Citrix Workspace app for Windows

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About Citrix Workspace app for Windows

Citrix Workspace app for Windows provides access to your applications and desktops from a remote client device using Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service). Citrix Workspace app allows access from several locations: your desktop, **Start** menu, Citrix Workspace user interface, or web browsers.

You can use Citrix Workspace app on domain and non-domain joined PCs, tablets, and thin clients. Using StoreFront with Citrix Workspace app, your organization can give you self-service access to your applications and desktops. The app shares a common user interface, regardless of the endpoint device hardware, operating system (32-bit and 64-bit editions), or form factor.

Add accounts or switch servers

If your administrator asks you to add an account or use a different Citrix Gateway, follow these steps.

> **Note:**
>
> The option to add account or switch servers is available only if you have configured a store. For more information, see Configure store.

To add a Citrix Workspace app account

1. From the Citrix Workspace app home page, click the down arrow and select **Accounts**.
2. From the **Add or Remove Accounts** dialog, select **Add** and complete the information provided by your administrator.

To use a different Citrix Gateway

Your organization might use Citrix Gateway to verify your identity.

1. Right-click Citrix Workspace app icon in the system tray.
2. Navigate to **Advanced Preferences** > **NetScaler Gateway Settings**.
3. From the **Connection** drop-down menu, select a server.
4. Provide your login details to connect to the server.

> **Note:**
>
> NetScaler Gateway Settings option appears depending on the Store configuration.

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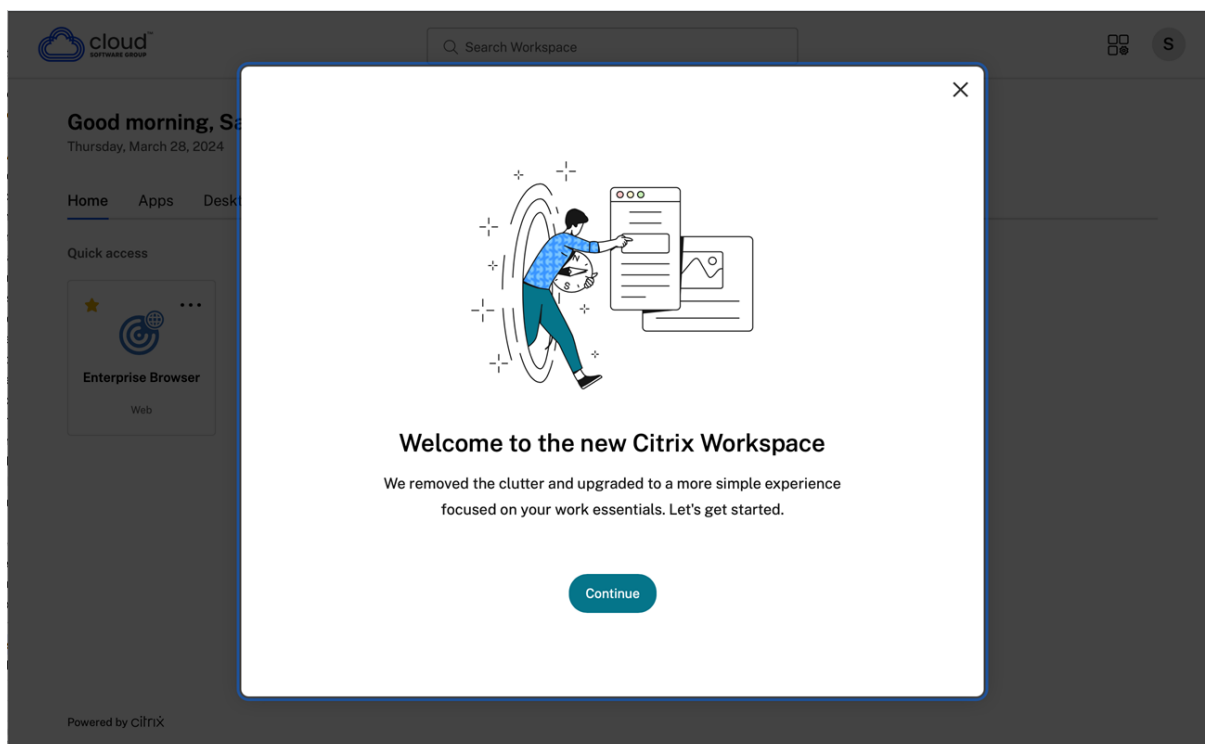
Once you enter the app, **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and click **Add to favorites** on the **Personalize your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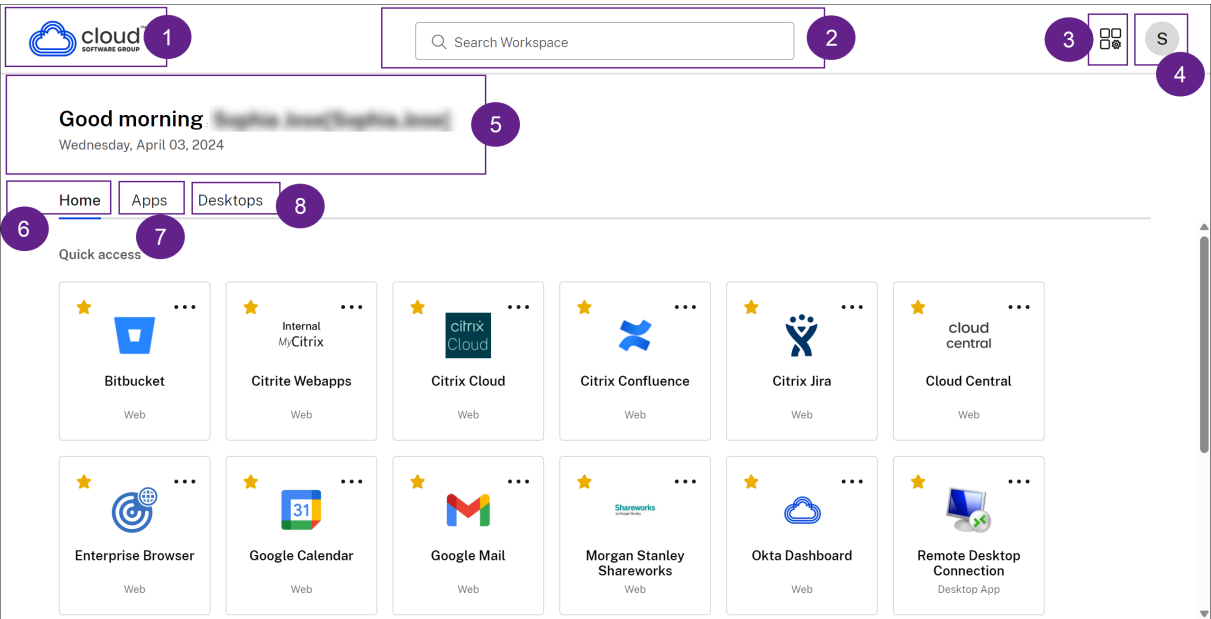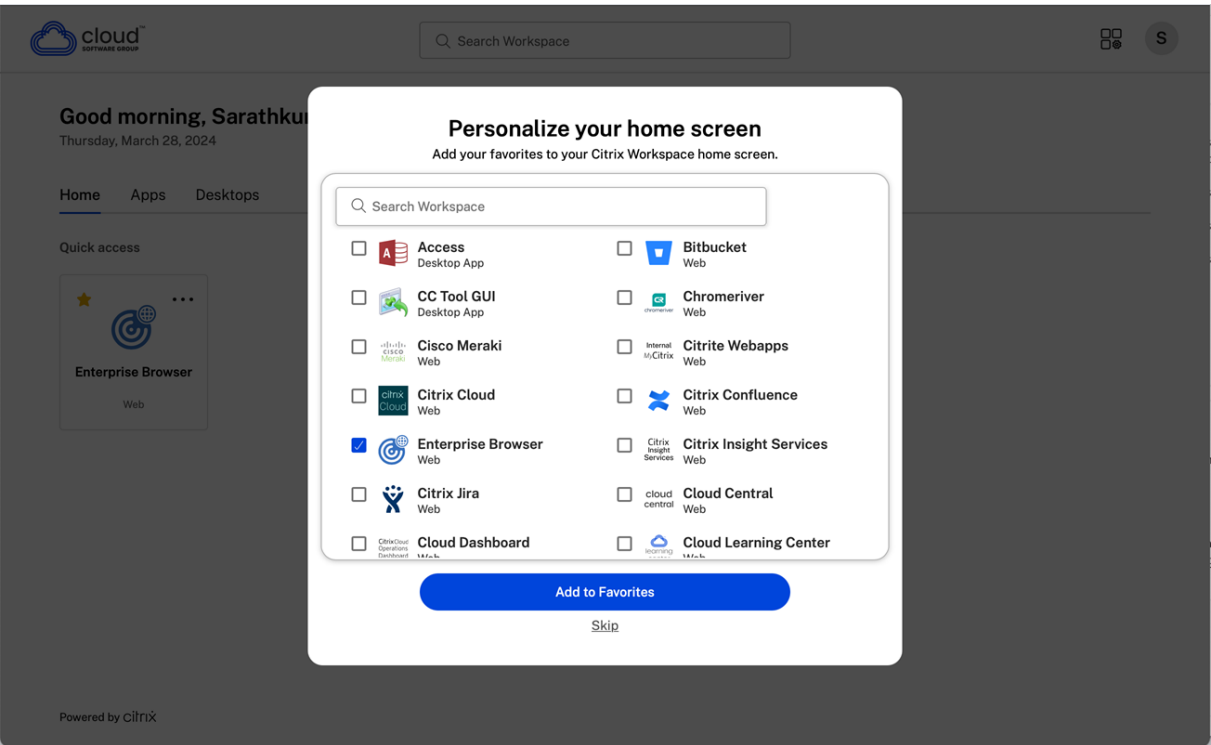
The Citrix Workspace UI contains the following elements:

| 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.
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.
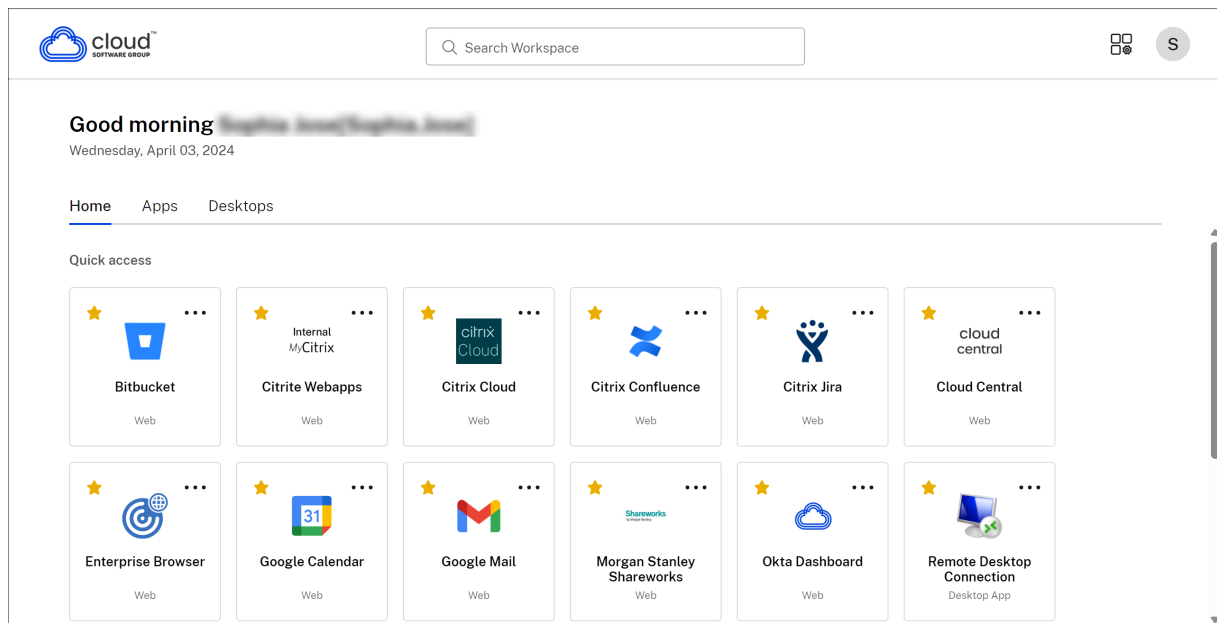
Apps

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.
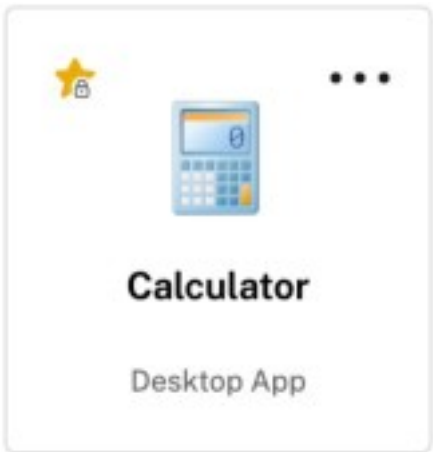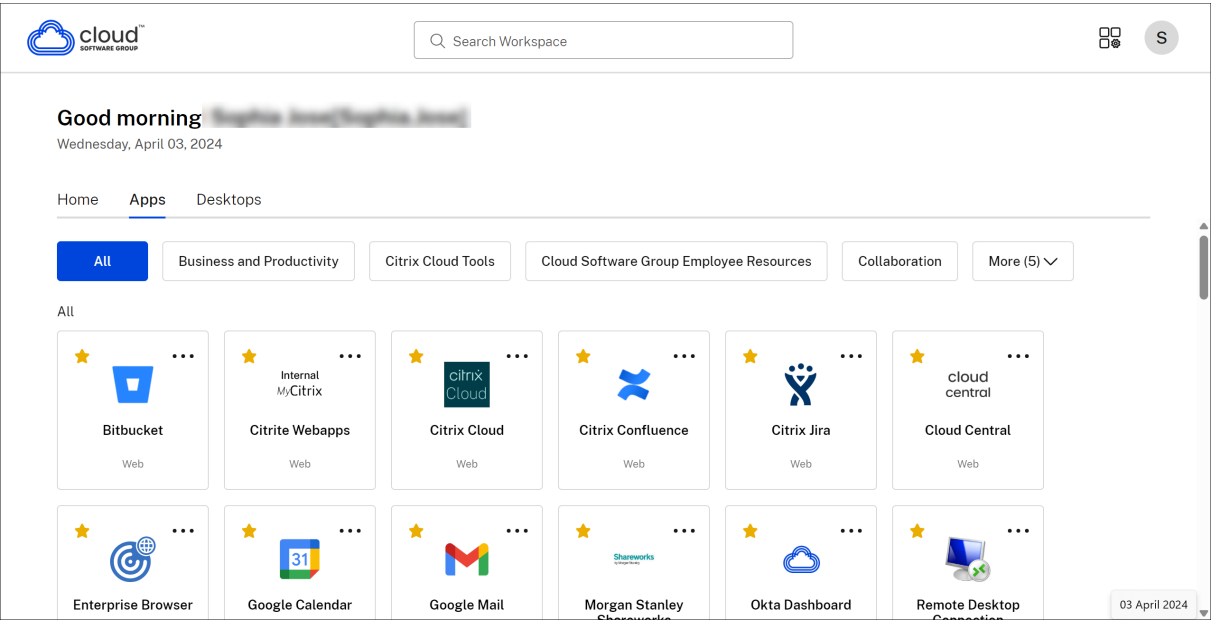
Desktops

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.
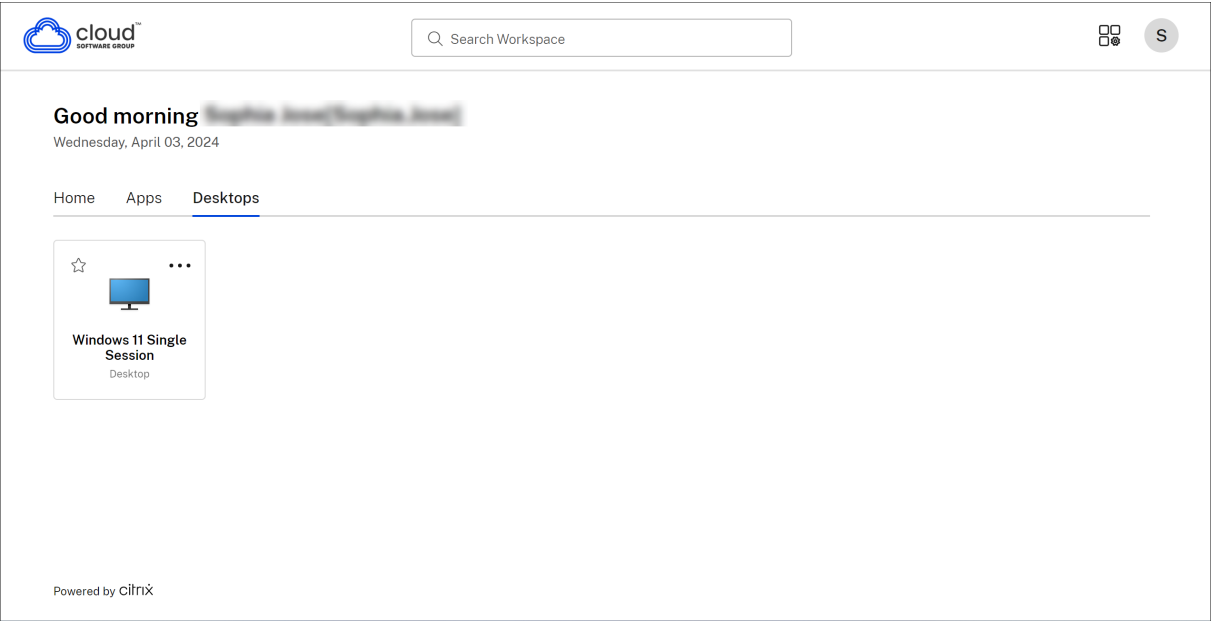
Simple view UI experience

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.
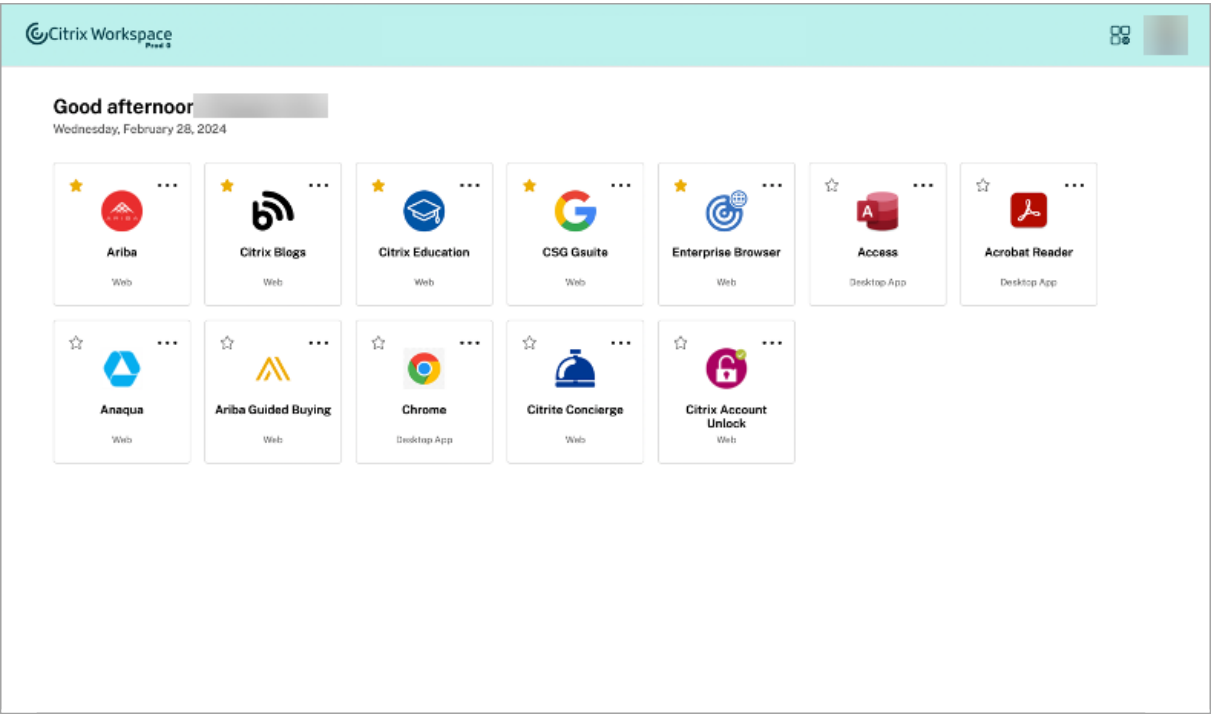
Search Workspace

