Citrix Secure Private Access™

Contents

What's new

February 12, 2026

12 February 2026

- **Port-based routing using routing exceptions**

  The port-based routing feature allows admins to route traffic for different ports of the same destination differently for TCP/UDP apps using routing exceptions. For details, see Port-based routing using routing exceptions.

05 February 2026

- **Citrix Enterprise Browser to Chrome Enterprise Premium migration**

  The Citrix Enterprise Browser to Chrome Enterprise Premium phased migration approach allows organizations to maintain business continuity during the transition period by running both browser solutions in parallel. With the phased migration, customers can validate compatibility of existing applications and workflows with Chrome Enterprise Premium. For details, see Citrix Enterprise Browser to Chrome Enterprise Premium migration.

- **Domain mapping for user groups without email addresses**

  Google directory requires a verified email address for all user and group objects. However, this isn't always available for directories supported by Secure Private Access, specifically Active Directory (AD) and Microsoft Entra ID. AD and Microsoft Entra ID objects might lack an email address or have one pointing to an internal or special domain (for example, @fabrikam.onmicrosoft.com) that Google directory cannot verify.

  Because the email address normally serves as the common identifier between Secure Private Access and Google directory, groups from AD/Entra without a verified Google email address are typically unsupported for Secure Private Access policies. The Domain Mapping feature resolves this by allowing administrators to configure policies against groups even if they lack an email address or have an email address with an unverified domain. For details, see Domain mapping for user groups without email addresses.

18 December 2025

- **Secure access to SSH and RDP applications within the browser**

Citrix Secure Private Access is integrated with Chrome Enterprise Premium to enable secure SSH and RDP sessions directly within the browser. For details, see the following topics:

- Secure access to SSH apps within the browser
- Secure access to RDP apps within the browser

16 December 2025

- **Route DNS queries to application-specific resource locations**

  Administrators can route DNS queries for specific applications directly to their dedicated resource locations. This enables more accurate DNS resolution, intelligent traffic management, and a better user experience. For details, see Route DNS queries to application-specific resource locations.

11 December 2025

- **Citrix Enterprise Browser to Chrome Enterprise Premium migration**

  Existing Secure Private Access service customers can gradually transition from Citrix Enterprise Browser to Chrome Enterprise Premium (CEP). This phased migration approach allows organizations to maintain business continuity during the transition period by running both browser solutions in parallel. With the phased migration, customers can validate compatibility of existing applications and workflows with Chrome Enterprise Premium. For more information, see Citrix Enterprise Browser to Chrome Enterprise Premium migration.

30 October 2025

- **General availability of the agentless access release of Citrix Secure Private Access with Chrome Enterprise solution**

  With the integration of Citrix Secure Private Access™ with Google Chrome Enterprise Premium, end users can now securely access private web and SaaS applications using the Google Chrome browser as their enterprise browser without needing a Zero Trust Network Access (ZTNA) agent, and achieve per-application access with data loss prevention (DLP) controls, web filtering, and ZTNA policy enforcement. For details, see Integration of Citrix Secure Private Access with Google Chrome Enterprise Premium.

  Recommendations for current Secure Private Access / Citrix Enterprise Browser customers with a production tenant

  We recommend that current production customers test the agentless access release in a separate tenant rather than their production tenant. A product update planned for late November

2025 will include enhancements to allow existing Secure Private Access customers to onboard the agentless access functionality while retaining their existing app configurations and access policies. The November 2025 release will also provide a user interface that allows existing Secure Private Access customers to migrate their app launches for current web and SaaS apps (currently launched via Citrix Enterprise Browser) to launch in the Chrome browser.

Customers who prefer to use this release prior to the November 2025 update must reset their existing Secure Private Access tenants to a clean state and then onboard the customers again to Secure Private Access service. Perform the following steps:

1. Delete all access policies, apps, and related domains in the Secure Private Access console.
2. Return to the Secure Private Access tile on the Citrix Cloud console.
3. Select **Fully Cloud-delivered Service architecture** and then click **Continue**. For details, see Secure Private Access onboarding and set up.

17 September 2025

- **Secure Private Access support for iOS devices**

  Secure Private Access is now supported for mobile devices starting with Secure Access Client version 25.08.1 for iOS. Mobile users can access corporate applications from their iOS devices. For details, see Citrix Secure Private Access for mobile device.

13 August 2025

- **Custom workspace domains for accessing apps via Citrix Enterprise Browser™**

  The custom workspace domain feature allows organizations to provide users with access to SaaS and private web applications through a branded, organization-owned domain (for example, workspace.company.com) instead of the default *.cloud.com domain. For details, see Custom workspace domains for accessing apps via Citrix Enterprise Browser.

- **Enhancements to the policy modeling tool**

  The policy modeling tool now displays the routing type and specific policy type influencing an application's routing decisions. This enhancement helps administrators in troubleshooting routing issues and verifying that applications adhere to configured policies. For details, see Policy modeling tool.

14 July 2025

- **Monitor and troubleshoot Secure Private Access agentless apps in Monitor**

Administrators and help-desk personnel can now monitor and troubleshoot Secure Private Access agentless apps sessions and events in Monitor. For details, see Secure Private Access integration with Monitor.

- **Server-to-client connections support for the UDP applications**

  Server-to-client connections are now supported for the UDP applications in addition to TCP applications. The servers in the customer's resource location can establish a UDP connection with the remote client. For details, see Support for server-to-client connections.

- **New role-based access control roles for helpdesk personas**

  The following roles are available for Secure Private Access admins in addition to the Full Access Administrator and Read Only Administrator roles.

  - Full Monitor Administrator
  - Helpdesk Administrator

  For details, see Role-based access control.

- **Route UDP DNS queries to the application-specific resource location**

  The UDP DNS queries for specific host names can now be routed directly to the resource location where the corresponding application is hosted. This routing improves application performance by ensuring that DNS queries reach the most relevant resource location. Previously, all UDP DNS queries were, by default, routed to the geographically closest resource location, regardless of the application's actual location.

  How it works:

  1. The routing of UDP DNS queries to the application-specific resource location is disabled by default. To enable this functionality, contact Citrix Support.
  2. Once the feature is enabled, the DNS query is routed to Secure Private Access to identify the specific resource location associated with the application. Based on the response from Secure Private Access, the DNS query is then routed to the application's dedicated resource location.
  3. In case an application-specific resource location is not identified, the query falls back to the nearest available resource location.

03 June 2025

- **Manage certificates within Secure Private Access console**

  The Secure Private Access certificate store now provides a centralized location for admins to efficiently manage both Certificate Authority (CA) and Secure Sockets Layer (SSL) certificates. This dedicated store simplifies certificate management by enabling administrators to seamlessly

add new certificates, modify existing ones, and remove those that are no longer required. For details, see Manage certificates in the Secure Private Access console.

15 May 2025

- **Integration of Citrix Secure Private Access™ with Google Chrome Enterprise Premium**

  The integration of Citrix Secure Private Access with Google Chrome Enterprise Premium enables customers to use Google Chrome Enterprise Premium as the enterprise browser solution for secure access to private web apps and SaaS applications along with secure connectivity provided by Citrix Secure Private Access. For details, see Integration of Citrix Secure Private Access with Google Chrome Enterprise Premium.

24 April 2025

- **Hybrid data path support**

  The hybrid data path for Secure Private Access service leverages both on-premises and cloud infrastructures to provide secure access to applications. Organizations can use the hybrid data path to route all data traffic through an on-premises NetScaler Gateway. For details, see Hybrid data path for Secure Private Access service.

- **Display of contextual routing insights in Monitor**

  Contextual routing can lead to dynamic changes in application routes. For instance, an application might be routed through the Secure Private Access service when the user is outside the corporate network, but directly to the app when the user is internal. Providing administrators with visibility into these routing decisions is crucial for troubleshooting routing issues. For details, see Contextual routing insights in Monitor.

- **Configure backup resource locations**

  Admins can ensure high availability of applications even during disruptions by configuring a secondary resource location or by using the First Available option. For details, see the following topics:

  - Support for Enterprise web apps
  - Agentless access to Enterprise web apps
  - Support for Software as a Service apps
  - Support for client-server apps

- **Delete IP address pools immediately or gradually over time**

  Support is added to delete IP address pools immediately deleted or over time by using one of the following options.

- **Delete IP Pool by Force:** Stops allocating IP addresses to new users and releases unused IP addresses immediately. Active user sessions using the deleted IP addresses might be terminated, resulting in abrupt closures and forced logouts. Users with terminated sessions are allocated new IP addresses only after a different IP address pool is created.
- **Delete IP Pool over time:** Stops allocating IP addresses to new users and releasing unused IP addresses immediately. The system waits for the active sessions to log out or expire before fully deleting the pool. Users with terminated sessions are allocated new IP addresses only after a different IP address pool is created.

For details, see Delete an IP address pool.

22 April 2025

- **Import applications using the nsconfig file**

  The Secure Private Access admin console includes a file import tool that allows administrators to bulk import multiple applications into the system using the nsconfig file in addition to the CSV file. This tool is especially useful for organizations shifting from a traditional VPN to a more advanced solution like Secure Private Access. For details, see Applications import tool.

  Importing applications using the nsconfig file feature is under preview.

20 February 2025

- **Enhancements to the admin audit logging feature**

  The admin audit logging feature is enhanced to capture detailed logs of all admin actions within the Secure Private Access service. For details, see Audit logs.

- **Search and add users based on UPN and email address**

  You can now search and add users in Secure Private Access based on the UPN and email address in addition to the display name. This search option allows admins to accurately identify and grant access to the correct user, even if they have multiple accounts. For details, see Configure an access policy.

08 January 2025

- **Dynamically route entire sessions using session policies**

  Admins can configure session policies to route internal corporate users directly to back-end apps without tunneling traffic through Secure Private Access. Session policies offer dynamic routing based on factors, such as network location and device posture. For details, see Route internal corporate users directly to back-end applications.

07 January 2025

- **Connector stickiness support**

  Secure Private Access supports connector stickiness. Connector stickiness ensures that after a client establishes a connection with the Connector Appliance, all subsequent requests from the same client are directed to the same source (Connector Appliance). For details, see Connector stickiness.

- **Client IP address stickiness support**

  Secure Private Access supports client IP address stickiness. Client IP address stickiness ensures that requests from a particular client IP address are consistently routed to the same back-end server. For details, see Client IP address stickiness.

  Client IP address stickiness feature is under preview.

- **Support for creating client internal IP address pools**

  Support is added for creating client internal IP address pools. These IP address pools are essential for assigning a unique IP address to a user and the associated device to support the following use cases:

  - Server-to-client connections
  - Client IP address stickiness support

  For details, see Client internal IP address pools.

  ```
  1  Client internal IP address pools feature is under preview.
  ```

- **Support for server-to-client connections**

  Secure Private Access supports server-to-client connections wherein the servers in the customer's resource location can establish a TCP connection with the remote client. To enable server-to-client connection, Secure Private Access introduces the server-to-client app. This app can be configured with the client details (port, protocol) and the back-end server's IP CIDR range. For details, see Support for server-to-client connections.

  Server-to-client app support is under preview.

02 January 2025

- **CSV-based applications import tool**

  The Secure Private Access admin console includes a CSV-based import tool that allows administrators to bulk import multiple applications into the system using a CSV file. This tool is especially useful for organizations shifting from a traditional VPN to a more advanced solution like Secure Private Access. For details, see CSV-based applications import tool.

03 December 2024

- **Secure Private Access support for cloud-hosted multi-session VDI**

  The Citrix Secure Access client for Windows now supports the use of Secure Private Access to achieve zero trust access to corporate resources from cloud-hosted multi-session VDIs. For more information, see Support for Multi-session Virtual Desktop Infrastructure.

  [CSACLIENTS-10642]

25 November 2024

- **Secure Private Access sessions codes in DaaS Monitor**

  Secure Private Access sessions related codes are now displayed in DaaS Monitor. For the list of codes, see Secure Private Access sessions related codes in Monitor.

14 November 2024

- **Enhancements to the policy modeling tool**

  Admins can now view a comprehensive list of policies associated with each application and utilize the drilldown feature to understand the specific policy application logic, why a specific policy was applied and why others were not. For details, Drilldown into access policies.

08 November 2024

- **Secure Private Access integration with Monitor**

  Secure Private Access is integrated with Monitor, the monitoring and troubleshooting console for Citrix DaaS. Administrators and help-desk personnel can monitor and troubleshoot Web/SaaS and TCP/UDP app sessions and events from the DaaS Monitor. For details, see Integration with DaaS monitor.

07 November 2024

- **Enhancements to the Secure Private Access graphical user interface**

  The Secure Private Access service now offers an improved graphical user interface (GUI) for a better user experience. The primary menu tree structure is replaced with a hover-to-display feature for easier navigation. Secondary menu items appear when hovered over, displaying a submenu for quicker selection.

  Also, you can collapse or expand the entire menu by clicking the icon.

23 September 2024

- **Support for context-based app routing and resource locations selection**

  The dynamic domain routing configuration in the access policy now allows admins to edit the internal routing type per URL based on the user context. Administrators can modify the resource locations so that the user requests are routed to the optimal data center, ensuring that user requests are handled efficiently and performance is optimized. For details, see Context-based app routing and resource locations selection.

15 August 2024

- **Option to configure a time duration for purging the entries in the blocked users list**

  Admins can now set a specific duration (1 to 99 days) for purging the entries in the blocked user list. For details, see Terminate active user sessions and add users to the user block list.

- **Additional security controls**

  The following additional security controls are now available for restricting application access.

  - Microphone
  - Webcam
  - Notifications
  - Pop-ups
  - Insecure content

  For details, see Access restriction options.

- **Enhancements to the unsanctioned websites (web filtering) feature**

  The unsanctioned websites (web filtering) feature enables admins to block access to all unsanctioned traffic by default or allow it by default via Citrix Enterprise Browser. For details, see Unsanctioned websites.

16 July 2024

- **Additional security controls**

  The following additional security controls are available for restricting application access.

  - Download restriction by file type
  - Upload restriction by file type
  - Personal data masking
  - Printer management

- Clipboard restriction for security groups

For details, see Access restriction options.

- **Display of embedded domains in the App discovery page**

  The App discovery feature enables admins to create new applications or add those domains to an existing application if a main domain or an embedded domain (HTTP/HTTPS) or the destination IP address (TCP/UDP) is not associated with an application. The **App discovery** page displays both the main domain and its underlying embedded domains in a tree structure. For details, see Discover domains or IP addresses accessed by end users.

11 June 2024

- **Policy modeling tool**

  The policy modeling tool (**Access policies > Policy modeling**) helps admins analyze and troubleshoot configuration issues from within the admin console. For details, see Policy modeling tool.

- **Support for filters in the Diagnostic logs chart**

  The filter option in the **Diagnostic logs** chart helps admins refine the search based on the various criteria such as app type, category, and description for easier logs analysis and troubleshooting. For details, see Diagnostic logs.

13 March 2024

- **Support to terminate active user sessions and add users to the disabled user list**

  Admins can now terminate all active end user sessions immediately and add the users to the disabled user list. Adding a user to this disabled user list terminates all active Secure Private Access application sessions and blocks future application access. For details, see Terminate active user sessions and add users to the disabled user list.

12 February 2024

- **General availability of the browser and antivirus scans**

  The browser and antivirus scans supported by the Device Posture service are now generally available. For details, see Scans supported by device posture.

23 January 2024

- **General availability of device certificate check with Device Posture service**

  Device certificate check with the Device Posture service is now generally available. For details, see Device certificate check with Device Posture service.

20 December 2023

- **General availability of Secure Private Access on-premises**

  Citrix Secure Private Access for on-premises is now generally available. For details, see What's new.

16 October 2023

- **Secure Private Access on-premises solution preview features**

  The Secure Private Access on-premises solution now offers the following:

  - Admin UI for the first-time setup.
  - Admin UI for configuring the applications and access policies.
  - Logs dashboard.

  For details, see Secure Private Access for on-premises.

- **Device Posture service preview features**

  Device Posture service now supports the following checks:

  - Device Posture service is now supported on the IGEL platforms.
  - Device Posture service now supports geolocation and network location checks.

  For details, see Device Posture.

11 September 2023

- **General availability of Device Posture Integration with Microsoft Intune**

  Device Posture Integration with Microsoft Intune is now generally available. For details, see Microsoft Intune integration with Device Posture.

30 August 2023

- **Manage Citrix Endpoint Analysis Client for Device Posture service**

  The EPA client can be used together with NetScaler and Device Posture. Some configuration changes are required to manage EPA client when used with NetScaler and Device Posture. For details, see Manage Citrix Endpoint Analysis Client for Device Posture service.

28 August 2023

- **Device Posture service support on iOS platforms**

  Device Posture service is now supported on iOS platforms. For details, see Device Posture.

  This feature is in preview.

22 August 2023

- **Device Certificate check with Citrix Device Posture service**

  Citrix Device Posture service can now enable contextual access (Smart Access) to Citrix DaaS and Secure Private Access resources by checking the end device's certificate against a corporate certificate authority to ascertain if the end device can be trusted. For details, see Device certificate check with Device Posture service.

  This feature is in preview.

17 August 2023

- **Device Posture events on Citrix DaaS™ Monitor**

  Device Posture service events and monitoring logs are now searchable on DaaS Monitor. For details, see Device posture events on Citrix DaaS Monitor.

07 June 2023

- **Tool for configuring Secure Private Access for on-premises**

  A simplified user interface is now available to configure the Secure Private Access for on-premises solution. The config tool can be run on a Citrix Virtual Apps and Desktops™ delivery controller to create a SaaS or Web application quickly. In addition, you can use this tool to set application restrictions, traffic routing, and NetScaler Gateway settings.

29 May 2023

- **General availability of creation of access policies with multiple rules**

  You can create multiple access rules and configure different access conditions for different users or user groups within a single policy. These rules can be applied separately for both HTTP/HTTPS and TCP/UDP applications, all within a single policy. For details, see Configure an access policy with multiple rules.

  [SPA-746]

10 April 2023

- **Application discovery**

  Application discovery feature helps an admin get visibility into the internal private applications such as web apps and client server apps (TCP and UDP based apps) in their organization and the users accessing those applications. Admins can discover the apps by specifying the scope of the domains (wildcard domains) or IP subnets. For details, see Application discovery.

  [ACS-2325]

29 March 2023

- **Secure Private Access solution for on-premises deployments**

  As a Citrix StoreFront and NetScaler Gateway customer, you can now access the Web and SaaS apps seamlessly along with Citrix Virtual Apps and virtual desktops using the Citrix Secure Private Access solution for on-premises deployments. For details, see Secure Private Access for on-premises.

  [SPAOP-1]

07 March 2023

- **Configure DNS suffixes**

  The DNS suffix feature of the Citrix Secure Private Access service can be used for the following use cases:

  - Enable the Citrix Secure Access™ client to resolve a non-fully qualified domain name (host name) to a fully qualified domain name (FQDN) by adding the DNS suffix domain for the back-end servers.

- Enable admins to configure applications using IP addresses (IP CIDR/IP range), so that the end users can access the applications using the corresponding FQDN under the DNS suffix domain.

For details, see DNS suffixes to resolve FQDNs to IP addresses.

[ACS-2490]

23 January 2023

- **Device posture service**

  Citrix Device Posture service is a cloud-based solution that helps admins to enforce certain requirements that the end devices must meet to gain access to Citrix DaaS (virtual apps and desktops) or Citrix Secure Private Access resources (SaaS, Web apps, TCP, and UDP apps). For details, see Device Posture.

  [AAUTH-90]

- **Microsoft Endpoint Manager integration with Device Posture**

  In addition to the native scans offered by the Device Posture service, the Device Posture service can also be integrated with other third-party solutions. Device Posture is integrated with Microsoft Endpoint Manager (MEM) on Windows and macOS. For details, see Microsoft Endpoint Manager integration with Device Posture.

  [ACS-1399]

22 December 2022

- **Single sign-on support for the Workspace URL for users logged in via Citrix Workspace™ app**

  Citrix Secure Access client now supports single sign-on for the Workspace URL when already logged in via Citrix Workspace app. This SSO functionality enhances the user experience by avoiding multiple authentications. For details, see Single sign-on support for the Workspace URL.

  [ACS-1888]

- **Enable access to apps using access policies**

  To grant access to the apps for the users, admins are now required to create access policies with a matching user subscription list for the apps to be available for end users. Previously, admins had to add users as subscribers for enabling access. For details, see Create access policies.

  [ACS-3018]

03 October 2022

- **Access policies to grant access to the apps**

  The App Subscribers configuration option is removed from the Applications section in the configuration wizard. To grant access to the apps for the users, admins are required to create access policies. In access policies, admins add app subscribers and configure security controls. For details, see Create access policies.

  [ACS-3018]

- **Support for UDP apps**

  The Secure Private Access service now supports access to UDP apps. For details, see Preview features.

  [ACS-1430]

09 September 2022

- **Adaptive access based on user risk score**

  Admins can now configure an adaptive access policy with the user risk score provided by Citrix Analytics for Security (CAS). For details, see Adaptive access based on user risk score.

  [ACS-877]

- **Adaptive access based on user's network location**

  Admins can now configure the adaptive access policy based on the location from where the user is accessing the application. The location can be the country from where the user is accessing the application or the user's network location. For details, see Adaptive access based on the location.

  [ACS-99]

- **Enhanced adaptive access policy builder**

  Access to the apps is now enabled only after the configured conditions are met. Apps subscription alone does not provide your customers access to the applications. Admins must add access policies to provide access to the apps in addition to the app subscription. Also, users or groups is a mandatory condition in the access policies that must be met to access the apps. For details, see Create access policies.

  [ACS-1850]

- **Restrict file uploads into SaaS/web apps**

This feature allows the customer admins to control (allow or restrict) who can upload files into their business-critical applications. With this, only authorized users can upload files into the applications. For details, see Create access policies.

[ACS-655]

- **Enhanced dashboard**

  The Secure Private Access dashboard now provides detailed visibility into several user metrics such as app usage, top app users, top apps accessed, diagnostic logs, and so on. For details, see Dashboard.

  [ACS-2480]

- **Library deprecation**

  The Secure Private Access applications are now not visible inside the Citrix Cloud™ Library. All Secure Private Access configured applications are inside the application section within the Secure Private Access service tile. This helps admins to easily navigate, edit, and configure the applications.

  [ACS-1546]

- **Audit logs for Secure Private Access**

  The Citrix Secure Private Access service related events are now captured in the **Citrix Cloud > System Log.** For details, see Audit logs.

  [ACS-876]

- **Diagnostic logs for Enterprise Web and SaaS apps access**

  The Citrix Secure Private Access events are now integrated with Citrix Analytics. Citrix Analytics provides a public endpoint that enables admins to access and download the events. These events can be accessed through a PowerShell script. For details, see Diagnostic logs for Enterprise Web and SaaS apps access.

  [ACS-805]

- **Troubleshooting Guide**

  The admins can use the troubleshooting guide to resolve configuration-related issues. For details, see Troubleshoot apps related issues.

  [ACS-2719]

15 July 2022

- **Enable access to an application only if an access policy is configured**

Access to the apps is now enabled only after the admin adds an access policy in addition to the app subscription. App subscription alone does not enable access to the applications. With this change, admins can enforce adaptive security based on context like users, location, device, risk. Admins must migrate the existing app security controls and access policies to the new access policy framework. For details, see Migration of app security controls and access policies.

[ACS-1850]

01 June 2022

- **Adaptive Authentication service**

  Adaptive Authentication is now generally available (GA). For detailed information about Adaptive Authentication, see Adaptive Authentication service.

  [CGS-6510]

04 April 2022

- **Rebranding changes**

  Citrix Secure Workspace Access service is now rebranded to Citrix Secure Private Access service.

  [ACS-2322]

- **Admin guided workflow for easy onboarding and set up**

  Secure Private Access now has a new streamlined admin experience with a step-by-step process to configure Zero Trust Network Access to SaaS apps, internal web apps, and TCP apps. It includes configuration of Adaptive Authentication, applications including user subscription, adaptive access policies, and others within a single admin console. For details see, Admin-guided workflow for easy onboarding and set up.

  This feature is now generally available (GA).

  [ACS-1102]

- **Secure Private Access dashboard**

  The Secure Private Access dashboard provides admins full visibility into their top apps, top users, connectors health status, bandwidth usage, and in a single place for consumption. This data is fetched from Citrix Analytics. For details, see Secure Private Access dashboard.

  This feature is now generally available (GA).

  [ACS-1169]

- **Direct access to Enterprise web apps**

  Customers can now enable Zero Trust Network Access (ZTNA) to internal web apps, directly from native web browsers such as Chrome, Firefox, Safari, and Microsoft Edge. For details, see Direct access to Enterprise web apps.

  This feature is now generally available (GA).

- **ZTNA agent-based access to TCP/HTTPS apps**

  Citrix customers can now enable Zero Trust Network Access (ZTNA) to all client-server applications and IP/Port based resources, in addition to internal web apps. For details, see Support for client-server apps.

  This feature is now generally available (GA).

  [ACS-970]

- **Adaptive access and security controls for Enterprise Web, TCP, and SaaS applications**

  The Citrix Secure Private Access service adaptive access feature offers a comprehensive Zero Trust Network Access (ZTNA) approach that delivers secure access to the applications. Adaptive access enables admins to provide granular level access to the apps that users can access based on the context. The term "context"here refers to:

  - Users and groups (users and user groups)
  - Devices (desktop or mobile devices)
  - Location (geo-location or network location)
  - Device posture (device posture check)
  - Risk (user risk score)

  For details, see Adaptive access and security controls for Enterprise Web, TCP, and SaaS applications.

  This feature is now generally available (GA).

  [ACS-878, ACS-879, ACS-882]

- **Audit logs for Secure Private Access**

  The Citrix Secure Private Access service related events are now captured in the **Citrix Cloud > System Log.** For details, see Audit logs.

  This feature is now generally available (GA).

  [ACS-876]

- **Diagnostic logs for Enterprise Web and SaaS apps access**

  The Citrix Secure Private Access events are now integrated with Citrix Analytics. Citrix Analytics provides a public endpoint that enables admins to access and download the events. These

events can be accessed through a PowerShell script. For details, see Diagnostic logs for Enterprise Web and SaaS apps access.

This feature is now generally available (GA).

[ACS-805]

- **Adaptive authentication service**

  Citrix Cloud customers can now use Citrix Workspace to provide Adaptive Authentication to Citrix Virtual Apps and Desktops. Adaptive Authentication is a Citrix Cloud service that enables advanced authentication for customers and users logging in to Citrix Workspace. Adaptive Authentication service is a Citrix managed and Citrix Cloud hosted ADC. For details, see Adaptive Authentication service.

  This feature is in preview.

  [CGS-6510]

16 February 2022

- **Support for client-server apps** With the support for client-server applications within Citrix Secure Private Access, you can now eliminate the dependency on a traditional VPN solution to provide access to all private apps for remote users.

  For details, see Support for client-server apps - Preview

  [ACS-870]

11 October 2021

- **Merger of Citrix Gateway service tile into a single Secure Private Access in Citrix Cloud**

  The Citrix Gateway service tile is now merged into a single Secure Private Access in Citrix Cloud.

  - All Secure Private Access customers, including Citrix Workspace Essentials™ and Citrix Workspace Standard, can now use one single Secure Private Access tile for configuring SaaS and Enterprise web apps, enhanced security controls, contextual policies, in addition to web filtering policies.
  - All Citrix DaaS customers can still enable the Citrix Gateway service as the HDX proxy from Workspace Configuration. However, the shortcut to enable Citrix Gateway service from the gateway service tile is removed. You can enable the Citrix Gateway service from **Workspace configuration > Access > External Connectivity**. For details, see External connectivity. There is no change in the functionality, otherwise.

  [NGSWS-16761]

30 July 2021

- **Contextual access and security controls for the Enterprise Web and SaaS apps based on user's geographic location**

  The Citrix Secure Private Access service now supports contextual access to the Enterprise Web and SaaS apps based on the user's geographic location.

  [ACS-833]

- **Option to hide a specific Web or a SaaS app from Citrix Workspace portal**

  Admins can now hide a specific Web or SaaS app from the Citrix Workspace portal. When an app is hidden from the Citrix Workspace portal, the Citrix Gateway service does not return this app during enumeration. However, users can still access the hidden app.

  [ACS-944]

09 June 2021

- **Route table to define the rules to route the app traffic**

  Admins can now use the route table to define the rules to route the app traffic directly to the internet or through the Citrix Gateway Connector. The admins can define the route type for the apps as External, Internal, Internal-Bypass Proxy, or External via Gateway Connector depending on how they want to define the traffic flow.

  [ACS-243]

22 May 2021

- **Contextual access to Enterprise Web and SaaS applications**

  The Citrix Secure Private Access service contextual access feature offers a comprehensive zero-trust access approach that delivers secure access to the applications. Contextual access enables admins to provide granular level access to the apps that users can access based on the context. The term "context"here refers to users, user groups, and the platform (mobile device or a desktop computer) from which the user is accessing the application.

  [ACS-222]

- **Rebranding of Citrix Gateway Connector user interface**

  The Citrix Cloud Gateway Connector™ user interface is rebranded as per the Citrix branding guidelines.

  [NGSWS-17100]

01 May 2021

- **Deletion of customer data from the Citrix Secure Private Access service datastore**

  Customer data, including backups, is deleted from the Citrix Secure Private Access service datastore after 90 days of service entitlement expiry.

  [ACS-388]

- **Simplified steps to federate a domain from Azure AD to Citrix Workspace**

  The steps to federate a domain from Azure AD to Citrix Workspace app is now simplified for faster onboarding in Citrix Workspace. Domain federation can now be performed in the Citrix Gateway service user interface, from the Single sign on page.

  [ACS-351]

- **Enhancement to the Connectivity Test tool**

  The Connectivity Test tool in the Citrix Gateway Connector is enhanced to handle timeout errors and to generate the necessary logs.

  [NGSWS-17212]

15 March 2021

- **Platform enhancements**

  Various platform enhancements are made to increase reliability in propagating customer's admin configurations to the Citrix Gateway Connectors.

  [ACS-85]

- **Improved web apps performance**

  The web apps performance when the web applications are accessed from the system browser using clientless VPN has been improved.

  [NGSWS-16469]

- **Enabling Citrix Gateway Connector to use TLS1.2 Grade A or above cipher suites**

  The Citrix Gateway Connector now uses TLS1.2 with Grade A or above cipher suites to connect to Citrix Cloud service and other back end servers.

  [NGSWS-16068]

11 November 2020

- **Renaming of Citrix Access Control™ service**

  The Access Control service is now renamed as Secure Private Access.

  [NGSWS-14934]

15 October 2020

- **Enhanced security option to launch SaaS and Enterprise Web apps within Remote Browser Isolation service**

  Admins can now use the enhanced security option, **Select Launch application always in Citrix Remote Browser Isolation™ service** to always launch an application in the Remote Browser Isolation service regardless of other enhanced security settings.

  [ACS-123]

08 October 2020

- **Configure session timeouts for the Citrix Secure Private Access browser extension**

  Admins can now configure session timeouts for the Citrix Secure Private Access browser extension. Admins can configure this setting from the **Manage** tab in the Citrix Gateway service user interface.

  [NGSWS-13754]

- **RBAC control on Citrix Secure Private Access browser extension admin settings**

  RBAC control is now enforced on Citrix Secure Private Access browser extension admin settings.

  [NGSWS-14427]

24 September 2020

- **Enable VPN-less access to Enterprise Web apps through a local browser**

  You can now use the **Citrix Secure Private Access** browser extension to enable VPN-less access to Enterprise Web apps through a local browser. The **Citrix Secure Private Access** browser extension is supported on both Google Chrome and Microsoft Edge browsers.

  [ACS-286]

07 July 2020

- **Validate Kerberos configuration on Citrix Gateway Connector**

  You can now use the **Test** button in the **Single sign on** section to validate the Kerberos configuration.

  [NGSWS-8581]

19 June 2020

- **Read-only access to admins of the Citrix Gateway service and Citrix Secure Private Access service**

  Security admin teams using the Citrix Gateway service can now provide granular controls, such as read-only access to admins of the Citrix Gateway service and Citrix Secure Private Access service.

  - Admins with read-only access to the Citrix Gateway service have access to only view the app details.
  - Admins with read-only access to the Citrix Secure Private Access service can only view the content access settings.

  [ACS-205]

08 May 2020

- **New troubleshooting tools in Citrix Gateway Connector 13.0**

  - **Network tracing:** You can now use the **Trace** feature to troubleshoot Citrix Gateway Connector registration issues. You can download the trace file and share it with the administrators for troubleshooting.
    [NGSWS-10799]
  - **Connectivity tests:** You can now use the **Connectivity Test** feature to confirm that there are no errors in the Gateway Connector configuration and the Gateway Connector is able to connect to the URLs.

    [NGSWS-8580]

V2019.04.02

- **Kerberos authentication support for Citrix Gateway Connector to outbound proxy** [NGSWS-6410]

Kerberos authentication is now supported for the traffic from the Citrix Gateway Connector to the outbound proxy. Gateway Connector uses the configured proxy credentials to authenticate to the outbound proxy.

V2019.04.01

- **Web/SaaS apps traffic can now be routed via a corporate-network-hosted Gateway-Connector thus avoiding two factor authentication.** If a customer has published a SaaS app that is hosted outside the corporate network, support is now added to authenticate traffic for that app to go through an on-premises Gateway Connector.

  For example, consider that a customer has an Okta protected SaaS app (like Workday). The customer might want that even though the actual Workday data traffic is not routed via the Citrix Gateway service, the authentication traffic to the Okta server is routed through the Citrix Gateway service via an on-premises Gateway Connector. This helps a customer to avoid a second factor authentication from the Okta server as the user is connecting to the Okta server from within the corporate network.

  [NGSWS-6445]

- **Disabling Filtering Website Lists and Website Categorization**. Filtering Website Lists and Website Categorization can be disabled if the admin chooses not to apply these functionalities for a specific customer.

  [NGSWS-6532]

- **Automatic geo routing for Remote Browser Isolation service redirects.** Automatic geo routing is now enabled for Remote Browser Isolation service redirects.

  [NGSWS-6926]

V2019.03.01

- **"Detect"button is added in the "Add a Gateway Connector"page.** The **Detect** button is used to refresh the list of connectors, allowing the newly added connector to reflect in the Web app connectivity section.

  [CGOP-6358]

- **A new category "Malicious and Dangerous"is added in the "Access Control Web Filtering" categories.** A new category named **Malicious and Dangerous** in the **Access Control Web Filtering** categories is added under the **Malware and Spam** group.

  [CGOP-6205]

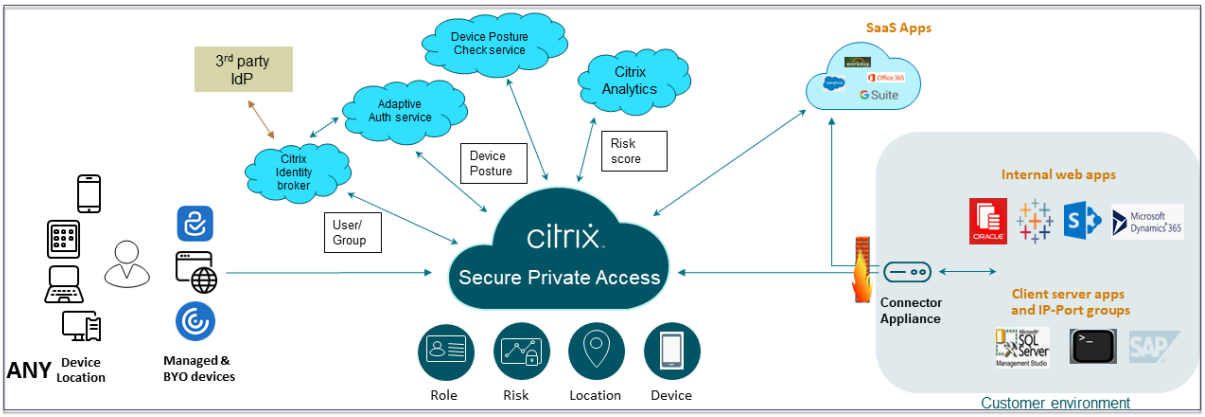
Secure Private Access service solution overview

February 4, 2026

Solution overview

Traditional VPN solutions require end-user devices to be managed, provide access at the network level, and enforce static access control policies. Citrix Secure Private Access™ gives IT a set of security controls to protect against threats from BYO devices, giving users the choice to access their IT-sanctioned applications from any device, whether it's managed or BYO.

Citrix Secure Private Access offers Adaptive Authentication, single sign-on support, enhanced security controls for the applications. Secure Private Access also provides the capabilities to scan the end user device before establishing a session by using the Device Posture service. Based on the Adaptive Authentication or Device Posture results, admins can define the authentication methods for the apps.



Adaptive security

Adaptive Authentication determines the right authentication flow for the current request. Adaptive Authentication can identify the device posture, geographical location, network segment, user organization/department membership. Based on the information obtained, an admin can define how they want to authenticate users to their IT sanctioned apps. This allows organizations to implement the same authentication policy framework across every resource including public SaaS apps, private web apps, private client-server apps, and Desktops as a Service (DaaS). For details, see Adaptive Security.

Application access

Secure Private Access can create a connection to the on-premises web apps without relying on a VPN. This VPN-less connection uses an on-premises deployed Connector Appliance. The Connector Appliance creates an outbound control channel to the organization's Citrix Cloud subscription. From there, Secure Private Access can tunnel connections to the internal web apps without the need for a VPN. For details, see Application Access.

Single sign-on

With Adaptive Authentication, organizations can provide strong authentication policies to help reduce the risk of compromised user accounts. The single sign-on capabilities of Secure Private Access use the same Adaptive Authentication policies for all SaaS, private web, and client-server apps. For details, see Single Sign-On.

Browser security

Secure Private Access enables end users to safely browse the internet with a centrally managed and secured enterprise browser. When an end user launches a SaaS or private web app, several decisions are dynamically made to decide how best to serve this application. For details, see Browser Security.

Device posture

Device posture service allows an admin to define policies to check the posture of endpoint devices trying to access corporate resources remotely. Based on the compliance status of an endpoint, the device posture service can deny access or provide restricted/full access to corporate applications and desktops.

When an end user initiates a connection with Citrix Workspace™, the Device Posture client collects information about the endpoint parameters and shares this information with the Device Posture service to determine if the posture of the endpoint meets policy requirements.

The integration of the Device Posture service with Citrix Secure Private Access enables secure access to SaaS, Web, TCP and UDP apps from anywhere, delivered with the resiliency and scalability of Citrix Cloud. For details, see Device Posture.

Support for TCP and UDP applications

Sometimes remote users need access to private client-server apps that have their front-end on the endpoint and their back-end in a data center. Organizations can rightfully enforce strict security poli-

cies around these internal and private apps, making it difficult for remote users to access these applications without compromising security protocols.

Secure Private Access service addresses the TCP and UDP security vulnerabilities by enabling ZTNA to deliver secure access to these apps. Users can now access all private apps including TCP, UDP, and HTTPS apps either using a native browser or a native client application via the Citrix Secure Access™ client running on their machines.

Users must install the Citrix Secure Access client on their client devices.

- For Windows, the client version (22.3.1.5 and later) can be downloaded from https://www.citrix.com/downloads/citrix-secure-access/.
- For macOS, the client version (22.02.3 and later) can be downloaded from the App Store.

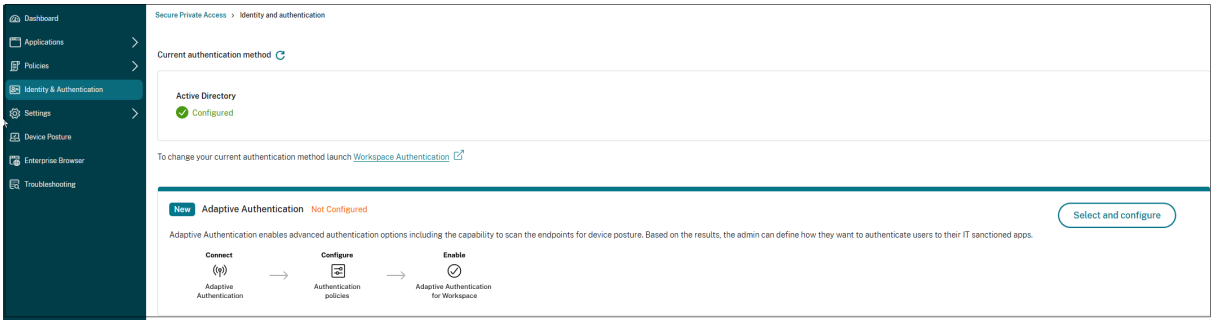
For details, see Support for client-server apps.

Set up Citrix Secure Private Access

Enable zero trust network access to SaaS apps, internal web apps, TCP, and UDP apps using the Secure Private Access admin console. This console includes configuration of Adaptive Authentication, applications including user subscription and adaptive access policies.

Set up identity and authentication

Select the authentication method for the subscribers to log in to Citrix Workspace. Adaptive Authentication is a Citrix Cloud™ service that enables advanced authentication for customers and users logging in to Citrix Workspace.



For details, see Set up identity and authentication.

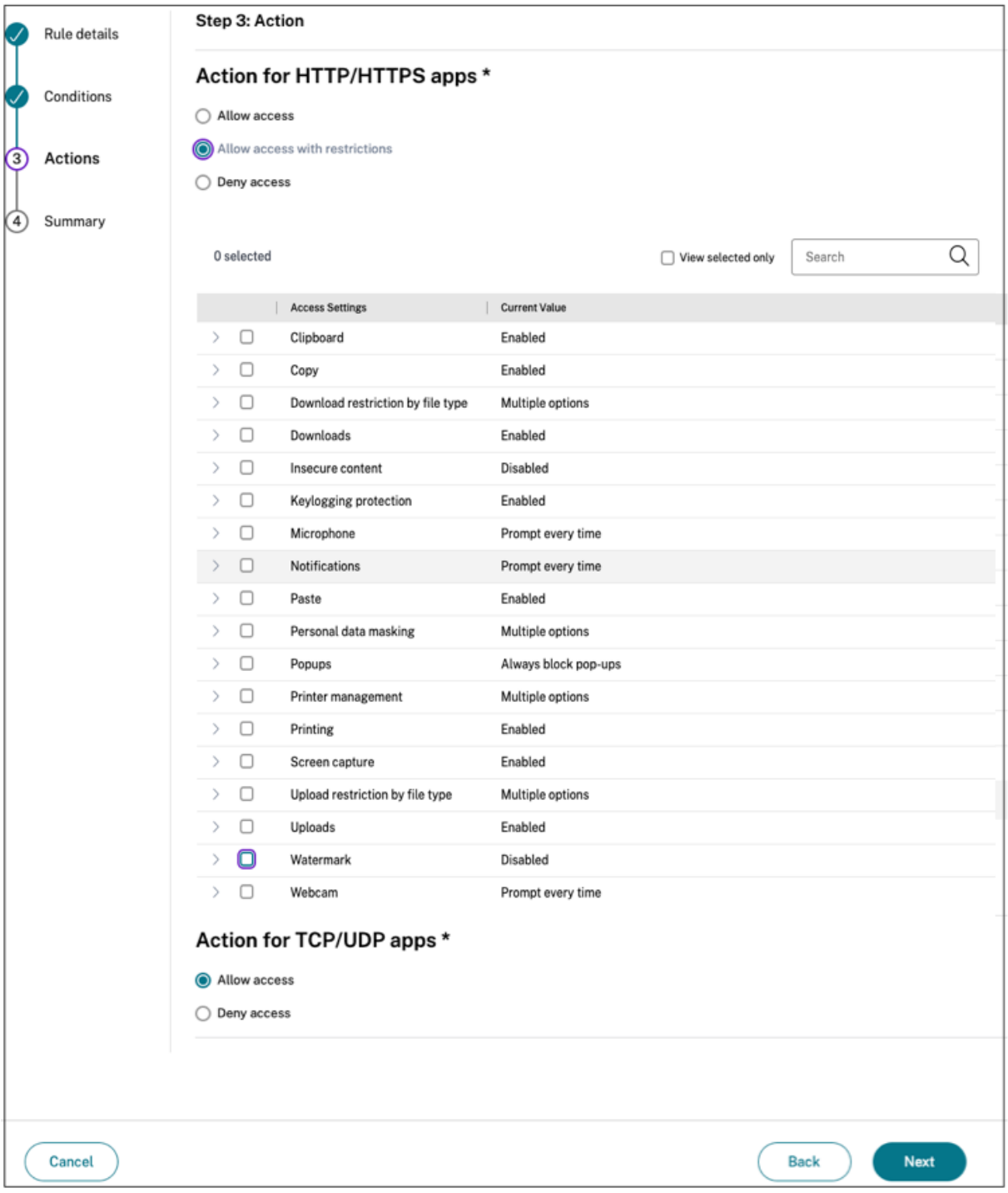
Enumerate and publish apps

After you have selected the authentication method, configure the Web, SaaS, or the TCP and UDP apps using the admin console. For details, see Add and manage apps.

Enable enhanced security controls

To protect content, organizations incorporate enhanced security policies within the SaaS applications. Each policy enforces a restriction on the Citrix Enterprise Browser™ when using Workspace app for desktop or on Secure Browser when using Workspace app web or mobile.

- **Restrict clipboard access**: Disables cut/copy/paste operations between the app and the system clipboard.
- **Restrict printing**: Disables the ability to print from within the Citrix Enterprise Browser.
- **Restrict downloads**: Disables the user's ability to download from within the app.
- **Restrict uploads**: Disables the user's ability to upload within the app.
- **Display watermark**: Displays a watermark on the user's screen displaying the user name and IP address of the user's machine.
- **Restrict key logging**: Protects against key loggers. When a user tries to log on to the app using the user name and password, all the keys are encrypted on the key loggers. Also, all activities that the user performs on the app are protected against key logging. For example, if app protection policies are enabled for Office 365 and the user edit an Office 365 word document, all key strokes are encrypted on key loggers.
- **Restrict screen capture**: Disables the ability to capture the screens using any of the screen capture programs or apps. If a user tries to capture the screen, a blank screen is captured.



For details, see Configure an access policy.

Enable Citrix Enterprise Browser for application launches

Secure Private Access enables end users to launch their apps using the Citrix Enterprise Browser (CEB). CEB is a chromium-based browser integrated with the Citrix Workspace app that enables a seamless

and secure access experience to access web and SaaS apps within Citrix Enterprise Browser.

CEB can be configured as preferred browser or as your work browser for all the internally hosted web apps or SaaS apps with security policies. CEB allows users to open all configured SaaS/web app domains inside a secure and controlled environment.

Enable Citrix Enterprise Browser Administrators can use Global App Configuration service (GACS) to configure Citrix Enterprise Browser as the default browser to launch web and SaaS apps from the Citrix Workspace app.

Configuration through API:

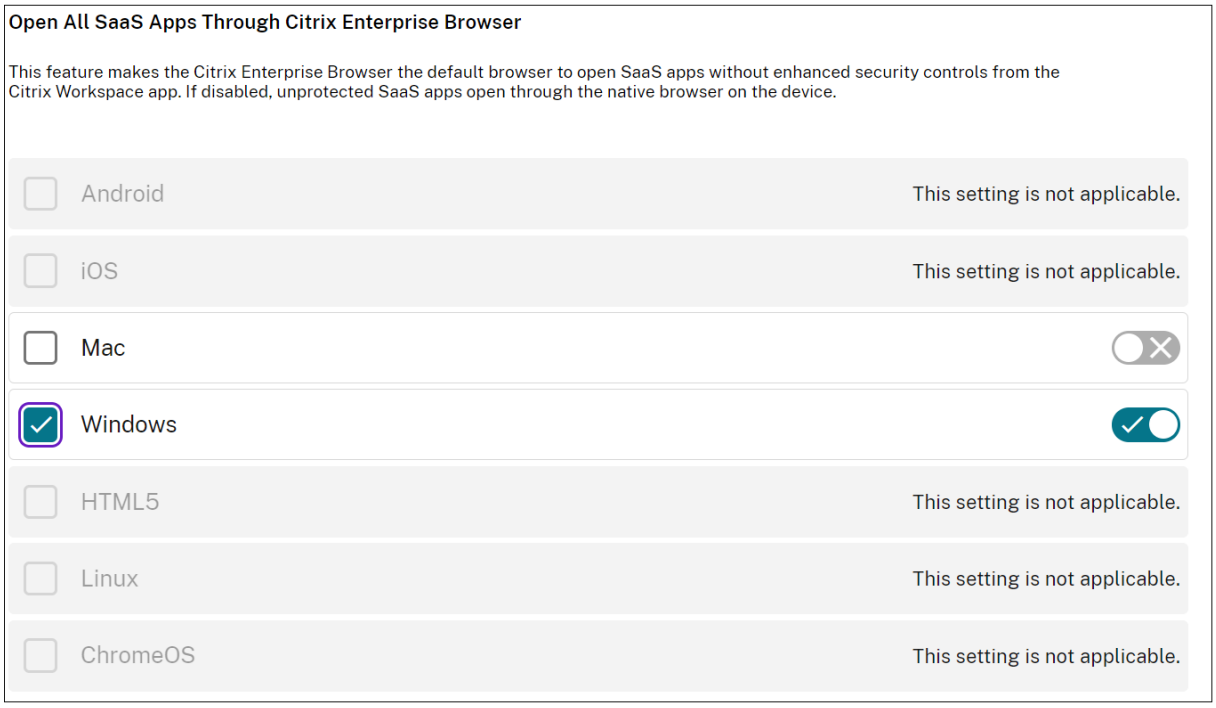
To configure, here is an example JSON file to enable Citrix Enterprise Browser for all apps, by default:

```
"settings": [
                    {

                       "name": "open all apps in ceb",
                       "value": "true"
                     }

                    ]
```

The default value is true.

Configuration through GUI:

Select the devices for which CEB must be made the default browser for the app launches.

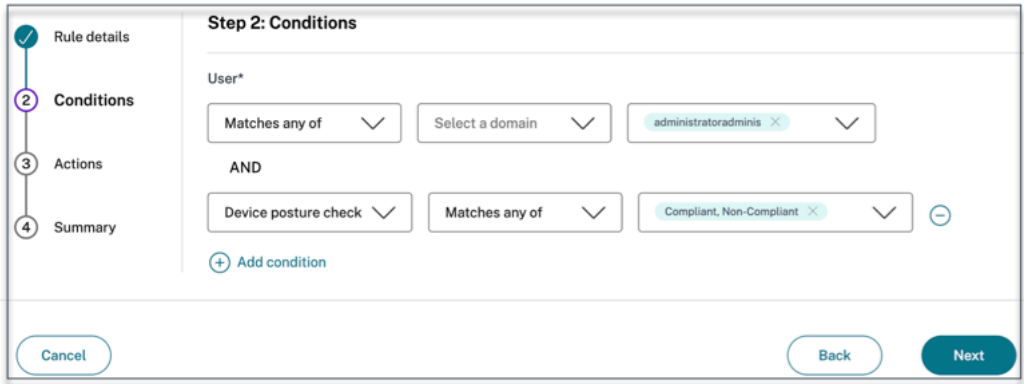


For details, see Manage Citrix Enterprise Browser through GACS.

Configure tags for contextual access using Device Posture

After the device posture verification, the device is allowed to log in and the device is classified as compliant or non-compliant. This classification is made available as tags to the Secure Private Access service and are used to provide contextual access based on device posture.

1. Sign into Citrix Cloud.
2. On the Secure Private Access tile, click **Manage**.
3. Click **Access Policies** on the left navigation and then click **Create policy**.
4. Enter the policy name and description of the policy.
5. In **Applications**, select the app or set of apps on which this policy must be enforced.
6. Click **Create Rule** to create rules for the policy.
7. Enter the rule name and a brief description of the rule, and then click **Next**.
8. Select the users'conditions. The Users condition is a mandatory condition to be met to grant access to the applications for the users.
9. Click **+** to add device posture condition.
10. Select **Device posture check** and the logical expression from the drop-down menu.
11. Enter one of the following values in custom tags:



- **Compliant** - For compliant devices
- **Non-Compliant** - For non-compliant devices

12. Click **Next**.
13. Select the actions that must be applied based on the condition evaluation, and then click **Next**.

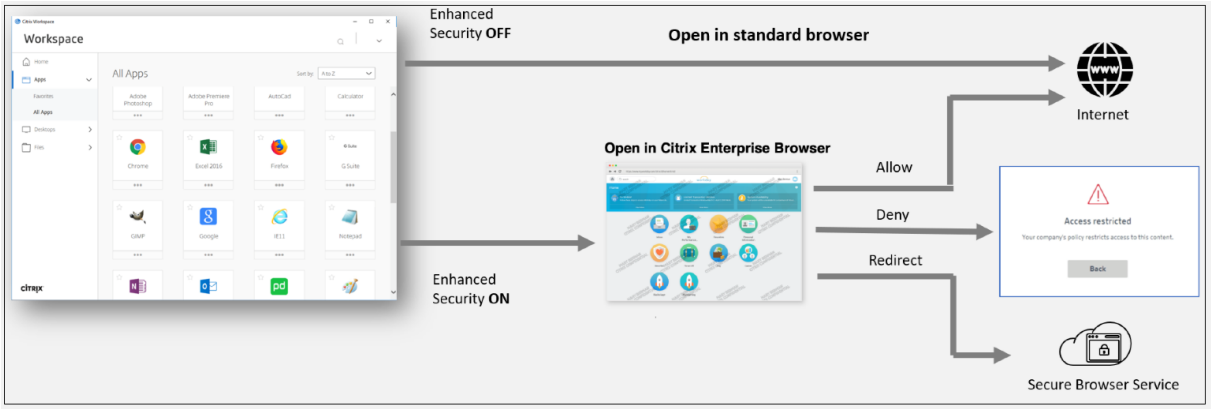
    The Summary page displays the policy details.

14. Verify the details and click **Finish**.

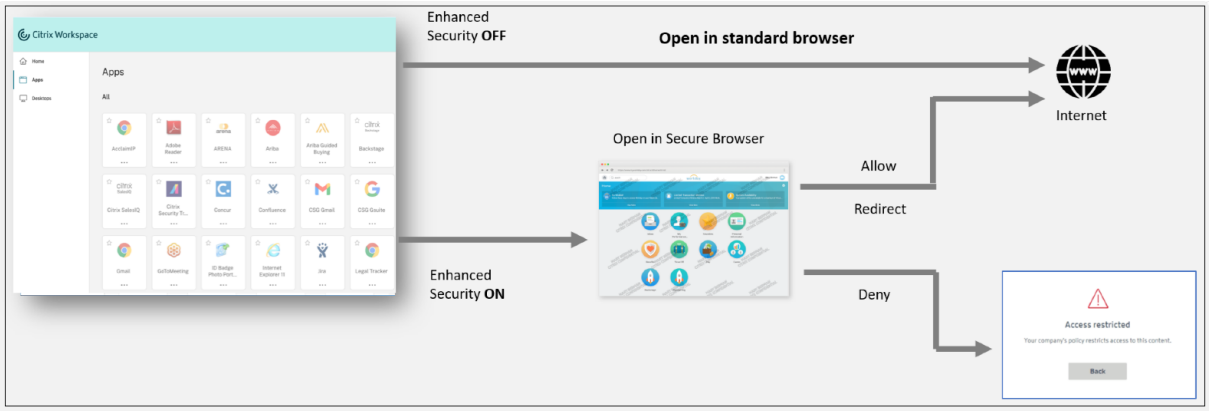
> **Note:**
>
> Any Secure Private Access application which is not tagged as compliant or non-compliant in the access policy is treated as the default application and is accessible on all the endpoints regardless of device posture.

End-user experience

The Citrix administrator has the power to extend security control with the help of Citrix Secure Private Access. Citrix Workspace app is an entry point to access all resources securely. End users can access virtual apps, desktops, SaaS apps, and files through Citrix Workspace app. With Citrix Secure Private Access, administrators can control how a SaaS Application is accessed by the end user via Citrix Workspace Experience web UI or native Citrix Workspace app client.



When the user launches the Workspace app on the endpoint, they see their applications, desktops, files, and SaaS apps. If a user clicks the SaaS application when enhanced security is disabled, the application opens in a standard browser which is locally installed. If the administrator has enabled enhanced security, then the SaaS apps open on the CEB within the Workspace app. Accessibility to hyperlinks within SaaS apps and web apps is controlled based on the unsanctioned websites policies. For details on Unsanctioned websites, see Unsanctioned websites.



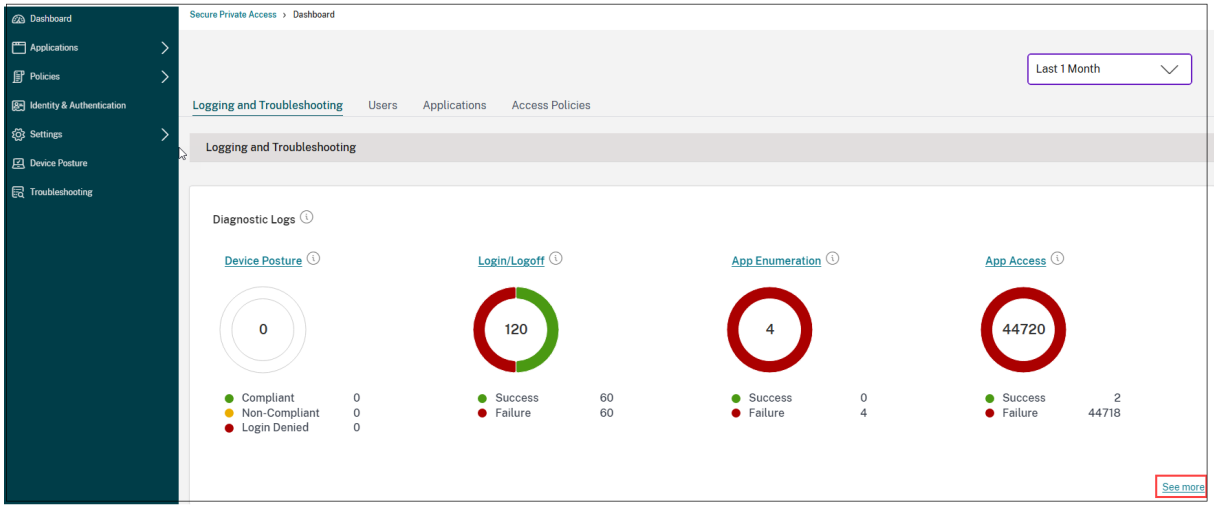
Similarly, with the Workspace Web portal, when enhanced security is disabled, SaaS applications are opened in a standard browser which is natively installed. When enhanced security is enabled, SaaS apps are opened in the secure Remote Browser. Users can access the websites within SaaS apps based on the unsanctioned websites policies. For details on Unsanctioned websites, see Unsanctioned websites.

Analytics dashboard

The Secure Private Access service dashboard displays the diagnostics and usage data of the SaaS, Web, TCP, and UDP apps. The dashboard provides admins full visibility into their apps, users, connectors health status, and bandwidth usage in a single place for consumption. This data is fetched from Citrix Analytics. The metrics are broadly classified into the following categories.

- Logging and troubleshooting
- Users
- Applications
- Access policies

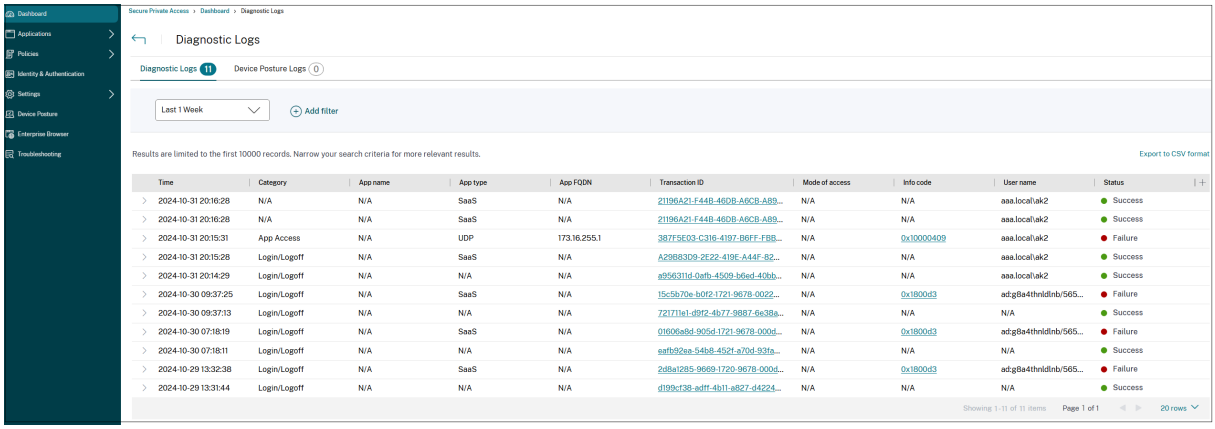
For details, see Dashboard.



Troubleshoot app issues

The Diagnostics Logs chart in the Secure Private Access dashboard provides visibility into the logs related to authentication, application launch, app enumeration, and device posture logs.

- **Info code**: Some log events such as failures have an associated info code. Clicking the info code redirects the users to the resolution steps or more information about that event.
- **Transaction ID**: The diagnostic logs also display a transaction ID that correlates all Secure Private Access logs for an access request. One app access request can have multiple logs generated, starting from authentication, then app enumeration within the workspace app, and then app access itself. All these events generate their own logs. Transaction ID is used to correlate all of these logs. You can filter the diagnostic logs using the transaction ID to find all logs related to a particular app access request.
  For details, see Troubleshoot Secure Private Access issues.



Sample use cases

- Access internal applications (Web/TCP/UDP) using a Zero-Trust approach without opening incoming traffic on the firewall
- Move to a Zero-Trust approach by discovering applications accessed by users
- Restrict access to SaaS applications to Citrix Enterprise Browser
- Restrict access to SaaS applications to company-owned public IP addresses
- Enhanced Security to Azure-managed SaaS Apps
- Enhanced Security to Office 365
- Enhanced Security to Okta Apps

Reference articles

- Introduction to Secure Private Access
- Tech brief
- Reference Architecture
- Citrix Enterprise Browser
- Manage Citrix Enterprise Browser through GACS
- Admin-guided workflow for easy onboarding and set up

Reference videos

- Zero trust network access (ZTNA) to apps
- Private Web app access with Citrix Secure Private Access
- Public SaaS app access with Citrix Secure Private Access
- Private client-server app access with Citrix Secure Private Access
- Keylogger Protection with Citrix Secure Private Access
- Screen sharing protection with Citrix Secure Private Access
- End-user experience with Citrix Secure Private Access
- ZTNA versus VPN logon experience with Citrix Secure Private Access
- ZTNA versus VPN port scans with Citrix Secure Private Access

What's new in related products

- Citrix Enterprise Browser: About this release
- Citrix Workspace: What's new
- Citrix DaaS: What's new
- Citrix Secure Access client NetScaler Gateway Clients

Integration with Google Chrome Enterprise Premium

November 4, 2025

Solution overview

Citrix customers can leverage the world's most popular and secure web browser, Chrome with a familiar experience to natively access authorized corporate web applications. Citrix Secure Private Access enforces per application least privilege access based on admin-defined policies that are centrally managed through the Secure Private Access console. Administrators can easily configure enterprise application domains and zero trust access policies on the Secure Private Access console. They can model policies to validate and test security outcomes and deliver the right level of user access and end-user experience.

The benefit of this integration is to provide agentless access from the Chrome browser to private web and SaaS applications by automated traffic steering through Citrix Secure Private Access infrastructure. When users access applications through Chrome, the system automatically sends their traffic to Citrix Secure Private Access via the Google Secure Gateway. This ensures secure and controlled network access without needing to install extra software on user devices. It also simplifies the deployment, reduces IT management, improves the user experience, and streamlines IT operations.

The integrated solution includes the following components:

- Google Chrome Enterprise Premium (CEP), which includes features such as data loss prevention (DLP), malware and phishing protection, URL filtering, and Google administration console.
    - The Google Chrome browser running locally on the client machine acts as a secure browser with per user level policy enforcement via Chrome managed profiles.
    - The Google Chrome Enterprise Premium console accessed via the Google Cloud portal provides the administration, management, and monitoring console for the Chrome Enterprise Premium security policies.
- Citrix Secure Private Access, which includes access to the cloud infrastructure, ZTNA policy engine, and Connector Appliances deployed in the customer environment.
- Citrix console including the Secure Private Access console for zero-trust access policies to private applications and Citrix Monitor for monitoring and troubleshooting.

The Citrix Secure Private Access service enforces all the access policies configured by the administrator, ensuring that users are only granted access to specific web applications.

Chrome Enterprise Premium advanced security features

The following are some of the advanced security features offered by Chrome Enterprise Premium:

- **Data loss prevention (DLP)**: Implement granular controls and policies to prevent sensitive data from being leaked or accidentally shared.
- **Malware deep scanning**: Use advanced scanning techniques to detect and quarantine unknown or high-risk files, preventing the execution of malicious code and protecting against zero-day attacks.
- **Phishing protection**: Safeguard users from visiting harmful websites by identifying and blocking phishing attempts, preventing the theft of login credentials and personal information.
- **URL categorization and filtering**: Restrict access to websites based on their content category, preventing users from accessing inappropriate or malicious content.
- **Web usage insights and analytics**: Provide detailed reports and analytics on web traffic, allowing administrators to monitor user activity, identify potential security threats, and optimize network bandwidth.

For more information, see Chrome Enterprise Premium overview.

Prerequisites for successful integration

To ensure optimal integration between the Citrix Workspace™ application and Chrome Enterprise Premium, the following prerequisites must be met. Successful completion of these prerequisites results in a more efficient and seamless experience when launching applications from the Citrix Workspace app or the web-based user interface.

The prerequisites are broadly classified into the following categories.

- Licenses, app versions, and extensions
- Google Admin console
- Secure Private Access service
- Chrome browser
- Synchronize user directory configured in Citrix Workspace with the Google Cloud user directory

Citrix Secure Private Access - Supported deployment modes

The integrated solution supports the following deployment modes from Citrix Secure Private Access:

- **Citrix Secure Private Access service**: In this deployment mode, all components, including the control plane and gateway infrastructure, are hosted in Citrix Cloud. For more information, see Citrix Secure Private Access.

- **Citrix Secure Private Access hybrid deployment**: This deployment allows customers to implement a Zero Trust Network Access (ZTNA) solution using on-premises StoreFront and NetScaler Gateway components and use Citrix Cloud for managing the configuration, administration, and monitoring functions. This means customers can leverage existing NetScaler Gateway on-premises to control user traffic routing while using Citrix Cloud hosted UI for management of configurations and policies and also use Citrix Monitor hosted in the Citrix Cloud for monitoring and troubleshooting functions. For more information, see Citrix Secure Private Access hybrid deployment.

Recommendations for current Secure Private Access / Citrix Enterprise Browser customers with a production tenant

We recommend that current production customers test the agentless access release in a separate tenant rather than their production tenant. A product update planned for late November 2025 will include enhancements to allow existing Secure Private Access customers to onboard the agentless access functionality while retaining their existing app configurations and access policies. The November 2025 release will also provide a user interface that allows existing Secure Private Access customers to migrate their app launches for current web and SaaS apps (currently launched via Citrix Enterprise Browser) to launch in the Chrome browser.

Customers who prefer to use this release prior to the November 2025 update must reset their existing Secure Private Access tenants to a clean state and then onboard the customers again to Secure Private Access service. Perform the following steps:

1. Delete all access policies, apps, and related domains in the Secure Private Access console.
2. Return to the Secure Private Access tile on the Citrix Cloud console.
3. Select **Fully Cloud-delivered Service architecture** and then click **Continue**. For details, see Secure Private Access onboarding and set up.

Legal

Chrome Enterprise Premium is provided by Google LLC and your use is subject to Google's Acceptable Use Policy and Service Specific Terms.

Related topics

- Secure Private Access onboarding and set up
- Update Google integration details post onboarding
- Apps configuration and management
- Tech Brief: Citrix Secure Access with Chrome Enterprise

Prerequisites for the integrated solution

January 12, 2026

To ensure optimal integration between the Citrix Workspace™ application and Chrome Enterprise Premium, the following prerequisites must be implemented. Successful completion of these prerequisites result in a more efficient and seamless experience when launching applications from the Citrix Workspace app or the web-based user interface.

The prerequisites are broadly classified into the following categories.

- Licenses, app versions, and extensions
- Google Admin console
- Secure Private Access service
- Chrome browser
- Synchronize user directory configured in Citrix Workspace with the Google Cloud user directory

Licenses, app versions, and extensions

- **Chrome Enterprise Premium license**: Ensure that you have an active Chrome Enterprise Premium license, available through the Citrix Cloud Platform License (CPL) program.
- **Citrix Workspace App (CWA) versions**:
  - Windows: 2025.07 and later
  - macOS: 2025.08 and later
  - ChromeOS: 25.7.0.25 and later

  > **Note:**
  >
  > Citrix Workspace App is an optional requirement for this solution.

- **Citrix Endpoint Analysis (EPA) client versions:**
  - Windows: 25.9.1.9 and later
  - macOS: 25.10.3 and later

  > **Note:**
  >
  > We recommend installing the Windows EPA client in administrator mode to support periodic device posture scans. In addition, periodic device posture scans must be enabled under Device Posture **Settings** page. For details, see Periodic scanning of devices.

- **Chrome browser version**: Endpoints must use the latest Google Chrome version.
- **Operating systems**: Windows, macOS, and ChromeOS.

Google Admin console

- **Google customer ID**: Obtain your Google Customer ID from the Google Admin console. This ID is required to configure Google services and integrations. Your customer ID can be retrieved through **Account > Account Settings** in the Google Admin console.
- **Create a custom role in the Google Admin console**: To onboard customers to Chrome Enterprise Premium (CEP) and enable Google Chrome integration, admins must create a custom role and assign the appropriate privileges in the Google Admin console. For details, see Admin roles and privileges.
- **Proxy mode configuration**: Set the proxy mode to **Allow user to configure**. Avoid restrictive options such as **No proxy**, **OS proxy**, or **Use this proxy only**.

  > **Note:**
  >
  > If the Google Admin console is set to use system proxy settings, the managed profile cannot apply the required proxy configuration for Citrix Secure Private Access, and the integration with Chrome Enterprise Premium fails.

- **Restrict DevTools extensions**: Chrome DevTools for force-installed extensions must be disabled to prevent exposure of sensitive data. This is the default option in the Google Admin console.

Secure Private Access service

- **IPv6 endpoints limitations**: The Citrix Secure Private Access service, when integrated with Google cloud endpoints, might receive traffic from end-user devices with IPv6 addresses. Currently, Secure Private Access Geo Location and Network Location access policies lack IPv6 support.

  Consequently, access policies with Geo Location or Network Location conditions might fail for end-user devices with an IPv6 address. Other access policies that do not leverage such conditions work for both IPv4 and IPv6 enabled end user devices.
- **Access restrictions are now configured in Google Admin console for CEP**: Access restrictions that were previously configured in the Secure Private Access console only apply to Citrix Enterprise Browser. When Google Chrome is the enterprise browser, access restrictions must be configured as policies and rules in the Google Admin console.
  - Policies are configured in the **Google Admin console > Devices > Chrome > Settings**. These settings allow you to manage browser settings, such as block javascript and allow list of printers.

- Rules are configured in **Google Admin console > Rules**. These rules are advanced settings related to DLP, such as adding a watermark, blocking the download of files with social security numbers, and URL filtering.

For details on creating policies and rules in the Google Workspace Admin console, see the following topics:

- Set Chrome Enterprise connector policies for Chrome Enterprise
- Data protection rules

Google Chrome

Managed Chrome profiles: All end users must access Chrome using a managed profile. Managed profiles ensure that Chrome policies, extensions, and security settings are enforced on user devices.

Synchronize user directory configured in Citrix Workspace with the Google Cloud user directory

You must synchronize the user directory configured in Citrix Workspace or StoreFront with the Google Cloud user directory. Specifically the following user directories are supported:

- Active Directory
- Microsoft Entra ID (previously known as Azure Active Directory)

Note that user directory synchronization must occur periodically to ensure that application access is appropriately enforced.

Populate email address fields

The Google Cloud user directory requires the email address field to be populated. To be synchronized with the Google Cloud user directory, a user or group object in Secure Private Access must have an email address. Otherwise, synchronization fails.

Ensure that all users that require access to the integrated Chrome Enterprise Premium and Secure Private Access offering, as well as all groups involved in access security policies have the email address field populated. The email address domain part must be a domain that is configured and verified in your Google Admin console.

Active Directory sync

You must synchronize your AD with the Google Cloud user directory to ensure seamless integration and consistent user management across your enterprise using the Google Cloud Directory sync.

For details on how to sync your AD with Google Cloud to include custom AD fields under the custom schema "Citrix-schema", see Connect Google Cloud Identity as an identity provider to Citrix Cloud.

Microsoft Entra ID

You must synchronize your Microsoft Entra ID with the Google Cloud user directory for user and group management across both Google and Microsoft cloud platforms. For details, see Microsoft Entra ID (formerly Azure AD) user provisioning and single sign-on.

When configuring synchronization, you must consider the following requirements:

- **Email address:** The email address field must be populated for all users and groups. For details, see Populate email address fields. The email address field value must match the one configured in Google Directory. Implicitly, this means that Security Groups without an email address or groups with an @onmicrosoft.com email address are currently not supported.
- **objectId attribute mapping:** The objectId attribute of Entra ID Users must be mapped to Google Directory.

  Do this mapping in the G-Suite Connector configuration:

  1. From the left menu, click **Manage > Provisioning**.
  2. In the new menu click **Manage > Attribute Mapping**.
  3. Click **Provision Microsoft Entra ID Users**.
  4. Find the appropriate row for objectId.
     - Click **Edit** and under **Target attribute** select **externalIds**.[type eq "login_id"].value.
     - Verify that the resulting configuration matches the following screenshot.

- **Single Sign-On:** Single sign-on (SSO) configuration is optional. You can configure a separate password in the Google directory, To configure SSO with Entra ID or configure SSO with Open ID Connect with Citrix Workspace.

Admin roles and privileges

December 9, 2025

To onboard customers to Chrome Enterprise Premium (CEP) and enable Google Chrome integration, you must assign the appropriate roles and privileges in the Google Admin console.

Types of admin roles

Two types of roles are available in the Google Admin console:

- **System Role:** These are default roles provided by Google. They typically do not include all the necessary privileges required for Google Chrome integration.
- **Custom Role:** These are roles you create, allowing you to include all necessary privileges specifically for Chrome integration. We recommended to create a custom admin role with all the required privileges for Google Chrome integration.

Note: Super admin roles cannot be assigned to service accounts.

Create and assign roles and privileges

Perform the following steps to create a custom admin role and assign privileges:

1. In the Google Admin console, go to **Accounts** > **Admin roles**.
2. Click **Create new role** and enter a name and description for the role.
3. Add all the privileges required for Google Chrome integration to this custom role. For the list of required privileges, see Required privileges for Google Chrome integration.

   For more information related to roles and privileges, see the Google documentation.
4. Save the custom role.
5. After creating the custom role, open the role and click **Assign members**.
6. Select the users who need these permissions.

Required privileges for Google Chrome integration

The following privileges must be enabled in the admin role that is assigned to the service account.

- **Admin Console privileges:**
  - Manage User Settings (Services > Chrome Management > Settings > Manage User Settings)

    > **Note:**
    >
    > Ensure that you select the top-level privilege **Manage User Settings** and the sub-privileges (**Manage Application Settings** and **Manage Web Settings**). Selecting only the sub-privileges is not sufficient.

- **Admin API privileges:**

- Domain Management
- Groups > Read
- Organization Units > Read

Open ID Connect with Citrix Workspace

November 4, 2025

You can configure Single Sign On (SSO) for Chrome Enterprise Premium (CEP) using Citrix Workspace as an OpenID Connect (OIDC) authentication provider. OIDC integration with Citrix Workspace provides the following benefits:

- **Device Posture service integration:** By integrating the Device Posture service with Google Chrome Enterprise Premium, you can extend device compliance checks to Chrome browser-based access scenarios. This integration enables organizations to enforce device posture policies when users access applications through Chrome Enterprise Premium managed browsers. To use the Device Posture service for this integration, we recommend configuring periodic device posture scans.

  > **Note:**
  >
  > This integration does not work when the Device Posture service is configured in multi-workspace URL mode.

  For more information about the Device Posture service, see Device Posture overview.

- **Unified sign-on experience:** While you can configure SSO for Chrome against most common identity providers, including but not limited to Active Directory (AD) and Microsoft Entra (formerly Azure AD), you can opt for a unified sign-on experience for both Citrix Workspace and CEP.

Overview

OIDC enables SSO using Citrix Workspace as an OIDC authentication provider. The components involved in OIDC are illustrated in the following diagram:

Google Chrome, when creating a managed profile, always tries to authenticate against the Google Directory. With OIDC, Google directory becomes essentially a relying party (RP) against Citrix Workspace, which is an OIDC Connect Provider. In turn Citrix Workspace enables the following:

- Device Posture capabilities
- A common and unified sign-in experience for Chrome, Citrix Workspace Access (CWA), and Workspace portal.

Prerequisites

Before configuring the OIDC authentication with Citrix Workspace, ensure that the following prerequisites are met:

- You have administrative access to the Google Admin console.
- You have configured and performed directory synchronization. For details, see Synchronize user directory configured in Citrix Workspace with the Google Cloud user directory.
- User identity provider (IdP) is set up and configured in Citrix Cloud Identity and Access Management. The following identity providers are supported:
  - Active Directory (AD) - Standard on-premises Active Directory integration
  - Active Directory with Token - AD integration with token-based authentication
  - Microsoft Entra ID - Cloud-based identity service (formerly Azure AD)

  For more information about Citrix Cloud Identity and Access Management, see Identity and access management.
- You have configured how subscribers authenticate to their workspace by selecting one of the previously mentioned Identity Providers. For instructions on how to Configure Citrix Workspace Authentication, see Configure Authentication.
- You have already completed the initial setup and onboarding of Secure Private Access. For details, see Secure Private Access onboarding and set up.

OIDC integration overview

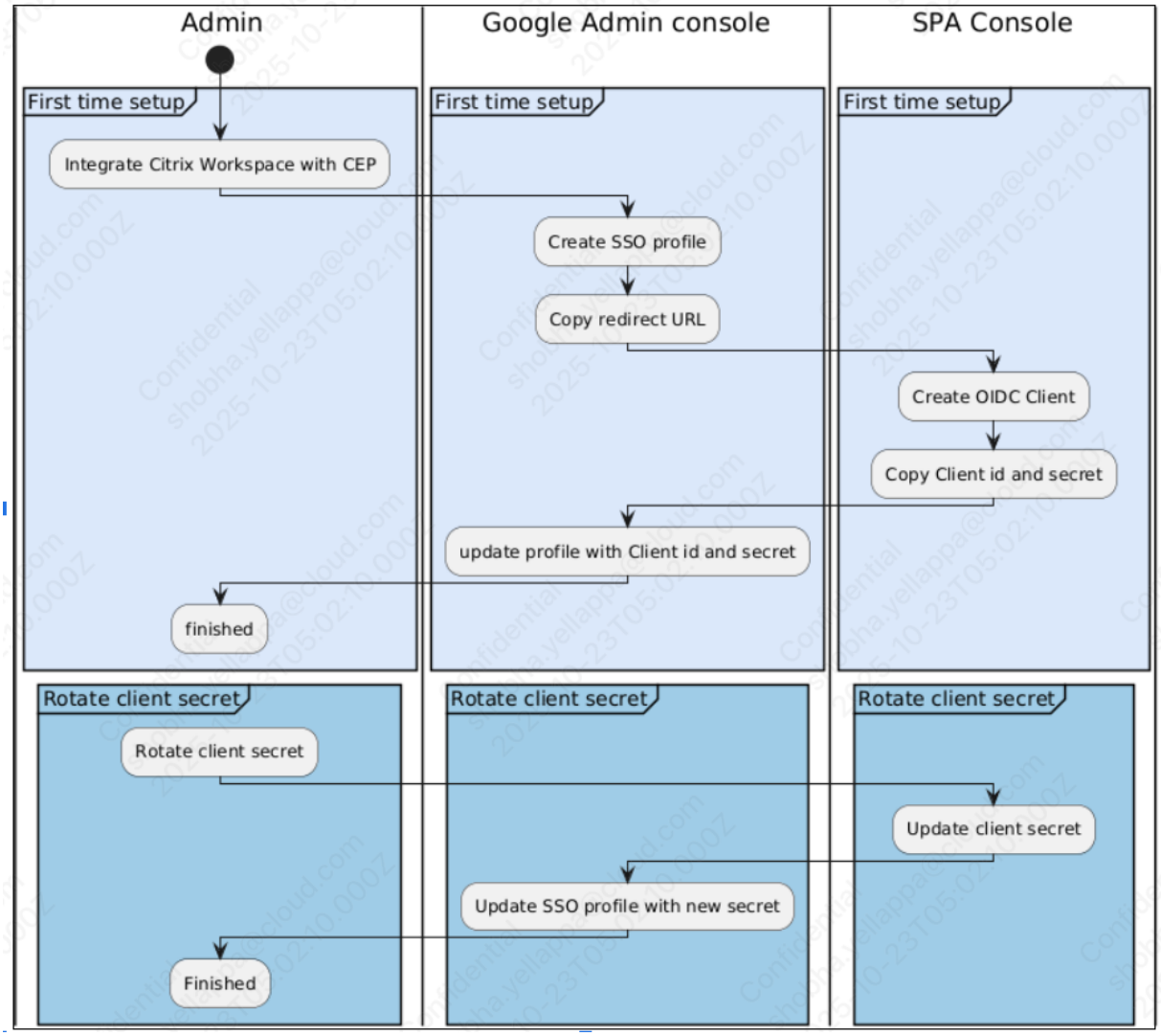
To enable Google Chrome managed profile login to integrate with your configured Citrix Identity Provider, a Google OIDC SSO profile must be associated with a Citrix OIDC client. To do so, perform the following steps:

1. In the Google Admin console, create a new SSO profile by entering a profile name. You can leave the other fields blank for now. For details about creating a new SSO profile and redirect URL, see Create a Google OIDC SSO profile.

2. After the SSO profile is created, copy the redirect URL generated for this profile.
3. In the Secure Private Access console, create the Citrix OIDC client and paste the redirect URL (from the Google SSO profile) in the **Redirect URL** field. For details on creating a Citrix OIDC client, see Create a Citrix OIDC client.
4. Once the OIDC client is created, note the client ID, client secret, and issuer URL displayed in the Secure Private Access console.
5. Return to the Google Admin console and update the SSO profile with the client ID, client secret, and issuer URL from the Secure Private Access console.
6. In **Manage SSO profile assignments**, select the Google SSO profile you configured to complete the integration.

> **Note:**
>
> Post creation of the OIDC client, you can rotate the client secret in the Secure Private Access console and update the SSO profile in the Google Admin console.

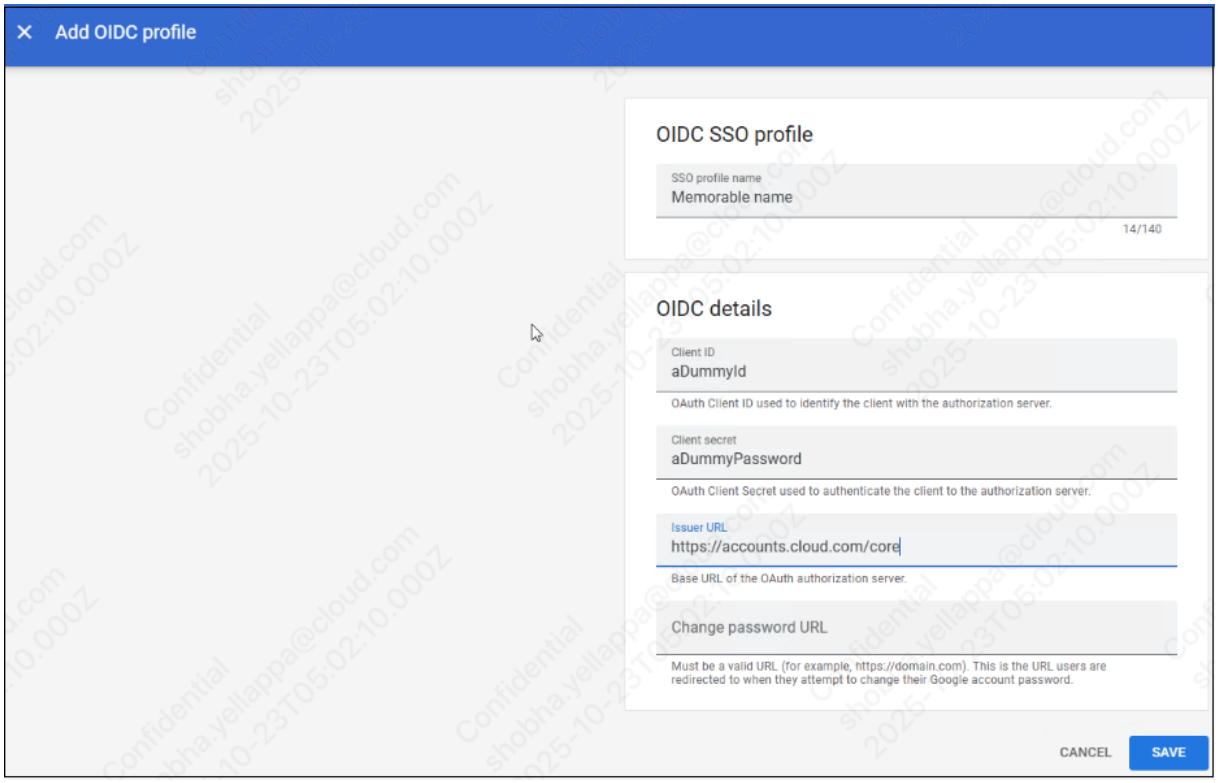
The following diagram illustrates the OIDC integration workflow:



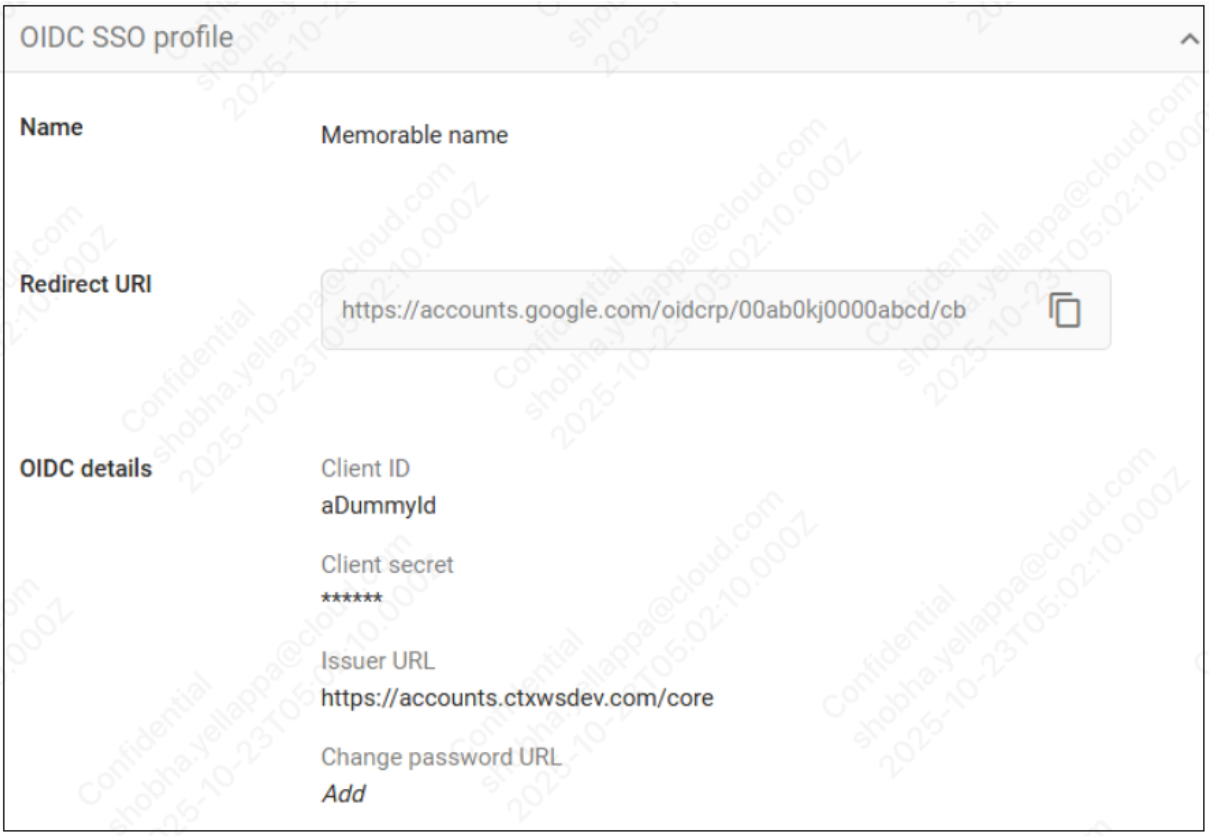
Create a Google OIDC SSO profile

Perform the following steps in the Google Admin console.

1. Go to **Security > Authentication > SSO with third party IdP** and then select **Add OIDC Profile**.
2. Provide a name for the profile.
3. Assign a dummy value for client ID and client secret or leave these empty. These fields are updated later.
4. In **Issuer URL**, enter `https://accounts.cloud.com/core`.
5. Click **Save**.



After creating the profile, click it to obtain the redirect URI, which is needed for creating the OIDC client.



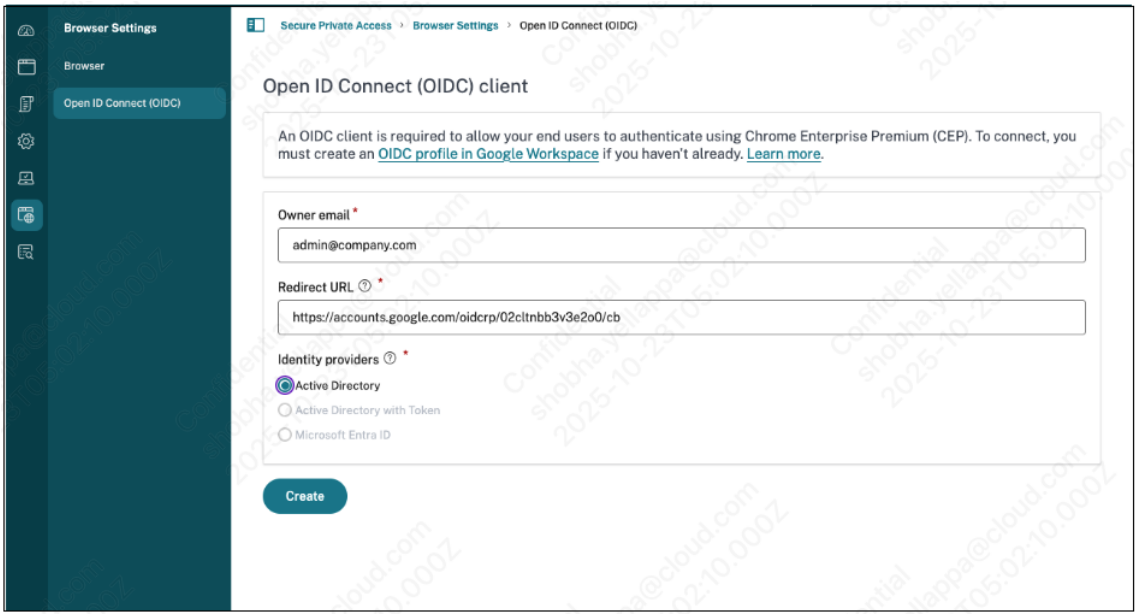
Create a Citrix OIDC client

Perform the following steps in the Secure Private Access admin console:

1. In the navigation pane, click **Browser Settings > Open ID Connect (OIDC)**.

   > **Note:**
   >
   > The **Open ID Connect (OIDC)** option in the **Browser settings** menu is available only after the onboarding process is completed.

2. In **Owner email**, enter the user's email ID address. This email ID address is required for sending alerts when the OIDC client secret expires.
3. In **Redirect URL**, enter the redirect URI that was generated in the Google Admin console when you created the Google OIDC SSO profile. The identity provider responds to user authentication requests using this URL.
4. Select the identity provider that is configured in your environment.
5. Click **Create**.



After successfully creating an OIDC client, a pop-up window displays the client ID, client secret, and issuer URL. You must copy these details to your Google Admin console configuration. You can retrieve the credentials by one of the following methods:

- Copying the values directly from the pop-up window
- Downloading the details as a CSV file for secure storage

> **Important:**
>
> The client secret is only visible during this initial setup step. You must retrieve the client secret before closing the pop-up window or proceeding to the next step. Once the window is closed, the client secret cannot be viewed again and you must rotate the secret to obtain a new one.

6. Click **Close**.

OIDC SSO profile assignment

Once the OIDC client is created and the Google OIDC SSO profile is updated with the Client ID and Secret, the OIDC SSO profile must be assigned to the users and groups for SSO to take effect.

1. In the Google Admin console, go to **Security > Authentication > SSO with 3rd party IdP**.
2. In **Manage SSO profile assignments**, click **Manage**.
3. From the left navigation pane, select the root organizational unit (OU) and your SSO profile to enable SSO for all users of your organization. Alternatively, you may assign the SSO profile to specific groups or OUs.

Update Citrix OIDC client

The Citrix OIDC client secret has a default lifetime of two years. You can maintain OIDC security, or respond to a potential security incident, by rotating the client secret. Client secret rotation is a critical security measure that must be performed when an existing secret is nearing its expiration or as part of proactive security maintenance.
Each time you rotate a client secret, a new secret is generated. The old secret remains valid until its original expiration date, to ensure a smooth transition without an SSO authentication outage. Ensure to update your Google Admin console configuration with the new client secret as soon as possible after every rotation.

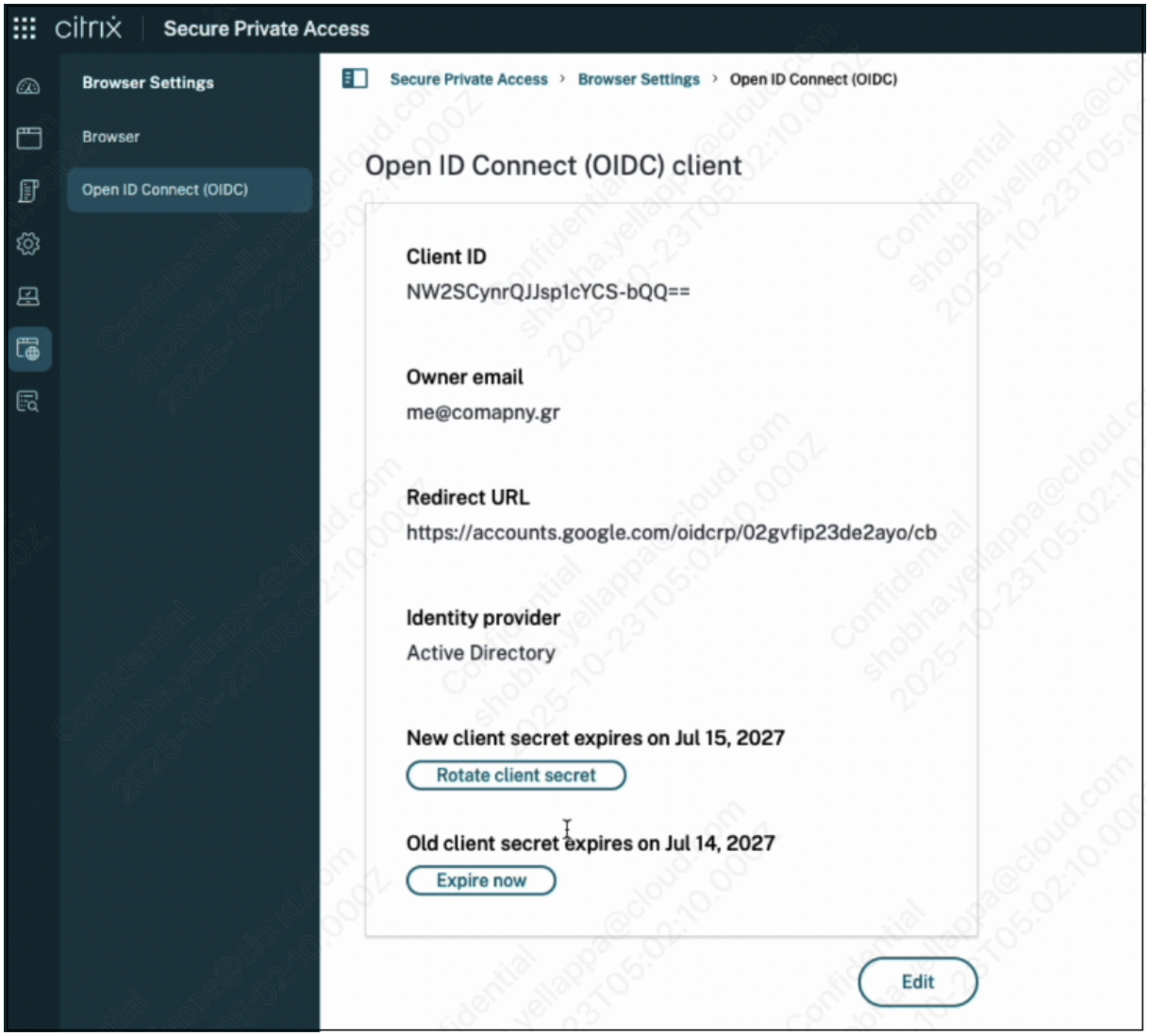
Perform the following steps to rotate the client secrets

1. In the admin console, click **Settings > Open ID Connect (OIDC) client** page.
2. Click **Rotate client secret** to generate a new secret. A confirmation message appears.
3. Enable the toggle switch to agree to the confirmation message, then click **Rotate**.

   > **Note:**
   >
   > - The old client secret remains valid until its expiration. This allows you to update Google Workspace without any authentication outage.
   > - If for security purposes you want to expire immediately, click **Expire now**.
   > - The Client ID remains unchanged during this process.

4. Click **Close**.
5. Update the new secret in your Google Workspace configuration immediately.

> **Important:**
>
> - You must update the new client secret in your Google OIDC SSO profile configuration prior to the previous secret's expiration to maintain uninterrupted OIDC authentication. Failure to update the secret in such a timely manner disrupts authentication and may cause access issues for users and services.
> - Regular rotation of client secrets is recommended to mitigate unauthorized access risks and maintain authentication system integrity.
> - Once you have updated the secret of the Google OIDC SSO profile, it's recommended that you expire the old secret.



Delete an OIDC client

A client secret cannot be rotated after it has expired. If the client secret expires before being rotated, it becomes invalid. In this case, you must delete the existing client and create a new one.

Perform the following steps in the Secure Private Admin console.

1. Click **Edit** in the Open ID Connect (OIDC) client page.
2. Click **Delete client**.

   A confirmation message appears.
3. Slide the toggle to ON and then click **Delete client**.

Domain mapping for user groups without email addresses

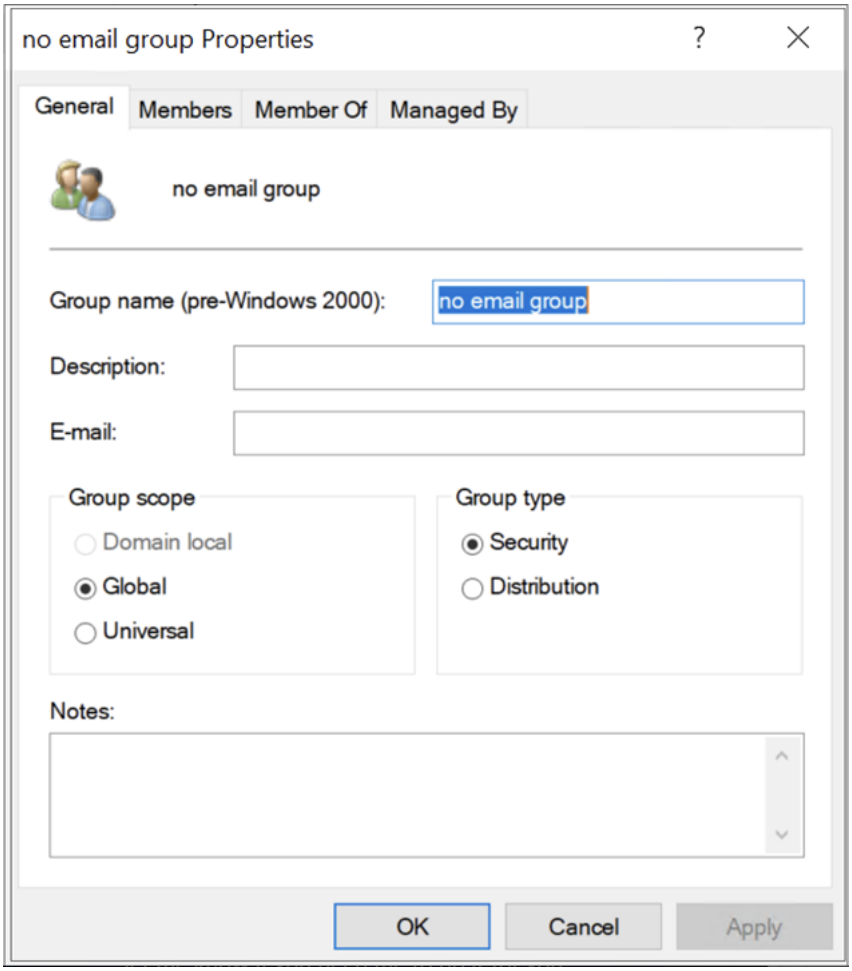
February 5, 2026

Google directory requires a verified email address for all user and group objects. However, this isn't always available for directories supported by Secure Private Access, specifically Active Directory (AD) and Microsoft Entra ID. AD and Microsoft Entra ID objects might lack an email address or have one pointing to an internal or special domain (for example, @fabrikam.onmicrosoft.com) that Google directory cannot verify.

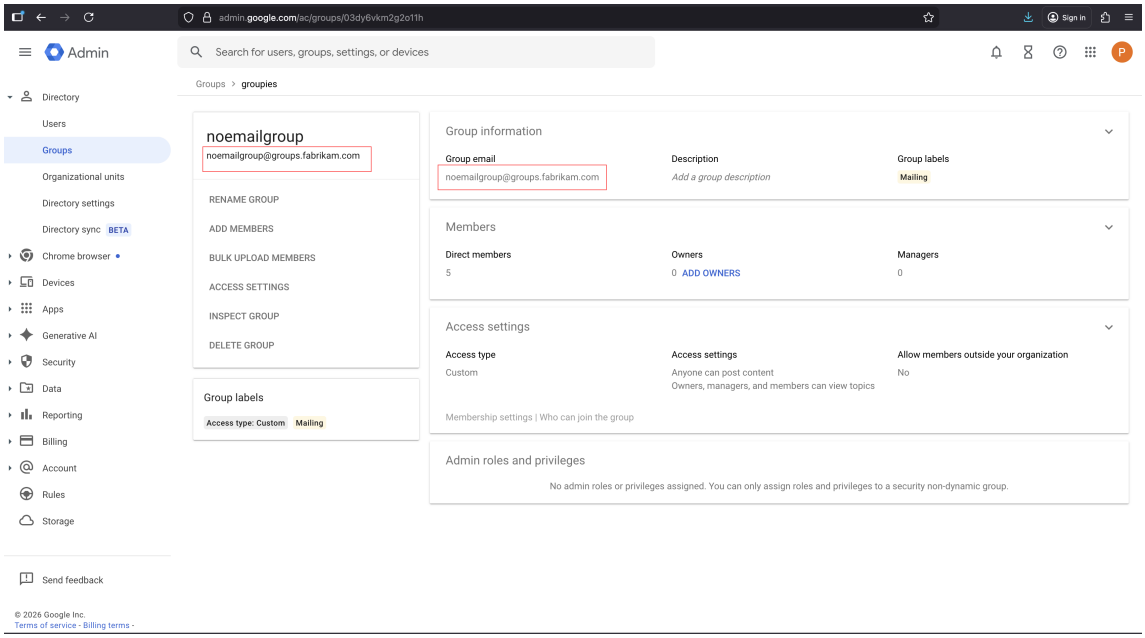
Because the email address normally serves as the common identifier between Secure Private Access and Google directory, groups from AD/Entra without a verified Google email address are typically unsupported for Secure Private Access policies. The Domain Mapping feature resolves this by allowing administrators to configure policies against groups even if they lack an email address or have an email address with an unverified domain.

How domain mapping works

- Consider a group in your AD without an email address.



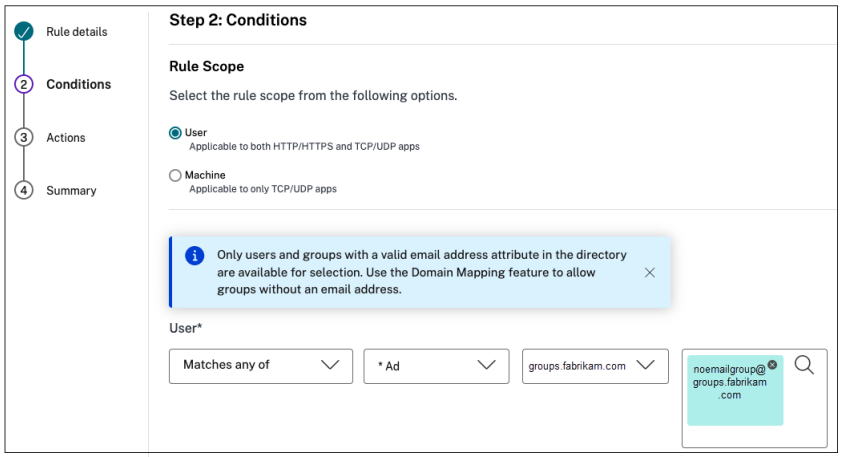
- This group is replicated in the Google directory with an email address that is synthesized by the group common name (note that since "space"is not supported in an email address, it's omitted) and a verified Google domain `@groups.fabrikam.com`. The effective Google group email address, `noemailgroup@groups.fabrikam.com` does not exist in the source directory.



- The admin can configure domain mapping for groups without an email address.

    1. In the Secure Private Access admin console, navigate to **Browser settings > Domain Mapping**.
    2. Turn the **Include empty domain** toggle to ON to enable mapping of groups without email addresses.
    3. In the **Google domains > Domains** field, enter the target group domain (`groups.fabrikam.com` in this example). By adding the target group domain, you are enabling the admin to map groups without an email against the appropriate Google domain email (`groups.fabrikam.com`) when configuring policies.

    When assigning groups to a policy, if you search for the group without an email address (`noemailgroup`), an email address is synthesized based on your Domain mapping configuration and `noemailgroup@groups.fabrikam.com` becomes available. This conversion is based on a predetermined conversion logic. For details, see Email address construction.



