Citrix Workspace app
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The Citrix Workspace App for Microsoft Teams allows you to access ShareFile documents and share them in Microsoft Teams in a quick and efficient manner. You can share the content in personal chats, group chats, and in channels.

**Prerequisites**

Ensure that you have done the following:

- Enable the Citrix Workspace App for Microsoft Teams in the customer accounts.
- Have an active Citrix Cloud Account.
- Have an active Citrix Content Collaboration Service.

**Getting a Citrix Content Collaboration Service Trial**

1. Login to citrix.cloud.com with your credentials.
   
   **Note:**
   
   Refer to the **Sign Up for Citrix Cloud** article for step-by-step instructions to create a Citrix Cloud account.

2. Upon authentication, on the **Content Collaboration** service tile, click the dropdown, and select **Request Trial**.
3. Select the service region that you wish to use in the **GEO Location** section, and acknowledge that the location can’t be changed after requesting the trial.

4. Enter the unique subdomain in **Select a subdomain** and click **Request Trial**.
   
   You will receive an email once your Content Collaboration account is created.

5. Click **My Services > Manage** on the Content Collaboration tile to continue to the Content Collaboration Admin Overview.

### Adding Users to the Content Collaboration Service

1. On the Citrix Content Collaboration console in Citrix Cloud, go to **Users > Manage Users Home**.

2. Enter the user’s name, email address, and company information. You can also customize their password.

3. Customize the user’s access setting and feature-based permissions in the **User Access**. Certain permissions are not visible or applicable, depending on the account.

4. Assign folders to the user and add the user to Distribution Groups. You can also customize the user’s permissions to various folders on your account. To grant a user access to a folder, select the respective checkbox.
5. Send the welcome email to the new users, or opt to do so later. This email includes a link to activate their new account.

**Citrix Workspace Browser**

November 9, 2021

Citrix Workspace Browser is a native browser running on the client machine. It enables users to open web or SaaS apps from the Citrix Workspace app in a secure manner. It ensures a consistent user interface while accessing various web or SaaS apps while improving your productivity and giving you a great performance in rendering those apps.

The Workspace Browser is Chromium-based, secure, and protects your device and your organization’s network from unintended user behavior. The Workspace Browser is available as part of Citrix Workspace app 2109 for Windows and Mac. When you open web or SaaS apps in the Workspace app, the Workspace Browser is invoked and the apps open in a new window. You can open the following types of web and SaaS apps that have the enhanced security feature enabled:

- Internal web apps that would otherwise require a VPN to access outside of the Citrix Workspace app framework, open in the Workspace Browser.

- External SaaS apps open in the Workspace Browser if Secure Workspace Access are applied while deploying the app. If the Secure Workspace Access are not applied to the external SaaS app, they open in your native browser.
System requirements and compatibility

Citrix Workspace Browser is shipped with the Citrix Workspace app (Windows and Mac) and is supported on the following operating systems:

- **Windows.** For more information about the Windows versions supported, see System requirements and compatibility.
- **macOS.** For more information about the macOS versions supported, see System requirements and compatibility.

Note:
This release of the Workspace Browser is based on Chromium version 92.

What’s new

What’s new in 2111

This release addresses issues that help to improve overall performance and stability.
For the list of fixed issues in this release, see Fixed issues in version 2111

What’s new in 2109.1

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

Configure

Administrators can enforce enhanced access security policies for secure access to web or SaaS apps. Admins can restrict actions such as restricted printing, downloads, and clipboard access (copy-paste), and so on. For more information, see Configure Citrix Secure Workspace Access.

Admins can specify the content access settings in the Citrix Secure Workspace Access service to control the following policies, which are applied on a per-app and per-URL basis:

Secure Workspace Access:

- **Restrict clipboard access:** Disables cut, copy, and paste operations between the app and the endpoint’s clipboard.
• **Restrict printing:** Disables the ability to print from within the app.

• **Restrict downloads:** Disables the ability to download from within web and SaaS apps or copy files from the browser.

• **Display watermark:** Overlays a screen-based watermark that shows the user name and public IP address of the endpoint.

**Note:**

The **Restrict navigation** option is not supported.

**App protection policies:**

The app protection policies are not supported on devices running Windows 11.

• **Restrict keylogging:** Protects users from keyloggers.
- **Restrict screen capturing**: Disables capturing screenshots or screen recording for the app this policy is applied to. This policy is applied as long as a protected tab is visible (not minimized) in your browser window.

