

About Citrix Receiver for Chrome 1.8

Feb 09, 2017

Citrix Receiver for Chrome is hosted on StoreFront servers and enables users to access virtual desktops and hosted applications from a web browser. Resources delivered by XenDesktop and XenApp are aggregated in a StoreFront store and made available through a Citrix Receiver for Web site. With Citrix Receiver for Chrome enabled on the site, users can access desktops and applications within their web browsers without needing to install Receiver locally on their devices.

When used in conjunction with the centralized customization and branding capabilities of StoreFront 3.0, users of this Citrix Receiver for Chrome release will receive a centrally managed app and desktop selection experience from StoreFront.

What's new in version 1.8

Google Cloud Print support

This release provides support for Google Cloud Print, which allows you to make remote printing devices (such as a printer you have at home) available to you or anyone you choose.

You can configure Citrix Receiver to use Google Cloud Print by default to redirect your files, rather than having to select and configure it everytime you print.

To use Google Cloud Print:

- You must install the Citrix PDF printer driver in the VDA; refer to the [Citrix download site](#) for the latest software packages.
- Google Cloud Printers should be registered with a user's Google account. Refer to the [Google Cloud Print](#) website for more information.
- If a customized Receiver for Chrome package is deployed using the Google Management console, ensure the Citrix Receiver for Chrome package contains the correct OAuth2.0 credentials in the manifest.json file. Refer to the [Google Developers site](#) for information about obtaining OAuth2.0. For example:

```
"oauth2": {  
  "client_id": "replace this with your client ID",  
  "scopes": [  
    "https://www.googleapis.com/auth/cloudprint"  
  ]  
}
```

Note: This feature only works with Google Cloud Printer. Refer to the [Google Developers](#) site for additional information.

BiDirectional Audio and Webcam support

This support includes:

- HDX RealTime audio input. Enables microphone for audio input to virtual apps and desktops with XenApp and XenDesktop, which effectively enables audio conferencing with Citrix Receiver for Chrome.

- HDX RealTime webcam video compression. Enables the local webcam on Chrome devices, which can be used in virtual apps and desktops with XenApp and XenDesktop, which effectively enables video conferencing with Citrix Receiver for Chrome.

Support for additional keyboard layouts

Citrix Receiver for Chrome now supports additional keyboard layouts. To use this new functionality, ensure that Chrome OS, VDA and keyboard layouts share the same language.

Citrix Receiver for Chrome features

Print to PDF

Users can convert documents opened with hosted applications or applications running on virtual desktops to PDF. The PDF is then transferred to the local device for viewing and printing from a locally attached printer or Google Cloud Print.

Clipboard operations

Users can copy and paste different types of data, including text, tables, and images, between hosted applications, both within the same session and between different sessions. Only plain text can be copied and pasted between hosted applications and files or applications running on the local device.

Enhanced session sharing

To make more efficient use of server resources, Receiver for Chrome checks whether a hosted application can be started within an existing session before creating a new session. Since applications running in the same session all appear in a single window, the optional App Switcher component can be deployed to provide a taskbar that enables users to switch between their applications.

Secure WebSocket connections. Receiver for Chrome supports secure WebSocket connections over Secure Sockets Layer (SSL) for direct connections to XenDesktop and XenApp without NetScaler Gateway.

Customize Citrix Receiver for Chrome

You can preconfigure Receiver for Chrome by repackaging it with a custom Citrix Receiver configuration (.cr) file. By editing the manifest file, you can also customize Receiver for Chrome, such as changing the application name, for example. You can publish the repackaged application for users through Google Apps for Business using the Google Admin Console.

End-user experience metrics. Receiver for Chrome collects and makes available various metrics on user sessions to enable you to monitor the user experience through Director.

Receiver unique ID per device

Receiver for Chrome generates a unique client name the first time a session is started and uses this name for all subsequent sessions, enabling you to track license usage for hosted applications. Web Interface custom web portal support

Users can open .ica files in Receiver to launch XenDesktop and XenApp sessions. Users can also use the Web Interface URL inside the Citrix Receiver app.

Robust connection to StoreFront

Receiver for Chrome supports StoreFront beacons to determine network connectivity.

Support for HDX Insight

NetScaler HDX Insight monitors applications launched inside a session.

Support for CloudBridge

CloudBridge disables compression and printer compression. It also uses HDX Insight analytics to appear in CloudBridge Insight Center.

Google policy configuration

You can use Google policy to configure Store connection in Receiver for Chrome. Please contact your Google representative for access.

Note: In order to use a fully localized version of Receiver, ensure that the Chrome OS language and the browser preferred language are set in Chrome settings. For details, refer to Change language and Choose keyboard input methods on the Google help site.

