Citrix Workspace app for HTML5

Contents

About Citrix Workspace app for HTML5

Citrix Workspace app for HTML5 is hosted on StoreFront servers for on-premises deployments and Content Delivery Network(CDN) for cloud deployment. Citrix Workspace app enables users to access virtual desktops and hosted apps from a web browser.

Resources delivered by Citrix Virtual Apps and Desktops are aggregated in a StoreFront store. It's then made available through a Citrix Receiver for Web site. With Citrix Workspace app for HTML5 enabled on the site, users can access desktops and apps within their web browsers.

Citrix recommends the following:

- For a secure connection, open Citrix Workspace app sessions from HTTPS-based stores. Some features might not function when using HTTP-based stores.

There's no need for the users to install Citrix Workspace app locally on their devices, as it is a zero install client.

You receive centrally managed app and desktop selection experience from StoreFront when you use Citrix Workspace app with the centralized customization and branding capabilities of StoreFront 3.0.

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.
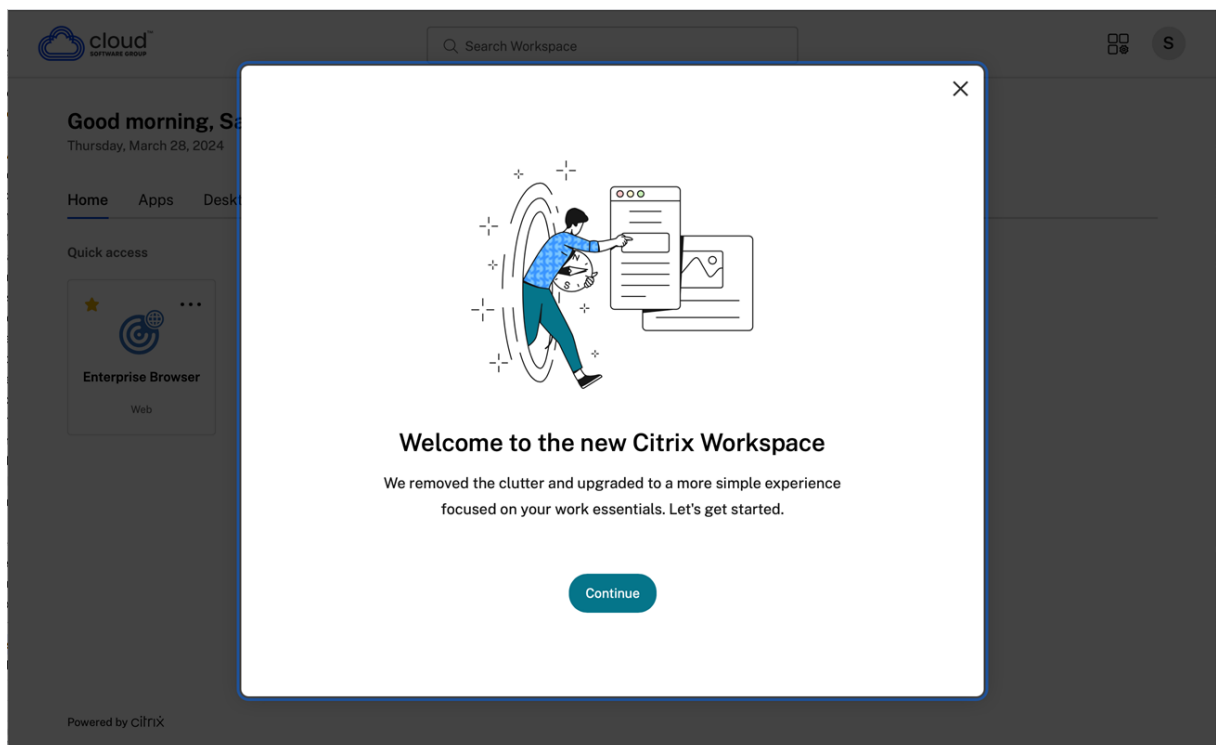
Once you enter the app, **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and click **Add to favorites** on the **Personalize your 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.
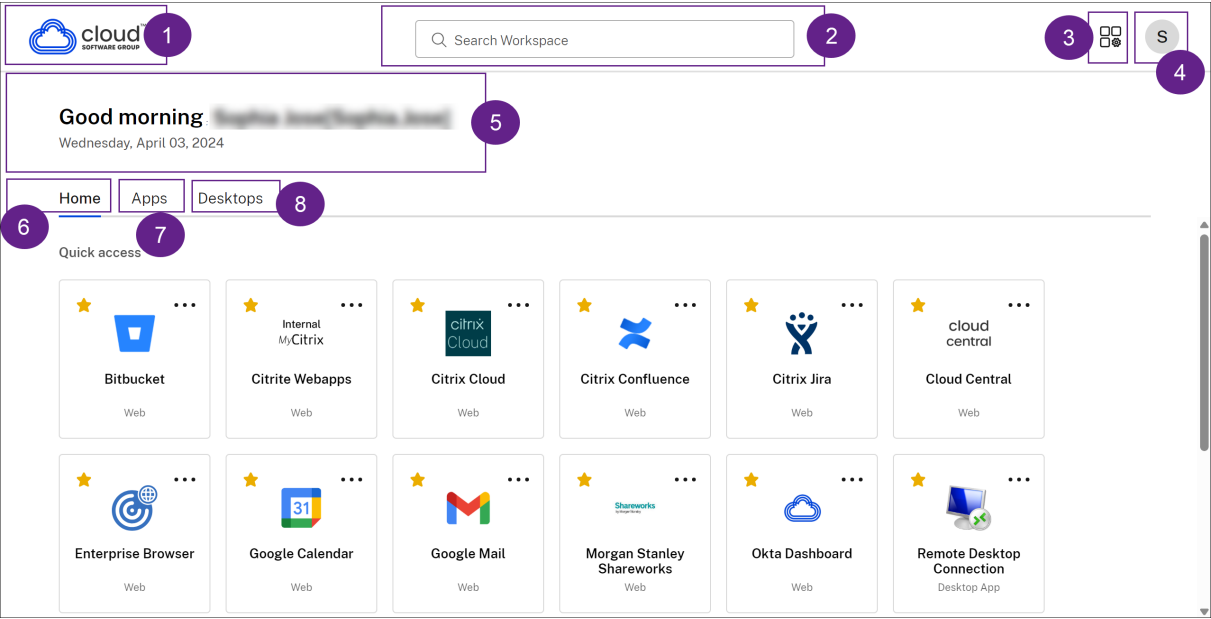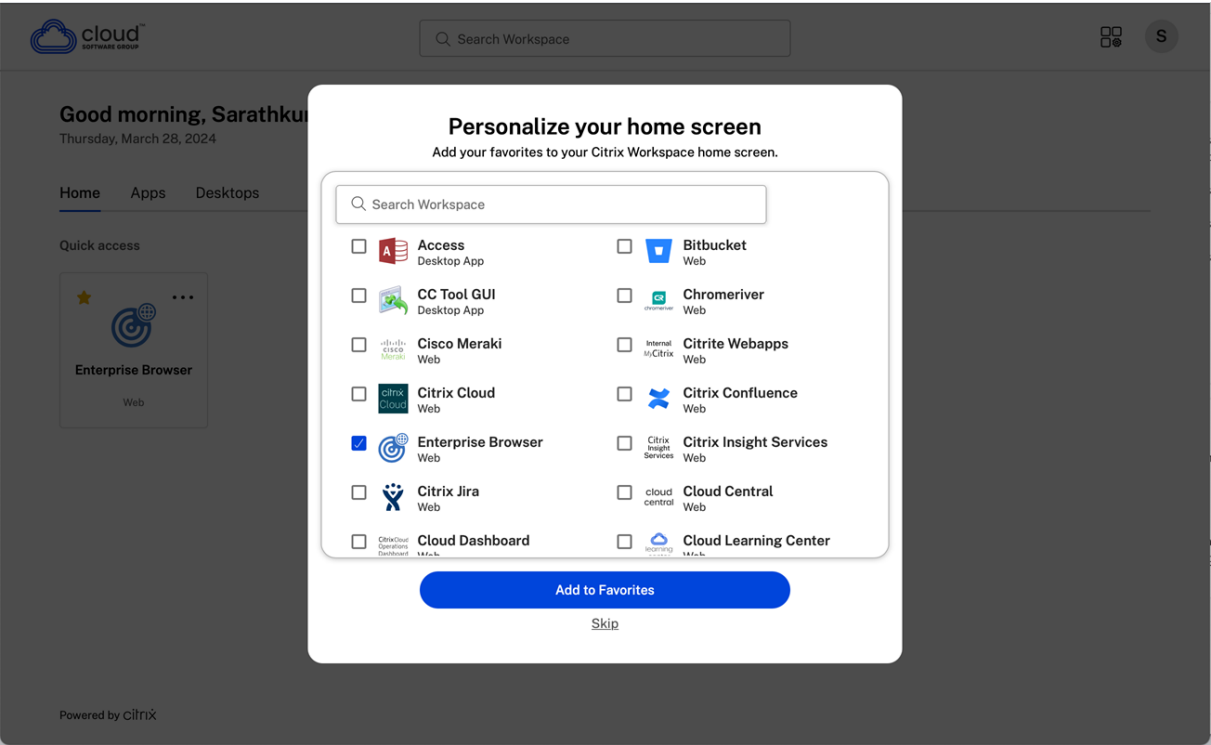
The Citrix Workspace UI contains the following elements:

