Citrix Workspace app for Android

Contents

About Citrix Workspace app for Android

October 7, 2023

Citrix Workspace app for Android enables tablet and phone access to virtual apps, and desktops. As an alternative to a desktop computer, you can access touch-enabled apps for low intensity use of tablets.

The preferred method to update or install Citrix Workspace app for Android is from Google Play using an Android device. The app can then automatically update when new versions are available.

Access your apps

October 7, 2023

Manage your Citrix Workspace app home screen:

Add apps

On your device, tap the white star icon next to the app to add the app to the home screen. Tap the app name to launch it.

If an app does not start right away, click **Install** to download the app to your device.

Remove apps

On the home screen, tap the yellow star icon next to the app to remove an app. Tap the screen when you are finished.

Citrix Ready workspace hub

December 1, 2023

Citrix Ready workspace hub enables Citrix Casting, which makes it possible to securely transfer your mobile session to a hub.

Prerequisites:

- Citrix Workspace app 1809 for Android or later.
- Bluetooth enabled on the device for hub discovery.
- Mobile device and workspace hub using the same Wi-Fi network.

Enable Citrix Casting

To turn on Citrix Casting, go to **Settings** > **Citrix Casting**. Select the **Use Citrix Casting** checkbox.

Then set a default app or desktop that launches automatically when you transfer your mobile session to the hub. To choose any app or desktop, from **Settings**, click **Configuration** > **Preferred Resource**.

Now you can roam or cast your session.

Session roaming

Using session roaming, you can launch a VDA session from a mobile device and transfer it to the Citrix Ready workspace hub.

- Manual roaming
- Proximity authentication

Manual session roaming

Scan the QR code of the Citrix Ready workspace hub to transfer the VDA session to the workspace hub. When the session roams, the workspace hub has full control of all the peripherals available within the session.

How to start session roaming manually:

1. Launch Citrix Workspace app.

2. Tap **Settings** > **Citrix Casting** > **Use Citrix Casting**.

3. Tap the workspace hub icon to scan the QR code using a code scanner.

4. You can roam the session manually in the following ways:

   - By scanning the QR code of the workspace hub.

   OR

   - By tapping **View hub list** . You can select a workspace hub from the list by tapping the workspace hub icon displayed next to its name, as shown below. Workspace hubs appear in the order of the Bluetooth signal strength.

5. Click the workspace hub setting icon to:

- Set discovery range.
- Set disconnect range.

The session starts roaming after connecting to the workspace hub.

Tap the **X** icon on the right to disconnect the roaming session. You can swipe down on the screen with two fingers to disconnect as well.

Session roaming with proximity authentication

Proximity authentication provides a way to authenticate and launch a session automatically without touching the mobile device. When you launch the Citrix Workspace app, the session roams to the Citrix Ready workspace hub when the device enters the proximity authentication range of the workspace hub.

When a mobile device is within range of the Citrix Ready workspace hub, the default virtual desktop or app set in Citrix Workspace app launches on the Citrix Ready workspace hub automatically. When the mobile device moves out of range, the launched desktop or app closes.

To use proximity authentication, ensure that Bluetooth is enabled on both the mobile device and the workspace hub. Enable **Location** settings on mobile device running on Android Version 6.0 and later.

To configure proximity authentication:

1. In Citrix Workspace app, tap **Settings** > **Citrix Casting** > **Use Citrix Casting**.
2. Tap **Configuration**. The Configuration dialog appears.
3. In the Configuration dialog:

    - Tap **Proximity Authentication** option to enable it.
      When you set the **Proximity Authentication** option to **OFF**, the VDA session roams only to the favorite workspace hub.
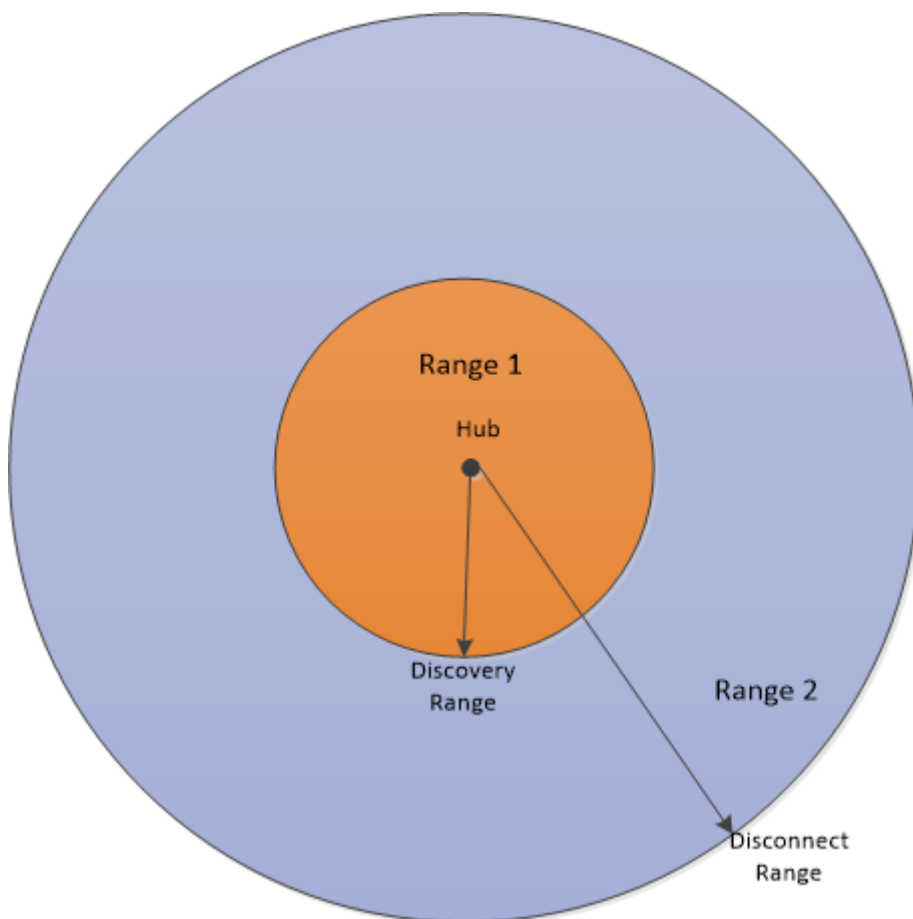   When you set the **Proximity Authentication** option to **ON**, VDA session roaming works on all available workspace hubs.
    - **Discovery Range** - Indicates the Bluetooth signal strength relative to the distance between the mobile device and the workspace hub. Discovery range is the range in which proximity authentication works automatically. The default value is -40.
    - **Disconnect Range** - Indicates the Bluetooth signal strength relative to the distance between the mobile device and the workspace hub. Disconnect range is the beginning of the range outside of which the proximity authentication ceases. The default value is -70. Disconnect Range must be equal to or less than Discovery Range and values must be nega-

tive. You can adjust the values depending on RSSI values displayed in the workspace hub list. See Figure Workspace hub dialog for reference.

- **Preferred Resource** is the default VDA session that launches when your mobile device enters the proximity authentication range. This setting is specific to the account you use to log on to Citrix Workspace app. To set your preferred resource, log on to Citrix Workspace app and set it. If you have more than one account, you must set a preferred resource for each account. This setting is persistent, which means you need to set your preferred resource only once per account. Your preferred resource launches every time you enter the proximity authentication range until you change the setting.

When you move your mobile device into Range 1, proximity authentication is triggered and your favorite VDA session launches automatically on the workspace hub. As long as your mobile device remains within Ranges 1 or 2, your default desktop or app keeps running on the workspace hub. When you move your Android device out of Ranges 1 and 2, your desktop or app closes automatically.

Favorite hubs

Long click a workspace hub from the hub list to set the hub as the favorite hub. The favorite hub's name appears in blue at the top of the workspace hub list.

When you enable proximity authentication and if there are multiple workspace hubs within range, a dialog appears to let you select a workspace hub to roam your session.

If multiple Citrix Ready workspace hubs are within range and Citrix Workspace app is running in the background, a notification appears on your mobile device. Click the notification and select the workspace hub you want to connect to.

To exit a session:

- Move your mobile device out of Ranges 1 and 2.
- Use two fingers to swipe down on the Citrix Workspace app home page.
- Close Citrix Workspace app.
- Exit the windows session on the Citrix Ready workspace hub.
- Tap the **X** icon on the right to disconnect the roaming session.

Session casting

Session casting allows you to redirect any app or desktop from a mobile device to a large screen connected to a workspace hub. When a session casts, you can use the keyboard and the mouse on the hub and on the device to control the session.

To cast your session to a hub:

1. Inside a session, tap the **Cast** icon on the toolbar. A menu and camera view appears.
2. Scan the QR code on the workspace hub to connect.

Extended connectivity periods

During a long-running session, you can put the device down with the screen locked. To ensure that the session runs uninterrupted, consider the following tips:

- Battery optimization can interfere with your session. To avoid the effects of battery optimization, add Citrix Workspace app to the Android battery optimization ignore lists:

    - Go to **Settings**. Search for **Battery optimzation** > **All Apps** -> **Workspace**.

- If you're using a third-party battery optimization app, remove Citrix Workspace app from its optimization list.

- Citrix recommends that you bring the Citrix Workspace app's main interface to the foreground before locking your screen. Doing so ensures that the mobile device operating system does not end the Citrix Workspace app session.

