Citrix Workspace app for iOS

Contents

About Citrix Workspace app for iOS

October 7, 2023

Citrix Workspace app for iOS is a client software that you download from the App Store. With the app, you can access and run virtual desktops and hosted applications delivered by Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service).

iOS is the operating system for Apple mobile devices, such as iPads and iPhones. Citrix Workspace app for iOS runs on devices such as iPhone X, iPad mini, and iPad Pro.

Accounts

October 7, 2023

When starting Citrix Workspace app, you can either add a work account or try a demo of Citrix Workspace app.

Add an account

To add an account:

1. Tap **Get Started**. A dialog appears with the required server or email address field.
2. Type in the URL or email as provided by your IT administrator. To optionally use a smart card to log on, tap **Use smart card**.
3. Tap **Continue**. The **Sign in** dialog appears with fields for your user name, password, domain, and passcode.
4. Type in the information. For more information about the fields, contact your IT administrator.
5. Tap **Sign in**. Your account is now set up.

Create and manage accounts

You can create more accounts than one with different:

- Favorite Apps
- Desktops
- Files
- Settings.

To add another account:

1. Tap the gear icon on the top right of the home screen.
2. Tap **Manage Account**. A dialog appears at the bottom of the screen with a list of your accounts.
3. Tap **Add new account**.
4. Type the URL or email address provided by your IT administrator. To optionally use a smart card to log on, tap **Use smart card**.
5. Tap **Continue**. The **Sign in** dialog appears with fields for your user name, password, domain, and passcode.
6. Type the information. For more information about the fields, contact your IT administrator.
7. Tap **Sign in**. Your new account is now set up.

To switch between accounts:

1. Tap the gear icon.
2. Tap **Manage Account** to see a list of all accounts on the device.
3. Select your account.

To close an account's session:

1. Tap the gear icon.
2. Tap **Sign Out** at the top right of the screen.

Edit or delete an account

To edit an account:

1. Tap the gear icon.
2. Tap your account.
3. Tap **Edit Account** to edit various settings for your account.

To delete an account:

1. Tap the gear icon.
2. Tap your account.
3. Tap **Delete Account** to remove your account from the device.

Apps and desktops

January 20, 2021

To access your available apps and desktops on an iPad, tap **+** on the left side of the home screen. All the available apps and desktops appear on the Store menu.

To access your available apps and desktops on an iPhone, navigate to the apps screen. The Store menu appears on the main screen.

To launch an app or desktop, tap its icon. Sometimes, you might have to double-tap.

To add an app or desktop to your favorites, tap **+**. The **+** symbol is to the right of the app or desktop on the Store menu. Add an app or desktop to your favorites for quick access.

To refresh your list of apps or desktops, drag your finger down the Store menu and release.

To remove an app or desktop from your home screen on an iPad:

1. Touch and hold its icon until an X appears in the upper-left corner of the icon.
2. Tap the X to remove the app or desktop.
3. Tap the home screen to save the screen.

To remove an app or desktop from your home screen on an iPhone:

1. Swipe the app or desktop name to the left to view the **Delete** button.
2. Tap **Delete** to remove the app or desktop.

Switching and closing apps

On an iPad, you can switch between two apps that are running at the same time. To switch, tap two fingers on the screen. On the toolbar that appears, tap the app you want to use.

To close a running app or desktop on an iPad, tap its icon on the home screen and tap **Disconnect**.

> **Note:**
>
> If you choose to **Disconnect**, the action closes *all* running apps and desktops.

To log off:

1. Tap the gear icon.
2. Tap **Sign Out**.

> **Note:**
>
> If any apps or desktops are still running, tap **Sign Out** again when prompted to force the apps to close.

Citrix Ready workspace hub

October 7, 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 1810.1 for iOS 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** and tap **Citrix Casting**. Then set a default app or desktop that launches when you transfer your session to the hub. To do this, on the **Favorites** tab, swipe to the right on any app or desktop and tap **Set default**. The app or desktop appears with a light blue background. This color denotes it as the default app or desktop for the Citrix Ready workspace hub.

Now you can roam or cast your session to the hub.

Session roaming

Roaming allows you to move the session from your original device to the workspace hub. When a session roams, the workspace hub has a full control of the device keyboard and the mouse.

In the **Favorites** view on an iPhone, you can roam a specific app or desktop or a default app or desktop.

> **Note:**
>
> Roaming to a specific app is not available on iPad devices or when using a cloud store. You can only roam a default app.

To roam a specific app or desktop to a hub:

1. Tap and hold the app or desktop in the **Favorites** view, or tap the ellipsis next to the app or desktop. A menu and camera view appears.
2. Scan the QR code on the workspace hub you want to connect to using the camera view.

To roam the default app or desktop to a hub:

1. Tap the **Cast** icon on the bottom right of the menu.

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2. Tap **Select an App or Desktop** to set or change your default app or desktop.
3. Scan the QR code on the workspace hub to launch your session.

Tap **Roam to Last Hub** to reconnect to the last hub you connected to. This option is available only if you have connected to a workspace hub previously and set the default app or desktop.

After roaming begins, a status window appears on your device at the bottom of the **Favorites** list. This status window shows the name of the hub and the name of the app or desktop. A blue solid screen icon indicates that the hub is connected.

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 casting

Casting allows you to transfer the display in your session onto a larger display that is 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 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 you want to connect to using the camera view.

Tap **Cast to Last Hub** to reconnect to the last hub you connected to. This option is available only if you have connected to a workspace hub previously.

After casting begins, use the touchscreen as a trackpad to interact with the screen. To disconnect the casting session, tap the hide keyboard icon or swipe down on the screen with two fingers.