Open Files from Google Drive

Support for Google drive inclusion in XenApp is provided in Receiver for Chrome. Using this functionality, users can open Windows file types, edit them and save them from a Chrome device running Receiver. While running a Google Chrome device, you can seamlessly use existing Windows-based applications (for example, Microsoft Word) and access the files residing on Google Drive

For example, if a user opens a file in Google Drive (for instance, an .DOC file attachment downloaded from Gmail), edits it and saves it to Google Drive, the file can be accessed in a XenApp hosted application; the file can be viewed, edited, and saved to Google Drive.

KIOSK mode

In previous releases, KIOSK mode on a Chromebook could only run a single app and window simultaneously. At this release of Receiver for Chrome, KIOSK mode provides the ability to run all apps in the same window.

Using this feature, you can run Receiver apps in KIOSK mode, and then launch any Windows app or Desktop using the same mode. In addition, this new feature allows you to publish remote apps or desktops as a dedicated Chrome package using the persistent URL. You can control this feature set by adjusting the KIOSK settings in the Chrome admin panel for managed Chrome devices.

Session Reliability

Receiver for Chrome now includes improved session reliability to provide mobile users with uninterrupted access to apps and virtual desktops when moving between network access points. This functionality improves the user experience by ensuring a constant state of active connectivity, even when the user's device power cycles when entering sleep mode.

File Transfer

Receiver for Chrome provides secure file transfer between a user device and virtual XenDesktop sessions. This feature uses a file transfer virtual channel instead of client drive mapping.

By default, users can:

Upload files from a local download folder or attached peripheral and seamlessly access the data from their XenDesktop

sessions.

Download files from their XenDesktop sessions to a folder or peripheral on their user device.

Administrators can selectively enable or disable file transfer, uploads, or downloads through policies in Citrix Studio.Support for USB devices.

Users can redirect USB devices that are not claimed by the Chrome OS, such as printers and scanners, into their virtual sessions. To allow the use of USB devices, enable Client USB device re-direction in DesktopStudio. For a list of devices that have been tested, see Citrix Tested USB Devices with Receiver for Chrome.

Graphics and audio optimizations

H.264 hardware decoding for 2D and 3D graphics enhances the interactive user experience with XenApp and XenDesktop.

Audio processing, memory management, and legacy codec support optimizations improve audio-video playback and bandwidth efficiency.

Visually lossless mode in XenApp and XenDesktop 7.6 is enabled.

Known issues

- Renaming a file on a host (endpoint) is not reflected in Google drive. [#0563810]
- Changing file names on big files takes a long time when uploading to Google drive. To resolve this issue, change the session lingering timeout to 1 minute in the Studio delivery group property. [#0568884]
- In Kiosk mode, Chromebook is not mapped to any user profiles. Certificates can only be pushed to users and not for the devices from the Google drive panel; certificates should be manually added for each device using the certificate manager. [#0568114]
- PDF printing fails in Chrome version v.42 and later when running in Kiosk mode. [#0557600]
- Keyboard layout cannot be changed for Chromebook devices in Kiosk mode. [#0572307]
- While connecting directly to StoreFront, session reliability may fail when switching between wired and wireless networks. [#0572310]
- When upload/download features are disabled using Studio policy, the toolbar continues to display button options for these features. [#0564555]
- Cloud bridge is unable to parse connections. [#0566330]
- Audio quality may not be good when a large file is uploaded/downloaded, or while printing is in progress. [#0589115]
- Bidirectional audio is occasionally choppy. To resolve this you may need to disable the camera. [#0587534]

System requirements

Oct 09, 2015

User device requirements

All devices should meet the minimum hardware requirements for the installed operating system.

Users devices require the Google Chrome operating system (version 37 or later) to access desktops and applications using Citrix Receiver for Chrome. Citrix recommends that you use Citrix Receiver for Chrome with releases from the stable channel of Google Chrome. Citrix Receiver for Chrome is only supported on Chrome OS.

Operating systems

- Windows 10
- Windows 8 Pro and Enterprise (32-bit and 64-bit editions)
- Windows 7 Service Pack 1 (32-bit and 64-bit editions)
- Mac OS X 10.9 Mavericks
- Mac OS X 10.8 Mountain Lion

Citrix server requirements

Citrix Receiver for Chrome supports access to desktops and applications through the following versions of StoreFront. Stores must be accessed through Citrix Receiver for Web sites. Citrix Receiver for Chrome does not support direct access to StoreFront stores, either using the store URL or the XenApp Services URL.

- StoreFront 3.0
- StoreFront 2.5
- Web Interface 5.4

When users connect through NetScaler Gateway, they can use Citrix Receiver for Chrome to access desktops and applications delivered by all the versions of XenDesktop and XenApp that are supported by StoreFront.

For direct connections through StoreFront without NetScaler Gateway, use Citrix Receiver for Chrome to access desktops and applications delivered by the following product versions.