Secure connection

Citrix Ready workspace hub supports secure connections between your Android device and the hub. To ensure that your Android device is securely authenticated, you need to install the client certificate.

1. Download and install the certificate on the mobile device.

   > **Note:**
   >
   > If the Android device does not recognize the certificate format, change the suffix. (from .pem to .crt).

2. On your Android device, go to **Settings** > **Other security settings** > **Install from device storage** > **Trusted credentials**.
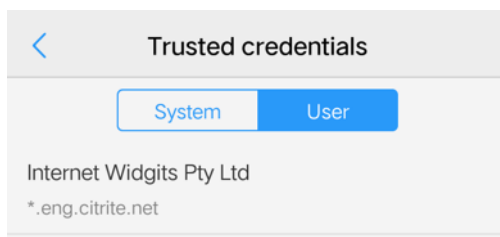
An alert message notifies you if an Android device is unable to verify the host name or find the certificate. Choose one of the following options:

- **Allow once**: Connect to the hub using an untrusted certificate.
- **Always**: Connect and add the hub to the trusted list. The alert message doesn't appear again.
- **Cancel**: Cancel the connection.

To reset the notification to the original setting, uninstall the app or clear your cache.

Learning gestures

October 7, 2023

In your Citrix Workspace app applications, use all the familiar Android gestures, including the tap, swipe, drag, and pinch. In addition, Citrix Workspace app includes multi-touch gestures for the screen.

With the Citrix Workspace app running, tap the icon from the toolbar, tap the Android icon, and select **Gestures**:

To do this:	On Android, do this:
Single click	One-finger tap
Right click	Touch-hold-release
Open the on-screen keyboard	Three-finger tap (or from the toolbar, tap **Keyboard** icon)
Zoom	Pinch in and out (or from the toolbar, tap **Magnifier** icon)
Drag	Touch, hold, and slide
Enable cursor	Two-finger tap

To close the Gestures guide, tap the screen or back arrow.

Accessing recent apps by long-press gesture

You can access a list of recently launched apps and desktops for quick access when you use the long-press gesture on the Citrix Workspace app icon.

Set up your account
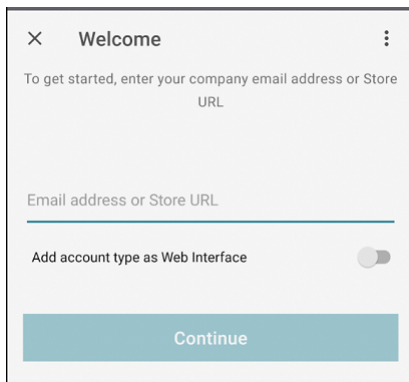
January 2, 2024

You can set up one or more accounts to access your resources.

Create an account

When you launch Citrix Workspace app for the first time, the welcome screen offers you to access your organization's applications. Enter the information about your account that your organization provides.

1. From the Citrix Workspace app home page, click the plus icon at the bottom-right of the screen to launch the **Add Account** dialog.

2. In the **Add Account** dialog, enter the store URL provided by your IT administrator.

Note:

- You can use your work email address to access resources. For some organizations, you require your organization's server address, such as `servername.company.com`.
- You require your authentication credentials, such as user name, password, and domain.

Edit an account

Select **Edit** to change the Citrix Gateway address and authentication type for a specific user account.
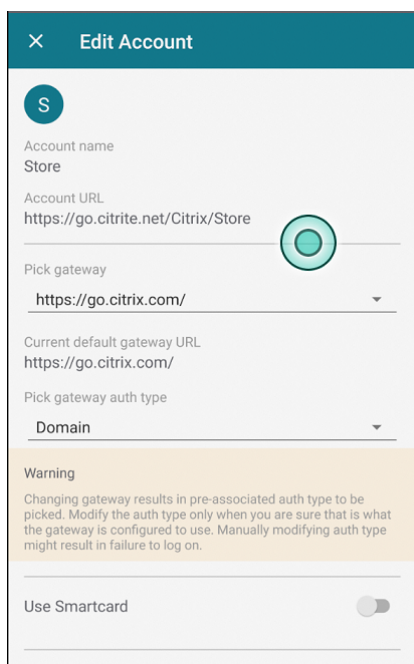
Launch a resource

On your device, tap the **Apps**, or **Desktops** to view the resources you can access.

Add a resource to the home screen

Click the **Star** icon on the resource icons to add the apps or desktops to the **Home** screen. A yellow star indicates that the resource is already added to the **Home** screen. To remove the resource from the **Home** screen, click the yellow star icon and it is removed from the **Home** screen.

Install a certificate

If your organization requires a certificate on your device, your organization must either provide a web address for the download or send it as an email attachment. When you have the file, tap it to install it on your device.

Create multiple accounts

You can create more accounts, each with different favorite applications and settings. From the list of accounts, tap **Add Account**.

Delete an account

In the **Accounts** page, select the trash bin icon against the user account.

User permissions

December 5, 2023

Per-store microphone access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session. You can grant access to local client drives and hardware devices like microphones and webcams.

Previously, your setting for microphone access was applied on all configured stores.

Now, Citrix Workspace app requires the user's permission to access the microphone. The selected setting for microphone access is applied on a per-store basis. Provide the user's permission to access the microphone as follows:

1. Long press on the Citrix Workspace app icon and tap **App info** ⓘ icon.
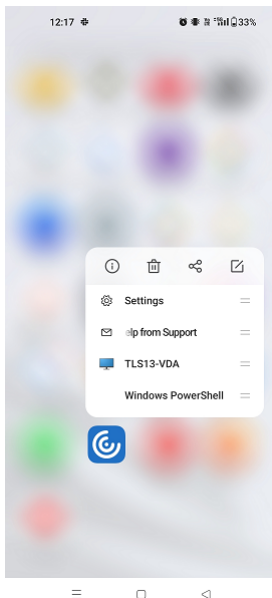
2. Tap **Permissions**.
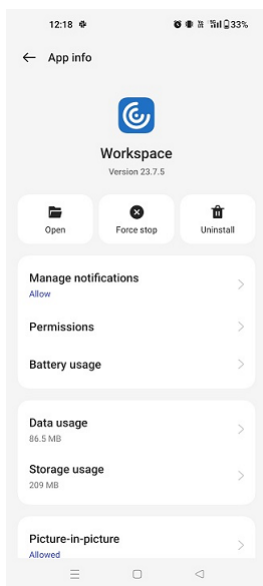
3. Tap **Microphone**.
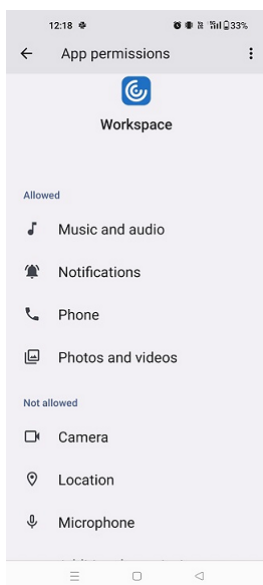
4. Select **Allow only while using this app**.
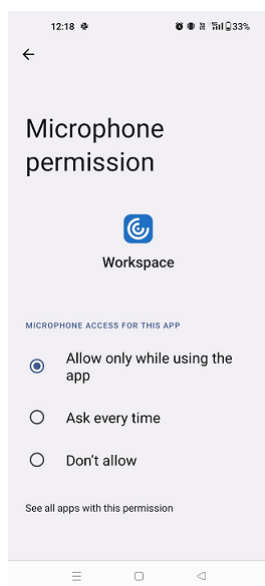
Now, you can access the microphone while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings** > **Store settings**.

2. Under the **Set permissions for** option, select a store from the drop-down menu.
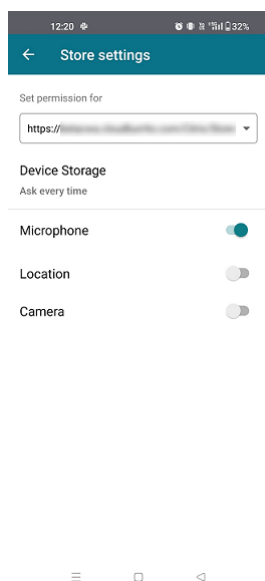
3. Enable **Microphone**.