Secure connection

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

1. For iOS devices running without centralized management, a workspace hub administrator must send you the certificate.

   - If you receive the certificate through AirDrop, you need to tap **Accept** to add it. A notification message lets you know if the certificate has been added.
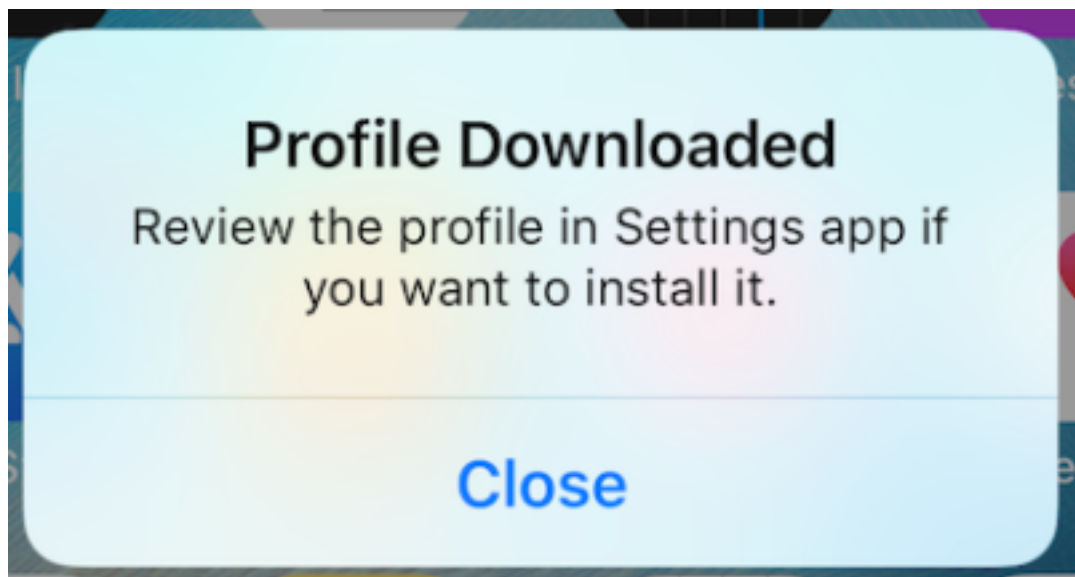
- If you receive the certificate through email, you need to download the file.

2. On your device, go to **Settings > General > Profiles**, select the profile, and tap **Install**. Follow the installation instructions.
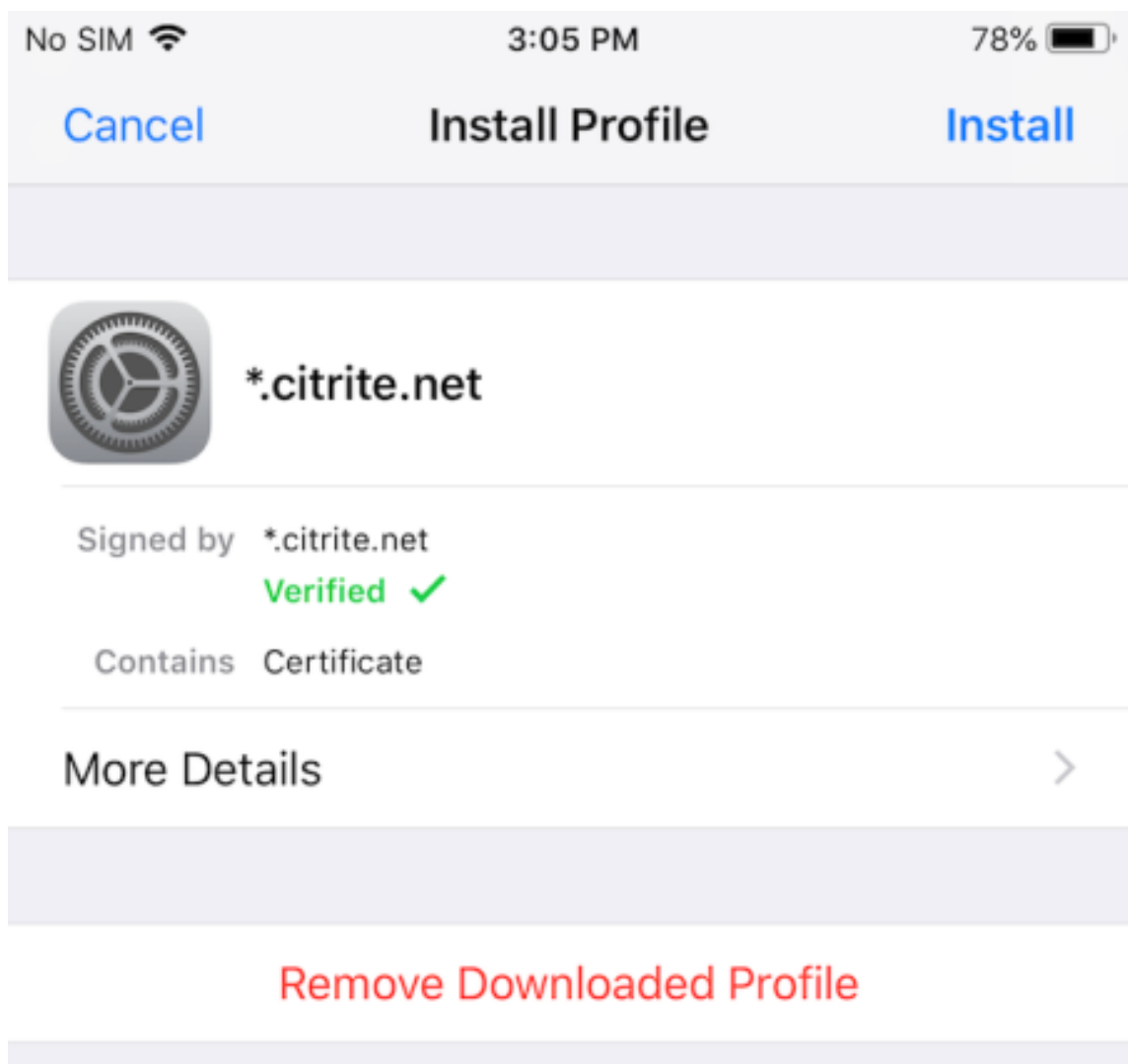
3. If your profile contains a Root Certificate Authority, the device prompts you to enable the settings to trust your certificate.
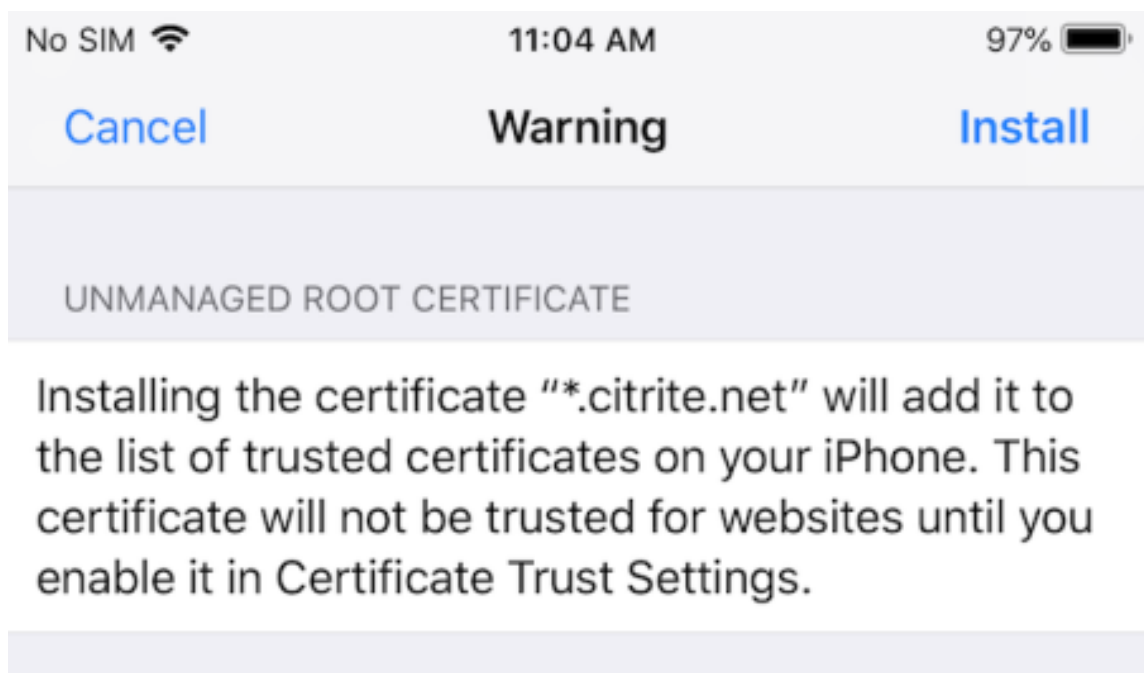
- Go to **Settings > General > About > Certificate Trust Settings** to enable the full trust for the root certificate.
- Tap **Continue** to confirm.