- XenDesktop
 - XenDesktop 7.6
 - XenDesktop 7.5
 - XenDesktop 7.1
- XenApp
 - XenApp 7.6
 - XenApp 6.5 with Hotfix Rollup Pack 3 or later and the Group Policy Management 1.7 update

Secure user connections

In a production environment, Citrix recommends securing communications between Receiver for Web sites and users' devices with NetScaler Gateway and HTTPS. Citrix recommends using SSL certificates with a key size of at least 1024 bits throughout the environment in which Citrix Receiver for Chrome is deployed. Citrix Receiver for Chrome enables user access to desktops and applications from public networks with the following versions of NetScaler Gateway.

- NetScaler Gateway 11.0
- NetScaler Gateway 10.5
- NetScaler Gateway 10.1

Citrix Receiver for Chrome now supports CloudBridge disabling compression and printer compression as well as using HDX Insight analytics to display in CloudBridge Insight Center.

- CloudBridge 7.3.1

Configuring your environment

Oct 08, 2015

To enable Citrix Receiver for Chrome users to access resources hosted on XenDesktop and XenApp, you must create a StoreFront store. You must also enable WebSocket connections on NetScaler Gateway, XenApp, and XenDesktop, as required.

Also in this article:

[Enabling direct connections to XenDesktop and XenApp](#)

[Enabling Google Cloud printing and the Citrix Universal Print Driver](#)

[Enabling app switching for session sharing](#)

[Enabling and disabling access to Google Drive](#)

[Enabling and configuring KIOST mode](#)

Enabling direct connections to XenDesktop and XenApp

Citrix Receiver for Chrome uses the WebSocket protocol to access virtual desktops and hosted applications. By default, WebSocket connections are prohibited on XenDesktop and XenApp. If you plan to enable users to access desktops and applications from the local network without connecting through NetScaler Gateway, you must allow WebSocket connections on XenDesktop and XenApp.

WebSocket connections are also disabled by default on NetScaler Gateway. For remote users accessing their desktops and applications through NetScaler Gateway, you must create an HTTP profile with WebSocket connections enabled and either bind this to the NetScaler Gateway virtual server or apply the profile globally. For more information about creating HTTP profiles, see [HTTP Configurations](#).

Important

If you are using SecureICA to encrypt communications between users' devices and your XenDesktop or XenApp servers, note that Citrix Receiver for Chrome supports Basic encryption only.

Enabling Google Cloud printing and the Citrix Universal Print Driver

The Citrix PDF Universal Printer driver enables users to print documents opened with hosted applications or applications running on virtual desktops delivered by XenDesktop 7.6 and XenApp 7.6. When a user selects the Citrix PDF Printer option, the driver converts the file to PDF and transfers the PDF to the local device. The PDF is then opened in a new window for viewing and printing through Google Cloud Print.

Requirements

To access the Citrix Receiver for Chrome download page, you need a MyCitrix account.

Download the Citrix PDF Printer from the [Citrix Receiver for Chrome download page](#).

To enable users to print documents opened with hosted applications or applications

1. Download the Citrix PDF Printer and install the Citrix PDF Universal Printer driver on each machine providing desktops or applications for Receiver for Chrome users. After installing the printer driver, restart the machine.
2. In Citrix Studio, select the Policy node in the left pane and either create a new policy or edit an existing policy. For more information about configuring XenDesktop and XenApp policies, see [Citrix policies](#).
3. Set the Auto-create PDF Universal Printer policy setting to Enabled.

Enabling app switching for session sharing

App Switcher enables your users to switch between multiple applications running in the same session. When session sharing is enabled on XenApp, which it is by default, applications opened within the same session appear in the same window. App Switcher provides a taskbar running within the session that displays all the applications currently running in the session, enabling users to switch between them.

Requirements

To access the Citrix Receiver for Chrome download page, you need a MyCitrix account.

Download the App Switcher from the [Citrix Receiver for Chrome download page](#).

To enable app switching in shared sessions

1. Ensure that .NET Framework 4.5 is installed and enabled on your XenApp and XenDesktop servers.
2. Install App Switcher on each server providing applications for Citrix Receiver for Chrome users.

The App Switcher is configured to run automatically in the background when your users establish a session.

Enabling and disabling access to Google Drive

With Google drive support your users can open Windows file types, edit them, and save them from a Chrome device running Citrix Receiver. While running a Google Chrome device, your users can seamlessly use existing Windows-based applications (for example, Microsoft Word) and access the files residing on Google Drive

For example, if one of your users opens a file in Google Drive (for instance, an .DOC file attachment downloaded from Gmail), edits it, and saves it to Google Drive, the file can be accessed in a XenApp hosted application. The file can be viewed, edited, and saved to Google Drive.

Requirements:

To access the Citrix download pages, you need a MyCitrix account.

To enable Google Drive access you must install the Citrix File Access component (FileAccess.exe) on your users' VDAs and enable file type associations in Citrix Studio. You download Citrix File Access from the [Citrix Receiver for Chrome download page](#).

To enable Google Drive access from Citrix Receiver

1. Install FileAccess.exe on each XenApp/XenDesktop VDA.
2. Configure the appropriate FTAs for published applications in Citrix AppCenter/Desktop studio.
3. On the XenApp/XenDesktop VDA <https://accounts.google.com> and <https://ssl.gstatic.com> have to be trusted and cookies from these sites should be enabled.

