



# Citrix Workspace app for HTML5

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## **What's new in Citrix Workspace app for HTML5**

June 13, 2019

### **What's new in 1906**

This release addresses a number of issues that help to improve overall performance and stability.

### **What's new in 1905**

#### **Support for copy and paste between a remote session and a local device - Experimental feature**

In earlier versions, you had to use the toolbar to perform copy and paste operations between the session and your client device. Starting in this release, as an experimental feature, you can now use the Ctrl C and Ctrl V hotkeys to copy and paste.

### **What's new in 1904**

This release addresses a number of issues that help to improve overall performance and stability.

### **What's new in 1902.1**

This release addresses a number of issues that help to improve overall performance and stability.

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### **What's new in 1811.3**

This release addresses a number of issues that help to improve overall performance and stability.

## **What's new in 1811.2**

This release addresses a number of issues that help to improve overall performance and stability.

## **What's new in 1811**

This release addresses a number of issues that help to improve overall performance and stability.

## **What's new in 1809.1**

### **Support for file downloads using the Safari browser**

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

### **Improved network throughput for graphics over high latency connections**

The default number of ICA output buffers that are used to send and receive data has been raised. This change provides improved network throughput performance even on high latency connections.

## **What's new in 1809**

### **Support for application and desktop titles in parentheses**

Citrix Workspace app for HTML5 supports displaying titles of the applications and desktops in parentheses (for example, VDA(1) and VDA(2)) in the browser tab. For more information, see [User Experience](#).

## **Fixed issues**

June 13, 2019

### **Fixed issues in Citrix Workspace app 1906 for HTML5**

- The desktop app switcher is disabled, and you launch the application sessions using Citrix Workspace app for HTML5. You then enable the desktop app switcher by navigating to the **Toolbar > Switch apps > Show taskbar**, and maximize and minimize the app. When you click

the desktop app switcher icon to bring the app to focus, the desktop app switcher is hidden. [RFHTMCRM-2767]

- Attempts to enter a **backslash** in an HTML5 session that you launch through a Firefox browser might fail. [RFHTMCRM-2777]
- When you select the **Citrix PDF printer** to print a PDF file, the message **Getting PDF File** displays indefinitely. The issue occurs on the Chrome and Firefox browsers when you print the file inside the session with Citrix Gateway logged off. [RFHTMCRM-2789]

### **Fixed issues in Citrix Workspace app 1905 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1904 for HTML5**

- When you open a session that is a fixed size through the HTML5 HDX SDK and then change the resolution by setting **autoresize: true** to auto fit to the browser, the session might not resize. [RFHTMCRM-2571]
- With this fix, Citrix Workspace app for HTML5 supports localization in the Dutch language. [RFHTMCRM-2663]
- When you open a Citrix Workspace app for HTML5 session in a browser on a mobile device and use the display resolution dialog box to change the resolution to a fixed value that is larger than the mobile screen size, the session might not pan. [RFHTMCRM-2712]
- When you use the Japanese Input Method Editor (IME) and press the Spacebar or the Shift key along with the Spacebar, the space does not appear as an input. The issue occurs when you use the Internet Explorer 11 or Firefox browsers. [LD1343]

### **Fixed issues in Citrix Workspace app 1902.1 for HTML5**

- Attempts to print documents using the Citrix PDF printer in the Chrome and Firefox browsers might fail. The issue occurs for sessions that are launched through the HTML5 HDX SDK. [RFHTMCRM-2630]

### **Fixed issues in Citrix Workspace app 1902 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1901 for HTML5**

- When you attempt to click **Multimonitor** in the toolbar, the multi-monitor mode might not work. The issue occurs when the sessions are launched using the HTML5 HDX SDK. [RFHTMCRM-2575]
- Time zone redirection might not work for certain time zones when using the Chrome browser. The issue occurs when observing daylight savings time and the time zone in the session doesn't match the time zone on the endpoint. [LD0289]

### **Fixed issues in Citrix Workspace app 1811.3 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1811.2 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1811 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1809.1 for HTML5**

This release addresses a number of issues that help to improve overall performance and stability.