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.
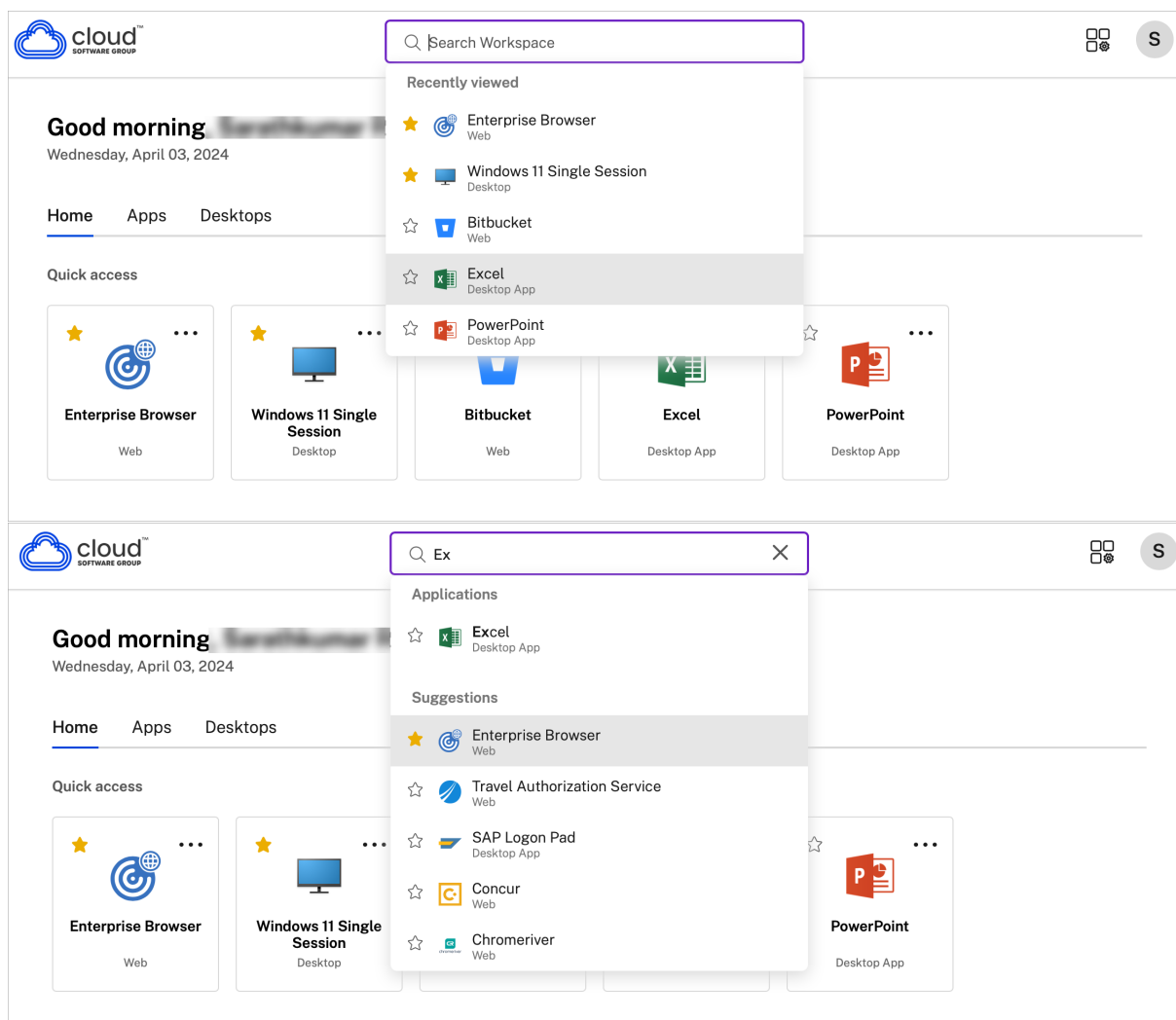
Activity Manager

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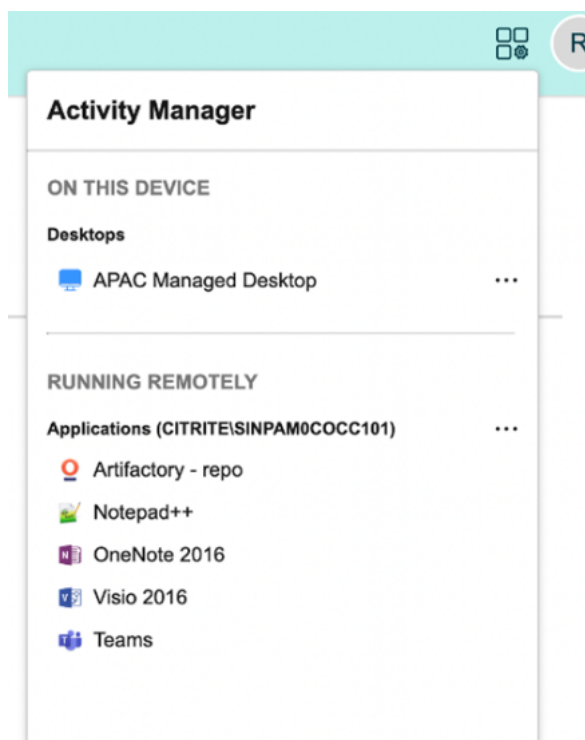
You can perform the following actions on an app or desktop by clicking the respective ellipsis(…) button.

- **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.
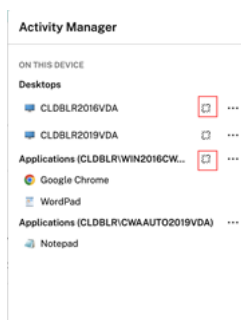
- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.
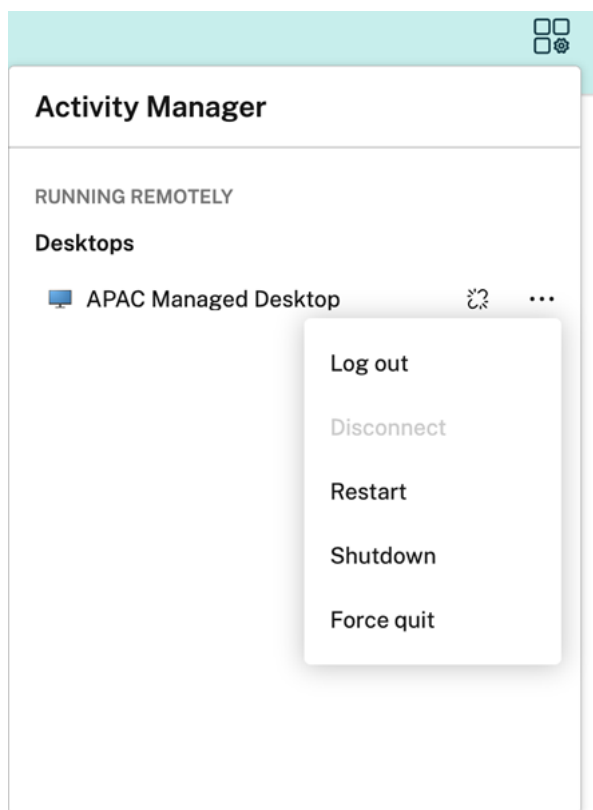
You can take the following actions on your disconnected desktops by clicking the ellipses button:

- **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.

Customer Experience Improvement Program (CEIP)

What is the Citrix Customer Experience Improvement Program (CEIP) for Citrix Workspace app?

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 Windows uses Citrix Analytics to collect the CEIP data.

Data collected

The specific CEIP data elements collected by Google Analytics and Citrix Analytics are:

Operating system version*	Citrix Workspace app version*	Authentication configuration	Citrix Workspace app language
Session launch method	Connection error	Connection protocol	VDA information
Installer configuration	Installer state	Client keyboard layout	Store configuration
Auto-update preference	Connection Center usage	App Protection configuration	Reason for the offline banner
Device Model or Properties	Citrix Virtual Apps and Desktops Session Launch Status	Virtual app/desktop name	Auto-update Status
Connection Lease Details	StoreFront to Workspace URL Migration Feature Usage	Citrix Enterprise Browser Usage	Auto-update channel

Inactivity Timeout Details	Citrix Enterprise Browser Version

Which users is CEIP data collected from?

The Citrix Workspace app collects Customer Experience Improvement Program (CEIP) data from its users. CEIP data collected via Citrix Analytics is configured to include users from all regions. However, CEIP data collected through Google Analytics excludes users located in the European Union (EU), European Economic Area (EEA), Switzerland, and the United Kingdom (UK).

To ensure that this functionality is in place, update to the most recent version.

Can users and administrators disable CEIP data collection?

CEIP data collection can be fully disabled in all jurisdictions as per the following configuration.

Starting with version 2205, you can stop sending CEIP data (except for two data elements - Operating System and Citrix Workspace app version) by following these steps:

1. Right-click the Citrix Workspace app icon from the notification area.
2. Select **Advanced Preferences**.
   The **Advanced Preferences** dialog appears.
3. Choose **Data Collection**.
4. When prompted to send usage statistics and data to Citrix, select **No, Thanks** to disable CEIP participation.
5. Click **Save**.

Change how desktops look and work

To control how files and devices are accessed, use the buttons on the Desktop Viewer toolbar.

The virtual desktop can be a published virtual desktop, or a shared or dedicated desktop. In this access scenario, the Desktop Viewer toolbar functionality allows you to open a virtual desktop in a window and pan and scale that desktop inside your local desktop.

A toolbar grip button is displayed at the top of the window or (if maximized) the screen.

Click the toolbar grip button. The Desktop Viewer toolbar appears as follows:
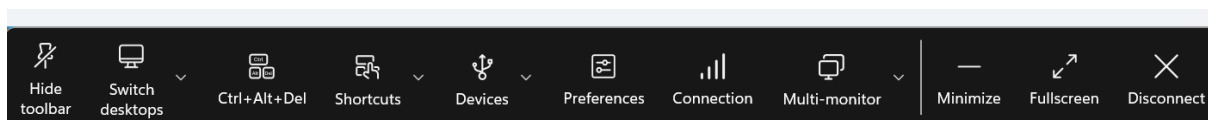
For more information on Desktop Viewer, see the Desktop Viewer toolbar section. Also, see Desktop Viewer section in the product documentation.

> **Note:**
>
> Contact your admin if you aren't able to view the Desktop Viewer toolbar.

To move the toolbar to another position on the screen

You can move the toolbar so that it does not obscure the other window's content or controls.

- Click the toolbar grip that appears at the top of the window, and move it left or right.

The toolbar allows you to perform the following actions:

The enhanced Desktop Viewer toolbar provides the following options:

- **Show or hide toolbar**: Click this button to show or hide the Desktop Viewer toolbar.

- **Switch desktop**: Click this button to see the available open desktops. You can switch to another desktop by clicking the desktop that you want to access. The opened desktop shows in the front.

- **Ctrl+Alt+Del**: Click this button to bring up the task manager on your virtual desktop.

- **Shortcuts**: Click this button to see the available shortcuts. The following are the available shortcuts:

    - **Start menu**: Click to access the start menu on the virtual desktop.
    - **Switch app**: Click this button to see the available open apps. You can switch to another app by clicking the app that you want to access.
    - **Devices**: Click this button to access the devices you have connected.
    - **Preferences**: Click this button to access the options in the **Preferences** section and edit your preferences.
    - **Connection**: Click this button to analyze the connection strength with real-time stats of your connection.
    - **Multi-monitor**: Click this button to navigate to the different options of extending your session across multiple monitors.