Email address construction

- For groups without an existing email address:
  - The email local part is populated using the lowercase version of the Group Common Name (cn), with "space"characters omitted.
  - The email domain part is populated using the lowercase version of the Google domain (google-domain).
  - Domain selection (when multiple Google domains are present): If a group is associated with multiple Google domains, the admin can select the appropriate domain for the email address.
- For groups with an existing onmicrosoft.com or otherwise email address in an unverified domain:
  - Email local part: The email local part is populated using the lowercase version of the existing email address'local-part.
  - Domain selection (when multiple Google domains are present): If a group is associated with multiple Google domains, the admin can select the appropriate domain for the email address.

Limitations

The Domain Mapping feature only supports groups with alphanumeric characters, dashes, underscores, and spaces.

End user experience

October 24, 2025

Users can access applications through Secure Private Access using the following methods. Each access method provides a different user experience allowing organizations to choose the most appropriate approach based on their desired user experience and deployment strategy.

- **Citrix Workspace App (CWA)** - The native desktop application that provides the most secure and feature-rich access experience with full policy enforcement and single sign-on capabilities.
- **Workspace user interface (WSUI)** - A web-based interface that can be accessed through different browser environments:
  - Non-Chrome browsers (such as Firefox, Safari, or Edge)
  - Chrome with non-managed profile (personal Chrome browser without enterprise policies)
  - Chrome with managed profile (enterprise-managed Chrome browser with Chrome Enterprise Premium policies)
- **Chrome managed profile** - Users access applications directly by using bookmarks or manually typing the application URL in the address bar of a Chrome managed profile.

The following table summarizes the end-user experience when the applications are accessed using various methods:

		Direct	WSUI	CWA Workspace / StoreFront portal
	Non-chrome browser	Access denied for SaaS apps (assuming that the SaaS apps have been configured with the appropriate IP address allow list). Private apps are unreachable.	Apps are enumerated in the Workspace / StoreFront portal. The applications are launched in the appropriate Chrome managed profile.	Not-applicable

		Direct	WSUI	CWA Workspace / StoreFront portal
			A profile creation wizard is launched if the respective managed profile has not been created already.	
	Chrome (non-managed profile)	Access denied for SaaS apps (assuming that the SaaS apps have been configured with the appropriate IP address allow list).	The applications are launched in the appropriate Chrome managed profile.	Not-applicable
		Private apps are unreachable.	A profile creation wizard is launched if the respective managed profile has not been created already.	
	Chrome (managed profile)	Apps are allowed or denied depending on the Secure Private Access configuration.	The enumerated app is launched in a new tab.	Not-applicable
	CWA	Not-applicable	Not-applicable	Apps are enumerated in the Workspace / StoreFront portal.

	Direct	WSUI	CWA Workspace / StoreFront portal
			The applications are launched in the appropriate Chrome managed profile. A profile creation wizard is launched if the respective managed profile has not been created already.

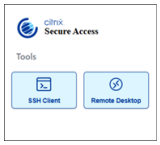
Citrix Secure Access browser extension for Chrome Enterprise Premium

February 4, 2026

The Citrix Secure Access browser extension for Chrome Enterprise Premium (CEP) enables secure, clientless access to internal and external applications directly from the Chrome browser. It combines Citrix Secure Private Access and Chrome Enterprise capabilities to deliver enterprise-grade security, Zero Trust access, contextual controls, and a modern user experience.

Organizations can use this extension to provide secure access to SaaS applications, internal web apps, SSH servers, and RDP systems, all without requiring VPNs or native client installations.

The Secure Access browser extension is automatically installed when you integrate Secure Private Access with Chrome Enterprise Premium. For setup instructions, see Setup Google Chrome integration. Once installed, you can access the extension from the icon in the upper-right corner of your Chrome browser.



The Secure Access browser extension supports SSH and remote desktop (RDP) applications. For details, see the following topics:

- Secure access to SSH apps within the browser

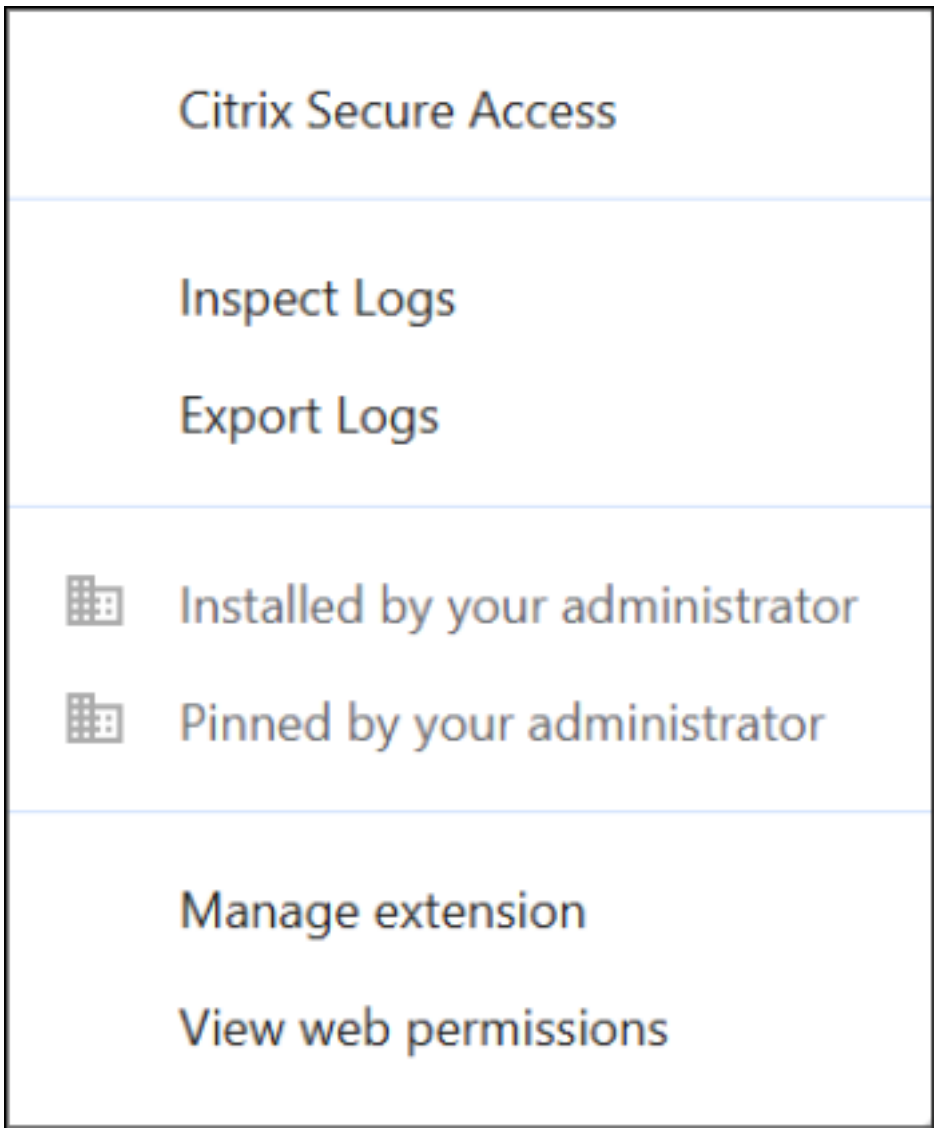
- Secure access to RDP apps within the browser

Browser extension logs

The Secure Access browser extension logs are essential for monitoring and troubleshooting. End users can review and download logs to share with administrators or support teams when issues occur.

To review or download logs:

1. Right-click the browser extension icon.
    - Click **Inspect Logs** to review logs.
    - Click **Export Logs** to download logs.



Secure access to SSH apps within the browser

January 23, 2026

Citrix Secure Private Access is integrated with Chrome Enterprise Premium to enable secure SSH sessions directly within the browser. This integration enhances security and streamlines access for administrators and users.

Organizations require secure remote administration of SSH-based systems. Traditional methods using standalone SSH clients pose risks by exposing endpoints to unmanaged environments and lacking robust Data Loss Prevention (DLP) enforcement, making compliance challenging.

The SSH sessions are now launched within the Chrome browser instead of standalone SSH clients, reducing dependency on local installations and improving compliance.

> **Note:**
>
> - This feature is applicable for Chrome Enterprise Premium integrated Secure Private Access setup for hybrid and cloud deployments. For details, see the following topics:
> - You must have admin rights to configure Secure Private Access and Chrome Enterprise Premium policies.
> - Connections to FreeBSD servers are not supported.

Benefits of this integration

This integration offers the following key benefits:

- **Enhanced security:** Eliminates reliance on unmanaged SSH clients, reducing exposure to security risks.
- **Simplified access:** Provides browser-native access, removing the need for additional software installations.
- **Compliance:** Enforces corporate DLP policies directly within the browser, helping meet regulatory requirements.
- **Operational efficiency:** Reduces IT overhead associated with endpoint management and client deployment.

Use cases

This feature supports various use cases such as:

- **Healthcare kiosks:** Enables secure SSH access for device troubleshooting without installing native clients.
- **IT administration:** Allows administrators to securely access Linux servers from managed Chrome browsers with enforced DLP policies.
- **Contractor access:** Provides temporary SSH access for third-party vendors without compromising the organization's security posture.

System requirements

Ensure that your environment meets the following requirements:

- Latest version of Chrome Enterprise Premium.
- Citrix Secure Private Access is configured for the integration.
- Access policies to allow SSH traffic must be created in the Secure Private Access admin console.

Prerequisites

Ensure that the following prerequisites are met for enabling secure access to SSH applications:

- Citrix Secure Private Access is configured with Google Chrome Enterprise Premium integration. For details, see Integration with Google Chrome Enterprise Premium.
- The end user has installed the latest Google Chrome browser with the Citrix Secure Access browser extension.
- For the deployment specific prerequisites, see the following topics:
  - Cloud deployment - Get started with Citrix Secure Private Access
  - Hybrid deployment –System requirements and prerequisites

Configure Secure Private Access for SSH access

1. Log in to Citrix Cloud and then click **Secure Private Access**.
2. In the admin console, Click **Applications > App Configuration**, and then click **Add an app**.
3. Configure the SSH app as a TCP/UDP app within Secure Private Access.
   - The app can have an exact IP address or a range, FQDN, or host name of the server.
   - SSH is supported over default and non-default ports.
4. Assign access to relevant user groups.

For detailed information on creating a TCP/UDP app, see the following topics.

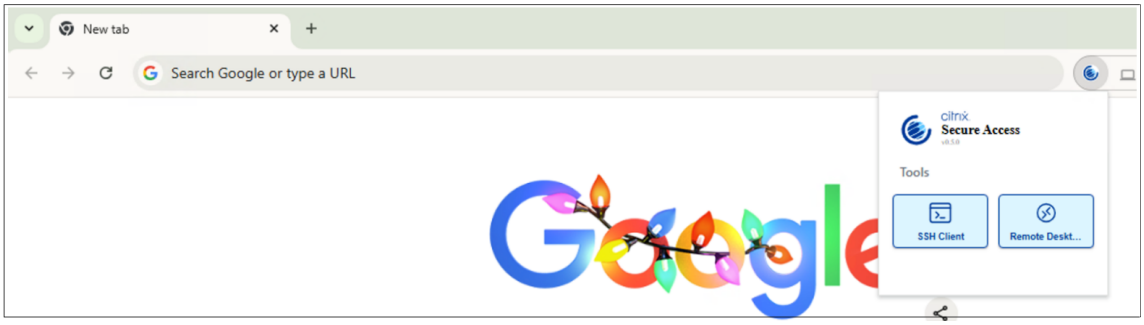
- Cloud deployment - Support for TCP/UDP apps
- Hybrid deployment –Support for TCP/UDP apps

Access the SSH app

The SSH app access button is visible to the end-user in the extension UI irrespective of whether it is configured or not. If not configured, the user cannot access the SSH-based application.

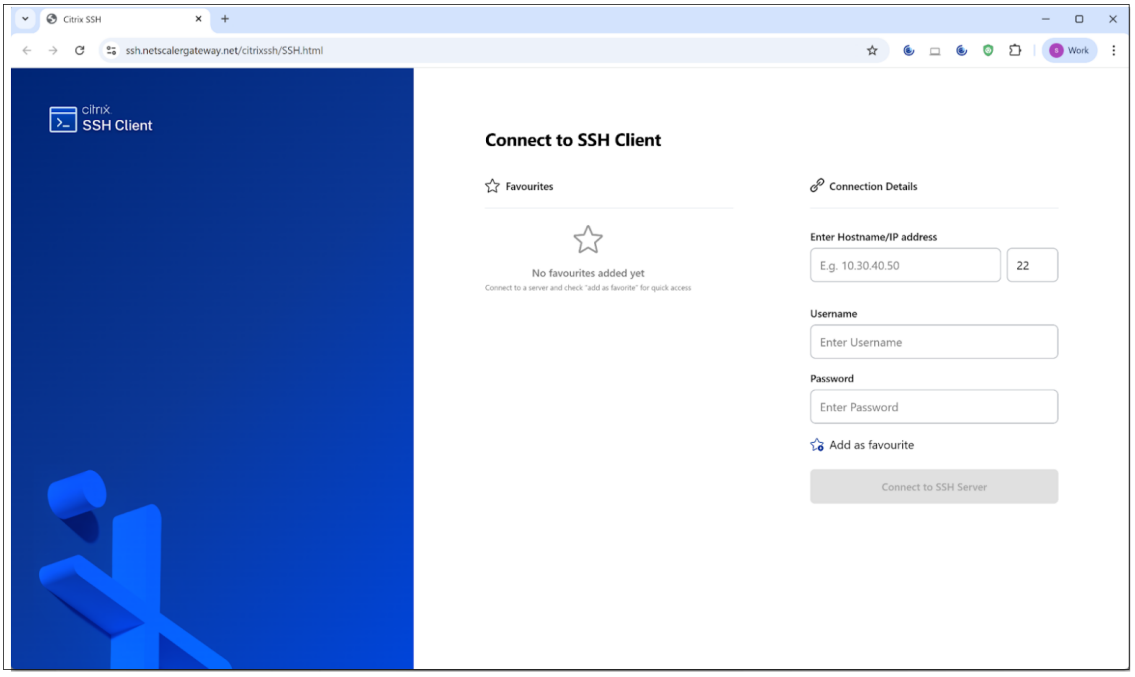
- Type `CitrixSSH` and hit **tab** in the URL bar, then enter the IP address and hit **enter** to start an SSH session.

- Alternatively, you can click the extension icon and click **SSH** from the menu.

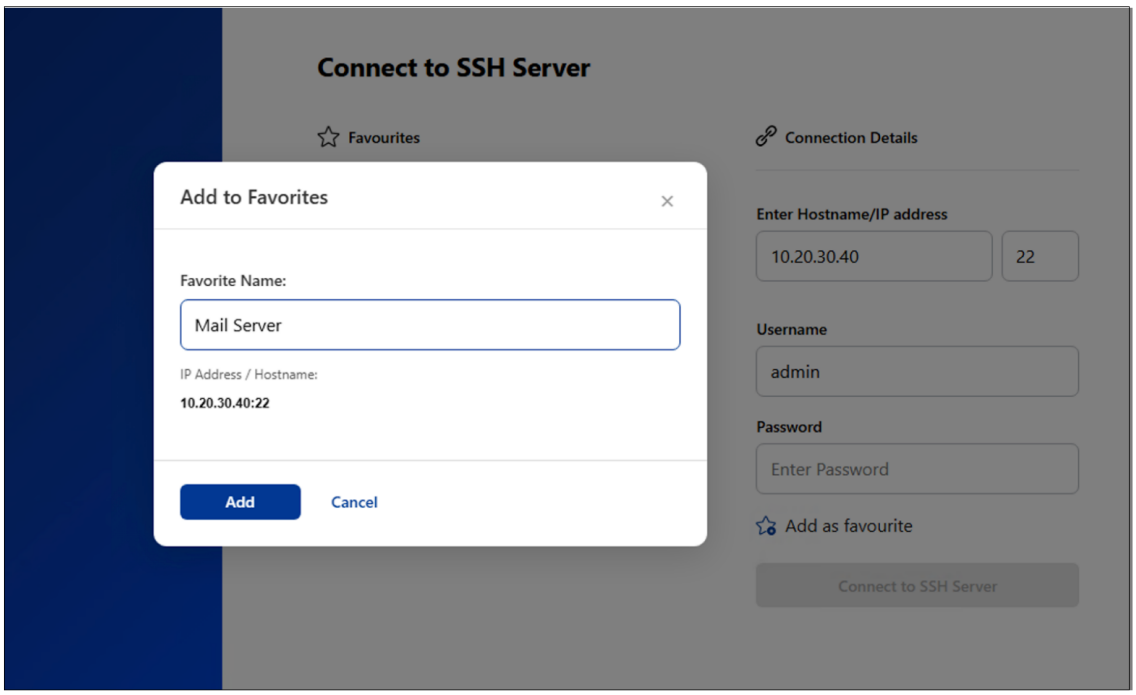


- Port 22 is filled in by default. You can choose to change the port number as required.

> **Note:**
>
> Enter your user name and password. Only the user name and password-based authentication is supported.



- You can also save sessions as favorites.



Secure access to RDP apps within the browser

January 23, 2026

Citrix Secure Private Access is integrated with Chrome Enterprise Premium to enable secure RDP sessions directly within the browser. This integration enhances security and streamlines access for administrators and users.

Traditional remote desktop access often relies on native RDP clients, which typically lack browser-based DLP enforcement. This deficiency can increase security risks, especially in unmanaged environments, and make compliance challenging. Organizations require a secure, compliant, and simplified solution for remote access that addresses these concerns.

This integration enables admins to enforce enterprise-grade DLP controls such as clipboard control and screenshot prevention.

> **Note:**
>
> - This feature is applicable for Chrome Enterprise Premium integrated Secure Private Access setup for hybrid and cloud deployments. For details, see the following topics:
> - You must have admin rights to configure Secure Private Access and Chrome Enterprise Premium policies.

Unsupported features:

The following features are not supported:

- Clipboard sharing
- Audio/WebCam/SmartCard/USB redirection
- Two-factor and biometric authentication

Benefits of this integration

This integration offers the following key benefits:

- **Security:** Prevents data leakage during remote sessions by enforcing granular DLP policies.
- **Compliance:** Helps meet regulatory requirements for sensitive environments through robust security controls.
- **Ease of use:** Eliminates the need for installing separate RDP clients, simplifying user access and deployment.
- **Flexibility:** Supports secure RDP access from managed Chrome browsers, providing a consistent and secure experience.

Use cases

This feature supports various use cases such as:

- **Enterprise contractors:** Provides secure remote desktop access for third-party vendors without compromising internal security.
- **Healthcare staff:** Enables secure access to Windows systems from kiosks or shared workstations in healthcare settings.
- **IT support:** Allows IT personnel to troubleshoot remote desktops without requiring additional software installations.

System requirements

Ensure that your environment meets the following requirements:

- Latest version of Chrome Enterprise Premium.
- Citrix Secure Private Access is configured for the integration.
- Access policies to allow RDP traffic must be created in the Secure Private Access admin console.

Prerequisites

Ensure that the following prerequisites are met for enabling secure access to RDP applications:

- Citrix Secure Private Access is configured with Google Chrome Enterprise Premium integration. For details, see Integration with Google Chrome Enterprise Premium.
- The end user has installed the latest Google Chrome browser with the Citrix Secure Access browser extension.
- For the deployment specific prerequisites, see the following topics:
  - Cloud deployment - Get started with Citrix Secure Private Access
  - Hybrid deployment –System requirements and prerequisites

Configure Secure Private Access for RDP access

1. Log in to Citrix Cloud and then click **Secure Private Access**.
2. In the admin console, Click **Applications > App Configuration**, and then click **Add an app**.
3. Configure the RDP app as a TCP/UDP app within Secure Private Access.
   - The app can have an exact IP address or a range, FQDN, or host name of the server.
   - RDP is supported over default and non-default ports.
4. Assign access to relevant user groups.

For detailed information on creating a TCP/UDP app, see the following topics.

- Cloud deployment - Support for TCP/UDP apps
- Hybrid deployment –Support for TCP/UDP apps

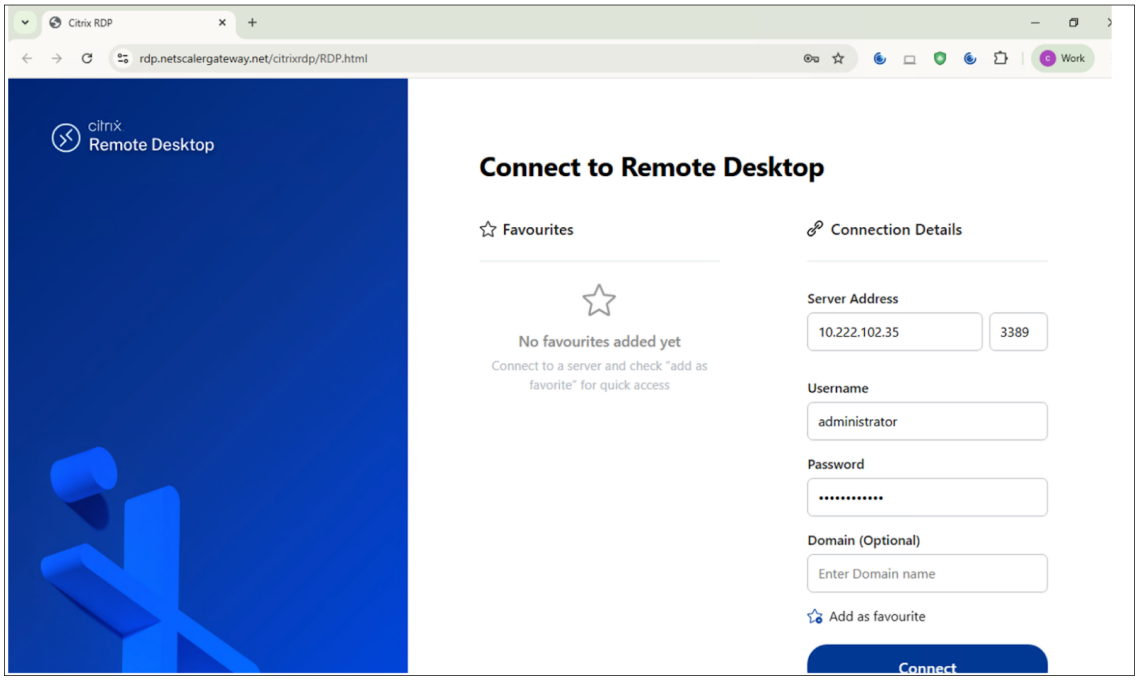
Access the RDP app

The RDP app access button is visible to the end-user in the extension UI irrespective of whether it is configured or not. If not configured, the user cannot access the RDP-based application.

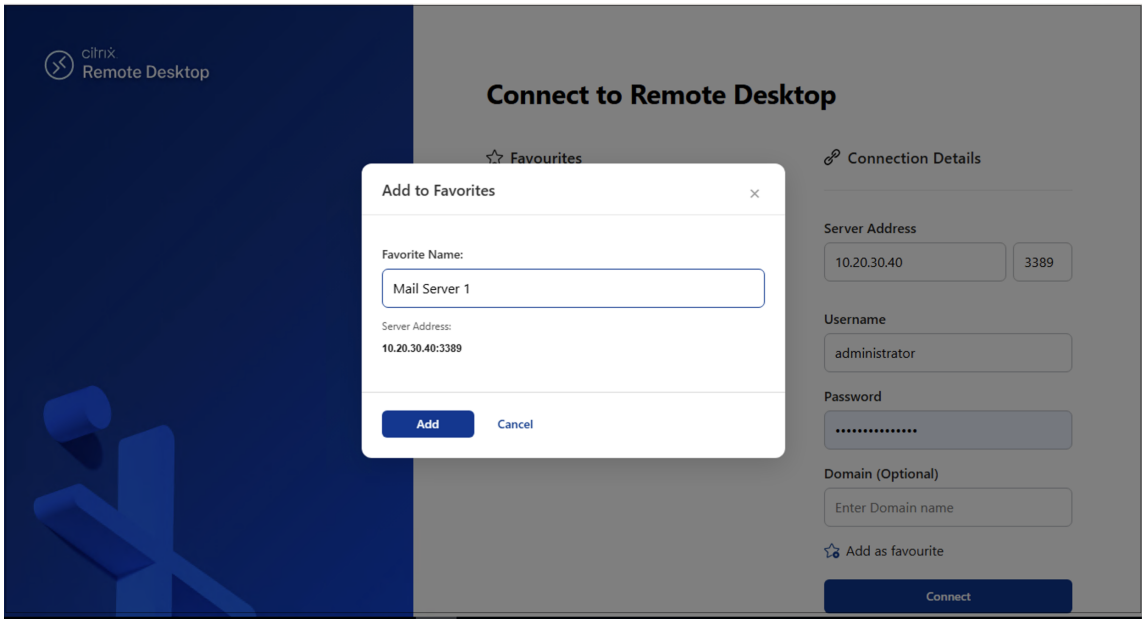
- Users can access the Remote Desktop app directly from the extension UI.

- Users are presented with a login screen to authenticate.

> **Note:**
>
> Only the user name and password-based authentication is supported. You can also enter the domain name for the authentication.



- Users can save the frequently used Remote Desktop connections as favorites for quick access.



Known issues with the CEP integration

October 30, 2025

The following known issues exist in the Secure Private Access integration with Chrome Enterprise Premium.

Secure Private Access user interface

- **Issue:** Session policy configuration currently allows users to add only two simulate conditions, even though three conditions are available. This limits flexibility in policy creation.

  Workaround: Create two separate session policies; one with two of the simulate conditions and another policy with the remaining condition.

  [SPA-29346]

- **Issue:** The TCP/UDP server-to-client configuration option is currently not available in the application configuration UI across all customer environments. This limits the ability to define server-to-client traffic behavior.

  Workaround: No workaround is currently available.

  [SPA-29819]

CEP integration service

- **Issue:** When configuring Chrome Enterprise Integration in Secure Private Access,(through the onboarding wizard or the **Browser settings** page), specifying more than eight user groups might cause provisioning failures. As a workaround, do the following:
- **Workaround:** Use a dedicated directory parent group that encompasses all required groups. Configure this parent group during onboarding. If group membership changes in the directory, repeat the synchronization process to Google's Directory.

  [SPA-29389]

Google Chrome browser

- **Issue:** If the Google profile picker is open and the user tries to launch an app from CWA or a non-Chrome browser when there is no existing profile, the profile creation workflow is not triggerred.

  Workaround: Close the profile picker and relaunch the app.

  [SPA-29057]
- **Issue:** Logging into CWA with a managed Chrome profile and launching an app does not take the user to the original internal app URL after profile creation.

  Workaround: After the profile creation, relaunch app.

  [SPA-29296]
- **Issue:** Users part of a group is not auto synced when synced a group from Google Admin console. The `whoCanViewGroupMembership` setting is explicitly overridden to `ALL_MANAGERS_CAN_VIEW` during the sync. So, the restricted visibility is expected.

  Workaround: Manually update the google group permission on the Google Admin console or usomg via API. For details, see https://developers.google.com/workspace/admin/groups-settings/manage.
- **Issue:** Users are prompted to authenticate with a user name and password through a proxy pop-up when accessing published SaaS/Web applications through a managed Chrome profile. This typically occurs after a period of inactivity:

  Causes:

  - A proxy token is unavailable or the proxy token is available but has subsequently expired.
  - The SEB extension requires re-initialization due to delayed initialization.

  Workaround: Relaunch the Chrome session in a new window.

- **Issue:** Users might experience intermittent "Service Unavailable"errors when accessing external SaaS applications through Managed Chrome profiles or Citrix Workspace App. This issue is due to an unresolved backend issue on Google's infrastructure.

  Workaround: Contact the Google team for support.

Get started with Citrix Secure Private Access

December 9, 2025

This document walks you through how to get started with onboarding and setting up the SaaS apps delivery for the first time. This document is intended for application administrators.

System requirements

- **Operating systems support:** Citrix Workspace app is supported on:
  - Windows 7, 8, 10, and 11
  - macOS - 10.11 and above
- **Browser support:** Access workspaces using the latest versions of Edge, Chrome, Firefox, or Safari.
- **Citrix Workspace™ support:** Access workspaces using Citrix Workspace for any of the desktop platforms (Windows, Mac).

How it works

Citrix Secure Private Access helps IT and security admins to govern authorized end-user access to sanctioned SaaS and enterprise hosted web apps. User identities and attributes are used to determine access privileges and access control policies determine the privileges that are required to perform operations. Once a user is authenticated, access control then authorizes the appropriate level of access and allowed actions associated with that user's credentials.

Citrix Secure Private Access combines elements of several Citrix Cloud™ services to deliver an integrated experience for end users and administrators.

Functionality	Service/Component providing the functionality
Consistent user interface to access apps	Workspace Experience/Workspace App

Functionality	Service/Component providing the functionality
SSO to SaaS and Web apps	Citrix Gateway Service Standard
Web filtering and categorization	Web filtering service
Enhanced security policies for SaaS	Cloud app control
Secure browsing	Remote Browser Isolation service
Visibility into website access and risky behavior	Citrix Analytics

Get started with Citrix Secure Private Access service

1. Sign up for Citrix Cloud.
2. Request for the Secure Private Access service entitlement.
3. Post entitlement, Secure Private Access service is provisioned under **My Services**.
4. Access the Secure Private Access service UI.

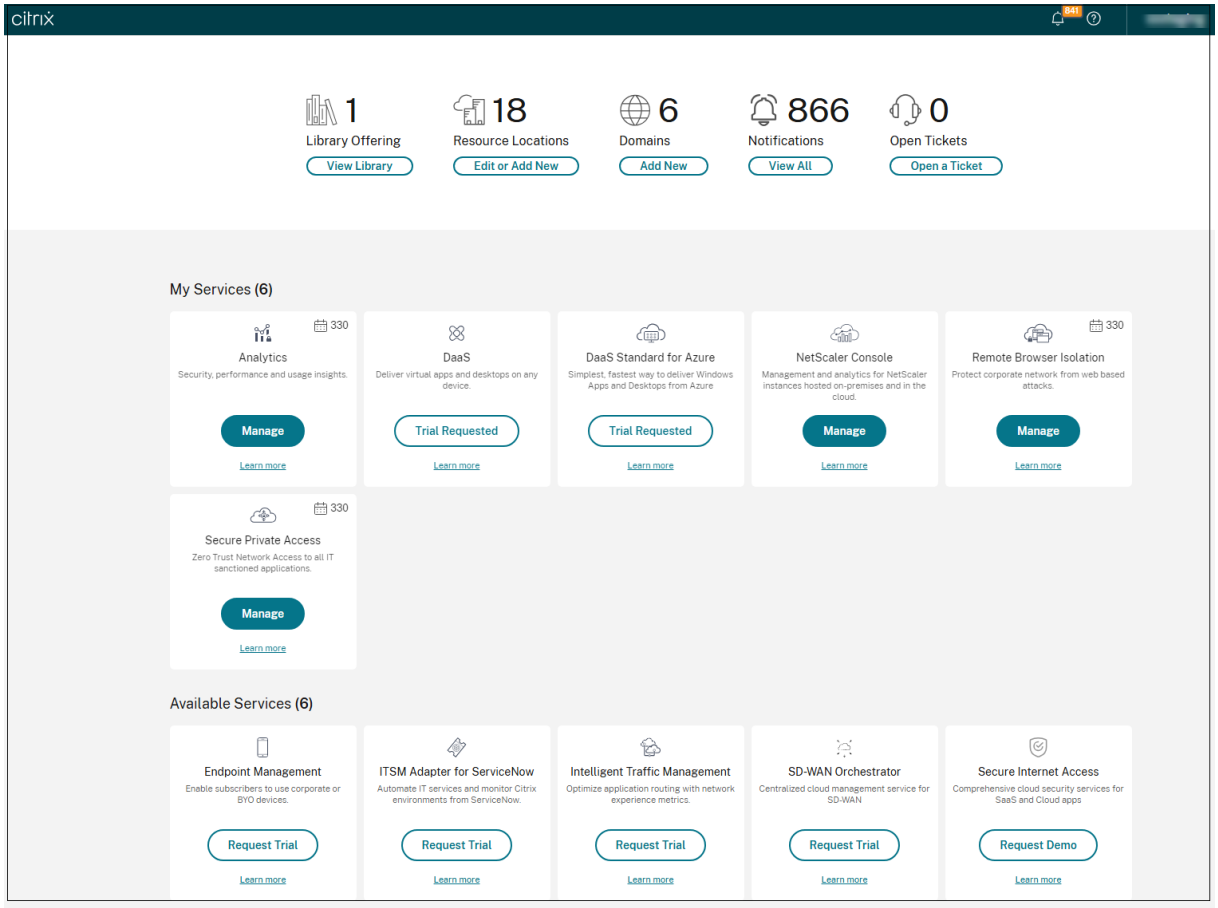
Step 1: **Sign Up for Citrix Cloud**

To start using the Secure Private Access service, you must first create a Citrix Cloud account or join an existing one that is created by someone else in your company. For detailed processes and instructions on how to proceed, see Signing Up for Citrix Cloud.

Step 2: **Request for the Secure Private Access service entitlement**

To request for the Secure Private Access service entitlement, on the **Citrix Cloud** screen, under the **Available Services** section, click the **Request Trial** tab present in the Secure Private Access service tile.

For license details, see https://www.citrix.com/buy/licensing/product.html.



Step 3: **Post entitlement, Secure Private Access service is provisioned under My Services**

After you receive the Secure Private Access service entitlement, the Secure Private Access service tile moves to **My Services** section.

Step 4: **Access the Secure Private Access service UI**

Click the **Manage** tab on the tile to access the Secure Private Access service UI.

Step 5: **Select the deployment type**

Select **Cloud-Native Service Architecture**

Note:

- For your end users to use the workspace and access the apps, they must download and use the Citrix Workspace app or use the workspace URL. You must have a few SaaS apps published to your workspace to test the Citrix Secure Private Access solution. The Workspace app can be downloaded from https://www.citrix.com/downloads. In the **Find Downloads** list, select **Citrix Workspace app**.
- If you have an outbound firewall configured, ensure that access to the following domains is allowed.

> - *.cloud.com
> - *.nssvc.net
> - *.netscalergateway.net

More details are available at Cloud Connector Proxy and Firewall Configuration and Internet Connectivity Requirements.

- You can add only one Workspace account.

Secure Private Access service deployment models

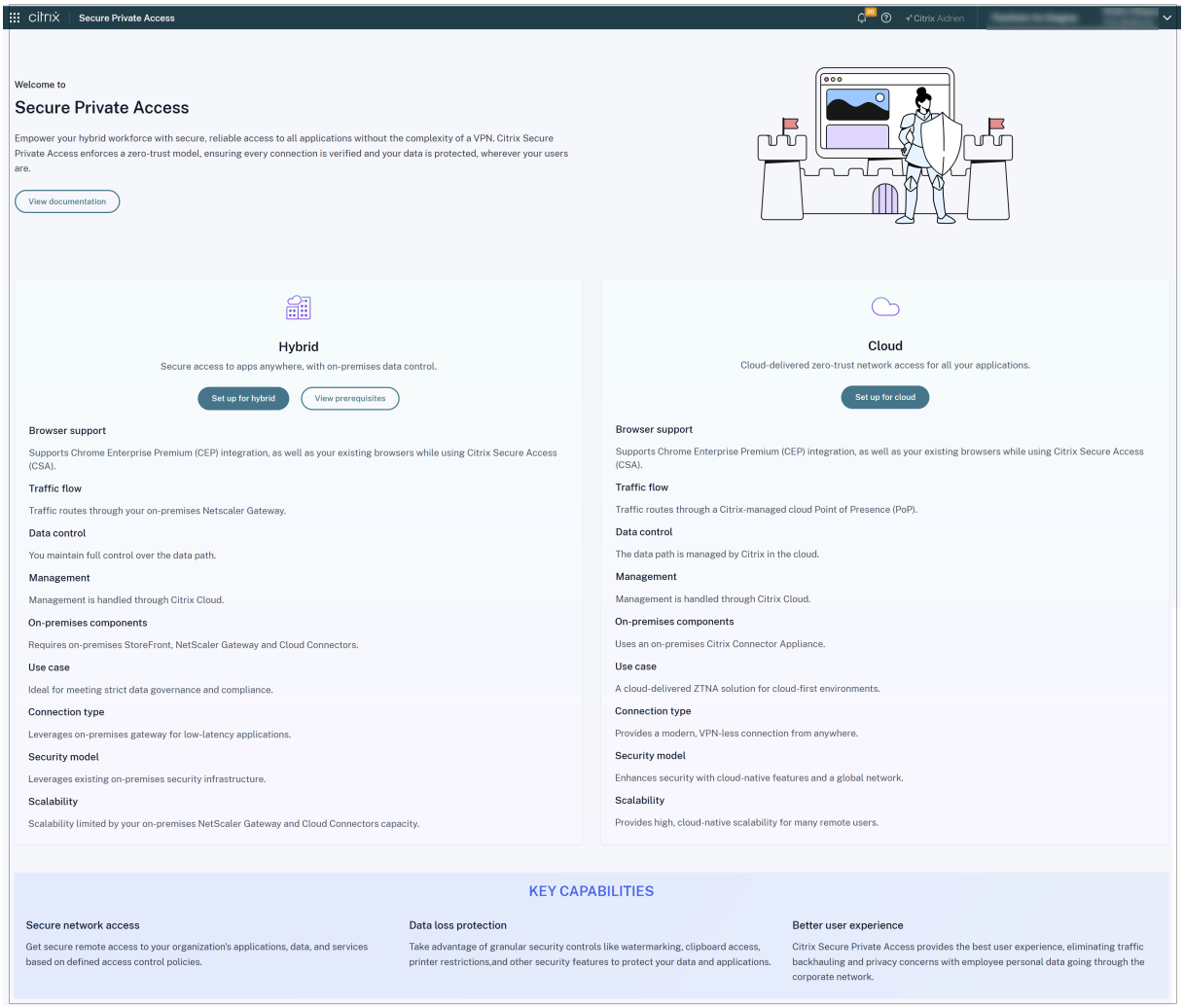
February 18, 2026

The secure Private Access service is available to customers in two architectural options.

- **Hybrid service architecture:** Hybrid service architecture allows you to use your on-premises StoreFront and NetScaler Gateway components, ensuring that all user traffic remains under your control. Also, the site management components are hosted and managed by Citrix. For details, see Hybrid deployment.
- **Cloud native service architecture:** Cloud native service architecture is a cloud delivered ZTNA solution that delivers adaptive access to IT-sanctioned applications whether they are deployed on-premises or in the cloud. For details, see Citrix Secure Private Access.

You can choose these options from the Secure Private Access service admin console.

1. Log in to Citrix Cloud™ and then click **Secure Private Access**.
2. Select **Setup for hybrid** or **Setup for cloud** as per your requirement.



Points of Presence (PoPs) locations for Citrix Secure Private Access™ service

January 5, 2026

Citrix is adding more PoPs globally to ensure business continuity and quality service for the Citrix Secure Private Access customers.

Secure Private Access management PoPs

The following is the list of Secure Private Access management PoP locations.

PoP name	Zone	Region
az-eu-w-mgmt	Azure westeurope	Netherlands
az-in-s-mgmt	Azure southindia	Chennai
az-us-e-mgmt	Azure eastus	Virginia

Secure Private Access data PoPs

The following is the list of Secure Private Access data PoP locations.

PoP name	Zone	Region
az-us-e	Azure eastus	Virginia
az-us-w	Azure westus	California
az-us-sc	Azure southcentralus	Texas
az-aus-e	Azure australiaeast	New South Wales
az-eu-n	Azure northeurope	Ireland
az-eu-w	Azure westeurope	Netherlands
az-jp-e	Azure japaneast	Tokyo, Saitama
az-bz-s	Azure brazilsouth	Sao Paulo State
az-asia-se	Azure southeastasia	Singapore
az-uae-n	Azure uaenorth	Dubai
az-in-s	Azure southindia	Chennai
az-asia-hk	Azure eastasia	Hong Kong
az-nw-e	Azure norwayeast	Norway

Secure Private Access onboarding and set up

February 18, 2026

The Secure Private Access™ service offers a streamlined admin experience that simplifies the process of configuring Zero Trust Network Access. This enhanced feature provides a step-by-step guide to set

up access for a range of apps, including SaaS apps, internal web apps, and TCP apps. The admin console allows administrators to configure device posture scans, create apps, and access policies all within a single, unified interface.

> **Note:**
>
> Citrix Secure Private Access is integrated with Google Chrome Enterprise Premium, which allows customers to securely access private web and SaaS applications using Google Chrome Enterprise Premium as their enterprise browser.

The high-level steps to onboard and setup Secure Private Access include the following:

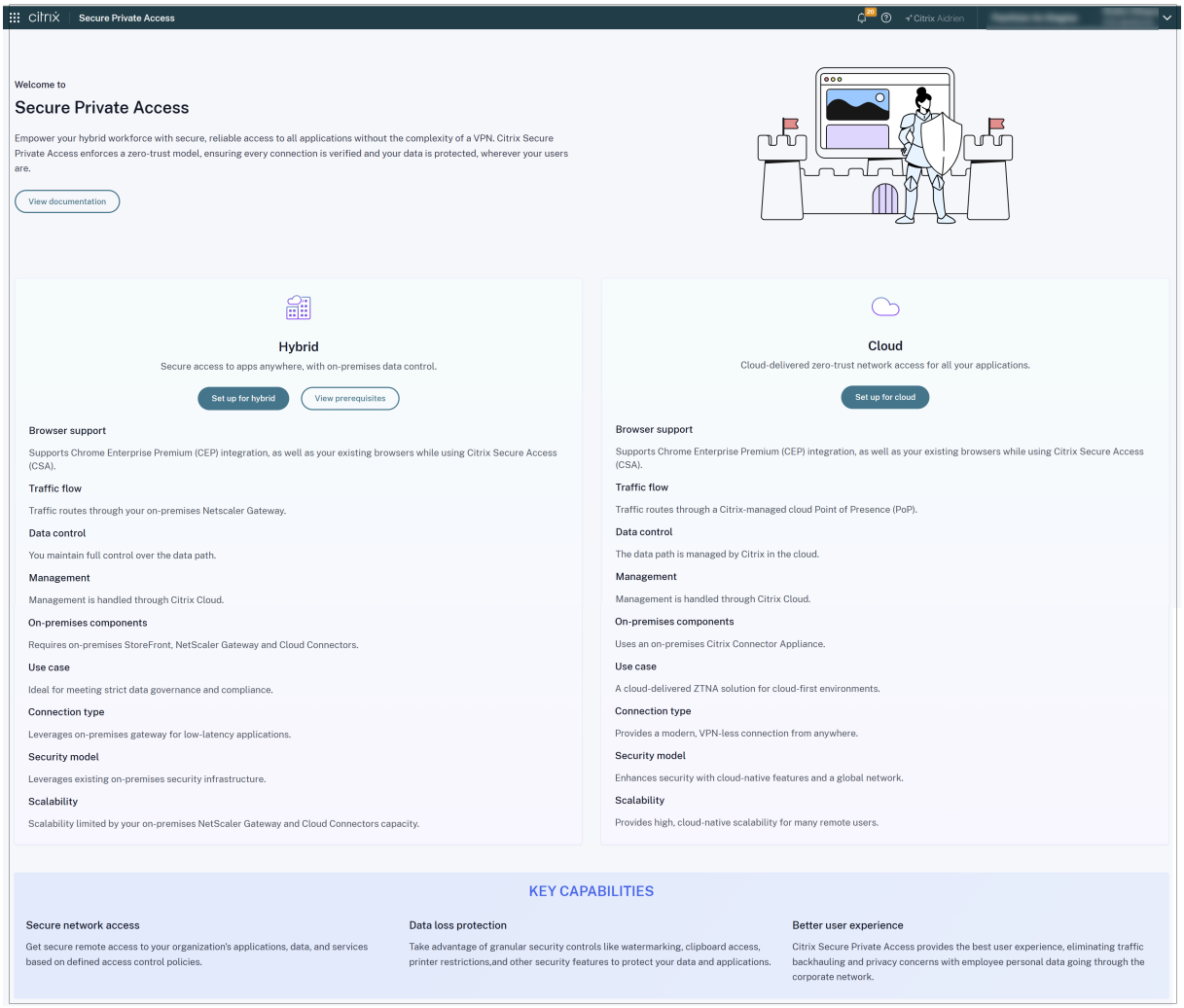
1. Setup Google Chrome integration.
2. Create Device Posture scans.
3. Add apps for your users.
4. Assigns permissions for app access by creating the required access policies.
5. Review the app configuration.

> **Important:**
>
> You can set Google Chrome as your enterprise browser. For details, see the following topics.
>
> - Set Google Chrome as your enterprise browser
> - Considerations prior to switching browser

Access the Secure Private Access admin-guided workflow wizard

Perform the following steps to access the wizard.

1. Log in to Citrix Cloud™ and then click **Secure Private Access**.
2. Select **Setup for cloud** and then click **Continue**.



Setup Google Chrome integration

In the Google Chrome Integration page, perform the following steps:

1. Copy the autogenerated service account email and paste it into the appropriate field in the Google Admin console.

    a) In the Google Admin console, go to **Admin Roles**.

    b) Select the role that is created for the Secure Private Access service and apply the recommended privileges. For the list of privileges, see Admin roles and privileges.

    c) Under **Admins**, select **Assign service accounts**.

    d) Paste the Citrix service account (`tenant-sa-<random-string>.iam.gserviceaccount.com`) and select **Add**. Then select **Assign Role**.

    For details about roles, see About administrator roles.

e) Copy the Google Customer ID that is available in **Google Account Settings** within the Google Admin console into the **Google Customer ID** field in the **Google Chrome Integration** page.

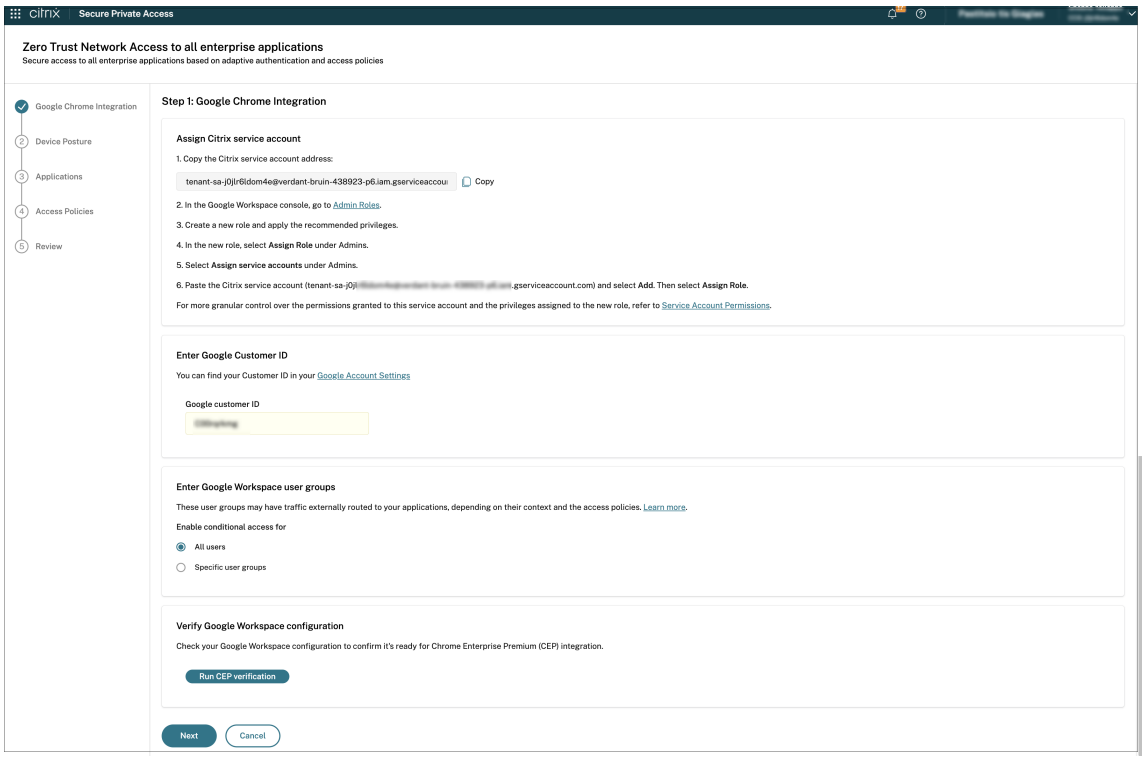
f) Specify the users or user groups (available in **Google Admin console > Directory)** to which the Google Chrome integration must be enabled.

- **All users** - Policies are enforced universally for all users within the Google Workspace domain.
- **Specific user groups** - Policies are enforced on the specific user groups thus enabling granular control. Ensure that the user groups are formatted correctly as email addresses. For example, `marketing@company.com`, `it-department@company.com`.

g) Ensure that the **Proxy Mode** is set to **Allow user to configure** in the Google Admin console (**Devices > Chrome > Settings > User & browser settings > Network > Proxy mode**). Using a different proxy mode configuration can interfere with Secure Private Access application routing.

2. Click **Run CEP verification** to verify your Google Workspace configuration to ensure that it is ready for Chrome Enterprise Premium integration before proceeding with the next step.

- Once the CEP verification is successful, the Secure Private Access service successfully connects to the Google customer ID and a Secure Gateway is created.
- Upon successful creation of the Secure Gateway, the system displays the egress IP addresses assigned to it.
- When a user attempts to access a SaaS application, the request does not go directly to the SaaS provider. Instead, the traffic is first routed through the Secure Gateway, which functions as a partner connector. This gateway acts as an intermediary, inspecting and securing all traffic before it reaches the destination application.



3. Click **Next**.

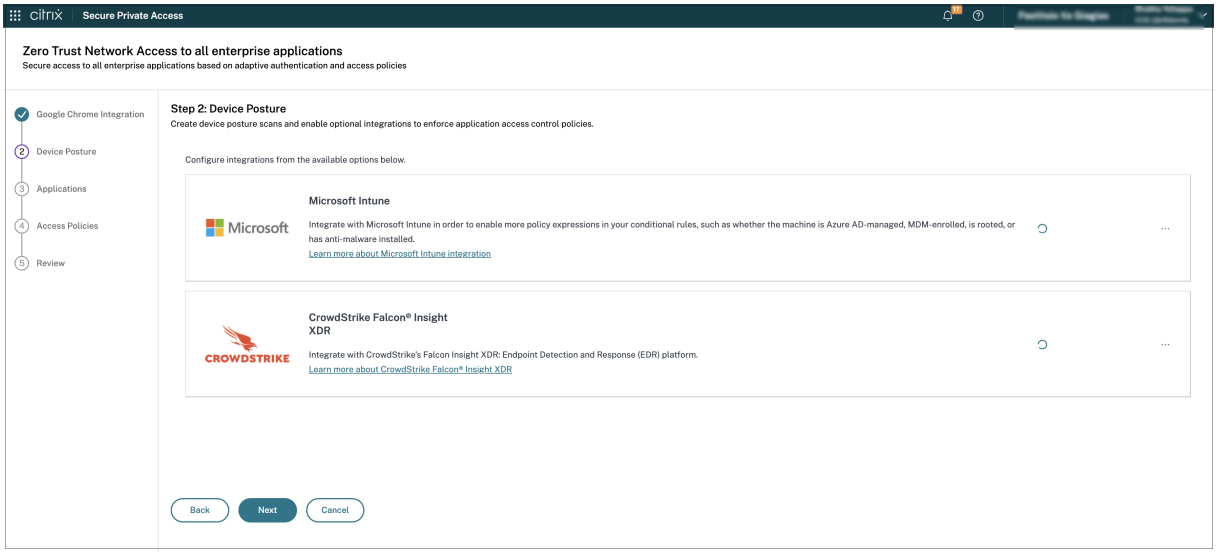
> **Important:**
>
> - You can also update the integration details after the customer is onboarded to CEP. For details, see Update Google integration details post onboarding.
> - For more details about Secure Private Access integration with Google Chrome Enterprise Premium, see Integration with Google Chrome Enterprise Premium.

Create device posture scans

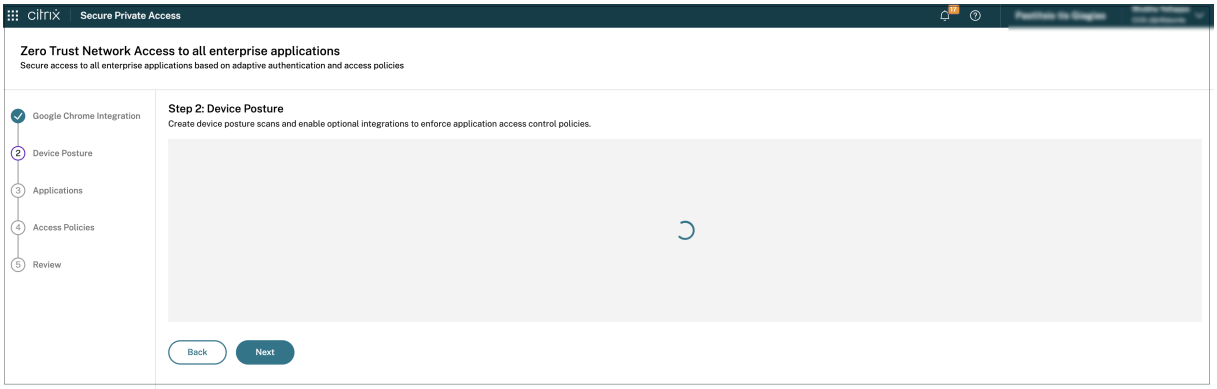
> **Note:**
>
> Configuring device posture is optional for onboarding and can be completed later, during the post-deployment phase.

The device posture scans ensure that only compliant subscriber devices can access your Workspace services. The Device Posture checks determine if devices are compliant or non-compliant and then use this information to provide adaptive access to all types of apps and desktops.

1. (Optional) Connect to any third-party solutions integrated with the Device Posture service. For details, see Third-party integration with device posture.



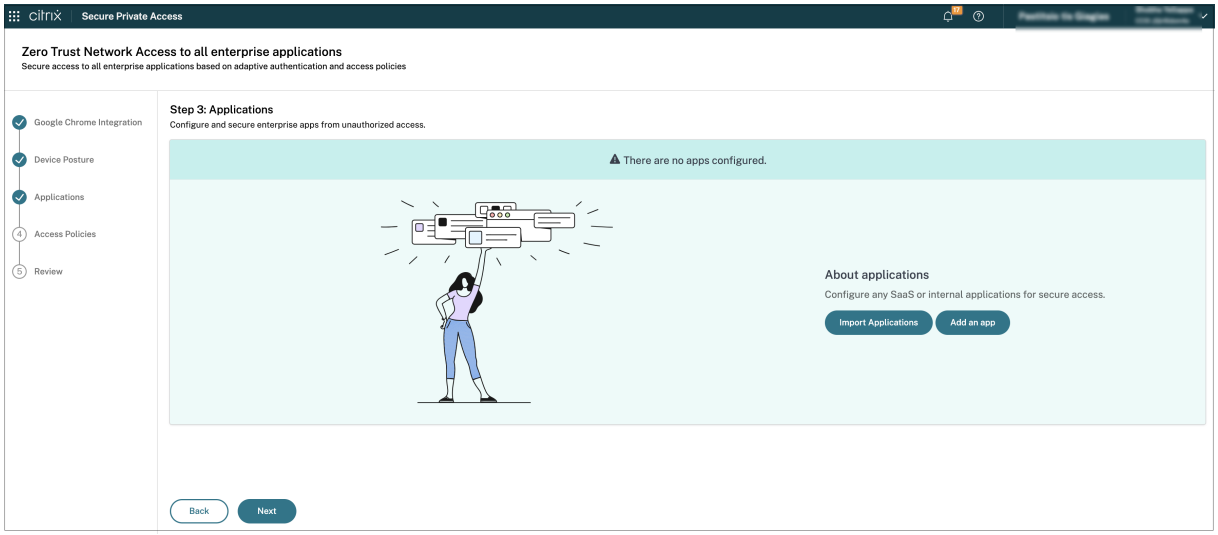
1. Click **Next** and then click **Create device policy**. For details, see Configure Device Posture policies.
2. Click **Next**.



> **Note:**
>
> The authentication mechanism for Secure Private Access is inherited from the identity provider that is connected in the **Workspace configuration > Authentication** tab.

Add and manage apps

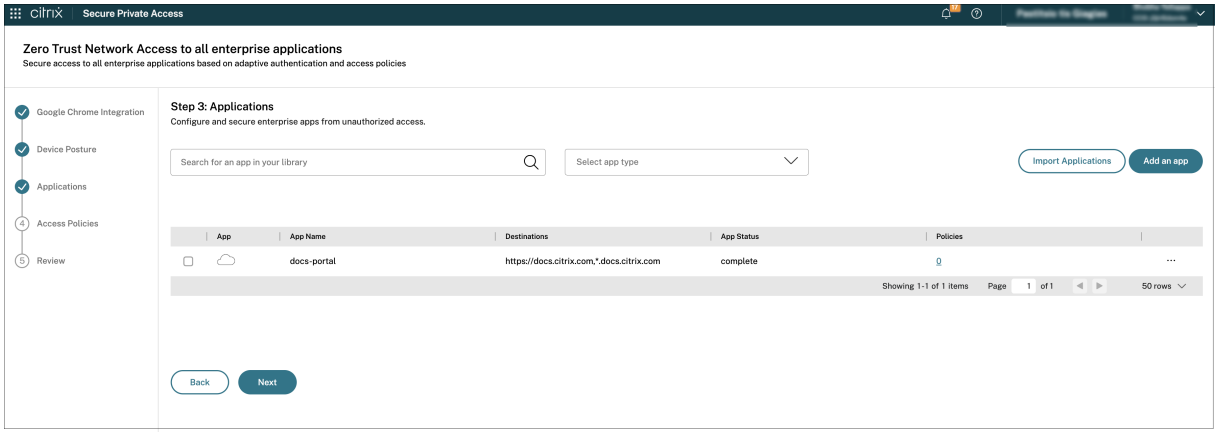
For the first-time users, the **Applications** landing page does not display any apps. Add an app by clicking **Add an app**. You can add SaaS apps, Web apps, and TCP/UDP apps from this page. To add an app, click **Add an app**.



For details on adding apps, see the following topics.

- **Add an Enterprise Web app**
  - Support for Enterprise web apps
  - Configure direct access to Web apps
- **Add a SaaS app**
  - Support for Software as a Service app
  - SaaS app server-specific configuration
- **Configure client-server apps**
  - Support for client-server apps
- **Launch an app**
  - Launch a configured app - end user workflow
- **Role-based access to admins**
  - Role-based access control in Secure Private Access

After you create applications, they appear on the **Applications** page.



Configure access policies

> **Note:**
>
> Setting up access policies is not necessary to complete the onboarding process and can be defined later.

Access policies within Secure Private Access allow you to enable or disable access to the apps based on the context of the user or user's device.
You can create multiple access rules and configure different access conditions for different users or user groups within a single policy. These rules can be applied separately for both HTTP/HTTPS and TCP/UDP apps, all within a single policy.

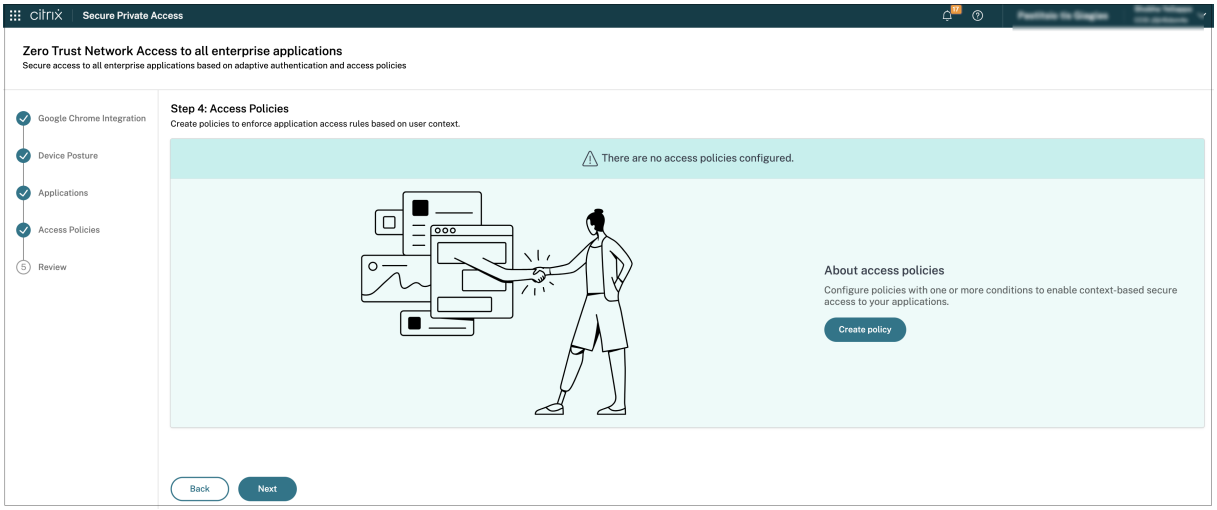
Access restrictions must be configured through the Google Admin console rather than within the Secure Private Access interface.

Rules are configured in the **Google Admin console > Rules**. These rules are advanced settings related to DLP, such as adding a watermark, blocking the download of files with social security numbers, and URL filtering.

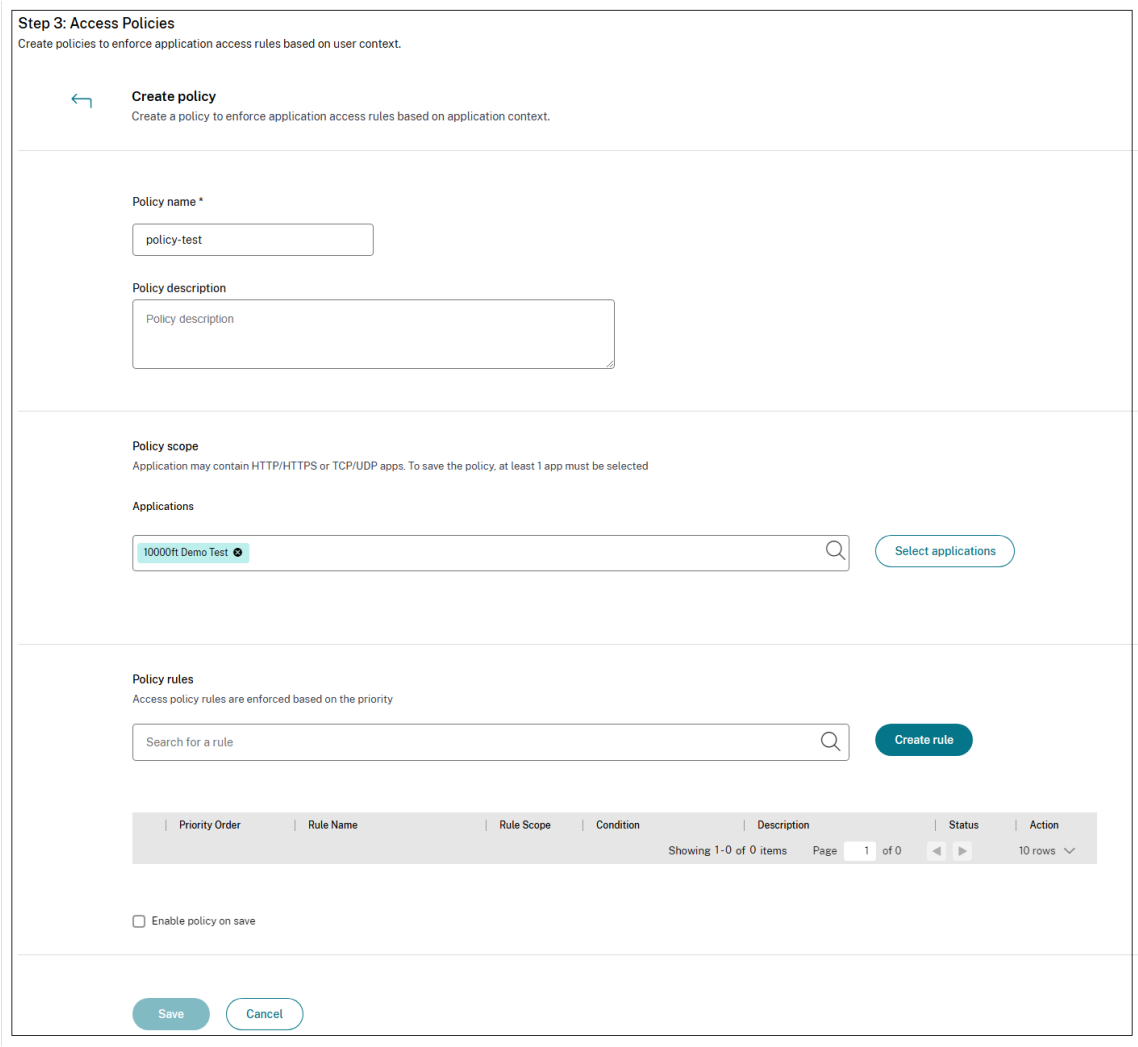
For details on creating policies and rules for Google Chrome in the Google Admin console, see the following topics:

- Set Chrome Enterprise connector policies for Chrome Enterprise
- Data protection rules

For the first-time users, the **Access Policies** landing page does not display any policies. Once you create a policy, you can see it listed here.



1. Click **Create policy**.
2. Enter the policy name and description of the policy.
3. In **Applications**, select the app or set of apps on which this policy must be enforced.
4. Click **Create Rule** to create rules for the policy.



5. Enter the rule name and a brief description of the rule, and then click **Next**.

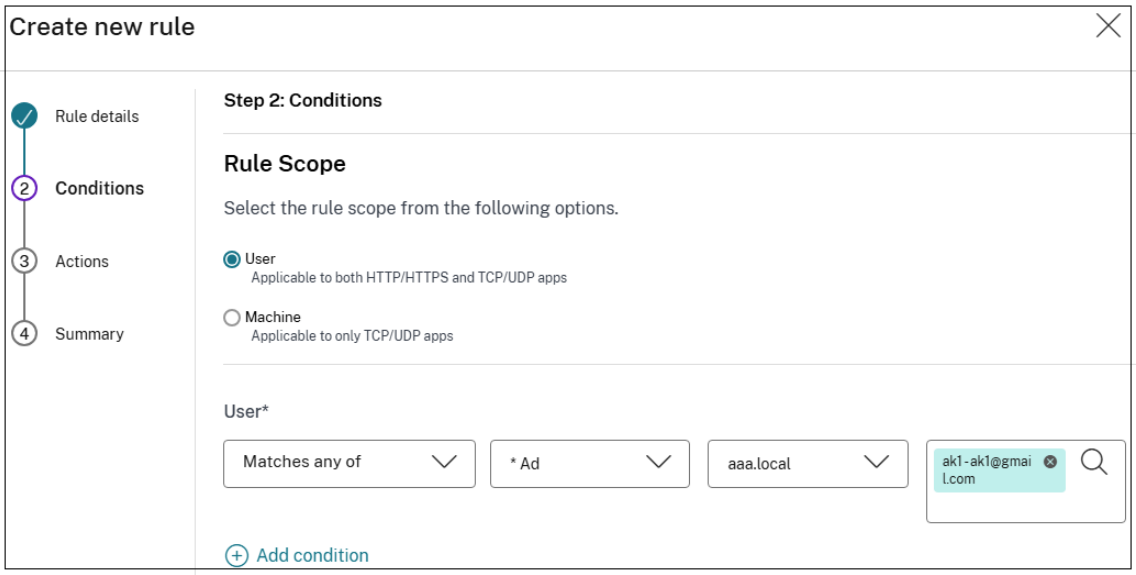
6. Select the users' conditions. The **Users** condition is a mandatory condition to be met to grant

access to the apps for the users.You can select the condition, followed by the domain, and then users.

Select one of the following:

- **Matches any of** –Only the users or groups that match any of the names listed in the field and belonging to the selected domain are allowed access.
- **Does not match any** - All users or groups except those listed in the field and belonging to the selected domain are allowed access.

> **Note:**
>
> You can search for users by display name, email ID, or user principal name. This search option allows admins to accurately identify and grant access to the correct user, even if they have multiple accounts.



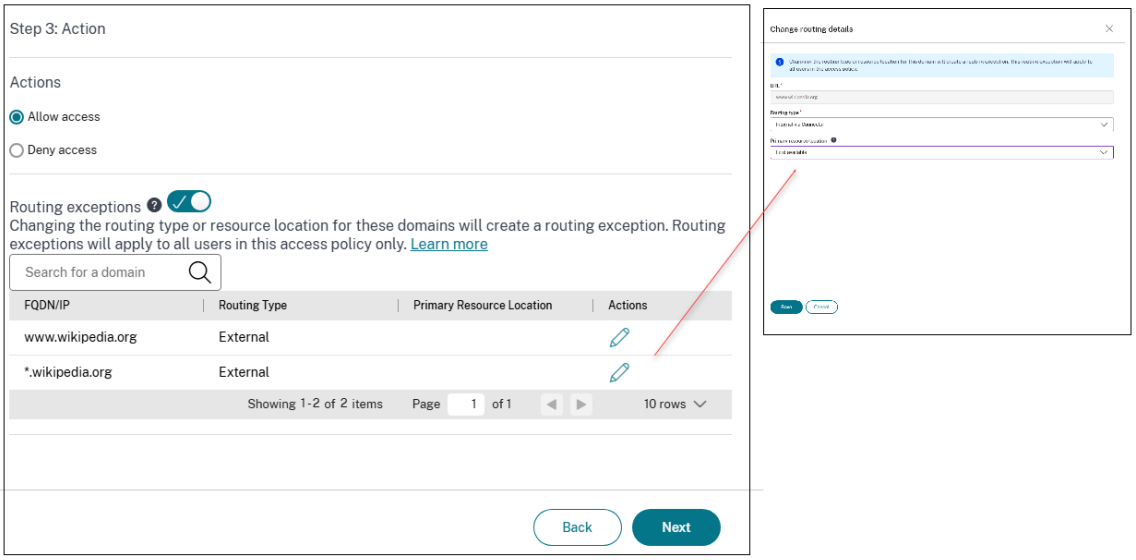
7. (Optional) Click + to add multiple conditions based on the context.

   When you add conditions based on a context, an AND operation is applied on the conditions and the policy is evaluated only if the **Users** and the optional contextual based conditions are met. You can apply the following conditions based on context.

   - **Geo location** –Select the condition and the geographic location from where the users are accessing the apps.
     - **Matches any of:** Only users or user groups accessing the apps from any of the geographic locations listed are enabled for access to the apps.
     - **Does not match any:** All users or user groups other than those from the listed geographic locations are enabled for access.

- **Network location** –Select the condition and the network using which the users access the apps.
  - **Matches any of:** Only users or user groups accessing the apps from any of the network locations listed are enabled for access to the apps.
  - **Does not match any:** All users or user groups other than those from the listed network locations are enabled for access.
- **Device posture check** –Select the conditions that the user device must fulfill to access the apps.

8. Click **Next**.
9. Select the actions that must be applied based on the condition evaluation.
   - **Allow access**
   - **Deny access**

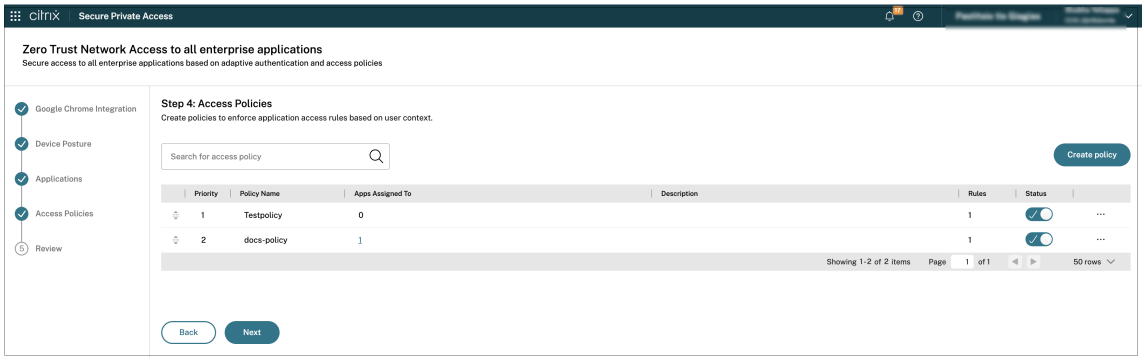


10. (Optional) Modify the routing type or resource location for a specific domain, if required. The **Routing exceptions** toggle allows you to edit the resource locations and routing information for domains of the apps added in the access policy.
    - In **Routing type**, modify the routing type:
      - **Internal**: The traffic flows through the Connector Appliance. For a web app, the traffic flows within the data center. For a SaaS app, the traffic is routed outside the network through the Connector Appliance.
      - **Internal - Bypass Proxy**: The domain traffic is routed through Citrix Cloud Connector™ appliances, bypassing the customer's web proxy configured on the Connector Appliance.
      - **External**: The traffic flows directly to the internet.

- In **Resource location**, modify the resource location, if necessary. This option is applicable only for the internally routed domains.

For more information about contextual routing, see Context-based app routing and resource locations selection.

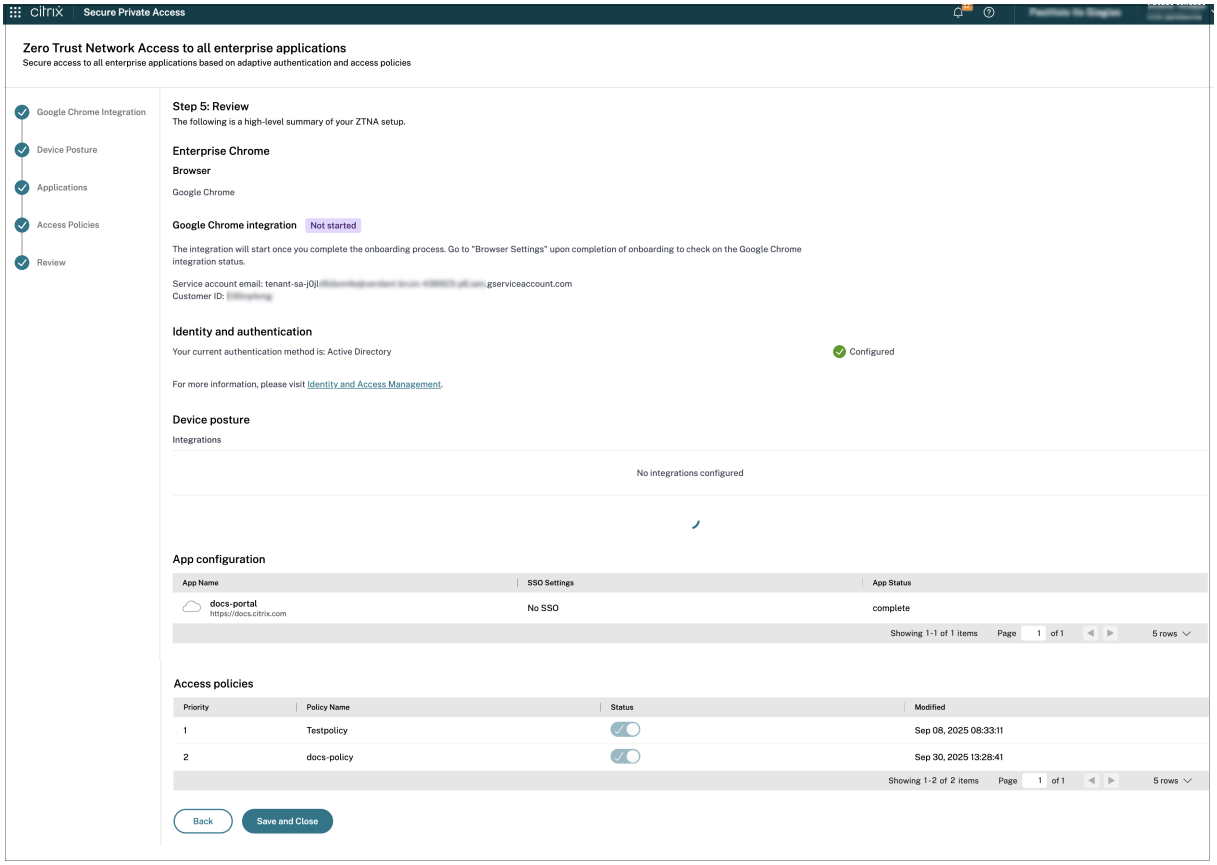
After you create the policies, they appear on the **Access policies** page.



11. Click **Next**. The **Review** page displays the policy details.
12. You can verify the details and click **Finish**.

Review the configuration

The **Review** page provides a comprehensive overview of the end user's configuration, including the authentication mechanism used for their access. This authentication mechanism is not configured independently for the Secure Private Access service. It is inherited from the identity provider that is connected in the **Workspace configuration > Authentication** tab. You can click the **Identity and Access Management > Authentication** link to view the list of identity providers available for a user.



> **Important:**
>
> - After you have completed the configuration using the wizard, you can modify the configuration of a section by directly going to that section. You do not have to follow the sequence.
> - If you delete all the configured apps or the policies, you must add them again.

Points to remember after a policy is created

- The policy that you created appears under the Policy rules section and is enabled by default. You can disable the rules, if required. However, ensure that at least one rule is enabled for the policy to be active.
- A priority order is assigned to the policy by default. The priority with a lower value has the highest preference. The rule with a lowest priority number is evaluated first. If the rule (n) does not match the conditions defined, the next rule (n+1) is evaluated and so on.

Evaluation of rules with priority order example:

Consider that you have created two rules, Rule 1 and Rule 2.
Rule 1 is assigned to user A and Rule 2 is assigned to user B, then both rules are evaluated.
Consider that both rules Rule 1 and Rule 2 are assigned to user A. In this case, Rule 1 has the higher

priority. If the condition in Rule 1 is met, then Rule 1 is applied and Rule 2 is skipped. Otherwise, if the condition in Rule 1 is not met, then Rule 2 is applied to user A.

> **Note:**
>
> If none of the rules are evaluated, then the app is not enumerated to the users.

Add IP addresses of SaaS apps

After onboarding customers to Secure Private Access and Chrome Enterprise Premium, you must allow the list of the IP addresses used by your SaaS applications. This step is critical to ensure that:

- Users can access SaaS applications without connectivity issues or blocks caused by network security controls.
- Traffic from Citrix Secure Private Access and Chrome Enterprise Premium is recognized as legitimate and not inadvertently filtered or denied.

Update Google integration details post onboarding

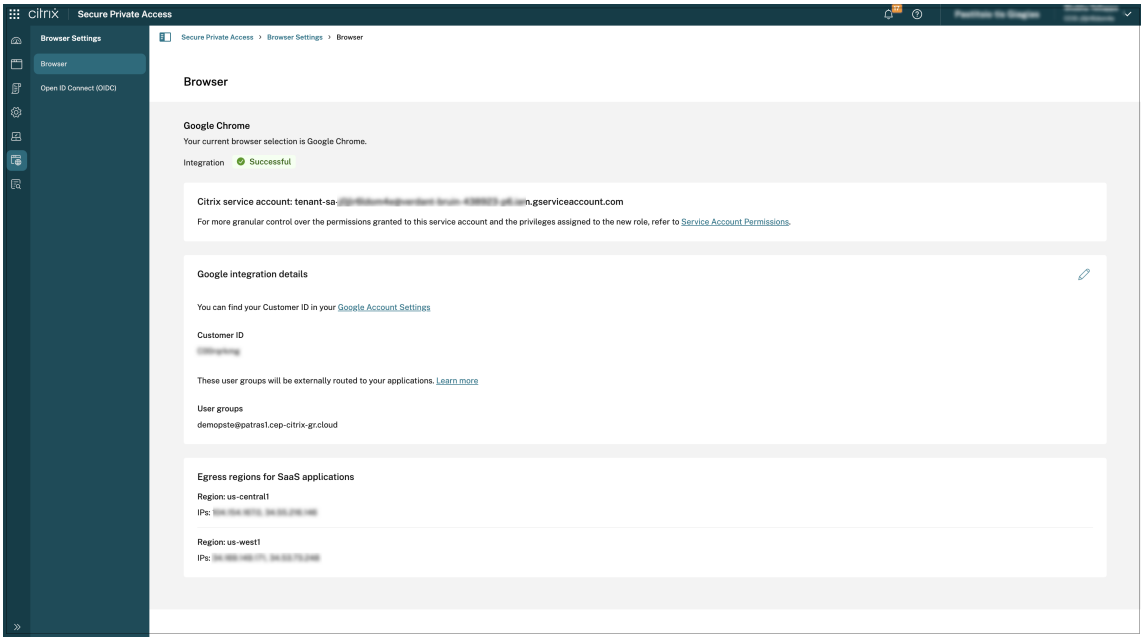
Once customers are successfully onboarded to Chrome Enterprise Premium, Secure Private Access allows for post-onboarding management of their integration details. This includes the ability to update critical identifiers such as the customer ID and to modify associated user groups.

Perform the following steps to update the integration details post onboarding:

1. In the Secure Private Access admin console, go to **Browser settings > Browser**.

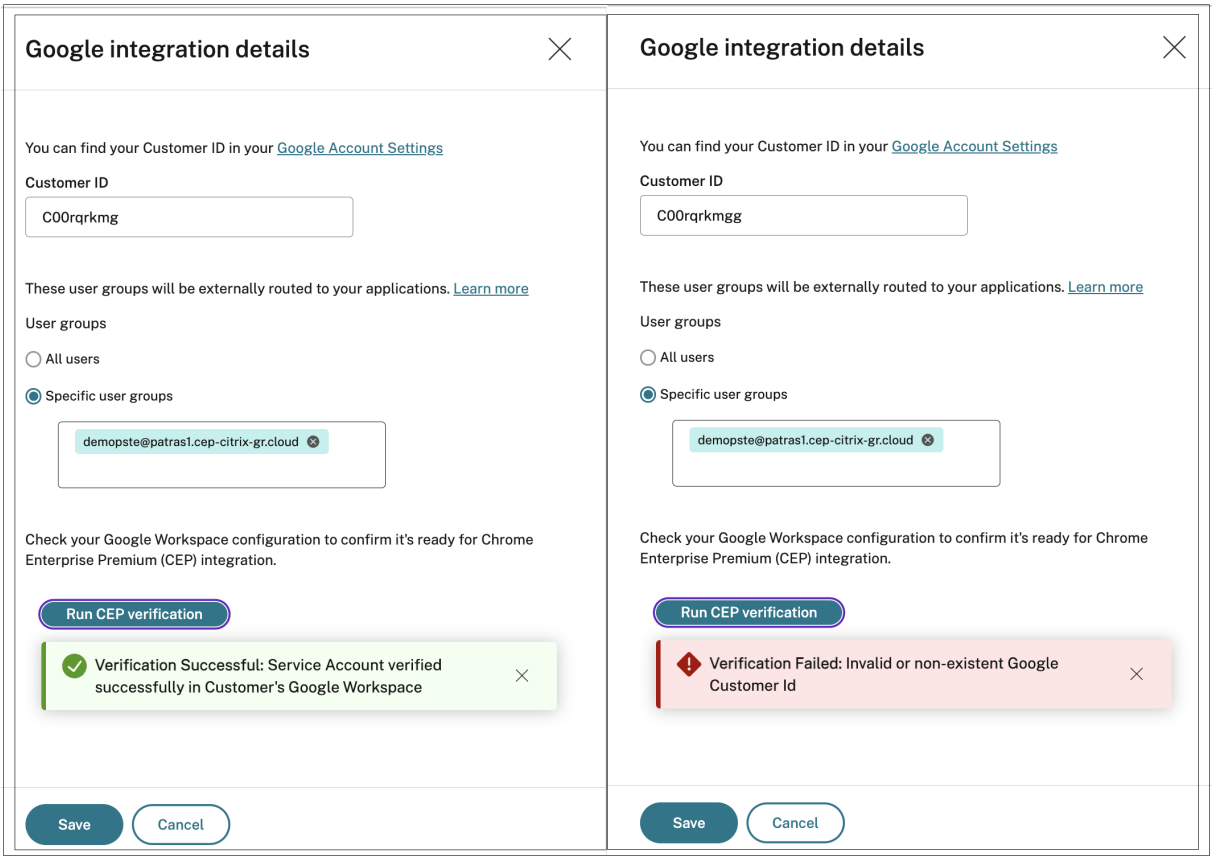
   The Browser page displays the Google Chrome integrations details.

   The system also displays the egress IP addresses associated with the Secure Gateway. Each time a user tries to access a Software as a Service (SaaS) application within this integration, traffic is routed through the Google Secure Gateway, which acts as a partner connector, instead of directly connecting to the SaaS application. This gateway inspects and secures the traffic, enforcing security policies and access controls, and ensuring compliance with the organization's security posture.



2. Click the edit icon and update the customer ID or the user groups or both.
3. Click **Run CEP verification** to verify your Google Workspace configuration is ready for Chrome Enterprise Premium integration.

   If there are any issues with the integration details, the CEP verification fails and a warning message appears with specific error information to help you resolve the configuration issues.



Provisioning failure issue with multiple user groups

When configuring Chrome Enterprise Integration in Secure Private Access (through the onboarding wizard or the **Browser settings** page), specifying more than eight user groups might cause provisioning failures. As a workaround, do the following:

- Use a dedicated directory parent group that encompasses all required groups.
- Configure this parent group during onboarding.
- If group membership changes in the directory, repeat the synchronization process to Google's Directory.

Apps configuration and management

September 6, 2025

Citrix Secure Private Access provides a user-friendly, centralized platform for configuring and managing access to a diverse range of applications (SaaS/Web and TCP/UDP). The Secure Private Access

console simplifies administration by providing a single point of control for various configuration tasks. Using the configuration wizard, administrators can easily set up Adaptive Authentication, configure applications, define access policies to control user permissions, and implement security restrictions to protect sensitive data, all within the same console. Additionally, Secure Private Access supports agentless access to Enterprise web apps without the need for installing a VPN client.

For details, see the following topics:

- Support for Enterprise web apps
- Agentless access to Enterprise web apps
- Support for Software as a Service apps
- Support for client-server apps
- Support for server-to-client connections
- Citrix Secure Access client
- Best practices for Web and SaaS application configurations
- End user app access - Explained

Support for Enterprise web apps

October 27, 2025

Web app delivery using the Secure Private Access service enables enterprise-specific applications to be delivered remotely as a web-based service. Commonly used web apps include SharePoint, Confluence, OneBug, and so on.

Web apps can be accessed using Citrix Workspace™ using the Secure Private Access service. The Secure Private Access service coupled with Citrix Workspace provides a unified user experience for the configured Web apps, SaaS apps, configured virtual apps, or any other workspace resources.

System requirements

Connector Appliance - Use the Connector Appliance with the Citrix Secure Private Access service to support VPN-less access to the Enterprise Web apps in the customers'data center. For details, see Connector Appliance for Secure Private Access.

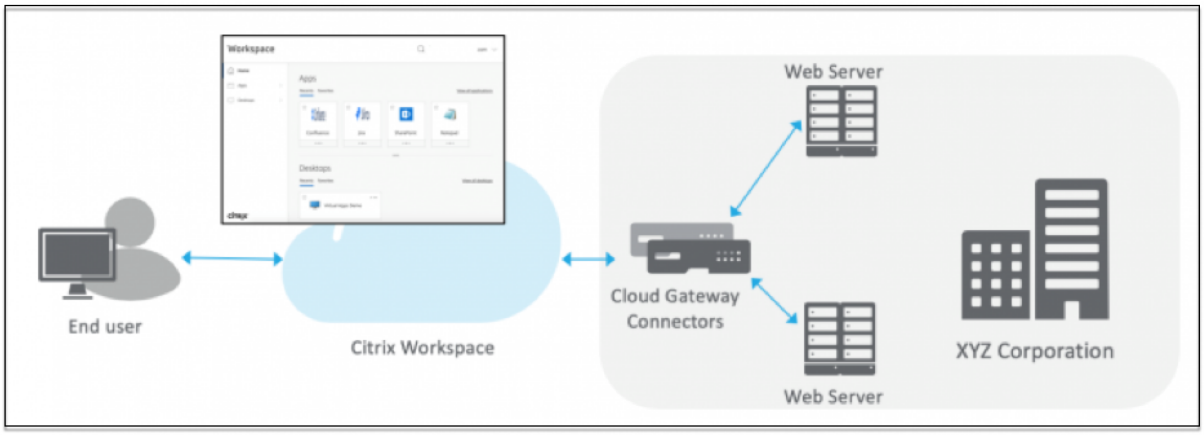
How it works

The Citrix Secure Private Access™ service securely connects to the on-premises data center using the connector, which is deployed on-premises. This connector acts as a bridge between Enterprise web

apps deployed on-premises and the Citrix Secure Private Access service. These connectors can be deployed in an HA pair and require only an outbound connection.

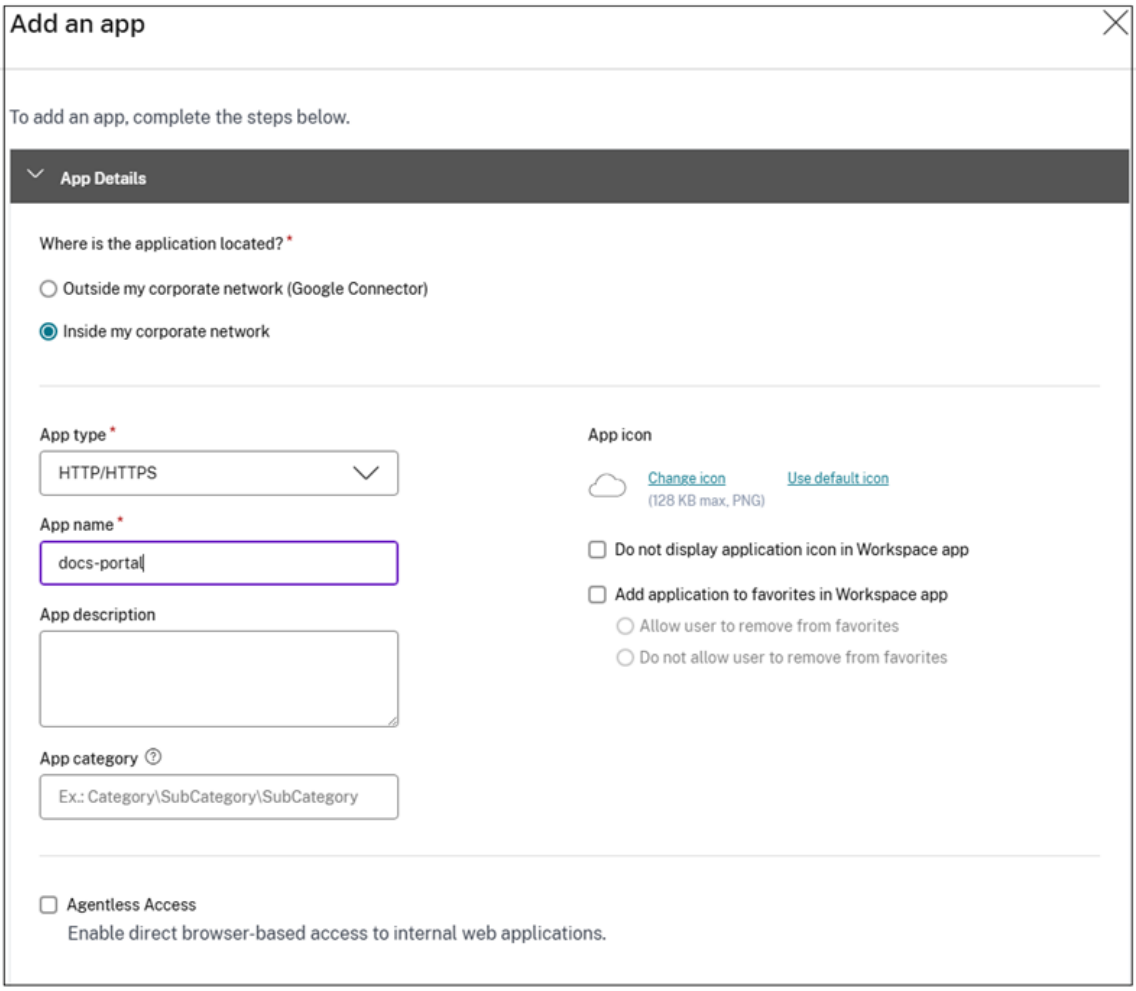
A TLS connection between the Connector Appliance and the Citrix Secure Private Access service in the cloud secures the on-premises applications that are enumerated into the cloud service. Web applications are accessed and delivered through Workspace using a VPN-less connection.

The following figure illustrates accessing web applications using Citrix Workspace.



Configure a Web app

1. Log in to Citrix Cloud and select **Secure Private Access**.
2. Click **Applications > App Configuration** and then click **Add an app**.
3. In **Where is the application location?**, select **Inside my corporate network**.
    - Select **Inside my corporate network** for applications hosted within your organization's private network infrastructure, behind firewalls and accessible only through internal network connection.
    - Select **Outside my corporate network (Google Connector):** For applications hosted outside your organization's private network infrastructure. Traffic routing occurs directly from users to the external application via the Google Cloud Connector.
4. Enter the following details in the **App Details** section and click **Next.**



- **App type** –Select the app type. You can select from **HTTP/ HTTPS** or **UDP/TCP** apps.
- **App name** –Name of the application.
- **App description** - A brief description of the app. This description is displayed to your users in the workspace.
- **App category** - Add the category and the subcategory name (if applicable) under which the app that you're publishing must appear in the Citrix Workspace UI. You can add a new category for each app or use existing categories from the Citrix Workspace UI. Once you specify a category for a web or a SaaS app, the app shows up in the Workspace UI under the specific category.
  - The category/subcategories are admin configurable and admins can add a new category for every app.
  - The **App category** field is applicable for HTTP/HTTPS apps and is hidden for TCP/UDP apps.
  - The category/subcategories names must be separated by a backslash. For example,

Business And Productivity\Engineering. Also, this field is case sensitive. Admins must ensure that they define the correct category. If there's a mismatch between the name in Citrix Workspace UI and the category name entered in the **App category** field, the category gets listed as a new category.

For example, if you enter the **Business and Productivity** category incorrectly as **Business And productivity** in the **App category** field, then a new category named **Business and productivity** gets listed in the Citrix Workspace UI in addition to the **Business And Productivity** category.

- **App icon** –Click **Change icon** to change the app icon. The icon file size must be 128x128 pixels. If you do not change the icon, the default icon is displayed.

  If you do not want to display the app icon, select **Do not display application icon to users.**

- Select **Agentless Access** to enable users access the app directly from a client browser. For details, see Direct access to Enterprise web apps.

- **URL** –URL with your customer ID. The URL must contain your customer ID (Citrix Cloud™ customer ID). To get your customer ID, see Sign up for Citrix Cloud. In case SSO fails or you do not want to use SSO, the user is redirected to this URL.

  Customer domain name and **Customer domain ID** - Customer domain name and ID are used to create the app URL and other subsequent URLs in the SAML SSO page.

  For example, if you're adding a Salesforce app, your domain name is `salesforceformyorg` and ID is 123754, then the app URL is `https://salesforceformyorg.my.salesforce.com/?so=123754`.

  Customer domain name and Customer ID fields are specific to certain apps.

- **Related Domains** –The related domain is auto-populated based on the URL that you've provided. Related domain helps the service to identify the URL as part of the app and route traffic accordingly. You can add more than one related domain.

  > **Note:**
  >
  > A warning message appears if duplicate related domains are added or if a related domain is also added as a URL for a different app. To avoid these issues, see Best Practices for Web and SaaS application configurations.

- **Maintain consistent connection** - Select this checkbox to enable consistent connection to the same Connector Appliance. For details about consistent connections, see Maintain consistent connection.

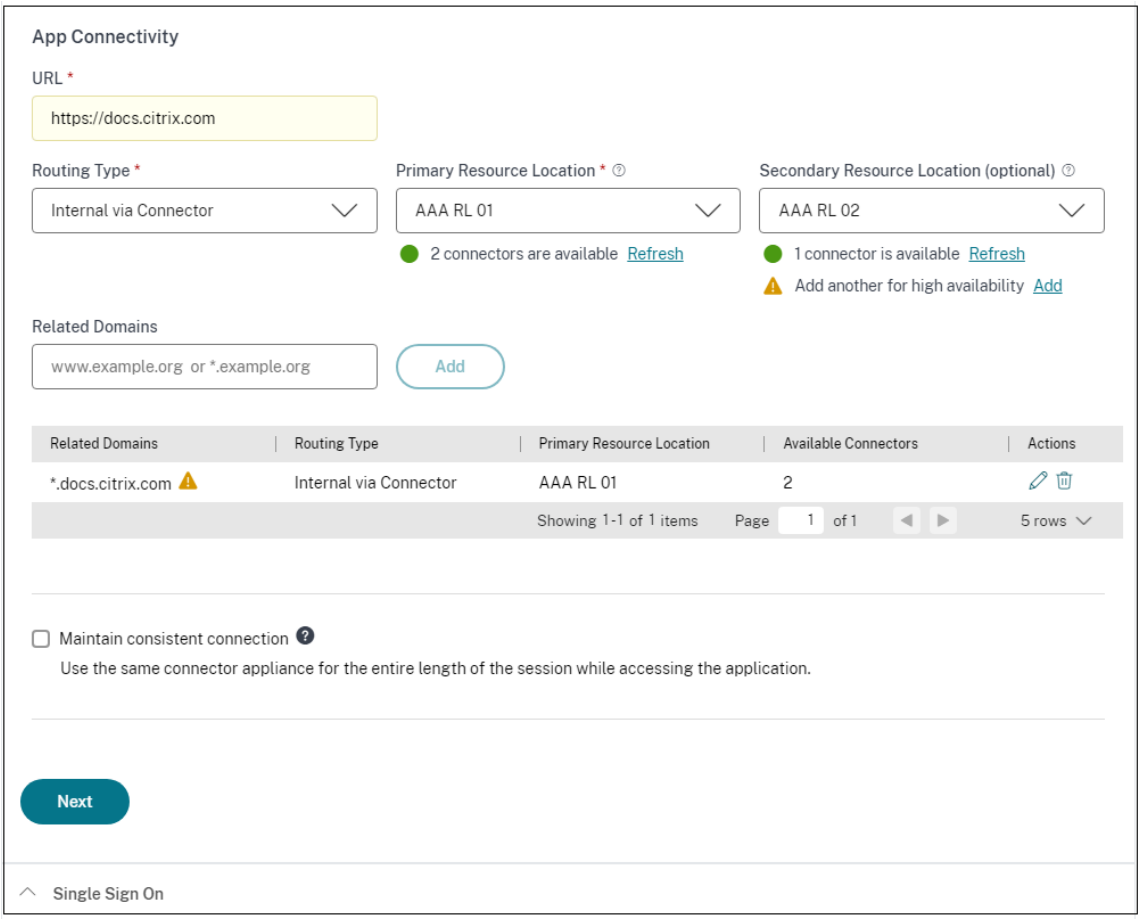
> **Note:**
>
> When the **Maintain consistent connection** option is selected, the routing type for the application must be set to **Internal via Connector** in the App Connectivity section.

- Click **Add application to favorites Workspace app** to add this app as a favorite app in Citrix Workspace app.
  - Click **Allow user to remove from favorites** to allow app subscribers to remove the app from the favorites apps list in Citrix Workspace app. When you select this option, a yellow star icon appears at the top left-hand corner of the app in Citrix Workspace app.
  - Click **Do not allow user to remove from favorites** to prevent subscribers from removing the app from the favorites apps list in Citrix Workspace app. When you select this option, a star icon with a padlock appears at the top left-hand corner of the app in Citrix Workspace app.

    If you remove the apps marked as favorites from the Secure Private Access service console, then these apps must be removed manually from the favorites list in Citrix Workspace. The apps aren't auto deleted from the Workspace app if removed from the Secure Private Access service console.

> **Important:**
>
> - To enable zero-trust-based access to the apps, apps are denied access by default. Access to the apps is enabled only if an access policy is associated with the application.
> - If multiple apps are configured with the same FQDN or some variation of the wildcard FQDN, this might result in a conflicting configuration.
> - These issues can be resolved by following some of the best practices. For details, see Best practices for Web and SaaS application configurations.

5. In the **App Connectivity** section, you define routing for the related domains of applications, if the domains must be routed externally or internally through Citrix Connector™ Appliance.



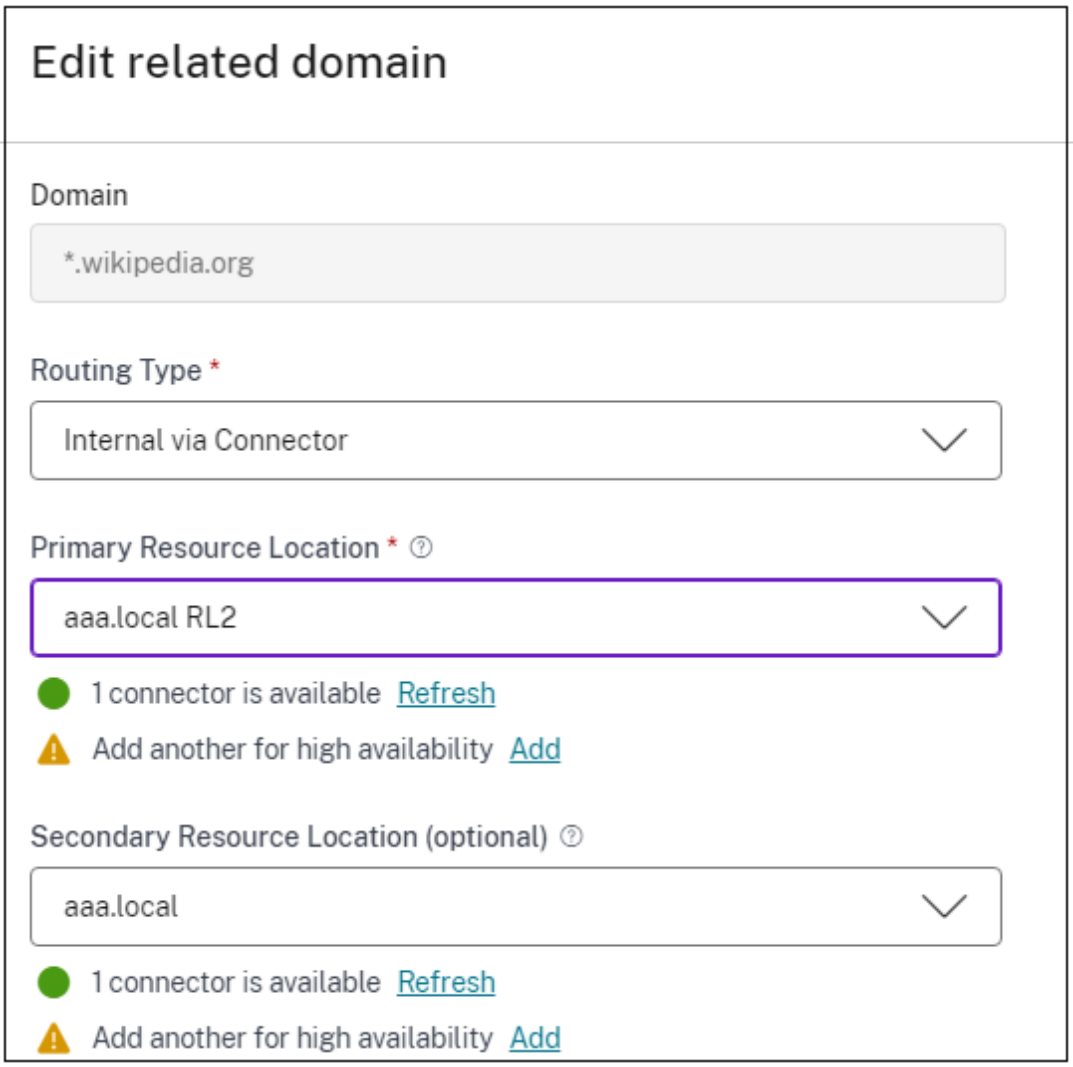
- **Routing Type** - Select one of the following:
  - **Internal –bypass proxy** - The domain traffic is routed through Citrix Cloud Connector™, bypassing the customer's web proxy configured on the Connector Appliance.
  - **Internal via Connector** - The apps can be external but the traffic must flow through the Connector Appliance to the outside network.
  - **External** –The traffic flows directly to the internet.
- **Primary and secondary resource locations** - Admins can ensure high availability of applications even during disruptions by configuring a secondary resource location or by using the **First Available** option.
  - **Primary Resource Location:** Select the primary resource location where the application is hosted. Alternatively, admins can select the option **First Available** in **Primary Resource Location**.
  - **First available:** The **First Available** option ensures that a working resource location is used. When **First Available** is selected, the system automatically routes traffic to the first available location. This ensures continuous application access without manual intervention. For instance, if ResourceLocation1 is unavailable but ResourceLocation2 is reachable, then ResourceLocation2 is selected by default to front-end the

application.

- **Secondary Resource Location** - The **Secondary Resource Location** option becomes available only if a primary resource location is explicitly specified. If the primary resource location becomes unavailable, for reasons such as a Connector Appliance or data center failure, the application fails over to the specified secondary resource location. The secondary resource location can also act as a failover even when the application is hosted in another data center.

You can also set a primary and secondary resource location or select the **First Available** option for each of the related domains.

a) Click the edit icon in the **Actions** column of the Related Domains table.
b) Set the primary and secondary resource location or choose the **First Available** option.



> **Note:**
>
> Setting the backup resource location and using the **First Available** option feature is currently in Preview.

- **Maintain consistent connection** - Select this checkbox to enable consistent connection to the same Connector Appliance. For details about consistent connections, see Maintain consistent connections.

  > **Note:**
  >
  > When the **Maintain consistent connection** option is selected, the routing type for the application must be set to **Internal via Connector** in the App Connectivity section.

6. Click **Save** and then click **Finish.**

   After you click **Finish**, the app is added to the Applications page. You can edit or delete an app from the Applications page after you've configured the application. To do so, click the ellipsis button on an app and select the actions accordingly.

   - **Edit Application**
   - **Delete**

> **Important:**
>
> - To grant access to the apps for the users, admins are required to create access policies. In access policies, admins add app subscribers and configure security controls. For details, see Create access policies.