An alert message notifies you if your security connection is disabled or the iOS certificate is invalid. Choose one of the following options:

- **Connect:** Connect to the hub using an untrusted certificate.
- **Always connect:** Connect to the hub and add it to the trusted list in **Citrix Workspace app > Settings > Citrix Casting > Trusted hubs**. The alert message doesn't appear again.
- **Cancel:** Cancels the connection.

To reset the notification to the original setting for any hub, tap **Trusted Hubs** and delete the hub from the list by swiping it to the left.

Learn gestures

October 7, 2023

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

By default, **Gestures** are enabled within the Citrix Workspace:

To do this:	**On iOS, do this:**
Single-click	One-finger tap
Double-click	One-finger double tap
Right-click	Touch-hold-release
Open the on-screen keyboard	Three-finger tap (or from the toolbar, tap **Keyboard**)
Zoom	Pinch in and out (or from the toolbar, tap **Magnifier** using iPAD)
Drag	Touch, hold, and slide

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

Inside apps and desktops

October 7, 2023

After an app or desktop launches, you can navigate it using touch or with the Citrix X1 Mouse.

The toolbar allows you to access many more functions within Citrix Workspace app.

To display the toolbar:

- On an iPad, tap the arrow at the top of the screen.
- On an iPhone, tap the screen and a small grid appears near the bottom of the screen. Tap the grid to display the toolbar.

To return to your home screen, tap **Home** within a running app or desktop. Your app or desktop will still be running in the background.

To get back to your running app or desktop:

- On an iPad, tap the app icon and then tap **Open**.
- On an iPhone, tap the icon and the app or desktop launches again.

You can also start a second app or desktop in the same session. On the toolbar, tap **Home** and then select the second app or desktop.

On an iPad, you can add a Bluetooth device by tapping **Pair**.

> **Note:**
>
> The Bluetooth device you want to add to your session must already be paired to the iPad.

Tapping **Arrow Keys** displays a virtual arrow key overlay that lets you navigate an app or desktop. Tapping the **Back** arrow on the overlay hides the arrow keys.

A floating keyboard is accessible by tapping **Keyboard**. You can also bring up the keyboard by using three fingers to tap the screen.

Instead of using touch, you can also use a mouse-style pointer. Tap **Pointer** to access it.

To magnify a small area inside an app or desktop on an iPad, tap **Magnifier** to zoom in. You can drag across the area to magnify. To disable, tap **Magnifier** again.

In an app that supports a mouse, tap **Mouse** on the toolbar to use a virtual floating mouse. The pointer above the mouse has focus. If you don't use it for a while, the mouse shrinks. To use it again, tap the floating mouse. To close the mouse and use touch within your session, tap **Mouse** again. To zoom in and out of an app or desktop using the mouse, use the mouse pointer. Tap the magnifying glass icon on the mouse twice. To undo, tap twice again.

> **Note:**
>
> You might have to manually bring up the keyboard when the mouse is enabled.

To move between many open apps on an iPad, tap **Switch** to see all running apps and move between them. Swipe left to see one of your running apps. Swipe left and then right to see all your running apps. When the list of running apps appears, swipe up on the window of the running app to close the app.

> **Note:**
>
> A dialog with instructions to move between multiple open apps appears when you first launch an app or desktop on an iPad. You can choose to have this dialog appear every time you launch an app or desktop. You can as well hide it from subsequent launches.

Gestures

While using apps or desktops, you can use all the familiar iOS gestures to navigate, such as pinch-to-zoom. You can also use the in-session toolbar options. Use tap-and-hold on a scrollbar within a document to scroll up and down within that document. Tap, hold, and release to use right-click functions within apps and desktops.

Split View

Citrix Workspace app supports Split View multitasking. It also supports copy and paste between open apps using Split View.

Widgets

Citrix Workspace app for iOS supports widgets on devices running iOS 10 or later. Your widget appears on the widget page. The item displayed on the widget is your last accessed app or desktop.

External sharing of webpages

You can share the webpages you open from Citrix Workspace app for iOS with others. You can:

- copy a link from within a web view
- directly open a webpage in Safari
- send links directly to people or apps

To do this, tap on the **...** icon on the top right of the webview or long tap on any link within the webview. Then tap the option you need.

Settings

October 7, 2023

To access the **Settings** menu, tap the gear icon in the top-right corner on an iPad. On an iPhone, tap **Settings** on the bottom menu.

Display Options

There are several options to configure your resolution for apps and desktops. Tap **Display Options** and choose between Auto-fit Low, Auto-fit Medium, and Auto-fit High.

iPhone

On an iPhone, the options are Small, Medium, and Large. On an iPhone, you can also choose Auto-fit Screen.

iPad

On an iPad, you can also enter a custom resolution for your session. The maximum custom resolution is the maximum resolution your iPad supports.

You also can display your session on an external display. This requires specific hardware or devices that support Apple Play. After setting it up, tap **External Display** to push your session to the external display.

While using your iOS device with an external display, you can use your iOS device as a trackpad to control your session. To do this action, tap **Presentation Mode** while in **External Display** mode.

> **Note:**
>
> This option is available only while using **External Display** mode.

Keyboard options

Tap **Use Unicode Keyboard** to use a standard Unicode keyboard. This option is on by default.

On an iPad, tap **Automatic Keyboard** to ensure that the keyboard appears onscreen any time within a session when a keyboard is needed. This option is on by default.

