this list, some classes are only available for remoting in Citrix Virtual Apps and Desktops sessions after additional configuration. These are noted below.

- **Audio (Class 01)**- Includes audio input devices (microphones), audio output devices, and MIDI controllers. Modern audio devices generally use isochronous transfers, which are supported by XenDesktop 4 or later. Audio (Class01) is not applicable to Citrix Virtual Apps because these devices are not available for remoting in Citrix Virtual Apps using USB support.

**Note:**

Some specialty devices (for example, VOIP phones) require additional configuration. For more information, see Knowledge Center article [CTX123015](#).

- **Physical Interface Devices (Class 05)**- These devices are similar to Human Interface Devices (HIDs), but generally provide “real-time” input or feedback and include force feedback joysticks, motion platforms, and force feedback endoskeletons.
- **Still Imaging (Class 06)**- Includes digital cameras and scanners. Digital cameras often support the still imaging class which uses the Picture Transfer Protocol (PTP) or Media Transfer Protocol (MTP) to transfer images to a computer or other peripheral. Cameras may also appear as mass storage devices and it may be possible to configure a camera to use either class, through setup menus provided by the camera itself.

**Note:**

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

- **Printers (Class 07)**- In general most printers are included in this class, although some use vendor-specific protocols (class ff). Multi-function printers may 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.

**Note**

This class of device (in particular printers with scanning functions) requires additional configuration. For instructions on this, see Knowledge Center article [CTX123015](#).

- **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 are a wide variety of devices with internal storage that also present a mass storage interface; these include media players, digital cameras, and mobile phones. Mass Storage (Class 08) is not applicable to Citrix Virtual Apps because these devices are not available for remoting in Citrix Virtual Apps using USB support. 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 is not required.

- **Content Security (Class 0d)**- Content security devices enforce content protection, typically for licensing or digital rights management. This class includes dongles.
- **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.

### Important

Most video streaming devices use isochronous transfers, which are supported by XenDesktop 4 or later. Some video devices (for example webcams with motion detection) require additional configuration. For instructions on this, see Knowledge Center article [CTX123015](#).

- **Personal Healthcare (Class 0f)**- These devices include personal healthcare devices such as blood pressure sensors, heart rate monitors, pedometers, pill monitors, and spirometry.
- **Application and Vendor Specific (Classes fe and ff)**- Many devices use vendor-specific protocols or protocols not standardized by the USB consortium, and these usually appear as vendor-specific (class ff).

## USB devices classes denied by default

The following different classes of USB device are denied by the default USB policy rules.

- Communications and CDC Control (Classes 02 and 0a). The default USB policy does not allow these devices, because one of the devices may 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 is because most keyboards and mice are handled appropriately without USB support and it is 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 is not 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.

- Wireless Controller (Class e0). Some of these devices may 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 may be particular devices to which it is appropriate to provide access using USB support.

- **Miscellaneous network devices (Class ef, subclass 04)**- Some of these devices may be providing critical network access. The default USB policy does not allow these devices. However, there may be particular devices to which it is appropriate to provide access using USB support.

### Update the list of USB devices available for remoting

You can update the range of USB devices available for remoting to desktops by editing the Citrix Workspace for Windows template file. This allows you to make changes to the Citrix Workspace for Windows using Group Policy. The file is located in the following installed folder:

```
\C:\Program Files\Citrix\ICA Client\Configuration\en
```

Alternatively, you can edit the registry on each user device, adding the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Citrix\ICA Client\GenericUSB Type=String Name="DeviceRules"  
Value=
```

#### Important

Editing the Registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

The product default rules are stored in:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB Type=MultiSz Name="DeviceRules"  
Value=
```

Do not edit the product default rules.

For more information about USB devices policy settings, see [USB devices policy settings](#) in Citrix Virtual Apps and Desktops documentation.

### Configuring USB audio

#### Note:

- When you upgrade or install Citrix Workspace app for Windows for the first time, add the latest template files to the local GPO. For more information on adding template files to the

local GPO, see [Group Policy Object administrative template](#). In case of an upgrade, the existing settings are retained while importing the latest files.

- This feature is available only on Citrix Virtual Apps server.

#### To configure USB audio devices:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Classic Administrative Templates (ADM) > Citrix Components > Citrix Workspace > User experience**, and select **Audio through Generic USB Redirection**.
3. Edit the settings.
4. Click **Apply** and **OK**.
5. Open cmd prompt in administrator mode.
6. Run the below command  
`gpupdate /force`.

#### vPrefer launch

In earlier releases, you could specify that the instance of an app installed on the VDA (referred to as local instance in this document) must be launched in preference to the published application by setting the `KEYWORDS:prefer="application"` attribute in **Citrix Studio**.

Starting with Version 4.11, in a double-hop scenario (where Citrix Workspace app is running on the VDA that is hosting your session), you can now control whether Citrix Workspace app launches the local instance of an application installed on the VDA (if available as a local app) in preference to launching a hosted instance of the application.

vPrefer is available on StoreFront Version 3.14 and Citrix Virtual Desktops 7.17 and later.

When you launch the application, Citrix Workspace app reads the resource data present on the StoreFront server and applies the settings based on the **vprefer** flag at the time of enumeration. Citrix Workspace app searches for the installation path of the application in the Windows registry on the VDA and, if present, launches the local instance of the application. Otherwise, a hosted instance of the application is launched.

If you launch an application that is not installed on the VDA, the hosted application is launched. For more information on how the local launch is handled on StoreFront, see [Control of local application launch on published desktops](#) in the Citrix Virtual Apps and Desktops documentation.

If you do not want the local instance of the application to be launched on the VDA, set the **LocalLaunchDisabled** to **True** using the PowerShell on the Delivery Controller. For more information, see the [Citrix Virtual Apps and Desktops](#) documentation.

This feature helps to launch applications faster, thereby providing a better user experience. You can

configure it by using the Group Policy Object (GPO) administrative template. By default, vPrefer is enabled only in a double-hop scenario.

**Note:**

When you upgrade or install Citrix Workspace app for the first time, add the latest template files to the local GPO. For more information on adding template files to the local GPO, see [Group Policy Object administrative template](#). In case of an upgrade, the existing settings are retained while importing the latest files.

1. Open the Citrix Workspace app GPO administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Template > Citrix Component > Citrix Workspace > SelfService**.
3. Select the **vPrefer** policy.
4. Select **Enabled** and from the **Allow apps** drop-down menu, select one of the following options:
  - **Allow all apps:** This option launches the local instance of all apps on the VDA. Citrix Workspace app searches for the installed application (including the native Windows apps such as Notepad, Calculator, WordPad, Command prompt) and launches the application on the VDA instead of the hosted app.
  - **Allow installed apps:** This option launches the local instance of the installed app on the VDA. If the app is not installed on the VDA, it launches the hosted app. By default, **Allow installed apps** is selected when the **vPrefer** policy is set to **Enabled**. This option excludes the native Windows operating system applications such as Notepad, Calculator etc.
  - **Allow network apps:** This option launches the instance of an app that is published on a shared network.
5. Click **Apply** and **OK**.
6. Restart the session for the changes to take effect.

**Limitation:**

- Workspace for web does not support this feature.

**Workspace configuration**

Citrix Workspace app for Windows supports configuring Workspace for subscribers, who might be using one or more services available from Citrix Cloud.

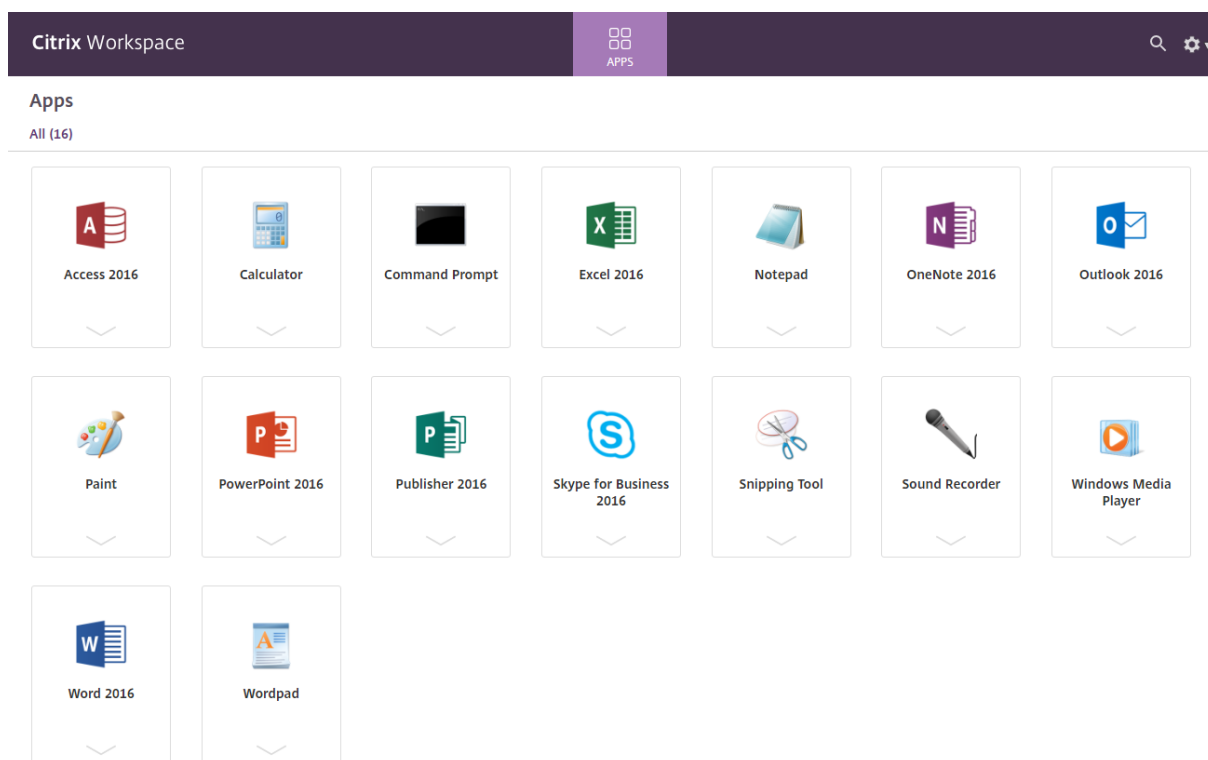
Citrix Workspace app will intelligently display only the specific workspace resources to which users are entitled. All your digital workspace resources available in Citrix Workspace app are powered by the Citrix Cloud Workspace experience service.

A workspace is part of a digital workspace solution that enables IT to securely deliver access to apps from any device.

This screenshot is an example of what the workspace experience looks like to your subscribers. This



interface is evolving and may look different to what your subscribers are working with today. For example, it might say “StoreFront” at the top of the page instead of “Workspace”.



### Content Collaboration Service integration

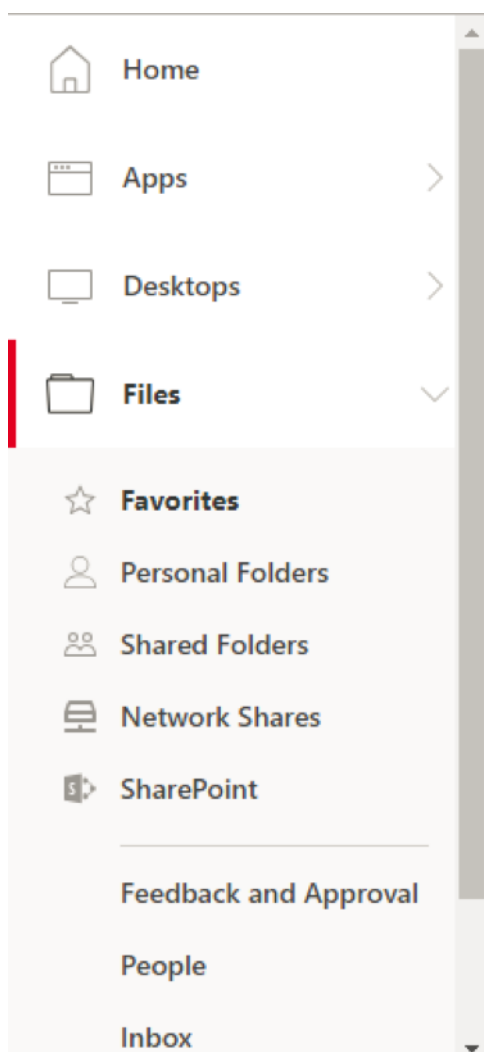
This release introduces integration of Citrix Content Collaboration Service with Citrix Workspace app. Citrix Content Collaboration enables you to easily and securely exchange documents, send large documents by email, securely handle document transfers to third parties, and access a collaboration space. Citrix Content Collaboration provides many ways to work, including a web-based interface, mobile clients, desktop apps, and integration with Microsoft Outlook and Gmail.

You can access Citrix Content Collaboration functionality from the Citrix Workspace app using the **Files** tab displayed within Citrix Workspace app. You can view the **Files** tab only if Content Collaboration Service is enabled in the Workspace configuration from the Citrix Cloud console.

#### Note:

Citrix Content Collaboration integration in Citrix Workspace app is not supported on Windows Server 2012 and Windows Server 2016 due to a security option set in the operating system.

The following image displays example contents of the **Files** tab of the new Citrix Workspace app:



**Limitations:**

- Resetting Citrix Workspace app does not cause Citrix Content Collaboration to log off.
- Switching stores in Citrix Workspace app does not cause Citrix Content Collaboration to log off.

**Configure download location for Citrix Files using the Registry editor:**

1. Launch the Registry editor and navigate to `HKEY_CURRENT_USER\Software\Citrix\Dazzle\`.
2. Create a String Value key by name **DownloadPreference**.
3. Copy and paste the preferred download path for Citrix Files to the Value column.
4. If you want a prompt for every download, set the Value column to \* .

For information about configuring Citrix Files download location using the **Advanced Preferences** UI, see [Configuring download location using Advanced Preferences](#) in Citrix Workspace app for Windows Help documentation.

## SaaS apps

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 by filtering access to specific websites and website categories.

Citrix Workspace app for Windows support the use of SaaS apps using the Citrix Secure Workspace Access. The service enables administrators to provide a cohesive experience, integrating single sign-on, and content inspection.

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.

### Prerequisites:

- The SaaS application must support SAML 2.0 authentication to be able to apply the single sign-on feature.
- The **Enable enhanced security** option must be enabled on the Citrix Secure Workspace Access so that the embedded browser is used while rendering a SaaS application. If this option is not enabled, SaaS apps are launched using the default browser as set on the client.

#### Note:

Citrix Workspace app aggregates the apps, desktops, and files that are published both from on-premises and cloud environments for a unified user experience.

