Citrix Workspace app for ChromeOS

Contents

1

About Citrix Workspace app for ChromeOS

Citrix Workspace app for ChromeOS is a native Chrome-packaged app that lets you access Citrix hosted workspace applications and virtual desktops from Chrome devices. It's available from the Chrome Web Store.

Citrix Workspace app for ChromeOS is supported only on ChromeOS platform. The app is no longer supported on non-ChromeOS platforms. To install the app from the Chrome Web Store, click here.

With the Citrix Workspace app for ChromeOS installed, you can access virtual apps and desktops. No additional configuration or deployment options are required on StoreFront.

For stores that don't have Gateway in the URL, the Store URL must include the path till Store Web. For example, `https://yourstore/Citrix/StoreWeb`.

For detailed information about the features, fixed issues, and known issues, see About this release.

For the list of supported features in Citrix Workspace app for ChromeOS, see Citrix Workspace app feature matrix.

For information about deprecated items, see the Deprecation page.

Install Citrix Workspace app for ChromeOS

Both end users and IT administrators can install Citrix Workspace app for ChromeOS.

Install from Chrome Web Store

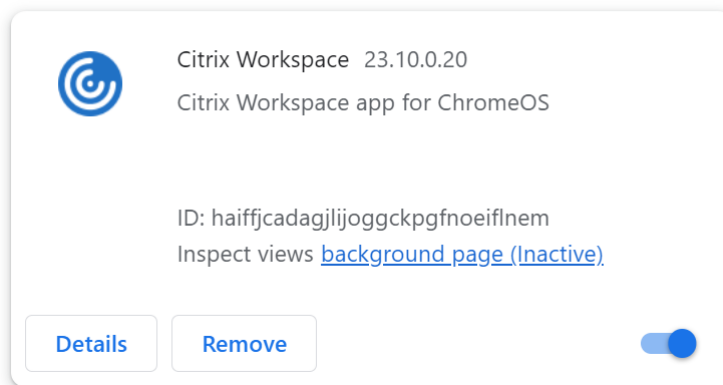The end user can install Citrix Workspace app for ChromeOS from the Chrome Web Store as follows:

1. Click the link https://chromewebstore.google.com/detail/citrix-workspace/haiffjcadagjlijoggckpgfnoeiflnem.

   The Citrix Workspace app for ChromeOS web store page appears.

2. Click **Add to Chrome**.

   The app is installed. Navigate to `chrome://extensions` in your Chrome browser to view the Chrome Apps.

Chrome Apps

Citrix Workspace 23.10.0.20
Citrix Workspace app for ChromeOS

ID: haiffjcadagjlijoggckpgfnoeiflnem
Inspect views background page (Inactive)

Details   Remove

3. Search for *Citrix Workspace app* in the ChromeOS Launcher to use it.

Note

To start using the app, end users can enter either a valid store URL or the email address. Usually, an IT administrator gives you the store URL address or configures your email address with the associated store URLs. Adhere to your organization's guidelines.

Know your Citrix Workspace app

This section helps you become familiar with Citrix Workspace app. This page includes follwing sections:

- Introduction
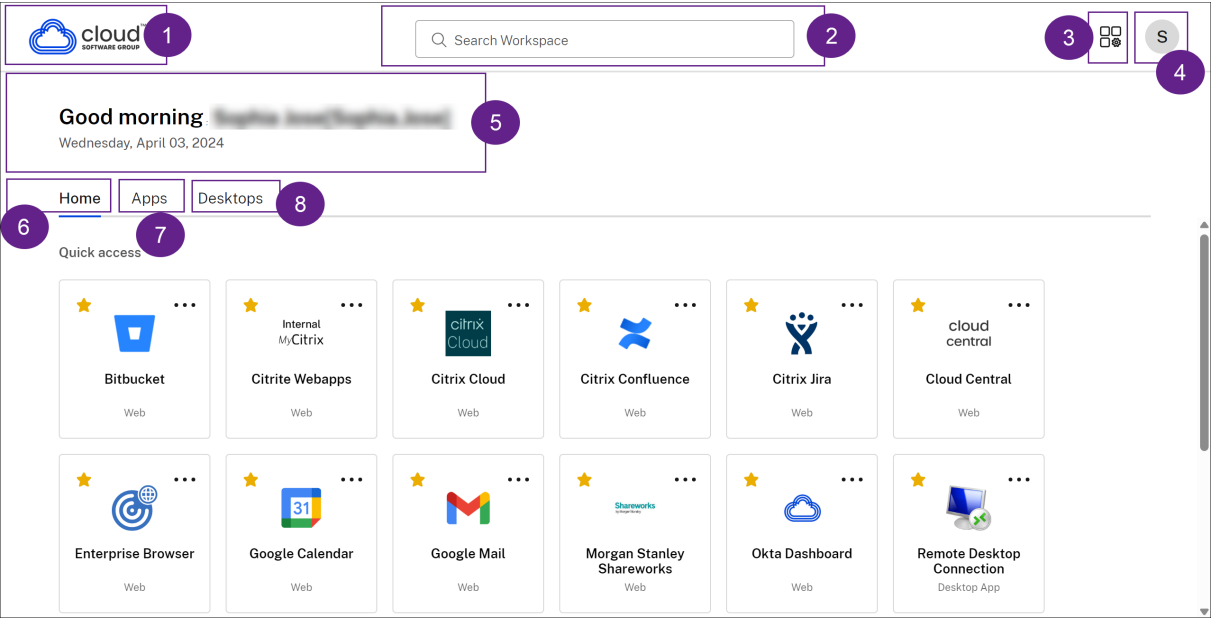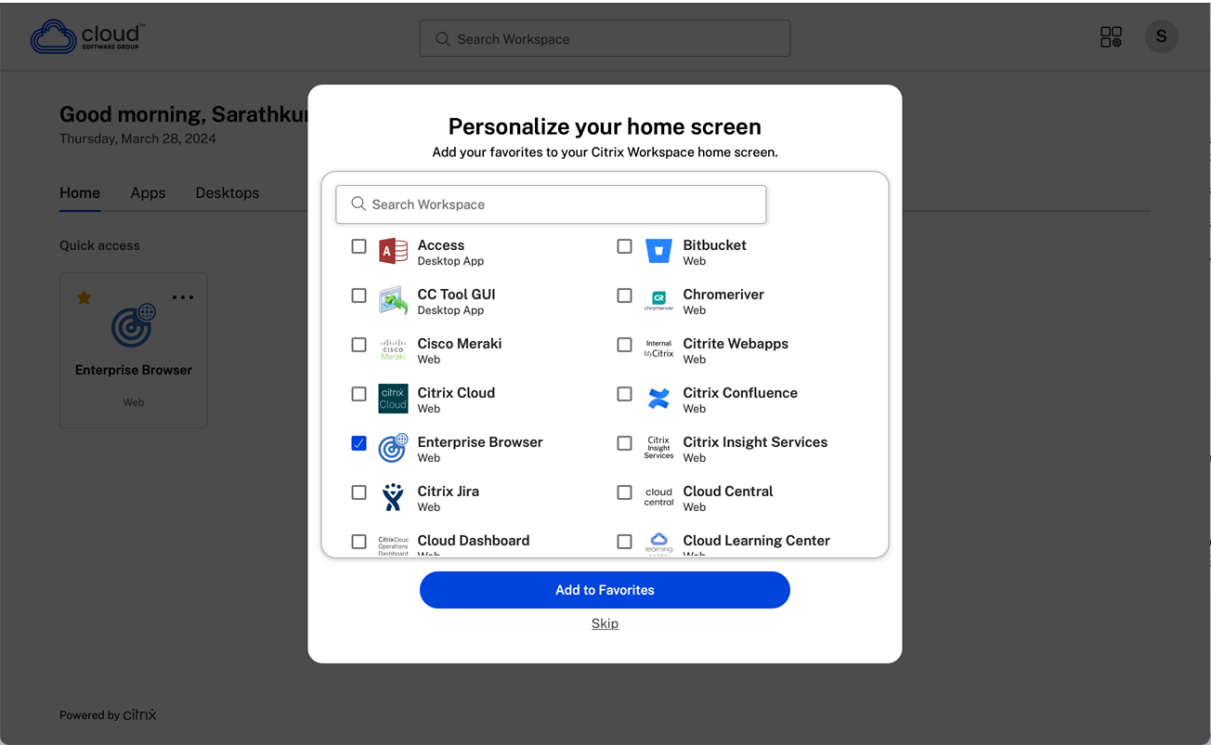- Home
- Apps
- Desktops
- Search Workspace
- Activity Manager

Introduction

The latest user interface (UI) of Citrix Workspace app enhances user experience by simplifying visual complexity, making key functions easily accessible, and fine-tuning Workspace app functionality as needed. This app experience is available only for customers on cloud stores. After successful authentication to Citrix Workspace app, the welcome screen appears for the first time. You can click **Continue** to enter the app.
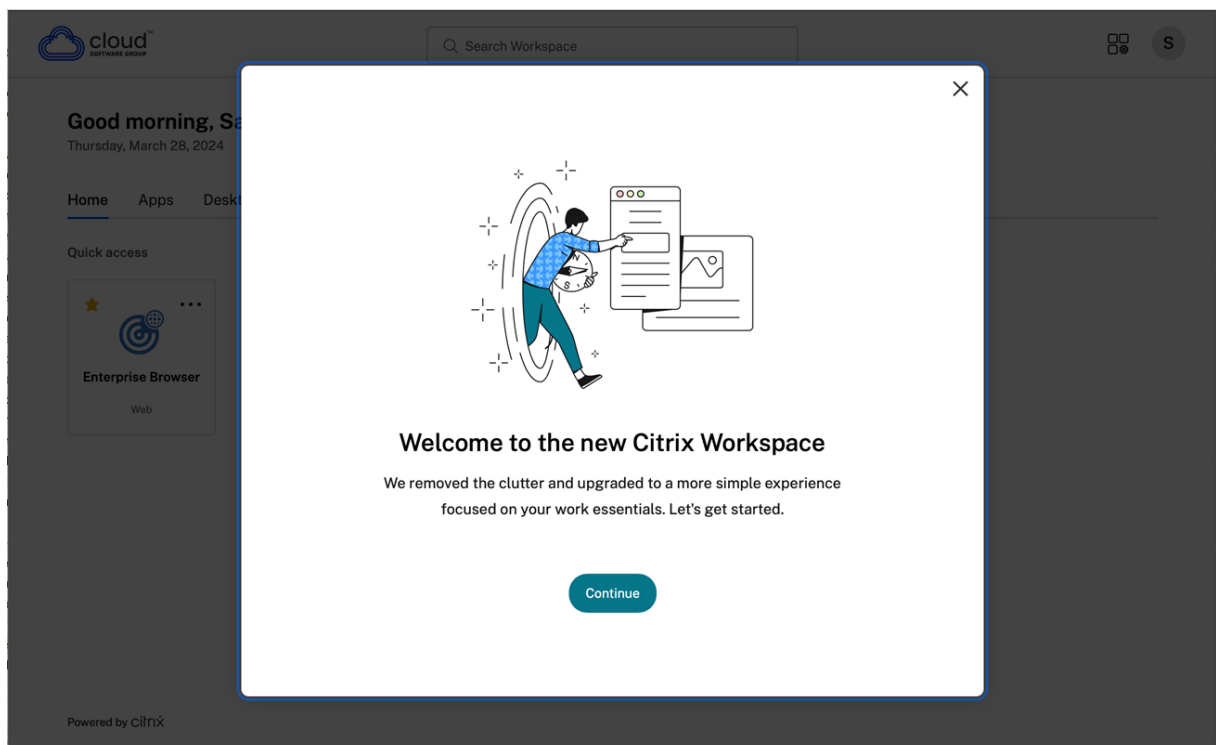
Once you enter the app, **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and click **Add to favorites** on the **Personalize your home screen** or click **Skip** to add it later. This screen is visible only if you have more than 20 apps or desktops assigned to you.