- **Minimize**: Click the **Minimize** button to minimize the current virtual desktop session that you are using.

> **Note:**
>
> In the old Desktop Viewer toolbar, the **Home** option minimized all virtual desktop sessions on the same monitor.

- **Fullscreen or Restore**: Click the **Fullscreen** button to expand the desktop session to full screen.Click the **Restore** button to restore to the window mode. In the old Desktop Viewer toolbar, the corresponding option for **Fullscreen or Restore** is labeled **Fullscreen or Window**.

- **Disconnect / Sign out**: Click this button to sign out or to disconnect from a virtual session.

You can drag the toolbar across the screen and snap it to any edge of the screen. It supports both vertical and horizontal layouts.

To control how local files are accessed

A virtual desktop might need to access files on your local computer. You can control the extent to which the access is granted.

1. On the toolbar, click **Preferences** > **File Access** and select one of the following options:

Option	Description
Read and write	Allows the virtual desktop to read and write to local files.
Read only	Allows the virtual desktop to read but not write to local files.
No access	Does not allow the virtual desktop to access local files.
Ask me each time	Displays a prompt each time the virtual desktop must access local files.

2. Click **OK**.

To set up a microphone or a webcam

Follow this procedure if you want to change the way your virtual desktop accesses a local microphone or webcam.

1. On the toolbar, click **Preferences** > **Connections**, and select one of the following options:

Option	Description
Connect automatically	Allows the microphone or webcam to be used on the virtual desktop.
Do not connect	Does not allow the usage of microphone or webcam on the virtual desktop.
Ask me	Prompts when the virtual desktop must access the microphone or webcam.

2. In **Global Settings**, select your **Preferred Webcam**.

3. Click **OK**.

Limitation

- The **Preferred Webcam** dialog appears even when the **Windows Media Redirection** policy is set to **Disabled** on the Delivery Controller.

Changing USB device auto-connection preferences

Citrix Workspace app automatically connects USB devices tagged with CONNECT action based on the preferences set for the current desktop resource. You can change the preferences in the **Desktop viewer** toolbar as shown in the following image.
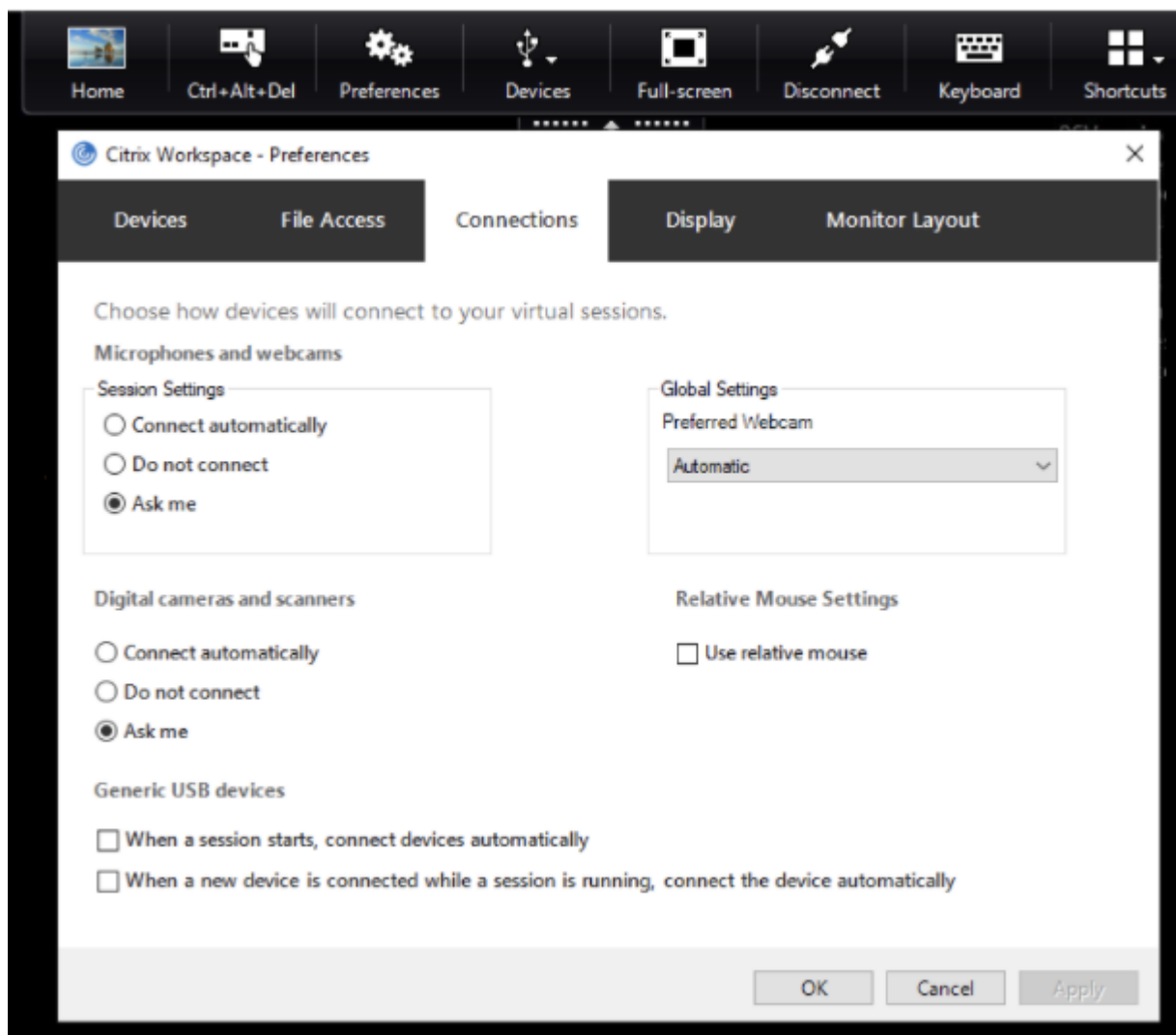
The two check boxes at the bottom of the pane controls if the devices must connect automatically or wait for manual connection in the session. These settings aren't enabled by default. You can change the preferences if generic USB devices must be connected automatically.

> **Note:**
>
> Administrator can override the user preferences by deploying the corresponding policies.

Background blurring for webcam redirection

Citrix Workspace app for Windows now supports background blurring for webcam redirection. Select **Preferences** > **Connections** > **Enable background blur** check box to enable this feature.

To set up digital cameras or scanners

Follow this procedure if you want to change the way your virtual desktop accesses a local microphone or webcam.

1. On the toolbar, click **Preferences** > **Connections**, and select one of the following options:

Option	Description
Connect automatically	Allows the digital cameras or scanners to be used on the virtual desktop.
Do not connect	Does not allow the usage of digital cameras or scanners on the virtual desktop.
Ask me	Prompts when the virtual desktop must access the digital cameras or scanners.

2. Click **OK**.

Multi-monitor support

You can use up to eight monitors with Citrix Workspace app for Windows.

Each monitor in a multiple monitor configuration has its own resolution designed by its manufacturer. Monitors can have different resolutions and orientations during sessions.

Sessions can span multiple monitors in two ways:

- Full screen mode, with multiple monitors shown inside the session; applications snap to monitors as they would locally.

  Citrix Virtual Apps and Desktops and Citrix DaaS: To display the Desktop Viewer window across any rectangular subset of monitors, resize the window across any part of those monitors and click **Maximize**.

- Windowed mode, with one single monitor image for the session, applications do not snap to individual monitors.

Using Citrix Virtual Desktops on dual monitor:

1. Click the Desktop Viewer.

2. Select **Restore**.

> **Note:**
>
> Step 2 is applicable only when session is in **Fullscreen** mode. If you are in **Restore** mode, the **Restore** option isn't available. In the old Desktop Viewer toolbar, the corresponding option for **Fullscreen or Restore** is labeled as **Fullscreen or Window**.

3. Drag the Citrix Virtual Desktops screen between the two monitors. Make sure that about half the screen is present in each monitor.

4. From the Citrix Virtual Desktop toolbar, select **Fullscreen**.

    The screen is now extended to both the monitors.

Similarly, you can connect up to eight monitors as well. You can drag the Citrix Virtual Desktops screen between the required number of monitors. Make sure that the screen is present on each monitor.

Multi-monitor layout selection

Starting with version 2503, the **Multi-Monitor Selector (MMS)** allows you to choose which displays to use in full-screen mode for desktop sessions only, not for seamless sessions. A new **Multi-Monitor** button has been added to the toolbar, which appears only when more than one screen is connected.
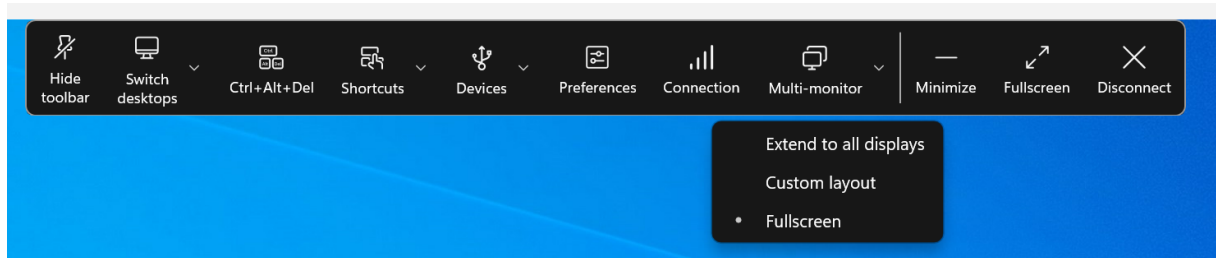
Multi-monitor menu options

The toolbar button includes three drop-down menu options for desktop sessions in full-screen mode:

- **Extend to All Displays**: The session switches to full-screen mode on all connected screens.