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.
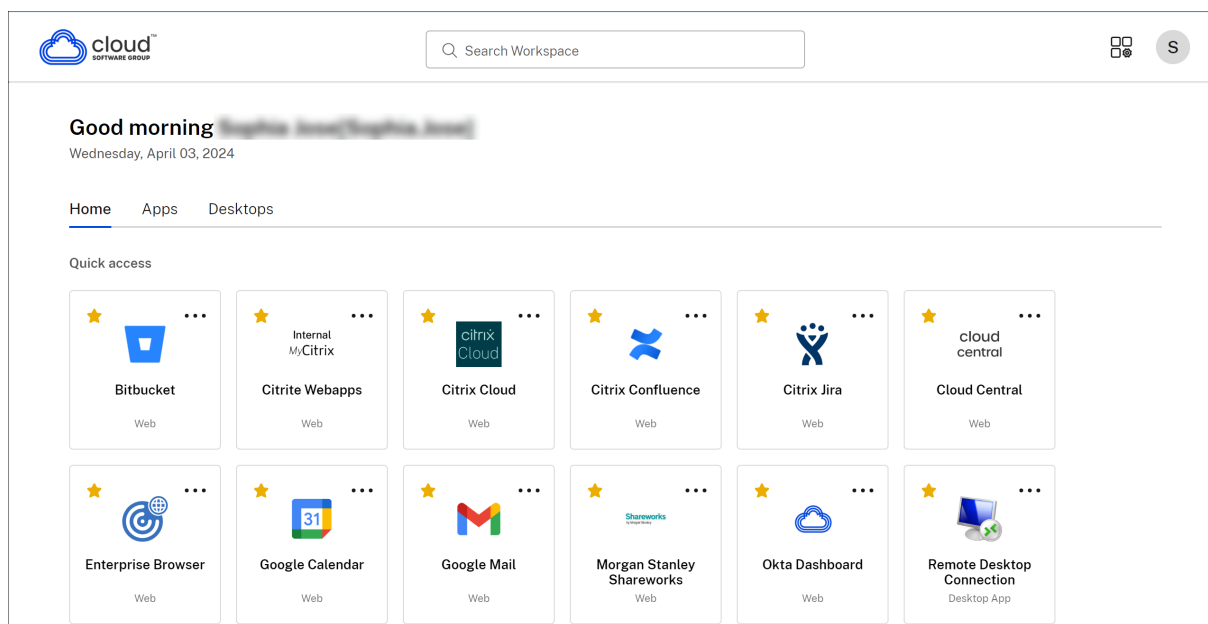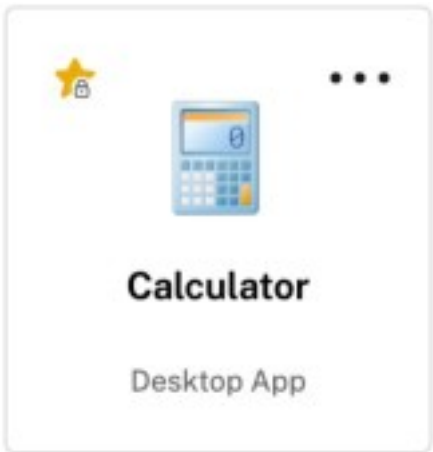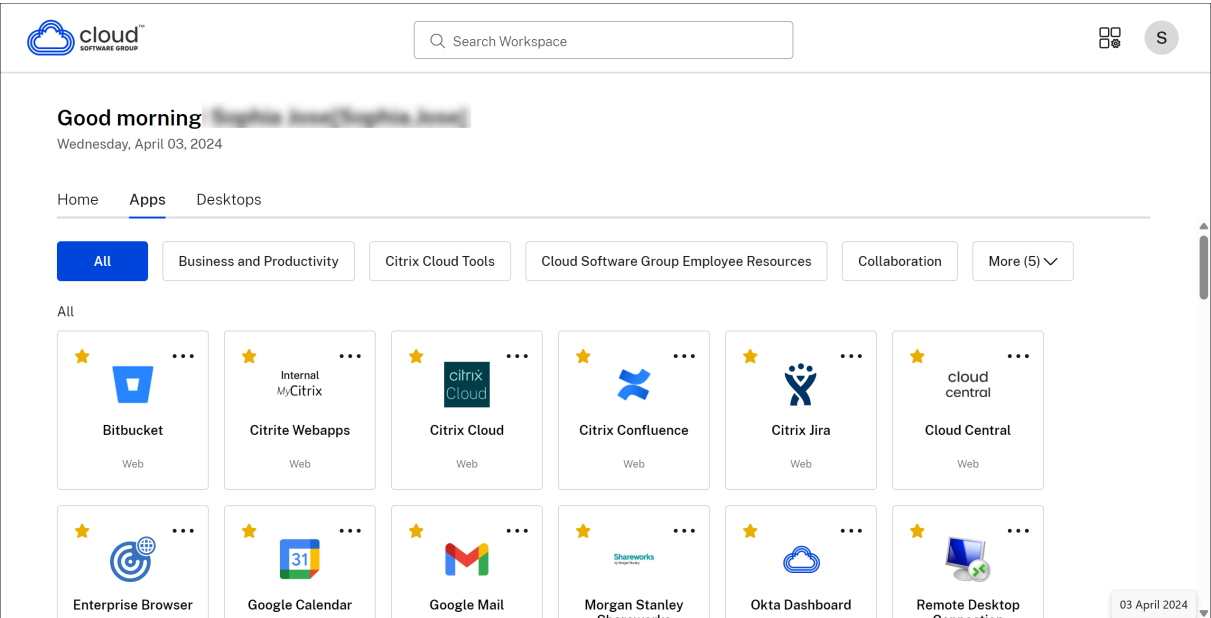