### **Fixed issues in Citrix Workspace app 1809 for HTML5**

- When you start a YouTube video in full-screen mode from a published application that is connected to a Linux VDA 1808, HTML5 might display the following error message: **General error: To resolve this issue, please report this error to your help desk.** [RFHTMCRM-2407]
- If you open Microsoft Internet Explorer on an iPad using Citrix Receiver for HTML5 and attempt to open the soft keyboard on an iPad, the webpage zooms in. However, you must manually zoom out the webpage after closing the soft keyboard. [LC9838]

## Fixed issues in Citrix Workspace app 1808 for HTML5

### Version 18.8.1.4043

- The LongCommandLine path to the VDA might be formed incorrectly if the path has LongCmd-Line parameters. [RFHTMCRM-2413]

### Version 1808

- With **SmartControlPolicy** policy enabled, the Citrix Workspace app for HTML5 might fail to connect to Linux VDA through Netscaler Gateway 12.0 and later versions. [RFHTMCRM-2349]

## Known issues

June 13, 2019

### Known issues in Citrix Workspace app 1906 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1905 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1904 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1902.1 for HTML5

- The audio is playing on the VDA. When you start a session, the audio that is already playing might not be heard until you click anywhere within the session. The issue occurs for sessions that are launched through the HTML5 HDX SDK. The HTML5Client originates somewhere else. [RFHTMCRM-2659]

### Known issues in Citrix Workspace app 1902 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1901 for HTML5

- Attempts to print documents using the Citrix PDF printer in Chrome and Firefox browsers might fail. The issue occurs for sessions that are launched through the HTML5 HDX SDK.

As a workaround, set **supportedBrowsers** to **false** in the **configuration.js** file:

```
1  'pdfPrinting' : {
2
3      'directPrint' : {
4
5          'supportedBrowsers':true
6                                  'IE':
                                   false
7      }
8
9  }
```

When you use the preceding workaround and attempt to print a PDF, a **Continue** print dialog appears, prompting your confirmation to print. [RFHTMCRM-2592]

### Known issues in Citrix Workspace app 1811.3 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1811.2 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1811 for HTML5

No new issues have been observed in this release.

### Known issues in Citrix Workspace app 1809.1 for HTML5

No new issues have been observed in this release.



## **Known issues in Citrix Workspace app 1809 for HTML5**

No new issues have been observed in this release.

## **Known issues in Citrix Workspace app 1808 for HTML5**

### **Version 18.8.1.4043**

No new issues have been observed in this release.

### **Version 1808**

No new issues have been observed in this release.

## **System requirements**

January 17, 2019

This topic lists the supported Citrix product versions for Citrix Workspace app for HTML5 and the requirements for users to access virtual desktops and applications. It is assumed that all computers meet the minimum hardware requirements for the installed operating system.

### **User device requirements**

Users require devices running the following web browsers and operating systems to access desktops and applications using Citrix Workspace app for HTML5.

#### **Browsers**

- Apple Safari 7 or later
- Google Chrome 50 or later
- Microsoft Edge
- Microsoft Internet Explorer 11
- Mozilla Firefox 35 or later

## **Operating systems**

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

## **Supported Citrix server platforms**

Citrix Workspace app for HTML5 supports access to desktops and applications through the following versions of StoreFront. Stores must be accessed through Citrix Workspace for Web sites. Citrix recommends the following:

- StoreFront 2.5 (or later)
- Citrix Workspace app for HTML5 allows you to upgrade from any version of StoreFront 2.5 or later.

When users connect through Citrix Gateway, Citrix Workspace app for HTML5 can be used to access desktops and applications delivered by all the versions of Citrix Virtual Apps and Desktops that are supported by StoreFront.

For direct connections through StoreFront without Citrix Gateway, Citrix Workspace app for HTML5 can be used to access desktops and applications delivered by the following product versions:

- XenDesktop 7.6 and later
- XenApp 6.5 (Hotfix Rollup Pack 3 or later and the Group Policy Management 1.7 update must also be installed on the XenApp 6.5 server)

## **Secure user connections**

In a production environment, Citrix recommends securing communications between Citrix Workspace for Web sites and users' devices with Citrix Gateway and HTTPS. Citrix recommends using SSL certificates with a key size of at least 1024 bits throughout the environment in which Citrix Workspace app for HTML5 is deployed. Citrix Workspace app for HTML5 enables user access to desktops and applications from public networks with the following versions of Citrix Gateway.

- NetScaler Gateway 10.5 or later

Citrix Workspace app for HTML5 now supports CloudBridge disabling compression and printer compression as well as using HDX Insight analytics to display in CloudBridge Insight Center.

- CloudBridge 7.4 or later

**Note:**

If there is an issue connecting to the SSL-enabled VDA with Citrix Workspace app for HTML5, configure the cipher suites as specified in [TLS settings on VDAs](#).