- **Custom Layout**: This option opens a custom monitor selector displaying the layout of the Windows system. You can click the rectangles in the selector to choose which screens to use and then click **Apply**. The session then uses the selected screens in full-screen mode.
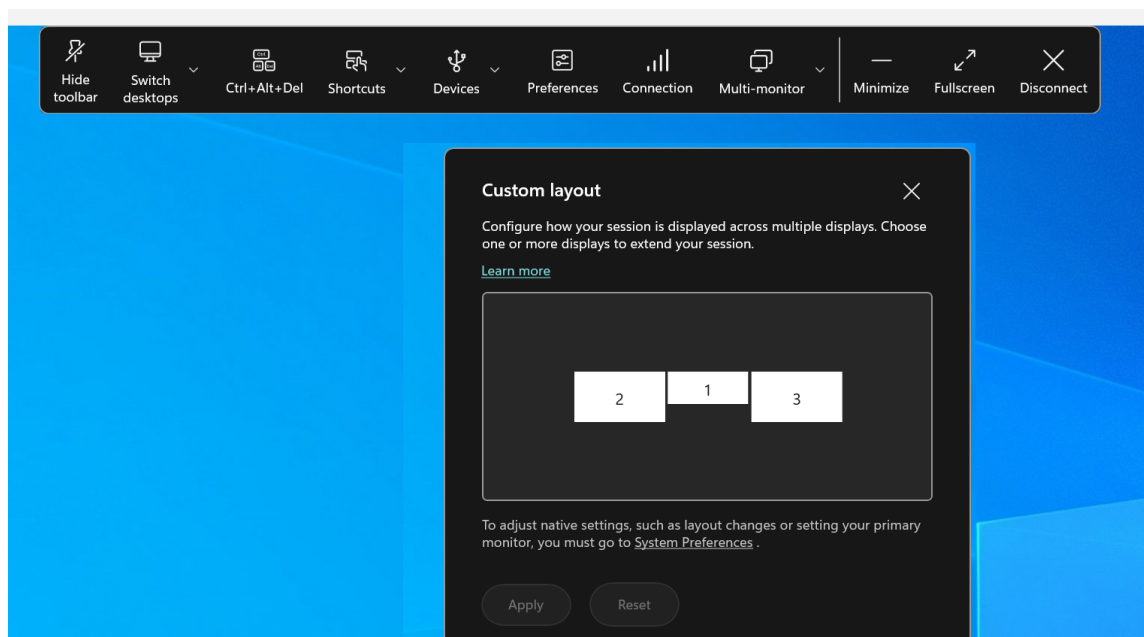
- **Fullscreen**: The session switches to full-screen mode on whichever monitor the session is currently active on. For example:

  - If your session is active on one monitor, it will be full screen on that monitor.
  - If your session is active on two monitors, it will be full screen on those two monitors.
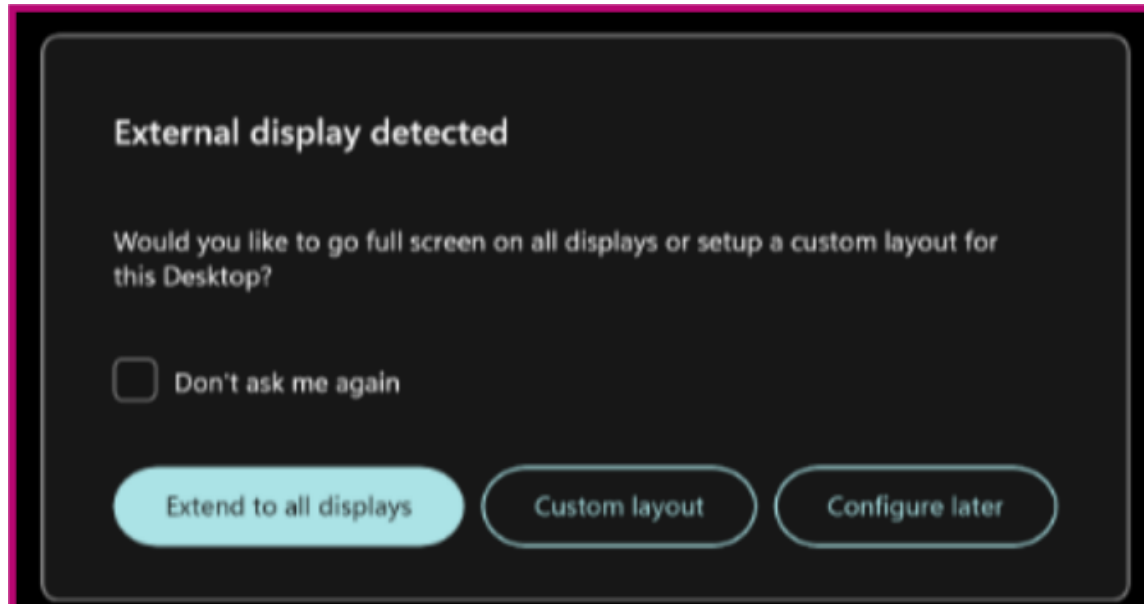
When a new monitor is plugged in, a notification appears for you to make a selection. You can check **Remember my preference** to mute this notification.

Configure composite USB device redirection

USB support enables interaction with a wide range of USB devices when connected to Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service).

USB devices available for remoting include flash drives, smartphones, PDAs, printers, scanners, MP3 players, security devices, and tablets.

Use the Desktop Viewer **Preferences** in the toolbar to control whether USB devices can be allowed on the virtual desktop.

Isochronous features in USB devices are supported in typical low latency/high speed LAN environments. The USB devices include webcams, microphones, speakers, and headsets.

This type of support allows these devices to interact with packages, such as Microsoft Office Communicator and Skype.

The following types of device are supported directly in a virtual apps and desktops session:

- Keyboards
- Mice
- Smart cards

> **Note:**
>
> You can configure specialist USB devices (for example, Bloomberg keyboards and 3-D mice) to use USB support. For information on configuring Bloomberg keyboards, see the Configure Bloomberg keyboards section in the Citrix Product documentation.

By default, certain types of USB devices aren't supported for remoting through Citrix Virtual Apps and Desktops and Citrix DaaS. For example, you might have a NIC (NIC) attached to the system board by internal USB. Remoting this device isn't appropriate.

By default, the following types of USB device aren't supported for use in a virtual apps and desktops session:

- Bluetooth dongles
- Integrated NICs
- USB hubs
- USB graphics adaptors

USB devices connected to a hub can be remoted, but the hub itself cannot be remoted.

The following types of USB device aren't supported by default for use in a Citrix Virtual Apps session:

- Bluetooth dongles
- Integrated NICs

- USB hubs
- USB graphics adaptors
- Audio devices
- Mass storage devices

In a virtual apps and desktops session, split USB devices are displayed in the Desktop Viewer under **Devices**. Also, you can view split USB devices from **Preferences** > **Devices**.

In a Citrix Virtual Apps session, split USB devices are displayed in the **Connection Center**.

Citrix Ready workspace hub

Citrix Ready workspace hub enables Citrix Casting, which makes it possible to securely mirror the desktop display on the hub or extend the screen as a secondary display.

Prerequisites:

- Citrix Casting is supported only on Microsoft Windows 10 Version 1607 and later or Windows Server 2016.
- Bluetooth must be enabled on the device for hub discovery.
- The device and workspace hub using the same Wi-Fi network.
- Citrix Casting is available only when enabled during the installation. For more information, see Citrix Casting.

Enable Citrix Casting

Citrix Casting is disabled by default. To turn on Citrix Casting:

1. Right-click the Citrix Workspace app icon from the notification area and select **Advanced Preferences**.

2. Select **Citrix Casting**.

3. Select one of the options:

    - **Yes** –Indicates that Citrix Casting is launched when Citrix Workspace app starts.
    - **No, do not launch the Citrix Casting on startup** –Indicates that Citrix Casting does not launch when Citrix Workspace app starts.

    > **Note:**
    >
    > Selecting **No** does not terminate the current screen casting session. The changes are applied only at the next session launch.

4. Click **Save** to apply the changes.

In the **Citrix Casting notification** dialog, the following options are available:

1. The current screen casting session is displayed at the top.
2. Refresh icon.
3. **Disconnect** to stop the current screen casting session.
4. Star icon to add the workspace hub to **Favorites**.

Discover workspace hub devices automatically

1. Sign in to Citrix Workspace app and enable Bluetooth on your device.

2. Select the Citrix Casting icon in the menu bar.

   The list of available hubs is displayed.

   > **Note:**
   >
   > The list is sorted by the RSSI value of the workspace hub beacon package.

3. Select the workspace hub to cast your screen and choose one of the following:

   - **Mirror** - To duplicate the primary screen and cast the display to the connected workspace hub device.
   - **Extend** - To use the workspace hub device screen as your secondary screen.

Discover workspace hub devices manually

If you cannot find the Citrix Ready workspace hub device in the **Hub List** menu, add the workspace hub's IP address to access it manually. To add a workspace hub manually:

1. On your Windows, sign in to Citrix Workspace app and enable Bluetooth on your device.

2. Right-click the Citrix Casting icon in the menu bar.

3. Select **Manage** in the menu.

   The **Manage hubs** window appears.

4. Click **Add new** to enter the IP address of your hub.

5. After successfully adding the device, the **Hub name** column displays the hub's friendly name. Use this name to identify the hub in the **Hub List** menu.

Disconnect the workspace hub device

You can disconnect your current session and exit the Citrix Ready workspace hub automatically or manually.

- To disconnect the screen casting session automatically, close your laptop.
- To disconnect the screen casting session manually,

    1. Right-click the **Citrix Casting** icon in the notification area.
    2. Select **Exit** to disconnect the hub.

> **Note:**
>
> Exiting Citrix Workspace app does not exit Citrix Casting. Verify if you disconnect your hub properly.

Self-check list:

If Citrix Workspace app cannot detect and communicate with any available workspace hubs in range, ensure that you do the following as part of self-check:

1. Citrix Workspace app and Citrix Ready workspace hub are connected to the same network.
2. Bluetooth is enabled and working properly on the device where Citrix Workspace app is launched.
3. The device where Citrix Workspace app is launched is within range (less than 10 meters and without any obstructing objects such as walls) of Citrix Ready workspace hub.
4. Click **Refresh** in the Citrix Ready workspace hub and try reconnecting to the workspace hub.
5. Launch a browser in Citrix Workspace app and type `http://<hub_ip>:55555/device-details.xml` to check whether the workspace hub device details are displayed.

Known issues and limitations

- Citrix Casting doesn't work unless the device is connected to the same network as the Citrix Ready workspace hub.
- If there is network issue, there might be a lag in display on the workspace hub device.
- When you select **Extend**, the primary screen where the Citrix Ready workspace app is launched flashes multiple times.
- In **Extend** mode, you can't set the secondary display as the primary display.
- The screen casting session automatically disconnects when there's any change in the display settings on the device. For example, change in screen resolution, change in screen orientation.
- During the screen casting session, if the device running Citrix Workspace app locks, sleeps or hibernates, an error appears at login.

- Multiple screen casting sessions aren't supported.
- The maximum screen resolution supported by Citrix Casting is 1920 x 1440.
- Citrix Casting supports Citrix Ready workspace hub Version 2.40.3839 and later. Workspace hub with earlier versions might not get detected or cause a casting error.
- This feature isn't supported on Citrix Workspace app for Windows (Store).
- On Windows 10, Build 1607, Citrix Casting in **Extend** mode might not be properly positioned.

Use Configuration Checker to validate single sign-on configuration

Use **Configuration Checker** to run the test to make sure that the single sign-on is configured properly. The test runs on different checkpoints of the single sign-on configuration and displays the results.