Extended Keys lets you use more keys within your session than the default iOS keyboard has. You can choose which keys you want for your keyboard for more functions. On an iPad, choose **Extended Keys** to view the available keys. On an iPhone, the list of extended keys appears after you choose Keyboard Options. Tap the buttons to choose any extended keys you want to use.

Tap **Use Custom Keyboards** to use third-party keyboards downloaded from the App Store within your session.
The **Keyboard Layout Sync** automatically synchronizes the keyboard layout of the VDA with that of the client device.

Audio

Tap **Audio** to turn audio from your apps and desktops on or off. This option is on by default.

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

Browser

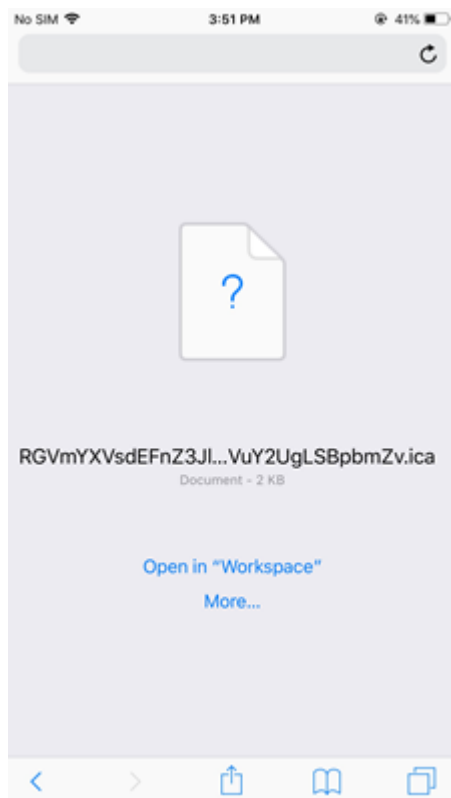To launch a StoreFront app using the Safari web browser:

Before iOS 11

- Tap the icon of the app you want to launch.

  The ICA file downloads automatically, and the app opens automatically in Citrix Workspace app for iOS.

In iOS 11 and iOS 12

- Tap the icon of the app you want to launch.

  The ICA file downloads automatically, but you must manually open the ICA file by tapping **Open in Workspace.** The app opens in Citrix Workspace app for iOS thereafter.
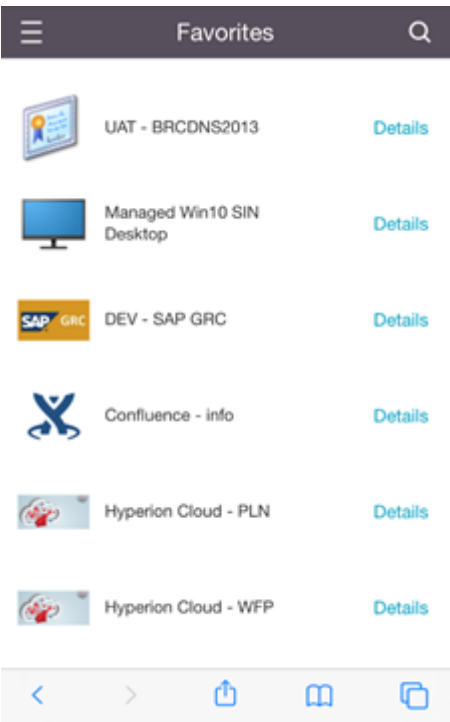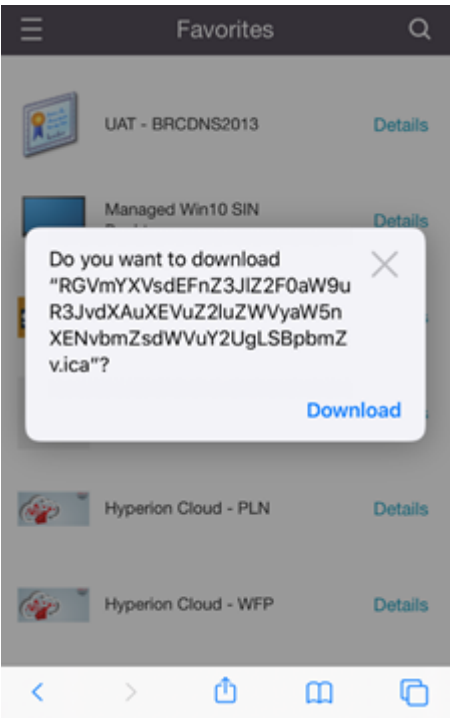

In iOS 13

> **Tip:**
>
> Launching a StoreFront app using the Safari web browser requires the latest version of Citrix Workspace app or Citrix Receiver for iOS (but not both).
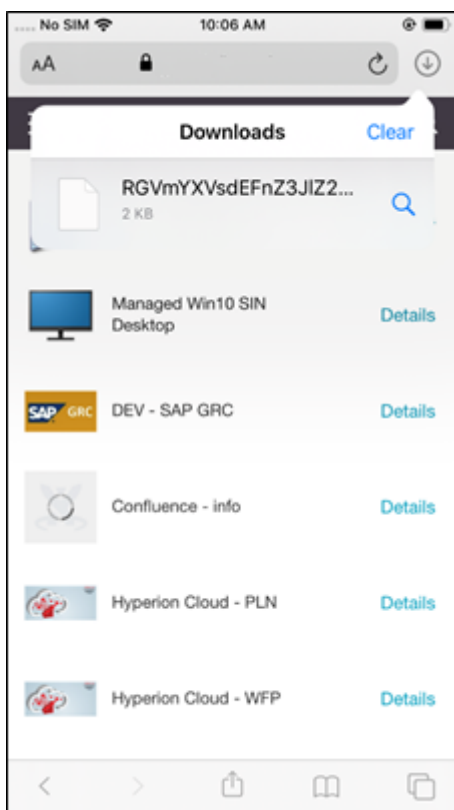
1. Tap the icon of the app you want to launch. You are prompted to download the ICA file.

2. Tap **Download** to download the ICA file.

3. In the download manager, tap the ICA file. The app launches in Citrix Workspace app for iOS.

Advanced Settings

Tap **Strict Certificate Validation** to use the stricter validation policy for server certificates. This option might affect session launches.

TLS Versions allows you to change your TLS settings for troubleshooting purposes. By default, the TLS versions is set to **TLS 1.0, 1.1, 1.2**.

Tap **Use iPad Storage** or **Use iPhone Storage** to use the internal storage of your device. You can use the internal storage rather than saving documents to a cloud service or to your organization's network server.

Tap **Ask Before Exiting** to ensure that Citrix Workspace app for iOS confirms with you before disconnecting any session.