Apps

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.
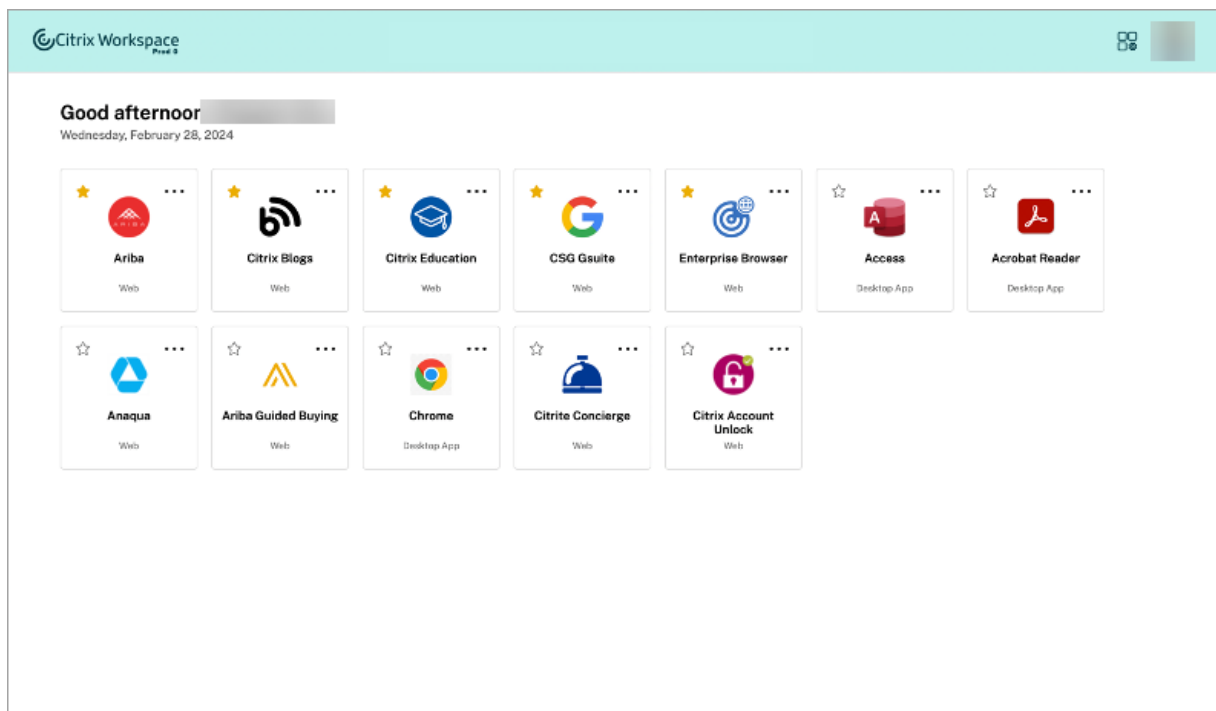
Desktops

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.
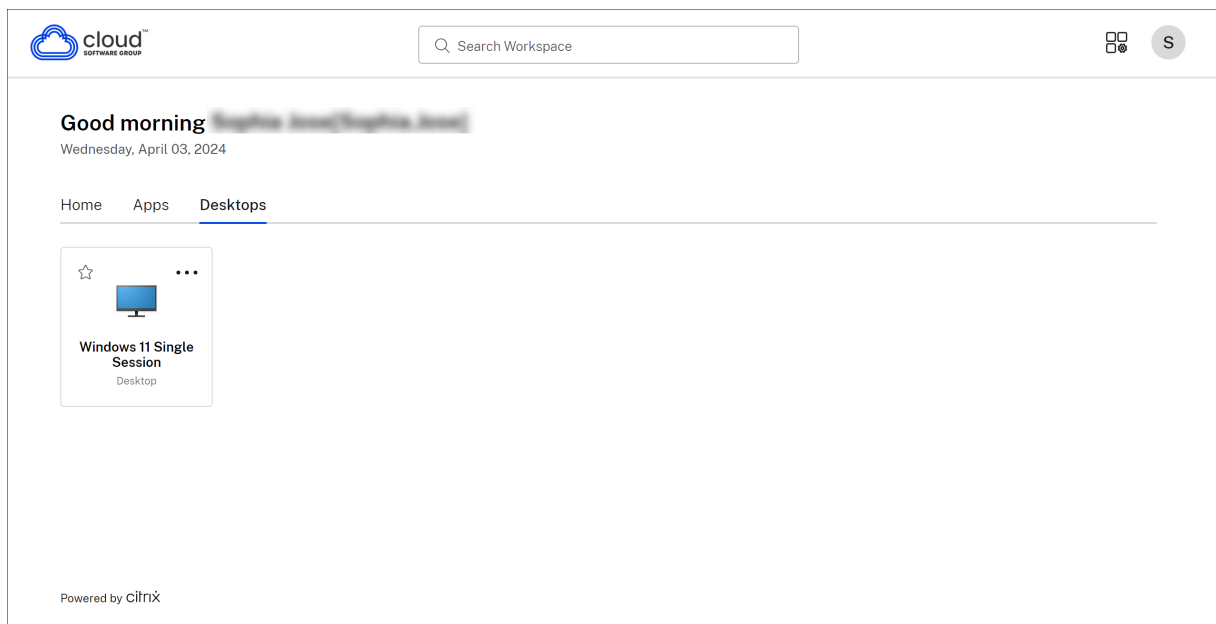
Simple view UI experience

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.
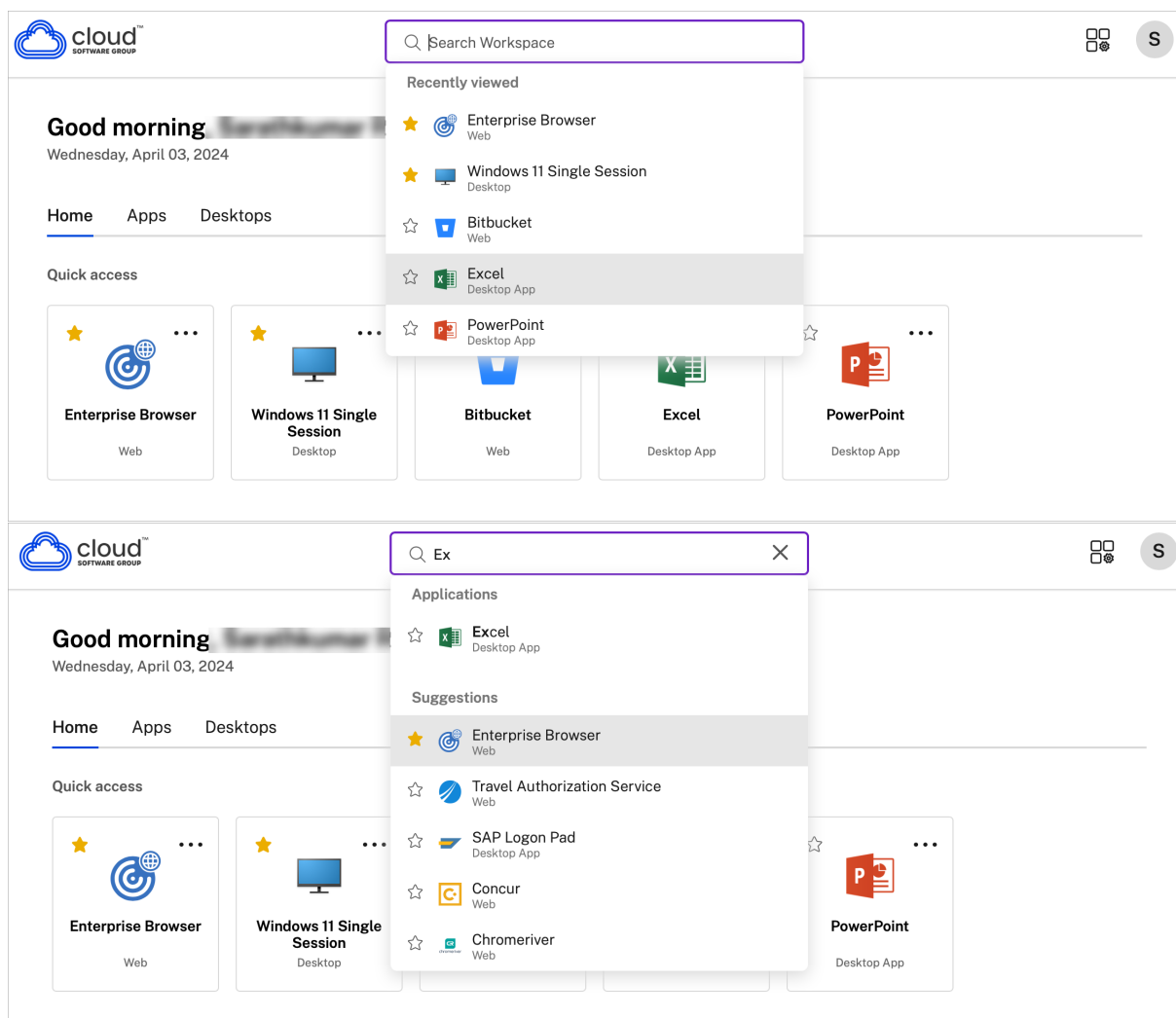
Activity Manager

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**.
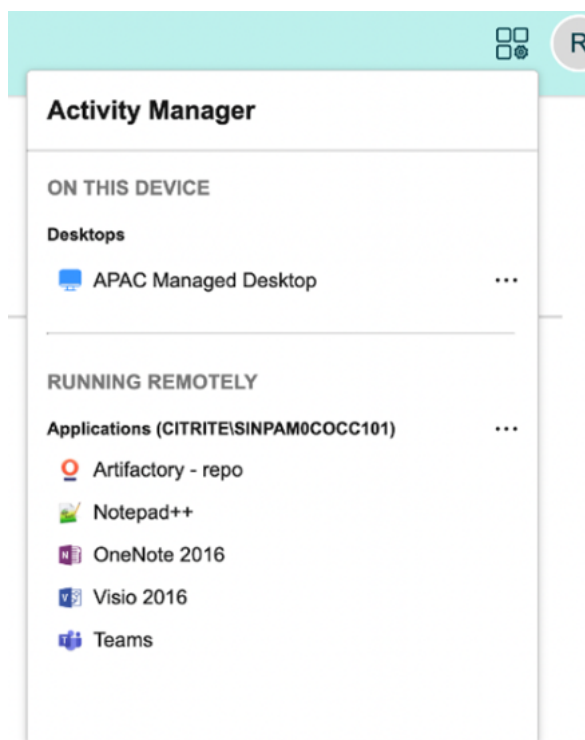

You can perform the following actions on an app or desktop by clicking the respective ellipsis(…) button.