Support for SaaS apps

February 4, 2026

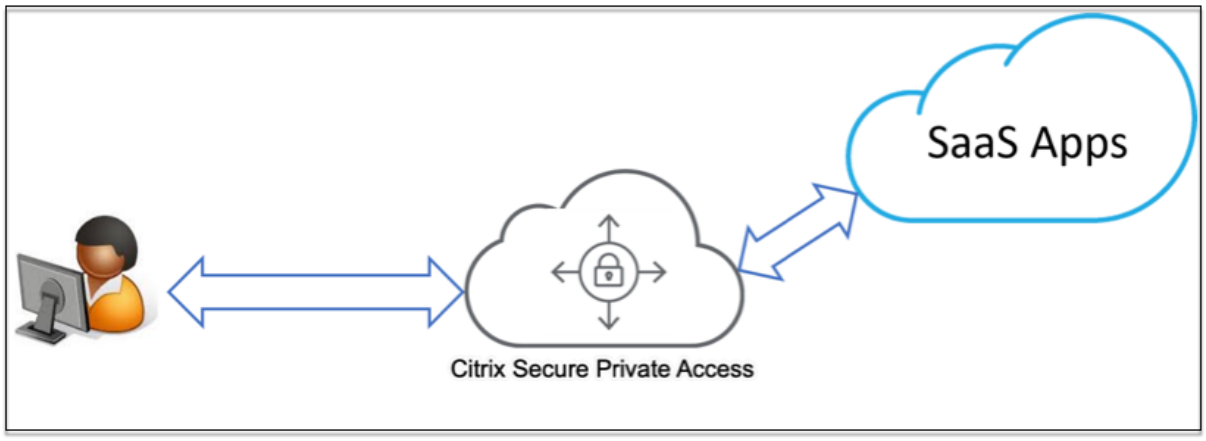
Software as a Service (SaaS) is a software distribution model that delivers software remotely as a web-based service. Commonly used SaaS apps include Salesforce, Workday, Concur, GoToMeeting, and so forth.

SaaS apps can be accessed using Citrix Workspace™ using the Secure Private Access service. The Secure Private Access service coupled with Citrix Workspace provides a unified user experience for the configured SaaS apps, configured virtual apps, or any other workspace resources. SaaS app delivery using the Secure Private Access service provides you an easy, secure, robust, and scalable solution to manage the apps.

How SaaS apps are supported with the Secure Private Access service

1. Customer admin configures SaaS apps using the Secure Private Access service UI.
2. Admin provides the service URL to the users to access Citrix Workspace.
3. To launch the app, a user clicks the enumerated SaaS app icon.
4. SaaS app trusts the SAML assertion provided by the Secure Private Access service and the app is launched.

> **Note:**
>
> - To grant access to the apps for the users, admins are required to create access policies. In access policies, admins add app subscribers and configure security controls. For details, see Create access policies.
> - Configured SaaS apps are aggregated along with virtual apps and other resources in Citrix Workspace for a unified user experience.

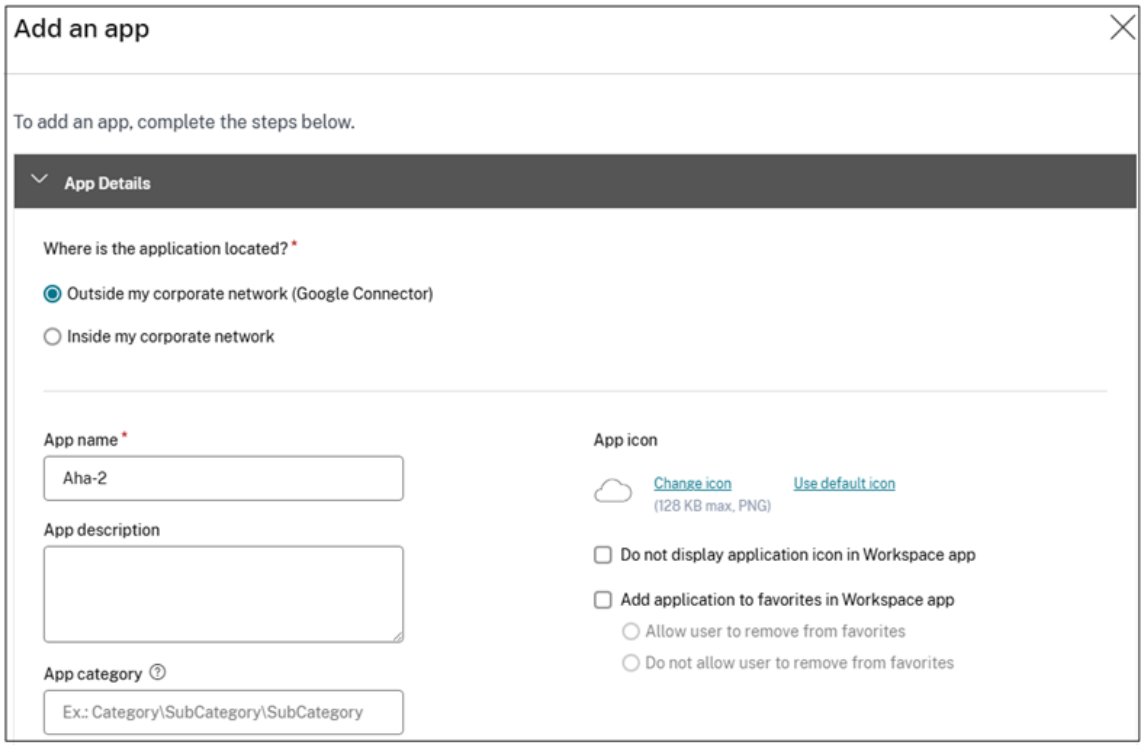


Configure a SaaS app

1. Log in to Citrix Cloud and select **Secure Private Access**.
2. Click **Applications > App Configuration** and then click **Add an app**.
3. In **Where is the application location?**, choose the location of the target application to determine the routing path, policies, and access mechanisms that must be applied. For SaaS apps, select **Outside my corporate network (Google Connector)**.
    - **Outside my corporate network (Google Connector):** For applications hosted outside your organization's private network infrastructure. Traffic routing occurs directly from users to the external application via Citrix Cloud.

- **Inside my corporate network**: For applications hosted within your organization's private network infrastructure, behind firewalls and accessible only through internal network connections.

4. Enter the following details in the **App Details** section and click **Next.**



- **App name** –Name of the application.
- **App description** - A brief description of the app. This description is displayed to your users in the workspace.
- **App category** - Add the category and the subcategory name (if applicable) under which the app that you're publishing must appear in the Citrix Workspace UI. You can add a new category for each app or use existing categories from the Citrix Workspace UI. Once you specify a category for a web or a SaaS app, the app shows up in the Workspace UI under the specific category.
  - The category/subcategories are admin configurable and admins can add a new category for every app.
  - The **App category** field is applicable for HTTP/HTTPS apps and is hidden for TCP/UDP apps.
  - The category/subcategories names must be separated by a backslash. For example, **Business And Productivity\Engineering**. Also, this field is case sensitive. Admins must ensure that they define the correct category. If there's a mismatch between the

name in the Citrix Workspace UI and the category name entered in the **App category** field, the category gets listed as a new category.

For example, if you enter the **Business and Productivity** category incorrectly as **Business And productivity** in the **App category** field, then a new category named **Business and productivity** gets listed in the Citrix Workspace UI in addition to the **Business And Productivity** category.

- **App icon** –Click **Change icon** to change the app icon. The icon file size must be 128x128 pixels. If you do not change the icon, the default icon is displayed.

  If you do not want to display the app icon, select **Do not display application icon to users**.

- **URL** –URL with your customer ID. The URL must contain your customer ID (Citrix Cloud™ customer ID). To get your customer ID, see Sign up for Citrix Cloud. In case SSO fails or you do not want to use SSO, the user is redirected to this URL.

- **Customer domain name** and **Customer domain ID** - Customer domain name and ID are used to create the app URL and other subsequent URLs in the SAML SSO page.

  For example, if you're adding a Salesforce app, your domain name is `salesforceformyorg` and ID is 123754, then the app URL is `https://salesforceformyorg.my.salesforce.com/?so=123754`.

  Customer domain name and Customer ID fields are specific to certain apps.

- **Related Domains** –The related domain is auto-populated based on the URL that you've provided. Related domain helps the service to identify the URL as part of the app and route traffic accordingly. You can add more than one related domain.

  > **Note:**
  >
  > A warning message appears if duplicate related domains are added or if a related domain is also added as a URL for a different app. To avoid these issues, see Best Practices for Web and SaaS application configurations.

- **Maintain consistent connection** - Consistent connection to the Connector Appliance is supported for SaaS apps. Select the **Maintain consistent connection** checkbox and choose **Internal via Connector** as the connectivity type in the **App Connectivity** section. For details about consistent connections, see Maintain consistent connection.

- Click **Add application to favorites in Workspace app** to add this app as a favorite app in Citrix Workspace app.

  - Click **Allow user to remove from favorites** to allow app subscribers to remove the app from the favorites apps list in Citrix Workspace app. When you select this option, a yellow star icon appears at the top left-hand corner of the app in Citrix Workspace app.

- Click **Do not allow user to remove from favorites** to prevent subscribers from removing the app from the favorites apps list in Citrix Workspace app. When you select this option, a star icon with a padlock appears at the top left-hand corner of the app in Citrix Workspace app.

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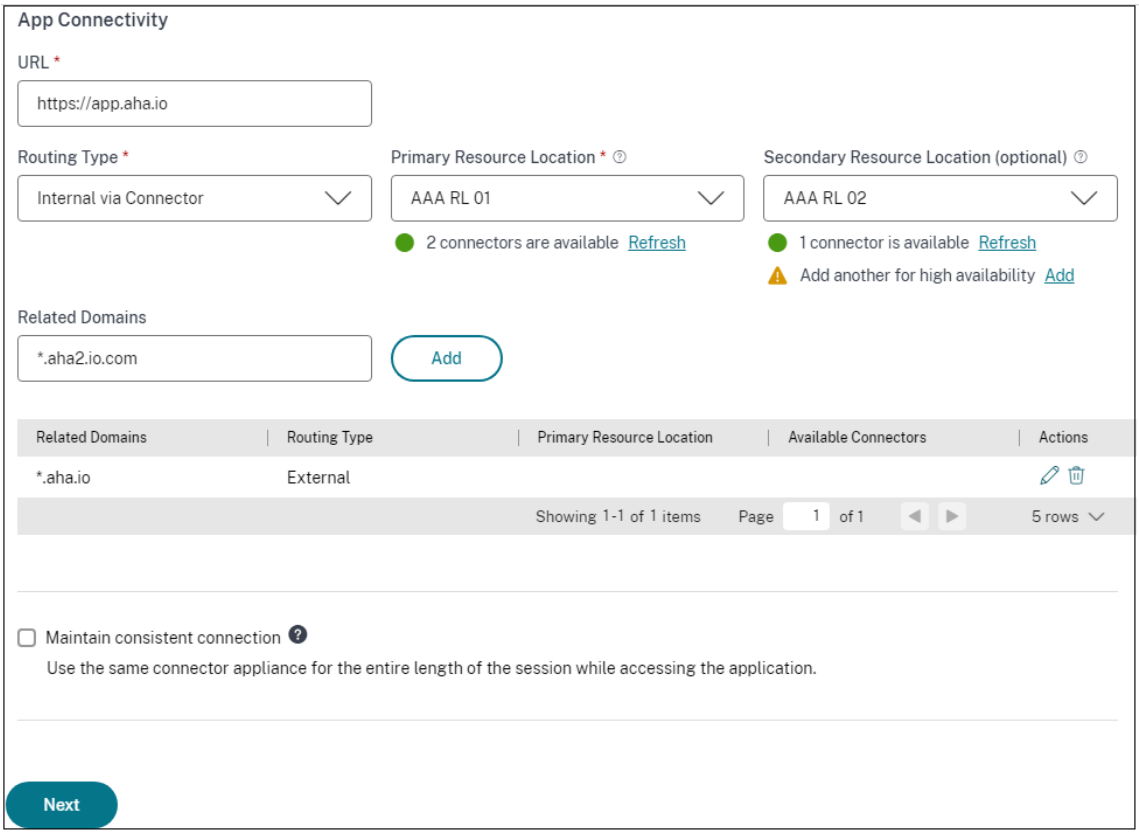
> **Important:**
>
> - To enable zero-trust-based access to the apps, apps are denied access by default. Access to the apps is enabled only if an access policy is associated with the application.
> - If multiple apps are configured with the same FQDN or some variation of the wildcard FQDN, this might result in a conflicting configuration.
> - These issues can be resolved by following some of the best practices. For details, see Best practices for Web and SaaS application configurations.

5. In the **App Connectivity** section, you define routing for the related domains of applications, if the domains must be routed externally or internally through Citrix Connector™ Appliance.



- **Routing Type** - Select one of the following:

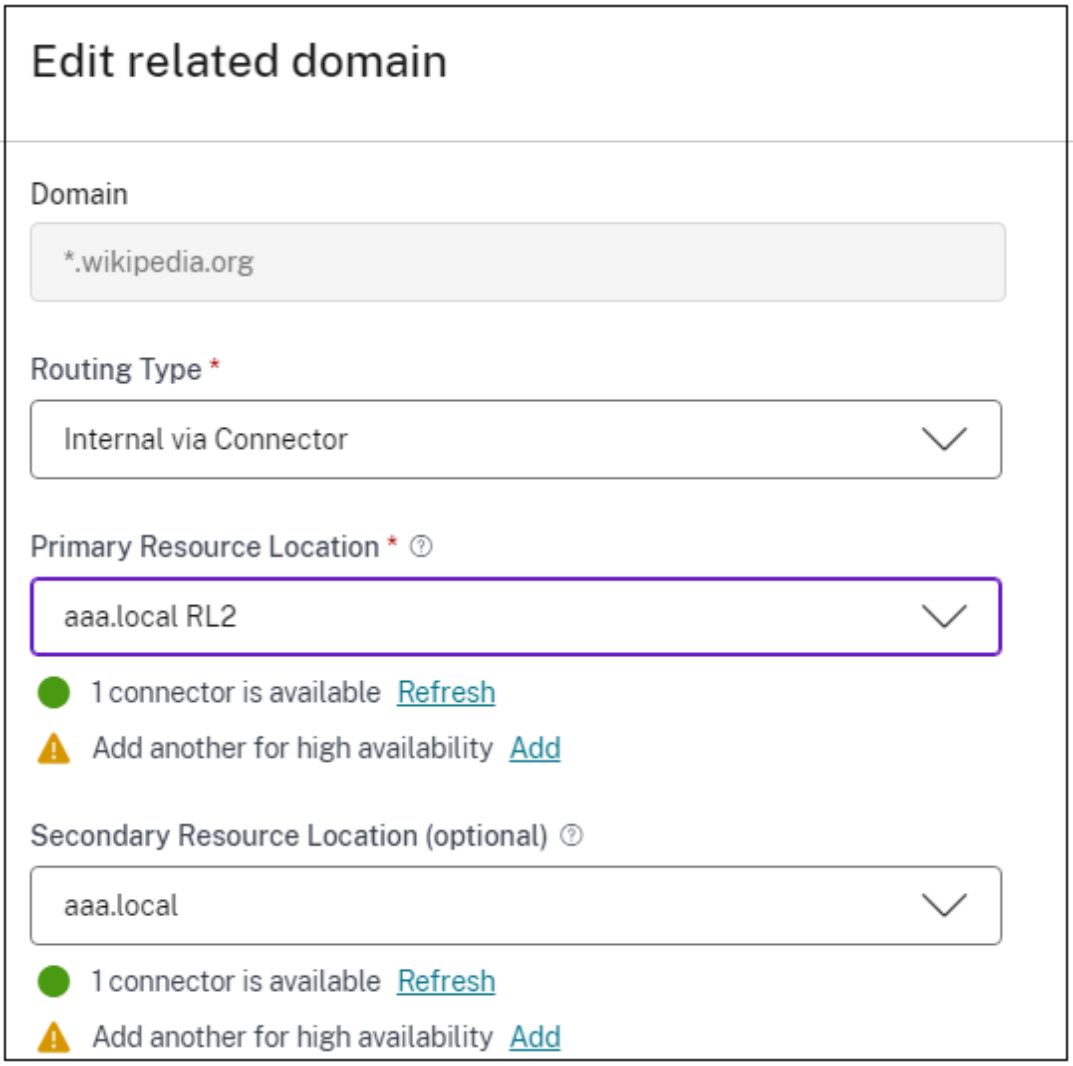
- **Internal –bypass proxy** - The domain traffic is routed through Citrix Cloud Connector™, bypassing the customer's web proxy configured on the Connector Appliance.
- **Internal via Connector** - The apps can be external but the traffic must flow through the Connector Appliance to the outside network.
- **External** –The traffic flows directly to the internet.

- **Primary and secondary resource locations** - Admins can ensure high availability of applications even during disruptions by configuring a secondary resource location or by using the **First Available** option.

  - **Primary Resource Location:** Select the primary resource location where the application is hosted. Alternatively, admins can select the option **First Available** in **Primary Resource Location**.
  - **First available:** The **First Available** option ensures that a working resource location is used. When **First Available** is selected, the system automatically routes traffic to the first available location. This ensures continuous application access without manual intervention. For instance, if ResourceLocation1 is unavailable but ResourceLocation2 is reachable, then ResourceLocation2 is selected by default to front-end the application.
  - **Secondary Resource Location** - The **Secondary Resource Location** option becomes available only if a primary resource location is explicitly specified. If the primary resource location becomes unavailable, for reasons such as a Connector Appliance or data center failure, the application fails over to the specified secondary resource location. The secondary resource location can also act as a failover even when the application is hosted in another data center.

  You can also set a primary and secondary resource location or select the **First Available** option for each of the related domains.

  a) Click the edit icon in the **Actions** column of the Related Domains table.
  b) Set the primary and secondary resource location or choose the **First Available** option.



> **Note:**
>
> Setting the backup resource location and using the **First Available** option feature is currently in Preview.

- **Maintain consistent connection** - Select this checkbox to enable consistent connection to the same Connector Appliance. For details about consistent connections, see Maintain consistent connections.

  > **Note:**
  >
  > When the **Maintain consistent connection** option is selected, the routing type for the application must be set to **Internal via Connector** in the App Connectivity section.

6. Click **Save** and then click **Finish.**

   After you click **Finish**, the app is added to the Applications page. You can edit or delete an app

from the Applications page after you've configured the application. To do so, click the ellipsis button on an app and select the actions accordingly.

- **Edit Application**
- **Delete**

Support for TCP/UDP apps

February 4, 2026

Secure Private Access service enables you to access TCP/UDP applications that are present in your on-premises environment either using a native browser or a native client application through the Citrix Secure Access client running on your machine. For details, see the following sections:

- Prerequisites
- Configure Secure Private Access for TCP/UDP apps
- Admin Configuration –Citrix Secure Access client-based access to HTTP/HTTPS apps
- Adaptive access to TCP/UDP and HTTP(S) apps
- Troubleshoot application domains IP address conflict

Prerequisites

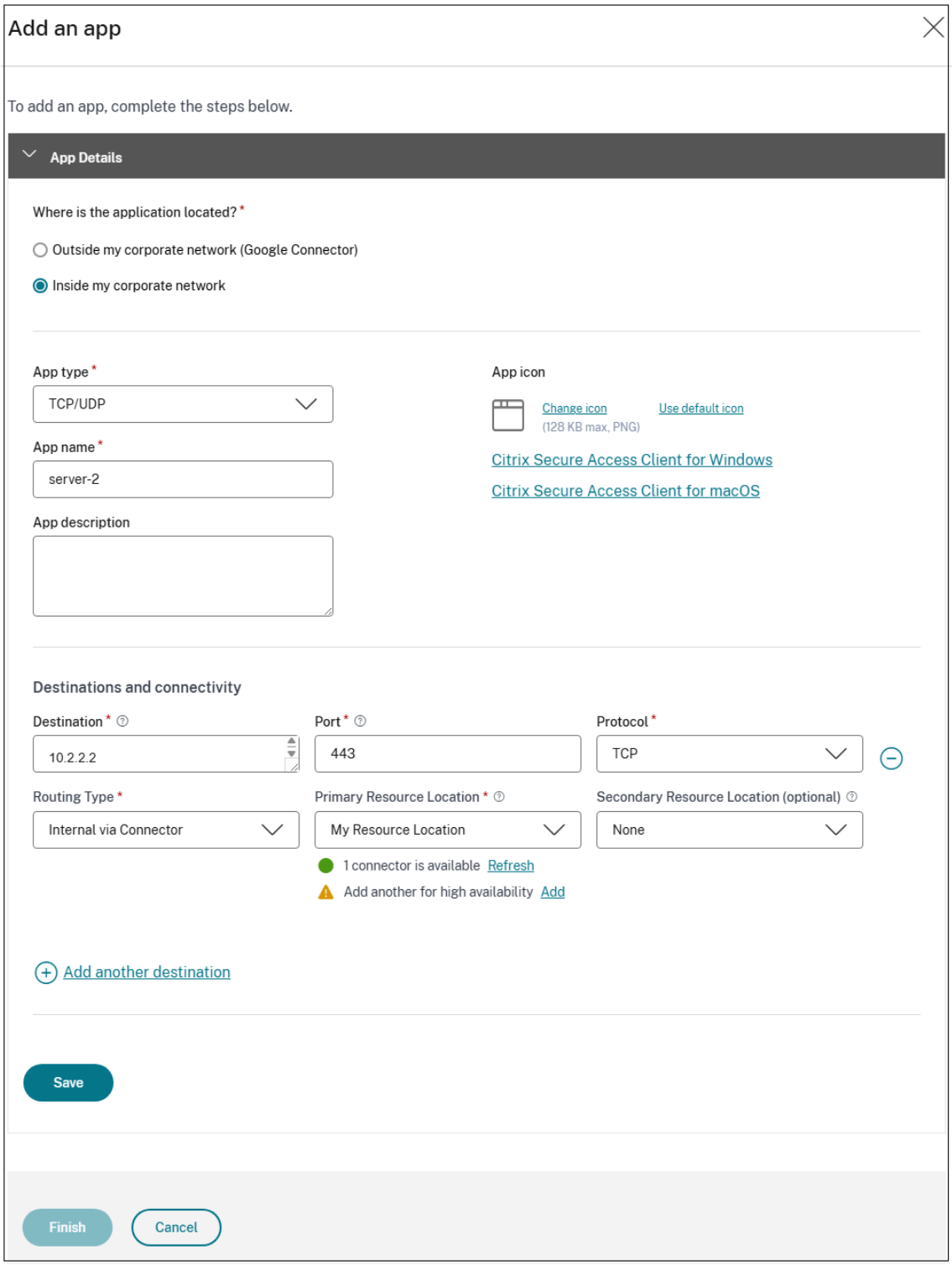
- Citrix Secure Access client - For details, see Citrix Secure Access client.
- Connector Appliance –Citrix recommends installing two Connector Appliances in a high availability set-up in your resource location. The connector can be installed either on-premises, in the data center hypervisor, or in public cloud. For more information on Connector Appliance and its installation, see Connector Appliance for Cloud Services. You must use a Connector Appliance for TCP/UDP apps. The Connector Appliance must have a DNS server configuration for DNS resolution.

Configure Secure Private Access for TCP/UDP apps

1. Log in to Citrix Cloud and select **Secure Private Access**.
2. Click **Applications > App Configuration** and then click **Add an app**.

   App is a logical grouping of destinations. We can create an app for multiple destinations –Each destination means different servers in the back end. For example, one app can have one SSH, one RDP, one Database server, and one Web server. You don't have to create one app per destination, but one app can have many destinations.

3. In the **App Details** section, select **Inside my corporate network**, enter the following details, and click **Next**.



- **App type** –Select TCP/UDP.
- **App name**–Name of the application.

- **App icon**–An app icon is displayed. This field is optional.
- **App description** –Description of the app you are adding. This field is optional.
- **Destinations** –IP Addresses or FQDNs of the back-end machines residing in the resource location. One or more destinations can be specified as follows.
  - **IP address v4**
  - **IP address Range** –Example: 10.68.90.10-10.68.90.99
  - **CIDR** –Example: 10.106.90.0/24
  - **FQDN of the machines or Domain name** –Single or wildcard domain. Example: ex.destination.domain.com, *.domain.com

    > **Important:**
    >
    > End users can access the apps using FQDN even if the admin has configured the apps using the IP address. This is possible because the Citrix Secure Access™ client can resolve an FQDN to the real IP address.
    > The following table provides examples of various destinations and how to access the apps with these destinations:

Destination input	How to access the app
10.10.10.1-10.10.10.100	End user is expected to access the app only through IP addresses in this range.
10.10.10.0/24	End user is expected to access the app only through IP addresses configured in the IP CIDR.
10.10.10.101	End user is expected to access the app only through 10.10.10.101
`*.info.citrix.com`	End user is expected to access subdomains of `info.citrix.com` and also `info.citrix.com` (the parent domain). For example, `info.citrix.com`, `sub1.info.citrix.com`, `level1.sub1.info.citrix.com` **Note:** The wildcard must always be the starting character of the domain and only one *. is allowed.

Destination input	How to access the app
info.citrix.com	End user is expected to access `info.citrix.com` only and no subdomains. For example, `sub1.info.citrix.com` is not accessible.

- **Port** –The port on which the app is running. Admins can configure multiple ports or port ranges per destination.

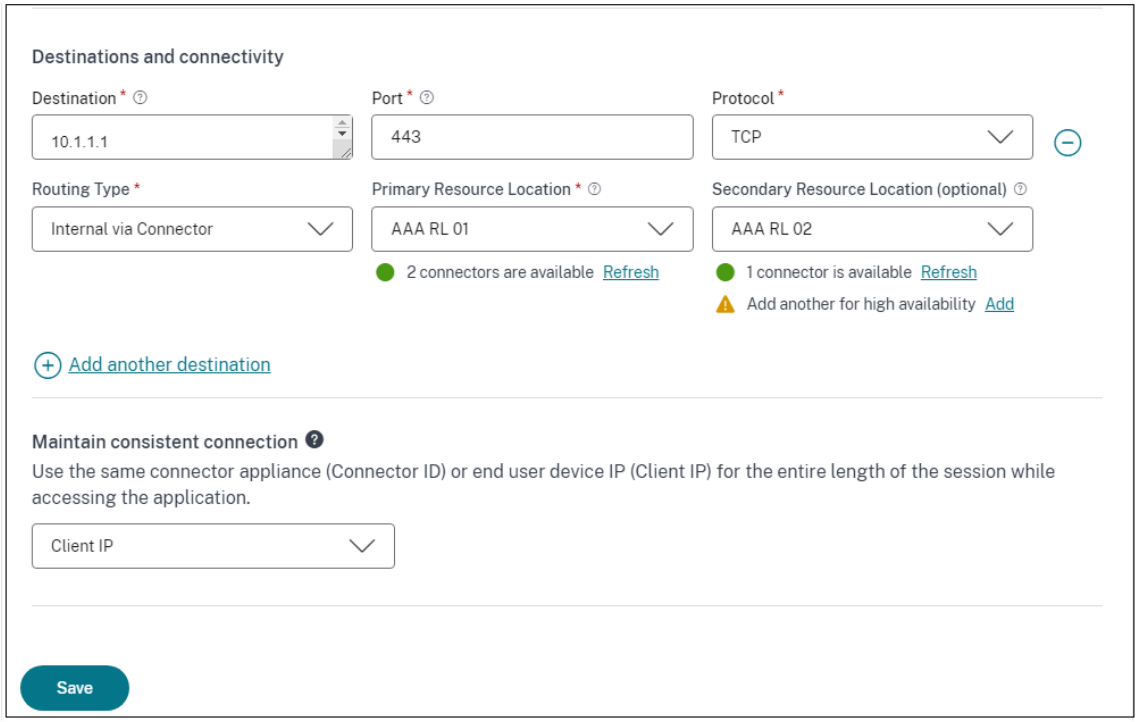
  The following table provides examples of ports that can be configured for a destination.

Port input	Description
*	By default, the port field is set to " * " (any port). The port numbers from 1 to 65535 are supported for the destination.
1300–2400	The port numbers from 1300 to 2400 are supported for the destination.
38389	Only the port number 38389 is supported for the destination.
22,345,5678	The ports 22, 345, 5678 are supported for the destination.
1300–2400, 42000-43000,22,443	The port number range from 1300 to 2400, 42000–43000, and ports 22 and 443 are supported for the destination.

> **Note:**
>
> Wildcard port (*) cannot co-exist with port numbers or ranges.

- **Protocol** –TCP/UDP

4. In the **App Connectivity** section, you define routing for the applications, if the domains must be routed externally or internally through Citrix Connector™ Appliance.

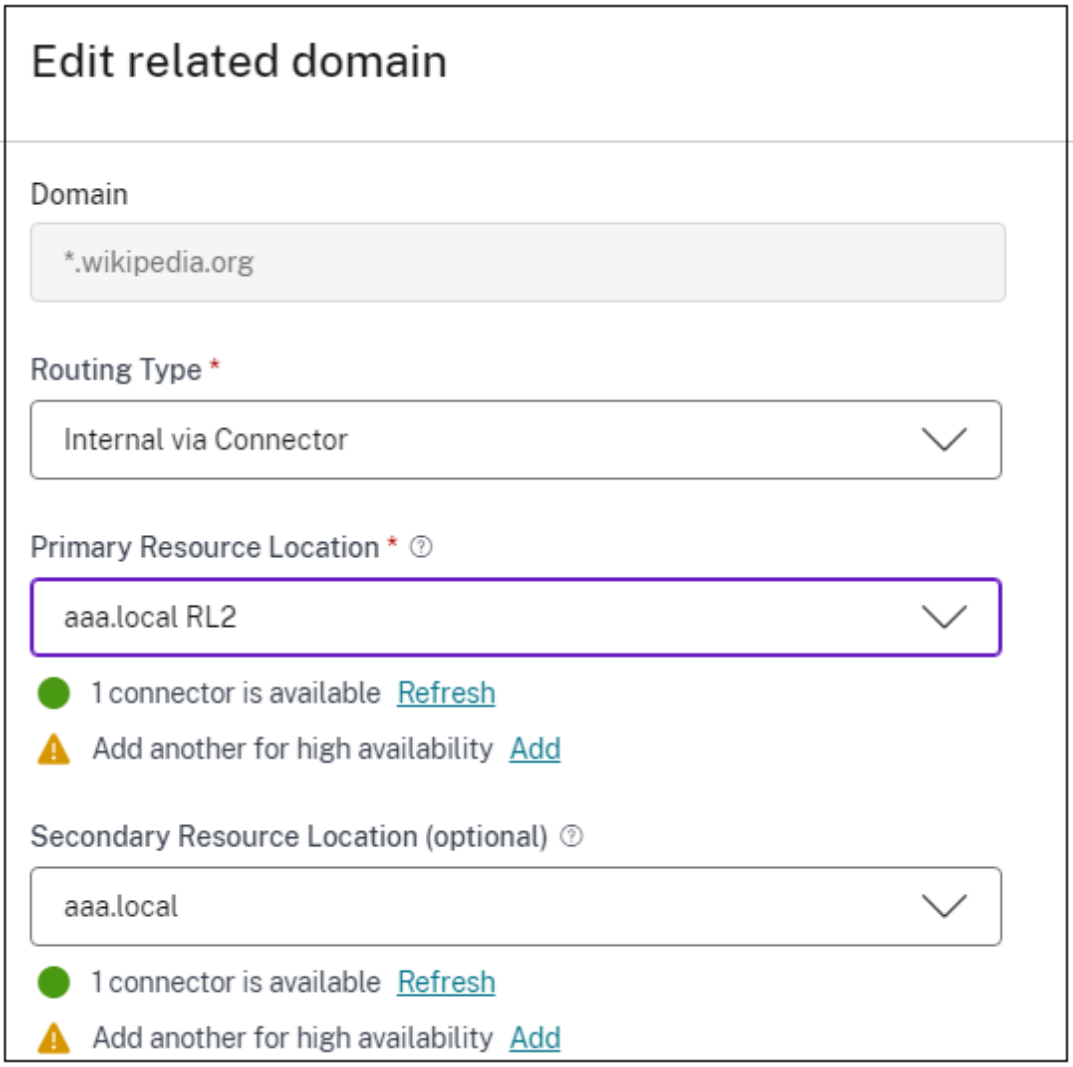


- **Routing Type** - Select one of the following:
  - **Internal via Connector** - The apps can be external but the traffic must flow through the Connector Appliance to the outside network.
  - **External** –The traffic flows directly to the internet.
- **Primary and secondary resource locations** - Admins can ensure high availability of applications even during disruptions by configuring a secondary resource location or by using the **First Available** option.
  - **Primary Resource Location:** Select the primary resource location where the application is hosted. Alternatively, admins can select the option **First Available** in **Primary Resource Location**.
  - **First available:** The **First Available** option ensures that a working resource location is used. When **First Available** is selected, the system automatically routes traffic to the first available location. This ensures continuous application access without manual intervention. For instance, if ResourceLocation1 is unavailable but ResourceLocation2 is reachable, then ResourceLocation2 is selected by default to front-end the application.
  - **Secondary Resource Location** - The **Secondary Resource Location** option becomes available only if a primary resource location is explicitly specified. If the primary resource location becomes unavailable, for reasons such as a Connector Appliance or data center failure, the application fails over to the specified secondary resource location. The secondary resource location can also act as a failover even when the appli-

cation is hosted in another data center.

You can also set a primary and secondary resource location or select the **First Available** option for each of the related domains.

a) Click the edit icon in the **Actions** column of the Related Domains table.
b) Set the primary and secondary resource location or choose the **First Available** option.



> **Note:**
>
> Setting the backup resource location and using the **First Available** option feature is currently in Preview.

- **Maintain consistent connection** - You can enable connector stickiness or client IP stickiness for the TCP/UDP apps. Select the **Maintain consistent connection** checkbox and then select on the following options:
  - **Do not use:** The application does not require any persistence. The application can

work with any source IP address.

- **Client IP:** The application uses the same source IP address for the client with each connection.
- **Connector ID:** The application connects to the same connector appliance with each session.Select one of the following options:

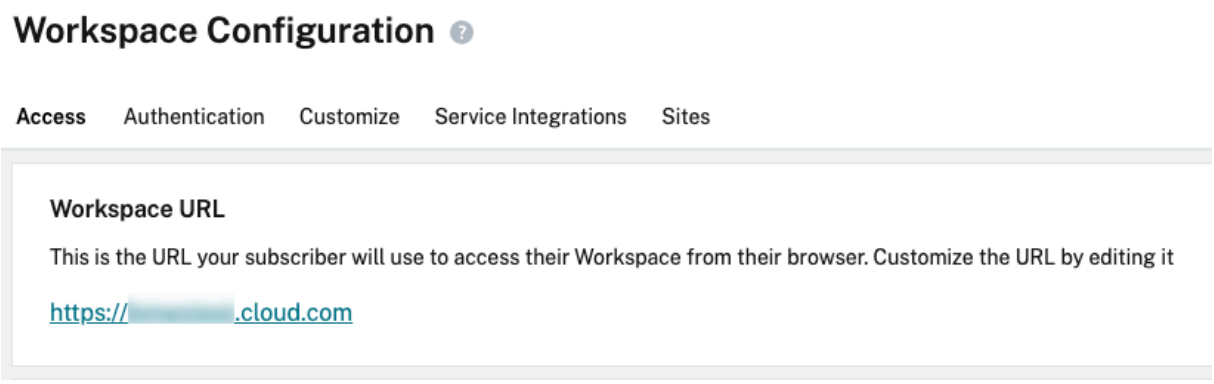
For details about consistent connections, see Maintain consistent connection.

5. Click **Save** and then click **Finish**.

   The app is added to the **Applications** page. You can edit or delete an app from the **Applications** page after you have configured the application. To do so, click the ellipsis button on an app and select the actions accordingly.

   - **Edit Application**
   - **Delete**

> **Note:**
>
> - To grant access to the apps for the users, admins are required to create access policies. In access policies, admins add app subscribers and configure security controls. For details, see Create access policies.
> - To configure the authentication methods required for the users, see Setup identity and authentication.
> - To obtain the Workspace URL to be shared with the users, from the Citrix Cloud™ menu, click **Workspace Configuration**, and select the **Access** tab.



Admin Configuration –Citrix Secure Access client-based access to HTTP/HTTPS apps

> **Note:**
>
> To access existing or new HTTP/HTTPS apps using the Citrix Secure Access client, you must in-

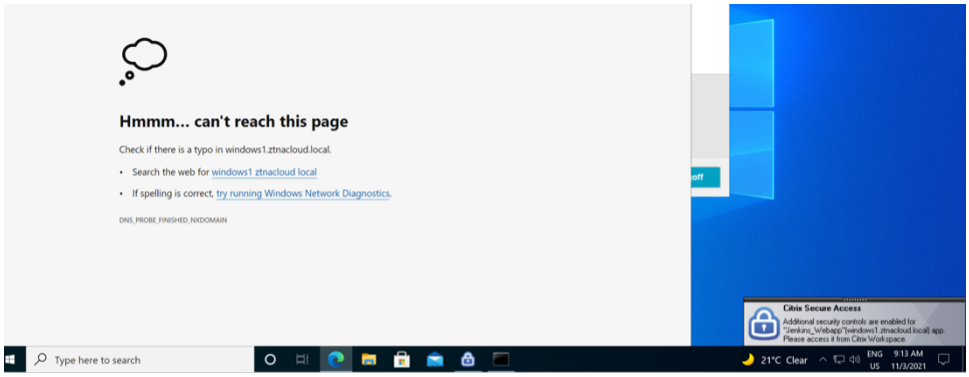
> stall at least one (recommended two for high-availability) Connector Appliance in your resource location. The connector appliance can be installed on-premises, in the data center hypervisor, or in the public cloud. For details of Connector Appliance and its installation, see Connector Appliance for Cloud Services.

Prerequisites

- Access to Citrix Secure Private Access in Citrix Cloud.

Points to note

- Internal web apps enforced with enhanced security controls cannot be accessed through the Citrix Secure Access client.
- SaaS apps cannot be accessed via the Citrix Secure Access client.
- If you try to access an HTTP(S) application, which has enhanced security controls enabled, then the following pop-up message is displayed. **Additional security controls are enabled for "app name"(FQDN) app. Please access it from Citrix Workspace.**



- If you want to enable SSO experience, access the web apps using Citrix Workspace app or web portal.

The steps to configure HTTP(S) apps remain the same as existing functionality explained under Support for Enterprise web apps.

Adaptive access to TCP/UDP and HTTP(S) apps

Adaptive access provides the ability for admins to govern access to business-critical apps based on multiple contextual factors like device posture check, user geo-location, user role, and the Citrix Analytics service provided risk score.

> **Note:**
>
> - You can deny access to TCP/UDP applications, admins create policies based on the users, user groups, the devices from which the users access the applications, and the location (country) from where an application is accessed. Access to applications is allowed by default.
> - The user subscription made for an app is applicable for all the TCP/UDP app destinations configured for the ZTNA application.

To create an adaptive access policy

Admins can use the admin-guided workflow wizard to configure Zero Trust Network Access to SaaS apps, internal web apps, and TCP/UDP apps in the Secure Private Access service.

> **Note:**
>
> - For details on creating an adaptive access policy, see Create access policies.
> - For an end-to-end configuration of Zero Trust Network Access to SaaS apps, internal web apps, and TCP/UDP apps in the Secure Private Access service, see Admin-guided workflow for easy onboarding and set up.

Login and logout script configuration registries

The Citrix Secure Access client accesses the login and logout script configuration from the following registries when the Citrix Secure Access client connects to the Citrix Secure Private Access cloud service.

Registry: HKEY_LOCAL_MACHINE>SOFTWARE>Citrix>Secure Access Client

- Login script path: SecureAccessLogInScript type REG_SZ
- Logout script path: SecureAccessLogOutScript type REG_SZ

Troubleshoot application domains IP address conflict

Destinations added while creating an app are added to a main routing table.
The routing table is the source of truth for making the routing decision to direct connection establishment and traffic to the correct resource location.

- The destination IP address must be unique across resource locations.
- Citrix recommends that you avoid overlap of the IP addresses or domains in the routing table. In case you encounter an overlap, you must resolve it.

Following are the types of conflict scenarios. **Complete Overlap** is the only error scenario that restricts admin configuration until the conflict is resolved.

Conflict Scenarios	Existing application domain entry	New entry from app addition	Behavior
Subset Overlap	10.10.10.0-10.10.10.255 RL1	10.10.10.50-10.10.10.60 RL1	Allow; Warning info - Subset overlap of IP domain with existing entries
Subset Overlap	10.10.10.0-10.10.10.255 RL1	10.10.10.50-10.10.10.60 RL2	Allow; Warning info - Subset overlap of IP domain with existing entrieS
Partial Overlap	10.10.10.0-10.10.10.100 RL1	10.10.10.50-10.10.10.200 RL1	Allow; Warning info - Partial overlap of IP domain with existing entries
Partial Overlap	10.10.10.0-10.10.10.100 RL1	10.10.10.50-10.10.10.200 RL2	Allow; Warning info - Partial overlap of IP domain with existing entries
Complete Overlap	10.10.10.0/24 RL1	10.10.10.0-10.10.10.255 RL1	Error; <Completely overlapping IP domain's value> IP domain completely overlaps with existing entries.Change the existing routing IP Entry or configure a different destination

Conflict Scenarios	Existing application domain entry	New entry from app addition	Behavior
Complete Overlap	10.10.10.0/24 RL1	10.10.10.0-10.10.10.255 RL2	Error; <Completely overlapping IP domain's value> IP domain completely overlaps with existing entries. Change the existing routing IP Entry or configure a different destination
Exact Match	20.20.20.0/29 RL1	20.20.20.0/29	Allow; Domains already exist in the domain routing table. Changes update the domain routing table

Note:

- If the destinations added results in a complete overlap, an error is displayed while configuring the app in the **App Details** section. The admin must resolve this error by modifying the destinations in the **App Connectivity** section.

  If there are no errors in the **App Details** section, the admin can proceed to save the app details. However, in the **App Connectivity** section, if the destinations have a subset and partial overlap with each other or existing entries in the main routing table, a warning message is displayed. In this case, the admin can choose to either resolve the error or continue with the configuration.

- Citrix recommends keeping a clean **Application Domain** table. It is easier to configure new routing entries if the IP address domains are broken into appropriate chunks without overlaps.

Points to note

- Access to an existing web app for which enhanced security is enabled is denied via the Secure Access client. An error message suggesting to log in using Citrix Workspace app is displayed.
- Policy configurations for web app based on user risk score, device posture check and so on via Citrix Workspace app are applicable while accessing the app via the Secure Access client.

- The policy bound to an application is applicable for all the destinations in the application.

Always On before Windows Logon

September 6, 2025

The Secure Private Access Always On connectivity ensures that a managed device is always connected to an enterprise network before (machine tunnel only) and after Windows Logon. The Always On feature establishes a machine-level VPN tunnel before a user logs in to a Windows system. After the user logs on, the machine-level VPN tunnel is replaced by a user-level VPN tunnel. The application access is based on policies assigned to the machine for the machine-level tunnel and to the user for the user-level tunnel.

The Secure Private Access Always On before Windows Logon (machine-tunnel) feature is supported on the following machines:

- Active Directory domain joined Windows machines
- Microsoft Entra ID hybrid domain joined Windows machines

The Always On before Windows Logon is authenticated by using the computer device certificate-based authentication with Active Directory.

The device certificate is issued by an Active Directory Enterprise Certificate Authority (CA). The device certificate is unique for each domain joined Windows machine.

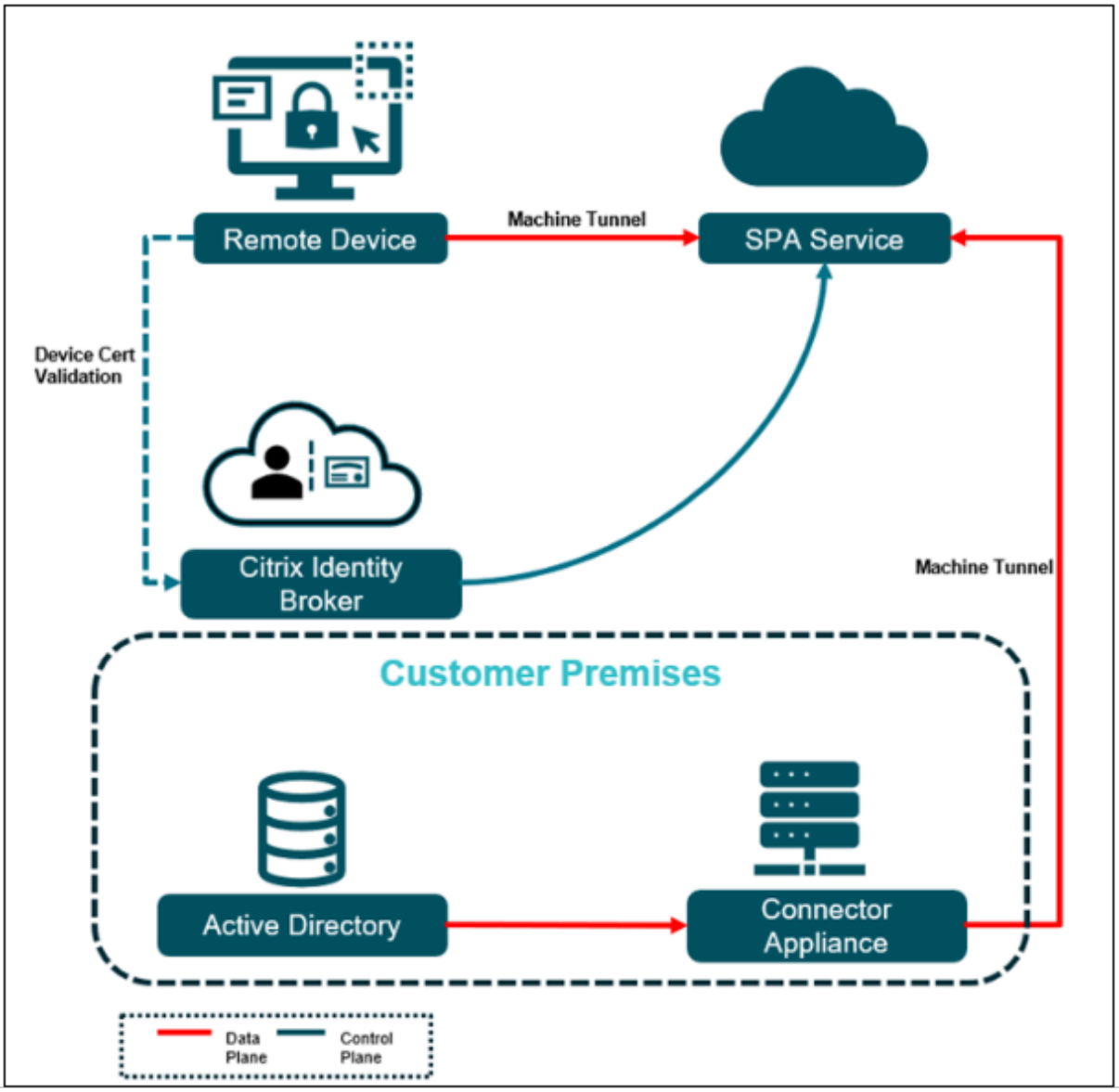
Note:

- The one-tier to multi-tier Microsoft Enterprise Certification Authority is supported.
- The Secure Private Access Always On after Windows Logon (user tunnel) is achieved by one of the following auto logon authentication methods for Active Directory:
  - Single sign-on (SSO) to Citrix Secure Access™ client using the Active Directory credentials provided during Window Logon. SSO does not work if a second factor is configured.
  - Kerberos-based SSO with Citrix Gateway / Adaptive Authentication configuration. For details, see Connect an on-premises Citrix Gateway as an identity provider to Citrix Cloud and Provision Adaptive Authentication and Provisioning Adaptive Authentication.
- The Secure Private Access Always On after Windows Logon (user tunnel) is achieved by the following autologon authentication method for Microsoft Entra ID hybrid joined machines, SSO with Primary Refresh Token (PRT) of Microsoft Entra ID authentication.

  Disable ADFS by navigating to Workspace Configuration\Customize\Preferences-Federated Identity Provider Sessions and disable the toggle.

How does Always On work?

The following diagram illustrates the workflow of the Always On before Windows Logon feature.



- The Citrix Identity Broker verifies the device certificate to authenticate the device immediately after bootup. The following are the device certificate verification steps:
  - The client presents the device certificate based on CA certificates uploaded to the Secure Private Access admin console.
  - The Citrix identity provider does device certificate-based authentication.
  - The Citrix identity provider verifies the following details:
    - Device certificate signature
    - CRL-based device certificate revocation check

    - Validate device certificate against Active Directory Computer object

- On successful verification of the device certificate, a secure machine tunnel is established between the device and the resources in the corporate premises based on the access policy.
- On allowing access to Active Directory, Windows Logon authenticates user credentials with Active Directory and supports password expiry and password change.
- After Windows Logon, the machine-level tunnel is automatically replaced by the user tunnel with autologon. On user tunnel failure/disconnect, the connection falls back to the machine tunnel.
- The autologin feature is supported for the Active Directory and hybrid Microsoft Entra ID environment.

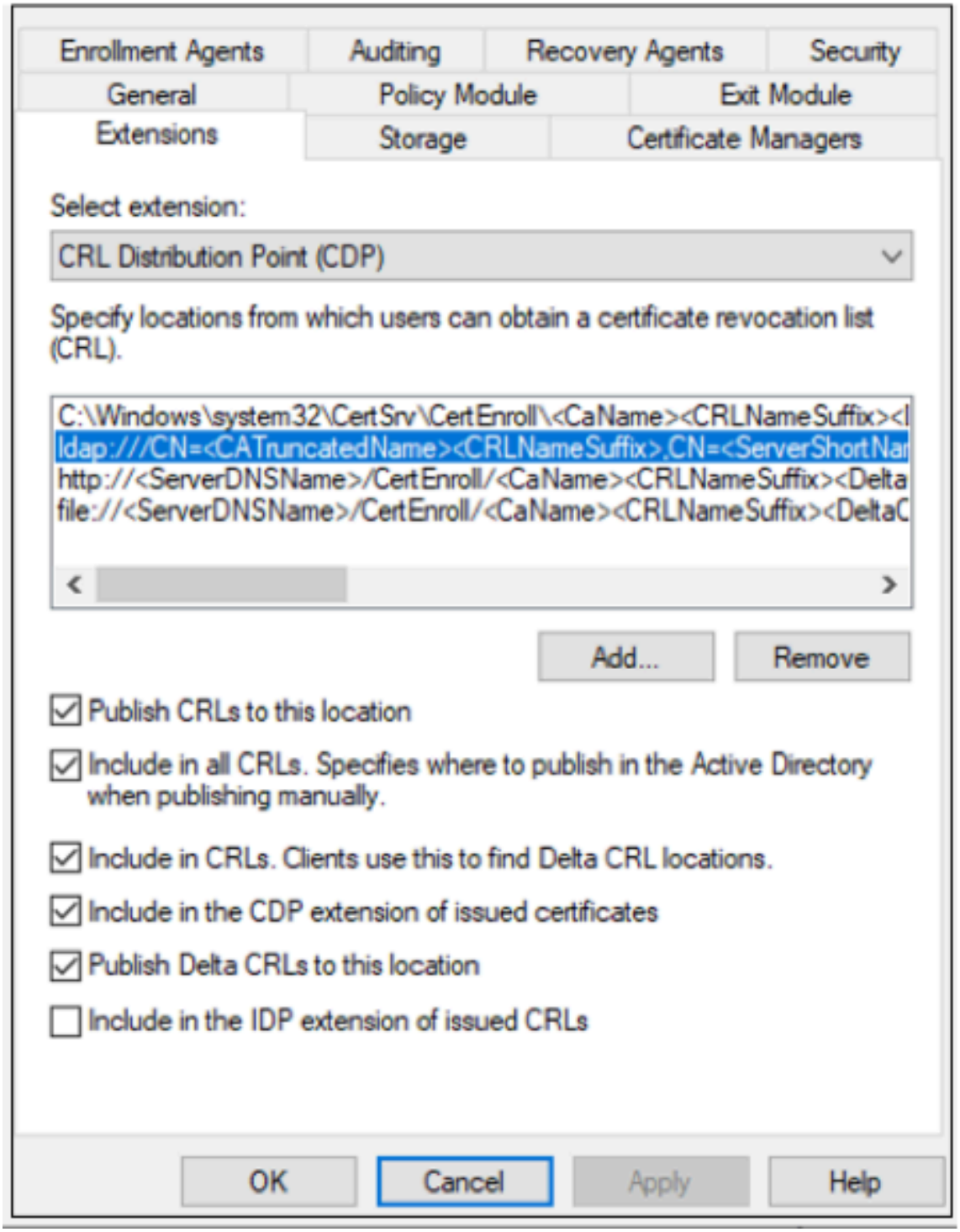
Active Directory and Microsoft Entra ID Hybrid AD configuration

The Windows machines must be Active Directory or Microsoft Entra ID Hybrid joined as a prerequisite for Always On. The Active Directory Enterprise Certificate Authority is required to issue the device certificate for Always On machine authentication. The certificate revocation is verified based on the CDP extension with LDAP URL configuration in the certificate authority.

Device certificate enrollment configuration

The following steps are involved in device certificate enrollment:

1. The Active Directory Enterprise Certificate Authority issues a Device Certificate for machine authentication.
2. The certificate authority must have the LDAP URL published for the CRL distribution point (CDP) extension.

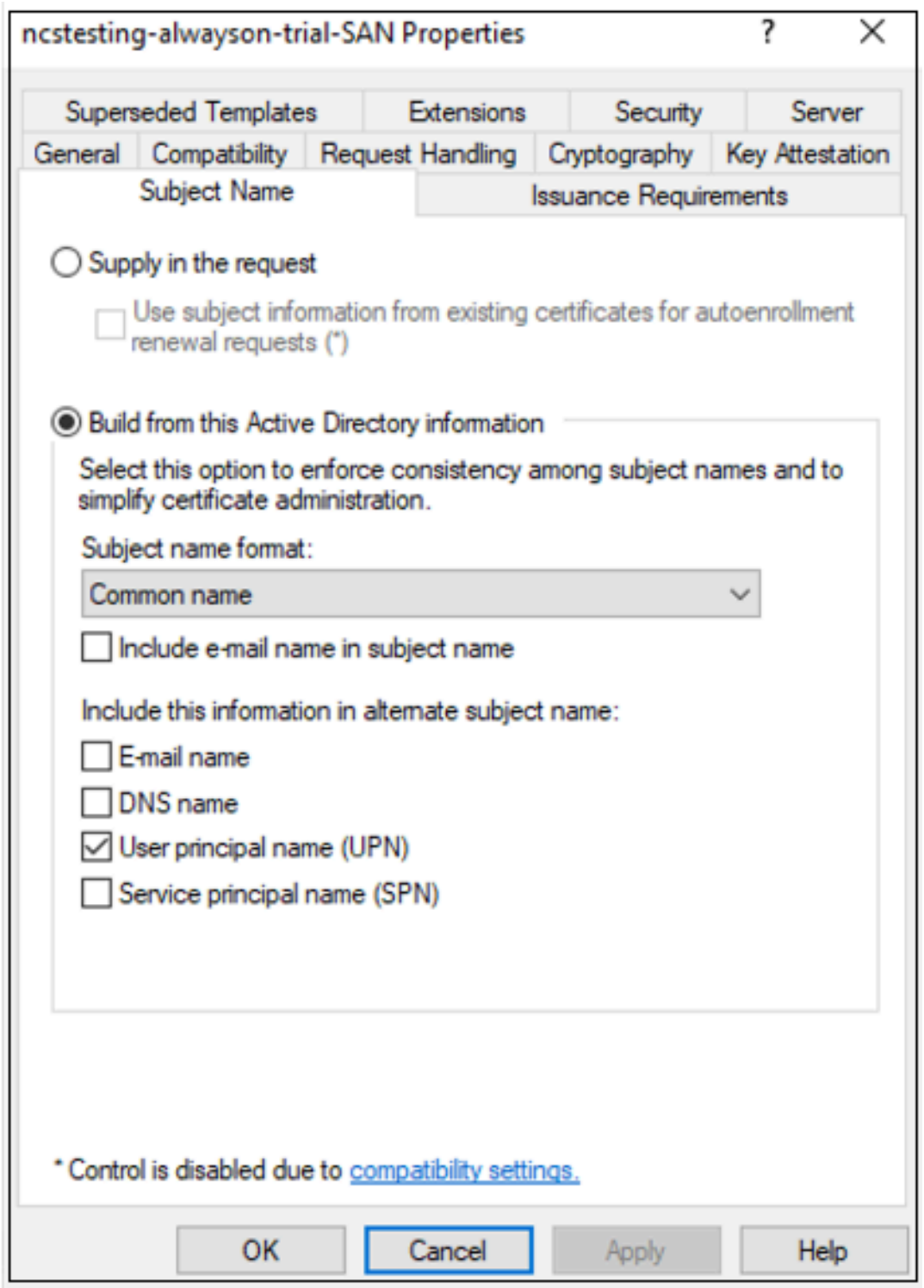


3. A certificate template in this certificate authority must be created to enroll the device certificate with the following details.

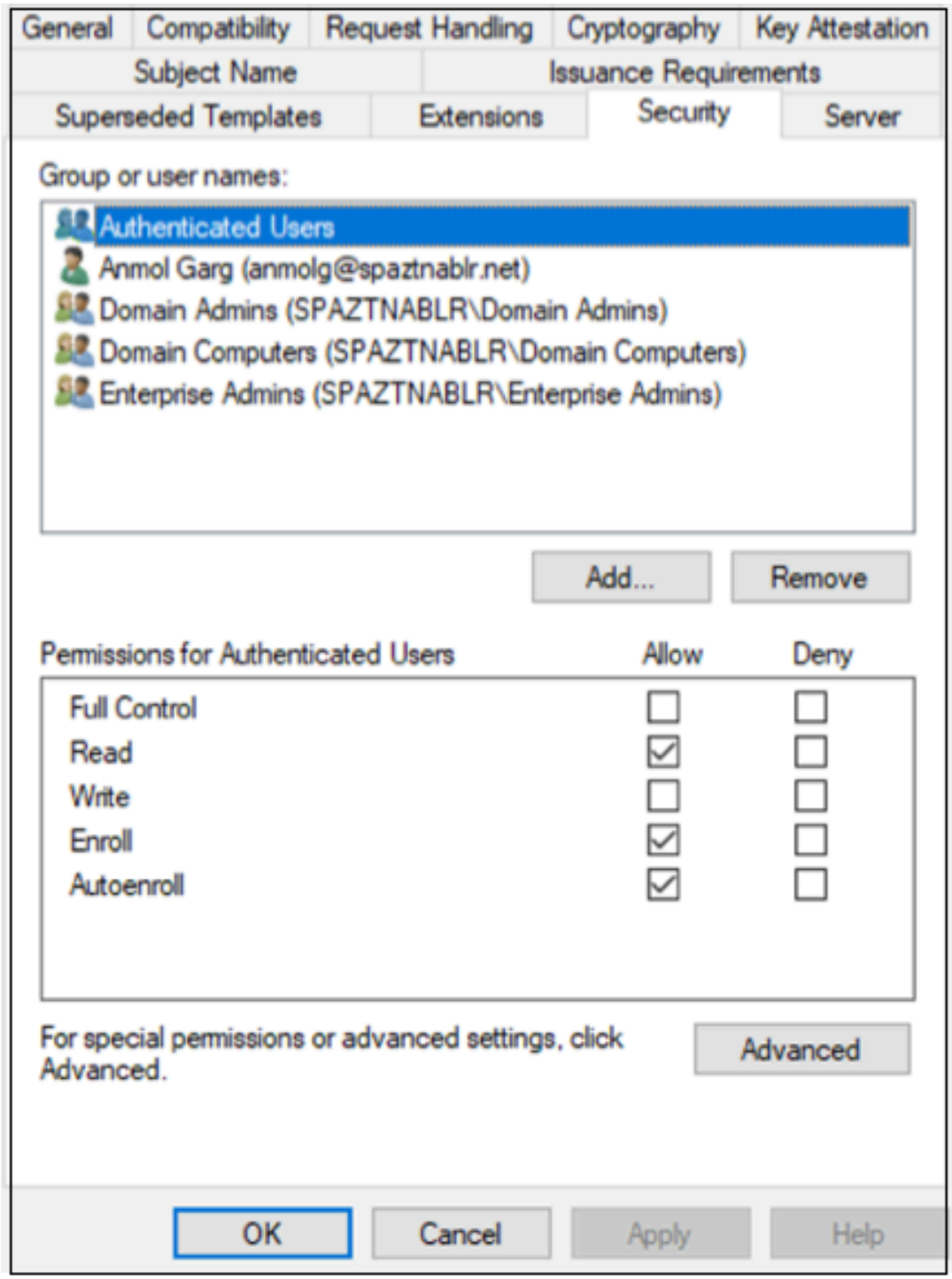
    a) Open the certification template snap-in and duplicate either the **Computer** or **Workstation Authentication** (preferred) template.

b) Provide a new name for the certificate.

c) Switch to the **Subject Name** tab, change the **Subject name format** setting to **Common name**, and check **User Principal Name (UPN)** to be included in the alternate subject name.



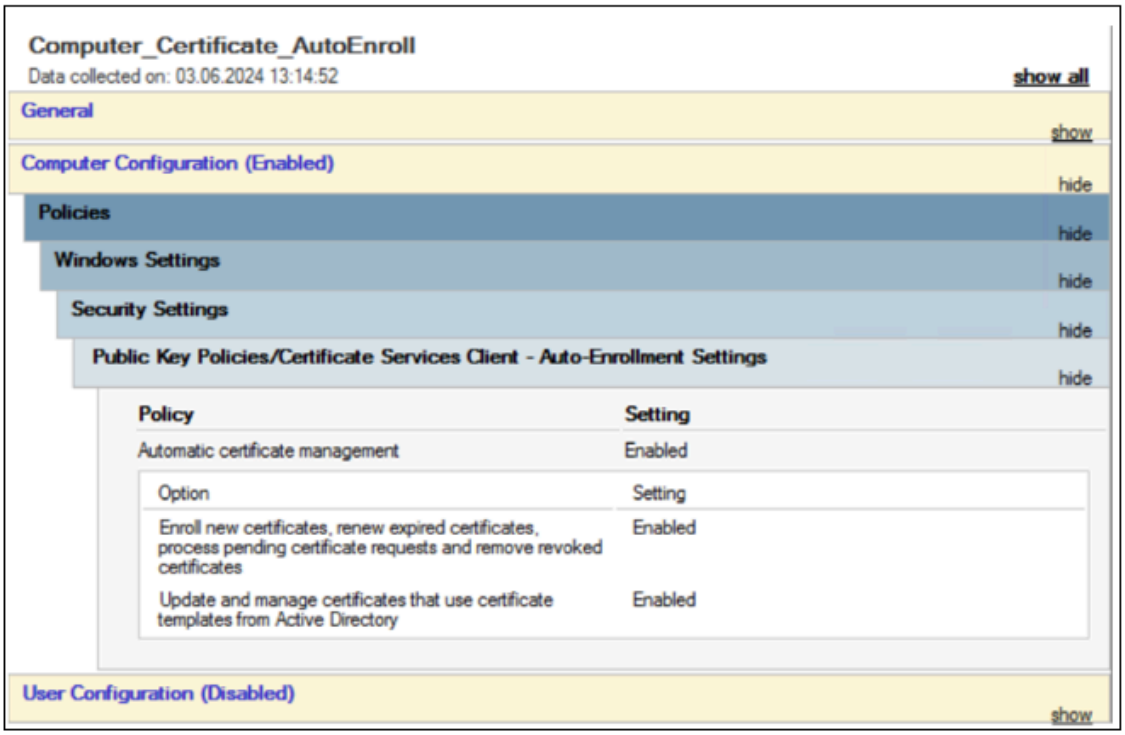
d) Switch to the **Security** tab and add a security group (containing only computer accounts) to which you want to autoenroll the new certificate template. Select the added group and select **Allow** for **Autoenroll**.



Note:

> In the preceding image, **Authenticated Users** (all computer objects) are permitted to enroll/autoenroll the new certificate template.

e) (Optional) Create a group policy object (GPO) that allows for auto certificate enrollment and bind it to an organization unit (OU) or at the domain level.



Secure Private Access configuration

Configure Always On before Windows Logon (machine tunnel)

1. In the Secure Private Access admin console, navigate to **Settings > Certificate Store**.

   > **Note:**
   >
   > We recommend that you use the **Machine Based Authentication** option found under **Settings > Certificate Store** instead of **Settings > Machine Based Authentication**. The option **Settings > Machine Based Authentication** is scheduled for removal in the upcoming service release.

2. In the **Certificates** page, click the **Machine Authentication** tab.

   The **Enforce machine level tunnel before users log on** toggle switch is enabled by default for the Always On before Windows Logon feature.

3. Upload a CA certificate: Click **Add certificate**, select the certificate, and click **Open**.

4. In **Name**, enter a name for the certificate.
5. In **Certificate file**, browse to your local drive and upload the certificate file.

    - Certificates for both root CA and intermediate CA are supported. The certificates to be uploaded must be in the PEM format and include the whole chain. The certificate must be generated starting from the intermediate certificate all the way to the root CA.
    - If the certificate is in a CER format, run the following command on a Linux or Mac terminal to convert the certificate into PEM format. After converting the certificate into PEM format, upload the certificate in the Secure Private Access user interface.

      ```
      openssl x509 -in /Users/t_abhishes2/Downloads/cert12.crt out/
      Users/t_abhishes2/Downloads/cer_pem12_ao.pem
      ```

6. Click **Save**.

   The certificate is added to the list of available certificates in the **Machine authentication** tab.

7. Create a TCP/UDP application to access Active Directory as a TCP/UDP server. For example, Active Directory domain, IP address, and Ports. This is for Windows user logon with AD credentials. For details on creating a TCP/UDP app, see Admin Configuration –Citrix Secure Access client-based access to TCP/UDP apps.
8. Create additional applications if needed to be accessed before Windows Logon and before user-level tunnel migration.
9. Create an access policy and provide access for the domain joined machine or its AD group.

    a) In the Secure Private Access admin console, click **Access Policies,** and then click **Create Policy**.

    b) Enter the policy name and description of the policy.

    c) In **Applications**, select the app or set of apps for which this policy must be enforced.

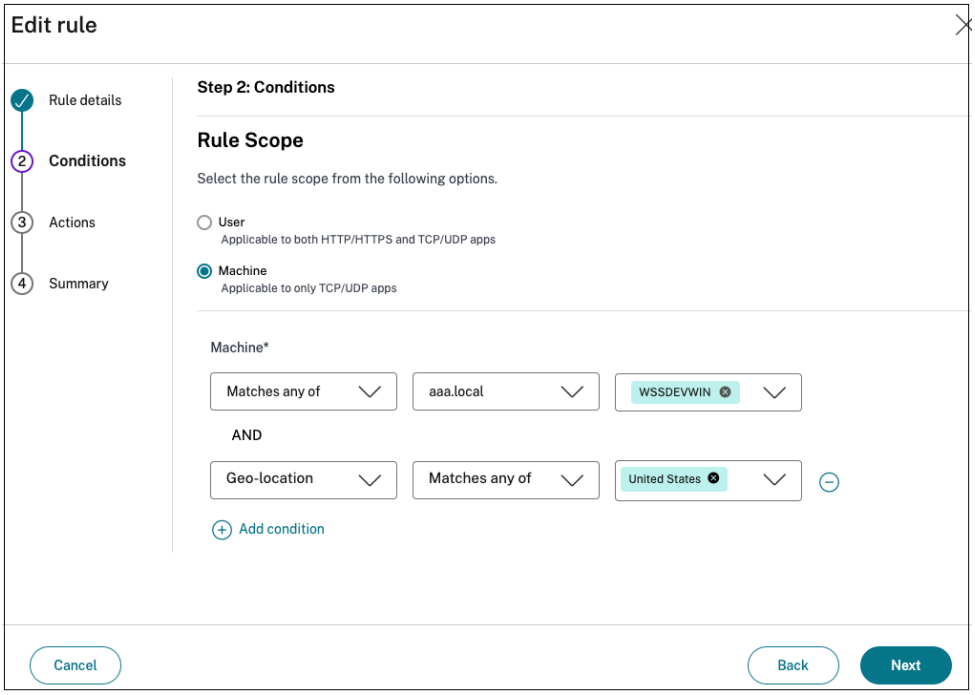
    d) Click **Create Rule** to create rules for the policy.

    - Enter the rule name and a brief description of the rule, and then click **Next**.
    - In the **Rule scope**, select **Machine**.

      > **Note:**
      >
      > When you select a machine, the access privileges are limited as the machine-level tunnel is based on single-factor authentication.

    - Select the matching condition, and the domain, and search for the machine/groups to which the policy must be applied. Add more conditions if needed. When finished, click **Next**.

- **Matches any of** –Only the machines/groups that match any of the names listed in the field and belonging to the selected domain are allowed access.
- **Does not match any** –All machines/groups except those listed in the field and belonging to the selected domain are allowed access.



10. Select one of the following actions to be applied based on the condition evaluation.
    - **Allow access**
    - **Deny access**
11. Click **Next,** and then click **Finish**.
12. (Optional) Create additional rules for the geo-location and network location, and so on. For details, see Configure an access policy.

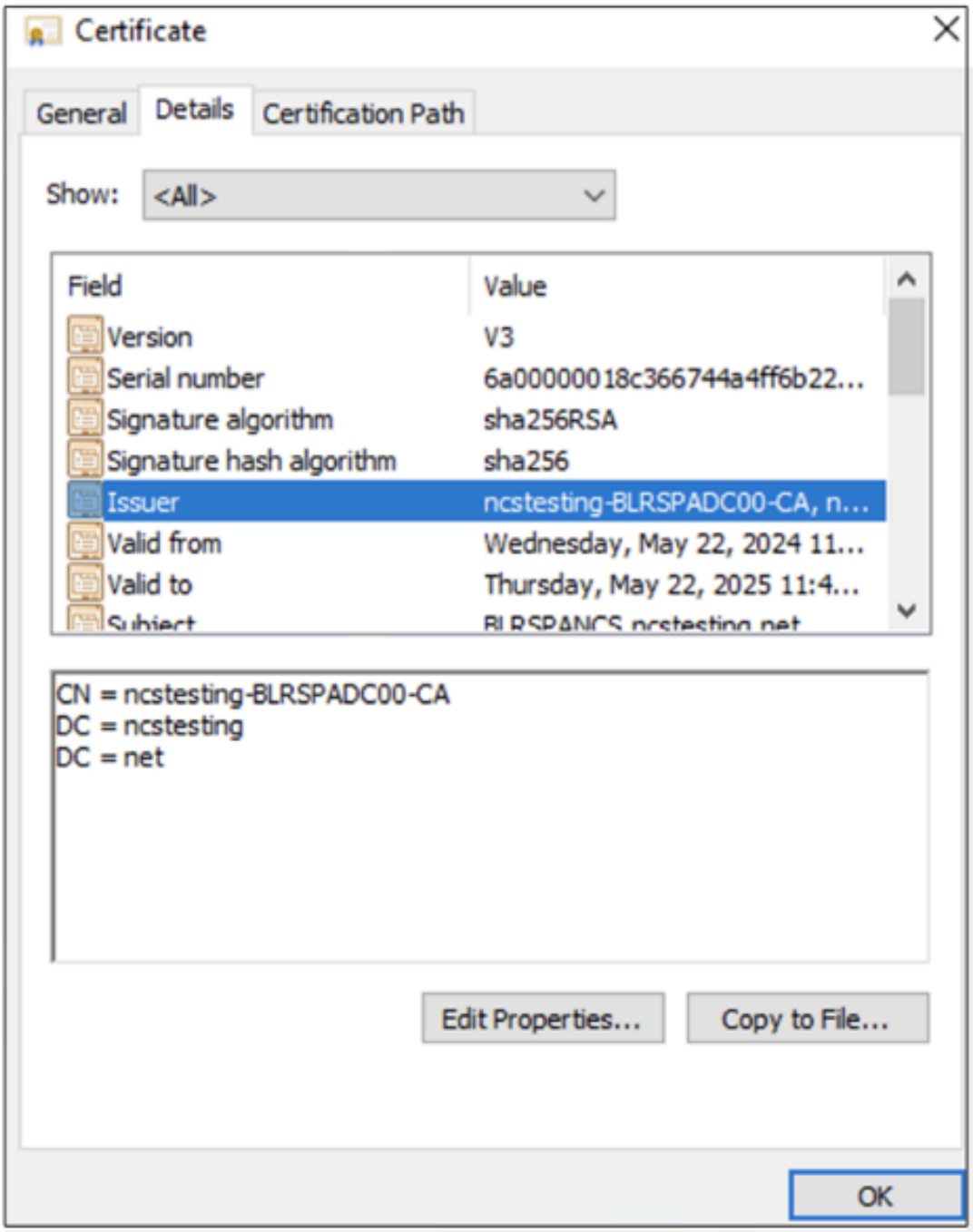
    The policy is listed on the Access Policies page. A priority order is assigned to the policy, by default. The priority with a lower value has the highest preference. The policy with the lowest priority number is evaluated first. If the policy does not match the conditions defined, the next policy is evaluated. If the conditions match, the other policies are skipped.

Connector Appliance Configuration

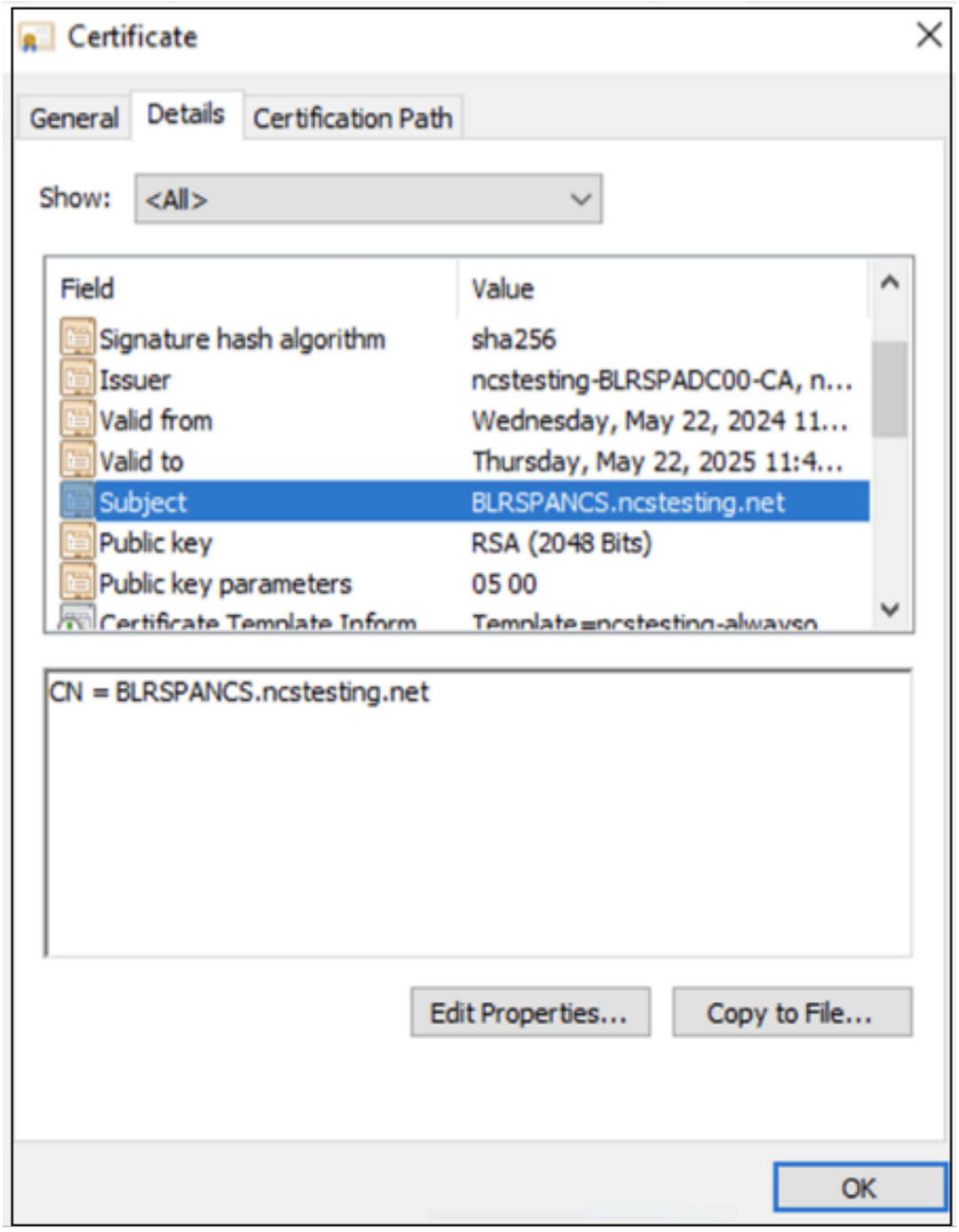
Connector Appliance performs device certificate validation, certificate revocation check (CRL), and device object verification for Always On Device certificate authentication. Connector Appliance must be domain joined to the Active Directory domain for Device certificate authentication to be supported.

Client configuration

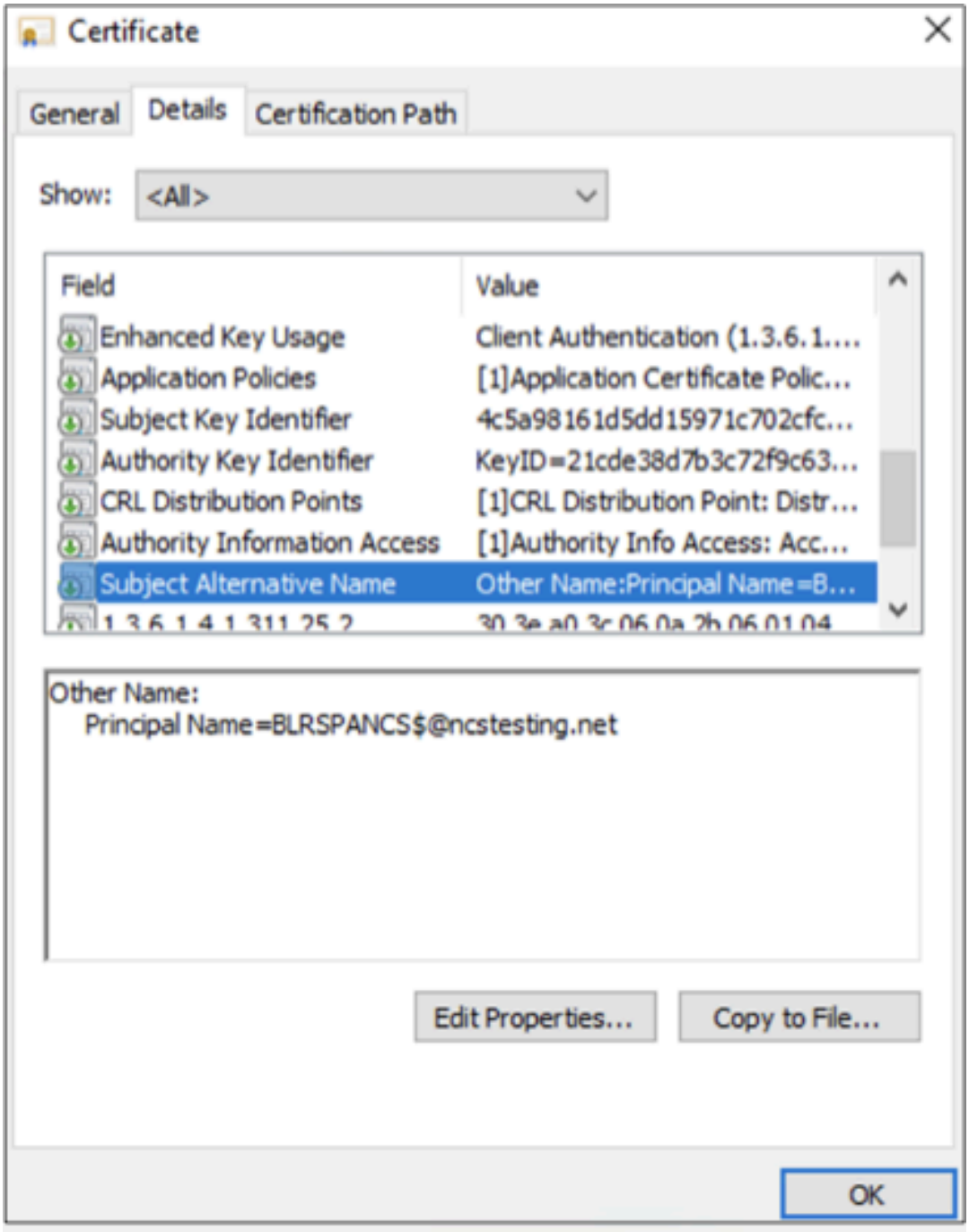
- The Windows machine that needs Always On support must be domain joined to Active Directory or Entra ID hybrid.
- The Windows machine must enroll a device certificate from the Enterprise Certificate Authority for Secure Private Access Always On.
- The device certificate attributes must include the following details.
    - The issuer name in the device certificate must match the common name of the CA certificate uploaded to the Secure Private Access admin console.



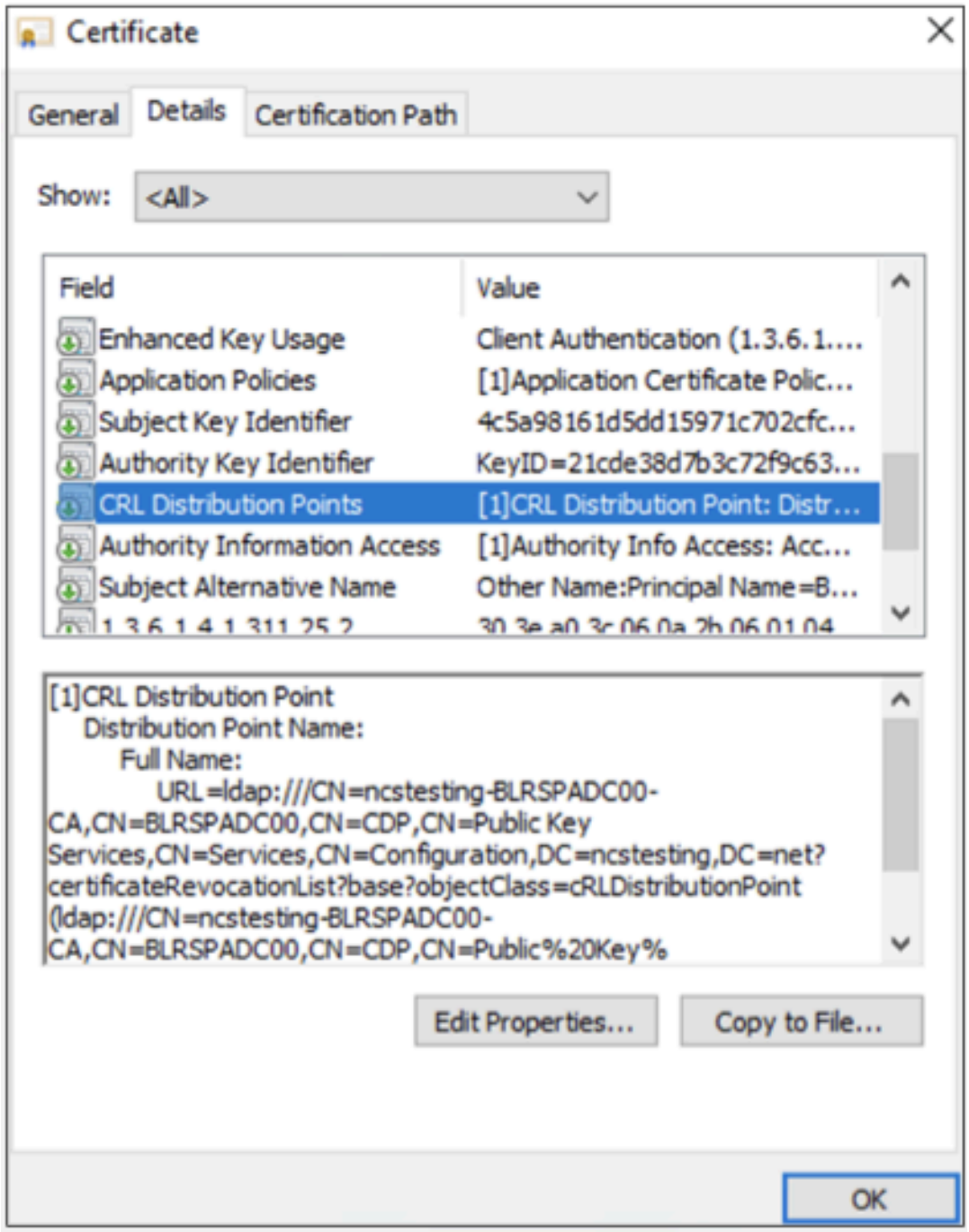
- Subject must contain the common name of the computer.



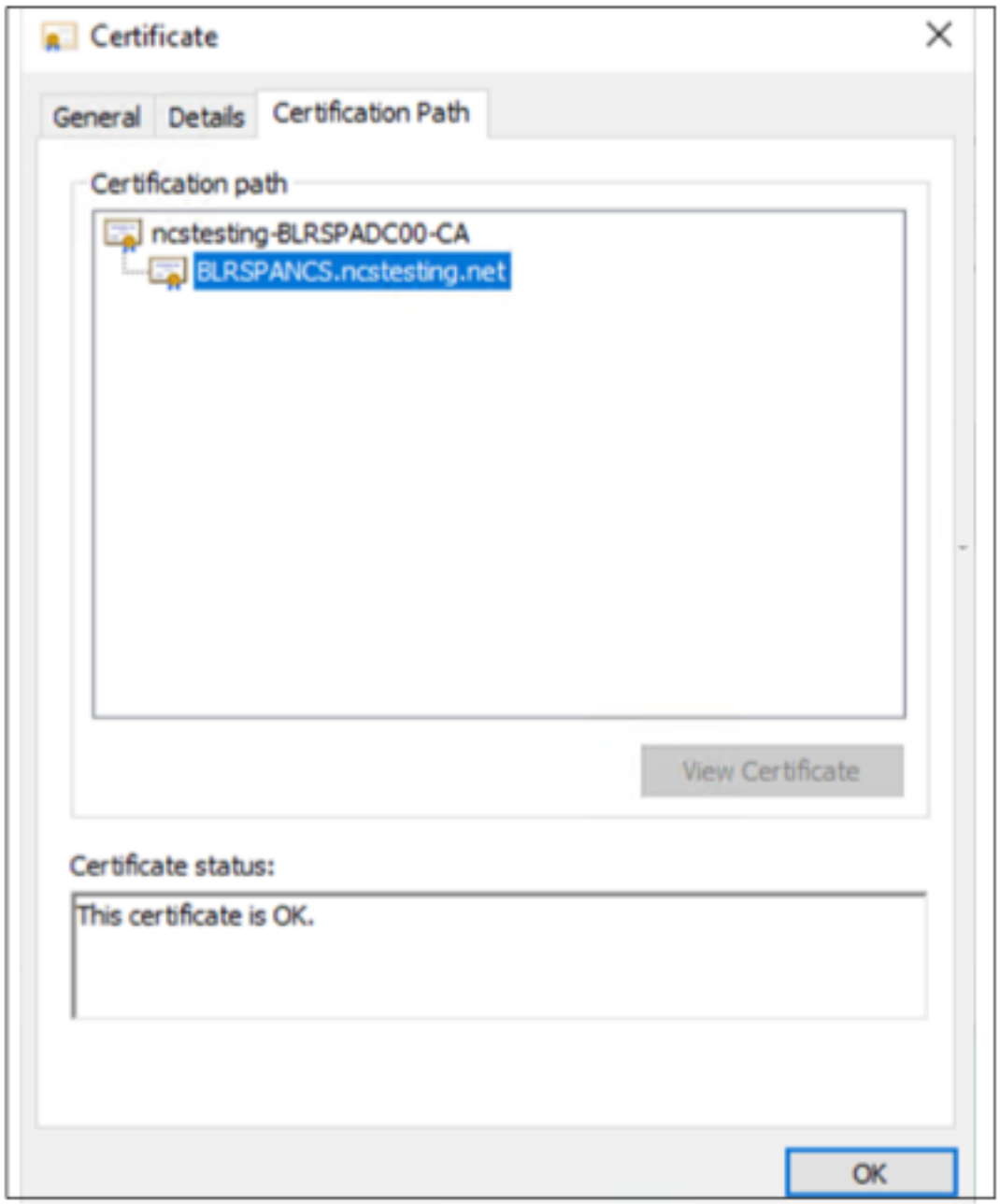
- Subject Alternate Name (SAN) must contain the UPN of the computer.



- CRL distribution point must contain the appropriate LDAP URL.



- The certification path must be appropriate to the certificate authority chain.



- Install the Citrix Secure Access client for Always On.
- The following registries must be created on the client to enable Always On before Windows Logon.
  - **CloudAlwaysOnURL** in HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Secure Access Client.

    Registry Type - STRING

    Registry Value - <`Customer Workspace FQDN`> (For example, company.cloud.com)
  - **AlwaysOnService** in HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Secure Access Client.

Registry Type - DWORD

Registry Value - 0x00000002

Configure Always On after Windows Logon (machine/user tunnel)

After successful Windows Logon, the machine tunnel continues until the user login is successful with the Citrix Secure Access client.

- If user auto login is successful, the machine tunnel is migrated to a user tunnel.
- If user auto login fails, the machine tunnel continues.
- If the user tunnel gets disconnected, the connection automatically falls back to the machine tunnel.

User Autologon after Windows Logon is supported for the following authentication methods in the Workspace authentication configuration.

- Workspace authentication with Active Directory (with no second factor) - AD credential SSO
- Workspace authentication with Citrix Gateway/Adaptive Auth configured with Kerberos SSO
- Workspace authentication with Azure Active Directory (SSO with Primary Refresh Token (PRT) of Microsoft Entra ID authentication).

> **Note:**
>
> Disable ADFS by navigating to Workspace Configuration\Customize\Preferences-Federated Identity Provider Sessions and disable the toggle.

Limitations

- Computer UPN host name must not exceed 15 characters.
- Windows Auto Logon (First Time User (FTU)) case is supported only if the machine is domain joined and the device certificate is present.
- The Always On before Windows Logon feature is supported only on Windows 10 or later versions.
- The Always On before Windows Logon feature is not supported for Windows Server Operating Systems.
- The Always On before Windows Logon feature is not supported with Cloud Connector. Even if you have not selected Connector Appliance as a preferred connector, the machine tunnel traffic goes via Connector Appliance.

References

- Create a TCP/UDP application in the Secure Private Access console

- Assign an access policy to the TCP/UDP application
- Connect an on-premises Citrix Gateway as an identity provider to Citrix Cloud
- Provision Adaptive Authentication

Reserved CIDR addresses for the TCP and UDP servers

September 6, 2025

Admins can configure reserved CIDR IP addresses for the TCP/UDP servers. These IP addresses are shared in the DNS response instead of the actual IP address during DNS resolution.

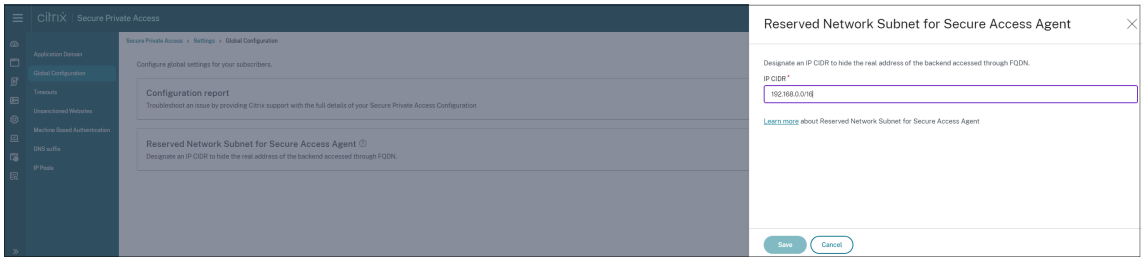
The following are the allowed reserved CIDR IP address ranges:

- 10.0.0.0/8
- 172.16.0.0/12
- 192.168.0.0/16

> **Note:**
>
> Ensure that the reserved IP addresses do not conflict with the following:
>
> - IP address configured for TCP/UDP applications at the customer resource location.
> - Network subnet of the client machines.

Configure reserved CIDR IP addresses

1. Click **Settings**, and then click **Global Configuration**.



2. In **Reserved Network Subnet for Secure Access Agent**, click **Manage**.
3. In **IP CIDR**, enter the private IP address range.
4. Click **Save**.

DNS suffixes to resolve FQDNs to IP addresses

September 6, 2025

DNS suffix is a global configuration that is applied for all end users. The DNS suffix feature of the Citrix Secure Private Access™ service can be used for the following use cases:

- Enable the Citrix Secure Access™ client to resolve a non-fully qualified domain name (host name) to a fully qualified domain name (FQDN) by adding the DNS suffix domain for the back-end servers.
- Enable admins to configure applications using IP addresses (IP CIDR/IP range), so that the end users can access the applications using the corresponding FQDN under the DNS suffix domain.

For example, while resolving a non-fully qualified domain name "workday", if the DNS suffix "citrix.net"is configured, the operating system appends the suffix "citrix.net"and resolves to "workday.citrix.net".

If multiple DNS suffixes are configured, the DNS suffixes are resolved in a sequence. For example, assume that the following suffixes are added:

- `".citrix.net"`
- `".citrix.com"`
- `".xenserver.com"`

When an end user types "workday", the operating system attempts to resolve the FQDNs in the following sequence. If it succeeds with one suffix, the remaining suffixes are skipped.

1. workday.citrix.net
2. workday.citrix.com
3. workday.xenserver.com

> **Important:**
>
> - DNS suffix configuration can only enable the client to resolve a non-fully qualified domain name by suffixing the domain configured using the DNS suffix feature. For an end user to access an FQDN under the DNS suffix domain, the admin must configure an application with an IP address, FQDN, or a wildcard domain. For details, see point 4 in Use case example.
> - If two different applications are configured, one with FQDN and another with IP address, both corresponding to the same back-end server), then the policy of the application with IP address takes higher precedence. For details, see point 5 in Use case example.

Prerequisites

- Customers must be entitled to the Secure Private Access Advanced edition to use the DNS Suffix feature.
- Contact the Citrix Product Management team to get the DNS suffix feature flags enabled.

How to add DNS suffixes

1. On the Secure Private Access tile, click **Manage**.
2. On the Secure Private Access landing page, click **Settings,** and then click **DNS suffix**.
3. In the **DNS Suffix** field, enter the suffix that must be appended when resolving a non-fully qualified name.
4. Click **Add**.

The suffixes are listed based on the order that they are added. Admins can delete or modify the suffixes.

Example use case

Consider the following:

- An admin has assigned the IP address 192.0.2.1 to a machine in the customer network.
- The FQDNs for the machine (with IP addresses 192.0.2.1) are under the domain “citrix.net”(example, workday.citrix.net).

		DNS suffix and app configuration	End-user experience
	1	Admin configures the DNS suffix as “citrix.net”and creates an app with IP address 192.0.2.1 with an access policy set to “allow”for user1.	When user1 tries to connect to “workday”, the FQDN is suffixed with “citrix.net,” (workday.citrix.net) and the IP address is resolved to 192.0.2.1. Because 192.0.2.1 is allowed for user1 with an app configured, access is granted. **Note:** End user can access the Workday app with 192.0.2.1 or workday.citrix.net or “workday”. Without DNS Suffix configuration, access through “workday” and “workday.citrix.net” are denied.
	2	Admin configures the DNS suffix as “citrix.net”, creates an app with FQDN (workday.citrix.net), and sets the access policy to “allow”for user1.	When user1 tries to connect to “workday”, “citrix.net”is suffixed to “workday” (workday.citrix.net). End user can access Workday because an application is configured with “workday.citrix.net” and the access policy is set to “allow”for user1.

		DNS suffix and app configuration	End-user experience
			Note: End user can access the Workday app with workday.citrix.net or “workday.”
			Access to 192.0.2.1 is denied as there is no app configured with this IP address.
	3	Admin configures the DNS suffix as “citrix.net”, creates an app with wildcard domain “*.citrix.net,” and sets the access policy to “allow”for user1.	When user1 tries to connect to “workday”, “citrix.net”is suffixed to “workday” (workday.citrix.net). End user can access Workday because an application is configured with “*.citrix.net”and the access policy is set to “allow”for user1. **Note:** End user can access Workday with workday.citrix.net or “workday”.
			Access to 192.0.2.1 is denied as there is no app configured with this IP address.

		DNS suffix and app configuration	End-user experience
	4	Admin configures the DNS suffix as “citrix.net.”No application is configured for user1 with FQDN (workday.citrix.net) or 192.0.2.1.	When user1 tries to connect to “workday”, “workday”is suffixed with “citrix.net”by the client and resolves “workday.citrix.net”to 192.0.2.1. However, user1 cannot connect to the private server (work-day.citrix.net/192.0.2.1) because there is no app configured with 192.0.2.1 or workday.citrix.net or *. citrix.net for user1.
	5	Admin configures DNS Suffix as “citrix.net.” Adds an app with IP address 192.0.2.1, and sets the access policy to “deny”for user1. Then adds another app with FQDN (workday.citrix.net) that resolves to 192.0.2.1 and sets the access policy to “allow”for user1.	When user1 tries to connect to “workday”, “citrix.net”is suffixed to Workday (workday.citrix.net) and the IP address is resolved to 192.0.2.1. However, access to Workday is denied as the policy of the application configured with IP 192.0.2.1 takes precedence over the app configured with FQDN.

Support for server-to-client connections - Preview

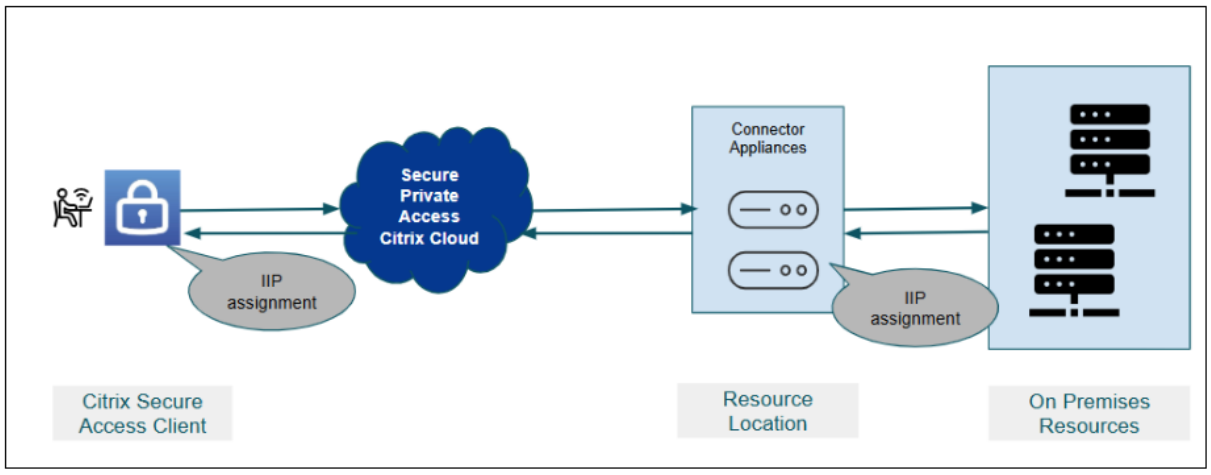
October 23, 2025

In a traditional client-server setup, the remote users can access resources in customer resource locations using the HTTP, TCP, and UDP connections. However, there are scenarios where the server or the back-end system needs to initiate a connection with the remote client devices (example laptops, smart phone, tablet) for tasks such as push configurations, remote assistance, application access, or app installation while safeguarding user privacy and security. Secure Private Access supports server-to-client connections wherein the servers in the customer's resource location can establish a TCP/UDP connection with the remote client.

- To enable server-to-client connection, Secure Private Access introduces the server-to-client app. This app can be configured with the client details (port, protocol) and the back-end server's IP CIDR range.
- After the server-to-client app type is created, then appropriate access policies must be configured for these applications to enable server-to-client connections.

How server-to-client connection works

The following diagram displays a sample server-to-client connection architecture.



The following steps illustrate the server-to-client connection workflow:

1. When a user logs in to the Citrix Secure Access™ client, the user is assigned an Internal IP address from the designated client internal IP address pool. This assignment is based on the configured resource location, IP CIDR, and user context in the IP address pool configuration.

2. This assigned IP address is then associated with a specific Connector Appliance within the configured resource location and IP pool. This Connector Appliance owns and manages connections related to this IP address for back-end customer resource location.
3. The back-end server initiates a TCP/UDP connection to the remote client using the assigned client internal IP address using the port of the client application specified in the server-to-client application configuration.
4. The connector communicates with Secure Private Access to establish a connection with the client.
5. The Secure Private Access verifies if the back-end server is configured in the server-to-client application, then evaluates the relevant access policy to determine whether to allow or block access to the client machine.
6. If the policy allows access, then Secure Private Access connects with the remote client machine. If the client machine is domain-joined, then the FQDN of that machine is registered with the IIP address. The machine can be accessed either by FQDN or the internal IP address.
7. When a user logs out, the assigned internal IP address is released both from the Connector Appliance and the active session. If the same user logs in again within 15 days, the user gets the same IP address, else it is released for other user's usage.

Create a server-to-client app

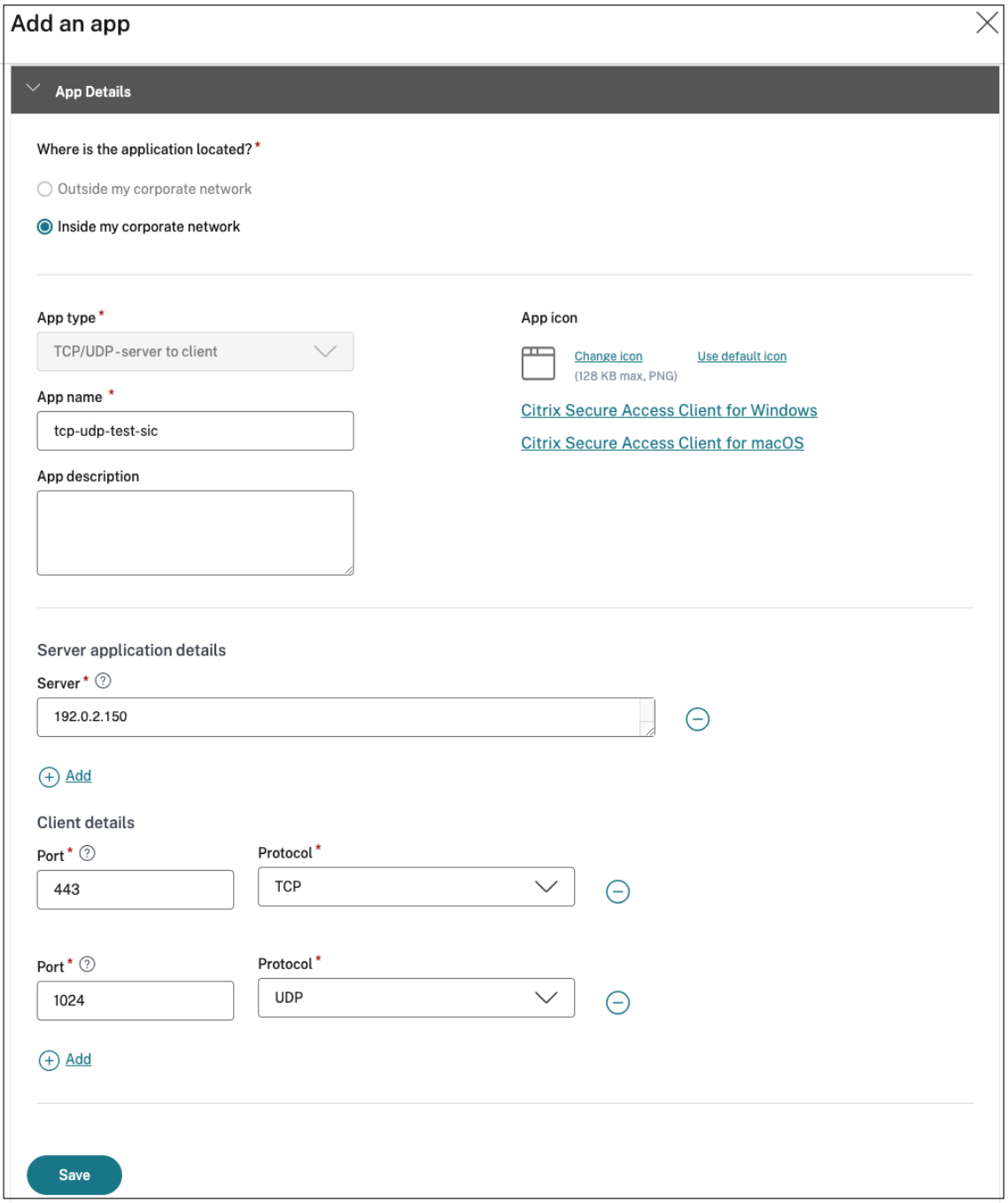
Prerequisites

- The client internal IP address pool is created. The IP address pool is essential for assigning a unique IP address to a user and the associated device. For details, see Client internal IP address pools.
- The customer's admin must allocate a free Intranet IP CIDR subnet for the resource location network. This IP CIDR must not conflict with other resource IP addresses.
- The customer's admin must determine which group/context users are allocated the Intranet IP address from which resource location. It is recommended to maintain a user-to-IP address ratio of 1:3. That is if the number of users logging in is 1000, it is recommended to allocate 3000 IP addresses in the Client IP Pool.
- The free IIP subnet and the connector's primary IP address must belong to the same network and subnet.
- Interconnections must be maintained between resource locations to allow servers in other locations (not configured in the IP pool) to connect to the client.
- Ensure that you use the Citrix Secure Access clients versions that support server-to-client apps.
    - Windows 24.11.1.17 and later

- macOS 25.01.1 and later
- Linux 25.2.2 and later

Perform the following steps to configure server to client TCP/UDP apps

1. Log in to Citrix Cloud and select **Secure Private Access**.
2. Click **Applications > App Configuration** and then click **Add an app**.



3. Select the location **Inside my corporate network**.
4. Enter the following details:
    - **App type** –Select **TCP/UDP - server to client**.
    - **App name** –Name of the application.
    - **App description** –Description of the app you are adding. This field is optional.
    - **Server** - IP address range of the back-end server that can establish a connection with the client machine. This ensures that only the servers with IP addresses within this range can access the client's ports.
    - **Port** –The client machine's port number to which the back-end server can initiate a connection.
    - **Protocol** –TCP or UDP.
5. Click **Add** to add more servers and ports.
6. Click **Save**. The app is added to the **App Configuration** page.

You can edit or delete an app from the Applications page after you have configured the application. To do so, click the ellipsis button in line with the app and select the actions accordingly.

After you create the server-to-client app, create access policies as per the requirement.