> **Note:**
>
> You can hide all or part of the Advanced Preferences sheet. The **Advanced Preferences** option is available from the Citrix Workspace app icon in the notification area. For more information, see the Hiding the Advanced Preferences sheet section in the Citrix Product Documentation.

1. Right-click Citrix Workspace app in the notification area and select **Advanced Preferences**.

   The **Advanced Preferences** window appears.

2. Select **Configuration Checker**.

   The **Citrix Configuration Checker** window appears.

3. Select **SSONChecker** from the **Select** pane.

4. Click **Run**. A progress bar appears that displays the status of the test.

The **Configuration Checker** window has the following columns:

1. **Status:** Displays the result of a test on a specific check point.

   - A green check mark indicates that the specific checkpoint is configured properly.
   - A blue I indicates information about the checkpoint.
   - A Red X indicates that the specific checkpoint isn't configured properly.

2. **Provider:** Displays the name of the module on which the test is run. In this case, single sign-on.
3. **Suite:** Specifies the category of the test. For example, Installation.
4. **Test:** Specifies the name of the specific test that is run.
5. **Details:** Provides additional information about the test, irrespective of pass or fail. The user gets more information about each checkpoint and the corresponding results.

The following tests are done:

- Installed with single sign-on.

- Logon credential capture.
- Network Provider registration - Displays a green check mark only when "Citrix Single Sign-on" is set to be first in the list of Network Providers. If Citrix Single Sign-on appears anywhere else in the list, the test result against Network Provider registration appears with a blue I and additional information.
- Single sign-on process is running.
- Group Policy -By default, this policy is configured on the client.
- Internet Settings for Security Zones - Make sure that you add the Store/XenApp Service URL to the list of Security Zones in the Internet Options. If the Security Zones are configured using Group policy, you must reopen the **Advanced Preference** window for the changes to take effect and to display the correct status of the test.
- Authentication method for StoreFront.

> **Note:**
>
> If you're accessing Workspace for Web, the test results aren't applicable.

In a multi-store configuration, the authentication method test runs on all configured stores.

> **Note:**
>
> You can save the test results as reports, and the default format for the report is .txt.

Limitation:

Configuration Checker does not include the checkpoint for the configuration of Trust requests sent to the XML service on Citrix Virtual Apps and Desktops servers.

Display your devices in the Desktop Viewer

Desktop Viewer is the toolbar that is displayed on top of a session. For more information on how to view Desktop Viewer, see Change how desktops look and work.

Citrix Workspace app for Windows detects the devices that are connected to your computer. It also allows you to choose the devices you want to use with your hosted desktop and applications.

> **Note:**
>
> Desktop Viewer is enabled by default. Contact your administrator if you are not able to view the Desktop Viewer.

- You can use the settings in **Preferences** > **Connections** to customize whether you want devices, such as microphone and webcams, to connect to your virtual apps and desktops session.
- **Device** list displays the devices connected to the local machine in **Preferences** > **Devices**.

- If you've connected a device and you can't see it in the **Device** list, click **Refresh**.
- Once connected, the devices display as **Optimized**, **Policy Restricted**, or **Generic**.

Device	Description
Optimized	The device has a Citrix virtual channel and is automatically available in both the remote session and the local machine at the same time. The **Current Connection** column for optimized devices shows that the device is connected in both the local machine and the remote session. The **Redirect** check box is selected and can't be edited. You can toggle between **Optimized** and **Generic** using the **Switch to** button in the **Virtual Channel** column. For example, select **Switch to Generic** if the virtual channel does not support the full functionality of the device.
Generic	The device does not have a Citrix virtual channel and can't be used on the local machine and the remote session at the same time. Select the **Redirect** check box to toggle the availability of the device between the remote session and the local machine. You can see the current connection status in the **Current Connection** column.
Policy Restricted	The administrator has set a policy to restrict this type of device. For example, USB mice and keyboards are usually policy restricted by default because their behavior is handled automatically in the remote session without USB support. Other devices, such as network devices, might be restricted for security reasons. The **Current Connection** column for **Policy Restricted** devices shows **Local machine** only.

Find desktops and apps

You can access your virtual apps and desktops from the Citrix Workspace app for Windows home page. You can access these resources from all of your devices.

To get started, right-click the Citrix Workspace app for Windows icon in the notification area and click **Open**. Desktops and apps can also be in one or more of these locations:

- Windows Start menu −Desktops and apps added from Citrix Workspace app are also added to your Windows Start menu in a folder under **All Programs**.
- Desktop −Your administrator might provide shortcuts on your computer desktop. A shortcut might be located inside a folder on your desktop.
- Webpage −Your administrator might provide links on a webpage to desktops and apps. Open a browser and enter the URL provided by your administrator.

Generic client Input Method Editors (IME)

Generic client IME requires VDA Version 7.13 or later.

Configure generic client IME using the GUI

Enable the generic client IME feature by enabling keyboard layout synchronization.

Citrix Workspace app for Windows allows you to configure different options to use generic client IME. You can select from one these options based on your requirements and usage.

1. In an active Citrix Virtual Apps session, right-click the Citrix Workspace app icon in the notification area and select **Connection Center**.
2. Select **Preferences** and click **Local IME**.

The following options are available to support different IME modes:

1. **Enable Server IME** −Select this option to disable local IME. Only the languages set on the server can be used.
2. **Set Local IME to High Performance mode** −Select this option to use local IME with limited bandwidth. This option restricts the candidate window functionality.
3. **Set Local IME to Best Experience mode** −Select this option to use local IME for the best user experience. This option consumes high bandwidth. By default, this option is selected when generic client IME is enabled.

The change in settings is applied only in the current session.

Open a secure web or SaaS app through Citrix Enterprise Browser

Citrix Workspace app includes the Citrix Enterprise Browser (formerly Citrix Workspace Browser) to launch the SaaS apps.

> **Note:**
>
> - In the **workspace for web**, the web or SaaS app launches only in the default browser set on the client instead of the Citrix Enterprise browser.
> - The user experience between an ICA session app and a secure web or SaaS app might vary.

The Citrix Enterprise Browser supports operations such as:

- Toolbar
- Clipboard
- Print
- Download
- Watermark

The support for these operations in Citrix Workspace app is based on the policy configuration set in the Citrix Secure Private Access.

Launching an app

> **Note:**
>
> - You can launch a web or SaaS app if your administrator has configured the app in the Citrix Secure Private Access policy configuration.
> - The changes made to the policy configuration are applied after you restart the web or SaaS app session.

For more information, see Citrix Secure Private Access section in the Citrix Product documentation.

To launch a web or SaaS app, perform the following steps:

Configure Citrix Workspace app with the Citrix Cloud Store URL that is web or SaaS entitled.

1. Log on to Citrix Workspace app with your domain user credentials. The configured web or SaaS apps are displayed.

2. Click the app icon to launch it.

   The app is launched. You're signed-in to the app automatically if single sign-on is enabled.

Manage sessions through Connection Center

The Citrix **Connection Center** displays all active connections established from Citrix Workspace app.

To open **Connection Center**, right-click the Citrix Workspace app icon in the notification area and click **Connection Center**.

To exit an unresponsive Citrix Virtual Apps session

Select the app in **Connection Center** and click **Terminate**.

To close all active Citrix Virtual Apps sessions at once

Select the server in **Connection Center** and click **Log Off**.

To change the display of Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service)

You can switch between **Seamless** and **Full screen** mode.

- **Seamless mode**: Citrix Virtual Apps and Desktops and Citrix DaaS isn't contained within a session window. Citrix Virtual Apps and Desktops and Citrix DaaS appears in its own, resizable window. You can switch between apps and the local desktop.
- **Full screen mode**: Apps are placed in a desktop window.

To switch to **Full Screen** mode: Select the server from Connection Center. Click **Full Screen**, and click **OK**.

To return to Seamless mode: Press Shift + F2.

Refresh apps

To check that you have the latest apps and resources made available by your administrator, refresh your apps.

To refresh apps, click the **Accounts** icon within Citrix Workspace app and then click **Refresh**.
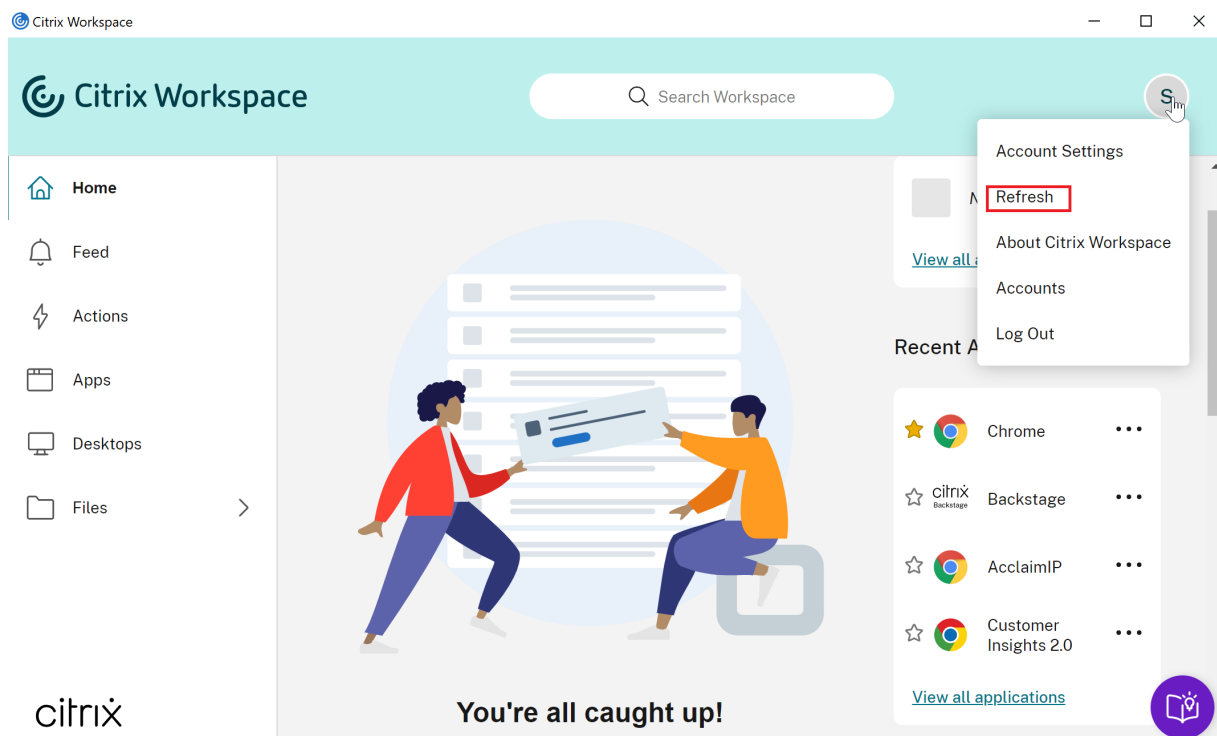
When you log off from your computer or exit Citrix Workspace app, your apps stay active. You can reconnect to these active apps when you start Citrix Workspace app from any device the next time. For more information, see Configure shortcuts and reconnect options using GUI.