Citrix Workspace app includes embedded browser to launch the SaaS apps. This results in a better user experience when accessing secure SaaS apps.

#### Note:

- In case of workspace for web, SaaS apps are launched only in the default browser as set on the client and not in the embedded browser.
- The user experience between an ICA session app and a secure SaaS app might vary.

The embedded browser supports operations such as toolbar, clipboard, Print, Download, and Watermark. These operations are applied in Citrix Workspace app as defined in the policy configuration on the Citrix Secure Workspace Access.

### Operations that you can perform using the embedded browser:

**Toolbar** - When the toolbar option is enabled on an app, you can view the Back, Forward, and Refresh options in the launched app. The toolbar also displays an ellipsis that includes Clipboard operations.

**Clipboard** - When the clipboard access is enabled on an app, you can use the Cut, Copy, and Paste options that appear in the toolbar in the launched app. When the option is disabled, the Cut, Copy, and Paste options are grayed out.

**Print**- You can run a print command in the launched app if the print option is enabled. When disabled, the print option does not appear in the launched app.

**Navigation** - The next and the previous icon appear in the toolbar in the launched app if the navigation option is enabled.

**Download** - You can download files from the launched app if the download option is enabled. Right-click on the launched app and select **Save as**. Browse to the desired location and click **Download**.

**Note:**

When you download a file, a progress bar is not displayed to indicate the status of the download. The download, however, is successful.

**Watermark** - When the watermark option is enabled, a watermark containing the user name and the IP address of the client machine appears in the launched app. The watermark is semi-transparent and cannot be edited to display any other information.

**Configuring cache using the GPO:**

When multiple users use the same device to log in to access the Secure SaaS apps, the cache gets carried forward to the subsequent user, thereby sharing browsing information across users.

To address this issue, Citrix Workspace app introduces a new Group Policy Object (GPO) administrative policy. This policy will disallow the storing of the browser cache on the local device.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Citrix Secure browser**.
3. Select the **Cache** policy.  
Note: By default, this policy is set to **Enabled**.
4. To disable it, select **Disabled** and click **Apply** and **OK**.
5. Restart Citrix Workspace app for the change to take effect.

**Limitations:**

1. When you launch a published app with print option enabled and download disabled, and give a print command on a launched app, you might be able to save the PDF even when the download functionality is restricted. As a workaround, to strictly disable the download functionality, disable the print option.
2. Videos embedded in an app might not work.

For more information about Workspace configuration, see [Workspace configuration](#) in Citrix Cloud.

For information on how to configure SaaS apps using Citrix Secure Workspace Access, see [Citrix Secure Workspace Access](#) documentation.

## PDF printing

Citrix Workspace app for Windows supports PDF printing in a session. The Citrix PDF Universal Printer driver allows you to print documents that are launched using hosted applications and desktops running on Citrix Virtual Apps and Desktops.

When you select the **Citrix PDF Printer** option from the **Print** dialog, the printer driver converts the file to a PDF and transfers the PDF to the local device. The PDF is then launched using the default PDF viewer for viewing and prints from a locally attached printer.

Citrix recommends the Google Chrome browser or Adobe Acrobat Reader for PDF viewing.

You can enable Citrix PDF printing using Citrix Studio on the Delivery Controller.

### Prerequisites:

- Citrix Workspace app Version 1808 or later.
- Citrix Virtual Apps and Desktops Version 7 1808 or later.
- At least one PDF viewer must be installed on your computer.

### To enable PDF printing:

1. On the Delivery Controller, use the Citrix Studio, to select the **Policy** node in the left pane. You can either create a policy or edit an existing policy.
2. Set the **Auto-create PDF Universal Printer** policy to Enabled.

Restart the Citrix Workspace app session for the changes to take effect.

### Limitation:

- PDF viewing and printing are not supported on the Microsoft Edge browser.

## Expanded tablet mode in Windows 10 using Windows Continuum

Windows Continuum is a Windows 10 feature that adapts to the way the client device is used. Citrix Workspace app for Windows Version 4.10 and later supports Windows Continuum, including dynamic change of modes.

For touch-enabled devices, the Windows 10 VDA starts in tablet mode when there is no keyboard or mouse attached. It starts in desktop mode when either a keyboard or a mouse or both are attached. Detaching or attaching the keyboard on any client device or the screen on a 2-in-1 device like a Surface Pro toggles between tablet and desktop modes. For more information, see [Tablet mode for touch-screen devices](#) in Citrix Virtual Apps and Desktops documentation.

The Windows 10 VDA detects the presence of a keyboard or a mouse on a touch-enabled client device when you connect or reconnect to a session. It also detects when you attach or detach a keyboard or mouse during the session. This feature is enabled by default on the VDA. To disable the feature, modify the **Tablet mode toggle** policy using Citrix Studio.

Tablet mode offers a user interface that is better suited to touchscreens:

- Slightly larger buttons.
- The **Start** screen and all apps you start open in a full screen.
- The taskbar contains a Back button.
- Icons are removed from the taskbar.

Desktop mode offers the traditional user interface where you interact in the same manner as using a PC with a keyboard and mouse.

**Note:**

Workspace for web does not support Windows Continuum feature.

### Browser content redirection

Browser content redirection prevents the rendering of webpages in the allow list on the VDA side. This feature uses Citrix Workspace app to instantiate a corresponding rendering engine on the client side, which fetches the HTTP and HTTPS content from the URL.

**Note:**

You can specify that webpages be redirected to the VDA side (and not redirected on the client side) by using a block list.

Browser content redirection supports the Google Chrome browser as well as Internet Explorer browser. Browser content redirection redirects the contents of a web browser to a client device, and creates a corresponding browser embedded within the Citrix Workspace app. This feature offloads network usage, page processing, and graphics rendering to the endpoint. Doing so improves the user experience when browsing demanding webpages, especially webpages that incorporate HTML5 or WebRTC video.

For more information, see [Browser content redirection](#).

### Citrix Analytics

Citrix Workspace app is instrumented to securely transmit logs to Citrix Analytics. The logs are analyzed and stored on Citrix Analytics servers when enabled. For more information about Citrix Analytics, see [Citrix Analytics](#).

## Relative mouse

The relative mouse feature determines how far the mouse has moved since the last frame within a window or screen.

The relative mouse uses the pixel delta between the mouse movements. For example, when you change the direction of the camera using mouse controls, the feature is efficient. Also, apps often hide the mouse cursor because the position of the cursor relative to the screen coordinates is not relevant when manipulating a 3-D object or scene.

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

You can configure the feature both on a per-user and a per-session basis. This gives you more granular control on the availability of the feature.

### Note

This feature can be applied in a published desktop session only.

Configuring the feature using the Registry Editor or the default.ica file allows the setting to be persistent even after the session is terminated.

## Configuring relative mouse using the Registry editor

To configure the feature, set the following registry keys as applicable and then restart the session for the changes to take effect:

### To make the feature available on a per-session basis:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Lockdown\Virtual Channels\RelativeMouse
```

### To make the feature available on a per-user basis:

```
HKEY_CURRENT_USER\Software\Policies\Citrix\ICA Client\Engine\Lockdown Profiles\All Regions\Lockdown\Virtual Channels\RelativeMouse
```

- 1 - Name: RelativeMouse
- 2 - Type: REG\_SZ
- 3 - Value: True

### Note:

- The values set in the Registry editor take precedence over the ICA file settings.
- The values set in HKEY\_LOCAL\_MACHINE and HKEY\_CURRENT\_USER must be the same.

Different values in these might cause conflicts.

### Configuring the relative mouse using the default.ica file

1. Open the default.ica file typically at `C:\inetpub\wwwroot\Citrix\<site name>\conf\default.ica`, where `sitename` is the name specified for the site when it was created. In case of StoreFront customers, default.ica file is typically located at `C:\inetpub\wwwroot\Citrix\<Storename>\App_Data\default.ica`, where `storename` is the name specified for the store when it was created.
2. Add a new key by name `RelativeMouse` in the `WFClient` section, with its value set to the same configuration as the JSON object.
3. Set the value as required:
  - `true` – To enable relative mouse
  - `false` – To disable relative mouse
4. Restart the session for the changes to take effect.

#### Note:

The values set in the Registry editor take precedence over the ICA file settings.

### Enabling relative mouse from the Desktop Viewer

1. Log on to Citrix Workspace app.
2. Launch a published desktop session.
3. From the Desktop Viewer toolbar, select **Preferences**.  
The Citrix Workspace - Preferences window appears.
4. Select **Connections**.
5. Under **Relative Mouse** settings, enable **Use relative mouse**.
6. Click **Apply** and **OK**.

#### Note:

Configuring relative mouse from the Desktop Viewer applies the feature to per-session only.

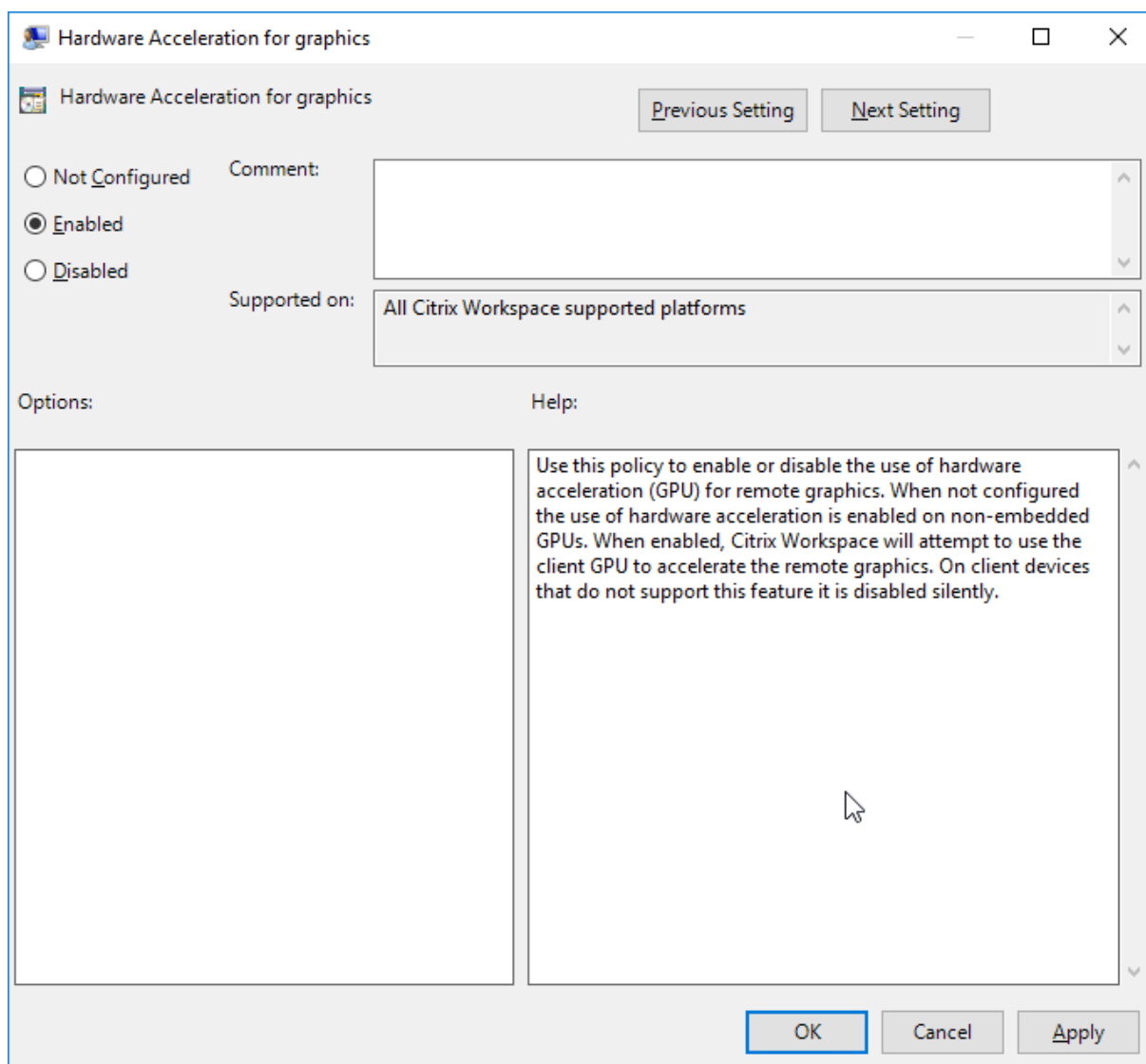
### Hardware decoding

When using Citrix Workspace app (with HDX engine 14.4), the GPU can be used for H.264 decoding wherever it is available at the client. The API layer used for GPU decoding is DirectX Video Acceleration.

**To enable hardware decoding using Citrix Workspace app Group Policy Object administrative template:**



1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > User Experience**.
3. Select **Hardware Acceleration for graphics**.
4. Select **Enabled** and click **Apply** and **OK**.



To validate if the policy was applied and hardware acceleration is being used for an active ICA session, look for the following registry entries:

Registry Path: `HKEY_CURRENT_USER\SOFTWARE\Citrix\ICA Client\CEIP\Data\GfxRender`.

**Tip**

The value for **Graphics\_GfxRender\_Decoder** and **Graphics\_GfxRender\_Renderer** should be 2.

If the value is 1, that means CPU-based decoding is being used.

When using the hardware decoding feature, consider the following limitations:

- If the client has two GPU's and if one of the monitors is active on the second GPU, CPU decoding will be used.
- When connecting to a Citrix Virtual Apps server running on Windows Server 2008 R2, Citrix recommends that you do not to use hardware decoding on the user's Windows device. If enabled, issues like slow performance while highlighting text and flickering issues are seen.

### Microphone input

Citrix Workspace app supports multiple client-side microphone inputs. Locally installed microphones can be used for:

- Real-time activities, such as softphone calls and Web conferences.
- Hosted recording applications, such as dictation programs.
- Video and audio recordings.

Citrix Workspace app users can select whether to use microphones attached to their device using Connection Center. Citrix Virtual Apps and Desktops users can also use the Citrix Virtual Apps and Desktops viewer Preferences to disable their microphones and webcams.

### Client drive-mapping

Client drive mapping supports the transfer of data between the host and the client as a stream. The file transfer adapts to the changing network throughput conditions. It also uses any available extra bandwidth to scale up the data transfer rate.

By default, this feature is enabled.

To disable this feature, set the following registry key and then restart the server:

Path: `HKEY_LOCAL_MACHINE\System\Currentcontrolset\services\picadm\Parameters`

Name: `DisableFullStreamWrite`

Type: `REG_DWORD`

Value:

`0x01` - disables

`0` or delete - enables

### Multi-monitor support

You can use up to eight monitors with Citrix Workspace app for Windows.

Each monitor in a multiple monitor configuration has its own resolution designed by its manufacturer. Monitors can have different resolutions and orientations during sessions.

Sessions can span multiple monitors in two ways:

- Full screen mode, with multiple monitors shown inside the session; applications snap to monitors as they would locally.

**Citrix Virtual Apps and Desktops:** To display the Desktop Viewer window across any rectangular subset of monitors, resize the window across any part of those monitors and click **Maximize**.

- Windowed mode, with one single monitor image for the session; applications do not snap to individual monitors.

**Citrix Virtual Apps and Desktops:** When any desktop in the same assignment (formerly “desktop group”) is launched subsequently, the window setting is preserved and the desktop is displayed across the same monitors. Multiple virtual desktops can be displayed on one device provided the monitor arrangement is rectangular. If the primary monitor on the device is used by the Citrix Virtual Apps and Desktops session, it becomes the primary monitor in the session. Otherwise, the numerically lowest monitor in the session becomes the primary monitor.

To enable multi-monitor support, ensure the following:

- The user device is configured to support multiple monitors.
- The operating system must be able to detect each of the monitors. On Windows platforms, to verify that this detection occurs, go to **Settings > System** and click **Display** and confirm that each monitor appears separately.
- After your monitors are detected:
  - **Citrix Virtual Desktops:** Configure the graphics memory limit using the **Citrix Machine Policy** setting Display memory limit.
  - **Citrix Virtual Apps:** Depending on the version of the Citrix Virtual Apps server, you have installed:
    - \* Configure the graphics memory limit using the **Citrix Computer Policy** setting Display memory limit.
    - \* From the Citrix management console for the Citrix Virtual Apps server, select the farm and in the task pane, select **Modify Server Properties > Modify all properties > Server Default > HDX Broadcast > Display** (or **Modify Server Properties > Modify all properties > Server Default > ICA > Display**) and set the Maximum memory to use for each session’s graphics.

Ensure that the setting is large enough (in kilobytes) to provide sufficient graphic memory. If this setting is not high enough, the published resource is restricted to the subset of the monitors that fits within the size specified.

### 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. Ensure that about half the screen is present in each monitor.
4. From the Citrix Virtual Desktop toolbar, select **Full-screen**.

The screen is now extended to both the monitors.

For information about calculating the session's graphic memory requirements for Citrix Virtual Apps and Desktops, see Knowledge Center article [CTX115637](#).

## Printer

To override the printer settings on the user device

1. From the **Print** menu available from an application on the user device, choose **Properties**.
2. On the **Client Settings** tab, click Advanced Optimizations and make changes to the Image Compression and Image and Font Caching options.

## On-screen keyboard control

To enable touch-enabled access to virtual applications and desktops from Windows tablets, Citrix Workspace app automatically displays the on-screen keyboard when you activate a text entry field, and when the device is in tent or tablet mode.

On some devices and in some circumstances, Citrix Workspace app cannot accurately detect the mode of the device, and the on-screen keyboard may appear when you do not want it to.

To suppress the on-screen keyboard from appearing when using a convertible device, create a REG\_DWORD value `DisableKeyboardPopup` in `HKEY_CURRENT_USER\SOFTWARE\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\MobileReceiver` and set the value to 1.

### Note:

On a x64 machine, create the value in `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\Engine\Configuration\Advanced\Modules\MobileReceiver`.

The keys can be set to 3 different modes as given below:

- **Automatic:** `AlwaysKeyboardPopup = 0; DisableKeyboardPopup = 0`
- **Always popup** (on-screen keyboard): `AlwaysKeyboardPopup = 1; DisableKeyboardPopup = 0`
- **Never popup** (on-screen keyboard): `AlwaysKeyboardPopup = 0; DisableKeyboardPopup = 1`

## Keyboard shortcuts

You can configure combinations of keys that Citrix Workspace app interprets as having special functionality. When the keyboard shortcuts policy is enabled, you can specify Citrix Hotkey mappings, behavior of Windows hotkeys, and keyboard layout for sessions.

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration node**, go to **Administrative Templates > Citrix Components > Citrix Workspace > User Experience**.
3. Select the Keyboard shortcuts policy.
4. Select **Enabled**, and the desired options.
5. Restart the Citrix Workspace app session for the changes to take effect.

## Citrix Workspace app support for 32-bit color icons:

Citrix Workspace app supports 32-bit high color icons and automatically selects the color depth for applications visible in the **Connection Center** dialog, the Start menu, and task bar to provide for seamless applications.

### Caution

Editing the registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

To set a preferred depth, you can add a string registry key named `TWIDesiredIconColor` to `HKEY \_\_LOCAL \_\_MACHINE \SOFTWARE \Wow6432Node \Citrix \ICA Client \Engine \Lockdown Profiles \All Regions \Preferences` and set it to the desired value. The possible color depths for icons are 4, 8, 16, 24, and 32 bits-per-pixel. The user can select a lower color depth for icons if the network connection is slow.

## Desktop Viewer

Different enterprises have different corporate needs. Your requirements for the way users access virtual desktops may vary from user to user and may vary as your corporate needs evolve. The user experience of connecting to virtual desktops and the extent of user involvement in configuring the connections depend on how you set up Citrix Workspace app for Windows.

Use the **desktop viewer** when users need to 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 open a virtual desktop in a window and pan

and scale that desktop inside their local desktop. Users can set preferences and work with more than one desktop using multiple Citrix Virtual Apps and Desktops connections on the same user device.

**Note:**

Use Citrix Workspace app to change the screen resolution on their virtual desktops. You cannot change Screen Resolution using Windows Control Panel.

### Keyboard input in Desktop Viewer

In Desktop Viewer sessions, **Windows logo** key+L is directed to the local computer.

Ctrl+Alt+Delete is directed to the local computer.

Key presses that activate Sticky Keys, Filter Keys, and Toggle Keys (Microsoft accessibility features) are normally directed to the local computer.

As an accessibility feature of the Desktop Viewer, pressing Ctrl+Alt+Break displays the Desktop Viewer toolbar buttons in a pop-up window.

Ctrl+Esc is sent to the remote, virtual desktop.

**Note:**

By default, if the Desktop Viewer is maximized, Alt+Tab switches focus between windows inside the session. If the Desktop Viewer is displayed in a window, Alt+Tab switches focus between windows outside the session.

Hotkey sequences are key combinations designed by Citrix. For example, the Ctrl+F1 sequence reproduces Ctrl+Alt+Delete, and Shift+F2 switches applications between full-screen and windowed mode. You cannot use hotkey sequences with virtual desktops displayed in the Desktop Viewer (that is, with Citrix Virtual Apps and Desktops sessions), but you can use them with published applications (that is, with Citrix Virtual Apps sessions).

### Virtual desktops

From within a desktop session, users cannot connect to the same virtual desktop. Attempting to do so will disconnect the existing desktop session. Therefore, Citrix recommends:

- Administrators should not configure the clients on a desktop to point to a site that publishes the same desktop
- Users should not browse to a site that hosts the same desktop if the site is configured to automatically reconnect users to existing sessions
- Users should not browse to a site that hosts the same desktop and try to launch it

Be aware that a user who logs on locally to a computer that is acting as a virtual desktop blocks connection to that desktop.

If your users connect to virtual applications (published with Citrix Virtual Apps) from within a virtual desktop and your organization has a separate Citrix Virtual Apps administrator, Citrix recommends working with them to define device mapping such that desktop devices are mapped consistently within desktop and application sessions. Because local drives are displayed as network drives in desktop sessions, the Citrix Virtual Apps administrator needs to change the drive-mapping policy to include network drives.

### Status indicator time-out

You can change the amount of time the status indicator displays when a user is launching a session.

To alter the time-out period, perform the following steps:

1. Launch the Registry Editor.
2. Navigate to the following path:
  - On a 64-bit: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA CLIENT\Engine`
  - On a 32-bit: `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA CLIENT\Engine\`
3. Create a registry key as follows:
  - Type: `REG_DWORD`
  - Name: `SI_INACTIVE_MS`
  - Value: 4, if you want the status indicator to disappear sooner.

When you configure this key, the status indicator might appear and disappear frequently. This behavior is as designed. To suppress the status indicator, do the following:

1. Launch the Registry Editor.
2. Navigate to the following path:
  - On a 64-bit: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA CLIENT\`
  - On a 32-bit: `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA CLIENT\`
3. Create a registry key as follows:
  - Type: `REG_DWORD`
  - Name: `NotificationDelay`
  - Value: Any value in millisecond (for example, 120000)

### 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 Windows and automatically sends the data to Citrix and Google Analytics.	This data helps Citrix improve the quality, reliability, and performance of Citrix Workspace app.

### Additional information

Citrix will handle your data in accordance with the terms of your contract with Citrix, and protect 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. Please review how Google handles [data collected for Google Analytics](#).

You can turn off sending CEIP data to Citrix and Google Analytics (except for the two data elements collected for Google Analytics indicated by an \* in the second table below) by:

1. Right-click the Citrix Workspace app icon from the notification area.
2. Select **Advanced Preferences**.  
The **Advanced Preferences** dialog appears.
3. Select **Data Collection**.
4. Select **No, Thanks** to disable CEIP or to forego participation.
5. Click **Save**.

Alternatively, you can navigate to the following registry entry and set the value as suggested:

**Path:** HKEY\_LOCAL\_MACHINE\ SOFTWARE\Citrix\ICA Client\CEIP

**Key:** Enable\_CEIP

**Value:** False

**Note:**

Once you select **No Thanks** in the data collection dialog or set the `Enable_CEIP` key to `False`, if you would like to disable sending the final two CEIP data elements collected by Google Analytics (that is, Operating System version & Workspace app version) navigate to the following registry entry and set the value as suggested:

**Path:** HKEY\_LOCAL\_MACHINE\ SOFTWARE\Citrix\ICA Client\CEIP

**Key:** DisableHeartbeat



**Value:** True

The specific CEIP data elements collected by Citrix are:

---

Operating system version	Workspace app version	External devices connected	Screen resolution
Flash version	Desktop Lock configuration	Touch enabled	Authentication configuration
Session launch method	Graphics configuration	Desktop Viewer configuration	Printing
Connection error	Time to launch	Workspace app language	VDA information
SSON state	Installer state	Time to install	Connection protocol
Internet Explorer version			

---

The specific CEIP data elements collected by Google Analytics are:

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Operating system version*	Workspace app version*	Authentication configuration	Workspace app language
Session launch method	Connection error	Connection protocol	VDA information
Installer configuration	Installer state	Client keyboard layout	Store configuration
Auto-update preference	Connection Center usage	App protection configuration	Reason for offline banner

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## Authenticate

April 15, 2021

To maximize the security of your environment, you must secure the connections between Citrix Workspace app and the resources you publish. You can configure various types of authentication for

your Citrix Workspace app, including domain pass-through, smart card, and Kerberos pass-through.

### **Domain pass-through authentication**

Single sign-on lets you authenticate to a domain and use Citrix Virtual Apps and Desktops without having to reauthenticate again.

When you log on to Citrix Workspace app, your credentials are passed through to StoreFront, along with the enumerated apps and desktops and Start menu settings. After configuring single sign-on, you can log on to Citrix Workspace app and launch Citrix Virtual Apps and Desktops sessions without having to retype your credentials.

All web browsers require you to configure single sign-on using the Group Policy Object (GPO) administrative template. For more information about configuring single sign-on using Group Policy Object administrative template, see [Configure single sign-on with Citrix Gateway](#).

You can configure single sign-on on both fresh installation or upgrade setup, using any of the following options:

- Command-line interface
- GUI

### **Configure single sign-on during fresh installation**

To configure single sign-on during fresh installation, perform the following steps:

1. Configuration on StoreFront.
2. Configure XML trust services on the Delivery Controller.
3. Modify Internet Explorer settings.
4. Install Citrix Workspace app with single sign-on.

### **Configure single sign-on on StoreFront**

Single sign-on lets you authenticate to a domain and use Citrix Virtual Apps and Desktops delivered by that domain without having to reauthenticate to each app or desktop. When you add a store using the Storebrowse utility, your credentials are passed through to the Citrix Gateway server, along with the apps and desktops enumerated for you, including your Start menu settings. After configuring single sign-on, you can add the store, enumerate your apps and desktops, and launch the required resources without having to type your credentials multiple times.

Depending on the Citrix Virtual Apps and Desktops deployment, single sign-on authentication can be configured on StoreFront using the Management Console.

Use the table below for different use cases and its respective configuration:

Use case	Configuration details	Additional information
Configured SSON on StoreFront	Launch Citrix Studio, go to <b>Store &gt; Manage Authentication methods &gt; enable Domain pass-through.</b>	When Citrix Workspace app is not configured with Single sign-on, it automatically switches the authentication method from <b>Domain pass-through</b> to <b>Username and Password</b> , if available.
When workspace for web is required	Launch <b>Store &gt; Workspace for Websites &gt; Manage Authentication methods &gt; enable Domain pass-through.</b>	When Citrix Workspace app is not configured with Single sign-on, it automatically switches the authentication method from <b>Domain pass-through</b> to <b>Username and Password</b> , if available.

### Configure single sign-on with Citrix Gateway

You enable single sign-on with Citrix Gateway using the GPO administrative template.

1. Open the Citrix Workspace app GPO administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration node**, go to **Administrative Template > Citrix Components > Citrix Workspace > User Authentication**.
3. Select **Single Sign-on for Citrix Gateway** policy.
4. Select **Enabled**.
5. Click **Apply** and **OK**.
6. Restart Citrix Workspace app for the changes to take effect.

### Configure XML trust services on the Delivery Controller

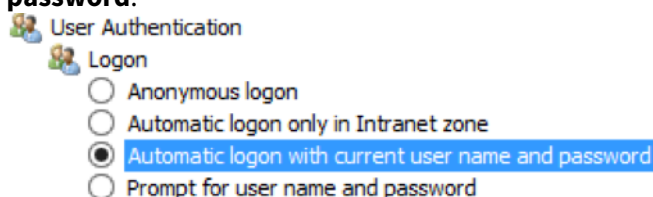
On Citrix Virtual Apps and Desktops, run the following PowerShell command as an administrator on the Delivery Controller:

```
asnp Citrix* Set-BrokerSite -TrustRequestsSentToTheXmlServicePort $True
```

### Modify the Internet Explorer settings

1. Add the StoreFront server to the list of trusted sites using Internet Explorer. To do this:
  - a) Launch **Internet Options** from the Control panel.

- b) Click **Security > Local Internet** and click **Sites**.  
The **Local intranet** window appears.
  - c) Select **Advanced**.
  - d) Add the URL of the StoreFront FQDN with the appropriate HTTP or HTTPS protocols.
  - e) Click **Apply** and **OK**.
2. Modify the **User Authentication** settings in **Internet Explorer**. To do this:
- a) Launch **Internet Options** from the Control panel.
  - b) Click **Security** tab > **Trusted Sites**.
  - c) Click **Custom level**. The **Security Settings – Trusted Sites Zone** window appears.
  - d) In the **User Authentication** pane, select **Automatic logon with current user name and password**.



- e) Click **Apply** and **OK**.

### Configure single sign-on using the command-line interface

Install Citrix Workspace app with the `/includeSSON` switch and restart Citrix Workspace app for the changes to take effect.

#### Note:

If Citrix Workspace app for Windows is installed without the single sign-on component, upgrading to the latest version of Citrix Workspace app with the `/includeSSON` switch is not supported.

### Configure single sign-on using the graphical user interface

1. Locate the Citrix Workspace app installation file (`CitrixWorkspaceApp.exe`).
2. Double-click `CitrixWorkspaceApp.exe` to launch the installer.
3. In the **Enable Single Sign-on installation** wizard, select the **Enable Single Sign-on** option.
4. Click **Next** and follow the prompts to complete the installation.

You can now log on to an existing store (or configure a new store) using Citrix Workspace app without providing user credentials.

### Configure single sign-on on workspace for web

You can configure single sign-on on workspace for web using the Group Policy Object administrative template.

1. Open the workspace for web GPO administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Template > Citrix Component > Citrix Workspace > User Authentication**.
3. Select the **Local user name password** policy and set it to **Enabled**.
4. Click **Enable pass-through authentication**. This option allows workspace for web to use your login credentials for authentication on the remote server.
5. Click **Allow pass-through authentication for all ICA connections**. This option bypasses any authentication restriction and allows credentials to pass-through on all the connections.
6. Click **Apply** and **OK**.
7. Restart the workspace for web for the changes to take effect.

Verify that the single sign-on is enabled by launching the **Task Manager** and check if the `ssonsvr.exe` process is running.

### Configure single sign-on using Active Directory

Complete the following steps to configure Citrix Workspace app for pass-through authentication using Active Directory group policy. In this scenario, you can achieve the single sign-on authentication without using the enterprise software deployment tools, such as Microsoft System Center Configuration Manager.

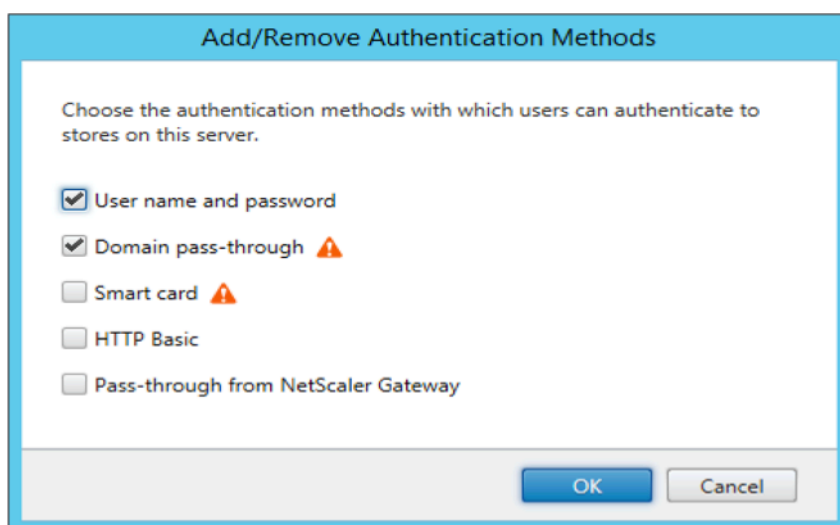
1. Download and place the Citrix Workspace app installation file ([CitrixWorkspaceApp.exe](#)) on a suitable network share. It must be accessible by the target machines you install Citrix Workspace app on.
2. Get the [CheckAndDeployWorkspacePerMachineStartupScript.bat](#) template from the [Citrix Workspace app for Windows Download](#) page.
3. Edit the content to reflect the location and the version of `CitrixWorkspaceApp.exe`.
4. In the **Active Directory Group Policy Management** console, type `CheckAndDeployWorkspacePerMachineStartupScript.bat` as a startup script. For more information on deploying the startup scripts, see the [Active Directory](#) section.
5. In the **Computer Configuration** node, go to **Administrative Templates > Add/Remove Templates** to add the `icaclient.adm` file.
6. After adding the `icaclient.adm` template, go to **Computer Configuration > Administrative Templates > Citrix Components > Citrix Workspace > User authentication**.
7. Select the **Local user namepassword** policy and set it to **Enabled**.

8. Select **Enable pass-through authentication** and click **Apply**.
9. Restart the machine for the changes to take effect.

## Configure single sign-on on StoreFront

### StoreFront configuration

Open **Citrix Studio** on the StoreFront server and select **Authentication > Add /Remove Authentication Methods**. Select **Domain pass-through**.



### Authentication tokens

Authentication tokens are encrypted and stored on the local disk so that you don't need to reenter your credentials when your system or session restarts. Citrix Workspace app provides an option to disable the storing of authentication tokens on the local disk.

For enhanced security, we now provide a Group Policy Object (GPO) policy to configure the authentication token storage.

#### Note:

This configuration is applicable only in cloud deployments.

#### To disable storing of authentication tokens using the Group Policy Object (GPO) policy:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components > SelfService**.
3. In the **Store authentication tokens** policy, select one of the following:

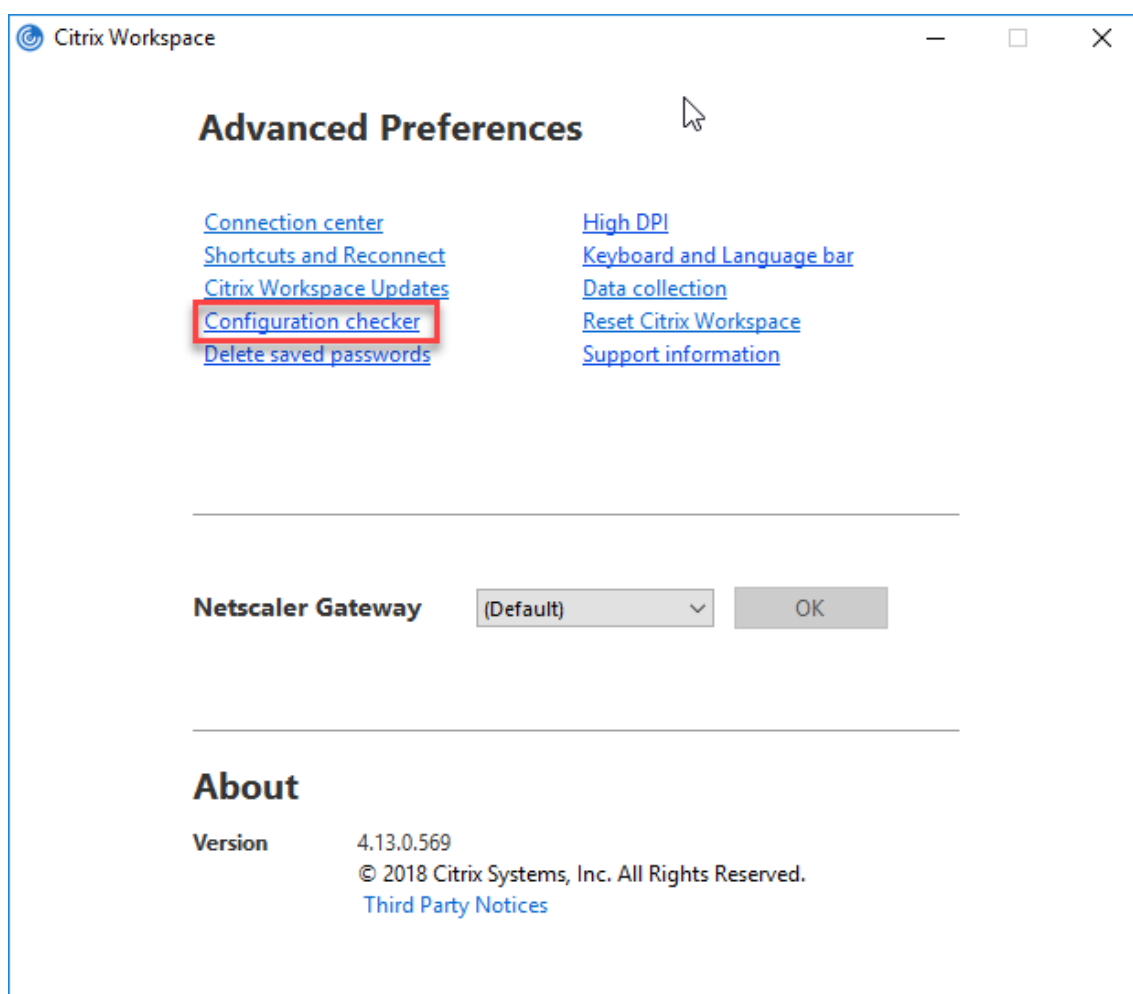
- **Enabled:** Indicates that the authentication tokens are stored on the disk. This is the default option.
- **Disabled:** Indicates that the authentication tokens are not stored on the disk. You must reenter your credentials when your system or session restarts.

4. Click **Apply** and **OK**.

### Configuration Checker

Configuration Checker lets you run a test to ensure that single sign-on is configured properly. The test runs on different checkpoints of the single sign-on configuration and displays the configuration results.

1. Right-click Citrix Workspace app icon in the notification area and click **Advanced Preferences**. The **Advanced Preferences** dialog appears.
2. Click **Configuration Checker**. The **Citrix Configuration Checker** window appears.



3. Select **SSONChecker** from the **Select** pane.
4. Click **Run**. A progress bar appears, displaying the status of the test.

The **Configuration Checker** window has the following columns:

1. **Status:** Displays the result of a test on a specific check point.
  - A green check mark indicates that the specific checkpoint is configured properly.
  - A blue I indicates information about the checkpoint.
  - A Red X indicates that the specific checkpoint is not configured properly.
2. **Provider:** Displays the name of the module on which the test is run. In this case, single sign-on.
3. **Suite:** Indicates the category of the test. For example, Installation.
4. **Test:** Indicates the name of the specific test that is run.
5. **Details:** Provides additional information about the test, irrespective of pass or fail.

The user gets more information about each checkpoint and the corresponding results.

The following tests are performed:

1. Installed with single sign-on.
2. Logon credential capture.
3. Network Provider registration: The test result against Network Provider registration displays a green check mark only when “Citrix Single Sign-on” is set to be first in the list of Network Providers. If Citrix Single Sign-on appears anywhere else in the list, the test result against Network Provider registration appears with a blue I and additional information.
4. Single sign-on process is running.
5. Group Policy: By default, this policy is configured on the client.
6. Internet Settings for Security Zones: Ensure that you add the Store/XenApp Service URL to the list of Security Zones in the Internet Options.  
If the Security Zones are configured via Group policy, any change in the policy requires the **Advanced Preferences** window to be reopened for the changes to take effect and to display the correct status of the test.
7. Authentication method for StoreFront.

**Note:**

- If you are accessing workspace for web, the test results are not applicable.
- If Citrix Workspace app is configured with multiple stores, the authentication method test runs on all the configured stores.
- You can save the test results as reports. The default report format is .txt.

### **Hide the Configuration Checker option from the Advanced Preferences window**

1. Open the Citrix Workspace app GPO administrative template by running `gpedit.msc`.



2. Go to **Citrix Components > Citrix Workspace > Self Service > DisableConfigChecker**.
3. Click **Enabled** to hide the **Configuration Checker** option from the **Advanced Preferences** window.
4. Click **Apply** and **OK**.
5. Run the `gpupdate /force` command.

#### **Limitation:**

Configuration Checker does not include the checkpoint for the configuration of trust requests sent to the XML service on Citrix Virtual Apps and Desktops servers.

#### **Beacon test**

Citrix Workspace app allows you to perform a beacon test using the Beacon checker that is available as part of the **Configuration Checker** utility. Beacon test helps to confirm if the beacon (ping.citrix.com) is reachable. This diagnostic test helps to eliminate one of the many possible causes for slow resource enumeration, that is beacon not being available. To run the test, right-click the Citrix Workspace app in the notification area and select **Advanced Preferences > Configuration Checker**. Select **Beacon checker** from the list of Tests and click **Run**.

The test results can be any of the following:

- Reachable – Citrix Workspace app is successfully able to contact the beacon.
- Not reachable - Citrix Workspace app is unable to contact the beacon.
- Partially reachable - Citrix Workspace app is able to contact the beacon intermittently.

#### **Note:**

- The test results are not applicable on workspace for web.
- The test results can be saved as reports. The default format for the report is .txt.

#### **Domain pass-through authentication with Kerberos**

This topic applies only to connections between Citrix Workspace app for Windows and StoreFront, Citrix Virtual Apps and Desktops.

Citrix Workspace app supports Kerberos for domain pass-through authentication for deployments that use smart cards. Kerberos is one of the authentication methods included in Integrated Windows Authentication (IWA).

When enabled, Kerberos authenticates without passwords for Citrix Workspace app. Thereby, preventing Trojan horse-style attacks on the user device that try to gain access to passwords. Users can log on using any authentication method and access published resources. For example, a biometric authenticator such as a fingerprint reader.

When you log on using a smart card to Citrix Workspace app, StoreFront, Citrix Virtual Apps and Desktops configured for smart card authentication- the Citrix Workspace app:

1. Captures the smart card PIN during single sign-on.
2. Uses IWA (Kerberos) to authenticate the user to StoreFront. StoreFront then provides your Workspace app with information about available the Citrix Virtual Apps and Desktops.

### Note

Enable Kerberos to avoid an extran PIN prompt. If Kerberos authentication is not used, Citrix Workspace app authenticates to StoreFront using the smart card credentials.

3. The HDX engine (previously referred to as the ICA client) passes the smart card PIN to the VDA to log the user on to Citrix Workspace app session. Citrix Virtual Apps and Desktops then delivers the requested resources.

To use Kerberos authentication with Citrix Workspace app, ensure that your Kerberos configuration conforms to the following.

- Kerberos works only between Citrix Workspace app and servers that belong to the same or to trusted Windows Server domains. Servers must also be trusted for delegation, an option you configure through the Active Directory Users and Computers management tool.
- Kerberos must be enabled both on the domain and Citrix Virtual Apps and Desktops. For enhanced security and to ensure that Kerberos is used, disable any non-Kerberos IWA options on the domain.
- Kerberos logon is not available for Remote Desktop Services connections that are configured to use either Basic authentication, always use specified logon information, or always prompt for a password.

### Warning

Using Registry editor incorrectly might cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry editor can be solved. Use Registry Editor at your own risk. Ensure you back up the registry before you edit it.

## Domain pass-through authentication with Kerberos for use with smart cards

See the smart card information present in the [Secure your deployment](#) section in the Citrix Virtual Apps and Desktops documentation before continuing.

When you install Citrix Workspace app for Windows, include the following command-line option:

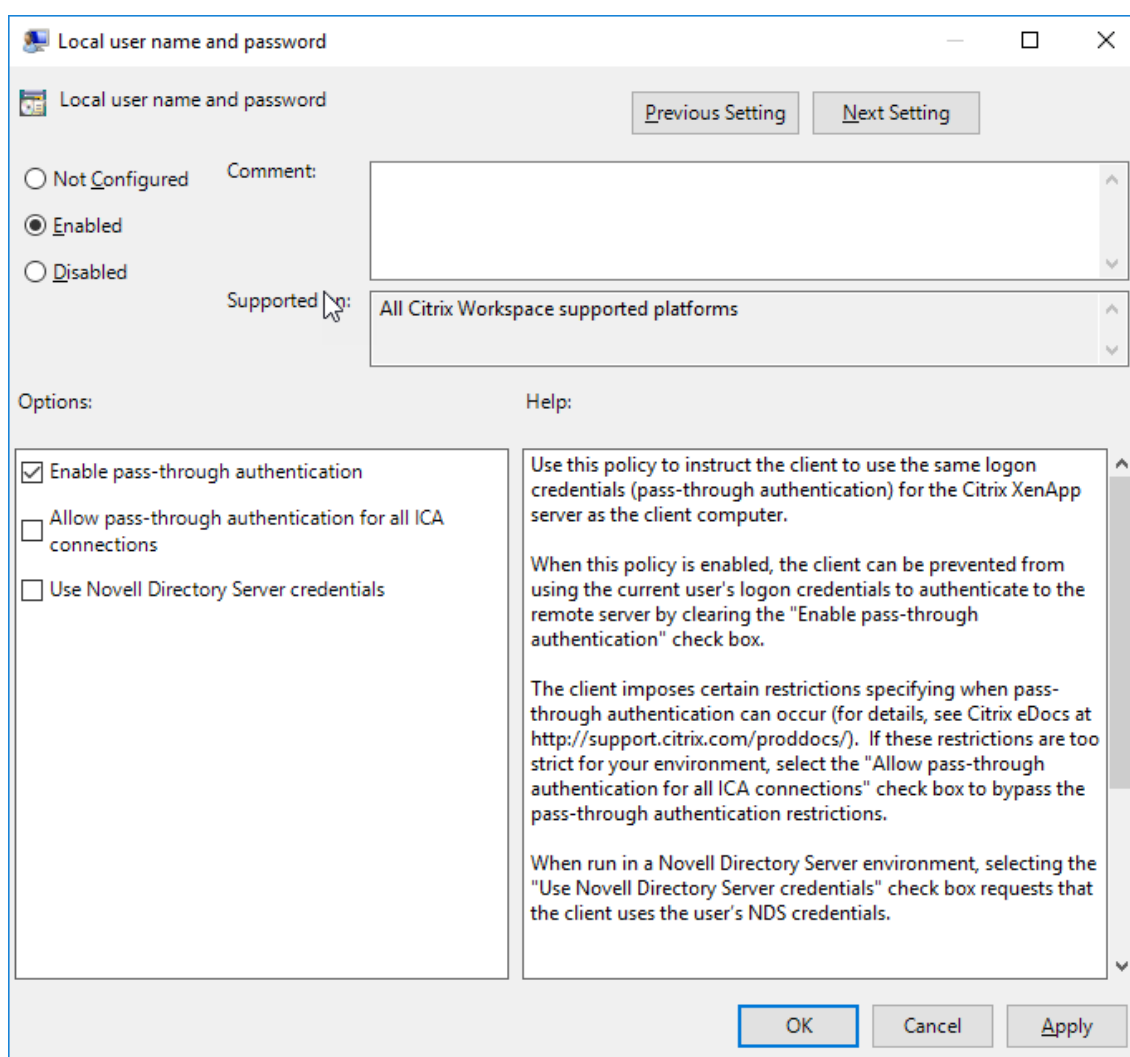
- `/includeSSON`

This option installs the single sign-on component on the domain-joined computer, enabling your workspace to authenticate to StoreFront using IWA (Kerberos). The single sign-on component stores the smart card PIN, which is used by the HDX engine when it remotes the smart card hardware and credentials to Citrix Virtual Apps and Desktops. Citrix Virtual Apps and Desktops automatically selects a certificate from the smart card and obtains the PIN from the HDX engine.

A related option, `ENABLE_SSON`, is enabled by default.

If a security policy prevents you from enabling single sign-on on a device, configure Citrix Workspace app using Group Policy Object administrative template.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Choose **Administrative Templates > Citrix Components > Citrix Workspace > User authentication > Local user name and password**
3. Select **Enable pass-through authentication**.
4. Restart Citrix Workspace app for the changes to take effect.



### To configure StoreFront:

When you configure the authentication service on the StoreFront server, select the Domain pass-through option. That setting enables Integrated Windows Authentication. You do not need to select the Smart card option unless you also have non domain-joined clients connecting to StoreFront using smart cards.

For more information about using smart cards with StoreFront, see [Configure the authentication service](#) in the StoreFront documentation.

### Smart card

Citrix Workspace app for Windows supports the following smart card authentication:

- **Pass-through authentication (single sign-on)** - Pass-through authentication captures smart card credentials when users log on to Citrix Workspace app. Citrix Workspace app uses the captured credentials as follows:

- Users of domain-joined devices who log on to Citrix Workspace app using the smart card can start virtual desktops and applications without needing to reauthenticate.
- Citrix Workspace app running on non-domain joined devices with smart card credentials must type their credentials again to start a virtual desktop or application.

Pass-through authentication requires configuration both on StoreFront and Citrix Workspace app.

- **Bimodal authentication** - Bimodal authentication offers users a choice between using a smart card and typing the user name and password. This feature is effective when you cannot use the smart card. For example, the logon certificate has expired. Dedicated stores must be set up per site to allow Bimodal authentication, using the **DisableCtrlAltDel** method set to **False** to allow smart cards. Bimodal authentication requires StoreFront configuration.

Using the Bimodal authentication, StoreFront administrator can allow the user both user name and password and smart card authentication to the same store by selecting them in the StoreFront console. See [StoreFront](#) documentation.

- **Multiple certificates** - Multiple certificates can be available for a single smart card and if multiple smart cards are in use. When you insert a smart card in a card reader, the certificates are applicable to all applications running on the user device, including Citrix Workspace app.
- **Client certificate authentication** - Client certificate authentication requires Citrix Gateway and StoreFront configuration.
  - For access to StoreFront through Citrix Gateway, you must reauthenticate after removing the smart card.
  - When the Citrix Gateway SSL configuration is set to **Mandatory client certificate authentication**, operation is more secure. However mandatory client certificate authentication is not compatible with bimodal authentication.
- **Double hop sessions** - If a double-hop is required, a connection is established between Citrix Workspace app and the user's virtual desktop.
- **Smart card-enabled applications** - Smart card-enabled applications, such as Microsoft Outlook and Microsoft Office, allow users to digitally sign or encrypt documents available in Citrix Virtual Apps and Desktops sessions.

#### **Limitations:**

- Certificates must be stored on smart card and not on the user device.
- Citrix Workspace app does not save the choice of the user certificate, but stores the PIN when configured. The PIN is cached in non-paged memory only during the user session and is not stored on the disk.
- Citrix Workspace app does not reconnect to a session when a smart card is inserted.

- When configured for smart card authentication, Citrix Workspace app does not support virtual private network (VPN) single-sign on or session pre-launch. To use VPN with smart card authentication, install the Citrix Gateway Plug-in and log on through a webpage, using their smart cards and PINs to authenticate at each step. Pass-through authentication to StoreFront with the Citrix Gateway Plug-in is not available for smart card users.
- Citrix Workspace app updater communications with citrix.com and the Merchandising Server are not compatible with smart card authentication on Citrix Gateway.

### Warning

Some configuration requires registry edits. Using Registry editor incorrectly might cause problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry Editor can be solved. Ensure you back up the registry before you edit it.

### To enable single sign-on for smart card authentication:

To configure Citrix Workspace app for Windows, include the following command-line option during installation:

- `ENABLE_SSON=Yes`

Single sign-on is another term for pass-through authentication. Enabling this setting prevents Citrix Workspace app from displaying a second prompt for a PIN.

- In the Registry editor, navigate to the following path and set `SSONCheckEnabled` string to `False` if the single sign-on component is not installed.