Only files from Google drive (only 'My Drive' folder) can be opened using Citrix receiver. To open a file from google drive, right click on the file, and open with Citrix Receiver.

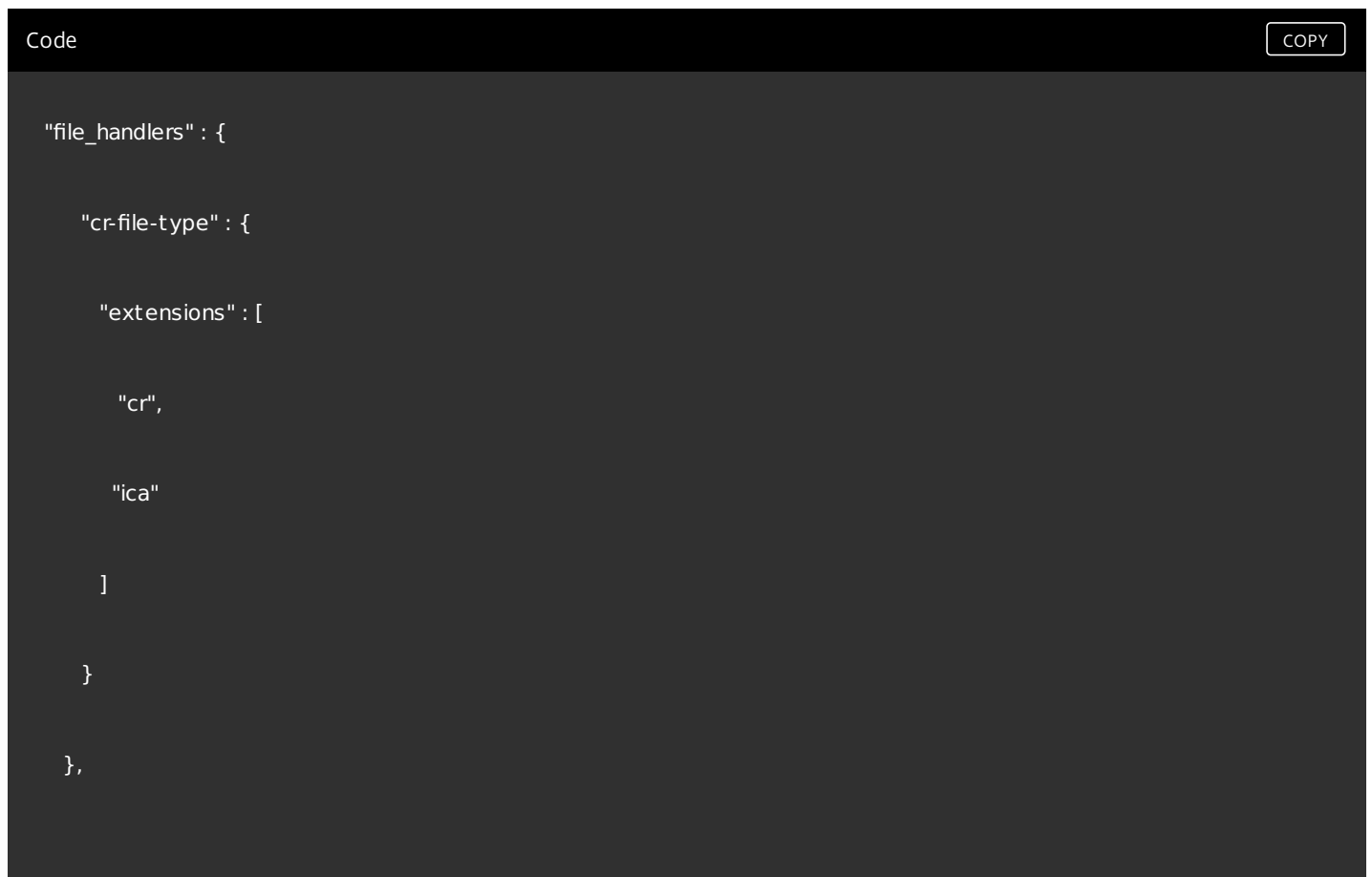
Citrix recommends that you associate one File Type with only one published application.

To disable Google Drive access from Citrix Receiver

In the manifest.json file, replace:

```
"file_handlers" : {  
  "all-file-types" : {  
    "extensions" : [  
      "*" ]  
    }  
  },
```

with:



The image shows a code editor window with a dark background. The title bar is black with the word "Code" on the left and a "COPY" button on the right. The code is displayed in a light color against the dark background. It shows the replacement JSON code for the "file_handlers" section, specifically for the "cr-file-type" which lists "cr" and "ica" as extensions.

```
"file_handlers" : {  
  
  "cr-file-type" : {  
  
    "extensions" : [  
  
      "cr",  
  
      "ica"  
  
    ]  
  
  }  
  
},
```

Enabling and configuring KIOSK mode

Citrix Receiver for Chrome KIOSK mode provides the ability to run all apps in the same window. Using this feature, you can run Citrix Receiver apps in KIOSK mode, and then launch any Windows app or Desktop using the same mode. In addition, KIOSK mode allows you to publish remote apps or desktops as a dedicated Chrome package using a persistent URL.