- **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.
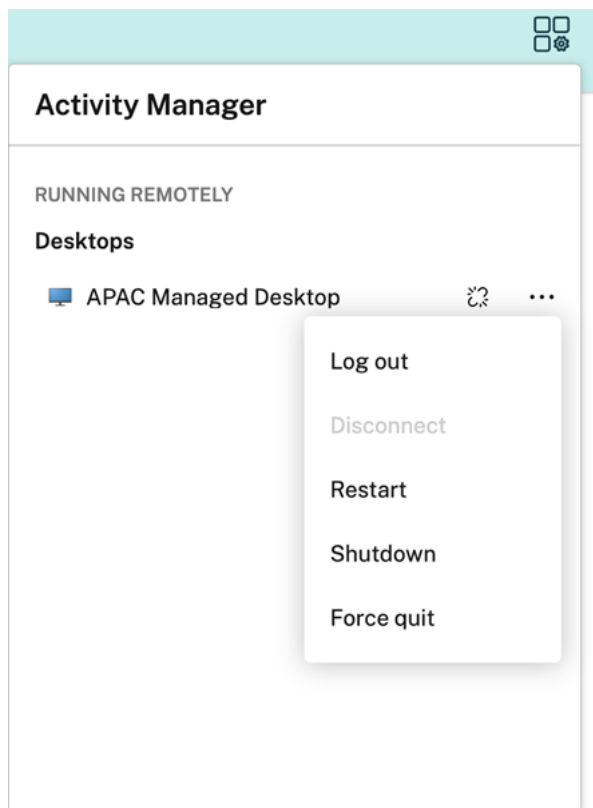
- **Shut Down**: Closes your disconnected desktops.
- **Force Quit**: Forcefully powers off your desktop in case of a technical issue.
- **Restart**: Shut down your desktop and start it again.

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.
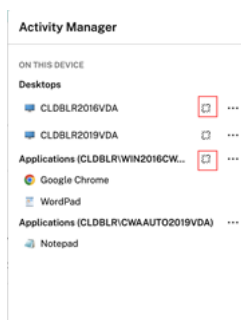
- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.

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 require devices running the following web browsers and operating systems to access desktops and applications using Citrix Workspace app for HTML5. All browsers are supported only on their latest versions. For a secure connection, open Citrix Workspace app sessions from HTTPS-based stores. Some features might not function when using HTTP-based stores. Observe the padlock icon on the address bar. If it is locked, then the connection is secure. If not secure, update the certificate. Contact your organization's IT administrator for valid certificates.

View site information icon might vary depending upon the browser. For example, the following screenshot is from the Microsoft Edge browser:
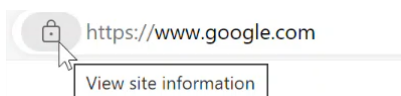
Click the padlock icon to view the secure connection details:
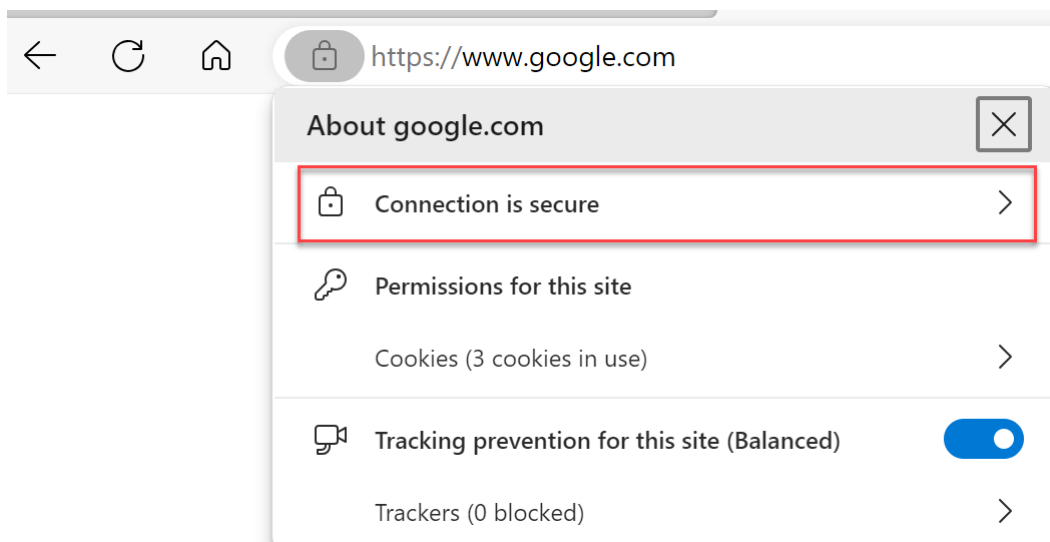
Browsers

- Apple Safari
- Google Chrome
- Microsoft Edge Legacy (Support for maintenance and security fixes only)
- Microsoft Edge Chromium
- Mozilla Firefox

> **Note**
>
> Internet Explorer support is removed by Microsoft and from Citrix Workspace app.

Operating system

- Operating systems
- Windows 11
- Windows 10
- Windows Phone 10
- Windows 8.1
- Windows 8 Pro and Enterprise (32-bit and 64-bit editions)
- Windows 7 Service Pack 1 (32-bit and 64-bit editions)
- Windows Server 2008 R2
- Windows Server 2012 R2
- Windows Server 2016
- macOS X 10.8 and later
- iOS (latest version)
- Android (latest version)

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.

Tools used to gather CEIP Data

Citrix Workspace app for HTML5 uses Citrix Analytics to collect the CEIP data. You can either disable or block CEIP data.

Data collected

Data Collected	Description	What we Use it for
Configuration and usage data	The Citrix Customer Experience Improvement Program (CEIP) gathers configuration and usage data from Citrix Workspace app for HTML5 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 following the terms of your contract with Citrix, and protects it as specified in the Citrix Services Security Exhibit available on Citrix Trust Center.
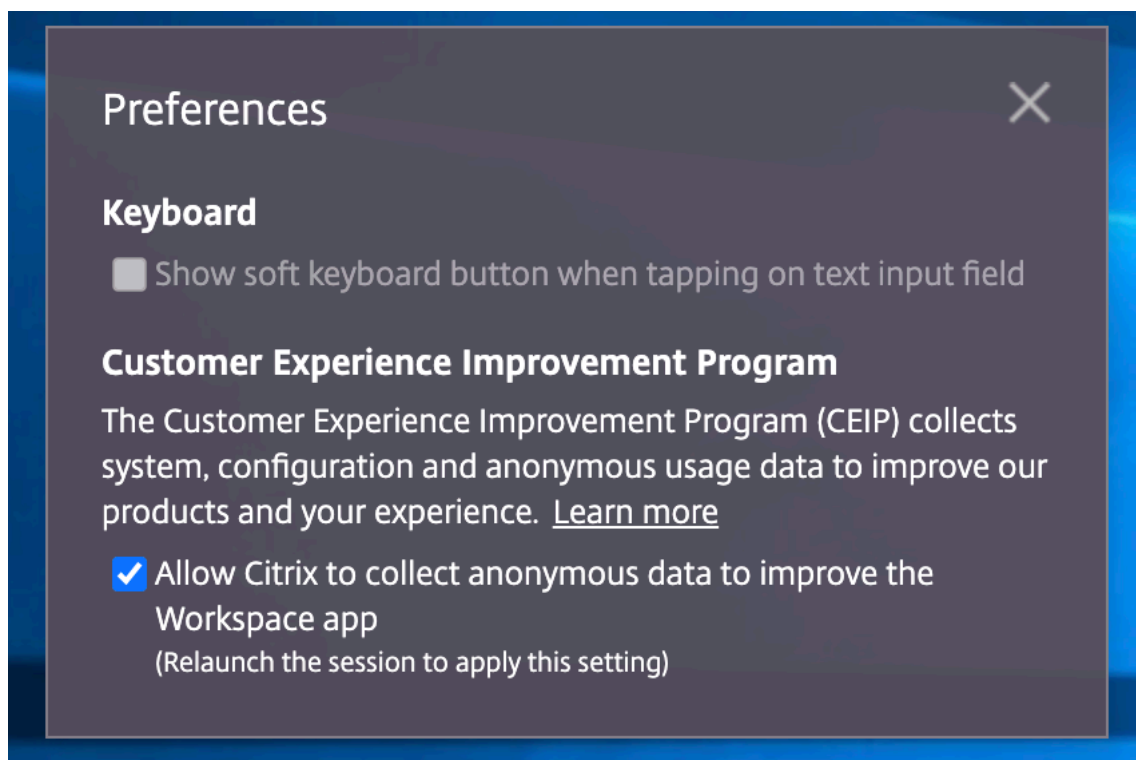
CEIP data to Citrix Analytics