## Deploy

January 17, 2019

### Deploying Citrix Workspace app for HTML5

#### To enable Citrix Workspace app for HTML5 on StoreFront

You must enable Citrix Workspace app for HTML5 on the Citrix Workspace for Web site for the StoreFront store that provides the desktops and applications you want to make available to Citrix Workspace app for HTML5 users.

**Important:** In multiple-server StoreFront deployments, use only one server at a time to make changes to the configuration of the server group. Ensure that the Citrix StoreFront management console is not running on any of the other servers in the deployment. Once complete, propagate your configuration changes to the server group so that the other servers in the deployment are updated.

1. If you have not already done so, deploy StoreFront and create a store aggregating the desktops and applications you want to make available to Citrix Workspace app for HTML5 users.

A Citrix Workspace for Web site is created automatically for new stores. For more information about creating StoreFront stores, see [Create a store](#).

2. In the Citrix StoreFront management console, select the Citrix Workspace for Web node in the left pane. From the results pane, select the site providing resources for Workspace app for HTML5 users and, in the **Actions** pane, click **Deploy Citrix Workspace**.
3. Enable Citrix Workspace app for HTML5 by selecting one of the following options.
  - If you want users to access desktops and applications from the site using a locally installed version of Citrix Workspace, where available, select **Use Citrix Workspace app for HTML5 if local install fails**. Users who already have Citrix Workspace installed cannot use Citrix

Workspace app for HTML5 to access resources from the site. Windows and Mac OS X users without Citrix Workspace are prompted to install it every time they log on to the site, but can use Citrix Workspace app for HTML5 if they are unable to install Citrix Workspace.

- If you want all users to access desktops and applications from the site through Citrix Workspace app for HTML5 regardless of whether they have a locally installed version of Citrix Workspace, select **Always use Workspace app for HTML5**.
4. If you changed the port used when you allowed WebSocket connections on Citrix Virtual Apps or Citrix Virtual Apps and Desktops, complete the following steps to change the WebSocket port for the Citrix Workspace for Web site.
    - a) Use a text editor to open the web.config file for the Citrix Workspace for Web site, which is typically located in the C:\inetpub\wwwroot\Citrix\storenameWeb directory, where *store-name* is the name specified for the store when it was created.
    - b) Locate the following element in the file.

```
<html5 ... preferences="" ... />
```
    - c) Set the value of the preferences attribute to **wsPort:portnumber**, where *portnumber* is the port that you configured in the policy.

### To enable direct connections to Citrix Virtual Apps and Desktops

Citrix Workspace app for HTML5 uses the WebSocket protocol to access virtual desktops and hosted applications. By default, WebSocket connections are prohibited on Citrix Virtual Apps and Desktops. If you plan to enable users to access desktops and applications from the local network without connecting through Citrix Gateway, allow WebSocket connections on Citrix Virtual Apps and Desktops.

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

#### Warning

Editing the registry incorrectly can cause serious problems that may require you to reinstall your operating system. Citrix cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Be sure to back up the registry before you edit it.

#### Note:

If you are using SecureICA to encrypt communications between users' devices and your Citrix Virtual Apps and Desktops or Citrix Virtual Apps servers, Citrix Workspace app for HTML5 supports

**Basic** encryption only.

### **To enable connections to Citrix Virtual Apps and Desktops using Citrix Provisioning Services**

To deploy provisioned (non-persistent) machines using Citrix Provisioning Services, create the machine catalog and delivery group on which you want to enable Citrix Workspace app for HTML5 connections. Ensure that the configured WebSocket policies apply to your machine catalog.

Restart the machine to apply the WebSocket policies. For Citrix Provisioning Services-based machines configured to use persistent write cache files and machines deployed using MCS (which have separate identity disks), the policies are persisted when the machines restart. However, for Citrix Provisioning Services-based machine catalogs configured to use temporary write cache files, these policies must be applied to the vDisk or they will not be implemented successfully on target devices.

Complete the following steps to ensure that the policies are correctly applied to the vDisk.

1. Using the Citrix Provisioning Console, shut down a target device that is part of the machine catalog and delivery group. Change the access type of the target device from Production to Maintenance.

For details, see [Target Devices](#). You must use a target device that is part of the machine catalog and delivery group or the policies will not be applied.

2. Create a new version of your vDisk and set the Access to Maintenance. For details, see [Manually updating a vDisk image](#).
3. Start the maintenance target device, selecting the maintenance vDisk version from the boot menu. Verify that the following keys are added to the registry.
  - a) HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\ICAPolicies\AcceptWebSocketsConnections
  - b) HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\WebSocketsPort
  - c) HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Citrix\WSTrustedOriginServerList
4. Shut down the target device, change the target device access type back to Production, and promote the new vDisk version to production. Then, start the target device and restart any other target devices currently running from the existing vDisk.