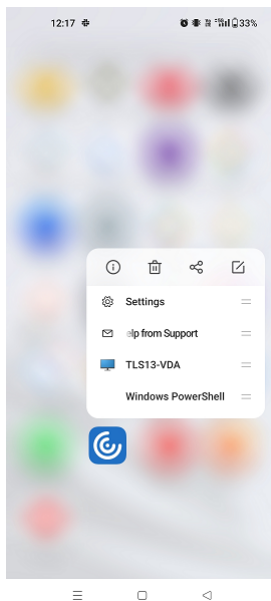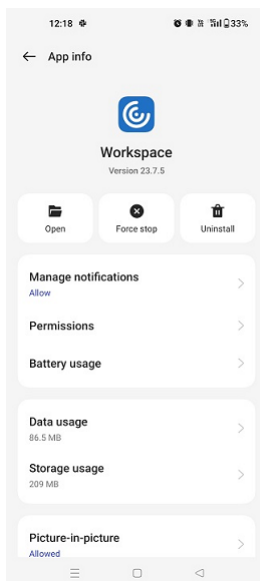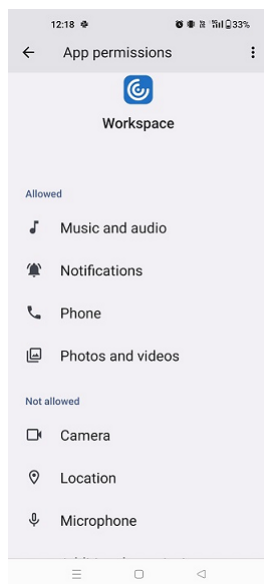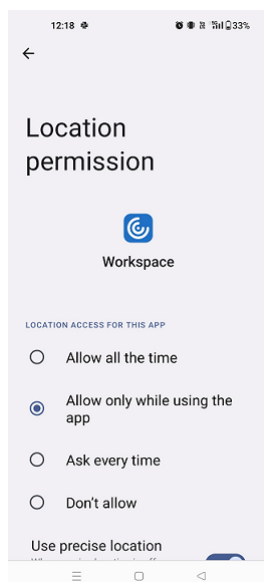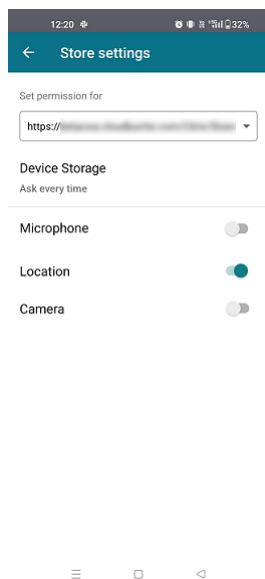   Now, microphone is enabled and you can use it while using Citrix Workspace app in your android device.

Per-store location access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session.

Previously, your setting for location access was applied on all configured stores.

Starting with the version 21.3.0, Citrix Workspace app requires the user's permission to access the location. The selected setting for location access is applied on a per-store basis. Provide the user's permission to access the location as follows:

1. Long press on the Citrix Workspace app icon and tap **App info** ⓘ icon.

2. Tap **Permissions**.

3. Tap **Location**.

4. Select **Allow only while using this app**.

Now, you can access the location while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings** > **Store settings**.

2. Under the **Set permissions for** option, select a store from the drop-down menu.

3. Enable **Location**.

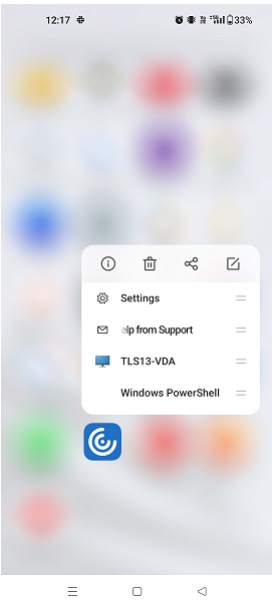   Now, location is enabled and you can use it while using Citrix Workspace app in your android device.

Per-store camera access

The client-selective trust feature allows Citrix Workspace app to trust access from a VDA session. You can grant access to local client drives and hardware devices like microphones and webcams.

Previously, your setting for camera access was applied on all configured stores.

Now, Citrix Workspace app requires the user's permission to access the camera. The selected setting for camera access is applied on a per-store basis. Provide the user's permission to access the camera as follows:
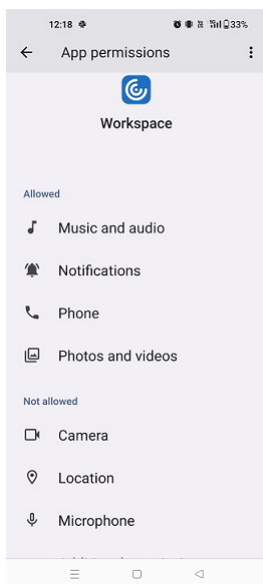
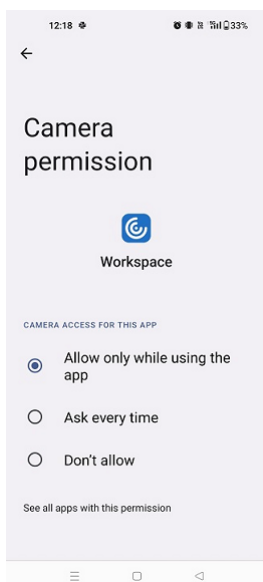1. Long press on the Citrix Workspace app icon and tap **App info** ⓘ icon.

2. Tap **Permissions**.
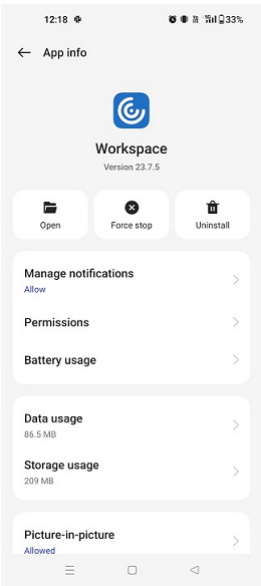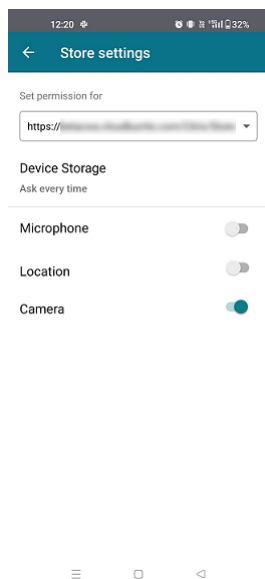

3. Tap **Camera**.

4. Select **Allow only while using this app**.

Now, you can access the camera while using Citrix Workspace app.

Configure the access levels as follows:

1. Open the Citrix Workspace app and select **Settings** > **Store settings**.

2. Under the **Set permissions for** option, select a store from the drop-down menu.

3. Enable **Camera**.

   Now, camera is enabled and you can use it while using Citrix Workspace app in your android device.

Session toolbar

February 6, 2024

The session toolbar appears when you launch an app or a desktop session. The toolbar is designed to allow you to use the most commonly used actions using the shortcut icons.

The session toolbar has the following options:

- Home: Tap the home icon to close the session and to return to the Citrix Workspace app home screen.

- USB: Tap to open the **USB devices** dialog box.   The dialog box lists the devices that can be redirected to the session.   To redirect the USB devices, select an appropriate device and tap **Connect**.

  Note:

  - You can view the USB icon only if your IT administrator provides access to connect USB devices through policy settings.

- Keyboard: Tap the keyboard icon to show or hide the device's soft keyboard.   This icon is a toggle key.

- Pointer: Tap the arrow icon to use it like a mouse. This icon is a toggle key.

- Magnifying glass: Tap the magnify icon to magnify and point to a specific area.

- Pan: Tap to move around the screen easily.

- Scroll mode: Tap to scroll the page.

- Multi-touch: Tap to pinch and zoom, scroll, and use multi finger gestures in the session.

- Hand: Tap to view the various gestures.

  For more information, see Learning gestures help documentation for Citrix Workspace app for Android.

- App switch: Tap to switch between many published apps that are in the same session. For more information, see App Switch product documentation.

- X: Tap to exit the session.

> **Note:**
>
> When in **Immersive** mode, the session toolbar appears differently although the functionality is the same.

Session experience

February 6, 2024

Support for external webcam

Citrix Workspace app for Android now supports externally connected webcams within your sessions. Connect a USB webcam and use it for video conferencing by clicking the camera icon, then select the external webcam name. It enhances the session experience by using the resources available to end users.

> **Note:**
>
> The external webcam's name appears only after an external camera is detected.
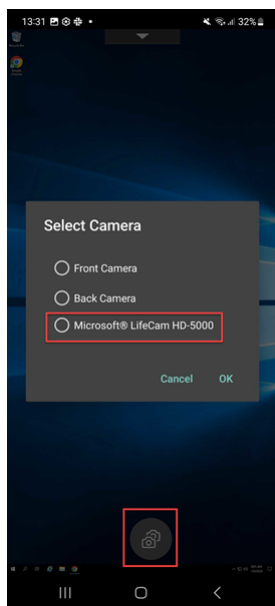
The next time you use a video conferencing app, the system remembers your preference and uses the camera preference accordingly. For example, if you had completed the last video call with an external webcam preference, next time the external webcam is selected by default.

You can change your camera preference by tapping the camera icon on your screen. You can also change the camera preference during your calls.

> **Notes:**
>
> - When you remove the external camera, the floating multiple-camera icon ⚙ changes to a flip button ⚙. The **Select Camera** dialog closes if it's open and the external camera view on the VDA becomes unresponsive.
> - This feature is applicable on both on-premises and cloud deployments.

DPI Matching

The DPI matching feature ensures that the virtual session gets rendered according to the DPI of the device. Previously, even on high-DPI mobile phones and tablets, the DPI of the device wasn't considered for session display. Starting with the 24.1.0 release, a new display setting helps to achieve DPI matching.

On your device, go to Citrix Workspace app for Android **Settings** > **General** > **Display** > **Session Resolution** > and select the **Match client DPI** option.
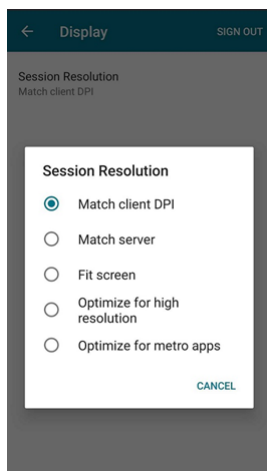
In other words, the Citrix Workspace app attempts to match the display resolution and DPI scale settings of the Android device to the Citrix session automatically. This feature enhances the user experience by displaying the sessions according to the DPI of the phone or tablet. The session icons, text, and image clarity are now sharper and more comfortable to read.