The Citrix Workspace UI contains the following elements:

Field	Description
1 - Organization's logo	It's placed on the top-left corner of the screen. Click this logo to navigate to the home page.

| Field	Description
2 - Search Workspace	Type the search criteria in the text box. The results are populated as you type a search criteria. You can also find the results for apps or desktops for a fuzzy search with closely matching text and misspelled search terms.
3 - Activity Manager icon	Click this icon to manage the running sessions. For apps, you have options to **Log out** or **Disconnect** from the activity manager. For desktops, you have power management options such as **Disconnect, Log out, Shutdown, Restart,** and **Force quit**. The **Activity manager** might not be visible to you based on the preference set by your admin.
4 - Account icon	Click this icon to view the **Account settings**, **Refresh**, **About Citrix Workspace**, **Accounts** and the **Log out** options.
5 - Greetings message	The greetings according to the time of the day, along with your name, appear. Your name is displayed as it exists in your administrator's records.
6 - Home	Displays all favorites and five recent apps and desktops. The apps and desktops are arranged alphabetically, with favorites at first and then recents.
7 - Apps	Displays all apps that are provided by your admin. The apps are arranged alphabetically, with favorites at first. The apps are categorized so you can find them quickly and easy.
8 - Desktops	Displays all desktops that are provided by your admin. The desktops are arranged alphabetically, with favorites at first.

On each app and desktop tile, you have the star icon to mark it as a favorite. Also, you have a three-dot menu (…) on each app and desktop tile to open, add or remove favorites, and view details. Additionally, you have the restart option for desktops.

Home

The **Home** tab displays all favorites and five recent apps and desktops for quick access to them. You can access the **Home** by clicking the **Home** tab or by clicking the Organization logo at the upper-left corner.

> **Note**
>
> The **Home** tab might not be visible to you based on the preference set by your admin.
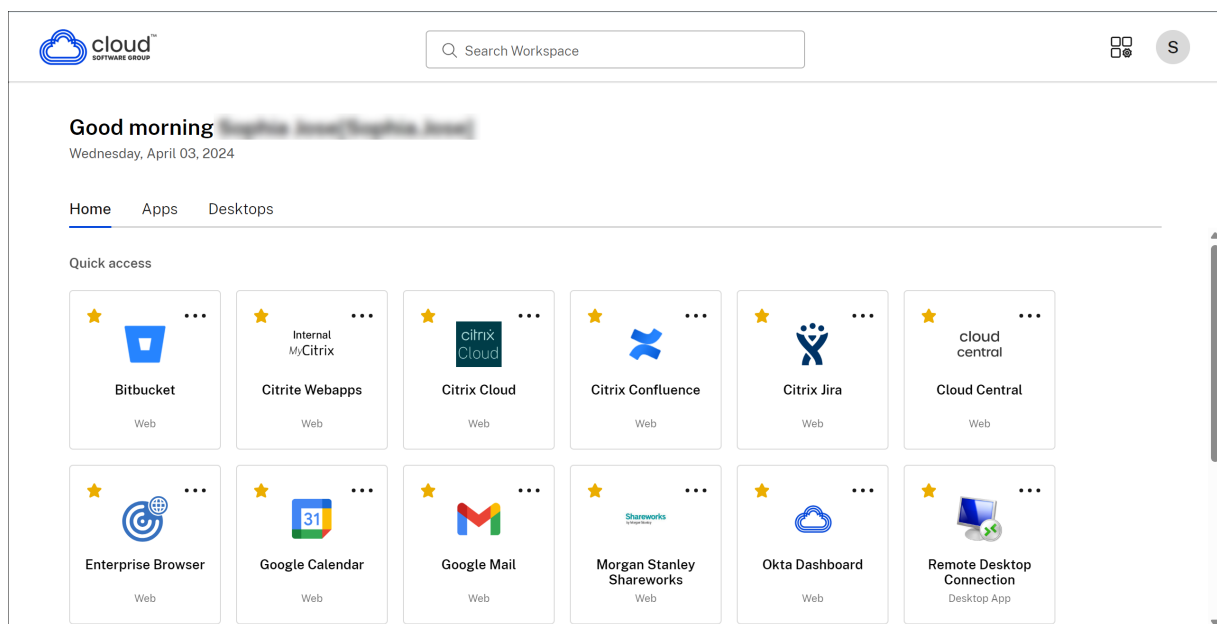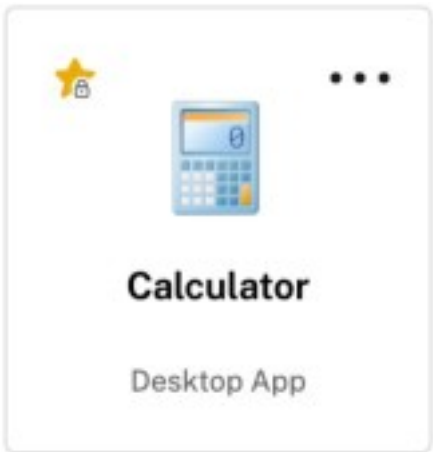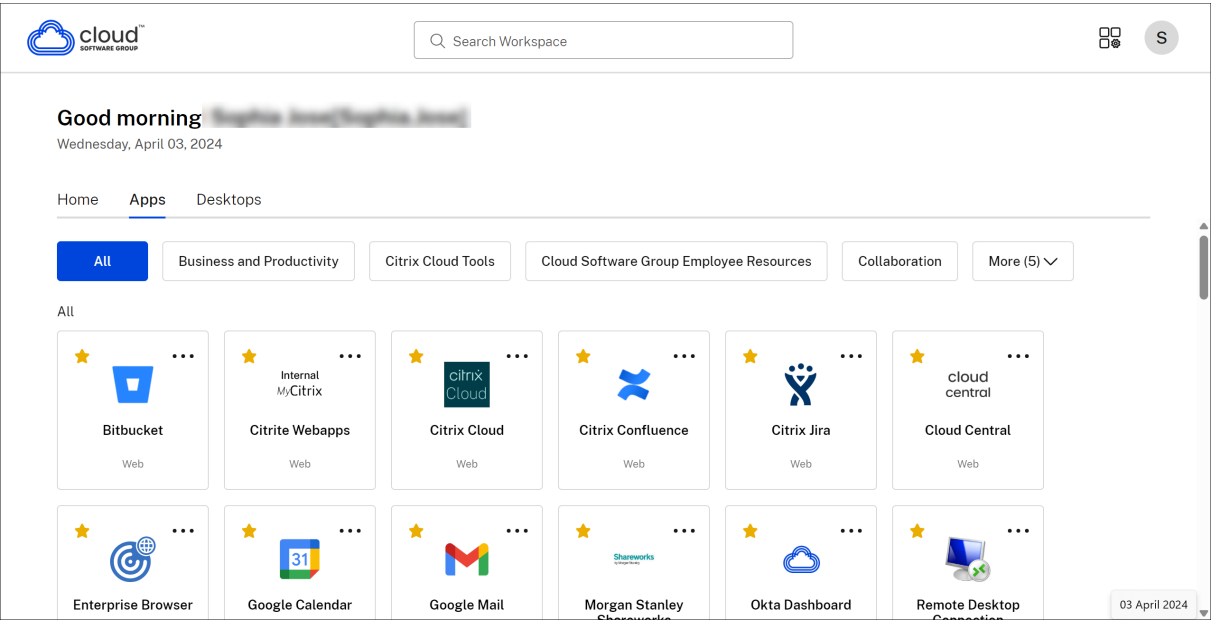

Apps

The **Apps** tab displays a list of all the apps that are assigned to you. You can access the **Apps** by clicking the **Apps** tab. By default, all the apps are arranged alphabetically, with favorites listed first.

The apps are grouped into different categories and sub-categories, as customized by your admin. You can click on a category to view the apps belonging to that category. You can find additional categories by clicking **More**. The apps that are not categorized are grouped under **Others**.

The apps with the lock icon are mandatory apps, and you can't remove those apps from the favorites.

The categories displayed in the preceding image are for representational purposes.