> **Note:**
>
> All the existing access policies are supported for server-to-client applications. The server-to-client access is allowed to users whose context is evaluated to "Allow"for the configured access policy.

Agentless access to Enterprise web apps

February 4, 2026

Enterprise web applications like SharePoint, JIRA, Confluence, and others hosted by the customer on-premises or on public clouds can now be accessed directly from a client browser. End users no longer need to initiate access to their enterprise web apps from the Citrix Workspace experience. This feature also enables end users to access web apps by clicking links from emails, collaboration tools, or browser bookmarks, providing a true zero-footprint solution to customers.

How it works

- Add a new DNS record or modify an existing DNS record for the configured Enterprise web apps.

- An IT administrator adds a new public DNS record or modify an existing public DNS record for the configured enterprise web app FQDN to redirect the user to the Citrix Secure Private Access™ service.
- When the end-user initiates access to the configured enterprise web app, the app traffic is steered to the Citrix Secure Private Access service, which then will proxy the access to the app.
- Once the request lands on the Citrix Secure Private Access service, it checks for user authentication and application authorization, including contextual access policies checks.
- Upon successful validation, the Citrix Secure Private Access service communicates with Citrix Cloud Connector™ Appliances, deployed at the customer's environment (either in on-premises or cloud) to enable access to the configured enterprise web app.

Configure Citrix Secure Private Access for agentless access to Enterprise web apps

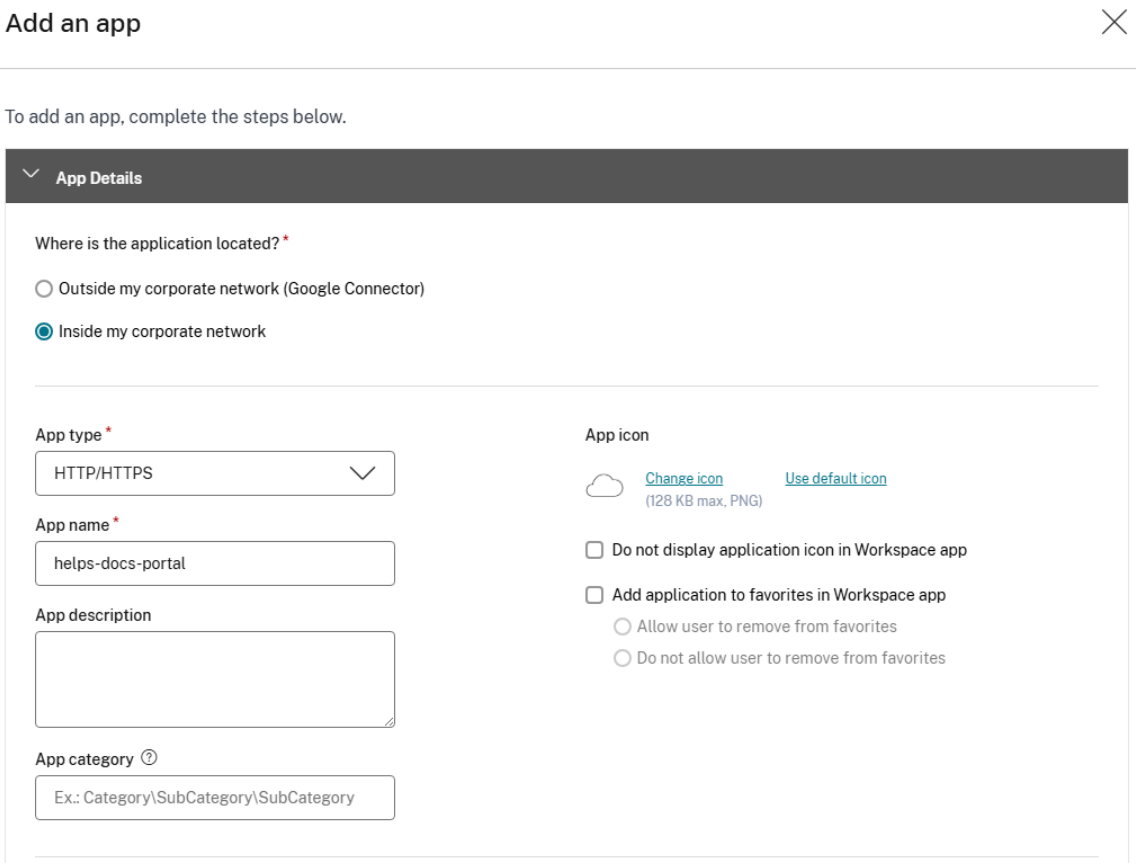
Prerequisites:

Before you begin, you need the following for the application to be configured.

- Application FQDN
- SSL certificate –Public certificate for the app to be configured
- Resource location –Install Citrix Cloud™ Connector Appliances
- Access to the public DNS record to update it with the canonical name (CNAME) provided by Citrix® during the app configuration.

Configure agentless access to Enterprise web apps:

1. Log in to Citrix Cloud and select **Secure Private Access**.
2. Click **Applications > App Configuration** and then click **Add an app**.
3. In **Where is the application location?**, select **Inside my corporate network**.
    - Select **Inside my corporate network** for applications hosted within your organization's private network infrastructure, behind firewalls and accessible only through internal network connection
    - Select **Outside my corporate network (Google Connector):** For applications hosted outside your organization's private network infrastructure. Traffic routing occurs directly from users to the external application via the Google Cloud Connector.
4. Enter the following details in the **App Details** section and click **Next**.

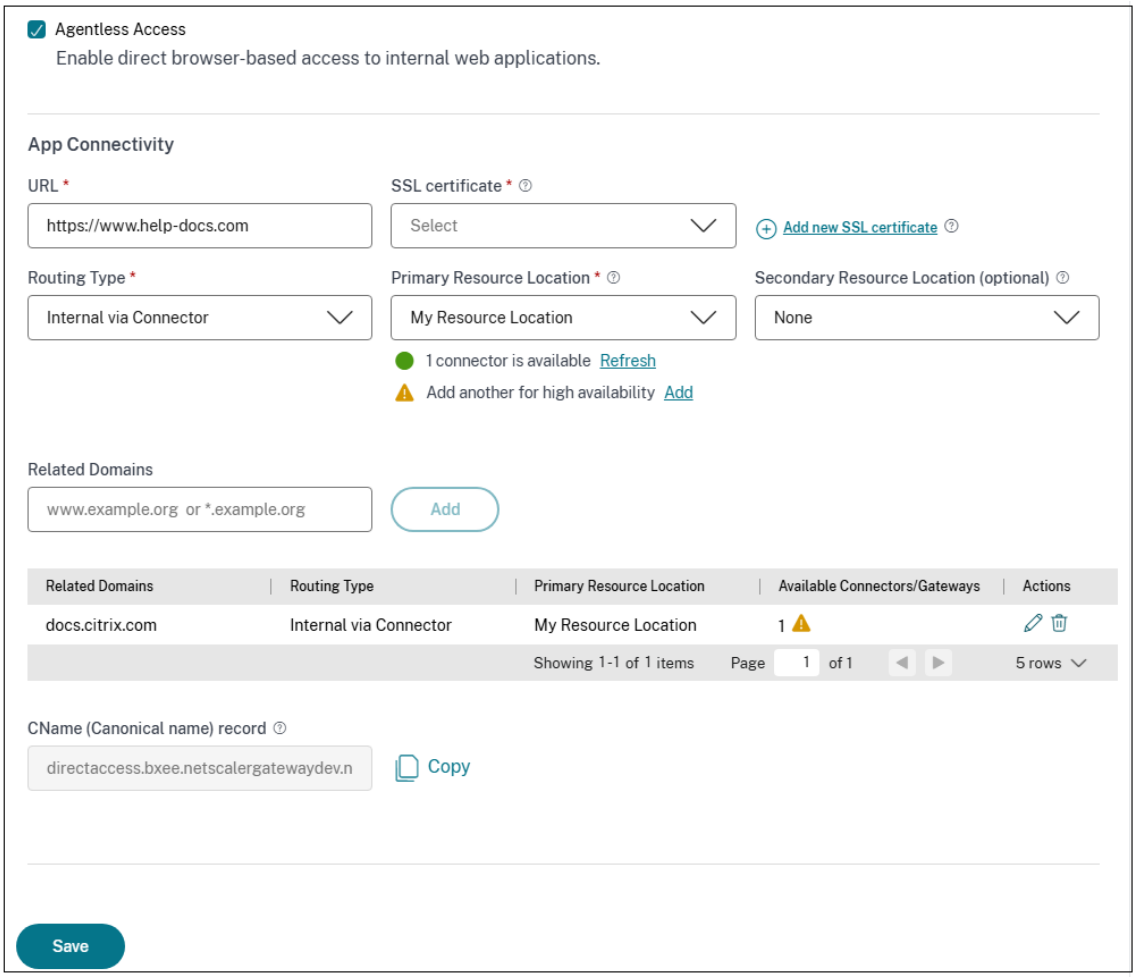


- **App type** –Select the app type (HTTP or HTTPS).
- **App name** –Name of the application.
- **App description** - A brief description of the app. This description is displayed to your users in the workspace.
- **App icon** –Click **Change icon** to change the app icon. The icon file size must be 128x128 pixels. If you do not change the icon, the default icon is displayed.

  If you do not want to display the app icon, select **Do not display application icon to users**.

5. Select **Agentless Access** to enable users access the app directly from a client browser. Enter the following details.

   The **Agentless Access** option is available only for Enterprise web apps.



- **URL** –URL for the back-end application. The URL must be in HTTPS format and a corresponding DNS entry must be added by the admin.
- **SSL certificate** –Select an existing SSL certificate from the drop-down menu or add a new SSL certificate by clicking **Add New SSL Certificate**.
  - Only a public or a trusted CA certificate is supported.
  - A full chain of certificates must be uploaded.

  > **Important:**
  >
  > - Administrators must upload certificates directly to the Secure Private Access console, as Secure Private Access manages its own certificate store. For details, see Manage certificates in the Secure Private Access console.
  > - Certificates added to the NetScaler® console can no longer be used in Secure Private Access as the certificates are not synchronized between the two systems.

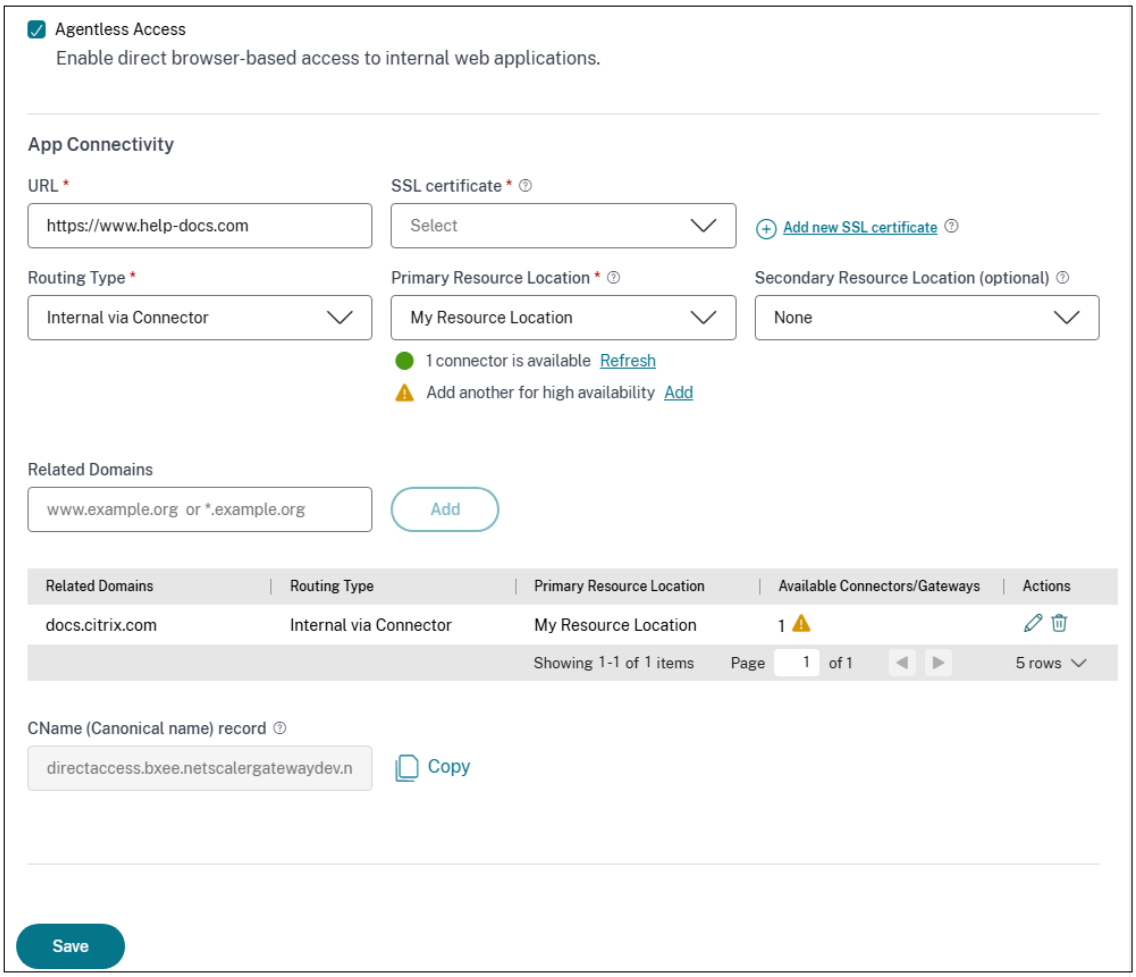
- **Related Domains** –The related domain is auto-populated based on the URL that you've provided. Related domain helps the service to identify the URL as part of the app and

route traffic accordingly. You can add more than one related domain. You can bind an SSL certificate to each related domain, this is optional.

> **Note:**
>
> A warning message appears if duplicate related domains are added or if a related domain is also added as a URL for a different app. To avoid these issues, see Best Practices for Web and SaaS application configurations.

- **CName record** –Auto generated by Secure Private Access. This is the value that must be entered in the DNS to enable agentless access to the application.

6. In the **App Connectivity** section, you define routing for the related domains of applications, if the domains must be routed externally or internally through Citrix Connector™ Appliance.



- **Routing Type** - Select one of the following:
  - **Internal –bypass proxy** - The domain traffic is routed through Citrix Cloud Connector, bypassing the customer's web proxy configured on the Connector Appliance.

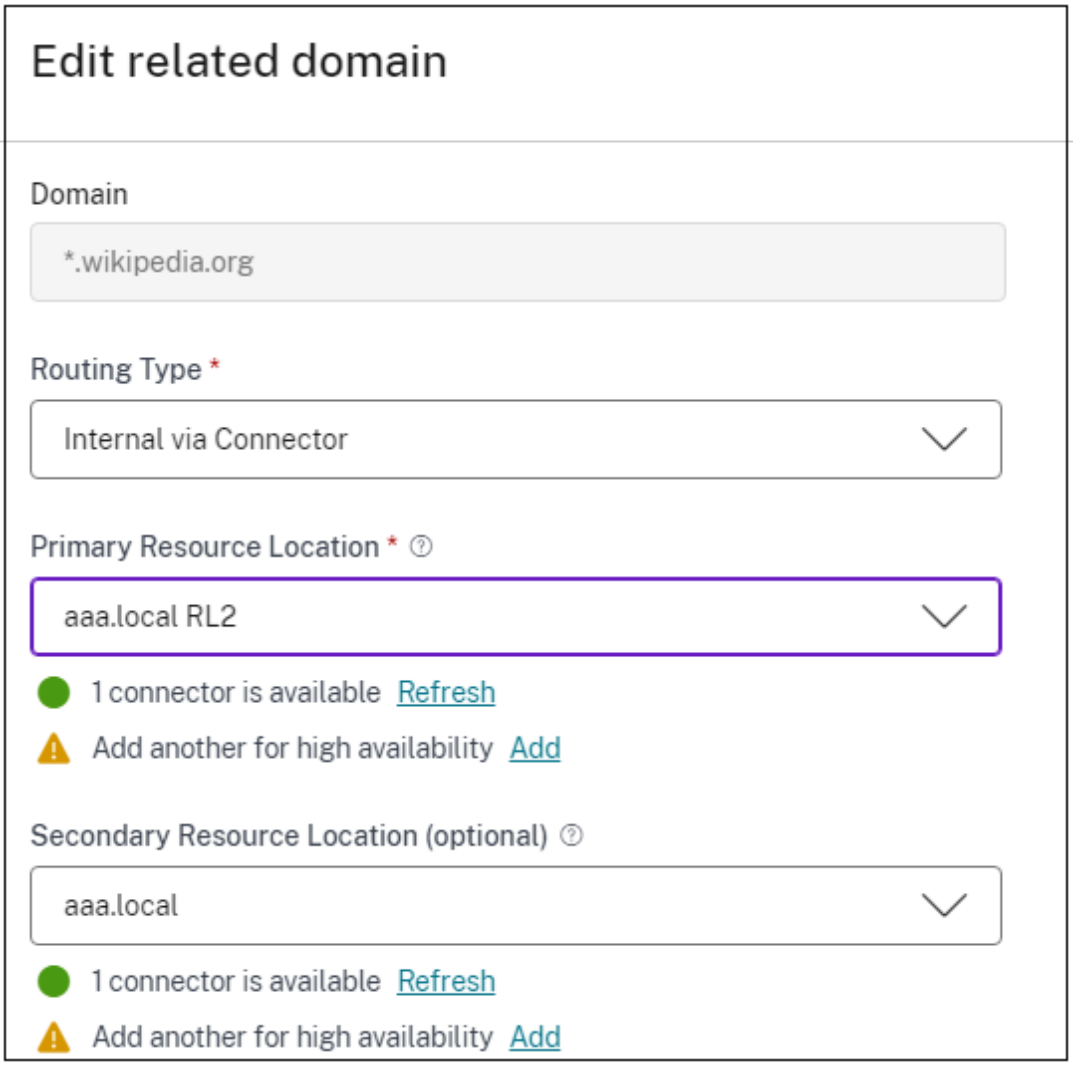
- **Internal via Connector** - The apps can be external but the traffic must flow through the Connector Appliance to the outside network.
- **External** –The traffic flows directly to the internet.

- **Primary and secondary resource locations** - Admins can ensure high availability of applications even during disruptions by configuring a secondary resource location or by using the **First Available** option.

  - **Primary Resource Location:** Select the primary resource location where the application is hosted. Alternatively, admins can select the option **First Available** in **Primary Resource Location**.
  - **First available:** The **First Available** option ensures that a working resource location is used. When **First Available** is selected, the system automatically routes traffic to the first available location. This ensures continuous application access without manual intervention. For instance, if ResourceLocation1 is unavailable but ResourceLocation2 is reachable, then ResourceLocation2 is selected by default to front-end the application.
  - **Secondary Resource Location** - The **Secondary Resource Location** option becomes available only if a primary resource location is explicitly specified. If the primary resource location becomes unavailable, for reasons such as a Connector Appliance or data center failure, the application fails over to the specified secondary resource location. The secondary resource location can also act as a failover even when the application is hosted in another data center.

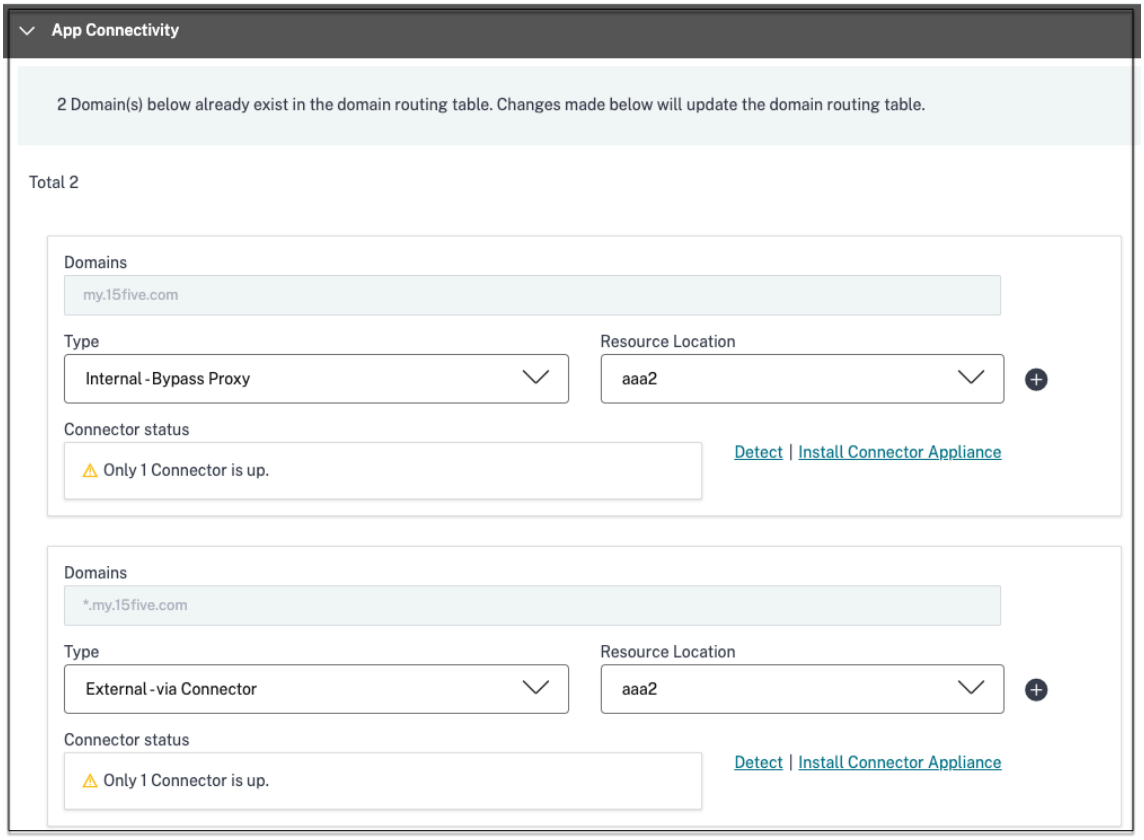
  You can also set a primary and secondary resource location or select the **First Available** option for each of the related domains.

  a) Click the edit icon in the **Actions** column of the Related Domains table.
  b) Set the primary and secondary resource location or choose the **First Available** option.



> **Note:**
>
> Setting the backup resource location and using the **First Available** option feature is in Preview.

7. In the **App Connectivity** section, you can either select an existing resource location or create one and deploy a new Connector Appliance. To choose an existing resource location, click one of the resource locations from the list of resource locations, for example My Resource Location, and click **Next**. For details, see Route tables to resolve conflicts if the related domains in both SaaS and web apps are the same.



8. **Maintain consistent connection** - Select this checkbox to enable consistent connection to the same Connector Appliance. For details about consistent connections, see Maintain consistent connection.

   > **Note:**
   >
   > When the **Maintain consistent connection** option is selected, the routing type for the application must be set to **Internal via Connector** in the App Connectivity section.

9. Click **Save** and then click **Finish**. The app is added to the Applications page. You can or edit or delete an app from the Applications page after you've configured the application. To do so, click the ellipsis button on an app and select the actions accordingly.

   - **Edit Application**
   - **Delete**

> **Important:**
>
> - To enable zero-trust-based access to the apps, apps are denied access by default. Access to the apps is enabled only if an access policy is associated with the application. For details on creating access policies, see Create access policies.
> - If multiple apps are configured with the same FQDN or some variation of the wildcard FQDN,

> this might result in a conflicting configuration. To prevent conflicting configurations, see Best practices for Web and SaaS application configurations.

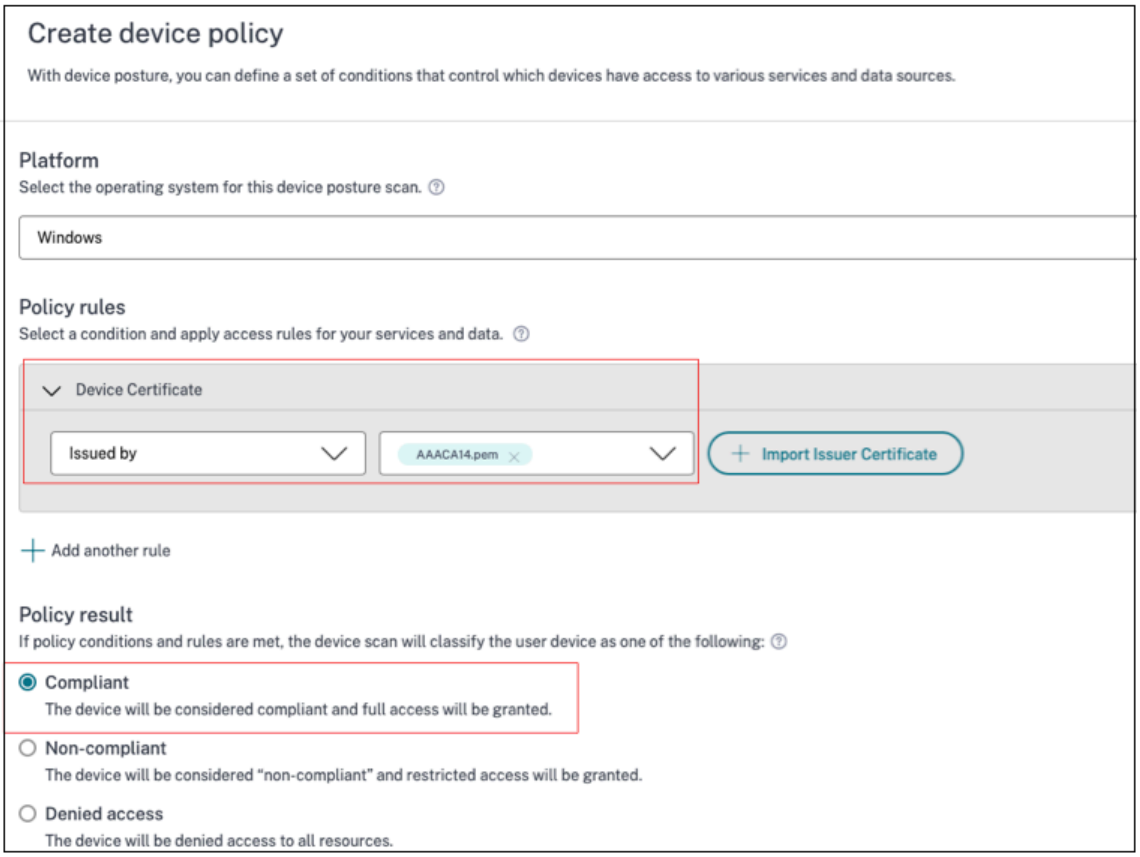
Device Posture service with agentless access apps

Citrix Secure Private Access with agentless access apps when combined with the Device Posture service can ensure that only compliant devices access sensitive applications through agentless access. Admins can block access to non-compliant or non-managed devices based on the Device Posture service scan results.

Steps to enable agentless access for compliant devices only

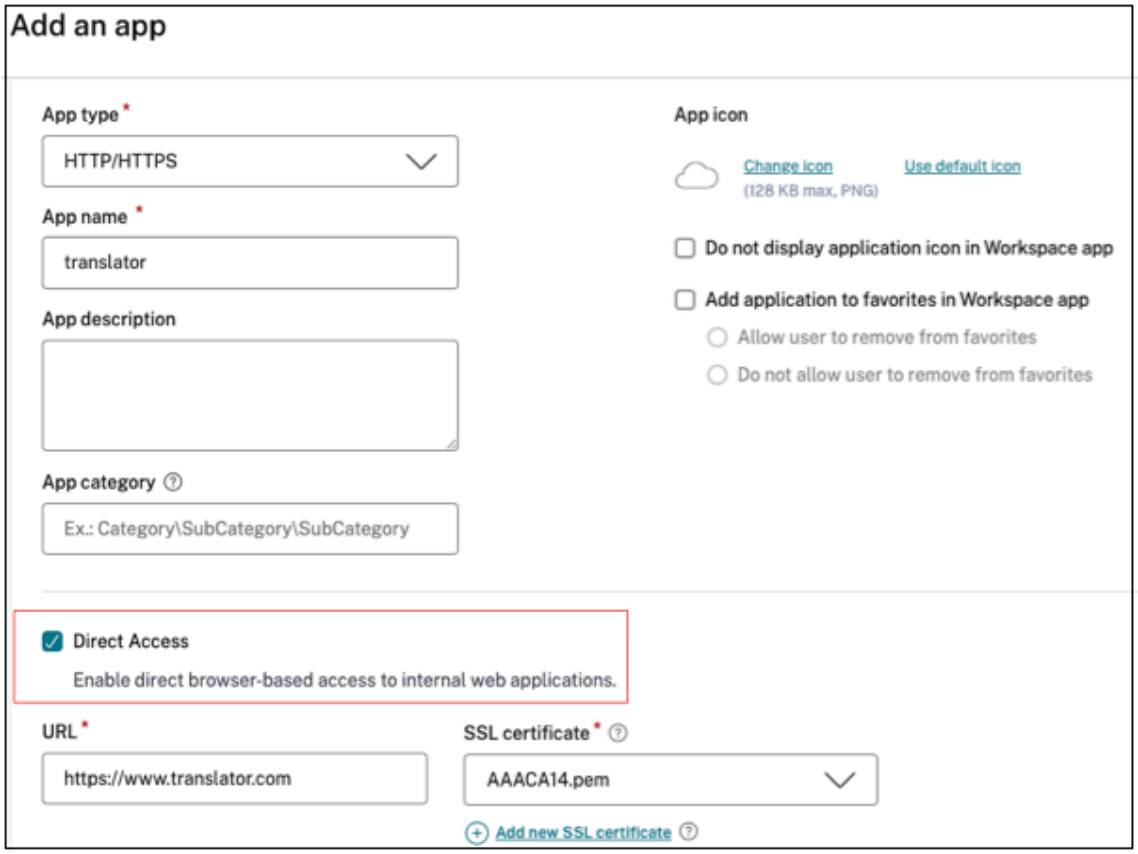
To enable agentless access to only compliant devices, the admin must perform the following steps:

1. From the Device Posture service admin console, create a device posture policy to check for the device posture scan conditions such as device certificate, antivirus, browser and then select **Compliant** as the policy result action. For details, see Configure device posture.



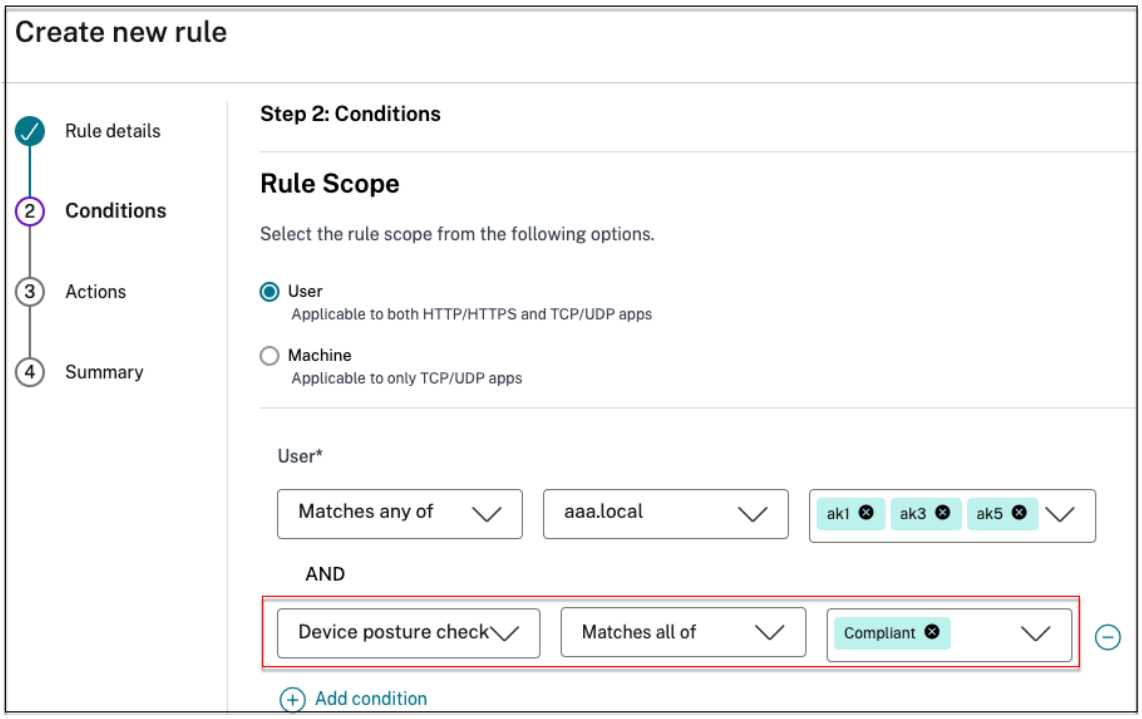
2. From the Secure Private Access admin console, perform the following:

- Create an application for which you want to enable agentless access. For details, see Direct access to Enterprise web apps.



- Configure Secure Private Access with Device Posture. In **Rule Scope**, select **Device posture check > Matches any of** and enter the tag **Compliant**. This tag is sent from the Device Posture service.

> **Note:**
>
> The tag must be entered exactly as captured earlier, using initial caps (Compliant). Otherwise, the device posture policies do not function as intended. For details, see Citrix Secure Private Access configuration with Device Posture.



Once this configuration is performed, based on the device posture scan results, the device is tagged as compliant, non-compliant, or denied login and app access is enabled accordingly.

Example:

Consider that you have created a device posture policy to check for the presence of a device certificate on an endpoint device and determine its login status. Once the device posture policies are set and device posture is enabled, the following actions occur when an end user logs into Citrix Workspace.

1. The device posture scan checks the endpoint device for the presence of a device certificate.
    - If the device certificate is present on the device, the device is tagged as **compliant**.
    - If the device certificate is not present on the device, the device is tagged as **non-compliant**.
2. This information is then passed to the Citrix Secure Private Access service as tags.
3. The access policy is evaluated based on the device classification.
    - If the device is compliant, agentless access is allowed for the apps.
    - If the device is non-compliant, agentless access is disabled for the apps.

End user experience

The end user experience is based on the classification of the device as compliant or non-compliant.

- **Compliant device:**

The user can launch the agentless access app from Citrix Workspace or from the browser using the app URL.

- **Non-compliant device:**
  - The app is not enumerated in Citrix Workspace.
  - The user cannot launch the app from the browser using the app URL.
  - An access blocked page is displayed to the user.

Port-based routing using Routing Exceptions - Preview

February 13, 2026

The port-based routing feature allows admins to route traffic for different ports of the same destination differently for TCP/UDP apps using routing exceptions. When onboarding applications on Secure Private Access, admins can define how the application traffic is routed using one of the following options:

- **Internal via Connector**: Traffic is securely tunneled via the connector.
- **Internal via Netscaler Gateway**: Traffic is routed via NetScaler Gateway using a hybrid data path.
- **External**: Traffic is routed directly without tunneling it through Secure Private Access.

To route traffic for different ports of the same destination differently, admins must use access policy routing exceptions. Each destination and port combination that requires a distinct routing decision must be configured as a separate application and bound to a separate policy. The UI enforces a uniqueness check, so different routes cannot be configured within different applications with the same destination.

Use cases of port-based routing

Scenario: An admin hosts two applications on the same server (10.102.124.135).

- SSH access on port 22
- Web access on port 80, 443

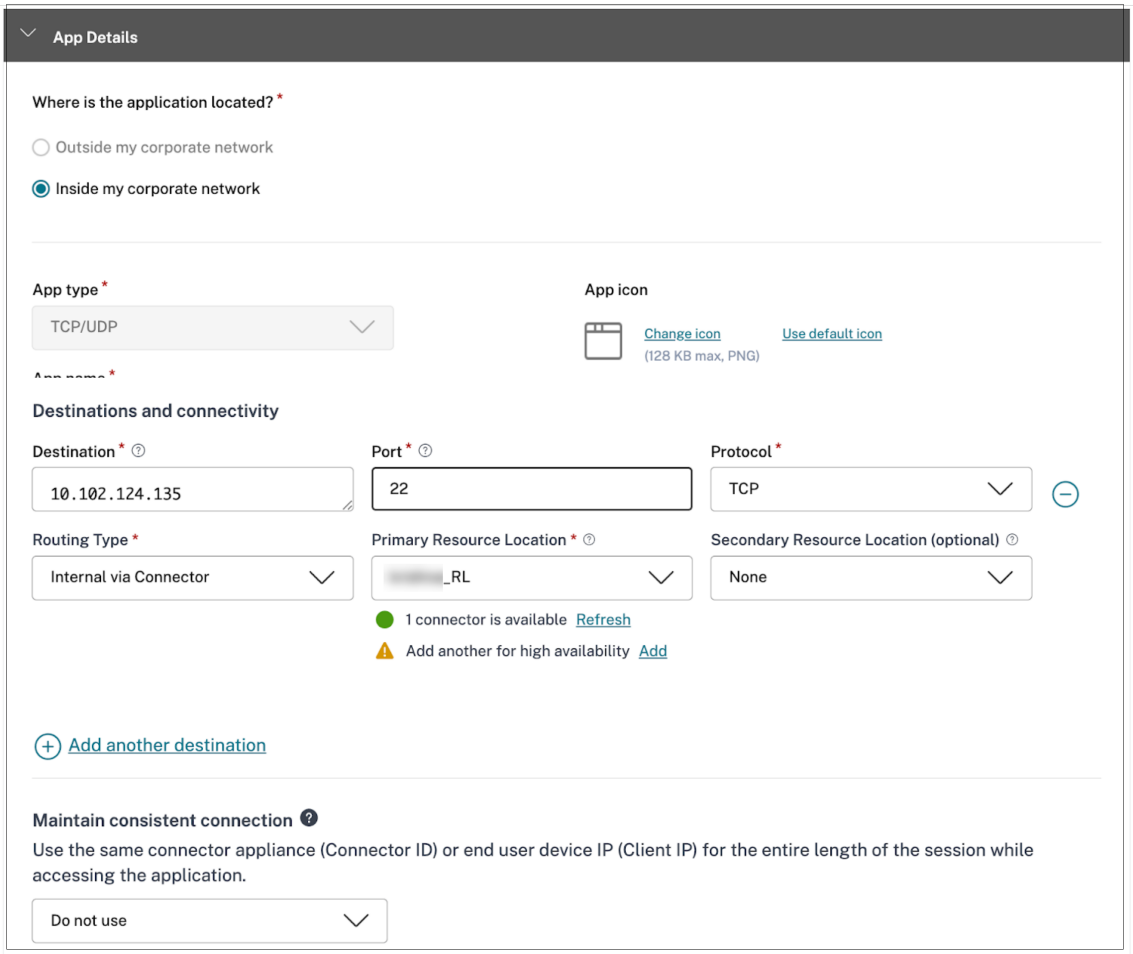
Requirement:

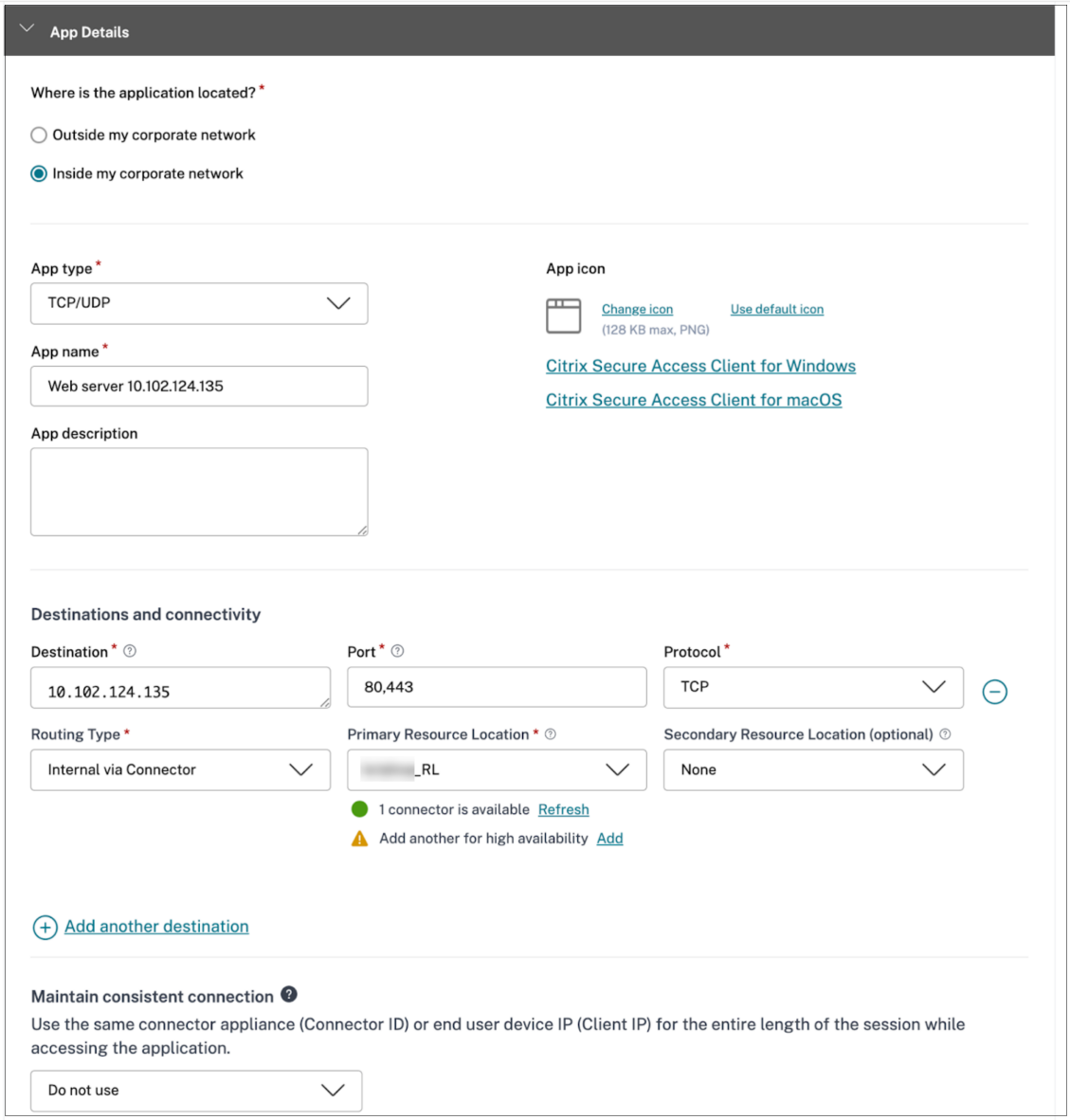
- Allow the developer user group to access SSH internally via a connector.
- Allow the business unit user group to access the web application directly from the corporate network.

Configuration:

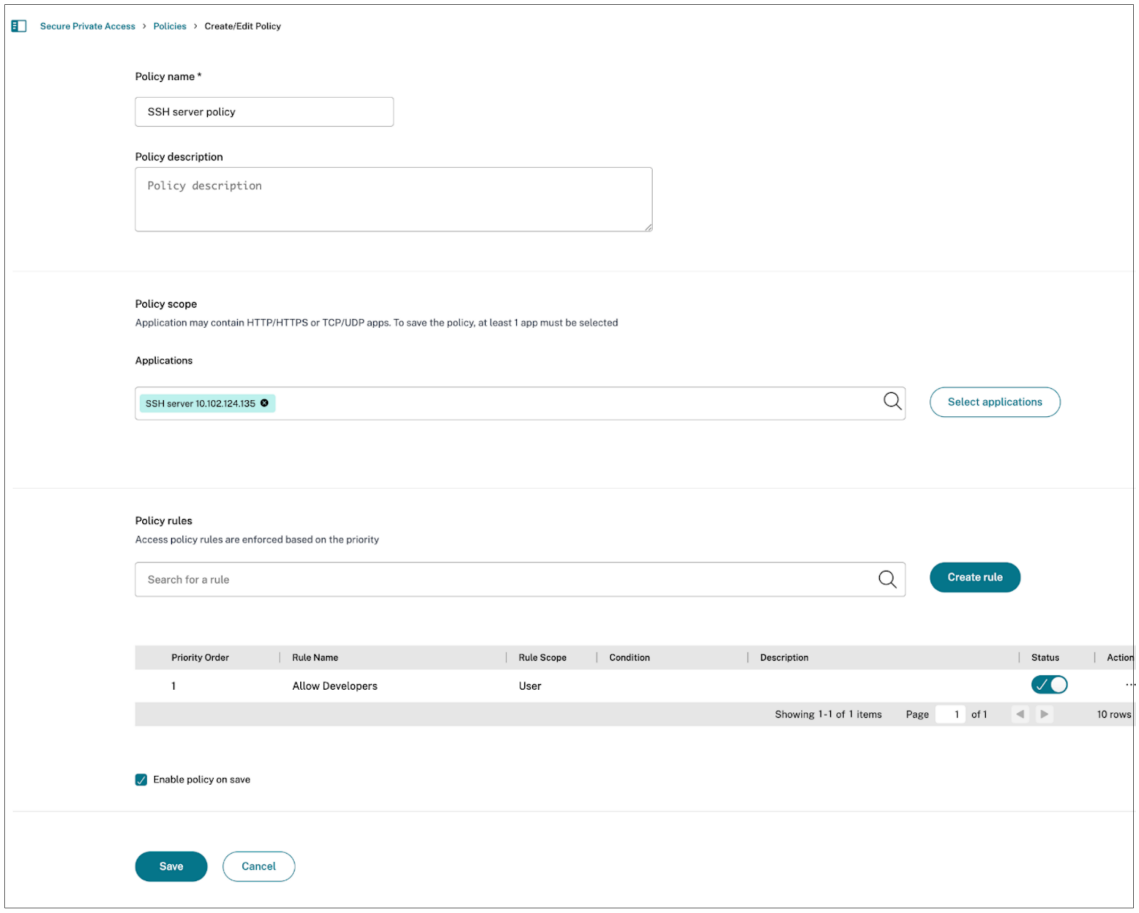
1. Create separate applications for each requirement. For details, see Support for TCP/UDP apps.

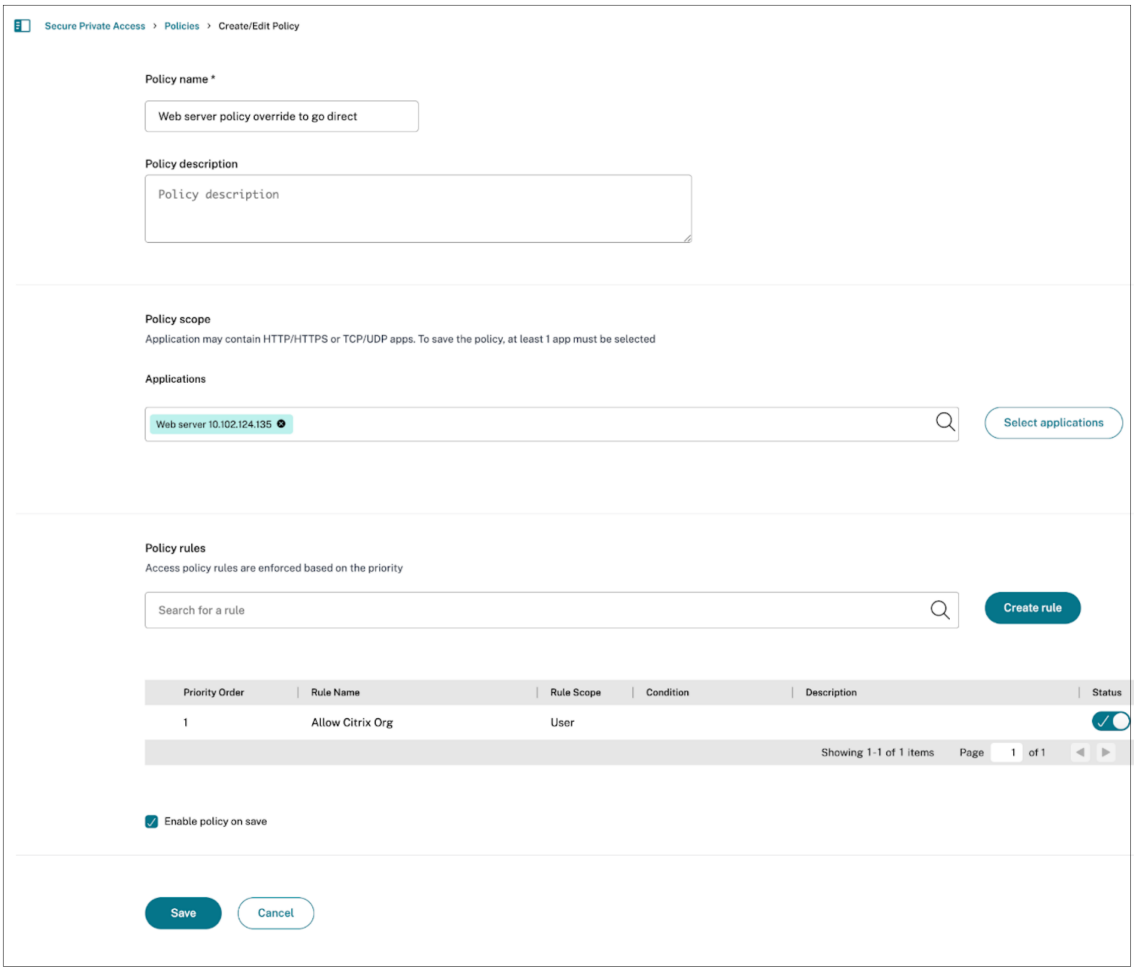
   - Create an application for SSH access (destination:10.102.124.135, port 22)
   - Create another application for Web access (destination :10.102.124.135, port 80,443)





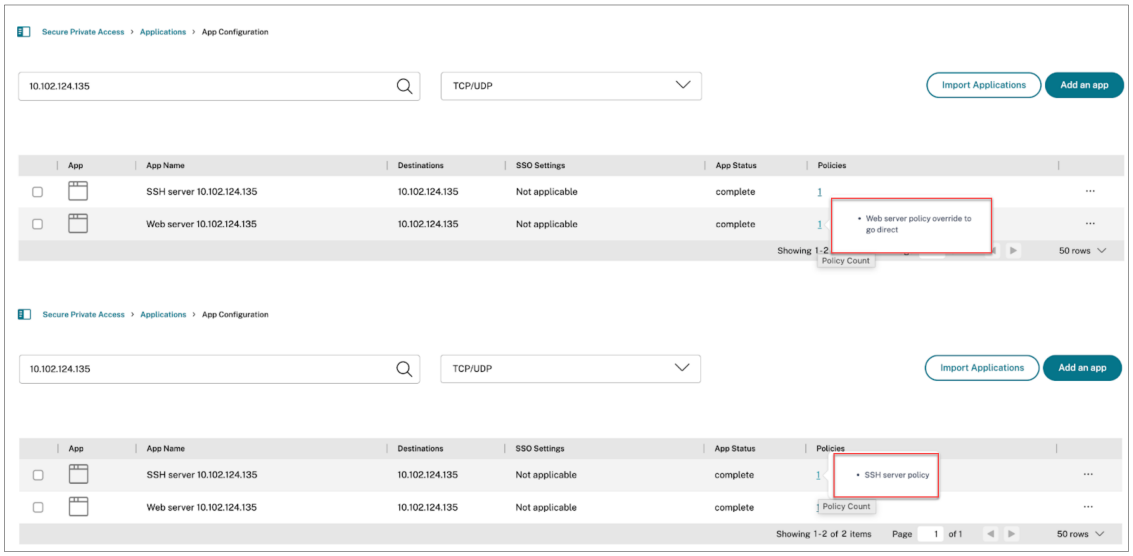
2. Configure the other details for each application as required.
3. Create separate access policies.
   - Define individual policies for each application.
   - Use routing exceptions to specify the desired routing behavior for each configured application.



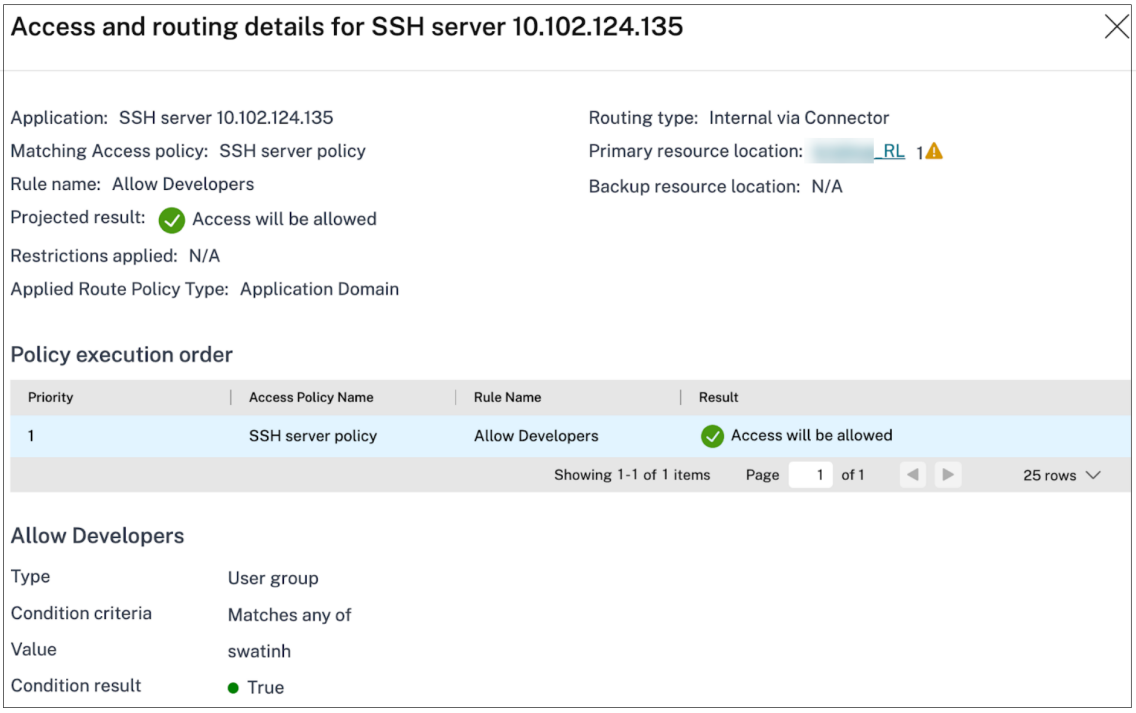


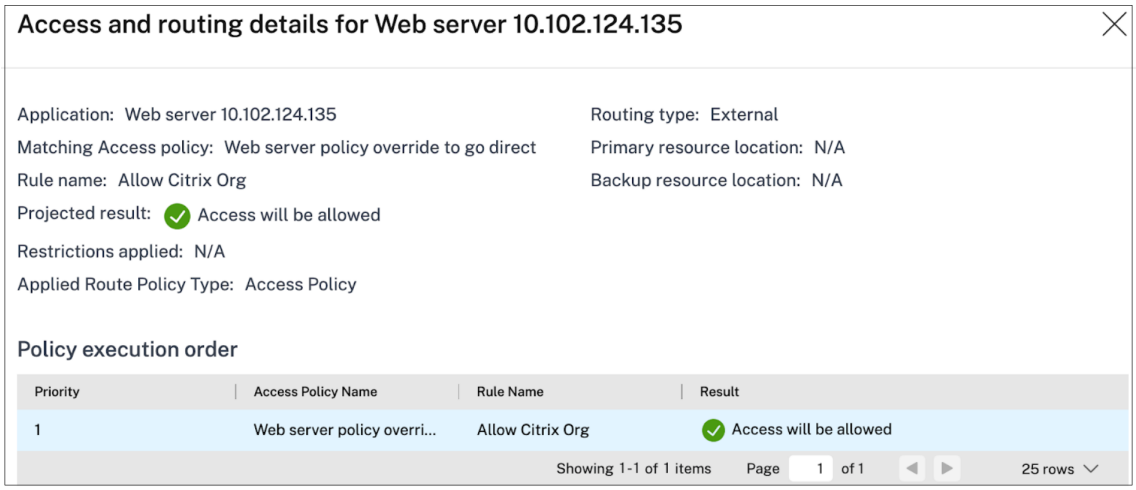
4. Bind policies to applications.

   - Bind the SSH access policy to the SSH application.
   - Bind the Web access policy to the web application.



5. Use the policy modeler to review and validate the applications, policies, and routing confirmations.





Routing options limitations:

- Access policies are evaluated from top-to-bottom, so the first policy that matches the user, context, and application is applied. For hostname-based applications, the route configuration (routing type and Resource Location) defined in the applied policy is used to resolve the destination.
- If no route exceptions are defined in the access policy, then the route configuration in the application configuration is used.
  Route tunnel and route direct are mutually exclusive. Hence, for hostname-based destinations, we cannot have its route via tunnel (internally) and via direct (external) for different ports.
- Routing internally (via connector or NetScaler Gateway) and direct (external) are mutually exclusive. As a result, the hostname-based destinations cannot be routed both internally and externally. If the requirement is to route traffic for an application both internally and externally, it is recommended to onboard the application using an IP-based destination.

Example to demonstrate port-based routing

The following figure demonstrates how policy priority and routing exceptions affect the end-user experience:

Table	Configured applications and policies for a user		Expected behaviour for the user
	App name: LDAP_app Destination URL: example.com Port Number:389 Selected routing in application: 1. Routing Type:Internal via connector 2. Primary resource location: ResourceLocation1 Access policy: LDAP_policy for LDAP_app Routing Exception : None Higher priority	App name: SSH_app Destination URL: example.com Port Number: 22 Pre-selected routing in application (from LDAP_app destination URL) • Routing Type:Internal via connector • Primary resource location: ResourceLocation1 Access policy: SSH_policy for SSH_app Routing Exception: External Lower priority	Both example.com:389 and example.com:22 are resolved via Secure Private Access(Resourcelocation1). example.com:389 is launched successfully. example.com:22 fails to launch as it is supposed to go via External. **Note:** It is not recommended to configure the same domain to go via External and Internal. This limitation is only for FQDN.
	App name: LDAP_app Destination URL: example.com Port Number:389 Selected routing in application: • Routing Type:Internal via connector • Primary resource location: ResourceLocation1 Access Policy :LDAP_policy for LDAP_app Routing Exception : None Lower priority	App name: SSH_app Destination URL: example.com Port Number:22 Pre-selected routing in application (from LDAP_app destination URL) • Routing Type:Internal via connector • Primary resource location: ResourceLocation1 Access Policy:SSH_policy for SSH_app Routing Exception: External Higher priority	Both example.com:389, example.com:22 are launched via External.
	App name: LDAP_app Destination URL: 10.0.0.1 Port Number: 389 Selected routing in application: • Routing Type:Internal via connector • Primary resource Location: ResourceLocation1 Access policy: LDAP_policy for LDAP_app Routing Exception: None Higher priority	App name: SSH_app Destination URL: 10.0.0.1 Port Number: 22 Pre-selected routing in application (from LDAP_app destination URL) • Routing Type:Internal via connector • Primary resource Location: ResourceLocation1 Access policy: SSH_policy for SSH_app Routing Exception: External Lower priority	10.0.0.1:389 is launched via Secure Private Access (ResourceLocation1). 10.0.0.1:22 is launched via External.
	App name: LDAP_app Destination URL: 10.0.0.1 Port Number: 389 Selected routing in application: • Routing Type:Internal via connector • Primary resource Location: ResourceLocation1 Access policy : LDAP_policy for LDAP_app Routing Exception: None Lower priority	App name: SSH_app Destination URL: 10.0.0.1 Port Number: 22 Pre-selected routing in application (from LDAP_app destination URL) • Routing Type:Internal via connector • Primary resource Location: ResourceLocation1 Access policy: SSH_policy for SSH_app Routing Exception: External Higher priority	10.0.0.1:389 is launched via Secure Private Access (ResourceLocation1). 10.0.0.1:22 is launched via External.

Manage certificates in the Secure Private Access console

September 6, 2025

The Secure Private Access certificate store provides a centralized location for admins to efficiently manage both Certificate Authority (CA) and Secure Sockets Layer (SSL) certificates. This dedicated store simplifies certificate management by enabling administrators to seamlessly add new certificates, modify existing ones, and remove those that are no longer required.

Previously, Secure Private Access certificates were stored in the NetScaler® Console's certificate store. With the dedicated Secure Private Access certificate store, certificates managed within the NetScaler Console are no longer automatically synchronized or accessible for use within Secure Private Access. Administrators must directly upload the necessary certificates into the Secure Private Access console.

The certificates used in Secure Private Access are organized into two tabs within the Certificates page.

- **Server** - Contains the list of certificates, primarily SSL server certificates related to the direct access (agentless access) operations.
- **Machine authentication** - Contains the list of certificates related to managing machine tunnels initiated from the Citrix Secure Access™ client. These certificates are used when an administrator logs into the Citrix Secure Access client.

  Machine authentication certificates are essential for the Always On feature, utilizing Device Certificates issued by trusted Certificate Authorities (CAs). These CA certificates are securely uploaded and managed within the Machine authentication tab (**Settings > Certificate Store)**, ensuring seamless and robust device authentication for the Always On functionality.

Manage machine authentication certificates

Add a certificate

Steps to add a machine authentication certificate.

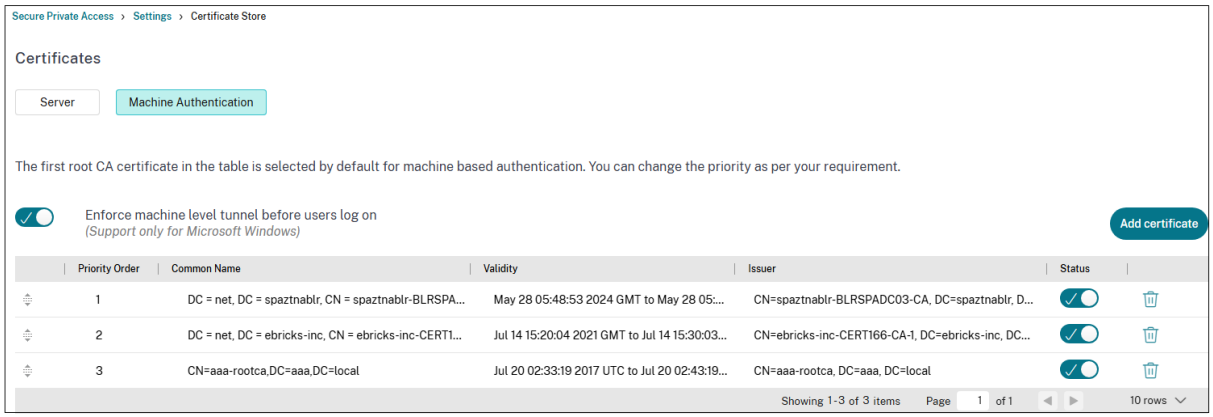
1. Navigate to **Settings > Certificate Store**.

   > **Note:**
   >
   > We recommend that you use the **Machine Based Authentication** option found under **Settings > Certificate Store** instead of **Settings > Machine Based Authentication**. The op-

> tion **Settings > Machine Based Authentication** is scheduled for removal in the upcoming service release.

2. Click the **Machine authentication** tab and then click **Add certificate**.
3. In **Name**, enter a name for the certificate.
4. In **Certificate file**, browse to your local drive and upload the certificate file.
   - Certificates for both root CA and intermediate CA are supported.
   - The certificates to be uploaded must be in the PEM format and include the whole chain. The certificate must be generated starting from the intermediate certificate all the way to the root CA.
5. Click **Save**.

The certificate is added to the list of available certificates in the **Machine authentication** tab.



Disable a certificate

You can disable the certificate that is no longer used by sliding the toggle switch OFF in the **Status** column.

Delete a certificate

1. Click the delete icon to delete a certificate.

Set priority for the certificate

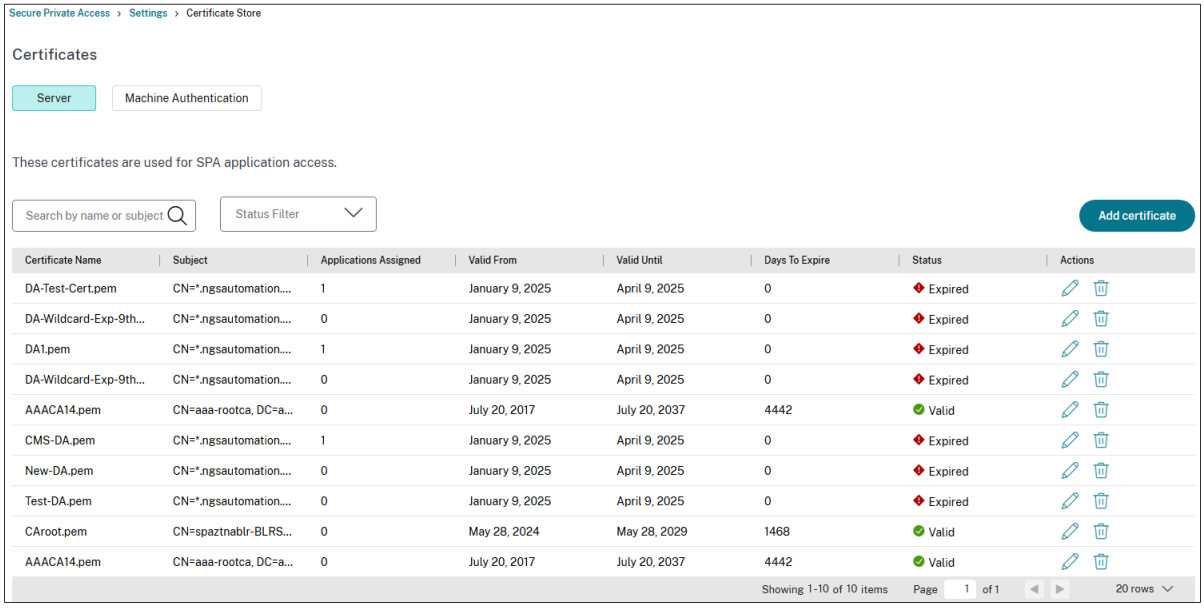
If multiple certificates are used for the same machine, you can change the priority of the certificates by using the up-down drag icon in the **Priority Order** column.

Manage SSL certificates

Add a certificate

Steps to add an SSL certificate.

1. Navigate to **Settings > Certificate Store**.
2. Click the **Server** tab.
3. Enter a name for the certificate.
4. In **Certificate file**, browse to your local drive and upload the certificate file.
    - Certificates for both root CA and intermediate CA are supported.
    - The certificates to be uploaded must be in the PEM format and include the whole chain. The certificate must be generated starting from the intermediate certificate all the way to the root CA.
5. **Password** (Optional) - Applicable for PFX certificates. If you have an encrypted RSA private key, type the RSA passphrase that was used to encrypt the private key.
6. Click **Save**.

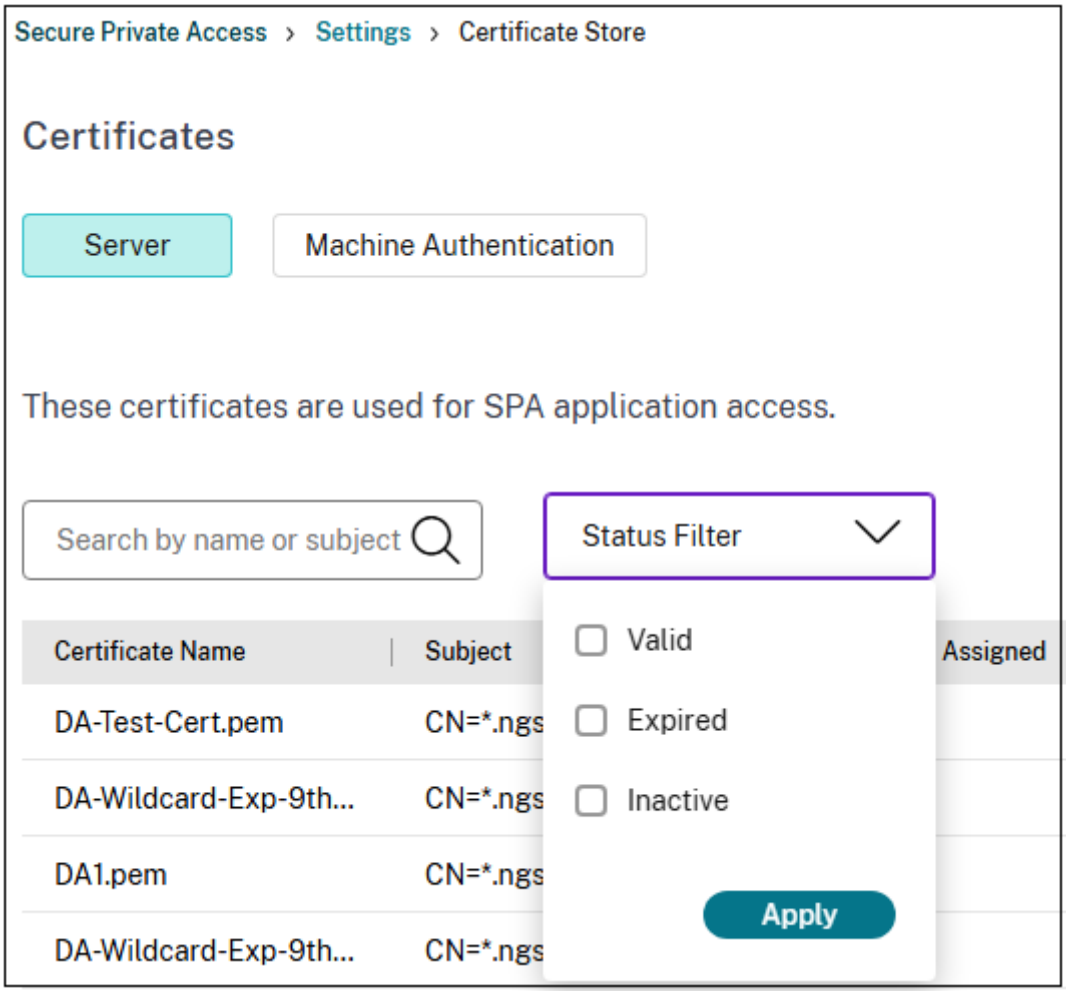


Note:

- The certificate is added to the list of available certificates under the **Server** tab.
- The **Applications assigned** column displays the number of applications for which a certificate is assigned.

Search for a certificate

You can search for an SSL certificate by the certificate name or the subject. You can also search for certificates based on the status of the certificate.



Modify a certificate

Steps to modify an SSL certificate.

1. Click the edit icon next to the certificate.
2. In **Certificate file**, browse to your local drive and upload the modified certificate file.

   Ensure that the updated certificate is for the same domain or the wildcard domain. Otherwise, the upload fails.
3. Click **Save**.

Delete a certificate

Click the delete icon to delete a certificate.

External notification

When a certificate within a customer's account is nearing its expiration date, within the 30-day window leading up to its expiry, an email notification is automatically sent to the specific customer administrators.

Citrix Secure Access™ client

December 10, 2025

With Citrix Secure Private Access, you can now access all private apps including TCP/UDP and HTTPS apps either using a native browser or a native client application via the Citrix Secure Access client running on your machine. You can now eliminate the dependency on a traditional VPN solution to provide access to all private apps for remote users.

Citrix Secure Access client for Windows

For details on installing the Citrix Secure Access client for Windows, see Install Citrix Secure Access client for Windows.

For more information about the Citrix Secure Access client for Windows, see Citrix Secure Access for Windows.

Citrix Secure Access client for macOS

For details on installing the Citrix Secure Access client for macOS, see Install the Citrix Secure Access client for macOS.

For more information about the Citrix Secure Access client for macOS, see Citrix Secure Access for macOS.

Citrix Secure Access client for iOS

For details on installing up the Citrix Secure Access client for iOS, see Setup Citrix Secure Access for iOS.

For more information about the Citrix Secure Access client for iOS, see Citrix Secure Access for iOS.

Citrix Secure Access client for Android

For details on setting up the Citrix Secure Access client for Android, see Setup Citrix Secure Access for Android.

For more information about the Citrix Secure Access client for Android, see Citrix Secure Access for Android.

Citrix Secure Access client for Linux

For details on installing the Citrix Secure Access client for Linux, see Install Citrix Secure Access client and Citrix EPA client.

For more information about the Citrix Secure Access client for Linux, see Citrix Secure Access for Linux.

Best practices for Web and SaaS application configurations

September 6, 2025

Application access for published and unpublished apps depends on the applications and access policies configured within the Secure Private Access service.

Application access within Secure Private Access for published and unpublished Apps

- **Access to published web applications and related domains:**
  - When an end user accesses an FQDN that is associated with a published web app, the access is allowed only if an access policy is configured explicitly with the action **Allow** or **Allow with Restrictions** for the user.

    > **Note:**
    >
    > It is recommended not to have multiple applications share the same application URL domain or related domains for an exact match. If multiple apps share the same application URL domain or related domains, the access is provided based on exact FQDN match and policy prioritization. For details, see Access policy matching and prioritization.

  - If no access policy matches with the published app or if an app isn't associated with any access policy, then access to the app is denied, by default. For details on access policies, see Access policies.

- **Access to unpublished internal web applications and external internet URLs:**

  To enable zero-trust, Secure Private Access denies access to internal web applications or intranet URLs that are not associated with an application and do not have an access policy configured for the application. To allow access for specific users, ensure that you have an access policy configured for your intranet web applications.

  For any URL that is not configured as an application within Secure Private Access, the traffic flows directly to the internet.

  - In such cases, access to intranet web application URL domains are routed directly and thus access is denied (unless the user is already inside the intranet).
  - For unpublished internet URLs, access is based on the rules configured for unsanctioned apps, if enabled. By default, this access is allowed within Secure Private Access. For details, see Configure rules for unsanctioned websites.

Access policy matching and prioritization

Secure Private Access does the following while matching an application for access:

1. Match the domain being accessed to the application URL's domain or related domains for an exact match.
2. If a Secure Private Access application configured with an exact FQDN match is found, then Secure Private Access evaluates all policies configured for that application.
   - Policies are evaluated in a priority order until the user context matches. The action (allow/-deny) is applied as per the first policy that matches in the priority order.
   - If no policy matches, then access is denied by default.
3. If an exact FQDN match is not found, then Secure Private Access matches the domain based on the longest match (such as a wildcard match) to find applications and corresponding policies.

   Example 1: Consider the following app and policy configurations:

Application	Application URL	Related domain
Intranet	`https://app.intranet.local`	*.cdn.com

Application	Application URL	Related domain
Wiki	https://wiki.intranet.local	*.intranet.local

Policy name	Priority	User and associated apps
PolicyA	High	Eng-User5 (Intranet)
PolicyB	Low	HR-User4 (Wiki)

If HR-User4 accesses app.intranet.local, then the following happens:

a) Secure Private Access searches all policies for an exact match for the domain being accessed, app.intranet.local in this case.
b) Secure Private Access finds PolicyA, and checks if the conditions match.
c) As the conditions do not match, Secure Private Access stops here and does not continue to check the wildcard matches, even though PolicyB would have matched (since app.intranet.local does match on the Wiki app's related domain of *.intranet.local) and given access.
d) Hence HR-User4 is denied access to the Wiki app.

Example 2: Consider the following apps and policy configuration where same domain is used in multiple applications:

Application	Application URL	Related domain
App1	xyz.com	app.intranet.local
App2	app.intranet.local	-

Policy name	Priority	User and associated apps
PolicyA	High	Eng-User5 (App1)
PolicyB	Low	HR-User7 (App2)

When user Eng-User5 accesses app.intranet.local, both App1 and App2 will be a match based on the exact FQDN match and hence Eng-User5 user gets access through PolicyA.

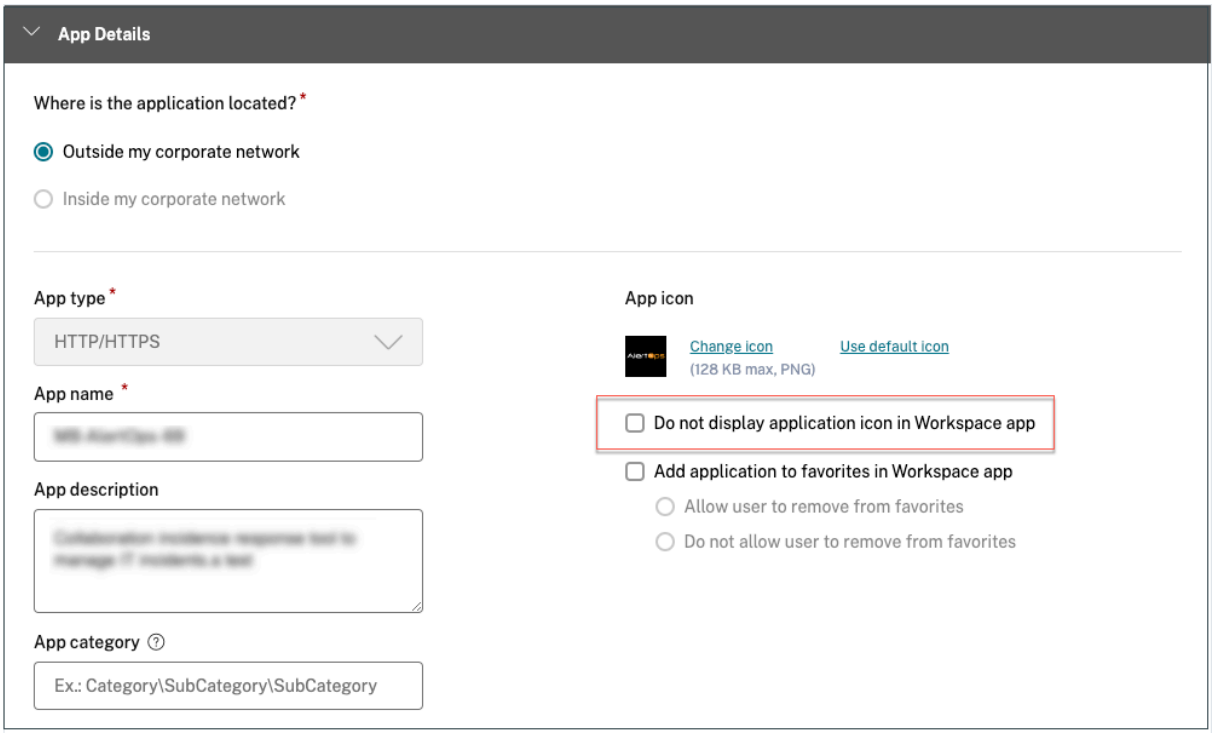
However, if App1 had `*.intranet.local` as a related domain instead, then the access for `Eng-User5` would have been denied since `app.intranet.local` would have exact-matched `PolicyB`, for which the user, `Eng-User5`, does not have access.

App configuration best practices

IdP domains must have an application of their own

Instead of adding IdP domains as related domains in your intranet app configurations, we recommend the following:

- Create separate applications for all IdP domains.
- Create a policy to enable access to all users who need access to the IdP authentication page, and keep the policy as the highest priority.
- Hide this app (by selecting the **Do not display application icon to users** option) from the app configuration so that it does not enumerate on workspace. For information, see Configure application details.



> **Note:**
>
> This app configuration only enables access to the IdP authentication page. Further access to individual applications still depends on the individual app configurations and their respective access policies.

Example configuration:

1. Configure all common FQDNs into their own apps, grouping them together where applicable.

   For example, if you have a few apps that use Azure AD as an IdP and you must configure `login.microsoftonline.com` and other related domains (`*.msauth.net`), then do the following:

   - Create a single common application with `https://login.microsoftonline.com` as the application URL and `*.login.microsoftonline.com` and `*.msauth.net` as the related domains.

2. Select the **Do not display application icon to users** option while configuring the app. For details, see Configure application details.
3. Create an access policy for the common application and enable access to all users. For details, see Configure an access policy.
4. Assign highest priority to the access policy. For details, see Priority order.
5. Verify the diagnostic logs to confirm that the FQDN matches the app and that the policy is enforced as expected.

Same related domains must not be a part of multiple applications

Related domain must be unique to an app. Conflicting configurations might result in app access issues. If multiple apps are configured with the same FQDN or some variation of the wildcard FQDN, then you might encounter the following issues:

- The websites stop loading or might display a blank page.
- The **Blocked Access** page might appear when you access a URL.
- The login page might not load.

Thus we recommend having a unique related domain to be configured within a single app.

Incorrect configuration examples:

- **Example: Duplicate related domains across multiple applications**

  Assume you have 2 apps where both need access to Okta (example.okta.com):

App	application URL domain	Related domain
App1	`https://code.example.net`	example.okta.com

App	application URL domain	Related domain
App2	`https://info.example.net`	example.okta.com

Policy name	Priority	User and associated apps
Deny App1 to HR	High	User group HR for App1
Grant Everyone access to App1	Medium	Enable access to user group Everyone to App1
Grant Everyone access to App2	Low	Enable access to user group Everyone”to App2

Problem with the configuration: Although the intent was to give all users access to App2, the user group HR cannot access App2. The user group HR gets redirected to Okta but is stuck based on the first policy that denied access to App1 (which also has the same related domain `example.okta.com` as App2).

This scenario is common for Identity Providers such as Okta, but it can also happen with other tightly integrated apps with common related domains. For details on policy matching and prioritization, see Access policy matching and prioritization.

Recommendation for the above configuration:

1. Remove example.okta.com as a related domain from all apps.
2. Create a new app just for Okta (with the application URL of `https://example.okta.com` and a related domain of `*.okta.com`).
3. Hide this app from workspace.
4. Assign the highest priority for the policy to remove any conflict.

Best Practice:

- An app’s related domains must not overlap with another app’s related domains.
- If this occurs, a new published app must be created to cover the shared related domain and then access must be set accordingly.
- Admins must evaluate if this shared related domain must appear as an actual app in Workspace.
- If the app must not appear in Workspace, then while publishing the app, select the **Do not display application icon to users** option to hide it from Workspace.

Resolve conflicts resulting from same related domains In scenarios where an app's related domains overlap with another app's domains, admins have the flexibility to route these applications either externally or internally via the Connector Appliances, based on specific requirements.
The routing table within the Secure Private Access console (**Settings > Application Domains**) provides a comprehensive list of all configured domains for all applications. This table displays key information about each domain, including the routing type. Admins can easily modify the routing type by clicking the edit icon next to the corresponding domain entry.

The main route table displays the following information for any domain:

- **FQDN/IP:** FQDN or the IP address for which the type of traffic routing is desired to be configured.
- **Type:** App type. **Internal**, **Internal** –**Bypass Proxy**, or **External** as selected when adding the app.
    - **Internal** - The apps are external but the traffic must flow through the Connector Appliance to the outside network.
    - **Internal** –**Bypass Proxy** - The domain traffic is routed through Citrix Cloud Connector™, bypassing the customer's web proxy configured on the Connector Appliance.
    - **External** –The traffic flows directly to the internet.

    > **Important:**
    >
    > If there are conflicts, then an alert icon is displayed for the respective row in the table. To resolve the conflict, admins should click the triangular icon associated with that entry and change the app type.

- **Resource location:** Resource location for routing of type Internal. If a resource location is not allocated, a triangular icon appears in the Resource location column for the respective app. When you hover on the icon, the following message is displayed.

  Missing resource location. Ensure that a resource location is associated with this FQDN.

- **Status:** The toggle switch in the Status column can be used to disable the route for a route entry without deleting the app. When the toggle switch is turned OFF, the route entry does not take effect. Also, if FQDNs of exact match exist, admins can select the route to be enabled or disabled.
- **Comments:** Displays comments, if any.
- **Actions:** The edit icon is used to add a resource location or change the type of route entry. The delete icon is used to delete the route.

> **Note:**
>
> A mini version of the application domains table is available to make the routing decisions during app configuration. The mini route table available in the App Connectivity section in the Citrix

> Secure Private Access™ service admin console.

Deep-link URLs

For deep-link URLs, the intranet application URL domain must be added as the related domain:

Example:

Intranet app has URL is configured with `https://example.okta.com/deep-link-app-1` as the main application URL domain and the related domain has the intranet application URL domain i.e `*.issues.example.net`.

In this case, separately create an IdP app with URL `https://example.okta.com` and then related domain as `*.example.okta.com`.

App access end-user experience explained

October 27, 2025

Citrix Secure Private Access™ apps can be accessed in the following ways:

- **Through the Citrix Secure Access™ client:**
  - Access Web/SaaS apps: After logging into the Citrix Secure Access client, end users can access Web/SaaS apps using their native browser such as Chrome.
  - Access TCP/UDP apps: After logging into the Citrix Secure Access client, end users can access TCP/UDP applications through a client application (for example Remote Desktop Protocol (RDP)).
- **Agentless access:** Allows users to access enterprise web apps without the need for a client. End users can access enterprise web applications without installing a dedicated client on their devices. End users can simply enter the app URLs in their native browser.

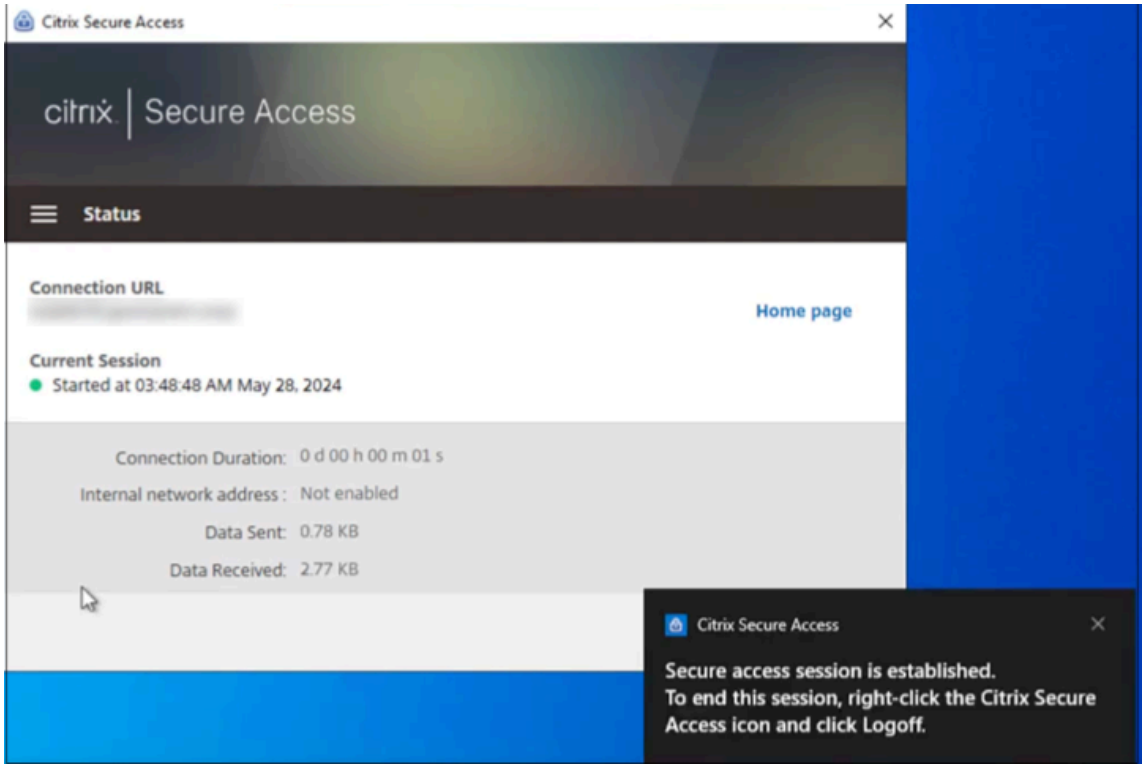
Access a Web app through the Citrix Secure Access client

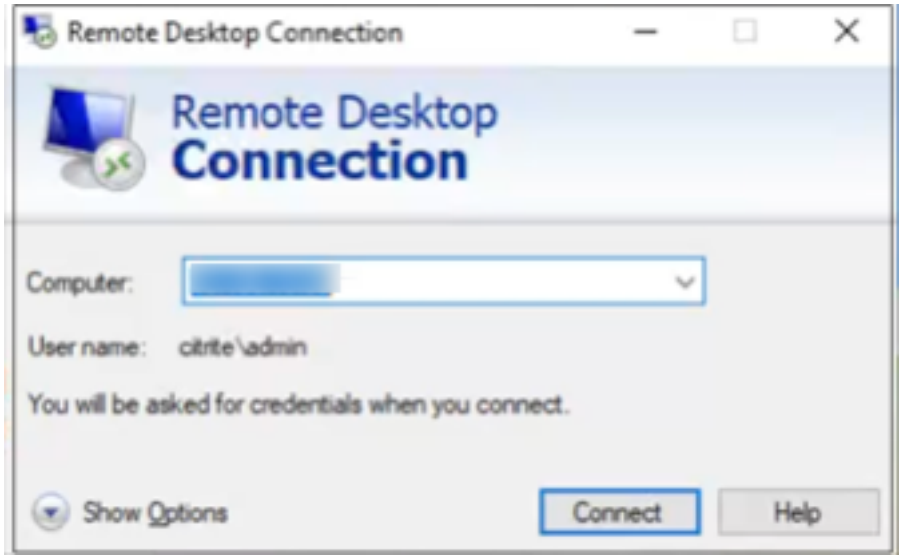
1. Log in to the Citrix Secure Access client.
2. After the secure access session is established, open a native browser (for example Chrome).
3. In the browser, enter the URL of the enterprise web app that you want to access.

Access a TCP/UDP app through the Citrix Secure Access client

If RDP is configured, end users must perform the following steps to access the TCP/UDP app.

1. Log in to the Citrix Secure Access client.
2. After the secure access session is established, start a remote desktop connection.





   a) Press the **Windows** key, type **Remote Desktop Connection**, and press **Enter**.
   b) Enter the IP address or host name of the computer that you trying to connect to.

c) Click **Connect**. You might be prompted to enter the credentials.
d) Enter the user name and password for the remote computer and then click **OK**.

A remote desktop connection is established now and the end user can interact with the remote computer.

For more information about the Citrix Secure Access client, see Citrix Secure Access client.

Adaptive access policy configuration and management

February 4, 2026

In today's ever changing situations, application security is vital for any business. Making context-aware security decisions and then enabling access to the applications reduces the associated risks while enabling access to users.

The Citrix Secure Private Access™ service adaptive access feature offers a comprehensive zero-trust access approach that delivers secure access to the applications. Adaptive access enables admins to provide granular level access to the apps that users can access based on the context. The term "context"here refers to:

- Users and groups (users and user groups)
- Devices (desktop or mobile devices)
- Location (geo-location or network location)
- Device posture (device posture check)
- Risk (user risk score)

The adaptive access feature applies adaptive policies to the applications that are being accessed. These policies determine the risks based on the context and make dynamic access decisions to grant or deny access to the Enterprise Web, SaaS, TCP, and UDP apps.

How it works

To grant or deny access to applications, admins create policies based on the users, user groups, the devices from which the users access the applications, the location (country or network location) from where the user is accessing the application, and the user risk score.

The adaptive access policies take precedence over the application-specific security policies that are configured while adding the SaaS or a Web app in the Secure Private Access service. The per-app level security controls are overwritten by the adaptive access policies.

The adaptive access policies are evaluated in three scenarios:

- During a Web, TCP, or a SaaS app enumeration from the Secure Private Access service –If the application access is denied to this user, the user cannot see this application in the workspace.
- While launching the application –After you have enumerated the app and if the adaptive policy is changed to deny access, users cannot launch the app even though the app was enumerated earlier.
- When the app is opened in a Citrix Enterprise Browser™ or a Remote Browser Isolation service –The Citrix Enterprise Browser enforces some security controls. These controls are enforced by the client. When the Citrix Enterprise Browser is launched, the server evaluates the adaptive policies for the user and returns those policies to the client. The client then enforces the policies locally in the Citrix Enterprise Browser.

Create an adaptive access policy with multiple rules

You can create multiple access rules and configure different access conditions for different users or user groups within a single policy. These rules can be applied separately for both HTTP/HTTPS and TCP/UDP applications, all within a single policy.

Access policies within Secure Private Access allow you to enable or disable access to the apps based on the context of the user or user's device.

Ensure that you have completed the following tasks before configuring an access policy.

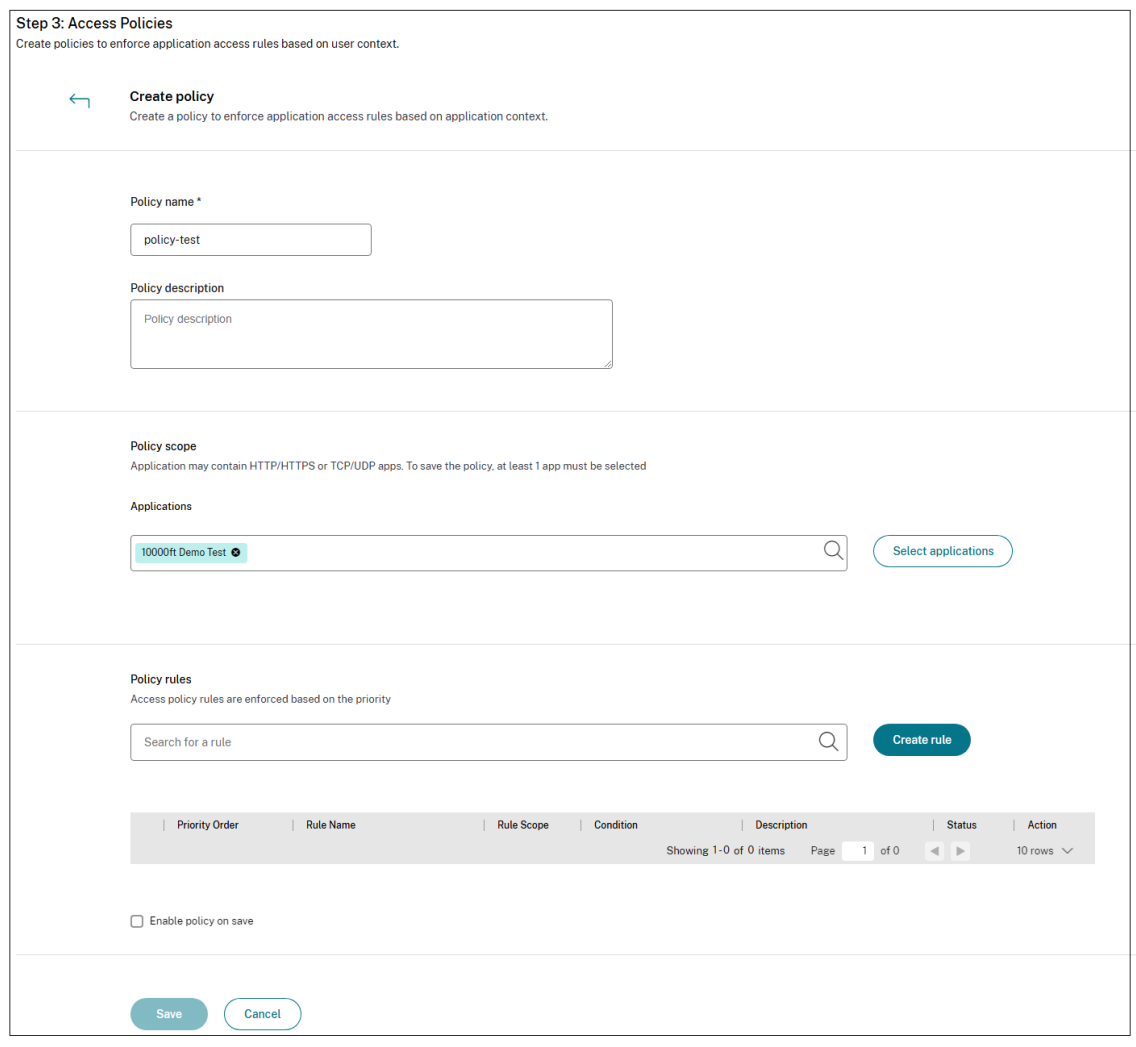
- Set up identity and authentication
- Configured applications

1. On the navigation pane, click **Access Policies** and then click **Create policy**.

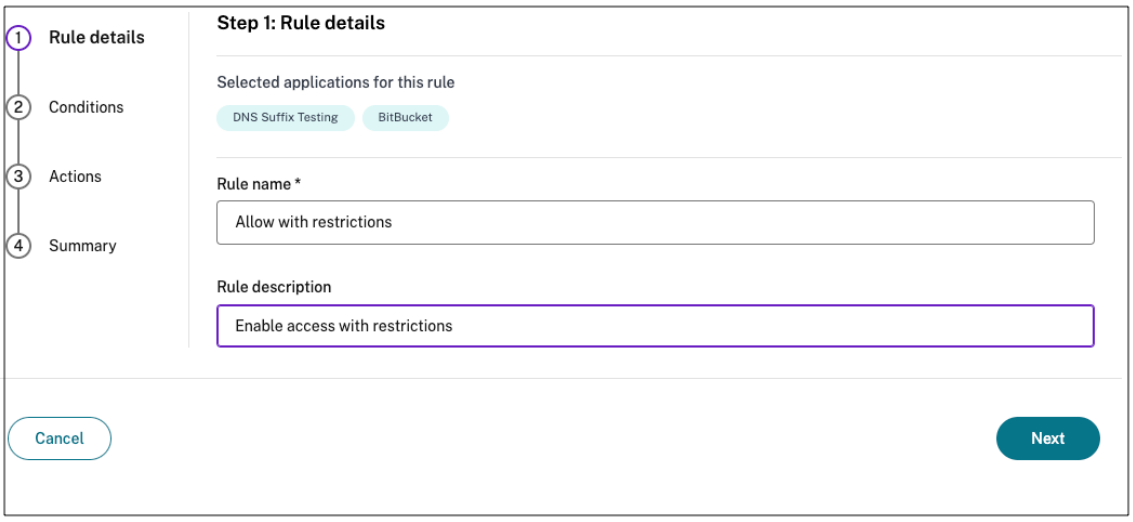
   For the first-time users, the **Access Policies** landing page does not display any policies. Once you create a policy, you can see it listed here.

2. Enter the policy name and description of the policy.
3. In **Applications**, select the app or set of apps on which this policy must be enforced.

4. Click **Create Rule** to create rules for the policy.

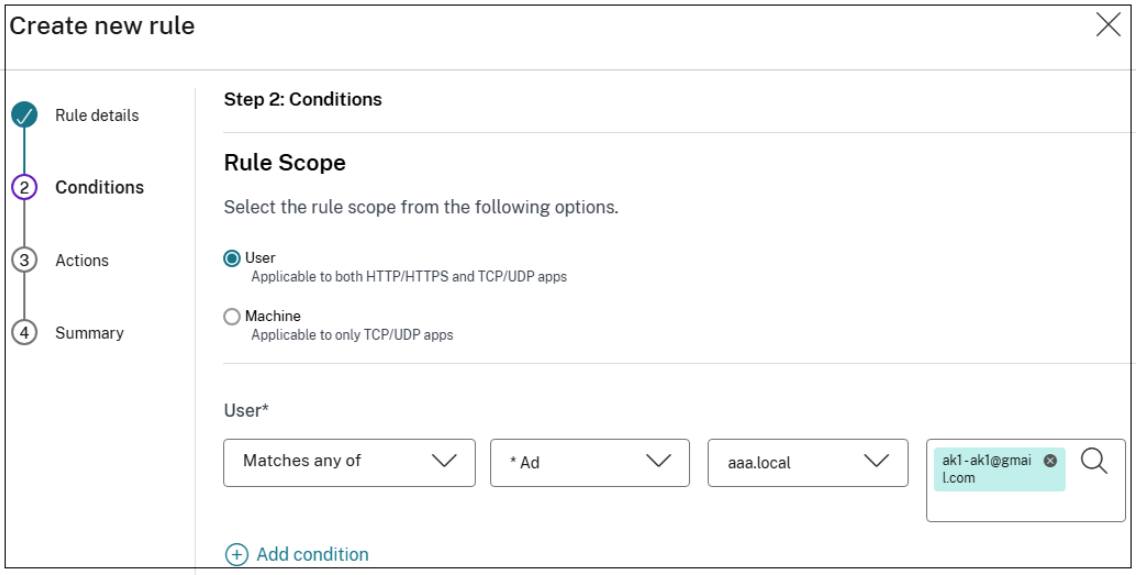


5. Enter the rule name and a brief description of the rule, and then click **Next**.



6. Select the users'conditions. The **Users** condition is a mandatory condition to be met to grant access to the applications for the users. Select one of the following:

   - **Matches any of** –Only the users or groups that match any of the names listed in the field and belonging to the selected domain are allowed access.
   - **Does not match any** - All users or groups except those listed in the field and belonging to the selected domain are allowed access.



7. (Optional) Click + to add multiple conditions based on the context.

   When you add conditions based on a context, an AND operation is applied on the conditions wherein the policy is evaluated only if the **Users*** and the optional contextual based conditions are met. You can apply the following conditions based on context.

   - **Geo location** –Select the condition and the geographic location from where the users are accessing the apps.
   - **Network location** –Select the condition and the network using which the users are accessing the apps.
   - **Device posture check** –Select the conditions that the user device must pass to access the application.

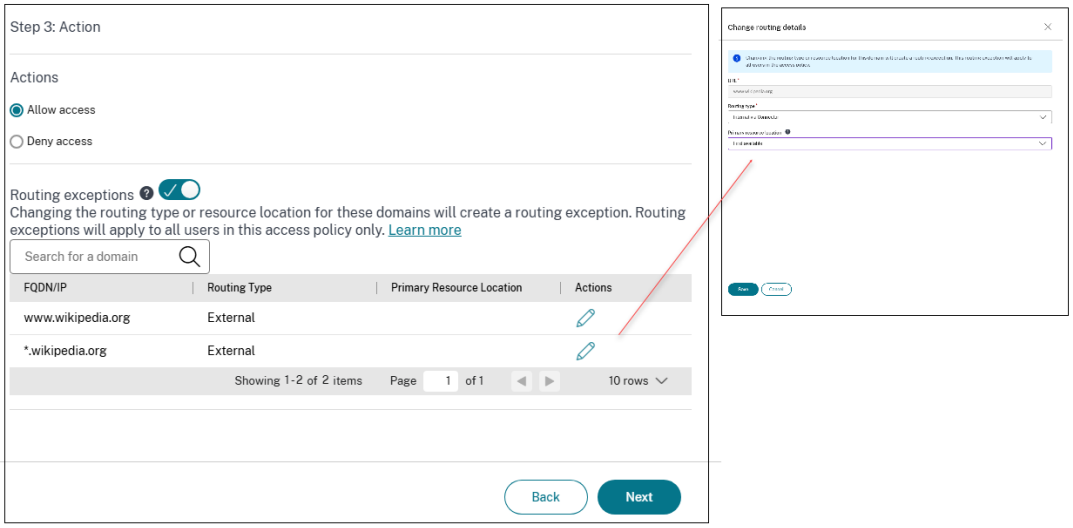
8. Click **Next**.
9. Select one of the following actions that must be applied based on the condition evaluation.

   - **Allow access**
   - **Deny access**

10. (Optional) You can use the **Routing Exceptions** feature to route the same app differently for different users or use different resource locations for different users.

a) Enable the contextual routing domain configuration by sliding the **Routing exceptions** toggle switch to ON.

- **When the toggle is ON:** A list of all the apps'URLs and related domains is displayed in a tabular format along with their global routing and resource location configuration. This list contains the URLs and related domains of all the applications added in the access policy. You can click the edit icon next to a domain to modify its resource location and routing type. This routing exception is applicable to all the users in the access policy only.
- **When the toggle is OFF:** Existing routing exceptions for the domains are removed and are not applicable. End users are routed based on the global configuration set during the application setup only.



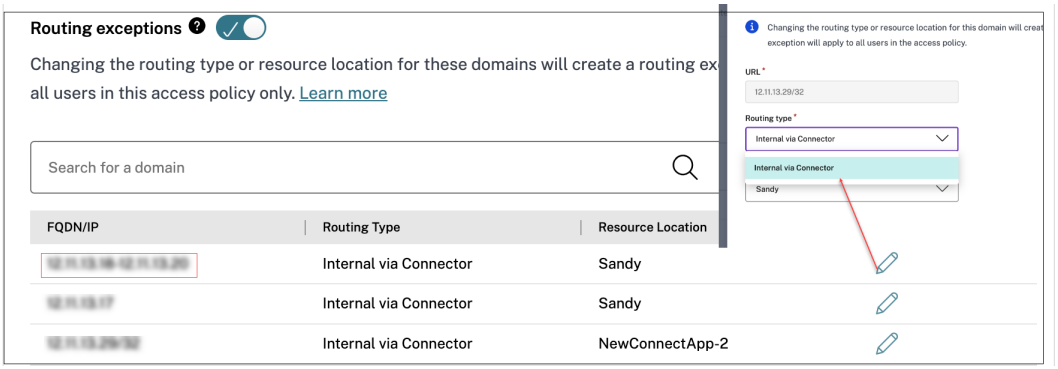
b) Click the edit icon next to the domain for which you want to modify the routing type.

c) In **Routing type**, modify the routing type:

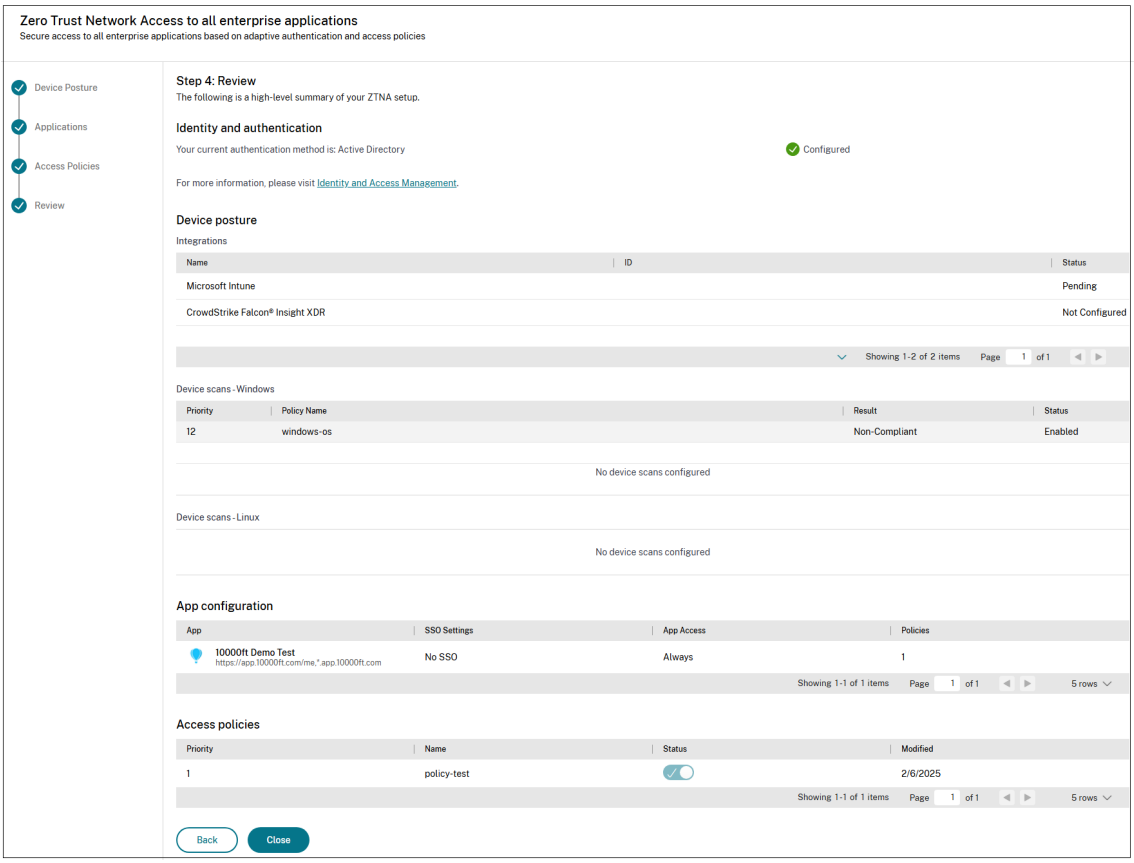
- **Internal:** The traffic flows via the Connector Appliance.
  - For a web app, the traffic flows within the data center.
  - For a SaaS app, the traffic is routed outside the network through the Connector Appliance.
- **Internal –Bypass Proxy:** The domain traffic is routed through Citrix Cloud Connector™ appliances, bypassing the customer's web proxy configured on the Connector Appliance.
- **External:** The traffic flows directly to the internet.

d) In **Resource location**, modify the resource location, if necessary. This option is applicable only for the internally routed domains.