End users can:

- decide whether to send the usage data to Citrix Analytics or not
- block CEIP through GUI

To disable CEIP using GUI

> **Note:**
>
> You can modify the CEIP settings using the GUI only when the administrator has enabled it using `configuration.js`.

1. Open Citrix Workspace app for HTML5.

2. From the toolbar, select **Preferences**.

3. Clear **Allow Citrix to collect anonymous data to improve the Citrix Workspace app**.

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

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.
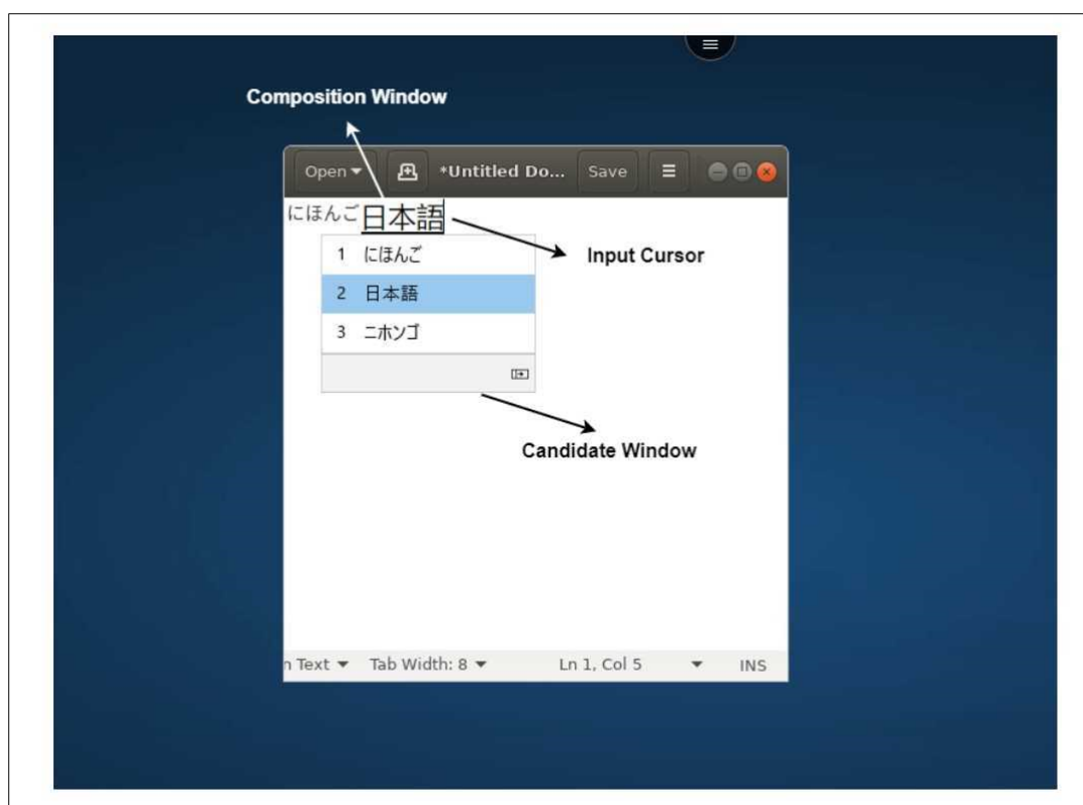
The composition window enables you to choose between the confirmed characters and the composing characters. The composition window and the candidate window move with the input cursor. As a result, the feature gives an enhanced input of characters at the cursor location in the composition window. In addition, 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, Mozilla Firefox, Apple Safari 13 or later, or Microsoft Edge.

> **Note:**
>
> - For macOS, iOS, and Android platforms, modify the system language of the devices to either of the CJK languages, and the browser language gets updated automatically.
> - For Windows, Linux, and ChromeOS platforms, modify the browser language to either of the CJK languages.

Feature Limitation:

- 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 required.
  2. Change the client or the Chromebook keyboard language to English.

Support for Microsoft Windows logo key and other keyboard shortcuts

The following adds support for the key combinations with the Microsoft Windows logo key in your sessions that runs on Microsoft Windows.

- Windows + R
- Windows + D
- Windows + E
- Windows + M
- Windows + S
- Windows + CTRL + S
- Windows + T
- Windows + U
- Windows + Number
- Windows + X
- Windows + K

In addition, we're now supporting the following keyboard shortcuts in your sessions that run on Microsoft Windows:

- Alt + Tab
- Esc key
- Ctrl + N
- Ctrl + T
- Ctrl + W

For the sessions that run on macOS, we now support the following additional keyboard shortcuts:

- Esc Key
- Command + N
- Command + T
- Command + W
- Ctrl + N
- Ctrl + T
- Ctrl + W

> **Notes:**
>
> - We don't support **Alt + Tab** and Microsoft Windows logo key shortcuts in sessions running on macOS.
> - The shortcut keys work only in full-screen mode that is selected through the toolbar.

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:

- 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 a 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.
> - You can use formats such as BMP, PNG, JPEG, and GIF.

Support on mobile and tablet devices

When you try to copy from your local device and paste it into the virtual desktop session or app sessions, the paste action might be unsuccessful.

To copy and paste plain text and HTML data successfully, do the following:

1. Copy the content from your local device.

2. Go to your virtual session and access the session toolbar.

3. Tap the clipboard icon.
   The Clipboard appears.
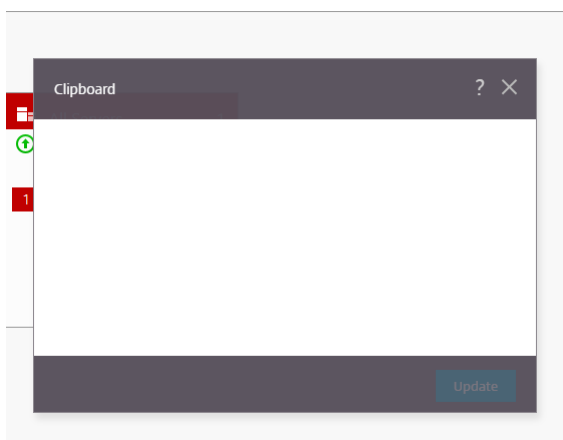
4. Paste the content and then click **Update**.

   You can now paste the copied clipboard content in the session.

   Note:

   Clipboard doesn't support image formats.

Multi-monitor

Multi-monitor support

Previously, the multi-monitor display feature allowed you to open an extra browser tab of the desktop or app session that you were connected to. You were able to drag the additional browser tab to the external monitor.

Now, Citrix Workspace app supports multiple monitors with one click without manual intervention. If there are no external monitors attached to the device, the multi-monitor icon on the in-session

toolbar is hidden. When you connect an external monitor with the required permissions, the multi-monitor icon is visible. After you click the icon, you can see the window span across all the connected monitors.

This feature is enabled by default.