If you do not use vDisk versioning, you can apply the policies to your base vDisk image by shutting down all the target devices that use the vDisk, placing the vDisk in Private Image mode, and then starting the target device to update the image.

## **Configure**

June 13, 2019

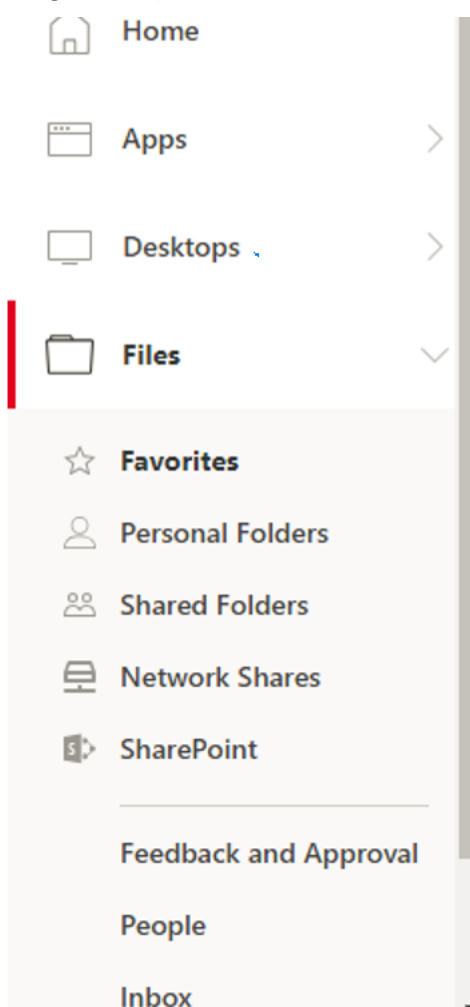
## Content Collaboration Service integration in Citrix Workspace app

This release introduces integration of Citrix Content Collaboration Service with Citrix Workspace app. Citrix Content Collaboration enables you to easily and securely exchange documents, send large documents by email, securely handle document transfers to third parties, and access a collaboration space. Citrix Content Collaboration provides many ways to work, including a web-based interface, mobile clients, desktop apps, and integration with Microsoft Outlook and Gmail.

You can access Citrix Content Collaboration functionality from the Citrix Workspace app using the Files tab displayed within Citrix Workspace app. You can view the Files tab only if Content Collaboration Service is enabled in the Workspace configuration in the Citrix Cloud console.

**Note:** Citrix Content Collaboration integration in Citrix Workspace app is not supported on Windows Server 2012 and Windows Server 2016 due to a security option set in the operating system.

The following image displays example contents of the Files tab of the new Citrix Workspace app:



### Limitations:

- Resetting Citrix Workspace app does not cause Citrix Content Collaboration to log off.

- Switching stores in Citrix Workspace app does not cause Citrix Content Collaboration to log off.

To enable users to access resources hosted on Citrix Virtual Apps and Desktops in their browsers, you must create a StoreFront store and enable Citrix Workspace app for HTML5. You must also enable WebSocket connections on Citrix Gateway, Citrix Virtual Apps, and Citrix Virtual Apps and Desktops, as required. Additionally, you can enhance the user experience by installing optional components on the machines providing the desktops and applications.

## Configuring multi-monitor display

Multi-monitor display lets you create a secondary window of the desktop or application session to which you are connected. You can then drag the secondary window to the secondary monitor.

Multi-monitor display is available for both desktop and application sessions.

To switch to multimonitor mode, click **Multimonitor** in the toolbar. Doing so creates a secondary window with a 1024x768 resolution. It also updates the server with the dual monitor information. You can drag and resize the secondary window and even go to full-screen mode on one or both monitors. Every time you resize the window, the secondary window resolution is updated on the server. To exit multi-monitor mode, close the secondary window.



Even though the resolution details of the secondary monitor are unknown to Citrix Workspace, multi-monitor mode gives you the flexibility of resizing to adjust to the resolution you prefer.

For the session to take focus, click **Multimonitor** in the toolbar.

This feature is enabled by default.

To disable the feature, edit the **configuration.js** file and set the value of the **multiMonitor** property to **false**.

```
1     'ui' : {
2
3         'toolbar' : {
4
5             'multiMonitor' : true
6         }
7     },
```

## Using Citrix Virtual Desktops on dual monitors:

1. Click **Multimonitor** in the toolbar.
2. An extended window is created. Drag the window to the extended monitor.

The screen is now extended to both the monitors.