For example, when you select the **Match client DPI** option, the session icons, text, and images are clear.
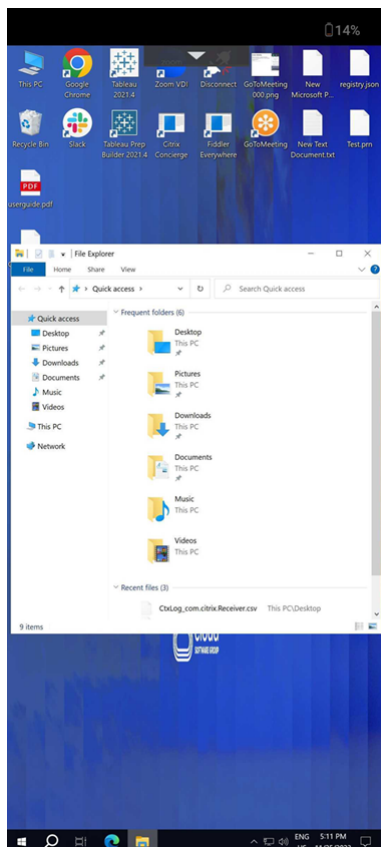
On the contrary, when you select the **Fit screen** option, the session icons, text, and images are smaller in size.
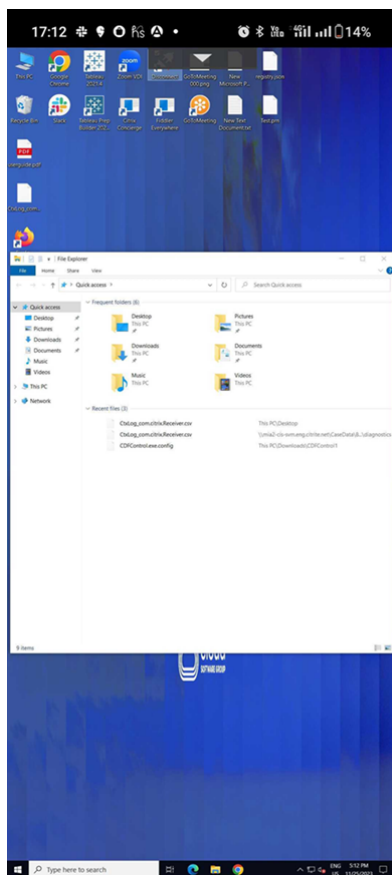
Note:

When you connect an external monitor, the session continues to render with the primary device's DPI because of Android's limitation.

Scancode input mode for external keyboard

Starting with the 24.1.0 release, you can select Scancode as the keyboard input mode while using an external physical keyboard. This feature is helpful when you use Android devices with an external Windows PC's standard keyboard. Similar to using the Samsung DeX feature.

With Scancode, you can use the keyboard layout of the VDA instead of the Android's soft keyboard. In this way, you can completely follow the input style of Windows instead of Android. It's beneficial when typing in East-Asian languages, as it significantly improves the overall user experience. The end user might find themselves using the keyboard layout of the server instead of the client. For more understanding, see the Use Case section in this article.

How to use the feature

To use the scancode feature:

1. Open Citrix Workspace app for Android and navigate to **Settings** > **General** > **Keyboard**.

2. Tap **External keyboard input mode**.
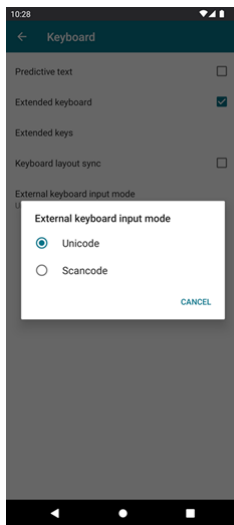
3. Select one of the following options:

   - **Scancode** - Sends the key position from the client-side keyboard to VDA and VDA generates the corresponding character. Applies server-side keyboard layout.

   - **Unicode** - Sends the key from the client-side keyboard to VDA and VDA generates the same character in VDA. Applies client-side keyboard layout.

   By default, **Unicode** is selected as the external keyboard input mode.

4. Tap **Scancode**.

   When you are in a session, you can switch the remote keyboard using the IME feature and input in the server keyboard layout.

Use case For example, consider a scenario where you're using a US international keyboard layout connected to your Android device.

When you choose **Scancode** and type the key next to the CapsLock on your external keyboard, the scancode 1E is sent to the VDA. The VDA then uses 1E to display the character a.

If you choose **Unicode** and type the key next to CapsLock on your external keyboard, the character a is sent to the VDA. So, even if the VDA uses another keyboard layout that has a different character in the same position, the character a appears on the screen.

> **Note:**
>
> Unicode is the preferred mode for typing when you use a touch keyboard on your mobile devices. This is because the keys on a touch keyboard generally don't generate a scancode.

Accessibility and TalkBack

Citrix Workspace app provides an enhanced user experience with the TalkBack feature. The TalkBack feature helps end users who have difficulty seeing the screen. The narrator reads the screen elements aloud when using the UI.
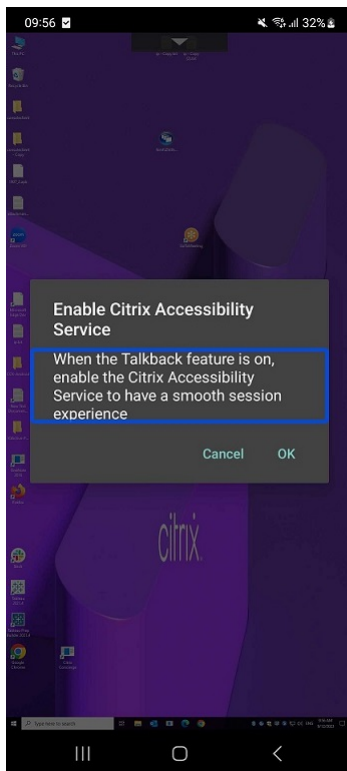
To use the Android talkback feature:

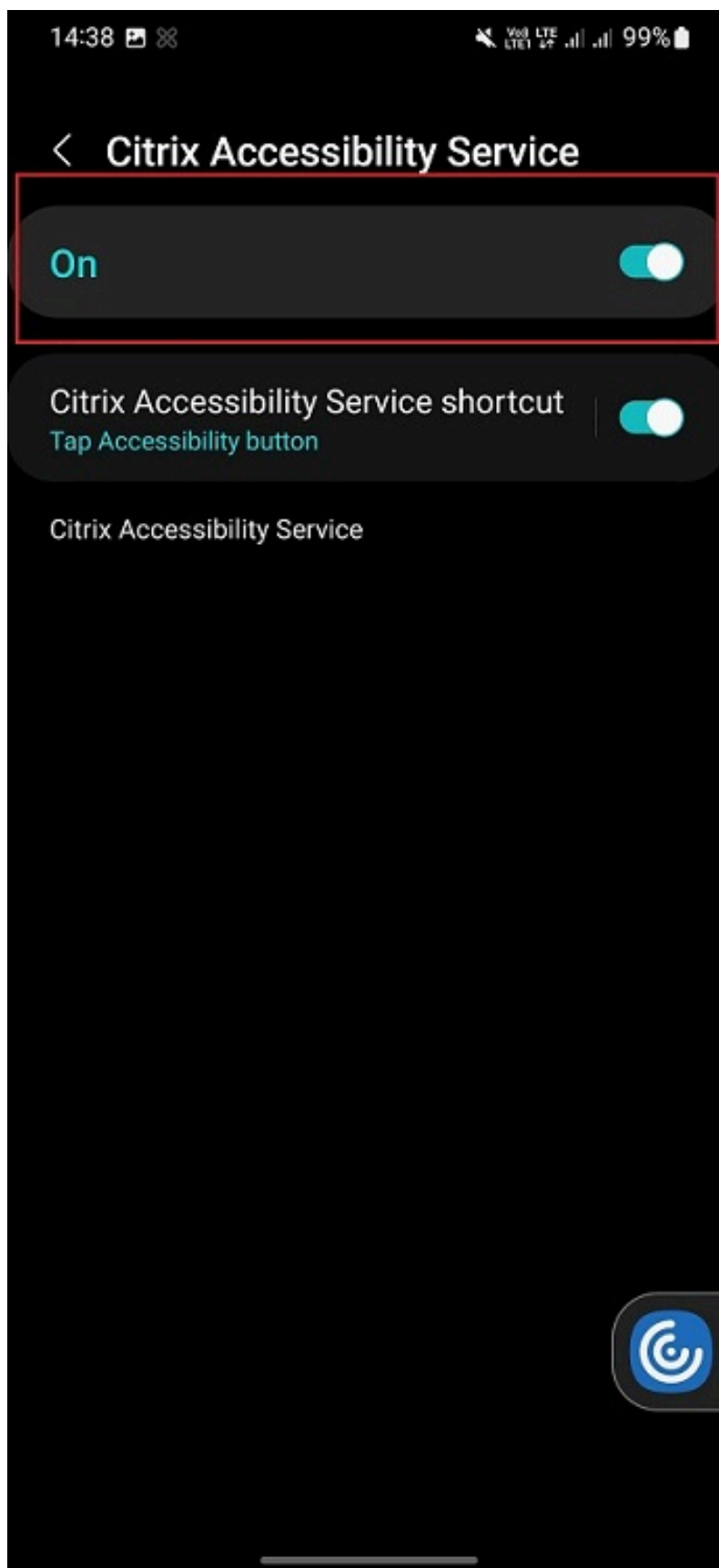1. End users must enable the Talkback feature it from Android **Settings** > **Accessibility** > **Talkback**.
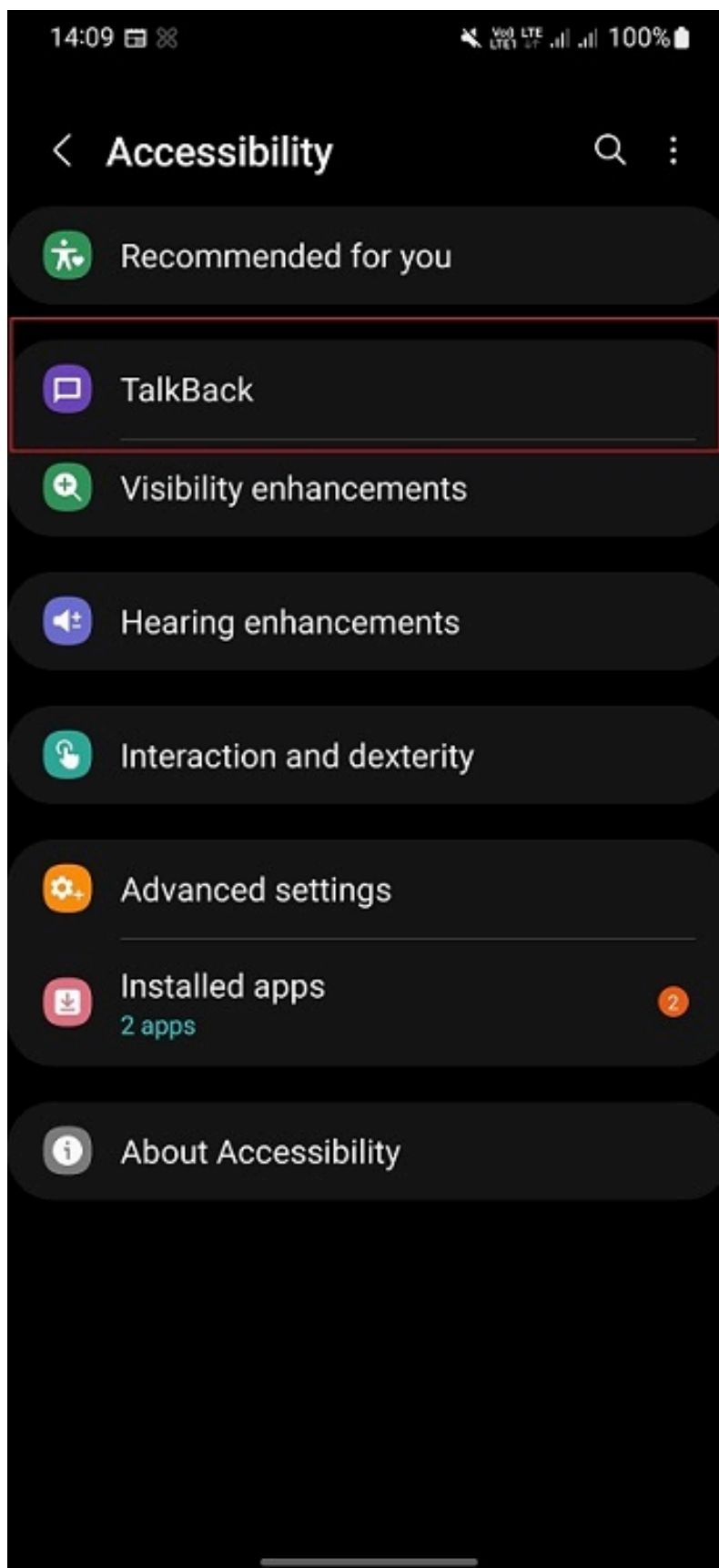
2. To use a virtual desktop session with the TalkBack feature, end users receive a dialog to enable Citrix Accessibility service from Android **Settings** > **Accessibility** > **Installed app** > **Citrix Accessibility Service**.

   On some devices, the path might be **Settings**> **Accessibility** > **Citrix Accessibility Service.**

3. Tap **OK**.

4. Enable the **Citrix Accessibility Service** option to use the Talkback feature.

> **Note:**
>
> In a session, when the Talkback feature is enabled on the device, end user can use the two-finger long press to access the Citrix Workspace app toolbar.

Known issues in the feature

- When you attach an external keyboard to your device:

    - To use the CapsLock key as the narrator key, the action might not work as expected. As a workaround, press the Insert key. [HDX-55347]
    - To use the key combination Win+Ctrl+Enter to enable the narrator, the action doesn't take effect inside the virtual desktop session. As a workaround, use the Win key or the Start menu and enter the word Narrator. [HDX-55380]

Addition of Ctrl+Alt+Del shortcut in session toolbar

Starting from the 23.9.5 version, the session toolbar has an option to do the Ctrl+Alt+Del function with the tap of a button. This option facilitates users to sign out, switch users, lock the device, or access the Task Manager.
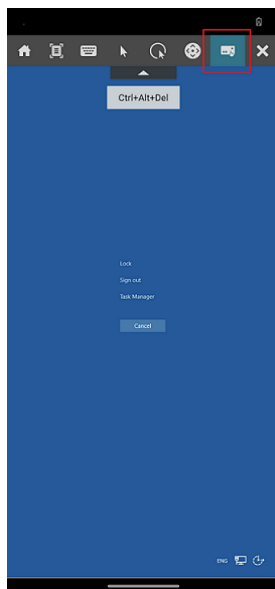
Settings

February 6, 2024

The following options are listed under the **Settings** tab:

- Manage accounts
- STORE

    - Store settings

- General

    - Display
    - Keyboard
    - Audio
    - Security token
    - TLS version
    - Citrix Casting
    - Service continuity
    - Advanced

- Help & Support
- Send feedback to Citrix
- Help
- Rate your experience
- About

Manage accounts

Use the **Manage accounts** option both to view the list of configured store and to add a new store.

General

The following settings appear under the **General** tab.

Display

Use the **Screen resolution** option to select the size of the resolution for the session display. The resolution set using this option is independent of the display settings set on your device. By default, the screen resolution is set to **Fit screen**.
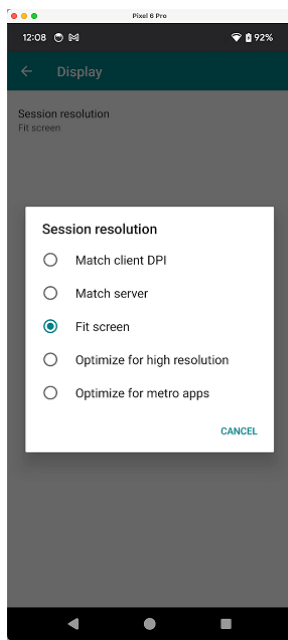
Select one of the following resolution options:

- **Match client DPI** —Ensures that the DPI scaling setting present in a remote desktop matches your device's DPI setting. In general, the display clarity depends not only on resolution but also on the density of the pixels (DPI). For more information, see DPI matching.
- **Match server** —Indicates that the resolution as set in the server is used on the client, thereby, matching the server resolution.
- **Fit screen** —The default option. The resolution is adjusted according to the size of the device display such as mobile, tab etc. Depending on where you are accessing the Workspace app from, the resolution is matched.
- **Optimize for high resolution** —The resolution always aims for high resolution for better display.
- **Optimize for metro apps** - This option allows the screen and the apps to look slightly larger.

Keyboard

The following screenshot lists the Keyboard options:
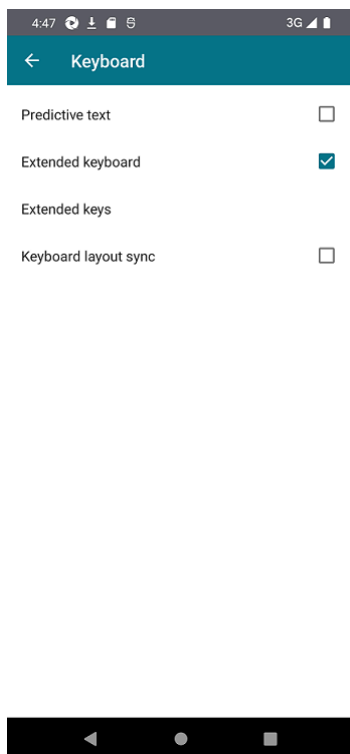
Predictive text

Select **Predictive text** option to enable suggestive words when typing in a text field.

Managing predictive text

The predictive text helps facilitate a better typing experience by suggesting words that you can type next. When you enable this feature during an app or desktop session, it's possible for passwords to show up on the prediction ribbon. To control this behavior this feature is disabled by default.

> **Notes:**
>
> - On your device's default keyboard settings, if the **Predictive text** option is disabled, you can't use this feature even when you enable it through Citrix Workspace app for Android.
> - In a session, when the Chinese, Japanese, or Korean (CJK) input layout is set as a default on the GBoard keyboard, the English layout appears instead of the CJK layout.
>   To view the CJK keyboard layout, go to app **Settings** > **Keyboard** and enable the **Predictive text** option. [CVADHELP-23667]

Extended Keyboard

Enables or disables **Extended keyboard** in a session.

Extended keys

Select **Extended keys** option to allow you to configure keys to perform a special task. For example, Alt + Ctrl + Function keys displays as part of the Extended keyboard.