> **Note**
>
> If there are no apps assigned to you, then the **Apps** tab isn't visible.
>
> If there are no categories configured by your admin, then **Categories** aren't visible in the **Apps** tab.
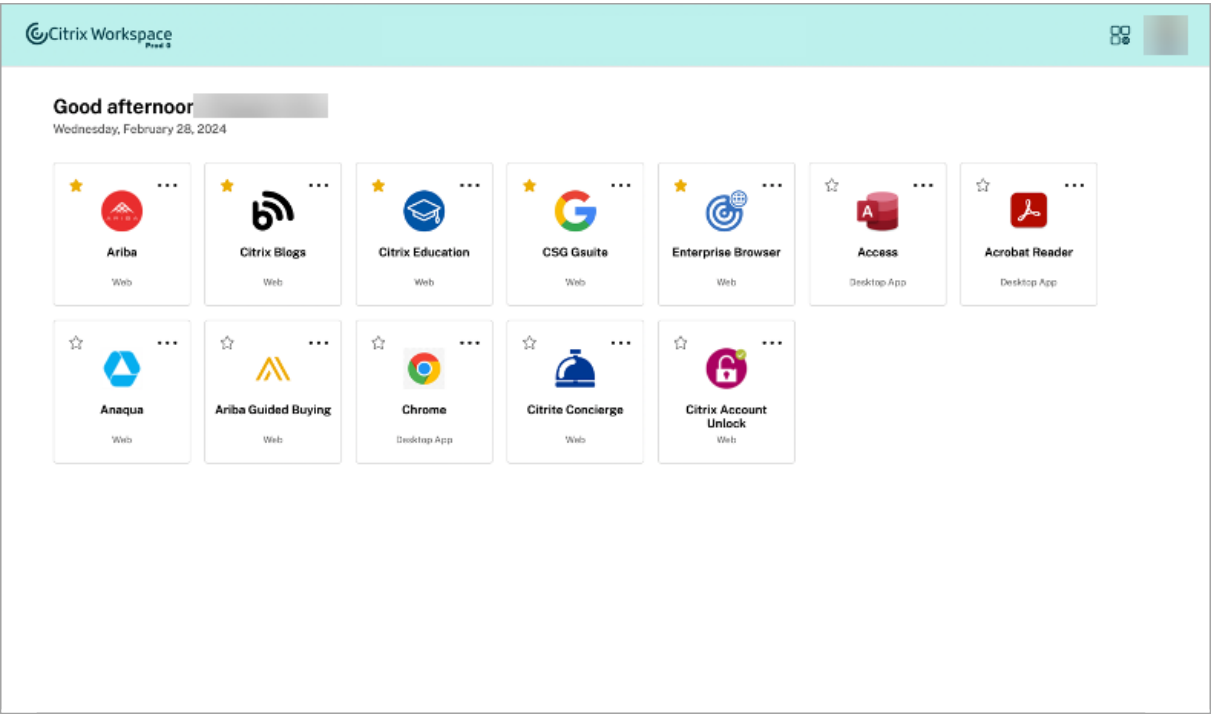
Desktops

The **Desktops** tab displays a list of all the desktops that are assigned to you. You can access the desktop by clicking the **Desktops** tab. By default, all the desktops are arranged alphabetically, with favorites listed first.
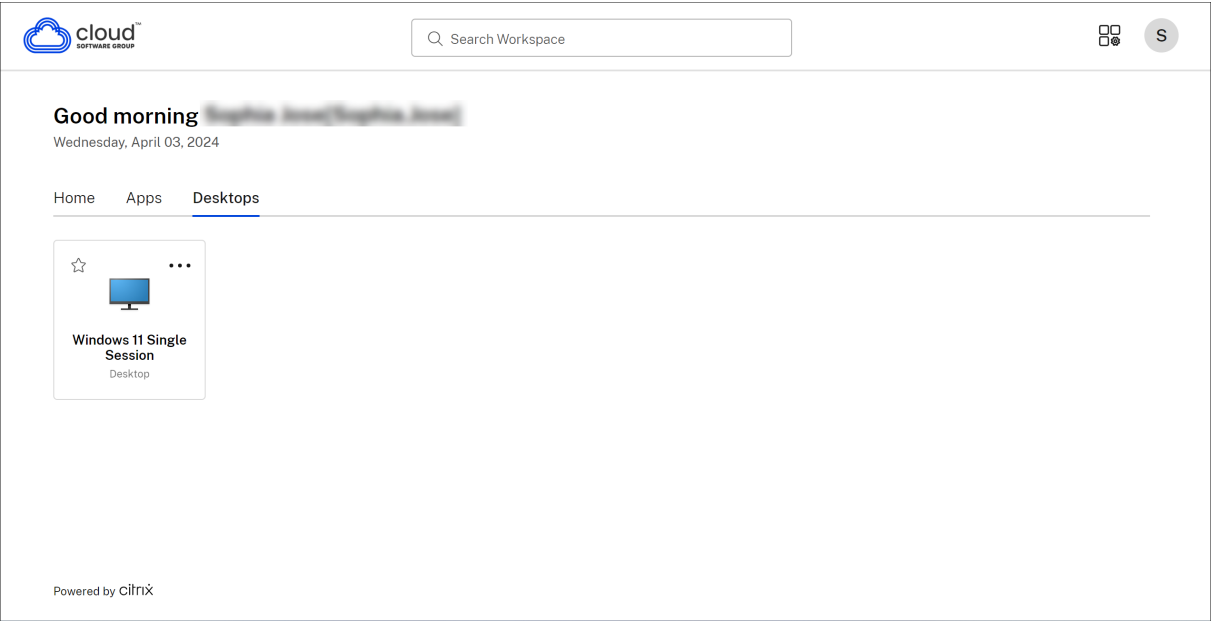
Simple view UI experience

If you have fewer than 20 resources, by default, you land on the screen with a simple view UI that doesn't have any tabs or categories. All the apps and desktops appear on the same page. On this screen, your favorites show up first, followed by all the other apps in alphabetical order. All the apps have a star icon that you can use to favorite or unfavorite them. You experience this simple view of the Workspace app, depending on the number of apps you have and preferences set by your admin.

Search Workspace

The **Search Workspace** bar displays the faster results for quick access of apps and desktops. It allows you to do a quick and intuitive search within the Workspace app. When you click the **Search Workspace** bar, the five most recently used apps or desktops are displayed by default and as you type in the names of apps, desktops, more results appear. You can also search the names of the categories to find them quickly. The search result lists **Favorites** always at the top.

Searches are enabled with spell check, display results for fuzzy search with closely matching text or misspelled search terms, and display auto-complete results along with actual results and suggestions. It can display results of admin created categories in the **Apps** tab.
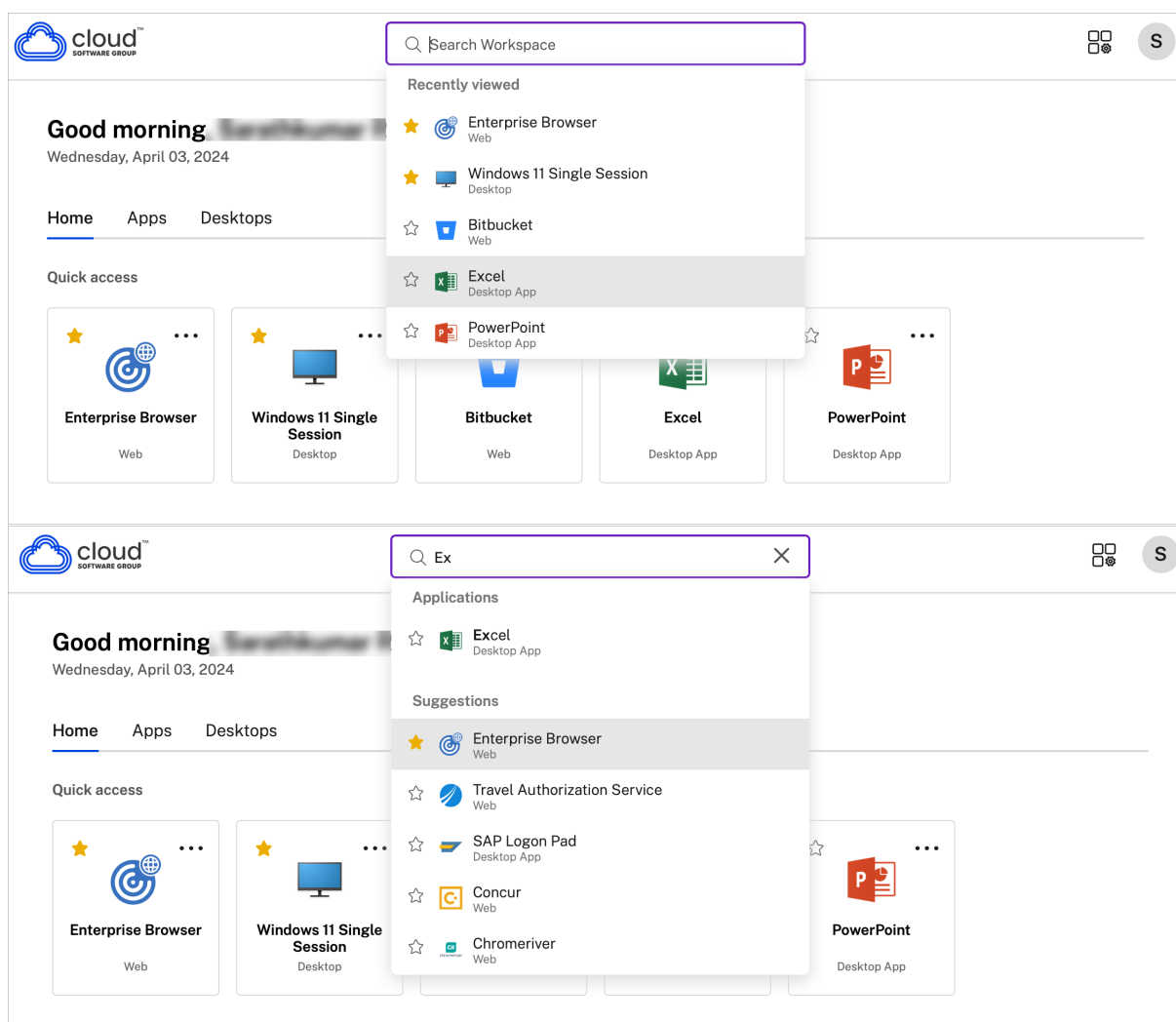
Activity Manager

Activity Manager helps you effectively manage your resources. You can seamlessly interact with their sessions, ending or disconnecting sessions that are no longer required, freeing up resources, and op-

timizing performance on the go.

The Activity Manager panel displays a consolidated list of apps and desktops that are active not only on the current device but also on any remote device that has active sessions. You can view this list by clicking the Activity Manager icon located next to the profile icon on desktop and at the bottom of your screen on mobile devices.

Contact your administrator to configure Activity Manager.

Using Activity Manager

Active apps and desktops are grouped as follows in Activity Manager:

- A list of apps and desktops that are active on the current device is grouped under **On this device**.
- A list of apps and desktops that are active on other devices are grouped under **Running Remotely**.
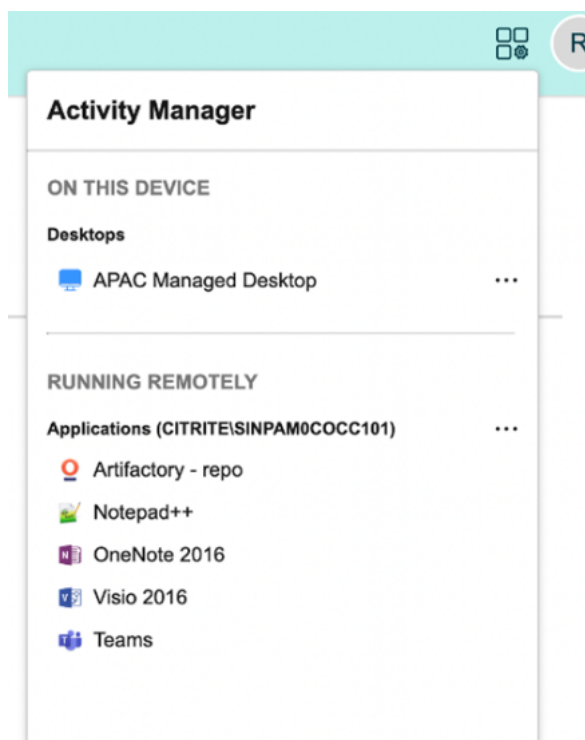

You can perform the following actions on an app or desktop by clicking the respective ellipsis(…) button.