> **Note:**
>
> If an app is created using an IP address, you cannot modify the routing type to **External** as only the **Internal via Connector** option is displayed in the **Routing type** list. You can only modify the resource location. However, this restriction does not apply to apps created using an FQDN.

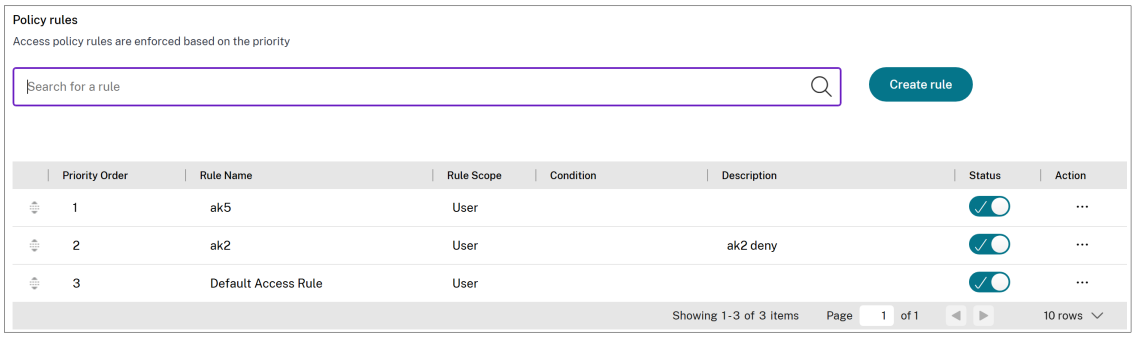


11. Click **Next**. The Summary page displays the policy details.
12. You can verify the details and click **Finish**.



Points to remember after a policy rule is created

- The policy rule that you created appears under the **Policy rules** section and is enabled by default. You can disable the rules, if required. However, ensure that at least one rule is enabled for the policy to be active.
- A priority order is assigned to the policy rule, by default. The priority with a lower value has the highest preference. The rule with a lowest priority number is evaluated first. If the rule (n) does not match the conditions defined, the next rule (n+1) is evaluated and so on.



Evaluation of rules with priority order example:

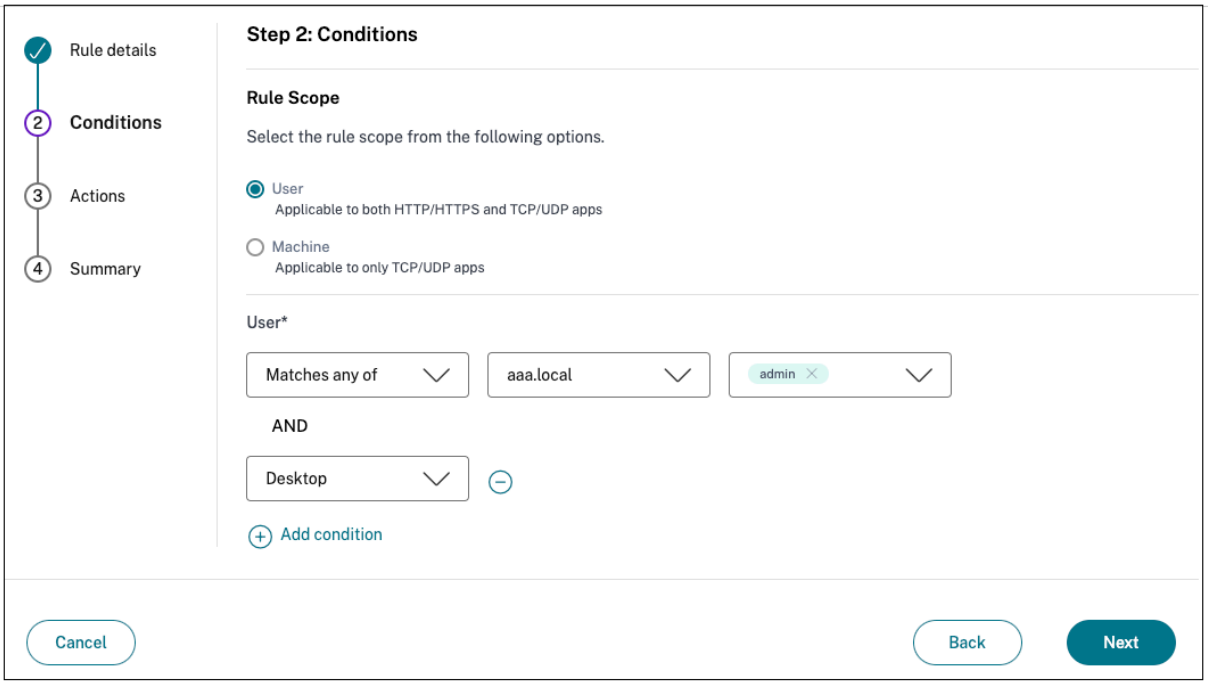
Assume that you have created two rules, Rule 1 and Rule 2.
Rule 1 is assigned to user A and Rule 2 is assigned to user B, then both rules are evaluated.
Assume that both rules Rule 1 and Rule 2 are assigned to user A. In this case, Rule 1 has the higher priority. If the condition in Rule 1 is met, then Rule 1 is applied and Rule 2 is skipped. Otherwise, if the condition in Rule 1 is not met, then Rule 2 is applied to user A.

> **Note:**
>
> If none of the rules are evaluated, then the app is not enumerated to the users.

Adaptive access based on devices

To configure an adaptive access policy based on the platform (mobile device or a desktop computer) from which the user is accessing the application, use the Create an adaptive access policy with multiple rules procedure with the following changes.

- In **Step2: Conditions** page, click **Add condition.**
- Select **Desktop** or **Mobile device**.
- Complete the policy configuration.



Adaptive access based on the location

An admin can configure the adaptive access policy based on the location from where the user is accessing the application. The location can be the country from where the user is accessing the application or the user's network location. The network location is defined using an IP address range or subnet addresses.

To configure an adaptive access policy based on the location, use the [Create an adaptive access policy with multiple rules procedure with the following changes.

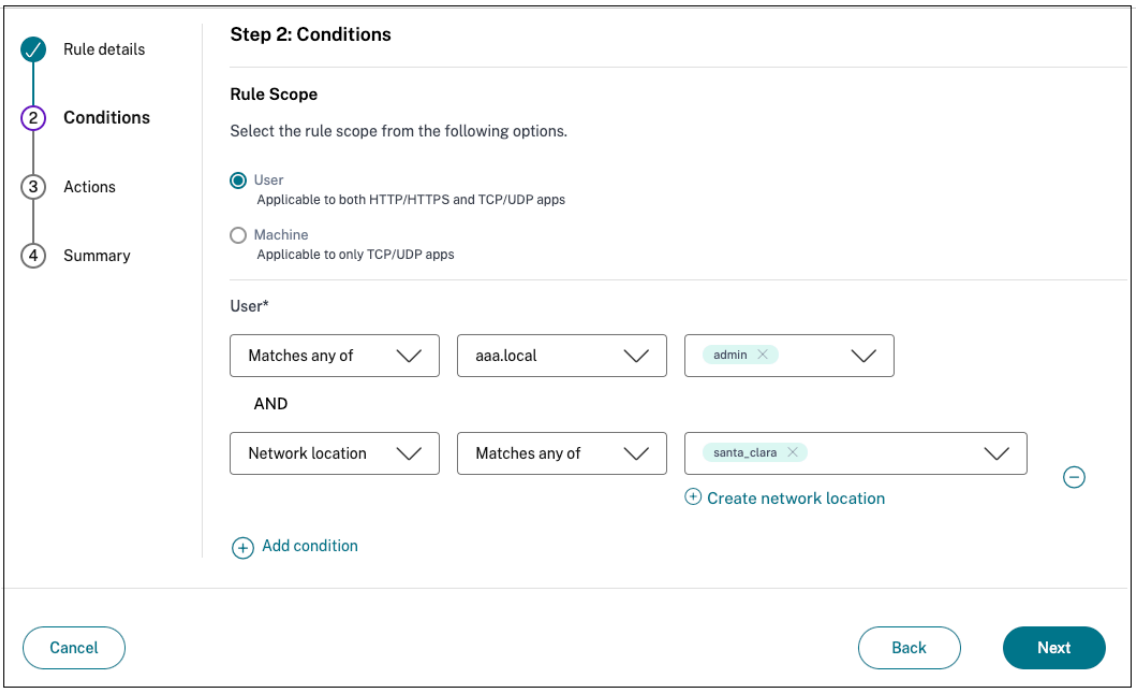
- In **Step2: Conditions** page, click **Add condition.**
- Select **Geo-location** or **Network location**.
- If you have configured multiple geo-locations or network locations, then select one of the following as per your requirement.
    - **Matches any of** –The geographic locations or network locations match any of the geographic locations or network locations configured in the database.
    - **Does not match any** –The geographic locations or network locations do not match with the geographic locations or network locations configured in the database.

Note:

- If you select **Geo-location**, the source IP address of the user is evaluated with the IP address of the country database. If the IP address of the user maps to the country in the

policy, the policy is applied. If the country does not match, this adaptive policy is skipped and the next adaptive policy is evaluated.

- For **Network location**, you can select an existing network location or create a network location. To create a new network location, click **Create network location**.
- Ensure that you have enabled Adaptive Access from **Citrix Cloud > Citrix Workspace > Access > Adaptive Access**. If not, you cannot add the location tags. For details, see Enable Adaptive Access.
- You can also create a network location from the Citrix Cloud console. For details, see Citrix Cloud network location configuration.



- Complete the policy configuration.

Adaptive access based on the device posture

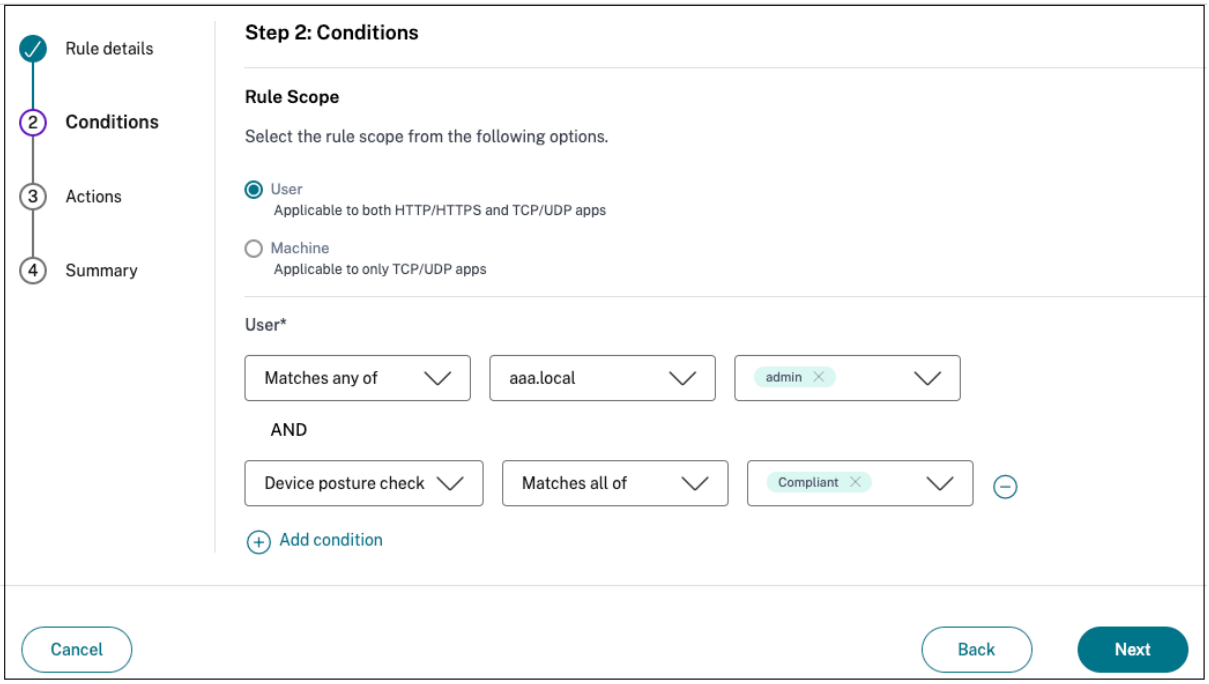
You can configure Secure Private Access service to enforce access control using device posture tags. After a device is allowed to log in after the device posture verification, the device can be classified as compliant or non-compliant. This information is available as tags to Citrix DaaS™ service and Citrix Secure Private Access service and is used to provide contextual access based on device posture.

For complete details on Device Posture service, see Device Posture.

To configure an adaptive access policy based on the device posture, use the Create an adaptive access policy with multiple rules procedure with the following changes.

- In **Step2: Conditions** page, click **Add condition.**
- Select **Device posture check** and the logical expression from the drop-down menu.
- Enter one of the following values in custom tags:
  - **Compliant** - For compliant devices
  - **Non-Compliant** - For non-compliant devices

> **Note:**
>
> The syntax for the device classification tags must be entered in the same manner as captured earlier, that is initial caps (Compliant and Non-Compliant). Else the device posture policies do not work as intended.



Adaptive access based on user risk score

> **Important:**
>
> This feature is available to the customers only if they have the Security Analytics entitlement.

User risk score is a scoring system to determine the risks associated with the user activities in your enterprise. Risk indicators are assigned to user activities that look suspicious or can pose a security threat to your organization. The risk indicators are triggered when the user's behavior deviates from the normal. Each risk indicator can have one or more risk factors associated with it. These risk factors help you to determine the type of anomalies in the user events. The risk indicators and their

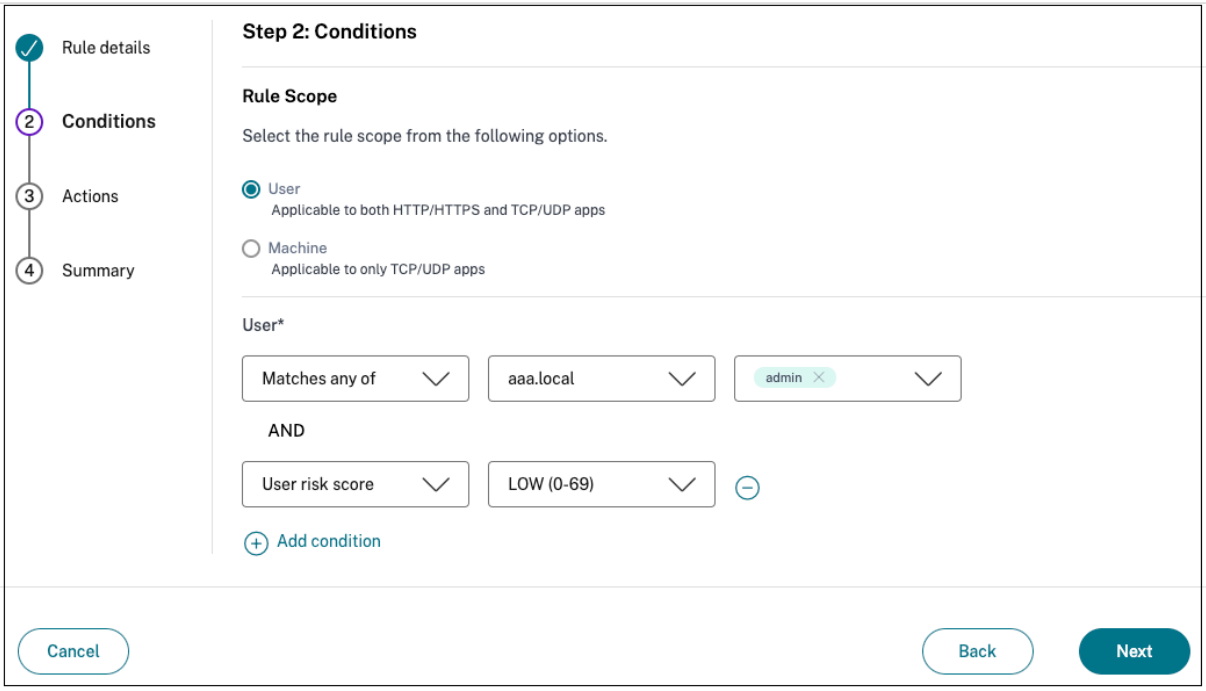
associated risk factors determine the risk score of a user. The risk score is calculated periodically and there is a delay between the action and the update in the risk score. For details, see Citrix user risk indicators.

To configure an adaptive access policy with risk score, use the Create an adaptive access policy with multiple rules procedure with the following changes.

- In **Step2: Conditions** page, click **Add condition.**
- Select **User risk score** and then select the risk condition.
  - Preset tags fetched from the CAS service
    - **LOW** 1–69
    - **MEDIUM** 70–89
    - **HIGH** 90–100

    > **Note:**
    >
    > A risk score of 0 is not considered to have a risk level "Low."

  - Threshold types
    - **Greater than or equal to**
    - **Less than or equal to**
  - A number range
    - **Range**



Connector Appliance for Secure Private Access

September 6, 2025

The Connector Appliance is a Citrix component hosted in your hypervisor. It serves as a channel for communication between Citrix Cloud™ and your resource locations, enabling cloud management without requiring any complex networking or infrastructure configuration. Connector Appliance enables you to manage and focus on the resources that provide value to your users.

All connections are established from the Connector Appliance to the cloud using the standard HTTPS port (443) and the TCP protocol. No incoming connections are accepted. TCP port 443, with the following FQDNs are permitted outbound:

- *.nssvc.net
- *.netscalermgmt.net
- *.citrixworkspacesapi.net
- *.citrixnetworkapi.net
- *.citrix.com
- *.servicebus.windows.net
- *.adm.cloud.com

Configure Secure Private Access with Connector Appliance

1. Install two or more Connector Appliances in your Resource Location.

   For more information about setting up your Connector Appliances, see Connector Appliance for Cloud Services.

2. To configure Secure Private Access to connect to on-premises web apps by using KCD, configure KCD by completing the following steps:

   a) Join your Connector Appliance to an Active Directory domain.

      Joining an Active Directory forest enables you to use Kerberos Constrained Delegation (KCD) when configuring Secure Private Access, but it does not enable identity requests or authentication to use the Connector Appliance.

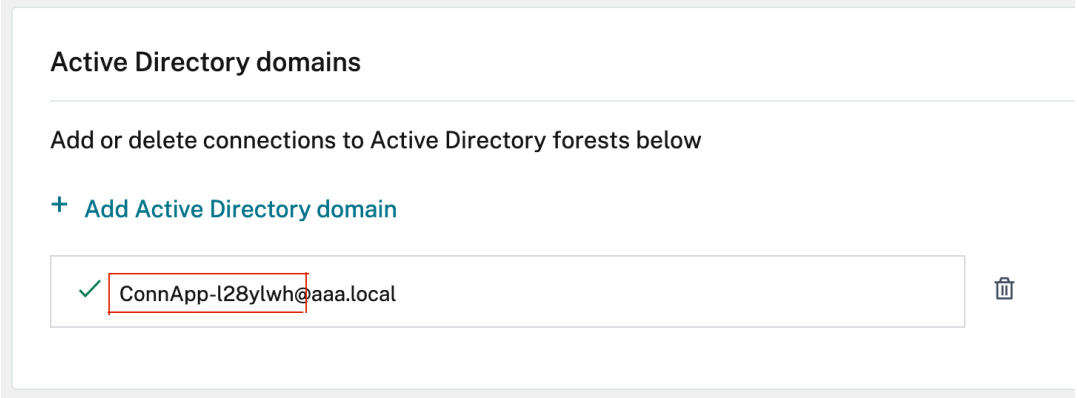
      - Connect to the Connector Appliance administration webpage in your browser by using the IP address provided in the Connector Appliance console.
      - In the **Active Directory domains** section, click **+ Add Active Directory** domain.

        If you don't have an **Active Directory domains** section in your administration page, contact Citrix® to request enrollment in the preview.

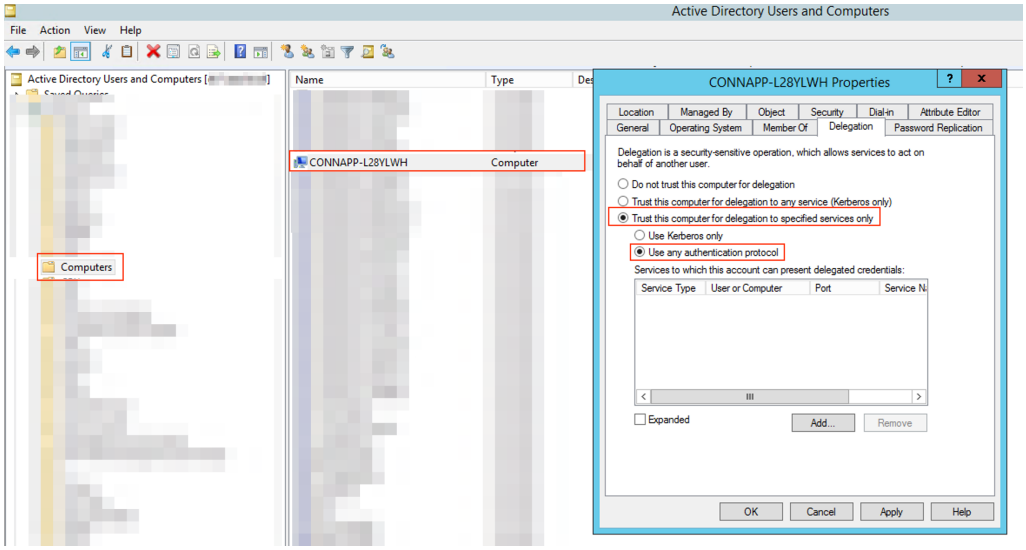
- Enter the domain name in the **Domain Name** field. Click **Add**.
- The Connector Appliance checks the domain. If the check is successful, the **Join Active Directory** dialog opens.
- Enter the user name and password of an Active Directory user that has join permission for this domain.
- The Connector Appliance suggests a machine name. You can choose to override the suggested name and provide your own machine name that is up to 15 characters in length. Make a note of the machine account name.

  This machine name is created in the Active Directory domain when the Connector Appliance joins it.
- Click **Join**.

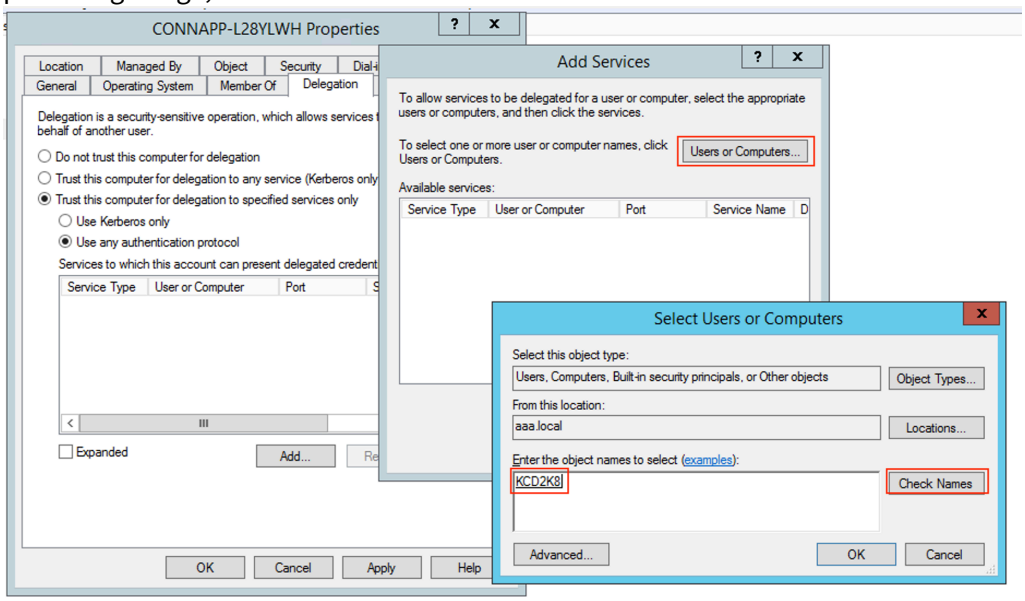
b) Configure Kerberos Constraint Delegation for web server without a load balancer.



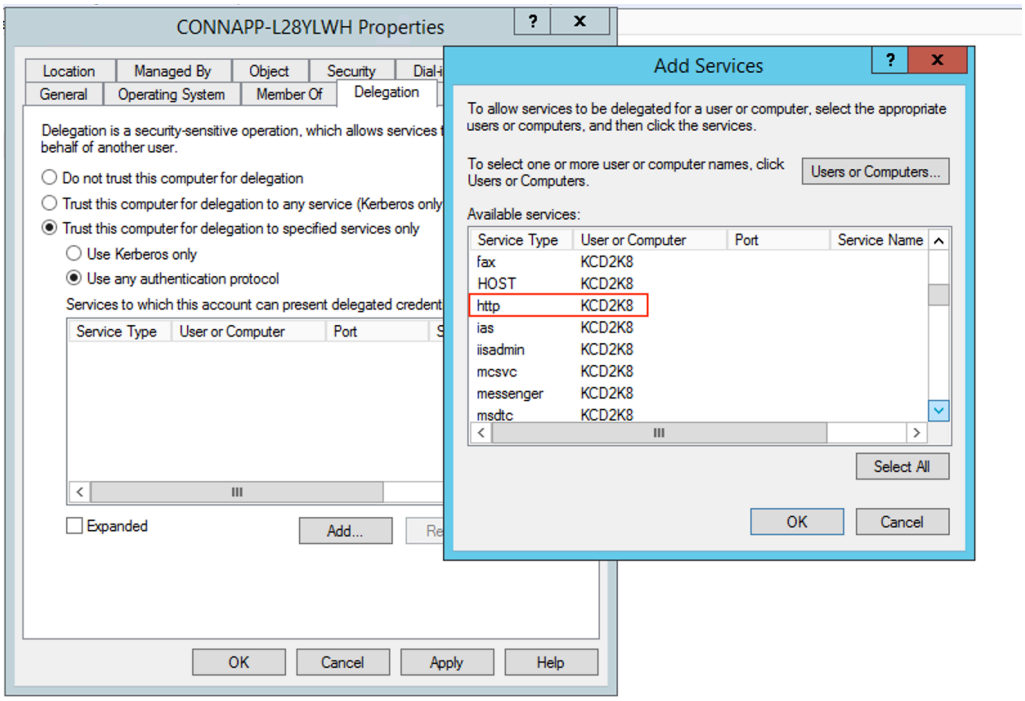
- Identify the connector appliance computer name. You can get this name either from the place where you hosted or simply from the connector UI.
- On your Active Directory controller, look for the connector appliance computer.
- Go to the properties of the Connector Appliance computer account, and navigate to the **Delegation** tab.
- Choose **Trust the computer for delegation to specified services only.** and then select **Use any authentication protocol.**



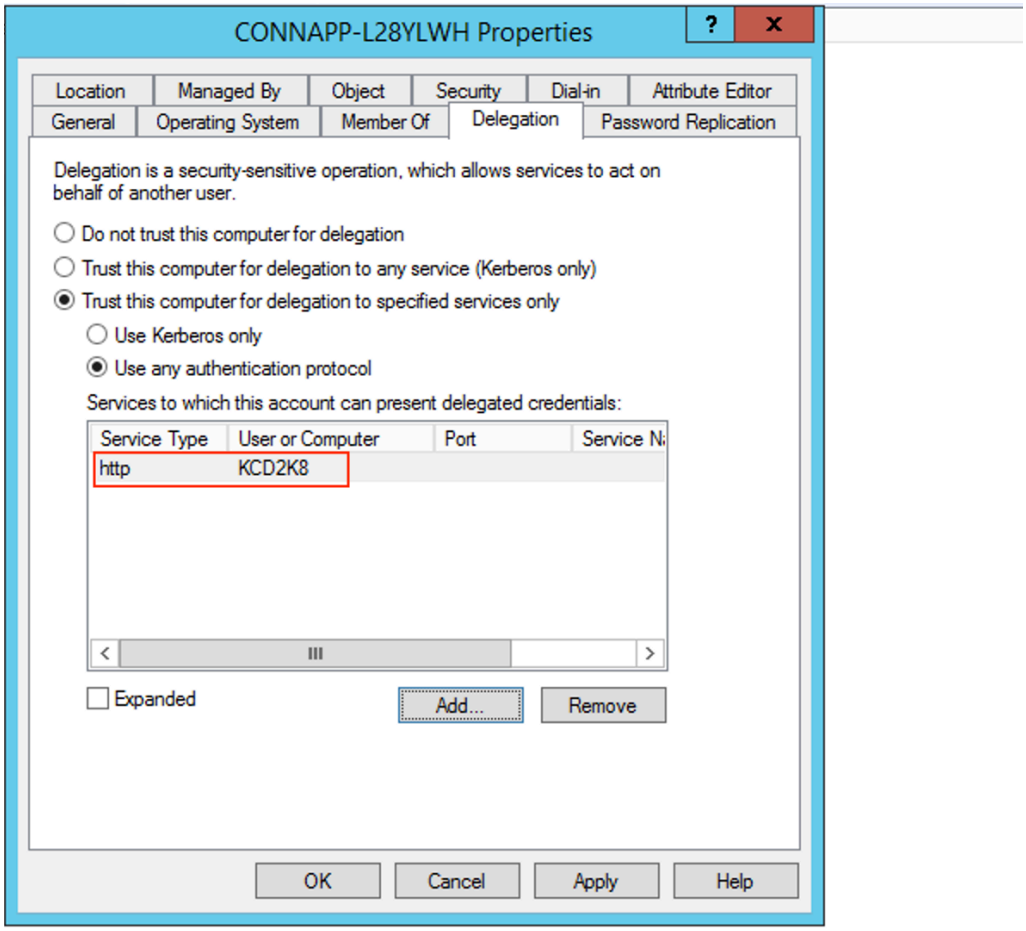
- Click **Add.**
- Click **Users or Computers.**
- Enter the target web server computer name, and then click **Check Names.** In the preceding image, **KCD2K8** is the web server.



- click **OK.**
- Select the service type **http.**



- Click **OK**.
- Click **Apply,** and then click **OK**.

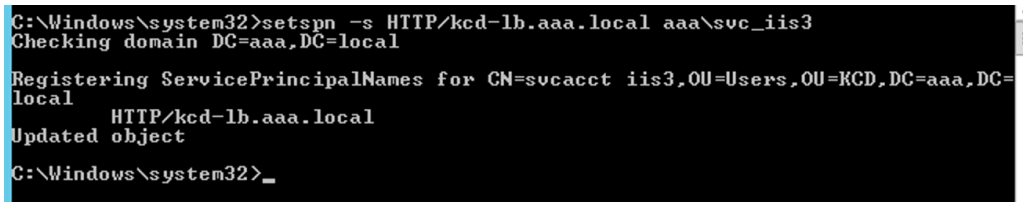


This completes the procedure for adding delegation for a web server.

c) Configure Kerberos Constraint Delegation (KCD) for a web server behind a load balancer.

- Add the load balancer SPN to the service account by using the following `setspn` command.

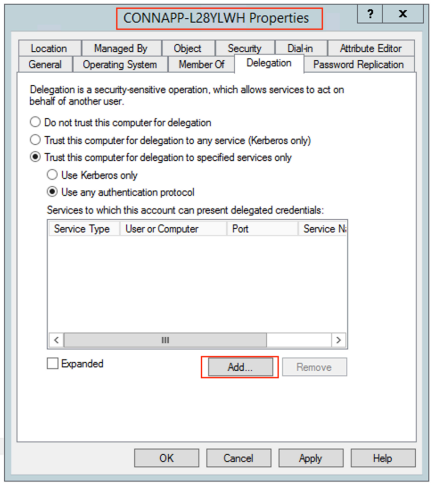
  `setspn -S HTTP/<web_server_fqdn> <service_account>`

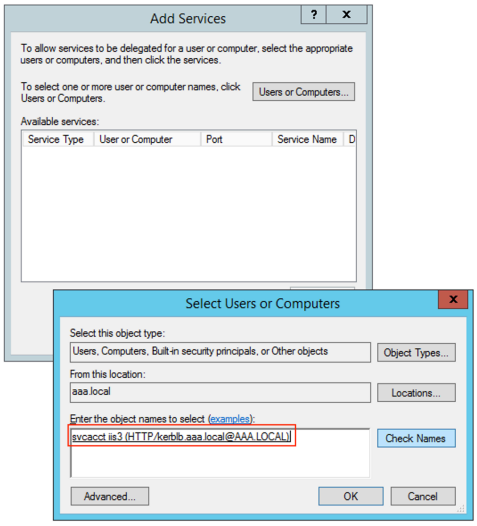


- Confirm the SPNs for the service account using the following command.

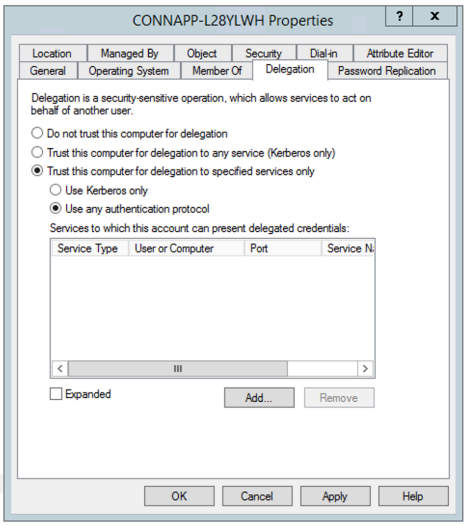
  `setspn -l <service_account>`

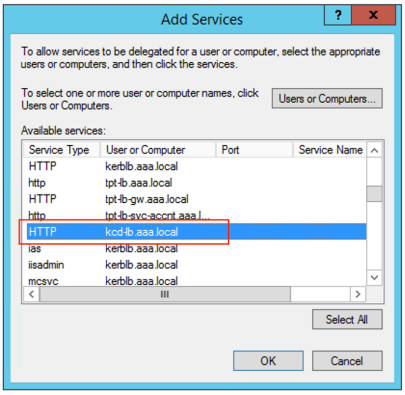
- Create a delegation for the connector appliance computer account.
  - Follow the steps to *Configure Kerberos Constraint Delegation for the webserver* without a load balancer to identify the CA machine and navigate to the Delegation UI.
  - In select **Users and Computers**, select service account (for example, aaa\svc_iis3).



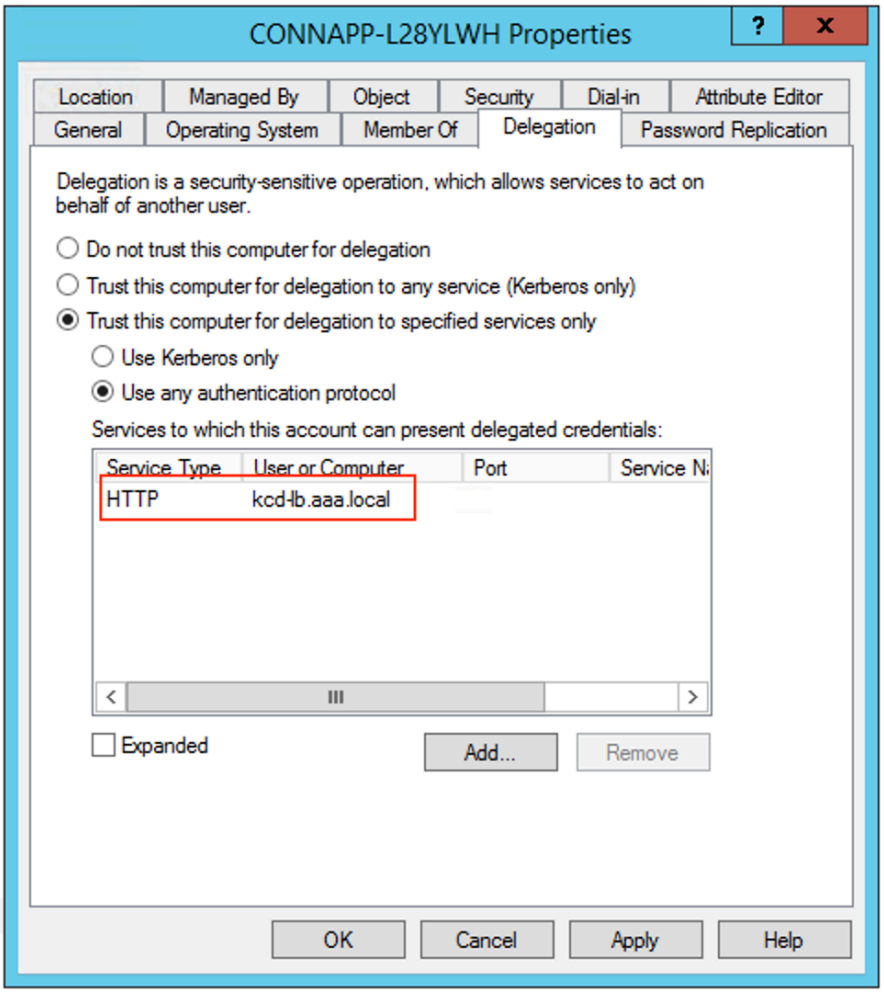


  - In the services, select the entry **ServiceType: HTTP** and User or Computer: web server (for example, `kcd-lb.aaa.local`)





- Click **OK**.
- Click **Apply,** and then click **OK**.



d) Configure Kerberos Constrained Delegation (KCD) for a group managed service account.

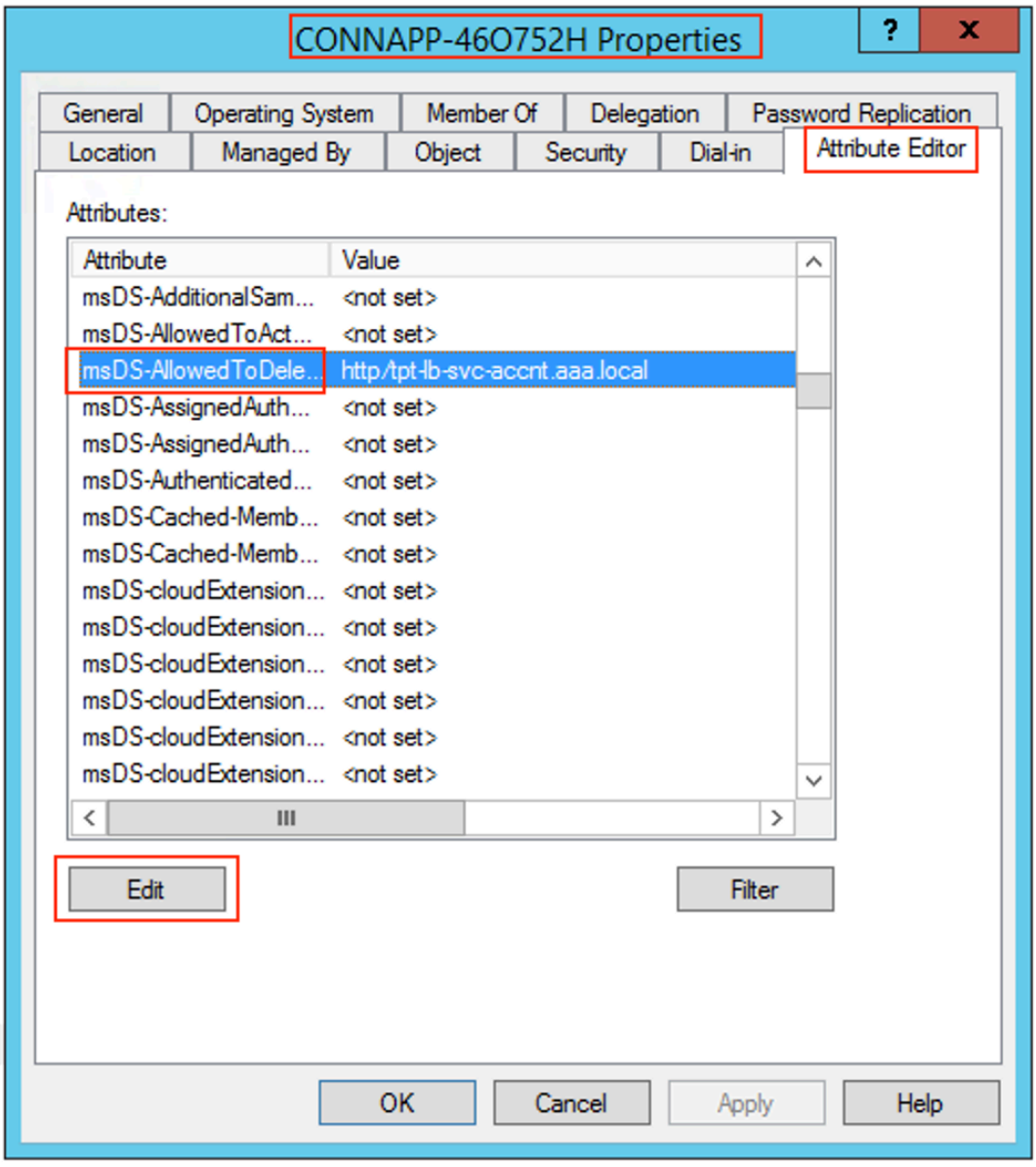
- Add SPN to the group managed service account if not already done.
  `setspn -S HTTP/<web_server_fqdn> <group_manged_service_account>`
- Confirm the SPN using following command.
  `setspn -l <group_manged_service_account>`

Because the group managed service account cannot be shown in `Users and Computers` search while adding the delegation entry for the computer account, you cannot add the delegation for a computer account using the usual method. Therefore, you can add this SPN as being delegated entry to the CA computer account by going through the attribute editor

- In the Connector Appliance computer properties, navigate to the **Attribute Editor** tab,

and look for the `msDA-AllowedToDeleteTo` attribute.

- Edit the `msDA-AllowedToDeleteTo attribute`, and then add the SPN.



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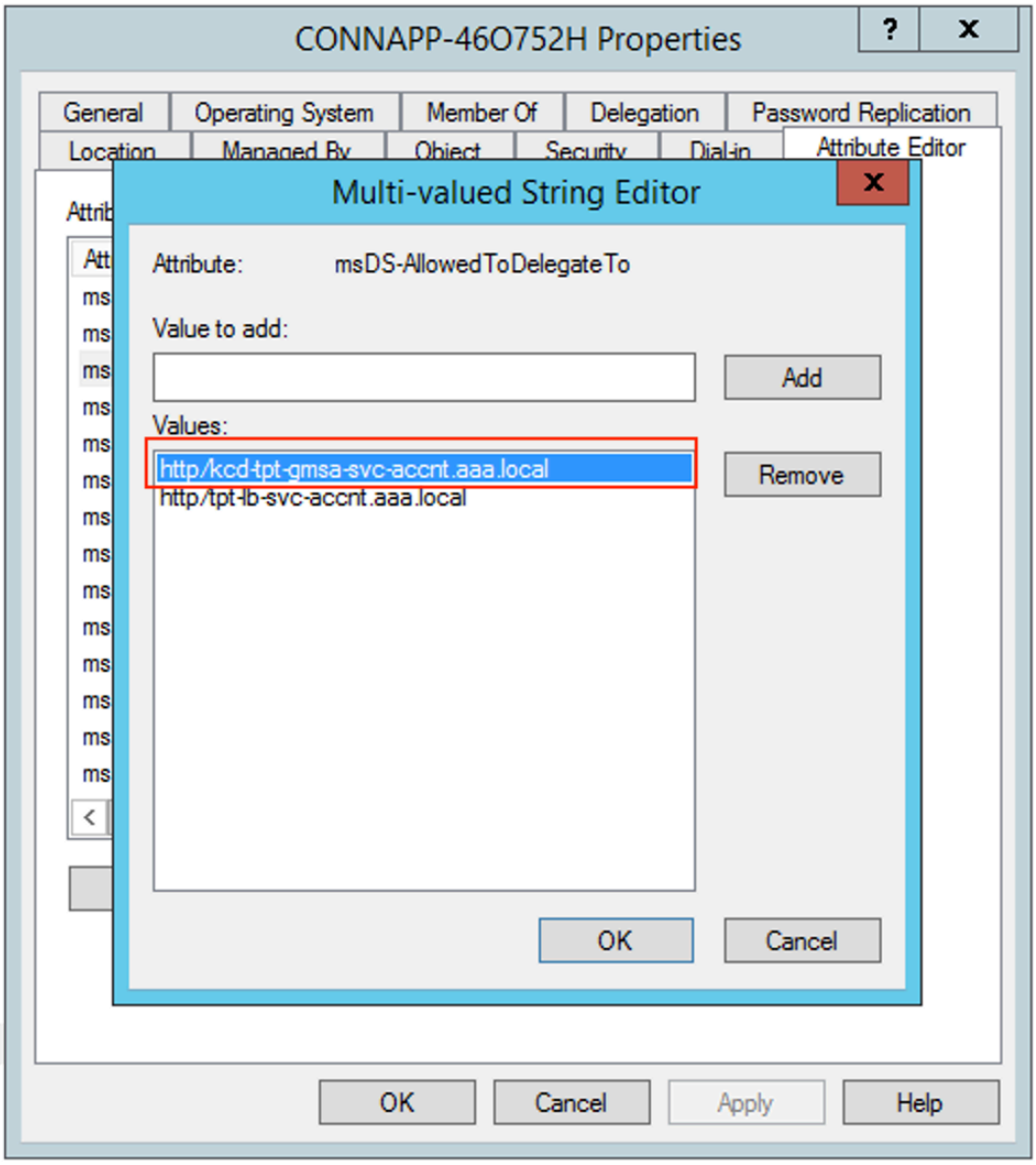


)

e) Migrate from Citrix Gateway Connector™ to Citrix Connector Appliance.

- As SPNs is already set to service account while configuring the gateway connector, you do not need to add any more SPNs for the service account if no new kerberos app is configured. You can view the list of all SPNs assigned for the service account by following command and assign them as delegated entries for the CA computer account.

```
setspn -l <service_account>
```

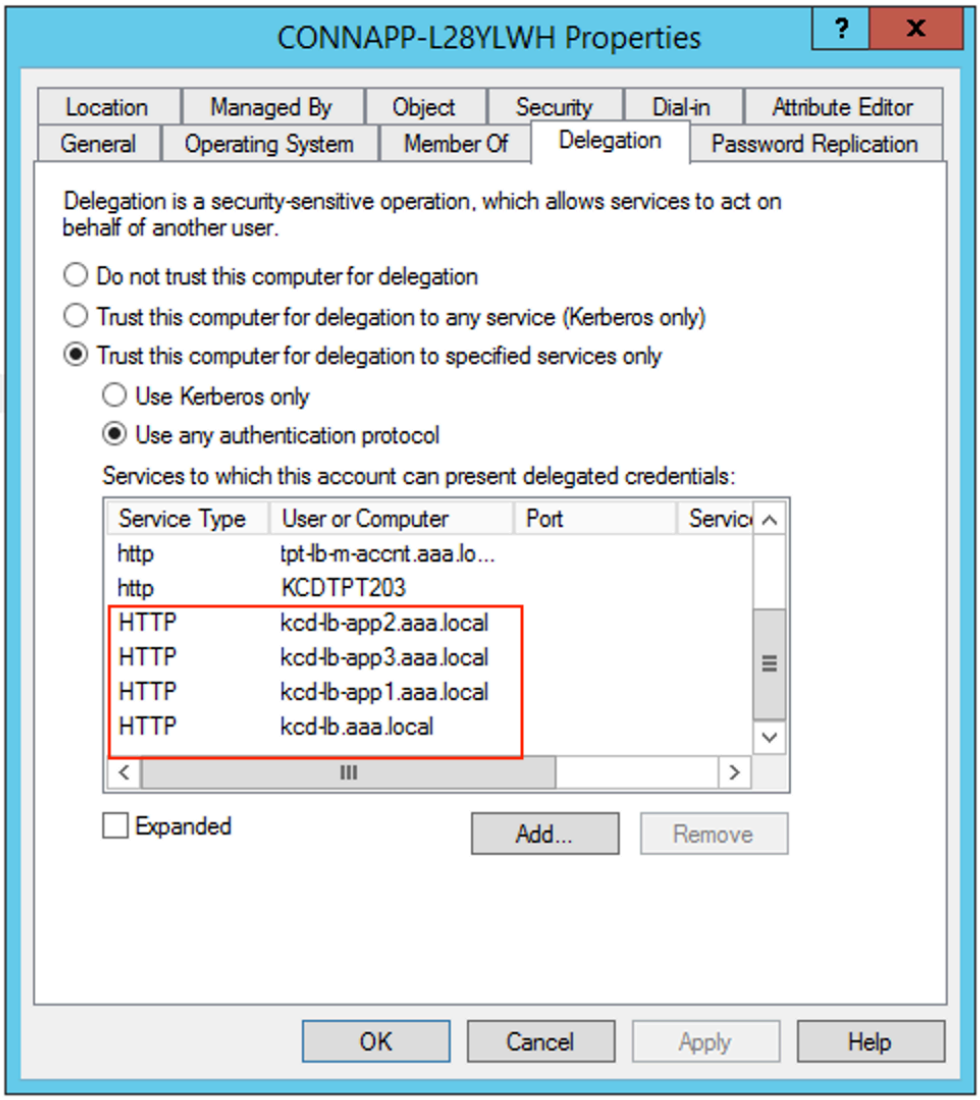


```
C:\Windows\system32>setspn -l aaa\svc_iis3
Registered ServicePrincipalNames for CN=svcacct iis3,OU=Users,OU=KCD,DC=aaa,DC=l
ocal:
        HTTP/kcd-lb-app3.aaa.local
        HTTP/kcd-lb-app2.aaa.local
        HTTP/kcd-lb-app1.aaa.local
        HTTP/kcd-lb.aaa.local
        HTTP/kerblb.aaa.local
        host/kerblb.aaa.local

C:\Windows\system32>_
```

In this example, the SPNs (`kcd-lb.aaa.local`, `kcd-lb-app1.aaa.local`, `kcd-lb-app2.aaa.local`, `kcd-lb-app3.aaa.local`) are configured for KCD.

- Add the required SPNs to the connector appliance computer account as the delegated entry. For details, step *Create a delegation for the connector appliance computer account*.



In this example, the required SPN is added as delegated entires for the CA computer account.

Note: These SPN were added to the service account as delegated entries while configuring the gateway connector. As you are moving away from service account delegation, those entires can be removed from the service account **Delegation** tab.

f) Follow the Citrix Secure Private Access™ documentation to set up the Citrix Secure Private Access service. During the set up, Citrix Cloud recognizes the presence of your Connector Appliances and uses them to connect to your resource location.

- Get started with Citrix Secure Private Access
- Configure Citrix Secure Private Access
- Connector Appliance for Cloud Services
- Internet Connectivity Requirements.
- Support for Enterprise web apps

Validating your Kerberos configuration

If you use Kerberos for single sign-on, you can verify that the configuration on your Active Directory controller is correct from the **Connector Appliance administration page**. The **Kerberos validation** feature enables you to validate a Kerberos realm-only mode configuration or a Kerberos Constrained Delegation (KCD) configuration.

1. Go to the **Connector Appliance administration page**.
   a) From the Connector Appliance console in your hypervisor, copy the IP address to your browser address bar.
   b) Enter the password that you set when you registered your Connector Appliance.
2. From the Admin menu on the top right, select **Kerberos Validation**.
3. In the **Kerberos Validation** dialog, choose the **Kerberos Validation Mode**.
4. Specify or select the **Active Directory Domain**.
   - If you are validating a Kerberos realm-only mode configuration, you can specify any Active Directory domain.
   - If you are validating a Kerberos Constrained Delegation configuration, you must select from a list of domains in the joined forest.
5. Specify the **Service FQDN**. The default service name is assumed to be `http`. If you specify "computer.example.com", this is considered the same as `http/computer.example.com`.
6. Specify the **Username**.
7. If you are validating a Kerberos realm-only mode configuration, specify the **Password** for that user name.

8. Click **Test Kerberos**.

If the Kerberos configuration is correct, you see the message `Successfully validated Kerberos setup`. If the Kerberos configuration is not correct, you see an error message that provides information on the validation failure.

Scale and size considerations

September 6, 2025

This article details the guidance to determine the concurrent TCP connection limit and concurrent web app request limit of a single Connector Appliance at one resource location.

Web and SaaS applications

The minimum recommended size for a Connector Appliance virtual machine is 2 vCPU and 4 GB RAM. For high availability and resiliency, it is recommended to deploy two Connector Appliances.

Deployment guidance: A Connector Appliance of size 2 vCPU, 4 GB memory, and 10 Gbps NIC can support the following:

- Up to 500 web app requests per second (Secure Browse).
- Data transfer throughput rate of up to 1 Gbps.

These numbers were arrived at 90% CPU utilization and 80% of memory usage.

TCP Applications

The minimum recommended size for a Connector Appliance virtual machine is 2 vCPU and 4 GB RAM.

Deployment guidance: A Connector Appliance of size 2 vCPU, 4 GB memory, and 10 Gbps NIC can support the following:

- Up to 50,000 concurrent TCP connections.
- Data transfer throughput rate of up to 1 Gbps.

These numbers were arrived at 90% CPU utilization and 80% of memory usage.

Mixed traffic (web, SaaS, TCP)

Deployment guidance: A Connector Appliance of size 2 vCPU and 4 GB memory can support the following:

- Up to 300 web app requests per second (Secure Browse).
- Up to 10,000 concurrent TCP connections.
- Overall data transfer throughput rate of up to 1 Gbps.

These numbers were arrived at 90% CPU utilization and 80% of memory usage.

> **Important:**
>
> To manage your traffic requirements that exceed the recommended limits of web app requests per second (Secure Browse), concurrent TCP connections or the throughput, the Connector Appliance must be scaled horizontally by adding more Connector Appliances.

Connector notifications

The connector generates a notification once it exceeds 80% CPU utilization over a one-hour sample period. For more information, see Connector notifications.

Citrix Enterprise Browser to Chrome Enterprise Premium migration

February 23, 2026

The transition from Citrix Enterprise Browser (CEB) to Citrix Enterprise Premium (CEP) marks a significant step forward in Citrix's Secure Private Access evolution to provide secure, adaptive, and high-performance Zero Trust Network Access (ZTNA) to all applications. This topic provides contains detailed information for IT administrators and Citrix professionals to plan and execute a successful gradual migration, ensuring minimal disruption and optimal user experience.

This phased migration approach allows organizations to maintain business continuity during the transition period by running both browser solutions in parallel. With the phased migration, customers can validate compatibility of existing applications and workflows with Chrome Enterprise Premium.

The following key steps are involved in the CEB to CEP migration:

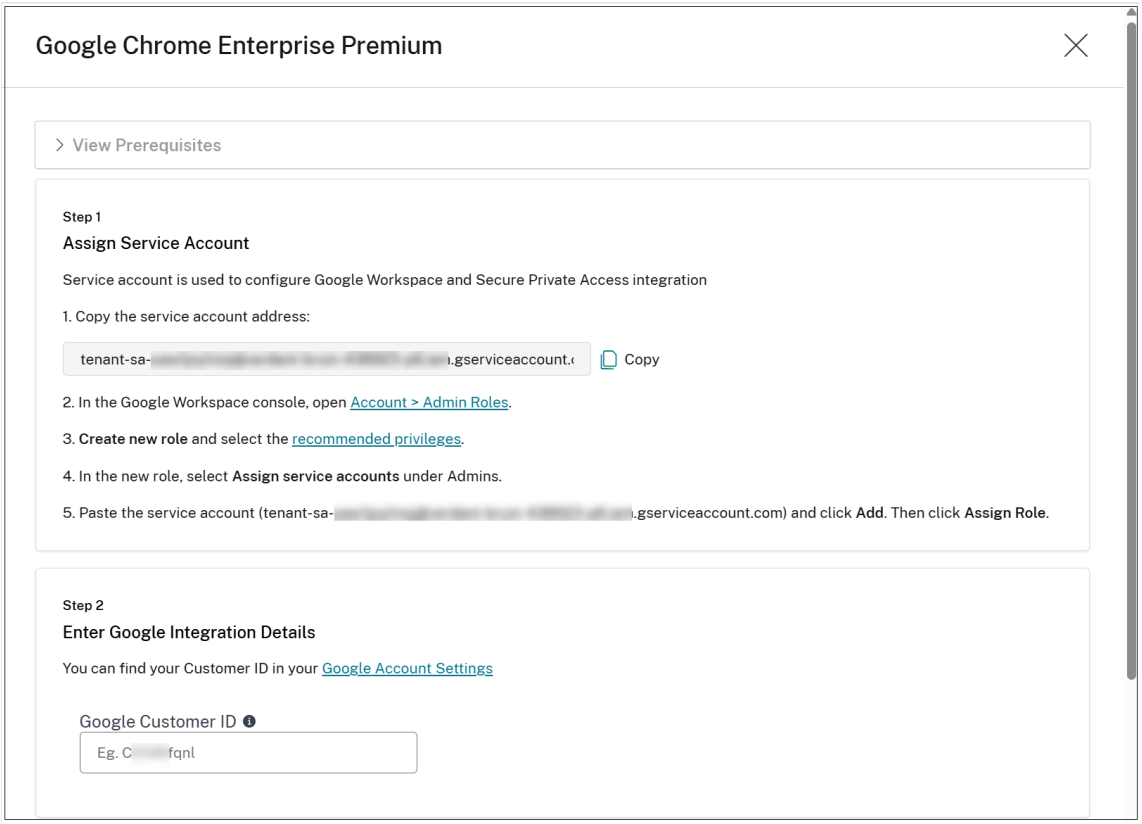
- Configure Chrome Enterprise Premium
- Domain mapping for user groups without email addresses
- Configuration changes prior to full migration to CEP
- Rollout CEP to the organization (full migration)

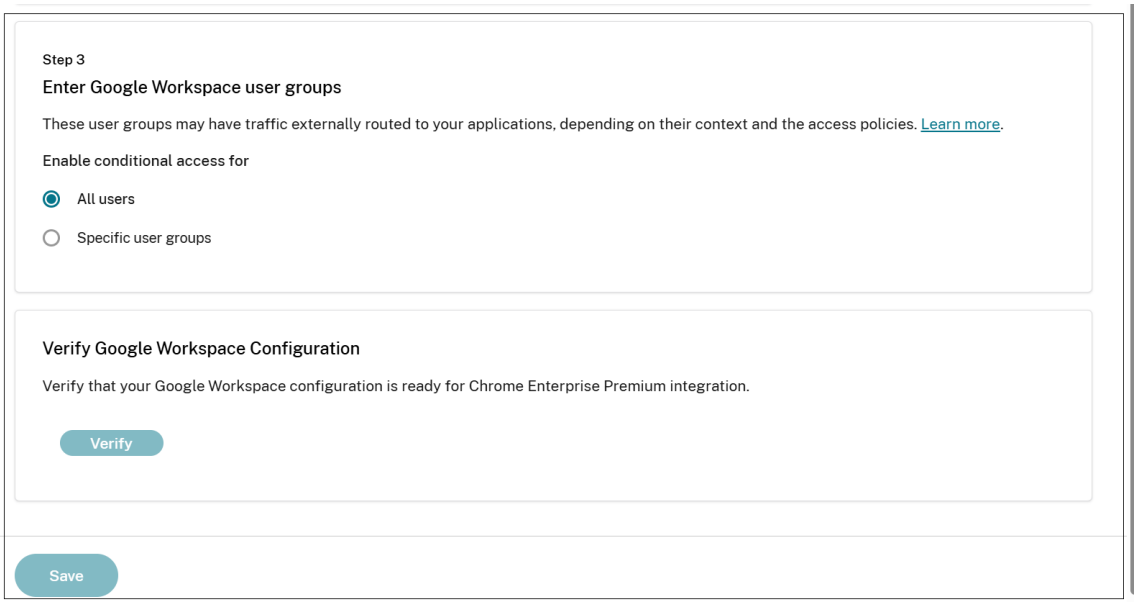
Configure Chrome Enterprise Premium

For existing Secure Private Access customers, the migration wizard in the Secure Private Access console facilitates CEP provisioning, extension installation for users, and a path for gradual application and user migration.

1. In the Secure Private Access admin console, navigate to **Chrome Enterprise Premium > Configuration**.

   You can view the Google integration details.





2. Click **Set up Google CEP**.
3. Assign Citrix service account details within the Google WorkSecure Private Access console. For details, see Setup Google Chrome integration.
4. Click **Save** and close.

The Chrome Enterprise Premium provisioning begins.

Policy enrichment for user groups without email

Once the Chrome Enterprise Premium provisioning is successfully completed, a policy update process is automatically triggered for the access policies and session policies.

This update process does the following:

- Review the existing policies (access and session).
- Check for users and user groups without emails in their rules.
- Query the CC Directory service to retrieve their emails, and add them to the policies.

For details, see Domain mapping for user groups without email addresses.

Configuration changes prior to full migration to CEP

The following configuration changes must be applied manually by the Secure Private Access administrator before initiating the full migration to CEP. These updates ensure compatibility and readiness across all applications and policies.

Single sign-on configuration changes

To ensure compatibility with CEP, it is essential to update the single sign-on (SSO) configuration for all existing applications. The Secure Private Access administrators must perform the following steps:

1. Navigate to the Application Configuration page (**Secure Private Access > App Configuration**).
2. Edit the applications to modify the single sign-on configuration.

   Under the Single Sign On section, in **Which single sign on type would you like to use for your Web app setup?**, select **Don't use SSO**.

> **Important:**
>
> - This update is mandatory because the SSO step is removed in CEP. By setting the application to **Don't use SSO**, you ensure continued functionality and alignment with the new migration flow.
> - If the single sign-on configuration is not changed as instructed, the application becomes inaccessible after the migration to CEP.

Access policies and session policies updates

To ensure that the access policies are compatible with CEP standards, specific updates are required in the access and session policies. The Secure Private Access administrators must perform the following steps:

1. Navigate to **Secure Private Access > Policies > Access Policies**.
2. Click **Edit** on the relevant policy and modify the action settings.

   a) Within the policy, navigate to the **Policy rules** section, click the ellipsis icon in line with the policy rule and click **Edit**.
   b) Navigate to the **Actions** page and change the **Action** settings.

Standardizing actions across applications

When configuring actions for both HTTP/HTTPS and TCP/UDP applications, ensure the following:

- The same action, either **Allow Access** or **Deny Access** is selected in both sections.
- If the option **Allow access with restrictions** is currently enabled for HTTP/HTTPS applications, it must be removed, as this setting is not supported in CEP.
- Replace **Allow access with restrictions** with either **Allow Access** or **Deny Access**, based on your intended policy behavior.

Application requirement for policy updates

Access policies without assigned applications cannot be updated. To modify these policies, first assign an application to the policy.

> **Important:**
>
> If these updates are not performed, applications associated with access policies containing mixed actions become inaccessible or deny actions setting might be ignored.

URL filtering policy update (optional)

To maintain alignment with the new CEP migration standards, it is necessary to update the **URL filtering** settings within Secure Private Access. Perform the following steps to update URL filtering configuration:

1. Navigate to **Secure Private Access > Settings > Unsanctioned Websites**.
2. Delete all websites and Remote Browser Isolation (RBI) entries currently listed under this section.
3. After removing these entries, disable the **Web filtering** toggle located at the top of the page.

These configurations are no longer relevant following the migration to CEP.

> **Important:**
>
> If these steps are not completed, there is no impact on the system's operation after the full migration. However, the **Unsanctioned Websites** page will not be visible.

Other policy adjustments (optional)

Review and delete unused conditions:

As part of the migration and policy optimization process, it is recommended to review access and session policies for any conditions that might no longer be applicable. Examples of such conditions include:

- Workspace URL
- User Risk Score
- Desktop and Mobile options

These conditions can be deleted if they are not relevant to your current environment or business requirements.

> **Note:**
>
> If these policy adjustments are not made, there is no impact on the system operations.

Security Groups clean-up (optional)

Review the Security Groups configuration within Secure Private Access.

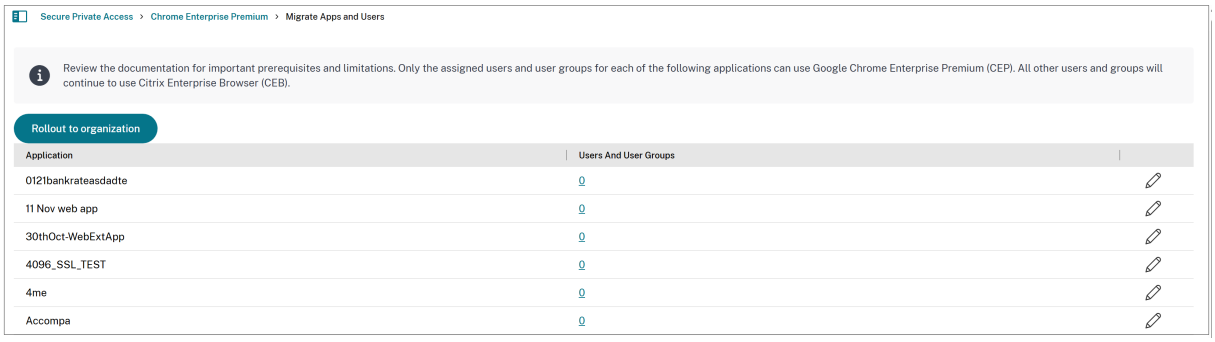
Navigate to **Secure Private Access > Applications > Security Groups** to assess any existing entries.

After migration, the Security Groups configuration will no longer be available. Therefore, any entries currently listed under this tab can be deleted, as they will no longer be relevant to the post-migration environment.

> **Note:**
>
> There is no system impact if this configuration is not updated. Removing these entries is optional and helps maintain a streamlined environment, but it is not required for continued operation.

Rollout CEP to the organization (full migration)

After completing the earlier mentioned steps, click **Rollout to organization** in the **Migrate Apps and Users** page. This is the last stage of the migration process.



> **Important:**
>
> Once the rollout is complete, CEP becomes the default enterprise browser. Reverting to CEB is not possible, and incompatible settings are hidden in the Secure Private Access admin console.

Summary of the migration process

Follow these steps to migrate applications from CEB to CEP:

1. Provision Chrome Enterprise Premium.
2. Migrate one application for a specific group of users.

a) Enrich the group with email (if not exists).
b) Fix any incompatibilities.
c) Migrate the application to CEP.
d) Verify that the application is accessible via CEP (directly, CWA and WSUI).

3. Enrich the users and user groups with emails.
4. Migrate more applications and users and user groups.
5. Rollout CEP to the organization (full migration).
6. Fix any leftover incompatibilities.

a) Run the script again, indicating in the prompt that the CEP rollout has been completed.
b) Fix the incompatibilities.
c) Verify that the applications are accessible via CEP (directly, CWA and WSUI).

Challenges with the email enrichment process

The email enrichment task can be intricate, as it often involves collaboration among several teams to assign emails to various groups across multiple domains. The Domain Mapping feature facilitates this process. For details, see Domain mapping for user groups without email addresses.

Best practices

1. Start with a pilot migration for a small user group before a full-scale rollout.
2. Leverage Citrix's official migration tools and documentation.
3. Maintain clear documentation of all changes and configurations.
4. Establish a rollback plan in case of critical issues.

Conclusion

Migration from CEB to CEP modernizes your Citrix environment with enhanced capabilities. Careful planning, thorough testing, and proactive user engagement ensure a smooth transition to CEP.

Advanced Secure Private Access features

January 16, 2026

The following are some of the advanced features supported by Secure Private Access:

- **Local LAN access support:** Secure Private Access supports seamless access to local LAN resources while maintaining a secure connection to corporate resources. For details, see Seamless access to local LAN resources (printers, file servers.
- **Route DNS queries to application-specific resource locations:** Administrators can route DNS queries for specific applications directly to their dedicated resource locations. This enables more accurate DNS resolution, intelligent traffic management, and a better user experience. For details, see Route DNS queries to application-specific resource locations.
- **Custom workspace domains for accessing apps via Citrix Enterprise Browser:** The custom workspace domain feature allows organizations to provide users with access to SaaS and private web applications through a branded, organization-owned domain (for example, workspace.company.com) instead of the default *.cloud.com domain. For details, see Custom workspace domains for accessing apps via Citrix Enterprise Browser. For details, see Custom workspace domains for accessing apps via Citrix Enterprise Browser.
- **Hybrid data path for Secure Private Access service:** The hybrid data path for Secure Private Access service leverages both on-premises and cloud infrastructures to provide secure access to applications. Organizations can use the hybrid data path to route all data traffic through an on-premises NetScaler Gateway. This ensures that sensitive data stays within the company's network. Even though the data traffic is routed through the on-premises NetScaler Gateway, Citrix Cloud can still be used for monitoring and managing the applications and users. For details, see Hybrid data path for Secure Private Access service.
- **Discover applications, domains, or IP addresses within your network:** Helps an admin get visibility into the external and internal applications (HTTP/HTTPS and TCP/UDP apps) that are being accessed in an organization. This feature discovers and lists all the domains/IPs addresses, published or unpublished. Thus, admins can see what domains/IP addresses are getting accessed, by whom, and decide if they want to publish them as applications, providing access to those users. For details, see Discover applications, domains, or IP addresses within your network.
- **Context-based app routing and resource locations selection:** Allows admins to edit the internal routing type per URL or resource location based on the user context. For details, see Context-based app routing and resource locations selection.
- **Policy modeling tool:** Provides admins full visibility into the expected app access results (allowed/allowed with restriction/denied) based on their existing configurations. Admins can check the access results for any user based on conditions such as device type, device posture, geo-location, network location, user risk score, and workspace URL. For details, see Policy modeling tool.
- **Applications import tool:** The Secure Private Access admin console includes a file import tool that allows administrators to bulk import multiple applications into the system using a CSV file

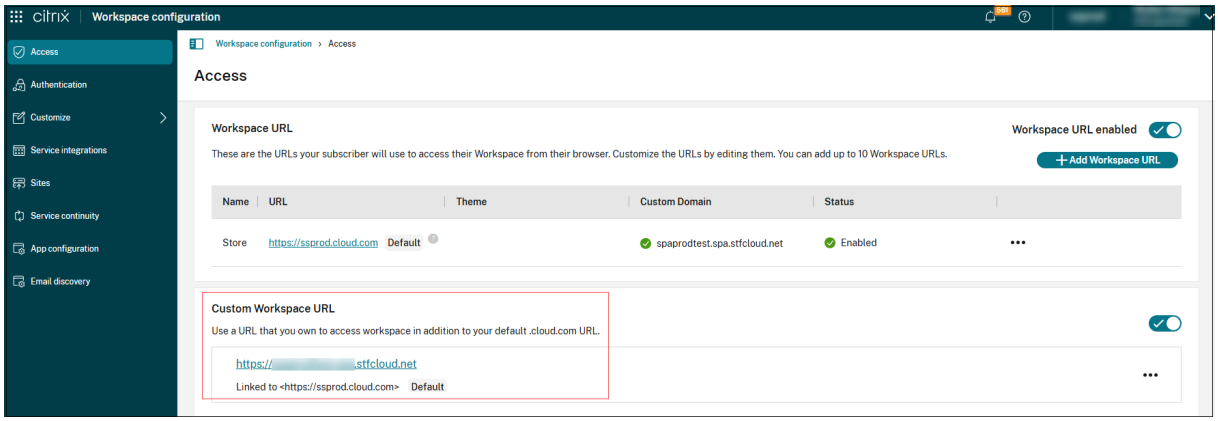
or the nsconfig file. This tool is especially useful for organizations shifting from a traditional VPN to a more advanced solution like Secure Private Access. For example, organizations can use this tool to migrate applications that were delivered over a VPN to Secure Private Access and shift to a ZTNA-based architecture. Bulk upload of apps enables the organizations to eliminate the need for manual configuration. For details, see Applications import tool.

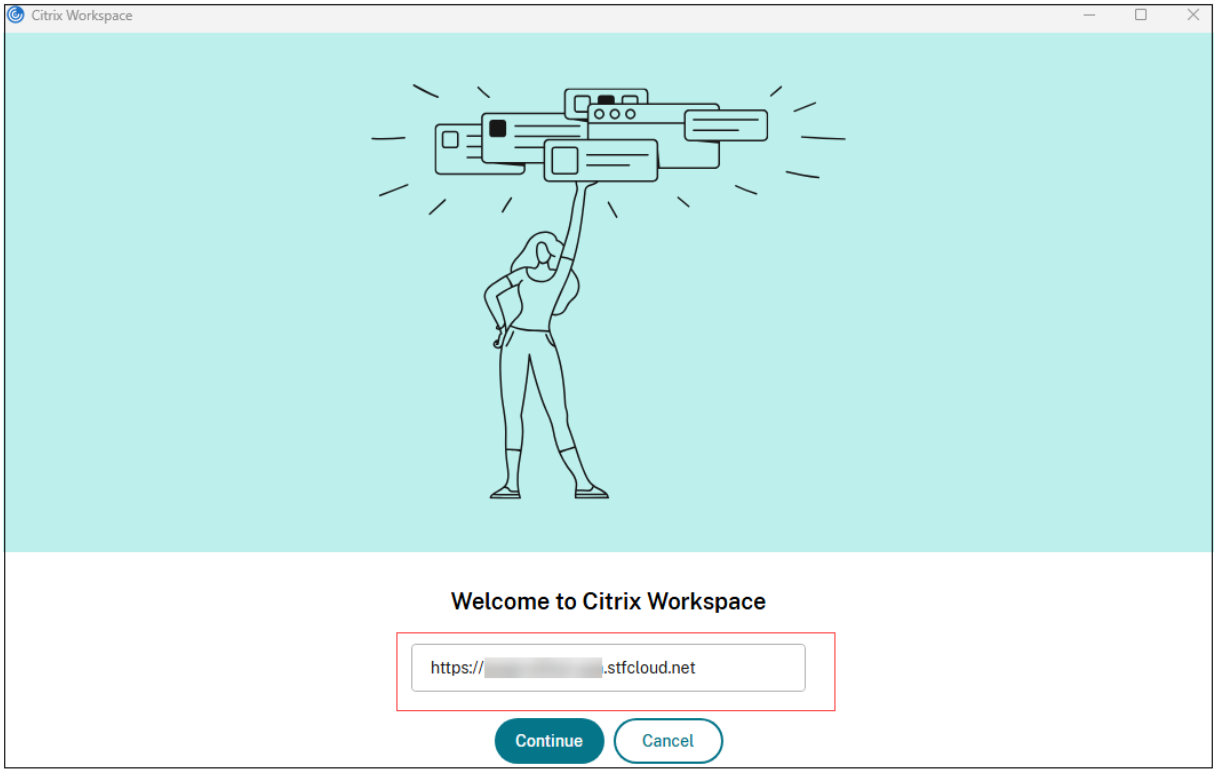
- **Terminate active sessions and block users/machines:** - Enables admins to terminate all active sessions immediately and add the users/machines to the block list. Adding a user/machine to the block list terminates all active Secure Private Access application sessions and blocks future application access. For details, see Terminate active sessions and add users/machines to the block list.
- **Timeouts for user sessions:** Allows admins to configure a timeout period for the Web apps and the Citrix Secure Access client to end user sessions if there is no network activity for the specified time period. For details, see Timeouts for user sessions.

Custom workspace domains for accessing apps

November 7, 2025

Custom workspace domain support allows organizations to provide users with access to SaaS and private web applications through a branded, organization-owned domain (for example, workspace.company.com) instead of the default *.cloud.com domain. Admins can configure a custom domain as the authentication and access endpoint for browser-based applications delivered via Chrome Enterprise Premium and Citrix Secure Private Access. End users benefit from a seamless, branded experience while organizations gain greater control over access and security.





Previously, custom workspace domains were only available for virtual apps and desktops. With the introduction of this feature, web-based applications accessed via Chrome Enterprise Premium and Secure Private Access also benefit from the same branding and security advantages. This ensures a cohesive and consistent domain experience across all Citrix Workspace™ services.

> **Note:**
>
> Currently, the custom workspace domains feature is disabled by default. Reach out to Citrix Support to get this feature enabled. This feature will be enabled by default to all customers soon.

Benefits of using a custom domain

The following are some of the benefits of using a custom domain:

- Direct users to a familiar, branded URL for all web and SaaS app access.
- Use a privately owned domain as the authentication and access endpoint.
- Reduce the risk of impersonation and phishing attacks.

Custom domains feature help address the following limitations:

- Undermine corporate branding and user trust.
- Complicate regulatory compliance for organizations requiring access through company-owned domains.

- Increase the risk of phishing or impersonation attacks.
- Limit the ability to enforce access restrictions based on domain.

Applicability

- The custom workspace domains feature is applicable only to the following:
  - Private web apps and SaaS apps accessed via Chrome Enterprise Premium.
  - Agentless access to web apps via Citrix Secure Private Access.
- The custom workspace domains are not supported for the TCP/UDP apps accessed via Citrix Secure Access.

> **Note:**
>
> Access to *.cloud.com domain must be allowed from end-user devices to ensure proper functionality of web and SaaS applications within the custom workspace.

Prerequisites to configure custom domains

Ensure that the following prerequisites are met to use custom domains.

- Custom domain settings must be configured in Citrix Workspace. For details, see Configure a custom domain.
- The client versions support the custom domain feature.
  - Citrix Workspace app for Windows: 2503.10 or later
  - Citrix Workspace app for Mac: 2505.10 or later

Hybrid data path for Secure Private Access service

February 4, 2026

The hybrid data path for Secure Private Access service leverages both on-premises and cloud infrastructures to provide secure access to applications. Organizations can use the hybrid data path to route all data traffic through an on-premises NetScaler Gateway. This ensures that sensitive data stays within the company's network. Even though the data traffic is routed through the on-premises NetScaler Gateway, Citrix Cloud™ can still be used for monitoring and managing the applications and users.

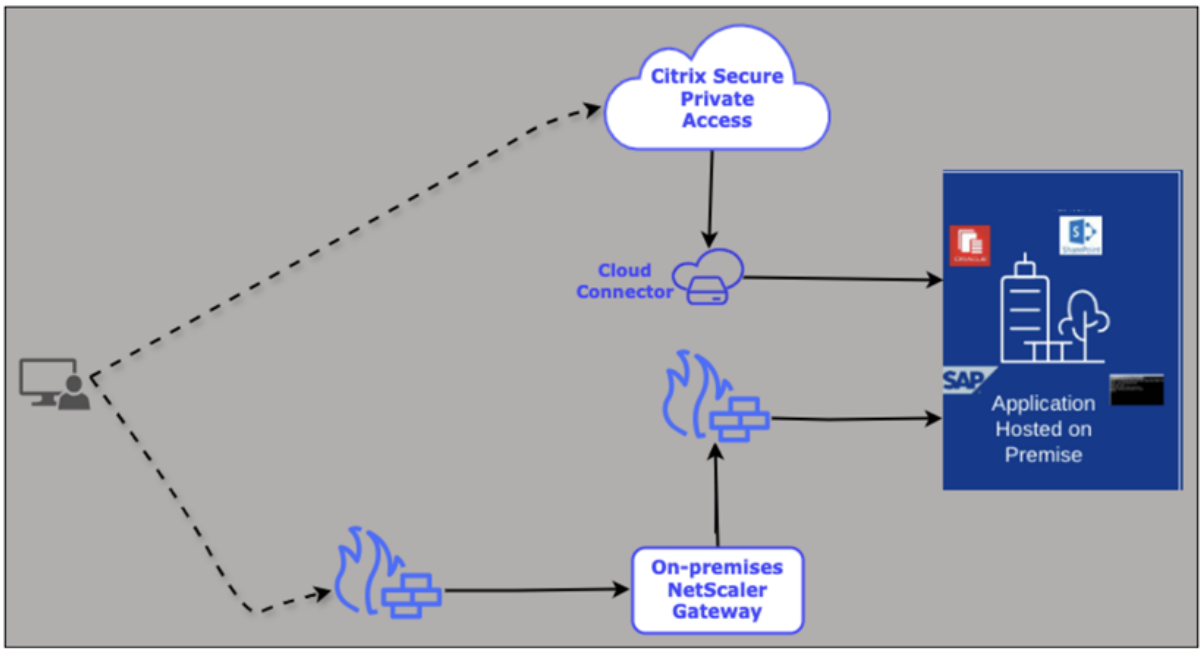
Key advantages of using hybrid data path

The following are some of the key advantages of using the hybrid data path:

- Extended reach with on-premises gateway:
  - Utilize an on-premises NetScaler® Gateway to provide access to on-premises applications in areas where a cloud PoP is distant.
  - Ensure consistent performance by avoiding routing traffic through distant cloud PoPs.
- Granular security and control:
  - Implement selective routing to direct sensitive applications through secure, on-premises pathways and route less critical applications through the cloud.
  - Enable custom routing for applications to meet data security and compliance requirements based on application data sensitivity
- Direct connectivity for enhanced user experience:
  - Establish direct connections between remote users and required applications, bypassing the cloud PoP.

How hybrid data path works

The following figure displays the hybrid data path work flow.



The following list explains the workflow involved in the hybrid data path:

1. A user logs in to the Citrix Secure Access™ client.

2. After successful authentication, a session is established.
3. The end user attempts to launch an application.
4. The access policies associated with the application are evaluated, and the app is launched.
    - If the application is configured to be routed through the Secure Private Access service, the request is sent to the Cloud Connector and then the specific app is launched.
    - If the application is configured to be routed through on-premises NetScaler Gateway, the request is sent to the on-premises NetScaler Gateway and the specific application is launched

Supported clients

The hybrid data path is supported by the following Citrix Secure Access clients:

- Windows - 25.1.1.17 and later
- macOS - 25.02.1 and later

Supported NetScaler Gateway builds

The hybrid data path is supported from NetScaler Gateway version 14.1 build 47.46.

Connectivity requirements

Allowed list of URLs for outbound connections

The following URLs must be allowed for outbound connections from NetScaler Gateway:

- `https://trust.citrixnetworkapi.net`: For gateway registration with Citrix Cloud.
- `https://trust.citrixworkspacesapi.net`: For gateway registration with Citrix Cloud.
- `https://policy.netscalergateway.net`: For authorizing app launch requests via the gateway.
- `https://cacerts.digicert.com`: For policy service engine certificate validation.

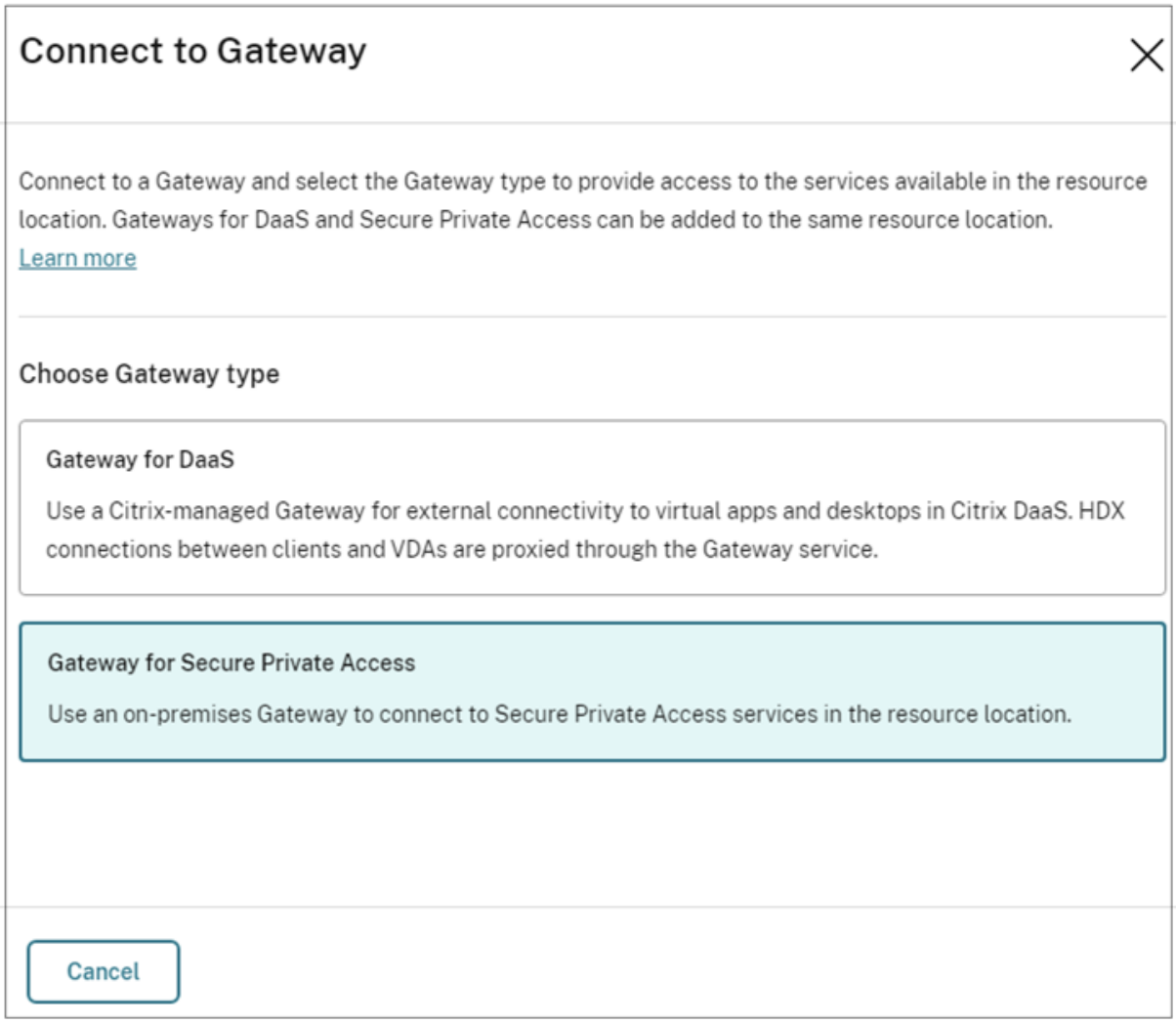
Set up hybrid data path for Secure Private Access applications

The following high-level steps are involved in setting up the hybrid data path:

1. Connect to a gateway to establish a connection
2. Register NetScaler Gateway with Citrix Cloud
3. Enable routing of data traffic through the on-premises NetScaler Gateway

Connect to a gateway to establish a connection

To establish a connection with the Secure Private Access resources in a specific resource location, you must first connect to a gateway. Citrix Cloud enables you to establish a connection with DaaS and Secure Private Access resources in a specific resource location. The gateway type that you select determines the services you can access. For enhanced flexibility and to optimize resource utilization, you can add both a DaaS gateway and a Secure Private Access gateway within the same resource location.



- **Gateway for DaaS:** Citrix-managed gateway serves as the external access point for virtual applications and desktops hosted within the Citrix DaaS™ environment. This gateway acts as a secure proxy, mediating and managing the HDX connections between the clients (user devices) and the virtual desktop agents (VDAs) residing in Citrix Cloud.

  You can choose how you want to allow access to virtual apps and desktops based on different business requirements. For details, see Connectivity to resources.

- **Gateway for Secure Private Access:** The gateway for Secure Private Access ensures that organizations maintain control over sensitive data by routing all data traffic through an on-premises NetScaler Gateway, ensuring that it remains within the company's network perimeter.

  While the on-premises NetScaler Gateway handles the data traffic, Citrix Cloud can be used for centralized management and monitoring capabilities, allowing administrators to oversee and manage applications and users seamlessly.

Perform the following steps to connect to a gateway:

1. Sign into Citrix Cloud.
2. Select **Resource locations > Overview** and then click **Gateway**.
3. In **Choose Gateway type**, select **Gateway for Secure Private Access**.
4. Register your gateway with Citrix Cloud. For details, see Register your NetScaler Gateway with Citrix Cloud.

Register your NetScaler Gateway with Citrix Cloud

You must first select the gateway for Secure Private Access and then register the on-premises NetScaler Gateway with Citrix Cloud. This registration establishes a secure connection between your on-premises NetScaler Gateway and the Citrix Cloud environment for the Secure Private Access service.

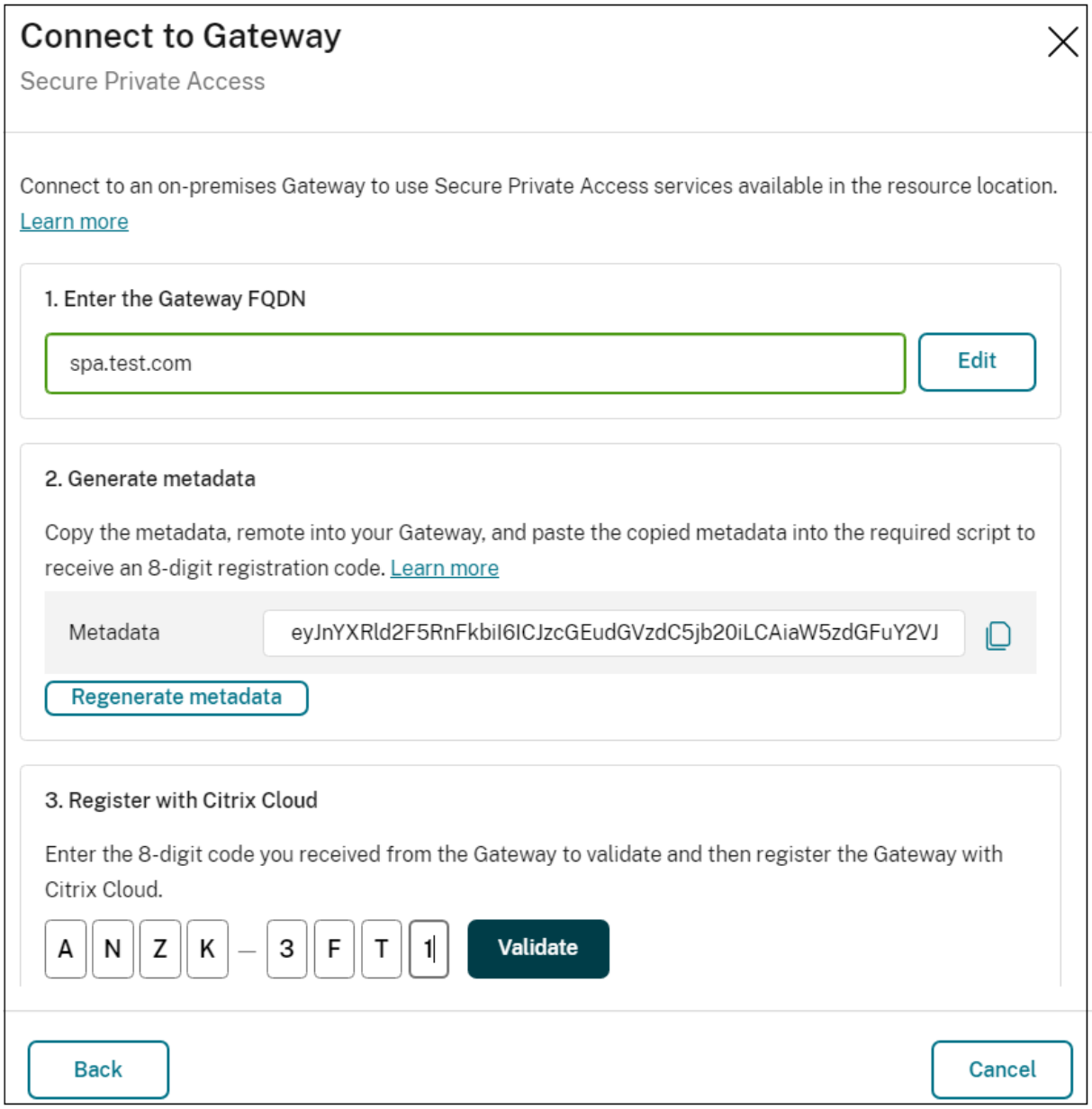
Prerequisites:

Ensure that the following configurations are complete for successful execution of the registration script:

- A subnet IP (SNIP) must be configured on NetScaler.
- A DNS name server must be configured, if not already present.
- An IP address designated for the new VPN virtual server is required.
- The SSL certificate key name for binding to the new VPN virtual server must be specified. This SSL certificate key name must be added to NetScaler before script execution.

Perform the following steps to register your gateway with Citrix Cloud:

1. Sign into Citrix Cloud.
2. Select **Resource locations > Overview** and then click **Gateway**.
3. In **Choose Gateway** type, select **Gateway for Secure Private Access**.



1. Enter the FQDN of the gateway to register with Citrix Cloud.
2. Click **Generate metadata**. You can also regenerate the metadata by clicking **Regenerate metadata**.
    - Copy the metadata into a clipboard.
    - Establish a secure shell (SSH) connection to the NetScaler Gateway located within the on-premises environment. This connection enables you to run the commands and scripts remotely on the NetScaler device.
    - After successfully connecting to the NetScaler Gateway, run the following command:


```
python3 /var/spa/scripts/spa_registration.py <copied metadata
>
```

- Replace <copied metadata> with the actual metadata that you copied earlier.

  The script generates an 8-digit registration code. This code is critical for the registration process.

3. Enter the 8-digit code in the **Register with Citrix Cloud** section.
4. Click **Validate**.

   A warning message appears if the code is invalid. If the validation is successful, the **Register** button appears.
5. Click **Register**.
6. Return to the script execution window. The system must move to the next step and prompt you for the following details for completing the configuration.

   - An IP address designated for the VPN virtual server.
   - The SSL certificate key name to be associated with the VPN virtual server.

You can now configure the routing of applications through the on-premises NetScaler.

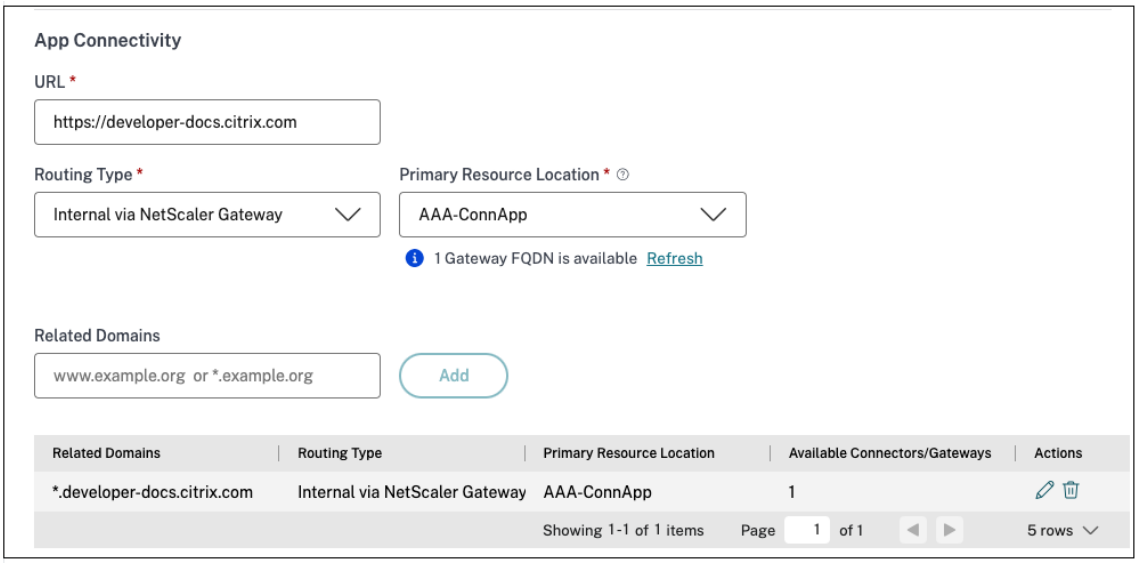
Enable routing of data traffic through the on-premises NetScaler Gateway

Perform the following steps to enable routing of data traffic through on-premises NetScaler Gateway.

1. Configure the app. For details, the following topics:

   - Support for Enterprise web apps
   - Agentless access to Enterprise web apps
   - Support for Software as a Service apps
   - Support for client-server apps

2. In the **App Connectivity** section, you define the routing preferences for the application domains, specifying whether traffic must be routed externally or internally through the Citrix Connector™ Appliance or through the on-premises NetScaler Gateway.



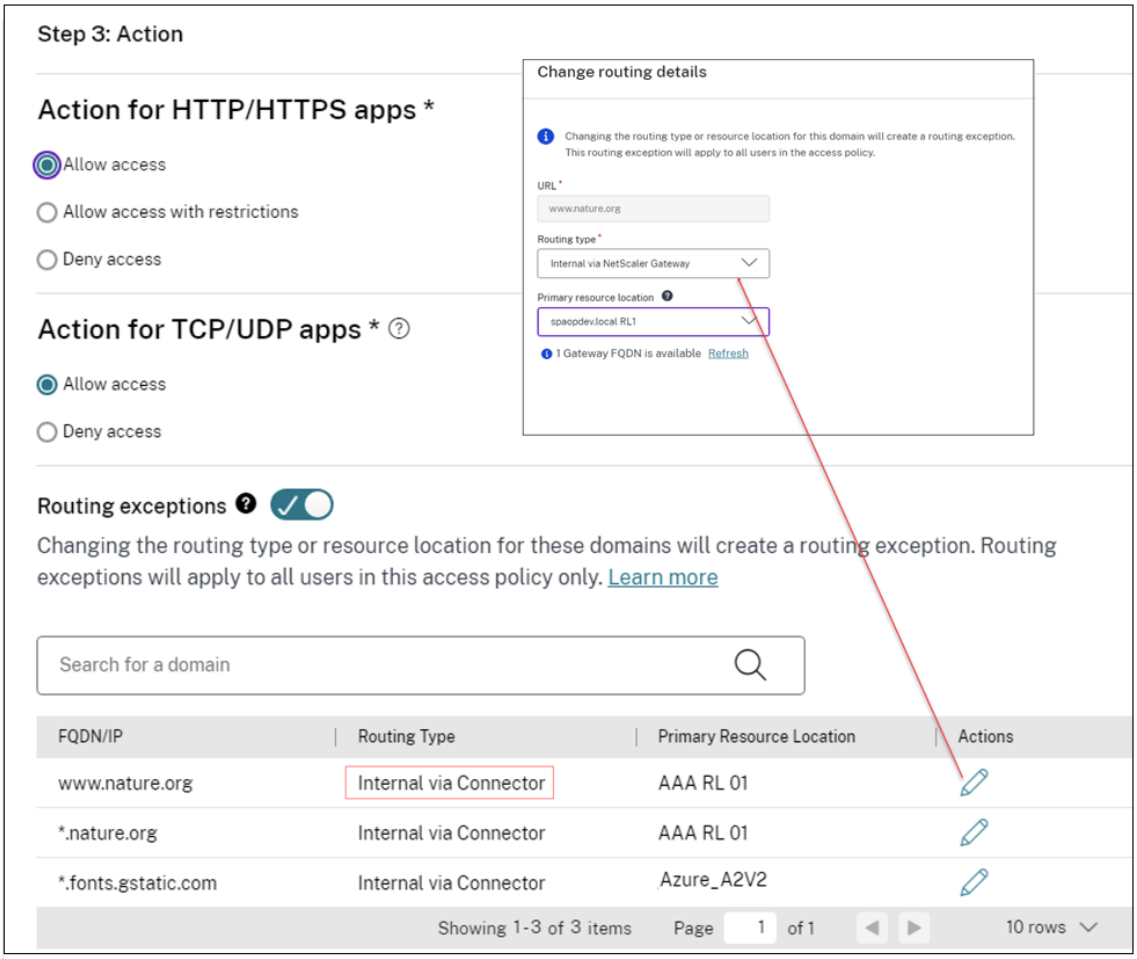
3. In **Routing Type**, select **Internal via NetScaler Gateway**. This ensures that data traffic is routed through the on-premises NetScaler Gateway. You can also update the routing type to **Internal via NetScaler Gateway** for the related domains.

    - Click the edit icon in the **Actions** column of the **Related Domains** table.
    - In **Routing Type**, select **Internal via NetScaler Gateway**.
    - Click **Save**.

Modify the routing details from access policies You can override the routing behavior to vary based on a specific context. These contexts can include factors such as user groups, geographical location, platform, and other relevant criteria. By modifying the routing behavior based on the context, you can provide an optimized user experience.

Perform the following steps to modify routing of data traffic through on-premises NetScaler Gateway from the access policy.

1. Create or edit an access policy. For details, see Create access policies.



2. In **Step 3: Action** page, enable the **Routing exceptions** toggle. The **Routing exceptions** toggle allows you to edit the resource locations and routing information for domains of the applications added in the access policy.
3. Click the edit icon next to the domain for which you want to modify the routing type.
4. In **Routing type**, select **Internal via NetScaler Gateway**.
5. Click **Save**.

Limitations

- Supported NetScaler Gateway deployment types - The hybrid data path is currently supported only for environments with a high availability setup.
- Fallback mechanism - In the current release, there is no failover or fallback mechanism that automatically redirects traffic to the cloud infrastructure in the event that the on-premises gateway experiences an outage or becomes unavailable.
- The following features are not supported for hybrid data path in the current release:

  - Application discovery
  - Policy modeling
  - Session policies
  - Observability

- The /var/spa/scripts/ folder is created when you run the `installns` script for installing a NetScaler build. This folder is not present on newly deployed NetScaler VPX instances and must be created through the installation process. For more information, see the following topics:

  - Upgrade a NetScaler standalone appliance
  - Upgrade a high availability pair

Issue with Secure Private Access registration script

The Secure Private Access registration script does not run directly on a newly deployed VPX instance on Azure due to a configuration issue with some built-in commands. To resolve this issue, follow these steps:

- Provision a new VPX instance on Azure.
- Don't add any new configuration.
- Set a new password for the nsroot user using the command `set system user nsroot <your-password>`. This step is important as the custom user created during provisioning is deleted after the `clear config` command is run. You can access the NetScaler using nsroot and this new password.
- Save the config using the command `save config`.
- Check the output of `show cache policylabel`. It must be empty.
- Run the command `clear config basic` and type Y.
- Check the output of `show cache policylabel` again. It must show _reqBuiltinDefaults as a label.

```
1  show cache policylabel
2
3  Label Name: _reqBuiltinDefaults
4  Evaluates: REQ
5  Number of bound policies: 3
6  Number of times invoked: 02)  Label Name: _resBuiltinDefaults
7  Evaluates: RES
8  Number of bound policies: 8
9  Number of times invoked: 03)  Label Name:
      _httpquicReqBuiltinDefaults
10 Evaluates: HTTPQUIC_REQ
```



```
11   Number of bound policies: 3
12   Number of times invoked: 04)  Label Name:
        _httpquicResBuiltinDefaults
13   Evaluates: HTTPQUIC_RES
14   Number of bound policies: 8
15   Number of times invoked: 0Warning: Feature(s) not enabled [IC]
```

- If you don't see _reqBuiltinDefaults in the command's output, reach out to Citrix support.
- Configure the SNIP, SSL certificate key, and DNS name server.
- Save the config using the command `save config`.
- Run the Secure Private Access registration script again.

Discover applications, domains, or IP addresses within your network

February 4, 2026

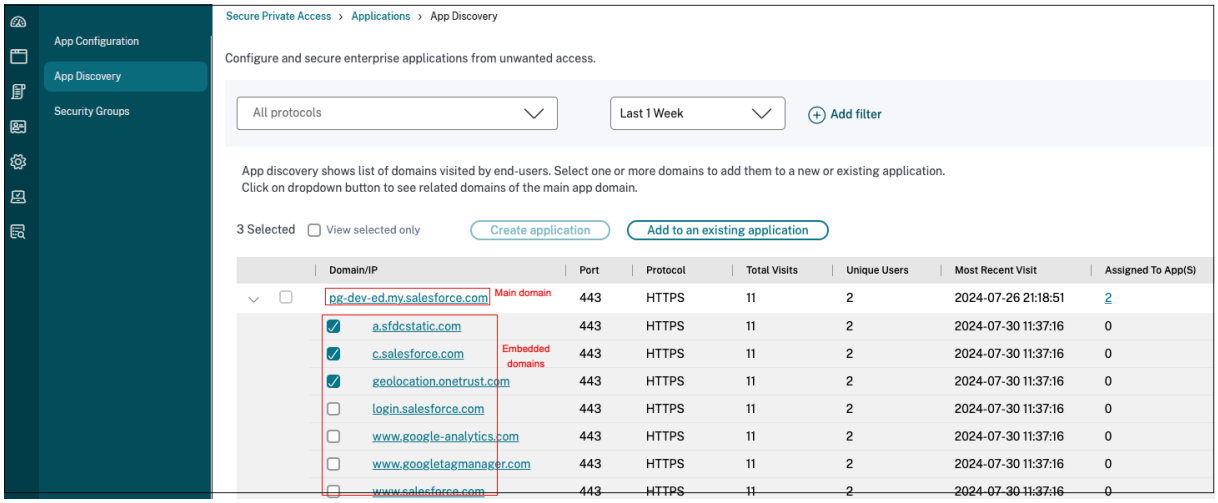
The Application Discovery feature helps an admin get visibility into the external and internal applications (HTTP/HTTPS and TCP/UDP apps) that are being accessed in an organization. This feature discovers and lists all the domains/IPs addresses, published or unpublished. Thus, admins can see what domains/IP addresses are getting accessed, by whom, and decide if they want to publish them as applications, providing access to those users.

The Application Discovery feature provides the following capabilities to the admins:

- Provides visibility into both internal or external domains/IPs addresses accessed by the end users.
- Provides a comprehensive visibility into all types of applications accessed (HTTP, HTTPS, TCP, and UDP). All access methods are supported, that is access via Citrix Enterprise Browser™, Secure Access Agent, Direct Access, or Workspace for Web.
- Displays both published or unpublished domains/IP addresses accessed by the end users.
- Displays both the main domain and its underlying embedded domains that are required to be configured as related domains while publishing the applications for access made via Citrix Enterprise Browser.
- Displays the embedded domains in a tree structure. Admins can click the expand sign (**>**) in line with the main domain to view the embedded domains.
- Enables admins to create new applications or add those domains to an existing application if a main domain or an embedded domain (HTTP/HTTPS) or the destination IP address (TCP/UDP) is not associated with an application.