```
HKEY_CURRENT_USER\Software{ Wow6432 } \Citrix\AuthManager\protocols\integratedwindows\
```

```
HKEY_LOCAL_MACHINE\Software{ Wow6432 } \Citrix\AuthManager\protocols\integratedwindows\
```

The key prevents the Citrix Workspace app authentication manager from checking for the single sign-on component, thus allowing Citrix Workspace app to authenticate to StoreFront.

To enable smart card authentication to StoreFront instead of Kerberos, install Citrix Workspace app for Windows with the following command-line options:

- `/includeSSON` installs single sign-on (pass-through) authentication. Enables credential caching and the use of pass-through domain-based authentication.
- If the user is logging on to the endpoint with a different method to smart card for Citrix Workspace app for Windows authentication (for example, user name and password), the command line is:

```
/includeSSON LOGON_CREDENTIAL_CAPTURE_ENABLE=No
```

This prevents the credentials being captured at logon time and allows Citrix Workspace app to store the PIN when logging on to Citrix Workspace app.

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Go to **Administrative Templates > Citrix Components > Citrix Workspace > User Authentication > Local user name and password**.
3. Select **Enable pass-through authentication**. Depending on the configuration and security settings, select **Allow pass-through authentication for all ICA option** for pass-through authentication to work.

### To configure StoreFront:

- When you configure the authentication service, select the **Smart card** check box.

For more information about using smart cards with StoreFront, see [Configure the authentication service](#) in the StoreFront documentation.

### To enable user devices for smart card use:

1. Import the certificate authority root certificate into the device's keystore.
2. Install your vendor's cryptographic middleware.
3. Install and configure Citrix Workspace app.

### To change how certificates are selected:

By default, if multiple certificates are valid, Citrix Workspace app prompts the user to choose a certificate from the list. Alternatively, you can configure Citrix Workspace app to use the default certificate (per the smart card provider) or the certificate with the latest expiry date. If there are no valid logon certificates, the user is notified, and given the option to use an alternate logon method if available.

A valid certificate must have all of these characteristics:

- The current time of the clock on the local computer is within the certificate validity period.
- The **Subject public** key must use the RSA algorithm and have a key length of 1024 bits, 2048 bits, or 4096 bits.
- Key usage must contain digital signature.
- Subject Alternative Name must contain the User Principal Name (UPN).
- Enhanced key usage must contain smart card logon and client authentication, or all key usages.
- One of the Certificate Authorities on the certificate's issuer chain must match one of the permitted Distinguished Names (DN) sent by the server in the TLS handshake.

Change how certificates are selected by using either of the following methods:

- On the Citrix Workspace app command line, specify the option `AM_CERTIFICATESELECTIONMODE={ Prompt | SmartCardDefault | LatestExpiry }`.

Prompt is the default. For `SmartCardDefault` or `LatestExpiry`, if multiple certificates meet the criteria, Citrix Workspace app prompts the user to choose a certificate.

---

```
Add the following key value to SmartCardDefault LatestExpiry }.
the registry key
HKEY_CURRENT_USER OR
HKEY_LOCAL_MACHINE\
Software\[Wow6432Node\
Citrix\AuthManager:
CertificateSelectionMode={
Prompt
```

---

- Values defined in `HKEY_CURRENT_USER` take precedence over values in `HKEY_LOCAL_MACHINE` to best assist the user in selecting a certificate.

#### **To use CSP PIN prompts:**

By default, the PIN prompts presented to users are provided by Citrix Workspace app for Windows rather than the smart card Cryptographic Service Provider (CSP). Citrix Workspace app prompts users to enter a PIN when required and then passes the PIN to the smart card CSP. If your site or smart card has more stringent security requirements, such as to disallow caching the PIN per-process or per-session, you can configure Citrix Workspace app to instead use the CSP components to manage the PIN entry, including the prompt for a PIN.

Change how PIN entry is handled by using either of the following methods:

- On the Citrix Workspace app command line, specify the option `AM_SMARTCARDPINENTRY=CSP`.
- Add the following key value to the registry key `HKEY_LOCAL_MACHINE\Software\[Wow6432Node\Citrix\AuthManager: SmartCardPINEntry=CSP`.

#### **Smart card support and removal changes**

A Citrix Virtual Apps session is logged off when the smart card is removed – if Citrix Workspace app is configured with smart card as the authentication method, the corresponding policy has to be configured on Citrix Workspace app for Windows to enforce the Citrix Virtual Apps session for logoff. The user is still logged into the Citrix Workspace app session.

#### **Limitation:**

When you log on to the Citrix Workspace app site using smart card authentication, the user name is displayed as **Logged On**.



### Fast smart card

Fast smart card is an improvement over the existing HDX PC/SC-based smart card redirection. It improves performance when smart cards are used in high-latency WAN environments.

Fast smart cards are supported on Linux VDA only.

#### To enable fast smart card logon on Citrix Workspace app:

Fast smart card logon is enabled by default on the VDA and disabled by default on Citrix Workspace app. To enable fast smart card logon, include the following parameter in the **default.ica** file of the associated StoreFront site:

```
1 copy[WFClient]
2 SmartCardCryptographicRedirection=On
```

#### To disable fast smart card logon on Citrix Workspace app:

To disable fast smart card logon on Citrix Workspace app, remove the `SmartCardCryptographicRedirection` parameter from the **default.ica** file of the associated StoreFront site.

For more information, see [smart-cards](#).

### Silent authentication for Citrix Workspace

Citrix Workspace app introduces a Group Policy Object (GPO) policy to enable silent authentication for Citrix Workspace. This policy enables Citrix Workspace app to log in to Citrix Workspace automatically at system startup. Use this policy only when domain pass-through (single sign-on) is configured for Citrix Workspace on domain-joined devices.

For this policy to function, the following criteria must be met:

- Single sign-on must be enabled.
- The `SelfServiceMode` key must be set to `Off` in the Registry editor.

#### Enabling silent authentication:

1. Open the Citrix Workspace app Group Policy Object administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Self Service**.
3. Click **Silent authentication for Citrix Workspace** policy and set it to **Enabled**.
4. Click **Apply** and **OK**.

## Secure communications

May 10, 2021

Integrate your Citrix Workspace app connections using the following technologies to communicate securely:

- Citrix Gateway.
- A firewall: Network firewalls can allow or block packets based on the destination address and port.
- Trusted server.
- For Citrix Virtual Apps deployments only: A SOCKS proxy server or secure proxy server. Proxy servers help to limit access to and from the network. They also handle the connections between Citrix Workspace app and the server. Citrix Workspace app supports SOCKS and secure proxy protocols.

### Outbound proxy support

SmartControl allows administrators to configure and enforce policies that affect environment. For instance, you might want to prohibit users from mapping drives to their remote desktops. You can achieve the granularity using the SmartControl feature on the Citrix Gateway.

The scenario changes when the Citrix Workspace app and the Citrix Gateway belong to separate enterprise accounts. In such cases, the client domain cannot apply the SmartControl feature because the gateway does not exist on the domain. You can then use the Outbound ICA Proxy. The Outbound ICA Proxy feature lets you use the SmartControl feature even when Citrix Workspace app and Citrix Gateway are deployed in different organizations.

Citrix Workspace app supports session launches using the NetScaler LAN proxy. Use the outbound proxy plug-in to configure a single static proxy or select a proxy server at runtime.

You can configure outbound proxies using the following methods:

- Static proxy: Proxy server is configured by giving a proxy host name and port number.
- Dynamic proxy: A single proxy server can be selected among one or more proxy servers using the proxy plug in DLL.

You can configure the outbound proxy using the Group Policy Object administrative template or the Registry editor.

For more information about outbound proxy, see [Outbound ICA Proxy support](#) in the Citrix Gateway documentation.

### Outbound proxy support - Configuration

**Note:**

If both static proxy and dynamic proxies are configured, the dynamic proxy configuration takes precedence.

**Configuring the outbound proxy using the GPO administrative template:**

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Network routing**.
3. Select one of the following options:
  - For static proxy: Select the **Configure NetScaler LAN proxy manually** policy. Select **Enabled** and then provide the host name and port number.
  - For dynamic proxy: Select the **Configure NetScaler LAN proxy using DLL** policy. Select **Enabled** and then provide the full path to the DLL file. For example, `C:\Workspace\Proxy\ProxyChooser.dll`.
4. Click **Apply** and **OK**.

**Configuring the outbound proxy using the Registry editor:**

• **For static proxy:**

- Launch the Registry editor and navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Citrix\ICA Client\Engine\Network Routing\Proxy\NetScaler`.
- Create DWORD value keys as follows:

```
"StaticProxyEnabled"=dword:00000001  
"ProxyHost"="testproxy1.testdomain.com"  
"ProxyPort"=dword:000001bb
```

• **For dynamic proxy:**

- Launch the Registry editor and navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Citrix\ICA Client\Engine\Network Routing\Proxy\NetScaler LAN Proxy`.
- Create DWORD value keys as follows:

```
"DynamicProxyEnabled"=dword:00000001  
"ProxyChooserDLL"="c:\\Workspace\\Proxy\\ProxyChooser.dll"
```

## TLS

Transport Layer Security (TLS) is the replacement for the SSL (Secure Sockets Layer) protocol. The Internet Engineering Taskforce (IETF) renamed it TLS when it took over responsibility for the development of TLS 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 Federal Information Processing Standard (FIPS) 140. FIPS 140 is a standard for cryptography.

To use TLS encryption as the communication medium, you must configure the user device and the Citrix Workspace app. For information about securing StoreFront communications, see the [Secure](#) section in the StoreFront documentation.

**Pre-requisites:**

See the [System requirements](#) section.

You can use the cipher suites below to:

- Enforce use of TLS: We recommend that you use TLS for connections using untrusted networks, including the Internet.
- Enforce use of FIPS (Federal Information Processing Standards): Approved cryptography and comply with the recommendations in NIST SP 800-52. These options are disabled by default.
- Enforce use of a specific version of TLS, and specific TLS cipher suites: Citrix supports TLS 1.0, TLS 1.1 and TLS 1.2 protocols.
- Connect only to specific servers.
- Check for revocation of the server certificate.
- Check for a specific server-certificate issuance policy.
- Select a particular client certificate, if the server is configured to request one.

The following cipher suites are deprecated for enhanced security:

- Cipher suites RC4 and 3DES
- Cipher suites with prefix “TLS\_RSA\_”
- TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384 (0x009d)
- TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256 (0x009c)
- TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA256 (0x003d)
- TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA (0x0035)
- TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA (0x002f)
- TLS\_RSA\_WITH\_RC4\_128\_SHA (0x0005)
- TLS\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA (0x000a)

Citrix Workspace app supports only the following cipher suites:

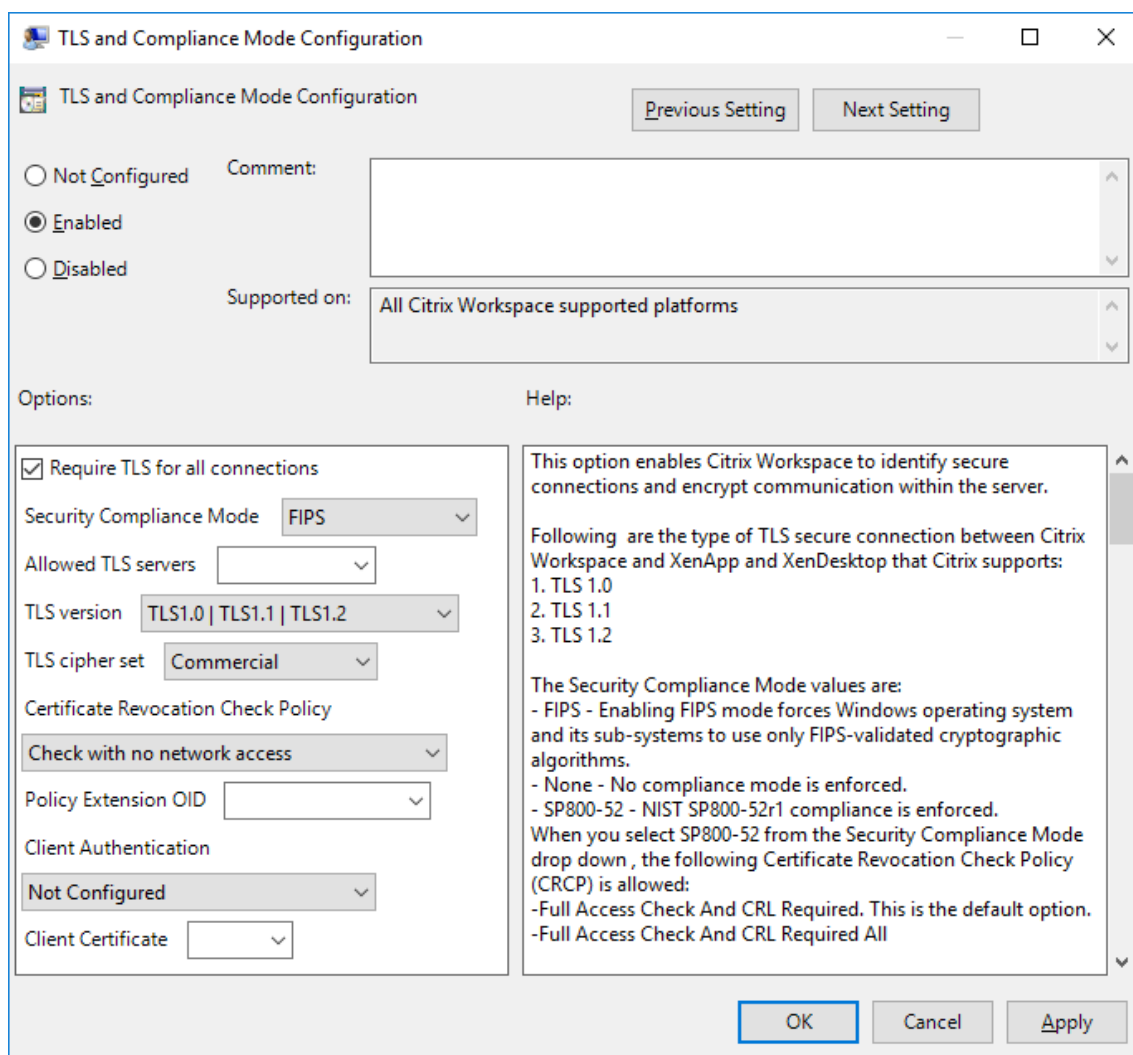
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384 (0xc030)
- TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384 (0xc028)
- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA (0xc013)

For DTLS 1.0 users, Citrix Workspace app supports only the following cipher suite:

- TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA (0xc013)

## TLS support

1. Open the Citrix Workspace app GPO administrative template by running gpedit.msc.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Workspace > Network routing**, and select the **TLS and Compliance Mode Configuration** policy.



3. Select **Enabled** to enable secure connections and to encrypt communication on the server. Set the following options:

### Note:

Citrix recommends TLS for secure connections.

- a) Select **Require TLS for all connections** to force Citrix Workspace app to use TLS for connections to published applications and desktops.

- b) From the **Security Compliance Mode** menu, select the appropriate option:
- i. **None** - No compliance mode is enforced.
  - ii. **SP800-52** – Select **SP800-52** for compliance with NIST SP 800-52. Select this option only if the servers or gateway complies with NIST SP 800-52 recommendations.

**Note:**

If you select **SP800-52**, FIPS Approved cryptography is automatically used, even if **Enable FIPS** is not selected. You must also enable the Windows security option, **System Cryptography: Use FIPS-compliant algorithms for encryption, hashing, and signing**. Otherwise, Citrix Workspace app might fail to connect to the published applications and desktops.

If you select **SP800-52**, set the **Certificate Revocation Check Policy** setting to **Full access check and CRL required**.

When you select **SP800-52**, Citrix Workspace app verifies that the server certificate complies with the recommendations in NIST SP 800-52. If the server certificate does not comply, Citrix Workspace app might fail to connect.

- i. **Enable FIPS** – Select this option to enforce the use of FIPS approved cryptography. You must also enable the Windows security option from the operating system group policy, **System Cryptography: Use FIPS-compliant algorithms for encryption, hashing, and signing**. Otherwise, Citrix Workspace app might fail to connect to published applications and desktops.
- c) From the **Allowed TLS servers** drop-down menu, select the port number. Use a comma-separated list to ensure that Workspace app connects only to a specified server. You can specify wildcards and port numbers. For example, \*.citrix.com: 4433 allows connections to any server whose common name ends with .citrix.com on port 4433. The issuer of the certificate asserts the accuracy of the information in a security certificate. If Citrix Workspace does not recognize or trust the issuer, the connection is rejected.
- d) From the **TLS version** menu, select one of the following options:
- **TLS 1.0, TLS 1.1, or TLS 1.2** - This is the default setting. This option is recommended only if there is a business requirement for TLS 1.0 for compatibility.
  - **TLS 1.1 or TLS 1.2** – Use this option to ensure that the connections use either TLS 1.1 or TLS 1.2.
  - **TLS 1.2** - This option is recommended if TLS 1.2 is a business requirement.
- a) **TLS cipher set** - To enforce use of a specific TLS cipher set, select either Government (GOV), Commercial (COM), or All (ALL). In certain cases of Citrix Gateway configurations, you might need to select **COM**. Citrix Workspace app supports RSA keys of 1024, 2048, and 3072-bit lengths. Root certificates with RSA keys of 4096-bit length are also supported.

**Note:**

Citrix does't recommend using RSA keys of 1024-bit length.

- **Any:** When "Any" is set, the policy is not configured and any of the following cipher suites are allowed:
  - a) TLS\_RSA\_WITH\_RC4\_128\_MD5
  - b) TLS\_RSA\_WITH\_RC4\_128\_SHA
  - c) TLS\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA
  - d) TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA
  - e) TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA
  - f) TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256
  - g) TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- **Commercial:** When "Commercial" is set, only the following cipher suites are allowed:
  - a) TLS\_RSA\_WITH\_RC4\_128\_MD5
  - b) TLS\_RSA\_WITH\_RC4\_128\_SHA
  - c) TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA
  - d) TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256
- **Government:** When "Government" is set, only the following cipher suites are allowed:
  - a) TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA
  - b) TLS\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA
  - c) TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256
  - d) TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384
- a) From the **Certificate Revocation Check Policy** menu, select any of the following:
  - **Check with No Network Access** - Certificate Revocation list check is performed. Only local certificate revocation list stores are used. All distribution points are ignored. Finding the Certificate Revocation List is not mandatory to verify the server certificate that is presented by the target SSL Relay/Citrix Secure Web Gateway server.
  - **Full Access Check** - Certificate Revocation List check is performed. Local Certificate Revocation List stores and all distribution points are used. If revocation information for a certificate is found, the connection is rejected. Finding a Certificate Revocation List is not critical for verification of the server certificate presented by the target server.
  - **Full Access Check and CRL Required** - Certificate Revocation List check is performed, excluding the root Certificate Authority. Local Certificate Revocation List stores and all distribution points are used. If revocation information for a certificate is found, the connection is rejected. Finding all required Certificate Revocation Lists is critical for verification.
  - **Full Access Check and CRL Required All** - Certificate Revocation List check is performed,

including the root CA. Local Certificate Revocation List stores and all distribution points are used. If revocation information for a certificate is found, the connection is rejected. Finding all required Certificate Revocation Lists is critical for verification.

- **No Check** - No Certificate Revocation List check is performed.
- a) Using the **Policy Extension OID**, you can limit Citrix Workspace app to connect only to servers with a specific certificate issuance policy. When you select **Policy Extension OID**, Citrix Workspace app accepts only server certificates containing that Policy Extension OID.
  - b) From the **Client Authentication** menu, select any of the following:
    - **Disabled** - Client Authentication is disabled.
    - **Display certificate selector** - Always prompt the user to select a certificate.
    - **Select automatically if possible** - Prompt the user only if there a choice of the certificate to identify.
    - **Not configured** - Indicates that client authentication is not configured.
    - **Use specified certificate** - Use the client certificate as set in the Client Certificate option.
  - a) Use the **Client Certificate** setting to specify the identifying certificate's thumbprint to avoid prompting the user unnecessarily.
  - b) Click **Apply** and **OK** to save the policy.

The following matrices provide details of internal and external network connections:

Client cipher set	VDA cipher set	Direct connections								
		TLS			DTLS v1.0			DTLS v1.2		
		Open	FIPS	SP800-52	Open	FIPS	SP800-52	Open	FIPS	SP800-52
Any	ANY	Y	Y	Y	Y			Y		
	COM	Y	X	X	Y			Y		
	GOV	Y	Y	Y	Y			Y		
COM	ANY	Y	X	X	Y					
	COM	Y	X	X	Y					
	GOV	Y	X	X	Y					
GOV	ANY	Y	Y	Y	X			Y		
	COM	X	X	X	X			X		
	GOV	Y	Y	Y	X			Y		



Client cipher set	VDA cipher set	External connections with Citrix Gateway								
		TLS			DTLS v1.0			DTLS v1.2		
		Open	FIPS	SP800-52	Open	FIPS	SP800-52	Open	FIPS	SP800-52
Any	ANY	Y	Y	Y	Y			X		
	COM	Y	X	X	Y			X		
	GOV	Y	Y	Y	Y			X		
COM	ANY	Y	X	X	Y			X		
	COM	Y	X	X	Y			X		
	GOV	Y	X	X	Y			X		
GOV	ANY	Y	Y	Y	X			X		
	COM	X	X	X	X			X		
	GOV	Y	Y	Y	X			X		

## Firewall

Network firewalls can allow or block packets based on the destination address and port. If you are using a firewall, Citrix Workspace app for Windows must be able to communicate through the firewall with both the Web server and Citrix server.

## Common Citrix Communication Ports

Source	Type	Port	Details
Citrix Workspace app	TCP	80/443	Communication with StoreFront
ICA or HDX	TCP/UDP	1494	Access to applications and virtual desktops
ICA or HDX with Session Reliability	TCP/UDP	2598	Access to applications and virtual desktops
ICA or HDX over SSL	TCP/UDP	443	Access to applications and virtual desktops

For more information on ports, see the Knowledge Center article [CTX101810](#).

## Proxy server

Proxy servers are used to limit access to and from your network, and to handle connections between Citrix Workspace app for Windows and servers. Citrix Workspace app supports SOCKS and secure

proxy protocols.

When communicating with the server, Citrix Workspace app uses proxy server settings that are configured remotely on the server running workspace for web.

In communicating with the web server, Citrix Workspace app uses the proxy server settings configured through the **Internet** settings of the default Web browser on the user device. You must configure the **Internet** settings of the default Web browser on the user device accordingly.

Configure the proxy settings using the Registry Editor to enforce Citrix Workspace app to honor or discard the proxy server during connections.

#### **Warning**

Editing the registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved.

1. Navigate to `\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\AuthManager`
2. Set the **ProxyEnabled**(REG\_SZ).
  - True – indicates that Citrix Workspace app honors the proxy server during connections.
  - False - indicates that Citrix Workspace app discards the proxy server during connections.
3. Restart the Citrix Workspace app for the changes to take effect.

### **Trusted server**

Trusted server configuration identifies and enforces trust relations in Citrix Workspace app connections.

When you enable Trusted server, Citrix Workspace app specifies the requirements and decides if the connection to the server can be trusted or not. For example, a Citrix Workspace app connecting to a certain address (such as [https://\\\*.citrix.com](https://\*.citrix.com) with a specific connection type (such as TLS) is directed to a trusted zone on the server

When you enable this feature, connected server resides in the Windows **Trusted Sites zone**. For instructions about adding servers to the Windows **Trusted Sites zone**, see the Internet Explorer online help.

To enable trusted server configuration using Group Policy Object administrative template

#### **Pre-requisite:**

Exit from the Citrix Workspace app components including the Connection Center.

1. Open the Citrix Workspace app GPO administrative template by running `gpedit.msc`.
2. Under the **Computer Configuration** node, go to **Administrative Templates > Classic Administrative Templates(ADM) > Citrix Components > Citrix Workspace > Network Routing > Configure trusted server configuration**.

3. Select **Enabled** to force Citrix Workspace app to perform region identification.
4. Select **Enforce trusted server configuration**. This forces the client to perform the identification using a trusted server.
5. From the **Windows internet zone** drop-down menu, select the client-server address. This setting is applicable only to Windows Trusted Site zone.
6. In the **Address** field, set the client-server address for trusted site zone other than Windows. You can use a comma-separated list.
7. Click **OK** and **Apply**.

## ICA file signing

The ICA file signing helps protect you from an unauthorized application or desktop launch. Citrix Workspace app verifies that a trusted source generated the application or desktop launch based on an administrative policy and protects against the launch from untrusted servers. You can configure ICA file signing using the Group policy objects administrative template or StoreFront. ICA file signing is not enabled by default.

For information about enabling ICA file signing for StoreFront, see [Enable ICA file signing](#) in StoreFront documentation.

## Configure ICA file signature

### Note:

If the CitrixBase.admx\adml is not added to the local GPO, the **Enable ICA File Signing** policy might not be present.

1. Open the Citrix Workspace app Group Policy Object administrative template by running gpedit.msc
2. Under the **Computer Configuration** node, go to **Administrative Templates > Citrix Components**.
3. Select **Enable ICA File Signing** policy and select one of the options as required:
  - a) **Enabled** - Indicates that you can add the signing certificate thumbprint to the whitelist of trusted certificate thumbprints.
  - b) **Trust Certificates** - Click **Show** to remove the existing signing certificate thumbprint from the whitelist. You can copy and paste the signing certificate thumbprints from the signing certificate properties.
  - c) **Security policy** - Select one of the following options from the menu.
    - i. **Only allow signed launches (more secure)**: Allows only signed-application or desktop launch from a trusted server. A security warning appears when there is an invalid signature. The session launch fails due to non-authorization.

- ii. Prompt user on unsigned launches (less secure) - A message prompt appears when an unsigned or invalidly signed session is launched. You can choose to either continue the launch or cancel the launch (default).
4. Click **Apply** and **OK** to save the policy.
5. Restart the Citrix Workspace app session for the changes to take effect.

#### **To select and distribute a digital signature certificate:**

When selecting a digital signature certificate, we recommend you choose from the following prioritized list:

1. Buy a code-signing certificate or SSL signing certificate from a public Certificate Authority (CA).
2. If your enterprise has a private CA, create a code-signing certificate or SSL signing certificate using the private CA.
3. Use an existing SSL certificate.
4. Create a root CA certificate and distribute it to user devices using GPO or manual installation.

#### **Local Security Authority (LSA) protection**

Citrix Workspace app supports Windows Local Security Authority (LSA) protection, which maintains information about all aspects of local security on a system. This support provides the LSA level of system protection to hosted desktops.

## **Storebrowse**

April 12, 2021

Storebrowse is a command-line utility that interacts between the client and the server. It is used to authenticate all the operations within StoreFront and with Citrix Gateway.

Using the Storebrowse utility, administrators can automate the following operations:

- Add a store.
- Enumerate the published apps and desktops from a configured store.
- Generate an ICA file by selecting any published Citrix Virtual Apps and Desktops manually.
- Generate an ICA file using the Storebrowse command line.
- Launch the published application.

The Storebrowse utility is a part of the [Authmanager](#) component. After installing the Citrix Workspace app, the Storebrowse utility is located in the [AuthManager](#) installation folder.

To confirm that the Storebrowse utility is installed along with the [Authmanager](#) component, check the following registry path:

**When Citrix Workspace app is installed by administrators:**

---

On a 32-bit machine	[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\AuthManager\Insta
On a 64-bit machine	[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\A

---

**When Citrix Workspace app is installed by users (non-administrators):**

---

On a 32-bit machine	[HKEY_CURRENT_USER\SOFTWARE\Citrix\AuthManager\Insta
On a 64-bit machine	[HKEY_CURRENT_USER\SOFTWARE\WOW6432Node\Citrix\A

---

**Requirements**

- Citrix Workspace app Version 1808 for Windows or later.
- Minimum of 530 MB of free disk space.
- 2 GB RAM.

**Compatibility Matrix**

Storebrowse utility is compatible with the following Operating systems:

---

Operating system

---

Windows 10 32-bit and 64-bit editions

Windows 8.1, 32-bit and 64-bit editions

Windows 7 SP1, 32-bit and 64-bit editions

Windows Thin PC

Windows Server 2016

Windows Server 2012 R2, Standard, and, Datacenter editions

Windows Server 2012, Standard, and, Datacenter editions

Windows Server 2008 R2, 64-bit edition

Windows Server 2008 R2, 64-bit edition

---

## Connections

Storebrowse utility supports the following types of connections:

- HTTP store
- HTTPS store
- Citrix Gateway 11.0 and later

### Note:

On an HTTP store, Storebrowse utility does not accept credentials using the command-line.

## Authentication methods

### StoreFront servers

StoreFront supports different authentication methods to access stores, however, not all are recommended. For security purposes, some of the authentication methods are disabled by default while creating a store.

- **Username and Password:** Enter the credentials to be authenticated to access stores. By default, Explicit authentication is enabled when you create your first store.
- **Domain Pass-through:** After authenticating to the domain-joined windows computers, you are automatically logged on to stores. To use this option, enable pass-through authentication when installing the Citrix Workspace app. For more information on domain pass-through, see [Configuring Pass-through authentication](#).
- **HTTP Basic:** Enable HTTP Basic authentication so that the Storebrowse utility can communicate with the StoreFront servers. This option is disabled by default on the StoreFront server. You must enable the **HTTP Basic authentication** method.

Storebrowse utility supports authentication methods in any of the following methods:

- Using the [AuthManager](#) that is in-built along with the Storebrowse utility. Note: You must enable HTTP Basic authentication method on the StoreFront while working with the Storebrowse utility. This applies when user provides the credentials using the Storebrowse commands.
- External [Authmanager](#) that can be included with Citrix Workspace app for Windows.

### Single sign-on with Citrix Gateway

Additional to the newly added Citrix Gateway support, you can now use single sign-on with it. You can add a store and enumerate the published resources without having to provide your user credentials.

For more information about single sign-on support with Citrix Gateway, see [Support for single sign-on with Citrix Gateway](#).

**Note:**

This feature is supported only on domain-joined machines where the Citrix Gateway is configured with the single sign-on authentication.

## Launch published desktop or application

You can now launch a resource directly from the store without having to use an ICA file.

## Command usage

The following section provides detailed information about the commands that you can use from Storebrowse utility.

### -a, -addstore

**Description:**

Adds new store. Returns the full URL of the store. If return fails, an error is reported.

**Note:**

Multi-store configuration is supported on Storebrowse utility.

### Command example on StoreFront:

Command:

```
storebrowse.exe -U *username* -P *password* -D *domain* -a *URL of Storefront *
```

Example:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -a [https://my.firstexamplestore.net](https://my.firstexamplestore.net)
```

### Command example on Citrix Gateway:

Command:

```
storebrowse.exe -U *username* -P *password* -D *domain* -a *URL of CitrixGateway *
```

Example:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -a <https://mysecondexample.com>
```

**/?**

**Description:**

Provides details on Storebrowse utility usage.

**(-l), -liststore**

**Description:**

Lists the stores that are added by the user.

**Command Example on StoreFront:**

```
.\storebrowse.exe -l
```

**Command Example on Citrix Gateway:**

```
.\storebrowse.exe -l
```

**(-M 0x2000 -E)**

**Description:**

Enumerates resources.

Command example on StoreFront:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -M 0x2000 -E  
<https://my.firstexamplestore.net/Citrix/Store/discovery>
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -M 0x2000 -E  
<https://my.secondexample.net>
```

**-q, -quicklaunch**

**Description:**

Generates the ICA file for published apps and desktops using the Storebrowse utility. The quicklaunch option requires a launch URL as an input along with the Store URL. The launch URL which can either be the StoreFront server or Citrix Gateway URL. The ICA file is generated in the %LocalAppData%\Citrix\Storebrowse\cache directory.

You can get the launch URL for any published apps and desktops by running the following command:

```
.\storebrowse -M 0X2000 -E https://myfirstexamplestore.net/Citrix/Second/  
discovery
```



A typical launch URL looks like below:

```
'Controller.Calculator' 'Calculator' '\ ' 'http://abc-sf.xyz.com/Citrix/
Stress/resources/v2/Q29udHJvbGxlc i5DYWxjdWxhdG9y/launch/ica
```

Command example on StoreFront:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -q { Launch_URL_of_published
apps and desktops } <https://my.firstexamplestore.net/Citrix/Store/resources
/v2/Q2hJk0lmNoPQrSTV9y/launch/ica> <https://my.firstexamplestore.net/Citrix
/Store/discovery>
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -q { Launch_URL_of_published
apps and desktops } <https://my.secondexamplestore.com>
```

## **-L, -launch**

### **Description:**

Generates the required ICA file for published apps and desktops using the Storebrowse utility. The launch option requires the name of the resource along with the Store URL. The name which can either be the StoreFront server or the Citrix Gateway URL. The ICA file is generated in the %LocalAppData%\Citrix\Storebrowse\cache directory.

Run the below command to get the display name of the published apps and desktops:

```
.\storebrowse -M 0X2000 -E https://myfirstexamplestore.net/Citrix/Second/
discovery
```

This command results in the following output:

```
'Controller.Calculator' 'Calculator' '\ ' 'http://abc-sf.xyz.com/Citrix/
Stress/resources/v2/Q29udHJvbGxlc i5DYWxjdWxhdG9y/launch/ica
```

The name that is in bold in the above output is used as an input parameter to the launch option.

Command example on StoreFront:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -L "{
Resource_Name } <https://my.firstexamplestore.net/Citrix/Store/discovery>
```

Command example on Citrix Gateway:

```
<.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -L { Resource_Name
} https://my.secondexamplestore.com>
```

## **-S, -sessionlaunch**

### **Description:**

With this command, you can add a store, enumerate and launch the published resources. This option takes the following as parameters:

- Username
- Password
- Domain
- Name of the resource to be launched
- Store URL

However, if the user does not provide the credentials, the `AuthManager` prompts to enter the credentials and then the resource is launched.

You can get the name of the resource of published apps and desktops by running the command below:

```
.\storebrowse -M 0X2000 -E https://myfirstexamplestore.net/Citrix/Second/discovery
```

This command results in the following output:

```
'Controller.Calculator' 'Calculator' '\ ' 'http://abc-sf.xyz.com/Citrix/Stress/resources/v2/Q29udHJvbGxlcj5DYWxjdWxhdG9y/launch/ica
```

The name that is in bold in the above output will be used as input parameter to the `-S` option.