- **Disconnect**: The remote session is disconnected, but the apps and desktops are active in the background.
- **Log out**: Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.
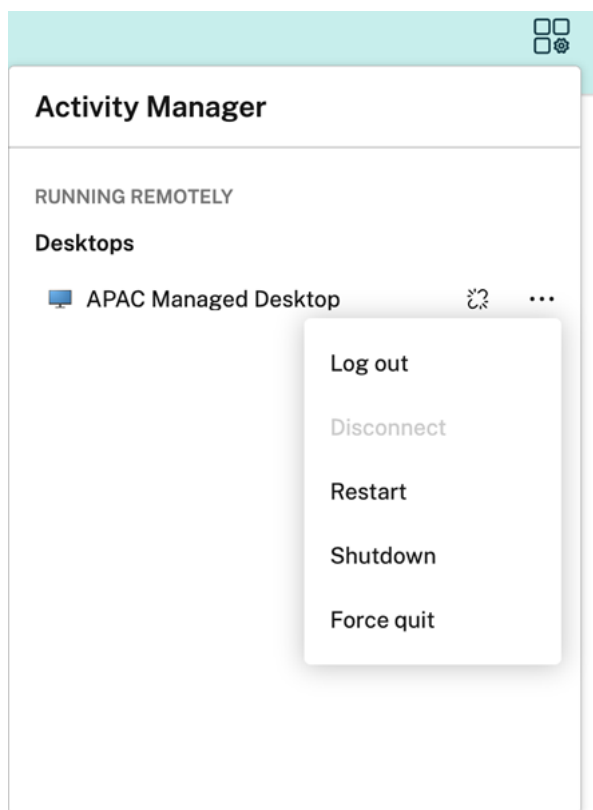
- **Shut Down**: Closes your disconnected desktops.
- **Force Quit**: Forcefully powers off your desktop in case of a technical issue.
- **Restart**: Shut down your desktop and start it again.

Disconnected apps and desktops

Activity Manager enables you to view and take actions on apps and desktops that are running in disconnected mode, locally or remotely. Sessions can be managed from mobile or desktop devices, enabling you to take action on the go. Taking action on disconnected sessions, such as logging out or shutting down, promotes optimized use of resources and reduces energy consumption.
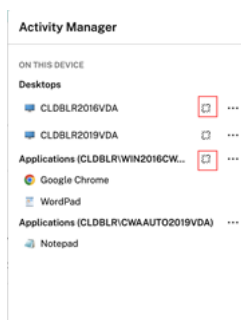
- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.

You can take the following actions on your disconnected desktops by clicking the ellipses button:

- **Log out**: use this to log out from your disconnected desktop. All the apps in the session are closed, and any unsaved files are lost.
- **Shut Down**: use this option to close your disconnected desktops.
- **Power off**: use this option to forcefully power off your disconnected desktops in case of a technical issue.
- **Restart**: use this option to shutdown and start the disconnected desktop again.

The behavior of disconnected sessions on Activity Manager differs as follows:

- If you are signed into Citrix workspace through a browser, and disconnect a local session, the session is first displayed under On this device. However, once you close and reopen Activity Manager, the disconnected session is moved under Running Remotely.
- If you are signed into Citrix Workspace app through a native device, and disconnect a local session, the disconnected session disappears from the list. However, once you close and reopen Activity Manager again, the disconnected session is moved under Running Remotely.

Regional settings

Citrix Workspace app supports various languages, and time and date formats for the countries and regions that use those languages.

Regional settings allow you to customize the time, date, and number formats.

> **NOTE:**
>
> This option is available only on Cloud deployments.

To apply a custom format, do the following:

1. On the Citrix Workspace app home page, click **Account** and select **Account Settings**.

2. In the **Account Settings** dialog, select **Regional Settings**.

   The **Regional Settings** window appears.

3. Select the required **Time Format**, **Date Format**, and **Number Format**.

4. Click **Save**.

System requirements and compatibility

This topic lists the supported Citrix product versions for Citrix Workspace app and the requirements for users to access virtual desktops and applications.

We assume that all computers meet the minimum hardware requirements for the installed operating system.

Requirements

Users devices require the latest Google Chrome operating system (OS) to access desktops and apps using Citrix Workspace app. Citrix recommends you use the latest Citrix Workspace app from the Google ChromeOS Stable channel. Citrix Workspace app for ChromeOS is supported only on ChromeOS.

Citrix Workspace app now supports ChromeOS Flex operating system.

> **Note:**
>
> - End Of Life (EOL) Chromebook devices do not update to more recent versions of the Google ChromeOS. The EOL devices do not support all the Citrix Workspace app for ChromeOS updates. We recommend and support the latest versions of the Google Chrome operating system.

Microsoft Teams optimization requirements

Minimum version:

- Microsoft Teams optimization for audio calls, video calls, and screen sharing is generally available from release 2105.5 and later.

  We recommend that you use the latest version of Citrix Workspace app for ChromeOS. By default, screen sharing is disabled. To enable screen sharing, see settings.

- VDA version 1906 or later.

Hardware:

For a peer-to-peer video conference call or screen sharing, the minimum requirement is:

- an Intel® Core™ i3 processor with 2.4 GHz quad core CPU that supports 720p HD resolution.

Customer Experience Improvement Program (CEIP)

The Citrix Customer Experience Improvement Program (CEIP) collects configuration and usage data from the Citrix Workspace app and automatically sends it to Citrix Analytics. This data enables Citrix to analyze the performance and enhance the quality, functionality, and performance of the Citrix Workspace app, optimize resource allocation for product development, and support service levels through effective staffing and infrastructure investment.

All data is used and analyzed solely in aggregate form, ensuring that no individual user or device is singled out or specifically analyzed. Citrix does not collect any Personally Identifiable Information (PII) through CEIP, and all data collection is in accordance with relevant industry data privacy and security standards.

Data collection

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 and automatically sends the data to Citrix Analytics.	This data helps Citrix improve the quality, reliability, and performance of Citrix Workspace app.

Additional information

Citrix handles your data based on the terms of your contract with Citrix and protects it as per the Citrix Services Security Exhibit. See Citrix Services Security Exhibit available on the Citrix Trust Center.

> **Note:**
>
> CEIP is enabled by default.

To disable sending CEIP data to Citrix Analytics, do the following:

1. Start Citrix Workspace app for ChromeOS.

2. Go to **Settings** > **General**.
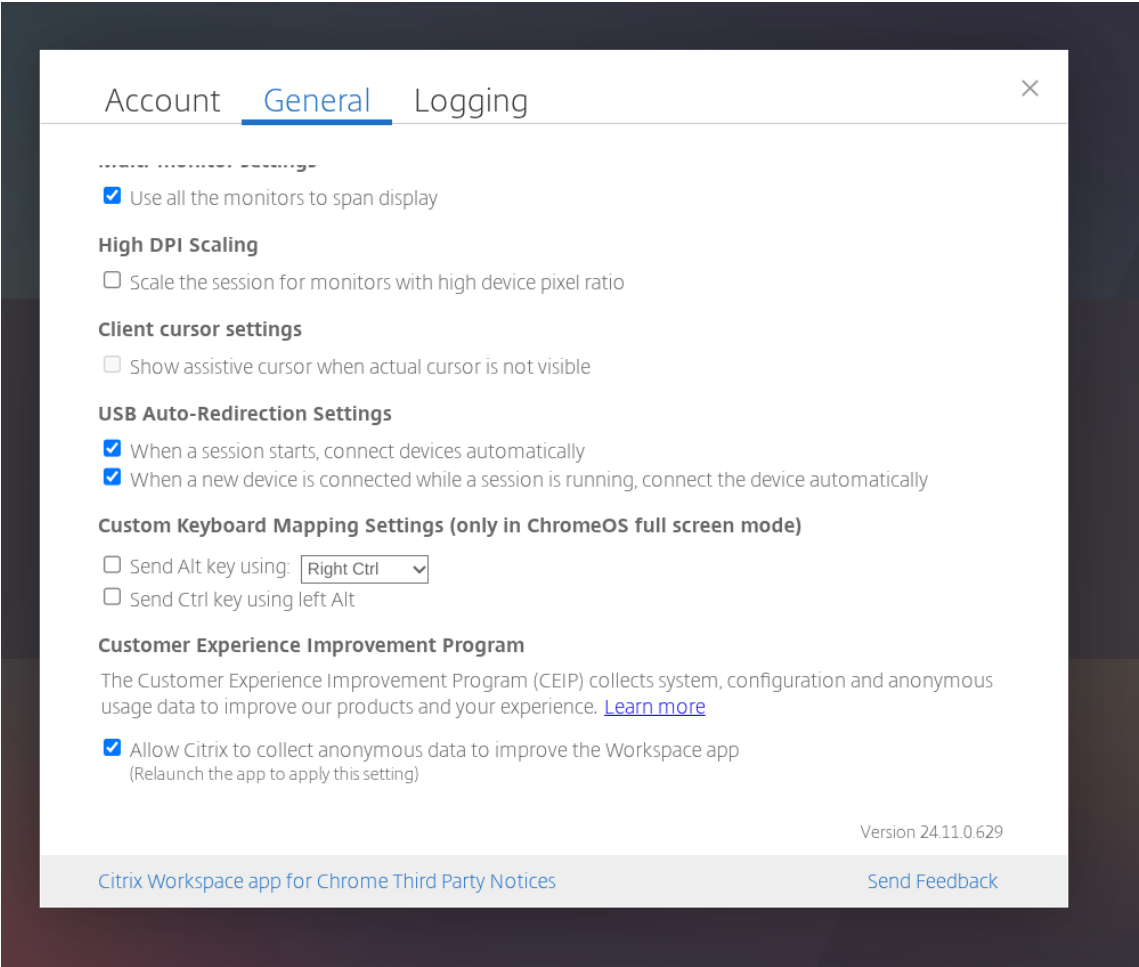
3. Clear **Send anonymous usage statistics to improve Citrix Workspace app**.

> **Note:**
>
> • Restart the session for the changes to take effect.