Keyboard layout sync

Automatically synchronizes the keyboard layout of the VDA with that of the client device.

When the Keyboard layout sync is disabled, both the VDA-side (remote) IME and the client-side IME take effect depending on your device's current input method. For example, if the client-side IME is in English and the VDA-side IME is in Japanese, the VDA-side IME (remote) takes effect.

When the Keyboard layout sync is enabled, the client-side IME takes precedence. If you change the input language at the client-side IME, the VDA-side IME changes accordingly. For example, if you change the client-side IME to Japanese, the VDA-side IME is changed to Japanese too. At the same time, Japanese IME on your client device is used during the session.

External keyboard input mode

You can select Scancode as the keyboard input mode while using an external physical keyboard. This feature is helpful when you use Android devices with an external Windows PC's standard keyboard. Similar to using the Samsung DeX feature.

Select one of the following options:

- **Scancode** - Sends the key position from the client-side keyboard to VDA and VDA generates the corresponding character. Applies server-side keyboard layout.

- **Unicode** - Sends the key from the client-side keyboard to VDA and VDA generates the same character in VDA. Applies client-side keyboard layout.

For more information, see Scancode input mode for external keyboard.

Audio

If your IT administrator enables audio for mobile devices, you can listen to the audio from a meeting, training session, or webinar with applications in Citrix Workspace app.

> **Note:**
>
> This setting lets you listen only. Citrix Workspace app does not offer bi-directional audio.

Security token

You can enable the Security token on the client only if the configured store is RSA enabled.

On your device, before installing a software token, ensure that the date and time are correct, which is required for authentication to occur.

1. On your device, open the email with the `.sdtid` file, which is the file extension for the token.
2. Tap (or double tap) the file to run it and install the token.

After installing the software token, manage the account in Citrix Workspace app by tapping the Android icon and select **Accounts**.

- **Token serial number** –Displays the serial number of the Security token.
- **Token expiration date** –Displays the Security token expiry date.
- **RSA software token** - Flag to enable or disable RSA token on the client.
- **Get passcode** - Displays passcode.
- **Delete Token** - Deletes the saved token from the client.

TLS version

Use this option to select the minimum version of TLS. By default, the TLS version on the client is set to **Default**. The other available options are:

- TLS v1.1
- TLS v1.2
- TLS v1.3
- NetScaler Compatibility Mode

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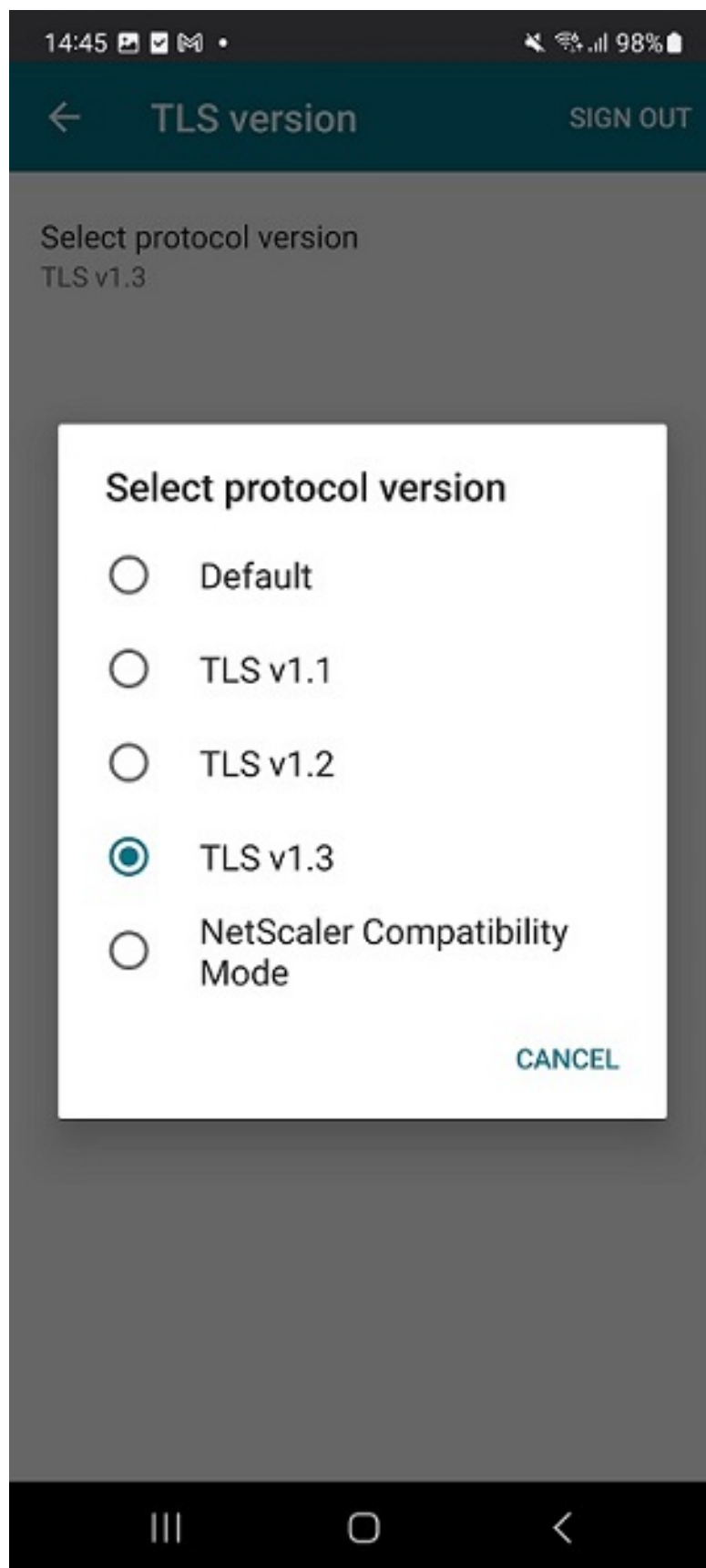
Citrix Casting

Citrix Casting 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 enables Citrix Casting, which makes it possible to securely transfer your mobile session to a hub.

For more information, see Citrix Ready workspace hub.

Service continuity

Service continuity removes or minimizes dependence on the availability of components involved in the connection process. You can launch Citrix DaaS apps and desktops regardless of the cloud services health status. Service continuity allows users to connect to their DaaS apps and desktops during outages, as long as the user device maintains a network connection to a resource location.

Advanced

Following options can be configured from the **Advanced** option:
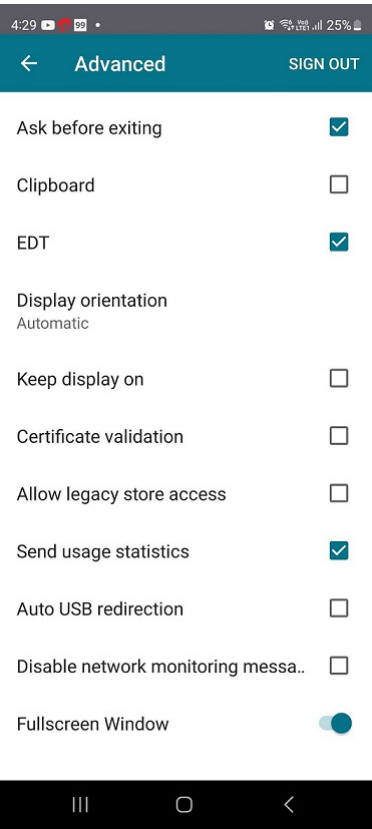
1. Ask before exiting –Citrix Workspace app displays a prompt to confirm your exit.

2. Clipboard –This option lets you use the clipboard operations such as Cut, Copy, Paste in a session.

3. EDT - Allows Citrix Workspace app to select Enlightened Data Transport (EDT) in preference to TCP whenever possible to optimize data transport.

4. EDT Stack Parameters - Use this option to enable **CustomMTU** settings of EDT.

5. Display orientation –This option allows you to select the orientation of the display based on the device position. By default, **Automatic** is selected. You can also set it to **Portrait** or **Landscape** mode.

6. Keep display on –This option allows you to keep the display active without putting the screen to sleep.

7. Certificate validation

8. Allow legacy store access –Allows you to access the old versions of the store.

9. Send usage statistics - This option gathers anonymous configuration, events, properties, and usage data from Citrix Workspace app. The data is then automatically sent to Citrix to help Citrix improve the quality, reliability, and performance of Workspace app. No user identifiable information is collected from the customer environment.

   Note:

   Disabling this setting does not disable additional logging that your IT administrator might have enabled.

10. Auto USB redirection - This option enables automatic redirection of arbitrary USB devices from client machine to the VDA.

11. Disable network monitoring messages - This option disables the messages about network. These messages help monitor your network performance and make sure all resources are used optimally.

12. Fullscreen Window - you can view the app session in full-screen mode.

**Support for full-screen mode for app sessions**

Previously, when you started an app session, you could view it in windowed mode.

Starting from the 23.9.5 version, Citrix Workspace app for Android introduces a new option to view the app session in full-screen mode. This feature is helpful when you:

- start a session in full immersion mode with touch devices

- try to duplicate the screen and cast it
- view the Citrix Workspace app on a smaller screen.