#### **Limitations:**

- This feature is supported on desktop browsers except for Internet Explorer and Edge.
- On a Mac, the secondary window opens as a new tab in Chrome. When you drag this secondary window directly to the secondary monitor and resize it, the window might become invisible with an entry being shown in the Chrome taskbar.

*Workaround:* Drag the window to the primary monitor and then back to the secondary monitor.

### **Configuring Custom Cursor**

Citrix Workspace app for HTML5 now supports custom cursors on the Microsoft Internet Explorer (IE). This enhancement ensures that you have a consistent browsing experience across browsers. By default, the custom cursor is enabled.

#### **To disable the custom cursor in Microsoft IE or Edge using configuration.js**

The configuration.js file is located in the HTML5Client folder. Edit this file to configure Citrix Workspace app for HTML5 by performing the following step:

Open the **configuration.js** file and set the value of **'handleMouseCursorUsingDivForIE'** under **ui** to false.

```
'ui': {  
'handleMouseCursorUsingDivForIE': false  
}
```

### **Configuring CEIP**

#### **Note**

- When CEIP is disabled, minimal information, containing the installed Citrix Workspace app for HTML5 version is uploaded; this happens weekly. This minimal information is valuable to Citrix because it provides the distribution of different versions used by customers.
- When Citrix Workspace app for HTML5 is launched in a public session mode, CEIP data is not collected.

No user identifiable information is collected from the customer environment with CEIP; collected information includes:



- System information details like the version of operating system installed version of Citrix Workspace, language, and the browser version.
- Usage tracking details like statistics of application launch over the course of a week, monitor resolutions, graphics mode, decoder, renderer.
- Critical to quality details like connection and launch failures and statistics on session connection time.
- Configuration tracking details like datapoints tracking to check if a feature is enabled or disabled.

### To disable CEIP using configuration.js

In Citrix Workspace app for HTML5, the configuration.js file is located in the HTML5Client folder. Edit this file to configure Citrix Workspace app for HTML5.

#### Note

- Citrix recommends that you back up the configuration.js file before making any changes to it.
- Citrix recommends using this method only if Citrix Workspace for Chrome is repackaged for users.
- Administrator-level credentials are required to edit the configuration.js file; after editing the file, repackage the app for the changes to take effect.

For Citrix Workspace app HTML5 versions 1905 and earlier, set the enabled attribute under **ceip** to **false** in the configuration.js file.

```
1 'ceip':{  
2  
3   'enabled':false,  
4 }
```

For Citrix Workspace app HTML5 versions 1906 and later, set the enabled attribute under **analytics** to **false** in the configuration.js file.

```
1 'analytics':{  
2  
3   'enabled':false,  
4 }
```

### To disable CEIP graphical user interface

#### Note

You can modify the CEIP settings using graphical user interface only when the administrator has enabled it using configuration.js.

1. Launch Citrix Workspace app for HTML5.
2. From the toolbar, select **Preferences**.
3. Uncheck **Help improve Citrix Workspace by sending anonymous usage statistics**.

#### Note

Relaunch the session for the changes to take effect.

## Configuring selective H.264

### Configuring selective H.264 using the configuration.js file

#### Note

- Citrix recommends that you back up the configuration.js file before making any changes to it.
- Citrix recommends using this method only if Citrix Workspace app for HTML5 is repackaged for users.
- Administrator-level credentials are required to edit the configuration.js file; after editing the file, repackage the app for the changes to take effect.

By default, selectiveH264 is set to **true**.

The configuration.js file is located under C:\program Files\Citrix<actual path>\HTML5Client. Edit this file and change **selectiveH264** to **false** as shown below.

```
'graphics': {  
    'selectiveH264': false  
}
```

## Configuring PDF printing

### To configure PDF printing

The Citrix PDF Universal Printer driver enables users to print documents opened with hosted applications or applications running on virtual desktops delivered by XenApp and XenDesktop Version 7.6. When a user selects the Citrix PDF Printer option, the driver converts the file to PDF and transfers the

PDF to the local device. The PDF is then opened in a new browser tab for viewing and printing from a locally attached printer.

If you want to enable users to print documents opened with hosted applications or applications running on virtual desktops delivered by XenDesktop 7.6 and XenApp 7.6, complete the following steps.

1. Download the Citrix PDF Printing Feature Pack and install the Citrix PDF Universal Printer driver on each machine providing desktops or applications for Citrix Workspace app for HTML5 users. After installing the printer driver, restart the machine.
2. In Citrix Studio, select the Policy node in the left pane and either create a new policy or edit an existing policy. For more information about configuring Citrix Virtual Apps and Desktops policies, see [Policies](#).
3. Set the **Auto-create PDF Universal Printer** policy setting to **Enabled**.