On an iPad, tap **Session Sharing** to move your session from one device to another using Citrix Workspace app for iOS. Even after you share the session you can continue to work in your open apps or desktops. This option is on by default if your organization supports it. Tap **Auto-add favorites** to automatically add launched apps to your Favorites. This option is on by default.

> **Note:**
>
> If session sharing is disabled or not an option (such as on the iPhone), when you tap **Home**, you

> disconnect from the session by default. Your apps continue to run on the server. You can roam to another device, log on to the same account, and resume using your apps and desktops.

Tap **Use Native Combo Box** to use the iOS-native selection feature. This option is on by default.

On an iPad, tap **Touch Enable** to allow touch for all apps and desktops, including ones that do not have touch options enabled natively, such as Windows 7.

On an iPad, tap **Fullscreen Window** to view your apps and desktops fullscreen on your iPad device. This option is on by default.

Workspace Control lets you automatically reconnect to a session launched from another device when you add an account or refresh the apps or desktops on the second device, if there is only one session available. Tap **Reconnect during account login** and/or **Reconnect during refresh** to enable these options.

Tap **Enable HTTP Proxy** to use an HTTP proxy for your session. This option has to be configured in your device settings.

Tap **Enable Smart card** to use a smart card within a session. This option is only to let you use a smart card within a session, not to authenticate to the session.

Tap **Session Reliability** to ensure that your session stays connected, even if your network connection becomes poor or is interrupted. This option is on by default.

Tap **Adaptive Transport Settings** to switch EDT on or off. EDT delivers a superior user experience on long-haul WAN and internet connections. Tap **Allow EDT** to use adaptive transport. This option is on by default. Tap **Read EDT stack parameters** to troubleshoot EDT problems.

Tap **Auto Tablet Mode** to ensure that you launch in Tablet Mode on a Windows 10 virtual desktop when there is no keyboard or mouse attached. When a keyboard or a mouse or both are connected to the session, the virtual desktop starts in Desktop Mode. Detaching or attaching hardware toggles between Tablet Mode and Desktop Mode.

Wireless Trackpad lets you use a secondary iOS device as a remote trackpad to control apps or desktops on your primary iOS device. Both devices must have Citrix Workspace app for iOS installed. Pairing controls only Citrix Workspace app for iOS applications on your primary iOS device.

To enable **Wireless Trackpad**:

1. Ensure that Bluetooth or Wi-Fi is enabled on both iOS devices.
2. On the primary iOS device, launch Citrix Workspace app for iOS and then launch the application you want to use.
3. From the toolbar, tap **Pair**.
4. On the secondary iOS device, launch Citrix Workspace app for iOS, then tap **Settings**
5. Tap **Advanced**.
6. Tap **Wireless Trackpad** and confirm the connection.

This pairing remains in place until you close the application on the primary iOS device.

The Caffeine function allows your iOS device to stay awake, even while not in active use. Tap **Caffeine**, then tap **Stay Awake** to keep your device awake. By default, this option is turned off to conserve battery life.

Citrix X1 Mouse

You can select options for the Citrix X1 Mouse hardware. Contact your Citrix representative for more information about the Citrix X1 Mouse.

Tap **Citrix X1 Mouse** to switch access to your Citrix X1 Mouse on or off.

> **Note:**
>
> The Citrix X1 Mouse and your iOS device must already be paired. For instructions on how to pair the two, see **Pairing Citrix X1 Mouse**.

Tap **Left handed mouse** to configure your Citrix X1 Mouse for a left-handed user, switching the mouse click buttons.

Tap **Use Remote Cursor Image** to make your cursor match the app or desktop within a session. For example, if the cursor is over a text box, it changes to match the text box. This option is on by default.

You can also control the speed of the mouse cursor throughout your session. Move the **Speed** slider to your desired speed. You can choose any speed between 1.00 (the default speed) and 3.00.

Pairing Citrix X1 Mouse

To pair the Citrix X1 Mouse with your device:

1. Install the latest version of Citrix Workspace app.
2. On your device, go to **Setting**->**Bluetooth** and enable the **Bluetooth** option.
3. Switch on the Citrix X1 Mouse by toggling on the switch that is placed underneath the mouse.
4. Start the Citrix Workspace app.
5. Enable the **Citrix X1 Mouse** option from the Citrix Workspace app **Settings** menu.
6. Press the **Connect** button placed underneath the mouse.
7. Click **Pair** when the device prompts you to pair the mouse. Once paired, you can see the mouse cursor.

> **Note:**
>
> Mouse clicks work only inside the HDX session.

Troubleshooting Citrix X1 Mouse

If you are unable to see the mouse cursor:

1. Terminate the Workspace app by swiping up.

2. On your device, go to **Setting**->**Bluetooth** and locate **Citrix X1 Mouse.**

3. Press **i**, and click the **Forget This Device** option.

4. Follow the steps 2 through 4 in Pairing X1 Mouse.

> **Notes:**
>
> - The Citrix Workspace app with an iPhone can also support external monitors through VGA or HDMI cable.
> - The Citrix X1 Mouse operates as a standard Bluetooth 4.0 Mouse with a PC or Android. (Repairing is required).
> - The Citrix X1 Mouse is compatible with only Citrix Workspace app or other supported Citrix apps, not standard iOS apps.
> - Citrix X1 Mouse is compatible with the iPad 3 or later and the iPhone 4s or later.
> - Do not pair the mouse to an iPad or iPhone through iOS settings.
> - For more information, see Citrix.com/Mouse.

Send Usage Statistics

Send Usage Statistics 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 administrator might have enabled.

Security Token

If your organization provides an RSA SecurID Software Token for authentication, install it on your device and authenticate automatically when you launch Citrix Workspace app for iOS. After you install the software token, you can manage the account within the Security Token setting. For more information on the security token, contact your IT administrator.

Support

Tap **Report Issue** to request help from Citrix Support. Your default email client launches so that you can send information about your issue directly to Citrix Support.

Tap **Advanced** > **Log level** to collect error log information and send it to Citrix Support. For more information about log collection, contact your IT administrator.

Tap **About** to see information about Citrix Workspace app for iOS, including which version you are using and information about third-party notices and user agreements.

Tap **Review Citrix Workspace** to review Citrix Workspace app for iOS on the App Store.

Features

October 7, 2023

Extended keyboard enhancement

The extended keys on Citrix Workspace app for iOS toolbar let you use more keys within your session. The end user can select the keys for quick action.

Starting with the 23.5.0 version, this functionality is enhanced to provide a better user experience. The following are the enhancements:

- Pin or unpin the extended toolbar UI.
- Rotate the extended toolbar in sync with screen rotation.
- Support Windows icon key, and 3-key combination shortcuts.
- Improve experience in multiple monitor use case scenarios.
- Auto open or collapse the extended toolbar UI.
- Improve the experience for Stage Manager mode (on iPad with M1 chip).