You can control this feature set by adjusting the KIOSK settings in the Chrome admin panel for managed Chrome devices.

Refer to the [Google support site](#) for instructions on enabling the Receiver app to run in KIOSK mode on managed and non-managed Chrome devices.

If you are deploying a Receiver app, you should publish using the visibility options set to Public/unlisted to ensure interoperability with KIOSK mode. [Go to the Chrome Web Store Developer Dashboard](#).

The Store URL is read-only when KIOSK mode is active, and cannot be edited using the Account settings screen. However, you can change this setting by either repackaging the app with the .cr file or through Google Policy Management using the Google Admin Console.

```
.cr file example COPY

<Services version="1.0">

<Service>

<rfWeb>http://your_RfWebURL_or_persistenturl</rfWeb>

<Name>Mystore</Name>

<Gateways>

<Gateway>

<Location>https://yourcompany.gateway.com</Location>

</Gateway>

</Gateways>

<Beacons>

<Internal>

<Beacon>http://yourcompany.internalwebsite.net</Beacon>

</Internal>
```

```
<External>

<Beacon>http://www.yourcompany.externalwebsite.com</Beacon>

</External>

</Beacons>

</Service>

</Services>
```

If you are using the Google Admin Console, edit the policy.txt file containing the Receiver configuration. Replace the value of "url" under "rf_web" with a persistent URL.

example

COPY

```
{

"settings": {

"Value": {

"settings_version": "1.0",

"store_settings": {

"beacons": {

"external": [

{

"url": "http://www.yourcompany.externalwebsite.com"

}

}

}

}

}
```

```
,  
  
"internal": [  
  
  {  
  
    "url": "http://yourcompany.internalwebsite.net"  
  
  }  
  
],  
  
  },  
  
  "gateways": [  
  
    {  
  
      "is_default": true,  
  
      "url": "https://yourcompany.gateway.com"  
  
    }  
  
  ],  
  
  "name": "mystore",  
  
  "rf_web": {  
  
    "url": " http://your_RfWebURL_or_persistenturl "  
  
  }  
  
  }  
  
  }  
  
  }  
  
  }
```

}

Deploying Citrix Receiver

Mar 30, 2015

There are a number of options for deploying Citrix Receiver for Chrome.

- You can use Google App management console to configure Citrix Receiver using Google policy. For more information, see [CTX141844](#).
- You can repackage Citrix Receiver for Chrome to include a Citrix Receiver configuration (.cr) file you have generated. The .cr file contains the connection details for NetScaler Gateway and the Citrix Receiver for Web site providing users' desktops and applications. Users browse to chrome://extensions and then drag and drop the repackaged application (.crx) file onto the Chrome window to install Citrix Receiver for Chrome. As the application is preconfigured, users can start working with Citrix Receiver for Chrome as soon as they have installed it without needing to perform additional configuration steps.

You can deliver your custom Citrix Receiver for Chrome application to users in the following ways.

- Publish the repackaged application for users through Google Apps for Business using the Google Admin Console.
- Provide the .crx file to users by other means, such as through email.
- Users install Citrix Receiver for Chrome from the Chrome Web Store by searching for Citrix Receiver and clicking Add to Chrome.

Once installed, Citrix Receiver for Chrome must be configured with connection details for NetScaler Gateway and the Citrix Receiver for Web site providing users' desktops and applications. This can be achieved in two ways.

- Generate a .cr file containing the appropriate connection details and distribute this file to users. To configure Citrix Receiver for Chrome, users double-click the .cr file and click Add when prompted. For more information about generating .cr files from StoreFront, see [Export store provisioning files for users](#).
- Provide users with the URL they must enter manually when they first start Citrix Receiver for Chrome.

To repackage Citrix Receiver for Chrome

To simplify the deployment process for users, you can repackage Citrix Receiver for Chrome with a new .cr file to preconfigure Citrix Receiver for Chrome with the appropriate connection details for your environment. Users can start working with Citrix Receiver for Chrome as soon as they have installed it without needing to perform any additional configuration steps.

1. Download the unpackaged version of Citrix Receiver for Chrome to a suitable location.
2. Download the sample configuration file and modify it as appropriate for your environment.
3. Rename the modified configuration file to default.cr and copy it to the Citrix Receiver for Chrome root directory. Configuration files with different names or in other locations are not included when Citrix Receiver for Chrome is repackaged.
4. If you want to enable the in-session toolbar that lets users send the CTRL+ALT+DELETE key combination to their desktops and applications, complete the following steps.
 1. Use a text editor to open the configuration.js file in the Citrix Receiver for Chrome root directory.
 2. Locate the following section in the file.

```
'appPrefs': {  
  'chromeApp': {  
    'ui' : {  
      'toolbar' : {
```

```
'menubar':false,  
'clipboard': false
```

3. Change the setting for the menubar attribute to true.

When you enable the in-session toolbar in this way, it is not necessary to enable the toolbar in the Receiver for Citrix Web site configuration file.