## Enhanced PDF printing experience

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

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

This enhancement is fully supported and enabled by default in Chrome and Firefox. To disable it in Chrome and Firefox, set the value of **supportedBrowsers** to **false** in the **configuration.js** file. The configuration.js file is located under C:\program Files\Citrix<actual path>\HTML5Client.

This enhancement is partially supported in Internet Explorer 11 with some known limitations, and disabled by default. To enable this feature in Internet Explorer, set the value of **IE** to **true** in the **configuraton.js** file. The configuration.js file is located under C:\program Files\Citrix<actual path>\HTML5Client.

```
1      'pdfPrinting' : {
2
3          'directPrint' : {
4
5
6
7      'supportedBrowsers':true,
8
9
10         'IE':false
11     }
12
13     }
```

### Limitations:

- In Internet Explorer, the content of a printed PDF is scaled down and does not fit the page.
- In Internet Explorer, when printing a large file or a file with a large number of pages, the browser might stop responding or the print operation might fail intermittently.
- This enhancement is not supported for sessions that are launched through the HTML5 HDX SDK.

### To suppress the Continue print dialog

When the enhanced printing experience feature is disabled, you can print a PDF by suppressing the appearance of the **Continue** print dialog.

By default, the **'printDialog'** property of the **'hide'** object is set to **false**.

The configuration.js file is located under C:\program Files\Citrix<actual path>\HTML5Client.

To do this, set the **'printDialog'** property of the **'hide'** object to **true**.

#### Note

- Citrix recommends that you back up the configuration.js file before making any changes to it.
- Citrix recommends using this method only if Citrix Workspace app for HTML5 is repackaged for users.
- Administrator-level credentials are required to edit the configuration.js file; after editing the file, repackage the app for the changes to take effect.

```
1      {
2
3
4
5      'ui' : {
6
7
8
9      "hide":{
10
11
12
13      'printDialog': true
14
15
16      }
17
18
19
```

```
20     }  
21  
22  
23  
24     }
```

## Session reliability

With session reliability, the session remains active on the server. To indicate that connectivity is lost, the user's display freezes until connectivity resumes on the other side of the tunnel. The user continues to access the display during the interruption and can resume interacting with the application when the network connection is restored. Session reliability reconnects users without reauthentication prompts.

### Note

Citrix Workspace app for HTML5 users cannot override the server setting.

You can use session reliability with Transport Layer Security (TLS).

### Note

TLS encrypts only the data sent between the user device and Citrix Gateway.

For more information on configuring session reliability, see [Session reliability policy settings](#) in Citrix Virtual Apps and Desktops documentation.

## Mobility support

### To enable the auto soft keyboard popup

To enable this feature, configure the automatic keyboard policy to display the soft keyboard when clicking any editable area:

1. Open Citrix Studio on DDC.
2. Select **Policies**.
3. Click **Create Policy**.
4. Search for **Automatic Keyboard Display** and select **Allowed**.

## User experience

May 28, 2019

Citrix Workspace app for HTML5 integrates with Citrix Workspace for Web sites. To access their virtual desktops and hosted applications using Citrix Workspace app for HTML5, users navigate to a Citrix Workspace for Web site using a compatible browser running on a supported operating system.

The user experience with Citrix Workspace app for HTML5 is as follows:

- If you did not configure the site to always use Citrix Workspace app for HTML5, the site attempts to determine whether Citrix Workspace is installed locally on devices running Windows and Mac OS X. When Citrix Workspace cannot be detected, users are prompted to download and install the appropriate Citrix Workspace for their platform. For users who are unable to install Citrix Workspace, this happens every time they log on to the Citrix Workspace app for Web site. Users who already have Citrix Workspace installed locally must use this version to access resources from the site and are not given the option to use Citrix Workspace app for HTML5. When you configure the Citrix Workspace for Web site to always use Citrix Workspace app for HTML5, all users must access resources from the site through Citrix Workspace app for HTML5 regardless of whether they have a locally installed version of Citrix Workspace.
- When users access a desktop or application through Citrix Workspace app for HTML5, the resource starts in a new browser tab or window, according to the user's browser settings. You can configure Citrix Workspace app for HTML5 so that resources are always started in the same tab as the Citrix Workspace for Web site.
- When a user starts an additional application, Citrix Workspace app for HTML5 checks whether the application can be started within an existing session before creating a new session. This enables users to access multiple applications over a single connection so that the available resources are used more efficiently.
- Citrix Workspace app for HTML5 supports displaying titles of the applications and desktops in parentheses (for example, VDA(1) and VDA(2)) in the browser tab. To enable this feature, select **Launch applications in the same tab as Receiver for Web** in StoreFront. For more information, see [Configure](#).