To reconnect, click the icon of the active app.

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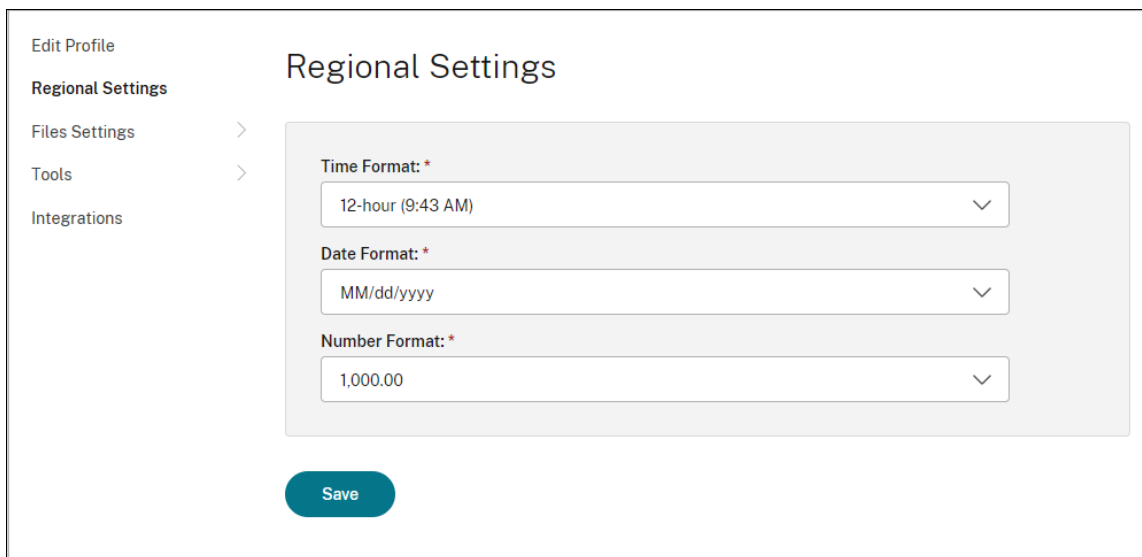
> **NOTE:**
>
> This option is available only on Cloud deployments.

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**.

Relative mouse

The relative mouse feature provides an option to interpret the mouse position in a relative rather than an absolute manner. Apps that demand relative mouse input rather than absolute require this capability.

> **Note:**
>
> This feature can be applied in a published virtual apps and desktops session only.

Enabling relative mouse

You can enable relative mouse using shortcut key or from the Desktop Viewer.

Enable relative mouse using shortcut key for Relative mouse

You can use Ctrl+F12 key to turn on or off the Relative Mouse. However, you can modify this shortcut key to a different shortcut or you can disable the shortcut. For more information, see Keyboard shortcuts.

Enabling relative mouse from the Desktop Viewer

1. Log on to Citrix Workspace app for Windows.

2. Start a published virtual apps and desktops session.

3. From the Desktop Viewer toolbar, select **Preferences**. The **Citrix Workspace app - Preferences** window appears.

4. Select **Connections** and select **Use relative mouse** under **Relative Mouse Settings**.

5. Click **Apply** and **OK**.

> **Note:**
>
> The relative mouse is a per-session feature. It does not persist after reconnecting to a disconnected session. Re-enable the feature every time you connect or reconnect to the published Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service).

Configure shortcuts and reconnect options using GUI

> **Note:**
>
> Set shortcuts only for the subscribed Citrix Virtual Apps and Desktops and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service).

1. Sign in to Citrix Workspace app for Windows.

2. Right-click the Citrix Workspace app icon in the notification area and click **Advanced Preferences**.

   The **Advanced Preferences** window appears.

3. Click **Shortcuts and Reconnect**.

   > **Note:**
   >
   > By default, the **Show Applications in Start Menu** option is selected.

4. Type the **Start Menu Folder** name.

   > **Note:**
   >
   > This option moves all the subscribed apps to the specified folder in the Start menu. You can add apps to a new or existing folder in the Start menu. This option adds both existing and newly added apps to the specified folder.

5. Select the **Show Applications on Desktop** from the **Desktop Options** pane and type the desktop folder name.

> **Note:**
>
> When you choose this option, all the subscribed apps are moved to the specified folder on your local desktop.

6. Select the **Enable different path for Start Menu and Desktop** from the **Category Options** and click **OK**. When you select this option, the shortcuts and category folder for apps as defined in the application properties server are created. For example, IT Apps, Finance Apps

   > **Note:**
   >
   > By default, the **Category as Start Menu Path** option is selected.

   - Choose **Category as Start Menu Path** to display the subscribed apps and their category folder as defined in the application properties server in the Windows Start menu.
   - Choose **Category as Desktop Path** to display the subscribed apps and their category folder as defined in the application properties server on your local desktop.

Configure reconnect options using the Advanced Preferences dialog

> **Note:**
>
> You can hide the entire or part of the Advanced Preferences sheet available from the Citrix Workspace app icon. For more information, see the Hiding the Advanced Preferences sheet section in the Citrix Product Documentation.

By default, **Reconnect Options** opens Citrix Virtual Apps and Desktops and Citrix DaaS that are disconnected, plus any that are currently running on another client device. You can configure **Reconnect Options** to reconnect only Citrix Virtual Apps and Desktops and Citrix DaaS from which you previously disconnected.

1. Log on to Citrix Workspace app for Windows.
2. Right-click the Citrix Workspace app icon in the notification area and click **Advanced Preferences**. The Advanced Preferences window appears.
3. Click **Shortcuts and Reconnect**.
4. Click **Reconnect Options**.
5. Select the option **Enable for Workspace Control Support** to reconnect to all of your desktops or apps at any time.

   - Choose **Reconnect to all active and disconnected sessions** to reconnect to both the active and disconnected sessions.
   - Choose **Reconnect to disconnected sessions only** to reconnect only to the disconnected sessions.

> **Note:**
>
> **Supported Reconnect Mode** takes the value as set in the GPO.

6. Click **OK**.

Uninstall Citrix Workspace app for Windows

You can uninstall Citrix Workspace app for Windows from the **Control Panel** using the following steps:

1. In the search box on the taskbar, type **Control Panel** and select it from the results.
2. Select **Programs** > **Programs and Features**.
3. Right-click on **Citrix Workspace `<version number>`** and select **Uninstall**. Then follow the directions on the screen.

> **Note:**
>
> You get a prompt to uninstall the Citrix HDX RTME package before continuing with the Citrix Workspace app for Windows installation. Click **OK** to continue the uninstallation.

You can also uninstall Citrix Workspace app for Windows using the command line interface. For more information, see the uninstall section.

Use apps when not connected to the Internet

You must be connected to the Internet to open an app the first time. Citrix Workspace app for Windows installs some apps on your device so you can run them when not connected to the Internet. This installation might take several minutes.

> **Note:**
>
> Offline access isn't available for all users or apps. Your administrator determines how long you can use an app offline before you're required to connect to the Internet.

View application categories

Application Categories allow users to view applications under specific categories in Citrix Workspace.

To view the application categories, click **Apps** > **All Apps** on the Citrix Workspace app home page.

Application categories appear under the **Categories** section.

Subcategories appears as a folder within a category. Use the folder path that appears on top of the screen to navigate to a subcategory.

Improved virtual apps and desktops launch experience

The improved app and desktop launch experience is more informative, modern, and provides a user-friendly experience on Citrix Workspace app for Windows. This helps to keep the users engaged with timely and relevant information about the launch status. The notification appears in the bottom-right corner of your screen.
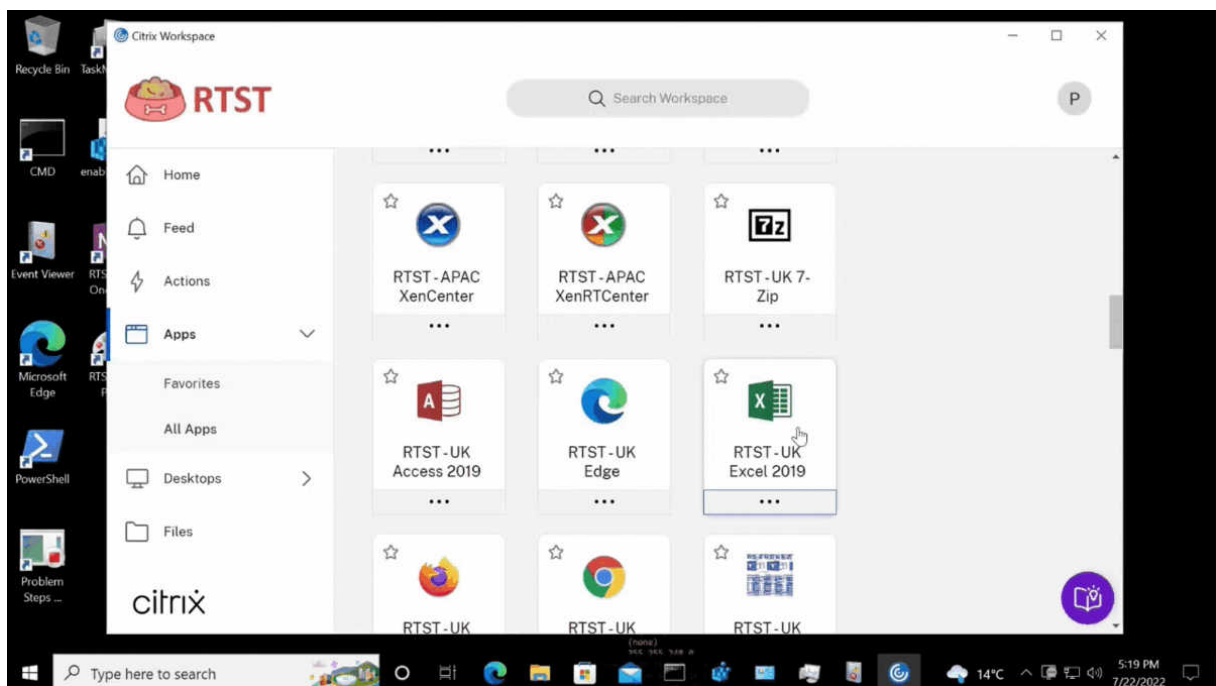
Users can view meaningful notifications about the launch progress, instead of just a spinner. If a launch is in progress and the user attempts to close the browser, a warning message is shown.