Specific CEIP data

The specific CEIP data elements collected by Citrix Analytics are:

Citrix Workspace app version	Session mode (Kiosk, Public/General)	Session type (desktop/application)	XenDesktop information (Delivery Controller and VDA versions)

Launch type (SDK/I-CAFile/FTA/Store and so on)	Time zone of the session	Language of the session	Client keyboard layout
Network socket type (HTTPS/HTTP)	Feature usage (clipboard, file transfer, app switcher, printing, USB, smart card, and so on)	Device pixel ratio	Secure ICA (used or not used)
Asset ID of enrolled enterprise Chromebooks	Reconnection timeout (if!= 180)	Multi-Monitor	Global App Configuration Service
Asset ID of enrolled enterprise Chromebooks	Reconnection timeout (if!= 180)	Multi-Monitor	Global App Configuration service
PID/VID of the USB devices	Audio device info	ChromeApp ID	New toolbar usage
Microsoft Teams related usage	Session IME	Service continuity	

Keyboard

Generic client IME for East Asian languages

The Generic Client Input Method Editor (IME) feature enhances the input and display experience with Chinese, Japanese, and Korean (CJK) language characters. This feature allows you to compose CJK characters at the cursor position when you are in a session. The feature is available for the Windows VDA and Linux VDA environments.

Generally, IME displays user interface (UI) components such as a candidate window and a composition window. The composition window includes the composition characters and composition UI elements. For example, underline and background color. The candidate window displays the candidate list.

The composition window enables you to choose between the confirmed characters and the composing characters. The composition window and the candidate window move with the input cursor. As a result, the feature gives an enhanced input of characters at the cursor location in the composition window. In addition, it gives an improved display in the composition and the candidate window.

Prerequisites

- For Linux VDA, enable **Client keyboard layout sync and IME improvement** policy.
- For Windows VDA, enable **Unicode Keyboard Layout Mapping**, **Client Keyboard Layout Sync**, and **IME Improvement policies**.
- Use Citrix Linux VDA version 2012 and later. For Citrix Windows VDA, all the currently available Windows VDA versions support the generic client IME feature.
- The browser language must be Japanese, Chinese (Simplified), Chinese (Traditional), or Korean.
- Use Google Chrome or Mozilla Firefox.

Feature limitation

- Character composition is unsuccessful within the Microsoft Excel cell. The issue happens when the cell is selected using a mouse click. [RFHTMCRM-6086]

- Multi-monitor sessions don't support the Generic client IME feature. Instead, use **Server IME**. To enable the **Server IME**:

    1. Change the VDA or the server keyboard language to Chinese, Japanese or Korean (CJK) as wished.
    2. Change the client or the Chromebook keyboard language to English.

Custom keyboard mapping

Starting with the 2309 version, end users can use Windows-specific shortcuts and key combinations when the VDA is a Windows OS machine, and the native input device is a ChromeOS keyboard. You can now map Ctrl and Alt keys using custom mapping. The user can select the right or left Control (Ctrl) key to act as an Alt key.
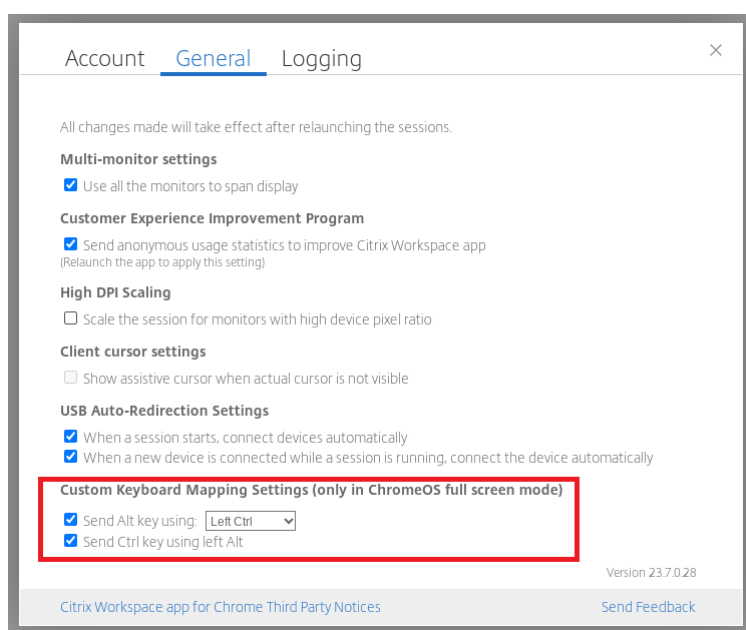
> **Notes:**
>
> - The mapping is possible in full screen mode only.
> - After you save the setting, the mapping affects all sessions.
> - The feature is enabled by default.

To apply custom keyboard mapping settings:

1. Start Citrix Workspace app for ChromeOS.

2. Go to **Settings** > **General**.

   The following screen appears.

1. Select the **Send Alt key using** checkbox and select **Left Ctrl** or **Right Ctrl** options from the drop-down list.

2. Select the **Send Ctrl key using left Alt** checkbox to map the key accordingly.

Use case

When you select **Send Alt key using Left Ctrl** and clear **Send Ctrl key using left Alt**, only the left **Ctrl** key event converts into the **Alt** key event in full screen mode. The right **Ctrl** key and left **Alt** key remain unchanged.

> **Note:**
>
> - The right **Alt** key is usually not converted as it is used for special cases, such as changing input methods, in some non-English keyboards.

Clipboard

To use clipboard operations, you can select the content and press **Ctrl + C** and **Ctrl + V** using the keyboard shortcuts to copy and paste the following formats. The right-click functionality of the mouse event to copy or paste is also supported:

- Plain text
- HTML data
- Image clips

Support for HTML data format

You can use HTML format for clipboard operations between the virtual desktop and the endpoint device. When you copy and paste the HTML data, the source content format is copied and when you paste the data, the destination content carries the formatting as well. In addition, HTML format provides better look and feel.

Support for copying image clips

Using the standard keyboard shortcuts, you can copy and paste image clips between your local device and your virtual desktop and app sessions. As an example, you can use apps such as Microsoft Word, Microsoft Paint, and Adobe Photoshop.

> **Note:**
>
> - Due to network bandwidth constraints, sessions might become unresponsive when you try to copy and paste an image clip larger than 2 MB.
> - You can select and press **Ctrl + C** and **Ctrl + V** to copy and paste. The right-click functionality to copy or paste is also supported.
> - You can use formats such as BMP, PNG, JPEG, and GIF.

Multimedia

Audio

You can speak and listen through the device audio or the USB headset. You can also use buttons on the USB headset (such as mute and skip). The user experience is enriched by providing smooth audio output.

Plug and play audio device support

We support multiple audio devices and redirect them to the virtual desktop session. Now, when you redirect audio devices, you can view the audio device name under the **Sound** settings > **Playback** and **Sound** settings > **Recording** on the virtual desktop session. The list of devices on the VDA is dynamically updated whenever an audio device is plugged in or removed.

Known Limitations

- On the VDA, the name of the built-in audio device is in English only. The issue occurs when you use ChromeOS-based devices. [RFHTMCRM-8667]

Webcam

Citrix Workspace app for ChromeOS supports webcam redirection for both 32-bit and 64-bit applications, built-in, and external webcams within the virtual desktop and app sessions. The Workspace app detects newly connected external webcams and makes them available for use dynamically.

Recommendations for webcam redirection

- For best performance, use high-end Chromebooks and low-latency networks with good bandwidth connections.

Microsoft Teams optimization

You can now use the following features of Microsoft Teams for virtual desktop and virtual app sessions:

- Optimized audio calls
- Optimized video calls
- Optimized screen sharing
- Support for e911
- Background blurring effects
- Dual Tone Multi Frequency (DTMF)
- Live captions

Notes:

- It's supported only on VDA versions 1906 and later.
- By default, screen sharing allows sharing of the entire screen.
- During screen sharing using Microsoft Teams optimization, the red border around the shared window does not appear.
- App sharing isn't supported.
- In a multimonitor setup, during the video call, the participant's video is visible on one monitor.

Video calls and screen sharing on external monitors

On your external monitor, you can now use the following features of Microsoft Teams during calls.

- Optimized video
- Optimized screen sharing

These features are available for Microsoft Teams calls within virtual desktops. They're also available for calls made through the Microsoft Teams virtual app, when you place the Microsoft Teams windows on an external monitor.

Notes (ChromeOS version 96 update)

- To avoid any impact of ChromeOS version 96 update on Microsoft Teams functioning, do the following before you update the ChromeOS:

- For users on a repackaged version of Citrix Workspace app, see Knowledge Center article CTX331648 and implement the steps.
- For all other users of Citrix Workspace app for ChromeOS, version 2110 and earlier, see Knowledge Center article CTX331653.

Support for dynamic e911

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

- configure and route emergency calls
- notify security personnel

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

Ray Baum's law requires the 911 caller's dispatchable location to be transmitted to the appropriate Public Safety Answering Point (PSAP). Starting from Citrix Workspace app 2112 for ChromeOS, Microsoft Teams Optimization with HDX is compliant with Ray Baum's law.

Background blurring and effects in Microsoft Teams optimization

Starting with the 2303 release, Citrix Workspace app for ChromeOS supports background blurring and effects in Microsoft Teams optimization for video calls. You can either blur or replace the background effects povided by Microsoft Teams to avoid unexpected distractions by helping the conversation stay focused on the silhouette (body and face). This feature can be used with P2P and conference calls. This feature is integrated with the Microsoft Teams UI.

> **Notes:**
>
> - By default, this feature is disabled. To get this feature enabled, contact your organization's administrator for assistance.
> - Multi-window support is a prerequisite that needs a VDA update to 2112 or higher. For more information, see Multi-window meetings and chat.

Limitations

- Administrator and user-defined background replacement aren't supported.
- When you enable this feature, you might observe performance issues.
- After the ICA session is reconnected, the effect is off. However, the Microsoft Teams UI shows that the previous effect is still On by a tick mark. Citrix and Microsoft are working together to resolve this issue.

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

Citrix Workspace app now supports Dual Tone Multi Frequency (DTMF) signaling interaction with telephony systems (for example, PSTN) and conference calls in Microsoft Teams. This feature is enabled by default.

Microsoft Teams Live Captions

Microsoft teams optimization supports real-time transcription of what the speaker is saying when Live Captions is enabled in Microsoft Teams.

Support for secondary ringer

Starting with the 2312 release, you can use the secondary ringer feature to select a secondary device on which you want to get the incoming call notification when Microsoft Teams is optimized.

For example, consider that you have set a speaker as the Secondary ringer, and your endpoint is connected to the headphones. In this case, Microsoft Teams sends the incoming call ringer to both the headphones and the speaker. You can't set a secondary ringer in the following cases:

- When you aren't connected to more than one audio device
- When the peripheral isn't available (for example, a Bluetooth headset)

> **Note**
>
> By default, this feature is disabled.

Known limitations in the feature

- When you enable this feature, you might hear the secondary ringer play two times with a slight lag. This issue is a bug in Microsoft Teams, and they plan to fix it in the upcoming Microsoft Teams release.