### File Transfer

By default, users can:

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

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

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

## Requirements

- XenApp and XenDesktop 7.6 or later, with:
  - Hotfix ICATS760WX64022.msp on server OS VDAs (Windows 2008 R2 or Windows 2012 R2)
  - Hotfix ICAWS760WX86022.msp or ICAWS760WX64022.msp on client OS VDAs (Windows 7 or Windows 8.1)
- To change file transfer policies: Group Policy Management (GPM) hotfix GPMx240WX64002.msi or GPMx240WX86002.msi on machines running Citrix Studio

## Limitations

- A user can upload or download a maximum of 10 files at a time.
- Maximum file size:
  - For uploads: 2147483647 bytes (2 GB)
  - For downloads: 262144000 bytes (250 MB)

## File Transfer policies

By default, file transfer is enabled. Use Citrix Studio to change these policies, located under User Setting < ICA\File Redirection. Consider the following when using file transfer policies:

- Allow file transfer between desktop and client. Allows or prevents users from transferring files between a Citrix Virtual Apps and Desktops session and their devices.
- Upload file to the desktop. Allows or prevents users from uploading files from their device to a Citrix Virtual Apps and Desktops session.
- Download file from desktop. Allows or prevents users from downloading files from a Citrix Virtual Apps and Desktops session to their device.

## Enhanced clipboard support

Prior to introducing this feature, Citrix Workspace did not support copying and pasting HTML-formatted text from a local application to another application (for example, Microsoft Excel) using the Paste Special feature. As a result, the targeted app (in this case, Microsoft Excel) would not retain its HTML formatting characteristics.

Citrix Workspace app for HTML5 supports HTML format in addition to plain text between client and a session. This support is useful for Office apps and browsers. Enhanced clipboard support is only available on Chrome and Safari browsers. You can copy HTML content and retain formatting; when copying a link in Chrome, a <img> tag is added in HTML format, which effectively allows you to copy images as well as text. This feature is richer than plain text but does not work in all applications.

**To configure clipboard support, add the following registry entry to the VDA:**

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Citrix\wfshell\Virtual Clipboard\Additional Formats\HTML Format  
“Name”=“HTML Format”

For additional information about the issues resolved by the introduction of this feature, see Knowledge Center article [CTX086028](#).

**Warning:**

Using Registry Editor incorrectly can cause serious problems that can require you to reinstall the operating system. Citrix cannot guarantee that problems resulting from incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. Make sure you back up the registry before you edit it.

**Enhanced clipboard experience - Experimental feature**

When you launch multiple Virtual Desktop hosted applications or desktops on Windows, Mac, or Chrome operating systems using the browser based Citrix Workspace app for HTML5, you might want to copy and paste text between the session and your client device. As an experimental feature, you can now use the Ctrl C and Ctrl V hotkeys to copy and paste.

On Firefox and Edge browsers, copy the text from a remote session to a local device by clicking **Confirm**.

Disable the copy confirmation dialog by selecting the **Restrict copying from remote session** check box in **Preferences** on the toolbar. Clear the check box to enable the option again.

**To enable the enhanced clipboard experience**

This feature is experimental and disabled by default.

To enable this feature, edit the **configuration.js** file located inside the HTML5Client folder (C:\Program Files\Citrix\Receiver StoreFront\HTML5Client) and set the value of **directClipboard** to **true**.

**Limitations:**

- You can copy and paste only text and not images and files.
- You can copy only short texts.
- This experimental feature supports only the user interface translations in the English language for clipboard related texts.



## Configuring toolbar

By default, the enhanced toolbar feature is enabled.

To hide the toolbar:

1. While logged in as an administrator, access the **configuration.js** file in **C:\ProgramFiles\Citrix<actual path>\HTML5Client**.
2. Search the configuration.js file to locate 'menubar key.'
3. In the configuration.js file, set "**menubar**":false.