The following figure displays a sample **App discovery** page. The **App discovery** page allows filtering of domains based on the protocol (HTTP/HTTPS, TCP/UDP) and Domain/IP address and port numbers.

It also displays the unpublished (not assigned to any app) domains accessed by the end users. You can see a main domain with a drop-down list of embedded domains underneath it. These domains must be configured as related domains while publishing the application.



Note:

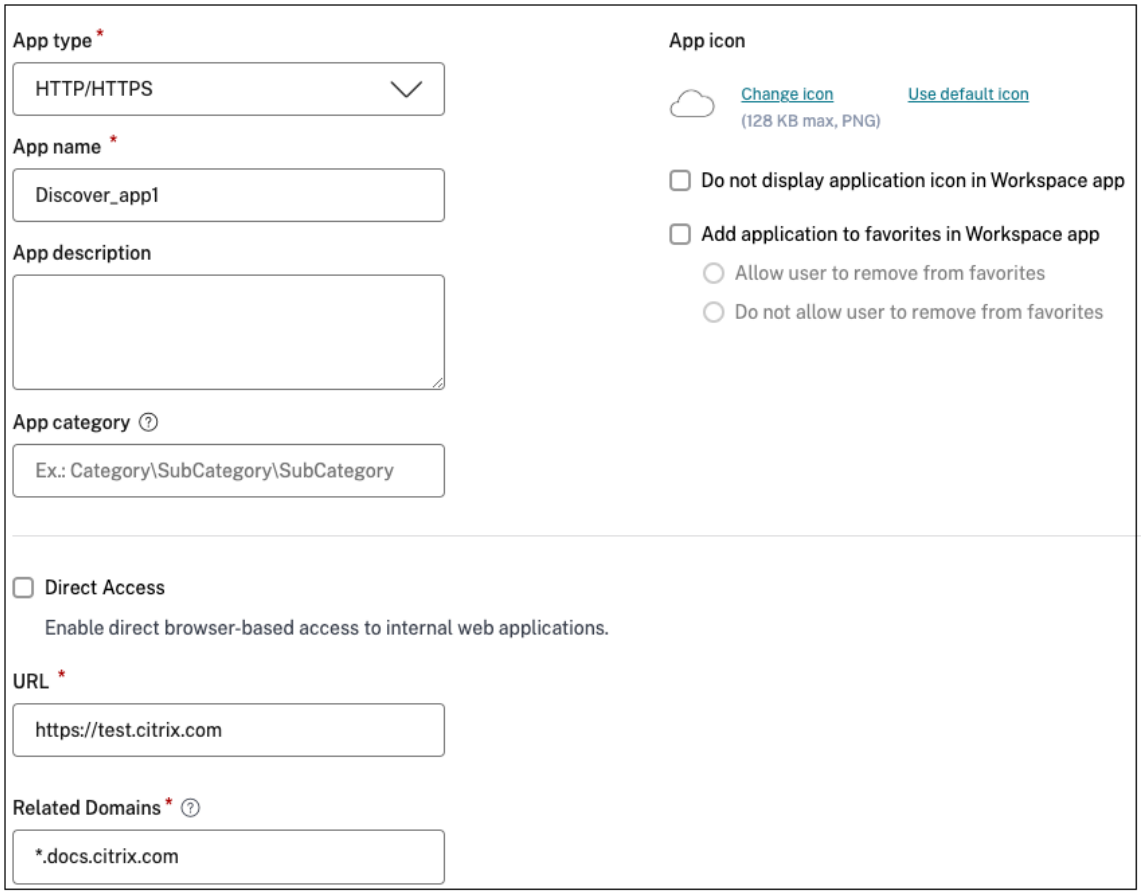
- Embedded domains are grouped under the main domain only for HTTP/HTTPS apps accessed via Citrix Enterprise Browser. TCP/UDP domains are not grouped under one main domain.
- Grouping of embedded domains is only available for apps accessed from Citrix Enterprise Browser (v119 and later).

Application Discovery for internal domains in a new environment

The Application Discovery feature can be used if you are setting up a new Secure Private Access environment and want visibility into the applications that are to be configured. This feature discovers and lists all domains/IPs addresses that are accessed by your end users so you can configure them as applications. Use the following steps to enable the Application Discovery feature when you are setting up your Secure Private Access environment:

- To discover internal web applications, configure an application within Secure Private Access and specify the wildcard related domain that belongs to the domain/subdomain of the applications that you want to discover.

  For example, if you want to discover all applications with the domain citrix.com, create an application with a related wildcard domain as `*.citrix.com`. To allow completion of application configuration, add any test URL as the main web app URL section.

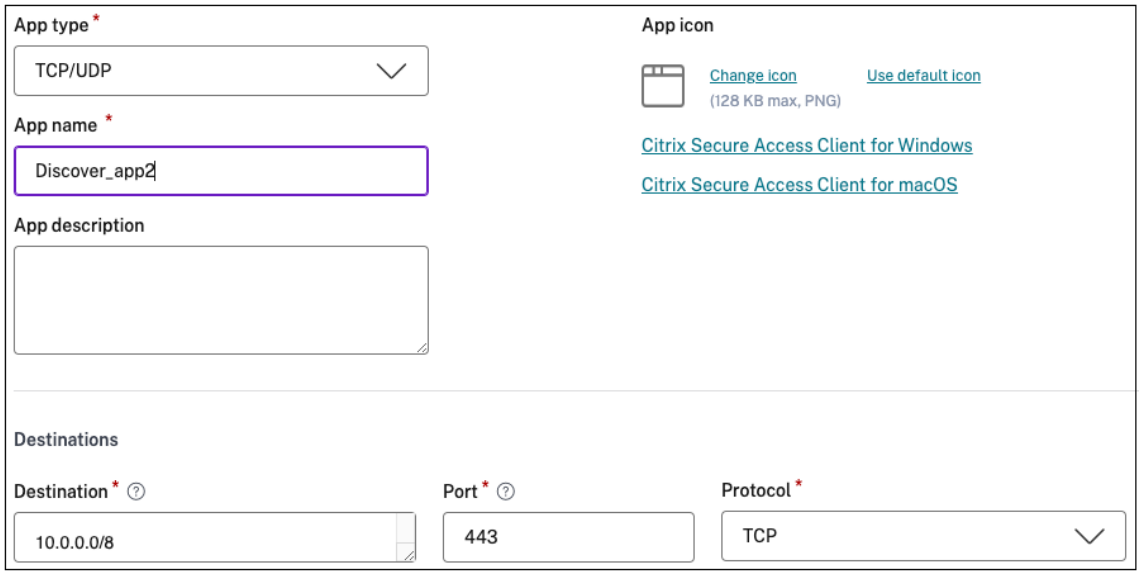


Web app URL: `https://test.citrix.com/`
Related domain: `*.citrix.com`

- For internal TCP/UDP apps, configure an application within Secure Private Access and specify the subnet along with the TCP/UDP protocol and range of ports (enter * to include the entire range). This enables discovering all TCP and UDP apps from the Citrix Secure Access agent. For example, if you want to discover all applications within subnet 10.0.0.0/8, then configure the app with the following details: Example: 10.0.0.0/8:

  Port: (*)

  Protocol: TCP



- Once you have created the applications, you must also define users that are allowed access to apps with the configured domains and IP subnets. Create an access policy and assign users to whom you want to allow access to the FQDNs/IP addresses configured in the applications created. These can be an initial set of test users or a limited number of users you want to give access to initially.
- After creating the applications and corresponding access policies, users can continue to access applications from the Citrix Workspace app and access different domains. All FQDN/IP addresses accessed by the end users start to show up in the Application Discovery page.

> **Note:**
>
> - Once you have discovered and identified most of the applications over a few days/weeks, we recommend deleting the initially created applications so that the wider access given via the wildcard domains and IP subnets can be closed down, and only specific application URLs and IP addresses that are discovered must be allowed access via new applications.
> - Add the prefix `Discover` in the app name to indicate that this is a special app configuration to enable discovery monitoring and reporting. This naming helps you identify to remove the wild card domains or IP subnets or both so you can reduce the overall app access zone to just the specific FQDNs and IP/port combinations later in weeks or a month.
> - To access TCP/UDP apps, users must use the Citrix Secure Access agent. App access from various access methods is monitored based on the apps' domains and subnets configuration and reported within the **App Discovery** page.
> - Even after you have removed the discovered applications, this feature keeps on discovering domains/IP addresses accessed by your users. So at any time, you can come back to the **App Discovery** page to see what is being accessed and if there are any new domains/IP addresses discovered that must be configured as applications.

For details on adding the domains, FQDNs, or IP address, see the following topics.

- Support for Enterprise web apps
- Support for Software as a Service app
- Support for client-server apps

Create an application from the App discovery page

To create an application for embedded domains or unpublished domains from the **App discovery** page, do the following steps:

1. Navigate to **Applications > App discovery**.
2. Select a domain from the list. If the domain has embedded domains, then click the expand sign (**>**) in line with the main domain and select the embedded domains.

   > **Note:**
   >
   > - You cannot select domains belonging to different protocols to create an application. An error message is displayed when you select domains belonging to different protocols.
   > - If a domain is already associated with an application, you cannot select that domain again to create an application. The checkbox corresponding to that domain appears grayed out and when you hover the mouse over the checkbox and a tooltip appears.
   > - You cannot select and add embedded domains grouped under different main domains to an application. The Application Discovery feature only allows embedded domains grouped under a single main domain to be added to an app. An error message appears if embedded domains from different main domains are selected and added to the same app.

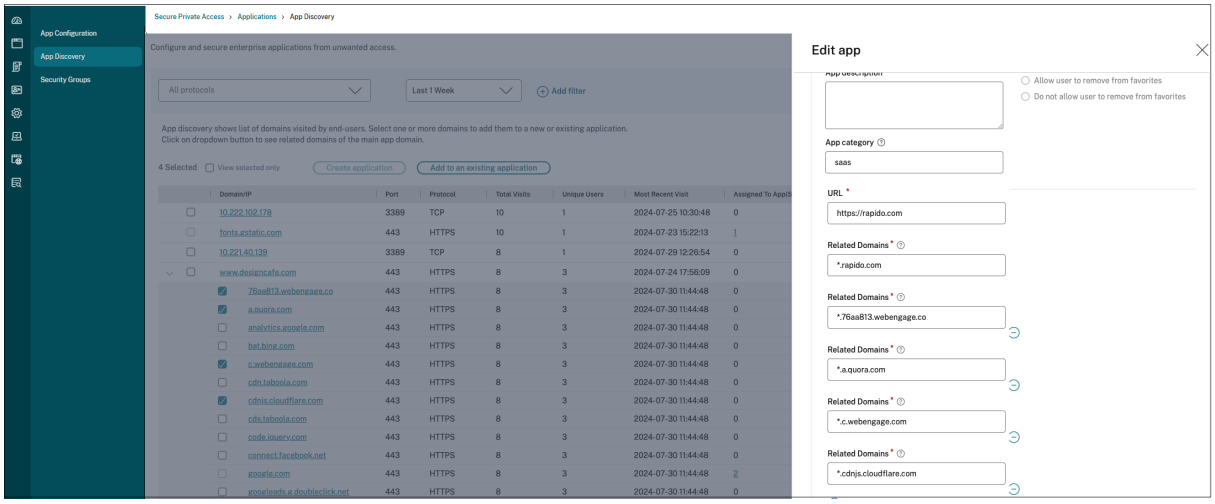
3. Click **Create application**. For details on creating an application, see Support for Enterprise web apps, Support for Software as a Service app, and Support for client-server apps](/en-us/citrix-secure-private-access/service/spa-support-for-client-server-apps).

Update an existing application

To add a domain to an existing application, select the domain from the list. If the domain has embedded domains, then click the expand sign (**>**) in line with the main domain and select the embedded domains.

1. Select the embedded domain that must be added to an application.
2. Click **Add to an existing application**.

3. In **Applications**, select the application to which you want to add these domains.
4. Click **Get app details**.
5. The **Related Domains** field displays all the embedded domains that you selected earlier in separate rows.
6. Click **Finish**.

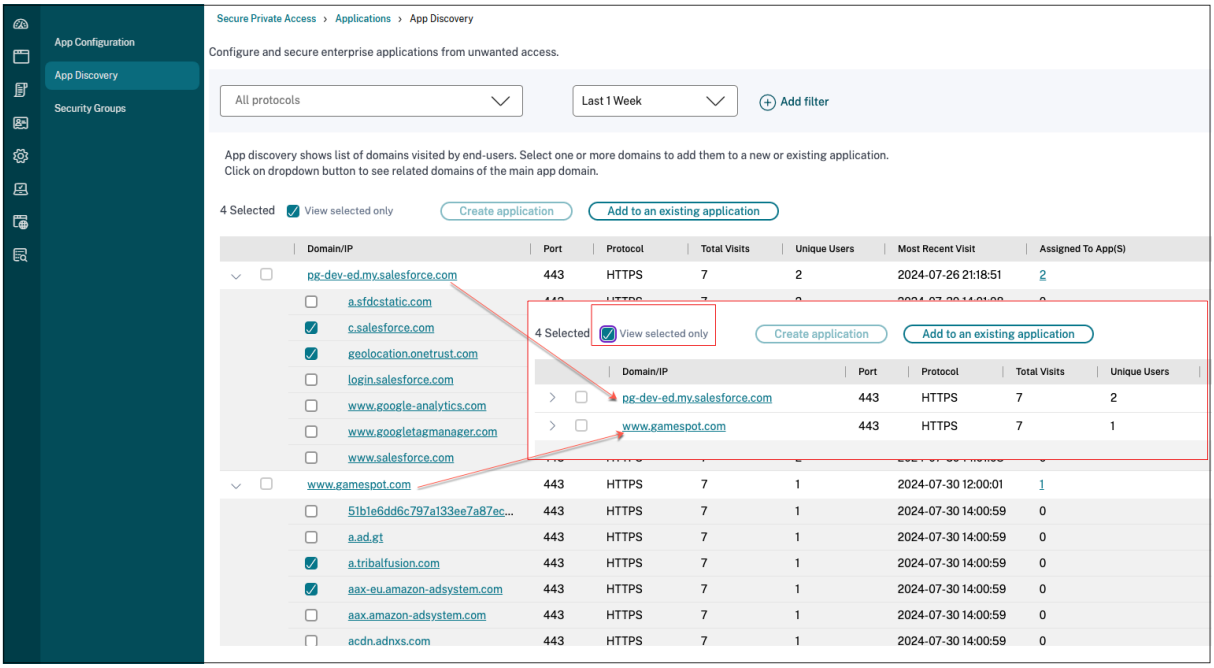


Note:

- You can only add a TCP/UDP destination IP address to an existing TCP/UDP application. The Applications field lists only the TCP/UDP apps configured in the system.
- You can select an existing HTTP/HTTPS or TCP/UDP app to add domains (main, single entry, or embedded) whose protocol is HTTP/HTTPS.
- You cannot select a domain that is already associated with an application.

View all selected embedded domains

After you select the domains, you can click the **View selected only** checkbox and proceed with creating or updating the application. Also, If the list of FQDN/IP addresses on the App discovery page spans across multiple pages, you can use the **View selected only** checkbox to view all the main and embedded domains that you have selected to create or update the application. All the main domains of the selected embedded domains are displayed when this checkbox is selected.



Known limitations

- Although the **Create application** and **Add to existing application** options are available in the Secure Private Access dashboard (**Top discovered applications by total visits** chart), it is recommended that you create or update an application from the **App discovery** page (**Applications > App discovery**). This is because, while adding or updating an application from the dashboard and you cancel the operation, the page is reloaded and as a result, all settings are reset.
- Sometimes, you might notice the expand sign (>) against a main domain, but the embedded domains are not fetched for that specific FQDN. This issue can occur in the following cases:
  - Error loading the main webpage due to some access restrictions for the users.
  - An error preventing the loading of the webpage.
  - Caching of the embedded domain resources by Citrix Enterprise Browser, causing the embedded domains not to be fetched from the source.

Context-based app routing and resource location selection

February 4, 2026

When an app is configured, the app URL and related domains are assigned to a routing type and resource location. This is done during app configuration. This configuration for app routing and re-

source location then applies to all users who have access to the app. But there might be scenarios such as the following:

- An admin wants to route the same app differently for different users. For example, an internal app URL must be routed externally for a few users to prevent traffic from being routed to the Secure Private Access service.
- There is a need to use different resource locations for different users to route requests to the optimal data center to improve performance.

This can now be done within the access policies using routing exceptions. The routing exceptions configuration in the access policy allows admins to edit the internal routing type per URL or resource location based on the user context. Because this setting is within the access policies, it applies only to the users that are part of that access policy only.

You can also dynamically route entire sessions using **Session Policies**. For details, see Route internal corporate users directly to back-end applications.

> **Note:**
>
> If there is a routing and resource location configuration within an access policy, then it overrides the app configurations.

The following examples demonstrate the routing exception use cases.

- Context-based routing
- User context-based resource location selection
- Route internal corporate users directly to back-end applications

Use case: Context-based routing

Scenario:

- Group A users: Employees of company ABC who access the Outlook app and Microsoft Teams app through Secure Private Access that is routed internally.
- Group B users: Employees of a third-party company working with ABC. They access certain applications (excluding Outlook) through Secure Private Access. They also have their own Outlook application accessed over the internet and do not want to route their Outlook traffic through Secure Private Access.

Problem:

- Group B users log in to the Secure Access Agent to access ABC apps.
- Their requests to access Outlook through their native browser are routed through Secure Private Access, resulting in access denial.

- The destination domain for the Outlook application is the same for both Group A and Group B users.
- The access policy allows access only for Group A users, causing access denial for Group B users when they try to launch Microsoft Teams or Outlook.
- Group B users cannot access their company Outlook because of this routing issue.

Solution:

The ABC company admin can make the following configuration changes to resolve this issue:

1. Define a new access policy specifically for Group B users accessing the Office 365 app.
2. In the access policy, enable the **Routing exceptions** option.

   The admin can view the list of all URLs and related domains of all internal apps associated with the access policy.
3. For all Office365 app URLs, configure the routing to happen externally.

   This ensures that Group B users'requests to access their Outlook application are routed over the internet, bypassing Secure Private Access.

   By implementing these changes, Group B users can access their company Outlook application over the internet without being routed through Secure Private Access, while still maintaining access to other ABC applications as needed.

Use Case: User context-based resource location selection

Scenarios:

- Company XYZ: It has two sets of users located in the US East Coast and the US West Coast.
- Data centers: Two data centers, one on the East Coast and one on the West Coast, both hosting the same Jira application.
- Objective: The admin wants to route the access requests of end users to the selected resource locations based on user context (geo location, network location, user name, and user group) to ensure optimal performance and routing.

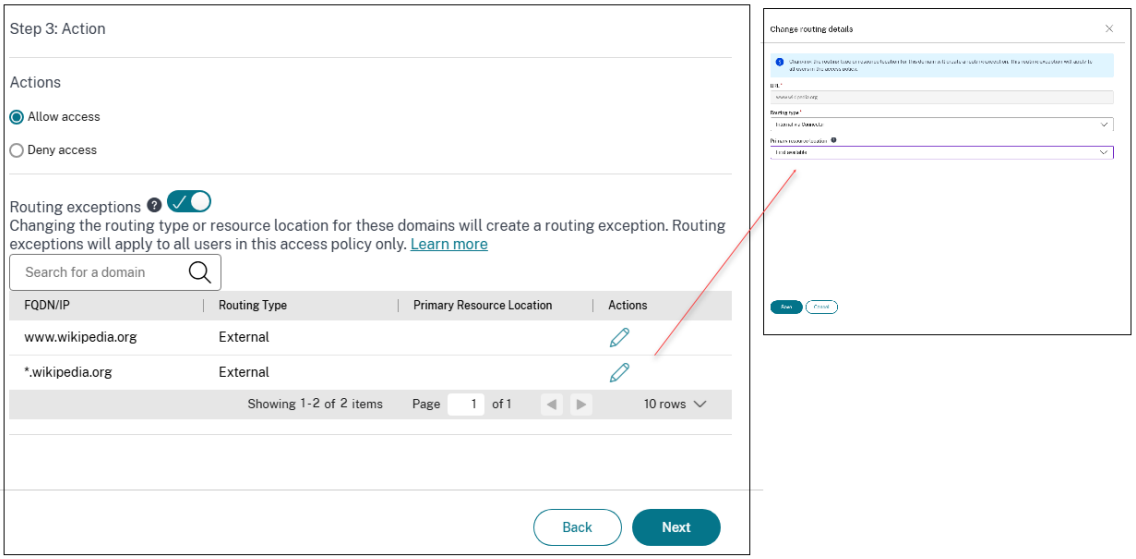
Solution:

1. Edit the access policy associated with the Jira application to accommodate the new routing requirements.
2. Within the access policy, enable the **Routing exceptions** option.
3. Modify the resource locations per user context.

The admin can ensure that user requests are routed to the optimal data center based on their context, thereby improving performance and managing routing effectively for all users in the company.

Steps to change the routing type or resource location

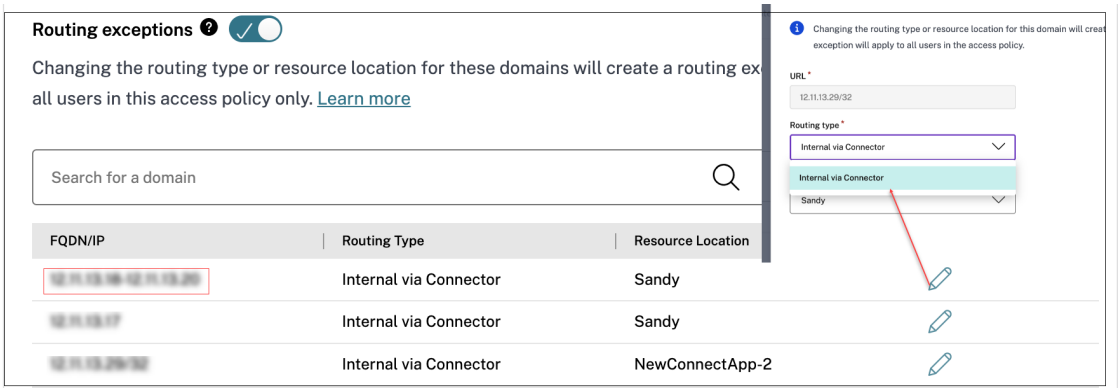
1. Create or edit an access policy. For details, see Create access policies.
2. In **Step 3: Action** page, enable the contextual routing domain configuration by sliding the **Routing exceptions** toggle switch.
   The **Routing exceptions** toggle allows you to edit the resource locations and routing information for domains of the applications added in the access policy.
   - **When the toggle is ON:** A list of all the apps'URLs and related domains is displayed in a tabular format along with their global routing and resource location configuration. This list contains the URLs and related domains of all the applications added in the access policy. You can click the edit icon next to a domain to modify its resource location and routing type. This routing exception is applicable to all the users in the access policy only.
   - **When the toggle is OFF:** Existing routing exceptions for the domains are removed and are not applicable. End users are routed based on the global configuration set during the application setup only.



3. Click the edit icon next to the domain for which you want to modify the routing type.
4. In **Routing type**, modify the routing type:
   - **Internal:** The traffic flows via the Connector Appliance.
     - For a web app, the traffic flows within the data center.
     - For a SaaS app, the traffic is routed outside the network through the Connector Appliance.
   - **Internal –Bypass Proxy:** The domain traffic is routed through Citrix Cloud Connector™ appliances, bypassing the customer's web proxy configured on the Connector Appliance.
   - **External:** The traffic flows directly to the internet.

5. In **Resource location**, modify the resource location, if necessary. This option is applicable only for the internally routed domains.

> **Note:**
>
> If an app is created using an IP address, you cannot modify the routing type to **External** as only the **Internal via Connector** option is displayed in the **Routing type** list. You can only modify the resource location. However, this restriction does not apply to apps created using an FQDN.



6. Click **Save**.

> **Note:**
>
> - You can only change the routing and resource location, but cannot add or delete routing domain in the routing table.
> - If you delete a domain that has contextual routing enabled from the main routing table, the domain is not deleted from the **Routing exceptions** table within the access policy. This means that the contextual routing configuration for that domain remains intact in the access policy.
> - If you delete an app that has contextual routing enabled, then the domain is deleted from the **Routing exceptions** table within the access policy. This means that all contextual routing configurations associated with that app are removed from the access policy.
> - The selected related domain overwrites the default setting when the condition meets for the users that are part of this access policy. Otherwise the default routing is applied.
> - If the routing is not modified or if the **Routing exceptions** feature is not enabled, the routing happens based on the default settings in the main routing table (**Settings > Application domain**).

Use case: Route internal corporate users directly to back-end applications

Admins can configure session policies to route internal corporate users directly to back-end apps without tunneling traffic through Secure Private Access. Session policies offer dynamic routing based on factors, such as network location and device posture.

> **Note:**
>
> - Session policy settings are applied at the session level to all applications rather than being tied to specific applications.
> - Session policies can be assigned to all users or a subset of users.

Routing precedence

Session policies work alongside access policies, with access policies taking precedence if there is a conflict. In such scenarios, access policy routing exceptions override session policies.
If neither an access policy nor a session policy is configured, global routing settings (**Settings > Application Domain**) apply.

Supported Citrix Secure Access™ clients

The following versions of Citrix Secure Access client support routing of users directly to back-end applications.

- macOS - 24.11.1 and later
- Windows - 24.11.1.17 and later. Also, the **EnableContextualAccess** VPN client registry must be enabled. For more information, see NetScaler Gateway Windows VPN client registry keys.

Example use case

Scenario:

In an organization, when users are connected to the corporate network "corporate_network1", then traffic from apps must flow directly to the back-end apps, as these apps are directly reachable on the corporate network. If the users are outside the corporate network, then the app traffic must be tunneled.

Solution:

1. Add app1, app2 with routing set to **Internal via Connecto**r.
2. Add an access policy for the apps (app1, app2) to grant access.

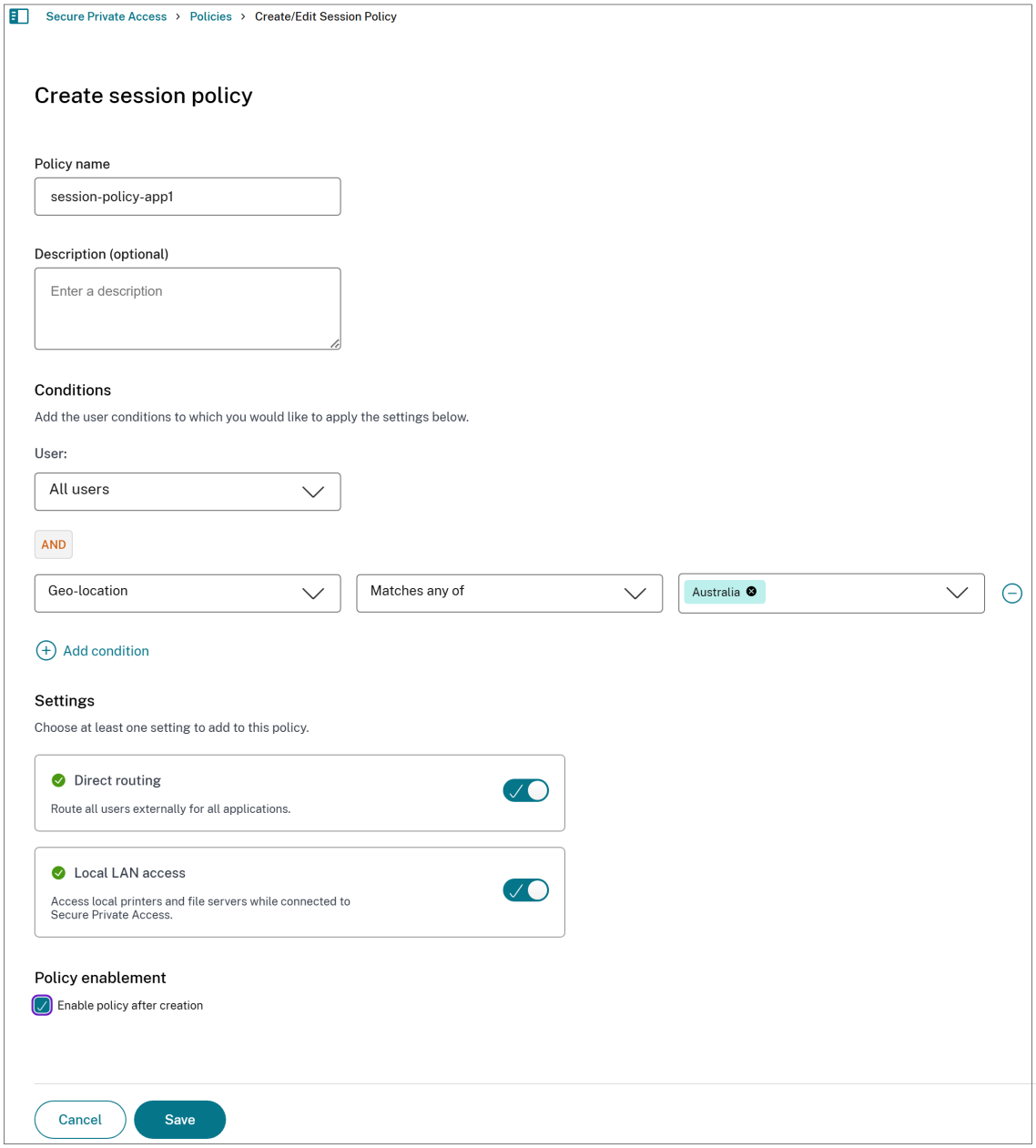
3. Add a session policy to configure conditions to specify the user group and network locations that must be considered when granting access.
4. Select the **User** condition and set it to **All users**.
5. Add a **Network Location** condition. Set it to **Matches any of** and specify the network location "corporate_network1". This ensures that traffic coming from "corporate_network1"flows directly to the back-end apps.

You can also enable routing exceptions for this scenario. For example, if app1 must always be tunneled even on the corporate network, then routing exceptions can be configured for domains of app1 in the access policy. When this is done, the routing exception takes precedence over the session policy.

Configure direct routing within the corporate network using session policies

You must create a session policy to enable users to directly access the back-end applications bypassing the Secure Private Access tunneling. To do this, first, you select the users to which this policy must apply. Second, under 'Network Location'select the name of your corporate network. This is an important step to make sure that Direct Routing is only enabled when the user is inside your company's corporate network.

1. Navigate to **Policies > Session Policies** and click **Create Session Policy**.



2. Enter a name for the policy and a description of the policy.
3. Select the users and the conditions for which you want to apply these settings.
4. You can select the condition to apply to all users or specify a subset of users.
5. (Optional) Click + to add multiple conditions based on the context.
6. Define the **Network Location** condition to enable dynamic routing for the entire session. This confirms that direct routing is enabled only when users are inside the company's corporate network.

   When you add conditions based on a context, an AND operation is applied on the conditions

wherein the policy is evaluated only if both the users and the optional contextual-based conditions are met. For details on the conditions, see Configure an access policy.

7. Select **Direct routing** to route all users externally to the back-end applications.
8. Select **Local LAN access** to enable seamless access to local LAN resources. For more details, see Seamless access to local LAN resources (printers, file servers).
9. Select **Enable policy after creation**. If you do not select this option, the policy is only created and not enforced on the applications. Alternatively, you can also enable the policy from the Session Policies page by using the toggle switch in the Status column.
10. Click **Save**.

> **Note:**
>
> Network location changes trigger session policy refreshes and this might impact the end clients as follows:
>
> - **Citrix Secure Access agent:** Policy refreshes might alter routing configurations and hence impact application access.
> - **Citrix Enterprise Browser™:** Policy refreshes occur every 30 minutes. Users must restart the browser or wait for the refresh to access applications.

Contextual routing insights in Monitor

Contextual routing can lead to dynamic changes in application routes. For instance, an application might be routed through the Secure Private Access service when the user is outside the corporate network, but directly to the app when the user is internal. Providing administrators with visibility into these routing decisions is crucial for troubleshooting routing issues.

The **Application Topology** page in DaaS Monitor provides comprehensive insights into routing decisions and policy details of the Secure Private Access applications accessed through the Citrix Secure Access client. These insights enable the administrators to troubleshoot routing issues efficiently and thus enhance the user experience.

The following details related to application routing are captured in the **Application Topology** page:

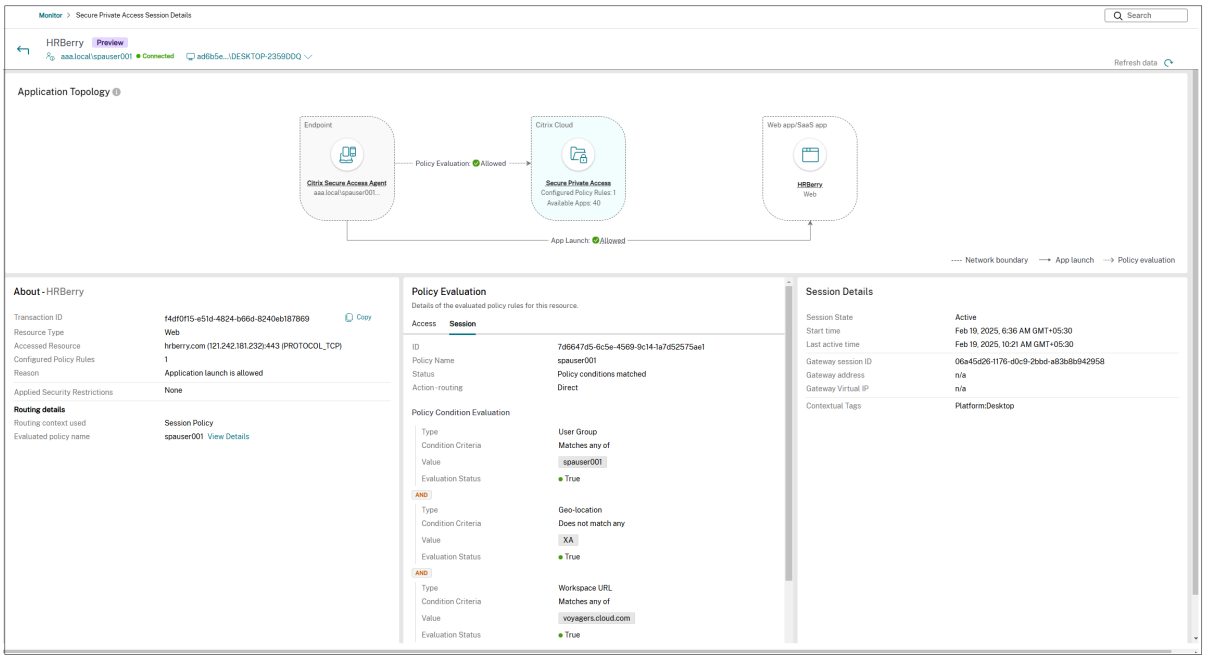
- **Routing context:** The **Routing context** field in the **About** section specifies the policy type (access policy, session policy, or application domain) applied during routing. The routing context helps identify the precedence hierarchy (access policy > session policy > default application configuration) influencing routing decisions.

  For session policy, the **View details** link provides additional details about the session policy.

- **Action-routing:** The **Action-routing** field in the **Policy Evaluation** section displays the routing path (**Direct, Internal via connector, Internal via gateway**) that a user's request takes through the Secure Private Access service.

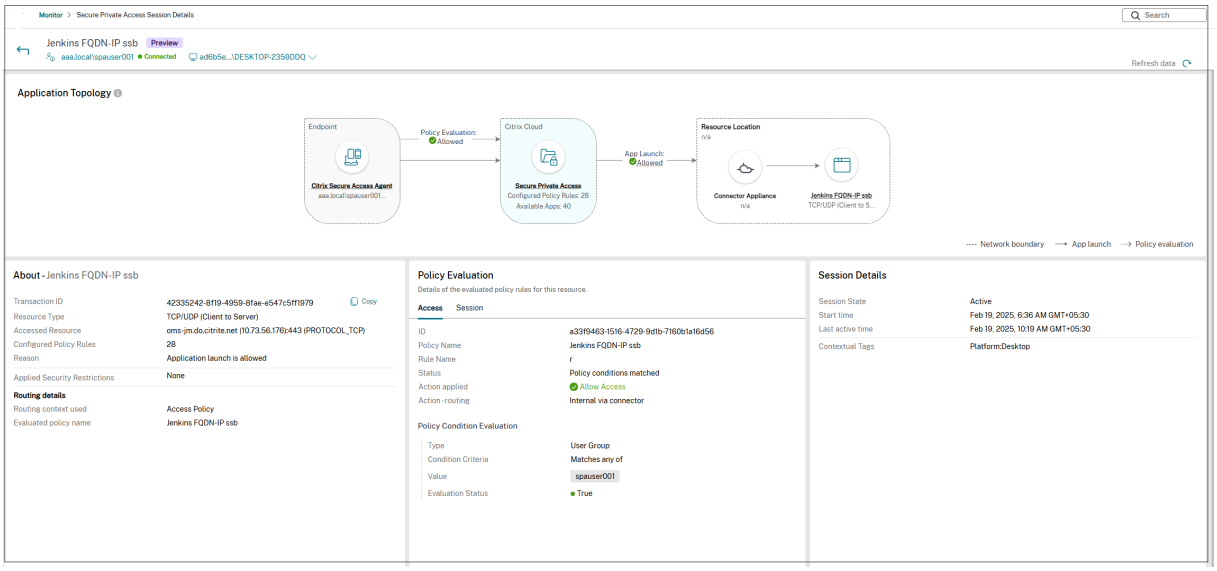
> **Note:**
>
> When the default application domain (application configuration) routing is applied, the **Policy Evaluation** section displays the policy details but the **Action-routing** field displays the value **n/a** as no policy is enforced in this scenario.

The following figure displays a topology diagram of an application whose routing type is defined as direct and hence the traffic does not pass through the Secure Private Access service.



> **Note:**
>
> For the Web apps tunneled through the Citrix Secure Access client, the topology diagram displays the resource location name and the connector name.

The following figure displays a topology diagram of an application whose routing type is defined to be internal through the Secure Private Access service using a connector.



For more information, see Integration with DaaS monitor.

Seamless access to local LAN resources (printers, file servers)

January 16, 2026

When employees are connected through Secure Private Access from their home or remote locations using Citrix Secure Access clients, they might lose the ability to access local network resources if the private IP address range conflicts with published corporate apps. Secure Private Access supports seamless access to local LAN resources while maintaining a secure connection to corporate resources.

For example, if a home printer is configured with IP address 192.0.2.0 and corporate applications are configured with the private IP address 192.0.2.0/30 range, then when a user tries to access the printer, the printer traffic is tunneled through SPA as well which results in an error. By enabling local LAN access, the user can access printers through local LAN without disconnecting the Citrix Secure Access client.

> **Note:**
>
> - Admins can enable the local LAN access feature in session policies for all users or a set of users. For details, see Configure direct routing within the corporate network using session policies.
> - If users enable the local LAN access feature when logging in to the Citrix Secure Access client, they can access local LAN resources like home printers, network-attached storage (NAS) devices while connected to Secure Private Access. This helps the user perform basic local

> tasks with minimal disruption.

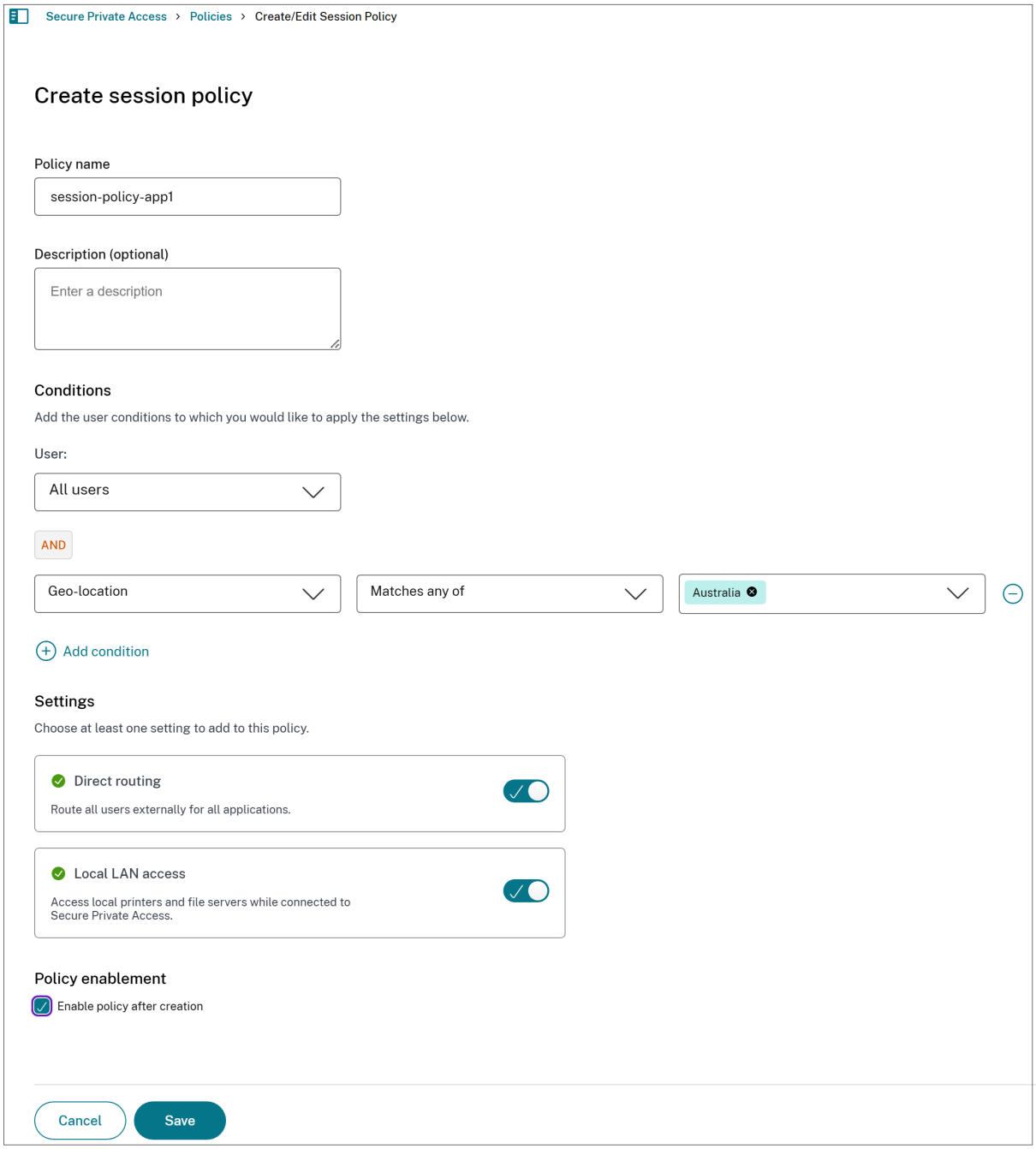
Important considerations

- **Enabling local LAN access for all users:** Session policies are evaluated in the order of priority. If local LAN access is required for all users, then the **Local LAN Access** option must be explicitly enabled within each active session policy. When a user matches a session policy, evaluation stops at the first applicable policy. If that policy does not allow Local LAN access, then the user is not evaluated against other subsequent policies, even if those policies have the **Local LAN Access** option enabled.
- **Differences in handling printer traffic by the Citrix Secure Access client for Windows and macOS:** Citrix Secure Access for Windows prioritizes local LAN access. That is, if a printer's IP address conflicts with that of a corporate application, the Citrix Secure Access client for Windows might send the application traffic locally instead of sending it through Secure Private Access. In contrast, the Citrix Secure Access client for macOS can send the printer traffic to the local LAN while simultaneously tunneling application traffic over Secure Private Access.
- **Periodic update:** Because the local LAN access feature is session-specific, any configuration changes to the local LAN setting on the Windows filter (WFP) takes effect upon login and is maintained until logout. Periodic update is not supported.

Enable the local LAN access feature

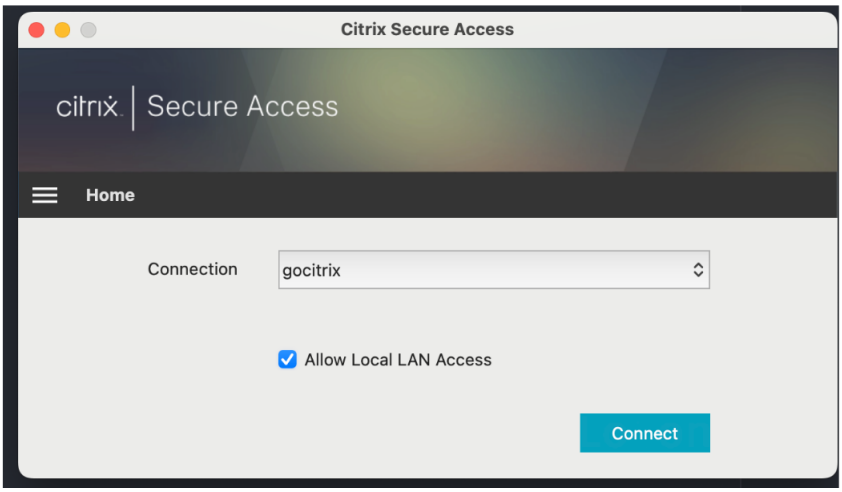
Secure Private Access admin console:

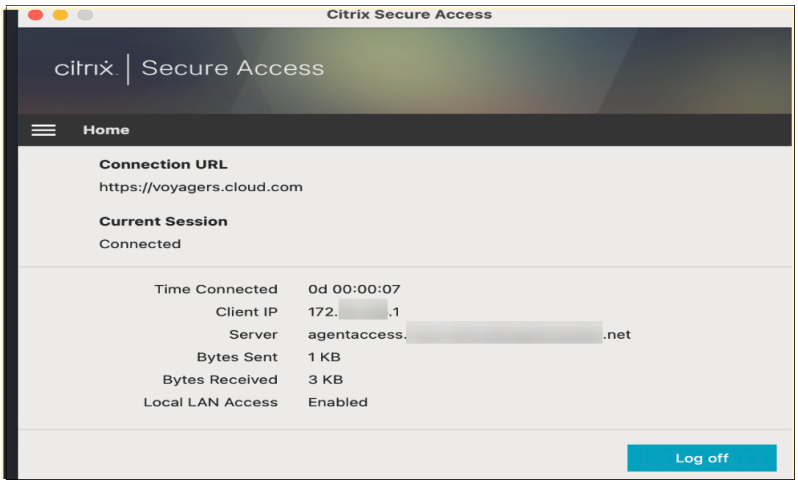
1. Navigate to **Policies > Session Policies** and click Create Session Policy.
2. Create a session policy. For details, see Configure direct routing within the corporate network using session policies.
3. Ensure that you select the **Local LAN access** option.



Citrix Secure Access client:

1. In the Citrix Secure Access client window, select **Allow Local LAN Access**.
2. Click **Connect**.





Policy modeling tool

September 6, 2025

When managing multiple applications and access policies, it can be challenging for administrators to determine the exact end-user access result. Whether a user is allowed or denied access to an application based on all current configurations.

The policy modeling tool, located under **Access policies > Policy modeling**, provides administrators with comprehensive visibility into expected app access outcomes (allowed, allowed with restriction, or denied) based on current configurations. Admins can check the access results for any user based on conditions such as device type, device posture, geo-location, network location, user risk score, and workspace URL. Admins can also evaluate the access policies for specific application destinations.

Access the policy modeling tool

1. In the Secure Private Access console, click **Access Policies** and then click the **Policy modeling** tab.
2. The policy modeling tool user interface appears.
    - The **All Apps** tab is selected by default. This tab can be used for analyzing policies that are applicable across multiple users, user groups, or machines within the environment.
    - To understand how policies are enforced on specific network destinations, such as a specific website domain, an IP address, or a network port, you must use the **URL** or **IP/Port** tabs and enter the destination details.

Analyze policies for a set of users or machines

1. Select the **Users** or the **Machines** tab and enter the following details.
    - **Device type:** Select the device type of the end user. (Desktop is selected by default).
    - **Domain:** Select the domain associated with the user.
    - **Username or user group:** (Applicable only if you have selected the **Users** tab) Select the user name for which you want to analyze the applications and associated policies.
    - **Machine name:** (Applicable only if you have selected the **Machines** tab) Enter the machine name based on which you want to analyze the applications and associated policies.
2. To search for accurate results, add the exact user or machine conditions.
    - Click **Simulate conditions.**
    - Select the condition (Device posture, Geo-location, Network location, User risk score, and Workspace URL) and then select the associated value.
    - Click the + sign to add more conditions.
    - Click **Apply.**

Analyze policies for specific destinations

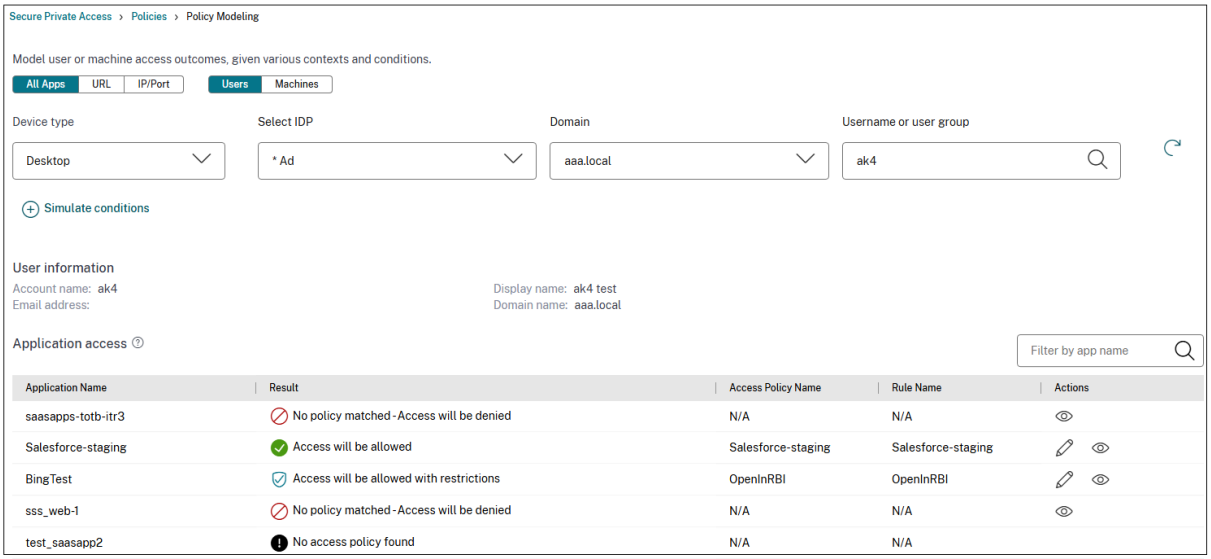
1. Click the **URL** tab for Web/SaaS applications and **IP/Port** tab for the TCP/UDP applications.
2. Enter the following details:
    - **URL:** The URL of the application for which you want to analyze the access policies.
    - **IP:Port:** The IP and port number of the TCP/UDP app for which you want to analyze the access policy. You can also enter the host name followed by the port number.

    Examples: 192.0.2.20:443; example.test.net:443

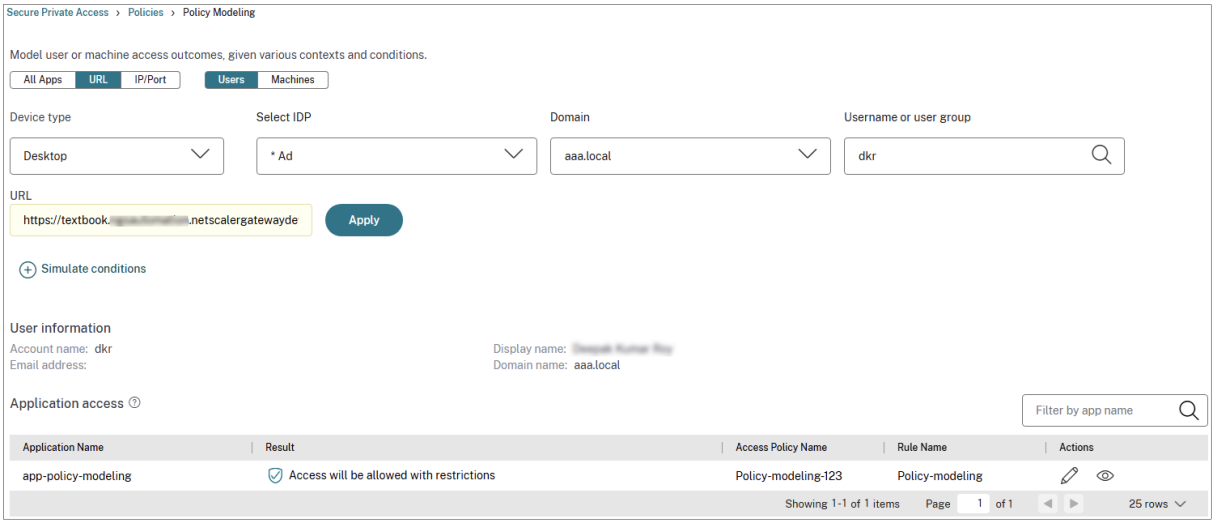
3. Click **Apply.**

The **Application Access** section displays the list of applications and the associated policies based on your search. An eye icon appears alongside the application for which an exact policy match or no policy match has occurred. The admins can also edit a policy for the apps for which access is allowed or access is allowed with restriction.

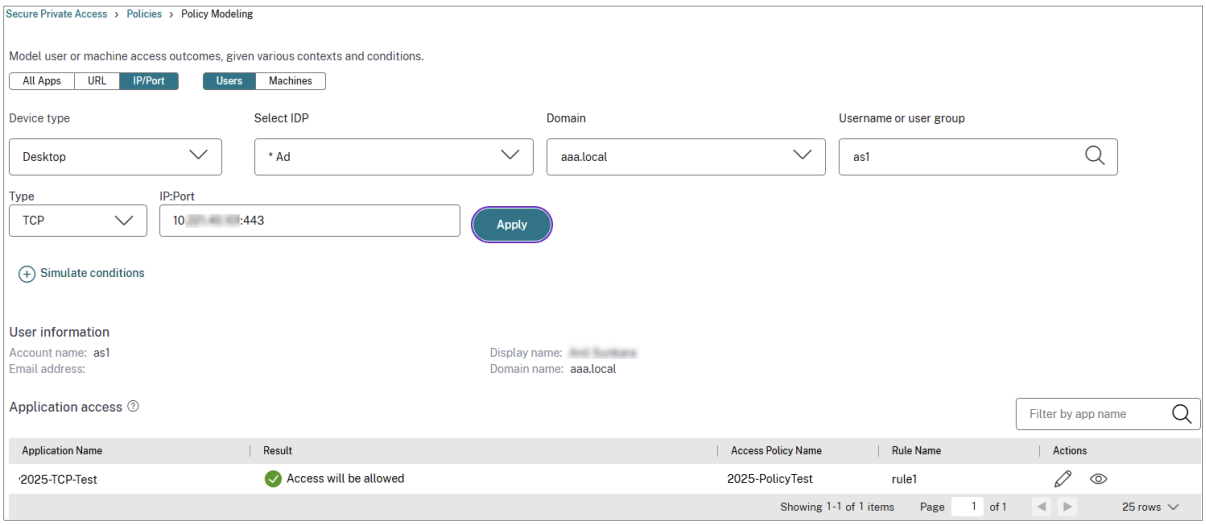
The following figure displays the policy analyzer for all apps:



The following figure displays the policy analyzer for a web app:



The following figure displays the policy analyzer for a TCP app:



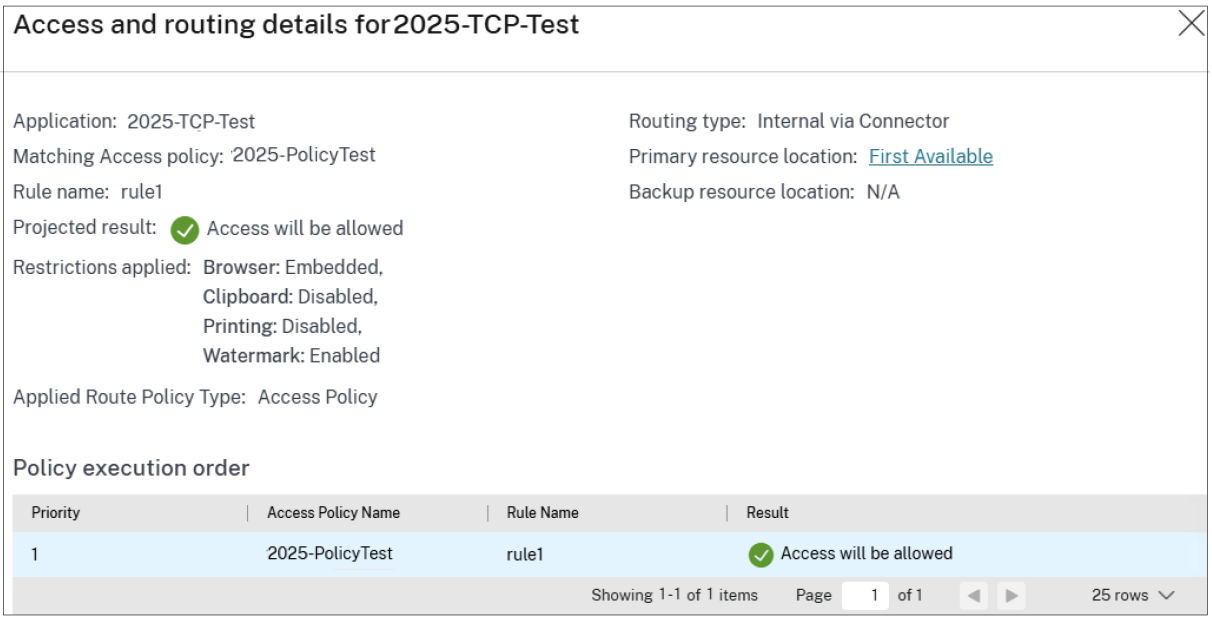
Drill down into access policies

In the **Application Access** section, click the eye icon to view the access and routing details page. The **Access and routing details** page displays a comprehensive list of all relevant policies that influenced the access decisions for that application. This page displays the following information:

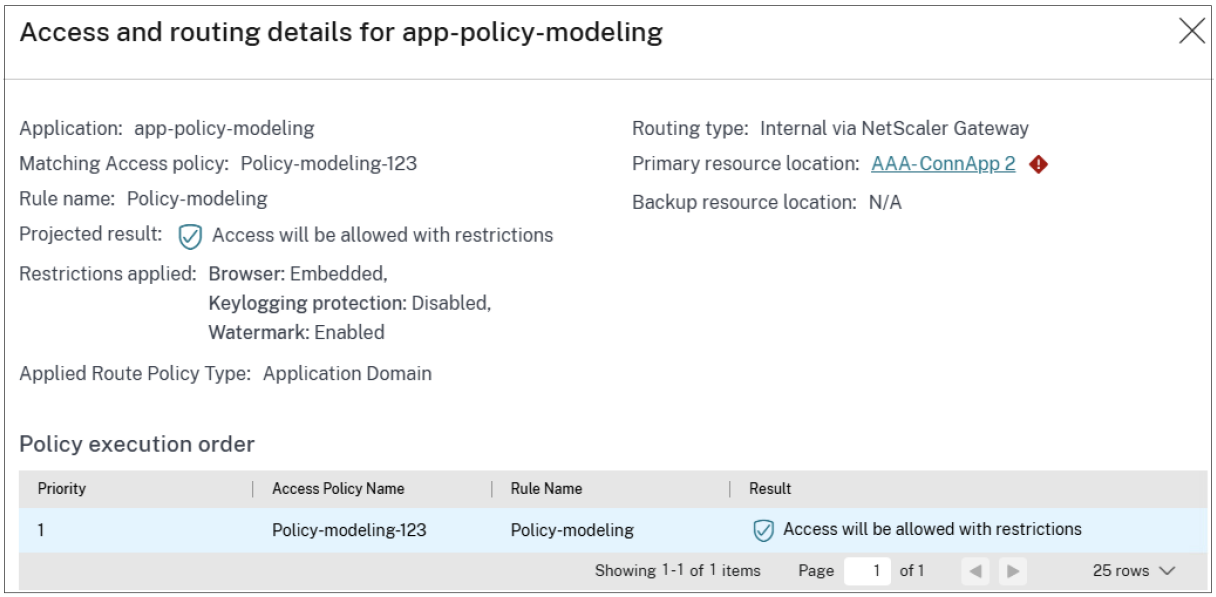
Field	Description
Application	Name of the application.
Matching Access Policy	The name of the access policy that has an exact match or major match with the application.
Rule Name	The specific rule associated with the matching policy.
Projected Result	The action determined based on the policy evaluation (for example, allow, deny, allow with restriction).
Restrictions Applied	Access restrictions, if any, enforced on the application.
Applied Route Policy Type	Indicates the type of policy that determined the applications routing behavior. The policy type is access policy, session policy, or application domain. Identifies the hierarchy in routing decisions. The precedence order being access policy (highest priority), followed by session policy, and then the default application domain (lowest priority).

Field	Description
Routing Type	The routing type details the path a user's request takes through the Secure Private Access service. **External** Requests are routed directly to the intended destination. **Internal via Connector** Requests are routed through a Connector. **Internal via Gateway** Requests are routed through NetScaler Gateway. This routing type is applicable only for hybrid data path that is supported with the Citrix Secure Access client. For details, see Hybrid data path for Secure Private Access services.
Primary Resource Location	Name associated with the primary location of the application.
Backup Resource Location	Name of the backup location (if configured).

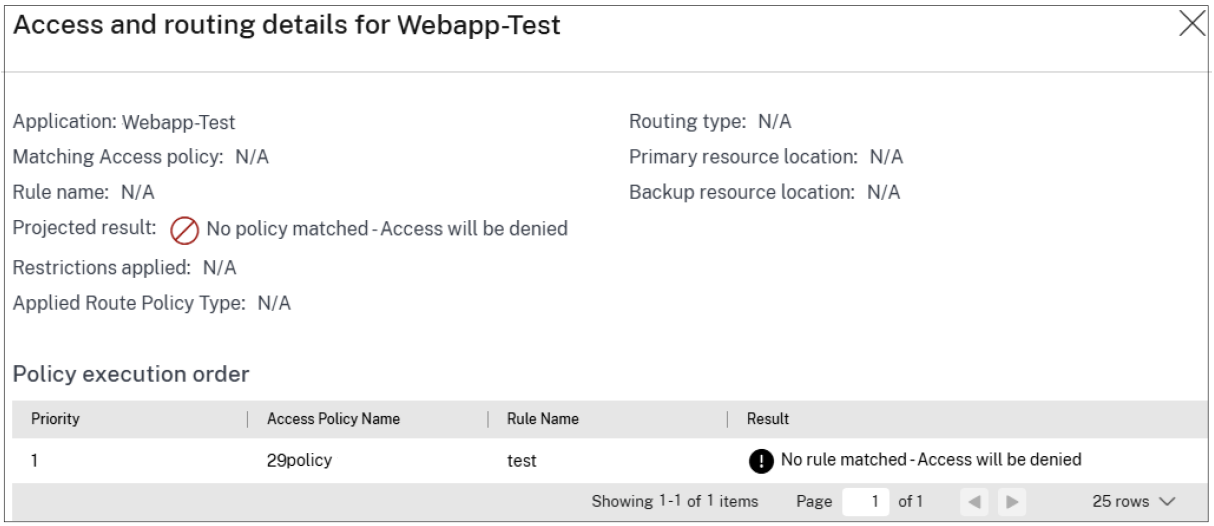
The following figure displays the policy drill-down results for a TCP app for which access is allowed.



The following figure displays the policy drill-down results for a web app for which access is allowed with restrictions.



The following figure displays the policy drill-down results for a web app for which access is denied:



Applications import tool - Preview

January 21, 2026

The Secure Private Access admin console includes a file import tool that allows administrators to bulk import multiple applications into the system using a CSV file or the nsconfig file. This tool is especially useful for organizations shifting from a traditional VPN to a more advanced solution like Secure Private Access. For example, organizations can use this tool to migrate applications that were delivered over a VPN to Secure Private Access and shift to a ZTNA-based architecture. Bulk upload of apps enables

the organizations to eliminate the need for manual configuration.

- **CSV file:** You must ensure that all relevant application details are included within the CSV. These details include the application name, routing type, resource location, and any other necessary configuration parameters.
- **NetScaler files:** You can also import applications by using a pre-generated CSV file. This CSV file is created by a script that parses and extracts relevant application configuration from the ns.conf and ns.log files. The script-generated CSV enables efficient and accurate import of application configurations into the Citrix Secure Private Access console.

How the import works

Here are the high-level steps that an admin must perform when using the CSV-based applications import tool:

1. **Prepare the CSV file:** If you are manually adding the apps, populate the application details in the CSV file. For details, see Preparing the CSV file.
2. **Import the CSV file:** Import the completed CSV file into the Secure Private Access console.
3. **Review the app details:** Review and validate the imported application data.
4. **Update the routing and resource location:** Review and update the routing type and resource location details, if required. Ensure that at least one connector is up in the specified resource location.
5. **View the applications in the Applications page:** View the imported applications in the Applications page. Check if all the applications that you selected for import are imported successfully.

This structured process ensures a thorough migration and proper configuration of applications for secure and seamless access within the Secure Private Access environment.

Preparing the CSV file

Download the CSV file from the Secure Private Access console and add the application details.

1. Navigate to **Applications > App Configuration**.
2. Click **Import Applications**.
3. In **Learn how to import using CSV and NetScaler files**, click **CSV** or **NetScaler**.

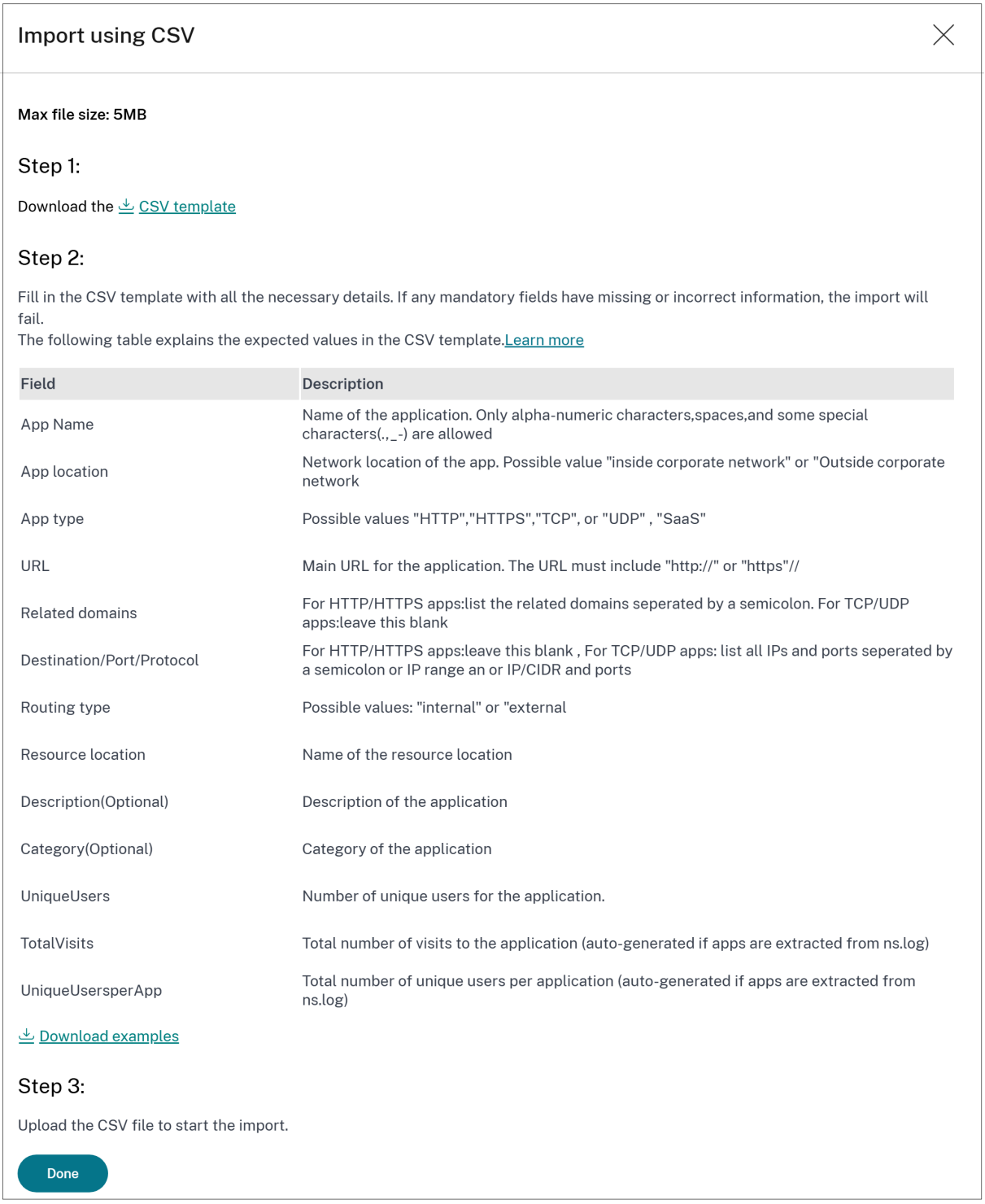
   The **Import using CSV** or the **Import using NetScaler files** page appears accordingly.

- **CSV** - Download the CSV file (CSV template) and populate the app details. The page also displays sample information on the app data that must be entered.
- **NetScaler**
  - Download and save the Python script to the designated folder (/var/spa/scripts) in NetScaler.
  - Run the script as `python3 ztna-migration.py` to generate a CSV file from the ns.conf and ns.log files.
  - Once the CSV file is generated, upload it for import.

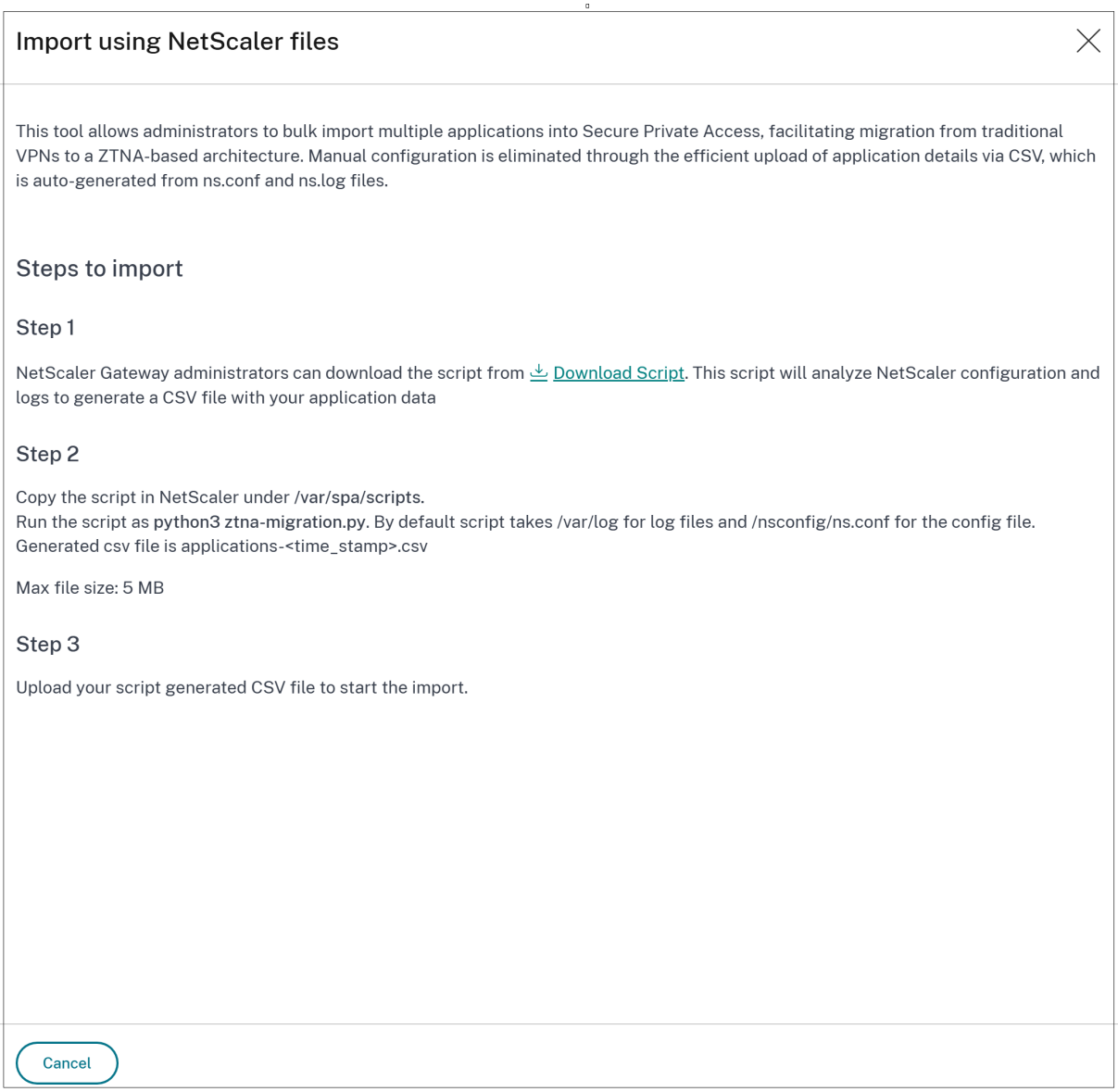
> **Note:**
>
> You can successfully import up to 100 applications using a single CSV file. To import more than 100 applications, you must create multiple CSV files, with each file containing a maximum of 100 entries.

Click **Download examples** to view a sample CSV file with the data.

Guidelines for importing applications using the CSV file:



Guidelines for importing applications using NetScaler files:



Values to be entered in the CSV file

The following table provides guidelines on the values to be entered for each column in the CSV file when manually creating the applications:

Column name	Value
App Location	Inside Corporate Network (for internal web apps, TCP, UDP apps) Outside Corporate Network (for SaaS apps)
App Type	Must be one of the following values.

Column name	Value
	SaaS HTTP/HTTPS TCP/UDP
URL	Applicable only for HTTP/HTTPS apps. The URL of the application. The URL must include “http://”or “https:”//
Related Domains	Applicable only for HTTP/HTTPS apps. You can add multiple related domains separated by a semicolon. For TCP/UDP apps, leave this field blank.
DestinationPortProtocol	Applicable only For TCP/UDP apps. You must list all IP addresses, IP address range or IP/CIDR and ports separated by a semicolon. For HTTP/HTTPS apps, leave this field blank. The destination, port, and protocol must be formatted as follows when entering the data manually. Destination:Port:Protocol. Example: 192.0.2.254:5050:PROTOCOL_TCP. If there are multiple destinations in the TCP/UDP application, then you must create multiple rows for each destination with the same application name and enter each destination as IP:PORT:PROTOCOL. The destination can be an IP address, IP address range, CIDR, host name, domain, or FQDN. The port can be a single port (example 5050) or a port range (example 1–65335).
Routing Type	Based on the app type, select one of the following values. **Internal –Bypass Proxy** - The domain traffic is routed through Citrix Cloud Connector™, bypassing the customer’s web proxy configured on the Connector Appliance.

Column name	Value
	Internal via Connector - The apps can be external but the traffic must flow through the Connector Appliance to the outside network. **External** –The traffic flows directly to the internet.
Resource Location	Name of the resource location where the application resides.
Description	(Optional) Application description.
Category	(Optional) Application category.
UniqueUsers	Number of unique users for the application. This value is autogenerated if the apps are extracted from ns.log files. If you are updating the CSV file manually, leave it blank.
TotalVisits	Total number of times the application has been accessed. This value is autogenerated if the apps are extracted from ns.log files. If you are updating the CSV file manually, leave it blank.
UniqueUsersperApp	Total number of unique users accessing the application. This value is autogenerated if the apps are extracted from ns.log files. If you are updating the CSV file manually, leave it blank.

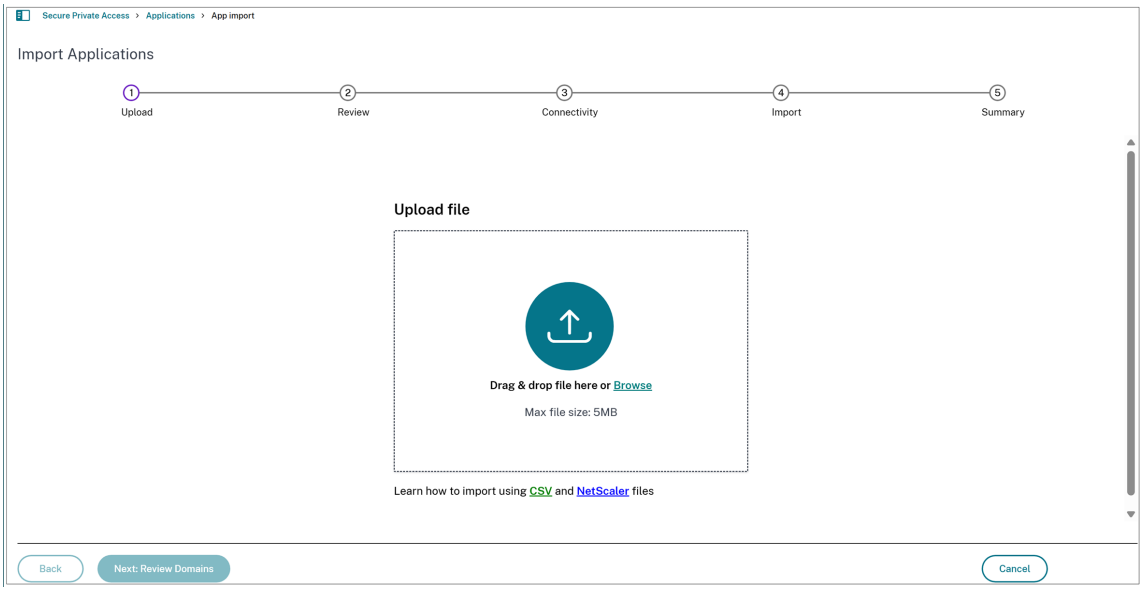
Steps to migrate applications using the CSV-based tool

You can import applications while setting up Secure Private Access or after the setup is complete.

1. On the Secure Private Access service tile, click **Manage**.
2. In the Overview page, click **Continue**.
3. Set up identity and authentication for the users to log in to Citrix Workspace. For details, see Setup identity and authentication.

4. In **Step2: Applications** page, click **Import application**.

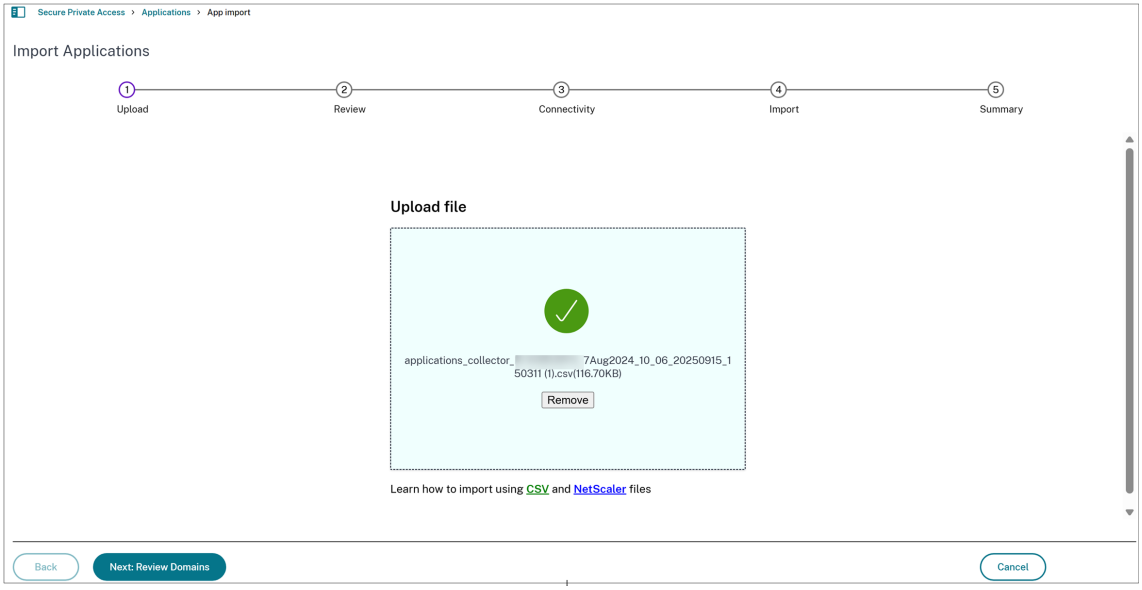
   Alternatively, if your Secure Private Access is already set up, click **Import the application** from the Applications page (**Secure Private Access > Applications**).



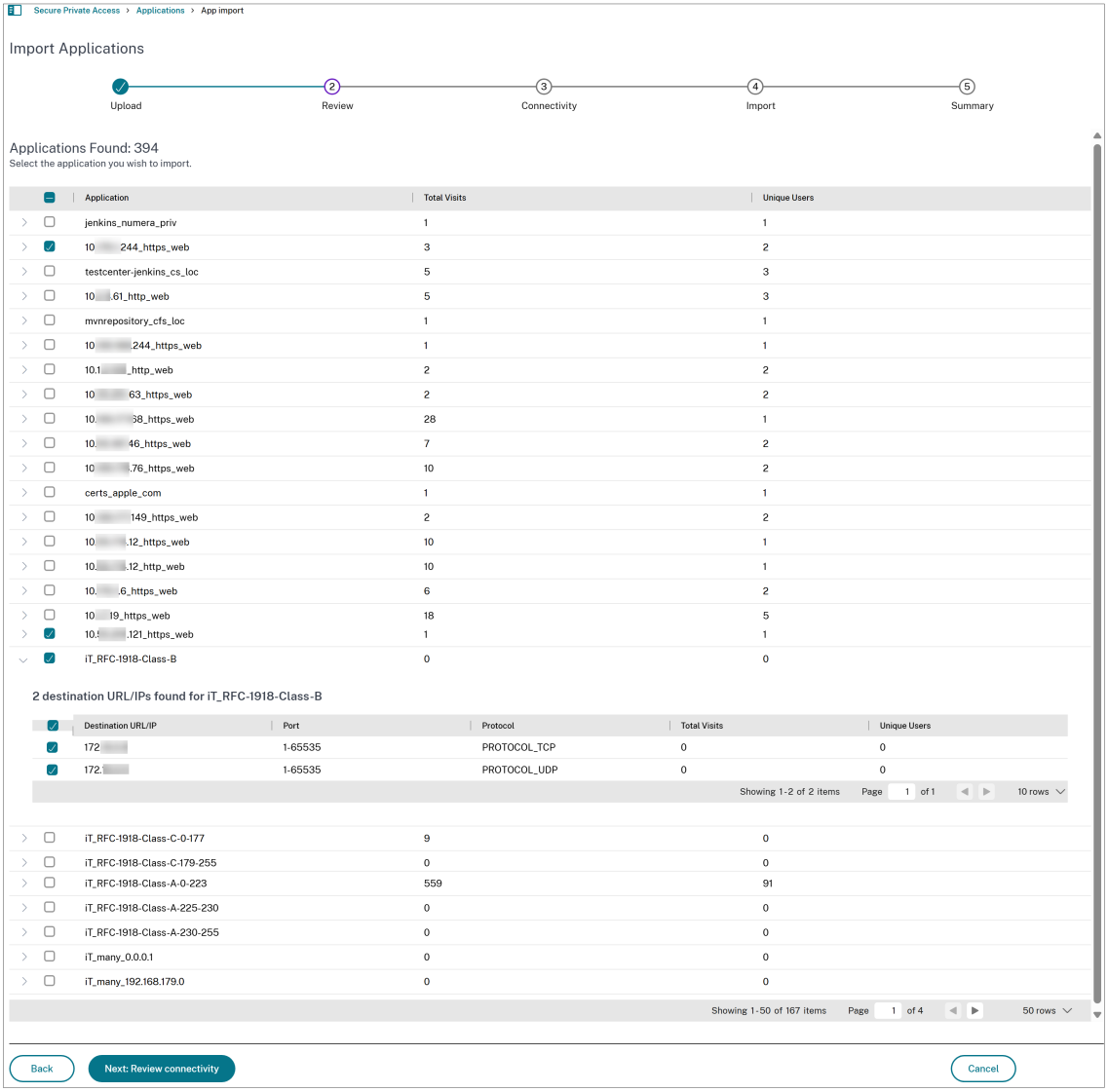
5. Upload the CSV file. You can either drag the CSV file here or browse to select it.
6. Click **Next: Review Domains**.

   Note:

   - The **Next: Review Domains** button is enabled only if the file contains no errors.
   - If you upload the same CSV/nsconfig file with additional applications, only the diff is imported.



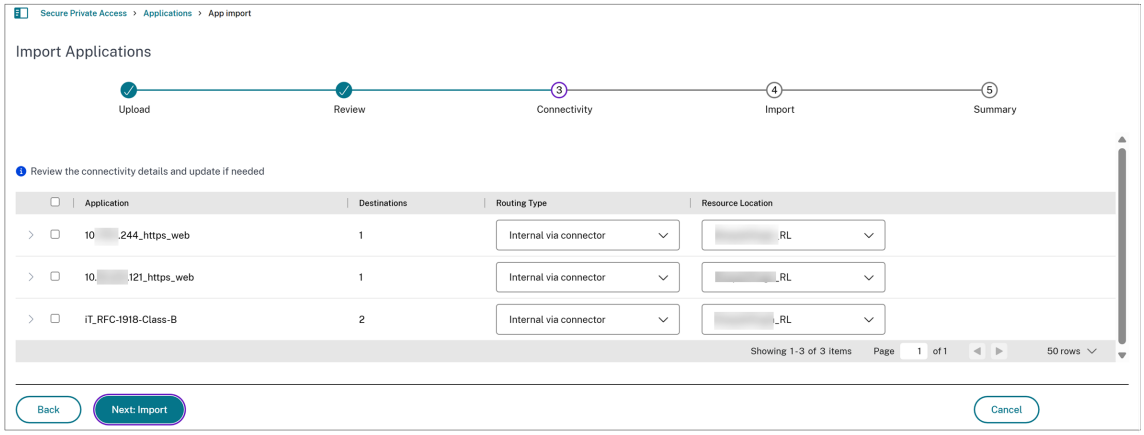
7. Select the applications that you want to import.



Note:

- If an application with the same domain or wildcard domain already exists, that application is disabled for import. You cannot select those applications.
- The expand icon in line with each application displays additional details regarding the app.
- For SaaS/Web and TCP/UDP applications, the **Import Applications** page displays the total application visits and the count of unique users (distinct users who accessed the application). Use the expand icon to view the application's port and protocol details.
- For TCP/UDP applications, the tool lists all associated destination URLs and IP addresses. By default, selecting the application automatically selects its related URLs and IP addresses for import. You cannot deselect individual destinations.

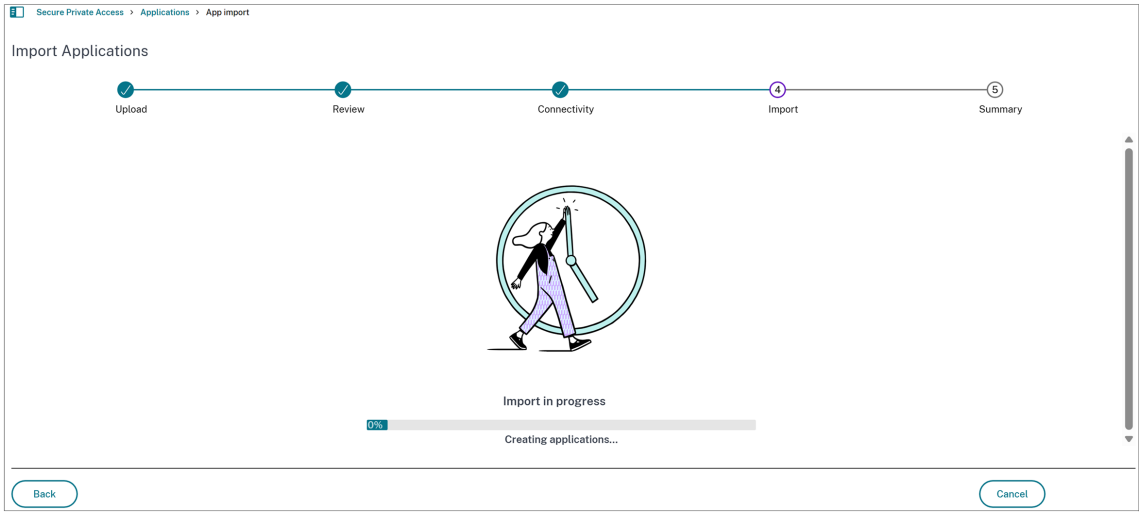
8. Click **Next: Review Connectivity**.
9. The **Next: Review Connectivity** button is enabled only if at least one application is selected.
10. Review and update the connectivity settings. Make necessary changes to routing type and resource locations, if required and then click **Done.**.



Note:

- If the specified resource location does not exist, the first resource location available in the list of resource locations associated with the customer is selected by default.
  if the Connector Appliance in the specified resource location is not up, the application creation fails.

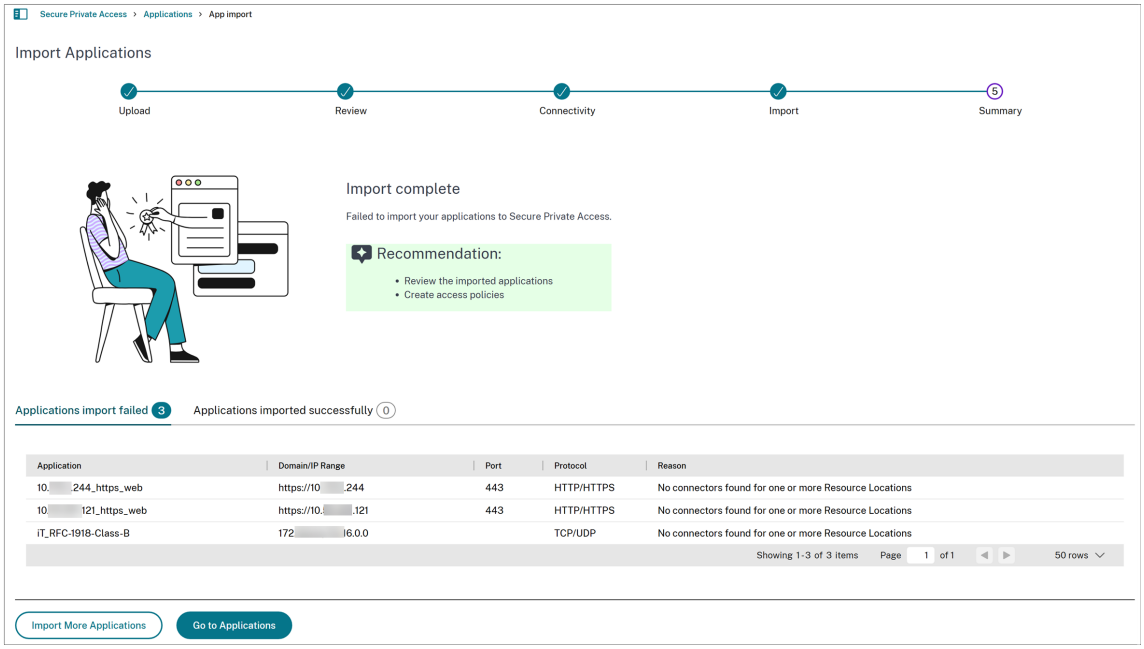
11. Click: **Next: Import**.



Note:

- The **Import Applications** page displays the imported application details. These applications are also added to the list of applications in the **Applications** page.
- For any failed application imports, the reason for failure is displayed in the **Reason**

> column. Use this information to correct the CSV file and re-import those applications.



12. Click **Go to Applications** to view the imported applications in the **Applications** page.

Failures to import or create applications when using the CSV file

The following issues can cause import or application creation failures when using the CSV file:

- Modifications or changes to the column names or their casing.
- Deletion or swapping of the columns in the CSV file.
- Missing mandatory application fields in the CSV file.
- An empty CSV file or a CSV file that contains only column names is imported. For an empty file, an error message appears. If the file contains only column names, the **Next** button remains disabled.
- No Connector Appliance is available in the resource location specified in the CSV file.

Known issues

- Manually uploaded SaaS apps (outside the corporate network) via CSV are marked as unpublished and do not appear in the Import Applications UI, despite a successful upload.

  Workaround: To create a SaaS application by manually adding the entry in a CSV, you must update the App Location as Outside Corporate Network and the AppType as HTTP/HTTPS.

- When you select the TCP/UDP applications for import, all the associated destination URLs and IP addresses are also selected for import by default. You cannot deselect individual destinations.

References

Refer to the following topics for information on creating applications in Secure Private Access.

- Support for Enterprise web apps
- Support for SaaS apps
- Support for TCP/UDP apps

Client internal IP address pools - Preview

February 4, 2026

The client internal IP address pools contain IP address ranges that are assigned to the logged-in users. Each user and their device receive a unique internal IP address, which is required for identification and session management within Secure Private Access. This internal client IP address is only accessible within the customer's resource location.

Using this internal IP addresses, devices in the customer resource location can tunnel traffic directly to a specific logged-in user's device, enabling server-to-client connections. The client internal IP address also supports source IP stickiness for existing client-to-server tunnel traffic, ensuring stable and consistent connections.

Use cases of client internal IP address pools

- **Enable server-to-client connections:** Certain tasks such as pushing configurations, providing remote assistance, or installing software require servers to initiate connections to client devices. Client internal IP address pools make this possible by assigning a defined range of IP addresses used to identify client devices. These internal IP pools are allocated based on user context and location. For example, a specific IP address range can be dedicated to a user group like the HR team.

  To enable server-to-client communication, you must create a server-to-client app and specify the client device's port and protocol details, along with the back-end IP address range that is used to reach the client. For details, see Server-to-client app configuration.

- **Enable client internal IP address stickiness:** To maintain consistent connections, some applications require a continuous session with the same client. For enabling client IP address persistence, see Client IP address stickiness.

> **Important:**
>
> To use the source IP address as the internal IP address or the server-initiated connection functionality, ensure the following:
>
> - The switch or the router connected to the Connector Appliance's subnet supports Gratuitous ARP.
> - The Port security and Dynamic ARP Inspection (DAI) configuration does not affect the source IP address or server-initiated connection functionality.

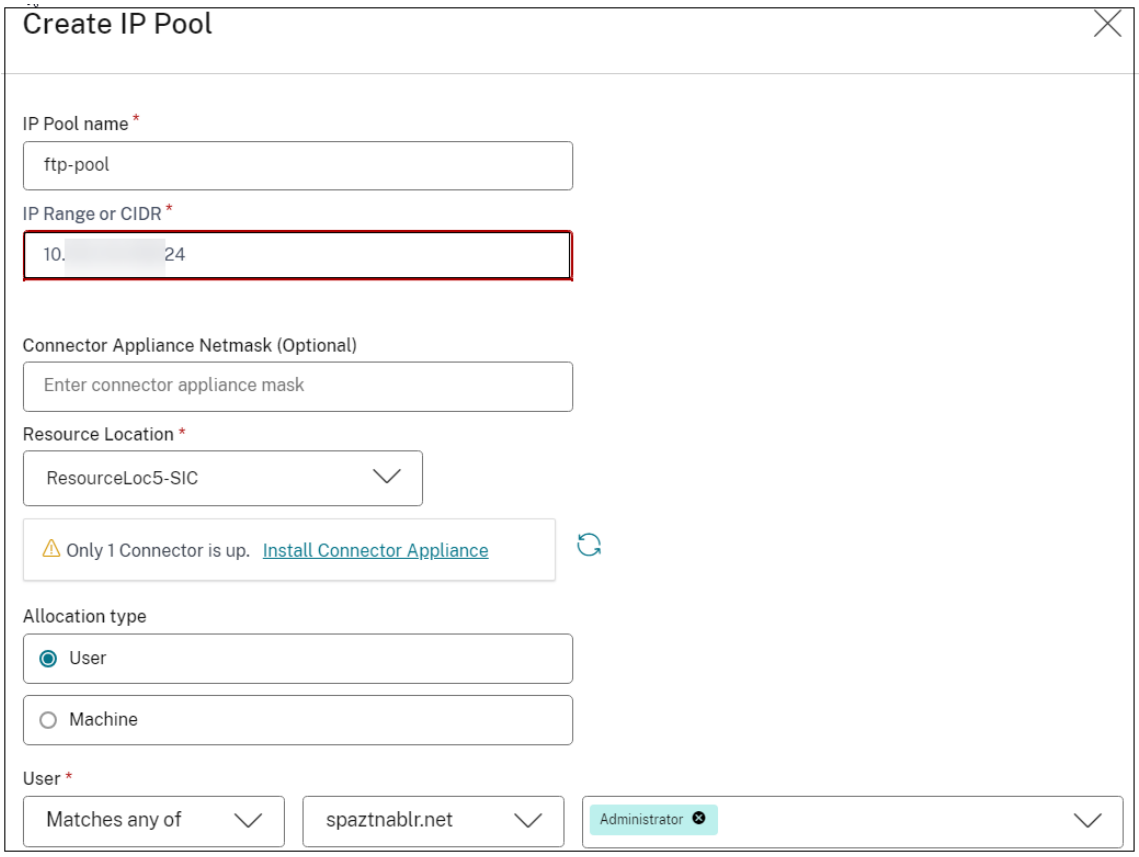
IP address pool limitations

Following are some of the limitations of the IP address pool:

- All Connector Appliances in a resource location must reside within the same IP subnet.
- The internal IP address pools must consist of IP addresses from the Connector Appliance subnet in the same resource location.
- The IP addresses within the internal IP address pools must not overlap with any used IP addresses of the Connector Appliances or other devices within the same subnet.
- If the IP addresses in the pool are exhausted, IP addresses are not assigned to the users and hence server-to-client connections and client internal IP stickiness features cannot be used.
- A maximum of 3 different IP addresses can be assigned to a user, allowing logins from up to 3 different devices. If the same user logs in from a fourth device, no IP address is assigned, preventing the use of server-to-client initiated connections and client internal IP stickiness.
- The assigned internal IP address is sticky and remains the same for daily logins and logouts on the same device. However, if a user is inactive for 15 consecutive days, their sticky internal IP address is released and reassigned to a different user.

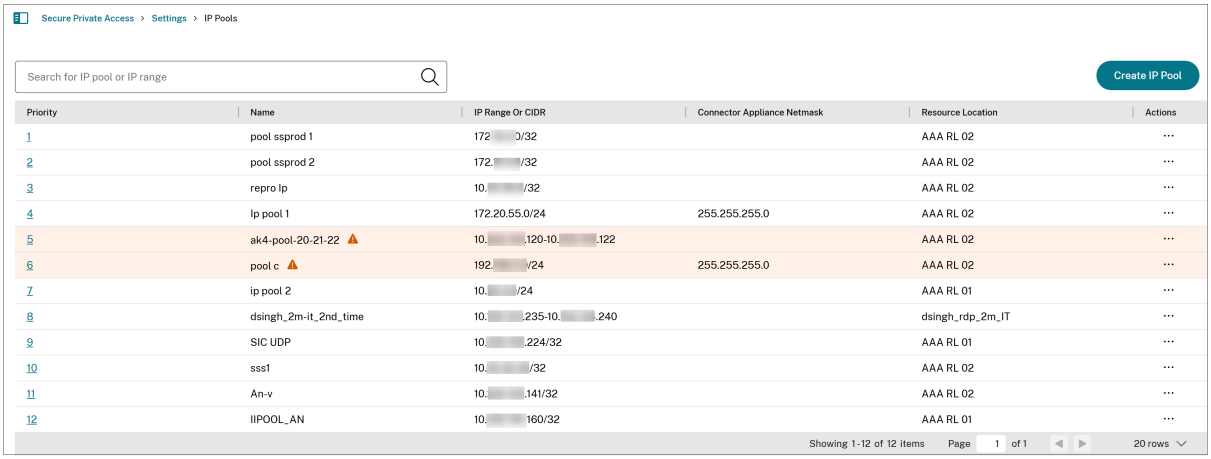
Create an intranet IP address pool

1. Navigate to **Settings > IP Pools** and then click **Create IP Pool**.



2. **IP Pool name**: Enter a name for the IP pool.
3. **IP Range or CIDR**: Enter the range of IP addresses reserved for clients. One of these IP addresses is assigned to the client machines.
4. **Connector Appliance Netmask**: (Optional). In case the Connector Appliance network subnet is different from the Internal IP address subnet, the Connector appliance netmask must be entered.
5. **Resource Location**: Select the resource location where the back-end server is located. Ensure that at least one Connector Appliance is up.
6. **Allocation type**: Select User and select the condition, domain, and the user or user groups to which this pool is applicable.
7. Click **Create**.

The IP address pool that you created is listed in the IP Pools page.



Once the client login is successful, an intranet IP address is assigned to the user from the client internal IP address pool.

As shown in the preceding image, administrators can use the prioritization mechanism to control the priority of the pool. Administrators can define explicit priority levels for each IP pool. The Secure Private Access service allocates IP addresses from highest to lowest priority (top to bottom), ensuring predictable assignment and operational control.

> **Note:**
>
> The priority with a lower value has the highest preference.

Delete an IP address pool

IP address pools can be immediately deleted or over time by using one of the following options.

- **Delete IP Pool by force:** Stops allocating IP addresses to new users and releases unused IP addresses immediately. Active user sessions using the deleted IP addresses might be terminated, resulting in abrupt closures and forced logouts. Users with terminated sessions are allocated new IP addresses only after a different IP address pool is created.
- **Delete IP Pool over time:** Stops allocating IP addresses to new users and releasing unused IP addresses immediately. The system waits for the active sessions to log out or expire before fully deleting the pool. Users with terminated sessions are allocated new IP addresses only after a different IP address pool is created.

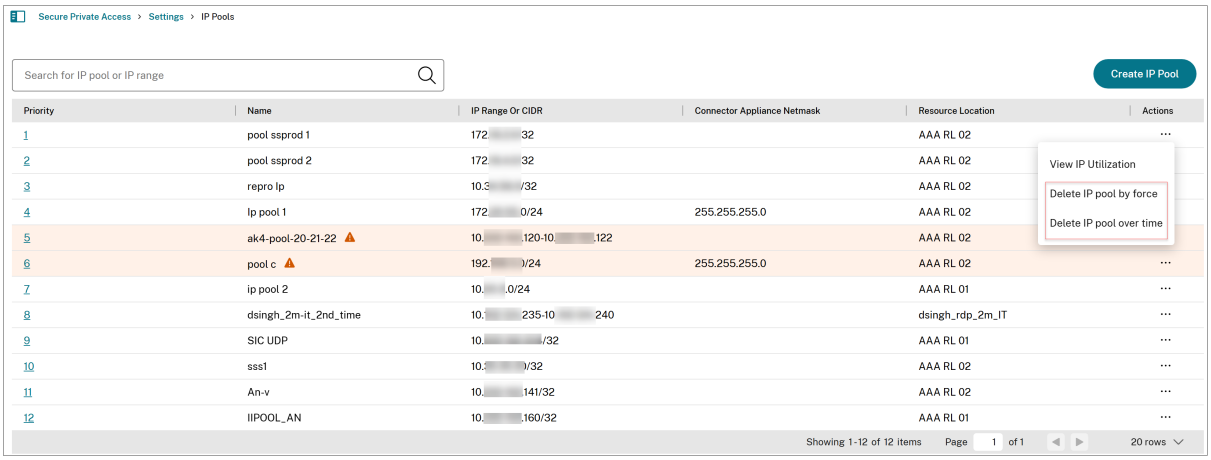
> **Note:**
>
> We recommend that you schedule a maintenance window and notify users to log out and then initiate deletion of the IP pool over time. If most IP addresses are freed up after the scheduled time, you can force delete the remaining in-use IP addresses. However, we recommend that you do not force delete large IP address pools.

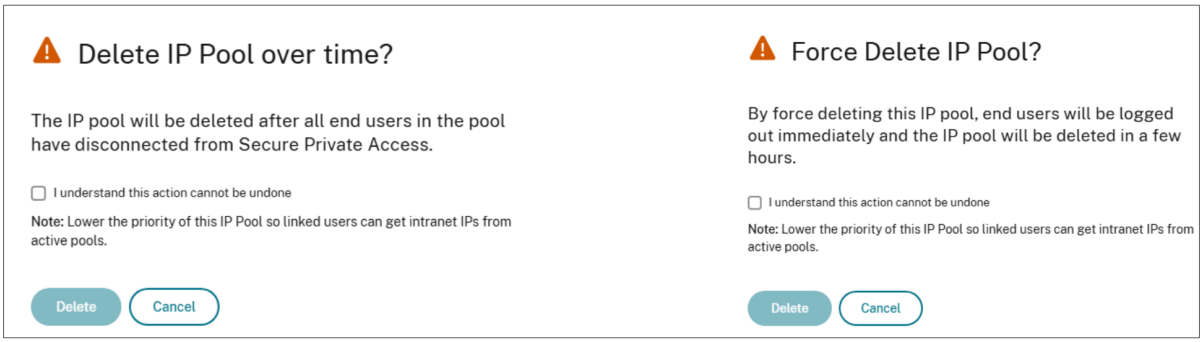
Perform the following steps to delete an IP pool:

1. Navigate to **Settings > IP Pools**.

   The list of IP address pools and their details are displayed.

2. Click the ellipsis (…) next to the address pool that you want to delete, then select either **Delete IP pool by force** or **Delete IP pool over time**.





> **Note:**
>
> When a pool is deleted or scheduled for deletion, the administrator must lower its priority. The priority for this pool must be lower than the other active pools to ensure that Secure Private Access stops allocating new IP addresses from that pool. IP address assignment automatically fails over to the higher priority pools.

View the IP address utilization data

You can monitor the IP address utilization data from the IP Pool Utilization page. This page provides an overview of the status of the IP addresses.

- A list of users and the IP addresses allocated to these users.
- The percentage of available IP addresses that are already allocated and the total number of IP addresses available for allocation.

Administrators can use this data to monitor IP address consumption and ensure that enough IP addresses are available for the users.

Perform the following steps to view the IP address utilization details:

1. Navigate to **Settings > IP Pools**.

   The list of IP address pools along with their details are displayed in a tabular format.

2. Click the ellipsis (…) next to the address pool and then click **View IP Utilization**.

Maintain consistent connections

September 6, 2025

To ensure persistent and consistent connections for applications that require session continuity, admins can enable either connector stickiness or client IP address stickiness, depending on the type of application (Web/SaaS or TCP/UDP). Secure Private Access supports both connector stickiness and client IP address stickiness.