The extended keyboard toolbar has two different modes:

- 1 - **Extend keys mode**: tap the **Extend key** icon to view the additional keys or key combination shortcuts. These keys might not exist on the iOS device keyboard.
- 2 - **Buffer input mode**: tap the **Buffer input key** icon **(T)** to start typing.
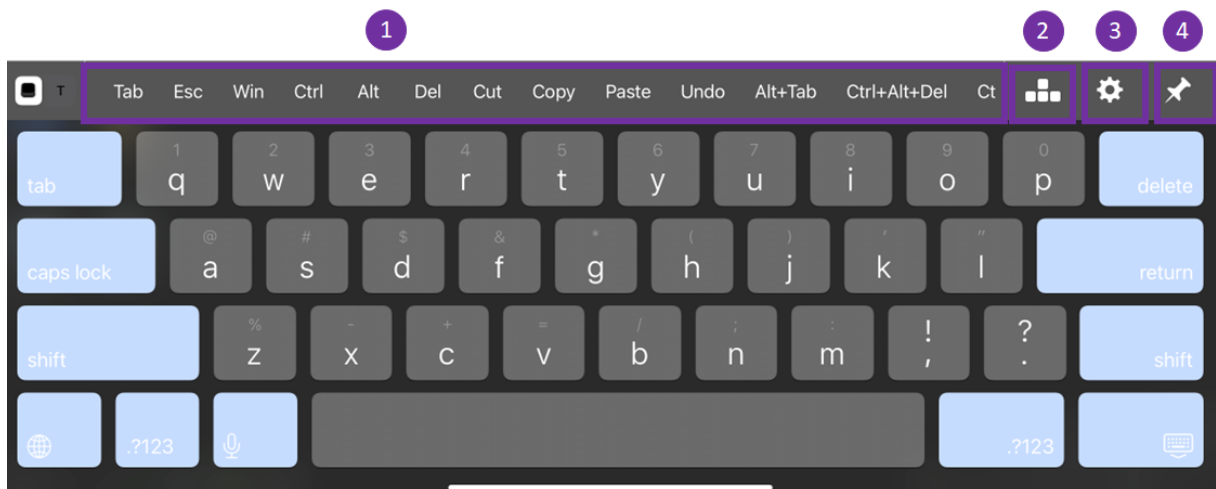
> **Note:**
>
> If you use a hardware keyboard, the soft toolbar appears when you tap the Keyboard icon on the session toolbar.
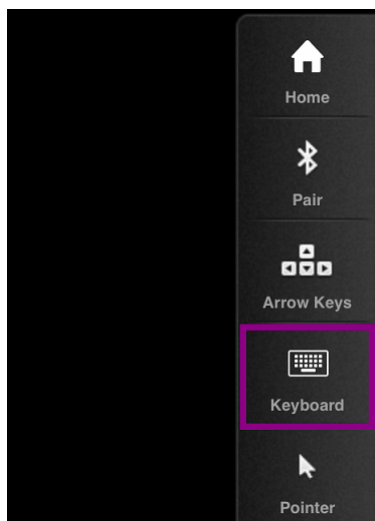
On an ipad

Tap the **Extend key** mode icon to view the available keys. Tap a particular key to select an extended key.

The following screenshot lists the extended key toolbar sections in the landscape view:

1 - Extended keys

2 - Arrow keys

3 - Configure extend key

4 - Pin or unpin

To configure the keys:

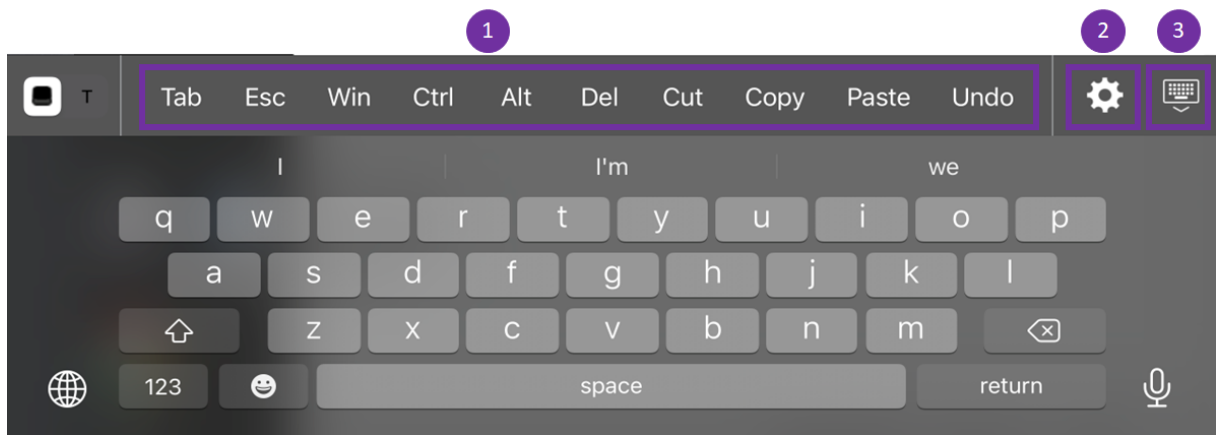1. Go to Citrix Workspace app **Settings** > **Keyboard Options** > **Extended Keys**.

2. You can now use the toggle button to configure the extended keyboard.

On an iphone

Tap the **Extend key** icon to view the available keys. Tap a particular key to select an extended key.

The following screenshot lists the extended key toolbar sections in the landscape view:

1 - Extended keys

2 - Configure extend key

3 - Open or collapse keyboard

To configure the list of keys:

1. Go to Citrix Workspace app **Settings > Keyboard Options**.

2. You can now use the toggle button to configure the extended keyboard.
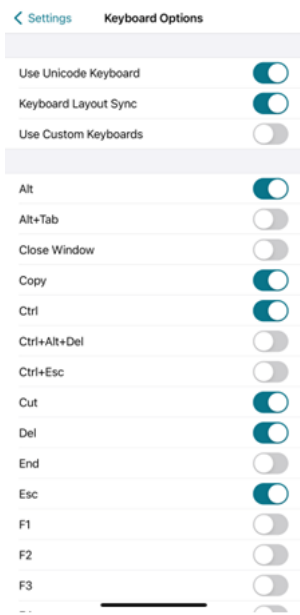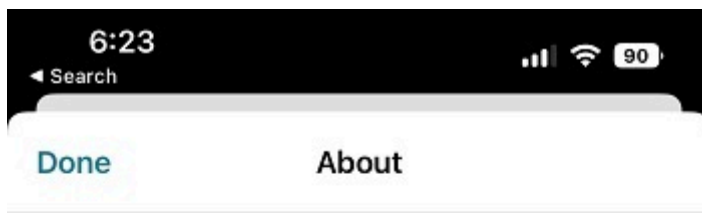
Troubleshoot

February 14, 2024

How to check app's version

To check your Citrix Workspace app version, open your app. Tap **Settings** > **About**. The version information is displayed on your screen.