File handling

File transfer

Citrix Workspace app for ChromeOS provides secure file transfer functionality between a user device and a Citrix Virtual Apps and Desktops and Citrix DaaS session.

By default, users can:

- Upload files from a local download folder or attached peripheral to the remote desktop session.
- Download files from their Citrix Virtual Apps and Desktops and Citrix DaaS sessions to a local device.
- You can download files to a local folder or a peripheral on your device.

Feature charateristics

- A user can upload or download a maximum of 10 files at a time.
- Maximum file size:

    – For uploads: 2147483647 bytes (2 GB)
    – For downloads: 262144000 bytes (250 MB)

Feature limitation

- If either the **Upload file to Desktop** or the **Download file from Desktop** policy is set to **Disabled**, the toolbar still displays both the Upload and the Download icons. However, the functionality is based on the policy setting. If both policies are set to **Disabled**, the Upload and Download icons aren't displayed in the toolbar.

Client Drive Mapping

Starting with the 2307 version, the Client Drive Mapping (CDM) feature supports folder mapping on the local ChromeOS device so they're accessible from within a session. You can map any folder from the ChromeOS device, for example, folders from Downloads, Google Drive, and USB drives, if the folder doesn't contain system files.

You can do the following operations:

- Copy files and folders to the mapped drive from the session and the other way around.
- View the list of files and folders in the mapped drive.
- Open, read, and modify the file contents in the mapped drive.
- View the file properties (modified time and file size only) in the mapped drive.

This feature provides the advantage of accessing both virtual desktop drives and local machine drives together in the file explorer within the HDX session.

Known limitations

- You can't rename files and folders inside the mapped drive.

- Mappings will only have the name of the folder and not the full path.

- If your local folder has hidden files, and you mapped the same folder, the hidden files are visible inside the session in the mapped drive.

- You can't change the file property to read-only access in the mapped drive.

- When you map a folder from a removable device and if you remove the device during an active session, you can't use the mapped drive inside the session. To remove the mappings manually, click **X** mark against the particular mapping.
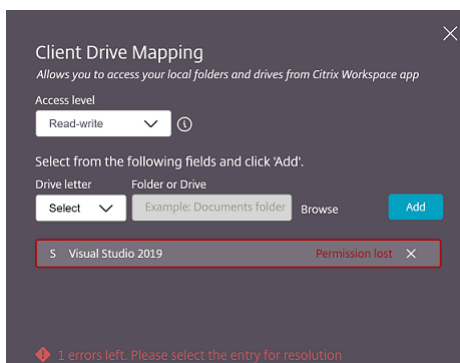
Access level

You can set the folder or drive access levels when the feature is enabled. For example, if an administrator sets **availableAccessLevels** as [**"No-Access"**, **"Read-only"**], you can view the **Read-Only Access** and **No-Access** options in the drop-down list.

How to use the CDM feature

On desktop sessions:

1. Navigate to the **Toolbar** > **more (…)** > **Map a drive**.
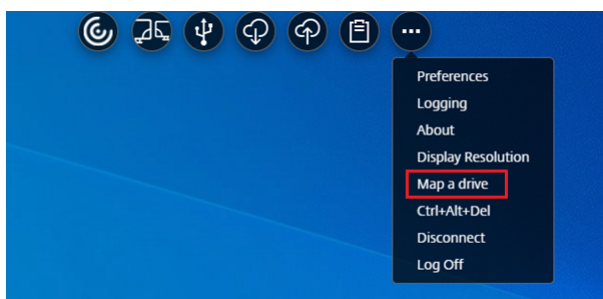
The CDM dialog appears.

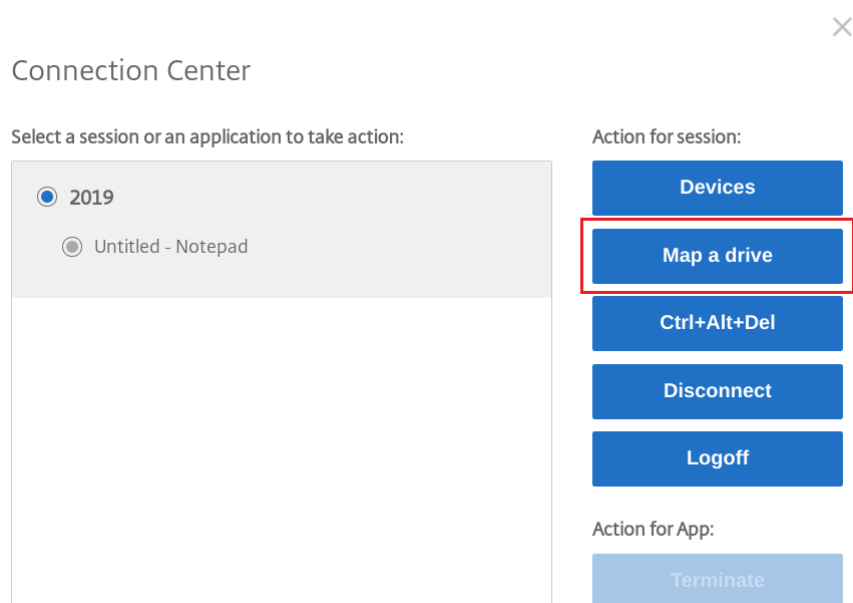2. See How to use CDM UI section for the next steps.

On app and desktop sessions:

1. From the Chrome shelf, right-click the Citrix Workspace app icon and select **Connection Center**
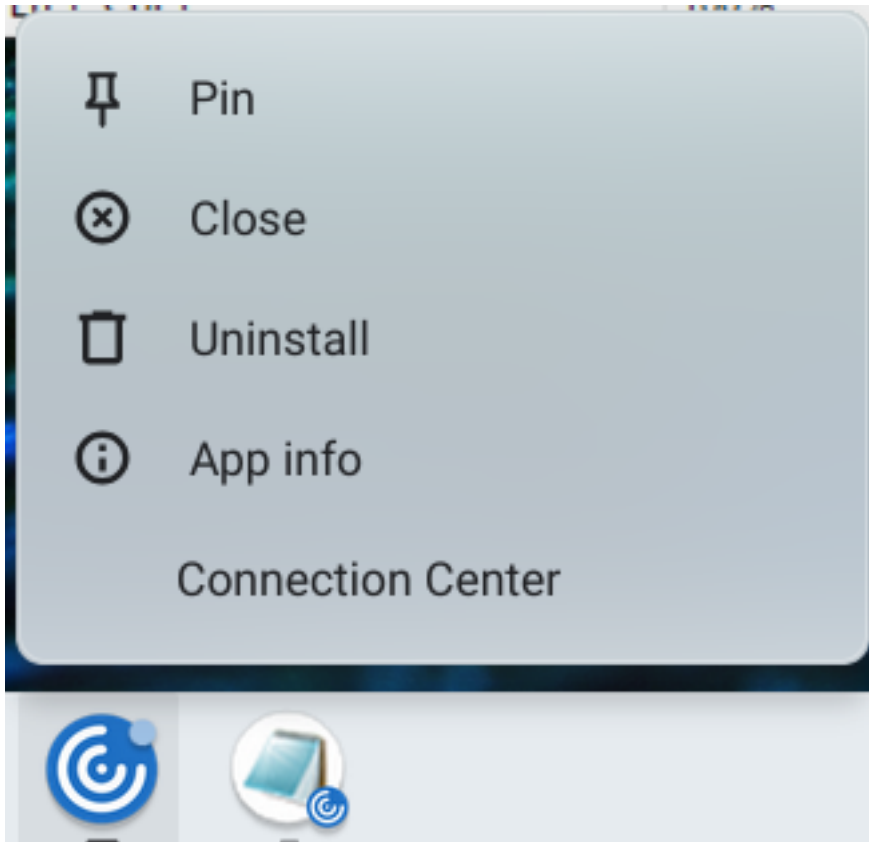
The **Connection Center** screen appears.

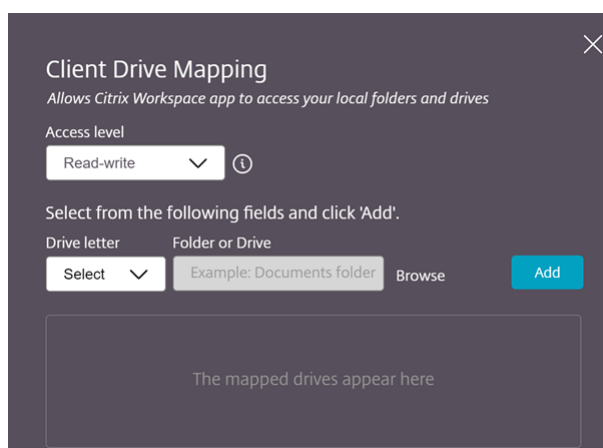2. Select the session and the app. Click **Map a drive**.

The CDM dialog appears.

3. See How to use CDM UI section for the next steps.

How to use CDM UI

1. Select the **Access level** for the folder or the drive. The drop-down list option that you see depends upon the access level set by your organization's IT administrator for your profile.

2. Select a **Drive letter** and click **Browse** to navigate to your folder or drive in your Chromebook.

3. Click **Add**.

4. Disconnect and reconnect the session.

   The session displays the drive letter that is mapped inside the session.

Graphics

DPI scaling

Citrix Workspace app for ChromeOS allows the operating system to control the resolution of app and desktop sessions and supports DPI client scaling for sessions on a single monitor.

Citrix Workspace app for ChromeOS supports DPI scaling by allowing you to set the VDA resolution on monitors that have a high pixel ratio.

The **High DPI Scaling** feature is disabled by default for app and desktop sessions. For better resolution on high DPI enabled devices, go to **Settings** and select the **High DPI Scaling** check box.
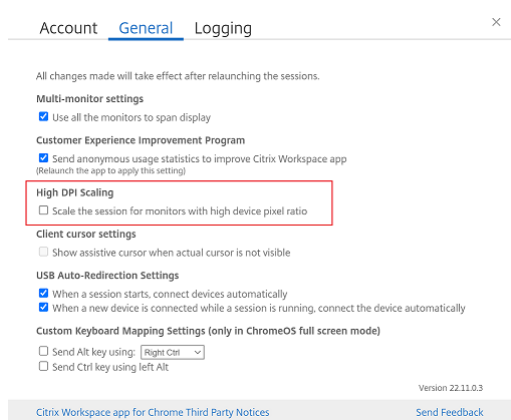
To set the resolution for desktop sessions, go to the session toolbar. Select **Preferences** > **Display Resolution** > **Use device pixel ratio** for the correct resolution to be set on the VDA. When the resolution is set properly on the VDA, blurry text becomes crisper.

Assistive cursor

When a cursor isn't visible inside a desktop session, you can enable an assistive cursor. Restart the session sfter the setting.