5. If you want to suppress First Time User experience (ftu), set 'ftu':true. This enables the administrator to suppress and package it. For example:

```
"hide": {  
  
    "ftu" : false  
  
}
```

6. By default Citrix Receiver for Chrome can open any file extension in the Files App in a Chromebook intended for opening files in Google Drive using the FileAccess component in the VDA. If an administrator wants to disable this option to download the unpackaged version of Citrix Receiver for Chrome and edit the "file handlers" section in manifest.json to resemble the following:

```
"file handlers" : {  
  "text" :  
    "extensions" : [  
      "ica",  
      "cr"  
    ]  
}
```

7. In Chrome, browse to `chrome://extensions`, select the **Developer mode** check box in the top right corner of the page and then click the **Pack extension** button.

For security reasons, StoreFront only accepts connections from known Citrix Receiver for Chrome instances. You must whitelist your repackaged application to enable users to connect to a Citrix Receiver for Web site.

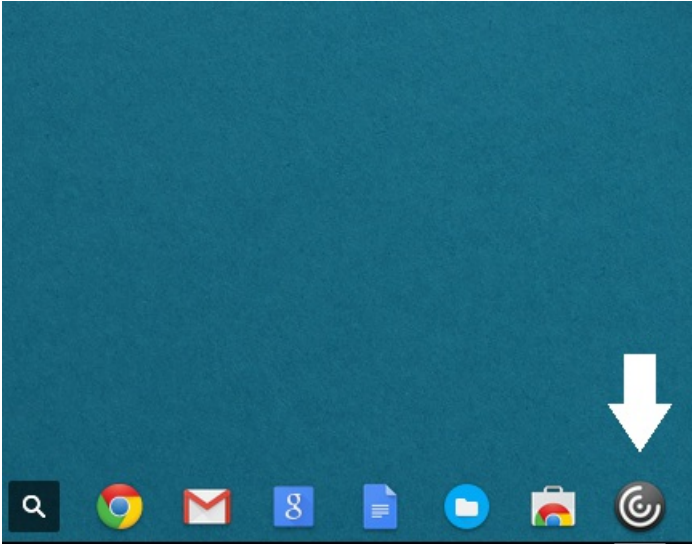
```
hide":{
```

8. On the StoreFront server, use a text editor to open the web.config file for the Citrix Receiver for Web site, which is typically located in the `C:\inetpub\wwwroot\Citrix\storenameWeb` directory, where *storename* is the name specified for the store when it was created.
9. Locate the following element in the file.
`<html5 ... chromeAppOrigins="chrome-extension://haiffjcadagjlijoggckpgfnoeiflnem" ... />`
10. **Change the value of the chromeAppOrigins attribute to** `chrome-extension://haiffjcadagjlijoggckpgfnoeiflnem|chrome-extension://packageid`, where **packageid** is the ID generated for your repackaged application.