> **Note:**
>
> - When your IT administrator disables the feature, you continue to see the old behavior. That is, you can see an extra browser tab of the desktop or the app session when you click the multi-monitor icon.

The multi-monitor feature supports the following:

- You can use up to two external monitors.

- You can use different display layouts of the multi-monitor.

- This feature is only supported on Google Chrome and Microsoft Edge Chromium browsers on Windows.

- The macOS devices support the older behavior. That is, when you click the **Multimonitor** icon on the toolbar, a secondary window of the desktop or application session appears to which you're connected. You can then drag the secondary window to the secondary monitor.

- You can use your virtual desktop in full-screen mode across a subset of available monitors. You can drag your virtual desktop to span to two monitors (out of more than two) and then select multi-monitor mode. A typical use case for this scenario is:

    – when you run a video conferencing app on your native device monitor and want to view your virtual desktop contents in full-screen across your other two monitors during the call.

To use the feature

1. As a first-time user, when you start a session, the following pop-up appears seeking your permission to use the multi-monitor setup.
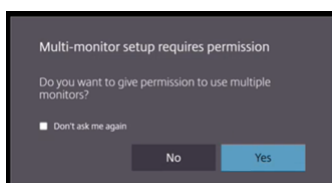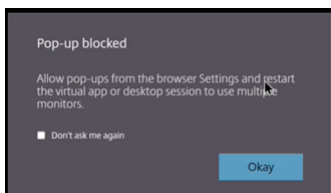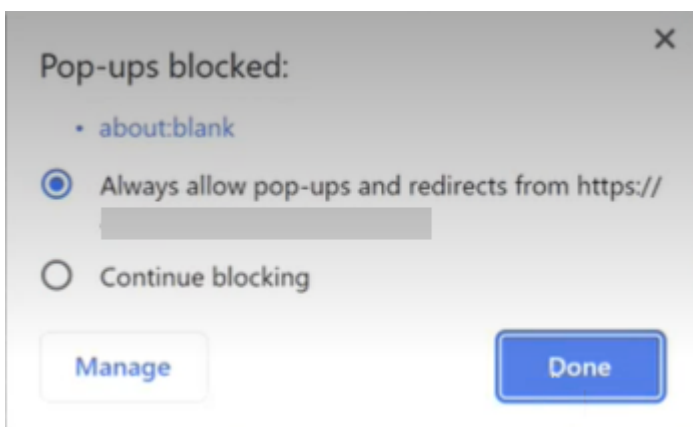

2. Click **Yes**.
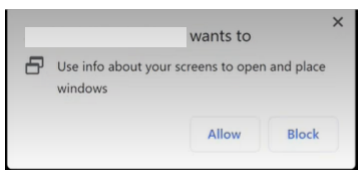
The pop-up appears from the browser to seek permission to use multiple monitors. If you click **Block**, you can't use multiple monitors.

3. Click **Allow**.

The pop-up appears to let you know about the pop-up blockers.

4. Click **Okay**. Navigate to the browser settings and select **Always allow pop-ups**.

5. Click **Done**.

> **Note:**
>
> Make sure to restart the session for the changes to take effect.

6. On your primary monitor, click the multi-monitor icon .

   You can see the window span across all the connected monitors.

> **Important:**
>
> If you deny multi-monitor permissions, the multi-monitor icon doesn't appear. Instead, the full-screen icon appears in the toolbar, which takes you to the older behavior. To manually re-enable

> the multi-monitor permissions, go to the browser **Settings** > **Privacy and security** > **Site Settings** > **Permissions** > **Additional permissions**, and allow **Window placement**.

Notes

- On the external monitor, resource windows aren't in full-screen mode. Instead, it is in windowed mode with a size equal to the external monitor size. We recommend manually switching to full-screen for a better user experience on each of the external monitor windows. To view in full-screen mode, on Windows device use F11 key. On your Mac, move the pointer to the green button in the top-left corner of the window, then choose **Enter Full Screen** from the menu.
- Multi-monitor state isn't remembered across sessions on different devices. So, you must manually click the multi-monitor icon on the toolbar for every session.

Feature limitations

- In a multi-monitor setup, the session gets restored to the single monitor mode when:
    - you use Microsoft Teams to share the screen on the primary monitor.
    - you select the **Logging** or the **Upload** option in the toolbar.
      Click the multi-monitor icon to continue using multiple monitors.
- On a macOS devices, the secondary window opens as a new tab in Google Chrome browser.

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.

You can't play an audio file within a session on Safari macOS.

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]
- This feature is supported on Microsoft Chromium Edge and Google Chrome browsers only.

Webcam

Citrix Workspace app 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.

Webcam redirection support is available not just for Google Chrome and Microsoft Edge (Chromium) browsers, but it has also been expanded to include Mozilla Firefox and Apple Safari browsers.

Microsoft Teams optimization

You can now use the following features of Microsoft Teams for virtual desktop and virtual app sessions on the Google Chrome browser only. The minimum Google Chrome version required is m97 and later:

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

> **Note:**
>
> - The Microsoft Teams optimization applies to the Microsoft Teams desktop version and not the web version on the VDA.

Feature limitation:

- When you use Microsoft Teams optimization and share the screen, a red border that indicates the screen sharing is unavailable. [RFHTMCRM-6360]
- When you use Microsoft Teams optimization, the screen sharing functionality is disabled by default. After you enable it, you can share the local device contents. [RFHTMCRM-6156]

Known issues in the feature:

- Microsoft Teams optimization is supported on the Google Chrome browser only. [RFHTMCRM-6194] [RFHTMCRM-4724]

Screen sharing

Starting with version 2209, by default, the screen sharing is enabled. The end users can now share apps and tabs that are opened through Citrix Workspace app. During screen sharing, the blue border appears around the shared window.

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 that runs 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 2202 for HTML5, Microsoft Teams Optimization with HDX is compliant with Ray Baum's law.

For Microsoft Teams optimization e911 calling, enable **Location** access as shown:

Background blurring and effects in Microsoft Teams optimization

Starting with the 2303 release, Citrix Workspace app for HTML5 supports background blurring and effects in Microsoft Teams optimization for video calls. You can either blur or replace the background effects provided 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 requires 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.

Multi-window chat and meetings for Microsoft Teams

Starting with the 2301 version, you can use multiple windows for chat and meetings in Microsoft Teams. You can pop out the conversations or meetings in various ways.

For details about the pop-out window feature, see Pop out a chat in Microsoft Teams. For troubleshooting see, CTX253754.

Microsoft will deprecate the single-window support in the future. If you're running an older version of Citrix Workspace app or Virtual Delivery Agent (VDA), you can upgrade to:

- Citrix Workspace app 2301 or later
  and
- VDA - 2203 or later

Live Captions in Microsoft Teams

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

File handling

File Transfer

By default, users can:

- Upload files from a local download folder or attached peripheral and seamlessly access the data from a Citrix Virtual Apps and Desktops or Citrix DaaS sessions.
- Download files from a Citrix Virtual Apps and Desktops or Citrix DaaS session to a folder or peripheral on their user device.

Citrix Workspace app for HTML5 supports downloading files on a MacBook using the Safari browser.

Limitations

- 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)

Client Drive Mapping

Starting with the 2303 version, the Client Drive Mapping (CDM) feature supports folder mapping on the local machine so they're accessible from within a session. You can map any folder from the local machine, if the folder doesn't contain system files.

The end user can do the following operations:

- Copy files and folders from the local machine to the mapped drive in the session.
- View the list of files and folders in the mapped drive.
- Open and read 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. This feature is supported on desktop platforms, Google Chrome, and Microsoft Edge Chromium browsers only.

> **Note:**
>
> - By default, this feature is enabled.
> - Cloud based drives, for example, OneDrive and GDrive can be mapped provided it's supported by the cloud provider.

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 the removable device and if you remove the device during an active session, you can't use the mapped drive inside the session. You must remove the mapping manually.

Known issues in the feature

- When you use the CDM feature on mobile platforms, the dialog box gets truncated from the top.

Access level When you enable the feature, you can set the folder or drive access levels. For example, if an administrator sets **availableAccessLevels** as **[2, 3]**, the end user can view the **Read-Only Access** and **No-Access** options in the drop-down list.