**Note:**

If enhanced security features such as restriction or watermark are applied through the Secure Workspace App panel while deploying SaaS apps, the app opens in the Workspace Browser.

If no additional security features are applied, the app opens in the native browser.

**Get started**

The Citrix Workspace Browser is available as part of the Citrix Workspace app for Windows and Citrix Workspace app for Mac version 2109. If you are running these versions of the Workspace app, web and SaaS apps open in the Workspace Browser by default.

When you open a web or SaaS app in Citrix Workspace app for the first time, the app opens in a Workspace Browser window that is identified by the following icon in the dock on a Mac and the taskbar on a Windows machine:

![Workspace Browser Icon](image)

The app opens in the Workspace Browser window and the following screen appears along with a search bar:

**On Windows:**
On macOS:

All subsequent apps open in new tabs. You can log out of the Citrix Workspace app and continue to
use the Workspace Browser until the session cookies time out.

**Features**

The Workspace Browser brings you an enhanced and more native-like browser experience and supports the following features:

- **VPN-less access to internal web pages** – Access internal web apps without relying on a VPN.
- **Tabs and multiple windows** – Open multiple tabs and windows and easily switch between them. Every new web or SaaS app that you open in the Workspace app appear in a new tab in the Workspace Browser. When multiple tabs are opened, the Workspace Browser prompts you to group similar tabs. You can also pin tabs to the top of the browser window for easy access in the future. To open a tab in a new window, simply drag the tab out of your current browser window.

- **Progressive Web Apps (PWA)** – PWAs are apps that are installed on your device and provide a near app-like experience on your desktop. It is a lightweight app that loads faster as it uses data cached from your previous interactions with the app. To install a PWA, simply visit a website that is available as a PWA. The **Install** icon appears adjacent to the **Bookmark this tab** icon in the address bar as a prompt, if a PWA is available for that website.

All the installed PWAs are available in the **Applications > CWA Browser Apps**.

When you open a PWA, when you are not already signed in to the Workspace app, you are prompted to authenticate to Workspace app.

**Note:**

When you open a PWA on a Mac, the Workspace Browser window opens as well.

- **Editable omnibox** – Use the omnibox (address bar), at the top of the browser window to enter URLs or perform search operations. The default search engine is Google.
- **Bookmarks** - Add frequently visited webpages to bookmarks for easy access in the future. You can import your bookmarks from other browsers, however, you can’t export your bookmarks.
from the Citrix Workspace Browser.

- **Dark mode** – Dark mode is applied to the Workspace Browser only if the theme is already enabled on your system.

- **Microphone and webcam support** - Support for audio and video conferencing through various platforms. The following video conferencing solutions are supported:

  **On Windows:**
  - Microsoft Teams
  - Google Meet (Screen sharing is not supported)
  - Zoom
  - GoToMeeting
  - Cisco Webex

  **On macOS:**
  - Microsoft Teams
  - Google Meet (Screen sharing is not supported)
  - Zoom
  - GoToMeeting (Screen sharing is not supported)
  - Cisco Webex

- **Proxy authentication** – Support for one-time authentication if your organization has configured a proxy. Once you sign in to the Workspace app for Windows and start a SaaS app, the app opens in the Workspace Browser without the need for further authentication as the Workspace app reads your credentials from the Windows Credentials Manager. Proxy authentication is supported if the proxy server being accessed via the Workspace Browser is the same as the one for which credentials are stored in the Windows Credential Manager and read by the Citrix Workspace app. If your organization has configured other proxy servers for which the Workspace app isn’t able to find credentials in the Windows credentials manager, you are prompted for authentication. In all other scenarios, the Workspace Browser prompts you for authentication, which is cached in the memory until you close the browser window. Proxy authentication is not supported on macOS.

- **Analytics** – If the Citrix Analytics Service is configured, admins can gather information about user behavior and other security insights. For more information about Citrix Analytics, see Getting started section in the Citrix Analytics documentation.

**Note:**

On macOS, the End events are not sent by the Citrix Analytics Service if a user directly closes the Citrix Workspace app.
Settings

You can customize the Citrix Workspace Browser by using a range of settings that are available to you. The following options appear when you click the ellipsis icon on the top right of the webpage:

Click Settings to view the options along with default values or if you like to customize your browsing experience.
The following options are available when you right-click on a webpage.

- **Back**
- **Forward**
- **Reload**
- **Print...**
- **Create QR code for this page**

If you have modified any of the settings and would like to restore them to their default values, go to
Settings and click Reset Settings. Once you reset the settings, the following changes are applied to the Workspace Browser:

- All the pinned tabs get unpinned.
- All cookies are removed and the site data is restored to its default.
- All site settings are restored to their default values.