Configure Citrix Workspace updates

You can override the **Citrix Workspace Updates** setting using the **Advanced Preferences** option. This configuration is per-user and the settings apply only to the current user.

You can check the current version of Citrix Workspace app installed on your device:

1. Right-click Citrix Workspace app icon from the notification area.

---

2. Select **Advanced Preferences**.

    Citrix Workspace app version is displayed in the **About** section.

To configure Citrix Workspace updates:

1. Right-click Citrix Workspace app icon from the notification area.

2. Select **Advanced Preferences** and click **Citrix Workspace Updates**.

    Note:

    -   The **Citrix Workspace Updates** option might not present on **Advanced Preferences** when you are running **Citrix Workspace** within a virtual machine. To allow auto-update on a virtual machine, see Supporting auto-update of Citrix Workspace app on VDA.

    -   You can hide entire or part of the Advanced Preferences sheet from the Citrix Work-space app icon. For more information, see Hiding the Advanced Preferences sheet section in the Citrix Product Documentation.
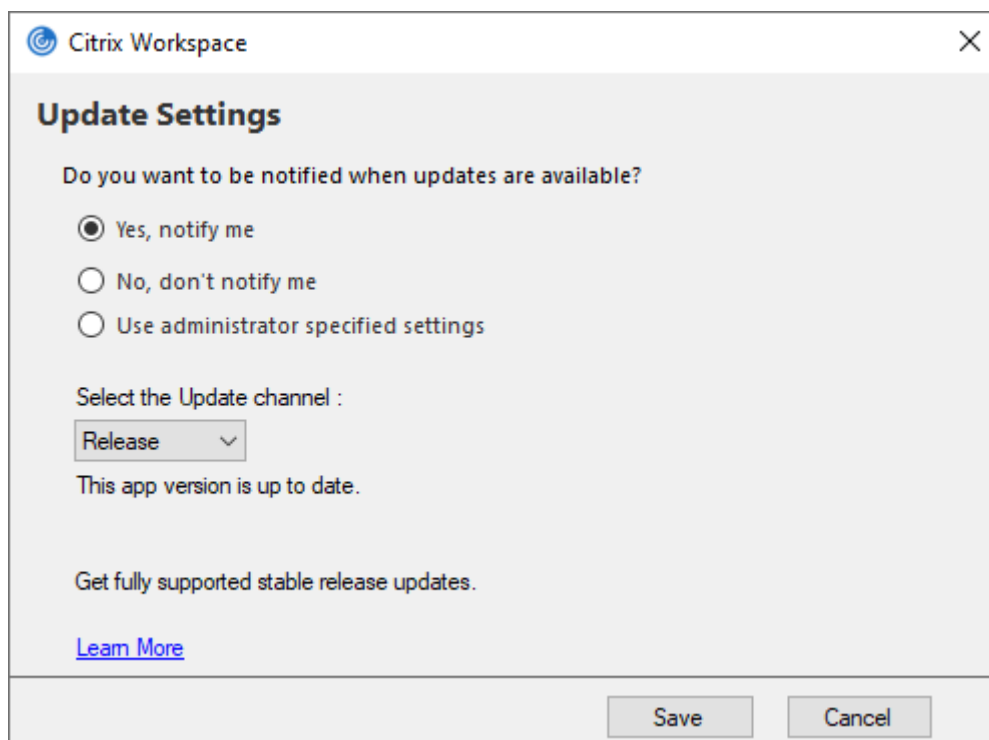
3. Select one of the following options:

    -   Yes, notify me - You're notified when an update is available for Citrix Workspace app.
    -   No, don't notify me - You aren't notified when an update is available for Citrix Workspace app. Check for updates manually.
    -   Use administrator specified settings - Uses the settings configured on StoreFront server.

4. Click **Save**.

Troubleshooting

From Citrix Workspace app 2309 version onwards, the **Troubleshooting** option is introduced to improve the user experience and to easily proceed with the troubleshooting. You can right-click on the Citrix Workspace app icon in the system tray that is placed in the bottom-right corner of your screen and then select **Troubleshooting** to access it.

The options available under Troubleshooting are:

- Send Feedback
- Collect Logs
- Check Configuration
- Reset App Data
- Help
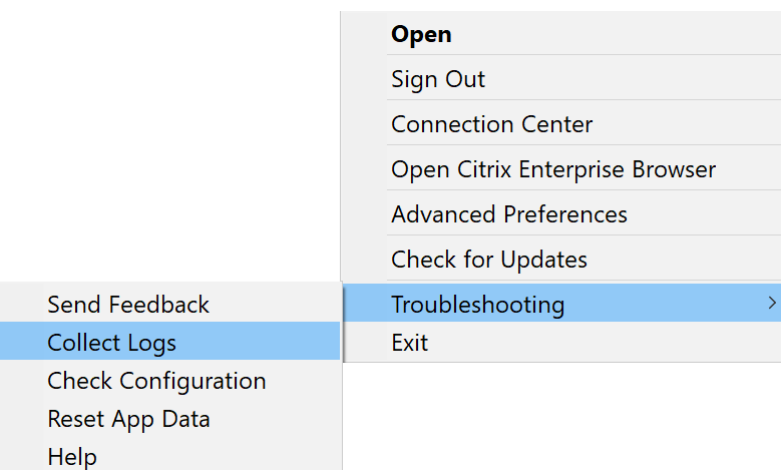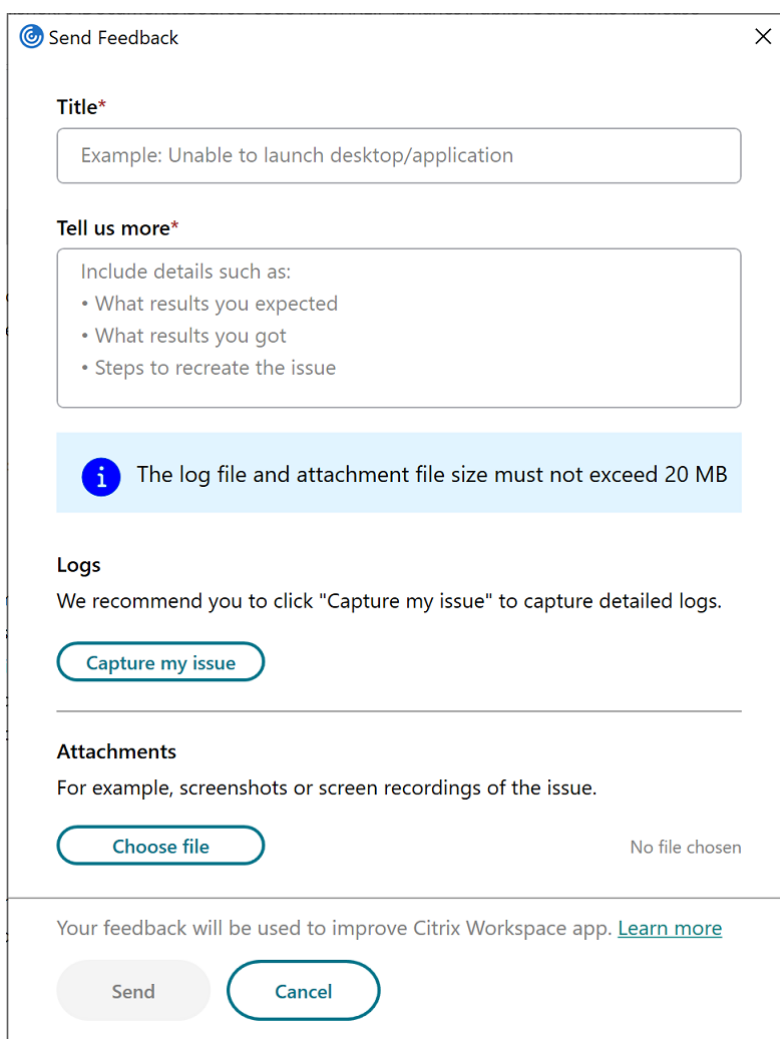
Send feedback on Citrix Workspace app

The **Send feedback** option allows you to inform Citrix about any issues that you might run into while using Citrix Workspace app. You can also send suggestions to help us improve your Citrix Workspace app experience.

You can submit feedback using the following steps:

1. Right-click the Citrix Workspace app icon in the notification area and select **Troubleshooting** > **Submit feedback**. The **Submit Feedback** screen appears.


2. Provide the issue **Title**.

3. Add issue details in the **Tell us more** field.

4. Click **Capture my issue**. The **Log collection** screen appears.
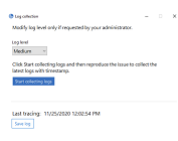
a) Click **Start collecting logs** and then reproduce the issue to collect the latest logs.

b) Click **Stop collecting logs** after the issue is reproduced.

Or,

Click **Collect existing logs** if you are not able to reproduce the issue.

c) Click **Stop collecting logs** after the issue is reproduced.

5. Ensure that the log files are displayed next to **Capture my issue**.

6. Click **Choose file** and then add attachments that describe your issues such as screenshots or screen recordings. The maximum file size allowed for all the attachments including the log file is 20 MB.

7. Click **Send**. The **Feedback report** screen appears.
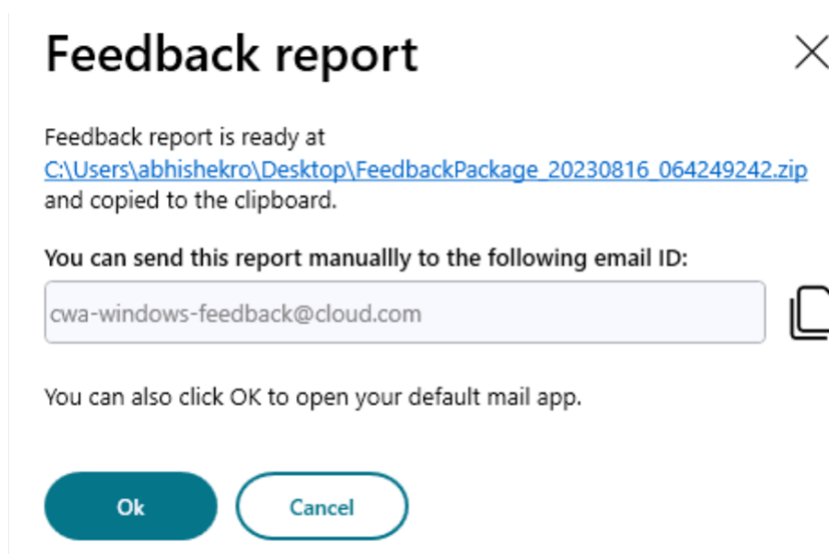
The .zip file contains the log files, the issue description as test files, and the attachments.

8. You can send the feedback report to Citrix using the following options:

• Click **Ok** to use the default mail app in your system.

Or,

• Send the report manually to the provided email ID.

Note:

Ensure that the .zip file is attached in the email.