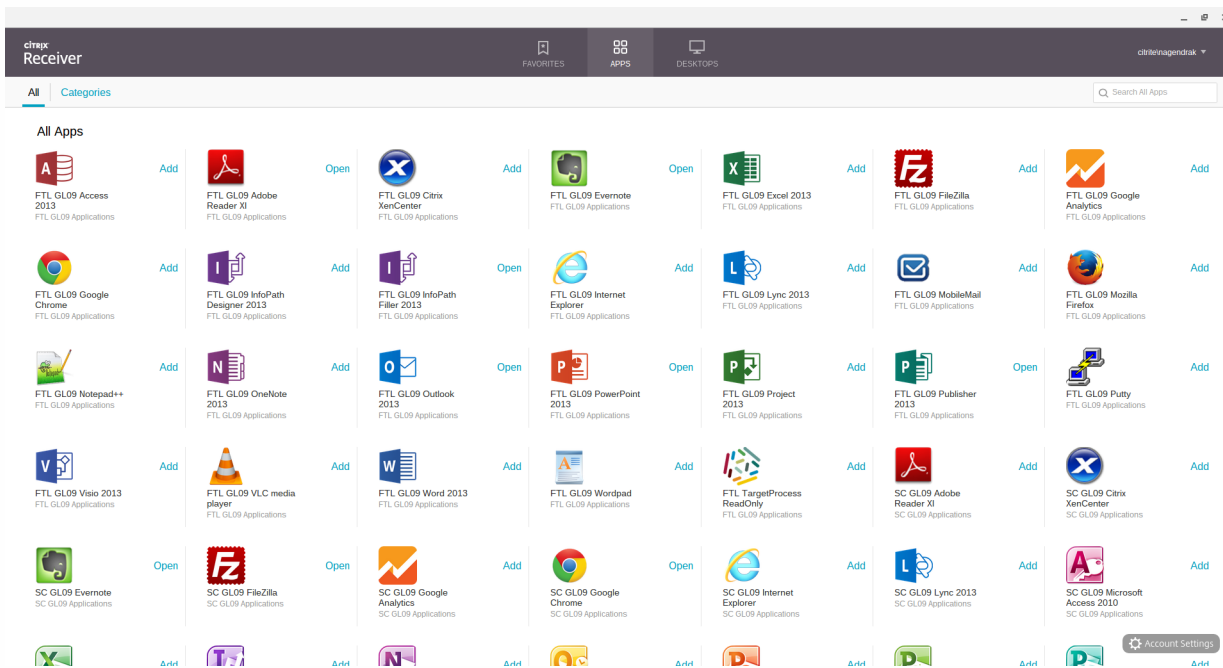
User experience

Mar 30, 2015

After installing and configuring Receiver for Chrome, users click the Citrix Receiver icon in the Chrome apps list to start Receiver for Chrome, as shown in the following figure. To remove Citrix Receiver for Chrome from their devices, your users right-click the Citrix Receiver icon in the Chrome apps list and select Uninstall.



After they have logged on, users' desktops and applications appear, as shown in the following figure. Users can search for resources and click an icon to start a desktop or application in a new window.

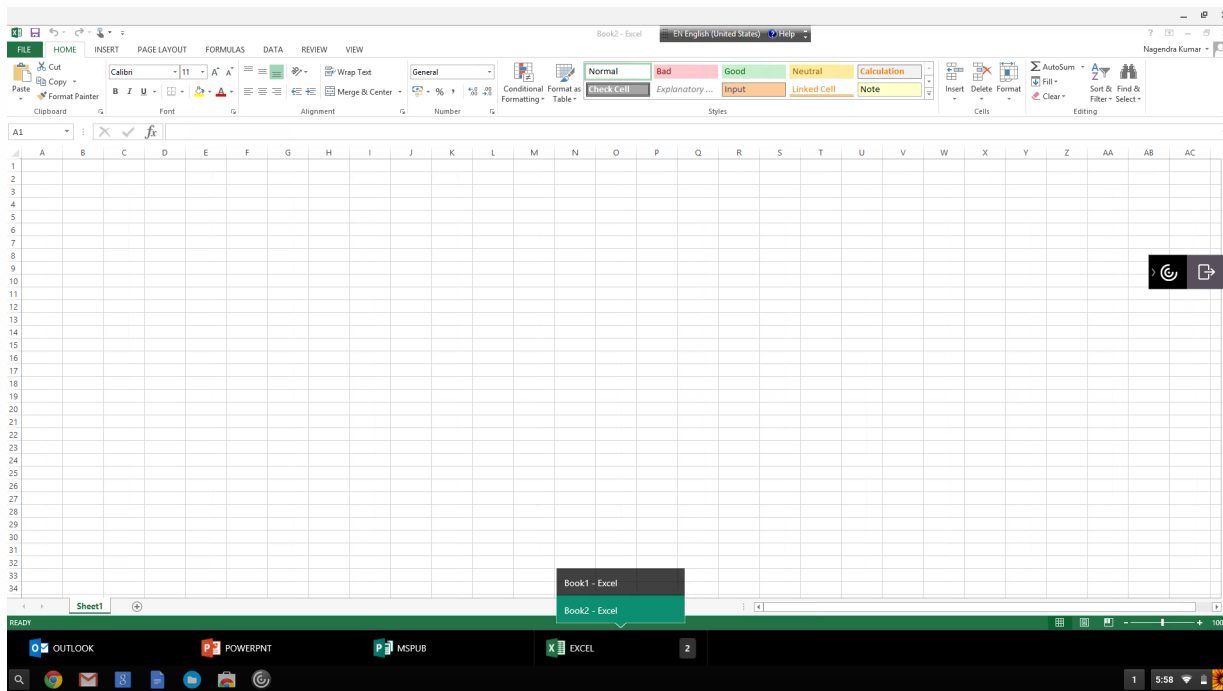


When a user starts an additional application, Citrix Receiver for Chrome checks whether the application can be started within an existing session before creating a new session. This enables users to access multiple applications over a single

connection so that the available resources are used more efficiently.

For session sharing to occur, the applications must be hosted on the same machine and must be configured in seamless window mode with the same settings for parameters, such as window size, color depth, and encryption. Session sharing is enabled by default when a hosted application is made available.

Applications running in the same session appear in the same window. If App Switcher is installed on the machine providing the applications, a taskbar appears at the bottom of the window, as shown in the following figure. The taskbar displays all the applications currently running in the session, enabling users to switch between those applications. Users can configure the taskbar to auto-hide and switch to small icons to minimize the amount of space taken up by the taskbar.