How to upgrade Citrix Workspace app to the latest version

You can upgrade to the latest version of Citrix Workspace app from the App Store. Search for Citrix Workspace app and tap the **Upgrade** button.

How to reset Citrix Workspace app

You can reset your Citrix Workspace app using one of the following methods:

- Delete any existing accounts from Citrix Workspace app
- Clear the Citrix Workspace app storage data
- Uninstall Citrix Workspace app and install the latest Citrix Workspace app for iOS that has the latest fix.
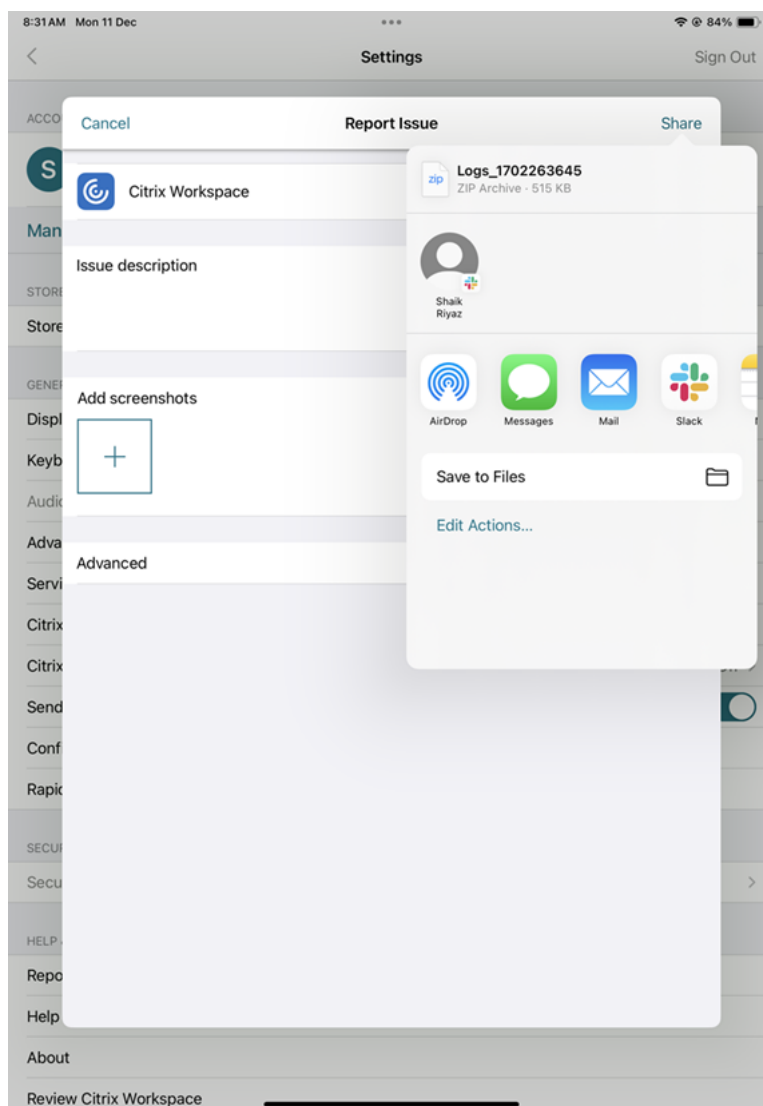
How to collect logs