- **Connector stickiness** ensures that after a client establishes a connection with the Connector Appliance, all subsequent requests from that client are directed to the same source (Connector Appliance).
- **Client IP address stickiness** ensures that requests from a particular client IP address are consistently routed to the same back-end server.

Connector or client IP address stickiness can be enabled while creating the applications.

- For Web/SaaS applications, admins can enable the **Maintain consistent connections** option.
- For TCP/UDP applications, admins can choose between **Client IP** and **Connector ID** stickiness, depending on their requirement.

For details, see the following sections:

- Connector stickiness
- Client IP address stickiness

> **Important:**
>
> - Client IP address stickiness feature is in Preview.
> - To enable client IP address stickiness, admins must configure client internal IP address pools. The IP address pool is essential for assigning a unique IP address to a user and the associated device. The devices from the customer resource location can tunnel traffic to a specific logged-in user's device using the client's internal IP address. For details, see Client

> internal IP address pools.

Connector stickiness

Some applications require connector stickiness, which means that all requests for a user session, including the initial login and the following requests come from the same Connector Appliance (the same IP address). If a request is routed through a different Connector Appliance, the application might not function correctly.

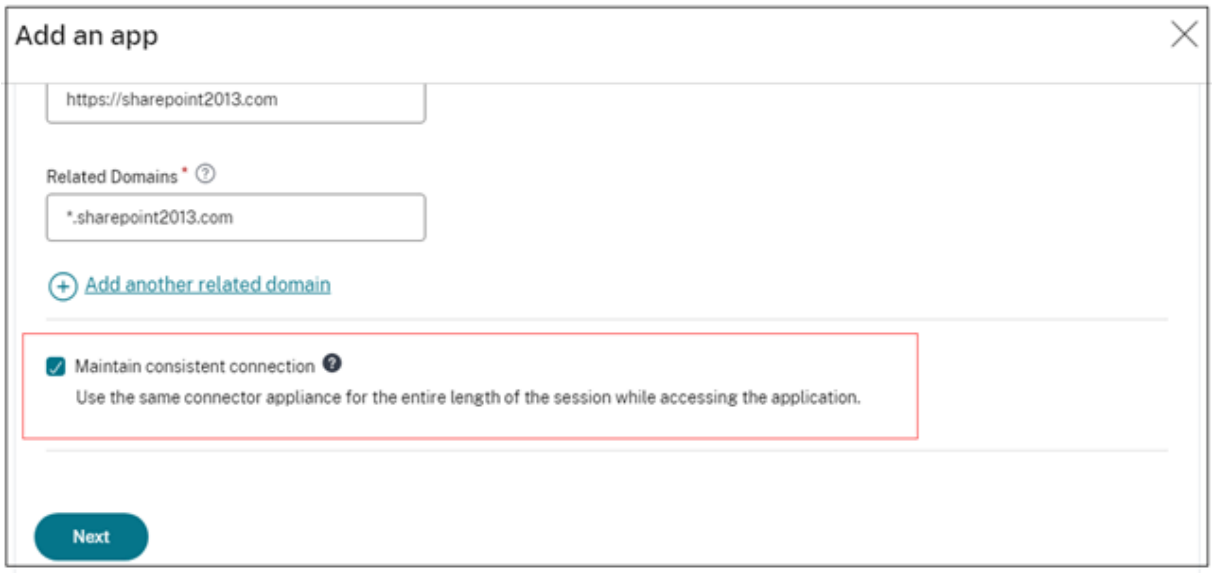
- Connector stickiness is specific to a particular user session. If the same user opens the app again, the traffic can be routed to a different Connector Appliance.
- Connector Appliances are chosen randomly from the available Connector Appliances in a given resource location.
- If a Connector Appliance fails, the connection is redirected to another appliance in the same resource location.

Connector stickiness is important in the following scenarios:

- NTLM protocols, which depend on the IP address to maintain the session state. If a request is routed through a different connector, NTLM authentication may fail, leading to errors or failed logins.
- Applications based on passive FTP, which require connection stickiness to ensure that both the control and data connections are routed to the same back-end server. Without this stickiness, the FTP sessions might fail.

For information on enabling connector stickiness for the applications, see the following topics:

- Configure a web app
- Configure a SaaS app
- Configure a TCP/UDP app



Client IP address stickiness - Preview

When a client connects to the back-end server through load balancing across multiple Connector Appliances in a resource location, the traffic source IP address might appear as a different Connector Appliance IP address. This discrepancy in the IP addresses might lead to issues such as the following:

- **TCP/UDP applications:** Certain applications require a consistent session between a specific client and server. If the source IP address changes, these applications might fail to launch. Applications such as passive FTP, active FTP, and some WebServers rely on IP address affinity (stickiness) to function correctly.
- **Security and monitoring systems:** These systems might find it difficult to track and analyze traffic if the source IP addresses keep changing frequently.

To maintain the source IP address affinity/stickiness, the client internal IP address stickiness can be configured for the TCP/UDP applications (client-to-server). With the client IP address stickiness, a unique internal IP address is assigned to the user session during login. This IP address is used instead of the Connector Appliance IP address in the resource location. This allocation ensures that all the connections from the client to the back-end server use the source IP address as the client internal IP address that is assigned at the time of login. The client IP address stickiness maintains session persistence irrespective of the Connector appliance that is used during the connection.

For enabling client IP address persistence, see Enable client IP address stickiness for TCP/UDP applications.

Prerequisites

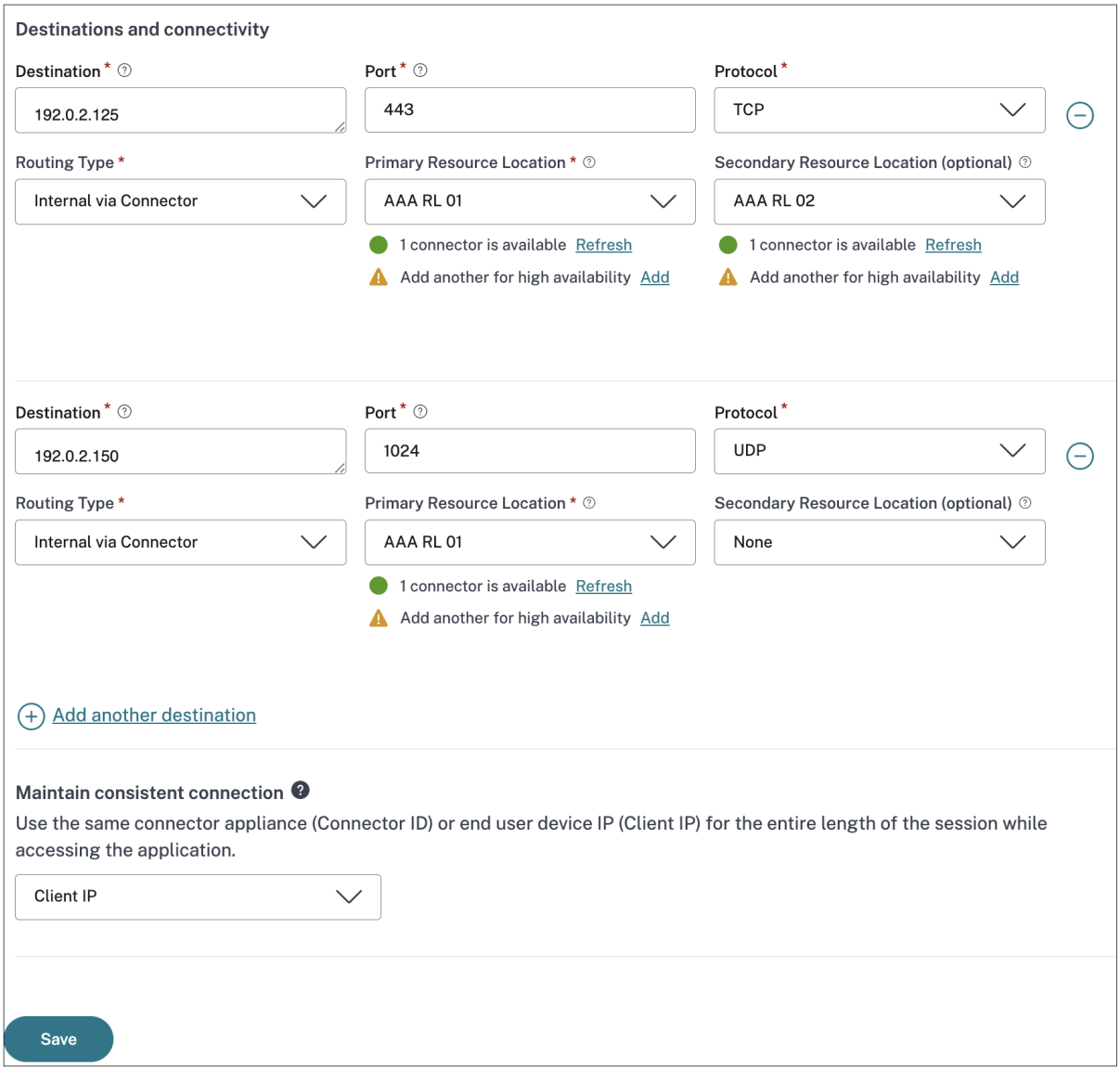
Ensure that the IP address pools are created. The IP address pool is essential for assigning a unique IP address to a user and the associated device. For details, see Client internal IP address pools.

Enable client IP address stickiness for TCP/UDP applications

Perform the steps as outlined in the topic Support for TCP/UDP apps.

In the **App Details** section, enable or disable the client IP stickiness by selecting one of the following values in **Maintain consistent connection**.

- **Do not use:** The application does not require any persistence. The application can work with any source IP address.
- **Client IP:** The application uses the same source IP address for the client with each connection.
- **Connector ID:** The application connects to the same connector appliance with each session.



> **Note:**
>
> To enable client IP address stickiness, select the same resource location that was used when creating the internal IP address pool, and ensure that the same resource location is set in the App Connectivity section.

Terminate active sessions and add users/machines to the block list

February 4, 2026

Admins can terminate all active sessions immediately and add the users/machines to the block list.

Adding a user/machine to the block list terminates all active Secure Private Access application sessions and blocks future application access.

All active application sessions via Citrix Enterprise Browser, direct access, CWA for HTML5, and the Secure Access agent are terminated and blocked. All resources connected through the Secure Access agent such as file shares, RDP, SSH sessions are terminated and blocked as well. Users cannot launch any new applications until the users/machines are removed from the blocked list.

> **Note:**
>
> - Adding a user/machine to the block list does not change or edit the configured Secure Private Access access policy. Access termination and blocking happen despite whatever access policy is configured. Once the user/machine is removed from the list, the existing Secure Private Access access policies for the user are reinstated.
> - Only the access to published Secure Private Access applications is blocked. Internet access via Citrix Enterprise Browser is allowed or denied even after a user/machine is added to the block list based on your web filtering configuration.

Use cases

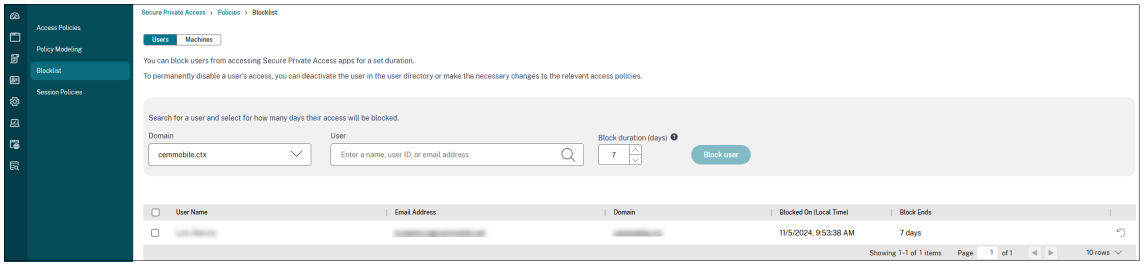
You can use this feature in the following scenarios.

- An employee quits the organization or is terminated from the organization. In this case, the admin revokes all Secure Private Access app access by terminating active Secure Private Access sessions and blocking any future app access.
- A device is lost or stolen. In this case, the access is blocked and all current sessions are terminated. The user can be removed from the block list after the situation is under control.
- A user misuses the app access. In this case, access for the user can be immediately revoked. Access is blocked until the user is added to the list.

Add users/machines to the block list

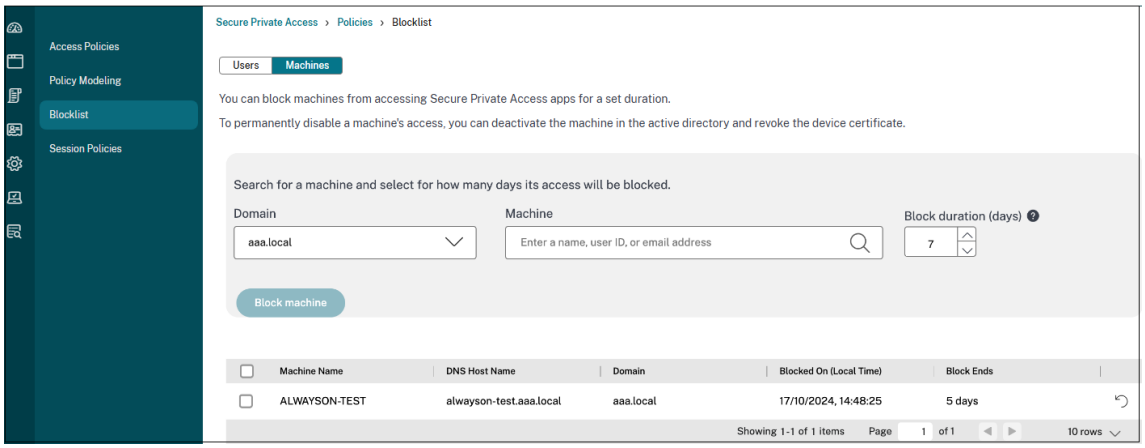
1. Navigate to **Secure Private Access > Policies > Blocklist**.
2. In **Domain**, select the domain for which the access must be disabled.
3. In **User**, search for the user name that must be added to the block list. All user names that match the search criteria are displayed. If the user is removed from the directory service, then that user name does not appear in the **User** list.

   > **Note:**
   >
   > The **User** field appears only if the **Users** tab is selected.



4. In **Machine**, search for the machine name that must be added to the block list. All machine names that match the search criteria are displayed. If the machine is removed from the directory service, then that machine name does not appear in the **User** list.

   > **Note:**
   >
   > The **Machine** field appears only if the **Machines** tab is selected.



5. In **Block duration (days)**, enter the number of days for which this user/machine must be blocked. Once you add the user/machine to the blocked list, they are blocked for 7 days by default. However, you can change the duration to anywhere between 1 and 99 days. After the duration ends, the access is restored based on the user directory and policy configuration. Also, this value remains persistent for the user for future additions. For example, if an admin sets the block duration for a user/machine at 30 days, this setting persists for the user/machine for future additions.

6. Click **Block user** or **Block machine** accordingly.

   > **Note:**
   >
   > The **Block user** or the **Block machine**field appears to depend on the tab (**Users** or **Machines**) that is selected.

   The user/machine is added to the block list.

Recommendations:

- You can restore the access even before the block duration ends by doing one of the following steps.
  - Select the access for which you must restore access and then click **Restore access**.
  - Click the restore icon in line with the user for which you want to restore access.
    In both cases, a confirmation dialog appears.
- To revoke access for a user/machine indefinitely, remove the user/machine from your respective directory service, such as Active Directory, and then add them to the block list. This terminates the active Secure Private Access sessions, blocks future app access, and once the user/machine is logged out of Workspace, the user/machine cannot log in again due to inactive directory credentials.

End user experience after a user/machine is added to the block list

Applications accessed via cloud

When an user is blocked:

- All active Secure Private Access sessions are immediately terminated.
- Future access to all Secure Private Access published applications is blocked.
- Internet access via Citrix Enterprise Browser™ is allowed even after a user is added to the block list. Only access to published Secure Private Access applications is blocked.

When a machine is blocked:

- Once a machine is added to the block list, the user's access to all currently running applications is blocked.
- Any attempt to access new applications triggers a logout request.

Applications accessed via on-premises NetScaler® Gateway (hybrid data path)

- When a cloud session is terminated (either by user action or due to revocation), the corresponding active NetScaler Gateway sessions are automatically terminated.
- When a blocked user attempts to access new applications through NetScaler Gateway, the system triggers a logout request.

Timeouts for user sessions

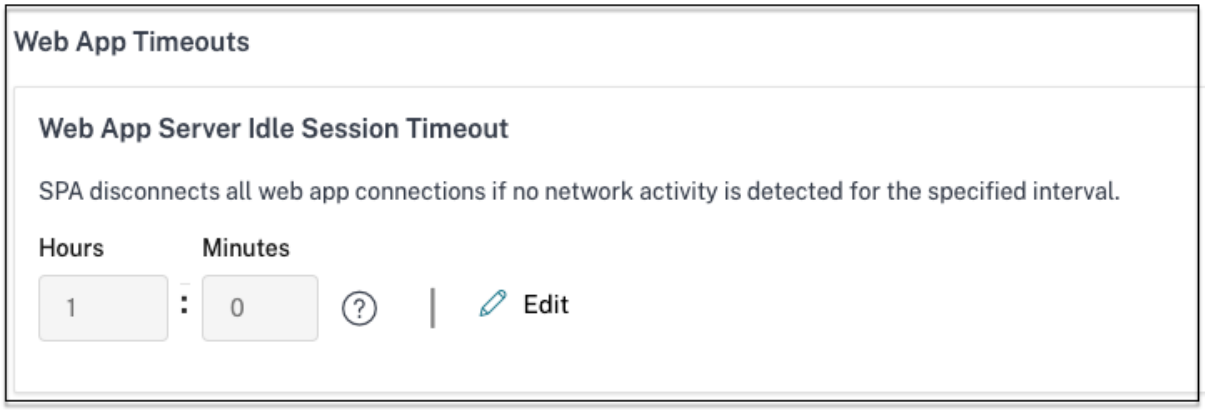
September 6, 2025

You can configure a timeout period for the Web apps and the Citrix Secure Access™ client to end user sessions if there is no network activity for the specified time period.
For the Citrix Secure Access client, you can also configure the Citrix Secure Access client to terminate a session if there is no user activity for that specified time period. Also, you can configure a forced disconnection on the Citrix Secure Access client regardless of the user and network activity, once the configured time period expires.

Timeout for the Web app servers

1. Navigate to **Settings > Timeouts**.
2. In **Web App Server Idle Session Timeout**, select the duration, in hours and minutes, for which the Web app session can be idle. The Secure Private Access service terminates the session after this time expires if the session remains idle.

   The minimum duration is 1 hour and the maximum duration can be 168 hours. Default value is 2 hours.

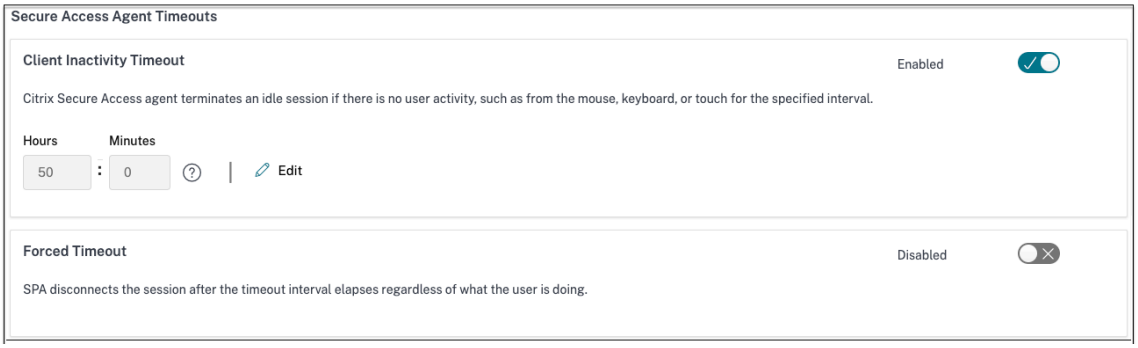


Timeouts for the Citrix Secure Access client

You can configure the following timeouts for the Citrix Secure Access client:

- Client inactivity
- Forced timeout

1. Navigate to **Settings > Timeouts**.



2. In **Secure Access Agent Timeout**, select the duration, in hours and minutes, for the timeout that you want to enforce.

   - **Client inactivity timeout**: The duration after which the Citrix Secure Access client terminates a session, if there is no user activity (mouse or keyboard) for the configured period. This option is disabled, by default. You must enable the option by using the toggle switch to enforce the configured timeout period. However, if you disable the toggle switch after the configuration is saved, the client does not initiate a timeout.

     The minimum duration is 5 minutes and the maximum duration can be 168 hours. Default value is 8 hours.

   - **Forced timeout**: The duration after which the Citrix Secure Access client terminates a session irrespective of the user or network activity. This option is disabled, by default. You must enable the option by using the toggle switch to enforce the configured timeout period. However, if you disable the toggle switch after the configuration is saved, the client does not initiate a timeout.

     A notification message appears 15 minutes before the session termination.

     The minimum duration is 1 hour and the maximum duration can be 168 hours. Default value is 168 hours.

> **Note:**
>
> If you enable more than one of these settings, the first timeout interval to expire closes the user connection.

Configuration reports

September 6, 2025

Customer administrators can generate configuration reports to gain insights into the Secure Private Access setup. The configuration report includes information for the following categories:

- Access policies governing access to applications and resources.
- Applications configured within Secure Private Access.
- Routing domains set up for the applications.
- Resource locations associated with the customer.
- Authentication domain used for verifying user identities.
- Identity Provider (IdP) used for user identity.
- Customer parameters defined for a specific customer.
- Store configurations related to Citrix Workspace™ stores.

The configuration reports can be used in the following scenarios:

- Identify and resolve configuration issues.
- Share with the Citrix Support team for investigation and troubleshooting purposes.
- Use the report as a reference for new setup or modify existing setup details.

Generate a configuration report

Perform the following steps to generate a configuration report.

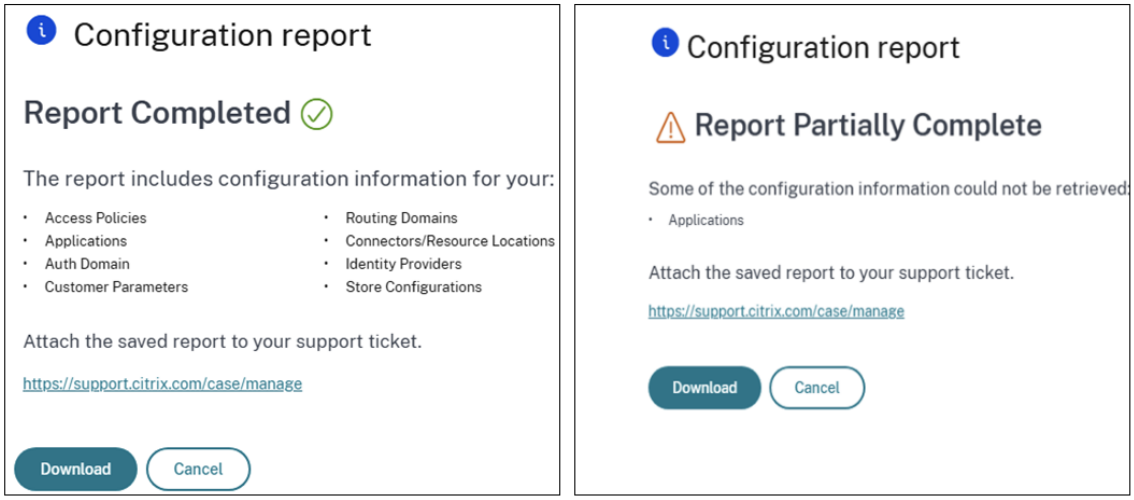
1. In the Secure Private Access admin console, go to **Settings > Global Configuration**.
2. Click **Create report** to initiate the report generation process.

   Once the report is generated, the **Configuration Report** dialog displays the following status:

   - **Report Completed:** Indicates that all required details are successfully included in the report.
   - **Report Partially Complete:** Indicates that some details are missing or not generated.

     The dialog also lists the categories for which the report generation was incomplete.

   The following figure shows a sample Configuration report dialog with complete and partially complete status.



3. Click **Download** to manually export the report to your local drive.

> **Important:**
>
> Generating configuration reports is limited to administrators with the following Secure Private Access roles:
>
> - Full Access Administrator
> - Read Only Administrator
> - Full Monitor Administrator
>
> Administrators with the Help Desk Administrator role cannot generate configuration reports.

ADFS integration with Secure Private Access

September 6, 2025

Claim rules are necessary to control the flow of claims through the claims pipeline. Claim rules can also be used to customize the claims flow during the claim rule execution process. For more information about claims, see Microsoft documentation.

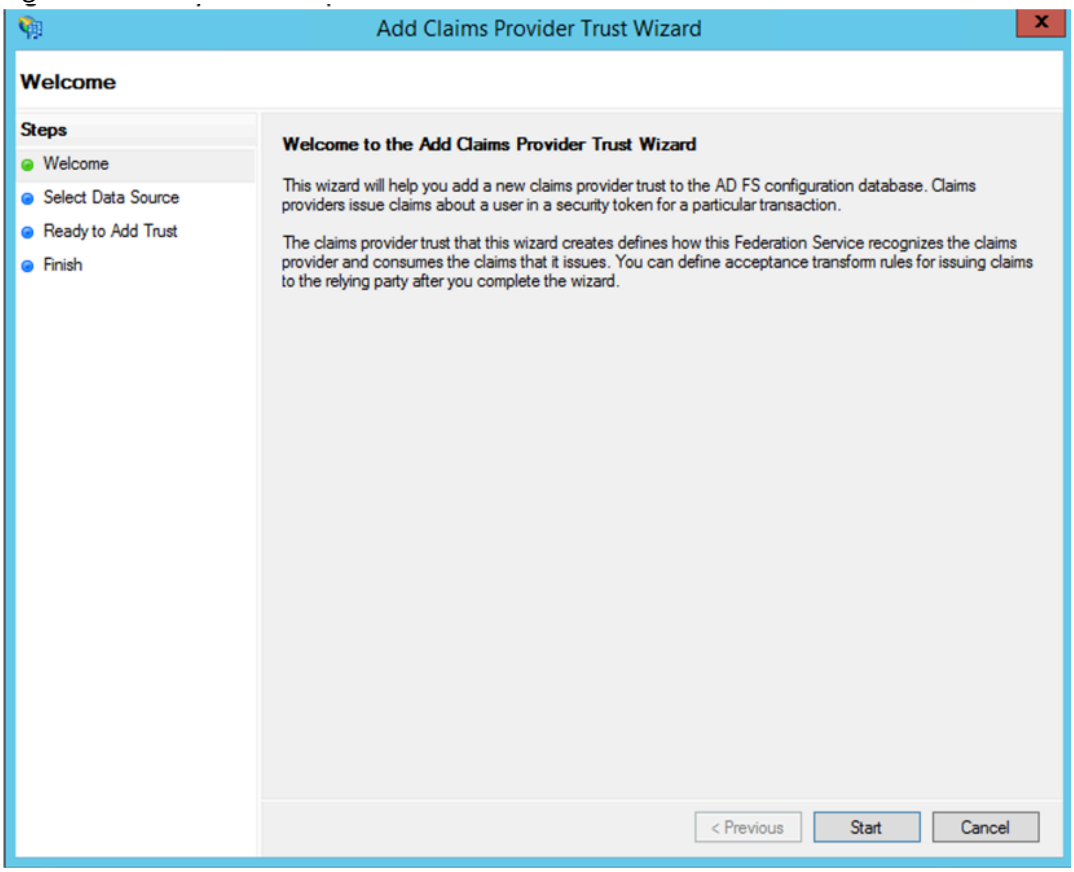
To set up ADFS to accept claims from Citrix Secure Private Access™, you must perform the following steps:

1. Add claim provider trust in ADFS.
2. Complete the app configuration on Citrix Secure Private Access.

Add claim provider trust in ADFS

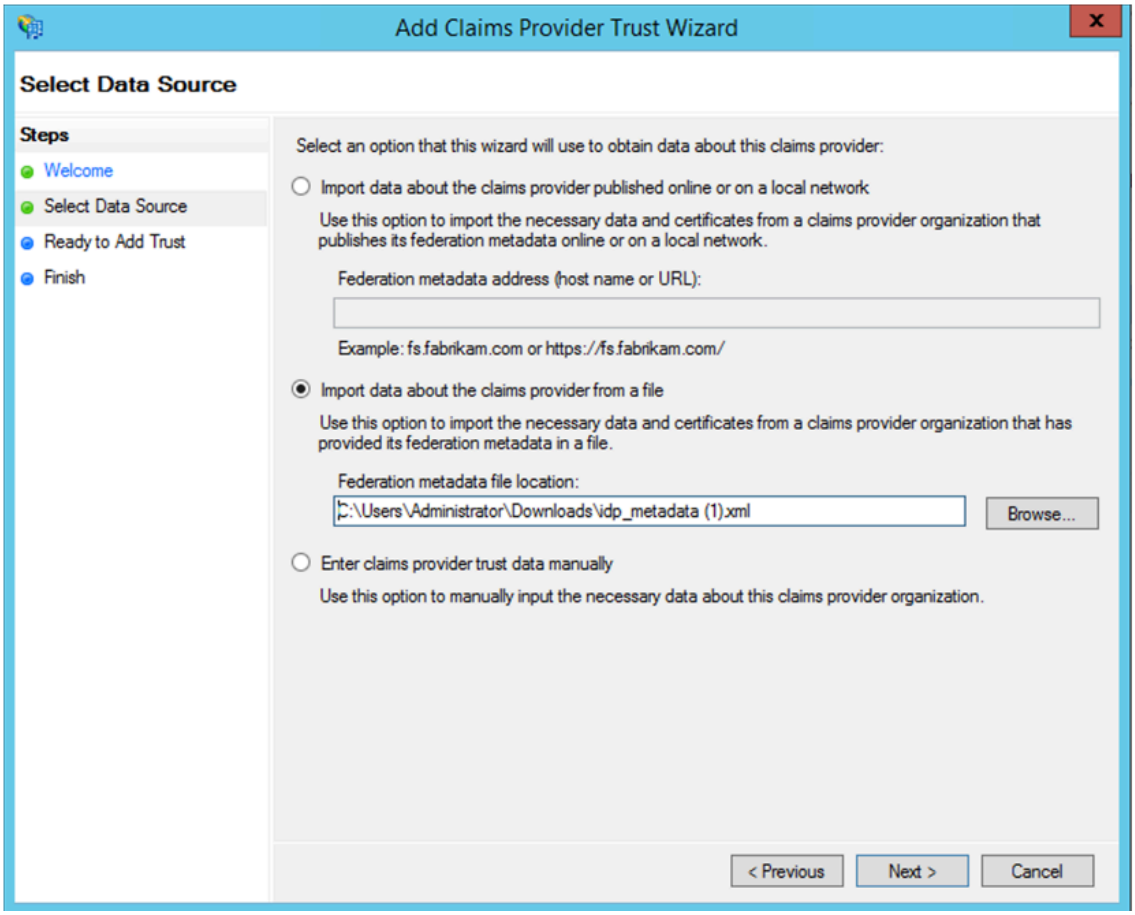
1. Open ADFS management console. Go to **ADFS > Trust relationship > Claim provider Trust**.

   a) Right-click and select **Add Claim Provider Trust**.

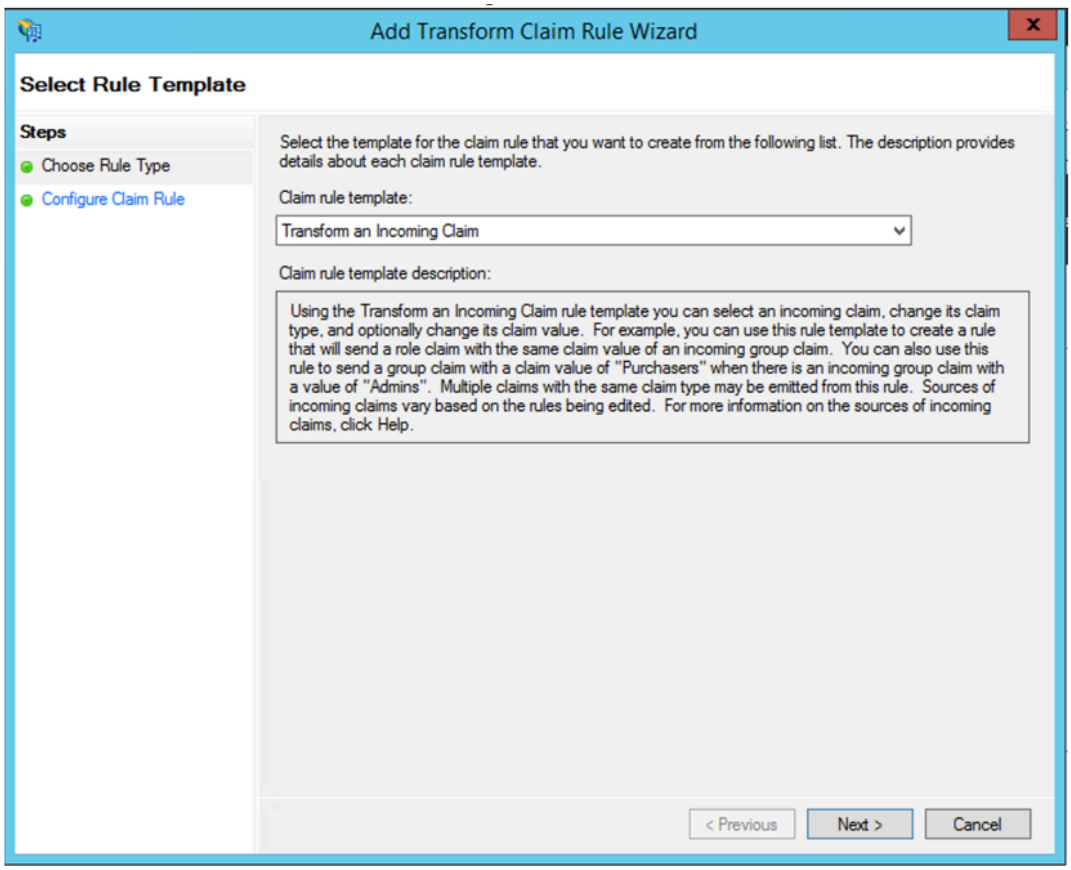


   b) Add an app in Secure Private Access that is used to federate to ADFS. For details see, App configuration on Citrix Secure Private Access.

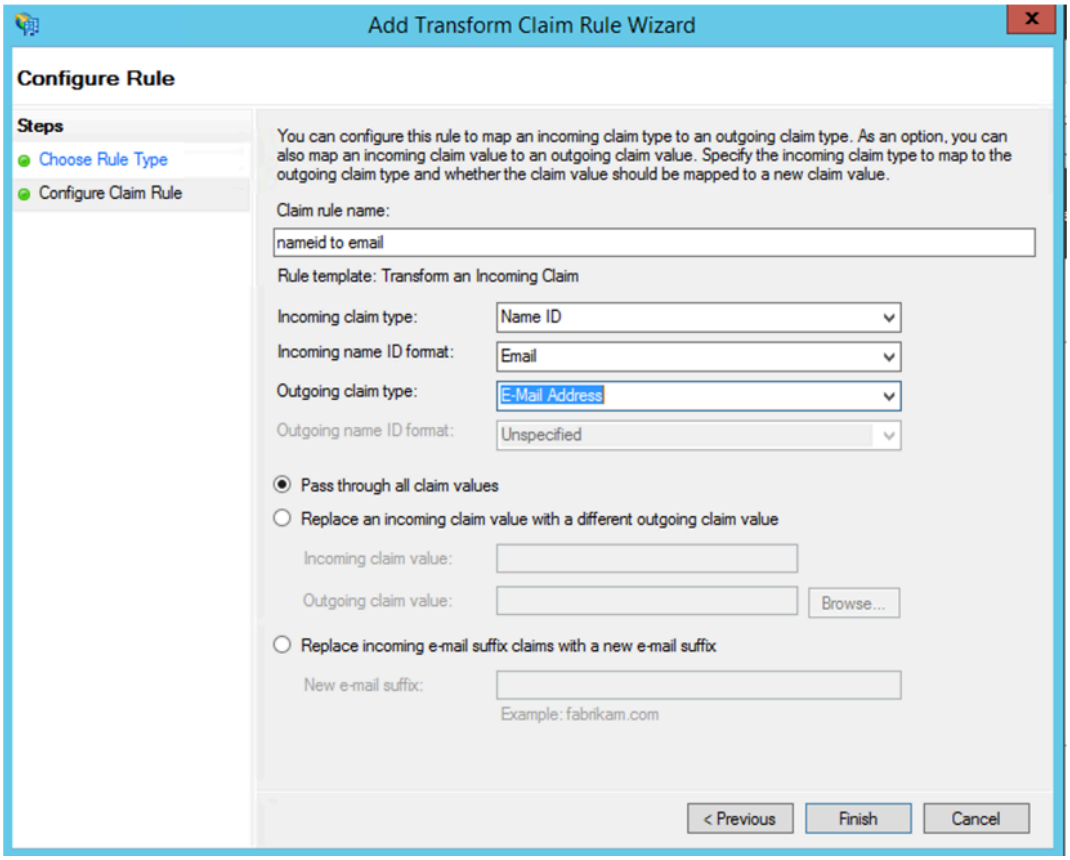
> **Note:**
>
> First add the app and from the app's SSO configuration section, you can download the SAML metadata file, and then import the metadata file into ADFS.



a) Complete the steps to finish adding claim provider trust. After you complete adding the claim provider trust, a window to edit the claim rule appears.
b) Add a claim rule with **Transform An Incoming Claim**.



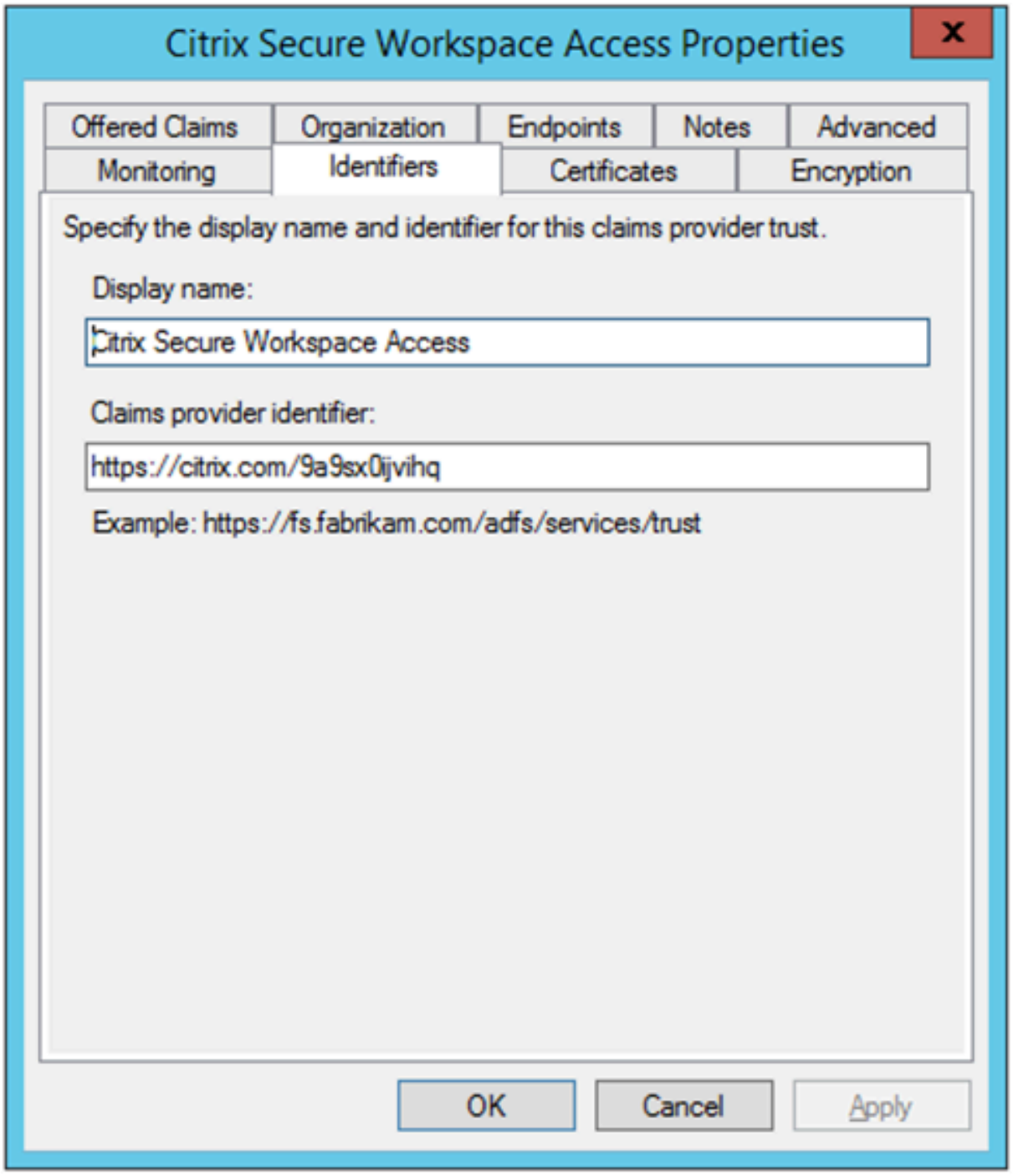
c) Complete the settings as shown in the following figure. If your ADFS accepts other claims, then use those claims and configure SSO in Secure Private Access also accordingly.



You have now configured the claim provider trust that confirms ADFS now trusts Citrix Secure Private Access for SAML.

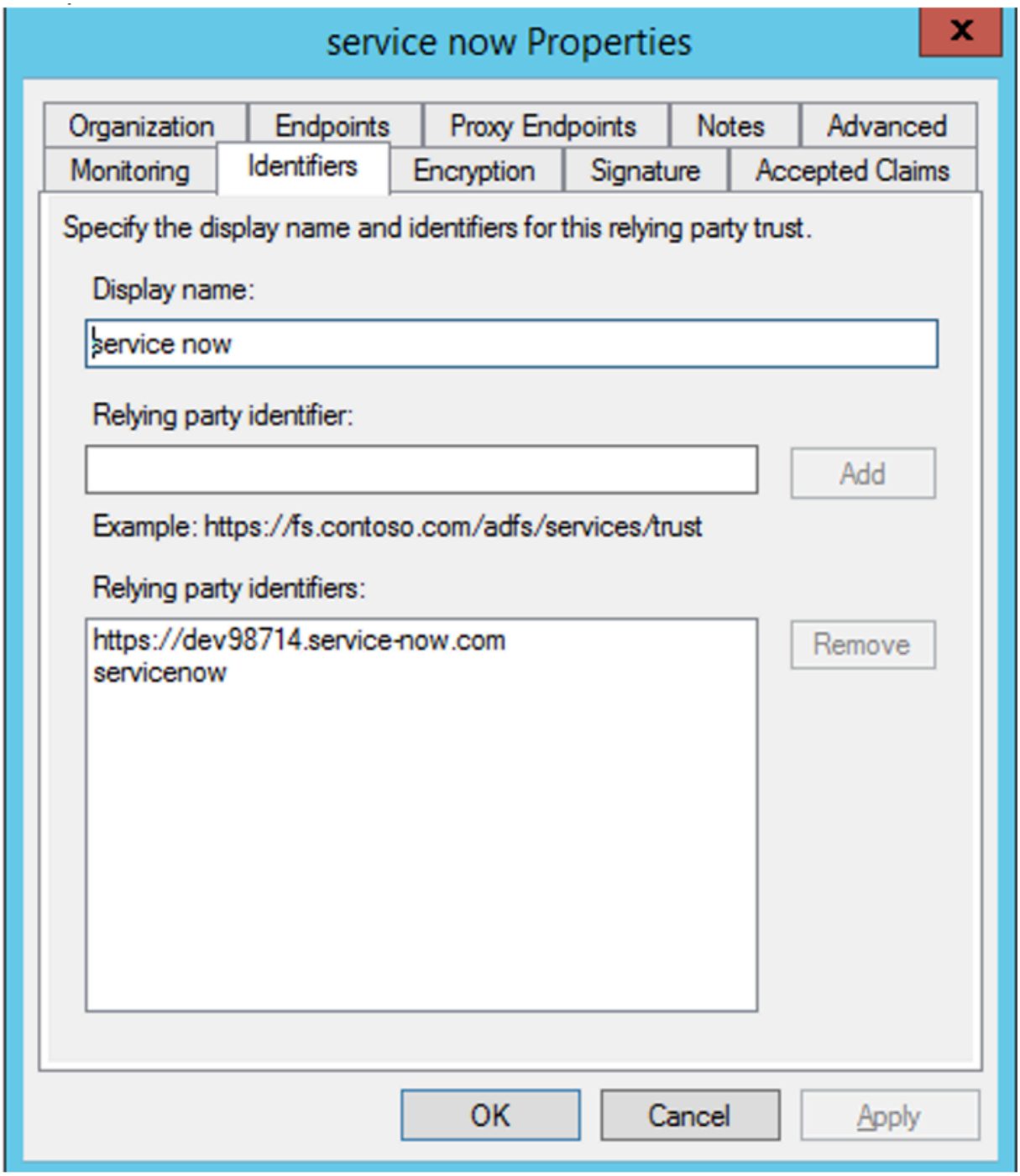
Claim Provider trust ID

Make a note of the claim provider trust id that you added. You need this ID while configuring the app in Citrix Secure Private Access.



Relaying Party Identifier

If your SaaS app is already authenticated using ADFS, then you must already have the Relaying party trust added for that app. You need this ID while configuring the app in Citrix Secure Private Access.



Enable relay state in IdP initiated flow

RelayState is a parameter of the SAML protocol that is used to identify the specific resource the users access after they are signed in and directed to the relying party's federation server. If RelayState is not enabled in ADFS, users see an error after they authenticate to the resource providers that requires it.

For ADFS 2.0, you must install update KB2681584 (Update Rollup 2) or KB2790338 (Update Rollup 3) to provide RelayState support. ADFS 3.0 has RelayState support built in. In both cases RelayState still needs to be enabled.

To enable the RelayState parameter on your ADFS servers

1. Open the file.
   - For ADFS 2.0, enter the following file in Notepad: %systemroot%\inetpub\adfs\ls\web.config
   - For ADFS 3.0, enter the following file in Notepad: %systemroot%\ADFS\Microsoft.IdentityServer.Service
2. In the microsoft.identityServer.web section, add a line for useRelyStateForIdpInitiatedSignOn as follows, and save the change:
   ```
   <microsoft.identityServer.web> ... <useRelayStateForIdpInitiatedSignOn
    enabled="true"/> ...</microsoft.identityServer.web>
   ```
   - For ADFS 2.0, run `IISReset` to restart IIS.
3. For both platforms, restart the Active Directory Federation Services (`adfssrv`) `service`.
   Note: If you have windows 2016 or Windows 10 then use the following PowerShell command to enable it.
   ```
   Set-AdfsProperties -EnableRelayStateForIdpInitiatedSignOn $true
   ```

Link to commands - https://docs.microsoft.com/en-us/powershell/module/adfs/set-adfsproperties?view=win10-ps

App configuration on Citrix Secure Private Access

You can either configure the IdP initiated flow or the SP initiated flow. The steps to configure IdP or SP initiated flow in Citrix Secure Private Access are the same except that for SP initiated flow, you must select the **Launch the app using the specified URL (SP initiated)** check box in the UI.

IdP initiated flow

1. While setting up the IdP initiated flow, configure the following.
   - **App URL** –Use the following format for the app URL.
     ```
     https://<adfs fqdn>/adfs/ls/idpinitiatedsignon.aspx?LoginToRP
     =<rp id>&RedirectToIdentityProvider=<idp id>
     ```
   - **ADFS FQDN** –FQDN of your ADFS setup.
   - **RP ID** –RP ID is the ID that you can get from your relaying party trust. It is the same as the Relaying Party Identifier. If it is a URL, then URL encoding happens.

- **IDP ID** –IdP ID is the same as the claim provider trust ID. If it is a URL, then URL encoding happens.

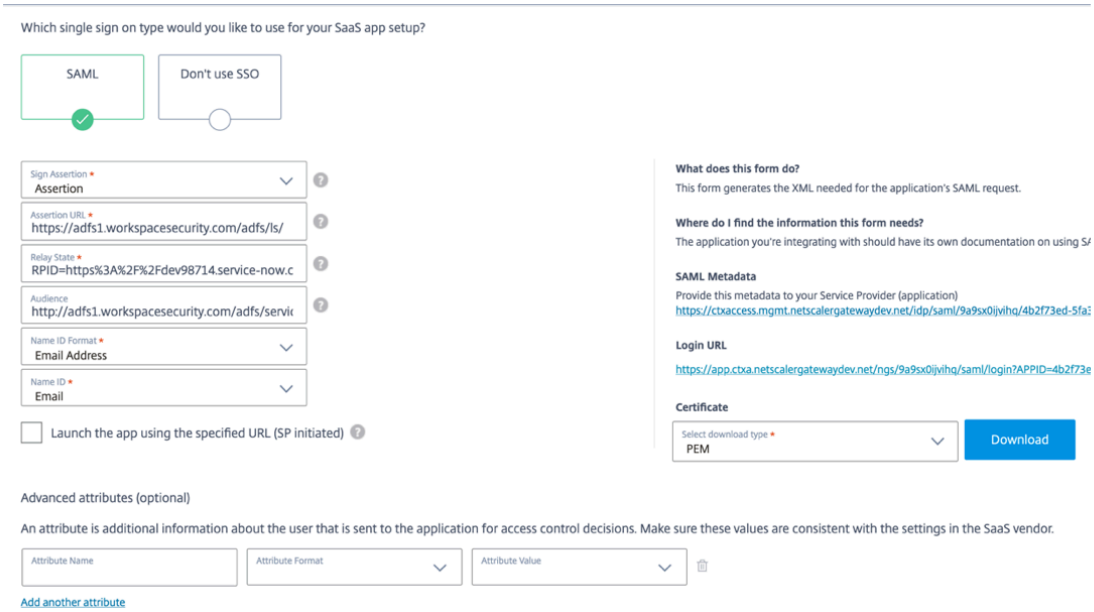
  Example: https://adfs1.workspacesecurity.com/adfs/ls/idpinitiatedsignon.aspx?LoginToRP=https%3A%2F%2Fdev98714.service-now.com&RedirectToIdentityProvider=https%3A%2F%2Fcitrix.com%2F9a9sx0ijvihq

2. SAML SSO configuration.

   The following are the default values of the ADFS server. If any of the values are changed, get the correct values from the metadata of the ADFS server. Federation metadata of the ADFS server can be downloaded from its federation metadata endpoint, whose endpoint can be known from **ADFS > Service > Endpoints.**

   - **Assertion URL** –`https://<adfs fqdn>/adfs/ls/`
   - **Relay State** –Relay state is important for the IdP initiated flow. Follow this link to construct it properly - `https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2008-R2-and-2008/jj127245(v=ws.10)`

     Example: RPID=https%3A%2F%2Fdev98714.service-now.com&RelayState=https%3A%2F%2Fdev987
     now.com%2F
   - **Audience** –`http://<adfsfqdn>/adfs/services/trust`
   - For the other SAML SSO configuration settings, see to the following image. For more details, Support for SaaS apps.



3. Save and subscribe the app to the user.

SP initiated flow

For SP initiated flow, configure the settings as captured in the **IDP initiated flow** section. In addition, enable the **Launch the app using the specified URL (SP initiated)** check box.

Visibility and monitoring

September 24, 2025

Admins can use the following features/resources for visibility and monitoring Secure Private Access.

Monitor

Secure Private Access is integrated with Monitor, the monitoring and troubleshooting console for Citrix DaaS. Administrators and help-desk personnel can monitor and troubleshoot Web/SaaS and TCP/UDP app sessions and events from the DaaS Monitor, in addition to the Secure Private Access dashboard. For details, see Integration with DaaS Monitor.

Secure Private Access usage dashboard

Visibility in to the Secure Private Access users, applications, policies, connector status is available in the Secure Private Access dashboard. Admins can use the dashboard to monitor these events. For details, see Dashboard.

Secure Private Access application and session monitoring

Monitor your Secure Private Access sessions and application trends across your organization by using Citrix Monitor. For details see the following topics:

- Monitor provides filtering functionalities for the sessions and applications making it easier to analyze user activities and address application performance issues. For details, see Sessions and application monitoring.
- Admins can view the session and error trends in Monitor that help identify patterns and troubleshoot issues. For details, see Error and session trends.

Connector Appliance health monitoring

The Connector Appliance component is automatically added as part of Infrastructure monitoring when you deploy Secure Private Access. Any Connector Appliance that is connected to the Citrix DaaS site is automatically onboarded for comprehensive monitoring, providing administrators with real-time visibility into the health and performance of these critical infrastructure components.

For more information on Connector Appliance health monitoring, see Connector Appliance health metrics.

Secure Private Access usage dashboard

February 4, 2026

The Secure Private Access service dashboard displays the diagnostics and usage data of the SaaS, Web, TCP, and UDP apps. The dashboard provides admins full visibility into their apps, users, connectors health status, and bandwidth usage in a single place for consumption. This data is fetched from Citrix Analytics. The data for the various entities can be viewed for the preset time or for a custom timeline. For some of the entities, you can drilldown to view further details.

The metrics are broadly classified into the following categories.

- **Logging and Troubleshooting**
  - Diagnostic logs: Logs related to authentication, application launch, app enumeration, and device posture checks.
- **Users**
  - Active users: Total number of unique users accessing the applications (SaaS, Web, and TCP) for the selected time interval.
  - Uploads: Total volume data uploaded through the Secure Private Access service for the selected time interval.
  - Downloads: Total volume of data downloaded through the Secure Private Access service for the selected time interval.
- **Applications:**
  - Applications: Total number of applications (independent of the time interval) configured currently.
  - Application launch count: Total number of applications (app sessions) launched by each user for the selected time interval.
  - Domains configured: Total number of domains configured for the selected time interval.

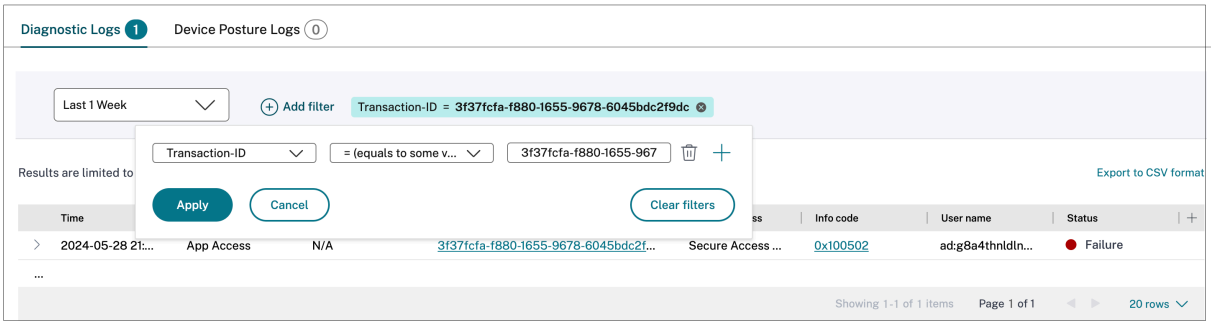
- Applications discovered: Total number of unique, individual domains that have been accessed but are not associated with any apps

- **Access policies**
  - Access policies: Total number of access policies (independent of the time interval) configured currently.

Diagnostic logs

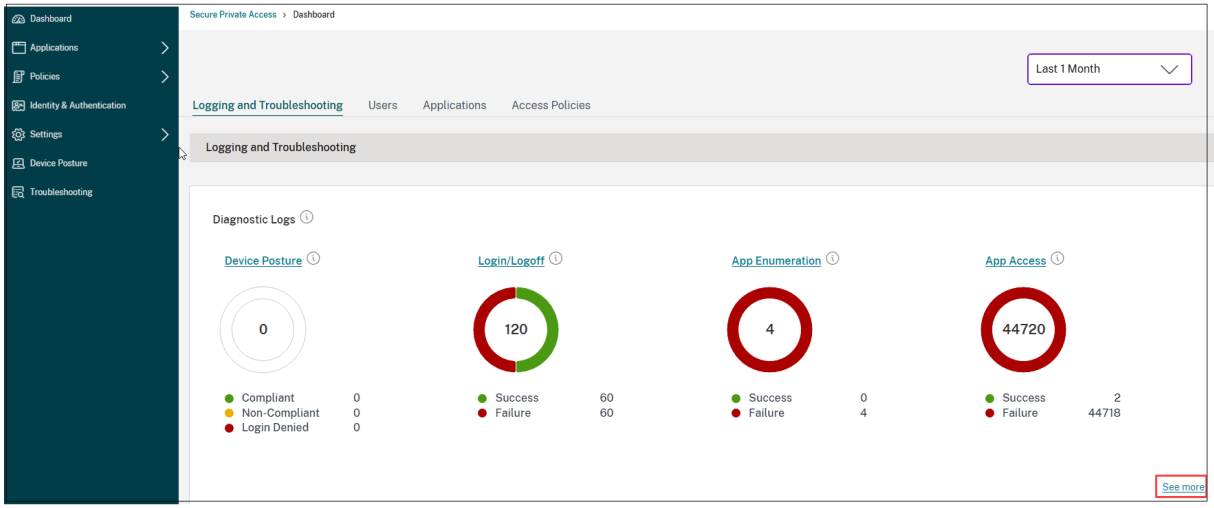
Use the **Diagnostics Logs** chart to view the logs related to authentication, application launch, app enumeration, and also logs related to device posture. You can click the **See more** link to view the details of the logs. The details are presented in a tabular format. You can view the logs for the pre-set time or for a custom timeline. You can add columns to the chart by clicking the + sign depending on what information you want to see in the dashboard. You can export the user logs into CSV format.

- You can use the **Add Filter** option to refine you search based on the various criteria such as app type, category, description. For example, in the search fields, you can select `Transaction ID`, `= (equals to some value)`, and enter `7456c0fb-a60d-4bb9-a2a2-edab8340bb15`in this sequence, to search for all logs related to this transaction ID. For details on search operators that can be used with the filter option, see Search operators.



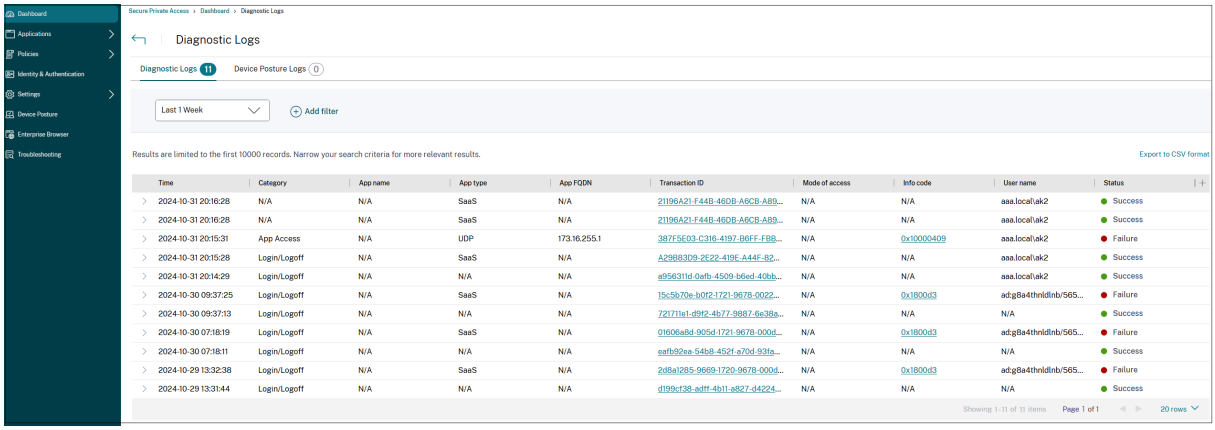
- **Device posture logs:** You can refine your search based on the policy results (**Compliant, Non-compliant, and login Denied**). For details on device posture, see Device Posture.

> **Note:**
>
> - Every failure event within the Secure Private Access diagnostic logs dashboard has an associated info code. For details, see Info code.
> - Transaction ID correlates all Secure Private Access logs for an access request. For details, see Transaction ID.



- You can click the expand icon (>) to view the complete details of the logs.
- The **Diagnostic Logs** page displays the embedded domains for each of the main URLs that are accessed. Admins can view the embedded domains by clicking the expand icon (>) from the main URL. Admins can use the embedded domains list to address issues related to app access or app rendering. For example, if a domain was missed in the application configuration, then the specific app cannot be accessed by the end user. In this case, the admin can view the list of embedded domains, identify the missing domain, and then update the app configuration with the missing domain.

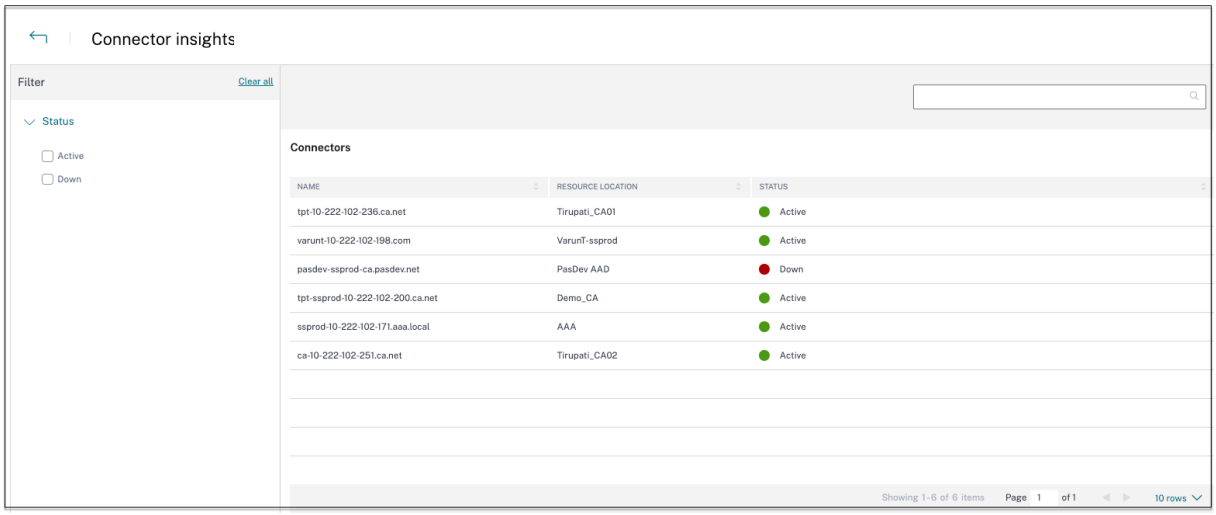
By default, the **Diagnostic Logs** page displays the current week's data and only the recent 10000 records. Use the custom date search and filters to refine your search results further.



> **Important:**
>
> For a comprehensive list of errors that users might encounter when using the Secure Private Access service, see Info code lookup table.

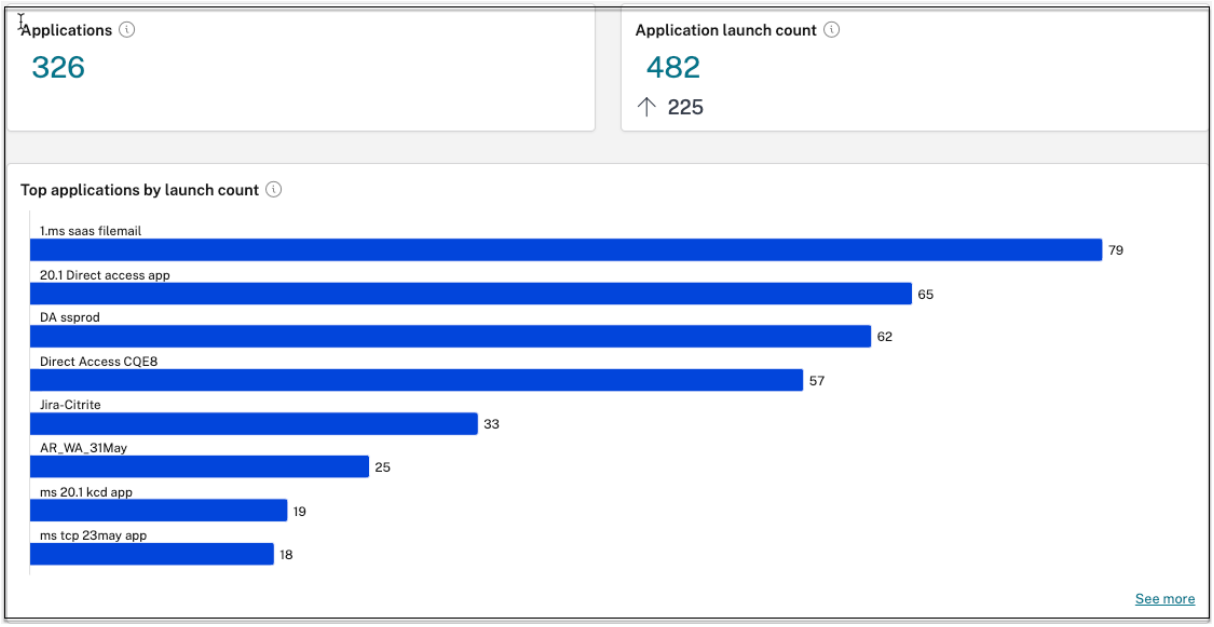
Connector status

Use the **Connector status** chart to view the status of the connectors and the resource locations where the connectors are deployed. Click the **See more** link to view the details. In the **Connector insights** page, you can use the filters **Active** or **Inactive** to filter the connectors based on their status.



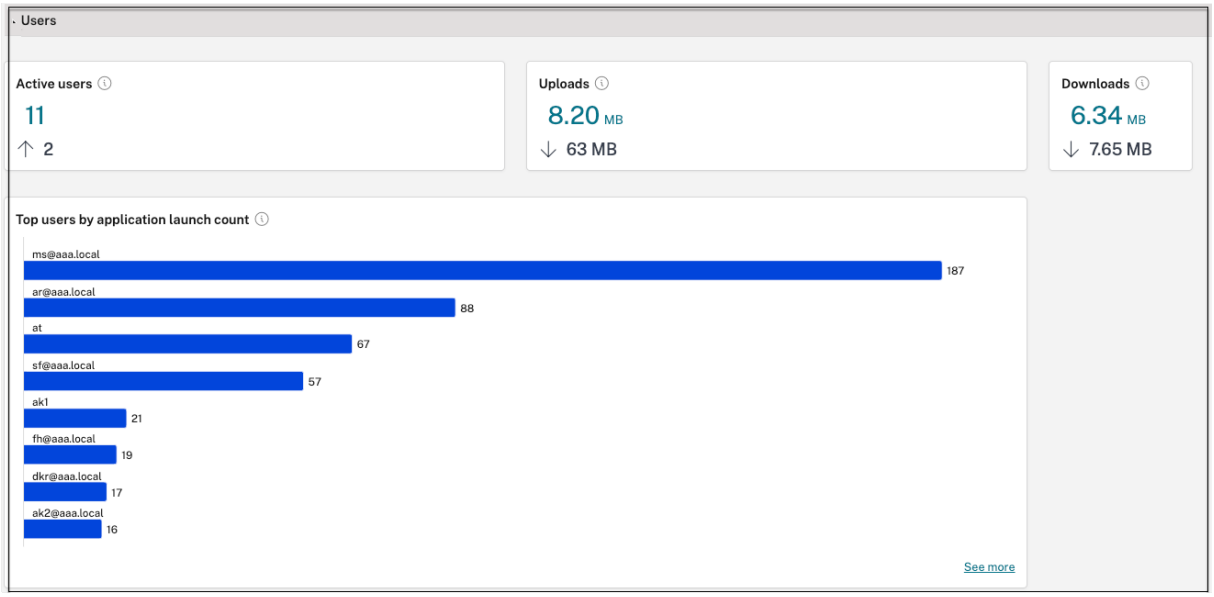
Top applications by launch count

Use the **Top applications by launch count** chart to view the list of top applications based on the number of the times the app was launched, the total volume of data uploaded to the app server, and the total volume of data downloaded from the app server. You can apply the filters **SaaS Apps**, **Web Apps**, or **TCP/UDP Apps** to narrow down your search to specific apps. You can filter the data for a pre-set timeline or for a custom timeline.



Top users by applications launch count

Use the **Top users by applications launch count** chart to view the data per user. For example, the number of times a user has launched the TCP app, the total volume of data uploaded to the app server, and the total volume of data downloaded from the app server. You can filter the data for a pre-set timeline or for a custom timeline.

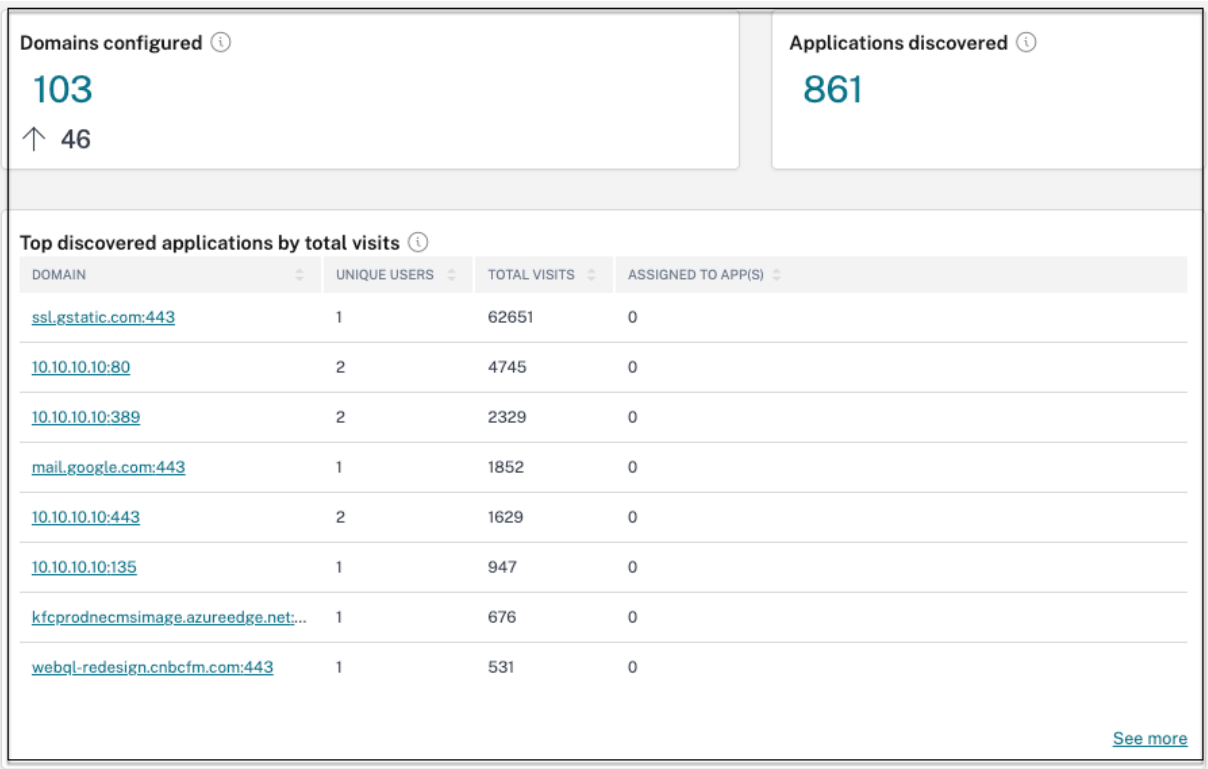


Top access policies by enforcement

Use the **Top access policies by enforcement** chart to view the list of access policies that are enforced on the apps. Click the **See more** link to view the list of policies that are associated with the apps and the number of times the policies are enforced. You can also use the **Search** option in the Access policies page to filter the policies based on the policy name. You can also search for specific policies using the search operators to further refine your search. For details, see Search operators.

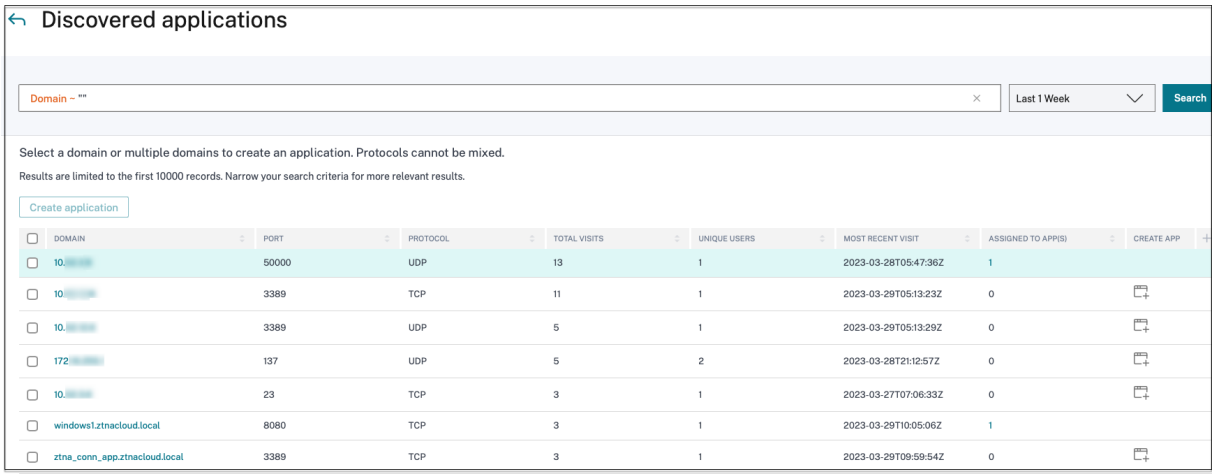
Top discovered applications

Use the **Top discovered applications by total visits** to view the list of unique, individual domains that have been accessed at some point but are not associated with any apps. These domains are listed based on the number of total visits to those domains. Admins can use this chart to see if any domain of particular interest is accessed by many users. In such cases, admins can create an app with that domain for easy accessibility.



In the chart, the **ASSIGNED TO APPs** column displays the total number of applications that have this domain configured as a part of their related URL or Destination URL values. Clicking the number displays the apps that are assigned to this domain.

You can click the **See more** link to view more details about all the domains.



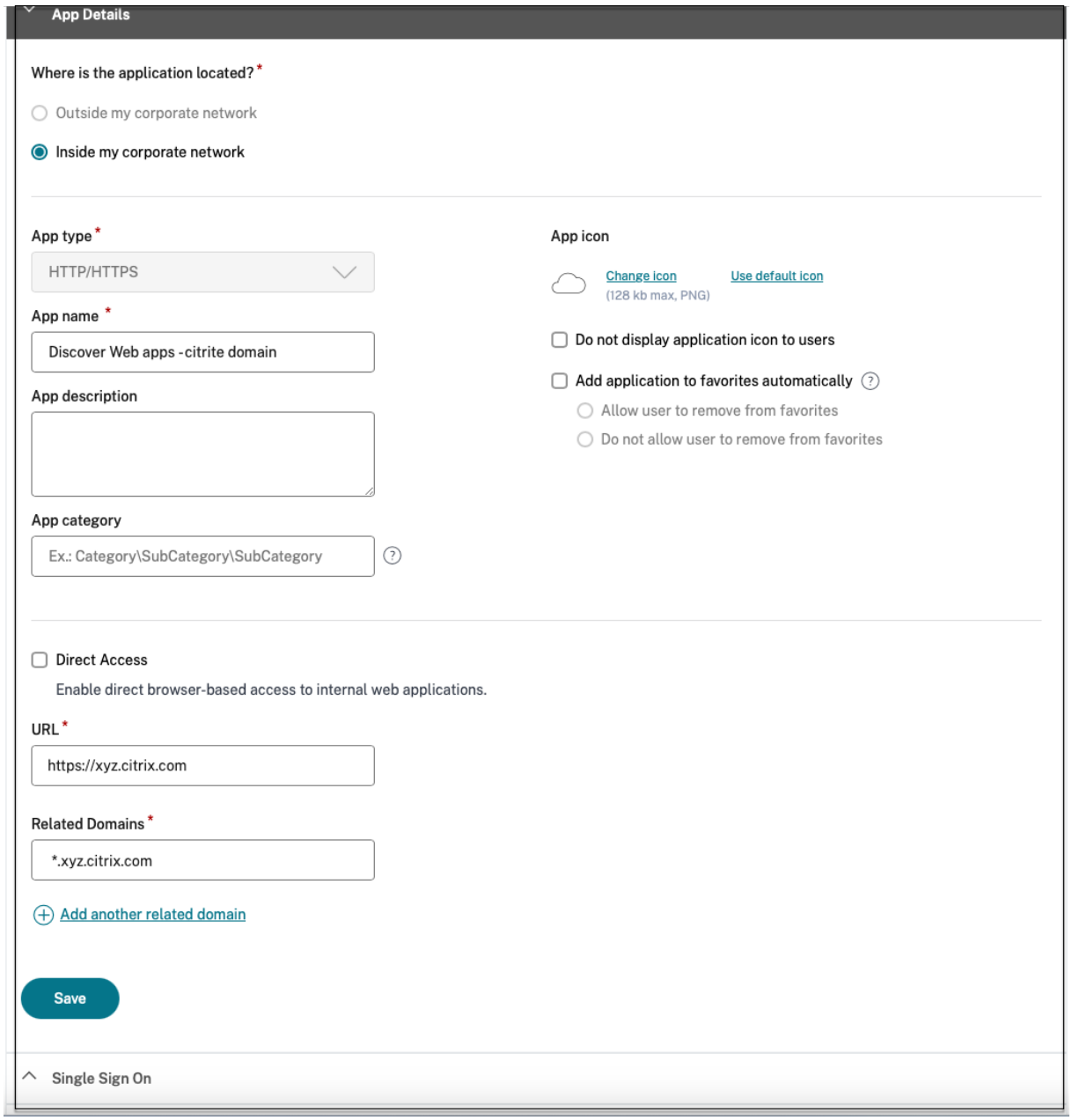
The **Discovered applications** page displays the details of the domains such as domain name, port, protocol, total visits, unique users, and the most recent visit date. All the columns in the chart are sortable. You can use the search bar to search based on domain.

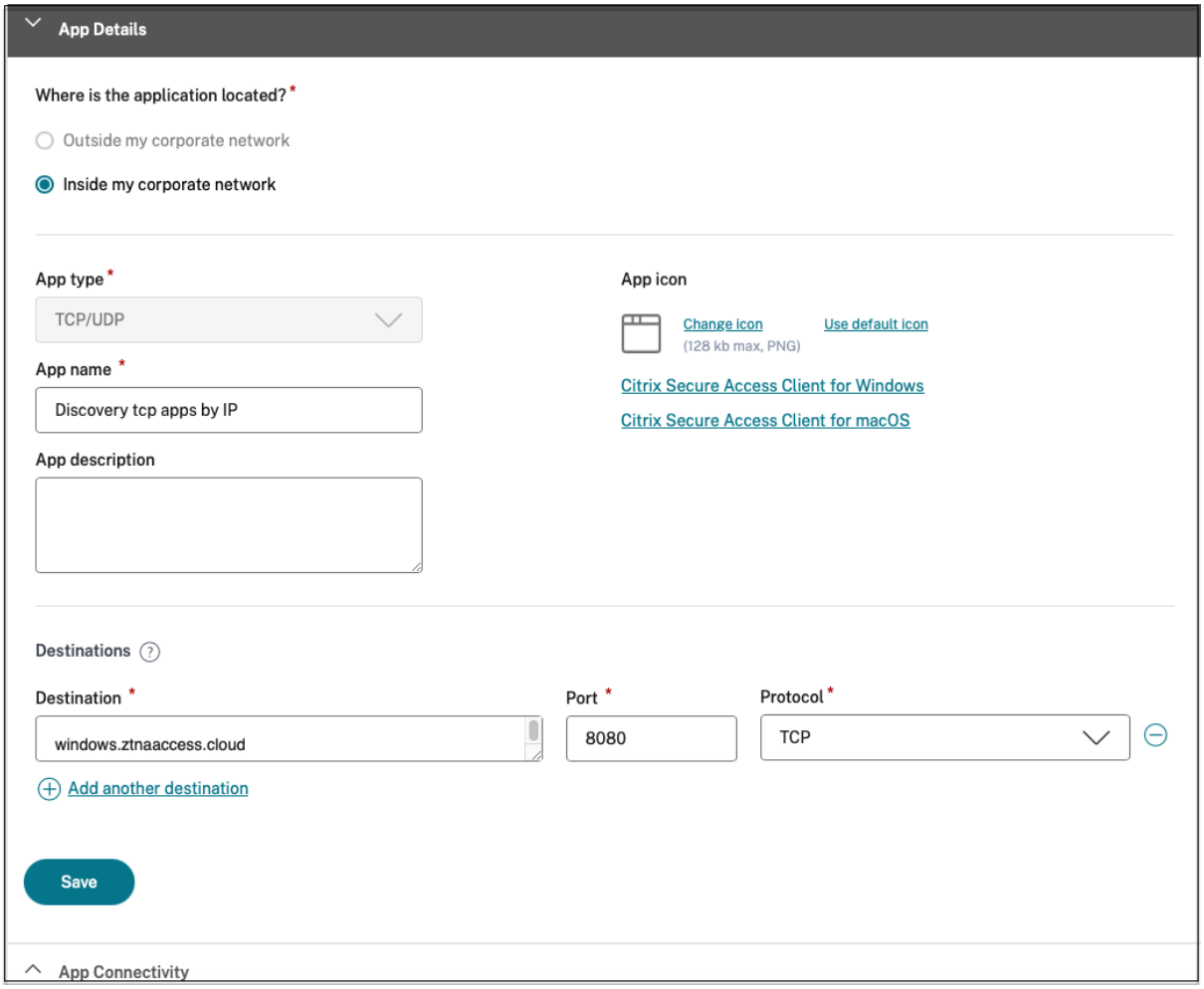
> **Note:**
>
> - The protocols are derived based on the standard ports used by customers.
> - The list of discovered domains is limited to 10000 records.

Creating an app from the chart

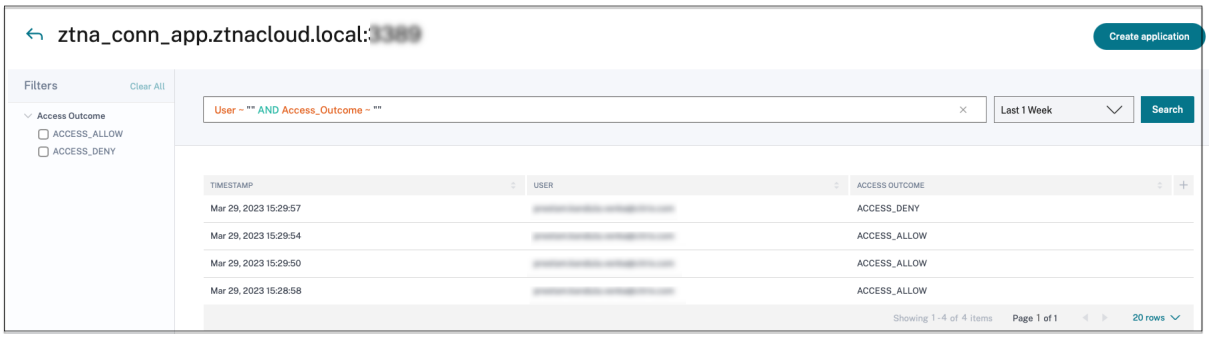
Click the **+** icon in line with the respective domain to create an app. The app configuration wizard pops up. The create app icon does not appear for the rows in which an app is already created with the same domain, port, and protocol combination, and is in complete state.

- The app type is auto populated based on the app's protocol that you have selected. However, you can change the type, if necessary.
- The values in the **URL, Related Domains, Destination, Port, Protocol** fields are all auto-populated. Complete the steps for adding an app. For details, see Admin-guided workflow for easy onboarding and set up.





You can also click the unique domain link to see more details and create an application for that domain. When you click a domain link, the user authentication logs for the domain are displayed. Click the **Create application** button. Complete the steps for adding an app.



Search operators

The following are the search operators that you can use to refine your search:

- **= (equals to some value)**: To search for the logs/policies that exactly match the search criteria.
- **!= (not equal some value)**: To search for the logs/policies that do not contain the specified criteria.
- **~ (contains some value)**: To search for the logs/policies that match the search criteria partially.
- **!~ (does not contain some value)**: To search for the logs/policies that do not contain some of the specified criteria.

Secure Private Access applications, seesions and trends

December 3, 2025

Secure Private Access is integrated with Monitor, the monitoring and troubleshooting console for Citrix DaaS. Administrators and help-desk personnel can use this integration to monitor and troubleshoot Web/SaaS and TCP/UDP application sessions and events from the DaaS Monitor console. This provides additional monitoring capabilities that complement the Secure Private Access dashboard.

To use the DaaS Monitor feature with Secure Private Access, you must have both Secure Private Access and DaaS entitlements.

You can access Monitor from the Secure Private Access dashboard (**Go to Monitor**) or from the Citrix DaaS service tile.

To access Secure Private Access tab on Monitor, see How to access Monitor.

To know more about the integration with Monitor, see Secure Private Access integration with Monitor.

Applications, sessions, and trends

Monitor provides enhanced visibility into Secure Private Access sessions and their associated trends. This comprehensive monitoring capability offers granular insights into how applications are being accessed and used, as well as detailed information about individual user activity within these sessions. This allows administrators to gain a deeper understanding of user behavior, application performance, enabling proactive management and optimization of the Secure Private Access environment.

To understand the session definitions in the context of secure private access, see Session definitions.

To view a Secure Private Access session by user, see View a user session.

To view the session details, see Visibility for Secure Private Access service.

Health monitoring

February 4, 2026

Connector Appliance

Connector Appliance is a Citrix component hosted in your hypervisor. It serves as a channel for communication between Citrix Cloud and your resource locations, enabling cloud management without requiring any complex networking or infrastructure configuration. Connector Appliance enables you to manage and focus on the resources that provide value to your users. For details, see Connector Appliance for Secure Private Access.

The Connector Appliance health metrics feature provides an essential capability for monitoring the health and performance of the Connector Appliance component within the Citrix infrastructure. This component is automatically onboarded for monitoring when connected to a Citrix DaaS site, ensuring seamless integration into the Infrastructure monitoring dashboard.

The health metrics are displayed in the Infrastructure monitoring dashboard, providing a centralized view of the Connector Appliance's status. Administrators can access detailed metrics and trends to proactively identify and resolve issues.

The following figure displays a sample of the Connector Appliance health in Monitor.

Session and application trends

Administrators can monitor sessions and application trends across their organizations from the DaaS Monitor. This includes tracking rollouts, understanding how policies and configurations are functioning, and analyzing potential issues.

For details, see Visibility for Secure Private Access Service.

Sessions and application trends

August 25, 2025

Monitor your Secure Private Access sessions and application trends across your organization using Citrix Monitor. Track rollout progress, understand how your policies and configurations are performing, and identify if they are causing widespread user issues. Citrix Monitor provides comprehensive visibility into user activities and application usage patterns to optimize your deployment.

Citrix Monitor delivers real-time and historical insights into your Secure Private Access environment, enabling administrators to make data-driven decisions about resource allocation, policy adjustments, and user experience improvements. The monitoring capabilities help you maintain optimal performance while ensuring security compliance.

Session monitoring

Admins can monitor active user sessions in real-time using Monitor. You can monitor app failures for web/SaaS and TCP/UDP apps and view active sessions for web/SaaS apps in the Dashboard. For details see Visibility for Secure Private Access Service.

Application trends

Monitor Secure Private Access application access trends, view active application sessions, and identify applications experiencing issues or failures. Citrix Monitor provides comprehensive analytics to help you understand application usage patterns, optimize performance, and ensure reliable access to your organization's critical applications.

For detailed information about accessing these monitoring capabilities and interpreting the data, see Visibility for Secure Private Access Service.

Triage and troubleshoot

February 4, 2026

This topic outlines the essential considerations and procedures for effectively troubleshooting and triaging issues related to Citrix Secure Private Access. Admins can use this document as a guide for identifying, diagnosing, and resolving problems, ensuring seamless and secure access for users.

Refer to the following topics for detailed information:

Troubleshoot app related issues

View the issues related to device posture status, login/logoff statuses, app enumeration, and app access. For details, see Troubleshoot app related issues.

Secure Private Access sessions codes in DaaS Monitor

View the list of error codes related to application enumeration, application launch, and sessions in Citrix Monitor. For details, see Secure Private Access sessions codes in DaaS Monitor.

Troubleshoot sessions related issues in Monitor

Use the Monitor's Help Desk view (Activity Manager page) to view information about the user or endpoint. For details, see Troubleshoot sessions related issues in Monitor.

Troubleshoot device posture related issues

You can troubleshoot the Device Posture issues/errors in DaaS Monitor using the transaction ID that is generated for each session when a user connects through Secure Private Access or DaaS. When you locate the transaction ID, the DaaS Monitor displays information about the session and the associated Device Posture policy that was applied. Monitor also displays the policy results, including whether the device passed or failed the posture checks. For details, see Device Posture service troubleshooting.

Troubleshoot authentication related issues

Whenever any conditional authentication fails, you can use the transaction ID available in the failure message and search in the Monitor for the failure details. Monitor helps you to troubleshoot conditional authentication failure events by displaying failure reasons and conditional policies on the Monitor UI. For details, see Authentication Troubleshooting.

Troubleshooting using logs

September 4, 2025

The Secure Private Access and Device Posture logs help administrators identify configuration issues, connectivity problems, policy misconfigurations, and device compliance issues enabling faster identification and resolution of issues.

Secure Private Access logs

You can view the Secure Private Access logs from the Secure Private Access dashboard. For information on the various events captured in diagnostic logs, see Events.

For more information on the Secure Private Access diagnostic logs, see Diagnostic logs.

For the various error codes associated with each event, see Diagnostic log info codes.

Device Posture logs

The diagnostic logs in the Device Posture dashboard offer insights into to device compliance (Compliant, Non-compliant, and Login Denied). These logs enable administrators to monitor endpoint security, ensure adherence to organizational policies, and identify devices that might present environmental risks.

You can view the Device Posture logs and events in the Secure Private Access dashboard and in the Identity and Access Management console.

For more information, see Device Posture logs and events.

Real-time session troubleshooting using Monitor

February 25, 2026

Administrators can monitor and troubleshoot Secure Private Access sessions in real-time using the Monitor console.

For related information, see the following topics:

- For information on integrating Secure Private Access with Monitor, see Integration with DaaS monitor.
- You can search for Secure Private Access user sessions in Monitor to quickly locate specific sessions for troubleshooting and reporting purposes. For details, see View a Secure Private Access session by user.
- For more information on Monitor, see DaaS Monitor.

Diagnostic logs error codes

The following table provides a comprehensive list of the various errors that users can possibly run into when using the Secure Private Access service and the corresponding resolution.

Info code	Description	Resolution
0x180022	App launch failed as authentication service is down	App launch failed as the authentication service is down
0x1800B7	App launch failed because App FQDN length exceeded	App launch failed because App FQDN length exceeded
0x1800A0, 0x1800A2, 0x1800A3, 0x1800A5, 0x1800A6, 0x1800A7	Web app launch failed as unable to connect to back end web app	Web app launch failed as unable to connect to back end web app
0x18001A, 0x18001B	User details not found	User details not found
0x1800AA	Web/SaaS app launch has failed due to user attributes not found while preparing the SAML token	Web/SaaS app launch has failed
0x180010	Web/SaaS app launch has failed due to inability to identify the application FQDN	Web/SaaS app launch has failed due to inability to identify the application FQDN
0x180040	Web/SaaS app launch has failed due to invalid appId provided by the SAML service provider	App launch failed due to invalid appId provided by the SAML service provider
0x180011, 0x180012, 0x180013, 0x180017, 0x180032, 0x180033, 0x180034, 0x180035, 0x180048	Web/SaaS app launch has failed due to invalid app access request	Web/SaaS app launch has failed due to invalid app access request
0x1800D4, 0x1800E1, 0x180106, 0x180107, 0x1800EB, 0x1800EC	TCP/UDP app launch has failed during policy evaluation due to internal error	TCP/UDP app launch has failed during policy evaluation due to internal error
0x1800D9	TCP/UDP app launch has failed while parsing policy evaluation response	TCP/UDP app launch has failed while parsing policy evaluation response
0x1800DA	TCP/UDP app launch has failed with invalid result during policy evaluation	TCP/UDP app launch has failed with invalid result during policy evaluation
0x1800DB	TCP/UDP app launch has failed with invalid resource location configuration	TCP/UDP app launch has failed with invalid resource location configuration

Info code	Description	Resolution
0x1800E0	TCP/UDP app launch failed as the length of the app name is too long	TCP/UDP app launch failed as the length of App Name is too long
0x1800EE	TCP/UDP app launch has failed during connection establishment to the private TCP server due to invalid app ID	TCP/UDP app launch has failed during connection establishment to the private TCP server due to invalid app ID
0x1800E3	TCP/UDP app launch has been denied during policy evaluation	TCP/UDP app launch has been denied during policy evaluation
0x1800EA	TCP app launch has failed due to destination FQDN being too long	TCP app launch has failed due to destination FQDN being too long
0x1800ED	TCP app launch has failed due to invalid destination IP	TCP app launch has failed due to invalid destination IP
0x180102	TCP/UDP app launch failed as no response was received from the Connector Appliance	TCP/UDP app launch failed as no response was received from the Connector Appliance
0x10000005	Web/SaaS application launch failed due to a failure to establish a connection with the back-end app server	Web/SaaS application launch failed due to a failure to establish a connection with the back-end app server
0x10000101, 0x10000102, 0x10000103, 0x10000104	Web/SaaS FormFill SSO failed due to invalid application configuration	Web/SaaS FormFill SSO failed due to invalid application configuration
0x10000202	Kerberos SSO for Web/SaaS failed	Kerberos SSO for Web/SaaS failed
0x10000203	Web/SaaS SSO failed due to internal server error	Web/SaaS SSO failed due to internal server error
0x10000303, 0x10000304	Web/SaaS app launch failed due to the configured proxy being unreachable	Web/SaaS app launch failed due to the configured proxy being unreachable
0x10000305	Web/SaaS app launch failed due to a failure to authenticate with the configured proxy	Web/SaaS app launch failed due to a failure to authenticate with the configured proxy

Info code	Description	Resolution
0x10000414	TCP/UDP application launch failed due to a request coming on an invalid IP/hostname or port	TCP/UDP application launch failed due to a request coming on an invalid IP/hostname or port
0x10000415	TCP/UDP application launch failed as the destination server refused the connection	TCP/UDP application launch failed as the destination server refused the connection
0x10000416	TCP/UDP application launch failed as the destination was not found	TCP/UDP application launch failed as the destination was not found
0x10000417	TCP/UDP application launch failed as the destination network was not reachable	TCP/UDP application launch failed as the destination network was not reachable
0x10000405	TCP/UDP application launch failed due to the inability to connect to the destination	TCP/UDP application launch failed due to the inability to connect to the destination
0x10000301	Connector to SPA service connection failed	Connector to Secure Private Access service connection failed
0x10000302	Connector failed to read the proxy details	Connector failed to read the proxy details
0x10000306	Configured proxies are not reachable	Configured proxies are not reachable
0x10000401	Connector Appliance not able to reach to FR	Connector Appliance not able to reach FR (Edge node)
0x10000403, 0x10000404, 0x10000407	TCP/UDP application launch failed due to the internal connection error	TCP/UDP application launch failed due to the internal connection error
6003, 6007	Citrix Secure Access client failed to do SSO	Citrix Secure Access client failed to do SSO

App launch failed as authentication service is down

Info code: 0x180022

Secure Private Access allows admins to configure a third-party authentication service such as the traditional Active Directory, AAD, Okta, or SAML. Outages in these authentication services can this issue.

Check if the third-party servers are up and reachable.

App launch failed because app FQDN length exceeded

Info code: 0x1800B7

App FQDNs must not exceed 512 characters. Check the application FQDN in the app configuration page to ensure that it does not exceed this limit.

1. Go to the **Applications** tab in the admin console.
2. Look for the application whose FQDN exceeds 512 characters.
3. Edit the application and fix the app FQDN length.

Web app launch failed as unable to connect to back end web app

Info code: 0x1800A0, 0x1800A2, 0x1800A3, 0x1800A5, 0x1800A6, 0x1800A7

Broken browsing experience of web applications running inside the corporate network.

1. Filter through the diagnostic logs for the FQDNs that are not resolvable.
2. Check for reachability of the back-end server from inside the corporate network.
3. Check the proxy settings to see if the connector is blocked from reaching the back-end server.

User details not found

Info code: 0x18001A, 0x18001B

Domain user details are not found while the Secure Private Access service is processing the request. This issue might occur when the necessary domain user attributes are from Citrix Cloud™ are missing.

1. Ensure that the Citrix Cloud Connector™ has no issues in syncing the users to Citrix Cloud.
2. Ensure that the domains in **Citrix Cloud > Identity and Access Management** are reachable.
3. Log out and log in again to Citrix Workspace.

Web/SaaS app launch has failed due to user attributes not found while preparing the SAML token

Info code: 0x1800AA

Necessary user attributes are not found while the Secure Private Access service is preparing the SAML token. This issue might occur when the necessary domain user attributes from Citrix Cloud are missing.

1. Ensure that the Citrix Cloud Connector has no issues in syncing the users to Citrix Cloud.
2. Ensure that the domains in **Citrix Cloud > Identity and Access Management** are reachable.
3. Log out and log in again to Citrix Workspace.

Web/SaaS app launch has failed due to inability to identify the application FQDN

Info code: 0x180010

No application found for the given domain name.

Ensure that the domain name length doesn't exceed the configuration limit.

Web/SaaS app launch has failed due to invalid appId provided by the SAML service provider

Info code: 0x180040

The AppId provided by the SAML service provider is invalid. Not able to find the app with given app ID by the SAML service provider.

1. Check the SAML service provider configuration.
2. Ensure that the IdP URL configured at the SAML service provider is appropriate.
3. This app ID must map with the app configured at the Secure Private Access service.

Web/SaaS app launch has failed due to invalid app access request

Info code: 0x180011, 0x180012, 0x180013, 0x180017, 0x180032, 0x180033, 0x180034, 0x180035, 0x180048

App access failed due to an invalid request received by the Secure Private Access service.

Cannot identify the application received by the Secure Private Access service. Received request parameters might be invalid.

1. Re-launch the application or log out and log in again to Citrix Workspace.
2. If the issue persists, contact Citrix Support.

TCP/UDP app launch has failed during policy evaluation due to internal error

Info code: 0x1800D4, 0x1800E1, 0x180106, 0x180107, 0x1800EB, 0x1800EC

Contact Citrix Support with the transaction ID and client collected debug logs.

TCP/UDP app launch has failed while parsing policy evaluation response

Info code: 0x1800D9

Application configuration might possibly have special characters or there might be an issue in the policy configuration.

Ensure that the TCP/UDP/HTTP apps configuration does not contain unsupported characters.

1. Click **Applications** in the Secure Private Access admin console.
2. Check if the application name or destinations contain any special characters.

Check if the policies are configured correctly and are assigned to the correct applications.

1. Click **Access Policies** in the Secure Private Access admin portal.
2. Review the policy configuration, policy name, and conditions.
3. Check if the policy is assigned to the correct application.

If the configurations are good, contact Citrix Support with the transaction ID and client debug logs.

TCP/UDP app launch has failed with invalid result during policy evaluation

Info code: 0x1800DA

There might be an application or policy configuration issue. Ensure that the TCP/UDP/HTTP apps configuration does not contain unsupported characters.

1. Click **Applications** in the Secure Private Access admin console.
2. Check if the application name or destination domain/FQDN contains any special characters.
3. Also check if the destination IP/IP range/IP CIDRs are valid.

Ensure that the **Application Domain** table (**Secure Private Access > Settings > Application Domain**) has application destination entry enabled.

Check if the policies are configured correctly and are assigned to the correct applications.

1. Click **Access Policies** in the Secure Private Access admin portal.
2. Review the policy configuration, policy name, and conditions.
3. Check if the policy is assigned to the correct application.

TCP/UDP app launch has failed with invalid resource location configuration

Info code: 0x1800DB

There might be an issue with the resource location and configuration

Ensure that the resource location is configured.

1. Log in to the Citrix Cloud portal and click **Resource Locations** from the menu.
2. Check if the expected resource location is configured.

Ensure that the resource location is healthy and active.

1. Log in to the Citrix Cloud portal and click **Resource Locations** from the menu.
2. Check if the expected resource location is active and healthy.

Ensure that the correct resource location is selected for the destination in the **Application Domain** table (**Secure Private Access > Settings > Application Domain**).

1. Click **Settings** in the Secure Private Access admin console.
2. Click the **Application Domain** tab.
3. Check if the accessed destination has the correct resource location configured.
4. Check if the accessed destination entry is active in the **Application Domain** table.

   The destinations configured in the TCP/UDP/HTTP application are automatically added to the **Application Domain** table. It is recommended not to delete/disable active TCP/UDP/HTTP application's destinations/URL.

TCP/UDP app launch failed as the length of app name is too long

Info code: 0x1800E0

Contact Citrix support with the transaction ID and client collected debug logs.

TCP/UDP app launch has failed during connection establishment to the private TCP server due to invalid app ID

Info code: 0x1800EE

Contact Citrix support with the transaction ID and client collected debug logs.

TCP/UDP app launch has been denied during policy evaluation

Info code: 0x1800E3

Contact Citrix support with the transaction ID and client collected debug logs.

TCP app launch has failed due to destination FQDN being too long

Info code: 0x1800EA

Ensure that the FQDN length is under 256 characters.

TCP app launch has failed due to invalid destination IP

Info code: 0x1800ED

Access only valid private IP addresses from the clients.

TCP/UDP app launch failed as no response was received from the Connector Appliance

Info code: 0x180102

Check the reachability of Connector Appliance.

TCP/UDP application launch failed due to a request coming on an invalid IP/hostname or port

Info code: 0x10000414

Check the validity of the host name, IP address, or port number.

TCP/UDP application launch failed as the destination server refused the connection

Info code: 0x10000415

Check the status of the destination server.

TCP/UDP application launch failed as the destination was not found

Info code: 0x10000416

Check the destination server host name.

TCP/UDP application launch failed as the destination network was not reachable

Info code: 0x10000417

Connector Appliance has connectivity issue with the back end Private TCP/UDP servers. Check the network settings of Connector Appliance.

- Check if the back end server that the end user is trying to connect is up and running and is able to receive the requests.
- Check for the reachability of the back-end servers from inside the corporate network.
- Check the proxy settings to see if the connector is blocked from reaching the back-end server.
- If the request for an FQDN based app, check the DNS entry for the respective app in the DNS server.

TCP/UDP application launch failed due to the inability to connect to the destination

Info code: 0x10000405

Connector Appliance has connectivity issue with the back end Private TCP/UDP servers. Check the network settings of Connector Appliance.

- Check if the back end server that the end user is trying to connect is up and running and is able to receive the requests.
- Check for the reachability of the back-end servers from inside the corporate network.
- Check the proxy settings to see if the connector is blocked from reaching the back-end server.
- If the request for an FQDN based app, check the DNS entry for the respective app in the DNS server.

Connector to Secure Private Access service connection failed

Info code: 0x10000301

- Look up the transaction ID for the error code.
- Filter all events matching the transaction ID in the Secure Private Access dashboard.
- Check if any error occurred in the other component matching the transaction ID if found do the respective workaround matching to that error code.
- If no error is found in other components, then do the following:
  - Go to the Connector Appliances admin page.
  - Download the diagnostic report. For details, see Generating a diagnostic report.
  - Capture the packet trace. For details, see Verify your network connection.
- Contact Citrix support with this diagnostic report and packet trace along with the error code and transaction ID.

Connector failed to read the proxy details

Info code: 0x10000302

Connector Appliance has connectivity issue with the back-end private TCP/UDP servers. Check the network settings of Connector Appliance.

- Check if the back-end server that the end user is trying to connect is up and running and is able to receive the requests.
- Check for the reachability of the back-end servers from inside the corporate network.
- Check the proxy settings to see if the connector is blocked from reaching the back-end server.

- If the request for an FQDN based app, check the DNS entry for the respective app in the DNS server.

Configured proxies are not reachable

Info code: 0x10000306

Connector Appliance has connectivity issue with the back-end private TCP/UDP servers. Check the network settings of Connector Appliance.

- Check if the back-end server that the end user is trying to connect is up and running and is able to receive the requests.
- Check for the reachability of the back-end servers from inside the corporate network.
- Check the proxy settings to see if the connector is blocked from reaching the back-end server.
- If the request for an FQDN based app, check the DNS entry for the respective app in the DNS server.

Connector Appliance not able to reach FR (Edge node)

Info code: 0x10000401

Check the network connectivity with the Citrix Secure Private Access service.

For more information, see Network settings for your Connector Appliance.

TCP/UDP application launch failed due to the internal connection error

Info code: 0x10000403, 0x10000404, 0x10000407

- Look up the transaction ID for the error code.
- Filter all events matching the transaction ID in the Secure Private Access dashboard.
- Check if any error occurred in the other component matching the transaction ID. If an error is found, do the respective workaround matching to that error code.
- If no error is found in other components, then do the following:
  - Go to the Connector Appliances admin page.
  - Download the diagnostic report. For details, see Generating a diagnostic report.
  - Capture the packet trace. For details, see Verify your network connection.
- Contact Citrix support with this diagnostic report and packet trace along with the error code and transaction ID.

Web/SaaS application launch failed

Web/SaaS application launch failed due to a failure to establish a connection with the back-end app server.

Info code: 0x10000005

Check the target URL or check the Connector Appliance network settings. For details, see Network settings for your Connector Appliance.

Web/SaaS FormFill SSO failed due to invalid application configuration

Info code: 0x10000101, 0x10000102, 0x10000103, 0x10000104

Check the SSO form app configuration and make sure that the user name, password, action, and login URL fields are correctly configured on the app settings.

Kerberos SSO for Web/SaaS failed

Info code: 0x10000202

Kerberos SSO for Web/SaaS failed due to either an internal server error with Connector Appliance or an inability to fetch the token from the Domain Controller.

Check the Kerberos SSO settings on the back-end server and the domain controller. Also check the fallback NTLM authentication settings.

For details, see Validating your Kerberos configuration.

Web/SaaS SSO failed due to internal server error

Info code: 0x10000203

Check the SSO settings in the Secure Private Access service and the back-end server. For Secure Private Access service, see Set the preferred sign-on method.

Web/SaaS app launch failed due to the configured proxy being unreachable

Info code: 0x10000303, 0x10000304

Check the proxy server settings and make sure that it is reachable to Connector Appliance. For details, see Register your Connector Appliance with Citrix Cloud.