How to use the feature

1. Navigate to the **Toolbar** > **more (…)** > **Map a drive**.
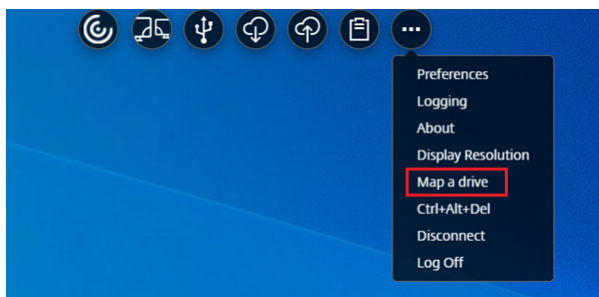
2. Select the **Access level** for the folder or the drive. The drop-down list option that you see depends upon on the access level set by your organization's IT administrator for your profile.

3. Select a **Drive letter** and click **Browse** to navigate to your folder or drive in your local machine.
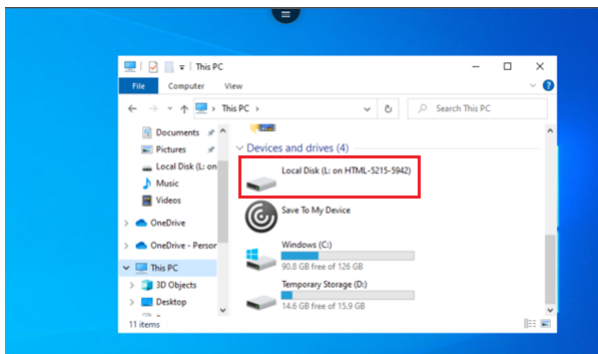
4. Click **Add**.

5. Disconnect and reconnect the session.

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

Peripherals

USB device redirection

Generic USB device redirection is supported on Chrome browsers (Version 61 and later) running on Chrome, Mac, and Linux operating systems. This feature is supported on sessions launched over secure HTTPS connections. This feature supports redirection of two USB devices simultaneously.

1. Connect the USB device to the machine.

2. Click the **USB Devices** icon available on the in-session toolbar.
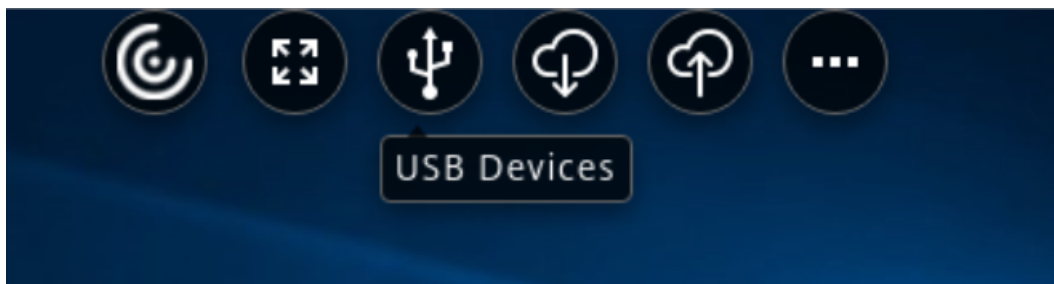
3. In the **USB Devices** dialog box, click **Add**.
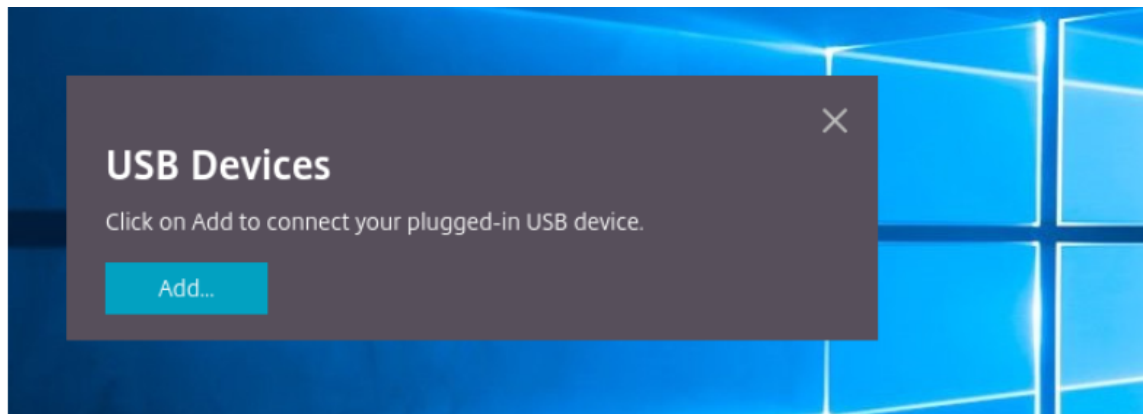
   This action opens a Chrome dialog box that displays a list of devices.

Note:

The Chrome dialog box displays USB devices that might not always be redirected through Citrix Workspace app for HTML5. The USB devices that can be redirected through Citrix Workspace app for HTML5 are displayed in the USB devices dialog box within the app.
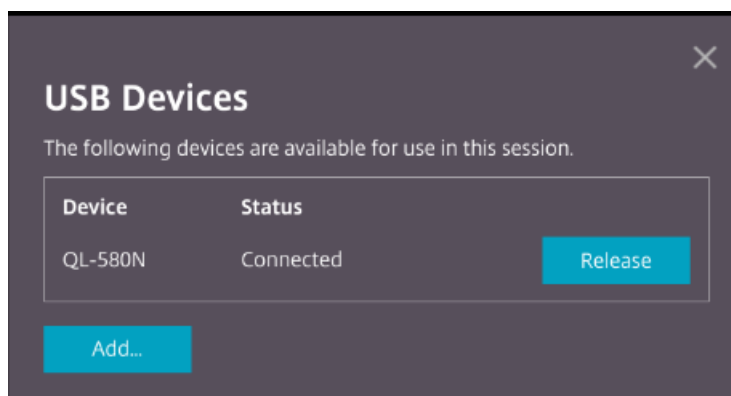
4. Select devices to be redirected and then click **Connect**. After successful redirection, you're returned to the **USB Devices** dialog box, and the device appears as **Connected**.
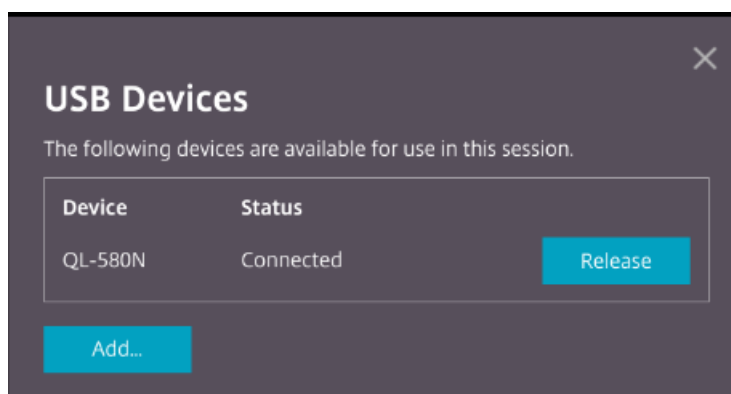

5. When you try to redirect a USB device that is not supported by Citrix Workspace app, the following error message appears.
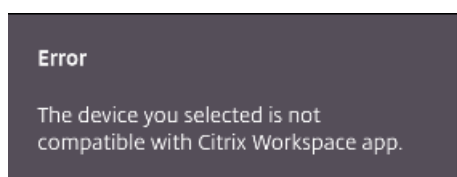