1. Open your Citrix Workspace app and navigate to **Settings**.

2. Under **Help & Support**, select **Report Issue**.
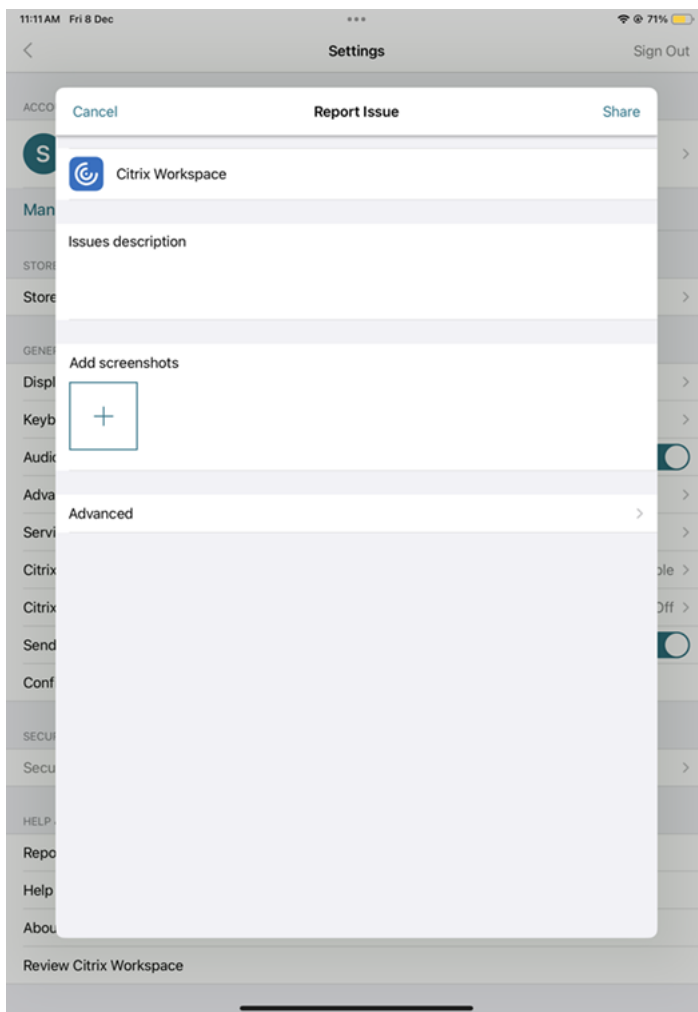
3. Reproduce your issue.

4. On the Select log level page, select **Verbose**.
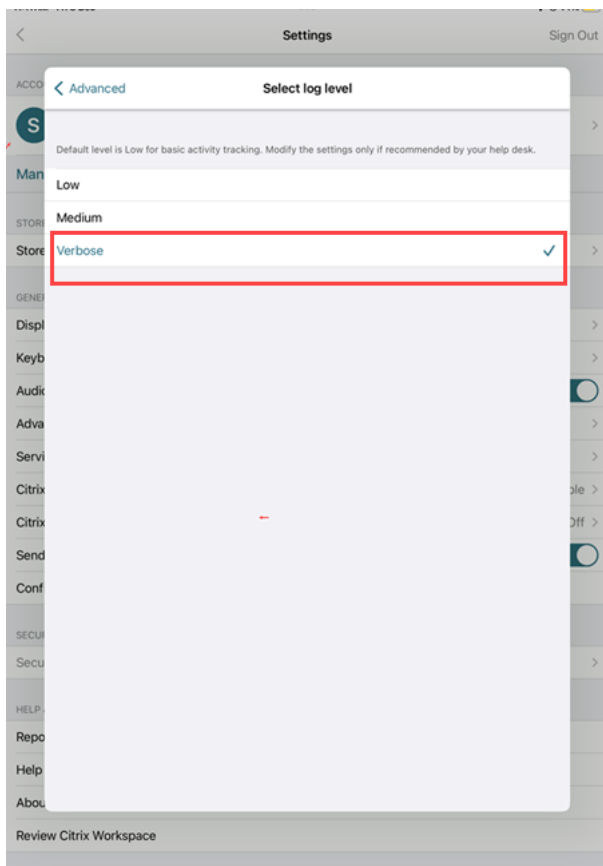
5. On the **Select Log location** page, select **Both Console & File**.

6. Share the zip file with Citrix.

How to view technical preview features

You can view the list of Technical Preview features. For more information, see Product Documentation.

Common issues and troubleshooting tips

Disconnected sessions

Users can disconnect (but not log off) from a Citrix Workspace app for iOS session in the following ways:

- While viewing a published app or desktop in session:

- – tap the arrow at the top of the screen to view the in-session drop-down menu.
- – tap the **Home** button to return to the launch pad.
- – notice the white shadow under the icon of one of the published apps that are still in an active session; tap the icon.
- – tap disconnect.

- Close Citrix Workspace app for iOS:

  - – double-tap the device's **Home** button.
  - – locate Citrix Workspace app for iOS in the iOS app switcher view.
  - – tap disconnect in the dialog that appears.

- Pressing the home button on their mobile device.
- Tapping Home or Switch in the app's drop-down menu.

The session stays in a disconnected state. Although the user can reconnect later, you can verify that disconnected sessions are shown inactive after a specific interval.

To display the app in inactive mode, configure a session timeout for the ICA-TCP connection in Remote Desktop Session Host Configuration (formerly known as "Terminal Services Configuration").

For more information about configuring Remote Desktop Services (formerly known as "Terminal Services"), refer to the Microsoft Windows Server product documentation.

Expired passwords

Citrix Workspace app for iOS supports the ability for users to change their expired passwords. Prompts appear for users to enter the required information.

Jailbroken devices

Your users can compromise the security of your deployment by connecting with jailbroken iOS devices. Jailbroken devices are those devices whose owners have modified them, usually with the effect of bypassing certain security protections.

When Citrix Workspace app for iOS detects a jailbroken iOS device, Citrix Workspace app for iOS displays an alert to the user.

To further help to secure your environment, you can configure StoreFront or Web Interface to help to prevent detected jailbroken devices from running apps.

Requirements

- Citrix Receiver for iOS 6.1 or later

- StoreFront 3.0 or Web Interface 5.4 or later
- Access to StoreFront or Web Interface through an administrator account

To help to prevent detected jailbroken devices from running apps

1. Log on to your StoreFront or Web Interface server as a user who has administrator privileges.

2. Find the file `default.ica`, which is in one of the following locations:

   - `C:\\inetpub\\wwwroot\\Citrix\\*storename*\\conf` (Microsoft Internet Information Services)
   - `C:\\inetpub\\wwwroot\\Citrix\\*storename*\\App\\_Data` (Microsoft Internet Information Services)
   - `./usr/local/tomcat/webapps/Citrix/XenApp/WEB-INF` (Apache Tomcat)

3. Under the section **[Application]**, add the following: **AllowJailBrokenDevices=OFF**

4. Save the file and restart your StoreFront or Web Interface server.

After you restart the StoreFront server, users who see the alert about jailbroken devices can't launch apps from your StoreFront or Web Interface server.

To allow detected jailbroken devices to run apps   If you do not set AllowJailBrokenDevices, the default is to display the alert to users of jailbroken devices but still allow them to launch applications.

If you want to specifically allow your users to run applications on jailbroken devices:

1. Log on to your StoreFront or Web Interface server as a user who has administrator privileges.

2. Find the file default.ica, which is in one of the following locations:

   - `C:\\inetpub\\wwwroot\\Citrix\\*storename*\\conf` (Microsoft Internet Information Services)
   - `C:\\inetpub\\wwwroot\\Citrix\\*storename*\\App\\_Data` (Microsoft Internet Information Services)
   - `./usr/local/tomcat/webapps/Citrix/XenApp/WEB-INF` (Apache Tomcat)

3. Under the section **[Application]** add the following: **AllowJailBrokenDevices=ON**

4. Save the file and restart your StoreFront or Web Interface server.

When you set AllowJailBrokenDevices to ON, your users see the alert about using a jailbroken device, but they can run applications through StoreFront or Web Interface.

Loss of HDX audio quality

From Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service), HDX audio to Citrix Workspace app for iOS might lose quality. The issue occurs when you use audio and video simultaneously.

The issue occurs when the Citrix Virtual Apps and Desktops and Citrix DaaS HDX policies can't handle the amount of audio data with the video data.

For suggestions about how to create policies to improve audio quality, see Knowledge Center article CTX123543.

FAQs

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

For information on how to improve and configure XenDesktop video performance using the MaxFramesPerSecond registry value or using HDX policies, depending on your XenDesktop version, refer to How to Improve XenApp and XenDesktop Video User Experience for Low-Powered or Mobile Devices.

I can't see my apps or desktops after logging into Citrix Workspace app

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

How to troubleshoot slow connections

If you face any of the following issues, follow the steps mentioned in the following **Workaround** section.

- Slow connections to the XenApp and XenDesktop Site
- Missing app icons
- Recurring Protocol Driver Error messages

Workaround   Disable Citrix PV Ethernet Adapter properties for the network interface on Citrix Virtual Apps server, Citrix Secure Web Gateway, and Web Interface server.
The Citrix PV Ethernet Adapter properties include the following properties that are enabled by default. You need to disable all of these properties.

- Large Send Offload

- Offload IP Checksum
- Offload TCP Checksum
- Offload UDP Checksum

> **Note:**
>
> Server restart isn't required. This workaround applies to the Windows Server 2003 and 2008 32-bit. This issue does not affect the Windows Server 2008 R2.

Troubleshoot issue with Numeric keys and special characters

If numeric keys or Chinese IME characters do not function as expected, you need to disable the Unicode Keyboard option.
To disable the Unicode Keyboard option:

1. Navigate to **Settings** > **Keyboard Options**.
2. Set Use Unicode Keyboard to **Off**.