Peripherals

Composite USB redirection

Starting from the 2211 release, administrators can configure if certain interfaces of the device are redirected to the session through USB redirection or not. You can now select and redirect a specific constituent interface of a composite USB device to the Citrix Workspace app session through USB redirection.
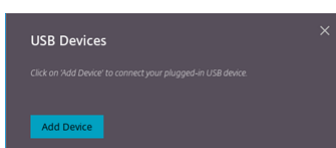

How to use this feature

To use the composite USB redirection feature:

1. Click the USB icon from the toolbar.

   If there are no USB devices connected, the following pop-up appears:

2. Connect a USB device to your local machine.
   The following pop-up might appear:

3. Click **USB Devices** to view and redirect the USB constituent. After a successful connection, the Citrix Workspace app detects the USB. For each USB constituent interface, you see a drop-down menu. The two options are:

   - **In-session and local machine access (Optimized):** select this option if you want to access the USB on your device and in a session.
   - **In-session access (Generic):** select this option if you want to access the USB only in the session.
     For better performance, select **In-session and local machine access (Optimized)** option.
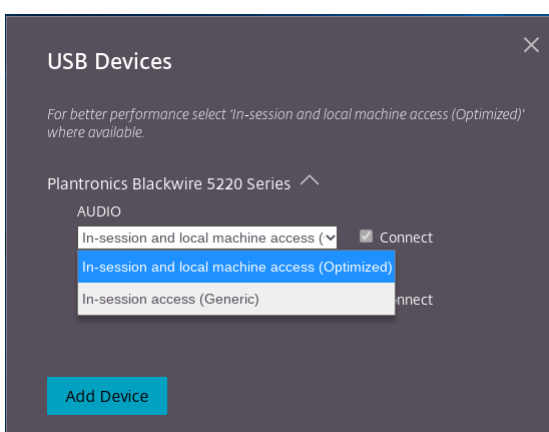
4. Select **Connect** for redirecting the interface.
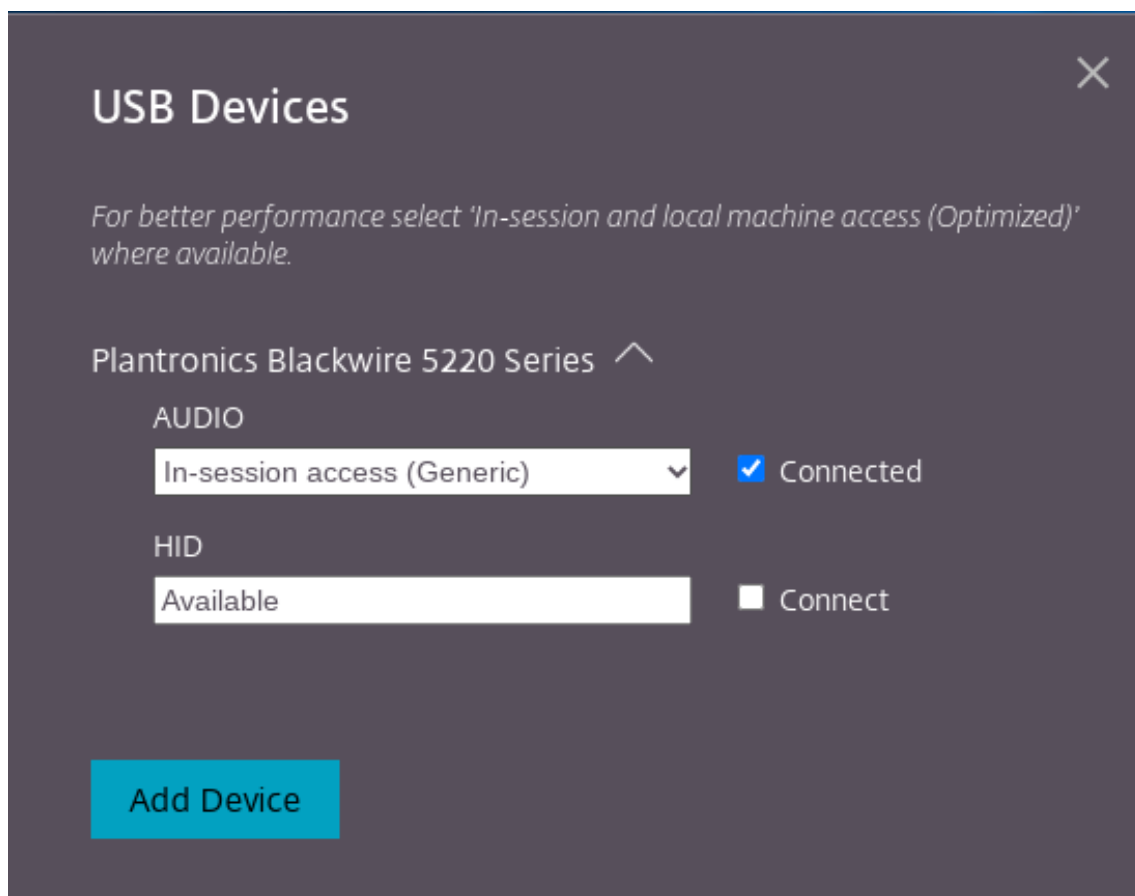
Upon successful redirection, the status changes to **Connected**.

> **Notes:**
>
> • To add a USB device manually, click **Add Device**. The Chrome picker dialog appears that lists the USB devices. You can select the device from the list.
>
> • If a USB device connection is denied, the following error message appears:
>
>   "Your administrator has blocked the newly inserted device.
>   Contact your organization's administrator for assistance.

How to transfer the USB interface between the sessions

When you click the USB icon from the toolbar, a list of USB devices that are connected to your sessions appears. If the USB device is already in use in a different session you can see that the USB constituent shows **Connected to another session** status.

To redirect to the current session, select **Connect** which is placed opposite to the USB constituent. The status changes accordingly.

Composite USB automatic redirection settings

Starting with the 2301 version, you can select a preference for auto-redirection for any USB device within a Virtual Desktop session. Citrix Workspace app now provides app-level settings, where you can control the USB auto-redirection. you can set preferences and can save the setting across session launches.

There are two options: one at the session launch and the other while the session is ongoing.

Account **General**   ✕

All changes made will take effect after relaunching the sessions.

Multi-monitor settings
☑ Use all the monitors to span display

Customer Experience Improvement Program
☑ Send anonymous usage statistics to improve Citrix Workspace app
(Relaunch the app to apply this setting)

High DPI Scaling
☐ Scale the session for monitors with high device pixel ratio

Client cursor settings
☐ Show assistive cursor when actual cursor is not visible

USB Auto-Redirection Settings
☑ When a session starts, connect devices automatically
☑ When a new device is connected while a session is running, connect the device automatically

Version 23.1.0.24

Citrix Workspace app for Chrome Third Party Notices   Send Feedback

> **Note:**
>
> - This feature supports on-premises and cloud deployments and is available only for managed Chrome users.

Enhancements to Composite USB device UI

Starting with the 2306 release, when the configuration of a Composite USB device is set to "split": true, the **USB Devices** UI displays the components based on interface numbers instead of interface classes.

User interface

Following is an example:
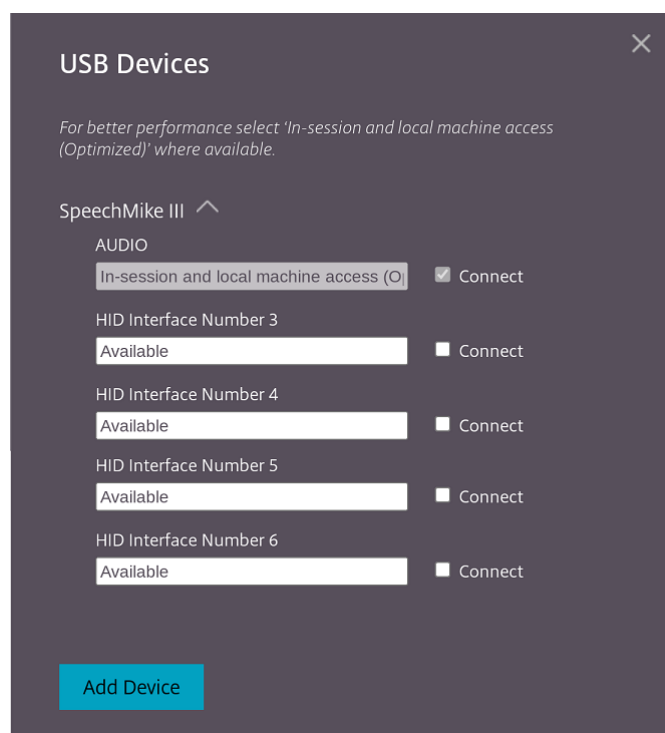
Printing

Support for network printers

Starting with the 2305 release, Citrix Workspace app for ChromeOS supports network printing. You can view the list of printers that are connected to their Chromebook inside the session. Users can select a printer directly without generating intermediate PDF files on the local device. This feature is supported on:

- VDA versions 2112 and later.
- ChromeOS version 112 and later.

Store settings

Support for multiple stores

Starting with the 2305 release, IT administrators can assign multiple stores to end users. Now, it's easy for end users to switch between multiple stores without needing to remember the exact store
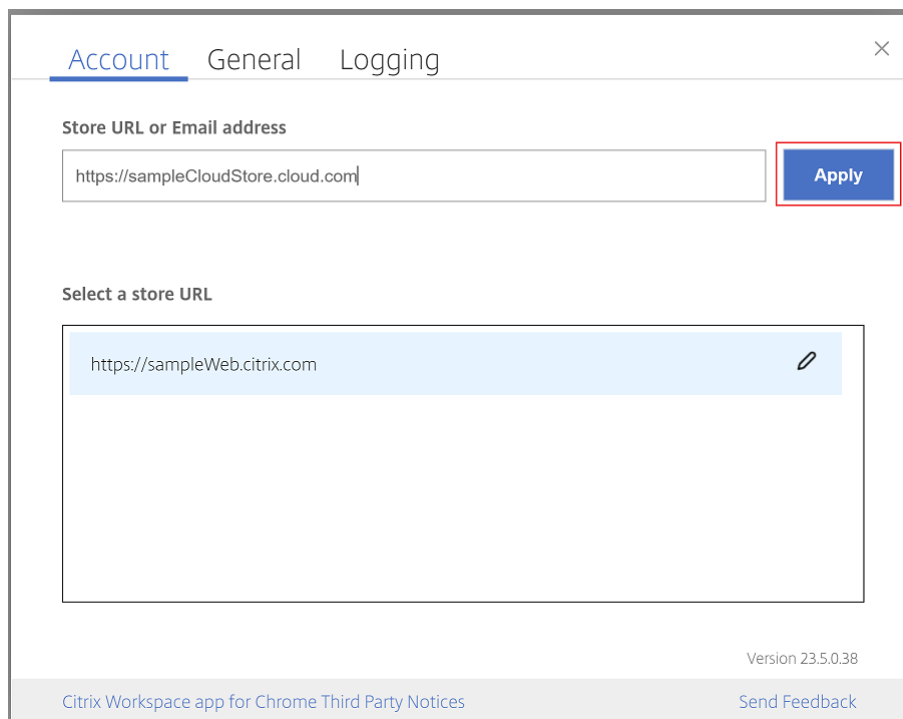
URL. This feature improves the user experience when accessing multiple stores.