Command example on StoreFront:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -S "{ Friendly_Resource_Name } <https://my.firstexamplestore.net/Citrix/Store/discovery >
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -U { Username } -P { Password } -D { Domain } -S { Friendly_Resource_Name } <https://my.secondexamplestore.com>
```

## **-f, -filefolder**

### **Description:**

Generates the ICA file in the custom path for a published apps and desktops.

The launch option requires a folder name and the name of the resource as the input with the Store URL. The Store URL can either be the StoreFront server or Citrix Gateway URL.

Command example on StoreFront:

```
.\storebrowse.exe -f "C:\Temp\Launch.ica" -L "Resource_Name" { Store }
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -f "C:\Temp\Launch.ica" -L "Resource_Name" { NSG_URL }
```

### **-t, -traceauthentication**

#### **Description:**

Generates logs for the [AuthManager](#) component. Logs are generated only if the Storebrowse utility is using an in-built [AuthManager](#). Logs are generated in the `localappdata%\Citrix\Storebrowse\logs` directory.

#### **Note:**

This option must not be the last parameter listed in the user's command line.

Command example on StoreFront:

```
.\storebrowse.exe -t -U { UserName } -P { Password } -D { Domain } -a { StoreURL }
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -t -U { UserName } -P { Password } -D { Domain } -a { NSG_URL }
```

### **-d, -deletestore**

#### **Description:**

Deletes existing StoreFront or Citrix Gateway store.

Command example on StoreFront:

```
.\storebrowse.exe -d https://my.firstexamplestore.net/Citrix/Store/discovery
```

Command example on Citrix Gateway:

```
.\storebrowse.exe -d https://my.secondexamplestore.com
```

## **Single sign-on support with Citrix Gateway**

Single sign-on lets you authenticate to a domain and use Citrix Virtual Apps and Desktops delivered by that domain without having to re-authenticate to each app or desktop. When you add a store, your credentials are passed through to the Citrix Gateway server, along with the enumerated Citrix Virtual Apps and Desktops, and your Start menu settings.

This feature is supported on Citrix Gateway Version 11 and later.

### Prerequisites:

For the prerequisites on how to configure Single Sign-On for Citrix Gateway, see [Configure domain pass-through authentication](#).

The single sign-on feature with Citrix Gateway can be enabled using the Group Policy Object (GPO) administrative template.

1. Open the Citrix Workspace app GPO administrative template by running gpedit.msc
2. Under the **Computer Configuration node**, go to **Administrative Template > Citrix Component > Citrix Workspace > User Authentication > Single Sign-on for Citrix Gateway**.
3. Use the toggle options to Enable or Disable the Single Sign-On option.
4. Click **Apply** and **OK**.
5. Restart the Citrix Workspace app session for the changes to take effect.

### Limitations:

- Enable the **HTTP Basic Authentication** method on the StoreFront server for credential injection operations with the Storebrowse utility.
- If you have a HTTP store, and when you try connecting to the store using the utility to enumerate or launch the published Citrix Virtual Apps and Desktops, the credential injection using the command-line option is unsupported. As a workaround, use the external [AuthManager](#) module if you do not provide credential using the command line.
- Storebrowse utility currently supports only single store configured the Citrix Gateway on the StoreFront server.
- Credential Injection in the Storebrowse utility works only if the Citrix Gateway is configured with Single-Factor Authentication.
- The command-line options `Username (-U)`, `Password (-P)` and `Domain (-D)` of the Storebrowse utility are case-sensitive and must be in upper case only.

## Citrix Workspace app Desktop Lock

January 6, 2021

You can use the Citrix Workspace app Desktop Lock when you do not need to interact with the local desktop. You can use the Desktop Viewer (if enabled), however it has only the following set of options on the toolbar:

- Ctrl+Alt+Del
- Preferences
- Devices
- Disconnect.

Citrix Workspace app for Windows with Desktop Lock works on domain-joined machines, which are SSON-enabled (Single Sign-On) and store configured. It does not support PNA sites. Previous versions of Desktop Lock are not supported when you upgrade to Citrix Receiver for Windows 4.2 or later.

You must install Citrix Workspace app for Windows with the `/includeSSON` flag. You must configure the store and Single Sign-on, either using the adm/admx file or cmdline option. For more information, see [Install](#).

Then, install the Citrix Workspace app Desktop Lock as an administrator using the `CitrixWorkspaceDesktopLock.msi` available in the [Citrix Downloads](#) page.

### System requirements

- Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package. For more information, see the [Microsoft Download](#) page.
- Supported on Windows 7 (including Embedded Edition), Windows 7 Thin PC, Windows 8, and Windows 8.1 and Windows 10 (Anniversary update included).
- Connects to StoreFront through native protocols only.
- Domain-joined end points.
- User devices must be connected to a local area network (LAN) or wide area network (WAN).

### Local App Access

#### Important

Enabling Local App Access might permit local desktop access unless a full lock down has been applied with the Group Policy Object template or a similar policy. For more information, see the [Configure Local App Access and URL redirection](#) section in the Citrix Virtual Apps and Desktops documentation.

### Working with Citrix Workspace app Desktop Lock

- You can use Citrix Workspace app Desktop Lock with the following Citrix Workspace app features:
  - 3Dpro, Flash, USB, HDX Insight, Microsoft Lync 2013 plug-in, and local app access
  - Domain, two-factor, or smart card authentication only
- Disconnecting the Citrix Workspace app Desktop Lock session logs out the end device.
- Flash redirection is disabled on Windows 8 and later versions. Flash redirection is enabled on Windows 7.
- The Desktop Viewer is optimized for Citrix Workspace app Desktop Lock with no Home, Restore, Maximize, and Display properties.
- Ctrl+Alt+Del is available on the desktop viewer toolbar.

- Most windows shortcut keys are passed to the remote session, with the exception of Windows+L.
- Ctrl+F1 triggers Ctrl+Alt+Del when you disable the connection or desktop viewer for desktop connections.

### Note:

With the Desktop Lock installed, and `LiveInDesktopDisconnectOnLock` set to **False** in the registry path `HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Dazzle` Or `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\Dazzle`, the active session gets disconnected when the end-point wakes up from hibernation or standby mode.

## Install Citrix Workspace app Desktop Lock

This procedure installs Citrix Workspace app for Windows so that virtual desktops appear using Citrix Workspace app Desktop Lock. For deployments that use smart cards, see [Smart card](#).

1. Log on using a local administrator account.
2. At a command prompt, run the following command (located in the Citrix Workspace app and Plug-ins > Windows > Citrix Workspace app folder on the installation media).

For example:

```
1 CitrixWorkspaceApp.exe
2     /includeSSON
3 STORE0="DesktopStore;https://my.storefront.server/Citrix/MyStore/
  discovery;on;Desktop Store"
```

For command details, see the Citrix Workspace app install documentation at [Install](#).

3. In the same folder on the installation media, double-click `CitrixWorkspaceDesktopLock.msi`. The Desktop Lock wizard appears. Follow the prompts.
4. When the installation completes, restart the user device. If you have permission to access a desktop and you log on as a domain user, the device appears using Citrix Workspace app Desktop Lock.

To allow administration of the user device after installation, the account used to install `CitrixWorkspaceDesktopLock.msi` is excluded from the replacement shell. If that account is later deleted, you will not be able to log on and administer the device.

To run a **silent install** of Citrix Workspace Desktop Lock, use the following command line:

```
msiexec /i CitrixWorkspaceDesktopLock.msi /qn
```

## Configure Citrix Workspace app Desktop Lock

When you have logged in as a non-administrator, Desktop Lock automatically launches an assigned desktop session.

Using Active Directory policies prevent users from hibernating virtual desktops.

Use the same administrator account to configure Citrix Workspace app Desktop Lock as you did to install it.

- Ensure that the receiver.admx (or receiver.adml) and receiver\_usb.admx (.adml) files are loaded into Group Policy (where the policies appear in Computer Configuration or User Configuration > Administrative Templates > Classic Administrative Templates (ADMX) > Citrix Components). The .admx files are located in %Program Files%\Citrix\ICA Client\Configuration\.
- USB preferences - When a user plugs in a USB device, that device is automatically remoted to the virtual desktop; no user interaction is required. The virtual desktop is responsible for controlling the USB device and displaying it in the user interface.
  - Enable the USB policy rule.
  - In Citrix Workspace app > Remoting client devices > Generic USB Remoting, enable and configure the Existing USB Devices and New USB Devices policies.
- Drive mapping - In Citrix Workspace app > Remoting client devices, enable and configure the Client drive mapping policy.
- Microphone - In Citrix Workspace app > Remoting client devices, enable and configure the Client microphone policy.

## Configure smart cards for use with Windows Desktop Lock

1. Configure StoreFront.
  - a) Configure the XML Service to use DNS Address Resolution for Kerberos support.
  - b) Configure StoreFront sites for HTTPS access, create a server certificate signed by your domain certificate authority, and add HTTPS binding to the default website.
  - c) Ensure pass-through authentication with smart card is enabled (enabled by default).
  - d) Enable Kerberos.
  - e) Enable Kerberos and pass-through authentication with smart card.
  - f) Enable Anonymous access on the IIS Default Web Site and use Integrated Windows Authentication.
  - g) Ensure the IIS Default Web Site does not require SSL and ignores client certificates.
2. Use the Group Policy Management Console to configure Local Computer Policies on the user device.
  - a) Import the Receiver.admx template from %Program Files%\Citrix\ICA Client\Configuration\.
  - b) Expand Administrative Templates > Classic Administrative Templates (ADMX) > Citrix Components > Citrix Workspace > User authentication.

- c) Enable Smart card authentication.
  - d) Enable Local user name and password.
3. Configure the user device before installing Citrix Workspace app Desktop Lock.
  - a) Add the URL for the Delivery Controller to the Windows Internet Explorer Trusted Sites list.
  - b) Add the URL for the first Delivery Group to the Internet Explorer Trusted Sites list in the form `desktop://delivery-group-name`.
  - c) Enable Internet Explorer to use automatic logon for Trusted Sites.

When Citrix Workspace app Desktop Lock is installed on the user device, a consistent smart card removal policy is enforced. For example, if the Windows smart card removal policy is set to Force logoff for the desktop, the user must log off from the user device as well, regardless of the Windows smart card removal policy set on it. This ensures that the user device is not left in an inconsistent state. This applies only to user devices with the Citrix Workspace app Desktop Lock.

## Remove Desktop Lock

Be sure to remove both of the components listed below.

1. Log on with the same local administrator account that was used to install and configure Citrix Workspace app Desktop Lock.
2. From the Windows feature for removing or changing programs:
  - Remove Citrix Workspace app Desktop Lock.
  - Remove Citrix Workspace app for Windows.

## Passing Windows shortcut keys to the remote session

Most windows shortcut keys are passed to the remote session. This section highlights some of the common ones.

### Windows

- Win+D - Minimize all windows on the desktop.
- Alt+Tab - Change active window.
- Ctrl+Alt+Delete - via Ctrl+F1 and the desktop viewer toolbar.
- Alt+Shift+Tab
- Windows+Tab
- Windows+Shift+Tab
- Windows+All Character keys

### Windows 8

- Win+C - Open charms.



- Win+Q - Search charm.
- Win+H - Share charm.
- Win+K - Devices charm.
- Win+I - Settings charm.
- Win+Q - Search apps.
- Win+W - Search settings.
- Win+F - Search files.

### **Windows 8 apps**

- Win+Z - Get to app options.
- Win+. - Snap app to the left.
- Win+Shift+. - Snap app to the right.
- Ctrl+Tab - Cycle through app history.
- Alt+F4 - Close an app.

### **Desktop**

- Win+D - Open desktop.
- Win+, - Peek at desktop.
- Win+B - Back to desktop.

### **Other**

- Win+U - Open Ease of Access Center.
- Ctrl+Esc - Start screen.
- Win+Enter - Open Windows Narrator.
- Win+X - Open system utility settings menu.
- Win+PrintScrn - Take a screen shot and save to pictures.
- Win+Tab - Open switch list.
- Win+T - Preview open windows in taskbar.

### **SDK and API**

March 14, 2021

## Certificate Identity Declaration SDK

The Certificate Identity Declaration (CID) SDK lets developers create a plug-in that lets Citrix Workspace app authenticate to the StoreFront server by using the certificate installed on the client machine. CID declares the user's smart card identity to a StoreFront server without performing a smart card-based authentication.

The CID SDK lets developers create a utility using which Citrix Workspace app can authenticate to the StoreFront server by using the certificate installed on the client machine.

For more information, see the [Certificate Identity Declaration SDK for Citrix Workspace app for Windows](#) documentation.

## Citrix Common Connection Manager SDK

Common Connection Manager (CCM) SDK provides set of native APIs that enables you to interact and perform basic operations programmatically. This SDK does not require a separate download because it is a part of the Citrix Workspace app for Windows installation package.

### Note:

Some of APIs that are related to launch require the ICA file to initiate the launch process to Citrix Virtual Apps and Desktops sessions.

The CCM SDK capabilities include:

- Session launch
  - Allows launching applications and desktops using the generated ICA file.
- Session disconnect
  - Similar to the disconnect operation using the Connection Center. The disconnect can be for all the sessions or to a specific user.
- Session logoff
  - Similar to the logoff operation using the Connection Center. The logoff can be for all the sessions or to a specific user.
- Session information
  - Provides different methods to get connection-related information of the sessions launched. This includes desktop session, application session and reverse seamless application session

For more information about the SDK documentation, see [Programmers guide to Citrix CCM SDK](#).

## Citrix Virtual Channel SDK

The Citrix Virtual Channel software development kit (SDK) supports writing server-side applications and client-side drivers for additional 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 (VDAPI) is used with the virtual channel functions in the Citrix Server API SDK (WFAPI SDK) to create new virtual channels. The virtual channel support provided by VDAPI makes it easy to write your own virtual channels.
- The Windows Monitoring API, which enhances the visual experience and support for third-party applications integrated with ICA.
- Working source code for virtual channel sample programs to demonstrate programming techniques.
- The Virtual Channel SDK requires the WFAPI SDK to write the server side of the virtual channel.

For more information, see [Citrix Virtual Channel SDK for Citrix Workspace app for Windows](#) documentation.

### **Fast Connect 3 Credential Insertion API**

The Fast Connect 3 Credential Insertion API provides an interface that supplies user credentials to the Single Sign-on (SSON) feature. This feature is available in Citrix Workspace app for Windows Version 4.2 and later. Using this API, Citrix partners can provide authentication and SSO products that use StoreFront to log users on to virtual applications or desktops and then disconnect users from those sessions.

For more information, see [Fast Connect 3 Credential Insertion API for Citrix Workspace app for Windows](#) documentation.

## **ICA Settings Reference**

February 1, 2021

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

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