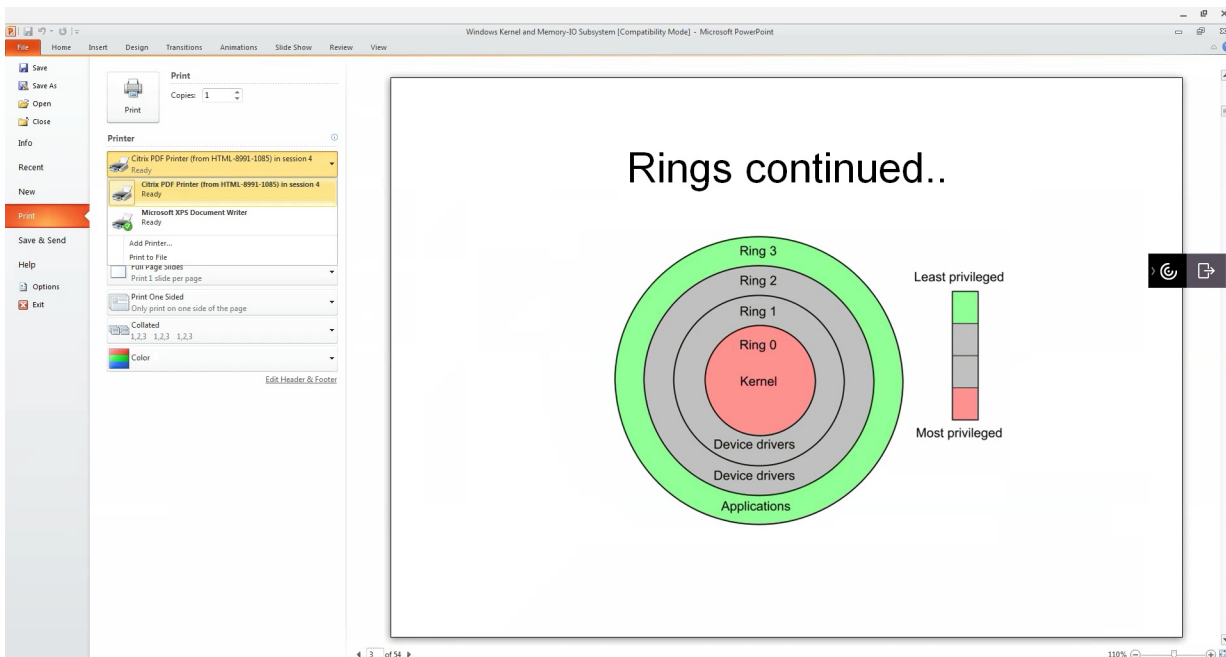


Users can use standard Windows shortcuts to copy data, including text, tables, and images, between hosted applications, both within the same session and between different sessions. Only Unicode plain text can be copied and pasted between hosted applications and the local clipboard on the device.

Users can use standard Windows keyboard shortcuts with Citrix Receiver for Chrome because these shortcuts are passed from Chrome OS to hosted applications. Similarly, shortcuts specific to particular applications can also be used, provided they do not conflict with any Chrome OS shortcuts. However, note that the Windows key must also be pressed for function keys to be recognized, so an external keyboard is required. For more information about using Windows keyboards with Chrome OS, see <https://support.google.com/chromebook/answer/1047364>. Citrix-specific shortcuts, such as those for switching between sessions and windows, cannot be used with Citrix Receiver for Chrome.

When printing a document opened with a hosted application or an application running on a virtual desktop, the user is given the option to print the document to PDF, as shown in the following figure. The PDF is then transferred to the local device for viewing and printing from a locally attached printer or Google Cloud Print. The file is not stored by Citrix Receiver for Chrome.

Note: See the [features](#) for this release for more information about Google Cloud Print support.



To enable logging for Citrix Receiver for Chrome

To assist with troubleshooting connection issues, logs can be generated on both the user device and the machines providing desktops and applications for users.

Enabling logging on user devices

To capture logs on a user device:

1. On the user device, click **Account Settings** in the bottom-right corner of the Citrix Receiver for Chrome logon page.
2. In the **Settings** dialog box, click **Start Logging**.
Details of the collected log files are listed in the Settings dialog box.
3. Click **Stop Logging** to end the collection of logs on the user device.

Enable sever-side logging for App Switcher

To enable logging for App Switcher on machines providing applications for users, complete the following steps.

1. Use a text editor to open the AppSwitcher.exe.config file, which is typically located in the C:\Program Files (x86)\Citrix\App Switcher directory.
2. Locate the following section in the file.

```

1. <applicationSettings>
  <Citrix.AppSwitcher.Properties.Settings>
    <setting name="TraceEnabled" serializeAS="String" >
      <value>False</value>
    </setting>
  </Citrix.AppSwitcher.Properties.Settings>
</applicationSettings>

```

3. Change the content of the <value> element to **True** to enable App Switcher logging.

The App Switcher log files are saved in the \AppData\Citrix\AppSwitcher\Logs directory. The \AppData directory is hidden by default.