Multiple StoreFront

You can change the Store address without having to restart Citrix Workspace. Existing Citrix Workspace sessions, if any, continue to run uninterrupted.

To add stores:

1. Click **Settings** in Citrix Workspace app for ChromeOS, and select the **Account** tab.

2. Enter the StoreFront URL or email address in the **Store URL or Email address** field.

3. Click **Apply** to save the new store.

To switch stores, select a store from the **Select a store URL** list.

To delete a store from the list, click the ⊗ next to the store address you want to delete and confirm deletion.
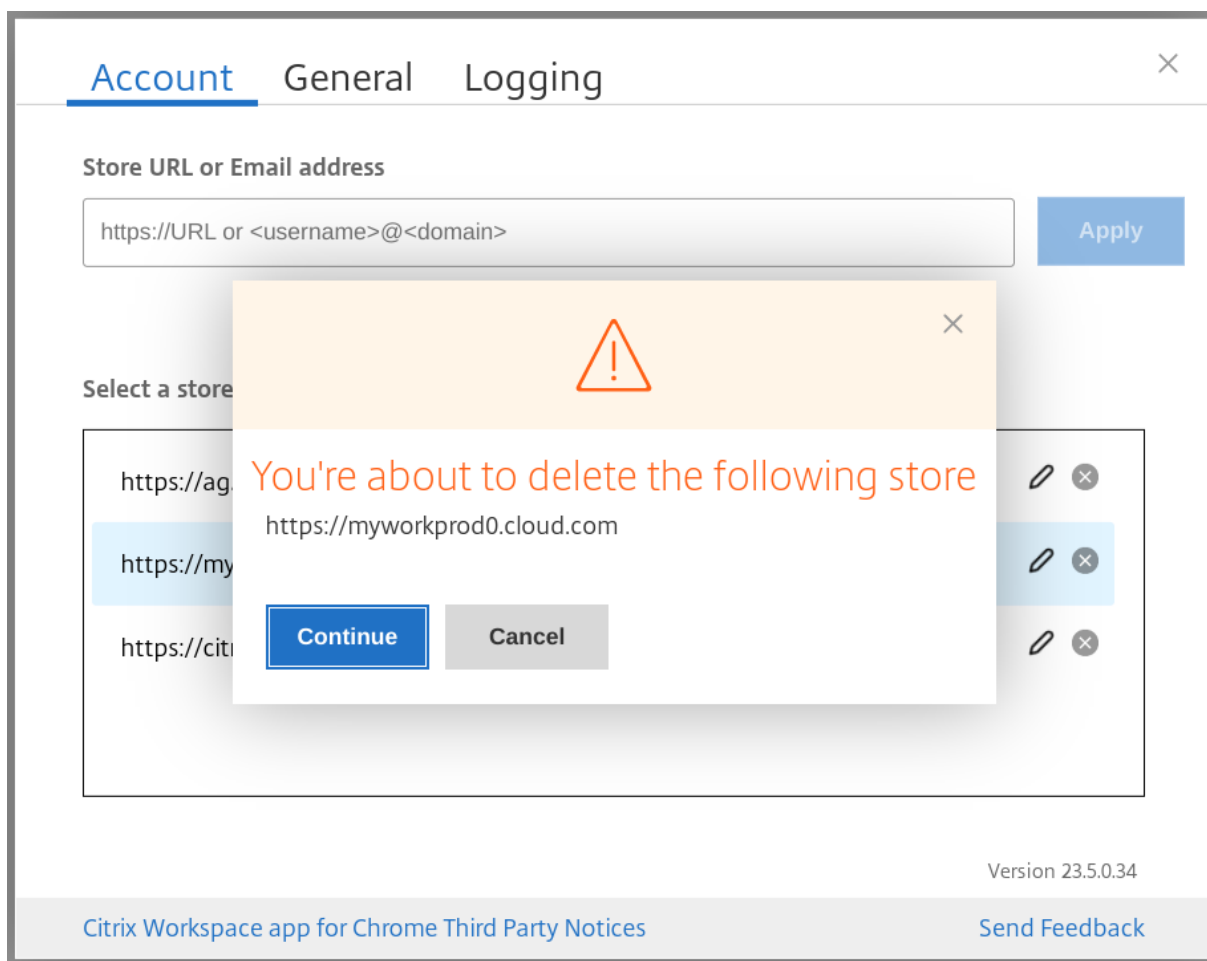
Reload store

In Citrix Workspace app for ChromeOS window, a button is added for reload operation. When you click the button, the cookies of the store get cleared and the store page is reloaded.

Refresh store

Starting with the 2307 release, you can apply the following configurations to avoid duplicate instances of the published apps.

> **Note:**
>
> - By default, the configuration is disabled. When you enable this configuration, you don't see the duplicate instances of the published app. Click the ⓒ icon to refresh the store.

Email-based store discovery

You can now use your email ID to access the Citrix Workspace app without the need to memorize the Store URL. The stores assigned to your account are automatically populated. Navigate to **Accounts** > **Store URL or Email address** drop-down menu to view the list of stores associated with your email.

> **Note:**
>
> You can still use the store URL to sign in.

Account   General   Logging   ×

Store name	Store URL	
Store	https://abcd.com:443	✎

Store URL or Email address

abc@xd.local   Add

Version

Citrix Workspace app for Chrome Third Party Notices   Send Feedback

Short name for store URL

Previously, you were able to see the store URLs, but there was no provision to add or modify a short name for the store URLs. This arrangement made it difficult for the administrators and users to remember the store URLs.

Starting with the 2402 release, for managed users, administrators can push a custom store name along with the store URL from the Google Admin Console. This feature makes it easier for users to identify the different stores. Also, the administrator can decide if the user can edit the store name or not by setting the attribute **allowEditStoreName** to **true** or **false**. For more information, see the following configuration section.

For BYOD users, the store name is auto-generated. For example, Store, Store 1, Store 2, and so on. The

stores are populated using the email-based store discovery feature. Users can edit the store name as required.

Feature limitation

- The service continuity feature might not work properly when end users edit a store URL. [RFHTMCRM-13741]

How to use the feature

By default, BYOD users can edit the store name. Whereas, for managed users, if your organization's administrator provides permission to edit the store name, you can:

1. Start Citrix Workspace app for ChromeOS.

2. On the **Account** tab, identify the store URL that you want to edit.

3. Click the **Edit Store Button** icon.
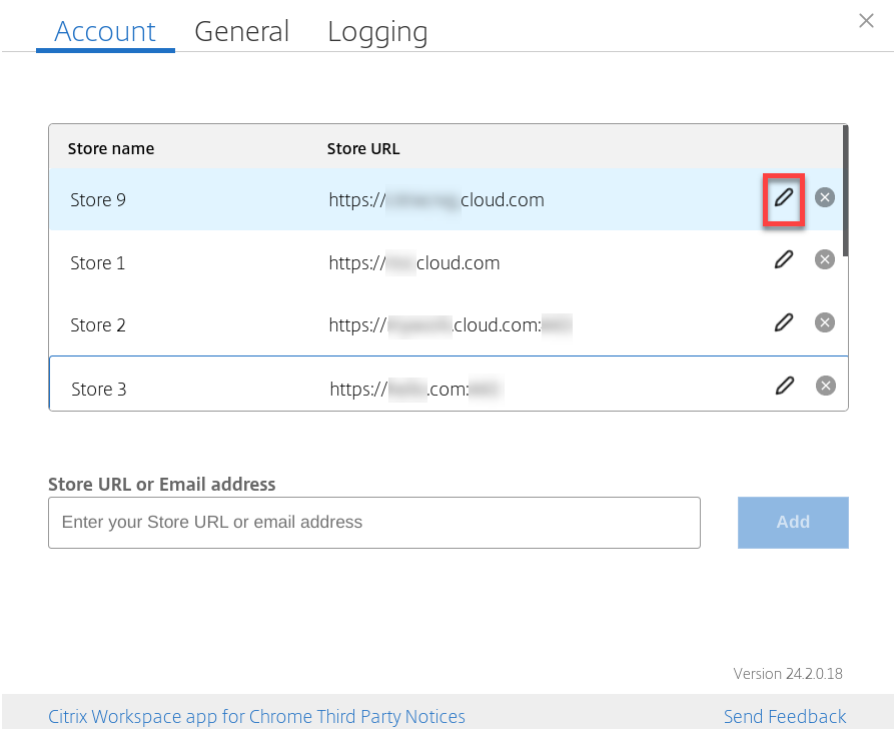
The **Edit Account** dialog box appears.

4. Enter the **Store name** that you can associate with.

5. Click **Save**.

Touch and mobility support

Support for Touch

Citrix Workspace app for ChromeOS now enhances touch support by allowing you to run sessions on touch-enabled Chrome devices in tablet mode. This feature includes support for gestures, multi-touch, and soft keyboard functionality.

The **Open keyboard** icon now appears on the session toolbar when a Chrome device is in tablet mode. When you use this feature or do a three-finger tap, the soft keyboard appears.

When you launch a session in a touch-enabled device, the gestures by default are handled in panning mode. You can switch to multi-touch mode using the toolbar. This feature provides a better user experience.

Gesture enhancements on touch devices

Starting with the 23.4.0 release, Citrix Workspace app enhances end user experience related to gestures, multi-touch, and soft keyboard functionality (Tablet mode). In your Citrix Workspace app sessions, you can use all the familiar multi-touch gestures, including the tap, swipe, and drag.

Following is the gesture guide:

To do this:	On Citrix Workspace app, 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)
Drag	Touch, hold, and slide
Enable cursor	Two-finger tap

Automatic Keyboard display

For the first time users, you can enable automatic keyboard display on a server by using the floating keyboard button that appears in the input field. For the consecutive uses, the keyboard appears automatically.

Feature limitations:

- Doing a three fingers tap to fetch the soft keyboard does not work in multi-touch mode. It works only in panning mode.

- For the soft keyboard to work properly, always close it using the **Open Keyboard** icon on the session toolbar rather than the system-soft keyboard. If you close the soft keyboard using the system-soft keyboard, the soft keyboard might behave unexpectedly.

URL redirection

When this feature is enabled, URLs are intercepted on the server VDA and sent to the user device. The URLs open on the local device without additional dialog pop-ups.