Note:

- The functionality to add extensions has been blocked.
- Citrix Workspace Browser doesn’t allow the user to create profiles.

Keyboard support

Citrix Workspace Browser supports non-English language keyboards and Input Method Editors (IMEs).

Supported languages

The Workspace Browser is available in the following languages:

- English
- Chinese (Simplified)
- Chinese (Traditional)
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazil)
- Russian
- Spanish

Fixed issues

Fixed issues in version 2111

- On devices running macOS, Advanced Audio Coding (AAC) is not supported. [CTXBR-1844]

Fixed issues in version 2109.1

- If you have opened a protected app, an unprotected SaaS app, and a protected desktop session, the browser crashes when you switch from the protected desktop session window to the
unprotected SaaS app. This issue occurs on macOS. [CTXBR-2087]

- If your admin has installed external extensions in Google Chrome, the Citrix Workspace Browser crashes when you open it. [CTXBR-2135]

Known issues

Known issues in version 2111

No new issues have been observed in this release.

Known issues in version 2109.1

No new issues have been observed in this release.

Known issues in version 2109

- On devices running macOS, the Look Up option is grayed out and not available when the Restrict clipboard access policy is enabled. [CTXBR-1812]

- The Save link as… option still is enabled for SaaS apps when the Restrict clipboard access policy is enabled. [CTXBR-1827]

- When the Restrict clipboard access is enabled, you cannot drag selections from a webpage to the text editor although the webpage supports it. [CTXBR-1829]

- If you open the Citrix Workspace Browser as a standalone app by clicking the icon when you are not signed in to the Workspace app, a prompt to sign in to the Workspace app appears. Once you sign in to the Workspace app and click the refresh icon continuously on the browser window, a blank page appears. [CTXBR-1834]

- On devices running macOS, Advanced Audio Coding (AAC) is not supported. [CTXBR-1844]

- While you are logged into the Citrix Workspace app for Mac and the network connection is lost and is restored again, the following error message appears:

“you are no longer signed into Citrix Workspace”

This issue occurs when you open a resource by starting the Citrix Workspace browser from the Library folder before the network connection is restored. [CTXBR-1888]

- If a Progressive Web App (PWA) is installed from both Google Chrome and the Workspace Browser, and if you uninstall either one of the PWAs, the desktop icon is removed for both the app instances. [CTXBR-1893]

- Active Citrix Workspace Browser windows don’t close when the Citrix Workspace app is reset from the system tray. [CTXBR-1899]
Citrix Workspace app

- In the Workspace Browser, you are unable to capture screenshots of browser windows that are not protected when a protected browser window is already minimized. This issue occurs intermittently. [CTXBR-1925]

- If Google Chrome has managed extensions then Citrix Workspace Browser crashes on launch. [CTXBR-2135]

- Open a protected SaaS app, open a new tab, and separate the new tab into a new window by dragging it out of the tab bar. Now arrange two windows next to each other and open a new tab in the second window and take a screenshot. You are able to capture the screenshot for the protected SaaS app as well. This issue occurs on macOS. [RFMAC-10060]

- If a Progressive Web App (PWA) that is protected is opened on macOS, the App Protection policies aren’t enforced. [RFMAC-10128]

Third-party notices

Citrix Workspace Browser might include third-party software licensed under the terms defined in the following document:

Third Party Libraries for Citrix Workspace Browser

Citrix Workspace app release timeline

October 4, 2021

This release timeline illustrates the target release cadence and dates of Citrix Workspace app releases. Although exact dates might change, we want to help you plan ahead. We also want to make it easier for you to manage Citrix Workspace app deployments.

You can download new releases from the Citrix Workspace app Downloads page. Citrix Workspace apps for Android, iOS, and Windows (Store) are also available for download from their respective app stores. If you have enabled Citrix Workspace Updates for Citrix Workspace app for Mac or Windows, you are notified to accept the download and install the update. Consider subscribing to our RSS feed to receive alerts when new releases become available.

For details about the features available in each Citrix Workspace app, see the Citrix Workspace app Feature Matrix.

For lifecycle information, see Lifecycle Milestones for Citrix Workspace app.

Target release cadence

The following Citrix Workspace app platforms follow a two-week release cadence:
Citrix Workspace app

- Android
- HTML5
- iOS
- Windows (Store)

The following Citrix Workspace app platforms follow a six-week release cadence:

- Linux
- Mac
- Windows

### Target release dates

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