To enable the option, go to Citrix Workspace app for Android **Settings** > **Advance** > **Fullscreen Window** and toggle on. The following screenshot displays the option:
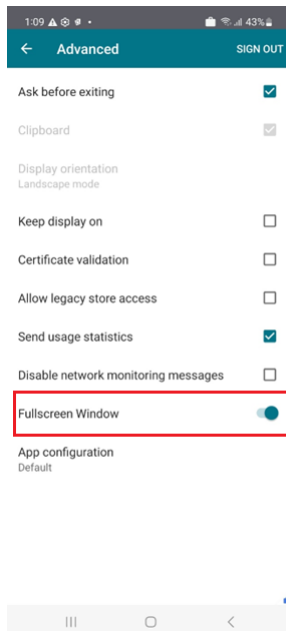
Help & Support

Send feedback to Citrix

Tap **Send feedback to Citrix** option. Double tap the component or product you wish to submit feedback on.

The **Report an issue** page appears

Provide the required information and click Send to submit the feedback. You can also add screenshots.

Tap **Log Options** to help Citrix to troubleshoot, and, in cases of complicated issues, facilitate support.

In the Log Options dialog, you can:

- Upload a log file
- Set the priority
- Clear log history
- Reproduce the issue

Help

Tap **Help** to open the User Help documentation.

Rate your experience

Tap **Rate your experience** to provide ratings on your experience with Citrix Workspace app.

About

Tap **About** to get details about Citrix Workspace app.

Troubleshoot

February 6, 2024

How to check app's version

To know which version of Citrix Workspace app for Android you're using, do the following:

1. Open Citrix Workspace app.

2. Tap **Settings**.

3. Scroll down and tap **About**.

How to upgrade to the latest version

To upgrade the Citrix Workspace app to the latest version manually, do the following:

1. Open Play Store.

2. Search for Citrix Workspace.

   If an update is available, tap **Update**.

Update the app automatically

By default, apps are updated automatically when the following conditions are met:

- The device is connected to a Wi-Fi network.
- The device is charging.
- The device is idle (not actively used).
- The Citrix Workspace app isn't running in the foreground.

> **Note:**
>
> The Google Play Store checks for app updates once a day. So, it can take up to 24 hours before an app update is added to the update queue. After an app is added to the queue, it will be automatically updated the next time when the conditions are fulfilled.

How to reset Citrix Workspace app

To reset the app, you can do one of the following:

- Clear the Citrix Workspace app storage data. Go to Android device **Settings** > **Apps** > select
  Citrix Workspace app > **Storage** > **Clear Cache**.

  or

- Uninstall Citrix Workspace app and install the latest Citrix Workspace app for Android from
  Google Play that has the latest fix.

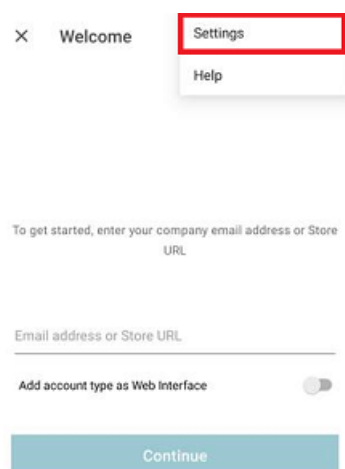> **Note**
>
> Deleting existing accounts from Citrix Workspace app resets the account and not Citrix Work‑
> space app itself.

How to collect logs

To collect logs, follow these steps.

1. Tap **Settings**.

2. Under **Help and Support**, tap **Send feedback to Citrix** (Includes logs).
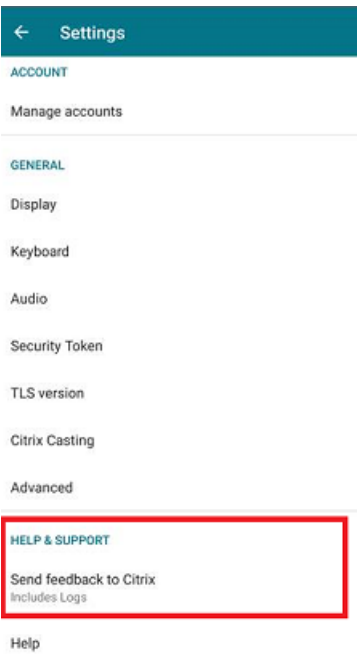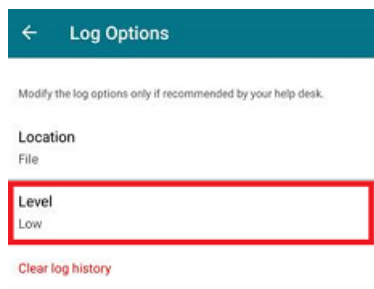
3. Tap **Workspace**.
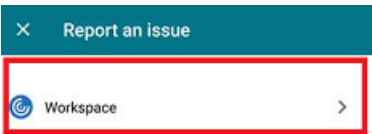
4. Under **Report an issue**, tap **Log Options**.
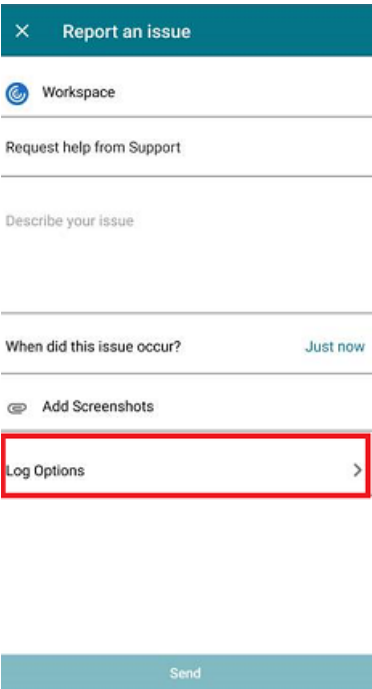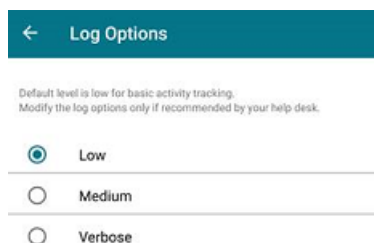
5. Then, tap **Level**.

6. Select **Low**, **Medium**, or **Verbose** level. (Default level is low for basic activity tracking. Modify the level only if recommended by your help desk).
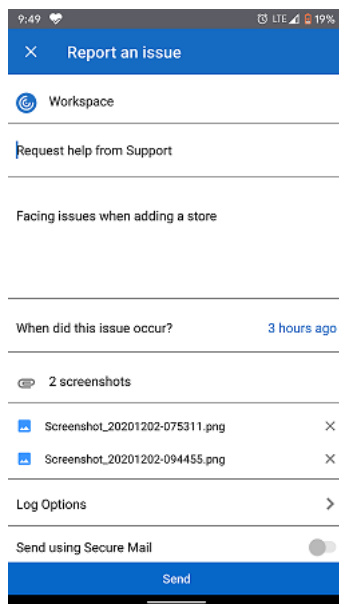

How to provide feedback

You can send us feedback about Citrix Workspace app for Android and report issues using the same interface. To send feedback:

1. Tap **Settings** > **Send feedback to Citrix** > **Workspace**.

    The **Report an issue** dialog appears.

2. Using the **Report an issue** page, you can:

- Request help from Support
- Report an issue
- Send issue logs

> **Note:**
>
> To provide feedback on EAR, request for enhancements, or access technical preview features, see the Troubleshoot section in the product documentation.

Common issues and troubleshooting tips

Application unavailable in app store

If you're unable to use Google Play Store to install Citrix Workspace app for Android, as an alternative, you can download the app from the Citrix Downloads page.

Installation failures

When Citrix Workspace app isn't supported by default on Android TV, reach out to us through enhancement requests.

Authentication and store addition

If you observe issues about authentication or store addition, check for the following.

Invalid input You might have entered:

- invalid credentials
- incorrect store URL
- typos while entering the credentials and the store URL
- HTTP instead of HTTPS.

Web Interface mode You can also try to use **Web Interface** mode. On the first page of the app, tap **Get started**. On the **Welcome** page, enter the store URL and enable **Add acount type as Web Interface**.
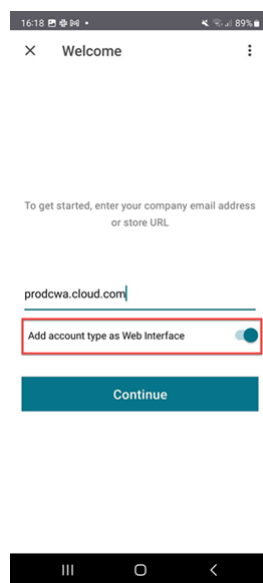
Smart card If the smart card authentication isn't working, install the **baiMobile Credentials** app. If the baiMobile Credentials app detects your smart card, contact us to look into the issue further.
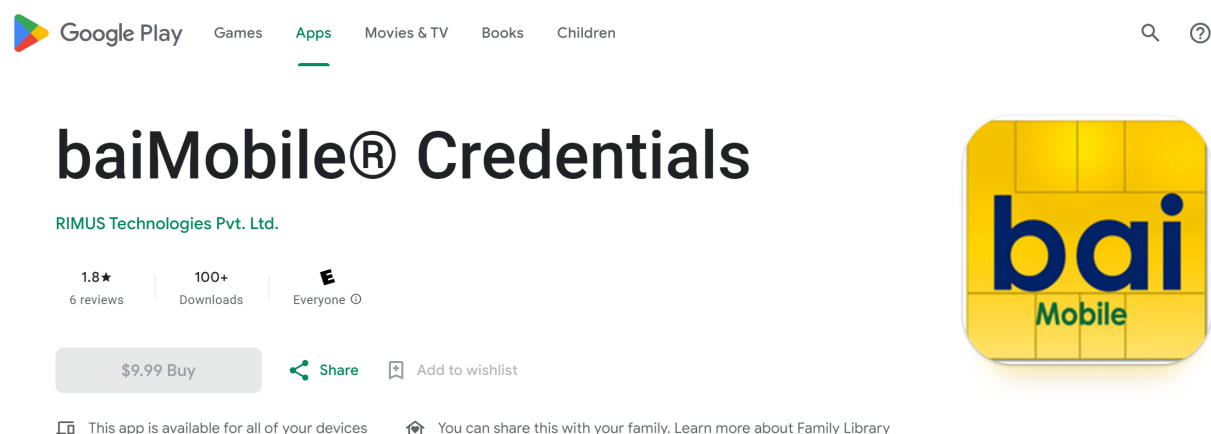
NetScaler policy configurations   To troubleshoot connection issues, see the NetScaler Gateway for mobile devices Knowledge Center article.