Web/SaaS app launch failed due to a failure to authenticate with the configured proxy

Info code: 0x10000305

Check the proxy server credentials and make sure that they are configured correctly in Connector Appliance. For details, see After registering your Connector Appliance.

Citrix Secure Access™ client failed to do SSO

Info code: 6003

Error retrieving the Secure Private Access single sign-on handle from the Broker Agent service.

Check if the Secure Private Access SSO flag is enabled on the delivery group. For details, see Seamless log in from Citrix Secure Access Client on VDA.

Info code: 6007

Failed to log in to Secure Private Access.

Re-launch the VDA if the Citrix Secure Access client session is timed out.

Session codes

Code	Status	Description
2101	Failure	Session failure
2102	active/inactive/failure	Session is active or terminated or at least one app launch in the session failed
2000	Active	The session is active
2001	Inactive	Session is terminiated/inactive

App enumeration message codes

Code	Status	Description
1000	Success	Enumeration was successful. At least one app was enumerated

Code	Status	Description
1001	Success	No applications were enumerated because they were all denied by policies
1002	Success	No applications were enumerated because no policies matched
1003	Success	No applications were enumerated because some were denied and for others, no policies matched
1004	Success	No applications were enumerated because no policies to evaluate
1101	failure	An internal error occurred during the enumeration
1102	failure	Some applications were enumerated but at least one app evaluation failed
1103	failure	No applications were enumerated and at least one app evaluation failed
3000	Allow	Application enumeration is allowed
3001	Deny	Application enumeration is denied by policy
3002	Deny	Application was not enumerated because no policies matched
3003	Unknown	Application enumeration status is unknown
3004	Application launch from CEB	Application launch attempt from Citrix Enterprise Browser™
3101	Failure	Application enumeration - An internal error occurred (currently unused)

Code	Status	Description
3102	Failure	Application was not enumerated because there was an exception during policy evaluation
3103	Failure	Application enumeration status is null - An internal error occurred during policy evaluation
3104	Allow/deny/failure	Error retrieving policy details for the app

App launch message codes

Code	Status	Description
4000	Allow	Application Launch is allowed
4001	Deny	Application launch was denied because of a policy
4002	Deny	Application launch was denied because no policy matched
4101	Failure	Application launch error - An internal error occurred during application launch
4102	Failure	Application launch error (internal)
4103	Allow/deny/failure	Error retrieving policy details for the app
4104	Failure	Application Launch Error - No application configuration found

App launch error codes

Code	Description	Resolution/Workaroud
5001	TCP - connection failed	Verify network reachability to the destination (ping -S <SNIP> from NetScaler Gateway).
5003	TCP - probe failed	
5002	TCP - proxy server down	Ensure that the proxy host is UP.
5004	TCP - memory allocation in gateway failed	Enable debug level logging and collect support bundle from NetScaler.
5005	TCP - server down	Verify network reachability to the destination (ping -S <SNIP> from NetScaler Gateway) and check if the server is DOWN.
5006	TCP - proxy connection failed	Ensure that the proxy host is UP and accepting connections.
5007	TCP - proxy probe failed	Verify network reachability to the destination (ping -S <SNIP> from NetScaler Gateway). Enable debug level logging and collect support bundle from NetScaler.
5008	SPA - server down	Verify that the Secure Private Access site URL is UP. (Use the show vpn securePrivateAccessProfile CLI command on NetScaler CLI to check the URL status).
5009	SPA - callout request error	Verify that the Secure Private Access site URL is UP. Enable debug level logging and collect support bundle from NetScaler.
5010	SPA - callout response error	
5011	TCP - session expired	This indicates that the app was accessed when the user session was no longer active. Start a new active user session.
5013	TCP - gateway internal error	Enable debug level logging and collect support bundle from NetScaler.
5014	TCP - DNS server down	Ensure that the DNS server is UP.

Code	Description	Resolution/Workaroud
5015	TCP - gateway DNS internal error	Ensure that the DNS Server is UP. Enable debug level logging and collect support bundle from NetScaler.
0x1300000C	DNS resolution failed for application domain	Ensure that the host name your application uses is resolved by the intended DNS servers (internal vs public).

Secure Private Access logs and events

February 4, 2026

The logs and events are crucial for monitoring, troubleshooting, and ensuring compliance. The Citrix Secure Private Access service-related logs and events can be accessed from the following sources:

Diagnostic dashboard

The diagnostic dashboard provides a centralized interface for viewing and analyzing logs and events. Admins can use this dashboard for monitoring and troubleshooting issues related to Secure Private Access. For details, see Secure Private Access dashboard.

List of errors

For a comprehensive list of errors that users might encounter when using the Secure Private Access service, see Diagnostic log info codes.

Audit logs

Audit logs capture detailed records of user activities and system changes. These logs are essential for compliance and security purposes, as they help track who accessed the system, what changes were made, and when these actions occurred. For details, see Audit and System Logs.

System logs

System Logs contain information about the internal operations of the Secure Private Access service. These logs are useful for diagnosing system-level issues, such as performance issues or errors in service functionality. For details, see System Log.

Device posture logs

Device posture logs provide insights into the security posture of devices accessing the Secure Private Access service. These logs help ensure that devices meet the required security standards before granting access, thus enhancing overall security. For details, see Device Posture logs.

Diagnostic logs

September 24, 2025

FAQ

What are Secure Private Access diagnostic logs?

Secure Private Access diagnostic logs capture all events that occur when a user accesses any application (Web/SaaS/TCP/UDP). These logs capture device posture, app authentication, app enumeration, and app access logs. The details are presented in a tabular format. You can view the logs for the preset time or for a custom timeline. You can add columns to the chart by clicking the + sign depending on what information you want to see in the dashboard. You can export the user logs into CSV format.

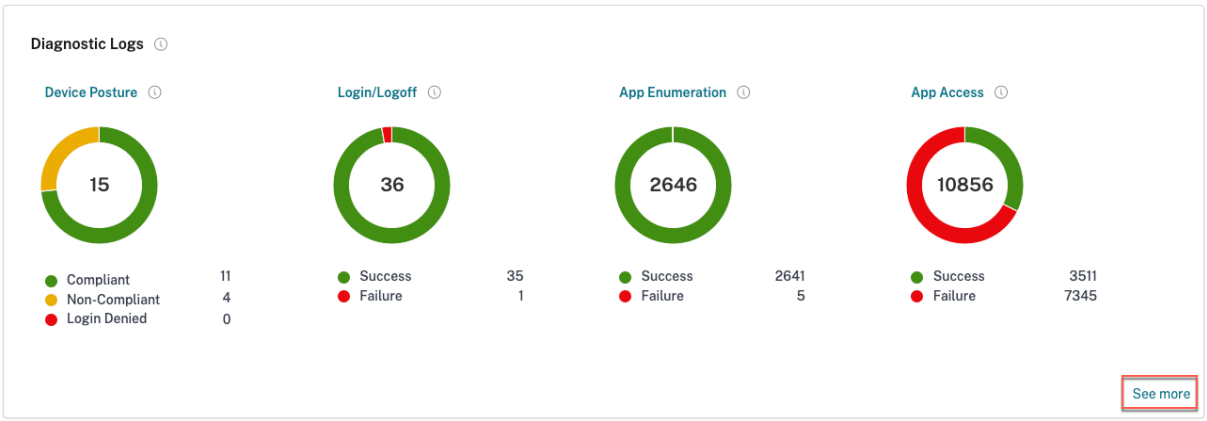
Where do I find Secure Private Access logs?

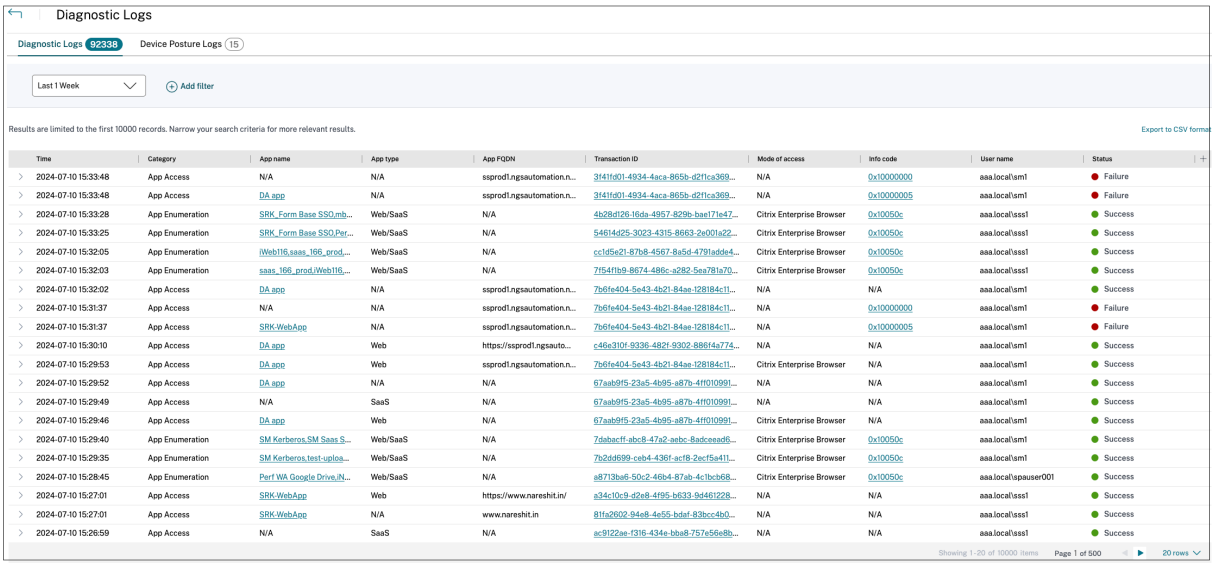
1. Log on to Citrix Cloud.
2. On the Secure Private Access service tile, click **Manage**.
3. Click **Dashboard** on the left navigation in the admin user interface.
4. In the **Diagnostic Logs** chart, click the **See more** link.

Which widget displays the Secure Private Access diagnostic logs?

The **Diagnostics Logs** widget in the **Logging and Troubleshooting** section displays a pie chart view of all Secure Private Access events related to authentication, application launch, app enumeration, and

also logs related to device posture. The Secure Private Access diagnostic logs fetch events from multiple internal components, each sending an event when an end user accesses an application. These events are divided in categories; **Login/Logoff**, **App Enumeration**, and **App Access**. The pie chart displays the overall success/failures ratio of each category. Clicking the colored pie on any chart takes you to the diagnostic logs where you can find the appropriate events. There are also device posture logs if you have Device Posture service enabled. You can also click the **See more** link to view the complete diagnostic logs.





What details can I find in the Secure Private Access diagnostic logs?

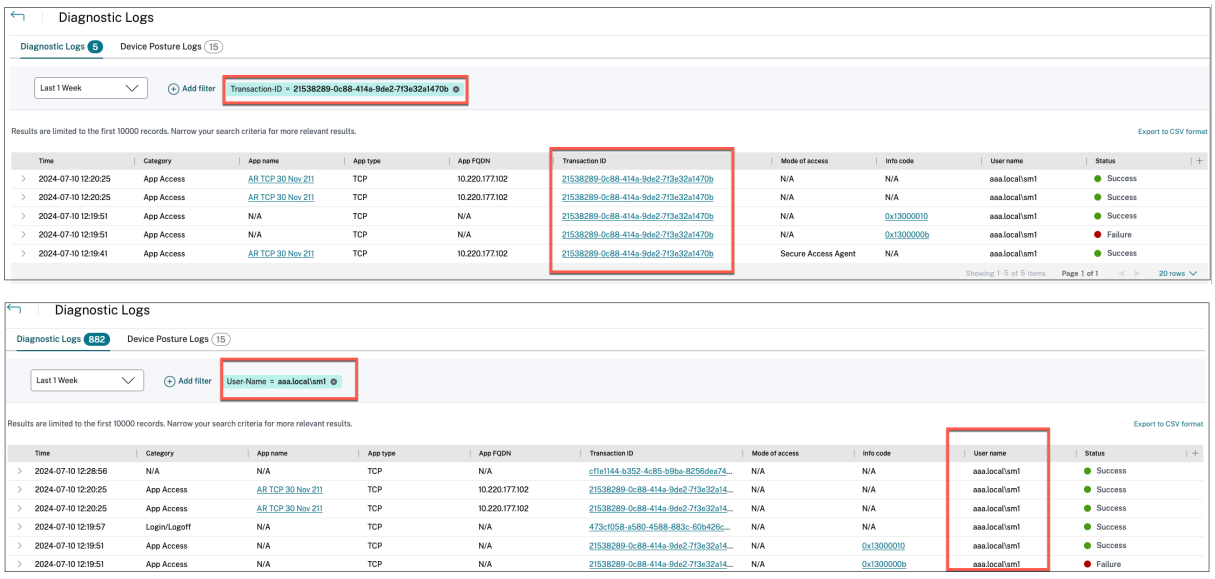
The Secure Private Access user logs dashboard provides the following details, by default.

- **Timestamp** - Time of the event in UTC.
- **Username** - User name of the end-user accessing the app.
- **App Name** - Name of the app/apps that were accessed.
- **Policy Info** - Name of the access policy or policies that were triggered during the event.

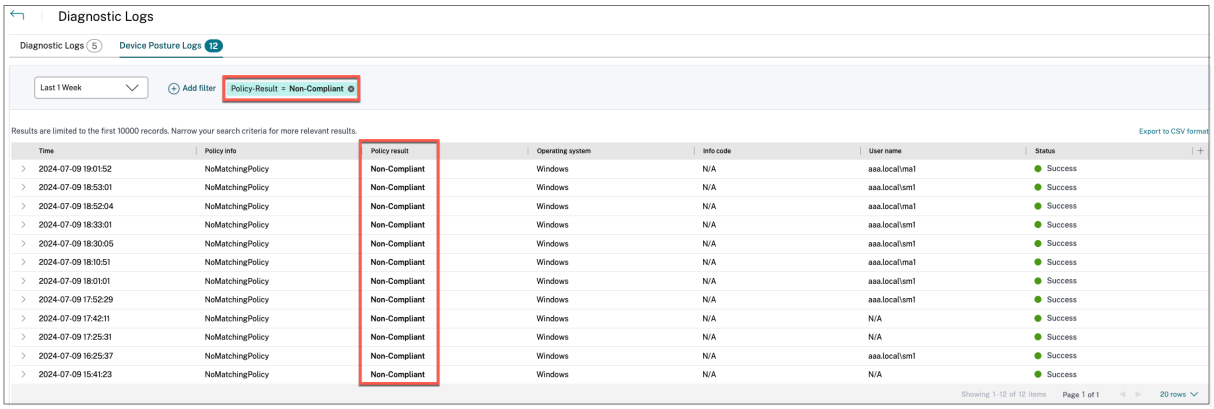
- **Status** - Status of the event, success, or failure.
- **Info Code** - Code associated with each failure event within the Secure Private Access diagnostic logs dashboard. See more information on info code.
- **Description** - Reason for the failure or more details about the event.
- **APP FQDN**: FQDN of the application accessed.
- **Event type** - Event type associated with the operation performed.
- **Operation type** - Operation for which the log is generated.
- **Category** - Category available, depending on the type of event. Available options are: app authentication, app enumeration, or app access. These options are also available as filter options. You can use these options to filter logs depending on the type of issue that you are facing.
- **Transaction ID** - Transaction ID correlates all Secure Private Access logs for an access request. Learn how to use a transaction ID.
  The following details can be fetched by clicking the + button on the rightmost side of the dashboard:
- **SPA PoP Location** - Name/ID of the Secure Private Access service PoP location that was used during app access. See Secure Private Access PoP Locations.

How do I filter the diagnostic logs?

You can use the **Add Filter** option to refine you search based on the various criteria, such as app type, category, description. For example, in the **Search** field, you can click **Transaction ID, = (equals to some value), and enter 21538289-0c88-414a-9de2-7f3e32a1470b**, to search for all logs related to this transaction ID. For details on search operators that can be used with the filter option, see Search operators.



You can also use the various filter options to refine your search on the Device Posture logs.



What events are captured in the Secure Private Access diagnostic logs?

The Secure Private Access diagnostic logs capture the following events:

- **Device Posture:** End-user device status. These logs capture information about the device posture results, whether the device was deemed compliant, non-compliant, or denied access based on your device posture policy.
- **Login/Logoff**: Events related end-user logon or logoff status to the Citrix Secure Access client and authentication to workspace (internal or external providers).
- **App Enumeration**: In the Secure Private Access service, access policies configured by admins decide which user gets to access which app. Denied applications are not visible (not enumerated) to end-users within Citrix Workspace App. These events help you know which applications were allowed or denied Access to a user based on the access policies configured within the Secure Private Access service.
- **App Access**: Events of end-user application/endpoint access, allow/deny status, single sign-on status, and connectivity status as per the configured access policies for the selected time interval.

List of errors

For a comprehensive list of errors that users might encounter when using the Secure Private Access service, see Diagnostic log info codes.

Diagnostic log info codes

February 4, 2026

Use this topic to troubleshoot some of the app configuration, authentication and SSO, or app access-related issues. Copy the info code from the 'Info Code' column within the Secure Private Access diagnostic logs and then search for that code on this page to find the corresponding troubleshooting steps. The following are some FAQs to help you use this topic better.

For more information on the diagnostic logs, see Diagnostic logs.

The following error lookup table provides a comprehensive overview of the various errors that users can possibly run into when using the Secure Private Access service.

Info code	Description	Resolution
0x180006, 0x1800B7	App launch failed because App FQDN length exceeded	App launch failed because app FQDN length exceeded
0x180022	App launch failed as Authentication Service is down	App launch failed as authentication service is down
0x180001, 0x18001A, 0x18001B, 0x18008A 0x1800A9, 0x1800AA, 0x1800AB, 0x1800AC 0x1800AD, 0x1800AE, 0x1800AF, 0x1800B0 0x1800B1, 0x1800B2, 0x1800B3, 0x180048	Single sign-on errors, Connection establishment failure between Citrix Cloud and on-premises connectors, SAML SSO failure, Invalid app FQDN	App access is denied
0x1800EF	Problem connecting to Connector Appliance	Problem connecting to Connector Appliance
0x18009D	DNS lookup/Connection failed	Secure Browser Service - DNS lookup/connection errors
0x1800A0, 0x1800A2, 0x1800A3, 0x1800A5 0x1800A6, 0x1800A7	Web app launch failed as unable to connect to back end web app	Web app launch failed as unable to connect to back-end web app
0x1800BC, 0x1800BF	User is not entitled to access the Web/SaaS app	User is not entitled to access the Web/SaaS app
0x1800BD	User is not entitled to access the Web/SaaS app for DirectAccess	User is not entitled to access the Web/SaaS app for DirectAccess

Info code	Description	Resolution
0x1800D0	Citrix Secure Access agent Session launch has failed while fetching the application configuration	Citrix Secure Access agent Session launch has failed while fetching the application configuration
0x1800CD, 0x1800CE, 0x1800D6, 0x1800EA	Citrix Secure Access agent Session launch has failed while fetching the application configuration, Citrix Secure Access agent App launch has failed during policy evaluation, Citrix Secure Access agent App launch has failed	Malformed client requests
0x1800DE	Citrix Secure Access agent App launch has failed during Policy evaluation	Citrix Secure Access agent App launch has failed during Policy evaluation
0x180055, 0x1800DF, 0x1800E3	Apps restricted by contextual policy, Access denied due to policy configuration	One or more apps not listed in the user dashboard
0x1800EB	Citrix Secure Access agent app launch has failed as IPv6 is not supported	Citrix Secure Access agent app launch has failed as IPv6 is not supported
0x1800EC, 0x1800ED	Citrix Secure Access agent App launch has failed due to invalid IP address	Citrix Secure Access agent App launch has failed due to invalid IP address
0x10000001, 0x10000002, 0x10000003, 0x10000004	Citrix Secure Access client login failure due to network issue	Network connectivity reachability issue with Citrix Secure Access client
0x10000006	Citrix Secure Access client login failure due to proxy in the middle	Proxy server interfering client connectivity with service
0x10000007	Citrix Secure Access client login failure due to untrusted certificate authority	Untrusted server certificate issue is observed
0x10000008	Citrix Secure Access client login failure due to invalid certificate	Invalid server certificate issue is observed

Info code	Description	Resolution
0x1000000A	Citrix Secure Access client login failure due to configuration issue	Login failed as configuration is empty for the user
0x1000000B	Citrix Secure Access client login failure due to connection failure	Connection terminated by the network or end user
0x10000010	Citrix Secure Access client login failure due to expired session	Configuration download failed as session is expired
0x10000013	Citrix Secure Access client login failure due huge configuration list	Citrix Secure Access client failed to log in
0x11000003	Citrix Secure Access client login failure due to control channel creation failure	Control channel establishment failed as the session expired
0x11000004	Citrix Secure Access client login failure due control channel creation failure	Control channel establishment failed
0x11000005	Citrix Secure Access client login failure due control channel creation failure	Control channel establishment failed
0x11000006	Citrix Secure Access client login failure due control channel creation failure	Control channel establishment failed because of network issue
0x12000001	Citrix Secure Access client logout failure as session already expired	Unable to logoff as session is terminated
0x12000002	Citrix Secure Access client logout failure as session already timed out	Session is forcefully terminated
0x13000001	App access failed as the session expired	Application launch failed as session is expired
0x13000002	App access failed as inadequate license	Application Launch failed because of license issue
0x13000003, 0x13000008, 0x001800DF	App access failed as access forbidden, TCP/UDP app launch is denied as per Policy	Application launch failed as access is denied by service

Info code	Description	Resolution
0x13000004, 0x13000005	App access failed as the server is unavailable	Application launch failed as the client is unable to reach the service
0x13000007	App access failed as the access policy is disabled or the user is not subscribed	Application launch failed as policy evaluation and config validation failed
0x13000009	App access failed as the routing entry is missing	Application launch failed because of issues in application domain table
0x1300000B	The client closed the connection	Client closed the connection with Secure Private Access service
0x1300000C	The FQDN resolution over ZTNA failed	Unable to resolve FQDN by the DNS server
0x1300000E	App launch failed due to use of non-Chrome browser	App launch failed due to use of a non-Chrome browser
0x001800D3	Applications configuration download failure while login	Failed to fetch configured application destinations list
0x001800D9, 0x001800DA	TCP/UDP app launch has failed during parsing policy evaluation response, TCP/UDP app launch has failed with invalid result during policy evaluation	Application configuration issue
0x001800DB	TCP/UDP app launch has failed with invalid resource location configuration	Issue with resource location
0x13000006, 0x001800DC, 0x001800DD	TCP app launch has failed due to unsupported Enhanced Security policy configured for the app, TCP app launch has failed due to unsupported Secure Browser Service redirection configured for TCP App	Enhanced security policy is bound to the HTTP application

Info code	Description	Resolution
0x001800DE	TCP/UDP app launch has failed as there is no application configuration found for the destination	Unable to locate the application
0x001800EA	TCP app launch has failed due to destination FQDN is too long	Host name length exceeds 256 characters
0x001800ED	TCP app launch has failed because of invalid destination IP	Invalid IP address
0x001800EF	TCP app launch has failed during connection establishment to private TCP server	Unable to establish end-to-end connection
0x001800F5	UDP app launch failed because of IPV6 address	IPv6 received in the app request
0x001800F9	UDP Traffic failed to deliver as client connection is lost	UDP traffic failed to deliver
0x001800FF	UDP Data traffic delivery failed	UDP data traffic delivery failed
0x10000401	Citrix rendezvous server dial failed	Application launch failed because of network connectivity issues
0x10000402, 0x1000040C	Unable to register the Connector Appliance, UDP network connection initialization failure	Connector appliance failed to register to Secure Private Access service
0x10000403, 0x10000404, 0x10000407, 0x1000040A 0x1000040B, 0x1000040F, 0x10000410	Connection error, Control packet transmission failure, Error on reading Gateway service, Control packet parsing failure, Error on writing gateway service	Connectivity issue with Connector Appliance
0x10000405, 0x10000408, 0x10000409, 0x1000040D 0x1000040E, 0x10000412	Back-end Unreachable, UDP packet transmission failure, UDP packet receiving failure, Error on writing back-end, back-end closed the connection	Connectivity issues with Connector Appliance and back-end private TCP/UDP servers
0x10000406	DNS resolution failed	Connector appliance fails to resolve DNS for FQDNs
0x10000411	Gateway service closed the connection	Private server connection terminated

Info code	Description	Resolution
0x10000413	Error in determining connection teardown reason	Failed to connect or send data to the private service IP or FQDN
0x100508	User context does not match the access rule conditions	No matching policy condition
0x100509	Access policy not associated with the application	No access policy associated with the application
0x10050C	Policy evaluation results of multiple applications that the user might be entitled to	App enumeration information
0x00180101	TCP/UDP app launch failed as routing entry is missing in application domain table	TCP/UDP app launch failed as routing entry is missing in application domain table
0x00180102	TCP/UDP app launch failed as connectors are not healthy	TCP/UDP app launch failed as connectors are not healthy
0x00180103	UDP/DNS request failed, as Connector is unreachable	UDP/DNS request failed, as Connector is unreachable
0x20580001	Failed to load the page as NGS Cookie is expired	Failed to load the page as NGS Cookie is expired
0x20580002	Access policy fetch failed because of network failure	Access policy fetch failed because of network failure
0x20580003	Access policy fetch failed while parsing the JSON web token	Access policy fetch failed while parsing the JSON web token
0x20580004	Network failure to fetch Access Policy details	Network failure to fetch Access Policy details
0x20580005	Policy fetch failed while fetching public certificate	Policy fetch failed while fetching public certificate
0x20580007	Policy fetch failed while validating signature of JWT	Policy fetch failed while validating signature of JWT
0x20580008	Policy fetch failed while validating the public certificate	Policy fetch failed while validating the public certificate
0x2058000A	Failed to determine store environment to form a policy URL	Failed to determine store environment to form a policy URL

Info code	Description	Resolution
0x2058000B	Failed to get response of access policy fetch request	Failed to get response of access policy fetch request
0x2058000C	Access policy fetch failed due to an expired secondary DS auth token	Access Policy fetch failed due to an expired secondary DS auth token
0x10200002	Connector appliance is not registered	Connector appliance is not registered
0x10200003	Unable to connect to connector appliance	Unable to connect to connector appliance
0x10000301	Connection to Citrix SPA service failed	Connection to Citrix Secure Private Access service failed
0x10000303, 0x10000304	The proxy server is not reachable	Proxy server is not reachable
0x10000305	Proxy server authentication failed	Proxy server authentication failed
0x10000306	Configured proxy servers are not reachable	Configured proxy servers are not reachable
0x10000307	Received error response from backend server	Received error response from backend server
0x10000005	Unable to send request to the target URL	Unable to send request to the target URL
0x10000107	Failed to process SSO	Failed to process SSO
0x10000108, 0x1000010B	Failed to process SSO, unable to determine SSO settings	Failed to process SSO, unable to determine SSO settings
0x10000101, 0x10000102, 0x10000103, 0x10000104	FormFill SSO failed, incorrect form app configuration	FormFill SSO failed, incorrect form app configuration
0x1000010A	FormFill SSO failed, incorrect form app configuration	FormFill SSO failed, incorrect form app configuration
0x10000202	Kerberos SSO failed	Kerberos SSO failed
0x10000203	Failed to process SSO for auth type	Failed to process SSO for auth type
0x10000204	Kerberos SSO failed but falling back to NTLM	Kerberos SSO failed but falling back to NTLM

Info code	Description	Resolution
0x14000001	Multiple ZTNA entitled accounts configured in the Citrix Workspace application	Multiple ZTNA entitled accounts configured in Citrix Workspace application

Resolution steps

The following sections provide resolution steps for most of the info codes. For the codes that do not have the resolution steps captured, contact Citrix Support.

One or more apps not listed in the user dashboard

Info code: 0x180055, 0x1800DF, 0x1800E3

Due to the contextual policy settings, apps might not be seen for some users or devices. Parameters like trust factors (device posture or risk score) can affect the accessibility of the applications.

1. Copy the transaction ID from the `reasons` column for error code `0x18005C` in the Diagnostic Logs csv file.
2. Modify the `prod` column filter in the csv file to show events from the component called `SWA.PSE` or `SWA.PSE.EVENTS`. This filter shows logs related to policy evaluation only.
3. Search for the evaluated policy payload in the `reason` column. This payload shows the evaluated policy for the user's context for all apps that the user is subscribed to.
4. If the policy evaluation indicates as app denied for the user, the possible reasons can be:
    - Incorrect matching conditions in policy - check App policy configuration in Citrix Cloud™
    - Incorrect matching rules in policy - check App policy configuration in Citrix Cloud
    - Incorrect matching default rule in policy - this is a fall-through case. Adjust the conditions accordingly.

User is not entitled to access the Web/SaaS app

Info code: 0x1800BC, 0x1800BF

The user might have clicked the app link for which the user might not have a subscription.

Ensure that the user has a subscription to the applications.

1. Go to the application in the management portal.
2. Edit the app and go to the **Subscription** tab.
3. Ensure that the targeted user has an entry in the subscription list.

Slow back-end app performance

Info code:0x18000F

There are cases where the customer network is flaky due to the connectors in a resource location that can be down or the back-end server itself might not be responding.

1. Ensure that the connector appliance is positioned geographically close to the back-end server to rule out network latencies.
2. Check if the back-end server's firewall is not blocking the connector appliance.
3. Check if the client is connecting to the nearest cloud POP.

   For example, `nslookup nssvc.dnsdiag.net` on the client, the canonical name in the answer indicates the geo-specific server such as `aws-us-w.g.nssvc.net`.

App launch failed because App FQDN length exceeded

Info code: 0x180006, 0x1800B7

App FQDNs must not exceed 512 characters in length. Check the application FQDN in the app configuration page. Ensure that the length does not exceed 512 bytes in size.

1. Go to the **Applications** tab on the management console.
2. Look for the application whose FQDN exceeds 512 characters.
3. Edit the application and fix the app FQDN length.

App details length exceeded

Info code: 0x18000E

Check the policies if they are blocking the app access.

1. Go to **Access Policies**.
2. Look for the policies where the app has entitlement.
3. Review the policy rules and conditions for the end user.

App access is denied

Info code: 0x180001, 0x18001A, 0x18001B, 0x18008A, 0x1800A9, 0x1800AB, 0x1800AC, 0x1800AD, 0x1800AE, 0x1800AF, 0x1800B0, 0x1800B1, 0x1800B2, 0x1800B3, 0x180048

This is related to contextual policies, where policies are denying the app for a given user.

Check the policies if they are blocking the app access

1. Go to **Access Policies**.
2. Look for the policies where the app has entitlement.
3. Review the policy rules and conditions for the end user.

Applications not enumerated

Applications can be missing from the enumerated list because of policy denials or if the Secure Private Access integration is not enabled.

- If access must be enabled for some of the apps but you see zero apps, try enabling the Secure Private Access integration.
  - Sign into Citrix Cloud.
  - Select **Workspace Configuration** from the hamburger menu, and then click **Service Integrations**.
  - Click the ellipsis button in Secure Private Access, and then click **Enable**.
- If the Secure Private Access integration is already enabled, disable it, and then enable it again to see if you have any apps.

Problem connecting to Connector Appliance

Info code: 0x1800EF

App routing fails because of non-availability of TCP connections with on-premises connectors.

Review events from the controller component

1. Look up the `transaction ID` for error code `0x1800EF` in the diagnostic logs csv file.
2. Filter all events matching the transaction ID in the csv file.
3. Also, filter the `prod` column in the csv file that match `SWA.GOCTRL`.

   If you see events with the `connectType` message `multiconnect::success`? then;

   - This indicates that the tunnel establishment request was relayed to the controller successfully.
   - Check if the `Resource Location` in the log message is correct. If it is incorrect, fix the resource location in the app configuration section on the Citrix management portal.
   - Check if the `VDA Ip and Port` in the log message is correct. The VDA IP and port indicates the back-end application IP and port. If it is incorrect, fix the app FQDN or IP address in the app configuration section on the Citrix management portal.
   - Proceed to review the Connector events if you don't find any earlier mentioned issues.

If you see events with the `connectType` message `connect::failure` or `multiconnect::success`, then;

- Check if the recommended fix for this log message states - `Check if connector is still connected to same pop`. This indicates that the connector at the resource location might have gone down. Proceed to review the Connector events.
- Contact Citrix Customer support if the earlier mentioned messages are not seen.

If you see events with the `connectType` message `IntraAll::failure`, then contact Citrix customer support.

Review events from the connector component

1. Look up the `transaction ID` for error code `0x1800EF` in the Diagnostic Logs csv file.
2. Filter all events matching the transaction ID in the csv file.
3. Also filter the `prod` column in the csv file that match `SWA.ConnectorAppliance.WebApps`.
4. If you see events with `status` as `failure`, then;
    - Review the `reason` message for each of these failure events.
    - `UnableToRegister` indicates that the connector wasn't able to register to Citrix Cloud successfully. Contact Citrix Support.
    - `IsProxyRequiredCheckError` or `ProxyDialFailed` or `ProxyConnectionFailed` or `ProxyAuthenticationFailure` or `ProxiesUnReachable` indicates that the connector wasn't able to resolve the back-end URL through the proxy configuration. Check the proxy configuration for correctness.
    - For further debugging see Connector SSO events.

Single sign-on errors

For single sign-on, different SSO attributes from the app configuration are extracted and applied during app launch. If that particular user doesn't have the attributes or if the attributes are incorrect, the single sign-on might fail. Ensure that the configuration looks correct.

1. Go to **Access Policies.**
2. Look for the policies where the app has entitlement.
3. Review the policy rules and conditions for the end user.

SSO methods such as Form SSO, Kerberos, and NTLM are performed by the on-premises connector. Review the following diagnostic logs from the connector.

Review SSO events from the connector component

1. Filter the `component name` in the csv file that match `SWA.ConnectorAppliance.WebApps`.
2. Do you see events with status as "failure"?

    - Review the message for each of these failure events.
    - `IsProxyRequiredCheckError` or `ProxyDialFailed` or `ProxyConnectionFailed` or `ProxyAuthenticationFailure` or `ProxiesUnReachable` indicates that the connector wasn't able to resolve the back-end URL through the proxy configuration. Check the proxy configuration for correctness.
    - `FailedToReadRequest` or `RequestReceivedForNonSecureBrowse` or `UnableToRetrieveUserCredentials` or `CCSPolicyIsNotLoaded` or `FailedToLoadBaseClient` or `ProcessConnectionFailure` or `WebAppUnSupportedAut` indicates tunneling failure. Contact Citrix Support.
    - `UnableToConnectTargetServer` indicates that the back-end server is unreachable from the connector. Check the back-end configuration again.
    - `IncorrectFormAppConfiguration` or `NoLoginFormFound` or `FailedToConstructForL` or `FailedToLoginViaFormBasedAuth` indicates form-based authentication failure. Check the form SSO configuration section in App configuration in the Citrix management portal.
    - `NTLMAuthNotFound` indicates NTLM based authentication failure. Check the NTLM SSO configuration section in the app configuration in the Citrix management portal.
    - For further debugging, see Connector events.

App launch failed as authentication service is down

Info code: 0x180022

Secure Private Access allows admins to configure a third-party authentication service such as the traditional active directory, AAD, Okta, or SAML. Outages in these authentication services can this issue.

Check if the third-party servers are up and reachable.

SAML SSO failure

Info code: 0x18008A, 0x1800A9, 0x1800AA, 0x1800AB, 0x1800AC, 0x1800AD, 0x1800AE, 0x1800AF, 0x1800B0, 0x1800B1, 0x1800B2, 0x1800B3

Users face an authentication failure during app launch when it is IdP initiated or might see inaccessible links when it is SP initiated. Check the SAML app configuration at the Secure Private Access service side and service provider configuration as well.

Secure Private Access configuration:

1. Go to the **Applications** tab.
2. Look for the problematic SAML app.
3. Edit the application and go to the **Single Sign On** tab.
4. Check the following fields.
    - Assertion URL
    - Relay State
    - Audience
    - Name Id format, Name Id, and other attributes

Service provider configuration:

1. Log in to the service provider.
2. Go to **SAML settings.**
3. Check the IdP certificate, audience, and IdP login URL.

If the configuration looks correct, contact Citrix support.

Invalid app FQDN

Info code: 0x180048

Customer admin might have provided an invalid FQDN or an FQDN where DNS resolve fails at the back-end server.

In this case, the end user sees an error on the webpage. Check the application settings.

SaaS App validation Check if the app can be accessed from the network.

Web app validation

1. Go to the **Applications** tab.
2. Edit the problematic application.
3. Go to **App Details** page.
4. Check the URL. The URL must be accessible either in intranet or internet.

Secure Browser Service - DNS lookup/connection failed

Info code: 0x18009D

Broken browsing experience via Remote Browser Isolation service. Check the back-end server that the end user is trying to connect.

1. Go to the back-end server and check if it is up and running, and is able to receive the requests.
2. Check for proxy settings if it is stopping the connection to the back-end server.

> **Note:**
>
> The Citrix Remote Browser Isolation™ service was formerly known as the Secure Browser service.

CWA Web - DNS lookup/connection errors for Web apps

Info code: 0x1800A0, 0x1800A2, 0x1800A3, 0x1800A5, 0x1800A6, 0x1800A7

Broken browsing experience of web applications running inside a corporate network.

1. Filter through the diagnostic logs for the FQDNs that are not resolvable.
2. Check for reachability of the back-end server from inside the corporate network.
3. Check the proxy settings to see if the connector is blocked from reaching the back-end server.

Direct Access - Misconfigured as Web app

Because Web app traffic is always routed via the connector, configuring direct access on them results in an app access error.

Check for the conflicting configuration between the routing domain table and the app configuration.

1. Go to the application in the management portal.
2. Edit the app and check if direct access is enabled.
3. Check the app FQDN inside the routing domain table if it has been marked as internal.

User is not entitled to access the Web/SaaS app for DirectAccess

Info code: 0x1800BD

App configuration disables direct access for traffic that originates from browser-based clients.

Ensure that the user has a subscription to the applications.

1. Go to the application in the management portal.
2. Edit the app and check the agentless access configuration.

Enhanced security policies - Secure Browser Service misconfiguration

Info code: 0x1800C3

Incorrect behavior seen than what was intended by the policy rules. Check contextual access policies.

1. Go to the **Policies** tab.
2. Check the policies associated with the application.
3. Check the rules for those policies.

Enhanced security policies - policy misconfiguration

Incorrect behavior seen than what was intended by the policy rules. Check the enhanced security settings.

1. Go to the application.
2. Click the **Access Policies** tab.
3. Check the settings in the **Available security restrictions:** section.

Citrix Secure Access™ agent session launch has failed while fetching the application configuration

Info code: 0x1800D0

Citrix Secure Access app fails to successfully establish a full tunnel to Citrix Cloud.

1. Review the routing domain configuration for the TCP/UDP apps.
2. Ensure that the maximum number of entries is well within the 16k limit.

TCP/UDP apps - Malformed client requests

Info code: 0x1800CD, 0x1800CE, 0x1800D6, 0x1800EA

Either the VPN tunnel is not established or certain FQDNs might not be tunneled.

1. Ensure that the requests are not being fabricated or reconstructed by proxies in the middle.
2. Suspected man-in-middle attacks.

TCP/UDP Apps - Secure Browser Service redirect misconfiguration

Info code: 0x1800DD

Remote Browser Isolation service redirects can only be applied for Web apps and not TCP/UDP apps. Review the app configuration in the Secure Private Access service GUI.

> **Note:**
>
> The Citrix Remote Browser Isolation service was formerly known as the Secure Browser service.

Citrix Secure Access agent app launch has failed during the policy evaluation

Info code: 0x1800DE

Ensure that all the internal FQDNs that are to be tunneled by the Citrix Secure Access client have a corresponding entry in the routing domain table.

Citrix Secure Access agent app launch has failed as IPv6 is not supported

Info code: 0x1800EB

Review the routing domain entries. Ensure that there are no IPV6 entries in the table.

Citrix Secure Access agent app launch has failed due to invalid IP address

Info code:0x1800EC, 0x1800ED

Review the routing domain entries. Ensure that the IP addresses are valid and are pointing to the correct back end.

Network connectivity reachability issue with Citrix Secure Access client

Info code: 0x10000001, 0x10000002, 0x10000003, 0x10000004

1. Check if the client machine network is reachable. If the network is reachable, contact Citrix Support with the client debug logs.
2. Check if the proxy or firewall is blocking the network.

To collect client debug logs, see How to collect client logs.

Proxy server interfering client connectivity with service

Info code: 0x10000006

1. Check if the client machine network is reachable.
2. Check if the proxy is configured correctly in the client.
3. If there are no issues with both, contact Citrix Support with the client debug logs.

To collect client debug logs, see How to collect client logs.

Untrusted server certificate issue is observed

Info code: 0x10000007

Contact Citrix Support to check whether the server certificate is correctly generated by a valid CA.

Invalid server certificate issue is observed

Info code: 0x10000008

Contact Citrix Support to check whether the server certificate is self-signed, expired, or from an untrusted source.

Login failed as configuration is empty for the user

Info code: 0x1000000A

1. Ensure that at least one TCP/UDP/HTTP app is configured. For details, see Add and manage applications.
2. Ensure that the Application Domain table (**Secure Private Access > Settings > Application Domain**) is not empty or all entries are not disabled. The destinations configured in the TCP/UDP/HTTP application are automatically added to this table.

It is recommended that you do not delete or disable an active TCP/UDP/HTTP application's destinations or URL.

Connection terminated by the network and or end user

Info code: 0x1000000B

Check if the network is interrupted or if the end-user canceled the connection during the ZTNA session connection.

Configuration download failed as session is expired

Info code: 0x10000010

The VPN session might have expired during the ZTNA session config download request. Try to relogin to the Citrix Secure Access client.

Citrix Secure Access client failed to log in

Info code: 0x10000013

The Citrix Secure Access client failed to login as the configuration size exceeds the maximum configuration limit.

1. Review the routing domain configuration for the TCP/UDP apps in **Secure Private Access > Settings > Application Domain**
2. Ensure that the number of entries are not huge. If the entries list is huge, disable or remove unused destinations.

   If the destination list is expected to be more than 1000s, try increasing the max configuration download size by updating the ConfigSize registry key. For details, see Citrix Gateway VPN client registry keys.

Control channel establishment failed as the session expired

Info code: 0x11000003

The control channel for the DNS request establishment has failed as the session is expired.

The ZTNA session might have expired during the control channel setup.

Try to relogin to the Citrix Secure Access client.

Control channel establishment failed

Info code: 0x11000004

The control channel for DNS request establishment has failed.

- **Maintain the resource location healthy:**

1. Log on to Citrix Cloud.
2. Click **Resource Location** from the hamburger menu.
3. Run a health check for the connector appliances on the respective resource location.
4. If this does not fix the issue, try restarting the connector virtual machine.

- **Maintain HA connector appliance:**

1. Log on to Citrix Cloud.
2. Click **Resource Location** from the hamburger menu.
3. Ensure that the expected resource location has at least two Connector Appliances.

Ensure the following:

- The resource location LAN is in working condition.
- No firewall or proxy is in the middle blocking Connector Appliance to the service or the back-end servers.
- The client network is healthy.
- The back-end private servers are up and running.
- The DNS servers are up and running.
- FQDNs are resolvable.

If you meet the preceding recommendations, then do the following.

1. Fetch the transaction ID from the diagnostic log for this error.
2. Filter all events matching the transaction ID in the Secure Private Access dashboard.
3. Check if any error occurred in the client or Connector Appliance or Service diagnostic logs, matching to the transaction ID. Then take the appropriate actions accordingly.
4. Check if the resource location is chosen correctly for the destination in the application domain table (**Secure Private Access > Settings > Application Domain**).
5. Check if the application is configured with the correct port, IP ranges, domains. For details, see Add and manage applications.

If you are still not able to resolve the issue, Contact Citrix Support with the error code respective to the transaction ID and client logs.

To collect client debug logs, see How to collect client logs.

Control channel establishment failed

Info code: 0x11000005

Control channel (for DNS request) establishment failed.

1. Check the Secure Private Access service license entitlement.
2. If not entitled, Contact Citrix Support to check the license.

For details, see https://www.citrix.com/buy/licensing/product.html.

Control channel establishment failed due to network issue

Info code: 0x11000006

Control channel (for DNS request) establishment failed due to network issue.

1. Check if the Secure Private Access service is reachable.

2. If not reachable, Contact Citrix Support with the error code and the client Logs.

To collect client debug logs, see How to collect client logs.

Control channel establishment failed due to insufficient IIPs

Info code: 0x11000007

Control channel (for DNS request) establishment failed due to insufficient IIPs.

Contact Citrix Support with the error code and the client Logs.

To collect client debug logs, see How to collect client logs.

Unable to logoff as session is terminated

This issue might have occurred because the client machine (keyboard or mouse) was idle for more than the configured timeout period.

Info code: 0x12000001

Try to relogin to the Citrix Secure Access client.

Session is forcefully terminated

The session is forcefully terminated as the configured force timeout is reached.

Info code: 0x12000002

Try to relogin to the Citrix Secure Access client.

Application Launch failed as session is expired

Info code: 0x13000001

1. The ZTNA session has expired during the app launch.
2. Try to relogin to the Citrix Secure Access client.

Application Launch failed because of license issue

Info code: 0x13000002

1. Check for the Secure Private Access service license is entitlement.
2. If not entitled, Contact Citrix Support to check the license.

For details, see https://www.citrix.com/buy/licensing/product.html.

Application launch failed as access is denied by service

Info code: 0x13000003, 0x13000008, 0x001800DF

Application launch is denied as per the policy configuration for the user and application.

Ensure the following.

- Same destinations are not used in multiple applications (HTTP, HTTPS, TCP, UDP)
- There are no overlapping destinations on multiple applications.
- Access policies are bound to the applications.

Also check the conditions and actions of the policies configured for the denied application. Then review the policy conditions and actions.

For details see, Access policies.

Application launch failed as the client is unable to reach the service

Info code: 0x13000004, 0x13000005

1. Check if the Secure Private Access Service is reachable.
2. Launch the app again.
3. If the app is not reachable for a long time, Contact Citrix Support with the error code and client logs.

To collect client debug logs, see How to collect client logs.

Application launch failed as policy evaluation and config validation failed

Info code: 0x13000007

Application launch failed as policy evaluation and config validation is failed by the Secure Private Access service.

Unable to spot application for accessed destination.

Application launch failed as access is denied by service.

Application launch failed because of issues in application domain table

Info code: 0x13000009

Application launch failed as the Application domain table does not have an entry for the accessed destination.

Check that the route entry is correctly configured for the application in **Secure Private Access > Settings > Application Domain**.

Client closed the connection with Secure Private Access service

Info code: 0x1300000B

1. Check if the end-user manually closed the connection.
2. If not, contact Citrix Support with the error code and client logs.

To collect client debug logs, see How to collect client logs.

Unable to resolve FQDN by the DNS server

Info code: 0x1300000C

This issue occurs when the Connector Appliance fails to resolve DNS for FQDNs.

1. Check the DNS entry for the respective app FQDN in the DNS server.
2. Ensure that an appropriate DNS server is configured in the Connector Appliances. For details, see Configuring network settings on the Connector Appliance administration page.

App launch failed due to use of non-Chrome browser

Info code: 0x1300000E

Application launch fails because browser mode is set to Google Chrome Enterprise Premium, and a non-chrome browser is used.

Use Chrome Browser to launch the application.

- Check that the default system browser in the user's system is set to Chrome.
- Check that the user is not trying to manually launch the app using a non-Chrome browser.

Unable to locate the application

Info code: 0x001800DE

You might be unable to locate the application for the accessed destination for the user. This might occur if the destination to resource location mapping missing in the Application Domain table.

- Ensure that the TCP/UDP or HTTP application is configured for the accessed destination.
- Ensure that the user has a subscription to the application for the accessed destination.

1. Go to the application in the management portal.
2. Edit the app and go to the **Subscription** tab.
3. Ensure that the targeted user has an entry in the subscription list.
4. Ensure that the **Application Domain** table has the destination and the appropriate resource location.

Failed to fetch configured application destinations list

Info code: 0x001800D3

- Ensure that at least one TCP/UDP/HTTP app is configured. For details, see Add and manage applications.
- Ensure that the Application Domain table (**Secure Private Access > Settings > Application Domain**) page is not empty or not all entries are disabled. The destinations configured in the TCP/UDP/HTTP application are automatically added to this table. It is recommended not to delete or the disable the active TCP/UDP/HTTP application's destinations or URLs in the Application Domain table.

Application configuration issue

The application configuration contains a special character or some policy configuration issue.

Info code: 0x001800D9, 0x001800DA

Ensure the following:

- The app configuration does not contain unsupported characters.
- The destination IP address or IP address range or the IP CIDR are valid.
- The application destination is enabled in the Application Domain table (**Secure Private Access > Settings > Application Domain**).
- The policies are configured and bound to the respective application.
- The access policy configuration is correct.

Issue with resource location

Info code: 0x001800DB

- Ensure that a resource location is configured.

    1. In the Citrix Cloud hamburger menu, select **Resource Location**.
    2. Ensure that the expected resource location is configured and the resource location is in active status.

- Ensure that a correct resource location is selected for the destination in the Application Domain table (**Secure Private Access > Settings > Application Domain**).

The destinations configured in the TCP/UDP/HTTP application are automatically added to this table. It is recommended not to delete or disable the active TCP/UDP/HTTP application's destinations or URLs in the Application Domain table.

Enhanced security policy is bound to the HTTP application

Info code: 0x001800DC, 0x001800DD, 0x13000006

HTTP Application which has an enhanced security policy bound is accessed through the Citrix Secure Access client.

- Ensure that the same destination is not used for both TCP/UDP and HTTP applications.
- If enhanced security policy is enabled for HTTP/HTTPS application, it is recommended to access the app only through Citrix Workspace app or Citrix Remote Browser Isolation service.
- Disable enhanced security control for HTTP/HTTPS applications to access the app through the Citrix Secure Access client.
    - Go to the Secure Private Access admin portal.
    - Click the **Applications** tab and search for the policy name for the accessed destination HTTP/HTTPS application.
    - Click the **Access Policies** tab and search for the policy name identified earlier.
    - Select the policy and click **Edit**.
    - Change the action from **Allow access with restriction** to **Allow access.**

For details on configuration, see Add and manage applications.

> **Note:**
>
> The Citrix Remote Browser Isolation service was formerly known as the Secure Browser service.

Host name length exceeds 256 characters

Info code: 0x001800EA

The host name received in the application launch request exceeds 256 characters.

It is recommended that the FDQN characters do not exceed 256 characters.

Invalid IP address

Info code: 0x001800ED

The IP address received in the application launch request is invalid.

It is recommended to access only a valid private IP address from the clients.

Unable to establish end-to-end connection

Info code: 0x001800EF

Unable to establish end-to-end connection between the client and the server configured in resource location.

- Ensure that the resource location is in active status.
  - In the Citrix Cloud hamburger menu, select **Resource Location**.
  - Run a health check for the Connector Appliances on the respective resource location.
  - If this does not fix the issue, restart the connector virtual machine.
- Maintain a high availability Connector Appliance
  - In the Citrix Cloud hamburger menu, select **Resource Location**.
  - Ensure that the resource location has at least two Connector Appliances.
- Ensure the following:
  - Resource location LAN is in working condition.
  - No firewalls or proxies in the middle blocking Connector Appliance to the service or back-end servers.
  - Client Network is healthy.
  - Back-end private servers are healthy.
  - DNS servers are healthy.
  - FQDNs are resolvable.

If there are no issues with these, then do the following:

1. Fetch the transaction ID from the diagnostic logs for this error.
2. Filter all events matching the transaction ID in the Secure Private Access service dashboard.
3. Check the diagnostic logs corresponding to the transaction ID from the Secure Private Access service dashboard and then take appropriate actions accordingly.
4. Check that a correct resource location is selected as the destination in the Application Domain table (**Secure Private Access > Settings > Application Domain**).

5. Check if the application is configured (**Secure Private Access > Applications**) with the correct IP address, port, and FQDN.

If none of these steps resolve the issue, then contact Citrix Support with the error code respective to the transaction ID and collect client logs.

To collect client debug logs, see How to collect client logs.

IPv6 received in the app request

Info code: 0x001800F5

An IPv6 is received in the app request that is not supported. Currently, only IPv4 is supported.

Edit the application to fix the application IP address issue.

1. Go to the Secure Private Access admin portal.
2. Click the **Applications** tab.
3. Search for the app and click **Edit**.

For details, see Add and manage apps.

UDP traffic failed to deliver

Info code: 0x001800F9

UDP traffic failed to deliver as the client connection is lost

1. Check if the client session is active.
2. Log out and then relogin.

UDP data traffic delivery failed

Info code: 0x001800FF

- Look up the transaction ID for the error code and filter all events matching to the transaction ID in the Secure Private Access service dashboard.
- Check if any error occurred in the other component matching the transaction ID. If an issue is found in other components, then take appropriate actions accordingly.
- If this does not solve the issue, contact Citrix Support with the error code along with the respective transaction ID.

Application launch failed due to network connectivity issues

Info code: 0x10000401

Application launch failure because of network connectivity issues between Connector Appliance and Secure Private Access service

1. Check the public internet connectivity of the Connector Appliance.
2. Check if any proxy or firewall rules are blocking the connection.
3. If any proxy is causing the issue, bypass the proxy and try the app launch again.
4. Check the health status of the Connector Appliance (**Citrix Cloud > Resource Location**).

For details on network settings, see Network settings for your Connector Appliance.

Connector Appliance failed to register to Secure Private Access service

Info code: 0x10000402, 0x1000040C

1. Go to the Connector Appliances admin page and check the Connector Summary.
2. If the connector status is not good, then go to the resource location in the management portal.
3. Run a health check for the Connector Appliances on the respective resource location.
4. If the health check fails, restart the connector virtual machine.
5. Check the connector summary and run the health check again.

For details on network settings, see Network settings for your Connector Appliance.

Connectivity issue with Connector Appliance

Info code: 0x10000403, 0x10000404, 0x10000407, 0x1000040A, 0x1000040B, 0x1000040F, 0x10000410

- Look up the transaction ID for the error code.
- Filter all events matching the transaction ID in the Secure Private Access dashboard.
- Check if any error occurred in the other component matching the transaction ID if found do the respective workaround matching to that error code.
- If no error is found in other components, then do the following:
  - Go to the Connector Appliances admin page.
  - Download the diagnostic report. For details, see Generating a diagnostic report.
  - Capture the packet trace. For details, see Verify your network connection.
- Contact Citrix support with this diagnostic report and packet trace along with the error code and transaction ID.

Connectivity issues with Connector Appliance and back-end private TCP/UDP servers

Info code: 0x10000405, 0x10000408, 0x10000409, 0x1000040D, 0x1000040E, 0x10000412

Connector Appliance has connectivity issue with the back end Private TCP/UDP servers.

- Check if the back end server that the end user is trying to connect is up and running and is able to receive the requests.
- Check for the reachability of the back-end servers from inside the corporate network.
- Check the proxy settings to see if the connector is blocked from reaching the back-end server.
- If the request for an FQDN based app, check the DNS entry for the respective app in the DNS server.

Connector Appliance fails to resolve DNS for FQDNs

Info code: 0x10000406

- Check the DNS entry for the respective app FQDN in the DNS server.
- Ensure that an appropriate DNS server is configured in the Connector Appliances. For details, see Configuring network settings on the Connector Appliance administration page.

Private server connection terminated

Info code: 0x10000411

Connection to the private server is terminated by the client or Secure Private Access service.

1. Check if the end user has closed the application.
2. Check other diagnostic logs matching to this log's transaction ID and take appropriate actions accordingly.
3. Launch the app again.
4. If this does not resolve the issue, contact Citrix Support with the error code and the transaction ID.

Failed to connect or send data to the private service IP or FQDN

Info code: 0x10000413

- Private server connection terminated
- Connectivity issues with Connector Appliance and backend private TCP/UDP servers.
  Review the routing domain entries. Make sure that the IP addresses are valid and are pointing to the correct back end.

No matching policy condition

Info code: 0x100508

The user context does not match the access rule conditions defined in the policies assigned to the app.

Update the policy configuration to match the user's context.

No access policy associated with the application

Info code: 0x100509

1. In the Citrix Secure Private Access™ service GUI, click **Access Policies** on left navigation.
2. Ensure that an access policy is associated with the respective app.
3. If an access policy is not associated with the app, create an access policy for the app. For details, see Create access policies.
4. If this does not resolve the issue, contact Citrix Support.

No application configuration found for the FQDN or the IP address

Info code: 0x10050A

No matching application was found for the incoming FQDN or the IP address request. Hence, the app is classified as an unpublished application. If this is not expected, do the following.

1. Go to the Secure Private Access service admin portal.
2. Click **Applications** on left navigation.
3. Search for the app, and click **Edit**.
4. Add an FQDN or the IP address to the application. You can add the exact domain, IP address, or a wildcard domain.

   Note: Adding an FQDN or an IP address in **Secure Private Access > Settings > Application Domain** does not solve this issue. It must be added as part of the application configuration.

App enumeration information

Info code: 0x10050C

This code captures the policy evaluation results of multiple applications that the user might be entitled to. App access might be denied for the following reasons:

- The user context does not match the access rule conditions defined in the policies assigned to the app –For details, see No matching policy condition.
- No access policy is associated with the application –For details, see No access policy associated with the application.
- A policy associated with the application is configured to deny access –In this case, no action required as this is intended.
- Unexpected Internal error in enforcing access policy. For details, contact Citrix Support.

TCP/UDP app launch failed as routing entry is missing in application domain table

Info code: 0x00180101

This issue can occur if the application configuration is present but the routing entry is missing or was previously deleted.

Add a routing entry (**Secure Private Access > Settings > Application Domain**) for the destination that is accessed.

TCP/UDP app launch failed as connectors are not healthy

Info code: 0x00180102

This issue can occur if none of the connectors is up/responding to the new connection.

Run a health check for the Connector Appliances on the respective resource location.

UDP/DNS request failed as connector is unreachable

Info code: 0x00180103

This issue can occur if the UDP/DNS traffic is unable to reach the connector.

Run a health check for the Connector Appliances on the respective resource location.

Failed to load the page as the NGS cookie is expired

Info code: 0x20580001

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Access policy fetch failed because of a network failure

Info code: 0x20580002

1. Check the URL and the network connection.
2. Restart the browser and try opening the app again.
3. If this does not resolve the issue, contact Citrix Support.

Access policy fetch failed while parsing the JSON web token

Info code:0x20580003

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Network failure to fetch access policy details

Info code:0x20580004

1. Check if the access policy is enabled.
2. Restart the browser and try opening the app again.
3. If this does not resolve the issue, contact Citrix Support.

Policy fetch failed while fetching the public certificate

Info code: 0x20580005

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Policy fetch failed while validating signature of the JSON web token

Info code: 0x20580007

1. Check if the network time and user device time are in sync.
2. Restart the browser and try opening the app again.
3. If this does not resolve the issue, contact Citrix Support.

Policy fetch failed while validating the public certificate

Info code: 0x20580008

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Failed to determine the store environment to form a policy URL

Info code: 0x2058000A

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Failed to get a response for access policy fetch request

Info code: 0x2058000B

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Access policy fetch failed due to an expired secondary DS auth token

Info code: 0x2058000C

1. Restart the browser and try opening the app again.
2. If this does not resolve the issue, contact Citrix Support.

Connector Appliance is not registered

Info code: 0x10200002

Check the Connector Appliance registration.

For details, see Register your Connector Appliance with Citrix Cloud.

Unable to connect to the Connector Appliance

Info code: 0x10200003

The Connector Appliance is unable to communicate between Citrix Cloud and resource locations.

Check the connector registration.

For details, see Register your Connector Appliance with Citrix Cloud.

Connection to Citrix Secure Private Access service failed

Info code: 0x10000301

Check the Connector Appliance network settings. For details, see Network settings for your Connector Appliance.

Proxy server is not reachable

Info code: 0x10000303, 0x10000304

Check the proxy server settings and make sure that it is reachable to Connector Appliance. For details, see Register your Connector Appliance with Citrix Cloud.

Proxy server authentication failed

Info code: 0x10000305

Check proxy server credentials and make sure that they are configured correctly in Connector Appliance. For details, see After registering your Connector Appliance.

Configured proxy servers are not reachable

Info code: 0x10000306

Check the Connector Appliance network settings, firewall settings, or proxy server settings. For details see the following topics:

- Network settings for your Connector Appliance
- Register your Connector Appliance with Citrix Cloud
- Connector Appliance communication

Received error response from backend server

Info code: 0x10000307

Check the backend web server's HTTP status code, if it is not an expected code.

Unable to send request to the target URL

Info code: 0x10000005

Check the target URL or check the Connector Appliance network settings. For details, see Network settings for your Connector Appliance.

Failed to process SSO

Info code: 0x10000107

Failure to retrieve app configuration data from Citrix Cloud.

Check the Connector Appliance network settings and make sure that the NTP server is configured and there are no time strip issues. For details, see Network settings for your Connector Appliance.

Connection to the Citrix Secure Private Access service failed

Info code: 0x10000108, 0x1000010B

Check the Connector Appliance network settings. For details, see Network settings for your Connector Appliance.

Failed to process SSO, unable to determine SSO settings

Info code: 0x1000010A

Check the SSO configuration and make sure that the server is reachable to Connector Appliance.

FormFill SSO failed, incorrect form app configuration

Info code: 0x10000101, 0x10000102, 0x10000103, 0x10000104

Check the SSO form app configuration and make sure that the user name, password, action, and login URL fields are correctly configured on the app settings.

Kerberos SSO failed

Info code: 0x10000202

Check the Kerberos SSO settings on the backend server and the domain controller. Also check the fallback NTLM authentication settings.

For Kerberos SSO settings, see Validating your Kerberos configuration.

Failed to process SSO for auth type

Info code: 0x10000203

Check the SSO settings in the Secure Private Access service and the backend server. For Secure Private Access service, see Set the preferred sign-on method.

Kerberos SSO failed but falling back to NTLM

Info code: 0x10000204

Retrieving the Kerberos ticket from the domain controller has failed. As a secondary authentication, Connector Appliance has tried the fallback NTLM authentication.

To enable successful Kerberos authentication, check the Kerberos SSO settings on the backend server and domain controller.

For details, see Validating your Kerberos configuration.

Multiple ZTNA entitled accounts configured in the Citrix Workspace™ application

Info code: 0x14000001

Configure only one ZTNA entitled account in the Citrix Workspace application.

How to collect client logs

- **Windows client:**
  1. Open the app and ensure that logging is enabled.
  2. Now connect to the Secure Private Access service and duplicate the issue you are facing.
  3. In the app, go to **Logging** and click **Collect Log Files**. This generates the log file.
  4. Save the log file on the client machine's desktop.
- **Mac client:**
  1. Open the app and go to **Logs > Verbose**.
  2. Clear the logs and proceed to reproduce the issue.
  3. Go back to **Logs > Export logs**. This creates a zip file that contains log files.

FAQs

Where do I find more information about diagnostic logs?

See the topic Diagnostic logs for more information on the diagnostic logs.

How do I use the Secure Private Access troubleshooting topic to resolve a failure that I have encountered?

1. Fetch the info code for the failure that you are trying to resolve.

2. Find the info code in the Error lookup table.
3. Follow the resolution steps provided for that info code.

What is an info code? Where do I find them?

Some log events such as failures have an associated info code. Search for this info code within the Error lookup table to find the resolution steps or more information about that event.

What is a transaction ID? How do I use it?

Access failures/issues via Citrix Enterprise Browser display a Transaction ID to the end user. Admins can fetch this transaction ID from the end users and use this transaction ID to filter the exact logs that caused the issue, enabling them to identify the exact problem. Once the admins filter events with the transaction ID, only the events pertaining to the issue in hand are displayed, providing all the details to the admins on why the failure or the issue happened. Admins can then use the error code on those logs to further resolve the issues.

What are all the Secure Private Access PoP locations?

The following is the list of Secure Private Access data PoP locations.

PoP name	Zone	Region
az-us-e	Azure eastus	Virginia
az-us-w	Azure westus	California
az-us-sc	Azure southcentralus	Texas
az-aus-e	Azure australiaeast	New South Wales
az-eu-n	Azure northeurope	Ireland
az-eu-w	Azure westeurope	Netherlands
az-jp-e	Azure japaneast	Tokyo, Saitama
az-bz-s	Azure brazilsouth	Sao Paulo State
az-asia-se	Azure southeastasia	Singapore
az-uae-n	Azure uaenorth	Dubai
az-in-s	Azure southindia	Chennai
az-asia-hk	Azure eastasia	Hong Kong

The following is the list of Secure Private Access management PoP locations.

PoP name	Zone	Region
aws-us-e-mgmt	AWS us-east-1	North Virginia
aws-in-w-mgmt	AWS ap-south-1	Mumbai
aws-eu-c-mgmt	AWS eu-central-1	Frankfurt

What do I do if I am unable to resolve my failure using the info code and the error lookup table?

Contact Citrix Support.

References

- **Add a Web app**
  - Support for Enterprise web apps
  - Configure direct access to Web apps
- **Add a SaaS app**
  - Support for Software as a Service app
  - SaaS app server-specific configuration
- **Configure client-server apps**
  - Support for client-server apps
- **Create access policies**
  - Create access policies
- **Route tables**
  - Route tables

Audit and system logs

September 6, 2025

Secure Private Access service related events are captured in **Citrix Cloud > System log**. All the events that an admin performs in the Citrix Secure Private Access™ service is sent to Citrix Cloud and captured in **System log**. The admin events can be, but not limited to, the following:

- Creating or updating an app
- Deleting an app
- Configuring or deleting an adaptive access policy
- Connector upgrade
- Creation of allowed or blocked websites

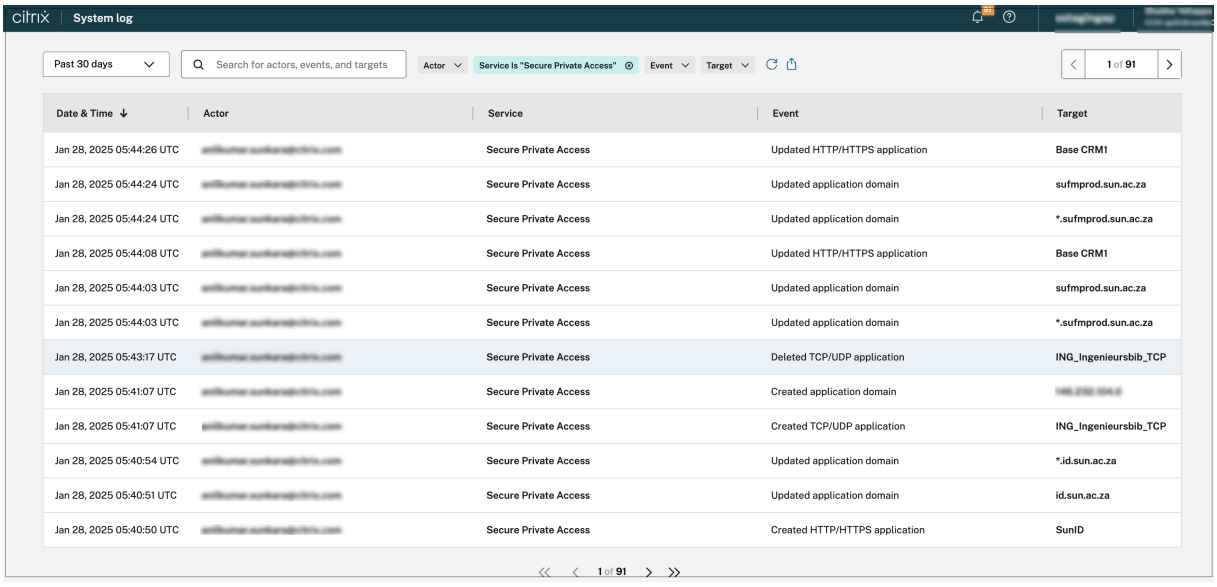
By default, **System log** displays events that occurred in the last 30 days. The most recent events are displayed first.

The logs show details about events and can be filtered by the following:

- **Date and Time:** The date and time (UTC format) when the event occurred.
- **Actor:** The user or system that triggered the event. For example, administrator, secure client, service principal.
- **Service:** The service where the event was logged. The Secure Private Access events must have **Secure Private Access** as the service.
- **Event:** A short description of the event. For example, Created SaaS application, Deleted TCP/UDP application, Updated adaptive access policy, Updated application domain.
- **Target:** The object impacted or changed as a result of the event. For example, the domain used for an application.

  The target identifier is in a human-readable format and not the actual ID.

The following figure displays the Secure Private Access events in the **System Log**.



For details such as exporting events, retrieving events for a specific time period, forwarding log events, and data retention, see System Log.

Device Posture logs and events

January 9, 2026

Administrators can monitor device compliance through the device posture dashboard. They can view all configured device posture policies that define compliance requirements for endpoints accessing organizational resources. They can also view real-time compliance status for all devices, including detailed evaluation results categorized as follows:

- **Compliant:** Devices that meet all specified security requirements and policy criteria.
- **Non-compliant:** Devices that fail to meet one or more security requirements but might still have limited access.
- **Access denied:** Devices that pose significant security risks and are blocked from accessing resources.

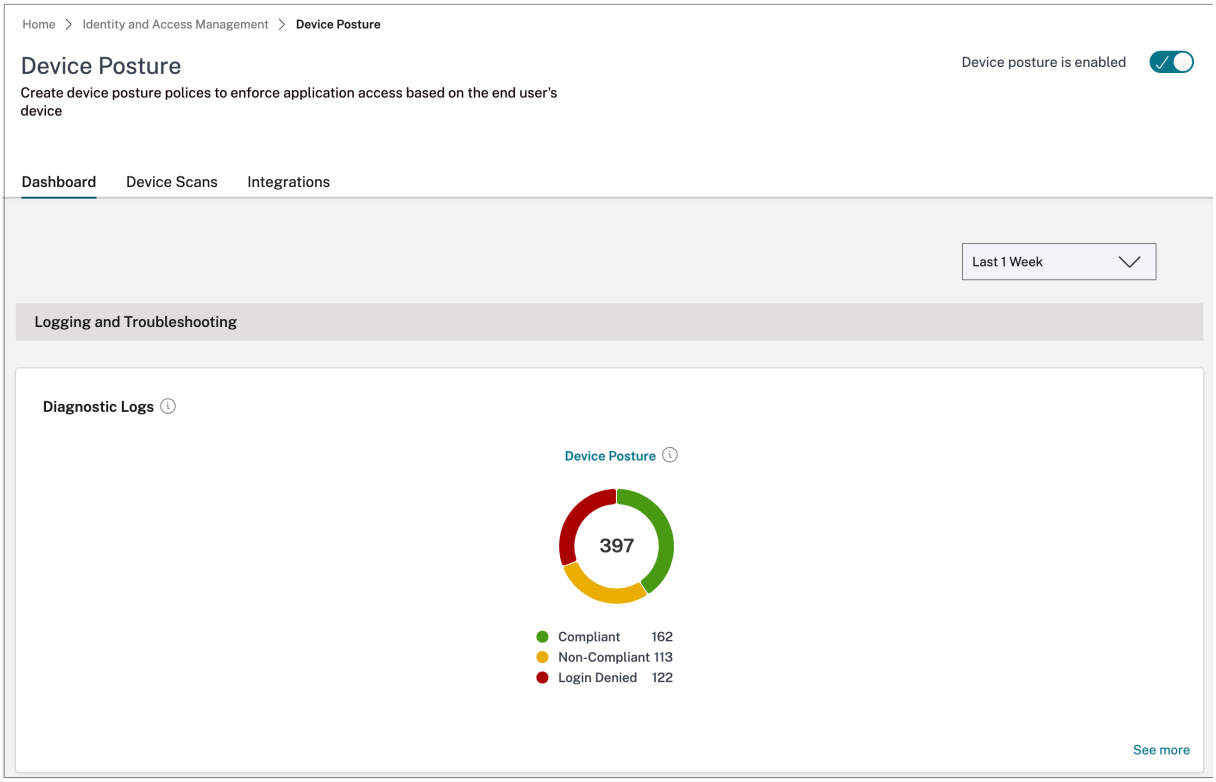
You can view the Device Posture logs and events in the Secure Private Access dashboard and in the Device Posture dashboard in the Identity and Access Management console.

Device Posture dashboard in Identity and Access Management console

Perform the following steps to view the logs and events for the Device Posture dashboard in the Identity and Access Management console.

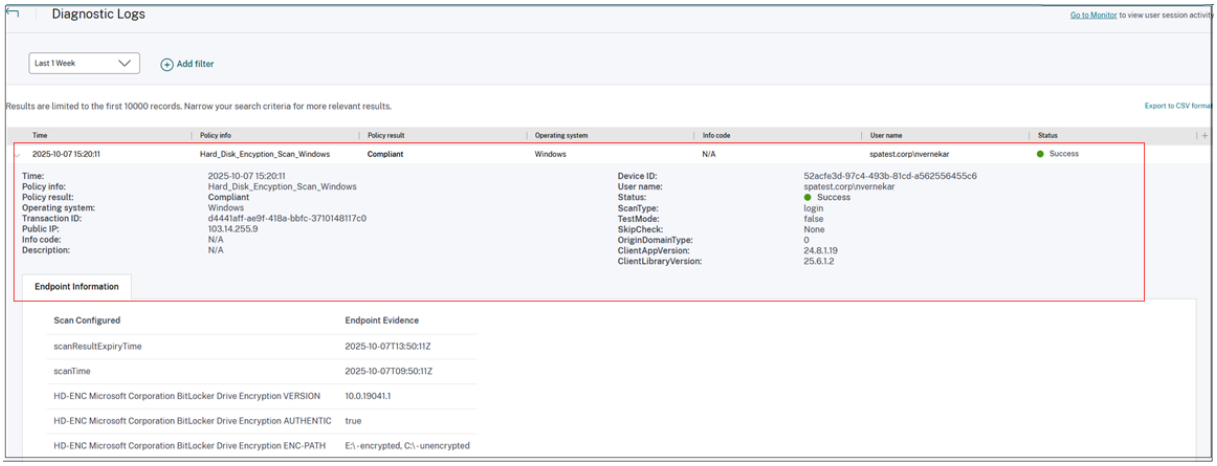
1. Sign into Citrix Cloud.
2. From the Citrix Cloud menu, select **Identity and Access Management**,
3. Click **Device Posture > Manage** and then click **Dashboard.**

   The **Logging and Troubleshooting** section displays the diagnostic logs related to the Device Posture service.
4. Click the **See more** link to view the details of the logs. You can refine your search based on the policy results (**Compliant**, **Non-Compliant**, and **Login Denied**).



You can use the **Add filter** option to refine your search based on various criteria such as policy info, policy result, operating system, transaction ID, info code, or device ID. For example, in the search field, you can click **Device-ID**, select **~ (contains some value)**, and enter 6273. All logs related to device IDs containing 6273 are displayed.

Click the expand icon next to each log entry to view comprehensive details, such as scan type, client app version, client library version, and endpoint information.



Note:

- The **ClientAppVersion** and the **ClientLibraryVersion** fields display the EPA client version

> and library version respectively.
> - The transaction ID is also displayed to the end user whenever access is denied.
> - If there's an error or a scan failure, the Device Posture service displays a transaction ID. This transaction ID is available in the Secure Private Access service dashboard. If the logs do not help resolve the issue, end users can share the transaction ID with Citrix Support to resolve the issue.

Logs location

The Windows client logs can be found at:

- %localappdata%\Citrix\EPA\dpaCitrix.txt
- %localappdata%\Citrix\EPA\epalib.txt

The macOS client logs can be found at:

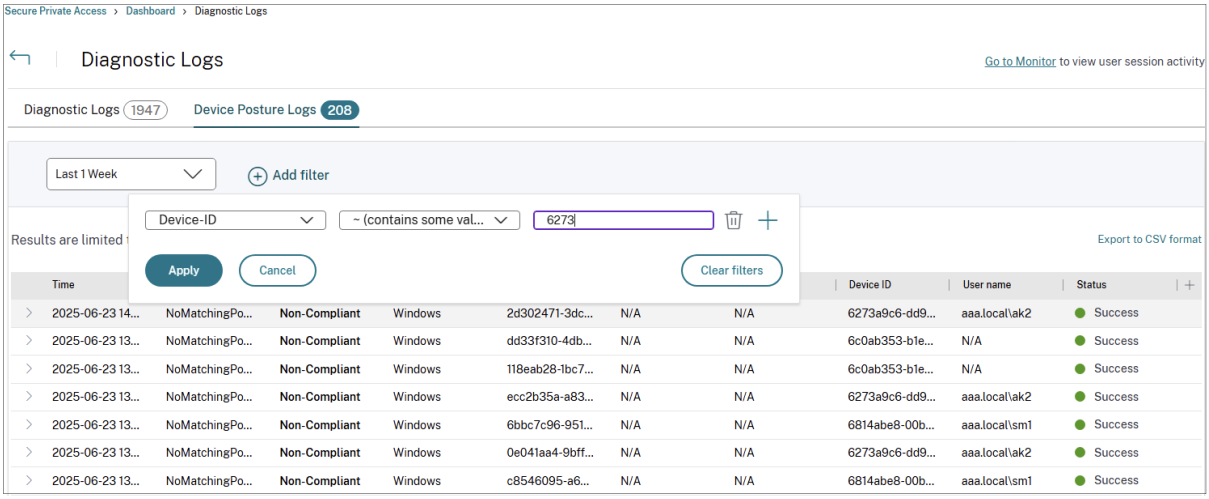
- ~/Library/Application Support/Citrix/EPAPlugin/EpaCloud.log
- ~/Library/Application Support/Citrix/EPAPlugin/epaplugin.log

Secure Private Access dashboard

Perform the following steps to view the logs and events for the Device Posture service.

1. Sign into Citrix Cloud.
2. On the Secure Private Access tile, click **Manage** and then click **Dashboard**.

   The **Logging and Troubleshooting** section displays the diagnostic logs related to the Device Posture service.
3. Click the **See more** link to view the details of the logs. You can refine your search based on the policy results (**Compliant**, **Non-Compliant**, and **Login Denied**).



Device posture error logs

The following logs related to the Device Posture service can be viewed on the Citrix Monitor and Secure Private Access dashboard. For all these logs, it's recommended that you contact Citrix Support for resolution.

- Failed to read configured policies
- Failed to evaluate endpoint scans
- Failed to process policies/expression
- Failed to save endpoint details
- Failed to process scan results from endpoints

Device posture data export

The Device Posture service events (such as device posture results and event types) can be exported to the Security Information and Event Management (SIEM) service. These events are generated when the Citrix Endpoint Analysis (EPA) client performs a posture check on a device attempting to access Citrix Virtual Apps and Desktops™ or Citrix Secure Private Access resources.

- To understand how to set up, configure, and export your Device Posture service logs to SIEM, see Security Information and Event Management (SIEM) integration.
- To know more about what events and logs you can export from the Device Posture service, see Device Posture service events.
- To understand how to diagnose and troubleshoot Device Posture service transactions, see Diagnose Device Posture service transactions.

Data exports and third-party integrations

September 24, 2025

Security Information and Event Management integration

The integration of Secure Private Access with Security Information and Event Management (SIEM) enables administrators to export critical logs, policy outcomes, and user activity data to third-party SIEM systems using Kafka push mechanisms. This integration provides enhanced visibility, compliance tracking, and security insights for organizations using Citrix Secure Private Access services.

You can use any SIEM, such as Splunk, Google Chronicle, Microsoft Sentinel, or Elastic.

For the list of user events associated with Secure Private Access and Device Posture service in your SIEM, see the following topics:

- Secure Private Access events
- Device Posture service events

Build custom report with OData APIs

The Secure Private Access Monitor OData REST APIs enables administrators to export session data and build custom reports. This feature is useful for tracking rollouts, analyzing user activity, and gaining insights into the performance and usage of Secure Private Access services.

For information on the types of Secure Private Access data available for export, see the following topics:

- Secure Private Access sessions
- Secure Private Access applications
- Secure Private Access enumerations

Export system logs

The **Systems Log** feature in Citrix Cloud provides a timestamped record of events that occur within the Secure Private Access service. Administrators can export these logs as a CSV file for further analysis and verification. For details, see Syslog from Citrix Cloud.

Export data from Kafka

August 26, 2025

Kafka is an open-source distributed streaming platform designed for real-time data processing and analytics. Using Kafka, organizations can analyze streaming data in real-time to gain faster insights, enable proactive decision-making, and support advanced security monitoring capabilities.

You can export Secure Private Access events and Device Posture service events from Kafka to integrate with external Security Information and Event Management (SIEM) systems, analytics platforms, and custom monitoring solutions.

Secure Private Access events

The user events are received in real-time in Citrix Analytics for Security when users access applications through Citrix Secure Private Access, such as Citrix Workspace app, Citrix Secure Access clients, or Citrix Enterprise Browser.

For more information, see Secure Private Access events.

Device Posture service events

The user events are generated when the Citrix Endpoint Analysis (EPA) client performs a posture check on a device attempting to access Citrix Virtual Apps and Desktops or Citrix Secure Private Access resources.

For more information, see Device Posture service events.

Export audit and system logs

September 24, 2025

The **System log** feature in Citrix Cloud captures a complete, timestamped record of events occurring within the Secure Private Access service. These audit logs are critical for regulatory compliance, security monitoring, and troubleshooting administrative operations. Administrators can export log data as CSV files for detailed analysis, compliance verification, and seamless integration with external security monitoring systems.

The following events are captured in **System log** for the Secure Private Access service:

- Application configuration changes including creation, modification, and deletion.
- Policy updates such as access rules, security configurations, and conditional access settings.
- User and group management operations such as the addition or removal of users and groups.
- Application domains related information.
- Allowed and blocked URL lists.

Export Secure Private Access events using the SystemLog API

You can use the SystemLog API to export the Secure Private Access events. The SystemLog API allows you to retrieve events that occurred in your Citrix Cloud account for periods of time that you specify.

- For details on using the SystemLog API to export events, see Citrix Cloud - SystemLog in the Citrix Developer documentation.

- To understand the event data that **System log** captures for the Secure Private Access service, see System Log Events Reference.
- To Learn more about the Monitor service API, see About Citrix Monitor Service API.

Export sessions data using OData

February 4, 2026

The Secure Private Access Monitor OData REST APIs enables administrators to export session data and build custom reports. This feature is particularly useful for tracking rollouts, analyzing user activity, and gaining insights into the performance and usage of Secure Private Access services.

- Administrators can leverage the OData REST APIs to create custom reports that meet specific organizational needs. This flexibility allows for detailed analysis of session data, user activity, and application usage.
- The APIs enable tracking of rollouts, helping administrators monitor the adoption and effectiveness of Secure Private Access configurations and policies across the organization.
- Using OData APIs, session data can be exported for further analysis in external tools or systems.

For details about Secure Private Access Monitor OData REST APIs, see the following topics:

- Secure Private Access sessions
- Secure Private Access applications
- Secure Private Access enumerations

Role-based access control

September 6, 2025

Secure Private Access uses a role-based access control model to manage user permissions and access levels. This means that each user is assigned a specific role, and that role determines what they can and cannot do within the system. This model helps to ensure that users have the appropriate level of access to perform their tasks, while also preventing them from accessing sensitive data or functions that they must not have access to.

The following four main roles are available for Secure Private Access admins. Each of these roles has a different set of permissions, which are designed to match the needs of different types of users.

- Full Access Administrator
- Read Only Administrator
- Full Monitor Administrator
- Helpdesk Administrator

> **Note:**
>
> To monitor Secure Private Access using DaaS Monitor, administrators must be assigned the DaaS role in addition to one of the Secure Private Access roles.

The following table provides a brief description of each role:

Role	Description
Full Access Administrator	Intended for individuals who need complete control over the configuration, management, and operation of the Secure Private Access environment. The Full Access Administrator has the following privileges. Access to all Secure Private Access functionalities. Permissions to create, edit, and modify apps, policies, and settings within the Secure Private Access console.
Read Only Administrator	Intended for individuals who need to monitor and analyze the Secure Private Access activities and system performance. The Read Only Administrator has the following privileges. Access to the Secure Private Access dashboard. Ability to view all Secure Private Access application configurations and settings. The Read Only Administrator does not have the privileges to any of the create/update/delete functionality.
Full Monitor Administrator	Intended for users responsible for monitoring Secure Private Access activity and performance in the Monitor console. The Full Monitor Administrator has the following privileges. Access to all monitoring dashboards and reporting tools within Secure Private Access.

Role	Description
Helpdesk Administrator	Ability to view all Secure Private Access configurations and settings. The Full Monitor Administrator does not have permissions to create, edit, or modify Secure Private Access configurations, policies, or settings. Intended for Helpdesk personnel responsible for troubleshooting and triaging user access issues. The Helpdesk Administrator has the following privileges. Limited visibility into Secure Private Access configurations and settings, focusing on information relevant to troubleshooting in the Monitor console. Access to specific troubleshooting tools and diagnostic utilities within the Secure Private Access console. View the troubleshooting and the Monitor dashboard. The Helpdesk Administrator does not have permissions to create, edit, or modify Secure Private Access configurations or policies.

Roles and privileges

The following table summarizes the roles and privileges:

	Full Access Administrator	Read Only Administrator	Full Monitor Administrator	Helpdesk Administrator
Create/edit/delete apps	Yes	No	No	No
Create/edit/delete policies	Yes	No	No	No
Edit configurations/settings	Yes	No	No	No

		Full Access Administrator	Read Only Administrator	Full Monitor Administrator	Helpdesk Administrator
	View configurations/settings	Yes	Yes	Yes	Limited
	View the logging and troubleshooting widget in the Secure Private Access dashboard	Yes	Yes	Yes	Yes
	Search for users	Yes	Yes	Yes	No
	Retrieved configured domains	Yes	Yes	Yes	No
	View the Users, Applications, Access Policies widgets in the Secure Private Access dashboard	Yes	Yes	Yes	No
	View the sessions and applications in the Monitor dashboard	Yes	Yes	Yes	Limited
	Access reporting tools	Yes	No	Yes	Limited

Enable role-based access to admins

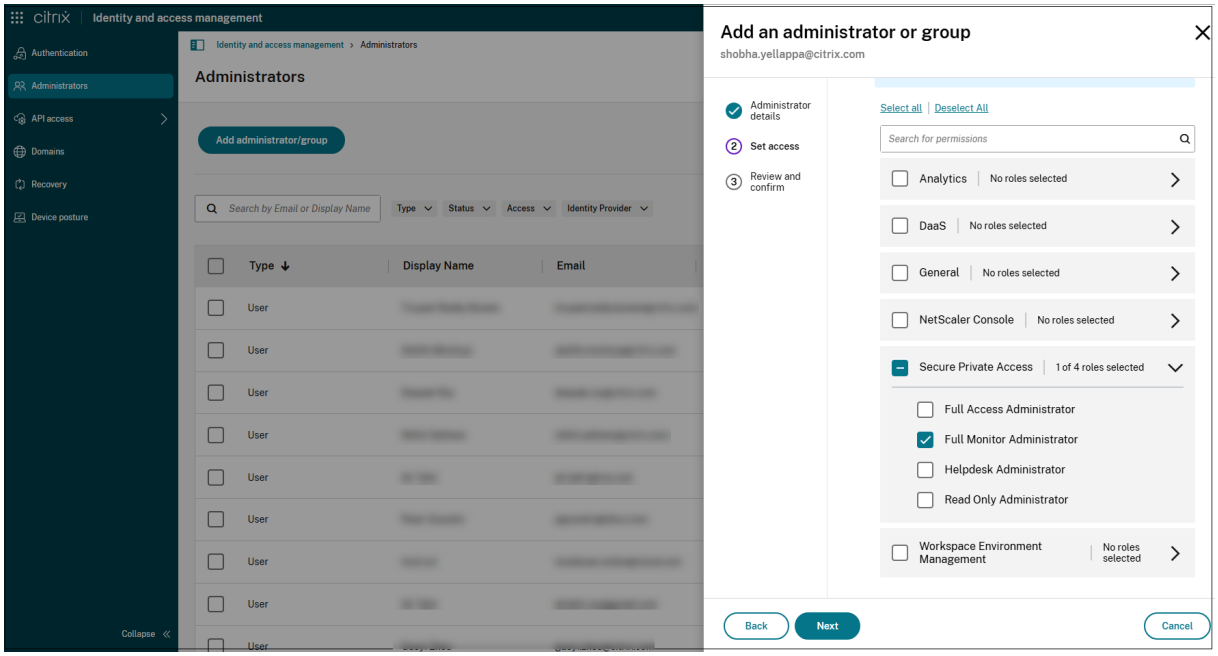
Perform the following steps to enable role-based access to admins:

1. After signing in to Citrix Cloud™, select **Identity and Access Management** from the menu.
2. On the **Identity and Access Management** page, click **Administrators**, and then click **Add administrator/group**. The console displays all the current administrators in the account.
3. In **Add an administrator or group**, select the identity provider from which you want to select the administrator. Sometimes, Citrix Cloud might prompt you to sign in to the identity provider first (for example, Azure Active Directory).
4. If **Citrix Identity** is selected, enter the user's email address, and then click **Next**.
5. Select **Custom access**, and then click the **>** icon in **Secure Private Access**.
6. Select one of the following roles and click Next.

    - Full Access Administrator
    - Read Only Administrator
    - Full Monitor Administrator
    - Helpdesk Administrator

7. Click **Send invitation**.

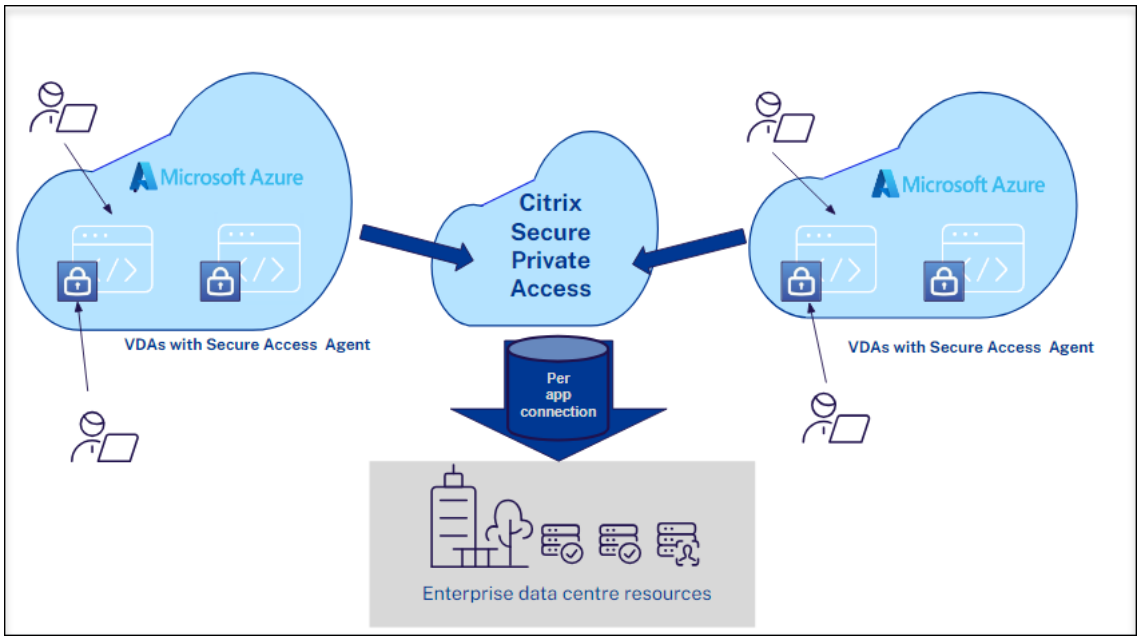
> **Note:**
>
> The **Analytics** and **General** services must be enabled for all Secure Private Access roles. The **Analytics** service is necessary for monitoring and reporting, while the **General** services are required for authentication, domains, authorization, traffic routing, and other functionalities.



Support for multi-session virtual desktop infrastructure

September 6, 2025

In a multi-session virtual desktop infrastructure (VDI), multiple users share a virtual machine while maintaining individual desktop environments. Starting from the Citrix Secure Access client for Windows release 24.8.1.19, you can access your enterprise applications from multi-session VDIs for Secure Private Access deployments by ensuring that each user's session remains isolated, private, and protected.



Note:

- Multi-session VDI is supported on Windows OS starting from Windows 10 and from Windows Server 2019.
- Multi-session VDI works only on Azure based VDI.

Key features and benefits

- **Authentication:** Supports various authentication methods, including condition-based authentication.
- **Contextual access:** Allows access to authorized applications only based on Secure Private Access policies for users based on factors like location, device, and group.
- **Reduced cost:** Allows multiple users to share computer, which can help organizations save money on hardware costs. The Citrix Secure Access™ client for Windows app further enhances

these cost savings by enabling users to access their virtual desktops from any device, reducing the need for dedicated workstations without depending on express routes or legacy VPN.

- **Enhanced flexibility:** Enables end users to connect from anywhere abiding to Secure Private Access policies for only allowing authorized application access.

Enable multi-session VDI

To enable multi-session VDI support in the Citrix Secure Access client for Windows app, administrators must ensure that the Citrix Secure Access client for Windows 24.8.1.19 or later is installed on the multisession OS machine.

Admin must perform the following steps to provide contextual access to users on the multi-session OS machine:

1. Open the **Registry Editor** (**regedit.exe**).
2. Navigate to **HKEY_LOCAL_MACHINE\Software\Citrix\Secure Access Client**.
3. Create `EnableMultiSessionFlow` and `EnableWFP` registries to enable the multi-session VDI. For more information, see NetScaler Gateway Windows VPN client registry keys.
4. Close the **Registry Editor**.
5. Reboot the machine to ensure the settings take effect.

For domain-joined machines where the domain controller IP address is the same as the DNS IP address, the admin must perform the following steps to enable multi-session VDI.

1. Open the **Registry Editor** (**regedit.exe**).
2. Navigate to **HKEY_LOCAL_MACHINE\Software\Citrix\Secure Access Client**.
3. Create `EnableMultiSessionFlow` and `AlwaysOnService` registries to enable the multi-session VDI. For more information, see NetScaler Gateway Windows VPN client registry keys.
4. Create a `CloudAlwaysOnUrl` registry of type **REG_SZ** and provide the connection URL.
5. Close the **Registry Editor**.
6. Reboot the machine to ensure the settings take effect.
7. On the Secure Private Access dashboard, create an application for the domain controller and cloud connector.

> **Note:**
>
> When the domain controller IP address is the same as the DNS IP address, all the calls going to the domain controller are intercepted and are dropped. To avoid domain controller packets from being dropped, it is recommended to create an application and enable access

> to all the users.

8. Add the domain controller IP address that matches the DNS server IP address to the application, with all TCP/UDP ports allowed.
9. Set access policies to ensure that all users can access the domain controller.
10. Add the cloud connector to the traffic routing type **External** to prevent it from being tunneled, if the host name of the cloud connector matches your suffix (for example, the host name of the cloud connector is cloudconnector.cloud.com and the suffix is *.cloud.com).

Citrix Secure Private Access for mobile devices

December 8, 2025

The Citrix Secure Private Access deployments are supported for mobile devices starting with Secure Access Client version 25.08.1 for iOS and Secure Access Client version 25.11.1 for Android. Mobile users can access corporate applications and web resources under the Secure Private Access zero-trust model, providing the same security controls, policy enforcement, and seamless experience as desktop users.

Supported versions and platforms

iOS devices:

- **CSA Client**: iOS 25.08.1 (Available on App Store)
- **iOS OS version**: Minimum iOS 16
- **Deployment models**
  - Secure Private Access for cloud deployments
  - Secure Private Access for hybrid deployments

Android devices:

- **CSA Client**: Android 25.11.1 (Available on Google Play Store)
- **Android OS version**: Minimum Android 12
- **Deployment models**
  - Secure Private Access for cloud deployments
  - Secure Private Access for hybrid deployments

Supported features

For Secure Private Access deployments, resource access is controlled through policy configuration. Administrators can define policies specifying which users or groups can access particular applications and resources, under specific conditions and from approved devices or locations.

- Access to web, SaaS, and TCP/UDP applications according to your Secure Private Access policy conditions.
- Session security policies: Data loss prevention (DLP) controls supported by Chrome Enterprise.

For the complete list of supported features, see Citrix Secure Access client features supported in NetScaler Gateway.

Prerequisites

The Secure Private Access service must be configured and up-to-date. For details, see the following topics:

- Get started with Citrix Secure Private Access
- Secure Private Access onboarding and set up
- Apps configuration and management

Workflow for iOS and Android users with Citrix Secure Access client

The following steps summarize the Secure Private Access flow for users on iOS and Android devices with Citrix Secure Access client.

- **Citrix Secure Access client installation**: The Citrix Secure Access client must be installed on the mobile device. This can be achieved through Mobile Device Management (MDM) for corporate devices, or manually by the user downloading the application from the device's app store.
- **Access workspace/gateway URL**: The user then accesses the designated workspace or gateway URL. This URL serves as the entry point for accessing the organization's resources.
- User authentication: The user is prompted to authenticate their identity. This typically involves entering credentials such as a user name and password, or using multifactor authentication (MFA) methods.
- **Policy evaluation and access grant**:
    - Policy satisfied: If the user's authentication and device posture satisfy the defined security policies, access is granted. This allows the user to access authorized web, SaaS, and private web applications.

    - Policy failed: If the user fails to meet the policy requirements (for example, outdated operating system, unapproved device, incorrect credentials), access is either restricted or entirely denied, depending on the policy configuration.

- **Enforced session protections**: Once access is granted, data loss prevention (DLP) controls supported by Chrome Enterprise are enforced. For example:

    - Disabling incognito
    - Blocking printing
    - URL filtering
    - Blocking downloads
    - Configured (managed) bookmarks

Related topics

- Citrix Secure Private Access for cloud deployments
- Citrix Secure Private Access for hybrid deployments

Feature deprecations

February 4, 2026

This article gives you advanced notice of Secure Private Access service features that are being phased out, so that you can make timely business decisions. Citrix monitors customer use and feedback to determine when features are withdrawn. Announcements can change in subsequent releases and might not include every deprecated feature or functionality. For details about product lifecycle support, see Product Lifecycle Support Policy.

The following table lists the Secure Private Access service features that are deprecated or planned for deprecation.

Item	Deprecation announced in	Deprecation date	Alternative
Clientless VPN access method for Web app access	January 2023	October 17, 2023	Use Citrix Enterprise Browser or Direct Access as per your use case. For more details, see About deprecation of clientless VPN access for Web app access.
Category-based web filtering	December 2022	December 31, 2022	The allow, deny, or RBI redirection functionality per website in Secure Private Access will be retained to provide selective access to non-work related websites from Citrix Enterprise Browser.
Restrict navigation security control	April 2022	15 June 2022	NA
Citrix Gateway Connector	May 2022	30 September 2022	Connector Appliance. To migrate your Gateway Connector to Connector Appliance, see Migrate Gateway Connector to Connector Appliance.

About deprecation of clientless VPN access for Web app access

- What is Clientless VPN (clientless VPN) access method?

  Citrix Secure Private Access™ uses the CVPN-based access method when an internal web app, configured without any enhanced security restrictions, is accessed via Workspace for Web (Citrix Workspace™ app for HTML5).

> **Note:**
>
> Clientless VPN access method is only used when an internal app is accessed via Workspace for Web (Citrix Workspace app for HTML5). Only apps without enhanced security restrictions configured are blocked.

- Why are we deprecating this feature?

  Clientless VPN method uses client-side URL rewrites which has certain industry-wide technology limitations. In several cases, it can cause app access failures when certain links within the web apps are rewritten. This leads to a poor end-user experience. To provide the best app access experience to our customers, we are deprecating this feature and recommend moving to one of the alternatives mentioned below.

- How will it impact the end users accessing Secure Private Access configured applications?

  If any web app configured without enhanced security restrictions is accessed via Workspace for Web, then access to that application will be blocked.
  It will not impact end-user accessing applications via Workspace Application, Direct Access, Remote Browser Isolation service (RBI), or Secure Access Agent.

- What are the alternatives and what should the admins do?

  Citrix Enterprise Browser: Use the Citrix Workspace app to access these applications via the Citrix Enterprise Browser. This method provides the best end-user experience with enhanced security settings (like restricting downloads, print restrictions, watermarking, restricting clipboard access) and browser management.
  Direct Access: If you want a clientless method to access web applications, use the Direct Access method by which apps can be accessed directly from any native browser like Chrome. This method can be used for use cases where the Citrix Workspace app cannot be installed on the end device or for unmanaged devices. For more details, see Direct access to Enterprise web apps.

- Does it impact any existing applications that are accessed via Citrix Workspace app or Secure Access Agent?

  No, we are only blocking access to web applications that are accessed via Workspace for Web. This deprecation will not impact any app accessed via Citrix Workspace app or Secure Access clients that are installed on end-devices. If a web application, which is configured with enhanced security restrictions, is accessed via Workspace for Web or the HTML5 variant of Citrix Workspace app, then access to those applications will be blocked.

- Have more questions?

  Reach out to Citrix Support.

Data Governance

January 5, 2026

This topic provides information regarding the collection, storage, and retention of logs by the Citrix Secure Private Access service. Any capitalized terms not defined in the Definitions sections carry the meaning specified in the Citrix End User Services Agreement.

Data residency

Citrix Secure Private Access employs a multi-region architecture that ensures high availability and redundancy. For details, see Points of Presence.

- East US
- West US
- Brazil South
- Southeast Asia
- North Europe
- West Europe
- Australia East
- South India

The following are the different destinations for the service configuration and runtime logs.

- Splunk service for system monitoring and debug logs, in the US location only.
- Citrix Analytics Service for the diagnostics and user access logs, see Citrix Analytics Service Data Governance for more information.
- Citrix Application Delivery Management Service for the aggregated user access logs, see Citrix ADM Data Governance for more information.
- Citrix Cloud™ System Logs Service for admin audit logs, see the link below

For general information on Citrix Cloud Services, see Citrix Cloud Services Customer Content and Log Handling and Geographical Considerations.

Data collection

Citrix Secure Private Access enables administrators to configure and manage the service and its associated Connector Appliances through a centralized administrative interface. The service processes the following types of customer data:

- For Secure Private Access service

    - Customer private and SaaS applications
    - FQDNs and URLs for web apps or both
    - IP addresses/ranges, ports, and protocols
    - The associated resource locations
    - Single Sign-On parameters for Web and SaaS apps
- User identifiers for app entitlements
- Conditions for Adaptive Access policies
    - User identity
    - User/device geo location
    - User/device network location, through Citrix Cloud network location configuration. For details, see Optimize connectivity to workspaces with Direct Workload Connection.
    - User risk score
    - Device type
- For Connector Appliance Platform, see Connector Appliance for Cloud Services related to Secure Private Access.
    - IP addresses or FQDNs
    - Users, devices, and resource location identifiers
    - Internal proxy configuration

For runtime logs collected by the service components, the key information consists of the following:

- User name
- User Object ID
- User email address
- User UPN
- User group memberships
- Client IP address and port
- Destination FQDN/address and port
- Client User-Agent
- Application name
- Application URL path
- Application access time and duration
- Request byte count
- Response byte count
- Web Filtering decision for unsanctioned applications
- HTTP transaction ID

For the comprehensive list of data sent to Citrix Analytics Service, see Citrix Analytics Service Data Governance.

Data transmission

Citrix Secure Private Access sends logs to destinations protected by transport layer security.

Data control

Citrix Secure Private Access service does not currently provide options for the customer to turn off sending logs or to prevent Customer Content from being replicated globally.

Data retention

Based on the Citrix Cloud data retention policy, the customer configuration data are purged from the service 90 days after subscription has expired.

The log destinations maintain their service-specific data retention policy.

- For details, see Data Governance for the retention policy for the Analytics logs.
- For the events stored in Citrix Application Delivery Management, see Data governance.
- The Splunk logs are archived and eventually removed after 90 days.

Data export

There are different data export options for different types of logs.

- The admin audit logs are accessible from the Citrix Cloud System Log console.
- The Secure Private Access Service diagnostics logs can be exported from the Citrix Analytics Service as a CSV file.
- The Splunk logs are not for customers to consume. These events can also be exported from Splunk as a CSV file.

Definitions

- Customer Content means any data uploaded to a customer account for storage or data in a customer environment to which Citrix is provided access to perform Services.
- Log means a record of events related to the services, including records that measure performance, stability, usage, security, and support.
- Services mean that the Citrix Cloud services outlined earlier for the purposes of Citrix Analytics.

Product certifications and compliance

February 16, 2026

Citrix Secure Private Access is a Zero Trust Network Access (ZTNA) solution that helps organizations securely connect users to applications without exposing networks directly to the internet. Secure Private Access is delivered as part of the broader Citrix Cloud and hybrid service portfolio and is governed by Citrix's cloud service compliance and audit programs.

This page summarizes the certifications and compliance attestations applicable to Secure Private Access.

Certifications and Audits

- **SOC 2® Type 2:**

  Secure Private Access is covered under Citrix's SOC 2 Type 2 audit program.

  SOC 2 Type 2 audits have evaluated the security, availability, confidentiality, processing integrity, and privacy controls applicable to Citrix Cloud services, including Secure Private Access.

- **ISO 27001 & ISO 27701:**

  Secure Private Access is included within Citrix's ISO 27001 (Information Security Management) and ISO 27701 (Privacy Information Management) certified service portfolio.

  These globally recognized certifications affirm that security and privacy management practices are formally established, documented, and continuously improved.

- **HIPAA:**

  Secure Private Access is suitable for use in environments that require HIPAA compliance when configured and contracted appropriately. Citrix's cloud compliance documentation indicates HIPAA applicability for Secure Private Access.

- **PCI DSS 4.0:**

  Secure Private Access is included within Citrix's annual PCI DSS assessments for applicable cloud services. Customers deploying Secure Private Access in PCI-scoped environments might need to implement additional controls to meet PCI requirements. PCI DSS compliance follows a shared responsibility model between Citrix and the customer.

- **FIPS / Common Criteria:**

Secure Private Access can be deployed as part of a FIPS-compliant solution when paired with FIPS-certified or FIPS-enabled NetScaler platforms and the FIPS-certified Citrix CryptoKit used by Citrix Workspace app.

For Common Criteria, Secure Private Access integrates with Common Criteria (NDcPP) certified NetScaler platforms and Common Criteria certified Citrix Workspace app, enabling deployments that align with Common Criteria requirements at the solution level.

- **Australia IRAP (Information Security Registered Assessors Program):**

  Secure Private Access is included within Citrix's cloud services that undergo IRAP assessments by accredited Australian Government assessors.

  IRAP provides independent validation that Citrix Cloud services align with the Australian Government Information Security Manual (ISM) security controls.

Certificates and audit reports

Download the available certificates and audit reports through the Citrix Trust Center.