6. Click **Release** to release a device from the remote session.

7. If you launch more than one session, USB devices that are connected inside a different session show as **Already in use**. Click **Transfer here** to transfer the devices to the current session.
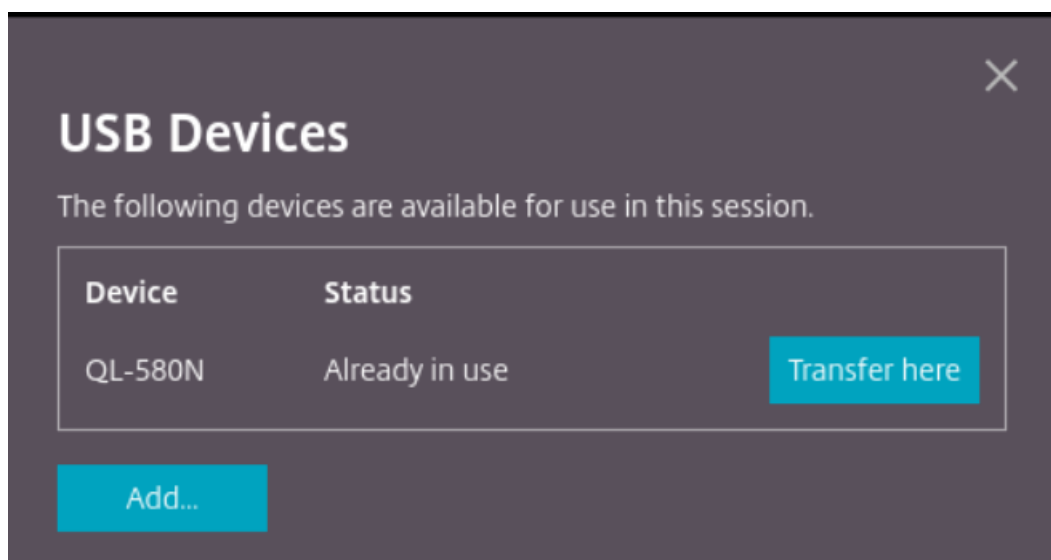
8. When you redirect more than one USB device to a session, click **Release all devices** to remove the devices from the session.
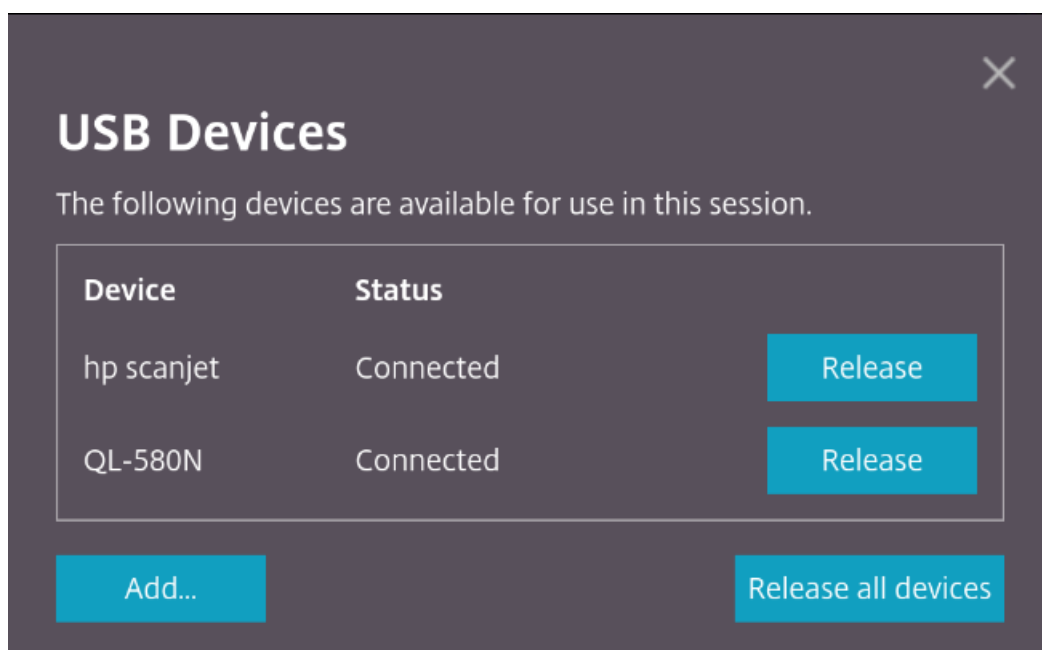
9. When you disconnect a redirected USB device from the machine without clicking **Release**, the following error message appears.
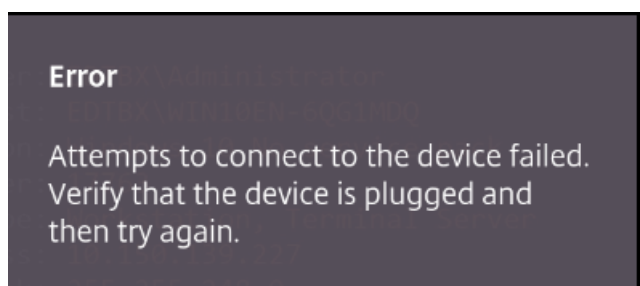

The USB device redirection feature is applicable only to USB devices, where the client operating systems such as, macOS and Chrome don't load the device drivers by default. For example, the feature is relevant to the Brother QL-580N Label Printer.

In case you're unable to redirect USB devices on a Linux operating system, try setting up the user accounts and provide permissions to open the USB devices. For more information, see Google developers'document.

Behavior of Chrome browser

- When you click the padlock icon, the browser tab shows the Secure Connection dialog box. You can see the USB devices for which the browser tab has received user permission. Although there are multiple USB devices, only the devices that the Citrix HTML5 client can redirect appear in the Citrix **USB Devices** dialog box. Those devices can be used inside a remote session.
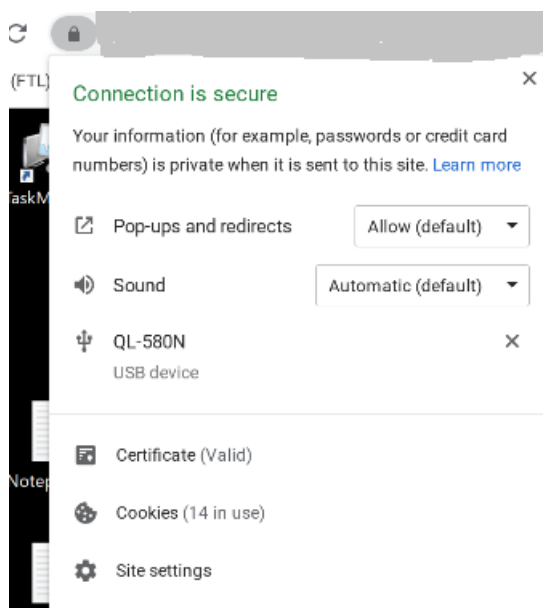
- If you want to revoke access permissions granted to the browser tab, click the x icon next to the USB device. As a result, the **Reload** button appears. If you click **Reload**, the session closes. Relaunch the session for the changes to take effect.

Limitations:

- The USB device redirection feature isn't applicable to some USB devices for which the client operating system such as, Windows, loads the device drivers by default.

- Only USB Type A devices can be redirected to the session. But, you can connect Type A devices through a Type C connector.

- Releasing a USB hub device might not result in releasing connected **USB Type A** devices.

- HID devices, Mass Storage devices, and Web camera redirection might not work.

- This feature has been tested and is supported on VDAs running on Windows 10.

- This feature has been tested for up to two USB devices simultaneously.

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Printing

PDF printing

To configure PDF printing

The Citrix PDF Universal Printer driver enables users to print documents opened with hosted applications or applications that run on virtual desktops delivered by XenApp and XenDesktop Version 7.6. When a user selects the Citrix PDF Printer option, the driver converts the file to PDF and transfers the PDF to the local device. The PDF is then opened in a new browser tab for viewing and printing from a locally attached printer.

Enhanced PDF printing experience

In earlier releases, when you try to print a PDF, a **Continue** print dialog appeared, prompting your confirmation to print.

Now, the **Print** window appears within your Citrix Workspace session. You can directly print the document from the **Print** window.

This enhancement is fully supported and enabled by default in Google Chrome and Mozilla Firefox.

This enhancement is partially supported in Internet Explorer 11 with some known limitations, and disabled by default.

Touch and mobility support

Combo box support on mobile platforms

Starting with the 2303 version, selecting UI elements within a combo box on small screens is smoother.

Gesture enhancements on touch devices

Starting with the 2304 version, Citrix Workspace app enhances end user experience for:

- gestures, multi-touch, and soft keyboard functionality on mobile devices.
- soft keyboard functionality on Tablet mode.

In your Citrix Workspace app sessions, you can use all the familiar multi-touch gestures, including the tap, swipe, drag, pinch, and zoom.

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)
Zoom	Pinch in and out
Drag	Touch, hold, and slide
Enable cursor	Two-finger tap

Automatic display of virtual keyboard

Starting with the 2211 version, a virtual keyboard automatically appears when you place the cursor on an editable field. This feature enhances the user experience on touchscreen devices, unlike the previous behavior where you had to click the keyboard icon to view the virtual keyboard.