You can also hide an individual icon to prevent it from showing up in the toolbar. For example, to hide the ctrl+alt+del button in the toolbar:

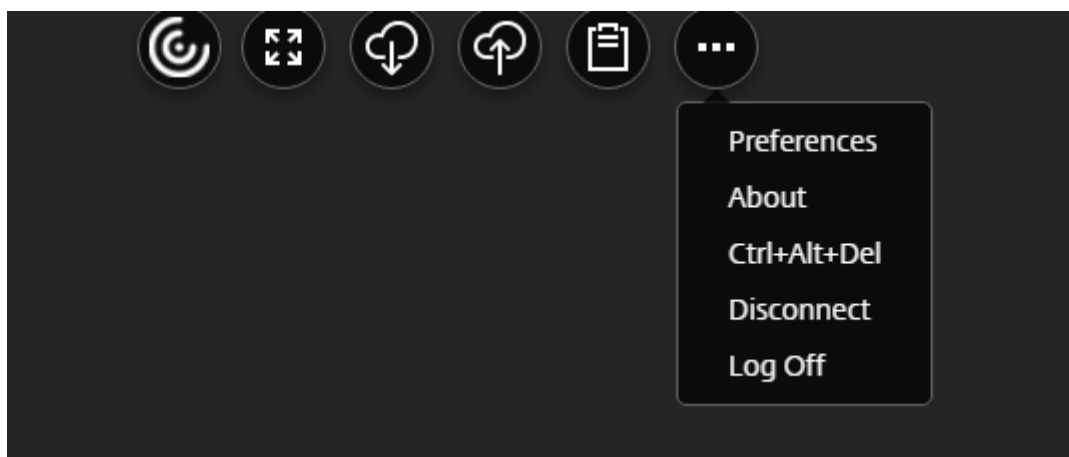
1. While logged in as an administrator, access the **configuration.js** file in **C:\ProgramFiles\Citrix<actual path>\HTML5Client**.
2. Search the configuration.js file to locate 'lock.'
3. In the configuration.js file, set **lock**:false.

## Session sharing

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

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

A floating toolbar containing controls for Citrix Workspace app for HTML5 is displayed in the browser tab, as shown in the following figure. The clipboard button enables users to copy and paste Unicode plain text between the local clipboard on the device and the resource running in the browser. Users can use standard Windows shortcuts to copy data, including text, tables, and images, between hosted applications, both within the same session and between different sessions. Users can also send the CTRL+ALT+DELETE key combination to their desktops and applications using a button on the toolbar.



When printing a document opened with a hosted application or an application running on a virtual desktop, the user is given the option to print the document to PDF. The PDF is then transferred to the local device for viewing and printing from a locally attached printer. The file is removed from the device when the user closes the PDF.

A user who clicks a link in a document opened using a hosted application is given the choice of whether to open the URL in a hosted browser application within the session or to use the browser on the local device.

### **Citrix Workspace app for HTML5 logs**

Citrix Workspace app for HTML5 provides timestamps for the logs generated by the user device.

**To assist with troubleshooting issues, you can view Citrix Workspace app for HTML5 session logs.**

The log page allows users to:

- Enable Logging: Enable logging to view the HTML5 logs.
- Disable Logging: Disable logging to stop logging in a session.
- View logs: View the logs generated for a session.
- Clear logs: Delete the log file generated in a session.
- Download log file: Download the log file to a desired location.

**To view Citrix Workspace app for HTML5 logs by navigating to the log page:**

1. Log on to the Citrix Workspace or Web site.
2. In another browser tab or window, navigate to `siteurl/Clients/HTML5Client/src/ViewLog.html`, where site url is the URL of the Citrix Workspace app for web site, typically `<http://server.domain/Citrix/StoreWeb>`.
3. On the logging page, click Start Logging.
4. On the Citrix Workspace for Web site, access a desktop or application using Citrix Workspace app for HTML5.

The log file generated for the Citrix Workspace app for HTML5 session is shown on the logging page. You can also download the log file for further analysis.

### **To view Citrix Workspace app for HTML5 logs using the toolbar:**

1. Log on to the Citrix Workspace for Web.
2. In the Citrix Workspace for Web, access a desktop or application.
3. From the session toolbar, select **Logging**.
4. Click **Start Logging**.

## **SDK and API**

January 17, 2019

Citrix Workspace app for HTML5 enhances support for HDX and SDK sessions by enabling you to customize your delivery model for Citrix hosted apps and desktops through your website. This feature is particularly useful for building a rich app experience in your Enterprise portals. It can be used to provide a rich app experience for users as a service when hosting Citrix Workspace app for HTML5 on your web server while launching Citrix hosted apps and desktops from your website.

For the HDX SDK for Citrix Workspace app for HTML5 documentation, see [HDX SDK for HTML5](#).

For HDX SDK examples, refer to the Citrix [download](#) page.



### **Locations**

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