Session launch

To view session statistics:

- from the session toolbar, tap the mouse pointer icon four times

  or

- run `ctxsession -v` command in session terminal.

Failed to launch desktop   If you're having trouble starting the virtual desktop, you might find helpful information in these Knowledge Center articles:

- Error code 2524

- Error code 2523

- Error code 2502

- Error code 2517

Permissions to access peripherals

Enable proper setting permissions.

Client Selective Trust   Enable settings for Microphone, Location, and Camera. Go to Citrix Workspace app **Settings** > **Store settings** and enable CST settings for a selected store.
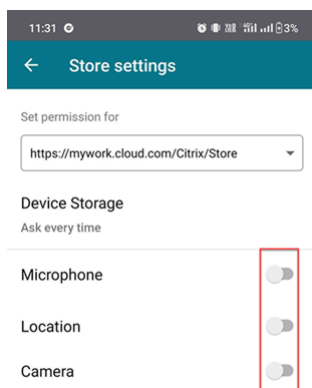
**Enable mouse pointer**   After you start a session, tap on the toolbar and tap the mouse pointer icon to enable the mouse pointer.
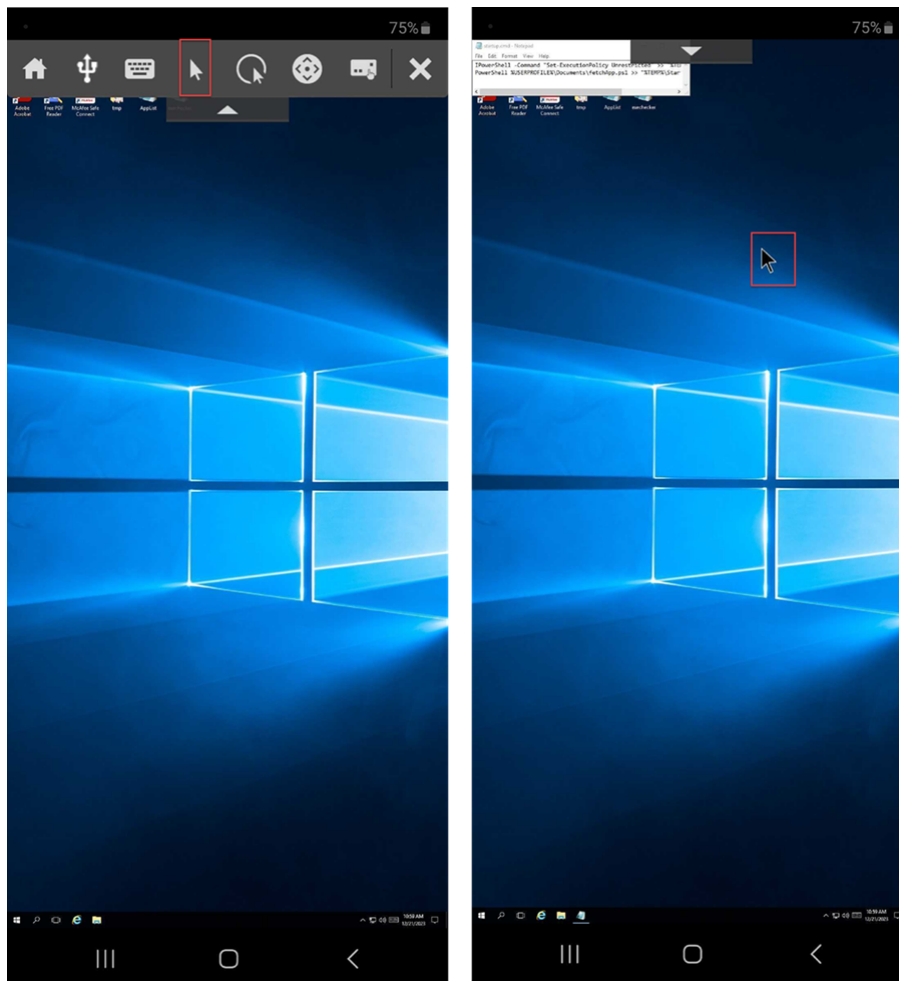
Enable Keyboard   If your organization's administrator hasn't enabled the automatic keyboard display feature by default, contact your organization's administrator for further assistance.

Adminstrators must enable the **Automatic keyboard display** policy in the DDC setting.
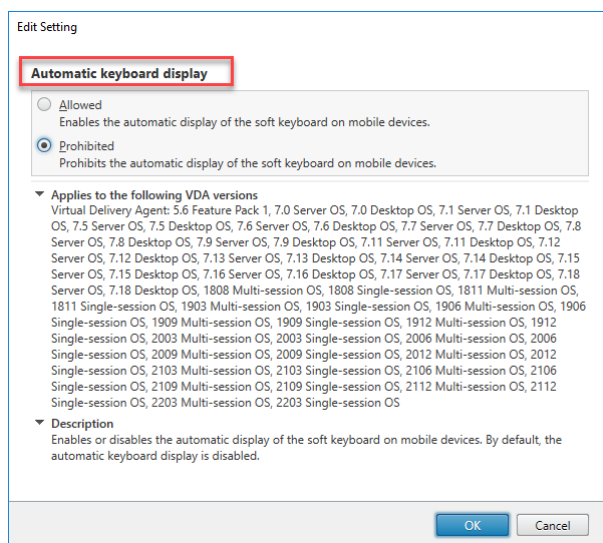
FAQ

- How to improve the virtual app and virtual desktop's video user experience for low-powered devices or mobile devices?

    - For more information see, Video user experience Knowledge Center article.

- Accessing Resources - I can't see my apps or desktops after signing into Citrix Workspace app?

    - Contact your company's help desk or your IT Support team administrator for further assistance.

- How to troubleshoot slow connections?

    - Follow the workaround if you experience any of the following issues:

    - slow connections to the Citrix Virtual Apps and Desktops site

    - missing application icons

    - recurring **Protocol Driver Error** messages

    Workaround:

    - Disable **Citrix PV Ethernet Adapter** properties for the network interface on the:

    - Citrix Virtual Apps server

    - Citrix Secure Web Gateway

    - Web Interface server

    - The **Citrix PV Ethernet Adapter** properties include (all enabled by default):

- Large Send Offload

- Offload IP Checksum

- Offload TCP Checksum

- Offload UDP Checksum

No server restart is needed. This workaround applies to the Windows Server 2003 and 2008 32-bit. This issue does not affect the Windows Server 2008 R2.

- Issue with Numeric keys and special characters

- If the numeric keys or Chinese IME characters do not work properly, disable the **Unicode Keyboard** option. To do so, go to **Settings** > **Keyboard Options** > and set **Use Unicode Keyboard** to **disabled**.

Error codes

The following table gives you the list of error codes and a probable solution:

Error code	Knowledge Center article
Error code 437	https://support.citrix.com/article/CTX463401
Error code 41E	https://support.citrix.com/article/CTX235177
Error code 546 or 547	https://support.citrix.com/article/CTX231798
Error code 518	https://support.citrix.com/article/CTX277571
Error code 42B	https://support.citrix.com/article/CTX260992
Error code 548	https://support.citrix.com/article/CTX250706
	https://support.citrix.com/article/CTX578359
Incorrect server address + Error code 548	https://support.citrix.com/article/CTX554245
Error code 451	https://support.citrix.com/article/CTX256708
General error	https://support.citrix.com/article/CTX219073
Try connecting again	Disable the UDP option. Go to app **Settings** > **Advance** > **EDT**

Errors and description

The following table gives you the list of errors and description. The probable solution is to contact Citrix Technical support for further assistance:

Error	Description
SessionManager.Launch.EngineLoadFailed	The ICA Engine failed to load/initialize.
SessionManager.Launch.ConnectionFailed	The ICA Engine terminated before connecting.
SessionManager.Launch.LogonFailed	Session disconnected without completing login
SessionManager.LeaseResolution.Failed	Unable to attempt lease launch.
SessionManager.clxmtp.SoftDeny	Engine CLXMTP negotiation failed (soft deny).
SessionManager.clxmtp.SoftDeny_Implicit	Engine CLXMTP connection failed (implicit soft deny).
Transport.Connect.NoCGP_Fail	Failed to connect (CGP disabled).
Transport.Connect.FallbackFail	Failed to connect, tried the ICA fallback.
Transport.Connect.Fail	Connection is unavailable.